

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

October to December 2016

All presentations:<sup>1</sup> 2,225 patients  
 Emergency presentations:<sup>2</sup> 2,027 patients

Same period last year	Change since one year ago
2,144	3.8%
1,992	1.8%

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

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 102 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 399 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 73 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,197 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 102 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 329 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 90th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
115	
4 minutes	8 minutes
20 minutes	26 minutes
442	
18 minutes	20 minutes
70 minutes	67 minutes
1,186	
30 minutes	25 minutes
89 minutes	97 minutes
244	
22 minutes	24 minutes
85 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,225 patients

Percentage of patients who spent four hours or less in the ED 89.8%

Same period last year	Change since one year ago
2,144	3.8%
91.6%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

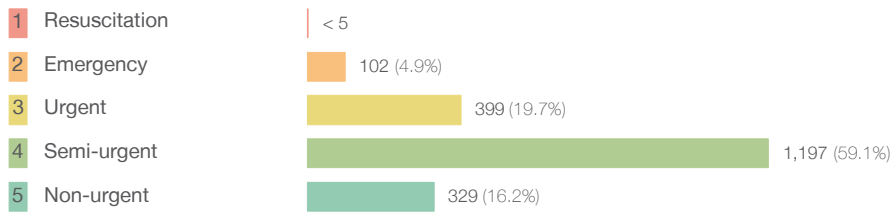
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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## Gunnedah District Hospital: Patients presenting to the emergency department October to December 2016

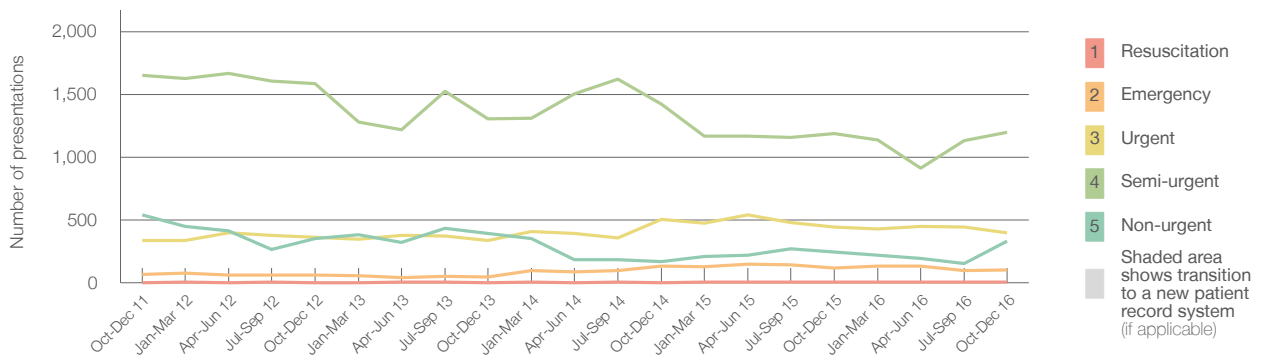
All presentations:<sup>1</sup> 2,225 patients

Emergency presentations<sup>2</sup> by triage category: 2,027 patients



Same period last year	Change since one year ago
2,144	3.8%
1,992	1.8%
5	*
115	-13.9%
442	-9.7%
1,186	0.9%
244	34.8%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	< 5	< 5	< 5	< 5	5	< 5
Emergency	69	62	44	131	115	102
Urgent	334	363	334	502	442	399
Semi-urgent	1,650	1,585	1,303	1,422	1,186	1,197
Non-urgent	542	351	392	166	244	329
All emergency presentations	2,595	2,361	2,073	2,221	1,992	2,027

## Gunnedah District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 146 patients \*\*

ED Transfer of care time



Same period last year	Change since one year ago
124	
11 minutes	-1 minute
27 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Gunnedah District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 102

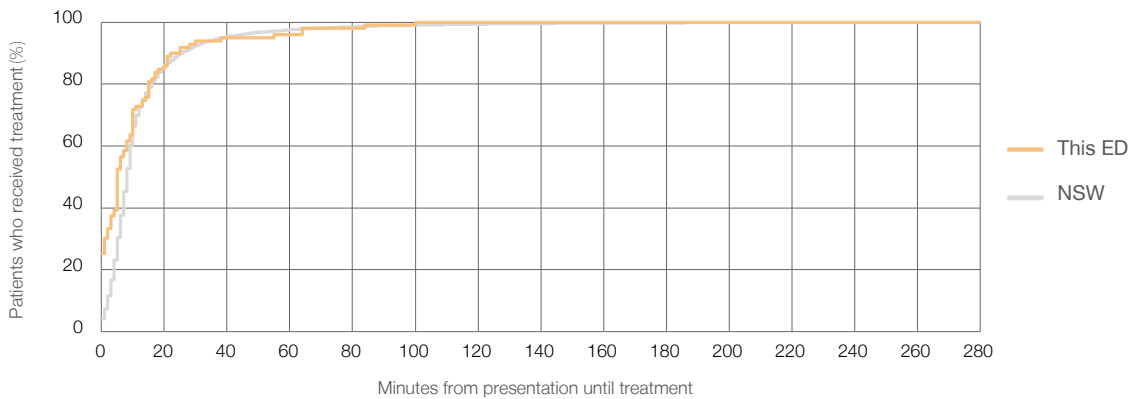
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 99

Median time to start treatment<sup>4</sup> 5 minutes

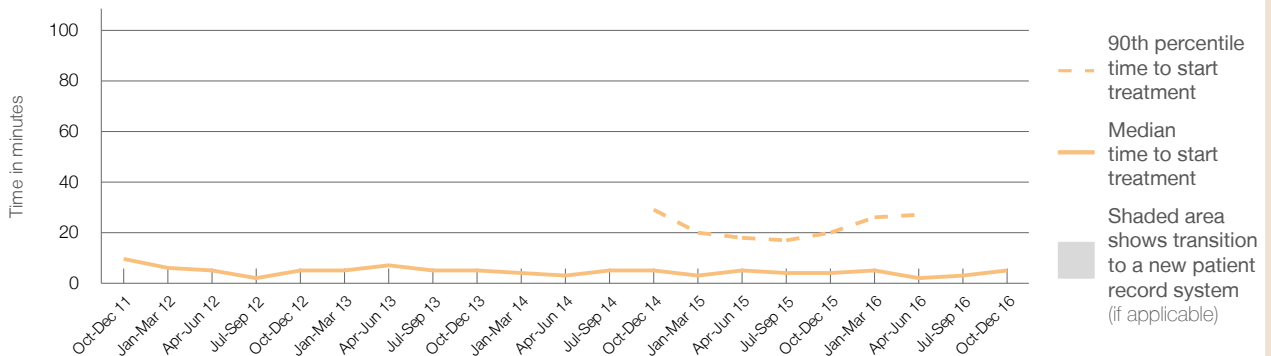
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
115	
113	
4 minutes	8 minutes
20 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	10	5	5	5	4	5
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	*	29	20	*

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Gunnedah District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 399

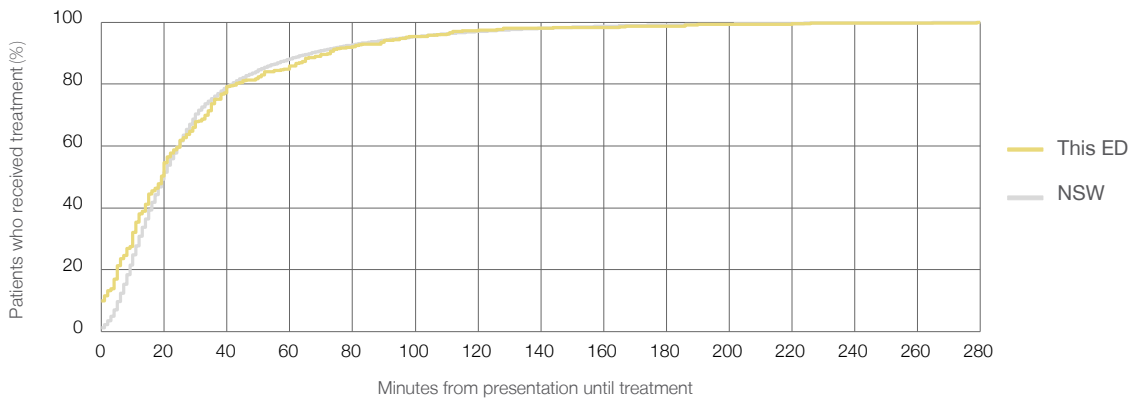
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 395

Median time to start treatment<sup>4</sup> 19 minutes

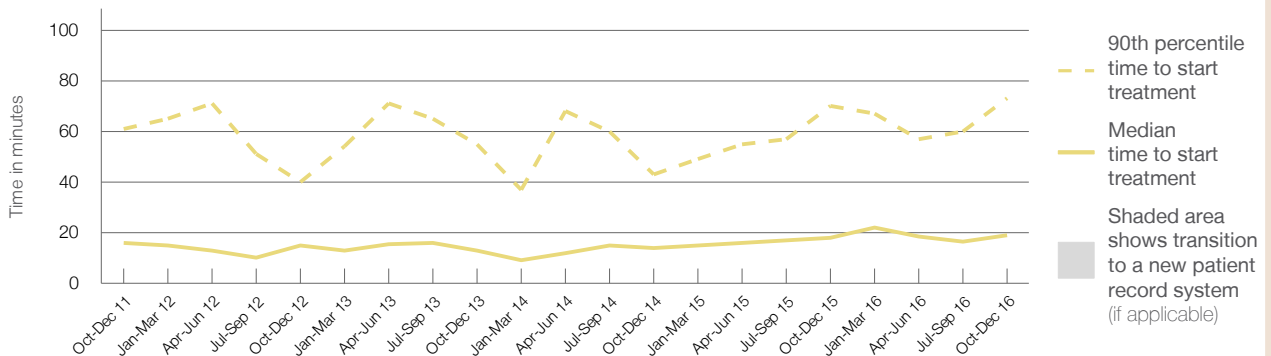
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
442	
432	
18 minutes	20 minutes
70 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	16	15	13	14	18	19
90th percentile time to start treatment <sup>5</sup> (minutes)	61	40	55	43	70	73

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Gunnedah District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 1,197

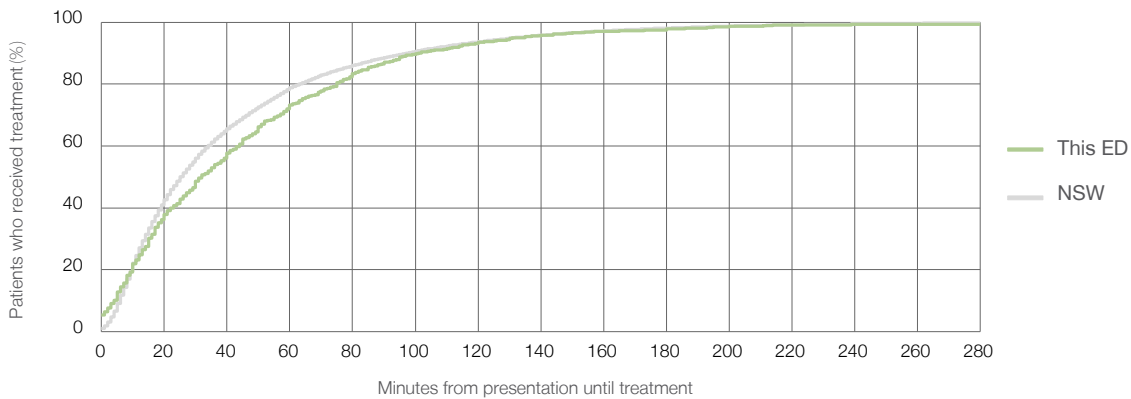
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,130

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

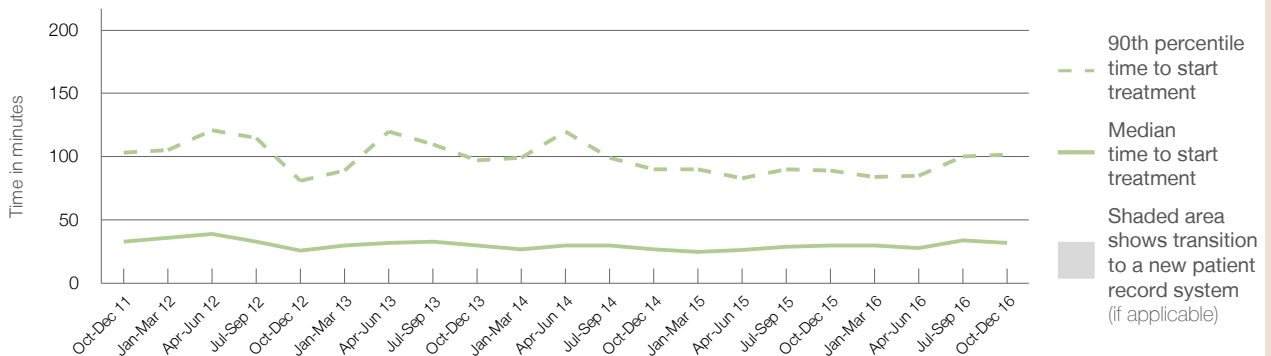
90th percentile time to start treatment<sup>5</sup> 102 minutes

Same period last year	NSW (this period)
1,186	
1,135	
30 minutes	25 minutes
89 minutes	97 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	33	26	30	27	30	32
90th percentile time to start treatment <sup>5</sup> (minutes)	103	81	97	90	89	102

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## Gunnedah District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 329

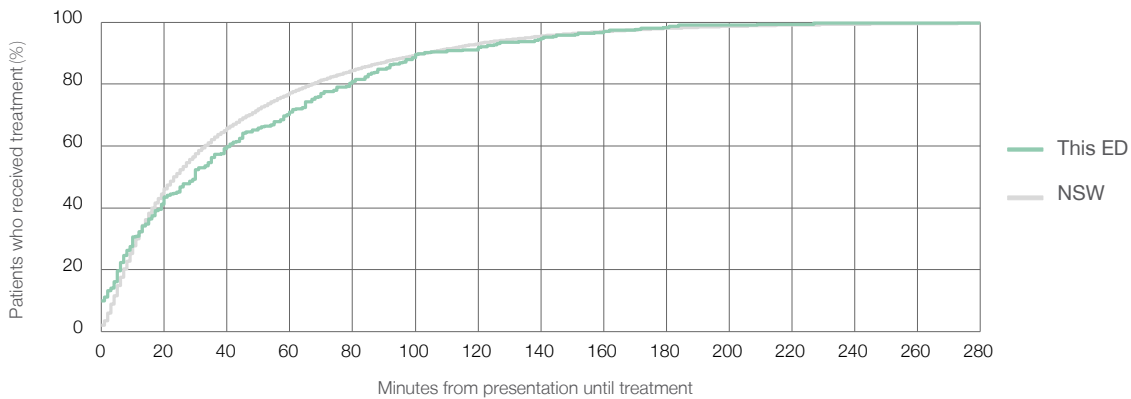
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 304

Median time to start treatment<sup>4</sup> 30 minutes

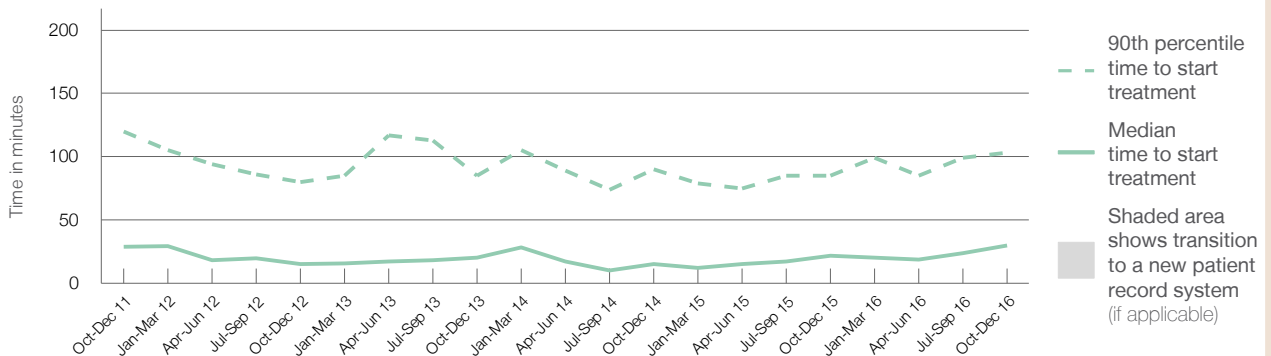
90th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
244	
235	
22 minutes	24 minutes
85 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	29	15	20	15	22	30
90th percentile time to start treatment <sup>5</sup> (minutes)	120	80	85	90	85	103

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

October to December 2016

All presentations:<sup>1</sup> 2,225 patients

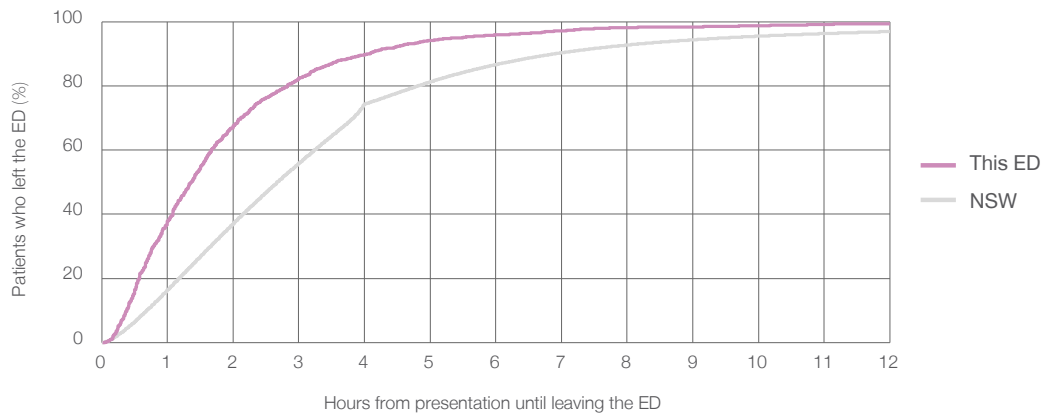
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,225 patients

Median time spent in the ED<sup>8</sup> 1 hours and 22 minutes

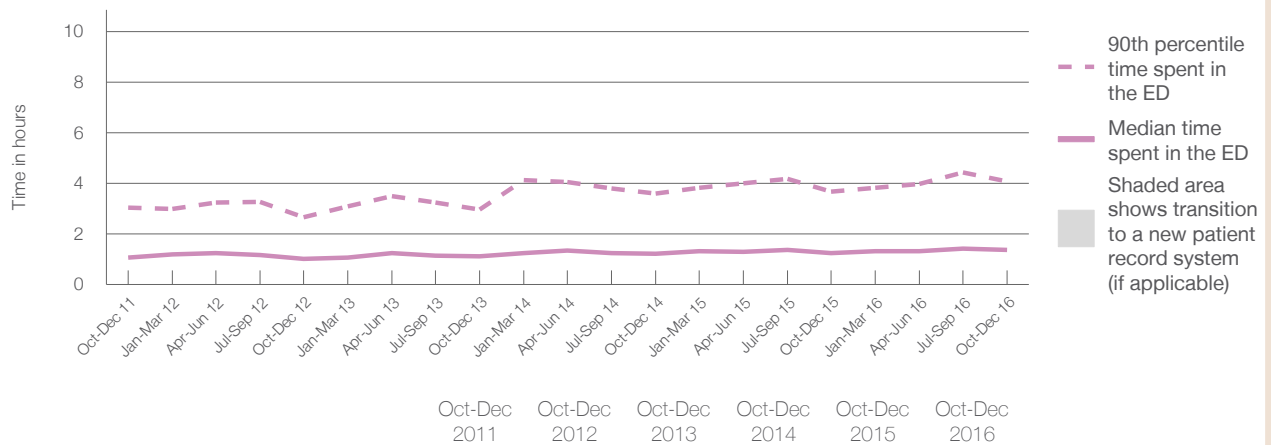
90th percentile time spent in the ED<sup>9</sup> 4 hours and 5 minutes

Same period last year	NSW (this period)
2,144	2,144
1 hours and 15 minutes	2 hours and 41 minutes
3 hours and 41 minutes	6 hours and 54 minutes

### Percentage of patients who left the ED by time, October to December 2016



### Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>††</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 5m	1h 1m	1h 7m	1h 14m	1h 15m	1h 22m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 2m	2h 40m	2h 58m	3h 36m	3h 41m	4h 5m

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

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

### By mode of separation

#### October to December 2016

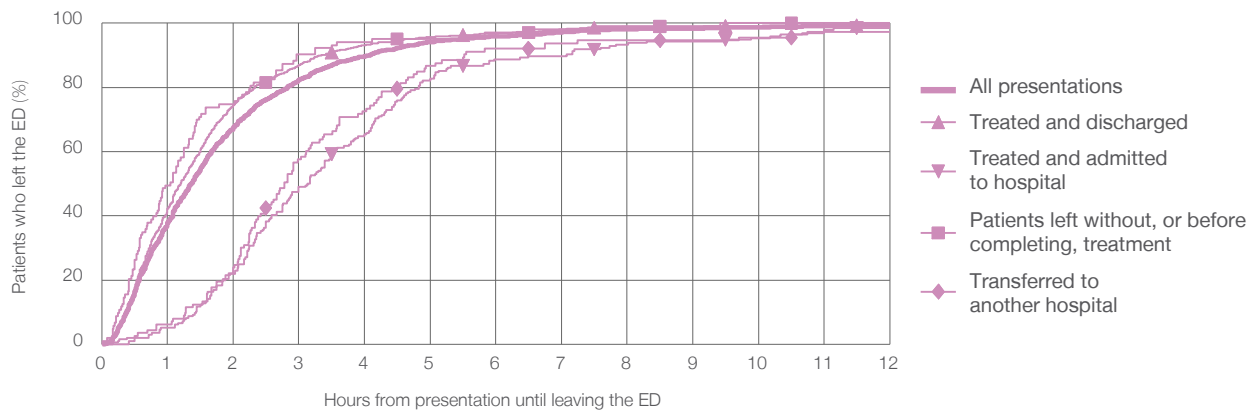
All presentations:<sup>1</sup> 2,225 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,225 patients

Treated and discharged	1,792 (80.5%)
Treated and admitted to hospital	196 (8.8%)
Patient left without, or before completing, treatment	103 (4.6%)
Transferred to another hospital	113 (5.1%)
Other	21 (0.9%)

Same period last year	Change since one year ago
2,144	3.8%
1,718	4.3%
208	-5.8%
91	13.2%
120	-5.8%
7	200.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	42.2%	74.6%	87.0%	93.2%	96.8%	98.8%	99.2%	99.5%
Treated and admitted to hospital	5.1%	21.9%	49.0%	65.3%	88.8%	93.4%	95.4%	98.5%
Patient left without, or before completing, treatment	49.5%	74.8%	90.3%	94.2%	97.1%	99.0%	100%	100%
Transferred to another hospital	6.2%	23.9%	57.5%	72.6%	92.0%	94.7%	95.6%	97.3%
All presentations	37.9%	67.5%	82.3%	89.8%	95.9%	98.2%	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Gunnedah District Hospital: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 2,225 patients

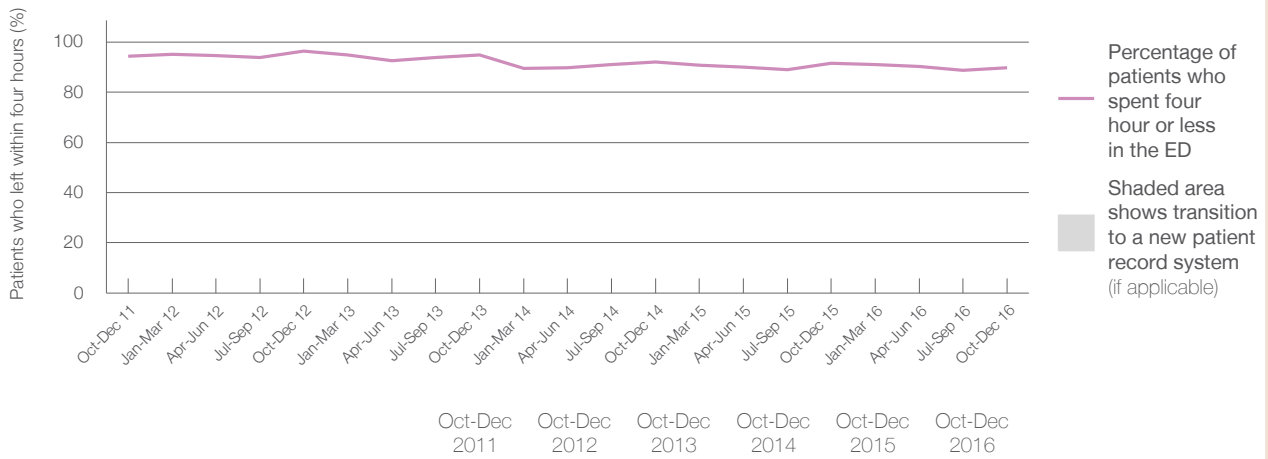
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,225 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup> 2,225 patients	2,144	3.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,225 patients	2,144	3.8%
Percentage of patients who spent four hours or less in the ED	91.6%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	94.4%	96.2%	94.9%	92.1%	91.6%	89.8%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).