

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

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

January to March 2017

All presentations:<sup>1</sup> 1,789 patients  
Emergency presentations:<sup>2</sup> 1,615 patients

Same period last year	Change since one year ago
2,357	-24.1%
1,831	-11.8%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 81 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 223 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 35 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 507 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 804 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
93	
4 minutes	8 minutes
*	26 minutes
291	
15 minutes	20 minutes
37 minutes	69 minutes
636	
25 minutes	26 minutes
81 minutes	101 minutes
811	
22 minutes	23 minutes
104 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,788 patients

Percentage of patients who spent four hours or less in the ED 88.3%

Same period last year	Change since one year ago
2,356	-24.1%
94.4%	

\* 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, July to September 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.

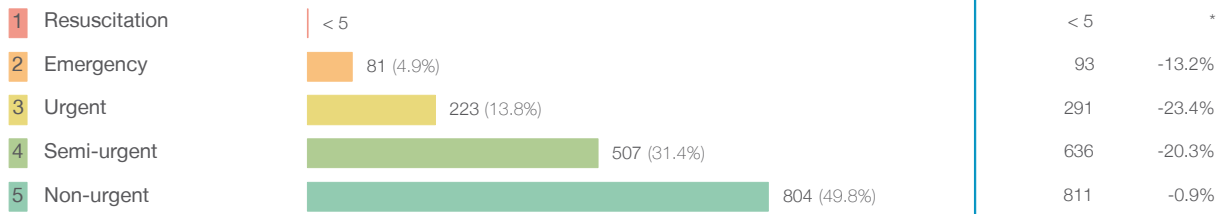
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

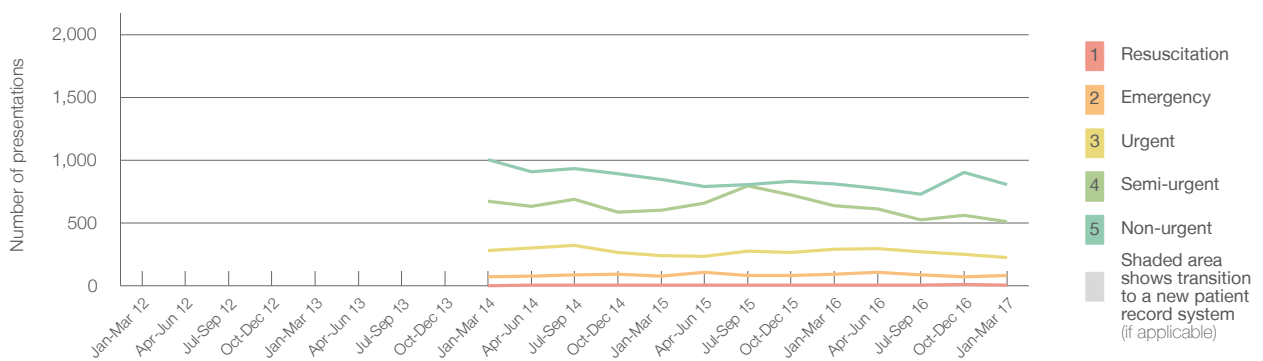
## Forbes District Hospital: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 1,789 patients

Emergency presentations<sup>2</sup> by triage category: 1,615 patients



Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 \* §



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation			0	6	< 5	< 5
Emergency			70	77	93	81
Urgent			279	240	291	223
Semi-urgent			671	603	636	507
Non-urgent			1,003	847	811	804
All emergency presentations			2,023	1,773	1,831	1,615

## Forbes District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 140 patients

ED Transfer of care time



- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) 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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## Forbes District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 81

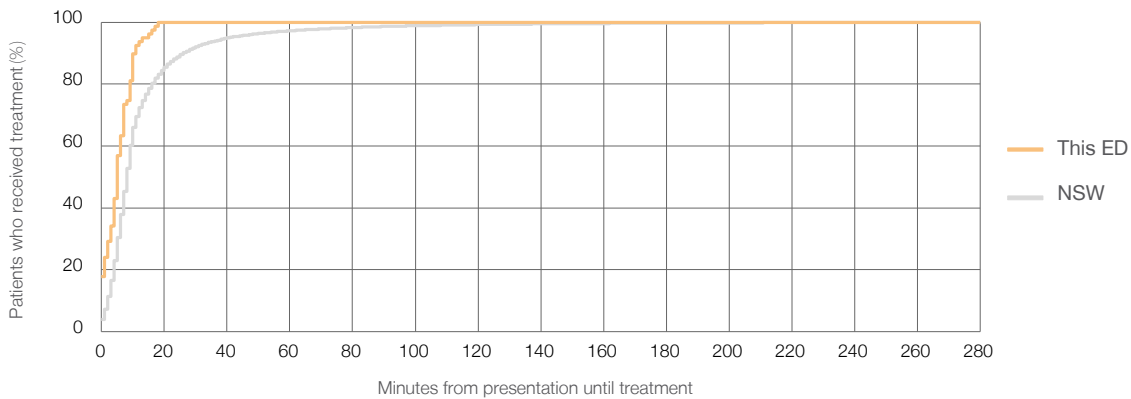
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 79

Median time to start treatment<sup>4</sup> 5 minutes

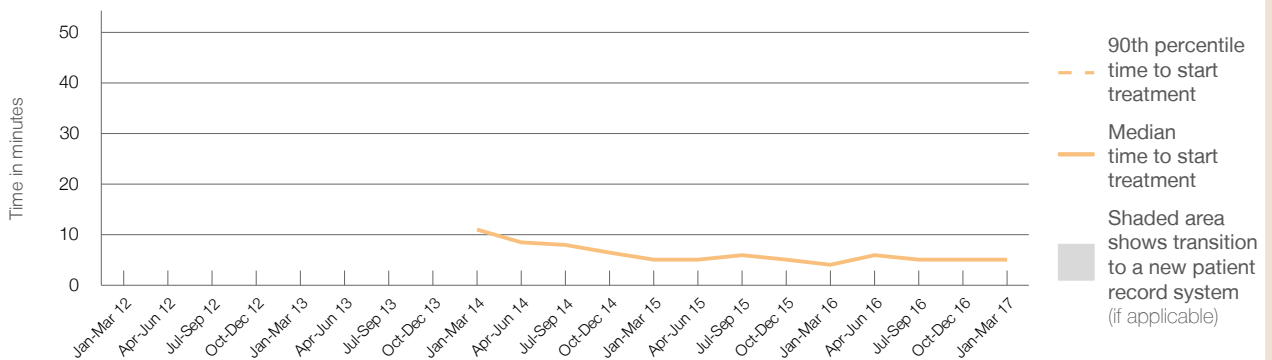
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
93	91
4 minutes	8 minutes
*	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)			11	5	4	5
90th percentile time to start treatment <sup>5</sup> (minutes)			*	*	*	*

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## Forbes District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 223

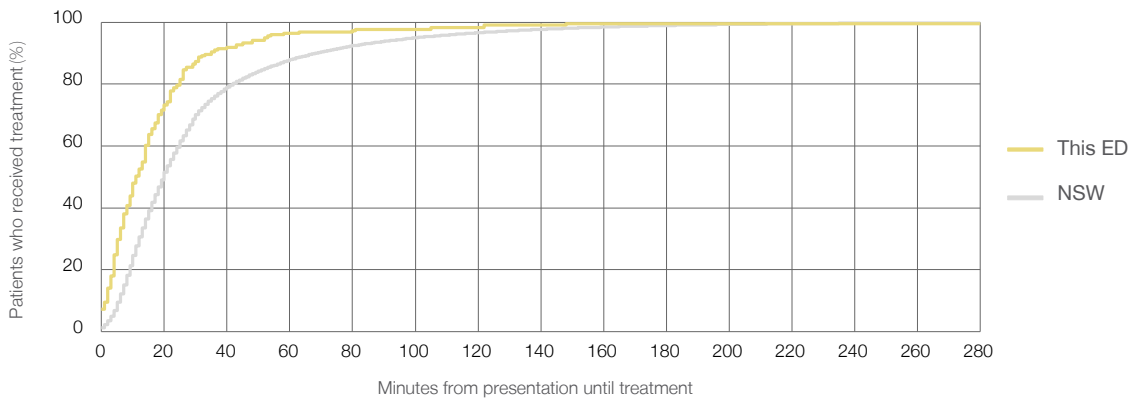
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 221

Median time to start treatment<sup>4</sup> 11 minutes

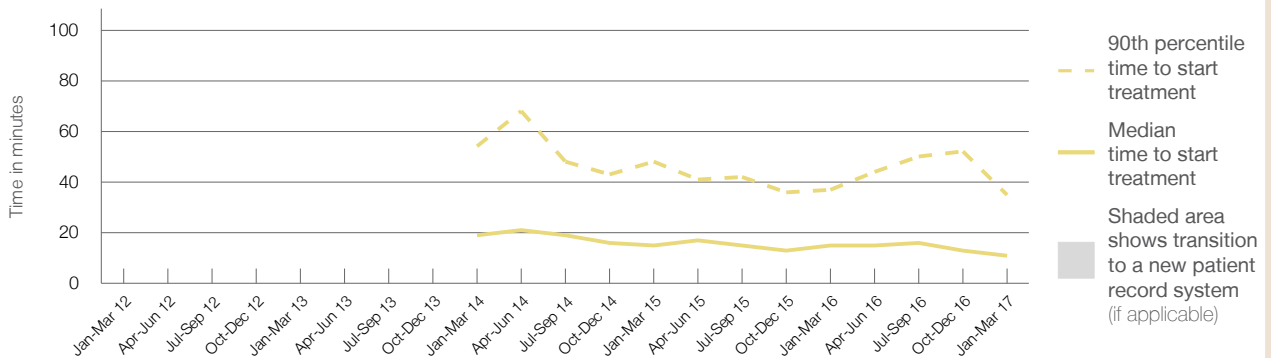
90th percentile time to start treatment<sup>5</sup> 35 minutes

Same period last year	NSW (this period)
291	
289	
15 minutes	20 minutes
37 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)			19	15	15	11
90th percentile time to start treatment <sup>5</sup> (minutes)			54	48	37	35

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## Forbes District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 507

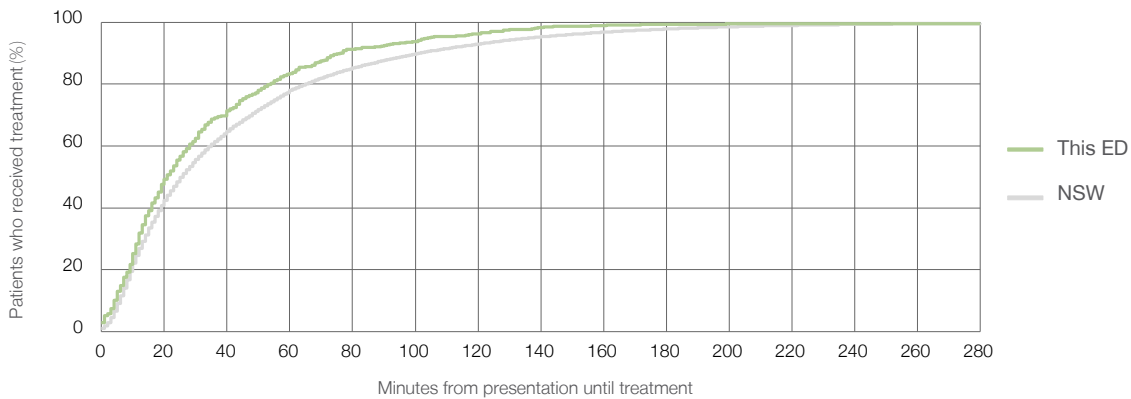
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 491

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

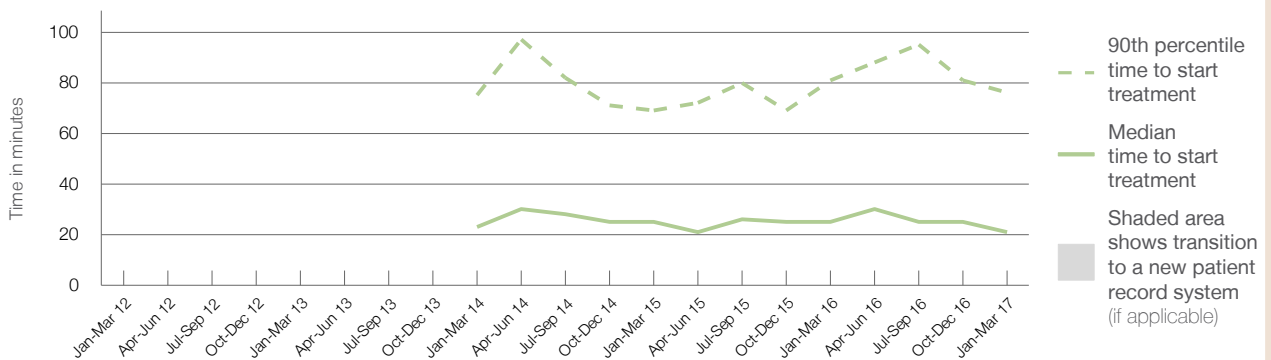
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
636	
617	
25 minutes	26 minutes
81 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)			23	25	25	21
90th percentile time to start treatment <sup>5</sup> (minutes)			75	69	81	76

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## Forbes District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 804

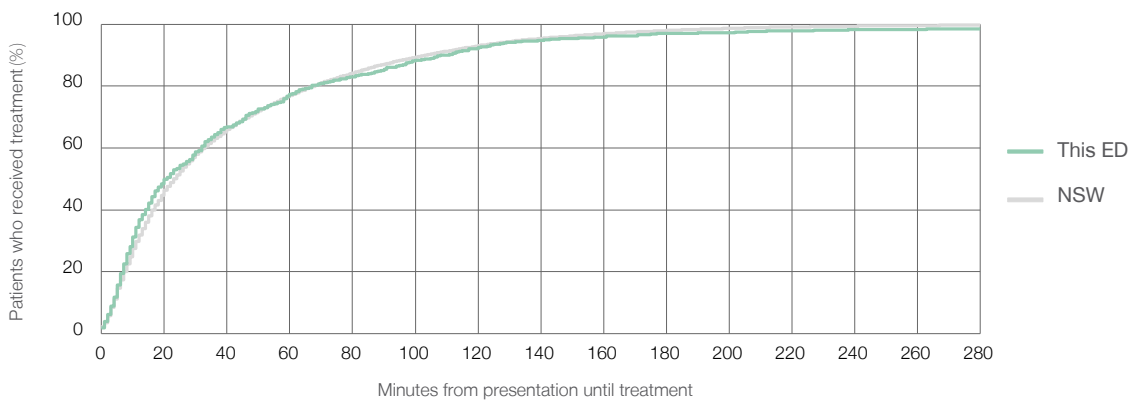
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 773

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

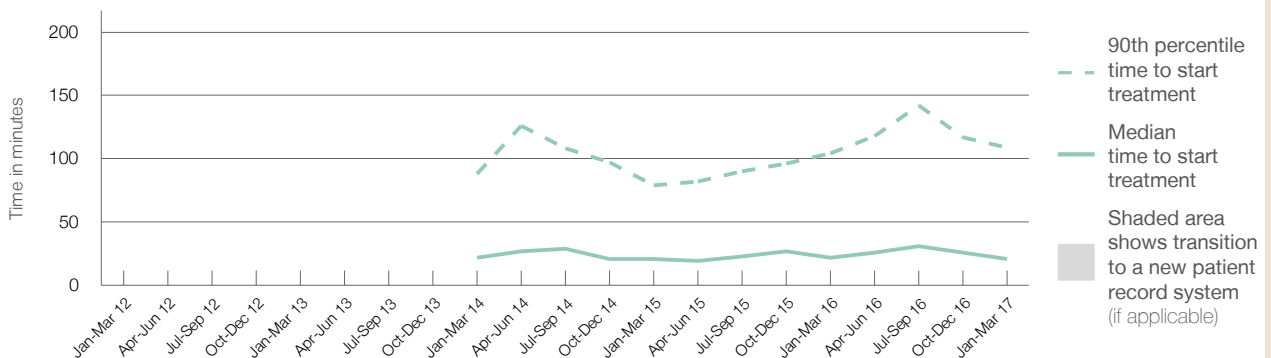
90th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
811	
762	
22 minutes	23 minutes
104 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)			22	21	22	21
90th percentile time to start treatment <sup>5</sup> (minutes)			88	79	104	109

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

January to March 2017

All presentations:<sup>1</sup> 1,789 patients

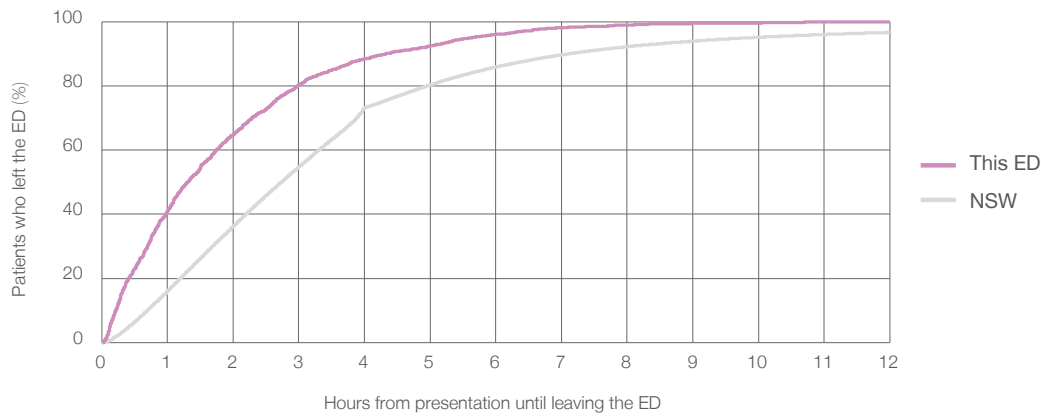
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,788 patients

Median time spent in the ED<sup>8</sup> 1 hours and 18 minutes

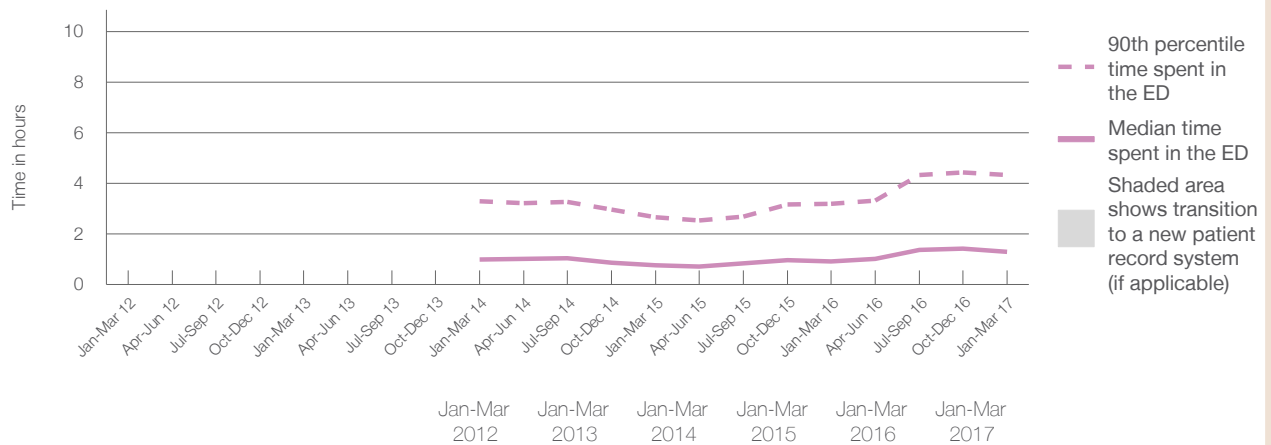
90th percentile time spent in the ED<sup>9</sup> 4 hours and 20 minutes

Same period last year	NSW (this period)
2,357	
2,356	
0 hours and 56 minutes	2 hours and 44 minutes
3 hours and 12 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)			1h 0m	0h 46m	0h 56m	1h 18m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			3h 18m	2h 40m	3h 12m	4h 20m

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

By mode of separation

January to March 2017

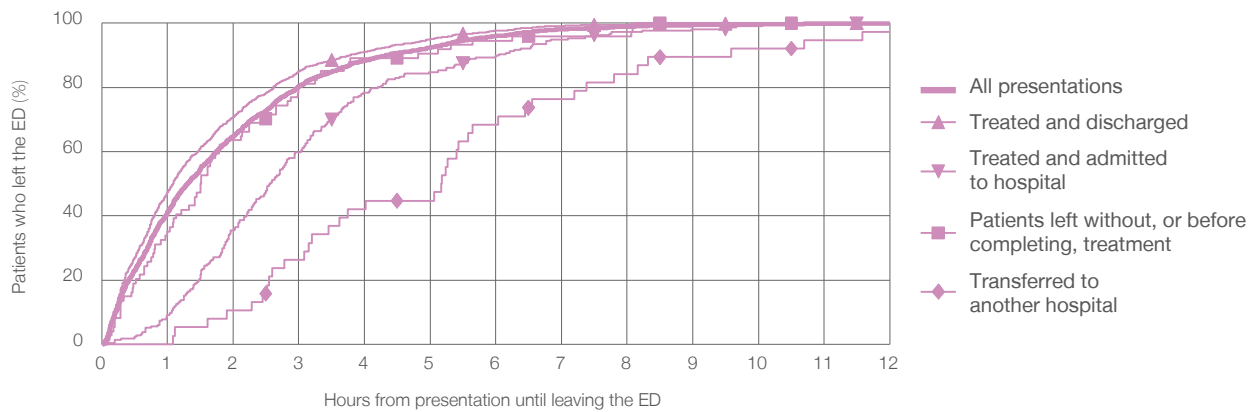
All presentations:<sup>1</sup> 1,789 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,788 patients

Treated and discharged	1,449 (81.0%)
Treated and admitted to hospital	217 (12.1%)
Patient left without, or before completing, treatment	74 (4.1%)
Transferred to another hospital	38 (2.1%)
Other	11 (0.6%)

	Same period last year	Change since one year ago
	2,356	-24.1%
Treated and discharged	1,990	-27.2%
Treated and admitted to hospital	253	-14.2%
Patient left without, or before completing, treatment	56	32.1%
Transferred to another hospital	54	-29.6%
Other	4	175.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	47.4%	70.9%	85.0%	91.0%	97.7%	99.6%	99.9%	100%
Treated and admitted to hospital	9.2%	35.5%	59.9%	78.3%	89.9%	97.2%	99.1%	100%
Patient left without, or before completing, treatment	35.1%	63.5%	79.7%	89.2%	94.6%	95.9%	100%	100%
Transferred to another hospital	0%	10.5%	26.3%	42.1%	68.4%	84.2%	92.1%	97.4%
All presentations	41.2%	64.9%	80.3%	88.3%	96.0%	98.8%	99.6%	99.9%

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

## Forbes District Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 1,789 patients

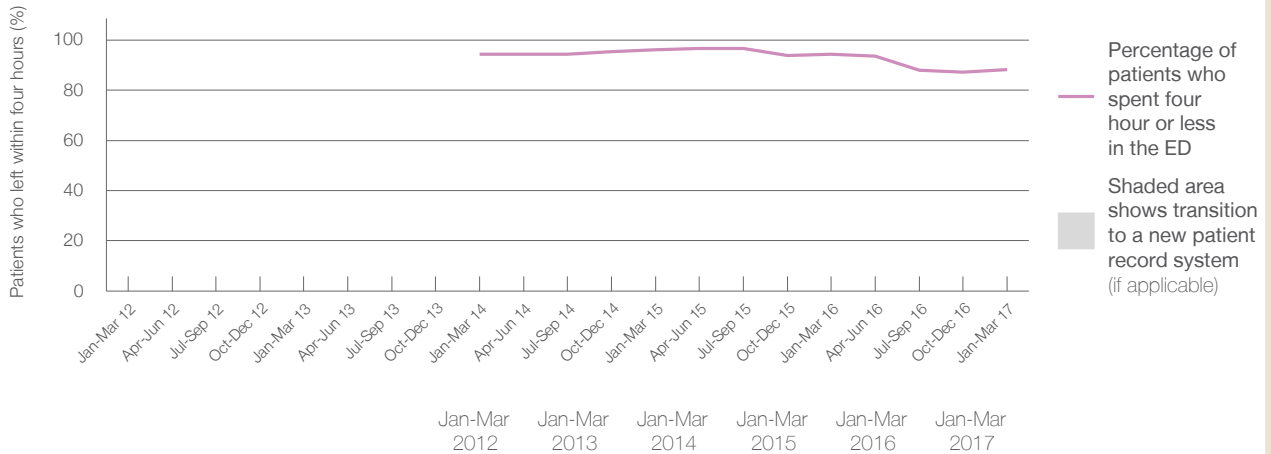
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,788 patients

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>	2,357	-24.1%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	2,356	-24.1%
Percentage of patients who spent four hours or less in the ED	94.4%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡§</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	94.2%	96.2%	94.4%	94.4%	88.3%	88.3%

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

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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*.

- 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, July to September 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).