

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

July to September 2017

All presentations:<sup>1</sup> 8,839 patients  
Emergency presentations:<sup>2</sup> 8,708 patients

Same period last year	Change since one year ago
8,397	5.3%
8,160	6.7%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,167 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,525 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 63 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,592 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 93 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 358 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
1,224	
11 minutes	9 minutes
29 minutes	29 minutes
3,362	
22 minutes	23 minutes
66 minutes	83 minutes
3,147	
25 minutes	30 minutes
92 minutes	121 minutes
383	
29 minutes	26 minutes
93 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,838 patients

Percentage of patients who spent four hours or less in the ED 69.5%

Same period last year	Change since one year ago
8,397	5.3%
68.9%	

\* 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.

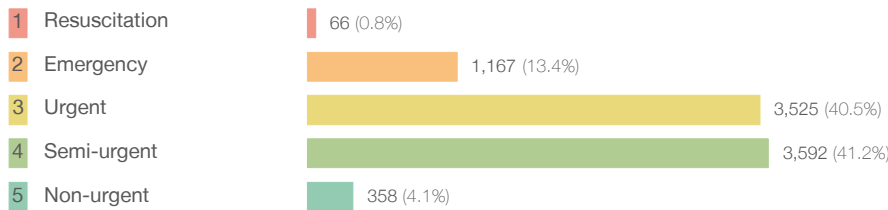
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Port Macquarie Base Hospital: Patients presenting to the emergency department July to September 2017

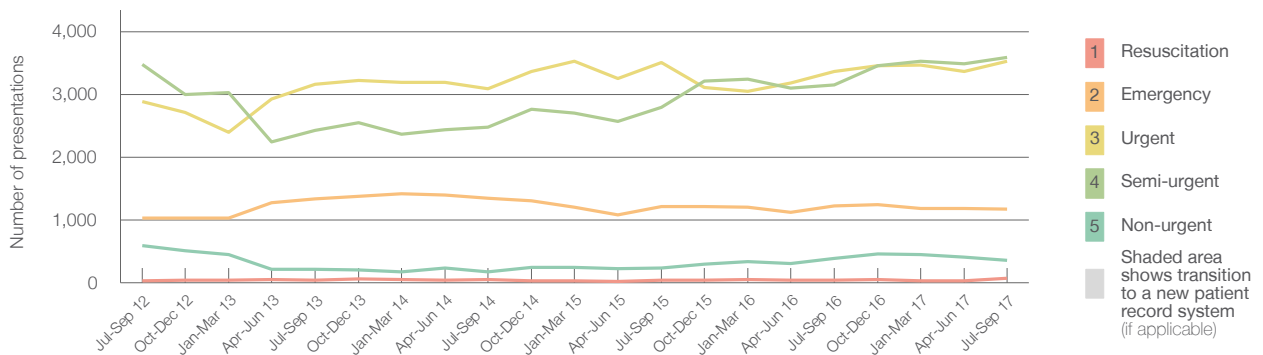
All presentations:<sup>1</sup> 8,839 patients

Emergency presentations<sup>2</sup> by triage category: 8,708 patients



Same period last year	Change since one year ago
8,397	5.3%
8,160	6.7%
44	50.0%
1,224	-4.7%
3,362	4.8%
3,147	14.1%
383	-6.5%

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	34	44	50	40	44	66
Emergency	1,030	1,336	1,349	1,216	1,224	1,167
Urgent	2,883	3,156	3,093	3,506	3,362	3,525
Semi-urgent	3,480	2,427	2,476	2,796	3,147	3,592
Non-urgent	590	211	176	230	383	358
All emergency presentations	8,017	7,174	7,144	7,788	8,160	8,708

## Port Macquarie Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,318 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,982	
12 minutes	1 minute
40 minutes	0 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.

## Port Macquarie Base 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: 1,167

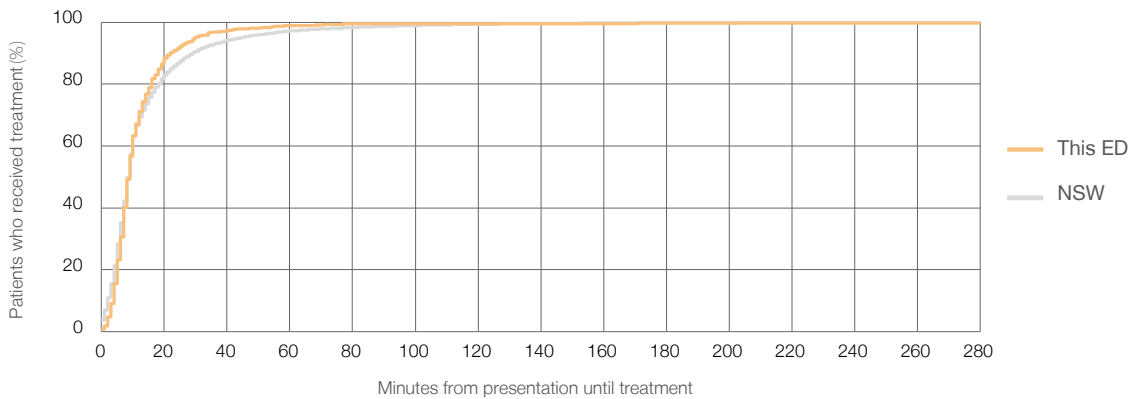
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,161

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

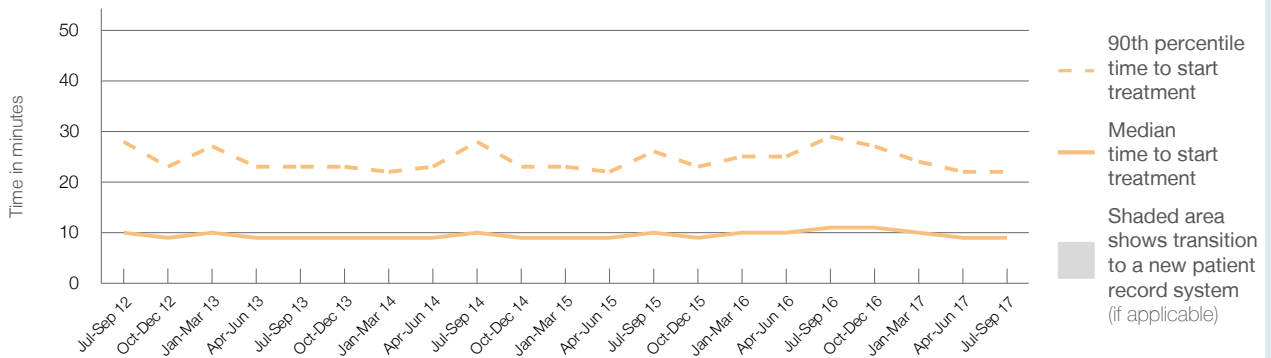
90th percentile time to start treatment<sup>5</sup> 22 minutes

Same period last year	NSW (this period)
1,224	
1,223	
11 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)	10	9	10	10	11	9
90th percentile time to start treatment <sup>5</sup> (minutes)	28	23	28	26	29	22

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

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## Port Macquarie Base 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: 3,525

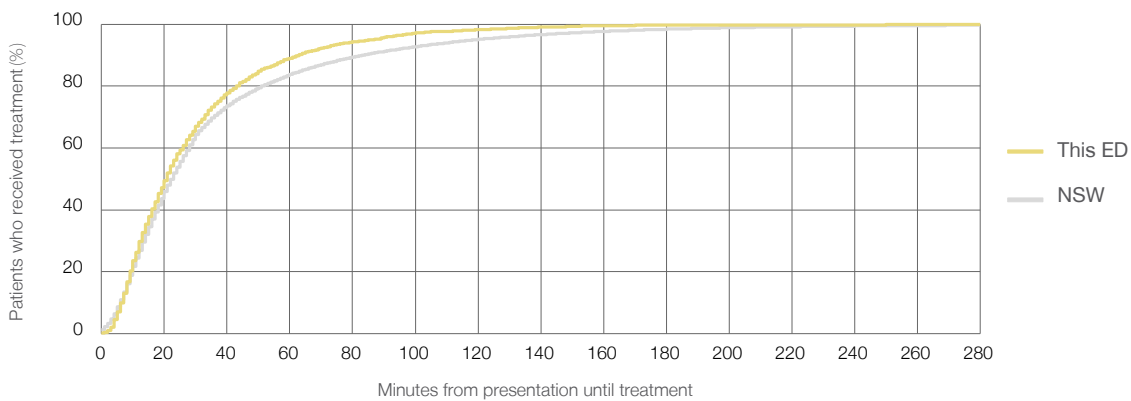
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,428

Median time to start treatment<sup>4</sup>  21 minutes

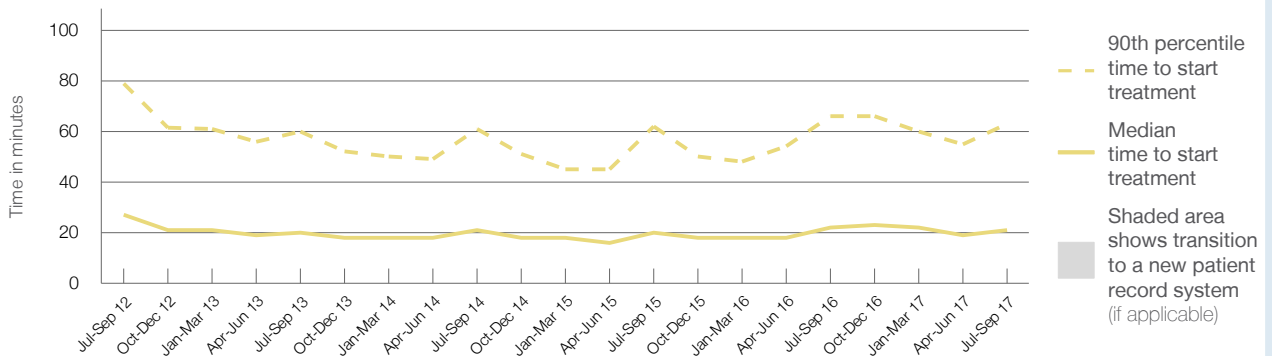
90th percentile time to start treatment<sup>5</sup>  63 minutes

Same period last year	NSW (this period)
3,362	
3,297	
22 minutes	23 minutes
66 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)	27	20	21	20	22	21
90th percentile time to start treatment <sup>5</sup> (minutes)	79	60	61	62	66	63

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## Port Macquarie Base 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: 3,592

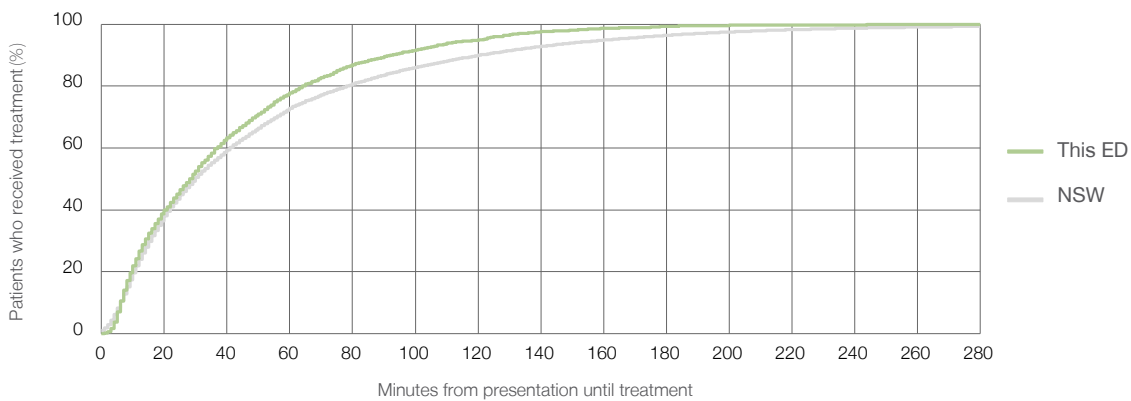
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,003

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

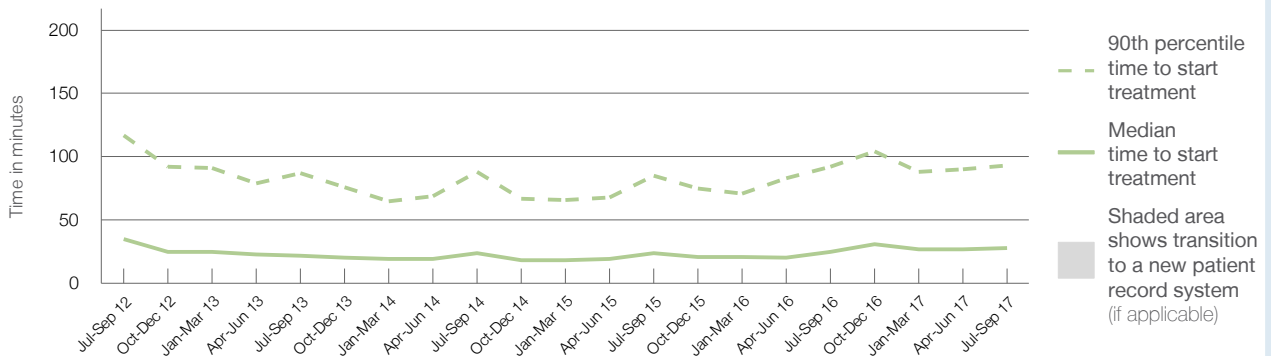
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
3,147	2,601
25 minutes	30 minutes
92 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	22	24	24	25	28
90th percentile time to start treatment <sup>5</sup> (minutes)	117	87	88	85	92	93

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## Port Macquarie Base 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: 358

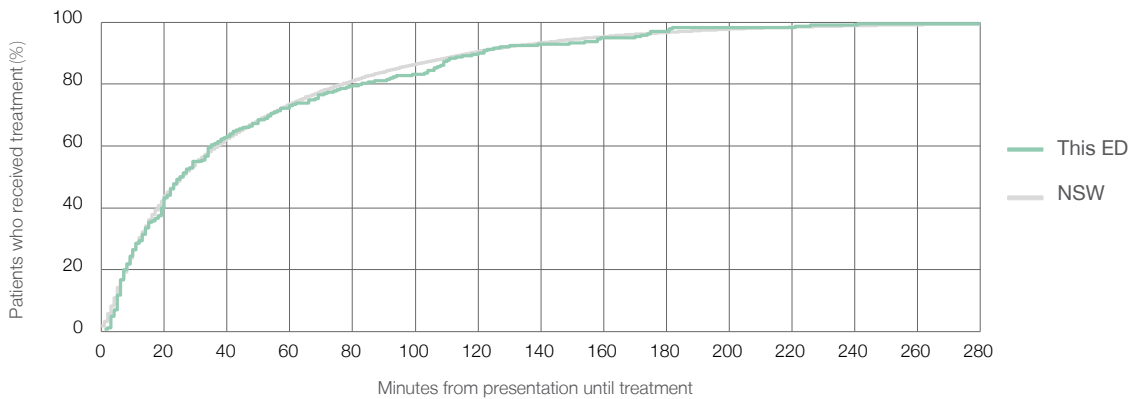
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 238

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

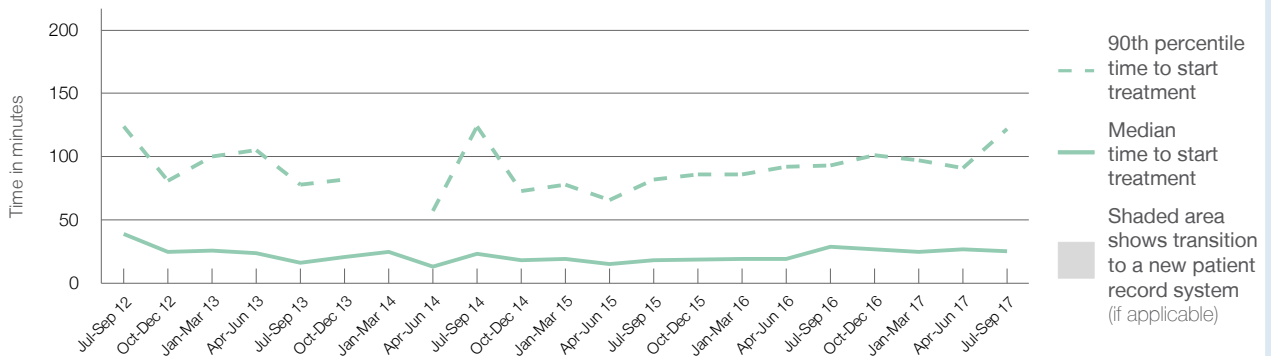
90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
383	215
29 minutes	26 minutes
93 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)	39	16	24	18	29	26
90th percentile time to start treatment <sup>5</sup> (minutes)	124	78	124	82	93	122

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

July to September 2017

All presentations:<sup>1</sup> 8,839 patients

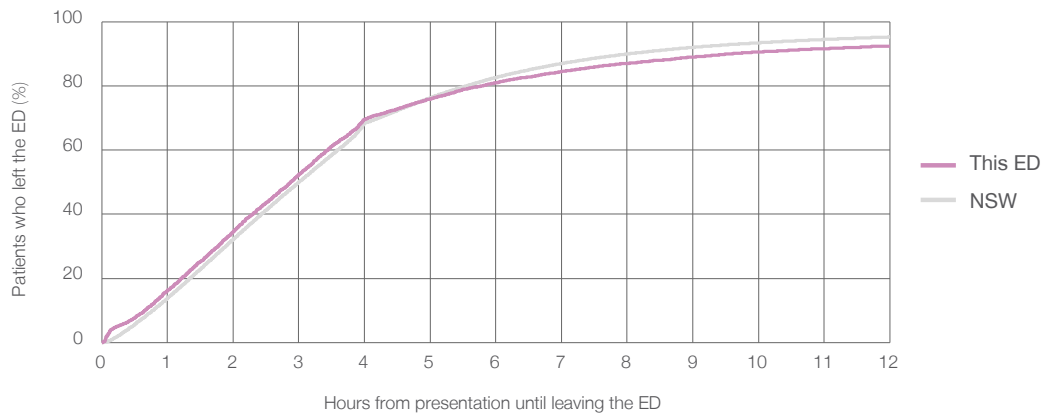
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,838 patients

Median time spent in the ED<sup>8</sup> 2 hours and 53 minutes

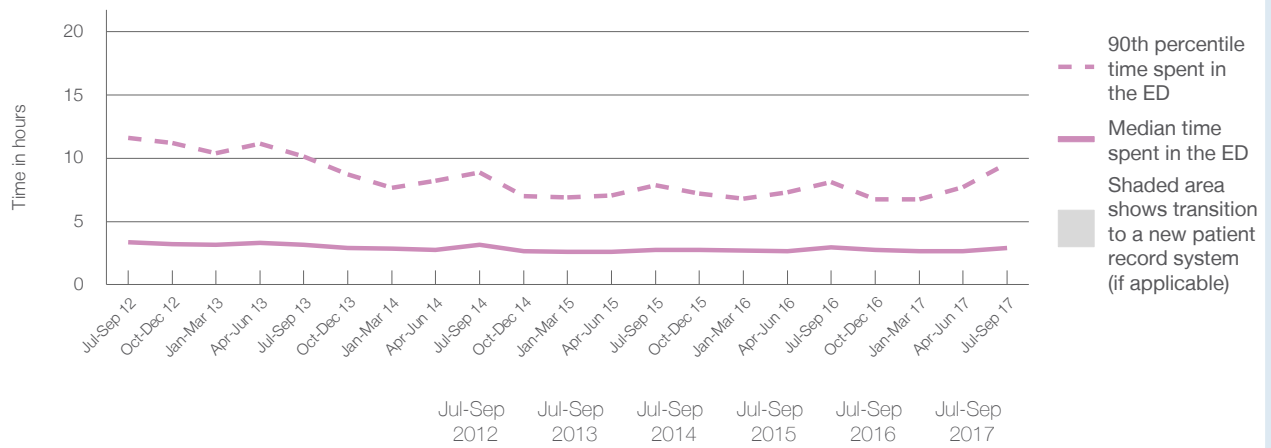
90th percentile time spent in the ED<sup>9</sup> 9 hours and 35 minutes

Same period last year	NSW (this period)
8,397	8,397
2 hours and 56 minutes	3 hours and 0 minutes
8 hours and 7 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)	3h 21m	3h 10m	3h 8m	2h 46m	2h 56m	2h 53m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 35m	10h 8m	8h 53m	7h 53m	8h 7m	9h 35m

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

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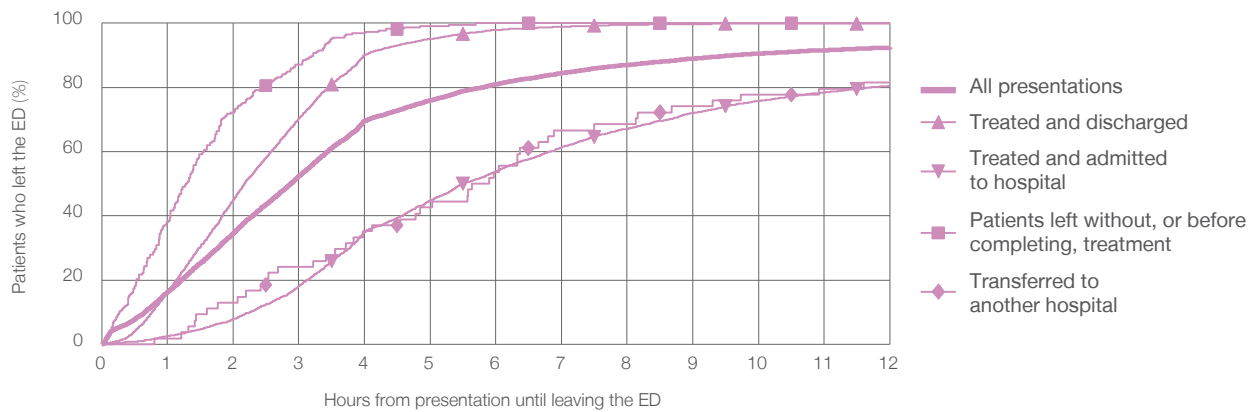
## Port Macquarie Base Hospital: Time patients spent in the ED By mode of separation July to September 2017

All presentations:<sup>1</sup> 8,839 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,838 patients

		Same period last year	Change since one year ago
		8,397	5.3%
Treated and discharged	4,626 (52.3%)	4,222	9.6%
Treated and admitted to hospital	3,375 (38.2%)	3,324	1.5%
Patient left without, or before completing, treatment	226 (2.6%)	215	5.1%
Transferred to another hospital	54 (0.6%)	51	5.9%
Other	558 (6.3%)	585	-4.6%

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

Treated and discharged	16.5%	45.0%	70.5%	90.1%	97.9%	99.5%	99.9%	99.9%
Treated and admitted to hospital	2.5%	7.9%	18.2%	35.0%	53.8%	67.1%	75.8%	80.6%
Patient left without, or before completing, treatment	38.1%	72.1%	87.2%	96.9%	100%	100%	100%	100%
Transferred to another hospital	1.9%	13.0%	24.1%	35.2%	53.7%	68.5%	77.8%	81.5%
All presentations	16.3%	34.6%	52.4%	69.5%	81.0%	87.0%	90.6%	92.4%

(†) 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.



**Port Macquarie Base 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> 8,839 patients

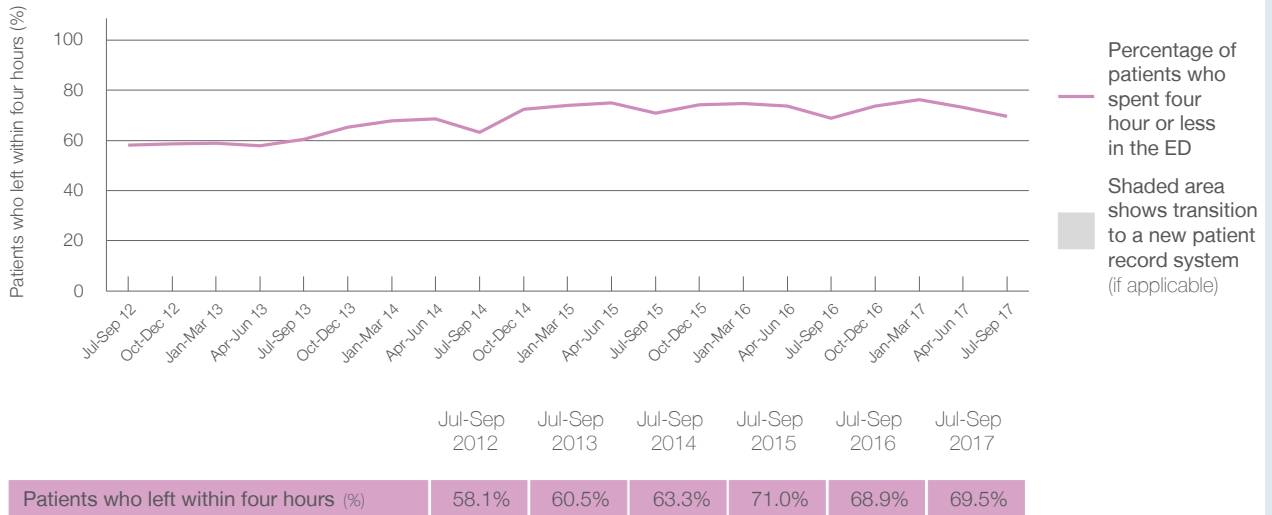
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,838 patients

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	8,397	5.3%
Presentations used to calculate time to leaving the ED	8,397	5.3%
Percentage of patients who spent four hours or less in the ED	68.9%	

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).