



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Mid North Coast Local Health District

January to March 2017

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Coffs Harbour Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 9,818 patients  
Emergency presentations:<sup>2</sup> 9,511 patients

Same period last year	Change since one year ago
9,463	3.8%
9,150	3.9%

## Coffs Harbour Base Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,028 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 10 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,107 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 42 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,833 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 108 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,488 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
1,010	
6 minutes	8 minutes
11 minutes	26 minutes
2,804	
16 minutes	20 minutes
42 minutes	69 minutes
3,714	
25 minutes	26 minutes
106 minutes	101 minutes
1,564	
34 minutes	23 minutes
117 minutes	104 minutes

## Coffs Harbour Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,818 patients

Percentage of patients who spent four hours or less in the ED 74.8%

Same period last year	Change since one year ago
9,461	3.8%
73.4%	

\* 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, July to September 2016*.
- 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.

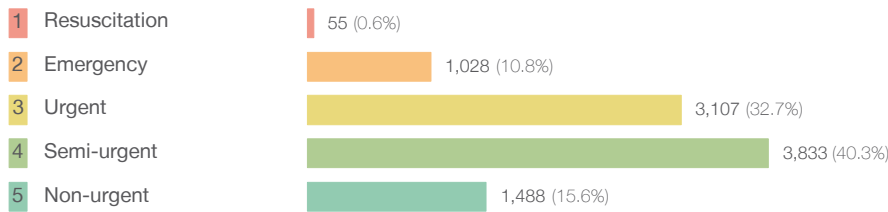
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Coffs Harbour Base Hospital: Patients presenting to the emergency department January to March 2017

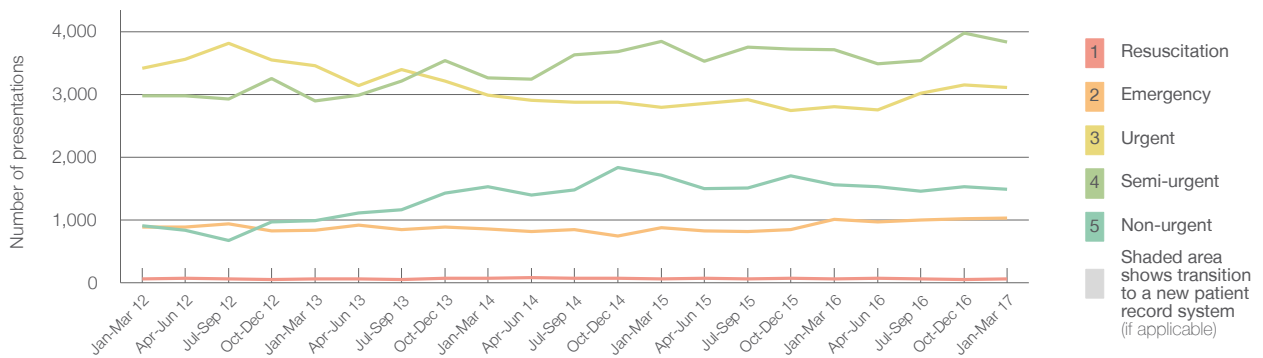
All presentations:<sup>1</sup> 9,818 patients

Emergency presentations<sup>2</sup> by triage category: 9,511 patients



Same period last year	Change since one year ago
9,463	3.8%
9,150	3.9%
58	-5.2%
1,010	1.8%
2,804	10.8%
3,714	3.2%
1,564	-4.9%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	56	62	69	63	58	55
Emergency	883	836	851	874	1,010	1,028
Urgent	3,418	3,461	2,991	2,790	2,804	3,107
Semi-urgent	2,981	2,894	3,261	3,841	3,714	3,833
Non-urgent	902	986	1,529	1,709	1,564	1,488
All emergency presentations	8,240	8,239	8,701	9,277	9,150	9,511

## Coffs Harbour Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,202 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,220	
12 minutes	-1 minute
28 minutes	-4 minutes

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 1,028

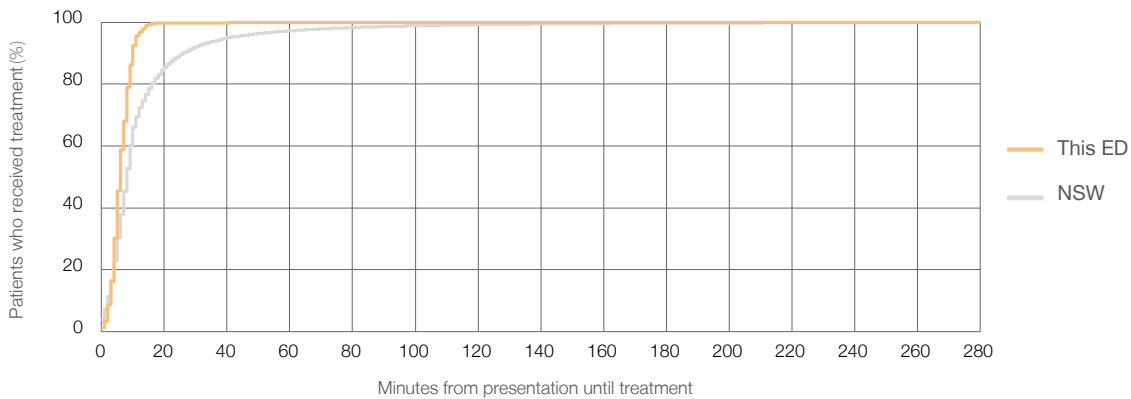
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,027

Median time to start treatment<sup>4</sup> 6 minutes

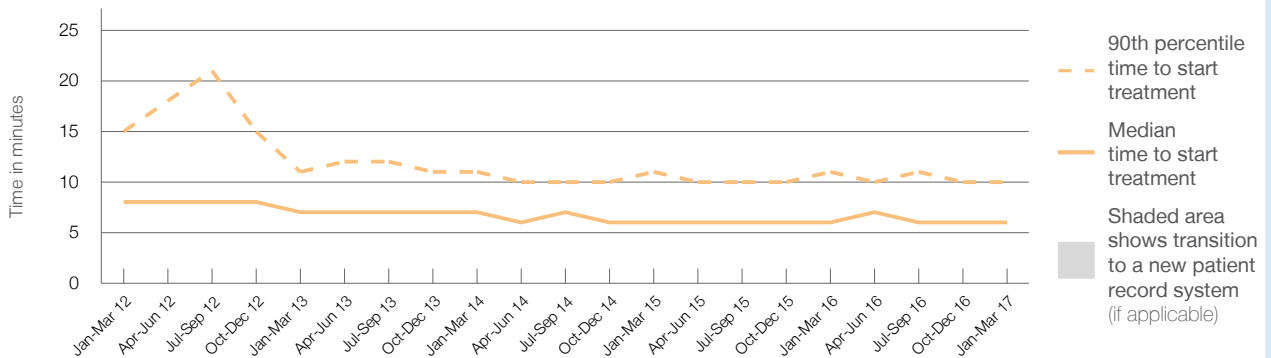
90th percentile time to start treatment<sup>5</sup> 10 minutes

Same period last year	NSW (this period)
1,010	
1,008	
6 minutes	8 minutes
11 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	8	7	7	6	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	15	11	11	11	11	10

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 3,107

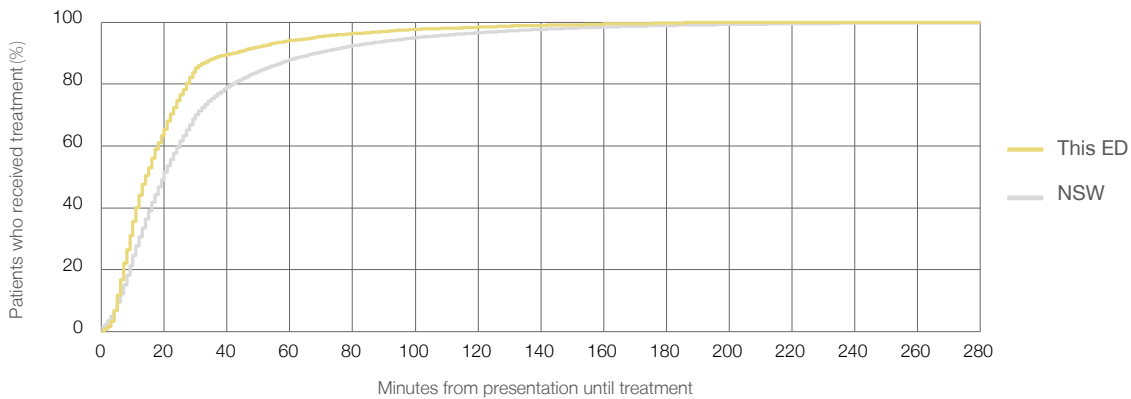
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,067

Median time to start treatment<sup>4</sup> 14 minutes

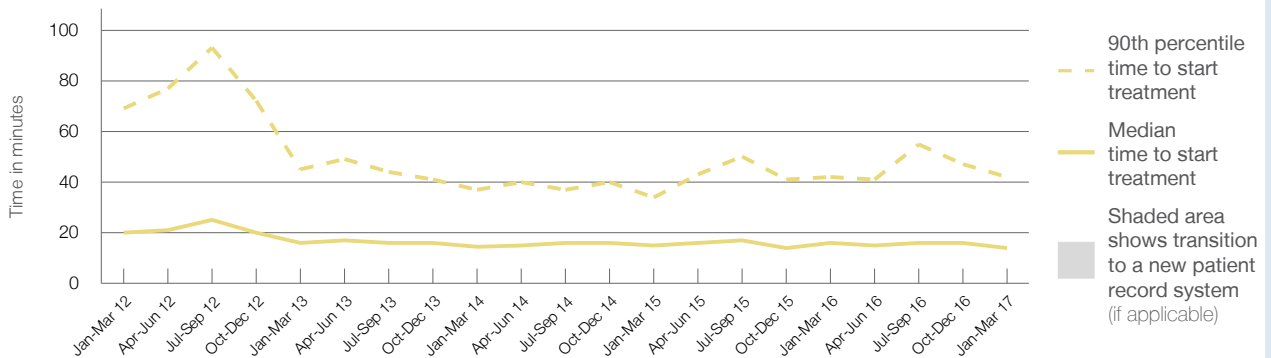
90th percentile time to start treatment<sup>5</sup> 42 minutes

Same period last year	NSW (this period)
2,804	
2,759	
16 minutes	20 minutes
42 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	20	16	15	15	16	14
90th percentile time to start treatment <sup>5</sup> (minutes)	69	45	37	34	42	42

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 3,833

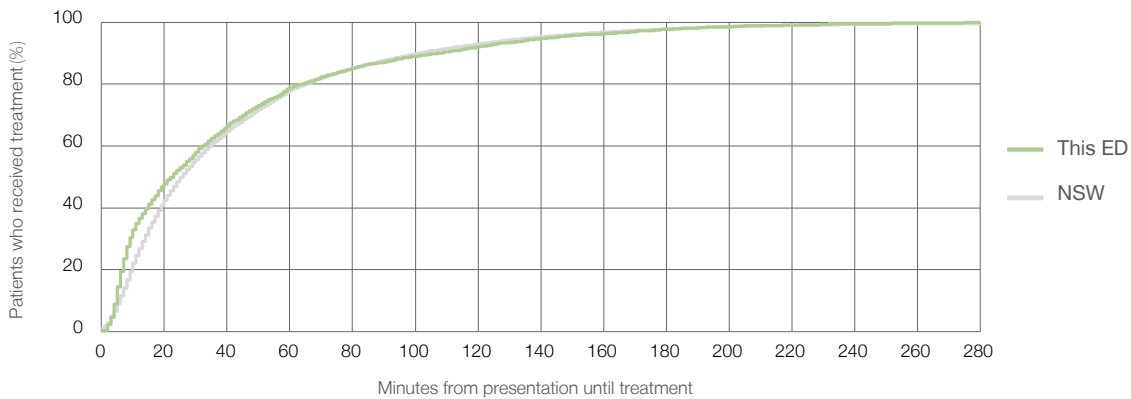
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,550

Median time to start treatment<sup>4</sup> 23 minutes

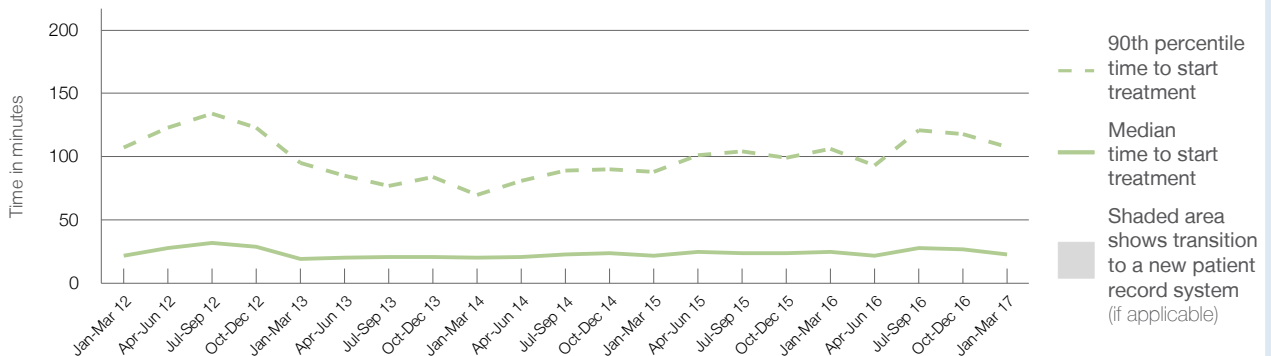
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
3,714	
3,462	
25 minutes	26 minutes
106 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	22	19	20	22	25	23
90th percentile time to start treatment <sup>5</sup> (minutes)	107	95	70	88	106	108

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,488

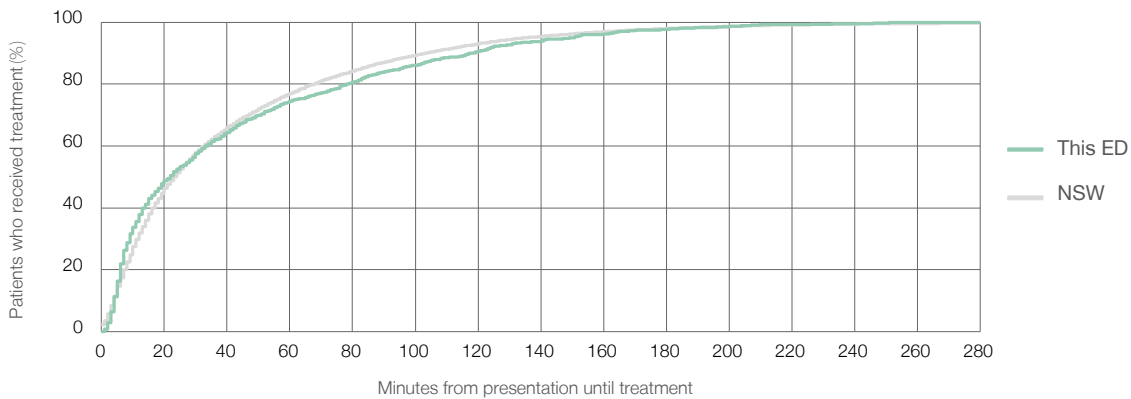
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,370

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

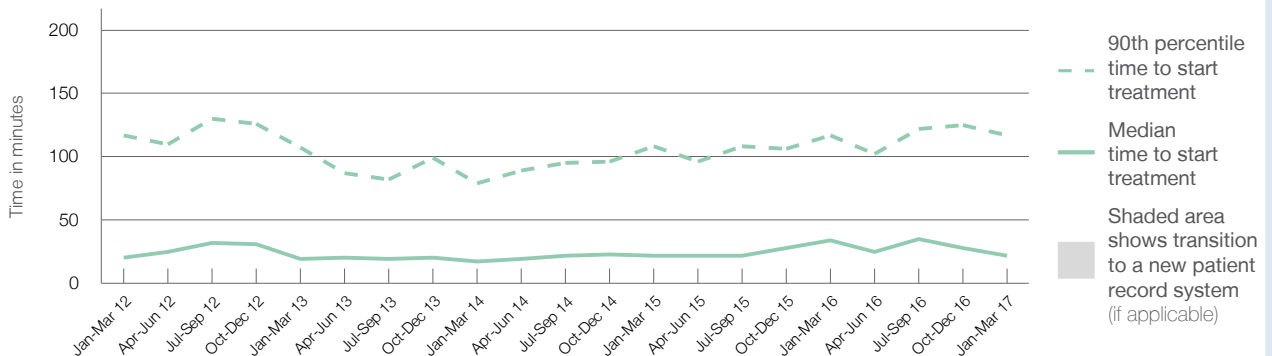
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
1,564	1,421
34 minutes	23 minutes
117 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	20	19	17	22	34	22
90th percentile time to start treatment <sup>5</sup> (minutes)	117	107	79	108	117	117

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Coffs Harbour Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 9,818 patients

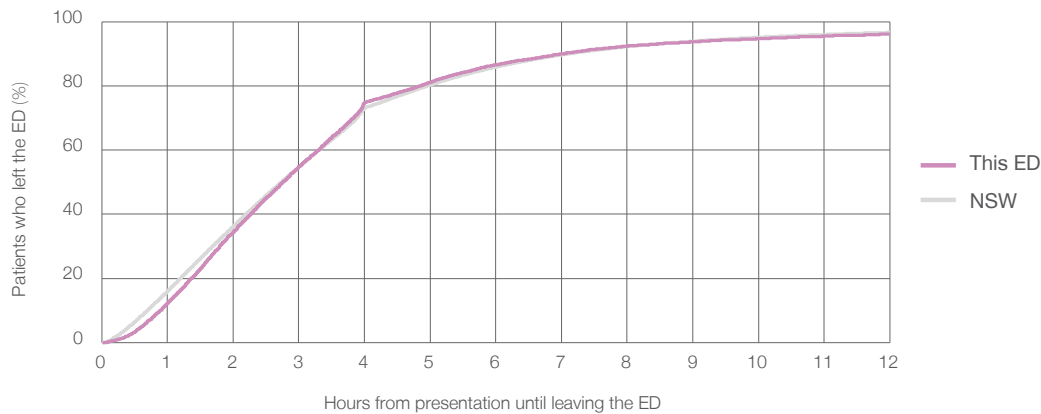
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,818 patients

Median time spent in the ED<sup>8</sup>  2 hours and 46 minutes

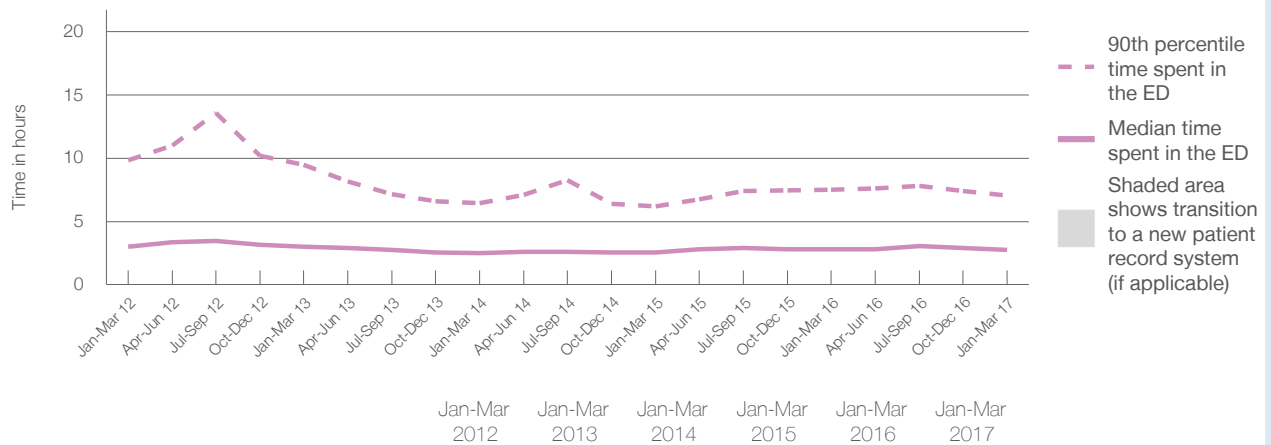
90th percentile time spent in the ED<sup>9</sup>  7 hours and 2 minutes

Same period last year	NSW (this period)
9,463	
9,461	
2 hours and 48 minutes	2 hours and 44 minutes
7 hours and 31 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 0m	2h 59m	2h 29m	2h 34m	2h 48m	2h 46m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 50m	9h 29m	6h 27m	6h 11m	7h 31m	7h 2m

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## Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

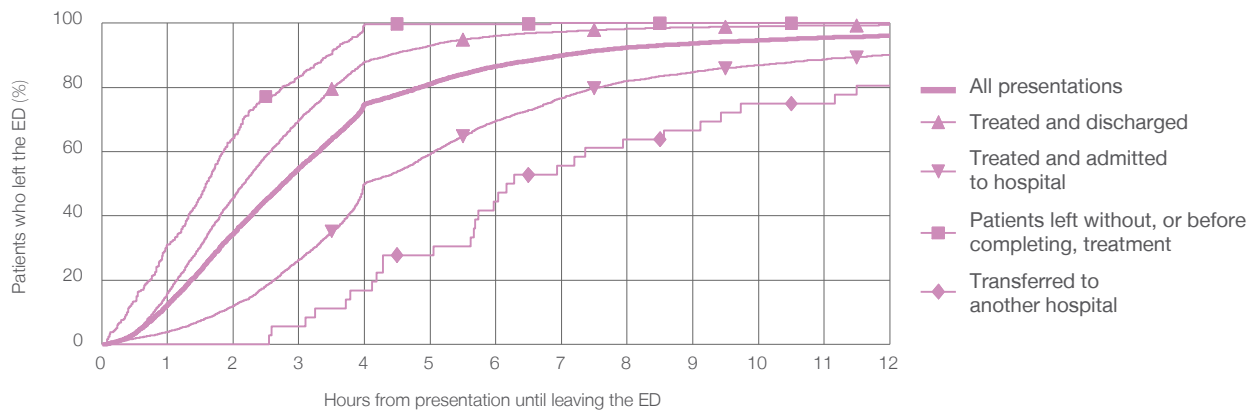
All presentations:<sup>1</sup> 9,818 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,818 patients

Treated and discharged	5,812 (59.2%)
Treated and admitted to hospital	3,497 (35.6%)
Patient left without, or before completing, treatment	456 (4.6%)
Transferred to another hospital	36 (0.4%)
Other	17 (0.2%)

Same period last year	Change since one year ago
9,461	3.8%
5,725	1.5%
3,216	8.7%
437	4.3%
37	-2.7%
48	-64.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>†‡</sup>



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	15.8%	45.7%	69.8%	88.0%	96.0%	98.2%	99.0%	99.4%
Treated and admitted to hospital	3.8%	11.9%	26.4%	50.1%	69.5%	82.0%	86.9%	90.2%
Patient left without, or before completing, treatment	31.1%	64.3%	83.3%	99.8%	99.8%	100%	100%	100%
Transferred to another hospital	0%	0%	5.6%	16.7%	44.4%	63.9%	75.0%	80.6%
All presentations	12.4%	34.4%	54.8%	74.8%	86.6%	92.4%	94.7%	96.1%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Coffs Harbour Base Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 9,818 patients

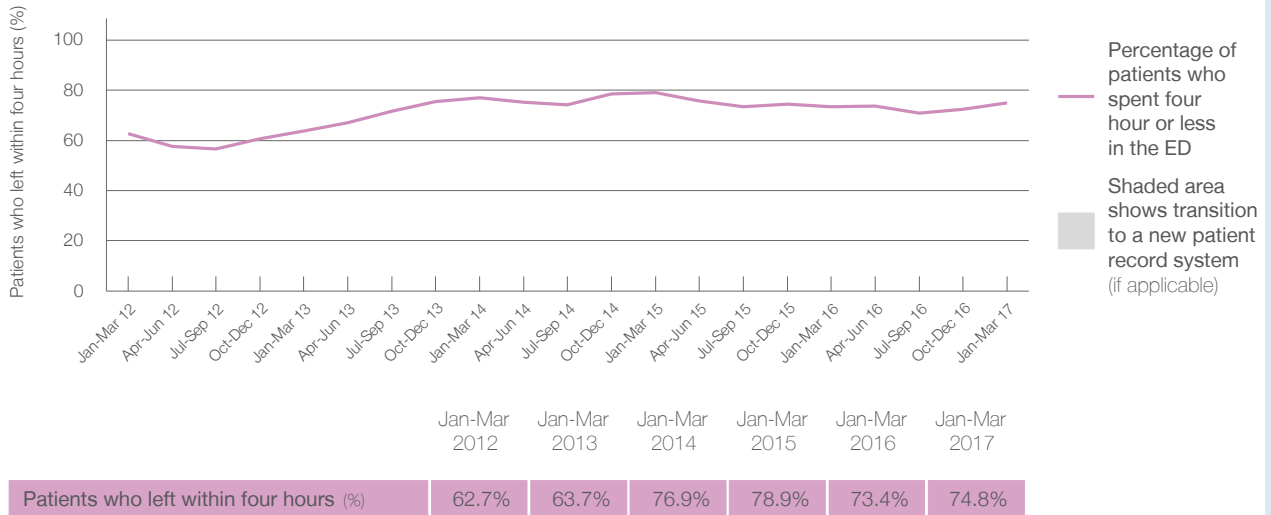
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,818 patients

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: <sup>1</sup> 9,818 patients	9,463	3.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,818 patients	9,461	3.8%
Percentage of patients who spent four hours or less in the ED	73.4%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<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*.

- 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, July to September 2016*.
- 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 18 April 2017). Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Kempsey Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 7,382 patients  
Emergency presentations:<sup>2</sup> 7,241 patients

Same period last year	Change since one year ago
6,641	11.2%
6,479	11.8%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 729 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,390 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 58 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,253 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 92 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 842 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 88 minutes

Same period last year	NSW (this period)
637	
10 minutes	8 minutes
25 minutes	26 minutes
2,206	
21 minutes	20 minutes
55 minutes	69 minutes
2,838	
24 minutes	26 minutes
81 minutes	101 minutes
780	
25 minutes	23 minutes
94 minutes	104 minutes

## Kempsey Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,380 patients

Percentage of patients who spent four hours or less in the ED 84.3%

Same period last year	Change since one year ago
6,639	11.2%
83.5%	

\* 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, July to September 2016*.
- 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.

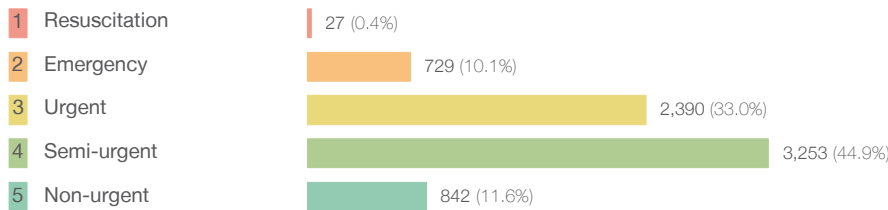
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Kempsey Hospital: Patients presenting to the emergency department January to March 2017

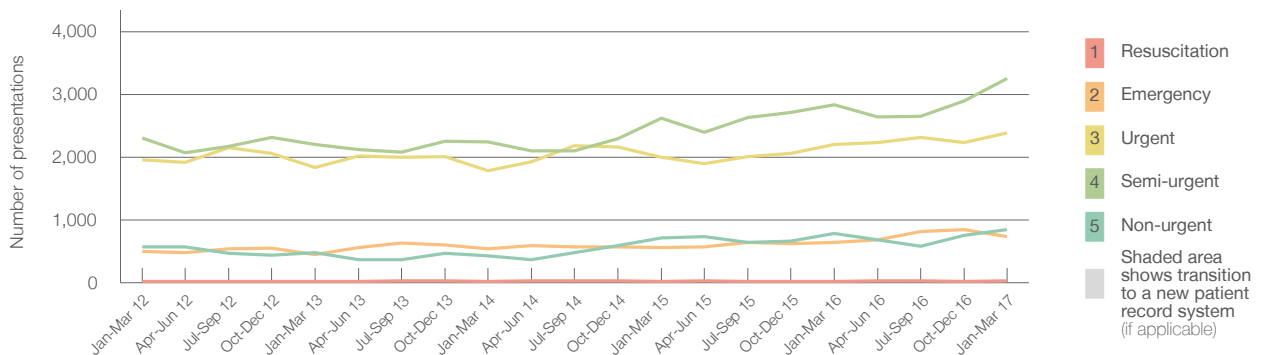
All presentations:<sup>1</sup> 7,382 patients

Emergency presentations<sup>2</sup> by triage category: 7,241 patients



Same period last year	Change since one year ago
6,641	11.2%
6,479	11.8%
18	50.0%
637	14.4%
2,206	8.3%
2,838	14.6%
780	7.9%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	20	15	18	16	18	27
Emergency	499	451	535	557	637	729
Urgent	1,956	1,830	1,780	1,998	2,206	2,390
Semi-urgent	2,305	2,203	2,241	2,617	2,838	3,253
Non-urgent	571	475	423	708	780	842
All emergency presentations	5,351	4,974	4,997	5,896	6,479	7,241

## Kempsey Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 872 patients

ED Transfer of care time



Same period last year	Change since one year ago
829	
15 minutes	-3 minutes
41 minutes	-17 minutes

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Kempsey Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 729

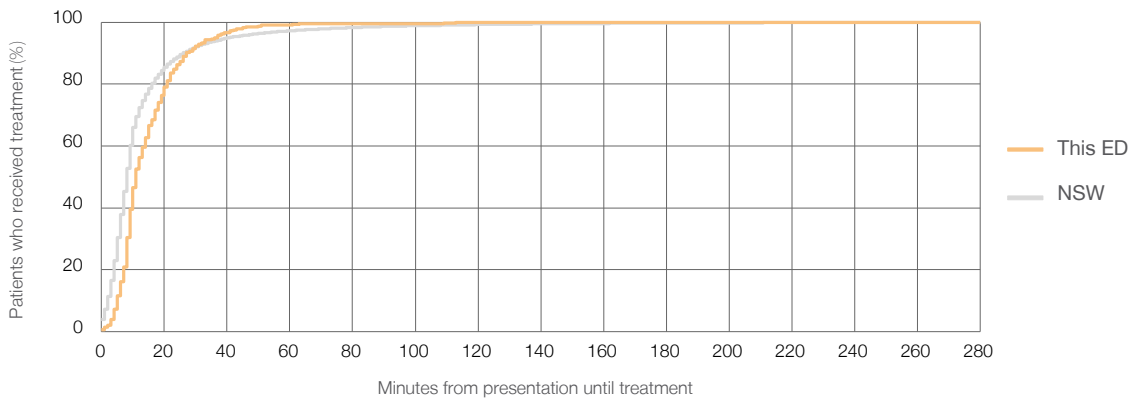
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 728

Median time to start treatment<sup>4</sup>  11 minutes

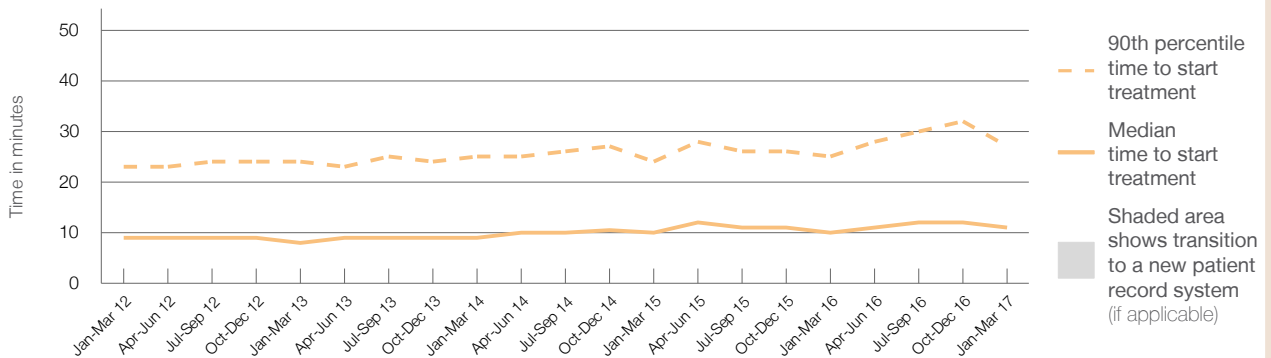
90th percentile time to start treatment<sup>5</sup>  27 minutes

Same period last year	NSW (this period)
637	
635	
10 minutes	8 minutes
25 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	9	8	9	10	10	11
90th percentile time to start treatment <sup>5</sup> (minutes)	23	24	25	24	25	27

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Kempsey Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 2,390

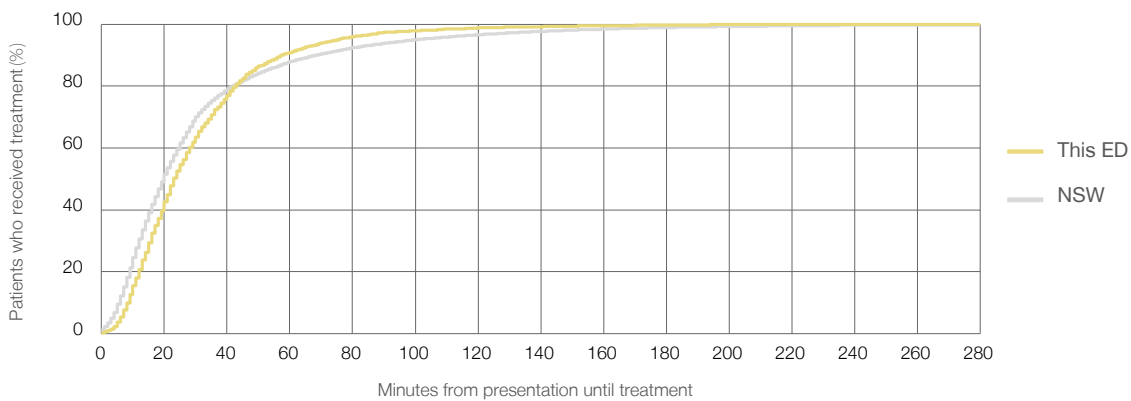
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,368

Median time to start treatment<sup>4</sup> 23 minutes

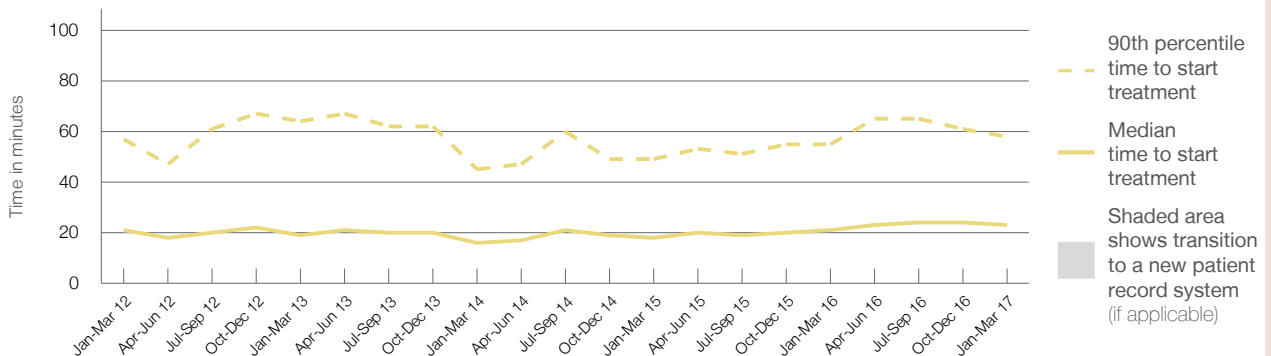
90th percentile time to start treatment<sup>5</sup> 58 minutes

Same period last year	NSW (this period)
2,206	
2,169	
21 minutes	20 minutes
55 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	21	19	16	18	21	23
90th percentile time to start treatment <sup>5</sup> (minutes)	57	64	45	49	55	58

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Kempsey Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 3,253

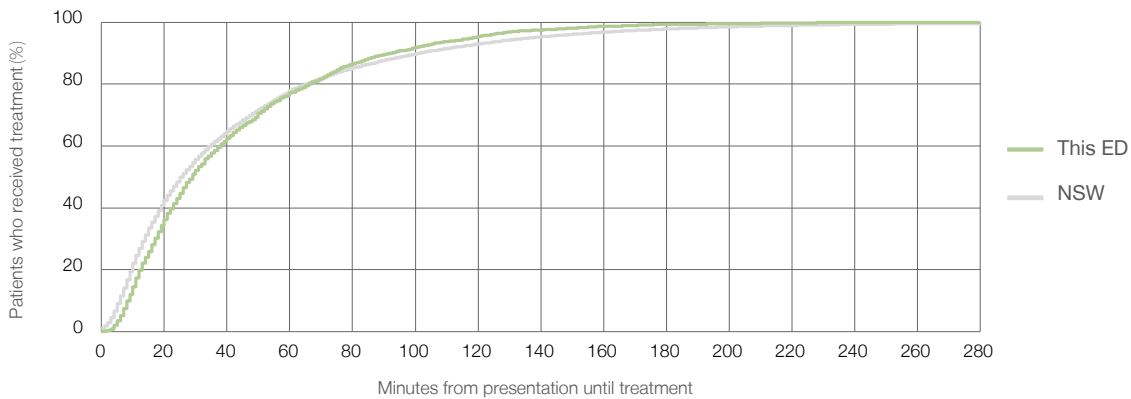
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,116

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

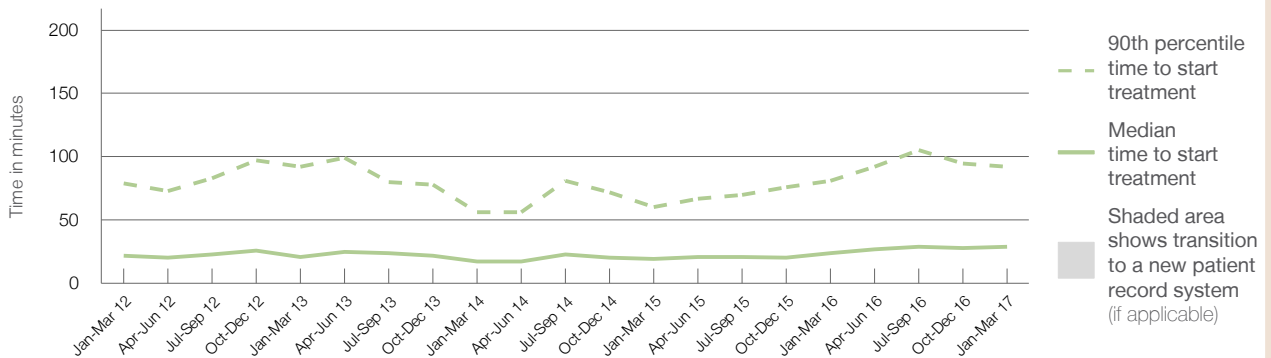
90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
2,838	
2,743	
24 minutes	26 minutes
81 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	22	21	17	19	24	29
90th percentile time to start treatment <sup>5</sup> (minutes)	79	92	56	60	81	92

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Kempsey Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 842

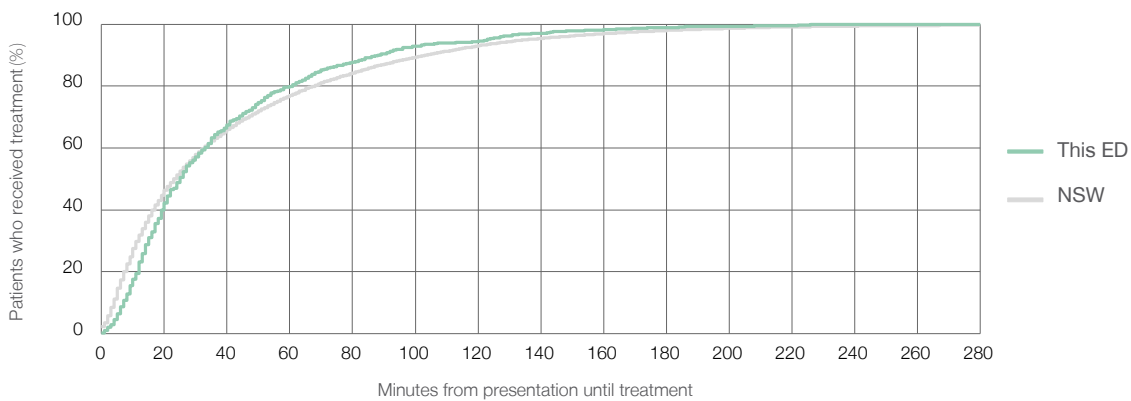
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 753

Median time to start treatment<sup>4</sup> 25 minutes

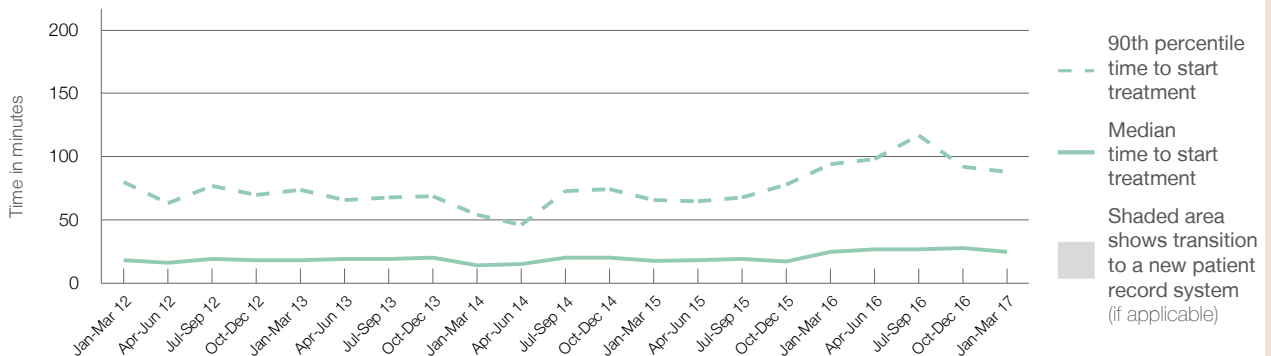
90th percentile time to start treatment<sup>5</sup> 88 minutes

Same period last year	NSW (this period)
780	716
25 minutes	23 minutes
94 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	18	18	14	18	25	25
90th percentile time to start treatment <sup>5</sup> (minutes)	80	74	54	66	94	88

(†) 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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Kempsey Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 7,382 patients

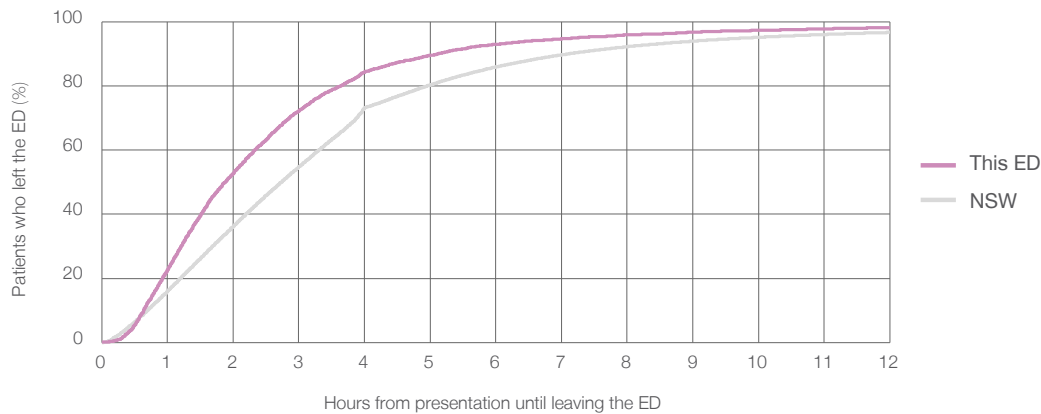
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,380 patients

Median time spent in the ED<sup>8</sup> 1 hours and 53 minutes

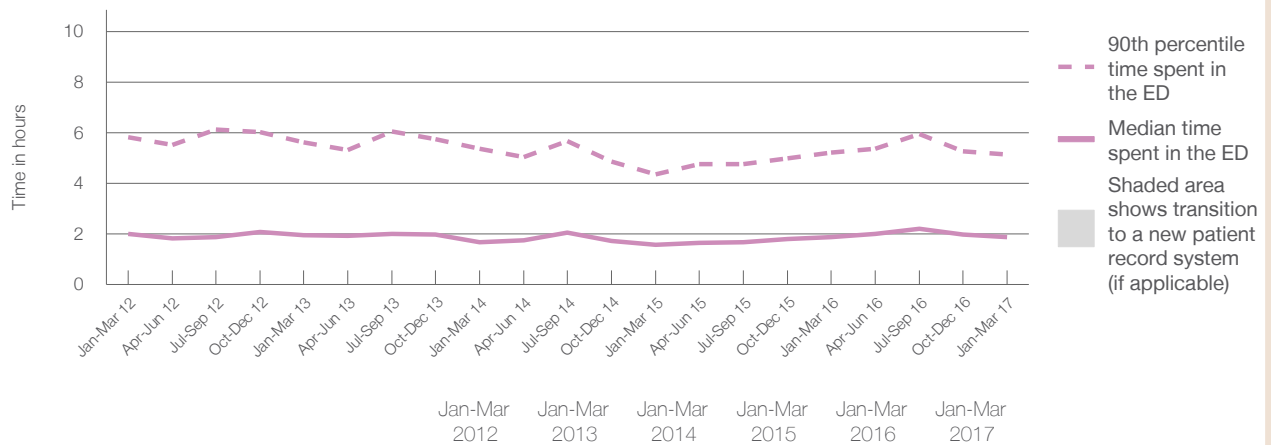
90th percentile time spent in the ED<sup>9</sup> 5 hours and 8 minutes

Same period last year	NSW (this period)
6,641	
6,639	
1 hours and 53 minutes	2 hours and 44 minutes
5 hours and 13 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 0m	1h 57m	1h 41m	1h 34m	1h 53m	1h 53m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 49m	5h 37m	5h 22m	4h 21m	5h 13m	5h 8m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Kempsey Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

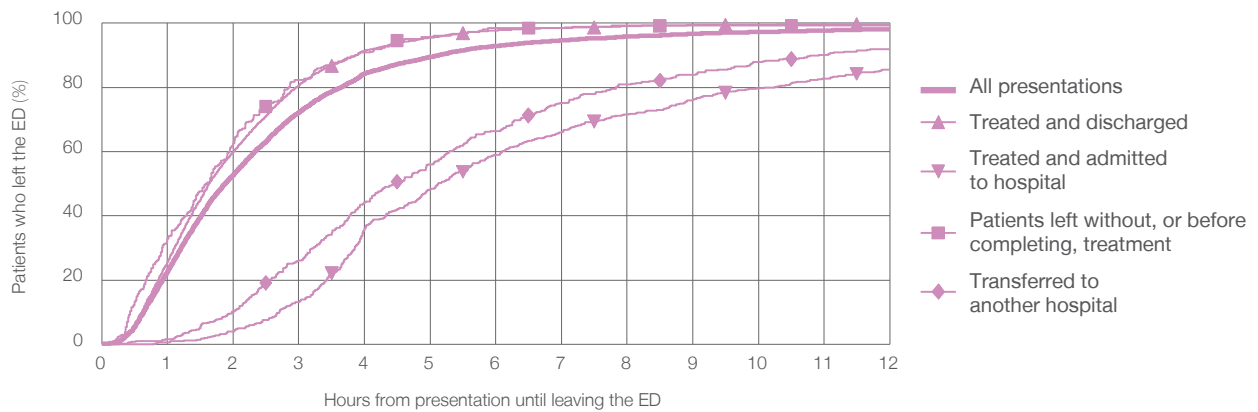
All presentations:<sup>1</sup> 7,382 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,380 patients

Treated and discharged	6,107 (82.7%)
Treated and admitted to hospital	616 (8.3%)
Patient left without, or before completing, treatment	262 (3.5%)
Transferred to another hospital	387 (5.2%)
Other	10 (0.1%)

Same period last year	Change since one year ago
6,639	11.2%
5,428	12.5%
643	-4.2%
197	33.0%
357	8.4%
16	-37.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>†‡</sup>



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

Treated and discharged	25.7%	60.0%	80.6%	91.4%	97.8%	99.1%	99.6%	99.8%
Treated and admitted to hospital	0.6%	4.1%	13.1%	36.0%	58.9%	71.6%	79.7%	85.6%
Patient left without, or before completing, treatment	32.8%	62.6%	82.4%	90.8%	98.5%	99.2%	99.2%	99.2%
Transferred to another hospital	1.6%	10.1%	26.1%	44.2%	66.4%	80.9%	87.9%	92.0%
All presentations	22.7%	52.8%	72.2%	84.3%	92.9%	95.9%	97.3%	98.1%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Kempsey Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 7,382 patients

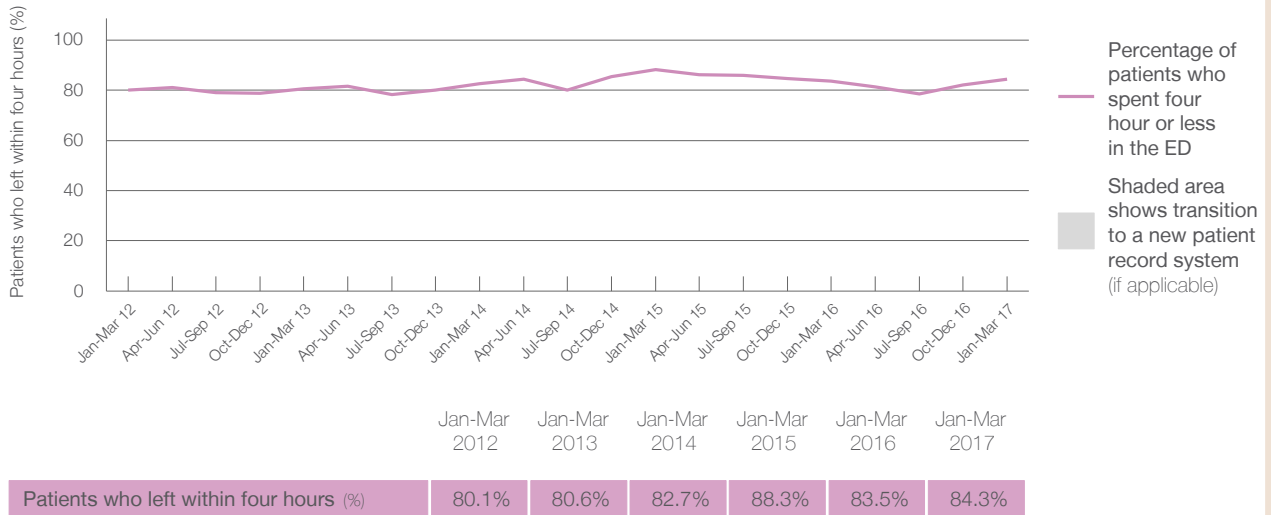
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,380 patients

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: <sup>1</sup> 7,382 patients	6,641	11.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 7,380 patients	6,639	11.2%
Percentage of patients who spent four hours or less in the ED	83.5%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<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*.

- 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, July to September 2016*.
- 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

All presentations:<sup>1</sup> 3,863 patients  
Emergency presentations:<sup>2</sup> 3,545 patients

Same period last year	Change since one year ago
3,663	5.5%
3,369	5.2%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 325 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,106 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 55 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,580 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 106 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 527 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 116 minutes

Same period last year	NSW (this period)
357	
10 minutes	8 minutes
26 minutes	26 minutes
1,142	
24 minutes	20 minutes
63 minutes	69 minutes
1,519	
29 minutes	26 minutes
105 minutes	101 minutes
334	
27 minutes	23 minutes
106 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,860 patients

Percentage of patients who spent four hours or less in the ED 91.1%

Same period last year	Change since one year ago
3,660	5.5%
86.8%	

\* 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, July to September 2016*.
- 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.

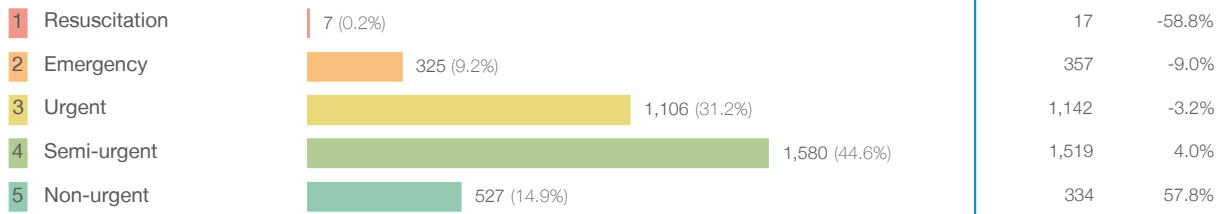
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

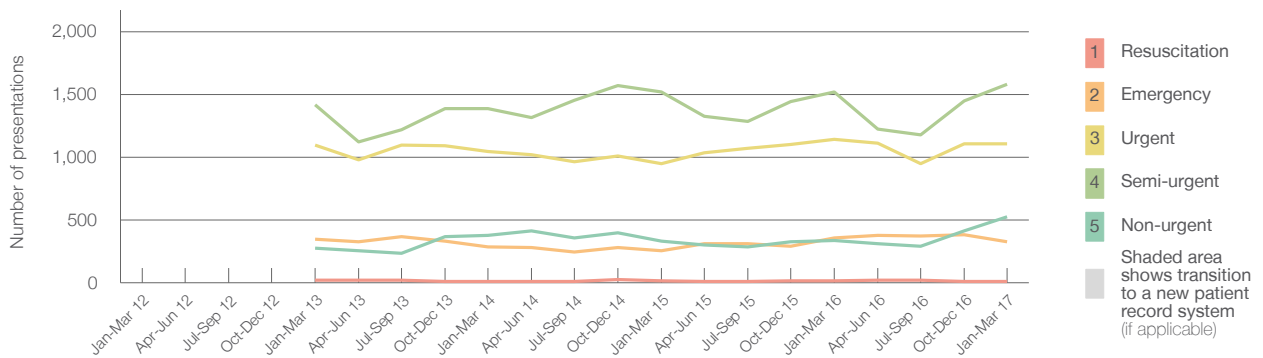
## Macksville District Hospital: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 3,863 patients

Emergency presentations<sup>2</sup> by triage category: 3,545 patients



Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 \* §

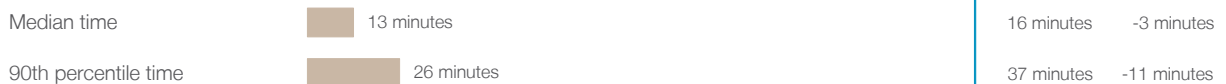


	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation		20	10	15	17	7
Emergency		347	285	254	357	325
Urgent		1,098	1,047	950	1,142	1,106
Semi-urgent		1,417	1,386	1,517	1,519	1,580
Non-urgent		275	377	332	334	527
All emergency presentations		3,157	3,105	3,068	3,369	3,545

## Macksville District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 467 patients

ED Transfer of care time



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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Macksville District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 325

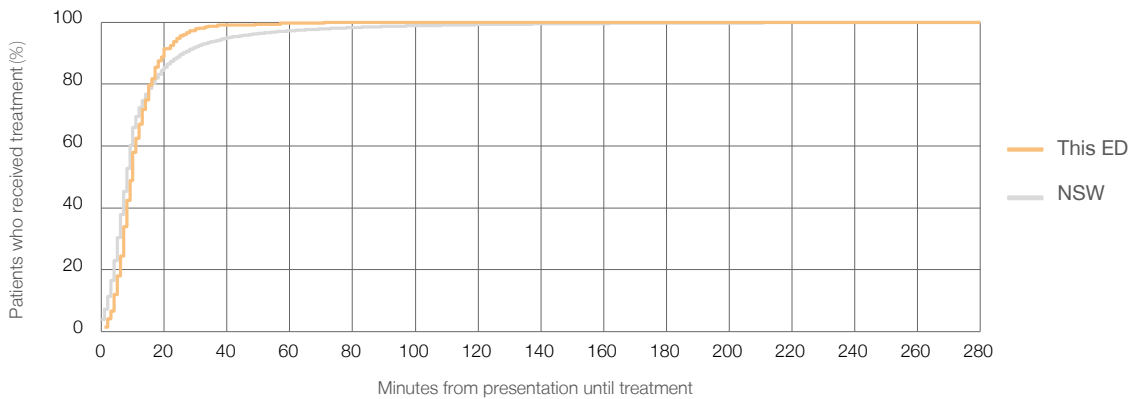
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 318

Median time to start treatment<sup>4</sup> ■ 10 minutes

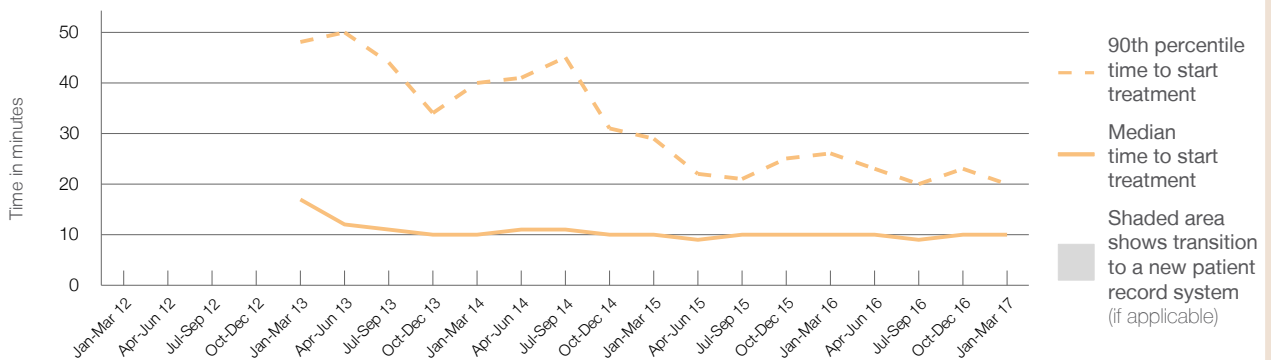
90th percentile time to start treatment<sup>5</sup> ■ 20 minutes

Same period last year	NSW (this period)
357	
349	
10 minutes	8 minutes
26 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)		17	10	10	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)		48	40	29	26	20

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Macksville District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,106

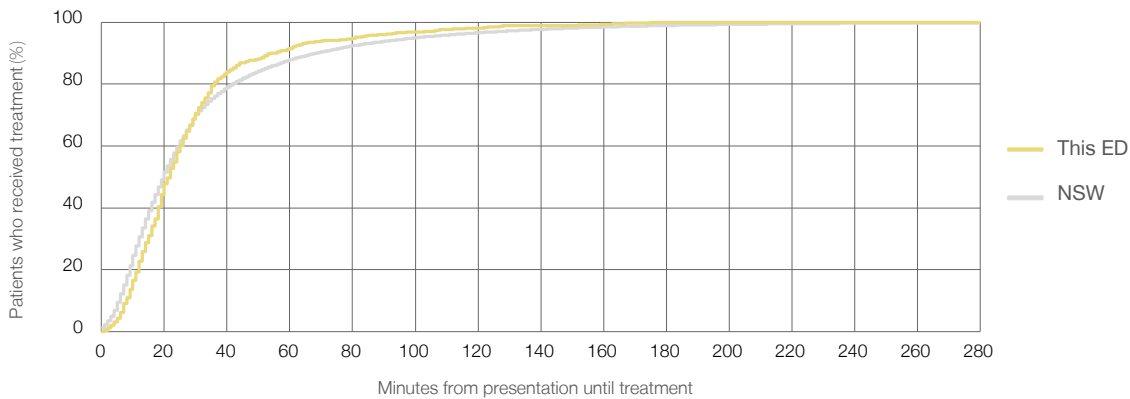
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,076

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

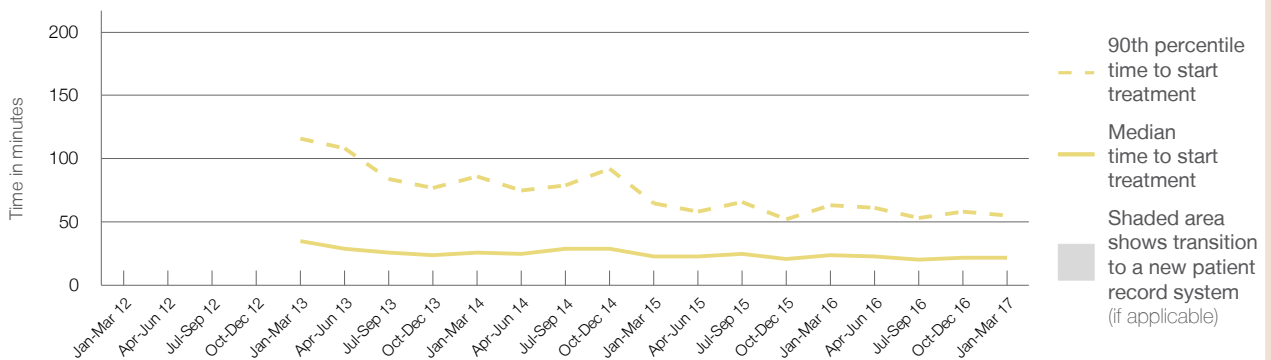
90th percentile time to start treatment<sup>5</sup> 55 minutes

Same period last year	NSW (this period)
1,142	
1,097	
24 minutes	20 minutes
63 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)		35	26	23	24	22
90th percentile time to start treatment <sup>5</sup> (minutes)		116	86	65	63	55

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Macksville District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 1,580

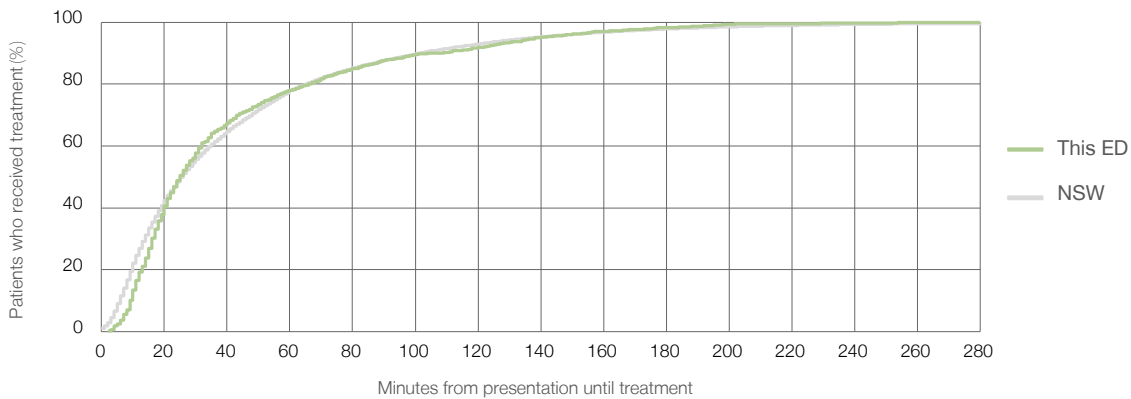
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,503

Median time to start treatment<sup>4</sup> 25 minutes

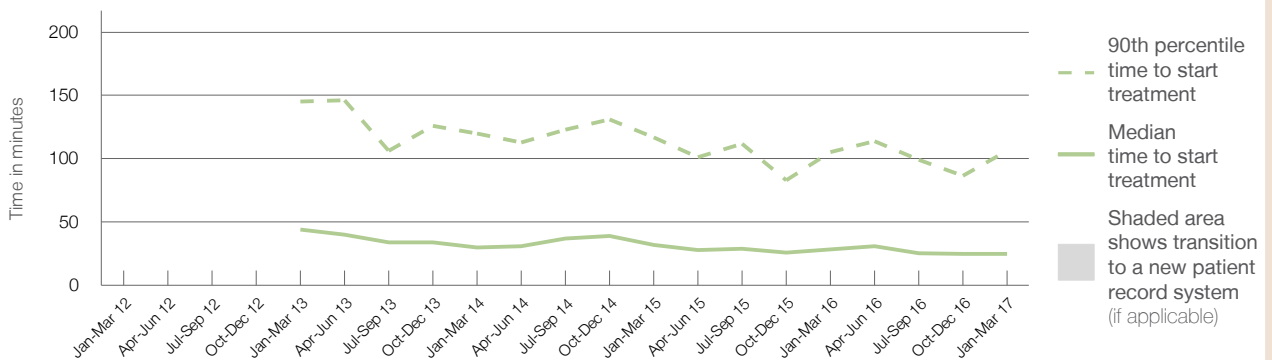
90th percentile time to start treatment<sup>5</sup> 106 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,519	1,444
Median time to start treatment <sup>4</sup>	29 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	105 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)		44	30	32	29	25
90th percentile time to start treatment <sup>5</sup> (minutes)		145	120	117	105	106

(†) 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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Macksville District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 527

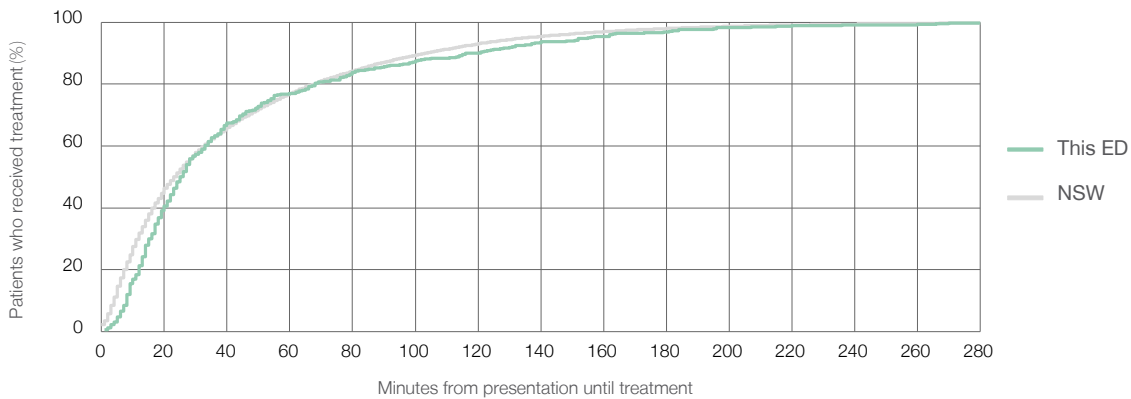
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 492

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

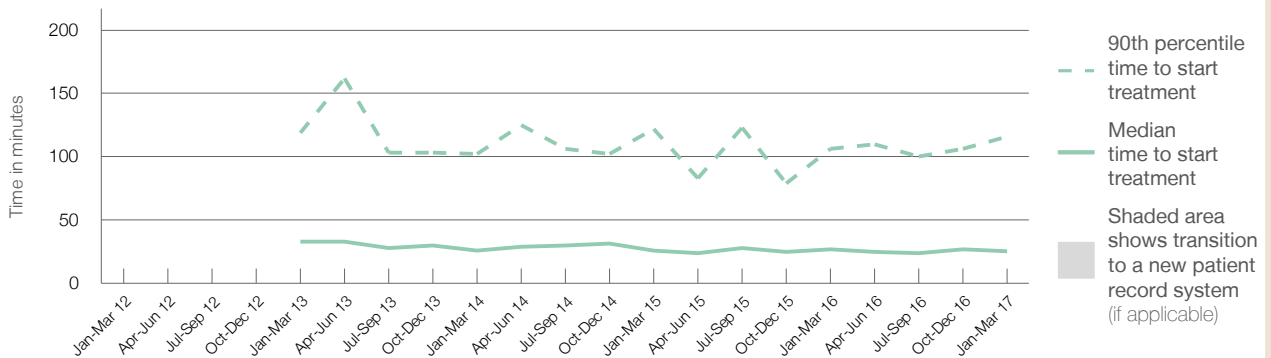
90th percentile time to start treatment<sup>5</sup> 116 minutes

Same period last year	NSW (this period)
334	
309	
27 minutes	23 minutes
106 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)		33	26	26	27	26
90th percentile time to start treatment <sup>5</sup> (minutes)		119	102	122	106	116

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Macksville District Hospital: Time patients spent in the ED January to March 2017

All presentations:<sup>1</sup> 3,863 patients

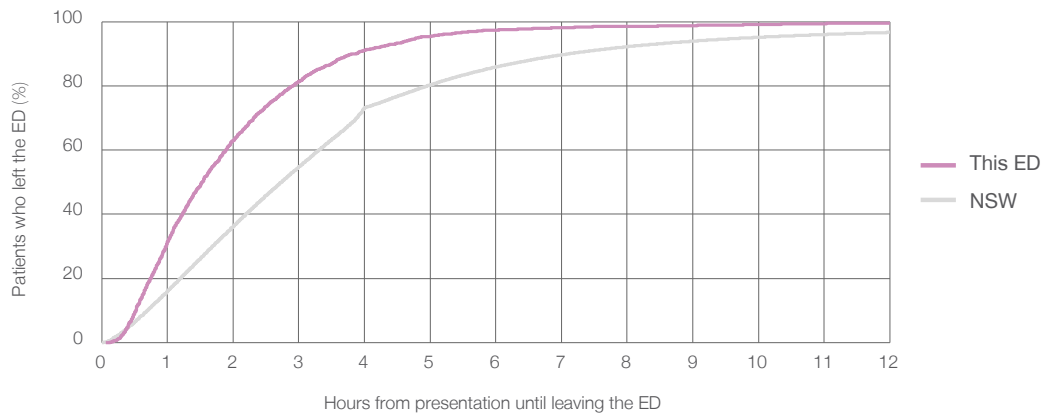
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,860 patients

Median time spent in the ED<sup>8</sup> 1 hours and 32 minutes

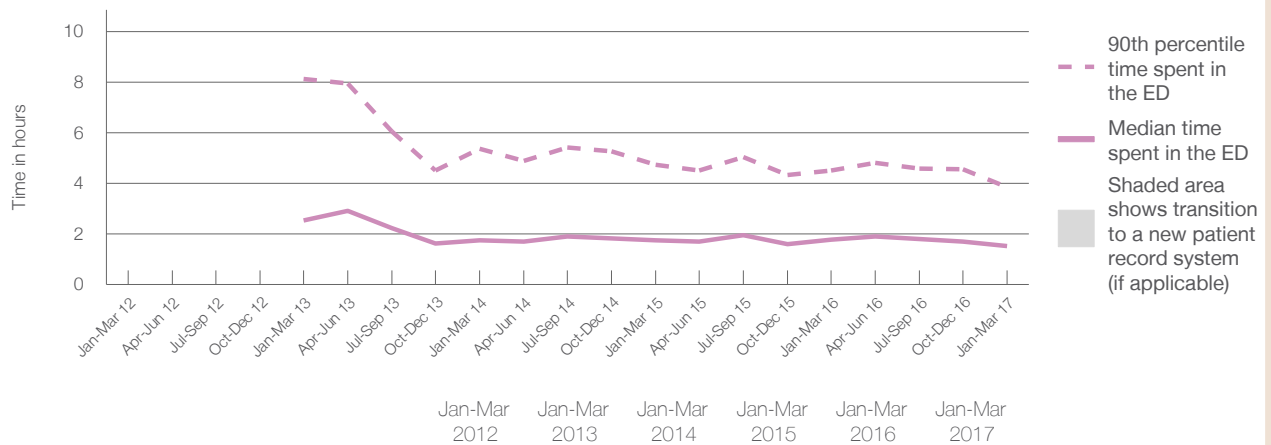
90th percentile time spent in the ED<sup>9</sup> 3 hours and 52 minutes

Same period last year	NSW (this period)
3,663	
3,660	
1 hours and 48 minutes	2 hours and 44 minutes
4 hours and 31 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)		2h 33m	1h 46m	1h 45m	1h 48m	1h 32m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		8h 7m	5h 22m	4h 44m	4h 31m	3h 52m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

By mode of separation

January to March 2017

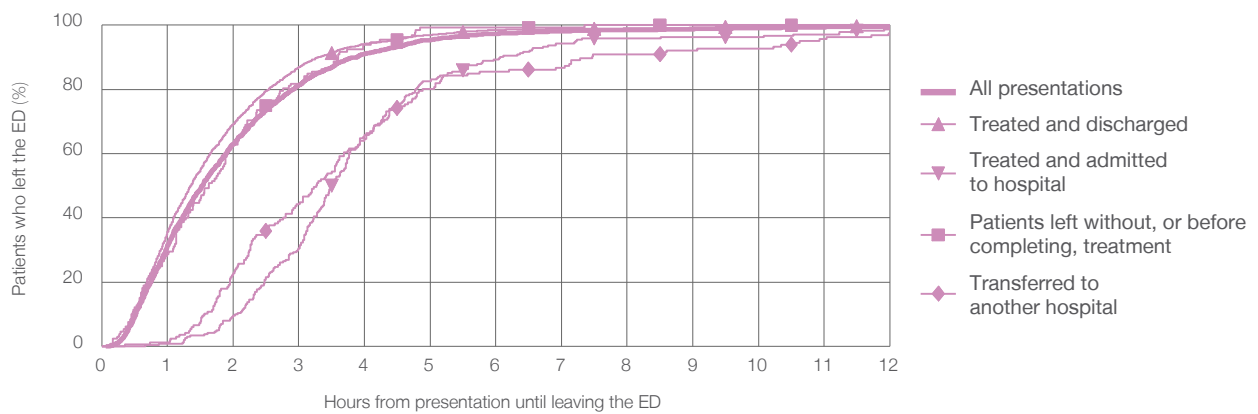
All presentations:<sup>1</sup> 3,863 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,860 patients

Mode of separation	Count	Percentage
Treated and discharged	3,250	84.1%
Treated and admitted to hospital	242	6.3%
Patient left without, or before completing, treatment	132	3.4%
Transferred to another hospital	167	4.3%
Other	72	1.9%

	Same period last year	Change since one year ago
Presentations used to calculate time to leaving the ED: <sup>6</sup>	3,660	5.5%
Treated and discharged	2,987	8.8%
Treated and admitted to hospital	256	-5.5%
Patient left without, or before completing, treatment	161	-18.0%
Transferred to another hospital	188	-11.2%
Other	71	1.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>††§</sup>



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	35.6%	69.2%	86.9%	94.2%	98.4%	99.0%	99.6%	99.8%
Treated and admitted to hospital	0.8%	9.5%	30.6%	65.7%	89.3%	95.9%	96.3%	98.8%
Patient left without, or before completing, treatment	28.8%	62.9%	81.8%	93.9%	99.2%	100%	100%	100%
Transferred to another hospital	1.2%	22.8%	44.3%	64.7%	85.6%	91.0%	92.8%	97.6%
All presentations	31.5%	63.0%	81.3%	91.1%	97.3%	98.5%	99.1%	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Macksville District Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 3,863 patients

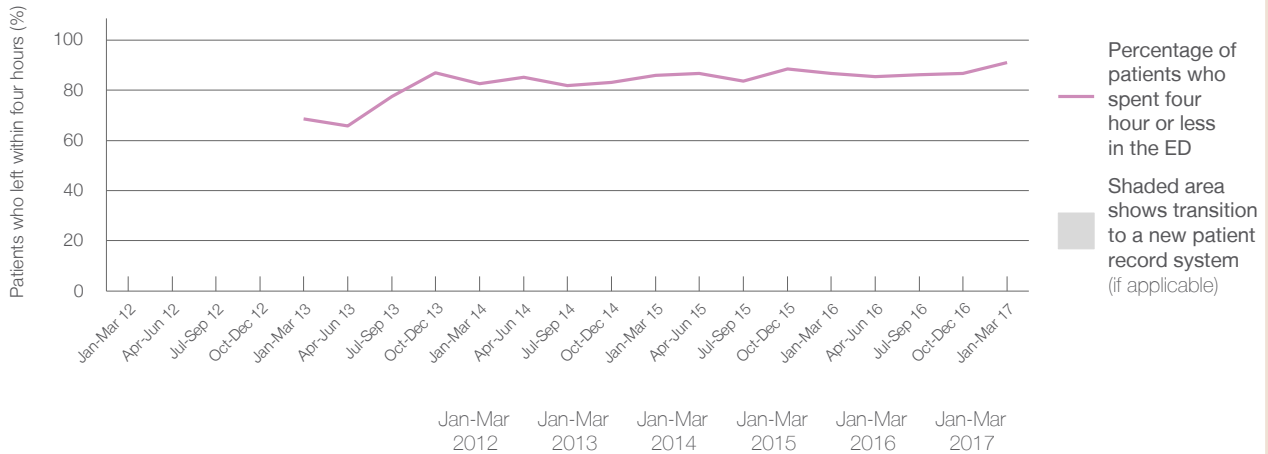
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,860 patients

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: <sup>1</sup> 3,863 patients	3,663	5.5%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,860 patients	3,660	5.5%
Percentage of patients who spent four hours or less in the ED	86.8%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017 †‡§



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	68.6%	82.6%	85.8%	86.8%	86.8%	91.1%

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

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§ 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*.

- 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, July to September 2016*.
- 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Port Macquarie Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 8,901 patients  
Emergency presentations:<sup>2</sup> 8,658 patients

Same period last year	Change since one year ago
8,185	8.7%
7,876	9.9%

## Port Macquarie Base Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,181 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,469 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,527 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 88 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 452 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 97 minutes

Same period last year	NSW (this period)
1,206	
10 minutes	8 minutes
25 minutes	26 minutes
3,047	
18 minutes	20 minutes
48 minutes	69 minutes
3,241	
21 minutes	26 minutes
71 minutes	101 minutes
336	
19 minutes	23 minutes
86 minutes	104 minutes

## Port Macquarie Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,901 patients

Percentage of patients who spent four hours or less in the ED 76.2%

Same period last year	Change since one year ago
8,183	8.8%
74.7%	

\* 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, July to September 2016*.
- 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.

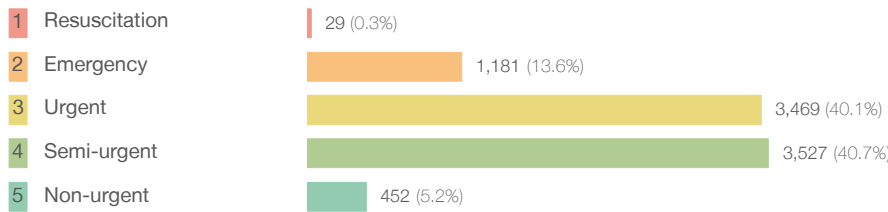
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Port Macquarie Base Hospital: Patients presenting to the emergency department January to March 2017

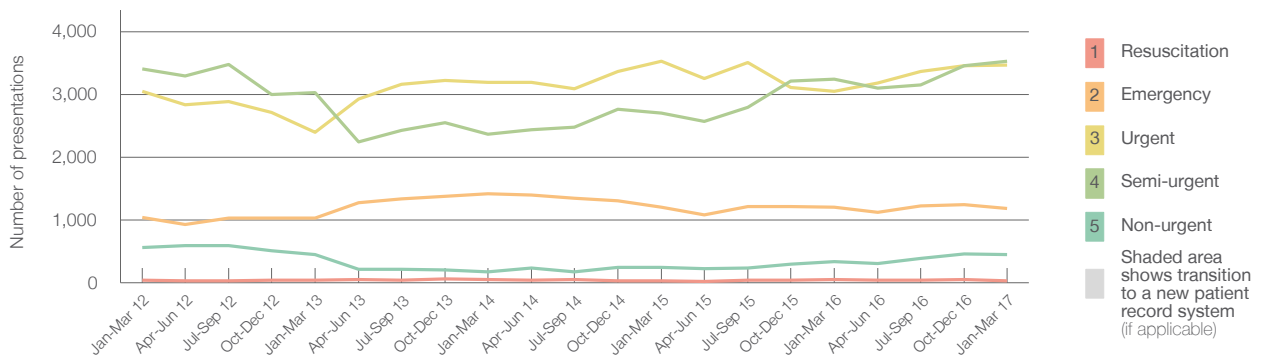
All presentations:<sup>1</sup> 8,901 patients

Emergency presentations<sup>2</sup> by triage category: 8,658 patients



	Same period last year	Change since one year ago
All presentations	8,185	8.7%
Emergency presentations	7,876	9.9%
Resuscitation	46	-37.0%
Emergency	1,206	-2.1%
Urgent	3,047	13.8%
Semi-urgent	3,241	8.8%
Non-urgent	336	34.5%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	44	39	45	31	46	29
Emergency	1,035	1,032	1,413	1,207	1,206	1,181
Urgent	3,046	2,392	3,190	3,527	3,047	3,469
Semi-urgent	3,403	3,031	2,367	2,707	3,241	3,527
Non-urgent	559	449	174	245	336	452
All emergency presentations	8,087	6,943	7,189	7,717	7,876	8,658

## Port Macquarie Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,084 patients

ED Transfer of care time

Median time

11 minutes

90th percentile time

25 minutes

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,834	
ED Transfer of care time		
Median time	11 minutes	0 minutes
90th percentile time	31 minutes	-6 minutes

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

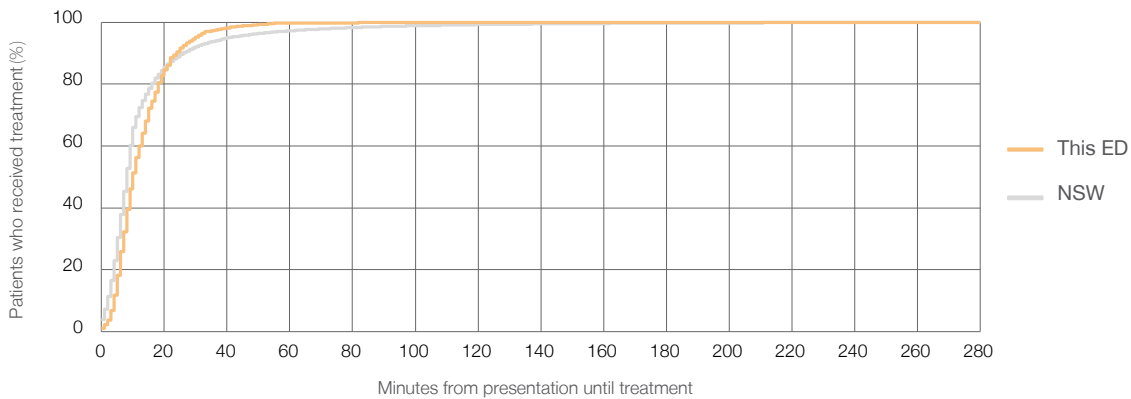
Number of triage 2 patients: 1,181

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,177

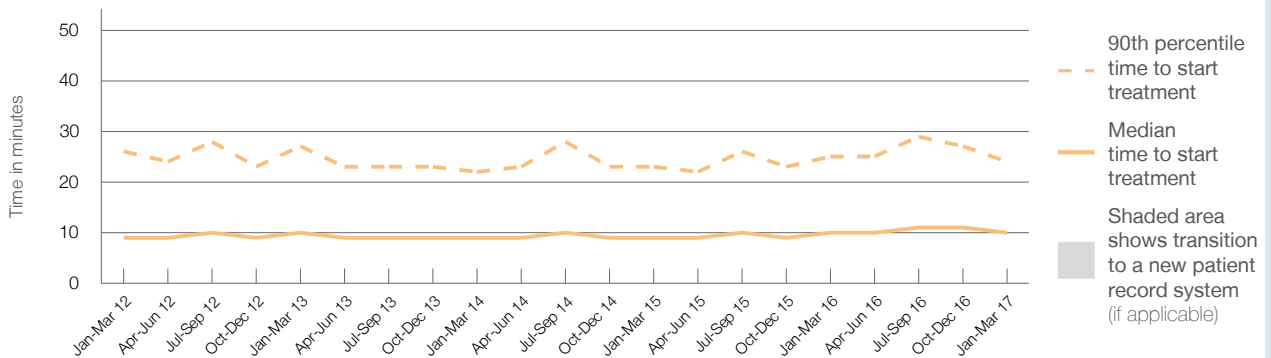
Median time to start treatment<sup>4</sup> ■ 10 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 24 minutes

Same period last year	NSW (this period)
1,206	
1,202	
10 minutes	8 minutes
25 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	9	10	9	9	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)	26	27	22	23	25	24

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 3,469

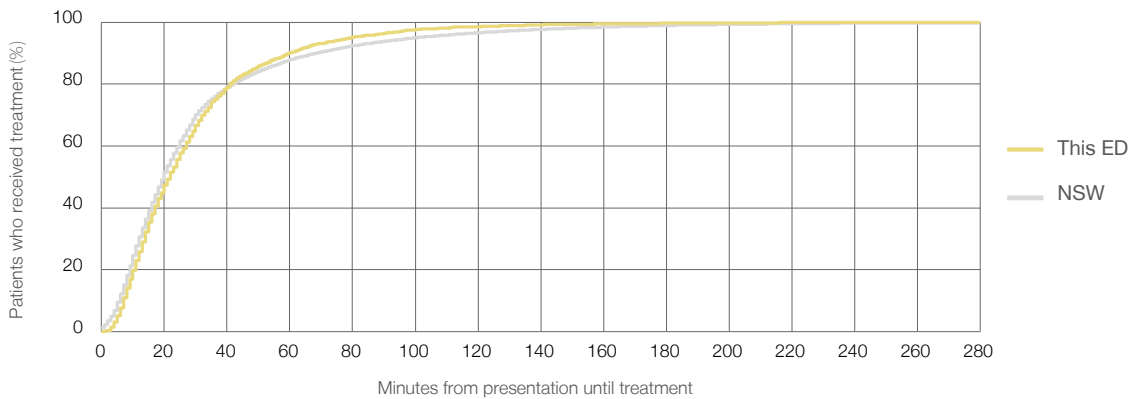
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,400

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

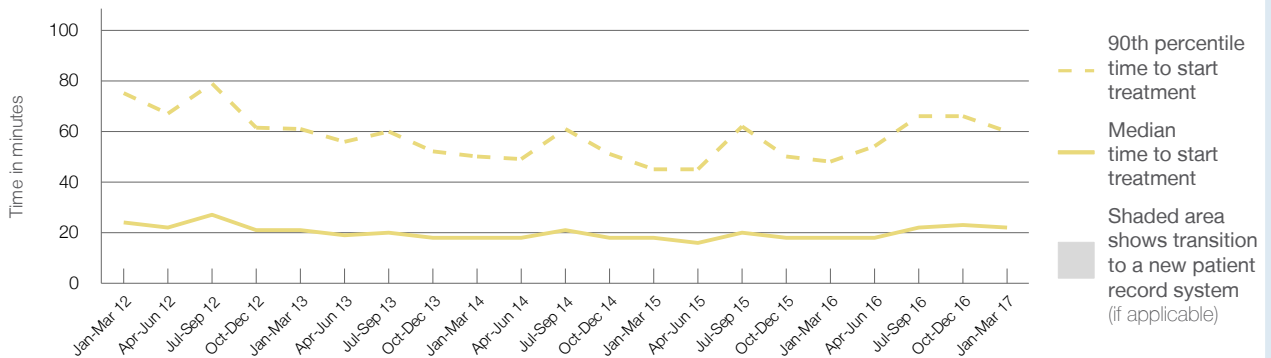
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
3,047	
2,980	
18 minutes	20 minutes
48 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	24	21	18	18	18	22
90th percentile time to start treatment <sup>5</sup> (minutes)	75	61	50	45	48	60

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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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 3,527

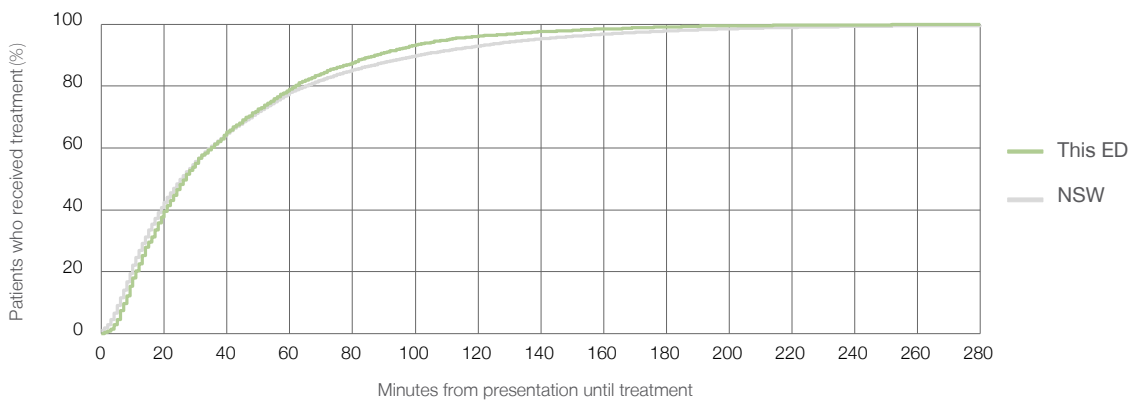
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,938

Median time to start treatment<sup>4</sup> 27 minutes

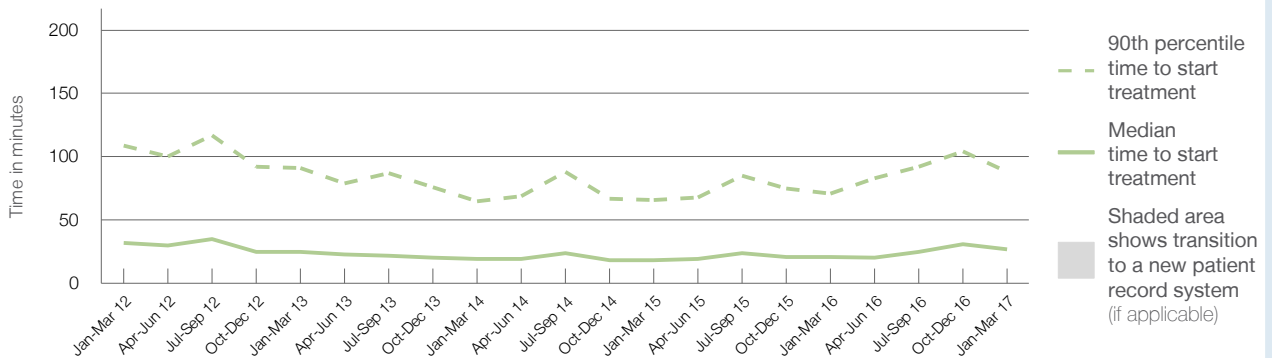
90th percentile time to start treatment<sup>5</sup> 88 minutes

Same period last year	NSW (this period)
3,241	
2,766	
21 minutes	26 minutes
71 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	32	25	19	18	21	27
90th percentile time to start treatment <sup>5</sup> (minutes)	109	91	65	66	71	88

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 452

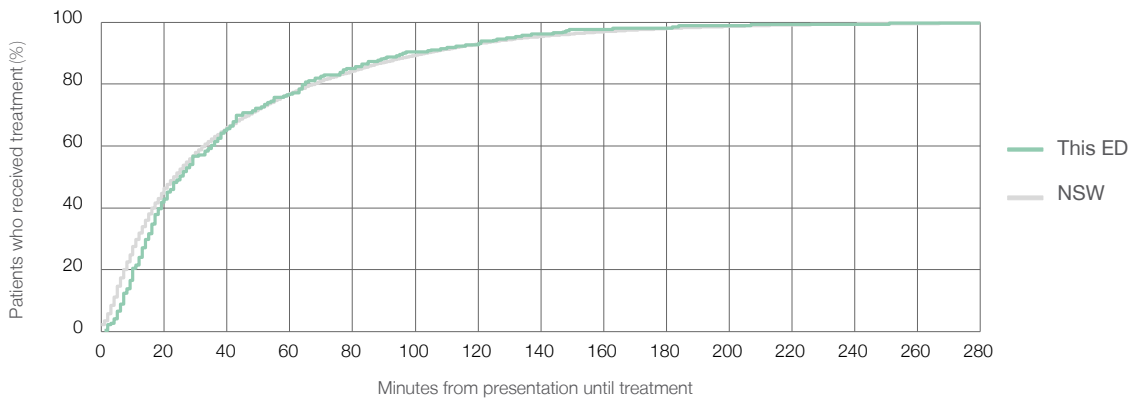
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 259

Median time to start treatment<sup>4</sup> 25 minutes

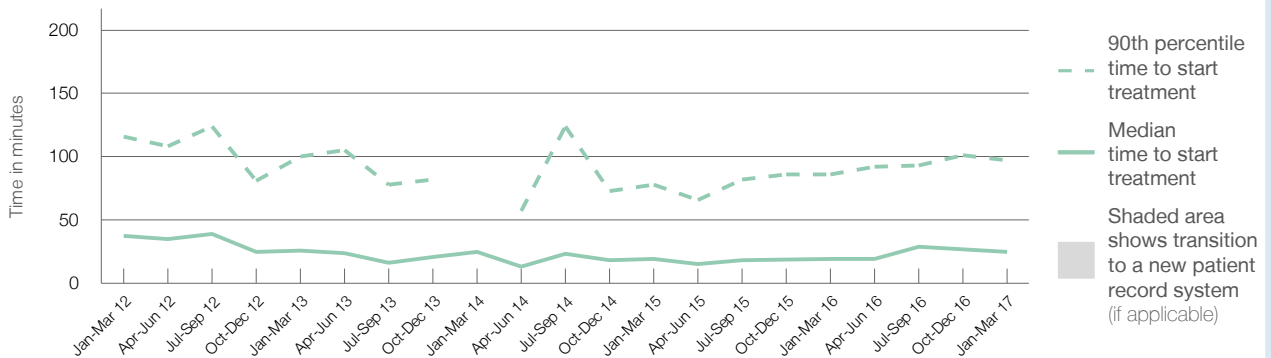
90th percentile time to start treatment<sup>5</sup> 97 minutes

Same period last year	NSW (this period)
336	
220	
19 minutes	23 minutes
86 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	38	26	25	19	19	25
90th percentile time to start treatment <sup>5</sup> (minutes)	116	100	*	78	86	97

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Port Macquarie Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 8,901 patients

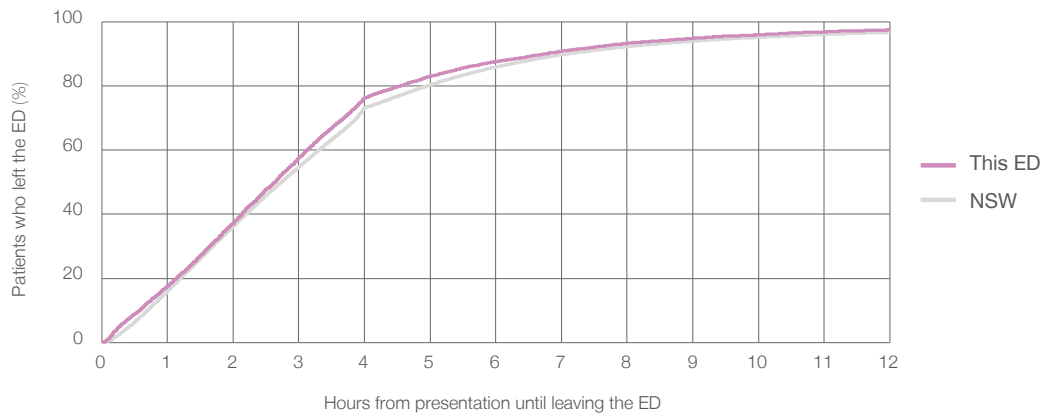
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,901 patients

Median time spent in the ED<sup>8</sup> 2 hours and 38 minutes

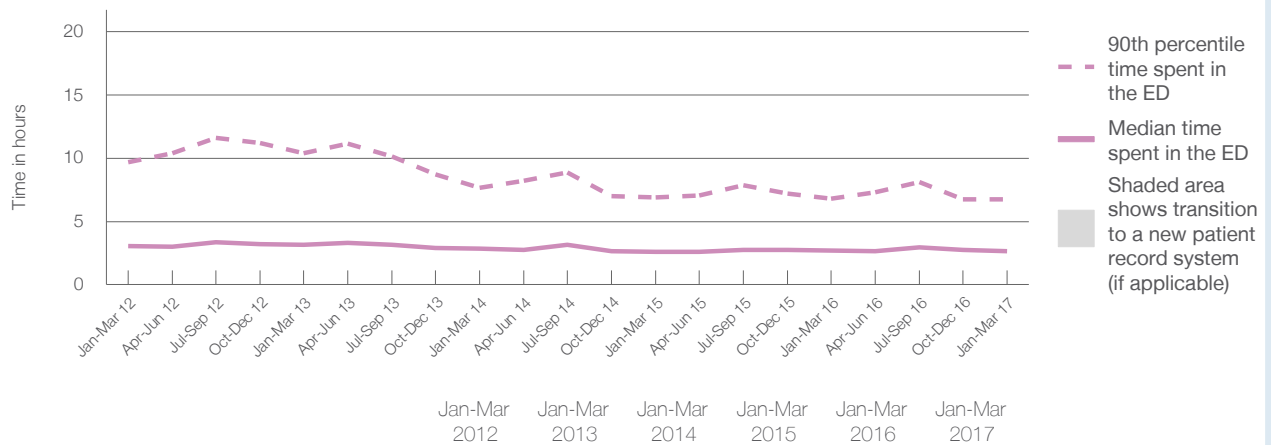
90th percentile time spent in the ED<sup>9</sup> 6 hours and 45 minutes

Same period last year	NSW (this period)
8,185	
8,183	
2 hours and 42 minutes	2 hours and 44 minutes
6 hours and 48 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 3m	3h 9m	2h 50m	2h 35m	2h 42m	2h 38m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 40m	10h 23m	7h 40m	6h 55m	6h 48m	6h 45m

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## Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

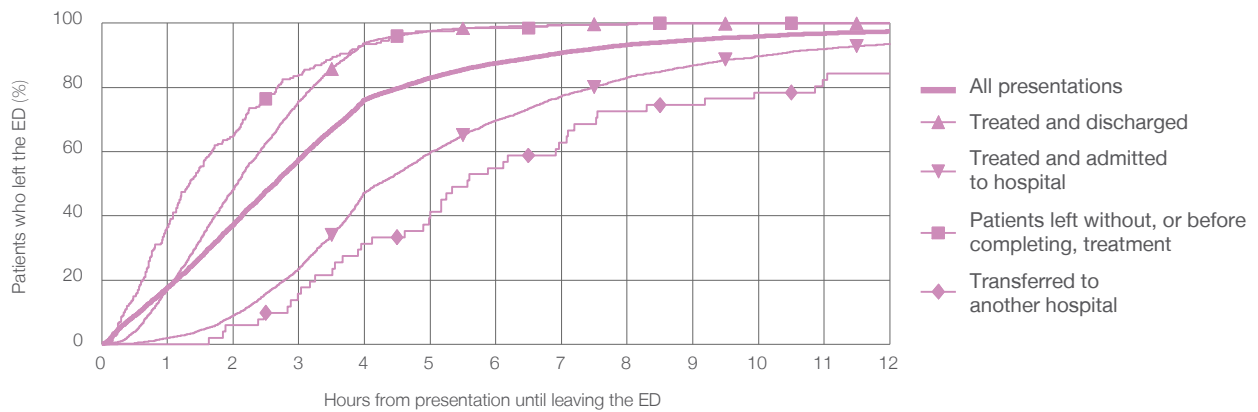
All presentations:<sup>1</sup> 8,901 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,901 patients

Treated and discharged	4,589 (51.6%)
Treated and admitted to hospital	3,386 (38.0%)
Patient left without, or before completing, treatment	200 (2.2%)
Transferred to another hospital	51 (0.6%)
Other	675 (7.6%)

Same period last year	Change since one year ago
8,183	8.8%
4,455	3.0%
2,961	14.4%
160	25.0%
48	6.3%
561	20.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>†‡</sup>



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	17.3%	48.3%	75.7%	93.8%	98.8%	99.8%	100%	100%
Treated and admitted to hospital	1.9%	8.9%	23.6%	47.2%	69.7%	83.1%	89.8%	93.7%
Patient left without, or before completing, treatment	36.5%	65.0%	84.0%	93.5%	98.5%	99.5%	100%	100%
Transferred to another hospital	0%	5.9%	15.7%	31.4%	54.9%	72.5%	78.4%	84.3%
All presentations	17.7%	37.2%	57.5%	76.2%	87.6%	93.3%	95.9%	97.5%

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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.

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## Port Macquarie Base Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED January to March 2017

All presentations at the emergency department:<sup>1</sup> 8,901 patients

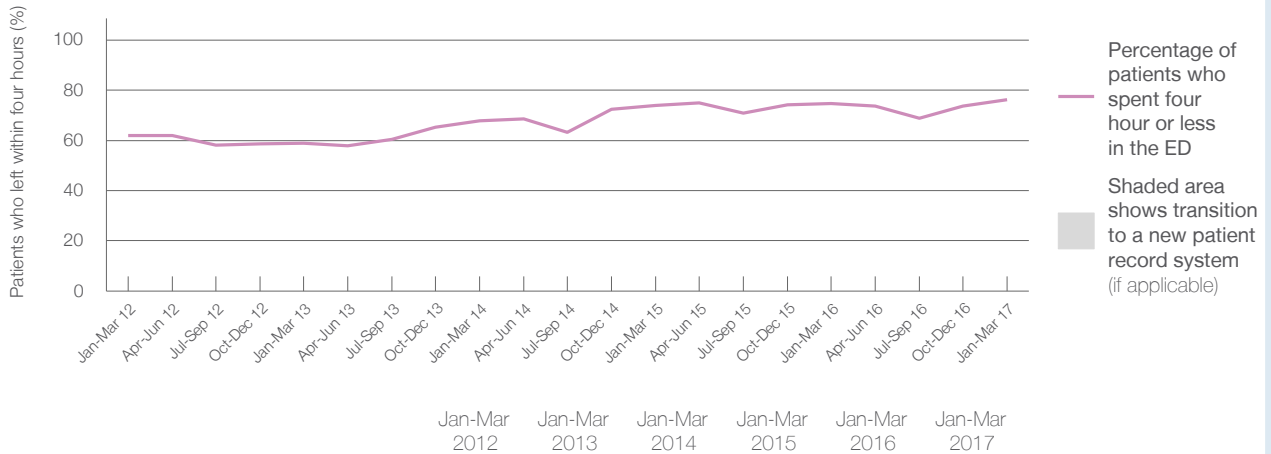
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,901 patients

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	8,185	8.7%
Presentations used to calculate time to leaving the ED	8,183	8.8%
Percentage of patients who spent four hours or less in the ED	74.7%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	61.9%	58.8%	67.8%	73.8%	74.7%	76.2%

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

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- 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).