

## Deniliquin Health Service: Emergency department (ED) overview July to September 2017

All presentations:<sup>1</sup> 2,266 patients  
Emergency presentations:<sup>2</sup> 1,926 patients

Same period last year	Change since one year ago
2,073	9.3%
1,738	10.8%

## Deniliquin Health Service: Time patients waited to start treatment<sup>3</sup> July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 100 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 602 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 39 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 829 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 39 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 395 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 45 minutes

Same period last year	NSW (this period)
81	
5 minutes	9 minutes
*	29 minutes
586	
6 minutes	23 minutes
20 minutes	83 minutes
813	
7 minutes	30 minutes
23 minutes	121 minutes
251	
6 minutes	26 minutes
26 minutes	118 minutes

## Deniliquin Health Service: Time from presentation until leaving the ED July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,266 patients

Percentage of patients who spent four hours or less in the ED 88.6%

Same period last year	Change since one year ago
2,073	9.3%
89.0%	

\* 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.

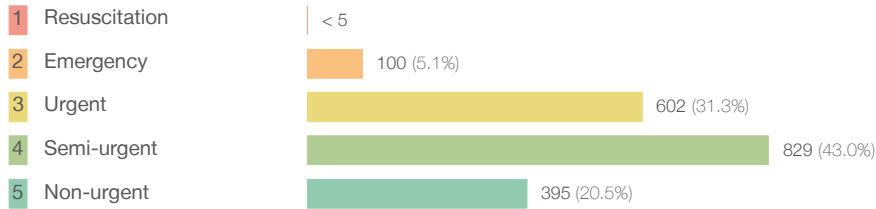
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Deniliquin Health Service: Patients presenting to the emergency department July to September 2017

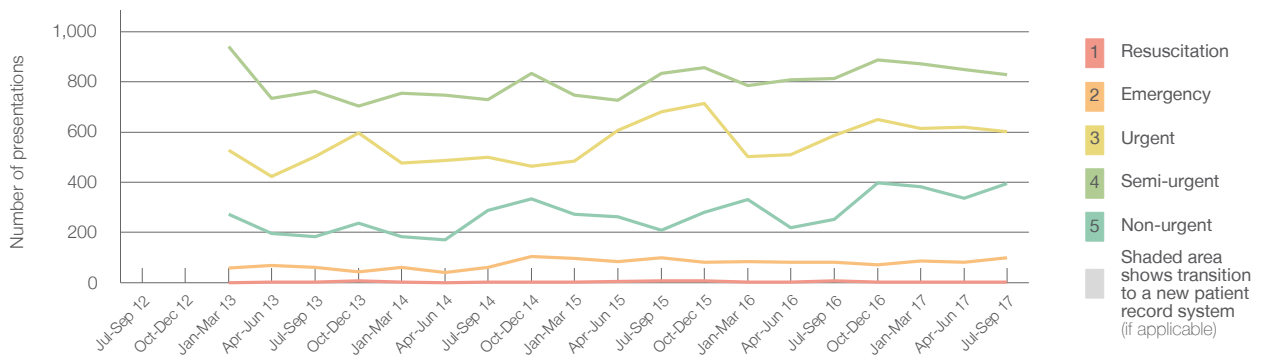
All presentations:<sup>1</sup> 2,266 patients

Emergency presentations<sup>2</sup> by triage category: 1,926 patients



	Same period last year	Change since one year ago
All presentations	2,073	9.3%
Emergency presentations	1,738	10.8%
Resuscitation	7	*
Emergency	81	22.2%
Urgent	586	2.7%
Semi-urgent	813	2.0%
Non-urgent	251	57.4%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 <sup>† §</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation		< 5	< 5	8	7	< 5
Emergency		63	63	99	81	100
Urgent		501	500	681	586	602
Semi-urgent		762	728	833	813	829
Non-urgent		183	289	210	251	395
All emergency presentations		1,509	1,580	1,831	1,738	1,926

## Deniliquin Health Service: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 102 patients <sup>\*\*</sup>

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	120	
Median time	9 minutes	-2 minutes
90th percentile time	36 minutes	-19 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.

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

## Deniliquin Health Service: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 100

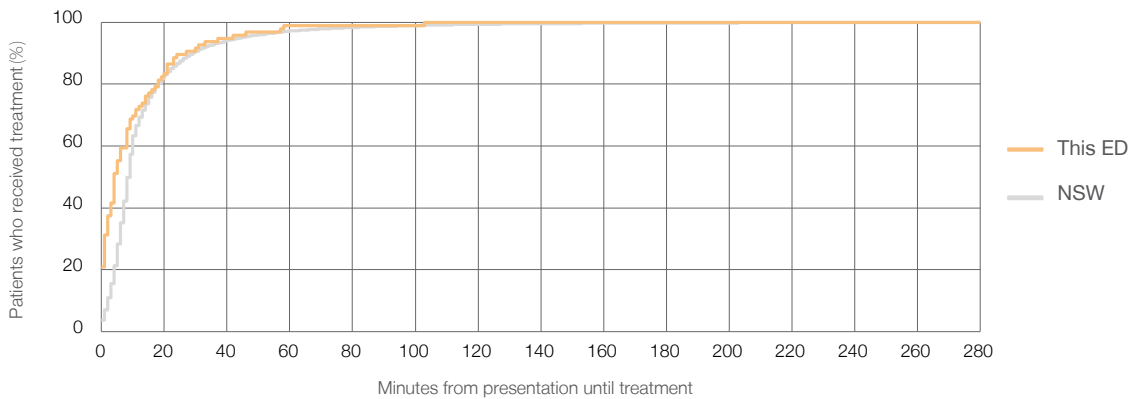
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 96

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

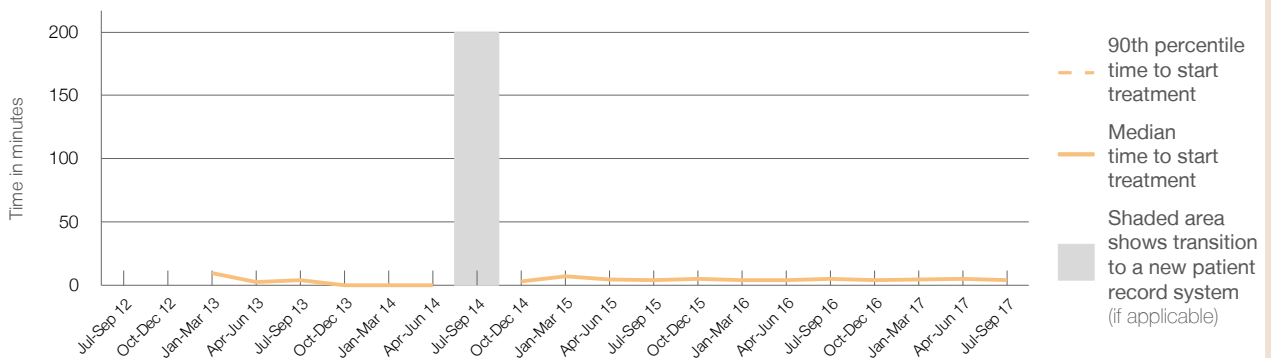
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
81	81
5 minutes	9 minutes
*	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



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

(†) 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.

## Deniliquin Health Service: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 602

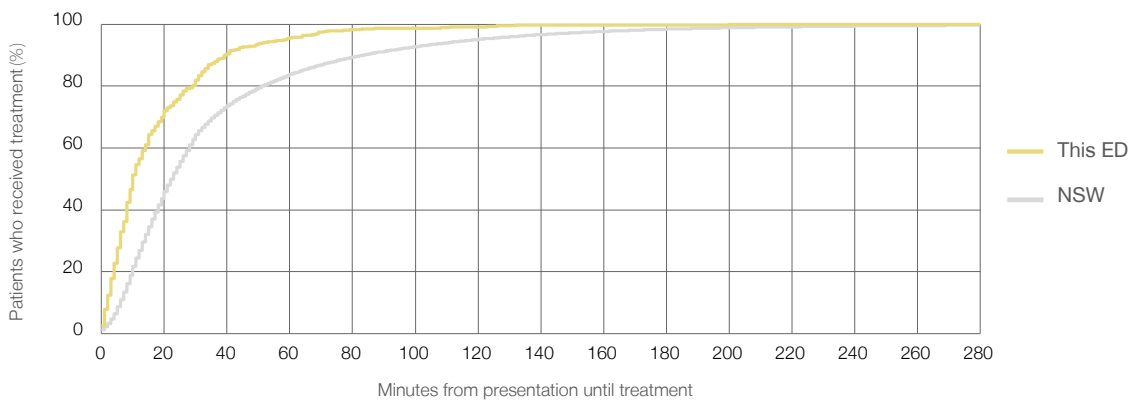
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 581

Median time to start treatment<sup>4</sup>  10 minutes

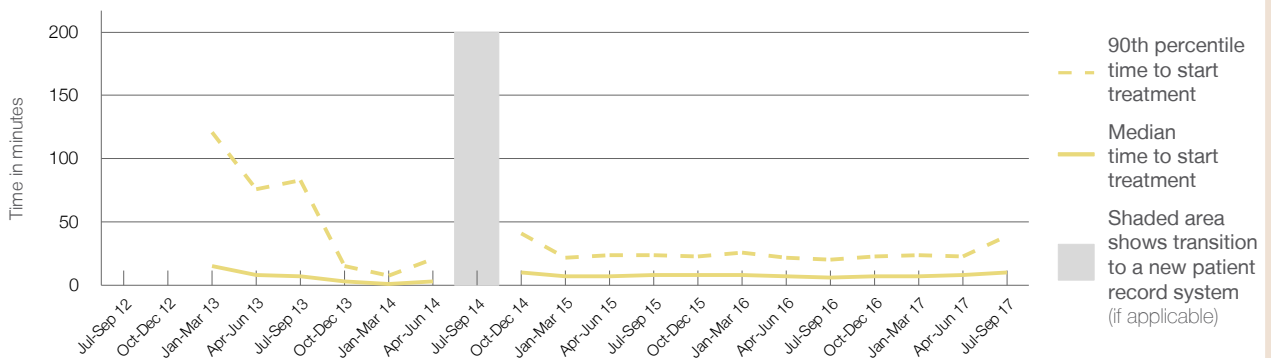
90th percentile time to start treatment<sup>5</sup>  39 minutes

Same period last year	NSW (this period)
586	
573	
6 minutes	23 minutes
20 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		7		8	6	10
90th percentile time to start treatment <sup>5</sup> (minutes)		83		24	20	39

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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.

## Deniliquin Health Service: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 829

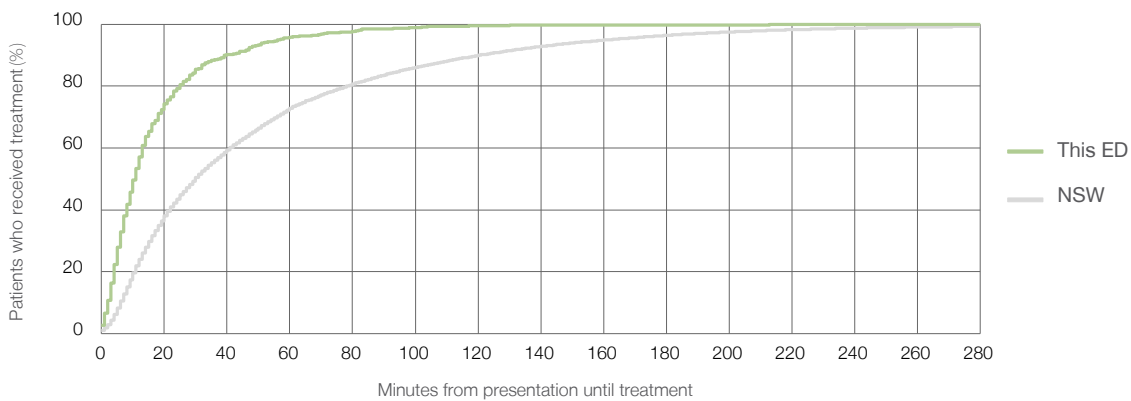
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 782

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

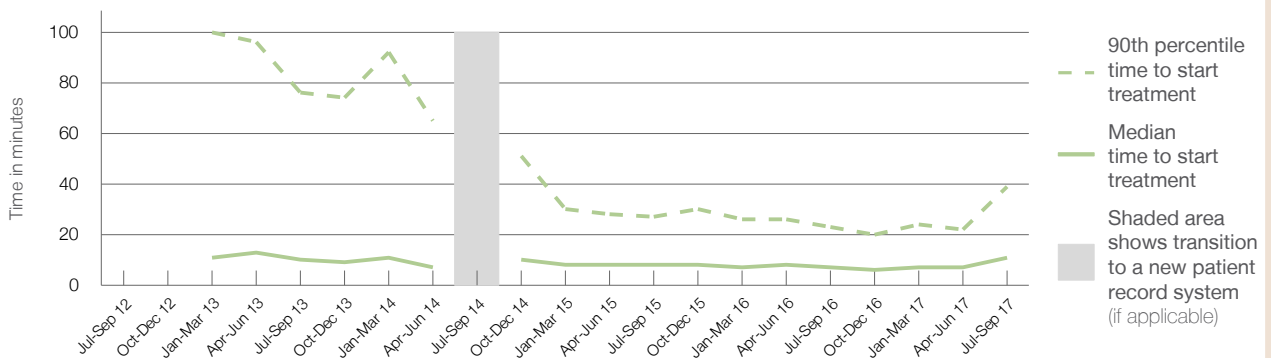
90th percentile time to start treatment<sup>5</sup>  39 minutes

Same period last year	NSW (this period)
813	
781	
7 minutes	30 minutes
23 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		10		8	7	11
90th percentile time to start treatment <sup>5</sup> (minutes)		76		27	23	39

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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.

## Deniliquin Health Service: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 395

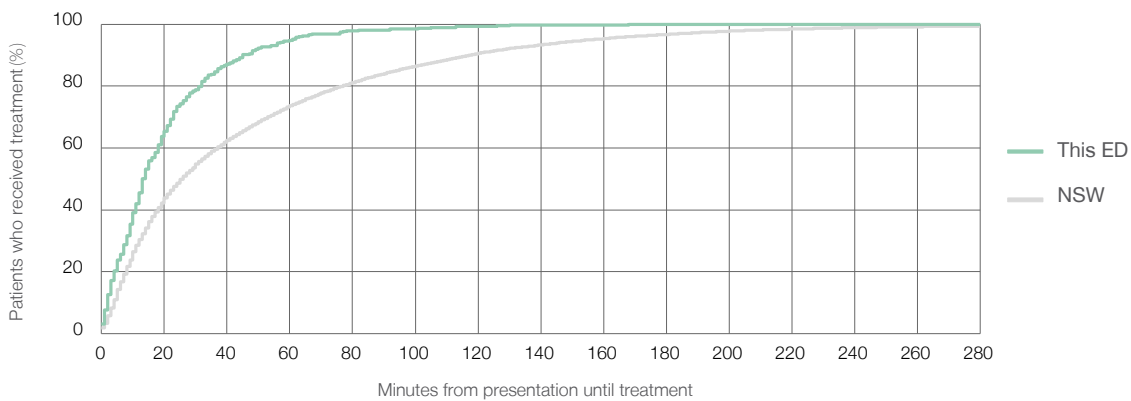
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 378

Median time to start treatment<sup>4</sup>  14 minutes

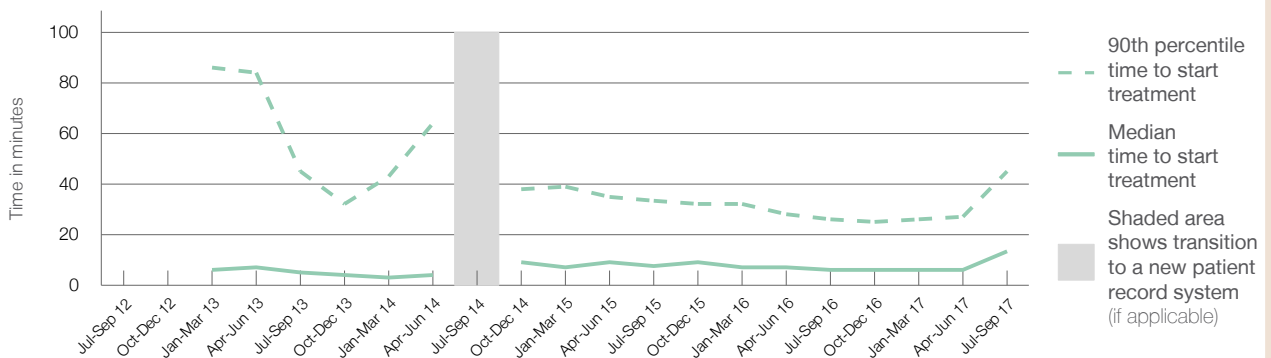
90th percentile time to start treatment<sup>5</sup>  45 minutes

Same period last year	NSW (this period)
251	245
6 minutes	26 minutes
26 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		5		8	6	14
90th percentile time to start treatment <sup>5</sup> (minutes)		45		34	26	45

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## Deniliquin Health Service: Time patients spent in the ED July to September 2017

All presentations:<sup>1</sup> 2,266 patients

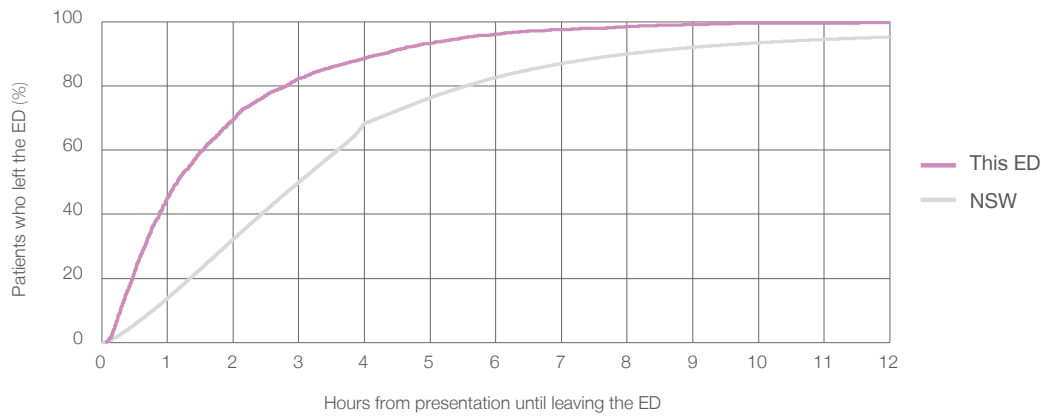
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,266 patients

Median time spent in the ED<sup>8</sup>  1 hours and 9 minutes

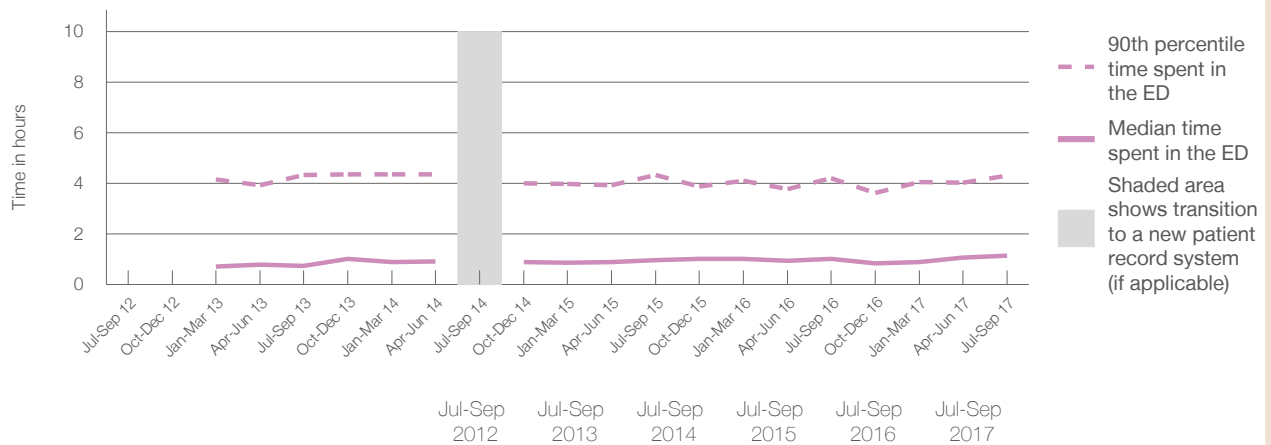
90th percentile time spent in the ED<sup>9</sup>  4 hours and 18 minutes

Same period last year	NSW (this period)
2,073	2,073
1 hours and 1 minutes	3 hours and 0 minutes
4 hours and 13 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



Median time to leaving the ED <sup>8</sup> (hours, minutes)		0h 44m		0h 59m	1h 1m	1h 9m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		4h 20m		4h 20m	4h 13m	4h 18m

- (†) 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.

## Deniliquin Health Service: Time patients spent in the ED

By mode of separation

July to September 2017

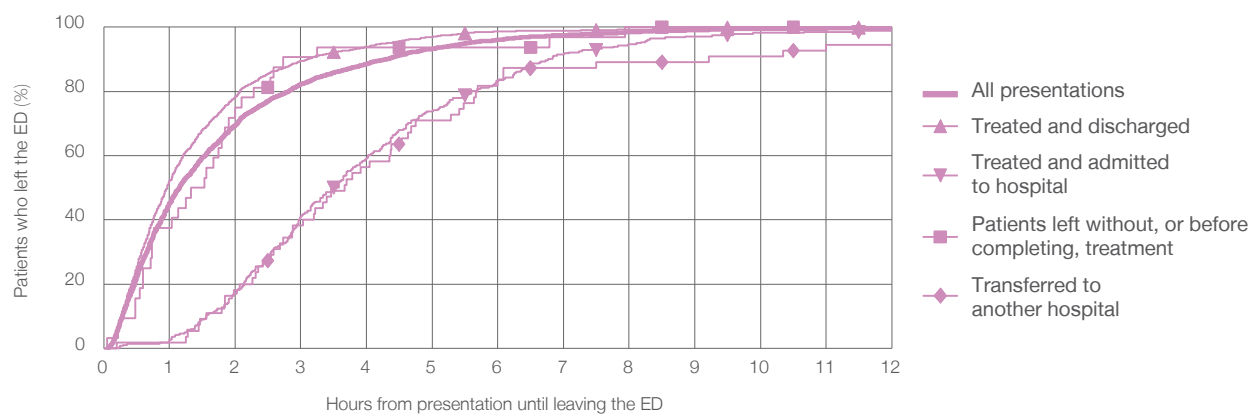
All presentations:<sup>1</sup> 2,266 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,266 patients

Treated and discharged	1,817 (80.2%)
Treated and admitted to hospital	282 (12.4%)
Patient left without, or before completing, treatment	32 (1.4%)
Transferred to another hospital	55 (2.4%)
Other	80 (3.5%)

Same period last year	Change since one year ago
2,073	9.3%
1,616	12.4%
334	-15.6%
28	14.3%
41	34.1%
54	48.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2017<sup>†‡§</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	52.2%	78.4%	89.5%	93.9%	98.7%	99.3%	99.9%	99.9%
Treated and admitted to hospital	2.5%	17.0%	41.1%	59.2%	83.3%	94.7%	98.2%	98.9%
Patient left without, or before completing, treatment	37.5%	75.0%	90.6%	93.8%	93.8%	100%	100%	100%
Transferred to another hospital	1.8%	18.2%	38.2%	56.4%	83.6%	89.1%	90.9%	94.5%
All presentations	45.3%	69.6%	82.3%	88.6%	96.2%	98.5%	99.5%	99.7%

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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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**Deniliquin Health Service: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 2,266 patients

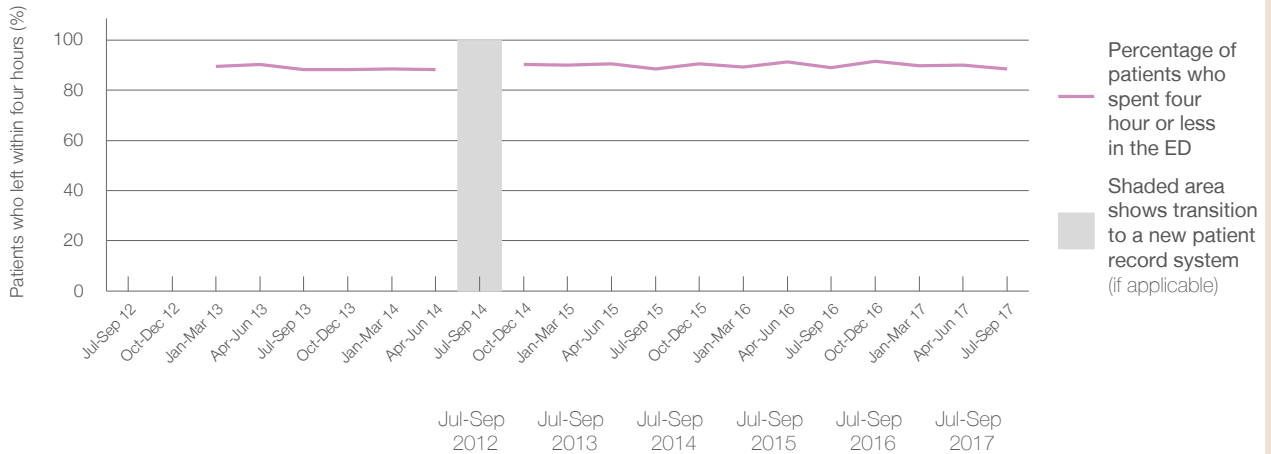
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,266 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup>	2,073	9.3%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	2,073	9.3%
Percentage of patients who spent four hours or less in the ED	89.0%	

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



Patients who left within four hours (%)	88.1%	88.4%	89.0%	88.6%
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\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.  
 † Data points are not shown in graphs for quarters when patient numbers were too small.  
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.  
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).