

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

District group 2 hospitals  
(C2) peer group

**October to December 2017**

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

October to December 2017

All presentations:<sup>1</sup> 4,606 patients

Emergency presentations:<sup>2</sup> 4,315 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,170                 | 10.5%                     |
| 3,948                 | 9.3%                      |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 327 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,299 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 54 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,343 patients

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

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 335 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 95 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 332                   |                   |
| 7 minutes             | 8 minutes         |
| 21 minutes            | 23 minutes        |
| 1,163                 |                   |
| 20 minutes            | 20 minutes        |
| 49 minutes            | 65 minutes        |
| 2,094                 |                   |
| 23 minutes            | 26 minutes        |
| 90 minutes            | 99 minutes        |
| 336                   |                   |
| 29 minutes            | 23 minutes        |
| 109 minutes           | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,606 patients

Percentage of patients who spent four hours or less in the ED 76.4%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,170                 | 10.5%                     |
| 79.9%                 |                           |

\* 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.

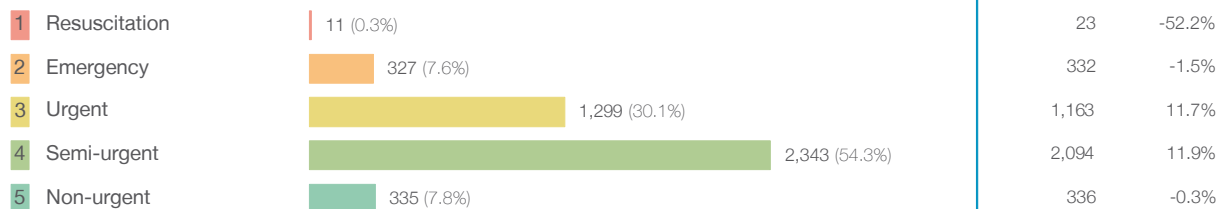
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Ballina District Hospital: Patients presenting to the emergency department

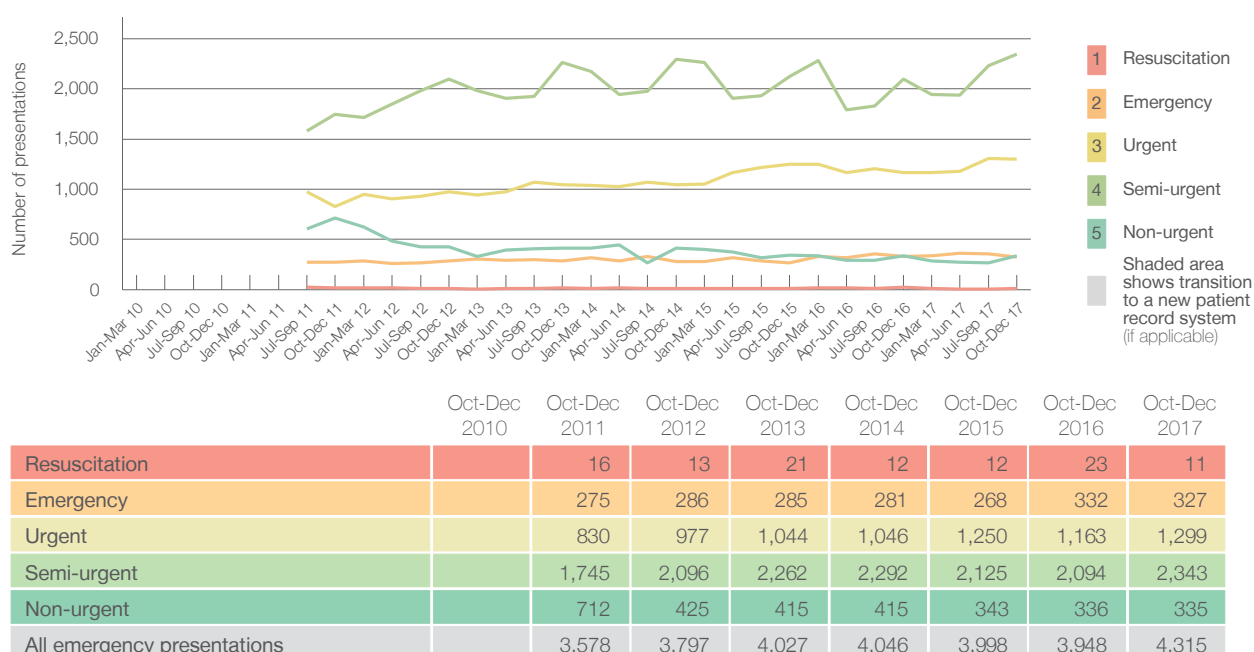
October to December 2017

All presentations:<sup>1</sup> 4,606 patients

Emergency presentations<sup>2</sup> by triage category: 4,315 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



## Ballina District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 340 patients <sup>\*\*</sup>

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.

(§) 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.

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

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

October to December 2017

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

Number of triage 2 patients: 327

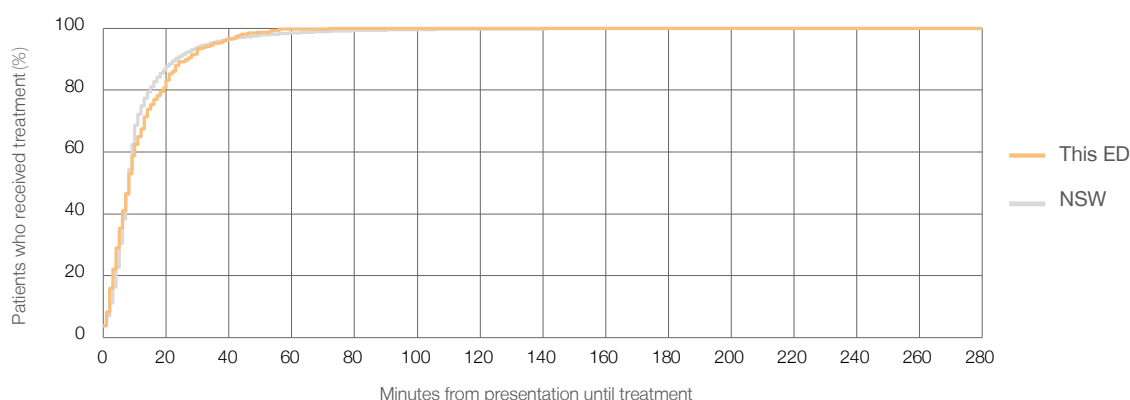
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 325

Median time to start treatment<sup>4</sup> 8 minutes

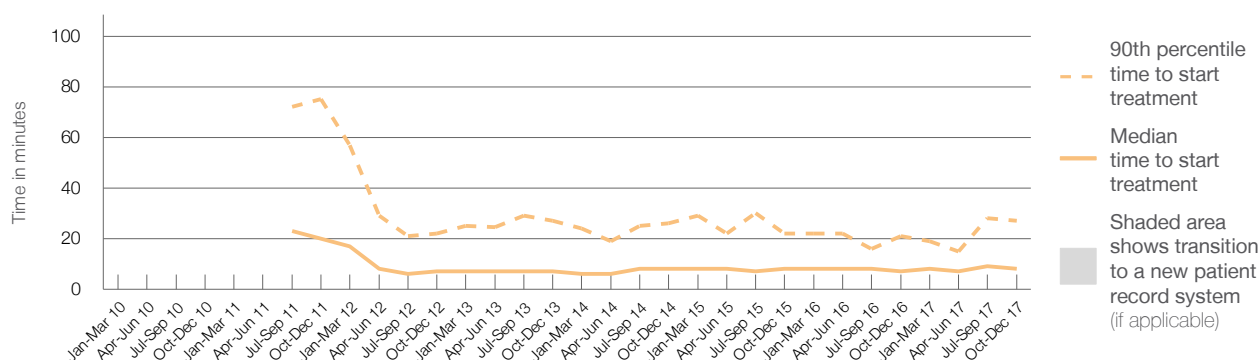
90th percentile time to start treatment<sup>5</sup> 27 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 332                   |                   |
| 328                   |                   |
| 7 minutes             | 8 minutes         |
| 21 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 20           | 7            | 7            | 8            | 8            | 7            | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 75           | 22           | 27           | 26           | 22           | 21           | 27           |

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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.

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

October to December 2017

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

Number of triage 3 patients: 1,299

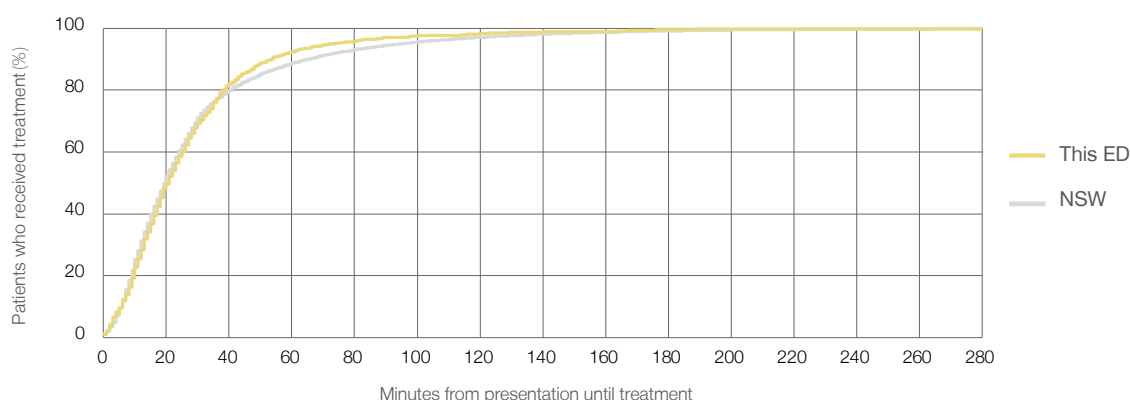
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 1,273

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

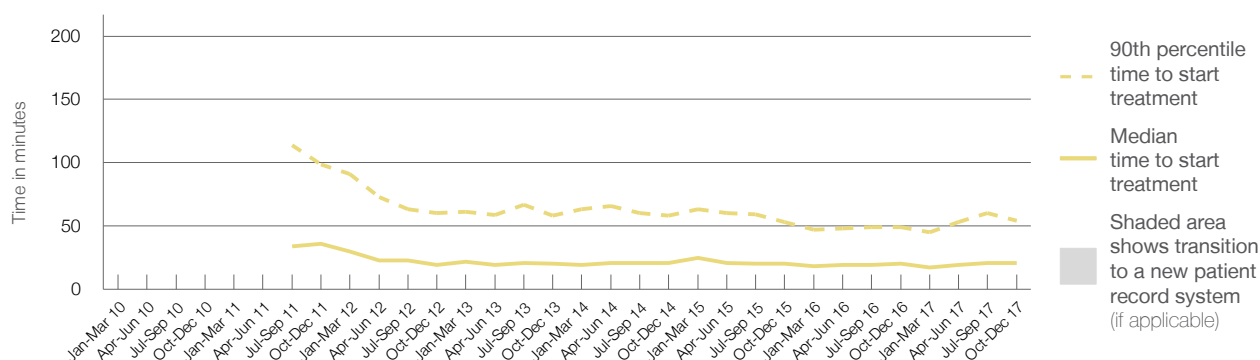
90th percentile time to start treatment <sup>5</sup> 54 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,163                 |                   |
| 1,139                 |                   |
| 20 minutes            | 20 minutes        |
| 49 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017 <sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 36           | 19           | 20           | 21           | 20           | 20           | 21           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 99           | 60           | 58           | 58           | 53           | 49           | 54           |

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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.

## Ballina District Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 2,343

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,150

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

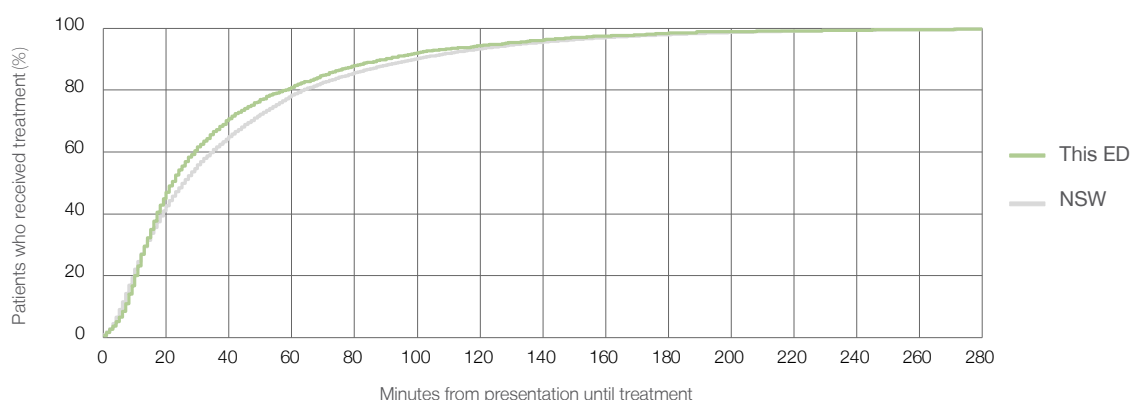
22 minutes

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

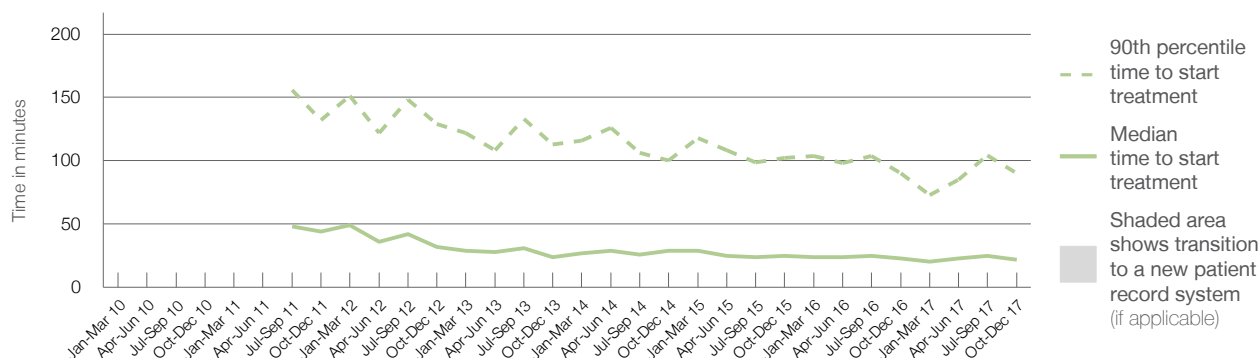
90 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,094                 |                   |
| 1,918                 |                   |
| 23 minutes            | 26 minutes        |
| 90 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 44           | 32           | 24           | 29           | 25           | 23           | 22           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 132          | 129          | 113          | 100          | 102          | 90           | 90           |

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

October to December 2017

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

Number of triage 5 patients: 335

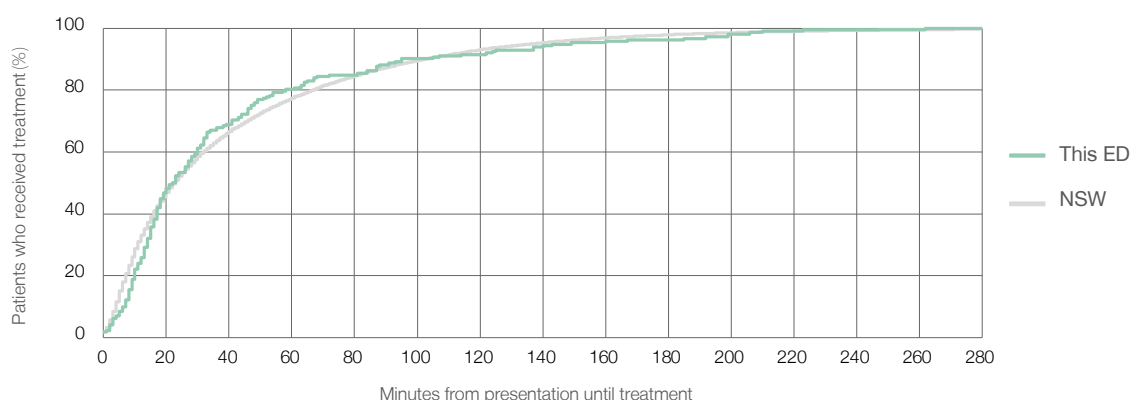
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 212

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

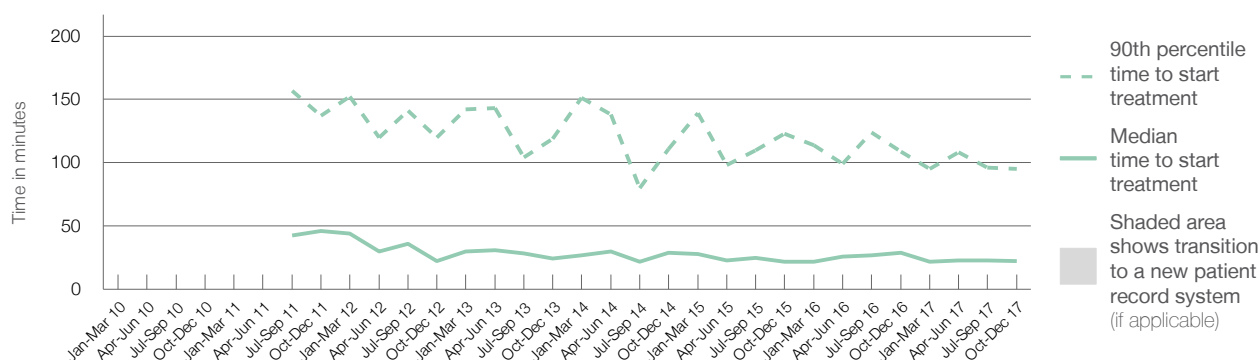
90th percentile time to start treatment<sup>5</sup> 95 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 336                   |                   |
| 243                   |                   |
| 29 minutes            | 23 minutes        |
| 109 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 46           | 23           | 25           | 29           | 22           | 29           | 23           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 137          | 120          | 119          | 111          | 123          | 109          | 95           |

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

October to December 2017

All presentations:<sup>1</sup> 4,606 patients

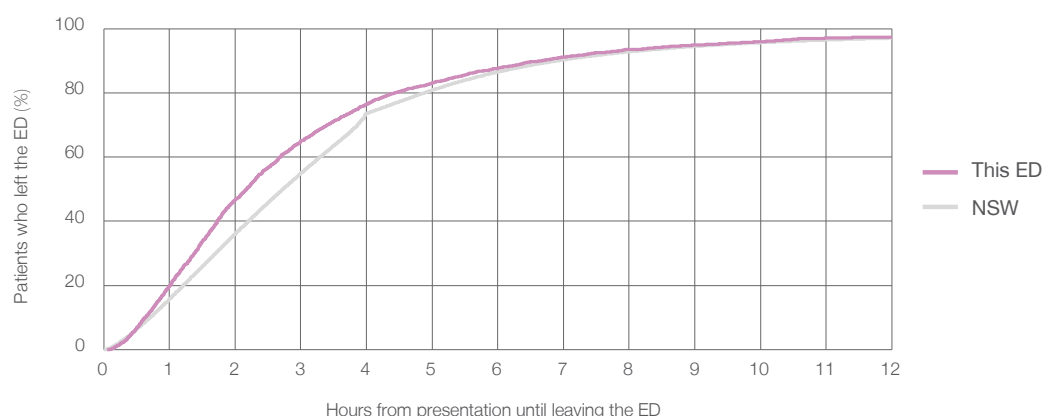
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,606 patients

Median time spent in the ED<sup>8</sup> 2 hours and 11 minutes

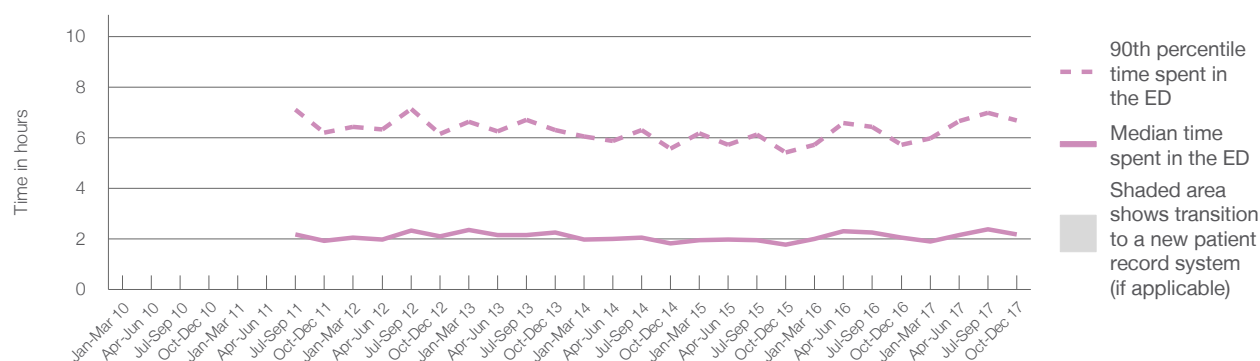
90th percentile time spent in the ED<sup>9</sup> 6 hours and 41 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 4,170                  |                        |
| 4,170                  |                        |
| 2 hours and 4 minutes  | 2 hours and 44 minutes |
| 5 hours and 44 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          |              | 1h 56m       | 2h 6m        | 2h 16m       | 1h 50m       | 1h 47m       | 2h 4m        | 2h 11m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) |              | 6h 13m       | 6h 10m       | 6h 18m       | 5h 34m       | 5h 25m       | 5h 44m       | 6h 41m       |

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

By mode of separation

October to December 2017

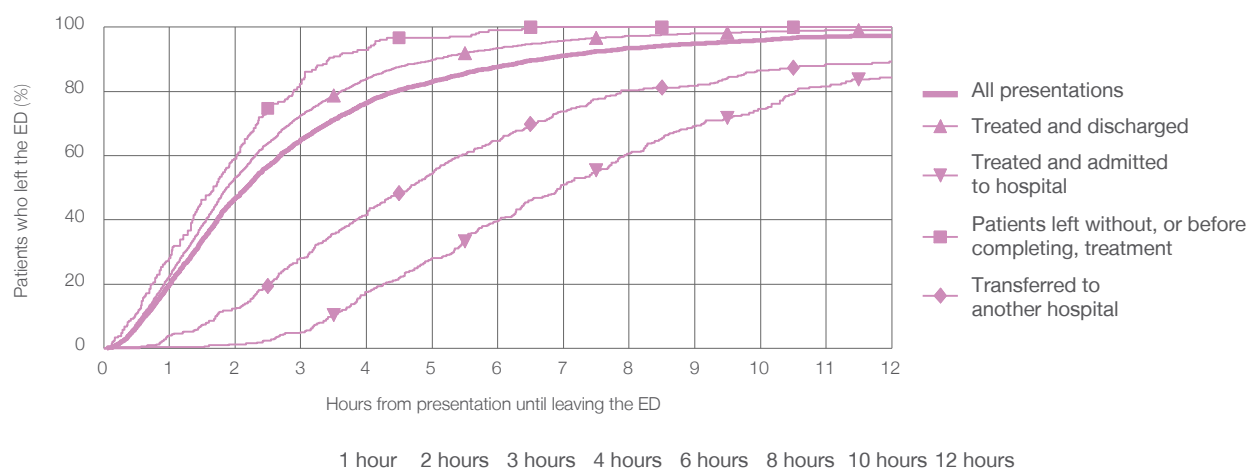
All presentations:<sup>†</sup> 4,606 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,606 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 3,725 (80.9%) |
| Treated and admitted to hospital                      | 337 (7.3%)    |
| Patient left without, or before completing, treatment | 210 (4.6%)    |
| Transferred to another hospital                       | 325 (7.1%)    |
| Other   | 9 (0.2%)      |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,170                 | 10.5%                     |
| 2,958                 | 25.9%                     |
| 905                   | -62.8%                    |
| 211                   | -0.5%                     |
| 78                    | 316.7%                    |
| 18                    | -50.0%                    |

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



|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 22.5% | 53.2% | 72.6% | 83.9% | 93.4% | 97.2% | 98.5% | 99.1% |
| Treated and admitted to hospital                      | 0.3%  | 1.2%  | 5.0%  | 17.5% | 39.8% | 60.5% | 74.5% | 84.3% |
| Patient left without, or before completing, treatment | 28.1% | 59.0% | 82.4% | 92.9% | 99.0% | 100%  | 100%  | 100%  |
| Transferred to another hospital                       | 4.0%  | 12.3% | 28.0% | 41.5% | 64.6% | 80.3% | 86.5% | 89.2% |
| All presentations                                     | 19.9% | 46.8% | 64.9% | 76.4% | 87.7% | 93.5% | 96.0% | 97.4% |

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## Ballina District Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 4,606 patients

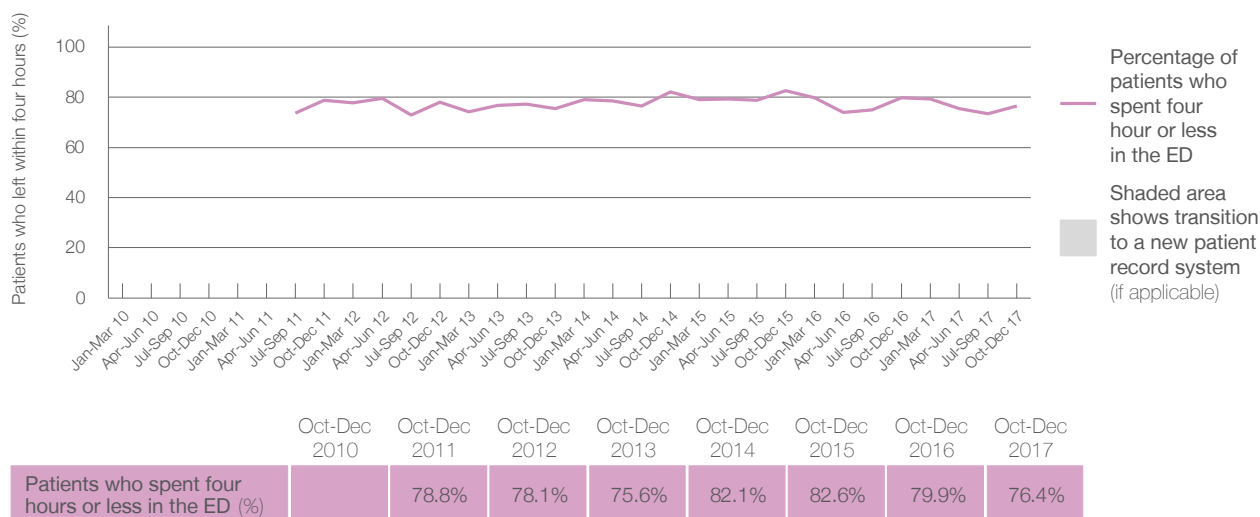
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,606 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,170                 | 10.5%                     |
| 4,170                 | 10.5%                     |
| 79.9%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Bateman's Bay District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 4,676 patients

Emergency presentations:<sup>2</sup> 4,534 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,132                 | 13.2%                     |
| 3,976                 | 14.0%                     |

## Bateman's Bay District Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 398 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,239 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,257 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 96 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 622 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 72 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 359                   |                   |
| 8 minutes             | 8 minutes         |
| 26 minutes            | 23 minutes        |
| 1,117                 |                   |
| 19 minutes            | 20 minutes        |
| 56 minutes            | 65 minutes        |
| 1,891                 |                   |
| 23 minutes            | 26 minutes        |
| 85 minutes            | 99 minutes        |
| 600                   |                   |
| 23 minutes            | 23 minutes        |
| 105 minutes           | 103 minutes       |

## Bateman's Bay District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,676 patients

Percentage of patients who spent four hours or less in the ED 87.7%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,132                 | 13.2%                     |
| 87.5%                 |                           |

\* 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.

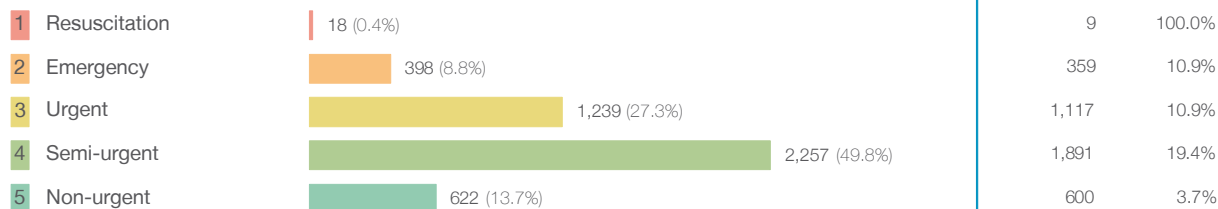
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Bateman's Bay District Hospital: Patients presenting to the emergency department

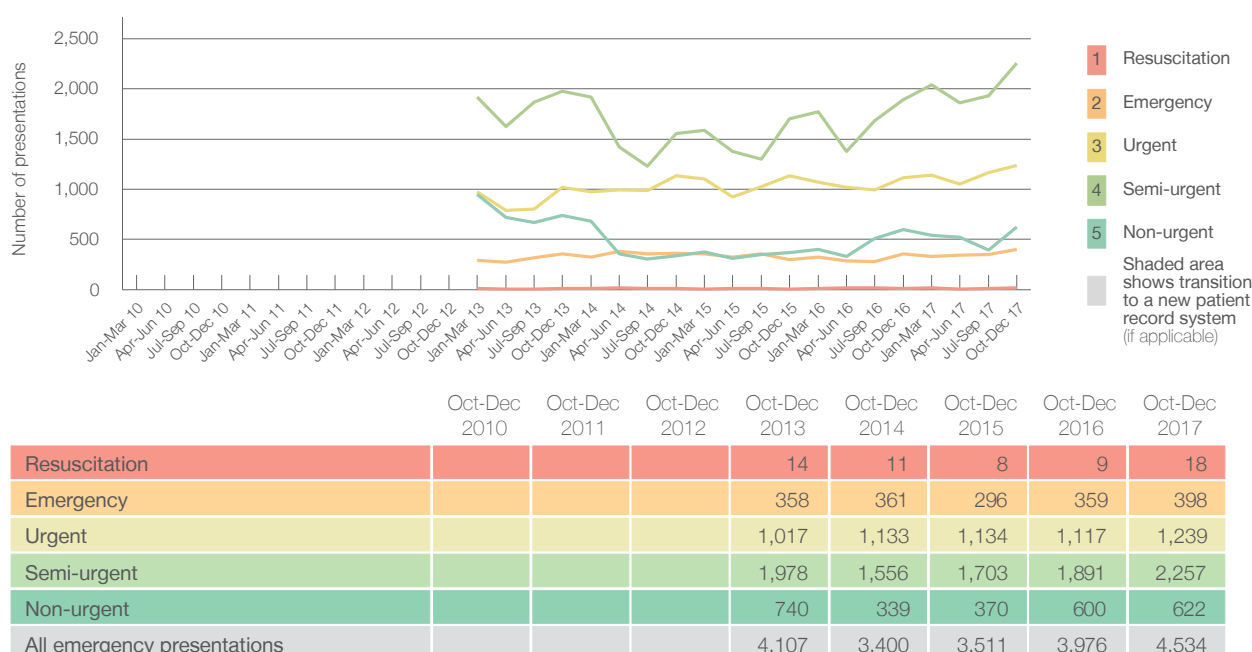
October to December 2017

All presentations:<sup>1</sup> 4,676 patients

Emergency presentations<sup>2</sup> by triage category: 4,534 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



## Bateman's Bay District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 484 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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## Bateman's Bay District Hospital: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 398

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 395

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

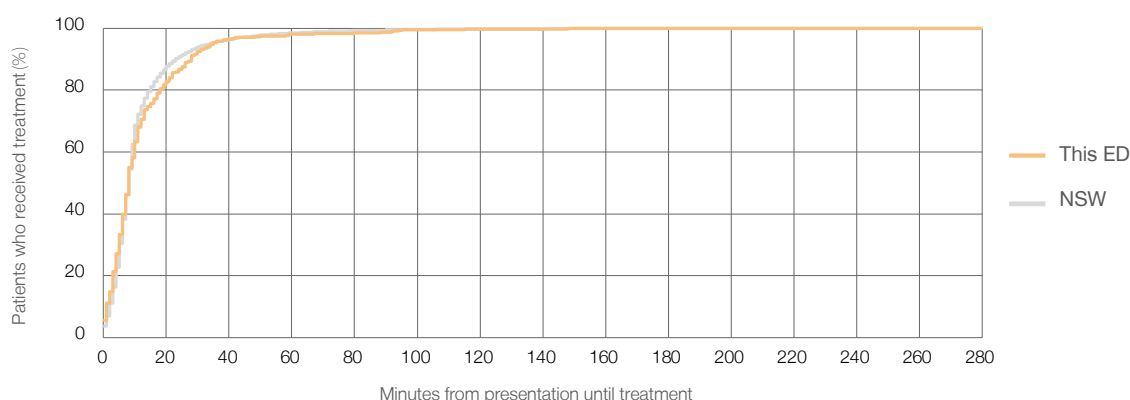
8 minutes

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

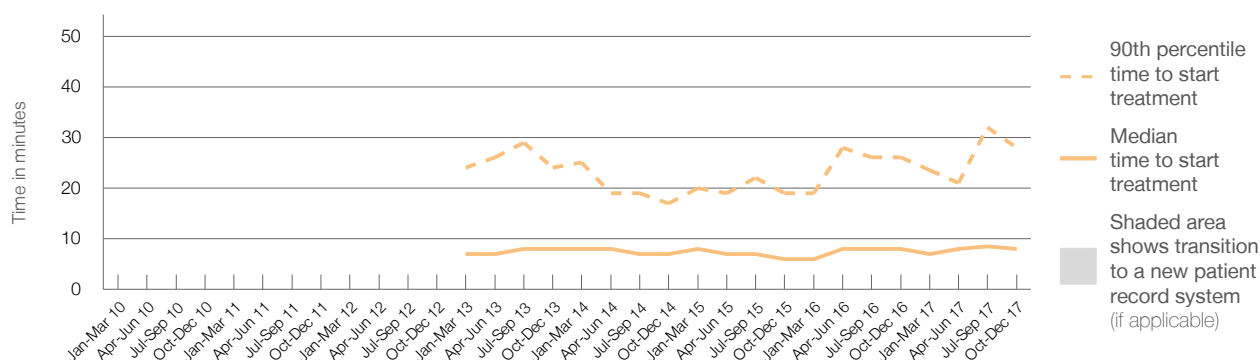
28 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 359                   |                   |
| 358                   |                   |
| 8 minutes             | 8 minutes         |
| 26 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 8            | 7            | 6            | 8            | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 24           | 17           | 19           | 26           | 28           |

(†) 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.

## Bateman's Bay District Hospital: Time patients waited to start treatment, triage 3

October to December 2017

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

Number of triage 3 patients: 1,239

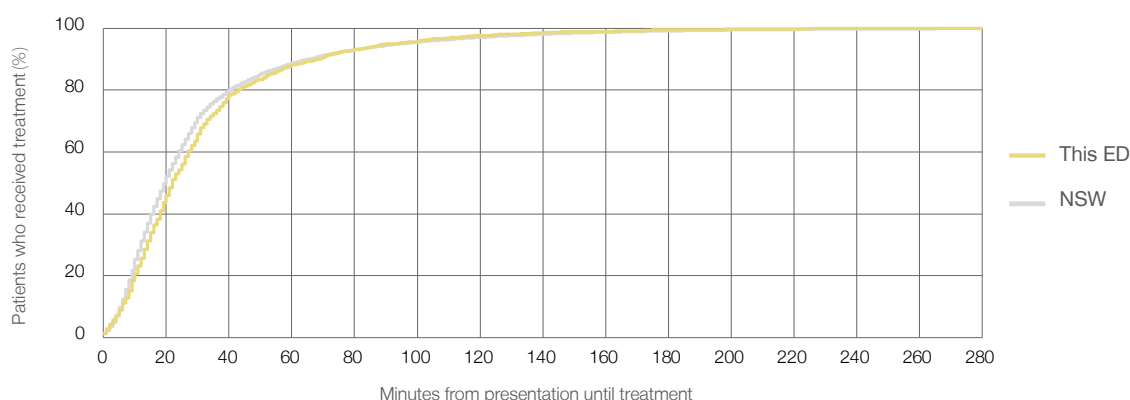
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,173

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

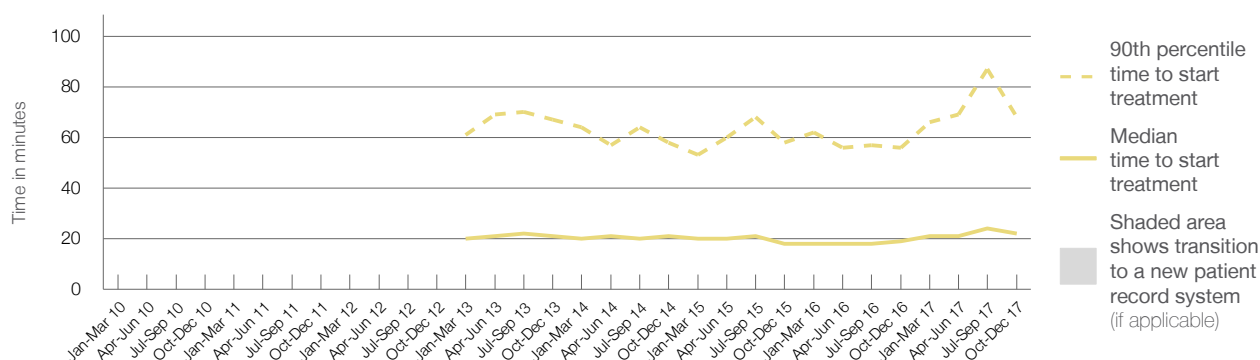
90th percentile time to start treatment<sup>5</sup> 68 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,117                 |                   |
| 1,065                 |                   |
| 19 minutes            | 20 minutes        |
| 56 minutes            | 65 minutes        |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 21           | 21           | 18           | 19           | 22           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 67           | 58           | 58           | 56           | 68           |

(†) 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.

## Bateman's Bay District Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 2,257

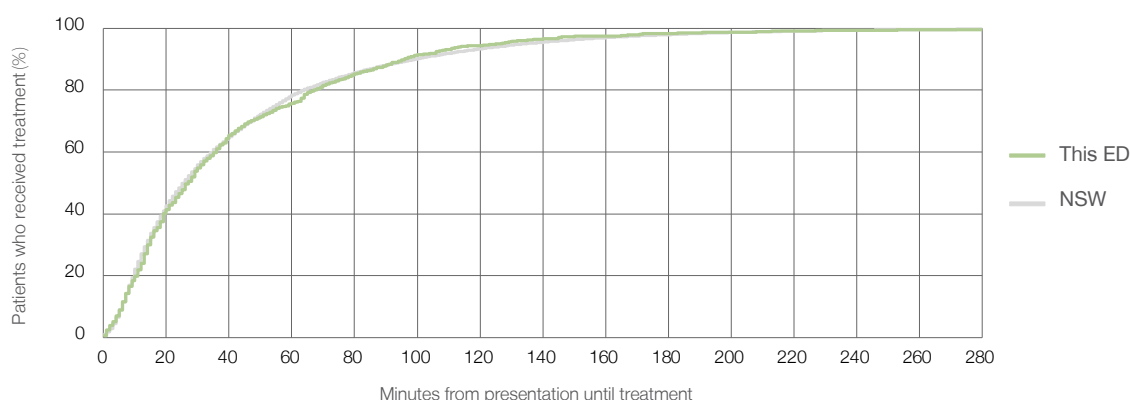
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 982

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

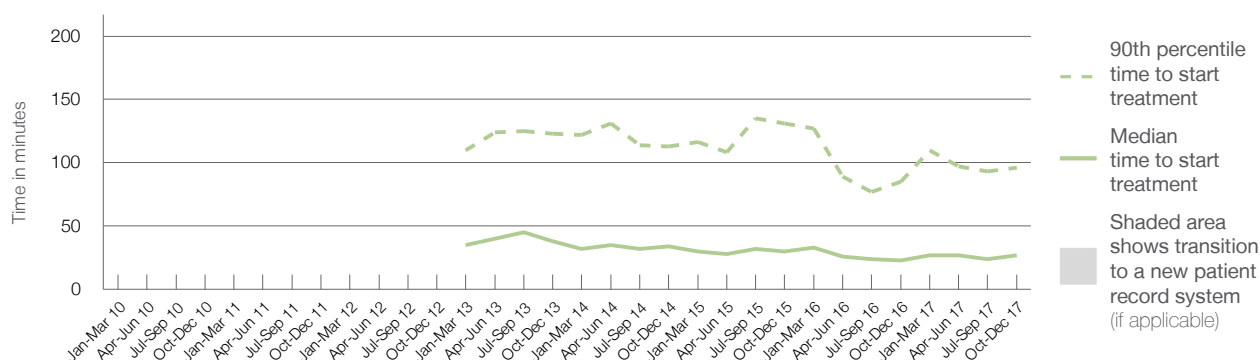
90th percentile time to start treatment<sup>5</sup> 96 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,891                 |                   |
| 925                   |                   |
| 23 minutes            | 26 minutes        |
| 85 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 38           | 34           | 30           | 23           | 27           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 123          | 113          | 131          | 85           | 96           |

(†) 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.

## Bateman's Bay District Hospital: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 622

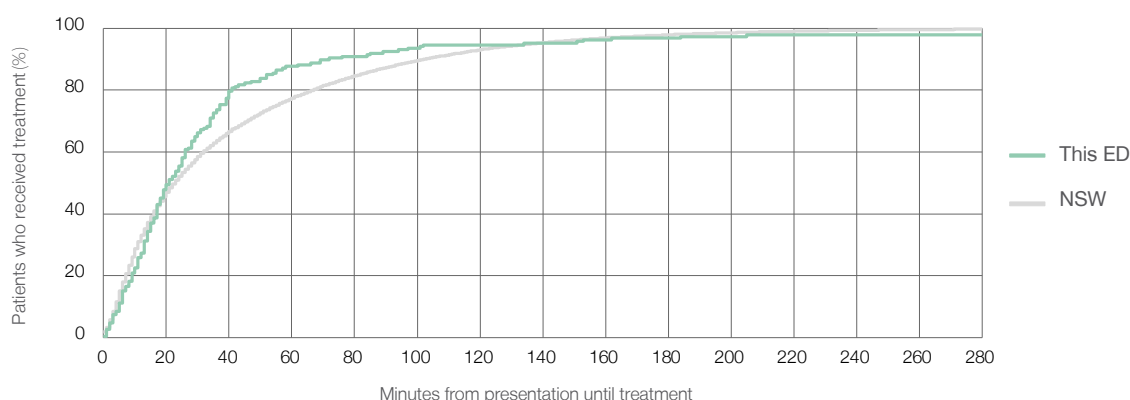
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 186

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

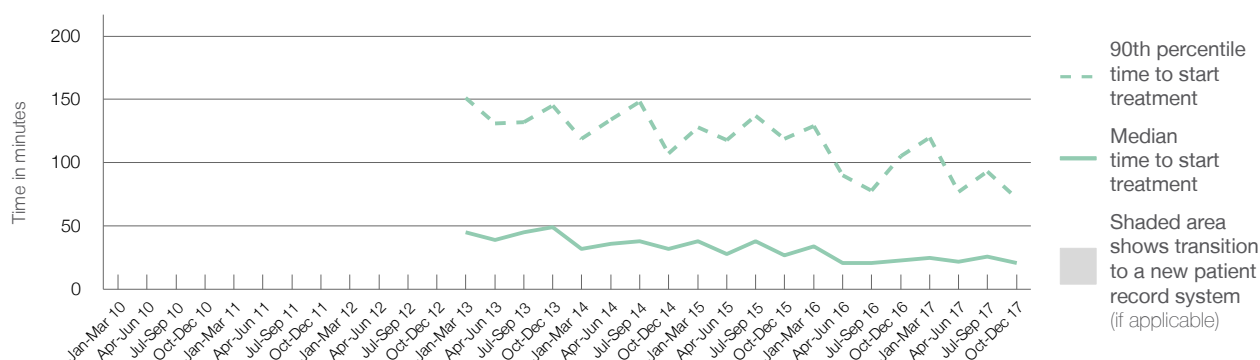
90th percentile time to start treatment<sup>5</sup> 72 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 600                   |                   |
| 162                   |                   |
| 23 minutes            | 23 minutes        |
| 105 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 49           | 32           | 27           | 23           | 21           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 145          | 107          | 119          | 105          | 72           |

(†) 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.



## Bateman's Bay District Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 4,676 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,676 patients

Median time spent in the ED<sup>8</sup>

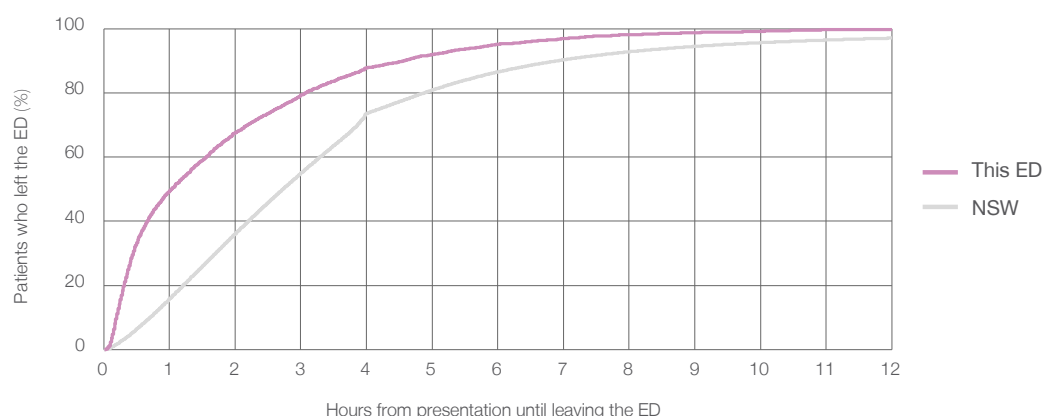
1 hours and 2 minutes

90th percentile time spent in the ED<sup>9</sup>

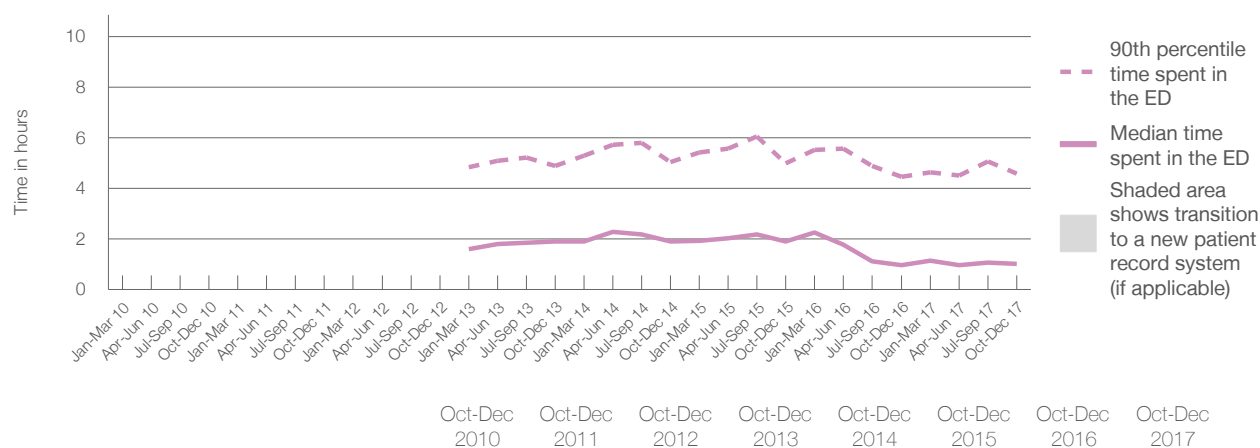
4 hours and 35 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 4,132                  |                        |
| 4,132                  |                        |
| 0 hours and 59 minutes | 2 hours and 44 minutes |
| 4 hours and 28 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



|   |  |  |  |        |        |        |        |        |
|---|--|--|--|--------|--------|--------|--------|--------|
| Median time to leaving the ED <sup>8</sup><br>(hours, minutes)          |  |  |  | 1h 55m | 1h 54m | 1h 54m | 0h 59m | 1h 2m  |
| 90th percentile time to leaving the ED <sup>9</sup><br>(hours, minutes) |  |  |  | 4h 53m | 5h 3m  | 4h 59m | 4h 28m | 4h 35m |

(†) 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.

## Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

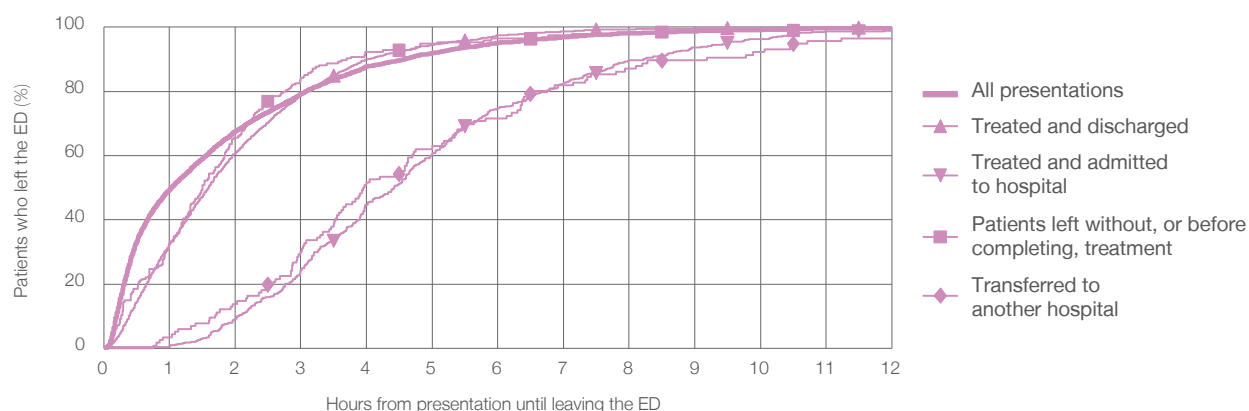
All presentations:<sup>†</sup> 4,676 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,676 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 2,230 (47.7%) |
| Treated and admitted to hospital                      | 493 (10.5%)   |
| Patient left without, or before completing, treatment | 195 (4.2%)    |
| Transferred to another hospital                       | 116 (2.5%)    |
| Other   | 1,642 (35.1%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,132                 | 13.2%                     |
| 1,717                 | 29.9%                     |
| 813                   | -39.4%                    |
| 110                   | 77.3%                     |
| 107                   | 8.4%                      |
| 1,385                 | 18.6%                     |

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



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

|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 32.4% | 60.8% | 78.9% | 90.0% | 97.5% | 99.4% | 99.7% | 100%  |
| Treated and admitted to hospital                      | 0.6%  | 9.1%  | 24.3% | 44.6% | 74.8% | 89.7% | 96.3% | 99.0% |
| Patient left without, or before completing, treatment | 32.8% | 65.6% | 84.1% | 92.3% | 96.4% | 97.9% | 99.0% | 100%  |
| Transferred to another hospital                       | 3.4%  | 13.8% | 30.2% | 51.7% | 71.6% | 87.1% | 92.2% | 96.6% |
| All presentations                                     | 49.5% | 67.5% | 79.3% | 87.7% | 95.2% | 98.1% | 99.2% | 99.8% |

(†) 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.

## Bateman's Bay District Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 4,676 patients

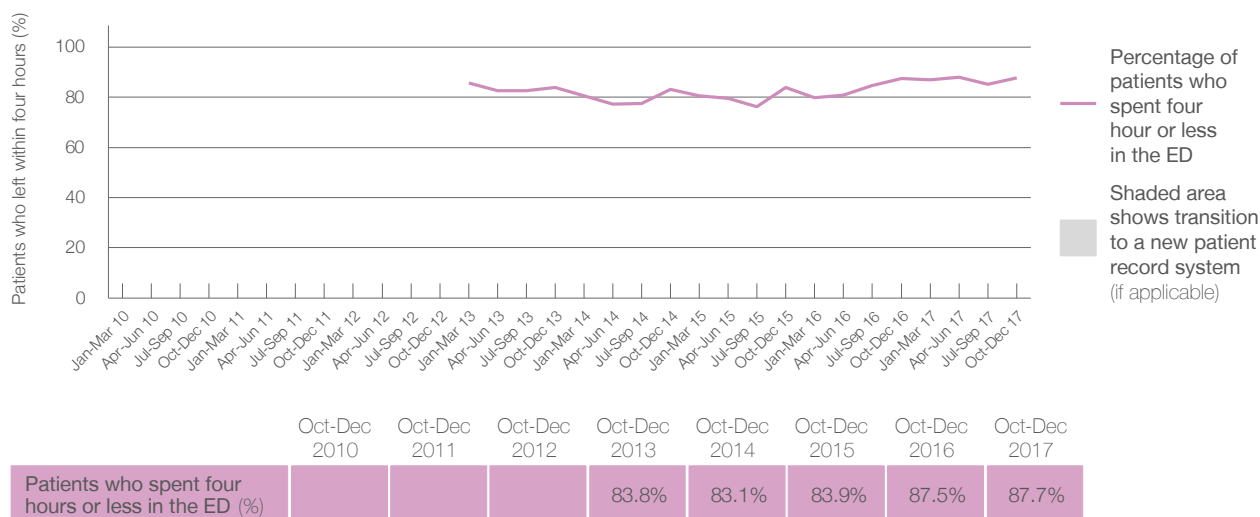
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,676 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,132                 | 13.2%                     |
| 4,132                 | 13.2%                     |
| 87.5%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 4,364 patients

Emergency presentations:<sup>2</sup> 4,293 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,258                 | 2.5%                      |
| 4,206                 | 2.1%                      |

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment <sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 632 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,067 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 57 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,141 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 112 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 432 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 132 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 623                   |                   |
| 7 minutes             | 8 minutes         |
| 18 minutes            | 23 minutes        |
| 949                   |                   |
| 18 minutes            | 20 minutes        |
| 62 minutes            | 65 minutes        |
| 2,076                 |                   |
| 28 minutes            | 26 minutes        |
| 119 minutes           | 99 minutes        |
| 536                   |                   |
| 32 minutes            | 23 minutes        |
| 140 minutes           | 103 minutes       |

## Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,364 patients

Percentage of patients who spent four hours or less in the ED 82.8%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,255                 | 2.6%                      |
| 78.1%                 |                           |

\* 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.

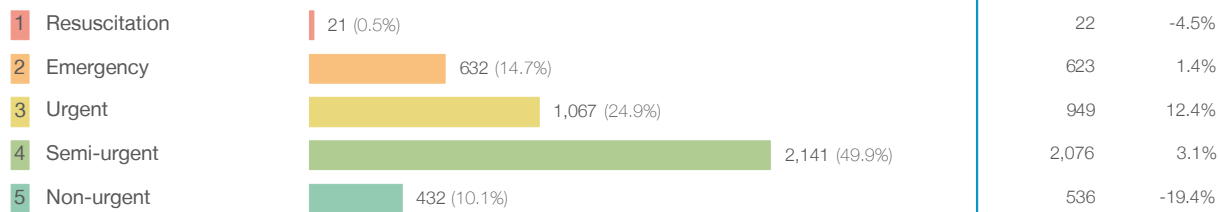
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department

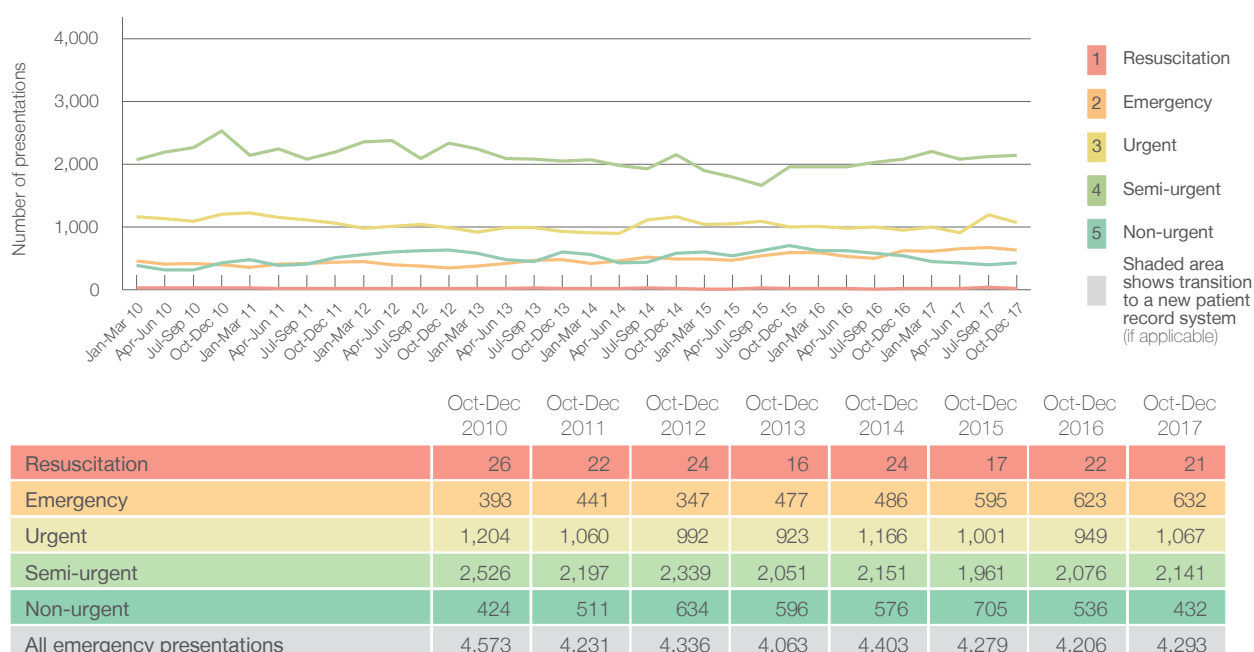
October to December 2017

All presentations:<sup>1</sup> 4,364 patients

Emergency presentations<sup>2</sup> by triage category: 4,293 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017<sup>‡</sup>



## Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 744 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.

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

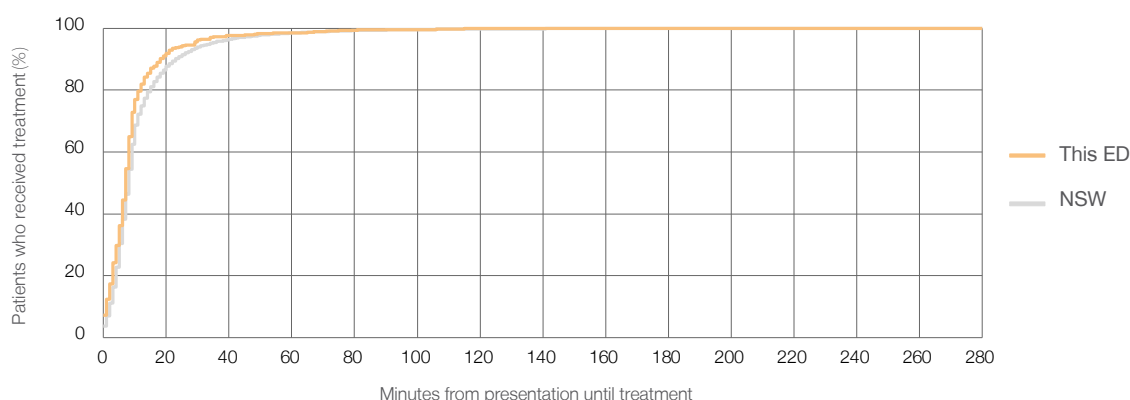
Number of triage 2 patients: 632

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 629

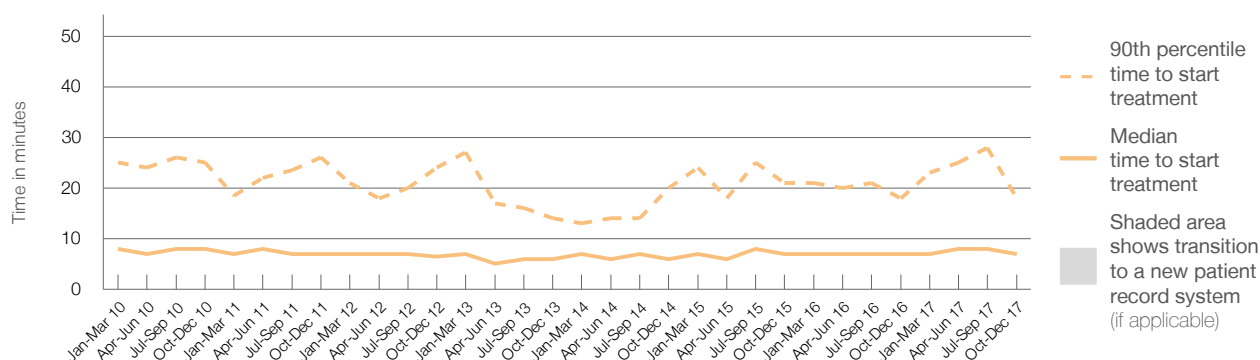
Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 18 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 623                   |                   |
| 618                   |                   |
| 7 minutes             | 8 minutes         |
| 18 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 8            | 7            | 7            | 6            | 6            | 7            | 7            | 7            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 25           | 26           | 24           | 14           | 20           | 21           | 18           | 18           |

(†) 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.

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,067

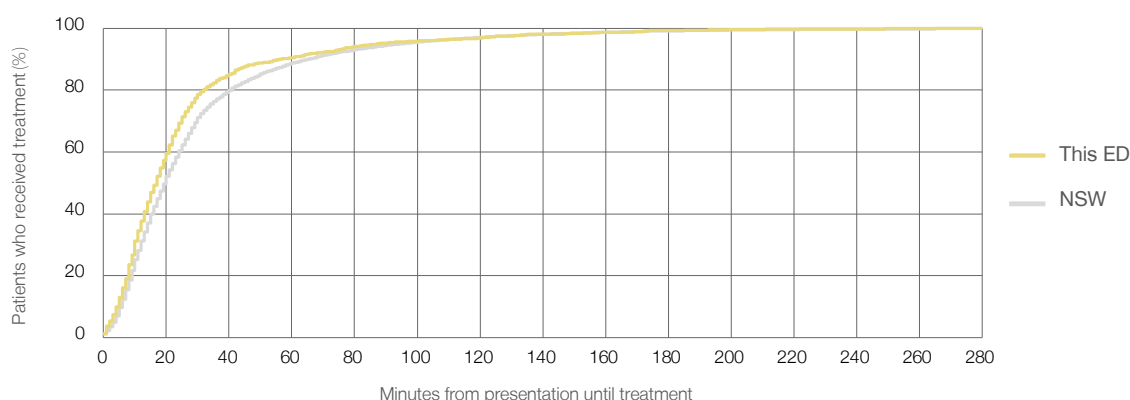
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,050

Median time to start treatment<sup>4</sup> 17 minutes

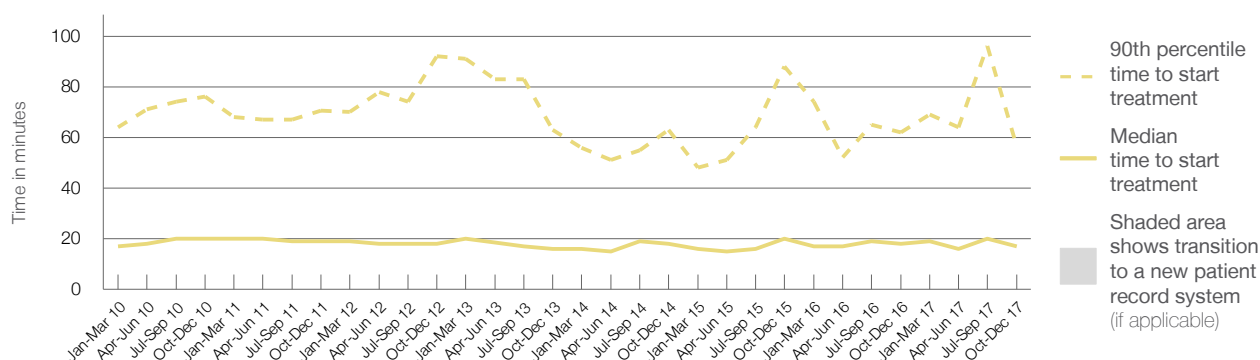
90th percentile time to start treatment<sup>5</sup> 57 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 949                   |                   |
| 925                   |                   |
| 18 minutes            | 20 minutes        |
| 62 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 20           | 19           | 18           | 16           | 18           | 20           | 18           | 17           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 76           | 71           | 92           | 63           | 63           | 88           | 62           | 57           |

(†) 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.

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,141

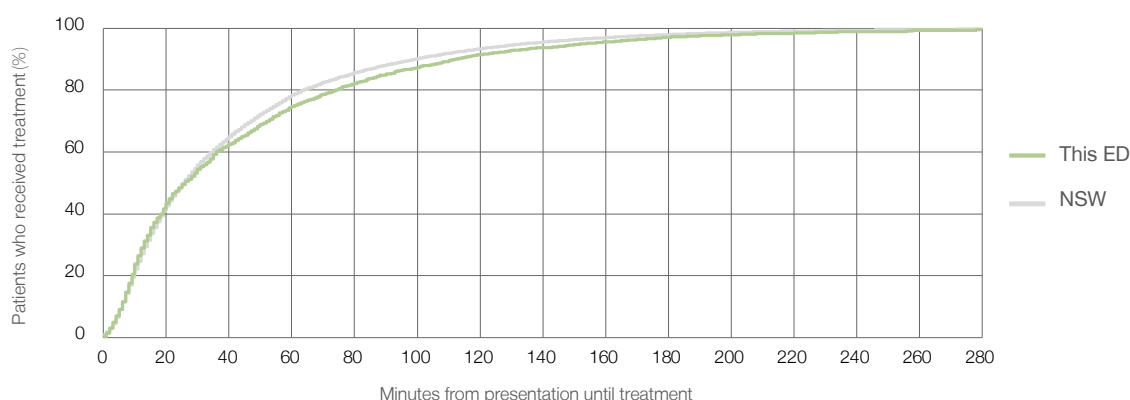
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,037

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

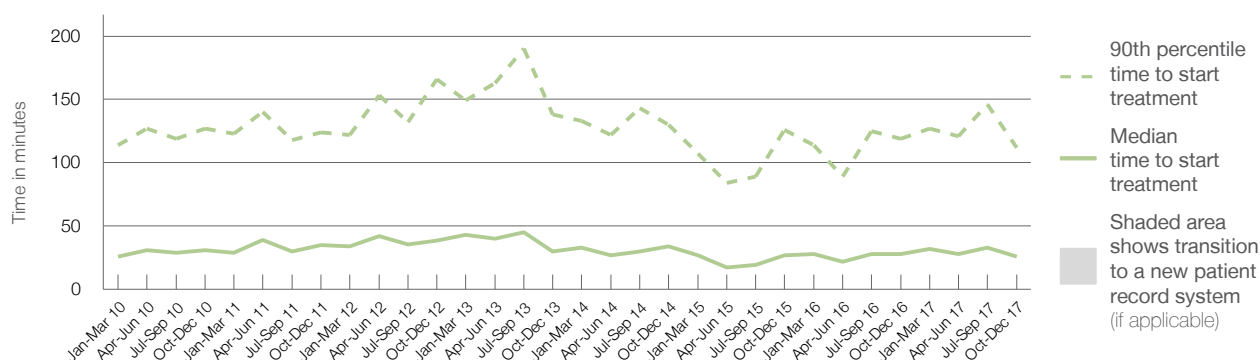
90th percentile time to start treatment<sup>5</sup> 112 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,076                 | 1,930             |
| 28 minutes            | 26 minutes        |
| 119 minutes           | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 31           | 35           | 39           | 30           | 34           | 27           | 28           | 26           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 127          | 124          | 166          | 138          | 130          | 126          | 119          | 112          |

(†) 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.



## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 432

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 367

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

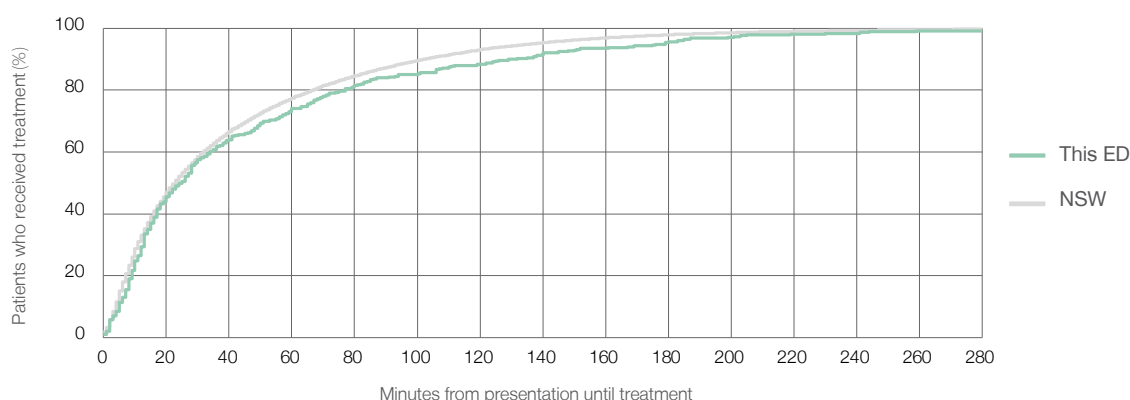
25 minutes

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

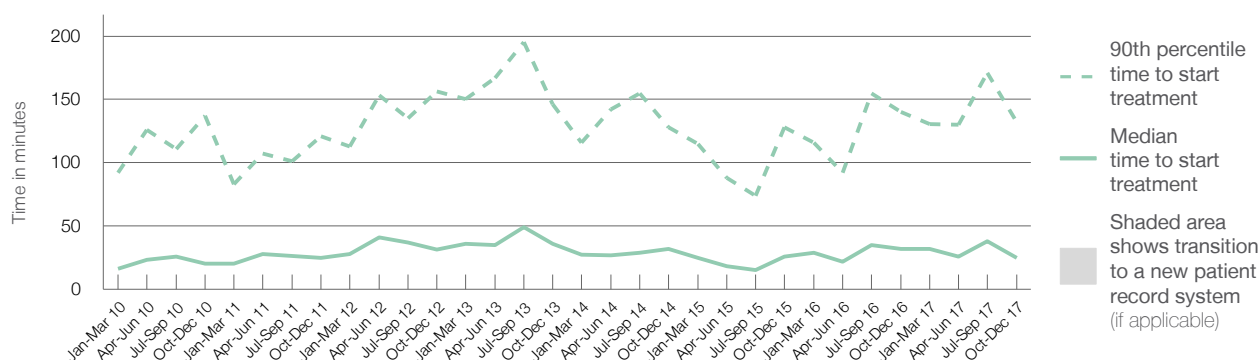
132 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 536                   |                   |
| 463                   |                   |
| 32 minutes            | 23 minutes        |
| 140 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 20           | 25           | 32           | 36           | 32           | 26           | 32           | 25           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 137          | 121          | 157          | 146          | 128          | 128          | 140          | 132          |

(†) 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.

## Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 4,364 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,364 patients

Median time spent in the ED<sup>8</sup>

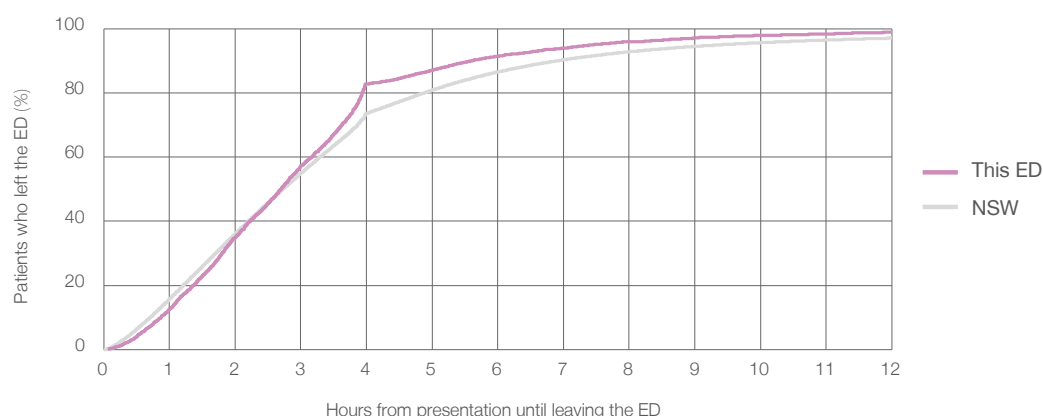
2 hours and 42 minutes

90th percentile time spent in the ED<sup>9</sup>

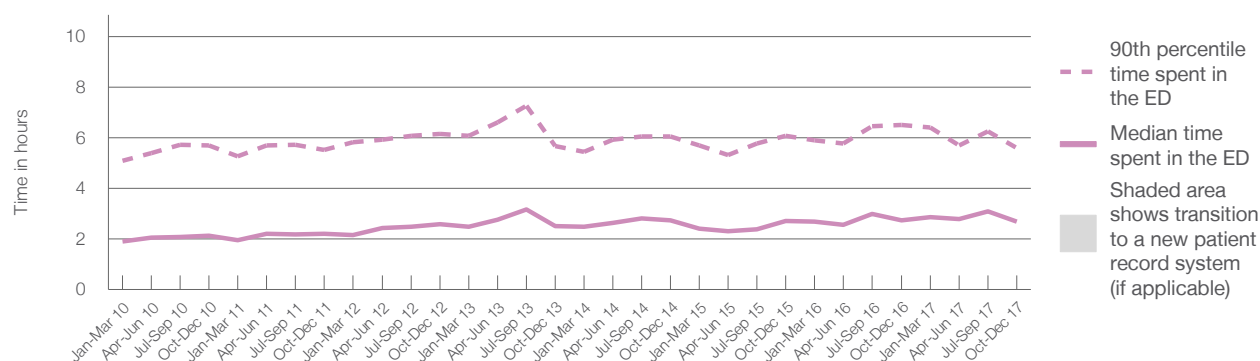
5 hours and 36 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 4,258                  |                        |
| 4,255                  |                        |
| 2 hours and 44 minutes | 2 hours and 44 minutes |
| 6 hours and 30 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 2h 8m        | 2h 12m       | 2h 35m       | 2h 31m       | 2h 44m       | 2h 43m       | 2h 44m       | 2h 42m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 5h 42m       | 5h 32m       | 6h 10m       | 5h 41m       | 6h 4m        | 6h 5m        | 6h 30m       | 5h 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.

## Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

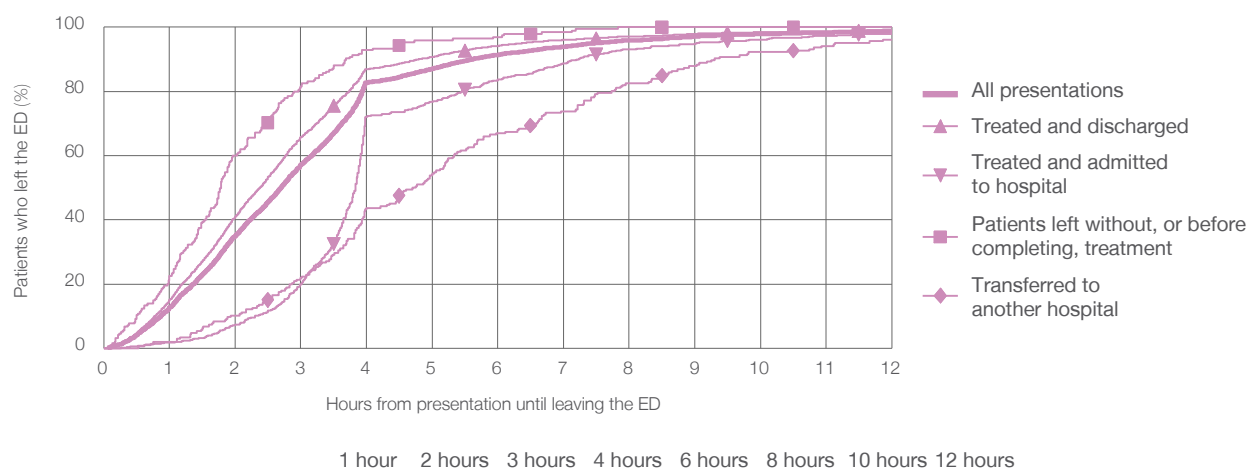
October to December 2017

All presentations:<sup>†</sup> 4,364 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,364 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged                                | 3,264 (74.8%) | 4,255                 | 2.6%                      |
| Treated and admitted to hospital                      | 687 (15.7%)   | 3,129                 | 4.3%                      |
| Patient left without, or before completing, treatment | 195 (4.5%)    | 669                   | 2.7%                      |
| Transferred to another hospital                       | 206 (4.7%)    | 254                   | -23.2%                    |
| Other   | 12 (0.3%)     | 186                   | 10.8%                     |
|   |               | 20                    | -40.0%                    |

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



|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 15.1% | 41.0% | 65.8% | 86.9% | 94.2% | 97.1% | 98.5% | 99.1% |
| Treated and admitted to hospital                      | 1.7%  | 7.3%  | 19.9% | 72.2% | 83.7% | 93.2% | 96.1% | 98.0% |
| Patient left without, or before completing, treatment | 22.6% | 60.0% | 81.5% | 92.8% | 96.9% | 100%  | 100%  | 100%  |
| Transferred to another hospital                       | 1.9%  | 10.2% | 21.8% | 43.7% | 67.0% | 82.5% | 92.2% | 96.1% |
| All presentations                                     | 12.8% | 35.1% | 57.2% | 82.8% | 91.4% | 95.9% | 97.9% | 98.8% |

(†) 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.

## Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: <sup>1</sup> 4,364 patients

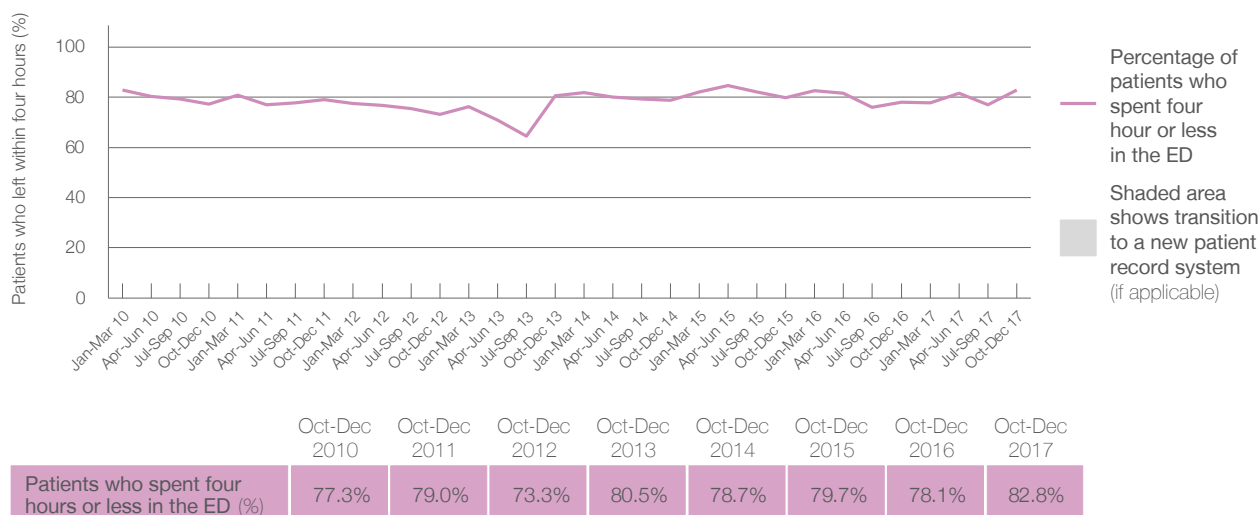
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,364 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,258                 | 2.5%                      |
| 4,255                 | 2.6%                      |
| 78.1%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Byron Central Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 5,481 patients

Emergency presentations:<sup>2</sup> 5,392 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,958                 | 10.5%                     |
| 4,895                 | 10.2%                     |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 510 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,843 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 50 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,310 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 87 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 721 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 105 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 465                   |                   |
| 8 minutes             | 8 minutes         |
| 23 minutes            | 23 minutes        |
| 1,381                 |                   |
| 15 minutes            | 20 minutes        |
| 46 minutes            | 65 minutes        |
| 2,088                 |                   |
| 20 minutes            | 26 minutes        |
| 75 minutes            | 99 minutes        |
| 947                   |                   |
| 21 minutes            | 23 minutes        |
| 108 minutes           | 103 minutes       |

## Byron Central Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,476 patients

Percentage of patients who spent four hours or less in the ED 84.0%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,958                 | 10.4%                     |
| 85.5%                 |                           |

\* 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.

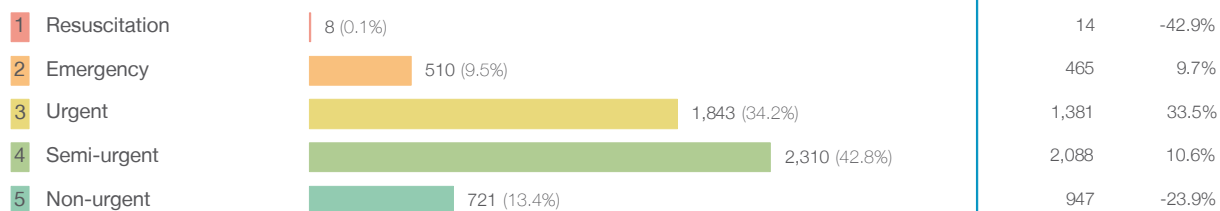
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Byron Central Hospital: Patients presenting to the emergency department

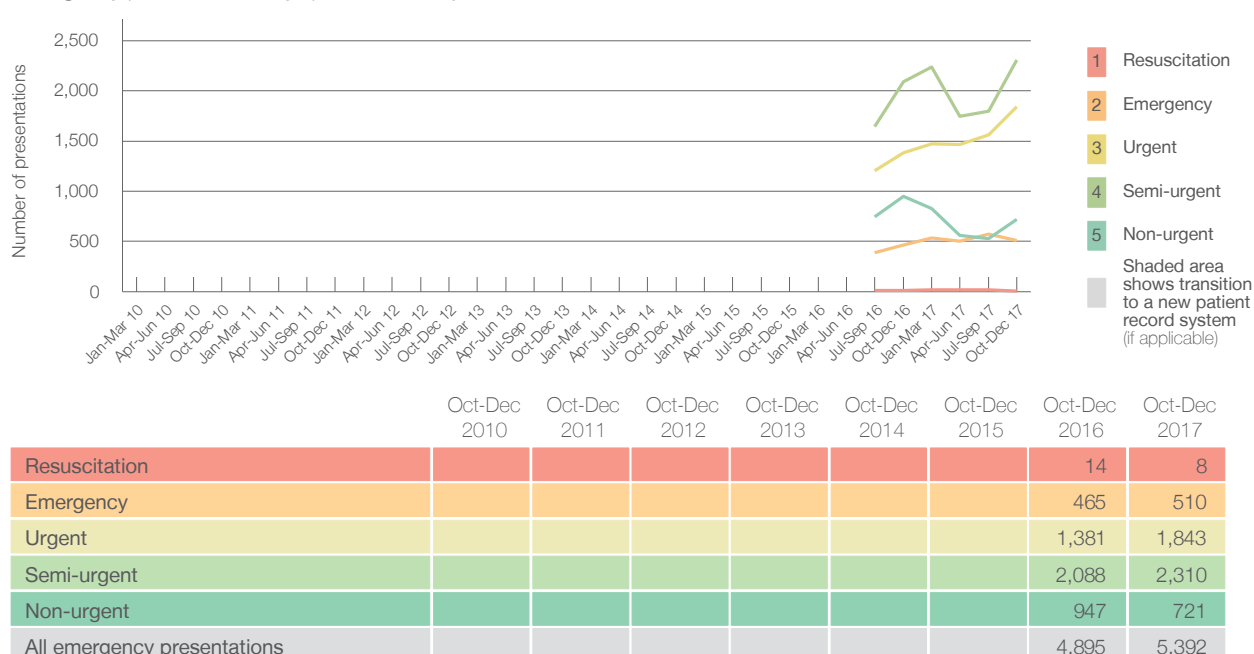
October to December 2017

All presentations:<sup>1</sup> 5,481 patients

Emergency presentations<sup>2</sup> by triage category: 5,392 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



## Byron Central Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 349 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.

(§) 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.

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

October to December 2017

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

Number of triage 2 patients: 510

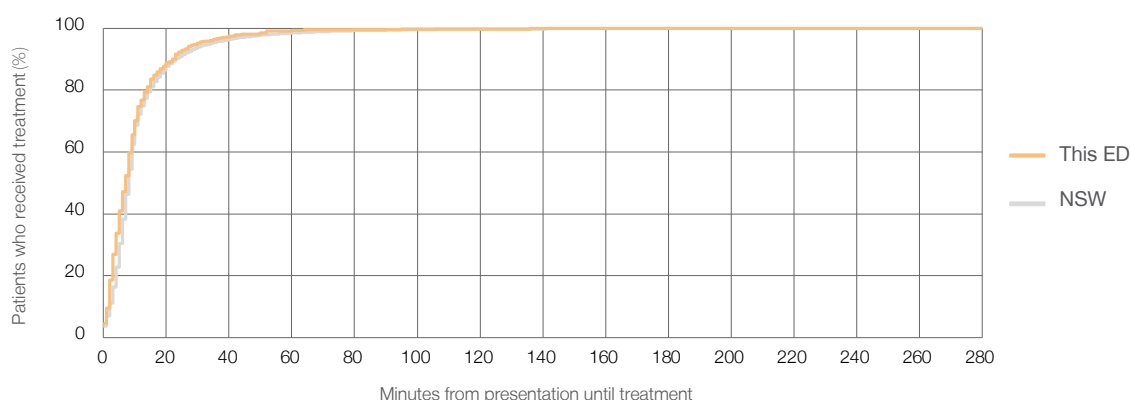
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 503

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

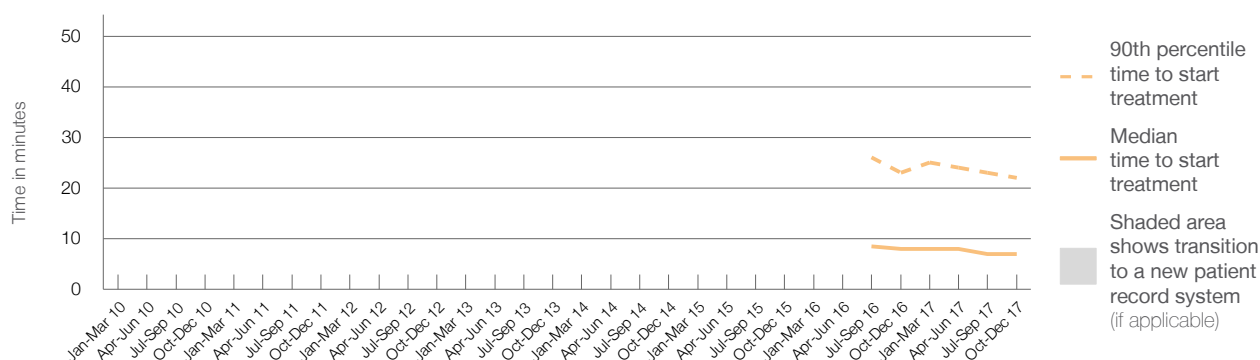
90th percentile time to start treatment <sup>5</sup> 22 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 465                   |                   |
| 464                   |                   |
| 8 minutes             | 8 minutes         |
| 23 minutes            | 23 minutes        |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017 <sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              |              |              | 8            | 7            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              |              |              | 23           | 22           |

(†) 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.

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

October to December 2017

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

Number of triage 3 patients: 1,843

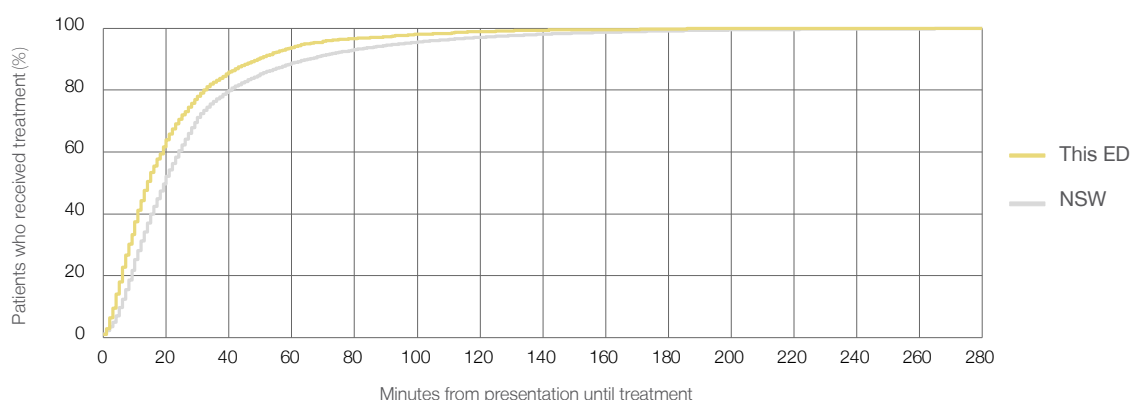
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,829

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

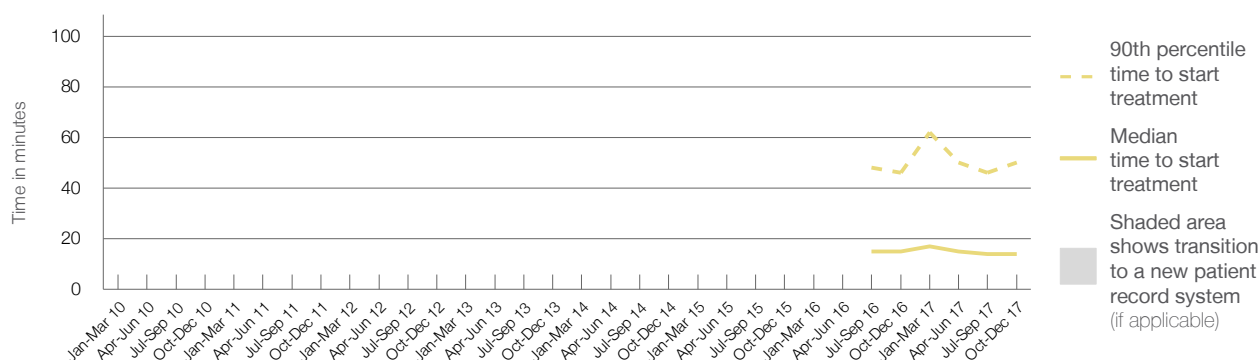
90th percentile time to start treatment<sup>5</sup> 50 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,381                 |                   |
| 1,363                 |                   |
| 15 minutes            | 20 minutes        |
| 46 minutes            | 65 minutes        |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              |              |              | 15           | 14           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              |              |              | 46           | 50           |

(†) 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.



## Byron Central Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 2,310

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,239

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

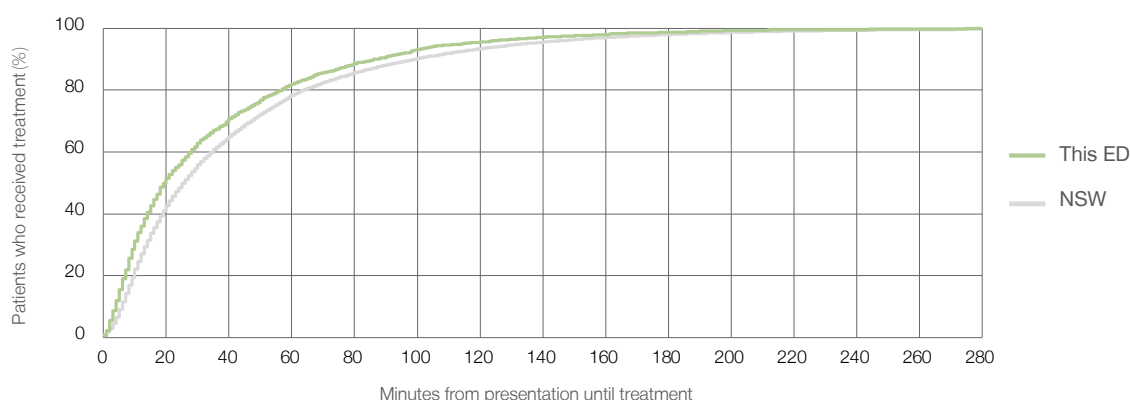
20 minutes

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

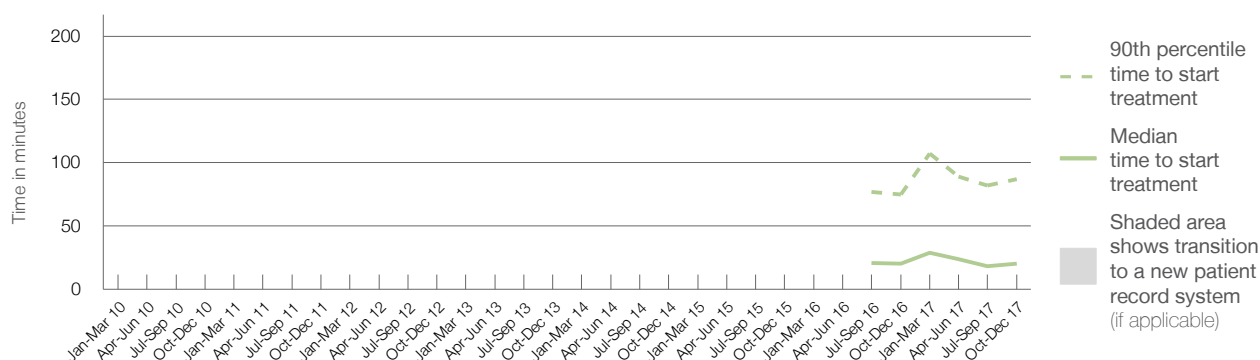
87 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,088                 |                   |
| 2,026                 |                   |
| 20 minutes            | 26 minutes        |
| 75 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              |              |              | 20           | 20           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              |              |              | 75           | 87           |

(†) 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.

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

October to December 2017

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

Number of triage 5 patients: 721

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 657

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

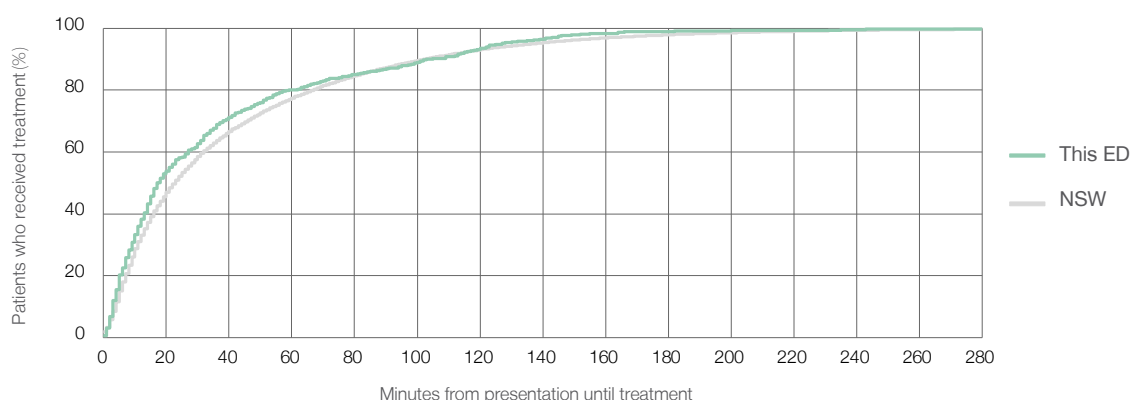
17 minutes

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

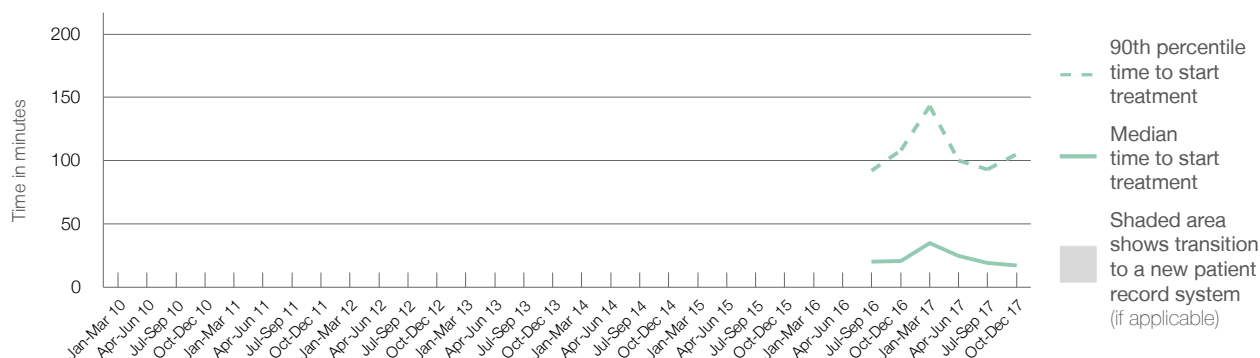
105 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 947                   |                   |
| 855                   |                   |
| 21 minutes            | 23 minutes        |
| 108 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              |              |              | 21           | 17           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              |              |              | 108          | 105          |

(†) 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.

## Byron Central Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 5,481 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,476 patients

Median time spent in the ED<sup>8</sup>

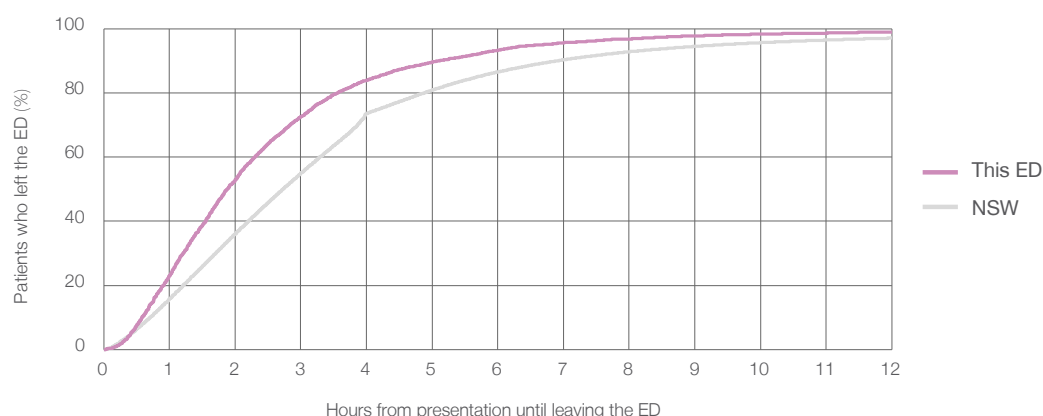
1 hours and 53 minutes

90th percentile time spent in the ED<sup>9</sup>

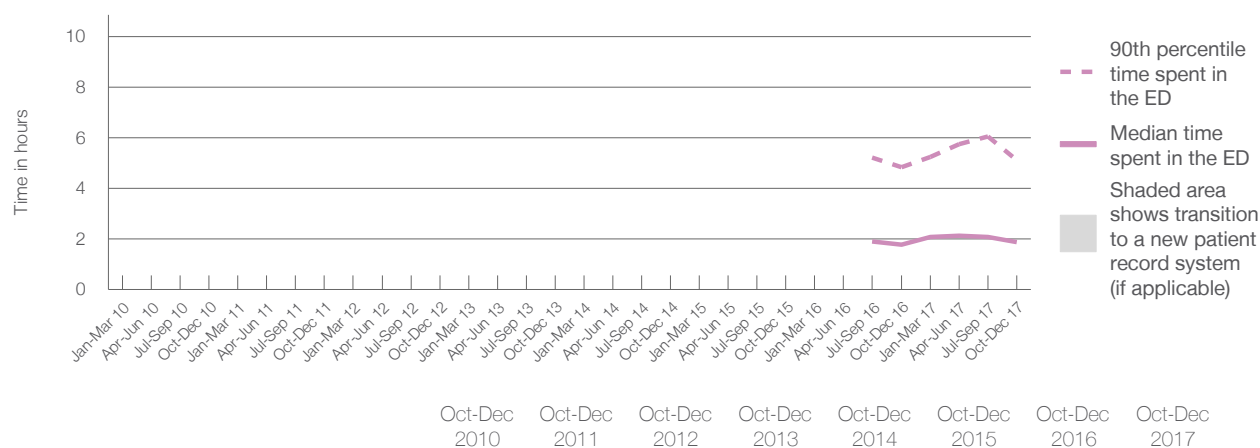
5 hours and 7 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 4,958                  |                        |
| 4,958                  |                        |
| 1 hours and 47 minutes | 2 hours and 44 minutes |
| 4 hours and 51 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          |              |              |              |              |              |              | 1h 47m       | 1h 53m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) |              |              |              |              |              |              | 4h 51m       | 5h 7m        |

(†) 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.

## Byron Central Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

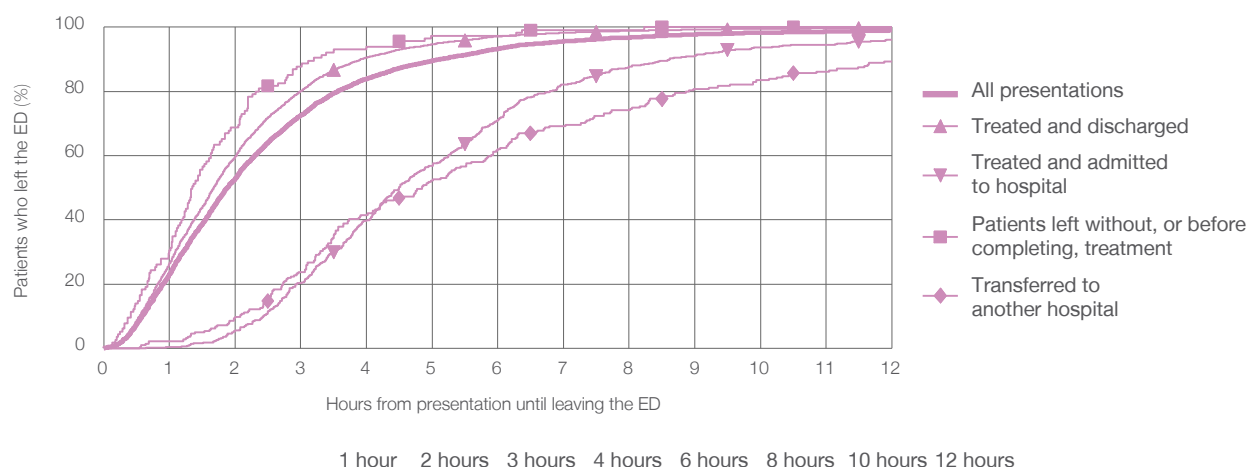
All presentations:<sup>†</sup> 5,481 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 5,476 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 4,628 (84.4%) |
| Treated and admitted to hospital                      | 499 (9.1%)    |
| Patient left without, or before completing, treatment | 115 (2.1%)    |
| Transferred to another hospital                       | 224 (4.1%)    |
| Other   | 15 (0.3%)     |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,958                 | 10.4%                     |
| 4,251                 | 8.9%                      |
| 410                   | 21.7%                     |
| 76                    | 51.3%                     |
| 212                   | 5.7%                      |
| 9                     | 66.7%                     |

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



|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 26.5% | 59.9% | 80.2% | 90.6% | 97.1% | 98.9% | 99.5% | 99.8% |
| Treated and admitted to hospital                      | 0.4%  | 5.6%  | 20.2% | 39.9% | 71.1% | 87.8% | 93.8% | 96.2% |
| Patient left without, or before completing, treatment | 30.4% | 68.7% | 87.8% | 93.9% | 97.4% | 99.1% | 100%  | 100%  |
| Transferred to another hospital                       | 2.2%  | 9.8%  | 23.7% | 41.5% | 62.1% | 74.1% | 83.5% | 89.3% |
| All presentations                                     | 23.2% | 53.0% | 72.5% | 84.0% | 93.3% | 96.8% | 98.3% | 99.0% |

(†) 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.

## Byron Central Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 5,481 patients

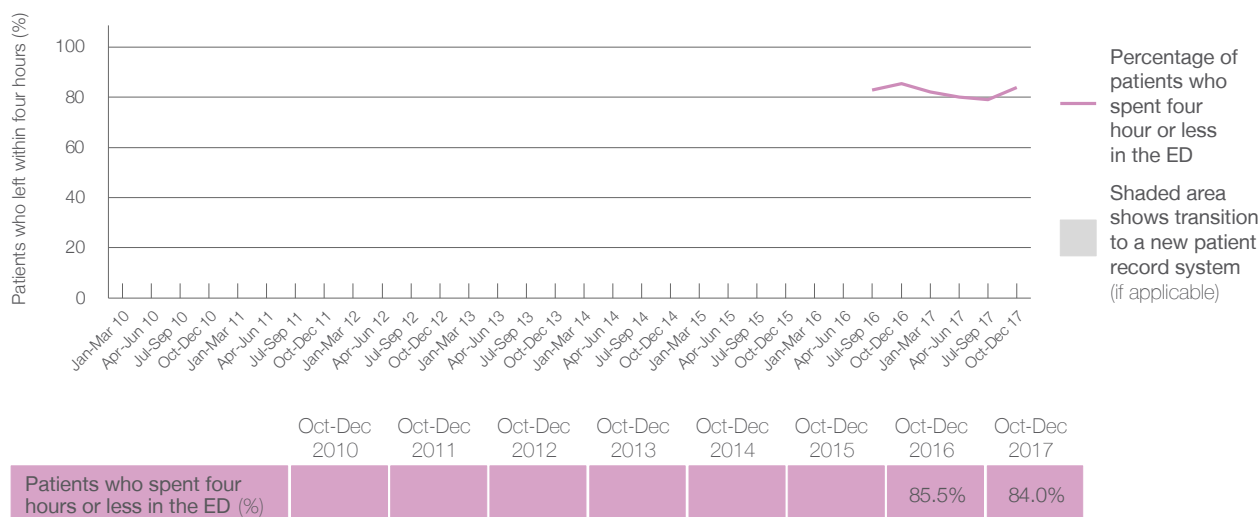
Presentations used to calculate time to leaving the ED: <sup>6</sup> 5,476 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,958                 | 10.5%                     |
| 4,958                 | 10.4%                     |
| 85.5%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Casino and District Memorial Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 3,602 patients

Emergency presentations:<sup>2</sup> 3,376 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,471                 | 3.8%                      |
| 3,266                 | 3.4%                      |

## Casino and District Memorial Hospital: Time patients waited to start treatment <sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 377 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,007 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,646 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 95 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 346 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 107 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 216                   |                   |
| 6 minutes             | 8 minutes         |
| 21 minutes            | 23 minutes        |
| 1,079                 |                   |
| 22 minutes            | 20 minutes        |
| 73 minutes            | 65 minutes        |
| 1,612                 |                   |
| 38 minutes            | 26 minutes        |
| 131 minutes           | 99 minutes        |
| 353                   |                   |
| 27 minutes            | 23 minutes        |
| 129 minutes           | 103 minutes       |

## Casino and District Memorial Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,599 patients

Percentage of patients who spent four hours or less in the ED 86.6%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,471                 | 3.7%                      |
| 86.6%                 |                           |

\* 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.

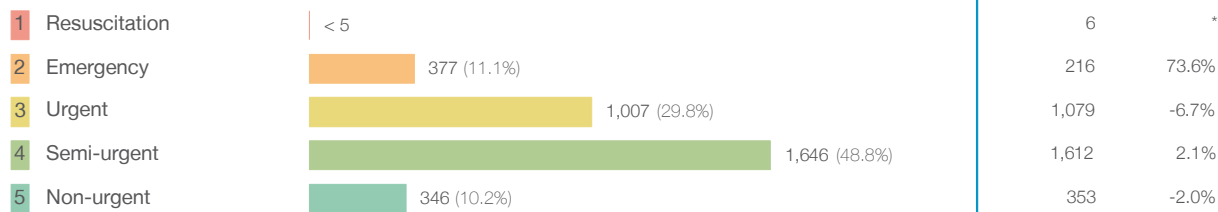
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Casino and District Memorial Hospital: Patients presenting to the emergency department

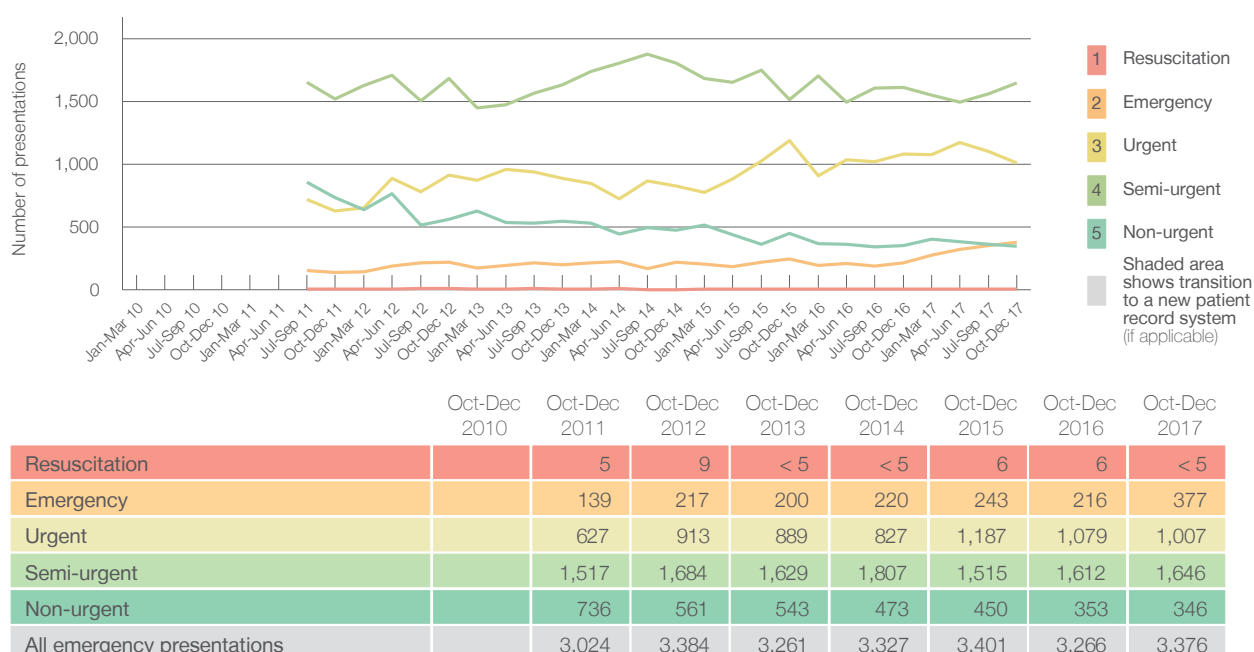
October to December 2017

All presentations:<sup>1</sup> 3,602 patients

Emergency presentations<sup>2</sup> by triage category: 3,376 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



## Casino and District Memorial Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 324 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.

(§) 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.

## Casino and District Memorial Hospital: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 377

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 340

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

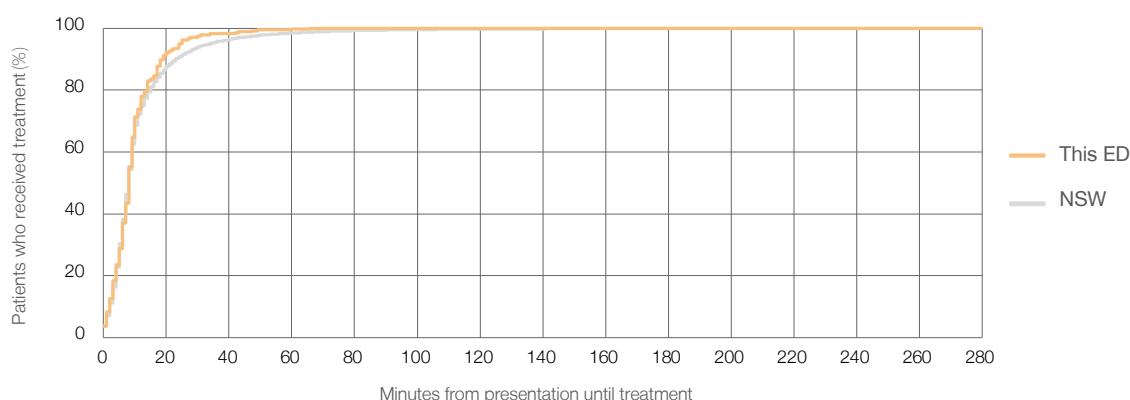
8 minutes

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

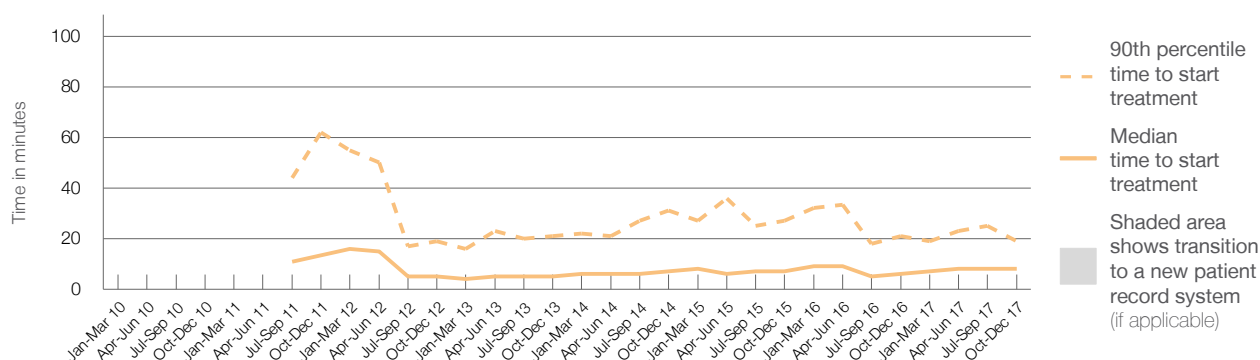
19 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 216                   |                   |
| 206                   |                   |
| 6 minutes             | 8 minutes         |
| 21 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 14           | 5            | 5            | 7            | 7            | 6            | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 62           | 19           | 21           | 31           | 27           | 21           | 19           |

(†) 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.



## Casino and District Memorial Hospital: Time patients waited to start treatment, triage 3

October to December 2017

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

Number of triage 3 patients: 1,007

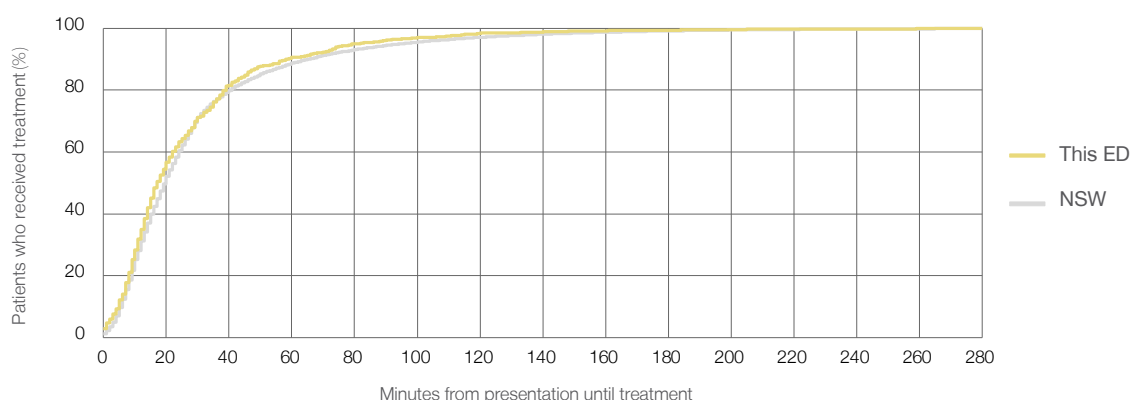
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 923

Median time to start treatment<sup>4</sup> 17 minutes

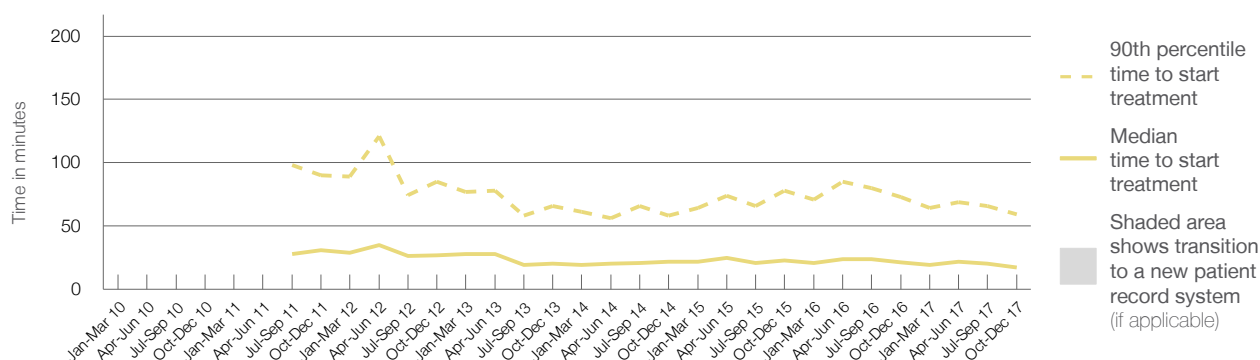
90th percentile time to start treatment<sup>5</sup> 59 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,079                 |                   |
| 1,012                 |                   |
| 22 minutes            | 20 minutes        |
| 73 minutes            | 65 minutes        |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 31           | 27           | 20           | 22           | 23           | 22           | 17           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 90           | 85           | 66           | 58           | 78           | 73           | 59           |

(†) 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.

## Casino and District Memorial Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 1,646

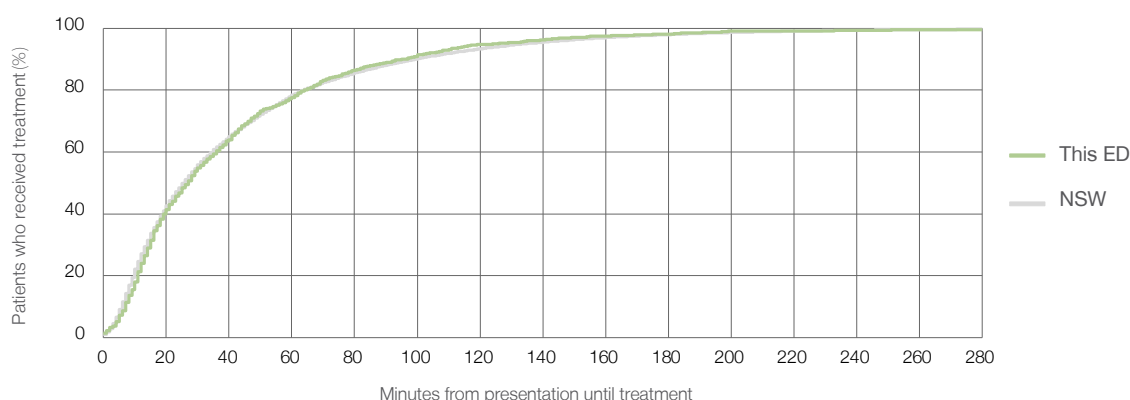
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,463

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

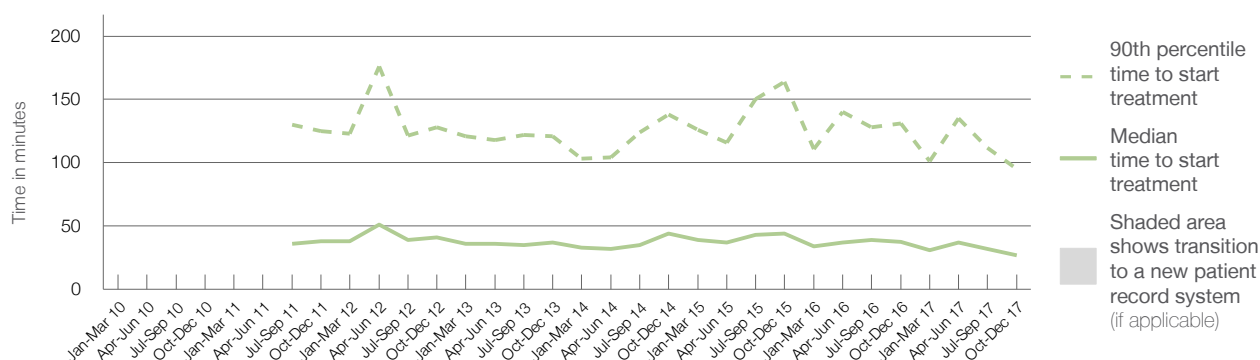
90th percentile time to start treatment<sup>5</sup> 95 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,612                 |                   |
| 1,446                 |                   |
| 38 minutes            | 26 minutes        |
| 131 minutes           | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 38           | 41           | 37           | 44           | 44           | 38           | 27           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 125          | 128          | 121          | 138          | 164          | 131          | 95           |

(†) 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.

## Casino and District Memorial Hospital: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 346

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 261

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

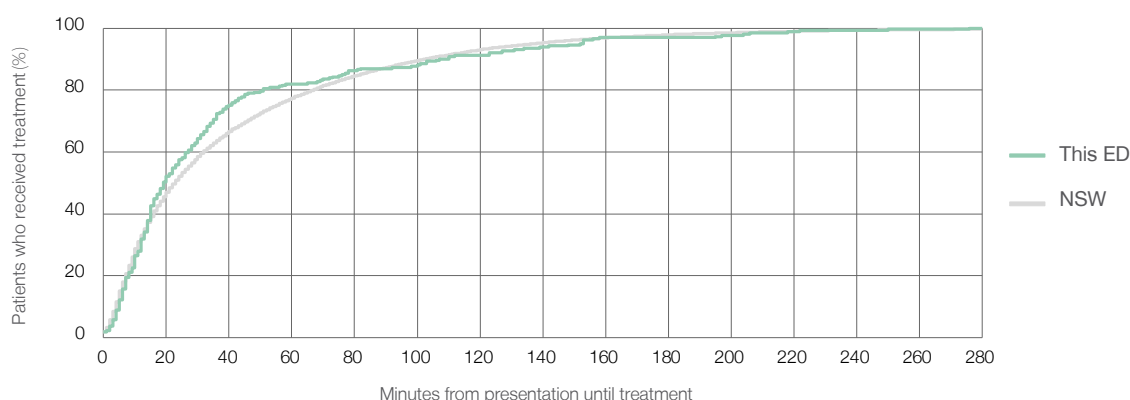
19 minutes

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

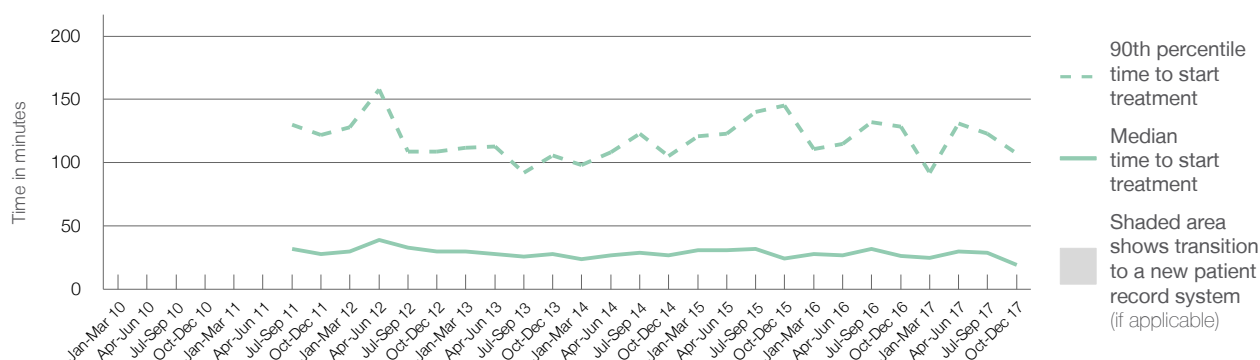
107 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 353                   |                   |
| 280                   |                   |
| 27 minutes            | 23 minutes        |
| 129 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 28           | 30           | 28           | 27           | 25           | 27           | 19           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 122          | 109          | 106          | 105          | 145          | 129          | 107          |

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## Casino and District Memorial Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 3,602 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,599 patients

Median time spent in the ED<sup>8</sup>

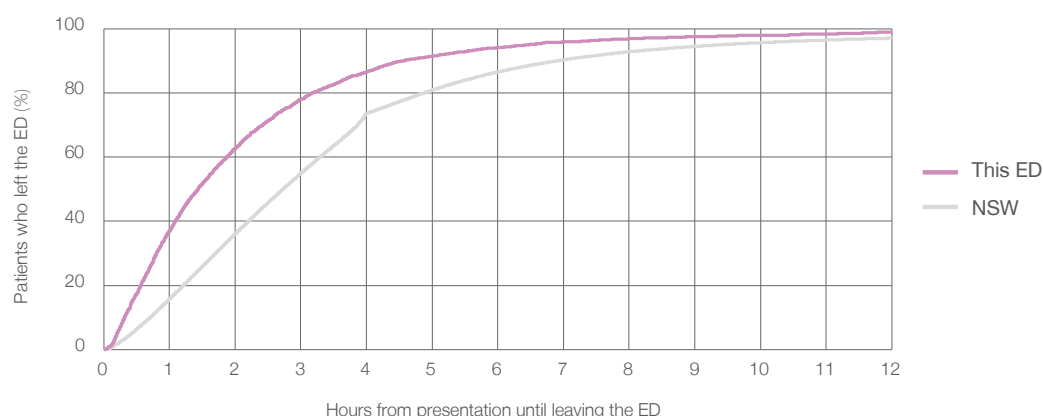
1 hours and 26 minutes

90th percentile time spent in the ED<sup>9</sup>

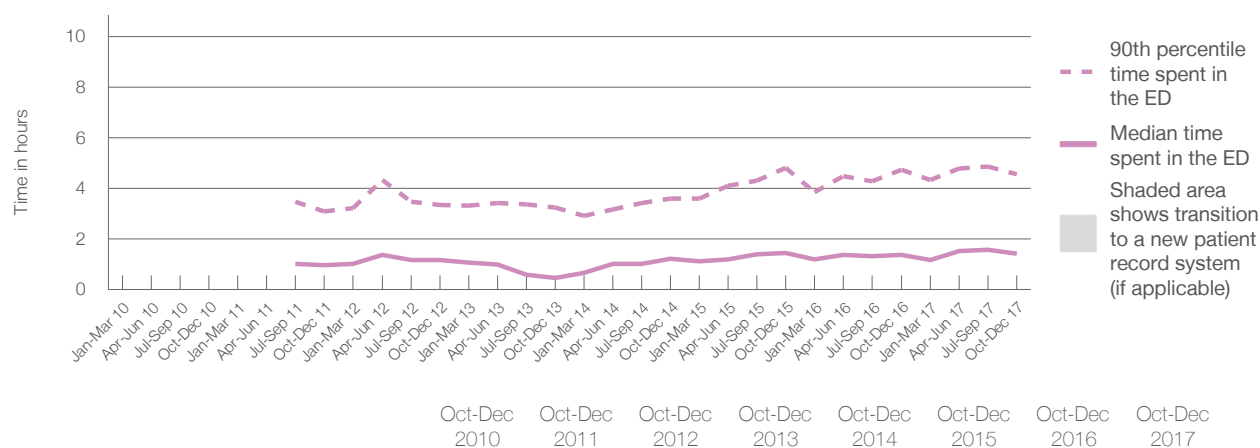
4 hours and 34 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 3,471                  |                        |
| 3,471                  |                        |
| 1 hours and 22 minutes | 2 hours and 44 minutes |
| 4 hours and 44 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          |              | 0h 59m       | 1h 10m       | 0h 28m       | 1h 14m       | 1h 27m       | 1h 22m       | 1h 26m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) |              | 3h 5m        | 3h 21m       | 3h 15m       | 3h 36m       | 4h 49m       | 4h 44m       | 4h 34m       |

(†) 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.

## Casino and District Memorial Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

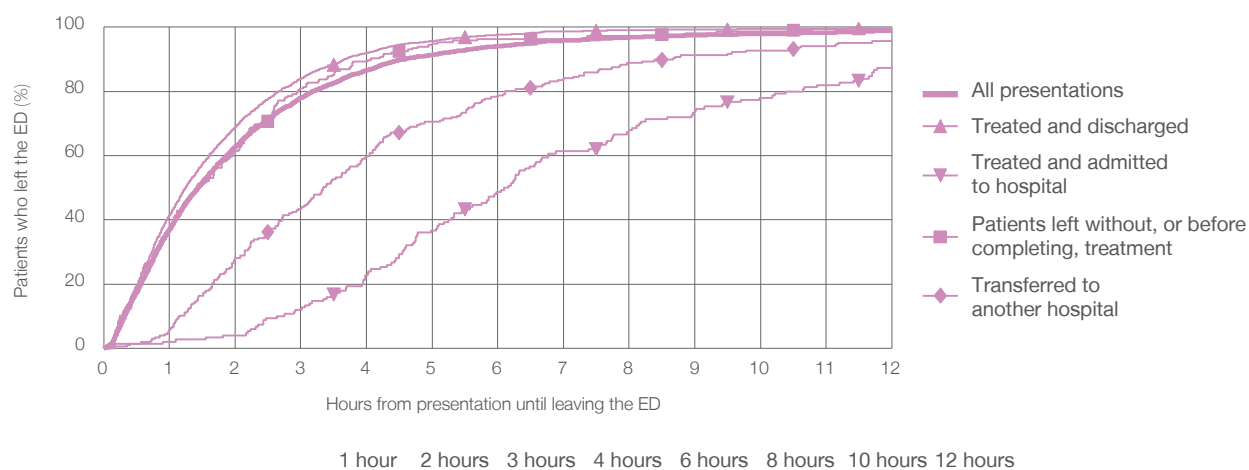
All presentations:<sup>†</sup> 3,602 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,599 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 2,926 (81.2%) |
| Treated and admitted to hospital                      | 150 (4.2%)    |
| Patient left without, or before completing, treatment | 215 (6.0%)    |
| Transferred to another hospital                       | 207 (5.7%)    |
| Other   | 104 (2.9%)    |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,471                 | 3.7%                      |
| 2,822                 | 3.7%                      |
| 258                   | -41.9%                    |
| 188                   | 14.4%                     |
| 147                   | 40.8%                     |
| 56                    | 85.7%                     |

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



|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 41.5% | 68.9% | 84.0% | 92.0% | 97.6% | 99.0% | 99.4% | 99.7% |
| Treated and admitted to hospital                      | 2.0%  | 4.0%  | 12.0% | 22.7% | 48.7% | 68.0% | 78.0% | 88.0% |
| Patient left without, or before completing, treatment | 37.7% | 61.4% | 80.9% | 89.3% | 96.3% | 97.2% | 98.6% | 99.5% |
| Transferred to another hospital                       | 5.8%  | 28.0% | 43.5% | 59.9% | 78.7% | 88.9% | 92.8% | 95.7% |
| All presentations                                     | 37.1% | 62.8% | 78.0% | 86.6% | 94.1% | 96.8% | 97.9% | 98.9% |

(†) 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.

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## Casino and District Memorial Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 3,602 patients

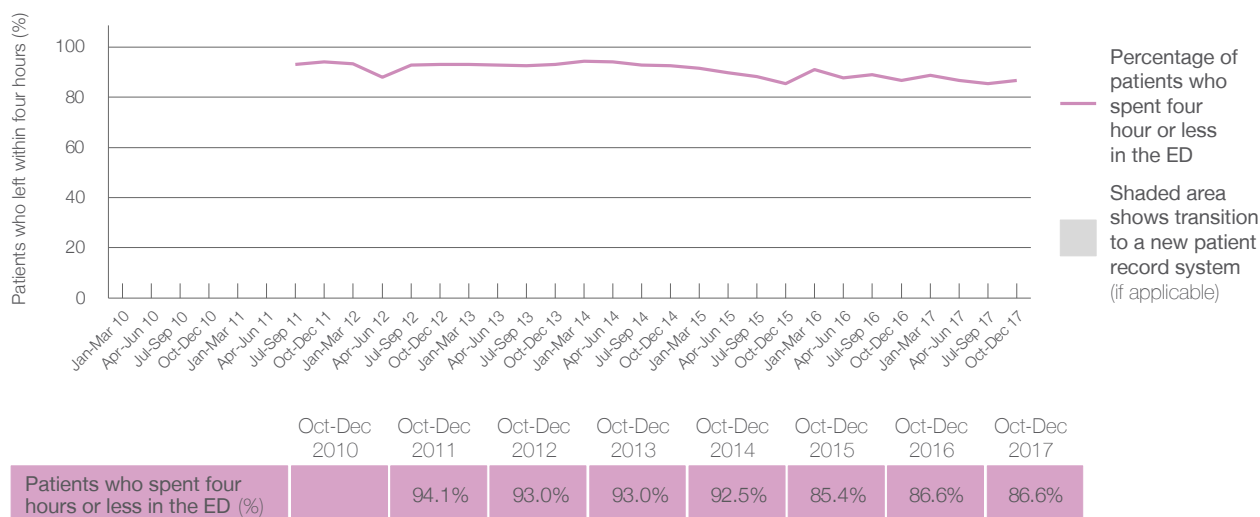
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,599 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,471                 | 3.8%                      |
| 3,471                 | 3.7%                      |
| 86.6%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

All presentations:<sup>1</sup> 4,430 patients

Emergency presentations:<sup>2</sup> 4,335 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,487                 | -1.3%                     |
| 4,443                 | -2.4%                     |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 339 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,135 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 64 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,309 patients

Median time to start treatment<sup>4</sup> 34 minutes  
90th percentile time to start treatment<sup>5</sup> 105 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 547 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 99 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 265                   |                   |
| 7 minutes             | 8 minutes         |
| 21 minutes            | 23 minutes        |
| 1,166                 |                   |
| 20 minutes            | 20 minutes        |
| 48 minutes            | 65 minutes        |
| 2,123                 |                   |
| 32 minutes            | 26 minutes        |
| 89 minutes            | 99 minutes        |
| 889                   |                   |
| 35 minutes            | 23 minutes        |
| 96 minutes            | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,430 patients

Percentage of patients who spent four hours or less in the ED 86.1%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,487                 | -1.3%                     |
| 90.8%                 |                           |

\* 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*.
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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.

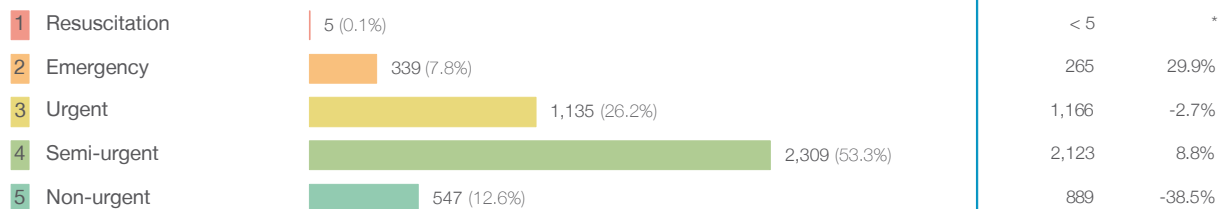
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Cessnock District Hospital: Patients presenting to the emergency department

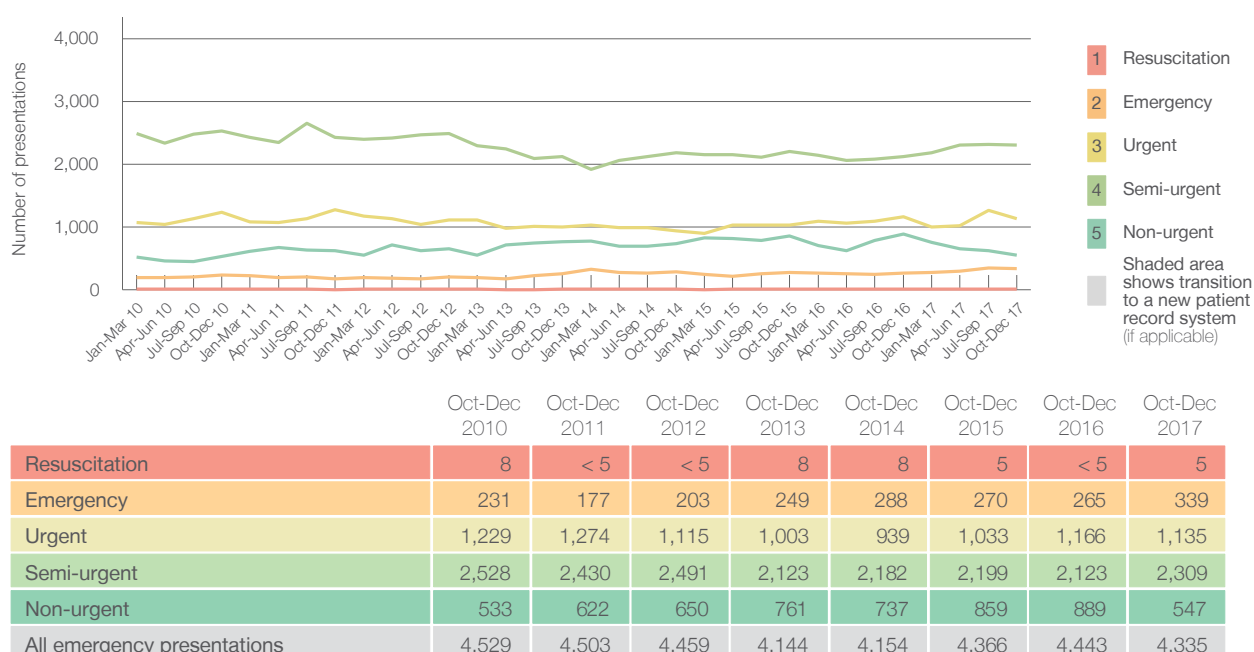
October to December 2017

All presentations:<sup>1</sup> 4,430 patients

Emergency presentations<sup>2</sup> by triage category: 4,335 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>‡</sup>



## Cessnock District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 473 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.



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

October to December 2017

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

Number of triage 2 patients: 339

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 338

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

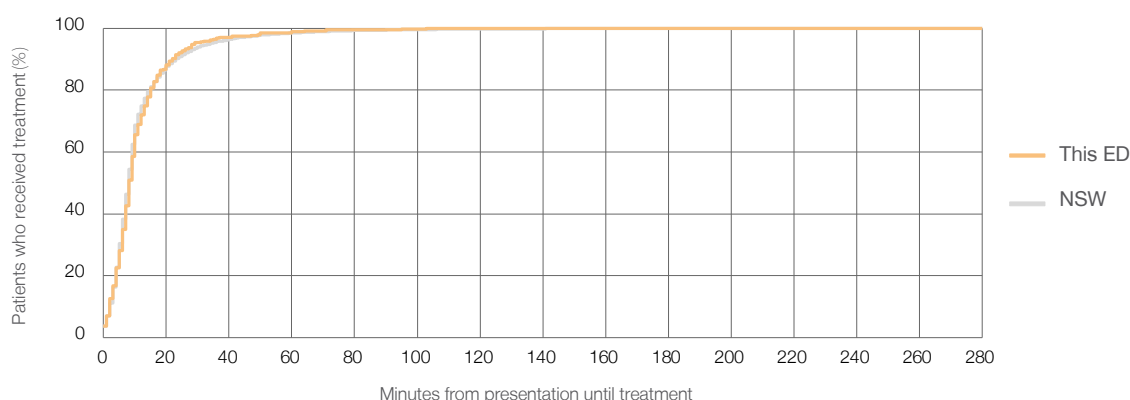
8 minutes

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

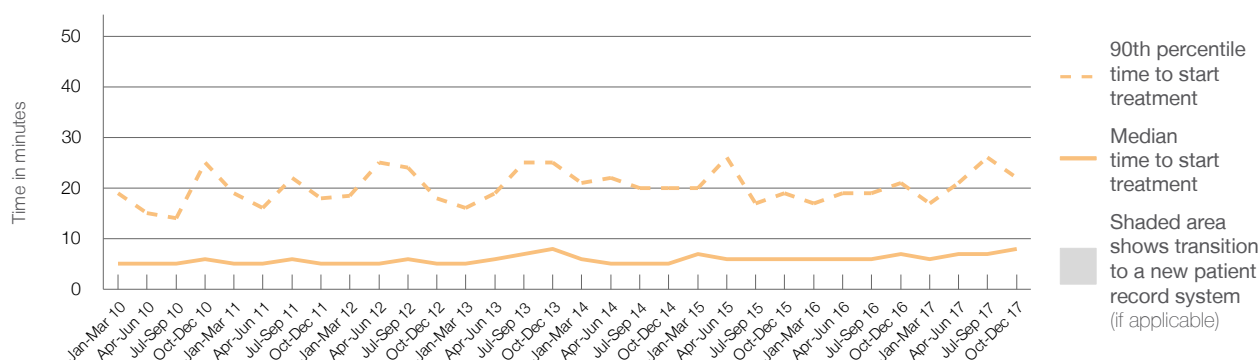
22 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 265                   |                   |
| 254                   |                   |
| 7 minutes             | 8 minutes         |
| 21 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 6            | 5            | 5            | 8            | 5            | 6            | 7            | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 25           | 18           | 18           | 25           | 20           | 19           | 21           | 22           |

(†) 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.

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

October to December 2017

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

Number of triage 3 patients: 1,135

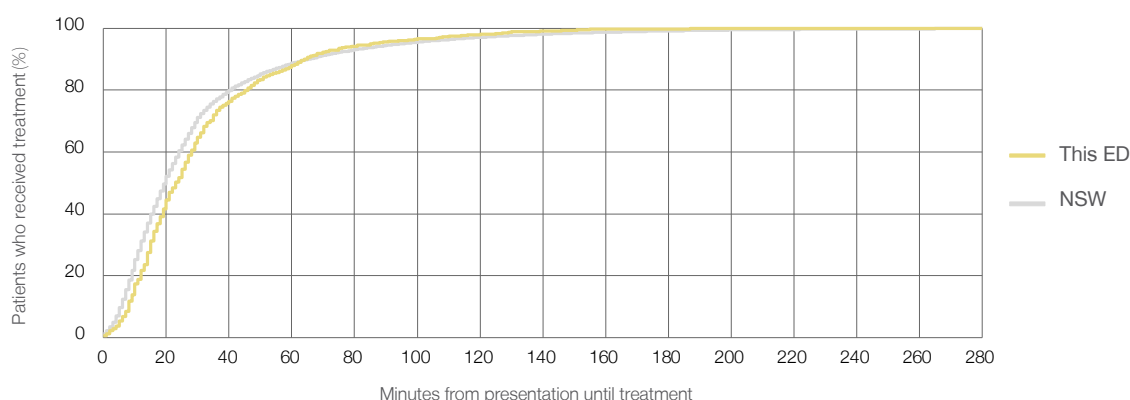
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,118

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

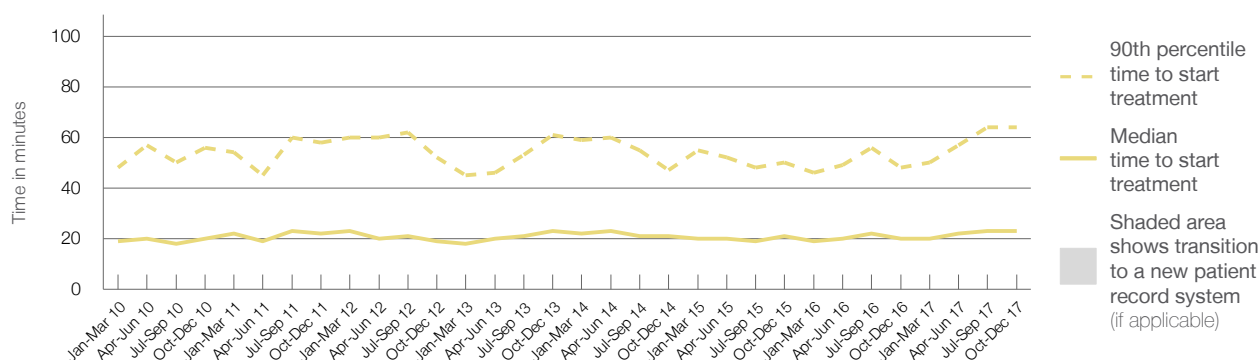
90th percentile time to start treatment<sup>5</sup> 64 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,166                 |                   |
| 1,123                 |                   |
| 20 minutes            | 20 minutes        |
| 48 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 20           | 22           | 19           | 23           | 21           | 21           | 20           | 23           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 56           | 58           | 52           | 61           | 47           | 50           | 48           | 64           |

(†) 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.

## Cessnock District Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 2,309

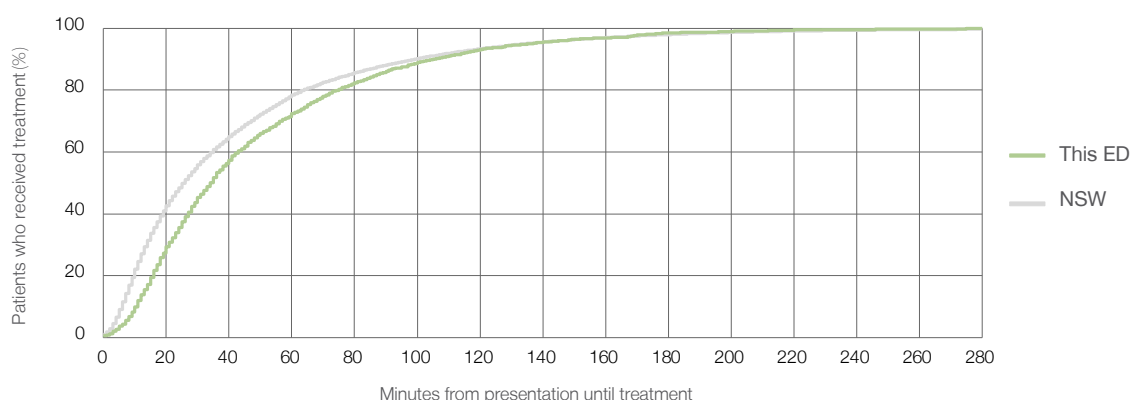
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,173

Median time to start treatment<sup>4</sup> 34 minutes

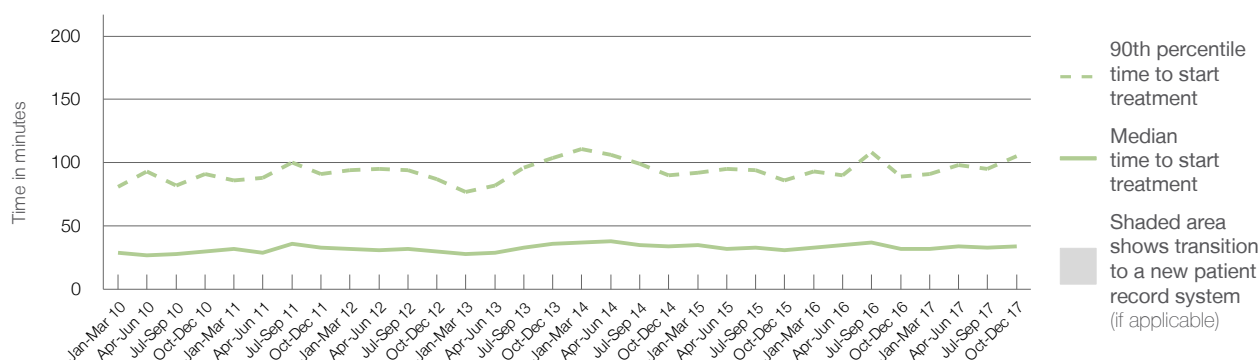
90th percentile time to start treatment<sup>5</sup> 105 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,123                 |                   |
| 1,964                 |                   |
| 32 minutes            | 26 minutes        |
| 89 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 30           | 33           | 30           | 36           | 34           | 31           | 32           | 34           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 91           | 91           | 87           | 104          | 90           | 86           | 89           | 105          |

(†) 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.

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

October to December 2017

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

Number of triage 5 patients: 547

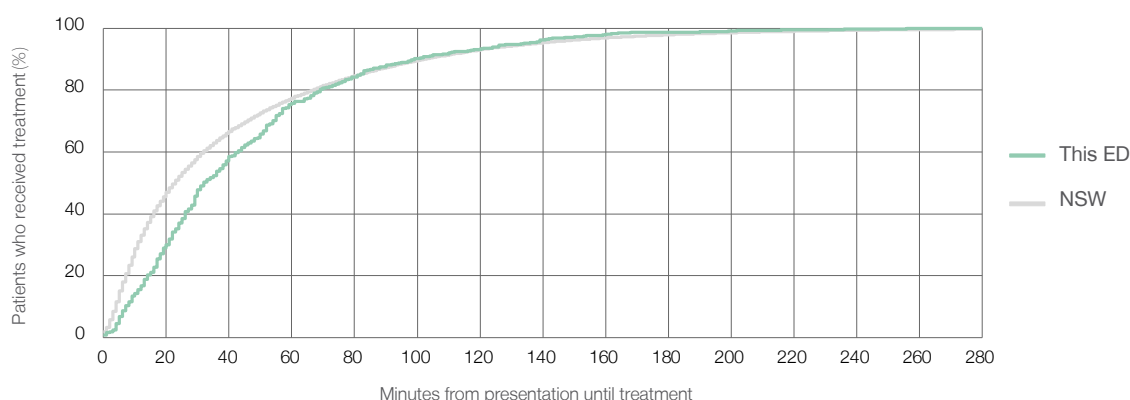
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 477

Median time to start treatment<sup>4</sup> 32 minutes

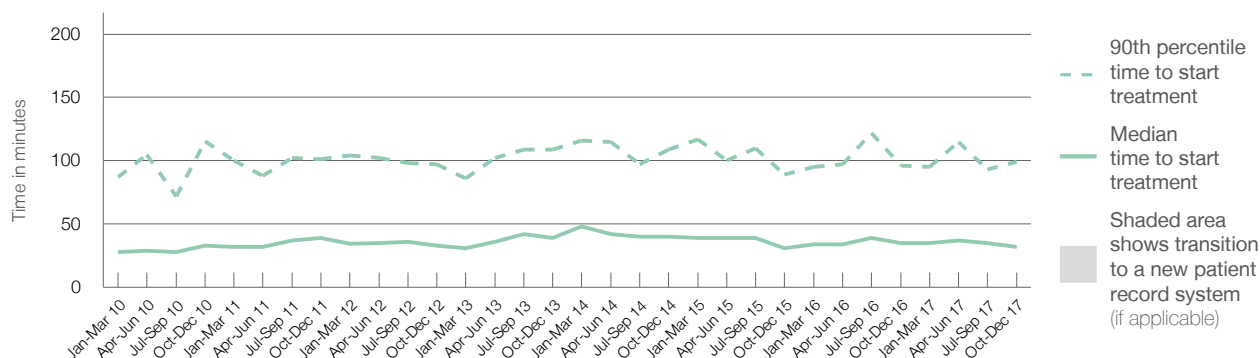
90th percentile time to start treatment<sup>5</sup> 99 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 889                   |                   |
| 761                   |                   |
| 35 minutes            | 23 minutes        |
| 96 minutes            | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 33           | 39           | 33           | 39           | 40           | 31           | 35           | 32           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 116          | 101          | 97           | 109          | 109          | 89           | 96           | 99           |

(†) 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.

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

October to December 2017

All presentations:<sup>1</sup> 4,430 patients

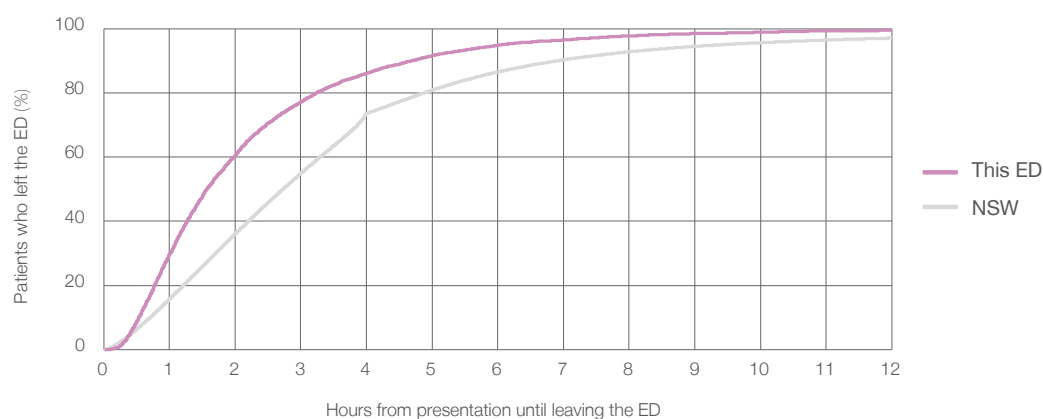
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,430 patients

Median time spent in the ED<sup>8</sup> 1 hours and 34 minutes

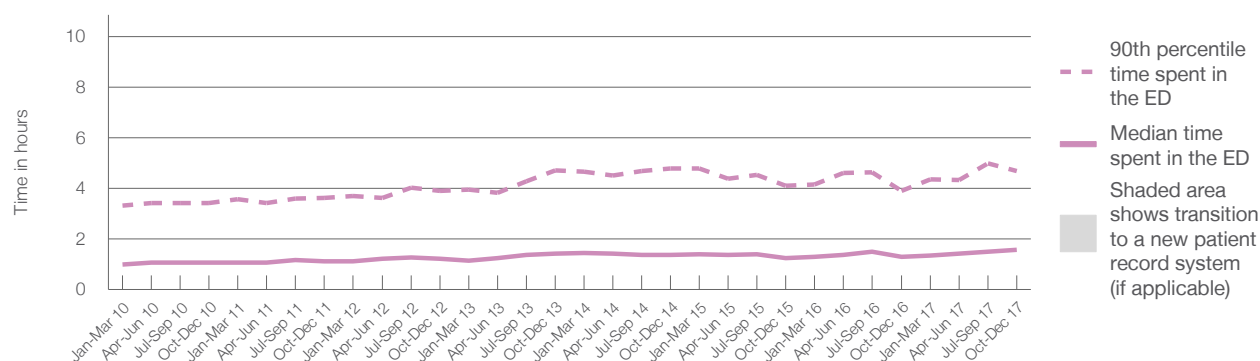
90th percentile time spent in the ED<sup>9</sup> 4 hours and 42 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 4,487                  |                        |
| 4,487                  |                        |
| 1 hours and 18 minutes | 2 hours and 44 minutes |
| 3 hours and 54 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 1h 5m        | 1h 7m        | 1h 13m       | 1h 25m       | 1h 22m       | 1h 15m       | 1h 18m       | 1h 34m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 3h 26m       | 3h 38m       | 3h 54m       | 4h 43m       | 4h 48m       | 4h 6m        | 3h 54m       | 4h 42m       |

(†) 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.

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

By mode of separation

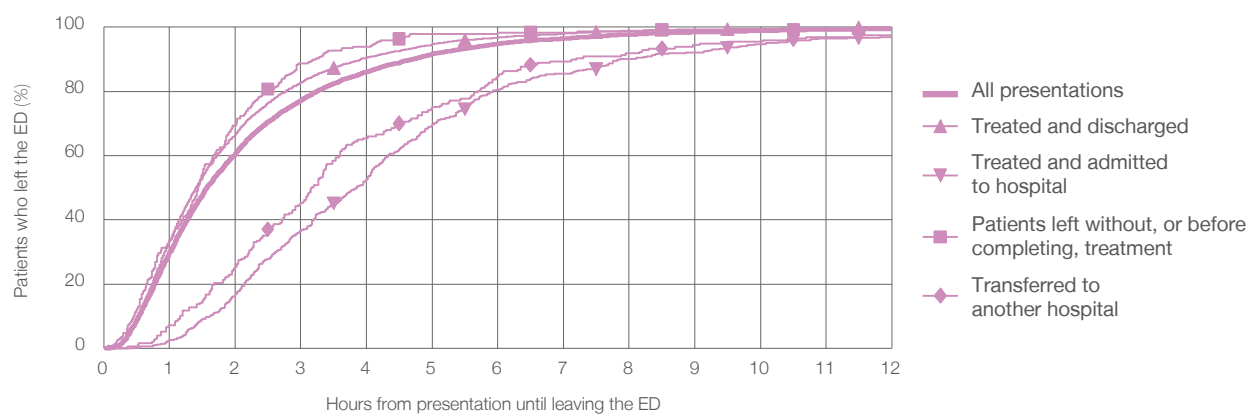
October to December 2017

All presentations:<sup>†</sup> 4,430 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,430 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged                                | 3,489 (78.8%) | 3,474                 | 0.4%                      |
| Treated and admitted to hospital                      | 423 (9.5%)    | 499                   | -15.2%                    |
| Patient left without, or before completing, treatment | 249 (5.6%)    | 180                   | 38.3%                     |
| Transferred to another hospital                       | 197 (4.4%)    | 114                   | 72.8%                     |
| Other   | 72 (1.6%)     | 220                   | -67.3%                    |

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



|   | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged                                | 33.4%  | 66.6%   | 82.7%   | 90.5%   | 96.8%   | 98.9%   | 99.5%    | 99.9%    |
| Treated and admitted to hospital                      | 2.6%   | 17.0%   | 36.6%   | 52.7%   | 80.6%   | 90.1%   | 94.8%    | 96.9%    |
| Patient left without, or before completing, treatment | 33.7%  | 69.5%   | 88.8%   | 94.0%   | 98.4%   | 98.8%   | 99.2%    | 99.2%    |
| Transferred to another hospital                       | 7.1%   | 25.4%   | 45.2%   | 65.5%   | 84.8%   | 91.9%   | 95.4%    | 97.5%    |
| All presentations                                     | 29.8%  | 60.6%   | 77.2%   | 86.1%   | 94.8%   | 97.7%   | 98.9%    | 99.5%    |

(†) 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.

## Cessnock District Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 4,430 patients

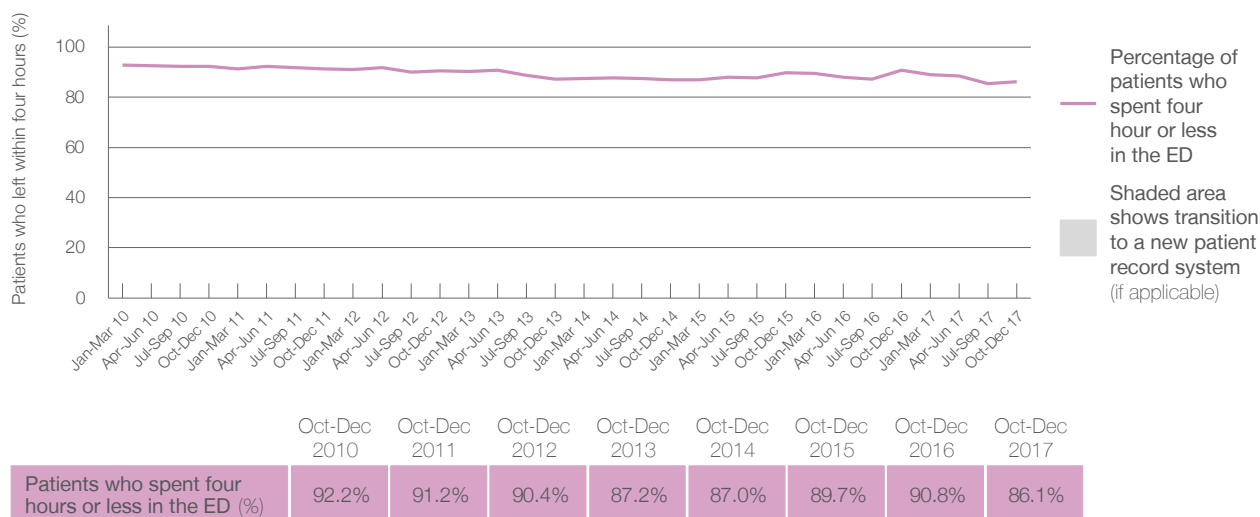
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,430 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,487                 | -1.3%                     |
| 4,487                 | -1.3%                     |
| 90.8%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Cooma Health Service: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 2,615 patients

Emergency presentations:<sup>2</sup> 2,358 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,560                 | 2.1%                      |
| 2,351                 | 0.3%                      |

## Cooma Health Service: Time patients waited to start treatment <sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 298 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 669 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,022 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 100 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 364 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 112 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 249                   |                   |
| 6 minutes             | 8 minutes         |
| 22 minutes            | 23 minutes        |
| 674                   |                   |
| 18 minutes            | 20 minutes        |
| 61 minutes            | 65 minutes        |
| 1,051                 |                   |
| 29 minutes            | 26 minutes        |
| 108 minutes           | 99 minutes        |
| 365                   |                   |
| 27 minutes            | 23 minutes        |
| 107 minutes           | 103 minutes       |

## Cooma Health Service: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,614 patients

Percentage of patients who spent four hours or less in the ED 88.8%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,560                 | 2.1%                      |
| 88.1%                 |                           |

\* 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 23 January 2018).

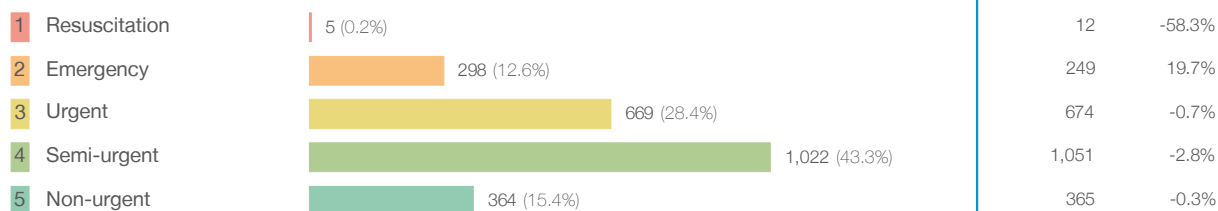


## Cooma Health Service: Patients presenting to the emergency department

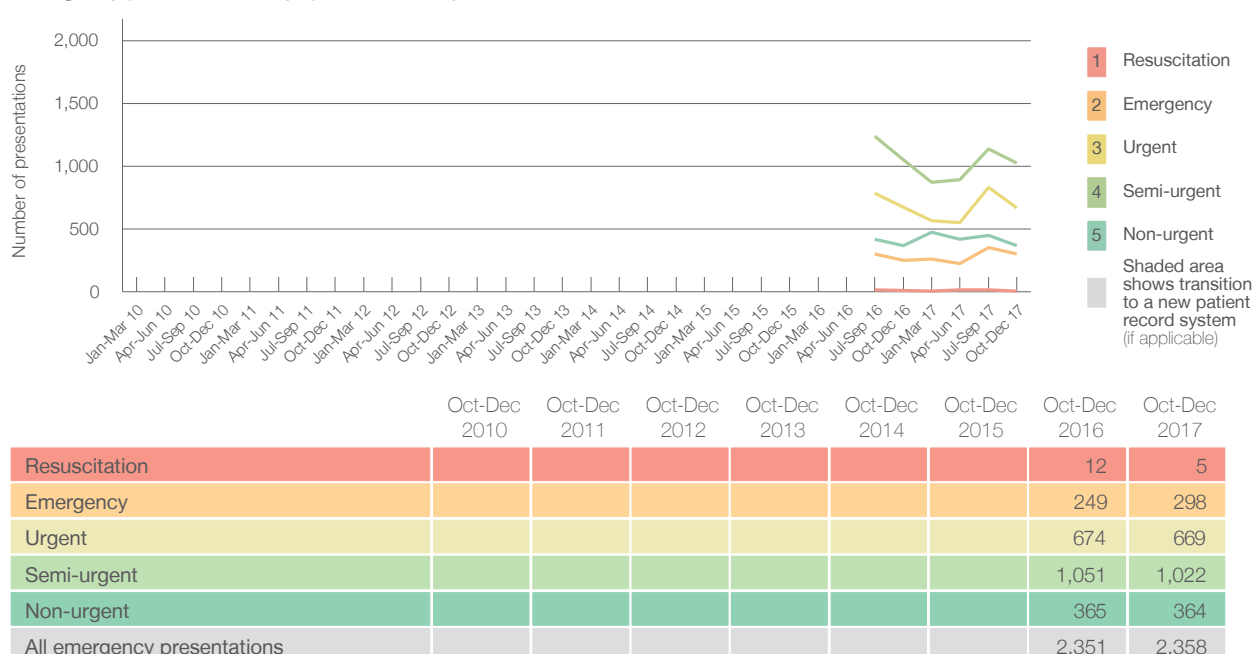
October to December 2017

All presentations:<sup>1</sup> 2,615 patients

Emergency presentations<sup>2</sup> by triage category: 2,358 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



## Cooma Health Service: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 320 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.

(§) 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.

## Cooma Health Service: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 298

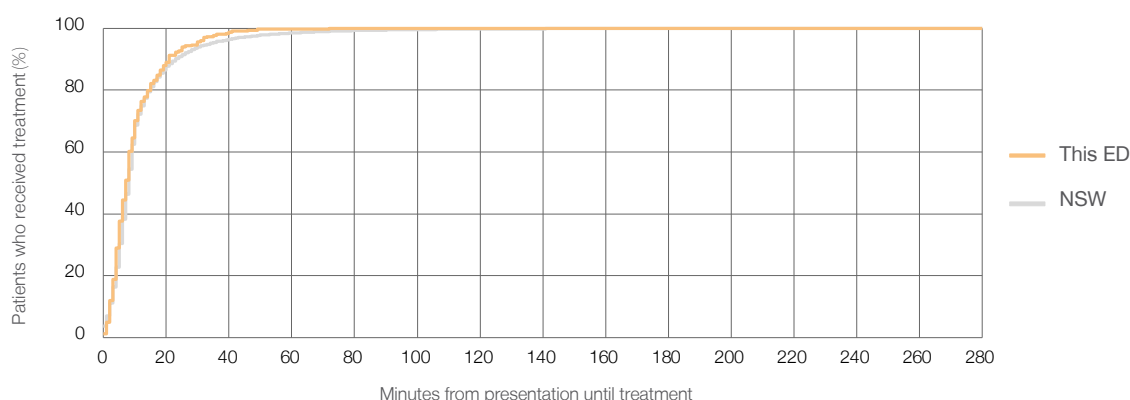
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 297

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

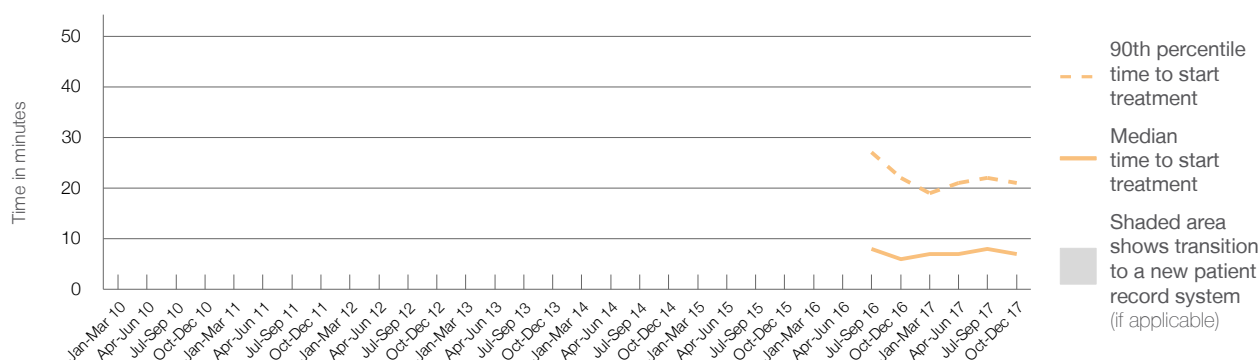
90th percentile time to start treatment<sup>5</sup> 21 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 249                   | 249               |
| 6 minutes             | 8 minutes         |
| 22 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              |              |              | 6            | 7            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              |              |              | 22           | 21           |

(†) 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.

## Cooma Health Service: Time patients waited to start treatment, triage 3

October to December 2017

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

Number of triage 3 patients: 669

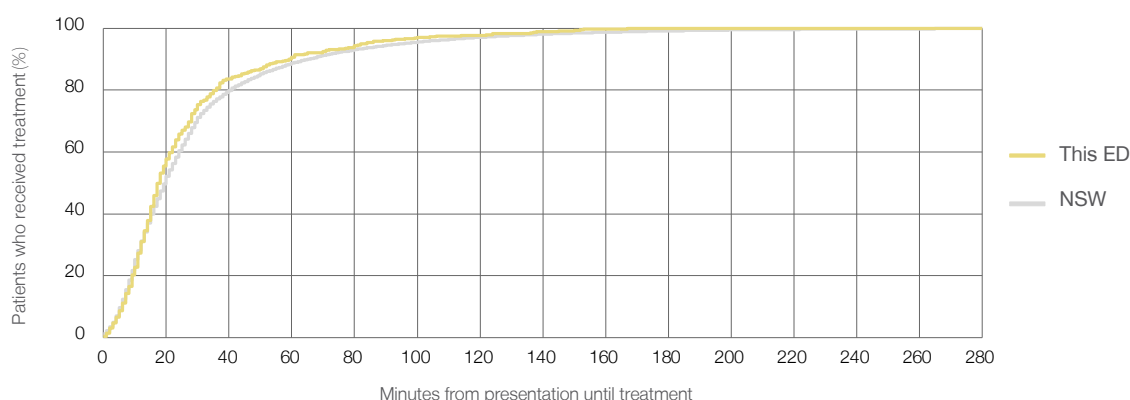
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 661

Median time to start treatment<sup>4</sup> 18 minutes

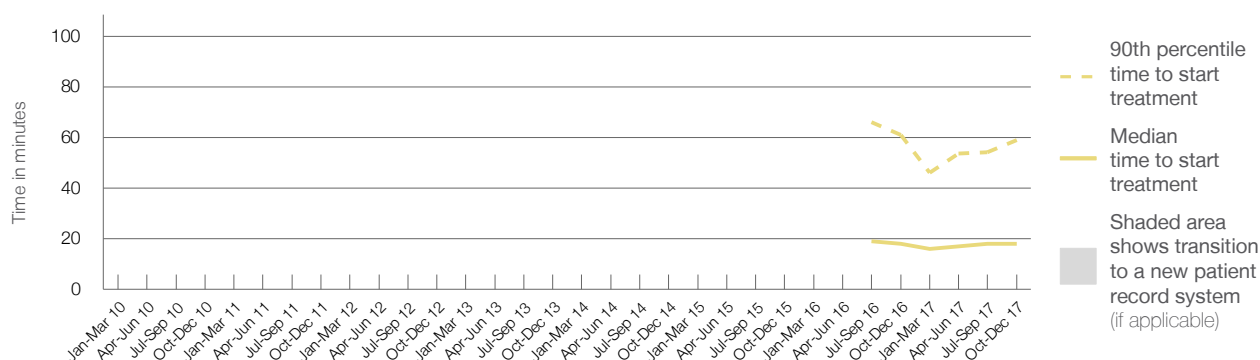
90th percentile time to start treatment<sup>5</sup> 59 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 674                   |                   |
| 663                   |                   |
| 18 minutes            | 20 minutes        |
| 61 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              |              |              | 18           | 18           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              |              |              | 61           | 59           |

(†) 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.

## Cooma Health Service: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 1,022

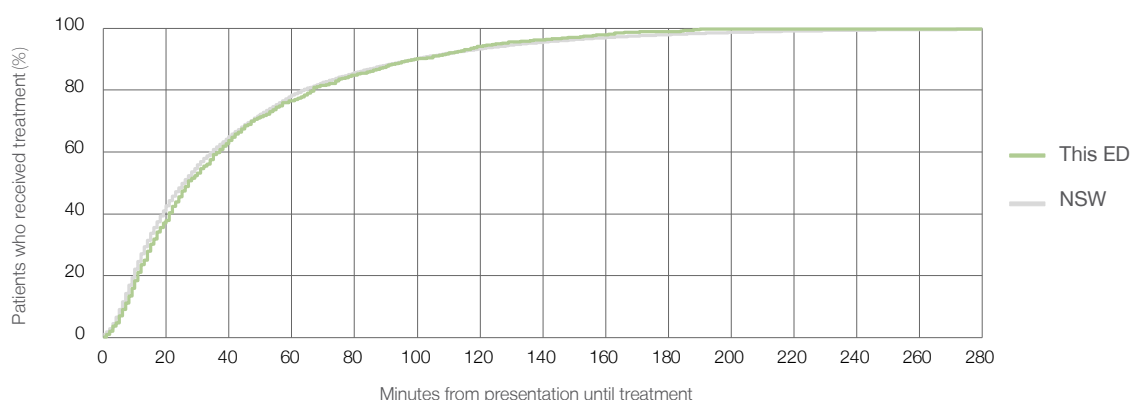
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 972

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

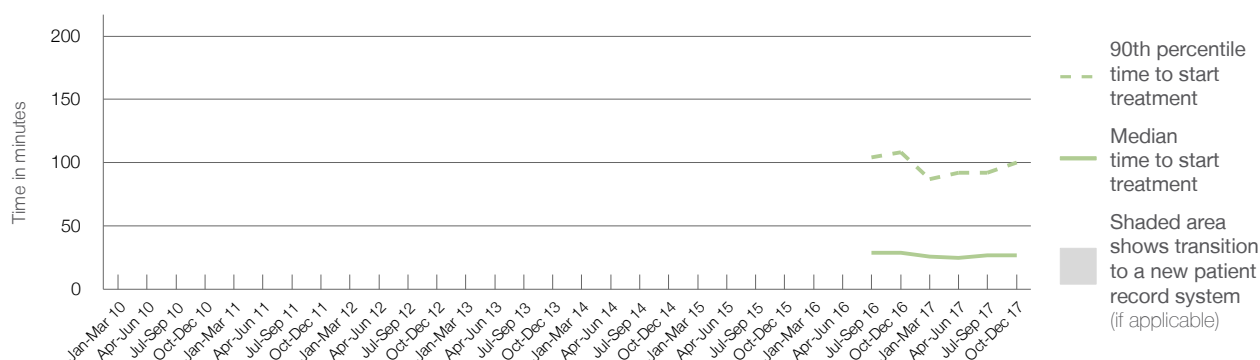
90th percentile time to start treatment<sup>5</sup> 100 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,051                 |                   |
| 1,010                 |                   |
| 29 minutes            | 26 minutes        |
| 108 minutes           | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              |              |              | 29           | 27           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              |              |              | 108          | 100          |

(†) 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.

## Cooma Health Service: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 364

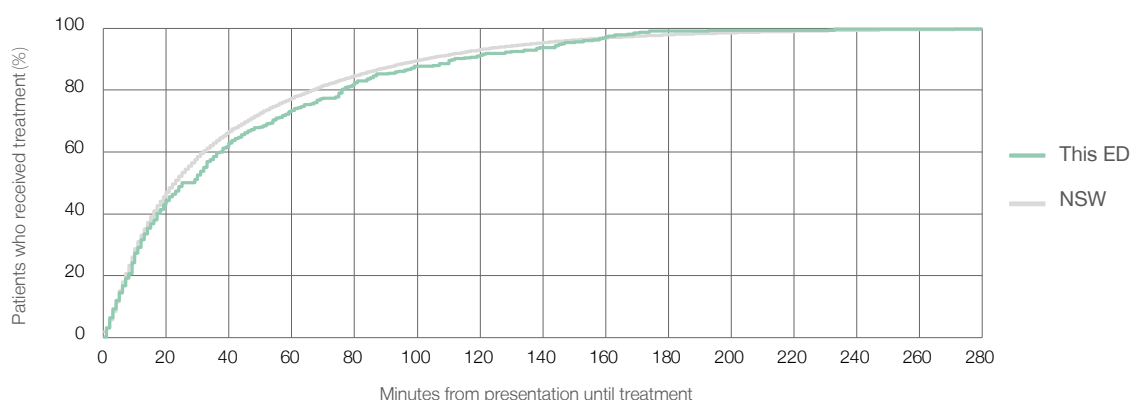
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 323

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

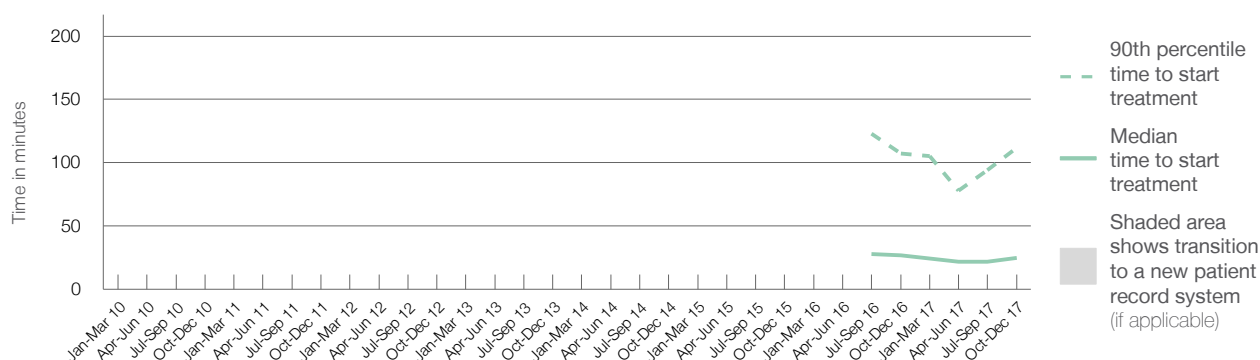
90th percentile time to start treatment<sup>5</sup> 112 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 365                   | 331               |
| 27 minutes            | 23 minutes        |
| 107 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              |              |              | 27           | 25           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              |              |              | 107          | 112          |

(†) 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.

## Cooma Health Service: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 2,615 patients

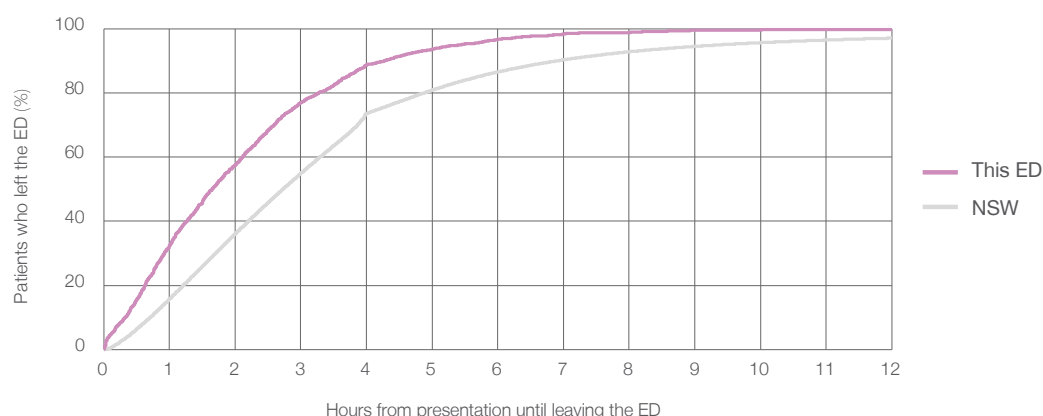
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,614 patients

Median time spent in the ED<sup>8</sup> 1 hours and 39 minutes

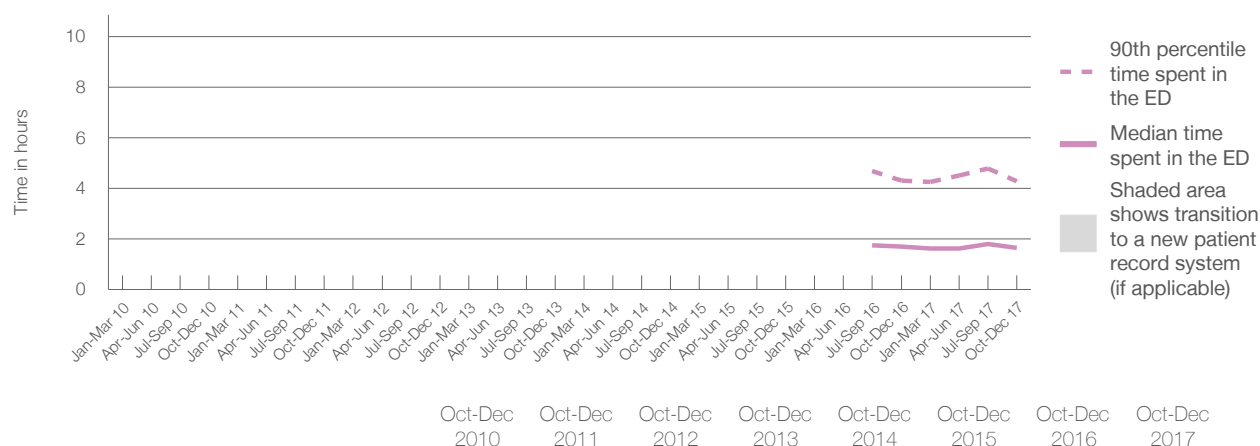
90th percentile time spent in the ED<sup>9</sup> 4 hours and 17 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 2,560                  |                        |
| 2,560                  |                        |
| 1 hours and 42 minutes | 2 hours and 44 minutes |
| 4 hours and 18 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



|  |  |  |  |  |  |  |  |        |        |
|--|--|--|--|--|--|--|--|--------|--------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          |  |  |  |  |  |  |  | 1h 42m | 1h 39m |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) |  |  |  |  |  |  |  | 4h 18m | 4h 17m |

(†) 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.

## Cooma Health Service: Time patients spent in the ED

By mode of separation

October to December 2017

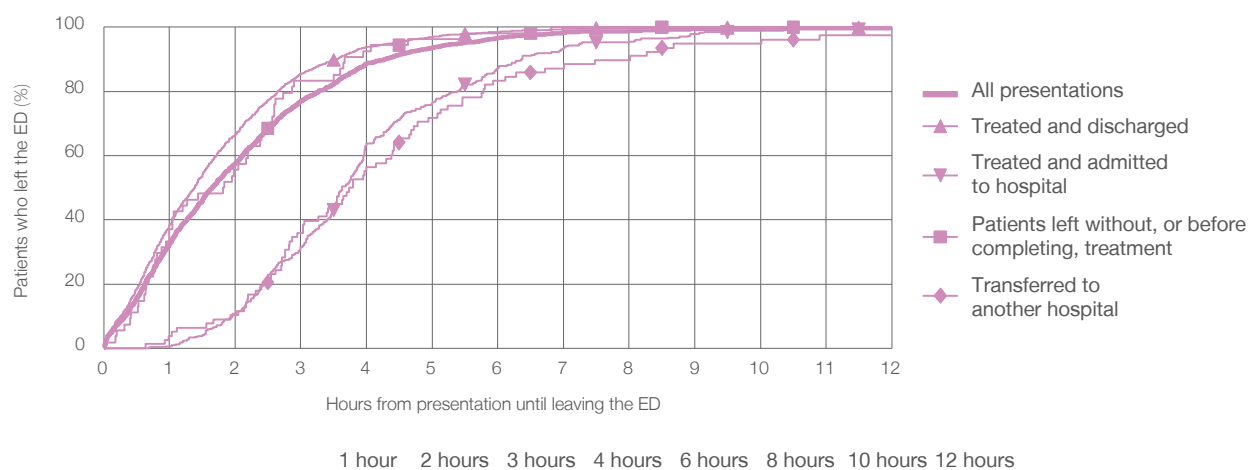
All presentations:<sup>†</sup> 2,615 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,614 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 2,138 (81.8%) |
| Treated and admitted to hospital                      | 337 (12.9%)   |
| Patient left without, or before completing, treatment | 54 (2.1%)     |
| Transferred to another hospital                       | 78 (3.0%)     |
| Other   | 8 (0.3%)      |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,560                 | 2.1%                      |
| 2,026                 | 5.5%                      |
| 377                   | -10.6%                    |
| 70                    | -22.9%                    |
| 81                    | -3.7%                     |
| 6                     | 33.3%                     |

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



|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 38.4% | 66.7% | 85.5% | 93.9% | 98.6% | 99.6% | 99.9% | 99.9% |
| Treated and admitted to hospital                      | 0.6%  | 11.0% | 31.5% | 63.8% | 87.2% | 95.5% | 98.8% | 99.4% |
| Patient left without, or before completing, treatment | 37.0% | 55.6% | 83.3% | 92.6% | 98.1% | 100%  | 100%  | 100%  |
| Transferred to another hospital                       | 3.8%  | 10.3% | 35.9% | 56.4% | 83.3% | 89.7% | 94.9% | 97.4% |
| All presentations                                     | 32.6% | 57.6% | 77.0% | 88.8% | 96.6% | 98.8% | 99.6% | 99.8% |

(†) 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.

## Cooma Health Service: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 2,615 patients

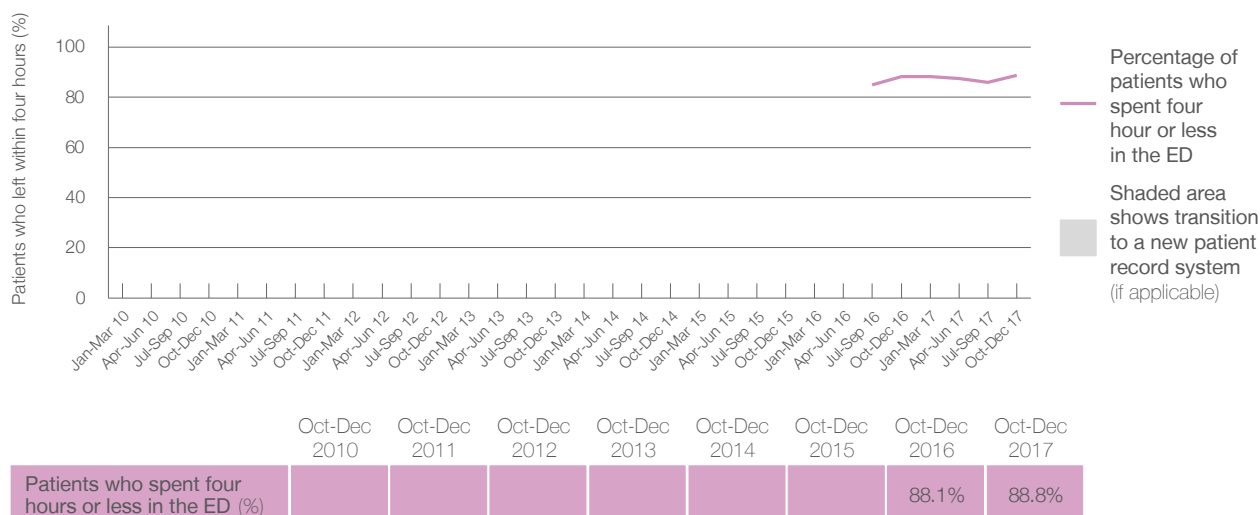
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,614 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,560                 | 2.1%                      |
| 2,560                 | 2.1%                      |
| 88.1%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).



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

October to December 2017

All presentations:<sup>1</sup> 1,867 patients

Emergency presentations:<sup>2</sup> 1,831 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,024                 | -7.8%                     |
| 1,961                 | -6.6%                     |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 182 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 504 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 35 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 793 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 35 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 340 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 41 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 224                   |                   |
| 5 minutes             | 8 minutes         |
| 10 minutes            | 23 minutes        |
| 515                   |                   |
| 9 minutes             | 20 minutes        |
| 31 minutes            | 65 minutes        |
| 901                   |                   |
| 6 minutes             | 26 minutes        |
| 22 minutes            | 99 minutes        |
| 313                   |                   |
| 6 minutes             | 23 minutes        |
| 43 minutes            | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,867 patients

Percentage of patients who spent four hours or less in the ED 87.1%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,024                 | -7.8%                     |
| 85.8%                 |                           |

\* 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.

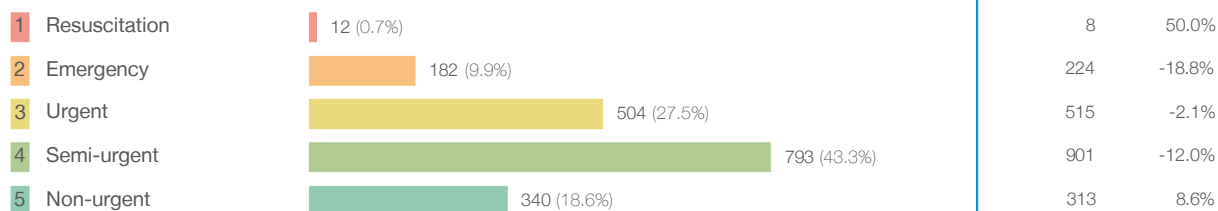
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Cowra District Hospital: Patients presenting to the emergency department

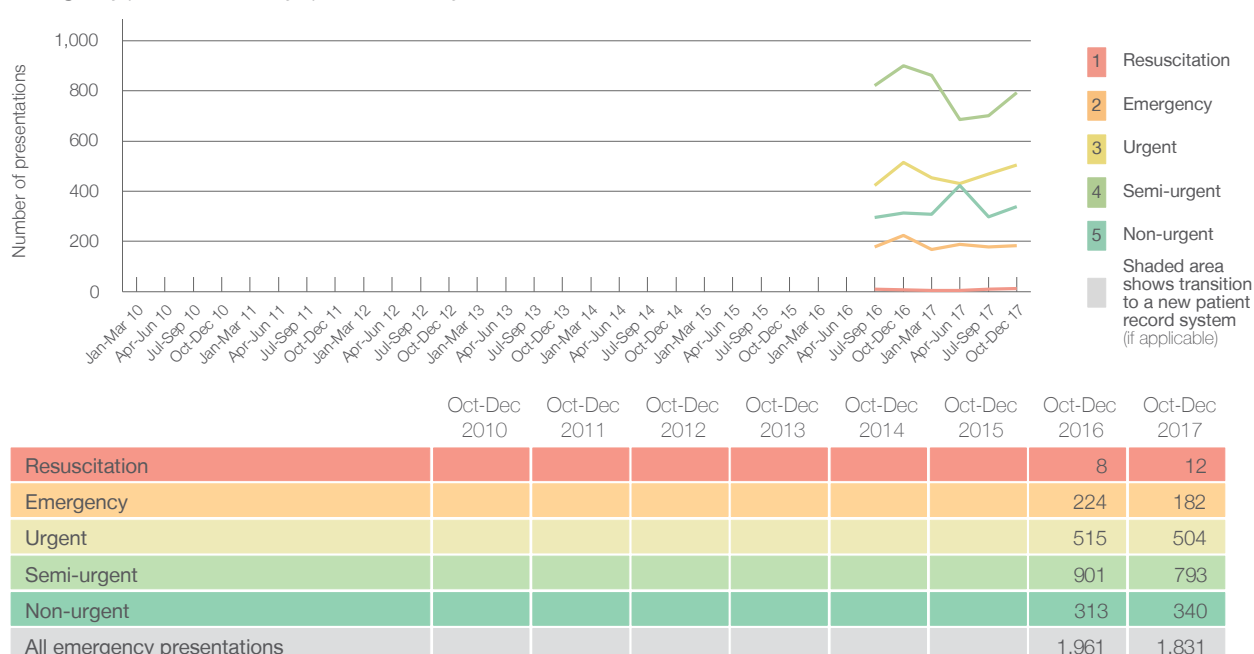
October to December 2017

All presentations:<sup>1</sup> 1,867 patients

Emergency presentations<sup>2</sup> by triage category: 1,831 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



## Cowra District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 247 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.

(§) 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.

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

October to December 2017

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

Number of triage 2 patients: 182

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 181

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

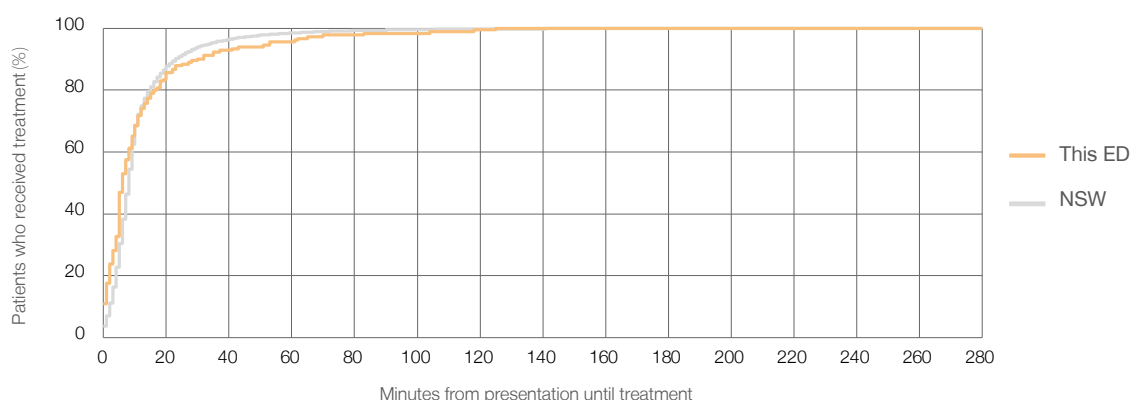
6 minutes

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

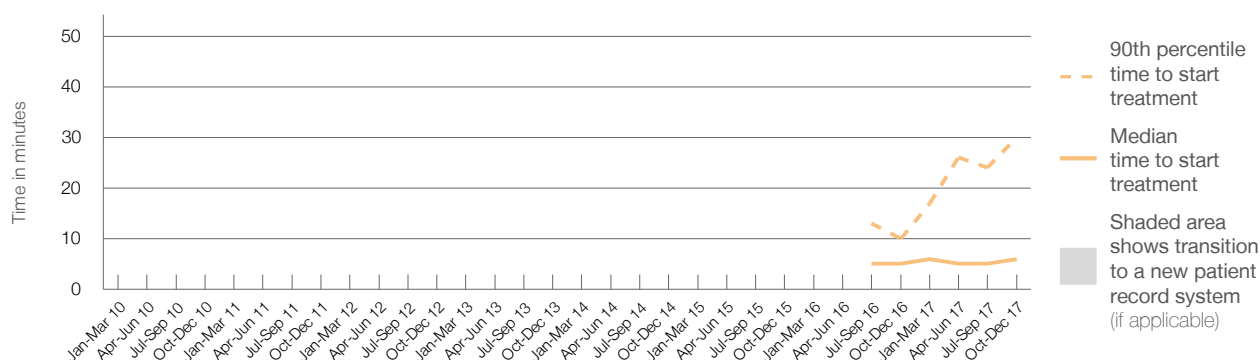
30 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 224                   |                   |
| 222                   |                   |
| 5 minutes             | 8 minutes         |
| 10 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              |              |              | 5            | 6            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              |              |              | 10           | 30           |

(†) 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.

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

October to December 2017

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

Number of triage 3 patients: 504

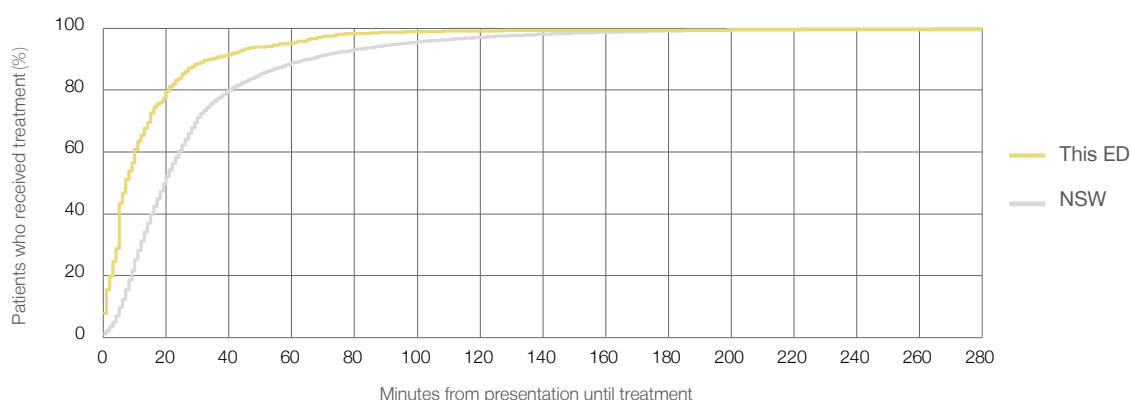
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 496

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

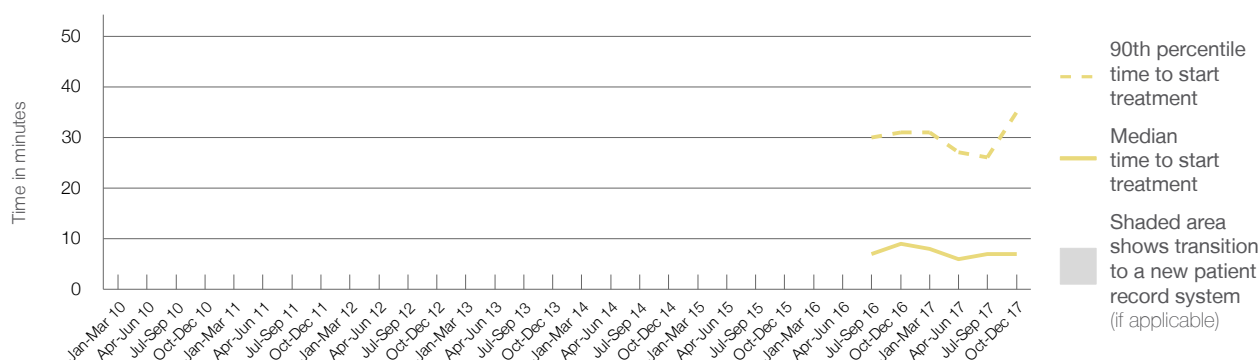
90th percentile time to start treatment<sup>5</sup> 35 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 515                   |                   |
| 498                   |                   |
| 9 minutes             | 20 minutes        |
| 31 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              |              |              | 9            | 7            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              |              |              | 31           | 35           |

(†) 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.

## Cowra District Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 793

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 756

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

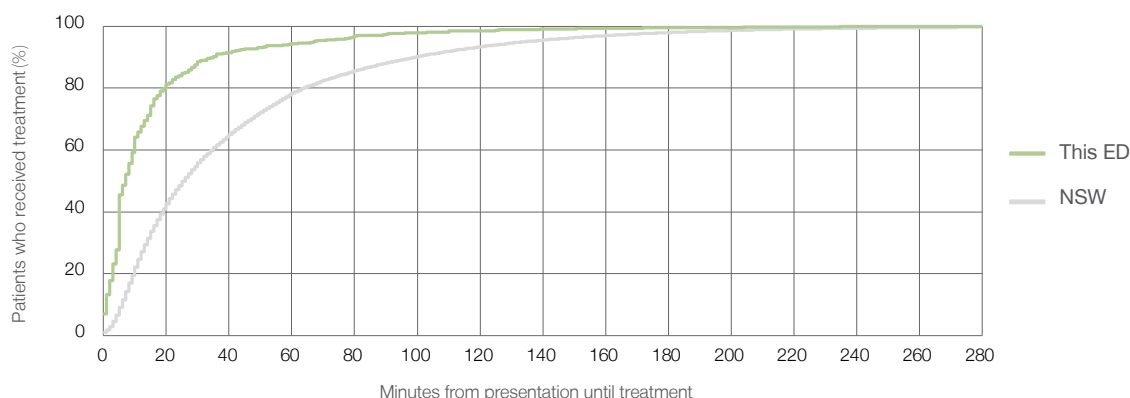
7 minutes

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

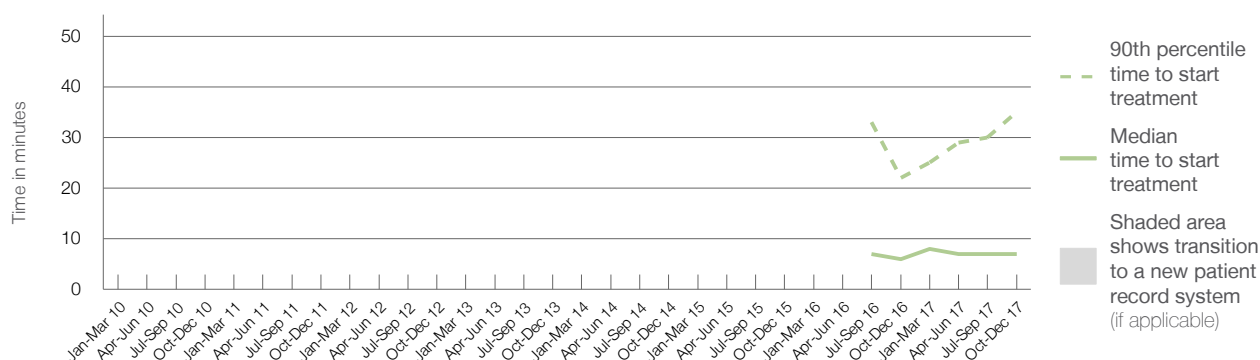
35 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 901                   |                   |
| 840                   |                   |
| 6 minutes             | 26 minutes        |
| 22 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              |              |              | 6            | 7            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              |              |              | 22           | 35           |

(†) 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.

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

October to December 2017

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

Number of triage 5 patients: 340

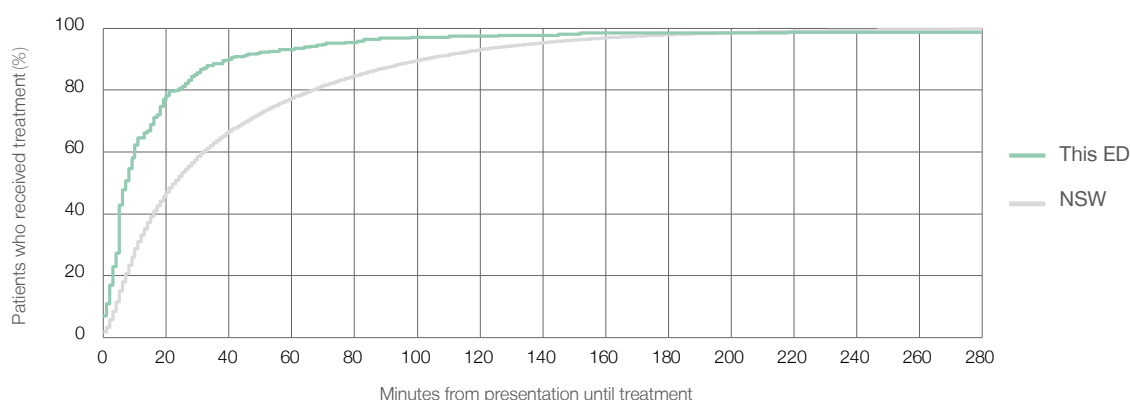
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 308

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

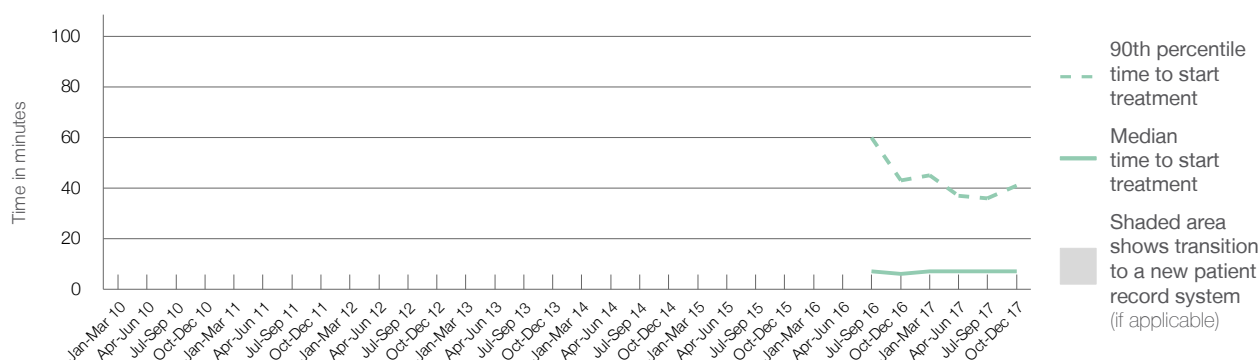
90th percentile time to start treatment<sup>5</sup> 41 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 313                   |                   |
| 288                   |                   |
| 6 minutes             | 23 minutes        |
| 43 minutes            | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              |              |              | 6            | 7            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              |              |              | 43           | 41           |

(†) 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.

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

October to December 2017

All presentations:<sup>1</sup> 1,867 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,867 patients

Median time spent in the ED<sup>8</sup>

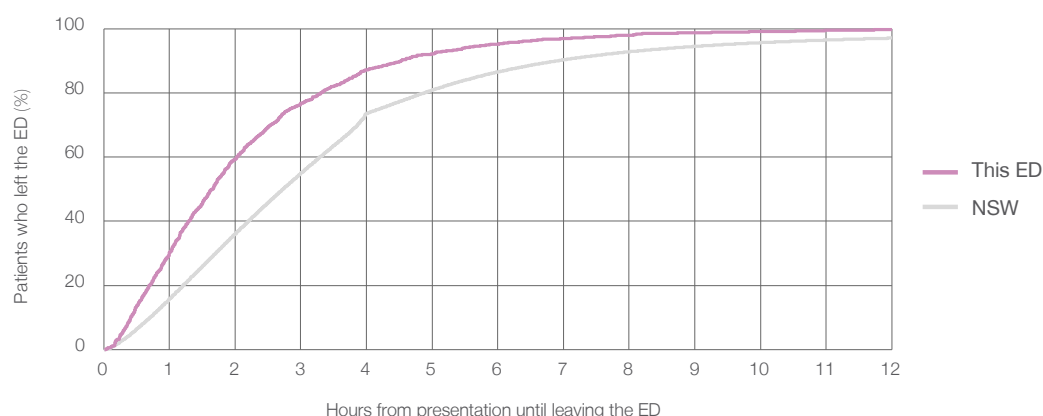
1 hours and 39 minutes

90th percentile time spent in the ED<sup>9</sup>

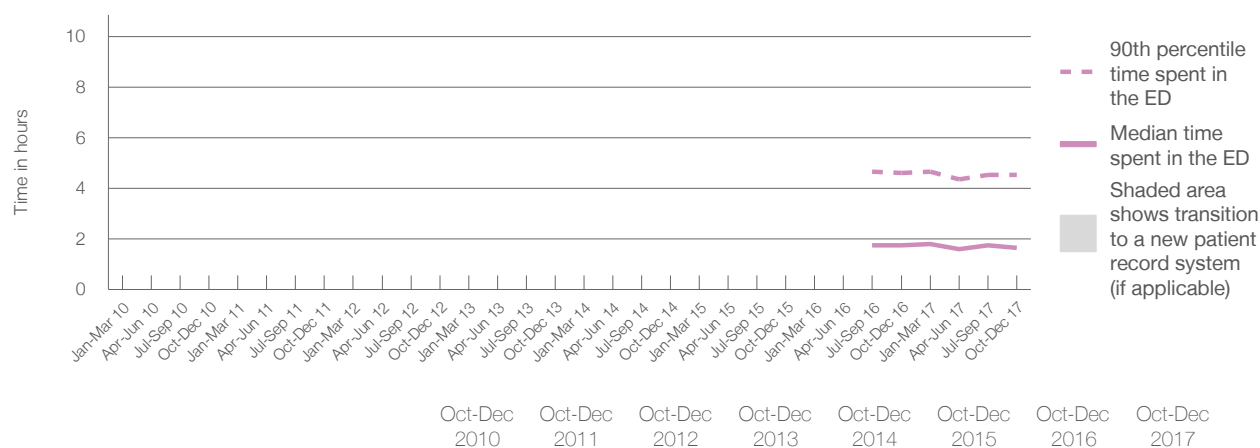
4 hours and 32 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 2,024                  |                        |
| 2,024                  |                        |
| 1 hours and 45 minutes | 2 hours and 44 minutes |
| 4 hours and 37 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



|   |  |  |  |  |  |  |        |        |
|---|--|--|--|--|--|--|--------|--------|
| Median time to leaving the ED <sup>8</sup><br>(hours, minutes)          |  |  |  |  |  |  | 1h 45m | 1h 39m |
| 90th percentile time to leaving the ED <sup>9</sup><br>(hours, minutes) |  |  |  |  |  |  | 4h 37m | 4h 32m |

(†) 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.

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

By mode of separation

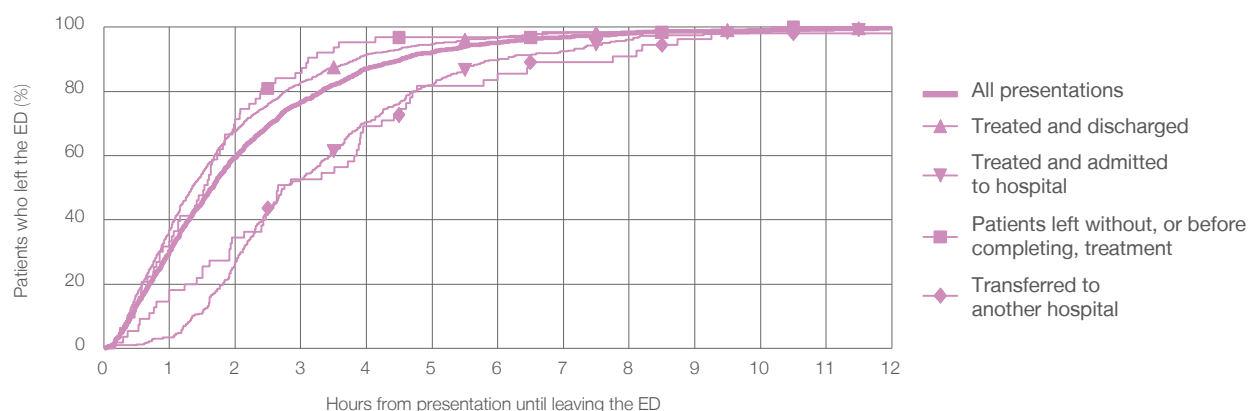
October to December 2017

All presentations:<sup>†</sup> 1,867 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 1,867 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged                                | 1,413 (75.7%) | 1,471                 | -3.9%                     |
| Treated and admitted to hospital                      | 334 (17.9%)   | 358                   | -6.7%                     |
| Patient left without, or before completing, treatment | 63 (3.4%)     | 102                   | -38.2%                    |
| Transferred to another hospital                       | 55 (2.9%)     | 89                    | -38.2%                    |
| Other   | 2 (0.1%)      | 4                     | -50.0%                    |

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



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

|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 36.9% | 67.6% | 82.9% | 91.4% | 96.7% | 98.7% | 99.2% | 99.8% |
| Treated and admitted to hospital                      | 3.3%  | 26.9% | 52.7% | 70.4% | 89.8% | 96.1% | 98.5% | 99.4% |
| Patient left without, or before completing, treatment | 33.3% | 71.4% | 85.7% | 95.2% | 96.8% | 98.4% | 98.4% | 100%  |
| Transferred to another hospital                       | 18.2% | 34.5% | 52.7% | 69.1% | 85.5% | 90.9% | 98.2% | 98.2% |
| All presentations                                     | 30.2% | 59.5% | 76.8% | 87.1% | 95.2% | 98.0% | 99.0% | 99.7% |

(†) 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.



## Cowra District Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 1,867 patients

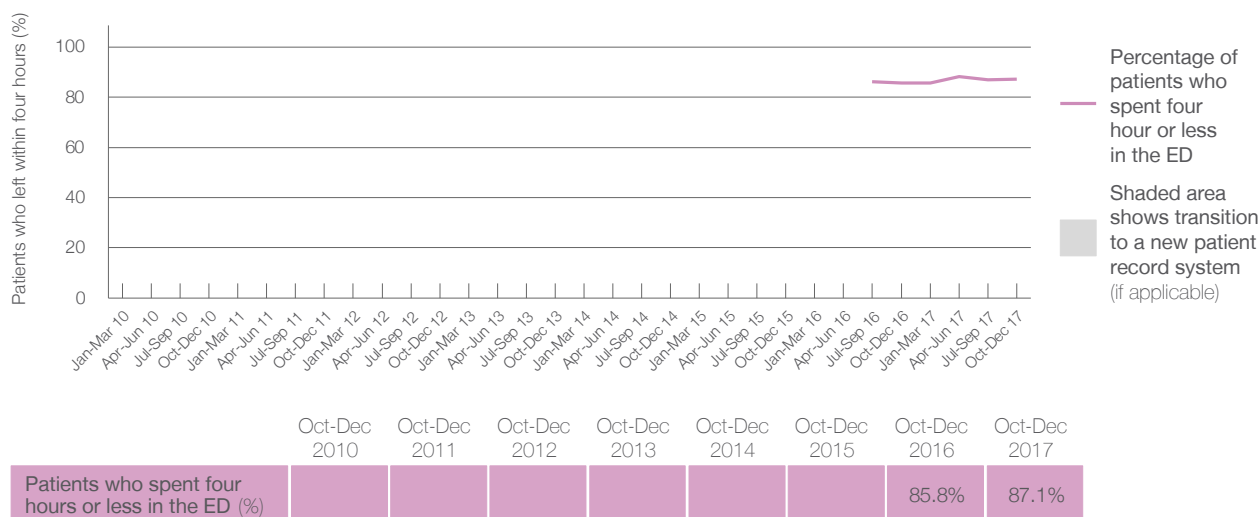
Presentations used to calculate time to leaving the ED: <sup>6</sup> 1,867 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,024                 | -7.8%                     |
| 2,024                 | -7.8%                     |
| 85.8%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Deniliquin Health Service: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 2,359 patients

Emergency presentations:<sup>2</sup> 1,965 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,699                 | -12.6%                    |
| 2,009                 | -2.2%                     |

## Deniliquin Health Service: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 103 patients

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

90th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 692 patients

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

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

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 814 patients

Median time to start treatment<sup>4</sup> 8 minutes

90th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 356 patients

Median time to start treatment<sup>4</sup> 8 minutes

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

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 73                    |                   |
| 4 minutes             | 8 minutes         |
| *                     | 23 minutes        |
| 650                   |                   |
| 7 minutes             | 20 minutes        |
| 23 minutes            | 65 minutes        |
| 888                   |                   |
| 6 minutes             | 26 minutes        |
| 20 minutes            | 99 minutes        |
| 398                   |                   |
| 6 minutes             | 23 minutes        |
| 25 minutes            | 103 minutes       |

## Deniliquin Health Service: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,358 patients

Percentage of patients who spent four hours or less in the ED 89.0%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,699                 | -12.6%                    |
| 91.6%                 |                           |

\* 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.

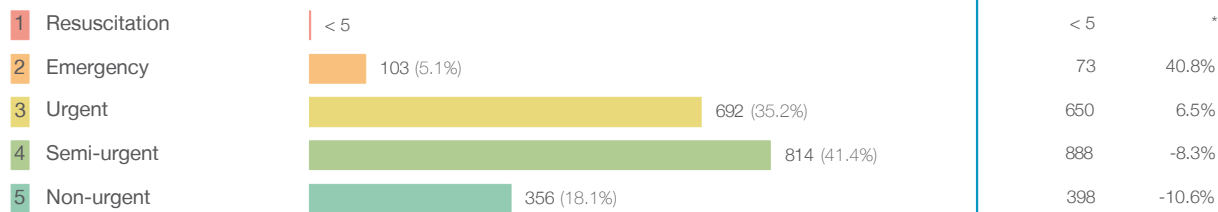
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Deniliquin Health Service: Patients presenting to the emergency department

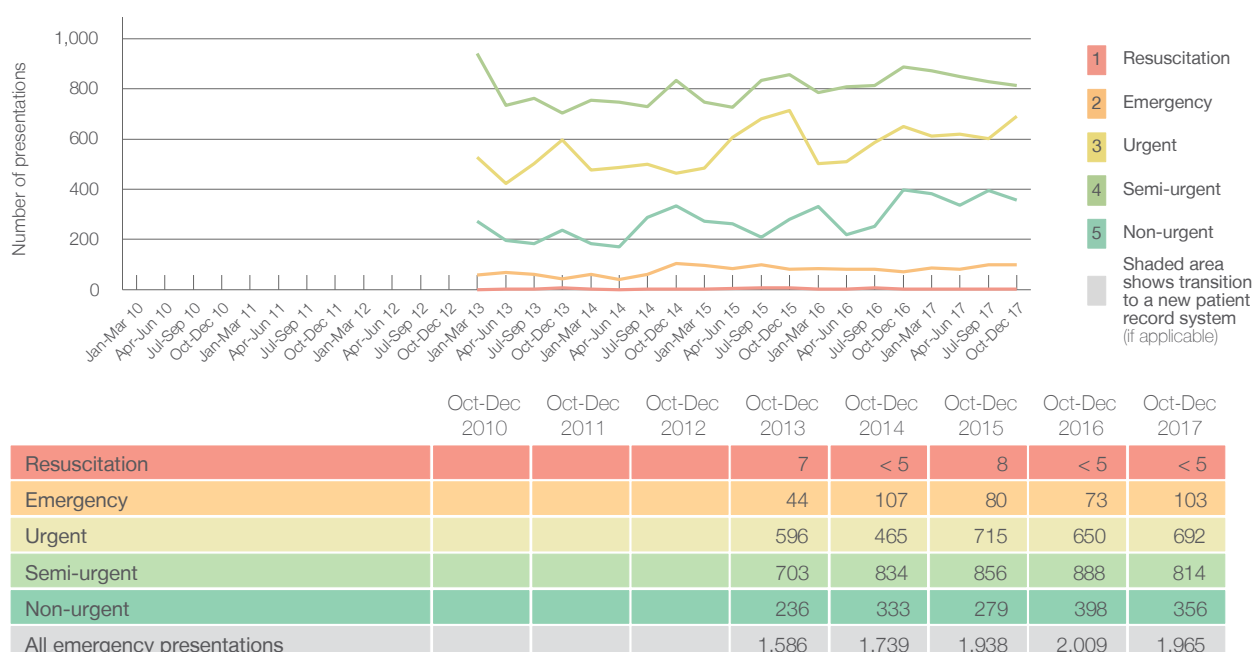
October to December 2017

All presentations:<sup>1</sup> 2,359 patients

Emergency presentations<sup>2</sup> by triage category: 1,965 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



## Deniliquin Health Service: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 108 patients <sup>\*\*</sup>

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.

(§) 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.

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

## Deniliquin Health Service: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 103

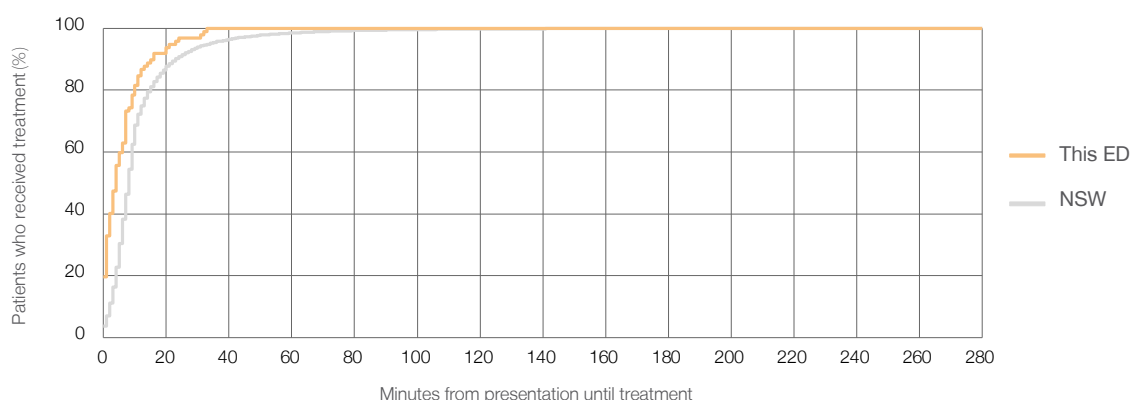
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 97

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

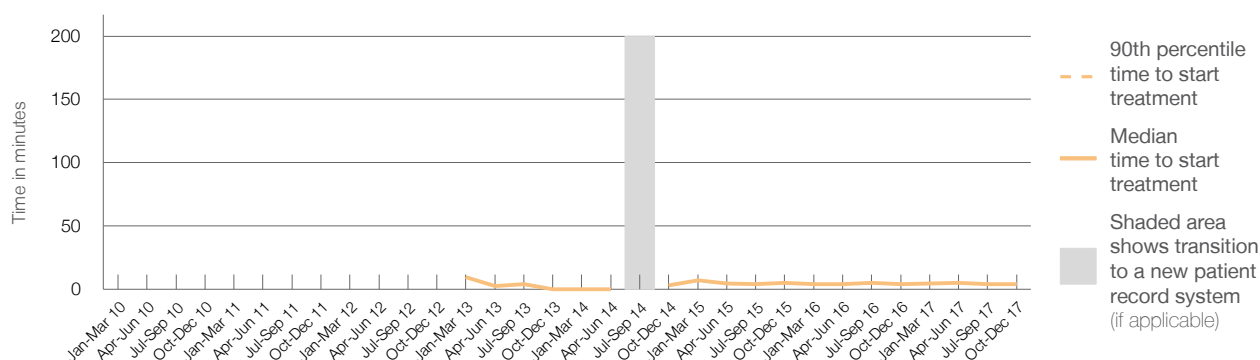
90th percentile time to start treatment <sup>5</sup> \*

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 73                    |                   |
| 71                    |                   |
| 4 minutes             | 8 minutes         |
| *                     | 23 minutes        |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017 <sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 0            | 3            | 5            | 4            | 4            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | *            | 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.

(§) 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.

## Deniliquin Health Service: Time patients waited to start treatment, triage 3

October to December 2017

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

Number of triage 3 patients: 692

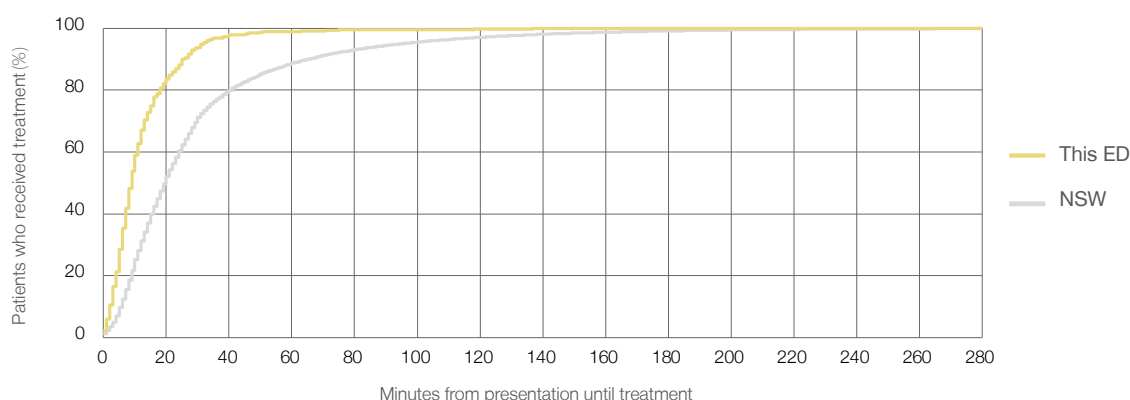
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 674

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

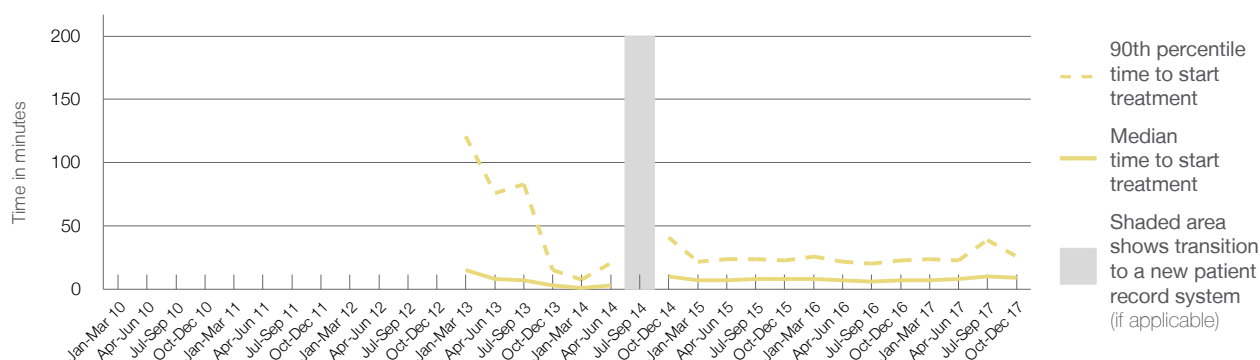
90th percentile time to start treatment<sup>5</sup> 26 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 650                   |                   |
| 641                   |                   |
| 7 minutes             | 20 minutes        |
| 23 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 3            | 10           | 8            | 7            | 9            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 15           | 41           | 23           | 23           | 26           |

(†) 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.

## Deniliquin Health Service: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 814

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 785

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

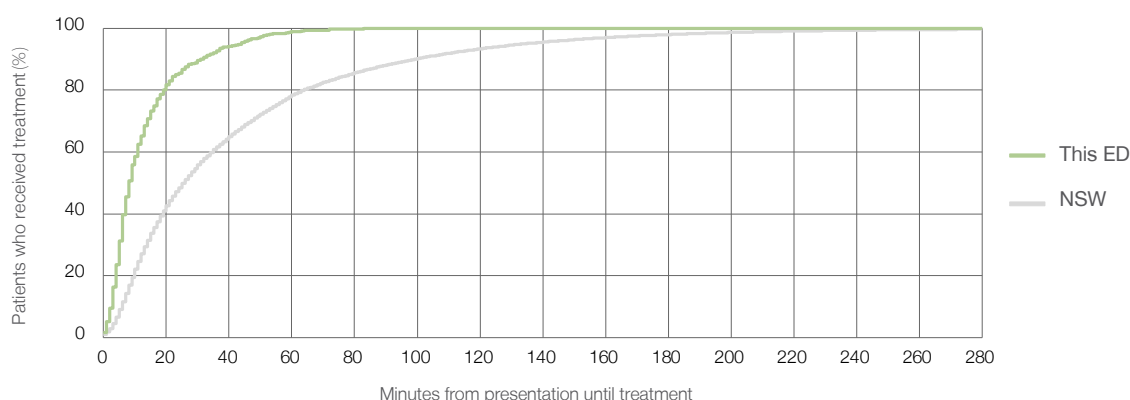
8 minutes

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

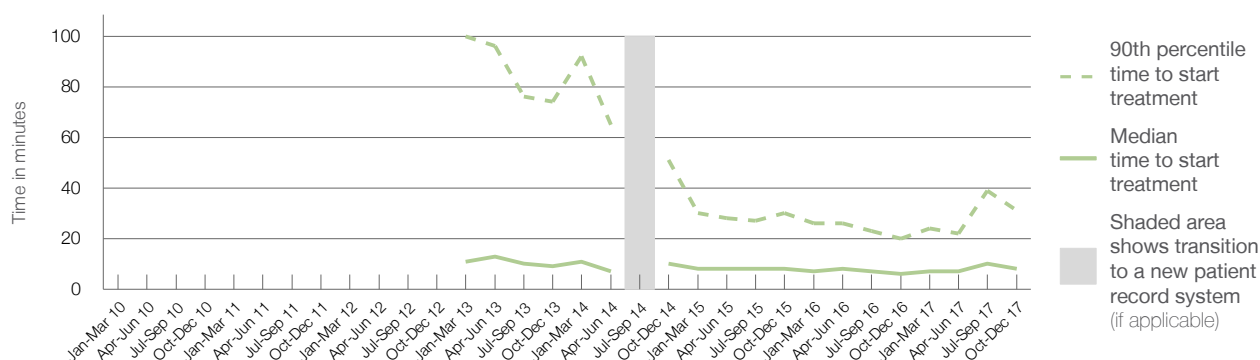
31 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 888                   |                   |
| 843                   |                   |
| 6 minutes             | 26 minutes        |
| 20 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 9            | 10           | 8            | 6            | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 74           | 51           | 30           | 20           | 31           |

(†) 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.

## Deniliquin Health Service: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 356

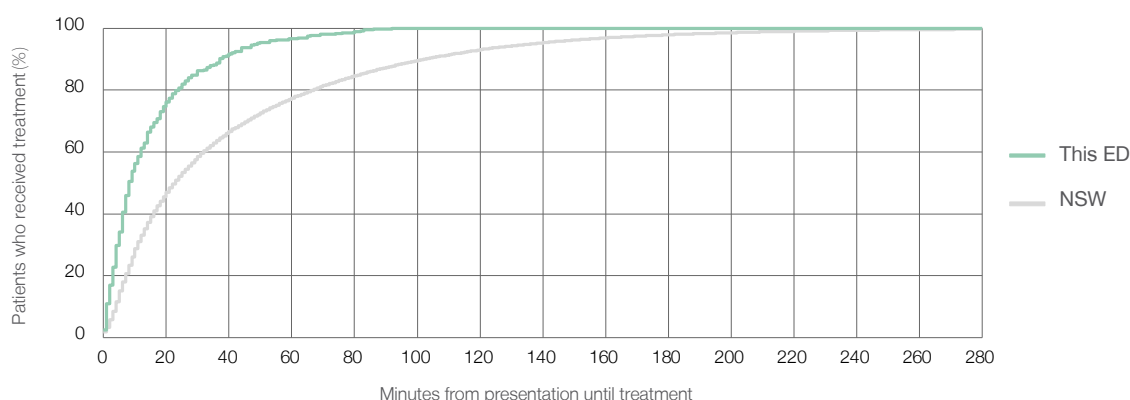
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 348

Median time to start treatment<sup>4</sup> 8 minutes

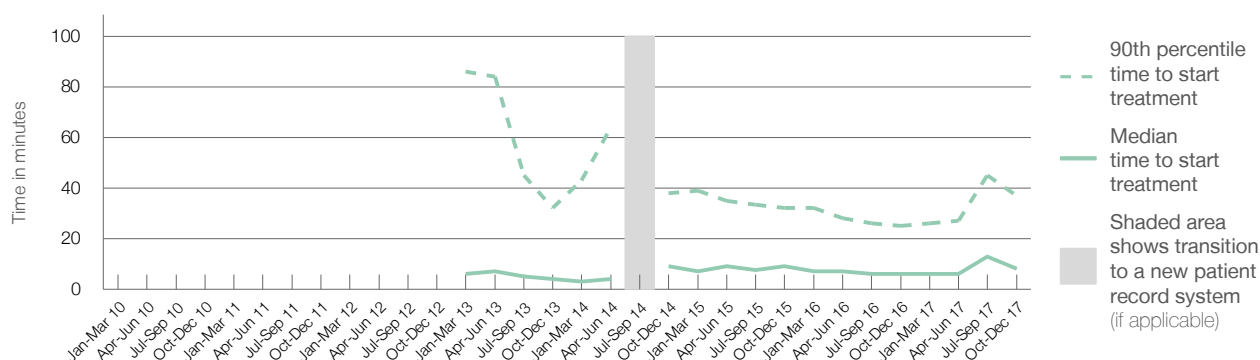
90th percentile time to start treatment<sup>5</sup> 37 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 398                   |                   |
| 384                   |                   |
| 6 minutes             | 23 minutes        |
| 25 minutes            | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 4            | 9            | 9            | 6            | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 32           | 38           | 32           | 25           | 37           |

(†) 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.

## Deniliquin Health Service: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 2,359 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,358 patients

Median time spent in the ED<sup>8</sup>

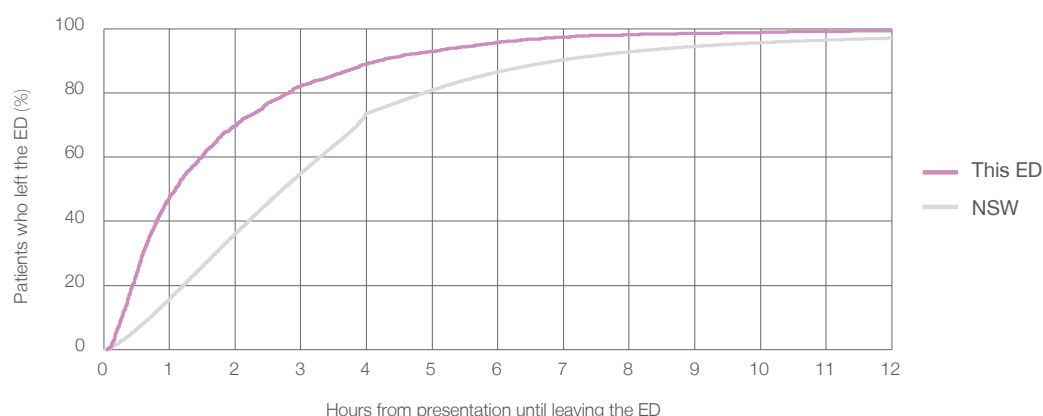
1 hours and 6 minutes

90th percentile time spent in the ED<sup>9</sup>

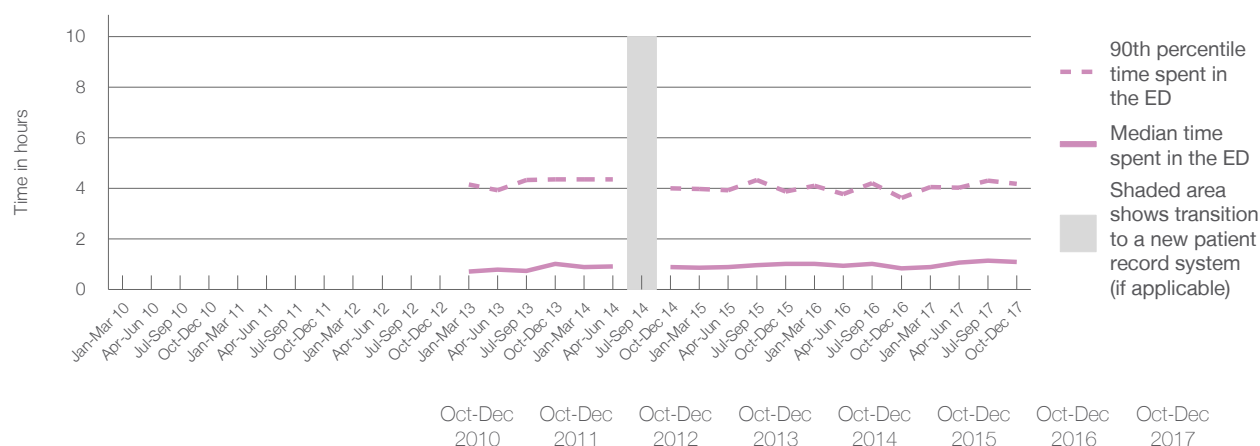
4 hours and 11 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 2,699                  |                        |
| 2,699                  |                        |
| 0 hours and 50 minutes | 2 hours and 44 minutes |
| 3 hours and 37 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



|   |  |  |  |        |        |        |        |        |
|---|--|--|--|--------|--------|--------|--------|--------|
| Median time to leaving the ED <sup>8</sup><br>(hours, minutes)          |  |  |  | 1h 1m  | 0h 54m | 1h 2m  | 0h 50m | 1h 6m  |
| 90th percentile time to leaving the ED <sup>9</sup><br>(hours, minutes) |  |  |  | 4h 21m | 4h 0m  | 3h 53m | 3h 37m | 4h 11m |

(†) 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.



## Deniliquin Health Service: Time patients spent in the ED

By mode of separation

October to December 2017

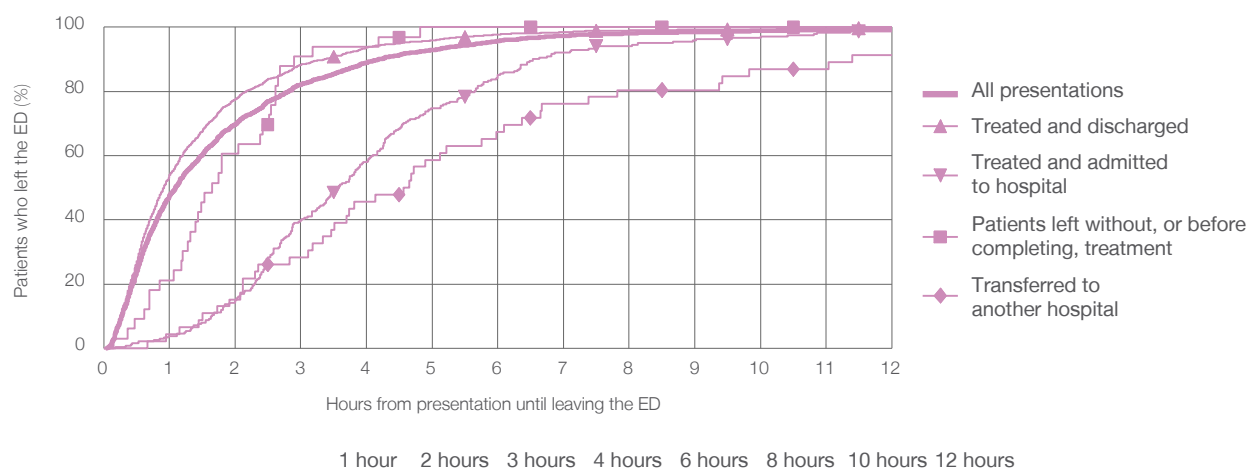
All presentations:<sup>†</sup> 2,359 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,358 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 1,982 (84.0%) |
| Treated and admitted to hospital                      | 241 (10.2%)   |
| Patient left without, or before completing, treatment | 33 (1.4%)     |
| Transferred to another hospital                       | 46 (1.9%)     |
| Other   | 57 (2.4%)     |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,699                 | -12.6%                    |
| 2,198                 | -9.8%                     |
| 352                   | -31.5%                    |
| 32                    | 3.1%                      |
| 48                    | -4.2%                     |
| 69                    | -17.4%                    |

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



|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 54.0% | 77.5% | 88.2% | 93.6% | 97.7% | 99.0% | 99.4% | 99.7% |
| Treated and admitted to hospital                      | 3.7%  | 14.9% | 39.8% | 58.1% | 85.1% | 94.2% | 97.1% | 98.8% |
| Patient left without, or before completing, treatment | 21.2% | 60.6% | 90.9% | 93.9% | 100%  | 100%  | 100%  | 100%  |
| Transferred to another hospital                       | 4.3%  | 15.2% | 28.3% | 45.7% | 67.4% | 80.4% | 87.0% | 91.3% |
| All presentations                                     | 47.7% | 69.8% | 82.2% | 89.0% | 95.7% | 98.1% | 98.9% | 99.4% |

(†) 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.

(§) 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.

## Deniliquin Health Service: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 2,359 patients

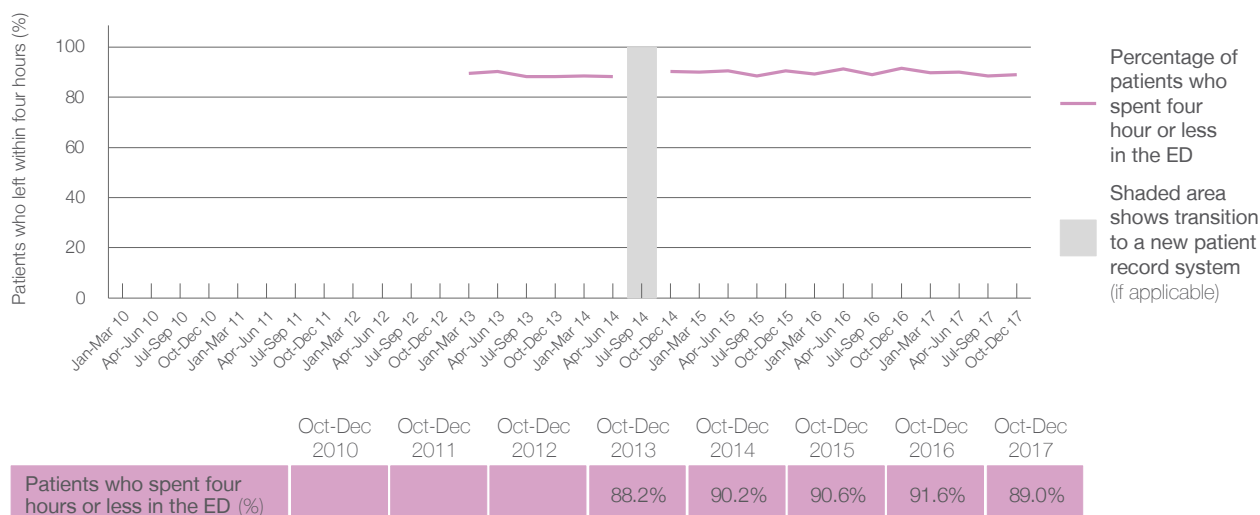
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,358 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,699                 | -12.6%                    |
| 2,699                 | -12.6%                    |
| 91.6%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

All presentations:<sup>1</sup> 1,832 patients

Emergency presentations:<sup>2</sup> 1,664 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,047                 | -10.5%                    |
| 1,793                 | -7.2%                     |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 91 patients

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

90th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 292 patients

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

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

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 664 patients

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

90th percentile time to start treatment<sup>5</sup> 101 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 612 patients

Median time to start treatment<sup>4</sup> 20 minutes

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

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 72                    |                   |
| 5 minutes             | 8 minutes         |
| *                     | 23 minutes        |
| 251                   |                   |
| 13 minutes            | 20 minutes        |
| 52 minutes            | 65 minutes        |
| 560                   |                   |
| 25 minutes            | 26 minutes        |
| 81 minutes            | 99 minutes        |
| 903                   |                   |
| 26 minutes            | 23 minutes        |
| 117 minutes           | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,832 patients

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

91.5%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,047                 | -10.5%                    |
| 87.1%                 |                           |

\* 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.

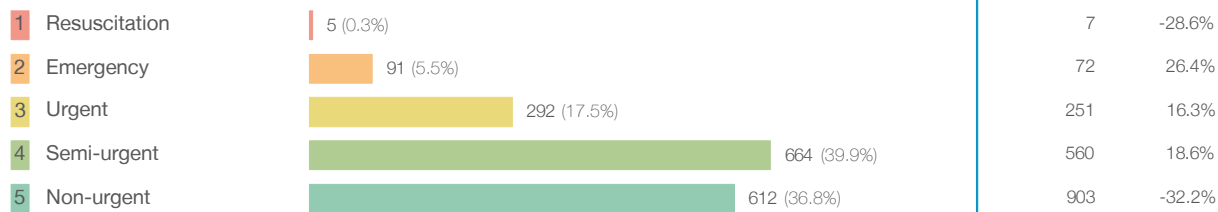
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Forbes District Hospital: Patients presenting to the emergency department

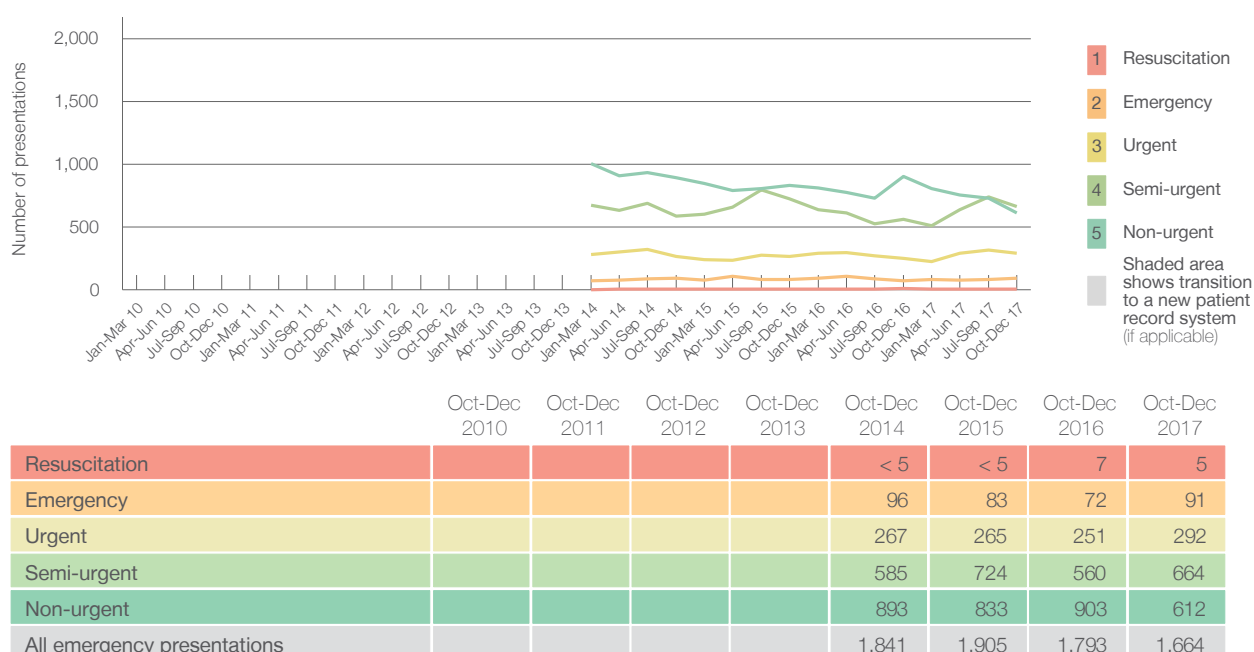
October to December 2017

All presentations:<sup>1</sup> 1,832 patients

Emergency presentations<sup>2</sup> by triage category: 1,664 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



## Forbes District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 177 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.

(§) 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.

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

October to December 2017

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

Number of triage 2 patients: 91

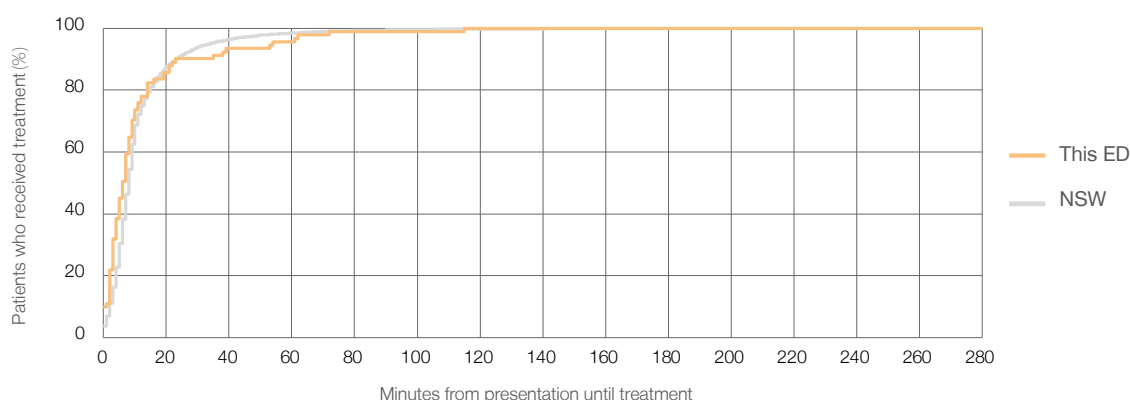
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 91

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

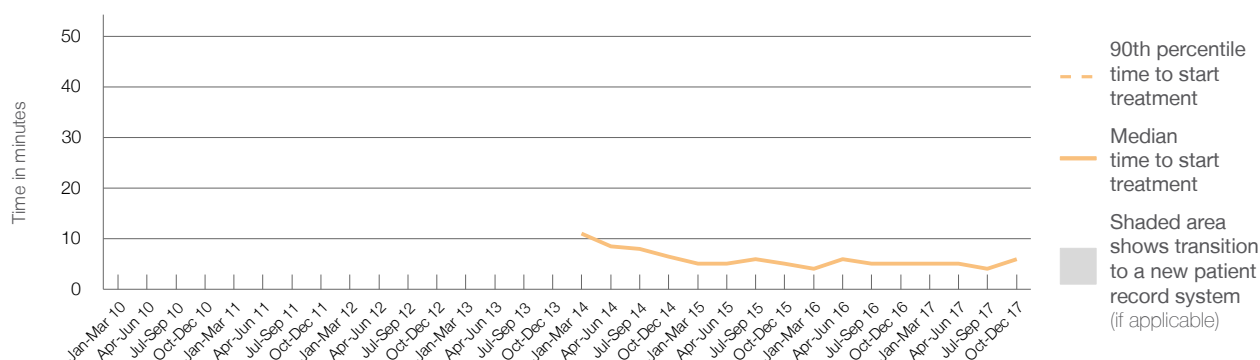
90th percentile time to start treatment<sup>5</sup> \*

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 72                    | 72                |
| 5 minutes             | 8 minutes         |
| *                     | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              | 7            | 5            | 5            | 6            |
| 90th percentile time to start treatment <sup>5</sup> (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.

(§) 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.

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

October to December 2017

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

Number of triage 3 patients: 292

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 287

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

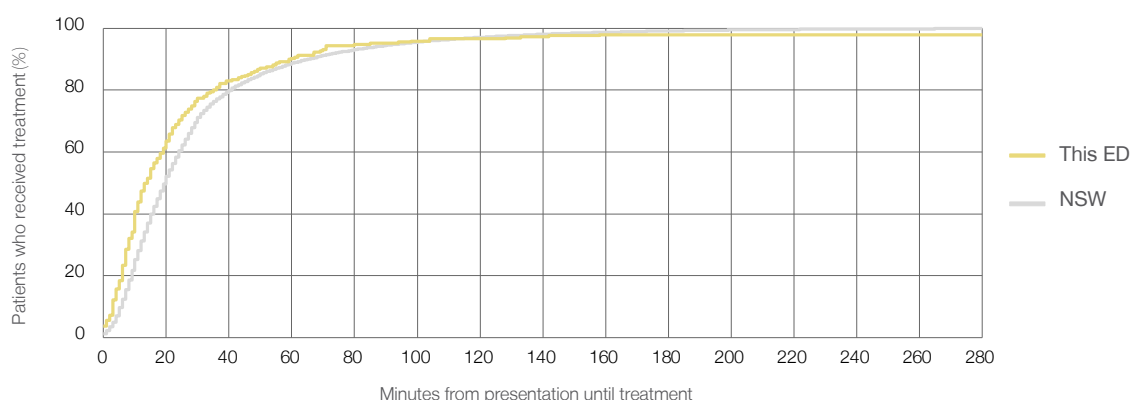
14 minutes

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

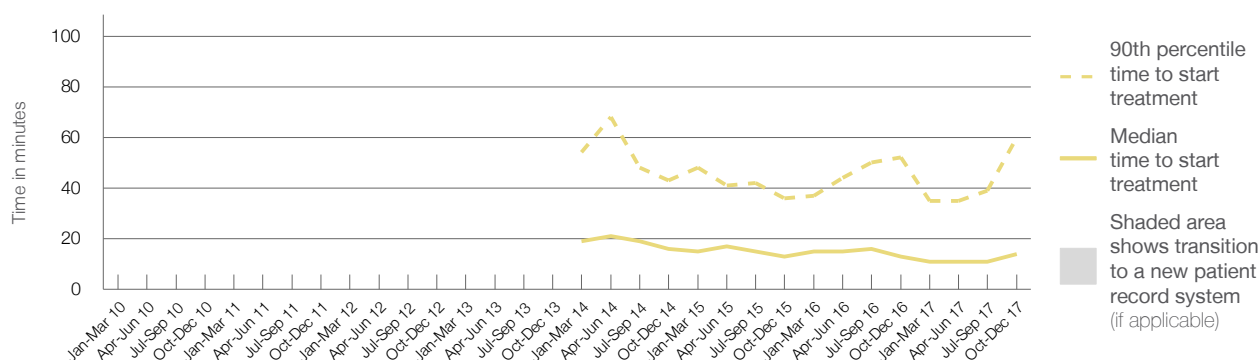
60 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 251                   |                   |
| 249                   |                   |
| 13 minutes            | 20 minutes        |
| 52 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              | 16           | 13           | 13           | 14           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              | 43           | 36           | 52           | 60           |

(†) 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.

## Forbes District Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 664

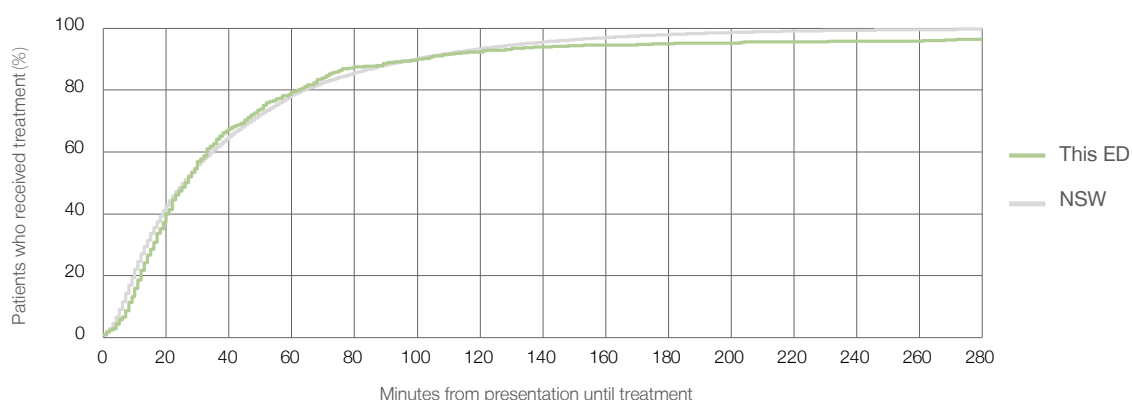
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 653

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

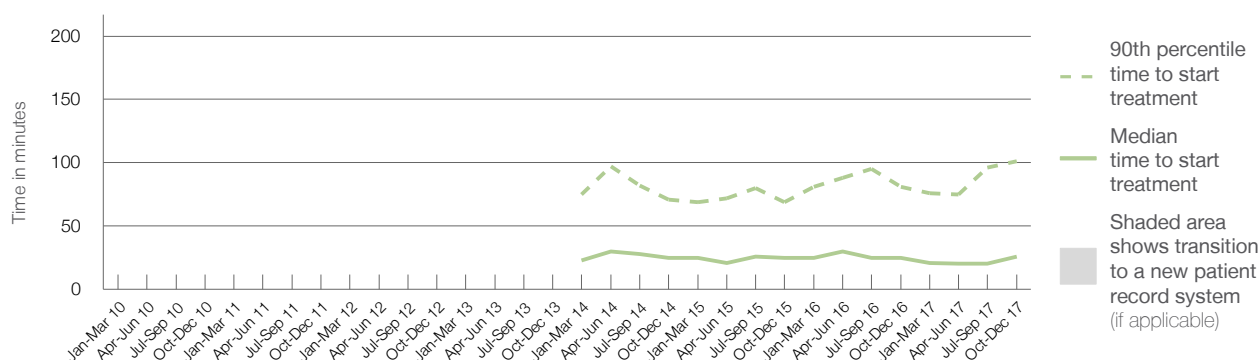
90th percentile time to start treatment<sup>5</sup> 101 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 560                   |                   |
| 538                   |                   |
| 25 minutes            | 26 minutes        |
| 81 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              | 25           | 25           | 25           | 26           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              | 71           | 69           | 81           | 101          |

(†) 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.

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

October to December 2017

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

Number of triage 5 patients: 612

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 598

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

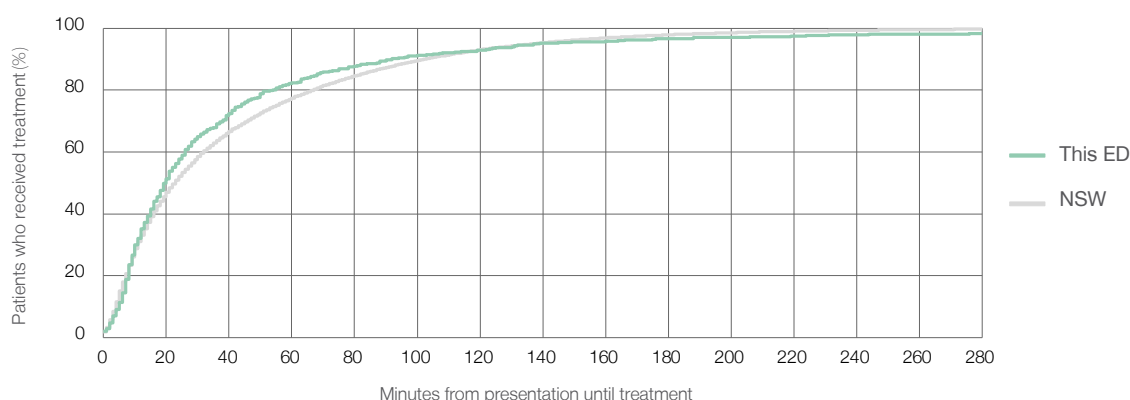
20 minutes

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

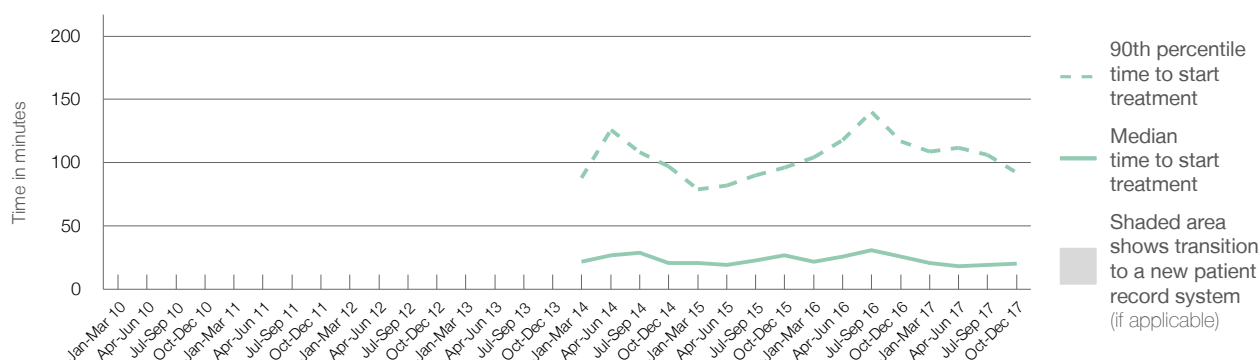
92 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 903                   |                   |
| 798                   |                   |
| 26 minutes            | 23 minutes        |
| 117 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              | 21           | 27           | 26           | 20           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              | 97           | 96           | 117          | 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.

(§) 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.



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

October to December 2017

All presentations:<sup>1</sup> 1,832 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,832 patients

Median time spent in the ED<sup>8</sup>

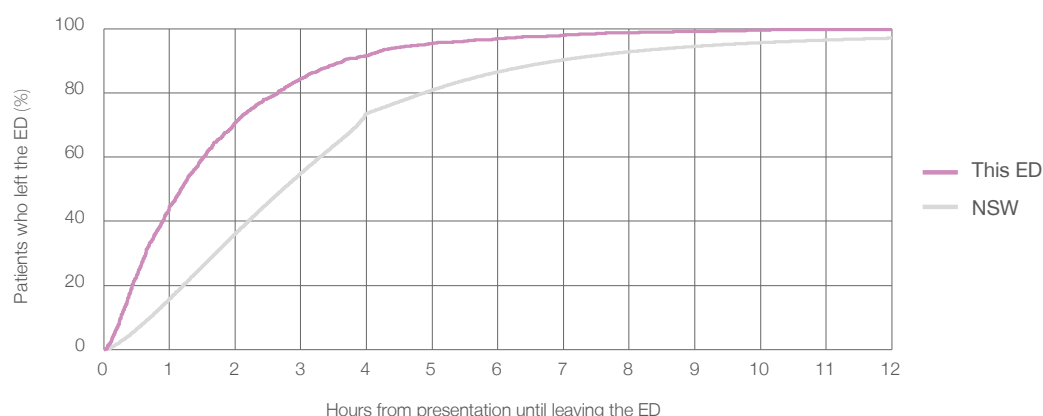
1 hours and 11 minutes

90th percentile time spent in the ED<sup>9</sup>

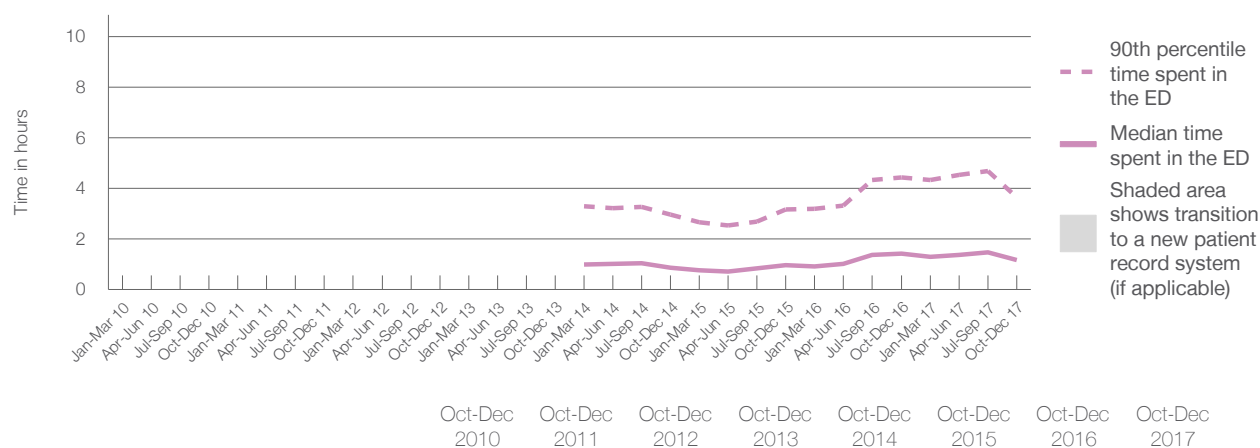
3 hours and 39 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 2,047                  |                        |
| 2,047                  |                        |
| 1 hours and 25 minutes | 2 hours and 44 minutes |
| 4 hours and 26 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



|   |  |  |  |  |        |        |        |        |
|---|--|--|--|--|--------|--------|--------|--------|
| Median time to leaving the ED <sup>8</sup><br>(hours, minutes)          |  |  |  |  | 0h 53m | 0h 59m | 1h 25m | 1h 11m |
| 90th percentile time to leaving the ED <sup>9</sup><br>(hours, minutes) |  |  |  |  | 2h 58m | 3h 11m | 4h 26m | 3h 39m |

(†) 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.

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

By mode of separation

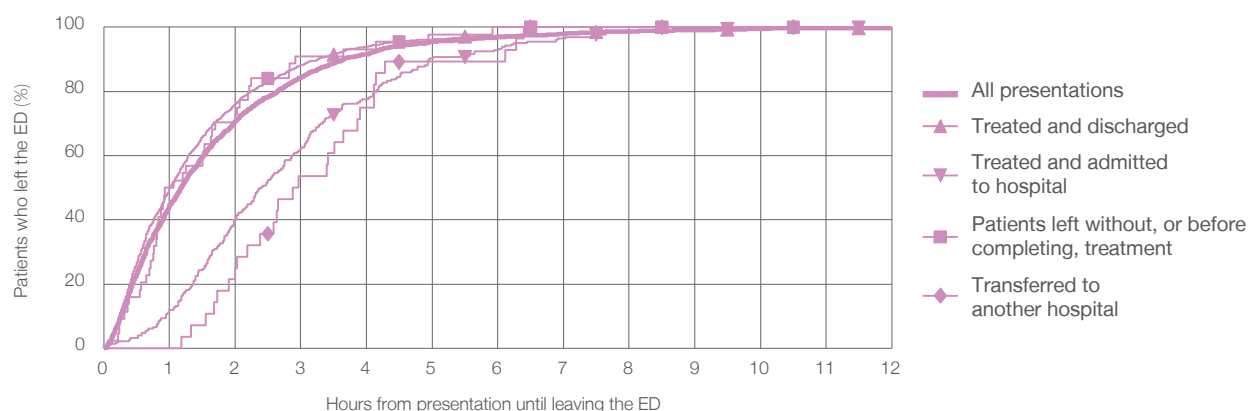
October to December 2017

All presentations:<sup>†</sup> 1,832 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 1,832 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged                                | 1,521 (83.0%) | 1,585                 | -4.0%                     |
| Treated and admitted to hospital                      | 227 (12.4%)   | 247                   | -8.1%                     |
| Patient left without, or before completing, treatment | 44 (2.4%)     | 143                   | -69.2%                    |
| Transferred to another hospital                       | 28 (1.5%)     | 56                    | -50.0%                    |
| Other   | 12 (0.7%)     | 16                    | -25.0%                    |

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



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

|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 50.1% | 76.2% | 88.2% | 93.9% | 97.4% | 98.7% | 99.5% | 99.7% |
| Treated and admitted to hospital                      | 11.9% | 40.1% | 62.1% | 77.5% | 93.0% | 98.2% | 100%  | 100%  |
| Patient left without, or before completing, treatment | 50.0% | 72.7% | 90.9% | 93.2% | 100%  | 100%  | 100%  | 100%  |
| Transferred to another hospital                       | 0%    | 25.0% | 53.6% | 75.0% | 89.3% | 100%  | 100%  | 100%  |
| All presentations                                     | 44.7% | 70.8% | 84.4% | 91.5% | 96.8% | 98.7% | 99.6% | 99.8% |

(†) 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.

## Forbes District Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: <sup>1</sup> 1,832 patients

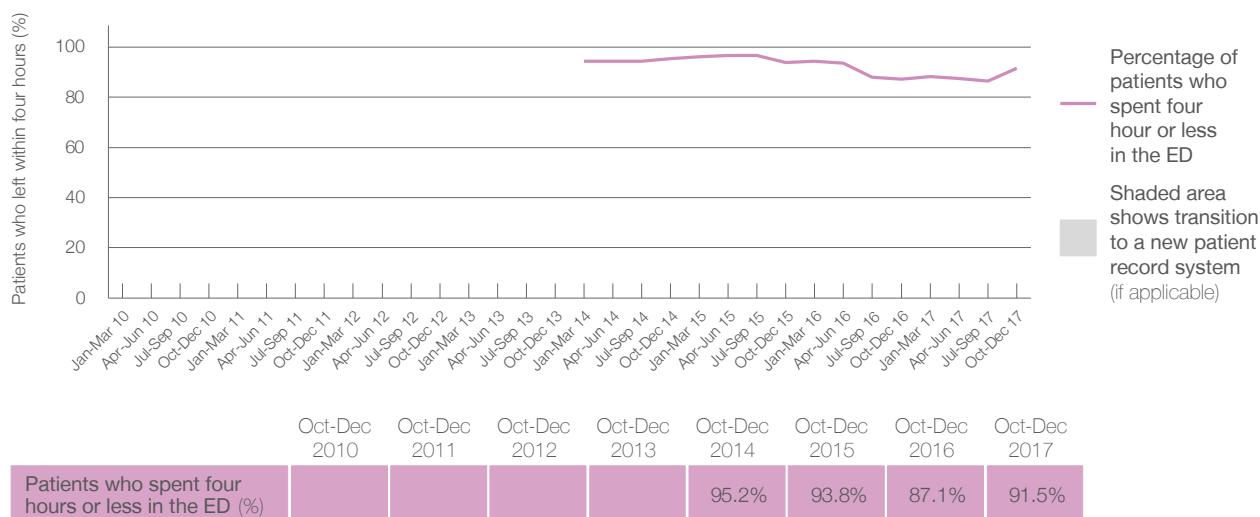
Presentations used to calculate time to leaving the ED: <sup>6</sup> 1,832 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,047                 | -10.5%                    |
| 2,047                 | -10.5%                    |
| 87.1%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

All presentations:<sup>1</sup> 2,154 patients

Emergency presentations:<sup>2</sup> 2,087 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,226                 | -3.2%                     |
| 2,026                 | 3.0%                      |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 139 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 54 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 472 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 95 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,087 patients

Median time to start treatment<sup>4</sup> 37 minutes  
90th percentile time to start treatment<sup>5</sup> 122 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 389 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 100 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 102                   |                   |
| 5 minutes             | 8 minutes         |
| *                     | 23 minutes        |
| 399                   |                   |
| 19 minutes            | 20 minutes        |
| 73 minutes            | 65 minutes        |
| 1,197                 |                   |
| 32 minutes            | 26 minutes        |
| 102 minutes           | 99 minutes        |
| 328                   |                   |
| 30 minutes            | 23 minutes        |
| 103 minutes           | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,154 patients

Percentage of patients who spent four hours or less in the ED 90.2%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,226                 | -3.2%                     |
| 89.8%                 |                           |

\* 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.

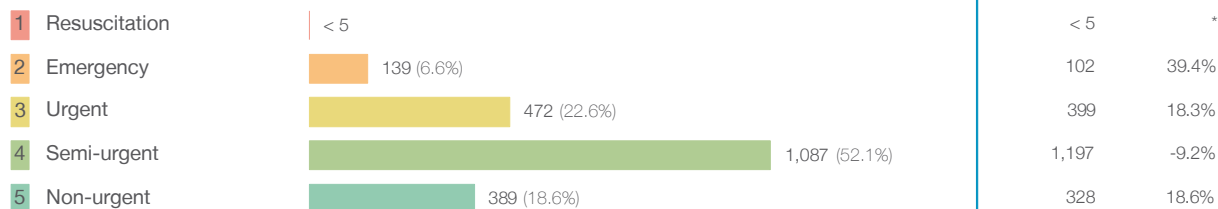
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Gunnedah District Hospital: Patients presenting to the emergency department

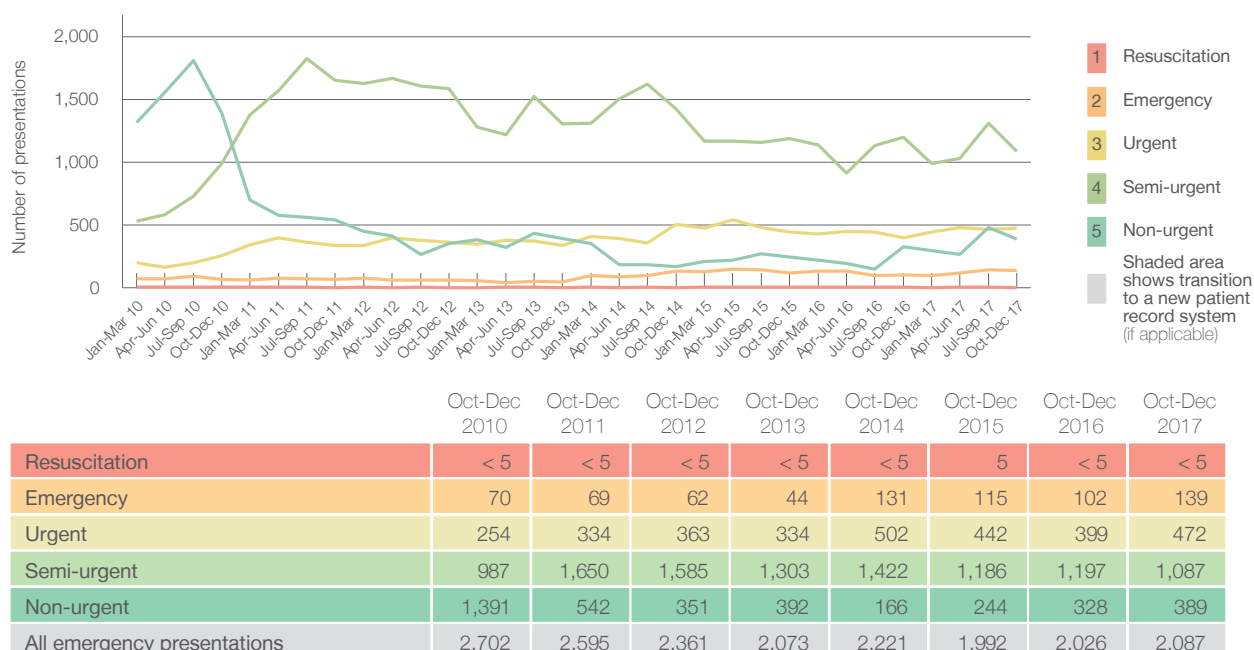
October to December 2017

All presentations:<sup>1</sup> 2,154 patients

Emergency presentations<sup>2</sup> by triage category: 2,087 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>‡</sup>



## Gunnedah District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 168 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.

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

October to December 2017

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

Number of triage 2 patients: 139

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 138

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

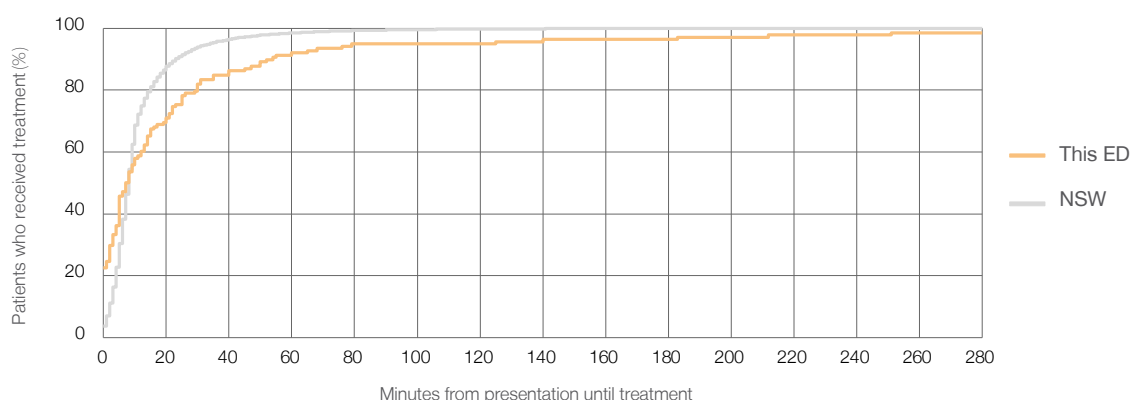
8 minutes

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

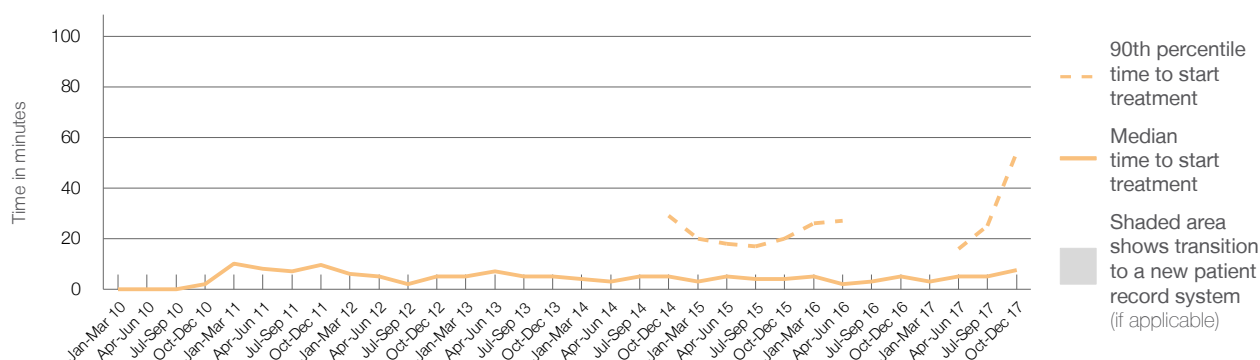
54 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 102                   |                   |
| 99                    |                   |
| 5 minutes             | 8 minutes         |
| *                     | 23 minutes        |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 2            | 10           | 5            | 5            | 5            | 4            | 5            | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | *            | *            | *            | *            | 29           | 20           | *            | 54           |

(†) 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.

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

October to December 2017

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

Number of triage 3 patients: 472

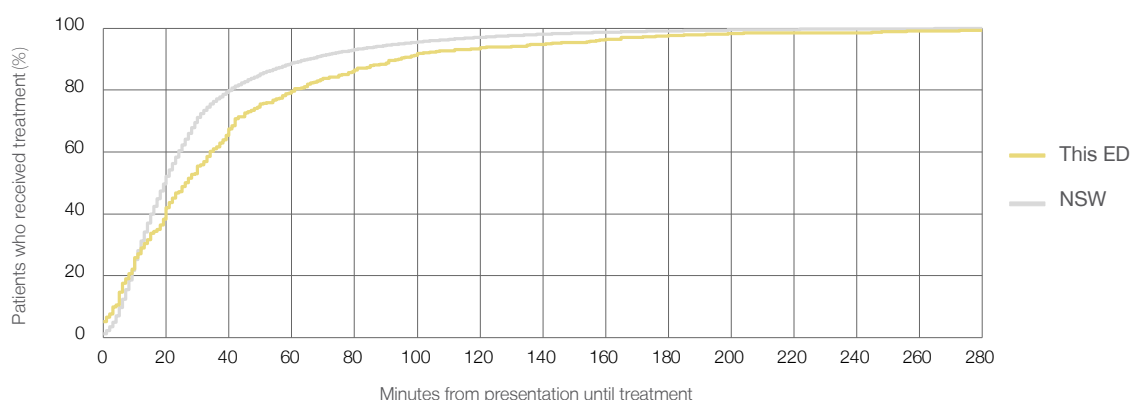
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 457

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

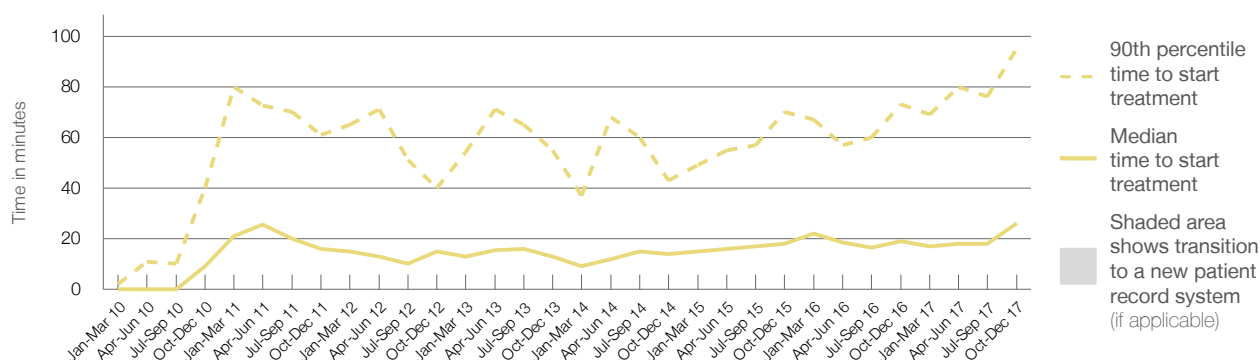
90th percentile time to start treatment<sup>5</sup> 95 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 399                   |                   |
| 395                   |                   |
| 19 minutes            | 20 minutes        |
| 73 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 9            | 16           | 15           | 13           | 14           | 18           | 19           | 26           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 40           | 61           | 40           | 55           | 43           | 70           | 73           | 95           |

(†) 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.

## Gunnedah District Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 1,087

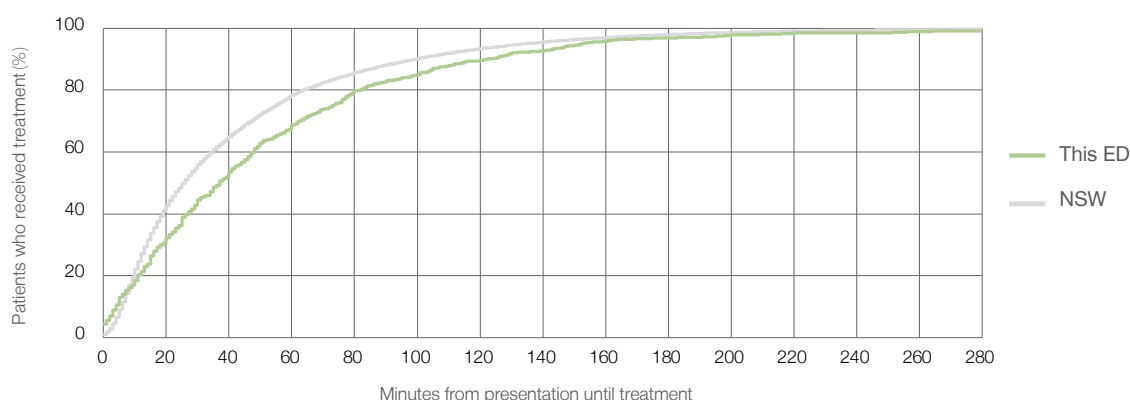
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 995

Median time to start treatment<sup>4</sup> 37 minutes

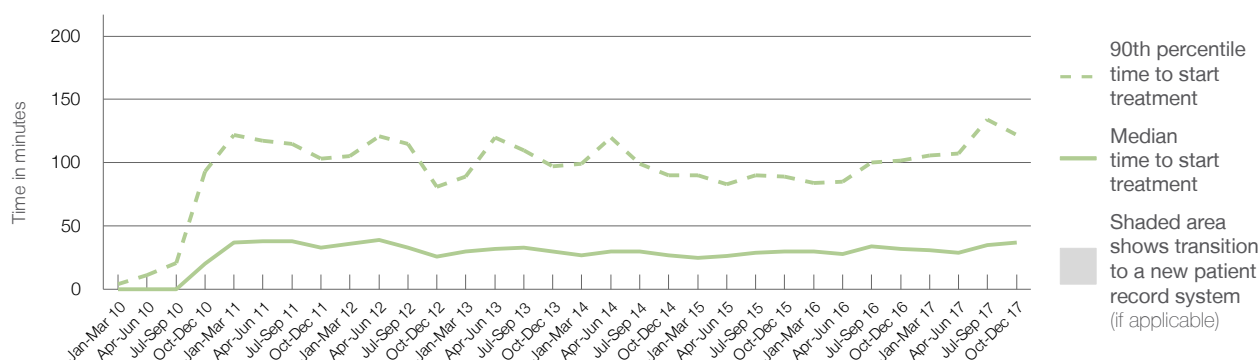
90th percentile time to start treatment<sup>5</sup> 122 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,197                 |                   |
| 1,130                 |                   |
| 32 minutes            | 26 minutes        |
| 102 minutes           | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 20           | 33           | 26           | 30           | 27           | 30           | 32           | 37           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 93           | 103          | 81           | 97           | 90           | 89           | 102          | 122          |

(†) 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.



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

October to December 2017

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

Number of triage 5 patients: 389

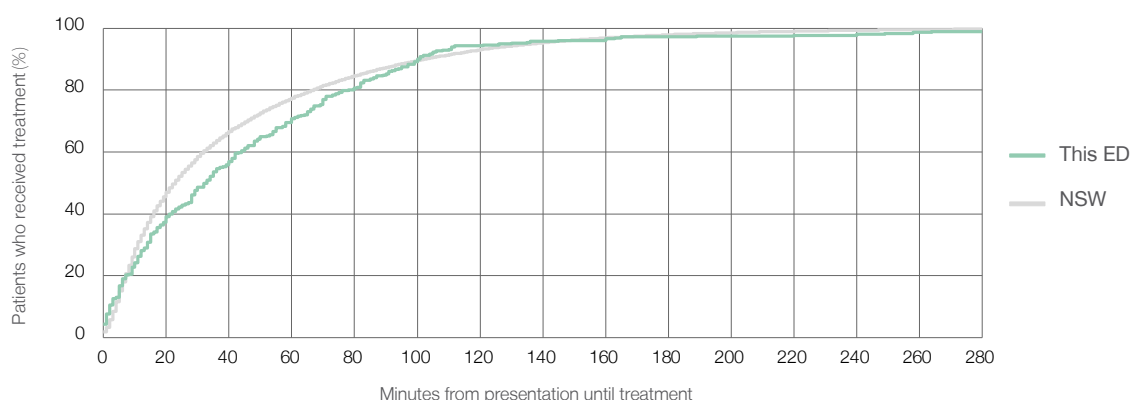
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 351

Median time to start treatment<sup>4</sup> 33 minutes

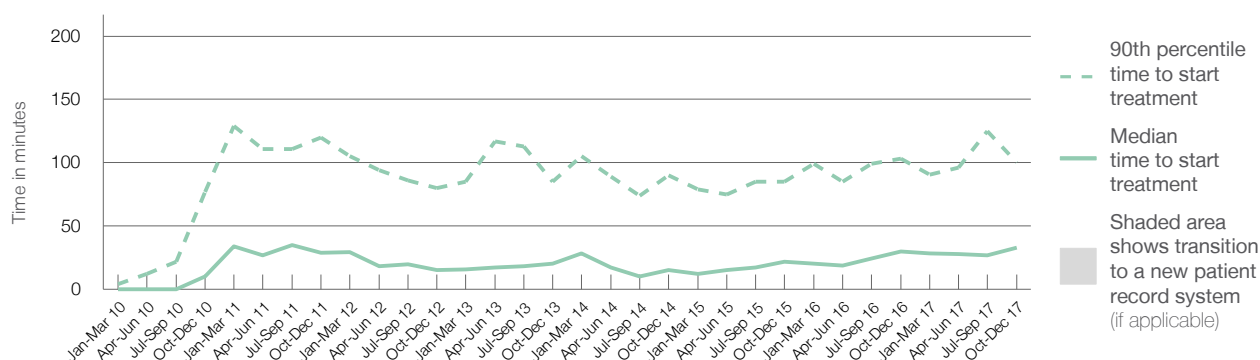
90th percentile time to start treatment<sup>5</sup> 100 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 328                   |                   |
| 304                   |                   |
| 30 minutes            | 23 minutes        |
| 103 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 10           | 29           | 15           | 20           | 15           | 22           | 30           | 33           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 77           | 120          | 80           | 85           | 90           | 85           | 103          | 100          |

(†) 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.

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

October to December 2017

All presentations:<sup>1</sup> 2,154 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,154 patients

Median time spent in the ED<sup>8</sup>

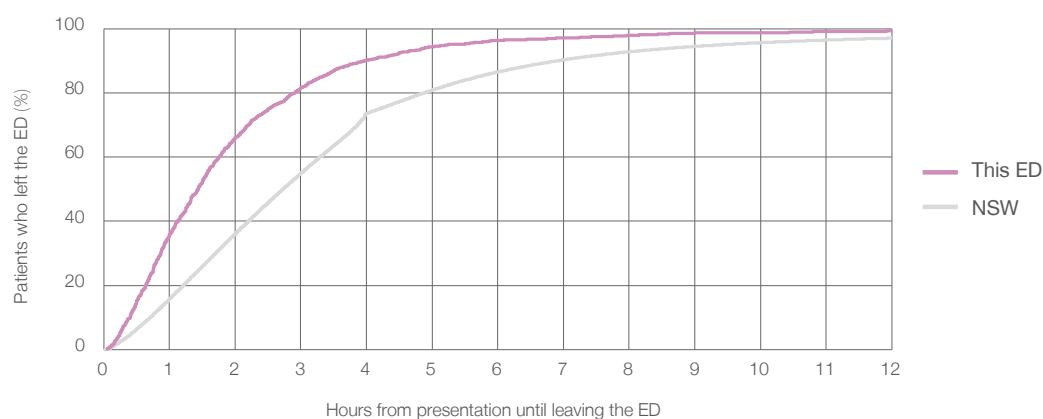
1 hours and 26 minutes

90th percentile time spent in the ED<sup>9</sup>

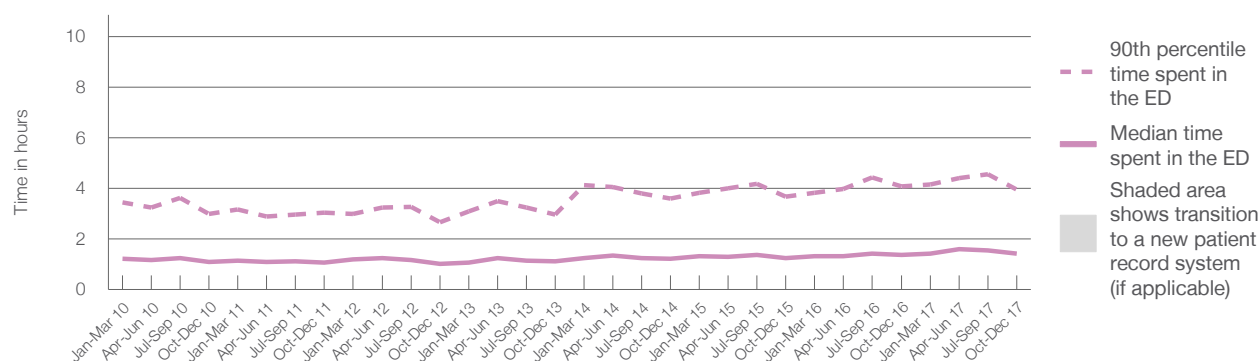
3 hours and 58 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 2,226                  |                        |
| 2,226                  |                        |
| 1 hours and 22 minutes | 2 hours and 44 minutes |
| 4 hours and 5 minutes  | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 1h 6m        | 1h 5m        | 1h 1m        | 1h 7m        | 1h 14m       | 1h 15m       | 1h 22m       | 1h 26m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 3h 0m        | 3h 2m        | 2h 40m       | 2h 58m       | 3h 36m       | 3h 41m       | 4h 5m        | 3h 58m       |

(†) 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.

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

By mode of separation

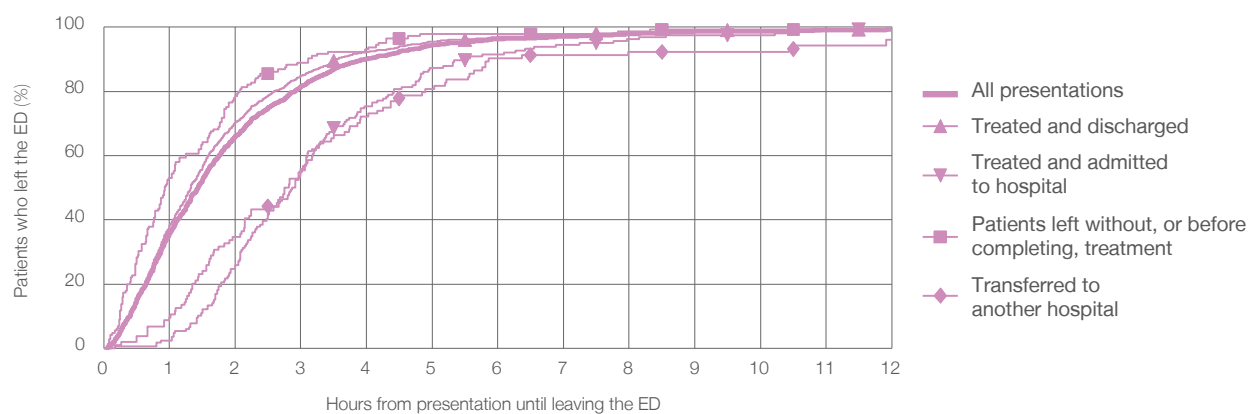
October to December 2017

All presentations:<sup>†</sup> 2,154 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,154 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged                                | 1,707 (79.2%) | 1,794                 | -4.8%                     |
| Treated and admitted to hospital                      | 166 (7.7%)    | 195                   | -14.9%                    |
| Patient left without, or before completing, treatment | 145 (6.7%)    | 103                   | 40.8%                     |
| Transferred to another hospital                       | 104 (4.8%)    | 113                   | -8.0%                     |
| Other   | 32 (1.5%)     | 21                    | 52.4%                     |

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



|   | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged                                | 38.3%  | 70.4%   | 84.9%   | 92.3%   | 97.0%   | 98.3%   | 99.2%    | 99.4%    |
| Treated and admitted to hospital                      | 2.4%   | 25.9%   | 54.8%   | 75.3%   | 91.6%   | 96.4%   | 97.6%    | 99.4%    |
| Patient left without, or before completing, treatment | 53.1%  | 78.6%   | 89.0%   | 93.1%   | 97.9%   | 98.6%   | 99.3%    | 99.3%    |
| Transferred to another hospital                       | 9.6%   | 34.6%   | 55.8%   | 72.1%   | 90.4%   | 92.3%   | 92.3%    | 96.2%    |
| All presentations                                     | 35.9%  | 66.2%   | 81.6%   | 90.2%   | 96.3%   | 97.9%   | 98.7%    | 99.3%    |

(†) 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.

## Gunnedah District Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 2,154 patients

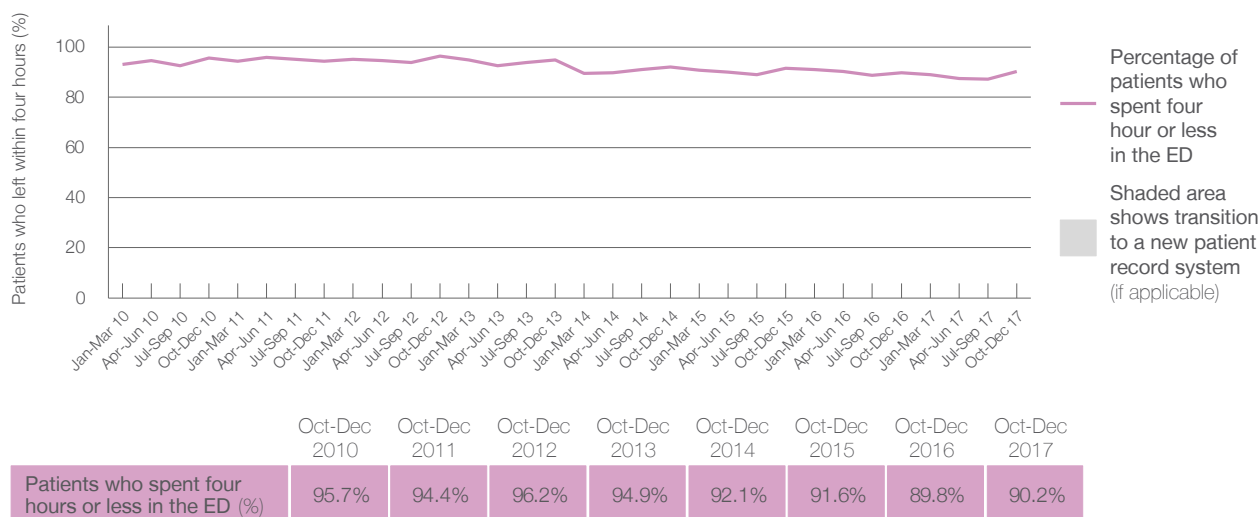
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,154 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,226                 | -3.2%                     |
| 2,226                 | -3.2%                     |
| 89.8%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

All presentations:<sup>1</sup> 2,278 patients

Emergency presentations:<sup>2</sup> 2,165 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,427                 | -6.1%                     |
| 2,351                 | -7.9%                     |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 221 patients

Median time to start treatment<sup>4</sup> 3 minutes  
90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 695 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 50 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,006 patients

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

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 230 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 74 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 252                   |                   |
| 5 minutes             | 8 minutes         |
| 20 minutes            | 23 minutes        |
| 786                   |                   |
| 15 minutes            | 20 minutes        |
| 69 minutes            | 65 minutes        |
| 1,032                 |                   |
| 26 minutes            | 26 minutes        |
| 94 minutes            | 99 minutes        |
| 276                   |                   |
| 25 minutes            | 23 minutes        |
| 102 minutes           | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,278 patients

Percentage of patients who spent four hours or less in the ED 87.0%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,427                 | -6.1%                     |
| 89.0%                 |                           |

\* 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.

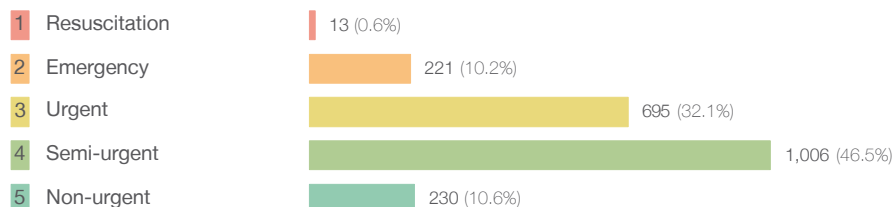
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Inverell District Hospital: Patients presenting to the emergency department

October to December 2017

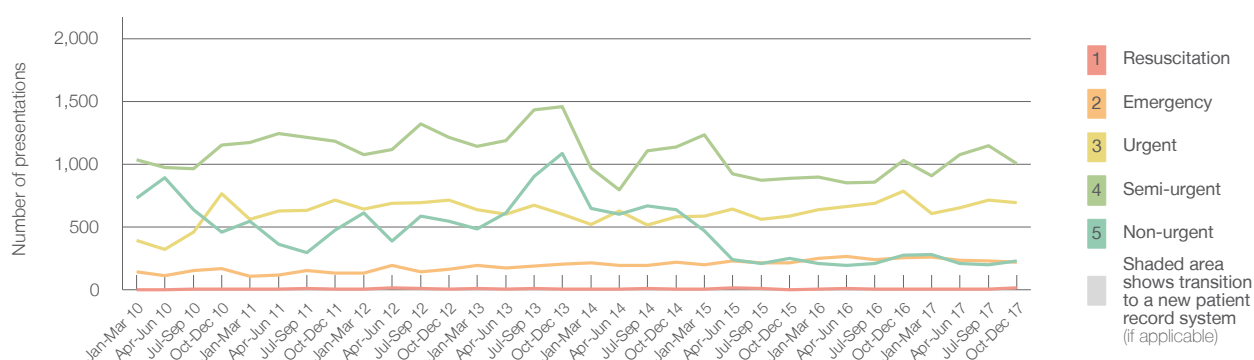
All presentations:<sup>1</sup> 2,278 patients

Emergency presentations<sup>2</sup> by triage category: 2,165 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,427                 | -6.1%                     |
| 2,351                 | -7.9%                     |
| 5                     | 160.0%                    |
| 252                   | -12.3%                    |
| 786                   | -11.6%                    |
| 1,032                 | -2.5%                     |
| 276                   | -16.7%                    |

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017<sup>†</sup>



|                             | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation               | < 5          | < 5          | 6            | 5            | 5            | < 5          | 5            | 13           |
| Emergency                   | 172          | 137          | 161          | 202          | 217          | 217          | 252          | 221          |
| Urgent                      | 763          | 712          | 715          | 603          | 581          | 585          | 786          | 695          |
| Semi-urgent                 | 1,150        | 1,183        | 1,211        | 1,460        | 1,138        | 886          | 1,032        | 1,006        |
| Non-urgent                  | 459          | 476          | 545          | 1,088        | 636          | 250          | 276          | 230          |
| All emergency presentations | 2,544        | 2,508        | 2,638        | 3,358        | 2,577        | 1,938        | 2,351        | 2,165        |

## Inverell District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 228 patients<sup>\*\*</sup>

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 257                   |                           |
| 6 minutes             | -2 minutes                |
| 21 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.

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

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

October to December 2017

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

Number of triage 2 patients: 221

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 221

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

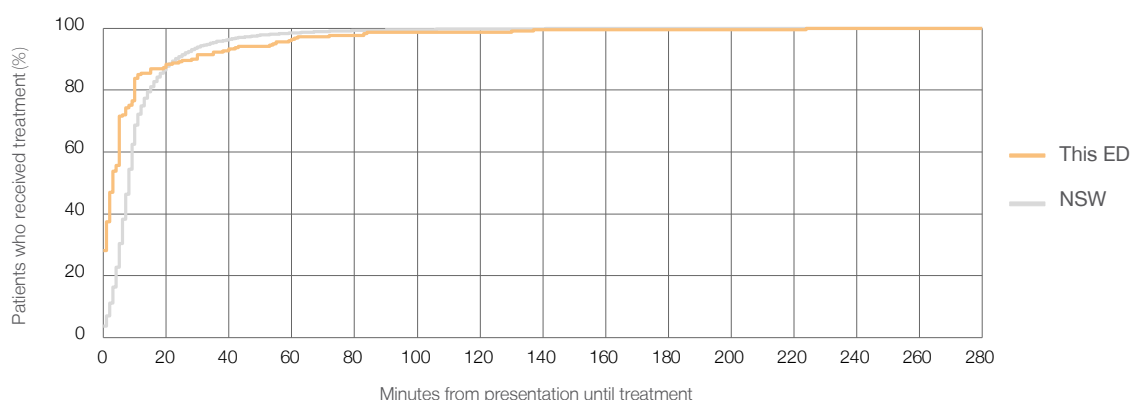
3 minutes

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

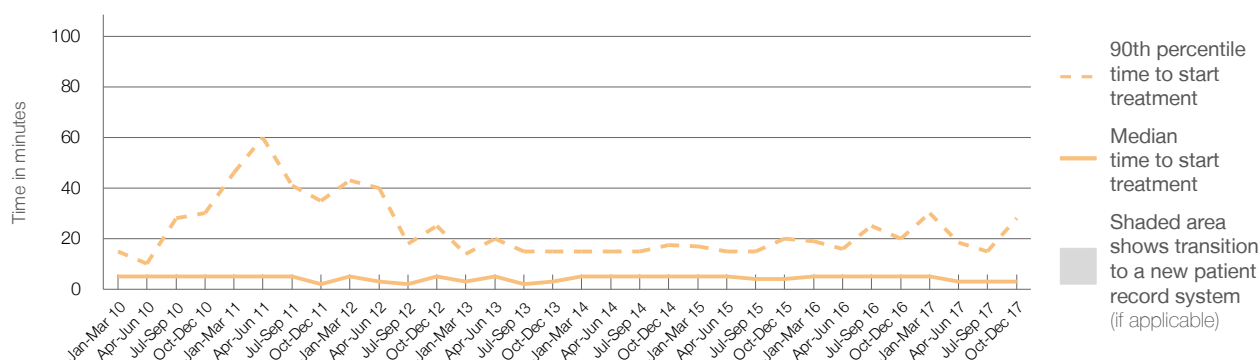
28 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 252                   |                   |
| 244                   |                   |
| 5 minutes             | 8 minutes         |
| 20 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 5            | 2            | 5            | 3            | 5            | 4            | 5            | 3            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 30           | 35           | 25           | 15           | 18           | 20           | 20           | 28           |

(†) 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.

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

October to December 2017

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

Number of triage 3 patients: 695

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 659

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

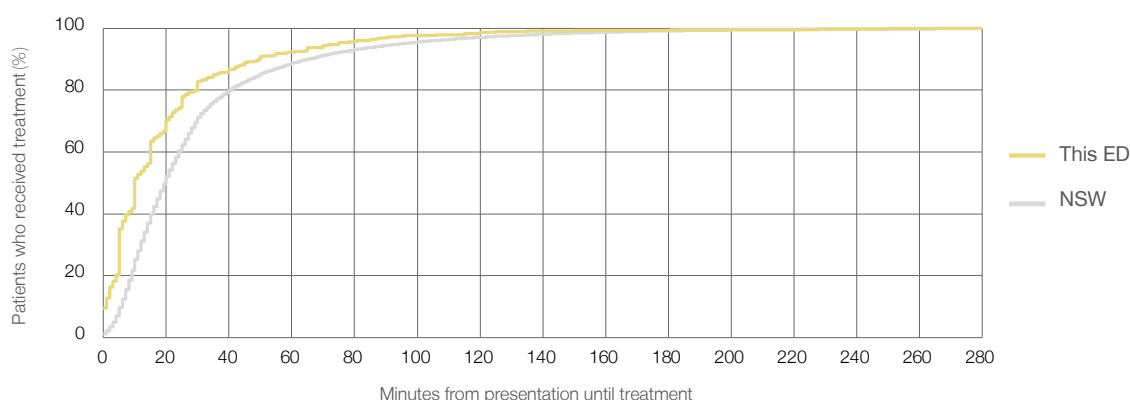
10 minutes

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

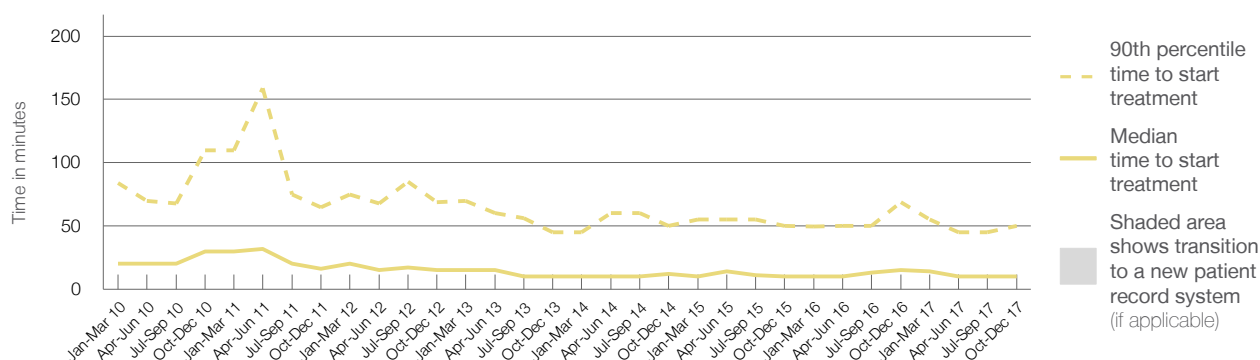
50 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 786                   |                   |
| 753                   |                   |
| 15 minutes            | 20 minutes        |
| 69 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 30           | 16           | 15           | 10           | 12           | 10           | 15           | 10           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 110          | 65           | 69           | 45           | 50           | 50           | 69           | 50           |

(†) 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.



## Inverell District Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 1,006

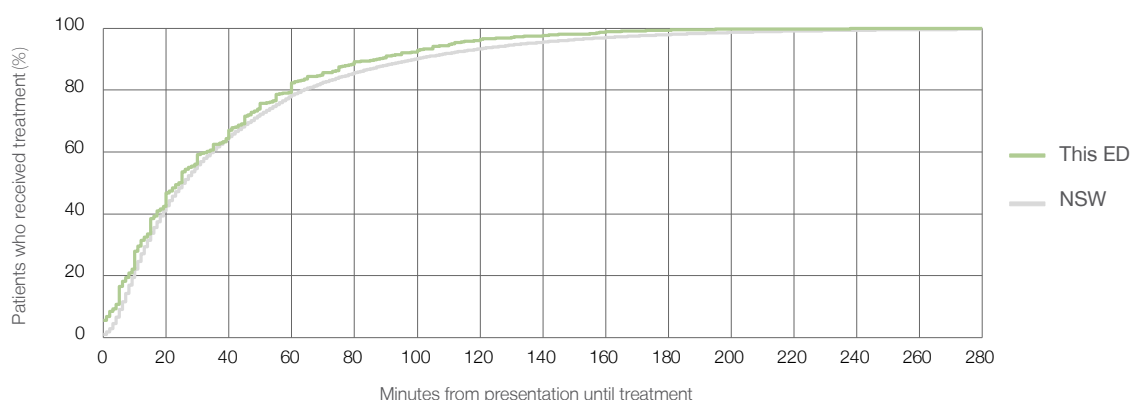
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 870

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

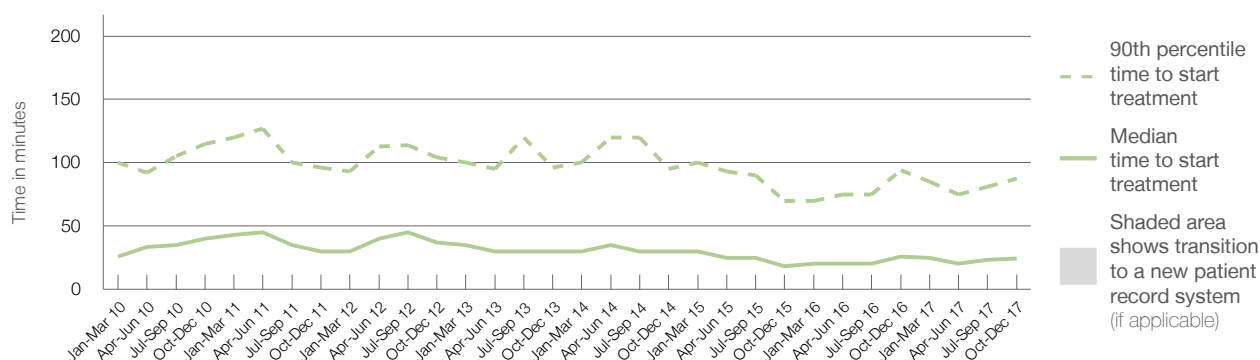
90th percentile time to start treatment<sup>5</sup> 88 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,032                 |                   |
| 919                   |                   |
| 26 minutes            | 26 minutes        |
| 94 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 40           | 30           | 37           | 30           | 30           | 18           | 26           | 25           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 115          | 96           | 104          | 96           | 95           | 70           | 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.

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

October to December 2017

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

Number of triage 5 patients: 230

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 196

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

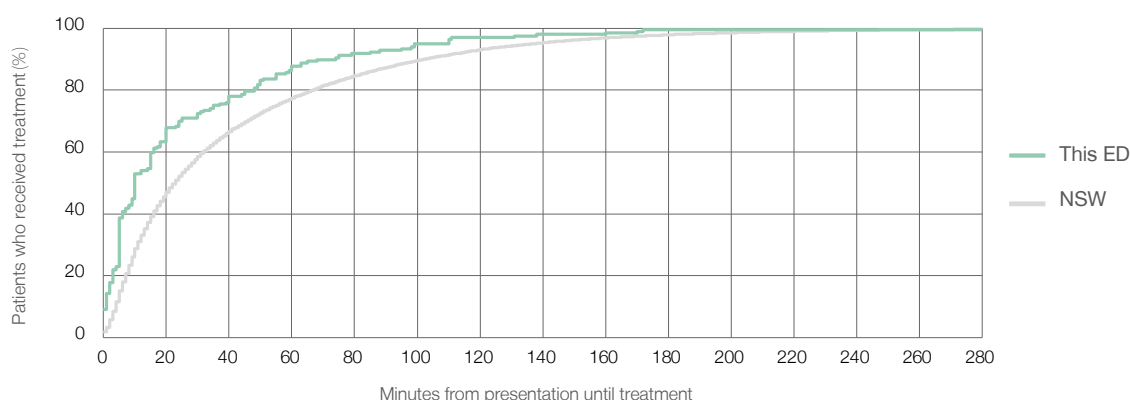
10 minutes

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

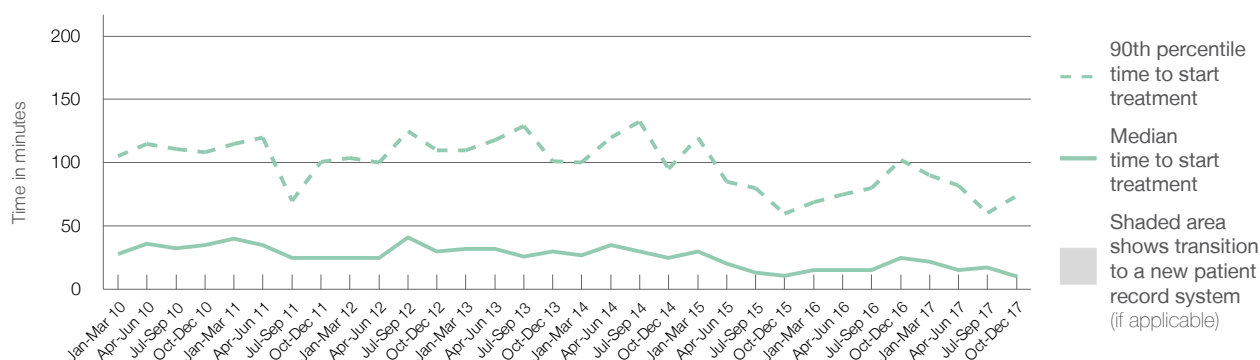
74 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 276                   |                   |
| 235                   |                   |
| 25 minutes            | 23 minutes        |
| 102 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 35           | 25           | 30           | 30           | 25           | 11           | 25           | 10           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 108          | 101          | 110          | 101          | 95           | 60           | 102          | 74           |

(†) 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.

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

October to December 2017

All presentations:<sup>1</sup> 2,278 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,278 patients

Median time spent in the ED<sup>8</sup>

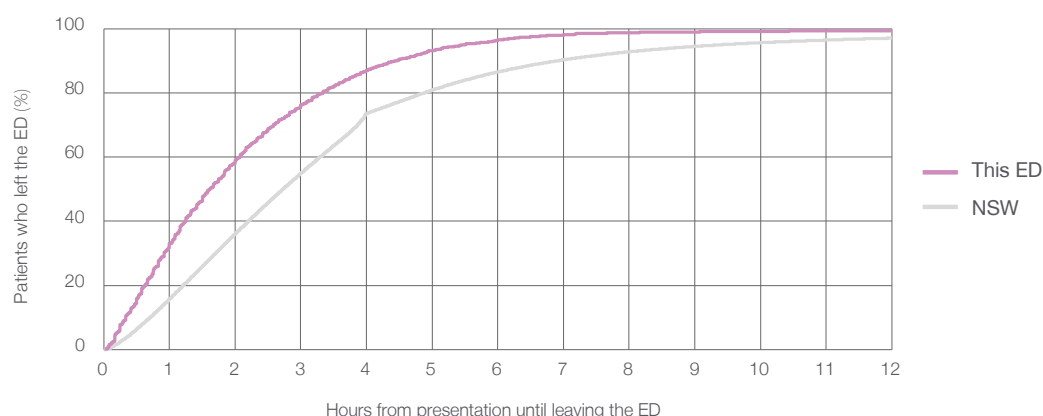
1 hours and 37 minutes

90th percentile time spent in the ED<sup>9</sup>

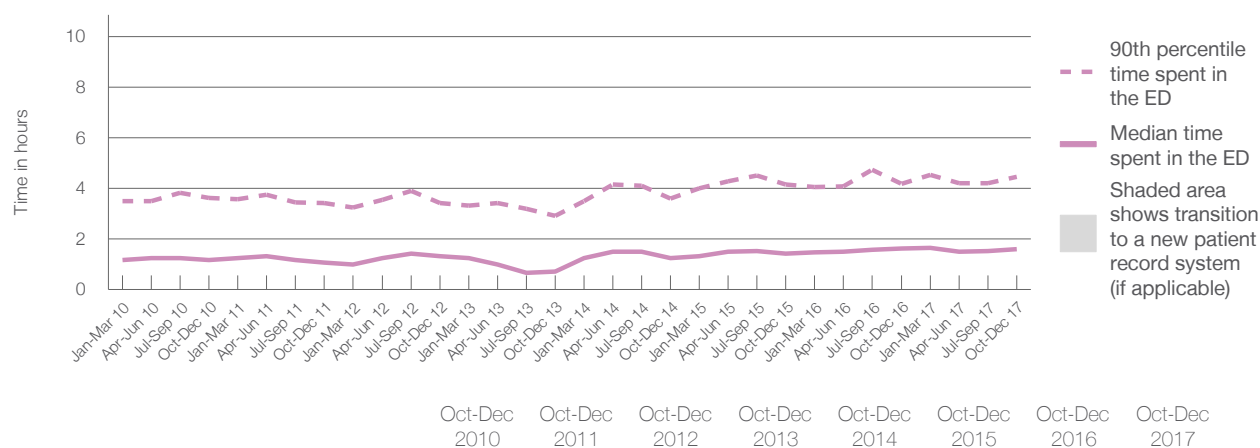
4 hours and 27 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 2,427                  |                        |
| 2,427                  |                        |
| 1 hours and 38 minutes | 2 hours and 44 minutes |
| 4 hours and 11 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



|   |        |        |        |        |        |        |        |        |
|---|--------|--------|--------|--------|--------|--------|--------|--------|
| Median time to leaving the ED <sup>8</sup><br>(hours, minutes)          | 1h 11m | 1h 5m  | 1h 20m | 0h 43m | 1h 15m | 1h 25m | 1h 38m | 1h 37m |
| 90th percentile time to leaving the ED <sup>9</sup><br>(hours, minutes) | 3h 37m | 3h 25m | 3h 25m | 2h 55m | 3h 36m | 4h 10m | 4h 11m | 4h 27m |

(†) 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.

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

By mode of separation

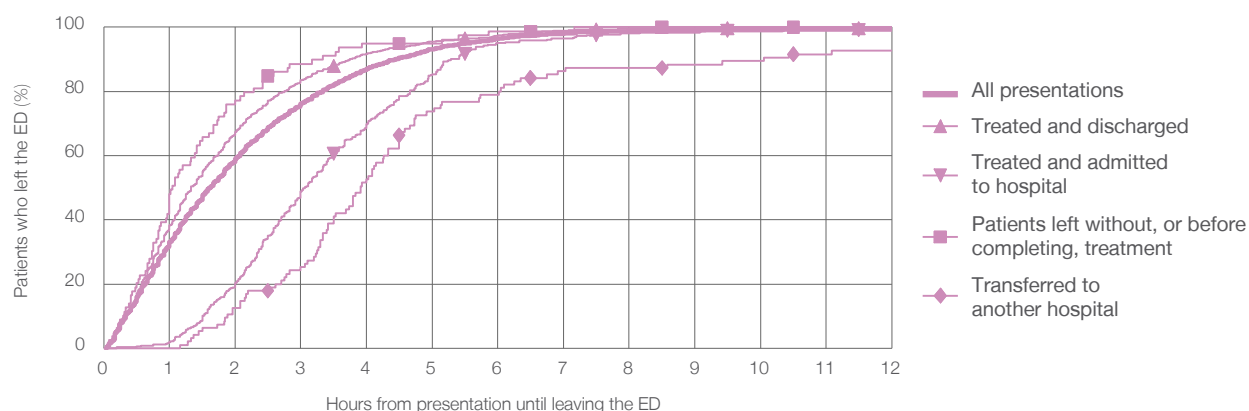
October to December 2017

All presentations:<sup>†</sup> 2,278 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,278 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged                                | 1,635 (71.8%) | 1,736                 | -5.8%                     |
| Treated and admitted to hospital                      | 363 (15.9%)   | 430                   | -15.6%                    |
| Patient left without, or before completing, treatment | 79 (3.5%)     | 109                   | -27.5%                    |
| Transferred to another hospital                       | 95 (4.2%)     | 79                    | 20.3%                     |
| Other   | 106 (4.7%)    | 73                    | 45.2%                     |

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



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

|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 38.3% | 67.5% | 83.5% | 91.7% | 97.4% | 99.5% | 99.6% | 99.6% |
| Treated and admitted to hospital                      | 1.9%  | 20.4% | 48.8% | 69.7% | 95.0% | 98.1% | 98.9% | 99.2% |
| Patient left without, or before completing, treatment | 48.1% | 77.2% | 88.6% | 94.9% | 98.7% | 100%  | 100%  | 100%  |
| Transferred to another hospital                       | 0%    | 12.6% | 25.3% | 52.6% | 78.9% | 87.4% | 89.5% | 92.6% |
| All presentations                                     | 33.0% | 59.1% | 76.3% | 87.0% | 96.4% | 98.8% | 99.1% | 99.3% |

(†) 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.

## Inverell District Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 2,278 patients

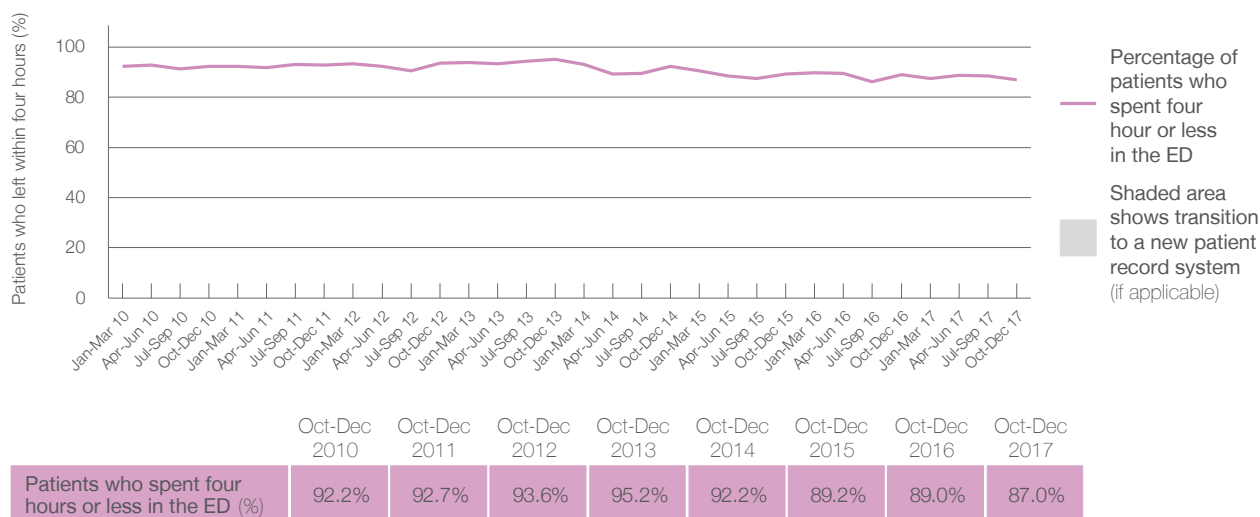
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,278 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,427                 | -6.1%                     |
| 2,427                 | -6.1%                     |
| 89.0%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Kempsey Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 7,254 patients

Emergency presentations:<sup>2</sup> 6,974 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,903                 | 5.1%                      |
| 6,748                 | 3.3%                      |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 771 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): 2,137 patients

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

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

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,473 patients

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

90th percentile time to start treatment<sup>5</sup> 99 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 574 patients

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

90th percentile time to start treatment<sup>5</sup> 99 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 843                   |                   |
| 12 minutes            | 8 minutes         |
| 32 minutes            | 23 minutes        |
| 2,236                 |                   |
| 24 minutes            | 20 minutes        |
| 61 minutes            | 65 minutes        |
| 2,894                 |                   |
| 28 minutes            | 26 minutes        |
| 95 minutes            | 99 minutes        |
| 751                   |                   |
| 28 minutes            | 23 minutes        |
| 91 minutes            | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,254 patients

Percentage of patients who spent four hours or less in the ED 84.7%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,899                 | 5.1%                      |
| 82.2%                 |                           |

\* 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.

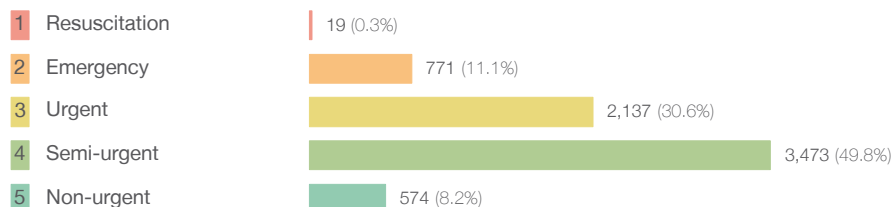
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Kempsey Hospital: Patients presenting to the emergency department

October to December 2017

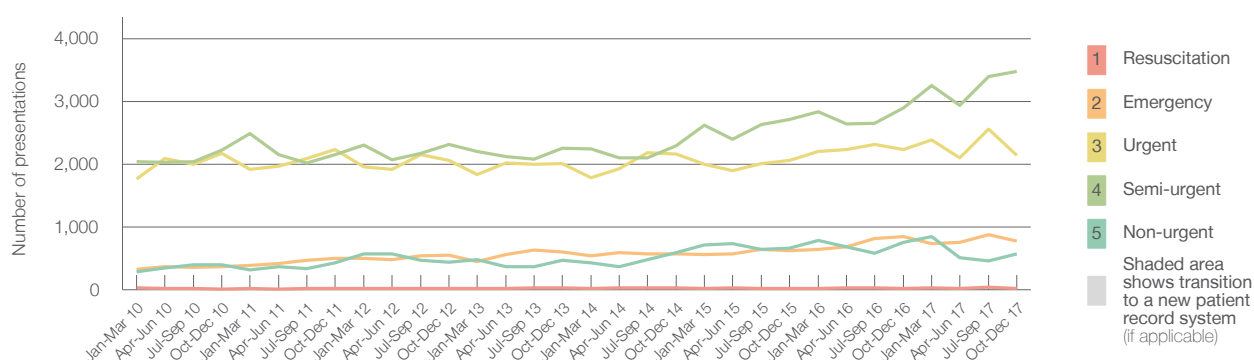
All presentations:<sup>1</sup> 7,254 patients

Emergency presentations<sup>2</sup> by triage category: 6,974 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,903                 | 5.1%                      |
| 6,748                 | 3.3%                      |
| 24                    | -20.8%                    |
| 843                   | -8.5%                     |
| 2,236                 | -4.4%                     |
| 2,894                 | 20.0%                     |
| 751                   | -23.6%                    |

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017<sup>‡</sup>



|                             | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation               | 13           | 20           | 21           | 29           | 34           | 24           | 24           | 19           |
| Emergency                   | 361          | 501          | 554          | 597          | 567          | 619          | 843          | 771          |
| Urgent                      | 2,171        | 2,230        | 2,055        | 2,010        | 2,164        | 2,057        | 2,236        | 2,137        |
| Semi-urgent                 | 2,224        | 2,151        | 2,311        | 2,254        | 2,295        | 2,717        | 2,894        | 3,473        |
| Non-urgent                  | 392          | 431          | 433          | 463          | 590          | 666          | 751          | 574          |
| All emergency presentations | 5,161        | 5,333        | 5,374        | 5,353        | 5,650        | 6,083        | 6,748        | 6,974        |

## Kempsey Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 835 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 840                   |                           |
| 12 minutes            | -1 minute                 |
| 24 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.

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

October to December 2017

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

Number of triage 2 patients: 771

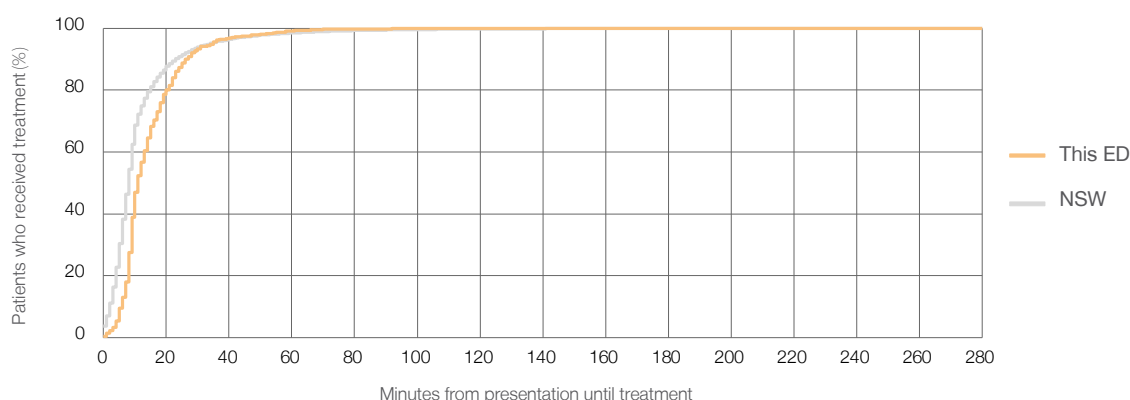
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 770

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

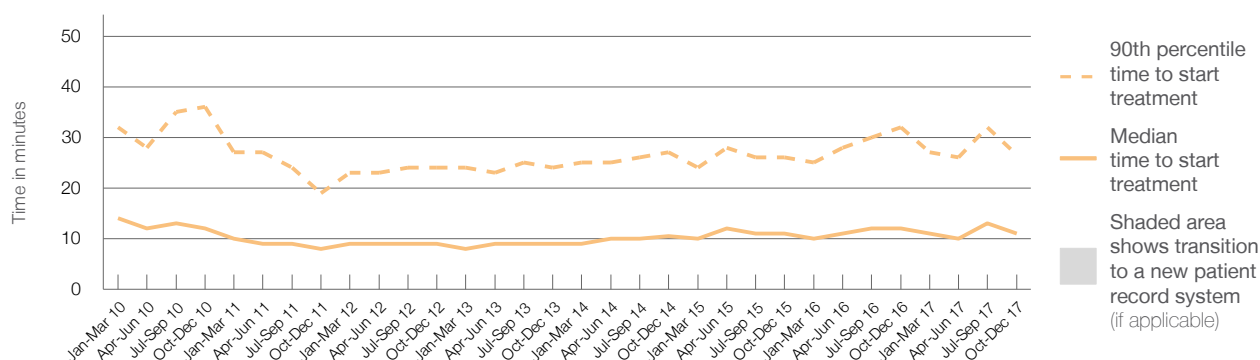
90th percentile time to start treatment<sup>5</sup> 27 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 843                   |                   |
| 840                   |                   |
| 12 minutes            | 8 minutes         |
| 32 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 12           | 8            | 9            | 9            | 11           | 11           | 12           | 11           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 36           | 19           | 24           | 24           | 27           | 26           | 32           | 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.



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

October to December 2017

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

Number of triage 3 patients: 2,137

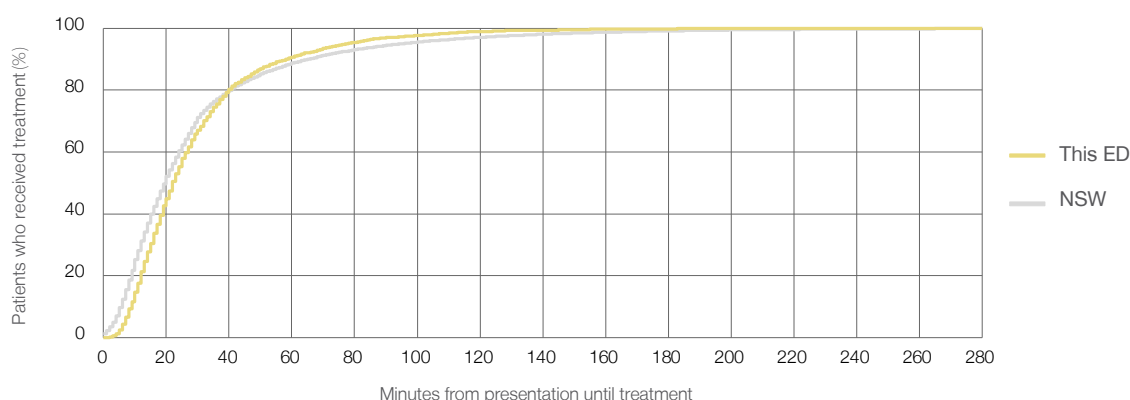
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,117

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

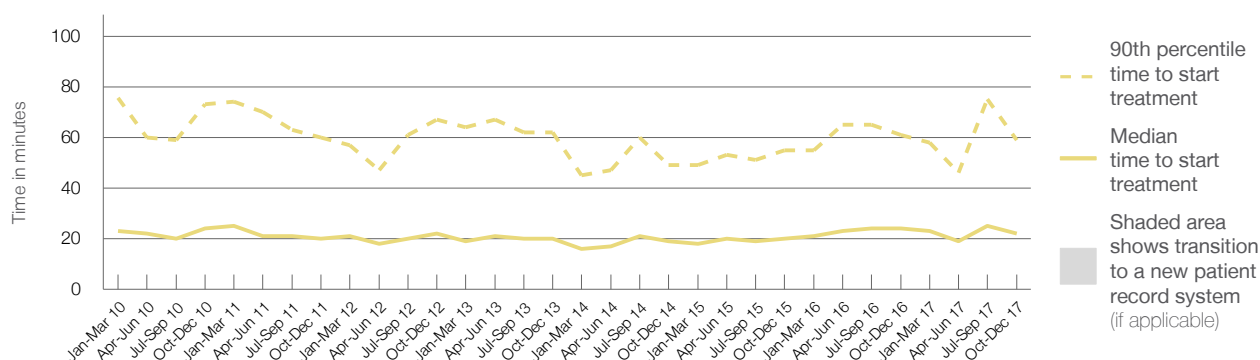
90th percentile time to start treatment<sup>5</sup> 59 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,236                 |                   |
| 2,202                 |                   |
| 24 minutes            | 20 minutes        |
| 61 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 24           | 20           | 22           | 20           | 19           | 20           | 24           | 22           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 73           | 60           | 67           | 62           | 49           | 55           | 61           | 59           |

(†) 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.

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

October to December 2017

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

Number of triage 4 patients: 3,473

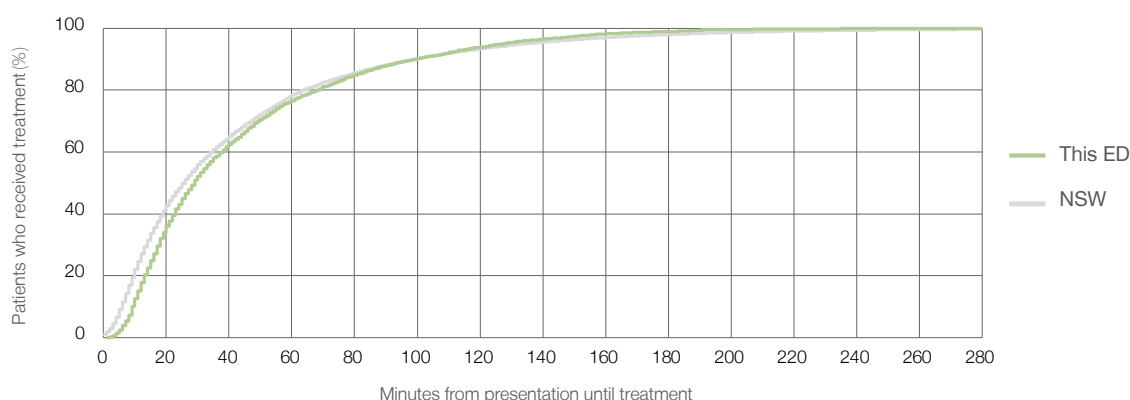
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,353

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

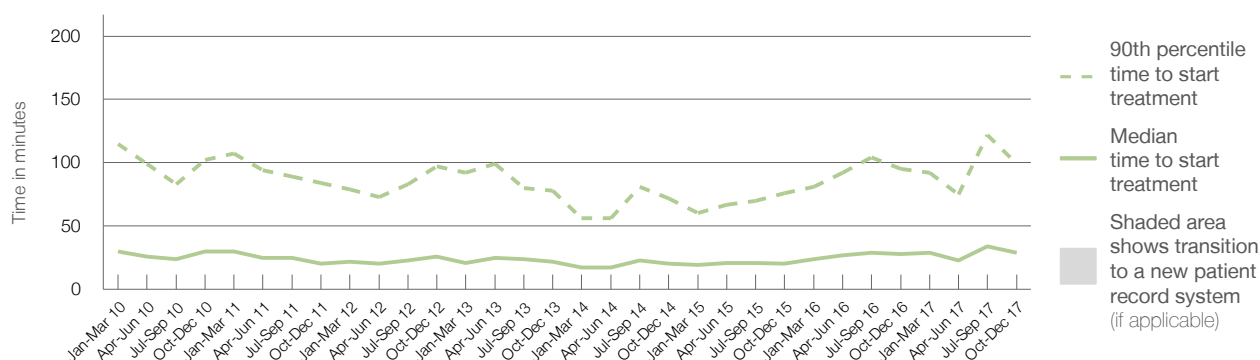
90th percentile time to start treatment<sup>5</sup> 99 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,894                 |                   |
| 2,790                 |                   |
| 28 minutes            | 26 minutes        |
| 95 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 30           | 20           | 26           | 22           | 20           | 20           | 28           | 29           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 102          | 84           | 97           | 78           | 72           | 76           | 95           | 99           |

(†) 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.

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

October to December 2017

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

Number of triage 5 patients: 574

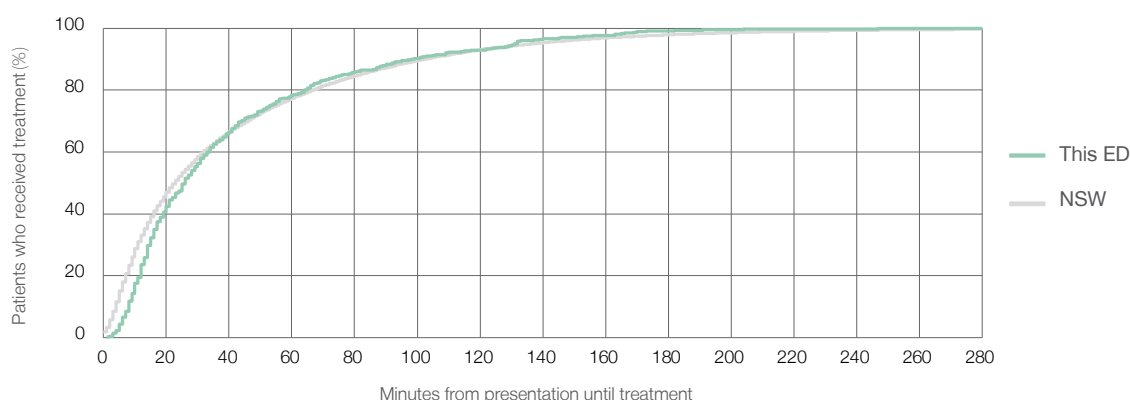
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 520

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

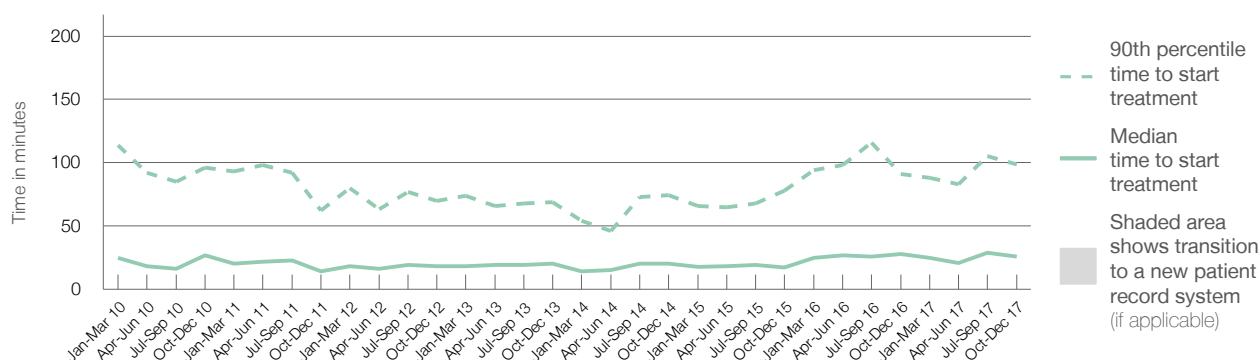
90th percentile time to start treatment<sup>5</sup> 99 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 751                   |                   |
| 677                   |                   |
| 28 minutes            | 23 minutes        |
| 91 minutes            | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 27           | 14           | 18           | 20           | 20           | 17           | 28           | 26           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 96           | 62           | 70           | 69           | 75           | 78           | 91           | 99           |

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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.

## Kempsey Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 7,254 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,254 patients

Median time spent in the ED<sup>8</sup>

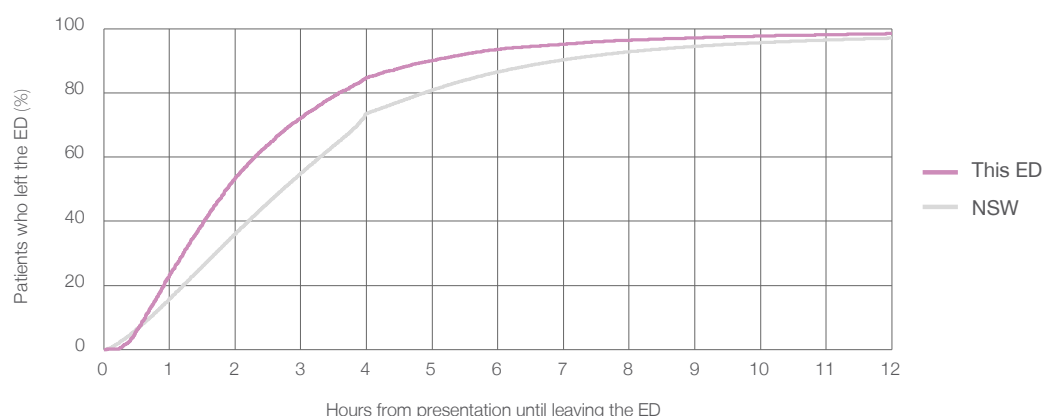
1 hours and 52 minutes

90th percentile time spent in the ED<sup>9</sup>

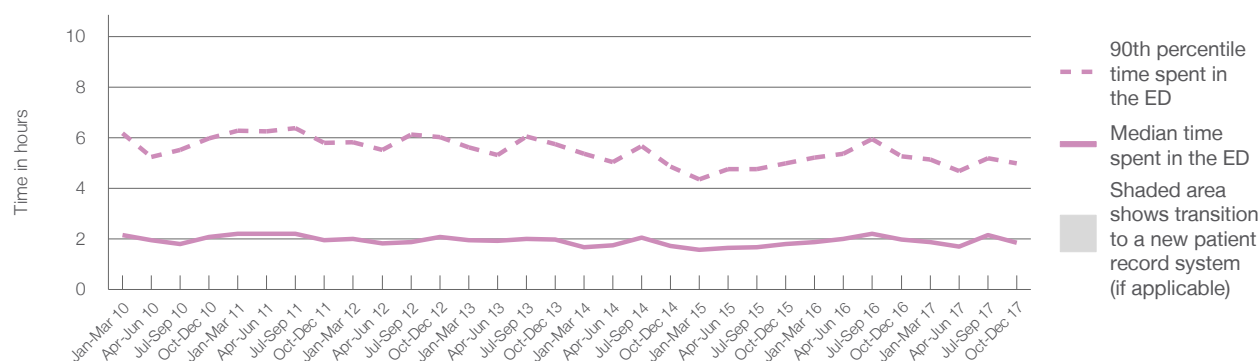
4 hours and 59 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 6,903                  |                        |
| 6,899                  |                        |
| 1 hours and 59 minutes | 2 hours and 44 minutes |
| 5 hours and 16 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 2h 5m        | 1h 57m       | 2h 5m        | 1h 59m       | 1h 44m       | 1h 48m       | 1h 59m       | 1h 52m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 5h 59m       | 5h 48m       | 6h 1m        | 5h 45m       | 4h 52m       | 4h 59m       | 5h 16m       | 4h 59m       |

(†) 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.

## Kempsey Hospital: Time patients spent in the ED

By mode of separation

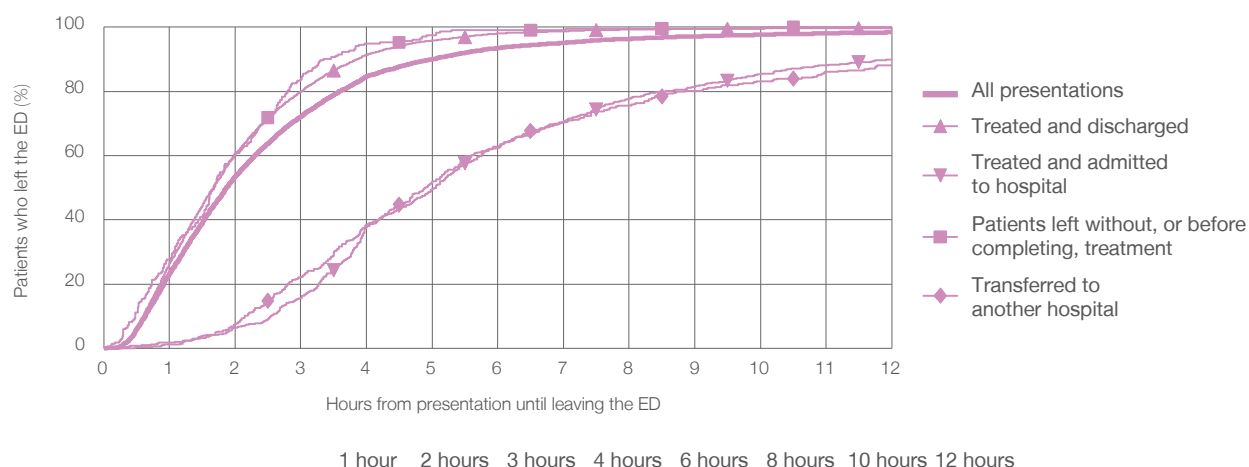
October to December 2017

All presentations:<sup>†</sup> 7,254 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 7,254 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged                                | 6,080 (83.8%) | 6,899                 | 5.1%                      |
| Treated and admitted to hospital                      | 589 (8.1%)    | 5,655                 | 7.5%                      |
| Patient left without, or before completing, treatment | 235 (3.2%)    | 633                   | -7.0%                     |
| Transferred to another hospital                       | 344 (4.7%)    | 254                   | -7.5%                     |
| Other   | 6 (0.1%)      | 346                   | -0.6%                     |
|   |               | 15                    | -60.0%                    |

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



|   | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged                                | 26.4%  | 60.5%   | 80.0%   | 91.4%   | 98.0%   | 99.2%   | 99.6%    | 99.8%    |
| Treated and admitted to hospital                      | 1.7%   | 6.3%    | 15.6%   | 38.5%   | 62.5%   | 77.8%   | 85.4%    | 90.0%    |
| Patient left without, or before completing, treatment | 27.7%  | 60.9%   | 83.8%   | 94.9%   | 99.1%   | 99.6%   | 99.6%    | 100%     |
| Transferred to another hospital                       | 1.2%   | 7.6%    | 22.1%   | 37.8%   | 62.8%   | 75.6%   | 83.1%    | 88.1%    |
| All presentations                                     | 23.3%  | 53.6%   | 72.2%   | 84.7%   | 93.5%   | 96.4%   | 97.7%    | 98.4%    |

(†) 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.

## Kempsey Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 7,254 patients

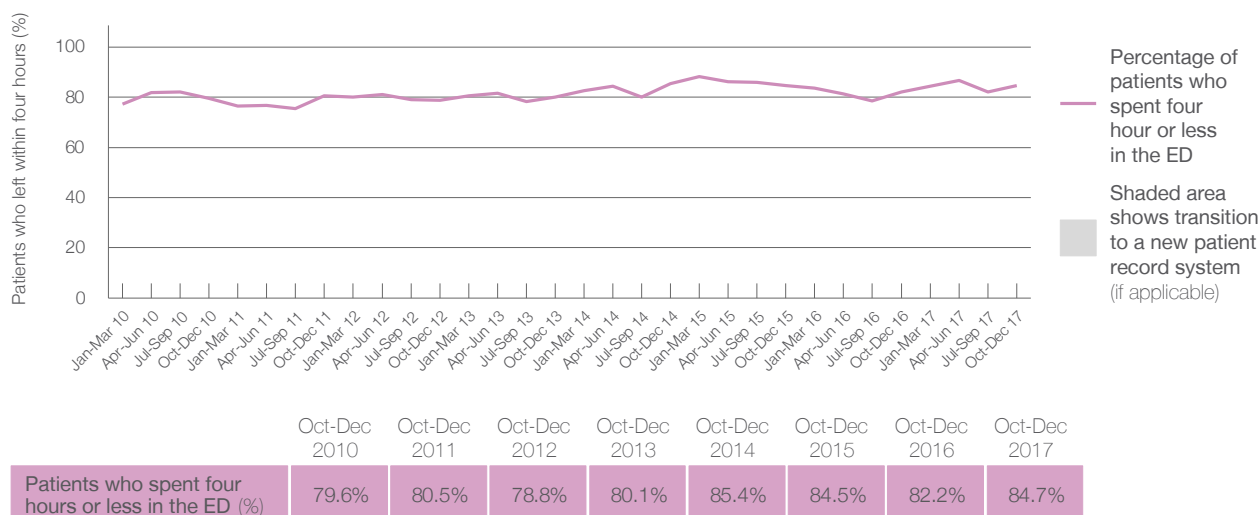
Presentations used to calculate time to leaving the ED: <sup>6</sup> 7,254 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,903                 | 5.1%                      |
| 6,899                 | 5.1%                      |
| 82.2%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

All presentations:<sup>1</sup> 1,032 patients

Emergency presentations:<sup>2</sup> 963 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,035                 | -0.3%                     |
| 968                   | -0.5%                     |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 66 patients

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

90th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 193 patients

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

90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 524 patients

Median time to start treatment<sup>4</sup> 16 minutes

90th percentile time to start treatment<sup>5</sup> 56 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 180 patients

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

90th percentile time to start treatment<sup>5</sup> 47 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 78                    |                   |
| 4 minutes             | 8 minutes         |
| *                     | 23 minutes        |
| 270                   |                   |
| 8 minutes             | 20 minutes        |
| 21 minutes            | 65 minutes        |
| 509                   |                   |
| 13 minutes            | 26 minutes        |
| 46 minutes            | 99 minutes        |
| 111                   |                   |
| 9 minutes             | 23 minutes        |
| *                     | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,032 patients

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

93.5%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,035                 | -0.3%                     |
| 95.5%                 |                           |

\* 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.

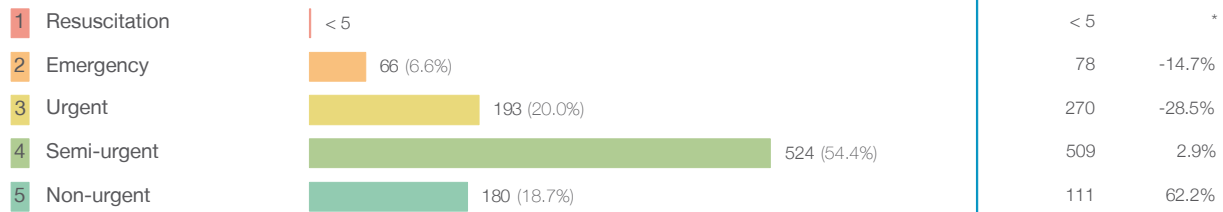
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Kurri Kurri District Hospital: Patients presenting to the emergency department

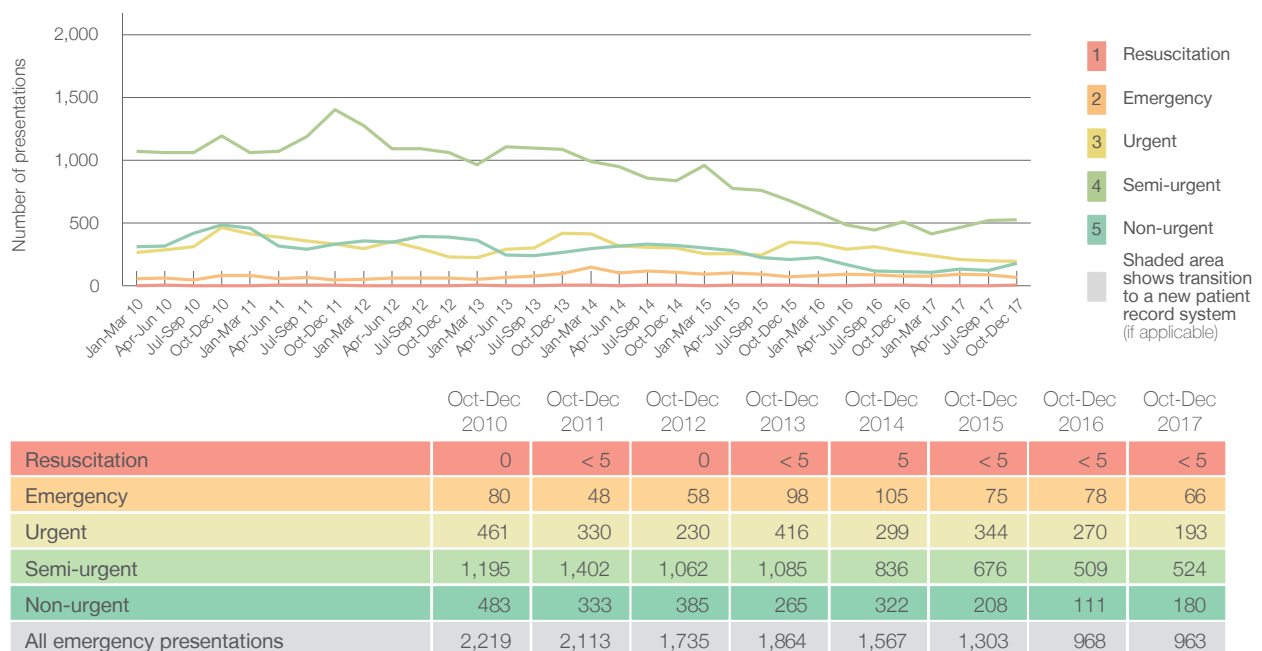
October to December 2017

All presentations<sup>1</sup> 1,032 patients

Emergency presentations<sup>2</sup> by triage category: 963 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017<sup>‡</sup>



## Kurri Kurri District Hospital: Patients arriving by ambulance

October to December 2017

ED Transfer of care time is not currently available for this hospital.<sup>7</sup>

(†) 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.



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

October to December 2017

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

Number of triage 2 patients: 66

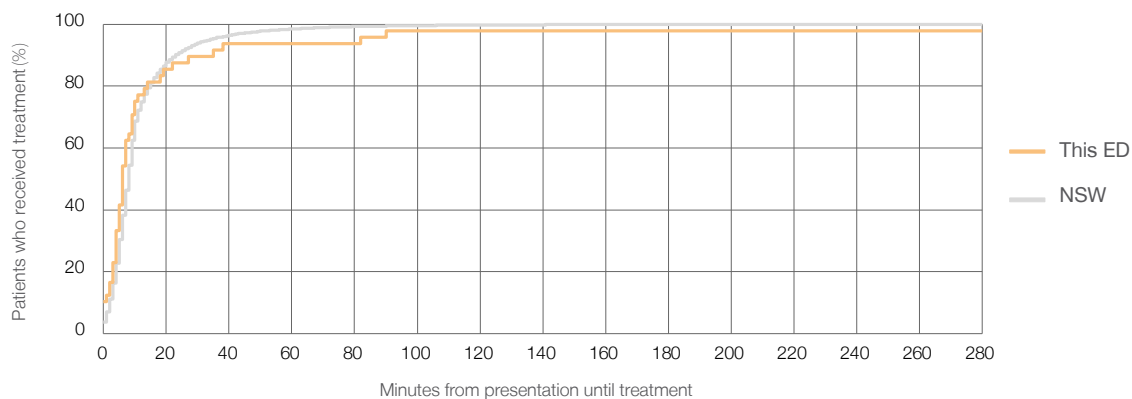
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 48

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

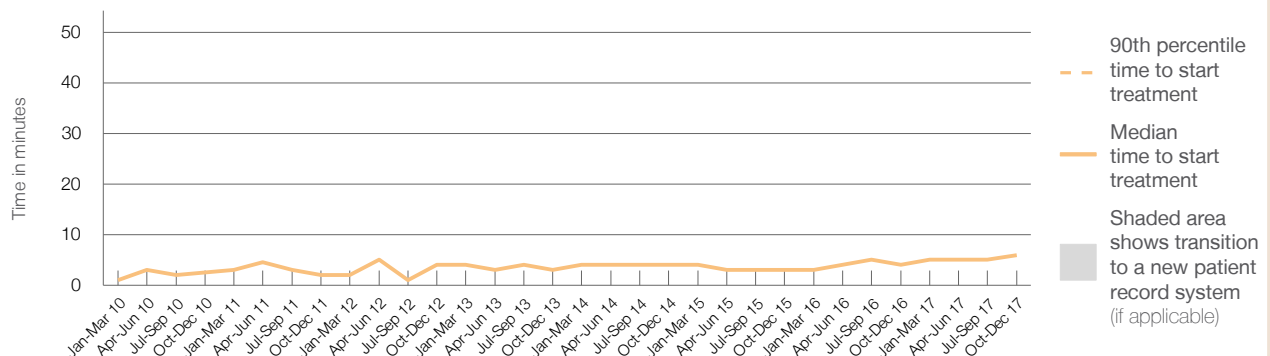
90th percentile time to start treatment<sup>5</sup> \*

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 78                    |                   |
| 56                    |                   |
| 4 minutes             | 8 minutes         |
| *                     | 23 minutes        |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 3            | 2            | 4            | 3            | 4            | 3            | 4            | 6            |
| 90th percentile time to start treatment <sup>5</sup> (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.

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

October to December 2017

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

Number of triage 3 patients: 193

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 128

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

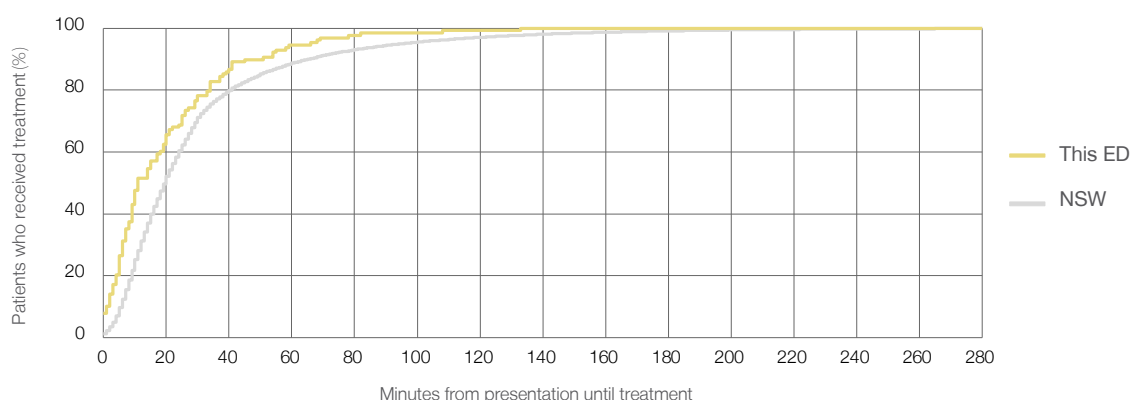
11 minutes

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

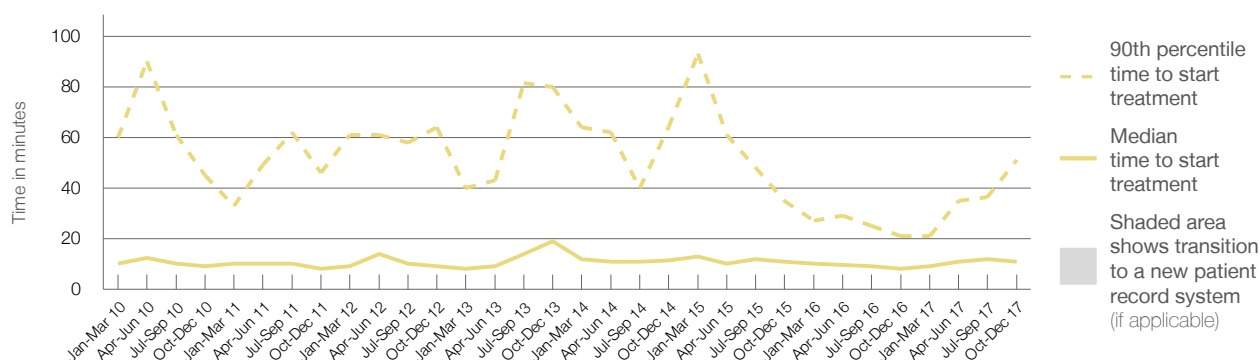
51 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 270                   |                   |
| 173                   |                   |
| 8 minutes             | 20 minutes        |
| 21 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 9            | 8            | 9            | 19           | 12           | 11           | 8            | 11           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 45           | 46           | 64           | 80           | 64           | 35           | 21           | 51           |

(†) 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.

## Kurri Kurri District Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

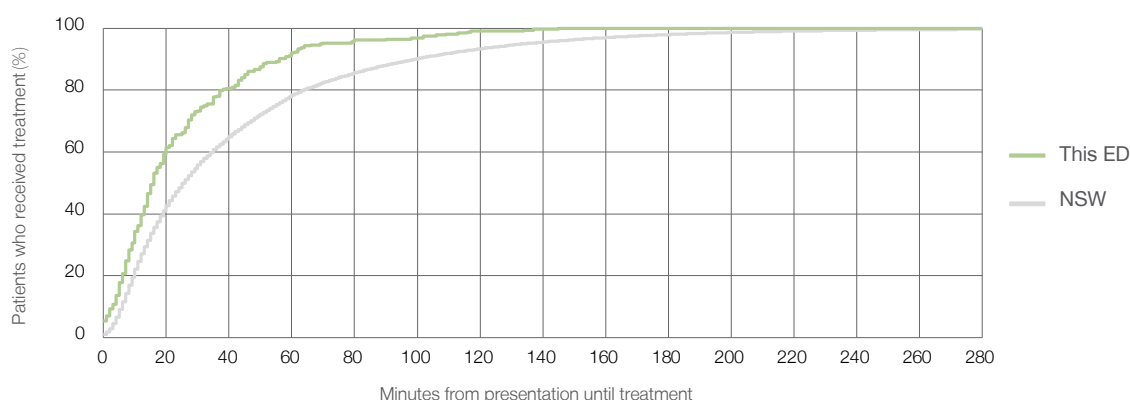
Number of triage 4 patients: 524

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 314

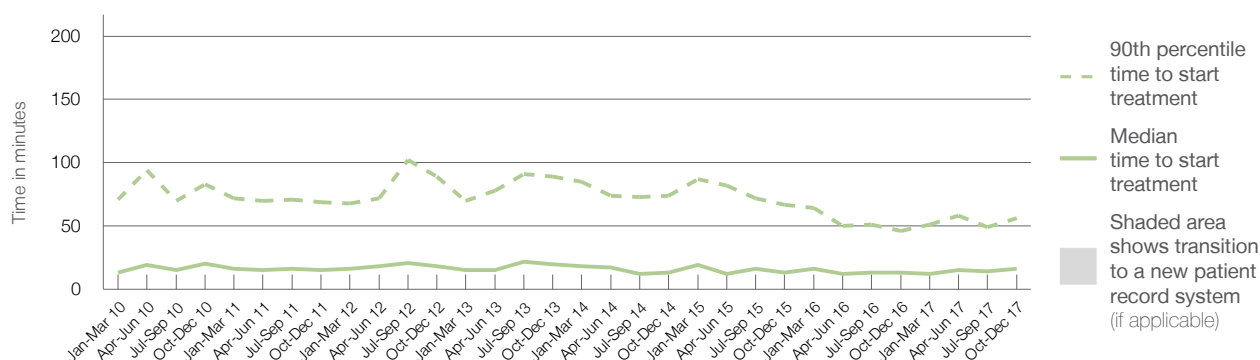
Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 56 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 509                   |                   |
| 326                   |                   |
| 13 minutes            | 26 minutes        |
| 46 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 20           | 15           | 18           | 20           | 13           | 13           | 13           | 16           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 83           | 69           | 89           | 89           | 74           | 67           | 46           | 56           |

(†) 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.

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

October to December 2017

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

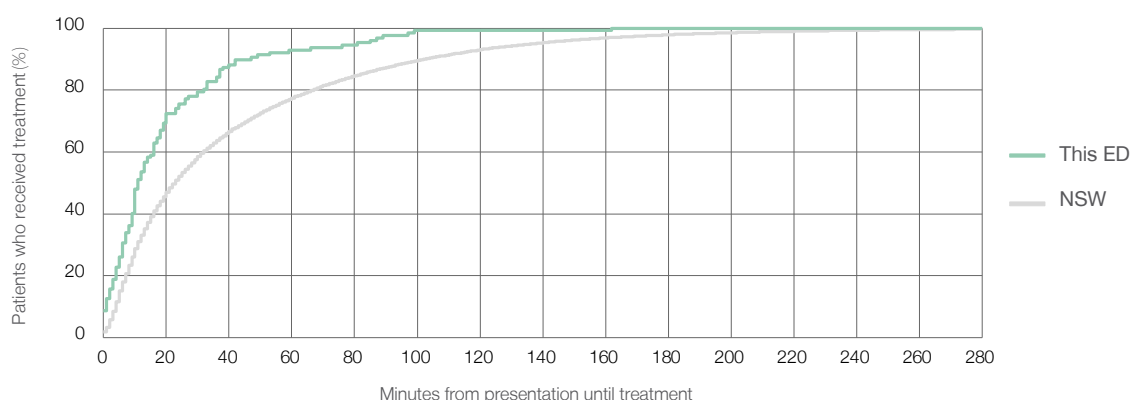
Number of triage 5 patients: 180

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 127

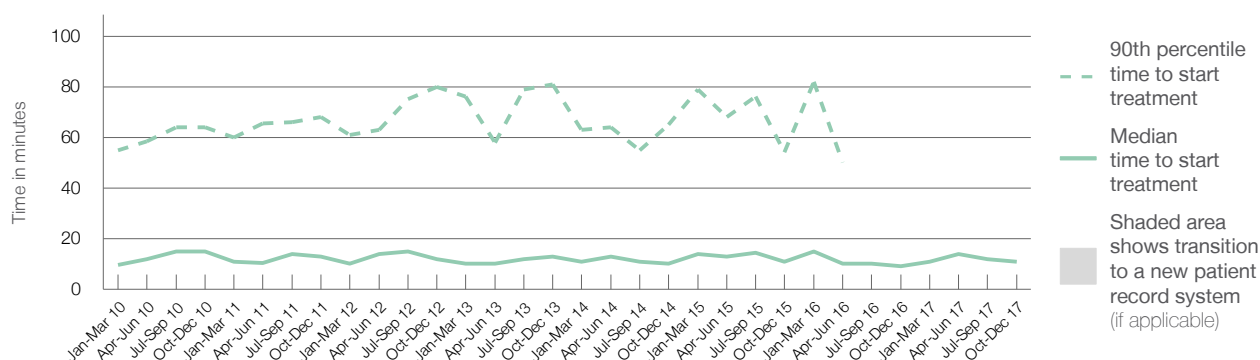
Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 47 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 111                   |                   |
| 81                    |                   |
| 9 minutes             | 23 minutes        |
| *                     | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 15           | 13           | 12           | 13           | 10           | 11           | 9            | 11           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 64           | 68           | 80           | 81           | 65           | 54           | *            | 47           |

(†) 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.

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

October to December 2017

All presentations:<sup>1</sup> 1,032 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,032 patients

Median time spent in the ED<sup>8</sup>

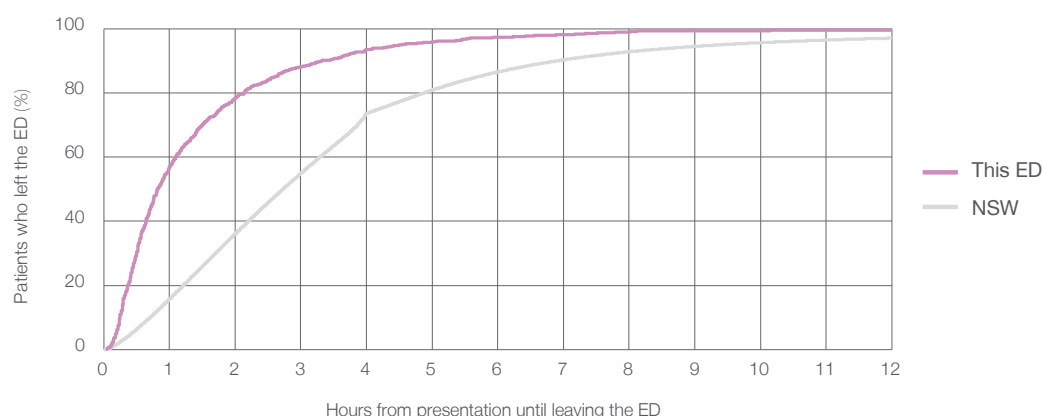
0 hours and 50 minutes

90th percentile time spent in the ED<sup>9</sup>

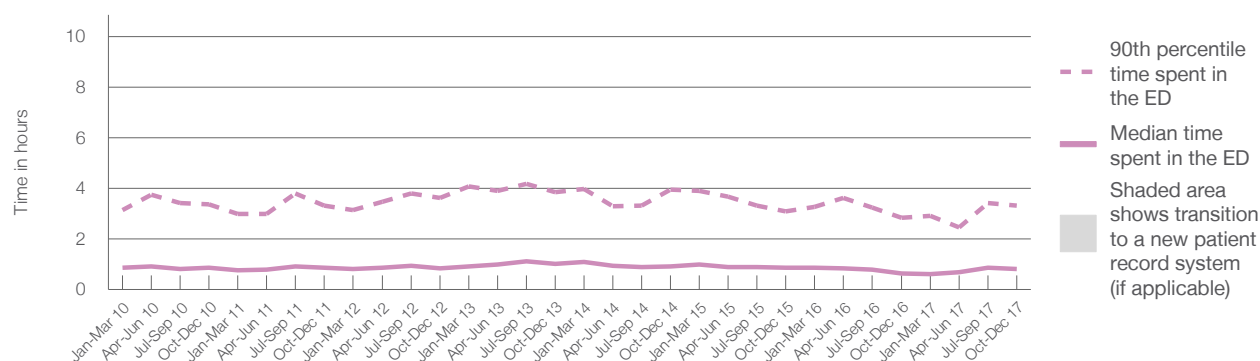
3 hours and 19 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 1,035                  |                        |
| 1,035                  |                        |
| 0 hours and 39 minutes | 2 hours and 44 minutes |
| 2 hours and 50 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 0h 52m       | 0h 53m       | 0h 51m       | 1h 2m        | 0h 56m       | 0h 52m       | 0h 39m       | 0h 50m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 3h 23m       | 3h 20m       | 3h 38m       | 3h 51m       | 3h 57m       | 3h 6m        | 2h 50m       | 3h 19m       |

(†) 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.

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

By mode of separation

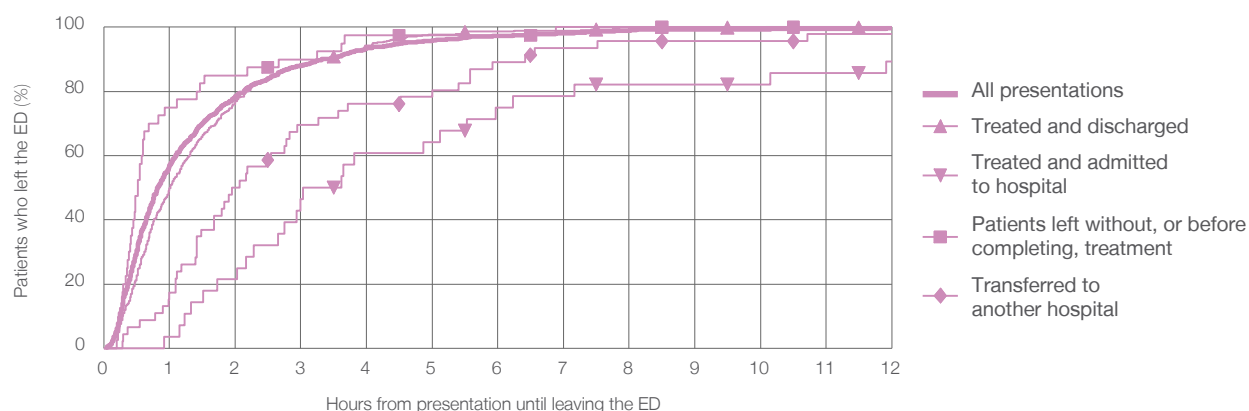
October to December 2017

All presentations:<sup>†</sup> 1,032 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 1,032 patients

|   |             | Same period last year | Change since one year ago |
|---|-------------|-----------------------|---------------------------|
| Treated and discharged                                | 589 (57.1%) | 616                   | -4.4%                     |
| Treated and admitted to hospital                      | 28 (2.7%)   | 16                    | 75.0%                     |
| Patient left without, or before completing, treatment | 40 (3.9%)   | 42                    | -4.8%                     |
| Transferred to another hospital                       | 46 (4.5%)   | 47                    | -2.1%                     |
| Other   | 329 (31.9%) | 314                   | 4.8%                      |

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



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

|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 49.7% | 76.9% | 87.6% | 94.4% | 98.6% | 99.8% | 99.8% | 100%  |
| Treated and admitted to hospital                      | 3.6%  | 21.4% | 46.4% | 60.7% | 75.0% | 82.1% | 82.1% | 89.3% |
| Patient left without, or before completing, treatment | 75.0% | 85.0% | 90.0% | 97.5% | 97.5% | 100%  | 100%  | 100%  |
| Transferred to another hospital                       | 17.4% | 50.0% | 69.6% | 76.1% | 89.1% | 95.7% | 95.7% | 97.8% |
| All presentations                                     | 57.0% | 78.5% | 88.1% | 93.5% | 97.4% | 98.9% | 99.2% | 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.

## Kurri Kurri District Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 1,032 patients

Presentations used to calculate time to leaving the ED: <sup>6</sup> 1,032 patients

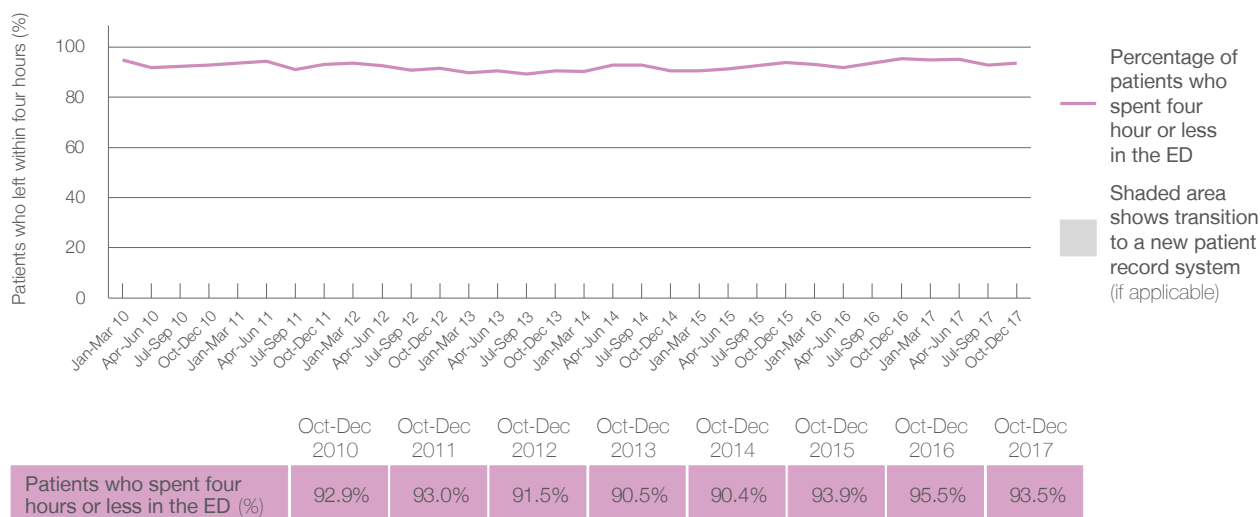
Percentage of patients who spent four hours or less in the ED



93.5%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,035                 | -0.3%                     |
| 1,035                 | -0.3%                     |
| 95.5%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations 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 took 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 took equal to or longer than this time.
6. All presentations that have a departure time.
7. 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*.
8. 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.
9. 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 23 January 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Lithgow Health Service: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 3,069 patients

Emergency presentations:<sup>2</sup> 2,964 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,294                 | -6.8%                     |
| 3,171                 | -6.5%                     |

## Lithgow Health Service: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 369 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,009 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 35 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,271 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 58 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 304 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 45 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 325                   |                   |
| 4 minutes             | 8 minutes         |
| 12 minutes            | 23 minutes        |
| 1,042                 |                   |
| 11 minutes            | 20 minutes        |
| 36 minutes            | 65 minutes        |
| 1,336                 |                   |
| 11 minutes            | 26 minutes        |
| 54 minutes            | 99 minutes        |
| 450                   |                   |
| 10 minutes            | 23 minutes        |
| 51 minutes            | 103 minutes       |

## Lithgow Health Service: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,069 patients

Percentage of patients who spent four hours or less in the ED 85.0%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,292                 | -6.8%                     |
| 88.0%                 |                           |

\* 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 23 January 2018).

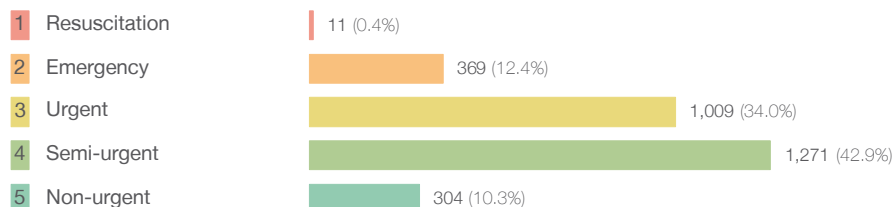


## Lithgow Health Service: Patients presenting to the emergency department

October to December 2017

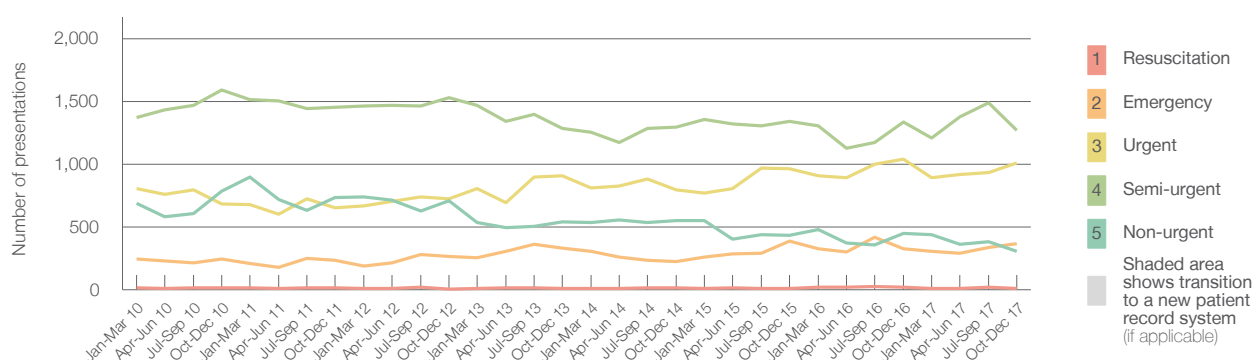
All presentations:<sup>1</sup> 3,069 patients

Emergency presentations<sup>2</sup> by triage category: 2,964 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,294                 | -6.8%                     |
| 3,171                 | -6.5%                     |
| 18                    | -38.9%                    |
| 325                   | 13.5%                     |
| 1,042                 | -3.2%                     |
| 1,336                 | -4.9%                     |
| 450                   | -32.4%                    |

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017<sup>‡</sup>



|                             | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation               | 14           | 16           | 6            | 8            | 16           | 10           | 18           | 11           |
| Emergency                   | 242          | 232          | 266          | 332          | 223          | 385          | 325          | 369          |
| Urgent                      | 684          | 650          | 725          | 906          | 796          | 964          | 1,042        | 1,009        |
| Semi-urgent                 | 1,593        | 1,451        | 1,528        | 1,287        | 1,296        | 1,341        | 1,336        | 1,271        |
| Non-urgent                  | 787          | 732          | 708          | 539          | 549          | 434          | 450          | 304          |
| All emergency presentations | 3,320        | 3,081        | 3,233        | 3,072        | 2,880        | 3,134        | 3,171        | 2,964        |

## Lithgow Health Service: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 567 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 584                   |                           |
| 9 minutes             | 2 minutes                 |
| 21 minutes            | 1 minute                  |

(†) 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.

## Lithgow Health Service: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 369

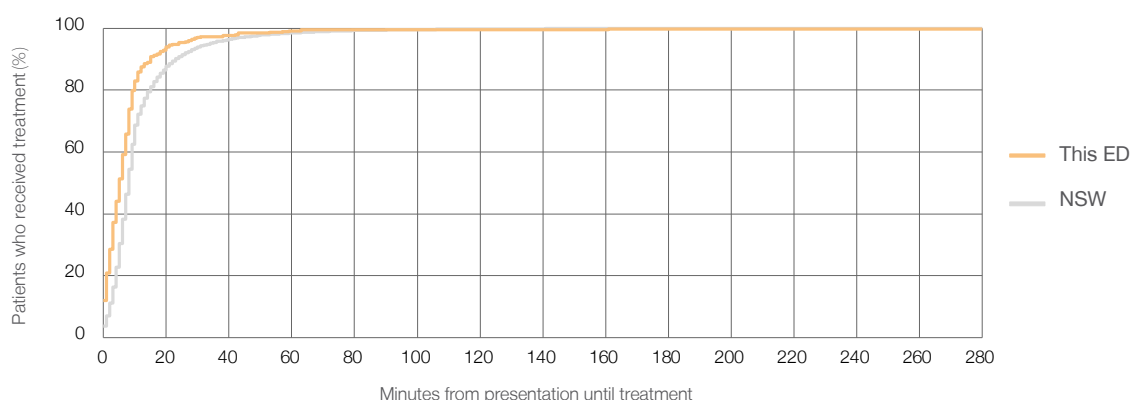
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 368

Median time to start treatment<sup>4</sup> 5 minutes

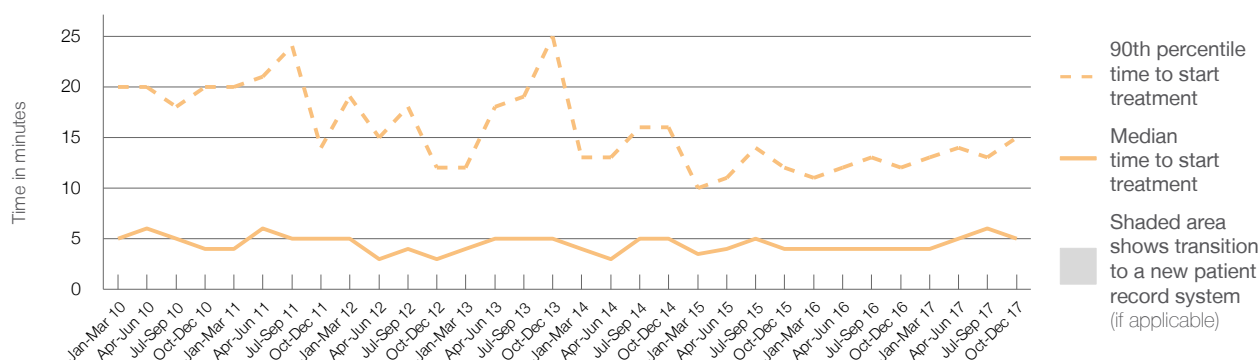
90th percentile time to start treatment<sup>5</sup> 15 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 325                   |                   |
| 324                   |                   |
| 4 minutes             | 8 minutes         |
| 12 minutes            | 23 minutes        |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 4            | 5            | 3            | 5            | 5            | 4            | 4            | 5            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 20           | 14           | 12           | 25           | 16           | 12           | 12           | 15           |

(†) 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.

## Lithgow Health Service: Time patients waited to start treatment, triage 3

October to December 2017

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

Number of triage 3 patients: 1,009

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 995

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

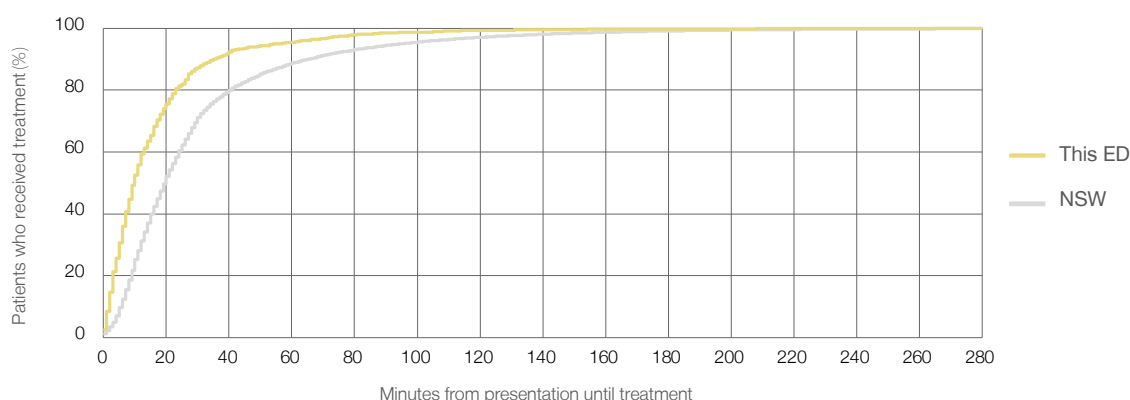
10 minutes

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

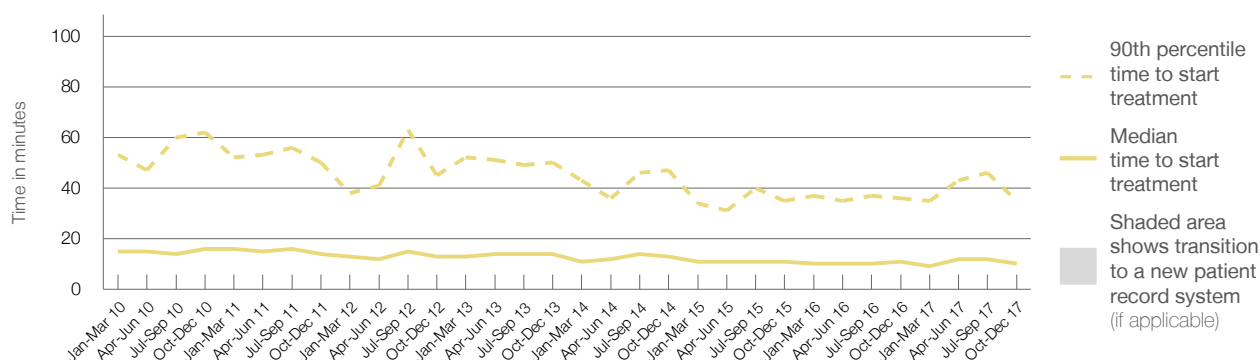
35 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,042                 |                   |
| 1,031                 |                   |
| 11 minutes            | 20 minutes        |
| 36 minutes            | 65 minutes        |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 16           | 14           | 13           | 14           | 13           | 11           | 11           | 10           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 62           | 50           | 45           | 50           | 47           | 35           | 36           | 35           |

(†) 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.

## Lithgow Health Service: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 1,271

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,248

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

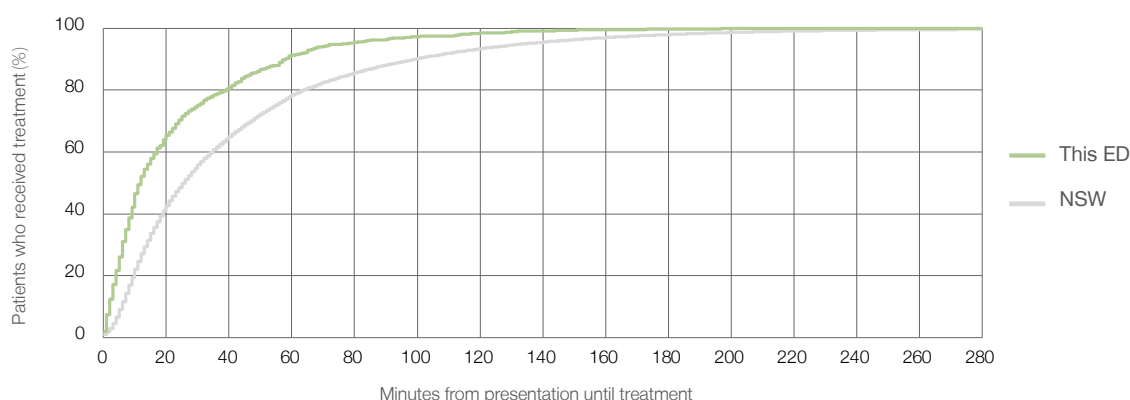
12 minutes

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

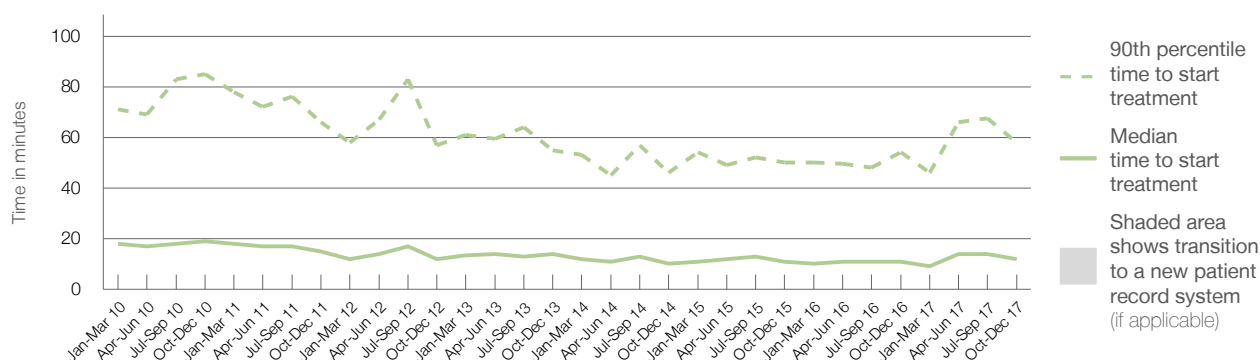
58 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,336                 |                   |
| 1,285                 |                   |
| 11 minutes            | 26 minutes        |
| 54 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 19           | 15           | 12           | 14           | 10           | 11           | 11           | 12           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 85           | 66           | 57           | 55           | 46           | 50           | 54           | 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.

## Lithgow Health Service: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 304

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 294

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

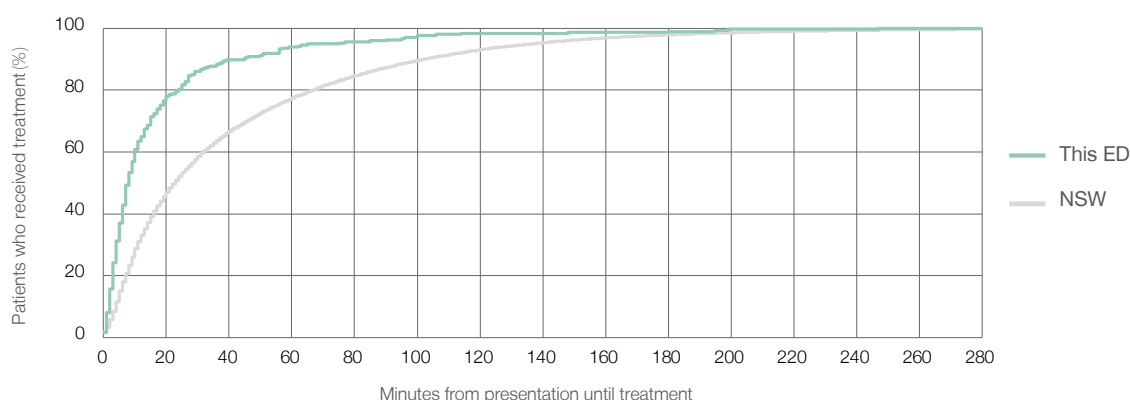
8 minutes

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

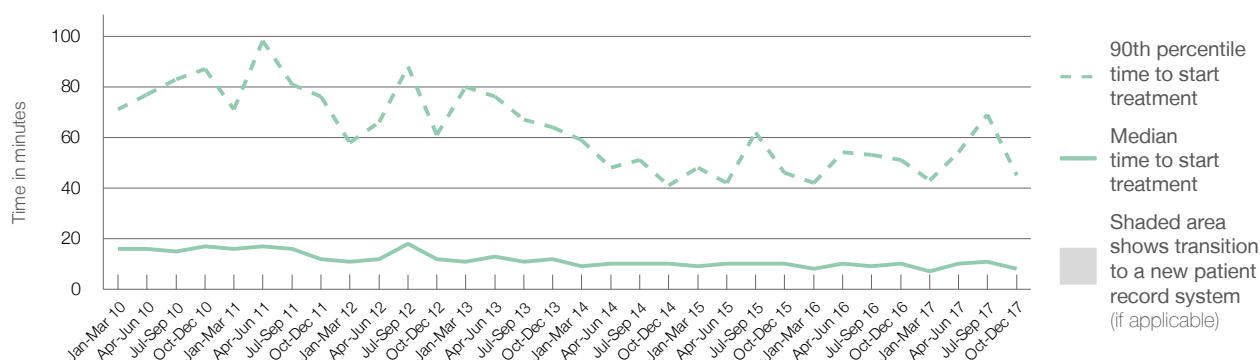
45 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 450                   |                   |
| 434                   |                   |
| 10 minutes            | 23 minutes        |
| 51 minutes            | 103 minutes       |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 17           | 12           | 12           | 12           | 10           | 10           | 10           | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 87           | 76           | 61           | 64           | 41           | 46           | 51           | 45           |

(†) 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.

## Lithgow Health Service: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 3,069 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,069 patients

Median time spent in the ED<sup>8</sup>

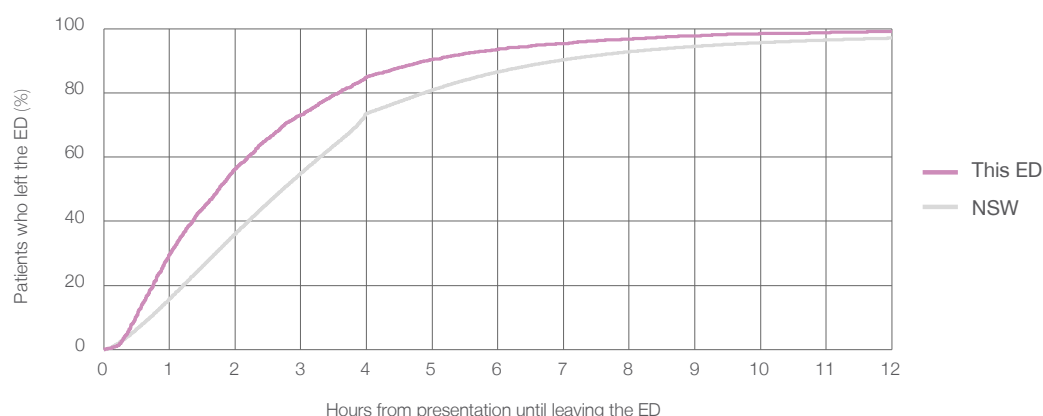
1 hours and 45 minutes

90th percentile time spent in the ED<sup>9</sup>

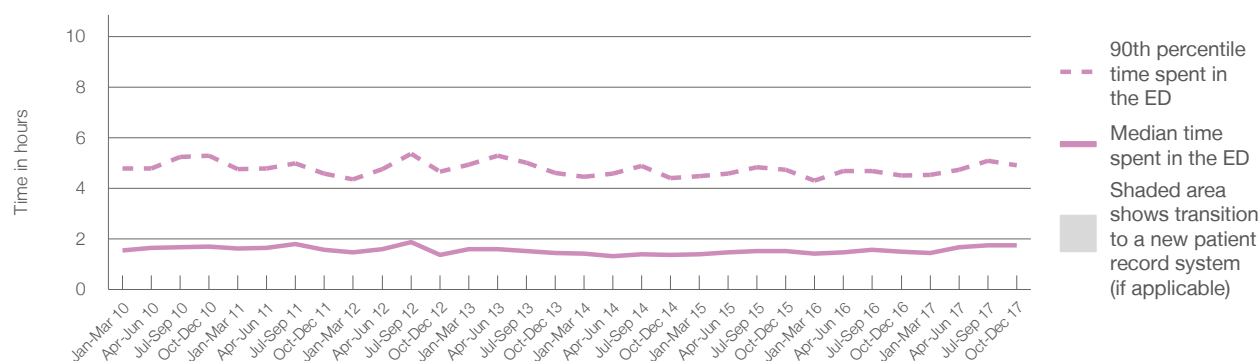
4 hours and 55 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 3,294                  |                        |
| 3,292                  |                        |
| 1 hours and 30 minutes | 2 hours and 44 minutes |
| 4 hours and 31 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 1h 42m       | 1h 34m       | 1h 23m       | 1h 27m       | 1h 23m       | 1h 32m       | 1h 30m       | 1h 45m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 5h 17m       | 4h 35m       | 4h 40m       | 4h 37m       | 4h 24m       | 4h 45m       | 4h 31m       | 4h 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.

## Lithgow Health Service: Time patients spent in the ED

By mode of separation

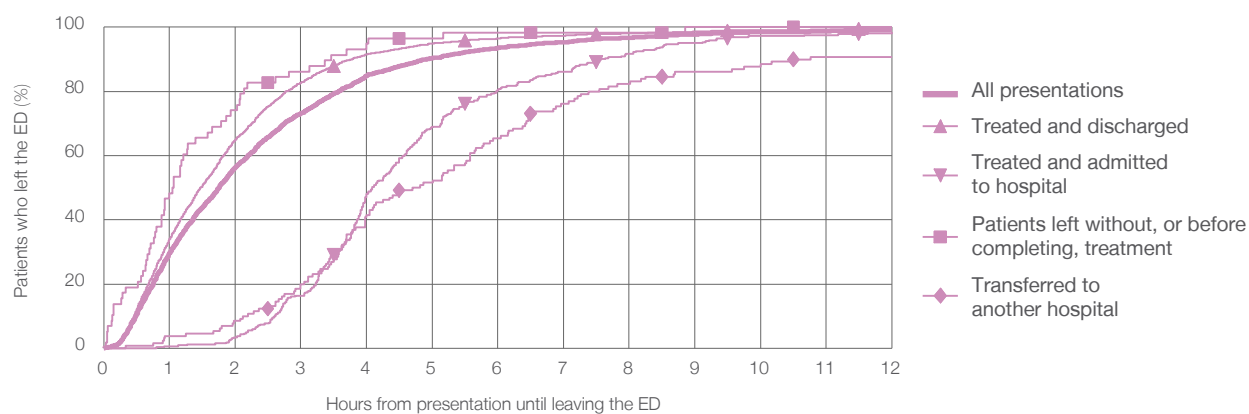
October to December 2017

All presentations:<sup>†</sup> 3,069 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,069 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged                                | 2,542 (82.8%) | 2,586                 | -1.7%                     |
| Treated and admitted to hospital                      | 323 (10.5%)   | 508                   | -36.4%                    |
| Patient left without, or before completing, treatment | 58 (1.9%)     | 73                    | -20.5%                    |
| Transferred to another hospital                       | 130 (4.2%)    | 113                   | 15.0%                     |
| Other   | 16 (0.5%)     | 14                    | 14.3%                     |

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



|   | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged                                | 34.1%  | 65.0%   | 82.7%   | 91.6%   | 96.5%   | 98.1%   | 99.1%    | 99.7%    |
| Treated and admitted to hospital                      | 0.6%   | 3.4%    | 16.4%   | 48.0%   | 80.5%   | 91.6%   | 97.2%    | 98.5%    |
| Patient left without, or before completing, treatment | 48.3%  | 74.1%   | 86.2%   | 94.8%   | 98.3%   | 98.3%   | 100%     | 100%     |
| Transferred to another hospital                       | 3.8%   | 8.5%    | 20.0%   | 41.5%   | 65.4%   | 82.3%   | 88.5%    | 90.8%    |
| All presentations                                     | 29.8%  | 56.4%   | 73.2%   | 85.0%   | 93.6%   | 96.8%   | 98.5%    | 99.2%    |

(†) 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.

## Lithgow Health Service: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 3,069 patients

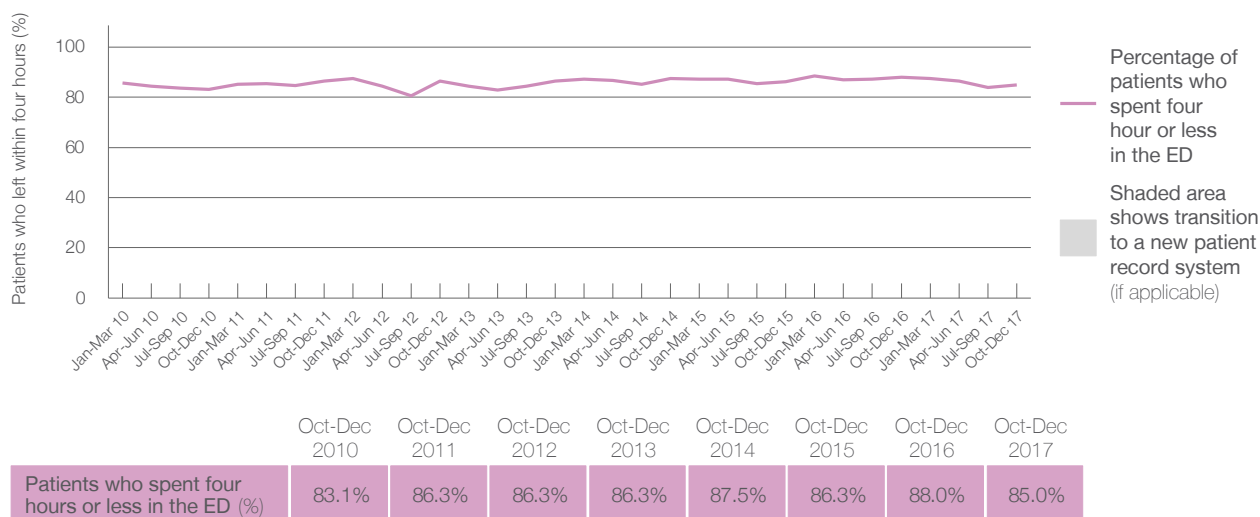
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,069 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,294                 | -6.8%                     |
| 3,292                 | -6.8%                     |
| 88.0%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).



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

October to December 2017

All presentations:<sup>1</sup> 3,805 patients

Emergency presentations:<sup>2</sup> 3,666 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,587                 | 6.1%                      |
| 3,361                 | 9.1%                      |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 374 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): 975 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,564 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 114 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 733 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 125 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 383                   |                   |
| 10 minutes            | 8 minutes         |
| 23 minutes            | 23 minutes        |
| 1,104                 |                   |
| 22 minutes            | 20 minutes        |
| 58 minutes            | 65 minutes        |
| 1,448                 |                   |
| 25 minutes            | 26 minutes        |
| 87 minutes            | 99 minutes        |
| 415                   |                   |
| 27 minutes            | 23 minutes        |
| 106 minutes           | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,805 patients

Percentage of patients who spent four hours or less in the ED 87.3%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,586                 | 6.1%                      |
| 86.7%                 |                           |

\* 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.

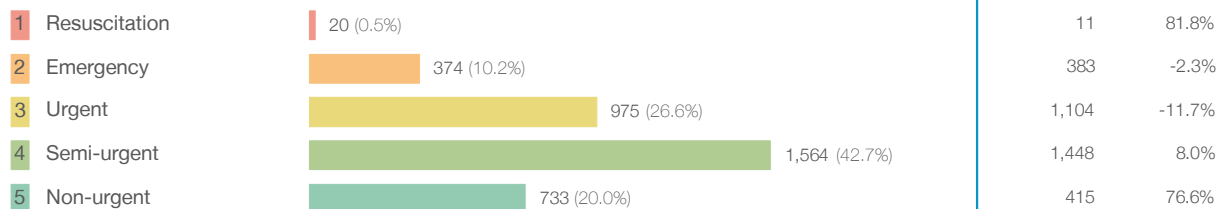
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Macksville District Hospital: Patients presenting to the emergency department

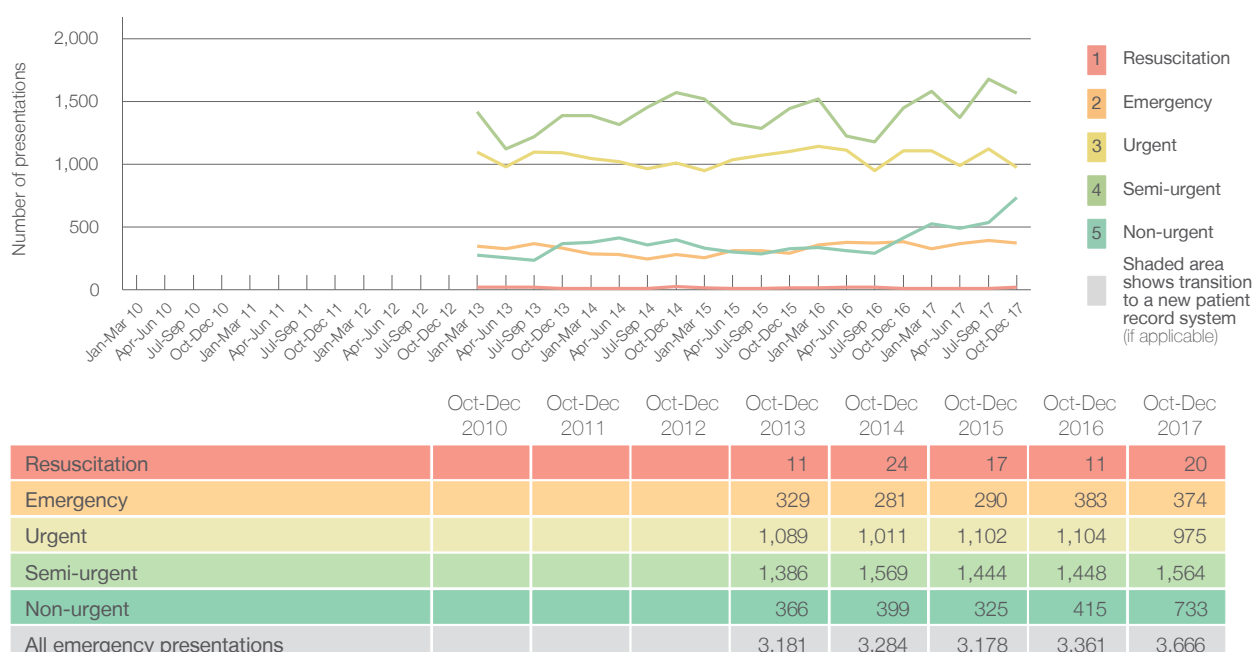
October to December 2017

All presentations:<sup>1</sup> 3,805 patients

Emergency presentations<sup>2</sup> by triage category: 3,666 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



## Macksville District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 453 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.

(§) 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.

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

October to December 2017

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

Number of triage 2 patients: 374

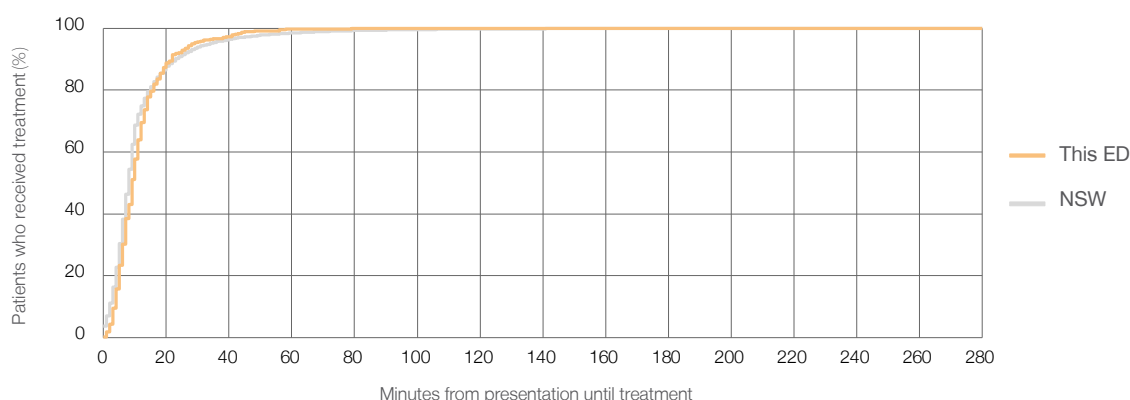
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 364

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

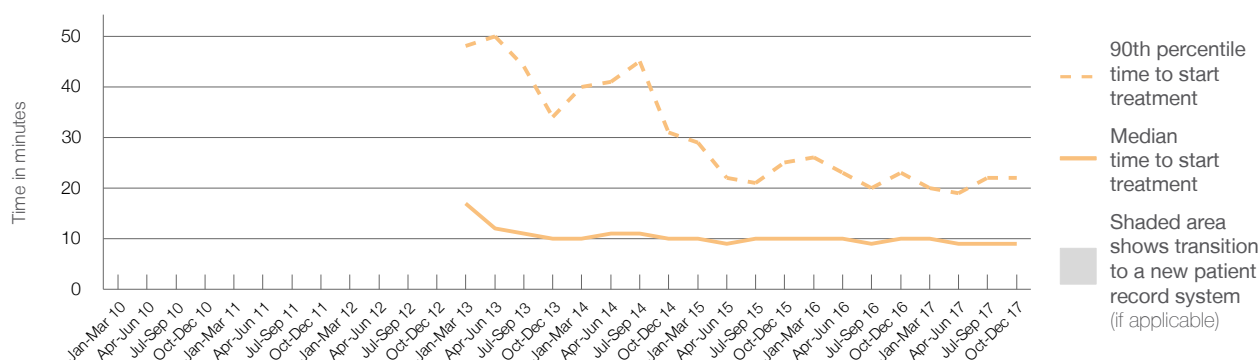
90th percentile time to start treatment<sup>5</sup> 22 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 383                   |                   |
| 369                   |                   |
| 10 minutes            | 8 minutes         |
| 23 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 10           | 10           | 10           | 10           | 9            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 34           | 31           | 25           | 23           | 22           |

(†) 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.

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

October to December 2017

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

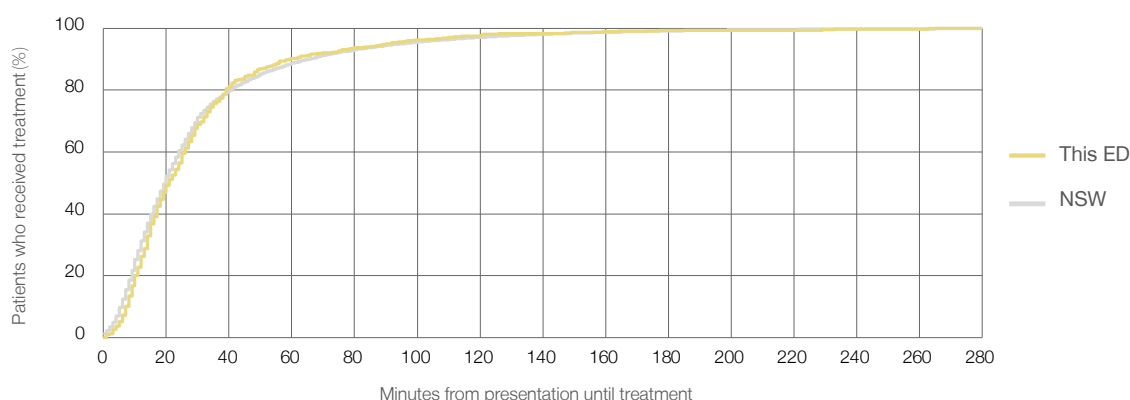
Number of triage 3 patients: 975

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 940

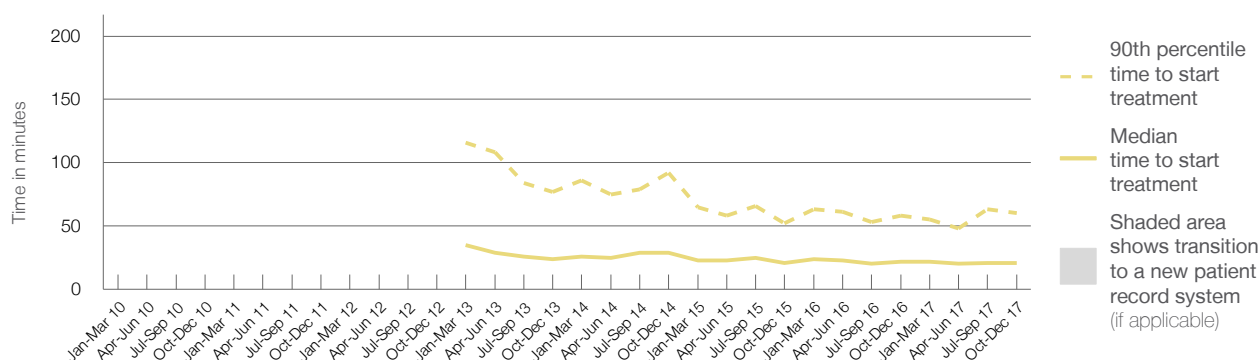
Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,104                 |                   |
| 1,050                 |                   |
| 22 minutes            | 20 minutes        |
| 58 minutes            | 65 minutes        |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 24           | 29           | 21           | 22           | 21           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 77           | 92           | 52           | 58           | 60           |

(†) 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.

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

October to December 2017

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

Number of triage 4 patients: 1,564

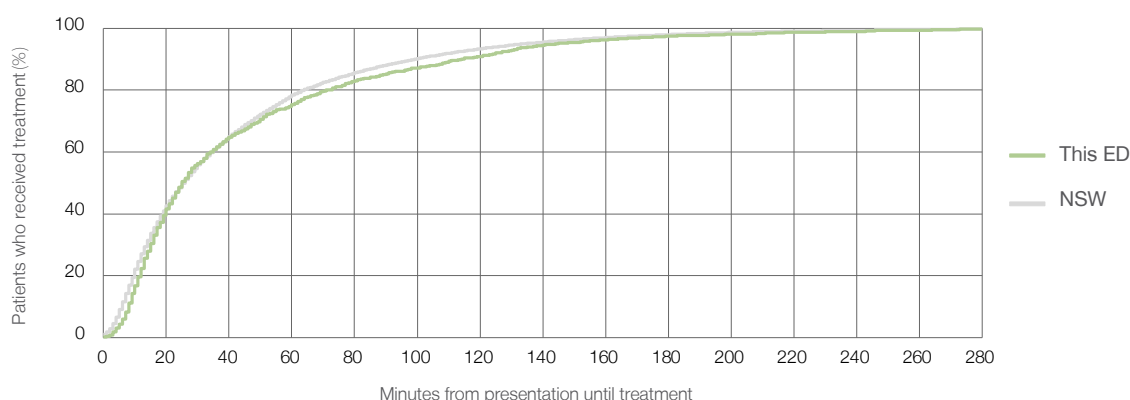
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,471

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

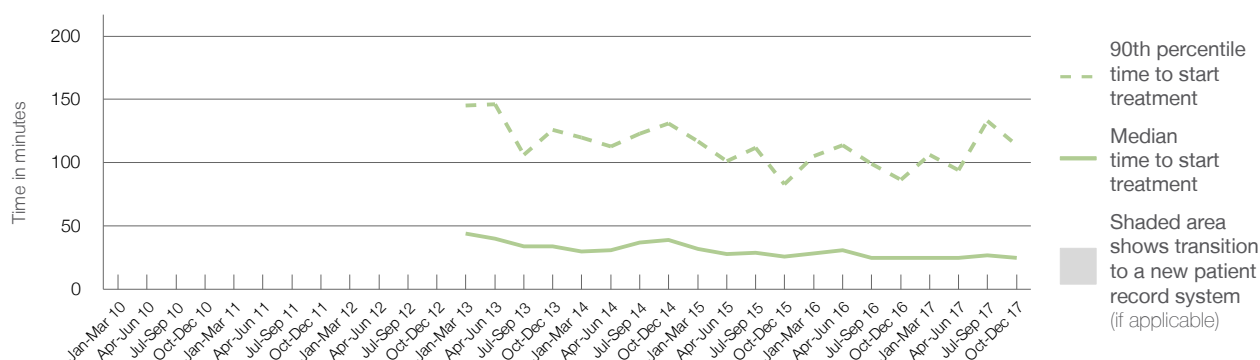
90th percentile time to start treatment<sup>5</sup> 114 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,448                 |                   |
| 1,370                 |                   |
| 25 minutes            | 26 minutes        |
| 87 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 34           | 39           | 26           | 25           | 25           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 126          | 131          | 83           | 87           | 114          |

(†) 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.

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

October to December 2017

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

Number of triage 5 patients: 733

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 665

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

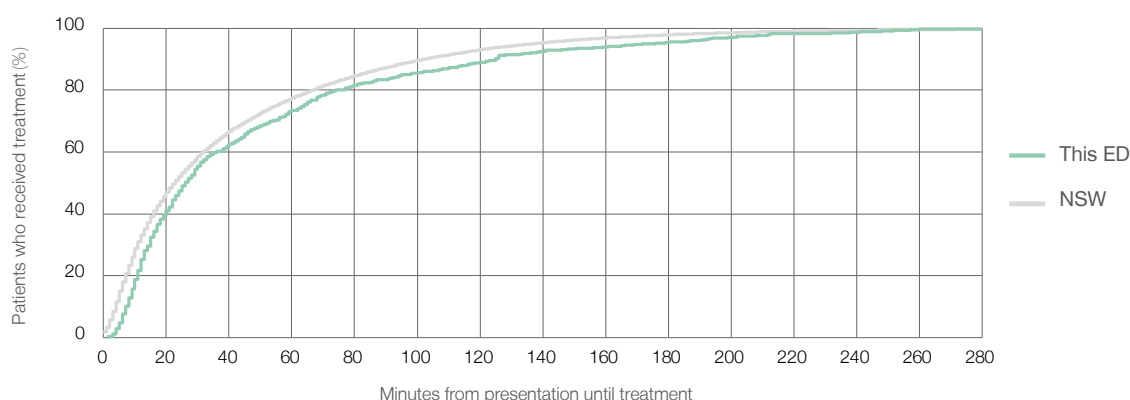
26 minutes

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

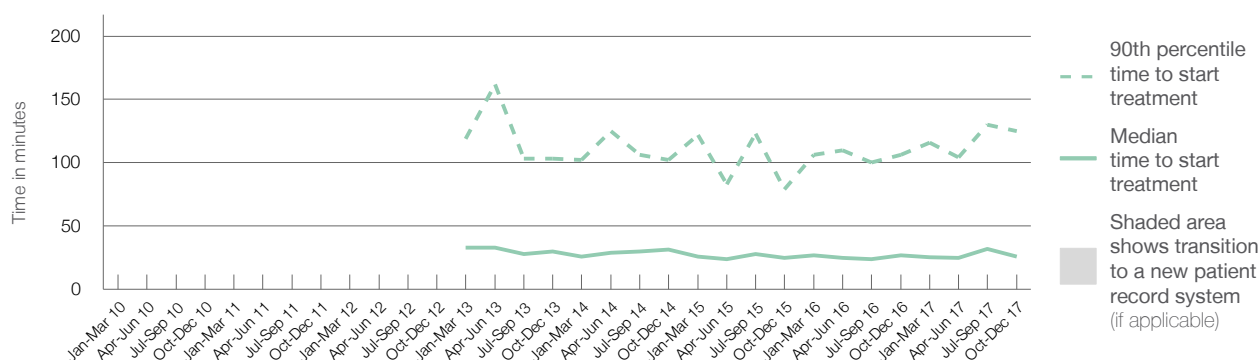
125 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 415                   |                   |
| 369                   |                   |
| 27 minutes            | 23 minutes        |
| 106 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 30           | 32           | 25           | 27           | 26           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 103          | 102          | 79           | 106          | 125          |

(†) 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.

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

October to December 2017

All presentations:<sup>1</sup> 3,805 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,805 patients

Median time spent in the ED<sup>8</sup>

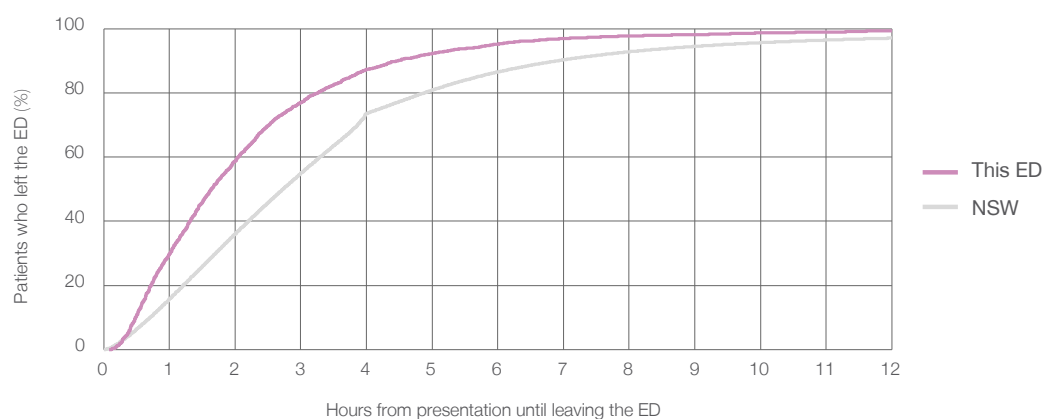
1 hours and 38 minutes

90th percentile time spent in the ED<sup>9</sup>

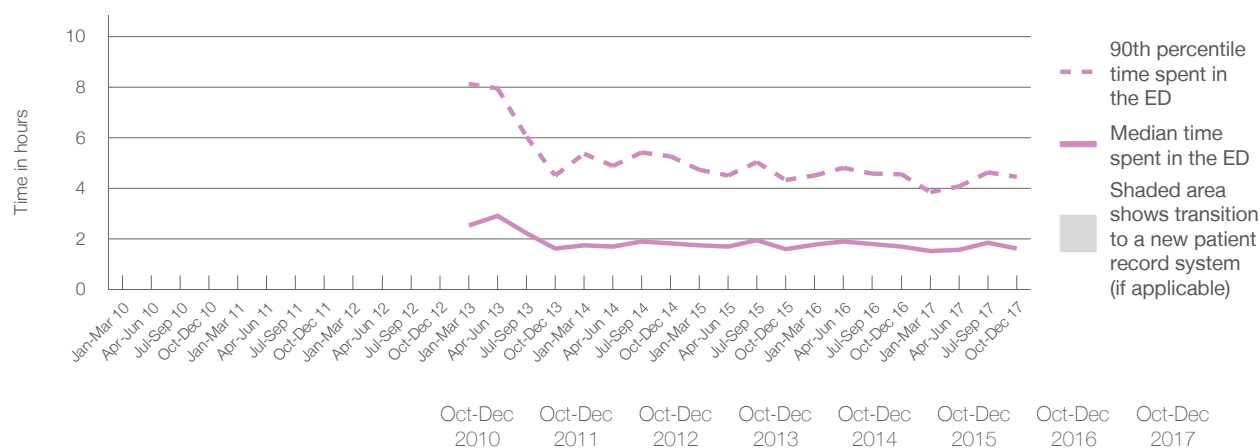
4 hours and 28 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 3,587                  |                        |
| 3,586                  |                        |
| 1 hours and 43 minutes | 2 hours and 44 minutes |
| 4 hours and 33 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



|   |  |  |  |        |        |        |        |        |
|---|--|--|--|--------|--------|--------|--------|--------|
| Median time to leaving the ED <sup>8</sup><br>(hours, minutes)          |  |  |  | 1h 38m | 1h 50m | 1h 37m | 1h 43m | 1h 38m |
| 90th percentile time to leaving the ED <sup>9</sup><br>(hours, minutes) |  |  |  | 4h 31m | 5h 16m | 4h 20m | 4h 33m | 4h 28m |

(†) 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.

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

By mode of separation

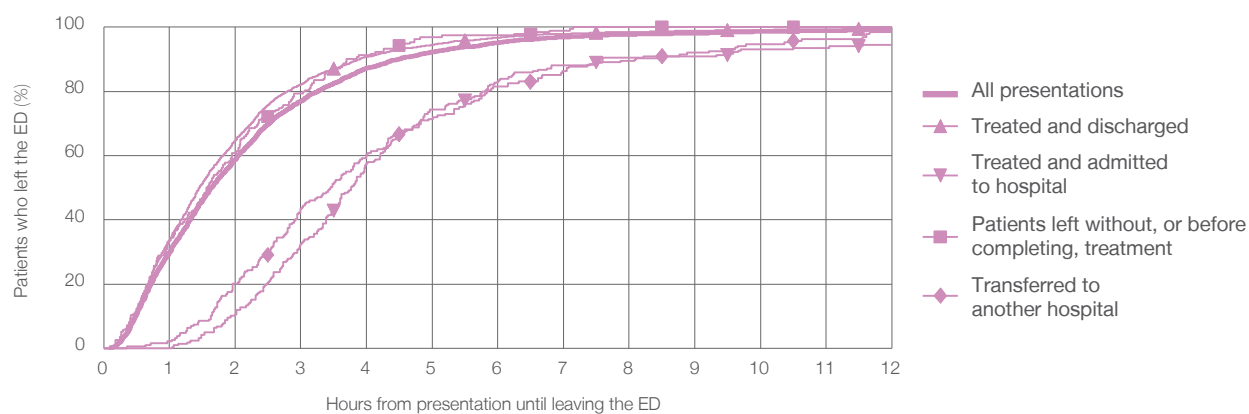
October to December 2017

All presentations:<sup>†</sup> 3,805 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,805 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged                                | 3,146 (82.7%) | 2,886                 | 9.0%                      |
| Treated and admitted to hospital                      | 219 (5.8%)    | 217                   | 0.9%                      |
| Patient left without, or before completing, treatment | 194 (5.1%)    | 162                   | 19.8%                     |
| Transferred to another hospital                       | 189 (5.0%)    | 230                   | -17.8%                    |
| Other   | 57 (1.5%)     | 92                    | -38.0%                    |

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



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

|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 33.7% | 64.7% | 82.2% | 90.8% | 96.7% | 98.5% | 99.1% | 99.7% |
| Treated and admitted to hospital                      | 0%    | 10.5% | 32.4% | 57.5% | 83.1% | 89.5% | 93.2% | 94.5% |
| Patient left without, or before completing, treatment | 33.5% | 60.8% | 79.4% | 91.2% | 97.4% | 100%  | 100%  | 100%  |
| Transferred to another hospital                       | 2.1%  | 20.1% | 43.4% | 60.3% | 81.5% | 90.5% | 94.7% | 98.4% |
| All presentations                                     | 30.0% | 58.9% | 77.0% | 87.3% | 95.1% | 97.7% | 98.6% | 99.3% |

(†) 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.



## Macksville District Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 3,805 patients

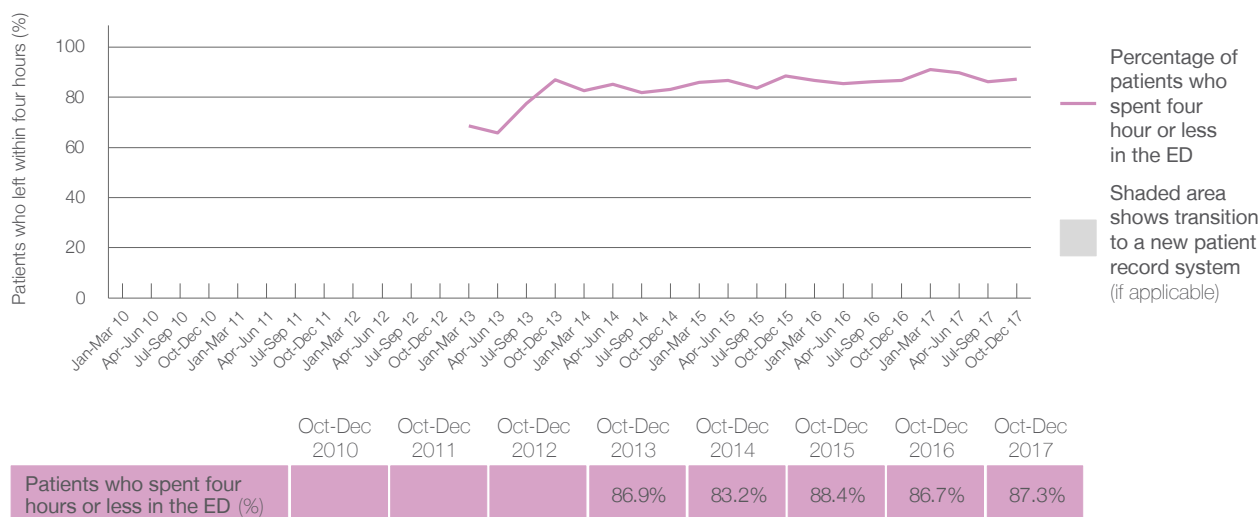
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,805 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,587                 | 6.1%                      |
| 3,586                 | 6.1%                      |
| 86.7%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

All presentations:<sup>1</sup> 3,304 patients

Emergency presentations:<sup>2</sup> 3,190 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,066                 | 7.8%                      |
| 2,870                 | 11.1%                     |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 343 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 895 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 63 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,534 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 103 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 408 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 99 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 380                   |                   |
| 12 minutes            | 8 minutes         |
| 33 minutes            | 23 minutes        |
| 1,044                 |                   |
| 23 minutes            | 20 minutes        |
| 71 minutes            | 65 minutes        |
| 1,287                 |                   |
| 28 minutes            | 26 minutes        |
| 105 minutes           | 99 minutes        |
| 149                   |                   |
| 47 minutes            | 23 minutes        |
| 139 minutes           | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,303 patients

Percentage of patients who spent four hours or less in the ED 83.8%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,065                 | 7.8%                      |
| 83.9%                 |                           |

\* 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.

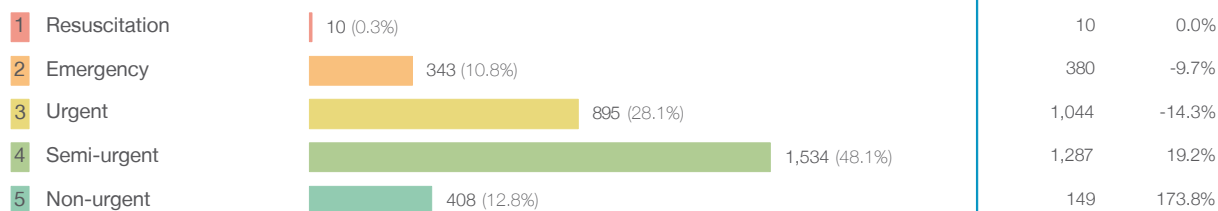
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Maclean District Hospital: Patients presenting to the emergency department

October to December 2017

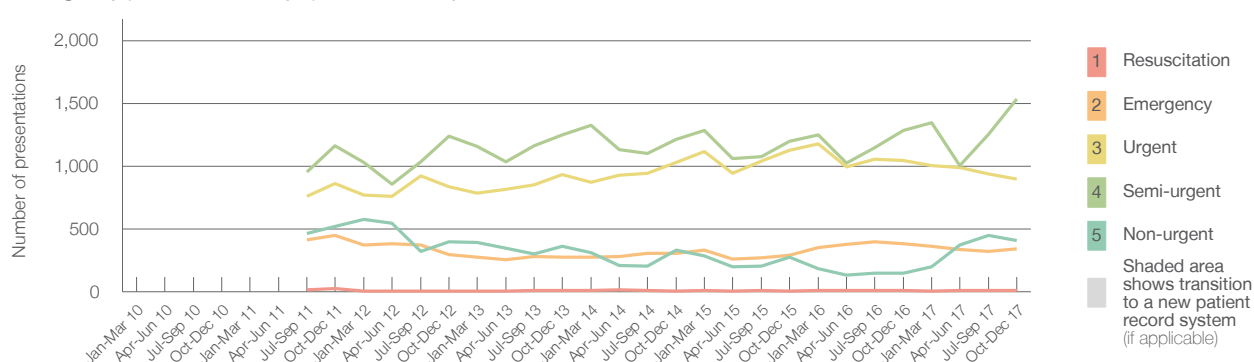
All presentations:<sup>1</sup> 3,304 patients

Emergency presentations<sup>2</sup> by triage category: 3,190 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,066                 | 7.8%                      |
| 2,870                 | 11.1%                     |
| 10                    | 0.0%                      |
| 380                   | -9.7%                     |
| 1,044                 | -14.3%                    |
| 1,287                 | 19.2%                     |
| 149                   | 173.8%                    |

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



|                             | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation               |              | 23           | 6            | 9            | < 5          | < 5          | 10           | 10           |
| Emergency                   |              | 450          | 296          | 273          | 310          | 295          | 380          | 343          |
| Urgent                      |              | 863          | 835          | 931          | 1,028        | 1,128        | 1,044        | 895          |
| Semi-urgent                 |              | 1,160        | 1,237        | 1,247        | 1,211        | 1,200        | 1,287        | 1,534        |
| Non-urgent                  |              | 520          | 399          | 361          | 330          | 274          | 149          | 408          |
| All emergency presentations |              | 3,016        | 2,773        | 2,821        | 2,879        | 2,897        | 2,870        | 3,190        |

## Maclean District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 330 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 380                   |                           |
| 12 minutes            | 2 minutes                 |
| 29 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.

(§) 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.

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

October to December 2017

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

Number of triage 2 patients: 343

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 339

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

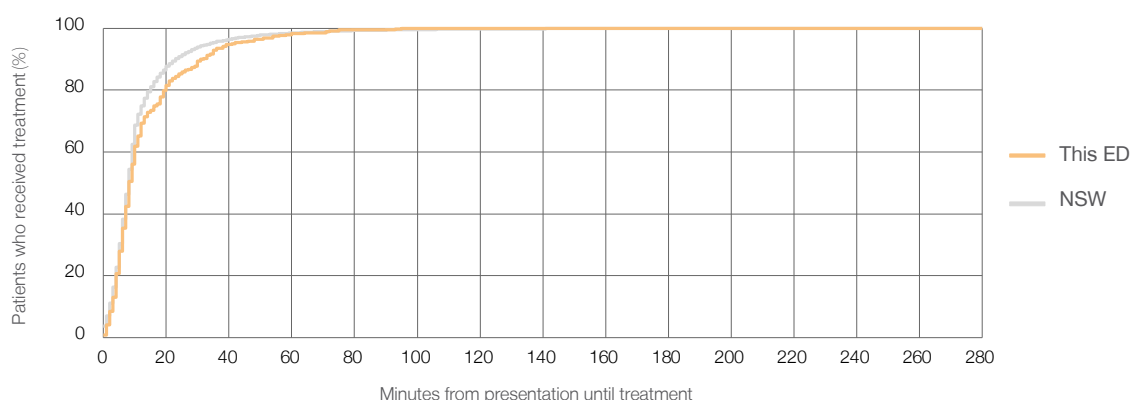
8 minutes

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

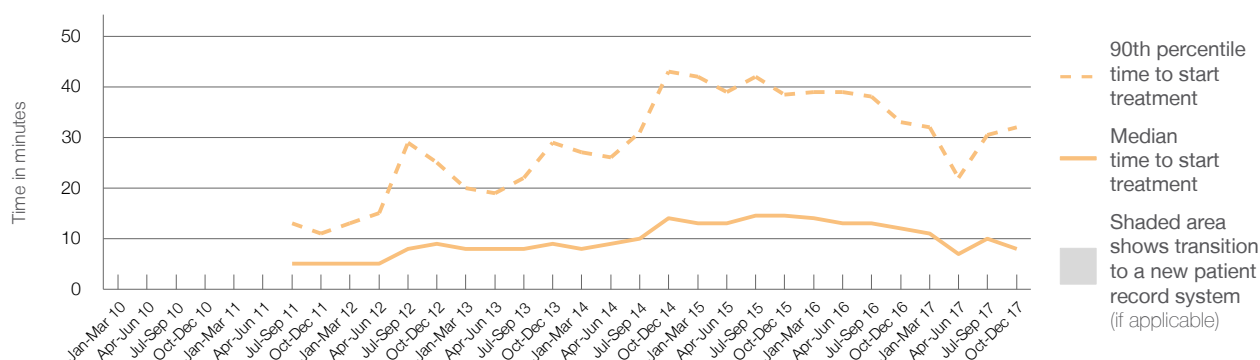
32 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 380                   |                   |
| 376                   |                   |
| 12 minutes            | 8 minutes         |
| 33 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 5            | 9            | 9            | 14           | 15           | 12           | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 11           | 25           | 29           | 43           | 39           | 33           | 32           |

(†) 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.

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

October to December 2017

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

Number of triage 3 patients: 895

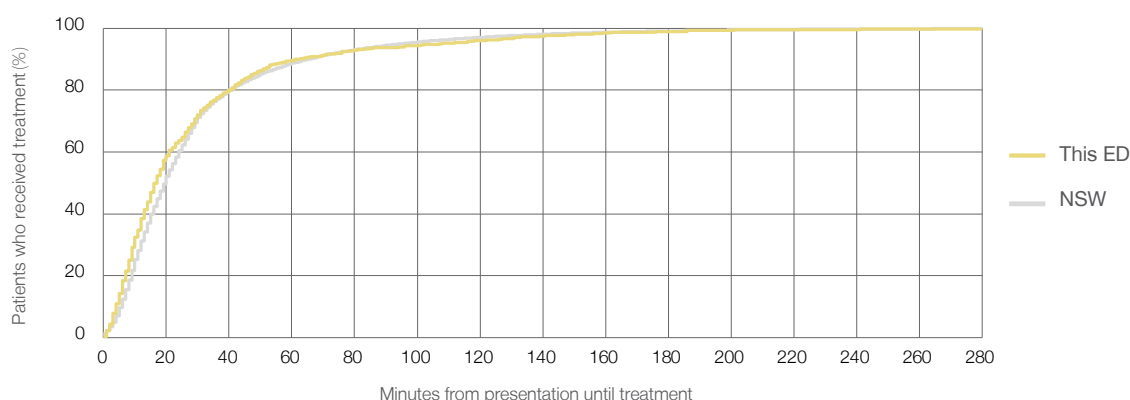
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 879

Median time to start treatment<sup>4</sup> 17 minutes

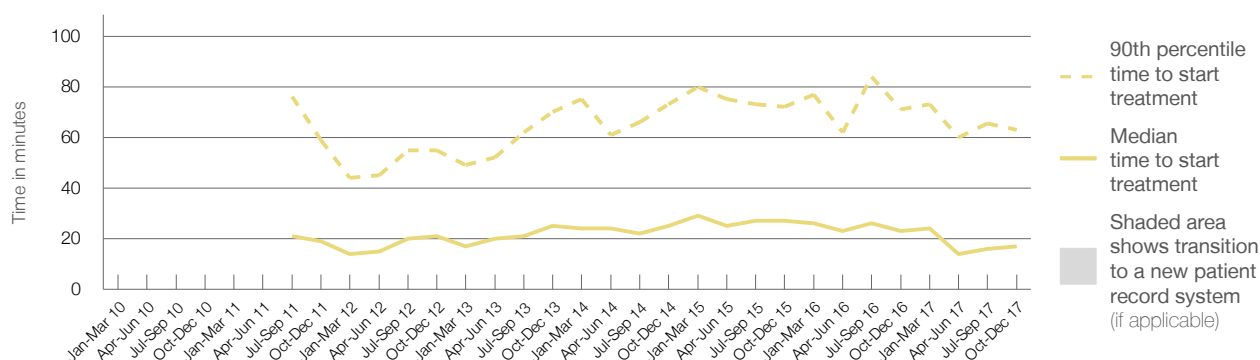
90th percentile time to start treatment<sup>5</sup> 63 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,044                 |                   |
| 1,026                 |                   |
| 23 minutes            | 20 minutes        |
| 71 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 19           | 21           | 25           | 25           | 27           | 23           | 17           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 59           | 55           | 70           | 73           | 72           | 71           | 63           |

(†) 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.

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## Maclean District Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 1,534

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,460

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

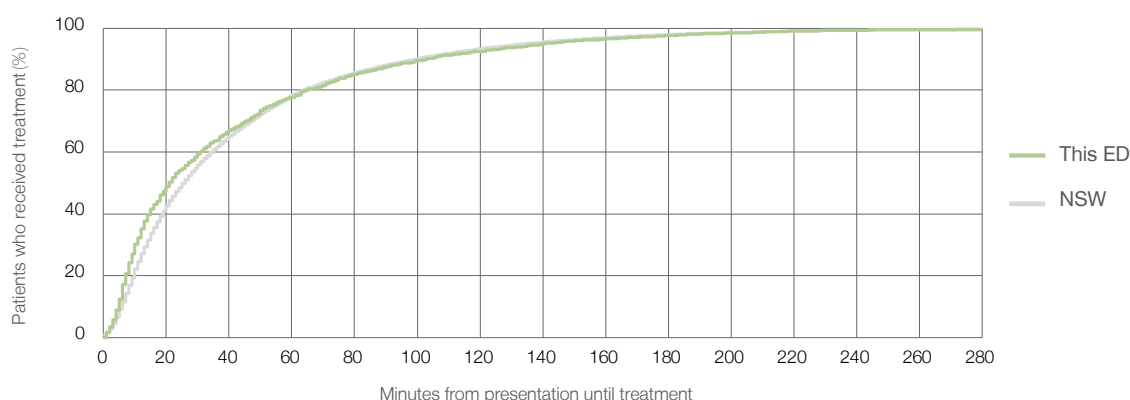
21 minutes

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

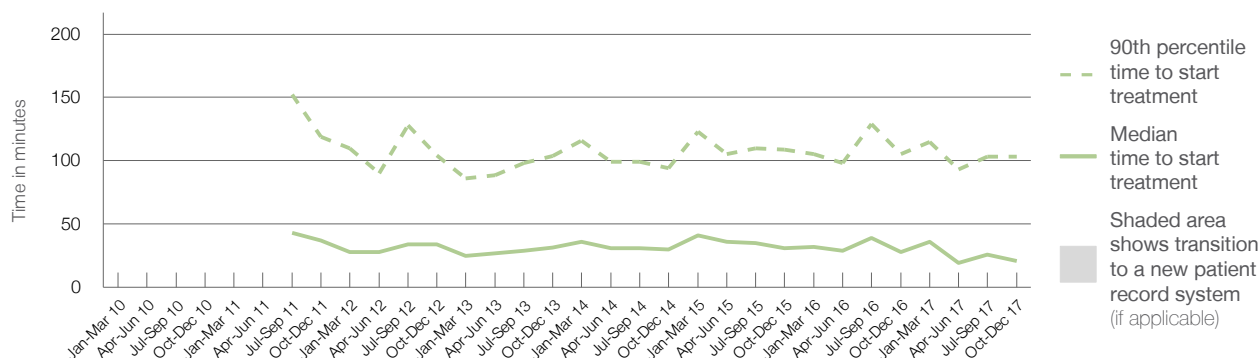
103 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,287                 |                   |
| 1,201                 |                   |
| 28 minutes            | 26 minutes        |
| 105 minutes           | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 37           | 34           | 32           | 30           | 31           | 28           | 21           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 119          | 104          | 104          | 94           | 109          | 105          | 103          |

(†) 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.

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

October to December 2017

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

Number of triage 5 patients: 408

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 354

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

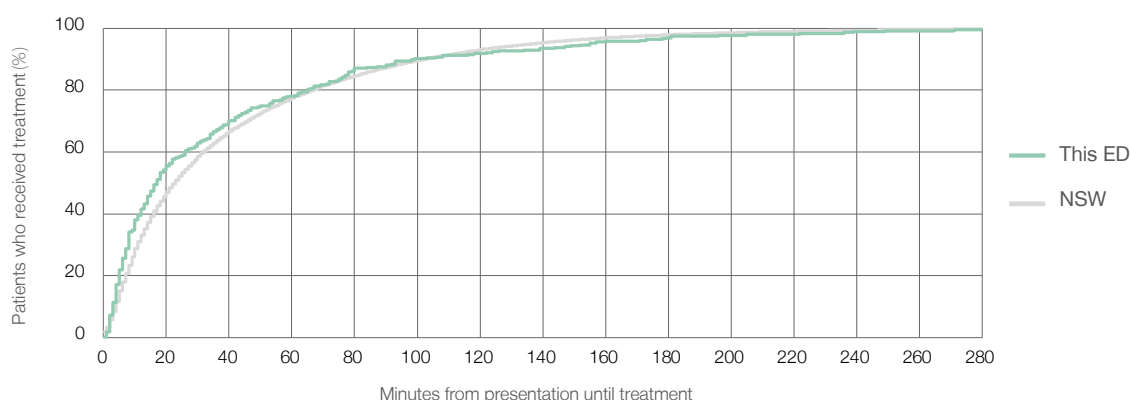
17 minutes

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

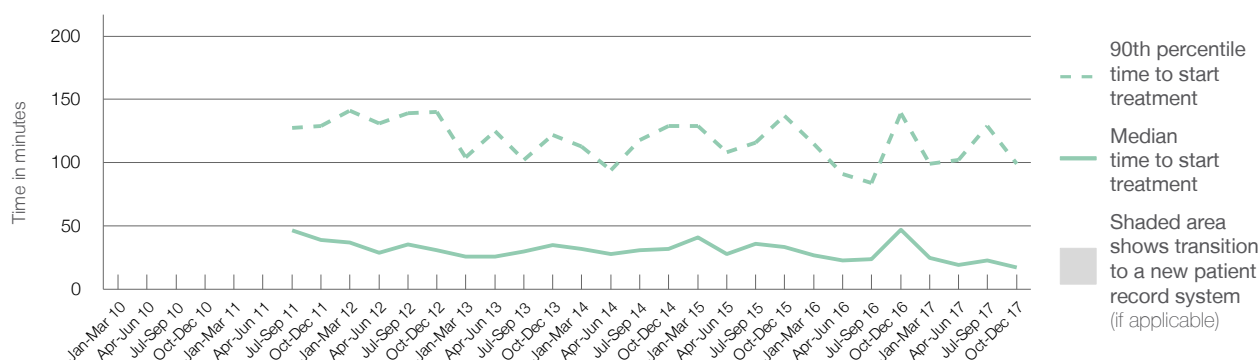
99 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 149                   |                   |
| 128                   |                   |
| 47 minutes            | 23 minutes        |
| 139 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 39           | 31           | 35           | 32           | 34           | 47           | 17           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 129          | 140          | 122          | 129          | 137          | 139          | 99           |

(†) 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.

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

October to December 2017

All presentations:<sup>1</sup> 3,304 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,303 patients

Median time spent in the ED<sup>8</sup>

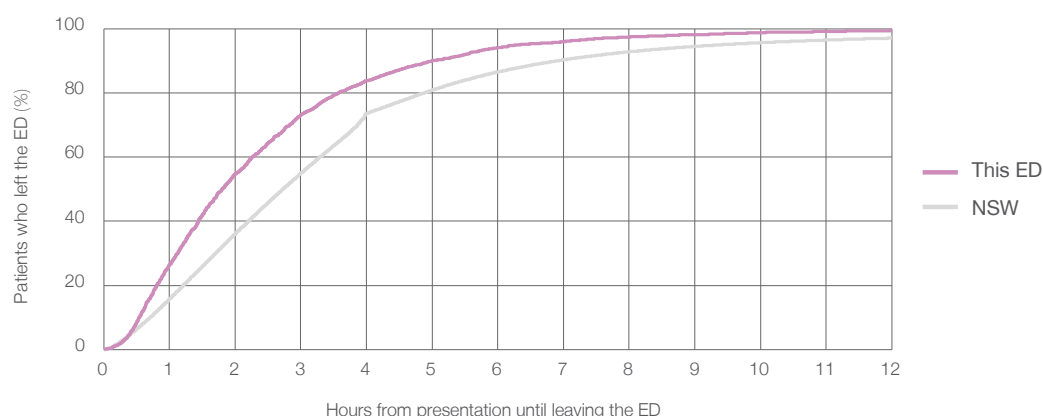
1 hours and 48 minutes

90th percentile time spent in the ED<sup>9</sup>

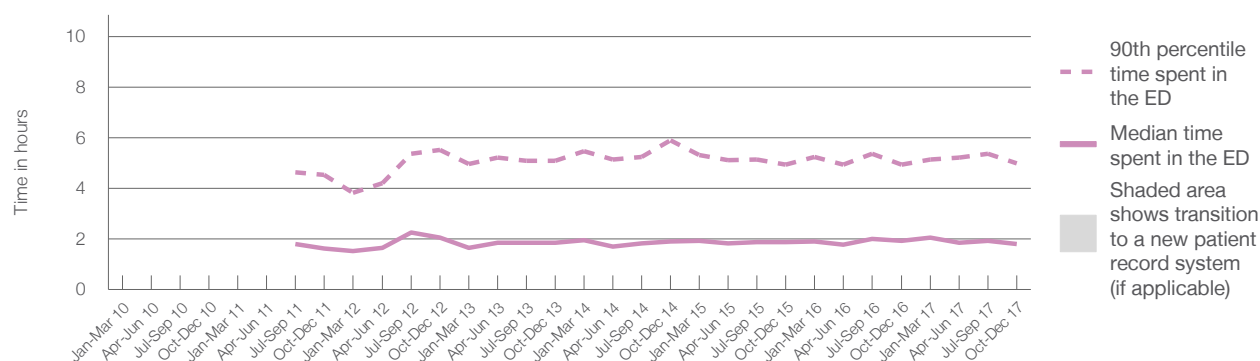
5 hours and 0 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 3,066                  |                        |
| 3,065                  |                        |
| 1 hours and 56 minutes | 2 hours and 44 minutes |
| 4 hours and 56 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          |              | 1h 38m       | 2h 4m        | 1h 52m       | 1h 55m       | 1h 53m       | 1h 56m       | 1h 48m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) |              | 4h 33m       | 5h 32m       | 5h 6m        | 5h 54m       | 4h 57m       | 4h 56m       | 5h 0m        |

(†) 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.



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

By mode of separation

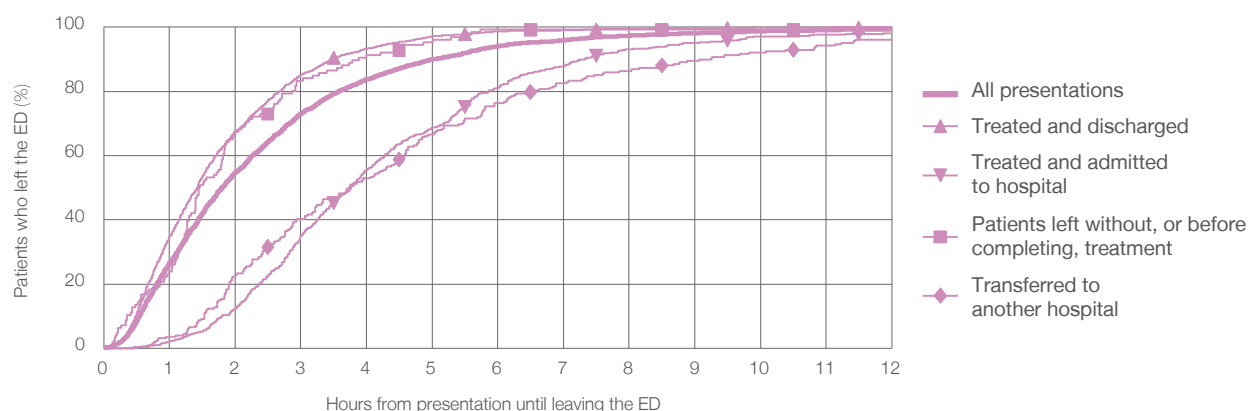
October to December 2017

All presentations:<sup>†</sup> 3,304 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,303 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged                                | 2,359 (71.4%) | 3,065                 | 7.8%                      |
| Treated and admitted to hospital                      | 575 (17.4%)   | 2,002                 | 17.8%                     |
| Patient left without, or before completing, treatment | 126 (3.8%)    | 701                   | -18.0%                    |
| Transferred to another hospital                       | 228 (6.9%)    | 139                   | -9.4%                     |
| Other   | 16 (0.5%)     | 216                   | 5.6%                      |
|   |               | 8                     | 100.0%                    |

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



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

|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 34.8% | 67.5% | 85.1% | 93.3% | 98.6% | 99.5% | 99.8% | 100%  |
| Treated and admitted to hospital                      | 2.1%  | 12.3% | 35.1% | 55.7% | 81.2% | 93.0% | 97.0% | 98.1% |
| Patient left without, or before completing, treatment | 23.8% | 67.5% | 83.3% | 91.3% | 99.2% | 99.2% | 99.2% | 100%  |
| Transferred to another hospital                       | 3.5%  | 22.8% | 40.4% | 53.1% | 76.3% | 86.4% | 92.1% | 96.1% |
| All presentations                                     | 26.6% | 54.8% | 73.2% | 83.8% | 94.0% | 97.4% | 98.8% | 99.4% |

(†) 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.

(§) 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.

## Maclean District Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 3,304 patients

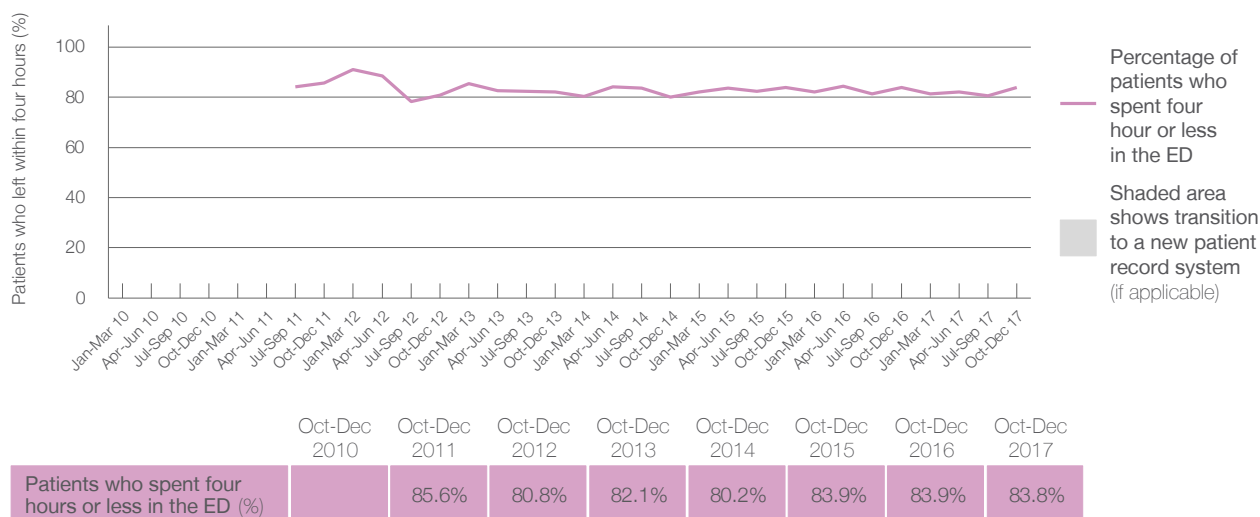
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,303 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,066                 | 7.8%                      |
| 3,065                 | 7.8%                      |
| 83.9%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Milton and Ulladulla Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 3,531 patients

Emergency presentations:<sup>2</sup> 3,418 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,143                 | -14.8%                    |
| 3,984                 | -14.2%                    |

## Milton and Ulladulla Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 292 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,228 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,618 patients

Median time to start treatment<sup>4</sup> 30 minutes  
90th percentile time to start treatment<sup>5</sup> 84 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 255 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 88 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 283                   |                   |
| 7 minutes             | 8 minutes         |
| 26 minutes            | 23 minutes        |
| 1,292                 |                   |
| 20 minutes            | 20 minutes        |
| 57 minutes            | 65 minutes        |
| 2,043                 |                   |
| 30 minutes            | 26 minutes        |
| 81 minutes            | 99 minutes        |
| 353                   |                   |
| 27 minutes            | 23 minutes        |
| 89 minutes            | 103 minutes       |

## Milton and Ulladulla Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,530 patients

Percentage of patients who spent four hours or less in the ED 86.9%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,143                 | -14.8%                    |
| 88.3%                 |                           |

\* 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.

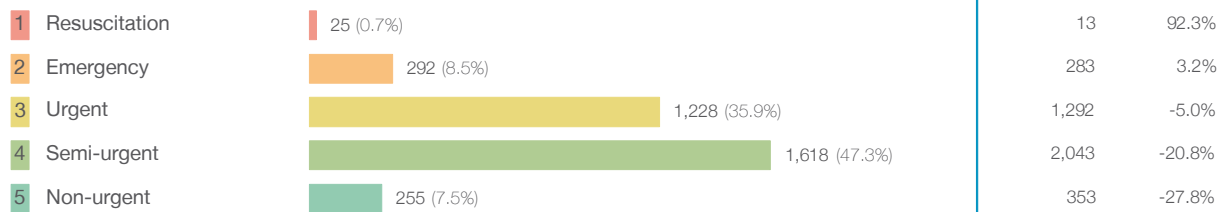
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Milton and Ulladulla Hospital: Patients presenting to the emergency department

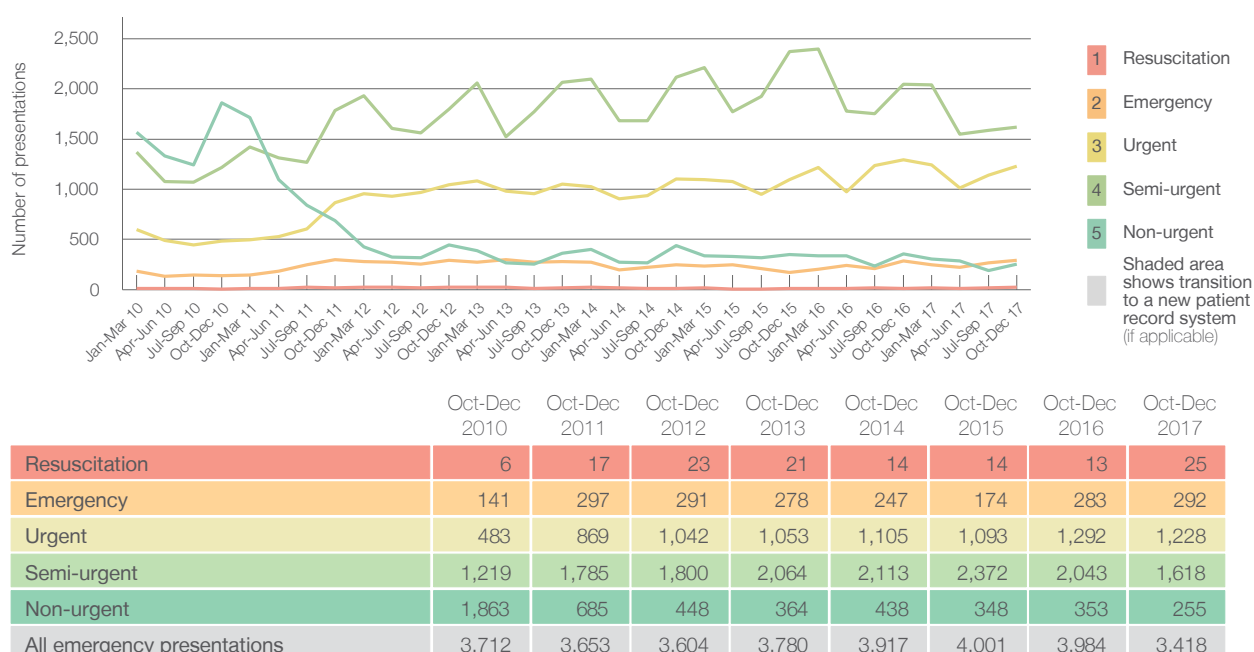
October to December 2017

All presentations:<sup>1</sup> 3,531 patients

Emergency presentations<sup>2</sup> by triage category: 3,418 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>‡</sup>



## Milton and Ulladulla Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 347 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.

## Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 292

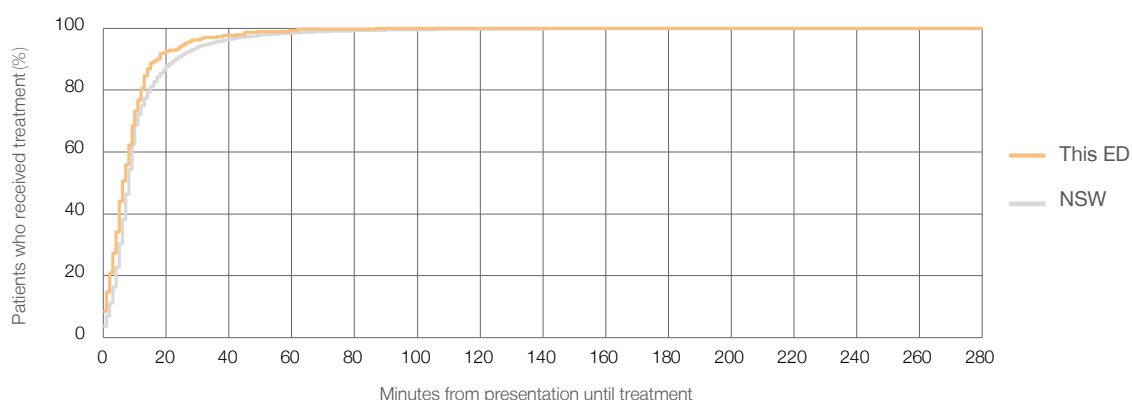
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 292

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

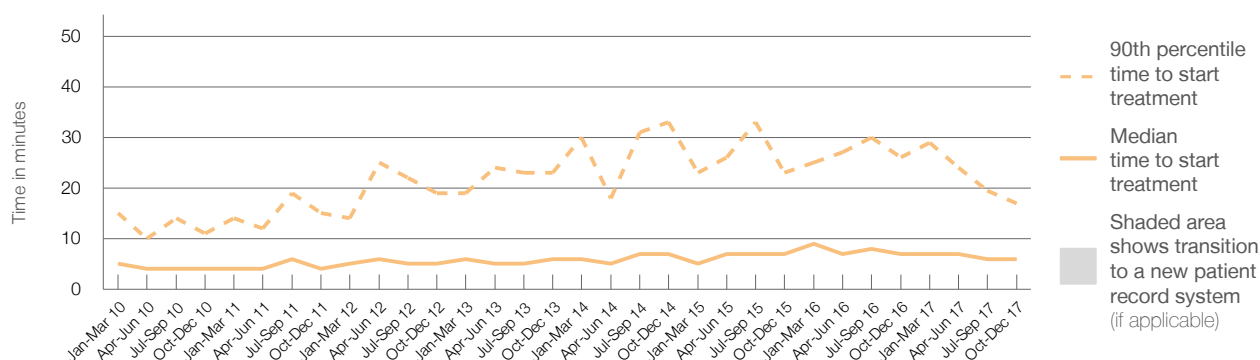
90th percentile time to start treatment<sup>5</sup> 17 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 283                   |                   |
| 283                   |                   |
| 7 minutes             | 8 minutes         |
| 26 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 4            | 4            | 5            | 6            | 7            | 7            | 7            | 6            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 11           | 15           | 19           | 23           | 33           | 23           | 26           | 17           |

(†) 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.

## Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 3

October to December 2017

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

Number of triage 3 patients: 1,228

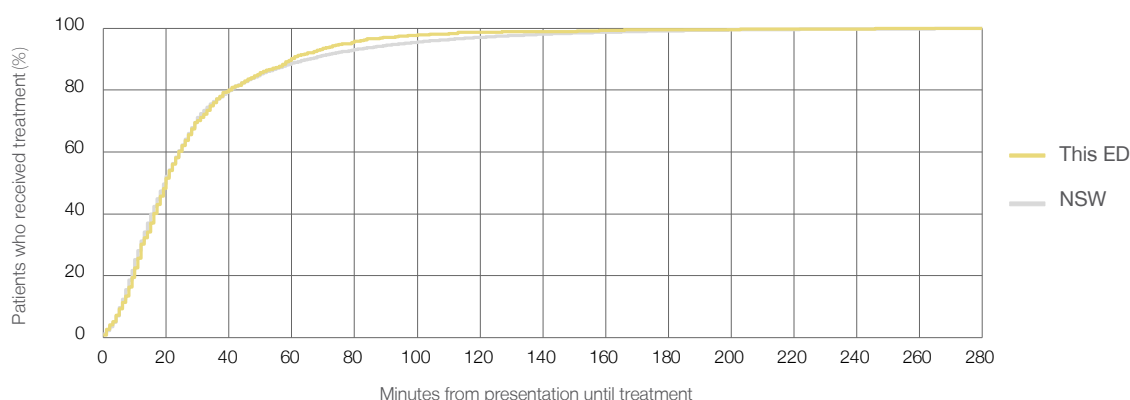
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,209

Median time to start treatment<sup>4</sup> 20 minutes

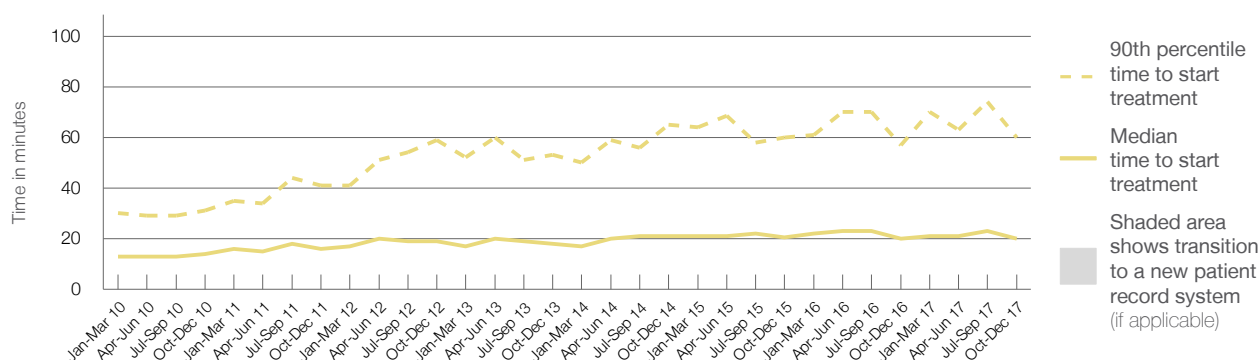
90th percentile time to start treatment<sup>5</sup> 60 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,292                 |                   |
| 1,290                 |                   |
| 20 minutes            | 20 minutes        |
| 57 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 14           | 16           | 19           | 18           | 21           | 21           | 20           | 20           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 31           | 41           | 59           | 53           | 65           | 60           | 57           | 60           |

(†) 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.

## Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 1,618

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,558

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

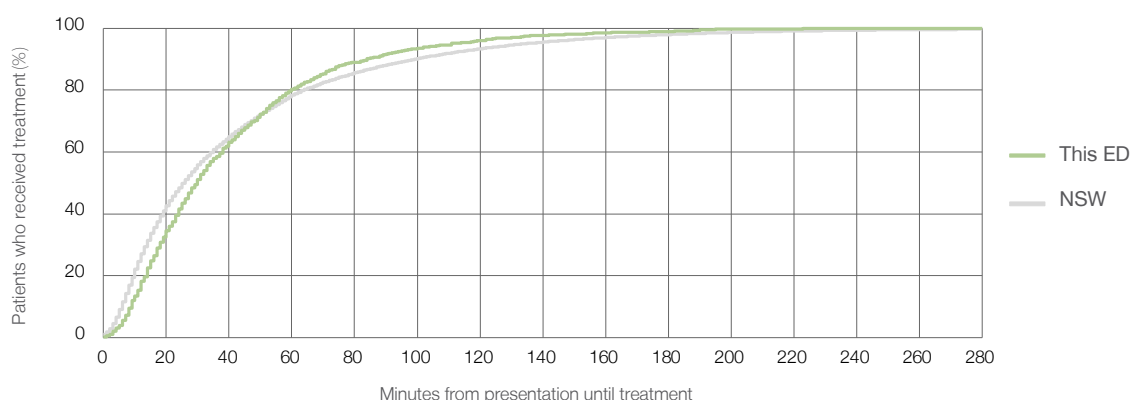
30 minutes

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

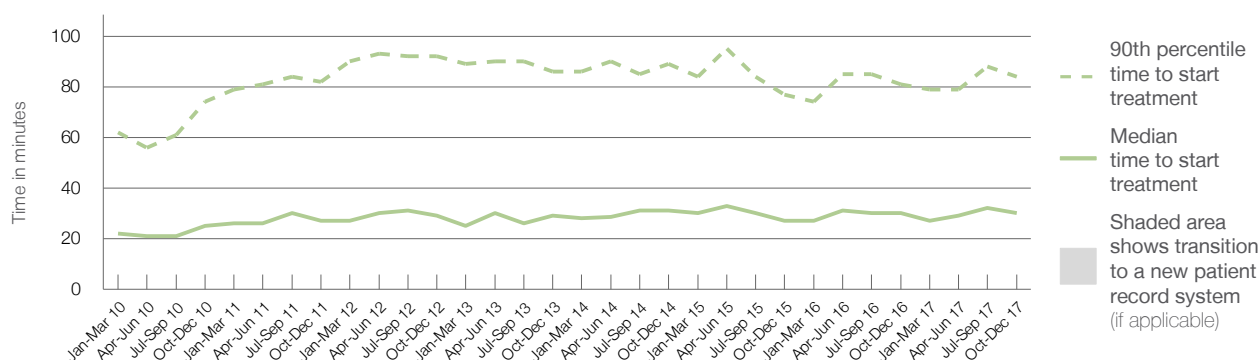
84 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,043                 |                   |
| 1,993                 |                   |
| 30 minutes            | 26 minutes        |
| 81 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 25           | 27           | 29           | 29           | 31           | 27           | 30           | 30           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 74           | 82           | 92           | 86           | 89           | 77           | 81           | 84           |

(†) 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.

## Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 255

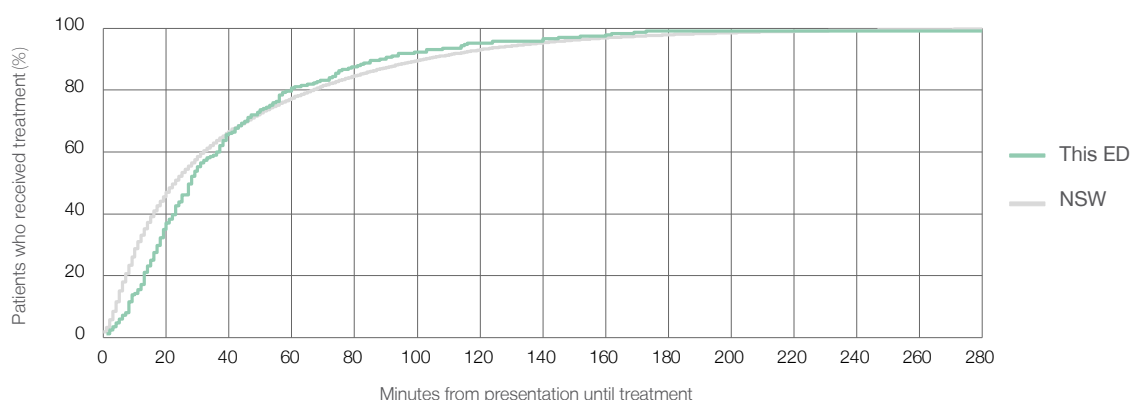
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 232

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

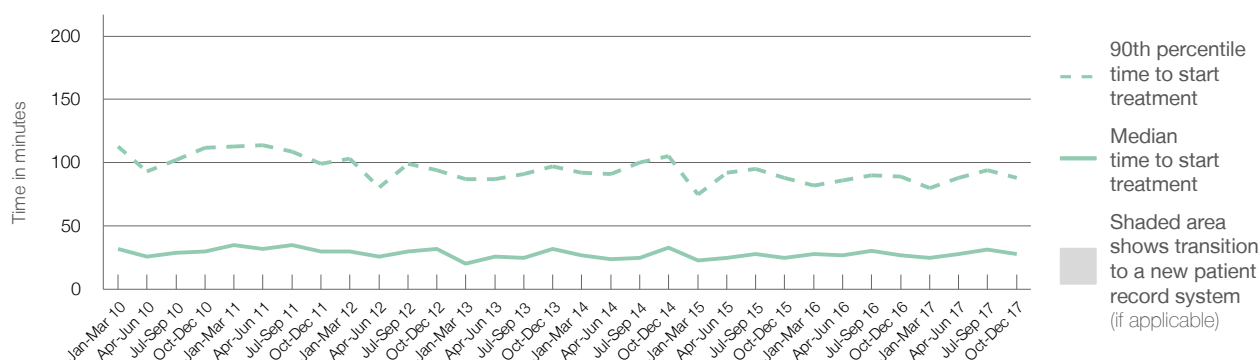
90th percentile time to start treatment<sup>5</sup> 88 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 353                   |                   |
| 329                   |                   |
| 27 minutes            | 23 minutes        |
| 89 minutes            | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 30           | 30           | 32           | 32           | 33           | 25           | 27           | 28           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 112          | 99           | 94           | 97           | 105          | 88           | 89           | 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.



## Milton and Ulladulla Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 3,531 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,530 patients

Median time spent in the ED<sup>8</sup>

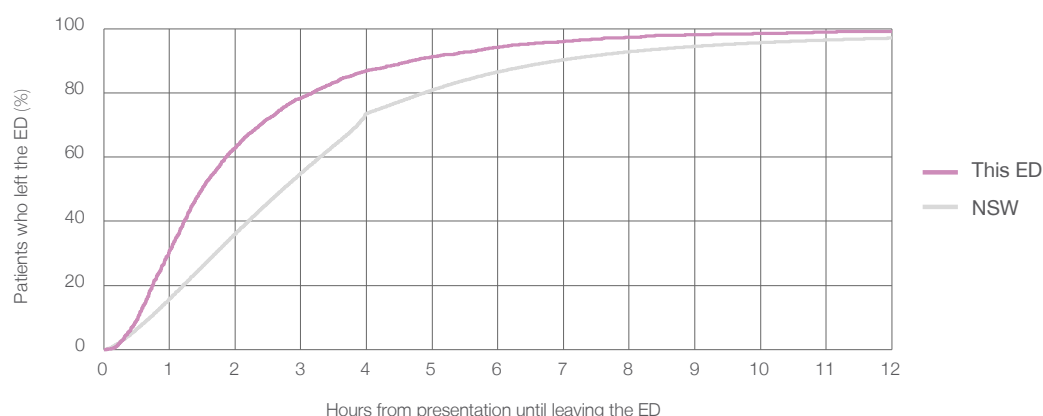
1 hours and 30 minutes

90th percentile time spent in the ED<sup>9</sup>

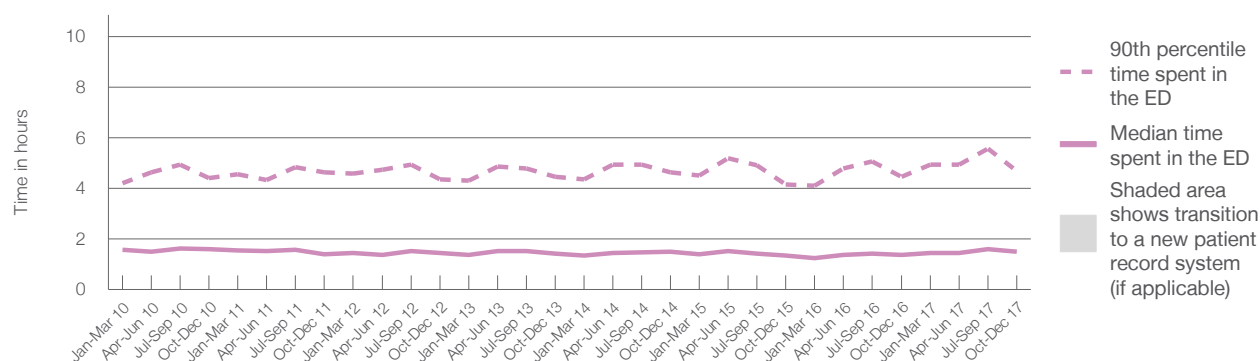
4 hours and 42 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 4,143                  |                        |
| 4,143                  |                        |
| 1 hours and 22 minutes | 2 hours and 44 minutes |
| 4 hours and 27 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 1h 36m       | 1h 25m       | 1h 27m       | 1h 26m       | 1h 30m       | 1h 21m       | 1h 22m       | 1h 30m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 4h 24m       | 4h 38m       | 4h 21m       | 4h 27m       | 4h 39m       | 4h 10m       | 4h 27m       | 4h 42m       |

(†) 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.

## Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

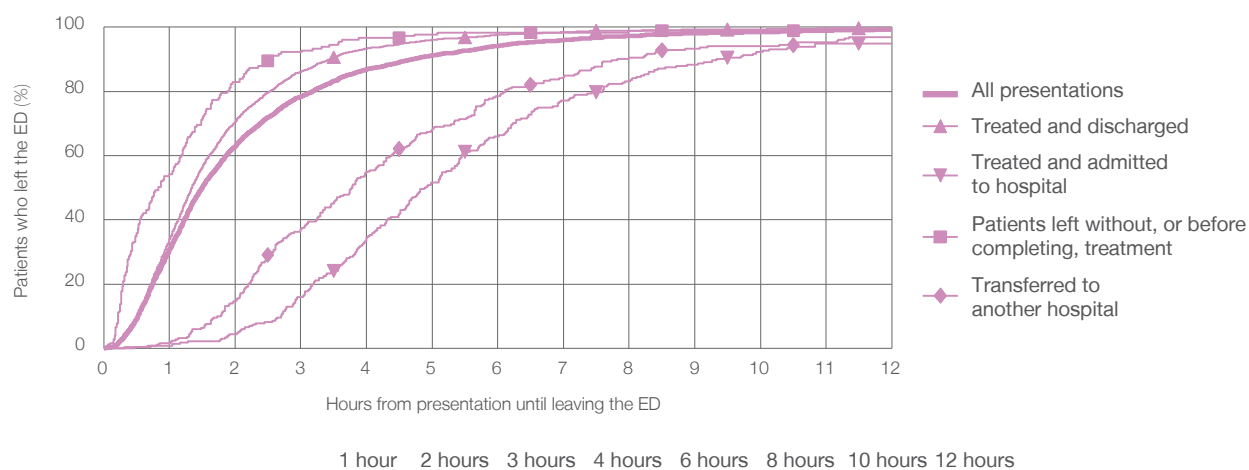
October to December 2017

All presentations:<sup>†</sup> 3,531 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,530 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged                                | 2,853 (80.8%) | 4,143                 | -14.8%                    |
| Treated and admitted to hospital                      | 232 (6.6%)    | 3,433                 | -16.9%                    |
| Patient left without, or before completing, treatment | 181 (5.1%)    | 294                   | -21.1%                    |
| Transferred to another hospital                       | 251 (7.1%)    | 180                   | 0.6%                      |
| Other   | 14 (0.4%)     | 228                   | 10.1%                     |
|   |               | 8                     | 75.0%                     |

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



|   | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged                                | 34.1%  | 70.7%   | 86.1%   | 93.3%   | 97.6%   | 98.9%   | 99.3%    | 99.8%    |
| Treated and admitted to hospital                      | 0.9%   | 4.3%    | 15.9%   | 34.5%   | 65.9%   | 83.2%   | 92.2%    | 94.8%    |
| Patient left without, or before completing, treatment | 54.1%  | 82.9%   | 92.3%   | 96.7%   | 98.3%   | 98.9%   | 98.9%    | 98.9%    |
| Transferred to another hospital                       | 1.6%   | 14.7%   | 37.1%   | 55.0%   | 78.5%   | 90.4%   | 94.0%    | 96.8%    |
| All presentations                                     | 30.8%  | 63.0%   | 78.3%   | 86.9%   | 94.2%   | 97.3%   | 98.5%    | 99.2%    |

(†) 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.

## Milton and Ulladulla Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 3,531 patients

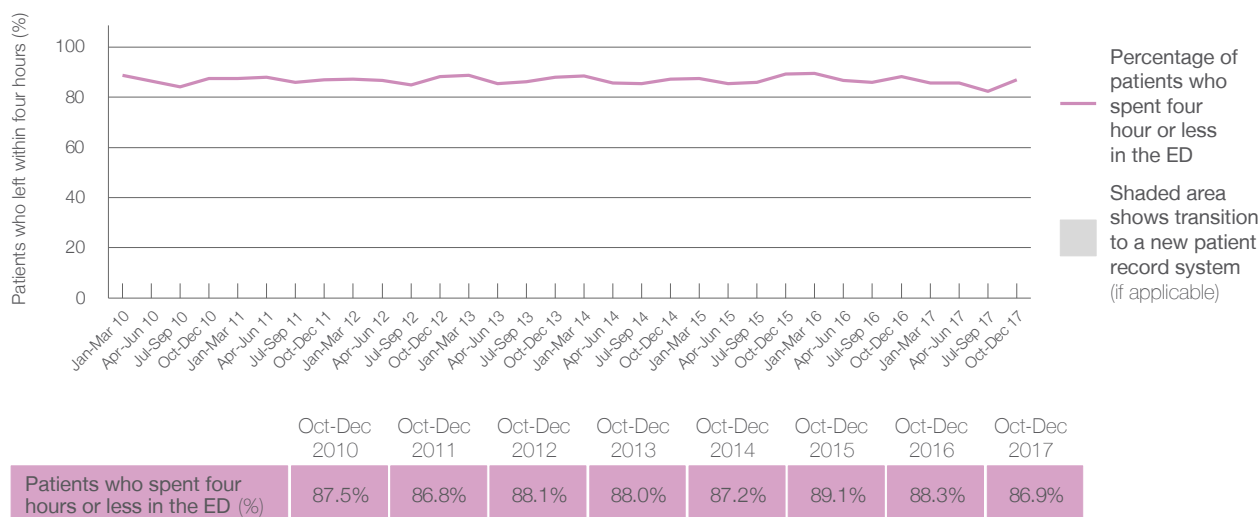
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,530 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,143                 | -14.8%                    |
| 4,143                 | -14.8%                    |
| 88.3%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

All presentations:<sup>1</sup> 2,474 patients

Emergency presentations:<sup>2</sup> 2,185 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,224                 | 11.2%                     |
| 2,008                 | 8.8%                      |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 174 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 604 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 36 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,182 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 53 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 217 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 46 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 157                   |                   |
| 4 minutes             | 8 minutes         |
| 20 minutes            | 23 minutes        |
| 650                   |                   |
| 7 minutes             | 20 minutes        |
| 47 minutes            | 65 minutes        |
| 1,054                 |                   |
| 9 minutes             | 26 minutes        |
| 51 minutes            | 99 minutes        |
| 147                   |                   |
| 9 minutes             | 23 minutes        |
| 35 minutes            | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,474 patients

Percentage of patients who spent four hours or less in the ED 86.7%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,224                 | 11.2%                     |
| 87.5%                 |                           |

\* 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.

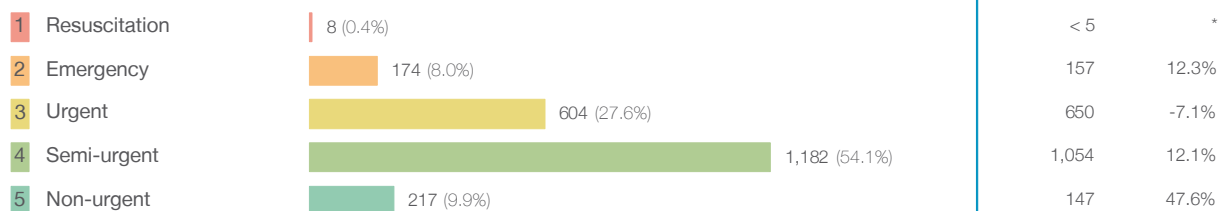
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Moree District Hospital: Patients presenting to the emergency department

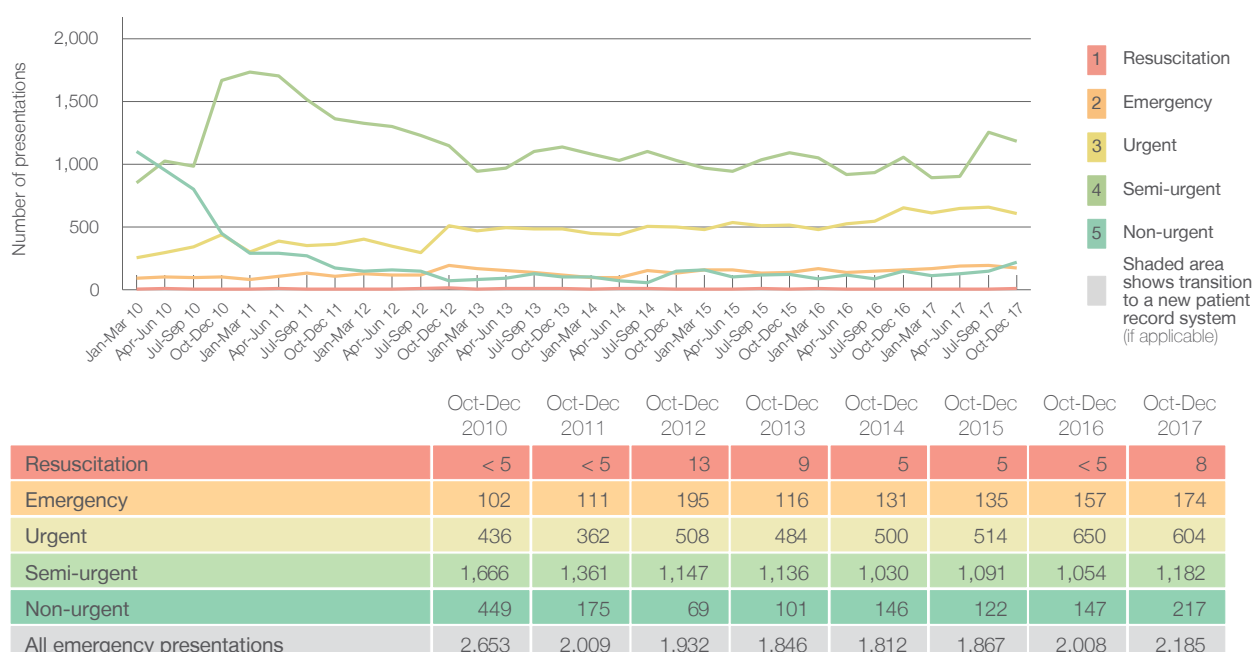
October to December 2017

All presentations:<sup>1</sup> 2,474 patients

Emergency presentations<sup>2</sup> by triage category: 2,185 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>‡</sup>



## Moree District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 252 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.

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

October to December 2017

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

Number of triage 2 patients: 174

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 171

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

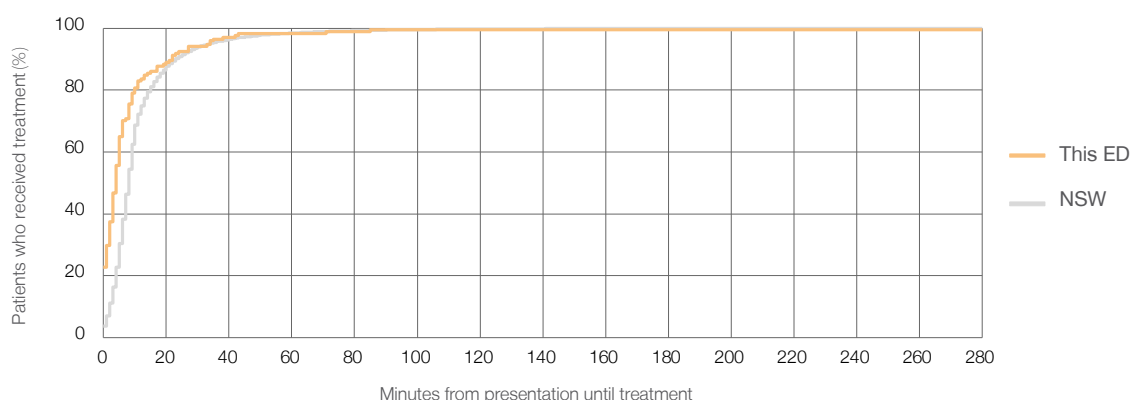
4 minutes

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

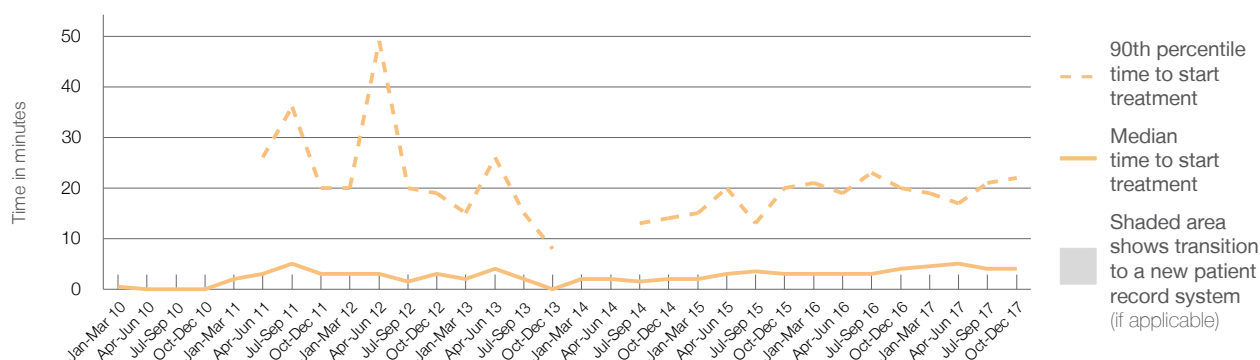
22 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 157                   |                   |
| 155                   |                   |
| 4 minutes             | 8 minutes         |
| 20 minutes            | 23 minutes        |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 0            | 3            | 3            | 0            | 2            | 3            | 4            | 4            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | *            | 20           | 19           | 8            | 14           | 20           | 20           | 22           |

(†) 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 waited to start treatment, triage 3

October to December 2017

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

Number of triage 3 patients: 604

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 591

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

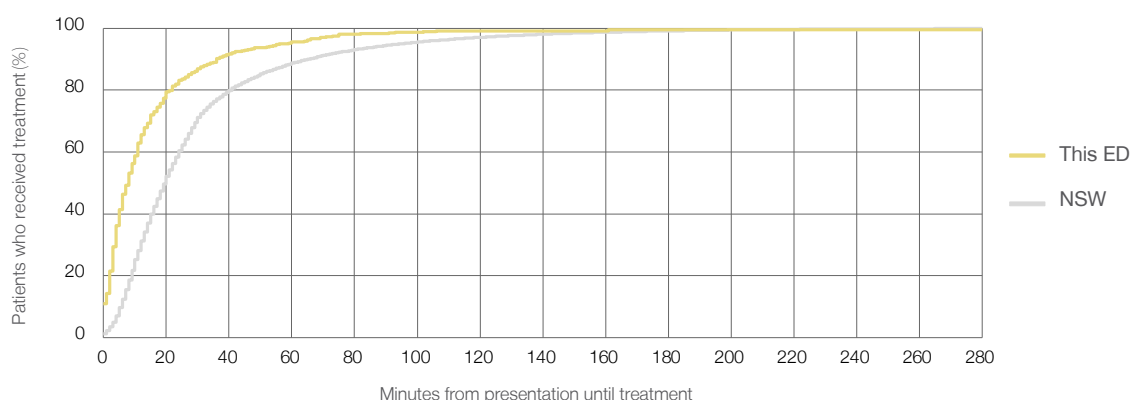
8 minutes

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

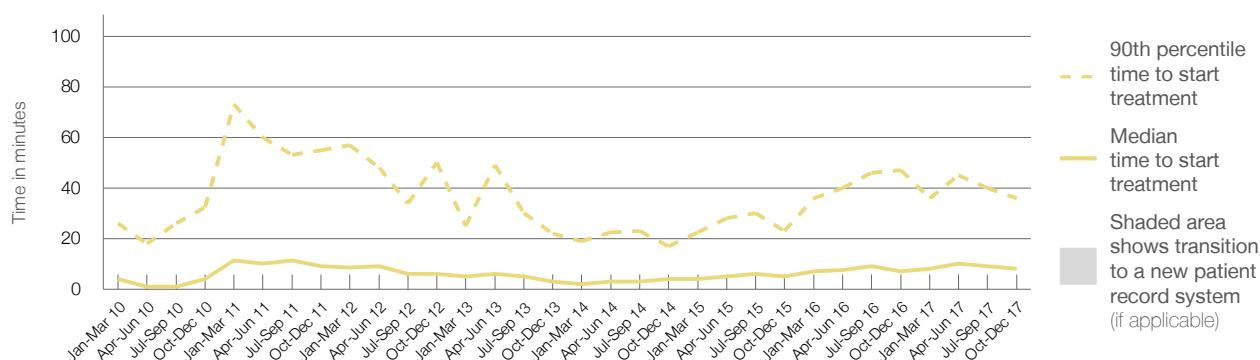
36 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 650                   |                   |
| 632                   |                   |
| 7 minutes             | 20 minutes        |
| 47 minutes            | 65 minutes        |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 4            | 9            | 6            | 3            | 4            | 5            | 7            | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 33           | 55           | 50           | 22           | 17           | 23           | 47           | 36           |

(†) 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 waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 1,182

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,095

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

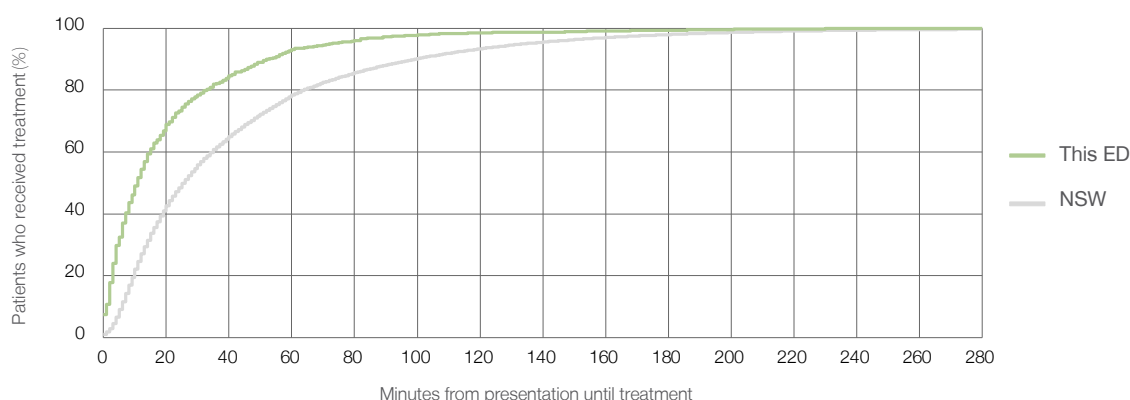
11 minutes

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

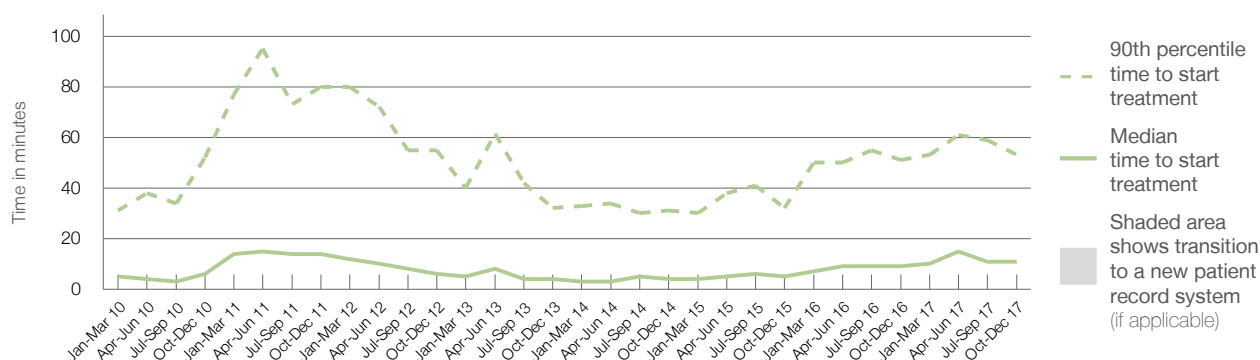
53 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,054                 |                   |
| 964                   |                   |
| 9 minutes             | 26 minutes        |
| 51 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 6            | 14           | 6            | 4            | 4            | 5            | 9            | 11           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 52           | 80           | 55           | 32           | 31           | 32           | 51           | 53           |

(†) 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 waited to start treatment, triage 5

October to December 2017

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

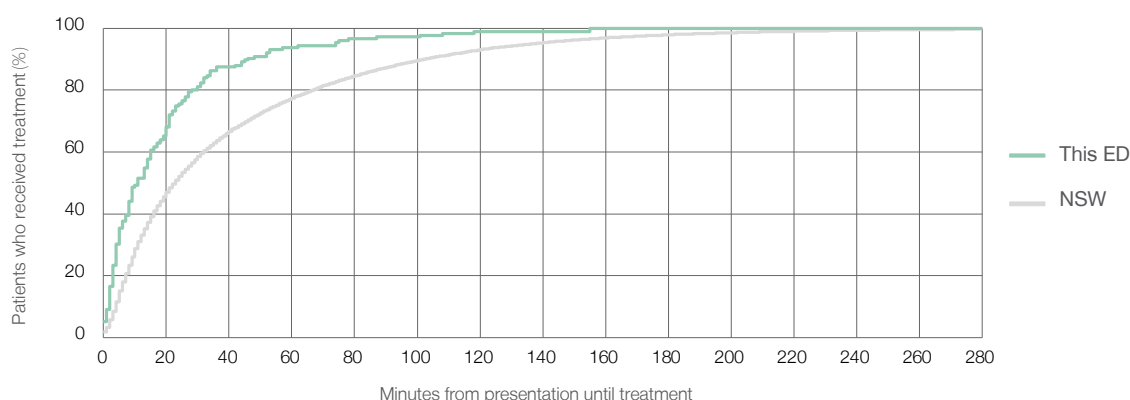
Number of triage 5 patients: 217

Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 175

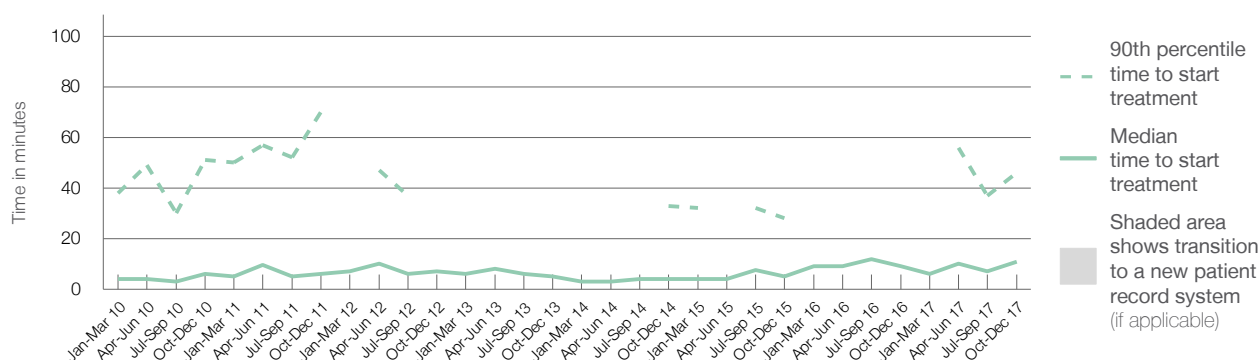
Median time to start treatment <sup>4</sup> 11 minutes  
90th percentile time to start treatment <sup>5</sup> 46 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 147                   |                   |
| 133                   |                   |
| 9 minutes             | 23 minutes        |
| 35 minutes            | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017 <sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 6            | 6            | 7            | 5            | 4            | 5            | 9            | 11           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 51           | 70           | *            | *            | 33           | 28           | 35           | 46           |

(†) 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

October to December 2017

All presentations:<sup>1</sup> 2,474 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,474 patients

Median time spent in the ED<sup>8</sup>

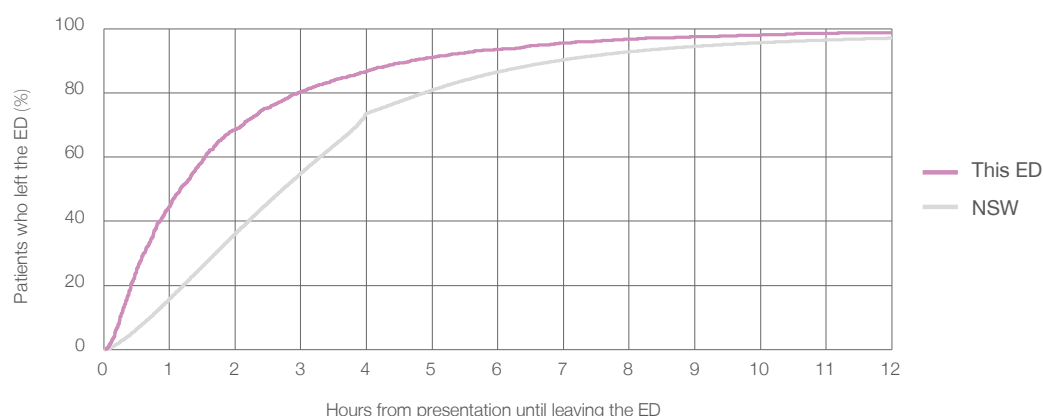
1 hours and 10 minutes

90th percentile time spent in the ED<sup>9</sup>

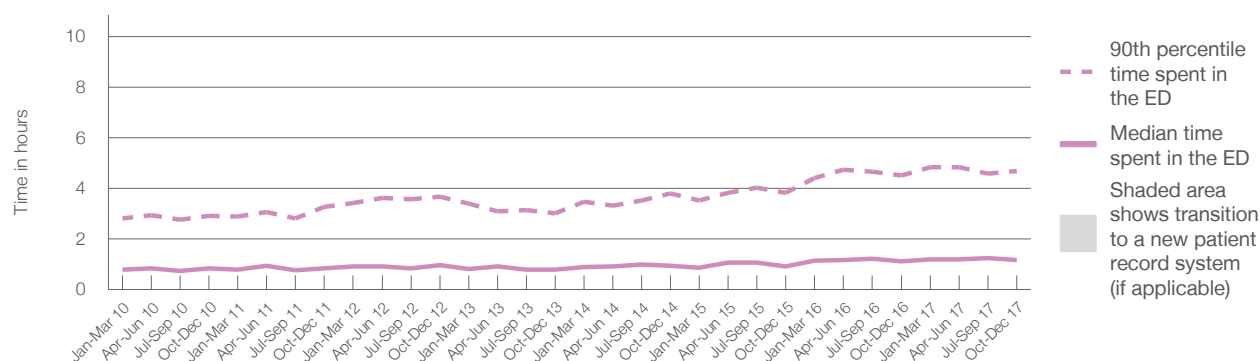
4 hours and 41 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 2,224                  |                        |
| 2,224                  |                        |
| 1 hours and 7 minutes  | 2 hours and 44 minutes |
| 4 hours and 31 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 0h 50m       | 0h 50m       | 0h 58m       | 0h 48m       | 0h 57m       | 0h 56m       | 1h 7m        | 1h 10m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 2h 55m       | 3h 17m       | 3h 40m       | 3h 1m        | 3h 49m       | 3h 50m       | 4h 31m       | 4h 41m       |

(†) 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

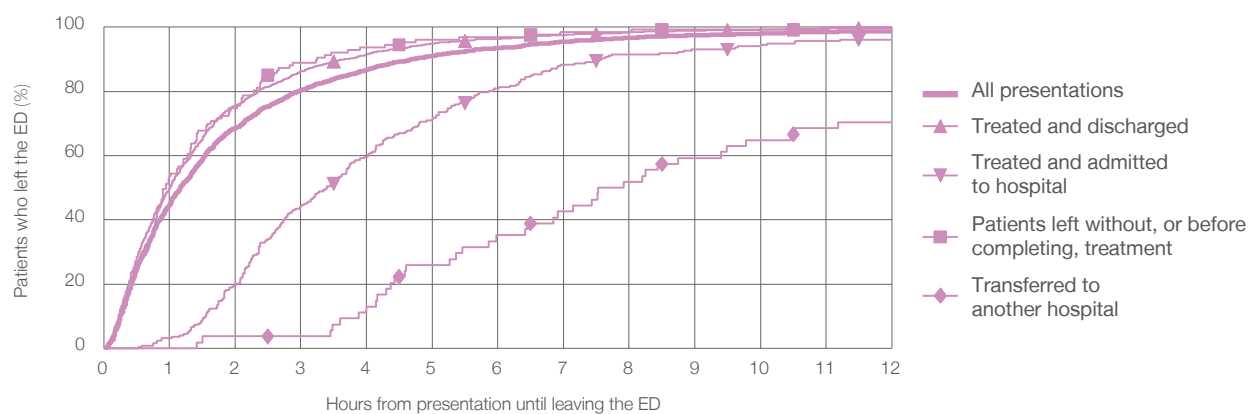
October to December 2017

All presentations:<sup>†</sup> 2,474 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,474 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged                                | 1,970 (79.6%) | 1,750                 | 12.6%                     |
| Treated and admitted to hospital                      | 258 (10.4%)   | 261                   | -1.1%                     |
| Patient left without, or before completing, treatment | 127 (5.1%)    | 91                    | 39.6%                     |
| Transferred to another hospital                       | 54 (2.2%)     | 43                    | 25.6%                     |
| Other   | 65 (2.6%)     | 79                    | -17.7%                    |

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



|   | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged                                | 49.8%  | 75.6%   | 86.2%   | 91.6%   | 96.4%   | 98.4%   | 99.3%    | 99.7%    |
| Treated and admitted to hospital                      | 3.1%   | 19.8%   | 44.2%   | 59.7%   | 81.0%   | 91.5%   | 94.6%    | 96.1%    |
| Patient left without, or before completing, treatment | 53.5%  | 74.8%   | 89.0%   | 93.7%   | 96.9%   | 98.4%   | 99.2%    | 100%     |
| Transferred to another hospital                       | 0%     | 3.7%    | 3.7%    | 13.0%   | 35.2%   | 51.9%   | 64.8%    | 70.4%    |
| All presentations                                     | 44.7%  | 68.7%   | 80.4%   | 86.7%   | 93.5%   | 96.7%   | 98.1%    | 98.7%    |

(†) 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 spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 2,474 patients

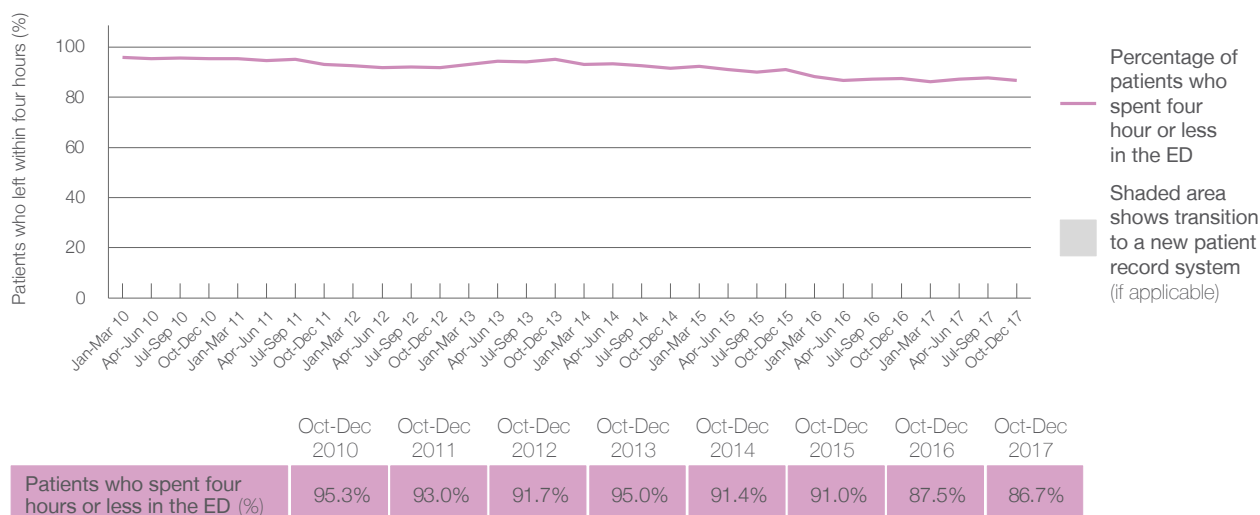
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,474 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,224                 | 11.2%                     |
| 2,224                 | 11.2%                     |
| 87.5%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

All presentations:<sup>1</sup> 2,842 patients

Emergency presentations:<sup>2</sup> 2,643 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,787                 | 2.0%                      |
| 2,579                 | 2.5%                      |

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

October to December 2017

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

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 34 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 973 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 57 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 972 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 95 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 351 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 103 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 308                   |                   |
| 7 minutes             | 8 minutes         |
| 28 minutes            | 23 minutes        |
| 823                   |                   |
| 16 minutes            | 20 minutes        |
| 51 minutes            | 65 minutes        |
| 1,053                 |                   |
| 23 minutes            | 26 minutes        |
| 83 minutes            | 99 minutes        |
| 380                   |                   |
| 20 minutes            | 23 minutes        |
| 83 minutes            | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,842 patients

Percentage of patients who spent four hours or less in the ED 80.0%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,787                 | 2.0%                      |
| 78.0%                 |                           |

\* 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.

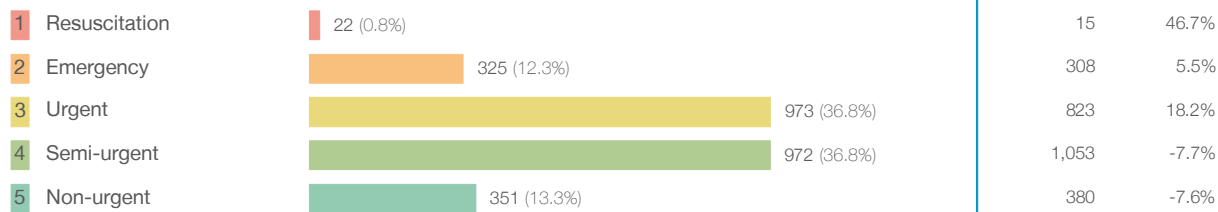
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Moruya District Hospital: Patients presenting to the emergency department

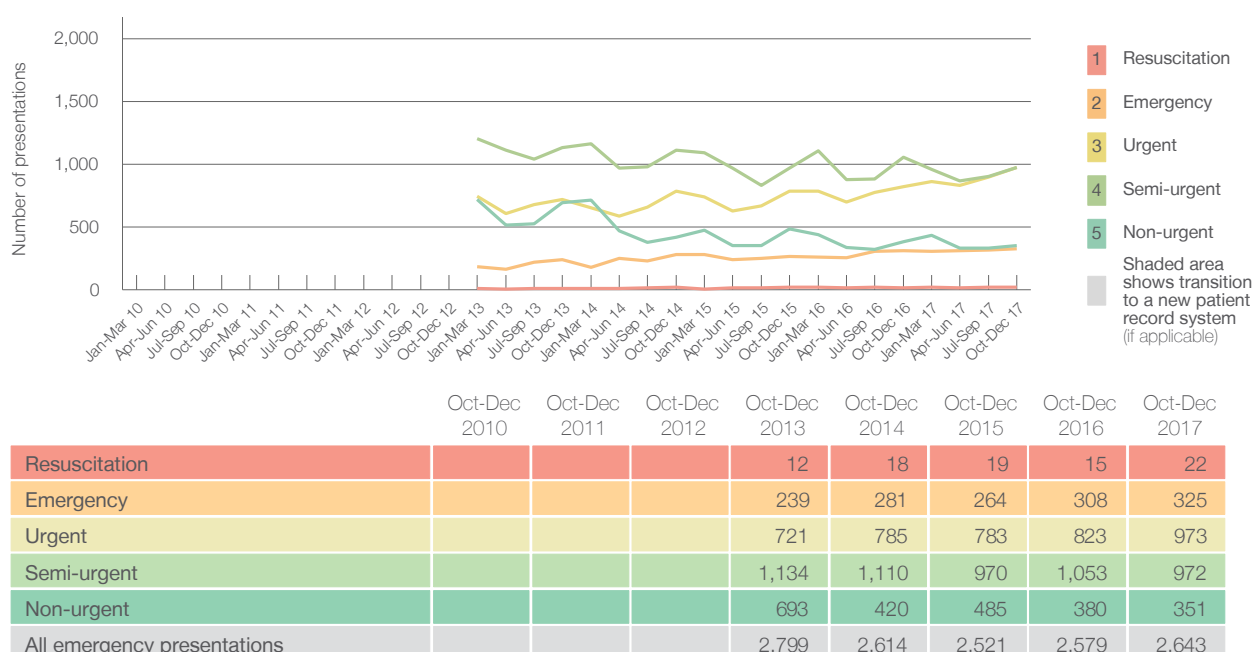
October to December 2017

All presentations:<sup>1</sup> 2,842 patients

Emergency presentations<sup>2</sup> by triage category: 2,643 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



## Moruya District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 573 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.

(§) 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.

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

October to December 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> 319

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

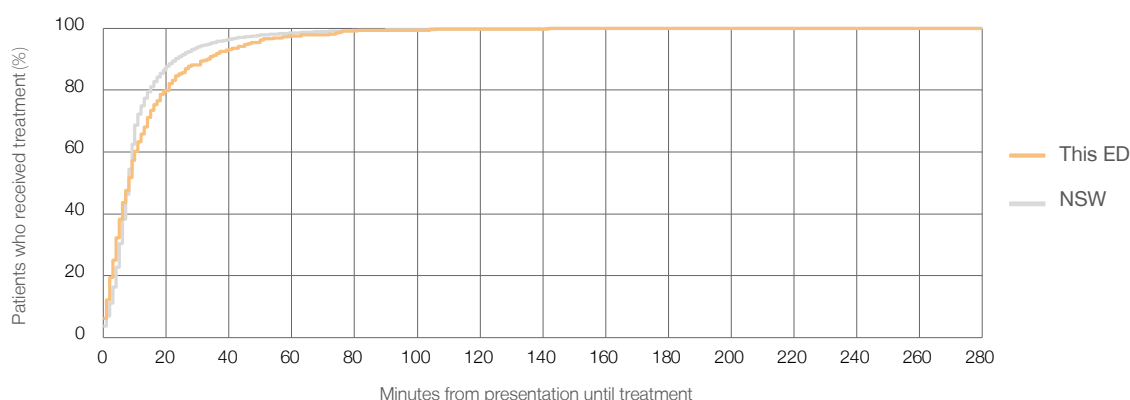
8 minutes

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

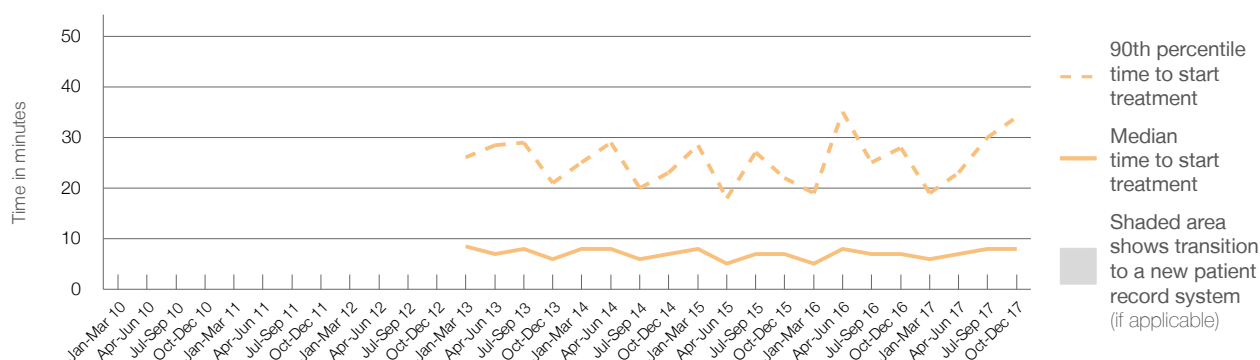
34 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 308                   |                   |
| 307                   |                   |
| 7 minutes             | 8 minutes         |
| 28 minutes            | 23 minutes        |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 6            | 7            | 7            | 7            | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 21           | 23           | 22           | 28           | 34           |

(†) 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.

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

October to December 2017

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

Number of triage 3 patients: 973

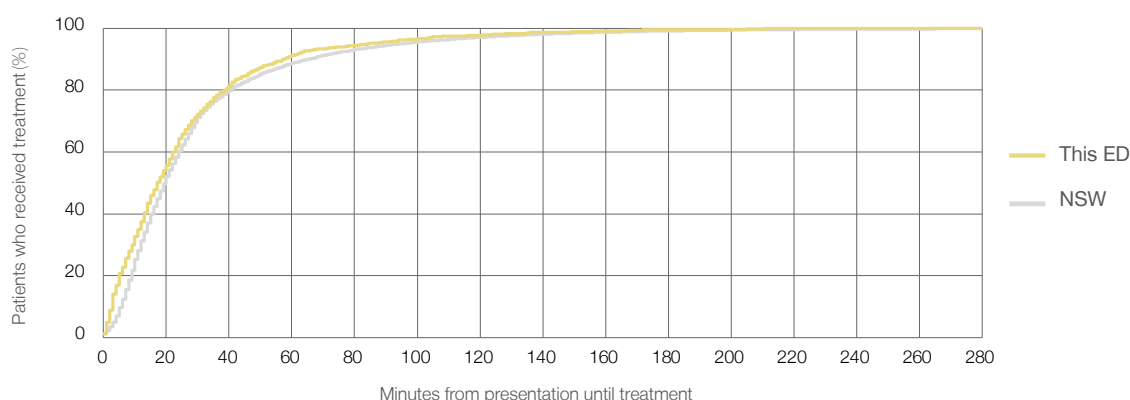
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 941

Median time to start treatment<sup>4</sup> 17 minutes

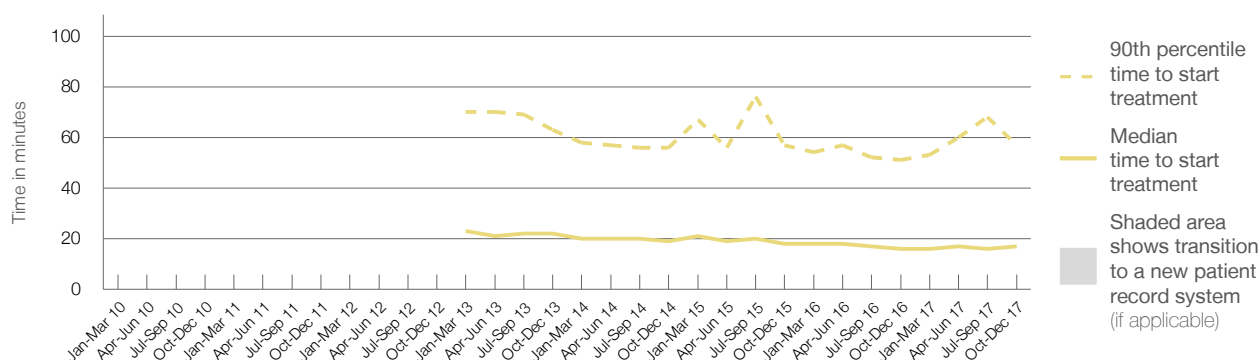
90th percentile time to start treatment<sup>5</sup> 57 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 823                   |                   |
| 807                   |                   |
| 16 minutes            | 20 minutes        |
| 51 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 22           | 19           | 18           | 16           | 17           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 63           | 56           | 57           | 51           | 57           |

(†) 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.



## Moruya District Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 972

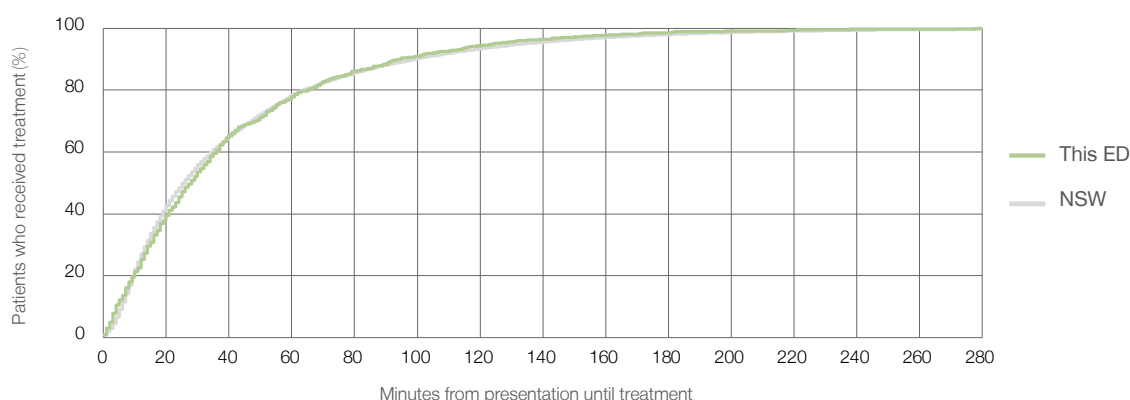
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 857

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

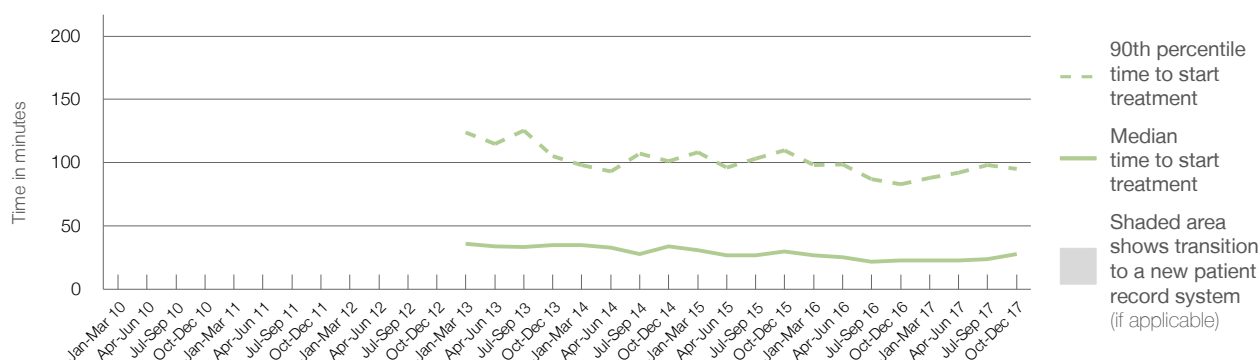
90th percentile time to start treatment<sup>5</sup> 95 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,053                 |                   |
| 942                   |                   |
| 23 minutes            | 26 minutes        |
| 83 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 35           | 34           | 30           | 23           | 28           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 105          | 101          | 110          | 83           | 95           |

(†) 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.

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

October to December 2017

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

Number of triage 5 patients: 351

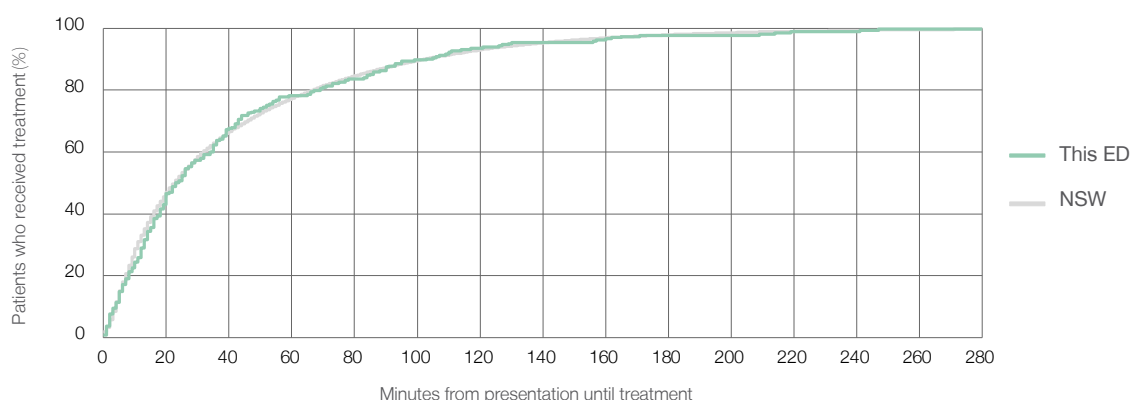
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 262

Median time to start treatment<sup>4</sup> 24 minutes

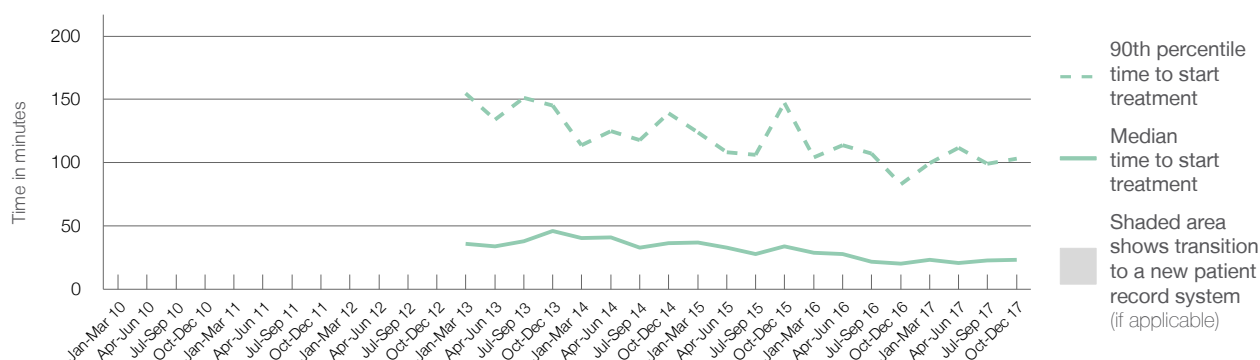
90th percentile time to start treatment<sup>5</sup> 103 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 380                   |                   |
| 286                   |                   |
| 20 minutes            | 23 minutes        |
| 83 minutes            | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 46           | 37           | 34           | 20           | 24           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 145          | 139          | 147          | 83           | 103          |

(†) 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.

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

October to December 2017

All presentations:<sup>1</sup> 2,842 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,842 patients

Median time spent in the ED<sup>8</sup>

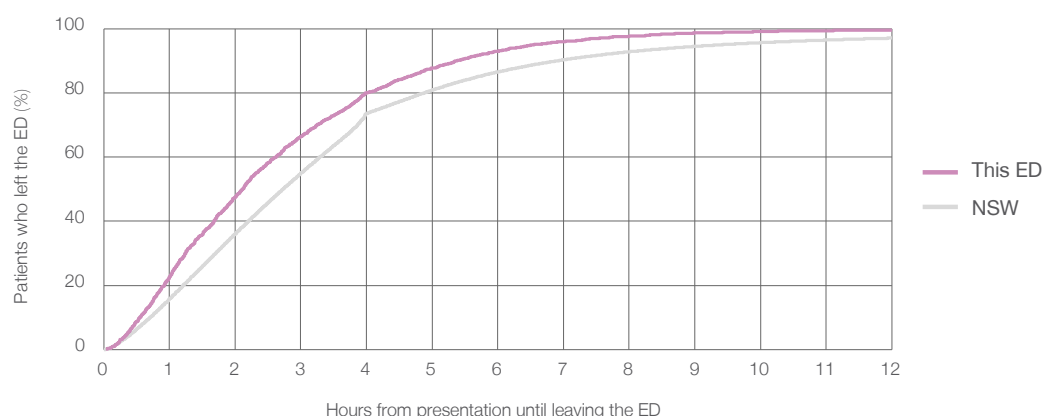
2 hours and 7 minutes

90th percentile time spent in the ED<sup>9</sup>

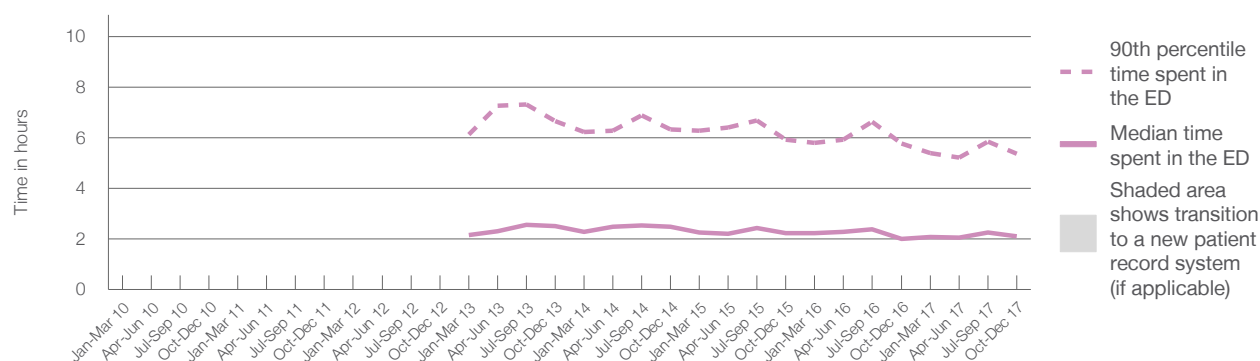
5 hours and 22 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 2,787                  |                        |
| 2,787                  |                        |
| 2 hours and 0 minutes  | 2 hours and 44 minutes |
| 5 hours and 46 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          |              |              |              | 2h 31m       | 2h 30m       | 2h 14m       | 2h 0m        | 2h 7m        |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) |              |              |              | 6h 40m       | 6h 20m       | 5h 56m       | 5h 46m       | 5h 22m       |

(†) 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.

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

By mode of separation

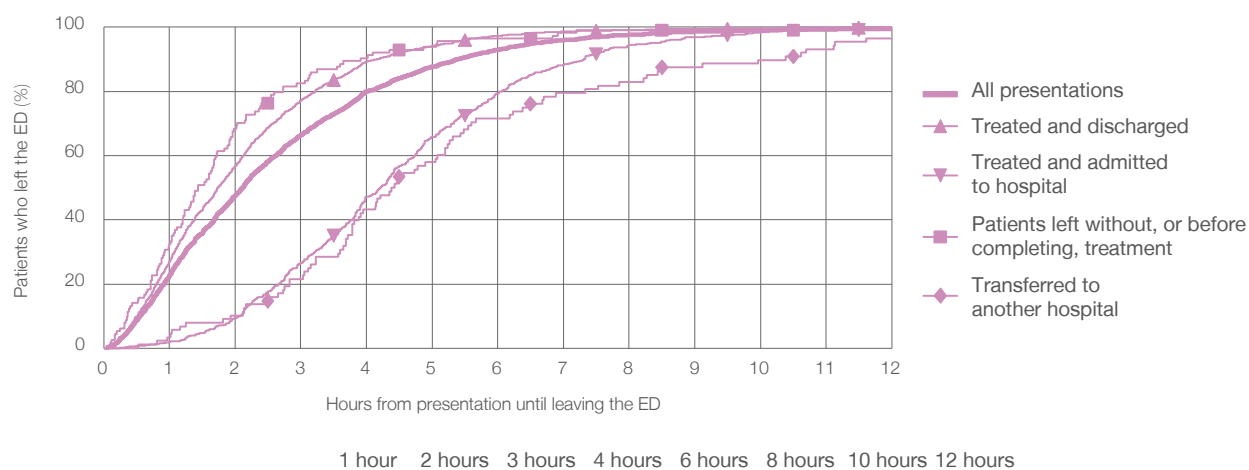
October to December 2017

All presentations:<sup>†</sup> 2,842 patients

Presentations used to calculate time to leaving the ED:<sup>§</sup> 2,842 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
|   |               | 2,787                 | 2.0%                      |
| Treated and discharged                                | 2,017 (71.0%) | 1,789                 | 12.7%                     |
| Treated and admitted to hospital                      | 538 (18.9%)   | 752                   | -28.5%                    |
| Patient left without, or before completing, treatment | 114 (4.0%)    | 86                    | 32.6%                     |
| Transferred to another hospital                       | 88 (3.1%)     | 76                    | 15.8%                     |
| Other   | 85 (3.0%)     | 84                    | 1.2%                      |

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



|   | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged                                | 27.2%  | 56.8%   | 77.2%   | 89.3%   | 97.3%   | 99.1%   | 99.7%    | 99.9%    |
| Treated and admitted to hospital                      | 2.0%   | 9.3%    | 26.6%   | 47.2%   | 79.4%   | 94.4%   | 98.3%    | 99.1%    |
| Patient left without, or before completing, treatment | 32.5%  | 68.4%   | 82.5%   | 90.4%   | 96.5%   | 99.1%   | 99.1%    | 99.1%    |
| Transferred to another hospital                       | 3.4%   | 10.2%   | 21.6%   | 43.2%   | 71.6%   | 83.0%   | 89.8%    | 96.6%    |
| All presentations                                     | 22.7%  | 47.6%   | 66.4%   | 80.0%   | 93.0%   | 97.6%   | 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.

## Moruya District Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 2,842 patients

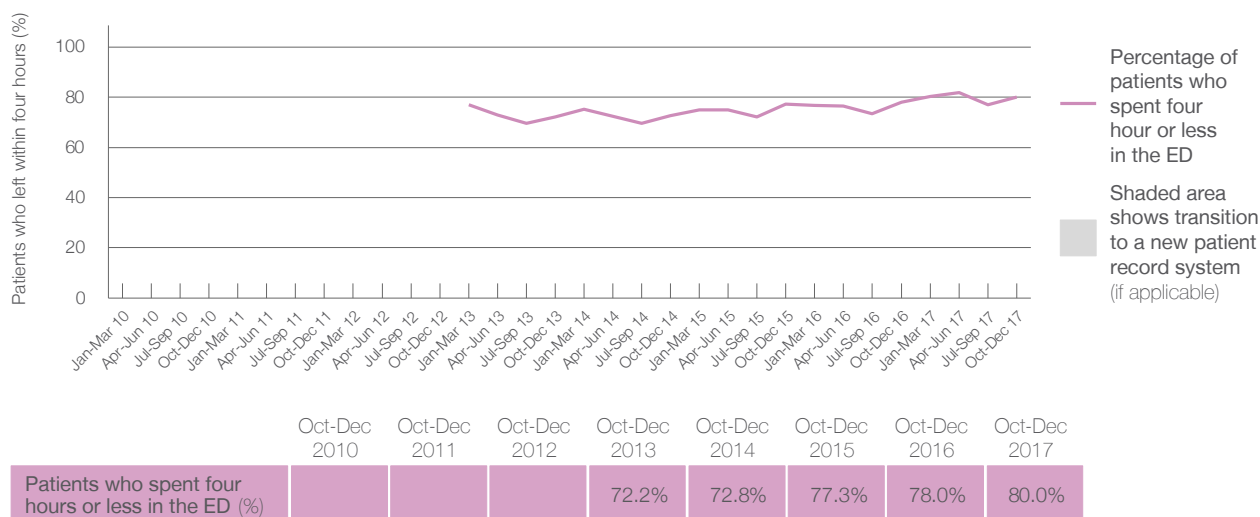
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,842 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,787                 | 2.0%                      |
| 2,787                 | 2.0%                      |
| 78.0%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

All presentations:<sup>1</sup> 2,944 patients

Emergency presentations:<sup>2</sup> 2,863 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,235                 | -9.0%                     |
| 3,067                 | -6.7%                     |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 207 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 682 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,453 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 104 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 513 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 132 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 213                   |                   |
| 9 minutes             | 8 minutes         |
| 28 minutes            | 23 minutes        |
| 732                   |                   |
| 23 minutes            | 20 minutes        |
| 62 minutes            | 65 minutes        |
| 1,607                 |                   |
| 36 minutes            | 26 minutes        |
| 111 minutes           | 99 minutes        |
| 504                   |                   |
| 38 minutes            | 23 minutes        |
| 118 minutes           | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,943 patients

Percentage of patients who spent four hours or less in the ED 87.3%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,233                 | -9.0%                     |
| 87.1%                 |                           |

\* 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.

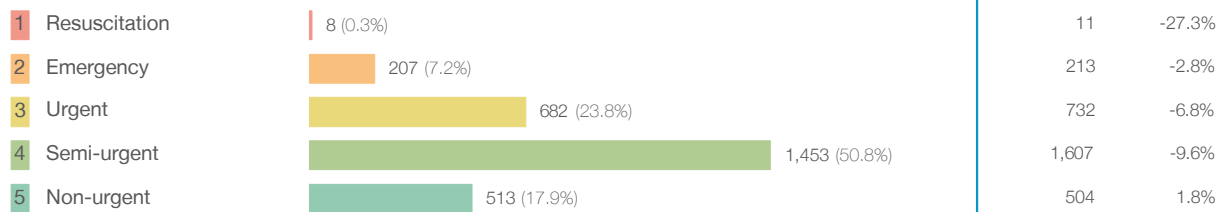
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Mudgee District Hospital: Patients presenting to the emergency department

October to December 2017

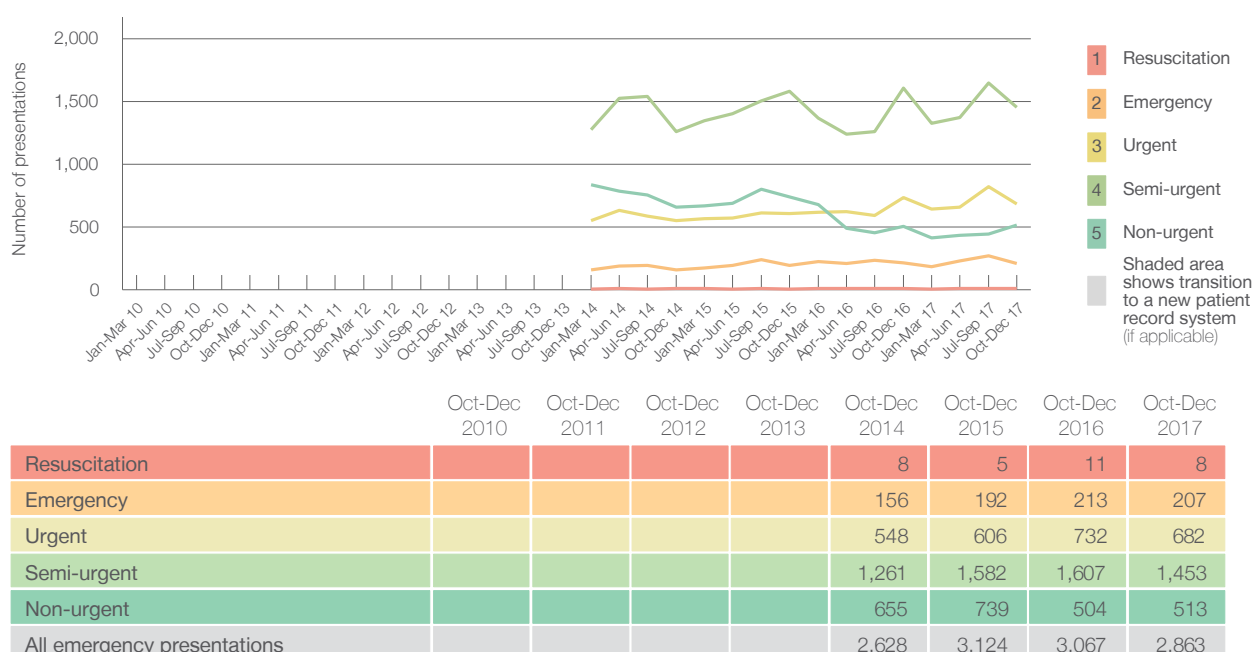
All presentations:<sup>1</sup> 2,944 patients

Emergency presentations<sup>2</sup> by triage category: 2,863 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,235                 | -9.0%                     |
| 3,067                 | -6.7%                     |
| 11                    | -27.3%                    |
| 213                   | -2.8%                     |
| 732                   | -6.8%                     |
| 1,607                 | -9.6%                     |
| 504                   | 1.8%                      |

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



## Mudgee District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 250 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 276                   |                           |
| 12 minutes            | -5 minutes                |
| 36 minutes            | -17 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.

(§) 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.

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

October to December 2017

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

Number of triage 2 patients: 207

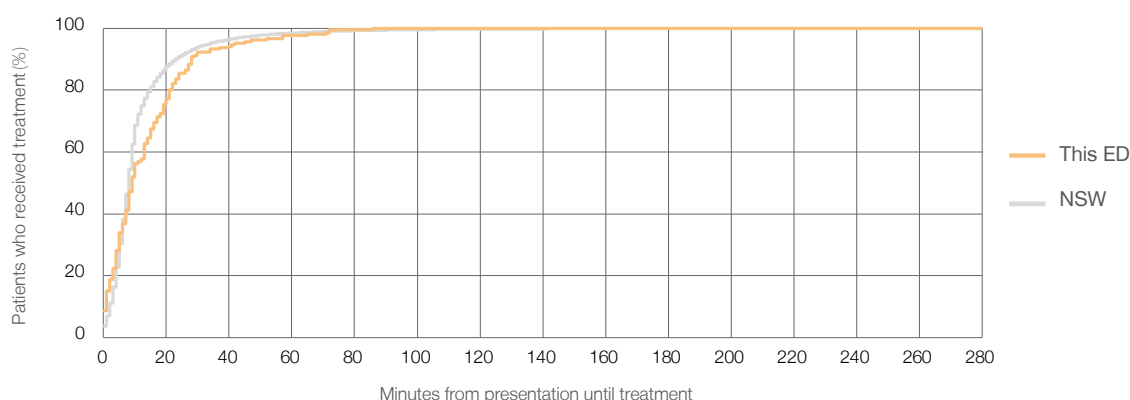
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 206

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

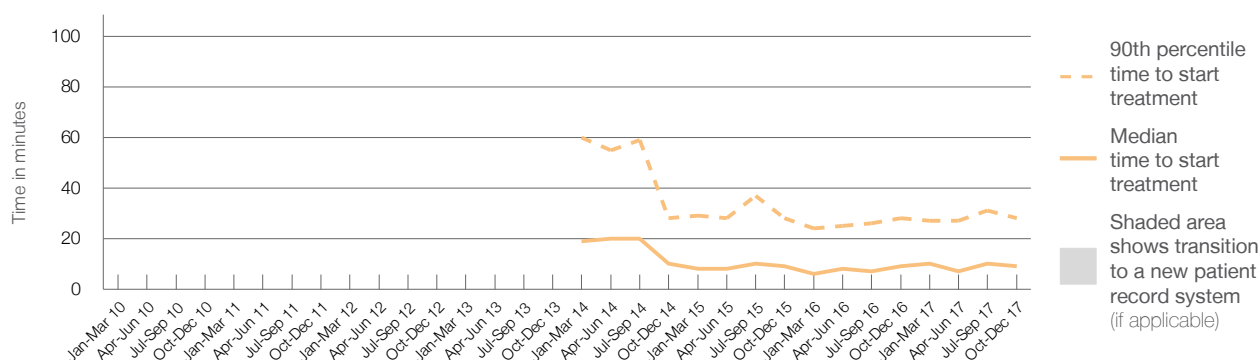
90th percentile time to start treatment<sup>5</sup> 28 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 213                   |                   |
| 212                   |                   |
| 9 minutes             | 8 minutes         |
| 28 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              | 10           | 9            | 9            | 9            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              | 28           | 28           | 28           | 28           |

(†) 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.



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

October to December 2017

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

Number of triage 3 patients: 682

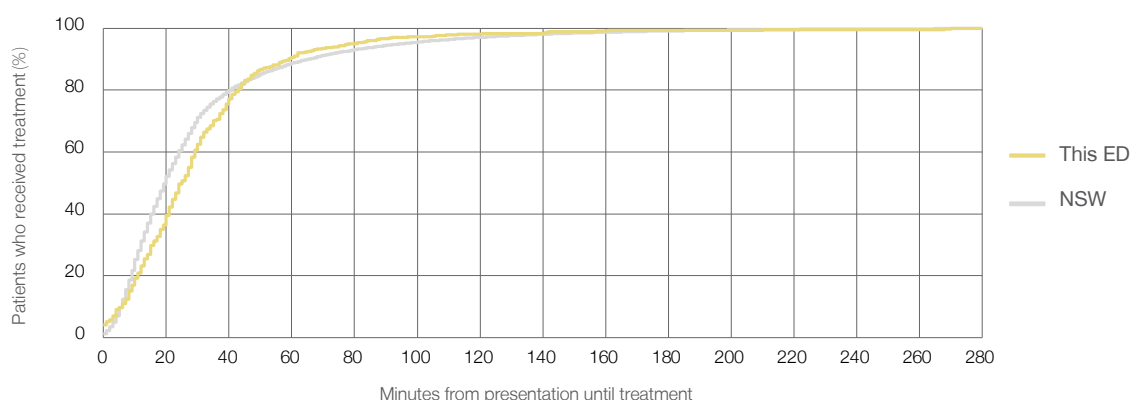
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 662

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

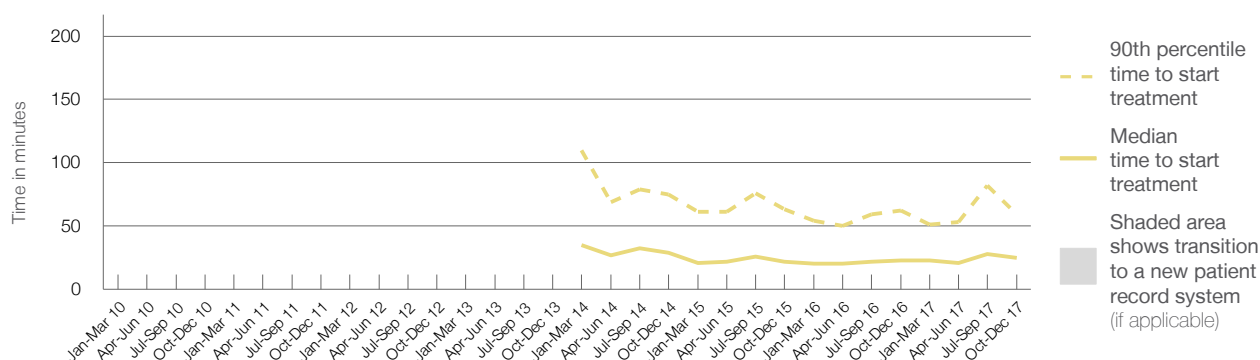
90th percentile time to start treatment<sup>5</sup> 59 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 732                   |                   |
| 725                   |                   |
| 23 minutes            | 20 minutes        |
| 62 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              | 29           | 22           | 23           | 25           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              | 75           | 63           | 62           | 59           |

(†) 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.

## Mudgee District Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 1,453

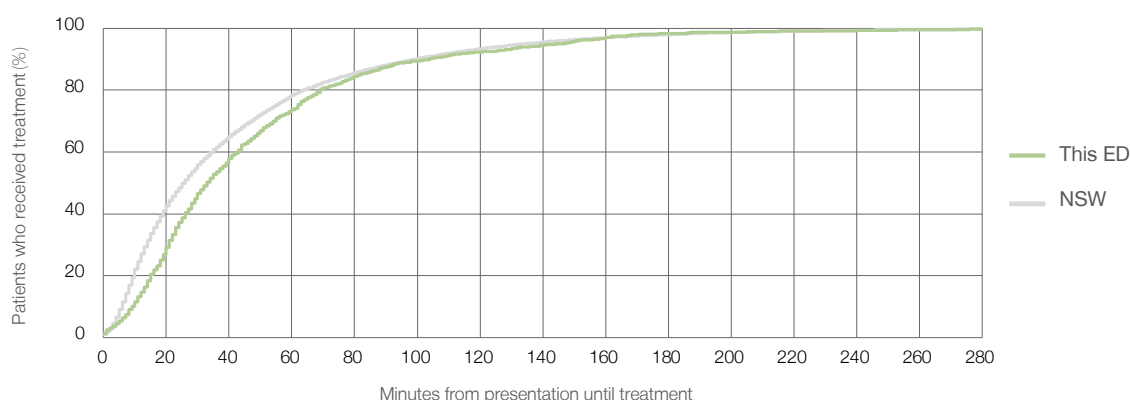
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,333

Median time to start treatment<sup>4</sup> 33 minutes

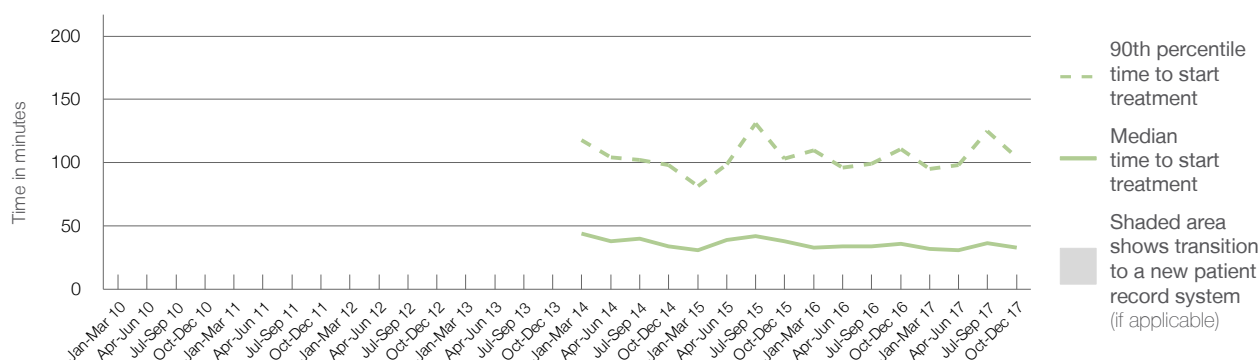
90th percentile time to start treatment<sup>5</sup> 104 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,607                 |                   |
| 1,501                 |                   |
| 36 minutes            | 26 minutes        |
| 111 minutes           | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              | 34           | 38           | 36           | 33           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              | 98           | 103          | 111          | 104          |

(†) 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.

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

October to December 2017

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

Number of triage 5 patients: 513

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 432

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

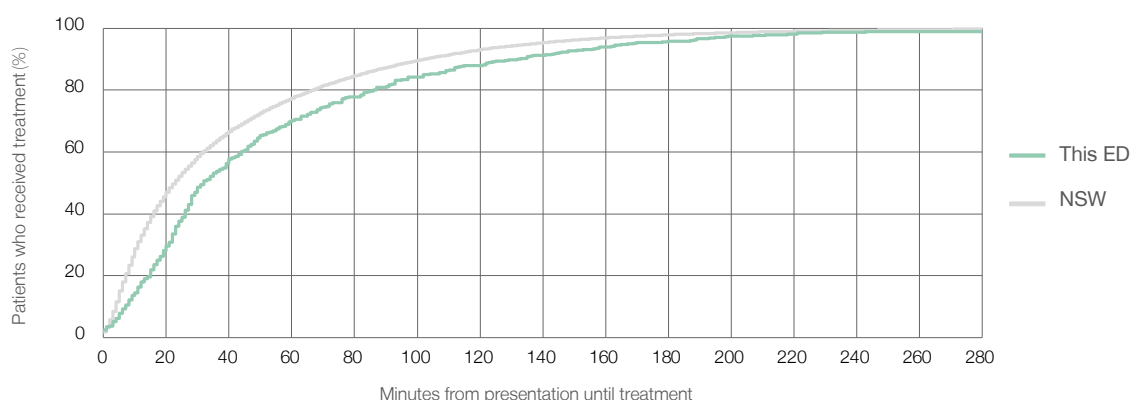
32 minutes

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

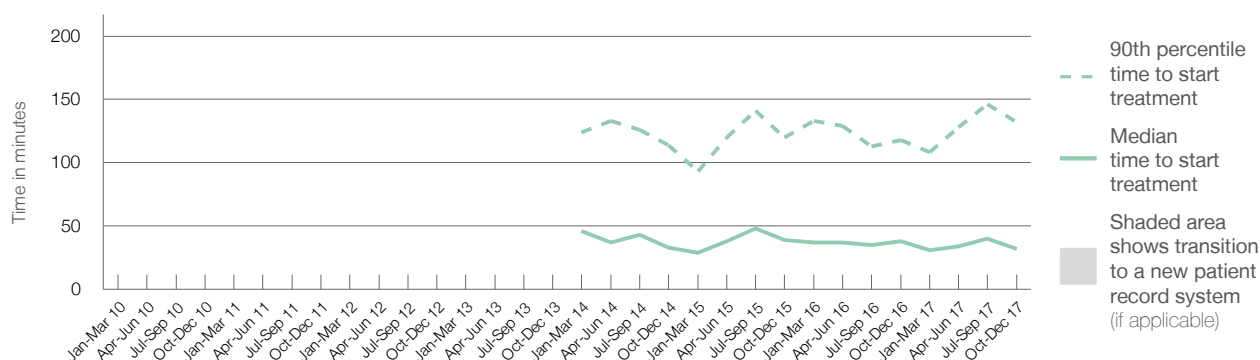
132 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 504                   |                   |
| 432                   |                   |
| 38 minutes            | 23 minutes        |
| 118 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              |              | 33           | 39           | 38           | 32           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              |              | 114          | 120          | 118          | 132          |

(†) 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.

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

October to December 2017

All presentations:<sup>1</sup> 2,944 patients

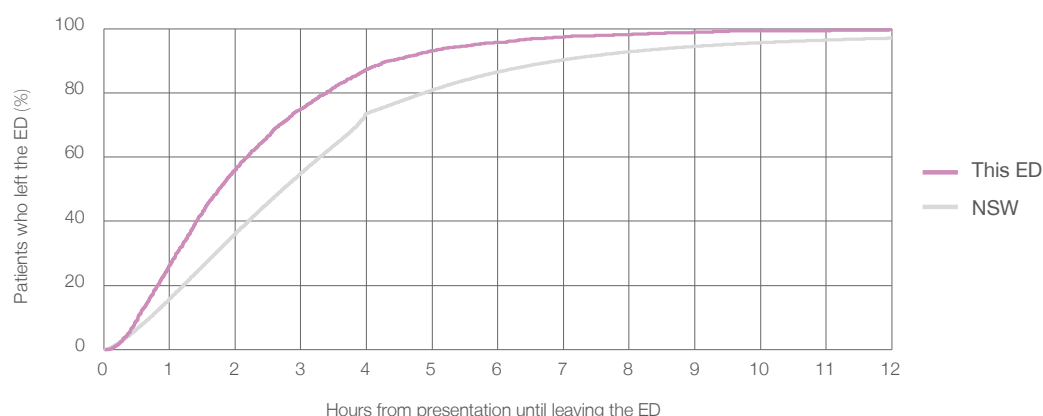
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,943 patients

Median time spent in the ED<sup>8</sup> 1 hours and 46 minutes

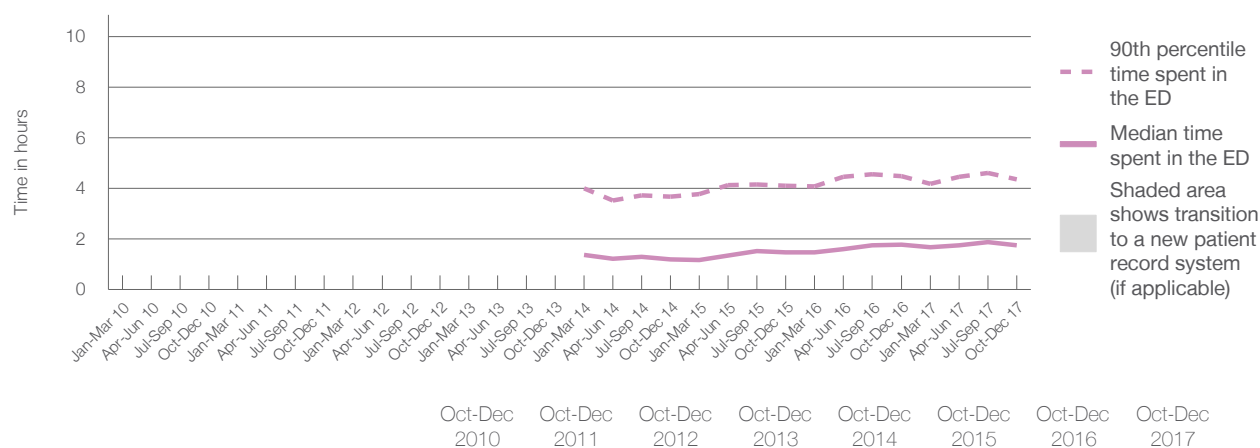
90th percentile time spent in the ED<sup>9</sup> 4 hours and 22 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 3,235                  |                        |
| 3,233                  |                        |
| 1 hours and 47 minutes | 2 hours and 44 minutes |
| 4 hours and 29 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



|  |  |  |  |  |        |        |        |        |
|--|--|--|--|--|--------|--------|--------|--------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          |  |  |  |  | 1h 12m | 1h 28m | 1h 47m | 1h 46m |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) |  |  |  |  | 3h 41m | 4h 6m  | 4h 29m | 4h 22m |

(†) 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.

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

By mode of separation

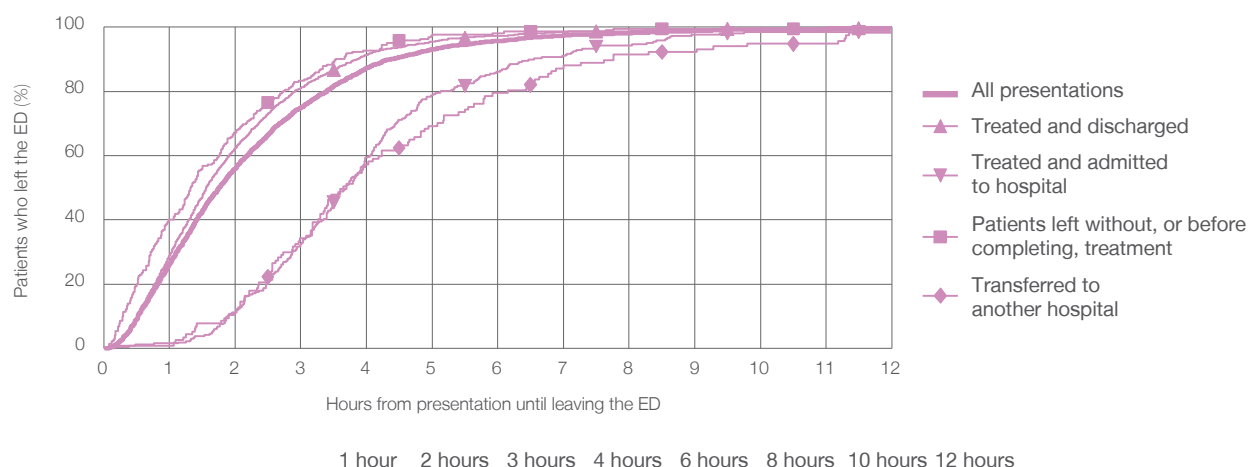
October to December 2017

All presentations:<sup>1</sup> 2,944 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,943 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged                                | 2,317 (78.7%) | 2,578                 | -10.1%                    |
| Treated and admitted to hospital                      | 268 (9.1%)    | 254                   | 5.5%                      |
| Patient left without, or before completing, treatment | 222 (7.5%)    | 238                   | -6.7%                     |
| Transferred to another hospital                       | 117 (4.0%)    | 143                   | -18.2%                    |
| Other   | 20 (0.7%)     | 22                    | -9.1%                     |

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



|   | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged                                | 29.0%  | 62.3%   | 81.1%   | 91.4%   | 97.4%   | 98.7%   | 99.6%    | 99.8%    |
| Treated and admitted to hospital                      | 1.5%   | 11.2%   | 32.5%   | 59.3%   | 86.2%   | 94.4%   | 98.5%    | 98.5%    |
| Patient left without, or before completing, treatment | 40.1%  | 67.1%   | 83.3%   | 92.8%   | 98.2%   | 99.5%   | 99.5%    | 100%     |
| Transferred to another hospital                       | 0.9%   | 11.1%   | 34.2%   | 57.3%   | 79.5%   | 91.5%   | 94.9%    | 98.3%    |
| All presentations                                     | 26.3%  | 56.1%   | 75.0%   | 87.3%   | 95.7%   | 98.1%   | 99.3%    | 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.

## Mudgee District Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 2,944 patients

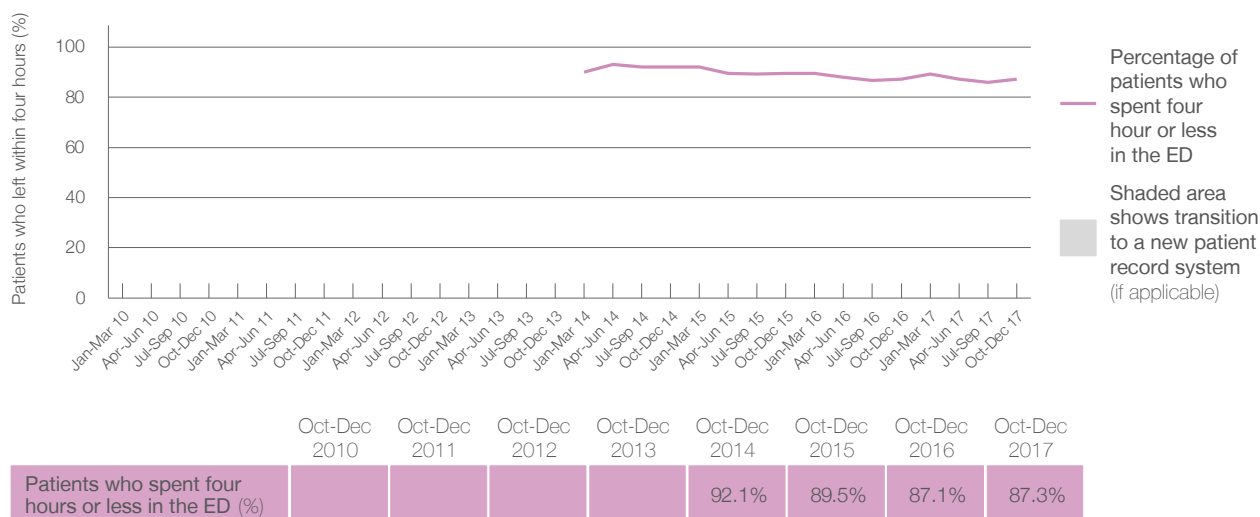
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,943 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,235                 | -9.0%                     |
| 3,233                 | -9.0%                     |
| 87.1%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

All presentations:<sup>1</sup> 2,489 patients

Emergency presentations:<sup>2</sup> 2,376 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,623                 | -5.1%                     |
| 2,475                 | -4.0%                     |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 166 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 672 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,062 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 86 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 476 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 84 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 160                   |                   |
| 5 minutes             | 8 minutes         |
| 15 minutes            | 23 minutes        |
| 680                   |                   |
| 19 minutes            | 20 minutes        |
| 66 minutes            | 65 minutes        |
| 1,248                 |                   |
| 31 minutes            | 26 minutes        |
| 87 minutes            | 99 minutes        |
| 387                   |                   |
| 33 minutes            | 23 minutes        |
| 90 minutes            | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,489 patients

Percentage of patients who spent four hours or less in the ED 89.2%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,623                 | -5.1%                     |
| 89.1%                 |                           |

\* 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.

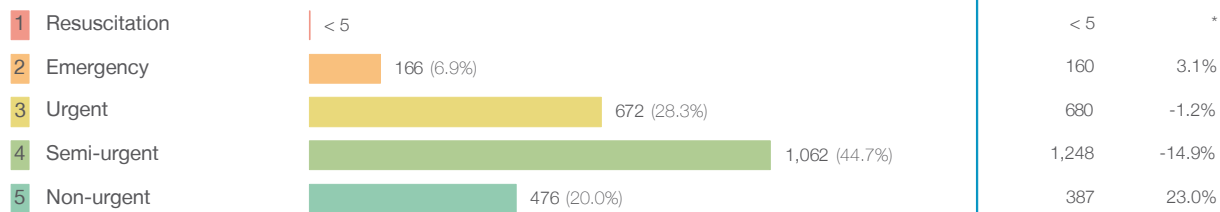
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Muswellbrook District Hospital: Patients presenting to the emergency department

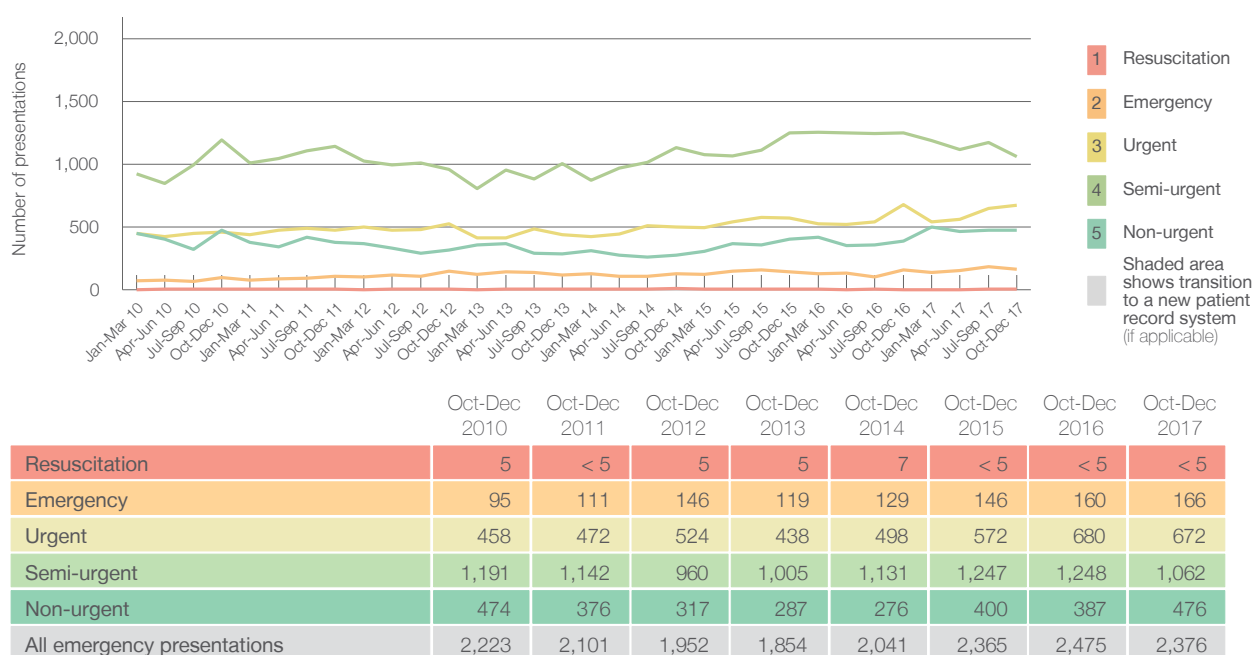
October to December 2017

All presentations:<sup>1</sup> 2,489 patients

Emergency presentations<sup>2</sup> by triage category: 2,376 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>‡</sup>



## Muswellbrook District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 347 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.



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

October to December 2017

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

Number of triage 2 patients: 166

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 155

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

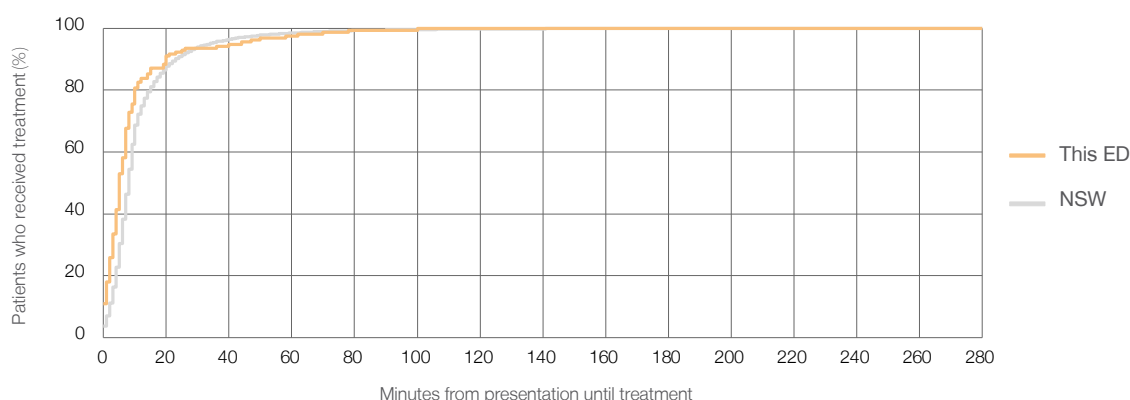
5 minutes

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

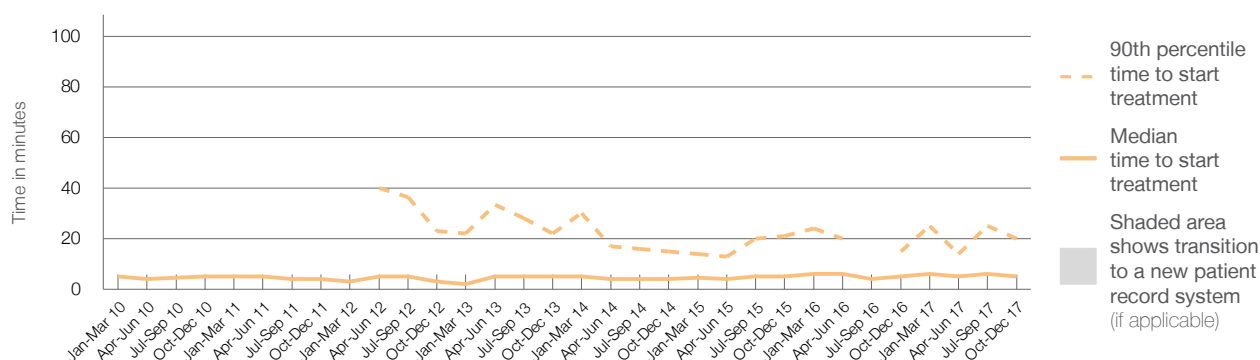
20 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 160                   |                   |
| 151                   |                   |
| 5 minutes             | 8 minutes         |
| 15 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 5            | 4            | 3            | 5            | 4            | 5            | 5            | 5            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | *            | 51           | 23           | 22           | 15           | 21           | 15           | 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.

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

October to December 2017

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

Number of triage 3 patients: 672

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 631

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

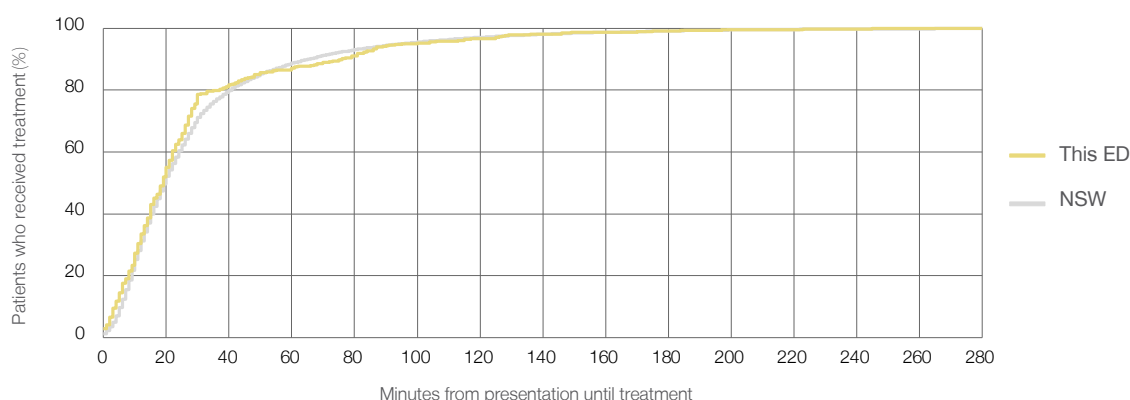
19 minutes

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

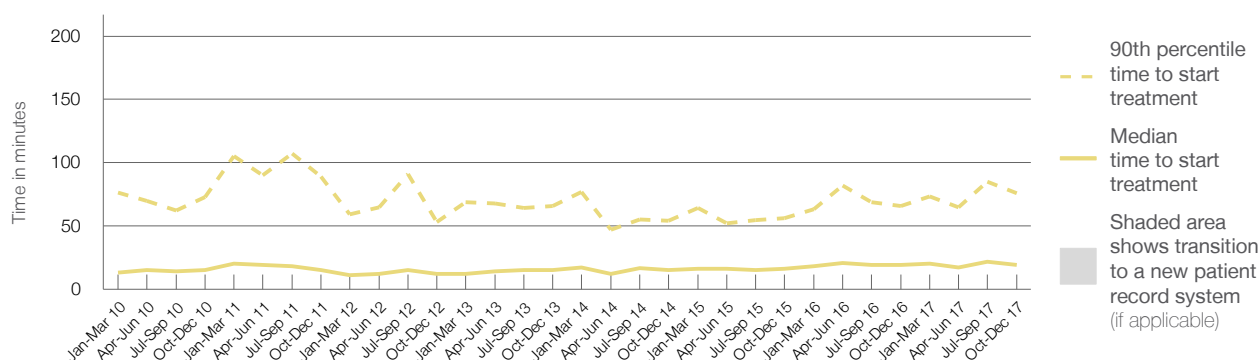
76 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 680                   |                   |
| 646                   |                   |
| 19 minutes            | 20 minutes        |
| 66 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 15           | 15           | 12           | 15           | 15           | 16           | 19           | 19           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 73           | 89           | 53           | 66           | 54           | 56           | 66           | 76           |

(†) 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.

## Muswellbrook District Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 1,062

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 973

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

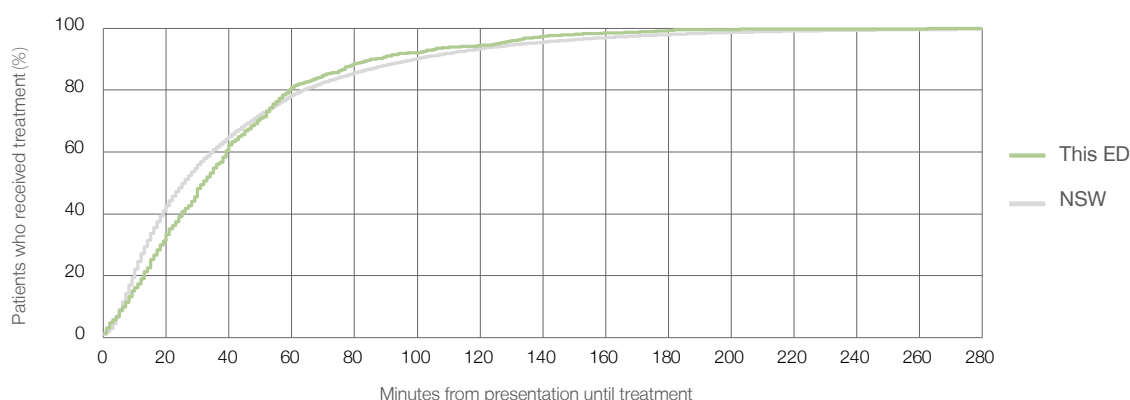
32 minutes

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

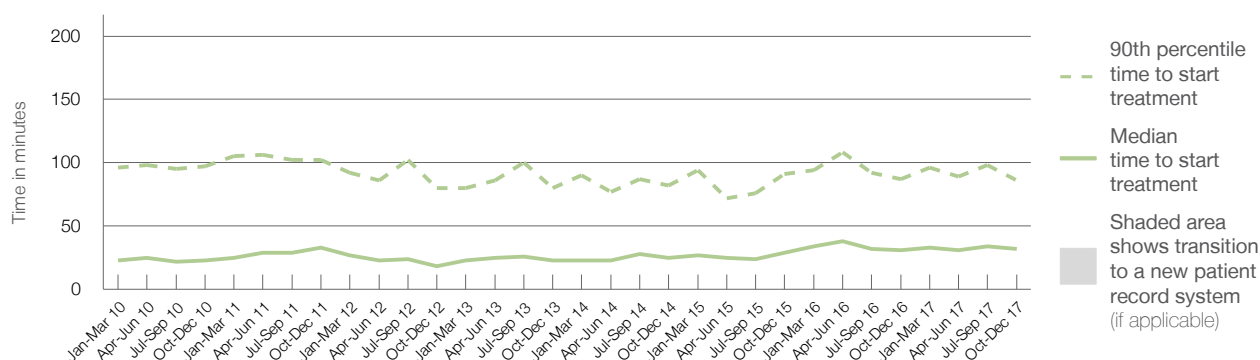
86 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,248                 |                   |
| 1,157                 |                   |
| 31 minutes            | 26 minutes        |
| 87 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 23           | 33           | 18           | 23           | 25           | 29           | 31           | 32           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 97           | 102          | 80           | 80           | 82           | 91           | 87           | 86           |

(†) 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.

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

October to December 2017

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

Number of triage 5 patients: 476

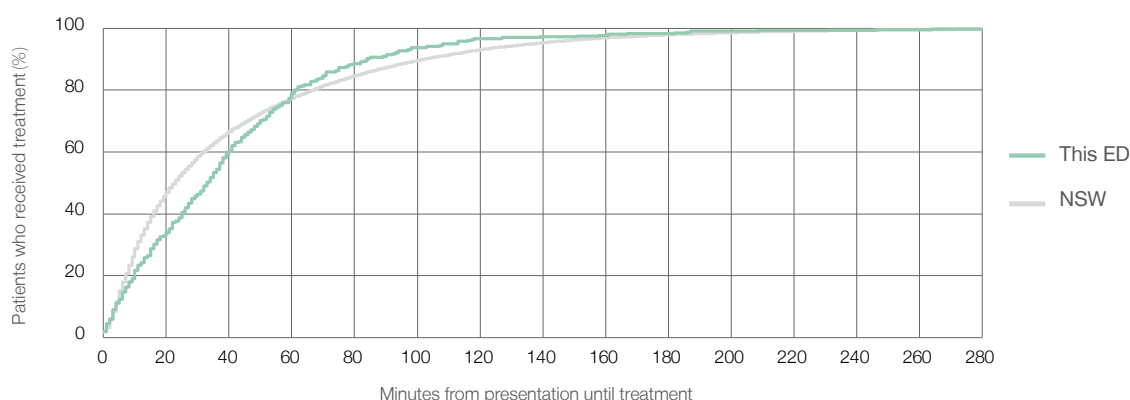
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 395

Median time to start treatment<sup>4</sup> 33 minutes

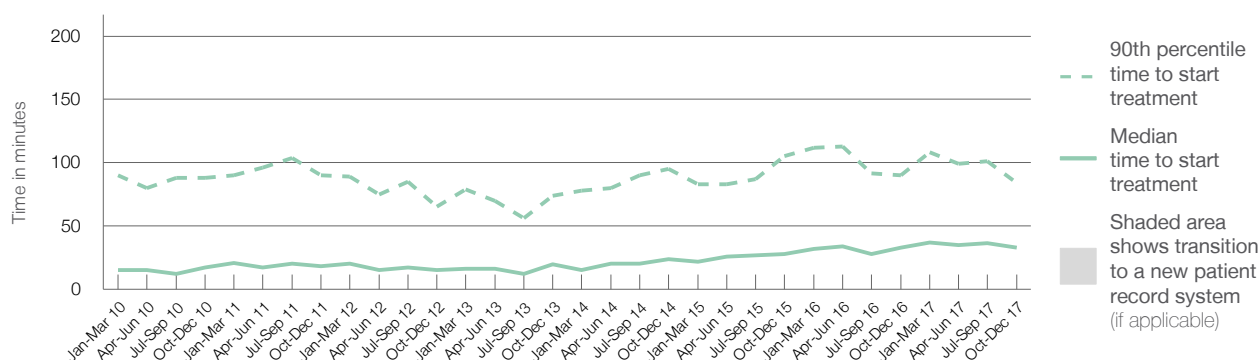
90th percentile time to start treatment<sup>5</sup> 84 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 387                   |                   |
| 327                   |                   |
| 33 minutes            | 23 minutes        |
| 90 minutes            | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 17           | 18           | 15           | 20           | 24           | 28           | 33           | 33           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 88           | 90           | 66           | 74           | 95           | 105          | 90           | 84           |

(†) 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.

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

October to December 2017

All presentations:<sup>1</sup> 2,489 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,489 patients

Median time spent in the ED<sup>8</sup>

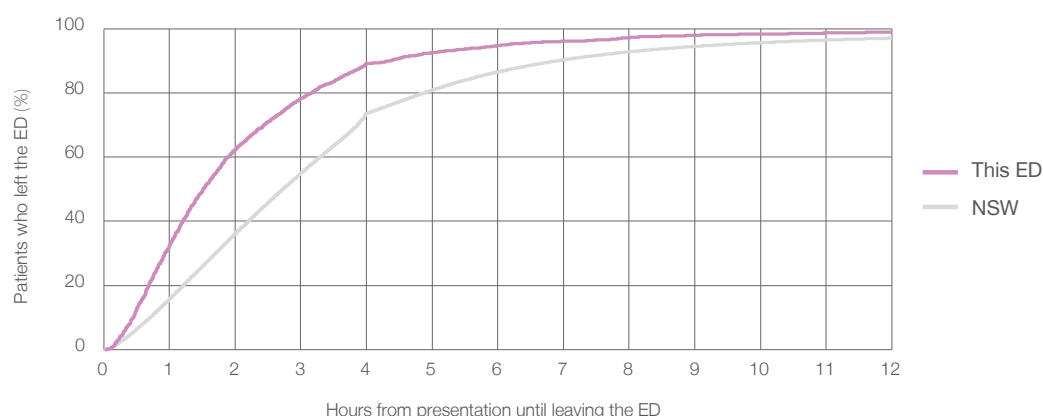
1 hours and 31 minutes

90th percentile time spent in the ED<sup>9</sup>

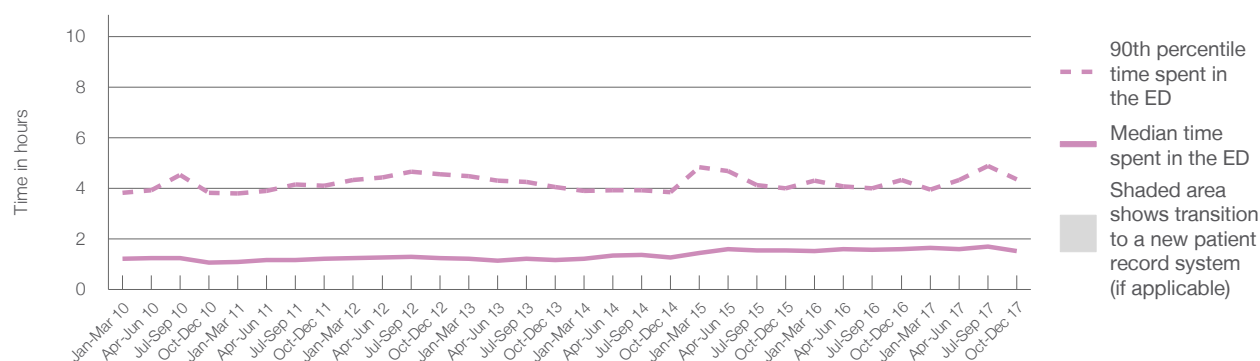
4 hours and 22 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 2,623                  |                        |
| 2,623                  |                        |
| 1 hours and 36 minutes | 2 hours and 44 minutes |
| 4 hours and 20 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 1h 5m        | 1h 14m       | 1h 15m       | 1h 10m       | 1h 17m       | 1h 33m       | 1h 36m       | 1h 31m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 3h 50m       | 4h 7m        | 4h 33m       | 4h 3m        | 3h 52m       | 4h 0m        | 4h 20m       | 4h 22m       |

(†) 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.

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

By mode of separation

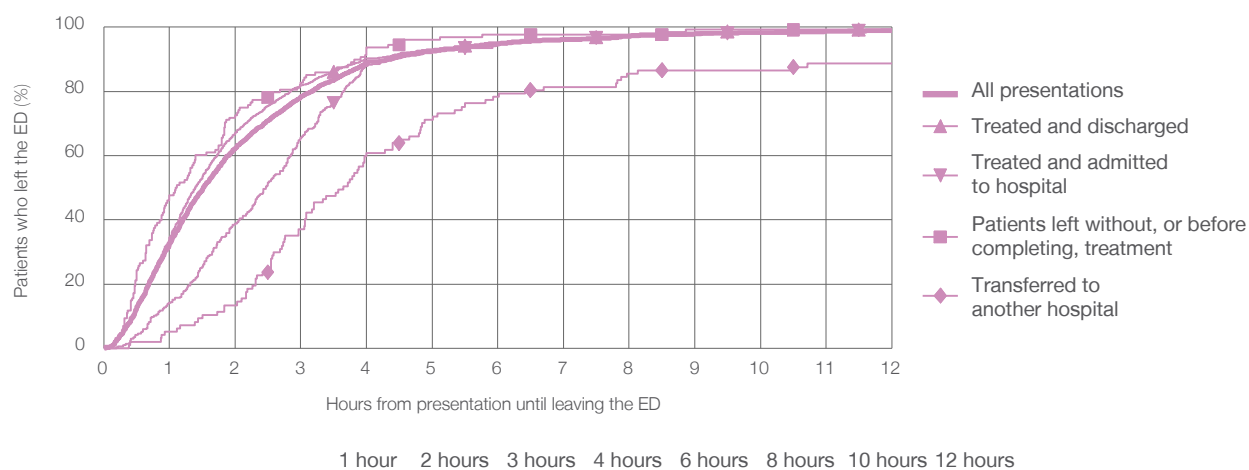
October to December 2017

All presentations:<sup>†</sup> 2,489 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,489 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged                                | 1,859 (74.7%) | 2,623                 | -5.1%                     |
| Treated and admitted to hospital                      | 306 (12.3%)   | 2,024                 | -8.2%                     |
| Patient left without, or before completing, treatment | 128 (5.1%)    | 282                   | 8.5%                      |
| Transferred to another hospital                       | 97 (3.9%)     | 100                   | 28.0%                     |
| Other   | 99 (4.0%)     | 109                   | -11.0%                    |
|   |               | 108                   | -8.3%                     |

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



|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 34.4% | 67.2% | 81.9% | 90.4% | 95.3% | 97.7% | 98.8% | 99.4% |
| Treated and admitted to hospital                      | 14.1% | 38.9% | 65.7% | 87.9% | 95.1% | 97.1% | 98.4% | 99.3% |
| Patient left without, or before completing, treatment | 47.7% | 72.7% | 82.8% | 93.8% | 97.7% | 97.7% | 99.2% | 99.2% |
| Transferred to another hospital                       | 5.2%  | 13.4% | 37.1% | 60.8% | 78.4% | 85.6% | 86.6% | 88.7% |
| All presentations                                     | 32.7% | 62.5% | 78.3% | 89.2% | 94.7% | 97.2% | 98.3% | 98.9% |

(†) 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.

## Muswellbrook District Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 2,489 patients

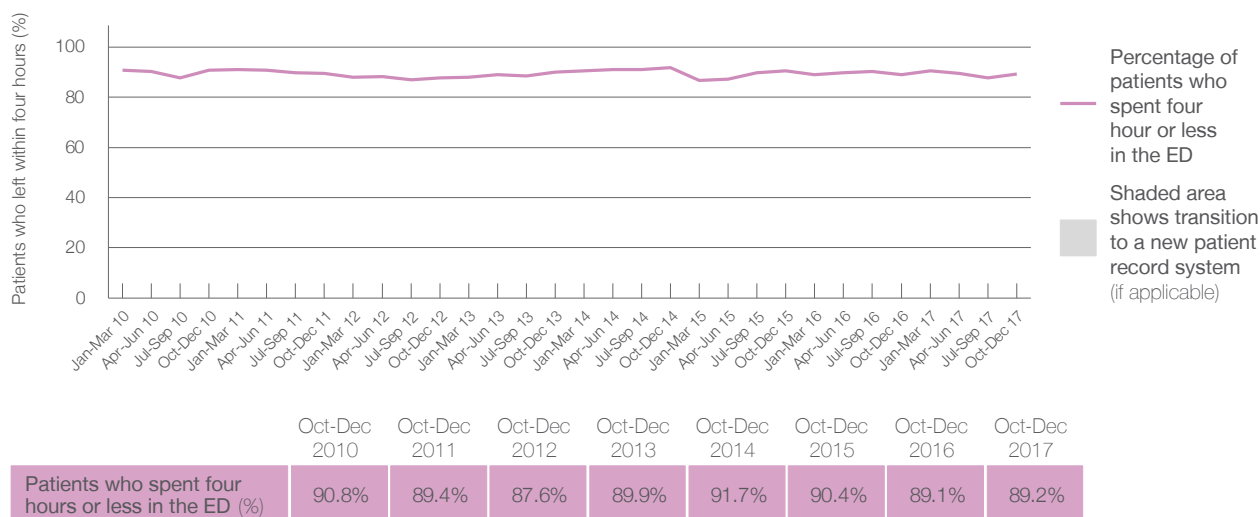
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,489 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,623                 | -5.1%                     |
| 2,623                 | -5.1%                     |
| 89.1%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

All presentations:<sup>1</sup> 1,484 patients

Emergency presentations:<sup>2</sup> 1,418 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,578                 | -6.0%                     |
| 1,567                 | -9.5%                     |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 107 patients

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

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 341 patients

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

90th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 646 patients

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

90th percentile time to start treatment<sup>5</sup> 54 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 324 patients

Median time to start treatment<sup>4</sup> 19 minutes

90th percentile time to start treatment<sup>5</sup> 82 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 109                   |                   |
| 2 minutes             | 8 minutes         |
| 9 minutes             | 23 minutes        |
| 439                   |                   |
| 13 minutes            | 20 minutes        |
| 35 minutes            | 65 minutes        |
| 699                   |                   |
| 19 minutes            | 26 minutes        |
| 55 minutes            | 99 minutes        |
| 320                   |                   |
| 11 minutes            | 23 minutes        |
| 55 minutes            | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,484 patients

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

90.7%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,578                 | -6.0%                     |
| 89.6%                 |                           |

\* 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 23 January 2018).

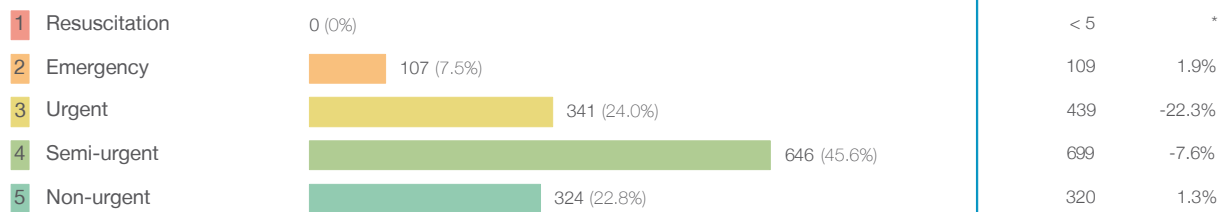


## Narrabri District Hospital: Patients presenting to the emergency department

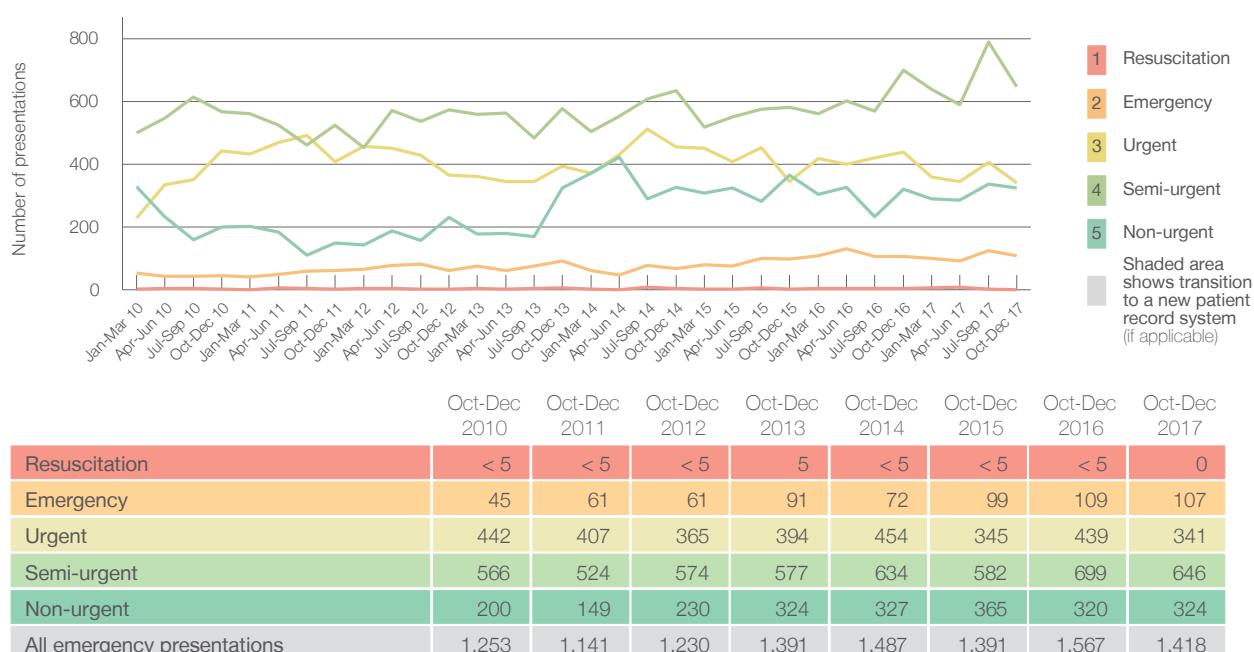
October to December 2017

All presentations:<sup>1</sup> 1,484 patients

Emergency presentations<sup>2</sup> by triage category: 1,418 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>†</sup>

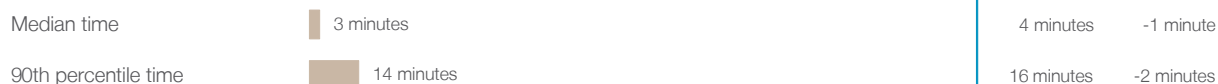


## Narrabri District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 126 patients <sup>\*\*</sup>

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.

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

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

October to December 2017

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

Number of triage 2 patients: 107

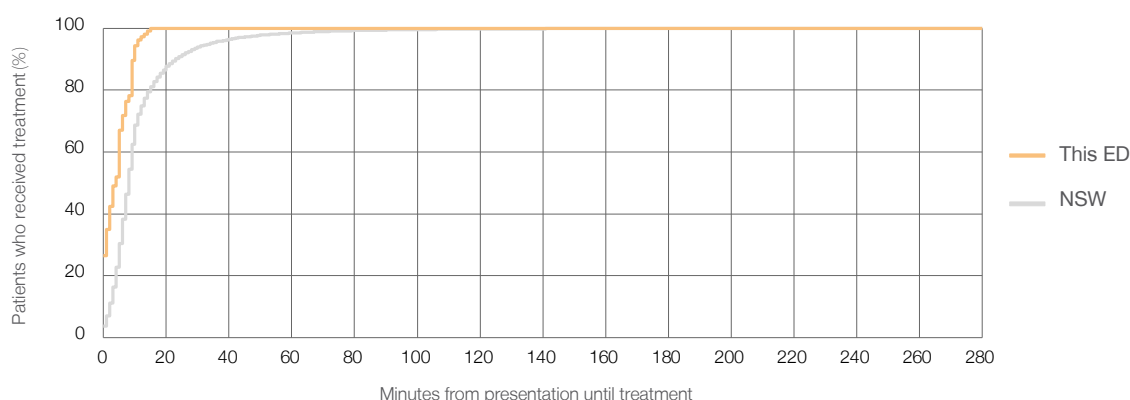
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 106

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

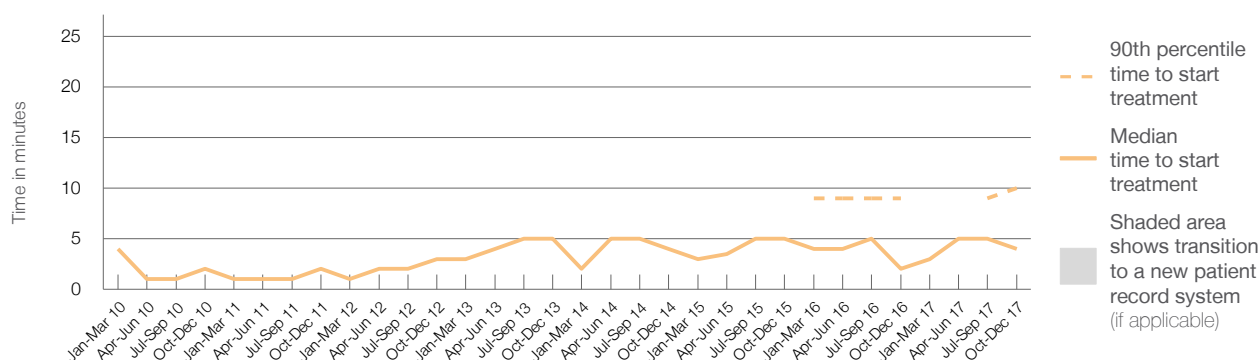
90th percentile time to start treatment<sup>5</sup> 10 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 109                   |                   |
| 104                   |                   |
| 2 minutes             | 8 minutes         |
| 9 minutes             | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 2            | 2            | 3            | 5            | 4            | 5            | 2            | 4            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | *            | *            | *            | *            | *            | *            | 9            | 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.

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

October to December 2017

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

Number of triage 3 patients: 341

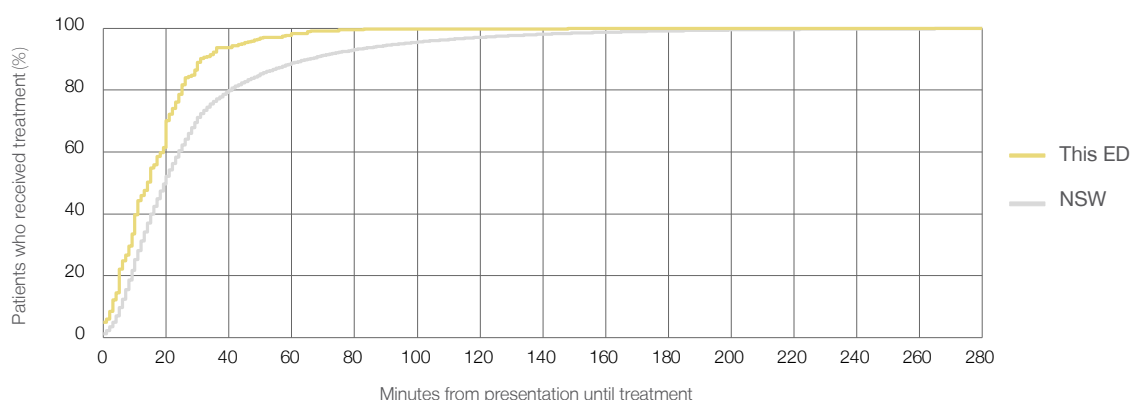
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 338

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

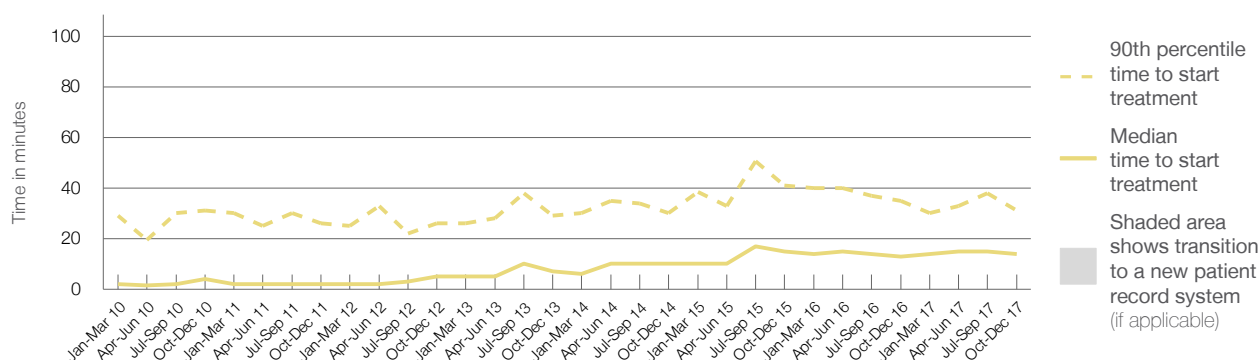
90th percentile time to start treatment<sup>5</sup> 31 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 439                   |                   |
| 434                   |                   |
| 13 minutes            | 20 minutes        |
| 35 minutes            | 65 minutes        |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 4            | 2            | 5            | 7            | 10           | 15           | 13           | 14           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 31           | 26           | 26           | 29           | 30           | 41           | 35           | 31           |

(†) 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.

## Narrabri District Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 646

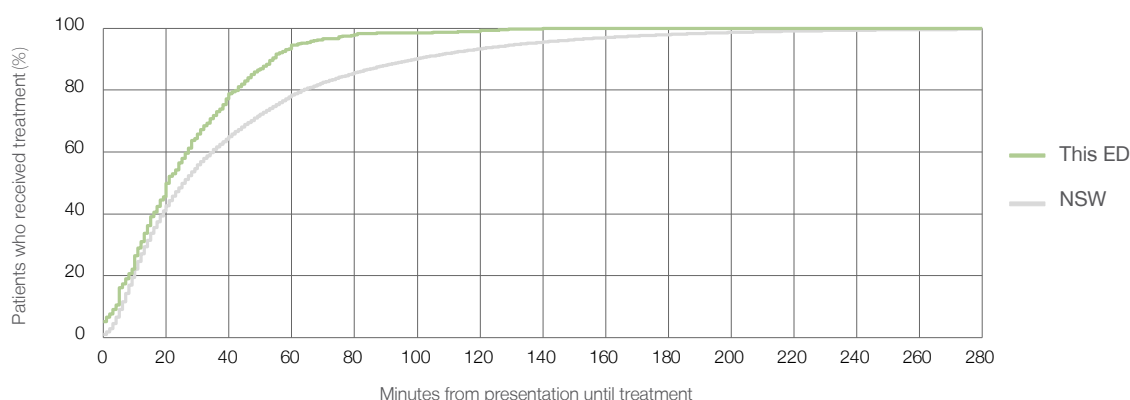
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 630

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

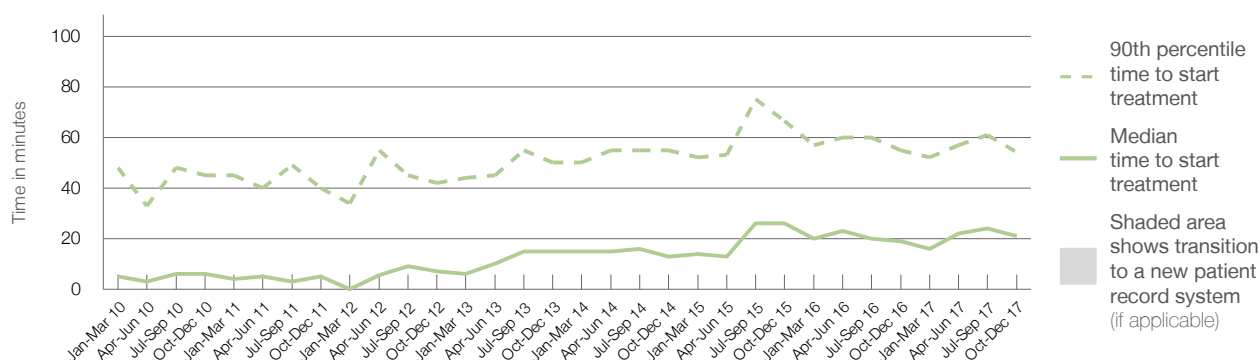
90th percentile time to start treatment<sup>5</sup> 54 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 699                   |                   |
| 672                   |                   |
| 19 minutes            | 26 minutes        |
| 55 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 6            | 5            | 7            | 15           | 13           | 26           | 19           | 21           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 45           | 40           | 42           | 50           | 55           | 67           | 55           | 54           |

(†) 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.

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

October to December 2017

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

Number of triage 5 patients: 324

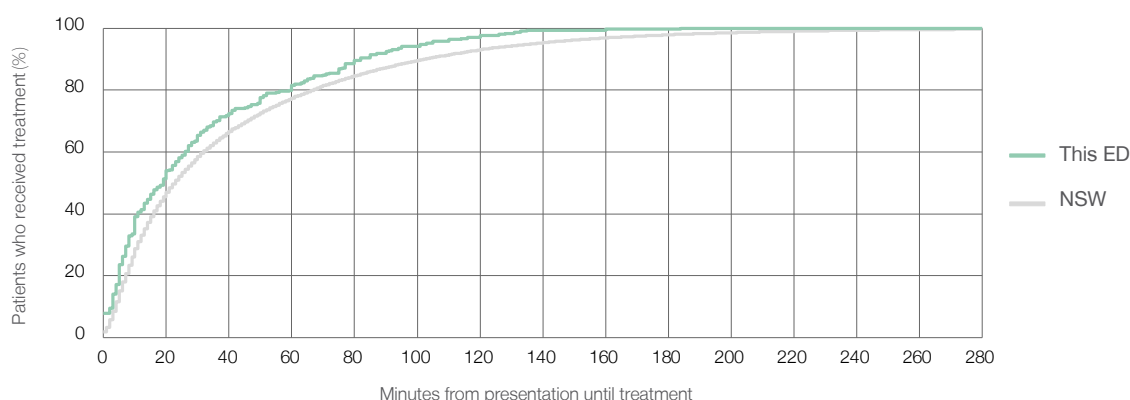
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 304

Median time to start treatment<sup>4</sup> 19 minutes

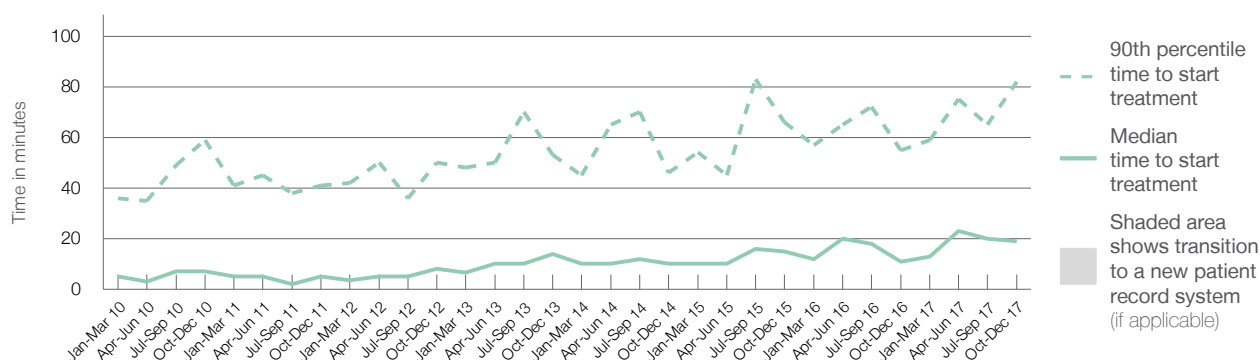
90th percentile time to start treatment<sup>5</sup> 82 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 320                   |                   |
| 308                   |                   |
| 11 minutes            | 23 minutes        |
| 55 minutes            | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 7            | 5            | 8            | 14           | 10           | 15           | 11           | 19           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 59           | 41           | 50           | 53           | 46           | 66           | 55           | 82           |

(†) 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.

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

October to December 2017

All presentations:<sup>1</sup> 1,484 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,484 patients

Median time spent in the ED<sup>8</sup>

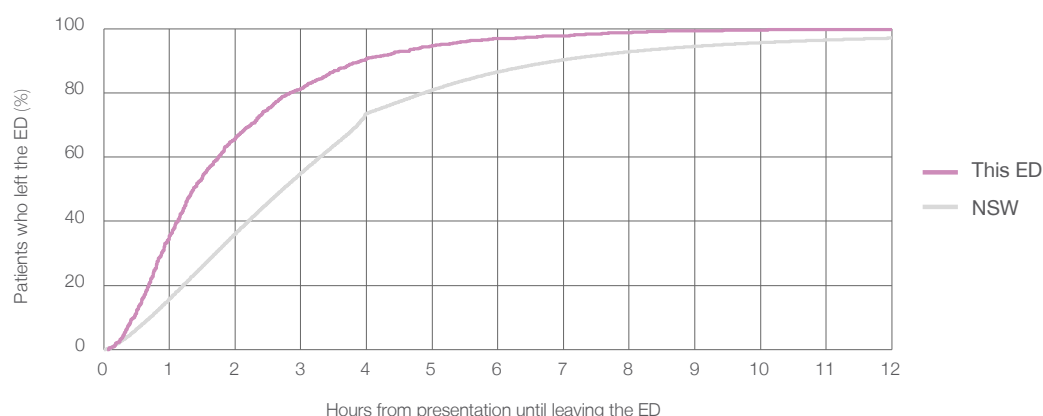
1 hours and 22 minutes

90th percentile time spent in the ED<sup>9</sup>

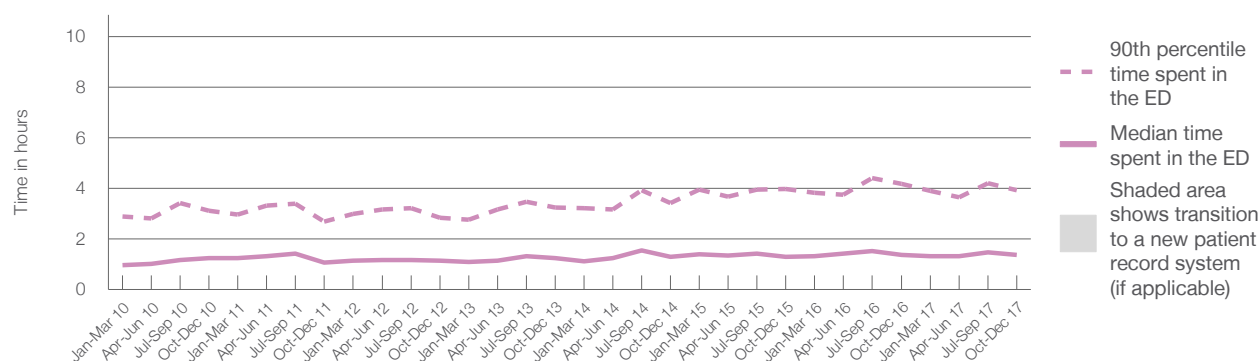
3 hours and 56 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 1,578                  |                        |
| 1,578                  |                        |
| 1 hours and 23 minutes | 2 hours and 44 minutes |
| 4 hours and 11 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 1h 15m       | 1h 5m        | 1h 9m        | 1h 15m       | 1h 18m       | 1h 18m       | 1h 23m       | 1h 22m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 3h 8m        | 2h 41m       | 2h 50m       | 3h 15m       | 3h 26m       | 3h 59m       | 4h 11m       | 3h 56m       |

(†) 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.

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

By mode of separation

October to December 2017

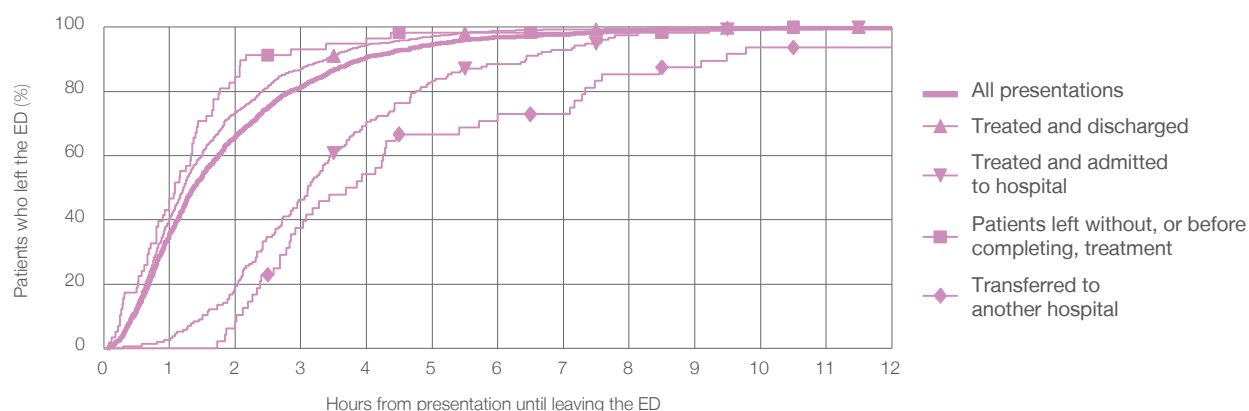
All presentations:<sup>†</sup> 1,484 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 1,484 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 1,218 (82.1%) |
| Treated and admitted to hospital                      | 156 (10.5%)   |
| Patient left without, or before completing, treatment | 58 (3.9%)     |
| Transferred to another hospital                       | 48 (3.2%)     |
| Other   | 4 (0.3%)      |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,578                 | -6.0%                     |
| 1,281                 | -4.9%                     |
| 199                   | -21.6%                    |
| 49                    | 18.4%                     |
| 39                    | 23.1%                     |
| 10                    | -60.0%                    |

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



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

|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 40.6% | 73.3% | 87.0% | 94.5% | 98.9% | 99.5% | 99.8% | 100%  |
| Treated and admitted to hospital                      | 2.6%  | 19.2% | 46.2% | 70.5% | 88.5% | 97.4% | 99.4% | 100%  |
| Patient left without, or before completing, treatment | 46.6% | 84.5% | 93.1% | 96.6% | 98.3% | 98.3% | 100%  | 100%  |
| Transferred to another hospital                       | 0%    | 8.3%  | 37.5% | 54.2% | 72.9% | 85.4% | 93.8% | 93.8% |
| All presentations                                     | 35.6% | 66.0% | 81.3% | 90.7% | 96.9% | 98.8% | 99.6% | 99.8% |

(†) 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.

## Narrabri District Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 1,484 patients

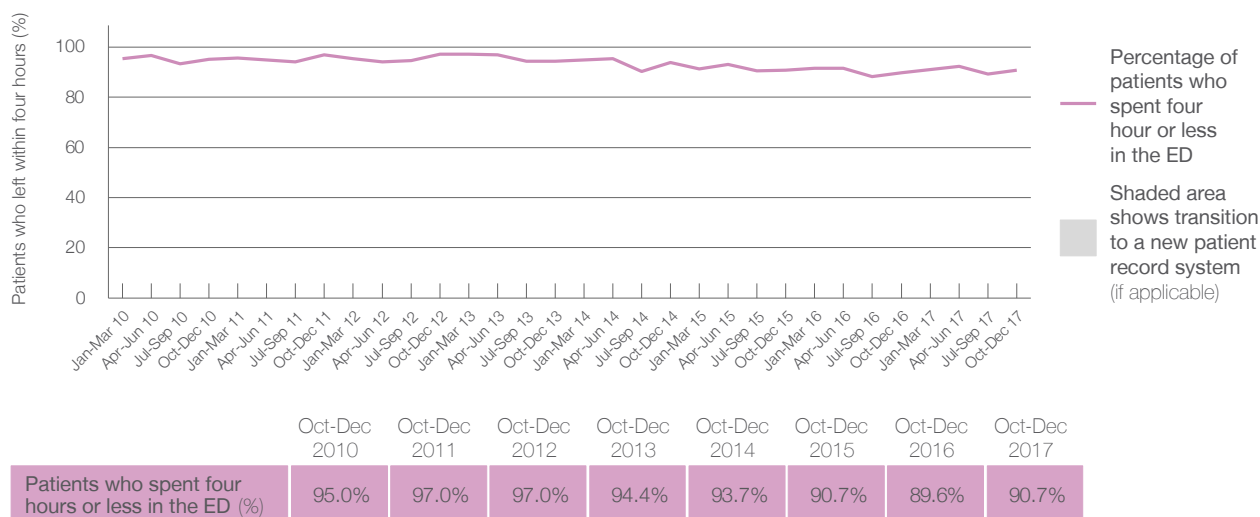
Presentations used to calculate time to leaving the ED: <sup>6</sup> 1,484 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,578                 | -6.0%                     |
| 1,578                 | -6.0%                     |
| 89.6%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).



## Queanbeyan Health Service: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 5,307 patients

Emergency presentations:<sup>2</sup> 5,139 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,840                 | 9.6%                      |
| 4,736                 | 8.5%                      |

## Queanbeyan Health Service: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 336 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,414 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): 2,304 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 92 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,071 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 100 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 282                   |                   |
| 9 minutes             | 8 minutes         |
| 27 minutes            | 23 minutes        |
| 1,335                 |                   |
| 21 minutes            | 20 minutes        |
| 58 minutes            | 65 minutes        |
| 2,305                 |                   |
| 29 minutes            | 26 minutes        |
| 102 minutes           | 99 minutes        |
| 805                   |                   |
| 32 minutes            | 23 minutes        |
| 121 minutes           | 103 minutes       |

## Queanbeyan Health Service: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,307 patients

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

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,840                 | 9.6%                      |
| 87.4%                 |                           |

\* 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.

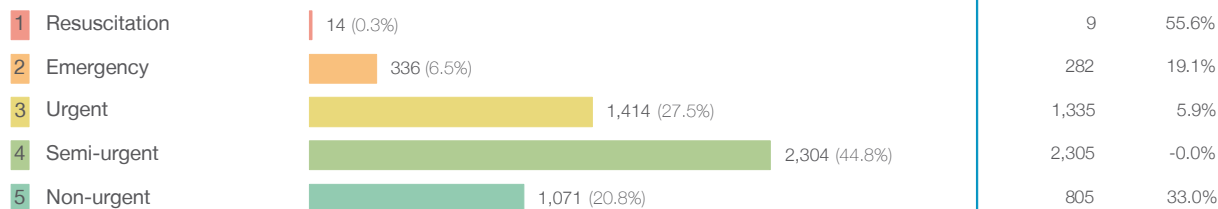
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Queanbeyan Health Service: Patients presenting to the emergency department

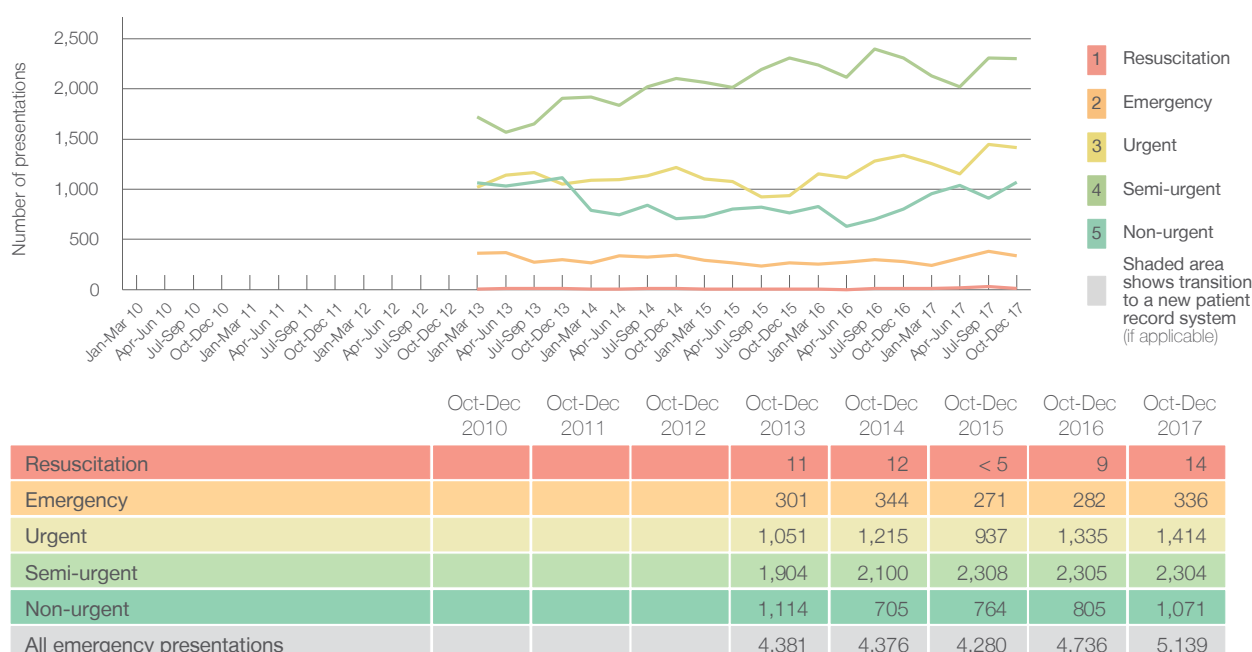
October to December 2017

All presentations:<sup>1</sup> 5,307 patients

Emergency presentations<sup>2</sup> by triage category: 5,139 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



## Queanbeyan Health Service: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 505 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.

(§) 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.

## Queanbeyan Health Service: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 336

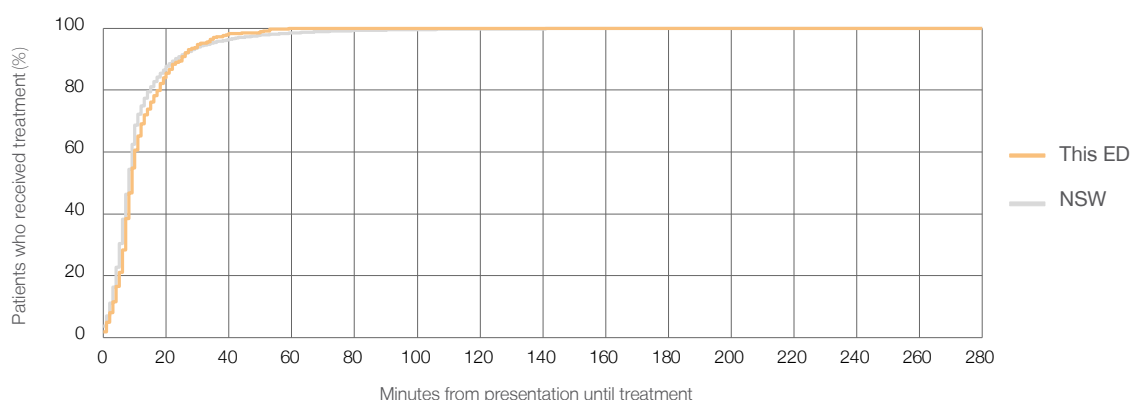
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 336

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

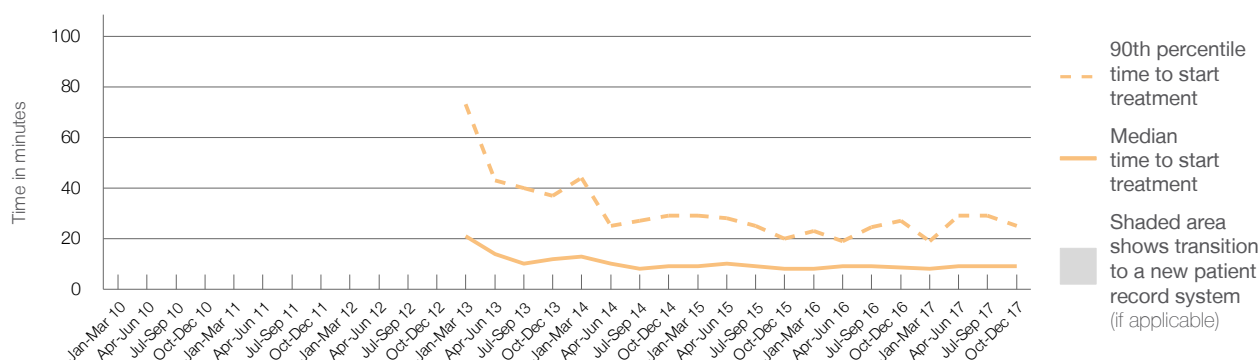
90th percentile time to start treatment<sup>5</sup> 25 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 282                   | 282               |
| 9 minutes             | 8 minutes         |
| 27 minutes            | 23 minutes        |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 12           | 9            | 8            | 9            | 9            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 37           | 29           | 20           | 27           | 25           |

(†) 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.

## Queanbeyan Health Service: Time patients waited to start treatment, triage 3

October to December 2017

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

Number of triage 3 patients: 1,414

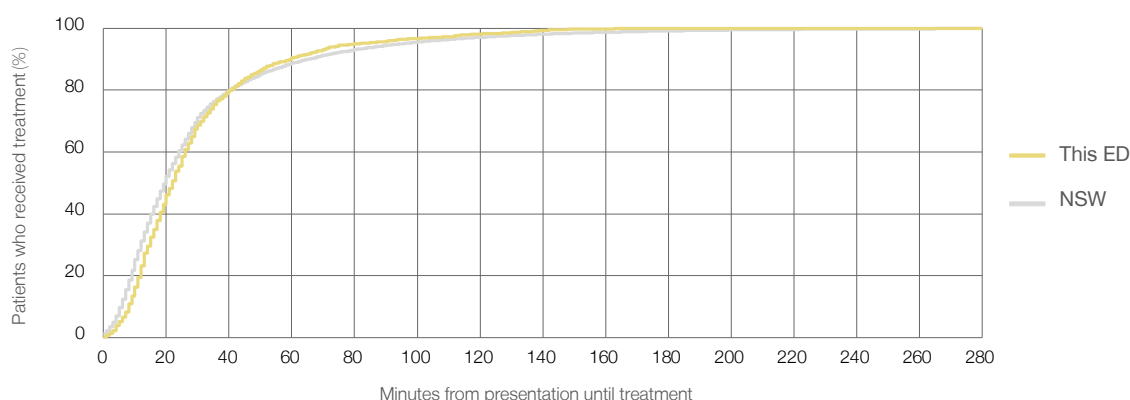
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,381

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

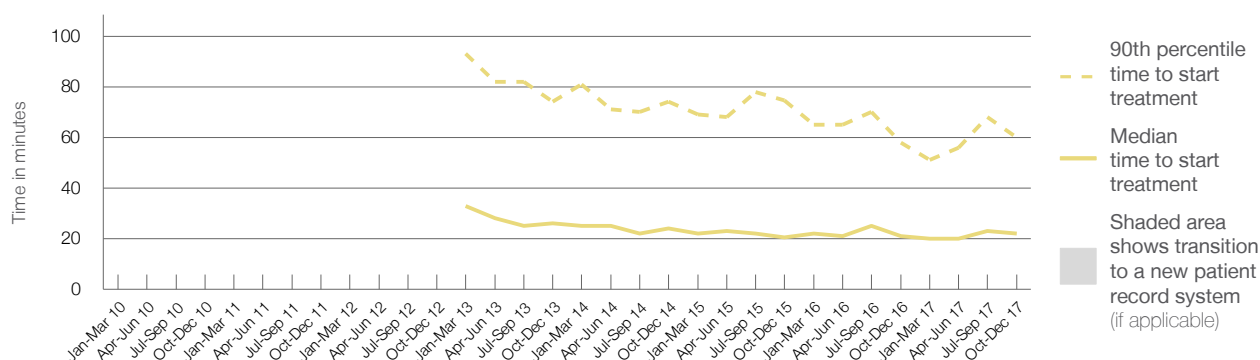
90th percentile time to start treatment<sup>5</sup> 60 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,335                 |                   |
| 1,304                 |                   |
| 21 minutes            | 20 minutes        |
| 58 minutes            | 65 minutes        |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 26           | 24           | 21           | 21           | 22           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 74           | 74           | 75           | 58           | 60           |

(†) 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.

## Queanbeyan Health Service: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 2,304

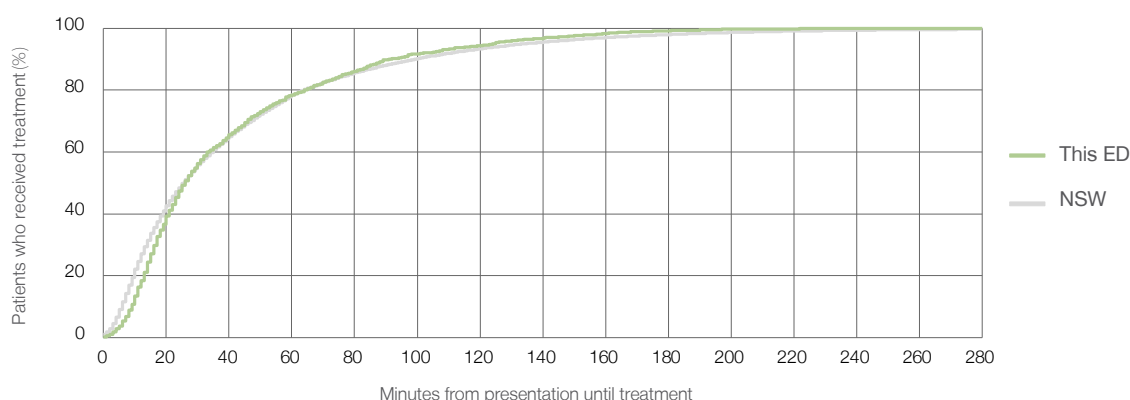
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,114

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

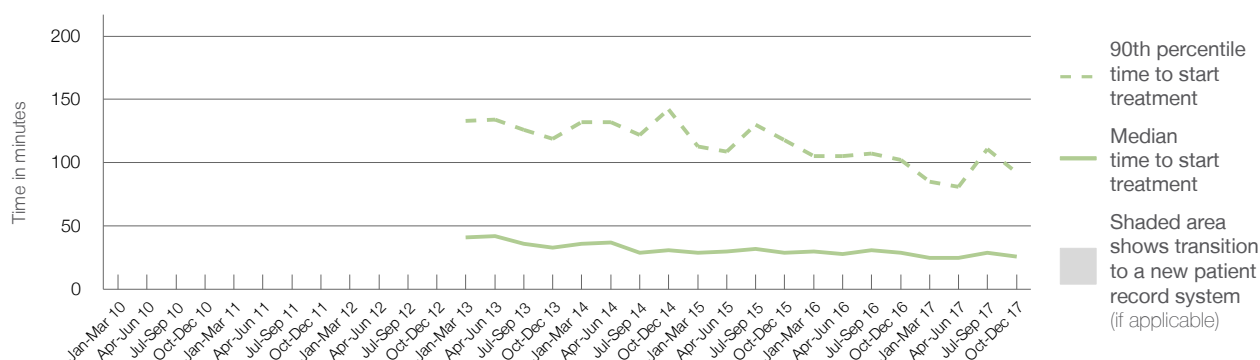
90th percentile time to start treatment<sup>5</sup> 92 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,305                 |                   |
| 2,123                 |                   |
| 29 minutes            | 26 minutes        |
| 102 minutes           | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 33           | 31           | 29           | 29           | 26           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 119          | 142          | 118          | 102          | 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.

(§) 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.

## Queanbeyan Health Service: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 1,071

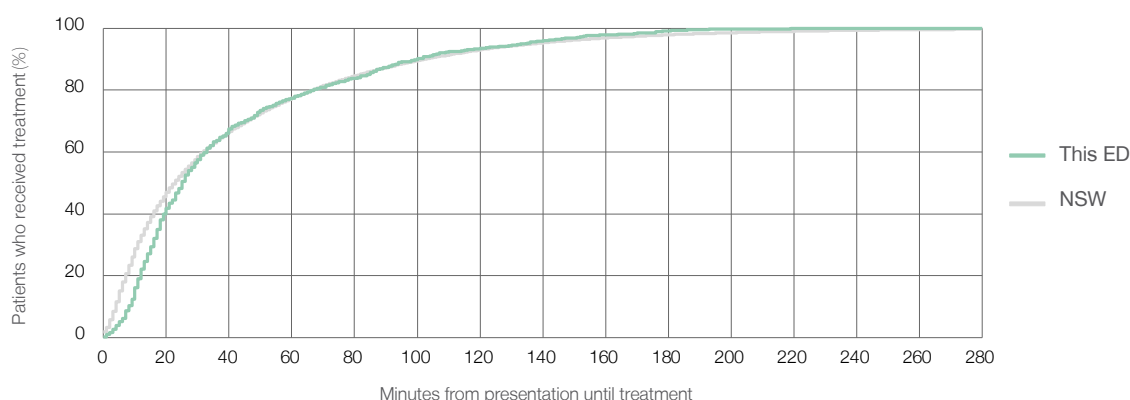
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 907

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

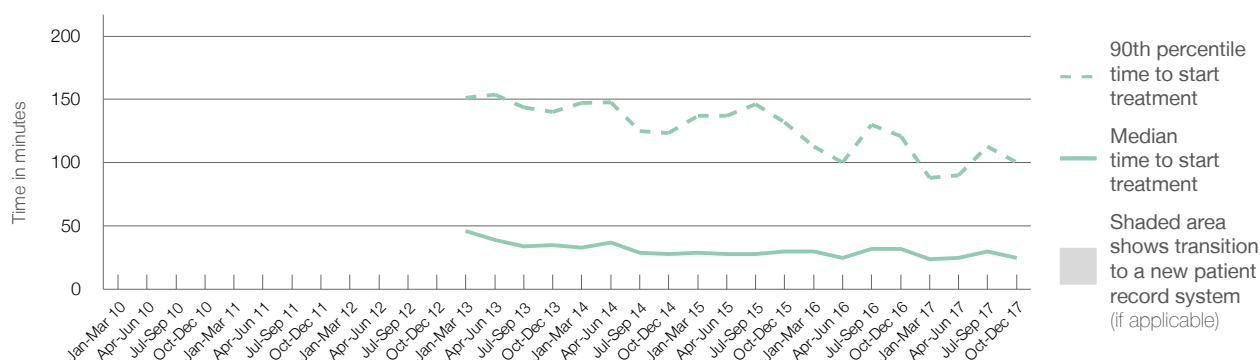
90th percentile time to start treatment<sup>5</sup> 100 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 805                   |                   |
| 648                   |                   |
| 32 minutes            | 23 minutes        |
| 121 minutes           | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 35           | 28           | 30           | 32           | 25           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 140          | 124          | 132          | 121          | 100          |

(†) 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.

## Queanbeyan Health Service: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 5,307 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,307 patients

Median time spent in the ED<sup>8</sup>

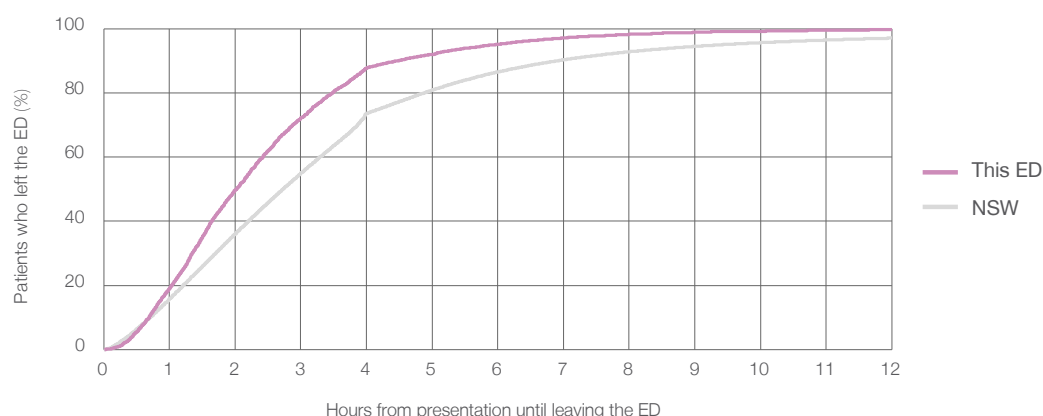
2 hours and 1 minutes

90th percentile time spent in the ED<sup>9</sup>

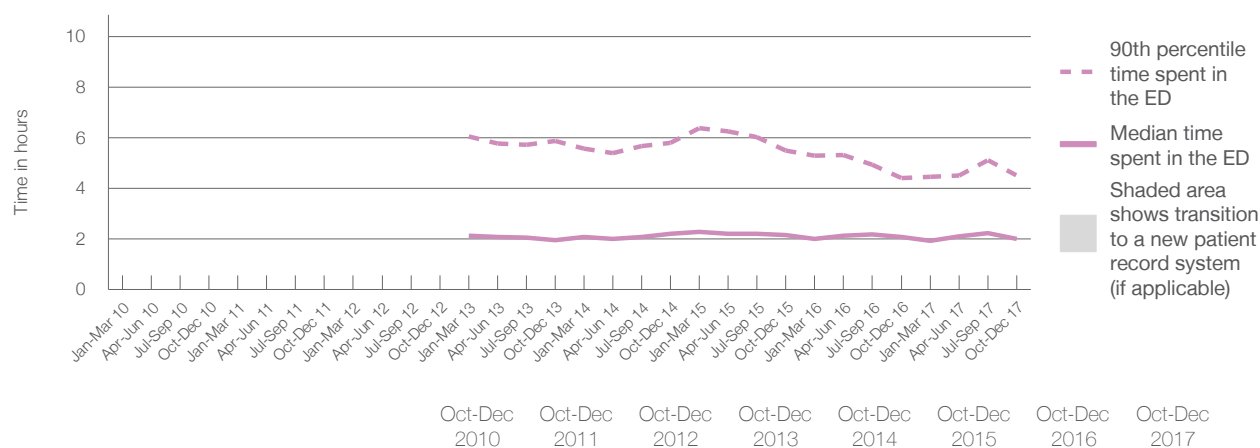
4 hours and 30 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 4,840                  |                        |
| 4,840                  |                        |
| 2 hours and 5 minutes  | 2 hours and 44 minutes |
| 4 hours and 24 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



|   |  |  |  |        |        |        |        |        |
|---|--|--|--|--------|--------|--------|--------|--------|
| Median time to leaving the ED <sup>8</sup><br>(hours, minutes)          |  |  |  | 1h 57m | 2h 12m | 2h 10m | 2h 5m  | 2h 1m  |
| 90th percentile time to leaving the ED <sup>9</sup><br>(hours, minutes) |  |  |  | 5h 52m | 5h 48m | 5h 30m | 4h 24m | 4h 30m |

(†) 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.

## Queanbeyan Health Service: Time patients spent in the ED

By mode of separation

October to December 2017

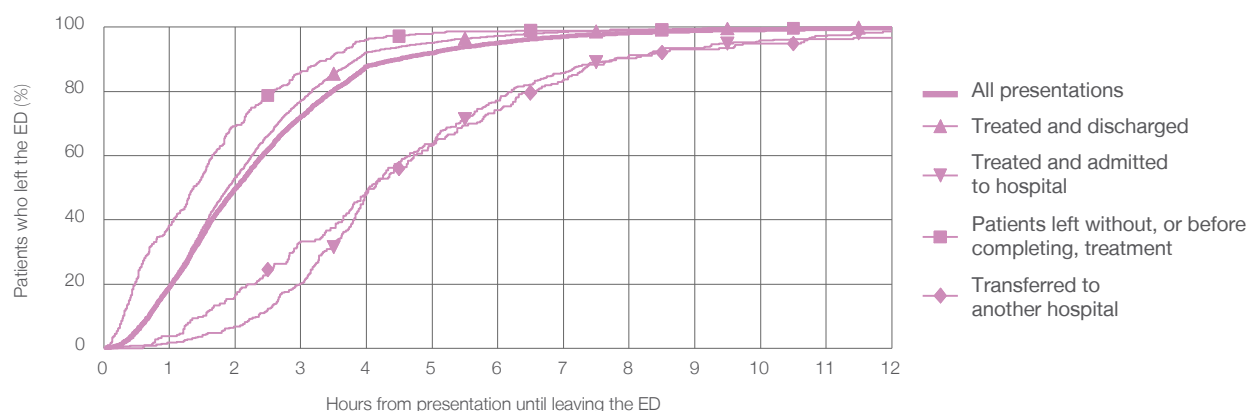
All presentations:<sup>†</sup> 5,307 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 5,307 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 4,329 (81.6%) |
| Treated and admitted to hospital                      | 359 (6.8%)    |
| Patient left without, or before completing, treatment | 395 (7.4%)    |
| Transferred to another hospital                       | 216 (4.1%)    |
| Other   | 8 (0.2%)      |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,840                 | 9.6%                      |
| 3,527                 | 22.7%                     |
| 670                   | -46.4%                    |
| 377                   | 4.8%                      |
| 250                   | -13.6%                    |
| 16                    | -50.0%                    |

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



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

|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 19.5% | 53.2% | 77.1% | 92.2% | 97.3% | 99.1% | 99.6% | 99.9% |
| Treated and admitted to hospital                      | 1.7%  | 6.7%  | 20.1% | 49.0% | 77.2% | 91.4% | 95.8% | 98.6% |
| Patient left without, or before completing, treatment | 38.2% | 69.1% | 86.1% | 96.2% | 98.7% | 99.2% | 99.7% | 99.7% |
| Transferred to another hospital                       | 3.7%  | 16.7% | 33.3% | 48.1% | 74.1% | 90.3% | 94.9% | 96.8% |
| All presentations                                     | 19.1% | 49.8% | 72.1% | 87.8% | 95.1% | 98.2% | 99.2% | 99.7% |

(†) 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.



## Queanbeyan Health Service: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 5,307 patients

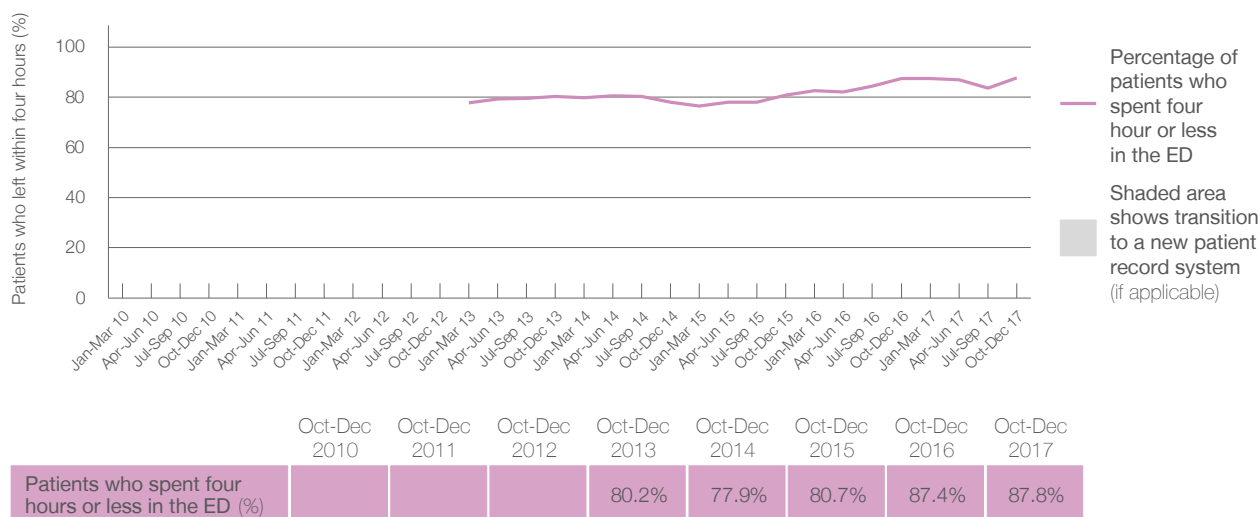
Presentations used to calculate time to leaving the ED: <sup>6</sup> 5,307 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,840                 | 9.6%                      |
| 4,840                 | 9.6%                      |
| 87.4%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

All presentations:<sup>1</sup> 2,918 patients

Emergency presentations:<sup>2</sup> 2,806 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,051                 | -4.4%                     |
| 2,958                 | -5.1%                     |

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 243 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 834 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 72 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,571 patients

Median time to start treatment<sup>4</sup> 36 minutes  
90th percentile time to start treatment<sup>5</sup> 95 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 158 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 95 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 164                   |                   |
| 8 minutes             | 8 minutes         |
| 28 minutes            | 23 minutes        |
| 733                   |                   |
| 23 minutes            | 20 minutes        |
| 64 minutes            | 65 minutes        |
| 1,773                 |                   |
| 37 minutes            | 26 minutes        |
| 104 minutes           | 99 minutes        |
| 283                   |                   |
| 26 minutes            | 23 minutes        |
| 96 minutes            | 103 minutes       |

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,918 patients

Percentage of patients who spent four hours or less in the ED 89.4%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,051                 | -4.4%                     |
| 91.1%                 |                           |

\* 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.

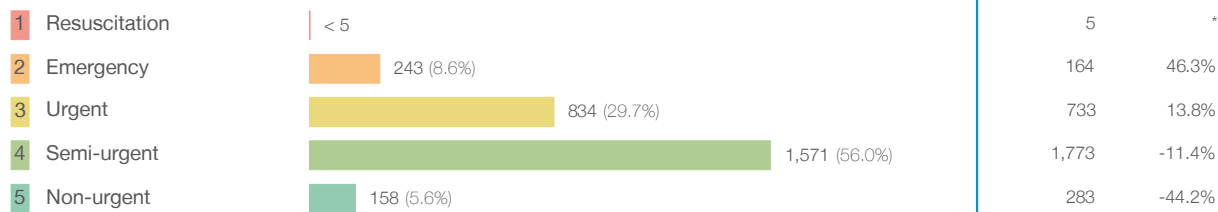
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Singleton District Hospital: Patients presenting to the emergency department

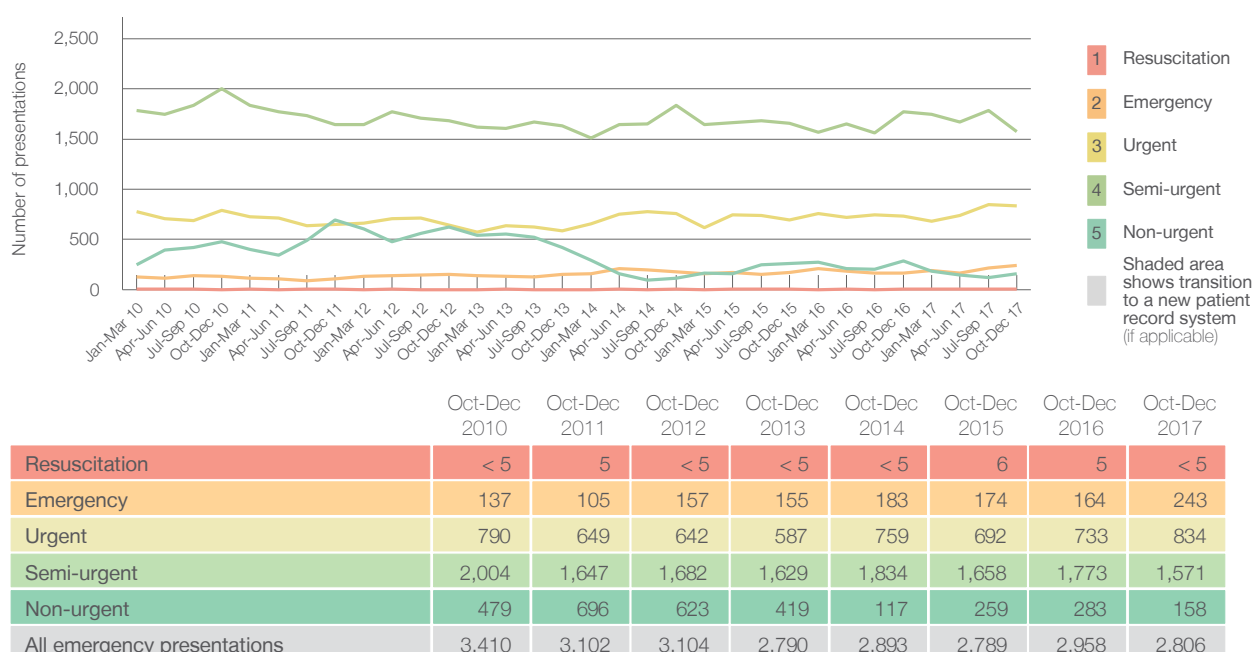
October to December 2017

All presentations:<sup>1</sup> 2,918 patients

Emergency presentations<sup>2</sup> by triage category: 2,806 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>‡</sup>



## Singleton District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 273 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.

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

October to December 2017

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

Number of triage 2 patients: 243

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 228

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

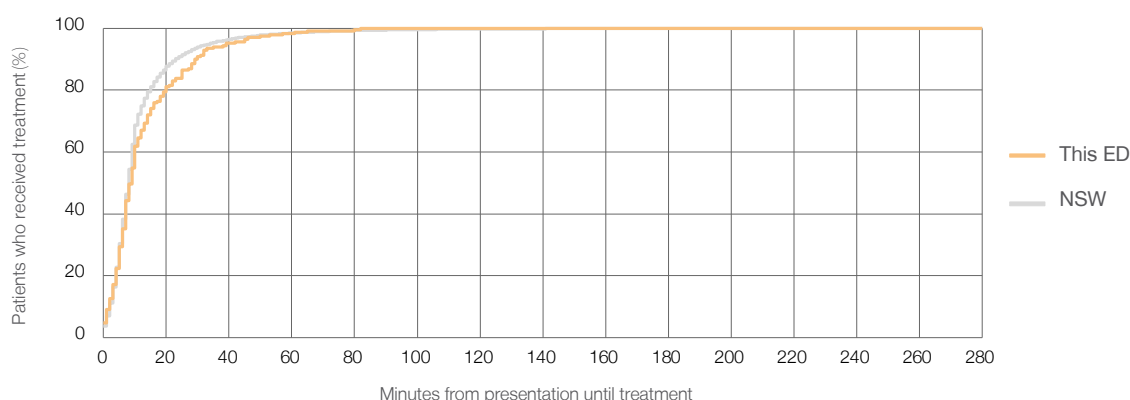
9 minutes

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

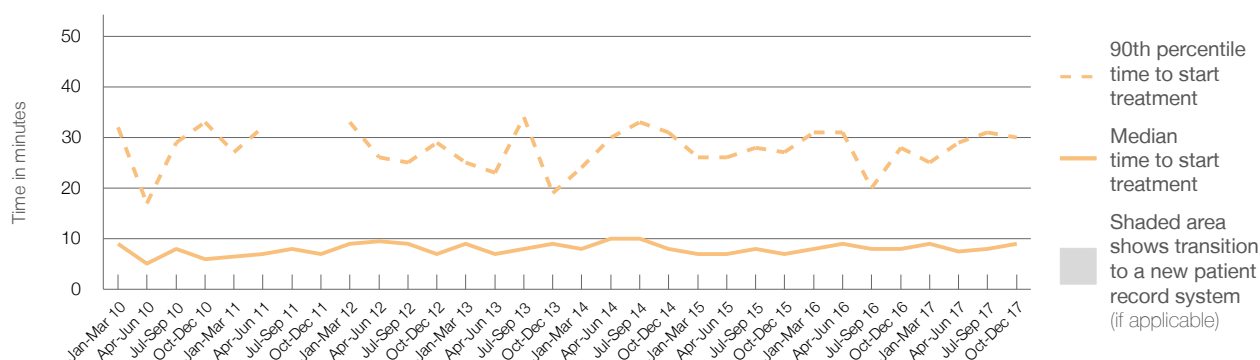
30 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 164                   |                   |
| 164                   |                   |
| 8 minutes             | 8 minutes         |
| 28 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 6            | 7            | 7            | 9            | 8            | 7            | 8            | 9            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 33           | *            | 29           | 19           | 31           | 27           | 28           | 30           |

(†) 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.

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

October to December 2017

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

Number of triage 3 patients: 834

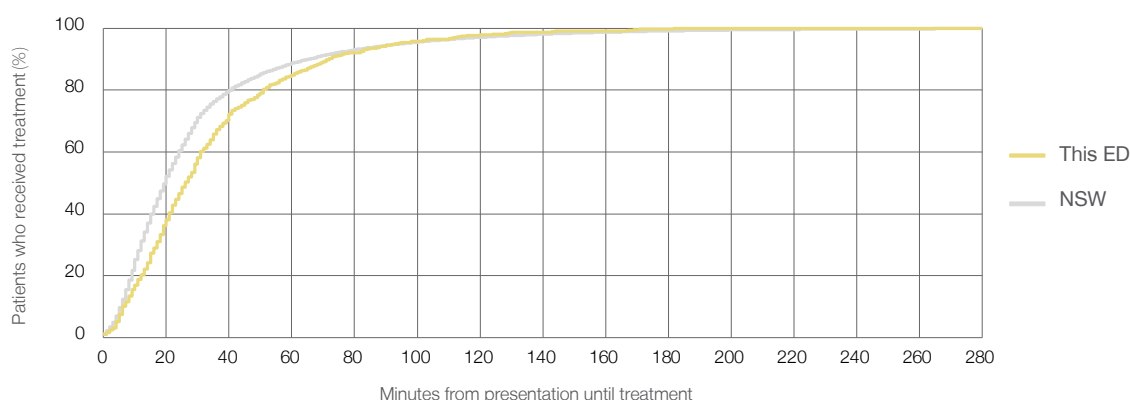
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 814

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

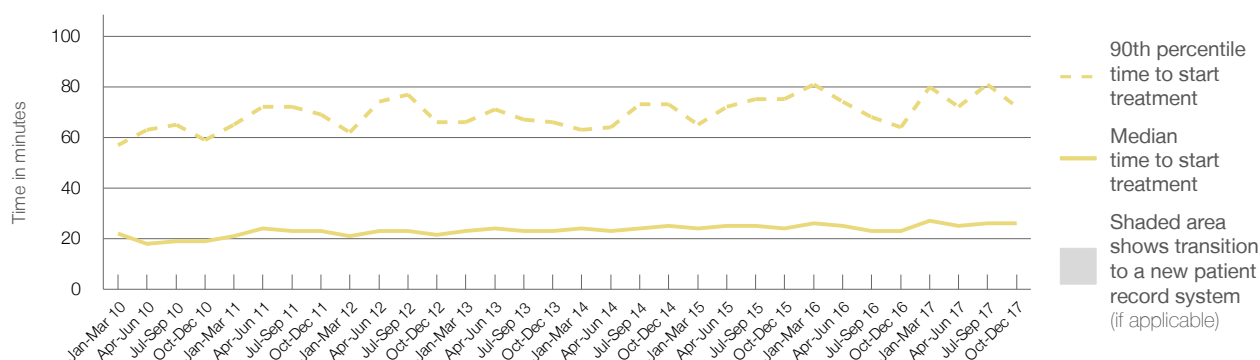
90th percentile time to start treatment<sup>5</sup> 72 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 733                   |                   |
| 714                   |                   |
| 23 minutes            | 20 minutes        |
| 64 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 19           | 23           | 22           | 23           | 25           | 24           | 23           | 26           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 59           | 69           | 66           | 66           | 73           | 75           | 64           | 72           |

(†) 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.

## Singleton District Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 1,571

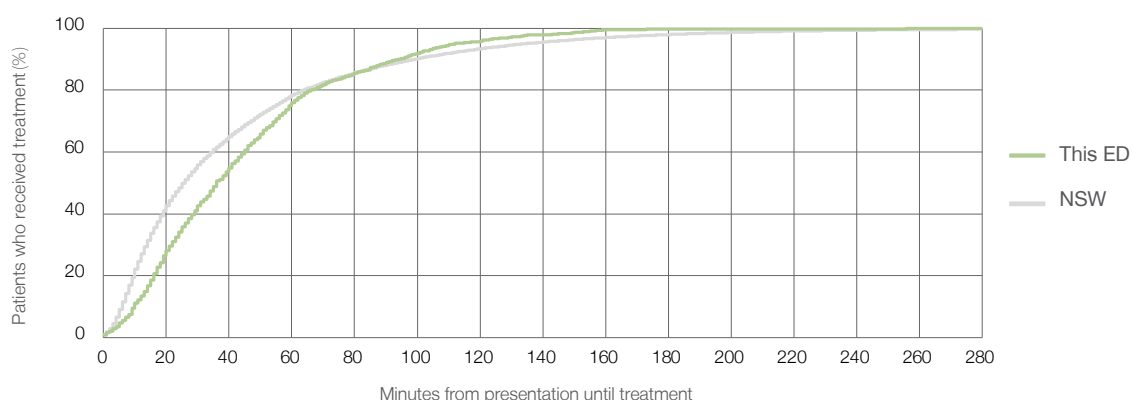
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,524

Median time to start treatment<sup>4</sup> 36 minutes

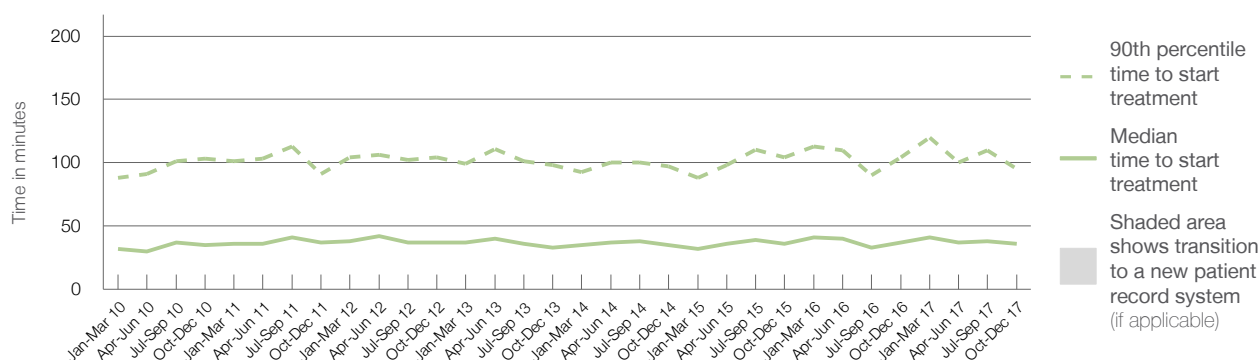
90th percentile time to start treatment<sup>5</sup> 95 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,773                 |                   |
| 1,696                 |                   |
| 37 minutes            | 26 minutes        |
| 104 minutes           | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 35           | 37           | 37           | 33           | 35           | 36           | 37           | 36           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 103          | 91           | 104          | 98           | 97           | 104          | 104          | 95           |

(†) 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.

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

October to December 2017

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

Number of triage 5 patients: 158

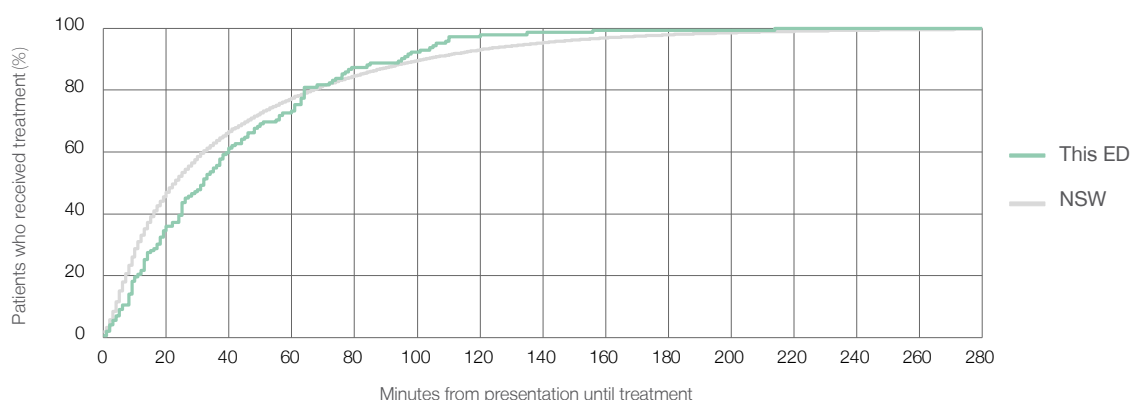
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 142

Median time to start treatment<sup>4</sup> 32 minutes

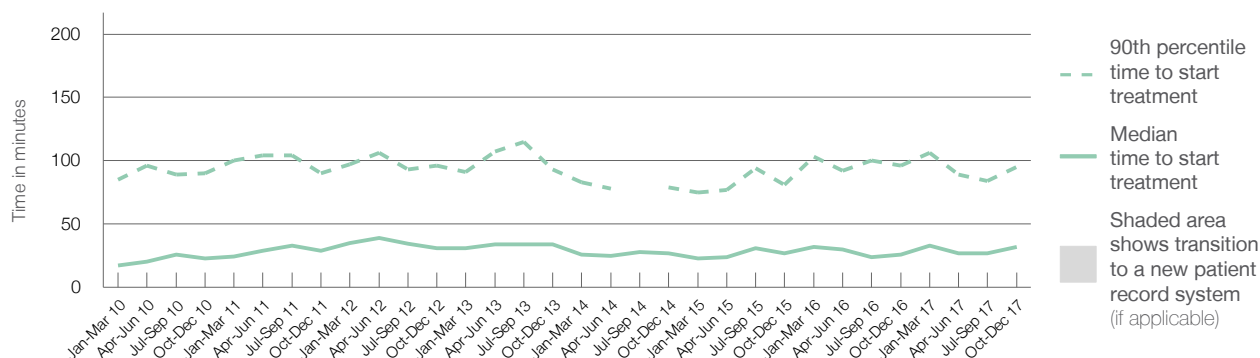
90th percentile time to start treatment<sup>5</sup> 95 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 283                   |                   |
| 253                   |                   |
| 26 minutes            | 23 minutes        |
| 96 minutes            | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 23           | 29           | 31           | 34           | 27           | 27           | 26           | 32           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 90           | 90           | 96           | 93           | 79           | 81           | 96           | 95           |

(†) 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.

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

October to December 2017

All presentations:<sup>1</sup> 2,918 patients

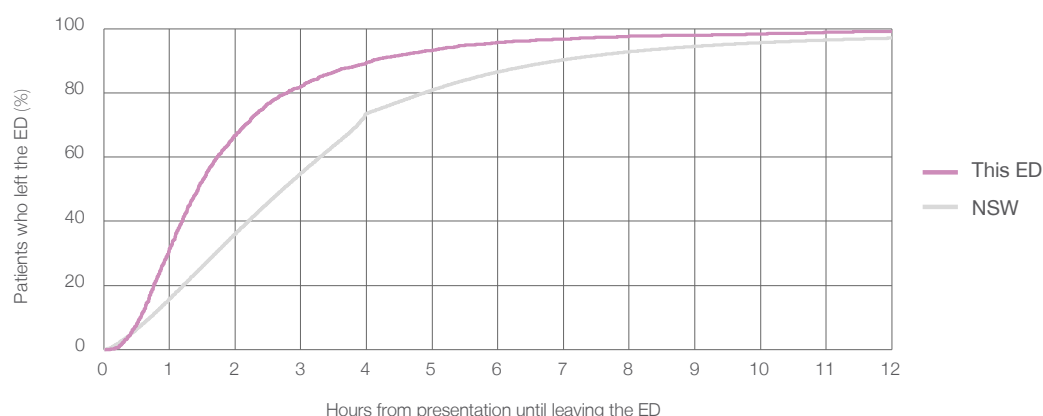
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,918 patients

Median time spent in the ED<sup>8</sup> 1 hours and 26 minutes

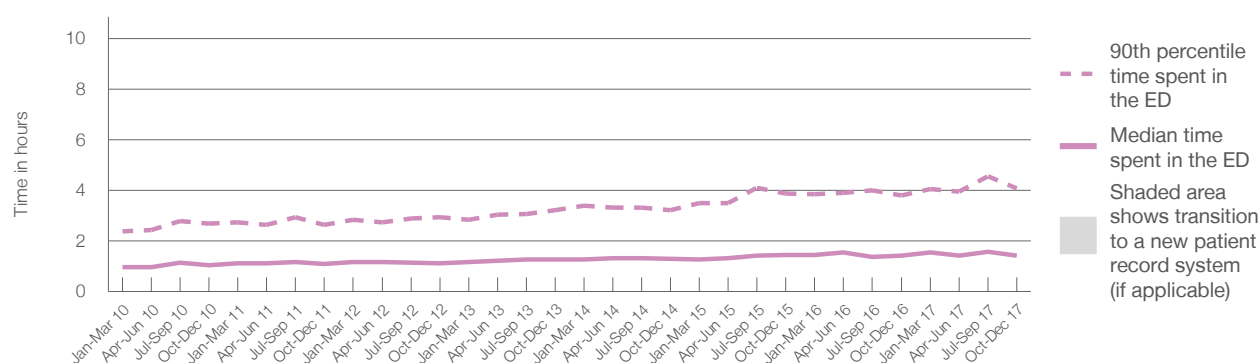
90th percentile time spent in the ED<sup>9</sup> 4 hours and 5 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 3,051                  |                        |
| 3,051                  |                        |
| 1 hours and 25 minutes | 2 hours and 44 minutes |
| 3 hours and 48 minutes | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 1h 3m        | 1h 6m        | 1h 8m        | 1h 17m       | 1h 18m       | 1h 27m       | 1h 25m       | 1h 26m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 2h 41m       | 2h 39m       | 2h 57m       | 3h 14m       | 3h 14m       | 3h 53m       | 3h 48m       | 4h 5m        |

(†) 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.



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

By mode of separation

October to December 2017

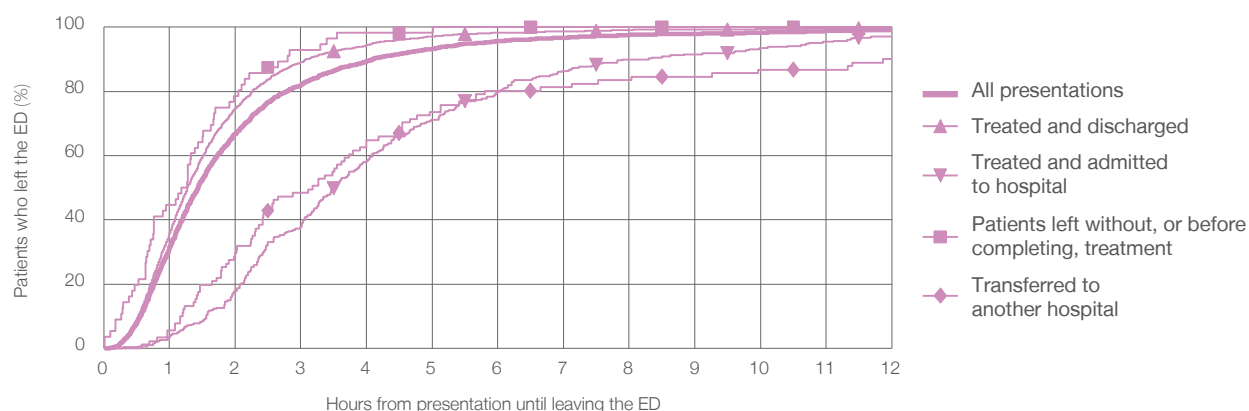
All presentations:<sup>†</sup> 2,918 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,918 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 2,409 (82.6%) |
| Treated and admitted to hospital                      | 309 (10.6%)   |
| Patient left without, or before completing, treatment | 56 (1.9%)     |
| Transferred to another hospital                       | 91 (3.1%)     |
| Other   | 53 (1.8%)     |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,051                 | -4.4%                     |
| 2,522                 | -4.5%                     |
| 311                   | -0.6%                     |
| 93                    | -39.8%                    |
| 84                    | 8.3%                      |
| 41                    | 29.3%                     |

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



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

|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 35.9% | 74.7% | 89.1% | 94.5% | 98.3% | 99.2% | 99.4% | 99.7% |
| Treated and admitted to hospital                      | 3.6%  | 17.8% | 37.9% | 58.3% | 79.9% | 90.0% | 93.5% | 97.1% |
| Patient left without, or before completing, treatment | 44.6% | 78.6% | 92.9% | 98.2% | 100%  | 100%  | 100%  | 100%  |
| Transferred to another hospital                       | 5.5%  | 29.7% | 48.4% | 64.8% | 80.2% | 83.5% | 86.8% | 90.1% |
| All presentations                                     | 31.4% | 66.8% | 82.0% | 89.4% | 95.7% | 97.6% | 98.4% | 99.1% |

(†) 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.

## Singleton District Hospital: Time spent in the ED

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

#### October to December 2017

All presentations at the emergency department: <sup>1</sup> 2,918 patients

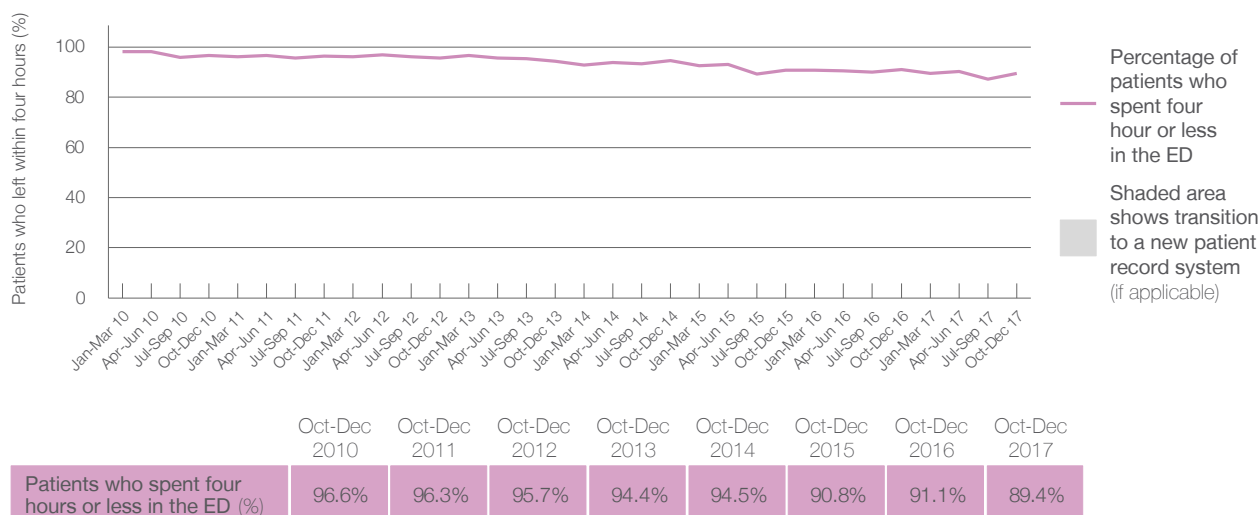
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,918 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,051                 | -4.4%                     |
| 3,051                 | -4.4%                     |
| 91.1%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Young Health Service: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 2,182 patients

Emergency presentations:<sup>2</sup> 2,049 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,801                 | -22.1%                    |
| 2,457                 | -16.6%                    |

## Young Health Service: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 172 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 12 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 756 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 29 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 925 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 37 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 196 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 40 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 116                   |                   |
| 6 minutes             | 8 minutes         |
| 24 minutes            | 23 minutes        |
| 762                   |                   |
| 10 minutes            | 20 minutes        |
| 30 minutes            | 65 minutes        |
| 1,275                 |                   |
| 10 minutes            | 26 minutes        |
| 41 minutes            | 99 minutes        |
| 299                   |                   |
| 8 minutes             | 23 minutes        |
| 40 minutes            | 103 minutes       |

## Young Health Service: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,182 patients

Percentage of patients who spent four hours or less in the ED 96.0%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,801                 | -22.1%                    |
| 96.4%                 |                           |

\* 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.

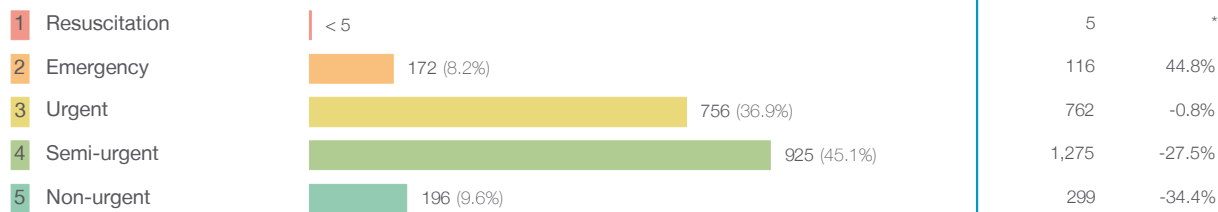
**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Young Health Service: Patients presenting to the emergency department

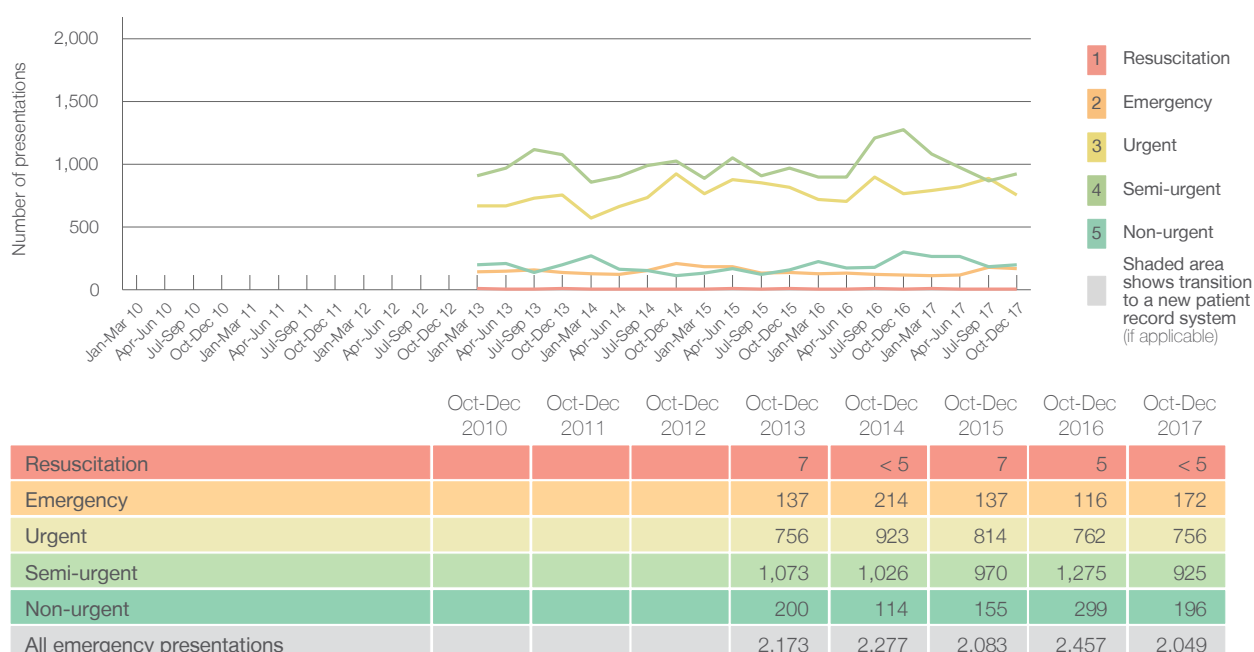
October to December 2017

All presentations:<sup>1</sup> 2,182 patients

Emergency presentations<sup>2</sup> by triage category: 2,049 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



## Young Health Service: Patients arriving by ambulance

October to December 2017

ED Transfer of care time is not currently available for this hospital. <sup>7</sup>

(†) 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.

## Young Health Service: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 172

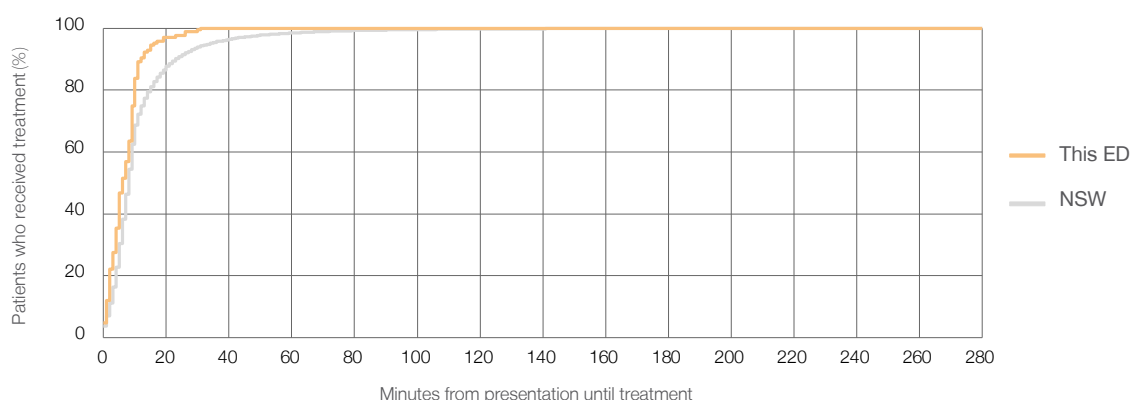
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 167

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

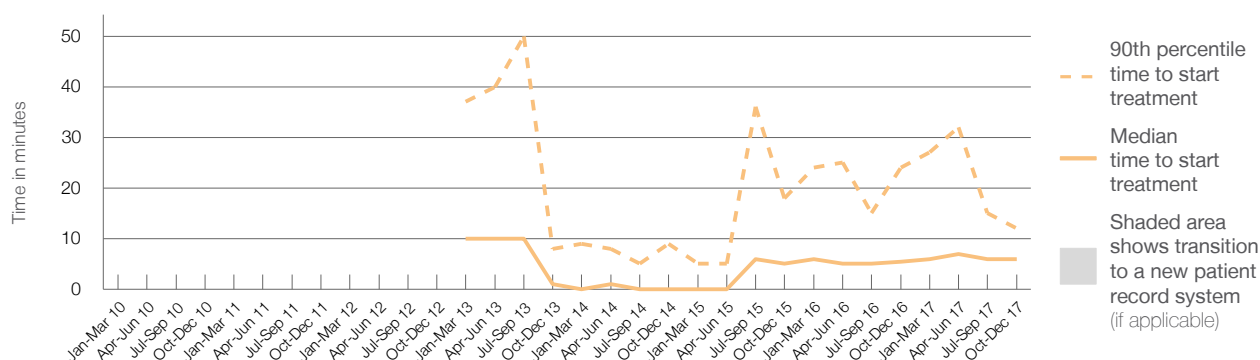
90th percentile time to start treatment<sup>5</sup> 12 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 116                   |                   |
| 114                   |                   |
| 6 minutes             | 8 minutes         |
| 24 minutes            | 23 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 1            | 0            | 5            | 6            | 6            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 8            | 9            | 18           | 24           | 12           |

(†) 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.

## Young Health Service: Time patients waited to start treatment, triage 3

October to December 2017

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

Number of triage 3 patients: 756

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 756

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

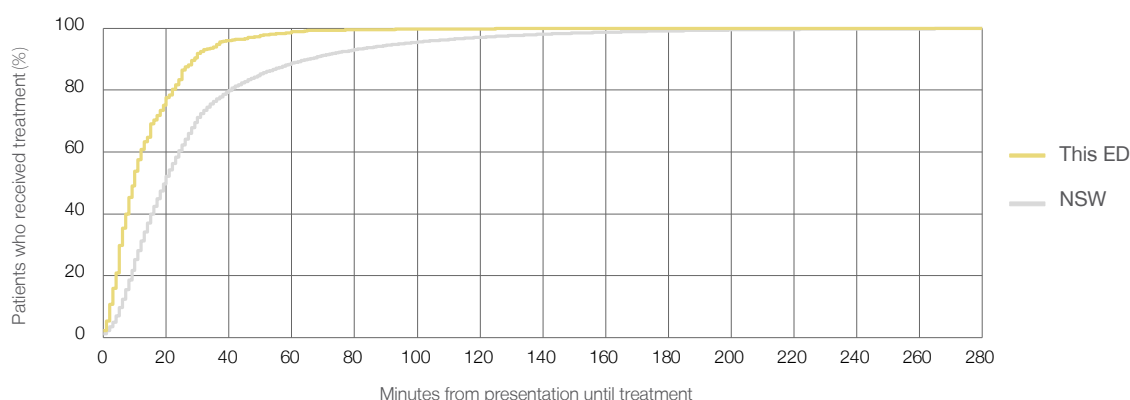
10 minutes

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

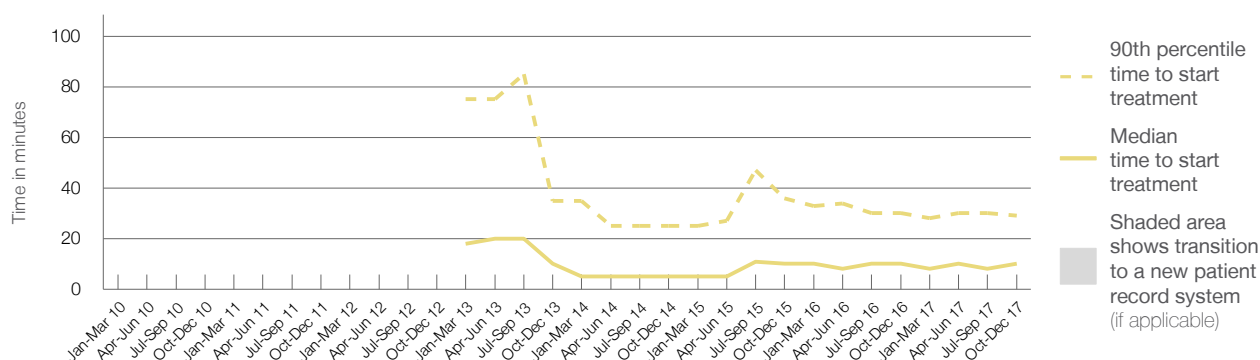
29 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 762                   |                   |
| 761                   |                   |
| 10 minutes            | 20 minutes        |
| 30 minutes            | 65 minutes        |

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 10           | 5            | 10           | 10           | 10           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 35           | 25           | 36           | 30           | 29           |

(†) 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.

## Young Health Service: Time patients waited to start treatment, triage 4

October to December 2017

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

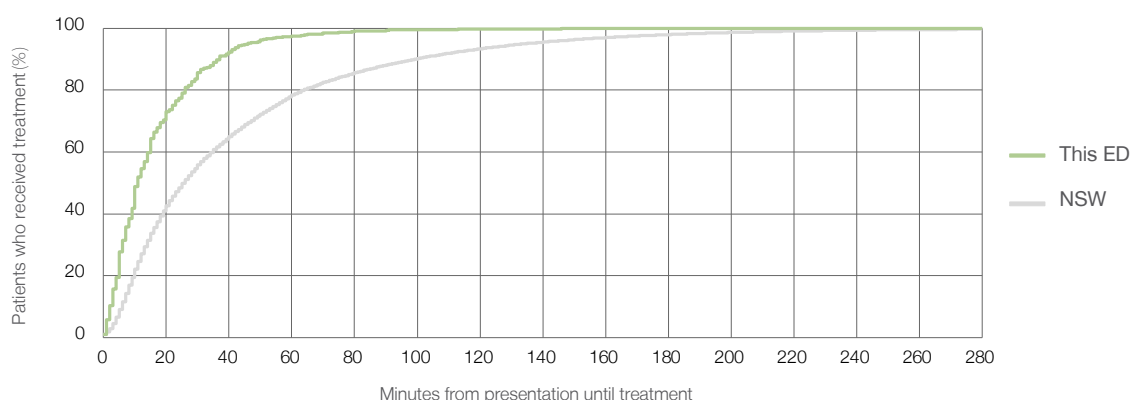
Number of triage 4 patients: 925

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 923

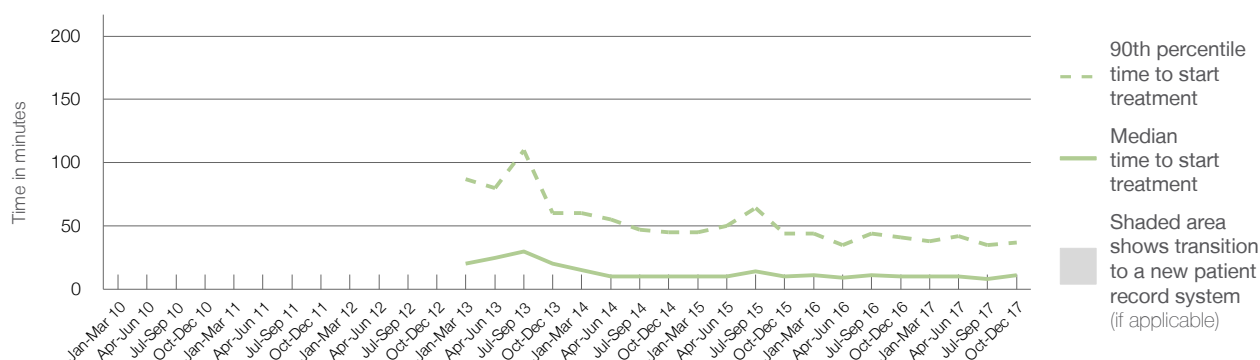
Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 37 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,275                 |                   |
| 1,272                 |                   |
| 10 minutes            | 26 minutes        |
| 41 minutes            | 99 minutes        |

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 20           | 10           | 10           | 10           | 11           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 60           | 45           | 44           | 41           | 37           |

(†) 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.

## Young Health Service: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 196

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 194

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

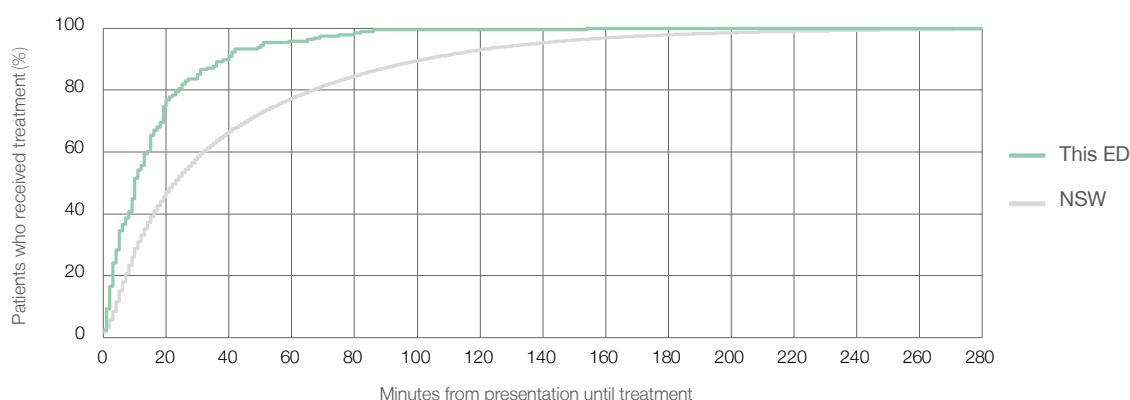
10 minutes

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

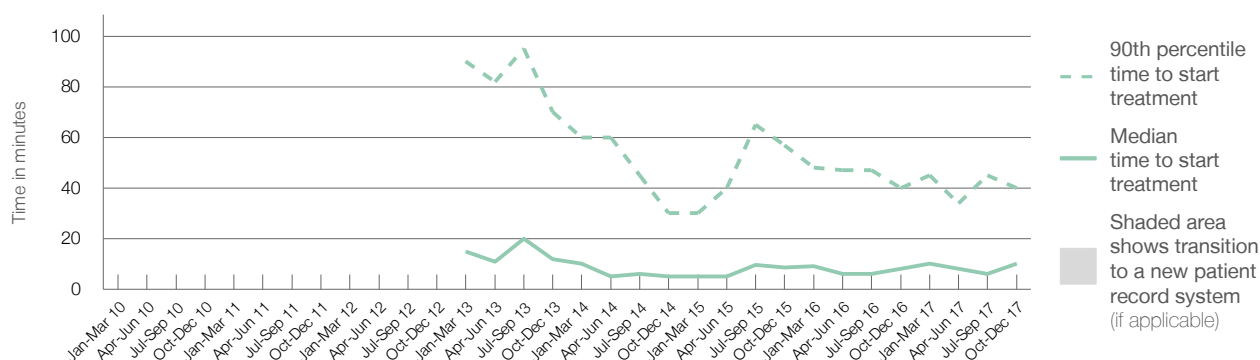
40 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 299                   |                   |
| 295                   |                   |
| 8 minutes             | 23 minutes        |
| 40 minutes            | 103 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 12           | 5            | 9            | 8            | 10           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 70           | 30           | 57           | 40           | 40           |

(†) 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.



## Young Health Service: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 2,182 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,182 patients

Median time spent in the ED<sup>8</sup>

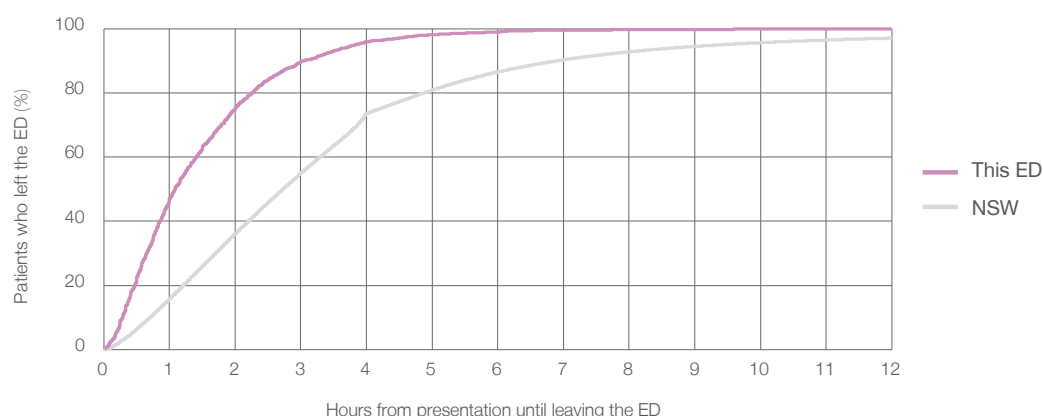
1 hours and 5 minutes

90th percentile time spent in the ED<sup>9</sup>

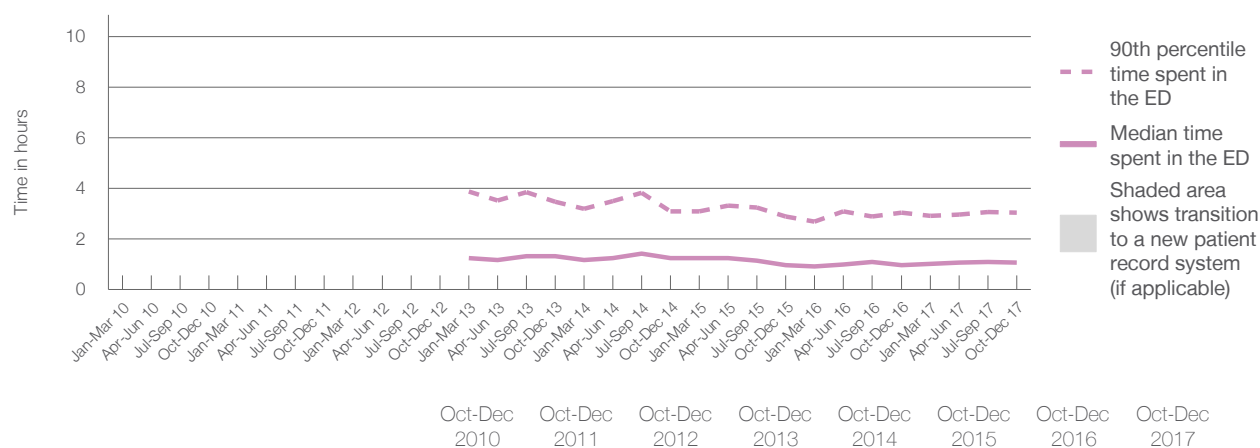
3 hours and 2 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 2,801                  |                        |
| 2,801                  |                        |
| 0 hours and 59 minutes | 2 hours and 44 minutes |
| 3 hours and 2 minutes  | 6 hours and 55 minutes |

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



|   |  |  |  |        |        |        |        |       |
|---|--|--|--|--------|--------|--------|--------|-------|
| Median time to leaving the ED <sup>8</sup><br>(hours, minutes)          |  |  |  | 1h 20m | 1h 15m | 0h 59m | 0h 59m | 1h 5m |
| 90th percentile time to leaving the ED <sup>9</sup><br>(hours, minutes) |  |  |  | 3h 28m | 3h 5m  | 2h 53m | 3h 2m  | 3h 2m |

(†) 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.

## Young Health Service: Time patients spent in the ED

By mode of separation

October to December 2017

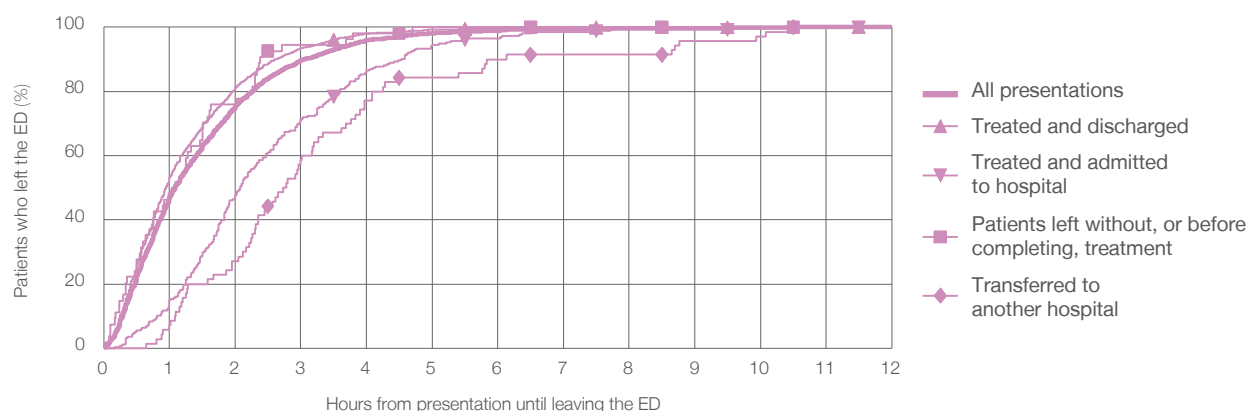
All presentations:<sup>†</sup> 2,182 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,182 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 1,803 (82.6%) |
| Treated and admitted to hospital                      | 254 (11.6%)   |
| Patient left without, or before completing, treatment | 54 (2.5%)     |
| Transferred to another hospital                       | 70 (3.2%)     |
| Other   | 1 (0%)        |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,801                 | -22.1%                    |
| 2,283                 | -21.0%                    |
| 346                   | -26.6%                    |
| 72                    | -25.0%                    |
| 99                    | -29.3%                    |
| 1                     | 0.0%                      |

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



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

|   |       |       |       |       |       |       |       |      |
|---|-------|-------|-------|-------|-------|-------|-------|------|
| Treated and discharged                                | 53.1% | 81.1% | 93.5% | 98.0% | 99.7% | 100%  | 100%  | 100% |
| Treated and admitted to hospital                      | 15.0% | 47.6% | 71.3% | 86.6% | 96.5% | 99.2% | 99.6% | 100% |
| Patient left without, or before completing, treatment | 48.1% | 75.9% | 94.4% | 98.1% | 100%  | 100%  | 100%  | 100% |
| Transferred to another hospital                       | 7.1%  | 27.1% | 58.6% | 77.1% | 90.0% | 91.4% | 97.1% | 100% |
| All presentations                                     | 47.1% | 75.3% | 89.7% | 96.0% | 99.0% | 99.6% | 99.9% | 100% |

(†) 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.

## Young Health Service: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: <sup>1</sup> 2,182 patients

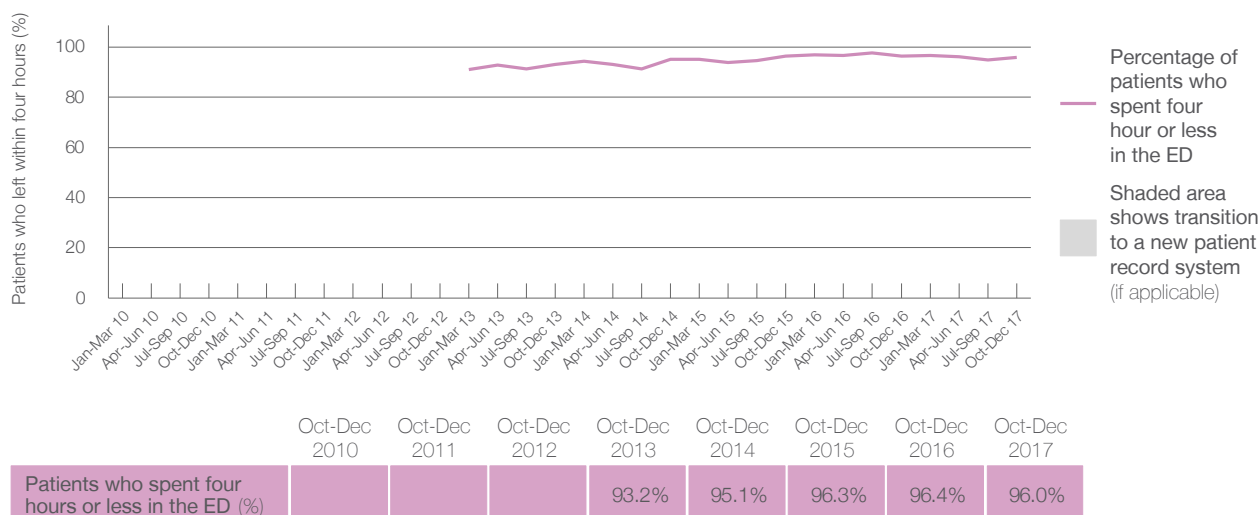
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,182 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,801                 | -22.1%                    |
| 2,801                 | -22.1%                    |
| 96.4%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
- § 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).