

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

July to September 2018

All presentations:<sup>1</sup> 11,103 patients



Emergency presentations:<sup>2</sup> 10,785 patients

Same period last year	Change since one year ago
10,631	4%
10,182	6%



## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018



**Triage 2** Emergency (e.g. chest pain, severe burns): 1,088 patients

Median time to start treatment<sup>4</sup>  7 minutes  
90th percentile time to start treatment<sup>5</sup>  15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,645 patients

Median time to start treatment<sup>4</sup>  18 minutes  
90th percentile time to start treatment<sup>5</sup>  49 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,048 patients

Median time to start treatment<sup>4</sup>  22 minutes  
90th percentile time to start treatment<sup>5</sup>  76 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 970 patients

Median time to start treatment<sup>4</sup>  21 minutes  
90th percentile time to start treatment<sup>5</sup>  99 minutes

Same period last year	NSW (this period)
787	
6 minutes	8 minutes
15 minutes	28 minutes
4,437	
19 minutes	21 minutes
65 minutes	72 minutes
3,930	
28 minutes	26 minutes
102 minutes	105 minutes
991	
21 minutes	22 minutes
102 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,100 patients

Percentage of patients who spent four hours or less in the ED  67%

Same period last year	Change since one year ago
10,630	4%
64%	

\* 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).

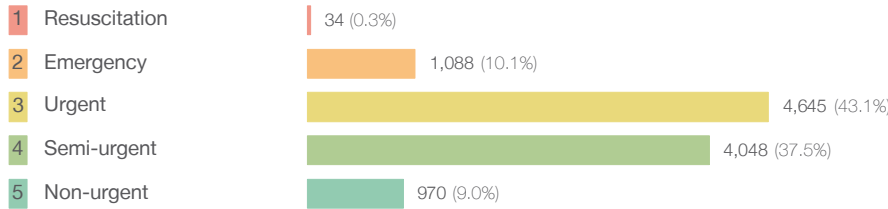
## Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department July to September 2018

All presentations:<sup>1</sup> 11,103 patients

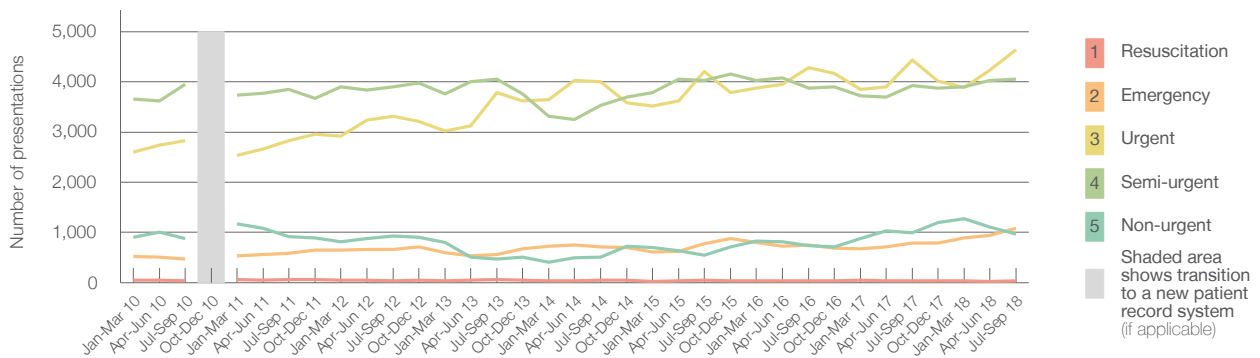
Same period last year	Change since one year ago
10,631	4%

Emergency presentations<sup>2</sup> by triage category: 10,785 patients

10,182	6%
37	-8.1%
787	38.2%
4,437	4.7%
3,930	3.0%
991	-2.1%



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	36	63	37	59	46	47	32	37	34
Emergency	473	587	660	560	712	770	750	787	1,088
Urgent	2,834	2,827	3,320	3,784	4,001	4,211	4,285	4,437	4,645
Semi-urgent	3,957	3,849	3,903	4,058	3,536	4,022	3,873	3,930	4,048
Non-urgent	872	918	928	476	508	545	736	991	970
All emergency presentations	8,172	8,244	8,848	8,937	8,803	9,595	9,676	10,182	10,785

## Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,506 patients

2,247	
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ED Transfer of care time



10 minutes	0 minutes
23 minutes	1 minute

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

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

## Wagga Wagga Rural Referral 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: 1,088

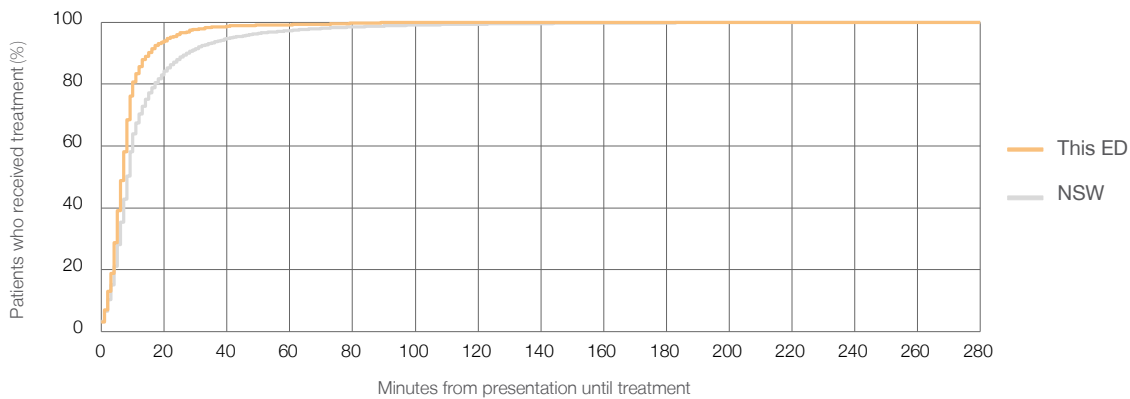
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,087

Median time to start treatment<sup>4</sup>  7 minutes

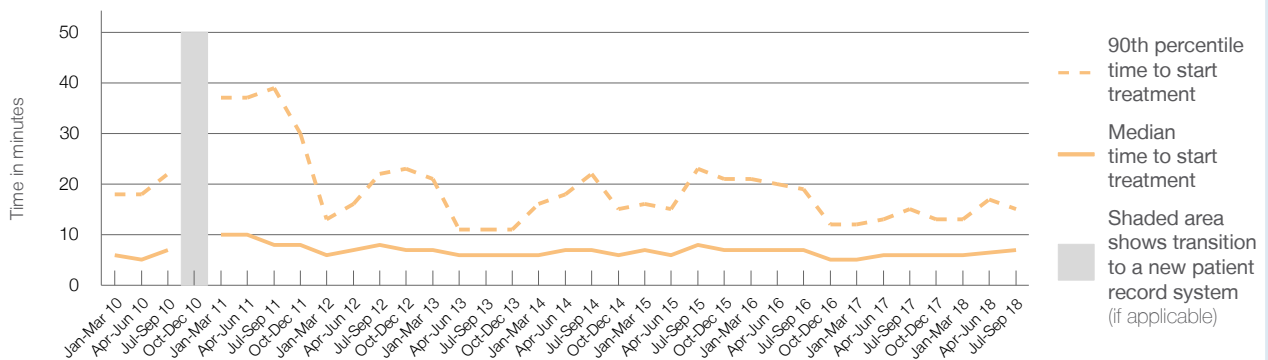
90th percentile time to start treatment<sup>5</sup>  15 minutes

Same period last year	NSW (this period)
787	787
6 minutes	8 minutes
15 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)	7	8	8	6	7	8	7	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	22	39	22	11	22	23	19	15	15

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## Wagga Wagga Rural Referral 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: 4,645

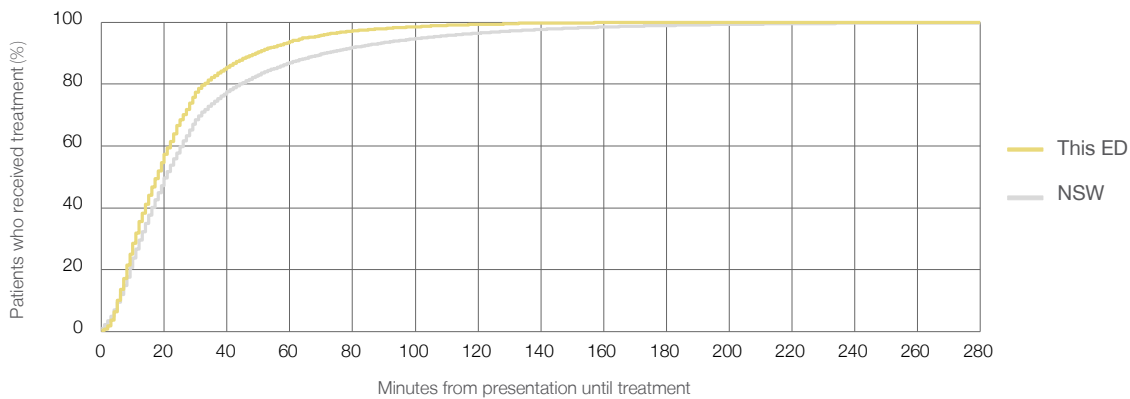
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,570

Median time to start treatment<sup>4</sup> 18 minutes

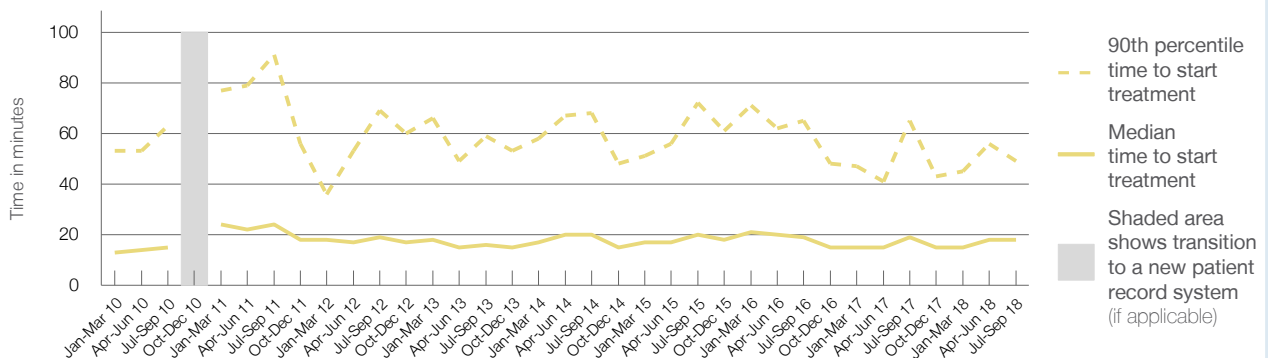
90th percentile time to start treatment<sup>5</sup> 49 minutes

Same period last year	NSW (this period)
4,437	
4,364	
19 minutes	21 minutes
65 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)	15	24	19	16	20	20	19	19	18
90th percentile time to start treatment <sup>5</sup> (minutes)	63	91	69	59	68	72	65	65	49

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## Wagga Wagga Rural Referral 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: 4,048

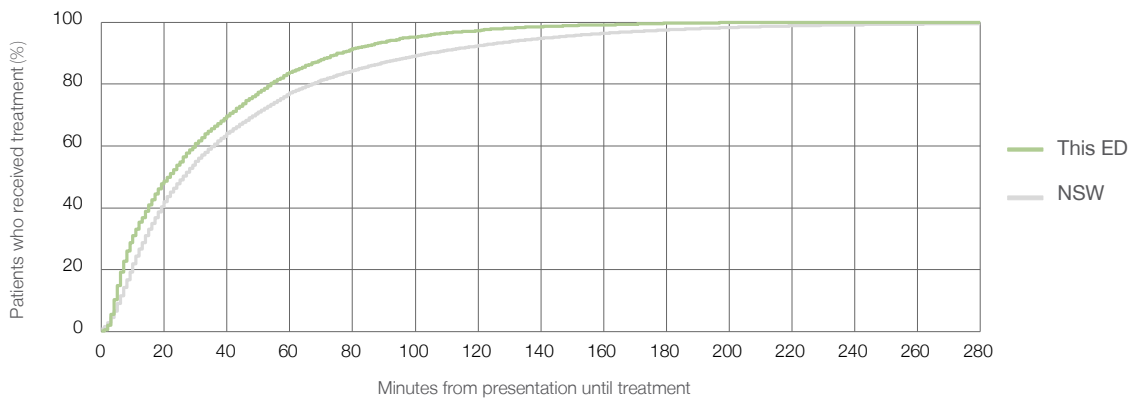
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,878

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

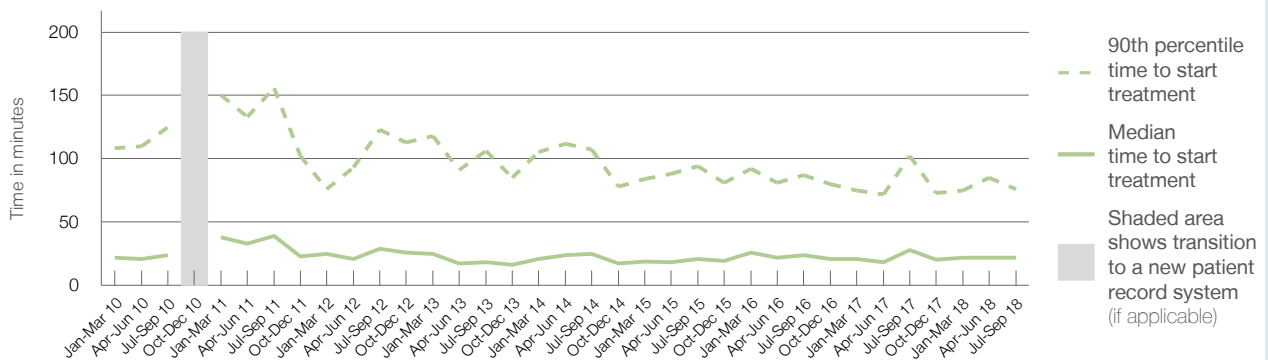
90th percentile time to start treatment<sup>5</sup>  76 minutes

Same period last year	NSW (this period)
3,930	3,752
28 minutes	26 minutes
102 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)	24	39	29	18	25	21	24	28	22
90th percentile time to start treatment <sup>5</sup> (minutes)	125	156	123	106	107	94	87	102	76

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## Wagga Wagga Rural Referral 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: 970

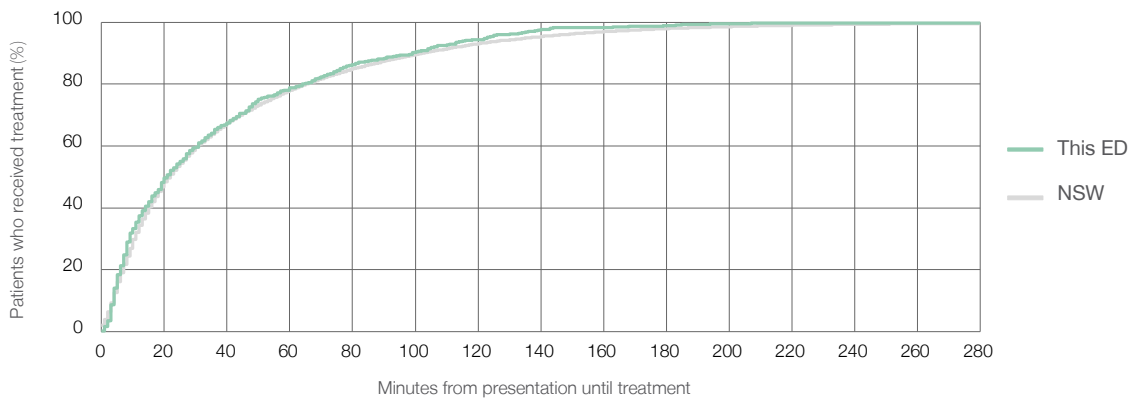
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 879

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

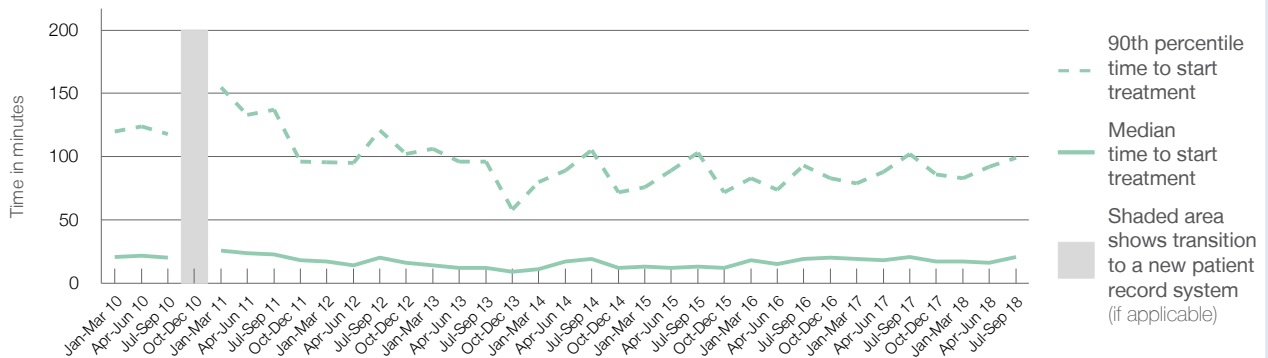
90th percentile time to start treatment<sup>5</sup>  99 minutes

Same period last year	NSW (this period)
991	
924	
21 minutes	22 minutes
102 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)	20	23	20	12	19	13	19	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)	118	137	121	96	105	103	93	102	99

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

July to September 2018

All presentations:<sup>1</sup> 11,103 patients

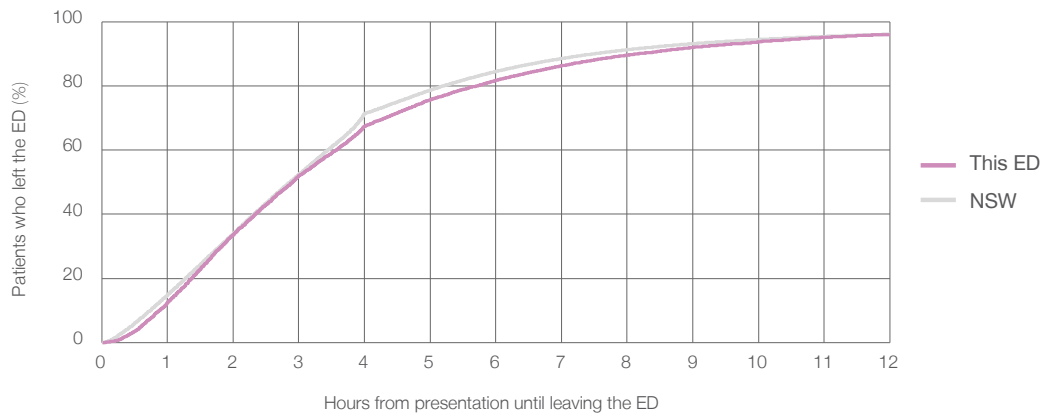
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,100 patients

Median time spent in the ED<sup>8</sup>  2 hours and 54 minutes

90th percentile time spent in the ED<sup>9</sup>  8 hours and 10 minutes

Same period last year	NSW (this period)
10,631	
10,630	
2 hours and 59 minutes	2 hours and 52 minutes
8 hours and 51 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)	3h 17m	3h 59m	3h 25m	3h 7m	3h 8m	2h 59m	2h 35m	2h 59m	2h 54m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 53m	11h 58m	11h 11m	10h 22m	9h 37m	9h 9m	7h 25m	8h 51m	8h 10m

(†) 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 2018

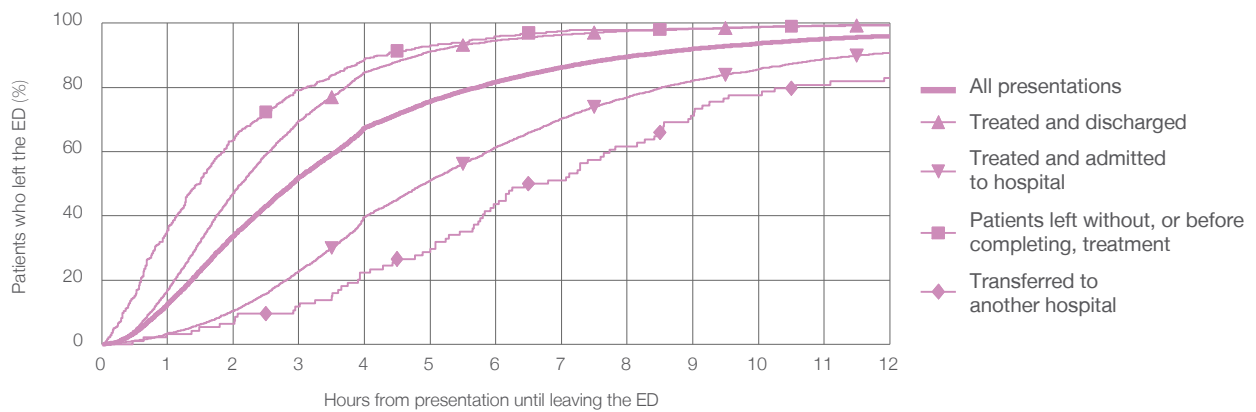
All presentations:<sup>1</sup> 11,103 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,100 patients

Treated and discharged	6,398 (57.6%)
Treated and admitted to hospital	4,156 (37.4%)
Patient left without, or before completing, treatment	431 (3.9%)
Transferred to another hospital	94 (0.8%)
Other	24 (0.2%)

Same period last year	Change since one year ago
10,630	4%
6,330	1.1%
3,808	9.1%
428	0.7%
49	91.8%
16	50.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.0%	47.1%	69.6%	84.7%	94.6%	97.6%	98.8%	99.3%
Treated and admitted to hospital	3.3%	10.3%	22.8%	39.7%	61.3%	76.9%	85.7%	90.8%
Patient left without, or before completing, treatment	35.5%	63.6%	79.1%	88.9%	95.8%	97.9%	98.8%	99.5%
Transferred to another hospital	3.2%	6.4%	11.7%	22.3%	43.6%	61.7%	77.7%	83.0%
All presentations	12.6%	33.7%	52.0%	67.5%	81.7%	89.5%	93.7%	96.0%

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

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



**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 2018

All presentations at the emergency department: <sup>1</sup> 11,103 patients

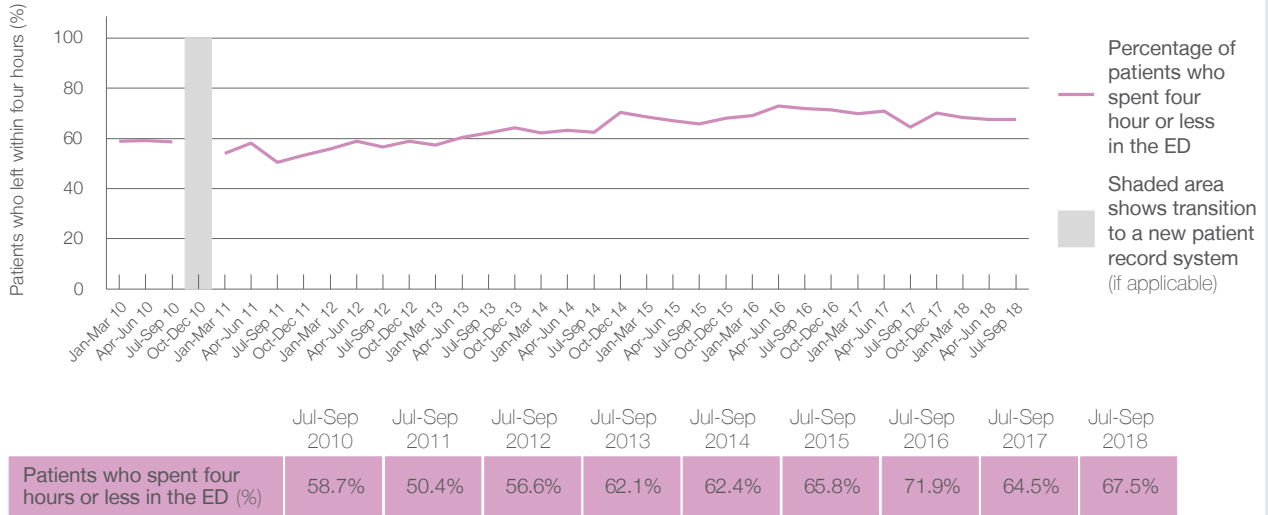
Presentations used to calculate time to leaving the ED: <sup>6</sup> 11,100 patients

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



Same period last year	Change since one year ago
10,631	4%
10,630	4%
64.5%	

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).