

Tamworth Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 10,795 patients



Emergency presentations:² 10,300 patients

Same period last year	Change since one year ago
12,366	-13%
11,867	-13%



Tamworth Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 891 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,756 patients

Median time to start treatment⁴  25 minutes
90th percentile time to start treatment⁵  89 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,160 patients

Median time to start treatment⁴  46 minutes
90th percentile time to start treatment⁵  143 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,446 patients

Median time to start treatment⁴  56 minutes
90th percentile time to start treatment⁵  146 minutes

Same period last year	NSW (this period)
917	
8 minutes	8 minutes
32 minutes	28 minutes
2,888	
25 minutes	21 minutes
110 minutes	72 minutes
6,315	
49 minutes	26 minutes
166 minutes	105 minutes
1,703	
62 minutes	22 minutes
176 minutes	103 minutes

Tamworth Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 10,795 patients

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

Same period last year	Change since one year ago
12,366	-13%
66%	

* 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.

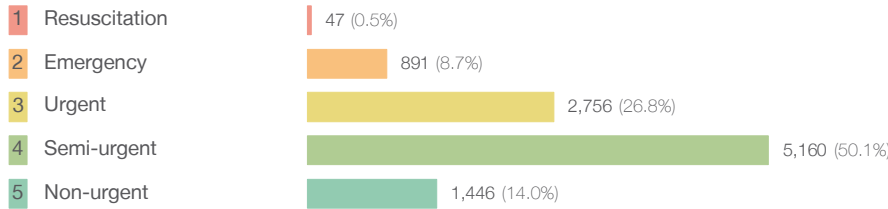
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Tamworth Hospital: Patients presenting to the emergency department

July to September 2018

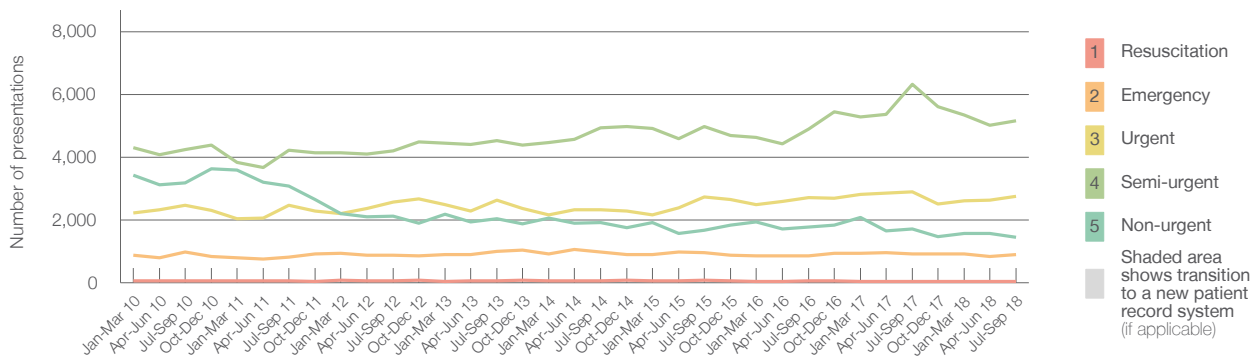
All presentations:¹ 10,795 patients

Emergency presentations² by triage category: 10,300 patients



	Same period last year	Change since one year ago
All presentations	12,366	-13%
Emergency presentations	11,867	-13%
1 Resuscitation	44	6.8%
2 Emergency	917	-2.8%
3 Urgent	2,888	-4.6%
4 Semi-urgent	6,315	-18.3%
5 Non-urgent	1,703	-15.1%

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	52	61	68	66	67	78	53	44	47
Emergency	972	822	867	987	973	963	862	917	891
Urgent	2,472	2,457	2,564	2,626	2,331	2,740	2,714	2,888	2,756
Semi-urgent	4,243	4,225	4,194	4,531	4,929	4,974	4,901	6,315	5,160
Non-urgent	3,184	3,070	2,111	2,034	1,918	1,671	1,772	1,703	1,446
All emergency presentations	10,923	10,635	9,804	10,244	10,218	10,426	10,302	11,867	10,300

Tamworth Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,838 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,795	
ED Transfer of care time	10 minutes	-1 minute
90th percentile time	30 minutes	-1 minute

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

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

Tamworth 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: 891

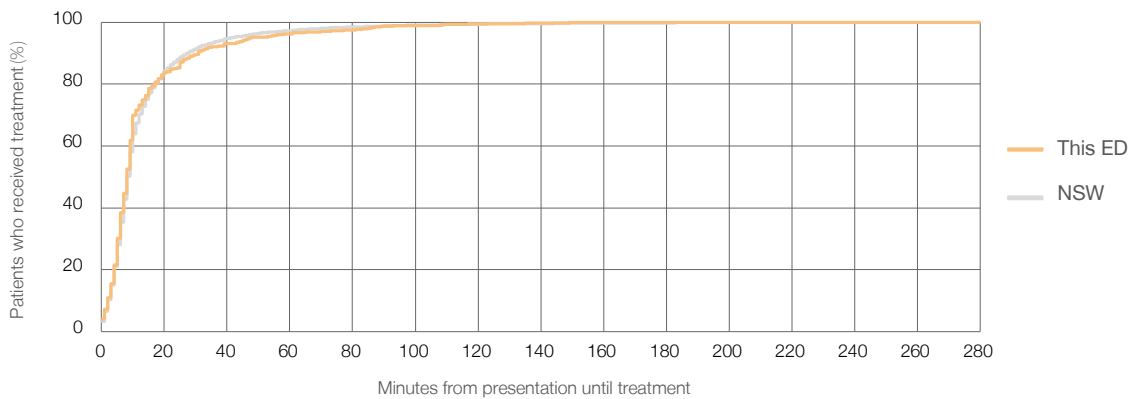
Number of triage 2 patients used to calculate waiting time:³ 885

Median time to start treatment⁴ 8 minutes

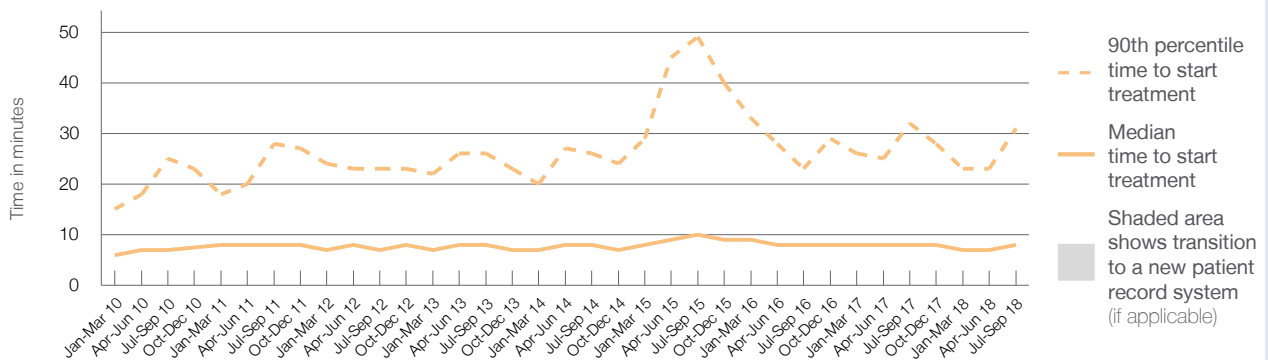
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
917	
912	
8 minutes	8 minutes
32 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)	7	8	7	8	8	10	8	8	8
90th percentile time to start treatment ⁵ (minutes)	25	28	23	26	26	49	23	32	31

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

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

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

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

Number of triage 3 patients: 2,756

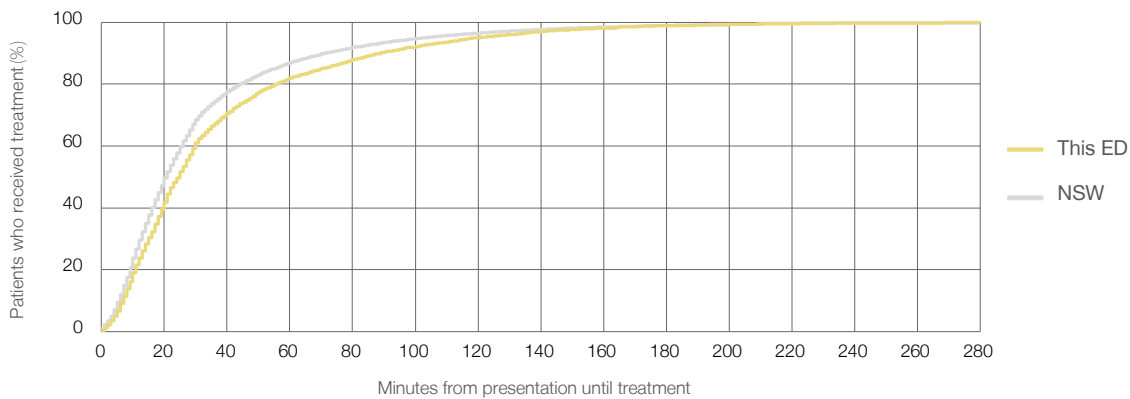
Number of triage 3 patients used to calculate waiting time:³ 2,707

Median time to start treatment⁴ 25 minutes

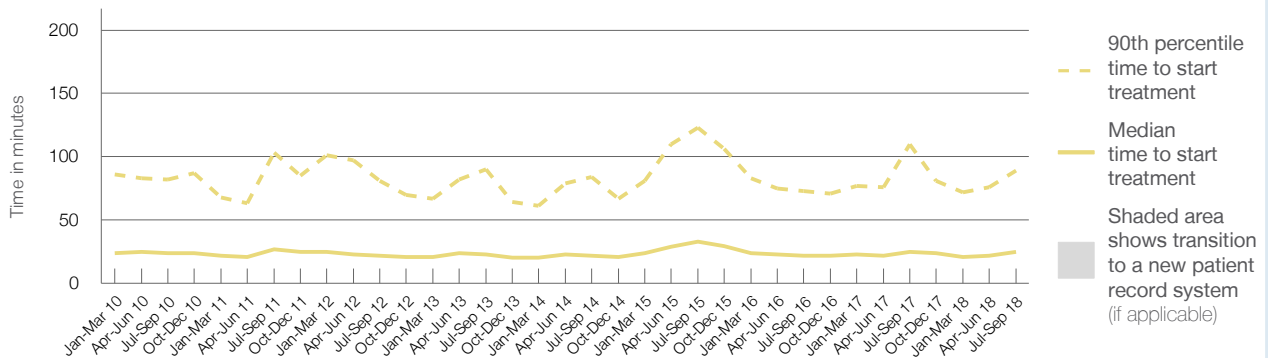
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
2,888	2,804
25 minutes	21 minutes
110 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)	24	27	22	23	22	33	22	25	25
90th percentile time to start treatment ⁵ (minutes)	82	103	81	90	84	123	73	110	89

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

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

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

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

Number of triage 4 patients: 5,160

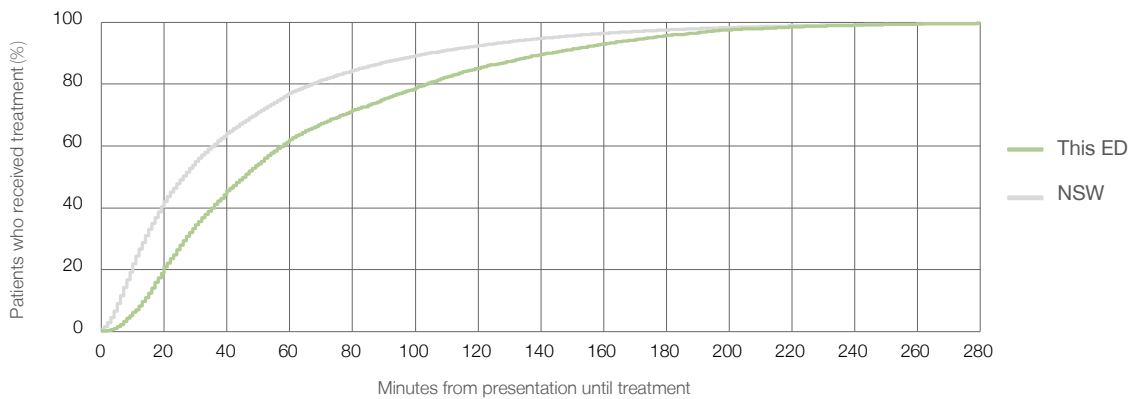
Number of triage 4 patients used to calculate waiting time:³ 4,831

Median time to start treatment⁴ 46 minutes

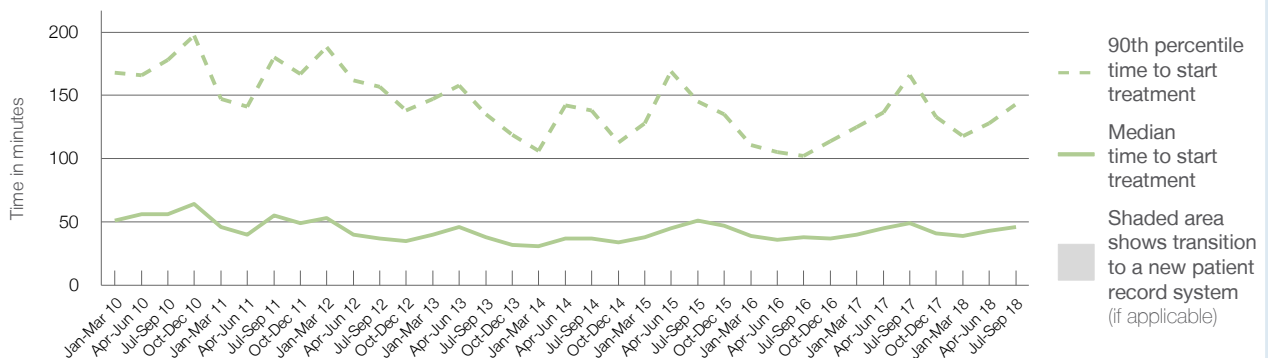
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
6,315	
5,840	
49 minutes	26 minutes
166 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)	56	55	37	38	37	51	38	49	46
90th percentile time to start treatment ⁵ (minutes)	178	180	157	135	138	145	102	166	143

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

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

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

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

Number of triage 5 patients: 1,446

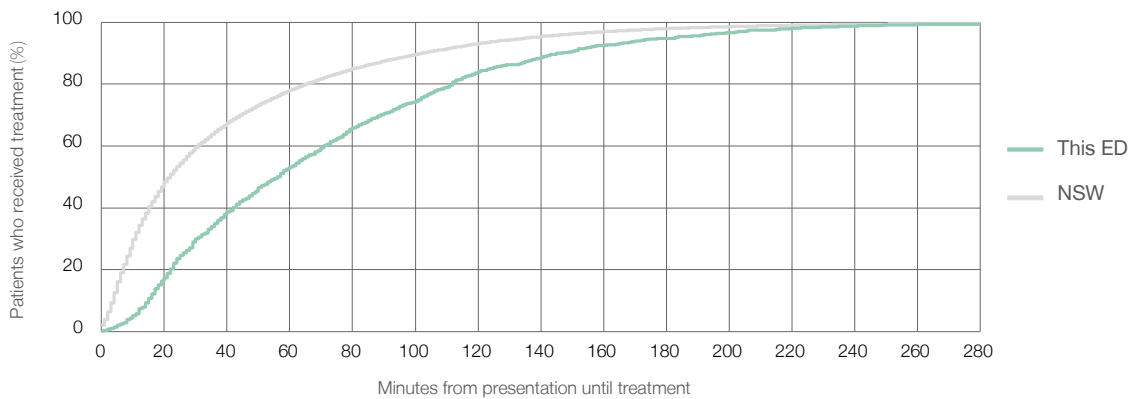
Number of triage 5 patients used to calculate waiting time:³ 1,317

Median time to start treatment⁴ 56 minutes

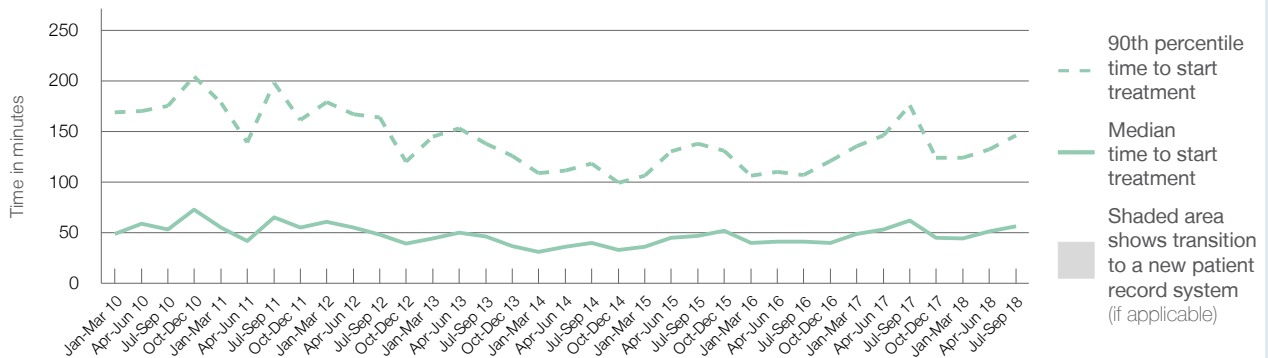
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
1,703	1,529
62 minutes	22 minutes
176 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)	53	65	48	46	40	47	41	62	56
90th percentile time to start treatment ⁵ (minutes)	175	198	164	138	118	138	107	176	146

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

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

Tamworth Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 10,795 patients

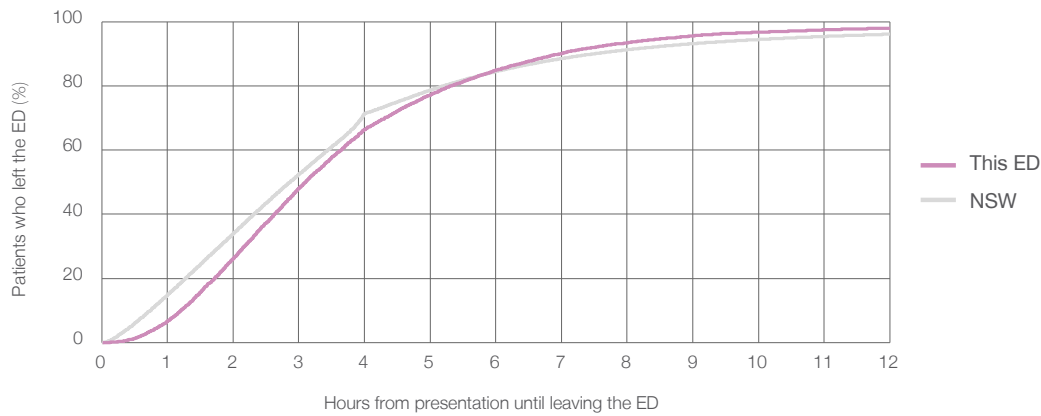
Presentations used to calculate time to leaving the ED:⁶ 10,795 patients

Median time spent in the ED⁸ 3 hours and 6 minutes

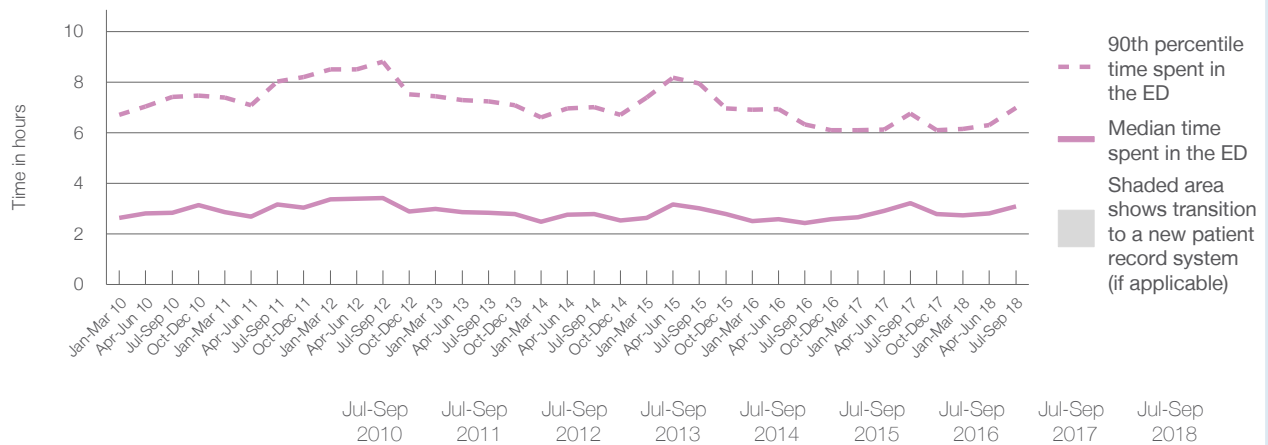
90th percentile time spent in the ED⁹ 6 hours and 59 minutes

Same period last year	NSW (this period)
12,366	12,366
3 hours and 14 minutes	2 hours and 52 minutes
6 hours and 45 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)	2h 50m	3h 11m	3h 26m	2h 51m	2h 48m	3h 1m	2h 26m	3h 14m	3h 6m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 25m	8h 2m	8h 48m	7h 15m	7h 1m	7h 57m	6h 20m	6h 45m	6h 59m

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

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

Tamworth Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

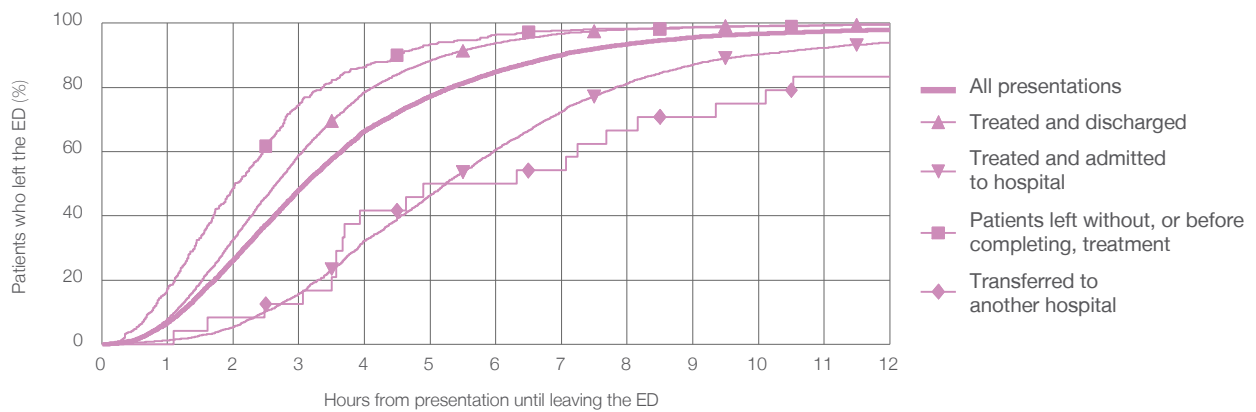
All presentations:¹ 10,795 patients

Presentations used to calculate time to leaving the ED:⁶ 10,795 patients

Treated and discharged	7,262 (67.3%)
Treated and admitted to hospital	2,910 (27.0%)
Patient left without, or before completing, treatment	512 (4.7%)
Transferred to another hospital	24 (0.2%)
Other	87 (0.8%)

Same period last year	Change since one year ago
12,366	-13%
8,396	-13.5%
3,057	-4.8%
731	-30.0%
30	-20.0%
152	-42.8%

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	8.0%	32.7%	59.0%	78.6%	93.9%	98.1%	99.2%	99.5%
Treated and admitted to hospital	1.2%	5.4%	15.7%	32.2%	60.7%	81.1%	90.2%	94.0%
Patient left without, or before completing, treatment	17.4%	48.6%	74.6%	86.3%	96.5%	98.2%	99.0%	99.6%
Transferred to another hospital	0%	8.3%	12.5%	41.7%	50.0%	66.7%	75.0%	83.3%
All presentations	6.8%	26.3%	48.1%	66.4%	85.0%	93.4%	96.7%	98.0%

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

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

Tamworth 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 10,795 patients

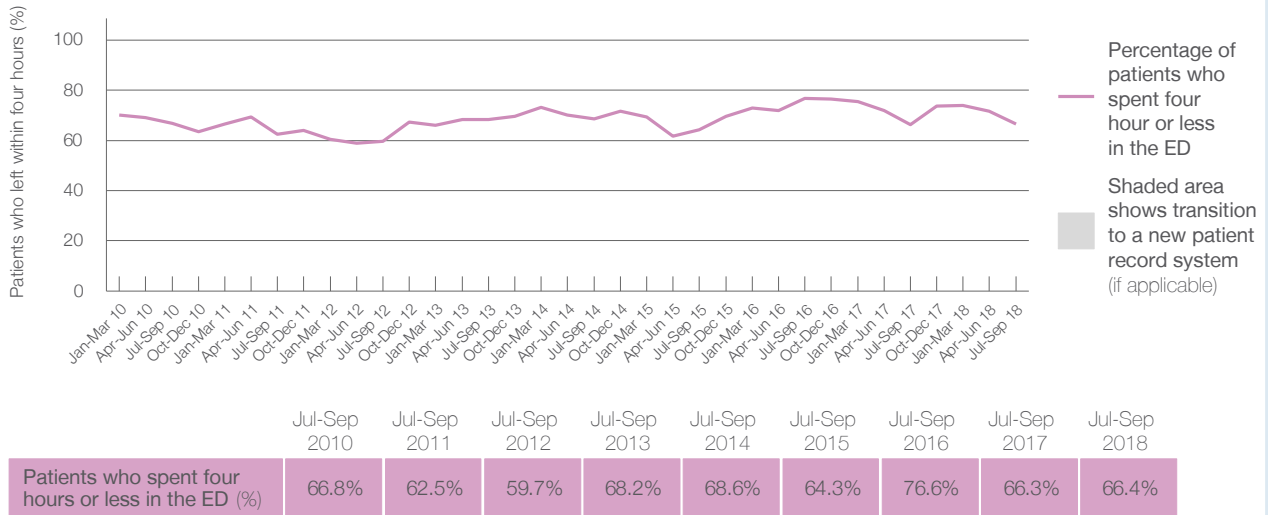
Presentations used to calculate time to leaving the ED: ⁶ 10,795 patients

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	12,366	-13%
Presentations used to calculate time to leaving the ED	12,366	-13%
Percentage of patients who spent four hours or less in the ED	66.3%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	66.8%	62.5%	59.7%	68.2%	68.6%	64.3%	76.6%	66.3%	66.4%

* 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).