



Healthcare Quarterly

Performance Profiles

Emergency Department

Mid North Coast Local Health District

July to September 2017

Coffs Harbour Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 10,518 patients

Emergency presentations:² 10,210 patients

Same period last year	Change since one year ago
9,469	11.1%
9,075	12.5%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,123 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,416 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,137 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 147 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,470 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
999	
6 minutes	9 minutes
11 minutes	29 minutes
3,019	
16 minutes	23 minutes
55 minutes	83 minutes
3,537	
28 minutes	30 minutes
121 minutes	121 minutes
1,457	
35 minutes	26 minutes
122 minutes	118 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,515 patients

Percentage of patients who spent four hours or less in the ED 68.9%

Same period last year	Change since one year ago
9,468	11.1%
70.8%	

* 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.

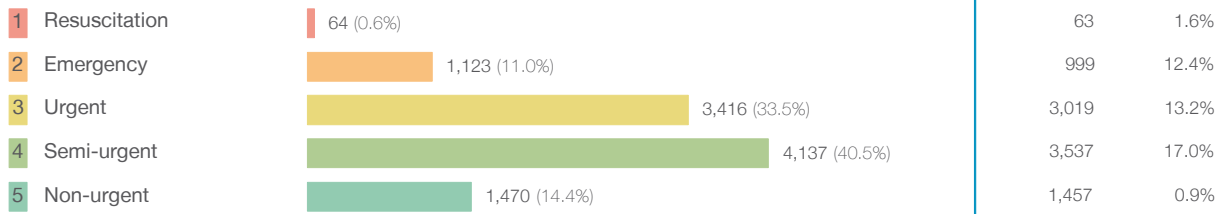
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

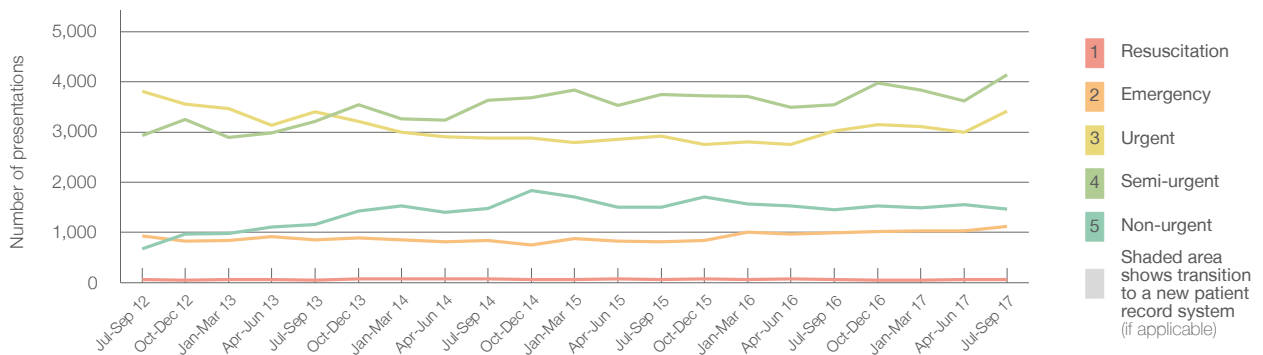
Coffs Harbour Base Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 10,518 patients

Emergency presentations² by triage category: 10,210 patients



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	61	51	69	57	63	64
Emergency	935	850	843	813	999	1,123
Urgent	3,810	3,398	2,879	2,915	3,019	3,416
Semi-urgent	2,928	3,211	3,629	3,753	3,537	4,137
Non-urgent	675	1,164	1,473	1,505	1,457	1,470
All emergency presentations	8,409	8,674	8,893	9,043	9,075	10,210

Coffs Harbour Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,596 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.

Coffs Harbour Base Hospital: 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: 1,123

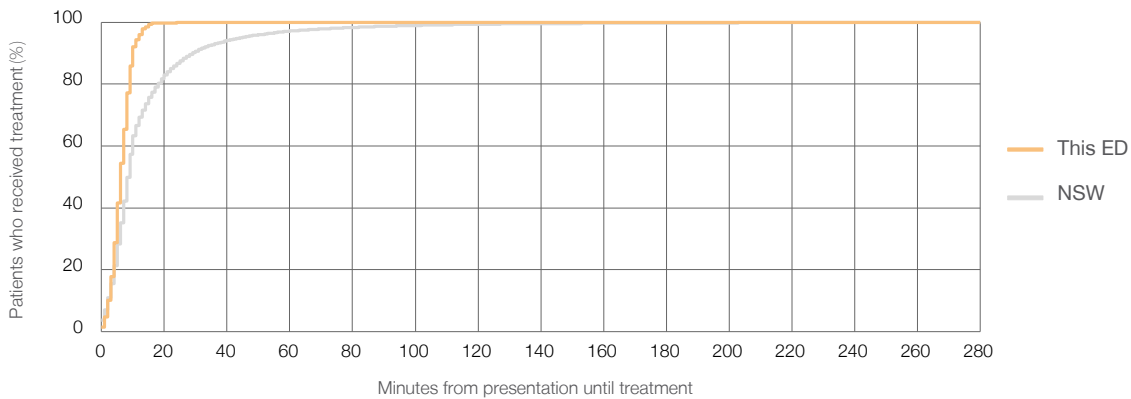
Number of triage 2 patients used to calculate waiting time:³ 1,120

Median time to start treatment⁴ 6 minutes

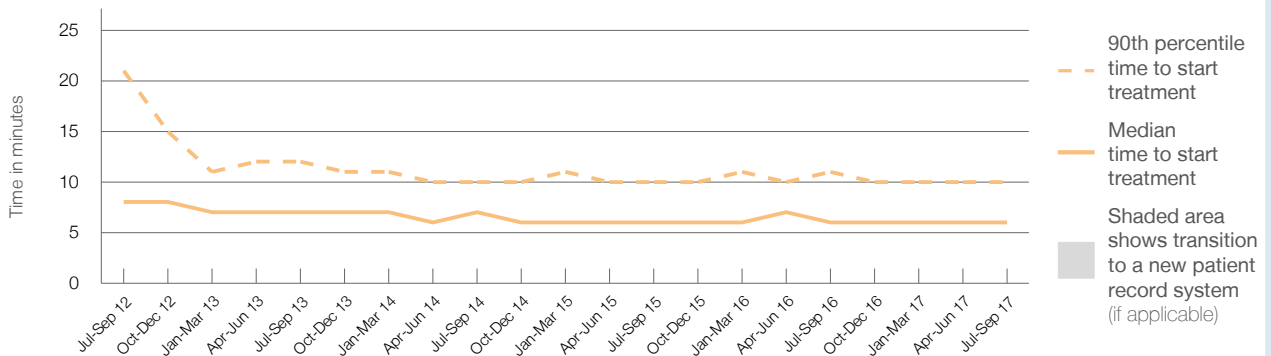
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
999	998
6 minutes	9 minutes
11 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)	8	7	7	6	6	6
90th percentile time to start treatment ⁵ (minutes)	21	12	10	10	11	10

(†) 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.

Coffs Harbour Base Hospital: 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: 3,416

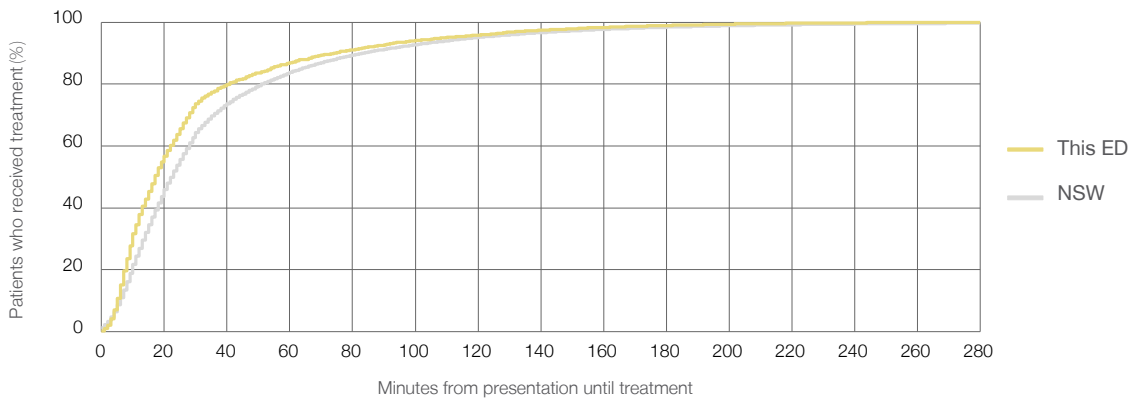
Number of triage 3 patients used to calculate waiting time:³ 3,318

Median time to start treatment⁴ 17 minutes

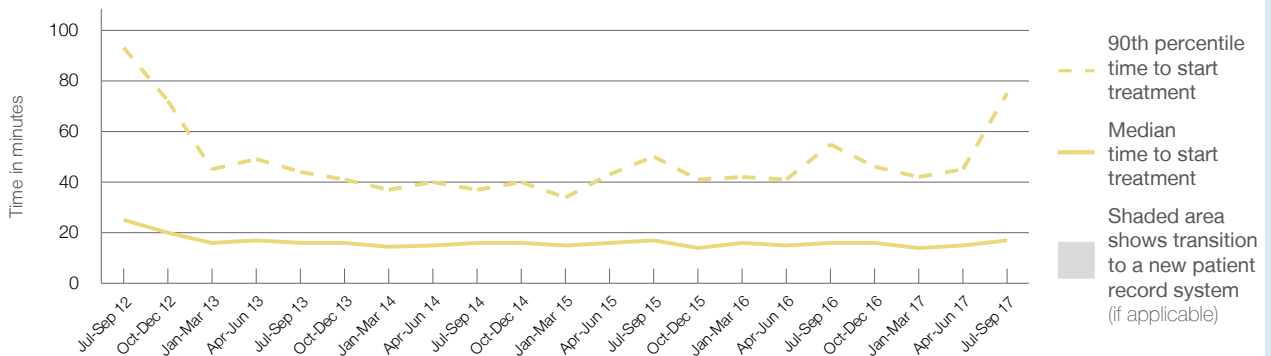
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
3,019	
2,960	
16 minutes	23 minutes
55 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	16	16	17	16	17
90th percentile time to start treatment ⁵ (minutes)	93	44	37	50	55	75

(†) 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.

Coffs Harbour Base Hospital: 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: 4,137

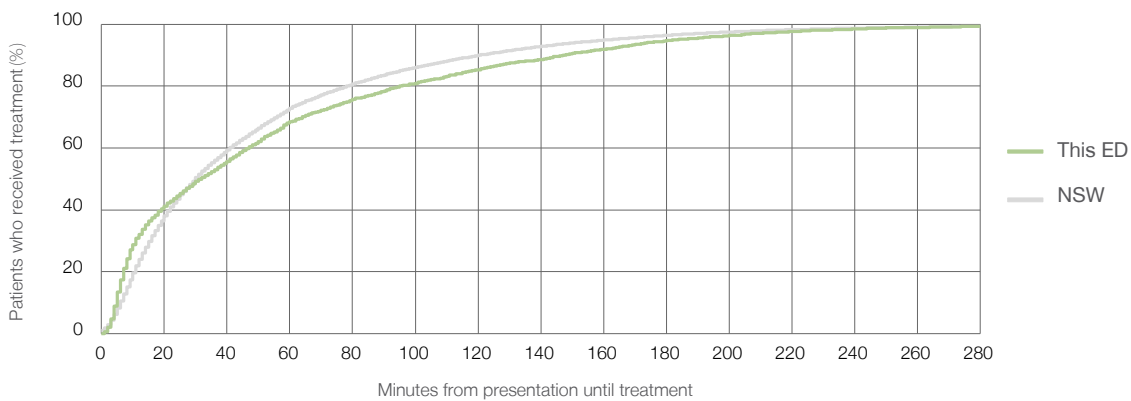
Number of triage 4 patients used to calculate waiting time:³ 3,571

Median time to start treatment⁴ 32 minutes

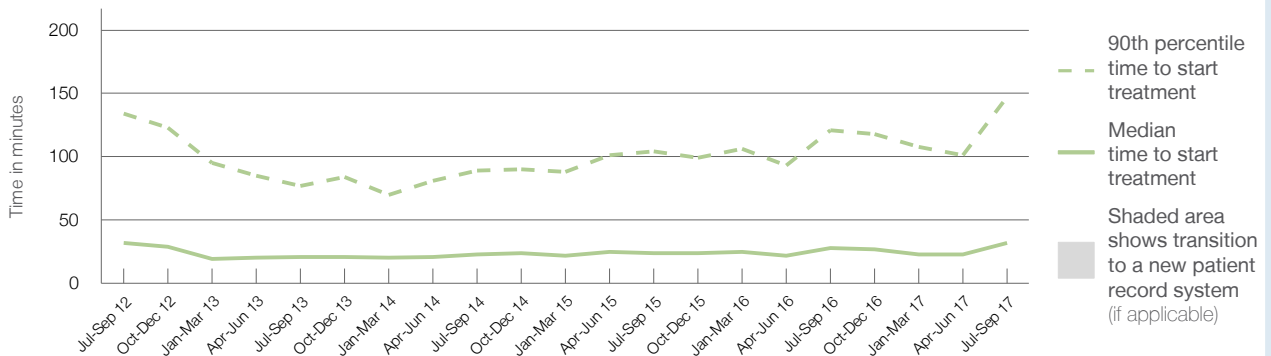
90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
3,537	3,250
28 minutes	30 minutes
121 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)	32	21	23	24	28	32
90th percentile time to start treatment ⁵ (minutes)	134	77	89	104	121	147

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

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Coffs Harbour Base Hospital: 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: 1,470

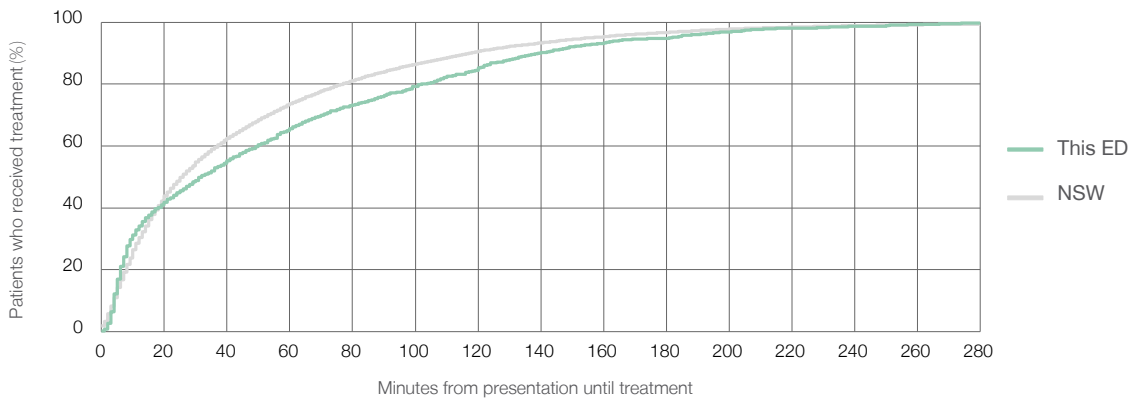
Number of triage 5 patients used to calculate waiting time:³ 1,296

Median time to start treatment⁴ 32 minutes

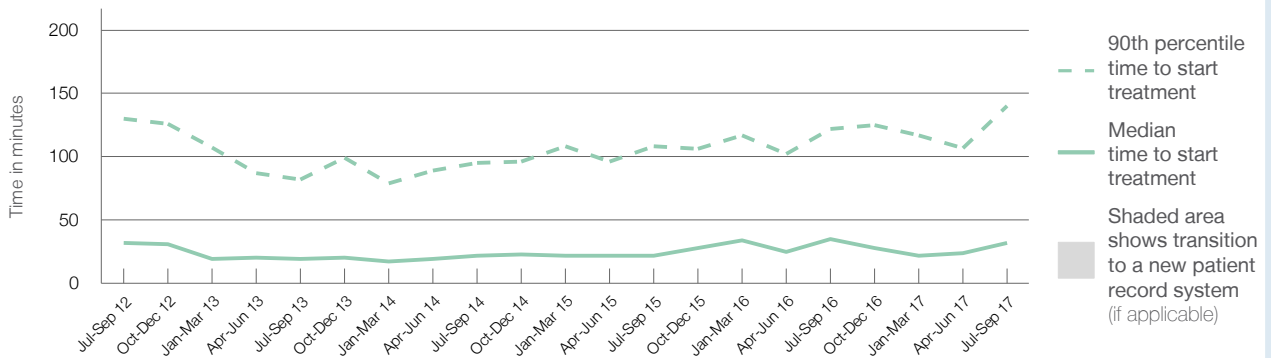
90th percentile time to start treatment⁵ 140 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,457	1,343
Median time to start treatment ⁴	35 minutes	26 minutes
90th percentile time to start treatment ⁵	122 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)	32	19	22	22	35	32
90th percentile time to start treatment ⁵ (minutes)	130	82	95	108	122	140

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

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Coffs Harbour Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 10,518 patients

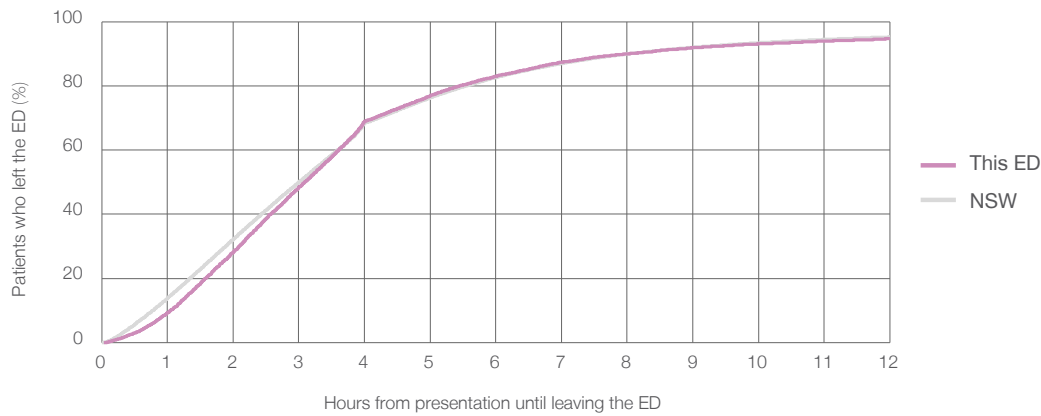
Presentations used to calculate time to leaving the ED:⁶ 10,515 patients

Median time spent in the ED⁸ 3 hours and 5 minutes

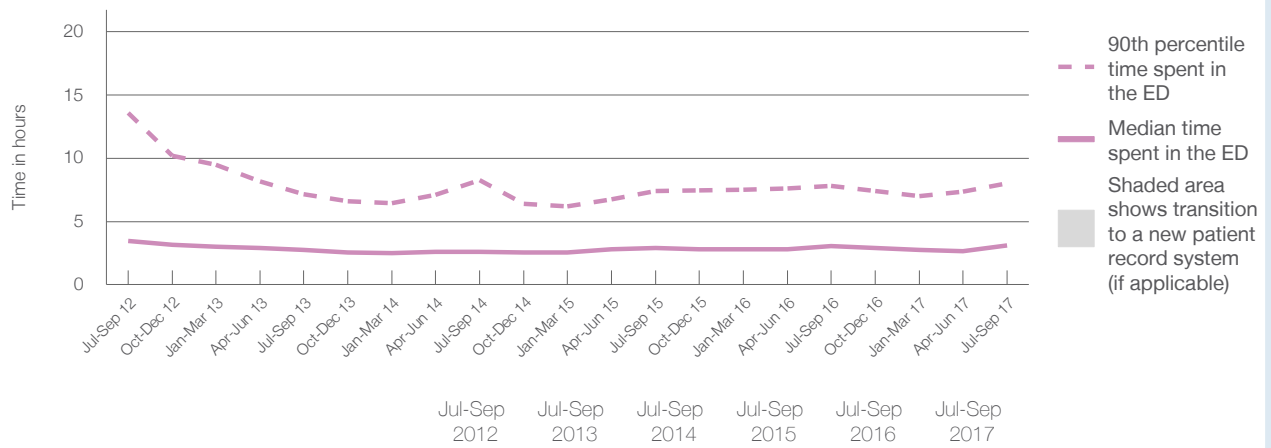
90th percentile time spent in the ED⁹ 8 hours and 1 minutes

Same period last year	NSW (this period)
9,469	
9,468	
3 hours and 2 minutes	3 hours and 0 minutes
7 hours and 49 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)	3h 28m	2h 44m	2h 37m	2h 53m	3h 2m	3h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 33m	7h 8m	8h 17m	7h 24m	7h 49m	8h 1m

(†) 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.

Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

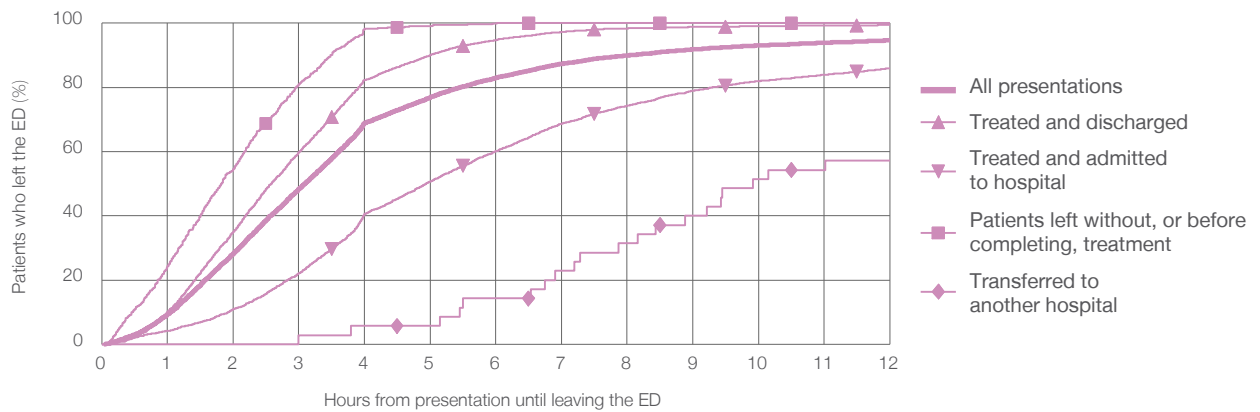
All presentations:¹ 10,518 patients

Presentations used to calculate time to leaving the ED:⁶ 10,515 patients

Treated and discharged	5,957 (56.6%)
Treated and admitted to hospital	3,643 (34.6%)
Patient left without, or before completing, treatment	859 (8.2%)
Transferred to another hospital	35 (0.3%)
Other	24 (0.2%)

Same period last year	Change since one year ago
9,468	11.1%
5,541	7.5%
3,374	8.0%
487	76.4%
39	-10.3%
28	-14.3%

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	10.1%	35.1%	59.9%	82.3%	94.8%	98.4%	99.1%	99.5%
Treated and admitted to hospital	4.1%	10.9%	22.2%	40.6%	60.1%	74.3%	82.0%	86.0%
Patient left without, or before completing, treatment	24.3%	54.7%	80.9%	98.4%	99.9%	100%	100%	100%
Transferred to another hospital	0%	0%	2.9%	5.7%	14.3%	31.4%	51.4%	57.1%
All presentations	9.3%	28.3%	48.4%	68.9%	83.0%	90.0%	93.1%	94.7%

(†) 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.

Coffs Harbour Base Hospital: 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 10,518 patients

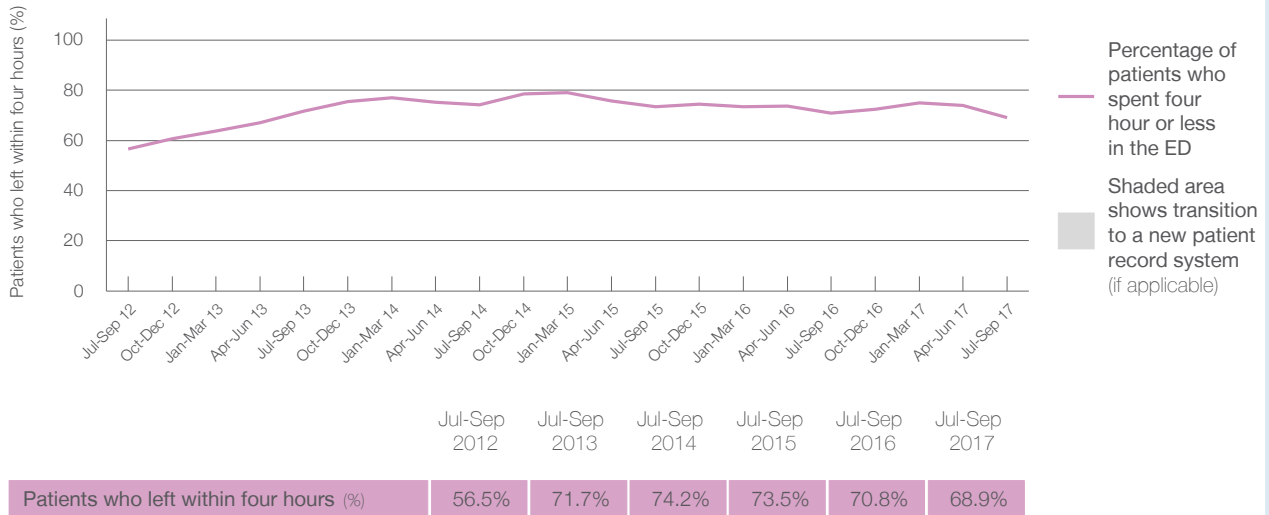
Presentations used to calculate time to leaving the ED:⁶ 10,515 patients

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	9,469	11.1%
Presentations used to calculate time to leaving the ED: ⁶	9,468	11.1%
Percentage of patients who spent four hours or less in the ED	70.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 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*.

- 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).

Kempsey Hospital: Emergency department (ED) overview

July to September 2017



All presentations:¹ 7,567 patients
 Emergency presentations:² 7,323 patients

Same period last year	Change since one year ago
6,490	16.6%
6,388	14.6%

Kempsey Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 879 patients

Median time to start treatment⁴  13 minutes
 90th percentile time to start treatment⁵  32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,557 patients

Median time to start treatment⁴  25 minutes
 90th percentile time to start treatment⁵  75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,391 patients

Median time to start treatment⁴  34 minutes
 90th percentile time to start treatment⁵  122 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 461 patients

Median time to start treatment⁴  29 minutes
 90th percentile time to start treatment⁵  105 minutes

Same period last year	NSW (this period)
813	
12 minutes	9 minutes
30 minutes	29 minutes
2,317	
24 minutes	23 minutes
65 minutes	83 minutes
2,649	
29 minutes	30 minutes
104 minutes	121 minutes
584	
26 minutes	26 minutes
116 minutes	118 minutes

Kempsey Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,567 patients

Percentage of patients who spent four hours or less in the ED  82.2%

Same period last year	Change since one year ago
6,490	16.6%
78.6%	

* 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.

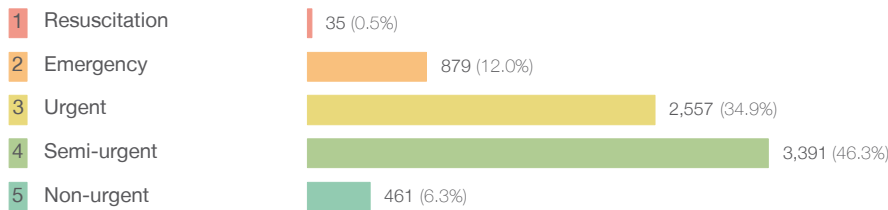
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Kempsey Hospital: Patients presenting to the emergency department July to September 2017

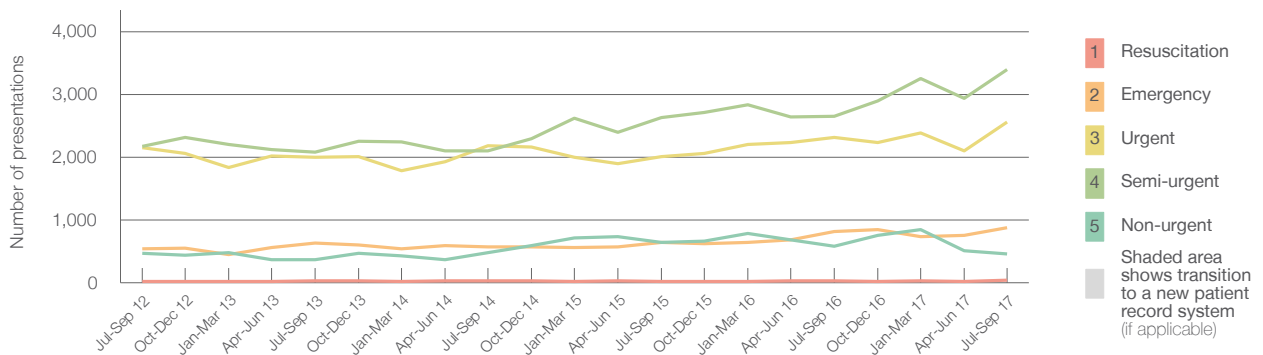
All presentations:¹ 7,567 patients

Emergency presentations² by triage category: 7,323 patients



Same period last year	Change since one year ago
6,490	16.6%
6,388	14.6%
25	40.0%
813	8.1%
2,317	10.4%
2,649	28.0%
584	-21.1%

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	22	32	34	22	25	35
Emergency	540	631	566	646	813	879
Urgent	2,153	1,999	2,180	2,011	2,317	2,557
Semi-urgent	2,169	2,076	2,098	2,631	2,649	3,391
Non-urgent	471	363	474	642	584	461
All emergency presentations	5,355	5,101	5,352	5,952	6,388	7,323

Kempsey Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 918 patients

ED Transfer of care time



Same period last year	Change since one year ago
816	
14 minutes	-1 minute
38 minutes	-10 minutes

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

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Kempsey Hospital: 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: 879

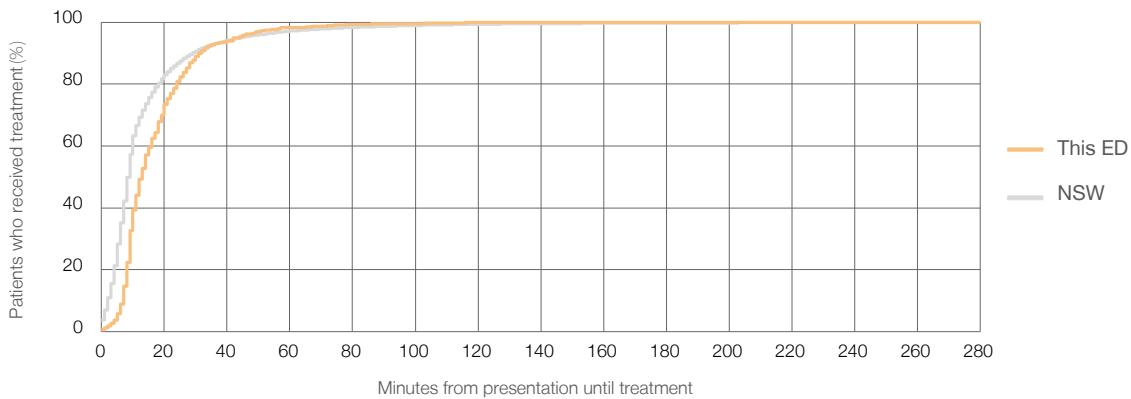
Number of triage 2 patients used to calculate waiting time:³ 879

Median time to start treatment⁴ 13 minutes

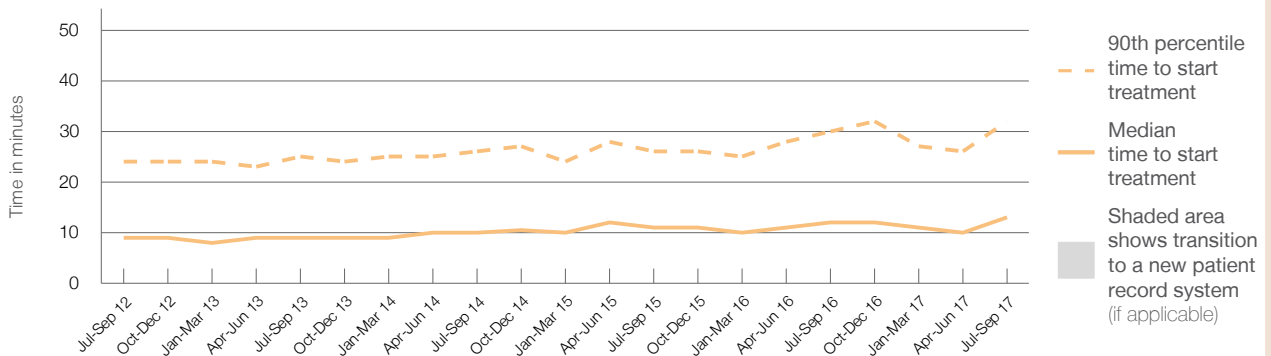
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
813	813
12 minutes	9 minutes
30 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)	9	9	10	11	12	13
90th percentile time to start treatment ⁵ (minutes)	24	25	26	26	30	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.

Kempsey Hospital: 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: 2,557

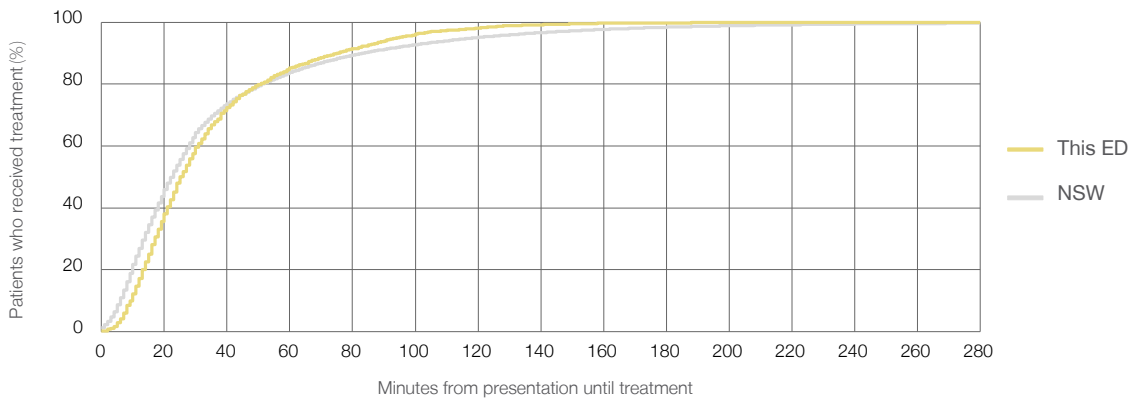
Number of triage 3 patients used to calculate waiting time:³ 2,513

Median time to start treatment⁴ 25 minutes

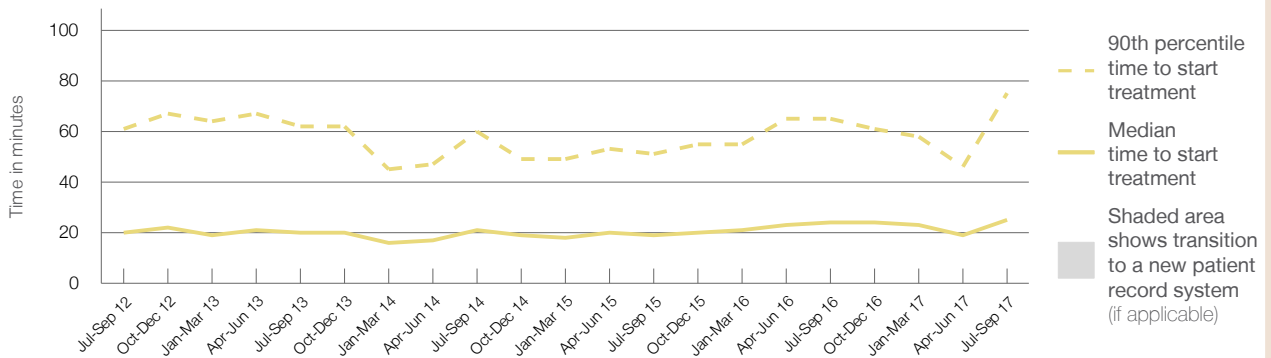
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
2,317	
2,293	
24 minutes	23 minutes
65 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)	20	20	21	19	24	25
90th percentile time to start treatment ⁵ (minutes)	61	62	60	51	65	75

(†) 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.

Kempsey Hospital: 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: 3,391

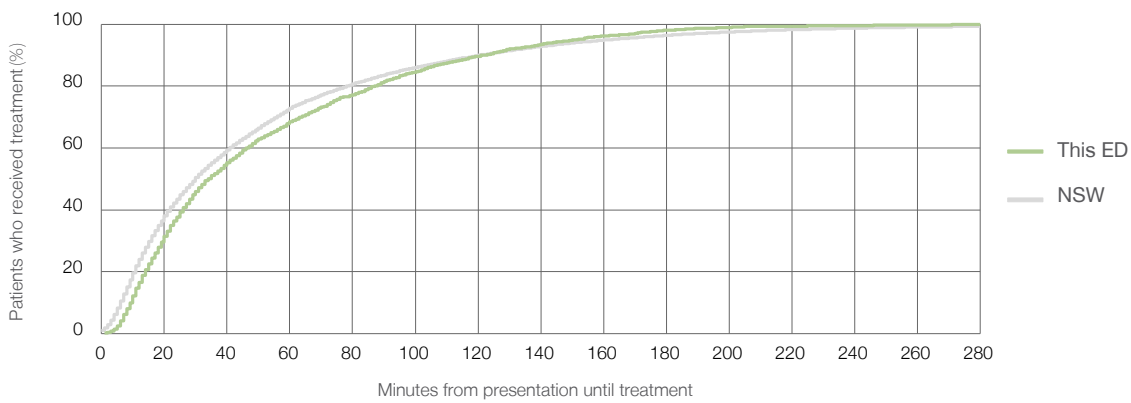
Number of triage 4 patients used to calculate waiting time:³ 3,215

Median time to start treatment⁴ 34 minutes

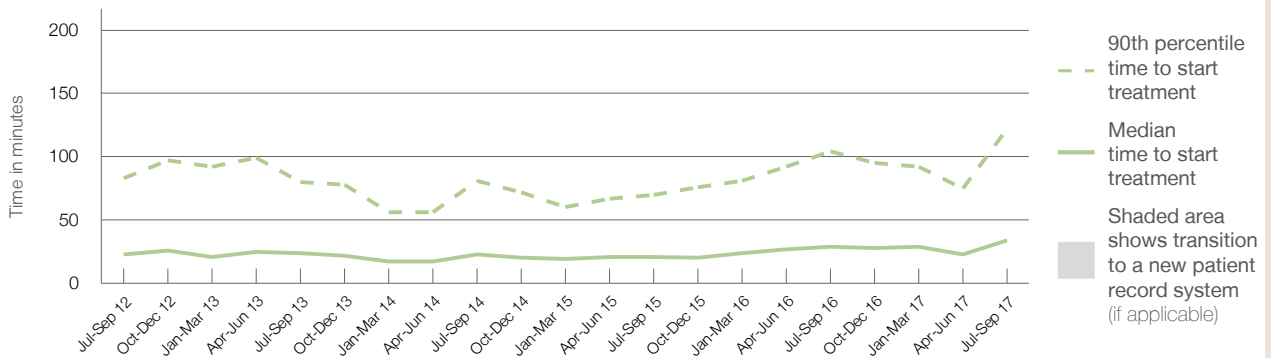
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
2,649	2,544
29 minutes	30 minutes
104 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)	23	24	23	21	29	34
90th percentile time to start treatment ⁵ (minutes)	83	80	81	70	104	122

(†) 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.

Kempsey Hospital: 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: 461

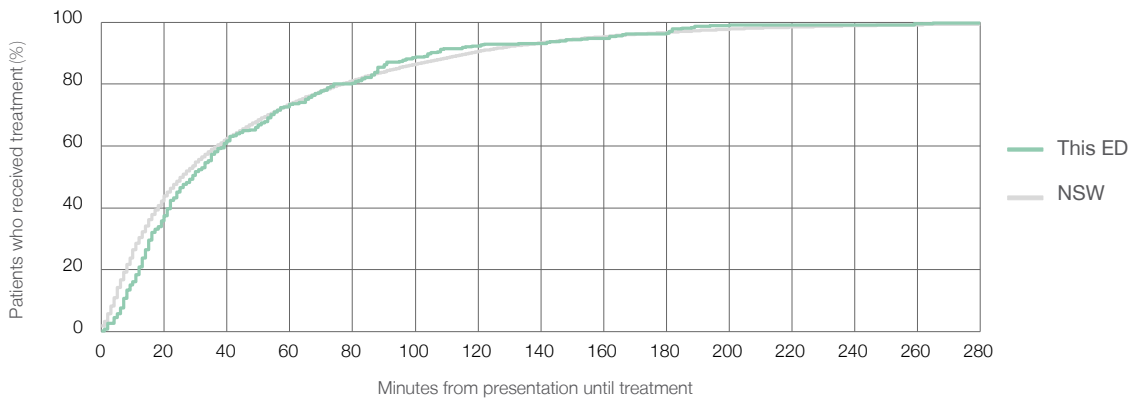
Number of triage 5 patients used to calculate waiting time:³ 365

Median time to start treatment⁴ 29 minutes

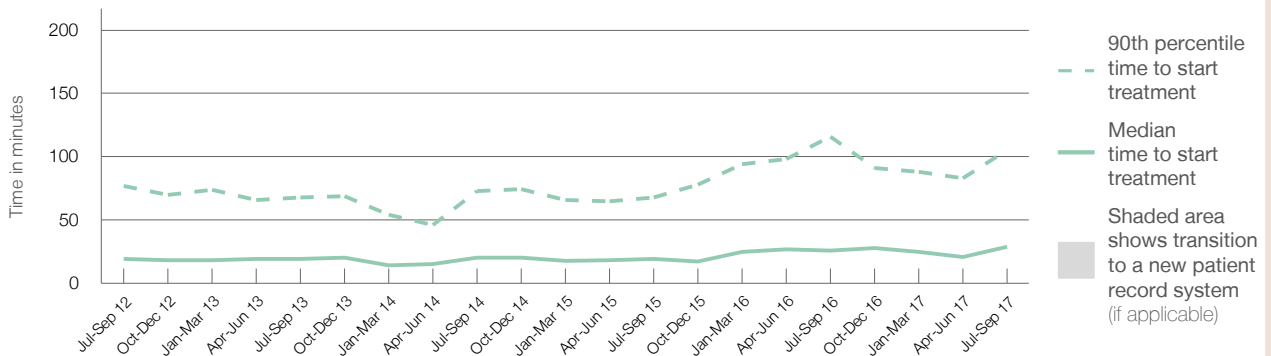
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
584	516
26 minutes	26 minutes
116 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)	19	19	20	19	26	29
90th percentile time to start treatment ⁵ (minutes)	77	68	73	68	116	105

(†) 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.

Kempsey Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 7,567 patients

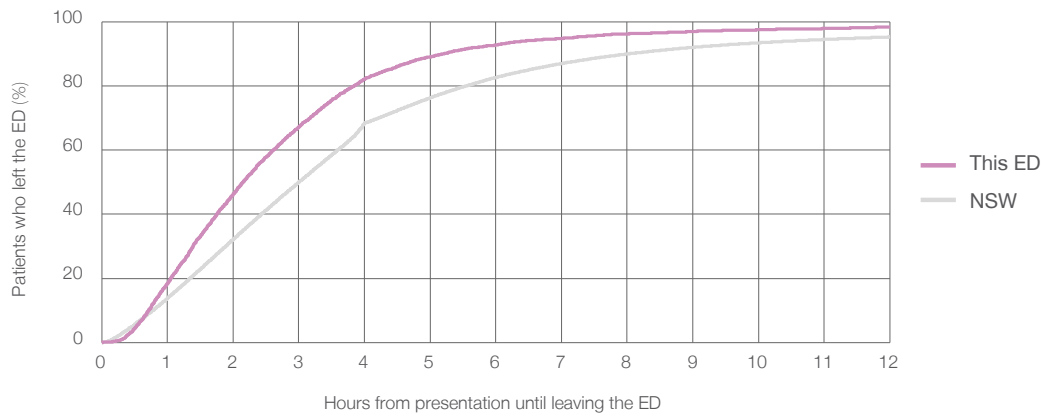
Presentations used to calculate time to leaving the ED:⁶ 7,567 patients

Median time spent in the ED⁸ 2 hours and 9 minutes

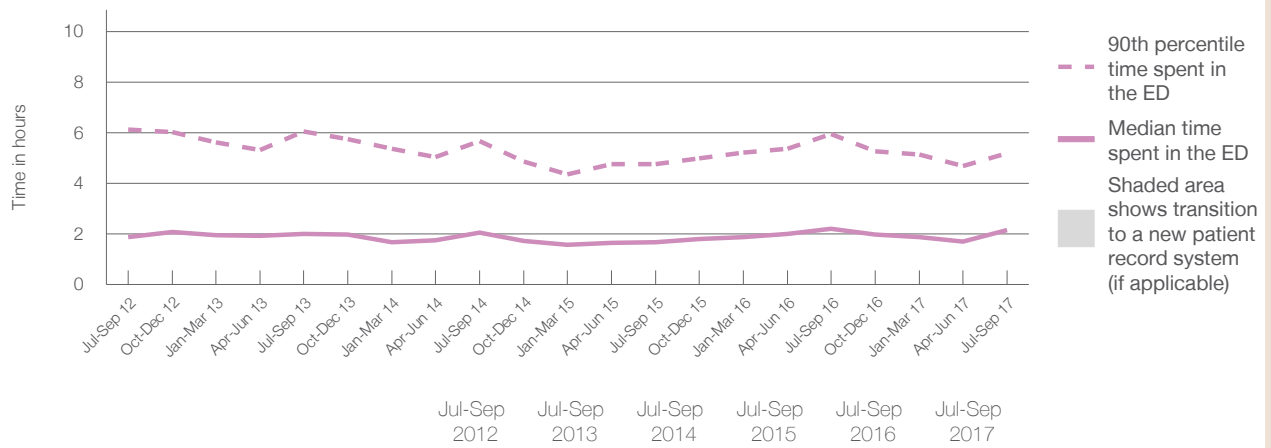
90th percentile time spent in the ED⁹ 5 hours and 12 minutes

Same period last year	NSW (this period)
6,490	6,490
2 hours and 13 minutes	3 hours and 0 minutes
5 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)	1h 53m	2h 1m	2h 3m	1h 41m	2h 13m	2h 9m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 8m	6h 3m	5h 40m	4h 46m	5h 57m	5h 12m

(†) 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.

Kempsey Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

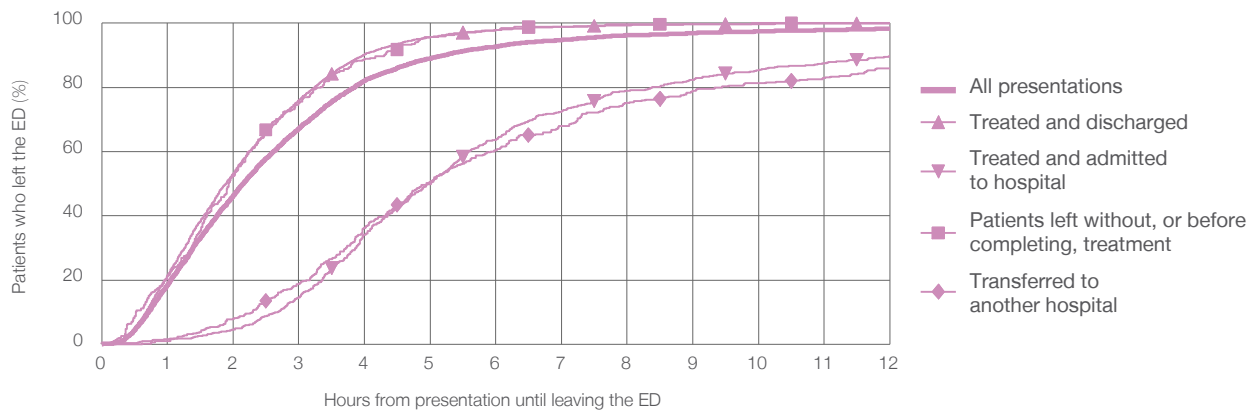
All presentations:¹ 7,567 patients

Presentations used to calculate time to leaving the ED:⁶ 7,567 patients

Treated and discharged	6,112 (80.8%)
Treated and admitted to hospital	712 (9.4%)
Patient left without, or before completing, treatment	343 (4.5%)
Transferred to another hospital	391 (5.2%)
Other	9 (0.1%)

Same period last year	Change since one year ago
6,490	16.6%
5,248	16.5%
642	10.9%
225	52.4%
367	6.5%
8	12.5%

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	21.4%	53.3%	76.1%	90.3%	97.9%	99.4%	99.8%	100%
Treated and admitted to hospital	1.5%	4.5%	14.5%	34.1%	63.8%	78.9%	85.4%	89.7%
Patient left without, or before completing, treatment	21.6%	52.5%	75.2%	88.9%	98.0%	99.7%	100%	100%
Transferred to another hospital	1.0%	7.9%	18.7%	36.3%	60.4%	75.2%	81.3%	85.9%
All presentations	18.6%	46.4%	67.3%	82.2%	92.7%	96.2%	97.5%	98.3%

(†) 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.

Kempsey Hospital: 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 7,567 patients

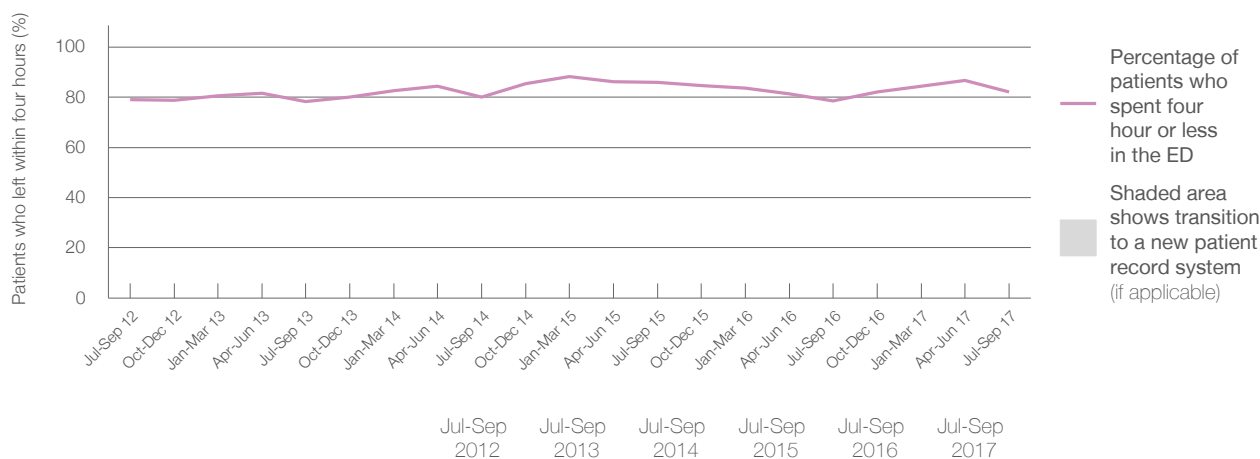
Presentations used to calculate time to leaving the ED:⁶ 7,567 patients

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	6,490	16.6%
Presentations used to calculate time to leaving the ED	6,490	16.6%
Percentage of patients who spent four hours or less in the ED	78.6%	

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 (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	79.1%	78.4%	80.1%	86.0%	78.6%	82.2%

* 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*.

- 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).

Macksville District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,888 patients
Emergency presentations:² 3,737 patients

Same period last year	Change since one year ago
3,003	29.5%
2,806	33.2%

Macksville District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 392 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,124 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,677 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 133 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 533 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
370	
9 minutes	9 minutes
20 minutes	29 minutes
948	
20 minutes	23 minutes
53 minutes	83 minutes
1,178	
25 minutes	30 minutes
99 minutes	121 minutes
291	
24 minutes	26 minutes
100 minutes	118 minutes

Macksville District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,887 patients

Percentage of patients who spent four hours or less in the ED 86.1%

Same period last year	Change since one year ago
3,003	29.4%
86.2%	

* 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.

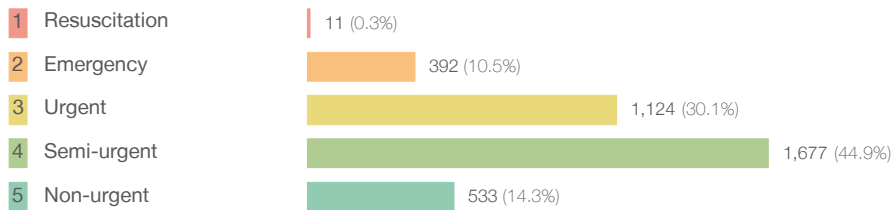
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Macksville District Hospital: Patients presenting to the emergency department July to September 2017

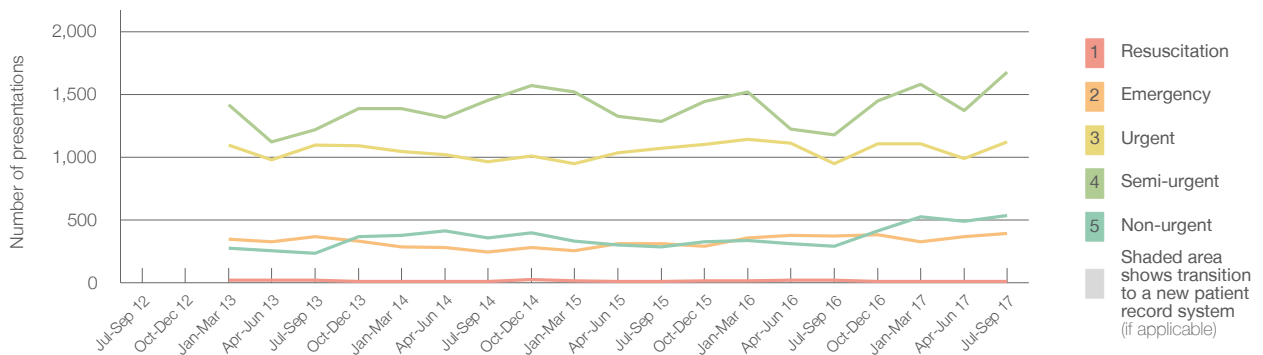
All presentations:¹ 3,888 patients

Emergency presentations² by triage category: 3,737 patients



Same period last year	Change since one year ago
3,003	29.5%
2,806	33.2%
19	-42.1%
370	5.9%
948	18.6%
1,178	42.4%
291	83.2%

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		21	7	11	19	11
Emergency		365	244	309	370	392
Urgent		1,094	965	1,072	948	1,124
Semi-urgent		1,218	1,454	1,287	1,178	1,677
Non-urgent		232	356	287	291	533
All emergency presentations		2,930	3,026	2,966	2,806	3,737

Macksville District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 552 patients

ED Transfer of care time



Same period last year	Change since one year ago
491	
13 minutes	-2 minutes
29 minutes	0 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.

Macksville District Hospital: 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: 392

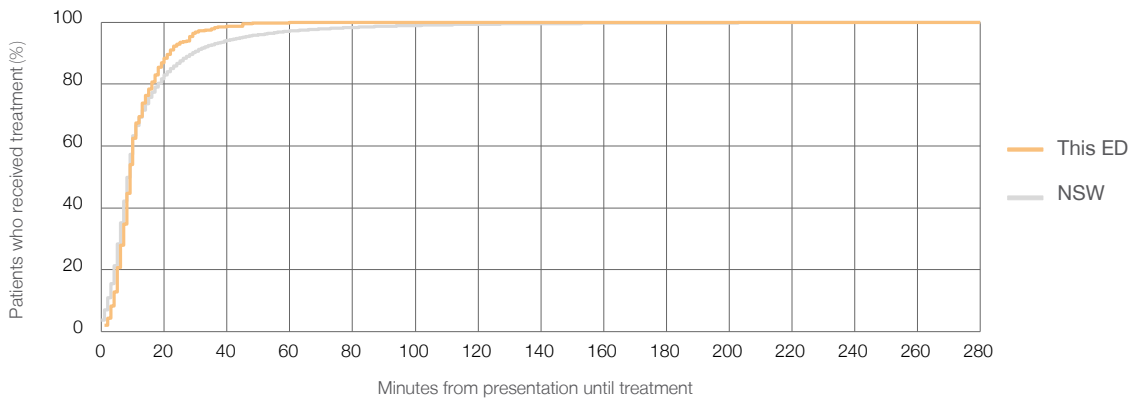
Number of triage 2 patients used to calculate waiting time:³ 383

Median time to start treatment⁴ 9 minutes

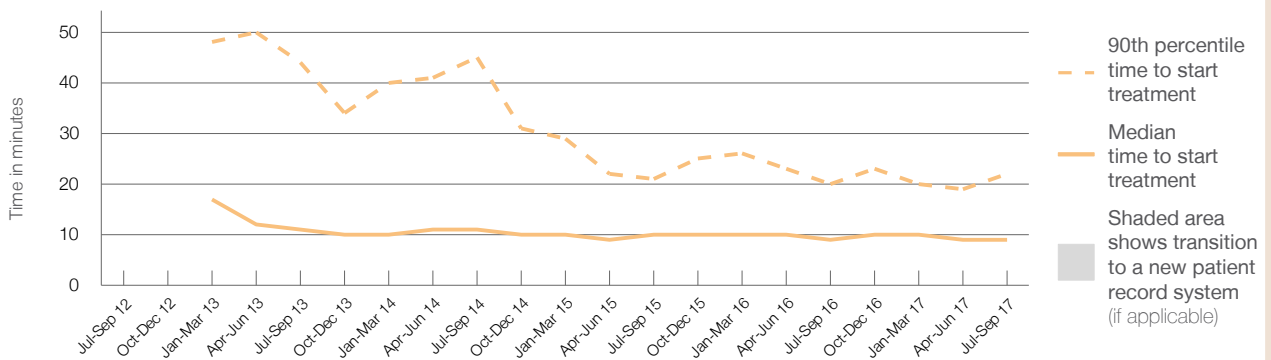
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
370	
362	
9 minutes	9 minutes
20 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)		11	11	10	9	9
90th percentile time to start treatment ⁵ (minutes)		44	45	21	20	22

(†) 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.

Macksville District Hospital: 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: 1,124

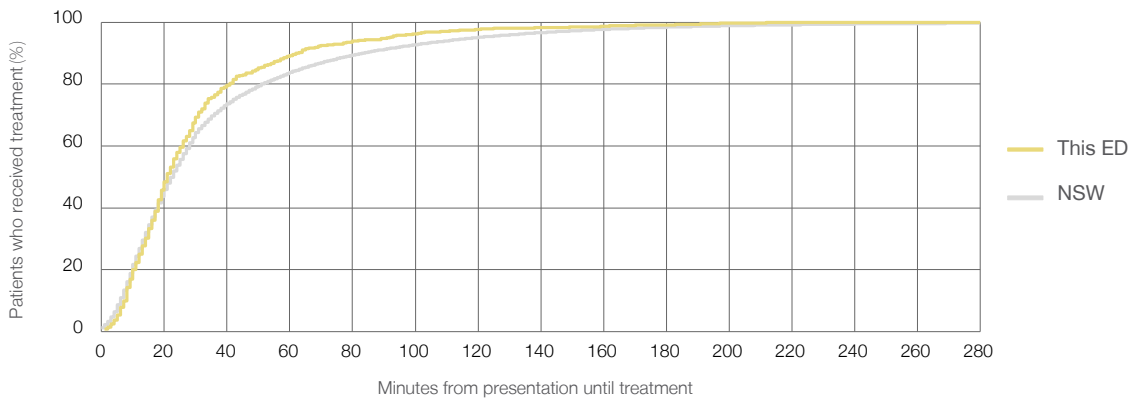
Number of triage 3 patients used to calculate waiting time:³ 1,078

Median time to start treatment⁴ 21 minutes

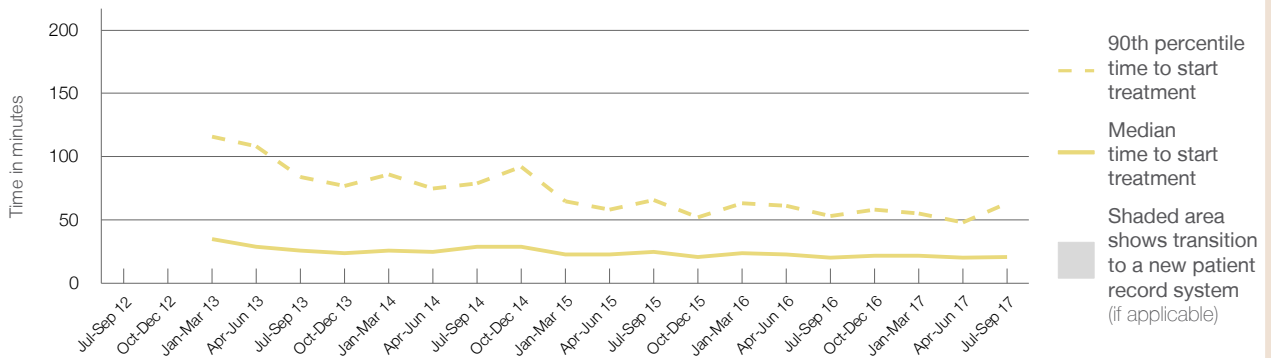
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
948	915
20 minutes	23 minutes
53 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)		26	29	25	20	21
90th percentile time to start treatment ⁵ (minutes)		84	79	66	53	63

(†) 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.

Macksville District Hospital: 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: 1,677

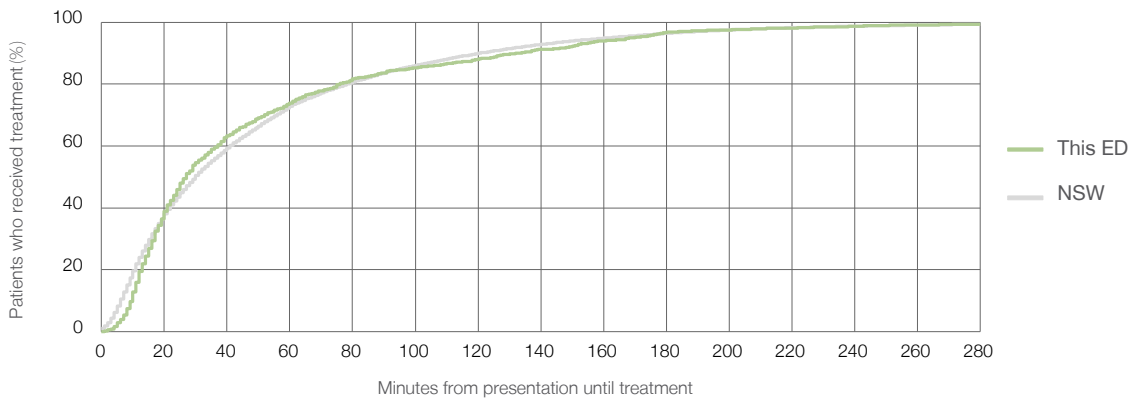
Number of triage 4 patients used to calculate waiting time:³ 1,556

Median time to start treatment⁴ 27 minutes

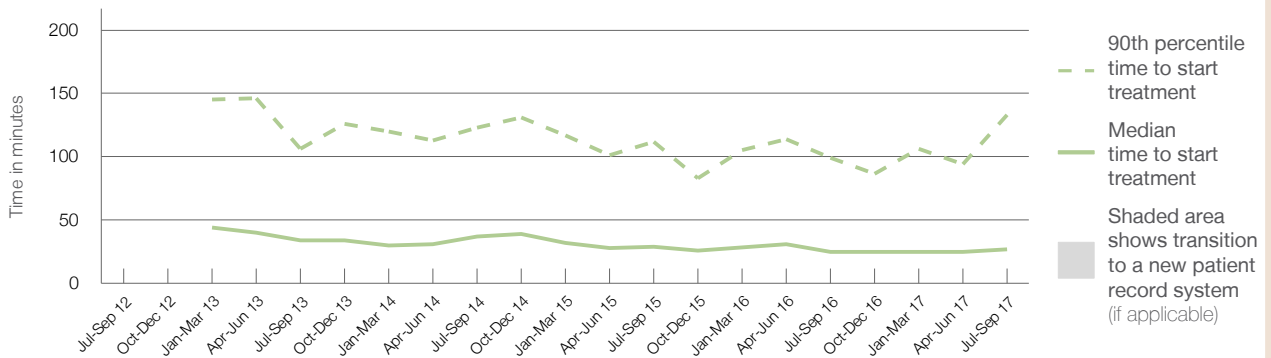
90th percentile time to start treatment⁵ 133 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,178	1,115
Median time to start treatment ⁴	25 minutes	30 minutes
90th percentile time to start treatment ⁵	99 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)		34	37	29	25	27
90th percentile time to start treatment ⁵ (minutes)		106	123	112	99	133

(†) 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.

Macksville District Hospital: 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: 533

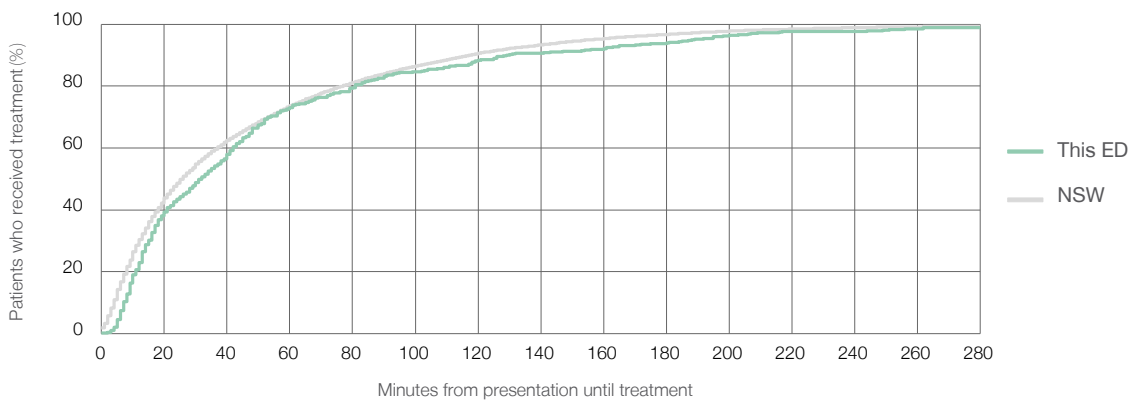
Number of triage 5 patients used to calculate waiting time:³ 479

Median time to start treatment⁴ 32 minutes

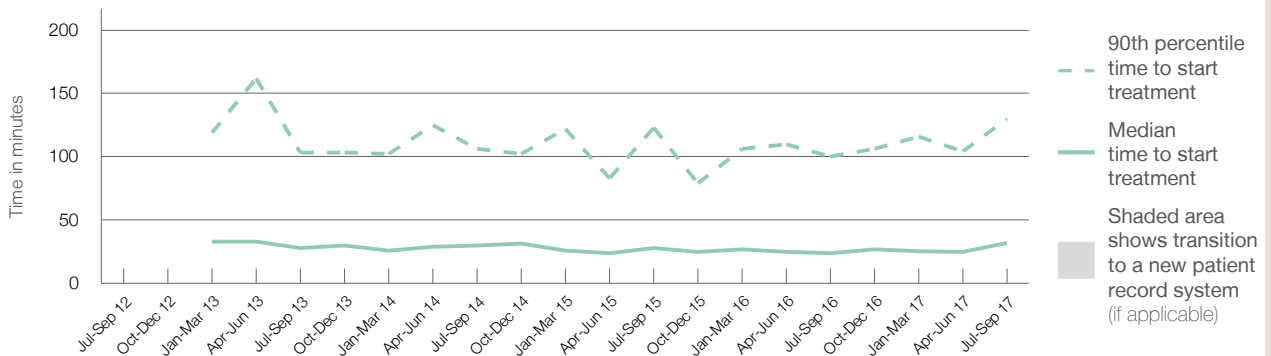
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
291	
273	
24 minutes	26 minutes
100 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)		28	30	28	24	32
90th percentile time to start treatment ⁵ (minutes)		103	106	123	100	130

(†) 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.

Macksville District Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 3,888 patients

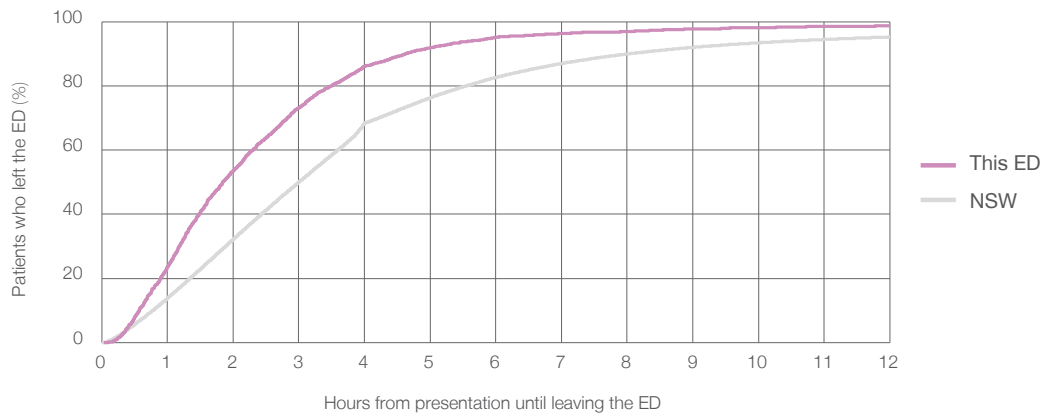
Presentations used to calculate time to leaving the ED:⁶ 3,887 patients

Median time spent in the ED⁸ 1 hours and 51 minutes

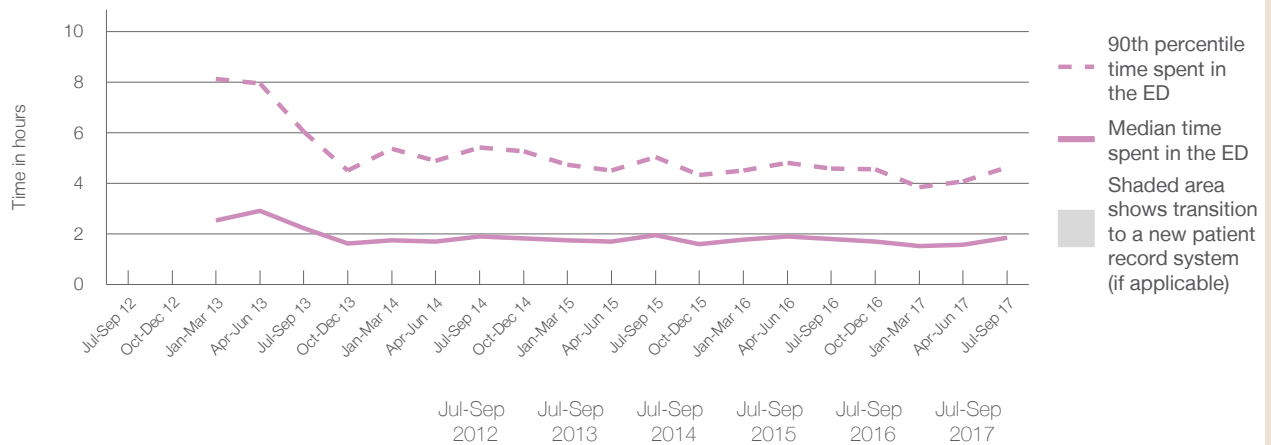
90th percentile time spent in the ED⁹ 4 hours and 38 minutes

Same period last year	NSW (this period)
3,003	3,003
1 hours and 48 minutes	3 hours and 0 minutes
4 hours and 35 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 14m	1h 54m	1h 58m	1h 48m	1h 51m
90th percentile time to leaving the ED ⁹ (hours, minutes)		6h 3m	5h 25m	5h 2m	4h 35m	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.

Macksville District Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

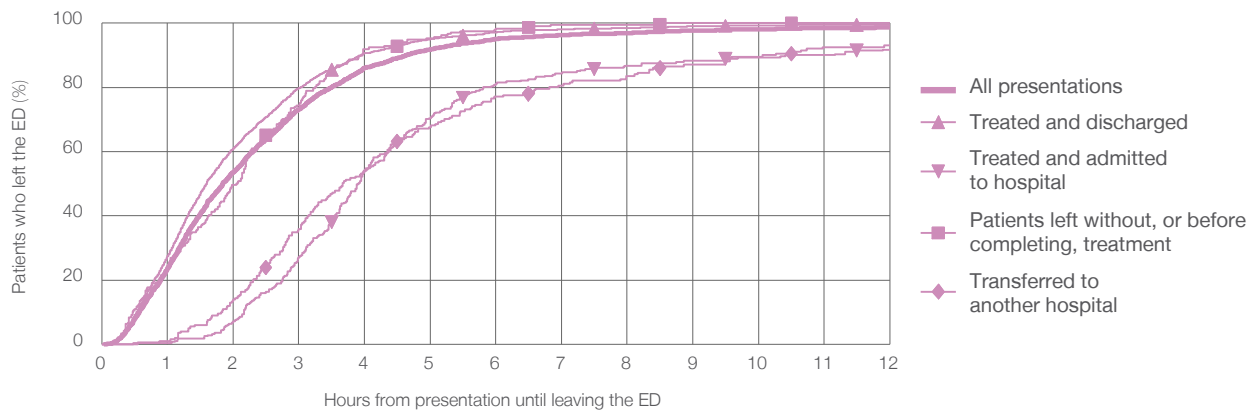
All presentations:¹ 3,888 patients

Presentations used to calculate time to leaving the ED:⁶ 3,887 patients

Treated and discharged	3,093 (79.6%)
Treated and admitted to hospital	281 (7.2%)
Patient left without, or before completing, treatment	238 (6.1%)
Transferred to another hospital	201 (5.2%)
Other	75 (1.9%)

	Same period last year	Change since one year ago
	3,003	29.4%
	2,353	31.4%
	208	35.1%
	115	107.0%
	260	-22.7%
	67	11.9%

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	27.5%	61.0%	79.8%	90.7%	97.2%	98.5%	99.3%	99.5%
Treated and admitted to hospital	0.4%	7.1%	27.0%	54.1%	81.1%	86.8%	89.3%	91.8%
Patient left without, or before completing, treatment	24.4%	49.6%	74.4%	92.0%	98.3%	99.6%	100%	100%
Transferred to another hospital	1.0%	13.9%	35.8%	54.2%	77.1%	83.6%	89.6%	93.0%
All presentations	23.8%	53.7%	73.2%	86.1%	95.1%	97.0%	98.1%	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.

(§) 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.

Macksville District Hospital: 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 3,888 patients

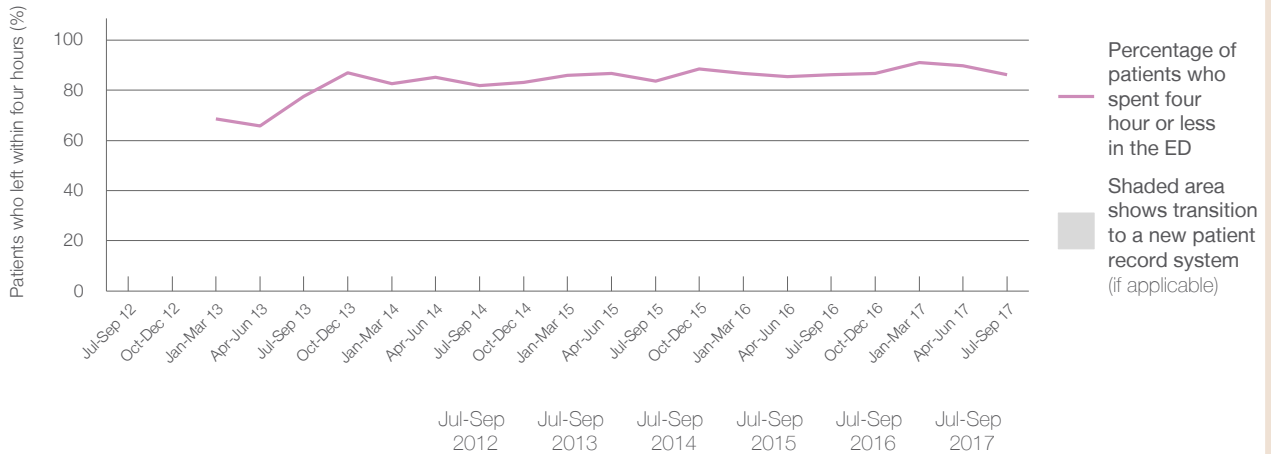
Presentations used to calculate time to leaving the ED:⁶ 3,887 patients

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	3,003	29.5%
Presentations used to calculate time to leaving the ED: ⁶	3,003	29.4%
Percentage of patients who spent four hours or less in the ED	86.2%	

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 (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	77.6%	81.7%	83.6%	86.2%	86.2%	86.1%

* 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).

Port Macquarie Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 8,839 patients
 Emergency presentations:² 8,708 patients

Same period last year	Change since one year ago
8,397	5.3%
8,160	6.7%

Port Macquarie Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,167 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,525 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,592 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 358 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
1,224	
11 minutes	9 minutes
29 minutes	29 minutes
3,362	
22 minutes	23 minutes
66 minutes	83 minutes
3,147	
25 minutes	30 minutes
92 minutes	121 minutes
383	
29 minutes	26 minutes
93 minutes	118 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 8,838 patients

Percentage of patients who spent four hours or less in the ED 69.5%

Same period last year	Change since one year ago
8,397	5.3%
68.9%	

* 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.

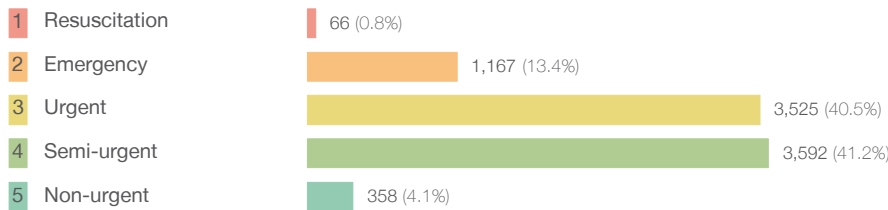
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Port Macquarie Base Hospital: Patients presenting to the emergency department July to September 2017

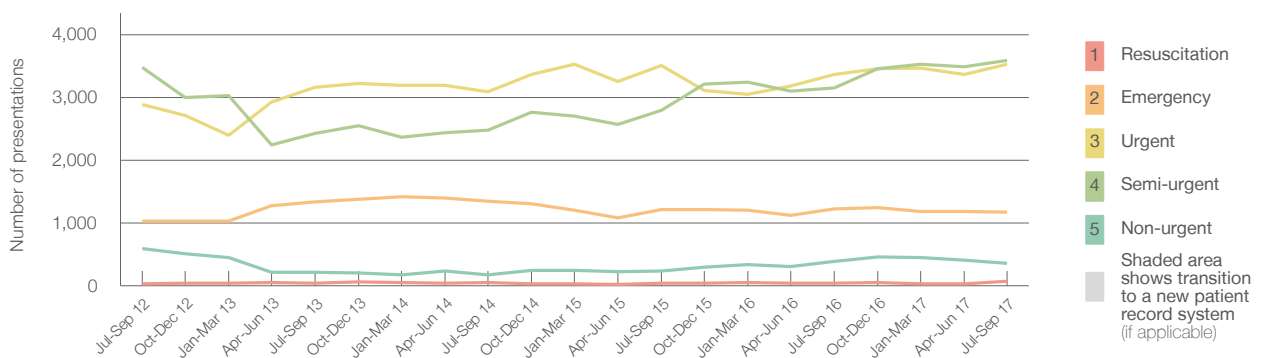
All presentations:¹ 8,839 patients

Emergency presentations² by triage category: 8,708 patients



Same period last year	Change since one year ago
8,397	5.3%
8,160	6.7%
44	50.0%
1,224	-4.7%
3,362	4.8%
3,147	14.1%
383	-6.5%

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	34	44	50	40	44	66
Emergency	1,030	1,336	1,349	1,216	1,224	1,167
Urgent	2,883	3,156	3,093	3,506	3,362	3,525
Semi-urgent	3,480	2,427	2,476	2,796	3,147	3,592
Non-urgent	590	211	176	230	383	358
All emergency presentations	8,017	7,174	7,144	7,788	8,160	8,708

Port Macquarie Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,318 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,982	
12 minutes	1 minute
40 minutes	0 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.

Port Macquarie Base Hospital: 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: 1,167

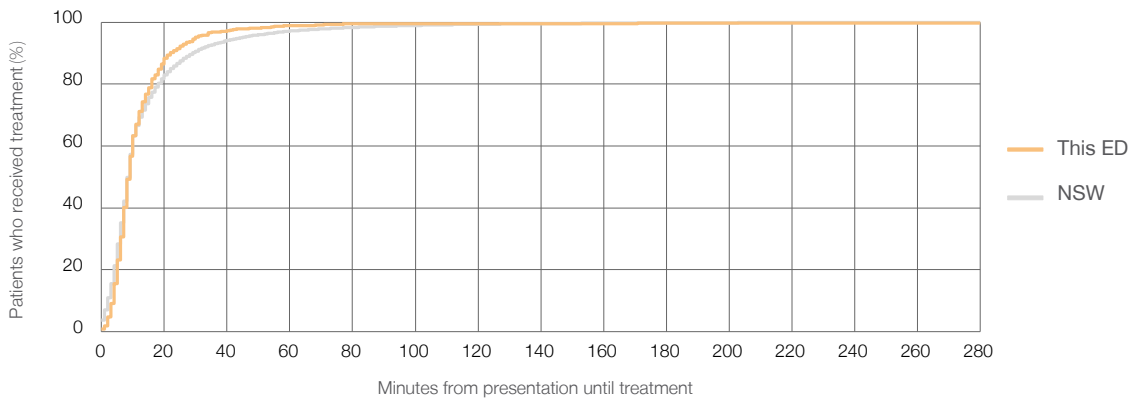
Number of triage 2 patients used to calculate waiting time:³ 1,161

Median time to start treatment⁴ 9 minutes

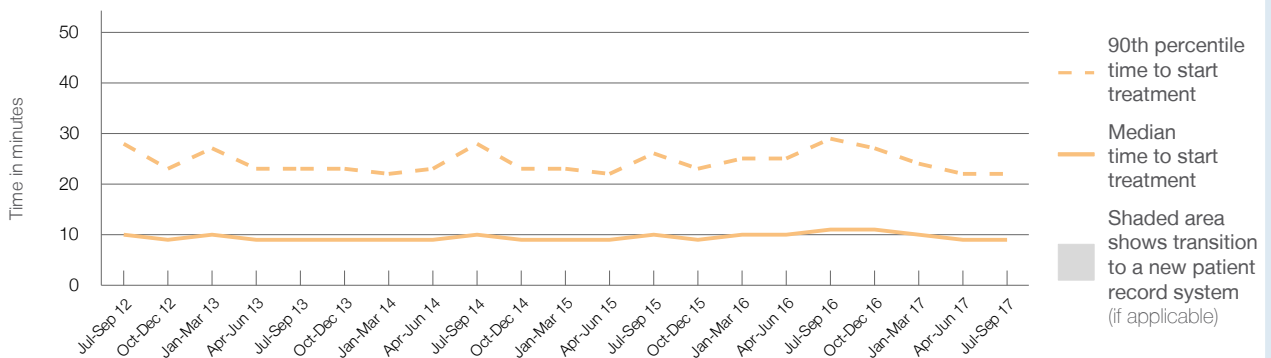
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
1,224	
1,223	
11 minutes	9 minutes
29 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	9	10	10	11	9
90th percentile time to start treatment ⁵ (minutes)	28	23	28	26	29	22

(†) 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.

Port Macquarie Base Hospital: 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: 3,525

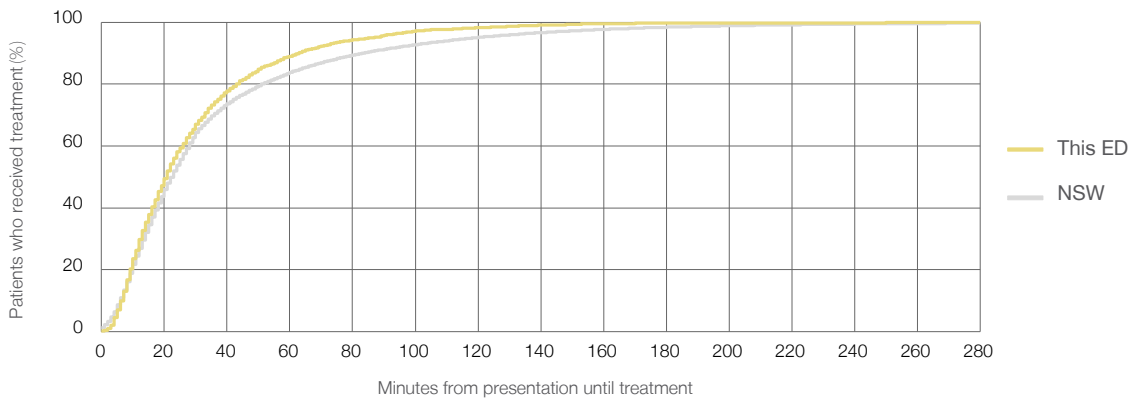
Number of triage 3 patients used to calculate waiting time:³ 3,428

Median time to start treatment⁴ 21 minutes

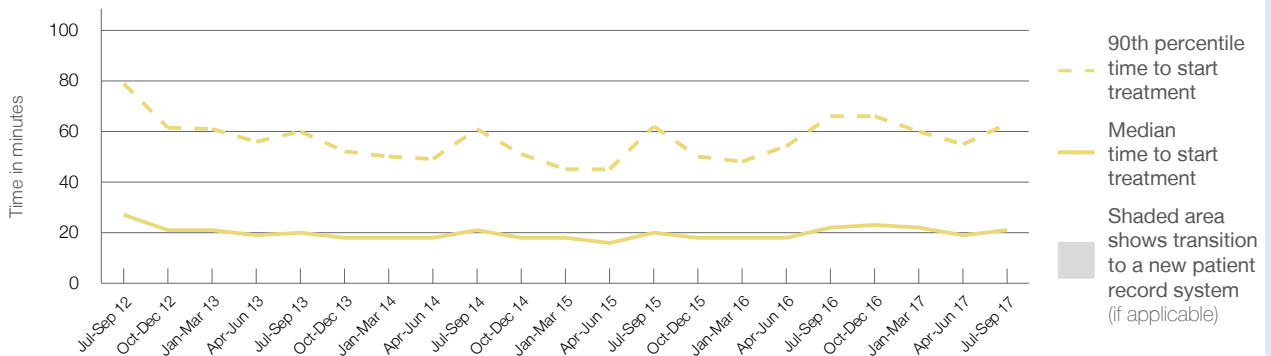
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
3,362	
3,297	
22 minutes	23 minutes
66 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)	27	20	21	20	22	21
90th percentile time to start treatment ⁵ (minutes)	79	60	61	62	66	63

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

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Port Macquarie Base Hospital: 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: 3,592

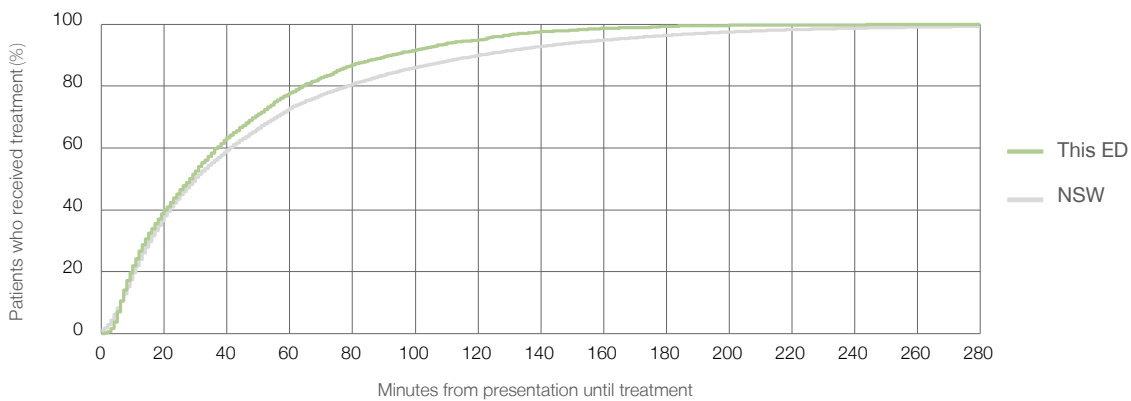
Number of triage 4 patients used to calculate waiting time:³ 3,003

Median time to start treatment⁴ 28 minutes

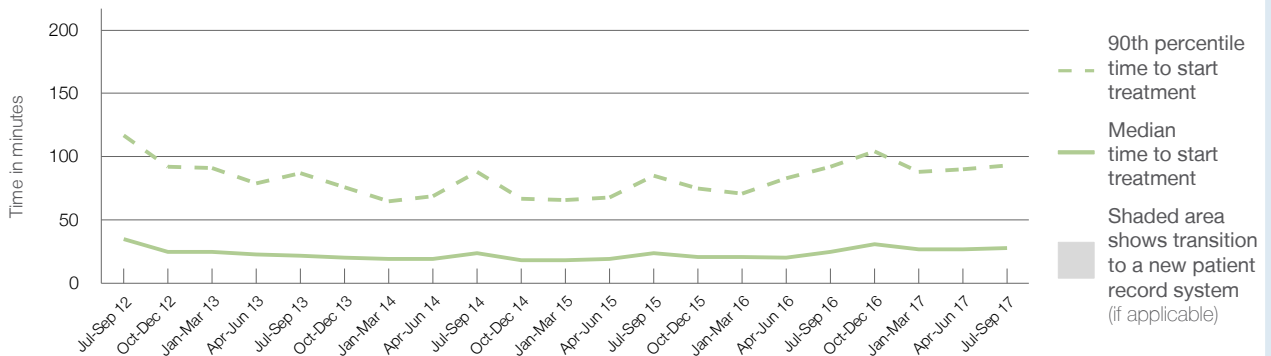
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
3,147	
2,601	
25 minutes	30 minutes
92 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)	35	22	24	24	25	28
90th percentile time to start treatment ⁵ (minutes)	117	87	88	85	92	93

(†) 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.

Port Macquarie Base Hospital: 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: 358

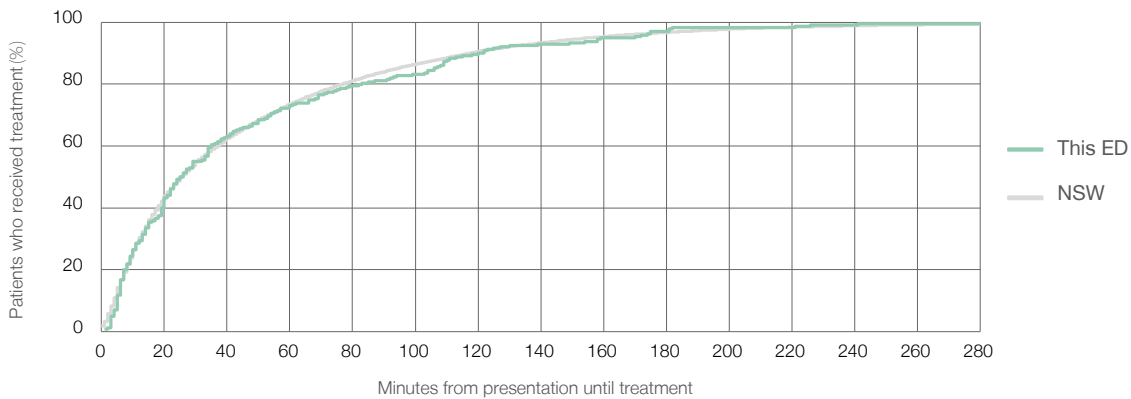
Number of triage 5 patients used to calculate waiting time:³ 238

Median time to start treatment⁴ 26 minutes

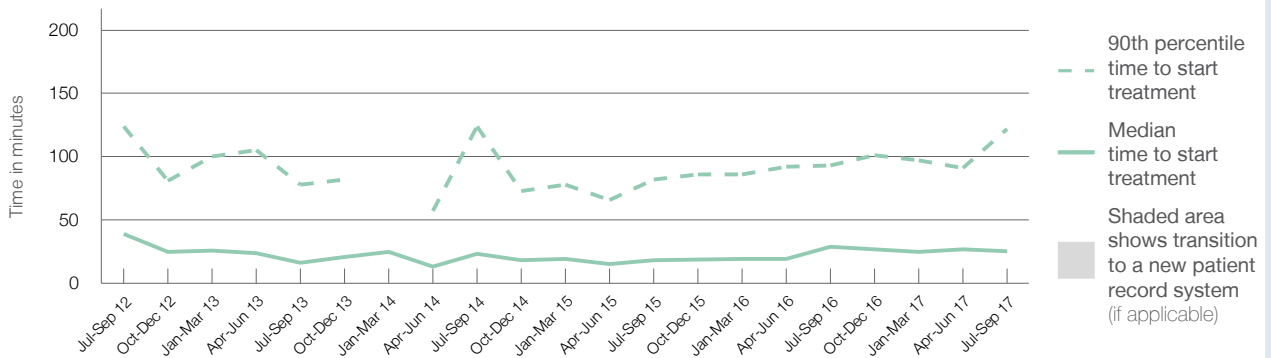
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
383	215
29 minutes	26 minutes
93 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)	39	16	24	18	29	26
90th percentile time to start treatment ⁵ (minutes)	124	78	124	82	93	122

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Port Macquarie Base Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 8,839 patients

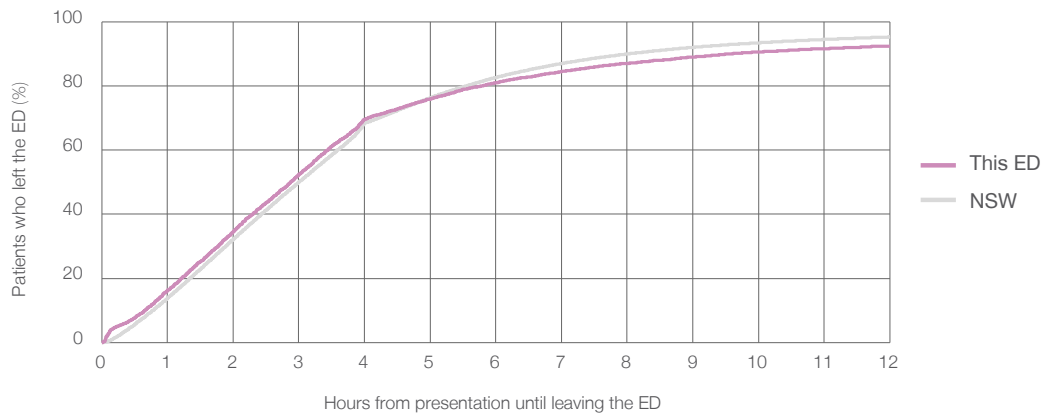
Presentations used to calculate time to leaving the ED:⁶ 8,838 patients

Median time spent in the ED⁸ 2 hours and 53 minutes

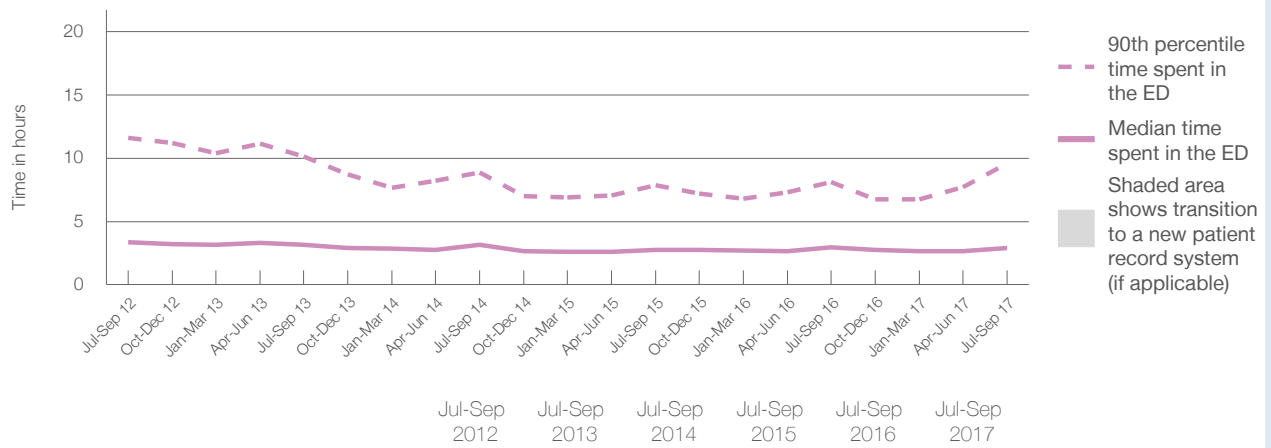
90th percentile time spent in the ED⁹ 9 hours and 35 minutes

Same period last year	NSW (this period)
8,397	8,397
2 hours and 56 minutes	3 hours and 0 minutes
8 hours and 7 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)	3h 21m	3h 10m	3h 8m	2h 46m	2h 56m	2h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 35m	10h 8m	8h 53m	7h 53m	8h 7m	9h 35m

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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.

Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

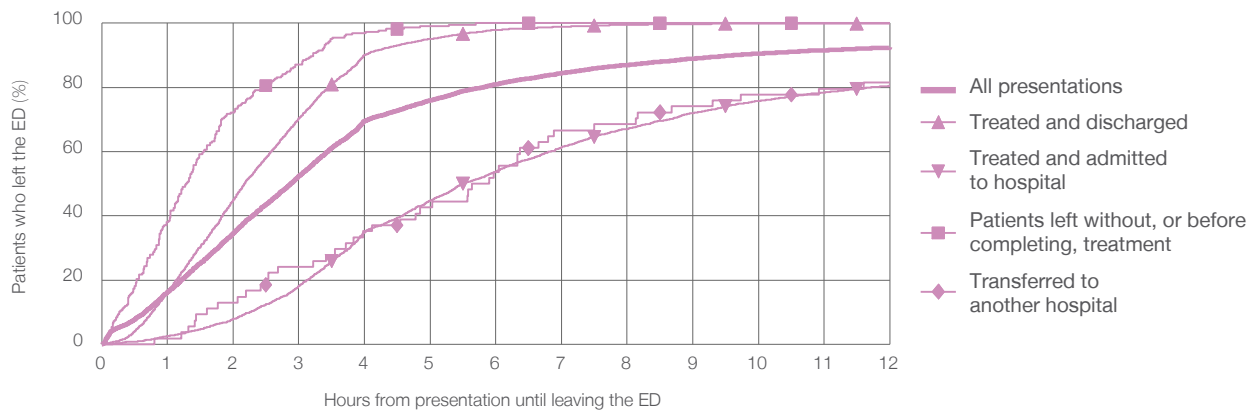
All presentations:¹ 8,839 patients

Presentations used to calculate time to leaving the ED:⁶ 8,838 patients

Treated and discharged	4,626 (52.3%)
Treated and admitted to hospital	3,375 (38.2%)
Patient left without, or before completing, treatment	226 (2.6%)
Transferred to another hospital	54 (0.6%)
Other	558 (6.3%)

Same period last year	Change since one year ago
8,397	5.3%
4,222	9.6%
3,324	1.5%
215	5.1%
51	5.9%
585	-4.6%

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	16.5%	45.0%	70.5%	90.1%	97.9%	99.5%	99.9%	99.9%
Treated and admitted to hospital	2.5%	7.9%	18.2%	35.0%	53.8%	67.1%	75.8%	80.6%
Patient left without, or before completing, treatment	38.1%	72.1%	87.2%	96.9%	100%	100%	100%	100%
Transferred to another hospital	1.9%	13.0%	24.1%	35.2%	53.7%	68.5%	77.8%	81.5%
All presentations	16.3%	34.6%	52.4%	69.5%	81.0%	87.0%	90.6%	92.4%

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Port Macquarie Base Hospital: 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 8,839 patients

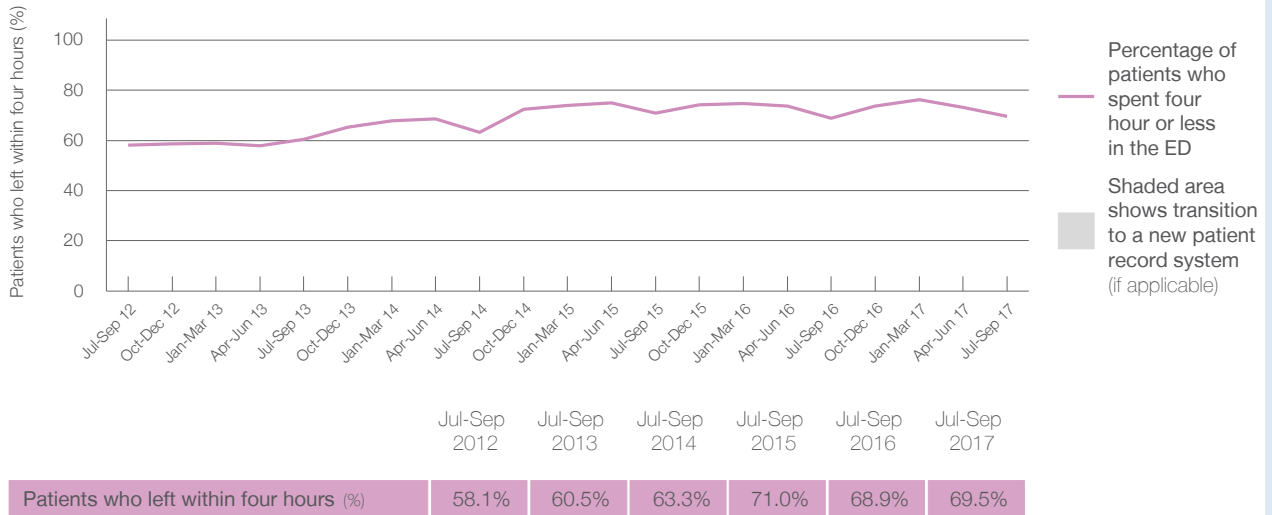
Presentations used to calculate time to leaving the ED:⁶ 8,838 patients

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	8,397	5.3%
Presentations used to calculate time to leaving the ED	8,397	5.3%
Percentage of patients who spent four hours or less in the ED	68.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 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*.

- All emergency and non-emergency presentations at the emergency department (ED).
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- 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).