

Emergency department activity

	Jul-Sep 2020	Jul-Sep 2019	Difference	% change	
All arrivals at ED by ambulance	1,828	1,809	19	1.1%	
ED Attendances	9,425	7,936	1,489	18.8%	
Emergency presentations	9,333	7,838	1,495	19.1%	
Emergency presentation by triage category	T1: Resuscitation	104	83	21	25.3%
	T2: Emergency	1,102	1,182	-80	-6.8%
	T3: Urgent	1,666	1,843	-177	-9.6%
	T4: Semi-urgent	2,674	3,091	-417	-13.5%
	T5: Non-urgent	3,787	1,639	2,148	131.1%
Admissions to hospital from EDs	1,750	1,859	-109	-5.9%	

Emergency department performance

	Jul-Sep 2020	Jul-Sep 2019	Difference	Peer group results	
Time to treatment by triage category	Median time to treatment	6m	6m	0m	8m
	T2: Emergency 90th percentile time to treatment	11m	16m	-5m	21m
	% started treatment on time	89.6%	84.2%	5.4 percentage points	70.9%
	Median time to treatment	19m	23m	-4m	18m
	T3: Urgent 90th percentile time to treatment	54m	1h 20m	-26m	58m
	% started treatment on time	76.9%	64.8%	12.1 percentage points	74.9%
	Median time to treatment	24m	36m	-12m	23m
	T4: Semi-urgent 90th percentile time to treatment	1h 22m	1h 57m	-35m	1h 26m
	% started treatment on time	82.3%	72.6%	9.7 percentage points	82.5%
	Median time to treatment	8m	29m	-21m	5m
	T5: Non-urgent 90th percentile time to treatment	1h 01m	2h 01m	-60m	50m
	% started treatment on time	97.3%	89.8%	7.5 percentage points	97.8%
Patients starting treatment on time %	88.3%	76.0%	12.3 percentage points	81.4%	
Median time to leave the ED	2h 13m	3h 04m	-51m	2h 42m	
90th percentile time to leave the ED	8h 49m	11h 13m	-144m	7h 43m	
Patients leaving the ED within four hours of presentation	77.4%	68.4%	9.0 percentage points	71.9%	
Transfer of care	Median transfer of care time (minutes)	11m	12m	-1m	11m
	90th percentile transfer of care time (minutes)	25m	29m	-4m	30m
	Percent on target	93.4%	90.2%	3.2 percentage points	89.8%

Notes: For Orange Health Service, 56.2% of triage 5 attendances were due to COVID-19 testing provided by the ED. This may have contributed to changes in ED performance. ED attendances includes every patient visit to the ED during the defined period. The vast majority of ED attendances are classified as 'emergency presentations'. The remaining ED attendances include non-emergency visits such as planned returns, pre-arranged admissions, some outpatient visits and private referrals.

(*) Suppressed due to small numbers and to protect patient privacy

(n/a) not applicable

■ Results are for Jul-Sept 2020 and provided only for comparison purposes

Elective surgery activity

	Jul-Sep 2020	Jul-Sep 2019	Difference	% change
Elective surgery procedures performed	1,015	1,029	-14	-1.4%
Urgency category				
Urgent	176	199	-23	-11.6%
Semi-urgent	319	296	23	7.8%
Non-urgent	439	428	11	2.6%
Patients on waiting list ready for elective surgery at the end of quarter	1,587	1,646	-59	-3.6%
Urgency category				
Urgent	31	25	6	24.0%
Semi-urgent	289	232	57	24.6%
Non-urgent	1,267	1,389	-122	-8.8%

Elective surgery performance

		Jul-Sep 2020	Jul-Sep 2019	Difference	Peer group results	
Waiting time (days)	Urgent	Median	15 days	14 days	1 days	15 days
		90th percentile	26 days	27 days	-1 days	27 days
	Semi-urgent	Median	77 days	63 days	14 days	58 days
		90th percentile	137 days	87 days	50 days	120 days
	Non-urgent	Median	361 days	332 days	29 days	352 days
		90th percentile	419 days	357 days	62 days	445 days
Elective surgery procedures performed on time	All procedures	65.2%	97.5%	-32.3 percentage points	74.1%	
	Urgent	100%	100%	0.0 percentage points	99.7%	
	Semi-urgent	59.9%	93.9%	-34.0 percentage points	81.4%	
	Non-urgent	55.1%	98.8%	-43.7 percentage points	58.1%	

Admitted patient activity

	Jul-Sep 2020	Jul-Sep 2019	Difference	% change	
Episodes	All episodes	5,957	5,836	121	2.1%
	Acute	5,554	5,480	74	1.4%
	Acute Overnight	3,151	3,220	-69	-2.1%
	Acute Same Day	2,403	2,260	143	6.3%
	Non-acute	136	118	18	15.3%
	Mental health	267	238	29	12.2%
Average length of stay (days)	Acute	2.6	2.8	-0.2	
	Acute Overnight	3.8	4.1	-0.3	
	Non-acute	11.6	14.6	-3.0	
	Mental health	49.2	36.0	13.2	
Hospital bed days	All bed days	29,203	25,755	3,448	13.4%
	Acute	14,482	15,464	-982	-6.4%
	Non-acute	1,577	1,727	-150	-8.7%
	Mental health	13,144	8,564	4,580	53.5%

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(n/a) not applicable

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