

Cowra District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 1,867 patients
 Emergency presentations:² 1,831 patients

Same period last year	Change since one year ago
2,024	-7.8%
1,961	-6.6%

Cowra District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 182 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 504 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 793 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 35 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 340 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
224	
5 minutes	8 minutes
10 minutes	23 minutes
515	
9 minutes	20 minutes
31 minutes	65 minutes
901	
6 minutes	26 minutes
22 minutes	99 minutes
313	
6 minutes	23 minutes
43 minutes	103 minutes

Cowra District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 1,867 patients

Percentage of patients who spent four hours or less in the ED 87.1%

Same period last year	Change since one year ago
2,024	-7.8%
85.8%	

* 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.

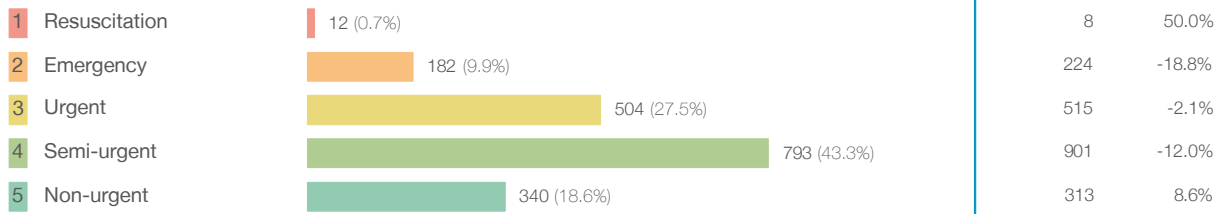
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

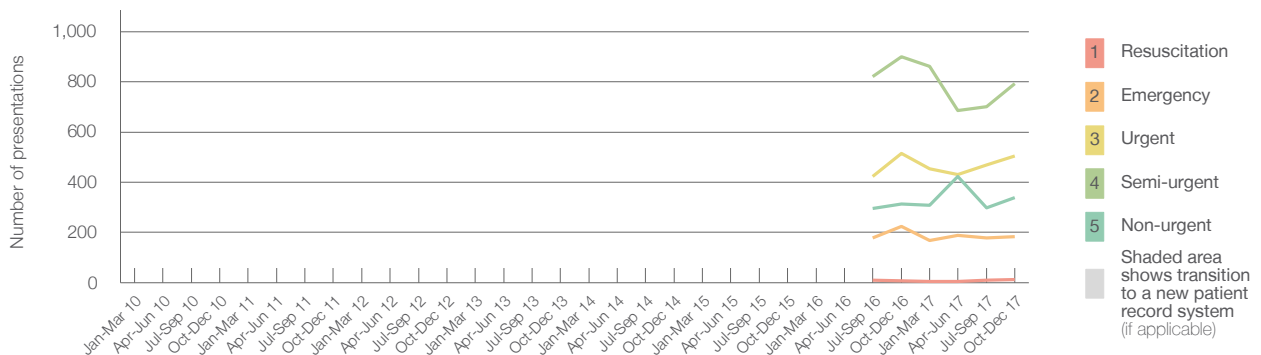
Cowra District Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 1,867 patients

Emergency presentations² by triage category: 1,831 patients



Emergency presentations² by quarter, January 2010 to December 2017 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation							8	12
Emergency							224	182
Urgent							515	504
Semi-urgent							901	793
Non-urgent							313	340
All emergency presentations							1,961	1,831

Cowra District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 247 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.

Cowra District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 182

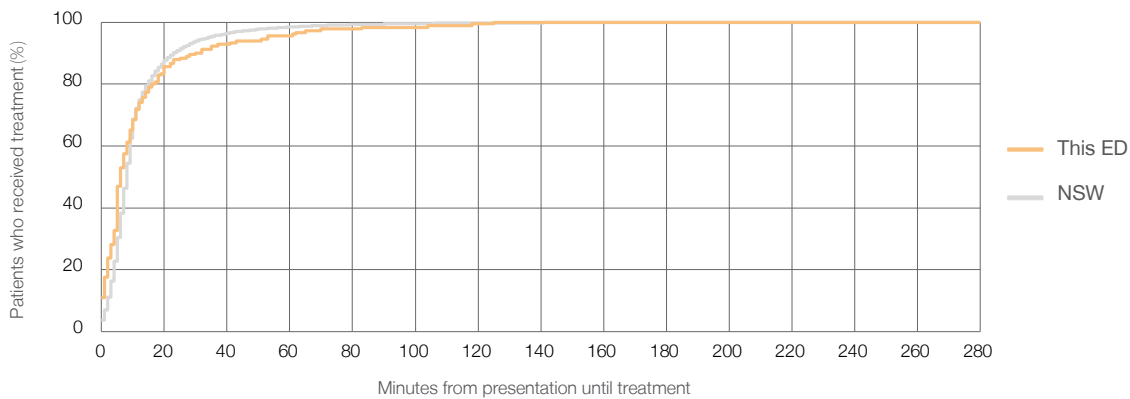
Number of triage 2 patients used to calculate waiting time:³ 181

Median time to start treatment⁴ 6 minutes

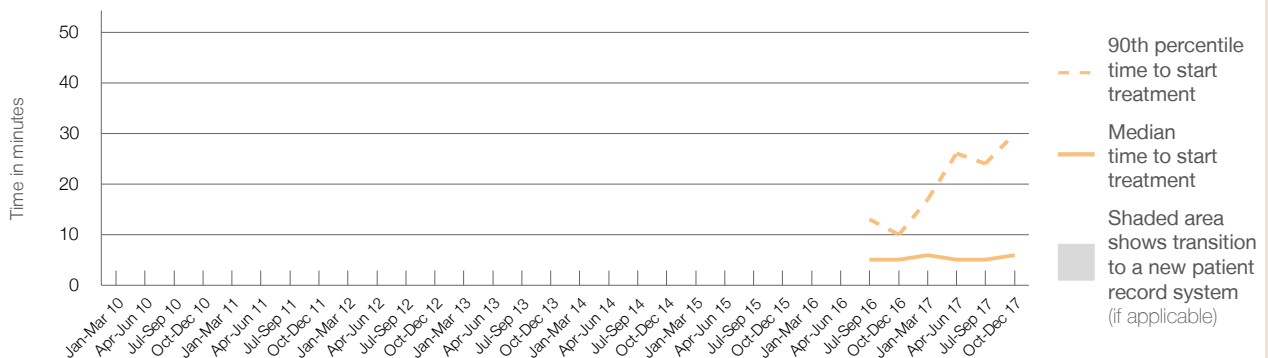
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
224	222
5 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							5	6
90th percentile time to start treatment ⁵ (minutes)							10	30

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Cowra District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 504

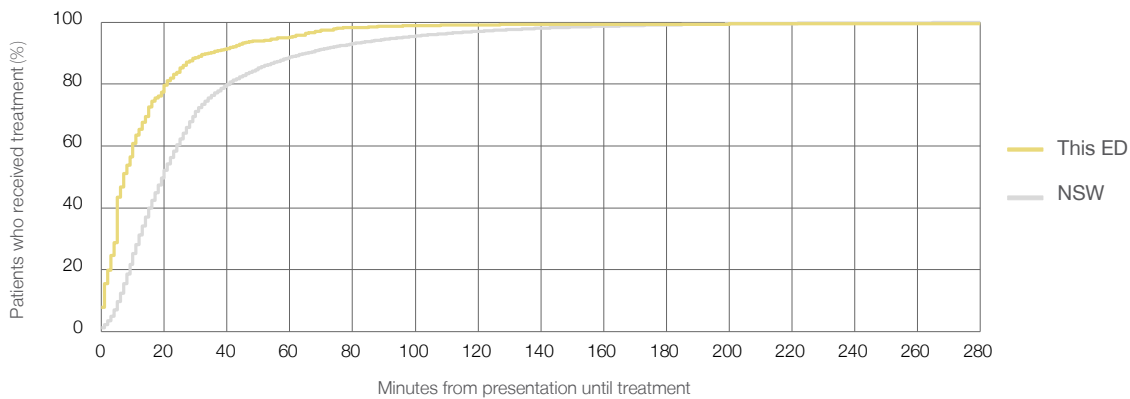
Number of triage 3 patients used to calculate waiting time:³ 496

Median time to start treatment⁴ 7 minutes

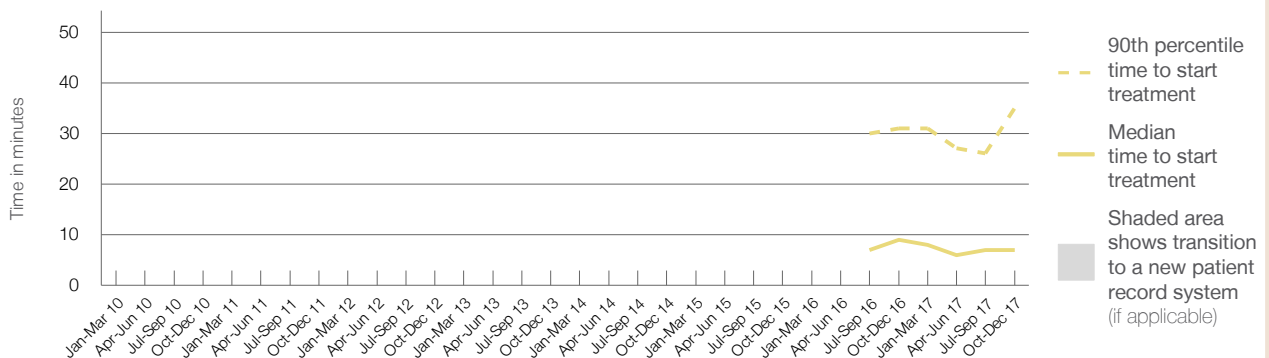
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
515	
498	
9 minutes	20 minutes
31 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							9	7
90th percentile time to start treatment ⁵ (minutes)							31	35

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Cowra District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 793

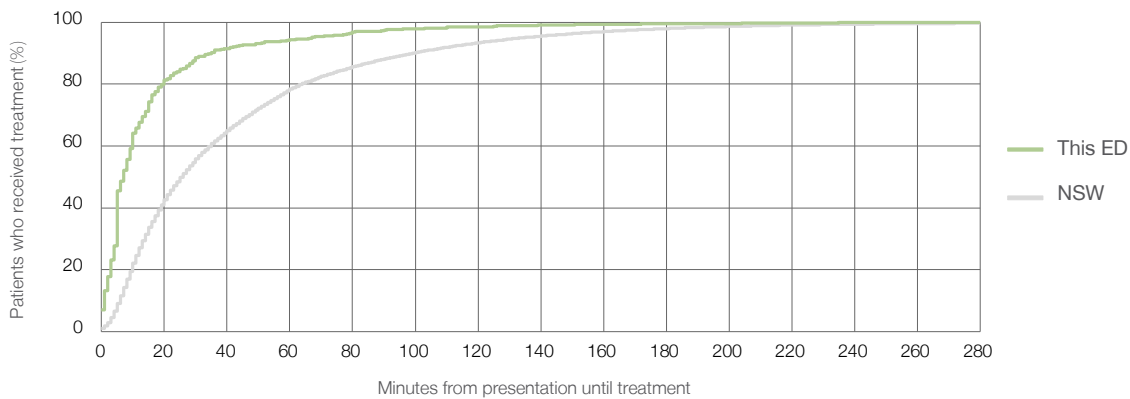
Number of triage 4 patients used to calculate waiting time:³ 756

Median time to start treatment⁴ 7 minutes

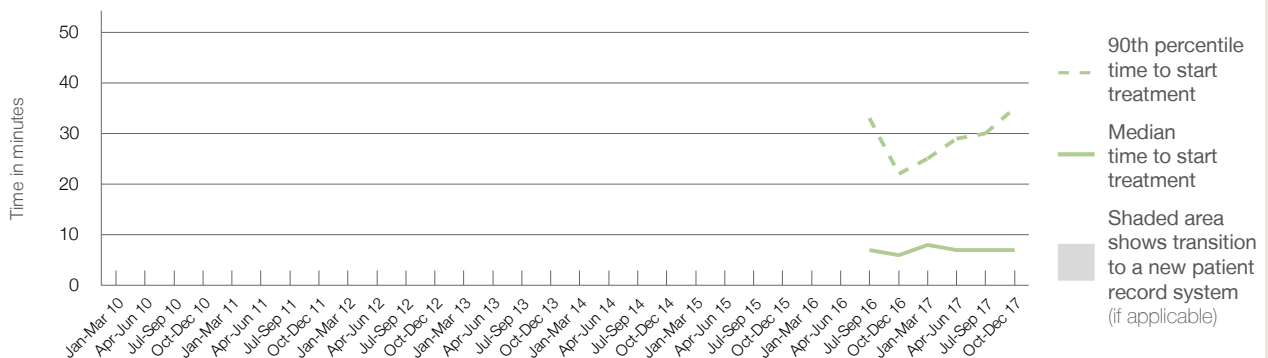
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
901	840
6 minutes	26 minutes
22 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							6	7
90th percentile time to start treatment ⁵ (minutes)							22	35

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Cowra District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 340

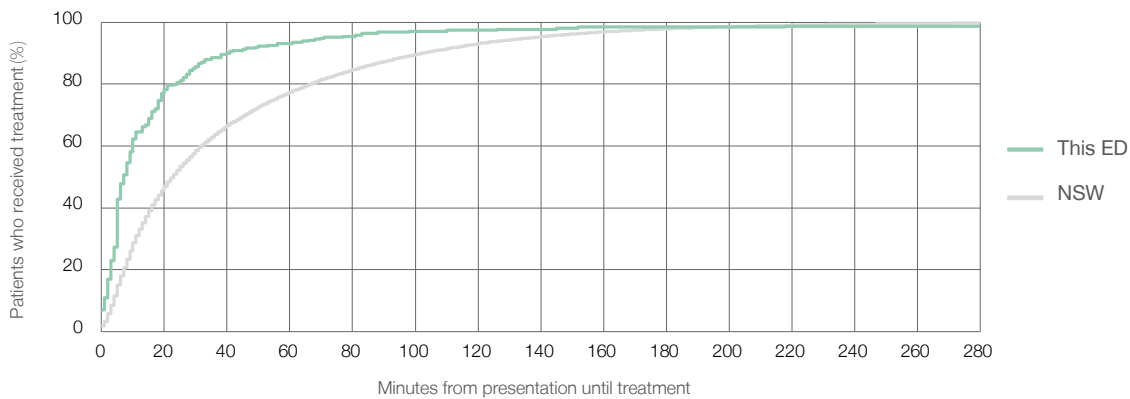
Number of triage 5 patients used to calculate waiting time:³ 308

Median time to start treatment⁴ 7 minutes

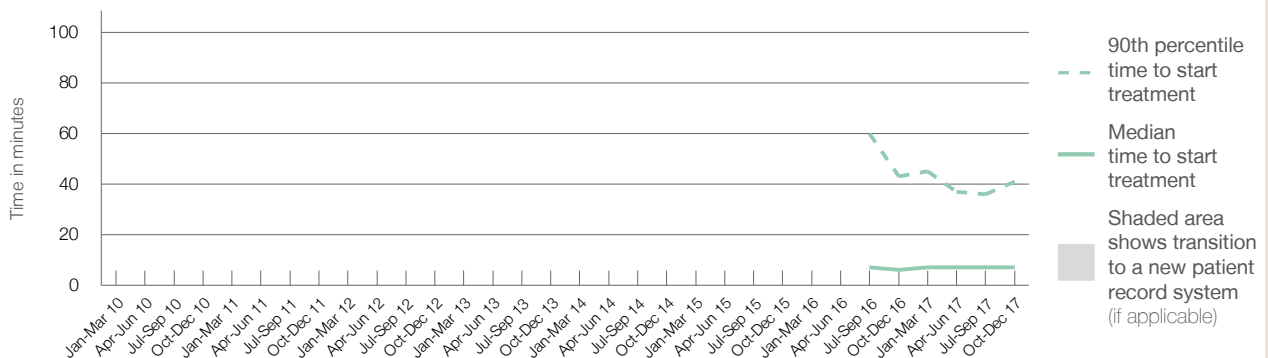
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
313	
288	
6 minutes	23 minutes
43 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							6	7
90th percentile time to start treatment ⁵ (minutes)							43	41

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Cowra District Hospital: Time patients spent in the ED October to December 2017

All presentations:¹ 1,867 patients

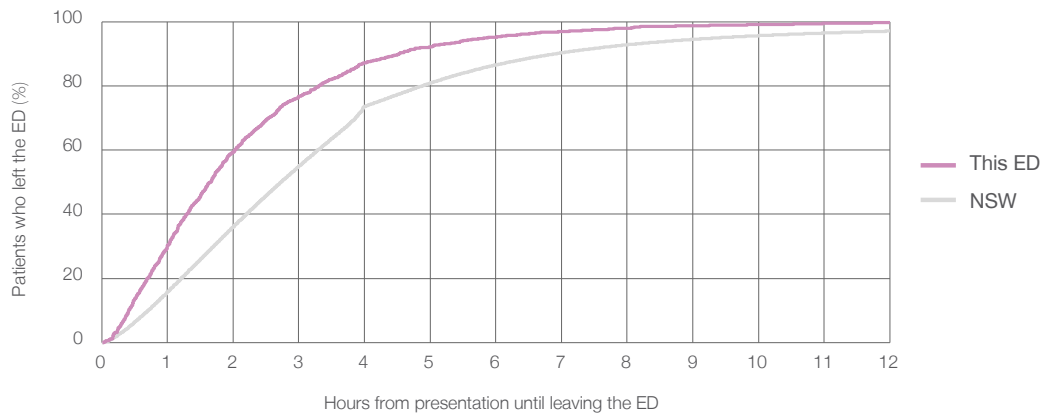
Presentations used to calculate time to leaving the ED:⁶ 1,867 patients

Median time spent in the ED⁸ 1 hours and 39 minutes

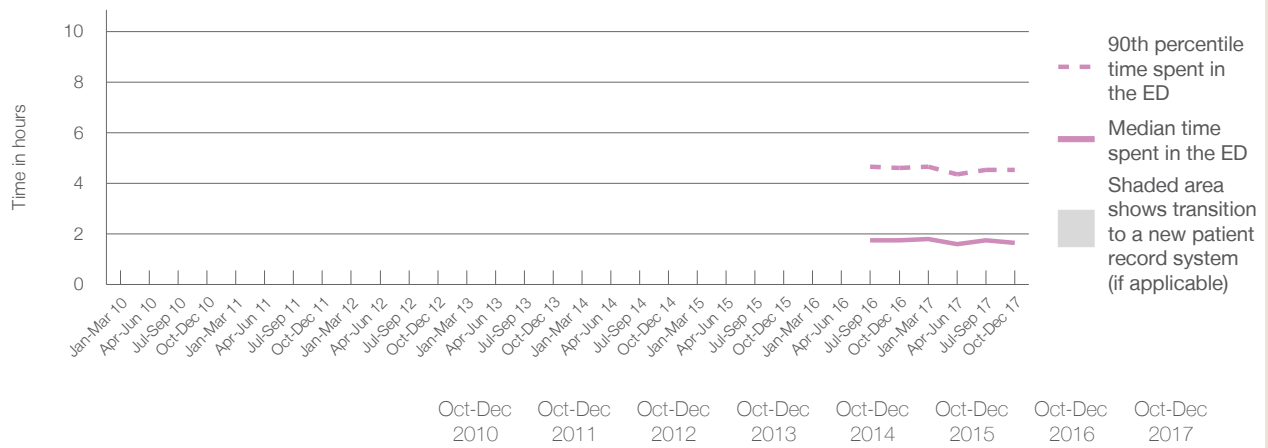
90th percentile time spent in the ED⁹ 4 hours and 32 minutes

Same period last year	NSW (this period)
2,024	
2,024	
1 hours and 45 minutes	2 hours and 44 minutes
4 hours and 37 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)							1h 45m	1h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)							4h 37m	4h 32m

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Cowra District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

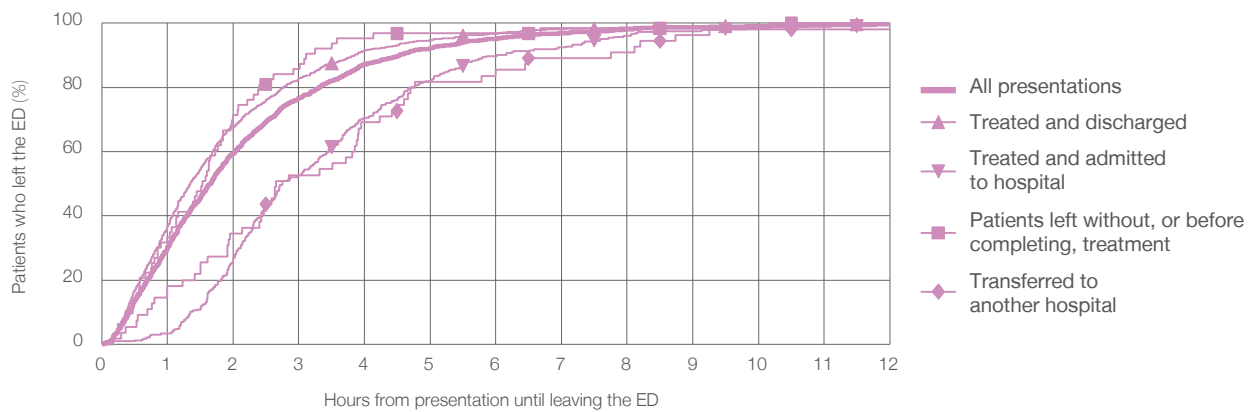
All presentations:¹ 1,867 patients

Presentations used to calculate time to leaving the ED:⁶ 1,867 patients

Treated and discharged	1,413 (75.7%)
Treated and admitted to hospital	334 (17.9%)
Patient left without, or before completing, treatment	63 (3.4%)
Transferred to another hospital	55 (2.9%)
Other	2 (0.1%)

Same period last year	Change since one year ago
2,024	-7.8%
1,471	-3.9%
358	-6.7%
102	-38.2%
89	-38.2%
4	-50.0%

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



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

Treated and discharged	36.9%	67.6%	82.9%	91.4%	96.7%	98.7%	99.2%	99.8%
Treated and admitted to hospital	3.3%	26.9%	52.7%	70.4%	89.8%	96.1%	98.5%	99.4%
Patient left without, or before completing, treatment	33.3%	71.4%	85.7%	95.2%	96.8%	98.4%	98.4%	100%
Transferred to another hospital	18.2%	34.5%	52.7%	69.1%	85.5%	90.9%	98.2%	98.2%
All presentations	30.2%	59.5%	76.8%	87.1%	95.2%	98.0%	99.0%	99.7%

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Cowra District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 1,867 patients

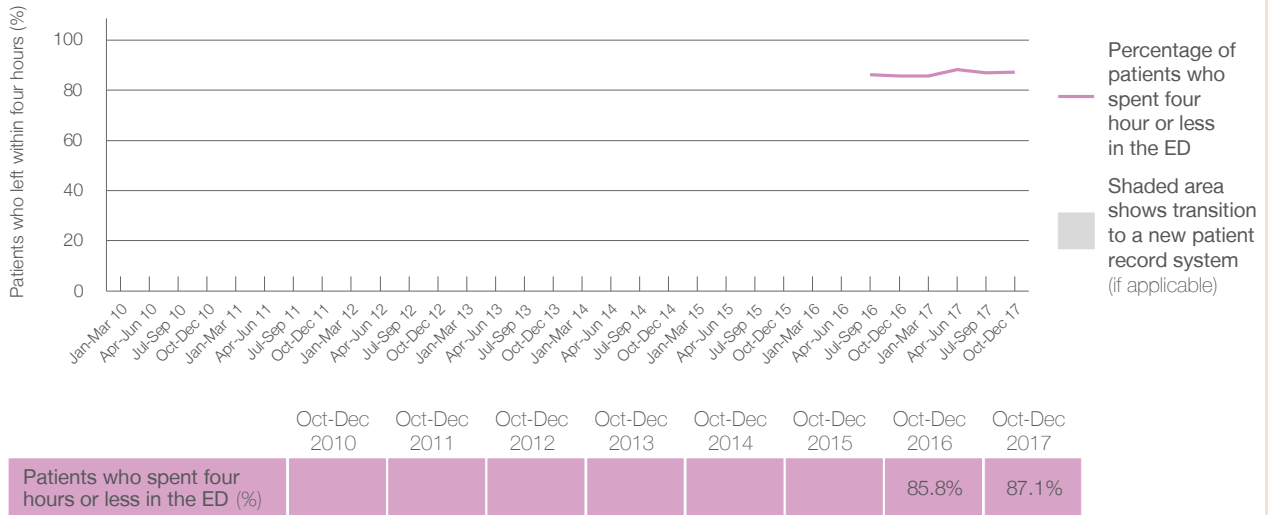
Presentations used to calculate time to leaving the ED: ⁶ 1,867 patients

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	2,024	-7.8%
Presentations used to calculate time to leaving the ED	2,024	-7.8%
Percentage of patients who spent four hours or less in the ED	85.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡§}



* 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).