

Healthcare Quarterly

Performance Profiles

Emergency Department

District group 2 hospitals
(C2) peer group

January to March 2017

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

Ballina District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 3,988 patients

Emergency presentations:² 3,746 patients

Same period last year	Change since one year ago
4,484	-11.1%
4,213	-11.1%

Ballina District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 336 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,164 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,943 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 288 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
331	
8 minutes	8 minutes
22 minutes	26 minutes
1,247	
18 minutes	20 minutes
47 minutes	69 minutes
2,280	
24 minutes	26 minutes
104 minutes	101 minutes
338	
22 minutes	23 minutes
114 minutes	104 minutes

Ballina District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 3,988 patients

Percentage of patients who spent four hours or less in the ED 79.2%

Same period last year	Change since one year ago
4,484	-11.1%
79.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

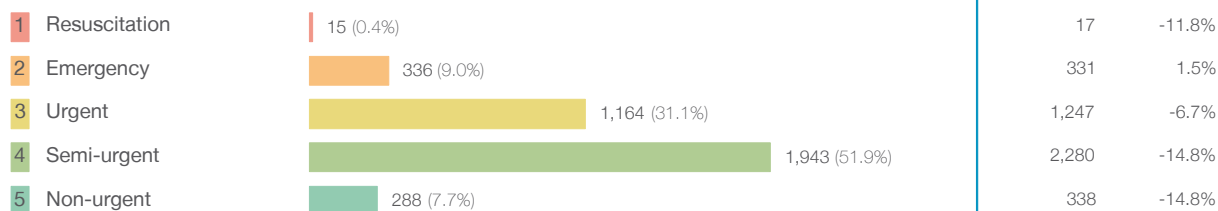
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Patients presenting to the emergency department

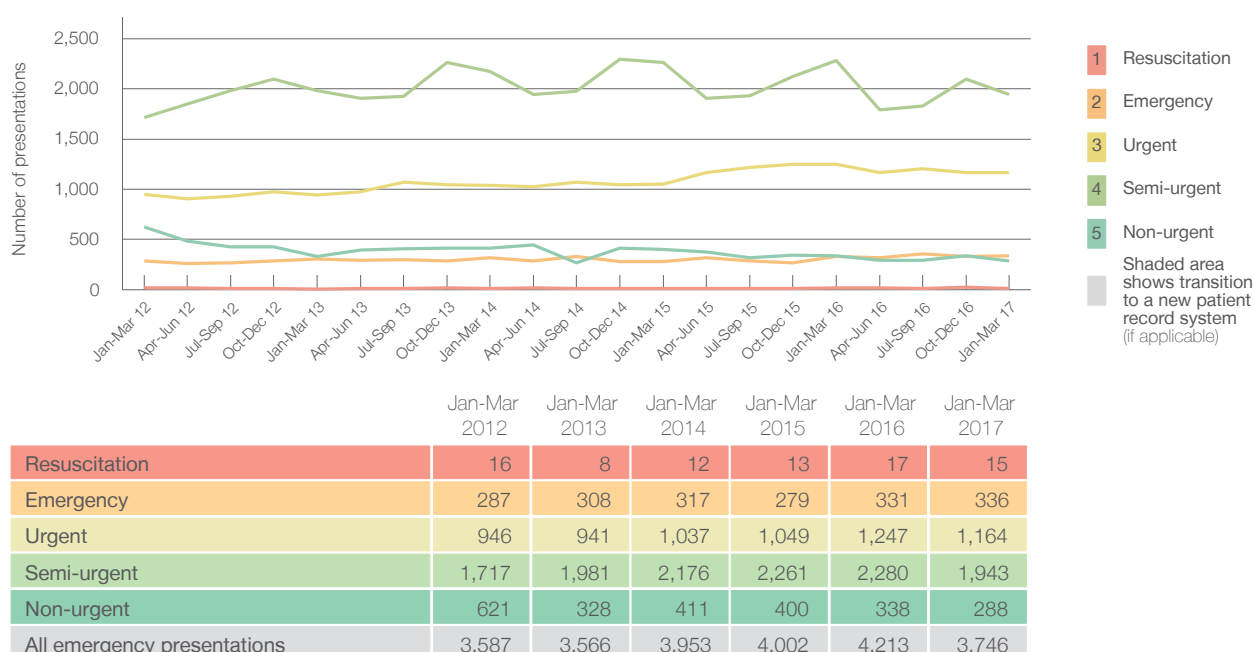
January to March 2017

All presentations:¹ 3,988 patients

Emergency presentations² by triage category: 3,746 patients



Emergency presentations² by quarter, January 2012 to March 2017[†]



Ballina District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 275 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.

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

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

Ballina 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: 336

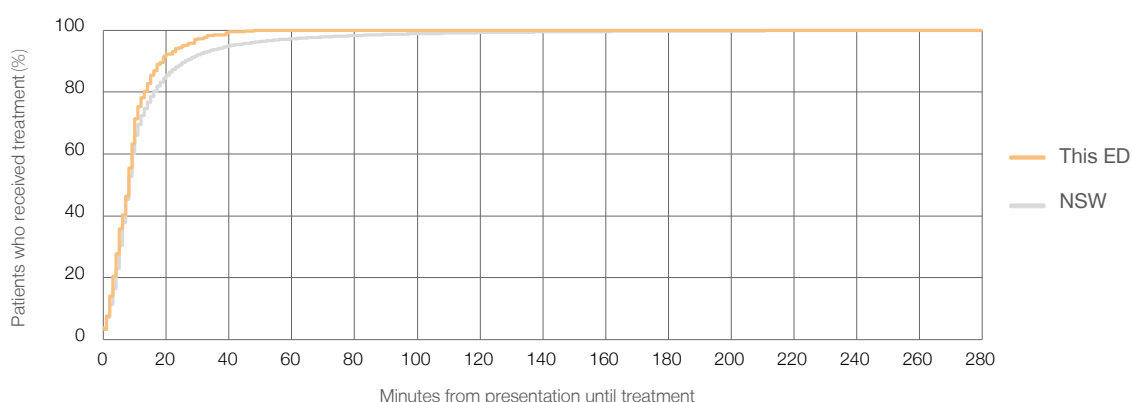
Number of triage 2 patients used to calculate waiting time:³ 335

Median time to start treatment⁴ 8 minutes

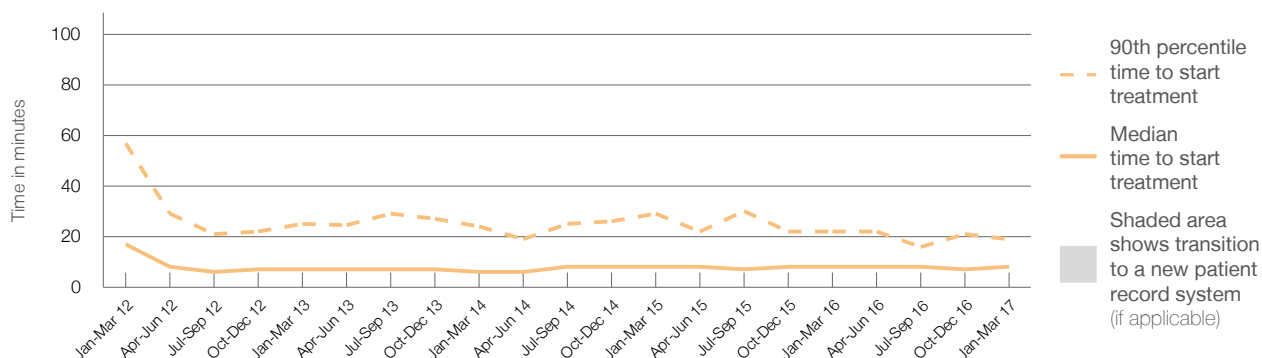
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
331	
330	
8 minutes	8 minutes
22 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	17	7	6	8	8	8
90th percentile time to start treatment ⁵ (minutes)	57	25	24	29	22	19

(†) 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.

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

Ballina 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: 1,164

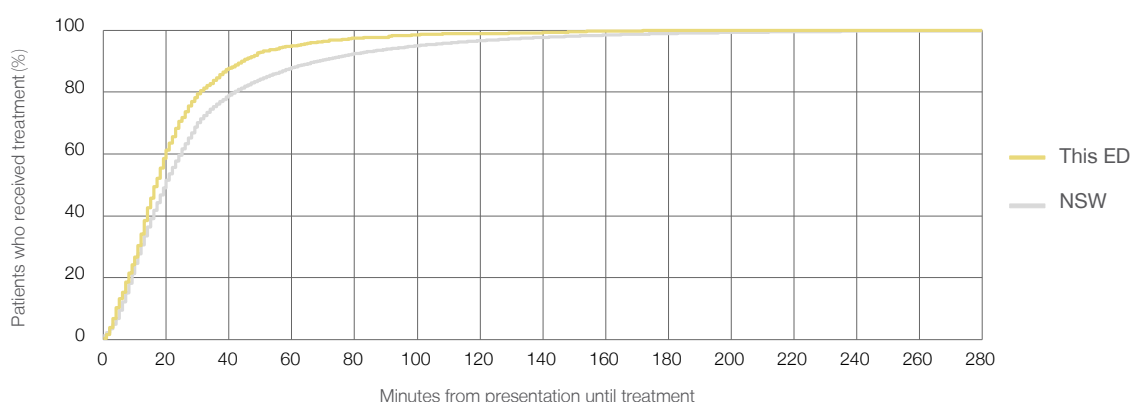
Number of triage 3 patients used to calculate waiting time:³ 1,147

Median time to start treatment⁴ 17 minutes

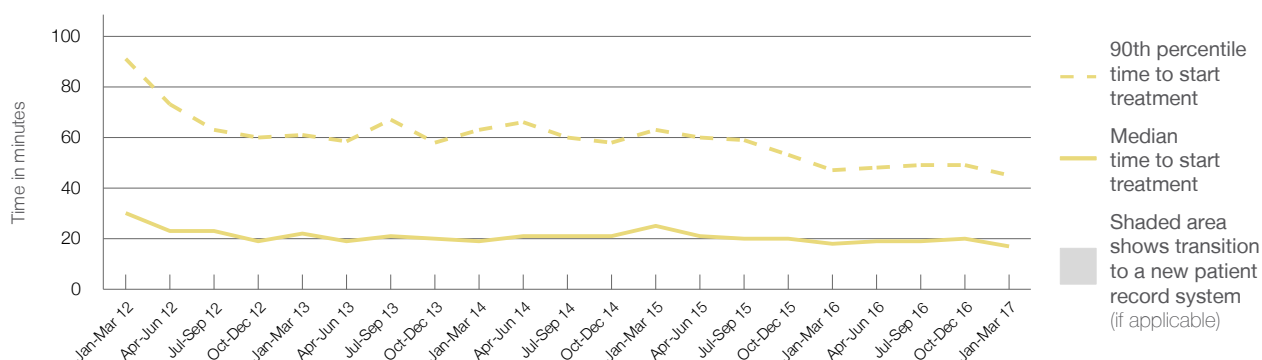
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
1,247	
1,221	
18 minutes	20 minutes
47 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	22	19	25	18	17
90th percentile time to start treatment ⁵ (minutes)	91	61	63	63	47	45

(†) 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.

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

Ballina 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: 1,943

Number of triage 4 patients used to calculate waiting time:³ 1,817

Median time to start treatment⁴

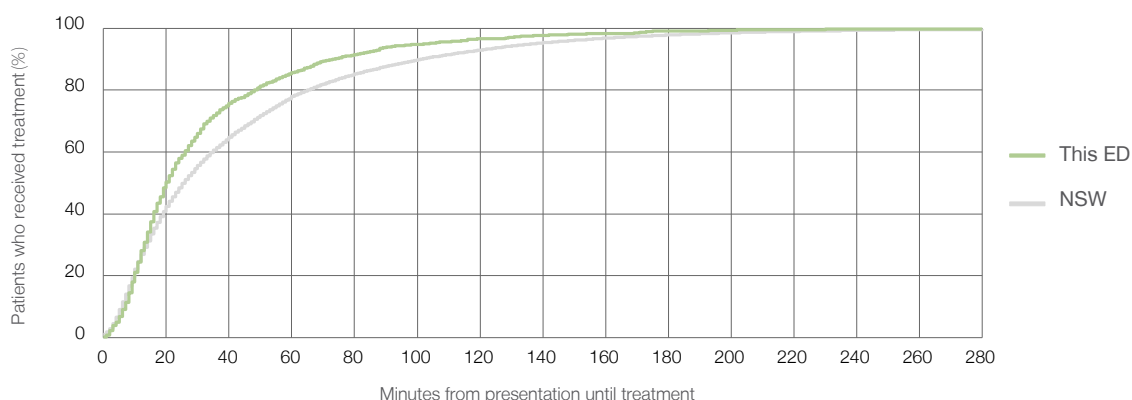
20 minutes

90th percentile time to start treatment⁵

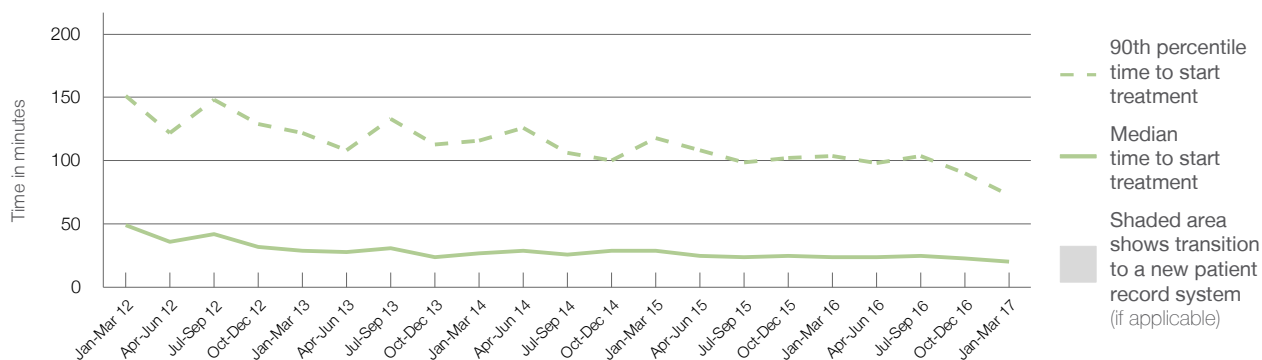
73 minutes

Same period last year	NSW (this period)
2,280	
2,060	
24 minutes	26 minutes
104 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	49	29	27	29	24	20
90th percentile time to start treatment ⁵ (minutes)	151	122	116	118	104	73

(†) 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.

Ballina 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: 288

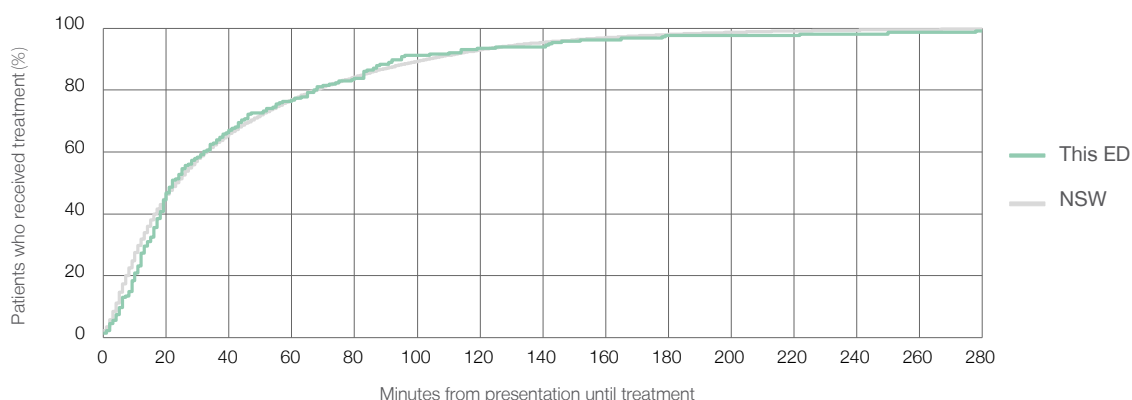
Number of triage 5 patients used to calculate waiting time:³ 216

Median time to start treatment⁴ 22 minutes

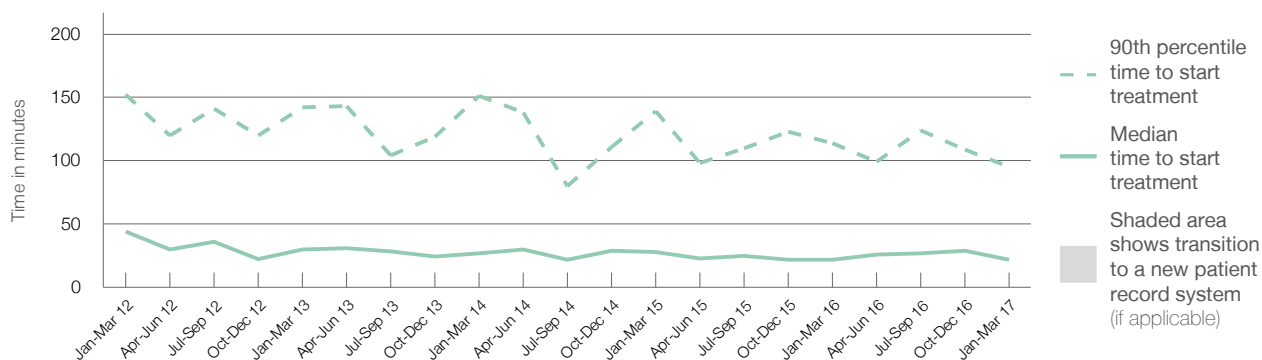
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
338	
265	
22 minutes	23 minutes
114 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	44	30	27	28	22	22
90th percentile time to start treatment ⁵ (minutes)	152	142	151	139	114	95

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

Ballina District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 3,988 patients

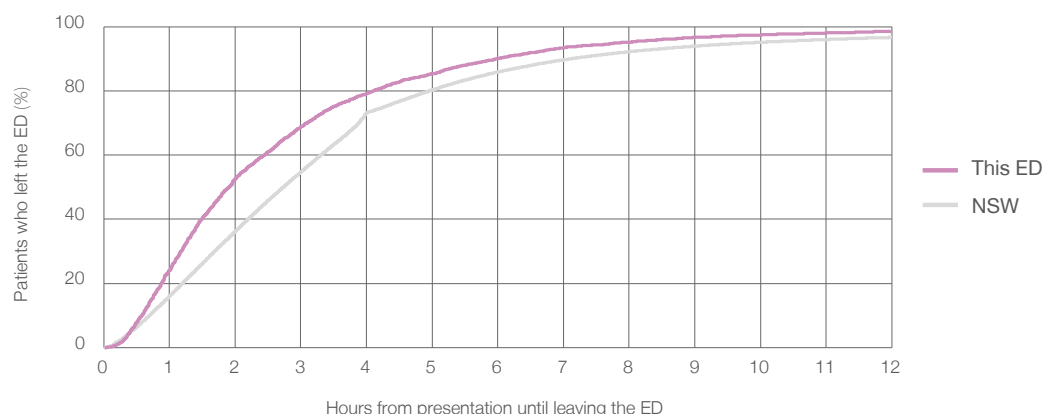
Presentations used to calculate time to leaving the ED:⁶ 3,988 patients

Median time spent in the ED⁸ 1 hours and 55 minutes

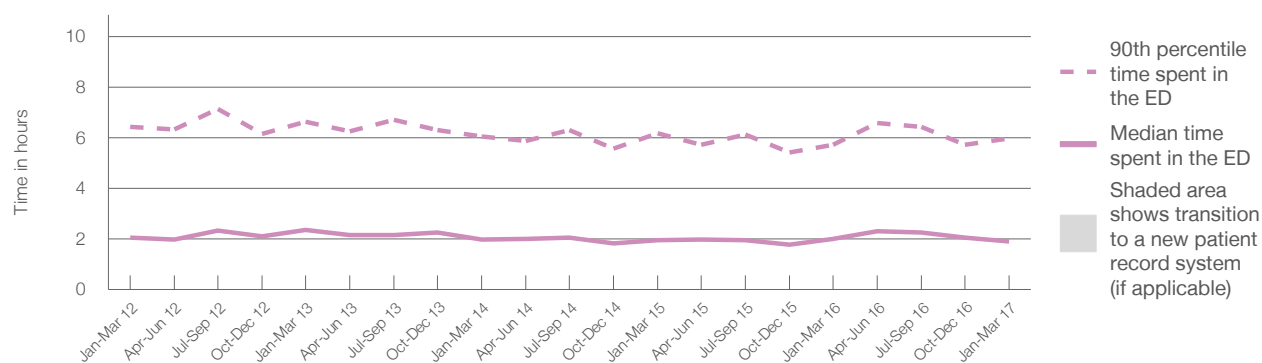
90th percentile time spent in the ED⁹ 5 hours and 59 minutes

Same period last year	NSW (this period)
4,484	4,484
2 hours and 1 minutes	2 hours and 44 minutes
5 hours and 43 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 3m	2h 22m	1h 59m	1h 58m	2h 1m	1h 55m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 26m	6h 38m	6h 3m	6h 11m	5h 43m	5h 59m

(†) 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.

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

Ballina District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

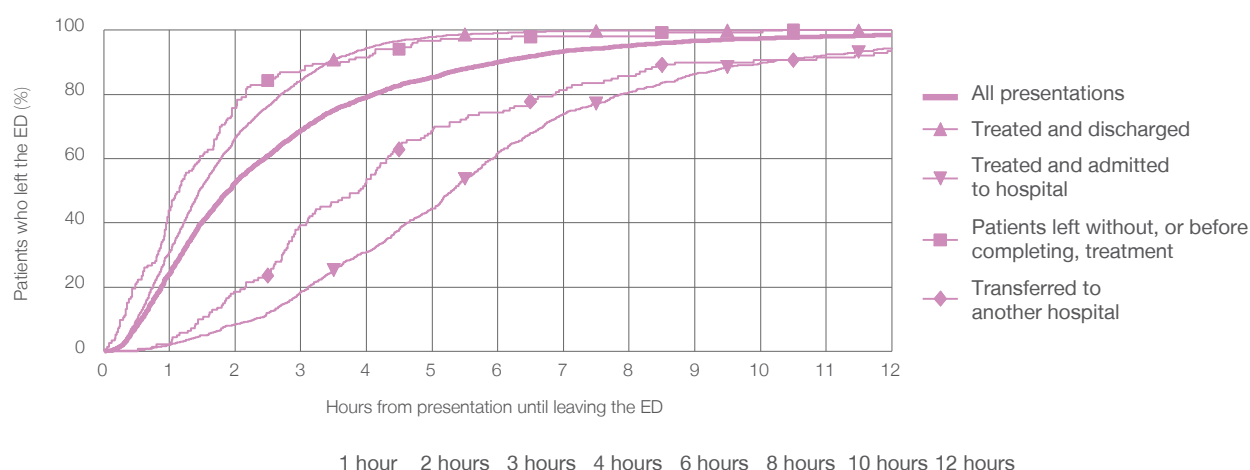
All presentations:[†] 3,988 patients

Presentations used to calculate time to leaving the ED:[‡] 3,988 patients

Treated and discharged	2,826 (70.9%)
Treated and admitted to hospital	858 (21.5%)
Patient left without, or before completing, treatment	153 (3.8%)
Transferred to another hospital	140 (3.5%)
Other	11 (0.3%)

Same period last year	Change since one year ago
4,484	-11.1%
3,208	-11.9%
883	-2.8%
231	-33.8%
143	-2.1%
19	-42.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	30.9%	66.5%	84.4%	94.4%	99.1%	99.9%	100%	100%
Treated and admitted to hospital	2.0%	8.3%	18.5%	30.9%	61.9%	80.7%	89.7%	94.5%
Patient left without, or before completing, treatment	43.8%	75.8%	87.6%	91.5%	97.4%	98.0%	99.3%	100%
Transferred to another hospital	2.1%	18.6%	39.3%	53.6%	74.3%	85.7%	90.7%	93.6%
All presentations	24.2%	52.7%	68.8%	79.2%	90.1%	95.2%	97.4%	98.6%

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

Ballina 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:¹ 3,988 patients

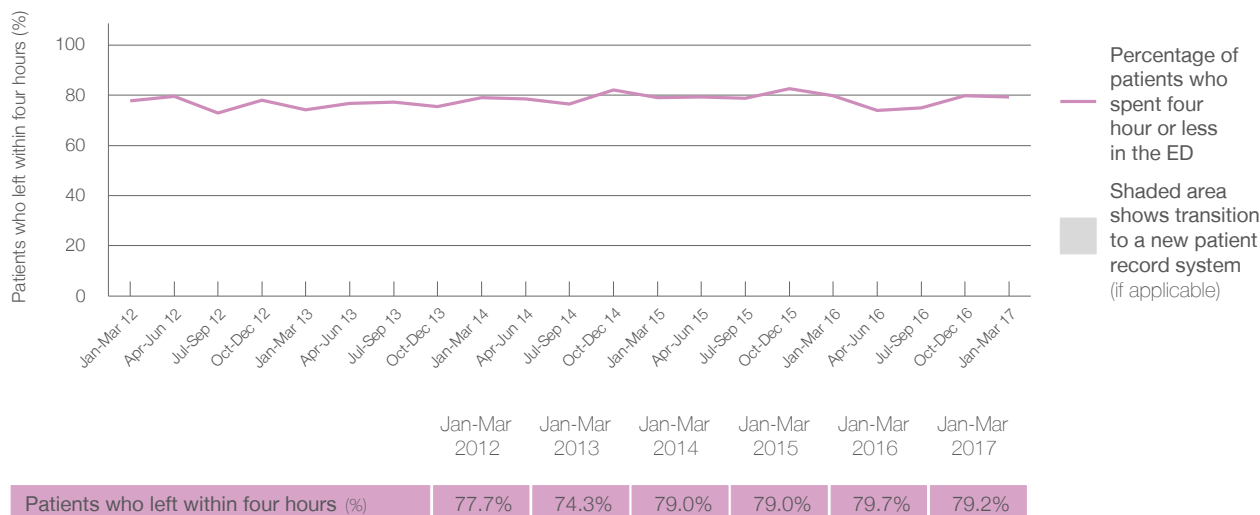
Presentations used to calculate time to leaving the ED:⁶ 3,988 patients

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



Same period last year	Change since one year ago
4,484	-11.1%
4,484	-11.1%
79.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

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

Bateman's Bay District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,270 patients

Emergency presentations:² 4,064 patients

Same period last year	Change since one year ago
3,713	15.0%
3,582	13.5%

Bateman's Bay District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 330 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,139 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,039 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 539 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
326	
6 minutes	8 minutes
19 minutes	26 minutes
1,069	
18 minutes	20 minutes
62 minutes	69 minutes
1,772	
33 minutes	26 minutes
127 minutes	101 minutes
403	
34 minutes	23 minutes
129 minutes	104 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,270 patients

Percentage of patients who spent four hours or less in the ED 86.8%

Same period last year	Change since one year ago
3,713	15.0%
79.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

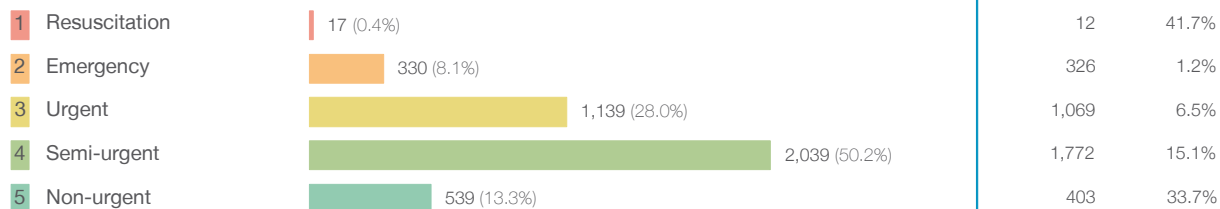
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Patients presenting to the emergency department

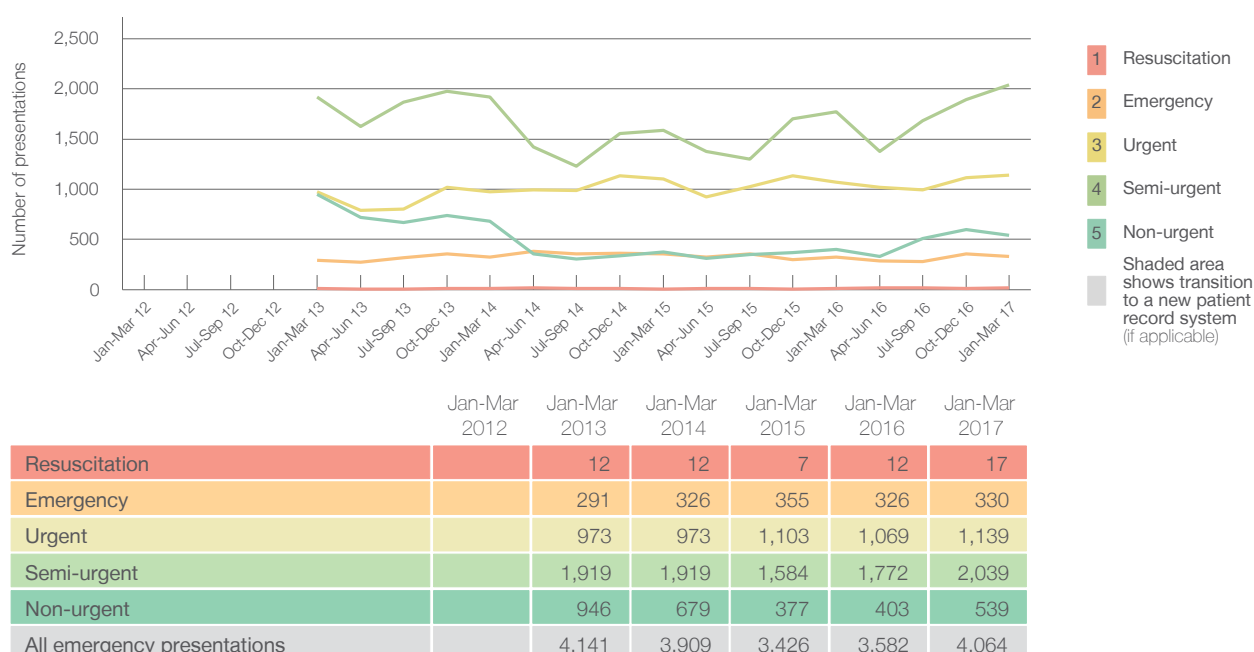
January to March 2017

All presentations:¹ 4,270 patients

Emergency presentations² by triage category: 4,064 patients



Emergency presentations² by quarter, January 2012 to March 2017^{†§}



Bateman's Bay District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 483 patients

ED Transfer of care time



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

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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.

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

Bateman's Bay 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: 330

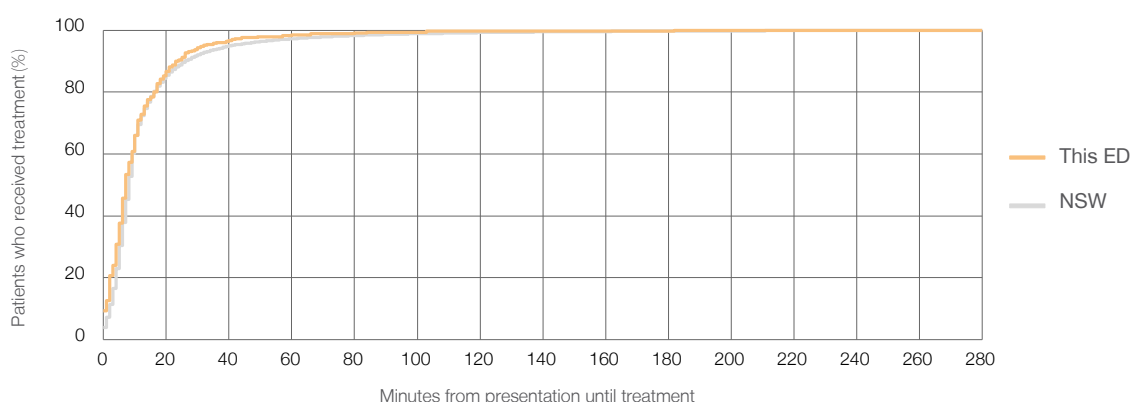
Number of triage 2 patients used to calculate waiting time:³ 330

Median time to start treatment⁴ 7 minutes

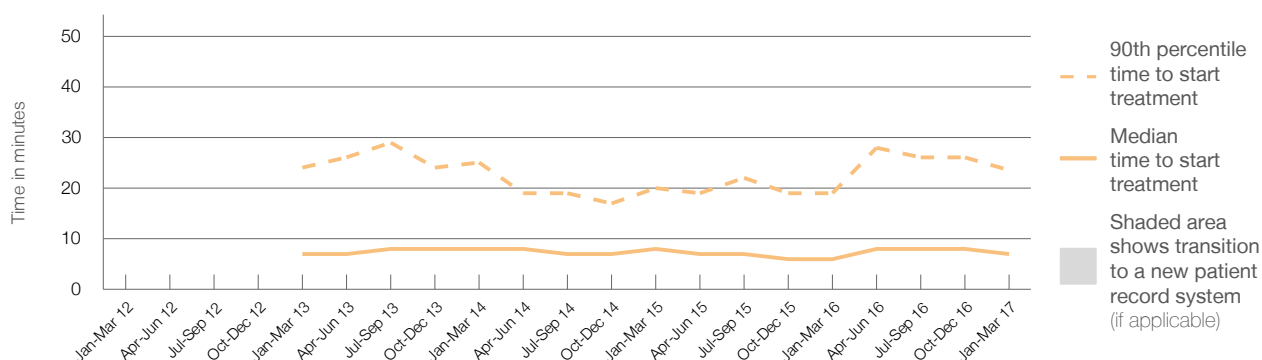
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
326	
326	
6 minutes	8 minutes
19 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		7	8	8	6	7
90th percentile time to start treatment ⁵ (minutes)		24	25	20	19	24

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

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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.

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

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

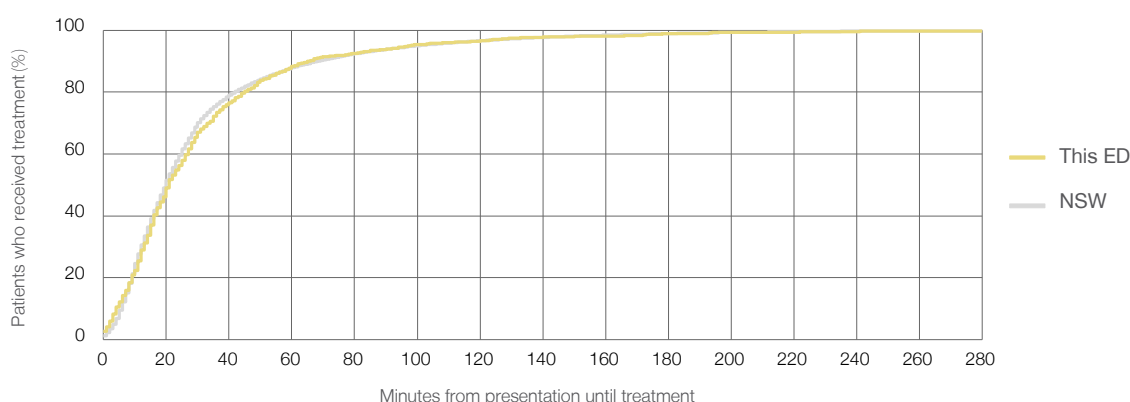
Number of triage 3 patients: 1,139

Number of triage 3 patients used to calculate waiting time:³ 1,080

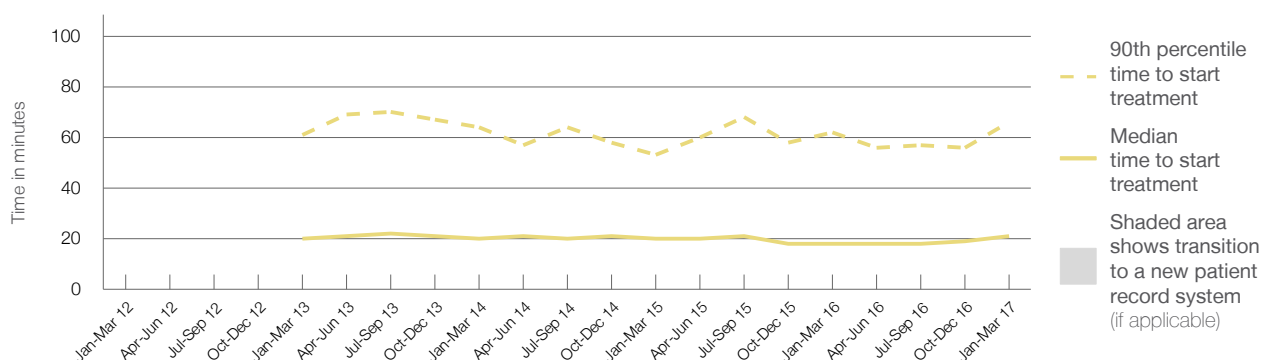
Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
1,069	
1,042	
18 minutes	20 minutes
62 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		20	20	20	18	21
90th percentile time to start treatment ⁵ (minutes)		61	64	53	62	66

(†) 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.

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

Bateman's Bay 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: 2,039

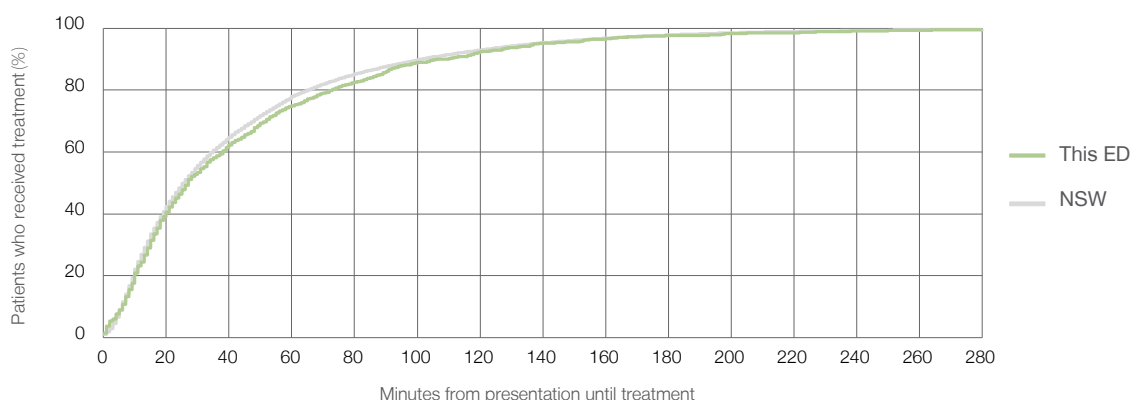
Number of triage 4 patients used to calculate waiting time:³ 933

Median time to start treatment⁴ 27 minutes

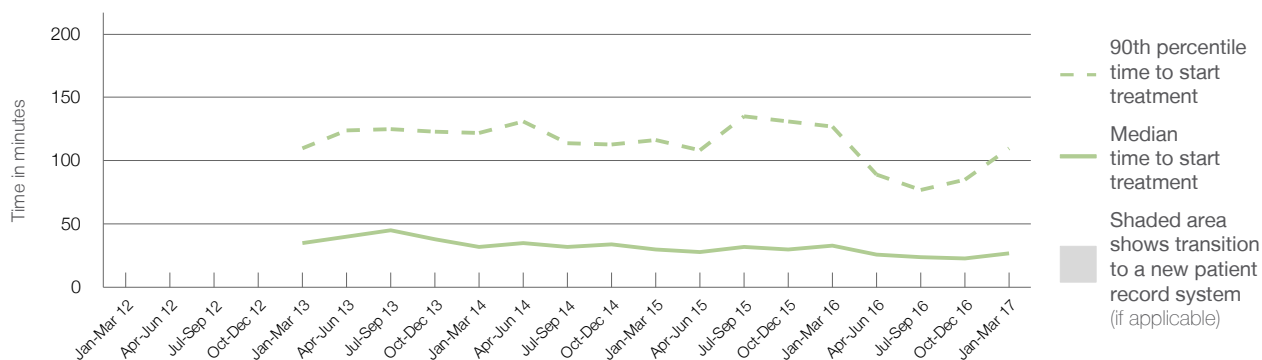
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
1,772	
1,600	
33 minutes	26 minutes
127 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		35	32	30	33	27
90th percentile time to start treatment ⁵ (minutes)		110	122	117	127	110

(†) 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.

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

Bateman's Bay 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: 539

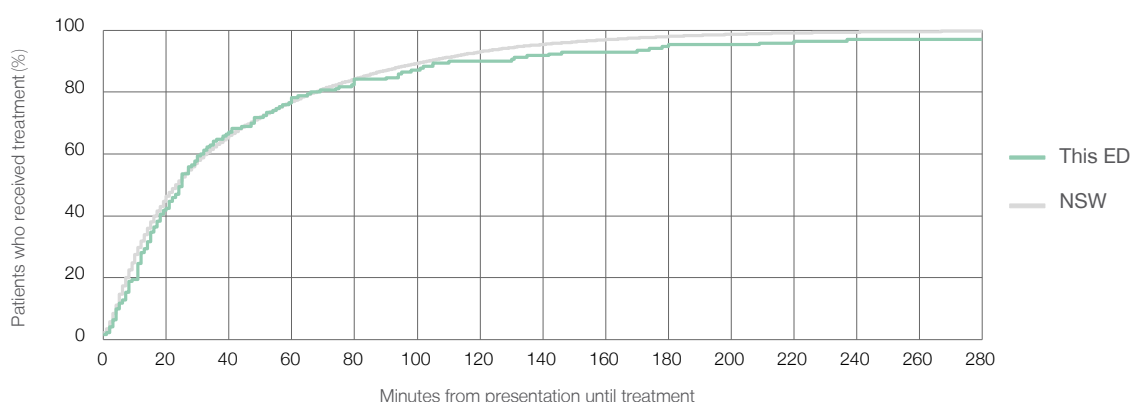
Number of triage 5 patients used to calculate waiting time:³ 170

Median time to start treatment⁴ 25 minutes

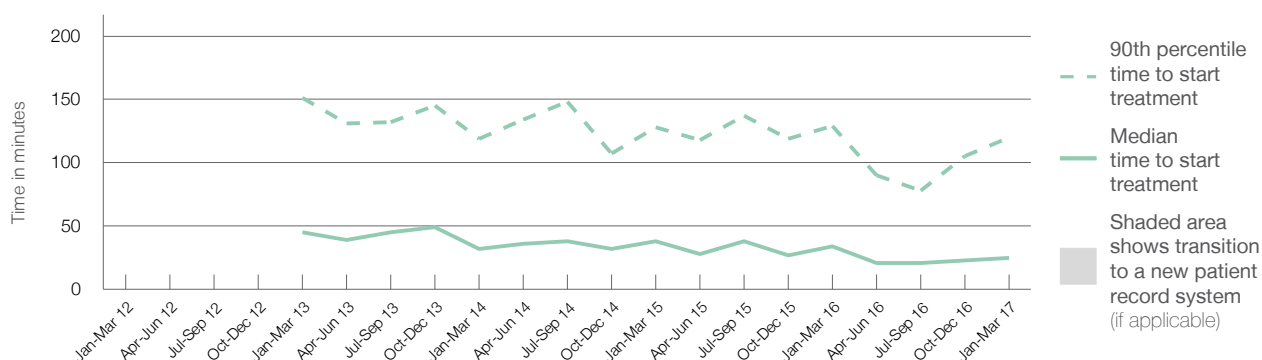
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
403	
317	
34 minutes	23 minutes
129 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^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		45	32	38	34	25
90th percentile time to start treatment ⁵ (minutes)		151	119	128	129	120

(†) 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.

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

Bateman's Bay District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,270 patients

Presentations used to calculate time to leaving the ED:⁶ 4,270 patients

Median time spent in the ED⁸

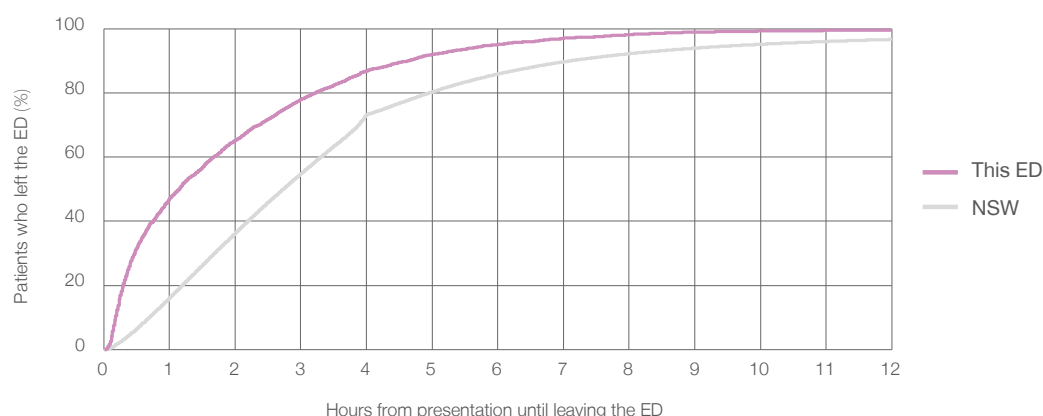
1 hours and 9 minutes

90th percentile time spent in the ED⁹

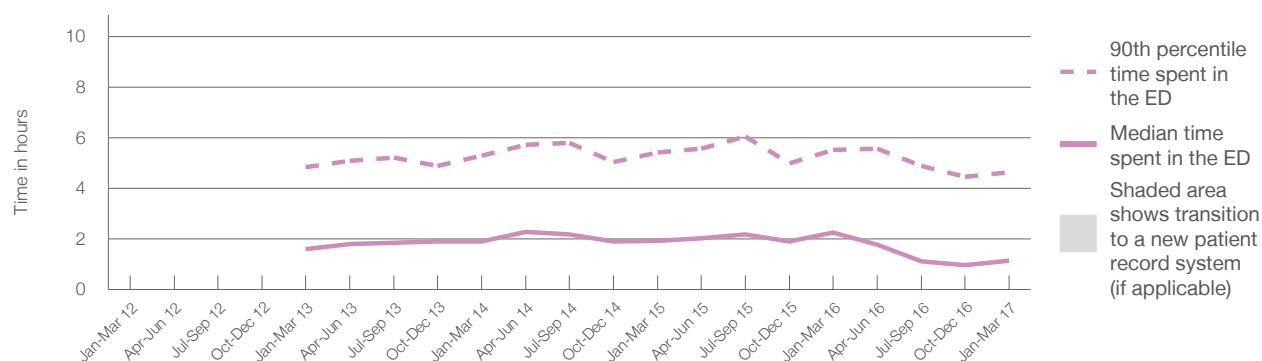
4 hours and 38 minutes

Same period last year	NSW (this period)
3,713	
3,713	
2 hours and 15 minutes	2 hours and 44 minutes
5 hours and 32 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)		1h 37m	1h 54m	1h 56m	2h 15m	1h 9m
90th percentile time to leaving the ED ⁹ (hours, minutes)		4h 51m	5h 18m	5h 26m	5h 32m	4h 38m

(†) 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.

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

Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

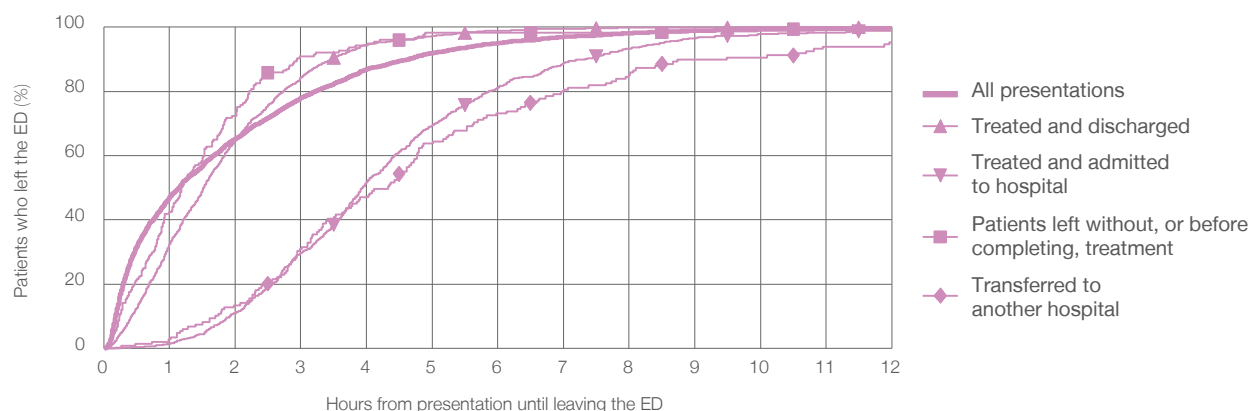
All presentations:[†] 4,270 patients

Presentations used to calculate time to leaving the ED:[‡] 4,270 patients

Treated and discharged	1,674 (39.2%)
Treated and admitted to hospital	788 (18.5%)
Patient left without, or before completing, treatment	177 (4.1%)
Transferred to another hospital	149 (3.5%)
Other	1,482 (34.7%)

Same period last year	Change since one year ago
3,713	15.0%
2,565	-34.7%
706	11.6%
298	-40.6%
137	8.8%
7	1071.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



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

Treated and discharged	32.4%	64.8%	84.3%	94.6%	98.9%	99.8%	100%	100%
Treated and admitted to hospital	1.4%	11.0%	29.7%	51.8%	81.2%	93.4%	97.8%	98.9%
Patient left without, or before completing, treatment	42.4%	72.3%	91.0%	94.4%	98.3%	98.3%	99.4%	99.4%
Transferred to another hospital	2.7%	13.4%	30.9%	47.0%	73.2%	85.2%	90.6%	95.3%
All presentations	47.0%	65.2%	77.9%	86.8%	95.1%	98.1%	99.3%	99.6%

(†) 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.

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

Bateman's Bay 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:¹ 4,270 patients

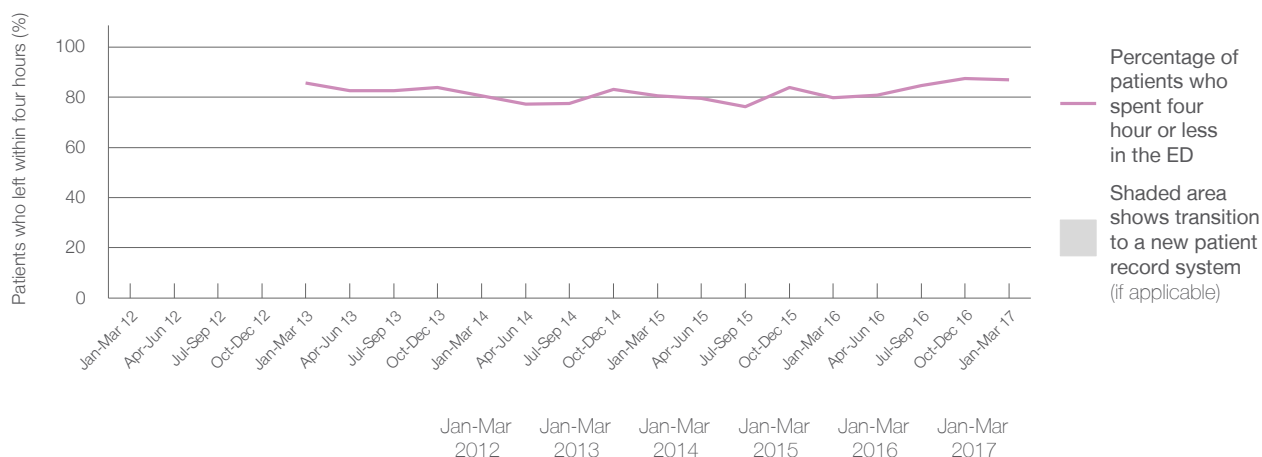
Presentations used to calculate time to leaving the ED:⁶ 4,270 patients

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



Same period last year	Change since one year ago
3,713	15.0%
3,713	15.0%
79.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



Patients who left within four hours (%)

85.6% 80.4% 80.7% 79.8% 86.8%

- * 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*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. 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*.
 - 4. 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.
 - 5. 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.
 - 6. All presentations that have a departure time.
 - 7. 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*.
 - 8. 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.
 - 9. 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).

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

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,328 patients

Emergency presentations:² 4,275 patients

Same period last year	Change since one year ago
4,296	0.7%
4,201	1.8%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 609 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 996 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,198 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 127 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 450 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
591	
7 minutes	8 minutes
21 minutes	26 minutes
1,007	
17 minutes	20 minutes
73 minutes	69 minutes
1,962	
28 minutes	26 minutes
114 minutes	101 minutes
619	
29 minutes	23 minutes
114 minutes	104 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,317 patients

Percentage of patients who spent four hours or less in the ED 77.7%

Same period last year	Change since one year ago
4,296	0.5%
82.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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.

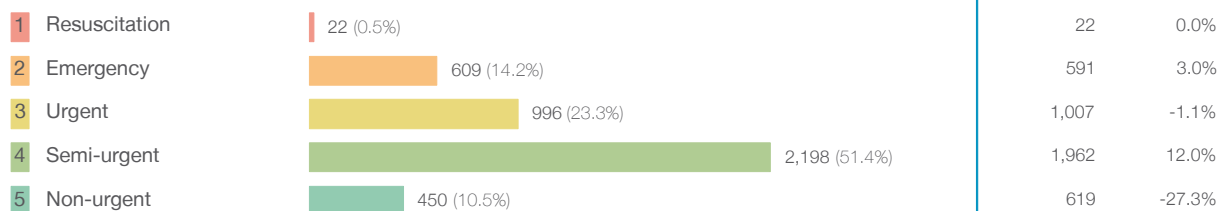
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

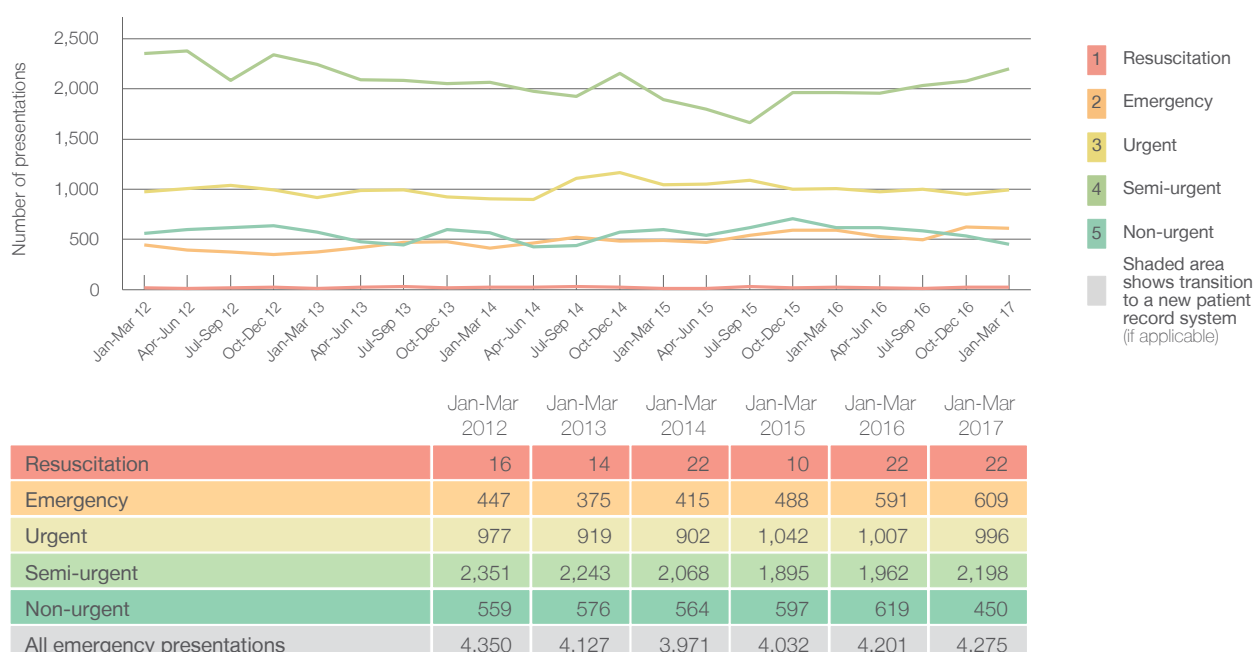
Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department January to March 2017

All presentations:¹ 4,328 patients

Emergency presentations² by triage category: 4,275 patients



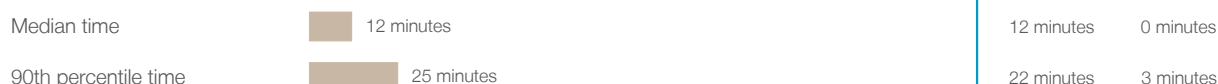
Emergency presentations² by quarter, January 2012 to March 2017[‡]



Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 832 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.

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

Blue Mountains District Anzac Memorial 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: 609

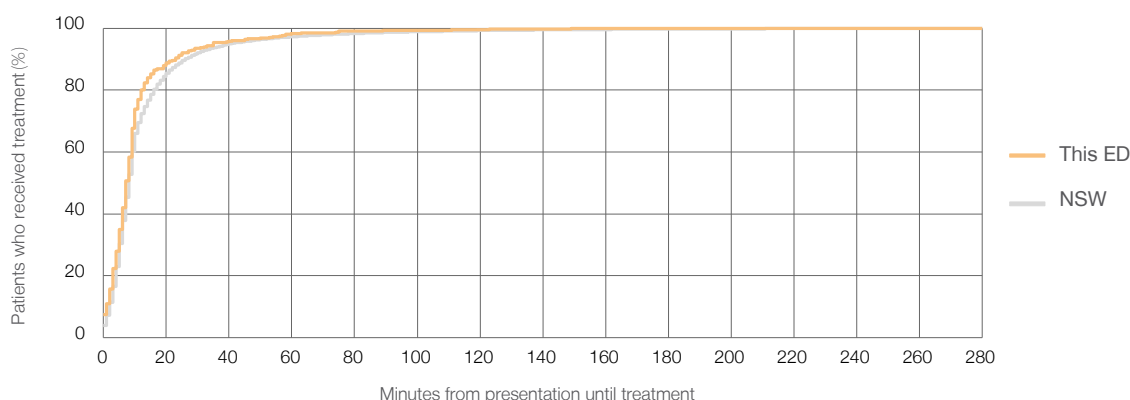
Number of triage 2 patients used to calculate waiting time:³ 560

Median time to start treatment⁴ 7 minutes

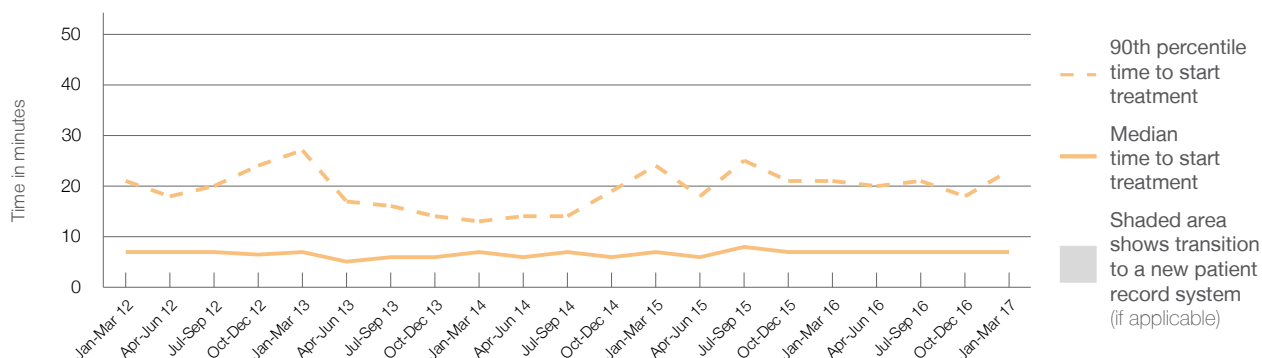
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
591	
586	
7 minutes	8 minutes
21 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	21	27	13	24	21	23

(†) 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.

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

Blue Mountains District Anzac Memorial 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: 996

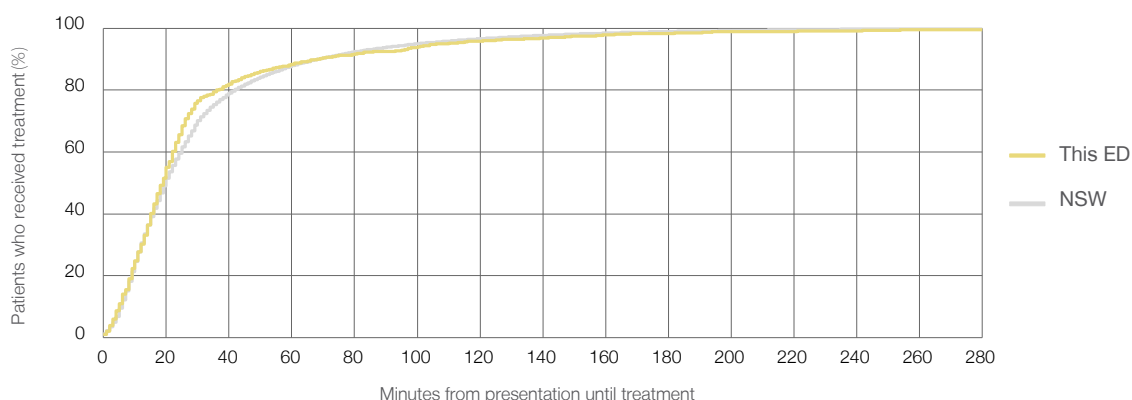
Number of triage 3 patients used to calculate waiting time:³ 940

Median time to start treatment⁴ 19 minutes

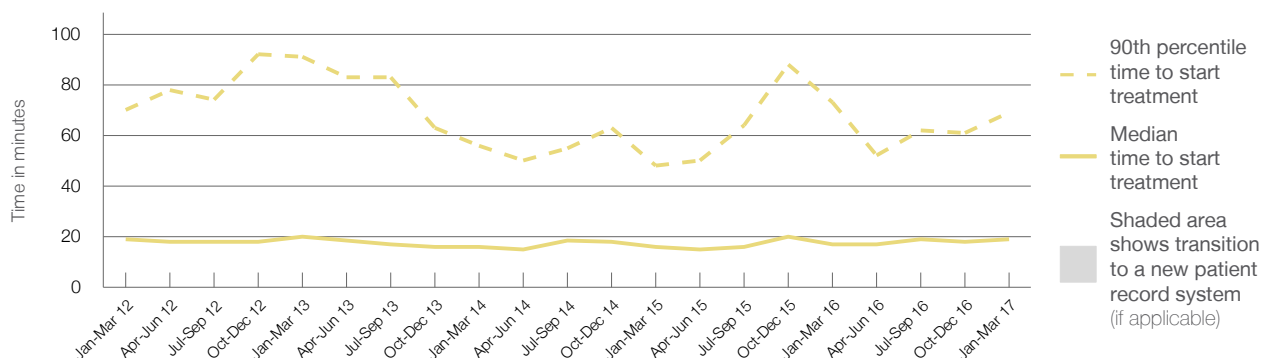
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,007	
958	
17 minutes	20 minutes
73 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	19	20	16	16	17	19
90th percentile time to start treatment ⁵ (minutes)	70	91	56	48	73	69

(†) 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.

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

Blue Mountains District Anzac Memorial 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: 2,198

Number of triage 4 patients used to calculate waiting time:³ 1,973

Median time to start treatment⁴

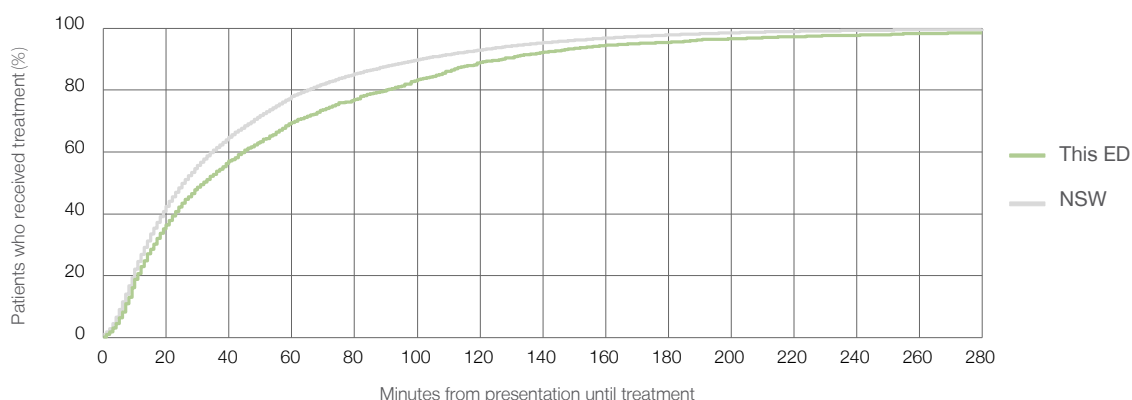
32 minutes

90th percentile time to start treatment⁵

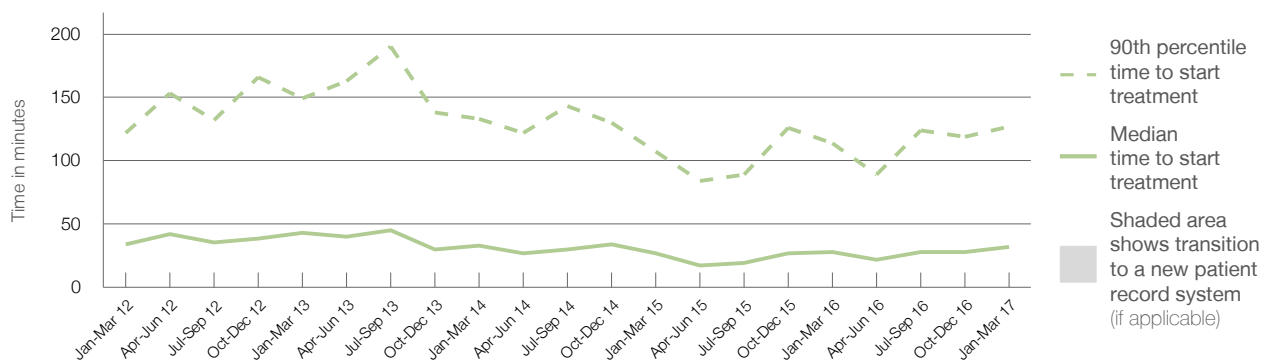
127 minutes

Same period last year	NSW (this period)
1,962	
1,812	
28 minutes	26 minutes
114 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	34	43	33	27	28	32
90th percentile time to start treatment ⁵ (minutes)	122	149	133	107	114	127

(†) 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.

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

Blue Mountains District Anzac Memorial 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: 450

Number of triage 5 patients used to calculate waiting time:³ 359

Median time to start treatment⁴

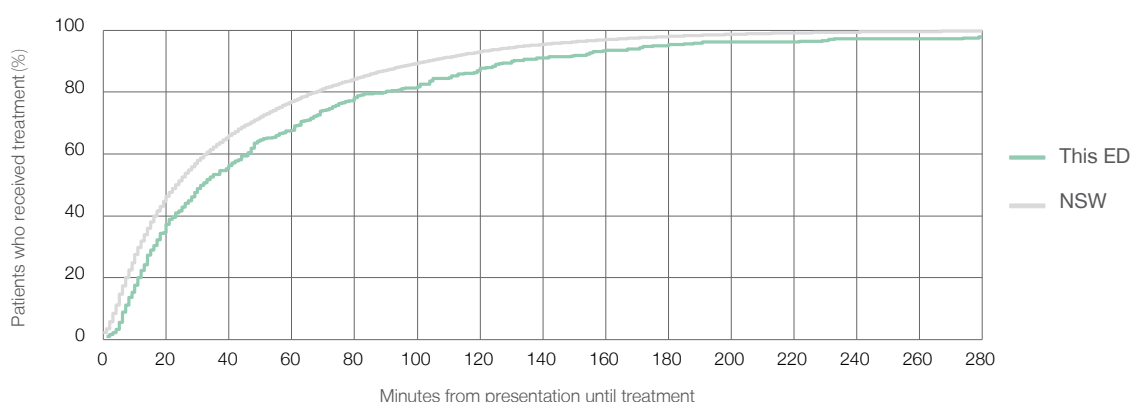
32 minutes

90th percentile time to start treatment⁵

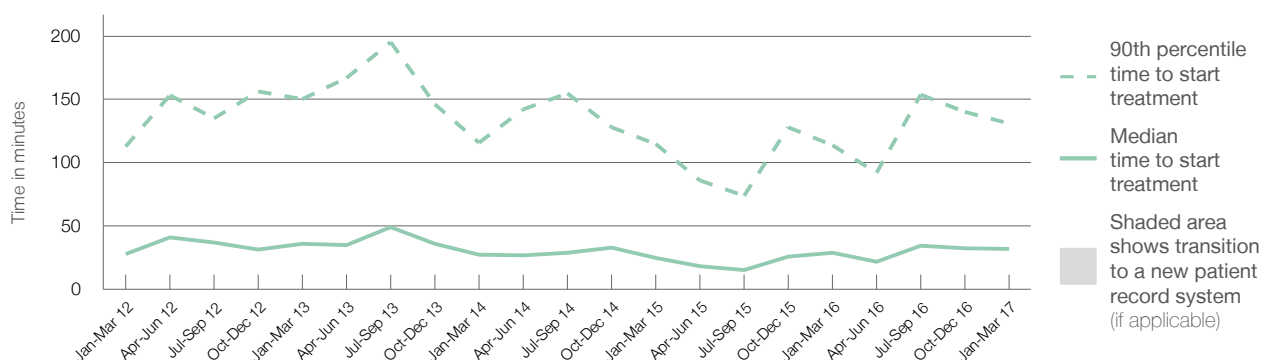
131 minutes

Same period last year	NSW (this period)
619	
532	
29 minutes	23 minutes
114 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	28	36	28	25	29	32
90th percentile time to start treatment ⁵ (minutes)	113	150	116	115	114	131

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,328 patients

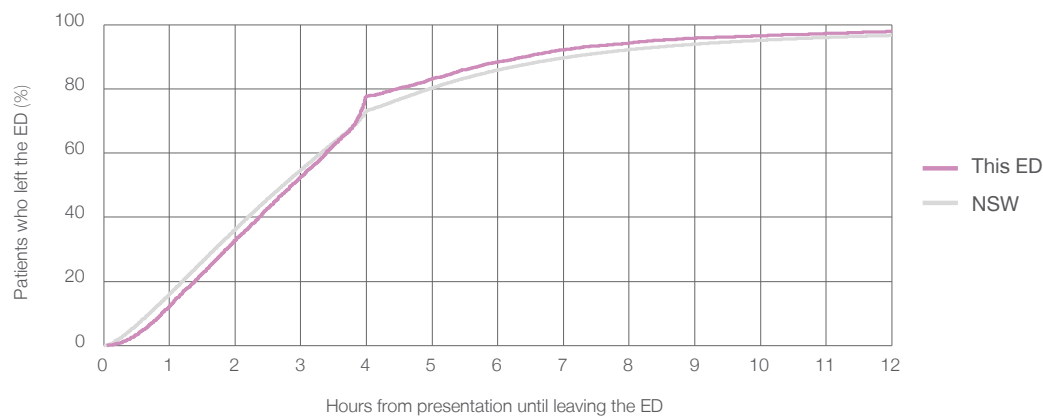
Presentations used to calculate time to leaving the ED:⁶ 4,317 patients

Median time spent in the ED⁸ 2 hours and 52 minutes

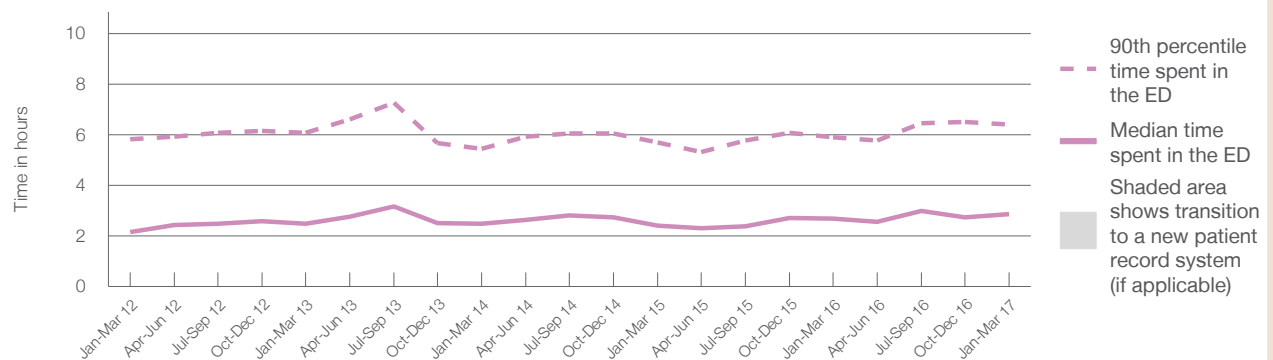
90th percentile time spent in the ED⁹ 6 hours and 25 minutes

Same period last year	NSW (this period)
4,296	
4,296	
2 hours and 41 minutes	2 hours and 44 minutes
5 hours and 54 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 10m	2h 30m	2h 29m	2h 25m	2h 41m	2h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 50m	6h 5m	5h 27m	5h 42m	5h 54m	6h 25m

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

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

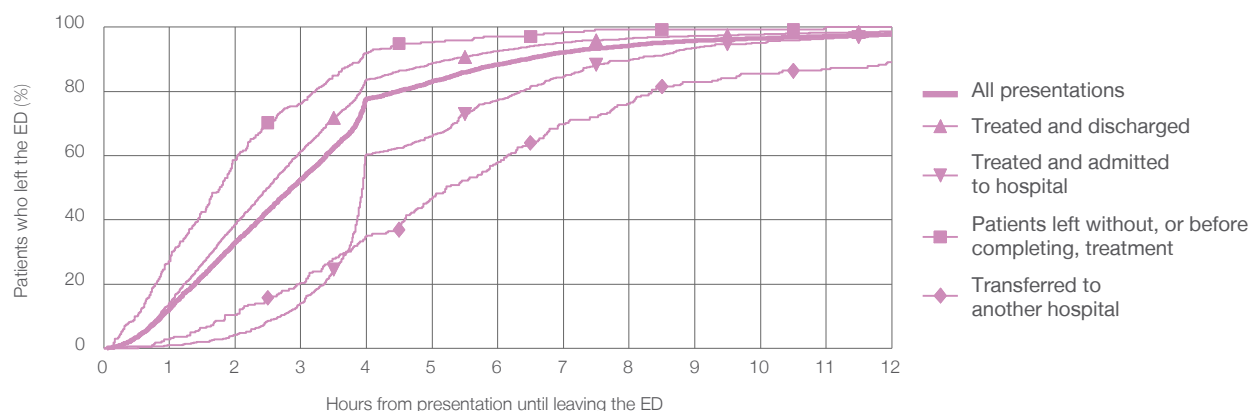
January to March 2017

All presentations:[†] 4,328 patients

Presentations used to calculate time to leaving the ED:[‡] 4,317 patients

		Same period last year	Change since one year ago
Treated and discharged	3,065 (70.8%)	3,155	-2.9%
Treated and admitted to hospital	597 (13.8%)	687	-13.1%
Patient left without, or before completing, treatment	281 (6.5%)	243	15.6%
Transferred to another hospital	224 (5.2%)	207	8.2%
Other	161 (3.7%)	4	3925.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

Treated and discharged	14.1%	38.8%	61.4%	83.7%	92.6%	96.5%	97.7%	98.7%
Treated and admitted to hospital	1.0%	4.2%	14.1%	60.5%	77.4%	89.8%	95.1%	97.3%
Patient left without, or before completing, treatment	27.1%	58.6%	76.2%	91.9%	97.1%	99.3%	99.3%	100%
Transferred to another hospital	2.7%	10.4%	20.3%	35.1%	58.1%	76.1%	85.6%	89.2%
All presentations	12.3%	33.0%	52.6%	77.7%	88.4%	94.2%	96.5%	97.9%

(†) 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.

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

Blue Mountains District Anzac Memorial 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:¹ 4,328 patients

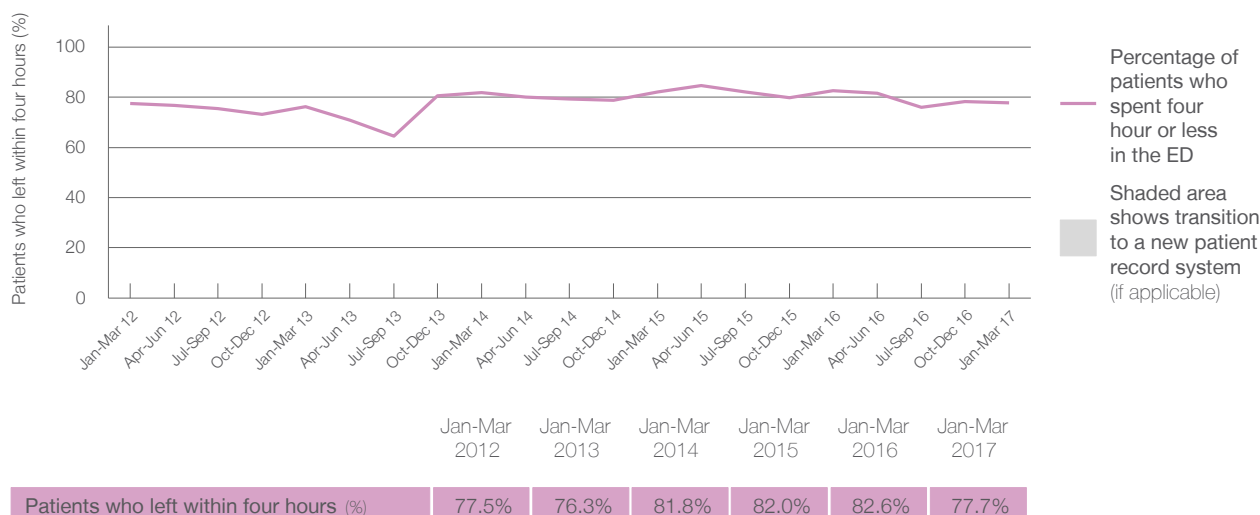
Presentations used to calculate time to leaving the ED:⁶ 4,317 patients

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



Same period last year	Change since one year ago
4,296	0.7%
4,296	0.5%
82.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
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 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

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

Casino and District Memorial Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 3,496 patients

Emergency presentations:² 3,307 patients

Same period last year	Change since one year ago
3,338	4.7%
3,177	4.1%

Casino and District Memorial Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 273 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,077 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 64 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,551 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 400 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
193	
9 minutes	8 minutes
32 minutes	26 minutes
908	
21 minutes	20 minutes
71 minutes	69 minutes
1,703	
34 minutes	26 minutes
111 minutes	101 minutes
368	
28 minutes	23 minutes
111 minutes	104 minutes

Casino and District Memorial Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 3,493 patients

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

88.6%

Same period last year	Change since one year ago
3,336	4.7%
90.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

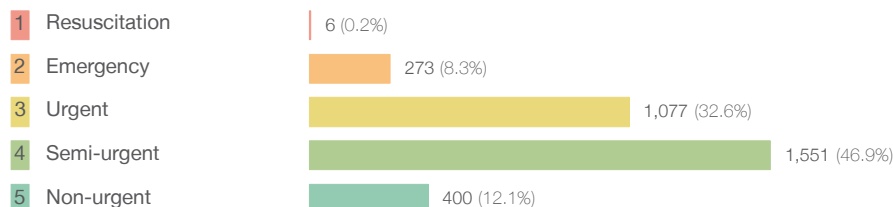
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Patients presenting to the emergency department

January to March 2017

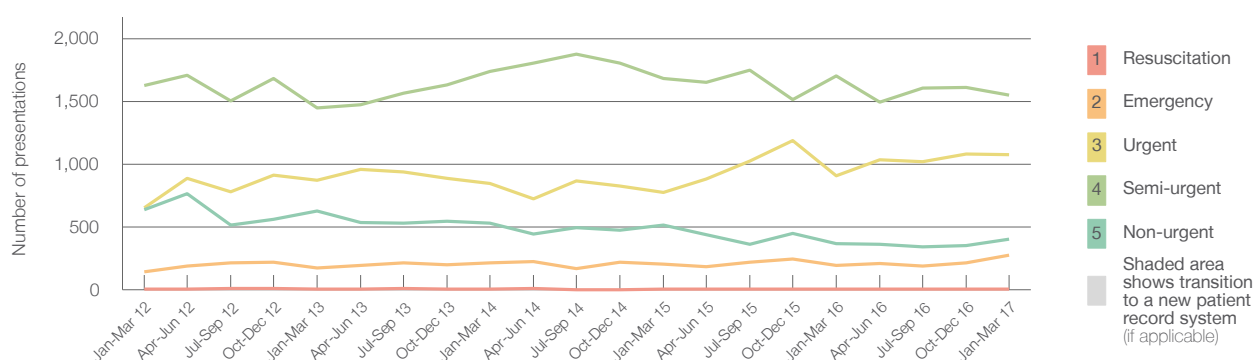
All presentations:¹ 3,496 patients

Emergency presentations² by triage category: 3,307 patients



Same period last year	Change since one year ago
3,338	4.7%
3,177	4.1%
5	20.0%
193	41.5%
908	18.6%
1,703	-8.9%
368	8.7%

Emergency presentations² 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	< 5	6	6	5	5	6
Emergency	145	175	215	202	193	273
Urgent	651	871	844	776	908	1,077
Semi-urgent	1,626	1,448	1,741	1,680	1,703	1,551
Non-urgent	637	627	528	517	368	400
All emergency presentations	3,059	3,127	3,334	3,180	3,177	3,307

Casino and District Memorial Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 325 patients

ED Transfer of care time



Same period last year	Change since one year ago
245	
17 minutes	0 minutes
43 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 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.

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

Casino and District Memorial 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: 273

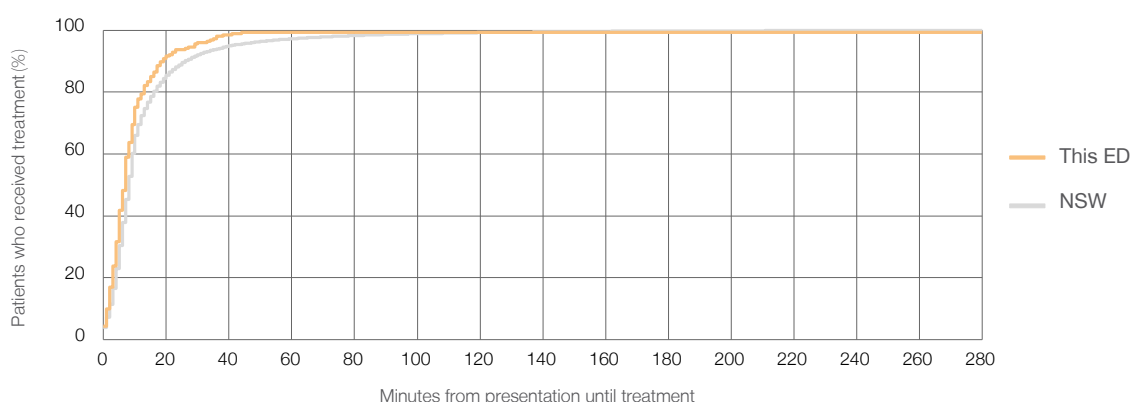
Number of triage 2 patients used to calculate waiting time:³ 253

Median time to start treatment⁴ 7 minutes

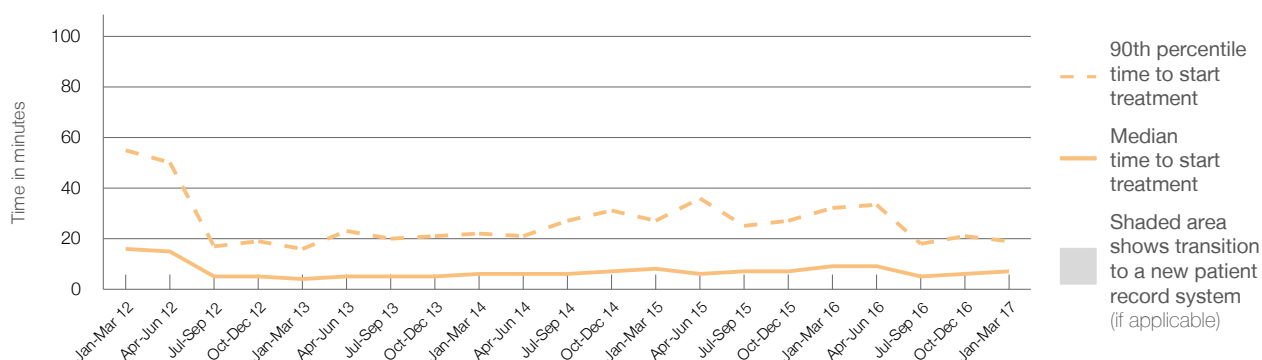
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
193	
186	
9 minutes	8 minutes
32 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	16	4	6	8	9	7
90th percentile time to start treatment ⁵ (minutes)	55	16	22	27	32	19

(†) 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.

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

Casino and District Memorial 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: 1,077

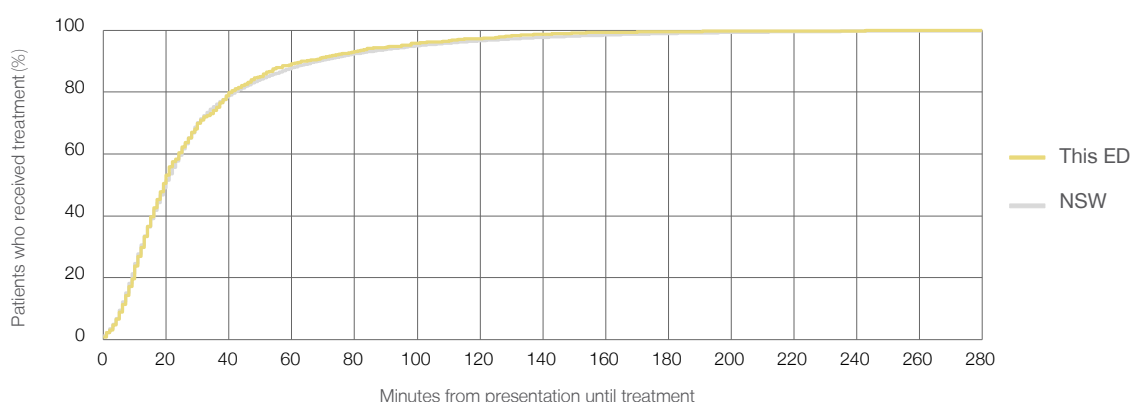
Number of triage 3 patients used to calculate waiting time:³ 1,022

Median time to start treatment⁴ 19 minutes

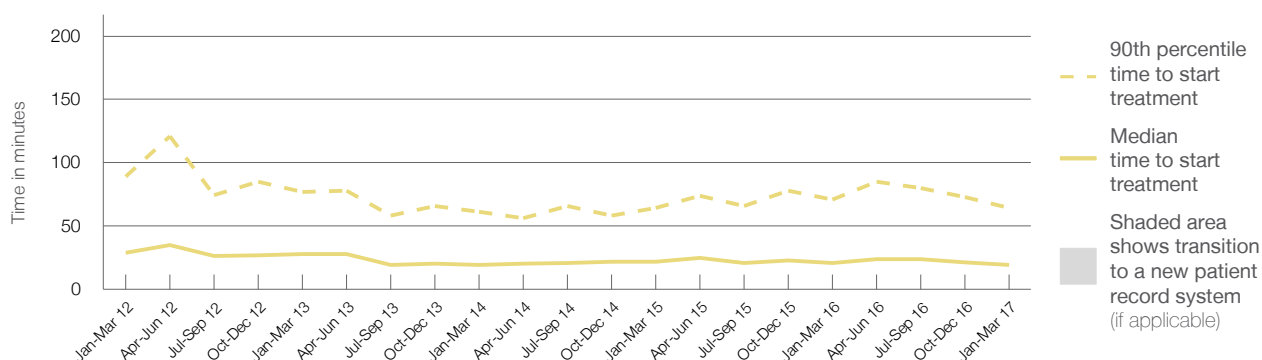
90th percentile time to start treatment⁵ 64 minutes

Same period last year	NSW (this period)
908	
861	
21 minutes	20 minutes
71 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	29	28	19	22	21	19
90th percentile time to start treatment ⁵ (minutes)	89	77	61	64	71	64

(†) 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.

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

Casino and District Memorial 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: 1,551

Number of triage 4 patients used to calculate waiting time:³ 1,417

Median time to start treatment⁴

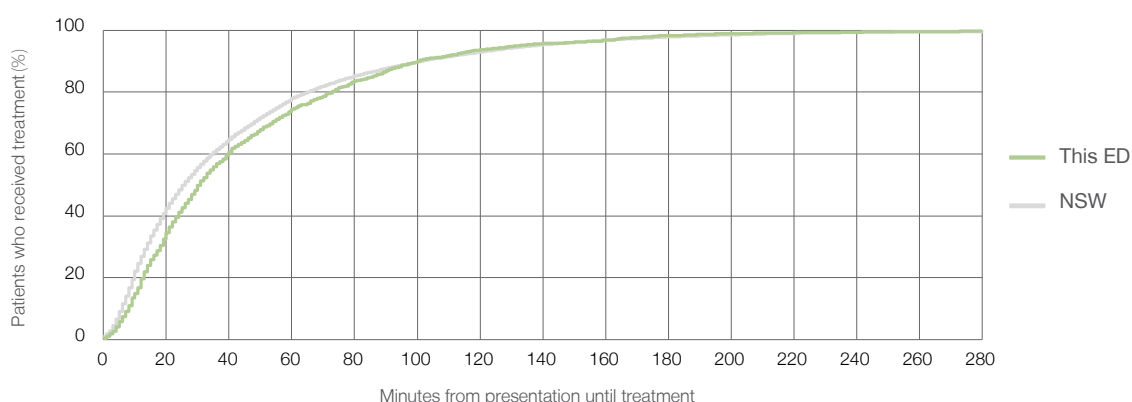
31 minutes

90th percentile time to start treatment⁵

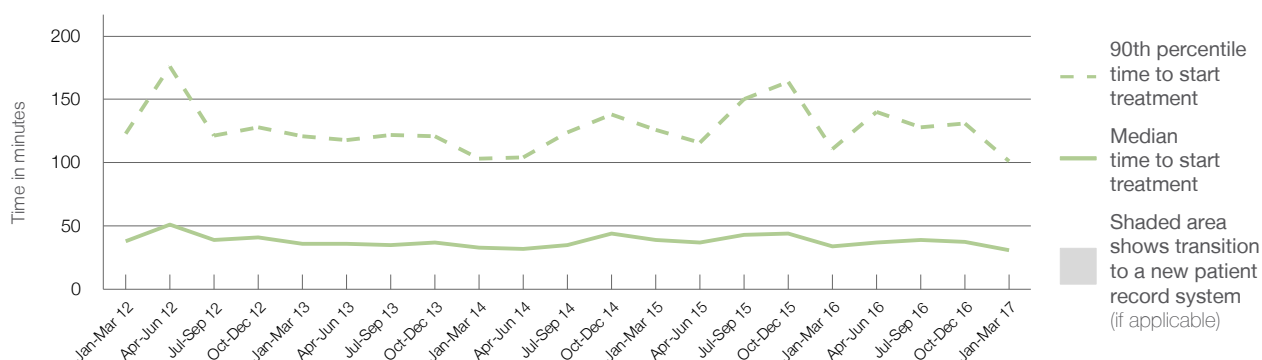
101 minutes

Same period last year	NSW (this period)
1,703	
1,568	
34 minutes	26 minutes
111 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	38	36	33	39	34	31
90th percentile time to start treatment ⁵ (minutes)	123	121	103	126	111	101

(†) 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.

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

Casino and District Memorial 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: 400

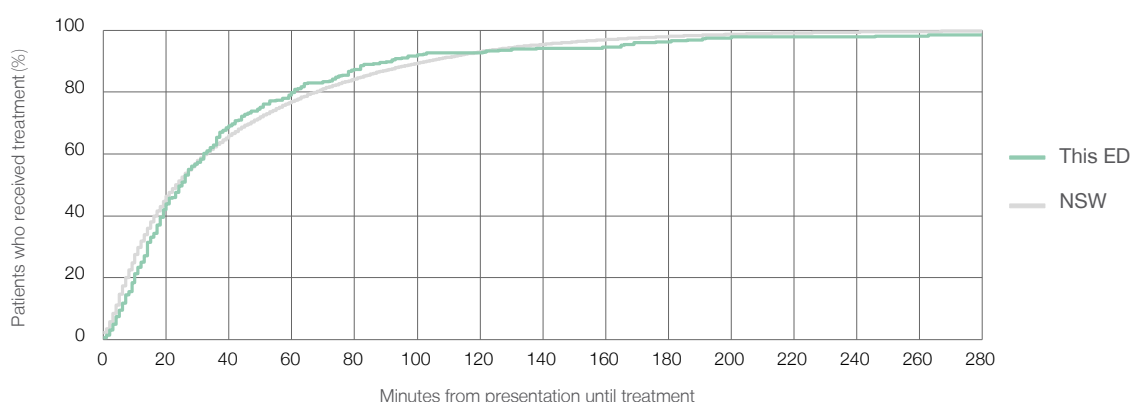
Number of triage 5 patients used to calculate waiting time:³ 324

Median time to start treatment⁴ 25 minutes

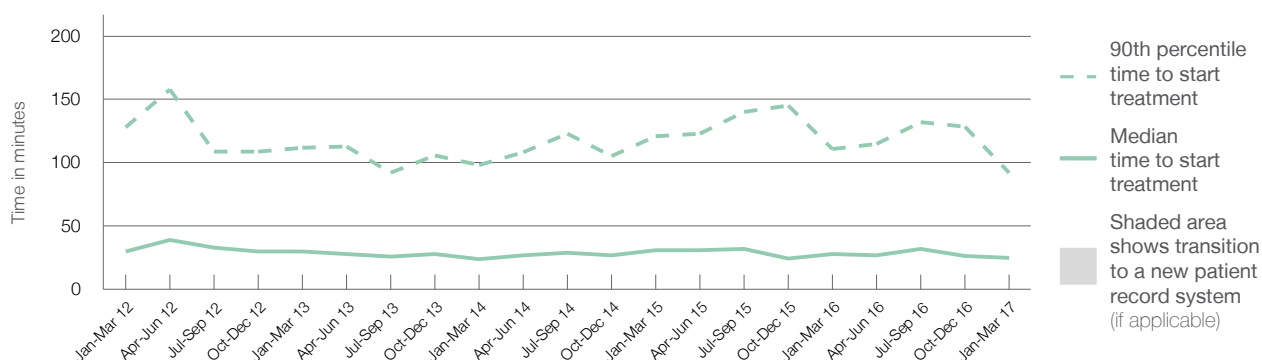
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
368	
312	
28 minutes	23 minutes
111 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	30	24	31	28	25
90th percentile time to start treatment ⁵ (minutes)	128	112	98	121	111	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 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.

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

Casino and District Memorial Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 3,496 patients

Presentations used to calculate time to leaving the ED:⁶ 3,493 patients

Median time spent in the ED⁸

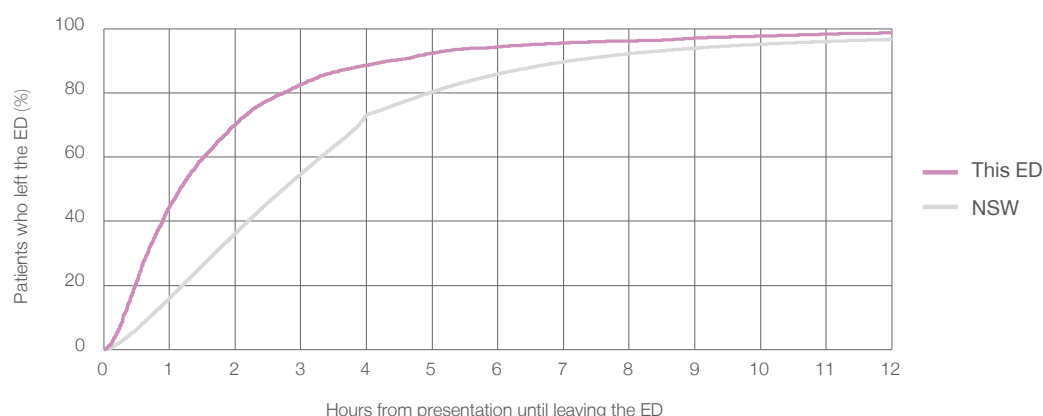
1 hours and 10 minutes

90th percentile time spent in the ED⁹

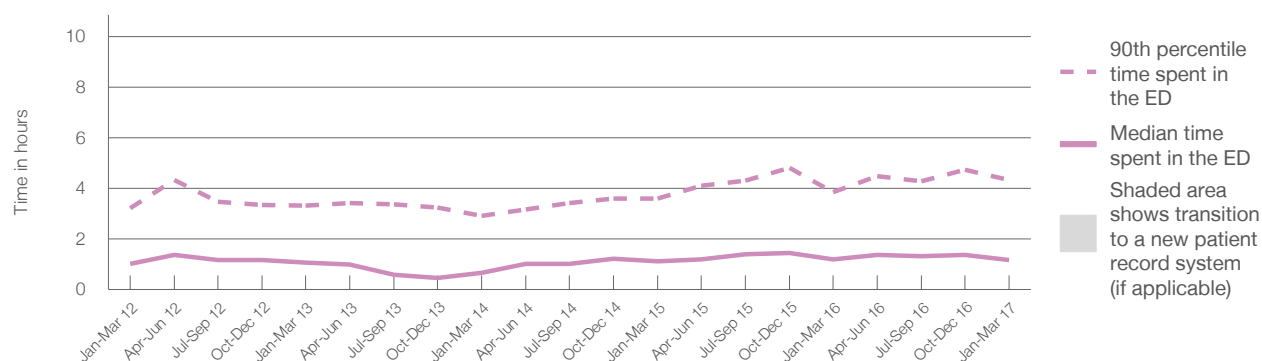
4 hours and 20 minutes

Same period last year	NSW (this period)
3,338	
3,336	
1 hours and 12 minutes	2 hours and 44 minutes
3 hours and 52 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 2m	1h 5m	0h 40m	1h 8m	1h 12m	1h 10m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 13m	3h 20m	2h 55m	3h 37m	3h 52m	4h 20m

(†) 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.

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

Casino and District Memorial Hospital: Time patients spent in the ED

By mode of separation

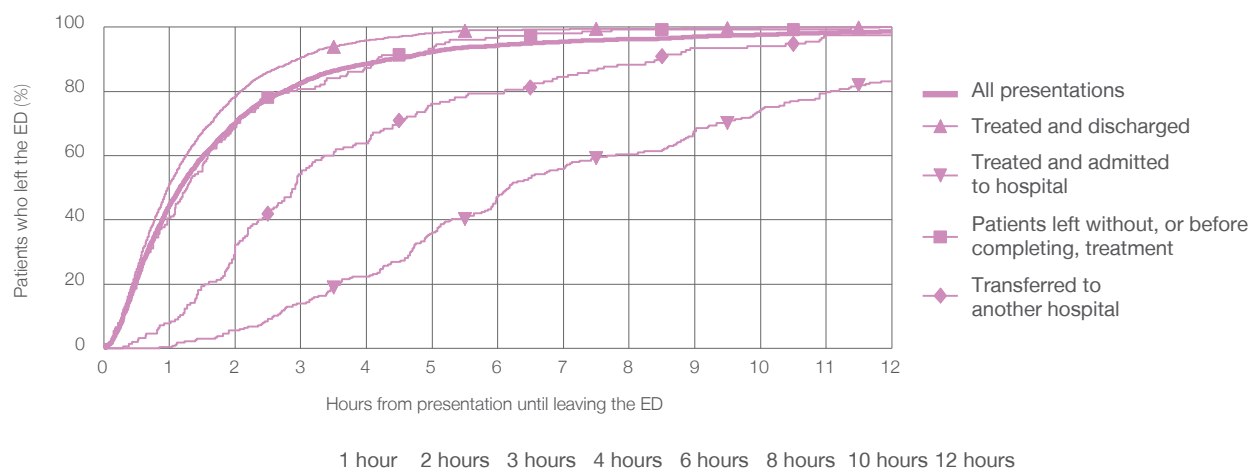
January to March 2017

All presentations:[†] 3,496 patients

Presentations used to calculate time to leaving the ED:[‡] 3,493 patients

		Same period last year	Change since one year ago
Treated and discharged	2,884 (82.5%)	2,783	3.6%
Treated and admitted to hospital	238 (6.8%)	199	19.6%
Patient left without, or before completing, treatment	151 (4.3%)	179	-15.6%
Transferred to another hospital	155 (4.4%)	142	9.2%
Other	68 (1.9%)	35	94.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	51.2%	78.4%	90.5%	95.9%	99.1%	99.5%	99.8%	100%
Treated and admitted to hospital	0.4%	5.5%	13.9%	22.3%	47.5%	60.5%	74.4%	83.2%
Patient left without, or before completing, treatment	40.4%	68.9%	80.8%	87.4%	96.7%	99.3%	99.3%	100%
Transferred to another hospital	7.7%	32.3%	54.2%	63.9%	79.4%	88.4%	94.2%	97.4%
All presentations	44.7%	70.1%	82.6%	88.6%	94.4%	96.2%	97.7%	98.7%

(†) 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 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.

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

Casino and District Memorial 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:¹ 3,496 patients

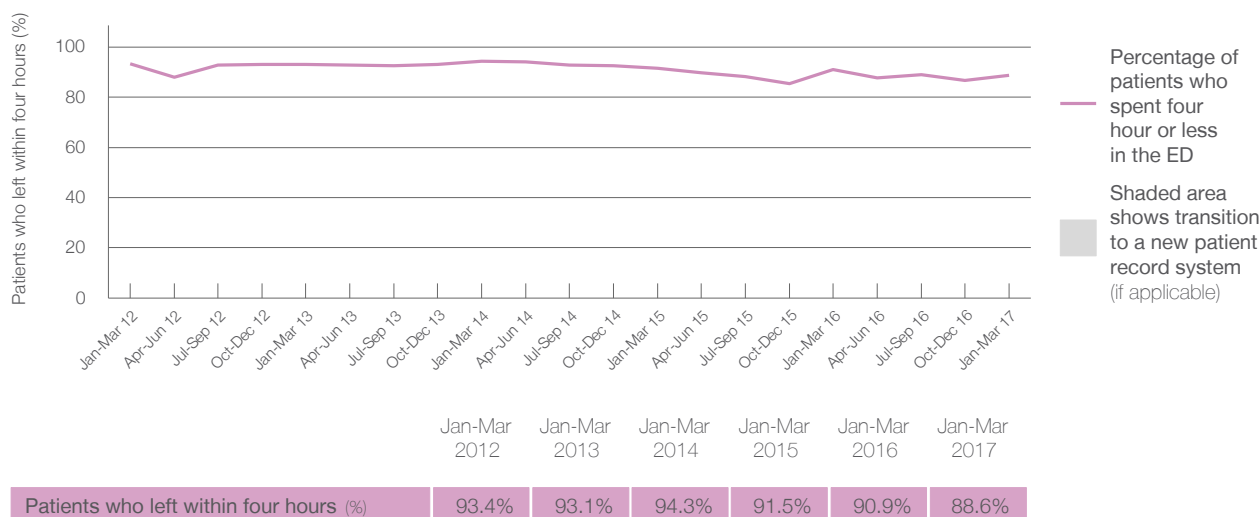
Presentations used to calculate time to leaving the ED:⁶ 3,493 patients

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

88.6%

Same period last year	Change since one year ago
3,338	4.7%
3,336	4.7%
90.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

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

Cessnock District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,268 patients

Emergency presentations:² 4,221 patients

Same period last year	Change since one year ago
4,283	-0.4%
4,209	0.3%

Cessnock District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 279 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 997 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,183 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 91 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 757 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
267	
6 minutes	8 minutes
17 minutes	26 minutes
1,094	
19 minutes	20 minutes
46 minutes	69 minutes
2,138	
33 minutes	26 minutes
93 minutes	101 minutes
703	
34 minutes	23 minutes
95 minutes	104 minutes

Cessnock District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,268 patients

Percentage of patients who spent four hours or less in the ED 88.8%

Same period last year	Change since one year ago
4,283	-0.4%
89.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

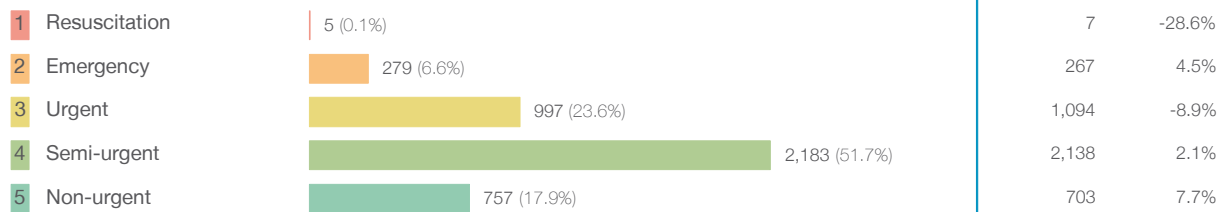
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Patients presenting to the emergency department

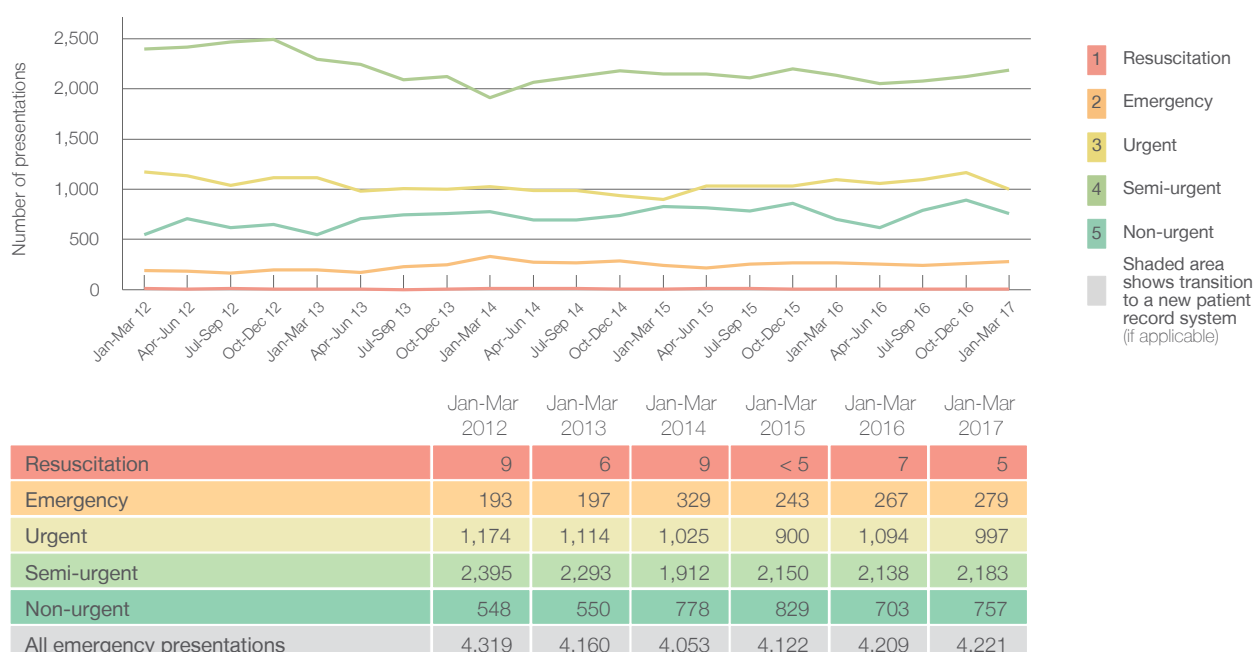
January to March 2017

All presentations:¹ 4,268 patients

Emergency presentations² by triage category: 4,221 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Cessnock District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 408 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.

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

Cessnock 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: 279

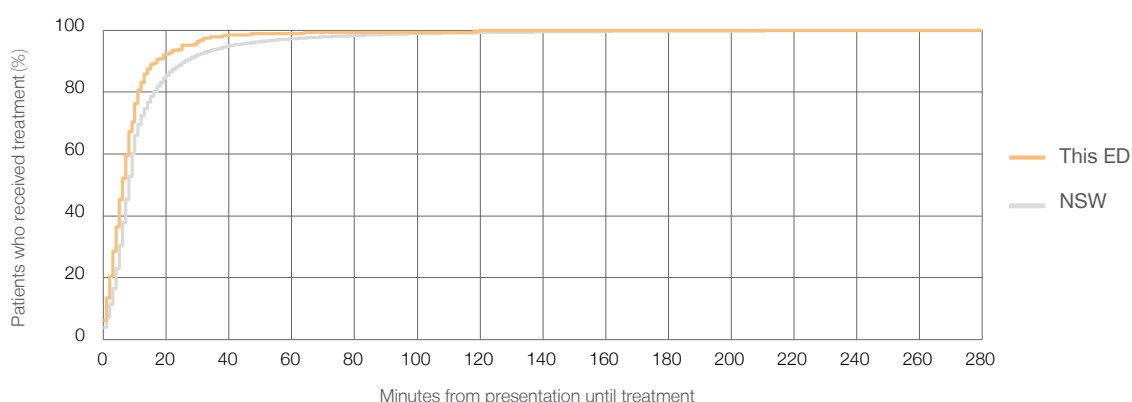
Number of triage 2 patients used to calculate waiting time:³ 274

Median time to start treatment⁴ 6 minutes

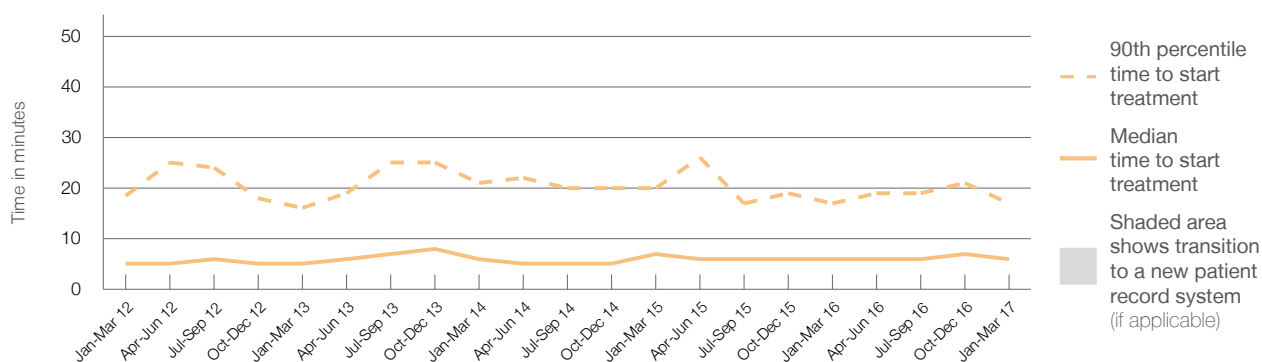
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
267	
266	
6 minutes	8 minutes
17 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	5	6	7	6	6
90th percentile time to start treatment ⁵ (minutes)	19	16	21	20	17	17

(†) 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.

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

Cessnock 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: 997

Number of triage 3 patients used to calculate waiting time:³ 965

Median time to start treatment⁴

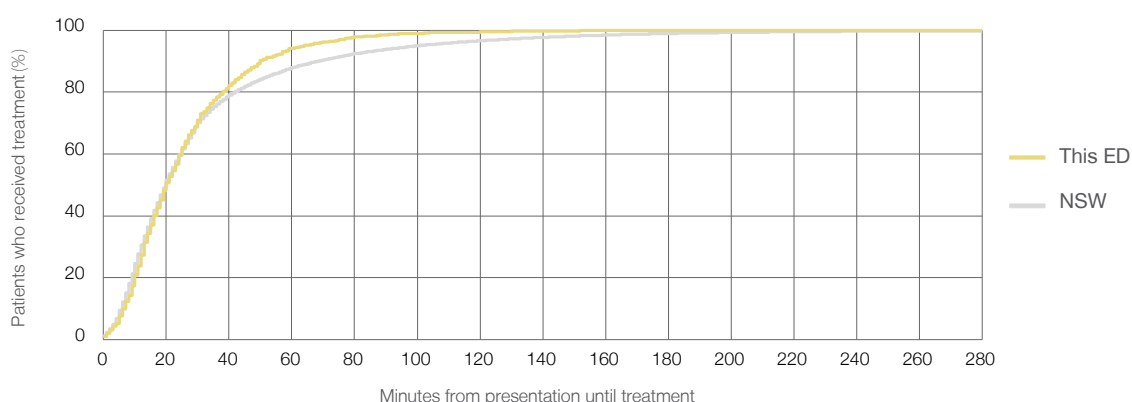
20 minutes

90th percentile time to start treatment⁵

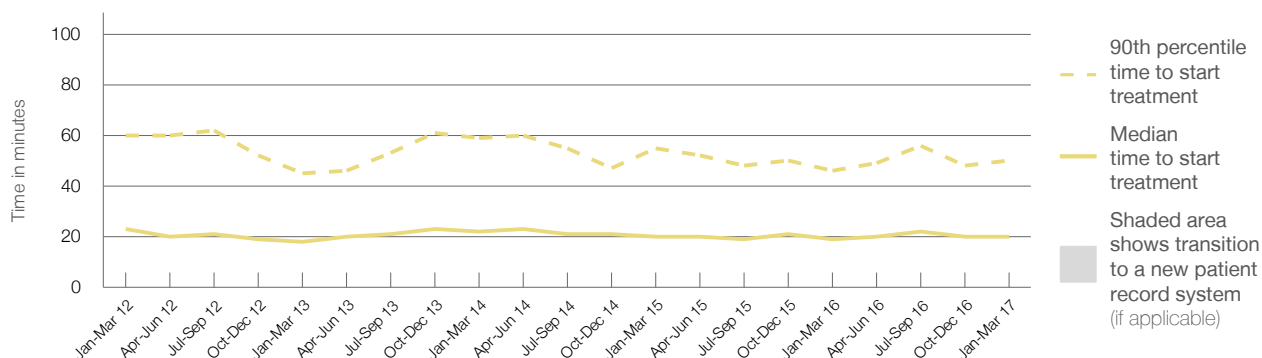
50 minutes

Same period last year	NSW (this period)
1,094	
1,062	
19 minutes	20 minutes
46 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	23	18	22	20	19	20
90th percentile time to start treatment ⁵ (minutes)	60	45	59	55	46	50

(†) 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.

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

Cessnock 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: 2,138

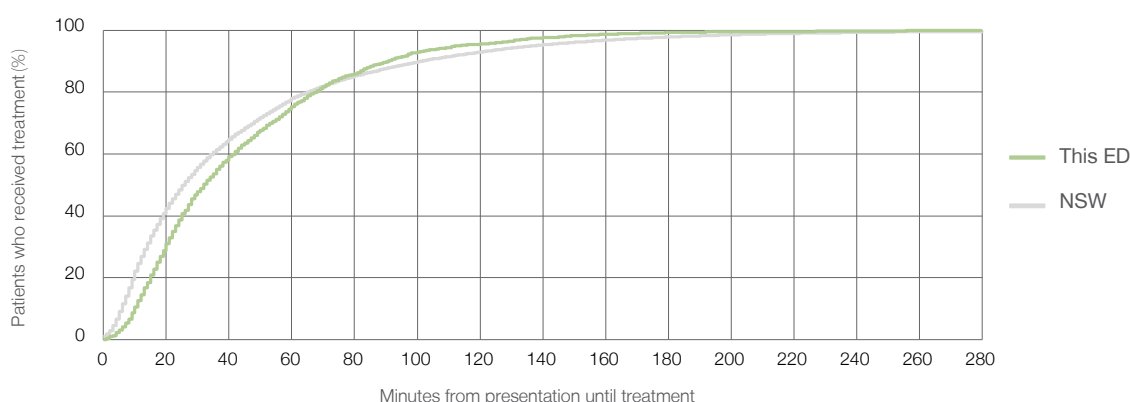
Number of triage 4 patients used to calculate waiting time:³ 2,008

Median time to start treatment⁴ 32 minutes

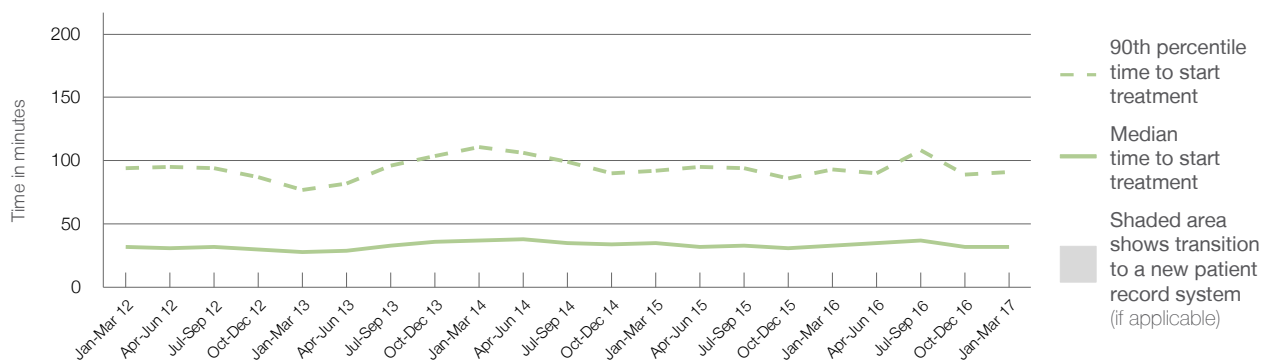
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
2,138	
1,961	
33 minutes	26 minutes
93 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	32	28	37	35	33	32
90th percentile time to start treatment ⁵ (minutes)	94	77	111	92	93	91

(†) 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.

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

Cessnock 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: 757

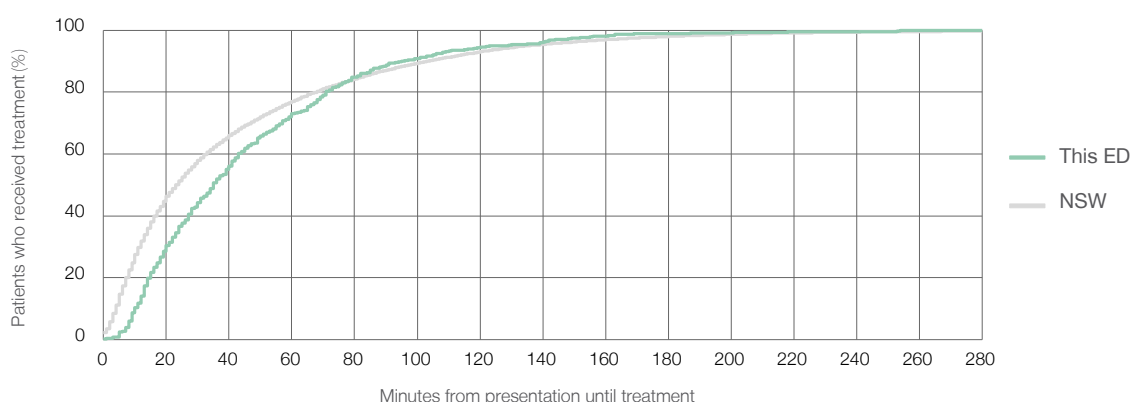
Number of triage 5 patients used to calculate waiting time:³ 642

Median time to start treatment⁴ 35 minutes

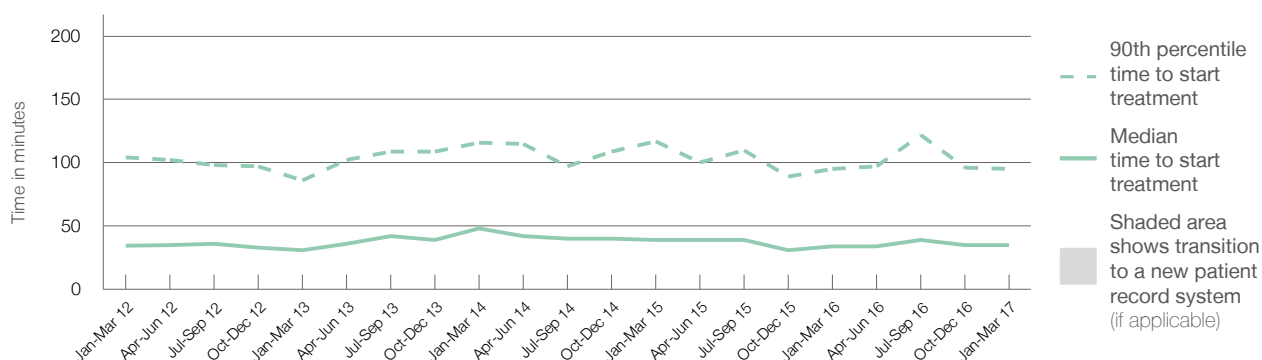
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
703	
604	
34 minutes	23 minutes
95 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	35	31	48	39	34	35
90th percentile time to start treatment ⁵ (minutes)	104	86	116	117	95	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 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.

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

Cessnock District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,268 patients

Presentations used to calculate time to leaving the ED:⁶ 4,268 patients

Median time spent in the ED⁸

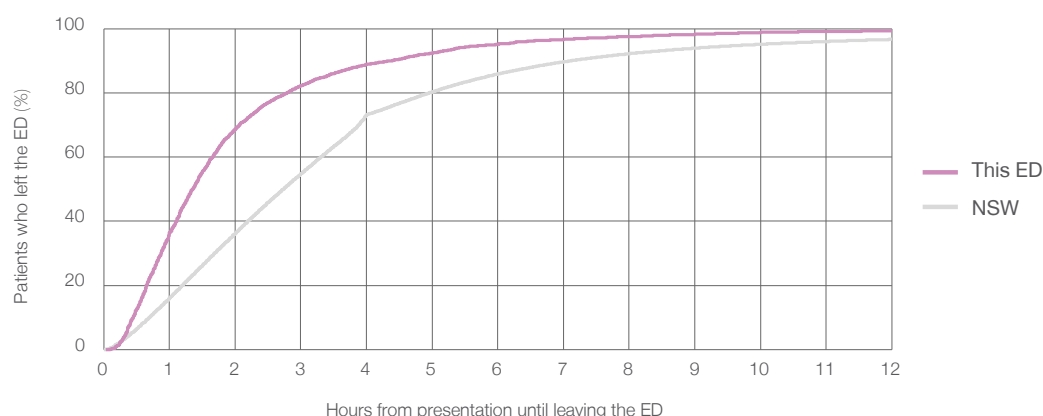
1 hours and 21 minutes

90th percentile time spent in the ED⁹

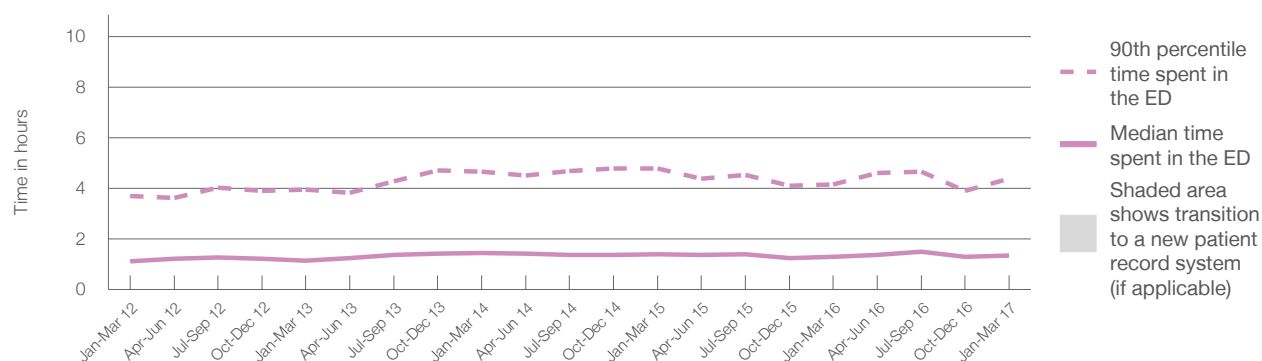
4 hours and 23 minutes

Same period last year	NSW (this period)
4,283	
4,283	
1 hours and 18 minutes	2 hours and 44 minutes
4 hours and 10 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 8m	1h 9m	1h 27m	1h 24m	1h 18m	1h 21m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 42m	3h 58m	4h 40m	4h 47m	4h 10m	4h 23m

(†) 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.

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

Cessnock District Hospital: Time patients spent in the ED

By mode of separation

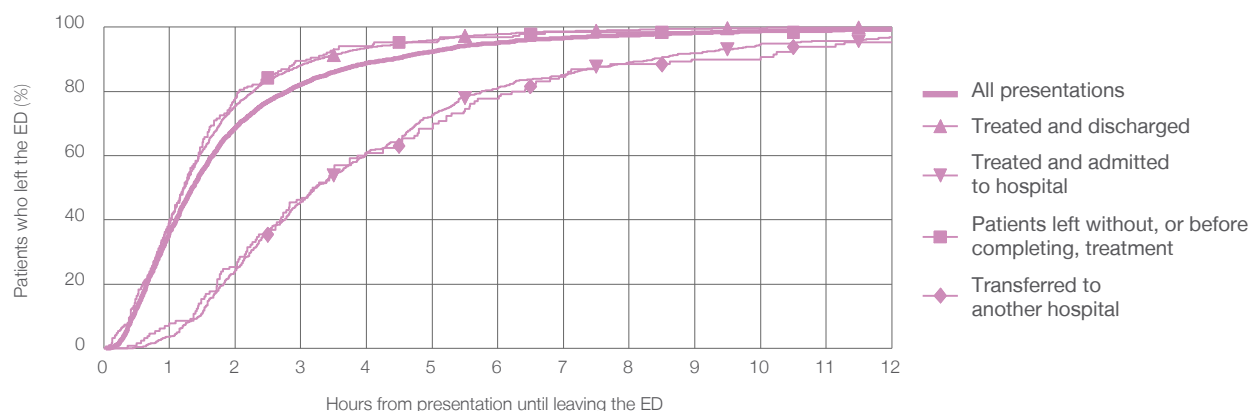
January to March 2017

All presentations:[†] 4,268 patients

Presentations used to calculate time to leaving the ED:[‡] 4,268 patients

		Same period last year	Change since one year ago
Treated and discharged	3,223 (75.5%)	4,283	-0.4%
Treated and admitted to hospital	504 (11.8%)	3,282	-1.8%
Patient left without, or before completing, treatment	190 (4.5%)	466	8.2%
Transferred to another hospital	130 (3.0%)	185	2.7%
Other	221 (5.2%)	127	2.4%
		223	-0.9%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

Treated and discharged	40.1%	75.5%	88.2%	93.5%	97.9%	99.2%	99.8%	99.9%
Treated and admitted to hospital	3.6%	24.2%	45.6%	60.9%	81.2%	89.1%	94.8%	96.8%
Patient left without, or before completing, treatment	38.9%	77.9%	89.5%	94.2%	96.8%	98.4%	98.4%	98.9%
Transferred to another hospital	7.7%	25.4%	46.2%	60.8%	77.7%	88.5%	90.8%	95.4%
All presentations	36.4%	68.8%	82.2%	88.8%	95.2%	97.5%	98.8%	99.3%

(†) 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.

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

Cessnock 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:¹ 4,268 patients

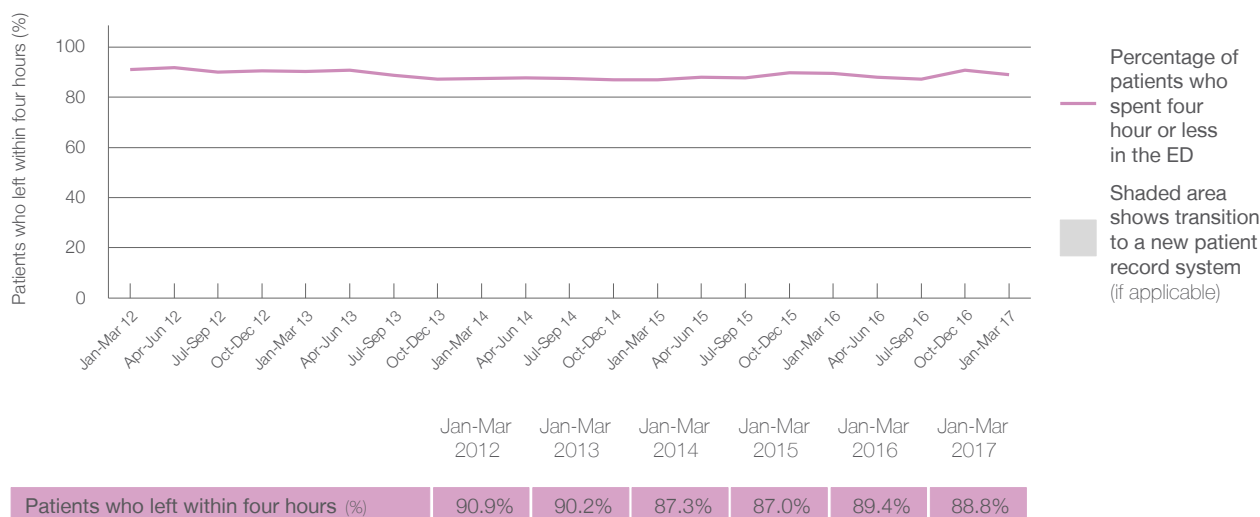
Presentations used to calculate time to leaving the ED:⁶ 4,268 patients

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



Same period last year	Change since one year ago
4,283	-0.4%
4,283	-0.4%
89.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

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

Deniliquin Health Service: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,433 patients
Emergency presentations:² 1,958 patients

Same period last year	Change since one year ago
2,037	19.4%
1,704	14.9%

Deniliquin Health Service: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 89 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 615 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 871 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 383 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
88	
4 minutes	8 minutes
*	26 minutes
501	
8 minutes	20 minutes
26 minutes	69 minutes
785	
7 minutes	26 minutes
26 minutes	101 minutes
330	
7 minutes	23 minutes
32 minutes	104 minutes

Deniliquin Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,433 patients

Percentage of patients who spent four hours or less in the ED 89.8%

Same period last year	Change since one year ago
2,037	19.4%
89.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

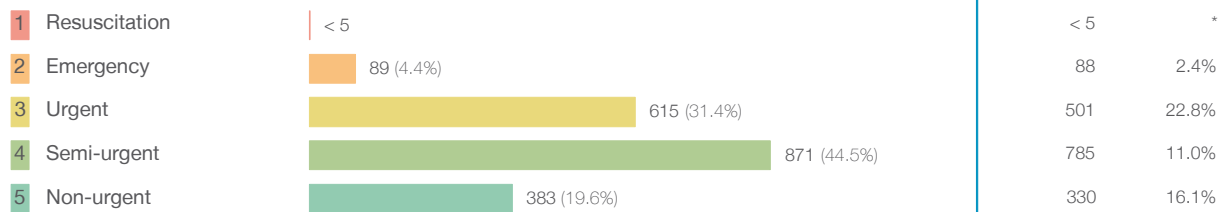
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Patients presenting to the emergency department

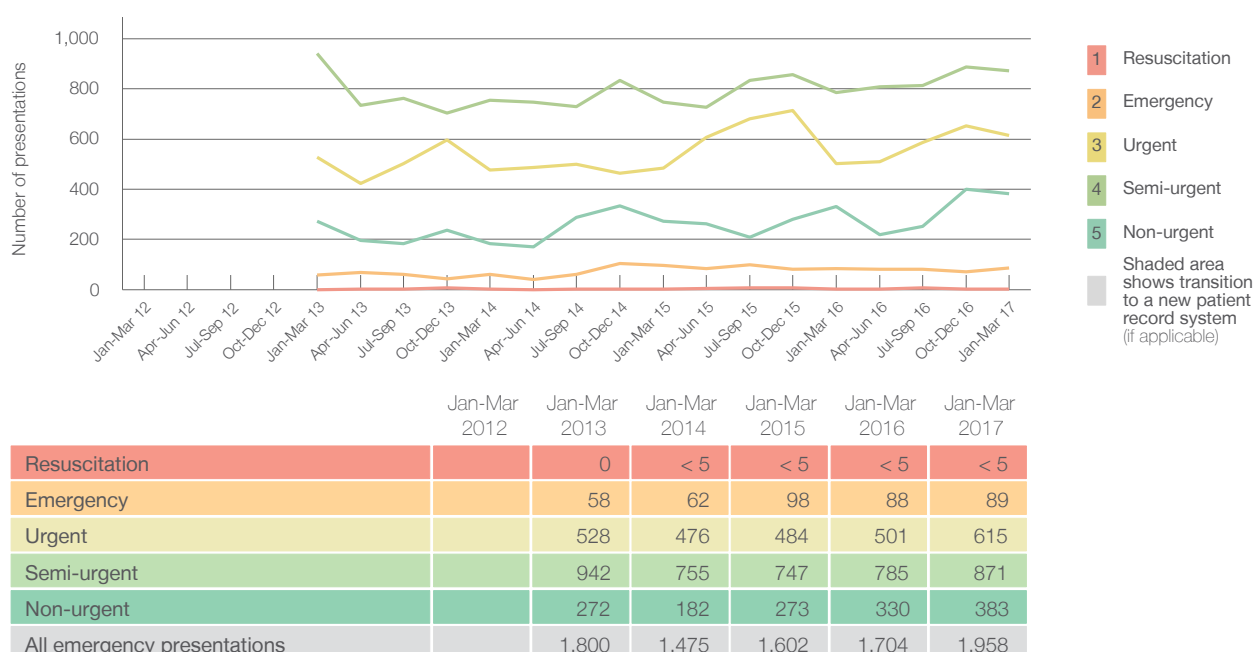
January to March 2017

All presentations:¹ 2,433 patients

Emergency presentations² by triage category: 1,958 patients



Emergency presentations² by quarter, January 2012 to March 2017^{†§}



Deniliquin Health Service: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 137 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.

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

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

Deniliquin Health Service: 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: 89

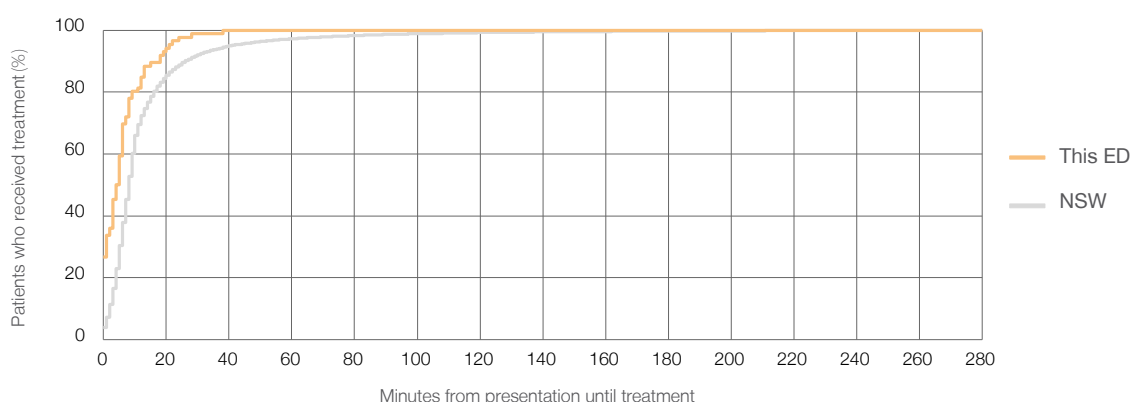
Number of triage 2 patients used to calculate waiting time:³ 86

Median time to start treatment⁴ 5 minutes

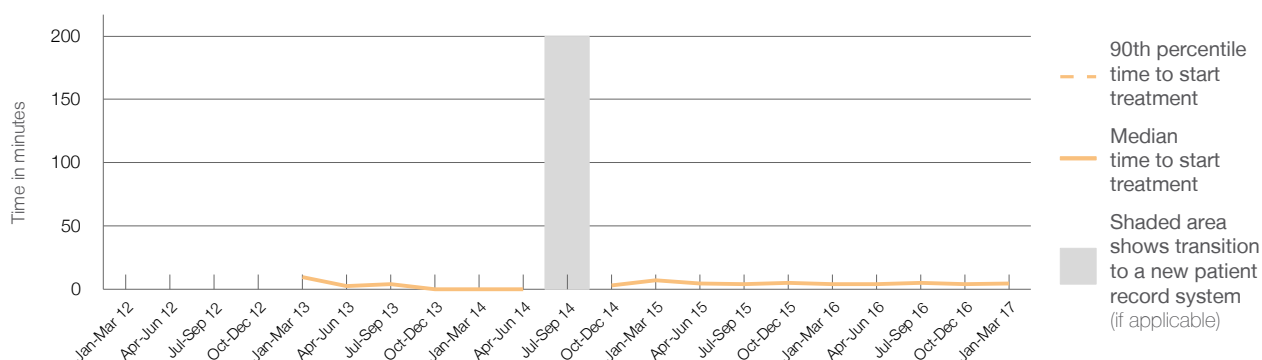
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
88	
85	
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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		10	0	7	4	5
90th percentile time to start treatment ⁵ (minutes)		*	*	*	*	*

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

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

(§) 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.

Deniliquin Health Service: 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: 615

Number of triage 3 patients used to calculate waiting time:³ 603

Median time to start treatment⁴

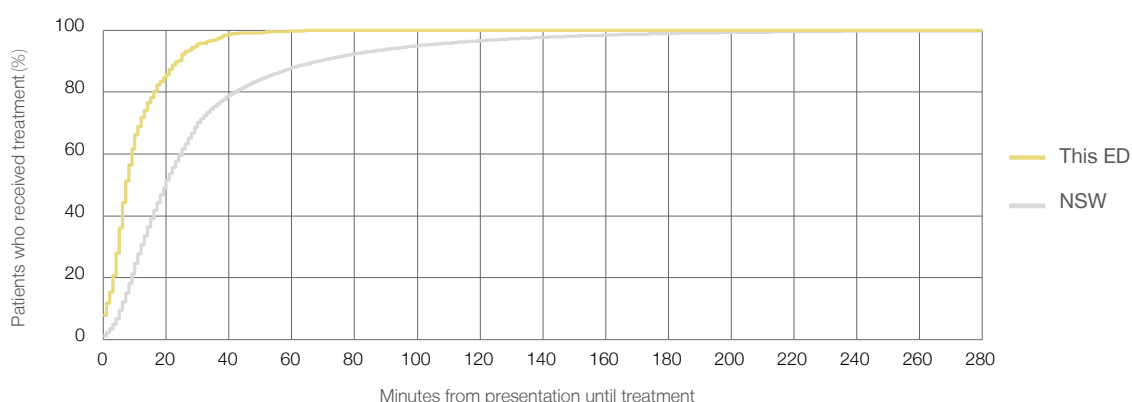
7 minutes

90th percentile time to start treatment⁵

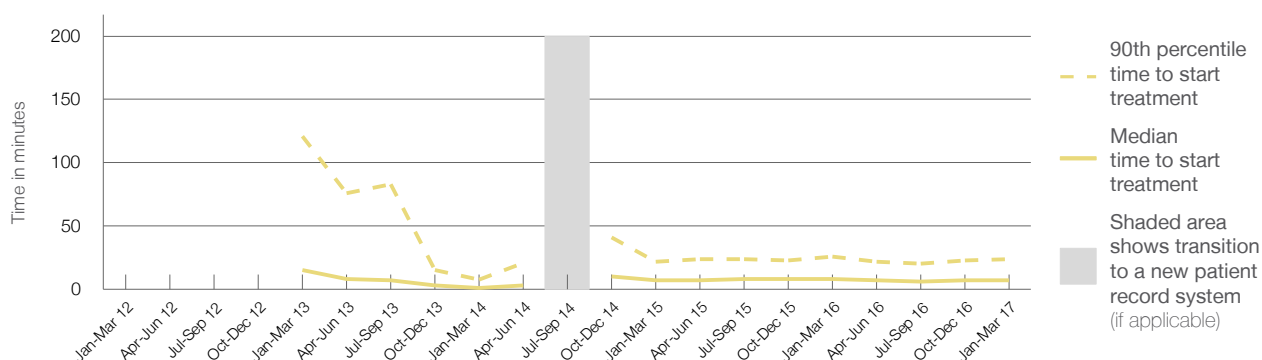
24 minutes

Same period last year	NSW (this period)
501	
497	
8 minutes	20 minutes
26 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		15	1	7	8	7
90th percentile time to start treatment ⁵ (minutes)		121	8	22	26	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 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.

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

Deniliquin Health Service: 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: 871

Number of triage 4 patients used to calculate waiting time:³ 834

Median time to start treatment⁴

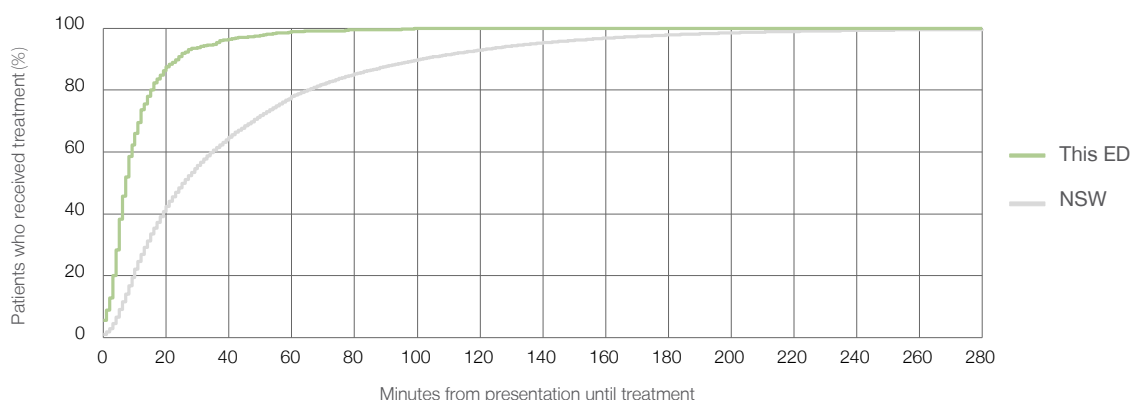
7 minutes

90th percentile time to start treatment⁵

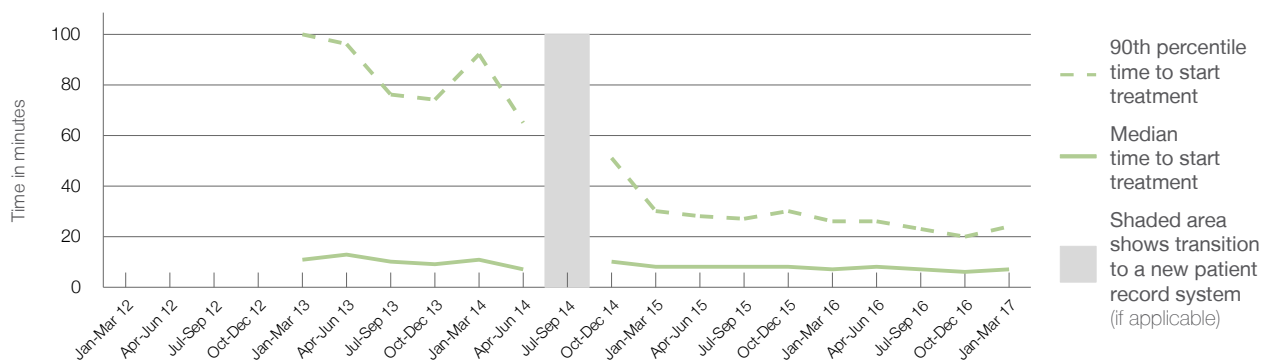
24 minutes

Same period last year	NSW (this period)
785	
767	
7 minutes	26 minutes
26 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		11	11	8	7	7
90th percentile time to start treatment ⁵ (minutes)		100	92	30	26	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 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.

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

Deniliquin Health Service: 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: 383

Number of triage 5 patients used to calculate waiting time:³ 365

Median time to start treatment⁴

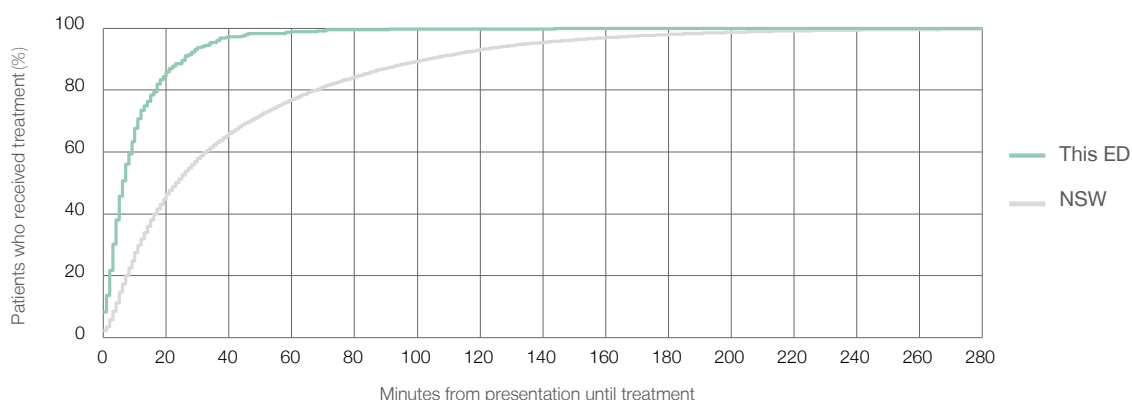
6 minutes

90th percentile time to start treatment⁵

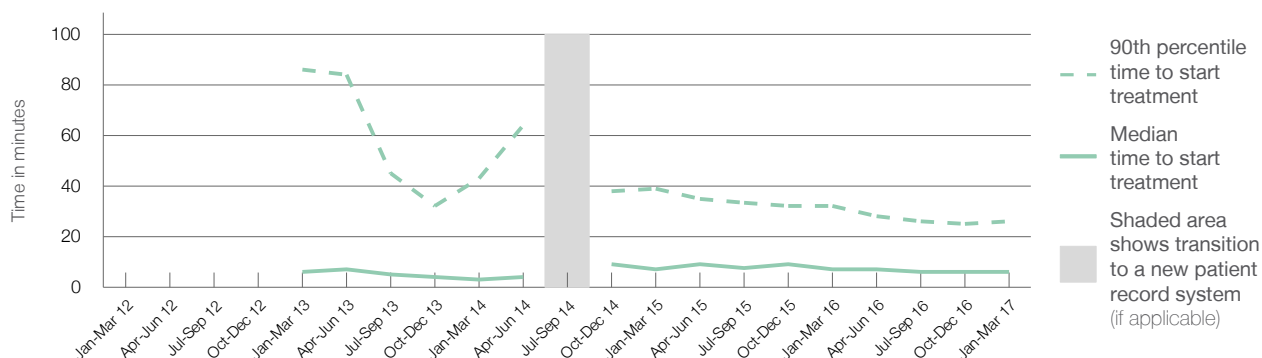
26 minutes

Same period last year	NSW (this period)
330	
321	
7 minutes	23 minutes
32 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		6	3	7	7	6
90th percentile time to start treatment ⁵ (minutes)		86	43	39	32	26

(†) 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.

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

Deniliquin Health Service: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,433 patients

Presentations used to calculate time to leaving the ED:⁶ 2,433 patients

Median time spent in the ED⁸

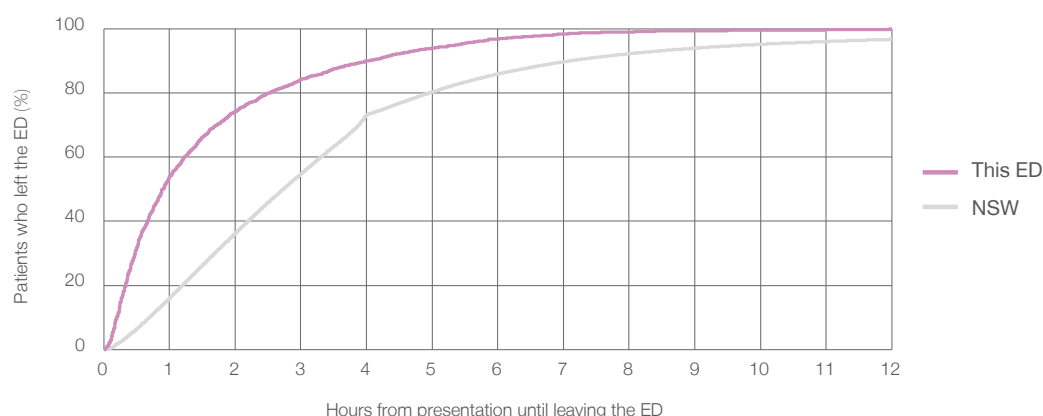
0 hours and 54 minutes

90th percentile time spent in the ED⁹

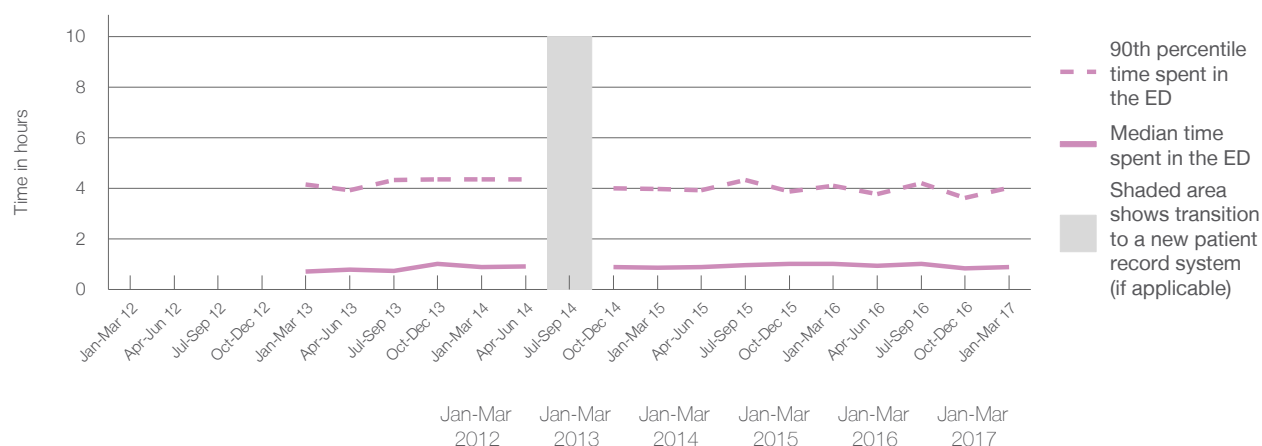
4 hours and 2 minutes

Same period last year	NSW (this period)
2,037	2,037
1 hours and 2 minutes	2 hours and 44 minutes
4 hours and 6 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)		0h 43m	0h 54m	0h 53m	1h 2m	0h 54m
90th percentile time to leaving the ED ⁹ (hours, minutes)		4h 9m	4h 21m	3h 59m	4h 6m	4h 2m

(†) 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.

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

Deniliquin Health Service: Time patients spent in the ED

By mode of separation

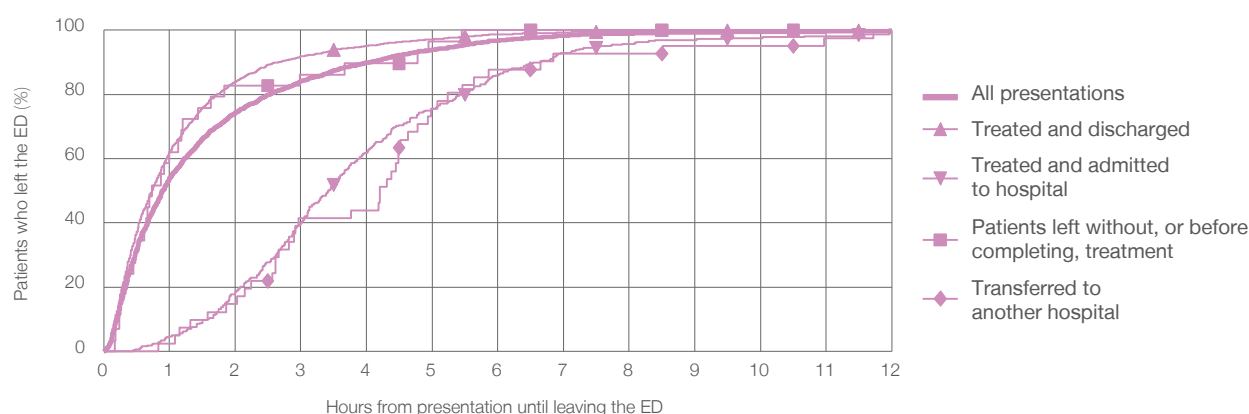
January to March 2017

All presentations:[†] 2,433 patients

Presentations used to calculate time to leaving the ED:[‡] 2,433 patients

		Same period last year	Change since one year ago
Treated and discharged	1,965 (80.8%)	1,587	23.8%
Treated and admitted to hospital	328 (13.5%)	361	-9.1%
Patient left without, or before completing, treatment	29 (1.2%)	20	45.0%
Transferred to another hospital	41 (1.7%)	39	5.1%
Other	70 (2.9%)	30	133.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



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

Treated and discharged	62.2%	83.9%	91.9%	95.2%	98.6%	99.6%	99.8%	99.9%
Treated and admitted to hospital	4.6%	18.6%	39.9%	61.9%	86.0%	95.7%	97.6%	99.1%
Patient left without, or before completing, treatment	62.1%	82.8%	86.2%	89.7%	100%	100%	100%	100%
Transferred to another hospital	2.4%	14.6%	41.5%	43.9%	87.8%	92.7%	95.1%	100%
All presentations	54.0%	74.3%	84.1%	89.8%	96.8%	99.0%	99.5%	99.8%

(†) 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.

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

Deniliquin Health Service: 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:¹ 2,433 patients

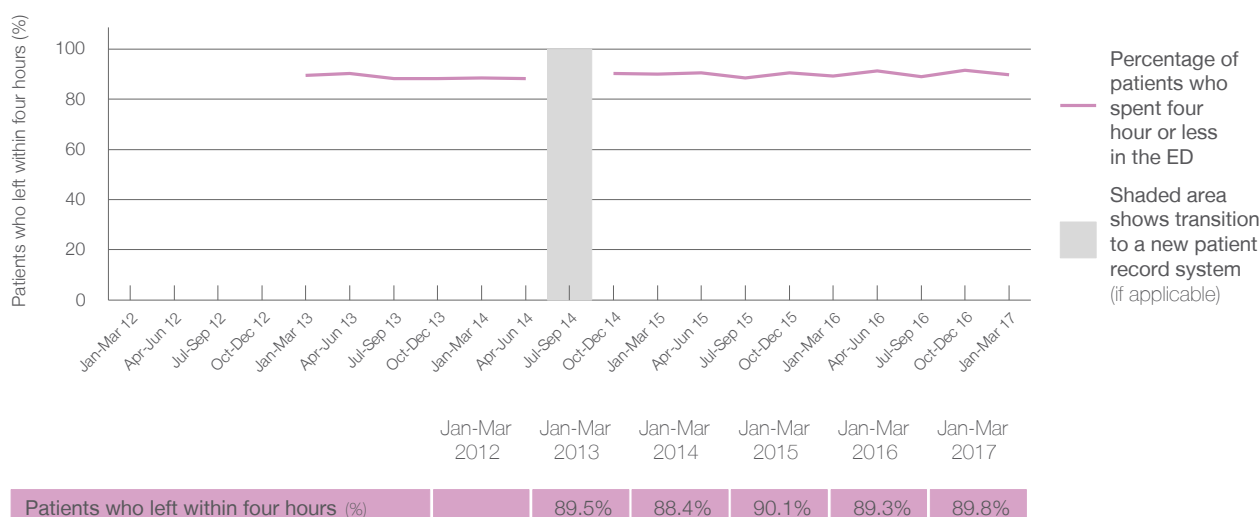
Presentations used to calculate time to leaving the ED:⁶ 2,433 patients

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



Same period last year	Change since one year ago
2,037	19.4%
2,037	19.4%
89.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



- * 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*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. 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*.
 - 4. 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.
 - 5. 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.
 - 6. All presentations that have a departure time.
 - 7. 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*.
 - 8. 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.
 - 9. 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).

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:¹ 1,789 patients

Emergency presentations:² 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 treatment³

January to March 2017

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

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

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

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 35 minutes

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

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 76 minutes

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

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 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:⁶ 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.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

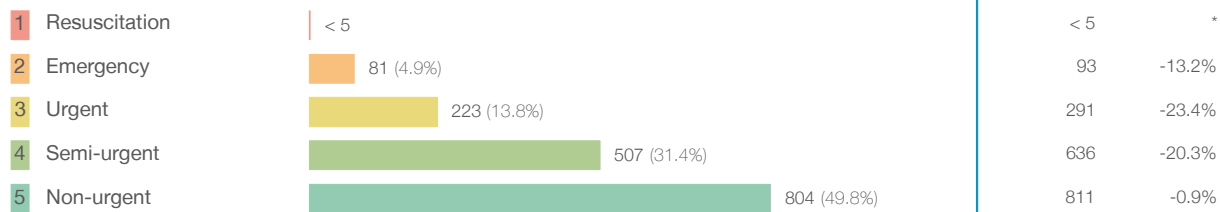
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Patients presenting to the emergency department

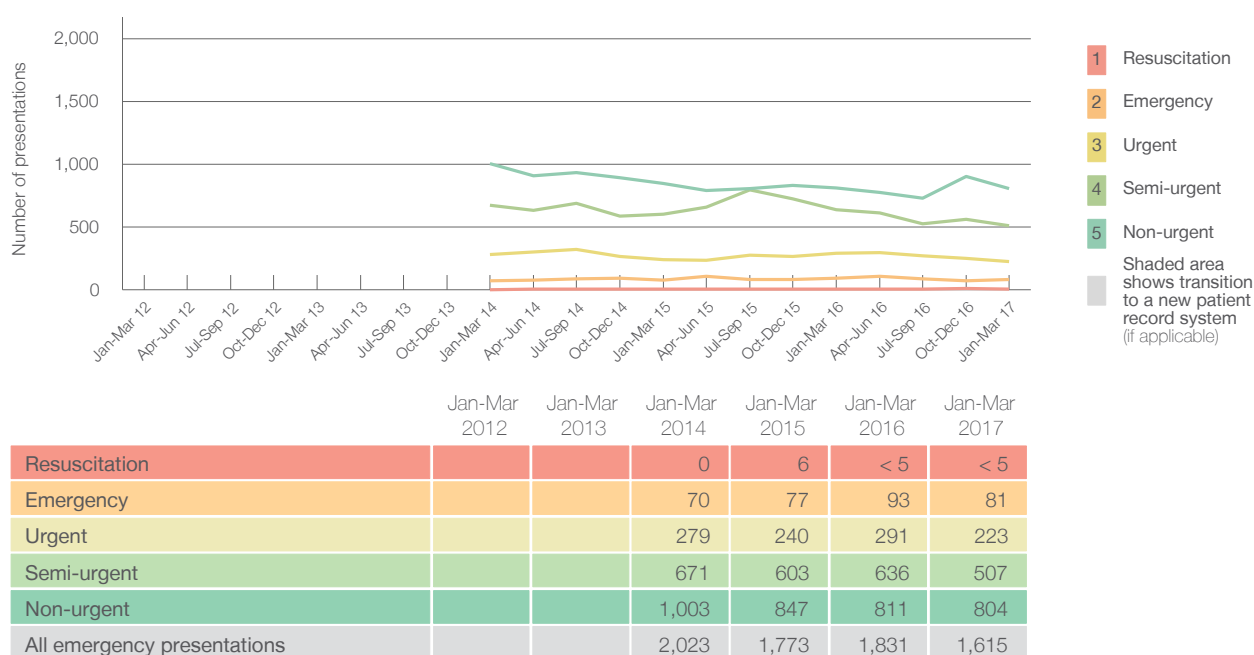
January to March 2017

All presentations:¹ 1,789 patients

Emergency presentations² by triage category: 1,615 patients



Emergency presentations² by quarter, January 2012 to March 2017^{†§}



Forbes District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 140 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.

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

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

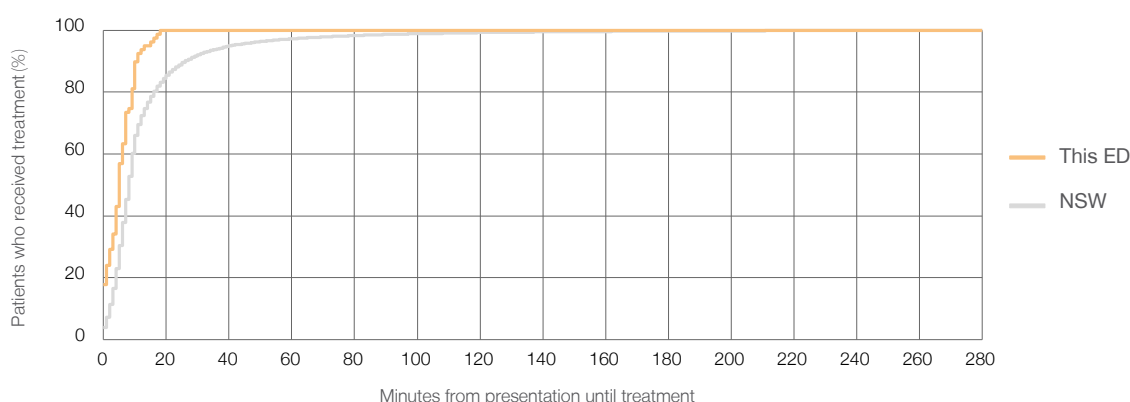
Number of triage 2 patients used to calculate waiting time:³ 79

Median time to start treatment⁴ 5 minutes

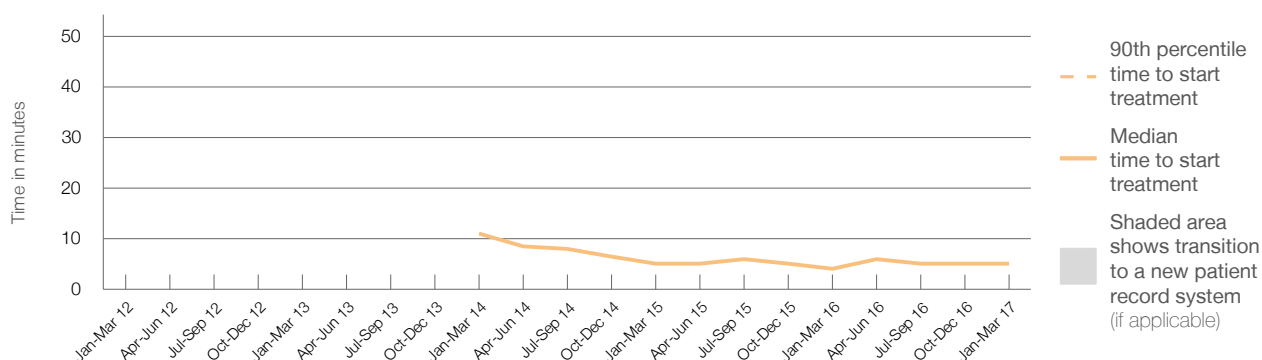
90th percentile time to start treatment⁵ *

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^{†‡§}



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

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

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

(§) 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.

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:³ 221

Median time to start treatment⁴

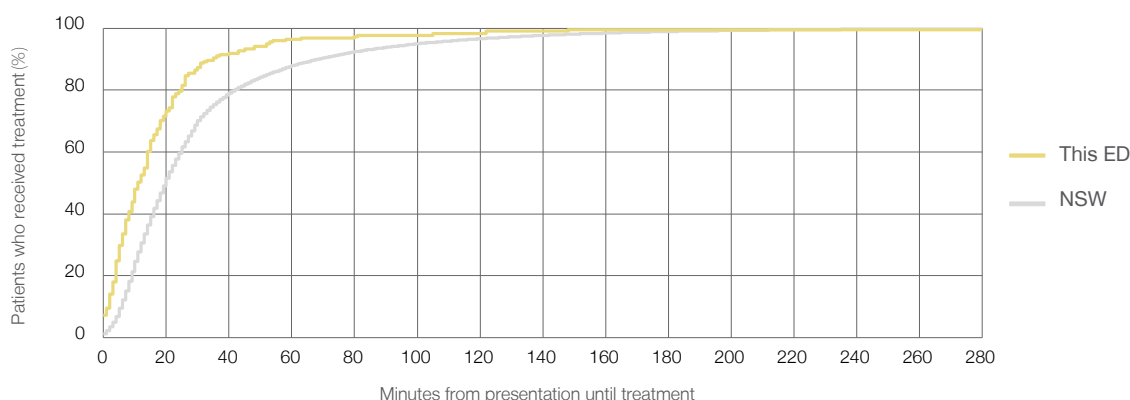
11 minutes

90th percentile time to start treatment⁵

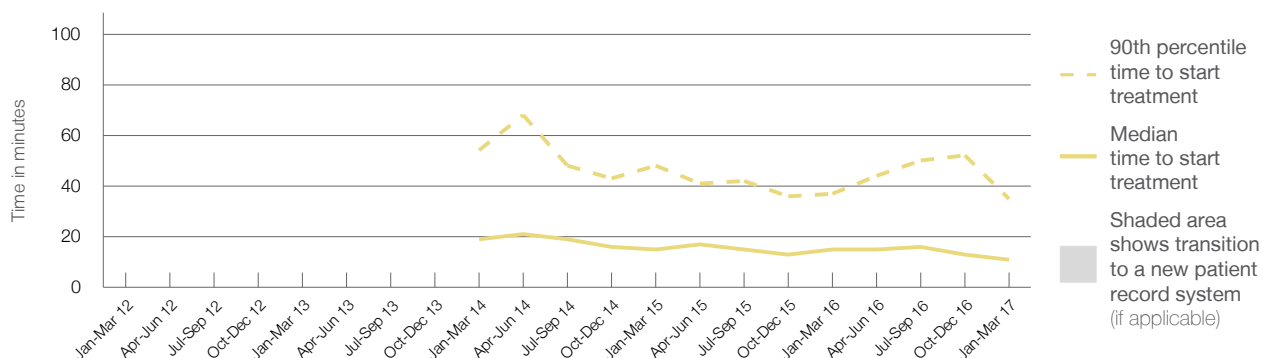
35 minutes

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^{†‡§}



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

(†) 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.

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

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

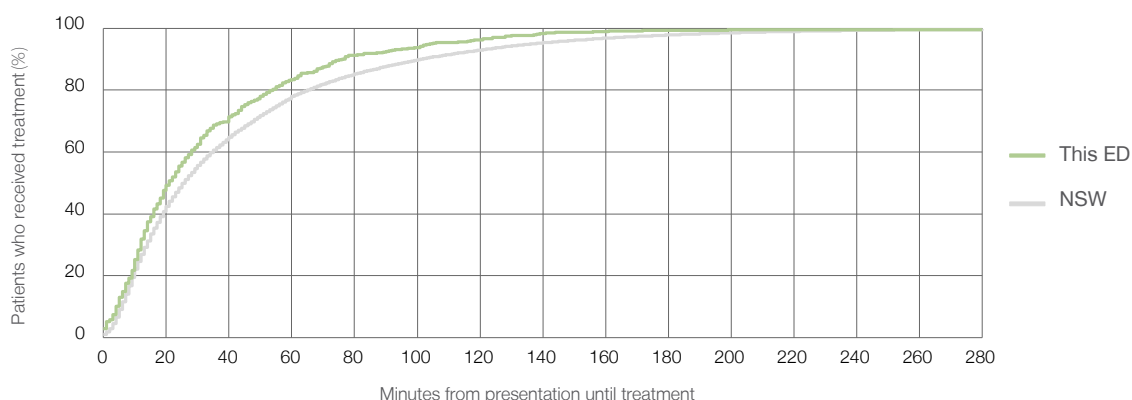
Number of triage 4 patients used to calculate waiting time:³ 491

Median time to start treatment⁴ 21 minutes

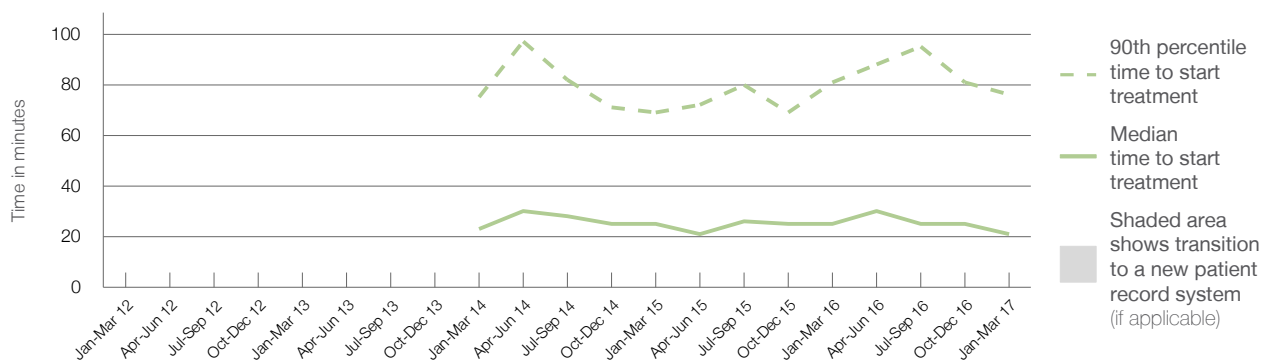
90th percentile time to start treatment⁵ 76 minutes

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^{†‡§}



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

(†) 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.

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

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:³ 773

Median time to start treatment⁴

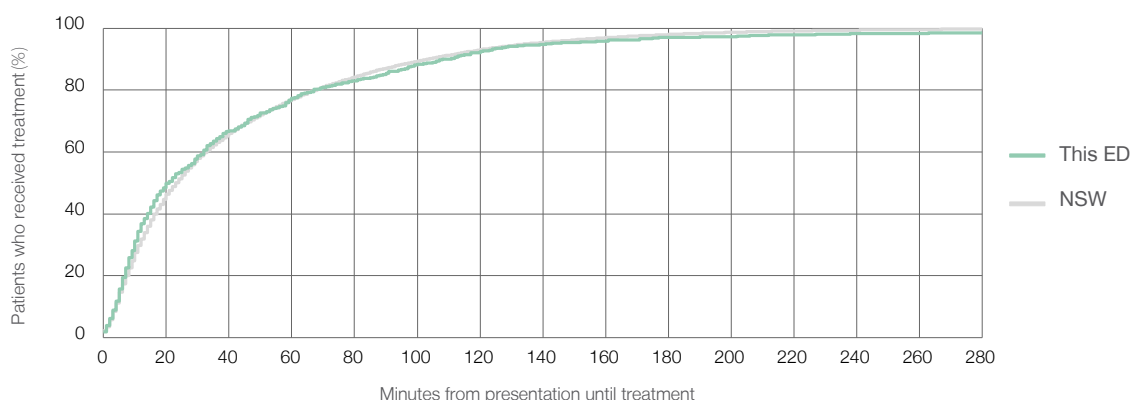
21 minutes

90th percentile time to start treatment⁵

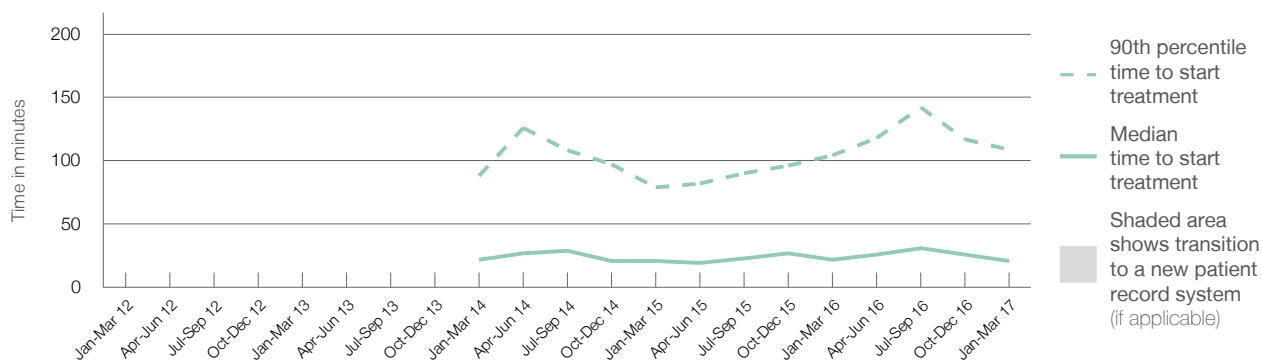
109 minutes

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^{†‡§}



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

(†) 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.

Forbes District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 1,789 patients

Presentations used to calculate time to leaving the ED:⁶ 1,788 patients

Median time spent in the ED⁸

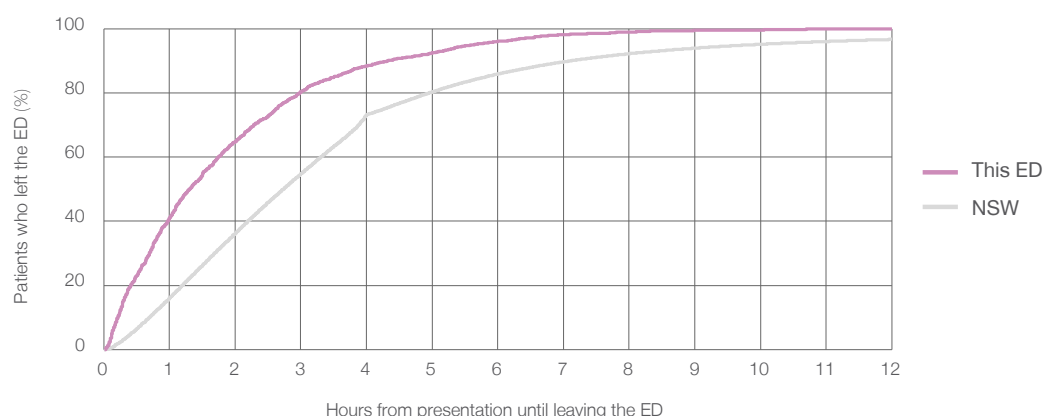
1 hours and 18 minutes

90th percentile time spent in the ED⁹

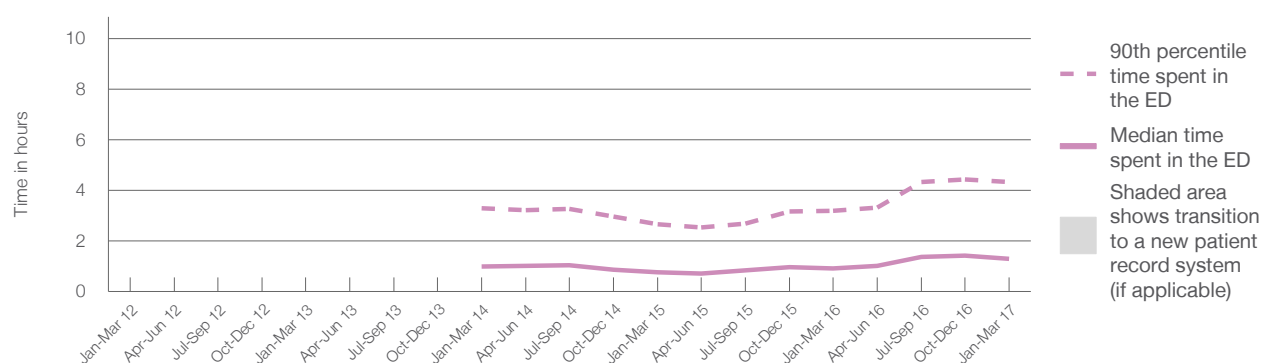
4 hours and 20 minutes

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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)			1h 0m	0h 46m	0h 56m	1h 18m
90th percentile time to leaving the ED ⁹ (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

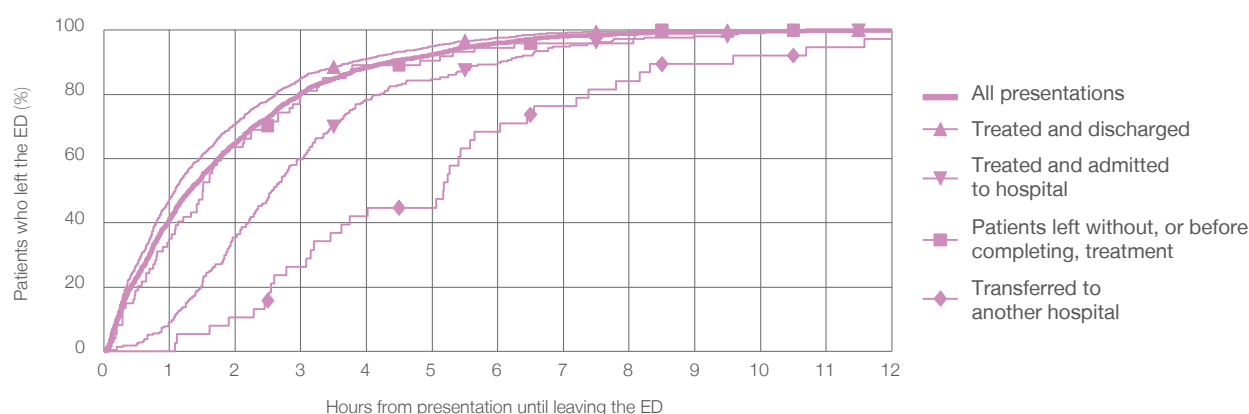
January to March 2017

All presentations:[†] 1,789 patients

Presentations used to calculate time to leaving the ED:[‡] 1,788 patients

		Same period last year	Change since one year ago
Treated and discharged	1,449 (81.0%)	1,990	-27.2%
Treated and admitted to hospital	217 (12.1%)	253	-14.2%
Patient left without, or before completing, treatment	74 (4.1%)	56	32.1%
Transferred to another hospital	38 (2.1%)	54	-29.6%
Other	11 (0.6%)	4	175.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



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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(§) 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.

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:¹ 1,789 patients

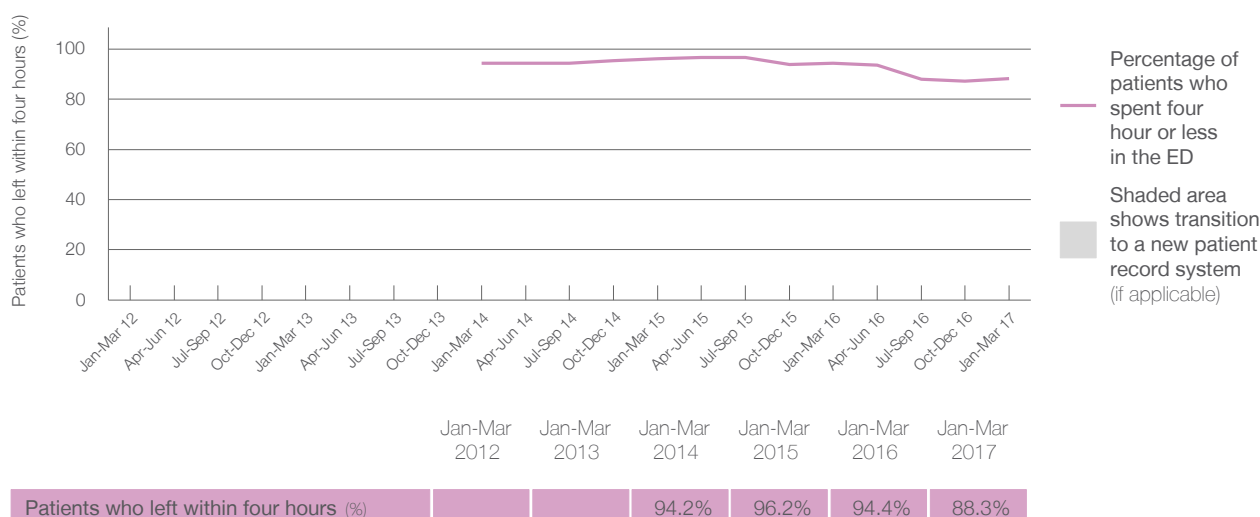
Presentations used to calculate time to leaving the ED:⁶ 1,788 patients

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



Same period last year	Change since one year ago
2,357	-24.1%
2,356	-24.1%
94.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



- * 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*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. 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*.
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 - 5. 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.
 - 6. All presentations that have a departure time.
 - 7. 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*.
 - 8. 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.
 - 9. 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).

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

Gunnedah District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 1,906 patients

Emergency presentations:² 1,823 patients

Same period last year	Change since one year ago
2,094	-9.0%
1,922	-5.2%

Gunnedah District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 99 patients

Median time to start treatment⁴ 3 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 441 patients

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 990 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 106 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 293 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
134	
5 minutes	8 minutes
26 minutes	26 minutes
430	
22 minutes	20 minutes
67 minutes	69 minutes
1,138	
30 minutes	26 minutes
84 minutes	101 minutes
220	
21 minutes	23 minutes
99 minutes	104 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 1,906 patients

Percentage of patients who spent four hours or less in the ED 89.0%

Same period last year	Change since one year ago
2,094	-9.0%
90.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

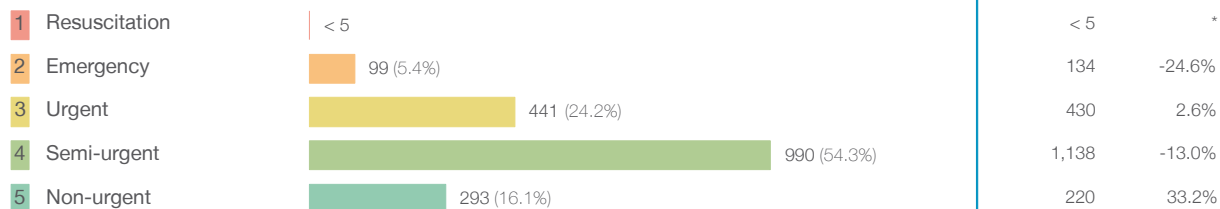
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Patients presenting to the emergency department

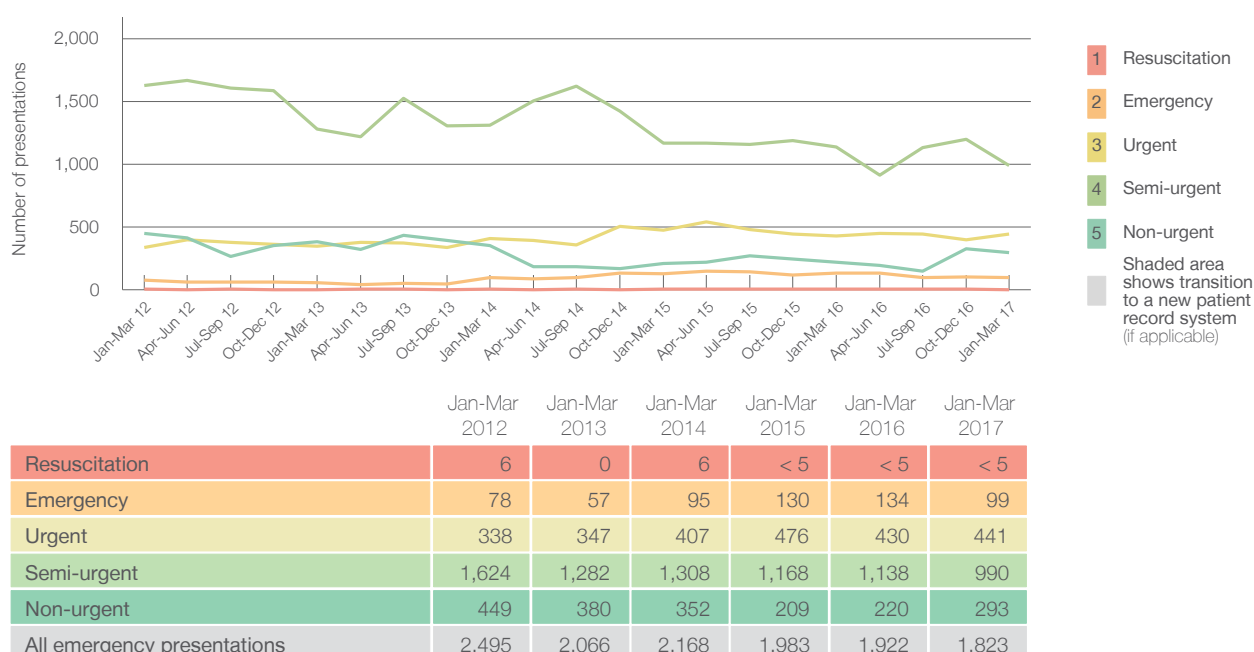
January to March 2017

All presentations:¹ 1,906 patients

Emergency presentations² by triage category: 1,823 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Gunnedah District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 143 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.

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

Gunnedah 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: 99

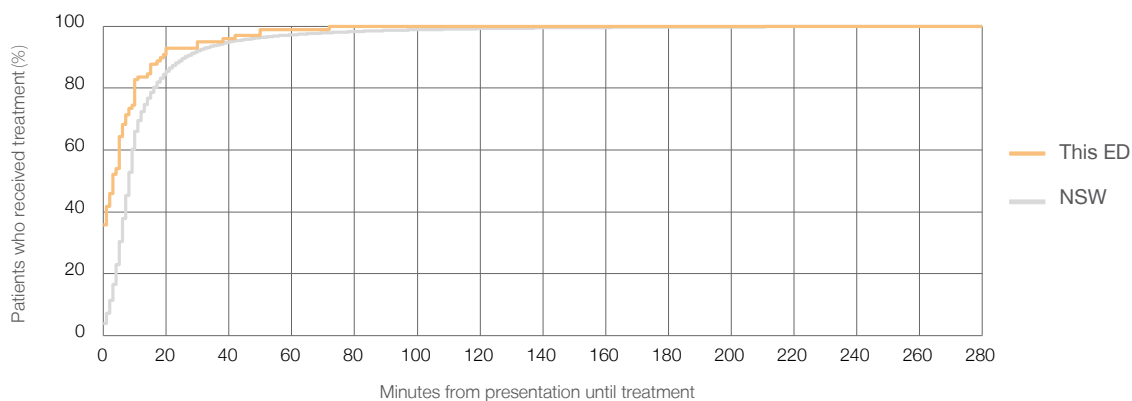
Number of triage 2 patients used to calculate waiting time:³ 98

Median time to start treatment⁴ 3 minutes

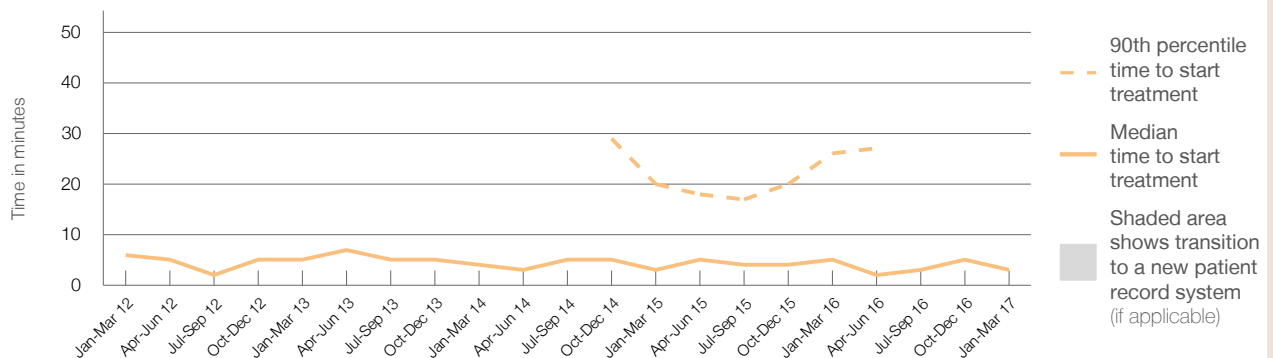
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
134	
128	
5 minutes	8 minutes
26 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	6	5	4	3	5	3
90th percentile time to start treatment ⁵ (minutes)	*	*	*	20	26	*

(†) 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.

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

Gunnedah 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: 441

Number of triage 3 patients used to calculate waiting time:³ 435

Median time to start treatment⁴

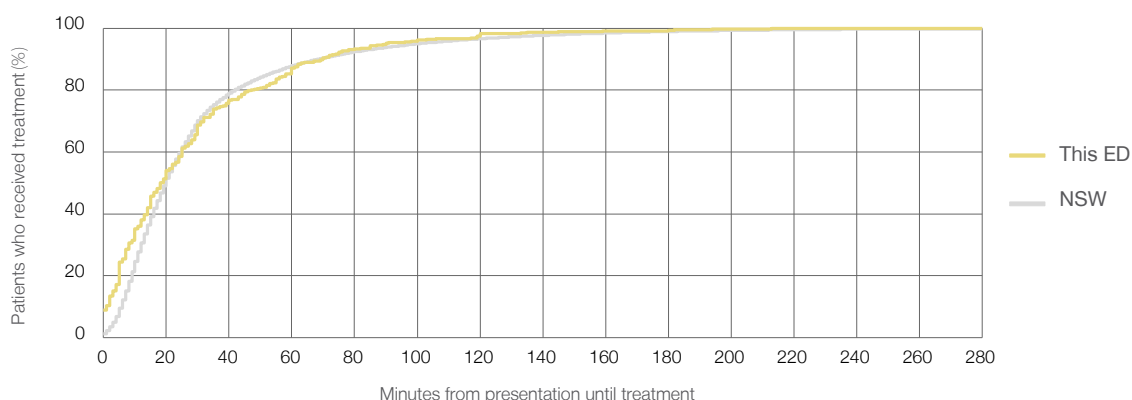
18 minutes

90th percentile time to start treatment⁵

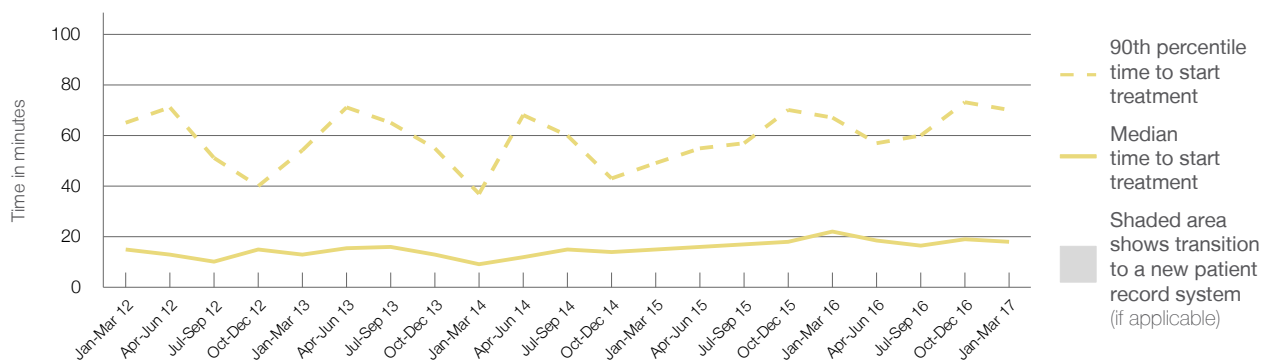
70 minutes

Same period last year	NSW (this period)
430	
419	
22 minutes	20 minutes
67 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	15	13	9	15	22	18
90th percentile time to start treatment ⁵ (minutes)	65	54	37	49	67	70

(†) 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.

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

Gunnedah 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: 990

Number of triage 4 patients used to calculate waiting time:³ 940

Median time to start treatment⁴

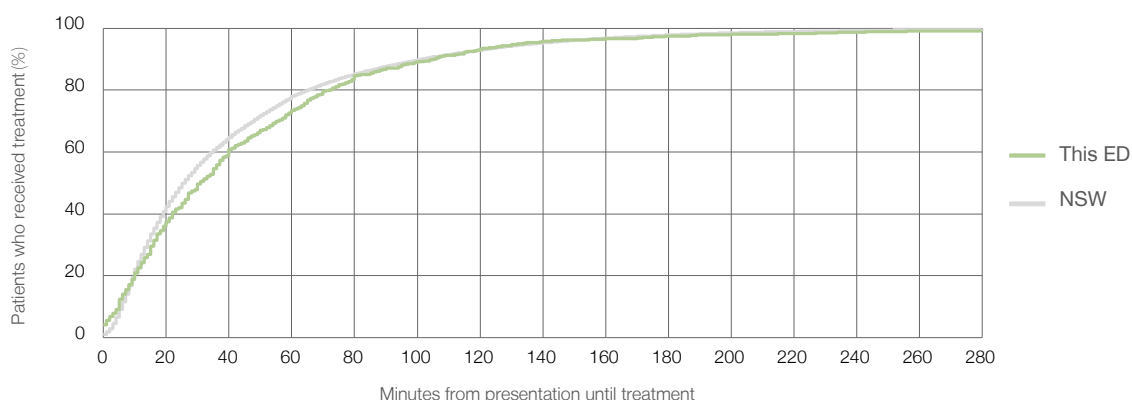
31 minutes

90th percentile time to start treatment⁵

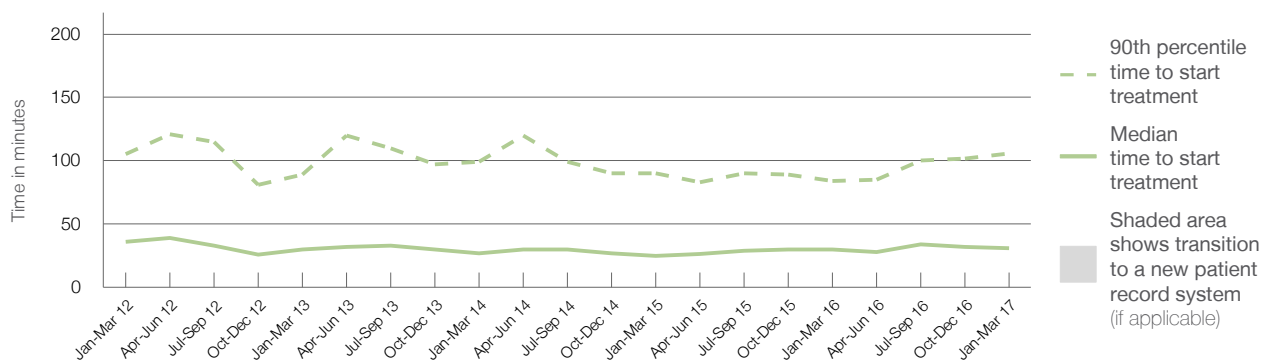
106 minutes

Same period last year	NSW (this period)
1,138	
1,068	
30 minutes	26 minutes
84 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	36	30	27	25	30	31
90th percentile time to start treatment ⁵ (minutes)	105	89	99	90	84	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 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.

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

Gunnedah 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: 293

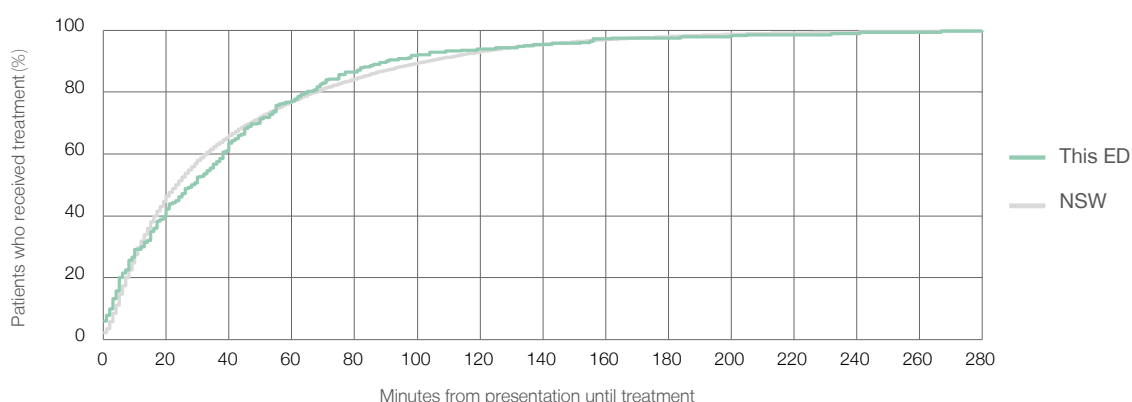
Number of triage 5 patients used to calculate waiting time:³ 280

Median time to start treatment⁴ 29 minutes

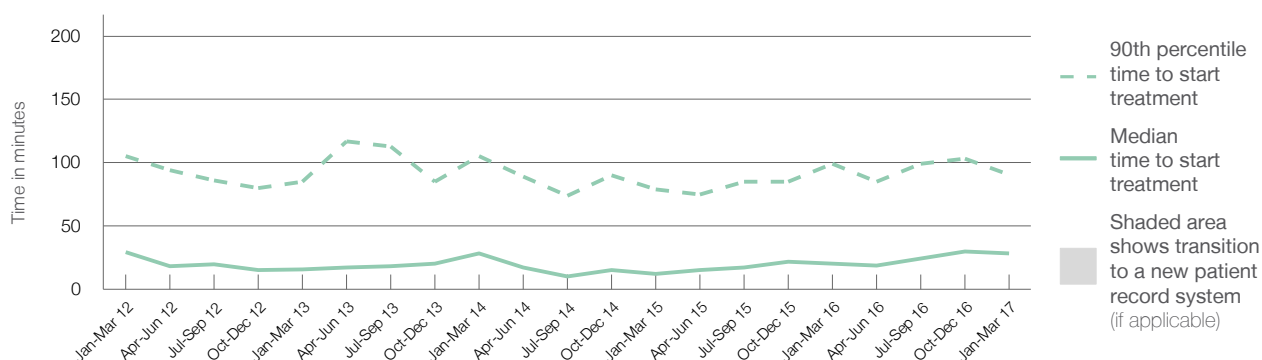
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
220	
200	
21 minutes	23 minutes
99 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	16	29	12	21	29
90th percentile time to start treatment ⁵ (minutes)	105	85	105	79	99	91

(†) 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.

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

Gunnedah District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 1,906 patients

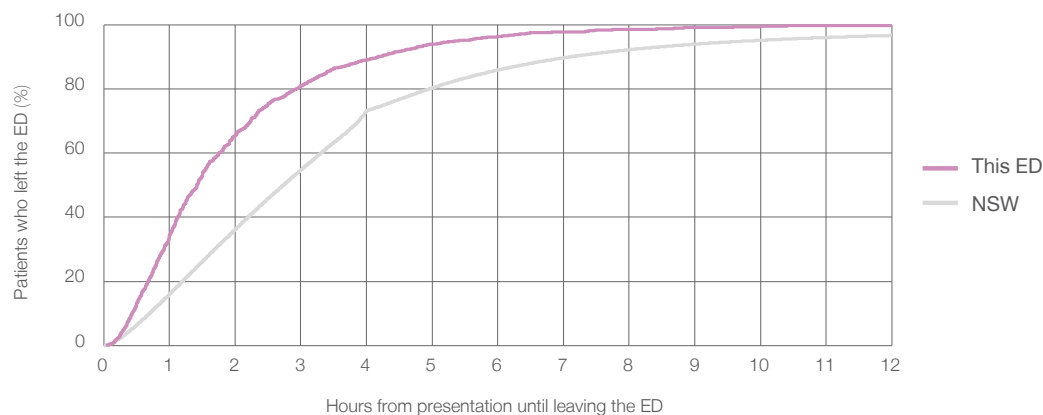
Presentations used to calculate time to leaving the ED:⁶ 1,906 patients

Median time spent in the ED⁸ 1 hours and 25 minutes

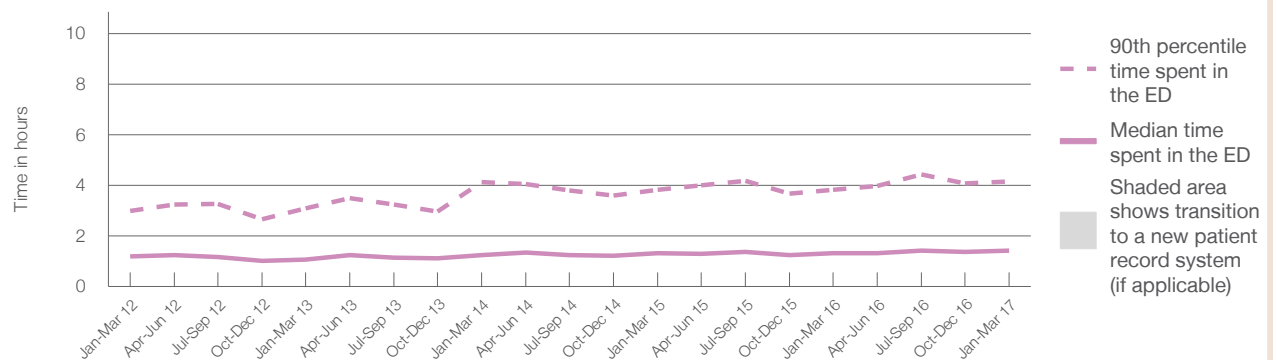
90th percentile time spent in the ED⁹ 4 hours and 10 minutes

Same period last year	NSW (this period)
2,094	
2,094	
1 hours and 19 minutes	2 hours and 44 minutes
3 hours and 50 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 12m	1h 4m	1h 15m	1h 20m	1h 19m	1h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 0m	3h 5m	4h 8m	3h 50m	3h 50m	4h 10m

(†) 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.

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

Gunnedah District Hospital: Time patients spent in the ED

By mode of separation

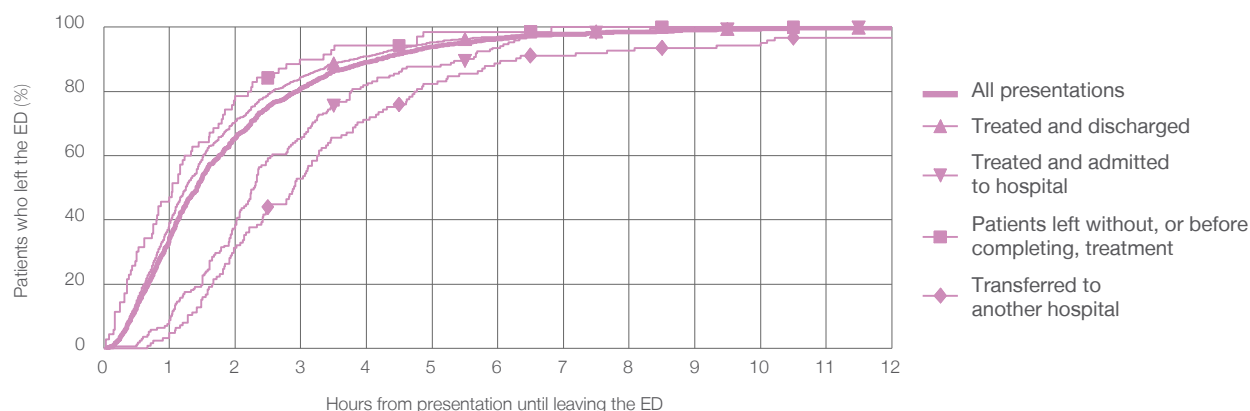
January to March 2017

All presentations:[†] 1,906 patients

Presentations used to calculate time to leaving the ED:[‡] 1,906 patients

		Same period last year	Change since one year ago
Treated and discharged	1,525 (80.0%)	1,673	-8.8%
Treated and admitted to hospital	172 (9.0%)	186	-7.5%
Patient left without, or before completing, treatment	70 (3.7%)	85	-17.6%
Transferred to another hospital	125 (6.6%)	121	3.3%
Other	14 (0.7%)	29	-51.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

Treated and discharged	39.1%	70.7%	84.5%	91.0%	97.0%	98.8%	99.8%	99.9%
Treated and admitted to hospital	8.7%	38.4%	65.1%	82.0%	93.6%	98.8%	99.4%	100%
Patient left without, or before completing, treatment	47.1%	78.6%	90.0%	94.3%	98.6%	100%	100%	100%
Transferred to another hospital	4.8%	31.2%	52.8%	71.2%	88.8%	92.8%	95.2%	96.8%
All presentations	34.4%	65.7%	81.0%	89.0%	96.3%	98.4%	99.5%	99.7%

(†) 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 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.

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

Gunnedah 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:¹ 1,906 patients

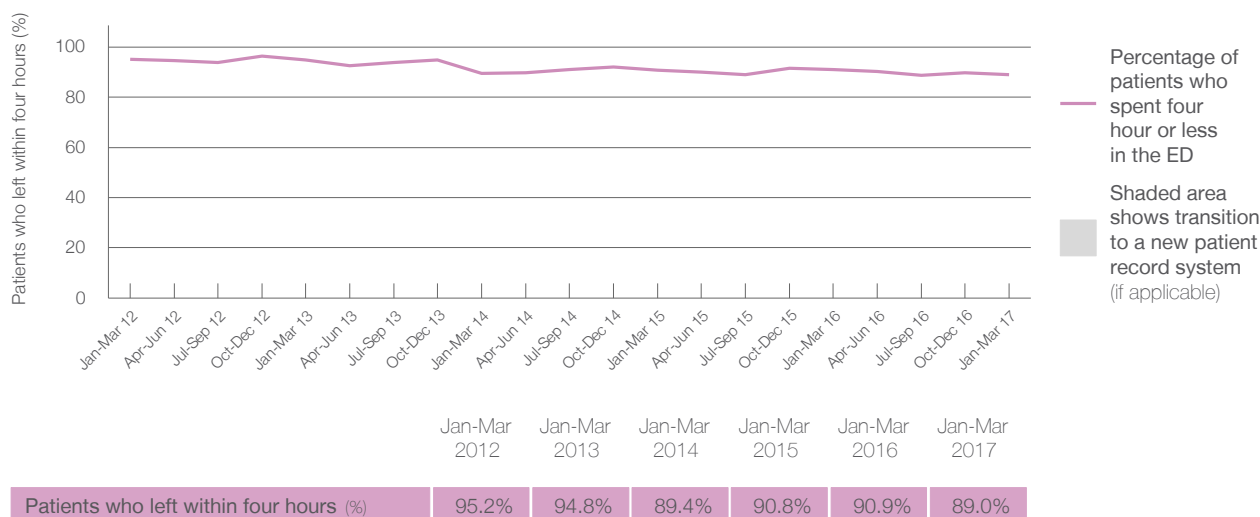
Presentations used to calculate time to leaving the ED:⁶ 1,906 patients

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



Same period last year	Change since one year ago
2,094	-9.0%
2,094	-9.0%
90.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

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

Inverell District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,131 patients

Emergency presentations:² 2,057 patients

Same period last year	Change since one year ago
2,115	0.8%
1,994	3.2%

Inverell District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 263 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 607 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 908 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 279 patients

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

Same period last year	NSW (this period)
253	
5 minutes	8 minutes
19 minutes	26 minutes
639	
10 minutes	20 minutes
50 minutes	69 minutes
895	
20 minutes	26 minutes
70 minutes	101 minutes
207	
15 minutes	23 minutes
69 minutes	104 minutes

Inverell District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,131 patients

Percentage of patients who spent four hours or less in the ED 87.4%

Same period last year	Change since one year ago
2,115	0.8%
89.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

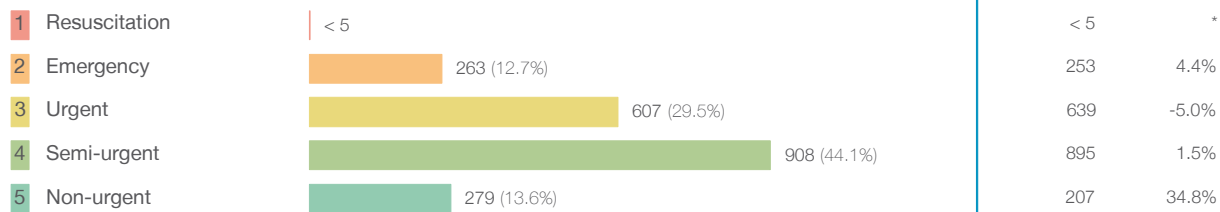
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Patients presenting to the emergency department

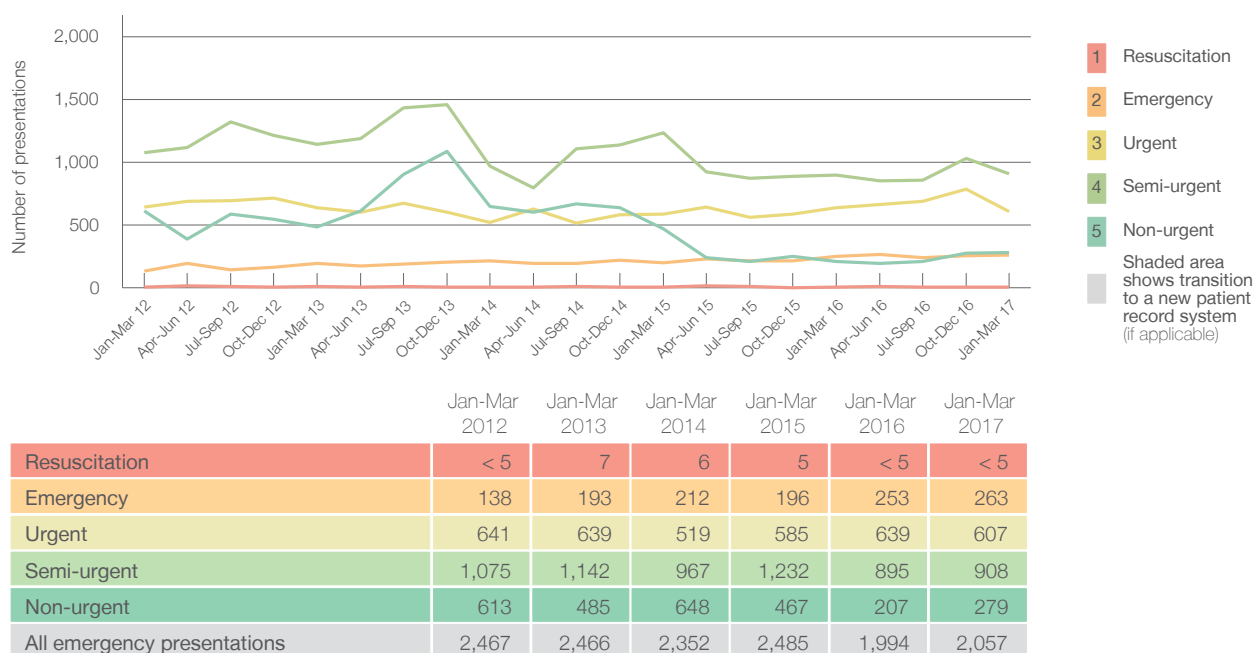
January to March 2017

All presentations:¹ 2,131 patients

Emergency presentations² by triage category: 2,057 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Inverell District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 274 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.

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

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

Inverell 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: 263

Number of triage 2 patients used to calculate waiting time:³ 255

Median time to start treatment⁴

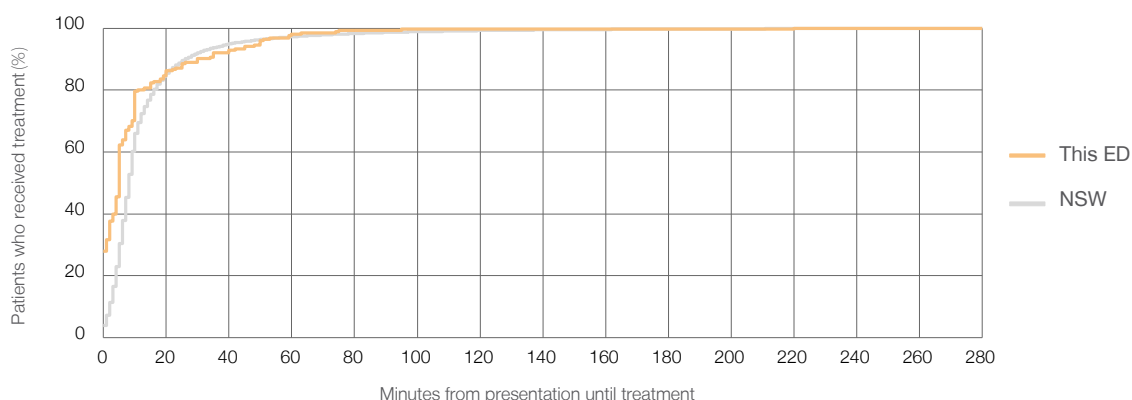
5 minutes

90th percentile time to start treatment⁵

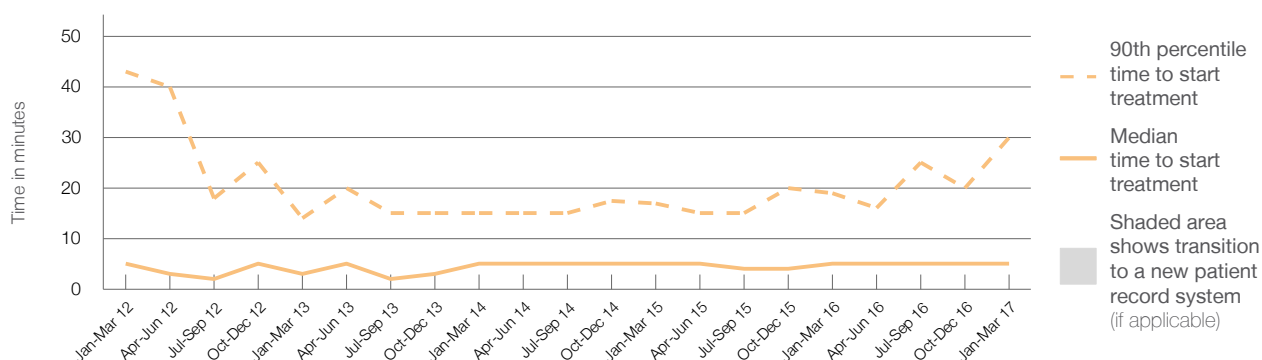
30 minutes

Same period last year	NSW (this period)
253	
244	
5 minutes	8 minutes
19 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	3	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	43	14	15	17	19	30

(†) 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.

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

Inverell 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: 607

Number of triage 3 patients used to calculate waiting time:³ 592

Median time to start treatment⁴

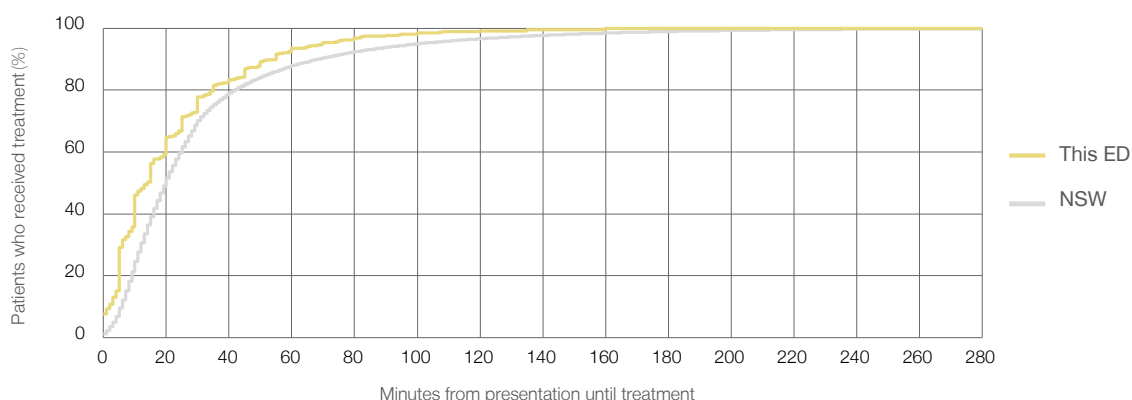
14 minutes

90th percentile time to start treatment⁵

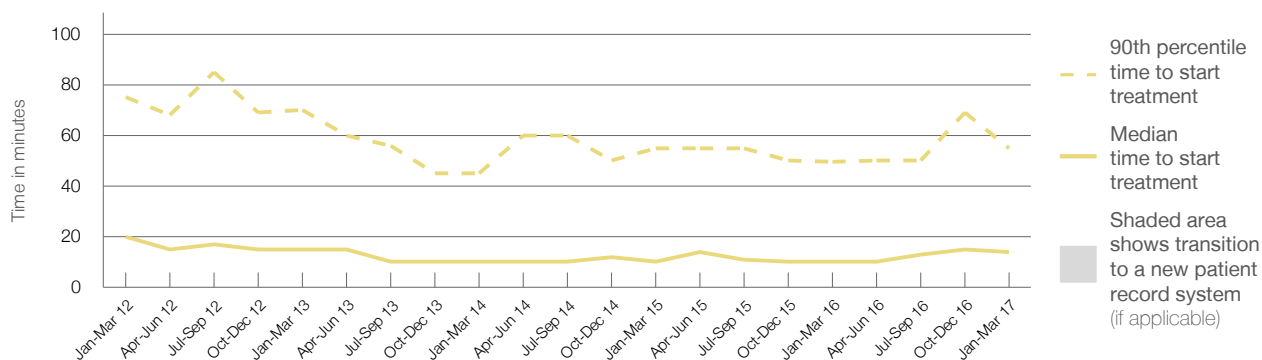
55 minutes

Same period last year	NSW (this period)
639	
620	
10 minutes	20 minutes
50 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	15	10	10	10	14
90th percentile time to start treatment ⁵ (minutes)	75	70	45	55	50	55

(†) 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.

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

Inverell 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: 908

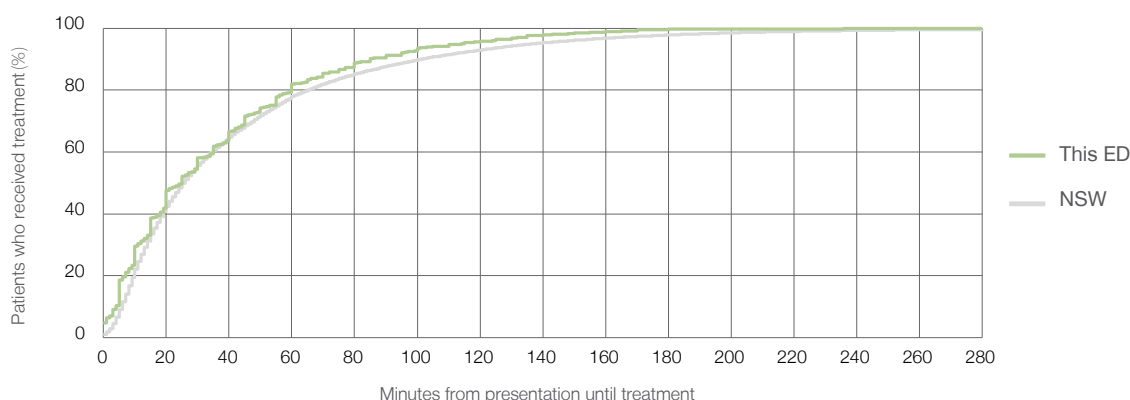
Number of triage 4 patients used to calculate waiting time:³ 846

Median time to start treatment⁴ 25 minutes

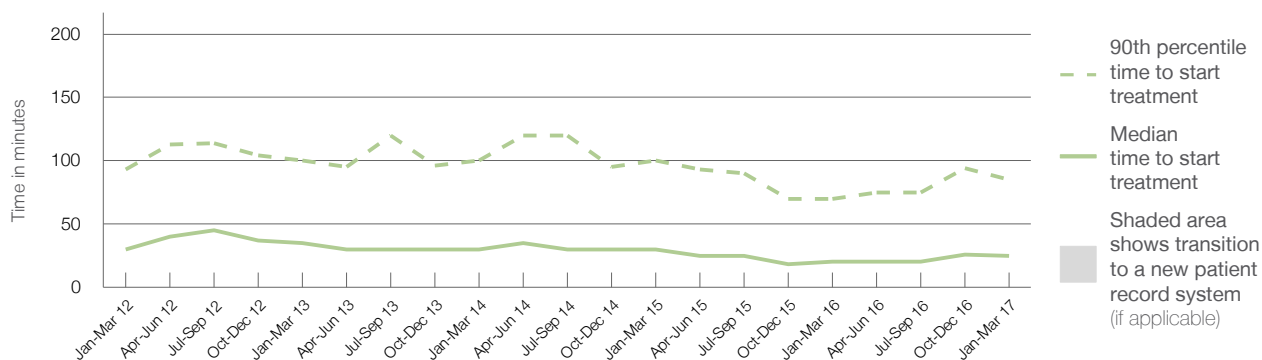
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
895	
816	
20 minutes	26 minutes
70 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	35	30	30	20	25
90th percentile time to start treatment ⁵ (minutes)	93	100	100	100	70	85

(†) 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.

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

Inverell 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: 279

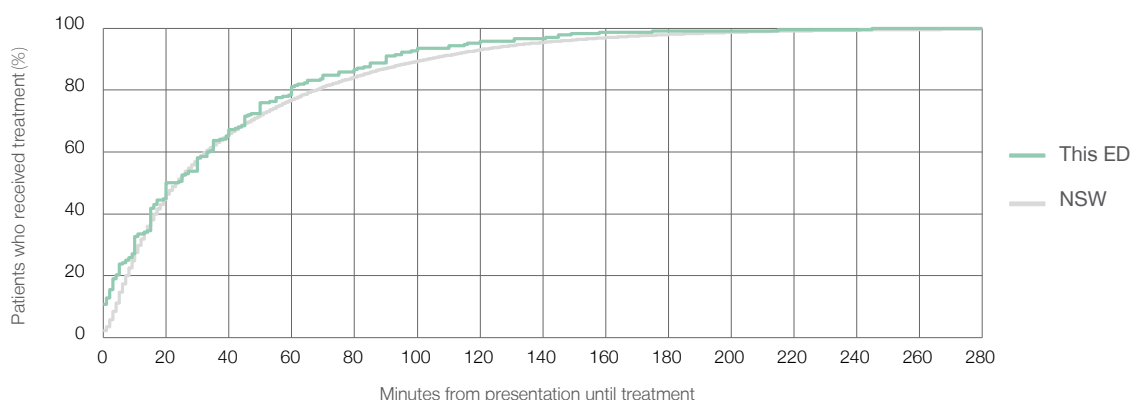
Number of triage 5 patients used to calculate waiting time:³ 232

Median time to start treatment⁴ 22 minutes

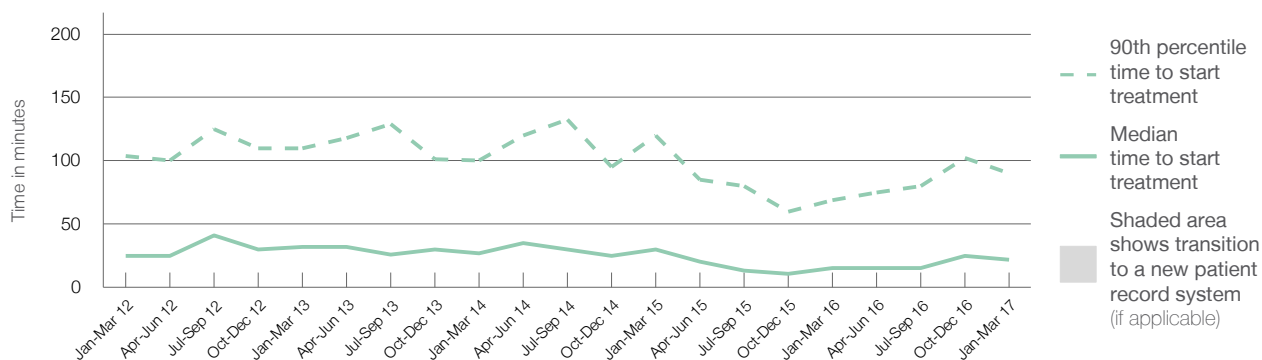
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
207	
190	
15 minutes	23 minutes
69 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	25	32	27	30	15	22
90th percentile time to start treatment ⁵ (minutes)	104	110	100	120	69	90

(†) 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.

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

Inverell District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,131 patients

Presentations used to calculate time to leaving the ED:⁶ 2,131 patients

Median time spent in the ED⁸

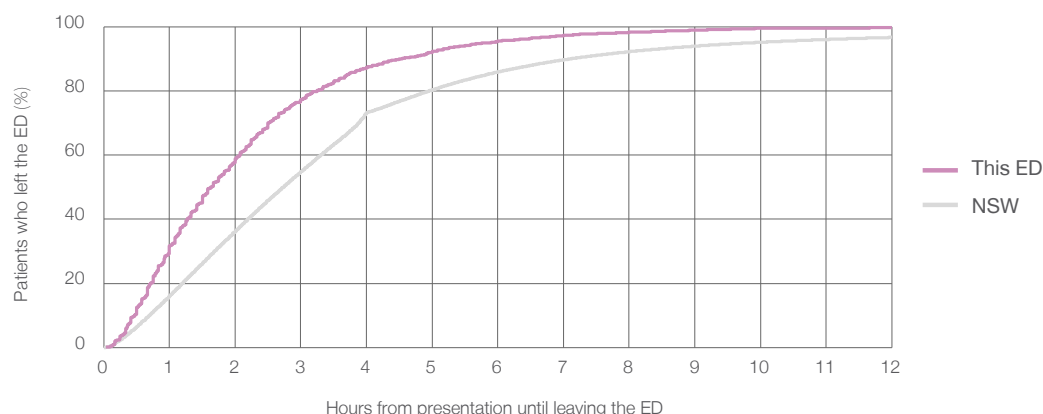
1 hours and 39 minutes

90th percentile time spent in the ED⁹

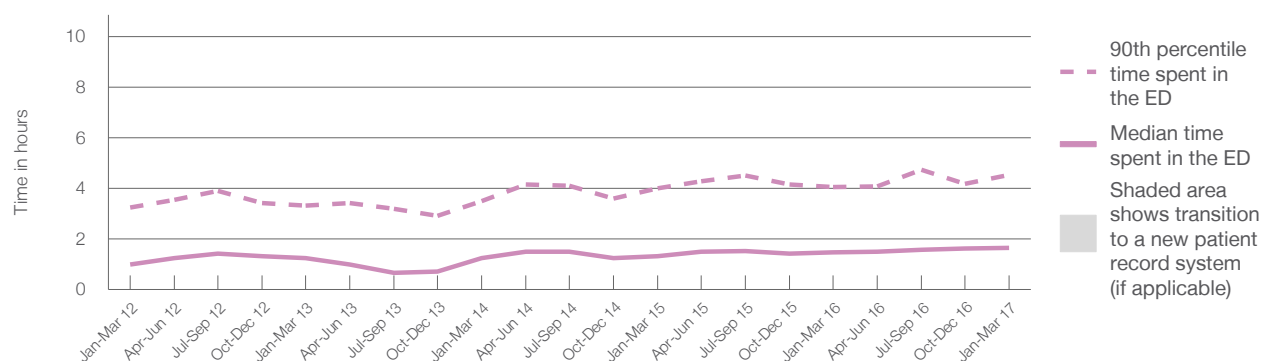
4 hours and 32 minutes

Same period last year	NSW (this period)
2,115	
2,115	
1 hours and 29 minutes	2 hours and 44 minutes
4 hours and 3 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 0m	1h 15m	1h 15m	1h 20m	1h 29m	1h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 15m	3h 19m	3h 30m	4h 0m	4h 3m	4h 32m

(†) 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.

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

Inverell District Hospital: Time patients spent in the ED

By mode of separation

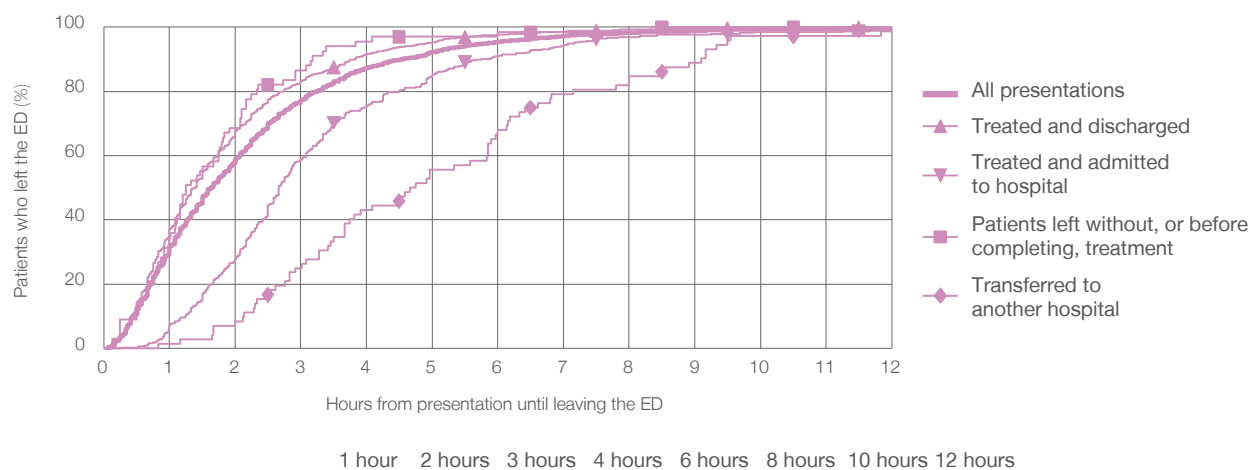
January to March 2017

All presentations:[†] 2,131 patients

Presentations used to calculate time to leaving the ED:[‡] 2,131 patients

		Same period last year	Change since one year ago
Treated and discharged	1,532 (71.9%)	1,557	-1.6%
Treated and admitted to hospital	397 (18.6%)	399	-0.5%
Patient left without, or before completing, treatment	67 (3.1%)	69	-2.9%
Transferred to another hospital	72 (3.4%)	54	33.3%
Other	63 (3.0%)	36	75.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	37.1%	67.6%	83.2%	91.8%	97.8%	99.3%	99.8%	99.9%
Treated and admitted to hospital	7.3%	28.0%	58.7%	75.6%	91.2%	97.0%	98.5%	99.0%
Patient left without, or before completing, treatment	34.3%	68.7%	86.6%	95.5%	98.5%	98.5%	100%	100%
Transferred to another hospital	1.4%	8.3%	25.0%	43.1%	68.1%	84.7%	97.2%	98.6%
All presentations	31.6%	58.9%	77.2%	87.4%	95.6%	98.3%	99.4%	99.7%

(†) 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 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.

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

Inverell 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:¹ 2,131 patients

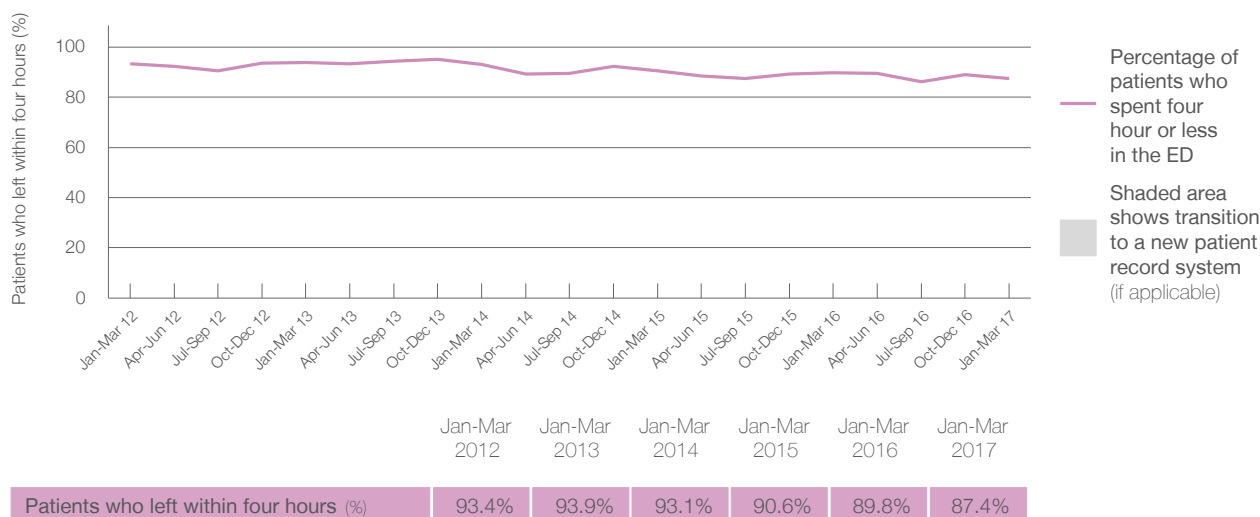
Presentations used to calculate time to leaving the ED:⁶ 2,131 patients

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



Same period last year	Change since one year ago
2,115	0.8%
2,115	0.8%
89.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

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

January to March 2017

All presentations:¹ 7,382 patients

Emergency presentations:² 7,241 patients

Same period last year	Change since one year ago
6,641	11.2%
6,479	11.8%

Kempsey Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 729 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): 2,390 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,253 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 842 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
637	
10 minutes	8 minutes
25 minutes	26 minutes
2,206	
21 minutes	20 minutes
55 minutes	69 minutes
2,838	
24 minutes	26 minutes
81 minutes	101 minutes
780	
25 minutes	23 minutes
94 minutes	104 minutes

Kempsey Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 7,380 patients

Percentage of patients who spent four hours or less in the ED 84.3%

Same period last year	Change since one year ago
6,639	11.2%
83.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

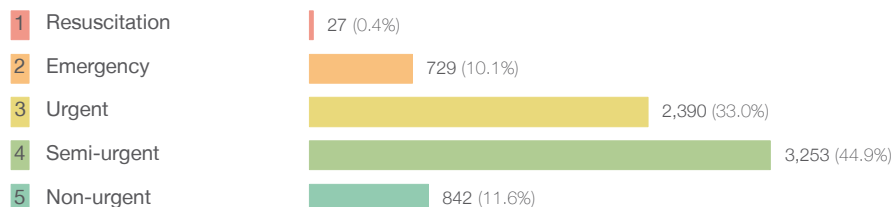
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Patients presenting to the emergency department

January to March 2017

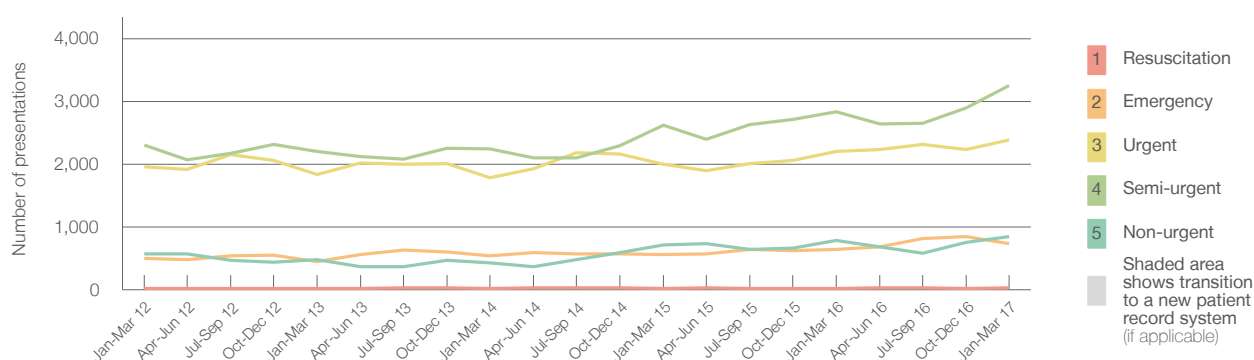
All presentations:¹ 7,382 patients

Emergency presentations² by triage category: 7,241 patients



Same period last year	Change since one year ago
6,641	11.2%
6,479	11.8%
18	50.0%
637	14.4%
2,206	8.3%
2,838	14.6%
780	7.9%

Emergency presentations² 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	20	15	18	16	18	27
Emergency	499	451	535	557	637	729
Urgent	1,956	1,830	1,780	1,998	2,206	2,390
Semi-urgent	2,305	2,203	2,241	2,617	2,838	3,253
Non-urgent	571	475	423	708	780	842
All emergency presentations	5,351	4,974	4,997	5,896	6,479	7,241

Kempsey Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 872 patients

ED Transfer of care time



Same period last year	Change since one year ago
829	
15 minutes	-3 minutes
41 minutes	-17 minutes

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

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

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

January to March 2017

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

Number of triage 2 patients: 729

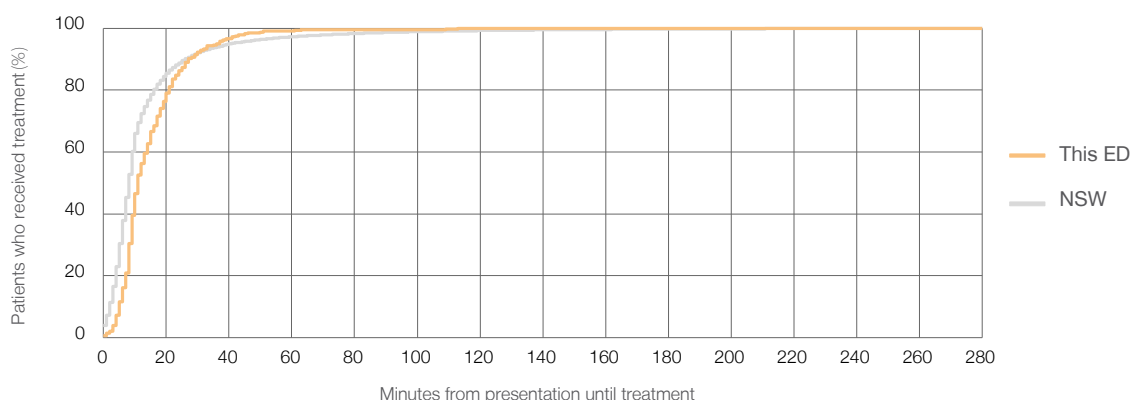
Number of triage 2 patients used to calculate waiting time:³ 728

Median time to start treatment⁴ 11 minutes

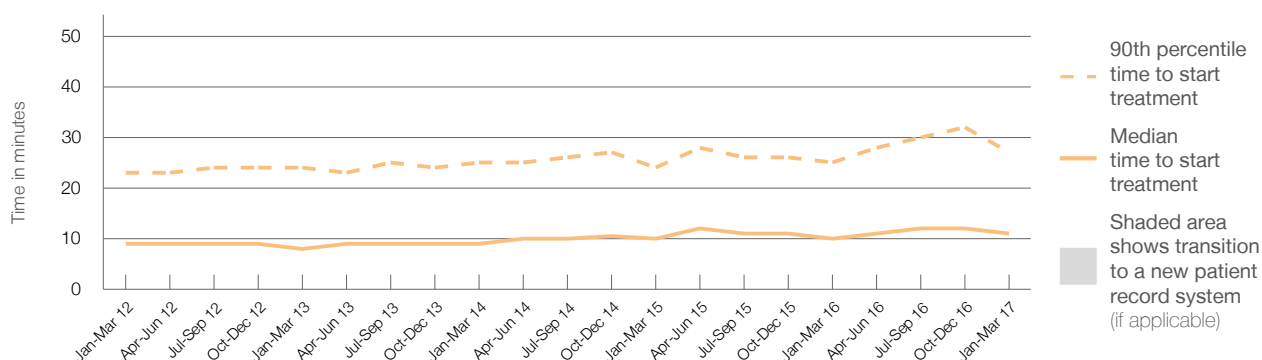
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
637	
635	
10 minutes	8 minutes
25 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	8	9	10	10	11
90th percentile time to start treatment ⁵ (minutes)	23	24	25	24	25	27

(†) 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.

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

January to March 2017

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

Number of triage 3 patients: 2,390

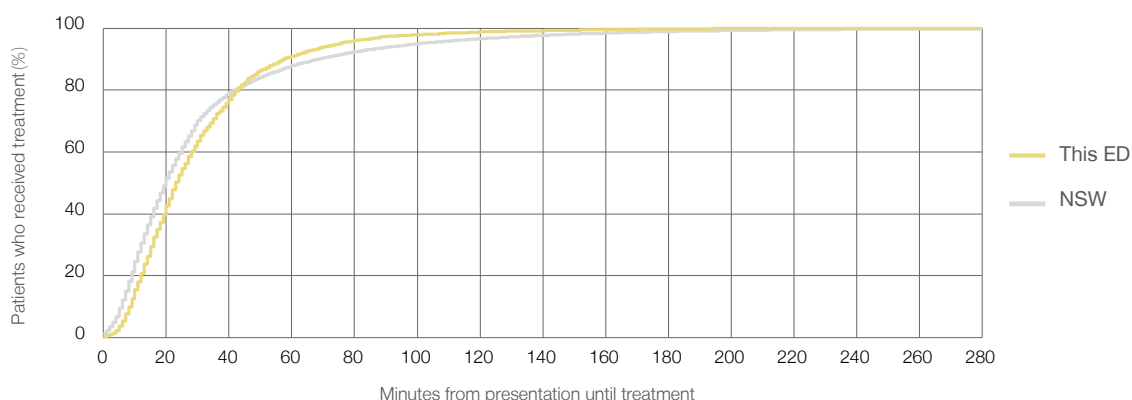
Number of triage 3 patients used to calculate waiting time:³ 2,368

Median time to start treatment⁴ 23 minutes

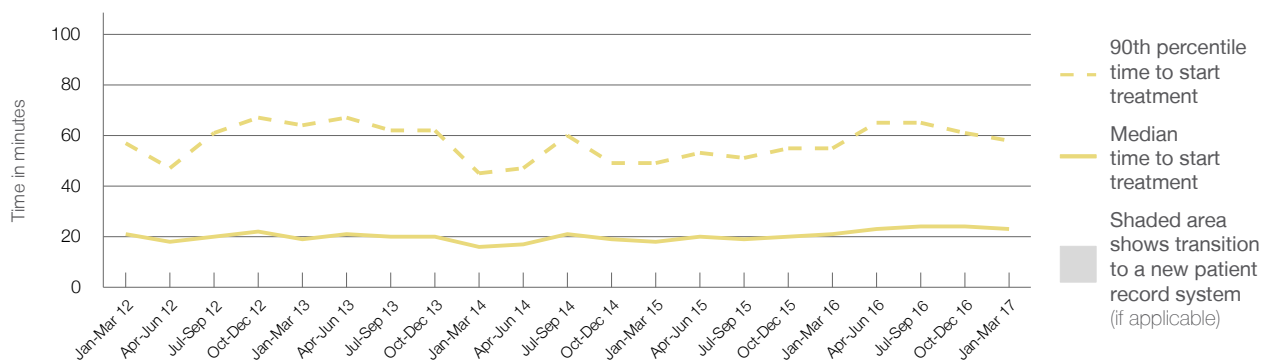
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
2,206	
2,169	
21 minutes	20 minutes
55 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	21	19	16	18	21	23
90th percentile time to start treatment ⁵ (minutes)	57	64	45	49	55	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 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.

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

January to March 2017

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

Number of triage 4 patients: 3,253

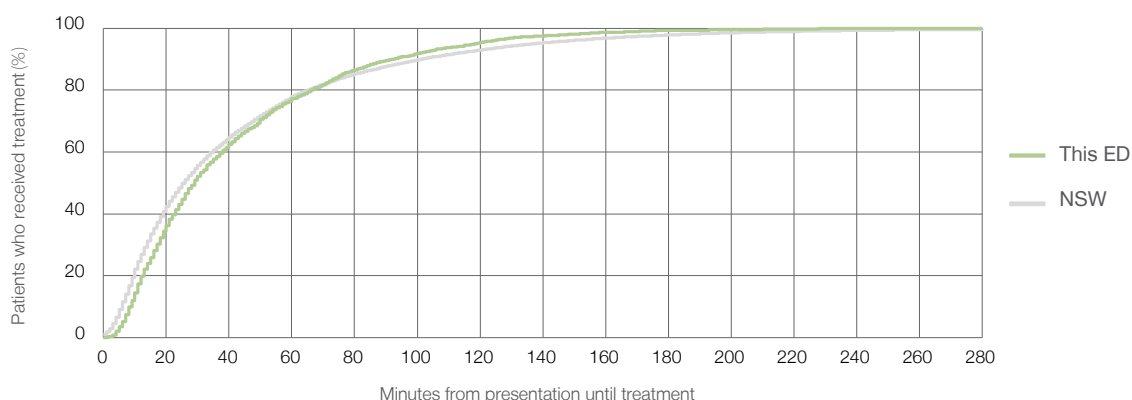
Number of triage 4 patients used to calculate waiting time:³ 3,116

Median time to start treatment⁴ 29 minutes

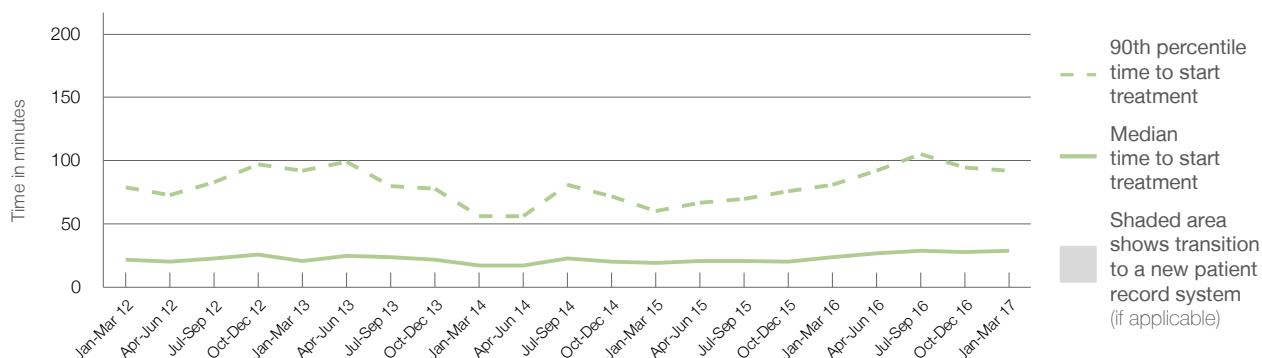
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
2,838	
2,743	
24 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	22	21	17	19	24	29
90th percentile time to start treatment ⁵ (minutes)	79	92	56	60	81	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 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.

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

January to March 2017

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

Number of triage 5 patients: 842

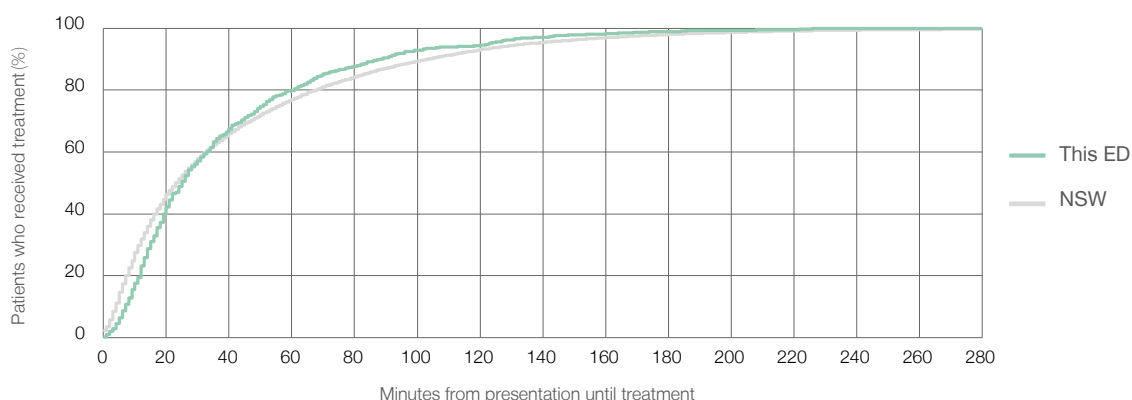
Number of triage 5 patients used to calculate waiting time:³ 753

Median time to start treatment⁴ 25 minutes

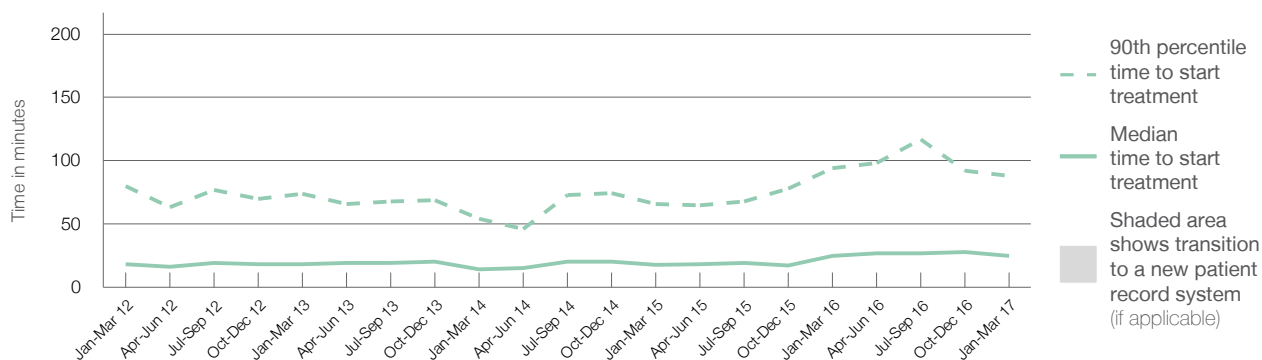
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
780	
716	
25 minutes	23 minutes
94 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	18	18	14	18	25	25
90th percentile time to start treatment ⁵ (minutes)	80	74	54	66	94	88

(†) 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.

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

January to March 2017

All presentations:¹ 7,382 patients

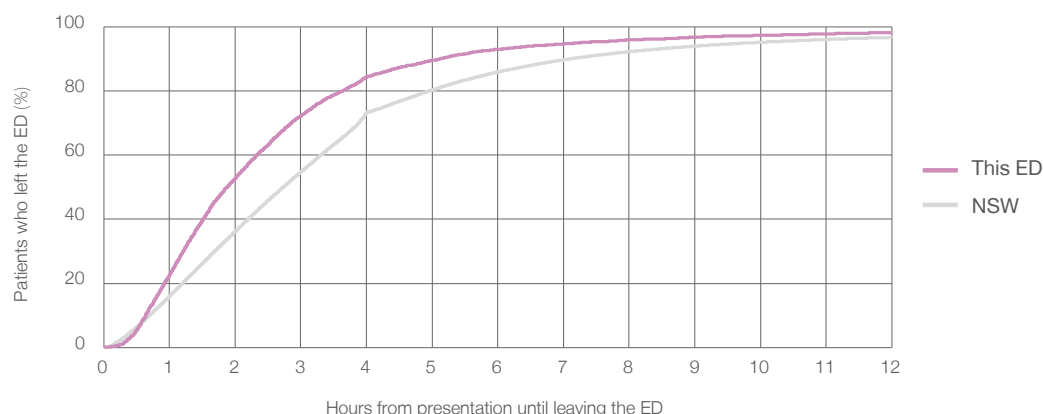
Presentations used to calculate time to leaving the ED:⁶ 7,380 patients

Median time spent in the ED⁸ 1 hours and 53 minutes

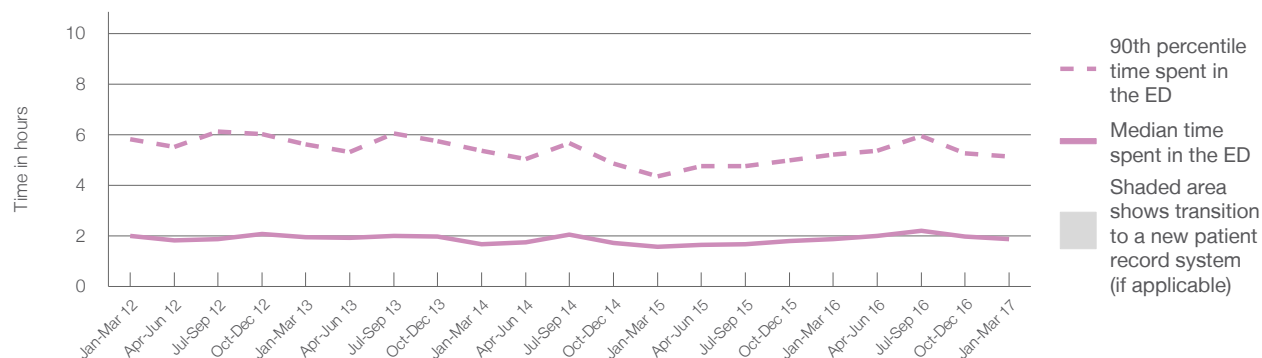
90th percentile time spent in the ED⁹ 5 hours and 8 minutes

Same period last year	NSW (this period)
6,641	
6,639	
1 hours and 53 minutes	2 hours and 44 minutes
5 hours and 13 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 0m	1h 57m	1h 41m	1h 34m	1h 53m	1h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 49m	5h 37m	5h 22m	4h 21m	5h 13m	5h 8m

(†) 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.

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

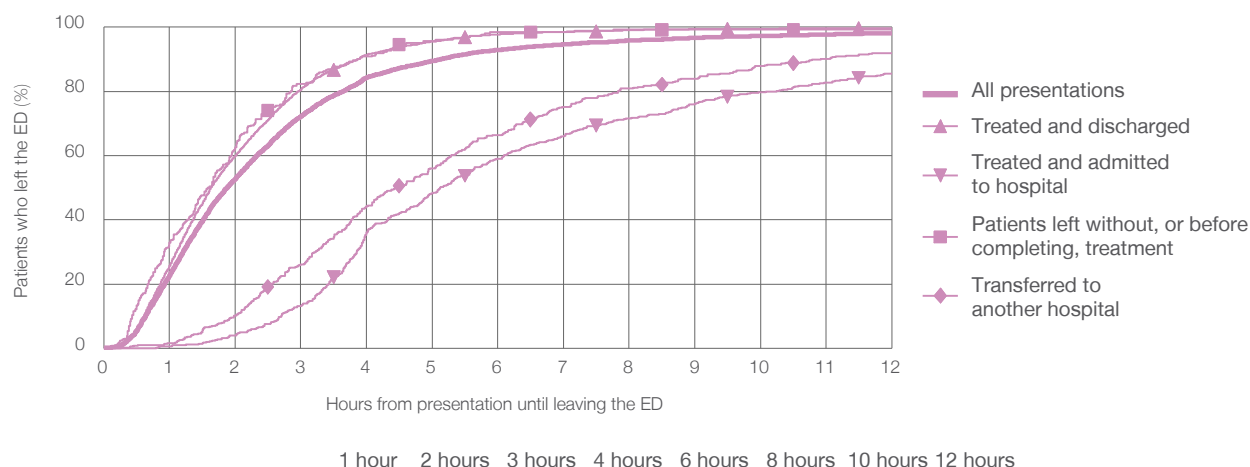
January to March 2017

All presentations:[†] 7,382 patients

Presentations used to calculate time to leaving the ED:[‡] 7,380 patients

		Same period last year	Change since one year ago
Treated and discharged	6,107 (82.7%)	5,428	11.2%
Treated and admitted to hospital	616 (8.3%)	643	-4.2%
Patient left without, or before completing, treatment	262 (3.5%)	197	33.0%
Transferred to another hospital	387 (5.2%)	357	8.4%
Other	10 (0.1%)	16	-37.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	25.7%	60.0%	80.6%	91.4%	97.8%	99.1%	99.6%	99.8%
Treated and admitted to hospital	0.6%	4.1%	13.1%	36.0%	58.9%	71.6%	79.7%	85.6%
Patient left without, or before completing, treatment	32.8%	62.6%	82.4%	90.8%	98.5%	99.2%	99.2%	99.2%
Transferred to another hospital	1.6%	10.1%	26.1%	44.2%	66.4%	80.9%	87.9%	92.0%
All presentations	22.7%	52.8%	72.2%	84.3%	92.9%	95.9%	97.3%	98.1%

(†) 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.

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

January to March 2017

All presentations at the emergency department:¹ 7,382 patients

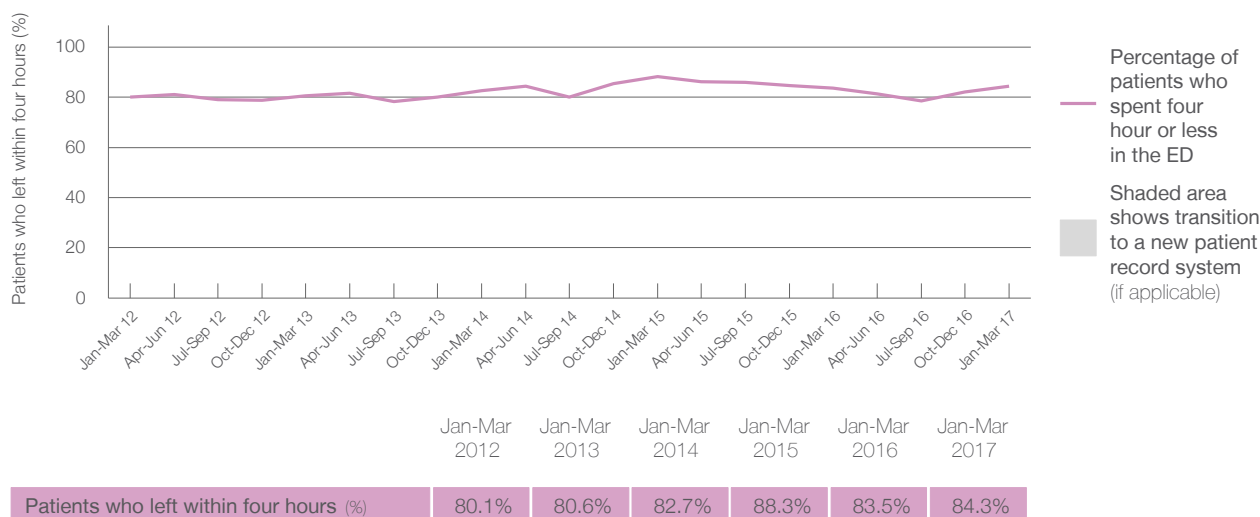
Presentations used to calculate time to leaving the ED:⁶ 7,380 patients

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



Same period last year	Change since one year ago
6,641	11.2%
6,639	11.2%
83.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



* 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. All presentations that have a departure time.
7. 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*.
8. 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.
9. 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).

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

Kurri Kurri District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 892 patients

Emergency presentations:² 829 patients

Same period last year	Change since one year ago
1,257	-29.0%
1,224	-32.3%

Kurri Kurri District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 76 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 239 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 21 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 410 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 51 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 104 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
83	
3 minutes	8 minutes
*	26 minutes
336	
10 minutes	20 minutes
27 minutes	69 minutes
583	
16 minutes	26 minutes
64 minutes	101 minutes
222	
15 minutes	23 minutes
82 minutes	104 minutes

Kurri Kurri District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 892 patients

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

95.0%

Same period last year	Change since one year ago
1,257	-29.0%
93.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

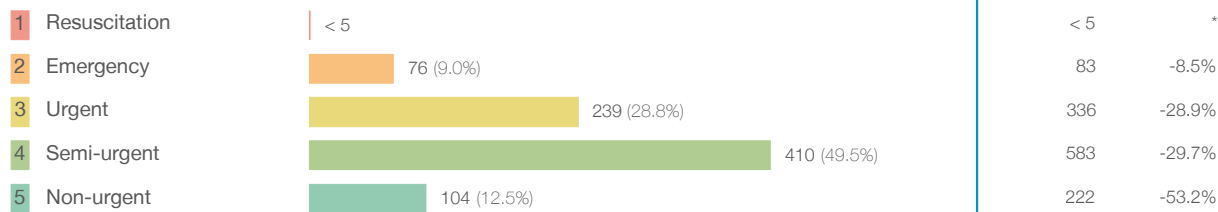
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Patients presenting to the emergency department

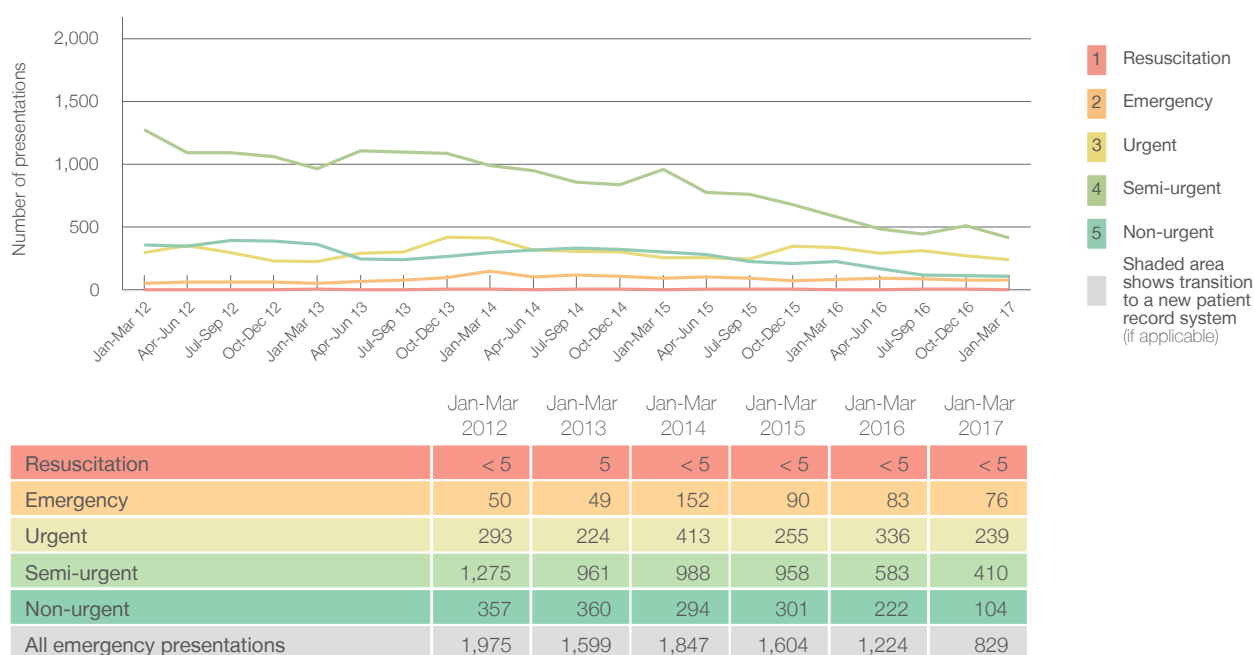
January to March 2017

All presentations¹ 892 patients

Emergency presentations² by triage category: 829 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Kurri Kurri District Hospital: Patients arriving by ambulance

January to March 2017

ED Transfer of care time is not currently available for this hospital.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 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.

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

Kurri Kurri 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: 76

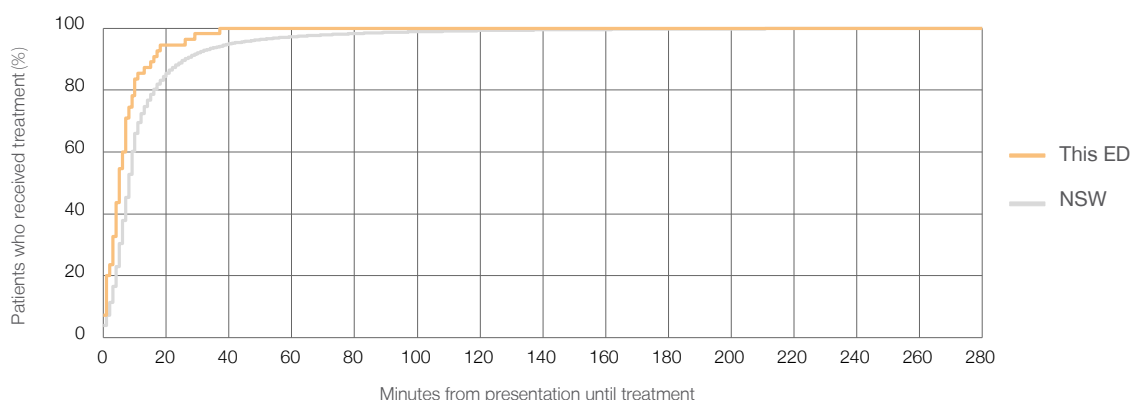
Number of triage 2 patients used to calculate waiting time:³ 55

Median time to start treatment⁴ 5 minutes

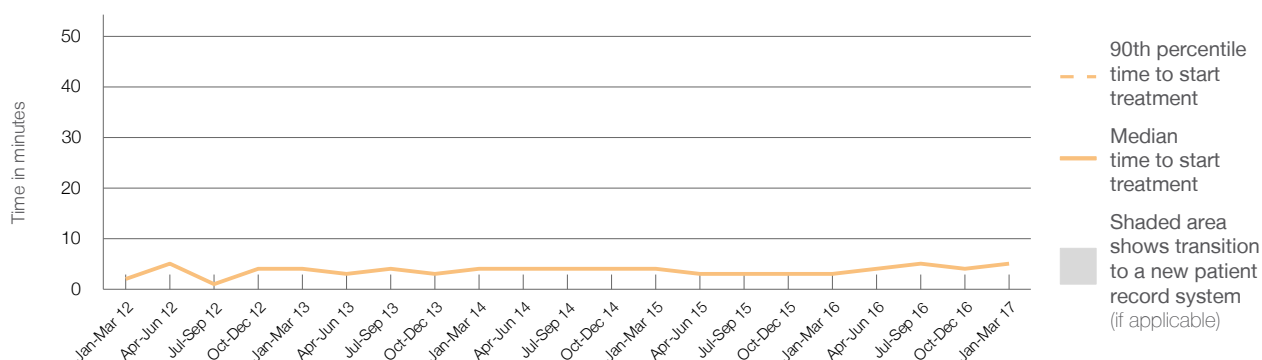
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
83	
69	
3 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	2	4	4	4	3	5
90th percentile time to start treatment ⁵ (minutes)	*	*	37	*	*	*

(†) 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.

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

Kurri Kurri 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: 239

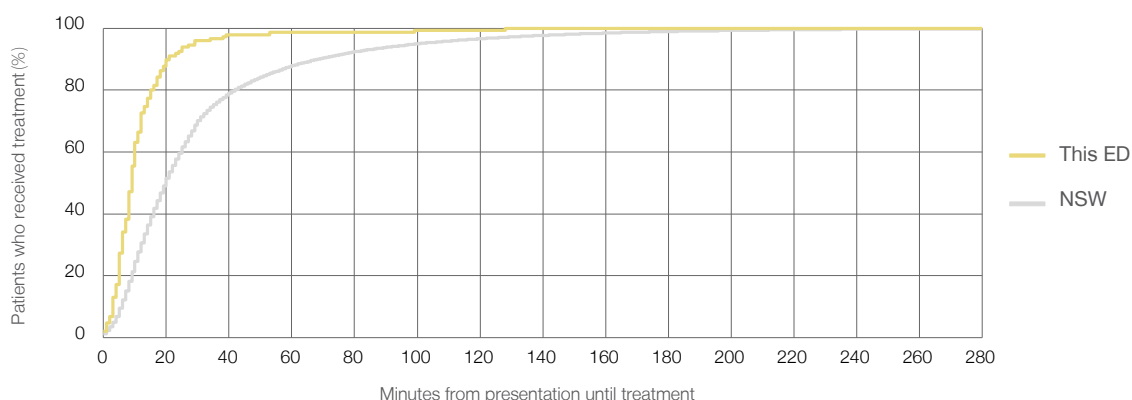
Number of triage 3 patients used to calculate waiting time:³ 146

Median time to start treatment⁴ 9 minutes

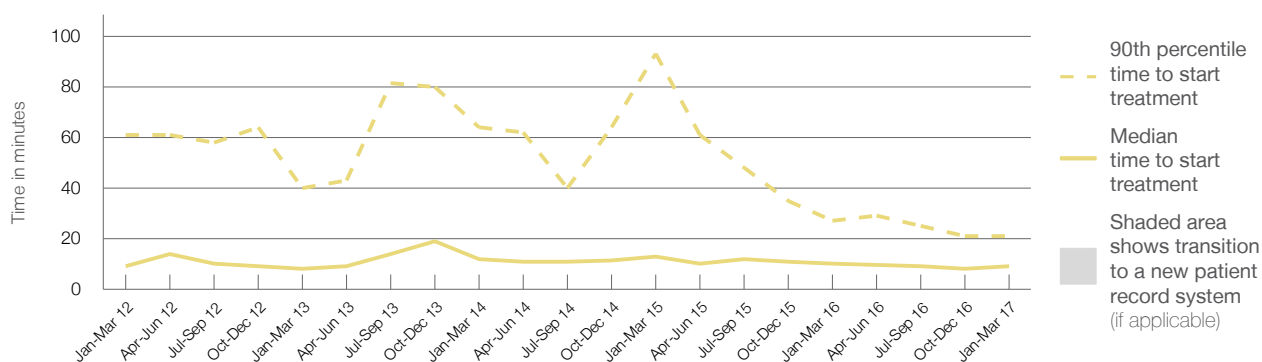
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
336	
253	
10 minutes	20 minutes
27 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	8	12	13	10	9
90th percentile time to start treatment ⁵ (minutes)	61	40	64	93	27	21

(†) 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.

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

Kurri Kurri 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: 410

Number of triage 4 patients used to calculate waiting time:³ 226

Median time to start treatment⁴

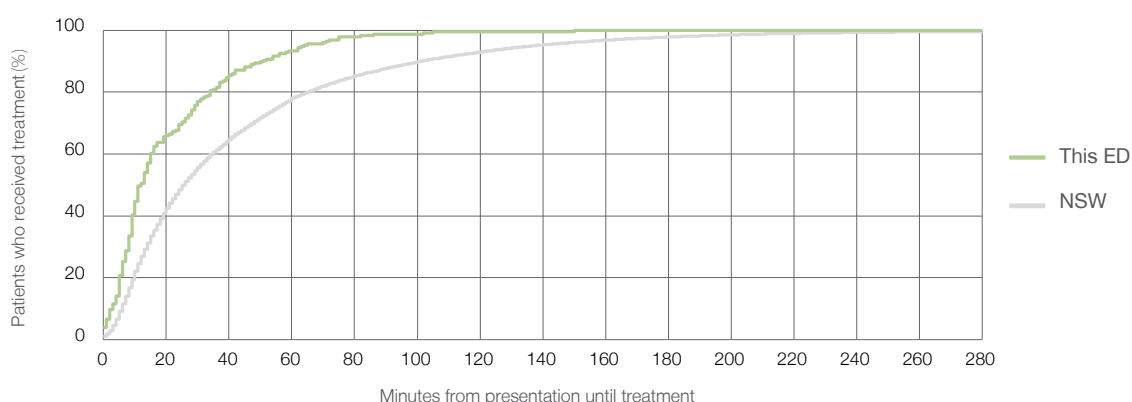
12 minutes

90th percentile time to start treatment⁵

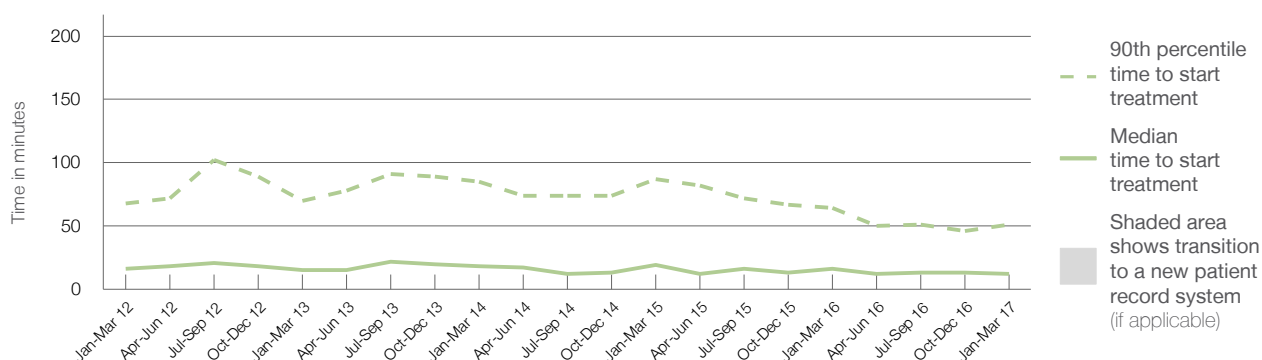
51 minutes

Same period last year	NSW (this period)
583	
399	
16 minutes	26 minutes
64 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	16	15	18	19	16	12
90th percentile time to start treatment ⁵ (minutes)	68	70	85	87	64	51

(†) 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.

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

Kurri Kurri 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: 104

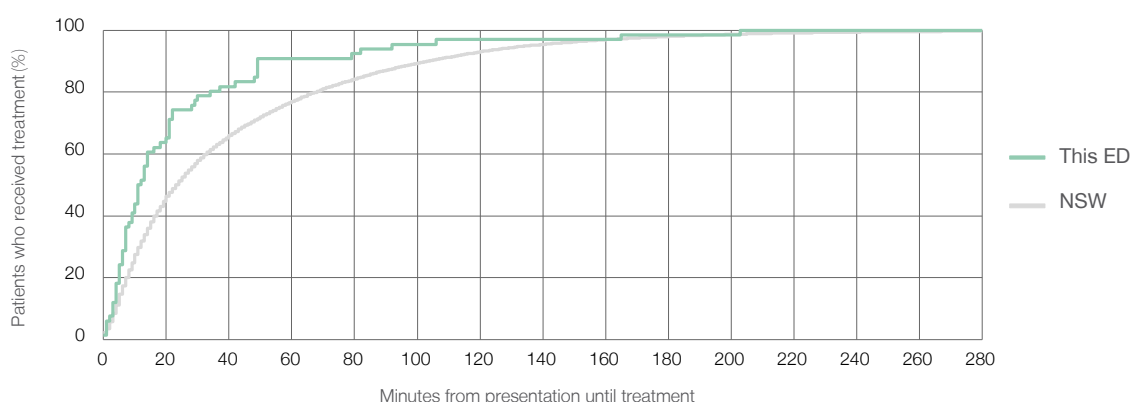
Number of triage 5 patients used to calculate waiting time:³ 66

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
222	
183	
15 minutes	23 minutes
82 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	10	10	11	14	15	12
90th percentile time to start treatment ⁵ (minutes)	61	76	63	79	82	*

(†) 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.

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

Kurri Kurri District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 892 patients

Presentations used to calculate time to leaving the ED:⁶ 892 patients

Median time spent in the ED⁸

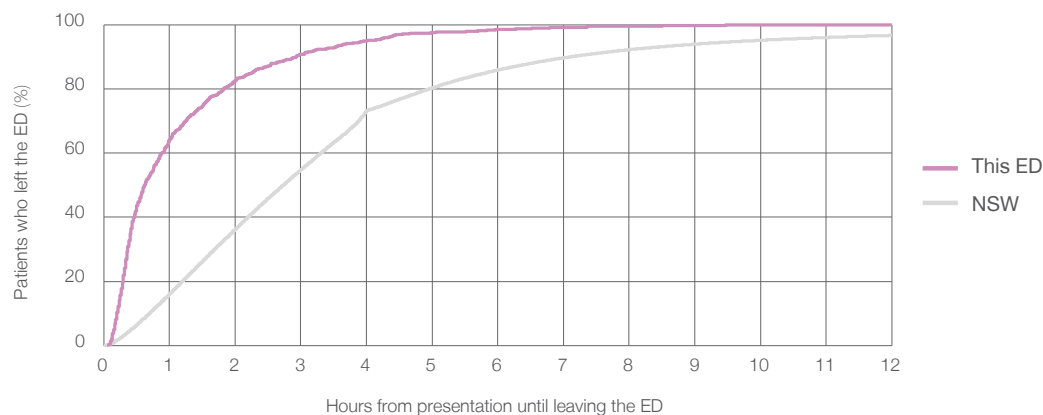
0 hours and 37 minutes

90th percentile time spent in the ED⁹

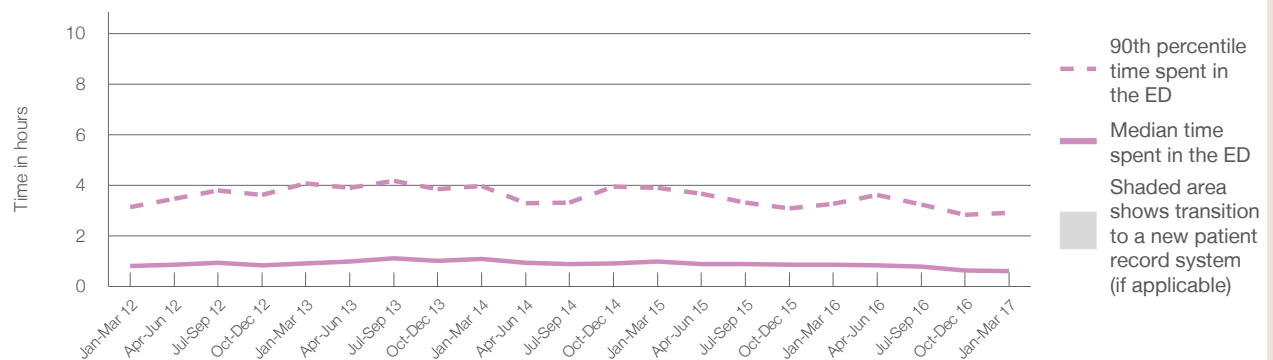
2 hours and 55 minutes

Same period last year	NSW (this period)
1,257	
1,257	
0 hours and 53 minutes	2 hours and 44 minutes
3 hours and 17 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	0h 49m	0h 55m	1h 6m	1h 0m	0h 53m	0h 37m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 9m	4h 5m	3h 59m	3h 55m	3h 17m	2h 55m

(†) 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.

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

Kurri Kurri District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

All presentations:[†] 892 patients

Presentations used to calculate time to leaving the ED:[‡] 892 patients

Treated and discharged 459 (51.5%)

Treated and admitted to hospital 19 (2.1%)

Patient left without, or before completing, treatment 53 (5.9%)

Transferred to another hospital 40 (4.5%)

Other 321 (36.0%)

Same period last year Change since one year ago

1,257 -29.0%

815 -43.7%

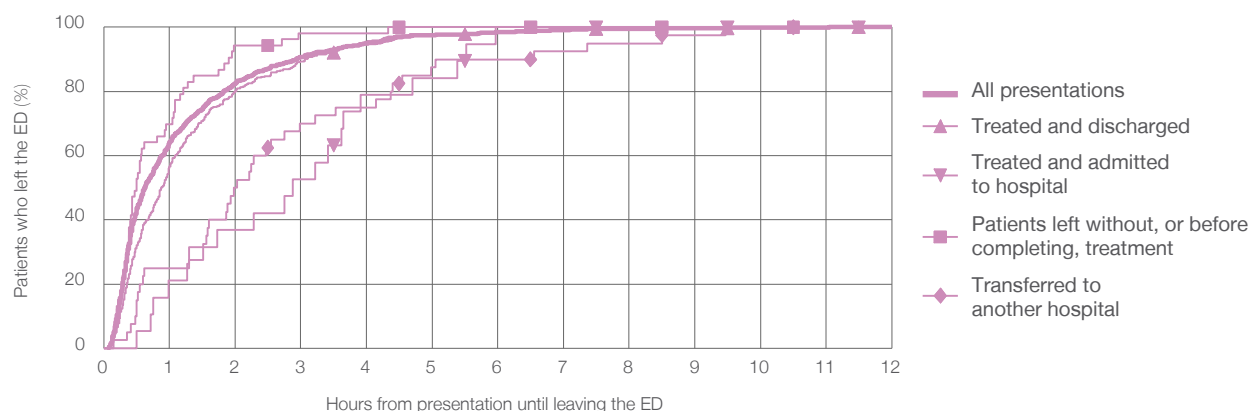
29 -34.5%

63 -15.9%

61 -34.4%

289 11.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

Treated and discharged	56.6%	80.2%	89.3%	95.4%	98.7%	99.6%	99.8%	100%
Treated and admitted to hospital	21.1%	36.8%	52.6%	78.9%	100%	100%	100%	100%
Patient left without, or before completing, treatment	69.8%	94.3%	98.1%	98.1%	100%	100%	100%	100%
Transferred to another hospital	25.0%	50.0%	70.0%	75.0%	90.0%	95.0%	100%	100%
All presentations	64.1%	82.6%	90.7%	95.0%	98.5%	99.4%	99.9%	100%

(†) 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.

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

Kurri Kurri 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:¹ 892 patients

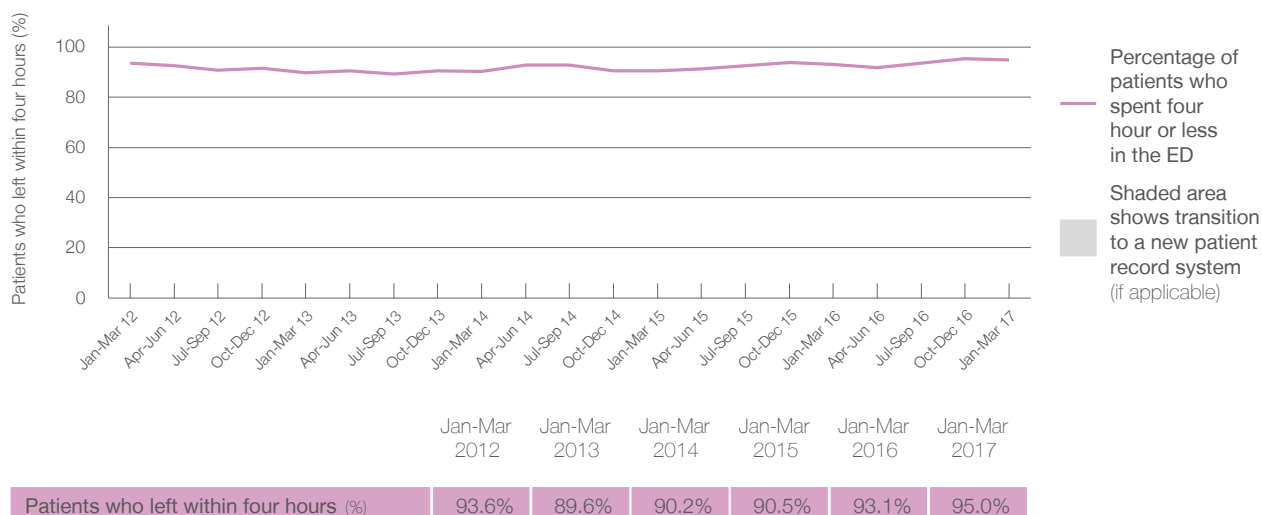
Presentations used to calculate time to leaving the ED:⁶ 892 patients

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



Same period last year	Change since one year ago
1,257	-29.0%
1,257	-29.0%
93.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

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

Lithgow Health Service: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,955 patients
Emergency presentations:² 2,851 patients

Same period last year	Change since one year ago
3,176	-7.0%
3,028	-5.8%

Lithgow Health Service: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 306 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 892 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 34 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,206 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 46 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 435 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
324	
4 minutes	8 minutes
11 minutes	26 minutes
906	
10 minutes	20 minutes
37 minutes	69 minutes
1,303	
10 minutes	26 minutes
50 minutes	101 minutes
477	
8 minutes	23 minutes
42 minutes	104 minutes

Lithgow Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,955 patients

Percentage of patients who spent four hours or less in the ED 87.4%

Same period last year	Change since one year ago
3,175	-6.9%
88.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

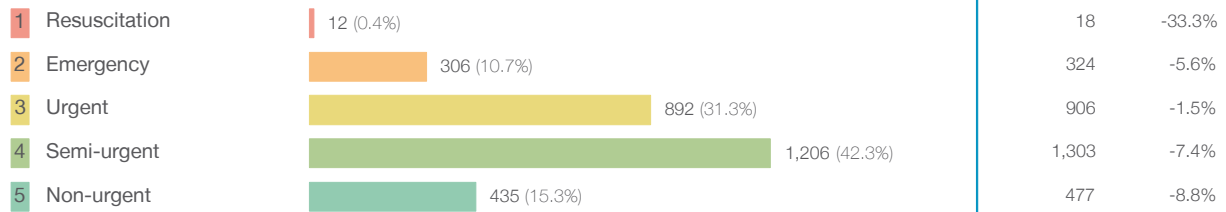
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Patients presenting to the emergency department

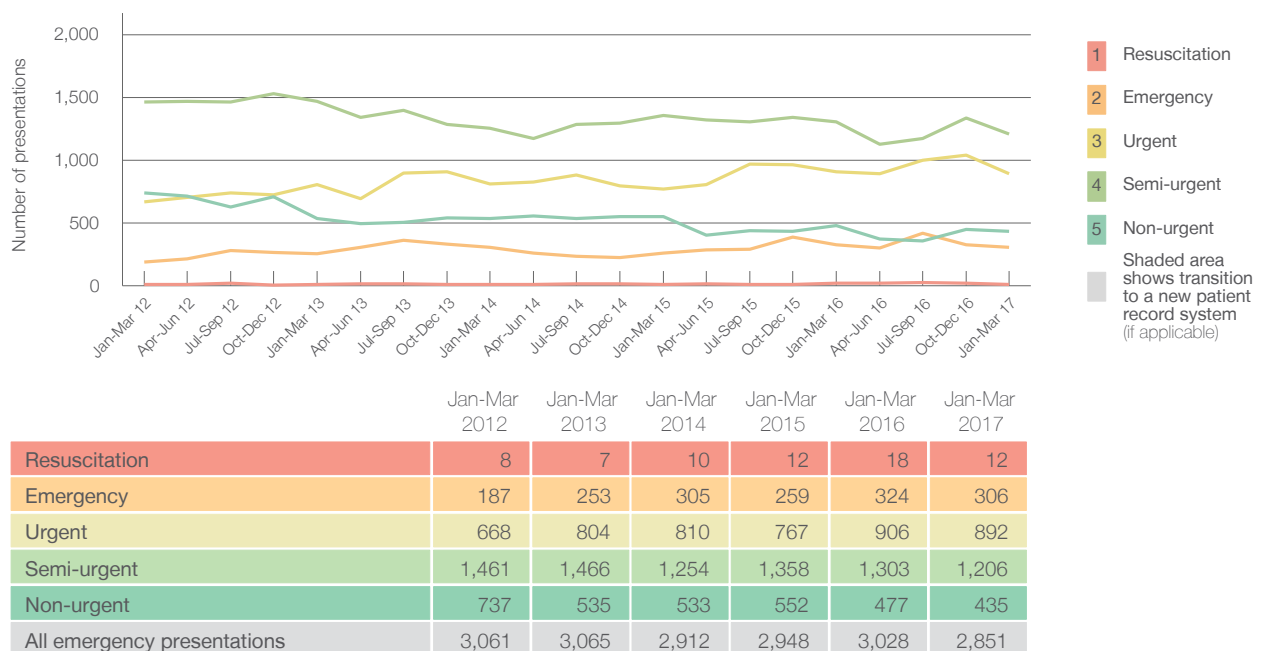
January to March 2017

All presentations:¹ 2,955 patients

Emergency presentations² by triage category: 2,851 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Lithgow Health Service: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 576 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.

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

Lithgow Health Service: 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: 306

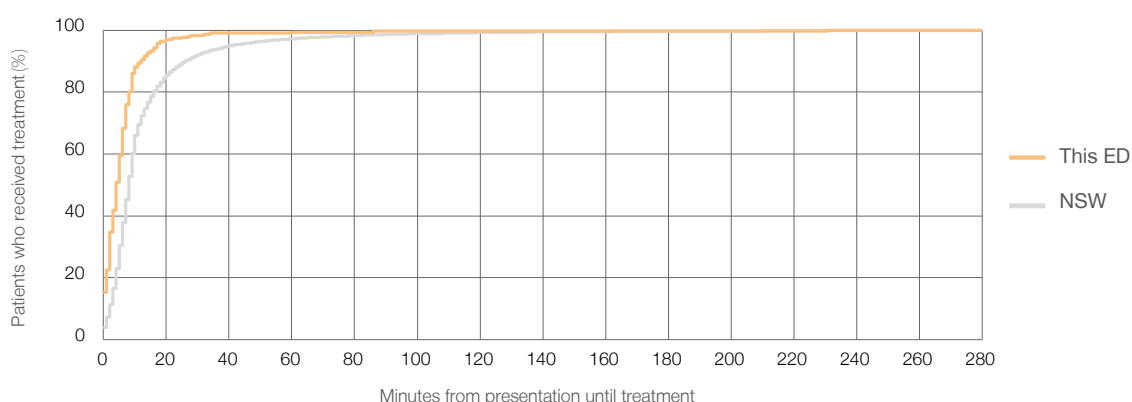
Number of triage 2 patients used to calculate waiting time:³ 302

Median time to start treatment⁴ 4 minutes

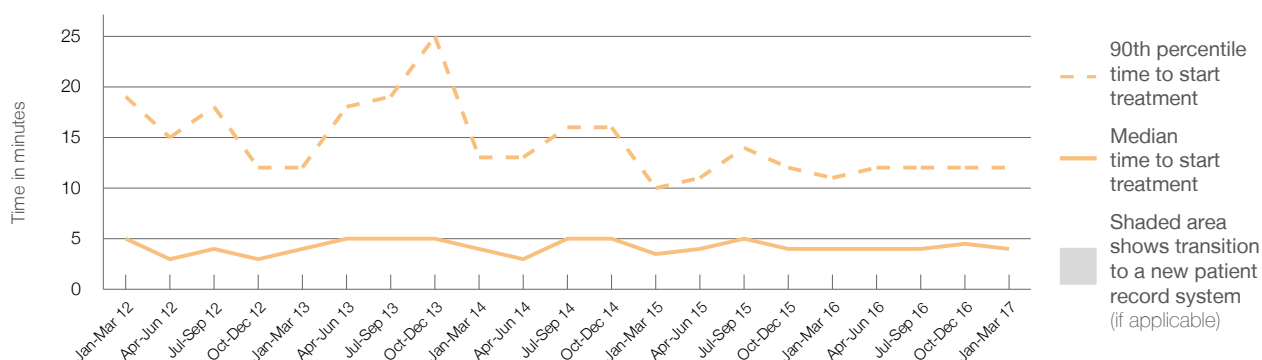
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
324	
321	
4 minutes	8 minutes
11 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	4	4	4	4	4
90th percentile time to start treatment ⁵ (minutes)	19	12	13	10	11	12

(†) 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.

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

Lithgow Health Service: 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: 892

Number of triage 3 patients used to calculate waiting time:³ 875

Median time to start treatment⁴

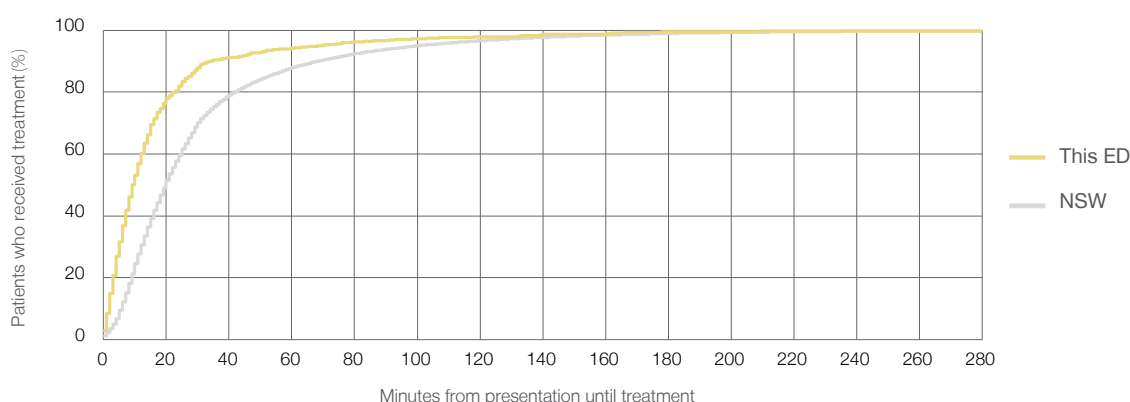
9 minutes

90th percentile time to start treatment⁵

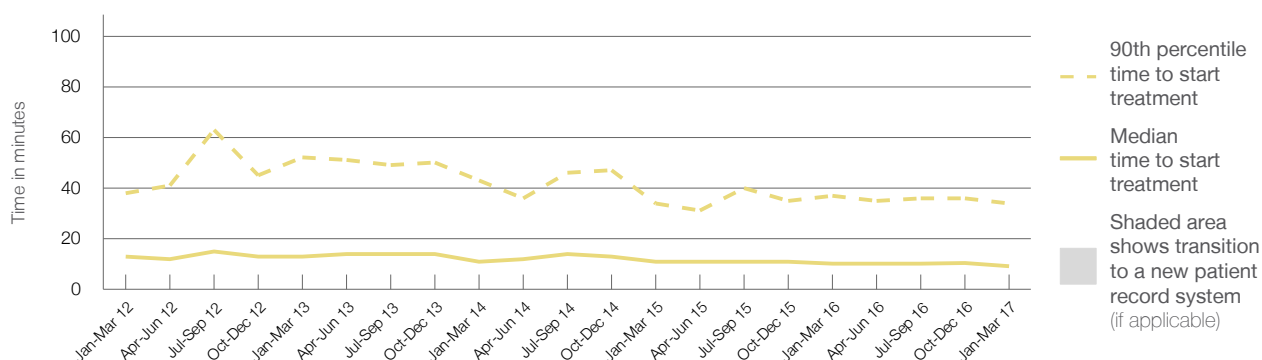
34 minutes

Same period last year	NSW (this period)
906	
877	
10 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	13	13	11	11	10	9
90th percentile time to start treatment ⁵ (minutes)	38	52	43	34	37	34

(†) 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.

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

Lithgow Health Service: 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: 1,206

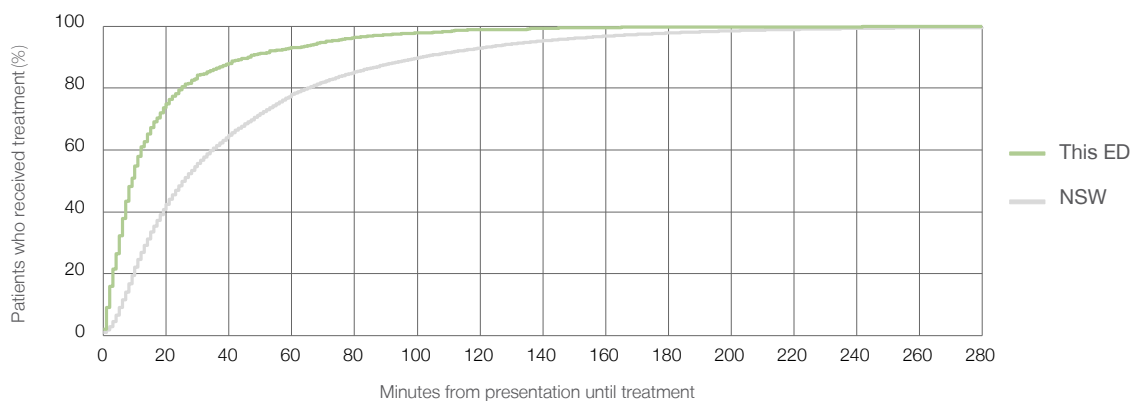
Number of triage 4 patients used to calculate waiting time:³ 1,160

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
1,303	
1,241	
10 minutes	26 minutes
50 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	12	14	12	11	10	9
90th percentile time to start treatment ⁵ (minutes)	58	61	53	54	50	46

(†) 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.

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

Lithgow Health Service: 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: 435

Number of triage 5 patients used to calculate waiting time:³ 406

Median time to start treatment⁴

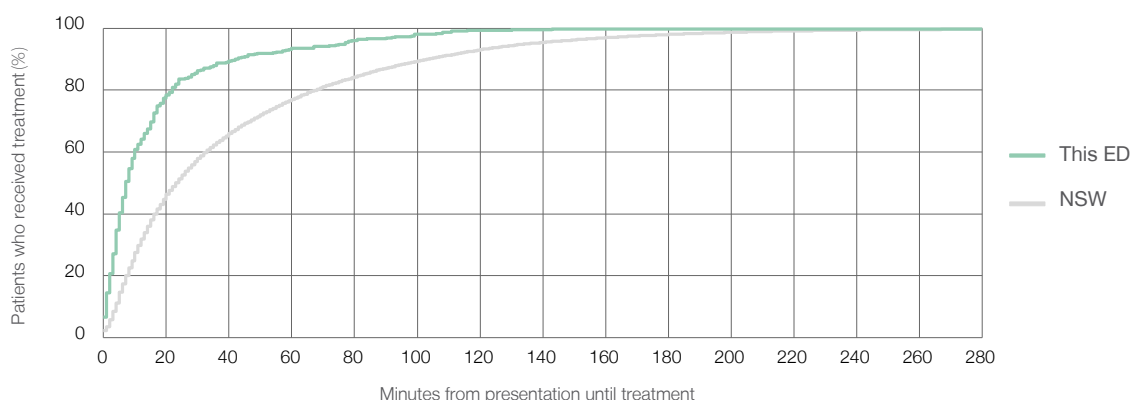
7 minutes

90th percentile time to start treatment⁵

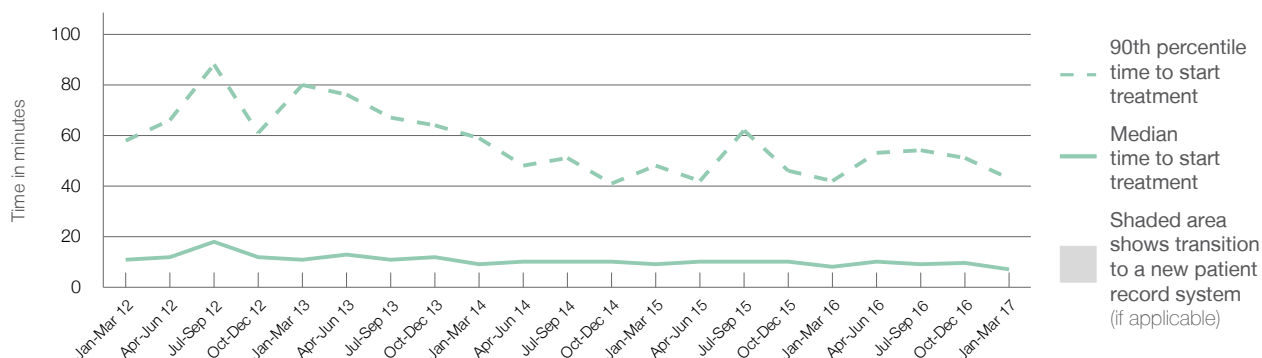
43 minutes

Same period last year	NSW (this period)
477	
435	
8 minutes	23 minutes
42 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	11	11	9	9	8	7
90th percentile time to start treatment ⁵ (minutes)	58	80	59	48	42	43

(†) 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.

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

Lithgow Health Service: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,955 patients

Presentations used to calculate time to leaving the ED:⁶ 2,955 patients

Median time spent in the ED⁸

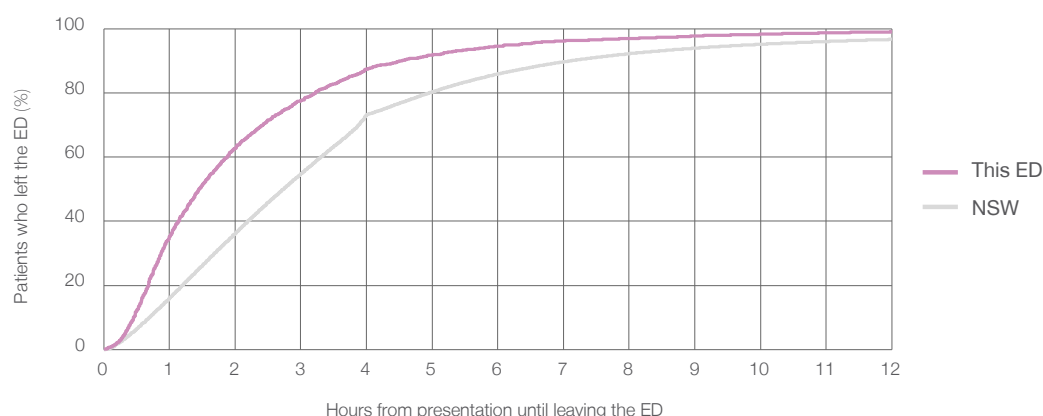
1 hours and 27 minutes

90th percentile time spent in the ED⁹

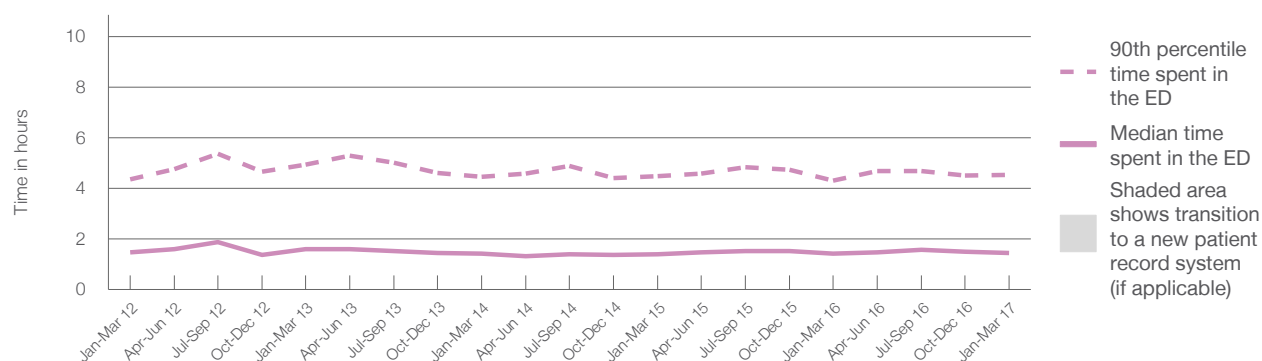
4 hours and 32 minutes

Same period last year	NSW (this period)
3,176	
3,175	
1 hours and 25 minutes	2 hours and 44 minutes
4 hours and 18 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 29m	1h 37m	1h 25m	1h 24m	1h 25m	1h 27m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 21m	4h 57m	4h 27m	4h 29m	4h 18m	4h 32m

(†) 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.

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

Lithgow Health Service: Time patients spent in the ED

By mode of separation

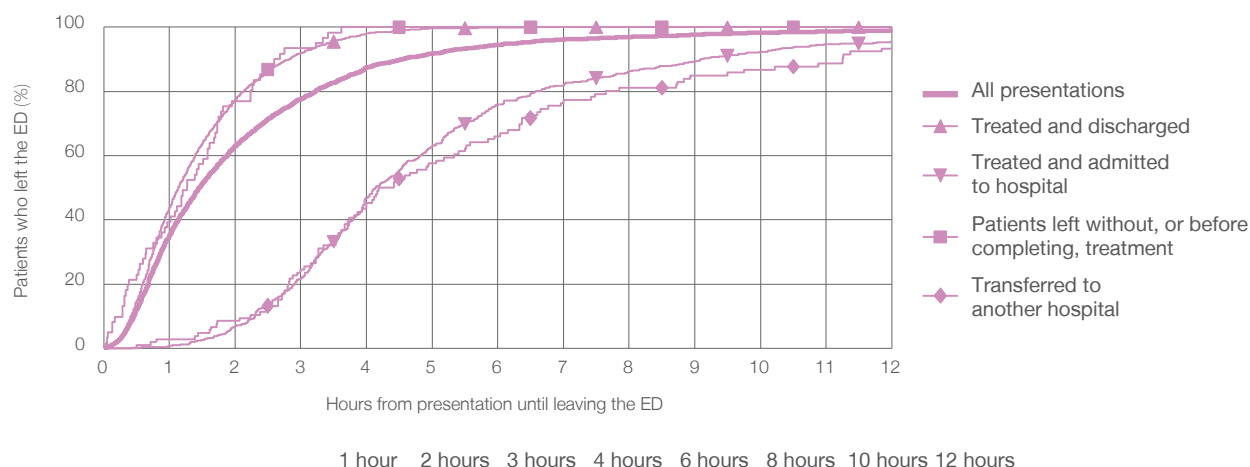
January to March 2017

All presentations:[†] 2,955 patients

Presentations used to calculate time to leaving the ED:[‡] 2,955 patients

		Same period last year	Change since one year ago
Treated and discharged	2,273 (76.9%)	3,175	-6.9%
Treated and admitted to hospital	488 (16.5%)	2,536	-10.4%
Patient left without, or before completing, treatment	61 (2.1%)	440	10.9%
Transferred to another hospital	106 (3.6%)	74	-17.6%
Other	27 (0.9%)	115	-7.8%
		11	145.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	44.0%	77.3%	92.0%	98.1%	99.9%	100%	100%	100%
Treated and admitted to hospital	0.8%	7.0%	21.7%	46.9%	76.0%	86.3%	92.4%	95.5%
Patient left without, or before completing, treatment	39.3%	77.0%	93.4%	100%	100%	100%	100%	100%
Transferred to another hospital	2.8%	8.5%	24.5%	45.3%	66.0%	81.1%	86.8%	93.4%
All presentations	35.3%	62.9%	77.6%	87.4%	94.6%	97.0%	98.2%	99.0%

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

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

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

Lithgow Health Service: 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:¹ 2,955 patients

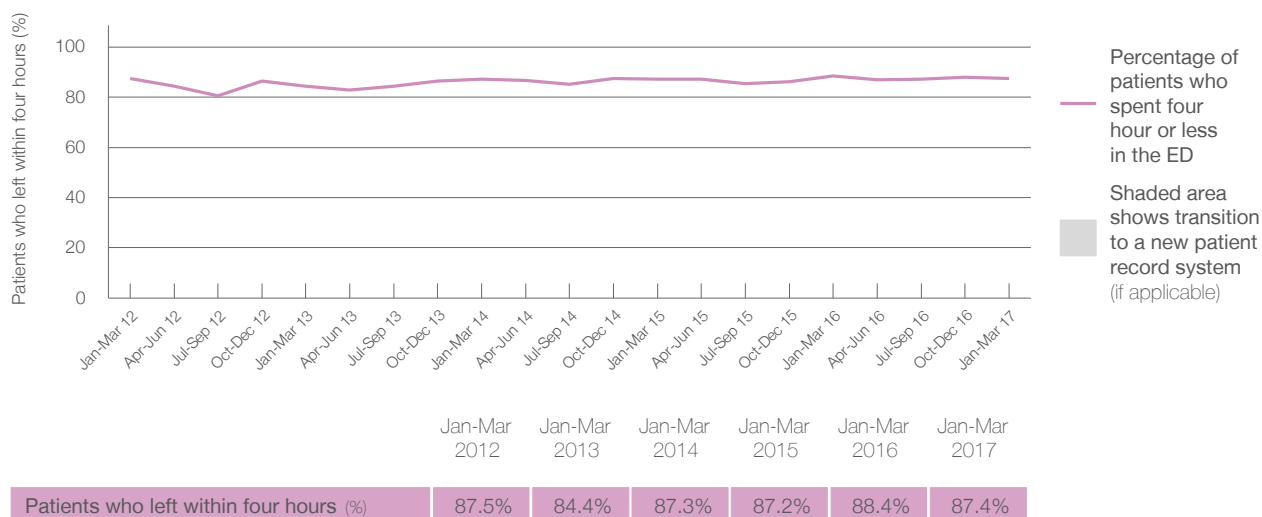
Presentations used to calculate time to leaving the ED:⁶ 2,955 patients

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

87.4%

Same period last year	Change since one year ago
3,176	-7.0%
3,175	-6.9%
88.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

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

January to March 2017

All presentations:¹ 3,863 patients

Emergency presentations:² 3,545 patients

Same period last year	Change since one year ago
3,663	5.5%
3,369	5.2%

Macksville District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 325 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,106 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,580 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 106 minutes

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

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
357	
10 minutes	8 minutes
26 minutes	26 minutes
1,142	
24 minutes	20 minutes
63 minutes	69 minutes
1,519	
29 minutes	26 minutes
105 minutes	101 minutes
334	
27 minutes	23 minutes
106 minutes	104 minutes

Macksville District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 3,860 patients

Percentage of patients who spent four hours or less in the ED 91.1%

Same period last year	Change since one year ago
3,660	5.5%
86.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

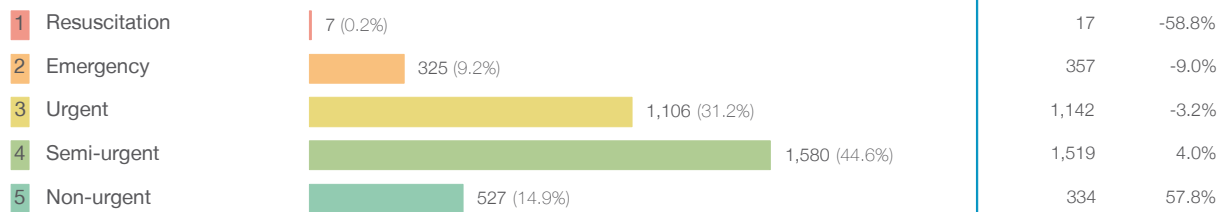
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Patients presenting to the emergency department

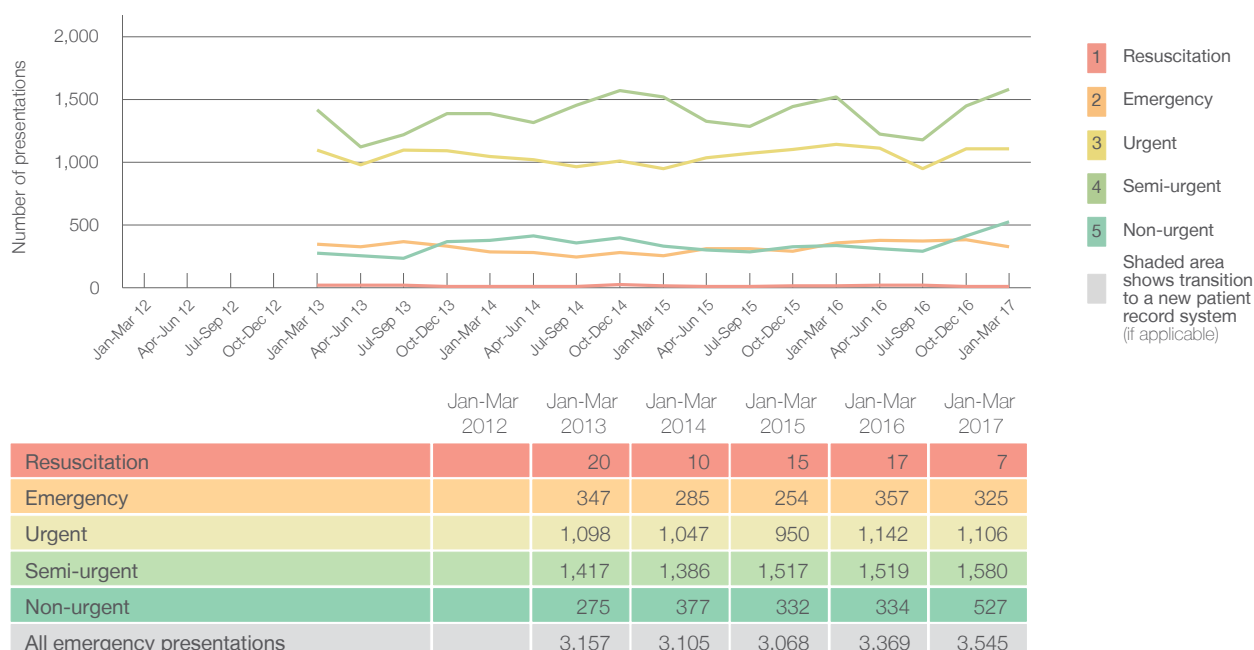
January to March 2017

All presentations:¹ 3,863 patients

Emergency presentations² by triage category: 3,545 patients



Emergency presentations² by quarter, January 2012 to March 2017 ^{† §}



Macksville District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 467 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.

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

January to March 2017

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

Number of triage 2 patients: 325

Number of triage 2 patients used to calculate waiting time:³ 318

Median time to start treatment⁴

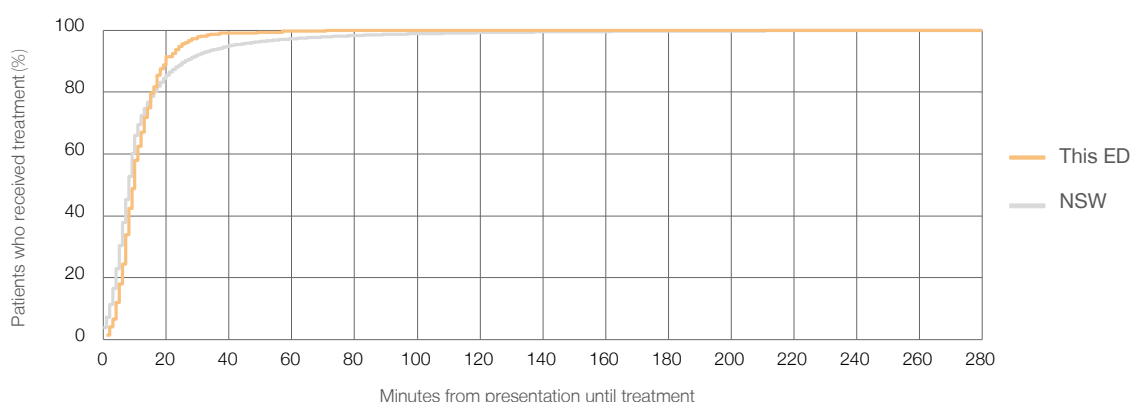
10 minutes

90th percentile time to start treatment⁵

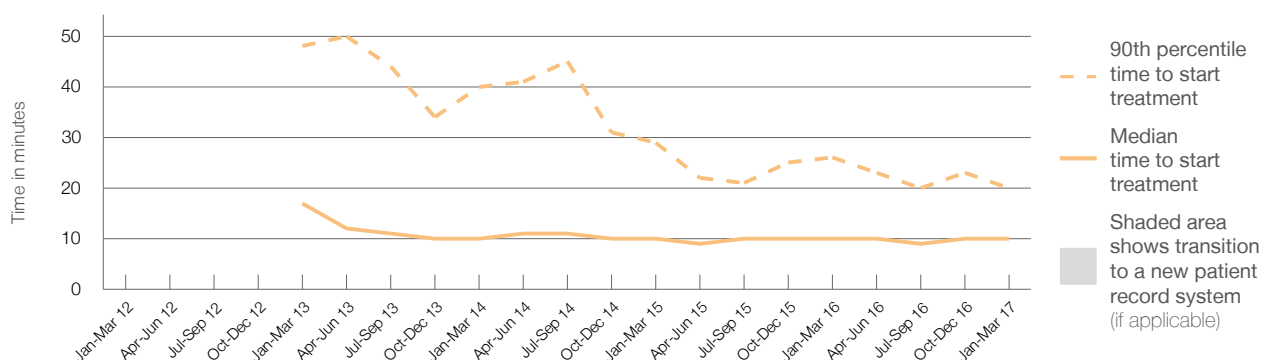
20 minutes

Same period last year	NSW (this period)
357	
349	
10 minutes	8 minutes
26 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		17	10	10	10	10
90th percentile time to start treatment ⁵ (minutes)		48	40	29	26	20

(†) 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.

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

January to March 2017

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

Number of triage 3 patients: 1,106

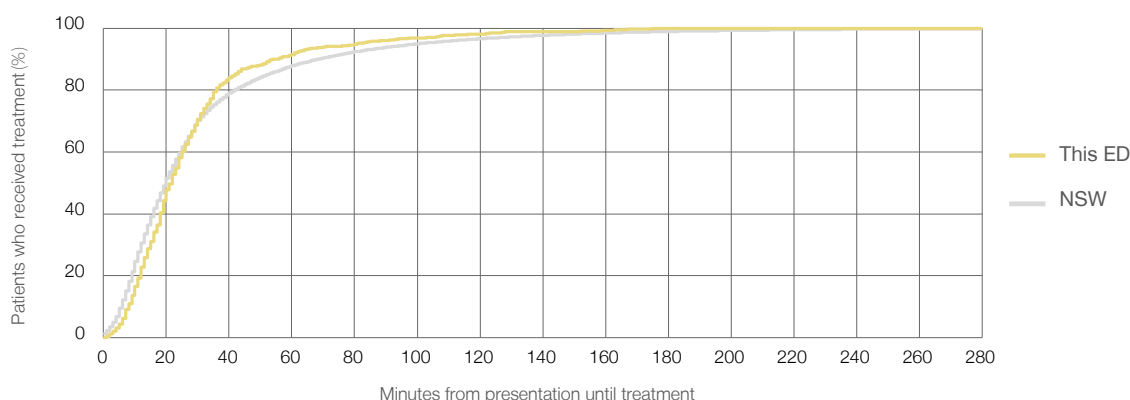
Number of triage 3 patients used to calculate waiting time:³ 1,076

Median time to start treatment⁴ 22 minutes

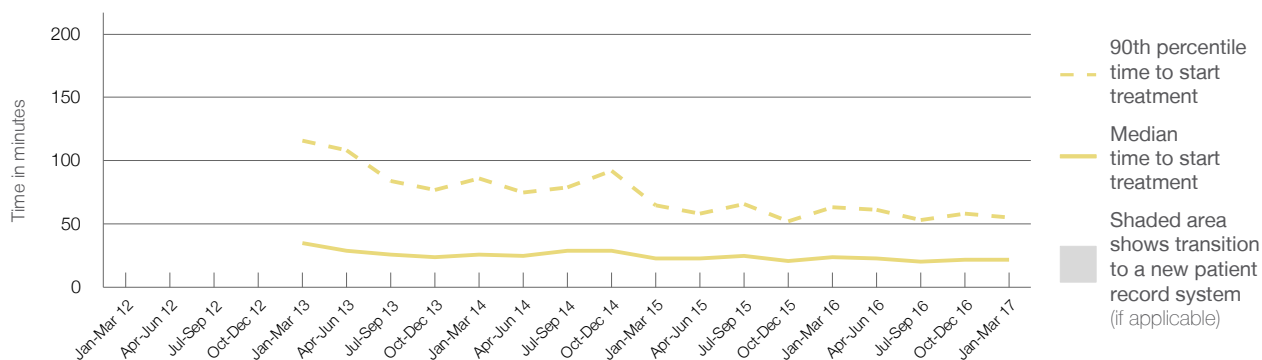
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
1,142	
1,097	
24 minutes	20 minutes
63 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		35	26	23	24	22
90th percentile time to start treatment ⁵ (minutes)		116	86	65	63	55

(†) 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.

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

January to March 2017

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

Number of triage 4 patients: 1,580

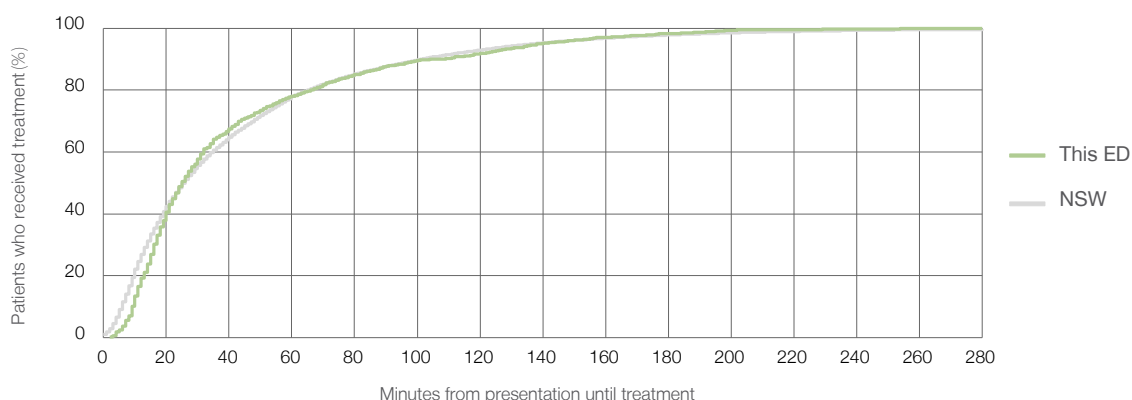
Number of triage 4 patients used to calculate waiting time:³ 1,503

Median time to start treatment⁴ 25 minutes

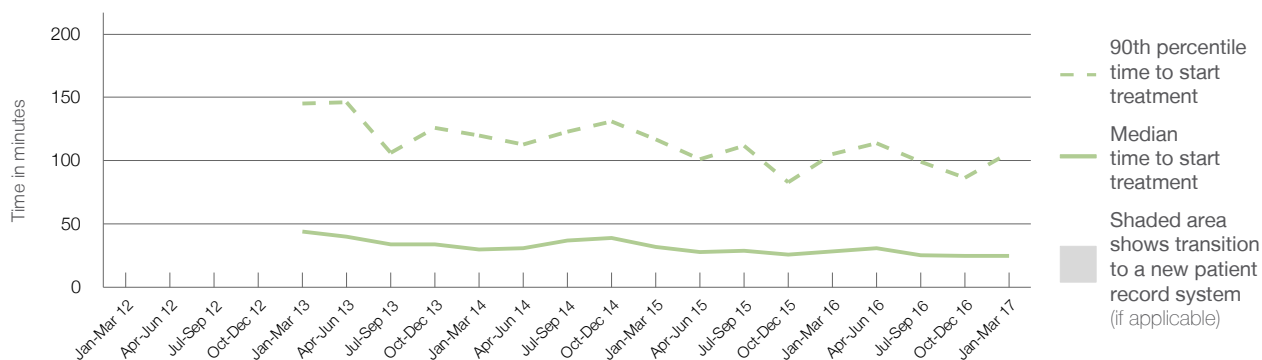
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
1,519	
1,444	
29 minutes	26 minutes
105 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		44	30	32	29	25
90th percentile time to start treatment ⁵ (minutes)		145	120	117	105	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 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.

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

January to March 2017

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

Number of triage 5 patients: 527

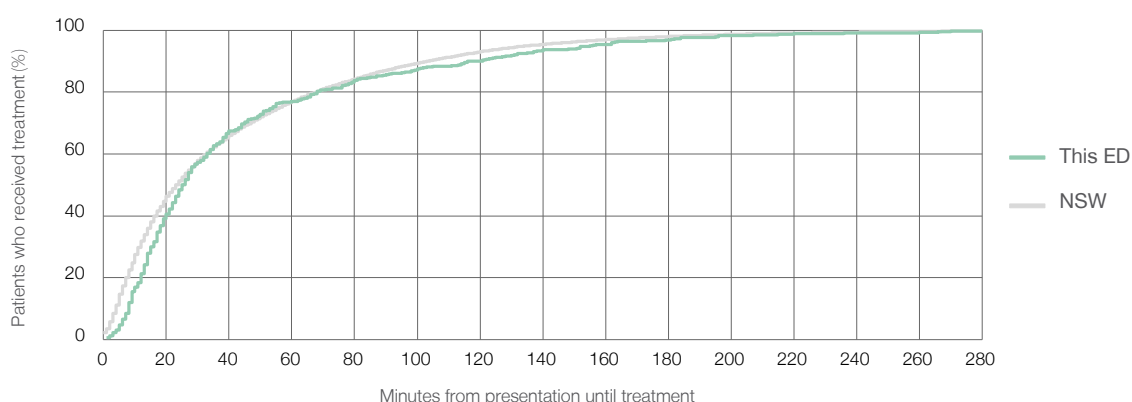
Number of triage 5 patients used to calculate waiting time:³ 492

Median time to start treatment⁴ 26 minutes

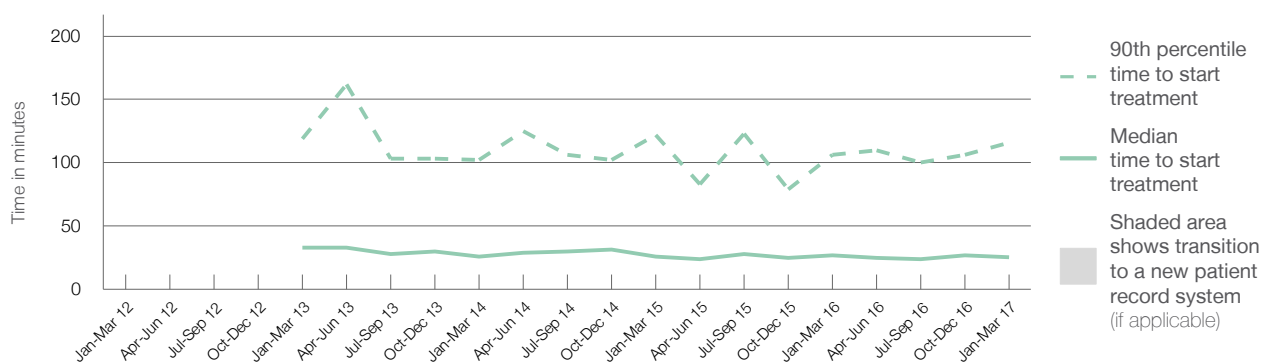
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
334	
309	
27 minutes	23 minutes
106 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		33	26	26	27	26
90th percentile time to start treatment ⁵ (minutes)		119	102	122	106	116

(†) 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.

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

January to March 2017

All presentations:¹ 3,863 patients

Presentations used to calculate time to leaving the ED:⁶ 3,860 patients

Median time spent in the ED⁸

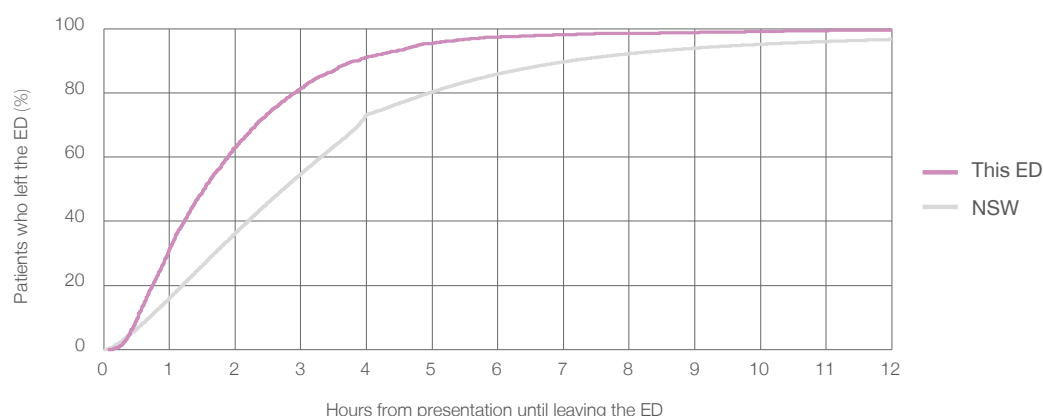
1 hours and 32 minutes

90th percentile time spent in the ED⁹

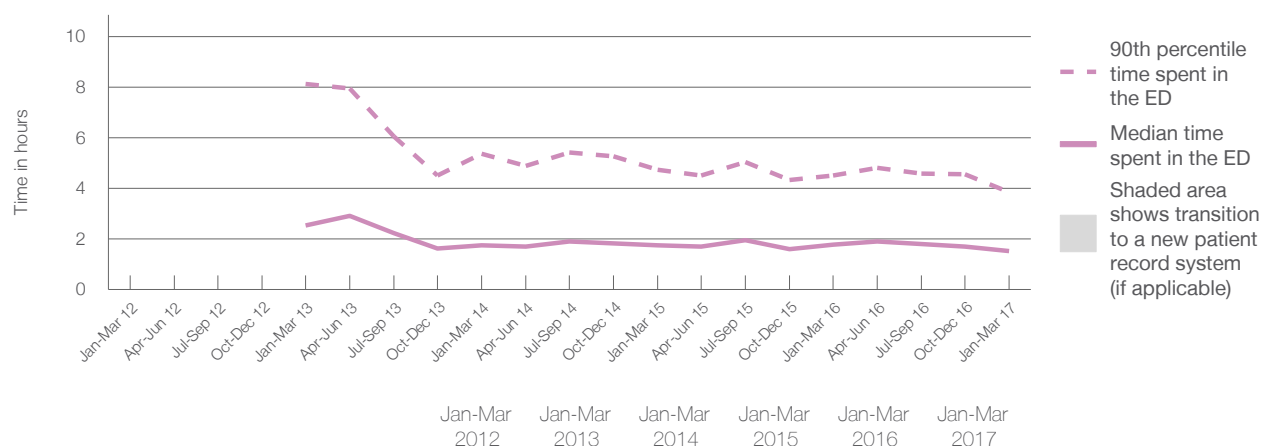
3 hours and 52 minutes

Same period last year	NSW (this period)
3,663	
3,660	
1 hours and 48 minutes	2 hours and 44 minutes
4 hours and 31 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)		2h 33m	1h 46m	1h 45m	1h 48m	1h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)		8h 7m	5h 22m	4h 44m	4h 31m	3h 52m

(†) 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.

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

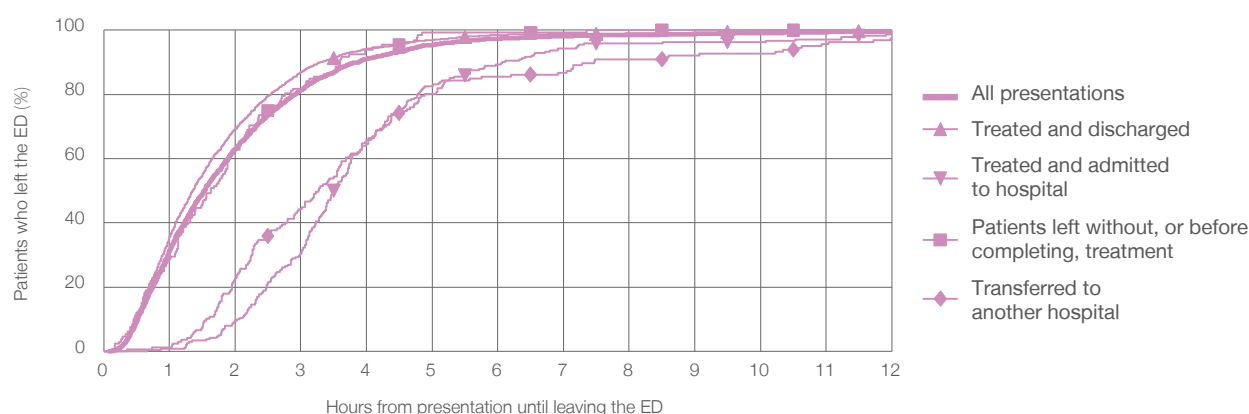
January to March 2017

All presentations:[†] 3,863 patients

Presentations used to calculate time to leaving the ED:[‡] 3,860 patients

		Same period last year	Change since one year ago
Treated and discharged	3,250 (84.1%)	2,987	8.8%
Treated and admitted to hospital	242 (6.3%)	256	-5.5%
Patient left without, or before completing, treatment	132 (3.4%)	161	-18.0%
Transferred to another hospital	167 (4.3%)	188	-11.2%
Other	72 (1.9%)	71	1.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



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

Treated and discharged	35.6%	69.2%	86.9%	94.2%	98.4%	99.0%	99.6%	99.8%
Treated and admitted to hospital	0.8%	9.5%	30.6%	65.7%	89.3%	95.9%	96.3%	98.8%
Patient left without, or before completing, treatment	28.8%	62.9%	81.8%	93.9%	99.2%	100%	100%	100%
Transferred to another hospital	1.2%	22.8%	44.3%	64.7%	85.6%	91.0%	92.8%	97.6%
All presentations	31.5%	63.0%	81.3%	91.1%	97.3%	98.5%	99.1%	99.6%

(†) 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.

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

January to March 2017

All presentations at the emergency department:¹ 3,863 patients

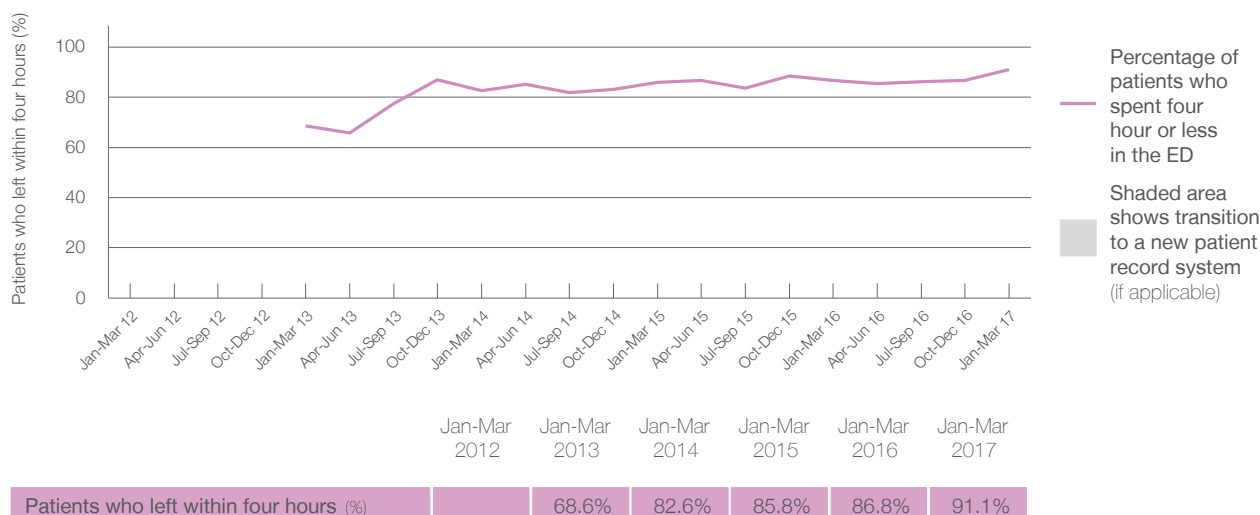
Presentations used to calculate time to leaving the ED:⁶ 3,860 patients

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



Same period last year	Change since one year ago
3,663	5.5%
3,660	5.5%
86.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



- * 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*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. 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*.
 - 4. 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.
 - 5. 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.
 - 6. All presentations that have a departure time.
 - 7. 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*.
 - 8. 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.
 - 9. 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).

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

Maclean District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 3,135 patients

Emergency presentations:² 2,918 patients

Same period last year	Change since one year ago
3,134	0.0%
2,971	-1.8%

Maclean District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 363 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,006 patients

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,345 patients

Median time to start treatment⁴ 36 minutes

90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 198 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
351	
14 minutes	8 minutes
39 minutes	26 minutes
1,179	
26 minutes	20 minutes
77 minutes	69 minutes
1,250	
32 minutes	26 minutes
105 minutes	101 minutes
181	
27 minutes	23 minutes
115 minutes	104 minutes

Maclean District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 3,134 patients

Percentage of patients who spent four hours or less in the ED 81.2%

Same period last year	Change since one year ago
3,131	0.1%
82.2%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

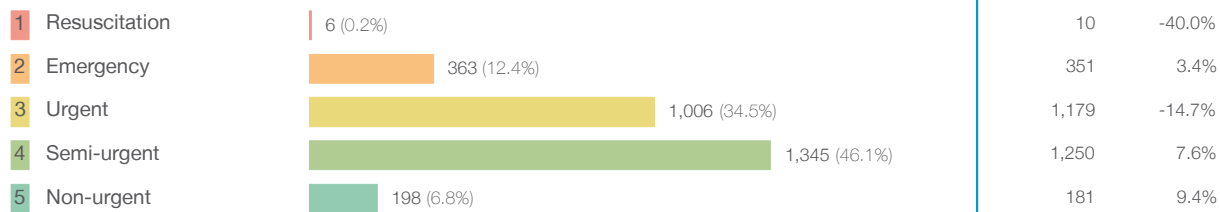
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Patients presenting to the emergency department

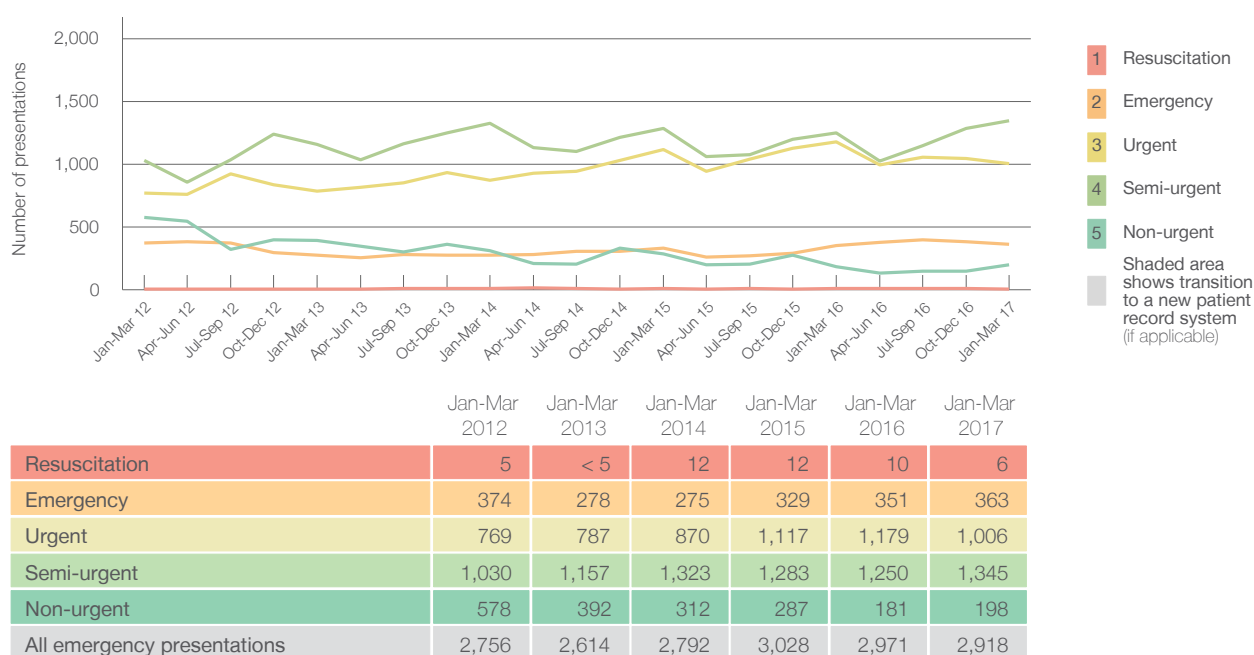
January to March 2017

All presentations:¹ 3,135 patients

Emergency presentations² by triage category: 2,918 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Maclean District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 383 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.

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

Maclean 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: 363

Number of triage 2 patients used to calculate waiting time:³ 363

Median time to start treatment⁴

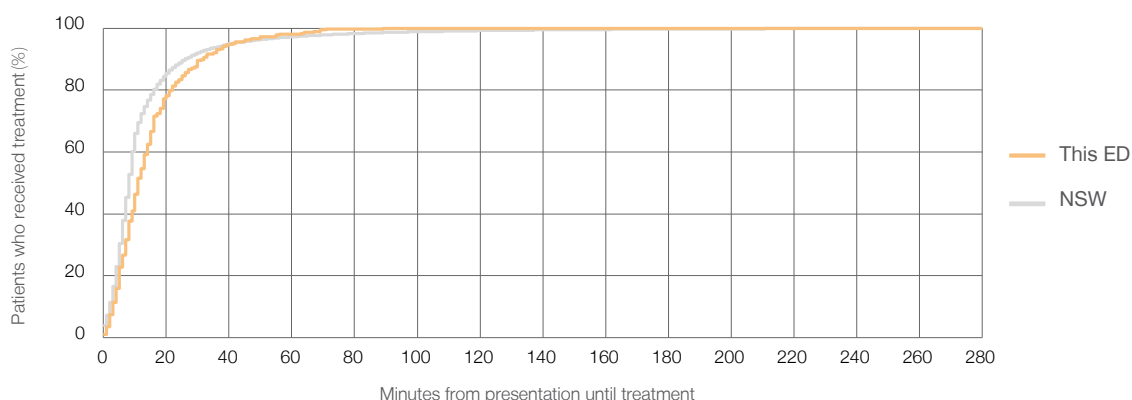
11 minutes

90th percentile time to start treatment⁵

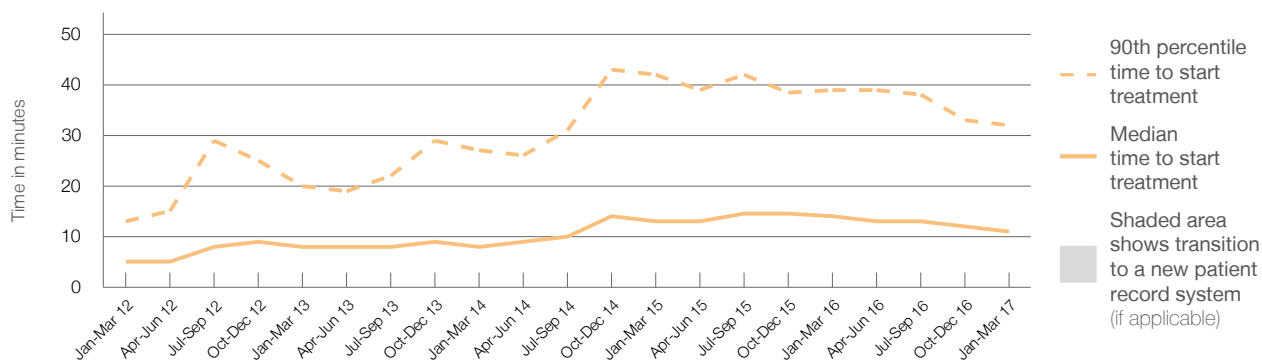
32 minutes

Same period last year	NSW (this period)
351	
351	
14 minutes	8 minutes
39 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	8	8	13	14	11
90th percentile time to start treatment ⁵ (minutes)	13	20	27	42	39	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 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.

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

Maclean 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: 1,006

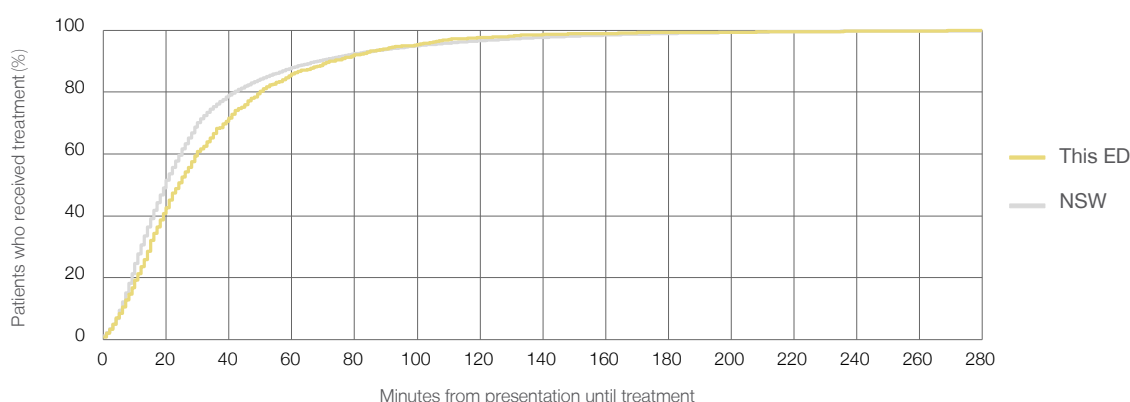
Number of triage 3 patients used to calculate waiting time:³ 991

Median time to start treatment⁴ 24 minutes

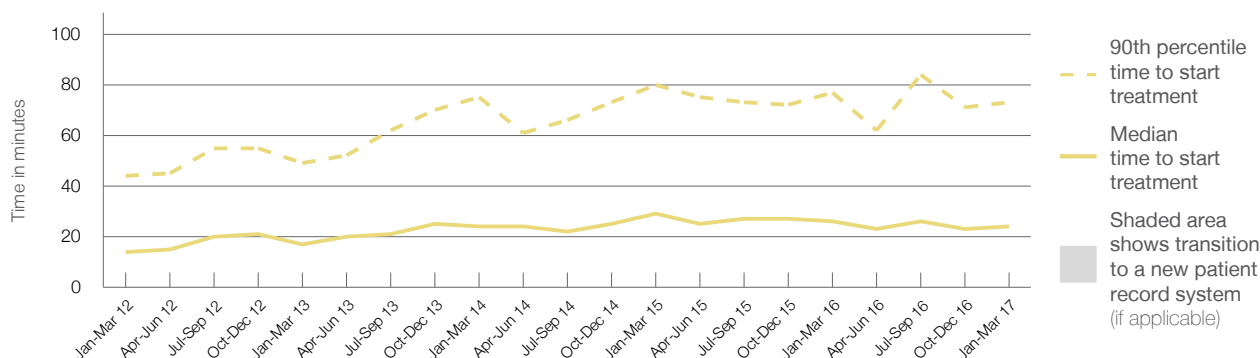
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
1,179	
1,140	
26 minutes	20 minutes
77 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	14	17	24	29	26	24
90th percentile time to start treatment ⁵ (minutes)	44	49	75	80	77	73

(†) 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.

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

Maclean 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: 1,345

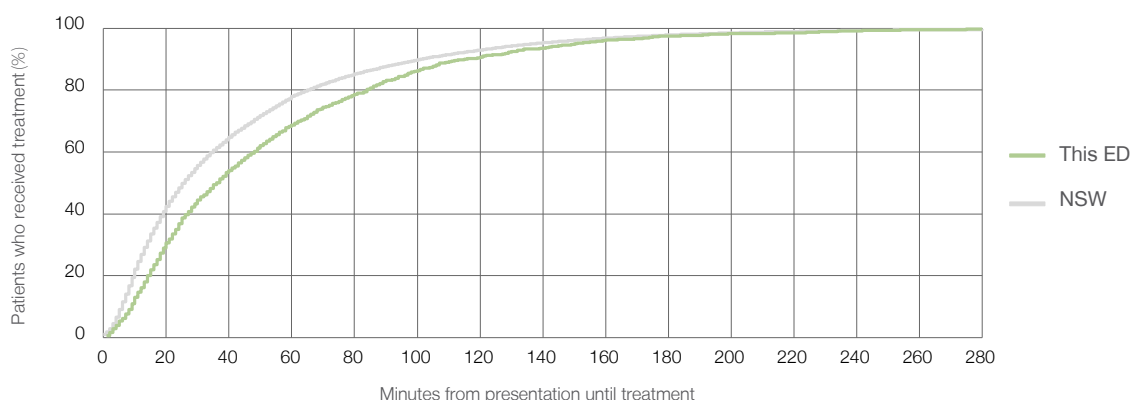
Number of triage 4 patients used to calculate waiting time:³ 1,238

Median time to start treatment⁴ 36 minutes

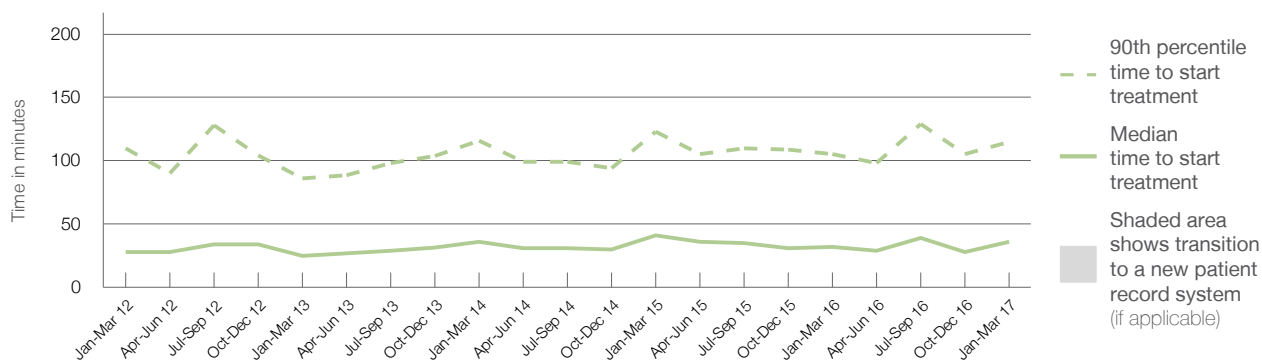
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,250	
1,131	
32 minutes	26 minutes
105 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	28	25	36	41	32	36
90th percentile time to start treatment ⁵ (minutes)	110	86	116	123	105	115

(†) 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.

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

Maclean 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: 198

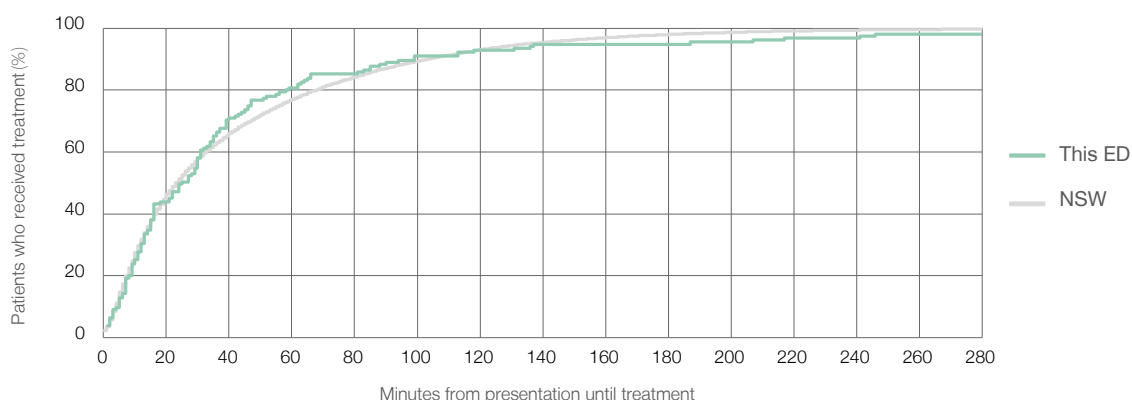
Number of triage 5 patients used to calculate waiting time:³ 155

Median time to start treatment⁴ 25 minutes

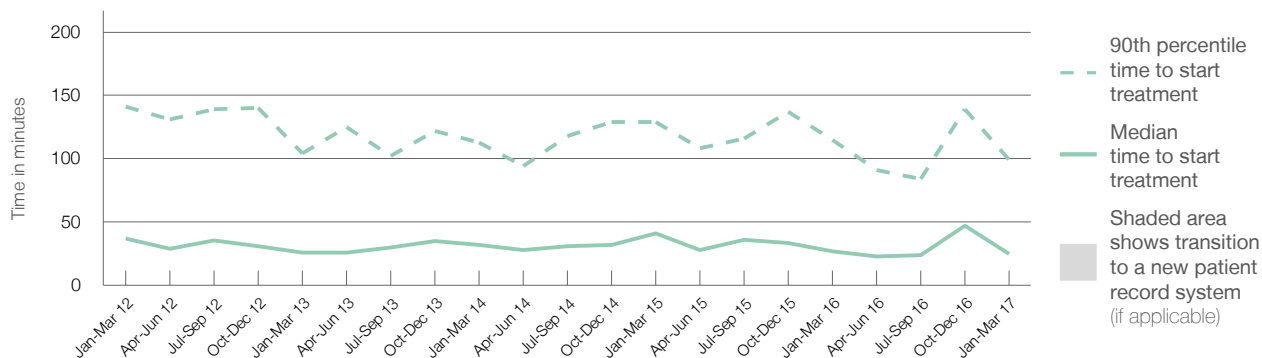
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
181	
146	
27 minutes	23 minutes
115 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	37	26	32	41	27	25
90th percentile time to start treatment ⁵ (minutes)	141	104	113	129	115	99

(†) 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.

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

Maclean District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 3,135 patients

Presentations used to calculate time to leaving the ED:⁶ 3,134 patients

Median time spent in the ED⁸

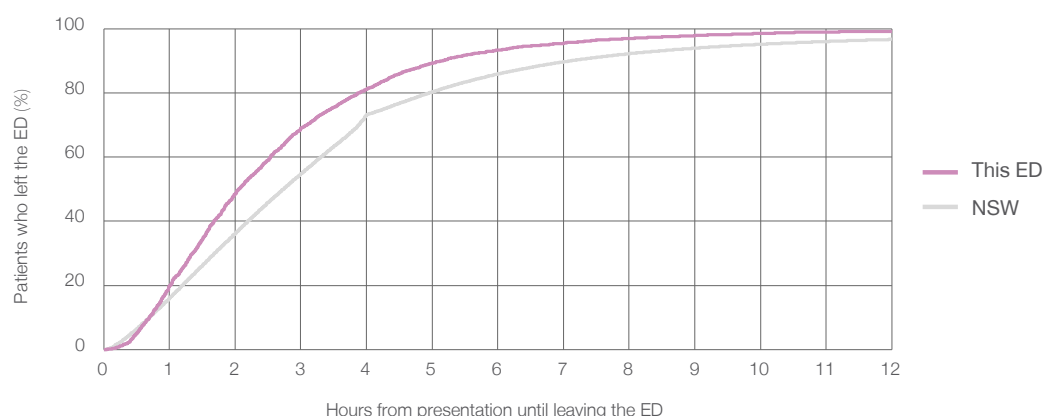
2 hours and 4 minutes

90th percentile time spent in the ED⁹

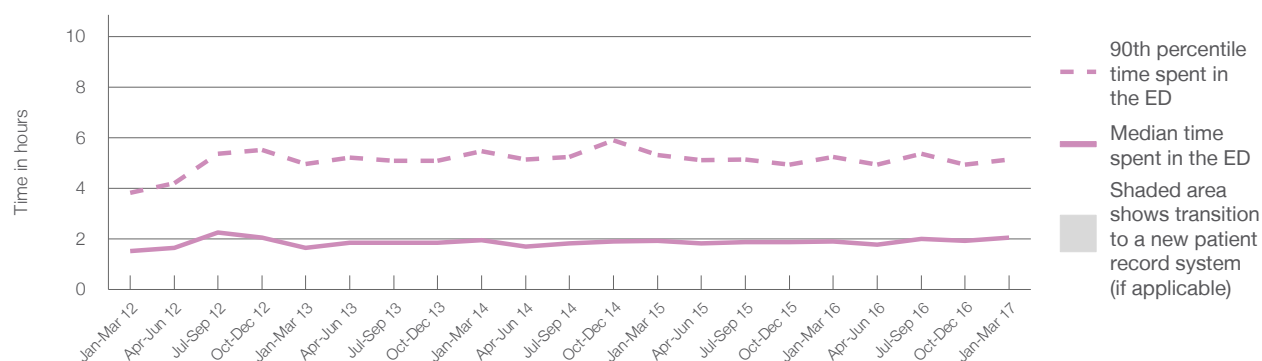
5 hours and 9 minutes

Same period last year	NSW (this period)
3,134	
3,131	
1 hours and 54 minutes	2 hours and 44 minutes
5 hours and 15 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 31m	1h 40m	1h 57m	1h 56m	1h 54m	2h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 50m	4h 58m	5h 28m	5h 19m	5h 15m	5h 9m

(†) 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.

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

Maclean District Hospital: Time patients spent in the ED

By mode of separation

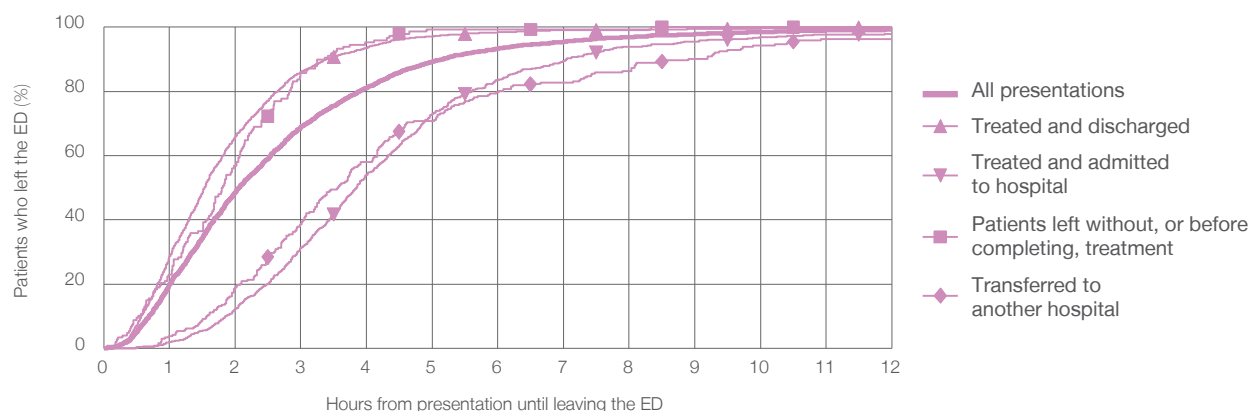
January to March 2017

All presentations:¹ 3,135 patients

Presentations used to calculate time to leaving the ED:⁶ 3,134 patients

		Same period last year	Change since one year ago
		3,131	0.1%
Treated and discharged	1,972 (62.9%)	1,989	-0.9%
Treated and admitted to hospital	768 (24.5%)	750	2.4%
Patient left without, or before completing, treatment	148 (4.7%)	174	-14.9%
Transferred to another hospital	243 (7.8%)	210	15.7%
Other	4 (0.1%)	11	-63.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

Treated and discharged	28.7%	65.9%	86.1%	93.6%	98.4%	99.2%	99.6%	100%
Treated and admitted to hospital	2.0%	12.2%	31.3%	54.0%	83.6%	93.9%	97.0%	97.9%
Patient left without, or before completing, treatment	23.0%	56.8%	85.8%	95.3%	99.3%	99.3%	100%	100%
Transferred to another hospital	3.7%	18.9%	38.7%	58.0%	79.8%	86.4%	94.2%	96.3%
All presentations	19.9%	48.7%	68.9%	81.2%	93.4%	96.9%	98.6%	99.2%

(†) 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.

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

Maclean 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:¹ 3,135 patients

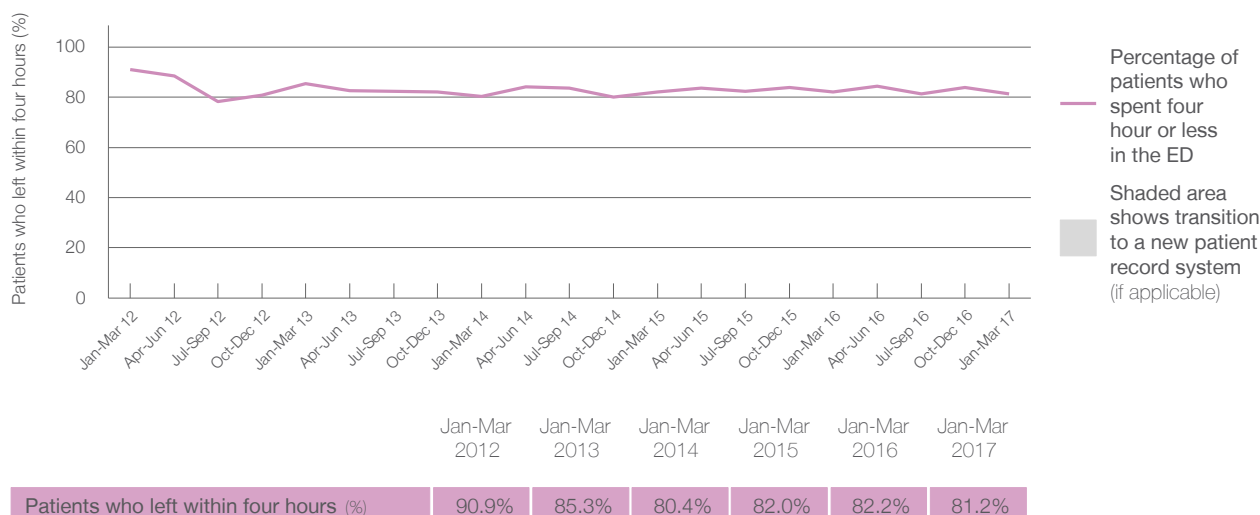
Presentations used to calculate time to leaving the ED:⁶ 3,134 patients

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



Same period last year	Change since one year ago
3,134	0.0%
3,131	0.1%
82.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

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

Milton and Ulladulla Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 3,978 patients

Emergency presentations:² 3,853 patients

Same period last year	Change since one year ago
4,292	-7.3%
4,170	-7.6%

Milton and Ulladulla Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 246 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,245 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,039 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 306 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
205	
9 minutes	8 minutes
25 minutes	26 minutes
1,215	
22 minutes	20 minutes
61 minutes	69 minutes
2,398	
27 minutes	26 minutes
74 minutes	101 minutes
339	
28 minutes	23 minutes
82 minutes	104 minutes

Milton and Ulladulla Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 3,978 patients

Percentage of patients who spent four hours or less in the ED 85.6%

Same period last year	Change since one year ago
4,292	-7.3%
89.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

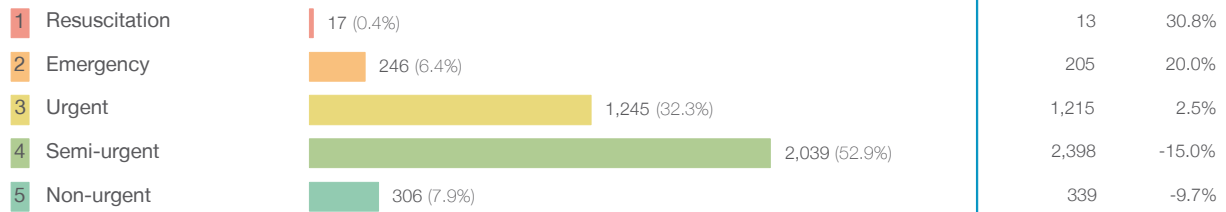
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Patients presenting to the emergency department

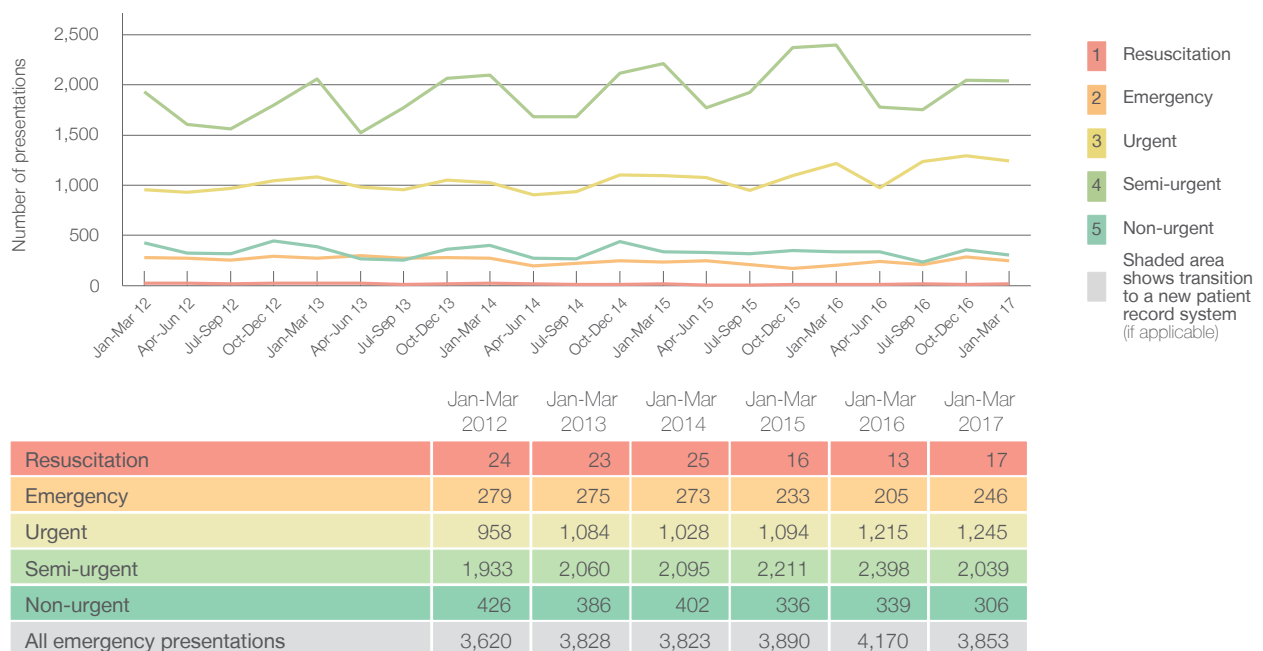
January to March 2017

All presentations:¹ 3,978 patients

Emergency presentations² by triage category: 3,853 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Milton and Ulladulla Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 408 patients

ED Transfer of care time



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

Milton and Ulladulla 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: 246

Number of triage 2 patients used to calculate waiting time:³ 246

Median time to start treatment⁴

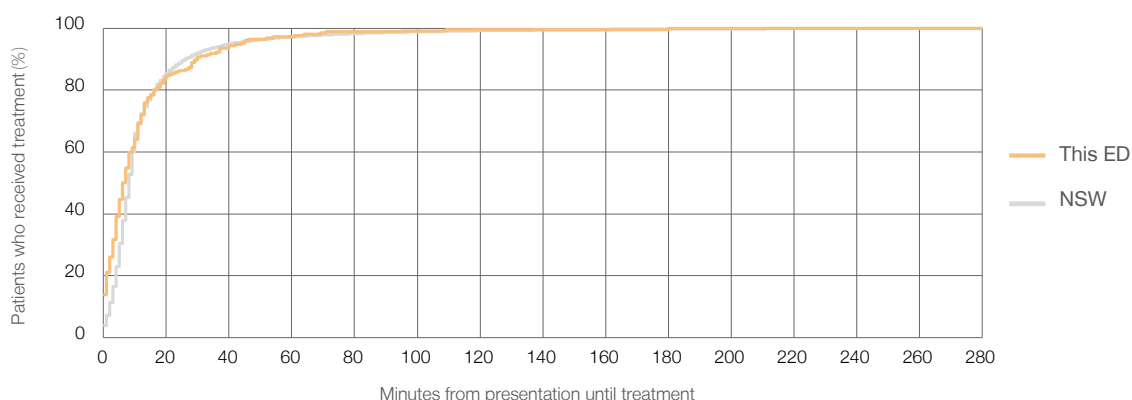
7 minutes

90th percentile time to start treatment⁵

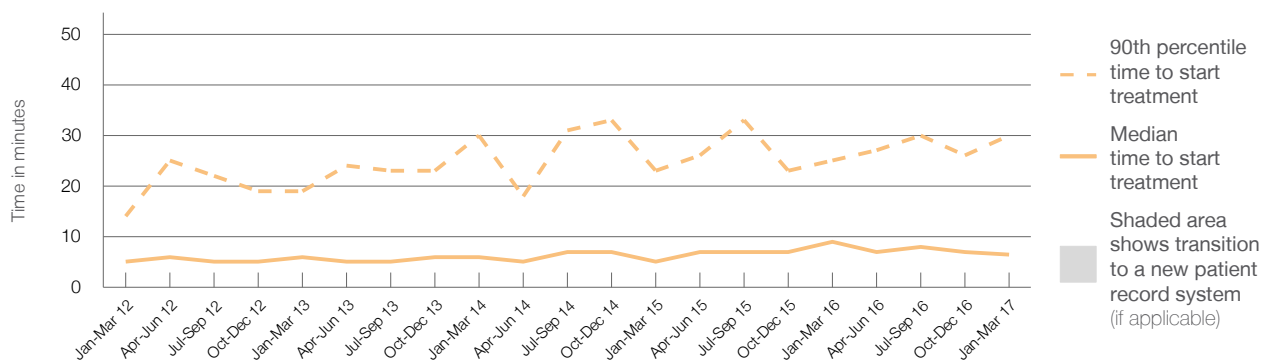
30 minutes

Same period last year	NSW (this period)
205	
205	
9 minutes	8 minutes
25 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	5	6	6	5	9	7
90th percentile time to start treatment ⁵ (minutes)	14	19	30	23	25	30

(†) 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.

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

Milton and Ulladulla 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: 1,245

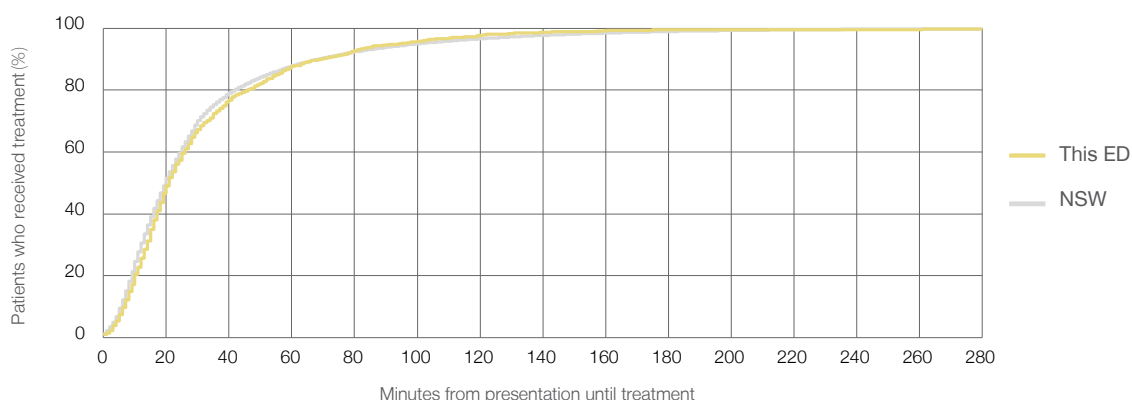
Number of triage 3 patients used to calculate waiting time:³ 1,235

Median time to start treatment⁴ 21 minutes

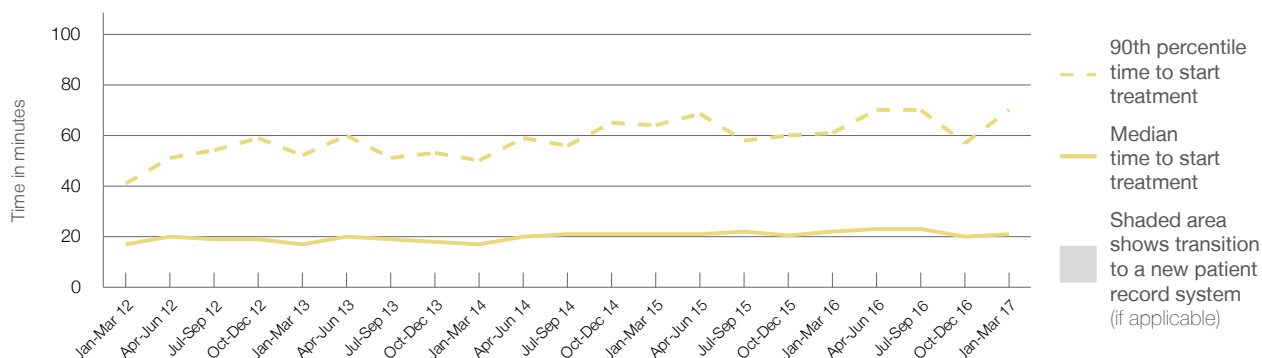
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
1,215	
1,208	
22 minutes	20 minutes
61 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	17	17	17	21	22	21
90th percentile time to start treatment ⁵ (minutes)	41	52	50	64	61	70

(†) 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.

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

Milton and Ulladulla 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: 2,039

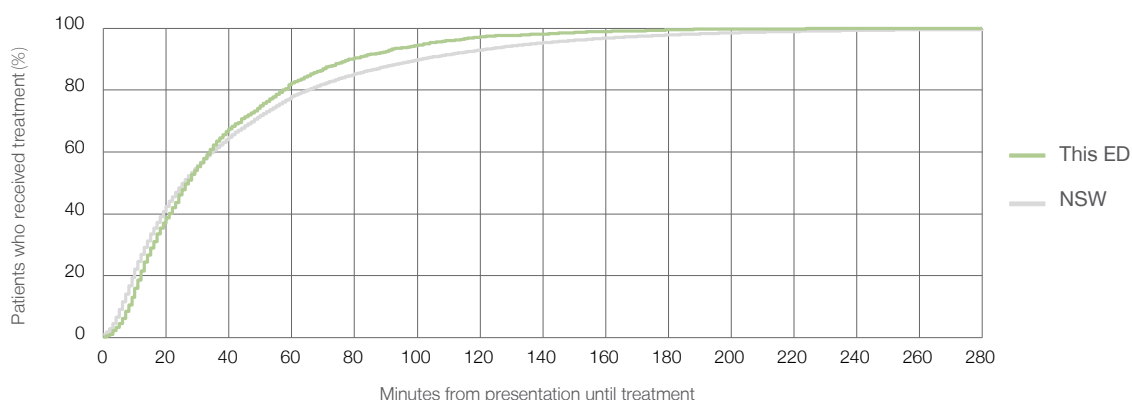
Number of triage 4 patients used to calculate waiting time:³ 1,994

Median time to start treatment⁴ 27 minutes

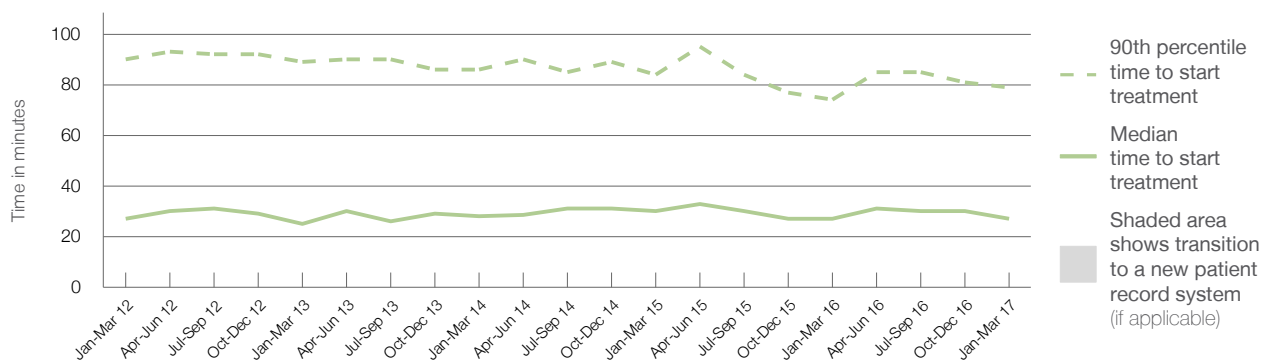
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
2,398	
2,361	
27 minutes	26 minutes
74 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	25	28	30	27	27
90th percentile time to start treatment ⁵ (minutes)	90	89	86	84	74	79

(†) 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.

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

Milton and Ulladulla 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: 306

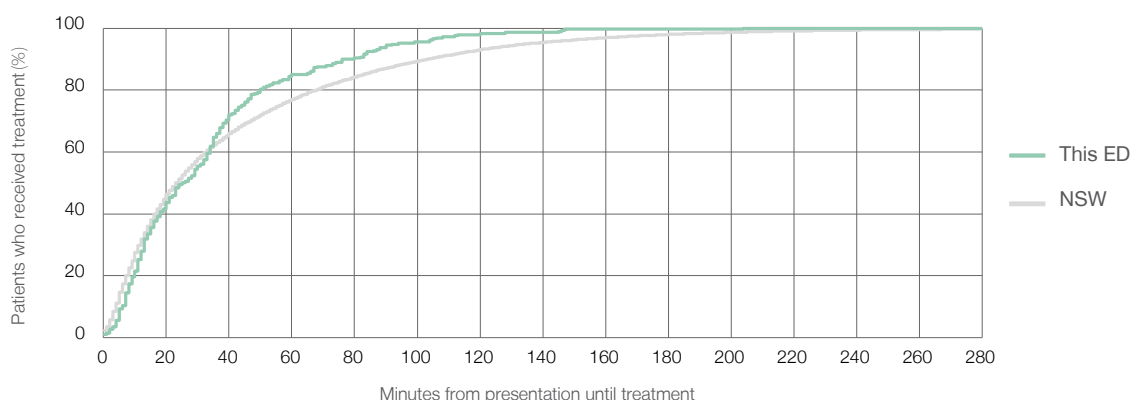
Number of triage 5 patients used to calculate waiting time:³ 289

Median time to start treatment⁴ 25 minutes

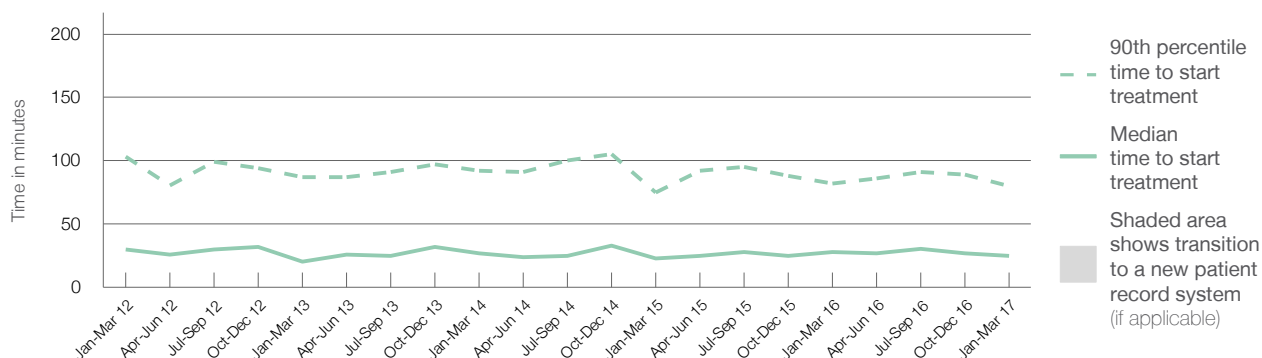
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
339	
322	
28 minutes	23 minutes
82 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	20	27	23	28	25
90th percentile time to start treatment ⁵ (minutes)	103	87	92	75	82	80

(†) 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.

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

Milton and Ulladulla Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 3,978 patients

Presentations used to calculate time to leaving the ED:⁶ 3,978 patients

Median time spent in the ED⁸

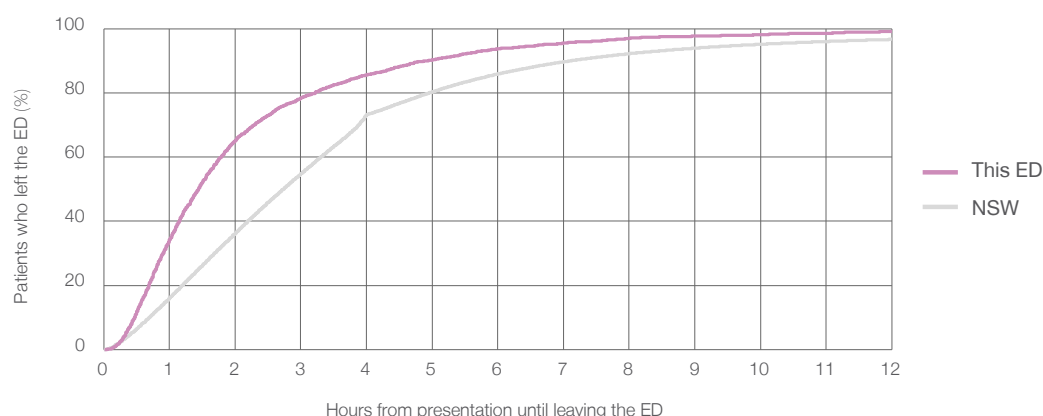
1 hours and 27 minutes

90th percentile time spent in the ED⁹

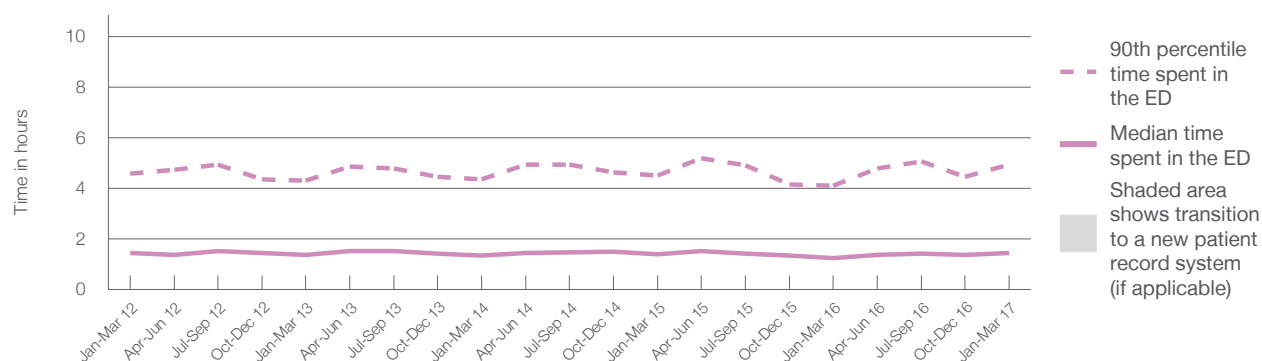
4 hours and 56 minutes

Same period last year	NSW (this period)
4,292	
4,292	
1 hours and 15 minutes	2 hours and 44 minutes
4 hours and 7 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 27m	1h 23m	1h 21m	1h 24m	1h 15m	1h 27m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 35m	4h 19m	4h 21m	4h 30m	4h 7m	4h 56m

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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.

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

Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

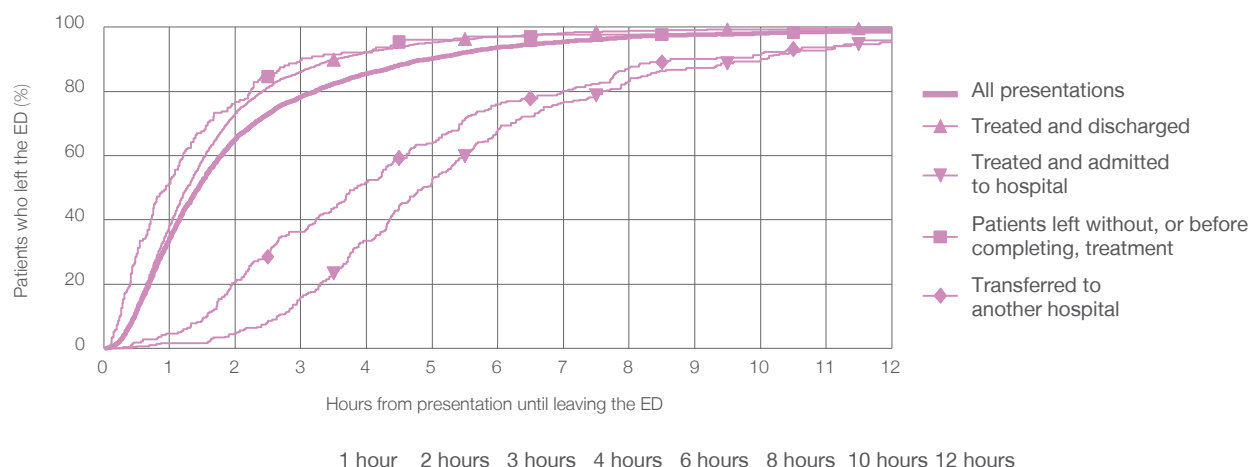
January to March 2017

All presentations:[†] 3,978 patients

Presentations used to calculate time to leaving the ED:[‡] 3,978 patients

		Same period last year	Change since one year ago
Treated and discharged	3,270 (82.2%)	4,292	-7.3%
Treated and admitted to hospital	301 (7.6%)	315	-4.4%
Patient left without, or before completing, treatment	176 (4.4%)	182	-3.3%
Transferred to another hospital	221 (5.6%)	184	20.1%
Other	10 (0.3%)	4	150.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	38.2%	73.1%	86.2%	92.3%	97.0%	98.8%	99.3%	99.6%
Treated and admitted to hospital	1.7%	4.7%	15.9%	33.6%	68.1%	83.1%	90.0%	95.3%
Patient left without, or before completing, treatment	51.1%	76.7%	89.8%	92.0%	97.2%	97.7%	98.3%	98.3%
Transferred to another hospital	4.5%	20.8%	36.2%	51.6%	76.0%	87.3%	91.4%	95.9%
All presentations	34.2%	65.2%	78.3%	85.6%	93.7%	96.9%	98.1%	99.0%

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

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

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

Milton and Ulladulla 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:¹ 3,978 patients

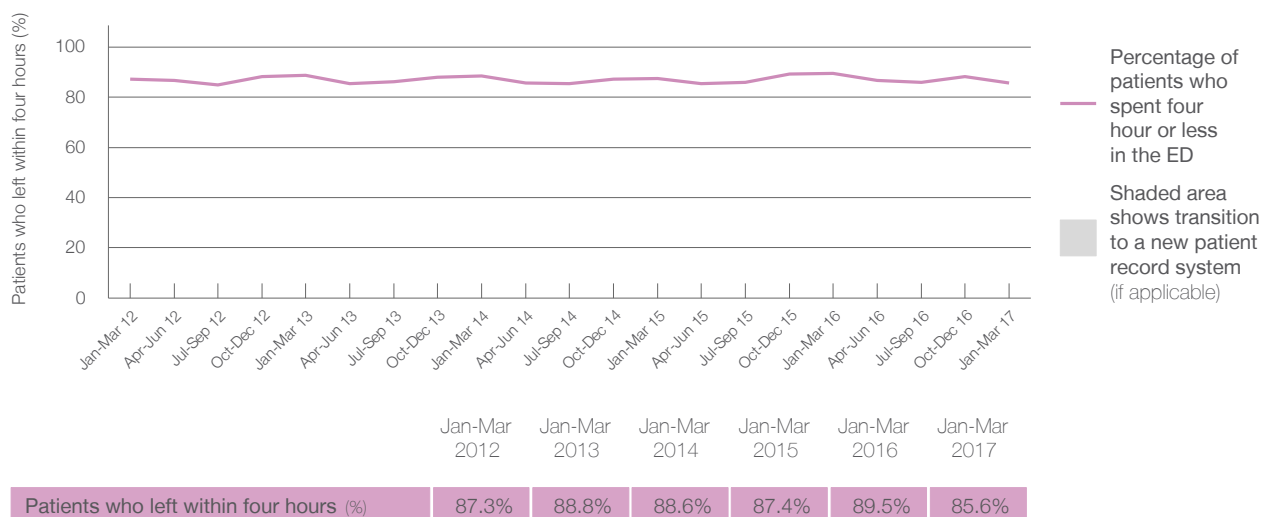
Presentations used to calculate time to leaving the ED:⁶ 3,978 patients

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



Same period last year	Change since one year ago
4,292	-7.3%
4,292	-7.3%
89.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

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

Moree District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 1,968 patients

Emergency presentations:² 1,807 patients

Same period last year	Change since one year ago
1,999	-1.6%
1,785	1.2%

Moree District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 172 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 612 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 897 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 54 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 126 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
167	
3 minutes	8 minutes
21 minutes	26 minutes
477	
7 minutes	20 minutes
36 minutes	69 minutes
1,049	
7 minutes	26 minutes
50 minutes	101 minutes
84	
9 minutes	23 minutes
*	104 minutes

Moree District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 1,968 patients

Percentage of patients who spent four hours or less in the ED 86.2%

Same period last year	Change since one year ago
1,999	-1.6%
88.2%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

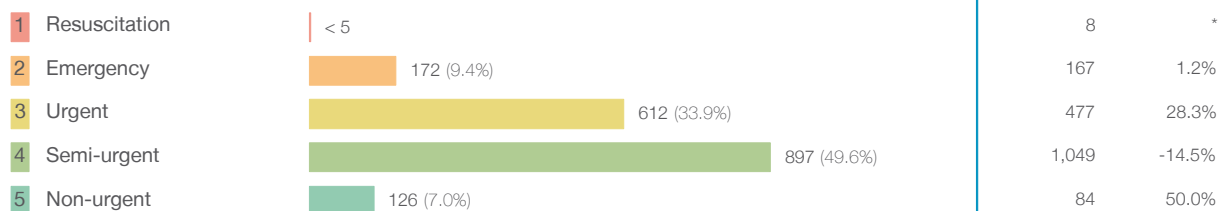
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Patients presenting to the emergency department

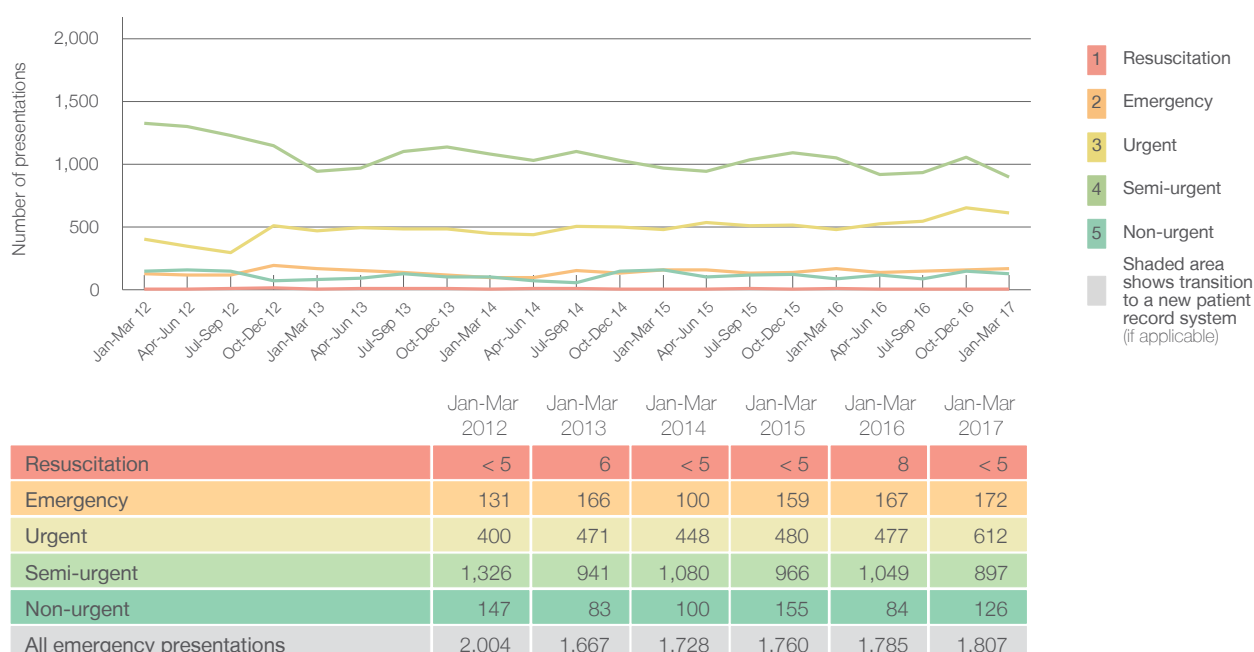
January to March 2017

All presentations:¹ 1,968 patients

Emergency presentations² by triage category: 1,807 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Moree District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 182 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.

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

Moree 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: 172

Number of triage 2 patients used to calculate waiting time:³ 168

Median time to start treatment⁴

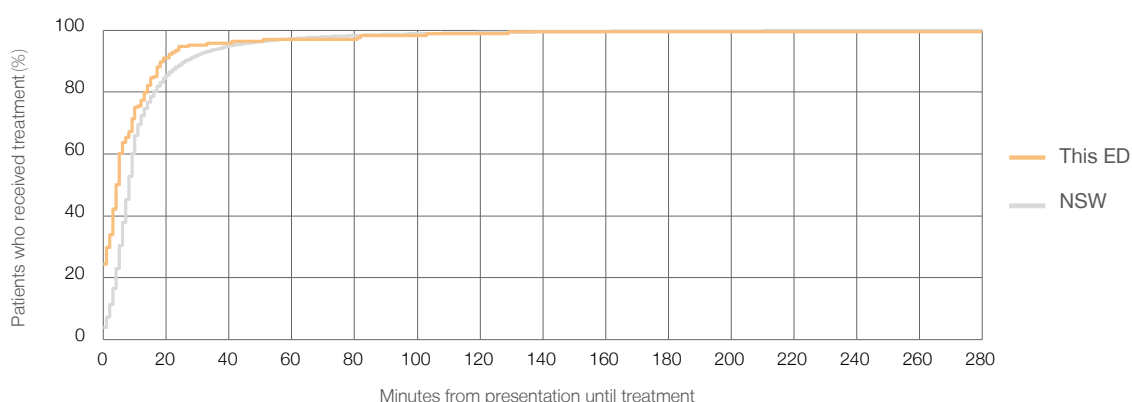
5 minutes

90th percentile time to start treatment⁵

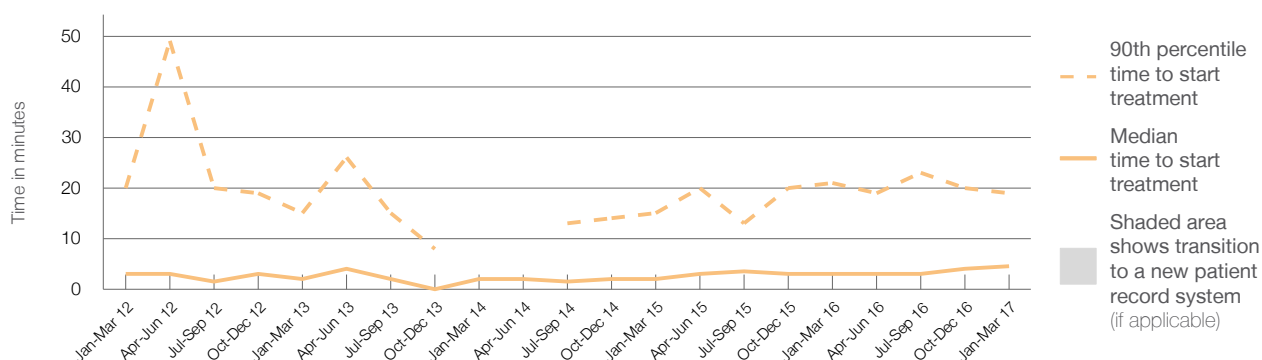
19 minutes

Same period last year	NSW (this period)
167	
165	
3 minutes	8 minutes
21 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	3	2	2	2	3	5
90th percentile time to start treatment ⁵ (minutes)	20	15	*	15	21	19

(†) 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.

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

Moree 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: 612

Number of triage 3 patients used to calculate waiting time:³ 591

Median time to start treatment⁴

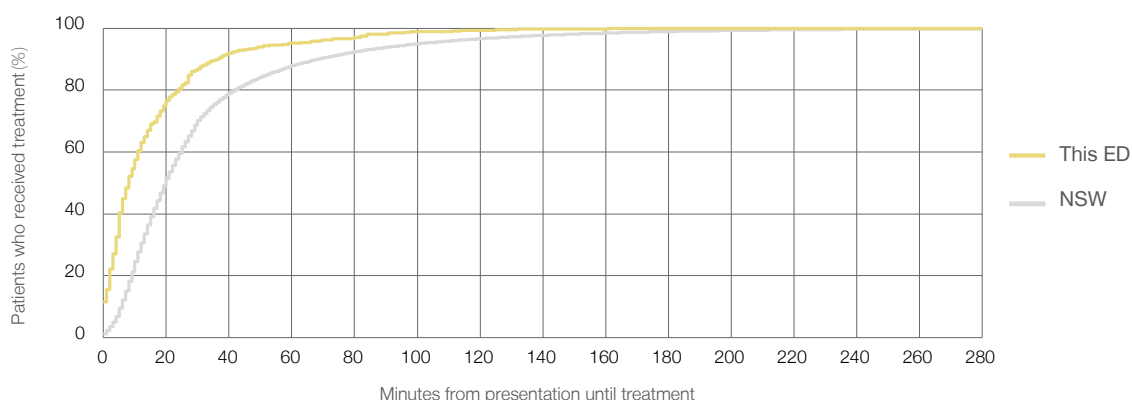
8 minutes

90th percentile time to start treatment⁵

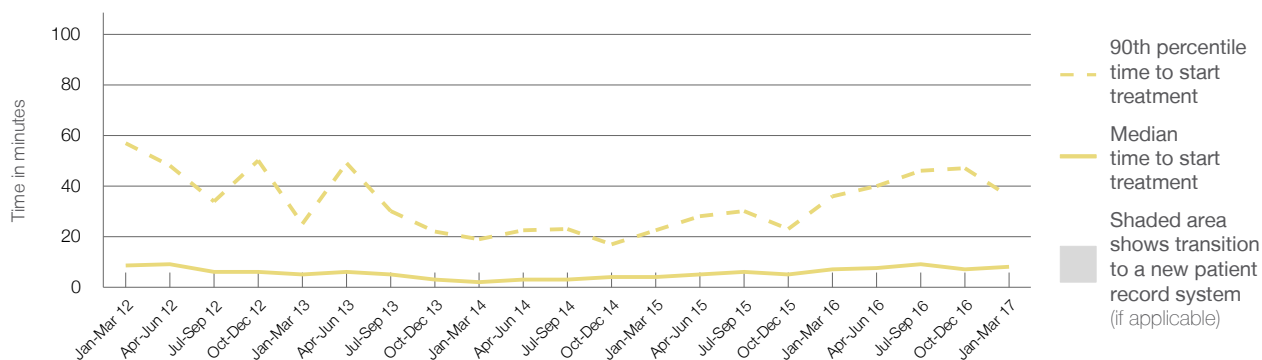
36 minutes

Same period last year	NSW (this period)
477	
458	
7 minutes	20 minutes
36 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	5	2	4	7	8
90th percentile time to start treatment ⁵ (minutes)	57	25	19	23	36	36

(†) 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.

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

Moree 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: 897

Number of triage 4 patients used to calculate waiting time:³ 838

Median time to start treatment⁴

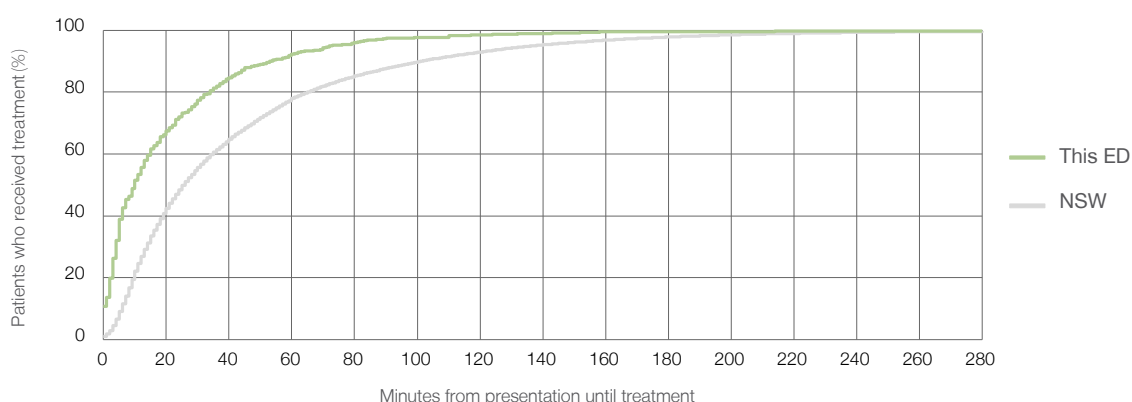
10 minutes

90th percentile time to start treatment⁵

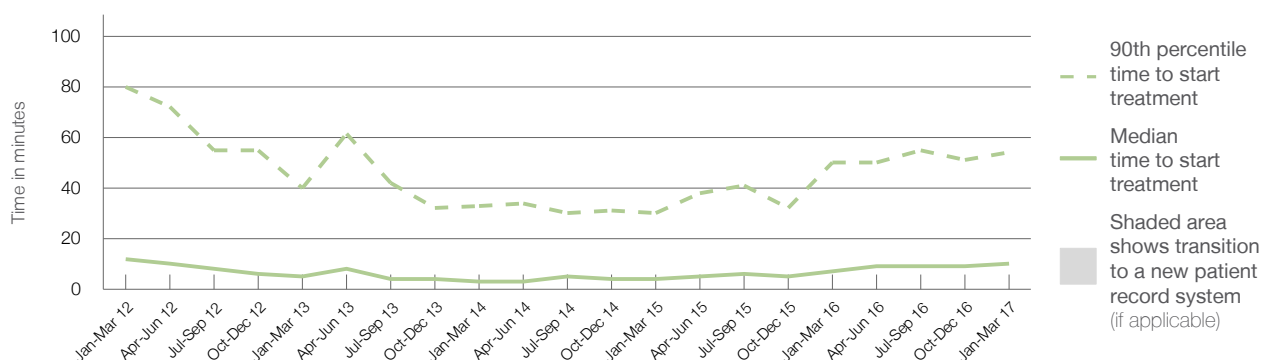
54 minutes

Same period last year	NSW (this period)
1,049	
944	
7 minutes	26 minutes
50 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	12	5	3	4	7	10
90th percentile time to start treatment ⁵ (minutes)	80	40	33	30	50	54

(†) 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.

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

Moree 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: 126

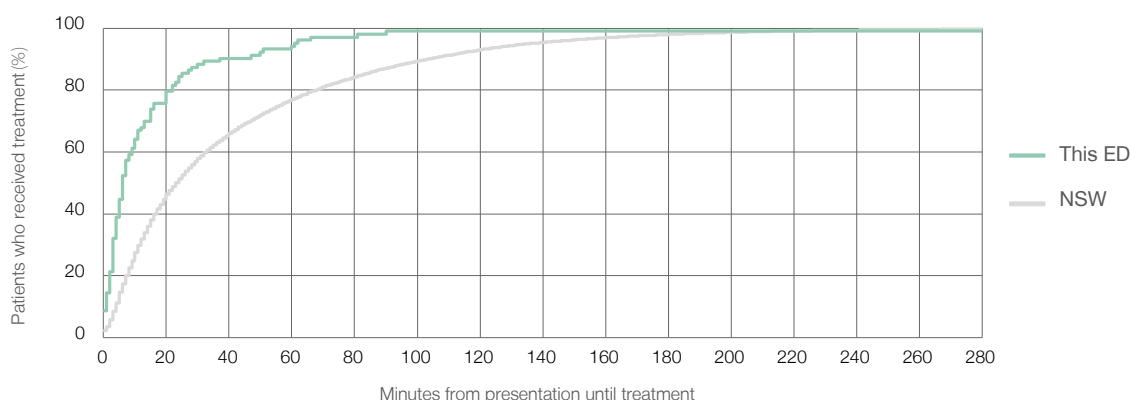
Number of triage 5 patients used to calculate waiting time:³ 103

Median time to start treatment⁴ 6 minutes

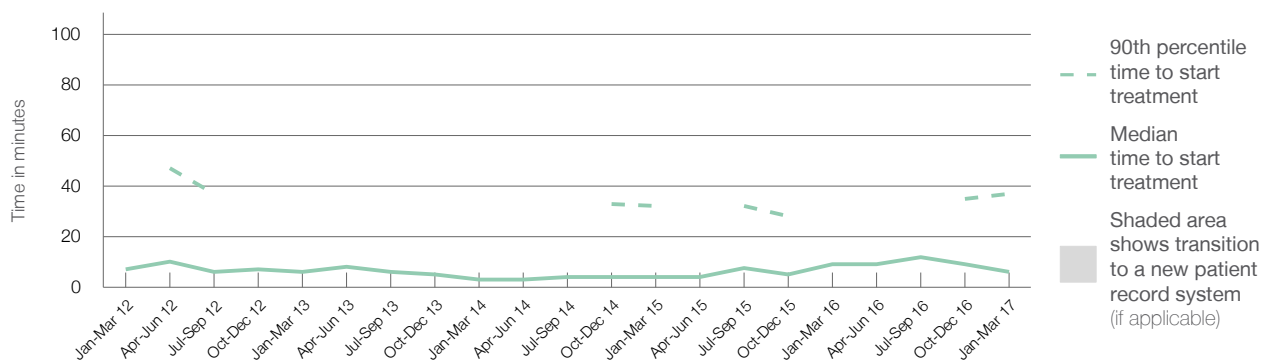
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
84	
71	
9 minutes	23 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	6	3	4	9	6
90th percentile time to start treatment ⁵ (minutes)	*	*	*	32	*	37

(†) 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.

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

Moree District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 1,968 patients

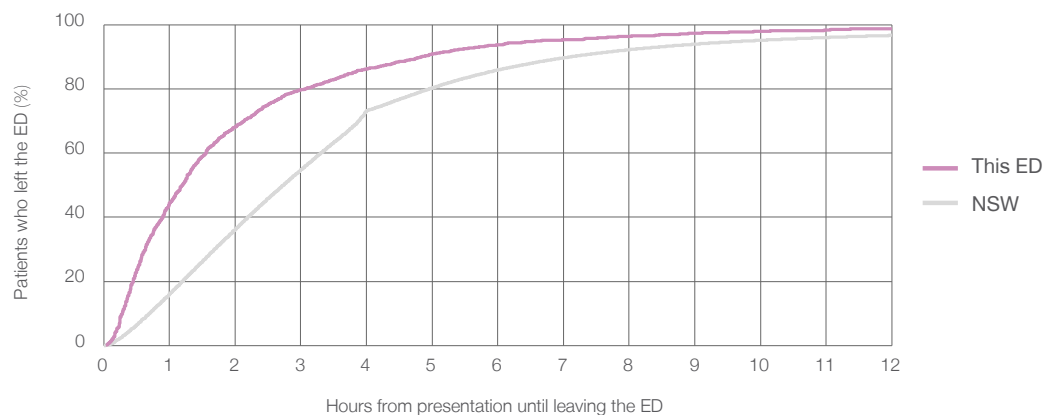
Presentations used to calculate time to leaving the ED:⁶ 1,968 patients

Median time spent in the ED⁸ 1 hours and 12 minutes

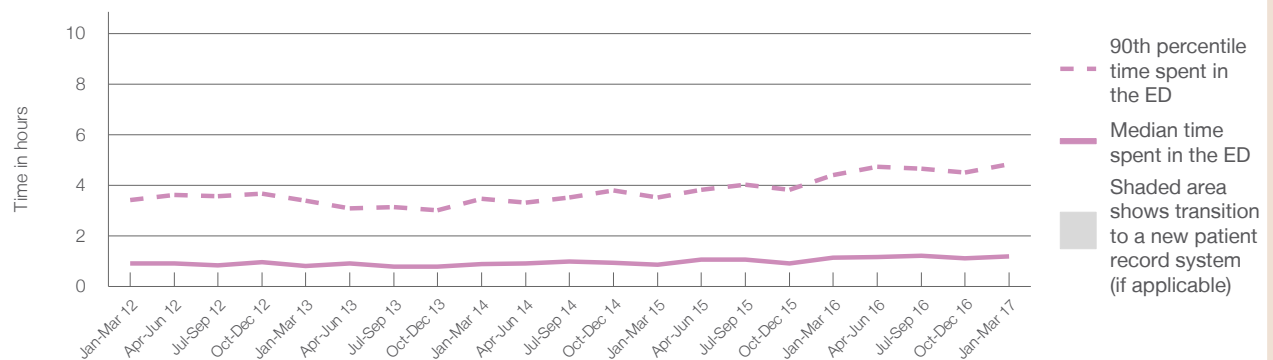
90th percentile time spent in the ED⁹ 4 hours and 51 minutes

Same period last year	NSW (this period)
1,999	
1,999	
1 hours and 9 minutes	2 hours and 44 minutes
4 hours and 24 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	0h 55m	0h 49m	0h 54m	0h 53m	1h 9m	1h 12m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 26m	3h 24m	3h 29m	3h 32m	4h 24m	4h 51m

(†) 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.

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

Moree District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

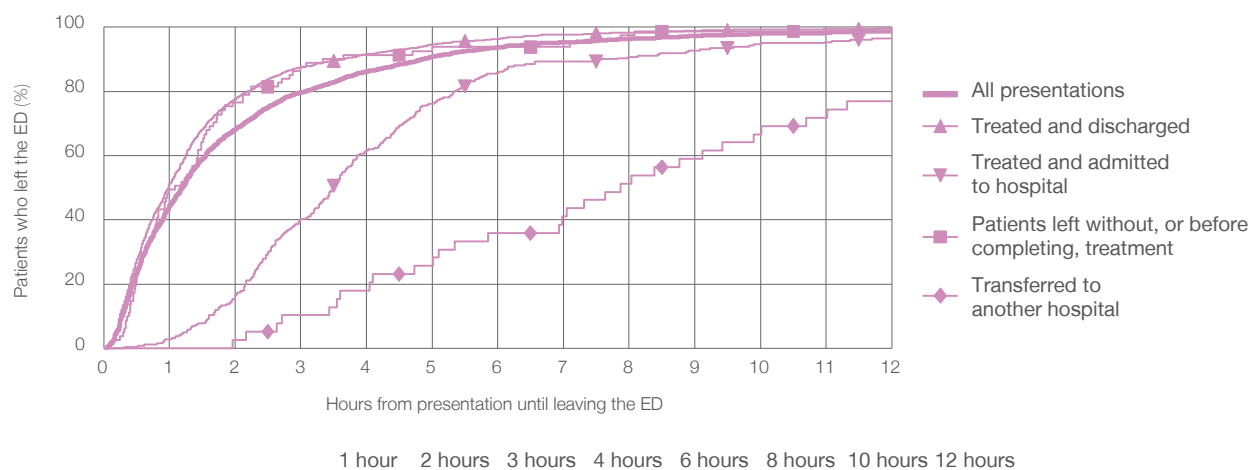
All presentations:[†] 1,968 patients

Presentations used to calculate time to leaving the ED:[‡] 1,968 patients

Treated and discharged	1,524 (77.4%)
Treated and admitted to hospital	261 (13.3%)
Patient left without, or before completing, treatment	81 (4.1%)
Transferred to another hospital	39 (2.0%)
Other	63 (3.2%)

Same period last year	Change since one year ago
1,999	-1.6%
1,551	-1.7%
256	2.0%
86	-5.8%
34	14.7%
72	-12.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



Treated and discharged	51.3%	77.6%	87.5%	91.6%	96.4%	98.4%	99.2%	99.6%
Treated and admitted to hospital	2.7%	16.5%	40.2%	61.7%	85.8%	90.8%	94.6%	96.6%
Patient left without, or before completing, treatment	49.4%	76.5%	87.7%	91.4%	93.8%	97.5%	98.8%	98.8%
Transferred to another hospital	0%	2.6%	10.3%	17.9%	35.9%	51.3%	66.7%	76.9%
All presentations	44.5%	68.2%	79.8%	86.2%	93.6%	96.4%	97.9%	98.7%

(†) 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 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.

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

Moree 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:¹ 1,968 patients

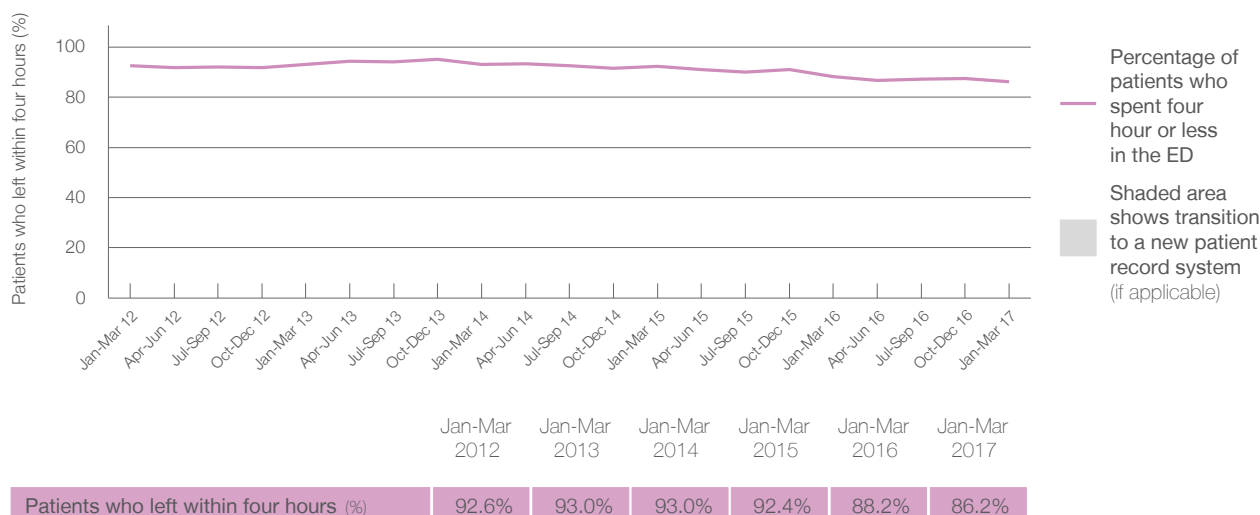
Presentations used to calculate time to leaving the ED:⁶ 1,968 patients

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



Same period last year	Change since one year ago
1,999	-1.6%
1,999	-1.6%
88.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

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

January to March 2017

All presentations:¹ 2,793 patients

Emergency presentations:² 2,573 patients

Same period last year	Change since one year ago
2,795	-0.1%
2,610	-1.4%

Moruya District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 304 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 858 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 958 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 432 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
260	
5 minutes	8 minutes
19 minutes	26 minutes
785	
18 minutes	20 minutes
54 minutes	69 minutes
1,107	
27 minutes	26 minutes
98 minutes	101 minutes
437	
29 minutes	23 minutes
104 minutes	104 minutes

Moruya District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,793 patients

Percentage of patients who spent four hours or less in the ED 80.2%

Same period last year	Change since one year ago
2,795	-0.1%
76.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

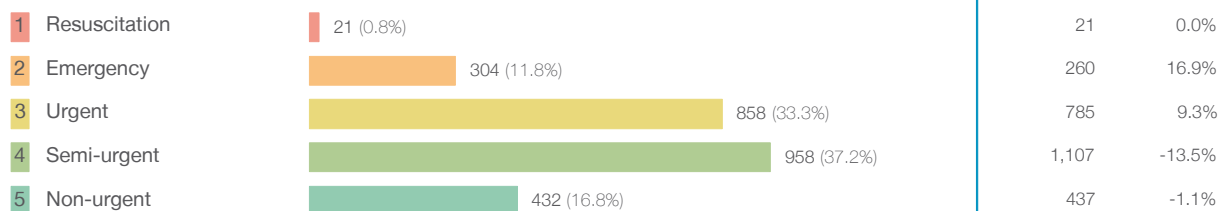
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Patients presenting to the emergency department

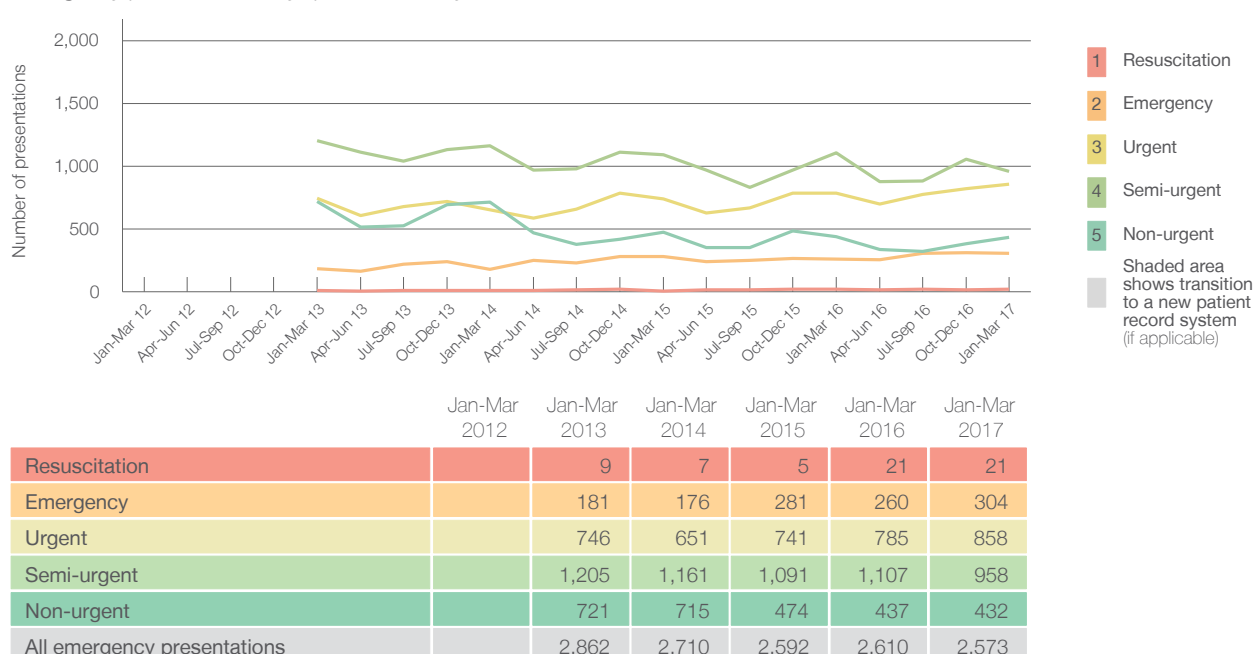
January to March 2017

All presentations:¹ 2,793 patients

Emergency presentations² by triage category: 2,573 patients



Emergency presentations² by quarter, January 2012 to March 2017^{†§}



Moruya District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 576 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.

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

Moruya 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: 304

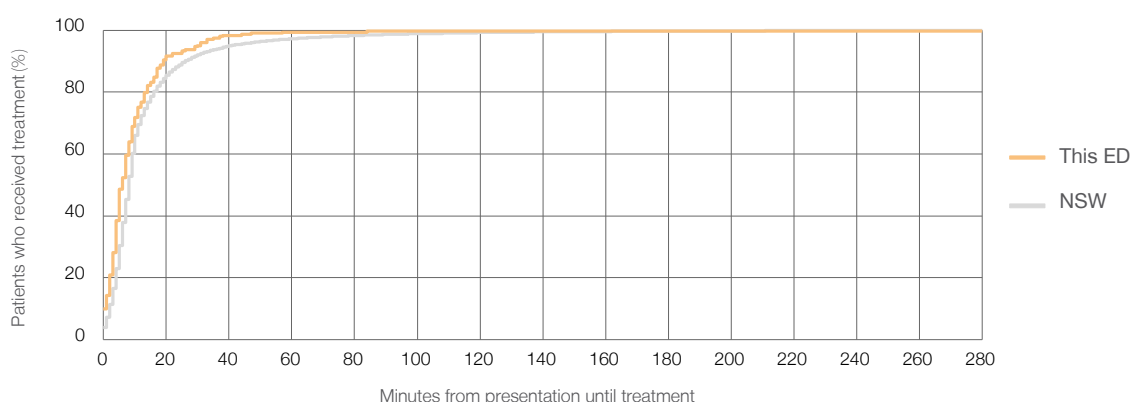
Number of triage 2 patients used to calculate waiting time:³ 302

Median time to start treatment⁴ 6 minutes

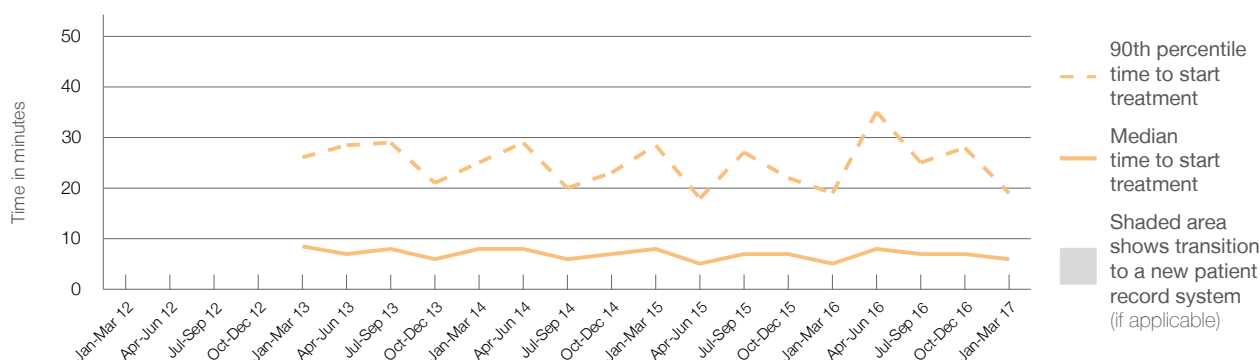
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
260	
259	
5 minutes	8 minutes
19 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		9	8	8	5	6
90th percentile time to start treatment ⁵ (minutes)		26	25	29	19	19

(†) 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.

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

Moruya 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: 858

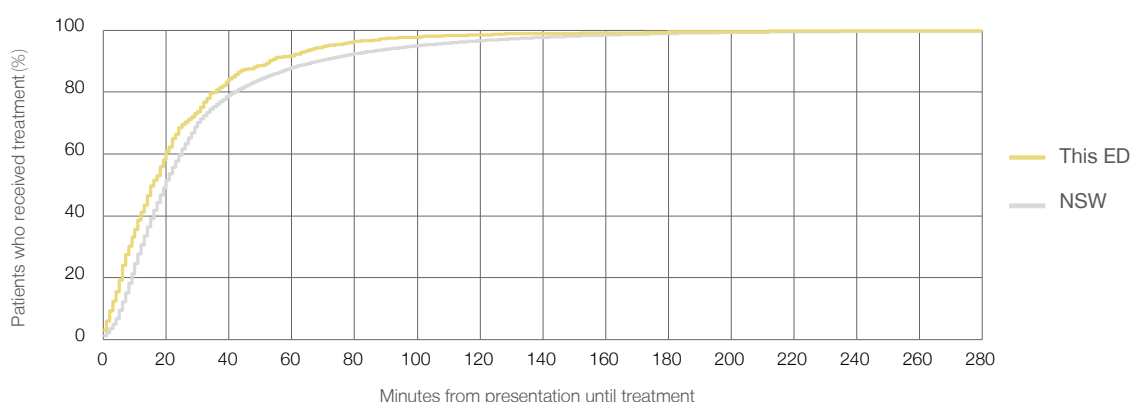
Number of triage 3 patients used to calculate waiting time:³ 838

Median time to start treatment⁴ 16 minutes

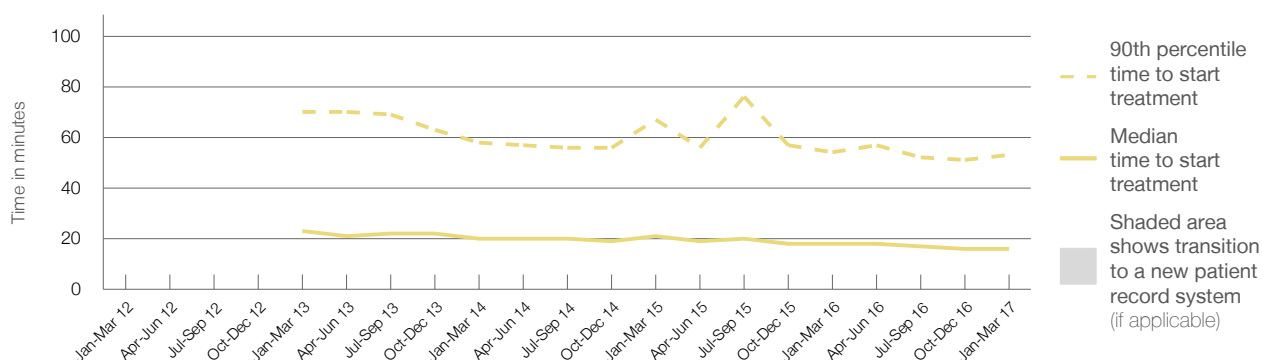
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
785	
761	
18 minutes	20 minutes
54 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		23	20	21	18	16
90th percentile time to start treatment ⁵ (minutes)		70	58	67	54	53

(†) 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.

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

Moruya 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: 958

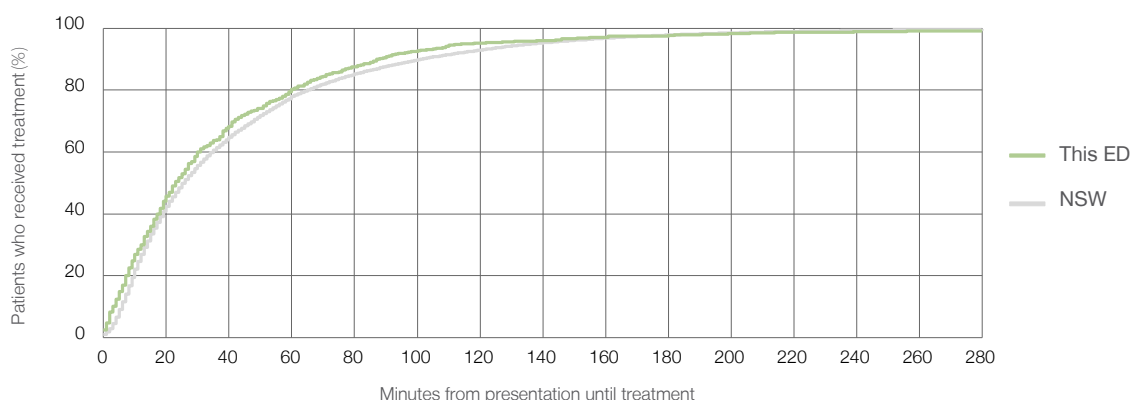
Number of triage 4 patients used to calculate waiting time:³ 863

Median time to start treatment⁴ 23 minutes

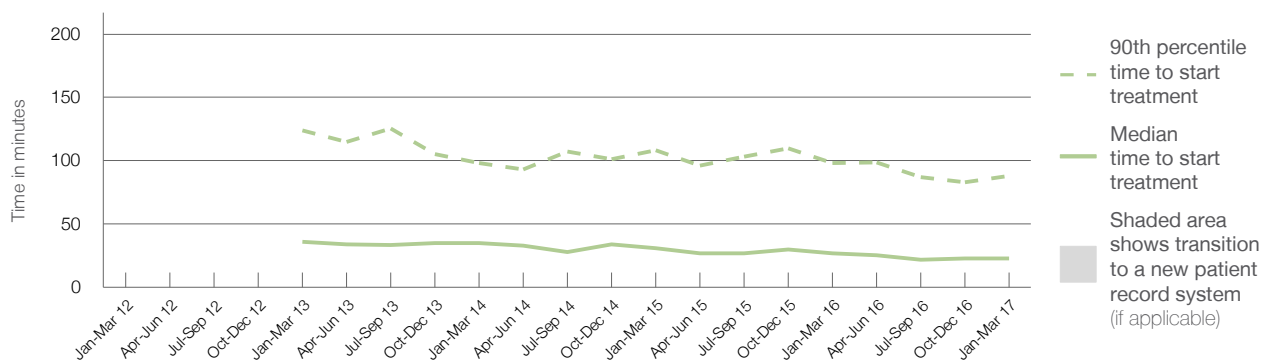
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,107	
1,021	
27 minutes	26 minutes
98 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		36	35	31	27	23
90th percentile time to start treatment ⁵ (minutes)		124	98	108	98	88

(†) 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.

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

Moruya 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: 432

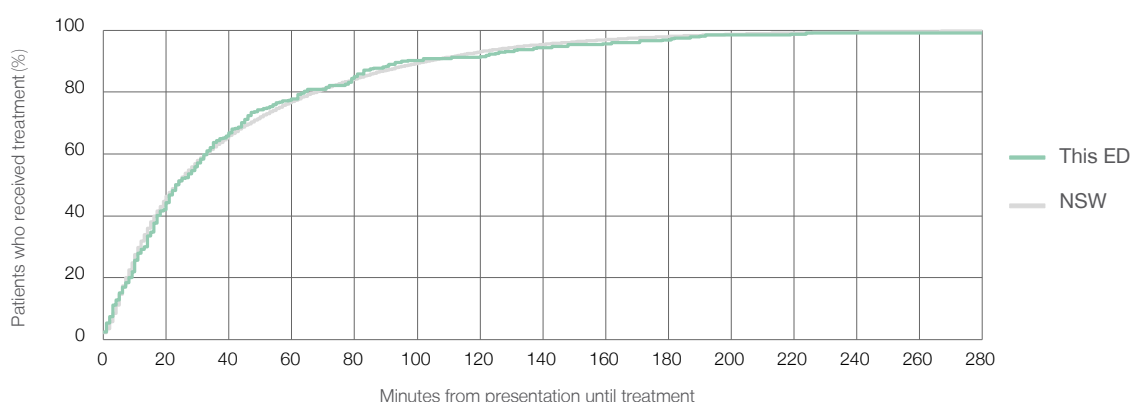
Number of triage 5 patients used to calculate waiting time:³ 319

Median time to start treatment⁴ 23 minutes

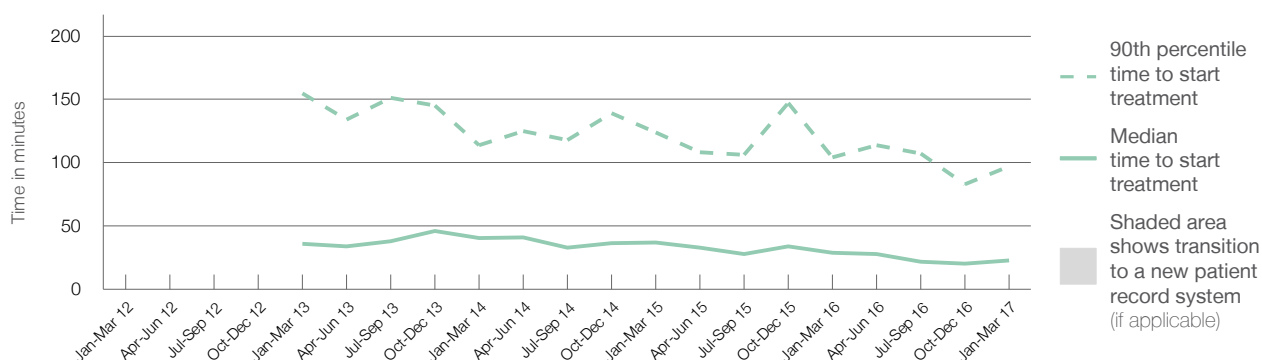
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
437	
367	
29 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		36	41	37	29	23
90th percentile time to start treatment ⁵ (minutes)		155	114	124	104	97

(†) 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.

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

Moruya District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,793 patients

Presentations used to calculate time to leaving the ED:⁶ 2,793 patients

Median time spent in the ED⁸

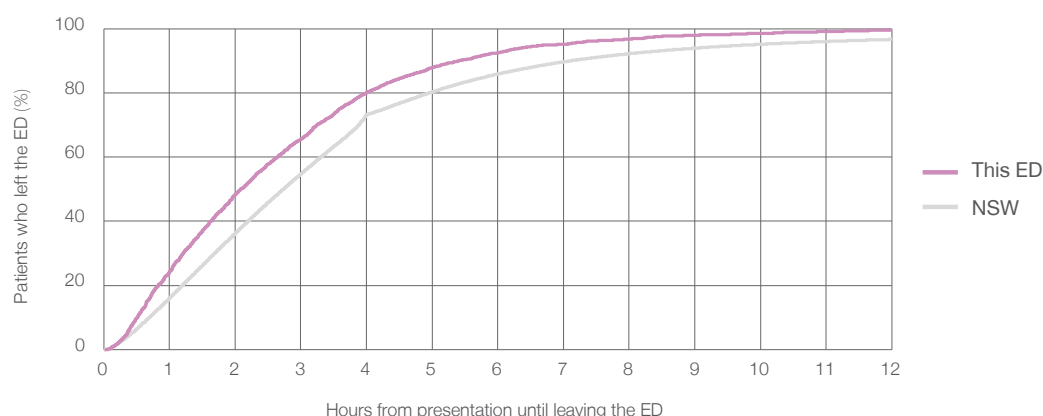
2 hours and 5 minutes

90th percentile time spent in the ED⁹

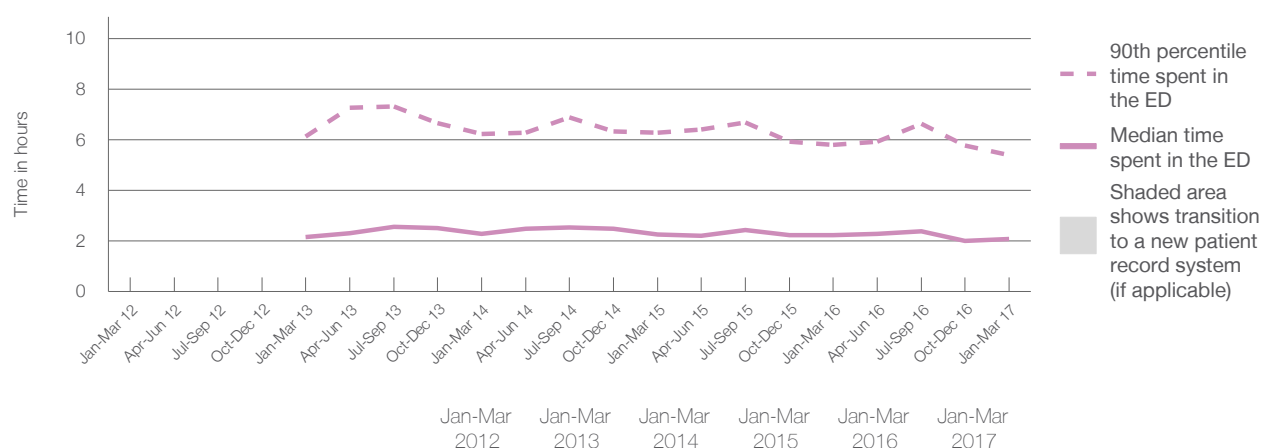
5 hours and 24 minutes

Same period last year	NSW (this period)
2,795	2,795
2 hours and 14 minutes	2 hours and 44 minutes
5 hours and 48 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^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
		2h 10m	2h 17m	2h 15m	2h 14m	2h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)		6h 8m	6h 14m	6h 17m	5h 48m	5h 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 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.

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

Moruya District Hospital: Time patients spent in the ED

By mode of separation

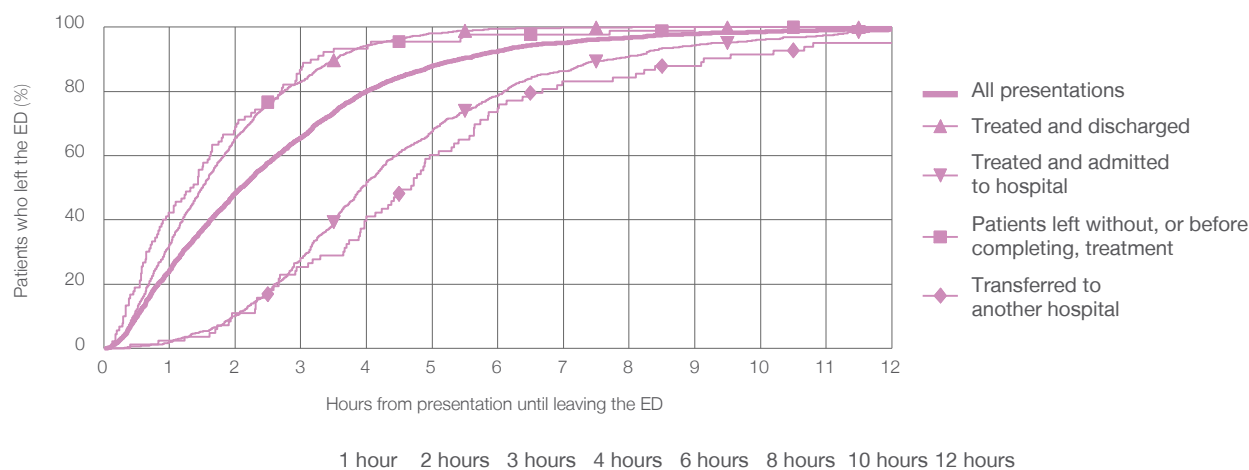
January to March 2017

All presentations:¹ 2,793 patients

Presentations used to calculate time to leaving the ED:⁶ 2,793 patients

		Same period last year	Change since one year ago
Treated and discharged	1,691 (60.5%)	1,840	-8.1%
Treated and admitted to hospital	829 (29.7%)	783	5.9%
Patient left without, or before completing, treatment	90 (3.2%)	104	-13.5%
Transferred to another hospital	83 (3.0%)	66	25.8%
Other	100 (3.6%)	2	4900.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	32.3%	65.5%	83.0%	94.3%	99.4%	99.9%	100%	100%
Treated and admitted to hospital	1.9%	10.1%	28.1%	51.7%	78.8%	90.8%	96.0%	98.9%
Patient left without, or before completing, treatment	42.2%	68.9%	86.7%	93.3%	97.8%	98.9%	100%	100%
Transferred to another hospital	2.4%	10.8%	25.3%	41.0%	74.7%	84.3%	91.6%	95.2%
All presentations	24.2%	48.5%	65.6%	80.2%	92.5%	96.7%	98.5%	99.5%

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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.

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

Moruya 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:¹ 2,793 patients

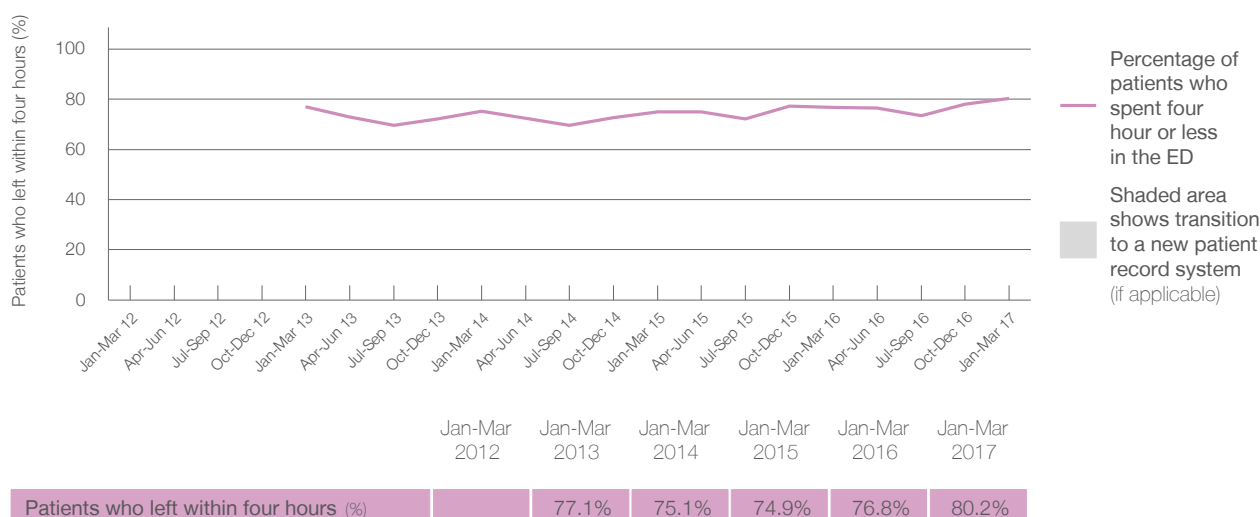
Presentations used to calculate time to leaving the ED:⁶ 2,793 patients

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



Same period last year	Change since one year ago
2,795	-0.1%
2,795	-0.1%
76.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



- * 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*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. 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*.
 - 4. 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.
 - 5. 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.
 - 6. All presentations that have a departure time.
 - 7. 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*.
 - 8. 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.
 - 9. 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).

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

Mudgee District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,706 patients

Emergency presentations:² 2,566 patients

Same period last year	Change since one year ago
3,307	-18.2%
2,896	-11.4%

Mudgee District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 181 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 644 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,325 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 411 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
223	
6 minutes	8 minutes
24 minutes	26 minutes
616	
20 minutes	20 minutes
54 minutes	69 minutes
1,366	
33 minutes	26 minutes
110 minutes	101 minutes
679	
37 minutes	23 minutes
133 minutes	104 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,706 patients

Percentage of patients who spent four hours or less in the ED 89.2%

Same period last year	Change since one year ago
3,305	-18.1%
89.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

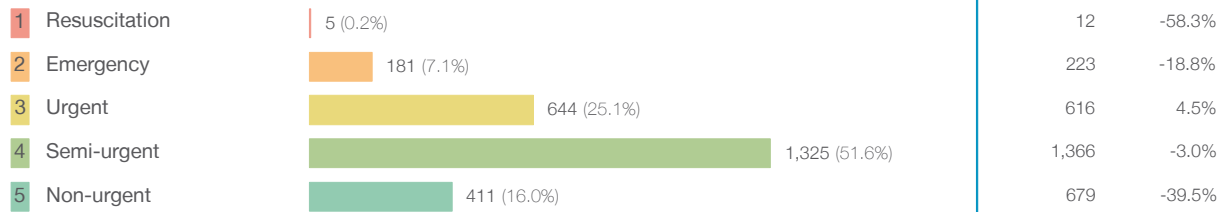
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Patients presenting to the emergency department

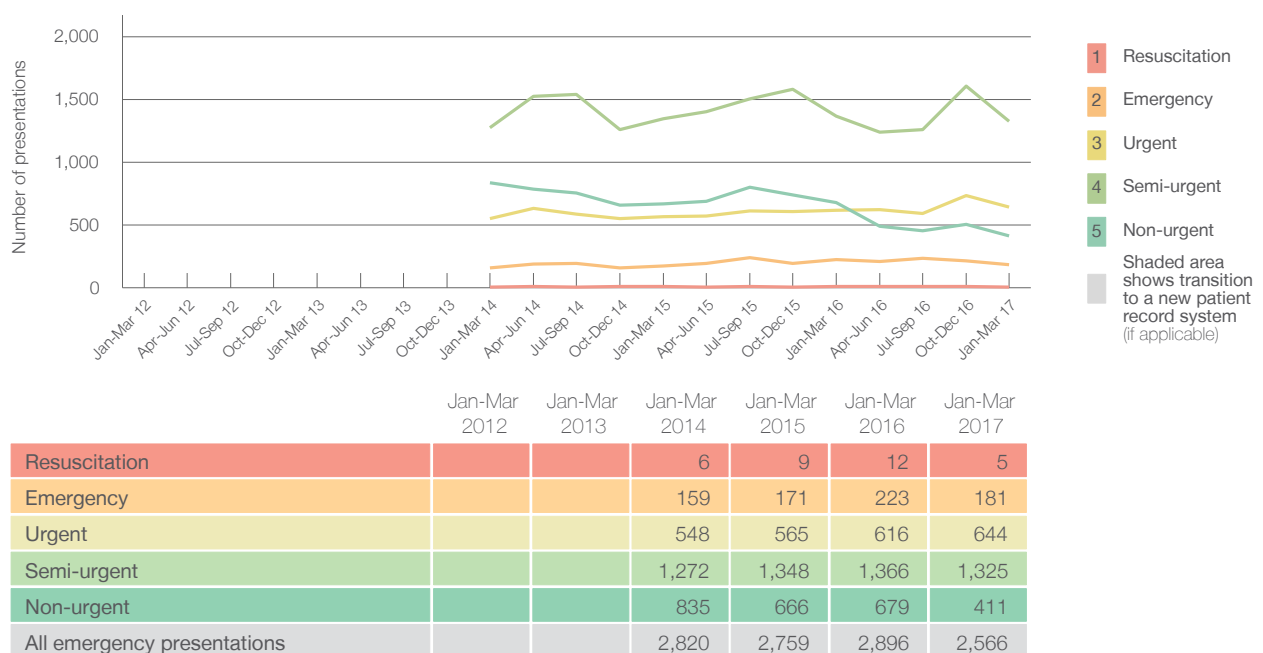
January to March 2017

All presentations:¹ 2,706 patients

Emergency presentations² by triage category: 2,566 patients



Emergency presentations² by quarter, January 2012 to March 2017^{‡§}



Mudgee District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 216 patients

ED Transfer of care time



(†) 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.

Mudgee 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: 181

Number of triage 2 patients used to calculate waiting time:³ 181

Median time to start treatment⁴

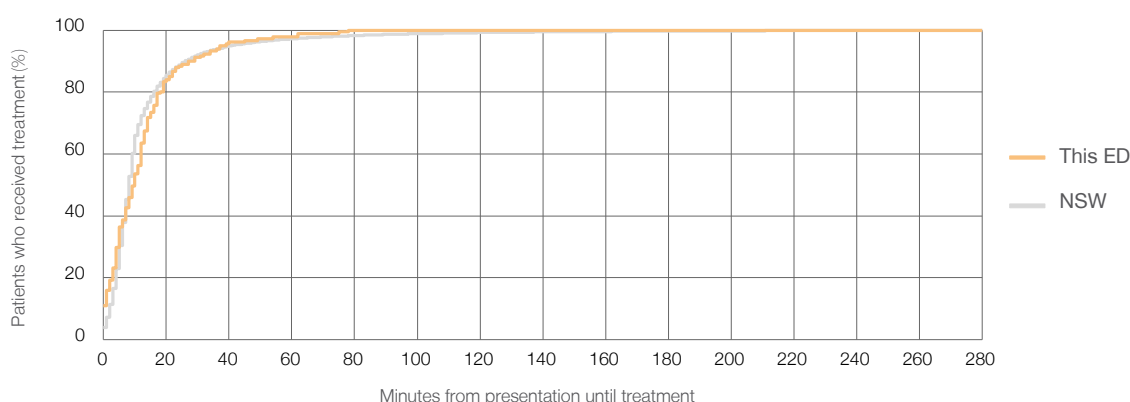
10 minutes

90th percentile time to start treatment⁵

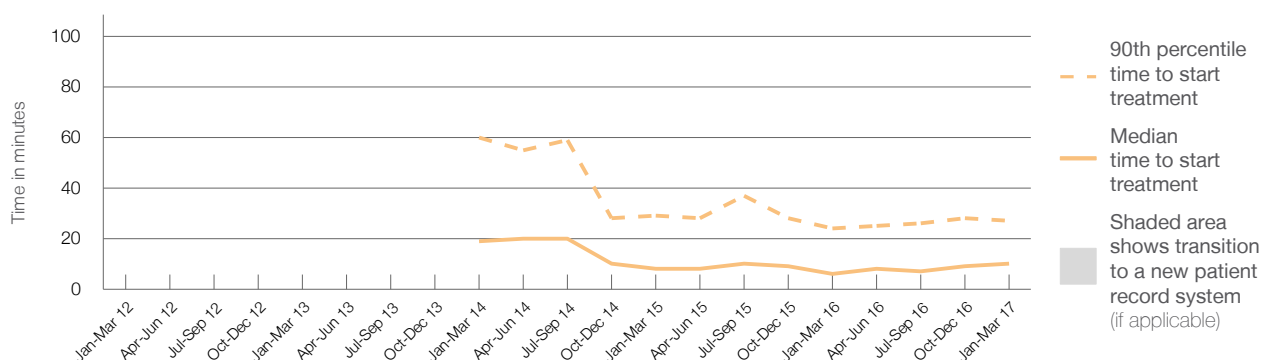
27 minutes

Same period last year	NSW (this period)
223	
221	
6 minutes	8 minutes
24 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)			19	8	6	10
90th percentile time to start treatment ⁵ (minutes)			60	29	24	27

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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.

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

Mudgee 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: 644

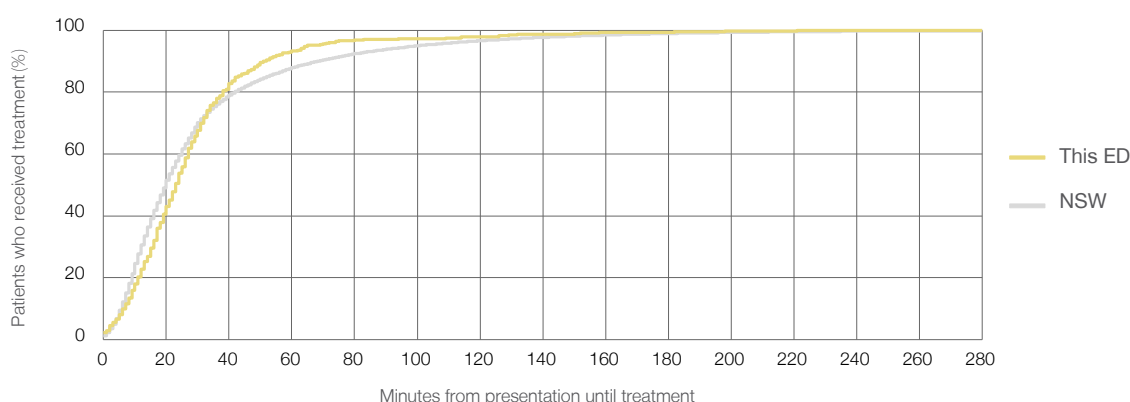
Number of triage 3 patients used to calculate waiting time:³ 635

Median time to start treatment⁴ 23 minutes

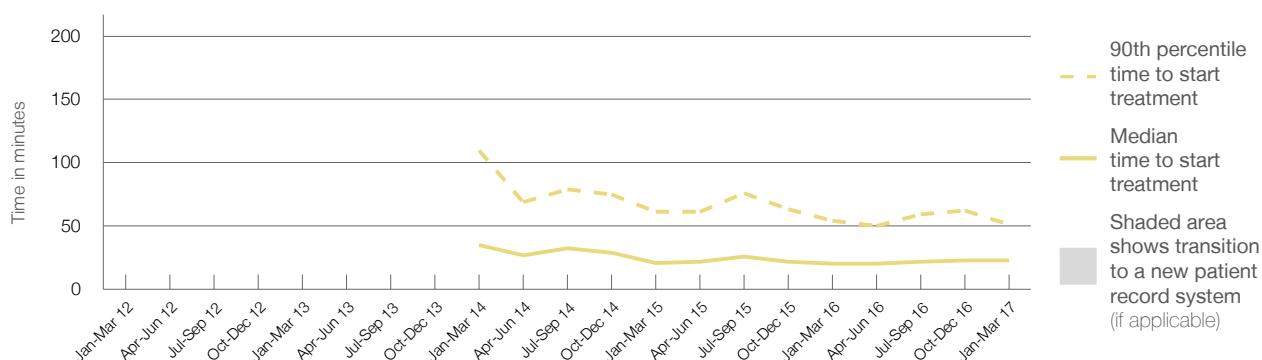
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
616	
601	
20 minutes	20 minutes
54 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)			35	21	20	23
90th percentile time to start treatment ⁵ (minutes)			110	61	54	51

(†) 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.

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

Mudgee 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: 1,325

Number of triage 4 patients used to calculate waiting time:³ 1,247

Median time to start treatment⁴

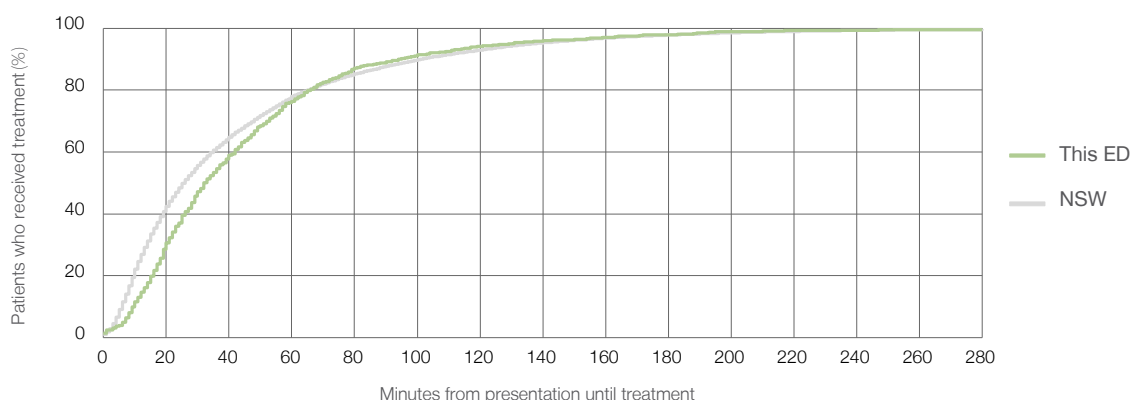
32 minutes

90th percentile time to start treatment⁵

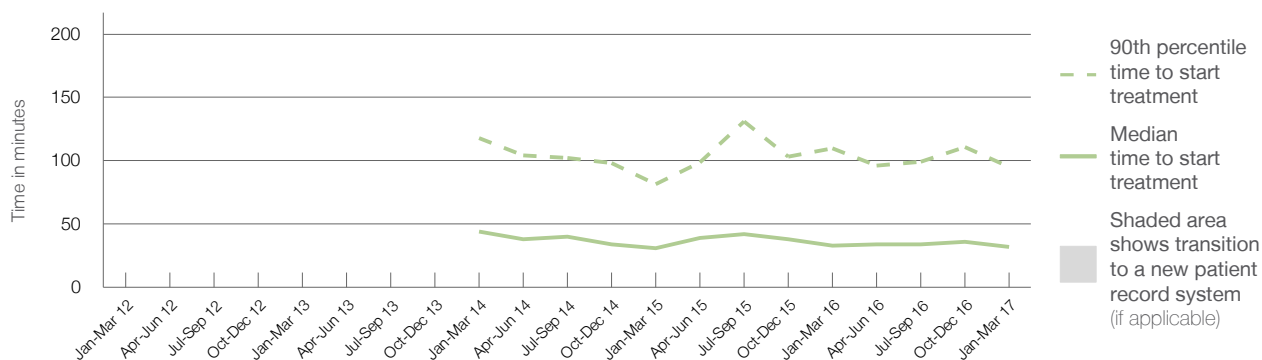
95 minutes

Same period last year	NSW (this period)
1,366	
1,253	
33 minutes	26 minutes
110 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)			44	31	33	32
90th percentile time to start treatment ⁵ (minutes)			118	82	110	95

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

Mudgee 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: 411

Number of triage 5 patients used to calculate waiting time:³ 362

Median time to start treatment⁴

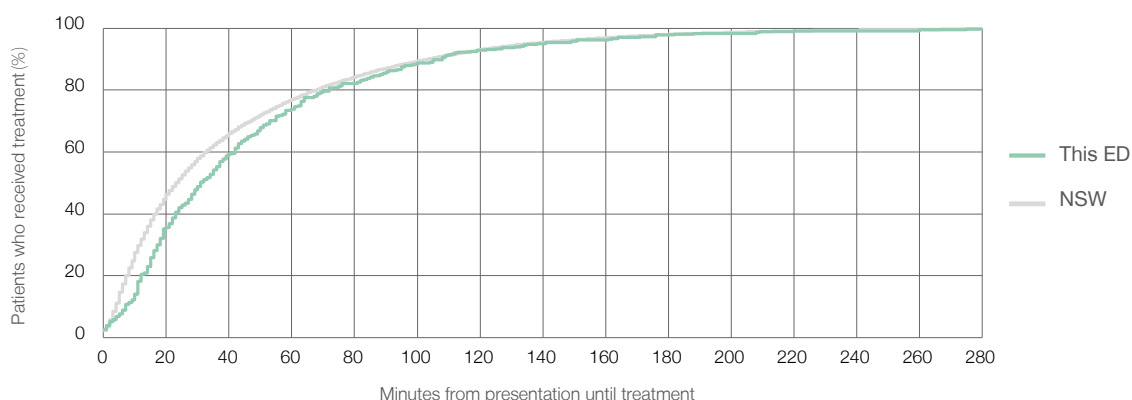
31 minutes

90th percentile time to start treatment⁵

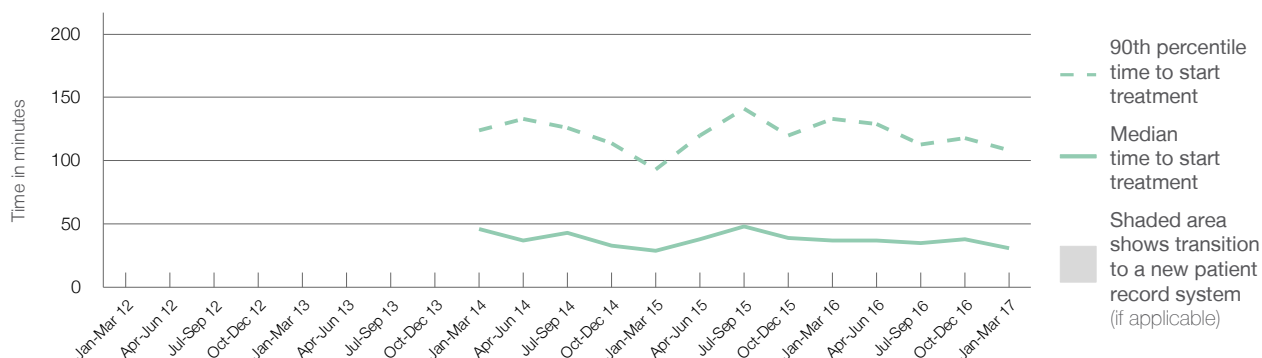
108 minutes

Same period last year	NSW (this period)
679	
548	
37 minutes	23 minutes
133 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)			46	29	37	31
90th percentile time to start treatment ⁵ (minutes)			124	93	133	108

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

Mudgee District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,706 patients

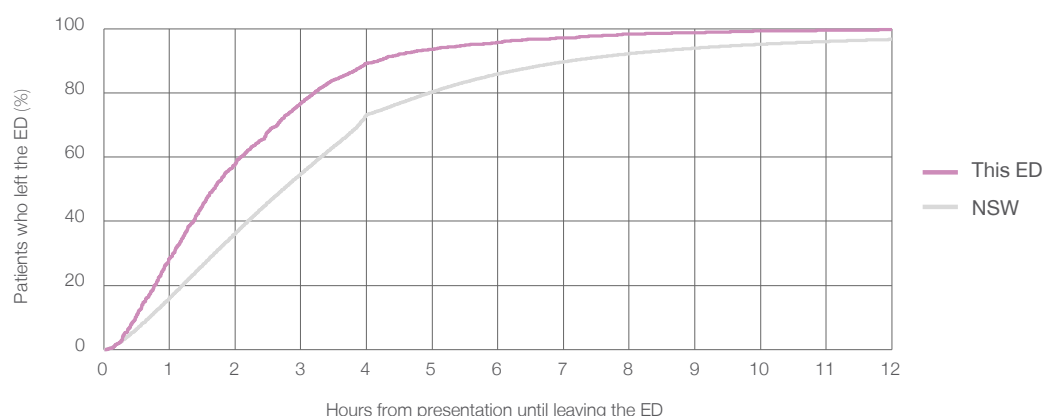
Presentations used to calculate time to leaving the ED:⁶ 2,706 patients

Median time spent in the ED⁸ 1 hours and 41 minutes

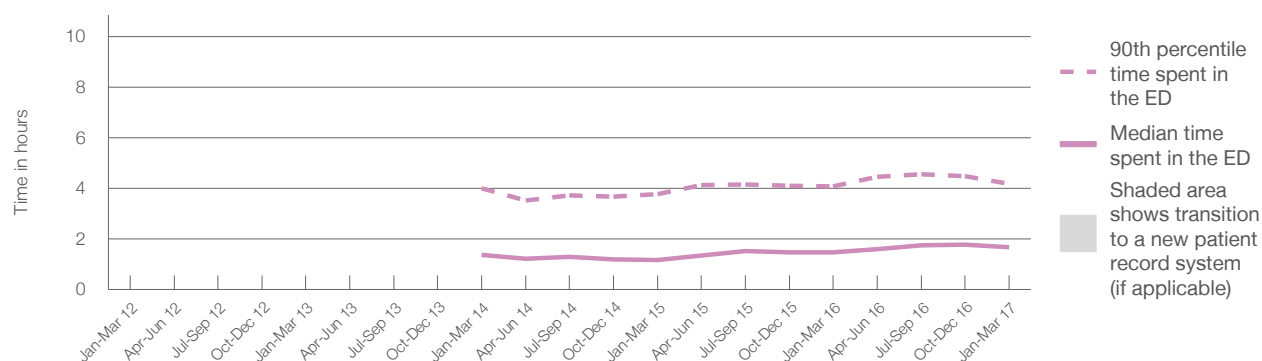
90th percentile time spent in the ED⁹ 4 hours and 11 minutes

Same period last year	NSW (this period)
3,307	
3,305	
1 hours and 29 minutes	2 hours and 44 minutes
4 hours and 5 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)			1h 22m	1h 10m	1h 29m	1h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)			4h 1m	3h 47m	4h 5m	4h 11m

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Mudgee District Hospital: Time patients spent in the ED

By mode of separation

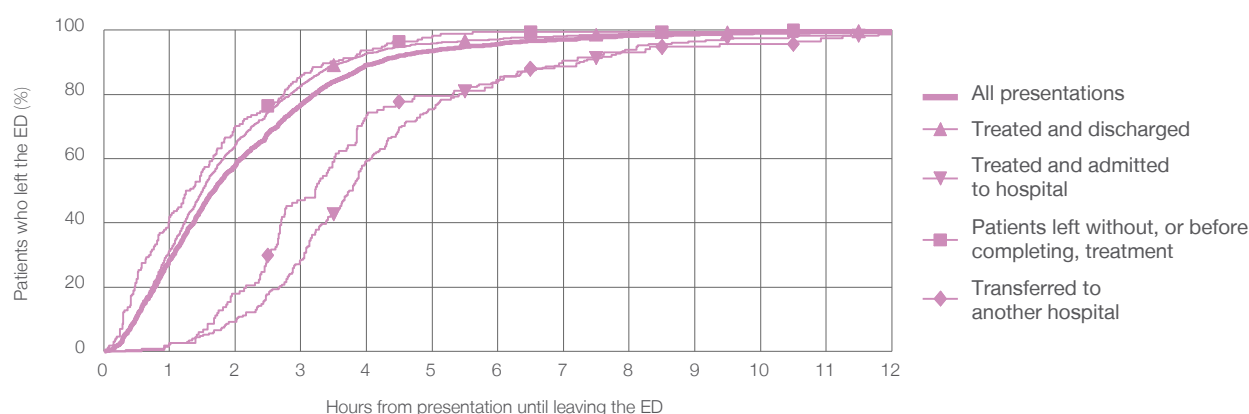
January to March 2017

All presentations:[†] 2,706 patients

Presentations used to calculate time to leaving the ED:[‡] 2,706 patients

		Same period last year	Change since one year ago
Treated and discharged	2,166 (80.0%)	3,305	-18.1%
Treated and admitted to hospital	232 (8.6%)	228	1.8%
Patient left without, or before completing, treatment	174 (6.4%)	211	-17.5%
Transferred to another hospital	117 (4.3%)	117	0.0%
Other	17 (0.6%)	38	-55.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



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

Treated and discharged	31.3%	64.4%	82.6%	92.8%	97.2%	98.9%	99.5%	99.7%
Treated and admitted to hospital	2.2%	9.1%	28.4%	59.5%	84.1%	94.0%	97.4%	98.7%
Patient left without, or before completing, treatment	42.0%	70.1%	85.6%	93.7%	99.4%	99.4%	100%	100%
Transferred to another hospital	2.6%	17.9%	47.0%	73.5%	84.6%	93.2%	95.7%	99.1%
All presentations	28.5%	58.1%	76.7%	89.2%	95.7%	98.3%	99.2%	99.6%

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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.

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Mudgee 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:¹ 2,706 patients

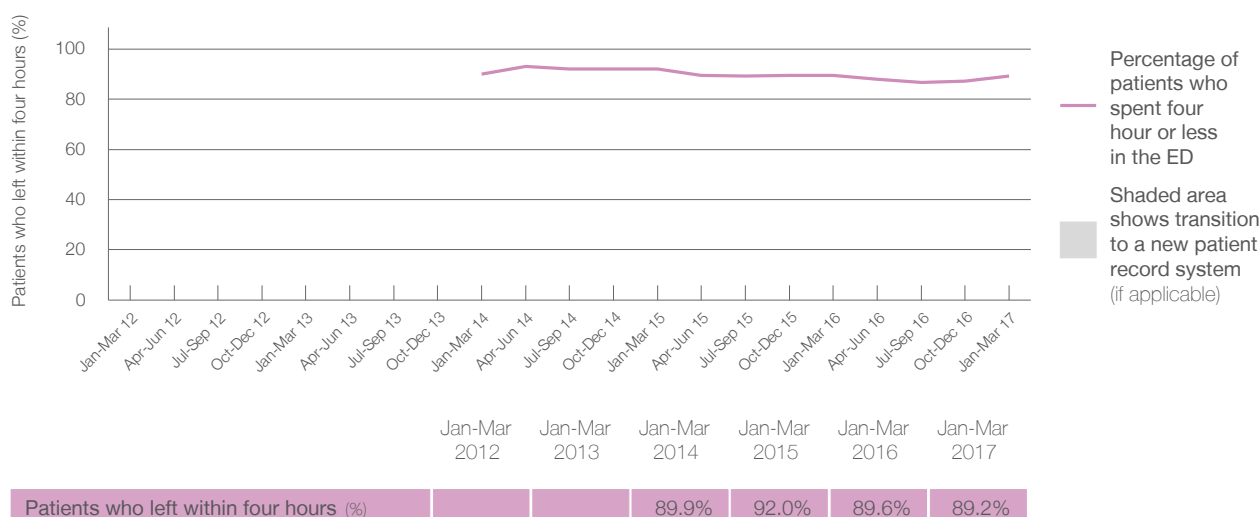
Presentations used to calculate time to leaving the ED:⁶ 2,706 patients

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



Same period last year	Change since one year ago
3,307	-18.2%
3,305	-18.1%
89.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



- * 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*.
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 - 6. All presentations that have a departure time.
 - 7. 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*.
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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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 18 April 2017).

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

Muswellbrook District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,519 patients
Emergency presentations:² 2,364 patients

Same period last year	Change since one year ago
2,465	2.2%
2,329	1.5%

Muswellbrook District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 139 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 540 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 74 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,187 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 498 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
130	
6 minutes	8 minutes
24 minutes	26 minutes
527	
18 minutes	20 minutes
63 minutes	69 minutes
1,255	
34 minutes	26 minutes
94 minutes	101 minutes
417	
32 minutes	23 minutes
112 minutes	104 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,519 patients

Percentage of patients who spent four hours or less in the ED 90.5%

Same period last year	Change since one year ago
2,465	2.2%
89.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

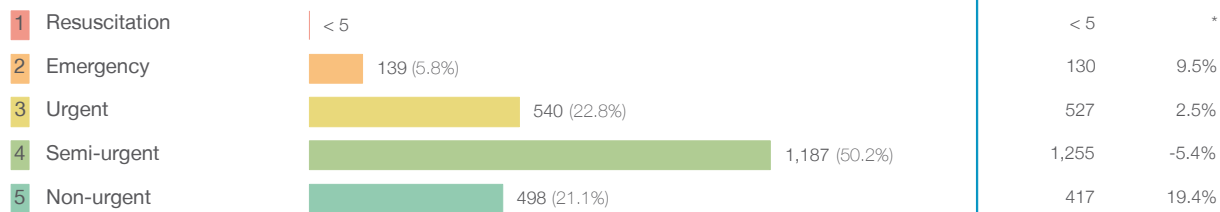
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Patients presenting to the emergency department

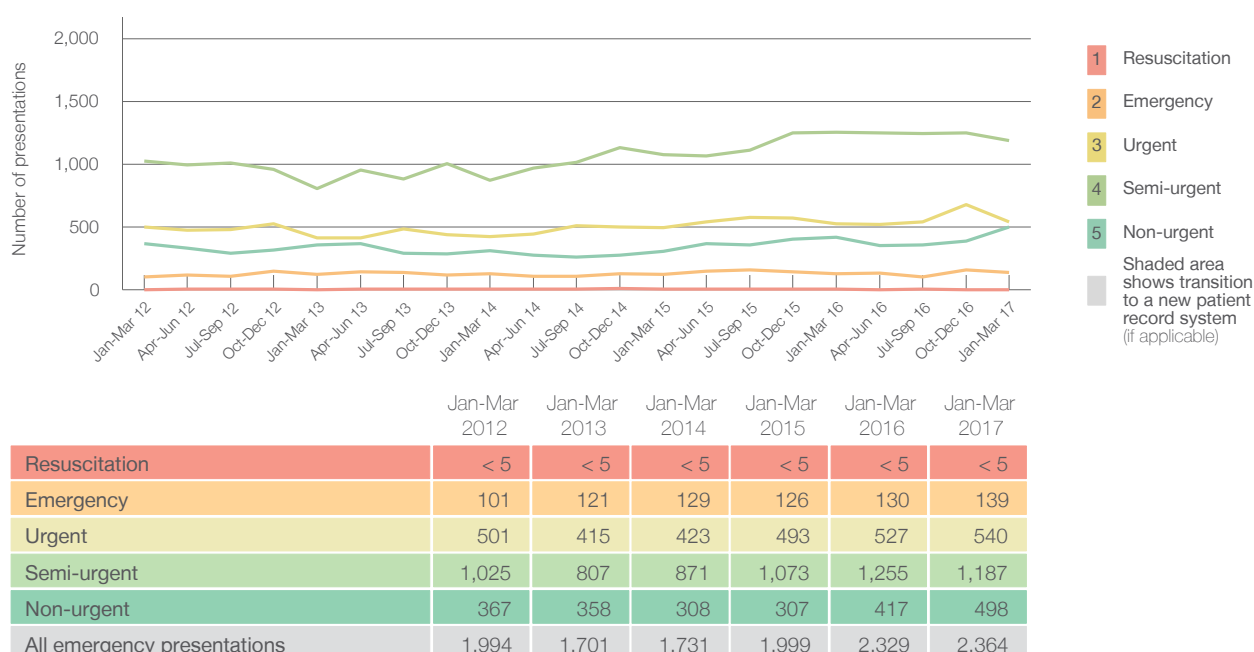
January to March 2017

All presentations:¹ 2,519 patients

Emergency presentations² by triage category: 2,364 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Muswellbrook District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 378 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.

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

Muswellbrook 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: 139

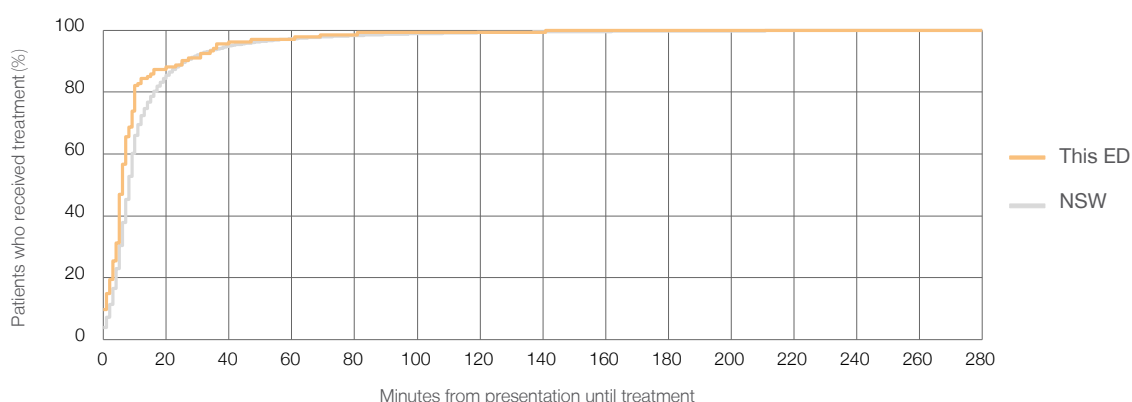
Number of triage 2 patients used to calculate waiting time:³ 134

Median time to start treatment⁴ 6 minutes

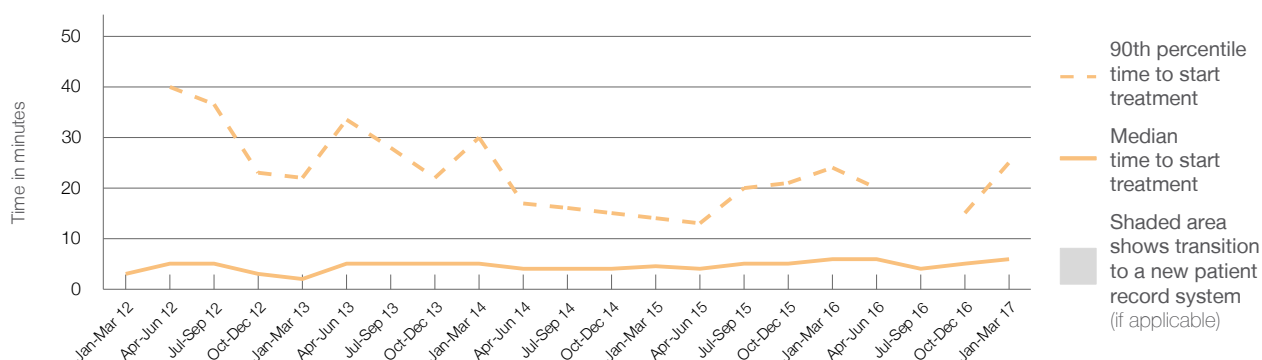
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
130	
123	
6 minutes	8 minutes
24 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	3	2	5	5	6	6
90th percentile time to start treatment ⁵ (minutes)	*	22	30	14	24	25

(†) 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.

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

Muswellbrook 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: 540

Number of triage 3 patients used to calculate waiting time:³ 500

Median time to start treatment⁴

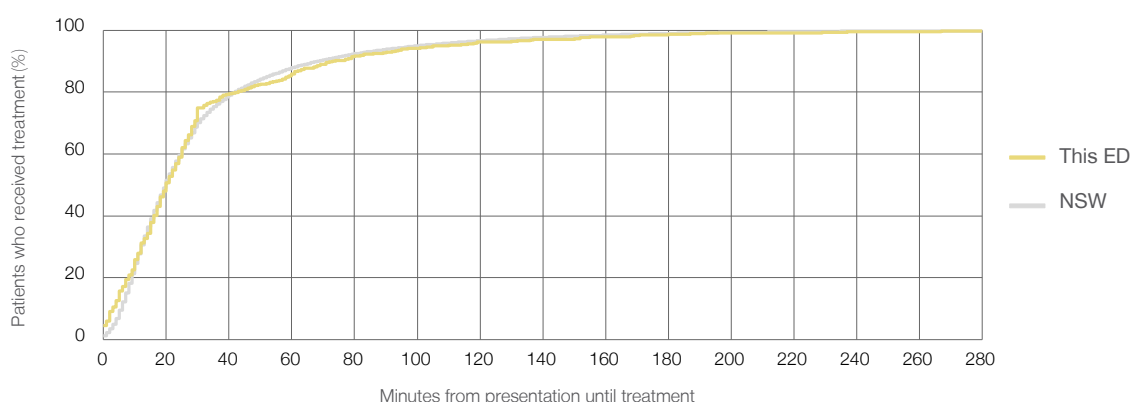
20 minutes

90th percentile time to start treatment⁵

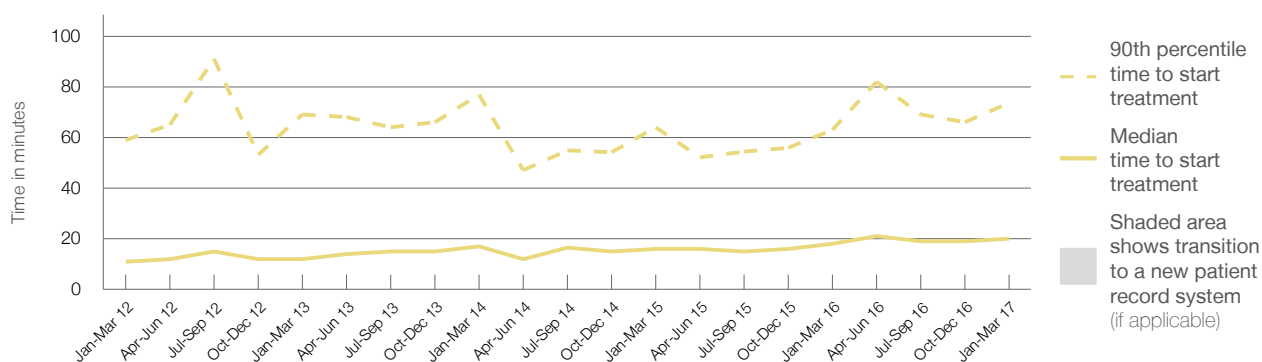
74 minutes

Same period last year	NSW (this period)
527	
493	
18 minutes	20 minutes
63 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	11	12	17	16	18	20
90th percentile time to start treatment ⁵ (minutes)	59	69	77	64	63	74

(†) 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.

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

Muswellbrook 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: 1,187

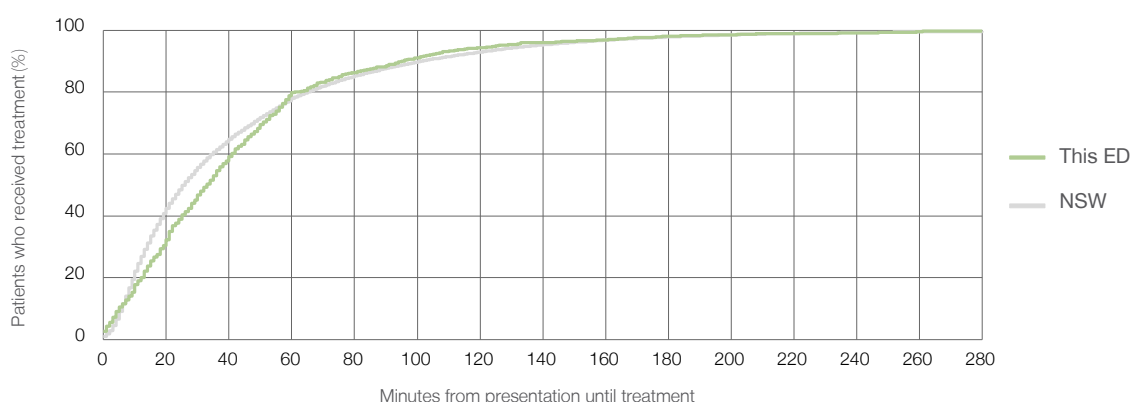
Number of triage 4 patients used to calculate waiting time:³ 1,078

Median time to start treatment⁴ 33 minutes

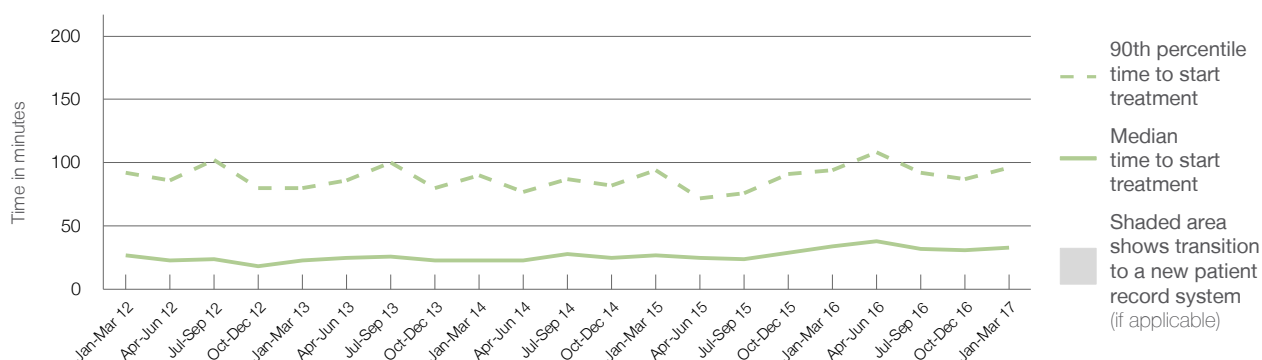
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,255	
1,149	
34 minutes	26 minutes
94 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	23	23	27	34	33
90th percentile time to start treatment ⁵ (minutes)	92	80	90	94	94	96

(†) 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.

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

Muswellbrook 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: 498

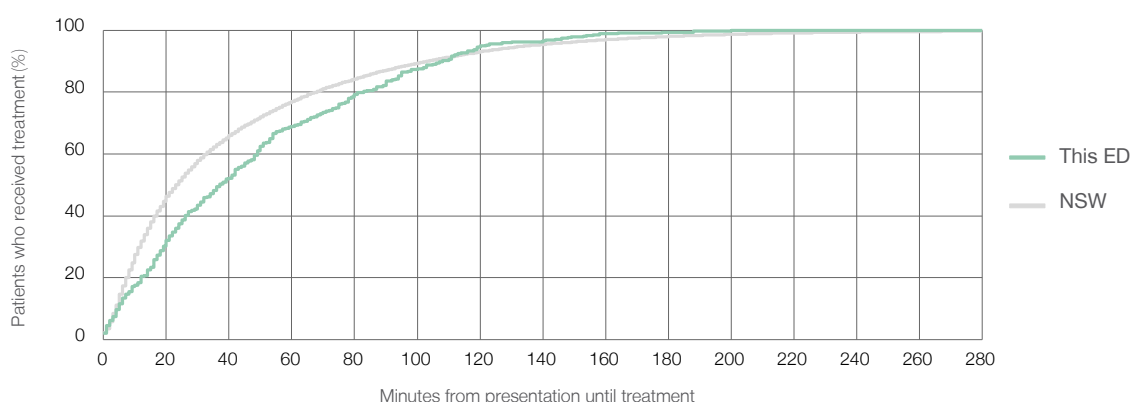
Number of triage 5 patients used to calculate waiting time:³ 414

Median time to start treatment⁴ 37 minutes

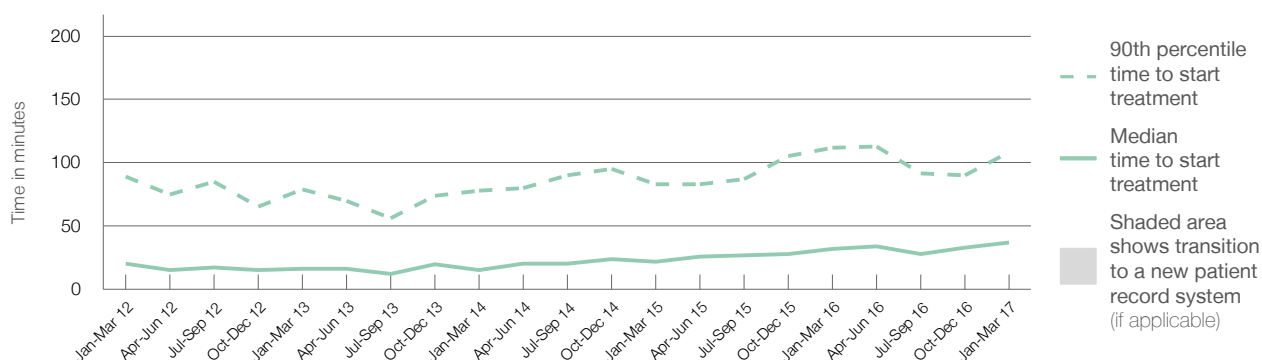
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
417	
364	
32 minutes	23 minutes
112 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	16	15	22	32	37
90th percentile time to start treatment ⁵ (minutes)	89	79	78	83	112	108

(†) 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.

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

Muswellbrook District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,519 patients

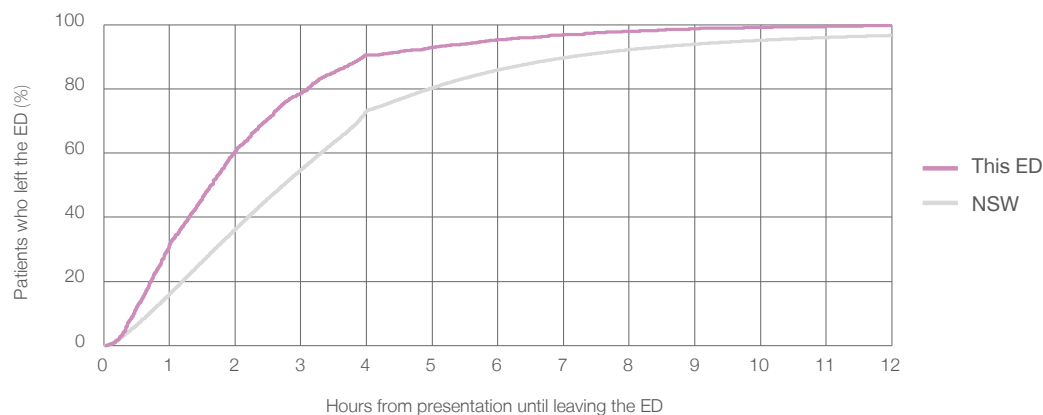
Presentations used to calculate time to leaving the ED:⁶ 2,519 patients

Median time spent in the ED⁸ 1 hours and 39 minutes

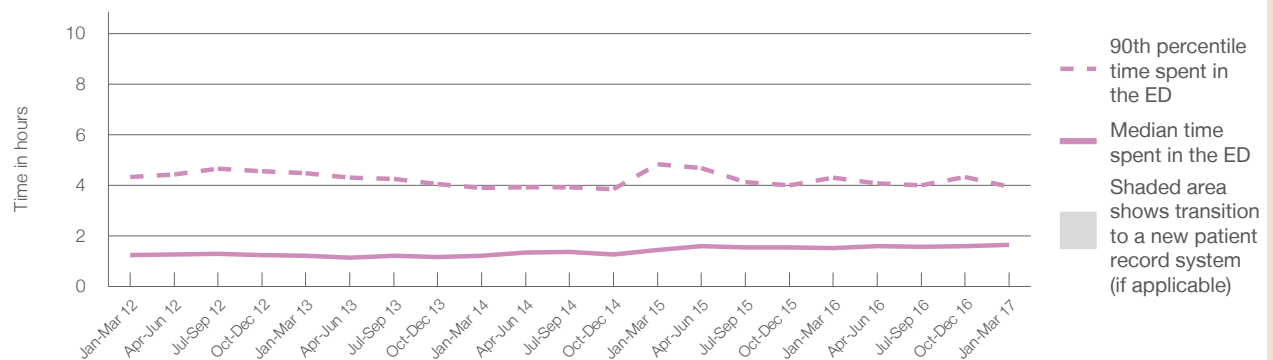
90th percentile time spent in the ED⁹ 3 hours and 57 minutes

Same period last year	NSW (this period)
2,465	2,465
1 hours and 31 minutes	2 hours and 44 minutes
4 hours and 18 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 15m	1h 13m	1h 13m	1h 27m	1h 31m	1h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 20m	4h 29m	3h 55m	4h 50m	4h 18m	3h 57m

(†) 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.

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

Muswellbrook District Hospital: Time patients spent in the ED

By mode of separation

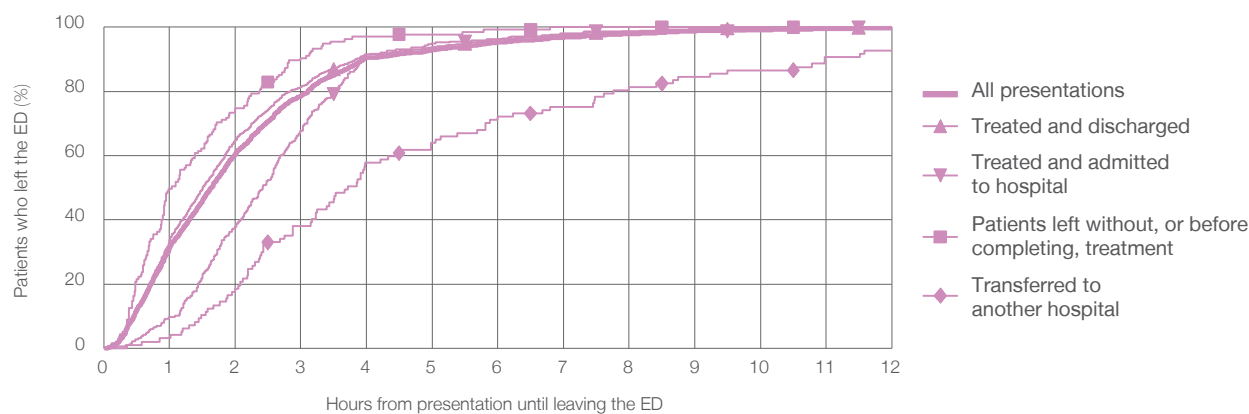
January to March 2017

All presentations:[†] 2,519 patients

Presentations used to calculate time to leaving the ED:[‡] 2,519 patients

		Same period last year	Change since one year ago
Treated and discharged	1,864 (74.0%)	1,880	-0.9%
Treated and admitted to hospital	317 (12.6%)	286	10.8%
Patient left without, or before completing, treatment	135 (5.4%)	87	55.2%
Transferred to another hospital	97 (3.9%)	91	6.6%
Other	106 (4.2%)	121	-12.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

Treated and discharged	33.7%	64.9%	81.4%	91.5%	96.2%	98.7%	99.8%	100%
Treated and admitted to hospital	9.8%	37.9%	67.8%	91.5%	96.2%	98.7%	99.1%	100%
Patient left without, or before completing, treatment	49.6%	74.8%	90.4%	97.0%	99.3%	100%	100%	100%
Transferred to another hospital	3.1%	18.6%	38.1%	57.7%	72.2%	81.4%	86.6%	92.8%
All presentations	31.5%	60.7%	78.6%	90.5%	95.3%	98.0%	99.2%	99.7%

(†) 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 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.

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

Muswellbrook 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:¹ 2,519 patients

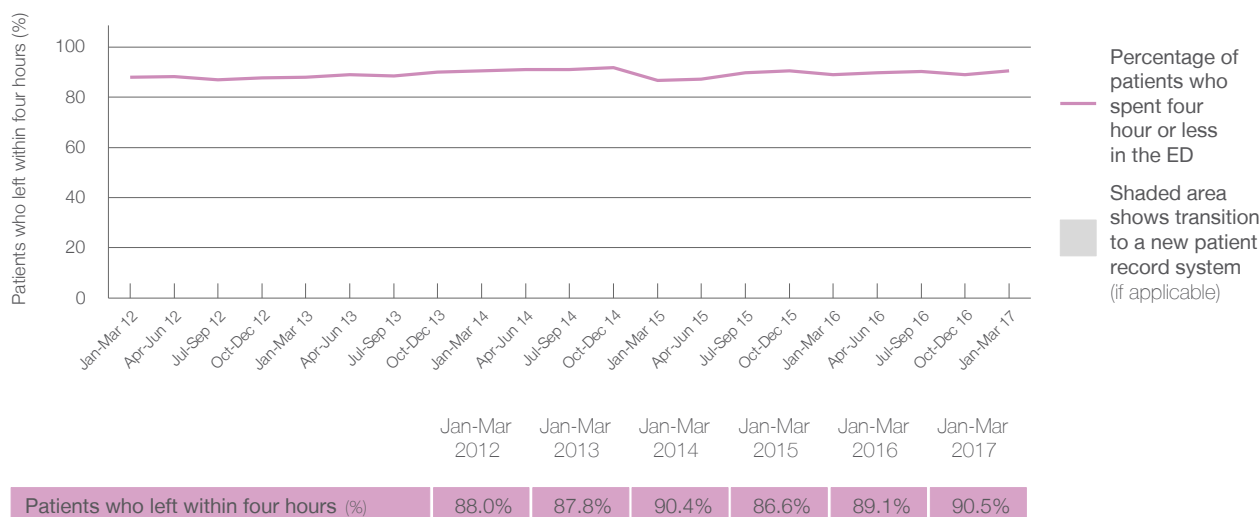
Presentations used to calculate time to leaving the ED:⁶ 2,519 patients

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



Same period last year	Change since one year ago
2,465	2.2%
2,465	2.2%
89.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

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

Narrabri District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 1,405 patients

Emergency presentations:² 1,391 patients

Same period last year	Change since one year ago
1,411	-0.4%
1,390	0.1%

Narrabri District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 99 patients

Median time to start treatment⁴ 3 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 359 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 30 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 638 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 52 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 290 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
110	
4 minutes	8 minutes
9 minutes	26 minutes
417	
14 minutes	20 minutes
40 minutes	69 minutes
560	
20 minutes	26 minutes
57 minutes	101 minutes
303	
12 minutes	23 minutes
57 minutes	104 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 1,405 patients

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

90.9%

Same period last year	Change since one year ago
1,411	-0.4%
91.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

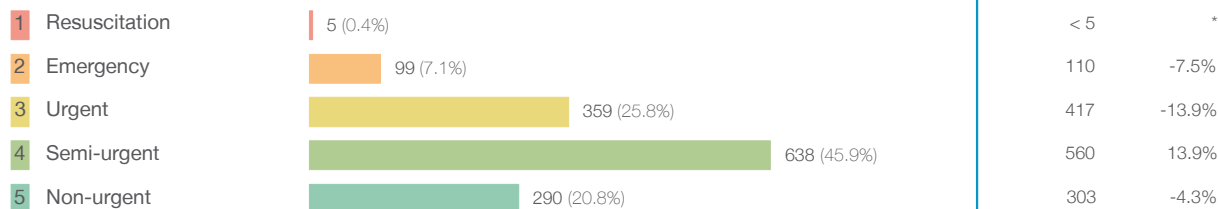
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Patients presenting to the emergency department

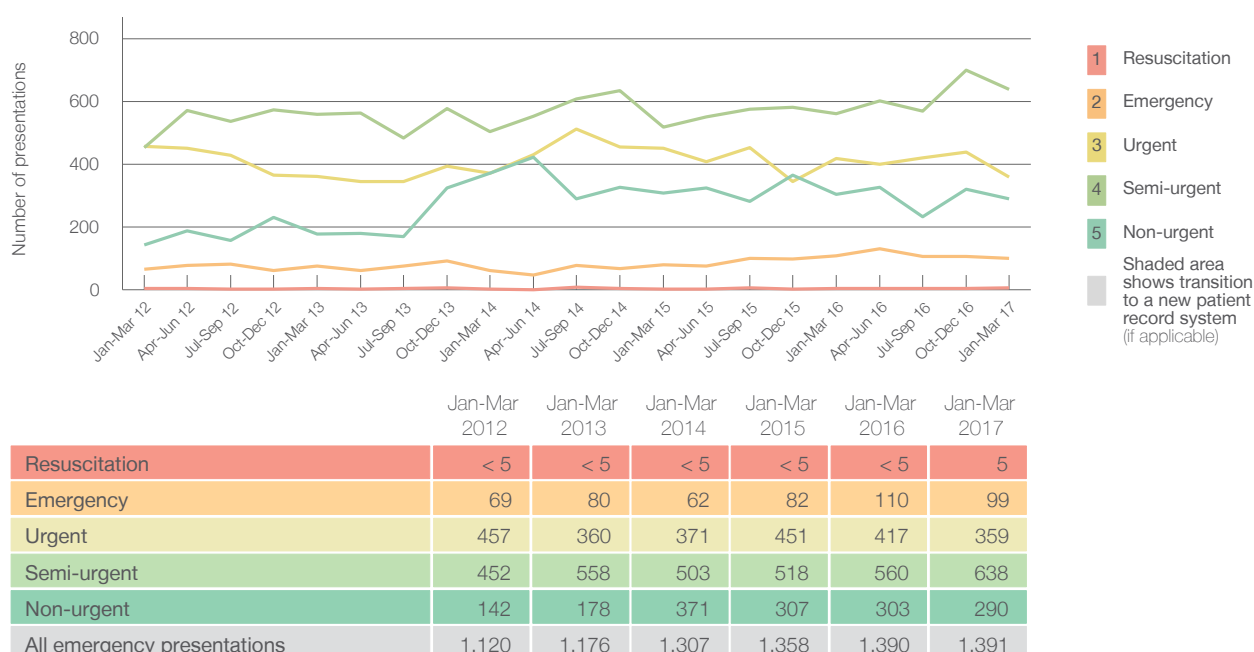
January to March 2017

All presentations:¹ 1,405 patients

Emergency presentations² by triage category: 1,391 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Narrabri District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 112 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.

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

Narrabri 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: 99

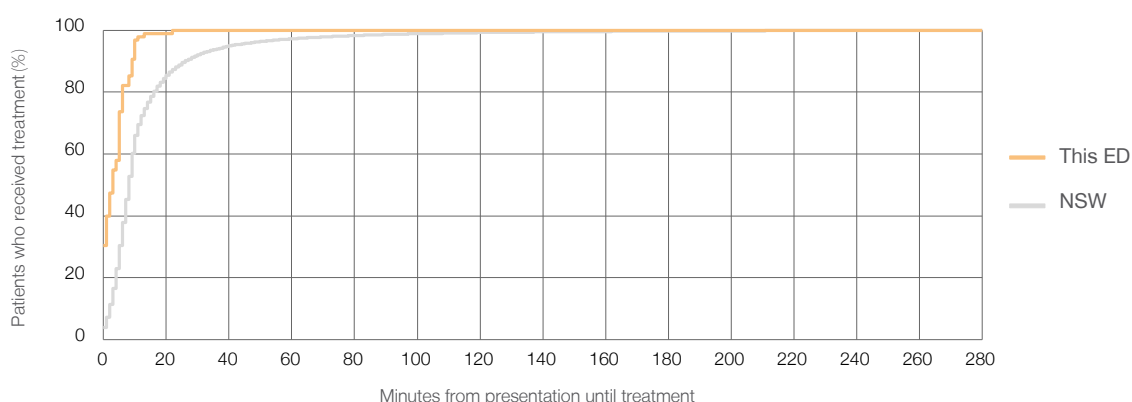
Number of triage 2 patients used to calculate waiting time:³ 95

Median time to start treatment⁴ 3 minutes

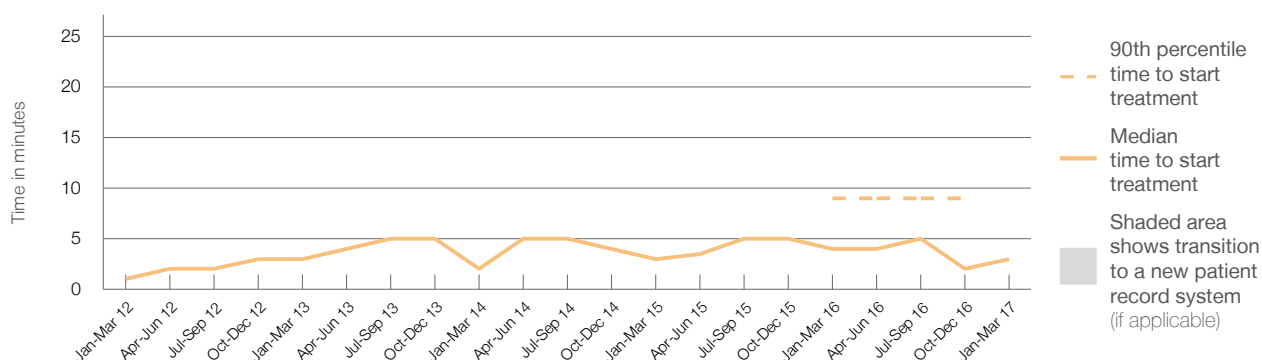
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
110	
107	
4 minutes	8 minutes
9 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	1	3	2	3	4	3
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	9	*

(†) 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.

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

Narrabri 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: 359

Number of triage 3 patients used to calculate waiting time:³ 352

Median time to start treatment⁴

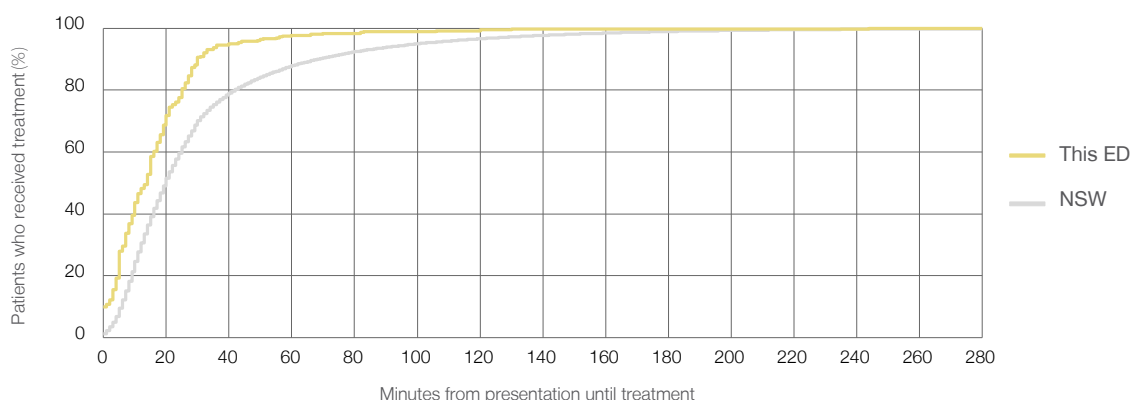
14 minutes

90th percentile time to start treatment⁵

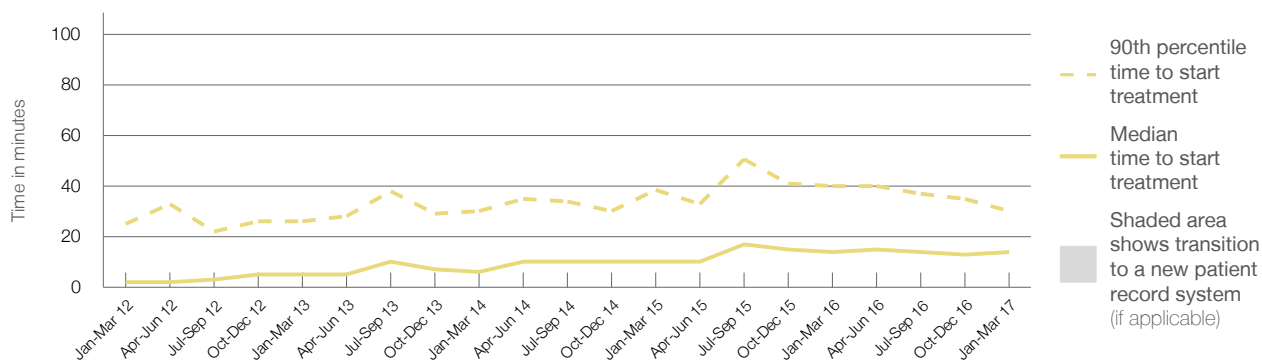
30 minutes

Same period last year	NSW (this period)
417	
417	
14 minutes	20 minutes
40 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	2	5	6	10	14	14
90th percentile time to start treatment ⁵ (minutes)	25	26	30	39	40	30

(†) 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.

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

Narrabri 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: 638

Number of triage 4 patients used to calculate waiting time:³ 622

Median time to start treatment⁴

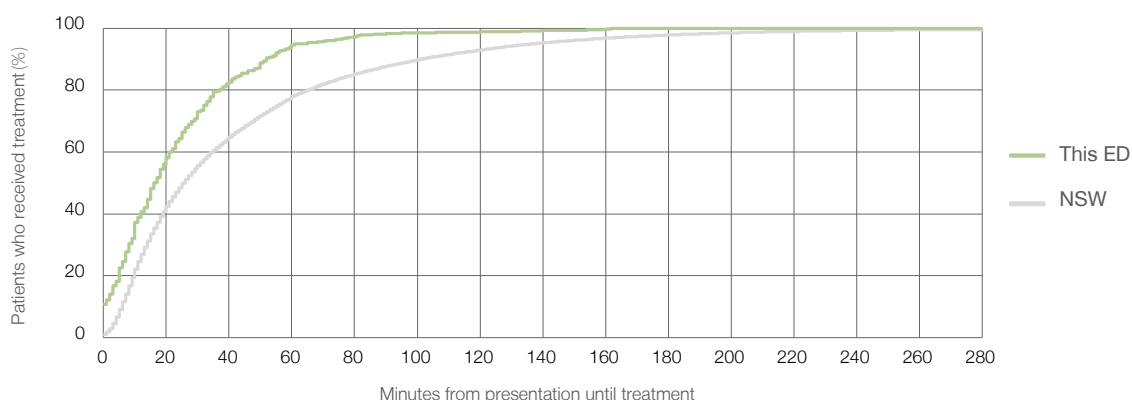
16 minutes

90th percentile time to start treatment⁵

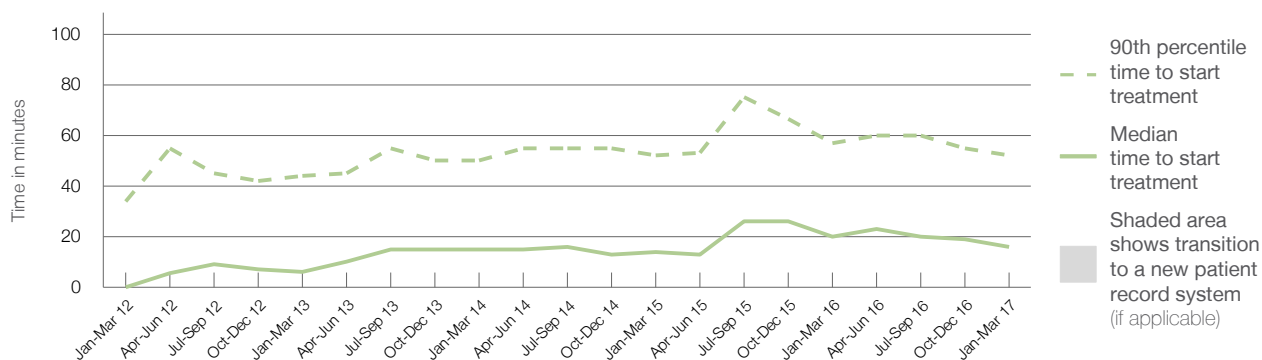
52 minutes

Same period last year	NSW (this period)
560	
551	
20 minutes	26 minutes
57 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	0	6	15	14	20	16
90th percentile time to start treatment ⁵ (minutes)	34	44	50	52	57	52

(†) 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.

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

Narrabri 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: 290

Number of triage 5 patients used to calculate waiting time:³ 274

Median time to start treatment⁴

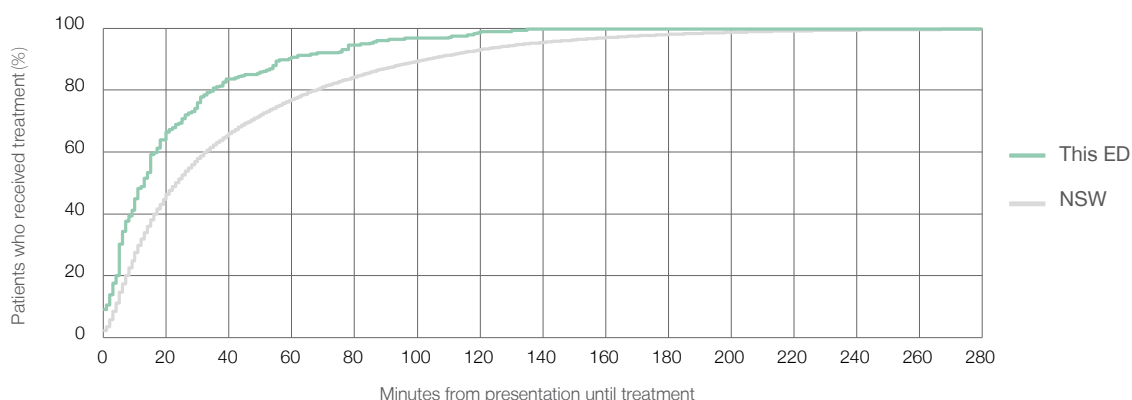
13 minutes

90th percentile time to start treatment⁵

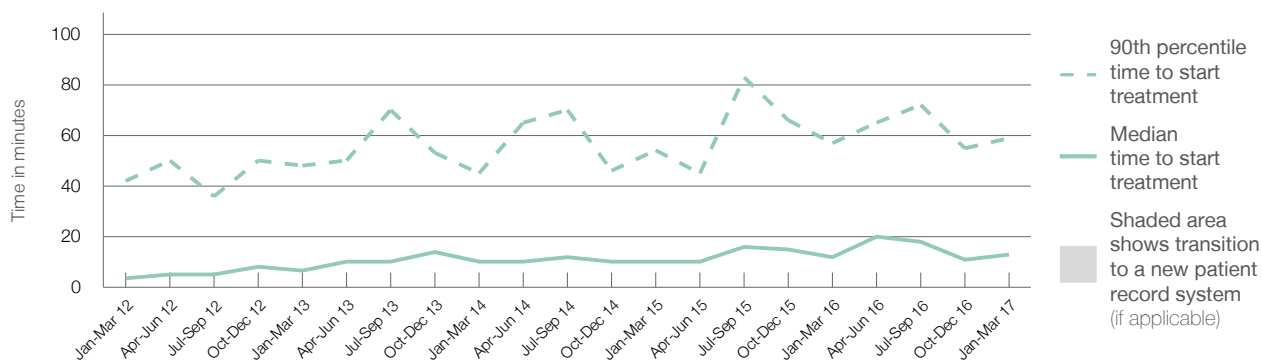
59 minutes

Same period last year	NSW (this period)
303	
298	
12 minutes	23 minutes
57 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	4	7	10	10	12	13
90th percentile time to start treatment ⁵ (minutes)	42	48	45	54	57	59

(†) 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.

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

Narrabri District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 1,405 patients

Presentations used to calculate time to leaving the ED:⁶ 1,405 patients

Median time spent in the ED⁸

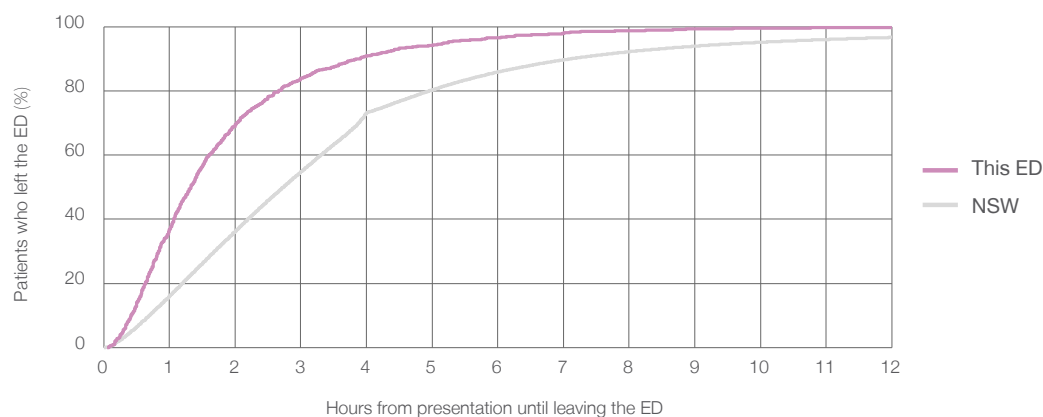
1 hours and 20 minutes

90th percentile time spent in the ED⁹

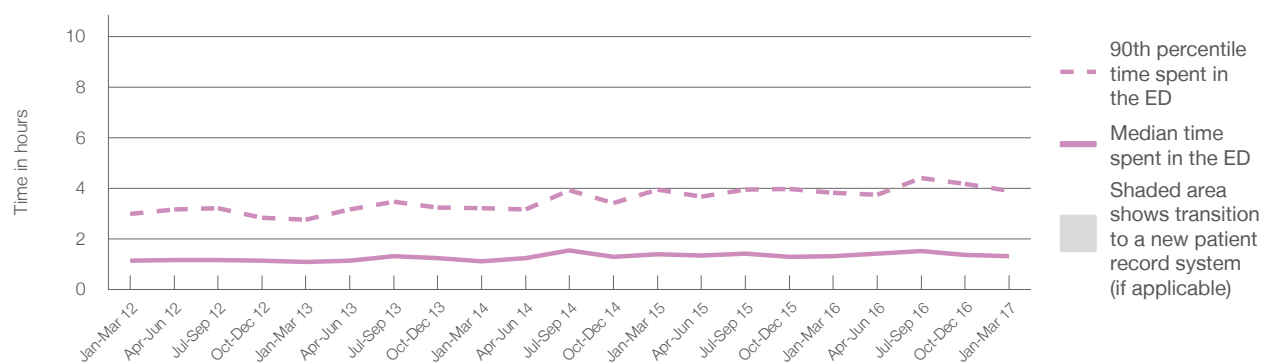
3 hours and 54 minutes

Same period last year	NSW (this period)
1,411	1,411
1 hours and 20 minutes	2 hours and 44 minutes
3 hours and 50 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 9m	1h 6m	1h 7m	1h 24m	1h 20m	1h 20m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 0m	2h 46m	3h 14m	3h 57m	3h 50m	3h 54m

(†) 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.

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

Narrabri District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

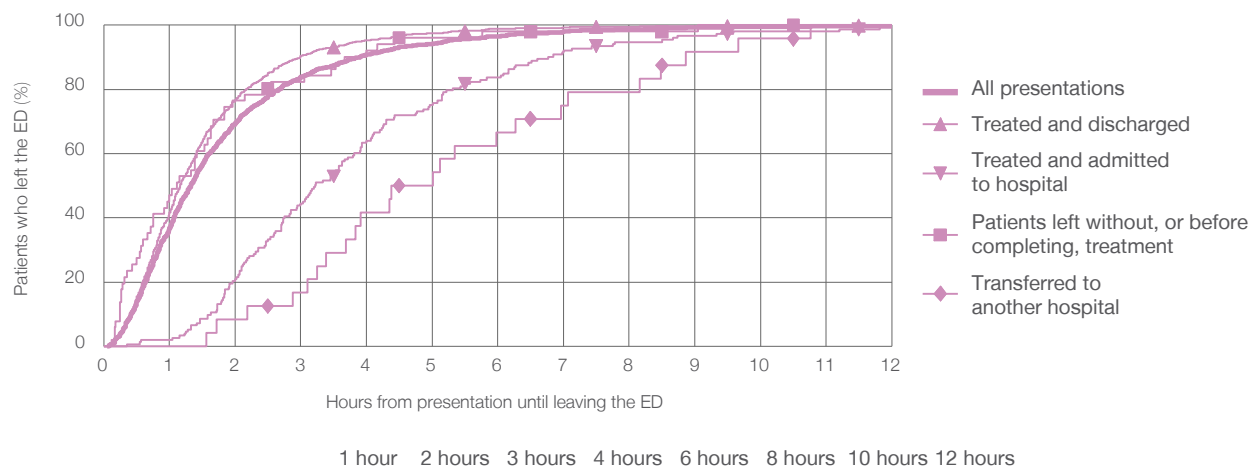
All presentations:[†] 1,405 patients

Presentations used to calculate time to leaving the ED:[‡] 1,405 patients

Treated and discharged	1,175 (83.6%)
Treated and admitted to hospital	153 (10.9%)
Patient left without, or before completing, treatment	51 (3.6%)
Transferred to another hospital	24 (1.7%)
Other	2 (0.1%)

Same period last year	Change since one year ago
1,411	-0.4%
1,148	2.4%
191	-19.9%
35	45.7%
37	-35.1%
0	

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	41.7%	76.9%	90.6%	95.3%	98.8%	99.6%	99.7%	99.8%
Treated and admitted to hospital	2.0%	20.9%	44.4%	64.1%	83.7%	94.8%	98.0%	99.3%
Patient left without, or before completing, treatment	47.1%	76.5%	82.4%	92.2%	98.0%	98.0%	100%	100%
Transferred to another hospital	0%	8.3%	16.7%	41.7%	66.7%	79.2%	95.8%	100%
All presentations	36.9%	69.6%	84.0%	90.9%	96.6%	98.6%	99.5%	99.8%

(†) 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.

Narrabri 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:¹ 1,405 patients

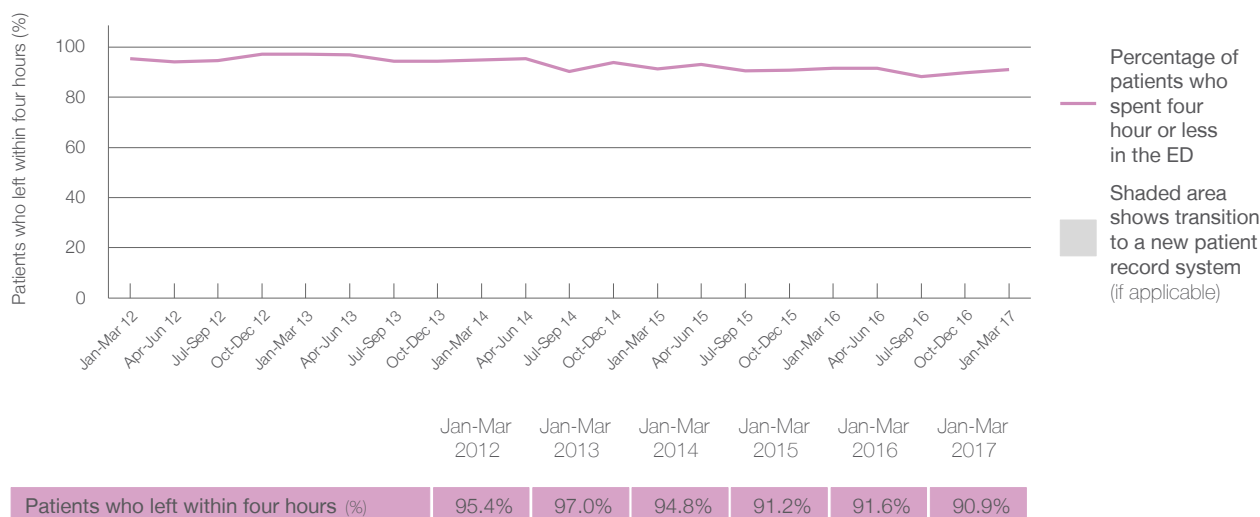
Presentations used to calculate time to leaving the ED:⁶ 1,405 patients

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



Same period last year	Change since one year ago
1,411	-0.4%
1,411	-0.4%
91.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

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

Queanbeyan Health Service: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,728 patients
Emergency presentations:² 4,589 patients

Same period last year	Change since one year ago
4,621	2.3%
4,476	2.5%

Queanbeyan Health Service: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 240 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,255 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,129 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 954 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
255	
8 minutes	8 minutes
23 minutes	26 minutes
1,154	
22 minutes	20 minutes
65 minutes	69 minutes
2,236	
30 minutes	26 minutes
105 minutes	101 minutes
831	
30 minutes	23 minutes
113 minutes	104 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,728 patients

Percentage of patients who spent four hours or less in the ED 87.5%

Same period last year	Change since one year ago
4,621	2.3%
82.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

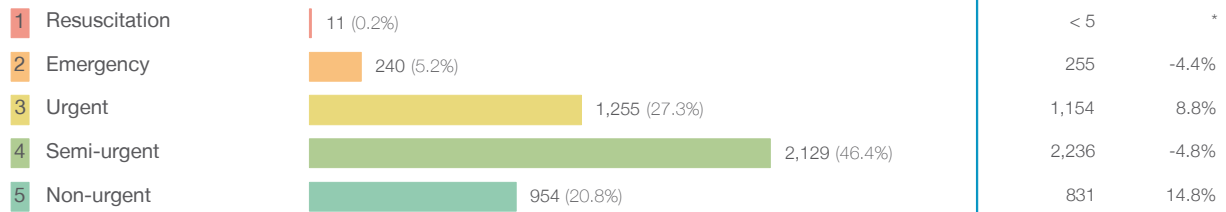
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Patients presenting to the emergency department

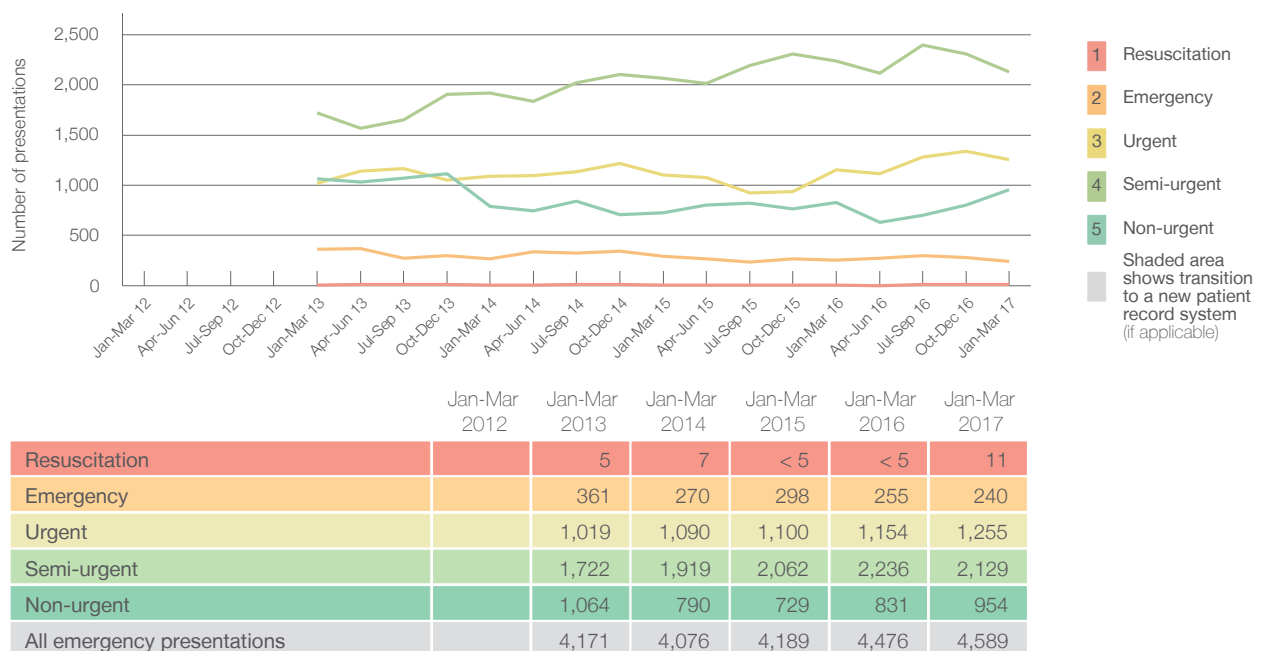
January to March 2017

All presentations:¹ 4,728 patients

Emergency presentations² by triage category: 4,589 patients



Emergency presentations² by quarter, January 2012 to March 2017^{†§}



Queanbeyan Health Service: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 418 patients^{**}

ED Transfer of care time



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

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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.

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

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

Queanbeyan Health Service: 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: 240

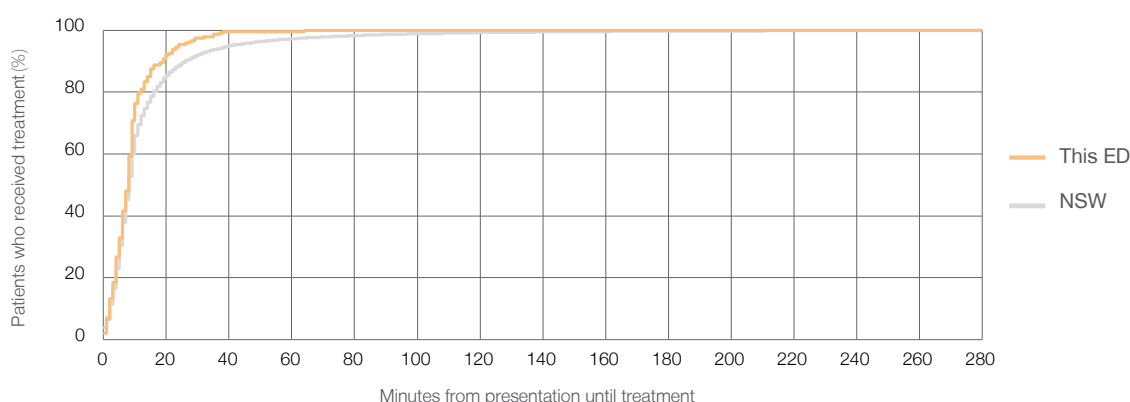
Number of triage 2 patients used to calculate waiting time:³ 240

Median time to start treatment⁴ 8 minutes

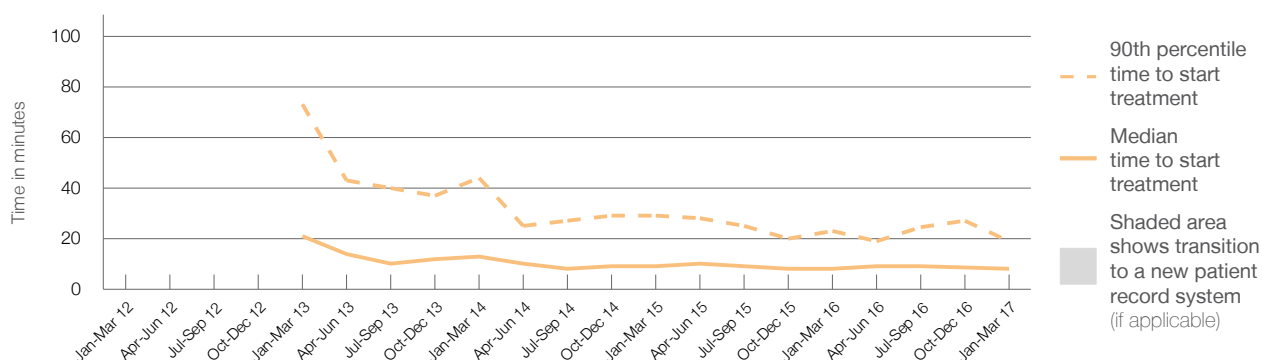
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
255	
249	
8 minutes	8 minutes
23 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		21	13	9	8	8
90th percentile time to start treatment ⁵ (minutes)		73	44	29	23	19

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

Queanbeyan Health Service: 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: 1,255

Number of triage 3 patients used to calculate waiting time:³ 1,231

Median time to start treatment⁴

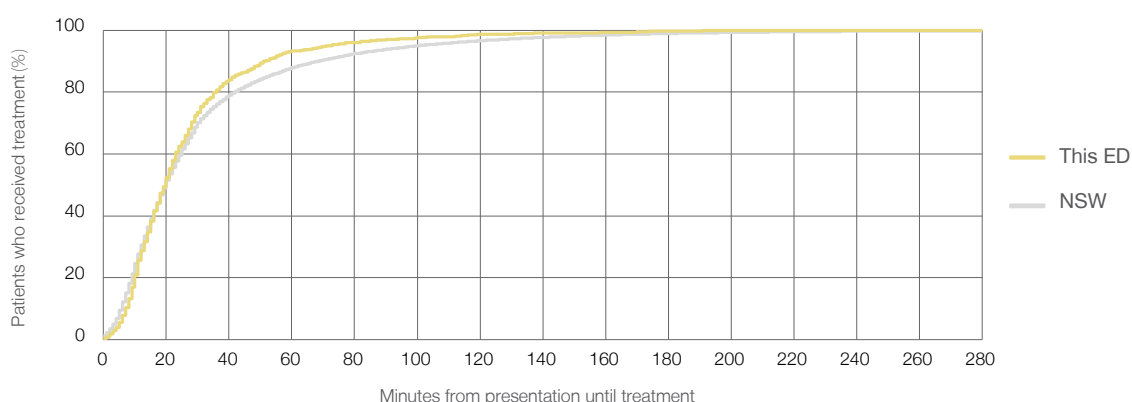
20 minutes

90th percentile time to start treatment⁵

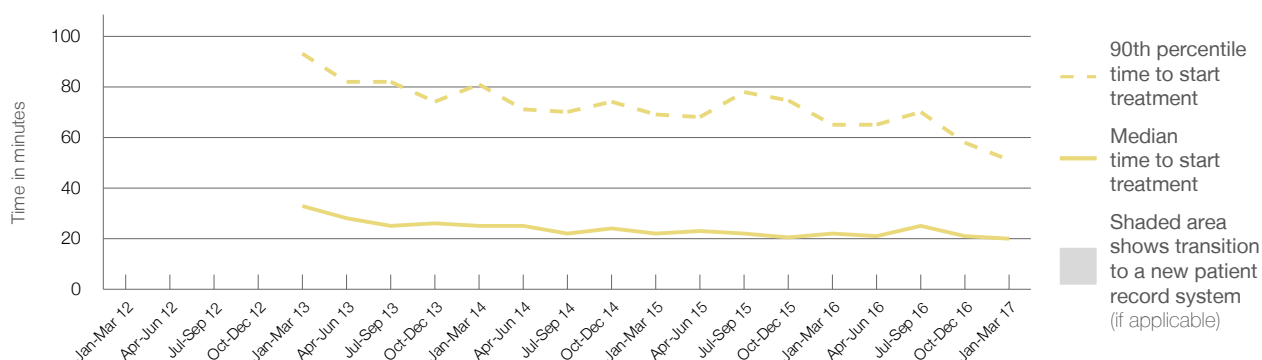
51 minutes

Same period last year	NSW (this period)
1,154	
1,107	
22 minutes	20 minutes
65 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		33	25	22	22	20
90th percentile time to start treatment ⁵ (minutes)		93	81	69	65	51

(†) 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.

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

Queanbeyan Health Service: 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: 2,129

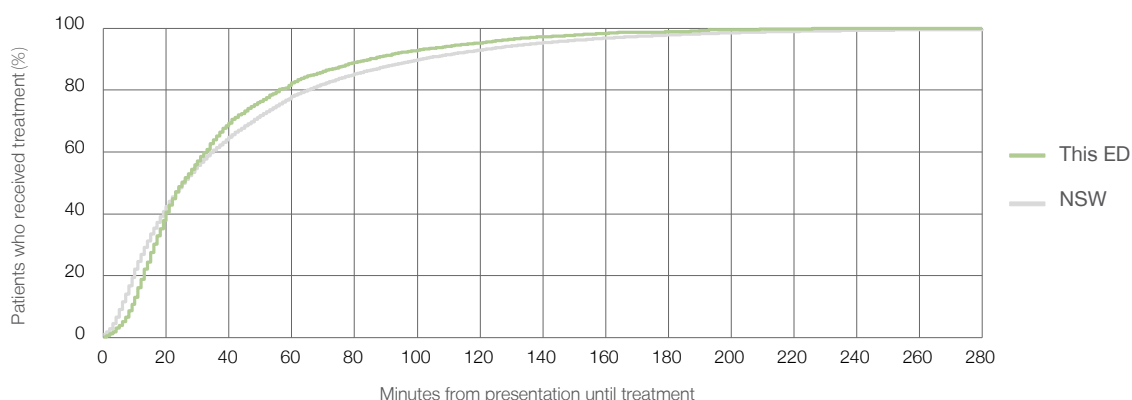
Number of triage 4 patients used to calculate waiting time:³ 1,983

Median time to start treatment⁴ 25 minutes

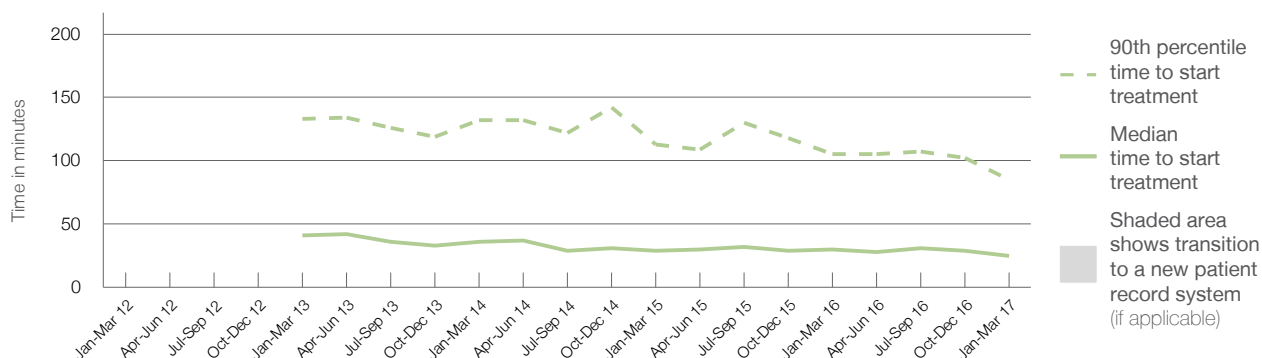
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
2,236	
2,022	
30 minutes	26 minutes
105 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		41	36	29	30	25
90th percentile time to start treatment ⁵ (minutes)		133	132	113	105	85

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

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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.

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

Queanbeyan Health Service: 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: 954

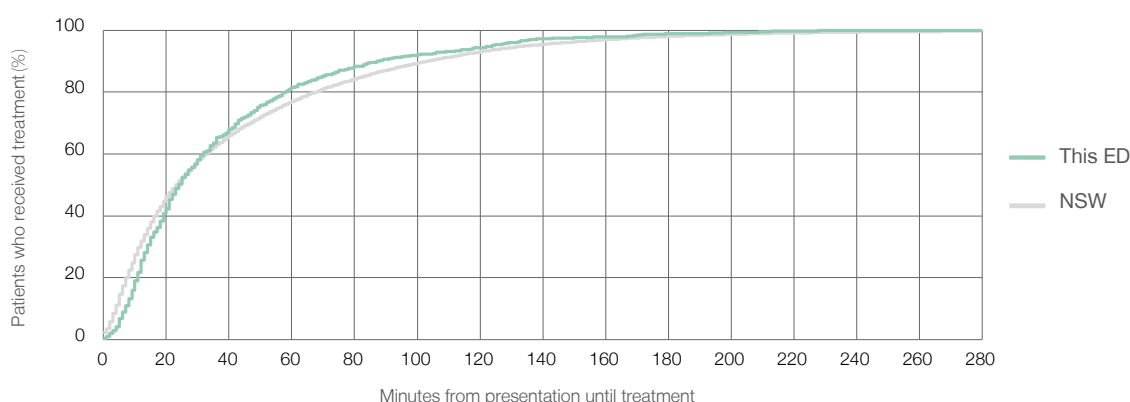
Number of triage 5 patients used to calculate waiting time:³ 804

Median time to start treatment⁴ 24 minutes

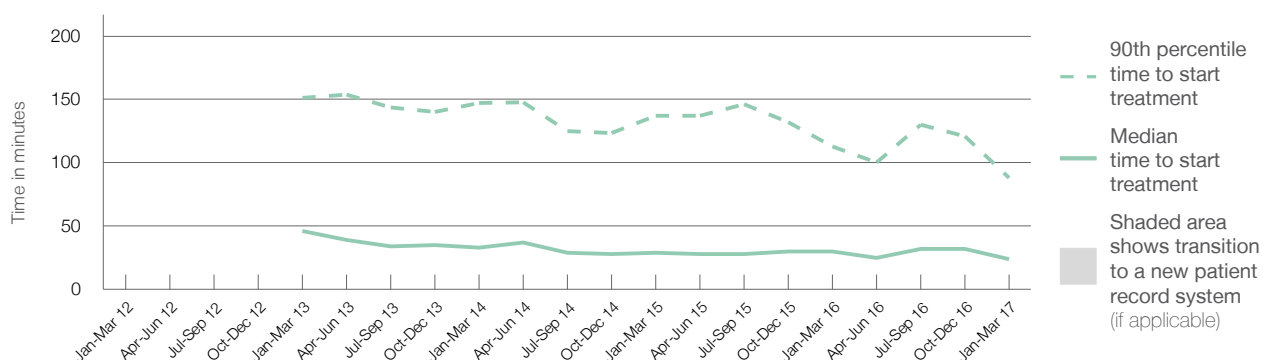
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
831	
667	
30 minutes	23 minutes
113 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		46	33	29	30	24
90th percentile time to start treatment ⁵ (minutes)		151	147	137	113	88

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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.

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

Queanbeyan Health Service: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,728 patients

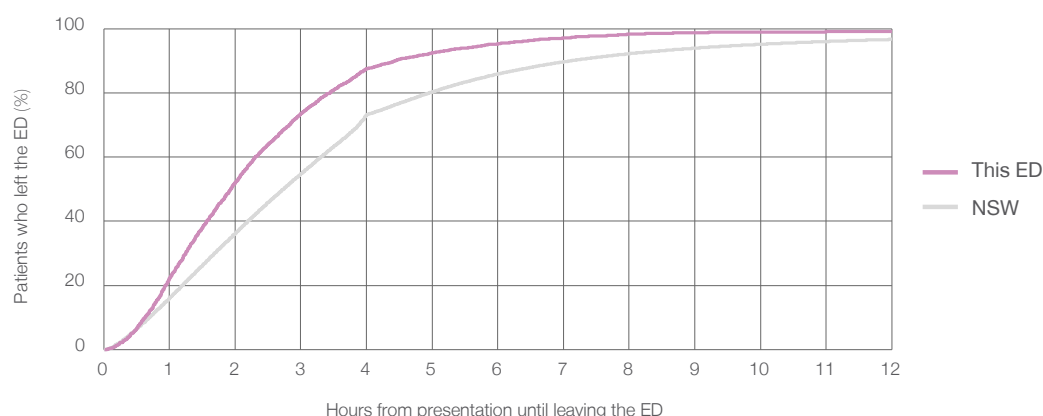
Presentations used to calculate time to leaving the ED:⁶ 4,728 patients

Median time spent in the ED⁸ 1 hours and 56 minutes

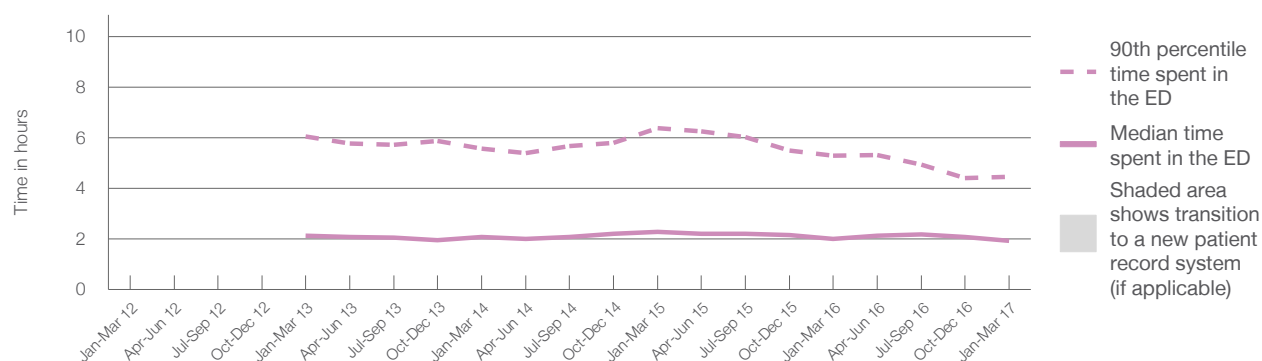
90th percentile time spent in the ED⁹ 4 hours and 27 minutes

Same period last year	NSW (this period)
4,621	4,621
2 hours and 1 minutes	2 hours and 44 minutes
5 hours and 17 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)		2h 8m	2h 6m	2h 17m	2h 1m	1h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)		6h 3m	5h 35m	6h 23m	5h 17m	4h 27m

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

Queanbeyan Health Service: Time patients spent in the ED

By mode of separation

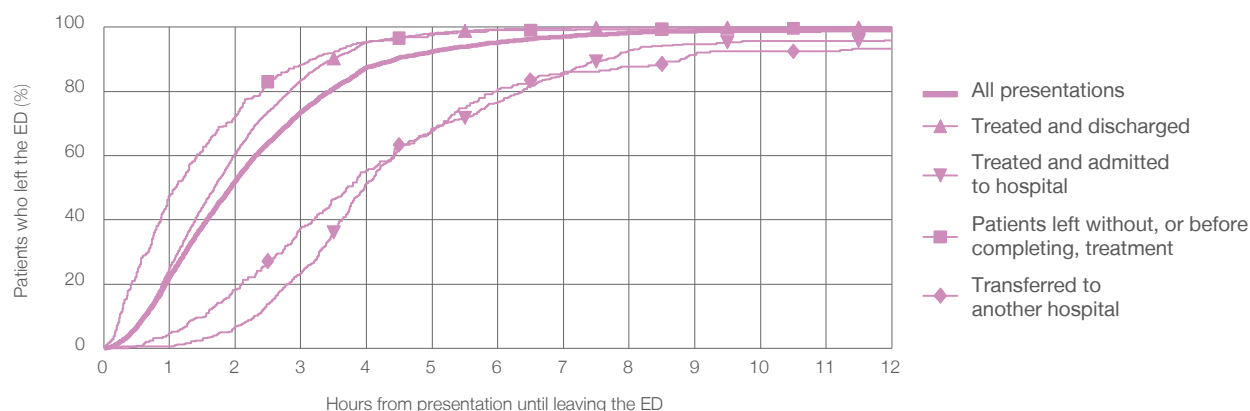
January to March 2017

All presentations:[†] 4,728 patients

Presentations used to calculate time to leaving the ED:[‡] 4,728 patients

		Same period last year	Change since one year ago
Treated and discharged	3,520 (74.5%)	3,405	3.4%
Treated and admitted to hospital	616 (13.0%)	513	20.1%
Patient left without, or before completing, treatment	325 (6.9%)	436	-25.5%
Transferred to another hospital	254 (5.4%)	224	13.4%
Other	13 (0.3%)	43	-69.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



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

Treated and discharged	25.0%	60.6%	83.5%	95.4%	99.2%	99.9%	100%	100%
Treated and admitted to hospital	0.6%	6.8%	23.4%	51.5%	76.8%	92.7%	95.6%	95.9%
Patient left without, or before completing, treatment	47.4%	72.3%	88.3%	95.4%	99.1%	99.4%	99.7%	100%
Transferred to another hospital	4.7%	18.1%	37.4%	55.5%	80.7%	87.8%	92.5%	93.3%
All presentations	22.3%	52.2%	73.5%	87.5%	95.3%	98.3%	99.0%	99.1%

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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.

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Queanbeyan Health Service: 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:¹ 4,728 patients

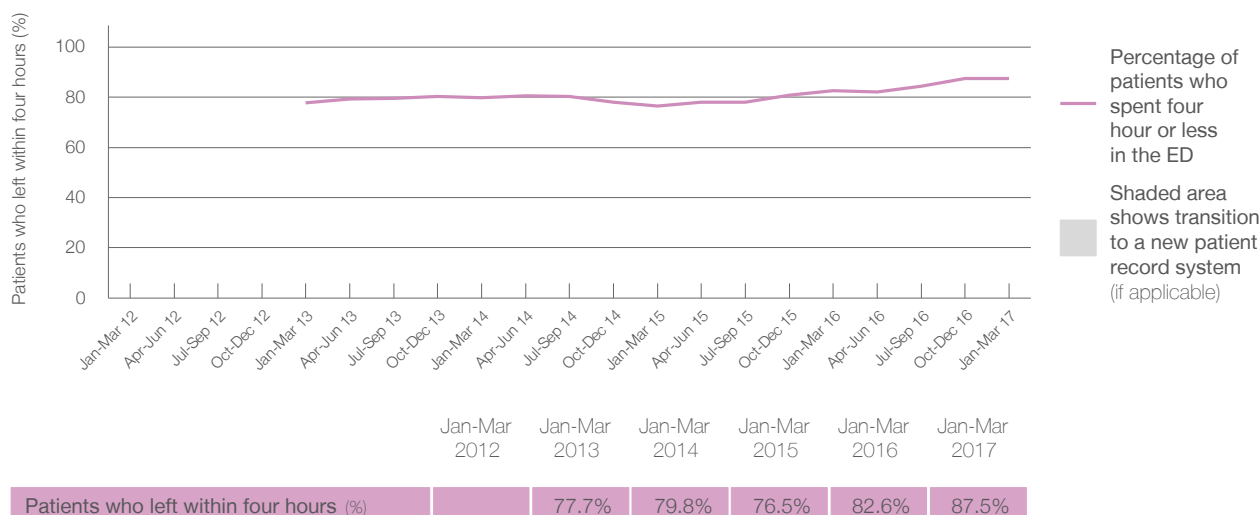
Presentations used to calculate time to leaving the ED:⁶ 4,728 patients

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



Same period last year	Change since one year ago
4,621	2.3%
4,621	2.3%
82.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



- * 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*.
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 - 7. 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*.
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 - 9. 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).

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

Singleton District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,894 patients

Emergency presentations:² 2,814 patients

Same period last year	Change since one year ago
2,879	0.5%
2,811	0.1%

Singleton District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 190 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 682 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,749 patients

Median time to start treatment⁴ 41 minutes
90th percentile time to start treatment⁵ 120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 186 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
214	
8 minutes	8 minutes
31 minutes	26 minutes
758	
26 minutes	20 minutes
81 minutes	69 minutes
1,566	
41 minutes	26 minutes
113 minutes	101 minutes
273	
32 minutes	23 minutes
103 minutes	104 minutes

Singleton District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,894 patients

Percentage of patients who spent four hours or less in the ED 89.6%

Same period last year	Change since one year ago
2,879	0.5%
90.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

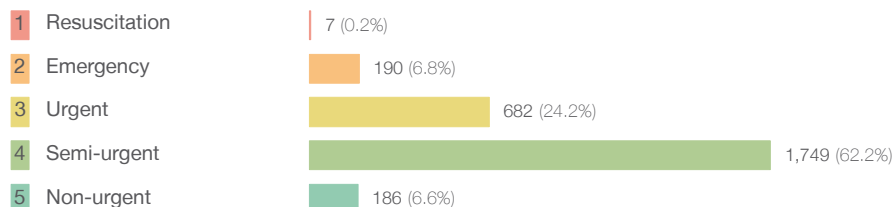
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Patients presenting to the emergency department

January to March 2017

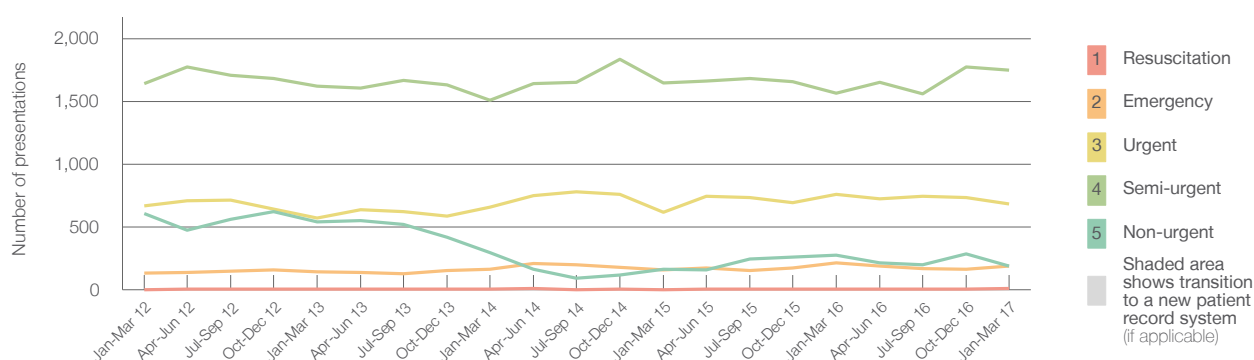
All presentations:¹ 2,894 patients

Emergency presentations² by triage category: 2,814 patients



Same period last year	Change since one year ago
2,879	0.5%
2,811	0.1%
< 5	*
214	-10.4%
758	-10.0%
1,566	11.7%
273	-31.9%

Emergency presentations² 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	< 5	< 5	< 5	< 5	7
Emergency	130	144	162	160	214	190
Urgent	665	572	659	619	758	682
Semi-urgent	1,643	1,621	1,511	1,646	1,566	1,749
Non-urgent	606	541	293	164	273	186
All emergency presentations	3,044	2,878	2,625	2,589	2,811	2,814

Singleton District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 272 patients

ED Transfer of care time



Same period last year	Change since one year ago
239	
7 minutes	-2 minutes
15 minutes	2 minutes

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

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

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

Singleton 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: 190

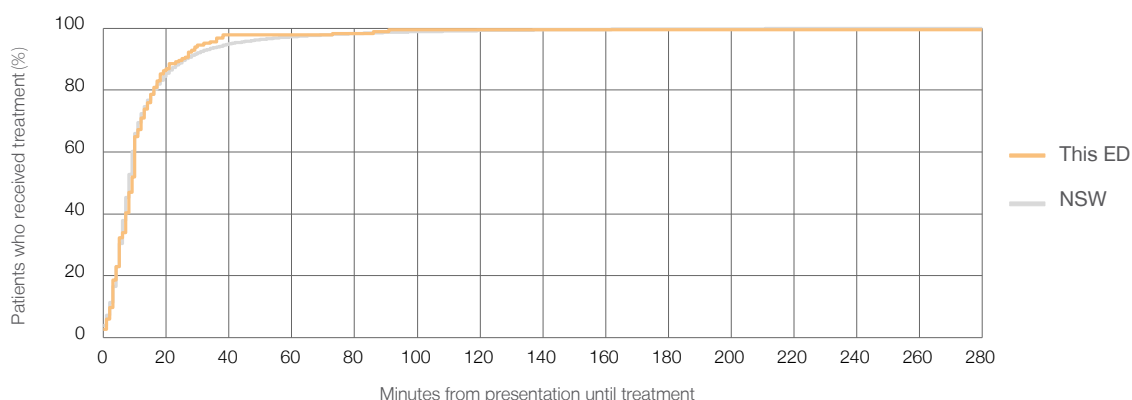
Number of triage 2 patients used to calculate waiting time:³ 183

Median time to start treatment⁴ 9 minutes

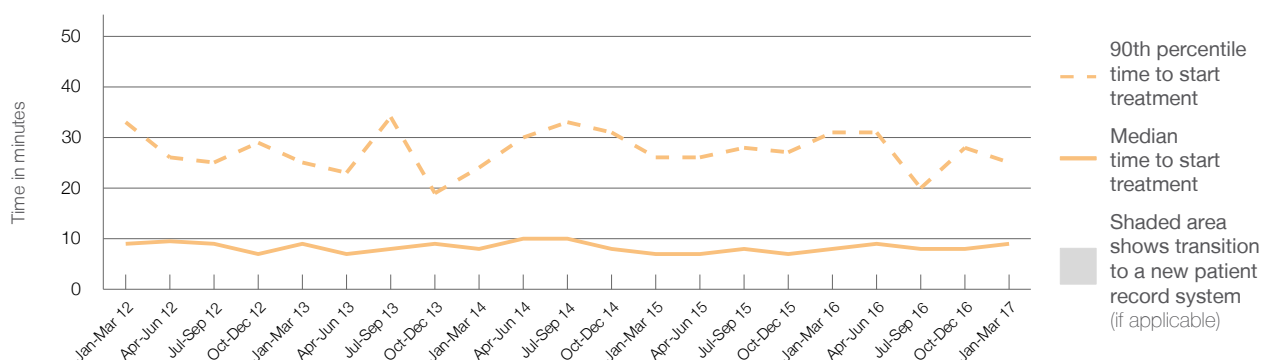
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
214	
202	
8 minutes	8 minutes
31 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	9	8	7	8	9
90th percentile time to start treatment ⁵ (minutes)	33	25	24	26	31	25

(†) 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.

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

Singleton 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: 682

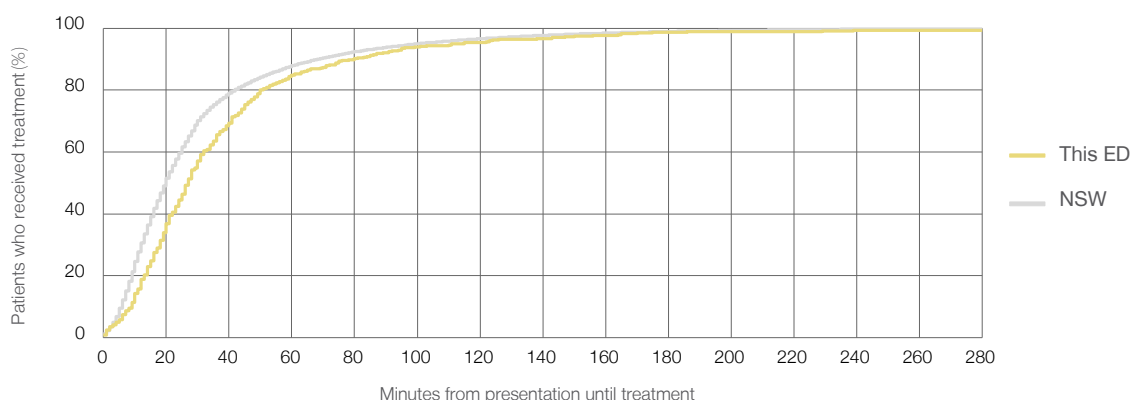
Number of triage 3 patients used to calculate waiting time:³ 661

Median time to start treatment⁴ 27 minutes

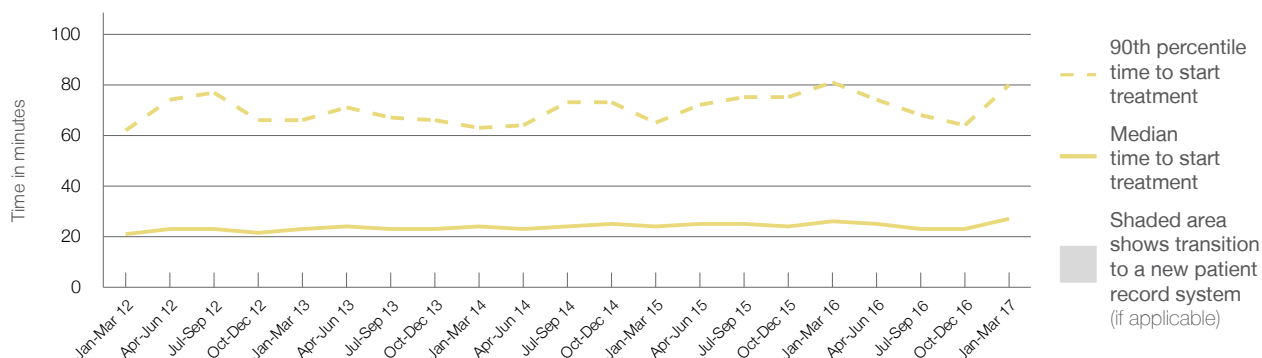
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
758	
724	
26 minutes	20 minutes
81 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	21	23	24	24	26	27
90th percentile time to start treatment ⁵ (minutes)	62	66	63	65	81	80

(†) 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.

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

Singleton 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: 1,749

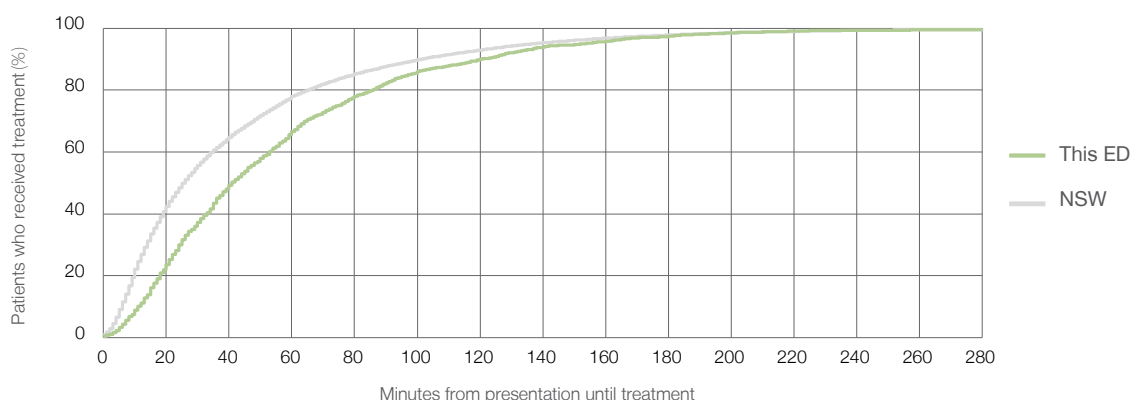
Number of triage 4 patients used to calculate waiting time:³ 1,662

Median time to start treatment⁴ 41 minutes

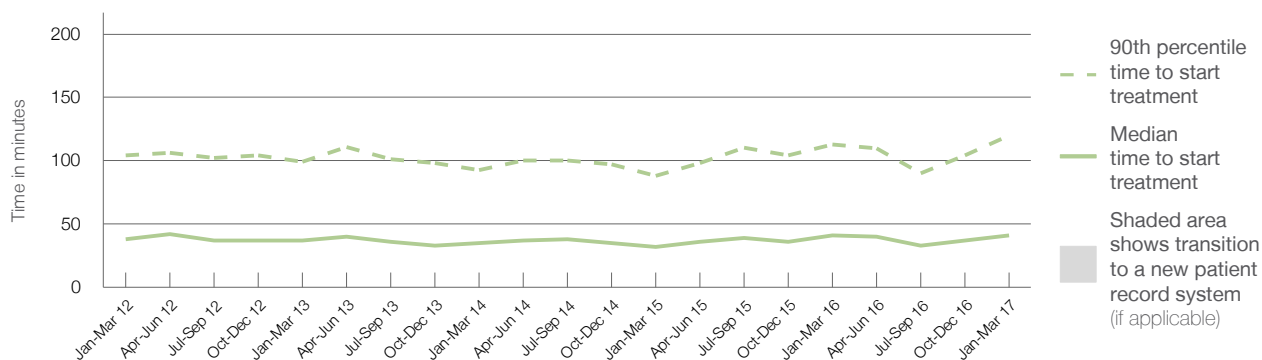
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,566	
1,485	
41 minutes	26 minutes
113 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	38	37	35	32	41	41
90th percentile time to start treatment ⁵ (minutes)	104	99	93	88	113	120

(†) 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.

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

Singleton 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: 186

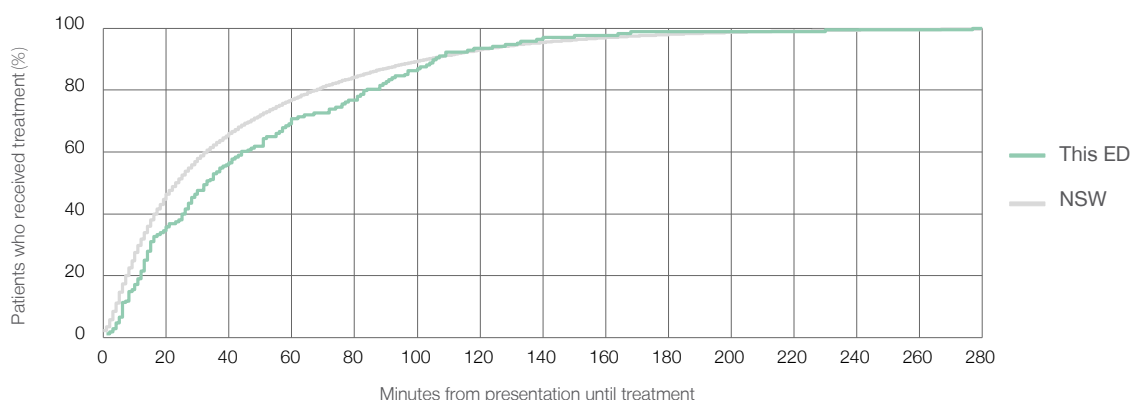
Number of triage 5 patients used to calculate waiting time:³ 168

Median time to start treatment⁴ 33 minutes

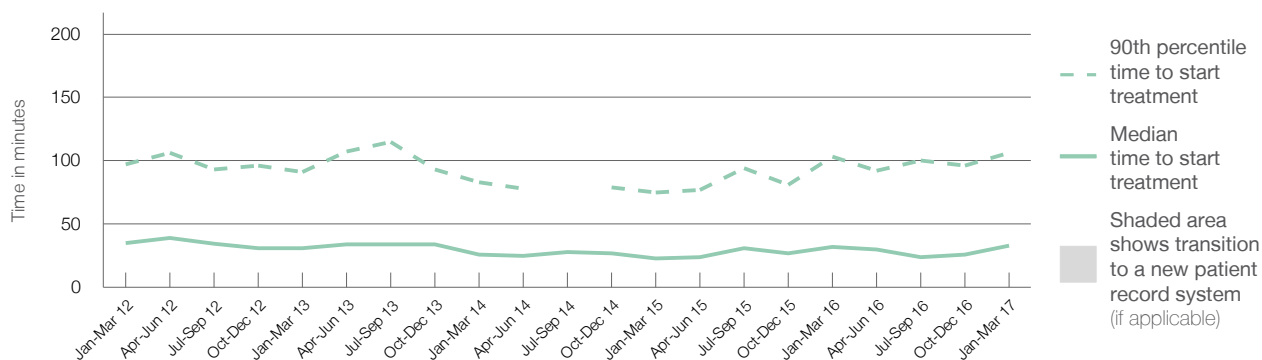
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
273	
235	
32 minutes	23 minutes
103 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	35	31	26	23	32	33
90th percentile time to start treatment ⁵ (minutes)	97	91	83	75	103	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 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.

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

Singleton District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,894 patients

Presentations used to calculate time to leaving the ED:⁶ 2,894 patients

Median time spent in the ED⁸

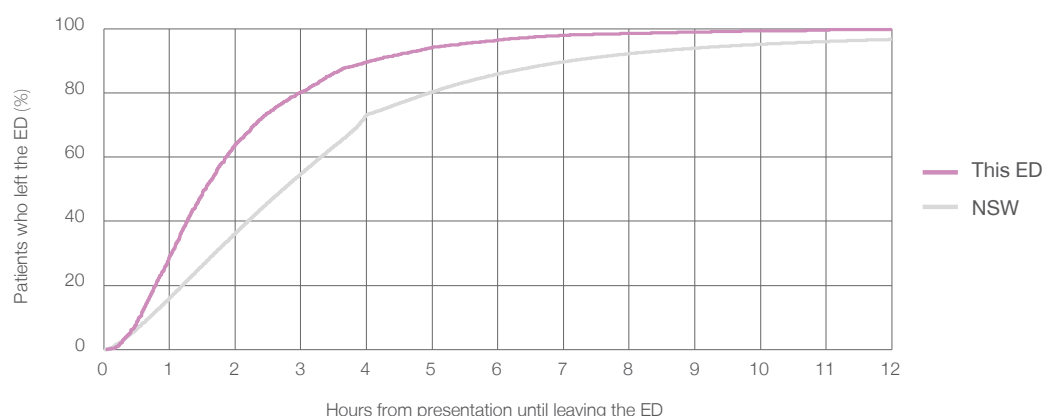
1 hours and 33 minutes

90th percentile time spent in the ED⁹

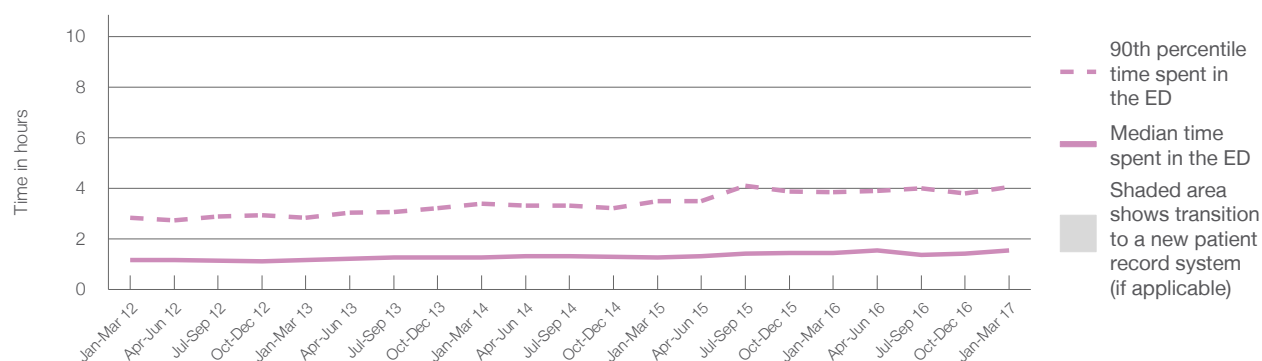
4 hours and 4 minutes

Same period last year	NSW (this period)
2,879	2,879
1 hours and 27 minutes	2 hours and 44 minutes
3 hours and 51 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^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 11m	1h 11m	1h 17m	1h 17m	1h 27m	1h 33m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 50m	2h 50m	3h 24m	3h 30m	3h 51m	4h 4m

(†) 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.

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

Singleton District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

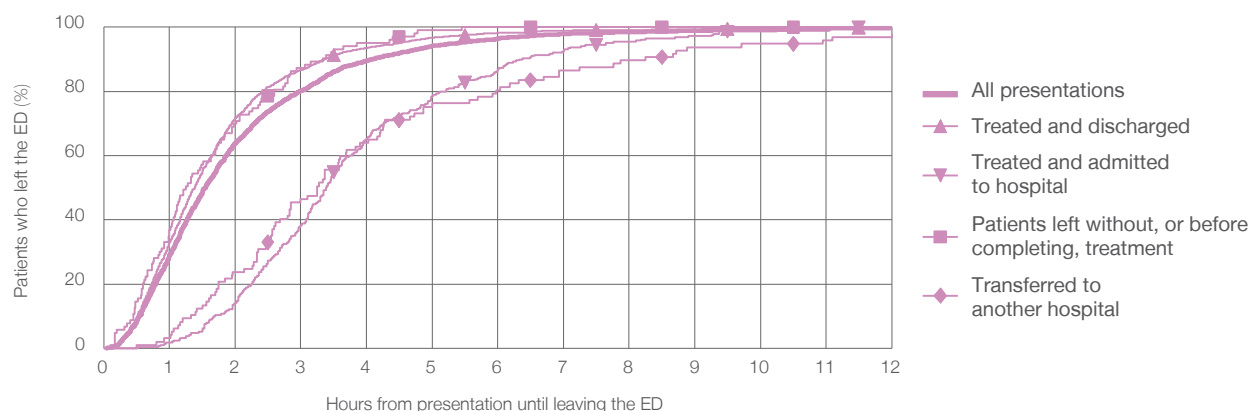
All presentations:[†] 2,894 patients

Presentations used to calculate time to leaving the ED:[‡] 2,894 patients

Treated and discharged	2,365 (81.7%)
Treated and admitted to hospital	290 (10.0%)
Patient left without, or before completing, treatment	103 (3.6%)
Transferred to another hospital	97 (3.4%)
Other	39 (1.3%)

Same period last year	Change since one year ago
2,879	0.5%
2,343	0.9%
310	-6.5%
95	8.4%
69	40.6%
62	-37.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

Treated and discharged	33.1%	71.8%	86.6%	93.6%	98.2%	99.2%	99.6%	99.9%
Treated and admitted to hospital	1.7%	14.1%	38.3%	65.2%	86.9%	95.5%	98.6%	100%
Patient left without, or before completing, treatment	36.9%	69.9%	87.4%	95.1%	100%	100%	100%	100%
Transferred to another hospital	3.1%	23.7%	46.4%	63.9%	80.4%	89.7%	94.8%	97.9%
All presentations	29.0%	64.0%	80.2%	89.6%	96.5%	98.4%	99.3%	99.8%

(†) 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.

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

Singleton 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:¹ 2,894 patients

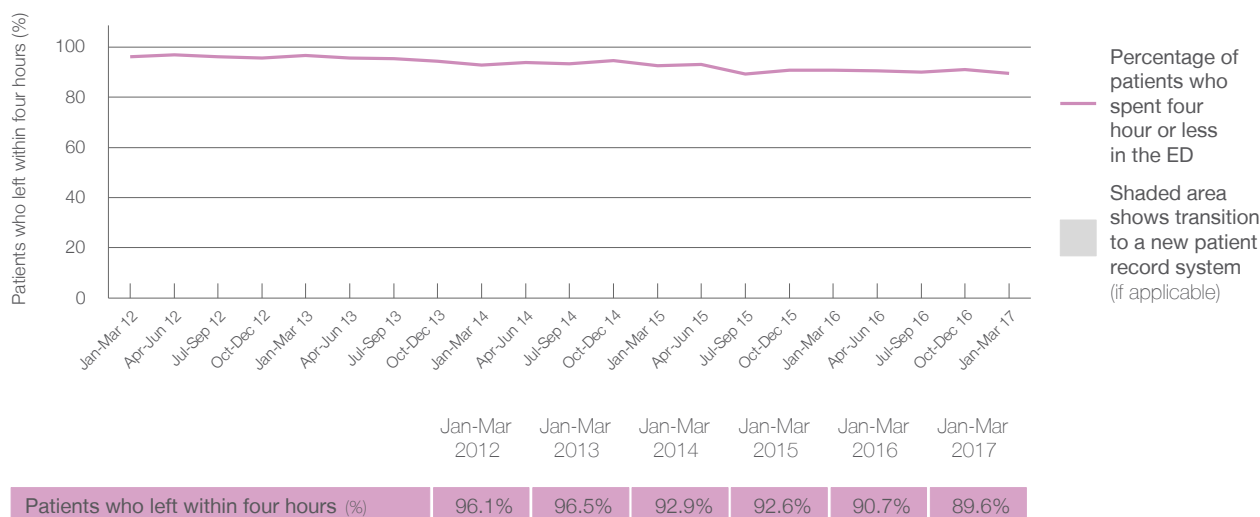
Presentations used to calculate time to leaving the ED:⁶ 2,894 patients

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 2,894 patients	2,879	0.5%
Presentations used to calculate time to leaving the ED: ⁶ 2,894 patients	2,879	0.5%
Percentage of patients who spent four hours or less in the ED	90.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

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

Young Health Service: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,410 patients

Emergency presentations:² 2,256 patients

Same period last year	Change since one year ago
2,253	7.0%
1,969	14.6%

Young Health Service: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 111 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 788 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,082 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 267 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
130	
6 minutes	8 minutes
24 minutes	26 minutes
717	
10 minutes	20 minutes
33 minutes	69 minutes
897	
11 minutes	26 minutes
44 minutes	101 minutes
225	
9 minutes	23 minutes
48 minutes	104 minutes

Young Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,409 patients

Percentage of patients who spent four hours or less in the ED 96.5%

Same period last year	Change since one year ago
2,253	6.9%
96.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

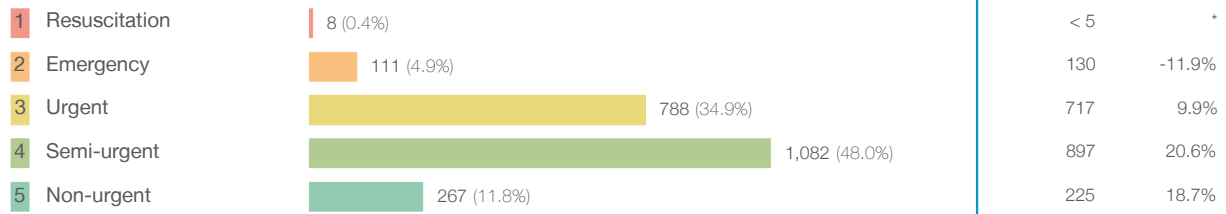
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Patients presenting to the emergency department

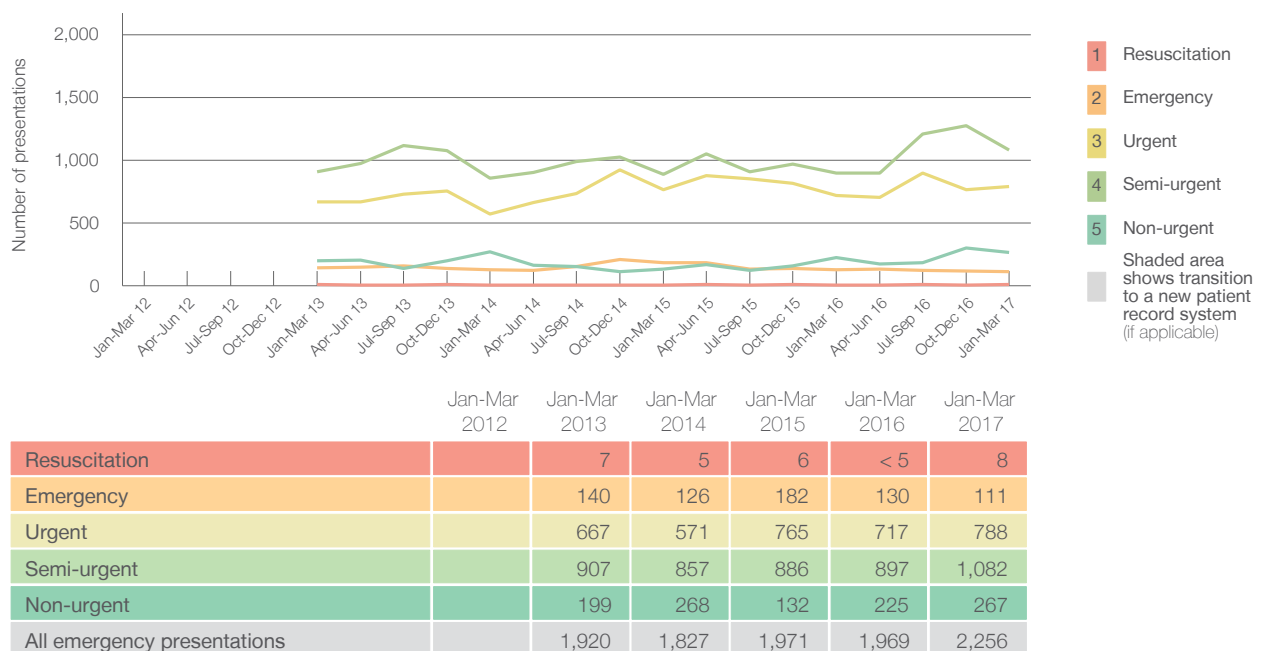
January to March 2017

All presentations:¹ 2,410 patients

Emergency presentations² by triage category: 2,256 patients



Emergency presentations² by quarter, January 2012 to March 2017 ^{† §}



Young Health Service: Patients arriving by ambulance

January to March 2017

ED Transfer of care time is not currently available for this hospital.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 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.

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

Young Health Service: 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: 111

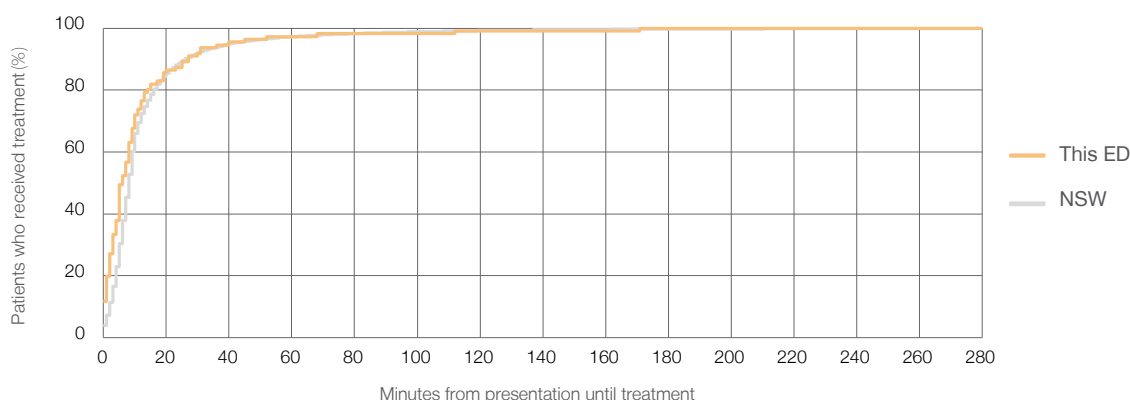
Number of triage 2 patients used to calculate waiting time:³ 111

Median time to start treatment⁴ 6 minutes

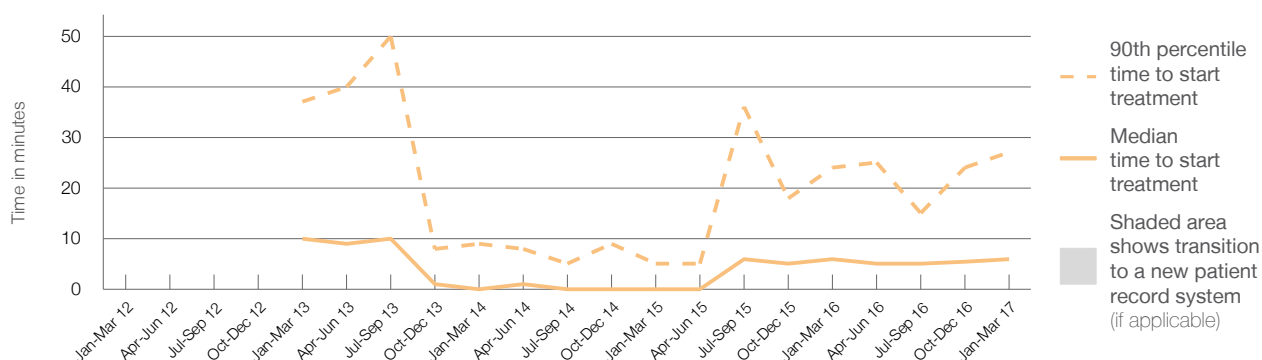
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
130	
125	
6 minutes	8 minutes
24 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		10	0	0	6	6
90th percentile time to start treatment ⁵ (minutes)		37	9	5	24	27

(†) 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.

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

Young Health Service: 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: 788

Number of triage 3 patients used to calculate waiting time:³ 787

Median time to start treatment⁴

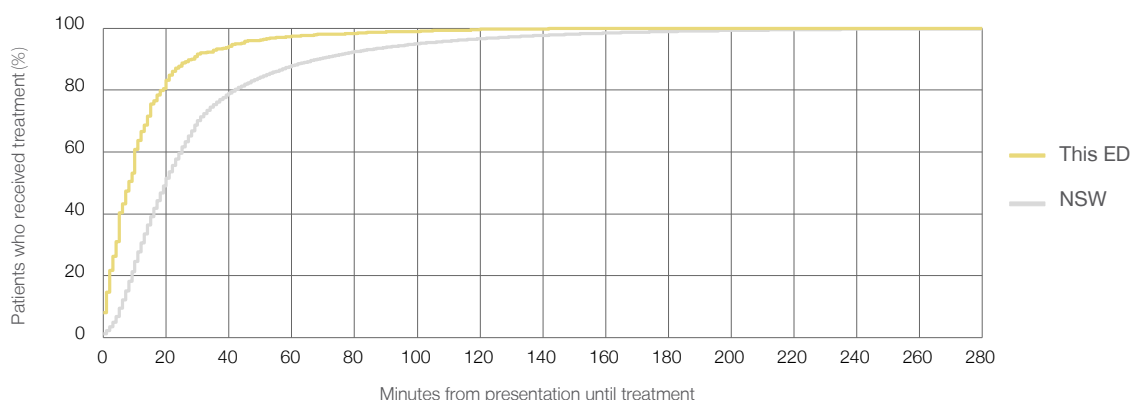
8 minutes

90th percentile time to start treatment⁵

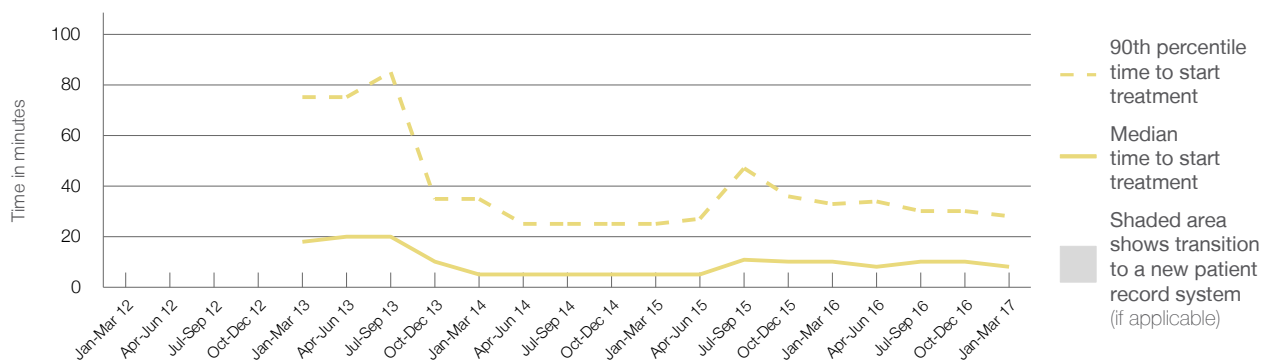
28 minutes

Same period last year	NSW (this period)
717	
686	
10 minutes	20 minutes
33 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		18	5	5	10	8
90th percentile time to start treatment ⁵ (minutes)		75	35	25	33	28

(†) 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.

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

Young Health Service: 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: 1,082

Number of triage 4 patients used to calculate waiting time:³ 1,074

Median time to start treatment⁴

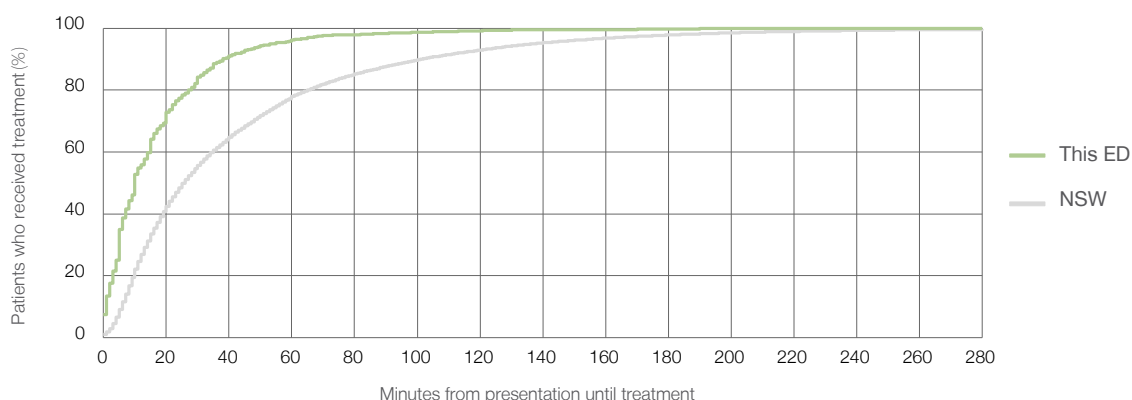
10 minutes

90th percentile time to start treatment⁵

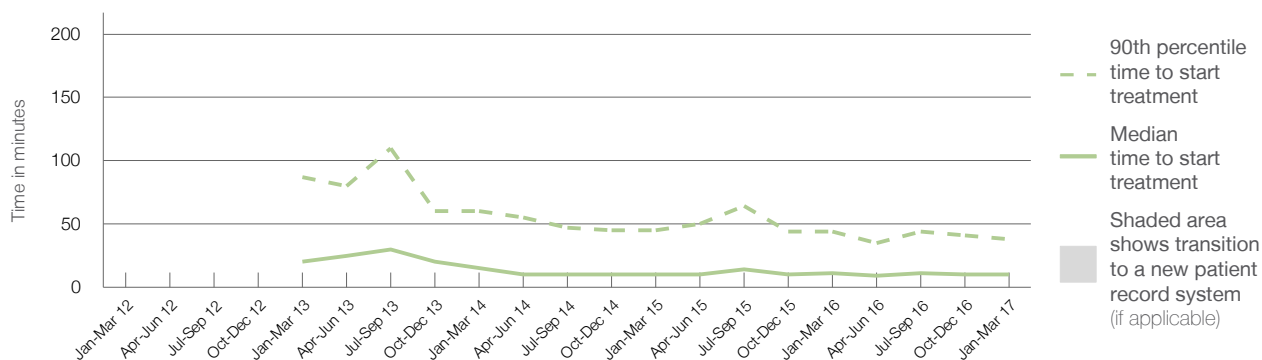
38 minutes

Same period last year	NSW (this period)
897	
836	
11 minutes	26 minutes
44 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		20	15	10	11	10
90th percentile time to start treatment ⁵ (minutes)		87	60	45	44	38

(†) 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.

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

Young Health Service: 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: 267

Number of triage 5 patients used to calculate waiting time:³ 265

Median time to start treatment⁴

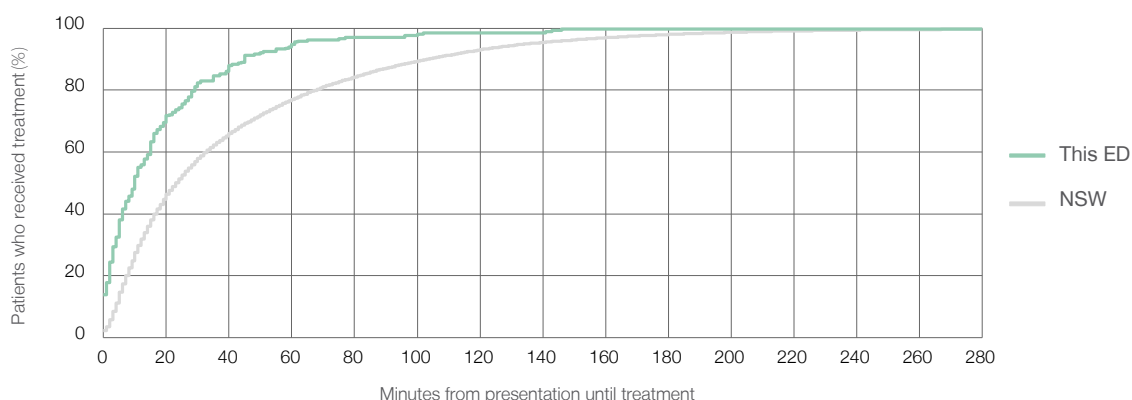
10 minutes

90th percentile time to start treatment⁵

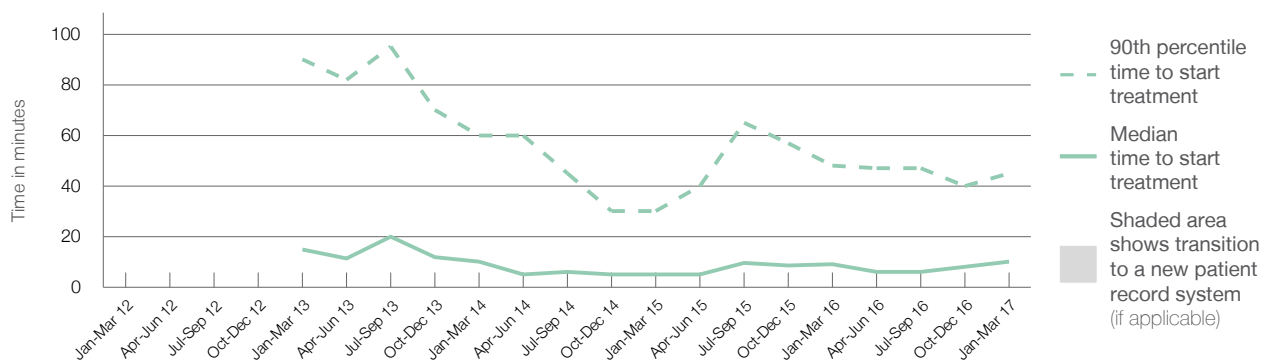
45 minutes

Same period last year	NSW (this period)
225	
209	
9 minutes	23 minutes
48 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		15	10	5	9	10
90th percentile time to start treatment ⁵ (minutes)		90	60	30	48	45

(†) 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.

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

Young Health Service: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,410 patients

Presentations used to calculate time to leaving the ED:⁶ 2,409 patients

Median time spent in the ED⁸

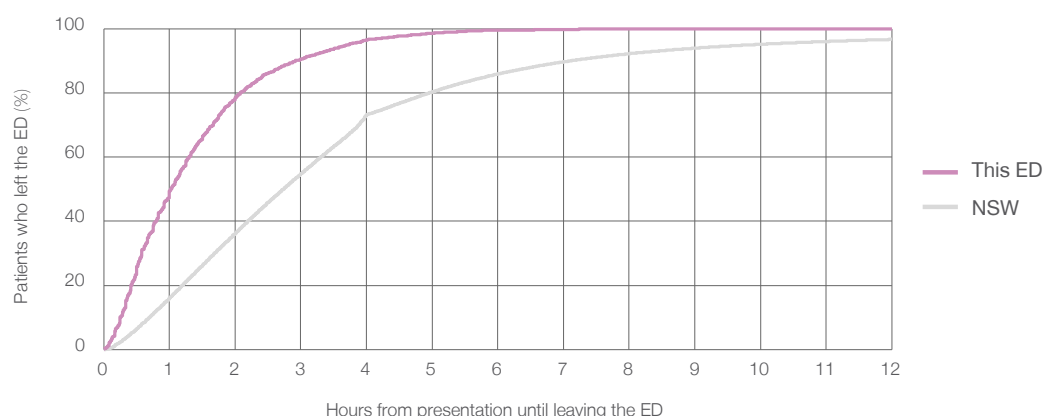
1 hours and 1 minutes

90th percentile time spent in the ED⁹

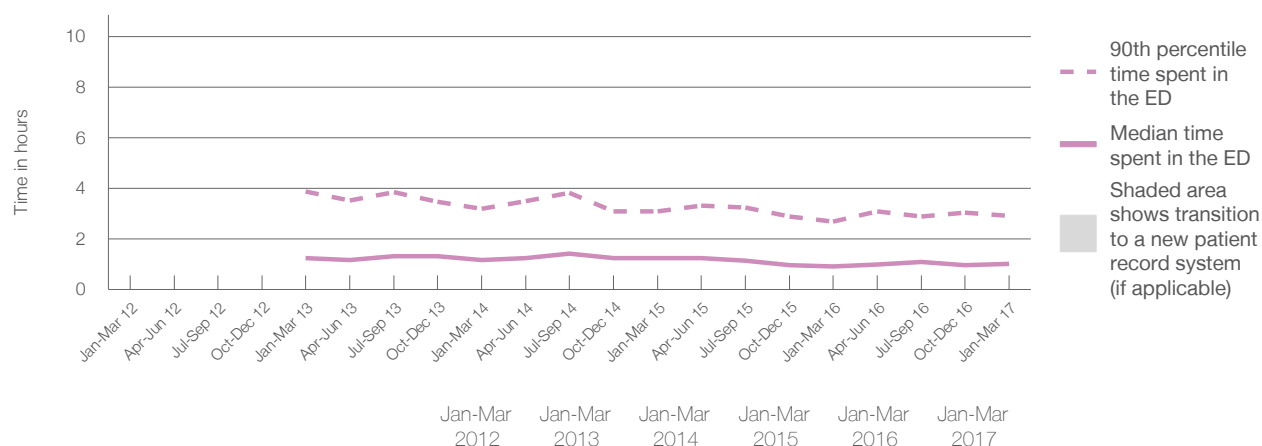
2 hours and 55 minutes

Same period last year	NSW (this period)
2,253	2,253
0 hours and 56 minutes	2 hours and 44 minutes
2 hours and 42 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^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)		1h 15m	1h 10m	1h 15m	0h 56m	1h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)		3h 53m	3h 12m	3h 5m	2h 42m	2h 55m

(†) 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.

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

Young Health Service: Time patients spent in the ED

By mode of separation

January to March 2017

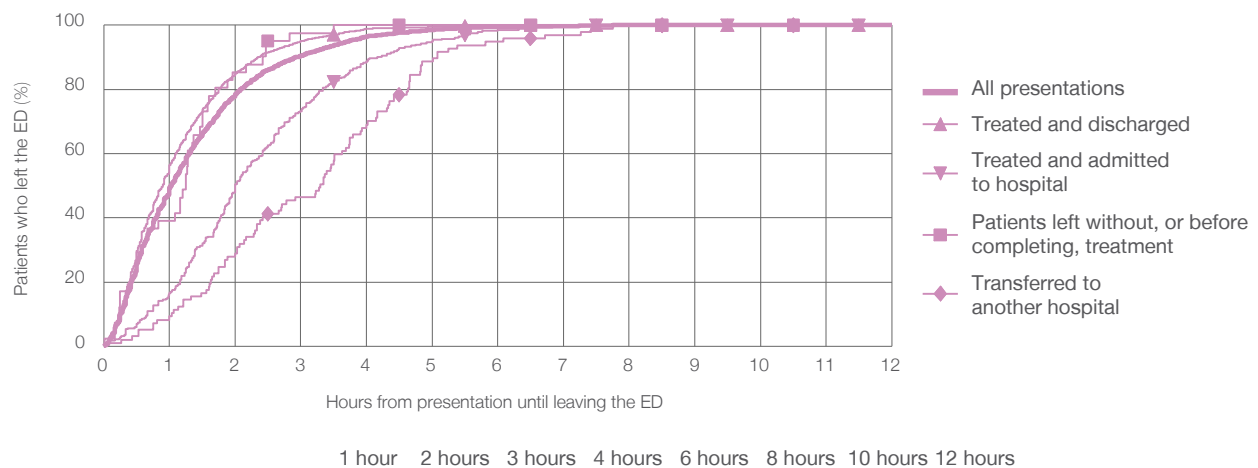
All presentations:[†] 2,410 patients

Presentations used to calculate time to leaving the ED:[‡] 2,409 patients

Treated and discharged	1,988 (82.5%)
Treated and admitted to hospital	284 (11.8%)
Patient left without, or before completing, treatment	41 (1.7%)
Transferred to another hospital	97 (4.0%)
Other	0 (0%)

Same period last year	Change since one year ago
2,253	6.9%
1,830	8.6%
286	-0.7%
54	-24.1%
82	18.3%
1	-100.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	56.4%	85.0%	95.0%	98.9%	99.8%	100%	100%	100%
Treated and admitted to hospital	16.5%	50.4%	73.2%	88.7%	98.6%	100%	100%	100%
Patient left without, or before completing, treatment	39.0%	85.4%	97.6%	100%	100%	100%	100%	100%
Transferred to another hospital	9.3%	28.9%	46.4%	69.1%	94.8%	100%	100%	100%
All presentations	49.5%	78.6%	90.5%	96.5%	99.5%	100%	100%	100%

(†) 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.

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

Young Health Service: 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:¹ 2,410 patients

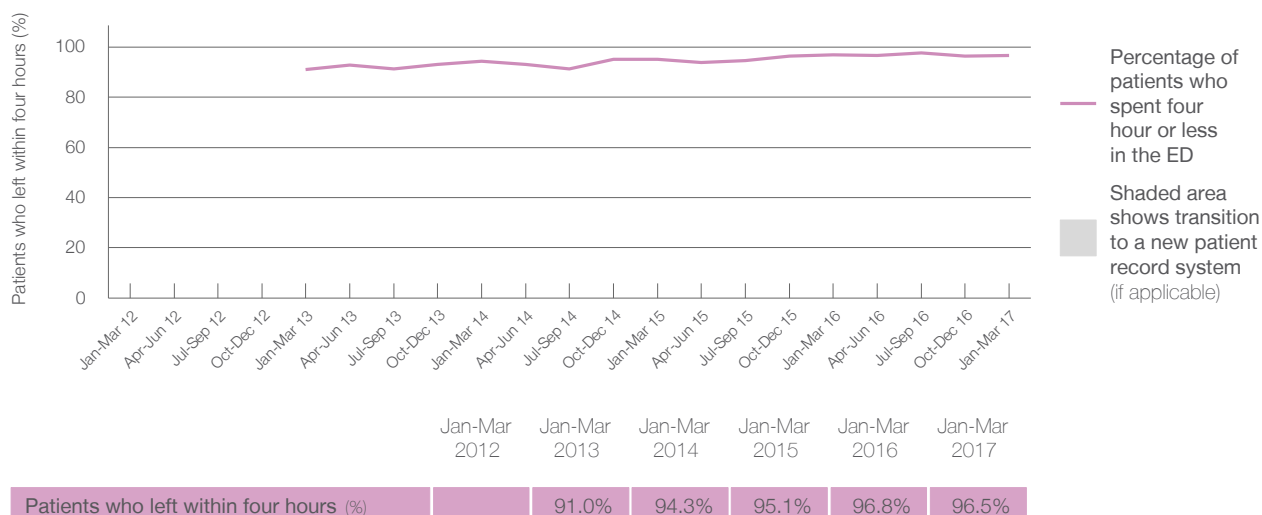
Presentations used to calculate time to leaving the ED:⁶ 2,409 patients

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



Same period last year	Change since one year ago
2,253	7.0%
2,253	6.9%
96.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



- * 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*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. 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*.
 - 4. 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.
 - 5. 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.
 - 6. All presentations that have a departure time.
 - 7. 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*.
 - 8. 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.
 - 9. 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).