

Queanbeyan Health Service: Emergency department (ED) overview

July to September 2017

All presentations:¹ 5,261 patients
 Emergency presentations:² 5,076 patients

Same period last year	Change since one year ago
4,793	9.8%
4,689	8.3%

Queanbeyan Health Service: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 384 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,446 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,307 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 909 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
301	
9 minutes	9 minutes
25 minutes	29 minutes
1,283	
25 minutes	23 minutes
70 minutes	83 minutes
2,395	
31 minutes	30 minutes
107 minutes	121 minutes
701	
32 minutes	26 minutes
130 minutes	118 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 5,257 patients

Percentage of patients who spent four hours or less in the ED 83.7%

Same period last year	Change since one year ago
4,793	9.7%
84.3%	

* 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.

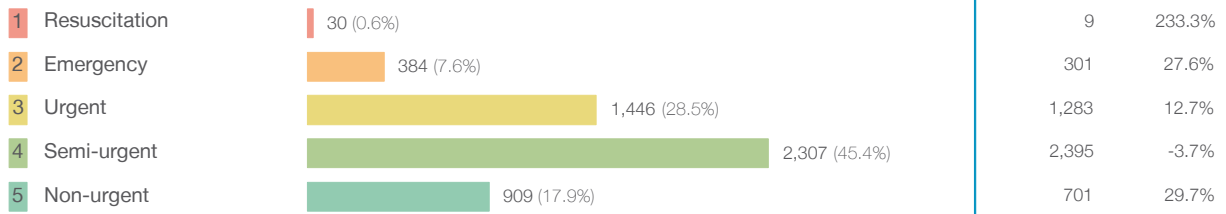
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

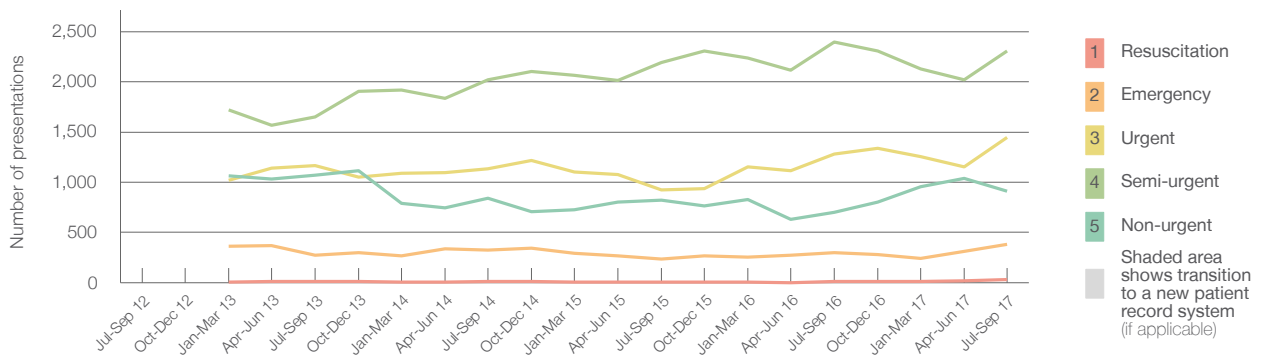
All presentations:¹ 5,261 patients

Emergency presentations² by triage category: 5,076 patients



Same period last year	Change since one year ago
4,793	9.8%
4,689	8.3%
9	233.3%
301	27.6%
1,283	12.7%
2,395	-3.7%
701	29.7%

Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation		13	9	5	9	30
Emergency		272	327	235	301	384
Urgent		1,164	1,135	925	1,283	1,446
Semi-urgent		1,650	2,020	2,194	2,395	2,307
Non-urgent		1,068	838	823	701	909
All emergency presentations		4,167	4,329	4,182	4,689	5,076

Queanbeyan Health Service: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 570 patients

ED Transfer of care time



Same period last year	Change since one year ago
388	
12 minutes	-2 minutes
25 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.
- (§) 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.

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

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

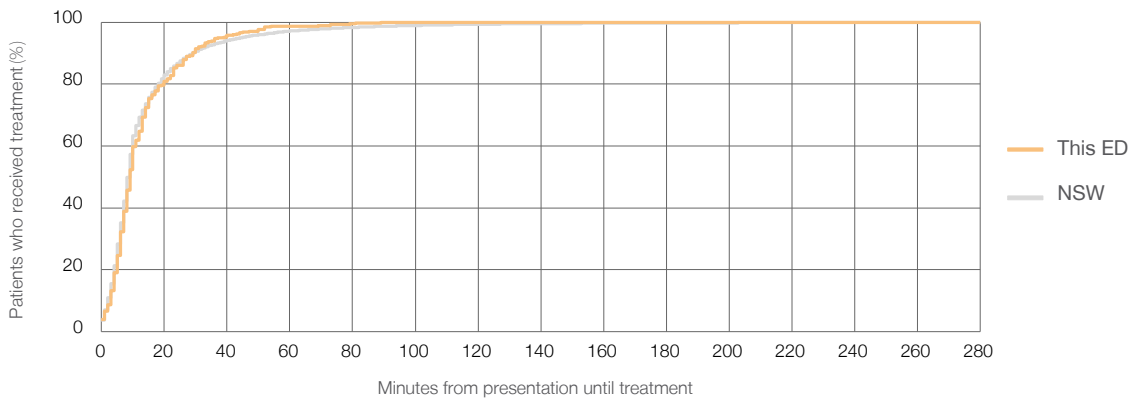
Number of triage 2 patients: 384

Number of triage 2 patients used to calculate waiting time:³ 378

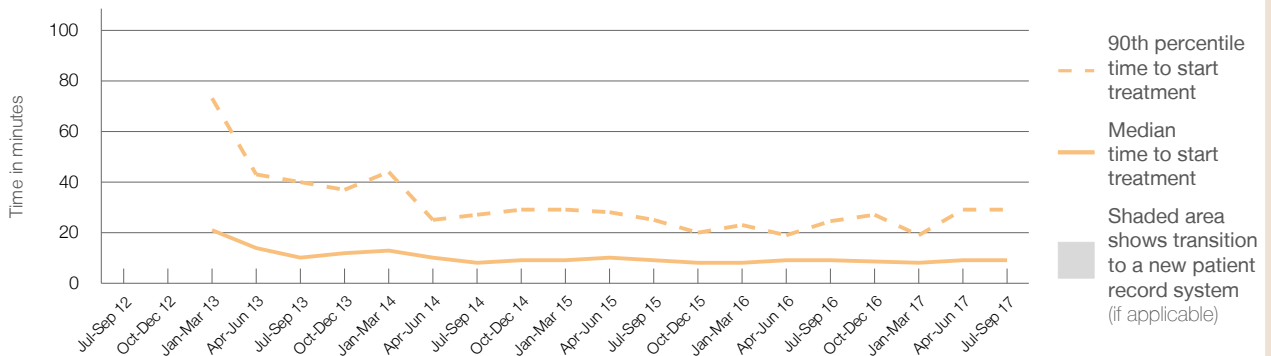
Median time to start treatment⁴ ■ 9 minutes
90th percentile time to start treatment⁵ ■ 29 minutes

Same period last year	NSW (this period)
301	
300	
9 minutes	9 minutes
25 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^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		10	8	9	9	9
90th percentile time to start treatment ⁵ (minutes)		40	27	25	25	29

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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.

Queanbeyan 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: 1,446

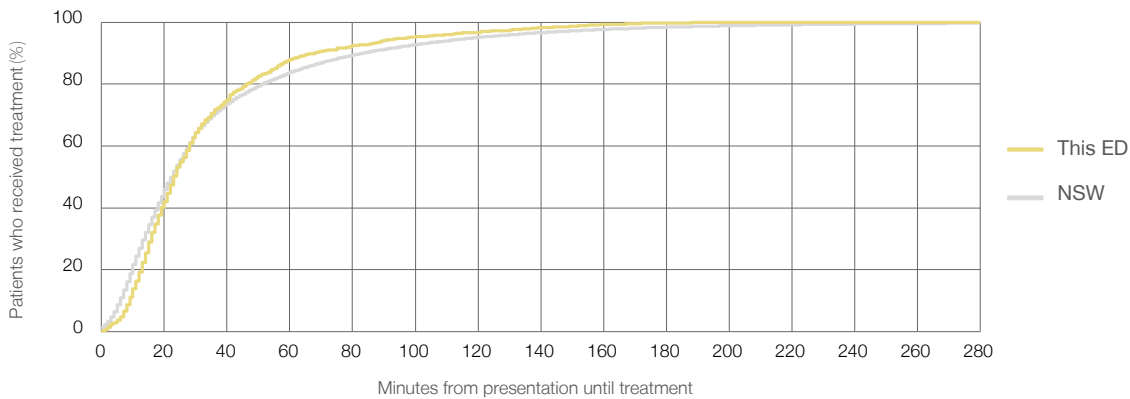
Number of triage 3 patients used to calculate waiting time:³ 1,407

Median time to start treatment⁴ 23 minutes

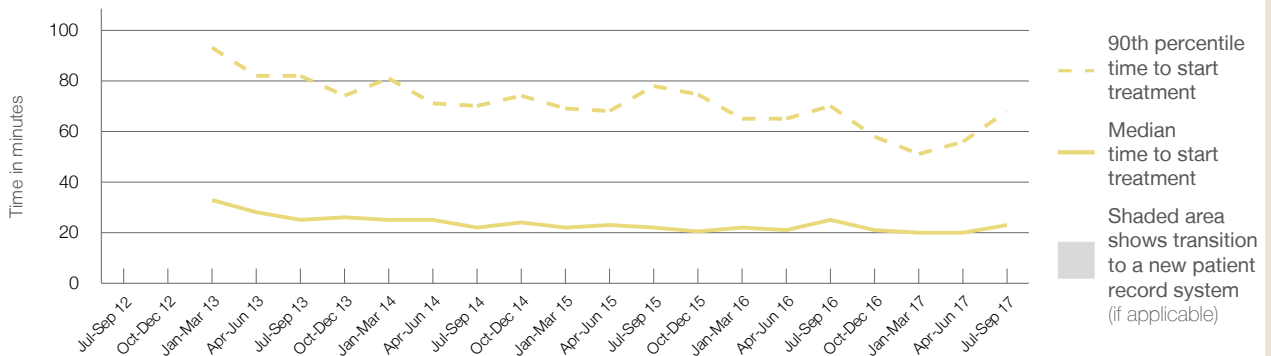
90th percentile time to start treatment⁵ 68 minutes

	Same period last year	NSW (this period)
	1,283	
	1,247	
	25 minutes	23 minutes
	70 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^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		25	22	22	25	23
90th percentile time to start treatment ⁵ (minutes)		82	70	78	70	68

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Queanbeyan 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: 2,307

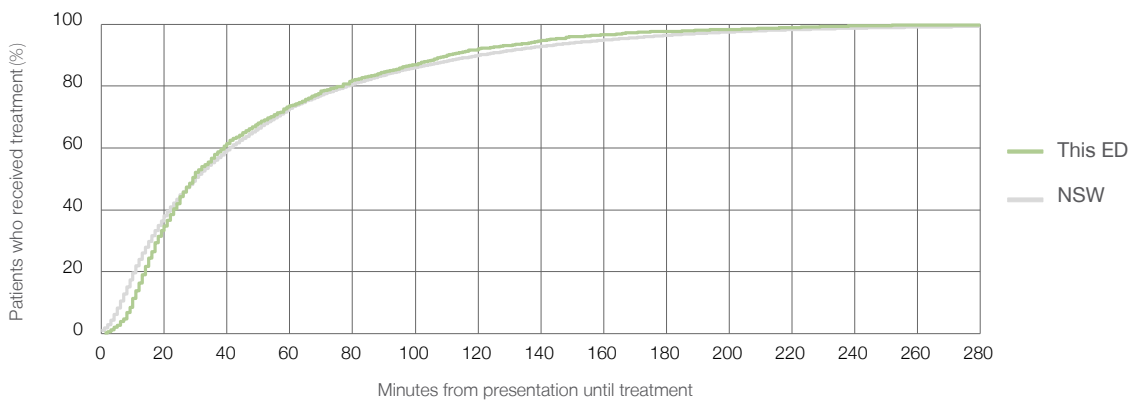
Number of triage 4 patients used to calculate waiting time:³ 2,071

Median time to start treatment⁴ 29 minutes

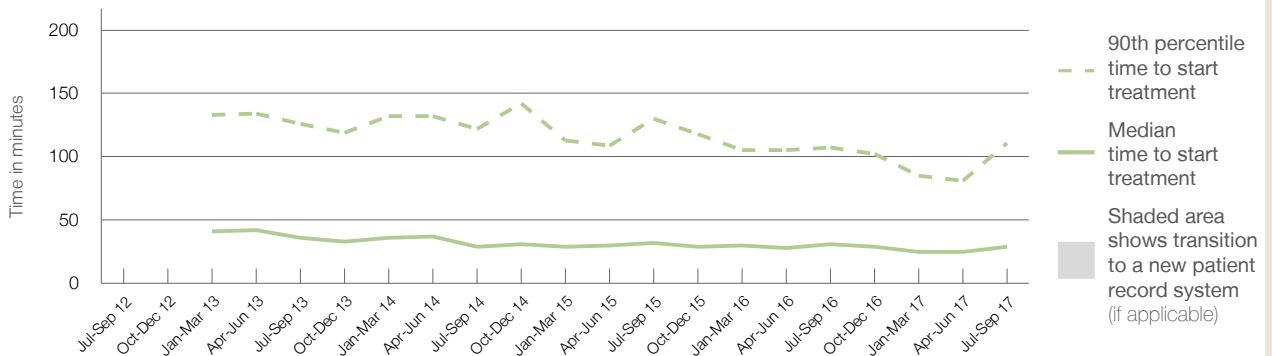
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
2,395	2,154
31 minutes	30 minutes
107 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^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		36	29	32	31	29
90th percentile time to start treatment ⁵ (minutes)		126	122	130	107	111

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Queanbeyan 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: 909

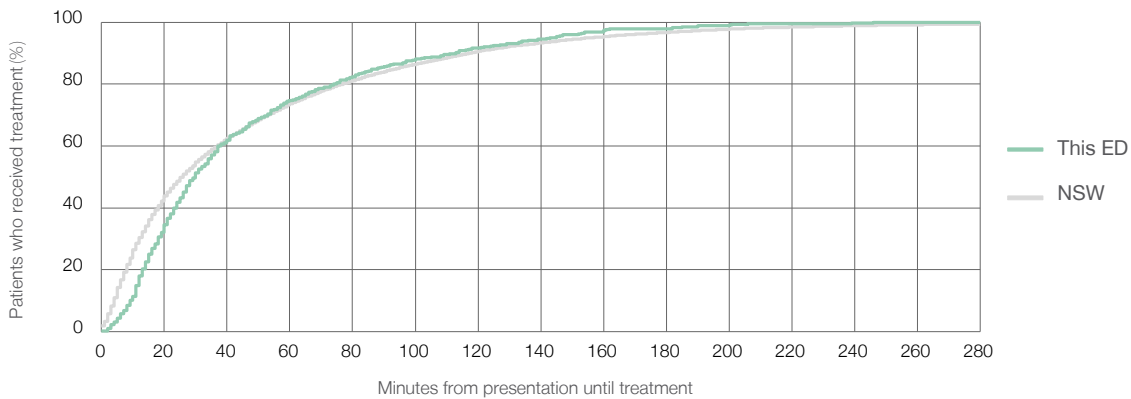
Number of triage 5 patients used to calculate waiting time:³ 761

Median time to start treatment⁴ 30 minutes

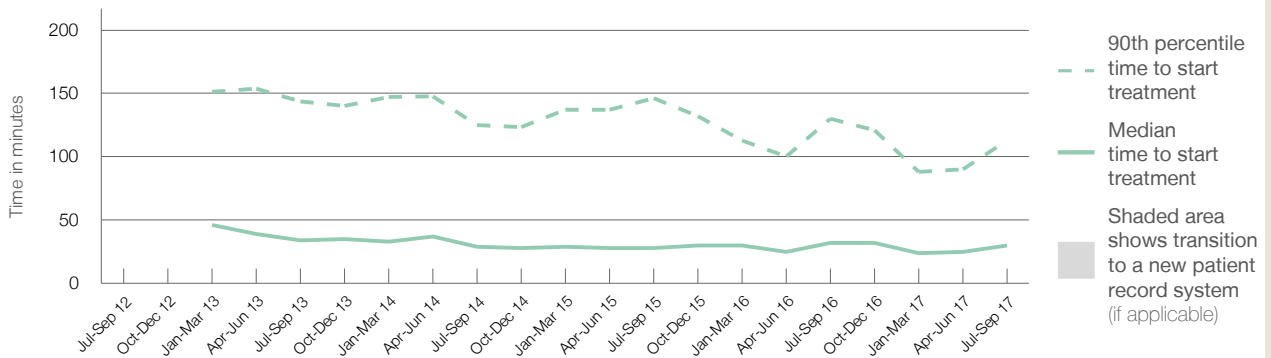
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
701	532
32 minutes	26 minutes
130 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^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)		34	29	28	32	30
90th percentile time to start treatment ⁵ (minutes)		144	125	146	130	113

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

All presentations:¹ 5,261 patients

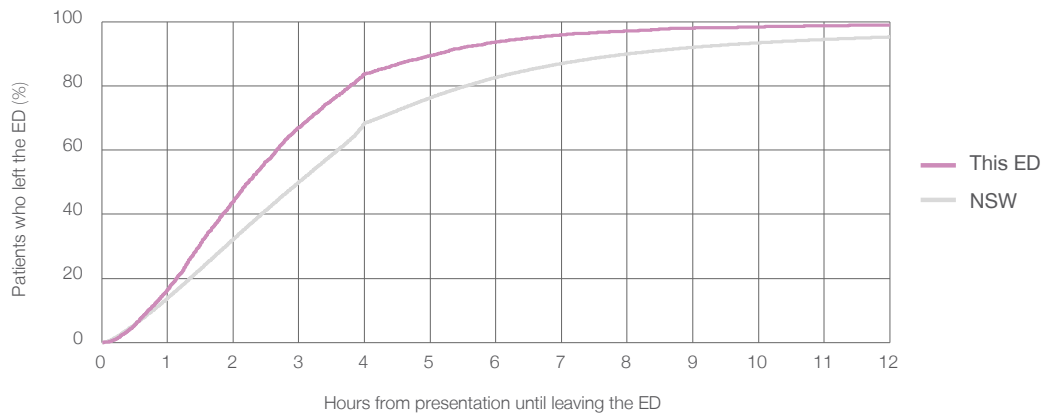
Presentations used to calculate time to leaving the ED:⁶ 5,257 patients

Median time spent in the ED⁸ 2 hours and 14 minutes

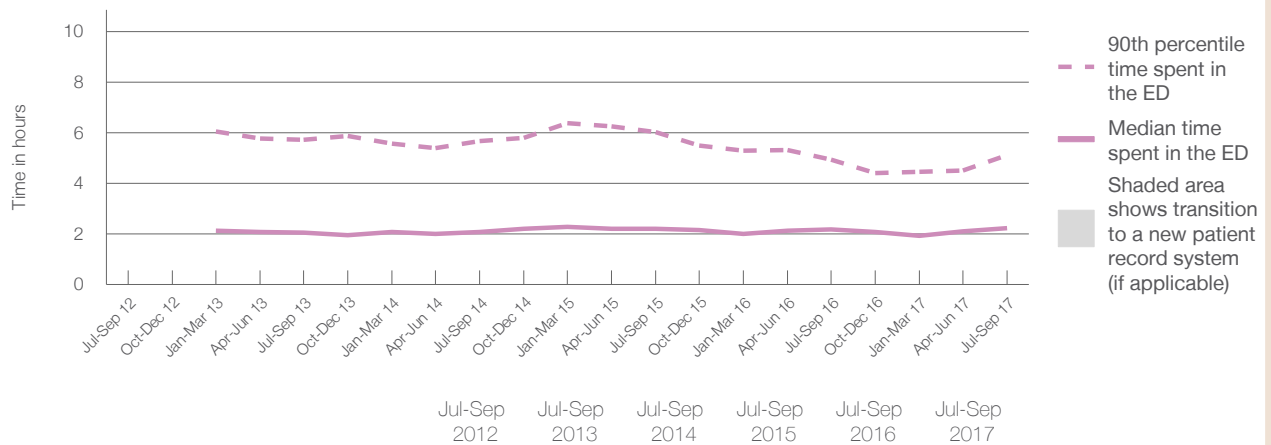
90th percentile time spent in the ED⁹ 5 hours and 7 minutes

Same period last year	NSW (this period)
4,793	4,793
2 hours and 11 minutes	3 hours and 0 minutes
4 hours and 57 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^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)		2h 3m	2h 5m	2h 12m	2h 11m	2h 14m
90th percentile time to leaving the ED ⁹ (hours, minutes)		5h 43m	5h 40m	6h 2m	4h 57m	5h 7m

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Queanbeyan Health Service: Time patients spent in the ED

By mode of separation

July to September 2017

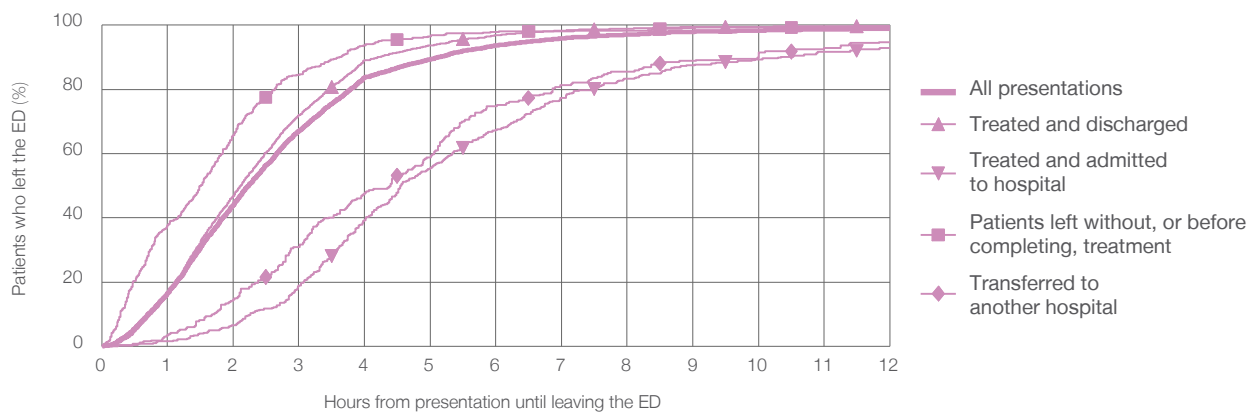
All presentations:¹ 5,261 patients

Presentations used to calculate time to leaving the ED:⁶ 5,257 patients

Treated and discharged	4,152 (78.9%)
Treated and admitted to hospital	377 (7.2%)
Patient left without, or before completing, treatment	428 (8.1%)
Transferred to another hospital	269 (5.1%)
Other	35 (0.7%)

Same period last year	Change since one year ago
4,793	9.7%
3,384	22.7%
628	-40.0%
514	-16.7%
250	7.6%
17	105.9%

Percentage of patients who left the ED by time and mode of separation, July to September 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	16.4%	46.9%	71.9%	89.1%	96.9%	99.0%	99.5%	99.7%
Treated and admitted to hospital	1.6%	6.6%	18.8%	39.3%	67.4%	83.3%	89.4%	92.8%
Patient left without, or before completing, treatment	37.6%	65.9%	84.6%	93.7%	97.9%	98.4%	99.3%	99.8%
Transferred to another hospital	3.3%	14.5%	30.9%	47.6%	74.7%	85.5%	91.4%	94.8%
All presentations	16.5%	44.0%	67.1%	83.7%	93.7%	97.1%	98.4%	99.0%

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

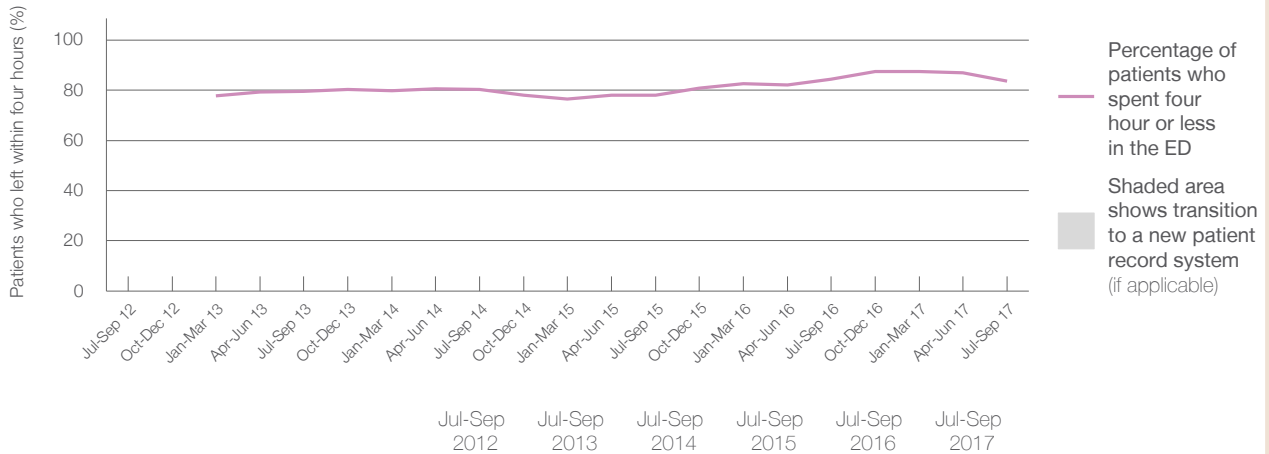
All presentations at the emergency department:¹ 5,261 patients
 Presentations used to calculate time to leaving the ED:⁶ 5,257 patients

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



Same period last year	Change since one year ago
4,793	9.8%
4,793	9.7%
84.3%	

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



Patients who left within four hours (%)	79.5%	80.4%	77.9%	84.3%	83.7%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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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*.

- 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).