More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Lachlan Health Service - Forbes: Emergency department (ED) overview
October to December 2018

	Same period last year	Change since one year ago
All presentations:[1] 2,043 patients	1,832	12%
Emergency presentations:[2] 1,903 patients	1,667	14%

Lachlan Health Service - Forbes: Time patients waited to start treatment [3]
October to December 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 83 patients	91	
Median time to start treatment [4] 10 minutes	6 minutes	8 minutes
90th percentile time to start treatment [5] *	*	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 340 patients	293	
Median time to start treatment [4] 23 minutes	14 minutes	20 minutes
90th percentile time to start treatment [5] 75 minutes	60 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 778 patients	665	
Median time to start treatment [4] 29 minutes	27 minutes	26 minutes
90th percentile time to start treatment [5] 91 minutes	102 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 695 patients	613	
Median time to start treatment [4] 25 minutes	20 minutes	23 minutes
90th percentile time to start treatment [5] 98 minutes	92 minutes	104 minutes

Lachlan Health Service - Forbes: Time from presentation until leaving the ED
October to December 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 2,043 patients	1,832	12%
Percentage of patients who spent four hours or less in the ED 91%	92%	

* 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: October to December 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 22 January 2019).

Lachlan Health Service - Forbes: Patients presenting to the emergency department
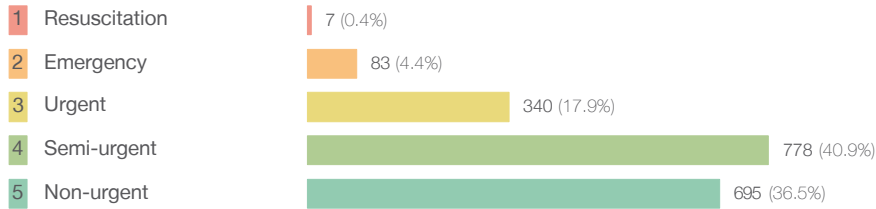October to December 2018

		Same period last year	Change since one year ago
All presentations:[1] 2,043 patients		1,832	12%
Emergency presentations[2] by triage category: 1,903 patients		1,667	14%

		Same period last year	Change since one year ago
1 Resuscitation	7 (0.4%)	5	40.0%
2 Emergency	83 (4.4%)	91	-8.8%
3 Urgent	340 (17.9%)	293	16.0%
4 Semi-urgent	778 (40.9%)	665	17.0%
5 Non-urgent	695 (36.5%)	613	13.4%

Emergency presentations[2] by quarter, January 2010 to December 2018 [‡] [§]
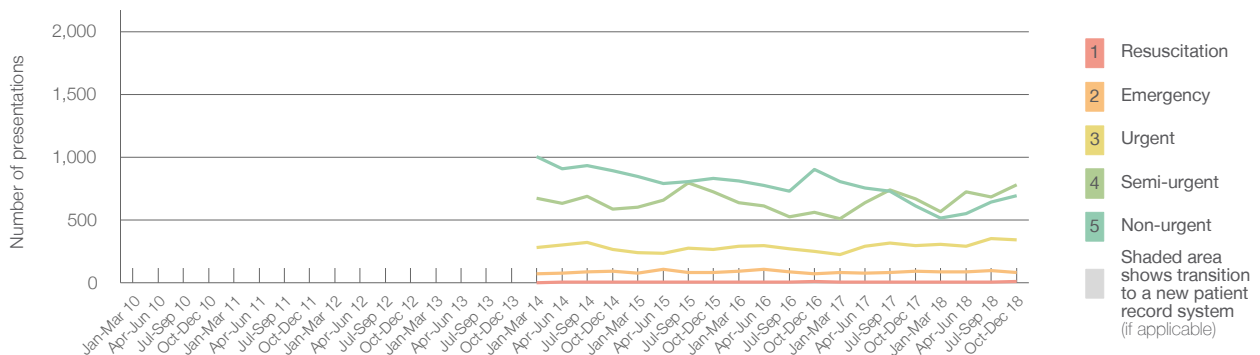
Legend:
- 1 Resuscitation
- 2 Emergency
- 3 Urgent
- 4 Semi-urgent
- 5 Non-urgent
- Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation					< 5	< 5	7	5	7
Emergency					96	83	72	91	83
Urgent					267	265	251	293	340
Semi-urgent					585	724	560	665	778
Non-urgent					893	833	903	613	695
All emergency presentations					1,841	1,905	1,793	1,667	1,903

Lachlan Health Service - Forbes: Patients arriving by ambulance
October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 195 patients		175	

ED Transfer of care time

		Same period last year	Change since one year ago
Median time	10 minutes	10 minutes	0 minutes
90th percentile time	29 minutes	29 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.

(§) 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 2
October to December 2018

		Same period last year	NSW (this period)
Triage 2　Emergency　(e.g. chest pain, severe burns)			
Number of triage 2 patients: 83		91	
Number of triage 2 patients used to calculate waiting time:[3] 82		91	
Median time to start treatment [4] ▮ 10 minutes		6 minutes	8 minutes
90th percentile time to start treatment [5] ＊		＊	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018
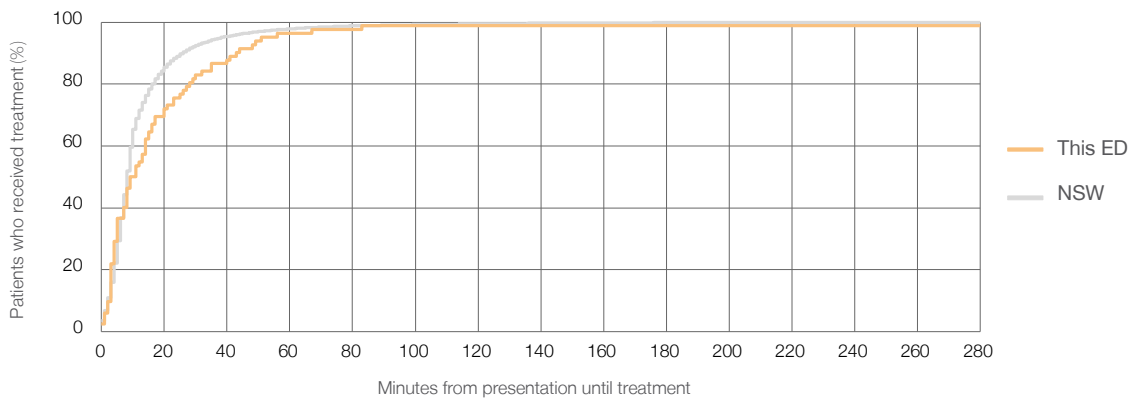
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 [†‡§]
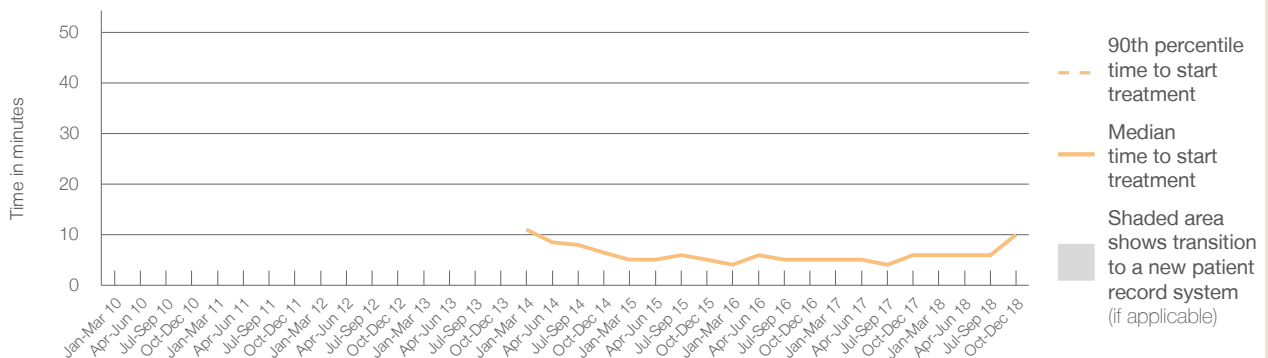
Legend:
- 90th percentile time to start treatment (dashed)
- Median time to start treatment
- Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)					7	5	5	6	10
90th percentile time to start treatment [5] (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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 3
October to December 2018

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 340		293	
Number of triage 3 patients used to calculate waiting time: [3] 332		288	
Median time to start treatment [4]	23 minutes	14 minutes	20 minutes
90th percentile time to start treatment [5]	75 minutes	60 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018
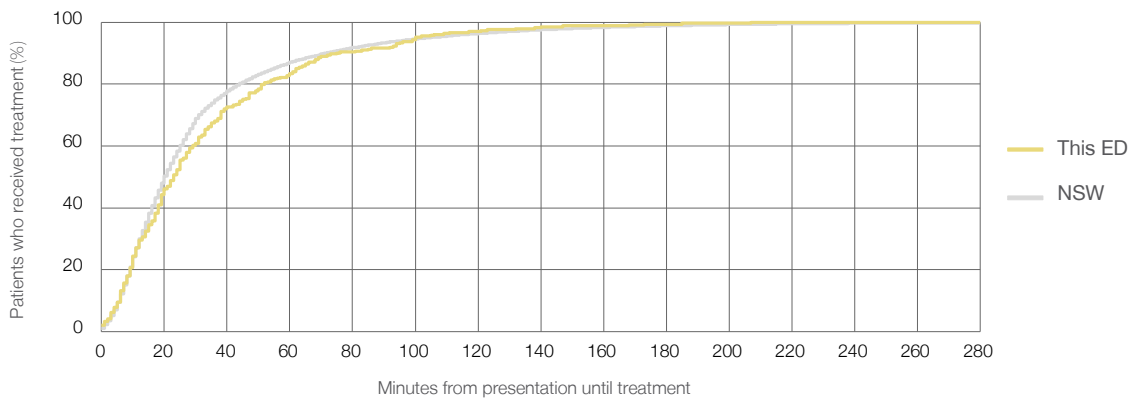
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 [†‡§]
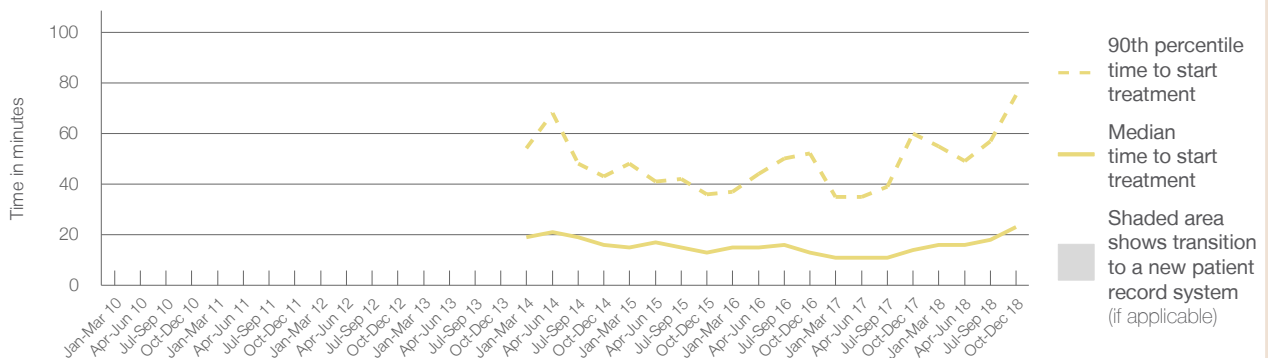
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)					16	13	13	14	23
90th percentile time to start treatment [5] (minutes)					43	36	52	60	75

(†) 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 4
October to December 2018

			Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 778			665	
Number of triage 4 patients used to calculate waiting time: [3] 748			654	
Median time to start treatment [4]		29 minutes	27 minutes	26 minutes
90th percentile time to start treatment [5]		91 minutes	102 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018
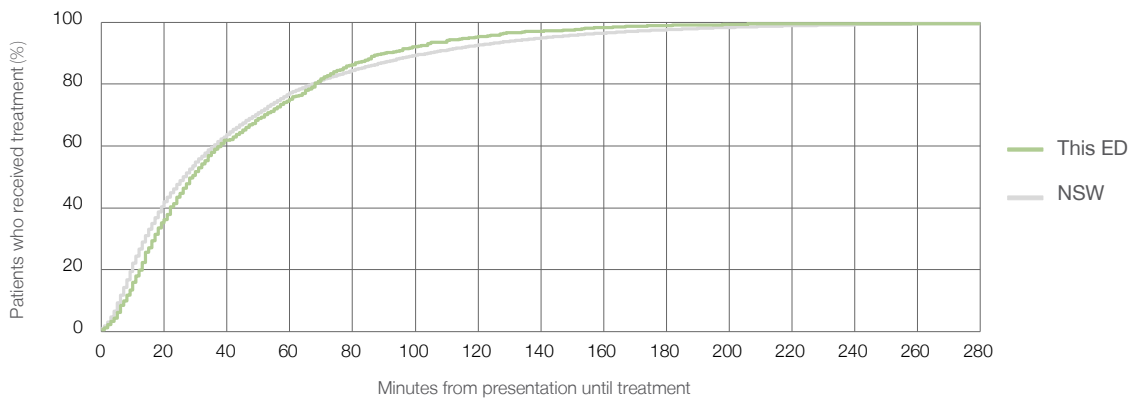
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 [†‡§]
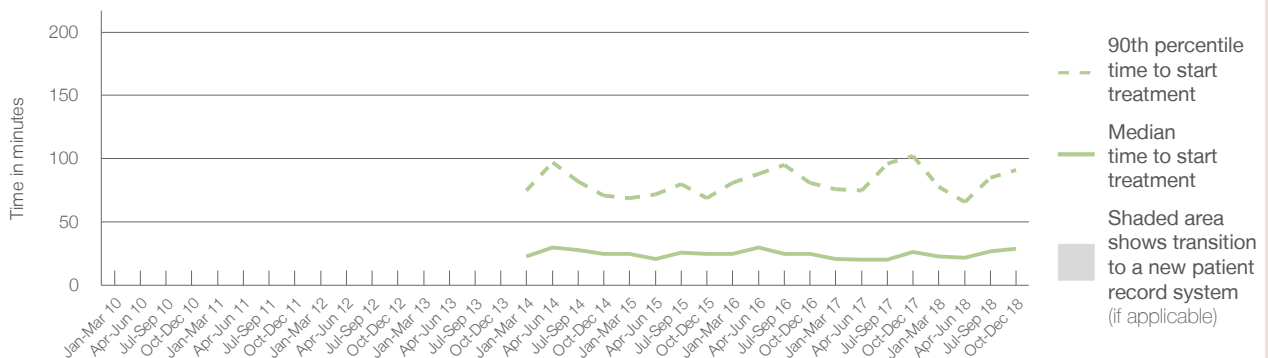
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)					25	25	25	27	29
90th percentile time to start treatment [5] (minutes)					71	69	81	102	91

(†) 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 5
October to December 2018

|	Triage 5	Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)

			Same period last year	NSW (this period)
Number of triage 5 patients: 695			613	
Number of triage 5 patients used to calculate waiting time: [3] 658			599	
Median time to start treatment [4]		25 minutes	20 minutes	23 minutes
90th percentile time to start treatment [5]		98 minutes	92 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018

Patients who received treatment (%) vs *Minutes from presentation until treatment*

— This ED
— NSW
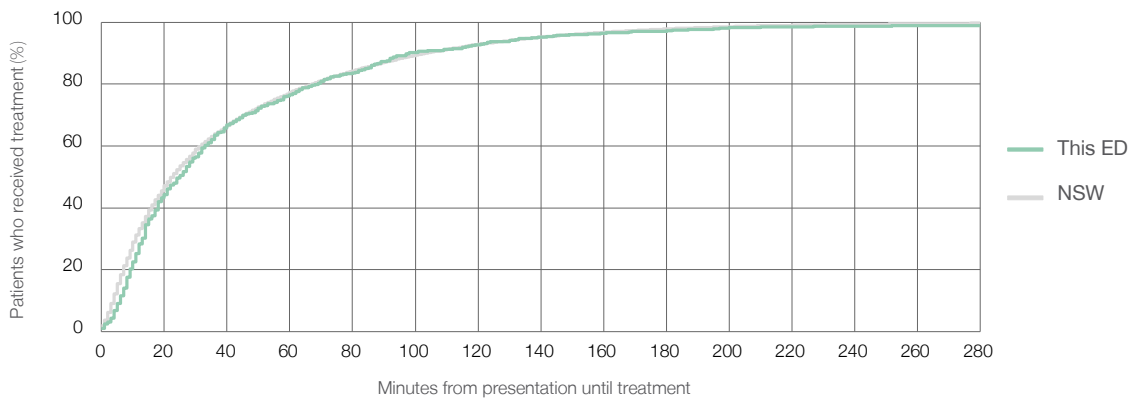
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 [†‡§]
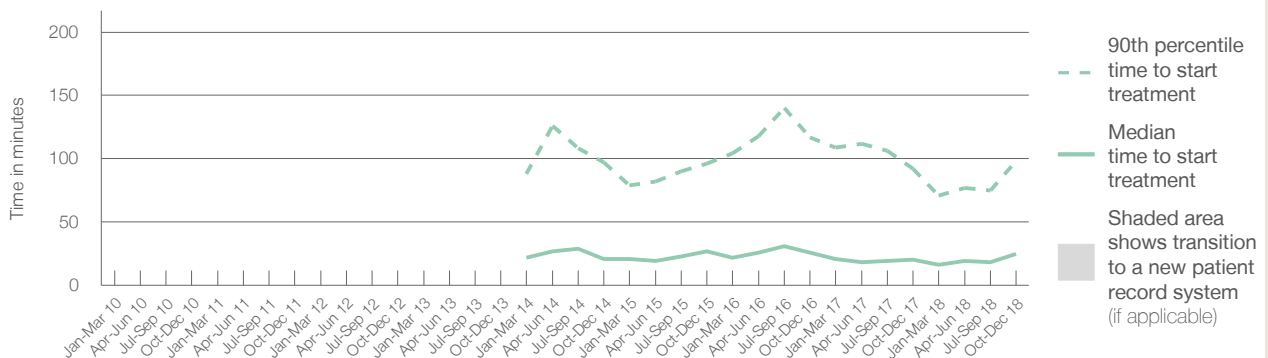
- - - 90th percentile time to start treatment
— Median time to start treatment
Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)					21	27	26	20	25
90th percentile time to start treatment [5] (minutes)					97	96	117	92	98

(†) 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.

Lachlan Health Service - Forbes: Time patients spent in the ED
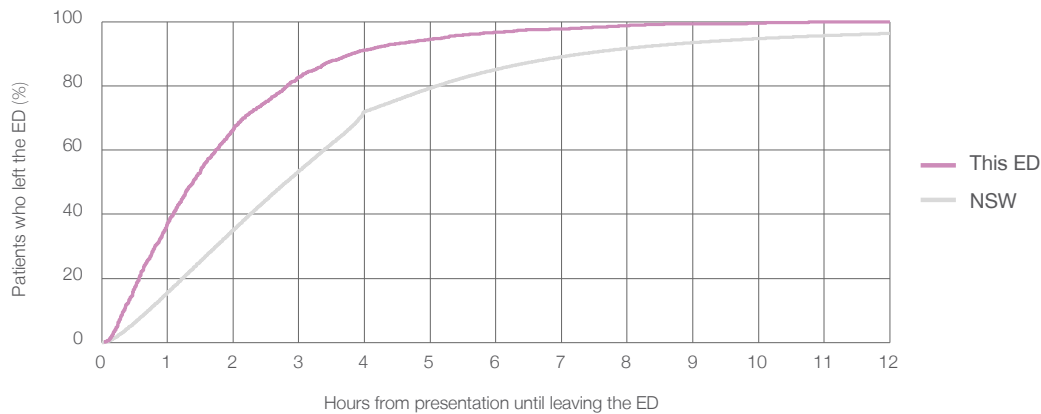October to December 2018

	Same period last year	NSW (this period)
All presentations:[1] 2,043 patients	1,832	
Presentations used to calculate time to leaving the ED:[6] 2,043 patients	1,832	
Median time spent in the ED [8] — 1 hours and 23 minutes	1 hours and 11 minutes	2 hours and 49 minutes
90th percentile time spent in the ED [9] — 3 hours and 49 minutes	3 hours and 39 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018

Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡§]
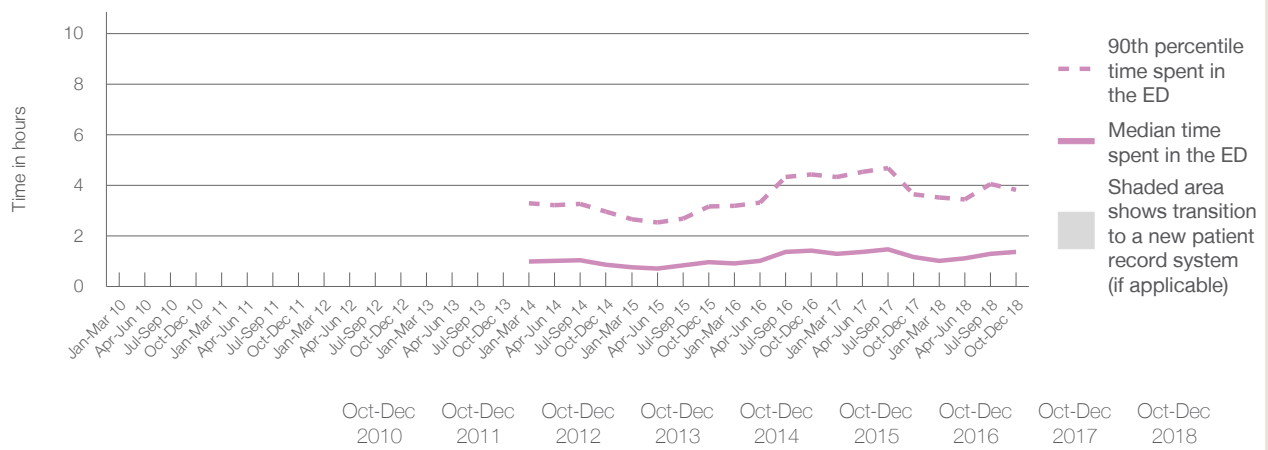
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED [8] (hours, minutes)					0h 53m	0h 59m	1h 25m	1h 11m	1h 23m
90th percentile time spent in the ED [9] (hours, minutes)					2h 58m	3h 11m	4h 26m	3h 39m	3h 49m

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(†) 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.

Lachlan Health Service - Forbes: Time patients spent in the ED
### By mode of separation
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1] 2,043 patients			
Presentations used to calculate time to leaving the ED:[6] 2,043 patients		1,832	12%
Treated and discharged	1,668 (81.6%)	1,512	10.3%
Treated and admitted to hospital	201 (9.8%)	236	-14.8%
Patient left without, or before completing, treatment	106 (5.2%)	44	140.9%
Transferred to another hospital	62 (3.0%)	28	121.4%
Other	6 (0.3%)	12	-50.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018 [†‡§]
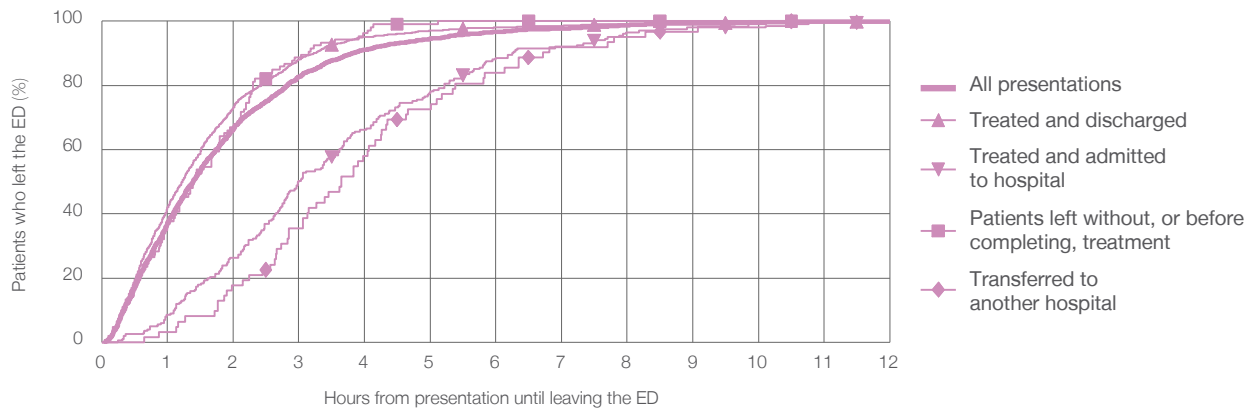
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	42.0%	73.1%	88.1%	95.1%	98.1%	99.2%	99.6%	99.9%
Treated and admitted to hospital	8.5%	26.4%	50.2%	66.2%	88.6%	96.5%	98.0%	99.5%
Patient left without, or before completing, treatment	36.8%	67.0%	88.7%	96.2%	100%	100%	100%	100%
Transferred to another hospital	3.2%	17.7%	35.5%	58.1%	83.9%	95.2%	100%	100%
All presentations	37.3%	66.5%	82.7%	91.1%	96.8%	98.8%	99.5%	99.9%

(†) 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.

(§) 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.

Lachlan Health Service - Forbes: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1] 2,043 patients		1,832	12%
Presentations used to calculate time to leaving the ED: [6] 2,043 patients		1,832	12%
Percentage of patients who spent four hours or less in the ED	91.1%	91.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 [†‡§]

	Percentage of patients who spent four hour or less in the ED
	Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)					95.2%	93.8%	87.1%	91.5%	91.1%
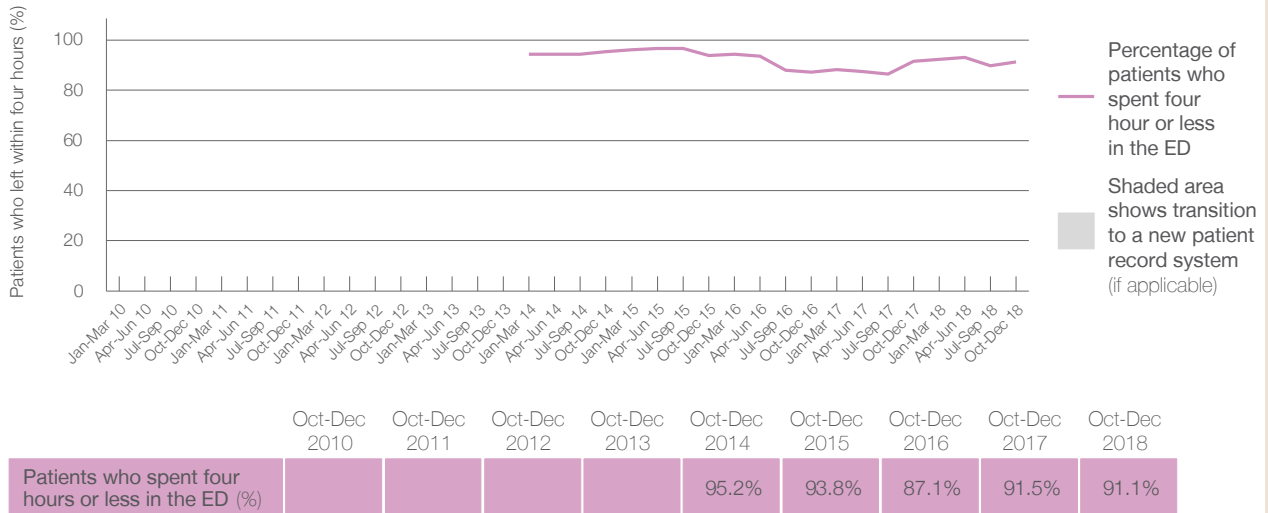
*   Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
†   Data points are not shown in graphs for quarters when patient numbers were too small.
‡   Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance 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, October to December 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 22 January 2019).
         Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Lachlan Health Service - Forbes

District group 2 hospitals (C2)
Western NSW Local Health District