

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

## Moruya District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 2,787 patients  
Emergency presentations:<sup>2</sup> 2,579 patients

Same period last year	Change since one year ago
2,686	3.8%
2,521	2.3%

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

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 308 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 823 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,053 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 83 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 380 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
264	
7 minutes	8 minutes
22 minutes	26 minutes
783	
18 minutes	20 minutes
57 minutes	67 minutes
970	
30 minutes	25 minutes
110 minutes	97 minutes
485	
34 minutes	24 minutes
147 minutes	103 minutes

## Moruya District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,787 patients

Percentage of patients who spent four hours or less in the ED 78.0%

Same period last year	Change since one year ago
2,686	3.8%
77.3%	

\* 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.

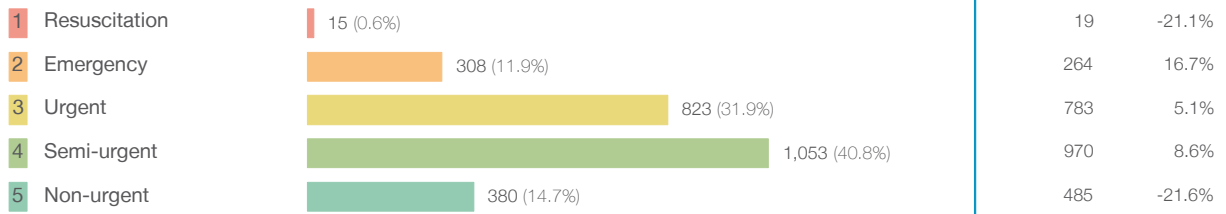
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

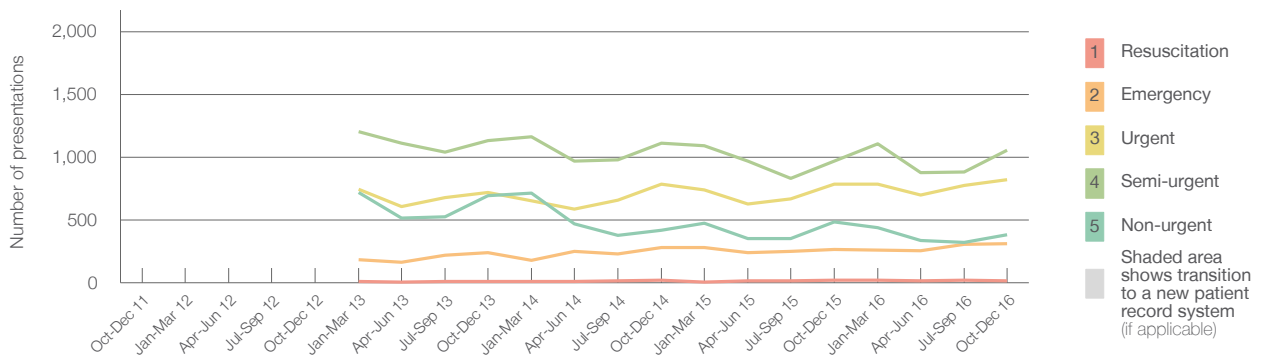
All presentations:<sup>1</sup> 2,787 patients

Emergency presentations<sup>2</sup> by triage category: 2,579 patients



Same period last year	Change since one year ago
2,686	3.8%
2,521	2.3%
19	-21.1%
264	16.7%
783	5.1%
970	8.6%
485	-21.6%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 <sup>† §</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation			12	18	19	15
Emergency			239	281	264	308
Urgent			721	785	783	823
Semi-urgent			1,134	1,110	970	1,053
Non-urgent			693	420	485	380
All emergency presentations			2,799	2,614	2,521	2,579

## Moruya District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 421 patients <sup>\*\*</sup>

ED Transfer of care time



Same period last year	Change since one year ago
502	
13 minutes	-1 minute
35 minutes	-7 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

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

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

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

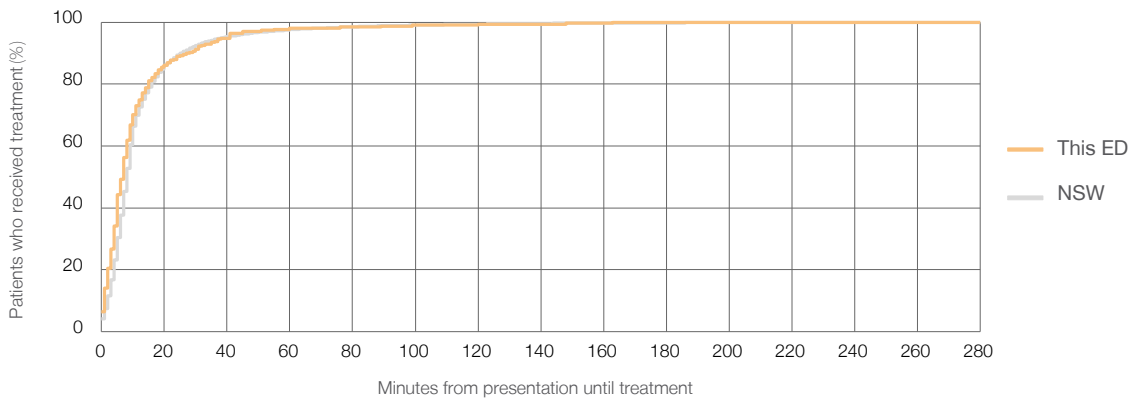
Number of triage 2 patients: 308

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 307

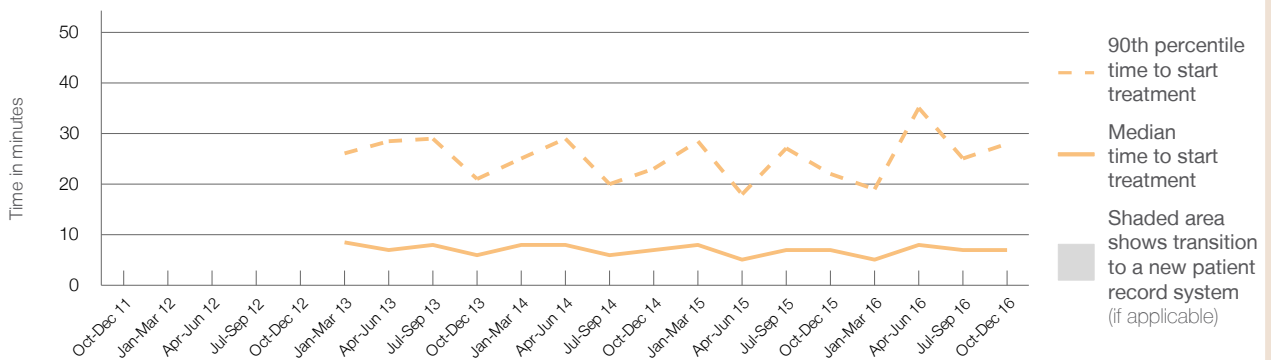
Median time to start treatment<sup>4</sup> ■ 7 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 28 minutes

Same period last year	NSW (this period)
264	
261	
7 minutes	8 minutes
22 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			6	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)			21	23	22	28

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 (§) 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.

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## Moruya 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: 823

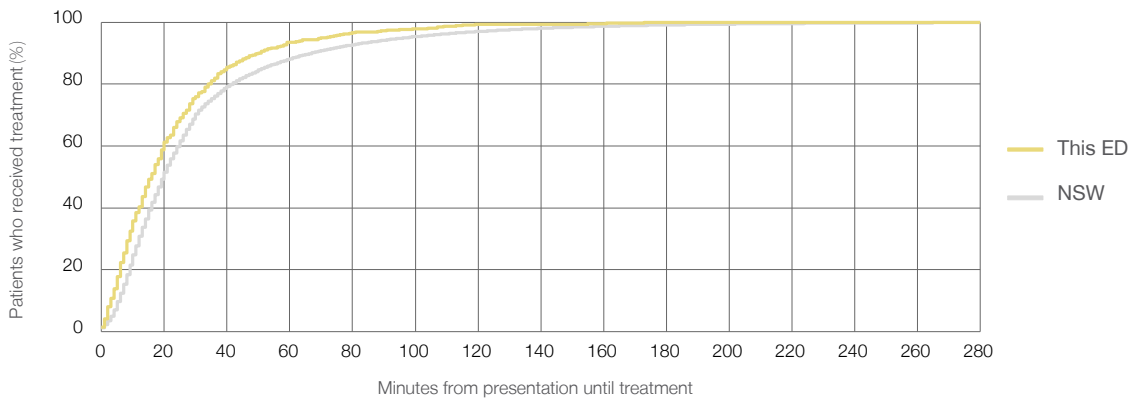
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 807

Median time to start treatment<sup>4</sup> 16 minutes

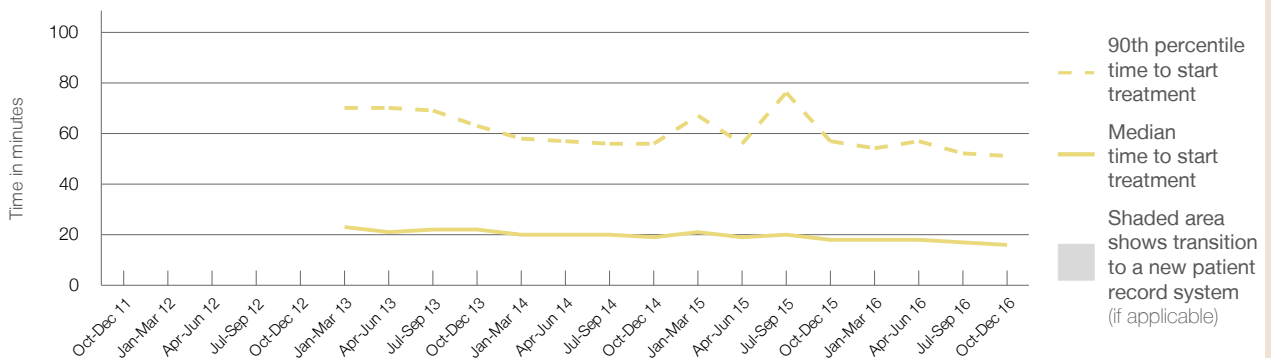
90th percentile time to start treatment<sup>5</sup> 51 minutes

Same period last year	NSW (this period)
783	
757	
18 minutes	20 minutes
57 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			22	19	18	16
90th percentile time to start treatment <sup>5</sup> (minutes)			63	56	57	51

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## Moruya 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: 1,053

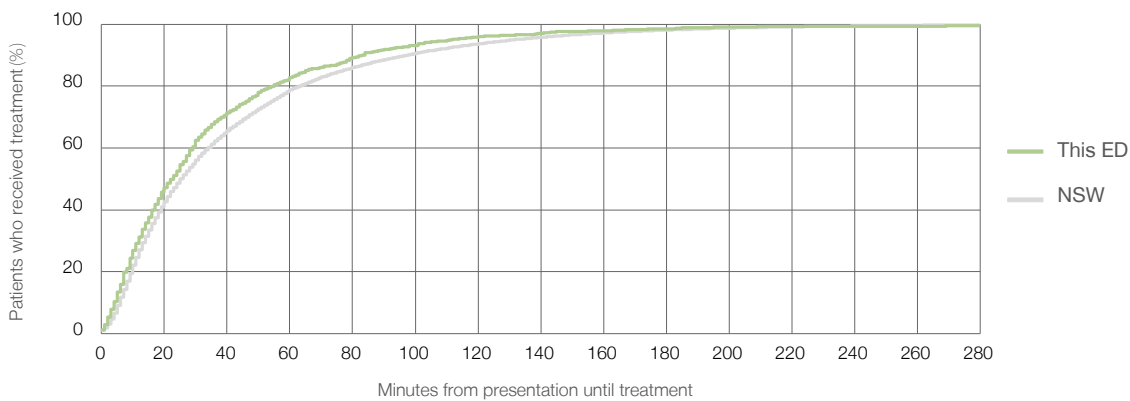
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 942

Median time to start treatment<sup>4</sup> 23 minutes

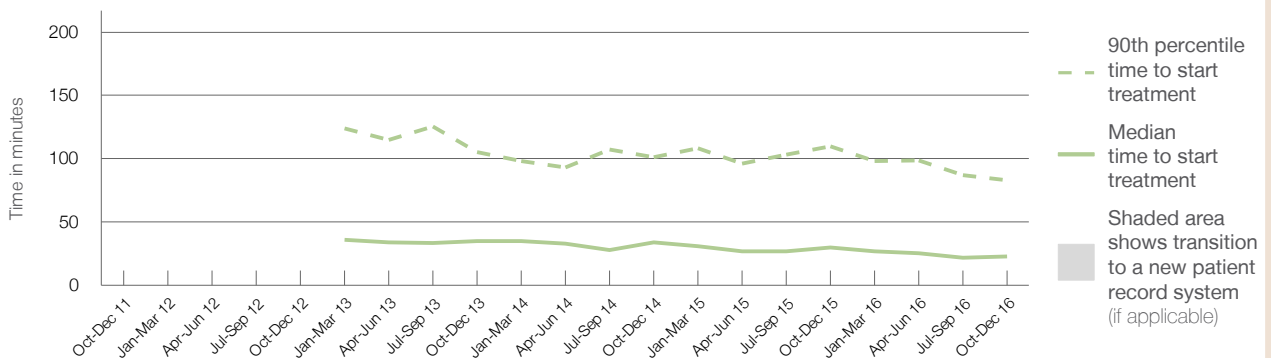
90th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
970	869
30 minutes	25 minutes
110 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			35	34	30	23
90th percentile time to start treatment <sup>5</sup> (minutes)			105	101	110	83

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(§) 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.

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## Moruya 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: 380

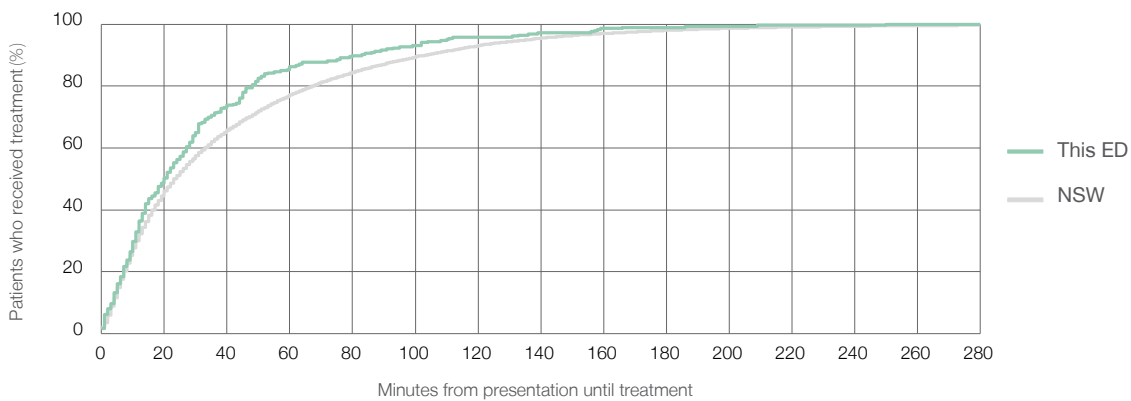
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 286

Median time to start treatment<sup>4</sup>  20 minutes

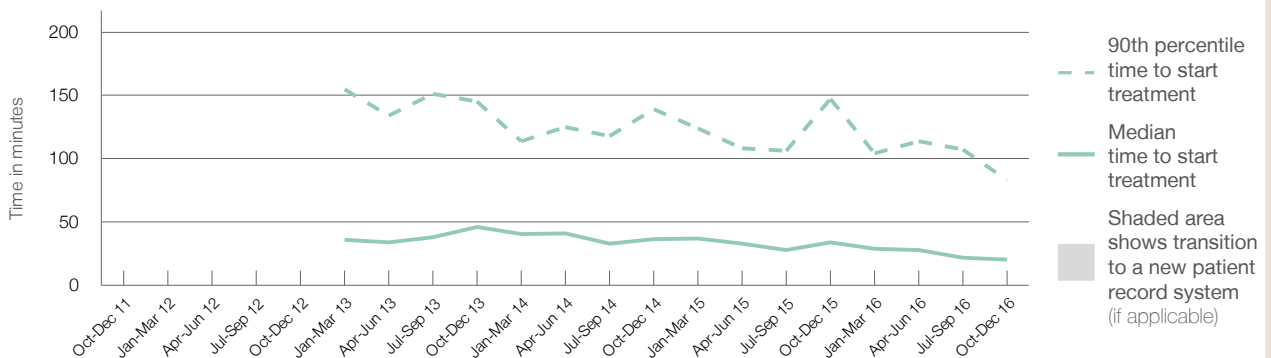
90th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
485	
402	
34 minutes	24 minutes
147 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			46	37	34	20
90th percentile time to start treatment <sup>5</sup> (minutes)			145	139	147	83

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## Moruya District Hospital: Time patients spent in the ED October to December 2016

All presentations:<sup>1</sup> 2,787 patients

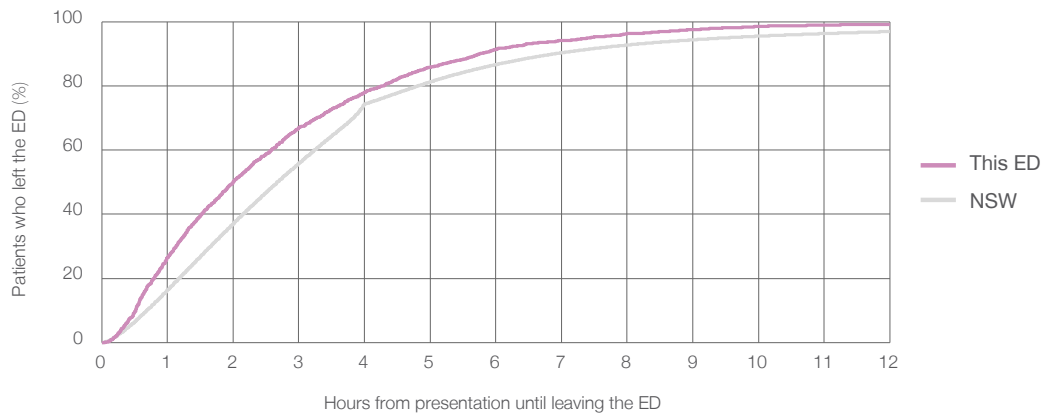
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,787 patients

Median time spent in the ED<sup>8</sup> 2 hours and 0 minutes

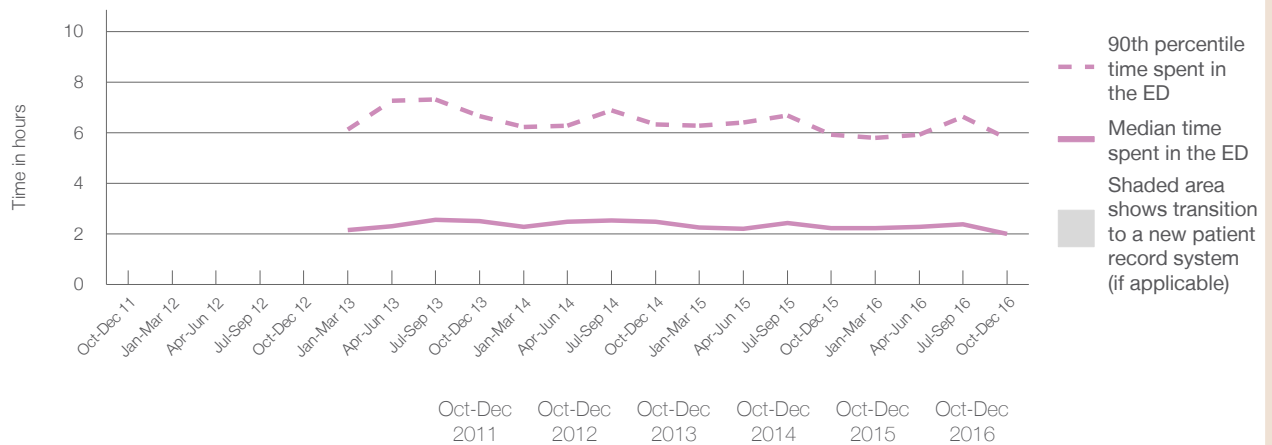
90th percentile time spent in the ED<sup>9</sup> 5 hours and 46 minutes

Same period last year	NSW (this period)
2,686	2,686
2 hours and 14 minutes	2 hours and 41 minutes
5 hours and 56 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<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)			2h 31m	2h 30m	2h 14m	2h 0m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			6h 40m	6h 20m	5h 56m	5h 46m

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## Moruya District Hospital: Time patients spent in the ED

### By mode of separation

October to December 2016

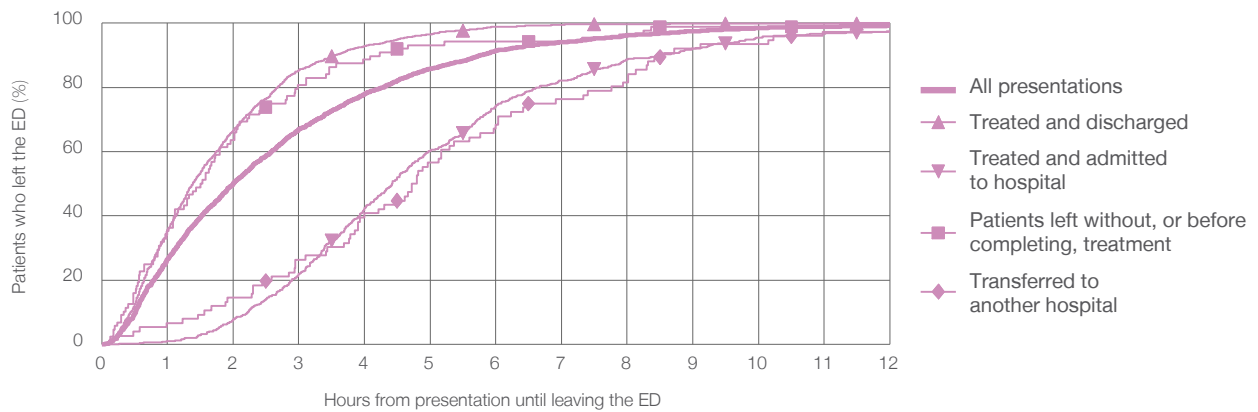
All presentations:<sup>1</sup> 2,787 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,787 patients

Treated and discharged	1,798 (64.5%)
Treated and admitted to hospital	741 (26.6%)
Patient left without, or before completing, treatment	88 (3.2%)
Transferred to another hospital	76 (2.7%)
Other	84 (3.0%)

Same period last year	Change since one year ago
2,686	3.8%
1,709	5.2%
759	-2.4%
135	-34.8%
77	-1.3%
6	1300.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<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	35.6%	66.7%	85.4%	92.8%	98.9%	99.7%	99.9%	99.9%
Treated and admitted to hospital	0.9%	7.8%	22.0%	42.4%	74.4%	88.8%	95.5%	97.4%
Patient left without, or before completing, treatment	35.2%	63.6%	80.7%	88.6%	94.3%	96.6%	98.9%	100%
Transferred to another hospital	6.6%	14.5%	26.3%	40.8%	68.4%	81.6%	93.4%	97.4%
All presentations	26.6%	50.2%	67.0%	78.0%	91.4%	96.2%	98.5%	99.2%

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## Moruya 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:<sup>1</sup> 2,787 patients

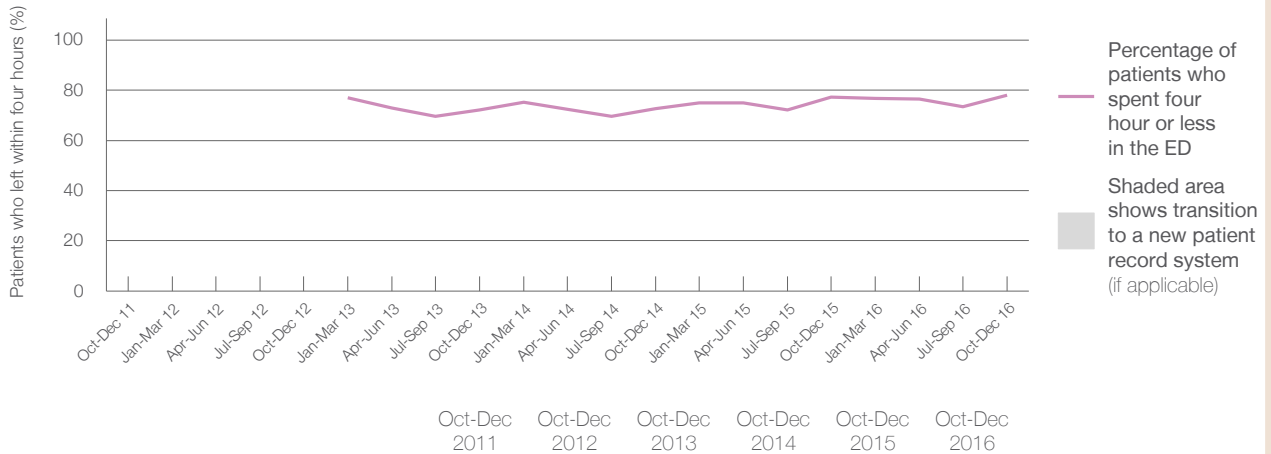
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,787 patients

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: <sup>1</sup> 2,787 patients	2,686	3.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,787 patients	2,686	3.8%
Percentage of patients who spent four hours or less in the ED	77.3%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡§</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
			72.2%	72.8%	77.3%	78.0%

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

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

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

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

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