

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Western NSW Local Health District

January to March 2017

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

## Bathurst Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 6,185 patients  
Emergency presentations:<sup>2</sup> 6,096 patients

Same period last year	Change since one year ago
6,130	0.9%
6,059	0.6%

## Bathurst Base Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 683 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 9 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,997 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 47 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,745 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 70 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 642 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 84 minutes

Same period last year	NSW (this period)
645	
6 minutes	8 minutes
13 minutes	26 minutes
1,700	
13 minutes	20 minutes
39 minutes	69 minutes
2,719	
15 minutes	26 minutes
72 minutes	101 minutes
978	
12 minutes	23 minutes
81 minutes	104 minutes

## Bathurst Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,185 patients

Percentage of patients who spent four hours or less in the ED 77.0%

Same period last year	Change since one year ago
6,130	0.9%
76.2%	

\* 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, July to September 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.

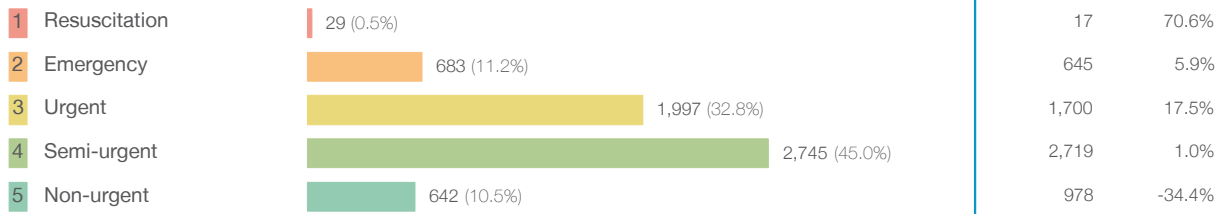
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

## Bathurst Base Hospital: Patients presenting to the emergency department January to March 2017

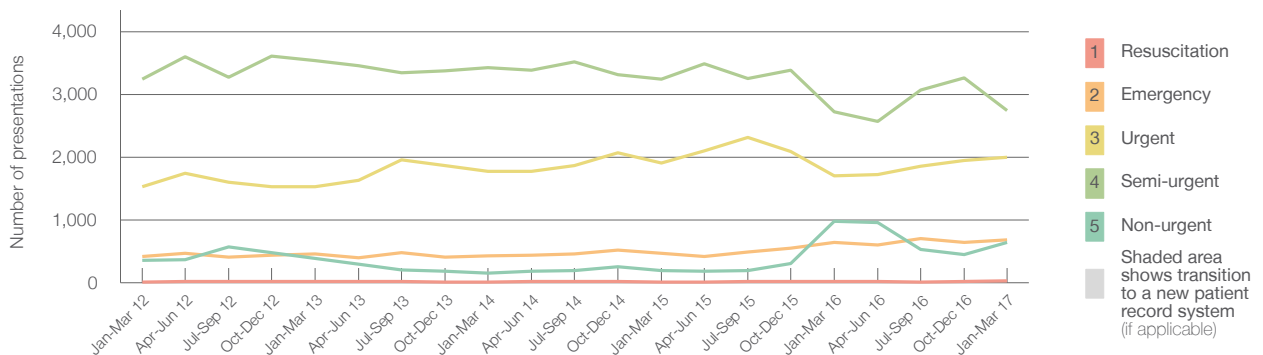
All presentations:<sup>1</sup> 6,185 patients

Emergency presentations<sup>2</sup> by triage category: 6,096 patients



Same period last year	Change since one year ago
6,130	0.9%
6,059	0.6%
17	70.6%
645	5.9%
1,700	17.5%
2,719	1.0%
978	-34.4%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	10	22	13	13	17	29
Emergency	419	455	428	470	645	683
Urgent	1,524	1,525	1,774	1,910	1,700	1,997
Semi-urgent	3,239	3,538	3,427	3,242	2,719	2,745
Non-urgent	353	388	151	197	978	642
All emergency presentations	5,545	5,928	5,793	5,832	6,059	6,096

## Bathurst Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 887 patients

ED Transfer of care time



Same period last year	Change since one year ago
901	
15 minutes	-2 minutes
46 minutes	-14 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.

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

## Bathurst Base Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 683

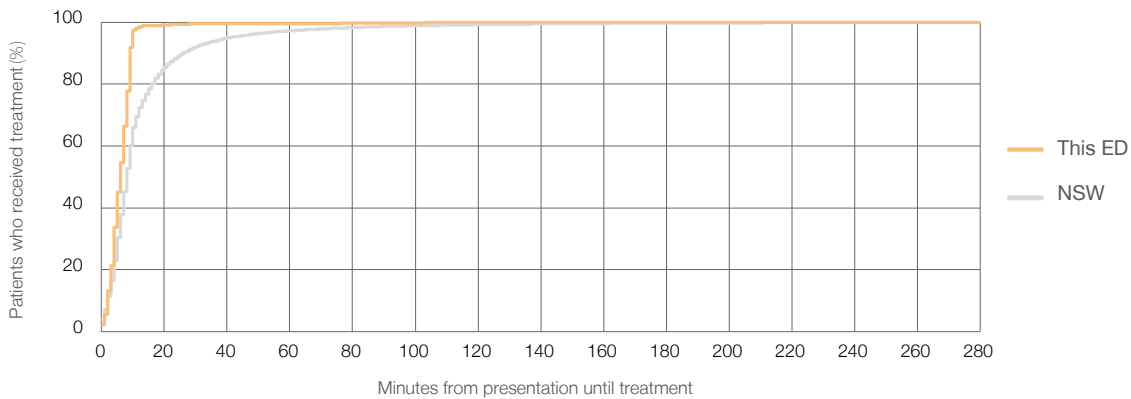
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 682

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

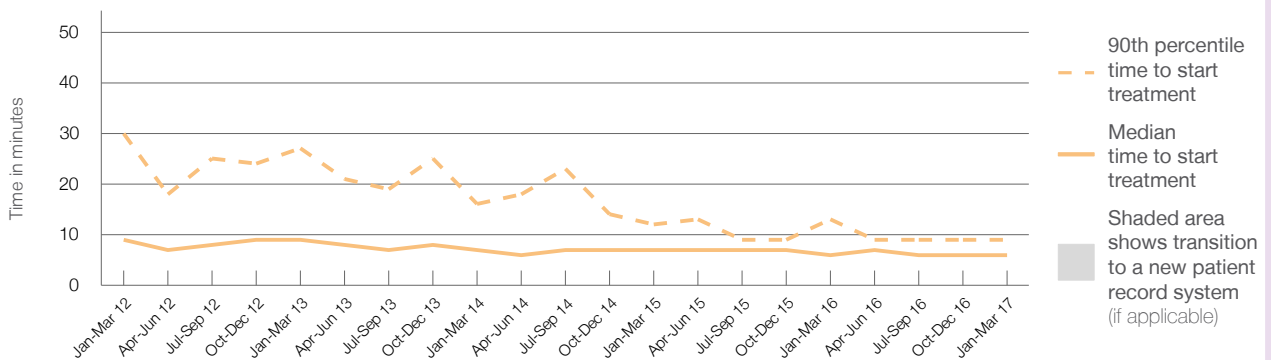
90th percentile time to start treatment<sup>5</sup> 9 minutes

Same period last year	NSW (this period)
645	
643	
6 minutes	8 minutes
13 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	9	9	7	7	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	30	27	16	12	13	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.

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

## Bathurst Base Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,997

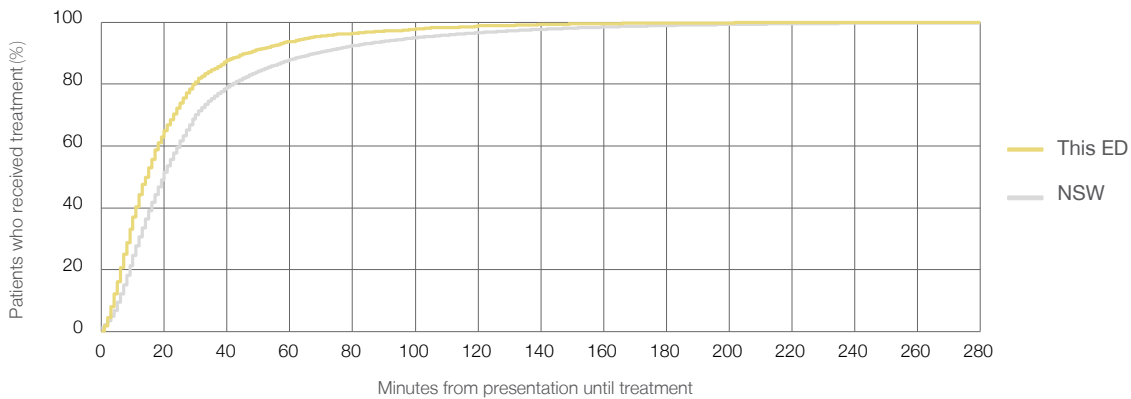
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,972

Median time to start treatment<sup>4</sup> 15 minutes

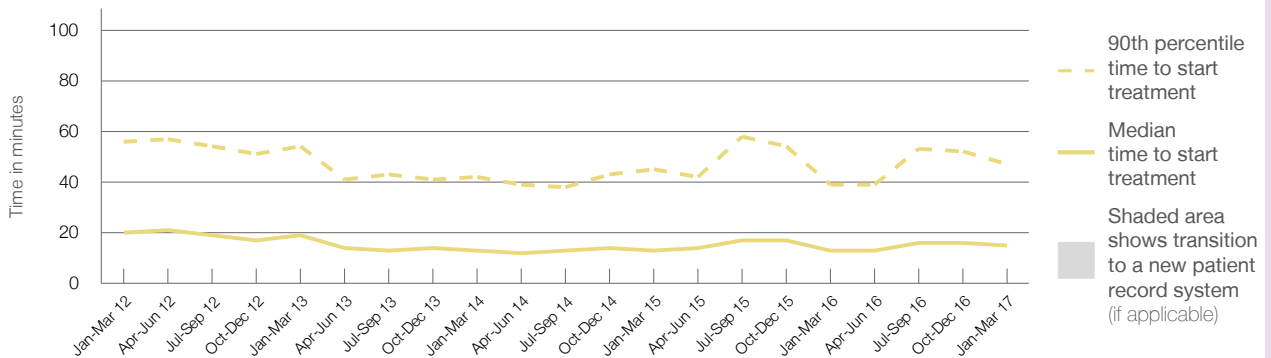
90th percentile time to start treatment<sup>5</sup> 47 minutes

Same period last year	NSW (this period)
1,700	
1,682	
13 minutes	20 minutes
39 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	20	19	13	13	13	15
90th percentile time to start treatment <sup>5</sup> (minutes)	56	54	42	45	39	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.

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

## Bathurst Base Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,745

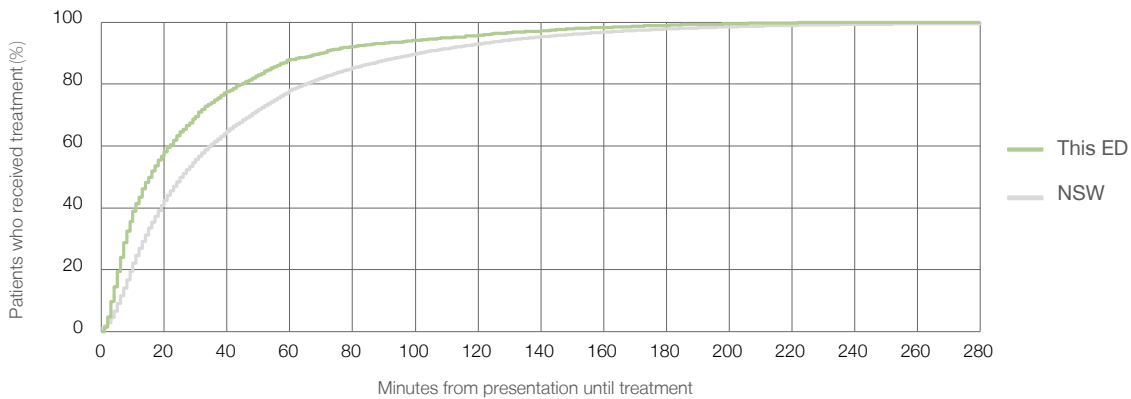
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,630

Median time to start treatment<sup>4</sup> 16 minutes

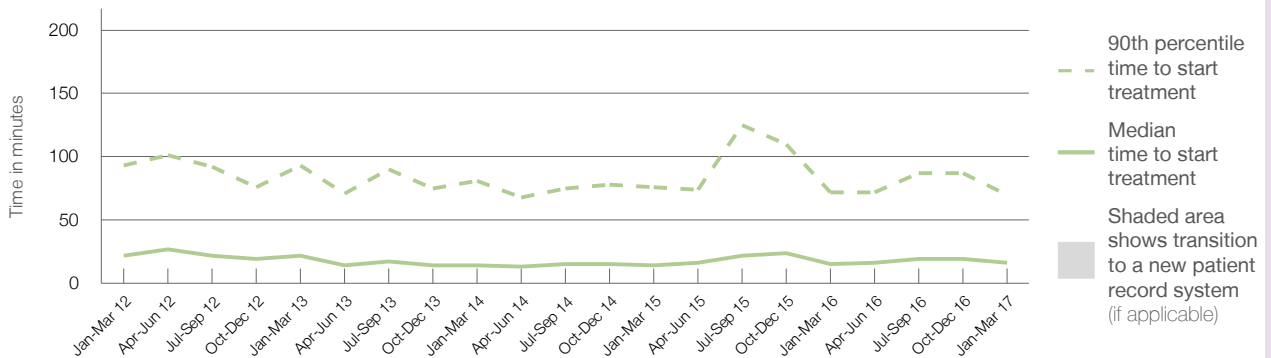
90th percentile time to start treatment<sup>5</sup> 70 minutes

Same period last year	NSW (this period)
2,719	
2,608	
15 minutes	26 minutes
72 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	22	22	14	14	15	16
90th percentile time to start treatment <sup>5</sup> (minutes)	93	93	81	76	72	70

(†) 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.

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

## Bathurst Base Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

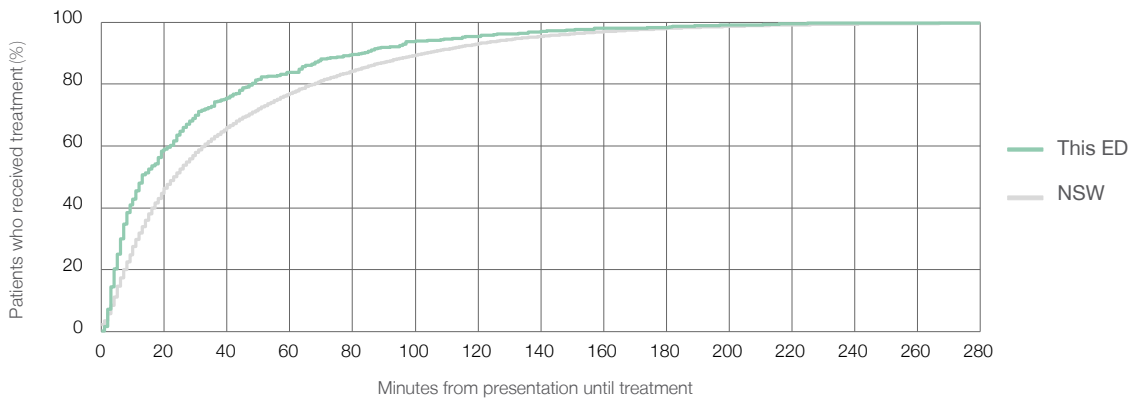
Number of triage 5 patients: 642

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 570

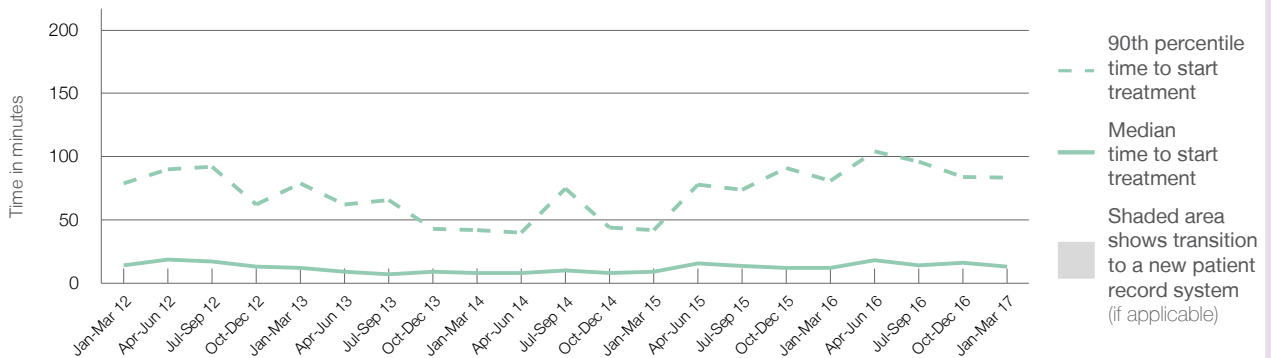
Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 84 minutes

Same period last year	NSW (this period)
978	
903	
12 minutes	23 minutes
81 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	14	12	8	9	12	13
90th percentile time to start treatment <sup>5</sup> (minutes)	79	79	42	42	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.

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

## Bathurst Base Hospital: Time patients spent in the ED January to March 2017

All presentations:<sup>1</sup> 6,185 patients

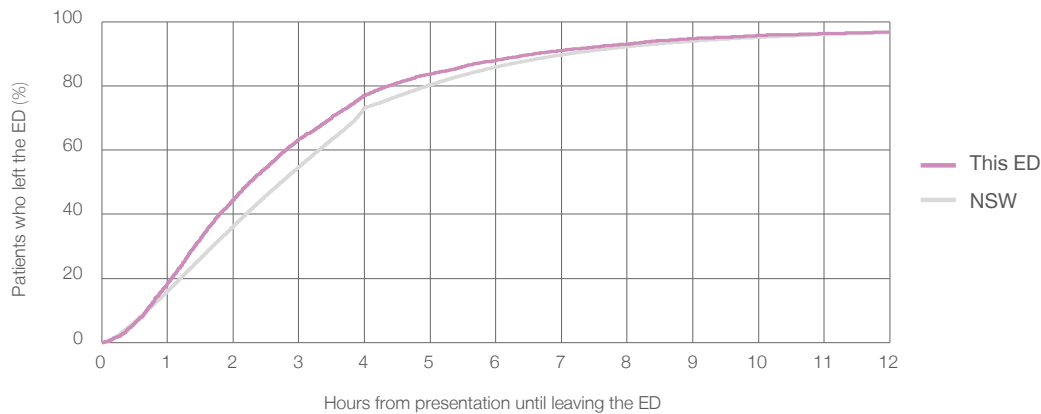
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,185 patients

Median time spent in the ED<sup>8</sup> 2 hours and 16 minutes

90th percentile time spent in the ED<sup>9</sup> 6 hours and 35 minutes

Same period last year	NSW (this period)
6,130	6,130
2 hours and 17 minutes	2 hours and 44 minutes
7 hours and 5 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 29m	2h 27m	2h 12m	2h 5m	2h 17m	2h 16m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 9m	7h 31m	6h 54m	6h 16m	7h 5m	6h 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.



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

## Bathurst Base Hospital: Time patients spent in the ED By mode of separation January to March 2017

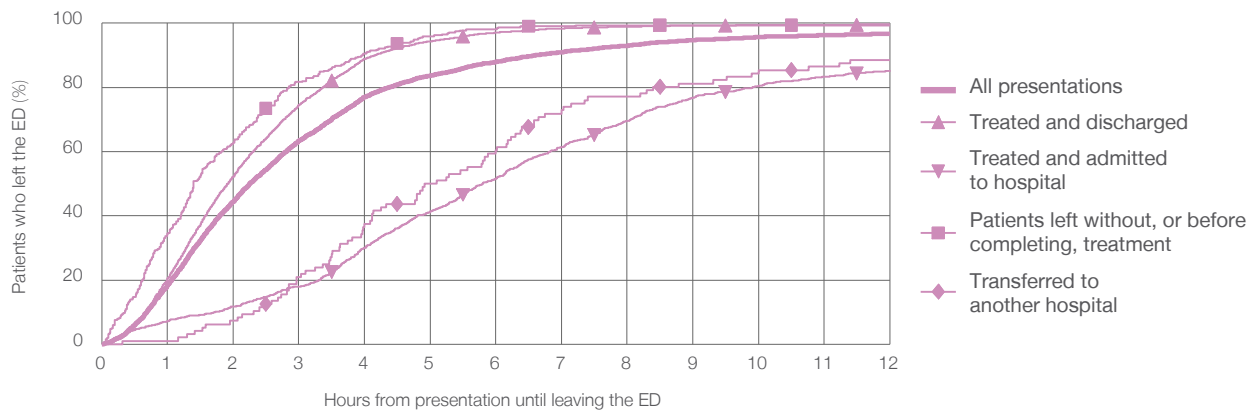
All presentations:<sup>1</sup> 6,185 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,185 patients

Treated and discharged	4,583 (74.1%)
Treated and admitted to hospital	1,175 (19.0%)
Patient left without, or before completing, treatment	317 (5.1%)
Transferred to another hospital	96 (1.6%)
Other	14 (0.2%)

Same period last year	Change since one year ago
6,130	0.9%
4,672	-1.9%
1,095	7.3%
245	29.4%
97	-1.0%
21	-33.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	20.5%	52.2%	74.6%	88.9%	97.1%	98.9%	99.5%	99.7%
Treated and admitted to hospital	7.1%	11.7%	18.0%	30.0%	51.7%	69.5%	80.5%	85.3%
Patient left without, or before completing, treatment	34.4%	62.8%	81.7%	90.5%	98.1%	99.4%	99.4%	99.4%
Transferred to another hospital	1.0%	7.3%	20.8%	37.5%	60.4%	77.1%	85.4%	88.5%
All presentations	18.5%	44.4%	63.4%	77.0%	87.9%	93.0%	95.7%	96.8%

(†) 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.

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

## Bathurst Base Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 6,185 patients

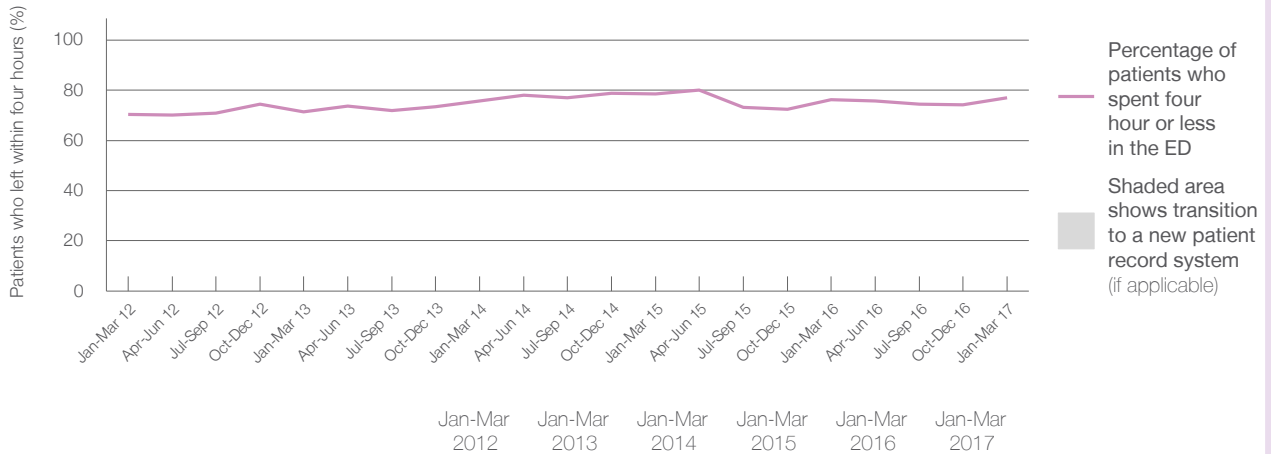
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,185 patients

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	6,130	0.9%
Presentations used to calculate time to leaving the ED	6,130	0.9%
Percentage of patients who spent four hours or less in the ED	76.2%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	70.3%	71.4%	75.8%	78.6%	76.2%	77.0%
---	-------	-------	-------	-------	-------	-------

\* 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, July to September 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

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

## Dubbo Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 8,178 patients  
Emergency presentations:<sup>2</sup> 7,794 patients

Same period last year	Change since one year ago
7,621	7.3%
7,424	5.0%

## Dubbo Base Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 931 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,754 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,064 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 111 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,012 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
878	
9 minutes	8 minutes
21 minutes	26 minutes
2,670	
24 minutes	20 minutes
67 minutes	69 minutes
3,275	
28 minutes	26 minutes
105 minutes	101 minutes
562	
23 minutes	23 minutes
122 minutes	104 minutes

## Dubbo Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,177 patients

Percentage of patients who spent four hours or less in the ED 70.5%

Same period last year	Change since one year ago
7,618	7.3%
70.4%	

\* 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, July to September 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.

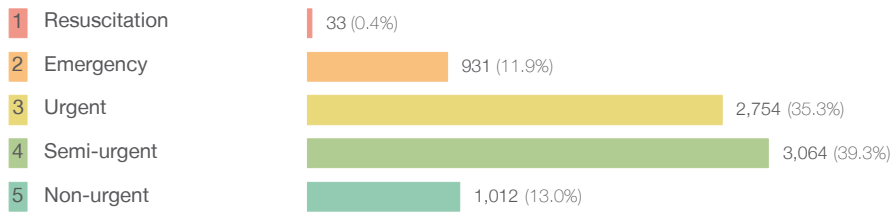
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

## Dubbo Base Hospital: Patients presenting to the emergency department January to March 2017

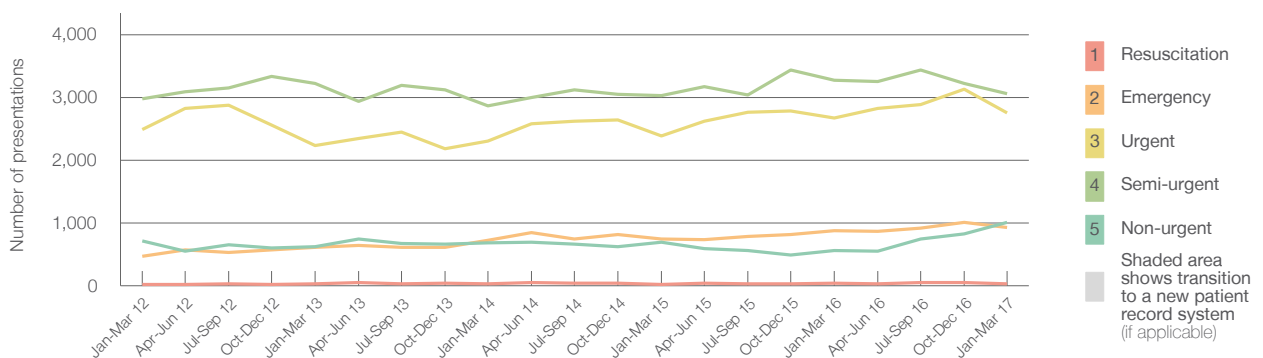
All presentations:<sup>1</sup> 8,178 patients

Emergency presentations<sup>2</sup> by triage category: 7,794 patients



	Same period last year	Change since one year ago
All presentations	7,621	7.3%
Emergency presentations	7,424	5.0%
Resuscitation	39	-15.4%
Emergency	878	6.0%
Urgent	2,670	3.1%
Semi-urgent	3,275	-6.4%
Non-urgent	562	80.1%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	23	27	25	24	39	33
Emergency	467	615	724	744	878	931
Urgent	2,488	2,229	2,302	2,388	2,670	2,754
Semi-urgent	2,974	3,226	2,869	3,027	3,275	3,064
Non-urgent	717	620	678	690	562	1,012
All emergency presentations	6,669	6,717	6,598	6,873	7,424	7,794

## Dubbo Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,653 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,446	
Median time	13 minutes	-1 minute
90th percentile time	35 minutes	-7 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.

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

## Dubbo Base Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 931

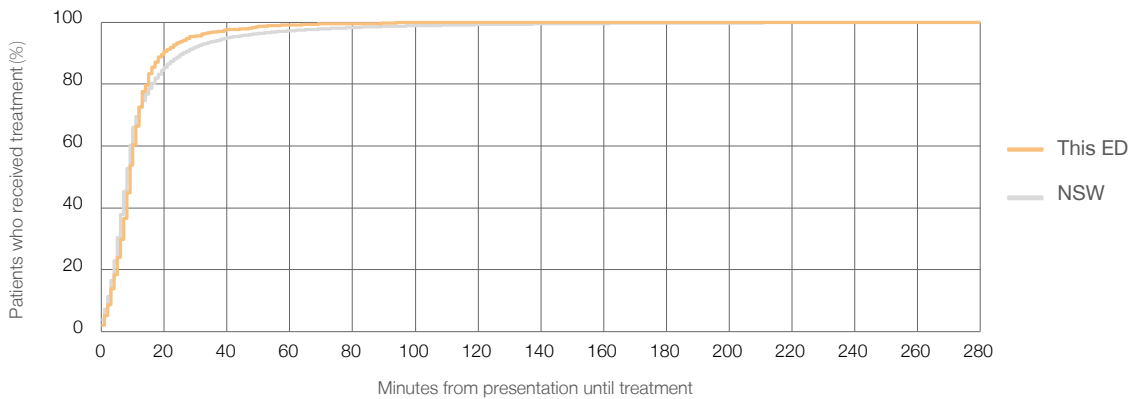
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 925

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

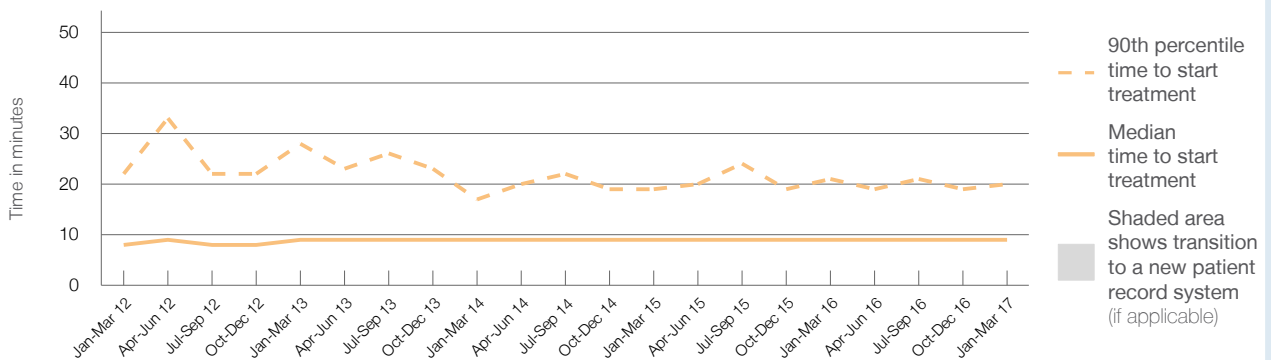
90th percentile time to start treatment<sup>5</sup> 20 minutes

Same period last year	NSW (this period)
878	
874	
9 minutes	8 minutes
21 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	8	9	9	9	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	22	28	17	19	21	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.

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

## Dubbo Base Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 2,754

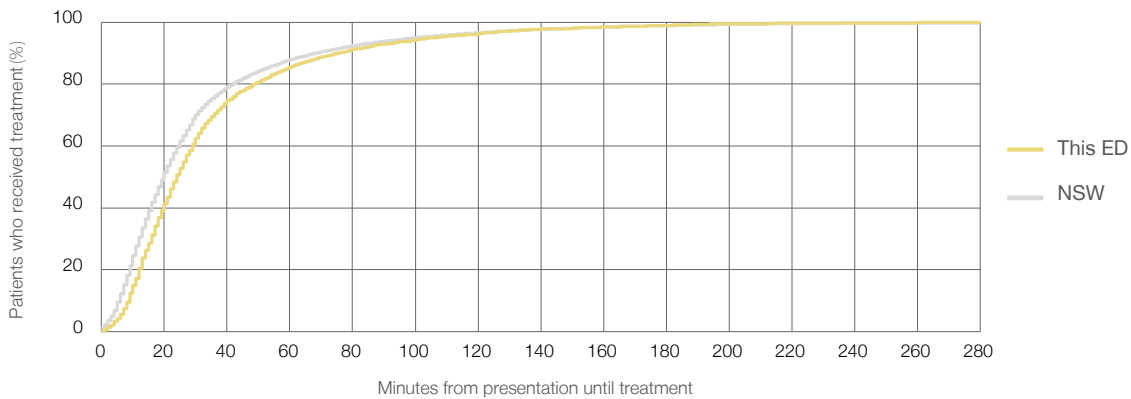
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,684

Median time to start treatment<sup>4</sup> 24 minutes

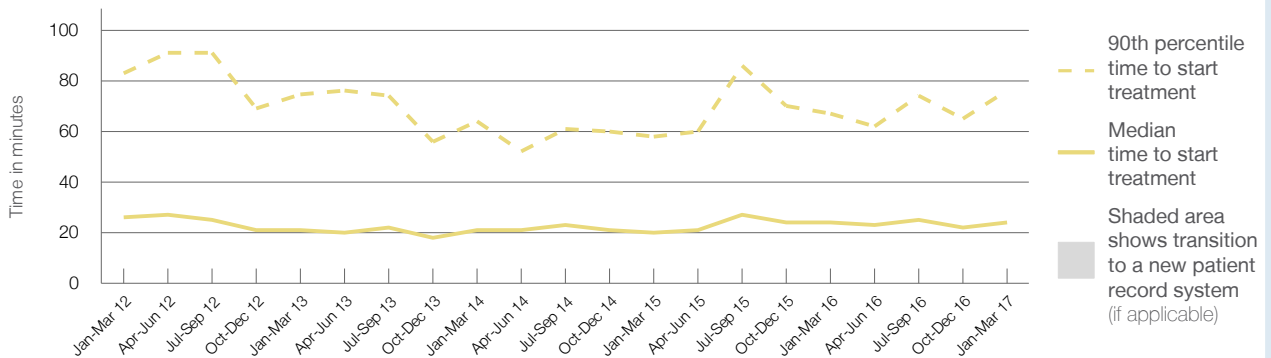
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
2,670	2,604
24 minutes	20 minutes
67 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	26	21	21	20	24	24
90th percentile time to start treatment <sup>5</sup> (minutes)	83	75	64	58	67	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.

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

## Dubbo Base Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 3,064

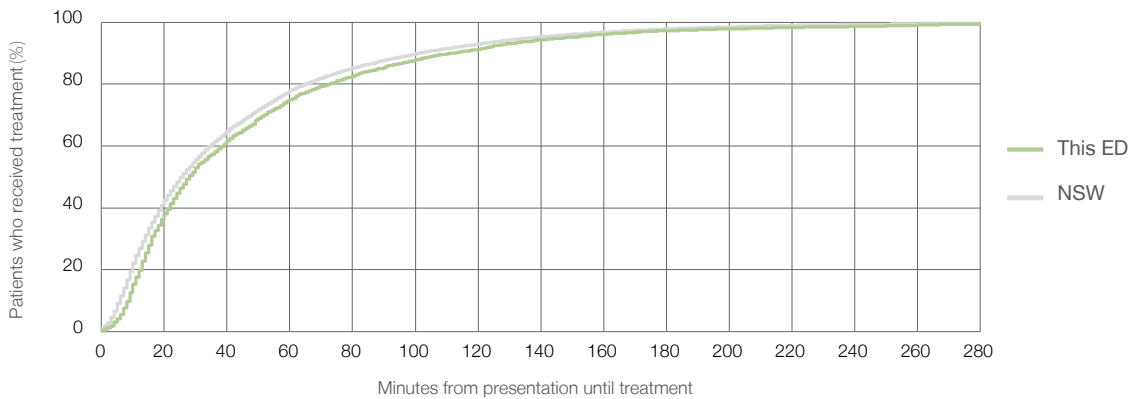
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,834

Median time to start treatment<sup>4</sup> 28 minutes

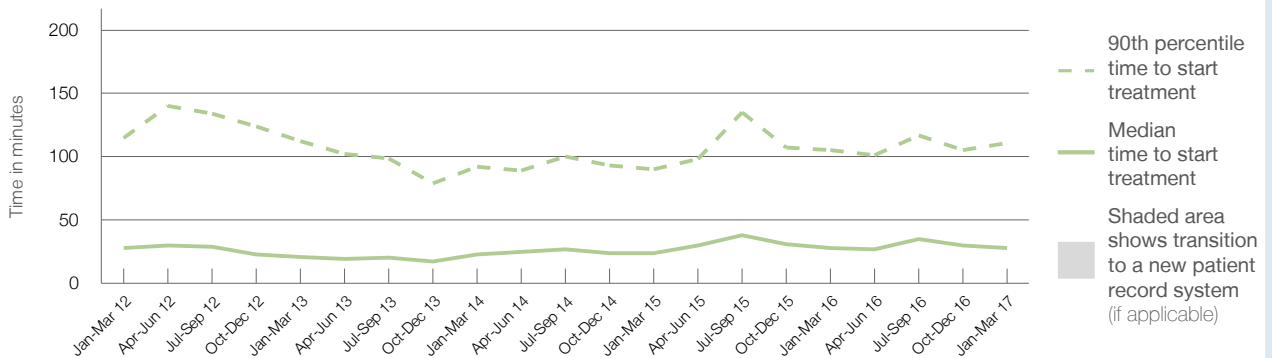
90th percentile time to start treatment<sup>5</sup> 111 minutes

Same period last year	NSW (this period)
3,275	3,002
28 minutes	26 minutes
105 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	28	21	23	24	28	28
90th percentile time to start treatment <sup>5</sup> (minutes)	115	113	92	90	105	111

(†) 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.

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

## Dubbo Base Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,012

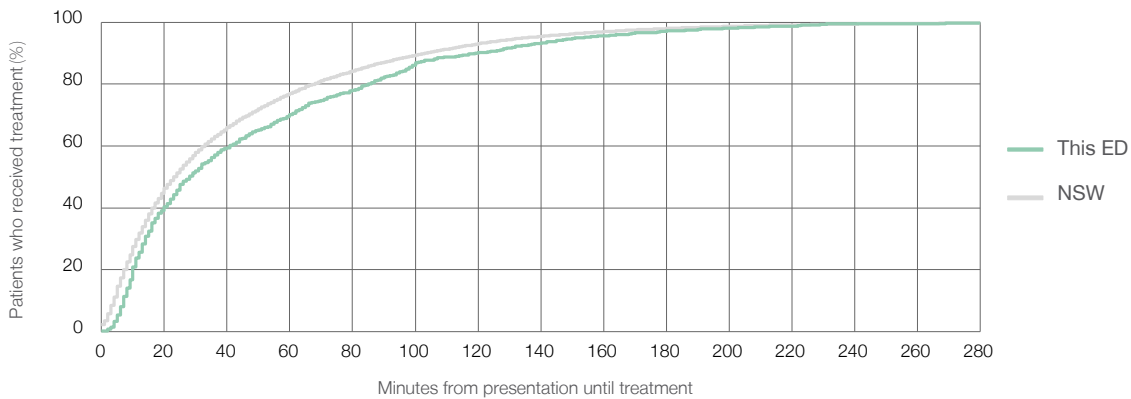
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 848

Median time to start treatment<sup>4</sup> 28 minutes

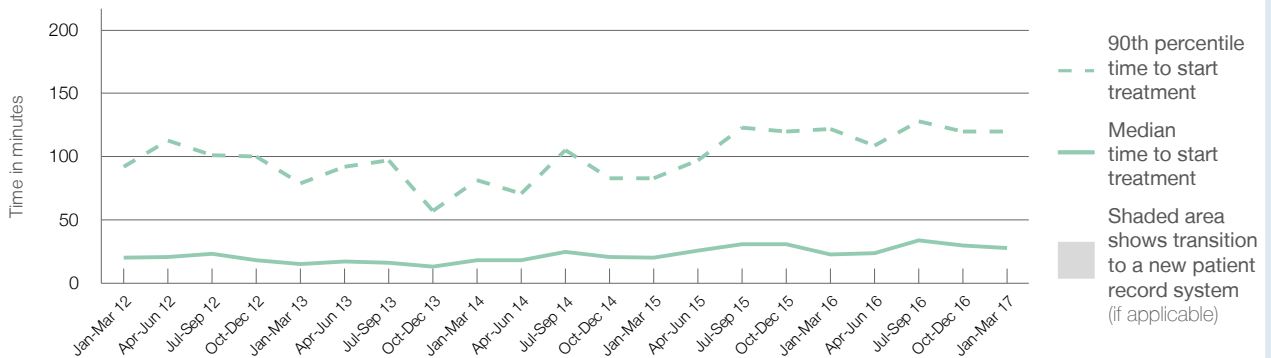
90th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
562	445
23 minutes	23 minutes
122 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	20	15	18	20	23	28
90th percentile time to start treatment <sup>5</sup> (minutes)	92	79	82	83	122	120

(†) 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.



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

## Dubbo Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 8,178 patients

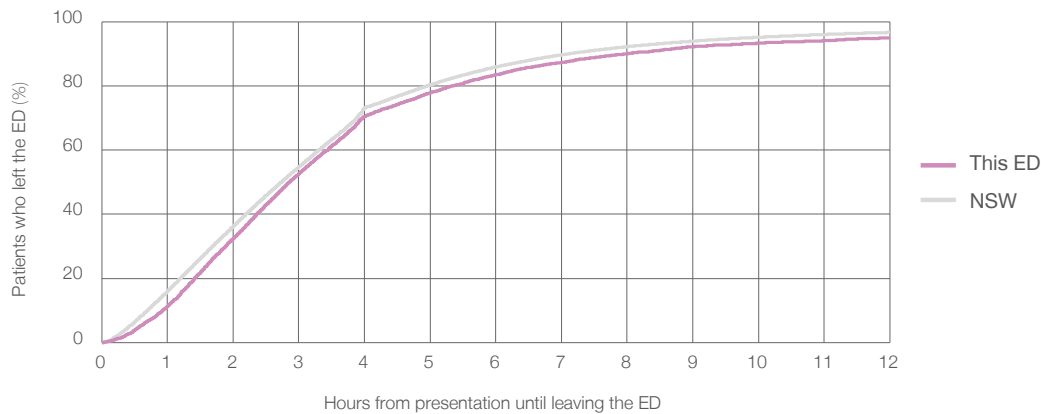
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,177 patients

Median time spent in the ED<sup>8</sup>  2 hours and 51 minutes

90th percentile time spent in the ED<sup>9</sup>  8 hours and 0 minutes

Same period last year	NSW (this period)
7,621	
7,618	
2 hours and 48 minutes	2 hours and 44 minutes
8 hours and 48 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 8m	3h 18m	2h 43m	2h 33m	2h 48m	2h 51m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 27m	10h 36m	7h 46m	6h 49m	8h 48m	8h 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.

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

## Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

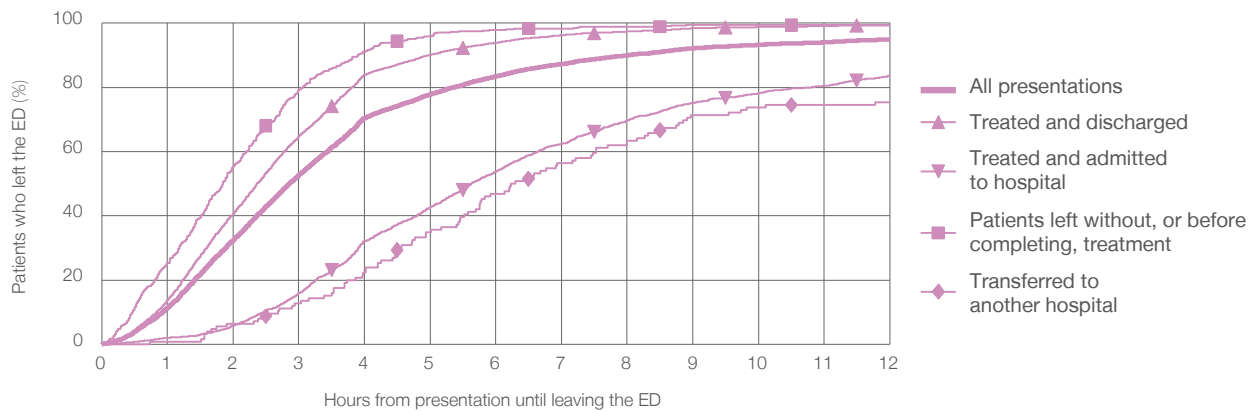
All presentations:<sup>1</sup> 8,178 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,177 patients

Treated and discharged	5,459 (66.8%)
Treated and admitted to hospital	2,027 (24.8%)
Patient left without, or before completing, treatment	536 (6.6%)
Transferred to another hospital	126 (1.5%)
Other	30 (0.4%)

Same period last year	Change since one year ago
7,618	7.3%
5,242	4.1%
1,739	16.6%
478	12.1%
138	-8.7%
24	25.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	13.8%	40.7%	64.7%	83.9%	94.0%	97.4%	98.8%	99.3%
Treated and admitted to hospital	1.9%	5.8%	15.9%	32.2%	53.9%	69.7%	78.2%	83.7%
Patient left without, or before completing, treatment	25.4%	55.4%	79.3%	91.0%	97.9%	98.9%	99.4%	99.4%
Transferred to another hospital	0.8%	6.3%	12.7%	22.2%	46.8%	63.5%	73.8%	75.4%
All presentations	11.4%	32.5%	52.7%	70.5%	83.5%	90.0%	93.3%	95.0%

(†) 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.

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

## Dubbo Base Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 8,178 patients

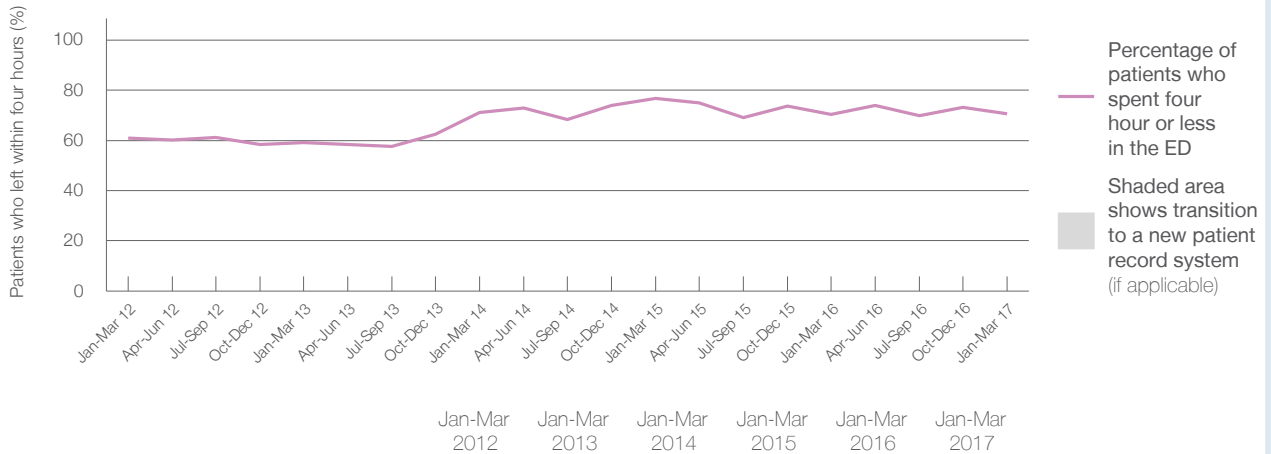
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,177 patients

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	7,621	7.3%
Presentations used to calculate time to leaving the ED	7,618	7.3%
Percentage of patients who spent four hours or less in the ED	70.4%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	60.9%	59.1%	71.0%	76.7%	70.4%	70.5%
---	-------	-------	-------	-------	-------	-------

\* 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, July to September 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

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

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

January to March 2017

All presentations:<sup>1</sup> 1,789 patients  
Emergency presentations:<sup>2</sup> 1,615 patients

Same period last year	Change since one year ago
2,357	-24.1%
1,831	-11.8%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 81 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): 223 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 35 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 507 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 804 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
93	
4 minutes	8 minutes
*	26 minutes
291	
15 minutes	20 minutes
37 minutes	69 minutes
636	
25 minutes	26 minutes
81 minutes	101 minutes
811	
22 minutes	23 minutes
104 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,788 patients

Percentage of patients who spent four hours or less in the ED 88.3%

Same period last year	Change since one year ago
2,356	-24.1%
94.4%	

\* 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, July to September 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.

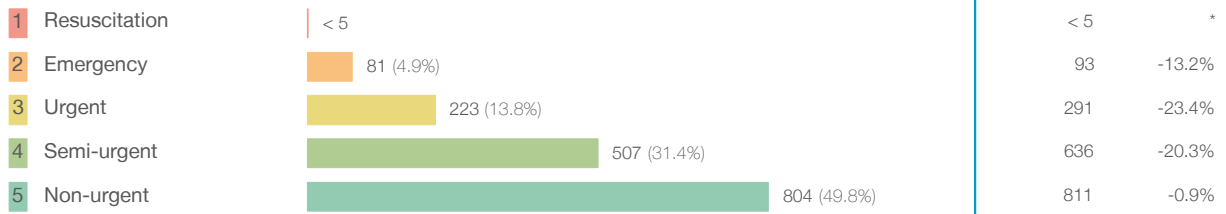
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

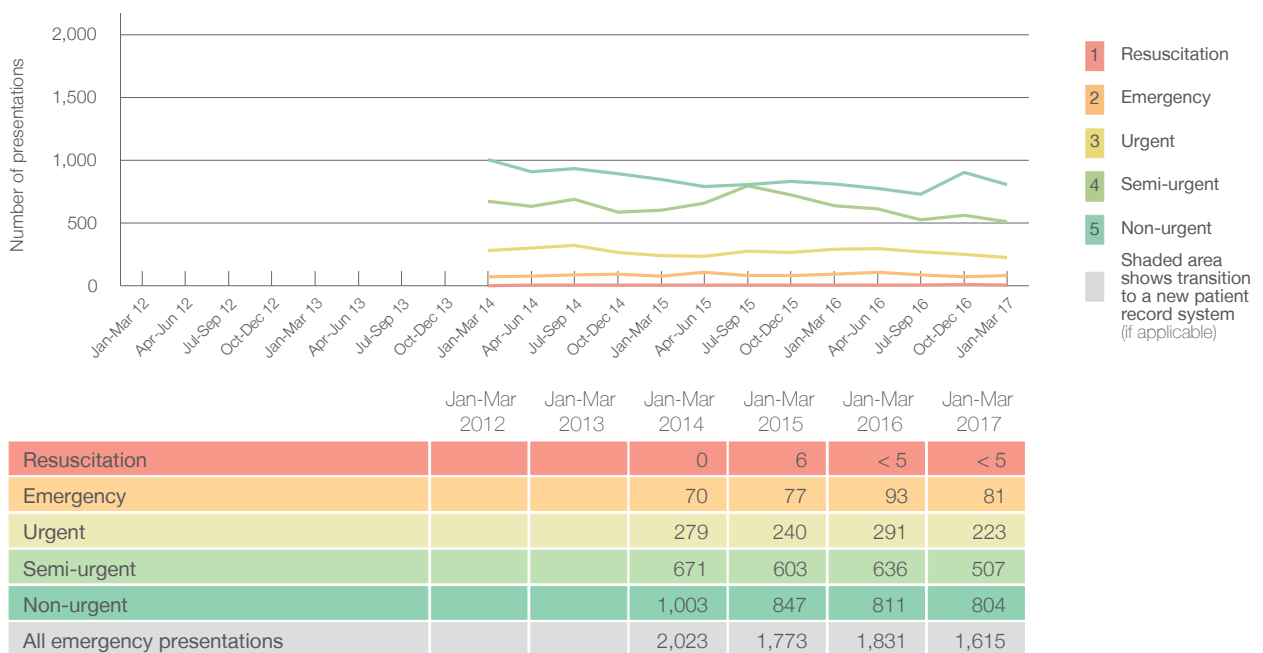
## Forbes District Hospital: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 1,789 patients

Emergency presentations<sup>2</sup> by triage category: 1,615 patients



Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 \* §



## Forbes District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 140 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.

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

## Forbes District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 81

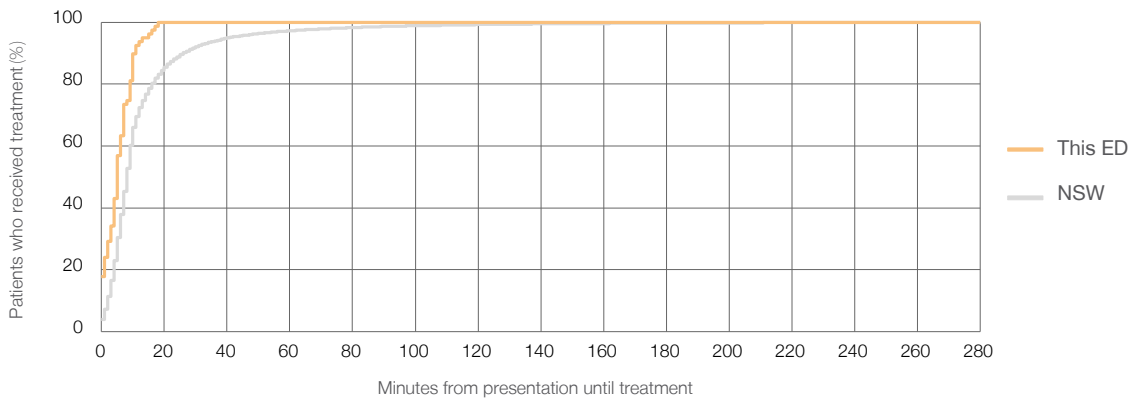
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 79

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

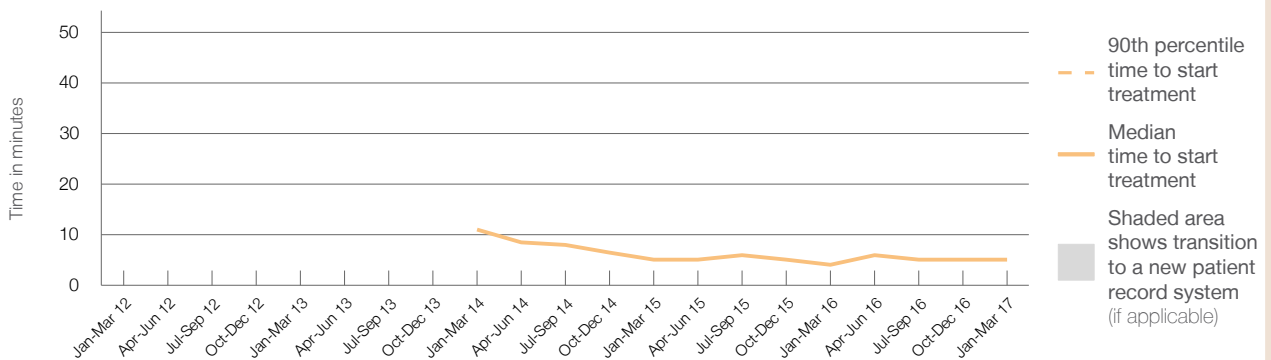
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
93	
91	
4 minutes	8 minutes
*	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)			11	5	4	5
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.

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

## Forbes District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

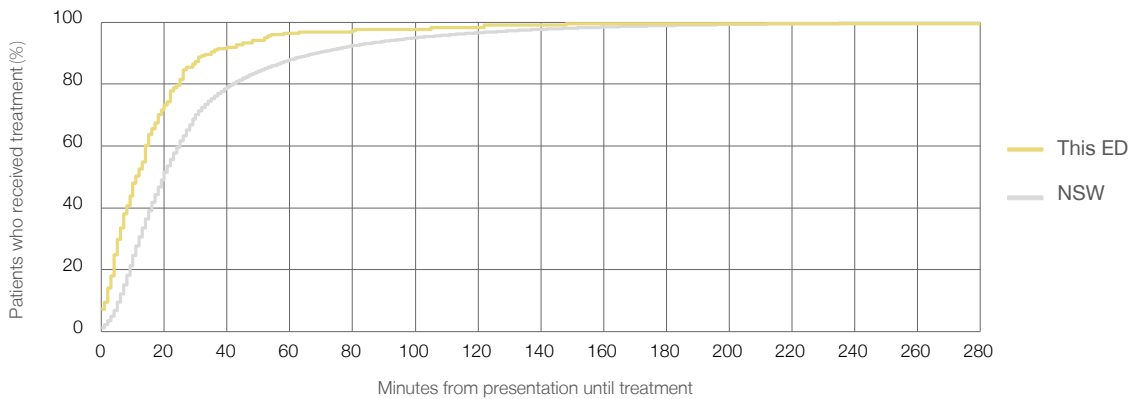
Number of triage 3 patients: 223

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 221

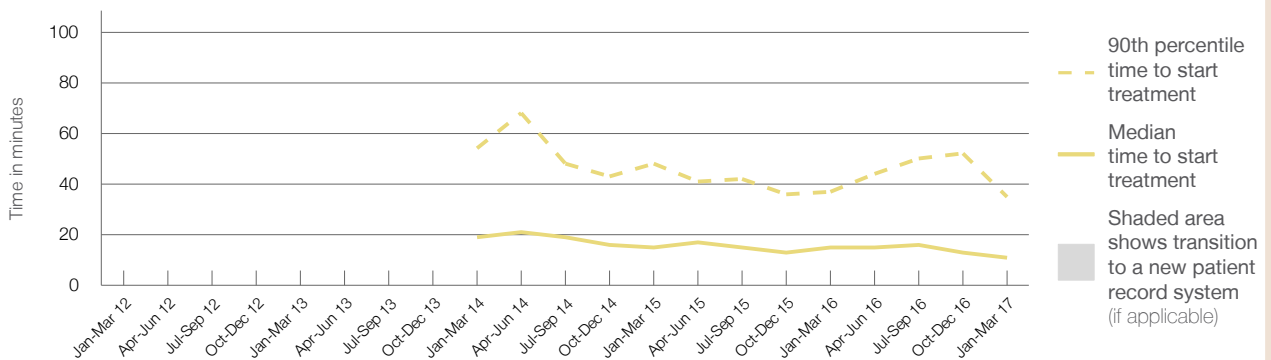
Median time to start treatment<sup>4</sup>  11 minutes  
 90th percentile time to start treatment<sup>5</sup>  35 minutes

Same period last year	NSW (this period)
291	
289	
15 minutes	20 minutes
37 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)			19	15	15	11
90th percentile time to start treatment <sup>5</sup> (minutes)			54	48	37	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.

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

## Forbes District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 507

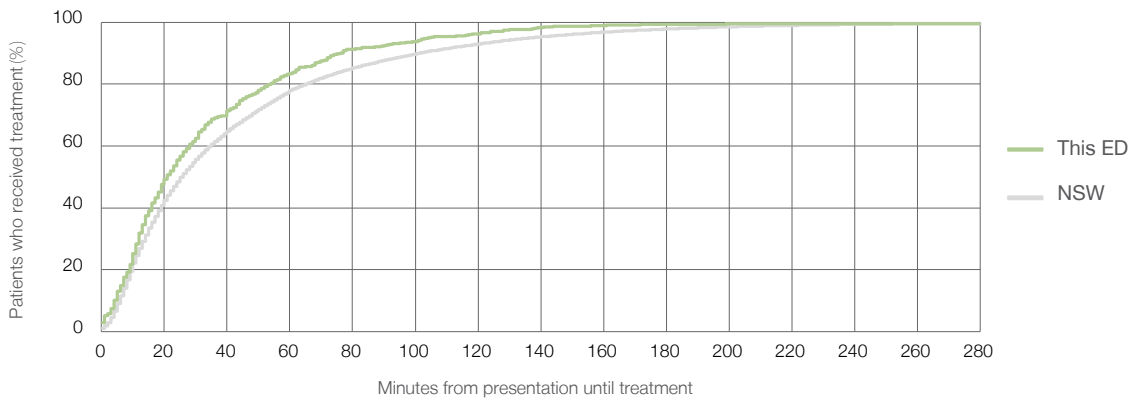
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 491

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

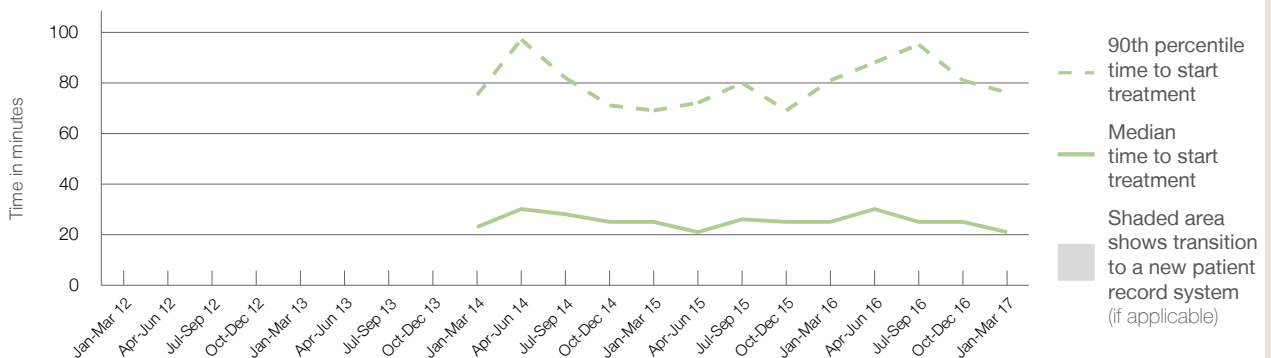
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
636	
617	
25 minutes	26 minutes
81 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)			23	25	25	21
90th percentile time to start treatment <sup>5</sup> (minutes)			75	69	81	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.

(§) 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.



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

## Forbes District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 804

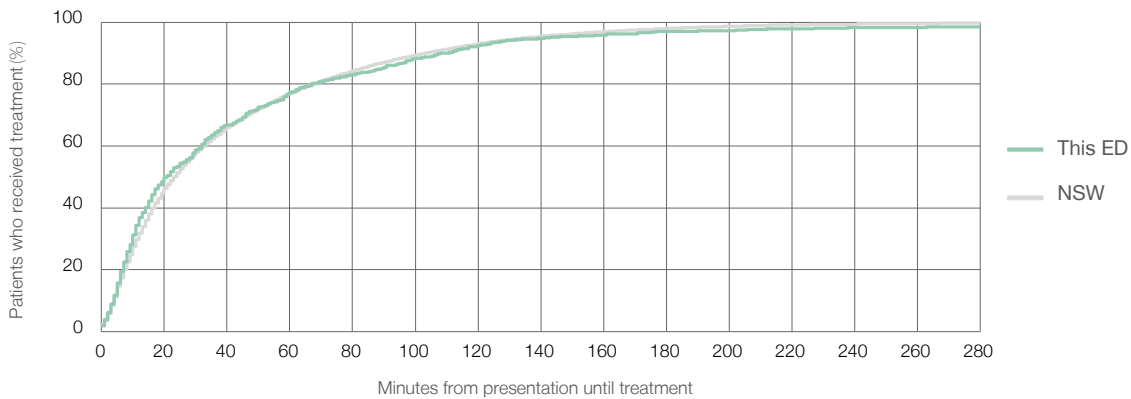
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 773

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

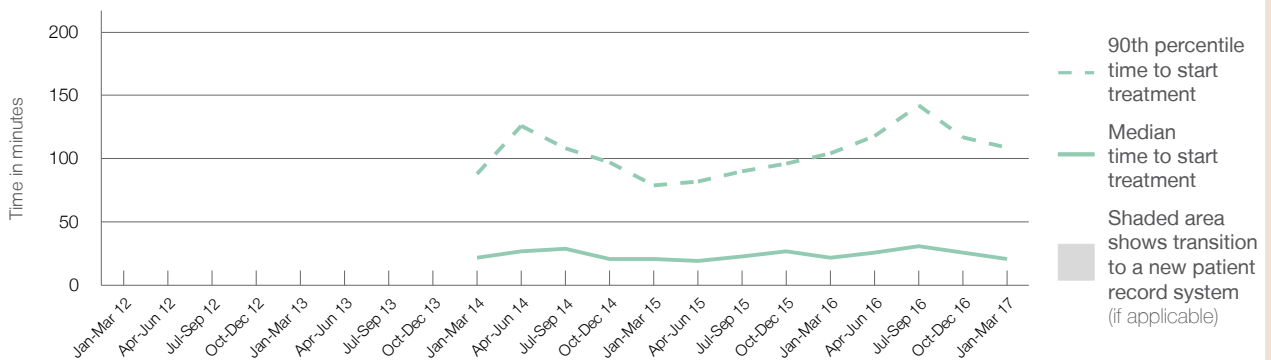
90th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
811	
762	
22 minutes	23 minutes
104 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)			22	21	22	21
90th percentile time to start treatment <sup>5</sup> (minutes)			88	79	104	109

(†) 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.

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

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

January to March 2017

All presentations:<sup>1</sup> 1,789 patients

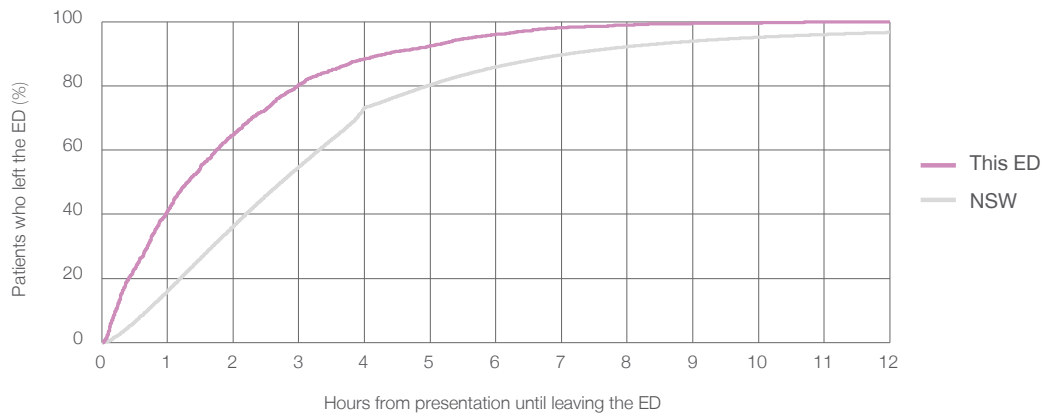
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,788 patients

Median time spent in the ED<sup>8</sup> 1 hours and 18 minutes

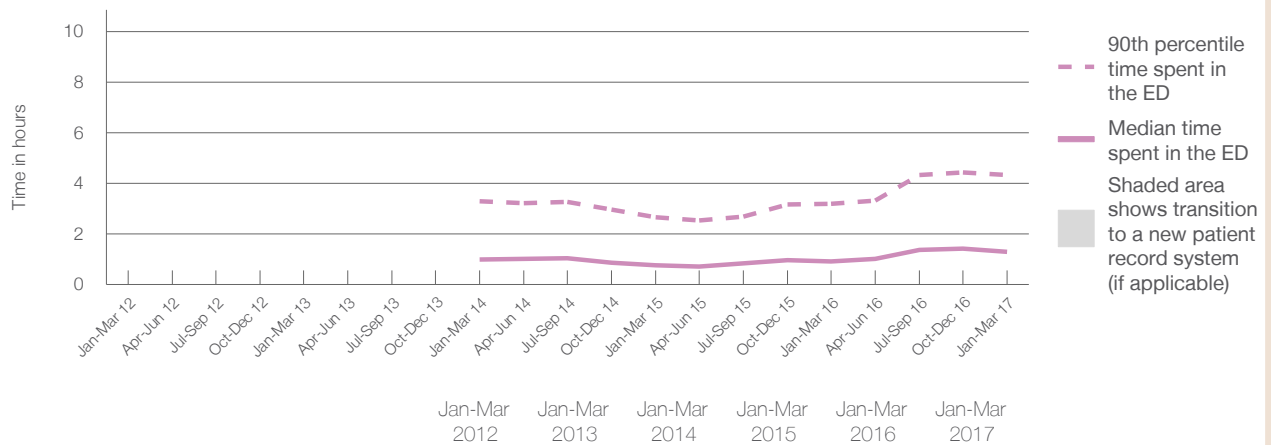
90th percentile time spent in the ED<sup>9</sup> 4 hours and 20 minutes

Same period last year	NSW (this period)
2,357	
2,356	
0 hours and 56 minutes	2 hours and 44 minutes
3 hours and 12 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)			1h 0m	0h 46m	0h 56m	1h 18m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			3h 18m	2h 40m	3h 12m	4h 20m

(†) 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.

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

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

By mode of separation

January to March 2017

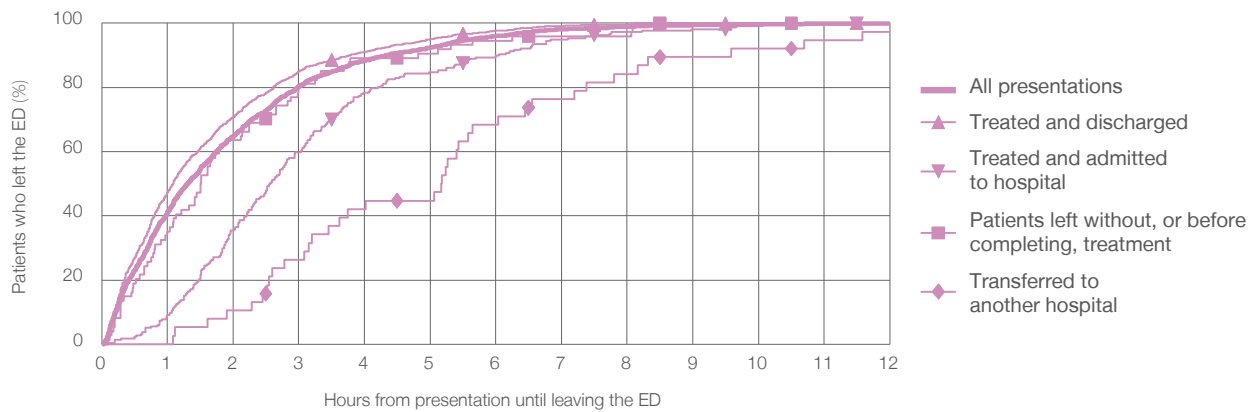
All presentations:<sup>1</sup> 1,789 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,788 patients

Mode of separation	Number of patients	Percentage
Treated and discharged	1,449	(81.0%)
Treated and admitted to hospital	217	(12.1%)
Patient left without, or before completing, treatment	74	(4.1%)
Transferred to another hospital	38	(2.1%)
Other	11	(0.6%)

	Same period last year	Change since one year ago
Presentations used to calculate time to leaving the ED: <sup>6</sup>	2,356	-24.1%
Treated and discharged	1,990	-27.2%
Treated and admitted to hospital	253	-14.2%
Patient left without, or before completing, treatment	56	32.1%
Transferred to another hospital	54	-29.6%
Other	4	175.0%

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



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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	47.4%	70.9%	85.0%	91.0%	97.7%	99.6%	99.9%	100%
Treated and admitted to hospital	9.2%	35.5%	59.9%	78.3%	89.9%	97.2%	99.1%	100%
Patient left without, or before completing, treatment	35.1%	63.5%	79.7%	89.2%	94.6%	95.9%	100%	100%
Transferred to another hospital	0%	10.5%	26.3%	42.1%	68.4%	84.2%	92.1%	97.4%
All presentations	41.2%	64.9%	80.3%	88.3%	96.0%	98.8%	99.6%	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.

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

## Forbes District Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 1,789 patients

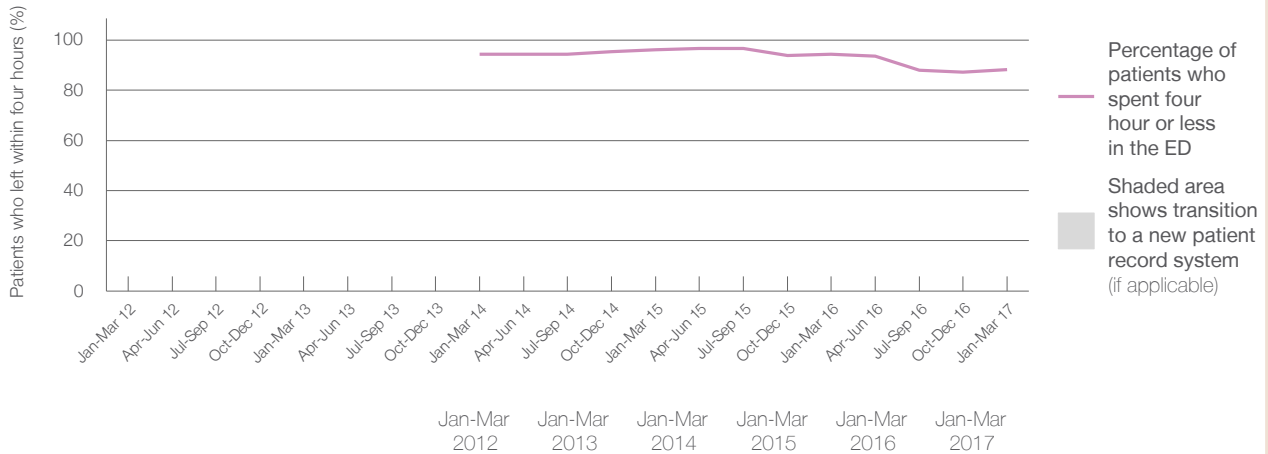
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,788 patients

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>	2,357	-24.1%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	2,356	-24.1%
Percentage of patients who spent four hours or less in the ED	94.4%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017 †‡§



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	94.2%	96.2%	94.4%	94.4%	88.3%	88.3%

\* 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*.

- 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, July to September 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

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

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

January to March 2017

All presentations:<sup>1</sup> 2,706 patients  
Emergency presentations:<sup>2</sup> 2,566 patients

Same period last year	Change since one year ago
3,307	-18.2%
2,896	-11.4%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 181 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 644 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,325 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 95 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 411 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
223	
6 minutes	8 minutes
24 minutes	26 minutes
616	
20 minutes	20 minutes
54 minutes	69 minutes
1,366	
33 minutes	26 minutes
110 minutes	101 minutes
679	
37 minutes	23 minutes
133 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,706 patients

Percentage of patients who spent four hours or less in the ED 89.2%

Same period last year	Change since one year ago
3,305	-18.1%
89.6%	

\* 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, July to September 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.

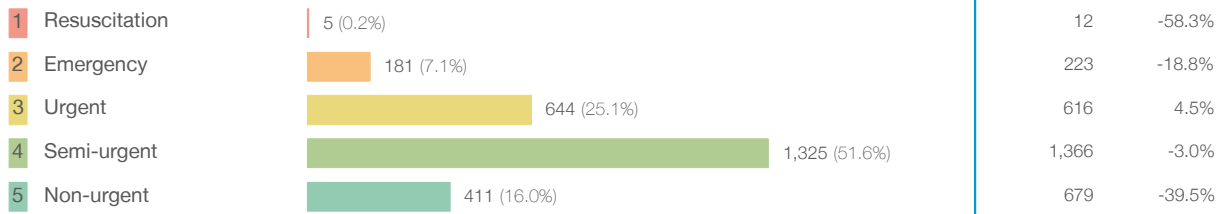
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

## Mudgee District Hospital: Patients presenting to the emergency department January to March 2017

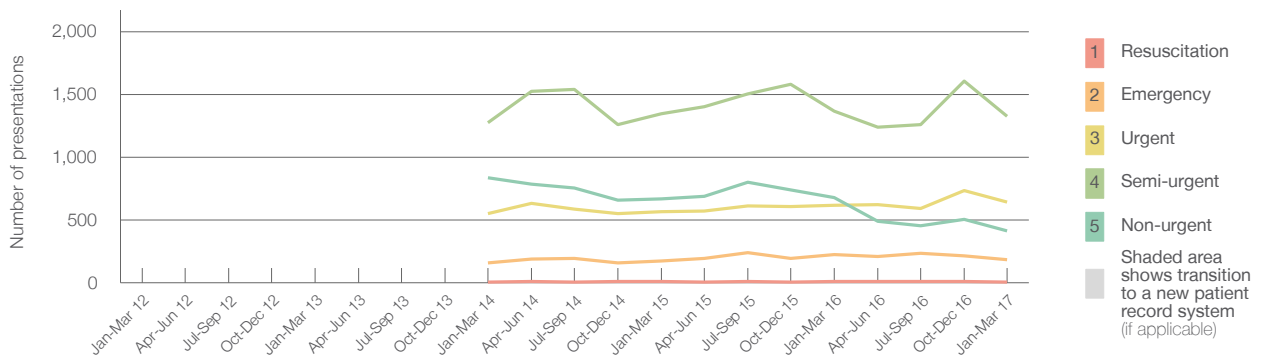
All presentations:<sup>1</sup> 2,706 patients

Emergency presentations<sup>2</sup> by triage category: 2,566 patients



Same period last year	Change since one year ago
3,307	-18.2%
2,896	-11.4%
12	-58.3%
223	-18.8%
616	4.5%
1,366	-3.0%
679	-39.5%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 \* §



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation			6	9	12	5
Emergency			159	171	223	181
Urgent			548	565	616	644
Semi-urgent			1,272	1,348	1,366	1,325
Non-urgent			835	666	679	411
All emergency presentations			2,820	2,759	2,896	2,566

## Mudgee District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 216 patients

ED Transfer of care time



Same period last year	Change since one year ago
160	
13 minutes	-3 minutes
34 minutes	-7 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.

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

## Mudgee District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

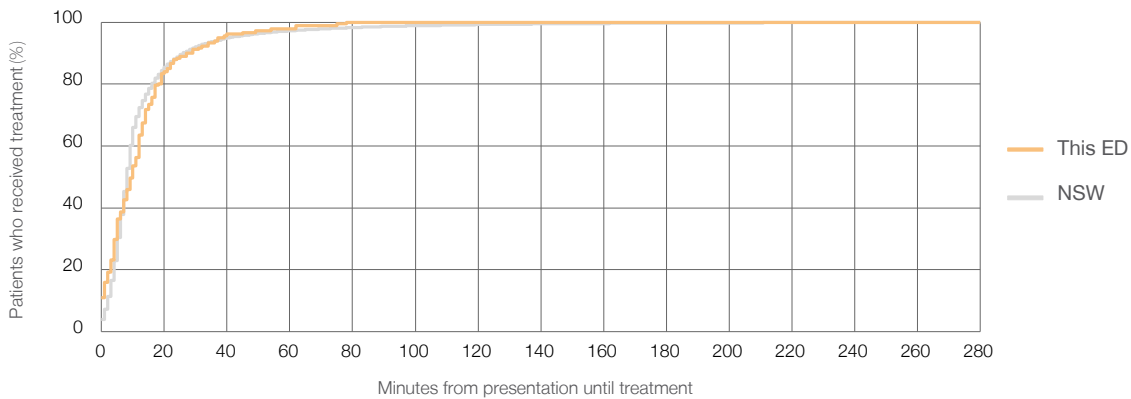
Number of triage 2 patients: 181

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

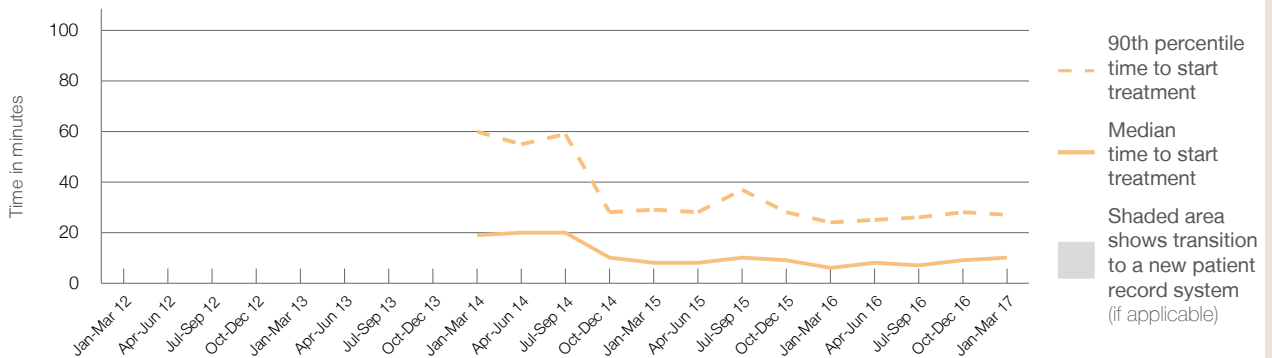
Median time to start treatment<sup>4</sup>  10 minutes  
 90th percentile time to start treatment<sup>5</sup>  27 minutes

Same period last year	NSW (this period)
223	
221	
6 minutes	8 minutes
24 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	19	20	10	8	6	10
90th percentile time to start treatment <sup>5</sup> (minutes)	60	58	28	30	24	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.

(§) 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.

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

## Mudgee District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 644

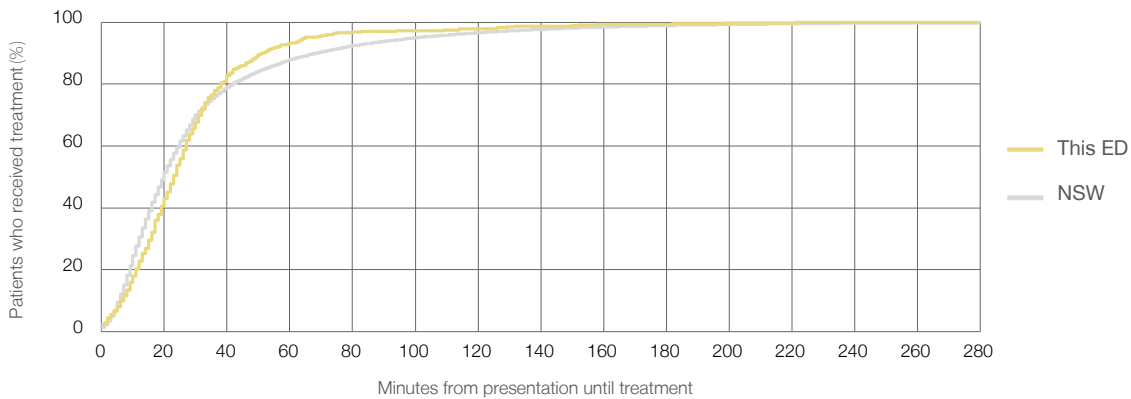
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 635

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

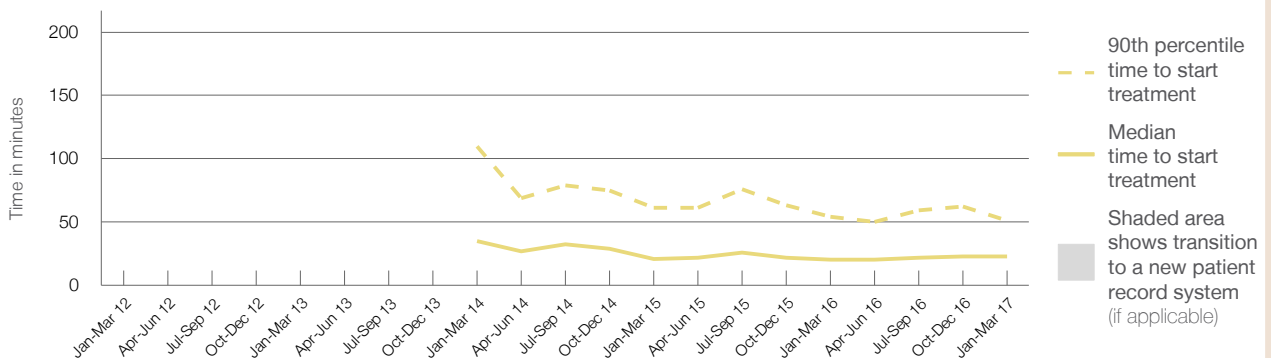
90th percentile time to start treatment<sup>5</sup> 51 minutes

Same period last year	NSW (this period)
616	
601	
20 minutes	20 minutes
54 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)			35	21	20	23
90th percentile time to start treatment <sup>5</sup> (minutes)			110	61	54	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.

(§) 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.



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

## Mudgee District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 1,325

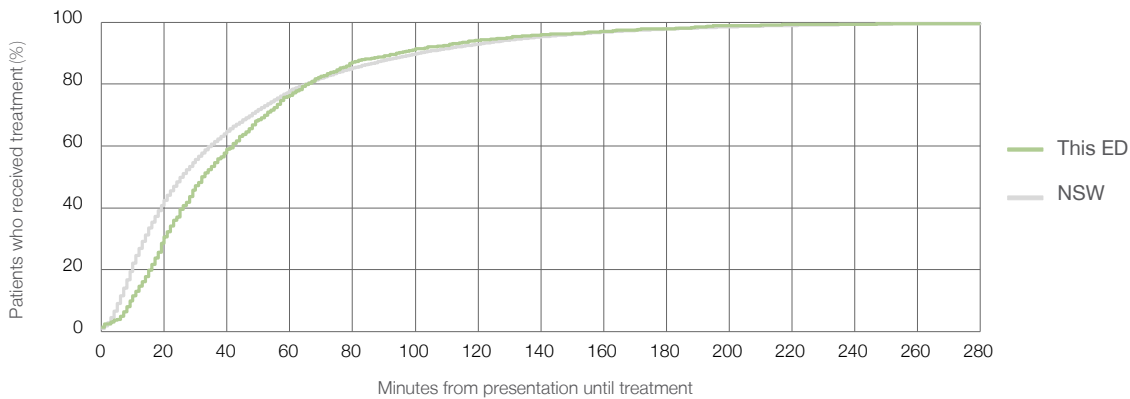
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,247

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

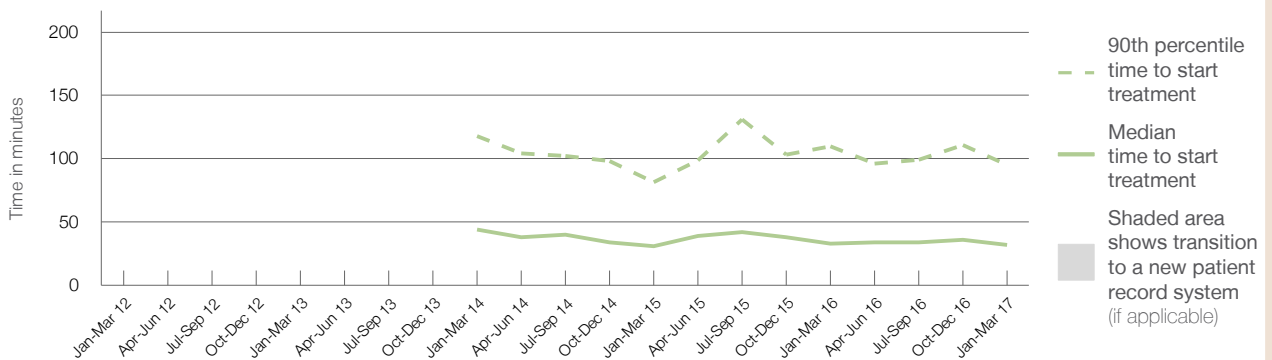
90th percentile time to start treatment<sup>5</sup> 95 minutes

Same period last year	NSW (this period)
1,366	
1,253	
33 minutes	26 minutes
110 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)			44	31	33	32
90th percentile time to start treatment <sup>5</sup> (minutes)			118	82	110	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.

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

## Mudgee District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 411

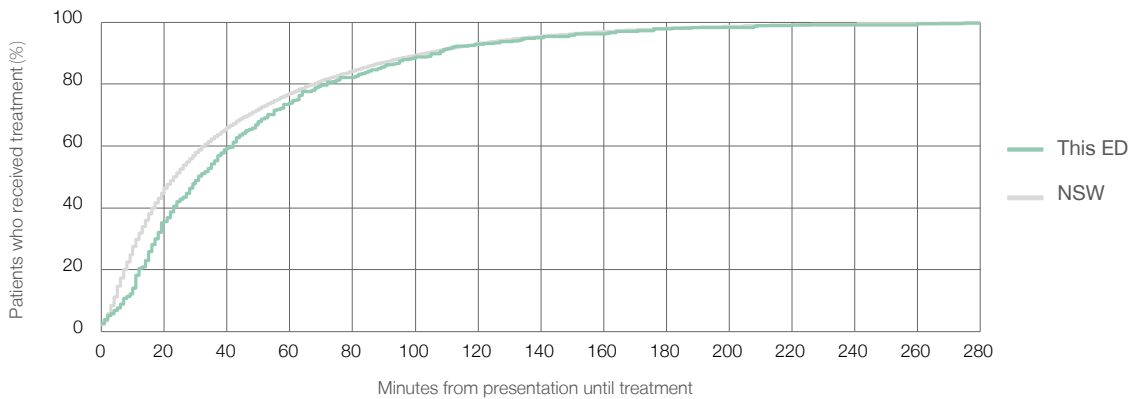
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 362

Median time to start treatment<sup>4</sup> 31 minutes

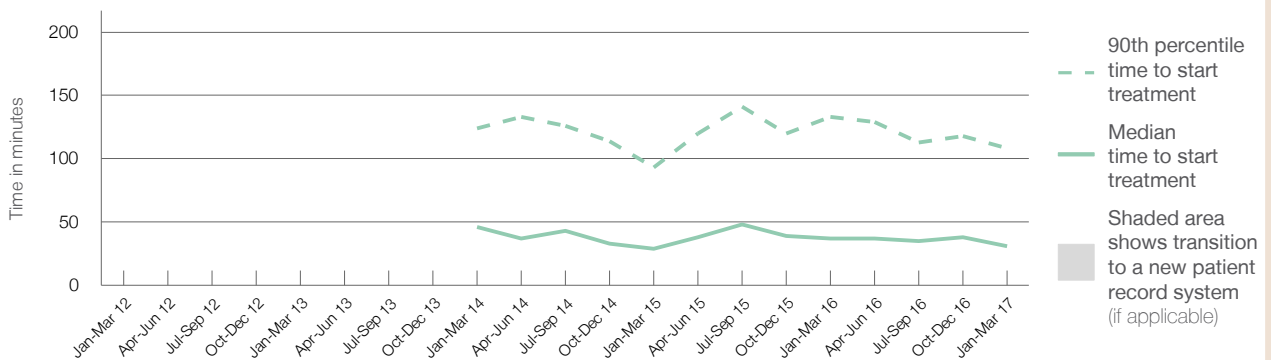
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
679	
548	
37 minutes	23 minutes
133 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)			46	29	37	31
90th percentile time to start treatment <sup>5</sup> (minutes)			124	93	133	108

(†) 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.

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

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

January to March 2017

All presentations:<sup>1</sup> 2,706 patients

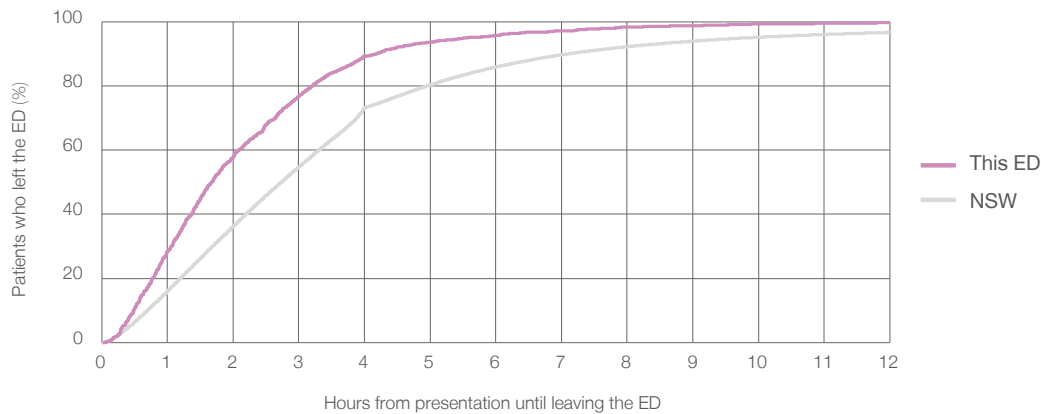
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,706 patients

Median time spent in the ED<sup>8</sup> 1 hours and 41 minutes

90th percentile time spent in the ED<sup>9</sup> 4 hours and 11 minutes

Same period last year	NSW (this period)
3,307	
3,305	
1 hours and 29 minutes	2 hours and 44 minutes
4 hours and 5 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)			1h 22m	1h 10m	1h 29m	1h 41m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			4h 1m	3h 47m	4h 5m	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.

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

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

By mode of separation

January to March 2017

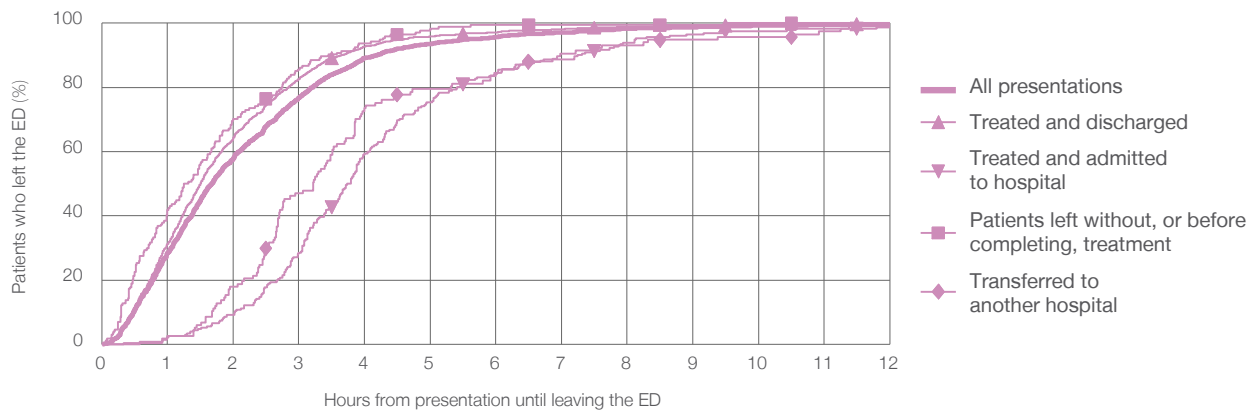
All presentations:<sup>1</sup> 2,706 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,706 patients

Treated and discharged	2,166 (80.0%)
Treated and admitted to hospital	232 (8.6%)
Patient left without, or before completing, treatment	174 (6.4%)
Transferred to another hospital	117 (4.3%)
Other	17 (0.6%)

Same period last year	Change since one year ago
3,305	-18.1%
2,713	-20.2%
228	1.8%
211	-17.5%
117	0.0%
38	-55.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	31.3%	64.4%	82.6%	92.8%	97.2%	98.9%	99.5%	99.7%
Treated and admitted to hospital	2.2%	9.1%	28.4%	59.5%	84.1%	94.0%	97.4%	98.7%
Patient left without, or before completing, treatment	42.0%	70.1%	85.6%	93.7%	99.4%	99.4%	100%	100%
Transferred to another hospital	2.6%	17.9%	47.0%	73.5%	84.6%	93.2%	95.7%	99.1%
All presentations	28.5%	58.1%	76.7%	89.2%	95.7%	98.3%	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.

(§) 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.

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

## Mudgee District Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 2,706 patients

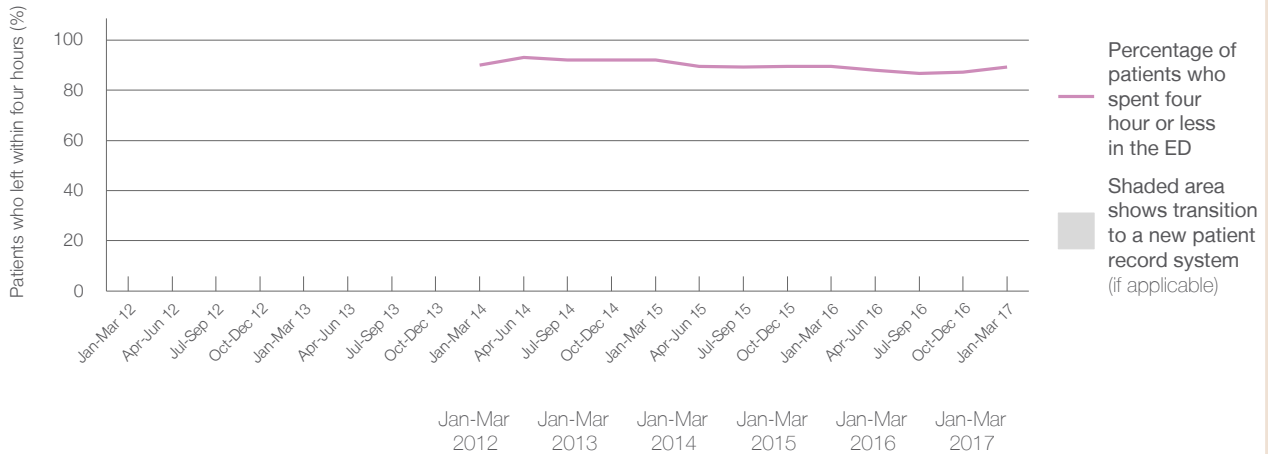
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,706 patients

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>	3,307	-18.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	3,305	-18.1%
Percentage of patients who spent four hours or less in the ED	89.6%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡§</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	89.9%	92.0%	92.0%	92.0%	92.0%	89.2%

\* 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*.

- 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, July to September 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

January to March 2017

All presentations:<sup>1</sup> 7,310 patients  
Emergency presentations:<sup>2</sup> 7,200 patients

Same period last year	Change since one year ago
7,127	2.6%
6,991	3.0%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 976 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> 10 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,482 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 41 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,757 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 69 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,918 patients

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

Same period last year	NSW (this period)
930	
5 minutes	8 minutes
10 minutes	26 minutes
1,469	
15 minutes	20 minutes
40 minutes	69 minutes
2,676	
20 minutes	26 minutes
75 minutes	101 minutes
1,872	
16 minutes	23 minutes
102 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,309 patients

Percentage of patients who spent four hours or less in the ED 74.0%

Same period last year	Change since one year ago
7,126	2.6%
76.0%	

\* 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, July to September 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.

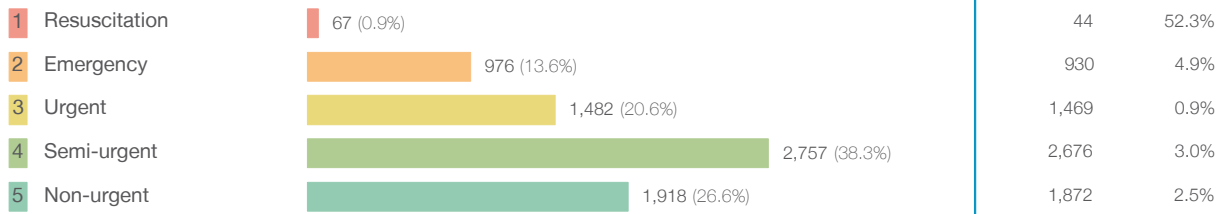
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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 January to March 2017

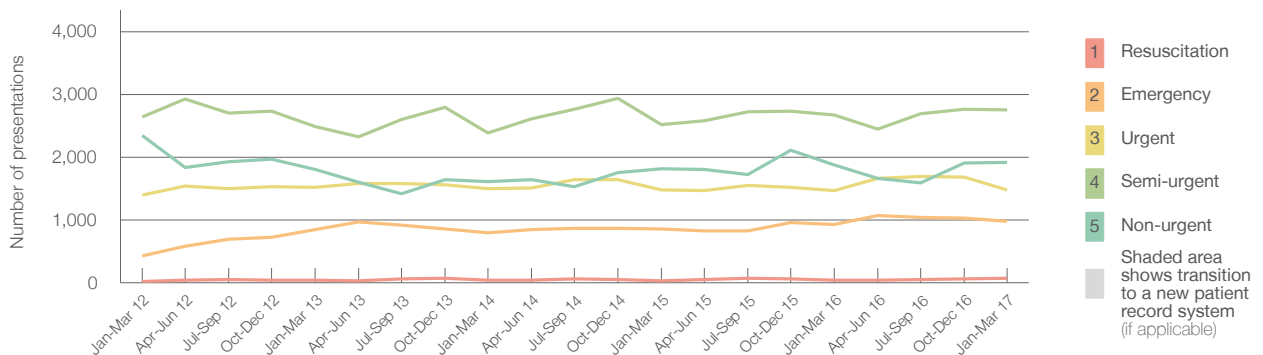
All presentations:<sup>1</sup> 7,310 patients

Emergency presentations<sup>2</sup> by triage category: 7,200 patients



Same period last year	Change since one year ago
7,127	2.6%
6,991	3.0%
44	52.3%
930	4.9%
1,469	0.9%
2,676	3.0%
1,872	2.5%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	23	39	41	31	44	67
Emergency	431	848	793	860	930	976
Urgent	1,397	1,523	1,495	1,475	1,469	1,482
Semi-urgent	2,640	2,491	2,387	2,517	2,676	2,757
Non-urgent	2,341	1,800	1,612	1,810	1,872	1,918
All emergency presentations	6,832	6,701	6,328	6,693	6,991	7,200

## Orange Health Service: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,311 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,258	
10 minutes	0 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.

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 January to March 2017

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

Number of triage 2 patients: 976

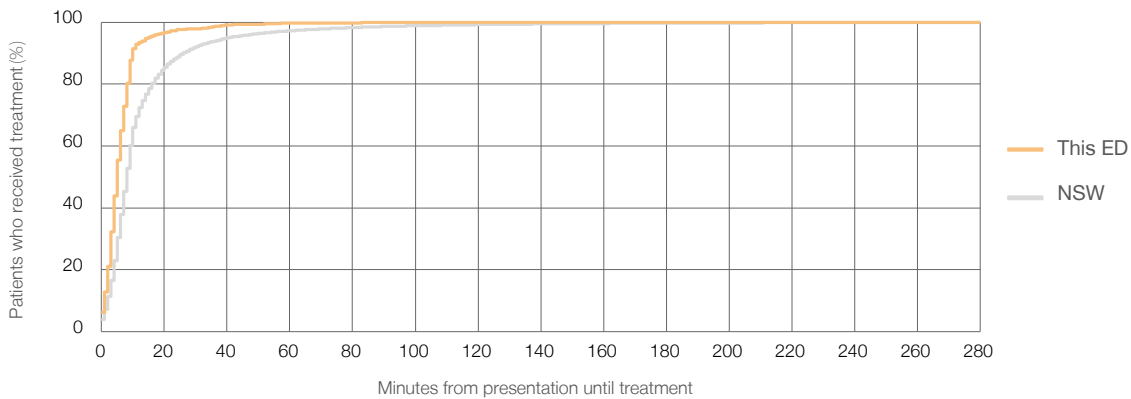
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 974

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

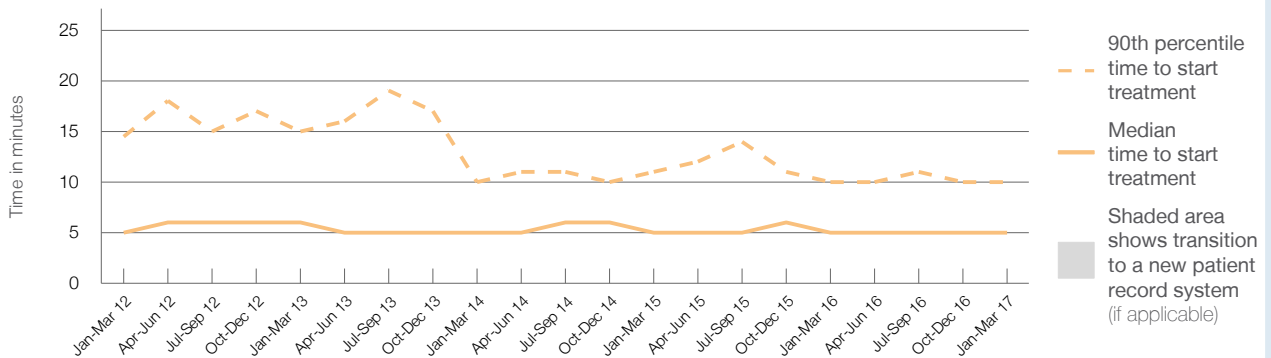
90th percentile time to start treatment<sup>5</sup> 10 minutes

Same period last year	NSW (this period)
930	923
5 minutes	8 minutes
10 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	5	6	5	5	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	15	15	10	11	10	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.



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 January to March 2017

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

Number of triage 3 patients: 1,482

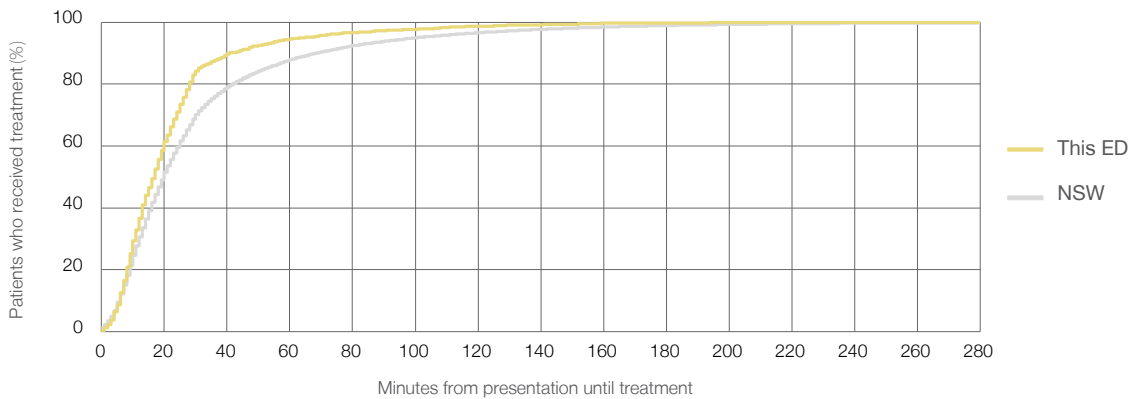
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,465

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

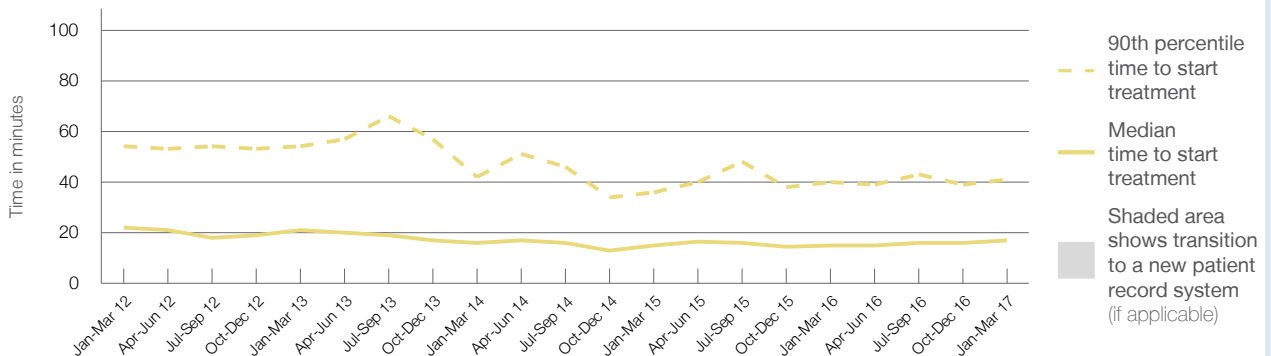
90th percentile time to start treatment<sup>5</sup> 41 minutes

Same period last year	NSW (this period)
1,469	1,463
15 minutes	20 minutes
40 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	22	21	16	15	15	17
90th percentile time to start treatment <sup>5</sup> (minutes)	54	54	42	36	40	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.

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 January to March 2017

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

Number of triage 4 patients: 2,757

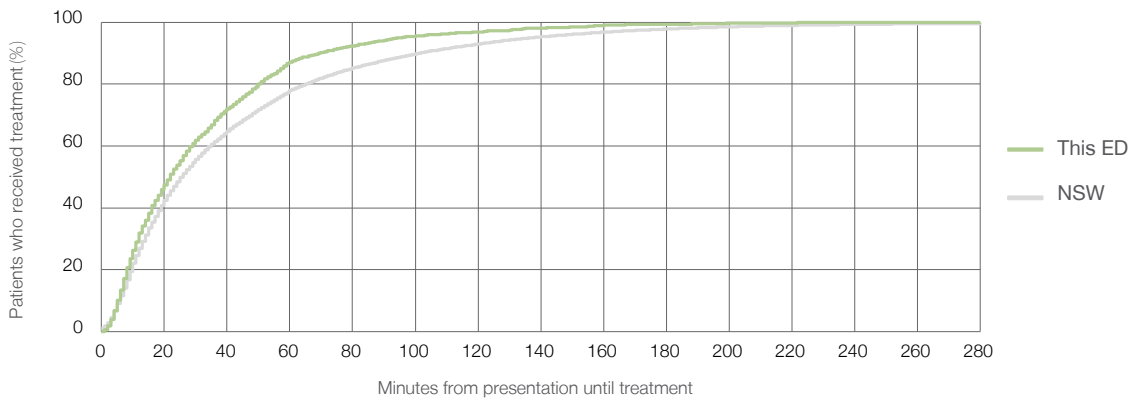
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,653

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

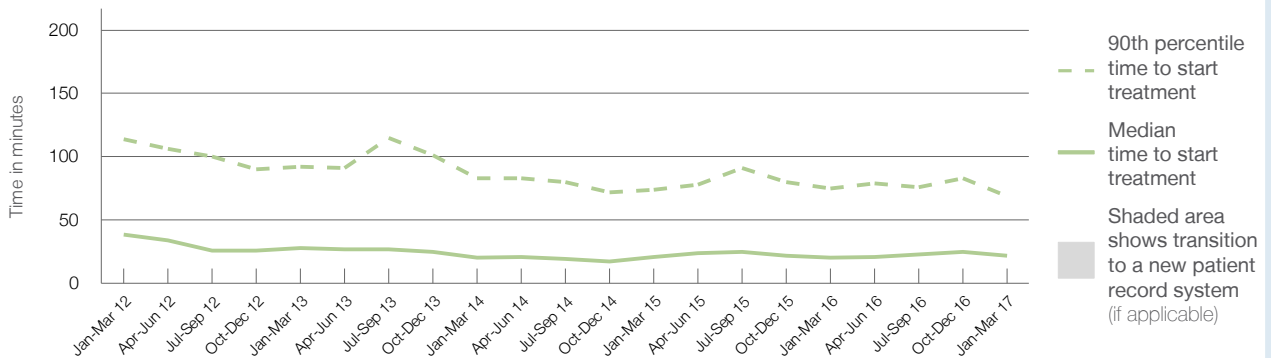
90th percentile time to start treatment<sup>5</sup> 69 minutes

Same period last year	NSW (this period)
2,676	2,676
20 minutes	26 minutes
75 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	39	28	20	21	20	22
90th percentile time to start treatment <sup>5</sup> (minutes)	114	92	83	74	75	69

(†) 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.

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 January to March 2017

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

Number of triage 5 patients: 1,918

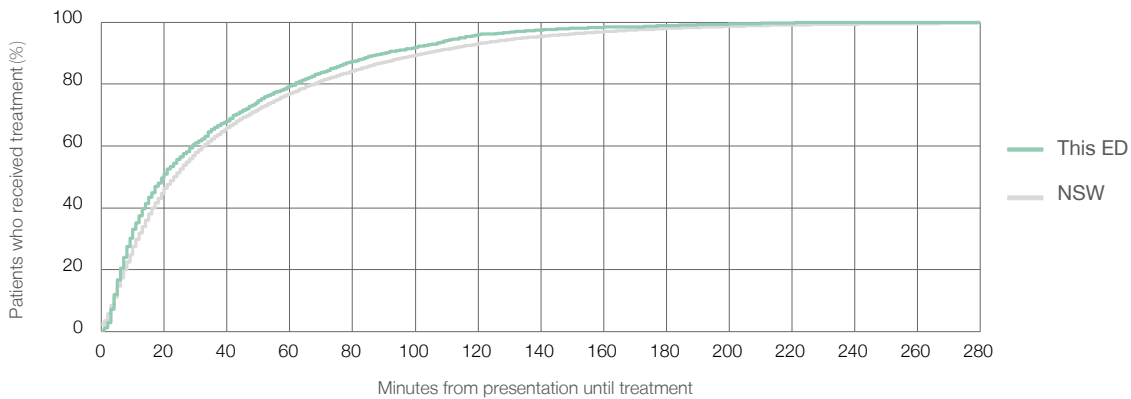
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,791

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

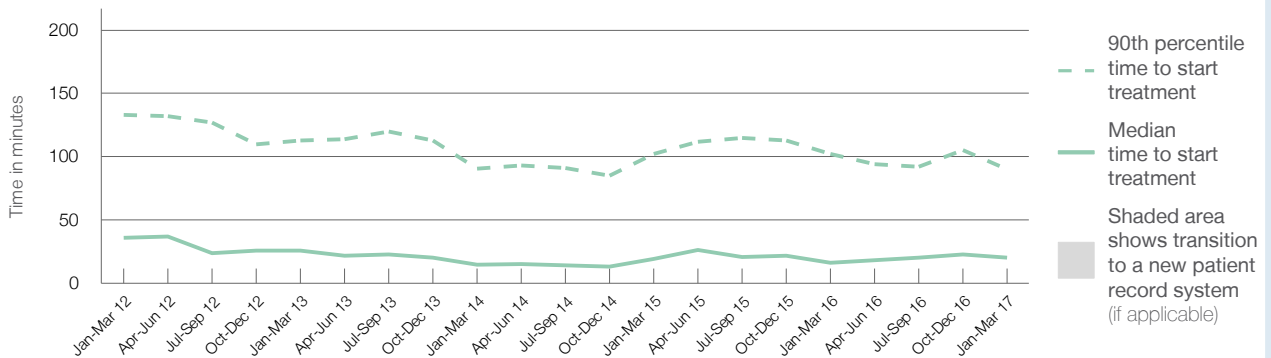
90th percentile time to start treatment<sup>5</sup> 90 minutes

Same period last year	NSW (this period)
1,872	1,715
16 minutes	23 minutes
102 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	36	26	15	19	16	20
90th percentile time to start treatment <sup>5</sup> (minutes)	133	113	91	102	102	90

(†) 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.

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

January to March 2017

All presentations:<sup>1</sup> 7,310 patients

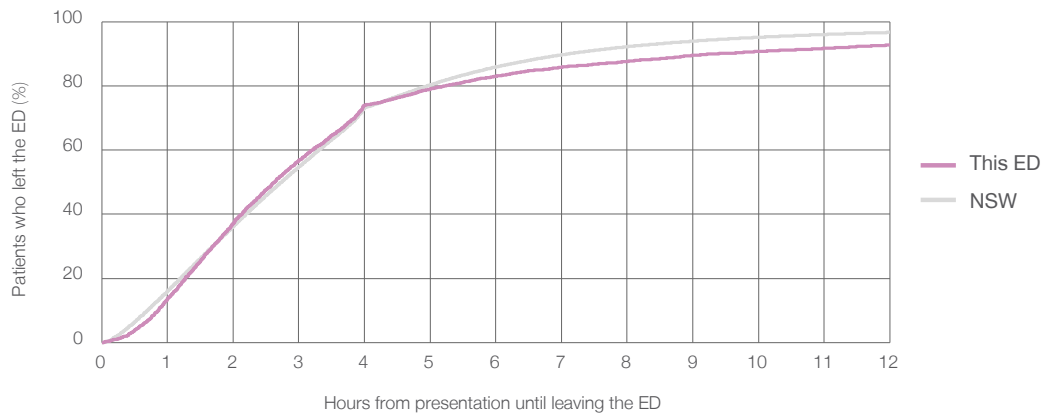
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,309 patients

Median time spent in the ED<sup>8</sup> 2 hours and 38 minutes

90th percentile time spent in the ED<sup>9</sup> 9 hours and 20 minutes

Same period last year	NSW (this period)
7,127	
7,126	
2 hours and 31 minutes	2 hours and 44 minutes
7 hours and 55 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 43m	2h 47m	2h 28m	2h 27m	2h 31m	2h 38m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 37m	8h 15m	7h 3m	6h 50m	7h 55m	9h 20m

(†) 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.

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

January to March 2017

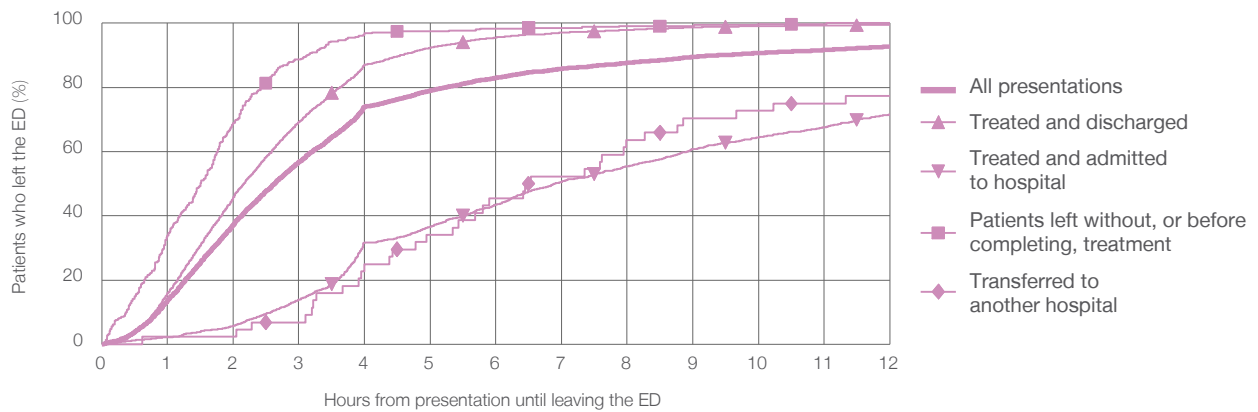
All presentations:<sup>1</sup> 7,310 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,309 patients

Treated and discharged	5,119 (70.0%)
Treated and admitted to hospital	1,741 (23.8%)
Patient left without, or before completing, treatment	354 (4.8%)
Transferred to another hospital	44 (0.6%)
Other	52 (0.7%)

Same period last year	Change since one year ago
7,126	2.6%
4,938	3.7%
1,785	-2.5%
346	2.3%
30	46.7%
28	85.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	15.9%	45.8%	69.3%	87.0%	95.5%	97.9%	99.1%	99.5%
Treated and admitted to hospital	2.2%	5.7%	13.9%	31.7%	43.5%	55.4%	64.4%	71.6%
Patient left without, or before completing, treatment	33.9%	68.9%	88.7%	96.9%	98.3%	99.2%	99.7%	100%
Transferred to another hospital	2.3%	2.3%	6.8%	25.0%	45.5%	63.6%	72.7%	77.3%
All presentations	13.7%	37.3%	56.8%	74.0%	83.0%	87.6%	90.7%	92.7%

(†) 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.

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 7,310 patients

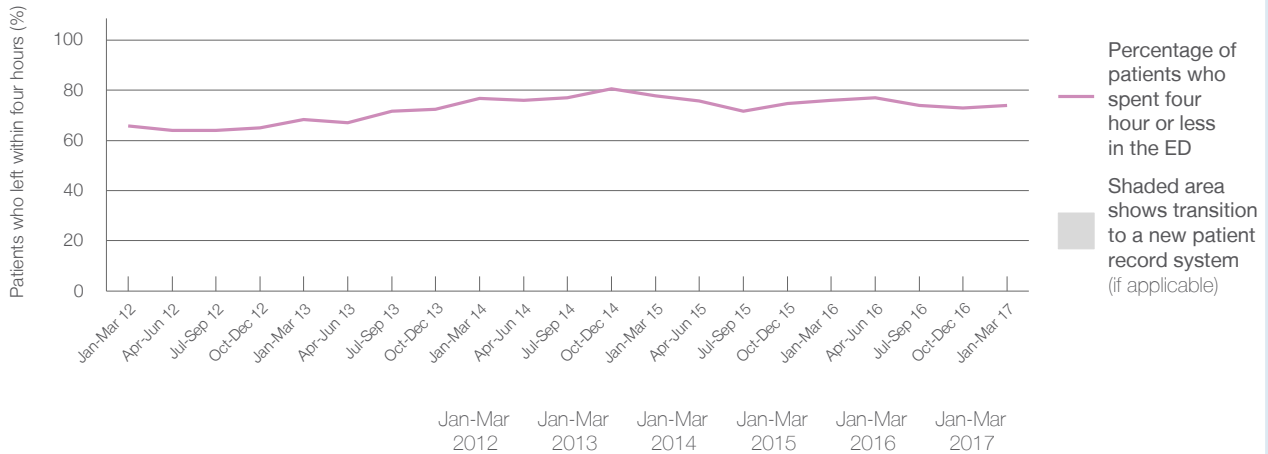
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,309 patients

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	7,127	2.6%
Presentations used to calculate time to leaving the ED	7,126	2.6%
Percentage of patients who spent four hours or less in the ED	76.0%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	65.8%	68.4%	76.7%	77.7%	76.0%	74.0%

\* 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, July to September 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).