



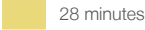



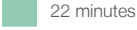

## Armidale and New England Hospital: Emergency department (ED) overview

July to September 2017

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 4,201 patients	4,076	3.1%
Emergency presentations: <sup>2</sup> 4,090 patients	3,914	4.5%

## Armidale and New England Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 228 patients	202	
Median time to start treatment <sup>4</sup>  10 minutes	8 minutes	9 minutes
90th percentile time to start treatment <sup>5</sup>  36 minutes	29 minutes	29 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 1,065 patients	1,150	
Median time to start treatment <sup>4</sup>  28 minutes	22 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup>  93 minutes	77 minutes	83 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 2,469 patients	2,274	
Median time to start treatment <sup>4</sup>  39 minutes	31 minutes	30 minutes
90th percentile time to start treatment <sup>5</sup>  154 minutes	142 minutes	121 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 318 patients	281	
Median time to start treatment <sup>4</sup>  22 minutes	17 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>  106 minutes	99 minutes	118 minutes

## Armidale and New England Hospital: Time from presentation until leaving the ED

July to September 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 4,201 patients	4,076	3.1%
Percentage of patients who spent four hours or less in the ED  74.9%	82.4%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

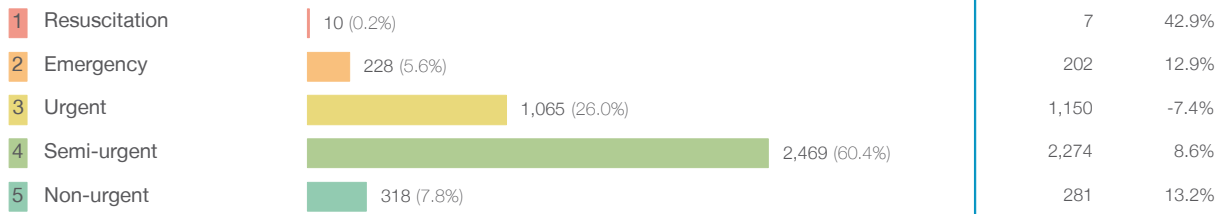
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Armidales and New England Hospital: Patients presenting to the emergency department July to September 2017

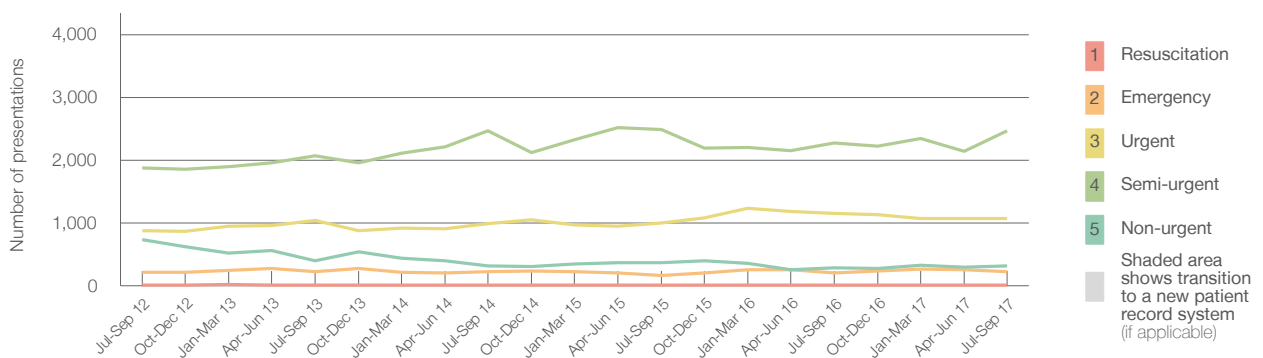
All presentations:<sup>1</sup> 4,201 patients

Emergency presentations<sup>2</sup> by triage category: 4,090 patients



Same period last year	Change since one year ago
4,076	3.1%
3,914	4.5%
7	42.9%
202	12.9%
1,150	-7.4%
2,274	8.6%
281	13.2%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	9	8	13	11	7	10
Emergency	216	225	227	165	202	228
Urgent	878	1,040	991	999	1,150	1,065
Semi-urgent	1,875	2,069	2,471	2,487	2,274	2,469
Non-urgent	734	392	319	362	281	318
All emergency presentations	3,712	3,734	4,021	4,024	3,914	4,090

## Armidales and New England Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 470 patients \*\*

ED Transfer of care time



Same period last year	Change since one year ago
406	
3 minutes	0 minutes
21 minutes	21 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.

(\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

## Armidale and New England Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 228

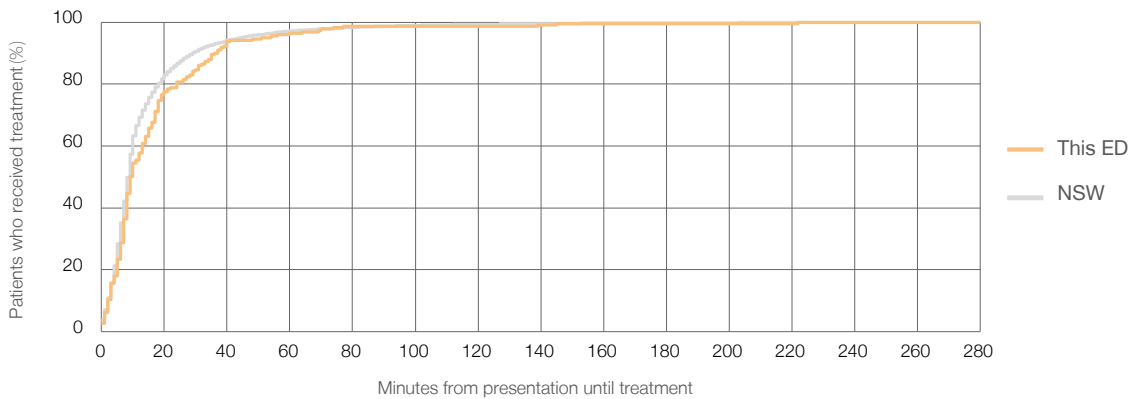
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 222

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

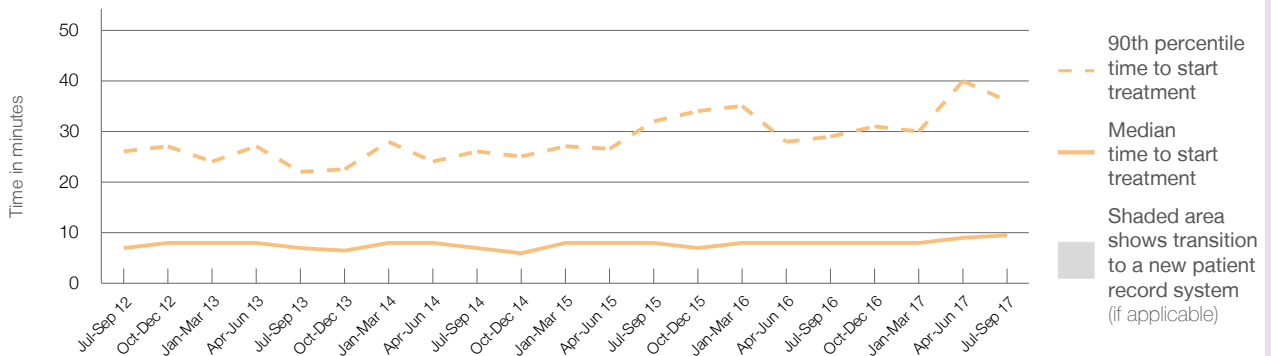
90th percentile time to start treatment<sup>5</sup>  36 minutes

Same period last year	NSW (this period)
202	198
8 minutes	9 minutes
29 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	7	8	8	10
90th percentile time to start treatment <sup>5</sup> (minutes)	26	22	26	32	29	36

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## Armidale and New England Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,065

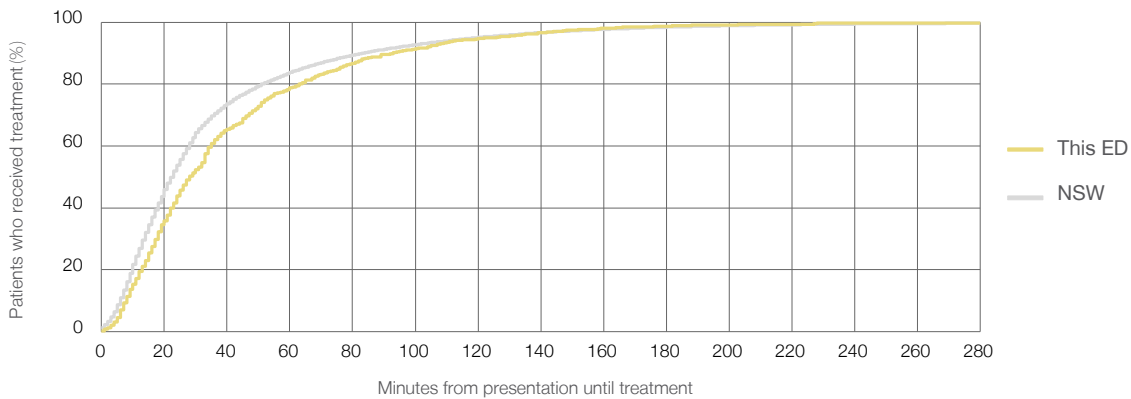
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,025

Median time to start treatment<sup>4</sup>  28 minutes

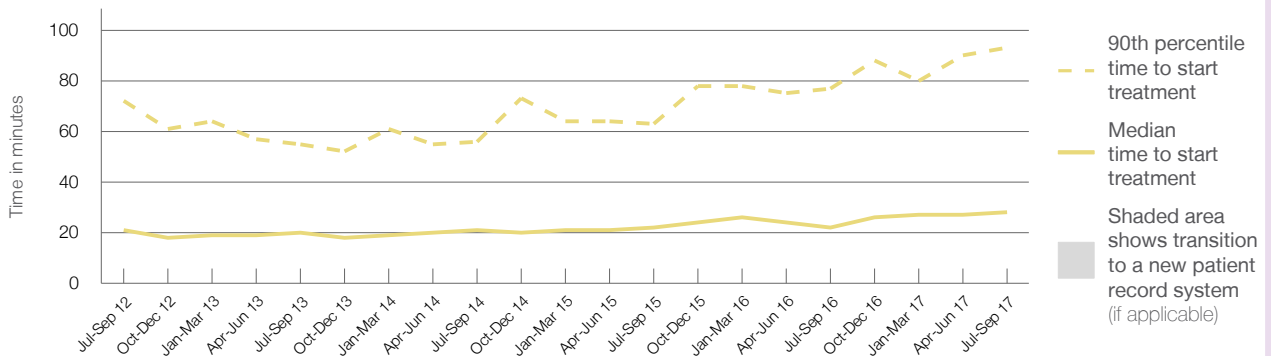
90th percentile time to start treatment<sup>5</sup>  93 minutes

Same period last year	NSW (this period)
1,150	1,104
22 minutes	23 minutes
77 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	21	20	21	22	22	28
90th percentile time to start treatment <sup>5</sup> (minutes)	72	55	56	63	77	93

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## Armidale and New England Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 2,469

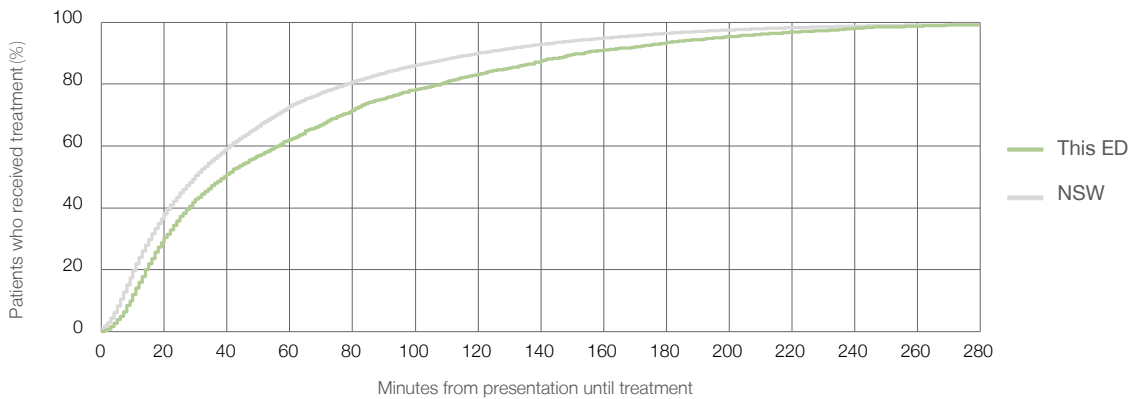
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,202

Median time to start treatment<sup>4</sup> 39 minutes

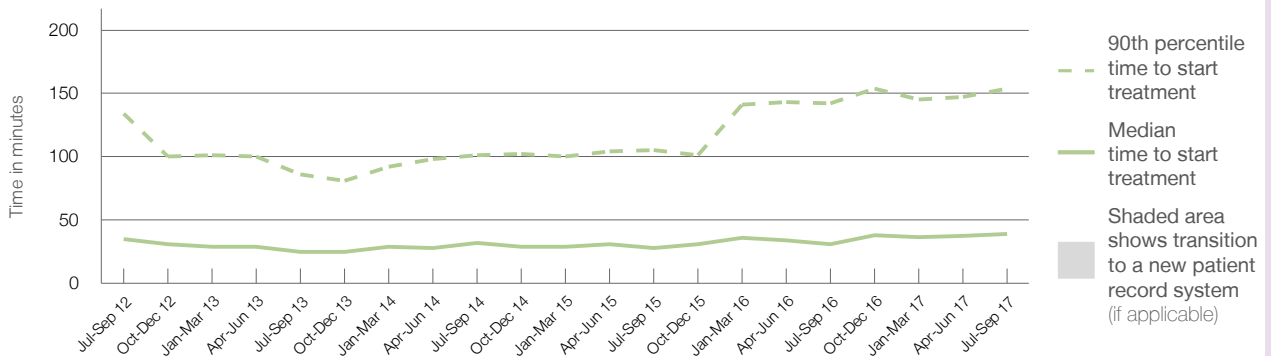
90th percentile time to start treatment<sup>5</sup> 154 minutes

Same period last year	NSW (this period)
2,274	2,045
31 minutes	30 minutes
142 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	35	25	32	28	31	39
90th percentile time to start treatment <sup>5</sup> (minutes)	134	86	101	105	142	154

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## Armidale and New England Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 318

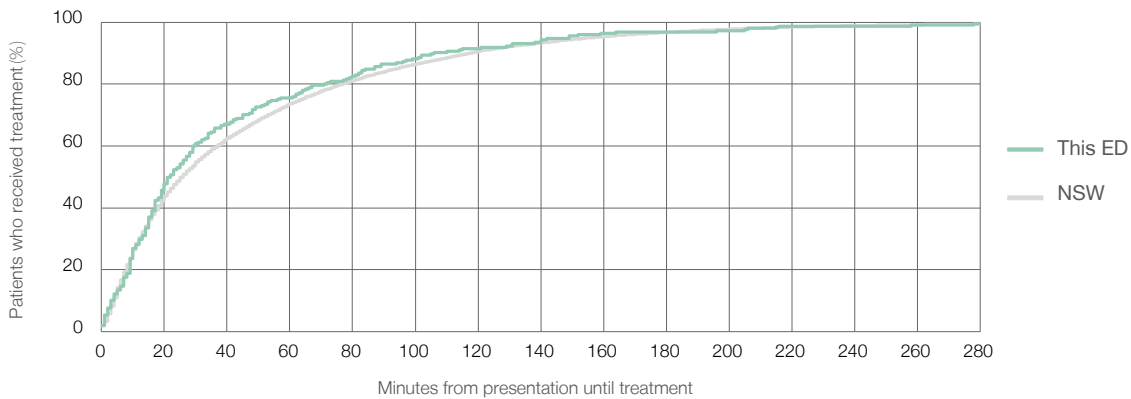
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 245

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

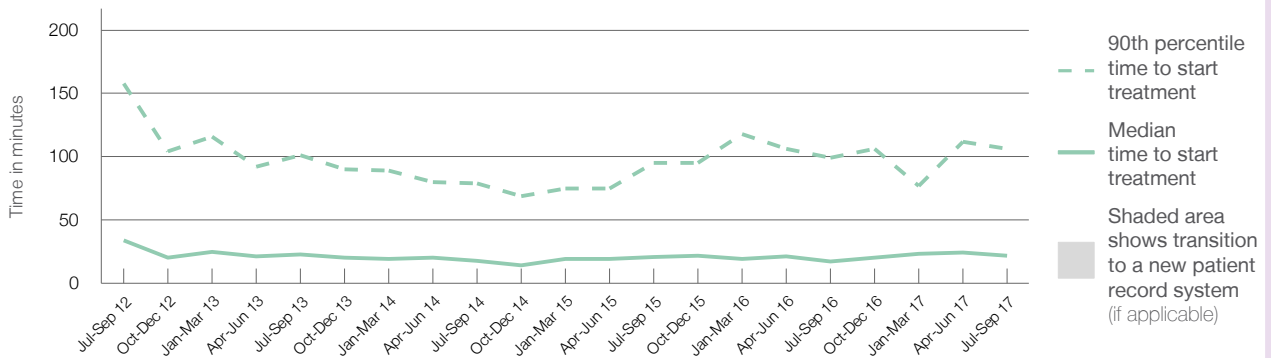
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
281	
229	
17 minutes	26 minutes
99 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	34	23	18	21	17	22
90th percentile time to start treatment <sup>5</sup> (minutes)	158	101	79	95	99	106

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## Armidale and New England Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 4,201 patients

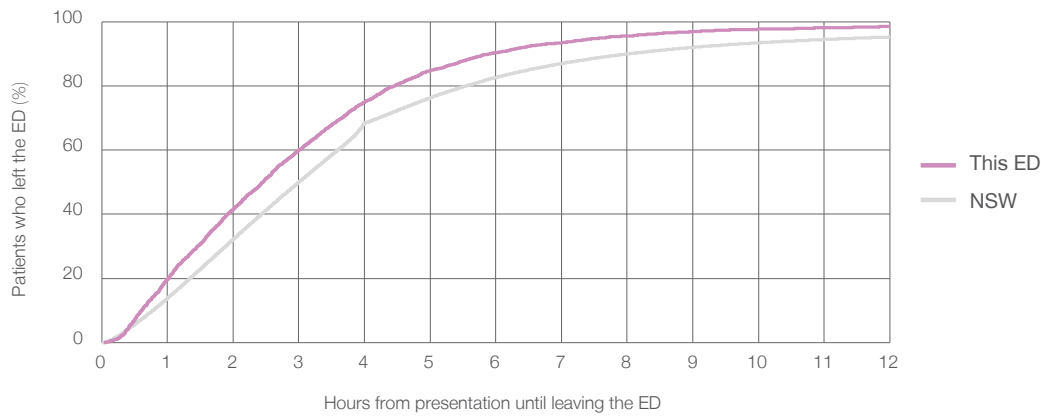
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,201 patients

Median time spent in the ED<sup>8</sup> 2 hours and 27 minutes

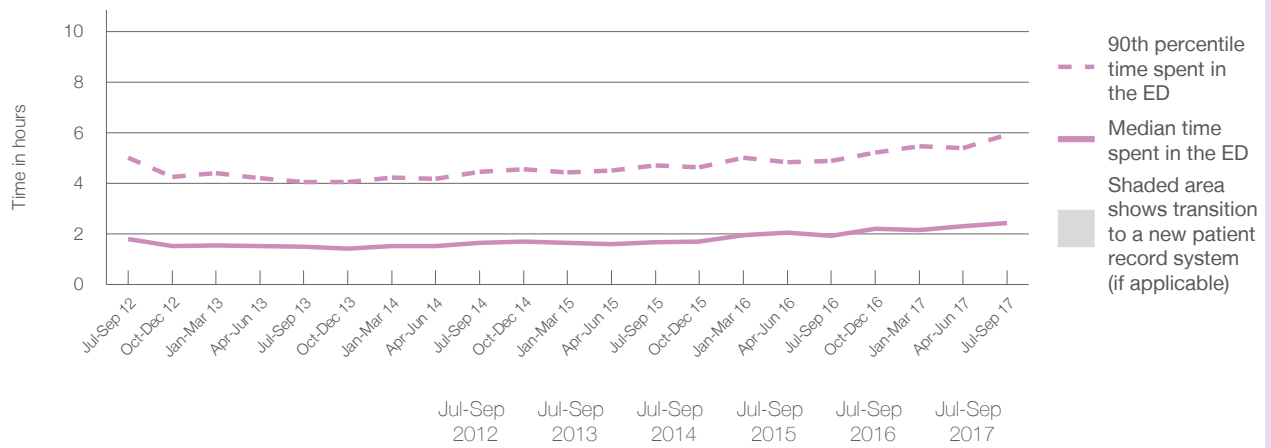
90th percentile time spent in the ED<sup>9</sup> 5 hours and 55 minutes

Same period last year	NSW (this period)
4,076	4,076
1 hours and 56 minutes	3 hours and 0 minutes
4 hours and 53 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 49m	1h 30m	1h 40m	1h 41m	1h 56m	2h 27m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 1m	4h 3m	4h 27m	4h 43m	4h 53m	5h 55m

(†) 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.

## Armidale and New England Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

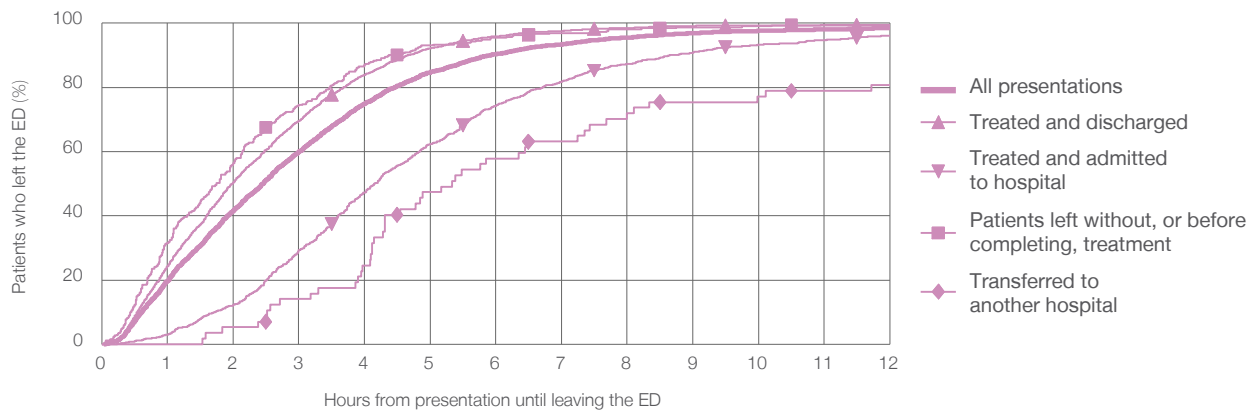
All presentations:<sup>1</sup> 4,201 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,201 patients

Treated and discharged	2,814 (67.0%)
Treated and admitted to hospital	970 (23.1%)
Patient left without, or before completing, treatment	333 (7.9%)
Transferred to another hospital	57 (1.4%)
Other	27 (0.6%)

Same period last year	Change since one year ago
4,076	3.1%
2,889	-2.6%
845	14.8%
283	17.7%
42	35.7%
17	58.8%

Percentage of patients who left the ED by time and mode of separation, July to September 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	24.4%	50.4%	69.6%	84.0%	95.9%	98.6%	99.4%	99.5%
Treated and admitted to hospital	2.9%	12.3%	29.3%	47.3%	74.4%	87.3%	93.4%	96.1%
Patient left without, or before completing, treatment	31.5%	56.5%	74.5%	87.1%	95.5%	98.2%	99.1%	99.4%
Transferred to another hospital	0%	5.3%	14.0%	24.6%	57.9%	71.9%	77.2%	80.7%
All presentations	19.8%	41.6%	60.0%	74.9%	90.4%	95.6%	97.7%	98.5%

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

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**Armidale and New England Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 4,201 patients

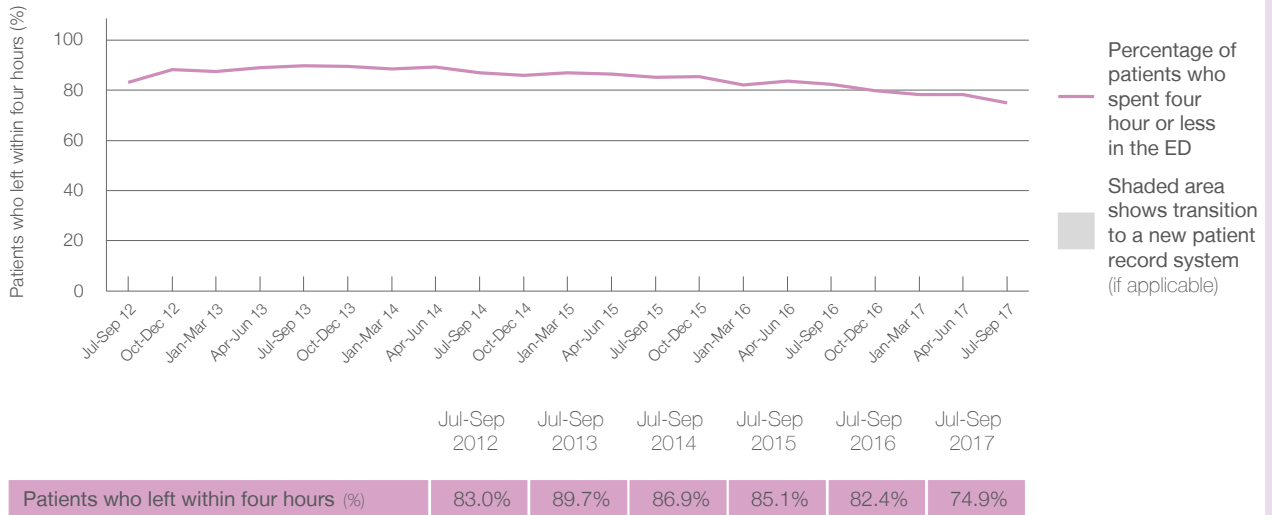
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,201 patients

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>	4,076	3.1%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	4,076	3.1%
Percentage of patients who spent four hours or less in the ED	82.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).