

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

April to June 2017

All presentations:¹ 3,581 patients
 Emergency presentations:² 3,372 patients

Same period last year	Change since one year ago
3,282	9.1%
3,097	8.9%

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

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 324 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,171 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,495 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 382 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
210	
9 minutes	8 minutes
34 minutes	26 minutes
1,034	
24 minutes	20 minutes
85 minutes	67 minutes
1,493	
37 minutes	25 minutes
140 minutes	99 minutes
360	
27 minutes	23 minutes
115 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 3,576 patients

Percentage of patients who spent four hours or less in the ED 86.6%

Same period last year	Change since one year ago
3,282	9.0%
87.8%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

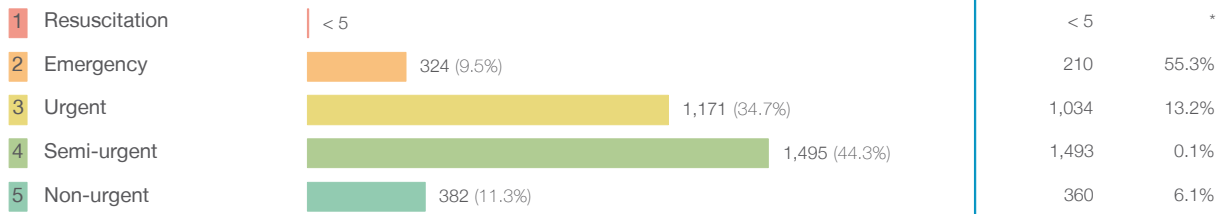
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

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

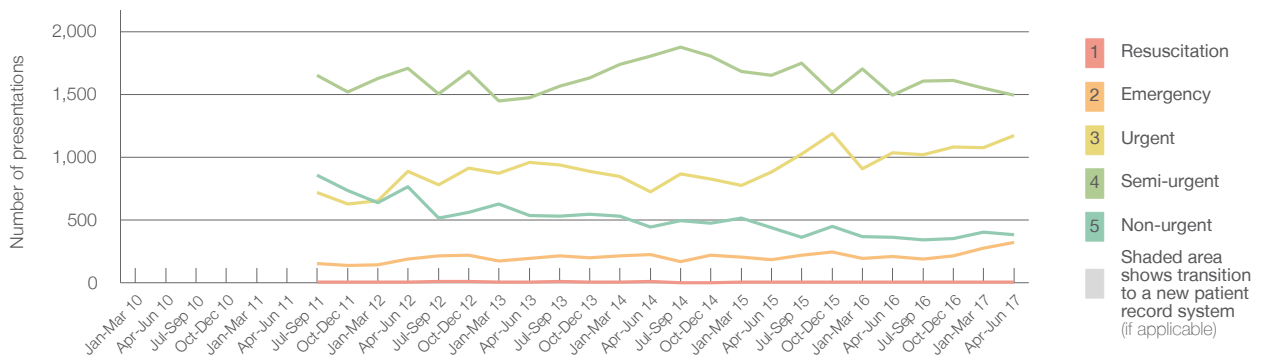
April to June 2017

All presentations:¹ 3,581 patients

Emergency presentations² by triage category: 3,372 patients



Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation			< 5	5	7	5	< 5	< 5
Emergency			193	194	224	185	210	324
Urgent			886	957	723	880	1,034	1,171
Semi-urgent			1,706	1,474	1,807	1,650	1,493	1,495
Non-urgent			763	536	445	438	360	382
All emergency presentations			3,548	3,166	3,206	3,158	3,097	3,372

Casino and District Memorial Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 357 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.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 2 April to June 2017

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

Number of triage 2 patients: 324

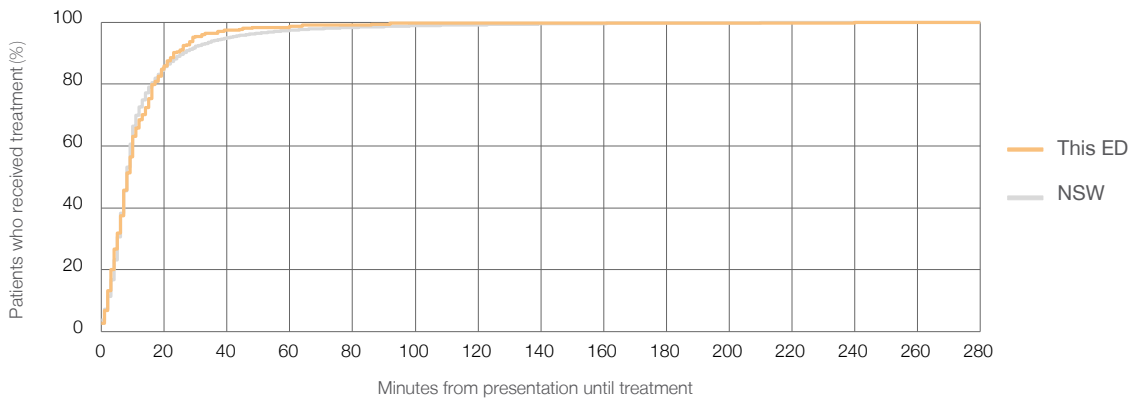
Number of triage 2 patients used to calculate waiting time:³ 304

Median time to start treatment⁴ 8 minutes

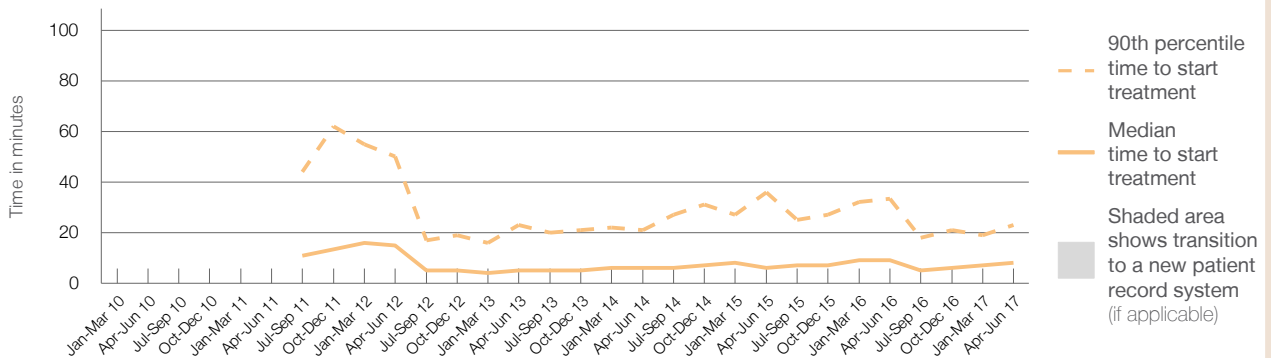
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
210	
190	
9 minutes	8 minutes
34 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)			15	5	6	6	9	8
90th percentile time to start treatment ⁵ (minutes)			50	23	21	36	34	23

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Casino and District Memorial Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 1,171

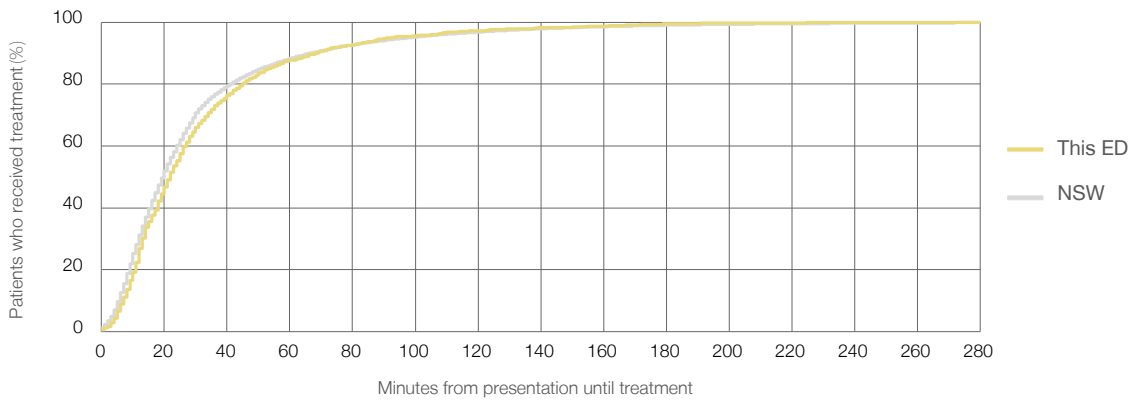
Number of triage 3 patients used to calculate waiting time:³ 1,099

Median time to start treatment⁴ 22 minutes

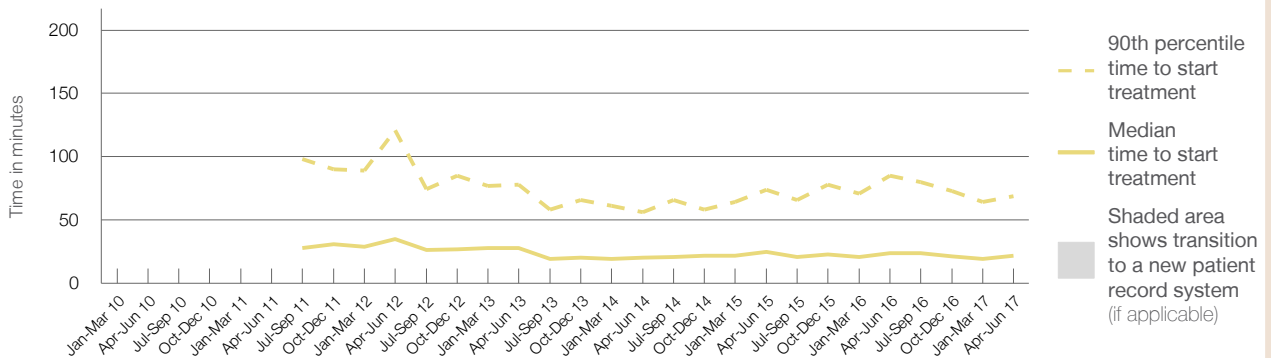
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,034	
953	
24 minutes	20 minutes
85 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)			35	28	20	25	24	22
90th percentile time to start treatment ⁵ (minutes)			121	78	56	74	85	69

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Casino and District Memorial Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 1,495

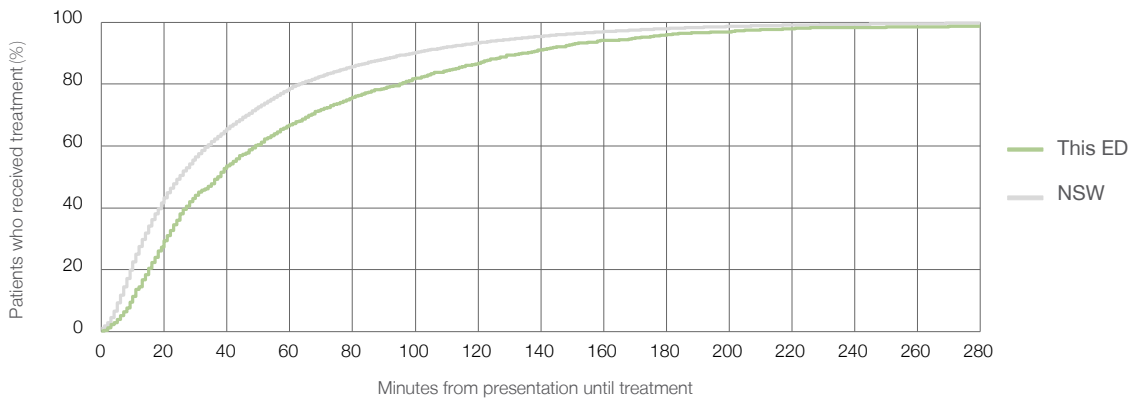
Number of triage 4 patients used to calculate waiting time:³ 1,324

Median time to start treatment⁴ 37 minutes

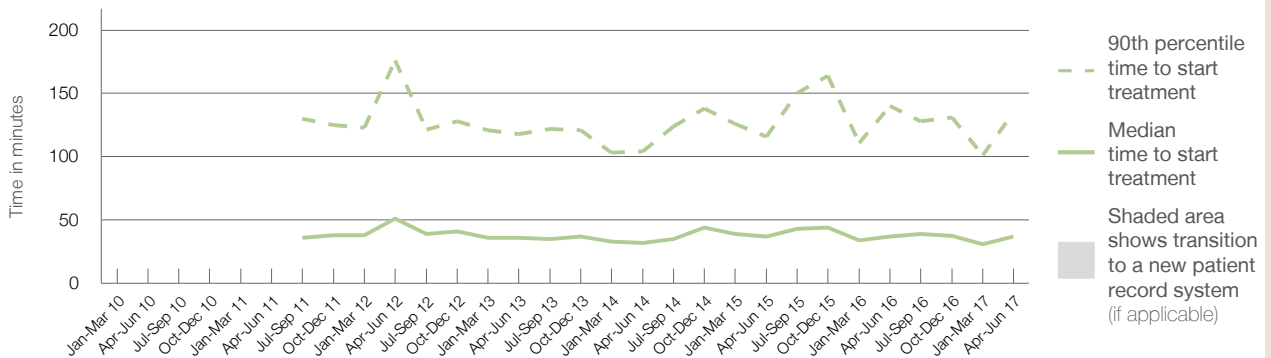
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
1,493	1,333
37 minutes	25 minutes
140 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)			51	36	32	37	37	37
90th percentile time to start treatment ⁵ (minutes)			176	118	104	116	140	135

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Casino and District Memorial Hospital: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 382

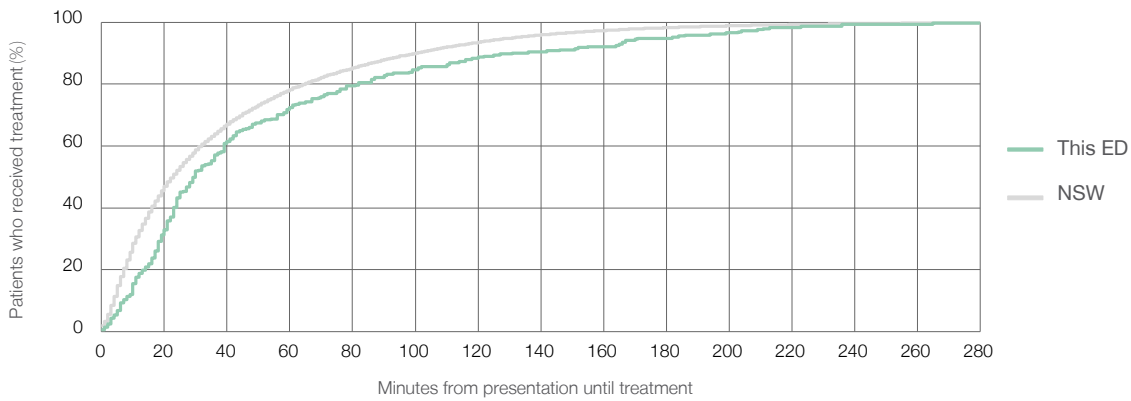
Number of triage 5 patients used to calculate waiting time:³ 291

Median time to start treatment⁴ 30 minutes

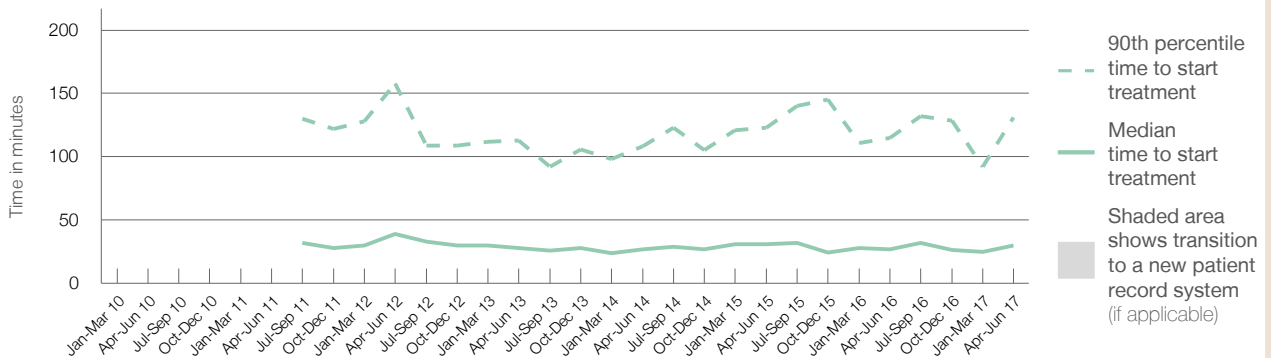
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
360	258
27 minutes	23 minutes
115 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)			39	28	27	31	27	30
90th percentile time to start treatment ⁵ (minutes)			158	113	108	123	115	131

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

April to June 2017

All presentations:¹ 3,581 patients

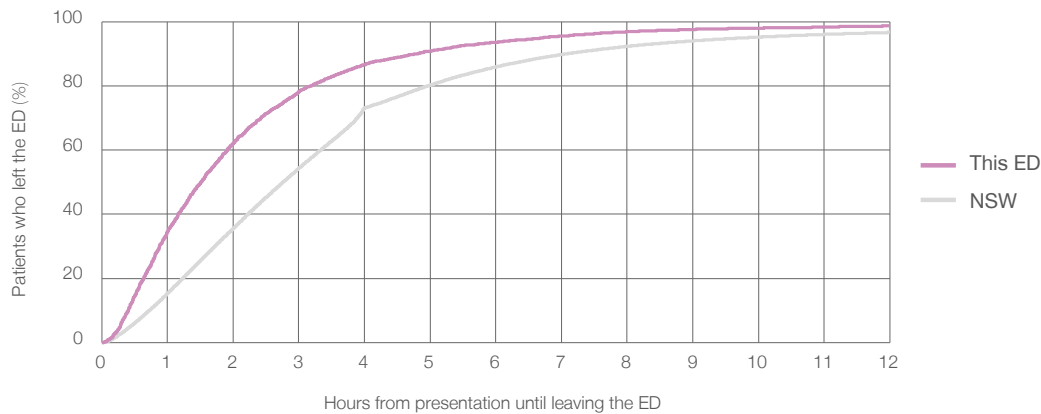
Presentations used to calculate time to leaving the ED:⁶ 3,576 patients

Median time spent in the ED⁸ 1 hours and 31 minutes

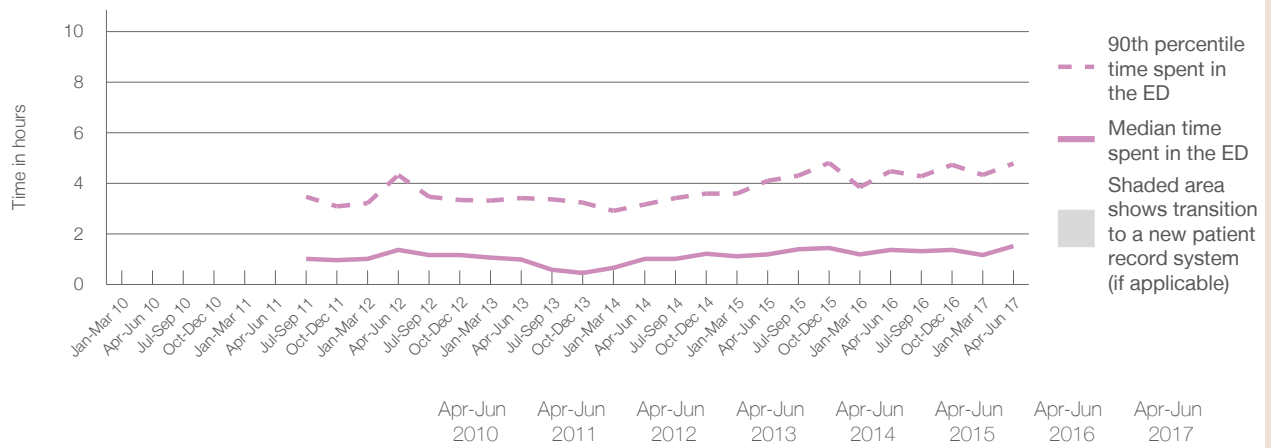
90th percentile time spent in the ED⁹ 4 hours and 48 minutes

Same period last year	NSW (this period)
3,282	3,282
1 hours and 22 minutes	2 hours and 46 minutes
4 hours and 29 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)			1h 23m	1h 0m	1h 2m	1h 12m	1h 22m	1h 31m
90th percentile time to leaving the ED ⁹ (hours, minutes)			4h 20m	3h 26m	3h 11m	4h 6m	4h 29m	4h 48m

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

By mode of separation

April to June 2017

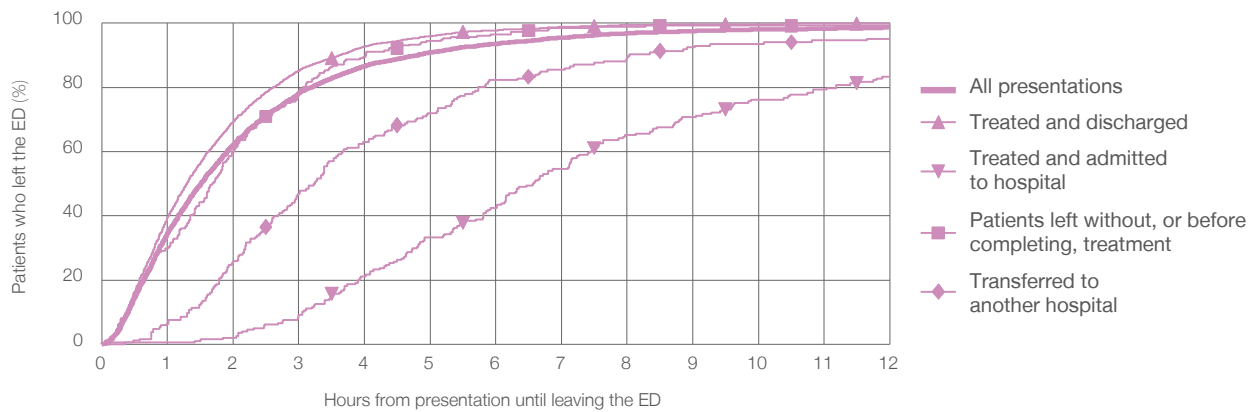
All presentations:¹ 3,581 patients

Presentations used to calculate time to leaving the ED:⁶ 3,576 patients

Mode of separation	Count	Percentage
Treated and discharged	2,874	80.3%
Treated and admitted to hospital	198	5.5%
Patient left without, or before completing, treatment	258	7.2%
Transferred to another hospital	186	5.2%
Other	65	1.8%

Mode of separation	Same period last year	Change since one year ago
All presentations	3,282	9.0%
Treated and discharged	2,569	11.9%
Treated and admitted to hospital	261	-24.1%
Patient left without, or before completing, treatment	228	13.2%
Transferred to another hospital	167	11.4%
Other	57	14.0%

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



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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	39.6%	69.4%	85.2%	92.7%	97.8%	99.4%	99.8%	99.9%
Treated and admitted to hospital	0.5%	2.0%	9.1%	21.2%	42.4%	65.2%	76.3%	83.3%
Patient left without, or before completing, treatment	29.8%	60.1%	78.3%	89.5%	96.5%	98.8%	99.2%	99.2%
Transferred to another hospital	6.5%	25.8%	46.8%	62.9%	82.3%	89.2%	93.5%	95.2%
All presentations	34.7%	62.2%	78.1%	86.6%	93.5%	96.9%	98.0%	98.6%

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Casino and District Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2017

All presentations at the emergency department:¹ 3,581 patients

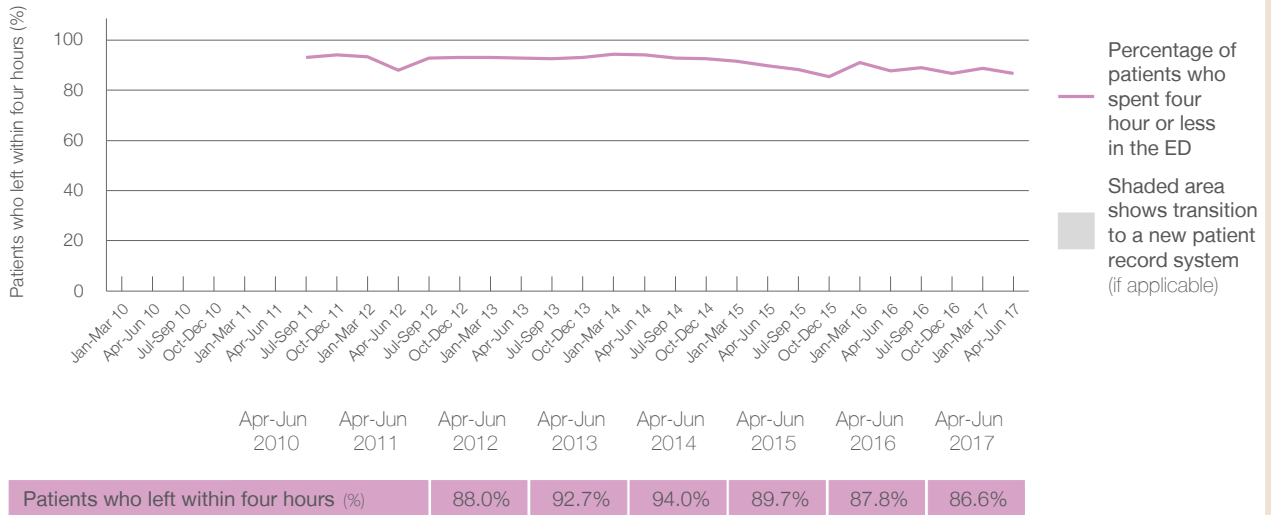
Presentations used to calculate time to leaving the ED:⁶ 3,576 patients

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 3,581 patients	3,282	9.1%
Presentations used to calculate time to leaving the ED: ⁶ 3,576 patients	3,282	9.0%
Percentage of patients who spent four hours or less in the ED	87.8%	

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



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

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- All emergency and non-emergency presentations at the emergency department (ED).
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- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).