

## Armidales Hospital: Emergency department (ED) overview

July to September 2018



All presentations:<sup>1</sup> 4,066 patients  
Emergency presentations:<sup>2</sup> 3,912 patients

Same period last year	Change since one year ago
4,201	-3%
4,083	-4%



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

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 253 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  38 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,021 patients

Median time to start treatment<sup>4</sup>  22 minutes  
90th percentile time to start treatment<sup>5</sup>  72 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,326 patients

Median time to start treatment<sup>4</sup>  29 minutes  
90th percentile time to start treatment<sup>5</sup>  110 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 300 patients

Median time to start treatment<sup>4</sup>  21 minutes  
90th percentile time to start treatment<sup>5</sup>  88 minutes

Same period last year	NSW (this period)
228	
10 minutes	8 minutes
36 minutes	28 minutes
1,065	
28 minutes	21 minutes
93 minutes	72 minutes
2,468	
39 minutes	26 minutes
154 minutes	105 minutes
312	
21 minutes	22 minutes
106 minutes	103 minutes

## Armidales Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,066 patients

Percentage of patients who spent four hours or less in the ED  79%

Same period last year	Change since one year ago
4,201	-3%
75%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- 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.

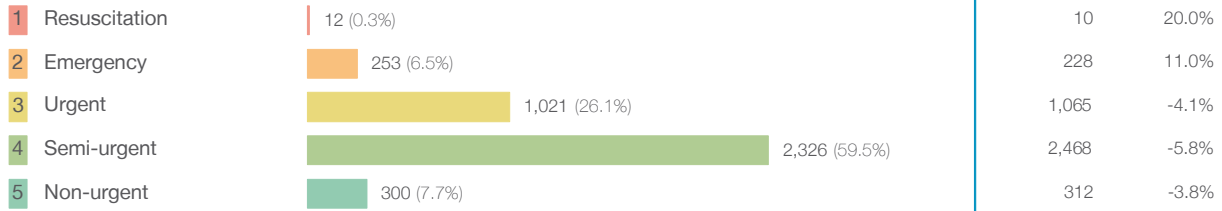
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

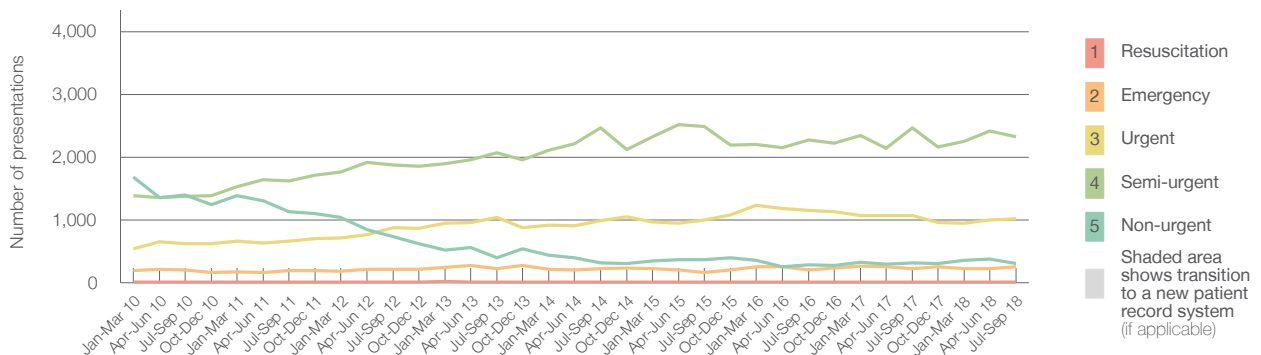
## Armidaire Hospital: Patients presenting to the emergency department July to September 2018

All presentations:<sup>1</sup> 4,066 patients

Emergency presentations<sup>2</sup> by triage category: 3,912 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	5	6	9	8	13	11	7	10	12
Emergency	199	194	216	225	227	165	202	228	253
Urgent	618	663	878	1,040	991	999	1,150	1,065	1,021
Semi-urgent	1,378	1,618	1,875	2,069	2,471	2,487	2,274	2,468	2,326
Non-urgent	1,392	1,132	734	392	319	362	281	312	300
All emergency presentations	3,592	3,613	3,712	3,734	4,021	4,024	3,914	4,083	3,912

## Armidaire Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 568 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.

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

## Armidaire Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 253

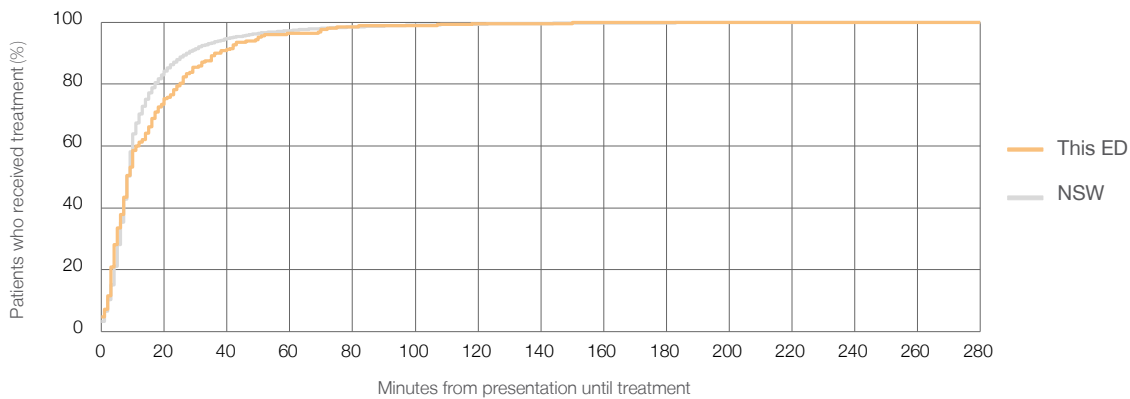
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 248

Median time to start treatment<sup>4</sup>  8 minutes

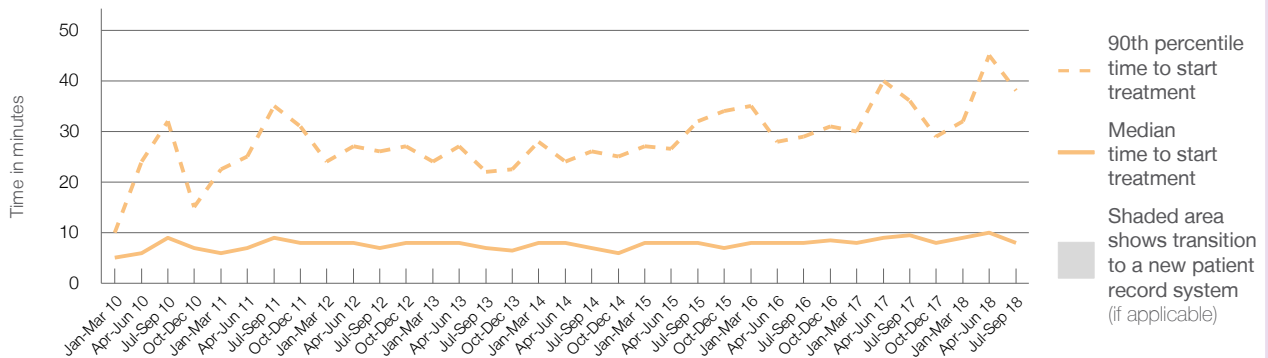
90th percentile time to start treatment<sup>5</sup>  38 minutes

Same period last year	NSW (this period)
228	
222	
10 minutes	8 minutes
36 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	9	9	7	7	7	8	8	10	8
90th percentile time to start treatment <sup>5</sup> (minutes)	32	35	26	22	26	32	29	36	38

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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.

## Armidaire Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,021

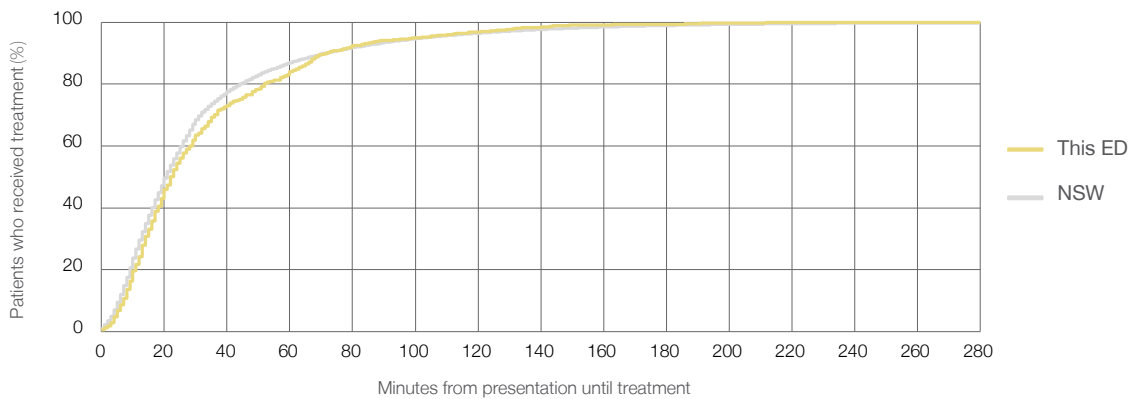
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 984

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

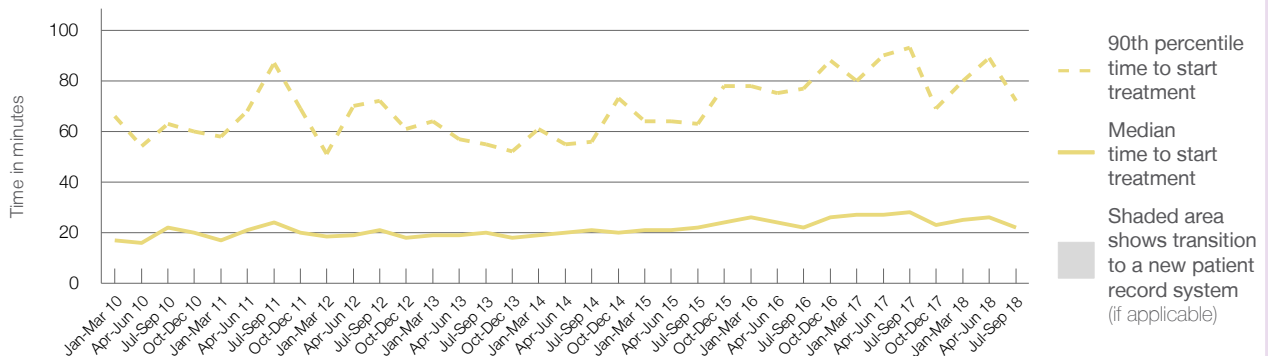
90th percentile time to start treatment<sup>5</sup>  72 minutes

Same period last year	NSW (this period)
1,065	
1,026	
28 minutes	21 minutes
93 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	22	24	21	20	21	22	22	28	22
90th percentile time to start treatment <sup>5</sup> (minutes)	63	87	72	55	56	63	77	93	72

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## Armidaire Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,326

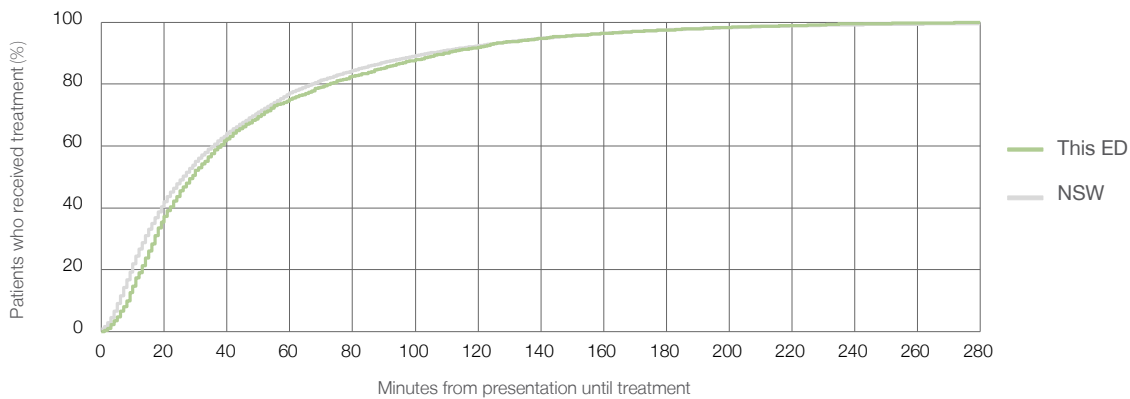
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,179

Median time to start treatment<sup>4</sup> 29 minutes

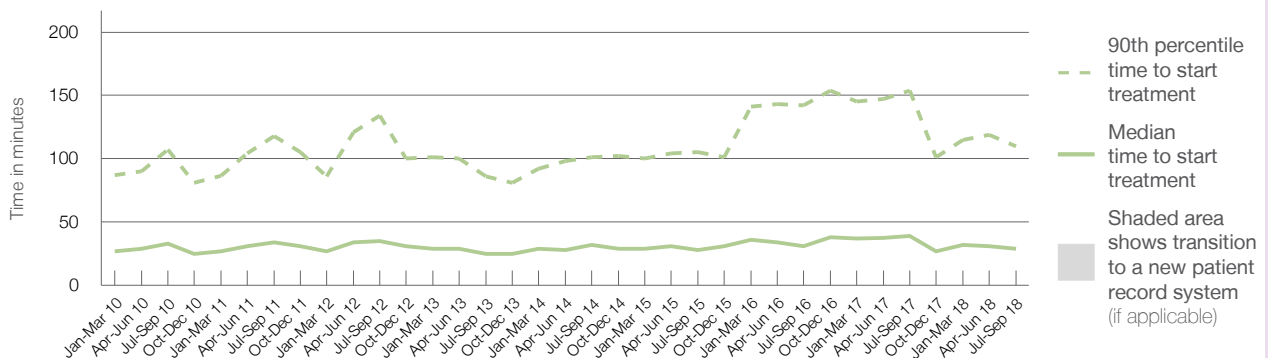
90th percentile time to start treatment<sup>5</sup> 110 minutes

Same period last year	NSW (this period)
2,468	
2,204	
39 minutes	26 minutes
154 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	33	34	35	25	32	28	31	39	29
90th percentile time to start treatment <sup>5</sup> (minutes)	107	118	134	86	101	105	142	154	110

(†) 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.

## Armidaire Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 300

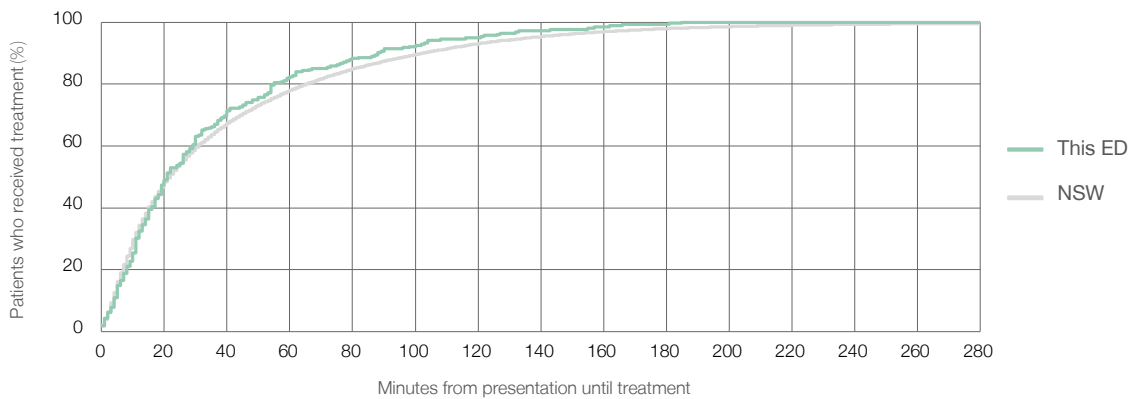
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 255

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

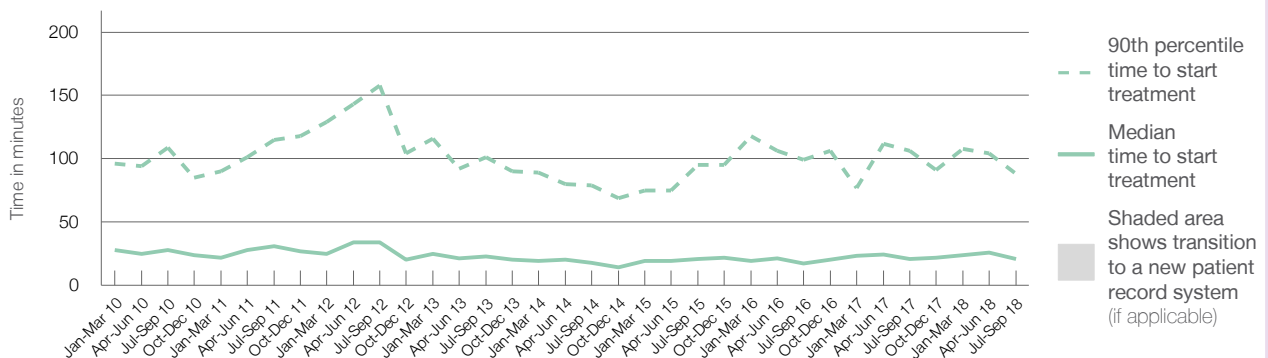
90th percentile time to start treatment<sup>5</sup>  88 minutes

Same period last year	NSW (this period)
312	
247	
21 minutes	22 minutes
106 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	28	31	34	23	18	21	17	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)	109	115	158	101	79	95	99	106	88

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

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## Armidales Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 4,066 patients

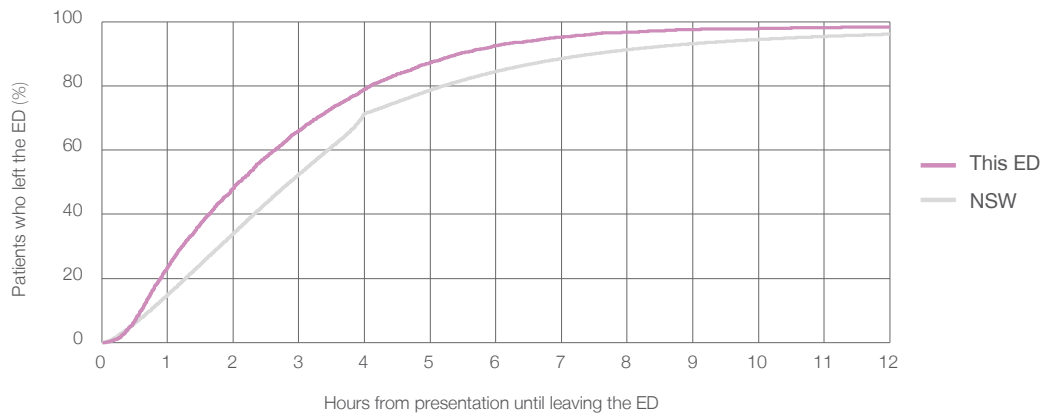
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,066 patients

Median time spent in the ED<sup>8</sup> 2 hours and 5 minutes

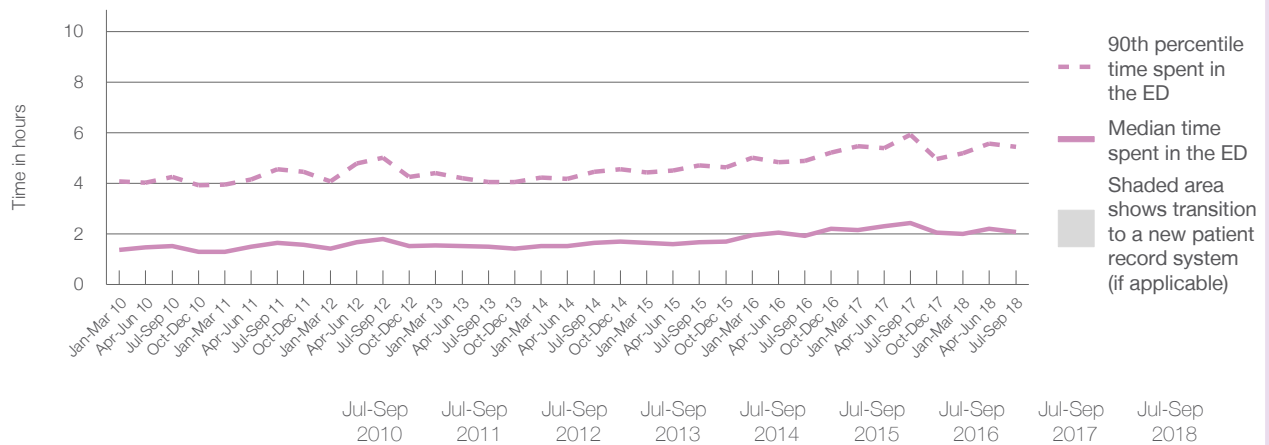
90th percentile time spent in the ED<sup>9</sup> 5 hours and 27 minutes

Same period last year	NSW (this period)
4,201	4,201
2 hours and 27 minutes	2 hours and 52 minutes
5 hours and 55 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 32m	1h 39m	1h 49m	1h 30m	1h 40m	1h 41m	1h 56m	2h 27m	2h 5m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 16m	4h 33m	5h 1m	4h 3m	4h 27m	4h 43m	4h 53m	5h 55m	5h 27m

(†) 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.

**Armidale Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2018

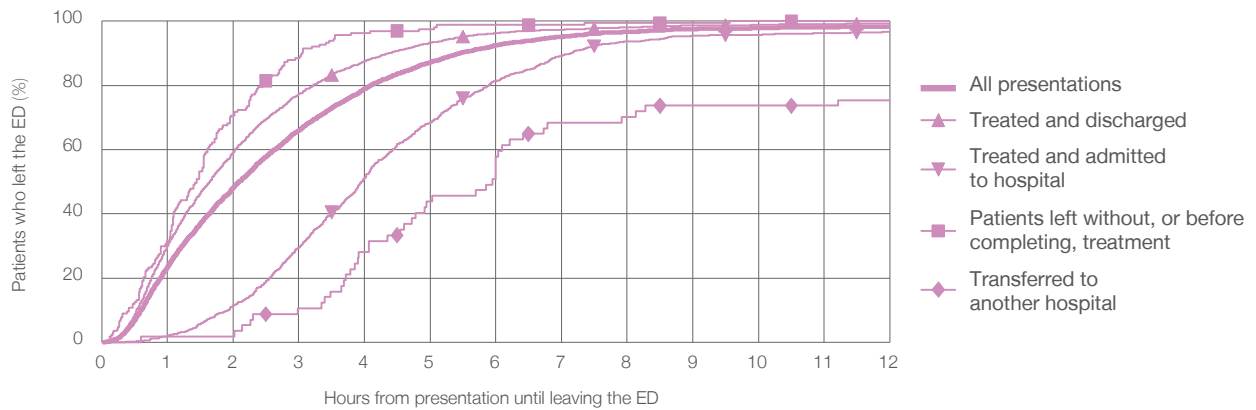
All presentations:<sup>1</sup> 4,066 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,066 patients

Treated and discharged	2,910 (71.6%)
Treated and admitted to hospital	913 (22.5%)
Patient left without, or before completing, treatment	167 (4.1%)
Transferred to another hospital	57 (1.4%)
Other	19 (0.5%)

Same period last year	Change since one year ago
4,201	-3%
2,819	3.2%
965	-5.4%
333	-49.8%
57	0.0%
27	-29.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<sup>†‡</sup>



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

Treated and discharged	30.0%	59.2%	77.3%	87.6%	96.4%	98.0%	98.9%	99.3%
Treated and admitted to hospital	2.0%	11.5%	29.5%	51.2%	81.4%	93.6%	95.7%	96.7%
Patient left without, or before completing, treatment	31.7%	70.7%	88.6%	96.4%	98.8%	99.4%	100%	100%
Transferred to another hospital	1.8%	1.8%	10.5%	28.1%	57.9%	70.2%	73.7%	75.4%
All presentations	23.5%	48.2%	66.1%	78.9%	92.5%	96.7%	97.8%	98.4%

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

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**Armidale Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 4,066 patients

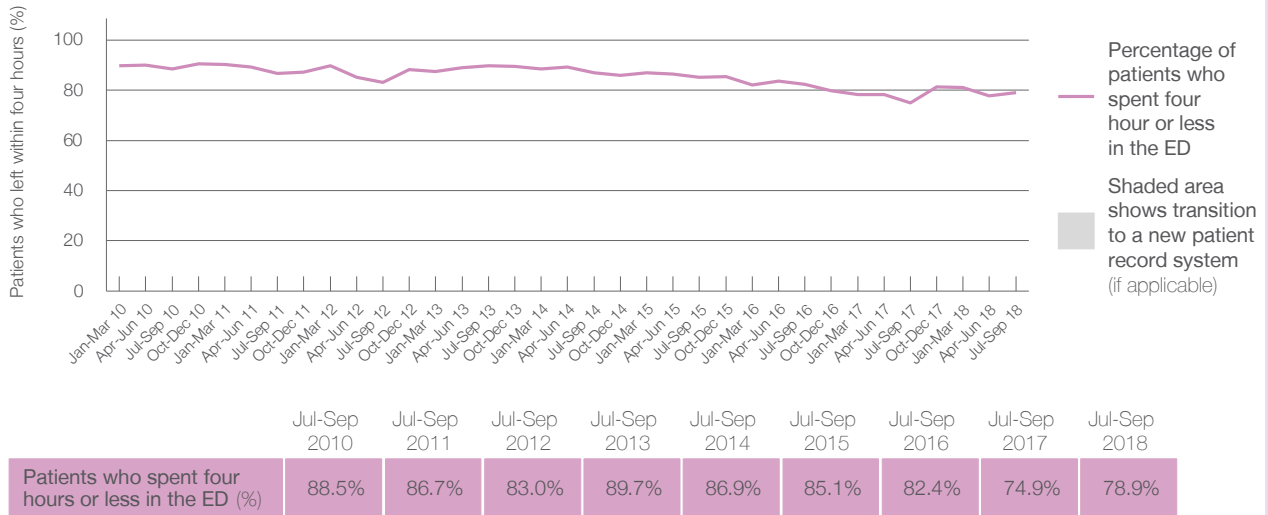
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,066 patients

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	4,201	-3%
Presentations used to calculate time to leaving the ED	4,201	-3%
Percentage of patients who spent four hours or less in the ED	74.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡</sup>



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).