

Queanbeyan Hospital and Health Service: Emergency department (ED) overview

January to March 2018

All presentations:¹ 5,280 patients

Emergency presentations:² 5,109 patients

Same period last year	Change since one year ago
4,728	12%
4,589	11%

Queanbeyan Hospital and Health Service: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 366 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,404 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,477 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 834 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
240	
8 minutes	8 minutes
19 minutes	23 minutes
1,255	
20 minutes	20 minutes
51 minutes	65 minutes
2,129	
25 minutes	25 minutes
85 minutes	98 minutes
954	
24 minutes	22 minutes
88 minutes	97 minutes

Queanbeyan Hospital and Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 5,280 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
4,728	12%
88%	

* 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, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

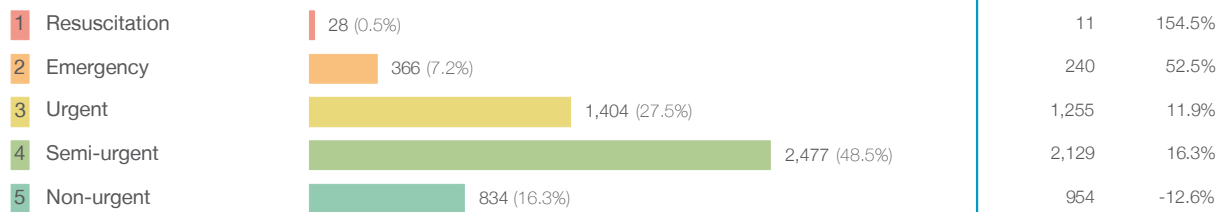
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Queanbeyan Hospital and Health Service: Patients presenting to the emergency department

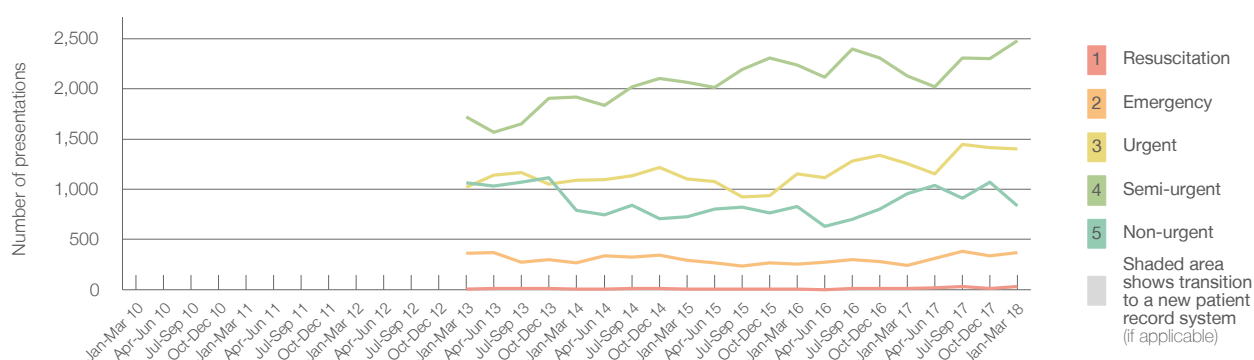
January to March 2018

All presentations:¹ 5,280 patients

Emergency presentations² by triage category: 5,109 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{†§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation				5	7	< 5	< 5	11	28
Emergency				361	270	298	255	240	366
Urgent				1,019	1,091	1,100	1,154	1,255	1,404
Semi-urgent				1,722	1,919	2,062	2,236	2,129	2,477
Non-urgent				1,064	790	729	831	954	834
All emergency presentations				4,171	4,077	4,189	4,476	4,589	5,109

Queanbeyan Hospital and Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 599 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 Hospital and Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 366

Number of triage 2 patients used to calculate waiting time:³ 364

Median time to start treatment⁴

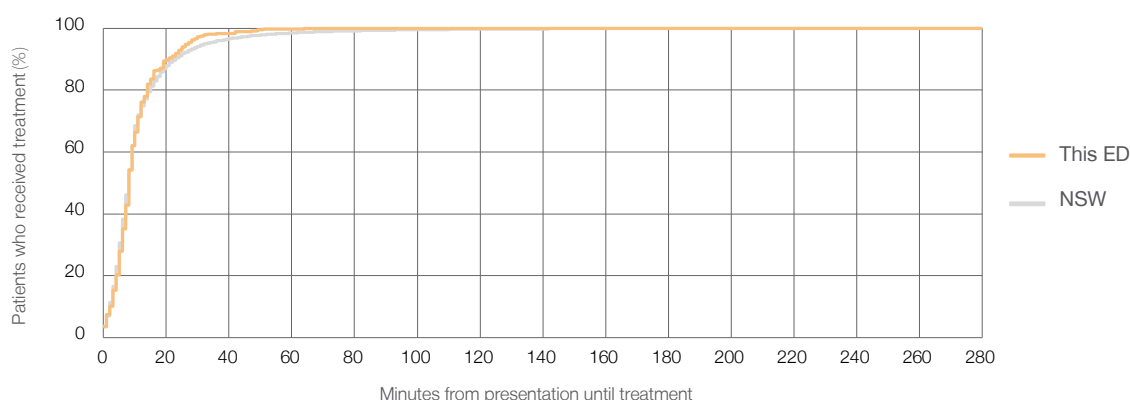
8 minutes

90th percentile time to start treatment⁵

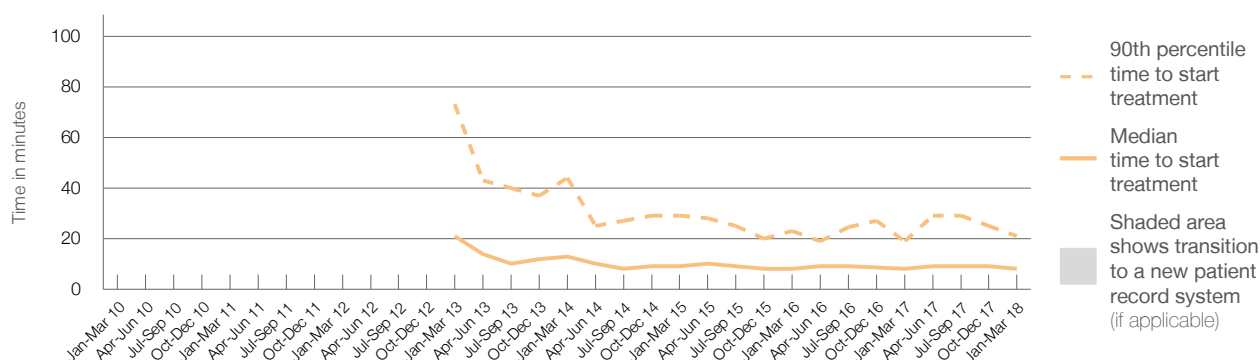
21 minutes

Same period last year	NSW (this period)
240	
240	
8 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				21	13	9	8	8	8
90th percentile time to start treatment ⁵ (minutes)				73	44	29	23	19	21

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Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,404

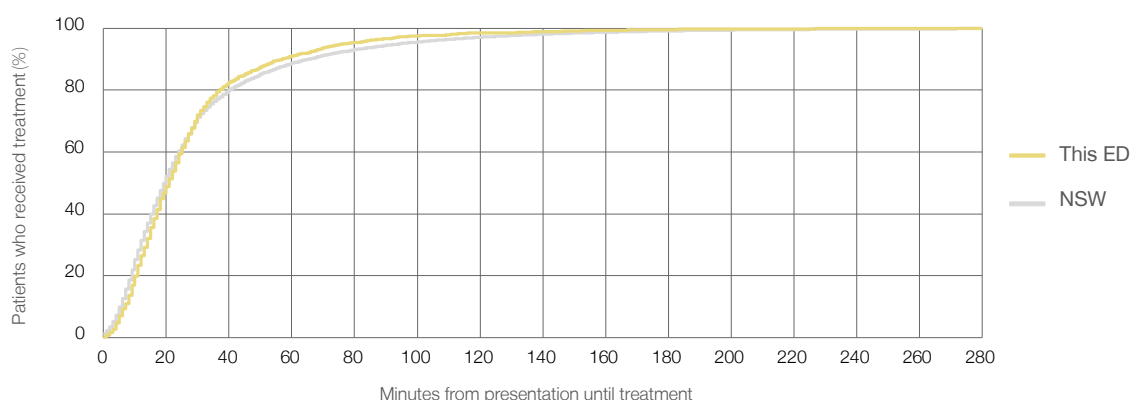
Number of triage 3 patients used to calculate waiting time:³ 1,360

Median time to start treatment⁴ 21 minutes

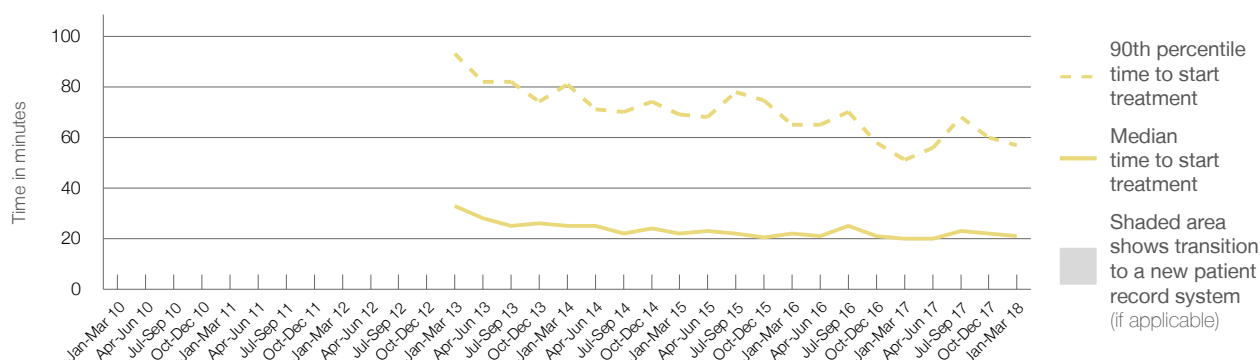
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
1,255	
1,231	
20 minutes	20 minutes
51 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				33	25	22	22	20	21
90th percentile time to start treatment ⁵ (minutes)				93	81	69	65	51	57

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Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,477

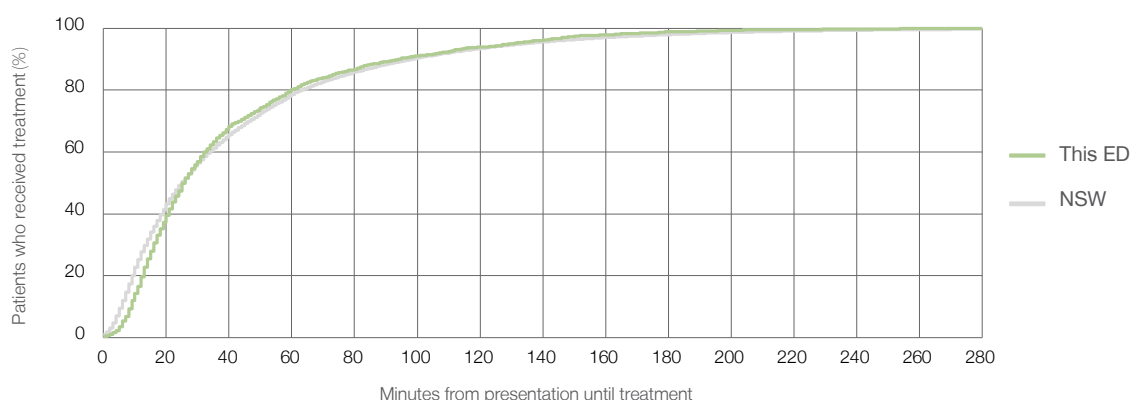
Number of triage 4 patients used to calculate waiting time:³ 2,263

Median time to start treatment⁴ 26 minutes

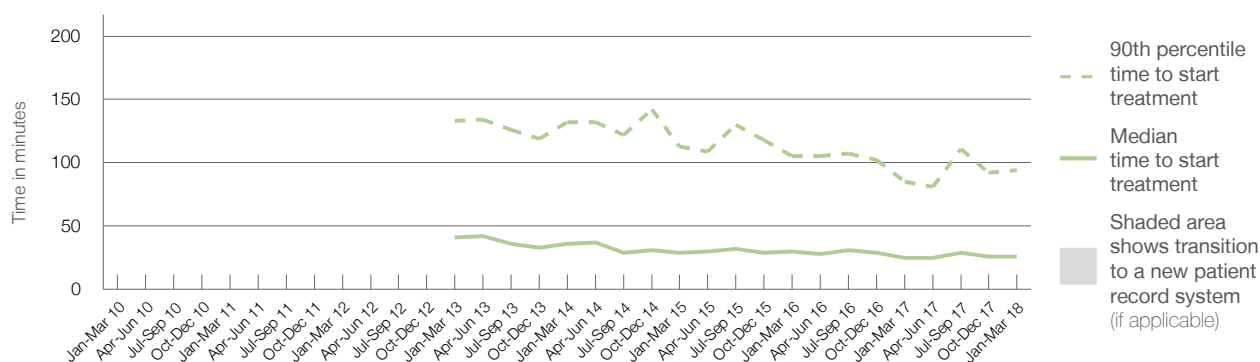
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
2,129	
1,983	
25 minutes	25 minutes
85 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				41	36	29	30	25	26
90th percentile time to start treatment ⁵ (minutes)				133	132	113	105	85	94

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Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 834

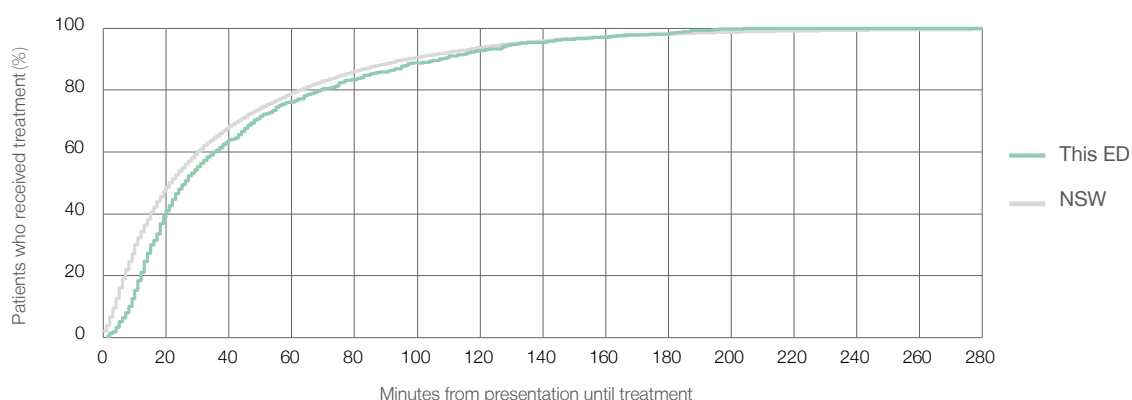
Number of triage 5 patients used to calculate waiting time:³ 676

Median time to start treatment⁴ 26 minutes

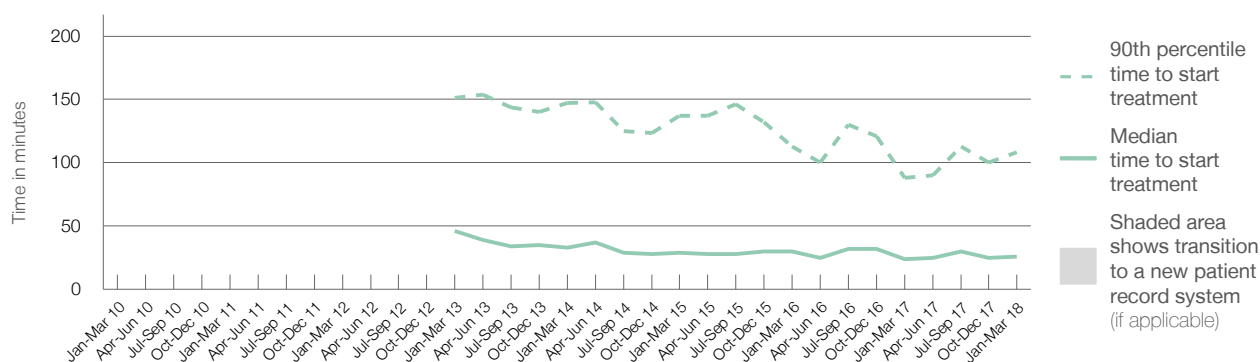
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
954	
804	
24 minutes	22 minutes
88 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				46	33	29	30	24	26
90th percentile time to start treatment ⁵ (minutes)				151	147	137	113	88	108

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Queanbeyan Hospital and Health Service: Time patients spent in the ED

January to March 2018

All presentations:¹ 5,280 patients

Presentations used to calculate time to leaving the ED:⁶ 5,280 patients

Median time spent in the ED⁸

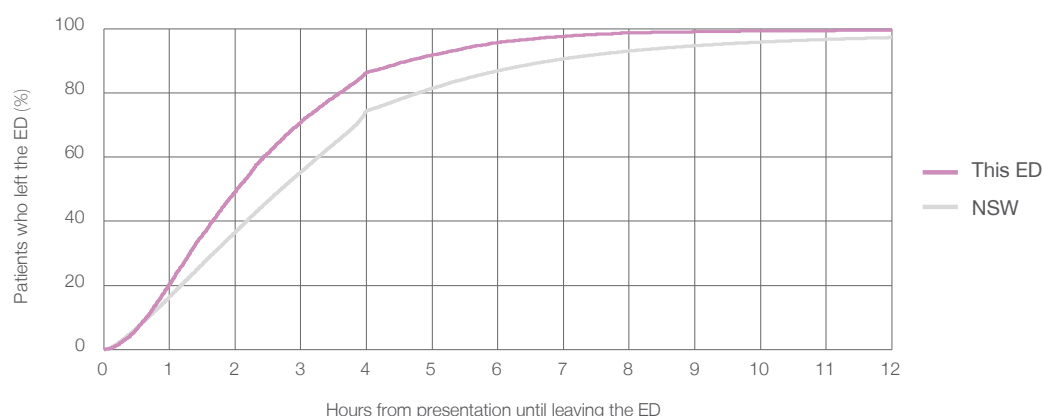
2 hours and 2 minutes

90th percentile time spent in the ED⁹

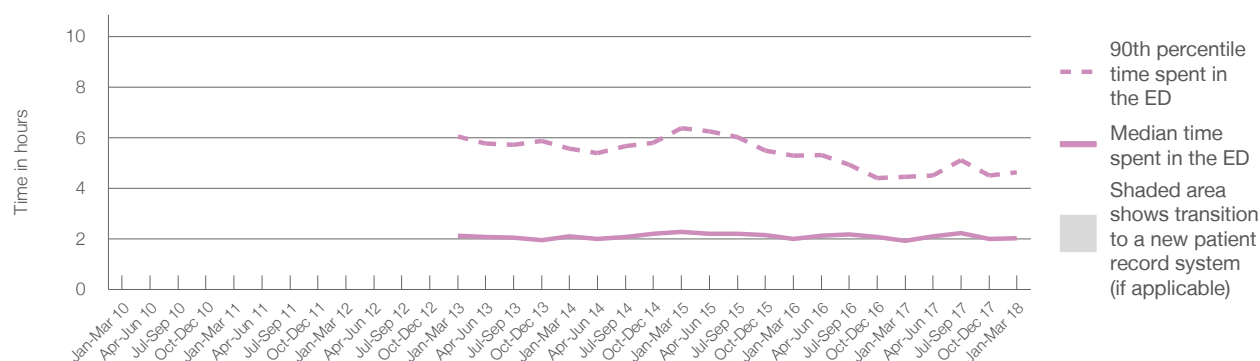
4 hours and 39 minutes

Same period last year	NSW (this period)
4,728	
4,728	
1 hours and 56 minutes	2 hours and 42 minutes
4 hours and 27 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)				2h 8m	2h 6m	2h 17m	2h 1m	1h 56m	2h 2m
90th percentile time spent in the ED ⁹ (hours, minutes)				6h 3m	5h 35m	6h 23m	5h 17m	4h 27m	4h 39m

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Queanbeyan Hospital and Health Service: Time patients spent in the ED

By mode of separation

January to March 2018

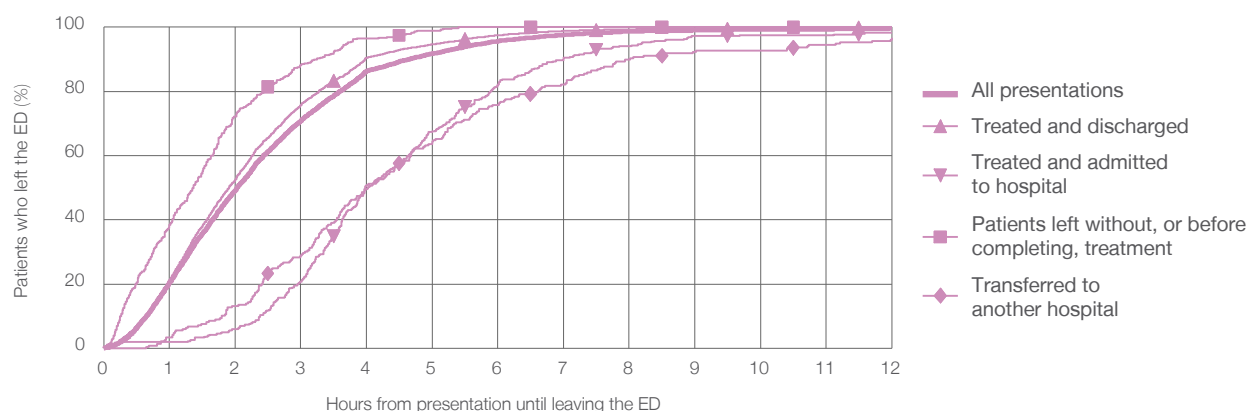
All presentations:[†] 5,280 patients

Presentations used to calculate time to leaving the ED:[‡] 5,280 patients

Treated and discharged	4,276 (81.0%)
Treated and admitted to hospital	358 (6.8%)
Patient left without, or before completing, treatment	400 (7.6%)
Transferred to another hospital	236 (4.5%)
Other	10 (0.2%)

Same period last year	Change since one year ago
4,728	12%
3,760	13.7%
376	-4.8%
325	23.1%
254	-7.1%
13	-23.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



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

Treated and discharged	21.3%	52.7%	75.8%	90.4%	97.5%	99.4%	99.8%	99.9%
Treated and admitted to hospital	2.0%	5.9%	20.7%	49.7%	82.1%	94.1%	97.5%	98.3%
Patient left without, or before completing, treatment	38.5%	72.3%	88.3%	96.5%	100%	100%	100%	100%
Transferred to another hospital	3.4%	13.1%	28.8%	50.8%	75.8%	89.8%	92.8%	96.6%
All presentations	20.5%	49.2%	70.9%	86.3%	95.6%	98.7%	99.3%	99.6%

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Queanbeyan Hospital and Health Service: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 5,280 patients

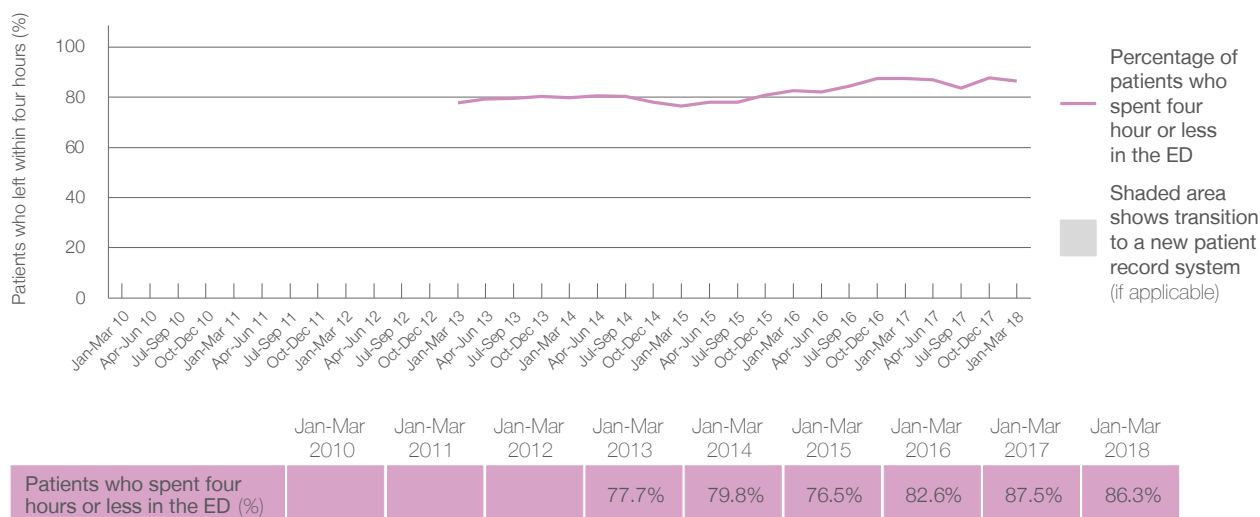
Presentations used to calculate time to leaving the ED: ⁶ 5,280 patients

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



Same period last year	Change since one year ago
4,728	12%
4,728	12%
87.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * 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, January to March 2018*.
 - 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).