

Narrabri District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 1,355 patients
 Emergency presentations:² 1,318 patients

Same period last year	Change since one year ago
1,477	-8.3%
1,462	-9.8%

Narrabri District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 91 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 344 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 590 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 57 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 286 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
133	
4 minutes	8 minutes
9 minutes	26 minutes
400	
15 minutes	20 minutes
40 minutes	67 minutes
602	
23 minutes	25 minutes
60 minutes	99 minutes
327	
20 minutes	23 minutes
65 minutes	101 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 1,355 patients

Percentage of patients who spent four hours or less in the ED 92.3%

Same period last year	Change since one year ago
1,477	-8.3%
91.5%	

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

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

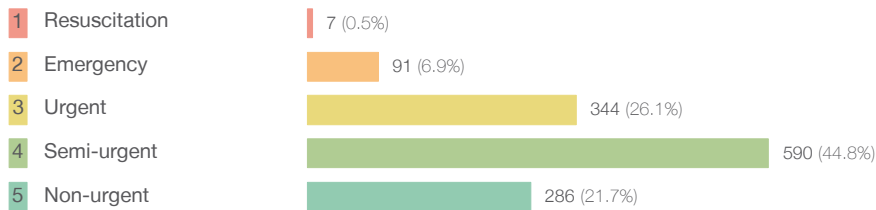
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Narrabri District Hospital: Patients presenting to the emergency department

April to June 2017

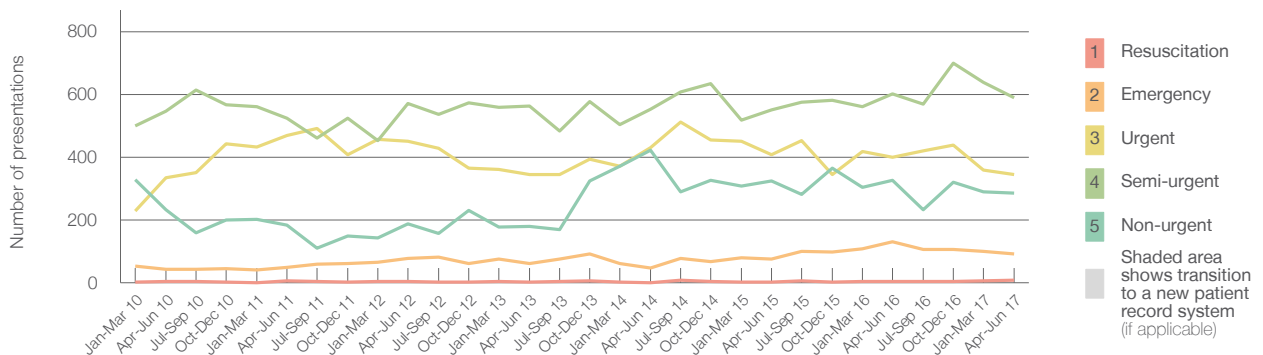
All presentations:¹ 1,355 patients

Emergency presentations² by triage category: 1,318 patients



	Same period last year	Change since one year ago
All presentations	1,477	-8.3%
Emergency presentations	1,462	-9.8%
1 Resuscitation	< 5	*
2 Emergency	133	-30.0%
3 Urgent	400	-14.0%
4 Semi-urgent	602	-2.0%
5 Non-urgent	327	-12.5%

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	< 5	< 5	0	< 5	< 5	7
Emergency	46	49	82	61	46	78	133	91
Urgent	334	469	451	345	431	407	400	344
Semi-urgent	547	524	572	563	553	550	602	590
Non-urgent	233	183	187	179	423	324	327	286
All emergency presentations	1,160	1,230	1,292	1,148	1,453	1,359	1,462	1,318

Narrabri District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 96 patients

ED Transfer of care time

Median time: 5 minutes

90th percentile time: *

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	101	
Median time	7 minutes	-2 minutes
90th percentile time	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.

Narrabri District 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: 91

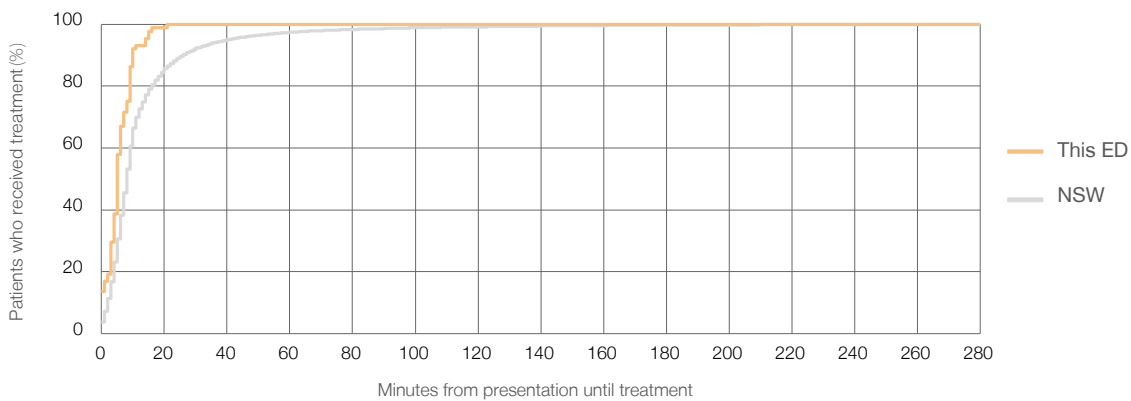
Number of triage 2 patients used to calculate waiting time:³ 88

Median time to start treatment⁴ 5 minutes

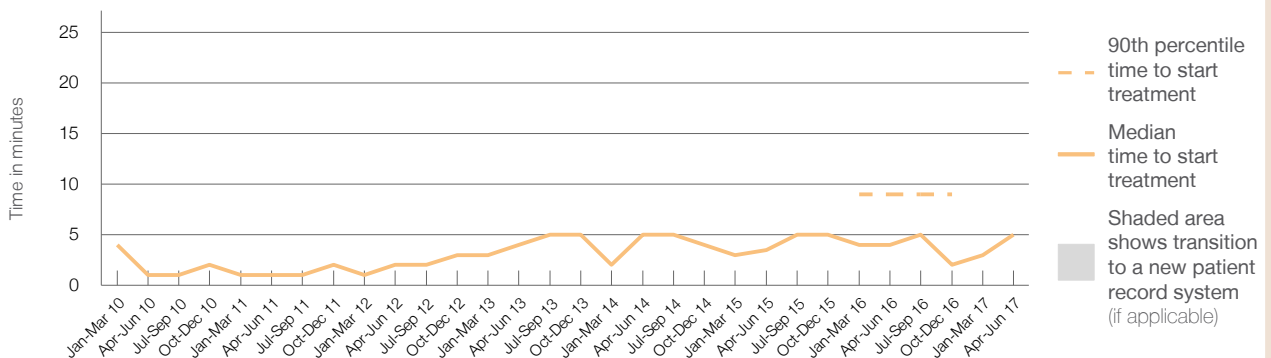
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
133	
129	
4 minutes	8 minutes
9 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)	1	1	2	4	5	4	4	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	*	9	*

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Narrabri District 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: 344

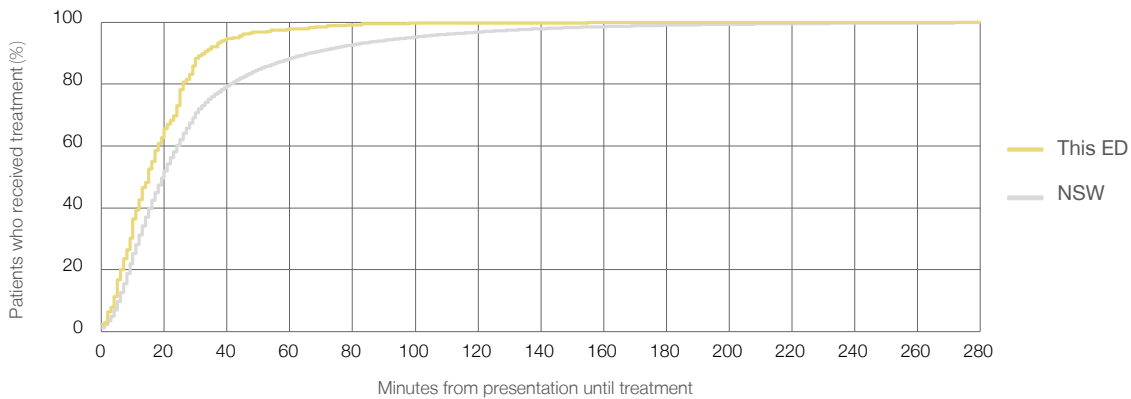
Number of triage 3 patients used to calculate waiting time:³ 340

Median time to start treatment⁴ 15 minutes

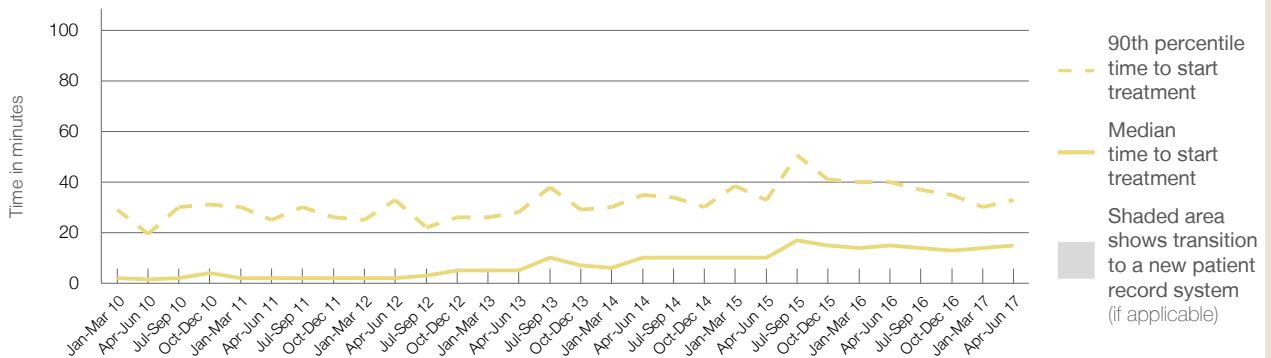
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
400	393
15 minutes	20 minutes
40 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)	2	2	2	5	10	10	15	15
90th percentile time to start treatment ⁵ (minutes)	20	25	33	28	35	33	40	33

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Narrabri District 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: 590

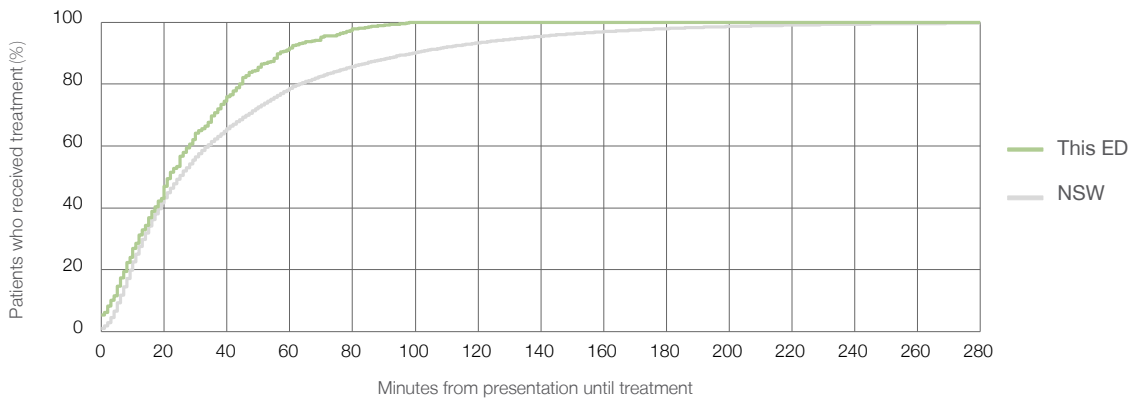
Number of triage 4 patients used to calculate waiting time:³ 578

Median time to start treatment⁴ 22 minutes

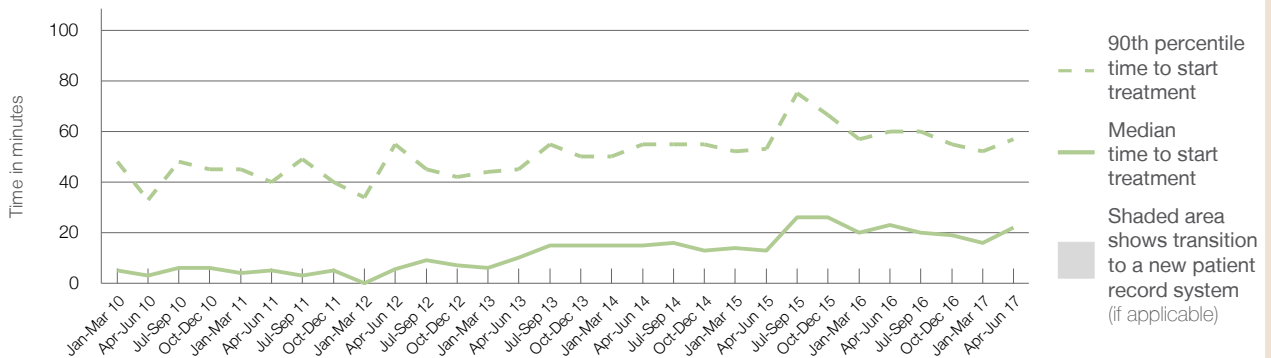
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
602	592
23 minutes	25 minutes
60 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)	3	5	6	10	15	13	23	22
90th percentile time to start treatment ⁵ (minutes)	33	40	55	45	55	53	60	57

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Narrabri District 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: 286

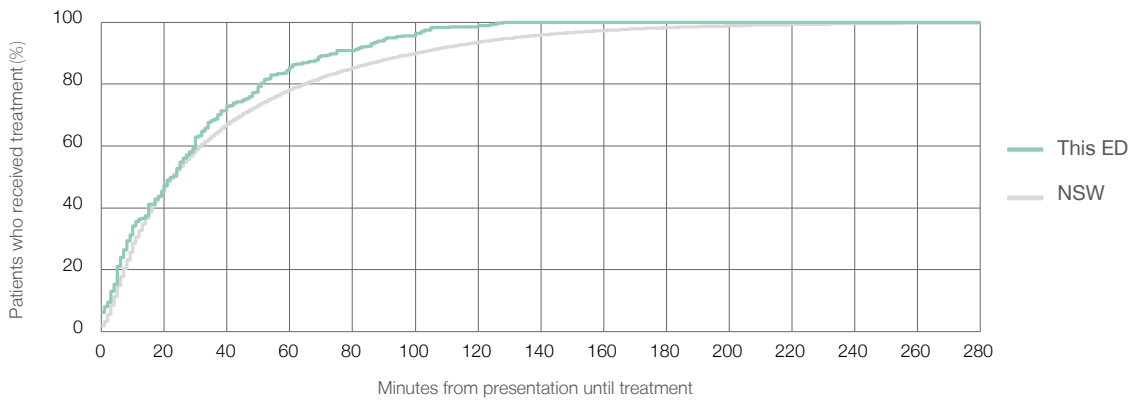
Number of triage 5 patients used to calculate waiting time:³ 275

Median time to start treatment⁴ 23 minutes

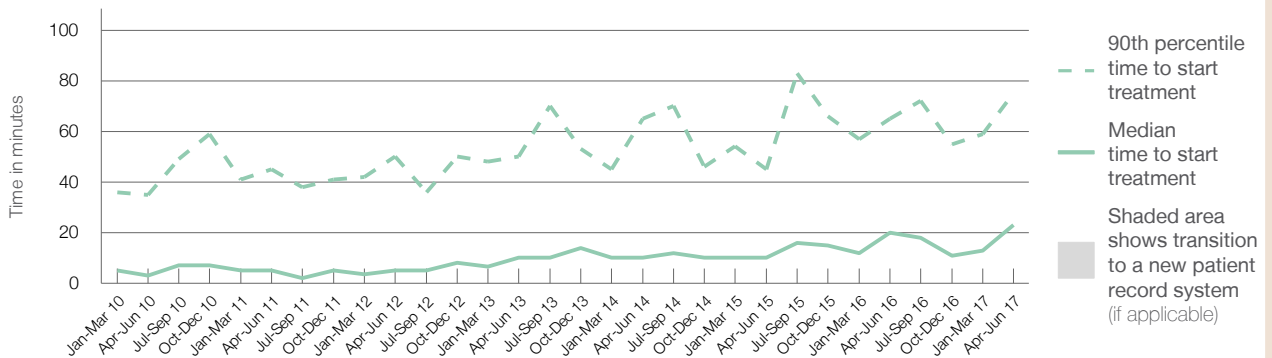
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
327	318
20 minutes	23 minutes
65 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)	3	5	5	10	10	10	20	23
90th percentile time to start treatment ⁵ (minutes)	35	45	50	50	65	45	65	75

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Narrabri District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 1,355 patients

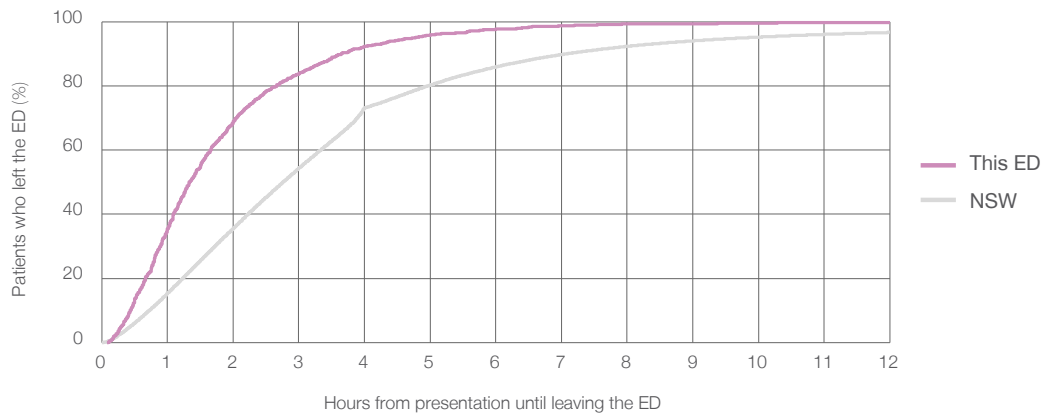
Presentations used to calculate time to leaving the ED:⁶ 1,355 patients

Median time spent in the ED⁸ 1 hours and 20 minutes

90th percentile time spent in the ED⁹ 3 hours and 39 minutes

Same period last year	NSW (this period)
1,477	1,477
1 hours and 25 minutes	2 hours and 46 minutes
3 hours and 45 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 2m	1h 20m	1h 10m	1h 9m	1h 15m	1h 22m	1h 25m	1h 20m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 49m	3h 20m	3h 10m	3h 10m	3h 10m	3h 40m	3h 45m	3h 39m

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Narrabri District Hospital: Time patients spent in the ED
By mode of separation
April to June 2017

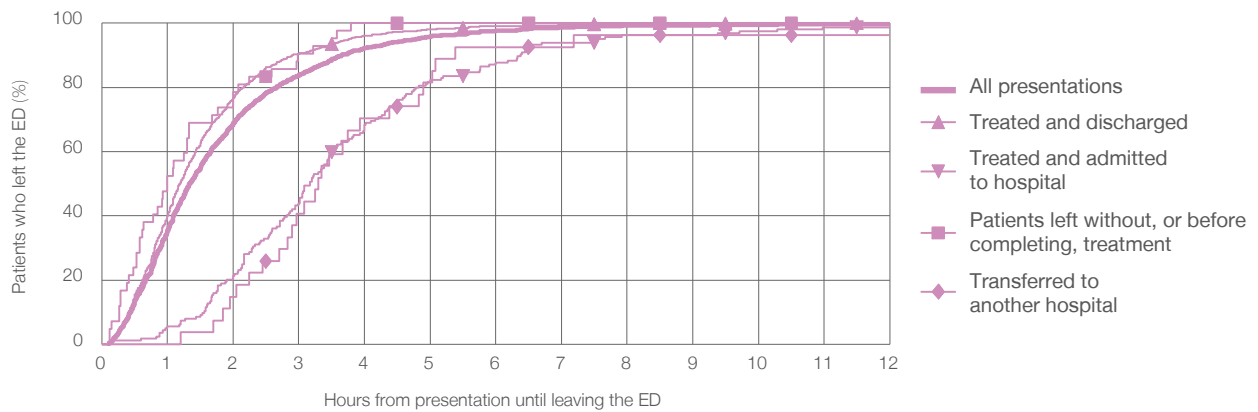
All presentations:¹ 1,355 patients

Presentations used to calculate time to leaving the ED:⁶ 1,355 patients

Treated and discharged	1,119 (82.6%)
Treated and admitted to hospital	164 (12.1%)
Patient left without, or before completing, treatment	42 (3.1%)
Transferred to another hospital	27 (2.0%)
Other	3 (0.2%)

Same period last year	Change since one year ago
1,477	-8.3%
1,202	-6.9%
188	-12.8%
41	2.4%
42	-35.7%
4	-25.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	40.0%	76.9%	90.4%	96.1%	99.1%	99.7%	99.9%	100%
Treated and admitted to hospital	5.5%	21.3%	43.9%	68.3%	87.8%	96.3%	97.6%	98.8%
Patient left without, or before completing, treatment	52.4%	78.6%	90.5%	100%	100%	100%	100%	100%
Transferred to another hospital	0%	14.8%	40.7%	70.4%	92.6%	96.3%	96.3%	96.3%
All presentations	35.4%	68.9%	83.8%	92.3%	97.6%	99.3%	99.6%	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.

Narrabri District 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 1,355 patients

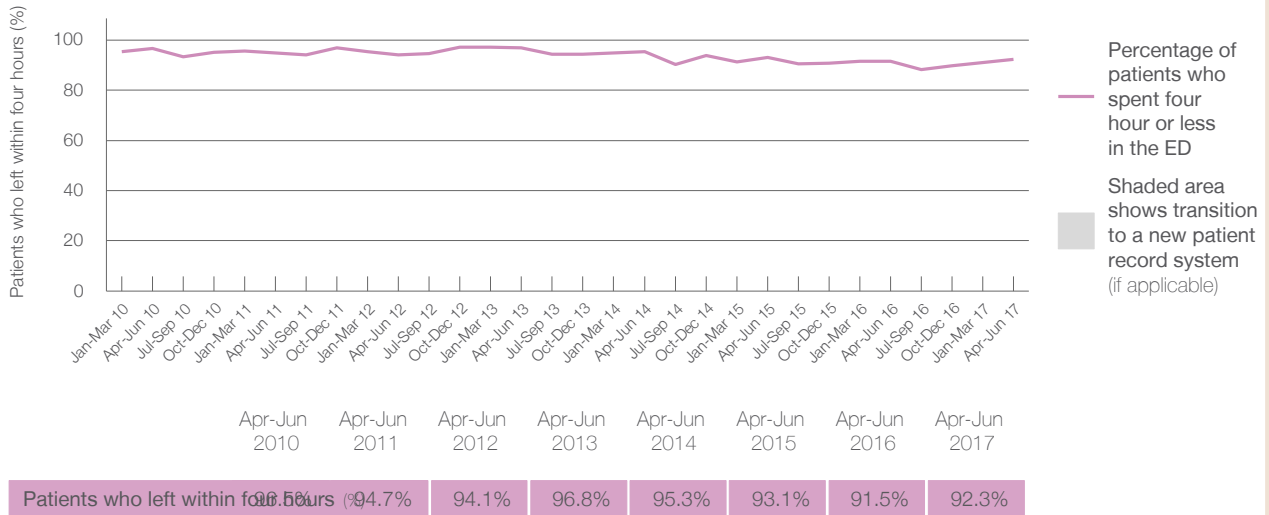
Presentations used to calculate time to leaving the ED:⁶ 1,355 patients

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	1,477	-8.3%
Presentations used to calculate time to leaving the ED: ⁶	1,477	-8.3%
Percentage of patients who spent four hours or less in the ED	91.5%	

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).