NSW

Same period Change since

Same period

### More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare\_observer

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

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

October to December 2016

	last year	one year ago
All presentations: <sup>1</sup> 7,547 patients	7,515	0.4%
Emergency presentations: <sup>2</sup> 7,440 patients	7,381	0.8%

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

October to December 2016

October to December 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,032 patients	953	
Median time to start treatment <sup>4</sup> 5 minutes	6 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup>	11 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,680 patients	1,523	
Median time to start treatment <sup>4</sup> 16 minutes	15 minutes	20 minutes
90th percentile time to start treatment <sup>5</sup> 39 minutes	38 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,765 patients	2,729	
Median time to start treatment <sup>4</sup> 25 minutes	22 minutes	25 minutes
90th percentile time to start treatment <sup>5</sup>	80 minutes	97 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,906 patients	2,115	
Median time to start treatment <sup>4</sup> 23 minutes	22 minutes	24 minutes
90th percentile time to start treatment <sup>5</sup>	113 minutes	103 minutes

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

Attendances used to calculate time to leaving the ED:6 7,543 patients

Percentage of patients who spent four hours or less in the ED 73.0%

	one year ago
7,515	0.4%
74.6%	

- \* 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, January to March 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.

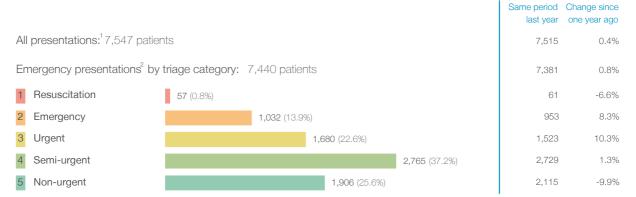
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

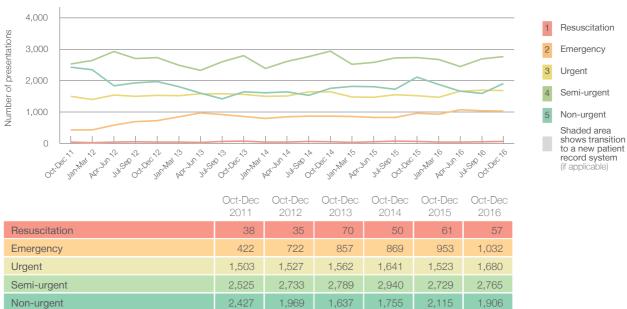
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## **Orange Health Service:** Patients presenting to the emergency department

October to December 2016



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



## Orange Health Service: Patients arriving by ambulance

6,915

October to December 2016

All emergency presentations

		last year	one year ago
Arrivals used to calculate tran-	sfer of care time: 7 1,355 patients	1,194	
ED Transfer of care time			
Median time	11 minutes	10 minutes	1 minute
90th percentile time	22 minutes	22 minutes	0 minutes

6,986

6,915

7.255

7,381

7,440

Same period Change since

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

<sup>(‡)</sup> 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.

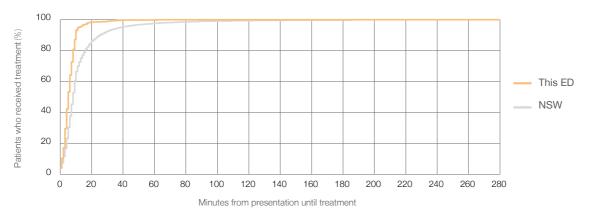
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		(this period)
Number of triage 2 patients: 1,032		
Number of triage 2 patients used to calculate waiting time: 3 1,031		
Median time to start treatment <sup>4</sup> 5 minutes	6 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup> 10 minutes	11 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



 $<sup>(\</sup>dagger)$  Data points are not shown in graphs for quarters when patient numbers are too small.

<sup>(‡)</sup> 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:

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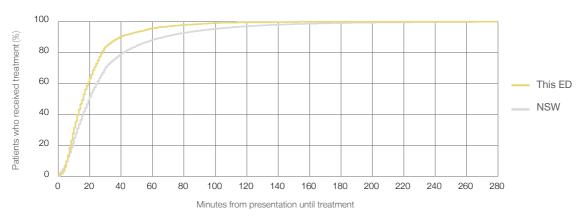
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

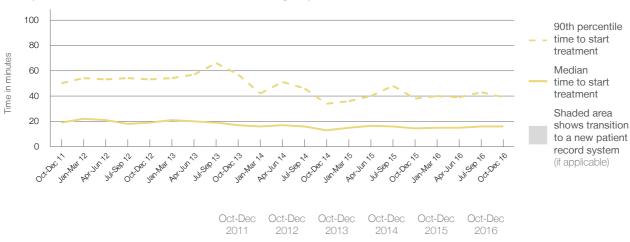
October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 1,680	1,523	
Number of triage 3 patients used to calculate waiting time: 3 1,661		
Median time to start treatment <sup>4</sup> 16 minutes	15 minutes	20 minutes
90th percentile time to start treatment <sup>5</sup> 39 minutes	38 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



	2011	2012	2013	2014	2015	2016
Median time to start treatment <sup>4</sup> (minutes)	19	19	17	13	15	16
90th percentile time to start treatment <sup>5</sup> (minutes)	50	53	57	34	38	39

 $<sup>(\</sup>dagger) \quad \text{Data points are not shown in graphs for quarters when patient numbers are too small}.$ 

<sup>(‡)</sup> 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:

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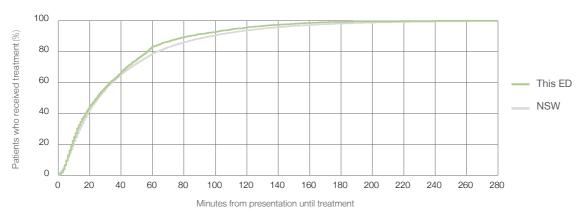
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	last year	(this period)
Number of triage 4 patients: 2,765	2,729	
Number of triage 4 patients used to calculate waiting time: 3 2,675	2,641	
Median time to start treatment <sup>4</sup> 25 minutes	22 minutes	25 minutes
90th percentile time to start treatment <sup>5</sup> 83 minutes	80 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



Median time to start treatment <sup>4</sup> (minutes)	31	26	25	17	22	25
90th percentile time to start treatment <sup>5</sup> (minutes)	89	90	101	72	80	83

 $<sup>(\</sup>dagger) \quad \text{Data points are not shown in graphs for quarters when patient numbers are too small}.$ 

<sup>(‡)</sup> 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:

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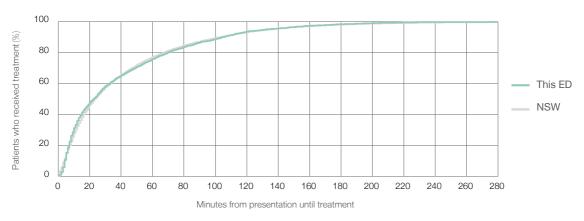
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	(this period)
Number of triage 5 patients: 1,906	2,115	
Number of triage 5 patients used to calculate waiting time: 3 1,784	1,969	
Median time to start treatment <sup>4</sup> 23 minutes	22 minutes	24 minutes
90th percentile time to start treatment <sup>5</sup> 105 minutes	113 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>



<sup>(‡)</sup> 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.

110

113

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

(minutes)

113

NSW

Same period

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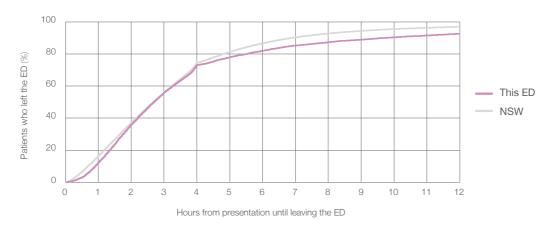
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

October to December 2016

last vear (this period) All presentations: 7,547 patients 7,515 Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,543 patients 7,515 2 hours and 2 hours and Median time spent in the ED 8 2 hours and 42 minutes 41 minutes 9 hours and 6 hours and 90th percentile time spent in the ED 9 9 hours and 44 minutes 13 minutes 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



 $<sup>(\</sup>dagger)$  Data points are not shown in graphs for quarters when patient numbers are too small.

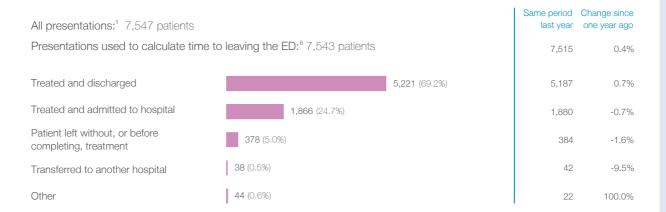
<sup>(‡)</sup> Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper:

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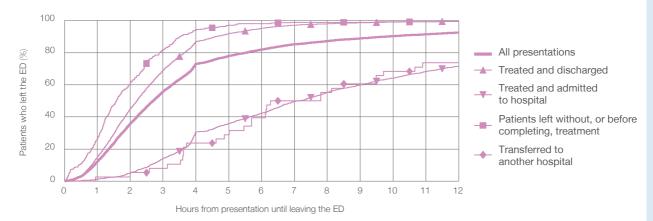
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

By mode of separation October to December 2016



Percentage of patients who left the ED by time and mode of separation, October to December 2016



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

Treated and discharged	15.0%	45.1%	69.0%	86.8%	95.2%	98.0%	99.1%	99.6%
Treated and admitted to hospital	1.1%	5.0%	14.1%	30.6%	42.3%	55.4%	64.2%	71.6%
Patient left without, or before completing, treatment	26.2%	61.1%	81.7%	94.2%	98.1%	98.9%	99.2%	99.5%
Transferred to another hospital	2.6%	5.3%	7.9%	23.7%	39.5%	55.3%	68.4%	73.7%
All presentations	12.2%	35.9%	55.8%	73.0%	82.0%	87.3%	90.3%	92.5%

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

<sup>(‡)</sup> 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:

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

## Orange Health Service: 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: 17,547 patients

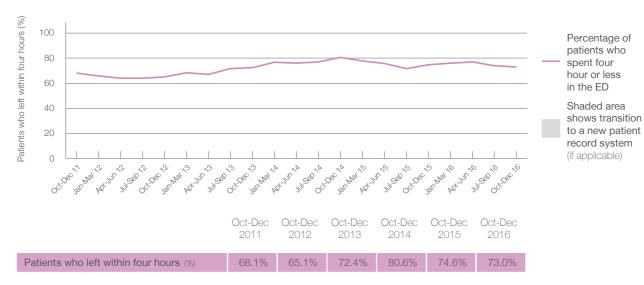
Presentations used to calculate time to leaving the ED:67,543 patients

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

73.0%

	Change since one year ago
7,515	0.4%
7,515	0.4%
74.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016 11



- \* 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.
- 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 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 105% 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 24 January 2017).

Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).