

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Southern NSW Local Health District

**January to March 2018**

## Batemans Bay District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 4,710 patients

Emergency presentations:<sup>2</sup> 4,571 patients

Same period last year	Change since one year ago
4,270	10%
4,065	12%

## Batemans Bay District Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 415 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,317 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 57 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,227 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 87 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 595 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
330	
7 minutes	8 minutes
24 minutes	23 minutes
1,139	
21 minutes	20 minutes
66 minutes	65 minutes
2,039	
27 minutes	25 minutes
110 minutes	98 minutes
539	
25 minutes	22 minutes
120 minutes	97 minutes

## Batemans Bay District Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,710 patients

Percentage of patients who spent four hours or less in the ED 90%

Same period last year	Change since one year ago
4,270	10%
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.

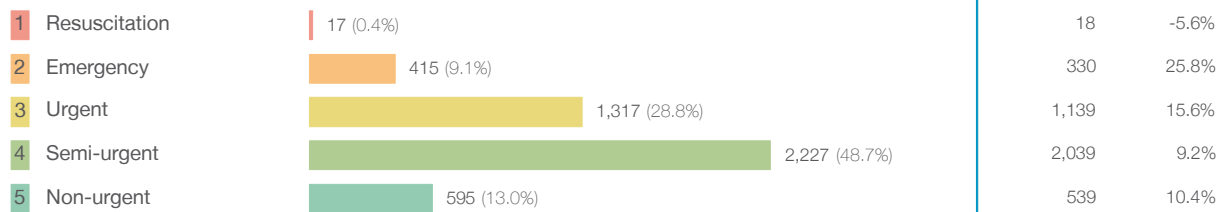
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Batemans Bay District Hospital: Patients presenting to the emergency department

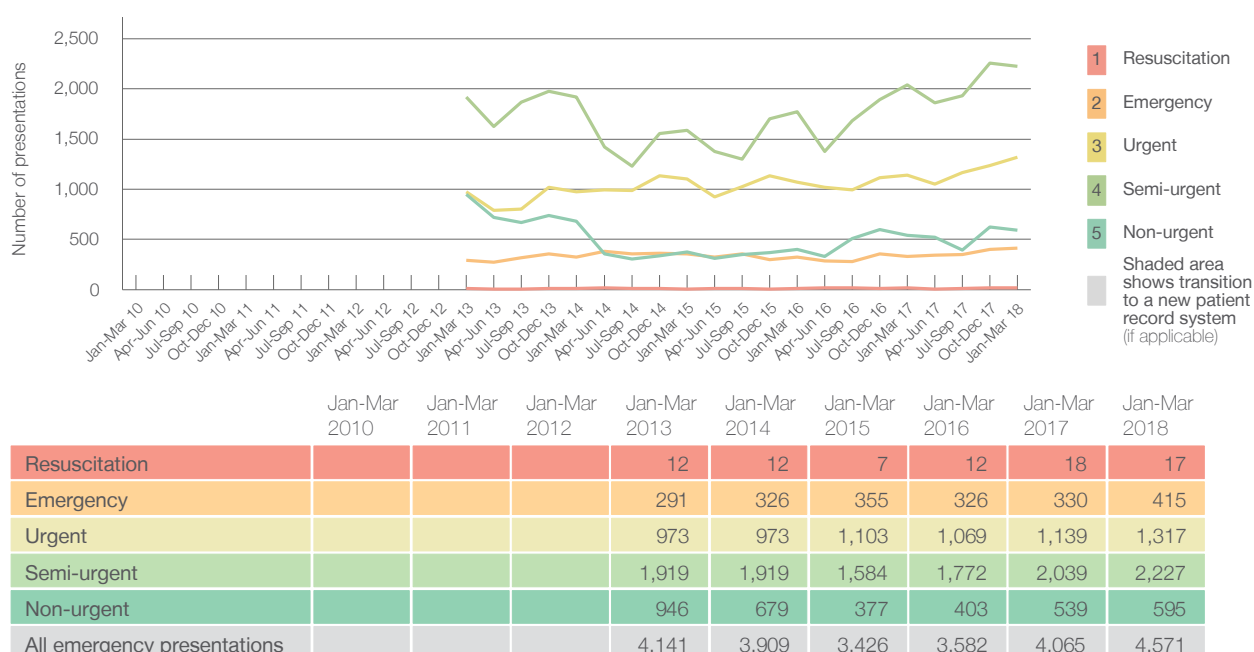
January to March 2018

All presentations:<sup>1</sup> 4,710 patients

Emergency presentations<sup>2</sup> by triage category: 4,571 patients



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



## Batemans Bay District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 501 patients

ED Transfer of care time



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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Batemans Bay District 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: 415

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 413

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

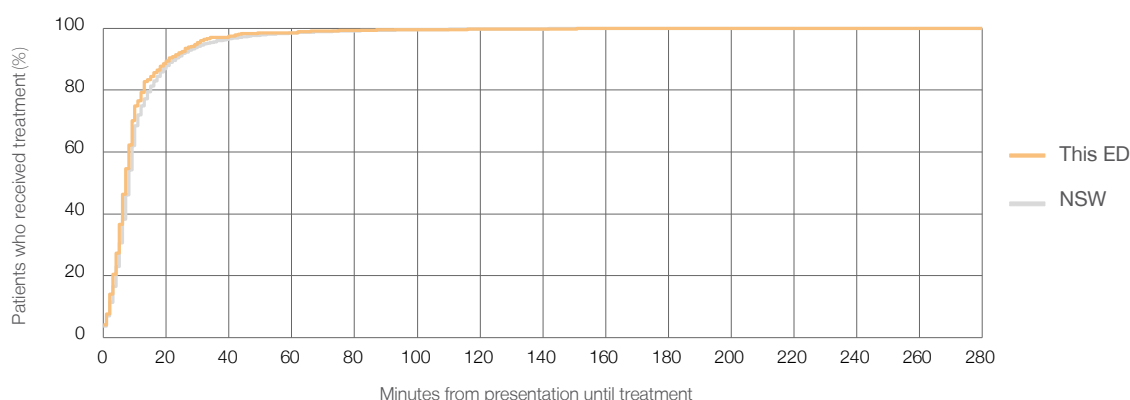
7 minutes

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

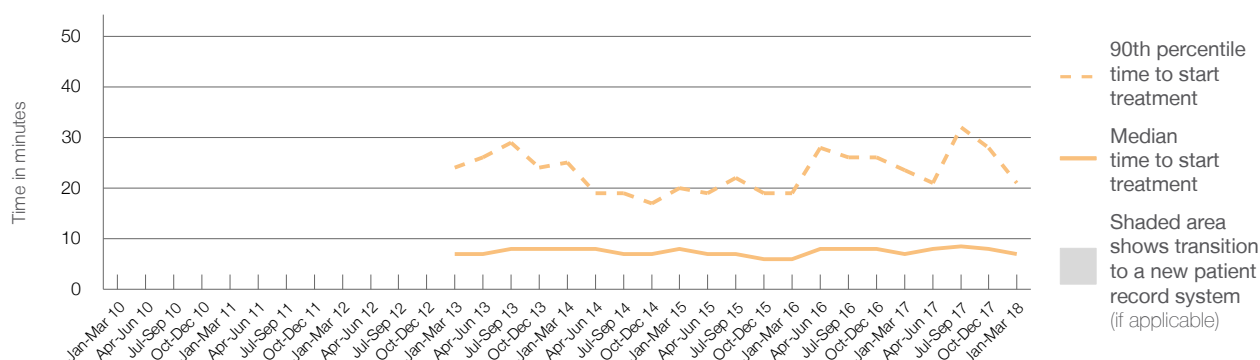
21 minutes

Same period last year	NSW (this period)
330	330
7 minutes	8 minutes
24 minutes	23 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)				7	8	8	6	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)				24	25	20	19	24	21

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

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## Batemans Bay District 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: 1,317

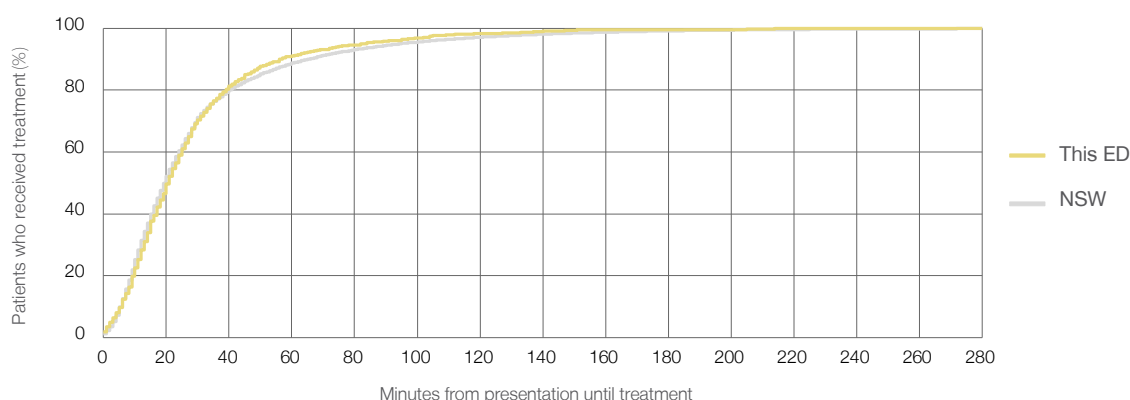
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,250

Median time to start treatment<sup>4</sup> 21 minutes

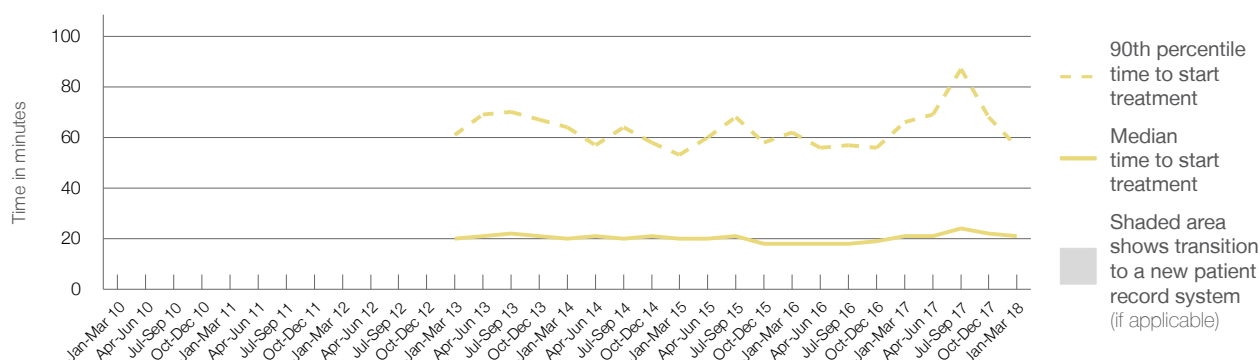
90th percentile time to start treatment<sup>5</sup> 57 minutes

Same period last year	NSW (this period)
1,139	
1,080	
21 minutes	20 minutes
66 minutes	65 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)				20	20	20	18	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)				61	64	53	62	66	57

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## Batemans Bay District 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: 2,227

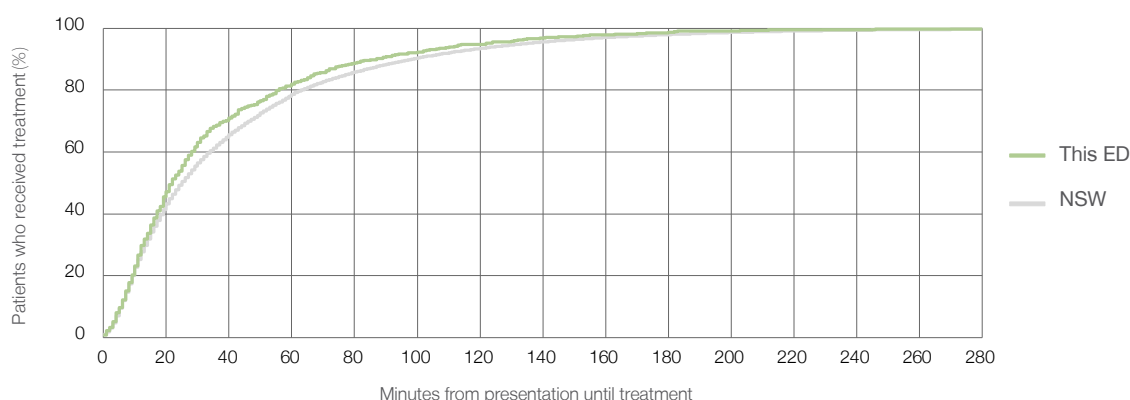
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 935

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

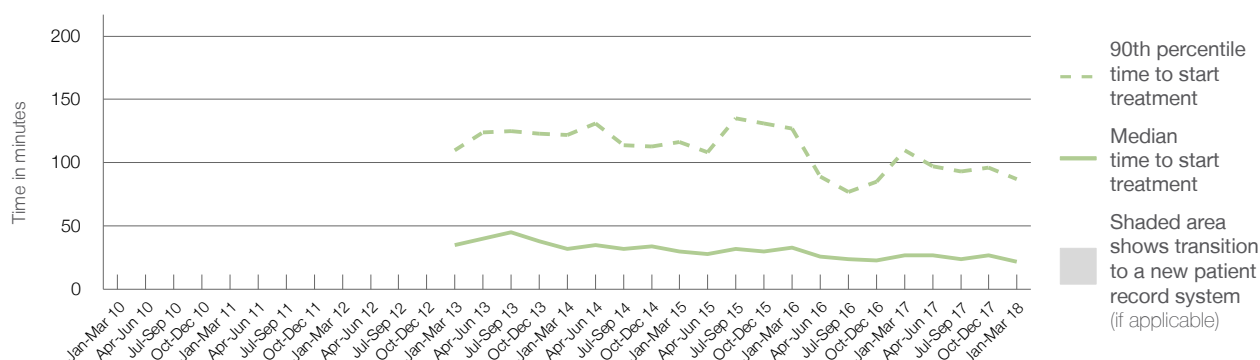
90th percentile time to start treatment<sup>5</sup> 87 minutes

Same period last year	NSW (this period)
2,039	933
27 minutes	25 minutes
110 minutes	98 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)				35	32	30	33	27	22
90th percentile time to start treatment <sup>5</sup> (minutes)				110	122	117	127	110	87

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## Batemans Bay District 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: 595

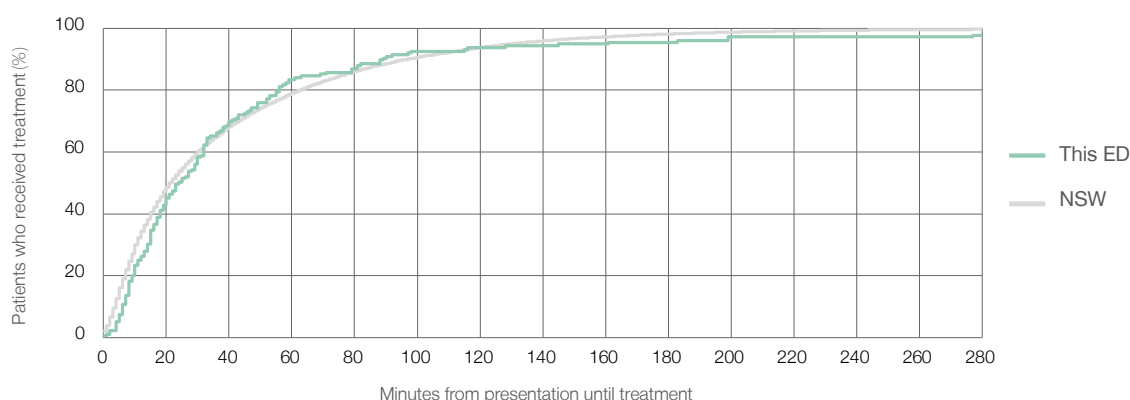
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 175

Median time to start treatment<sup>4</sup> 24 minutes

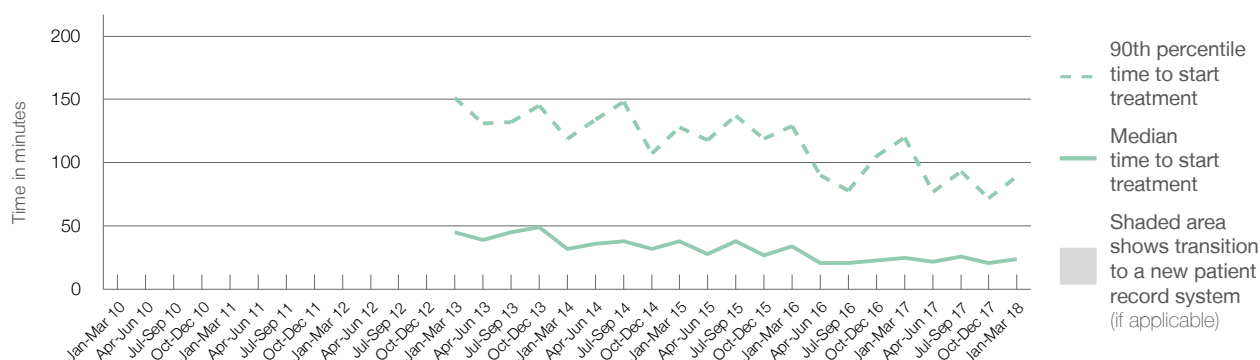
90th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
539	
170	
25 minutes	22 minutes
120 minutes	97 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)				45	32	38	34	25	24
90th percentile time to start treatment <sup>5</sup> (minutes)				151	119	128	129	120	89

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

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## Batemans Bay District Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 4,710 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,710 patients

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

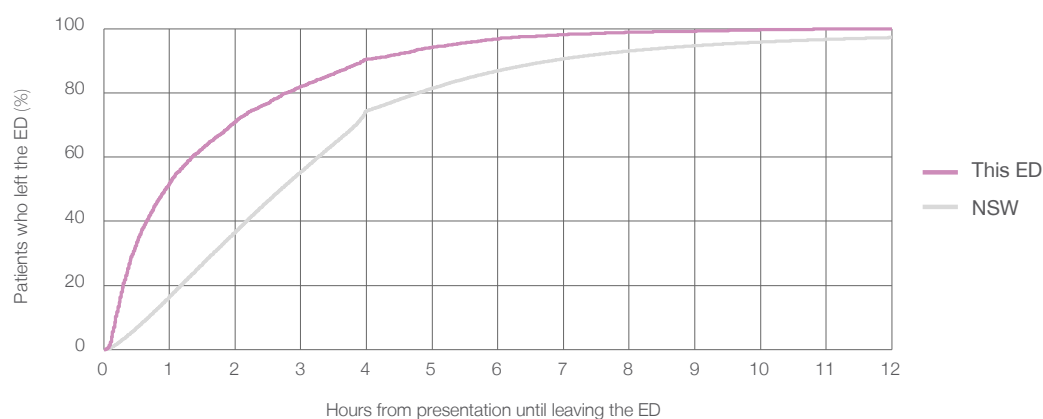
0 hours and 57 minutes

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

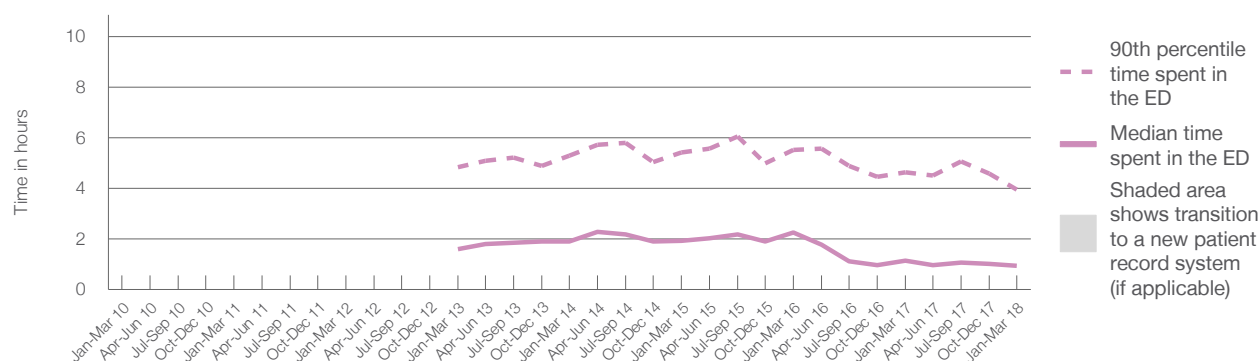
3 hours and 57 minutes

Same period last year	NSW (this period)
4,270	
4,270	
1 hours and 9 minutes	2 hours and 42 minutes
4 hours and 38 minutes	6 hours and 49 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)				1h 37m	1h 54m	1h 56m	2h 15m	1h 9m	0h 57m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)				4h 51m	5h 18m	5h 26m	5h 32m	4h 38m	3h 57m

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## Batemans Bay District Hospital: Time patients spent in the ED

By mode of separation

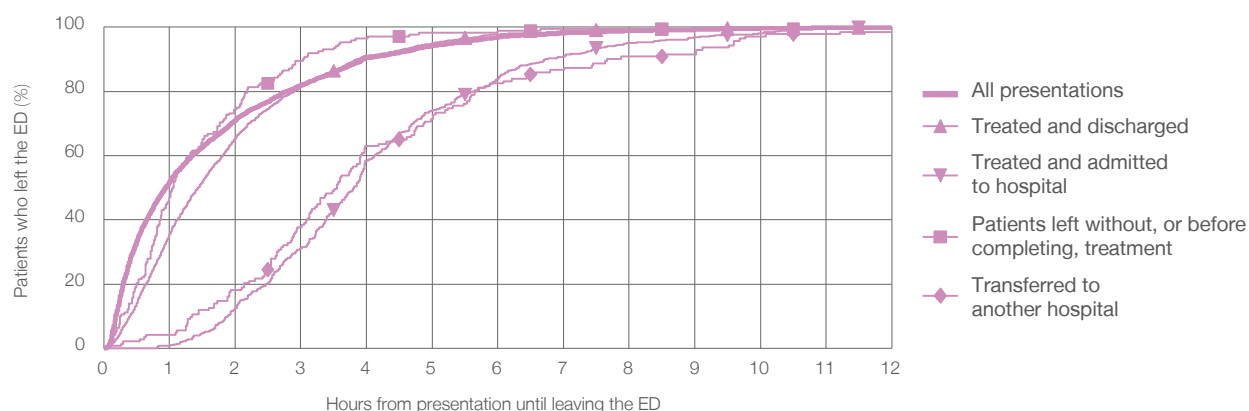
January to March 2018

All presentations:<sup>†</sup> 4,710 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,710 patients

		Same period last year	Change since one year ago
Treated and discharged	2,277 (48.3%)	1,967	15.8%
Treated and admitted to hospital	444 (9.4%)	495	-10.3%
Patient left without, or before completing, treatment	172 (3.7%)	177	-2.8%
Transferred to another hospital	143 (3.0%)	149	-4.0%
Other	1,674 (35.5%)	1,482	13.0%

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



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

Treated and discharged	35.6%	65.4%	81.4%	91.2%	97.8%	99.3%	99.8%	100%
Treated and admitted to hospital	0.7%	12.6%	31.1%	58.3%	84.0%	95.0%	98.2%	100%
Patient left without, or before completing, treatment	47.1%	74.4%	89.5%	96.5%	98.8%	99.4%	99.4%	99.4%
Transferred to another hospital	4.2%	18.2%	37.8%	62.9%	82.5%	90.9%	97.2%	98.6%
All presentations	51.8%	71.0%	82.0%	90.5%	96.8%	98.9%	99.6%	99.9%

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

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## Batemans Bay District Hospital: Time spent in the ED

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

#### January to March 2018

All presentations at the emergency department: <sup>1</sup> 4,710 patients

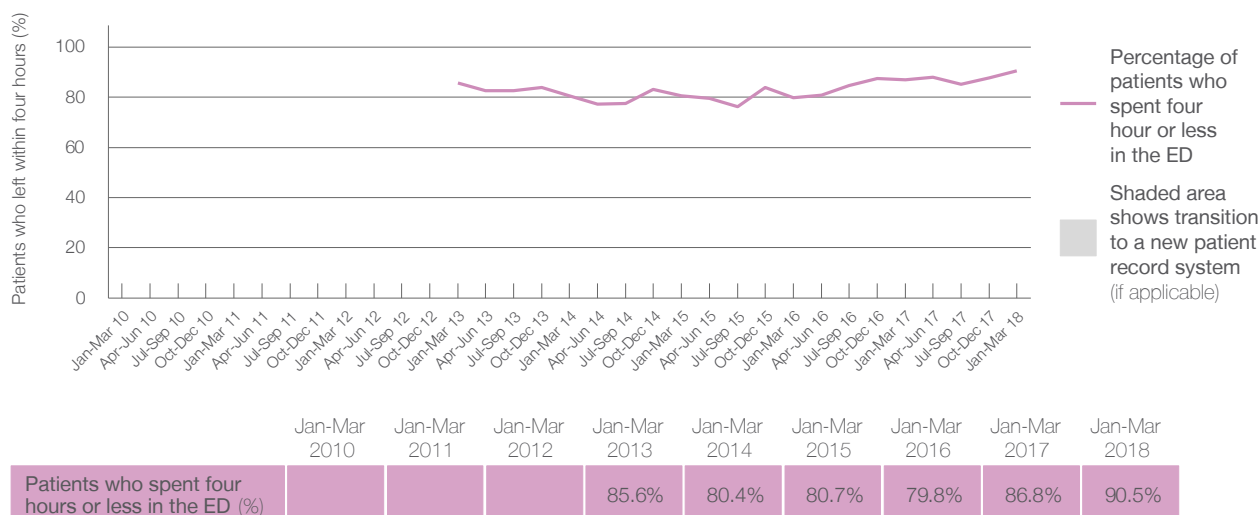
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,710 patients

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



Same period last year	Change since one year ago
4,270	10%
4,270	10%
86.8%	

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



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Cooma Hospital and Health Service: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 2,734 patients

Emergency presentations:<sup>2</sup> 2,455 patients

Same period last year	Change since one year ago
2,351	16%
2,179	13%

## Cooma Hospital and Health Service: Time patients waited to start treatment <sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 324 patients

Median time to start treatment<sup>4</sup> 8 minutes

90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 681 patients

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

90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,010 patients

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

90th percentile time to start treatment<sup>5</sup> 97 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 435 patients

Median time to start treatment<sup>4</sup> 33 minutes

90th percentile time to start treatment<sup>5</sup> 111 minutes

Same period last year	NSW (this period)
261	
7 minutes	8 minutes
19 minutes	23 minutes
568	
16 minutes	20 minutes
46 minutes	65 minutes
871	
26 minutes	25 minutes
87 minutes	98 minutes
473	
25 minutes	22 minutes
105 minutes	97 minutes

## Cooma Hospital and Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,734 patients

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

88%

Same period last year	Change since one year ago
2,350	16%
88%	

\* 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.

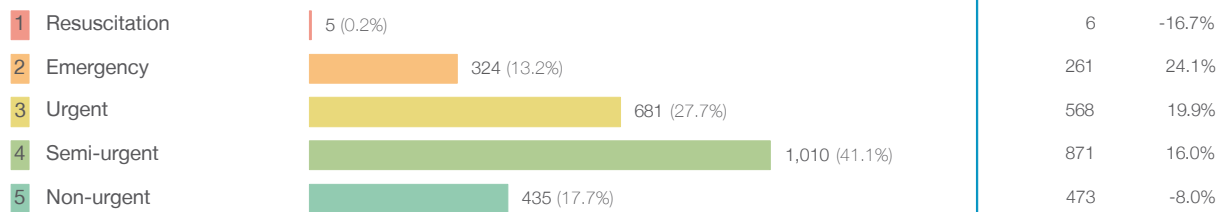
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Cooma Hospital and Health Service: Patients presenting to the emergency department

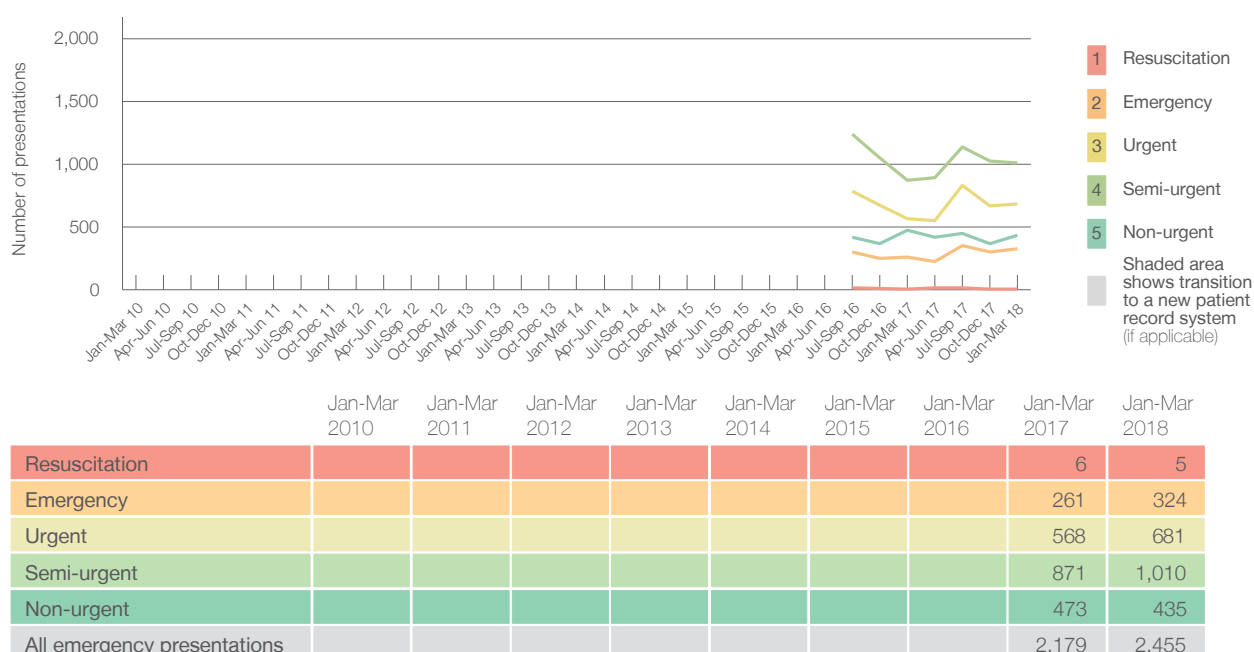
January to March 2018

All presentations:<sup>1</sup> 2,734 patients

Emergency presentations<sup>2</sup> by triage category: 2,455 patients



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



## Cooma Hospital and Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 343 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.

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## Cooma Hospital and Health Service: 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: 324

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 322

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

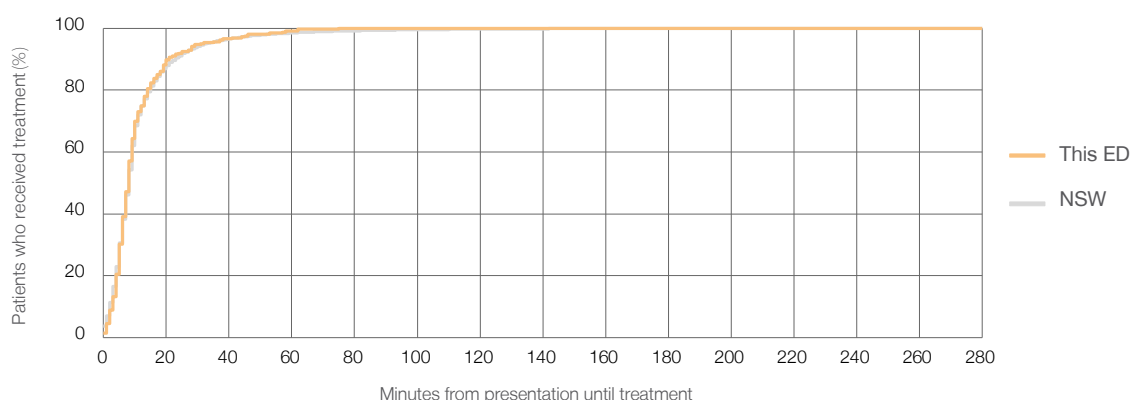
8 minutes

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

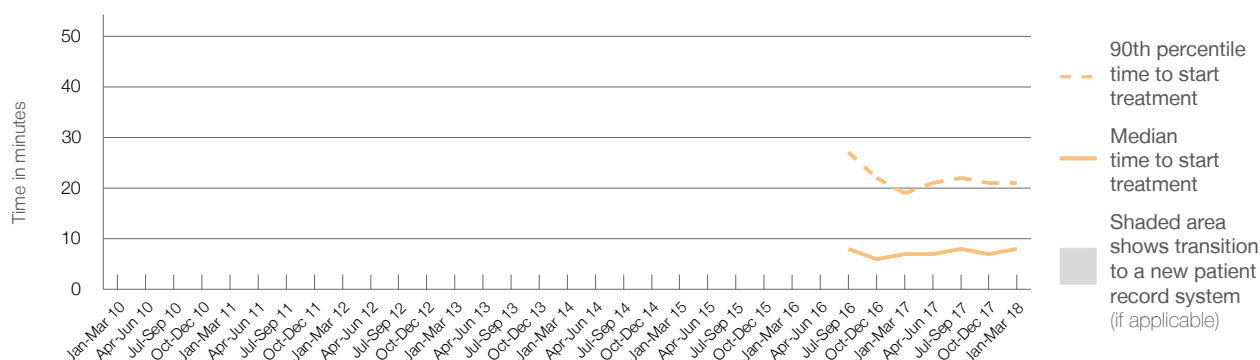
21 minutes

Same period last year	NSW (this period)
261	261
7 minutes	8 minutes
19 minutes	23 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)								7	8
90th percentile time to start treatment <sup>5</sup> (minutes)								19	21

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

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## Cooma Hospital and Health Service: 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: 681

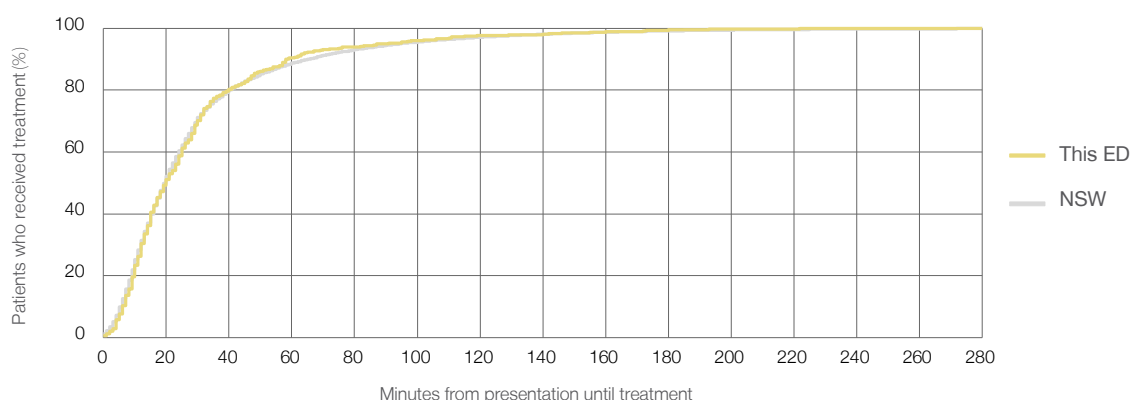
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 664

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

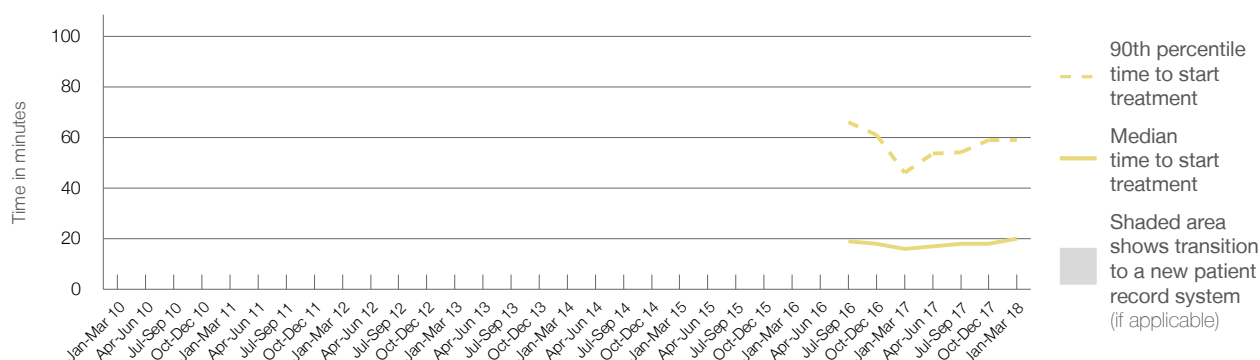
90th percentile time to start treatment<sup>5</sup> 59 minutes

Same period last year	NSW (this period)
568	
563	
16 minutes	20 minutes
46 minutes	65 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)								16	20
90th percentile time to start treatment <sup>5</sup> (minutes)								46	59

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

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

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## Cooma Hospital and Health Service: 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: 1,010

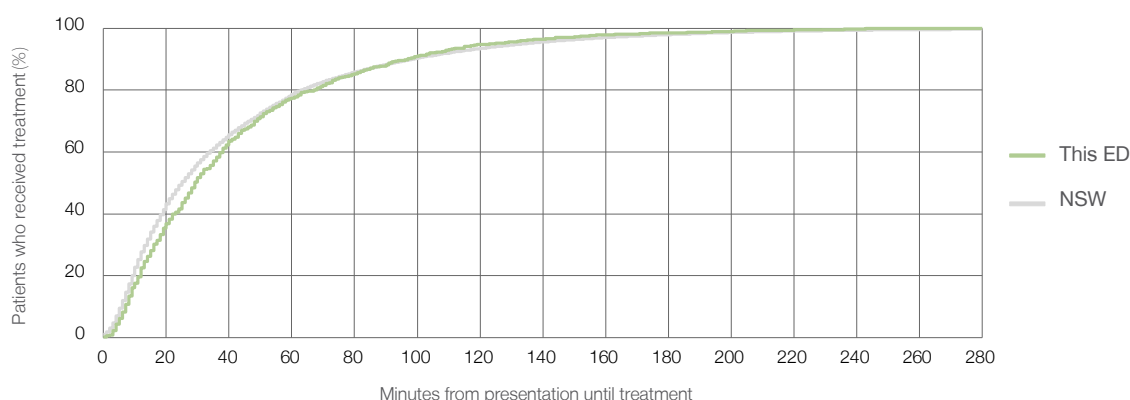
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 957

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

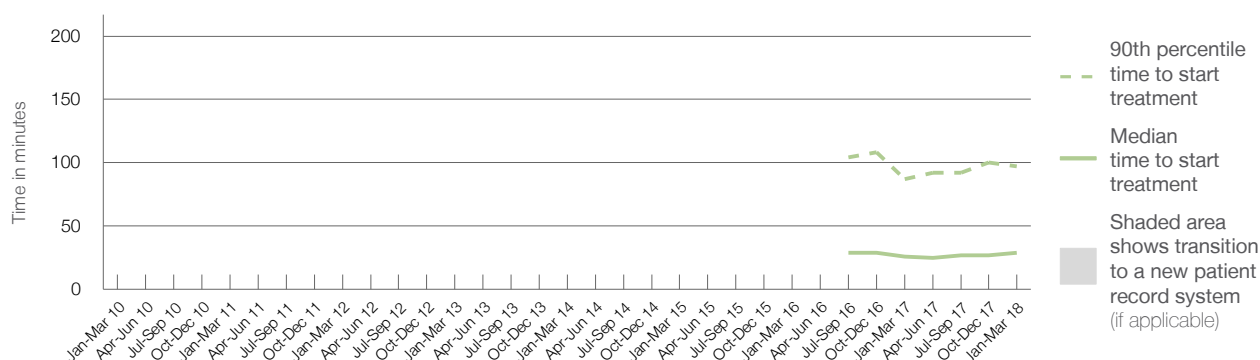
90th percentile time to start treatment<sup>5</sup> 97 minutes

Same period last year	NSW (this period)
871	
827	
26 minutes	25 minutes
87 minutes	98 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)								26	29
90th percentile time to start treatment <sup>5</sup> (minutes)								87	97

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Cooma Hospital and Health Service: 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: 435

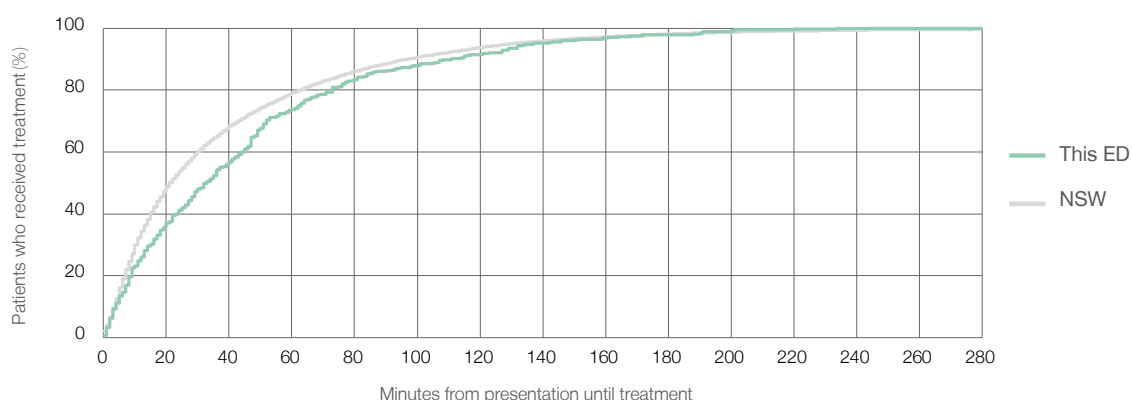
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 365

Median time to start treatment<sup>4</sup> 33 minutes

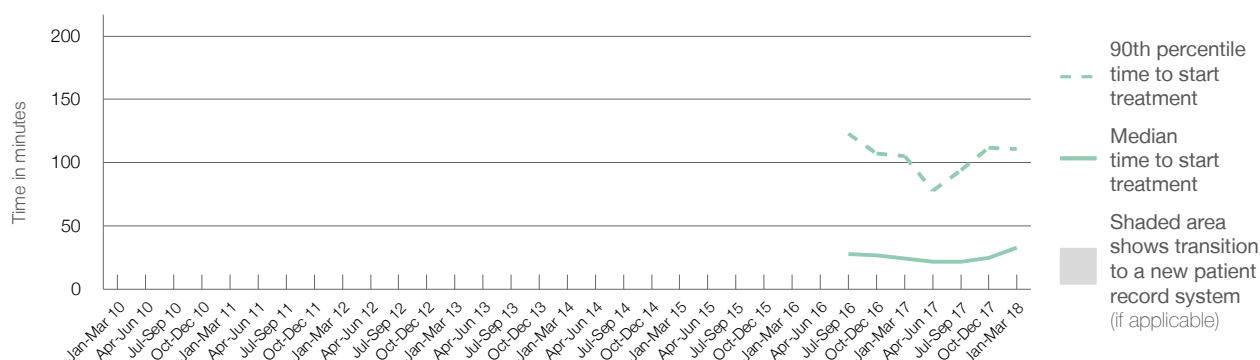
90th percentile time to start treatment<sup>5</sup> 111 minutes

Same period last year	NSW (this period)
473	
440	
25 minutes	22 minutes
105 minutes	97 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)								25	33
90th percentile time to start treatment <sup>5</sup> (minutes)								105	111

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## Cooma Hospital and Health Service: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 2,734 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,734 patients

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

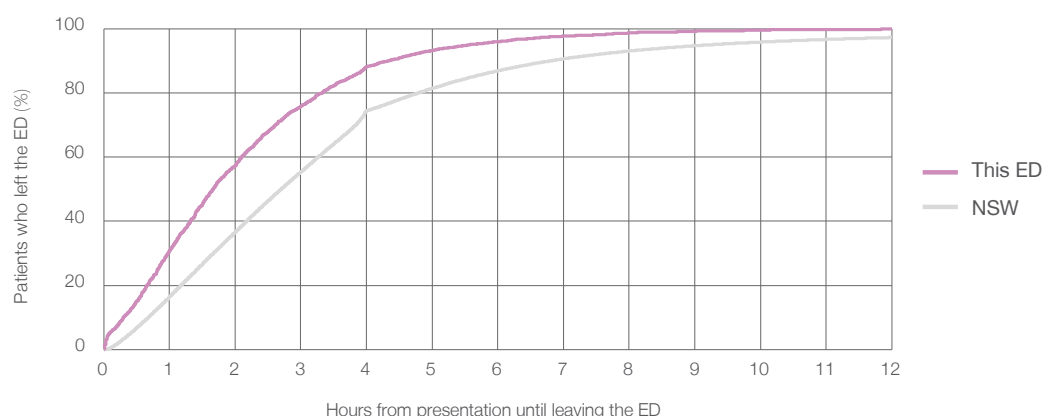
1 hours and 40 minutes

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

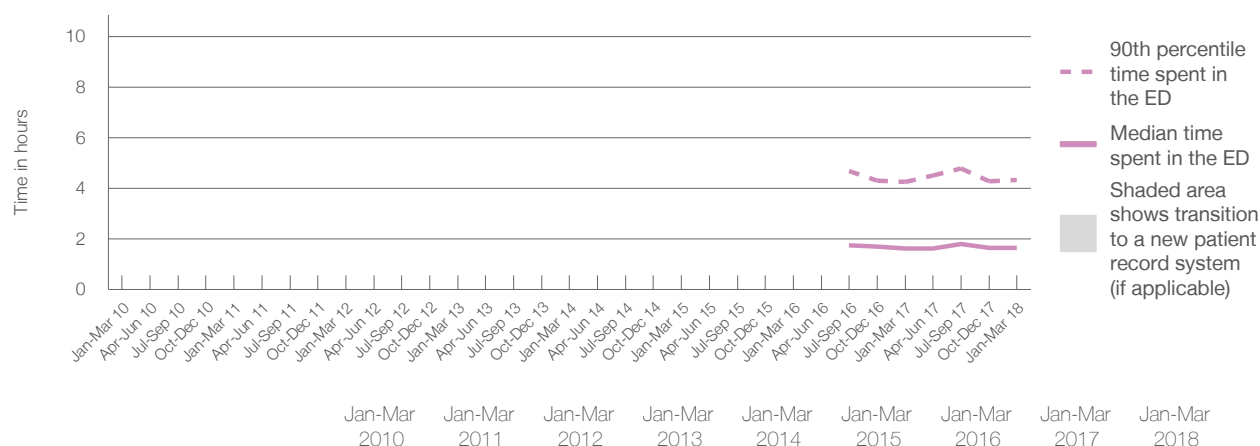
4 hours and 20 minutes

Same period last year	NSW (this period)
2,351	
2,350	
1 hours and 39 minutes	2 hours and 42 minutes
4 hours and 16 minutes	6 hours and 49 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)								1h 39m	1h 40m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)								4h 16m	4h 20m

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Cooma Hospital and Health Service: Time patients spent in the ED

By mode of separation

January to March 2018

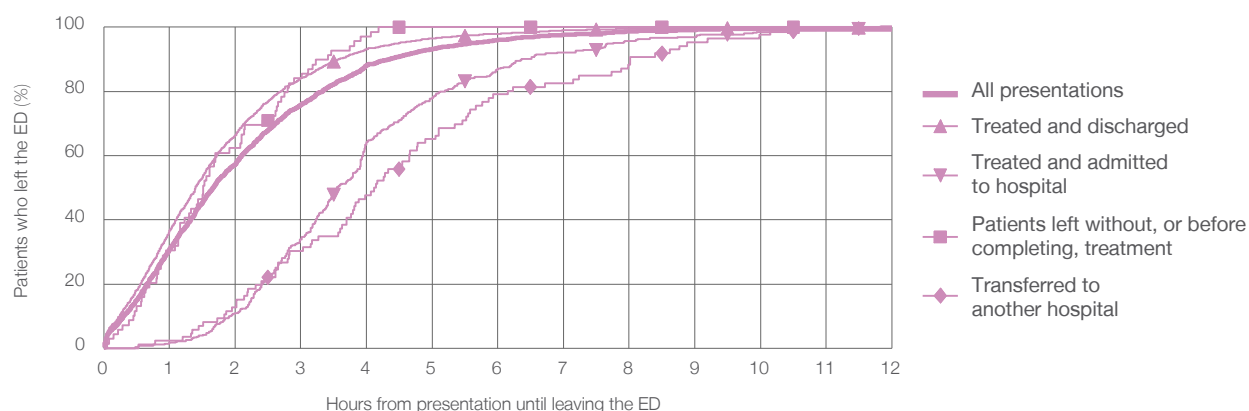
All presentations:<sup>†</sup> 2,734 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,734 patients

Treated and discharged	2,216 (81.1%)
Treated and admitted to hospital	355 (13.0%)
Patient left without, or before completing, treatment	69 (2.5%)
Transferred to another hospital	86 (3.1%)
Other	8 (0.3%)

Same period last year	Change since one year ago
2,350	16%
1,831	21.0%
354	0.3%
64	7.8%
88	-2.3%
14	-42.9%

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



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

Treated and discharged	36.6%	66.4%	84.1%	93.2%	98.0%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.7%	11.0%	33.8%	64.2%	87.0%	95.8%	98.6%	99.4%
Patient left without, or before completing, treatment	30.4%	62.3%	84.1%	97.1%	100%	100%	100%	100%
Transferred to another hospital	2.3%	12.8%	30.2%	47.7%	79.1%	88.4%	97.7%	98.8%
All presentations	30.9%	57.5%	75.9%	88.1%	96.0%	98.6%	99.6%	99.8%

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Cooma Hospital and Health Service: Time spent in the ED

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

#### January to March 2018

All presentations at the emergency department: <sup>1</sup> 2,734 patients

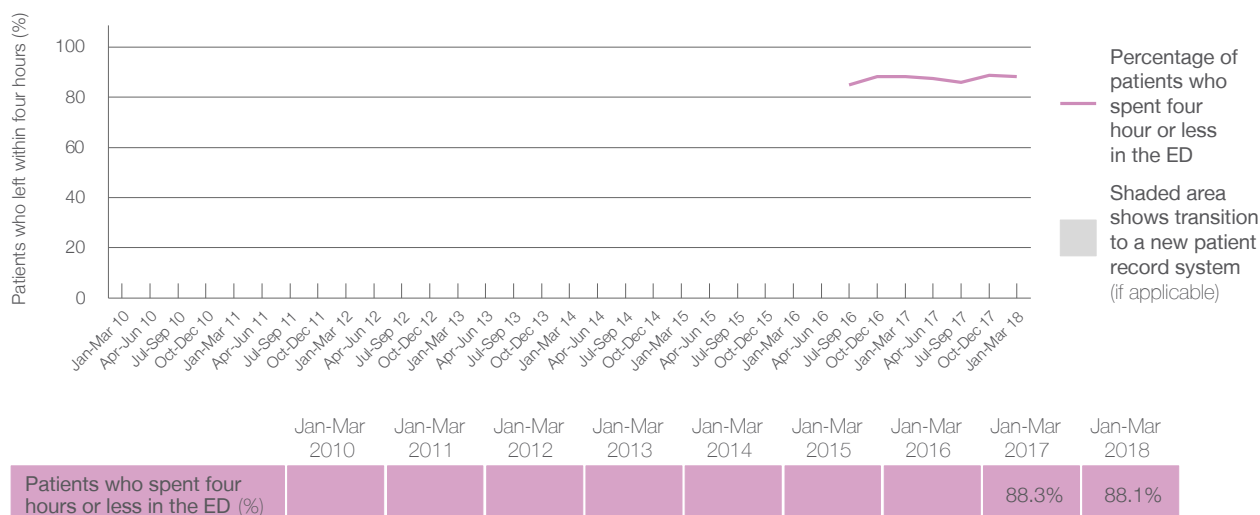
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,734 patients

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



Same period last year	Change since one year ago
2,351	16%
2,350	16%
88.3%	

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



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Goulburn Base Hospital and Health Service: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 4,590 patients

Emergency presentations:<sup>2</sup> 4,420 patients

Same period last year	Change since one year ago
4,367	5%
4,106	8%

## Goulburn Base Hospital and Health Service: Time patients waited to start treatment <sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 555 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,729 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 86 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,801 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 125 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 323 patients

Median time to start treatment<sup>4</sup> 30 minutes  
90th percentile time to start treatment<sup>5</sup> 111 minutes

Same period last year	NSW (this period)
463	
8 minutes	8 minutes
19 minutes	23 minutes
1,570	
19 minutes	20 minutes
59 minutes	65 minutes
1,780	
24 minutes	25 minutes
98 minutes	98 minutes
275	
23 minutes	22 minutes
106 minutes	97 minutes

## Goulburn Base Hospital and Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,589 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
4,367	5%
81%	

\* 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.

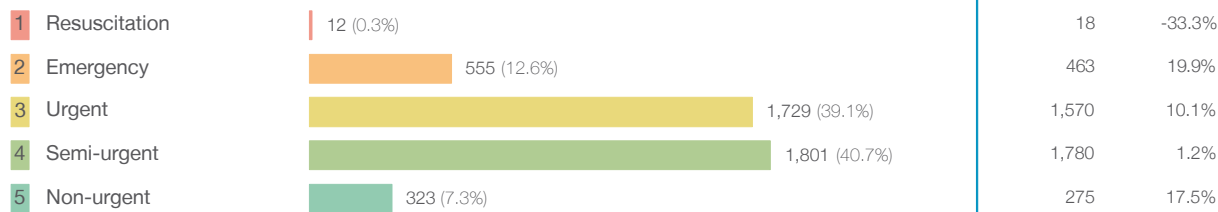
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Goulburn Base Hospital and Health Service: Patients presenting to the emergency department

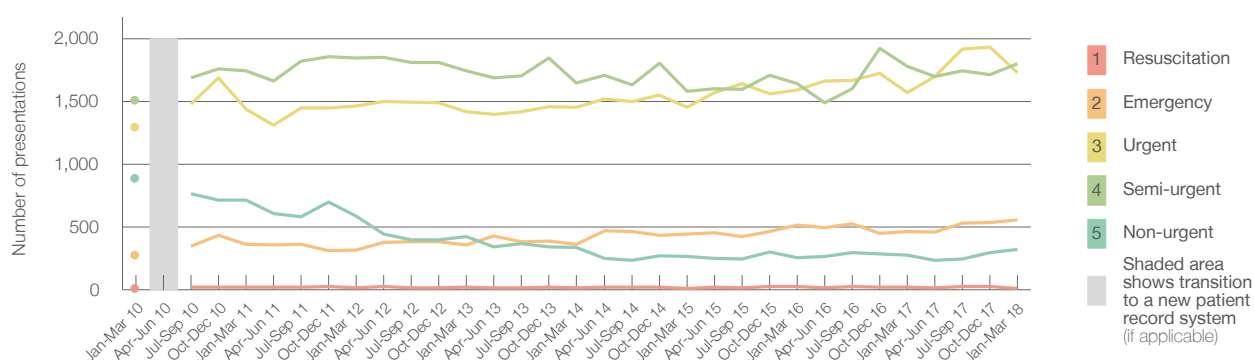
January to March 2018

All presentations:<sup>1</sup> 4,590 patients

Emergency presentations<sup>2</sup> by triage category: 4,420 patients



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	12	20	16	19	16	9	24	18	12
Emergency	275	362	314	356	360	443	515	463	555
Urgent	1,294	1,436	1,461	1,416	1,452	1,452	1,590	1,570	1,729
Semi-urgent	1,508	1,746	1,844	1,743	1,648	1,582	1,641	1,780	1,801
Non-urgent	889	712	588	423	338	264	255	275	323
All emergency presentations	3,978	4,276	4,223	3,957	3,814	3,750	4,025	4,106	4,420

## Goulburn Base Hospital and Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 869 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.

## Goulburn Base Hospital and Health Service: 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: 555

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 552

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

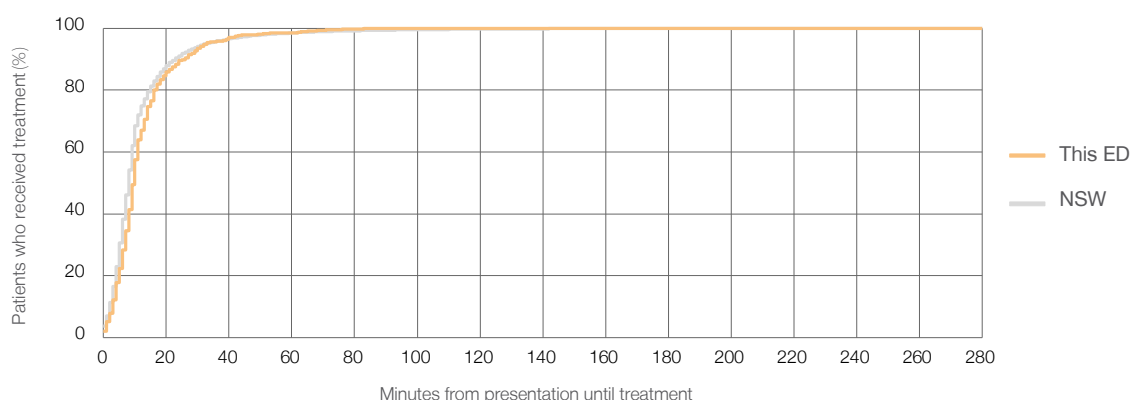
10 minutes

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

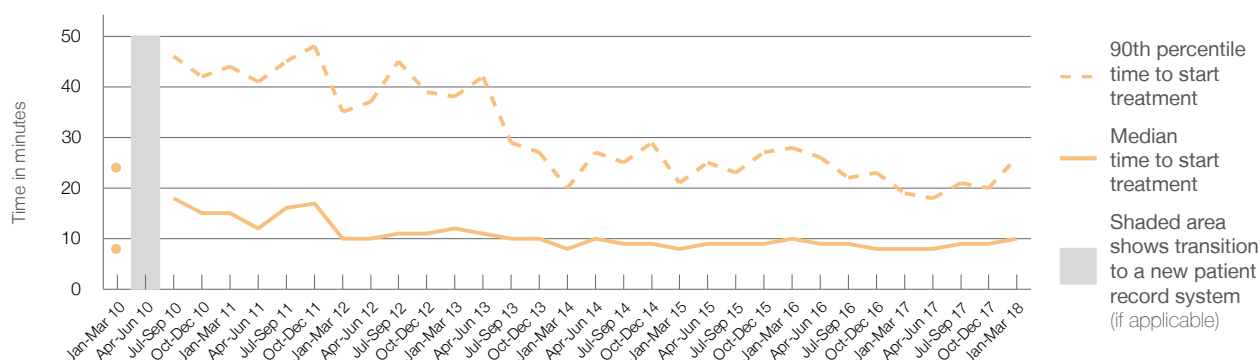
26 minutes

Same period last year	NSW (this period)
463	
463	
8 minutes	8 minutes
19 minutes	23 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	8	15	10	12	8	8	10	8	10
90th percentile time to start treatment <sup>5</sup> (minutes)	24	44	35	38	20	21	28	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.

## Goulburn Base Hospital and Health Service: 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: 1,729

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,680

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

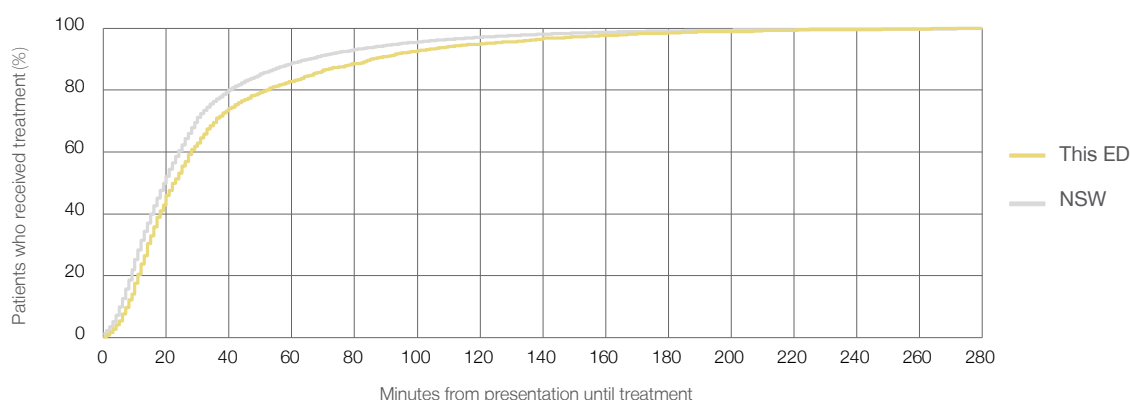
23 minutes

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

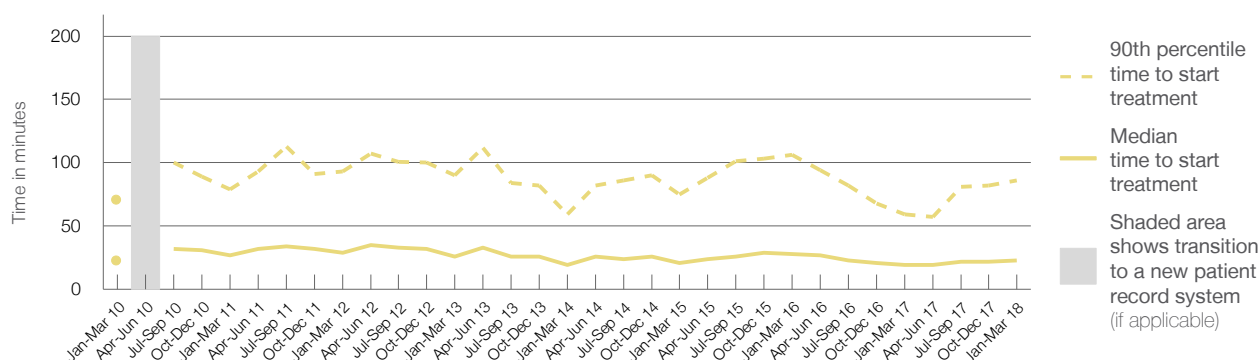
86 minutes

Same period last year	NSW (this period)
1,570	
1,554	
19 minutes	20 minutes
59 minutes	65 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	23	27	29	26	19	21	28	19	23
90th percentile time to start treatment <sup>5</sup> (minutes)	71	79	93	90	59	75	106	59	86

(†) 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.

## Goulburn Base Hospital and Health Service: 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: 1,801

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,620

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

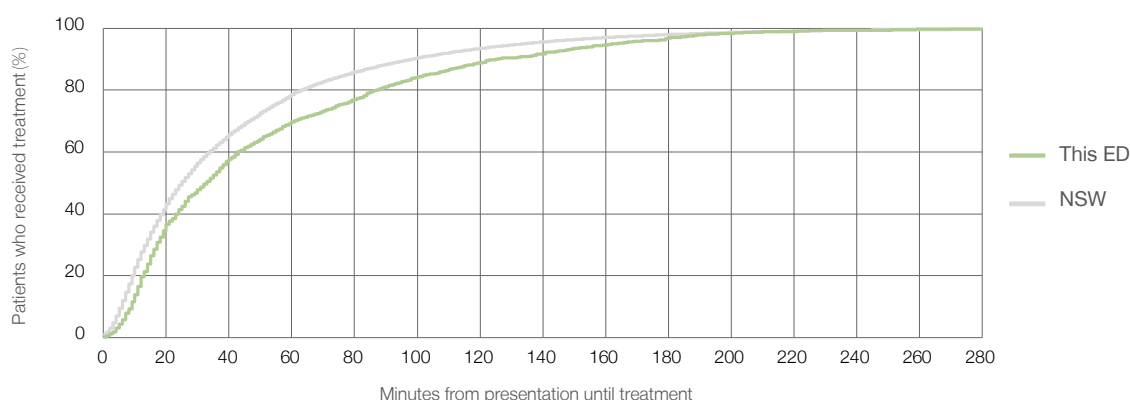
33 minutes

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

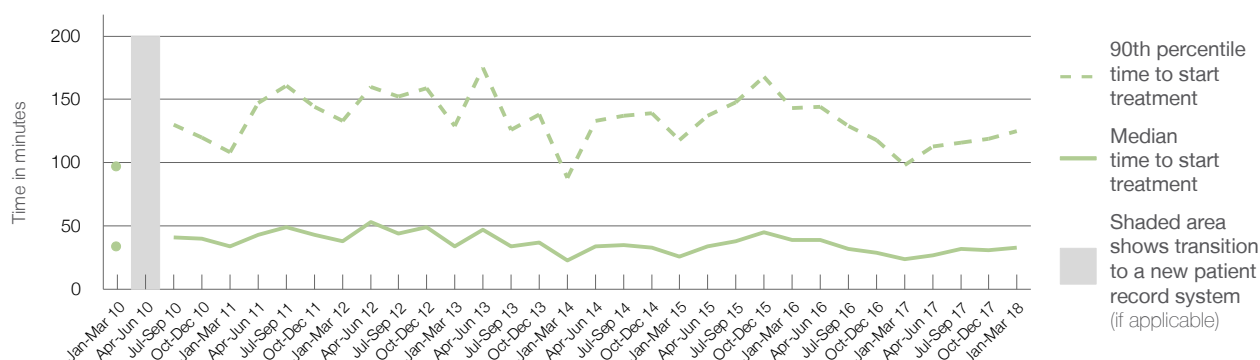
125 minutes

Same period last year	NSW (this period)
1,780	
1,686	
24 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<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	34	34	38	34	23	26	39	24	33
90th percentile time to start treatment <sup>5</sup> (minutes)	97	108	133	129	88	118	143	98	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.



## Goulburn Base Hospital and Health Service: 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: 323

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 267

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

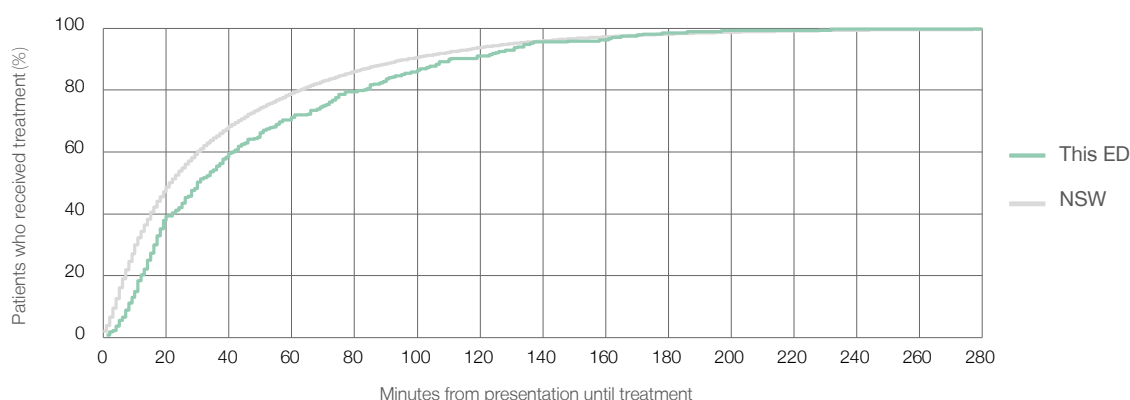
30 minutes

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

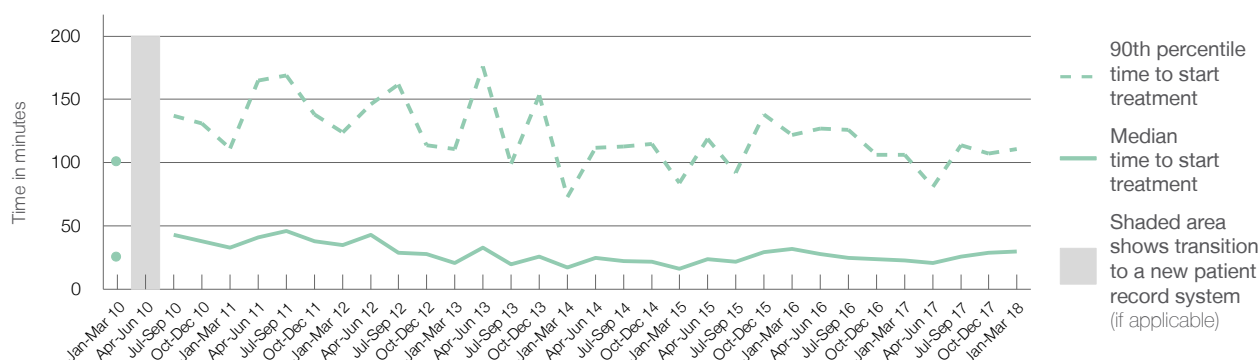
111 minutes

Same period last year	NSW (this period)
275	
241	
23 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<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	26	33	35	21	17	16	32	23	30
90th percentile time to start treatment <sup>5</sup> (minutes)	101	112	124	111	73	84	122	106	111

(†) 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.

## Goulburn Base Hospital and Health Service: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 4,590 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,589 patients

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

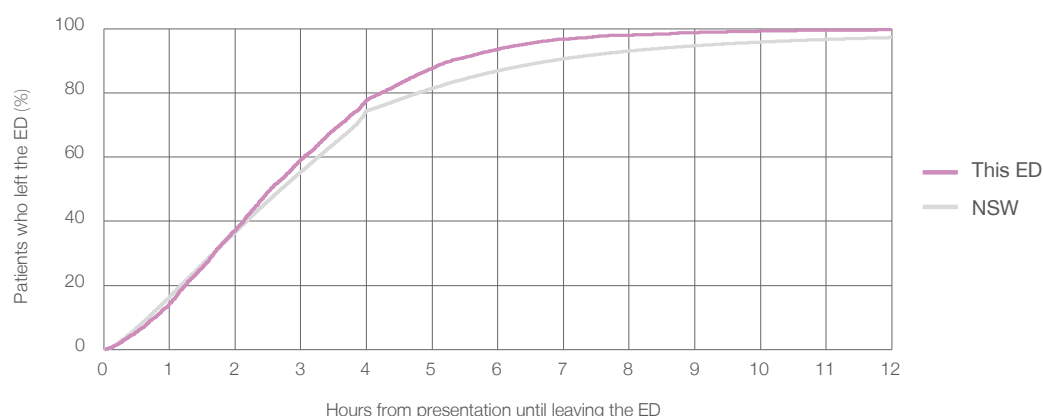
2 hours and 33 minutes

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

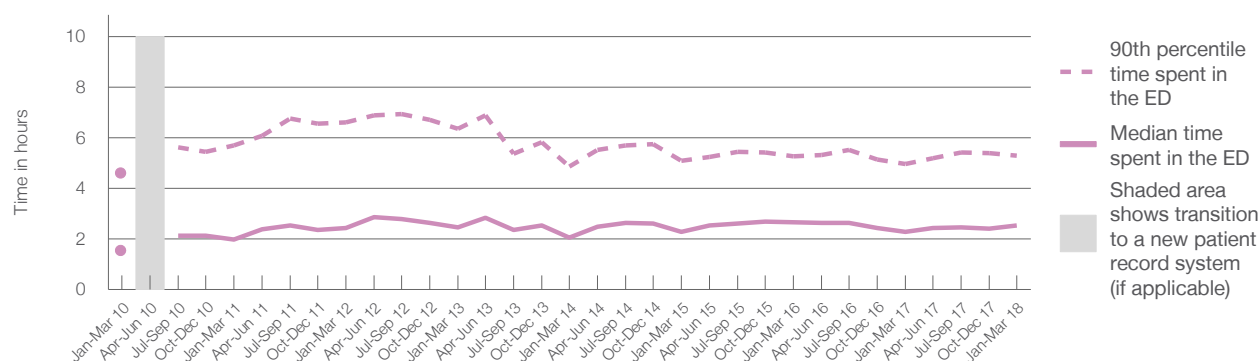
5 hours and 18 minutes

Same period last year	NSW (this period)
4,367	
4,367	
2 hours and 17 minutes	2 hours and 42 minutes
4 hours and 58 minutes	6 hours and 49 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 33m	1h 59m	2h 26m	2h 28m	2h 4m	2h 17m	2h 40m	2h 17m	2h 33m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 37m	5h 42m	6h 36m	6h 21m	4h 52m	5h 5m	5h 16m	4h 58m	5h 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.

## Goulburn Base Hospital and Health Service: Time patients spent in the ED

By mode of separation

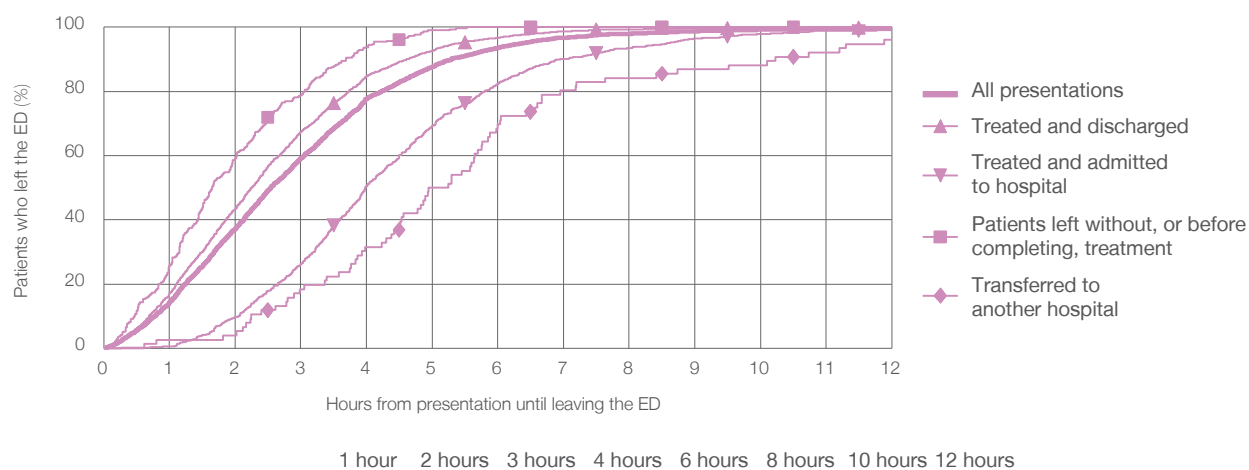
January to March 2018

All presentations:<sup>†</sup> 4,590 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,589 patients

		Same period last year	Change since one year ago
Treated and discharged	3,263 (71.1%)	4,367	5%
Treated and admitted to hospital	920 (20.0%)	3,208	1.7%
Patient left without, or before completing, treatment	307 (6.7%)	898	2.4%
Transferred to another hospital	76 (1.7%)	181	69.6%
Other	24 (0.5%)	59	28.8%
		21	14.3%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.1%	43.4%	67.5%	84.8%	96.8%	99.4%	99.8%	99.9%
Treated and admitted to hospital	0.7%	9.7%	26.3%	50.7%	82.3%	93.6%	97.9%	99.0%
Patient left without, or before completing, treatment	25.7%	59.3%	78.8%	93.8%	100%	100%	100%	100%
Transferred to another hospital	2.6%	3.9%	18.4%	31.6%	69.7%	84.2%	88.2%	96.1%
All presentations	14.4%	37.2%	59.2%	77.7%	93.6%	98.0%	99.2%	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.

## Goulburn Base Hospital and Health Service: Time spent in the ED

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

#### January to March 2018

All presentations at the emergency department: <sup>1</sup> 4,590 patients

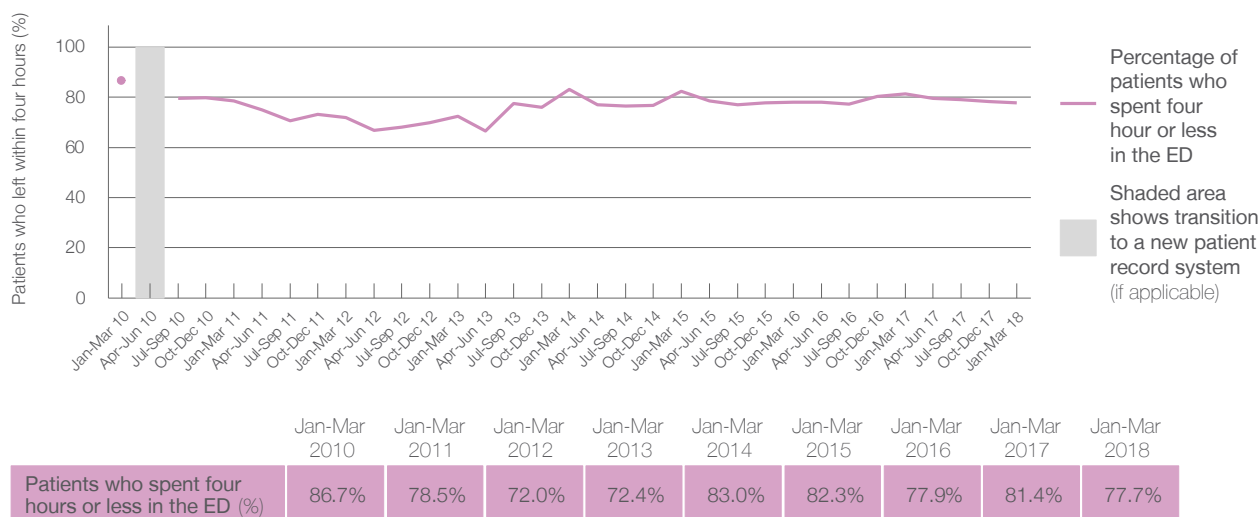
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,589 patients

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



Same period last year	Change since one year ago
4,367	5%
4,367	5%
81.4%	

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



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Moruya District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 2,821 patients

Emergency presentations:<sup>2</sup> 2,644 patients

Same period last year	Change since one year ago
2,794	1%
2,574	3%

## Moruya District Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 321 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 935 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,019 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 74 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 353 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 72 minutes

Same period last year	NSW (this period)
304	
6 minutes	8 minutes
19 minutes	23 minutes
859	
16 minutes	20 minutes
53 minutes	65 minutes
958	
23 minutes	25 minutes
88 minutes	98 minutes
433	
24 minutes	22 minutes
100 minutes	97 minutes

## Moruya District Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,820 patients

Percentage of patients who spent four hours or less in the ED 85%

Same period last year	Change since one year ago
2,794	1%
80%	

\* 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.

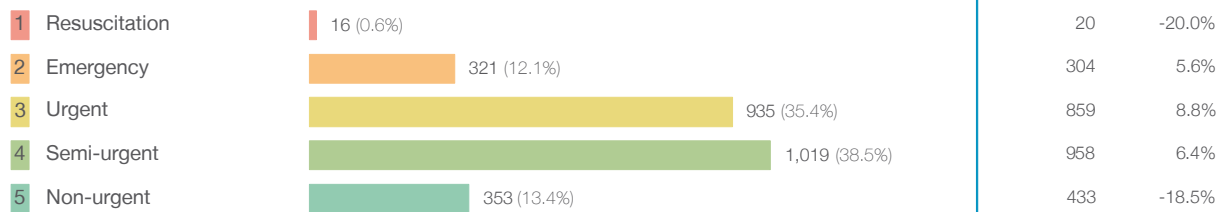
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Moruya District Hospital: Patients presenting to the emergency department

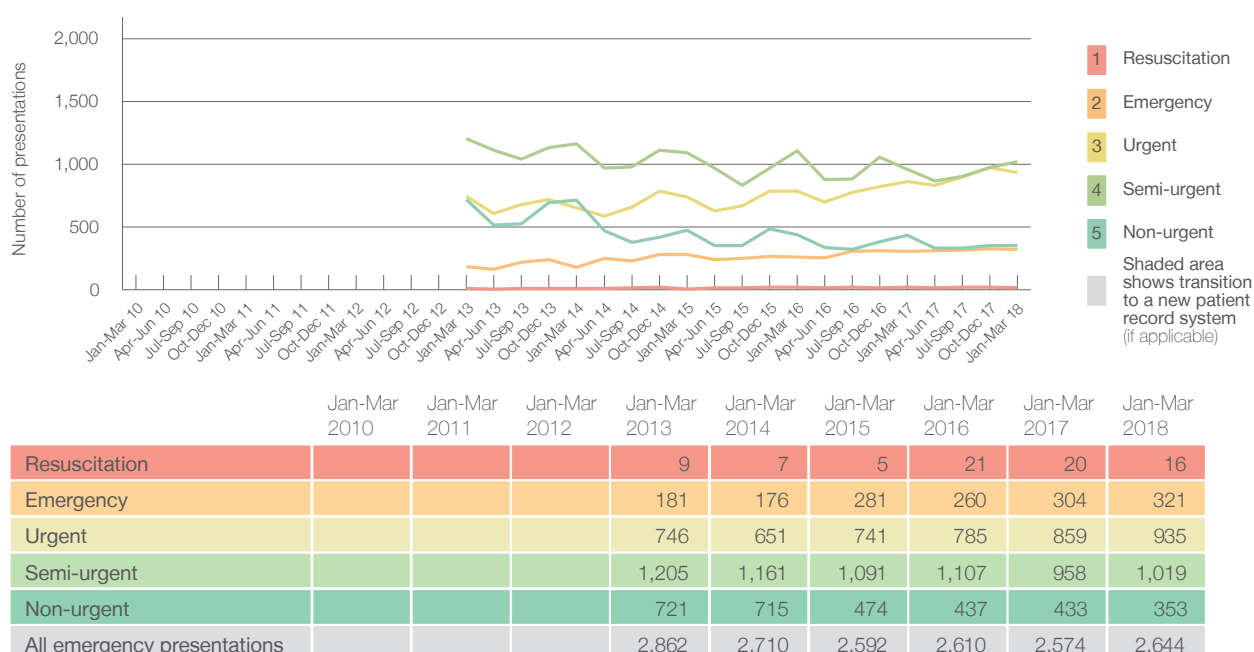
January to March 2018

All presentations:<sup>1</sup> 2,821 patients

Emergency presentations<sup>2</sup> by triage category: 2,644 patients



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



## Moruya District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 489 patients

ED Transfer of care time



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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Moruya District 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: 321

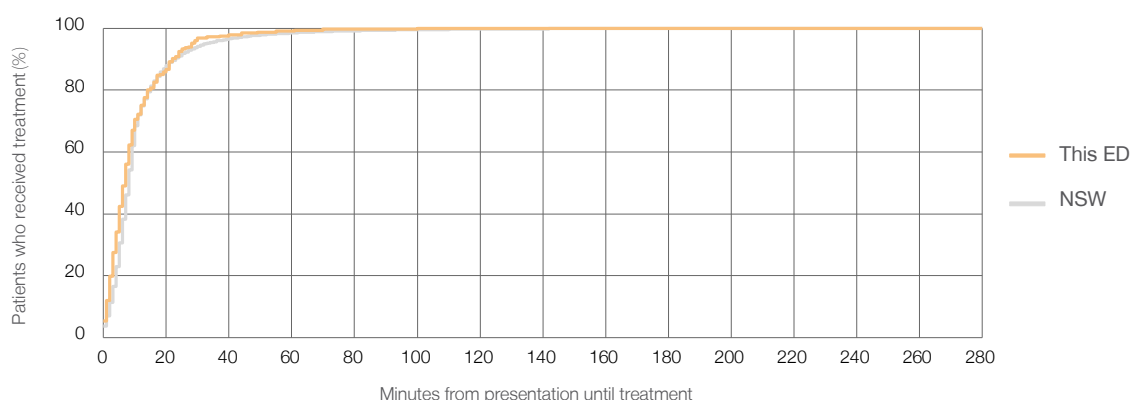
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 316

Median time to start treatment<sup>4</sup> 7 minutes

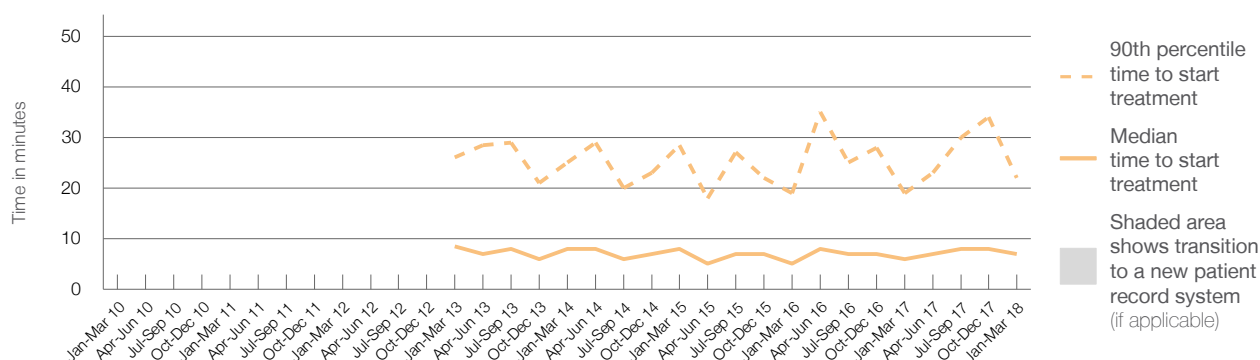
90th percentile time to start treatment<sup>5</sup> 22 minutes

Same period last year	NSW (this period)
304	
302	
6 minutes	8 minutes
19 minutes	23 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)				9	8	8	5	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)				26	25	29	19	19	22

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Moruya District 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: 935

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 913

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

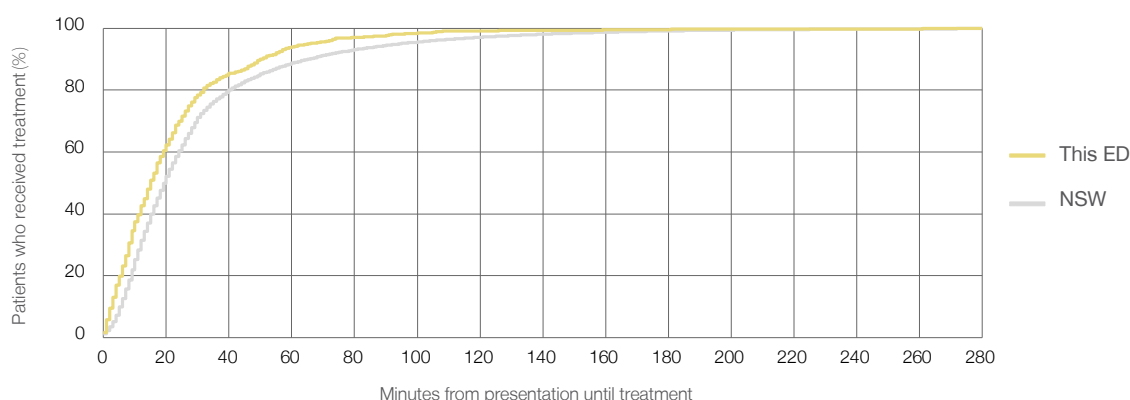
15 minutes

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

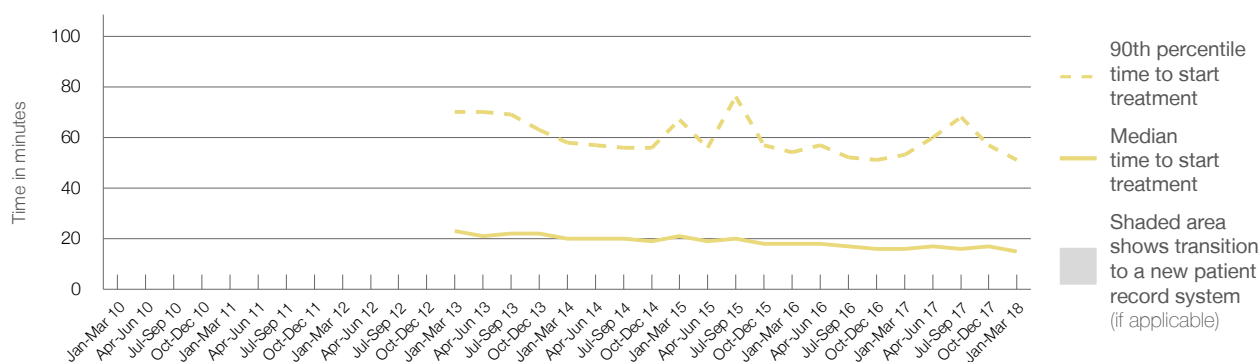
51 minutes

Same period last year	NSW (this period)
859	
839	
16 minutes	20 minutes
53 minutes	65 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)				23	20	21	18	16	15
90th percentile time to start treatment <sup>5</sup> (minutes)				70	58	67	54	53	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## Moruya District 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: 1,019

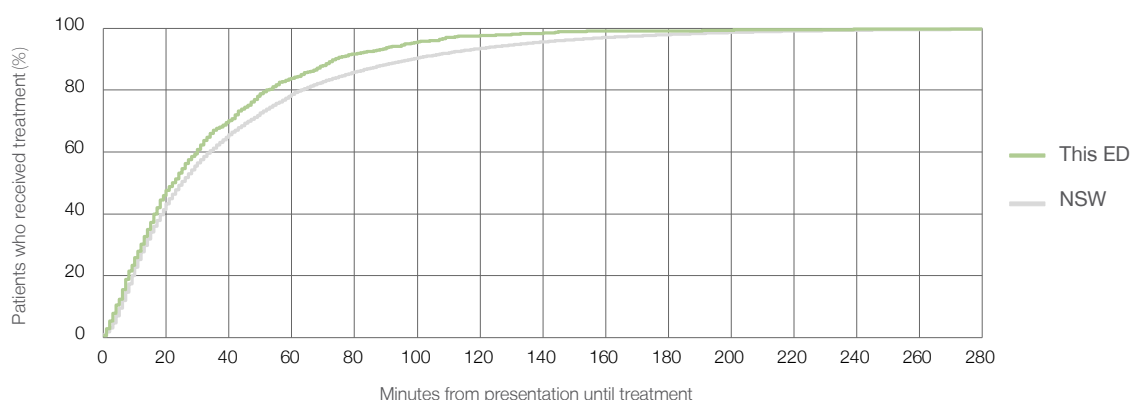
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 939

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

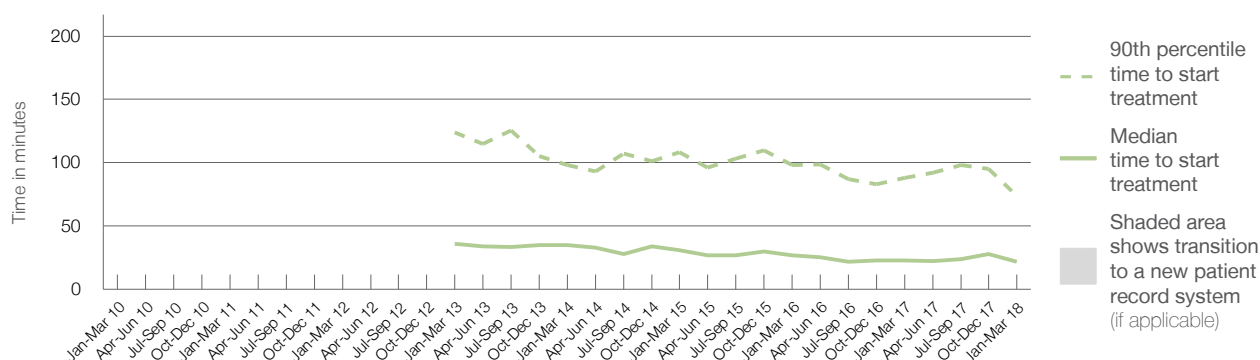
90th percentile time to start treatment<sup>5</sup> 74 minutes

Same period last year	NSW (this period)
958	
863	
23 minutes	25 minutes
88 minutes	98 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)				36	35	31	27	23	22
90th percentile time to start treatment <sup>5</sup> (minutes)				124	98	108	98	88	74

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Moruya District 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: 353

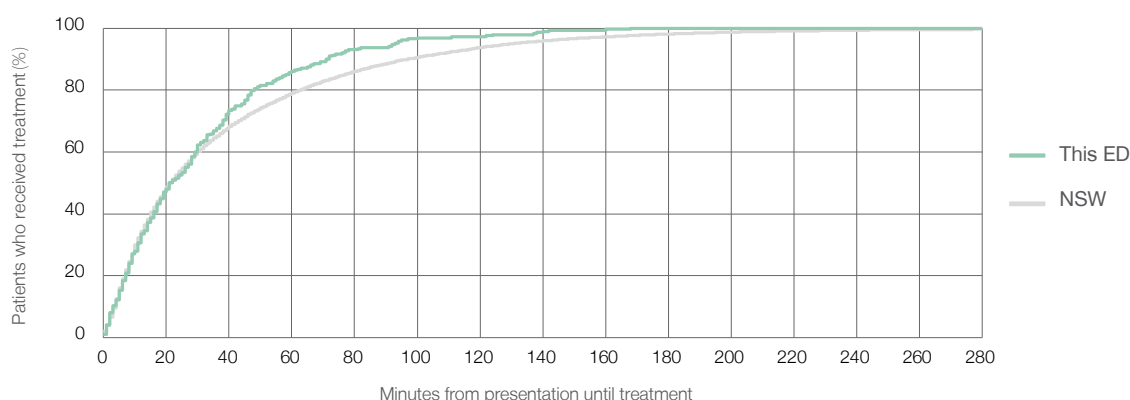
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 287

Median time to start treatment<sup>4</sup> 21 minutes

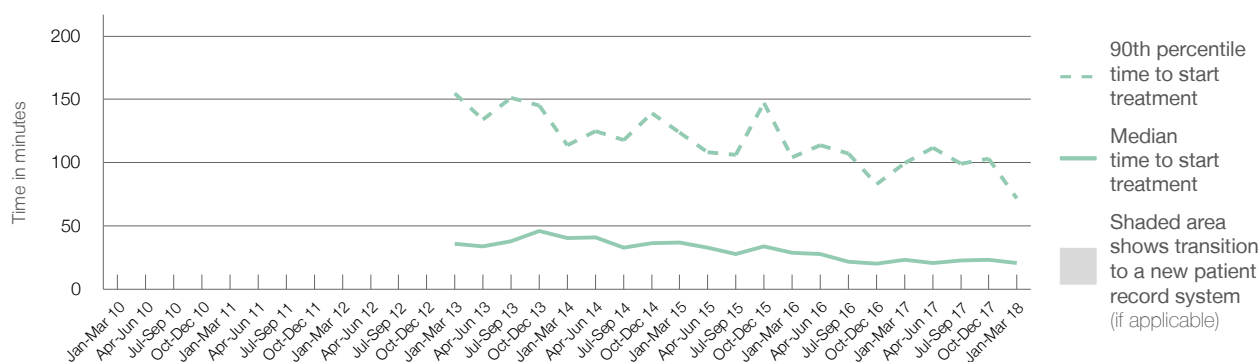
90th percentile time to start treatment<sup>5</sup> 72 minutes

Same period last year	NSW (this period)
433	
320	
24 minutes	22 minutes
100 minutes	97 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)				36	41	37	29	24	21
90th percentile time to start treatment <sup>5</sup> (minutes)				155	114	124	104	100	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Moruya District Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 2,821 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,820 patients

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

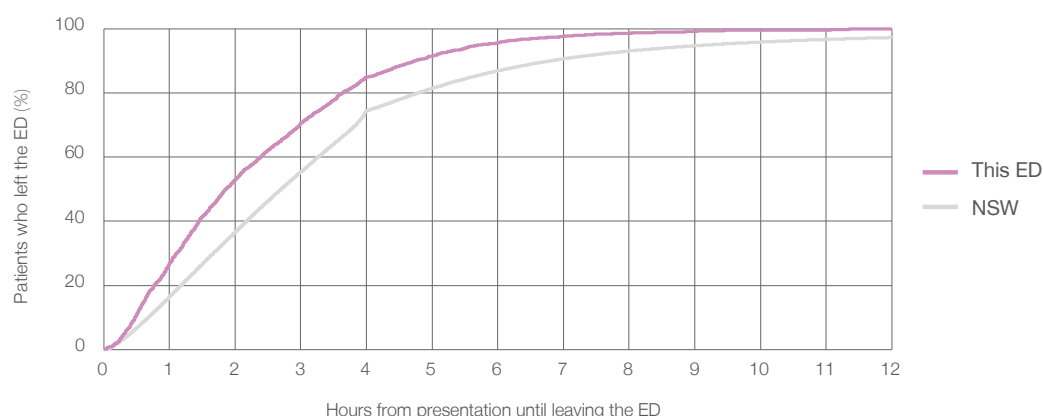
1 hours and 52 minutes

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

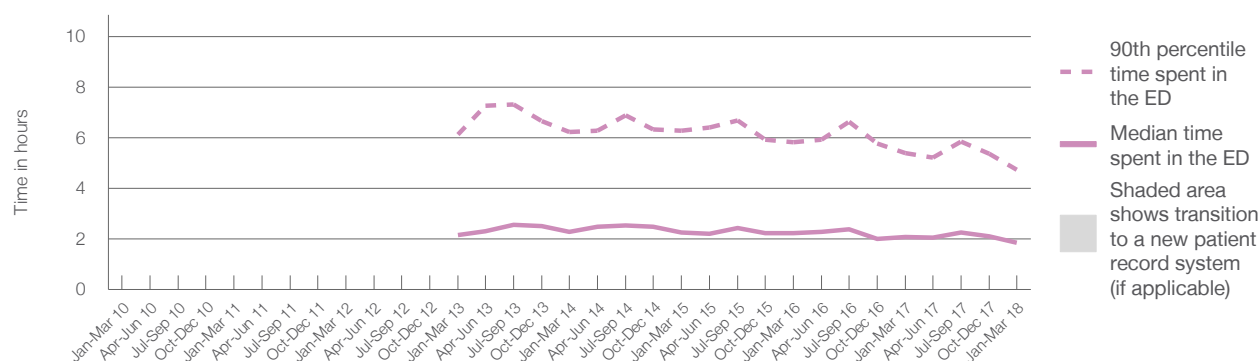
4 hours and 45 minutes

Same period last year	NSW (this period)
2,794	
2,794	
2 hours and 6 minutes	2 hours and 42 minutes
5 hours and 24 minutes	6 hours and 49 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)				2h 10m	2h 17m	2h 15m	2h 14m	2h 6m	1h 52m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)				6h 8m	6h 14m	6h 17m	5h 49m	5h 24m	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.

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## Moruya District Hospital: Time patients spent in the ED

By mode of separation

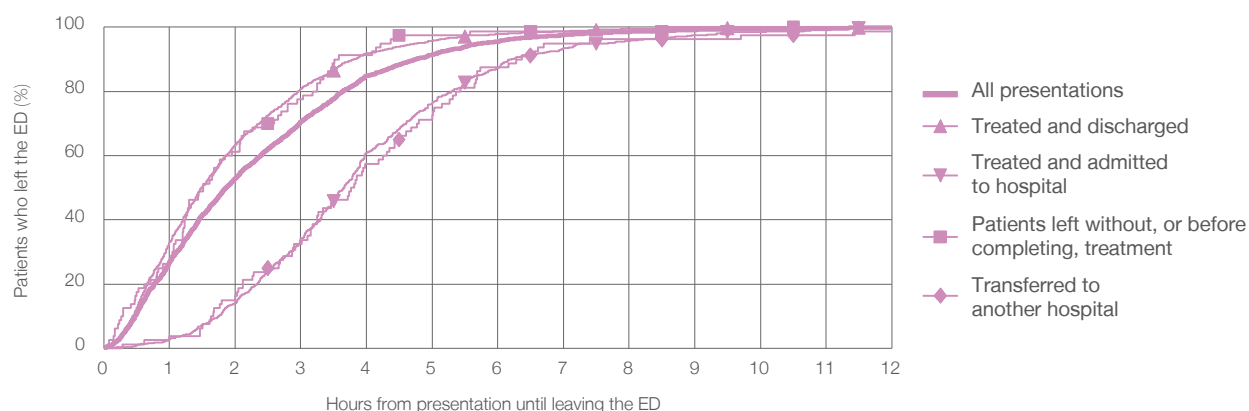
January to March 2018

All presentations:<sup>†</sup> 2,821 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,820 patients

		Same period last year	Change since one year ago
Treated and discharged	2,046 (72.5%)	1,975	3.6%
Treated and admitted to hospital	541 (19.2%)	545	-0.7%
Patient left without, or before completing, treatment	80 (2.8%)	90	-11.1%
Transferred to another hospital	80 (2.8%)	83	-3.6%
Other	74 (2.6%)	101	-26.7%

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



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

Treated and discharged	33.0%	63.4%	80.8%	91.8%	97.8%	99.4%	99.8%	99.9%
Treated and admitted to hospital	2.8%	14.2%	34.2%	61.0%	87.4%	95.7%	98.5%	99.8%
Patient left without, or before completing, treatment	27.5%	61.3%	77.5%	91.3%	98.8%	98.8%	100%	100%
Transferred to another hospital	3.8%	16.3%	32.5%	57.5%	87.5%	96.3%	97.5%	98.8%
All presentations	27.0%	52.9%	70.6%	84.9%	95.6%	98.6%	99.5%	99.9%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Moruya District Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 2,821 patients

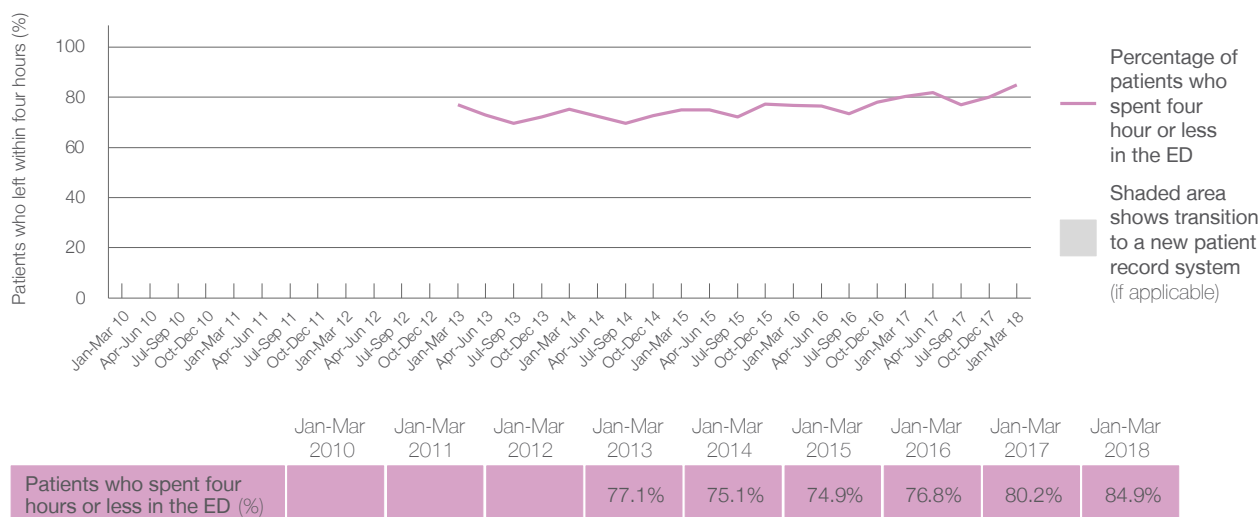
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,820 patients

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



Same period last year	Change since one year ago
2,794	1%
2,794	1%
80.2%	

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



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Queanbeyan Hospital and Health Service: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 5,280 patients

Emergency presentations:<sup>2</sup> 5,109 patients

Same period last year	Change since one year ago
4,728	12%
4,589	11%

## Queanbeyan Hospital and Health Service: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 366 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,404 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 57 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,477 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 94 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 834 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
240	
8 minutes	8 minutes
19 minutes	23 minutes
1,255	
20 minutes	20 minutes
51 minutes	65 minutes
2,129	
25 minutes	25 minutes
85 minutes	98 minutes
954	
24 minutes	22 minutes
88 minutes	97 minutes

## Queanbeyan Hospital and Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,280 patients

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

Same period last year	Change since one year ago
4,728	12%
88%	

\* 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.

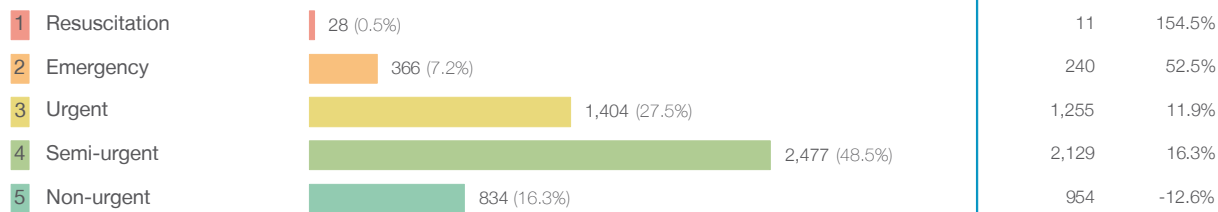
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Queanbeyan Hospital and Health Service: Patients presenting to the emergency department

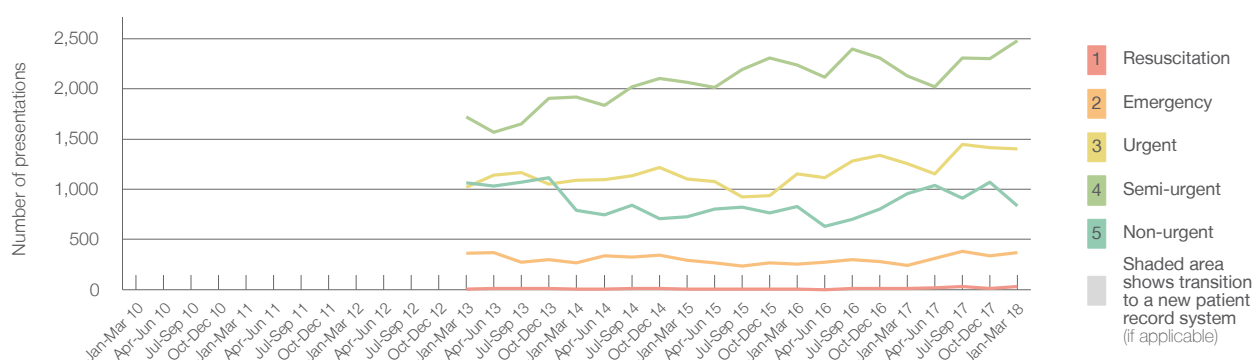
January to March 2018

All presentations:<sup>1</sup> 5,280 patients

Emergency presentations<sup>2</sup> by triage category: 5,109 patients



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation				5	7	< 5	< 5	11	28
Emergency				361	270	298	255	240	366
Urgent				1,019	1,091	1,100	1,154	1,255	1,404
Semi-urgent				1,722	1,919	2,062	2,236	2,129	2,477
Non-urgent				1,064	790	729	831	954	834
All emergency presentations				4,171	4,077	4,189	4,476	4,589	5,109

## Queanbeyan Hospital and Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 599 patients

ED Transfer of care time



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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Queanbeyan Hospital and Health Service: 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: 366

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 364

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

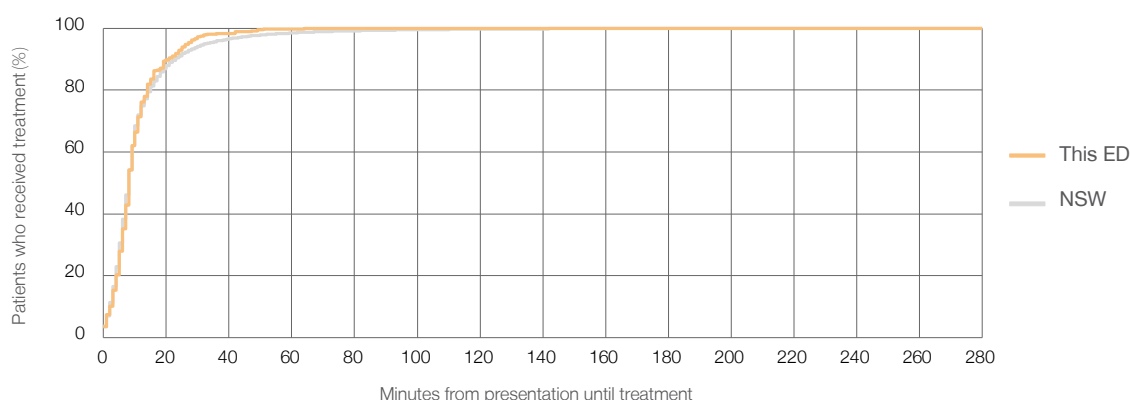
8 minutes

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

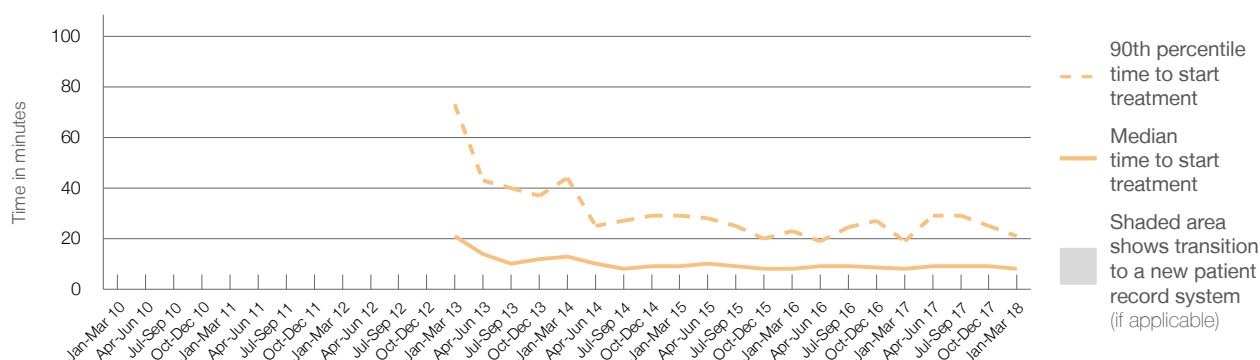
21 minutes

Same period last year	NSW (this period)
240	
240	
8 minutes	8 minutes
19 minutes	23 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)				21	13	9	8	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)				73	44	29	23	19	21

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## Queanbeyan Hospital and Health Service: 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: 1,404

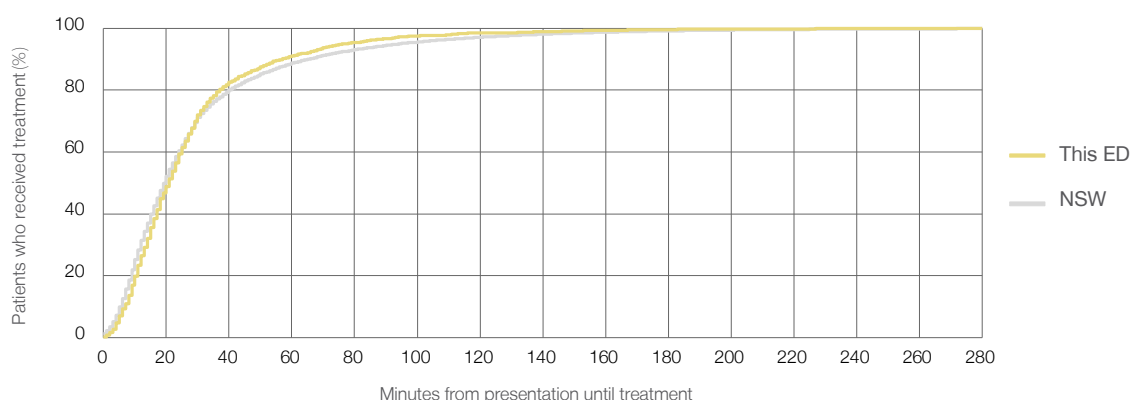
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,360

Median time to start treatment<sup>4</sup> 21 minutes

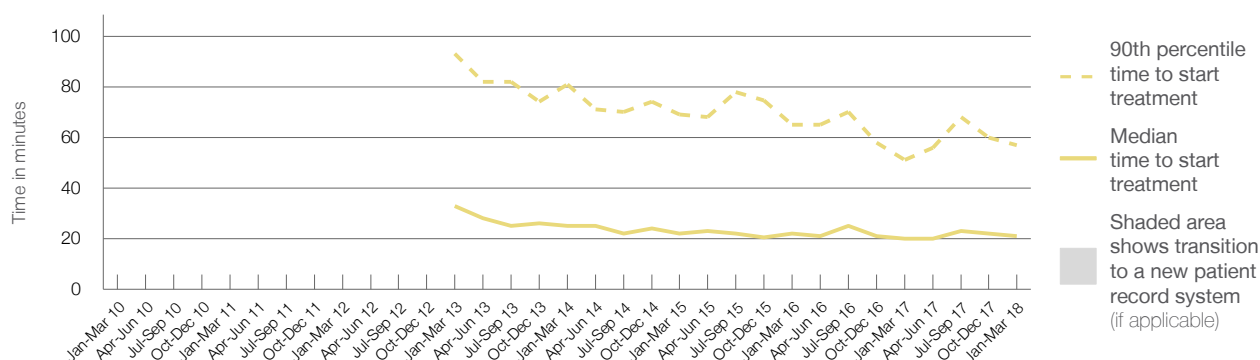
90th percentile time to start treatment<sup>5</sup> 57 minutes

Same period last year	NSW (this period)
1,255	
1,231	
20 minutes	20 minutes
51 minutes	65 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)				33	25	22	22	20	21
90th percentile time to start treatment <sup>5</sup> (minutes)				93	81	69	65	51	57

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Queanbeyan Hospital and Health Service: 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: 2,477

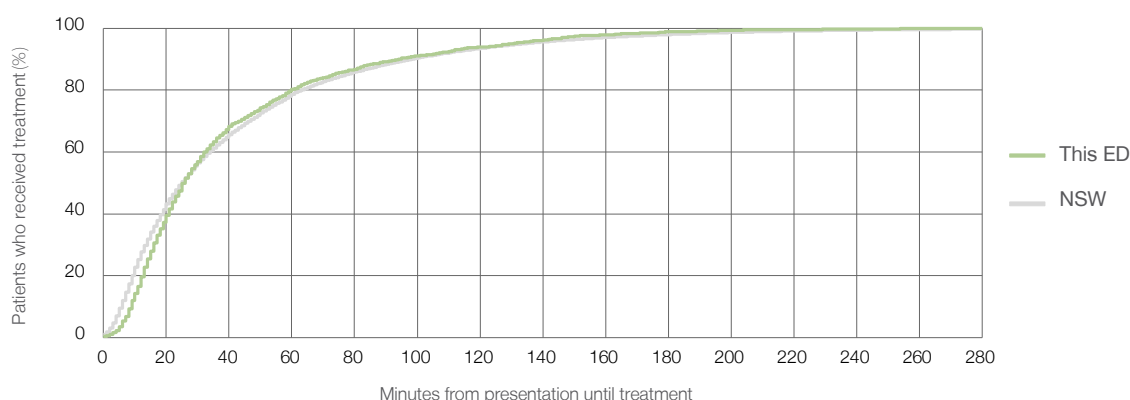
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,263

Median time to start treatment<sup>4</sup> 26 minutes

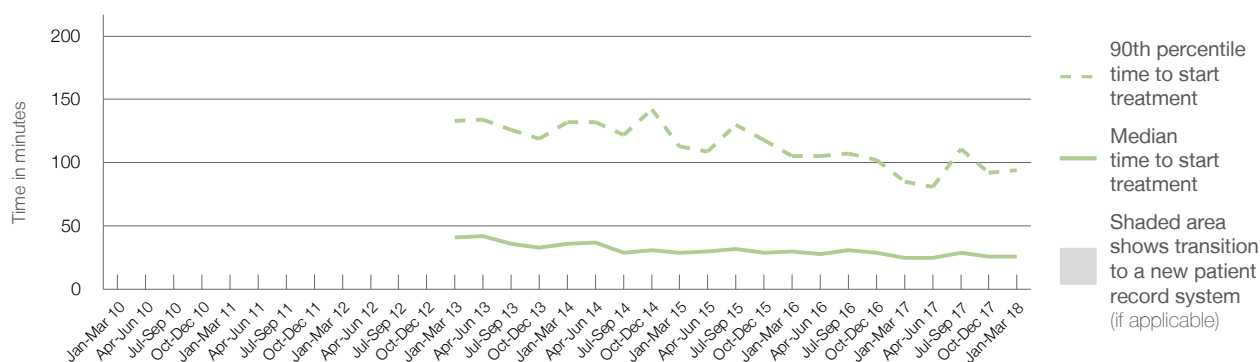
90th percentile time to start treatment<sup>5</sup> 94 minutes

Same period last year	NSW (this period)
2,129	
1,983	
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<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)				41	36	29	30	25	26
90th percentile time to start treatment <sup>5</sup> (minutes)				133	132	113	105	85	94

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Queanbeyan Hospital and Health Service: 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: 834

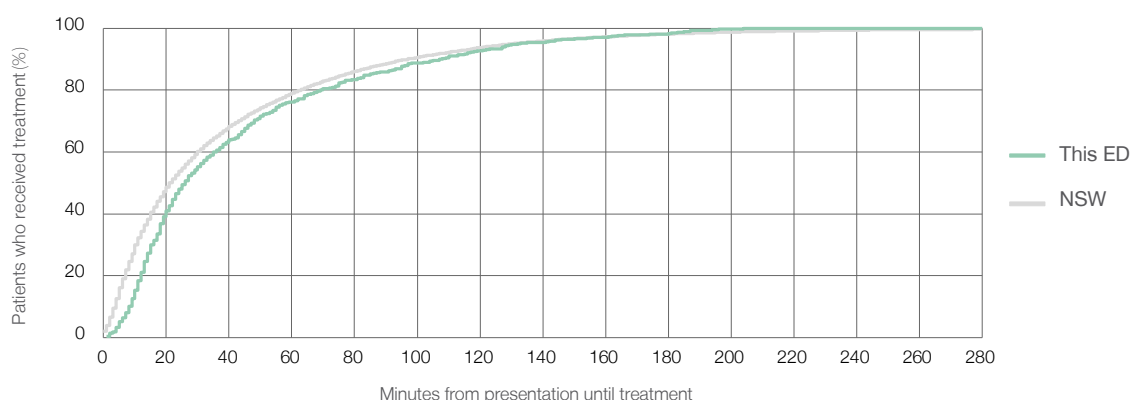
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 676

Median time to start treatment<sup>4</sup> 26 minutes

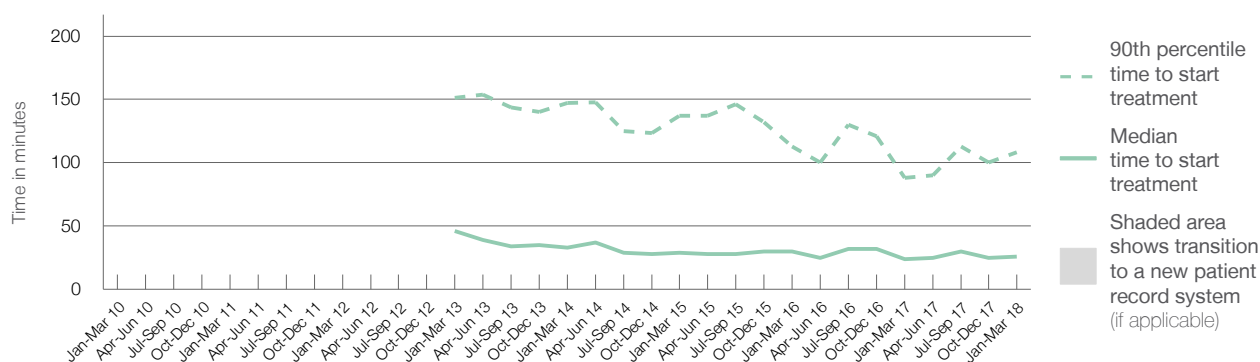
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
954	
804	
24 minutes	22 minutes
88 minutes	97 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)				46	33	29	30	24	26
90th percentile time to start treatment <sup>5</sup> (minutes)				151	147	137	113	88	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Queanbeyan Hospital and Health Service: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 5,280 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,280 patients

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

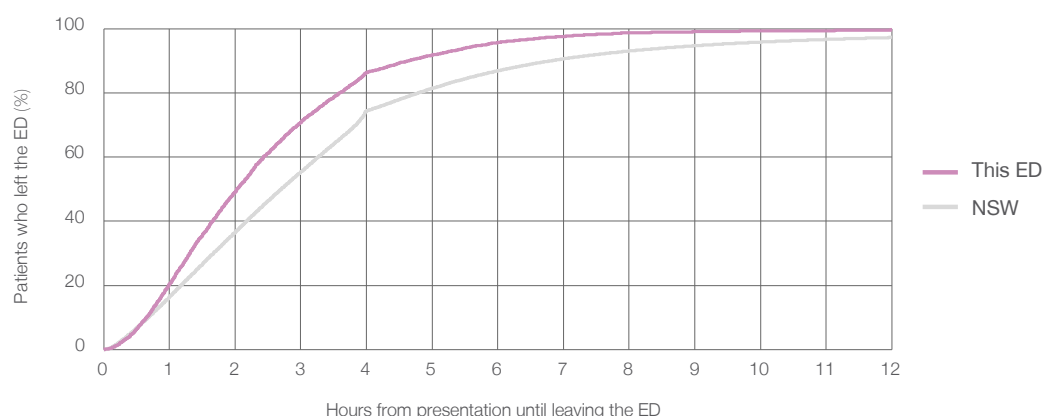
2 hours and 2 minutes

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

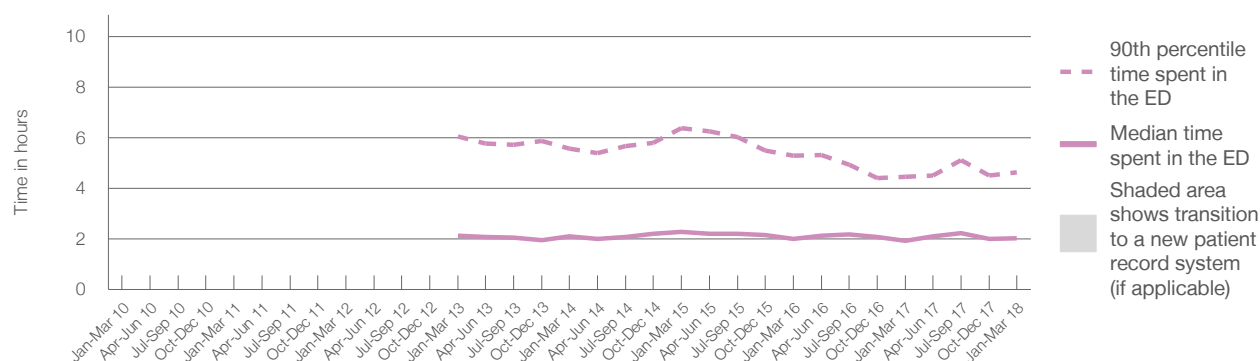
4 hours and 39 minutes

Same period last year	NSW (this period)
4,728	
4,728	
1 hours and 56 minutes	2 hours and 42 minutes
4 hours and 27 minutes	6 hours and 49 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)				2h 8m	2h 6m	2h 17m	2h 1m	1h 56m	2h 2m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)				6h 3m	5h 35m	6h 23m	5h 17m	4h 27m	4h 39m

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Queanbeyan Hospital and Health Service: Time patients spent in the ED

By mode of separation

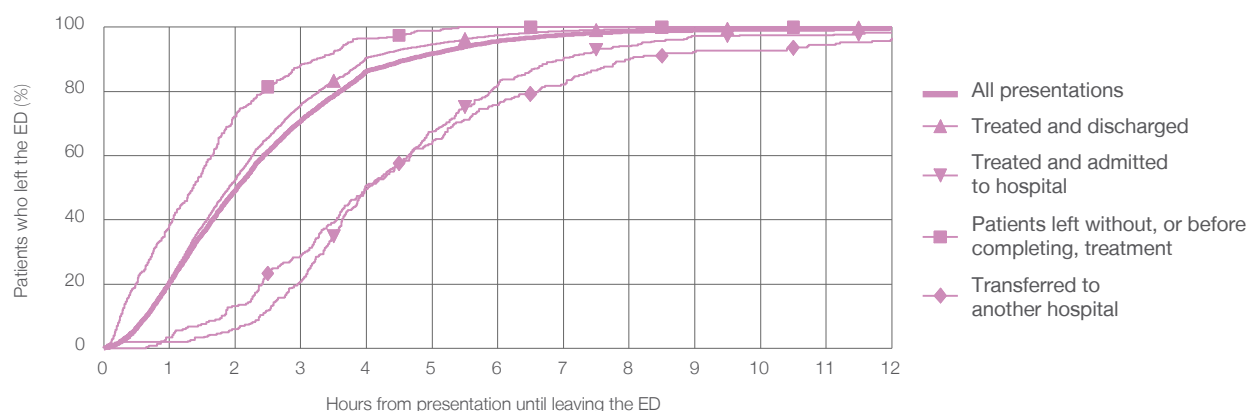
January to March 2018

All presentations:<sup>†</sup> 5,280 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 5,280 patients

		Same period last year	Change since one year ago
Treated and discharged	4,276 (81.0%)	4,728	12%
Treated and admitted to hospital	358 (6.8%)	376	-4.8%
Patient left without, or before completing, treatment	400 (7.6%)	325	23.1%
Transferred to another hospital	236 (4.5%)	254	-7.1%
Other	10 (0.2%)	13	-23.1%

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



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

Treated and discharged	21.3%	52.7%	75.8%	90.4%	97.5%	99.4%	99.8%	99.9%
Treated and admitted to hospital	2.0%	5.9%	20.7%	49.7%	82.1%	94.1%	97.5%	98.3%
Patient left without, or before completing, treatment	38.5%	72.3%	88.3%	96.5%	100%	100%	100%	100%
Transferred to another hospital	3.4%	13.1%	28.8%	50.8%	75.8%	89.8%	92.8%	96.6%
All presentations	20.5%	49.2%	70.9%	86.3%	95.6%	98.7%	99.3%	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Queanbeyan Hospital and Health Service: Time spent in the ED

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

#### January to March 2018

All presentations at the emergency department: <sup>1</sup> 5,280 patients

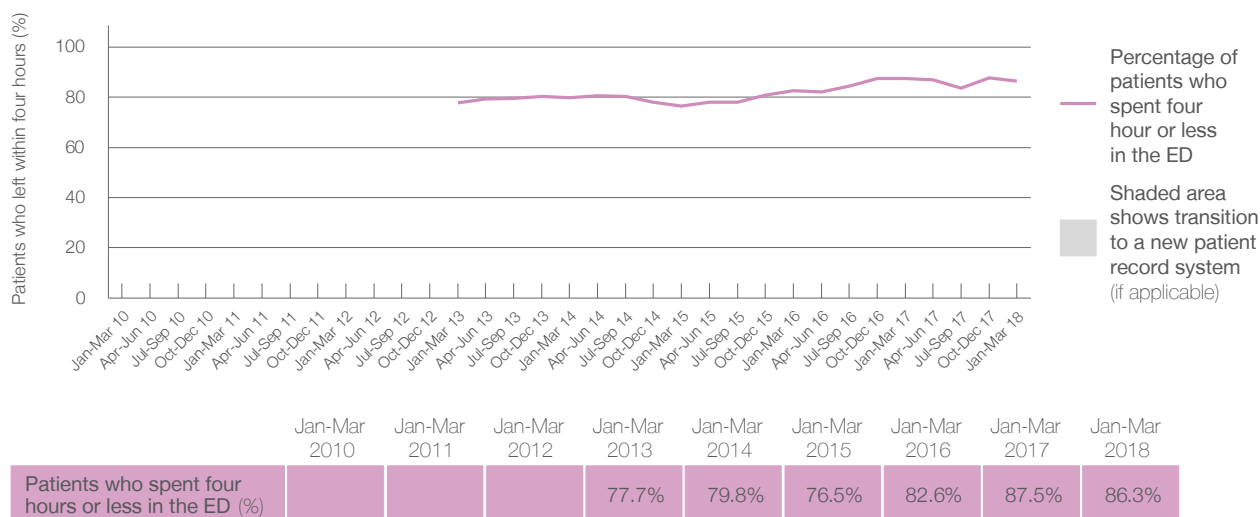
Presentations used to calculate time to leaving the ED: <sup>6</sup> 5,280 patients

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



Same period last year	Change since one year ago
4,728	12%
4,728	12%
87.5%	

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



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## South East Regional Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 4,607 patients  
Emergency presentations:<sup>2</sup> 4,394 patients

Same period last year	Change since one year ago
4,231	9%
3,986	10%

## South East Regional Hospital: Time patients waited to start treatment <sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 514 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,448 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,787 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 98 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 617 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 114 minutes

Same period last year	NSW (this period)
436	
8 minutes	8 minutes
26 minutes	23 minutes
1,291	
21 minutes	20 minutes
70 minutes	65 minutes
1,704	
37 minutes	25 minutes
149 minutes	98 minutes
535	
39 minutes	22 minutes
171 minutes	97 minutes

## South East Regional Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,607 patients

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

Same period last year	Change since one year ago
4,231	9%
69%	

\* 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.

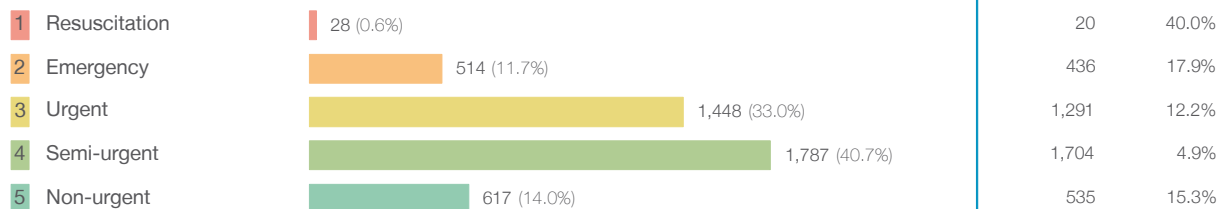
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## South East Regional Hospital: Patients presenting to the emergency department

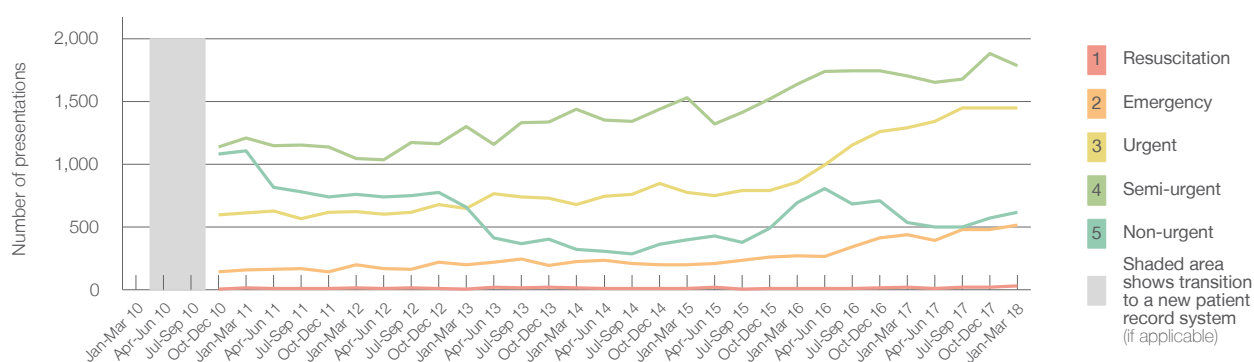
January to March 2018

All presentations:<sup>1</sup> 4,607 patients

Emergency presentations<sup>2</sup> by triage category: 4,394 patients



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation		14	14	5	15	11	12	20	28
Emergency		159	198	197	226	200	268	436	514
Urgent		609	622	646	676	774	856	1,291	1,448
Semi-urgent		1,207	1,046	1,302	1,436	1,527	1,637	1,704	1,787
Non-urgent		1,107	758	658	320	399	694	535	617
All emergency presentations		3,096	2,638	2,808	2,673	2,911	3,467	3,986	4,394

## South East Regional Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 947 patients

ED Transfer of care time



Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## South East Regional 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: 514

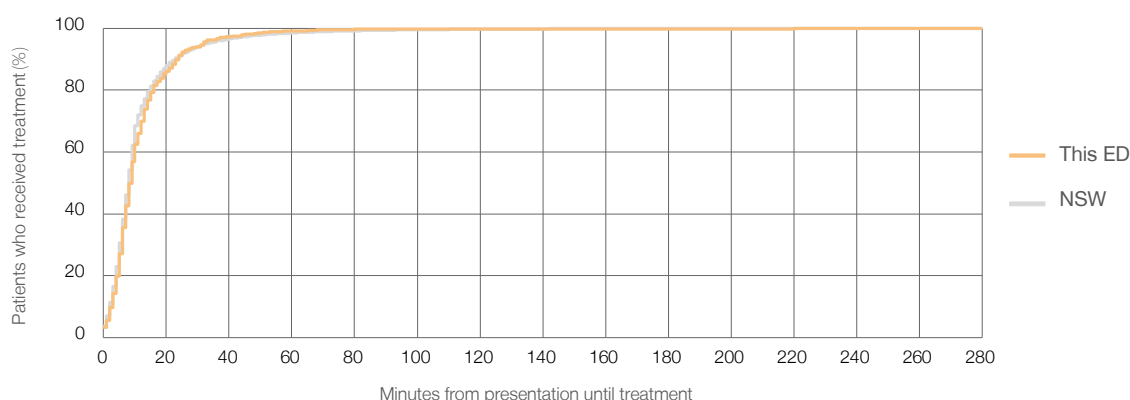
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 513

Median time to start treatment <sup>4</sup> 9 minutes

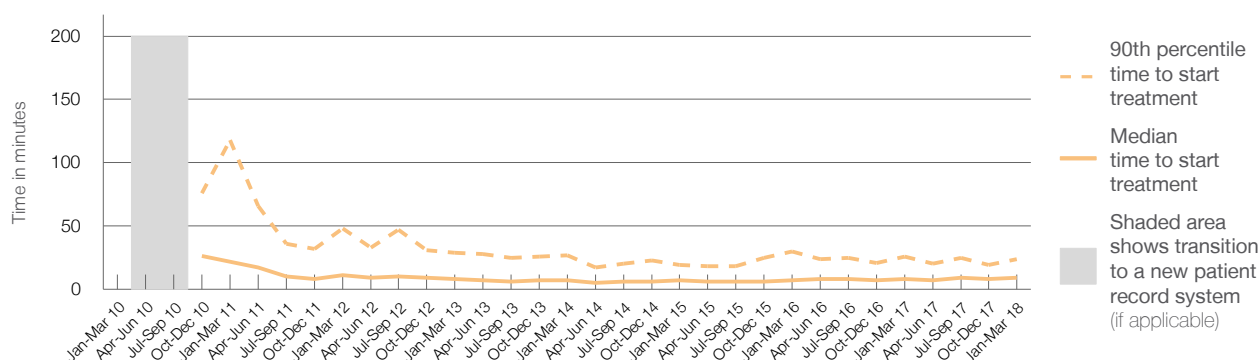
90th percentile time to start treatment <sup>5</sup> 24 minutes

Same period last year	NSW (this period)
436	
435	
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 <sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		22	11	8	7	7	7	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)		118	48	29	27	19	30	26	24

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## South East Regional 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: 1,448

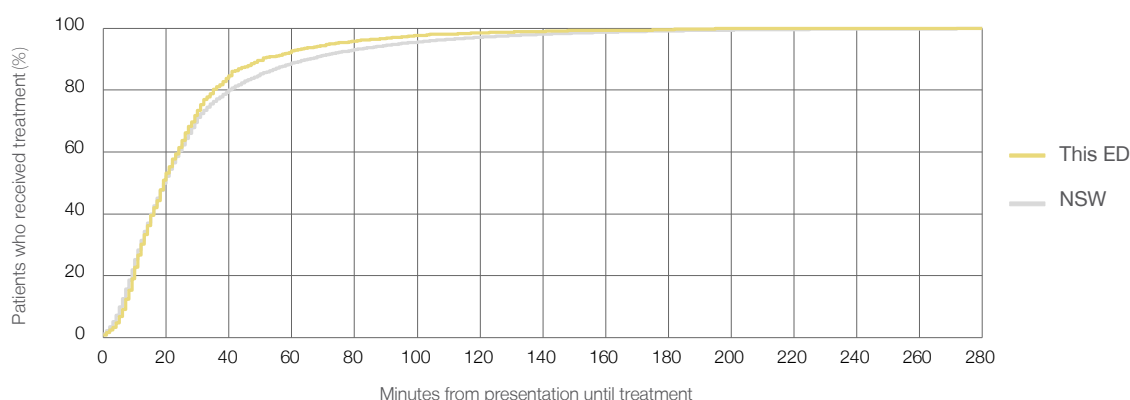
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 1,436

Median time to start treatment <sup>4</sup> 19 minutes

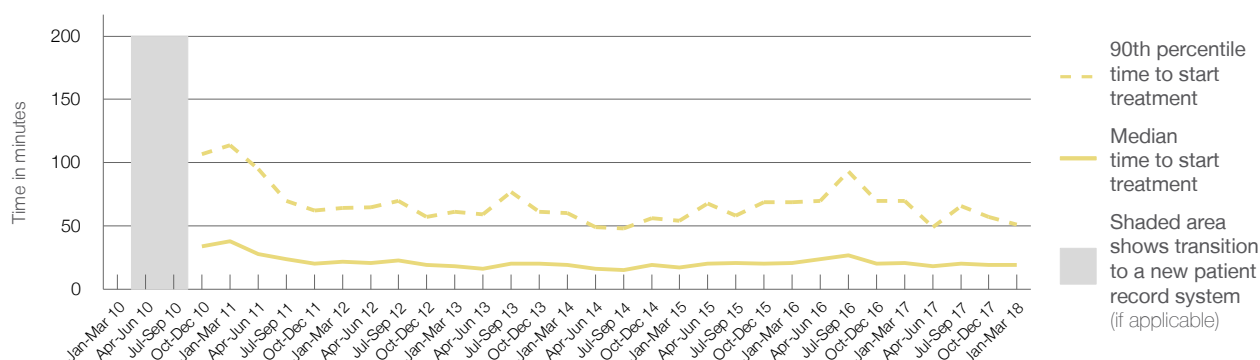
90th percentile time to start treatment <sup>5</sup> 51 minutes

Same period last year	NSW (this period)
1,291	
1,259	
21 minutes	20 minutes
70 minutes	65 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		38	22	18	19	17	21	21	19
90th percentile time to start treatment <sup>5</sup> (minutes)		114	64	61	60	54	69	70	51

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## South East Regional 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: 1,787

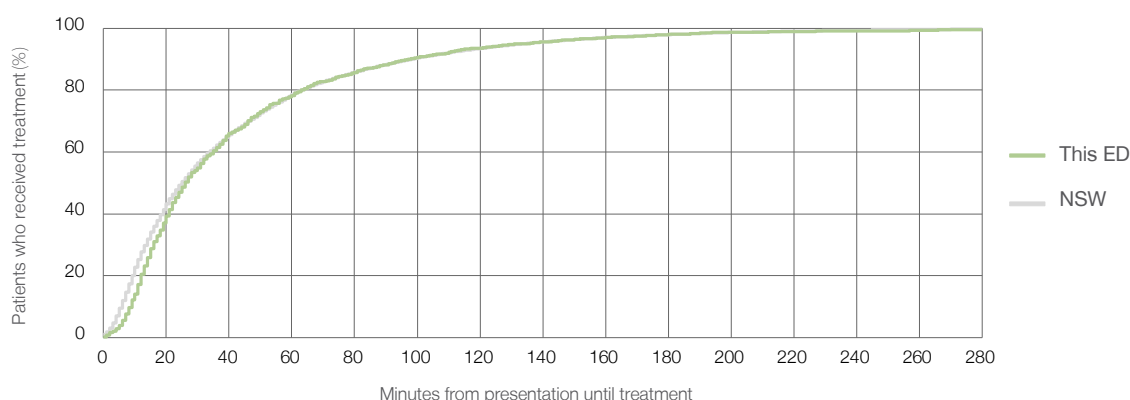
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,719

Median time to start treatment<sup>4</sup> 26 minutes

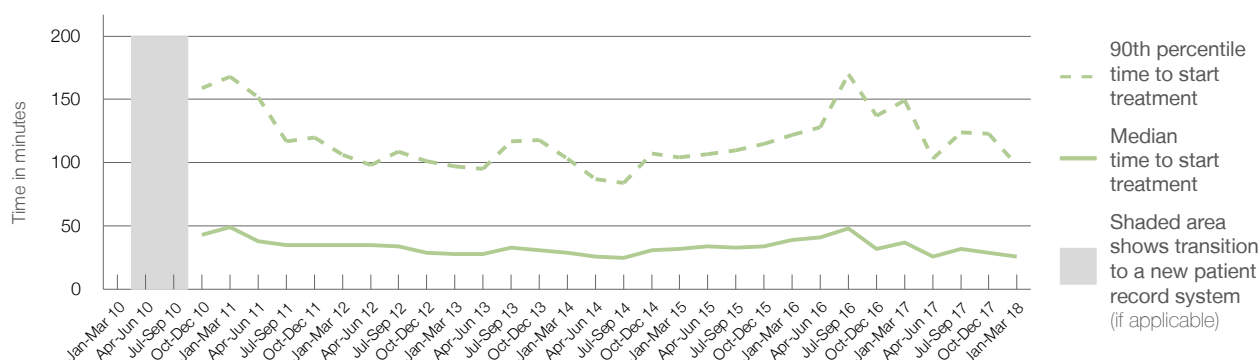
90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
1,704	
1,572	
37 minutes	25 minutes
149 minutes	98 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		49	35	28	29	32	39	37	26
90th percentile time to start treatment <sup>5</sup> (minutes)		168	106	97	103	104	122	149	98

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) 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.

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## South East Regional 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: 617

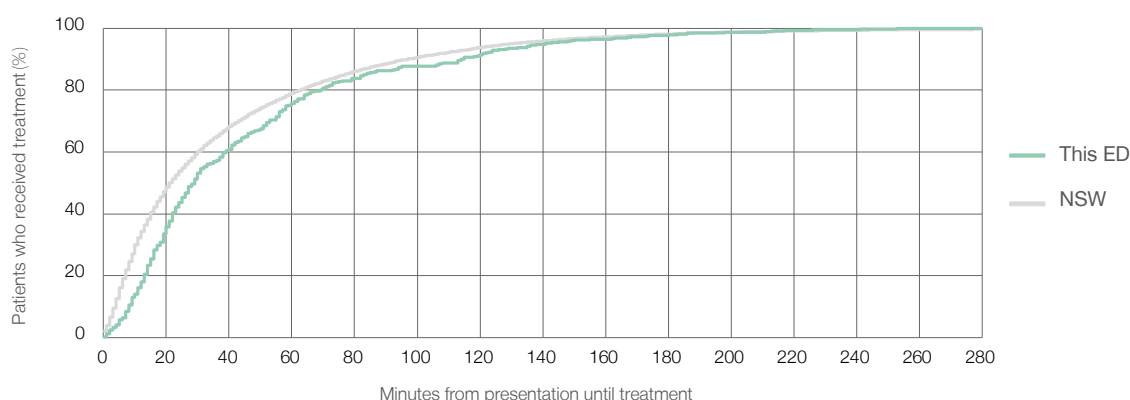
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 541

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

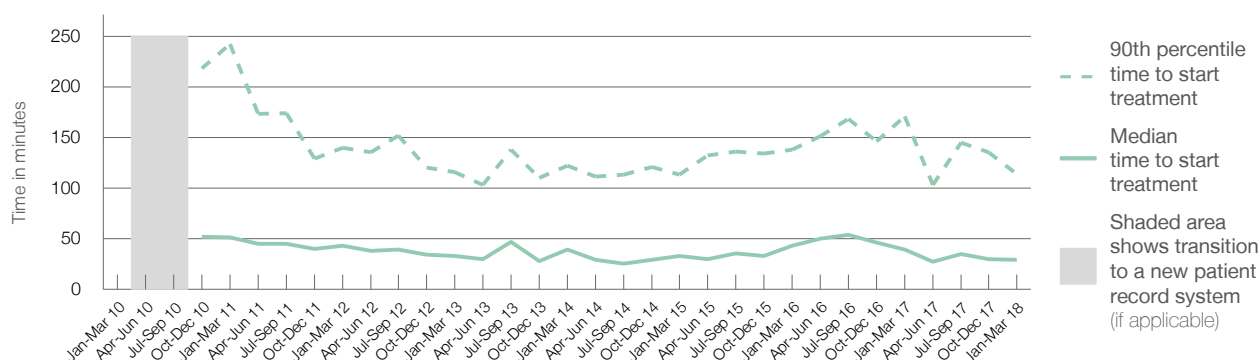
90th percentile time to start treatment<sup>5</sup> 114 minutes

Same period last year	NSW (this period)
535	
395	
39 minutes	22 minutes
171 minutes	97 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		51	43	33	39	33	43	39	29
90th percentile time to start treatment <sup>5</sup> (minutes)		242	140	116	122	113	138	171	114

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## South East Regional Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 4,607 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,607 patients

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

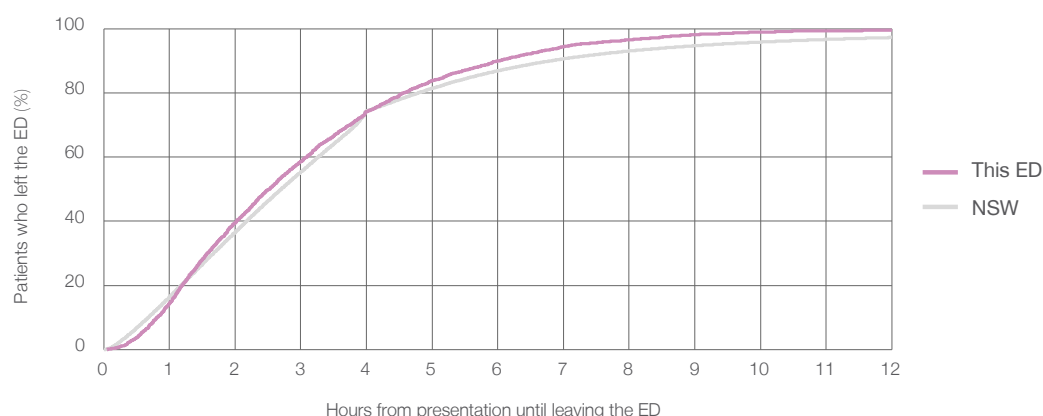
2 hours and 31 minutes

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

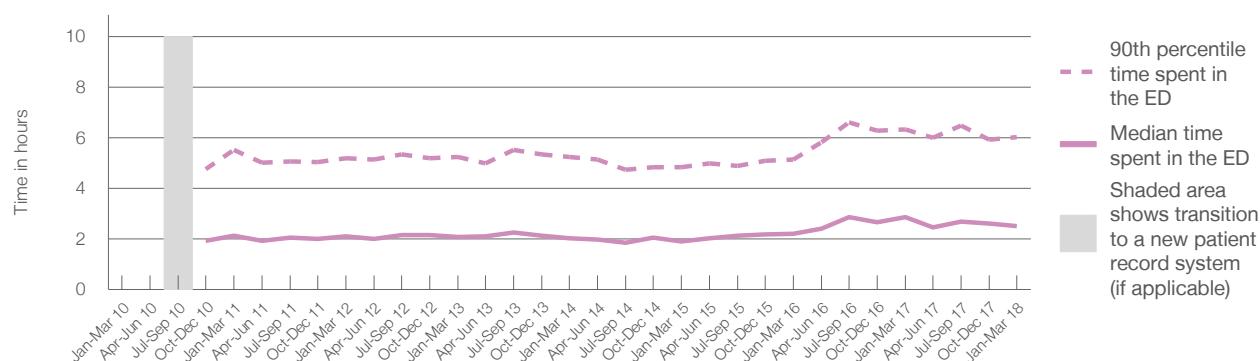
6 hours and 1 minutes

Same period last year	NSW (this period)
4,231	
4,231	
2 hours and 52 minutes	2 hours and 42 minutes
6 hours and 20 minutes	6 hours and 49 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)		2h 8m	2h 7m	2h 5m	2h 2m	1h 55m	2h 12m	2h 52m	2h 31m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)		5h 31m	5h 11m	5h 14m	5h 15m	4h 50m	5h 9m	6h 20m	6h 1m

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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## South East Regional Hospital: Time patients spent in the ED

By mode of separation

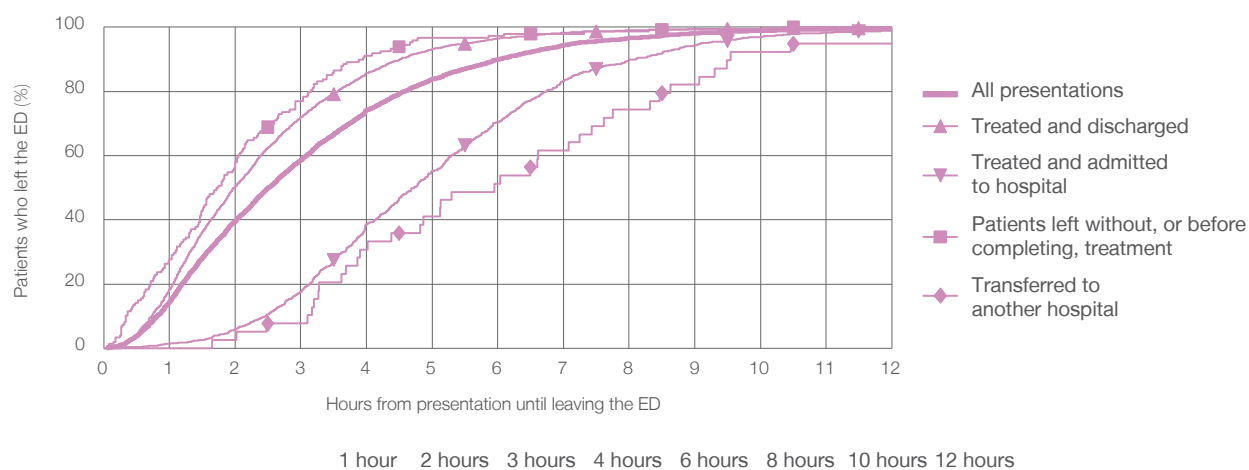
January to March 2018

All presentations:<sup>†</sup> 4,607 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,607 patients

		Same period last year	Change since one year ago
		4,231	9%
Treated and discharged	3,316 (72.0%)	2,975	11.5%
Treated and admitted to hospital	1,097 (23.8%)	951	15.4%
Patient left without, or before completing, treatment	148 (3.2%)	252	-41.3%
Transferred to another hospital	39 (0.8%)	47	-17.0%
Other	7 (0.2%)	6	16.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.3%	50.4%	72.0%	85.6%	96.5%	99.0%	99.6%	99.8%
Treated and admitted to hospital	1.5%	6.0%	17.5%	38.7%	70.3%	89.9%	97.0%	98.9%
Patient left without, or before completing, treatment	27.7%	58.1%	77.0%	91.2%	97.3%	98.6%	99.3%	100%
Transferred to another hospital	0%	2.6%	7.7%	30.8%	51.3%	74.4%	92.3%	94.9%
All presentations	14.5%	39.7%	58.6%	74.2%	89.9%	96.6%	98.9%	99.5%

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## South East Regional Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 4,607 patients

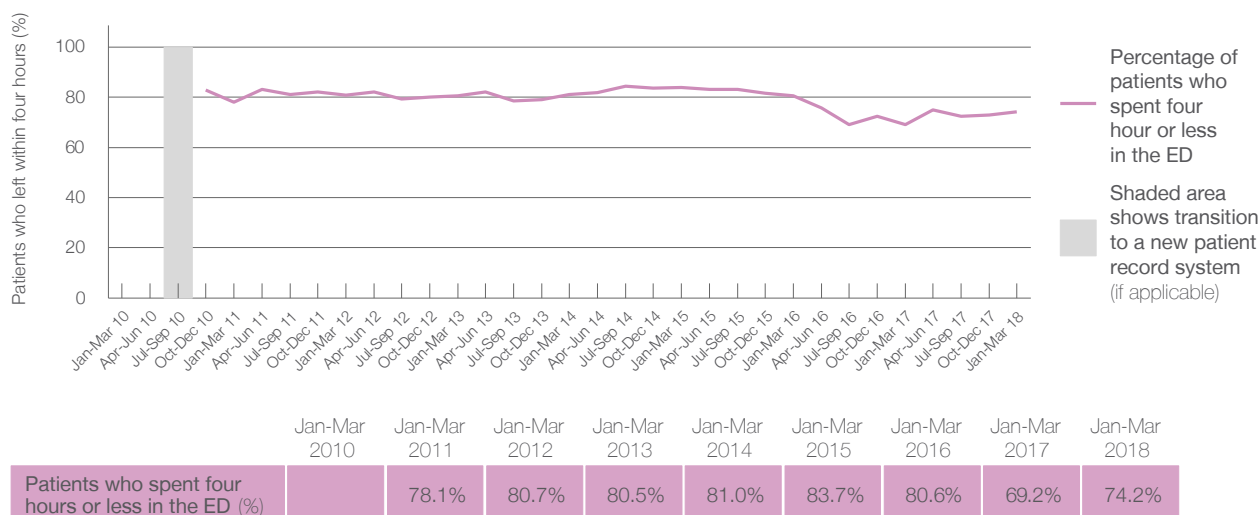
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,607 patients

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



Same period last year	Change since one year ago
4,231	9%
4,231	9%
69.2%	

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



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).