

Narrabri Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 1,392 patients
 Emergency presentations:² 1,224 patients

Same period last year	Change since one year ago
1,696	-18%
1,530	-20%



Narrabri Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 134 patients

Median time to start treatment⁴  5 minutes
 90th percentile time to start treatment⁵  9 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 383 patients

Median time to start treatment⁴  15 minutes
 90th percentile time to start treatment⁵  40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 524 patients

Median time to start treatment⁴  21 minutes
 90th percentile time to start treatment⁵  58 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 183 patients

Median time to start treatment⁴  20 minutes
 90th percentile time to start treatment⁵  73 minutes

Same period last year	NSW (this period)
122	
5 minutes	8 minutes
9 minutes	28 minutes
371	
15 minutes	21 minutes
37 minutes	72 minutes
736	
23 minutes	26 minutes
60 minutes	105 minutes
301	
20 minutes	22 minutes
66 minutes	103 minutes

Narrabri Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 1,392 patients

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

Same period last year	Change since one year ago
1,696	-18%
89%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

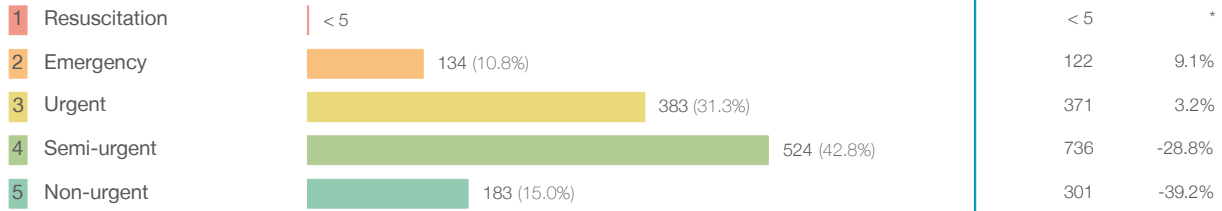
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

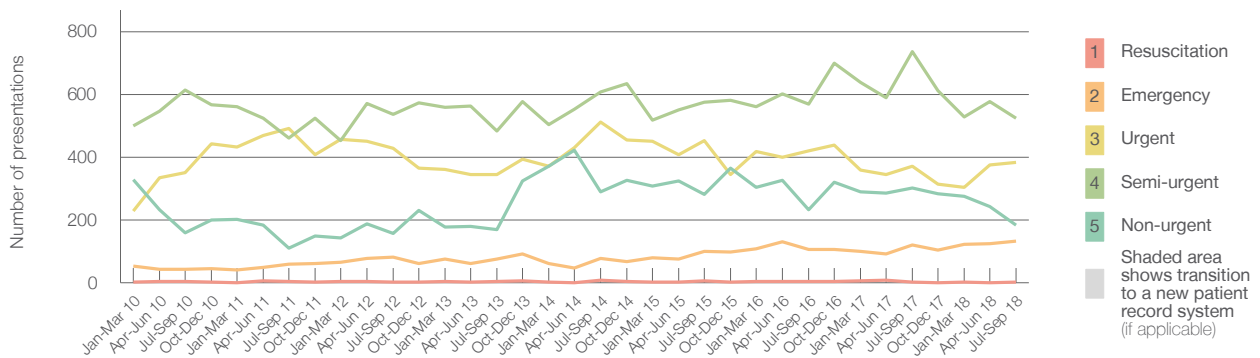
Narrabri Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 1,392 patients

Emergency presentations² by triage category: 1,224 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	< 5	< 5	< 5	< 5	7	5	< 5	< 5	< 5
Emergency	47	63	82	79	78	99	109	122	134
Urgent	351	491	428	344	511	453	420	371	383
Semi-urgent	614	461	537	483	608	576	568	736	524
Non-urgent	159	109	157	170	289	282	232	301	183
All emergency presentations	1,171	1,124	1,204	1,076	1,493	1,415	1,329	1,530	1,224

Narrabri Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 121 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.

Narrabri Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 134

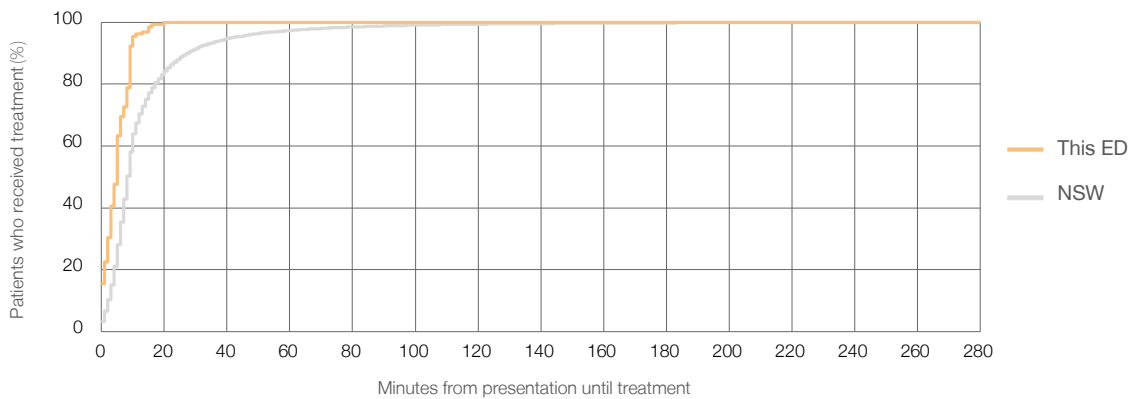
Number of triage 2 patients used to calculate waiting time:³ 128

Median time to start treatment⁴ 5 minutes

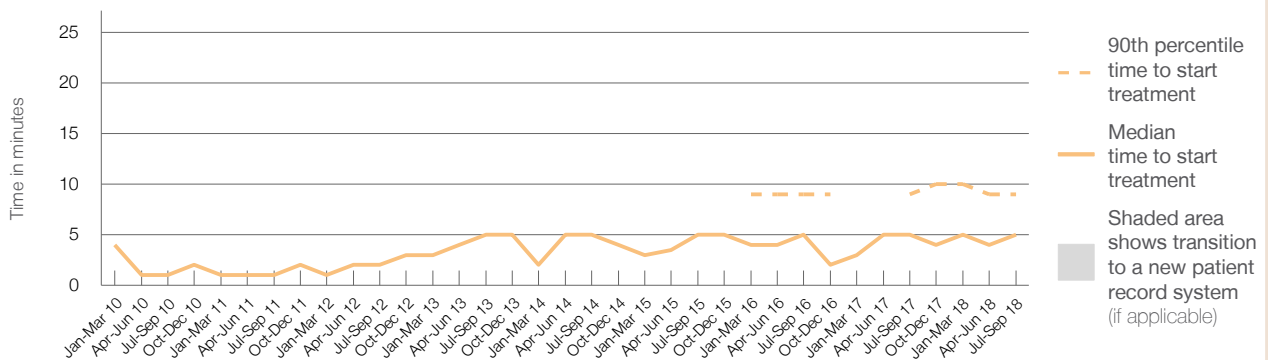
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
122	121
5 minutes	8 minutes
9 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	1	1	2	5	5	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	*	9	9	9

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Narrabri Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 383

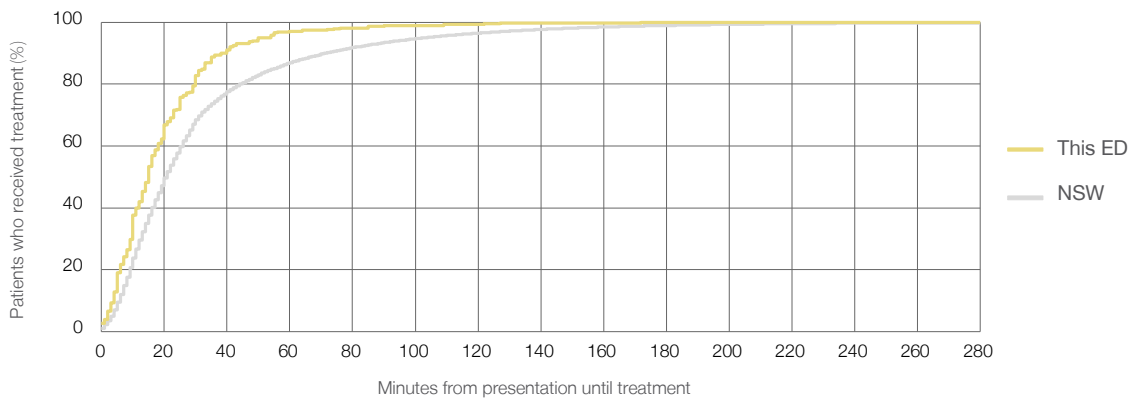
Number of triage 3 patients used to calculate waiting time:³ 376

Median time to start treatment⁴ 15 minutes

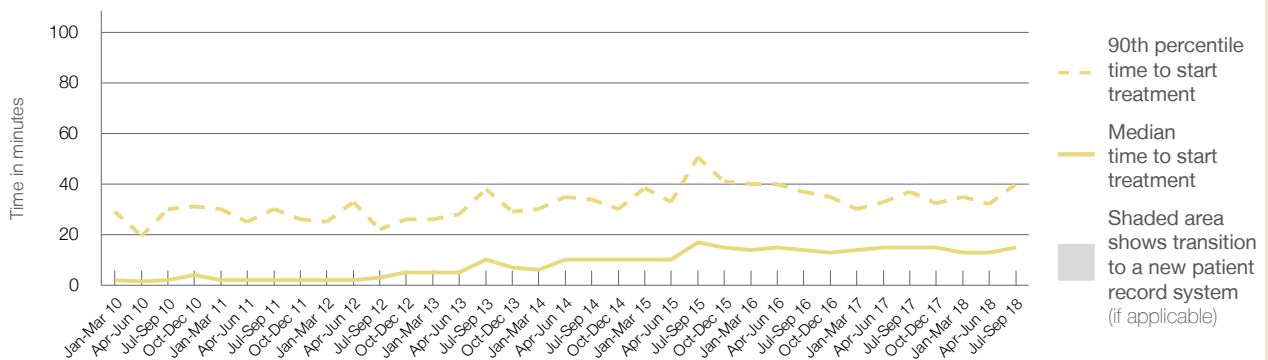
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
371	
369	
15 minutes	21 minutes
37 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	2	2	3	10	10	17	14	15	15
90th percentile time to start treatment ⁵ (minutes)	30	30	22	38	34	51	37	37	40

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Narrabri Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 524

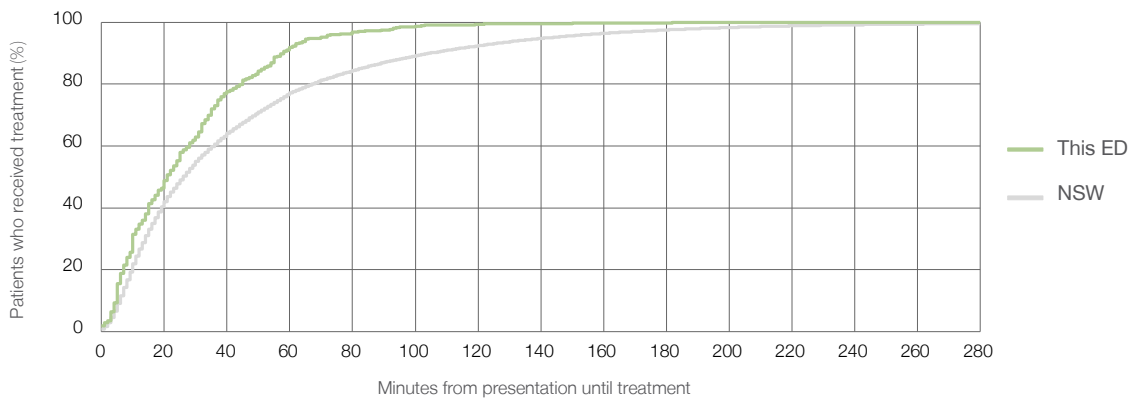
Number of triage 4 patients used to calculate waiting time:³ 506

Median time to start treatment⁴ 21 minutes

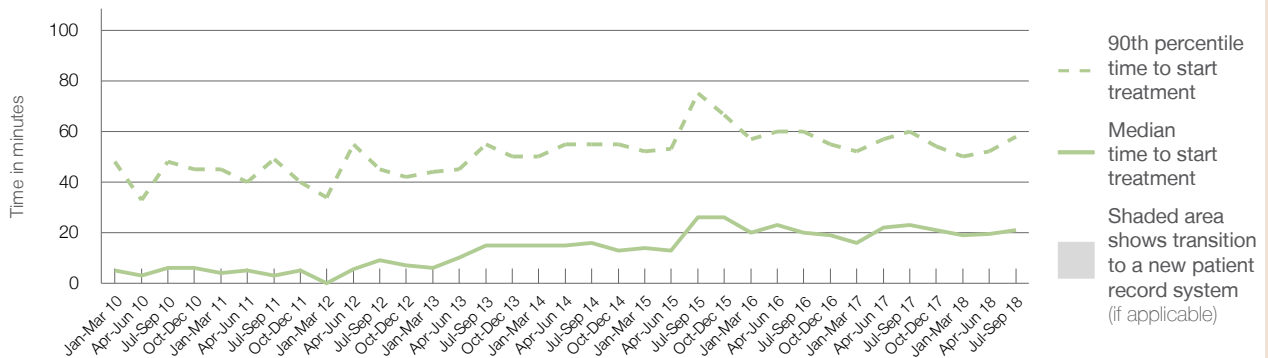
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
736	722
23 minutes	26 minutes
60 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	6	3	9	15	16	26	20	23	21
90th percentile time to start treatment ⁵ (minutes)	48	49	45	55	55	75	60	60	58

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Narrabri Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 183

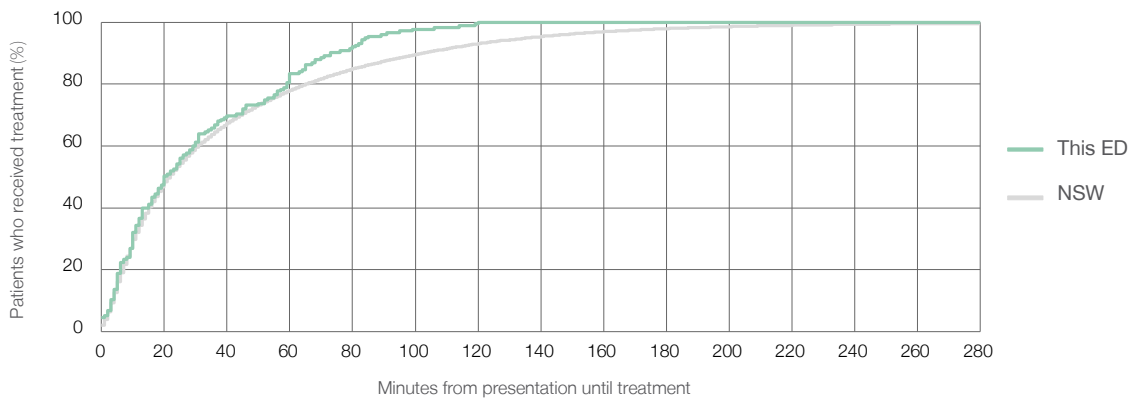
Number of triage 5 patients used to calculate waiting time:³ 175

Median time to start treatment⁴ 20 minutes

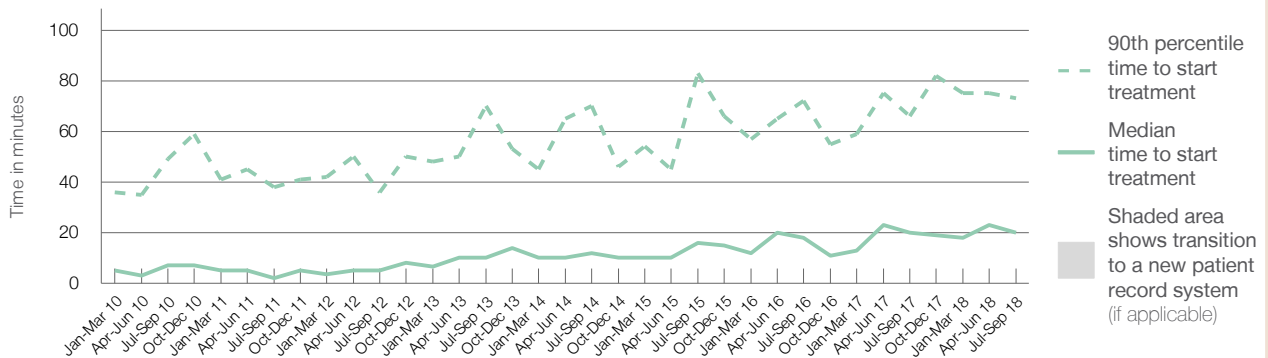
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
301	293
20 minutes	22 minutes
66 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	7	2	5	10	12	16	18	20	20
90th percentile time to start treatment ⁵ (minutes)	49	38	36	70	70	83	72	66	73

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Narrabri Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 1,392 patients

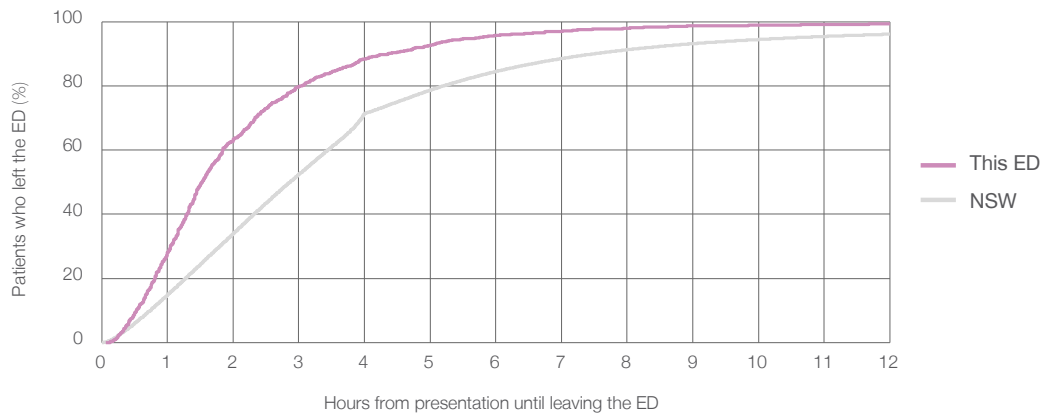
Presentations used to calculate time to leaving the ED:⁶ 1,392 patients

Median time spent in the ED⁸ ■ 1 hours and 32 minutes

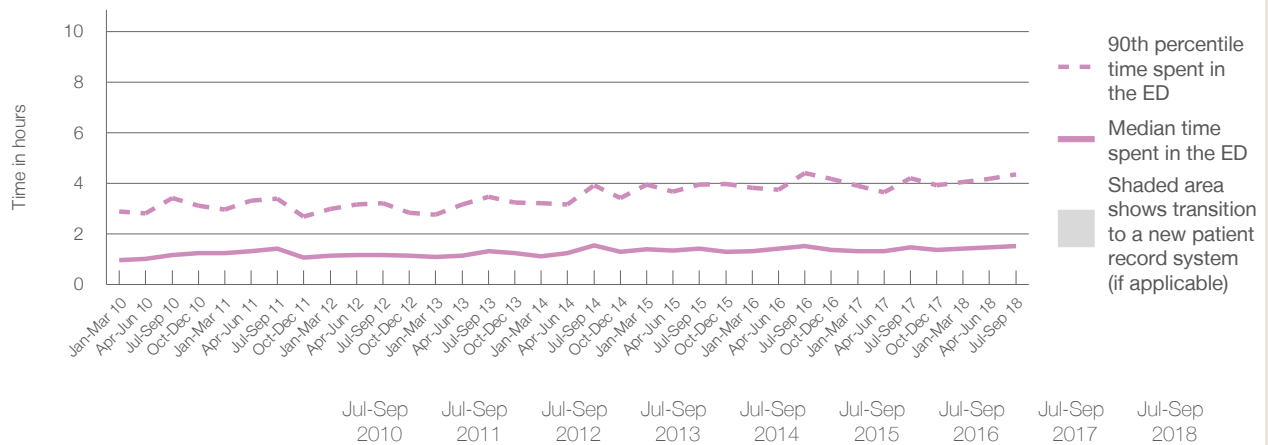
90th percentile time spent in the ED⁹ ■ 4 hours and 22 minutes

Same period last year	NSW (this period)
1,696	
1,696	
1 hours and 29 minutes	2 hours and 52 minutes
4 hours and 13 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 11m	1h 25m	1h 10m	1h 20m	1h 33m	1h 26m	1h 32m	1h 29m	1h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 25m	3h 24m	3h 13m	3h 29m	3h 56m	3h 58m	4h 24m	4h 13m	4h 22m

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

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

Narrabri Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

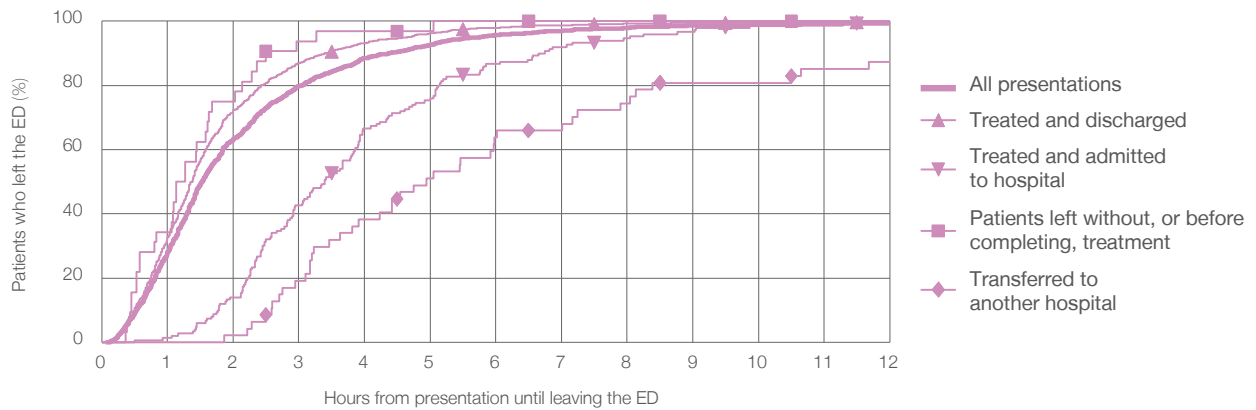
All presentations:¹ 1,392 patients

Presentations used to calculate time to leaving the ED:⁶ 1,392 patients

Treated and discharged	1,148 (82.5%)
Treated and admitted to hospital	150 (10.8%)
Patient left without, or before completing, treatment	32 (2.3%)
Transferred to another hospital	47 (3.4%)
Other	15 (1.1%)

Same period last year	Change since one year ago
1,696	-18%
1,439	-20.2%
174	-13.8%
54	-40.7%
29	62.1%
0	

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	32.7%	72.3%	87.0%	93.1%	98.0%	99.2%	99.7%	99.7%
Treated and admitted to hospital	1.3%	14.0%	42.7%	66.7%	86.7%	94.7%	98.7%	99.3%
Patient left without, or before completing, treatment	34.4%	75.0%	93.8%	96.9%	100%	100%	100%	100%
Transferred to another hospital	0%	2.1%	19.1%	38.3%	63.8%	74.5%	80.9%	87.2%
All presentations	28.2%	63.4%	79.8%	88.4%	95.7%	97.9%	98.9%	99.3%

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Narrabri Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 1,392 patients

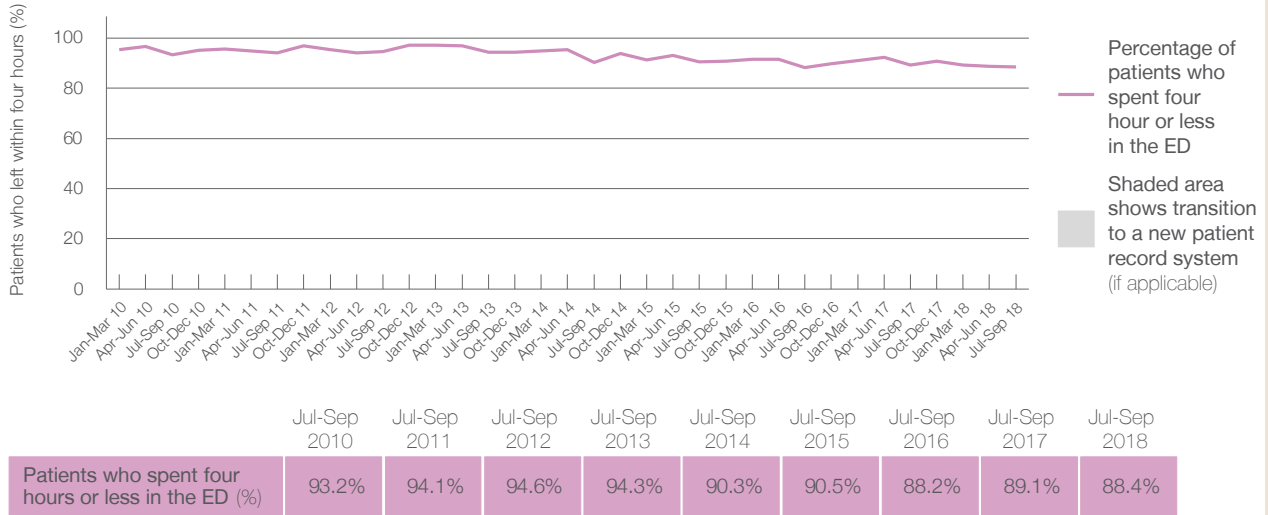
Presentations used to calculate time to leaving the ED: ⁶ 1,392 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 1,392 patients	1,696	-18%
Presentations used to calculate time to leaving the ED: ⁶ 1,392 patients	1,696	-18%
Percentage of patients who spent four hours or less in the ED	89.1%	

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



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).