



Healthcare Quarterly

Performance Profiles

Emergency Department

Murrumbidgee Local Health District

July to September 2017

Deniliquin Health Service: Emergency department (ED) overview July to September 2017

All presentations:¹ 2,266 patients
Emergency presentations:² 1,926 patients

Same period last year	Change since one year ago
2,073	9.3%
1,738	10.8%

Deniliquin Health Service: Time patients waited to start treatment³ July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 100 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 602 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 829 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 39 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 395 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
81	
5 minutes	9 minutes
*	29 minutes
586	
6 minutes	23 minutes
20 minutes	83 minutes
813	
7 minutes	30 minutes
23 minutes	121 minutes
251	
6 minutes	26 minutes
26 minutes	118 minutes

Deniliquin Health Service: Time from presentation until leaving the ED July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,266 patients

Percentage of patients who spent four hours or less in the ED 88.6%

Same period last year	Change since one year ago
2,073	9.3%
89.0%	

* 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.

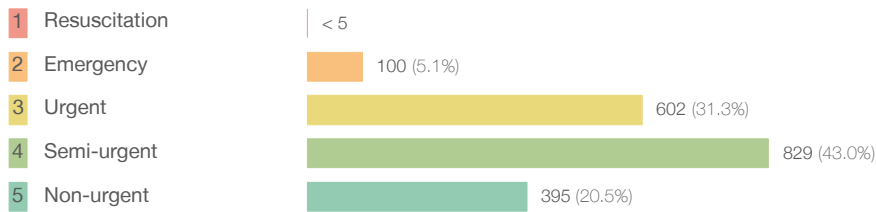
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Deniliquin Health Service: Patients presenting to the emergency department July to September 2017

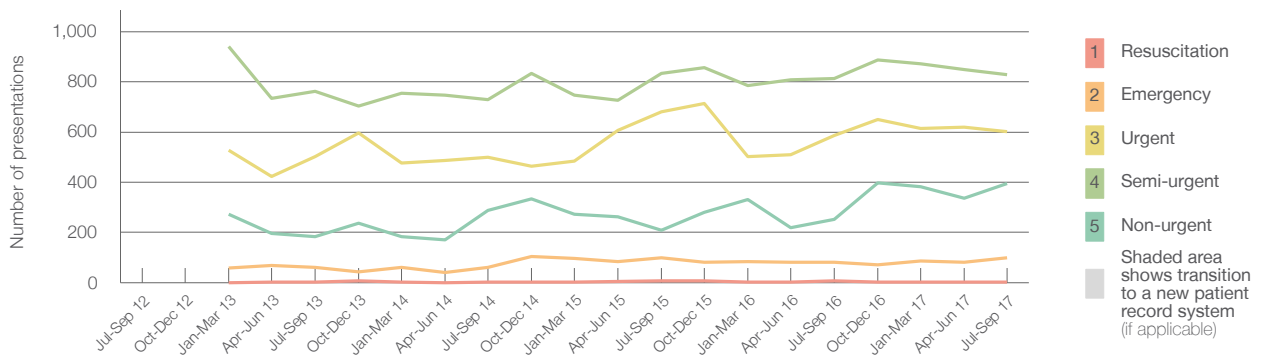
All presentations:¹ 2,266 patients

Emergency presentations² by triage category: 1,926 patients



	Same period last year	Change since one year ago
All presentations	2,073	9.3%
Emergency presentations	1,738	10.8%
Resuscitation	7	*
Emergency	81	22.2%
Urgent	586	2.7%
Semi-urgent	813	2.0%
Non-urgent	251	57.4%

Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation		< 5	< 5	8	7	< 5
Emergency		63	63	99	81	100
Urgent		501	500	681	586	602
Semi-urgent		762	728	833	813	829
Non-urgent		183	289	210	251	395
All emergency presentations		1,509	1,580	1,831	1,738	1,926

Deniliquin Health Service: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 102 patients ^{**}

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	120	
Median time	9 minutes	-2 minutes
90th percentile time	36 minutes	-19 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Deniliquin Health Service: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 100

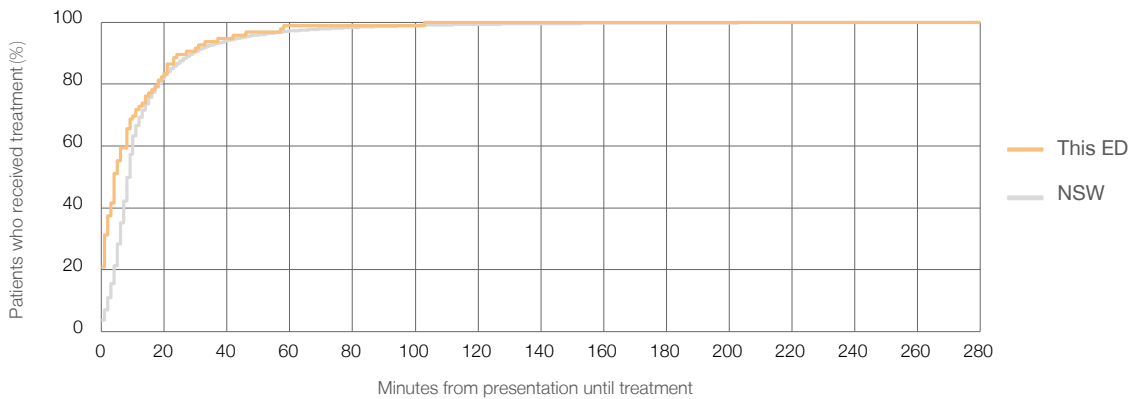
Number of triage 2 patients used to calculate waiting time:³ 96

Median time to start treatment⁴ 4 minutes

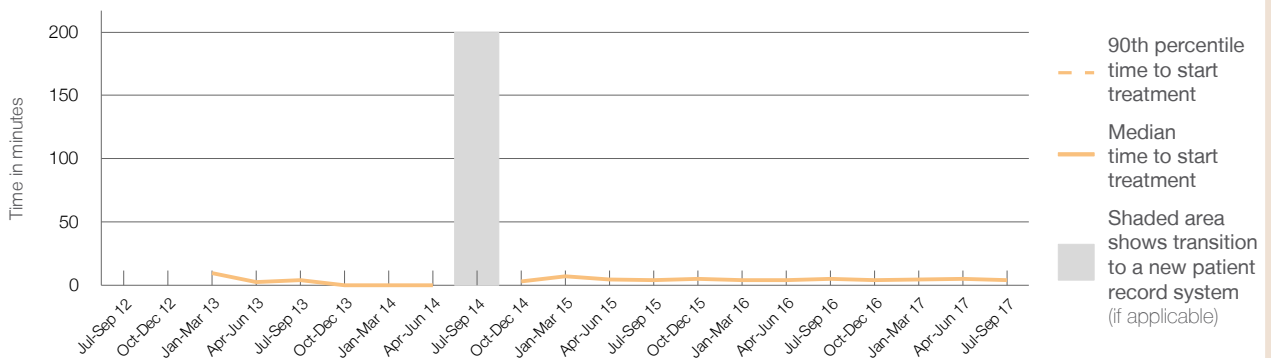
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
81	81
5 minutes	9 minutes
*	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		4		4	5	4
90th percentile time to start treatment ⁵ (minutes)		*		*	*	*

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Health Service: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 602

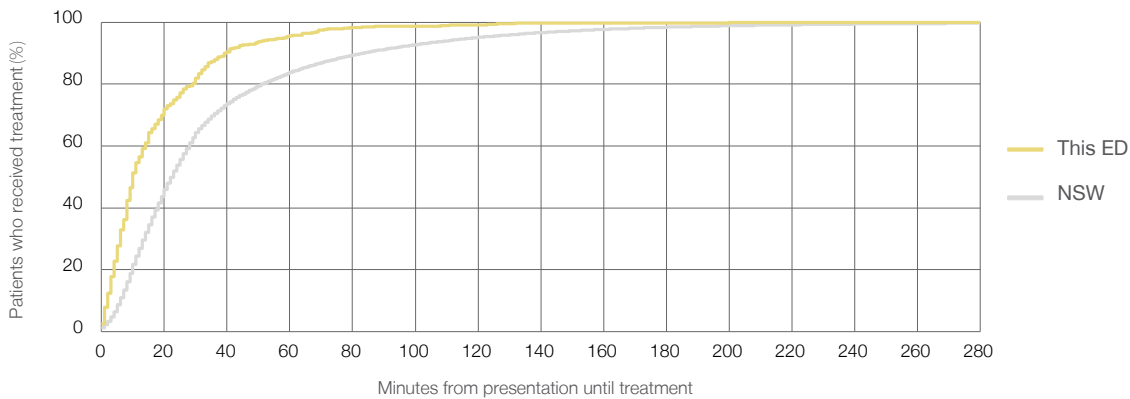
Number of triage 3 patients used to calculate waiting time:³ 581

Median time to start treatment⁴ 10 minutes

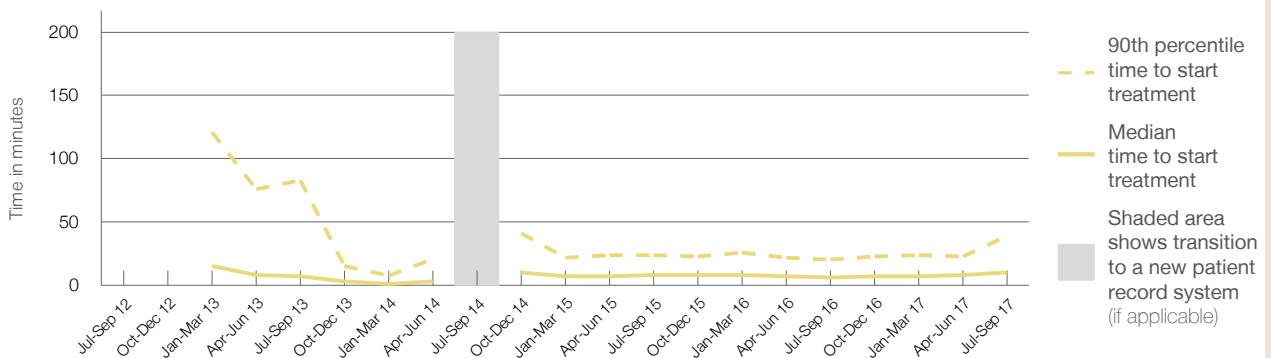
90th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
586	
573	
6 minutes	23 minutes
20 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		7		8	6	10
90th percentile time to start treatment ⁵ (minutes)		83		24	20	39

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Deniliquin Health Service: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 829

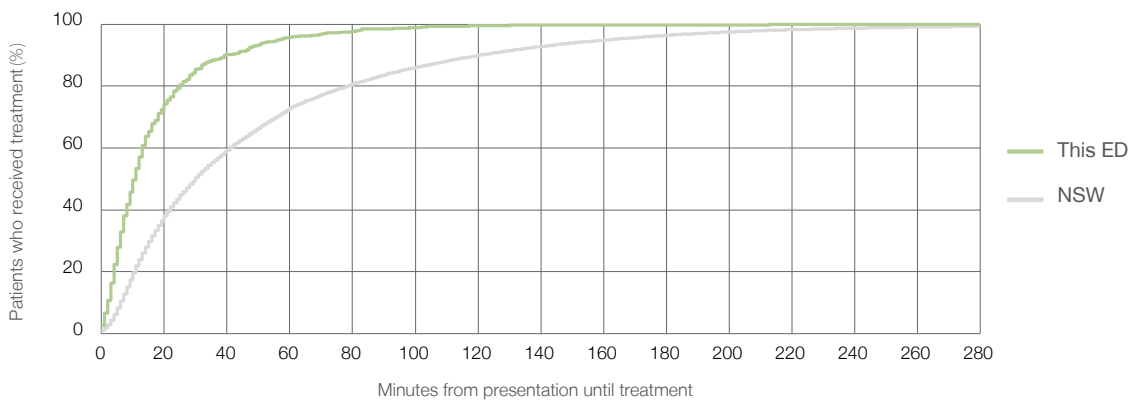
Number of triage 4 patients used to calculate waiting time:³ 782

Median time to start treatment⁴ 11 minutes

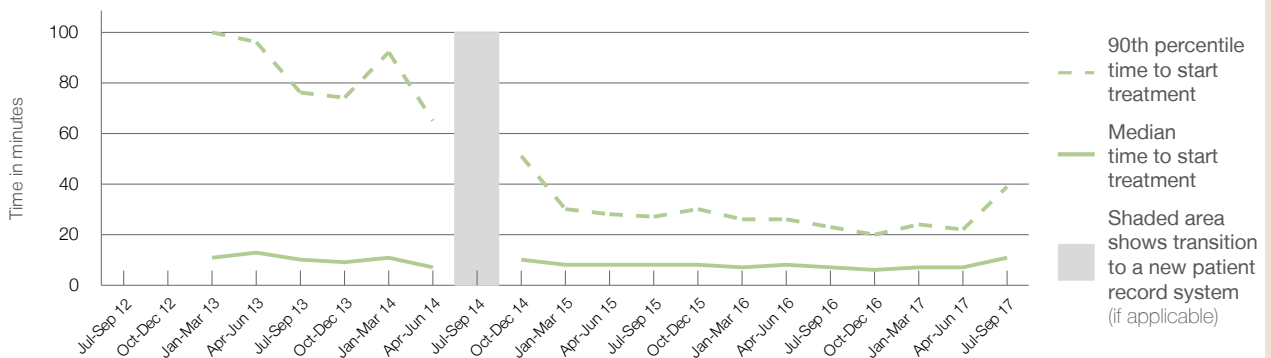
90th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
813	
781	
7 minutes	30 minutes
23 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		10		8	7	11
90th percentile time to start treatment ⁵ (minutes)		76		27	23	39

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(§) 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.

Deniliquin Health Service: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 395

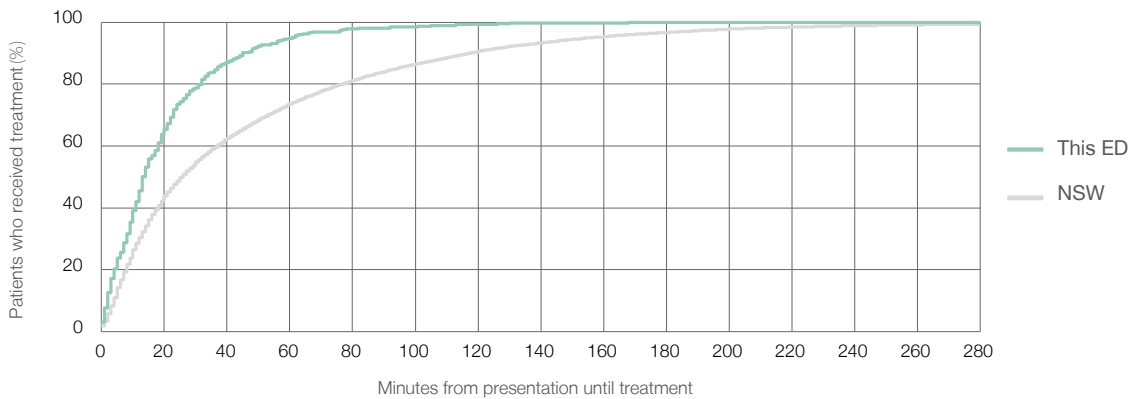
Number of triage 5 patients used to calculate waiting time:³ 378

Median time to start treatment⁴ 14 minutes

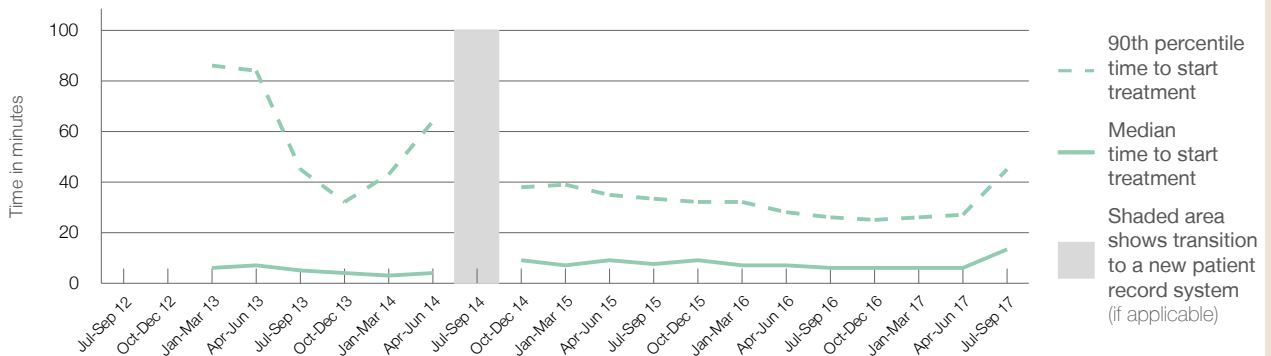
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
251	245
6 minutes	26 minutes
26 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		5		8	6	14
90th percentile time to start treatment ⁵ (minutes)		45		34	26	45

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

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(§) 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.

Deniliquin Health Service: Time patients spent in the ED July to September 2017

All presentations:¹ 2,266 patients

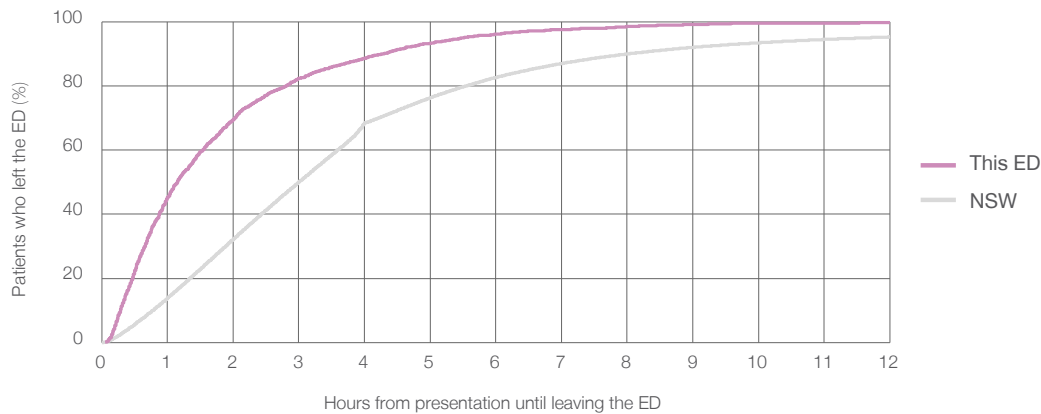
Presentations used to calculate time to leaving the ED:⁶ 2,266 patients

Median time spent in the ED⁸ 1 hours and 9 minutes

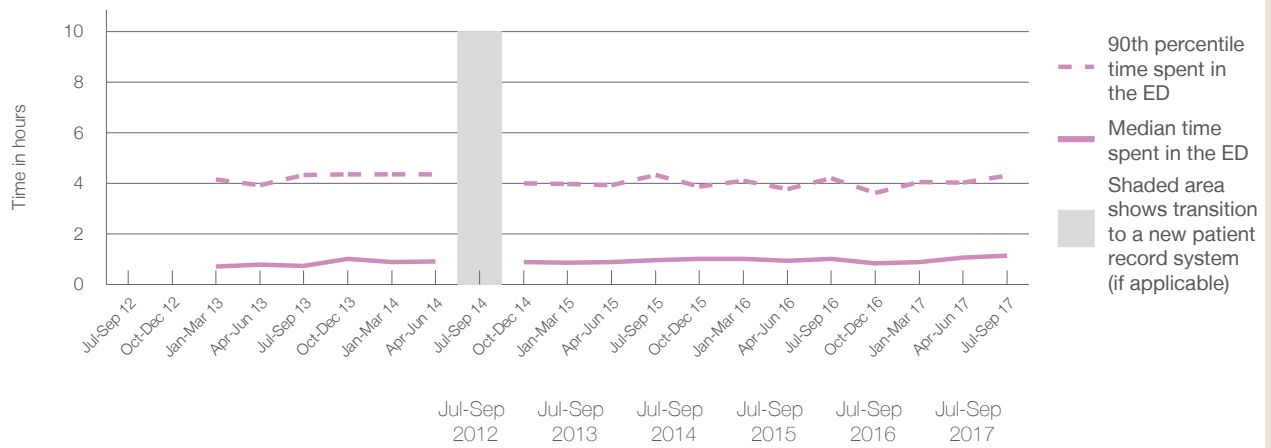
90th percentile time spent in the ED⁹ 4 hours and 18 minutes

Same period last year	NSW (this period)
2,073	2,073
1 hours and 1 minutes	3 hours and 0 minutes
4 hours and 13 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)		0h 44m		0h 59m	1h 1m	1h 9m
90th percentile time to leaving the ED ⁹ (hours, minutes)		4h 20m		4h 20m	4h 13m	4h 18m

(†) 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.

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Deniliquin Health Service: Time patients spent in the ED

By mode of separation

July to September 2017

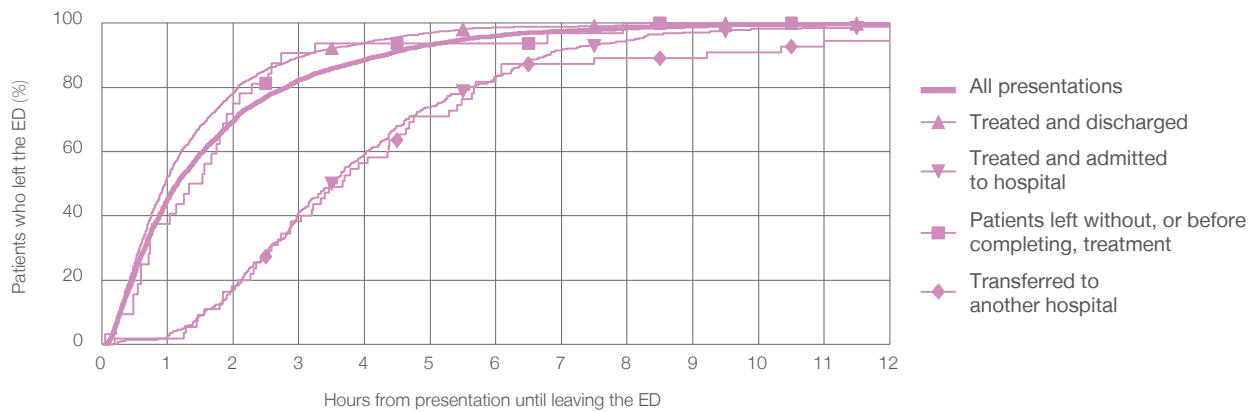
All presentations:¹ 2,266 patients

Presentations used to calculate time to leaving the ED:⁶ 2,266 patients

Treated and discharged	1,817 (80.2%)
Treated and admitted to hospital	282 (12.4%)
Patient left without, or before completing, treatment	32 (1.4%)
Transferred to another hospital	55 (2.4%)
Other	80 (3.5%)

Same period last year	Change since one year ago
2,073	9.3%
1,616	12.4%
334	-15.6%
28	14.3%
41	34.1%
54	48.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



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	52.2%	78.4%	89.5%	93.9%	98.7%	99.3%	99.9%	99.9%
Treated and admitted to hospital	2.5%	17.0%	41.1%	59.2%	83.3%	94.7%	98.2%	98.9%
Patient left without, or before completing, treatment	37.5%	75.0%	90.6%	93.8%	93.8%	100%	100%	100%
Transferred to another hospital	1.8%	18.2%	38.2%	56.4%	83.6%	89.1%	90.9%	94.5%
All presentations	45.3%	69.6%	82.3%	88.6%	96.2%	98.5%	99.5%	99.7%

(†) 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.

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Deniliquin Health Service: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 2,266 patients

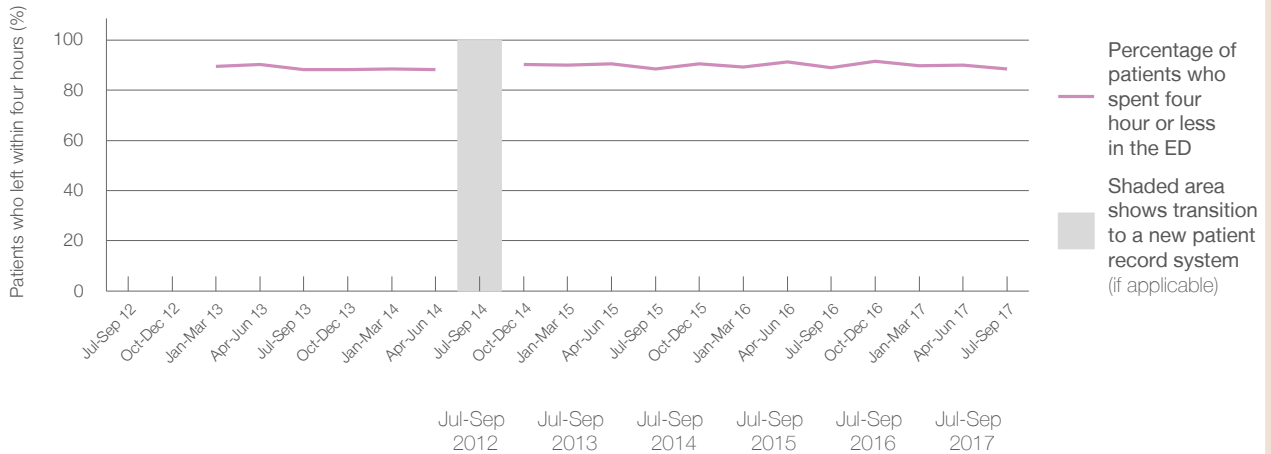
Presentations used to calculate time to leaving the ED:⁶ 2,266 patients

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: ¹	2,073	9.3%
Presentations used to calculate time to leaving the ED: ⁶	2,073	9.3%
Percentage of patients who spent four hours or less in the ED	89.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡§}



Patients who left within four hours (%)	88.1%	88.4%	89.0%	88.6%
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* 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Griffith Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 5,409 patients
 Emergency presentations:² 5,118 patients

Same period last year	Change since one year ago
5,192	4.2%
4,971	3.0%

Griffith Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 587 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,183 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,813 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 499 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
434	
6 minutes	9 minutes
21 minutes	29 minutes
2,107	
16 minutes	23 minutes
52 minutes	83 minutes
2,040	
21 minutes	30 minutes
82 minutes	121 minutes
363	
24 minutes	26 minutes
93 minutes	118 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 5,404 patients

Percentage of patients who spent four hours or less in the ED 76.2%

Same period last year	Change since one year ago
5,190	4.1%
84.1%	

* 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.

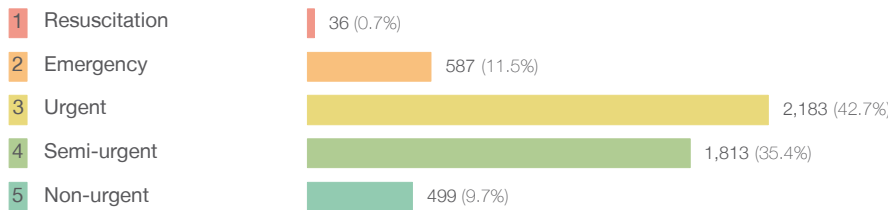
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Griffith Base Hospital: Patients presenting to the emergency department July to September 2017

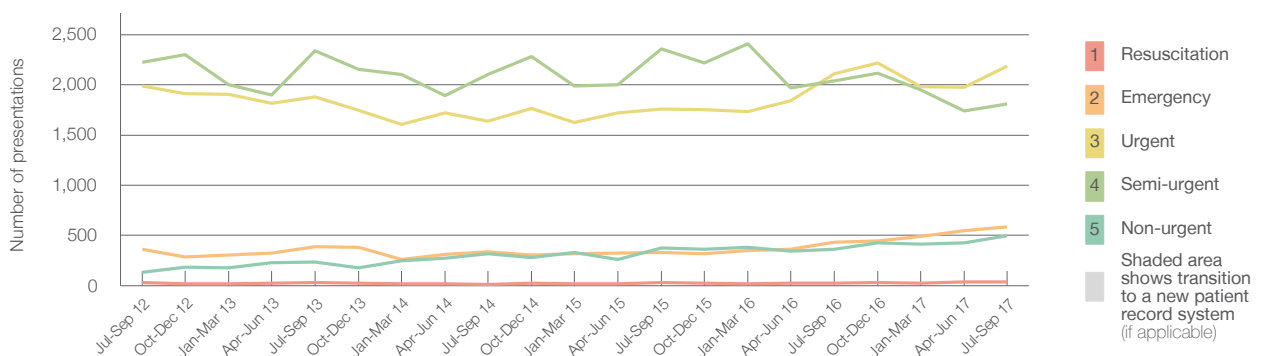
All presentations:¹ 5,409 patients

Emergency presentations² by triage category: 5,118 patients



Same period last year	Change since one year ago
5,192	4.2%
4,971	3.0%
27	33.3%
434	35.3%
2,107	3.6%
2,040	-11.1%
363	37.5%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	30	28	15	30	27	36
Emergency	365	387	339	333	434	587
Urgent	1,990	1,881	1,635	1,759	2,107	2,183
Semi-urgent	2,222	2,341	2,101	2,356	2,040	1,813
Non-urgent	136	238	319	376	363	499
All emergency presentations	4,743	4,875	4,409	4,854	4,971	5,118

Griffith Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 774 patients

ED Transfer of care time



Same period last year	Change since one year ago
761	
12 minutes	-1 minute
24 minutes	-2 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

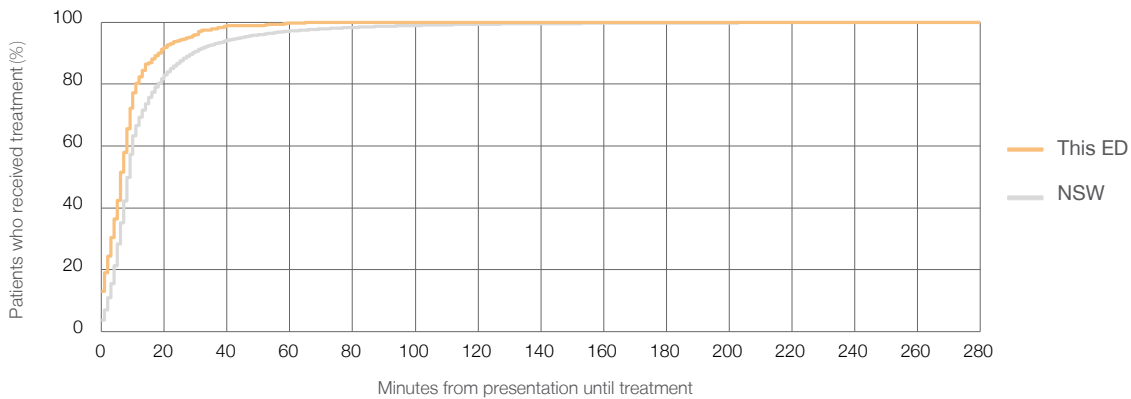
Number of triage 2 patients: 587

Number of triage 2 patients used to calculate waiting time:³ 580

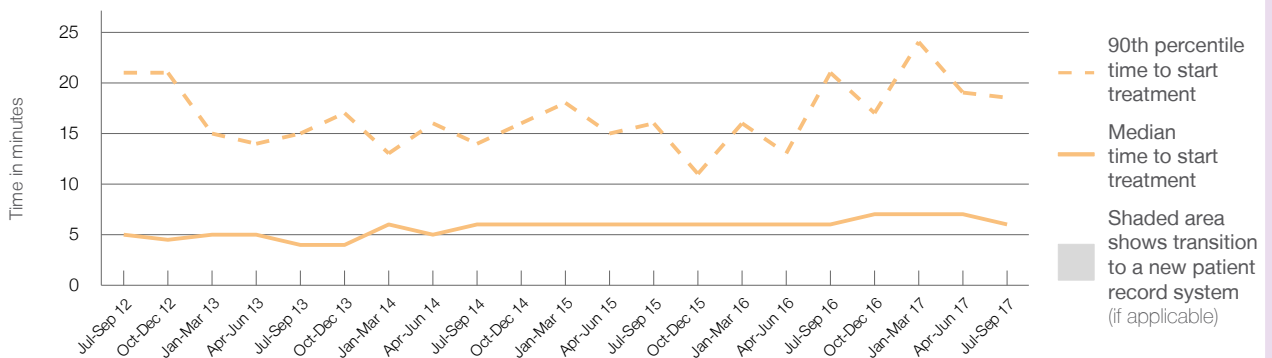
Median time to start treatment⁴ ■ 6 minutes
90th percentile time to start treatment⁵ ■ 19 minutes

Same period last year	NSW (this period)
434	
433	
6 minutes	9 minutes
21 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	5	4	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	21	15	14	16	21	19

(†) 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 2,183

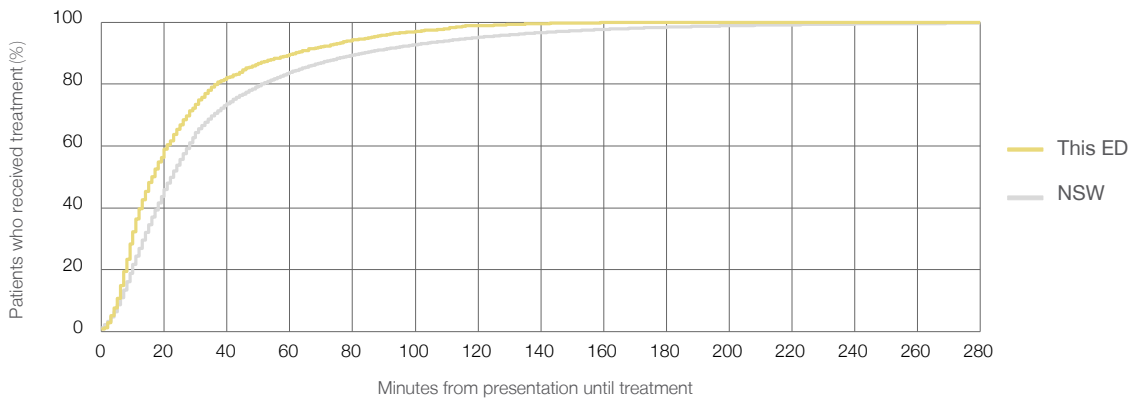
Number of triage 3 patients used to calculate waiting time:³ 2,134

Median time to start treatment⁴ 16 minutes

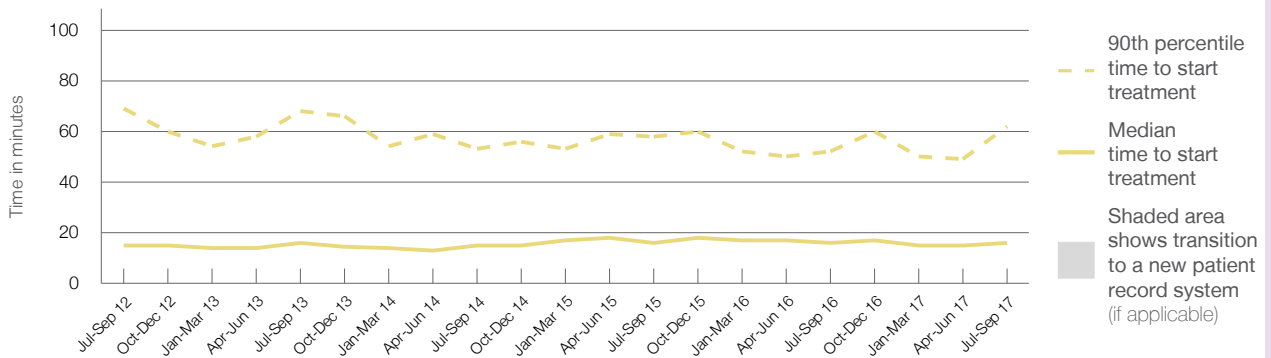
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
2,107	
2,079	
16 minutes	23 minutes
52 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	15	16	15	16	16	16
90th percentile time to start treatment ⁵ (minutes)	69	68	53	58	52	62

(†) 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 1,813

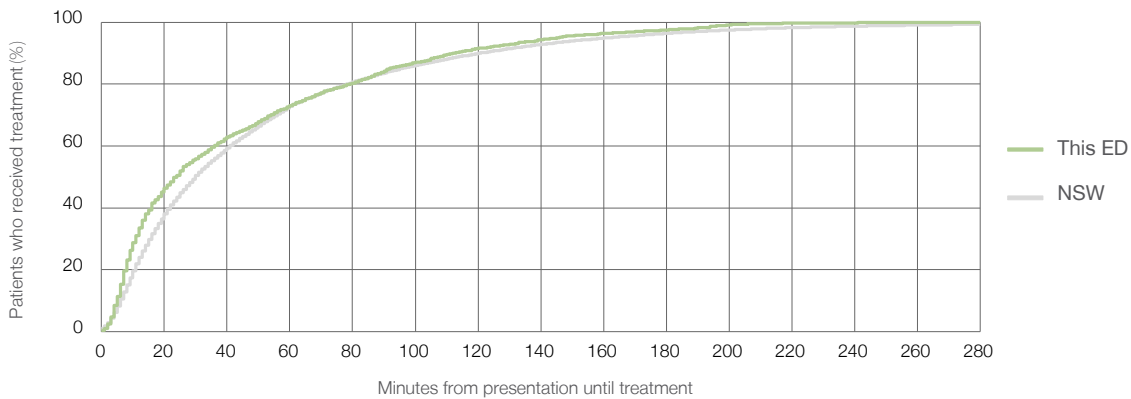
Number of triage 4 patients used to calculate waiting time:³ 1,705

Median time to start treatment⁴ 24 minutes

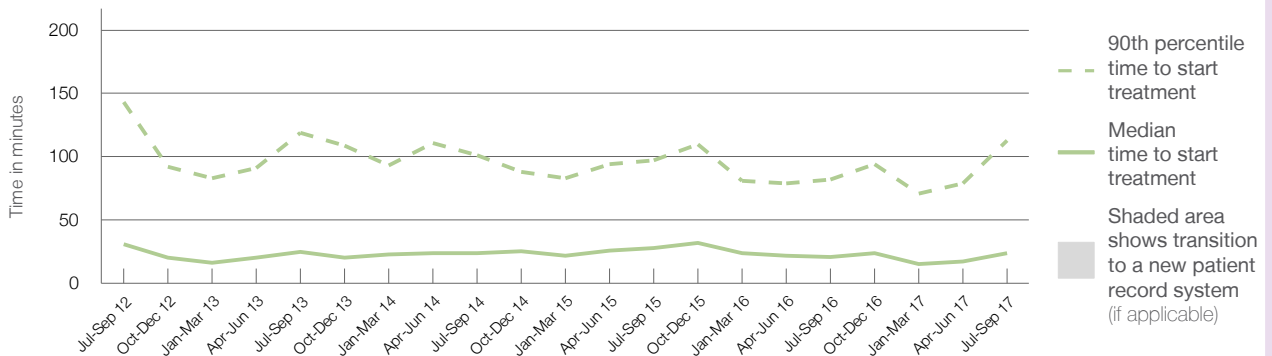
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
2,040	1,970
21 minutes	30 minutes
82 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	25	24	28	21	24
90th percentile time to start treatment ⁵ (minutes)	143	119	101	97	82	113

(†) 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 499

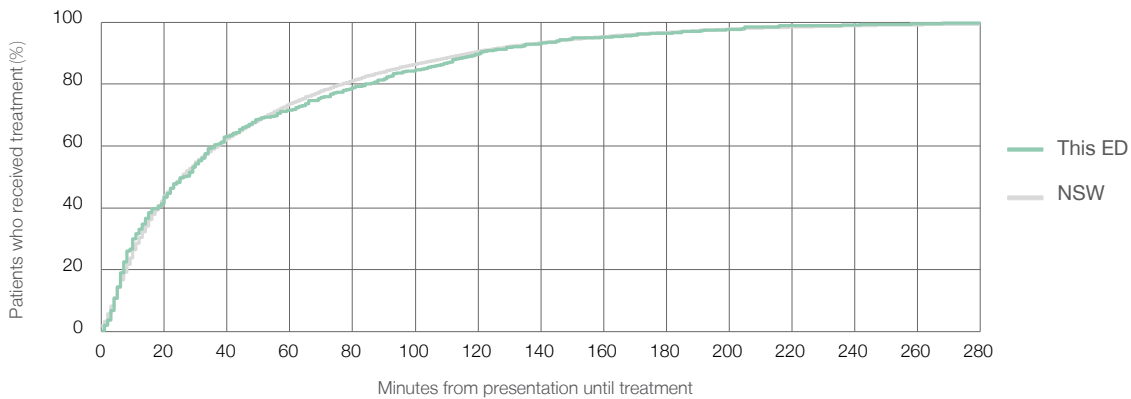
Number of triage 5 patients used to calculate waiting time:³ 437

Median time to start treatment⁴ 26 minutes

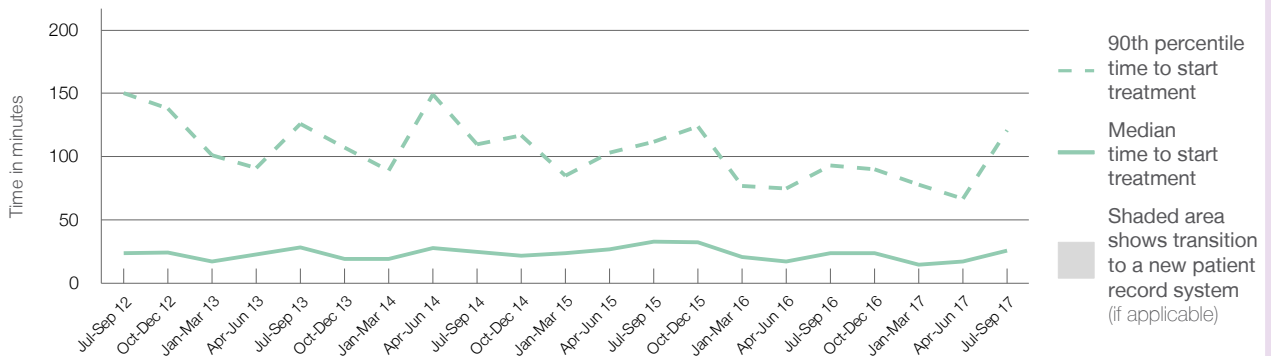
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
363	
338	
24 minutes	26 minutes
93 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	29	25	33	24	26
90th percentile time to start treatment ⁵ (minutes)	150	126	110	112	93	121

(†) 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.

Griffith Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 5,409 patients

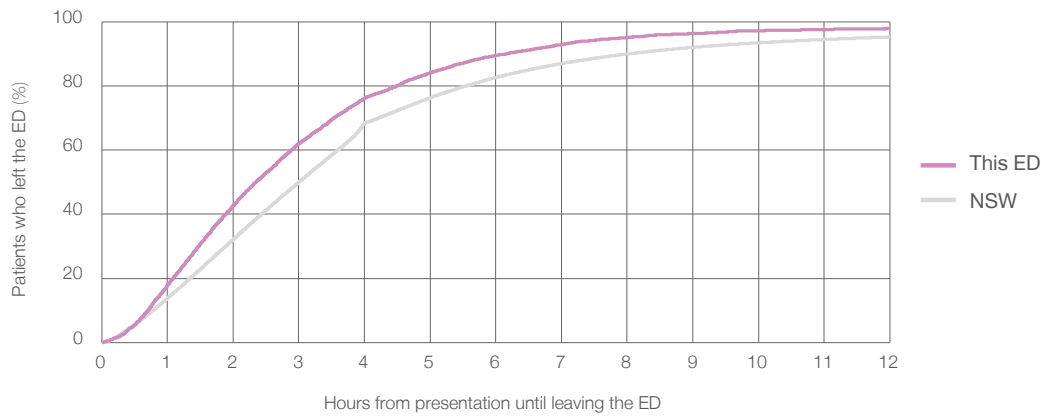
Presentations used to calculate time to leaving the ED:⁶ 5,404 patients

Median time spent in the ED⁸ 2 hours and 21 minutes

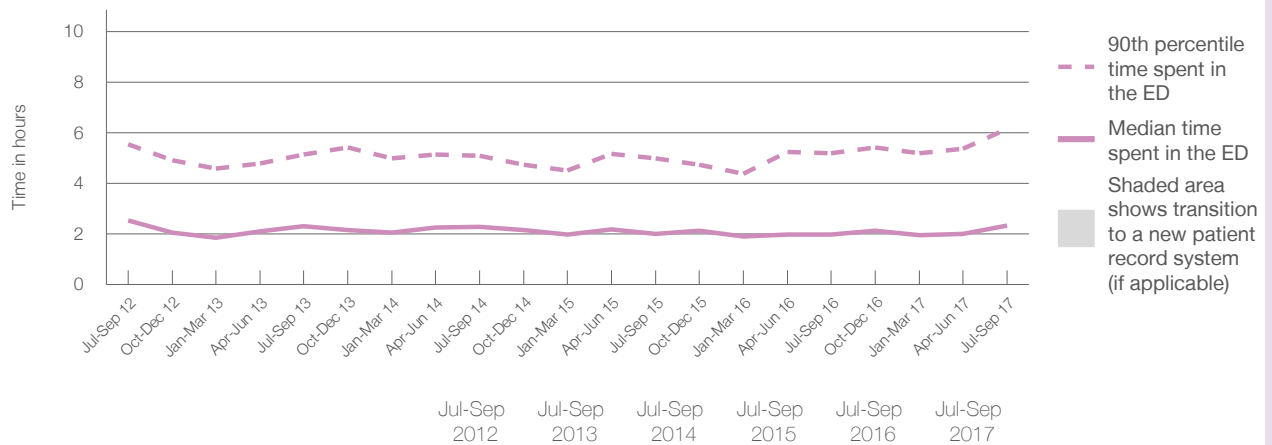
90th percentile time spent in the ED⁹ 6 hours and 10 minutes

Same period last year	NSW (this period)
5,192	
5,190	
1 hours and 59 minutes	3 hours and 0 minutes
5 hours and 11 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 32m	2h 18m	2h 17m	2h 0m	1h 59m	2h 21m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 33m	5h 8m	5h 6m	4h 59m	5h 11m	6h 10m

(†) 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.

Griffith Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

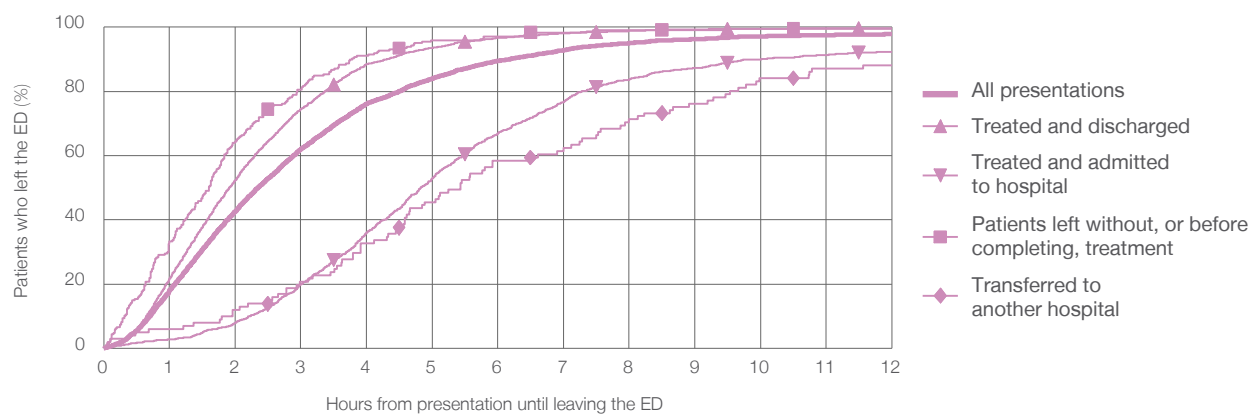
All presentations:¹ 5,409 patients

Presentations used to calculate time to leaving the ED:⁶ 5,404 patients

Treated and discharged	3,879 (71.7%)
Treated and admitted to hospital	1,160 (21.4%)
Patient left without, or before completing, treatment	247 (4.6%)
Transferred to another hospital	101 (1.9%)
Other	22 (0.4%)

Same period last year	Change since one year ago
5,190	4.1%
3,751	3.4%
1,196	-3.0%
154	60.4%
79	27.8%
12	83.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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	21.8%	52.4%	74.5%	88.5%	96.7%	98.8%	99.6%	99.7%
Treated and admitted to hospital	2.8%	7.9%	19.8%	36.0%	66.9%	83.7%	90.0%	92.3%
Patient left without, or before completing, treatment	33.2%	64.4%	80.6%	91.1%	97.2%	99.2%	99.6%	99.6%
Transferred to another hospital	5.9%	11.9%	20.8%	32.7%	58.4%	71.3%	84.2%	88.1%
All presentations	18.0%	42.7%	62.0%	76.2%	89.5%	95.0%	97.2%	97.8%

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(‡) 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.

Griffith Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 5,409 patients

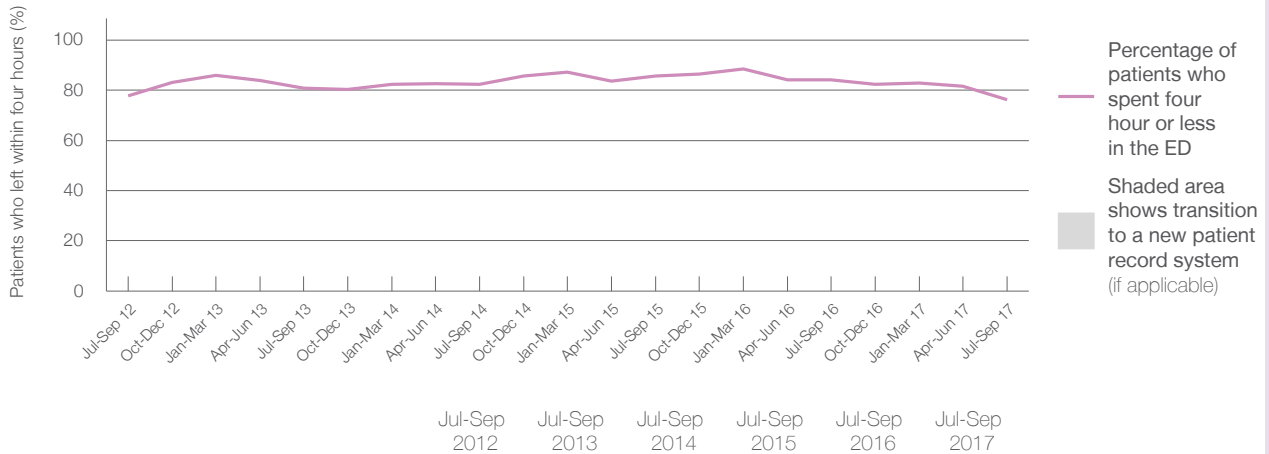
Presentations used to calculate time to leaving the ED:⁶ 5,404 patients

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	5,192	4.2%
Presentations used to calculate time to leaving the ED	5,190	4.1%
Percentage of patients who spent four hours or less in the ED	84.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	77.7%	80.8%	82.3%	85.5%	84.1%	76.2%

* 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*.

- 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 10,636 patients

Emergency presentations:² 10,188 patients

Same period last year	Change since one year ago
10,022	6.1%
9,676	5.3%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 788 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,438 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,933 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 992 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
750	
7 minutes	9 minutes
19 minutes	29 minutes
4,285	
19 minutes	23 minutes
65 minutes	83 minutes
3,873	
24 minutes	30 minutes
87 minutes	121 minutes
736	
19 minutes	26 minutes
93 minutes	118 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,634 patients

Percentage of patients who spent four hours or less in the ED 64.5%

Same period last year	Change since one year ago
10,022	6.1%
71.9%	

* 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 17 October 2017).

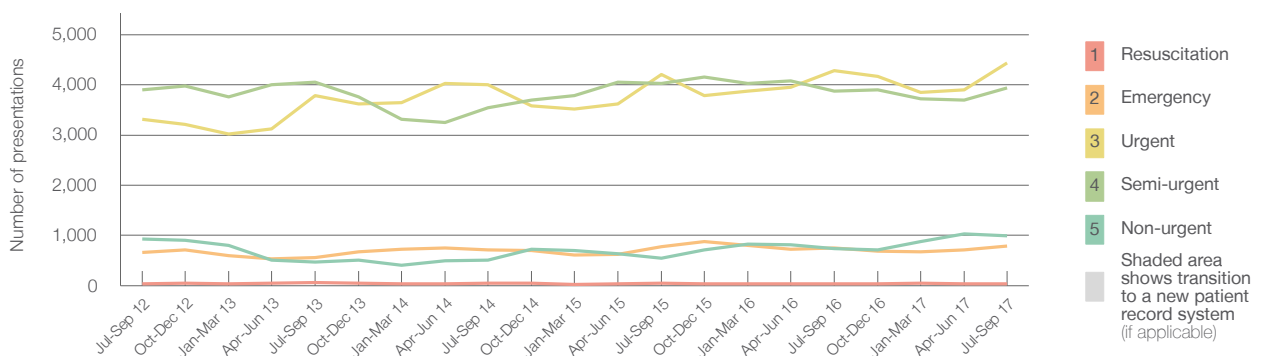
Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 10,636 patients

Emergency presentations² by triage category: 10,188 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	37	59	46	47	32	37
Emergency	660	560	712	770	750	788
Urgent	3,320	3,784	4,001	4,211	4,285	4,438
Semi-urgent	3,903	4,058	3,537	4,022	3,873	3,933
Non-urgent	928	476	508	545	736	992
All emergency presentations	8,848	8,937	8,804	9,595	9,676	10,188

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,303 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 788

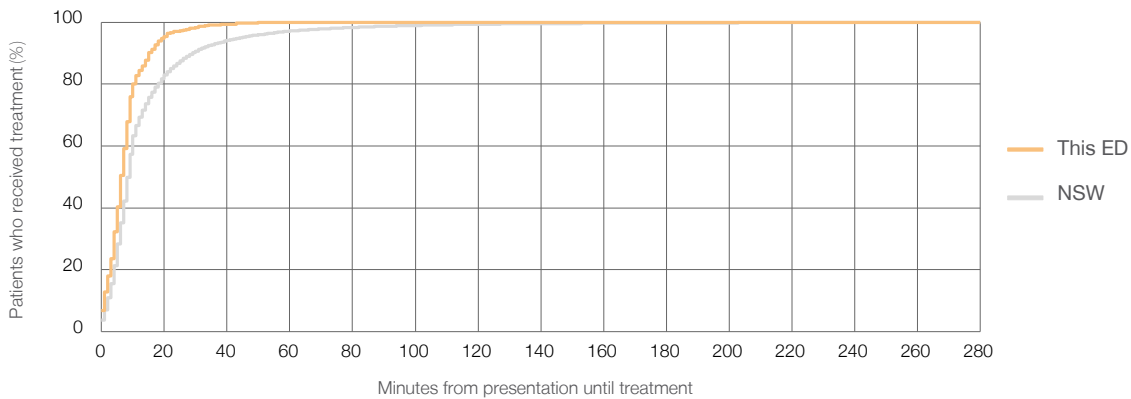
Number of triage 2 patients used to calculate waiting time:³ 785

Median time to start treatment⁴ 6 minutes

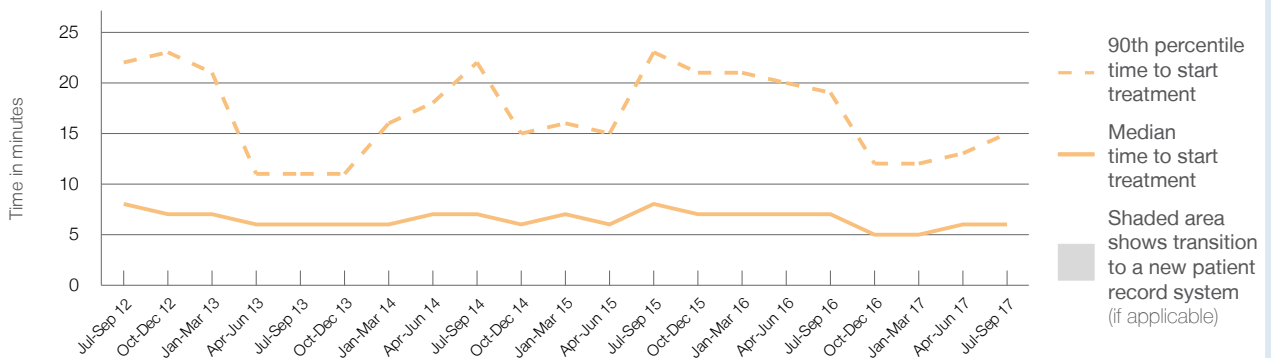
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
750	750
7 minutes	9 minutes
19 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	6	7	8	7	6
90th percentile time to start treatment ⁵ (minutes)	22	11	22	23	19	15

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 4,438

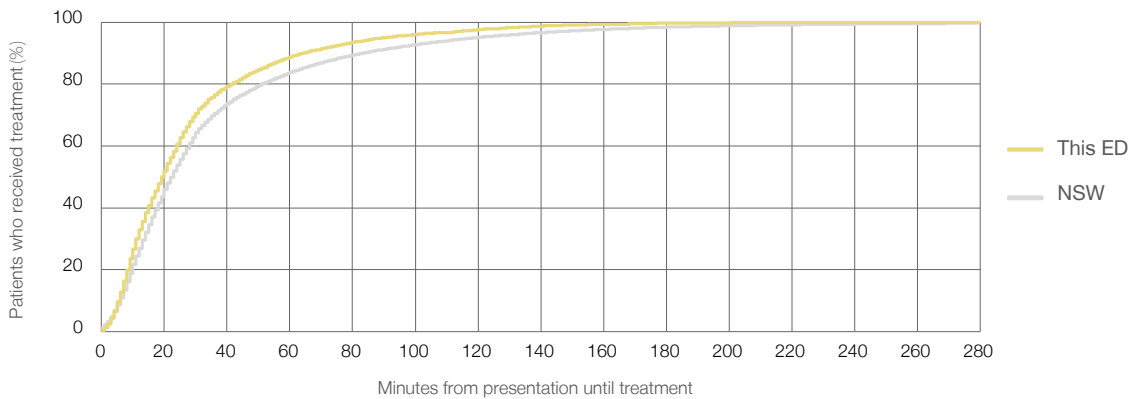
Number of triage 3 patients used to calculate waiting time:³ 4,353

Median time to start treatment⁴ 19 minutes

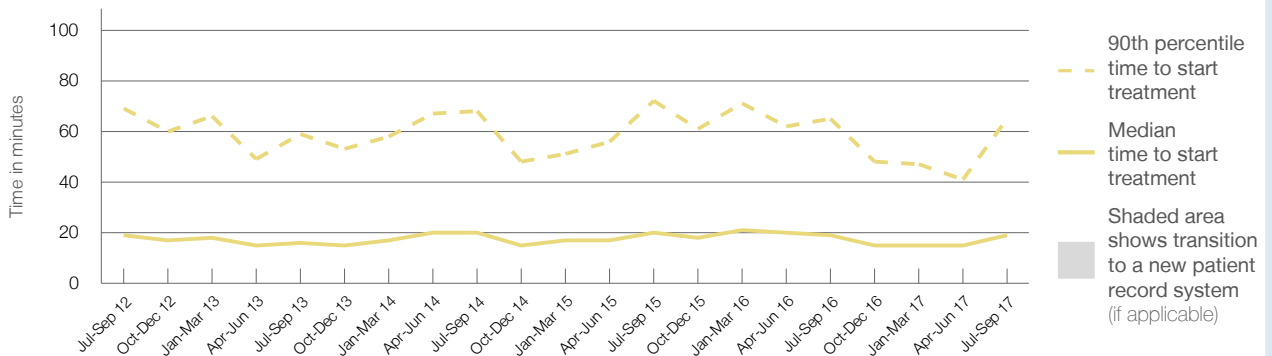
90th percentile time to start treatment⁵ 65 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	4,285	4,224
Median time to start treatment ⁴	19 minutes	23 minutes
90th percentile time to start treatment ⁵	65 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	16	20	20	19	19
90th percentile time to start treatment ⁵ (minutes)	69	59	68	72	65	65

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,933

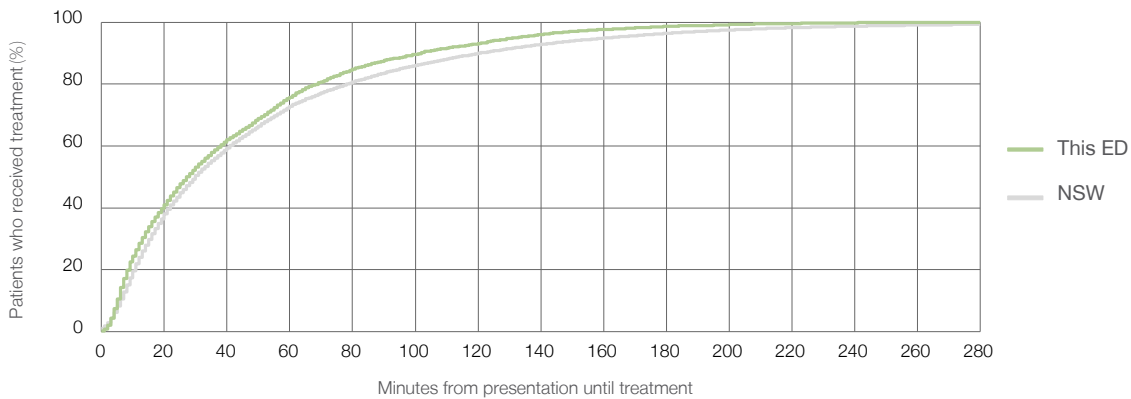
Number of triage 4 patients used to calculate waiting time:³ 3,742

Median time to start treatment⁴ 27 minutes

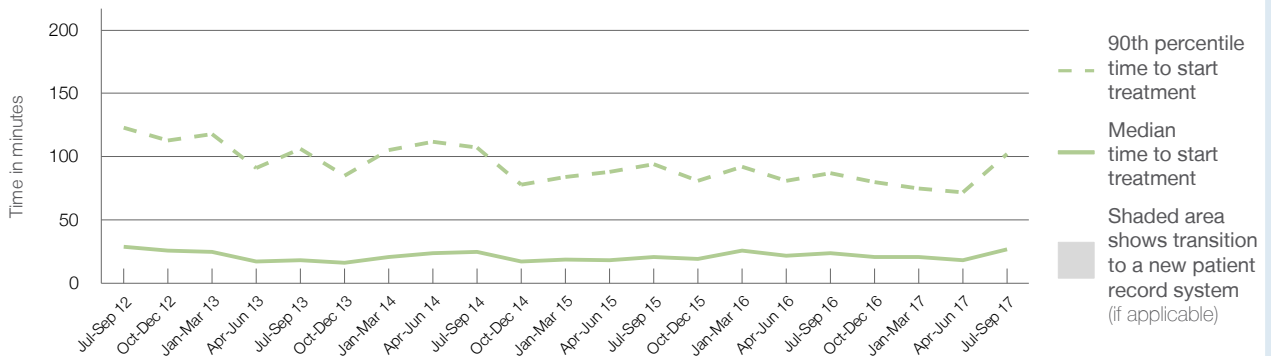
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
3,873	3,727
24 minutes	30 minutes
87 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	18	25	21	24	27
90th percentile time to start treatment ⁵ (minutes)	123	106	107	94	87	102

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 992

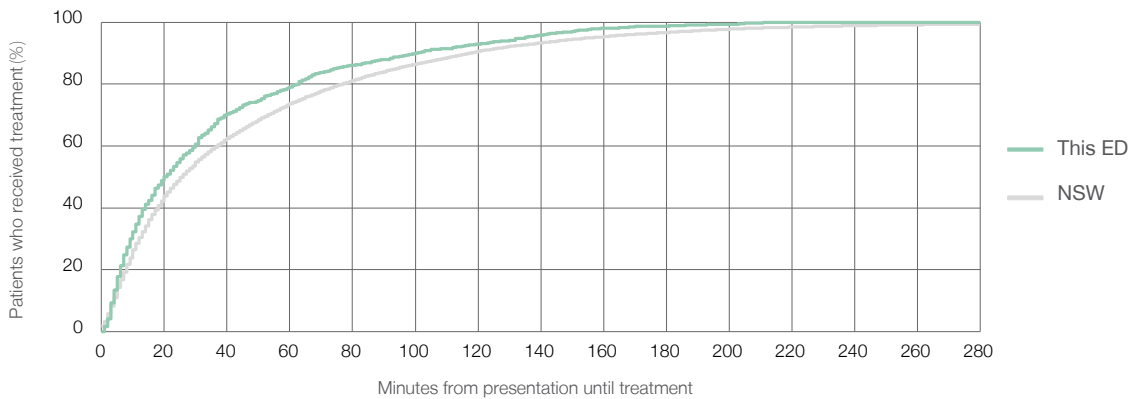
Number of triage 5 patients used to calculate waiting time:³ 916

Median time to start treatment⁴ 20 minutes

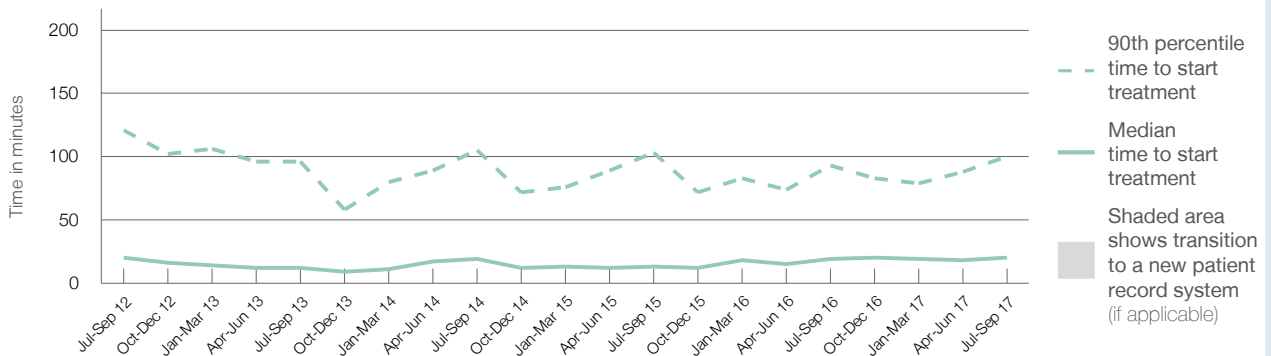
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
736	691
19 minutes	26 minutes
93 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	20	12	19	13	19	20
90th percentile time to start treatment ⁵ (minutes)	121	96	105	103	93	100

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 10,636 patients

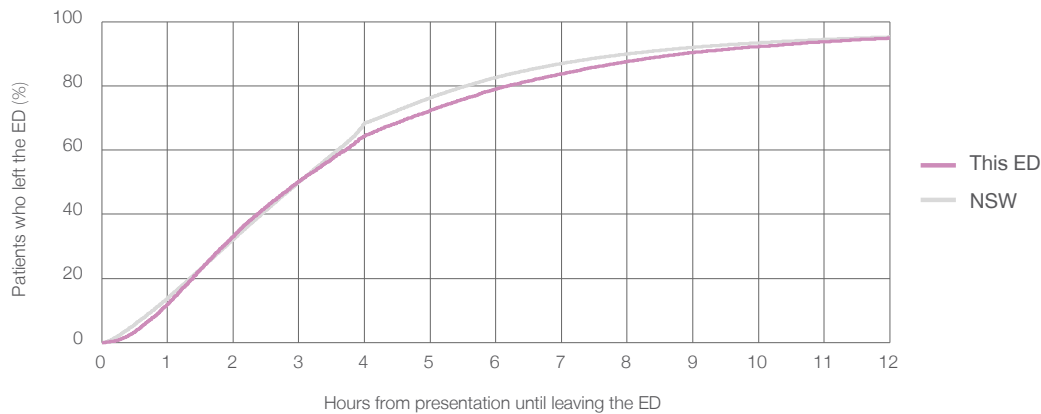
Presentations used to calculate time to leaving the ED:⁶ 10,634 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

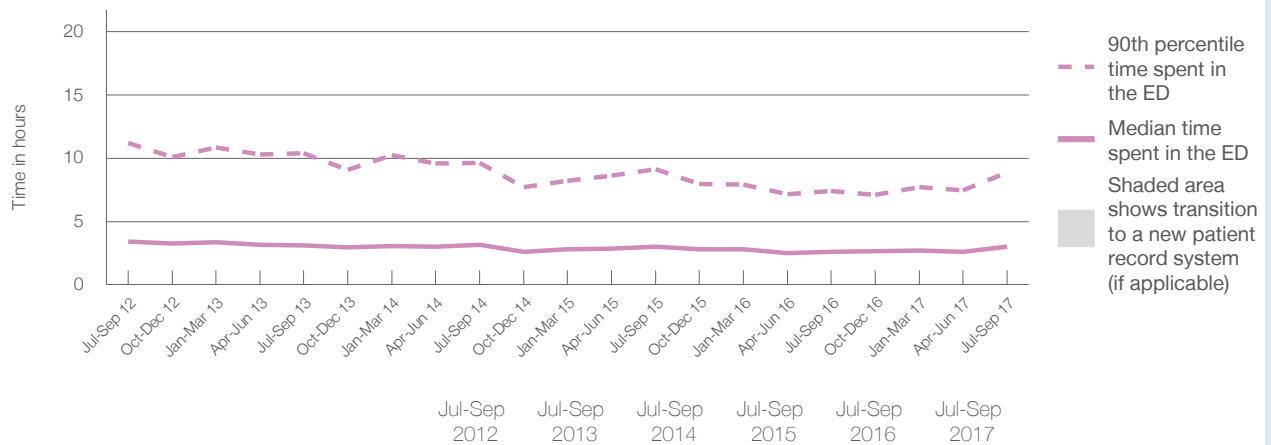
90th percentile time spent in the ED⁹ 8 hours and 51 minutes

Same period last year	NSW (this period)
10,022	10,022
2 hours and 35 minutes	3 hours and 0 minutes
7 hours and 25 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 25m	3h 7m	3h 8m	2h 59m	2h 35m	2h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 11m	10h 22m	9h 37m	9h 9m	7h 25m	8h 51m

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

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Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

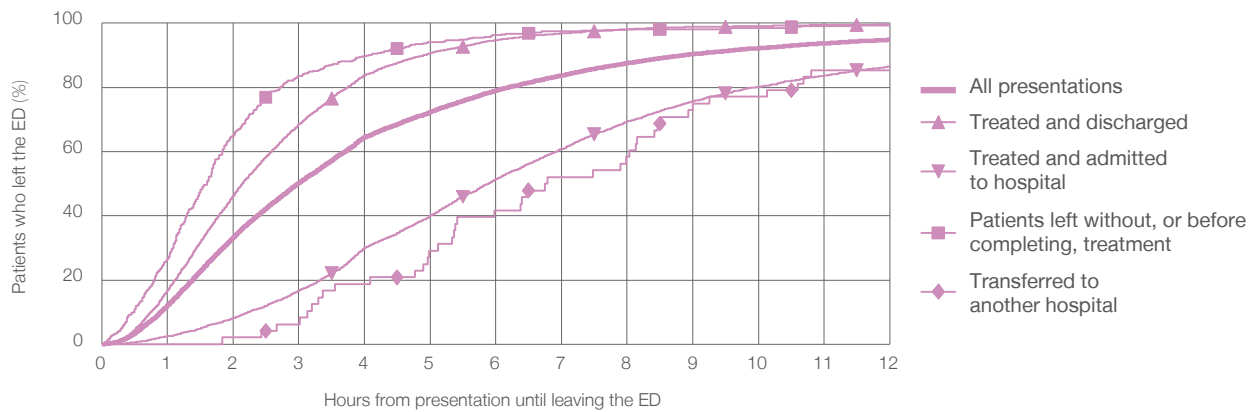
All presentations:¹ 10,636 patients

Presentations used to calculate time to leaving the ED:⁶ 10,634 patients

Treated and discharged	6,332 (59.5%)
Treated and admitted to hospital	3,810 (35.8%)
Patient left without, or before completing, treatment	429 (4.0%)
Transferred to another hospital	48 (0.5%)
Other	17 (0.2%)

Same period last year	Change since one year ago
10,022	6.1%
5,389	17.5%
4,258	-10.5%
303	41.6%
54	-11.1%
18	-5.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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	16.8%	46.3%	68.5%	83.8%	94.7%	98.1%	99.1%	99.6%
Treated and admitted to hospital	2.5%	8.1%	16.8%	30.0%	51.5%	69.4%	80.2%	86.6%
Patient left without, or before completing, treatment	26.6%	65.0%	83.4%	89.7%	96.3%	98.1%	98.6%	99.3%
Transferred to another hospital	0%	2.1%	6.3%	18.8%	41.7%	58.3%	77.1%	85.4%
All presentations	12.0%	33.2%	50.3%	64.5%	79.0%	87.6%	92.2%	94.9%

(†) 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.

Wagga Wagga Rural Referral Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2017

All presentations at the emergency department:¹ 10,636 patients

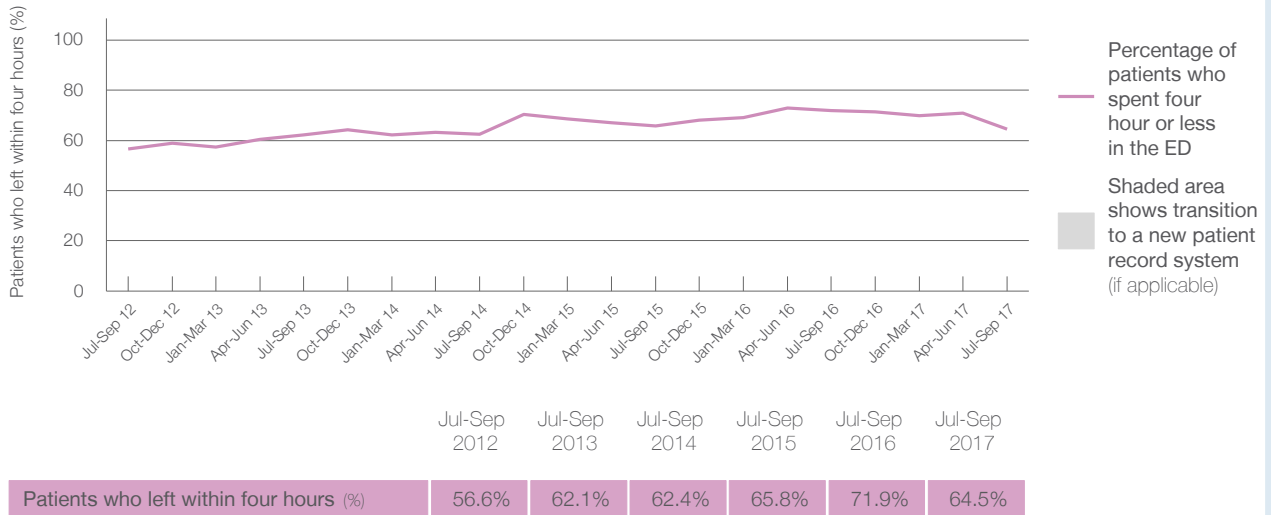
Presentations used to calculate time to leaving the ED:⁶ 10,634 patients

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: ¹	10,022	6.1%
Presentations used to calculate time to leaving the ED: ⁶	10,022	6.1%
Percentage of patients who spent four hours or less in the ED	71.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



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

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- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
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- 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Young Health Service: Emergency department (ED) overview

July to September 2017

All presentations:¹ 2,270 patients
Emergency presentations:² 2,121 patients

Same period last year	Change since one year ago
2,697	-15.8%
2,421	-12.4%

Young Health Service: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 177 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 886 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 867 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 35 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 185 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
123	
5 minutes	9 minutes
15 minutes	29 minutes
899	
10 minutes	23 minutes
30 minutes	83 minutes
1,209	
11 minutes	30 minutes
44 minutes	121 minutes
180	
6 minutes	26 minutes
47 minutes	118 minutes

Young Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,270 patients

Percentage of patients who spent four hours or less in the ED 95.1%

Same period last year	Change since one year ago
2,697	-15.8%
97.6%	

* 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 17 October 2017).

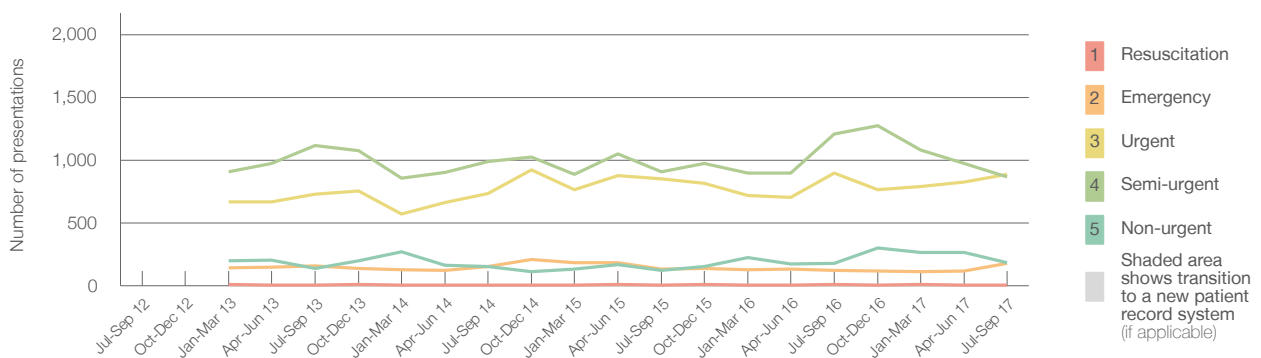
Young Health Service: Patients presenting to the emergency department July to September 2017

All presentations:¹ 2,270 patients

Emergency presentations² by triage category: 2,121 patients



Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation		< 5	< 5	6	10	6
Emergency		163	154	133	123	177
Urgent		727	732	853	899	886
Semi-urgent		1,118	991	907	1,209	867
Non-urgent		138	151	123	180	185
All emergency presentations		2,146	2,028	2,022	2,421	2,121

Young Health Service: Patients arriving by ambulance July to September 2017

ED Transfer of care time is not currently available for this hospital. 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.

(§) 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.

Young Health Service: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 177

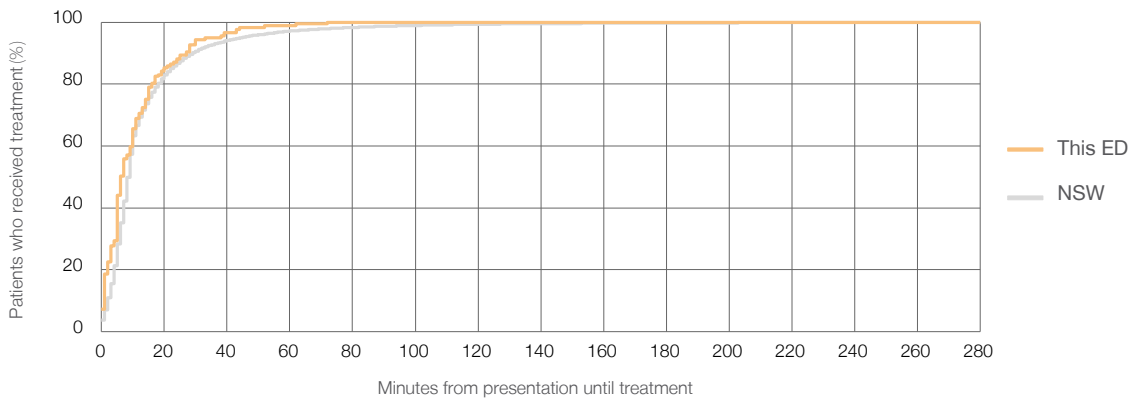
Number of triage 2 patients used to calculate waiting time:³ 177

Median time to start treatment⁴ 6 minutes

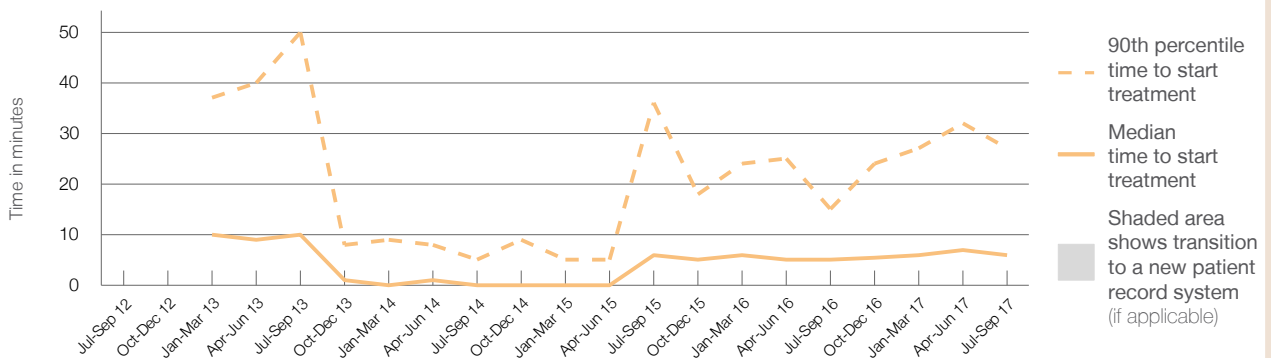
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
123	123
5 minutes	9 minutes
15 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		10	0	6	5	6
90th percentile time to start treatment ⁵ (minutes)		50	5	36	15	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.

Young Health Service: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 886

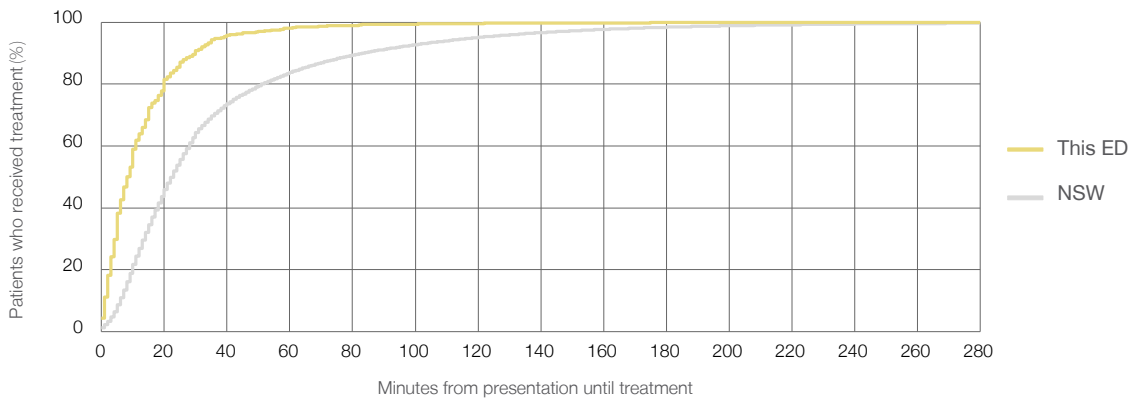
Number of triage 3 patients used to calculate waiting time:³ 884

Median time to start treatment⁴ 8 minutes

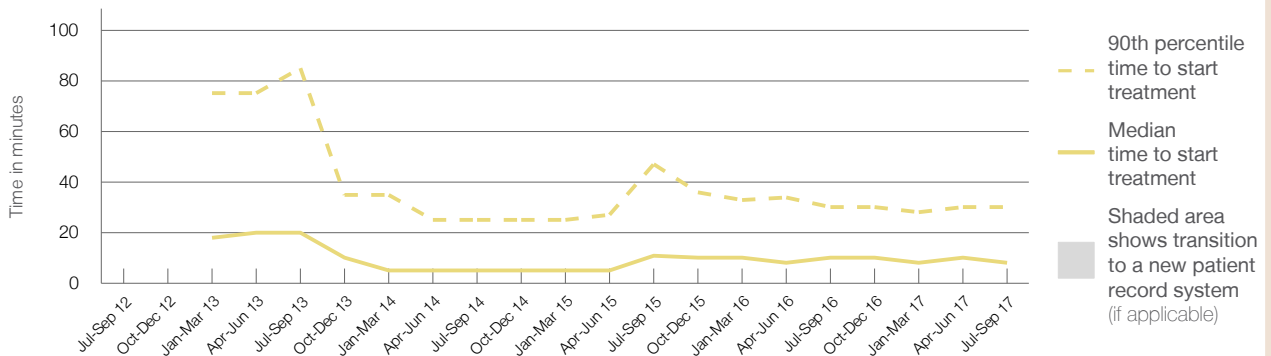
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
899	
894	
10 minutes	23 minutes
30 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		20	5	11	10	8
90th percentile time to start treatment ⁵ (minutes)		85	25	47	30	30

(†) 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.

Young Health Service: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 867

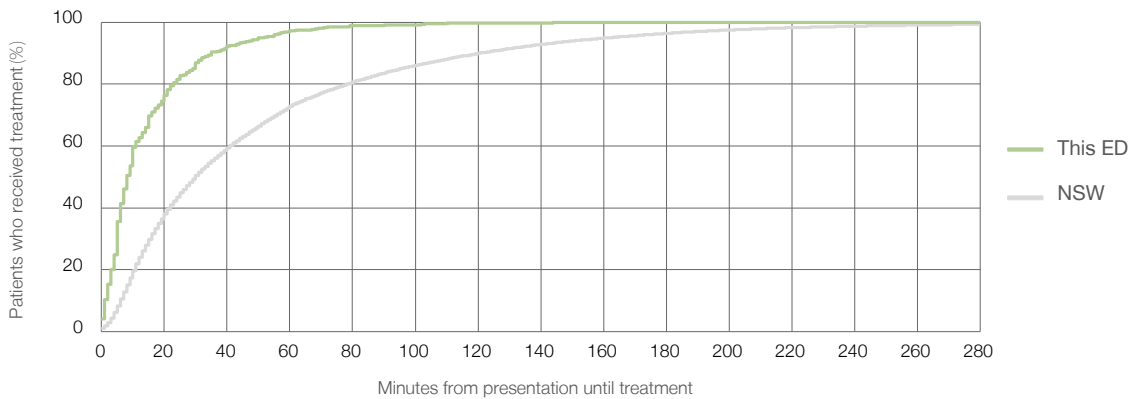
Number of triage 4 patients used to calculate waiting time:³ 857

Median time to start treatment⁴ 8 minutes

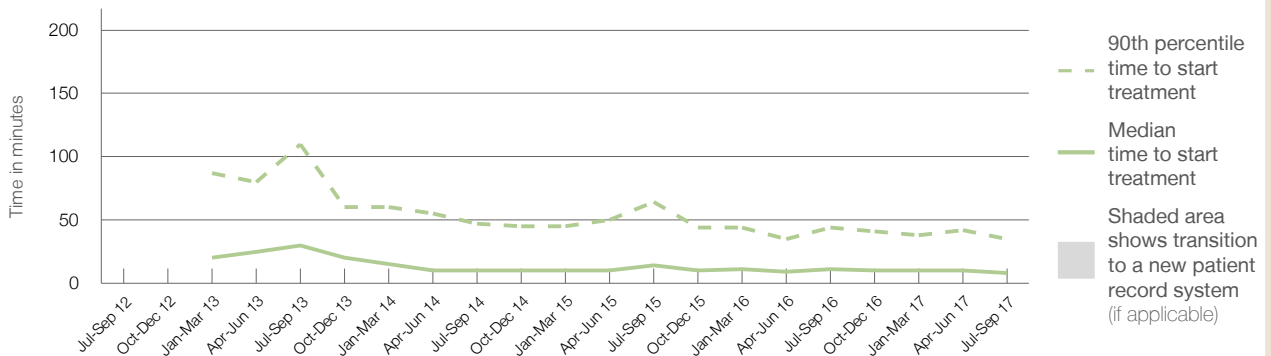
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
1,209	
1,198	
11 minutes	30 minutes
44 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		30	10	14	11	8
90th percentile time to start treatment ⁵ (minutes)		110	47	64	44	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.

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Young Health Service: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 185

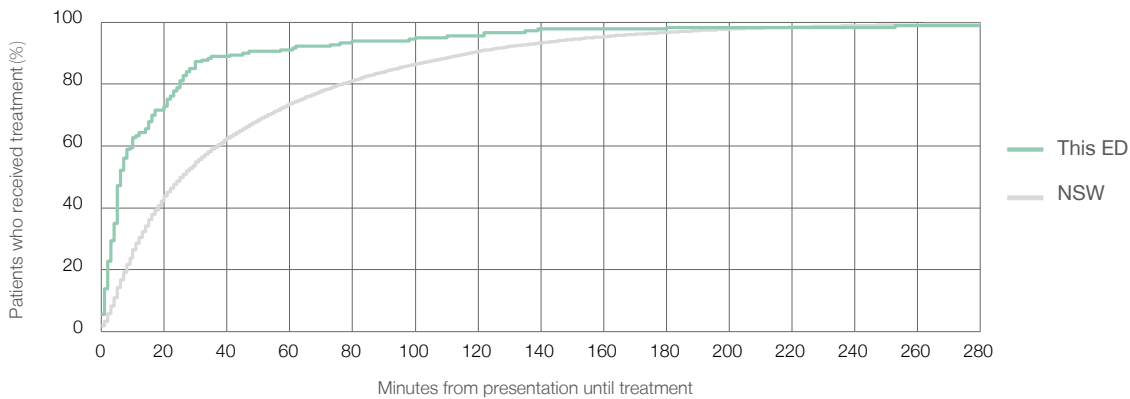
Number of triage 5 patients used to calculate waiting time:³ 180

Median time to start treatment⁴ 6 minutes

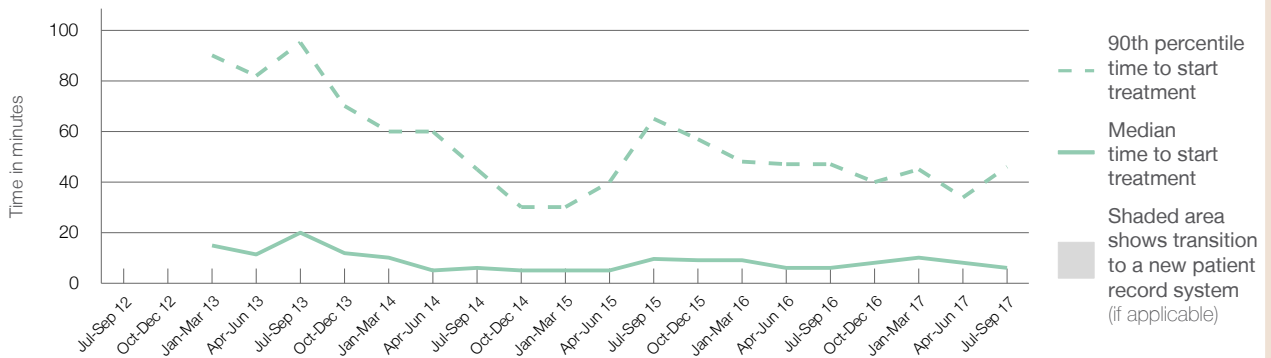
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
180	
179	
6 minutes	26 minutes
47 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		20	6	10	6	6
90th percentile time to start treatment ⁵ (minutes)		95	45	65	47	46

(†) 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.

Young Health Service: Time patients spent in the ED

July to September 2017

All presentations:¹ 2,270 patients

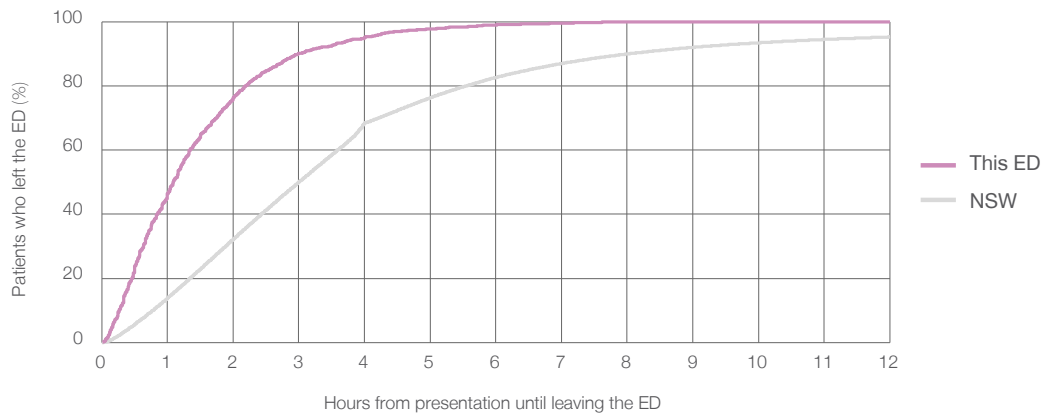
Presentations used to calculate time to leaving the ED:⁶ 2,270 patients

Median time spent in the ED⁸ 1 hours and 5 minutes

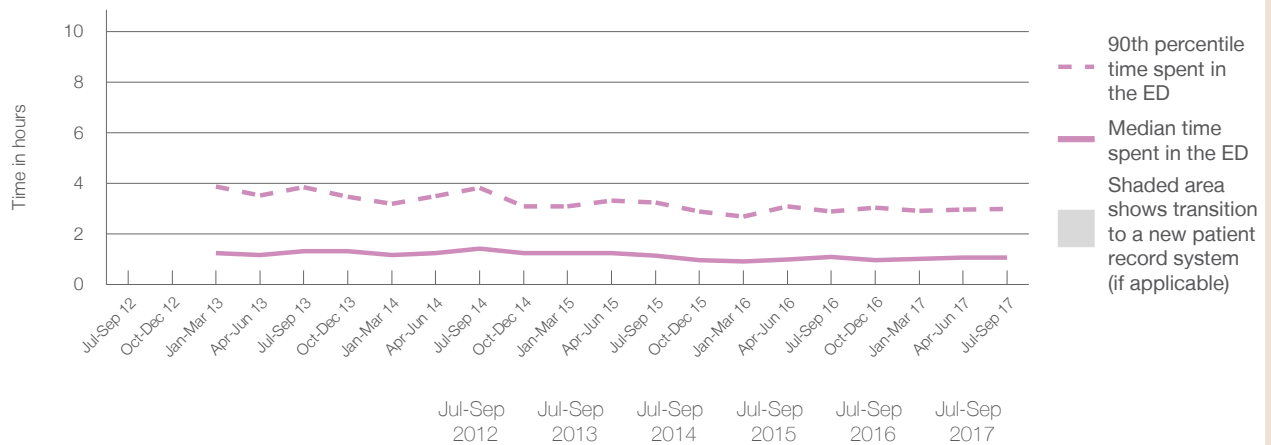
90th percentile time spent in the ED⁹ 2 hours and 60 minutes

Same period last year	NSW (this period)
2,697	2,697
1 hours and 6 minutes	3 hours and 0 minutes
2 hours and 54 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)		1h 20m	1h 25m	1h 9m	1h 6m	1h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)		3h 51m	3h 50m	3h 15m	2h 54m	2h 60m

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Young Health Service: Time patients spent in the ED

By mode of separation

July to September 2017

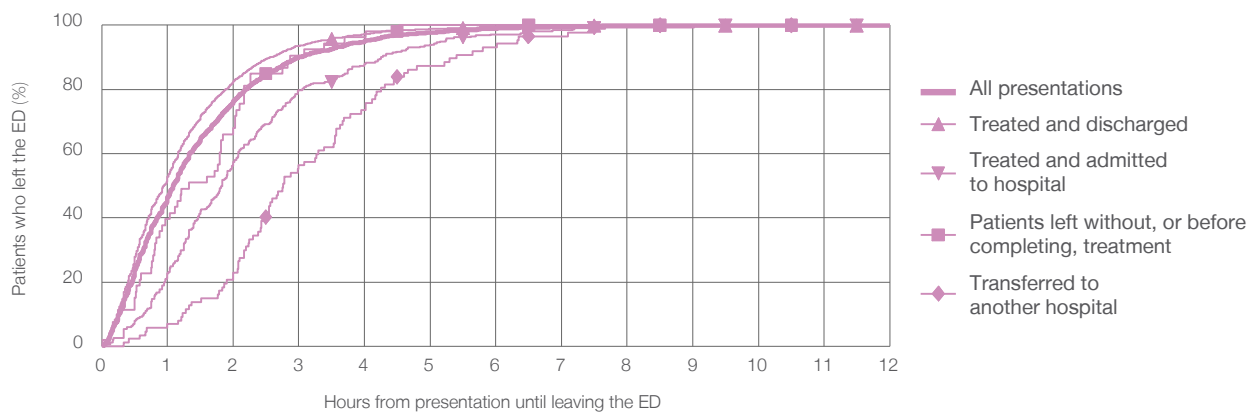
All presentations:¹ 2,270 patients

Presentations used to calculate time to leaving the ED:⁶ 2,270 patients

Mode of separation	Count	Percentage
Treated and discharged	1,810	79.7%
Treated and admitted to hospital	317	14.0%
Patient left without, or before completing, treatment	53	2.3%
Transferred to another hospital	87	3.8%
Other	3	0.1%

Mode of separation	Same period last year	Change since one year ago
All presentations	2,697	-15.8%
Treated and discharged	2,182	-17.0%
Treated and admitted to hospital	375	-15.5%
Patient left without, or before completing, treatment	68	-22.1%
Transferred to another hospital	71	22.5%
Other	1	200.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



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	52.8%	82.5%	93.5%	97.4%	99.6%	99.9%	99.9%	99.9%
Treated and admitted to hospital	22.7%	57.4%	79.8%	88.0%	97.2%	99.4%	100%	100%
Patient left without, or before completing, treatment	39.6%	67.9%	90.6%	96.2%	100%	100%	100%	100%
Transferred to another hospital	6.9%	23.0%	56.3%	73.6%	93.1%	100%	100%	100%
All presentations	46.4%	76.3%	90.1%	95.1%	99.0%	99.9%	100%	100%

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Young Health Service: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 2,270 patients

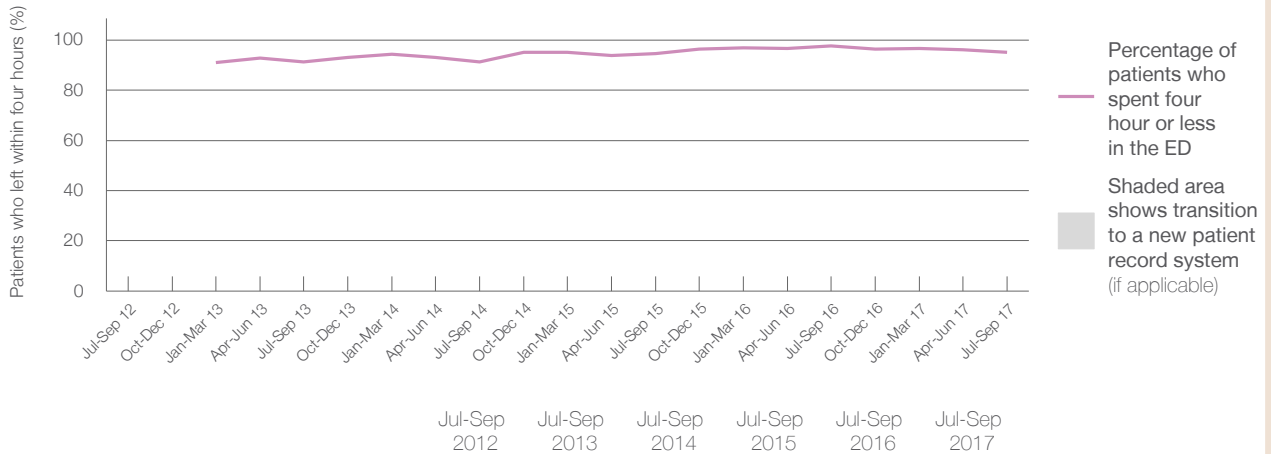
Presentations used to calculate time to leaving the ED:⁶ 2,270 patients

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: ¹	2,697	-15.8%
Presentations used to calculate time to leaving the ED: ⁶	2,697	-15.8%
Percentage of patients who spent four hours or less in the ED	97.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡§}



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	91.2%	91.3%	94.6%	97.6%	97.6%	95.1%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were too small.
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- 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.
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- 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).