

Orange Health Service: Emergency department (ED) overview

July to September 2018



All presentations:¹ 7,415 patients
 Emergency presentations:² 7,335 patients

Same period last year	Change since one year ago
7,911	-6%
7,827	-6%



Orange Health Service: Time patients waited to start treatment³

July to September 2018


Triage 2 Emergency (e.g. chest pain, severe burns): 1,110 patients

Median time to start treatment⁴  6 minutes
 90th percentile time to start treatment⁵  10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,787 patients

Median time to start treatment⁴  18 minutes
 90th percentile time to start treatment⁵  47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,817 patients

Median time to start treatment⁴  22 minutes
 90th percentile time to start treatment⁵  80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,529 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  94 minutes

Same period last year	NSW (this period)
1,345	
5 minutes	8 minutes
11 minutes	28 minutes
1,724	
19 minutes	21 minutes
51 minutes	72 minutes
2,830	
26 minutes	26 minutes
85 minutes	105 minutes
1,861	
22 minutes	22 minutes
105 minutes	103 minutes

Orange Health Service: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 7,412 patients

Percentage of patients who spent four hours or less in the ED  75%

Same period last year	Change since one year ago
7,907	-6%
71%	

* 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.

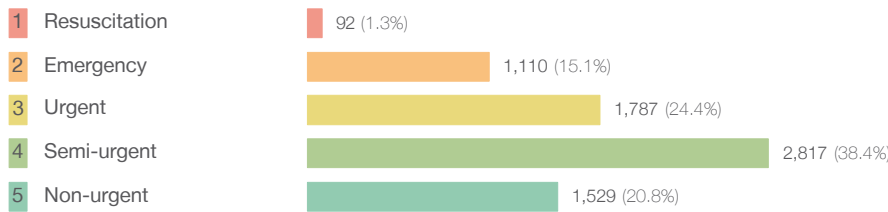
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Orange Health Service: Patients presenting to the emergency department July to September 2018

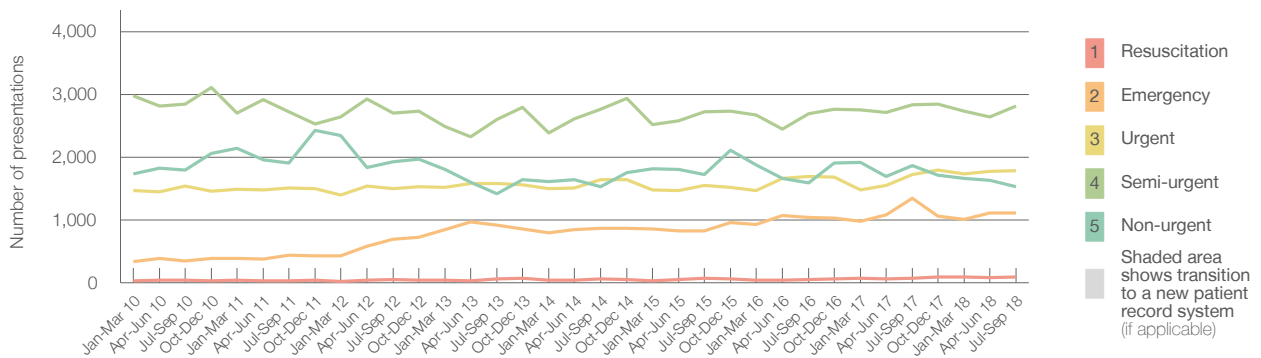
All presentations:¹ 7,415 patients

Emergency presentations² by triage category: 7,335 patients



Same period last year	Change since one year ago
7,911	-6%
7,827	-6%
67	37.3%
1,345	-17.5%
1,724	3.7%
2,830	-0.5%
1,861	-17.8%

Emergency presentations² 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	44	26	45	63	59	70	50	67	92
Emergency	346	434	694	913	863	828	1,035	1,345	1,110
Urgent	1,541	1,513	1,496	1,578	1,646	1,545	1,692	1,724	1,787
Semi-urgent	2,846	2,726	2,702	2,596	2,762	2,724	2,688	2,830	2,817
Non-urgent	1,799	1,904	1,928	1,415	1,527	1,724	1,592	1,861	1,529
All emergency presentations	6,576	6,603	6,865	6,565	6,857	6,891	7,057	7,827	7,335

Orange Health Service: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,407 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,491	
10 minutes	1 minute
25 minutes	-3 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.

Orange Health Service: 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: 1,110

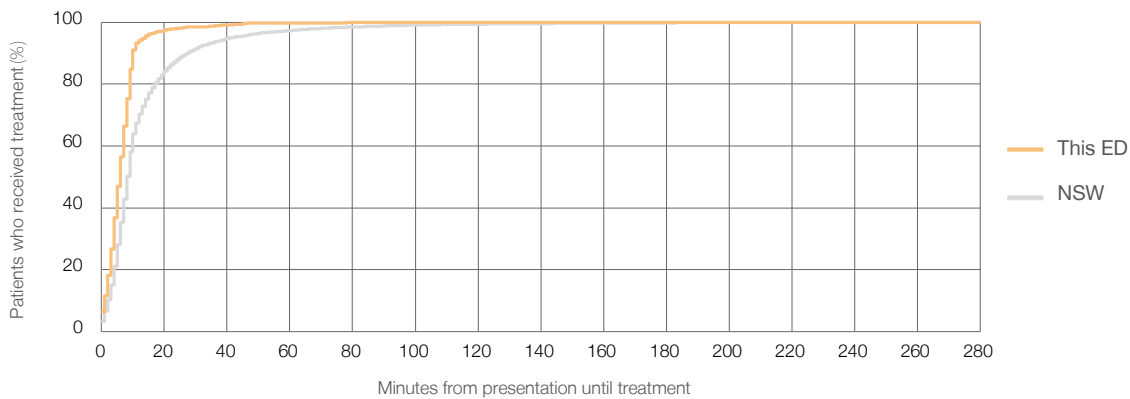
Number of triage 2 patients used to calculate waiting time:³ 1,105

Median time to start treatment⁴ 6 minutes

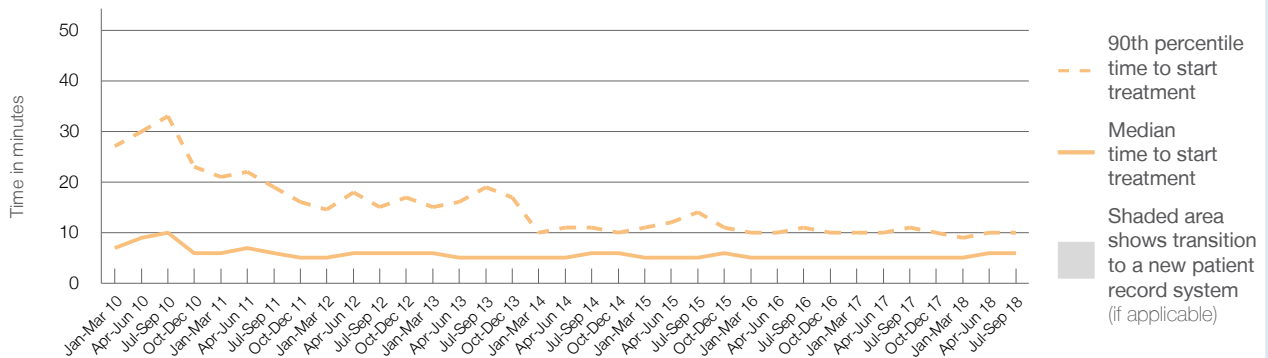
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,345	1,339
5 minutes	8 minutes
11 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^{†‡}



	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 ⁴ (minutes)	10	6	6	5	6	5	5	5	6
90th percentile time to start treatment ⁵ (minutes)	33	19	15	19	11	14	11	11	10

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Orange Health Service: 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: 1,787

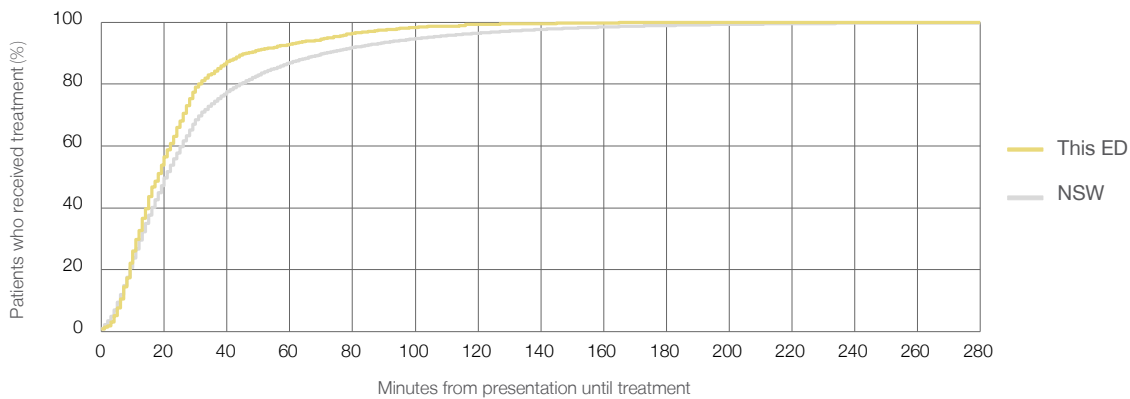
Number of triage 3 patients used to calculate waiting time:³ 1,767

Median time to start treatment⁴ 18 minutes

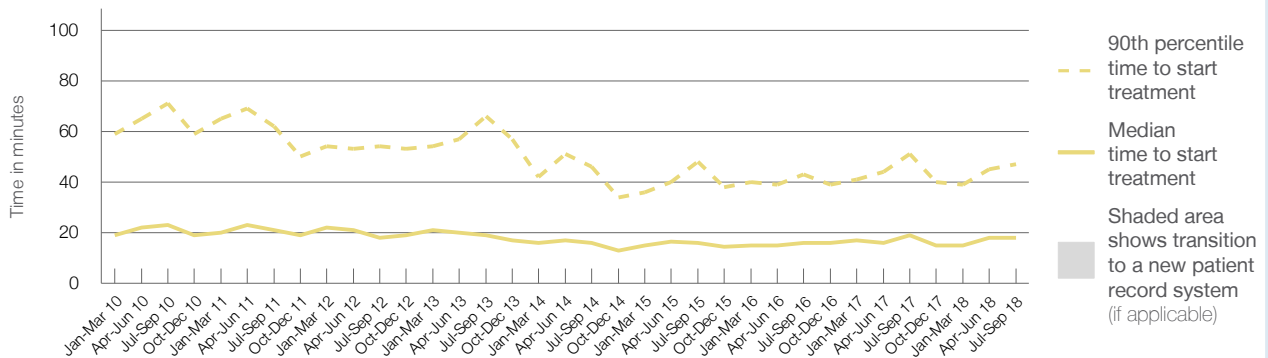
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
1,724	1,701
19 minutes	21 minutes
51 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^{†‡}



	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 ⁴ (minutes)	23	21	18	19	16	16	16	19	18
90th percentile time to start treatment ⁵ (minutes)	71	62	54	66	46	48	43	51	47

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Orange Health Service: 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: 2,817

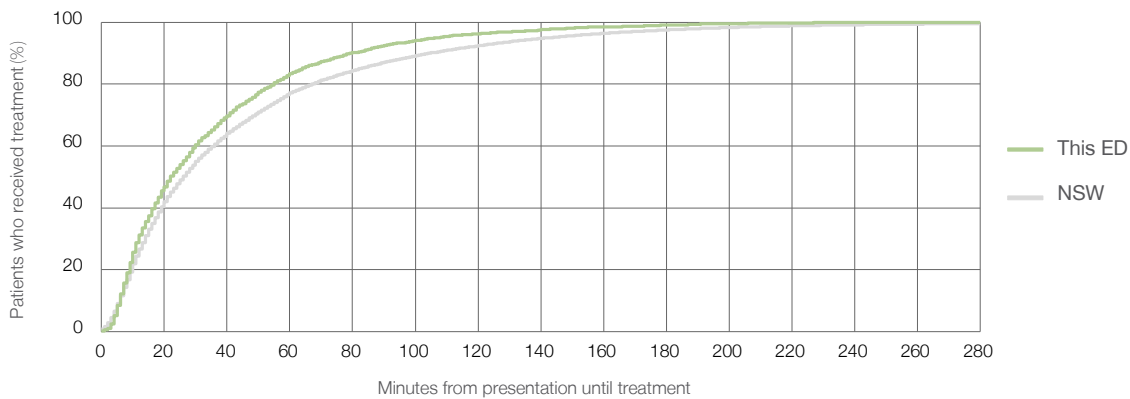
Number of triage 4 patients used to calculate waiting time:³ 2,716

Median time to start treatment⁴ 22 minutes

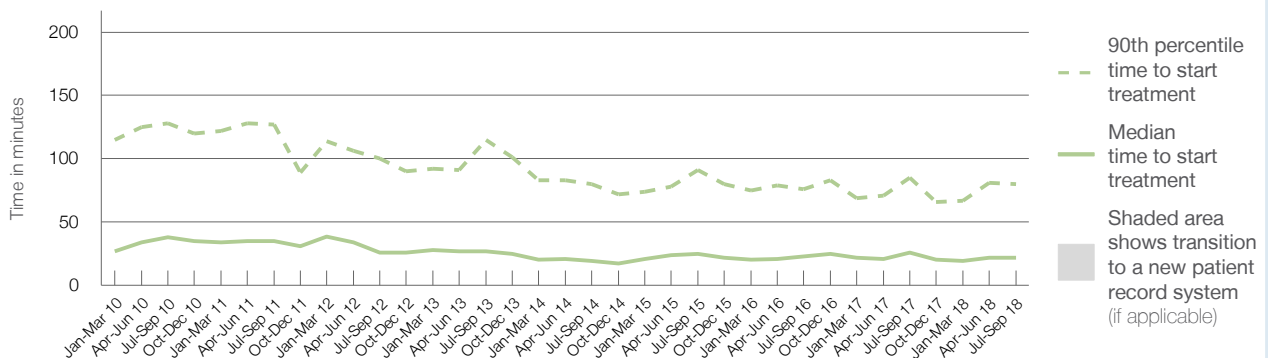
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
2,830	2,708
26 minutes	26 minutes
85 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^{†‡}



	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 ⁴ (minutes)	38	35	26	27	19	25	23	26	22
90th percentile time to start treatment ⁵ (minutes)	128	127	100	115	80	91	76	85	80

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Orange Health Service: 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: 1,529

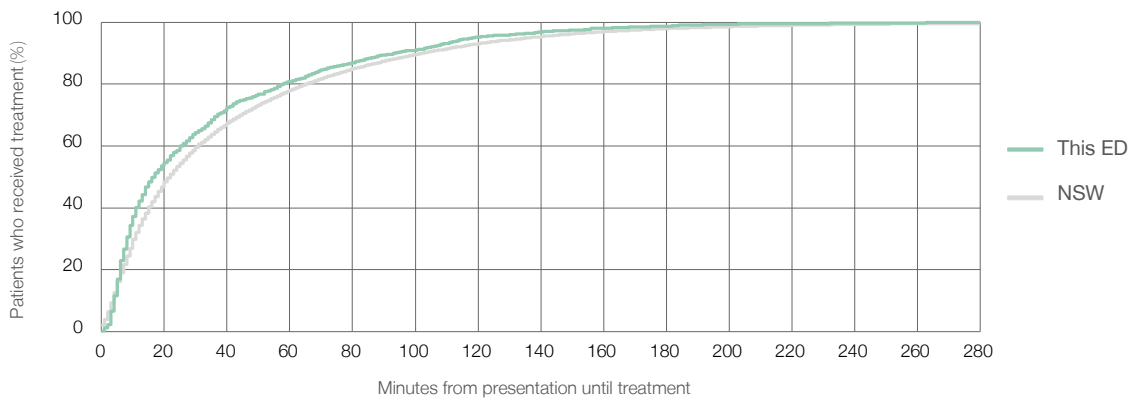
Number of triage 5 patients used to calculate waiting time:³ 1,417

Median time to start treatment⁴ 17 minutes

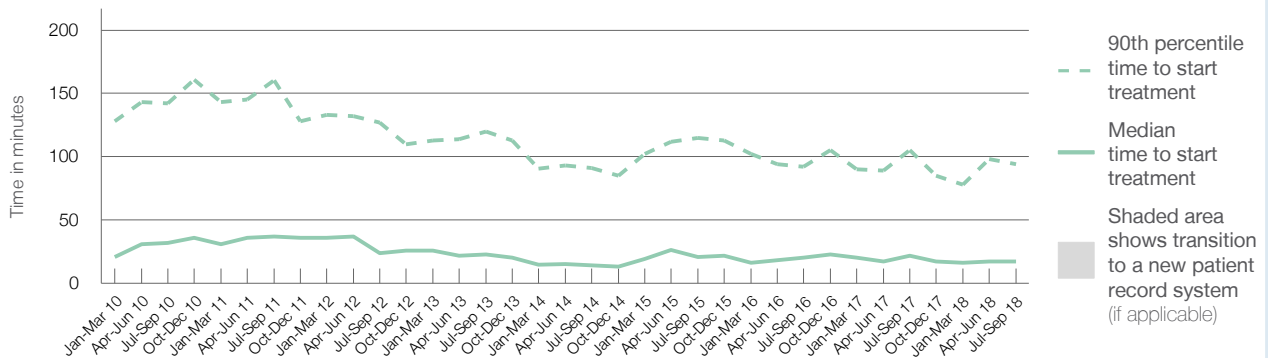
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
1,861	1,694
22 minutes	22 minutes
105 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^{†‡}



	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 ⁴ (minutes)	32	37	24	23	14	21	20	22	17
90th percentile time to start treatment ⁵ (minutes)	142	161	127	120	91	115	92	105	94

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Orange Health Service: Time patients spent in the ED

July to September 2018

All presentations:¹ 7,415 patients

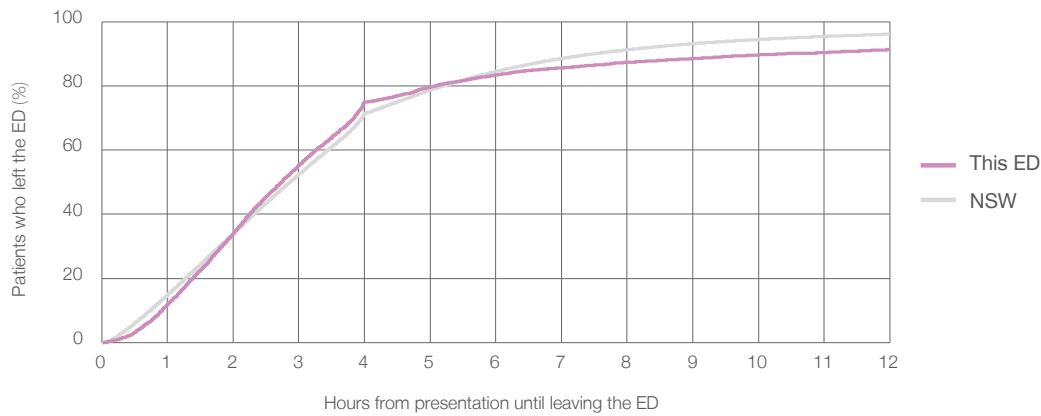
Presentations used to calculate time to leaving the ED:⁶ 7,412 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

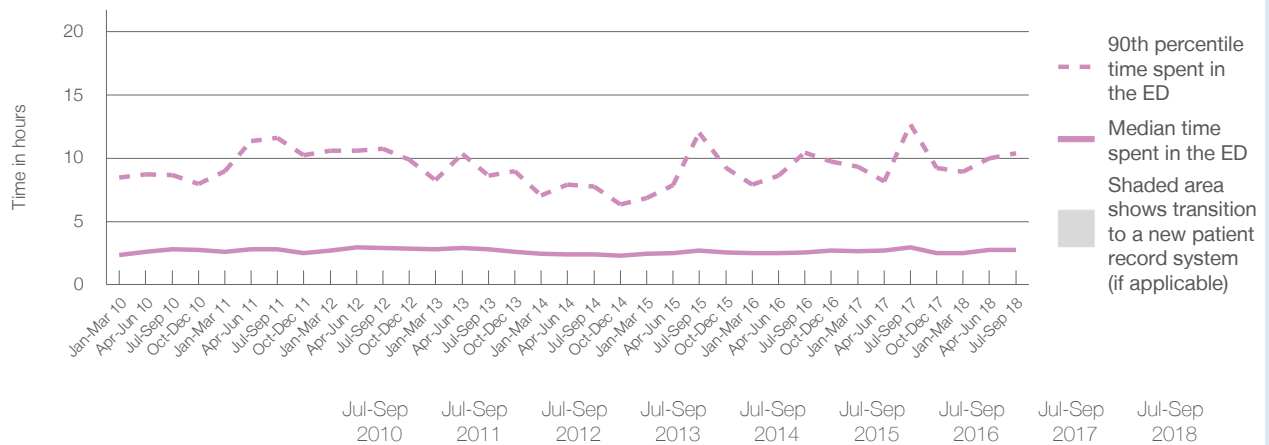
90th percentile time spent in the ED⁹ 10 hours and 22 minutes

Same period last year	NSW (this period)
7,911	
7,907	
2 hours and 56 minutes	2 hours and 52 minutes
12 hours and 40 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^{†‡}



	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 ⁸ (hours, minutes)	2h 48m	2h 48m	2h 55m	2h 47m	2h 23m	2h 41m	2h 34m	2h 56m	2h 44m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 41m	11h 36m	10h 44m	8h 38m	7h 47m	12h 1m	10h 26m	12h 40m	10h 22m

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Orange Health Service: Time patients spent in the ED By mode of separation July to September 2018

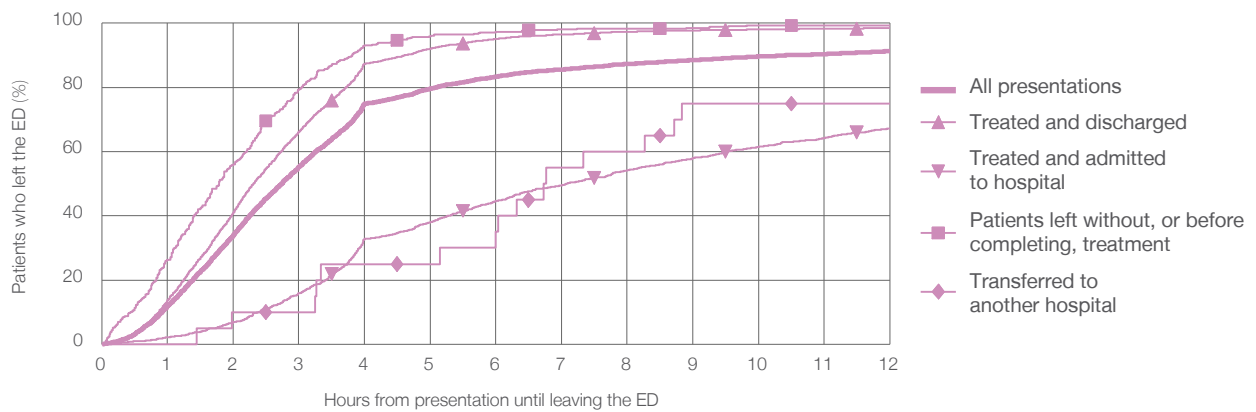
All presentations:¹ 7,415 patients

Presentations used to calculate time to leaving the ED:⁶ 7,412 patients

Treated and discharged	5,222 (70.4%)
Treated and admitted to hospital	1,720 (23.2%)
Patient left without, or before completing, treatment	421 (5.7%)
Transferred to another hospital	20 (0.3%)
Other	32 (0.4%)

Same period last year	Change since one year ago
7,907	-6%
5,485	-4.8%
1,867	-7.9%
468	-10.0%
44	-54.5%
47	-31.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.7%	41.1%	66.2%	87.4%	95.1%	97.4%	98.1%	98.5%
Treated and admitted to hospital	2.2%	6.9%	15.8%	32.8%	44.6%	54.3%	61.7%	67.2%
Patient left without, or before completing, treatment	26.4%	56.1%	79.3%	93.1%	97.4%	98.3%	99.3%	99.3%
Transferred to another hospital	0%	10.0%	10.0%	25.0%	35.0%	60.0%	75.0%	75.0%
All presentations	11.9%	34.1%	55.2%	74.9%	83.4%	87.3%	89.7%	91.3%

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Orange Health Service: 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: ¹ 7,415 patients

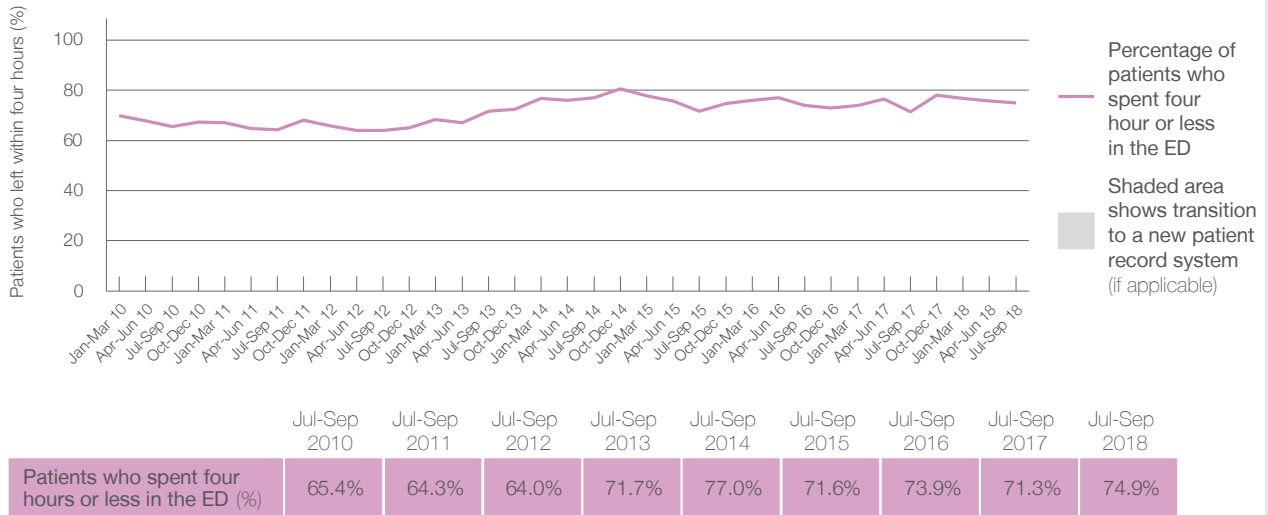
Presentations used to calculate time to leaving the ED: ⁶ 7,412 patients

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 7,415 patients	7,911	-6%
Presentations used to calculate time to leaving the ED: ⁶ 7,412 patients	7,907	-6%
Percentage of patients who spent four hours or less in the ED	71.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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).