



Hospital Quarterly

Performance Profiles

Emergency Department

Mid North Coast Local Health District

October to December 2016

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 10,055 patients
Emergency presentations:² 9,727 patients

Same period last year	Change since one year ago
9,370	7.3%
9,092	7.0%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,019 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): 3,154 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,974 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,527 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
845	
6 minutes	8 minutes
10 minutes	26 minutes
2,747	
14 minutes	20 minutes
41 minutes	67 minutes
3,727	
24 minutes	25 minutes
99 minutes	97 minutes
1,703	
28 minutes	24 minutes
106 minutes	103 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 10,054 patients

Percentage of patients who spent four hours or less in the ED 72.3%

Same period last year	Change since one year ago
9,369	7.3%
74.4%	

* 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 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.

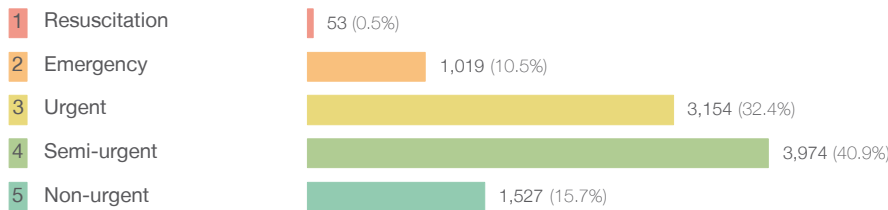
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Patients presenting to the emergency department October to December 2016

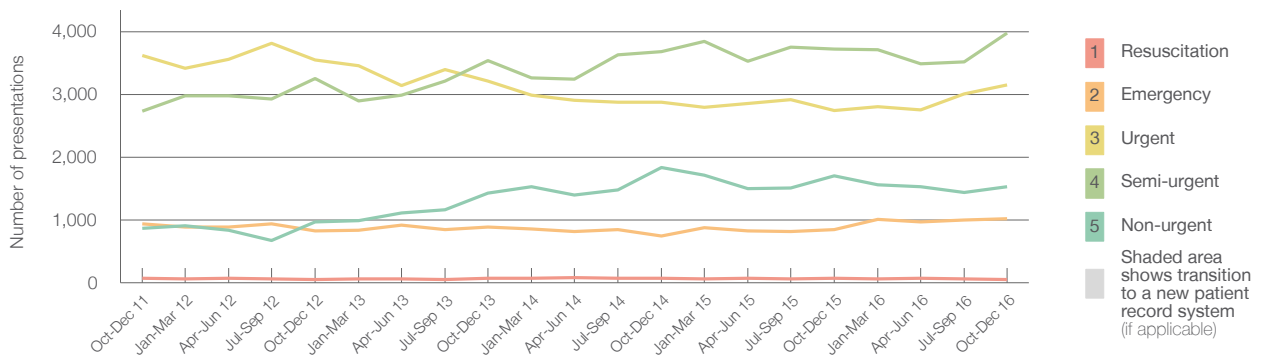
All presentations:¹ 10,055 patients

Emergency presentations² by triage category: 9,727 patients



	Same period last year	Change since one year ago
All presentations	9,370	7.3%
Emergency presentations	9,092	7.0%
Resuscitation	70	-24.3%
Emergency	845	20.6%
Urgent	2,747	14.8%
Semi-urgent	3,727	6.6%
Non-urgent	1,703	-10.3%

Emergency presentations² by quarter, October 2011 to December 2016 †

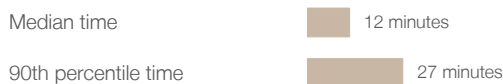


	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	69	51	72	66	70	53
Emergency	937	825	886	748	845	1,019
Urgent	3,623	3,551	3,214	2,878	2,747	3,154
Semi-urgent	2,733	3,250	3,542	3,683	3,727	3,974
Non-urgent	863	970	1,424	1,839	1,703	1,527
All emergency presentations	8,225	8,647	9,138	9,214	9,092	9,727

Coffs Harbour Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,394 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,194	
ED Transfer of care time	12 minutes	0 minutes
90th percentile time	28 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 1,019

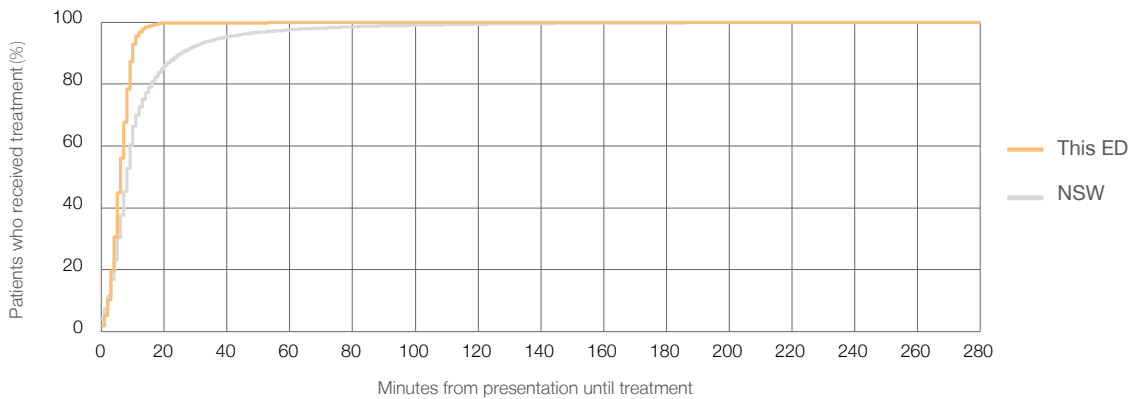
Number of triage 2 patients used to calculate waiting time:³ 1,017

Median time to start treatment⁴ 6 minutes

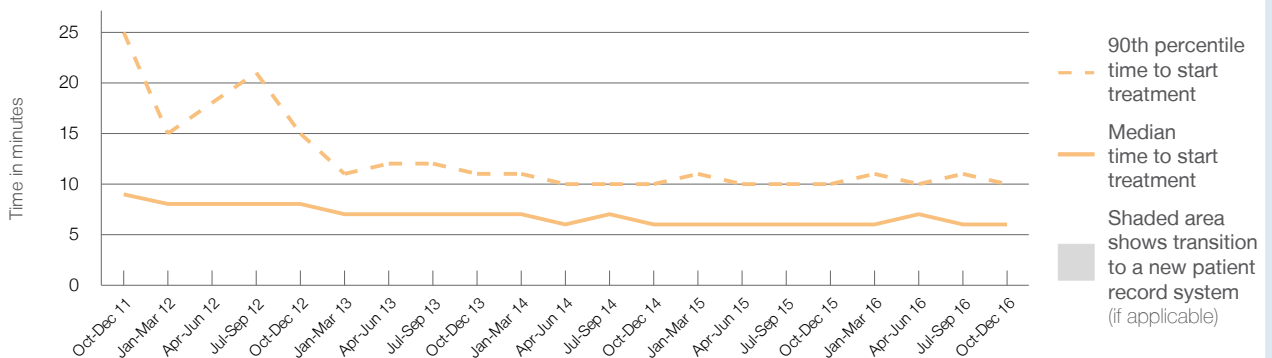
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
845	
842	
6 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	8	7	6	6	6
90th percentile time to start treatment ⁵ (minutes)	25	15	11	10	10	10

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 3,154

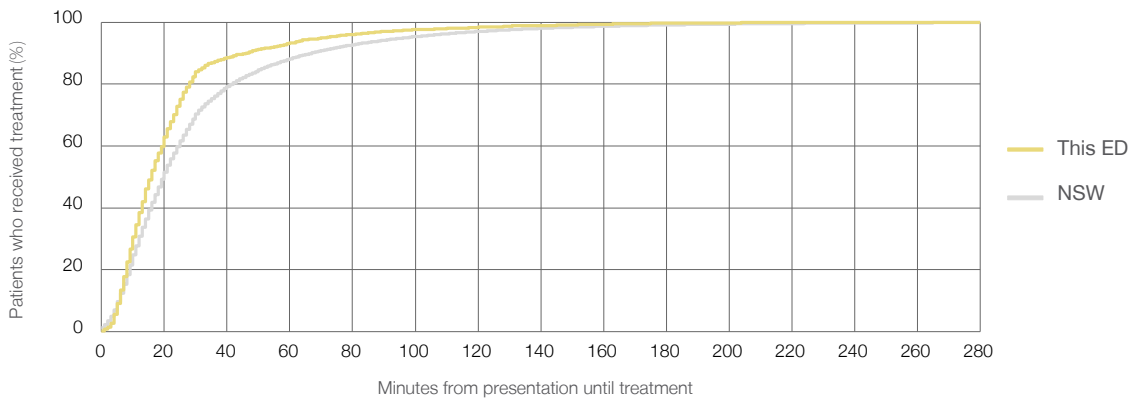
Number of triage 3 patients used to calculate waiting time:³ 3,088

Median time to start treatment⁴ 16 minutes

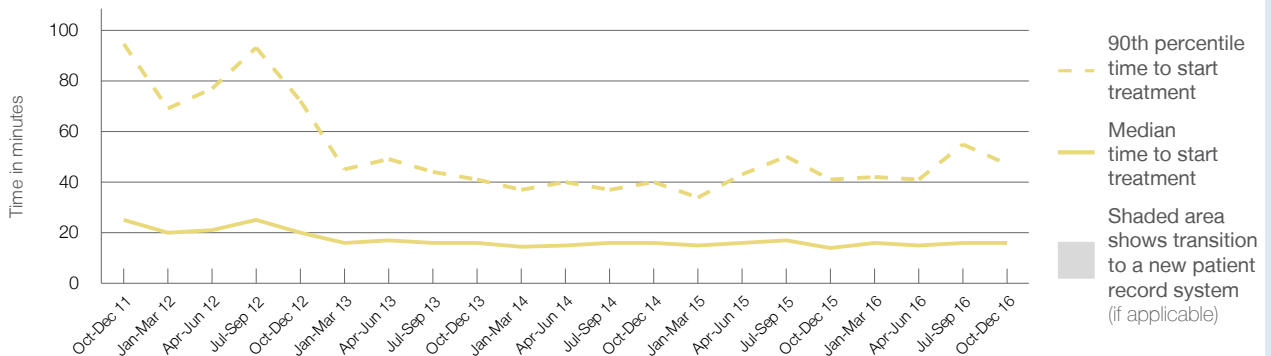
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
2,747	
2,708	
14 minutes	20 minutes
41 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	20	16	16	14	16
90th percentile time to start treatment ⁵ (minutes)	95	72	41	40	41	47

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 3,974

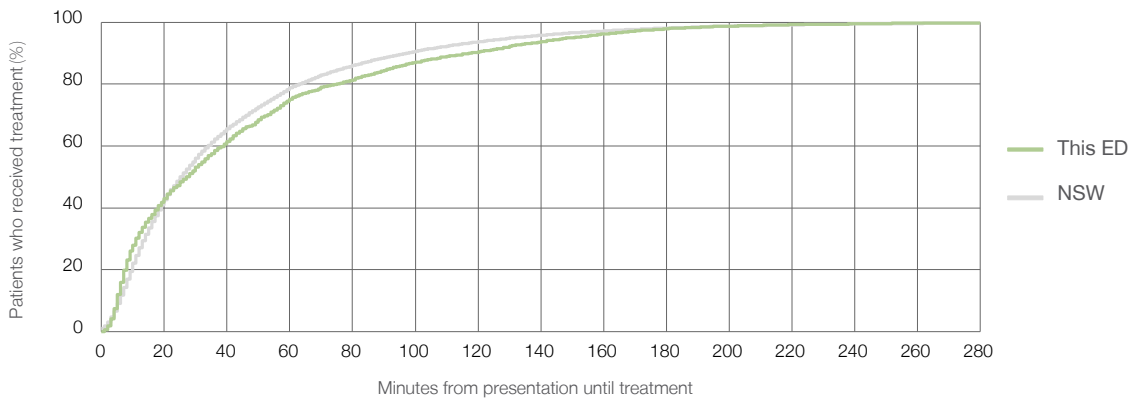
Number of triage 4 patients used to calculate waiting time:³ 3,624

Median time to start treatment⁴ 27 minutes

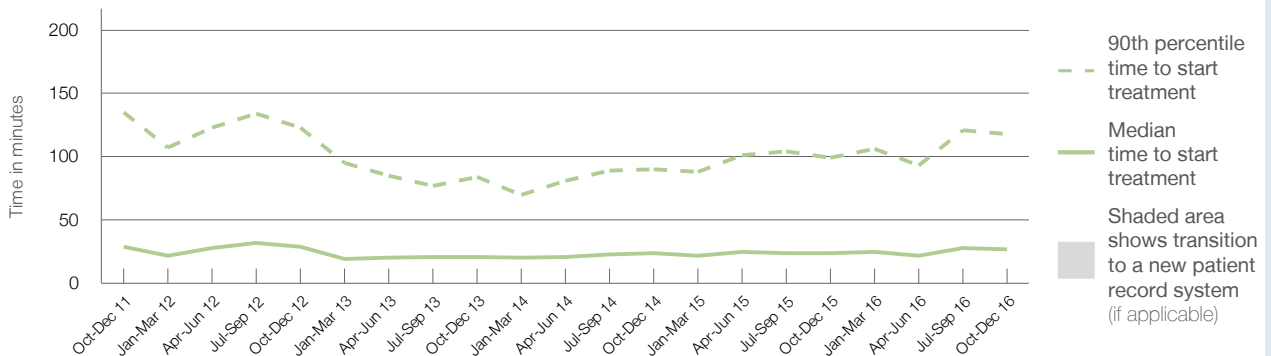
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
3,727	
3,439	
24 minutes	25 minutes
99 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	29	21	24	24	27
90th percentile time to start treatment ⁵ (minutes)	135	123	84	90	99	118

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,527

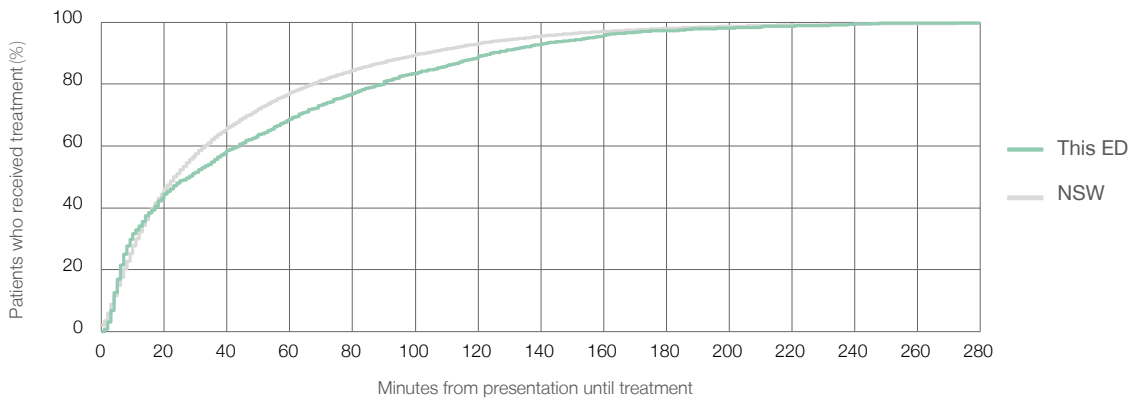
Number of triage 5 patients used to calculate waiting time:³ 1,385

Median time to start treatment⁴ 28 minutes

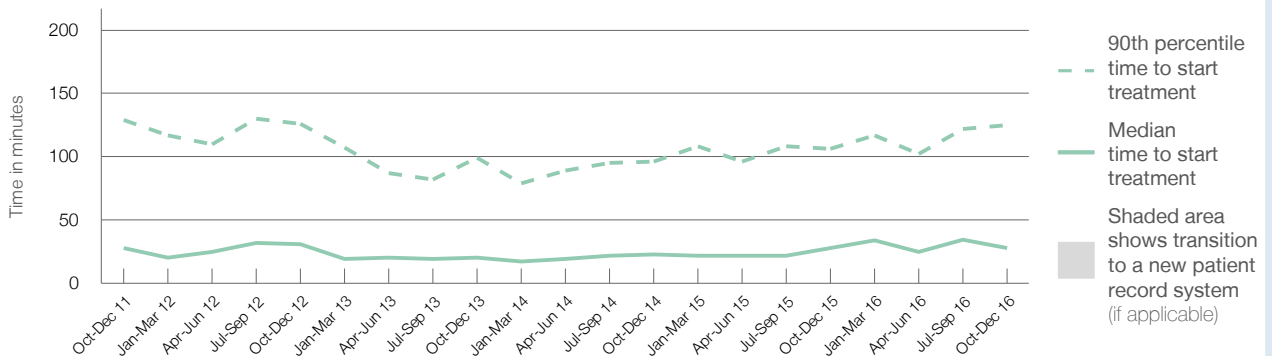
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
1,703	
1,581	
28 minutes	24 minutes
106 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	31	20	23	28	28
90th percentile time to start treatment ⁵ (minutes)	129	126	99	96	106	125

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Coffs Harbour Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 10,055 patients

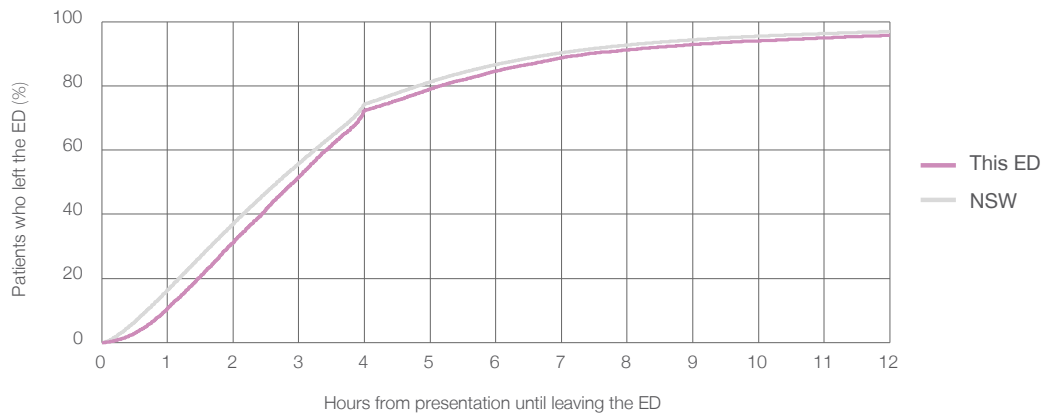
Presentations used to calculate time to leaving the ED:⁶ 10,054 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

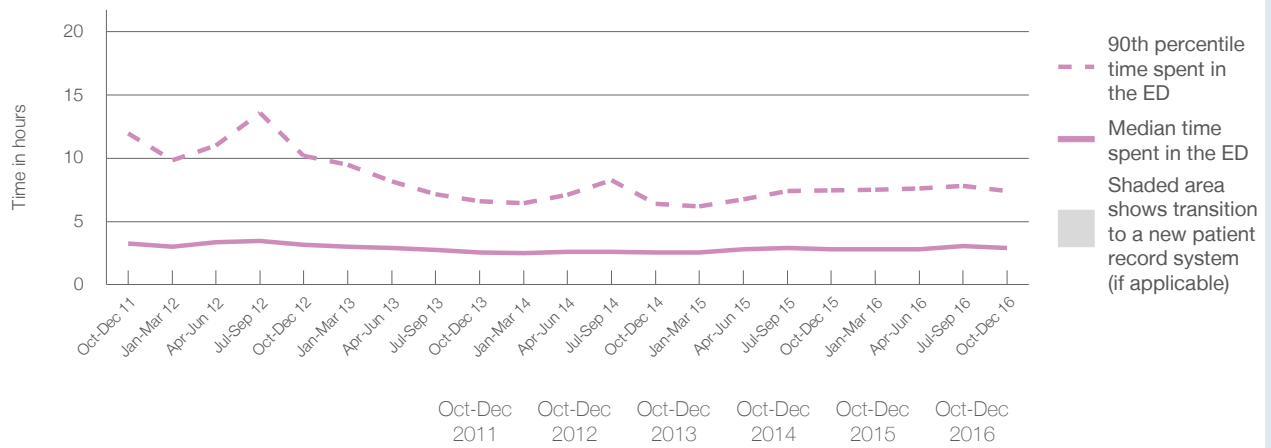
90th percentile time spent in the ED⁹ 7 hours and 24 minutes

Same period last year	NSW (this period)
9,370	
9,369	
2 hours and 47 minutes	2 hours and 41 minutes
7 hours and 26 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 15m	3h 10m	2h 34m	2h 34m	2h 47m	2h 55m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 58m	10h 10m	6h 35m	6h 23m	7h 26m	7h 24m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

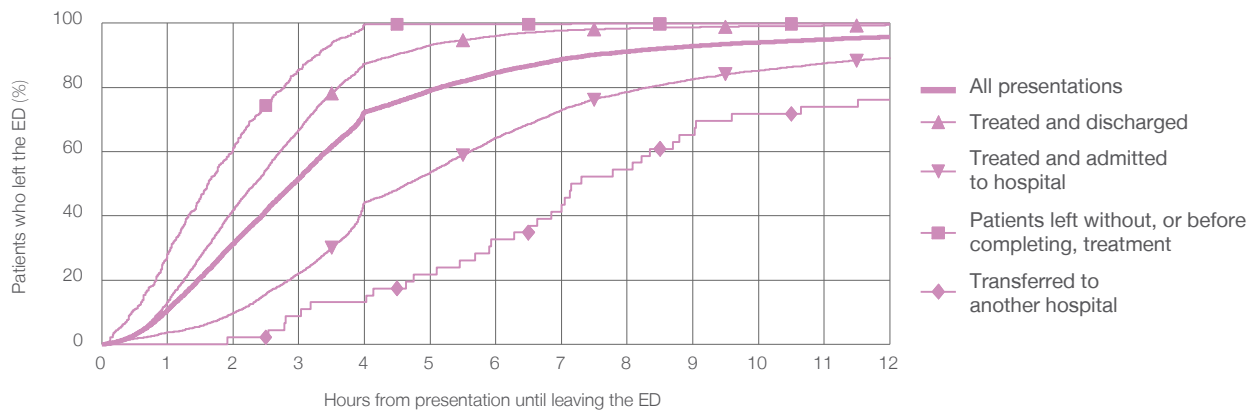
All presentations:¹ 10,055 patients

Presentations used to calculate time to leaving the ED:⁶ 10,054 patients

Treated and discharged	5,821 (57.9%)
Treated and admitted to hospital	3,592 (35.7%)
Patient left without, or before completing, treatment	577 (5.7%)
Transferred to another hospital	46 (0.5%)
Other	19 (0.2%)

Same period last year	Change since one year ago
9,369	7.3%
5,599	4.0%
3,252	10.5%
469	23.0%
26	76.9%
24	-20.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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	13.1%	41.8%	66.8%	87.4%	96.1%	98.4%	99.0%	99.4%
Treated and admitted to hospital	3.7%	9.7%	22.1%	44.2%	64.3%	78.6%	85.2%	89.3%
Patient left without, or before completing, treatment	28.1%	61.2%	85.6%	99.7%	99.7%	99.8%	99.8%	99.8%
Transferred to another hospital	0%	2.2%	8.7%	13.0%	32.6%	54.3%	71.7%	76.1%
All presentations	10.7%	31.4%	51.7%	72.3%	84.6%	91.2%	94.0%	95.7%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 10,055 patients

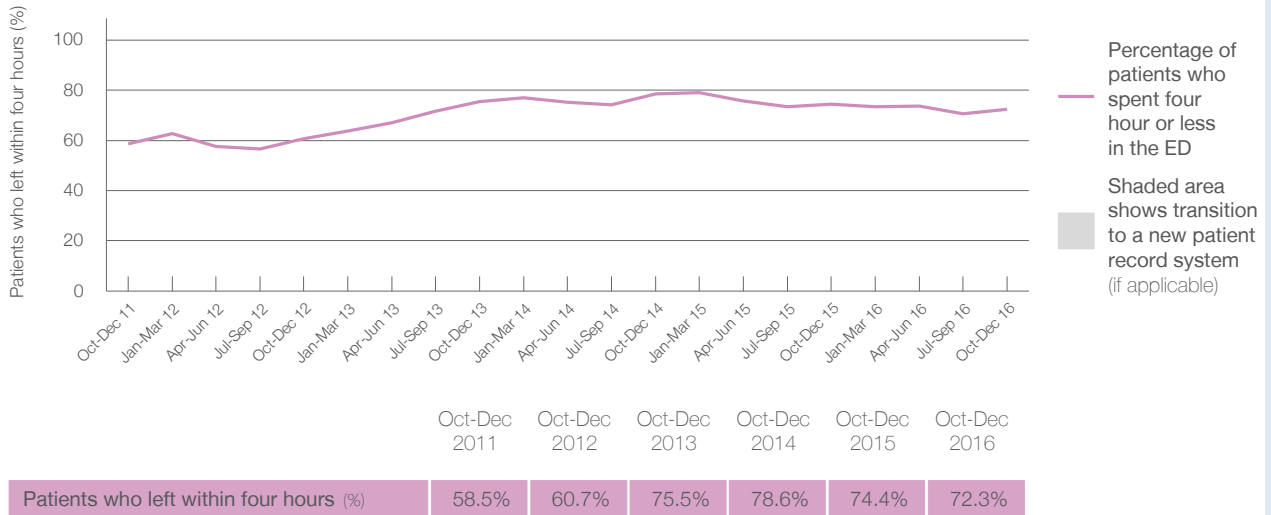
Presentations used to calculate time to leaving the ED:⁶ 10,054 patients

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	9,370	7.3%
Presentations used to calculate time to leaving the ED: ⁶	9,369	7.3%
Percentage of patients who spent four hours or less in the ED	74.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,903 patients
Emergency presentations:² 6,746 patients

Same period last year	Change since one year ago
6,256	10.3%
6,083	10.9%

Kempsey Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 843 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,236 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,894 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 749 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
619	
11 minutes	8 minutes
26 minutes	26 minutes
2,057	
20 minutes	20 minutes
55 minutes	67 minutes
2,717	
20 minutes	25 minutes
76 minutes	97 minutes
666	
17 minutes	24 minutes
78 minutes	103 minutes

Kempsey Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,899 patients

Percentage of patients who spent four hours or less in the ED 82.2%

Same period last year	Change since one year ago
6,253	10.3%
84.5%	

* 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 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.

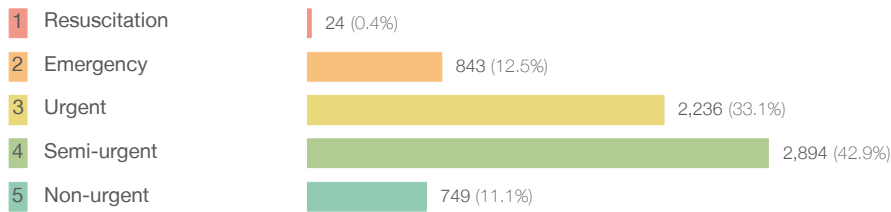
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Patients presenting to the emergency department October to December 2016

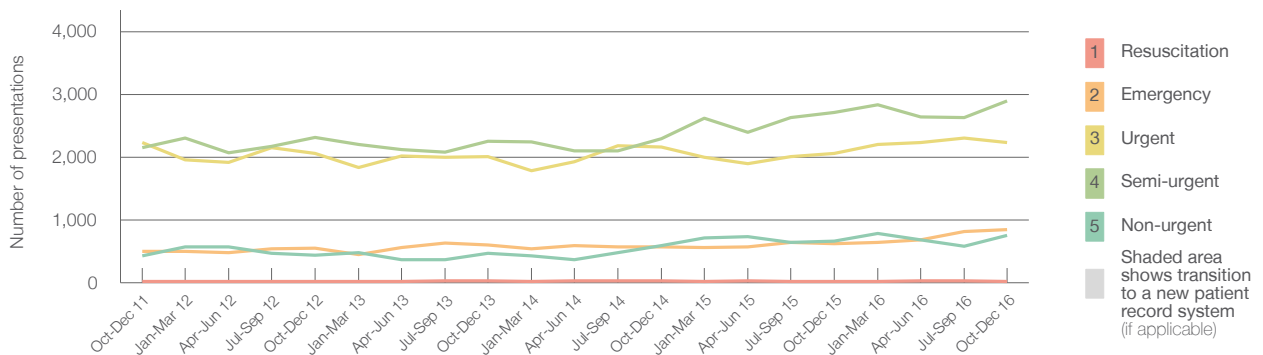
All presentations:¹ 6,903 patients

Emergency presentations² by triage category: 6,746 patients



Same period last year	Change since one year ago
6,256	10.3%
6,083	10.9%
24	0.0%
619	36.2%
2,057	8.7%
2,717	6.5%
666	12.5%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	20	21	29	34	24	24
Emergency	501	554	597	567	619	843
Urgent	2,230	2,055	2,010	2,164	2,057	2,236
Semi-urgent	2,151	2,311	2,254	2,295	2,717	2,894
Non-urgent	431	433	463	590	666	749
All emergency presentations	5,333	5,374	5,353	5,650	6,083	6,746

Kempsey Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 840 patients

ED Transfer of care time



Same period last year	Change since one year ago
775	
14 minutes	-2 minutes
37 minutes	-13 minutes

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 843

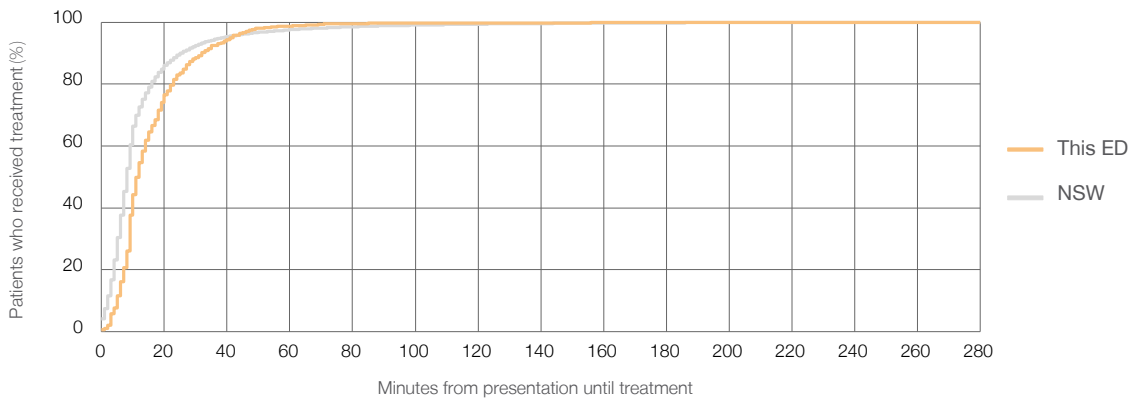
Number of triage 2 patients used to calculate waiting time:³ 839

Median time to start treatment⁴ 12 minutes

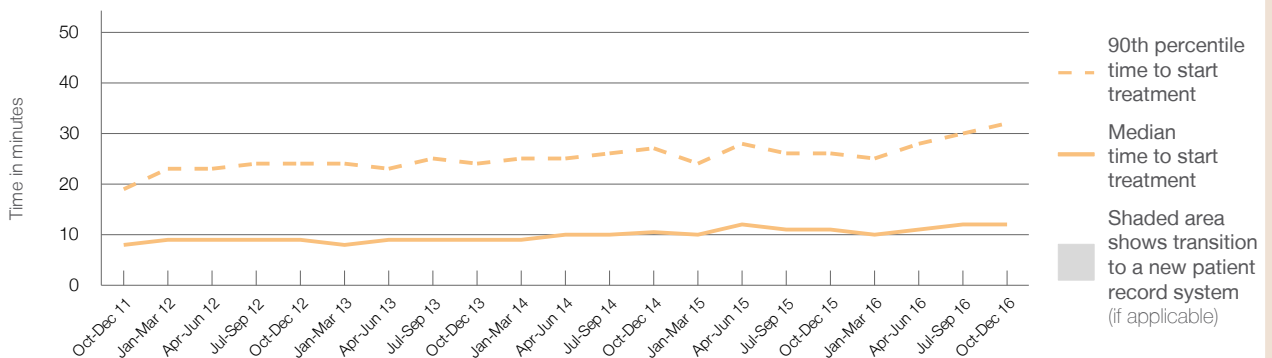
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
619	619
11 minutes	8 minutes
26 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	9	9	11	11	12
90th percentile time to start treatment ⁵ (minutes)	19	24	24	27	26	32

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 2,236

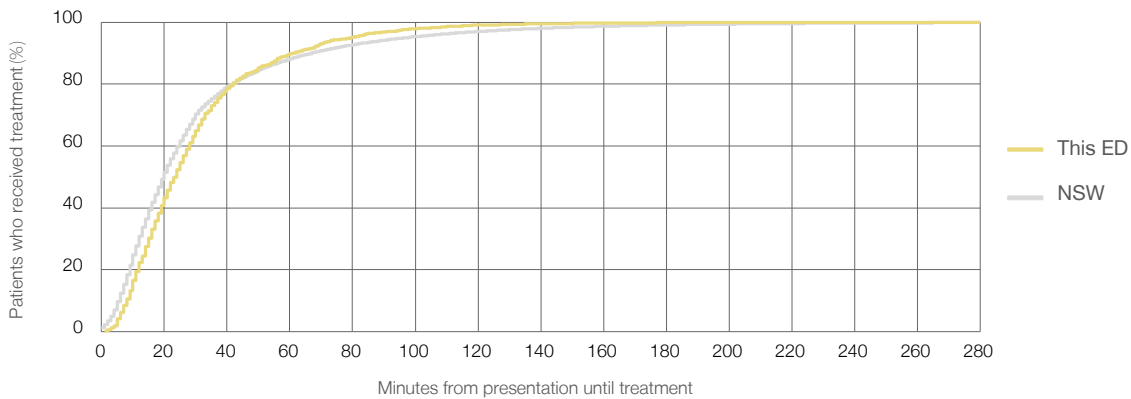
Number of triage 3 patients used to calculate waiting time:³ 2,198

Median time to start treatment⁴ 24 minutes

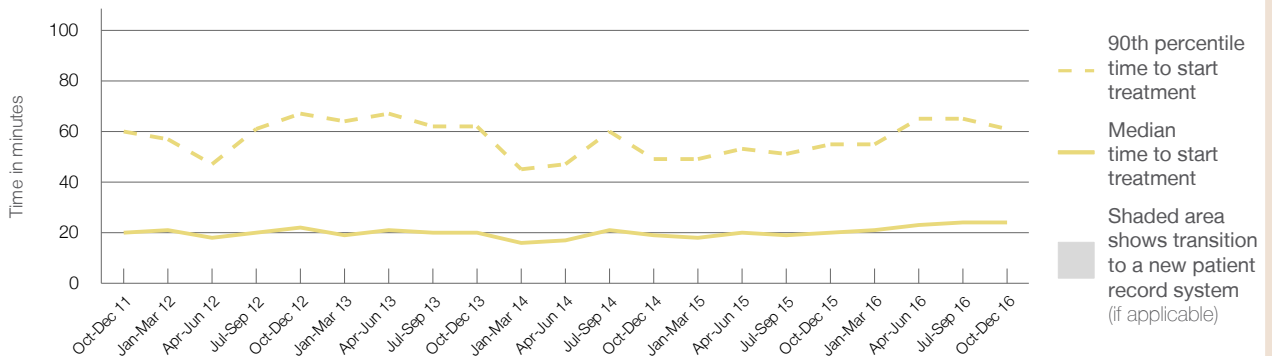
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
2,057	
2,018	
20 minutes	20 minutes
55 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	22	20	19	20	24
90th percentile time to start treatment ⁵ (minutes)	60	67	62	49	55	61

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 2,894

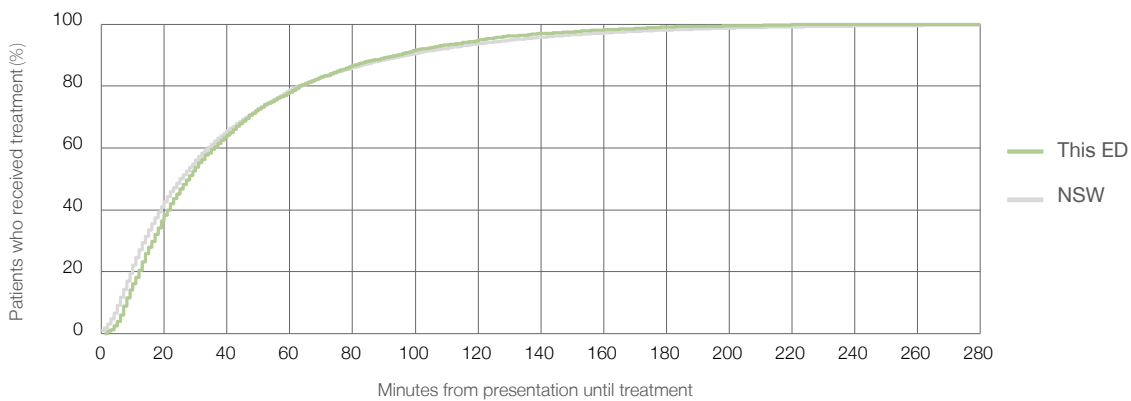
Number of triage 4 patients used to calculate waiting time:³ 2,780

Median time to start treatment⁴ 28 minutes

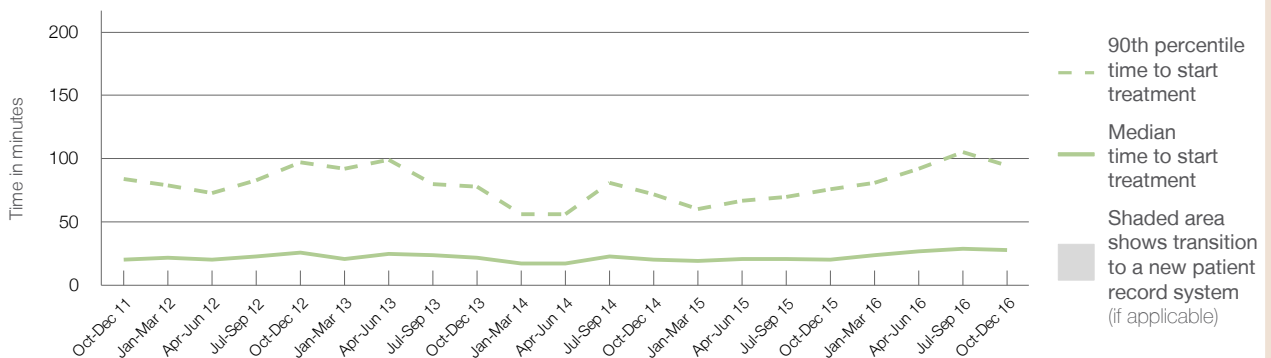
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
2,717	2,615
20 minutes	25 minutes
76 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	26	22	20	20	28
90th percentile time to start treatment ⁵ (minutes)	84	97	78	72	76	95

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 749

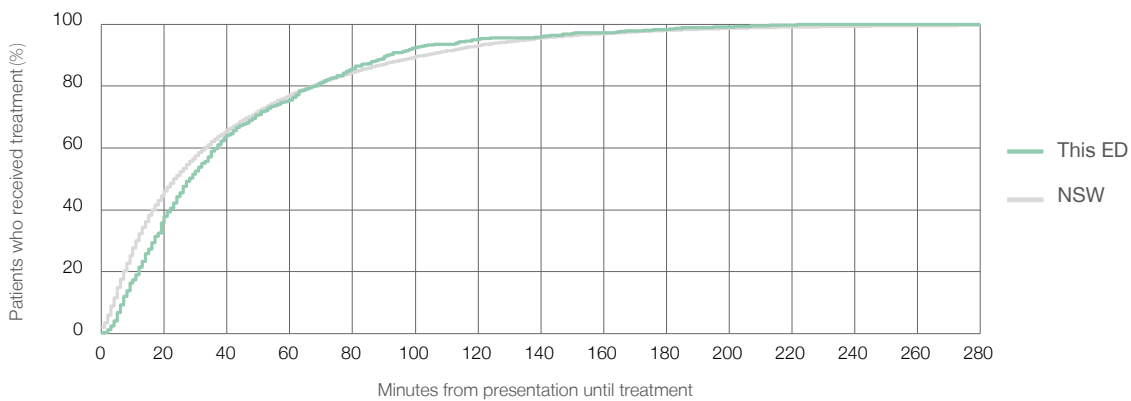
Number of triage 5 patients used to calculate waiting time:³ 669

Median time to start treatment⁴ 28 minutes

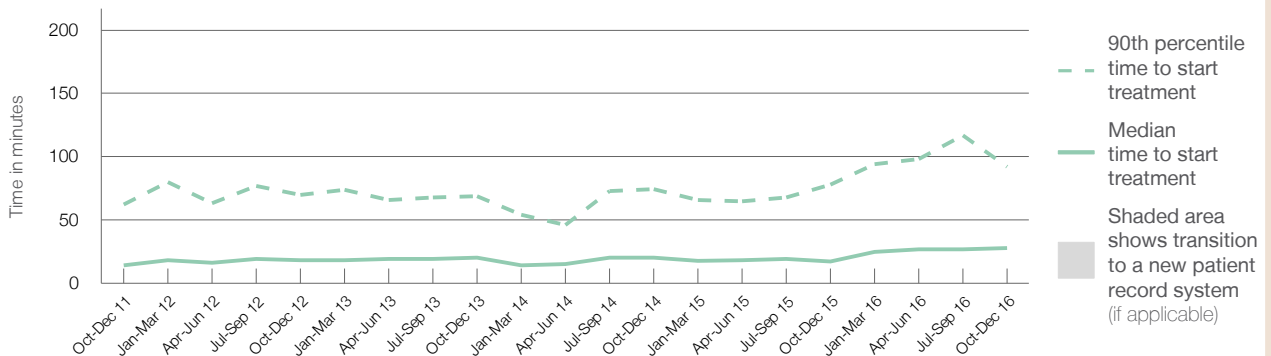
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
666	
603	
17 minutes	24 minutes
78 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	14	18	20	20	17	28
90th percentile time to start treatment ⁵ (minutes)	62	70	69	75	78	92

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,903 patients

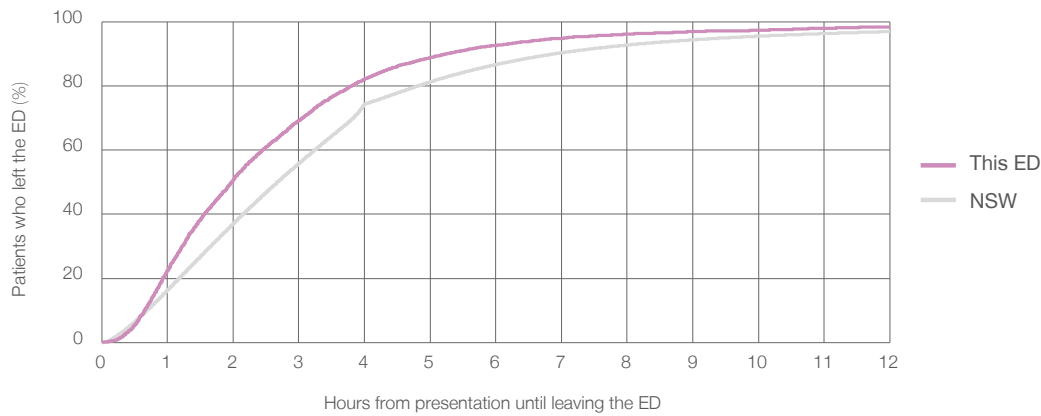
Presentations used to calculate time to leaving the ED:⁶ 6,899 patients

Median time spent in the ED⁸ 1 hours and 59 minutes

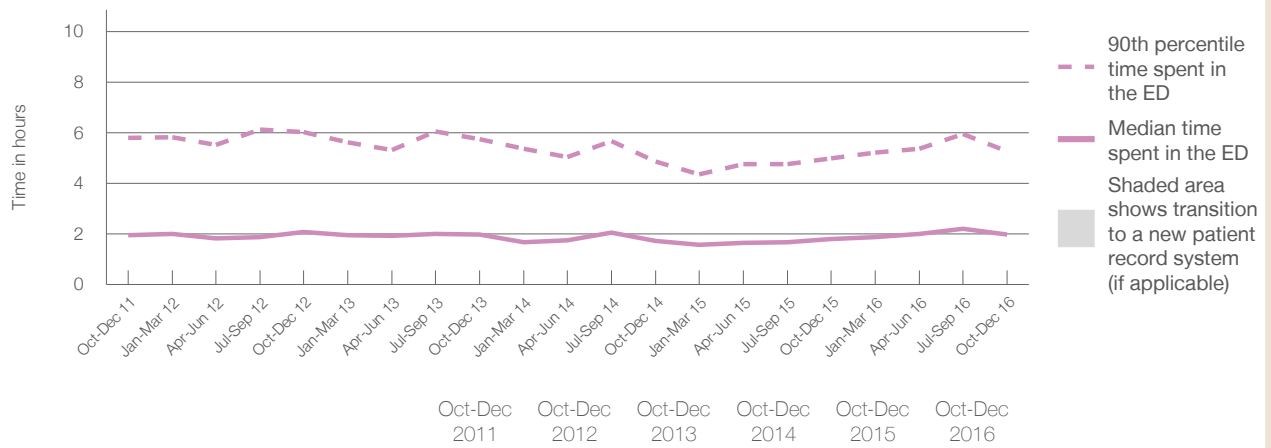
90th percentile time spent in the ED⁹ 5 hours and 16 minutes

Same period last year	NSW (this period)
6,256	
6,253	
1 hours and 48 minutes	2 hours and 41 minutes
4 hours and 59 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 57m	2h 5m	1h 59m	1h 44m	1h 48m	1h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 48m	6h 1m	5h 45m	4h 52m	4h 59m	5h 16m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

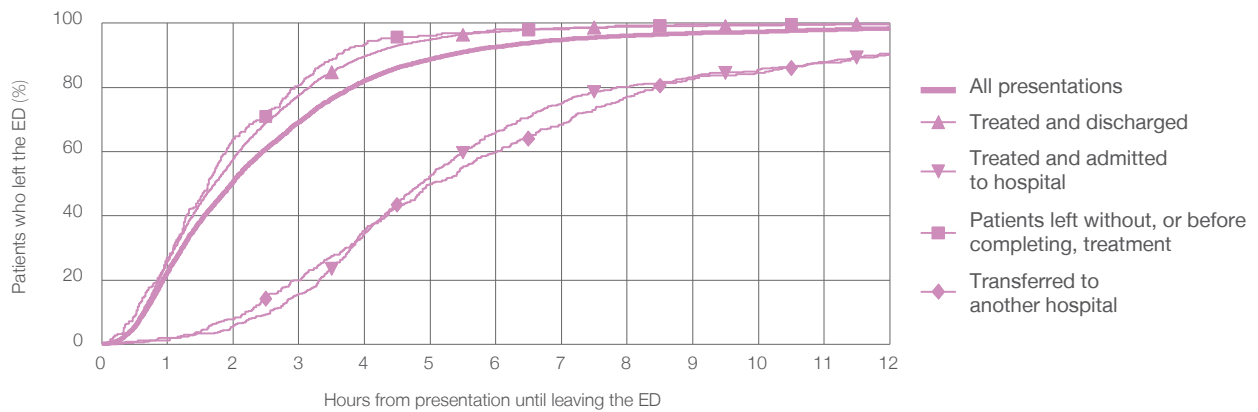
All presentations:¹ 6,903 patients

Presentations used to calculate time to leaving the ED:⁶ 6,899 patients

Treated and discharged	5,655 (81.9%)
Treated and admitted to hospital	633 (9.2%)
Patient left without, or before completing, treatment	255 (3.7%)
Transferred to another hospital	345 (5.0%)
Other	15 (0.2%)

Same period last year	Change since one year ago
6,253	10.3%
5,011	12.9%
689	-8.1%
244	4.5%
303	13.9%
9	66.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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	25.9%	57.9%	77.6%	89.8%	97.3%	98.9%	99.3%	99.8%
Treated and admitted to hospital	2.1%	5.7%	15.6%	34.8%	66.2%	80.1%	85.5%	90.2%
Patient left without, or before completing, treatment	27.1%	63.9%	80.8%	93.3%	98.0%	99.2%	99.6%	99.6%
Transferred to another hospital	1.2%	7.8%	20.0%	35.4%	59.7%	77.1%	84.6%	90.4%
All presentations	22.6%	50.9%	69.2%	82.2%	92.6%	96.1%	97.3%	98.4%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 6,903 patients

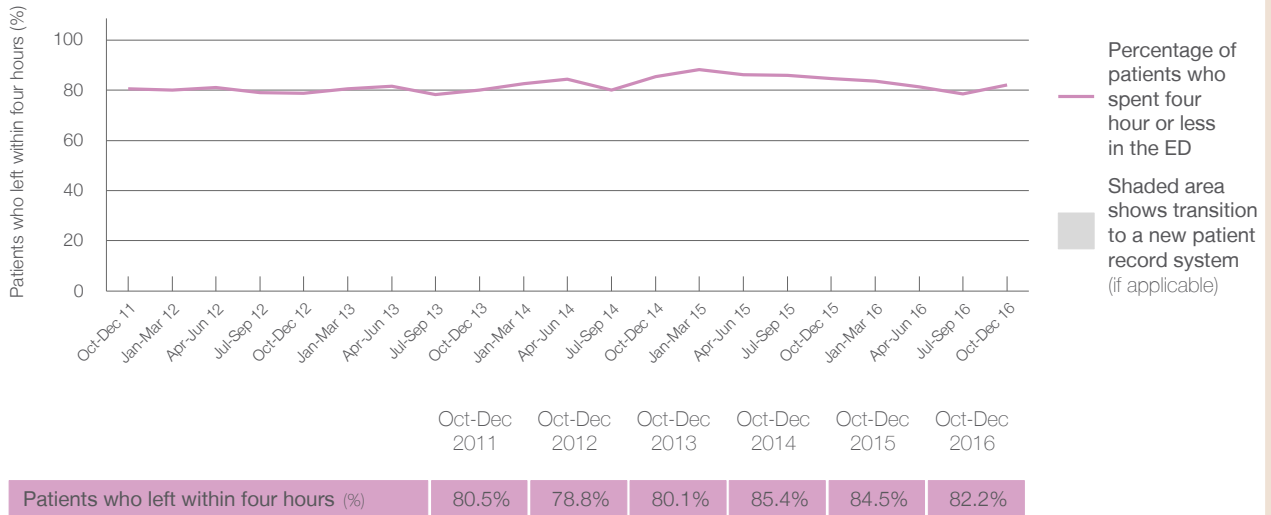
Presentations used to calculate time to leaving the ED:⁶ 6,899 patients

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 6,903 patients	6,256	10.3%
Presentations used to calculate time to leaving the ED: ⁶ 6,899 patients	6,253	10.3%
Percentage of patients who spent four hours or less in the ED	84.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,587 patients
 Emergency presentations:² 3,361 patients

Same period last year	Change since one year ago
3,440	4.3%
3,178	5.8%

Macksville District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 384 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,104 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,447 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 415 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
290	
10 minutes	8 minutes
25 minutes	26 minutes
1,102	
21 minutes	20 minutes
52 minutes	67 minutes
1,444	
26 minutes	25 minutes
83 minutes	97 minutes
325	
25 minutes	24 minutes
79 minutes	103 minutes

Macksville District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,586 patients

Percentage of patients who spent four hours or less in the ED 86.7%

Same period last year	Change since one year ago
3,440	4.2%
88.4%	

* 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 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.

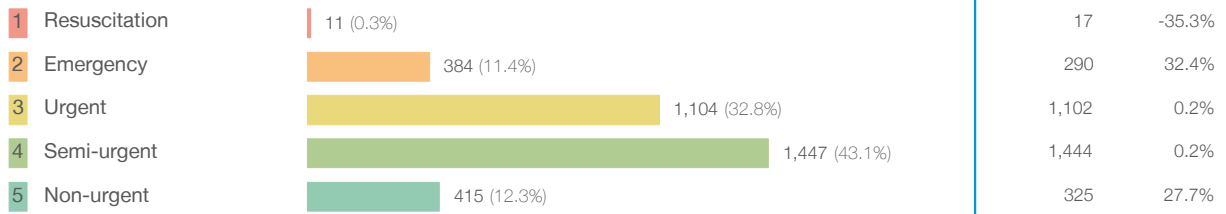
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

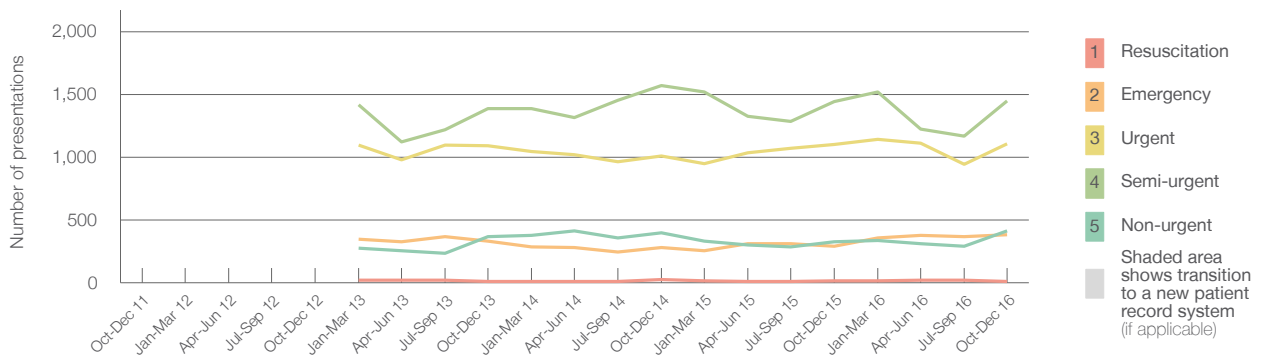
Macksville District Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 3,587 patients

Emergency presentations² by triage category: 3,361 patients



Emergency presentations² by quarter, October 2011 to December 2016 *§



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	11	24	17	11	11	11
Emergency	329	281	290	384	384	384
Urgent	1,089	1,011	1,102	1,104	1,104	1,104
Semi-urgent	1,386	1,569	1,444	1,447	1,447	1,447
Non-urgent	366	399	325	415	415	415
All emergency presentations	3,181	3,284	3,178	3,361	3,361	3,361

Macksville District Hospital: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 515 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

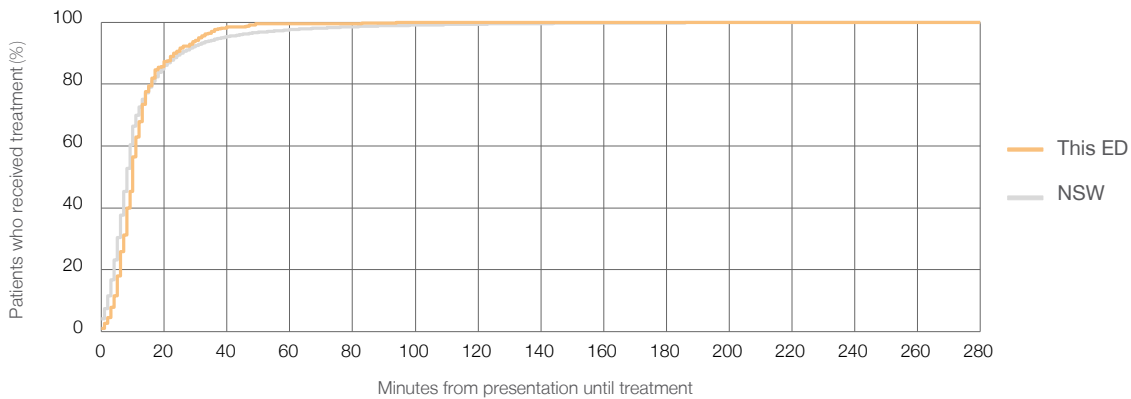
Number of triage 2 patients: 384

Number of triage 2 patients used to calculate waiting time:³ 370

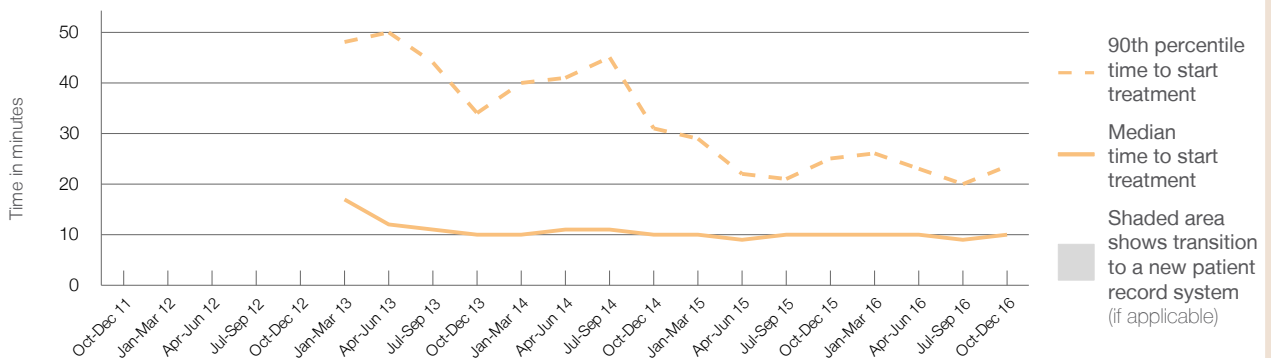
Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
290	
283	
10 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			10	10	10	10
90th percentile time to start treatment ⁵ (minutes)			34	31	25	24

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,104

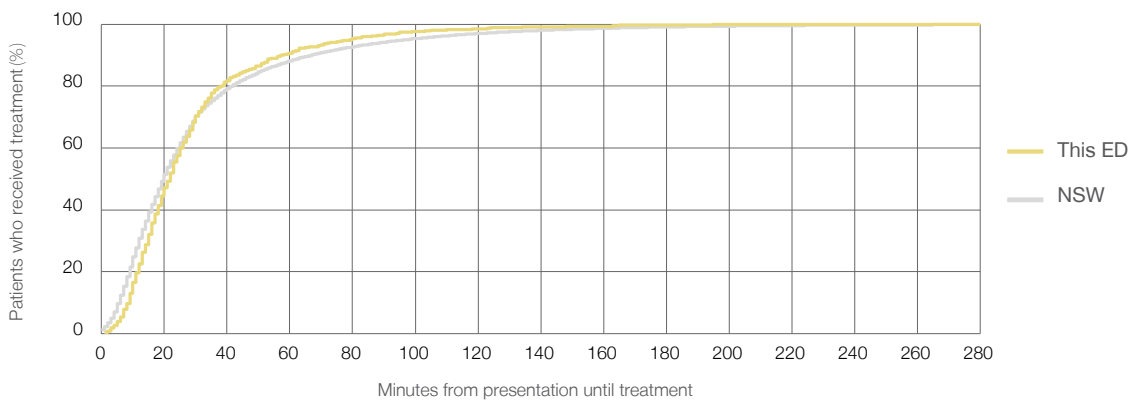
Number of triage 3 patients used to calculate waiting time:³ 1,050

Median time to start treatment⁴ 22 minutes

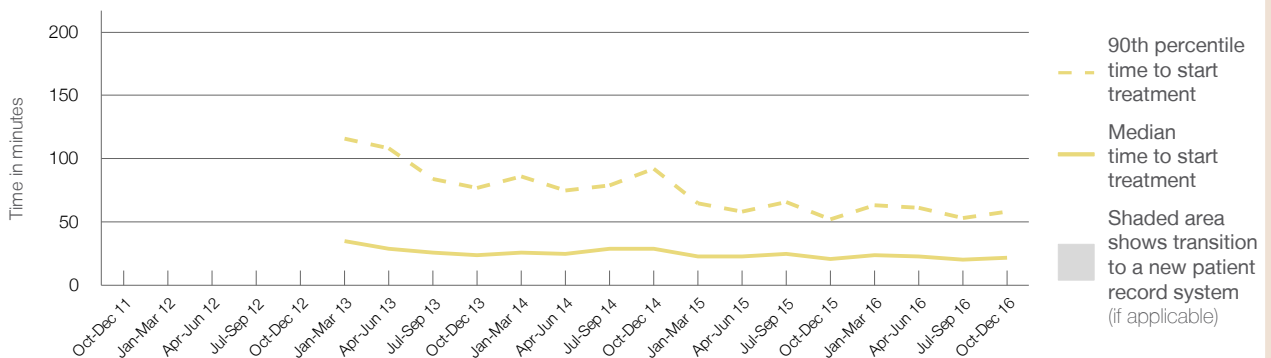
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,102	
1,071	
21 minutes	20 minutes
52 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			24	29	21	22
90th percentile time to start treatment ⁵ (minutes)			77	92	52	58

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 1,447

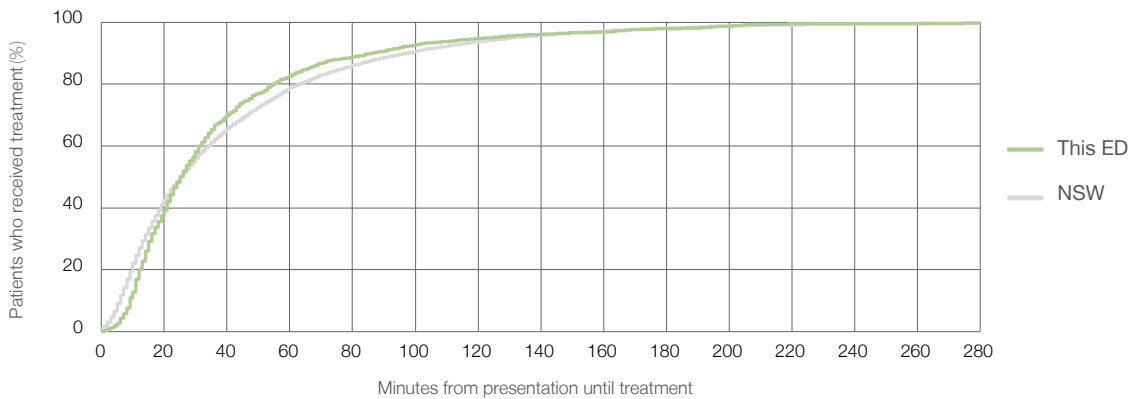
Number of triage 4 patients used to calculate waiting time:³ 1,369

Median time to start treatment⁴ 25 minutes

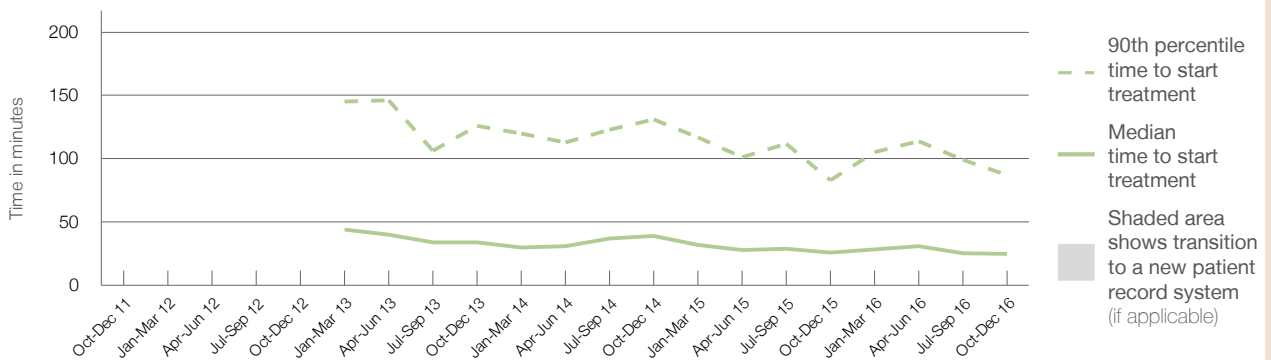
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
1,444	
1,393	
26 minutes	25 minutes
83 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			34	39	26	25
90th percentile time to start treatment ⁵ (minutes)			126	131	83	87

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 415

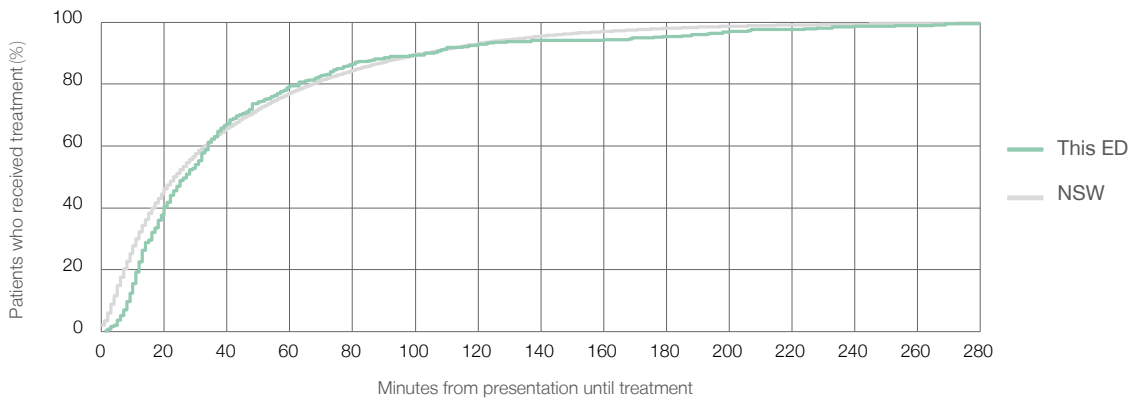
Number of triage 5 patients used to calculate waiting time:³ 369

Median time to start treatment⁴ 27 minutes

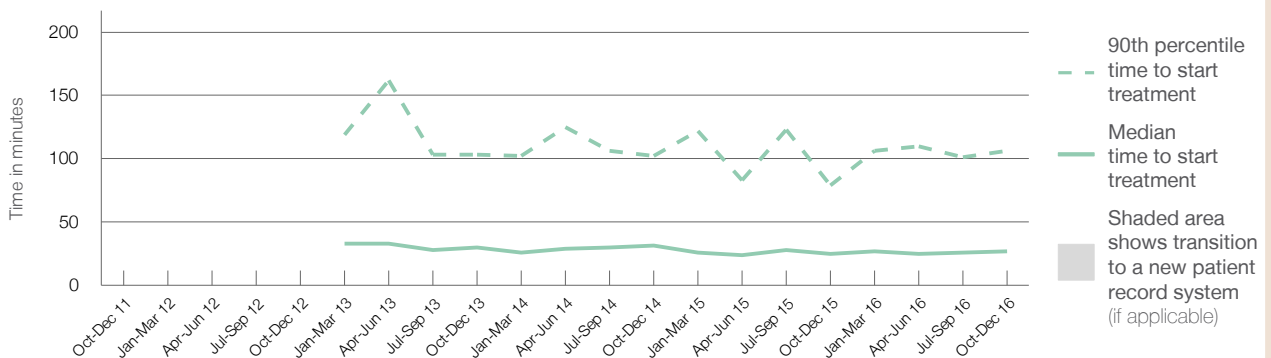
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
325	309
25 minutes	24 minutes
79 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			30	32	25	27
90th percentile time to start treatment ⁵ (minutes)			103	102	79	106

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,587 patients

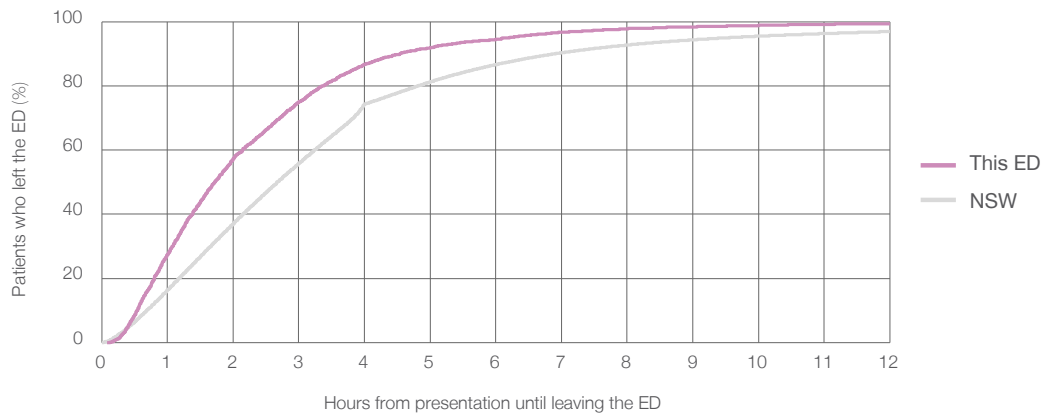
Presentations used to calculate time to leaving the ED:⁶ 3,586 patients

Median time spent in the ED⁸ 1 hours and 43 minutes

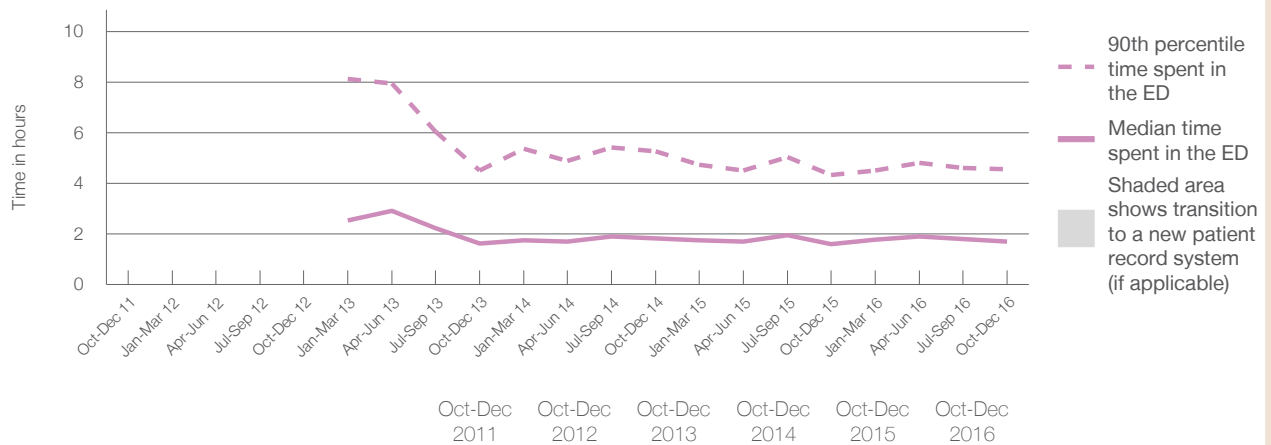
90th percentile time spent in the ED⁹ 4 hours and 33 minutes

Same period last year	NSW (this period)
3,440	3,440
1 hours and 37 minutes	2 hours and 41 minutes
4 hours and 20 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			1h 38m	1h 50m	1h 37m	1h 43m
90th percentile time to leaving the ED ⁹ (hours, minutes)			4h 31m	5h 16m	4h 20m	4h 33m

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

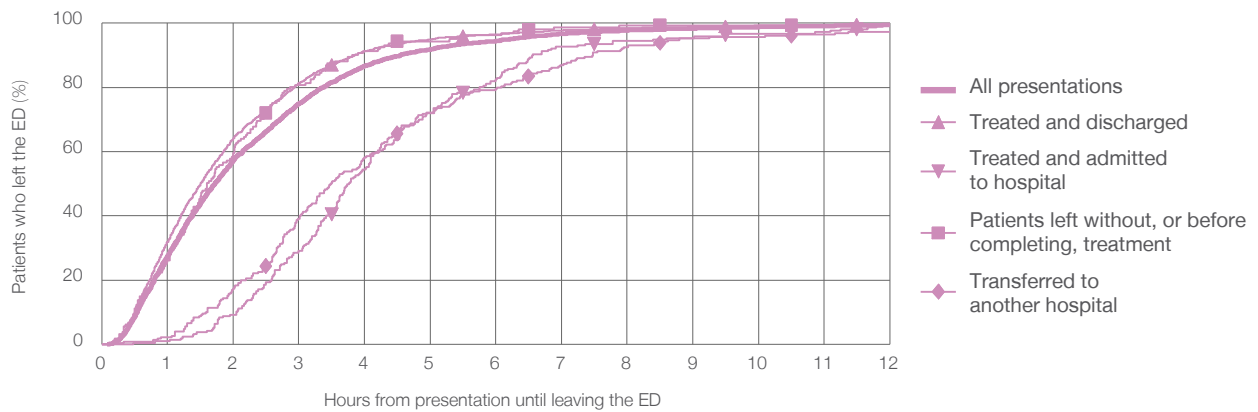
All presentations:¹ 3,587 patients

Presentations used to calculate time to leaving the ED:⁶ 3,586 patients

Mode of separation	Count	Percentage
Treated and discharged	2,887	(80.5%)
Treated and admitted to hospital	217	(6.0%)
Patient left without, or before completing, treatment	161	(4.5%)
Transferred to another hospital	230	(6.4%)
Other	92	(2.6%)

Same period last year	Change since one year ago
3,440	4.2%
2,876	0.4%
245	-11.4%
108	49.1%
153	50.3%
58	58.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



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	31.9%	64.2%	81.3%	91.2%	96.5%	98.5%	99.2%	99.7%
Treated and admitted to hospital	0.9%	9.2%	29.0%	54.4%	82.5%	94.5%	96.8%	99.1%
Patient left without, or before completing, treatment	26.1%	59.6%	80.7%	91.3%	96.3%	99.4%	99.4%	99.4%
Transferred to another hospital	2.2%	17.4%	39.1%	58.3%	79.6%	92.6%	95.7%	97.4%
All presentations	27.5%	57.3%	75.0%	86.7%	94.5%	97.8%	98.8%	99.4%

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 3,587 patients

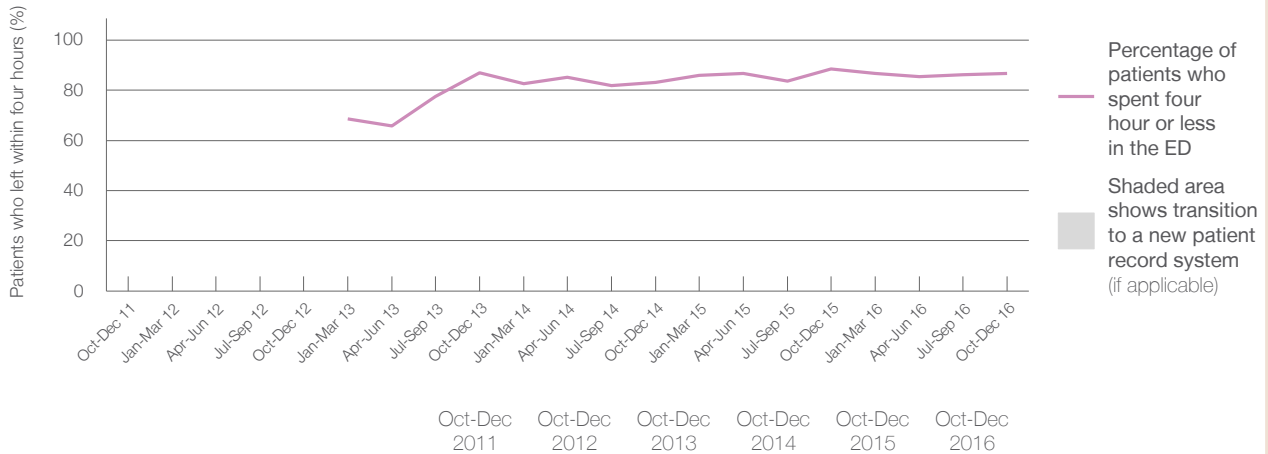
Presentations used to calculate time to leaving the ED:⁶ 3,586 patients

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	3,440	4.3%
Presentations used to calculate time to leaving the ED	3,440	4.2%
Percentage of patients who spent four hours or less in the ED	88.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡§}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
			86.9%	83.2%	88.4%	86.7%

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

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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*.

§ 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, January to March 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,903 patients
 Emergency presentations:² 8,662 patients

Same period last year	Change since one year ago
8,130	9.5%
7,872	10.0%

Port Macquarie Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,242 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,456 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,457 patients

Median time to start treatment⁴ 31 minutes
 90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 461 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,213	
9 minutes	8 minutes
23 minutes	26 minutes
3,111	
18 minutes	20 minutes
50 minutes	67 minutes
3,207	
21 minutes	25 minutes
75 minutes	97 minutes
297	
19 minutes	24 minutes
86 minutes	103 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,903 patients

Percentage of patients who spent four hours or less in the ED 73.6%

Same period last year	Change since one year ago
8,130	9.5%
74.3%	

* 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 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.

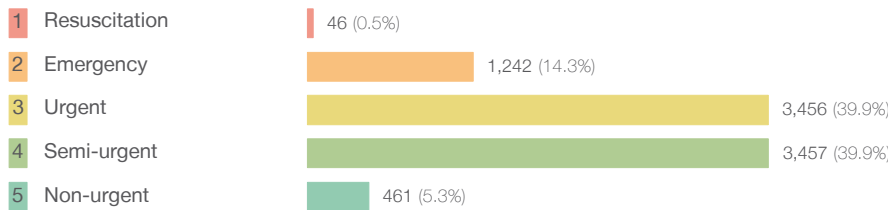
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Patients presenting to the emergency department October to December 2016

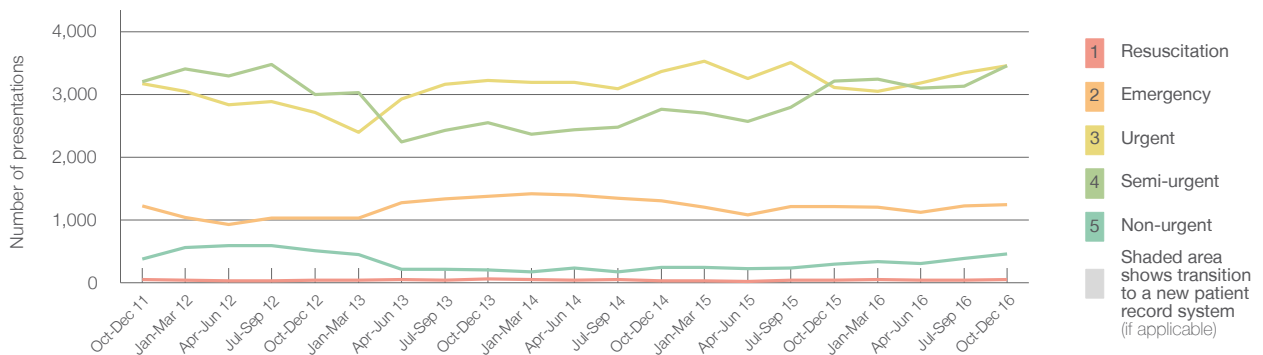
All presentations:¹ 8,903 patients

Emergency presentations² by triage category: 8,662 patients



Same period last year	Change since one year ago
8,130	9.5%
7,872	10.0%
44	4.5%
1,213	2.4%
3,111	11.1%
3,207	7.8%
297	55.2%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	54	43	59	32	44	46
Emergency	1,224	1,028	1,371	1,304	1,213	1,242
Urgent	3,167	2,710	3,223	3,360	3,111	3,456
Semi-urgent	3,203	2,993	2,548	2,761	3,207	3,457
Non-urgent	375	505	202	245	297	461
All emergency presentations	8,023	7,279	7,403	7,702	7,872	8,662

Port Macquarie Base Hospital: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,930 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,739	
11 minutes	1 minute
29 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

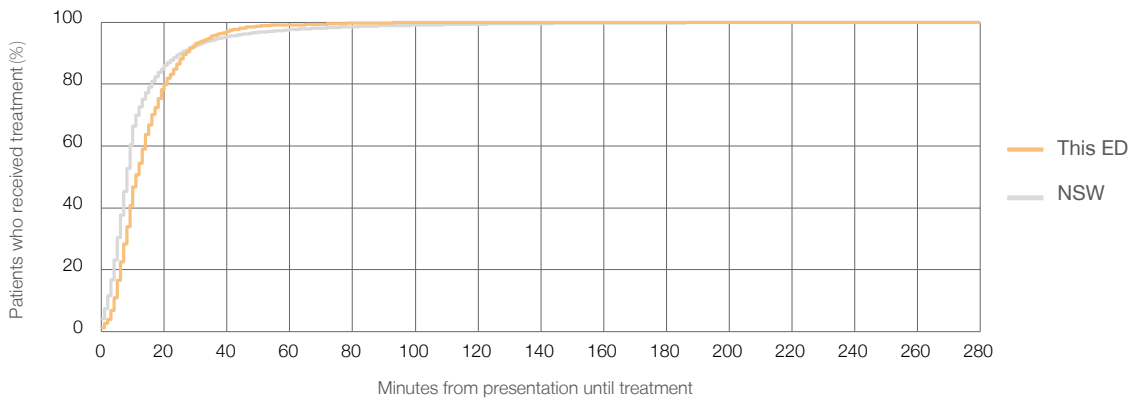
Number of triage 2 patients: 1,242

Number of triage 2 patients used to calculate waiting time:³ 1,238

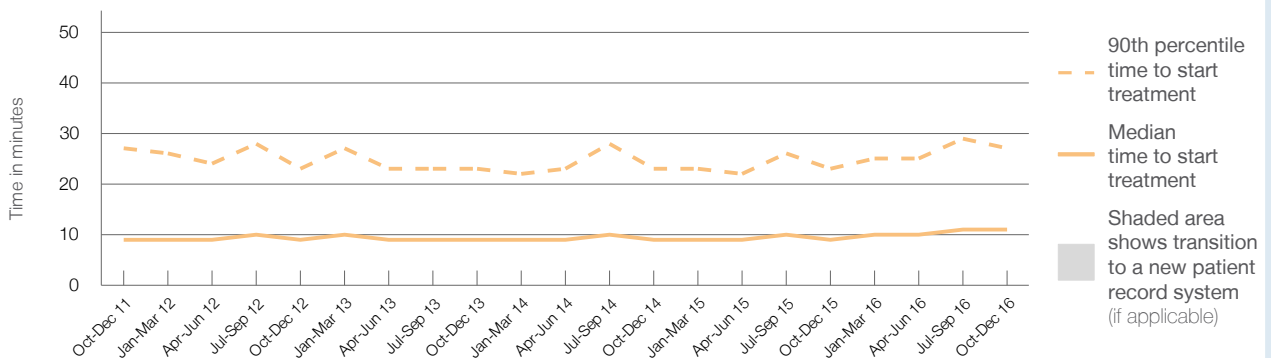
Median time to start treatment⁴ ■ 11 minutes
90th percentile time to start treatment⁵ ■ 27 minutes

Same period last year	NSW (this period)
1,213	
1,207	
9 minutes	8 minutes
23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	9	9	9	9	11
90th percentile time to start treatment ⁵ (minutes)	27	23	23	23	23	27

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 3,456

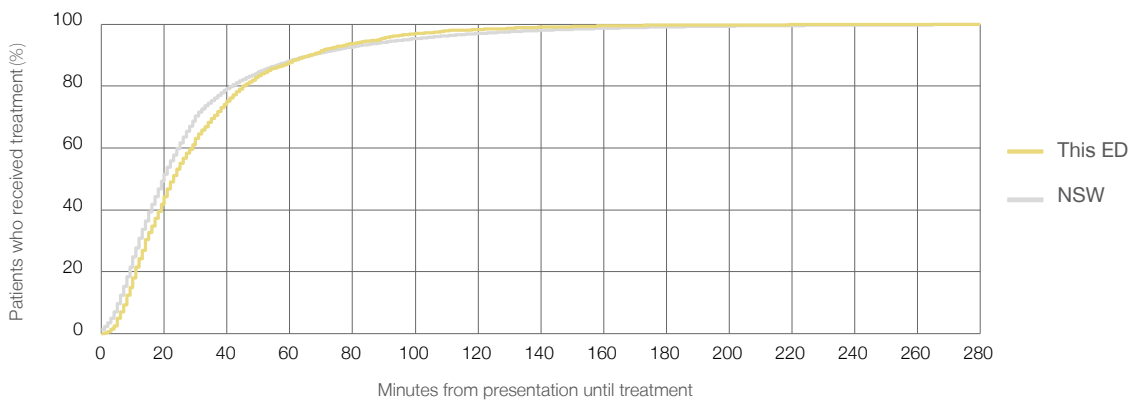
Number of triage 3 patients used to calculate waiting time:³ 3,358

Median time to start treatment⁴ 23 minutes

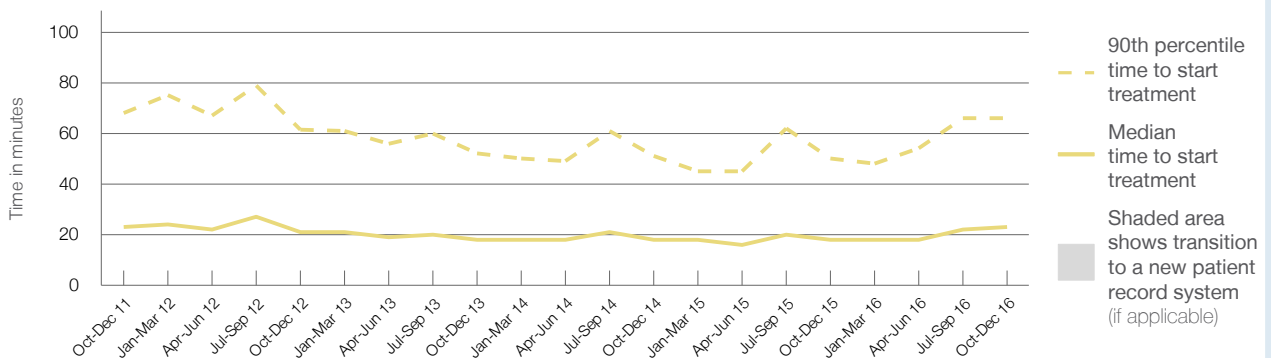
90th percentile time to start treatment⁵ 66 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	3,111	
Number of triage 3 patients used to calculate waiting time	3,044	
Median time to start treatment	18 minutes	20 minutes
90th percentile time to start treatment	50 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	23	21	18	18	18	23
90th percentile time to start treatment ⁵ (minutes)	68	62	52	51	50	66

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 3,457

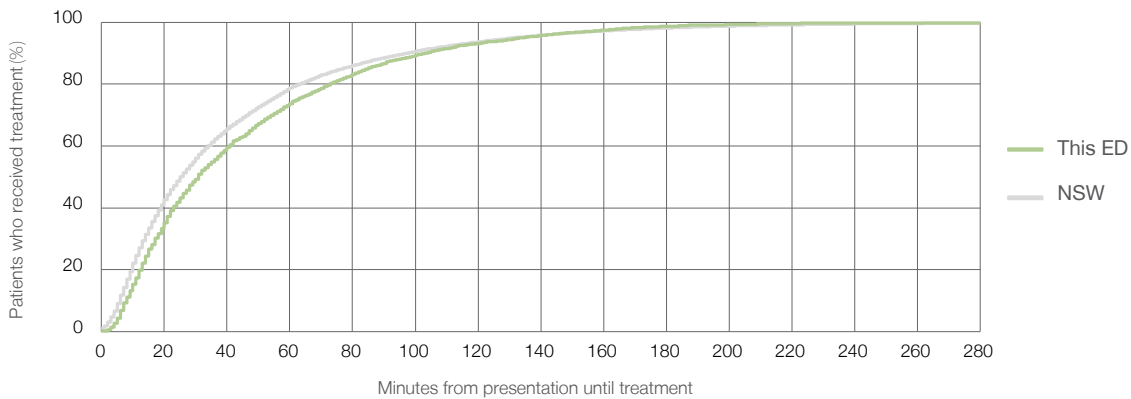
Number of triage 4 patients used to calculate waiting time:³ 2,831

Median time to start treatment⁴ 31 minutes

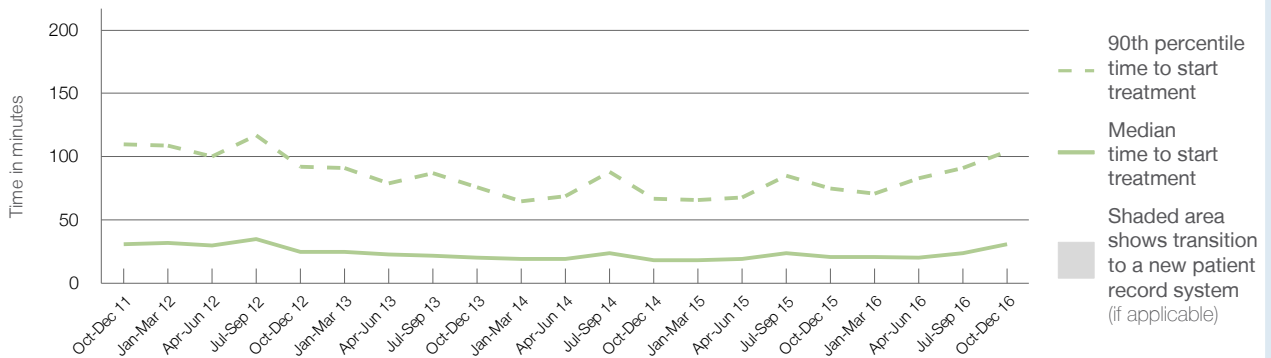
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
3,207	
2,743	
21 minutes	25 minutes
75 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	25	20	18	21	31
90th percentile time to start treatment ⁵ (minutes)	110	92	76	67	75	104

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 461

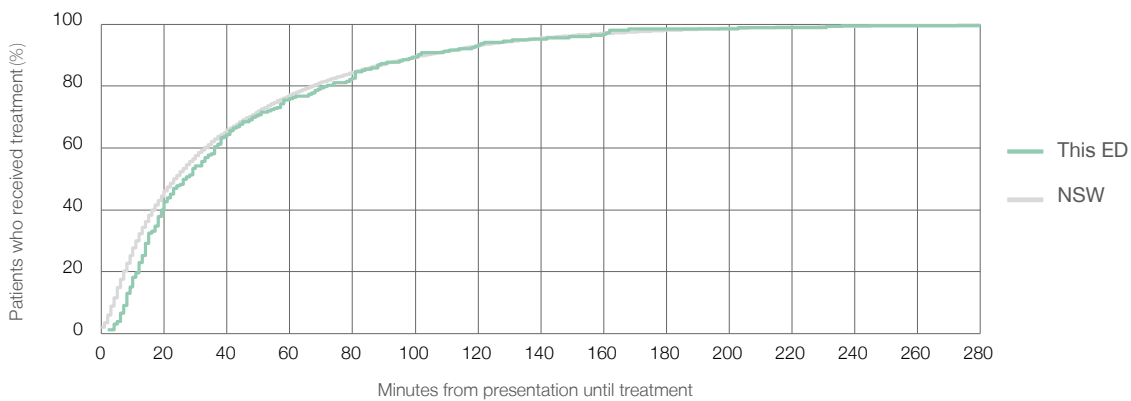
Number of triage 5 patients used to calculate waiting time:³ 253

Median time to start treatment⁴ 27 minutes

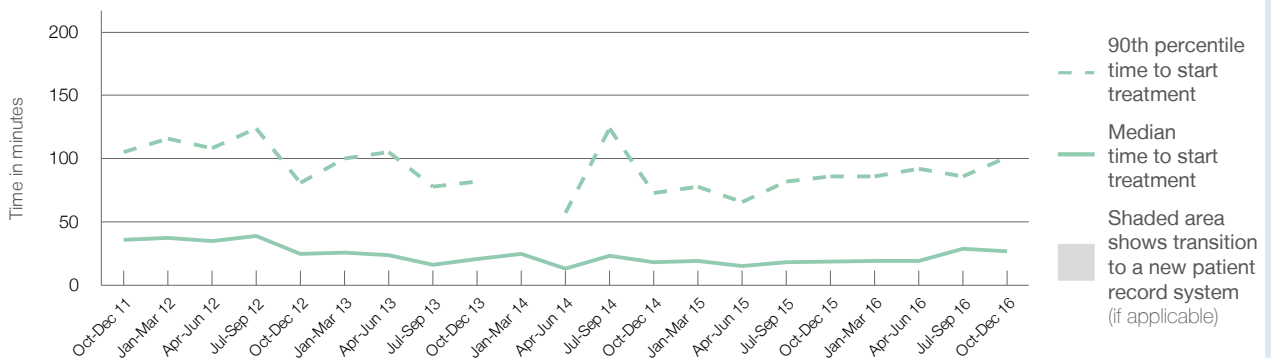
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
297	
188	
19 minutes	24 minutes
86 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	36	25	21	18	19	27
90th percentile time to start treatment ⁵ (minutes)	105	81	82	73	86	101

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Port Macquarie Base Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 8,903 patients

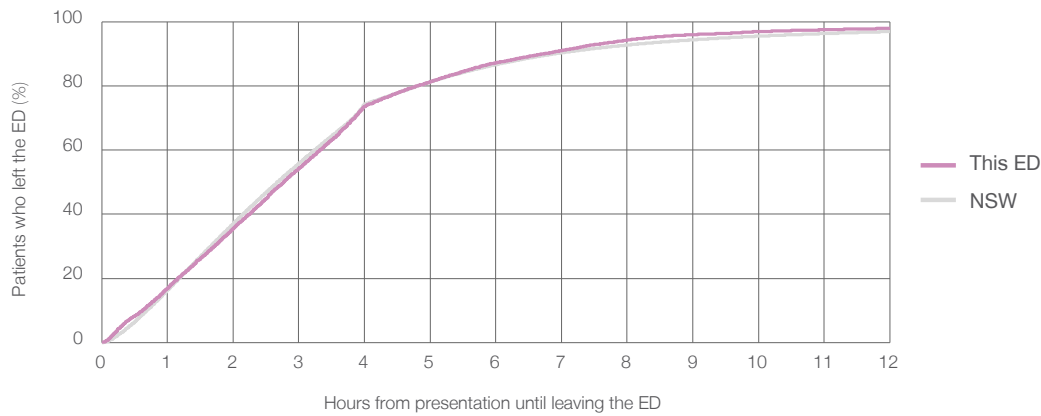
Presentations used to calculate time to leaving the ED:⁶ 8,903 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

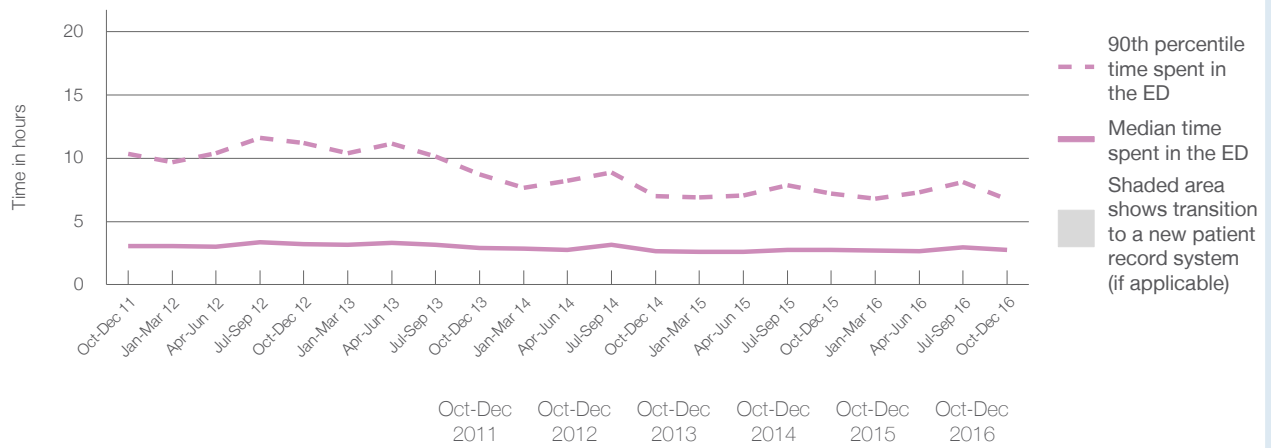
90th percentile time spent in the ED⁹ 6 hours and 44 minutes

Same period last year	NSW (this period)
8,130	8,130
2 hours and 44 minutes	2 hours and 41 minutes
7 hours and 11 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 2m	3h 14m	2h 54m	2h 38m	2h 44m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 19m	11h 13m	8h 42m	6h 59m	7h 11m	6h 44m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Time patients spent in the ED By mode of separation October to December 2016

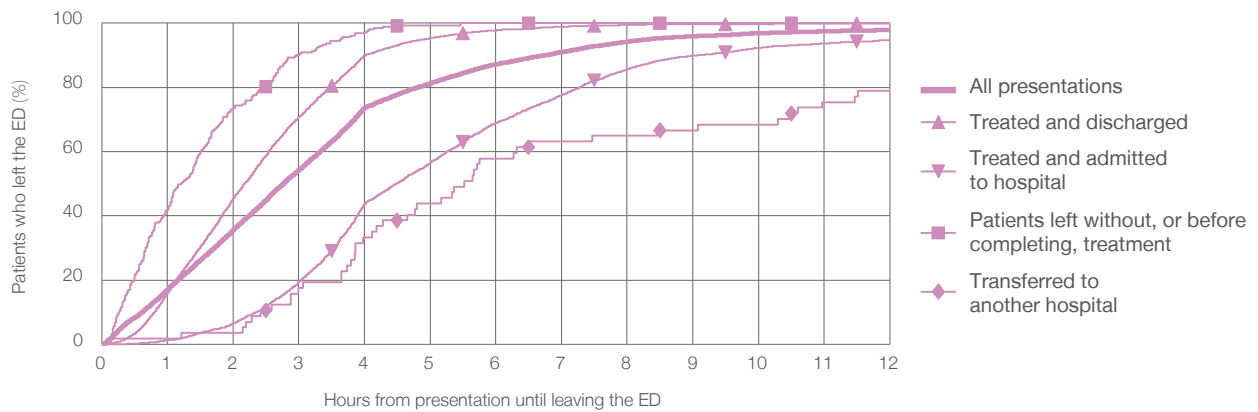
All presentations:¹ 8,903 patients

Presentations used to calculate time to leaving the ED:⁶ 8,903 patients

Treated and discharged	4,674 (52.5%)
Treated and admitted to hospital	3,257 (36.6%)
Patient left without, or before completing, treatment	253 (2.8%)
Transferred to another hospital	57 (0.6%)
Other	662 (7.4%)

Same period last year	Change since one year ago
8,130	9.5%
4,473	4.5%
2,944	10.6%
140	80.7%
40	42.5%
533	24.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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	16.0%	45.4%	70.7%	90.0%	97.8%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.3%	6.5%	19.5%	43.7%	69.0%	85.6%	92.3%	94.7%
Patient left without, or before completing, treatment	41.9%	73.5%	90.1%	96.8%	100%	100%	100%	100%
Transferred to another hospital	1.8%	3.5%	17.5%	33.3%	57.9%	64.9%	68.4%	78.9%
All presentations	17.0%	35.7%	54.3%	73.6%	87.2%	94.2%	96.9%	97.9%

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Port Macquarie Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 8,903 patients

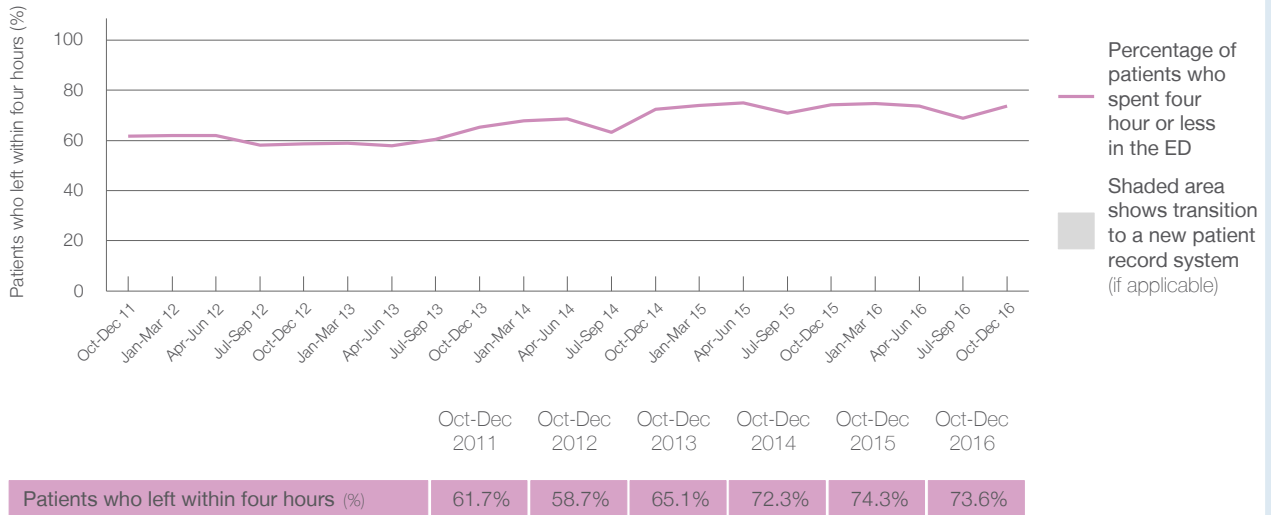
Presentations used to calculate time to leaving the ED:⁶ 8,903 patients

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	8,130	9.5%
Presentations used to calculate time to leaving the ED	8,130	9.5%
Percentage of patients who spent four hours or less in the ED	74.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



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

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Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).