

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

July to September 2017

All presentations:<sup>1</sup> 2,585 patients  
 Emergency presentations:<sup>2</sup> 2,259 patients

Same period last year	Change since one year ago
1,961	31.8%
1,714	31.8%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 193 patients

Median time to start treatment<sup>4</sup> 4 minutes  
 90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 655 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 40 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,255 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 150 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 37 minutes

Same period last year	NSW (this period)
149	
3 minutes	9 minutes
23 minutes	29 minutes
547	
9 minutes	23 minutes
46 minutes	83 minutes
933	
9 minutes	30 minutes
55 minutes	121 minutes
85	
12 minutes	26 minutes
*	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,585 patients

Percentage of patients who spent four hours or less in the ED 87.8%

Same period last year	Change since one year ago
1,961	31.8%
87.3%	

\* 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.

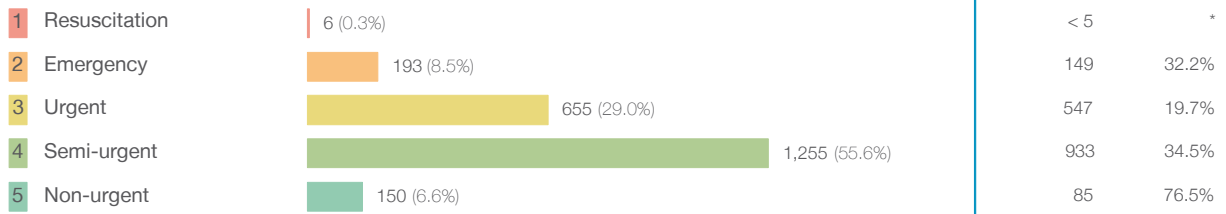
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

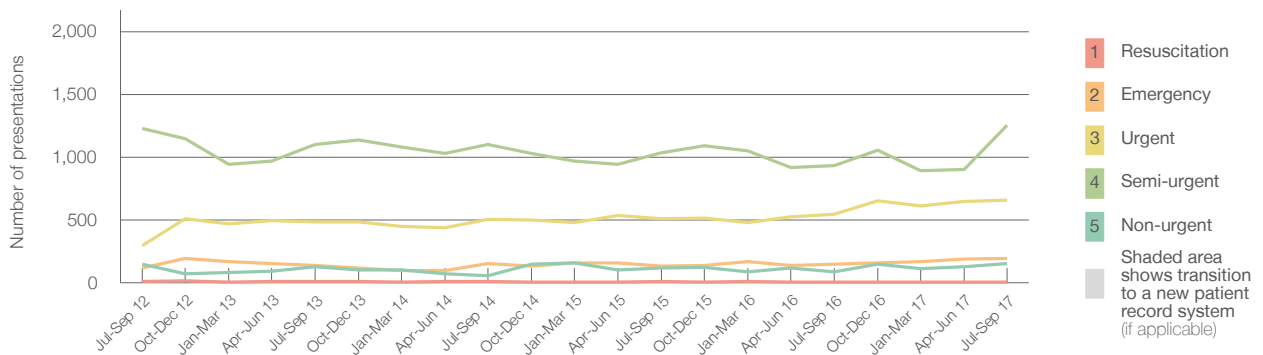
## Moree District Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 2,585 patients

Emergency presentations<sup>2</sup> by triage category: 2,259 patients



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	11	7	9	8	< 5	6
Emergency	115	135	150	134	149	193
Urgent	297	482	502	509	547	655
Semi-urgent	1,230	1,100	1,103	1,035	933	1,255
Non-urgent	148	126	54	117	85	150
All emergency presentations	1,801	1,850	1,818	1,803	1,714	2,259

## Moree District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 244 patients

ED Transfer of care time



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

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

## More District 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: 193

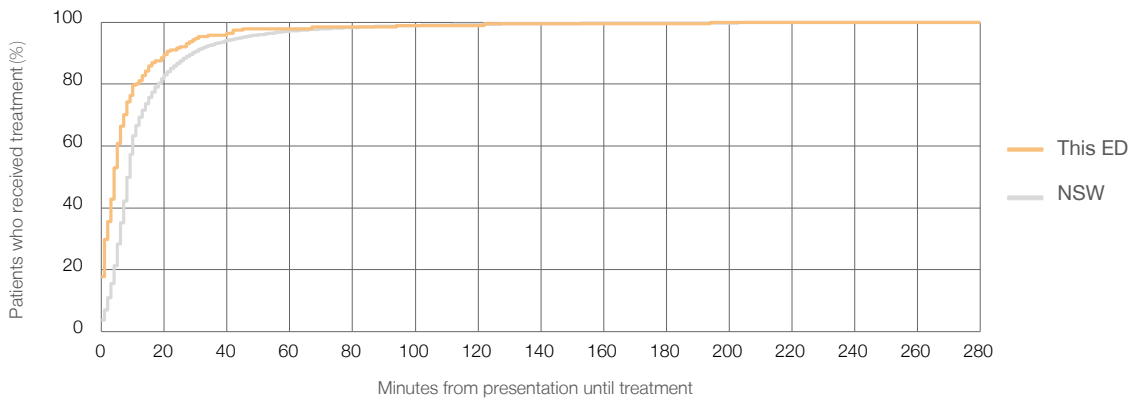
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 191

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

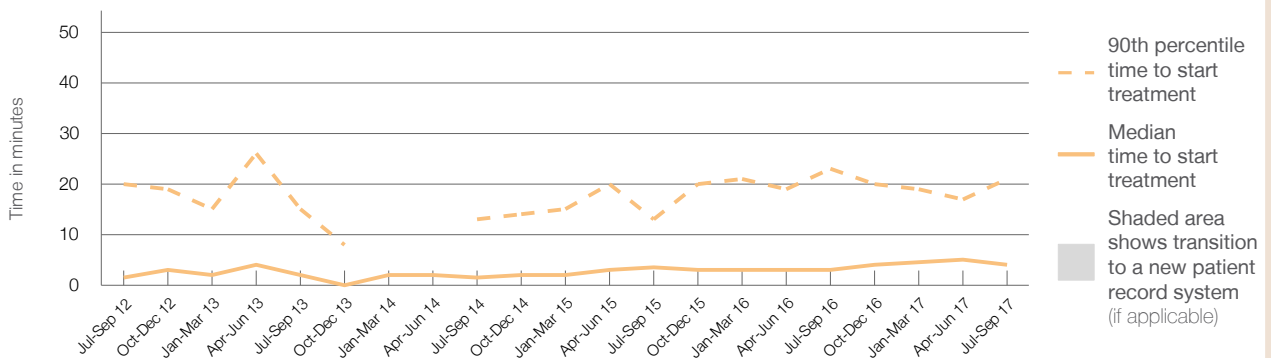
90th percentile time to start treatment<sup>5</sup> 21 minutes

Same period last year	NSW (this period)
149	
143	
3 minutes	9 minutes
23 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)	2	2	2	4	3	4
90th percentile time to start treatment <sup>5</sup> (minutes)	20	15	13	13	23	21

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

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## Moree District 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: 655

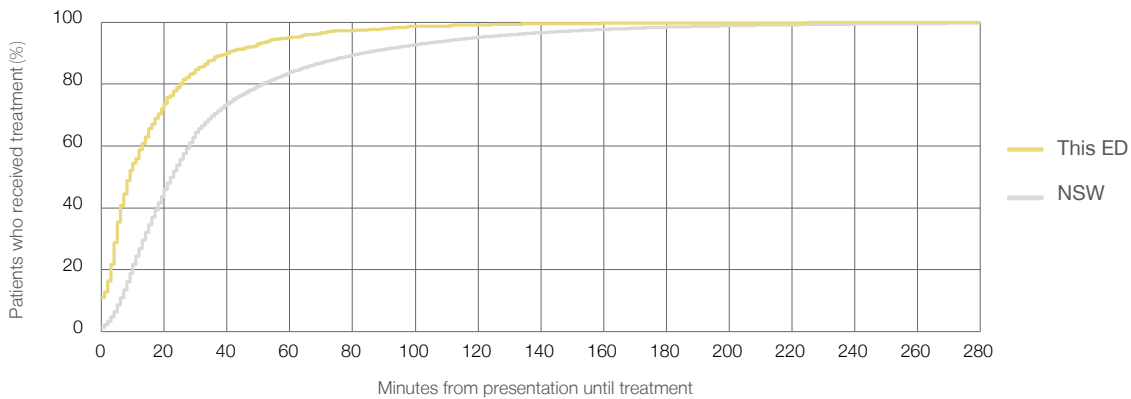
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 632

Median time to start treatment<sup>4</sup> 9 minutes

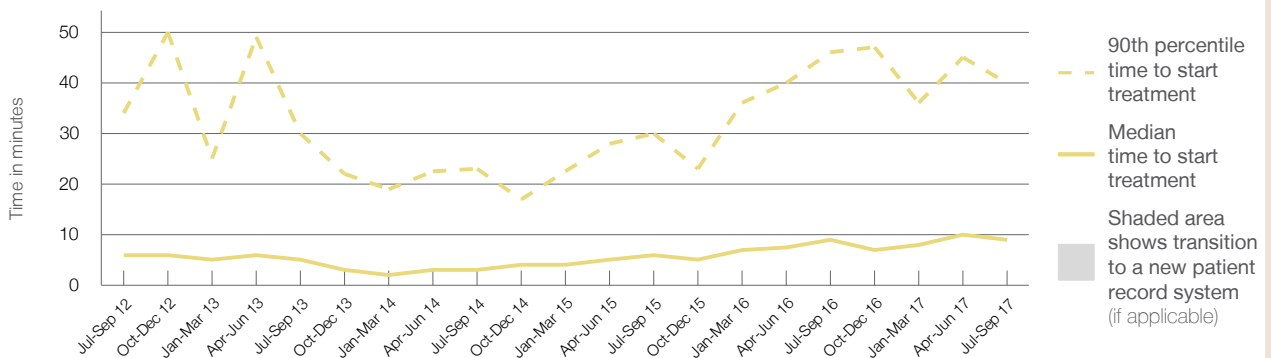
90th percentile time to start treatment<sup>5</sup> 40 minutes

Same period last year	NSW (this period)
547	
536	
9 minutes	23 minutes
46 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)	6	5	3	6	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	34	30	23	30	46	40

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## Moree District 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: 1,255

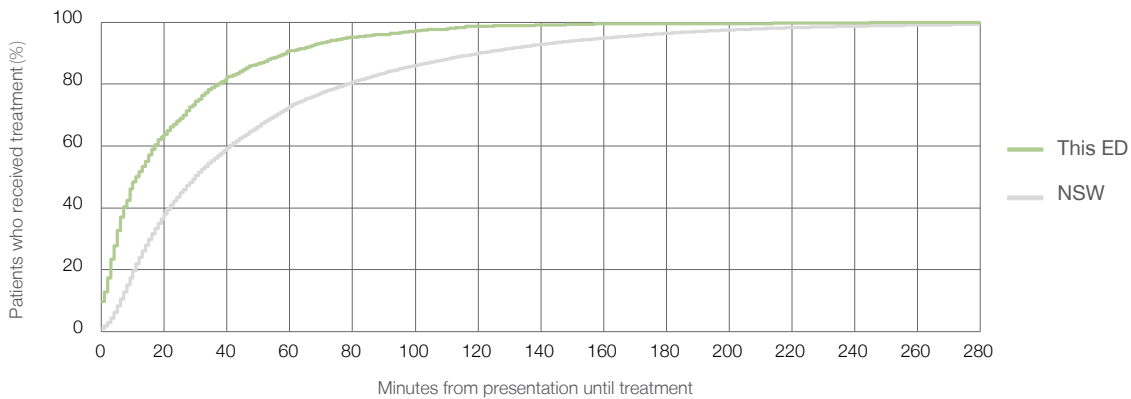
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,143

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

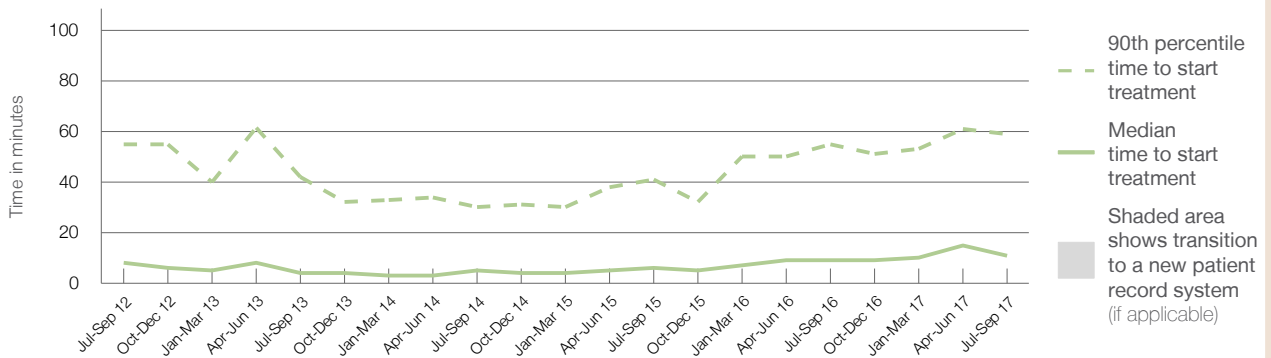
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
933	859
9 minutes	30 minutes
55 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)	8	4	5	6	9	11
90th percentile time to start treatment <sup>5</sup> (minutes)	55	42	30	41	55	59

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## More District 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: 150

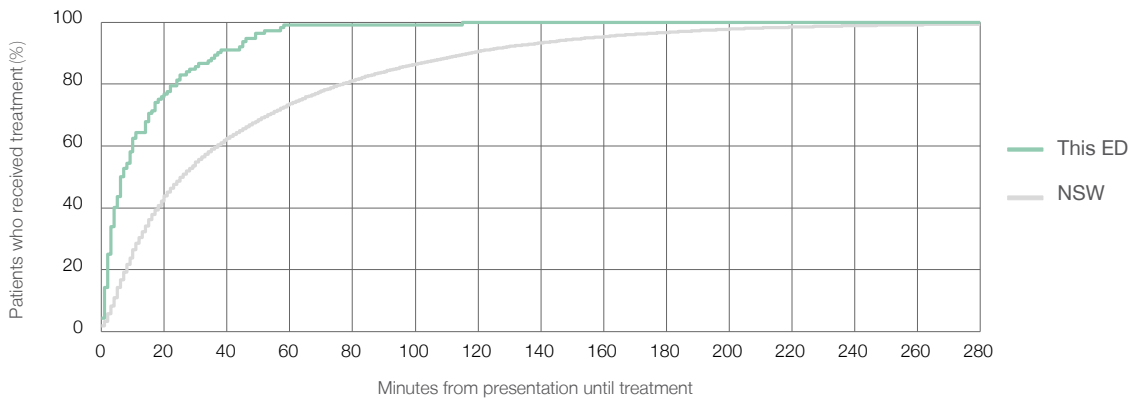
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 112

Median time to start treatment<sup>4</sup>  7 minutes

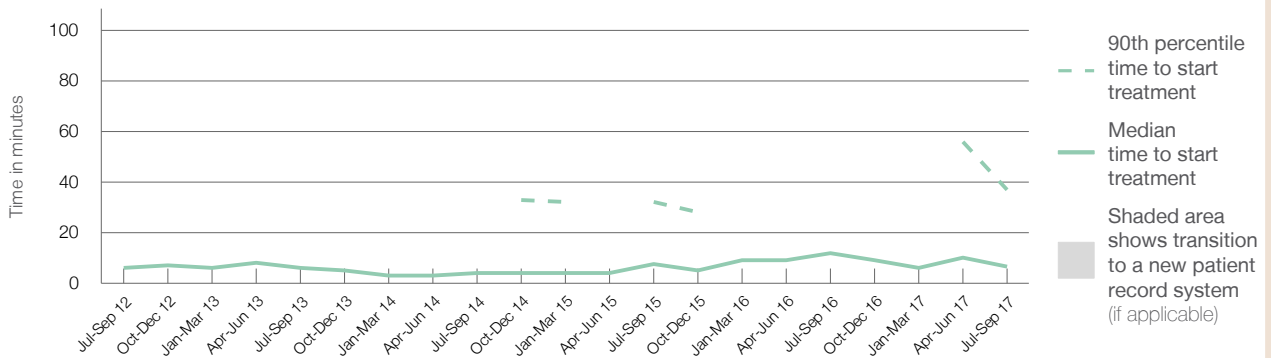
90th percentile time to start treatment<sup>5</sup>  37 minutes

Same period last year	NSW (this period)
85	
64	
12 minutes	26 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)	6	6	4	8	12	7
90th percentile time to start treatment <sup>5</sup> (minutes)	37	52	*	32	*	37

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## Moree District Hospital: Time patients spent in the ED July to September 2017

All presentations:<sup>1</sup> 2,585 patients

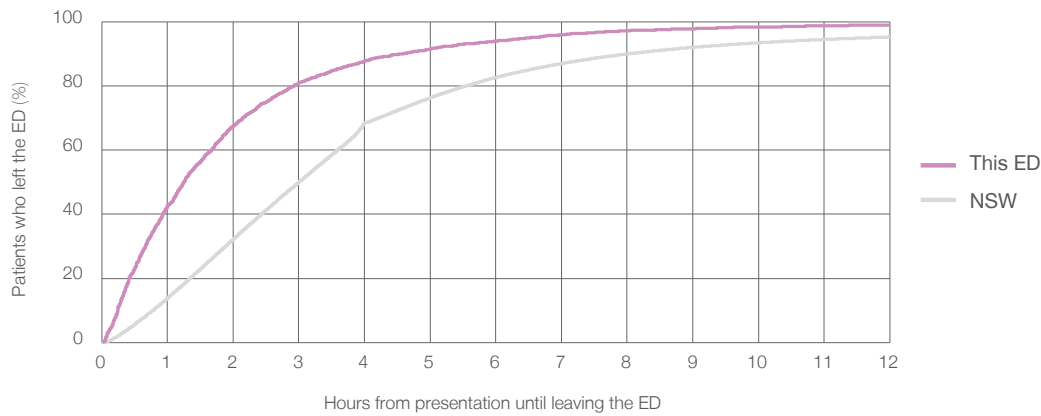
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,585 patients

Median time spent in the ED<sup>8</sup> 1 hours and 15 minutes

90th percentile time spent in the ED<sup>9</sup> 4 hours and 36 minutes

Same period last year	NSW (this period)
1,961	1,961
1 hours and 14 minutes	3 hours and 0 minutes
4 hours and 40 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)	0h 51m	0h 48m	1h 0m	1h 5m	1h 14m	1h 15m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 35m	3h 9m	3h 32m	4h 2m	4h 40m	4h 36m

(†) 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.

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

By mode of separation

July to September 2017

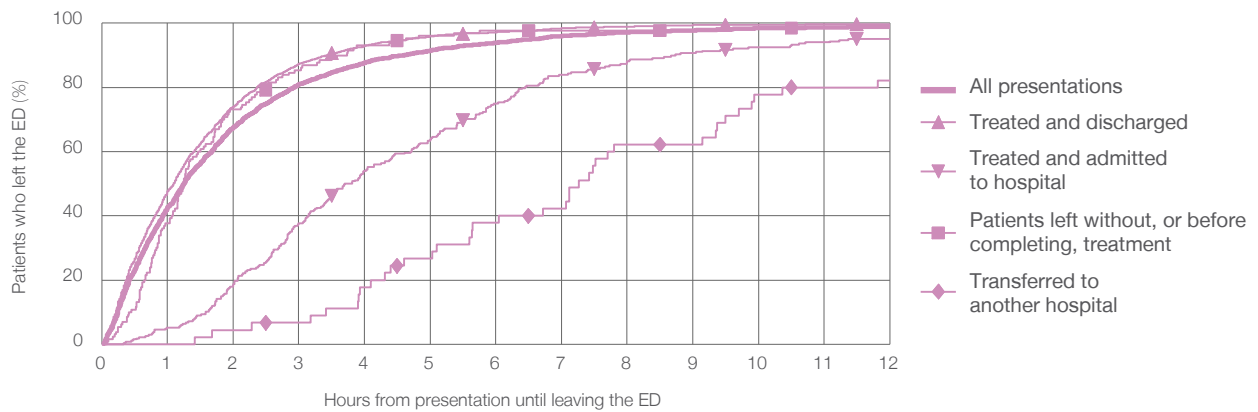
All presentations:<sup>1</sup> 2,585 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,585 patients

Treated and discharged	2,059 (79.7%)
Treated and admitted to hospital	268 (10.4%)
Patient left without, or before completing, treatment	130 (5.0%)
Transferred to another hospital	45 (1.7%)
Other	83 (3.2%)

Same period last year	Change since one year ago
1,961	31.8%
1,535	34.1%
241	11.2%
83	56.6%
40	12.5%
62	33.9%

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	47.7%	74.0%	87.4%	93.0%	97.2%	99.0%	99.6%	99.7%
Treated and admitted to hospital	5.2%	18.7%	37.7%	54.1%	75.0%	88.1%	92.5%	95.1%
Patient left without, or before completing, treatment	37.7%	73.1%	85.4%	93.1%	97.7%	97.7%	98.5%	98.5%
Transferred to another hospital	0%	4.4%	6.7%	17.8%	37.8%	62.2%	77.8%	82.2%
All presentations	42.6%	67.5%	81.0%	87.8%	94.0%	97.2%	98.4%	98.9%

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

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**Moree District 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> 2,585 patients

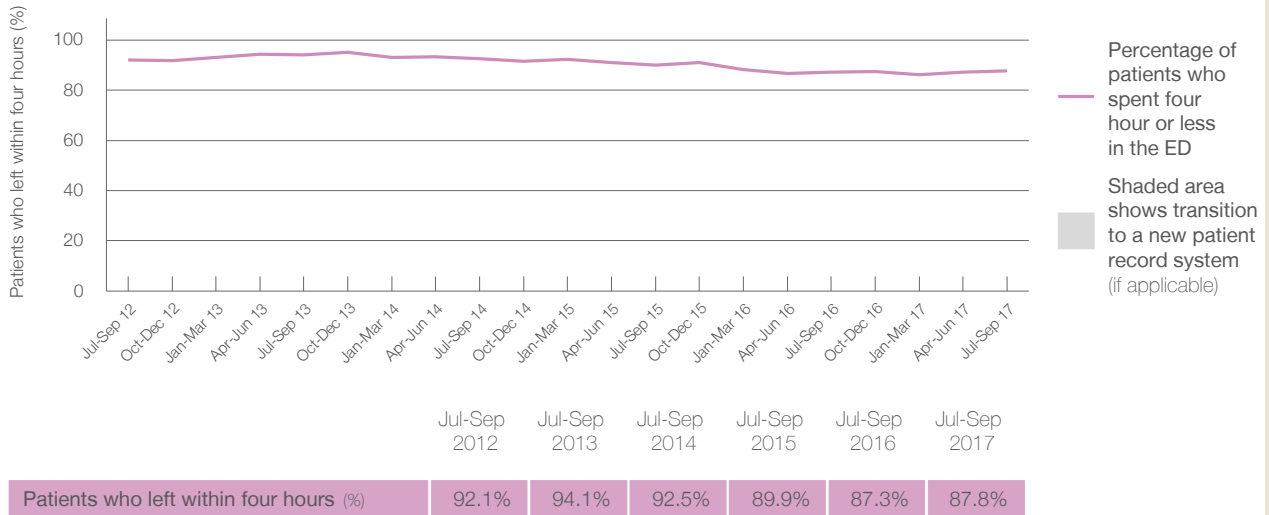
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,585 patients

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>	1,961	31.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	1,961	31.8%
Percentage of patients who spent four hours or less in the ED	87.3%	

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).