

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

District group 2 hospitals  
(C2) peer group

**July to September 2017**

## Ballina District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 4,383 patients

Emergency presentations:<sup>2</sup> 4,158 patients

Same period last year	Change since one year ago
3,904	12.3%
3,686	12.8%

## Ballina District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 359 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,304 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,228 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 104 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 267 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
353	
8 minutes	9 minutes
16 minutes	29 minutes
1,202	
19 minutes	23 minutes
49 minutes	83 minutes
1,827	
25 minutes	30 minutes
104 minutes	121 minutes
292	
27 minutes	26 minutes
124 minutes	118 minutes

## Ballina District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,383 patients

Percentage of patients who spent four hours or less in the ED 73.4%

Same period last year	Change since one year ago
3,903	12.3%
74.9%	

\* 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.

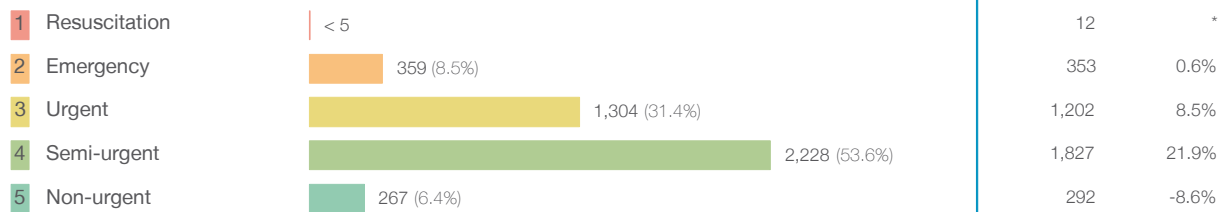
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Ballina District Hospital: Patients presenting to the emergency department

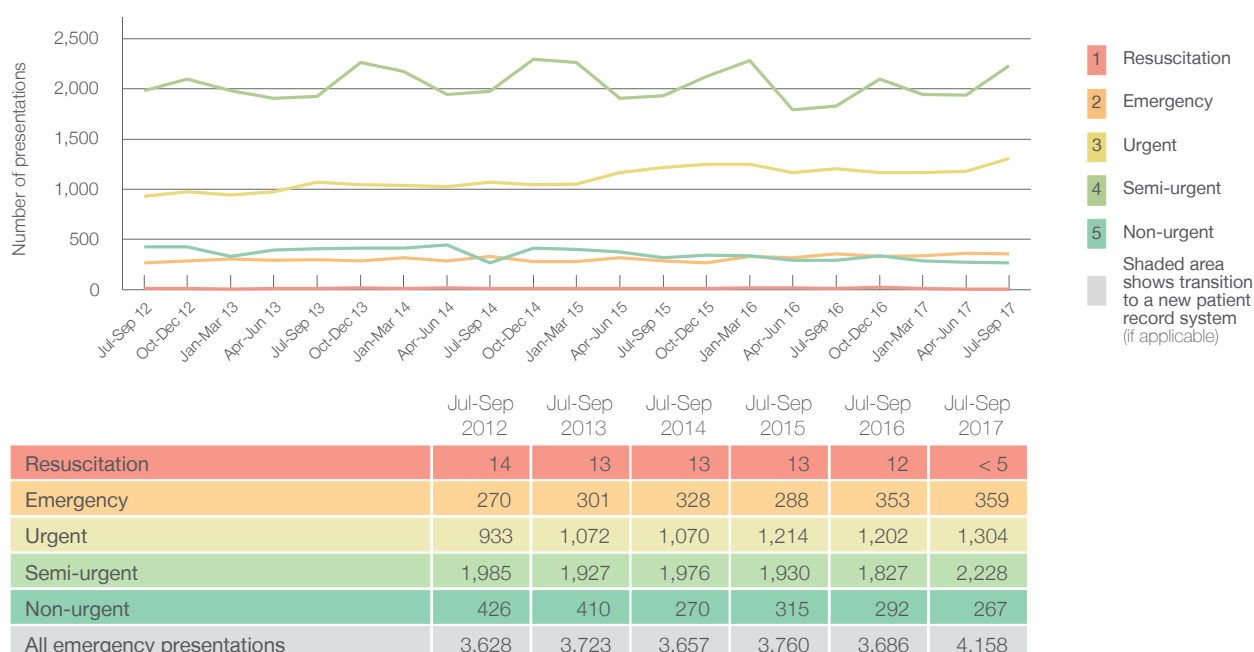
July to September 2017

All presentations:<sup>1</sup> 4,383 patients

Emergency presentations<sup>2</sup> by triage category: 4,158 patients



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



## Ballina District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 318 patients<sup>\*\*</sup>

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.

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

## Ballina 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: 359

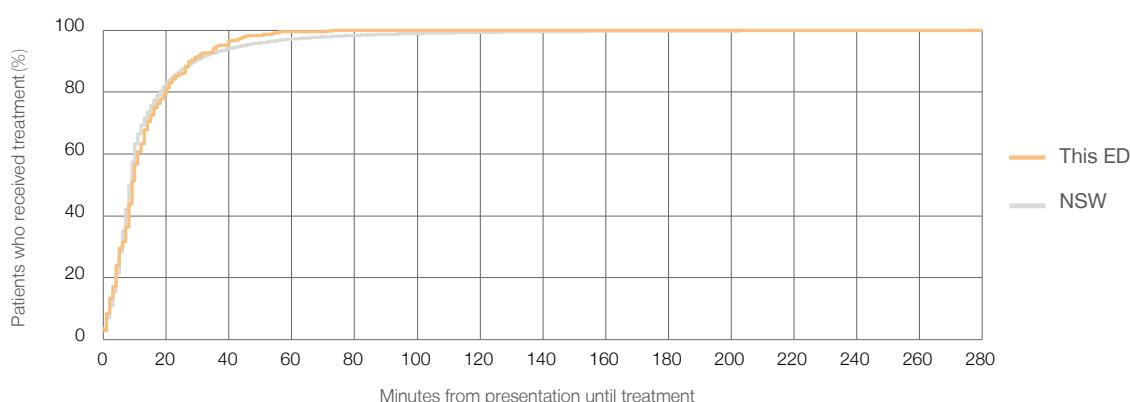
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 354

Median time to start treatment<sup>4</sup> 9 minutes

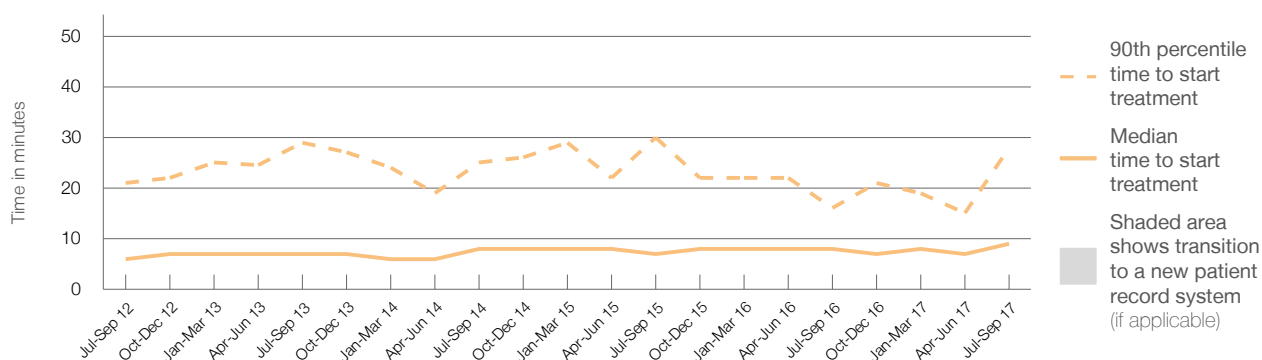
90th percentile time to start treatment<sup>5</sup> 28 minutes

Same period last year	NSW (this period)
353	
353	
8 minutes	9 minutes
16 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	6	7	8	7	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)	21	29	25	30	16	28

(†) 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.

## Ballina District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

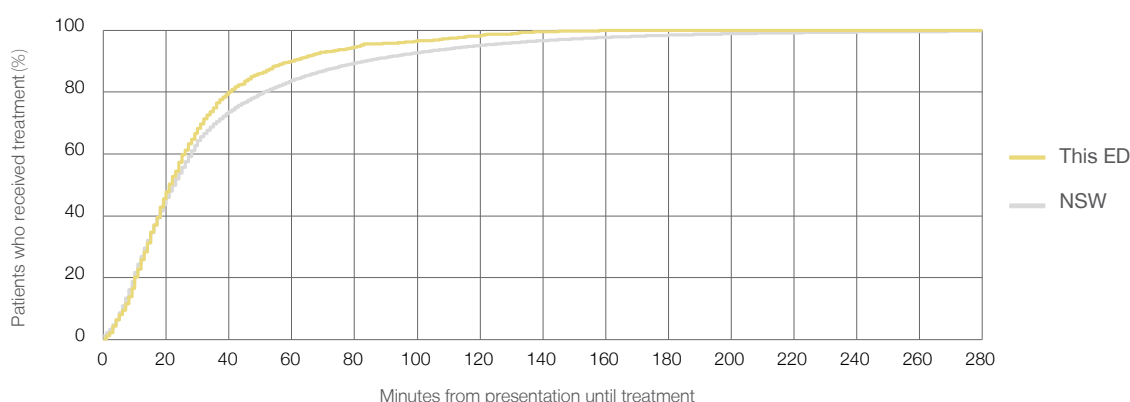
Number of triage 3 patients: 1,304

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,261

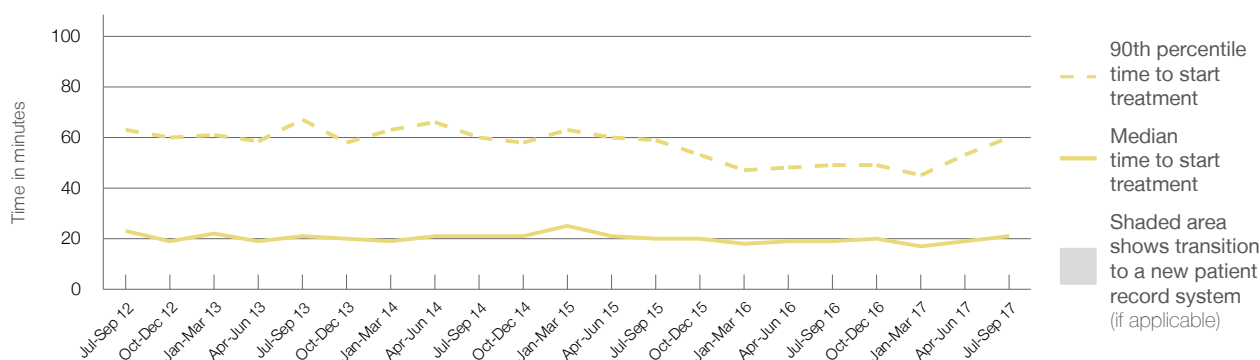
Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

Same period last year	NSW (this period)
1,202	
1,173	
19 minutes	23 minutes
49 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	23	21	21	20	19	21
90th percentile time to start treatment <sup>5</sup> (minutes)	63	67	60	59	49	60

(†) 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.

## Ballina 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: 2,228

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,027

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

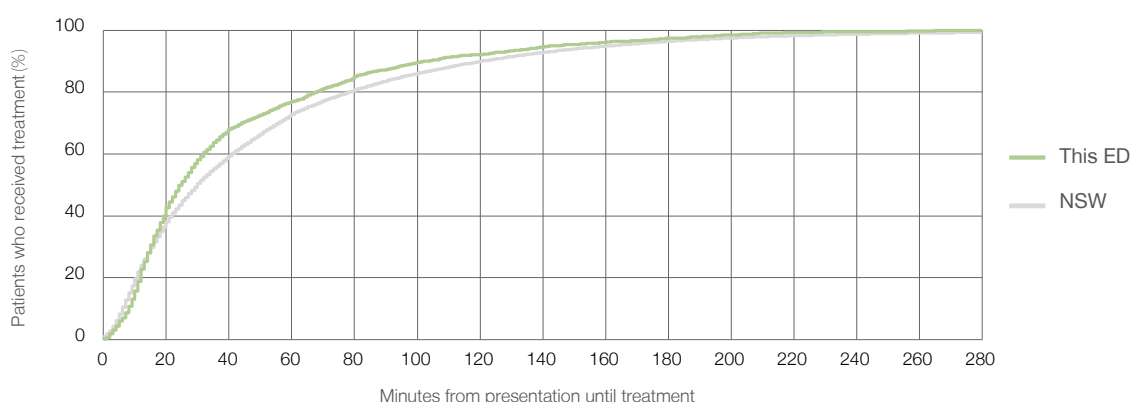
25 minutes

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

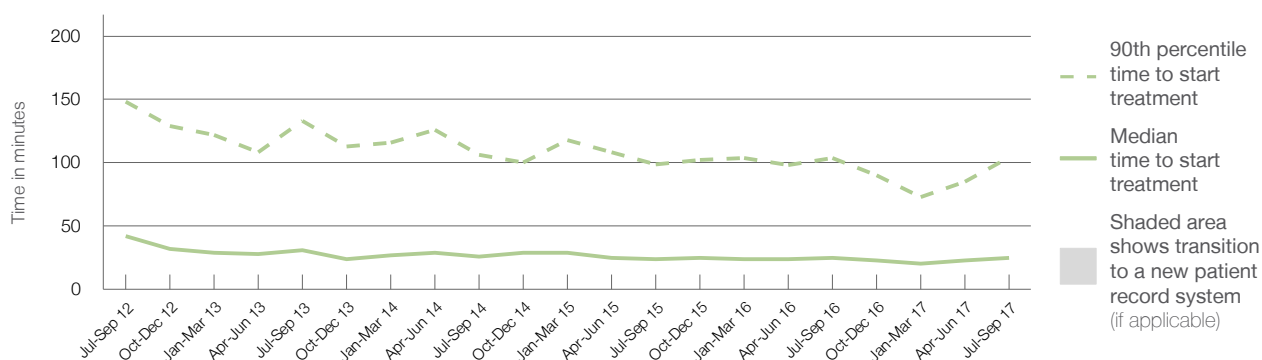
104 minutes

Same period last year	NSW (this period)
1,827	
1,610	
25 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	42	31	26	24	25	25
90th percentile time to start treatment <sup>5</sup> (minutes)	148	133	106	99	104	104

(†) 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.

## Ballina 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: 267

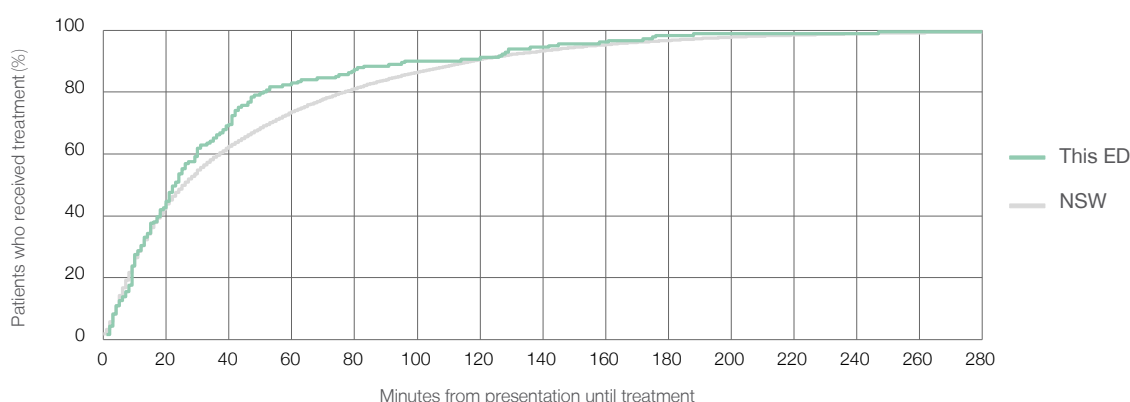
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 181

Median time to start treatment<sup>4</sup> 23 minutes

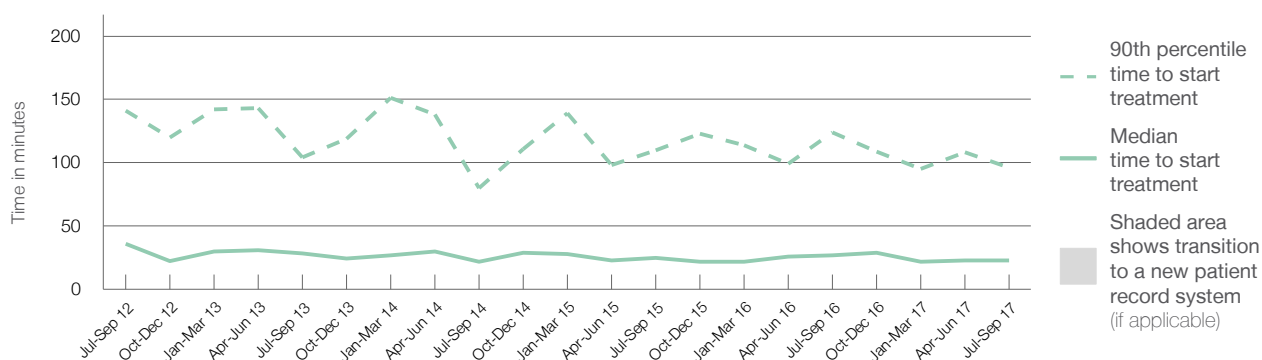
90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
292	
192	
27 minutes	26 minutes
124 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	36	29	22	25	27	23
90th percentile time to start treatment <sup>5</sup> (minutes)	141	104	80	110	124	96

(†) 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.

## Ballina District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 4,383 patients

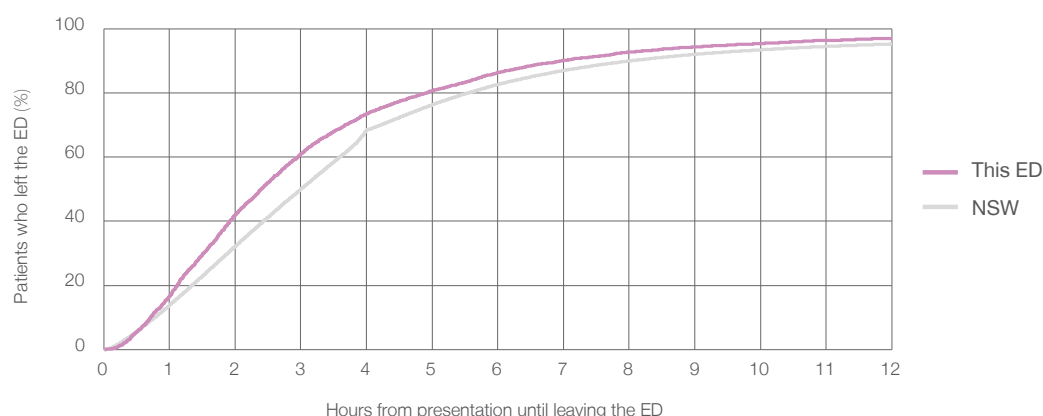
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,383 patients

Median time spent in the ED<sup>8</sup> 2 hours and 24 minutes

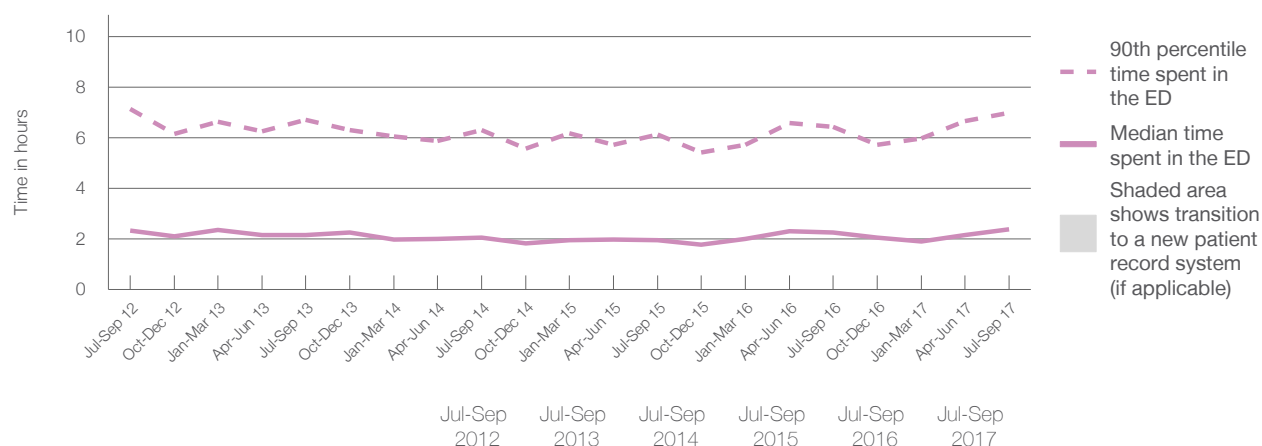
90th percentile time spent in the ED<sup>9</sup> 6 hours and 59 minutes

Same period last year	NSW (this period)
3,904	
3,903	
2 hours and 15 minutes	3 hours and 0 minutes
6 hours and 26 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 20m	2h 10m	2h 3m	1h 57m	2h 15m	2h 24m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 8m	6h 43m	6h 18m	6h 8m	6h 26m	6h 59m

(†) 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.



## Ballina District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

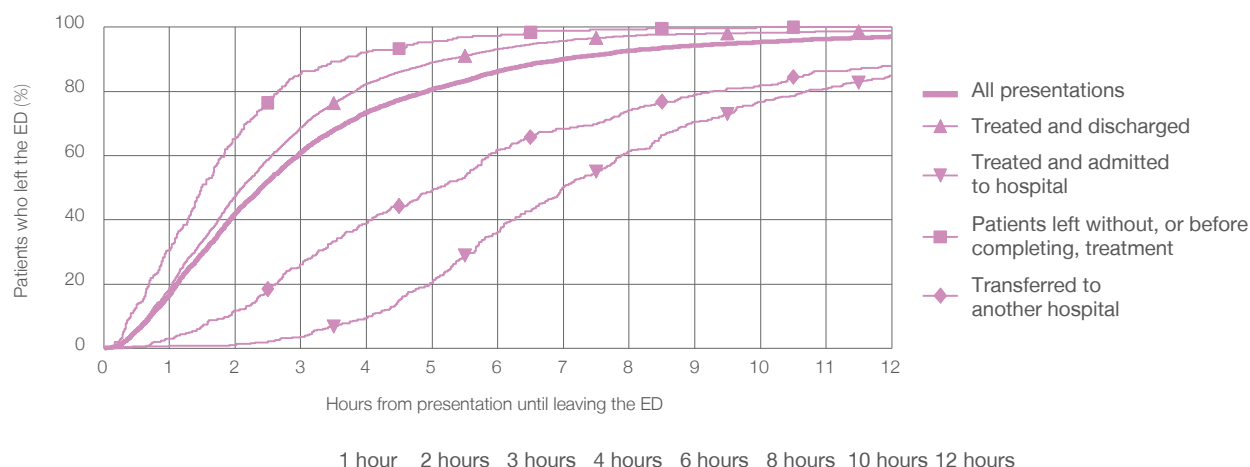
All presentations:<sup>†</sup> 4,383 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,383 patients

Treated and discharged	3,431 (78.3%)
Treated and admitted to hospital	384 (8.8%)
Patient left without, or before completing, treatment	255 (5.8%)
Transferred to another hospital	298 (6.8%)
Other	15 (0.3%)

Same period last year	Change since one year ago
3,903	12.3%
2,603	31.8%
936	-59.0%
272	-6.3%
84	254.8%
9	66.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.6%	47.5%	68.8%	82.3%	93.2%	97.4%	98.3%	98.9%
Treated and admitted to hospital	0.8%	1.0%	3.6%	9.4%	36.2%	61.5%	76.8%	84.9%
Patient left without, or before completing, treatment	30.6%	65.5%	85.5%	92.2%	97.3%	99.2%	100%	100%
Transferred to another hospital	3.0%	11.7%	26.2%	38.9%	61.7%	74.2%	81.9%	87.9%
All presentations	16.7%	42.0%	61.0%	73.4%	86.3%	92.8%	95.4%	97.0%

(†) 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.

## Ballina 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:<sup>1</sup> 4,383 patients

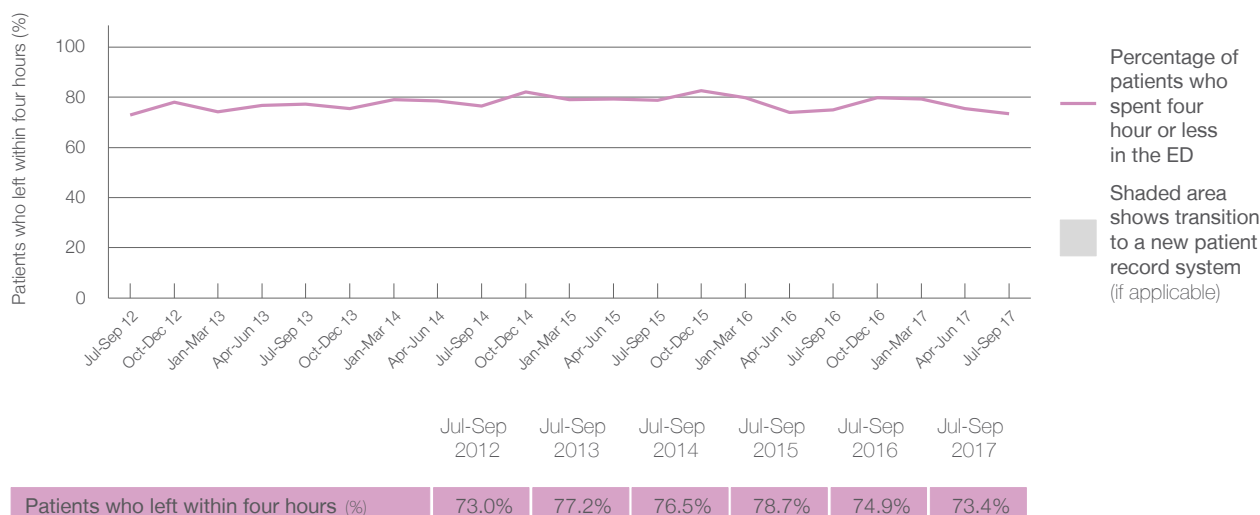
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,383 patients

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



Same period last year	Change since one year ago
3,904	12.3%
3,903	12.3%
74.9%	

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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Bateman's Bay District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 4,039 patients

Emergency presentations:<sup>2</sup> 3,854 patients

Same period last year	Change since one year ago
3,567	13.2%
3,487	10.5%

## Bateman's Bay District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 347 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,166 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 87 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,933 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 93 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 397 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
281	
8 minutes	9 minutes
26 minutes	29 minutes
995	
18 minutes	23 minutes
57 minutes	83 minutes
1,685	
24 minutes	30 minutes
77 minutes	121 minutes
510	
21 minutes	26 minutes
78 minutes	118 minutes

## Bateman's Bay District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,037 patients

Percentage of patients who spent four hours or less in the ED 85.1%

Same period last year	Change since one year ago
3,567	13.2%
84.7%	

\* 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.

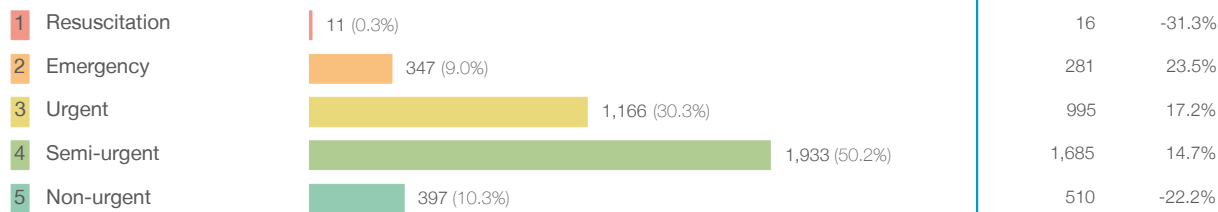
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Bateman's Bay District Hospital: Patients presenting to the emergency department

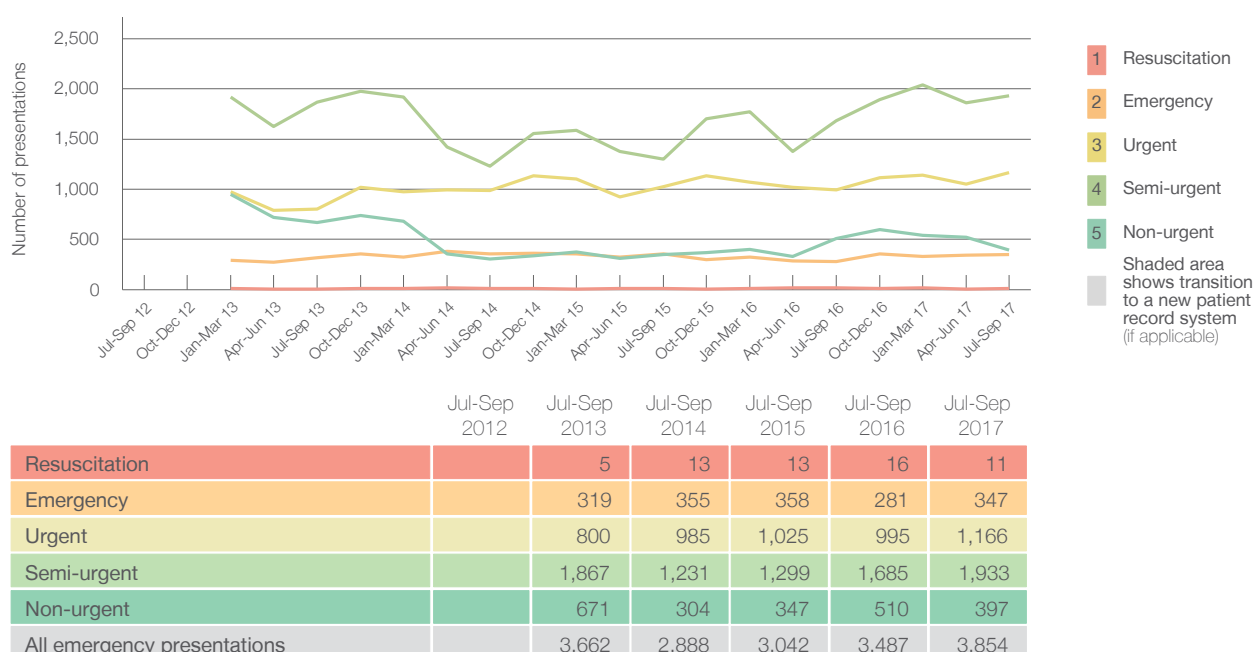
July to September 2017

All presentations:<sup>1</sup> 4,039 patients

Emergency presentations<sup>2</sup> by triage category: 3,854 patients



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



## Bateman's Bay District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 509 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.

(§) 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.

## Bateman's Bay 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: 347

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 341

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

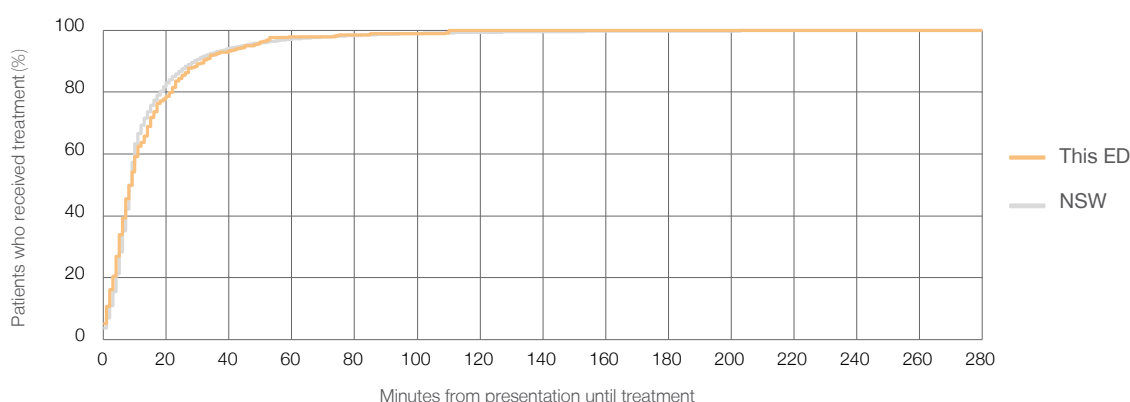
9 minutes

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

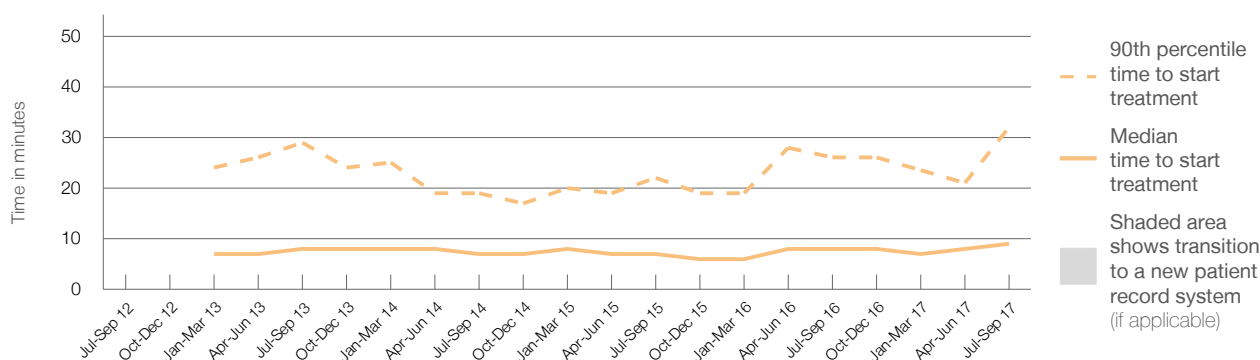
32 minutes

Same period last year	NSW (this period)
281	
278	
8 minutes	9 minutes
26 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		8	7	7	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)		29	19	22	26	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.

(§) 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.

## Bateman's Bay 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: 1,166

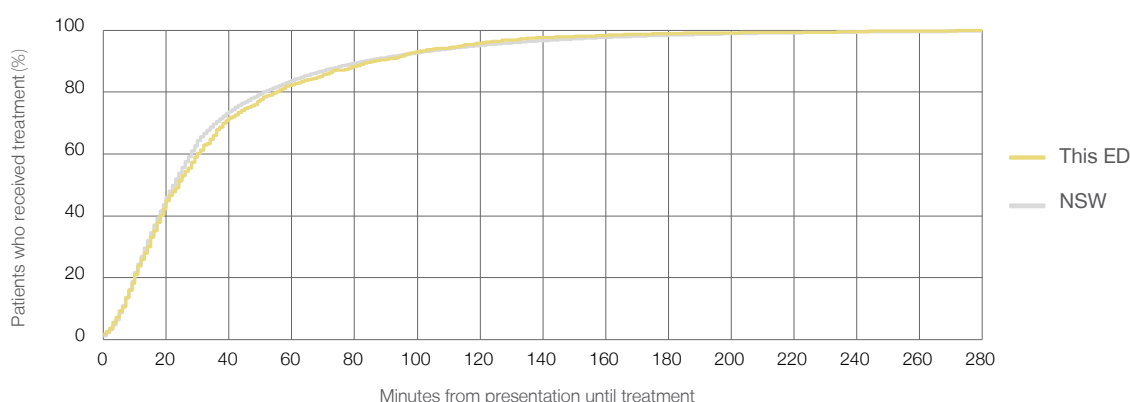
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,101

Median time to start treatment<sup>4</sup> 24 minutes

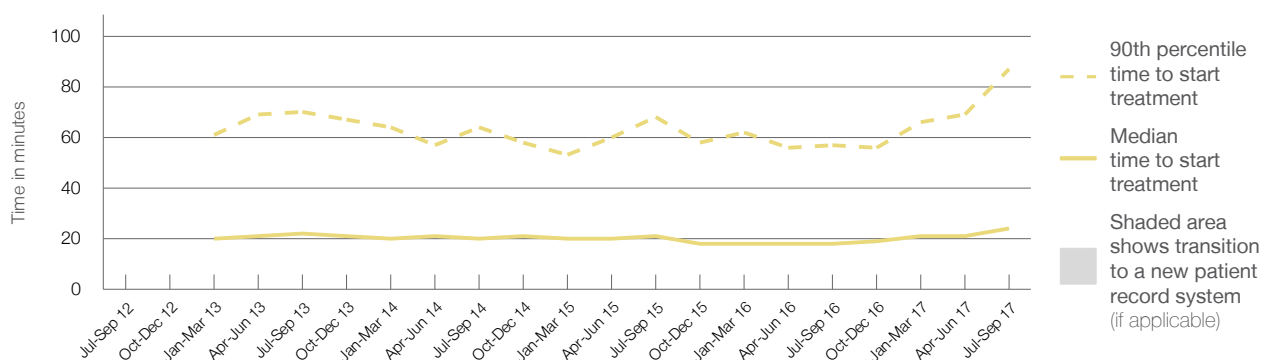
90th percentile time to start treatment<sup>5</sup> 87 minutes

Same period last year	NSW (this period)
995	
939	
18 minutes	23 minutes
57 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		22	20	21	18	24
90th percentile time to start treatment <sup>5</sup> (minutes)		70	64	68	57	87

(†) 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.

## Bateman's Bay 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: 1,933

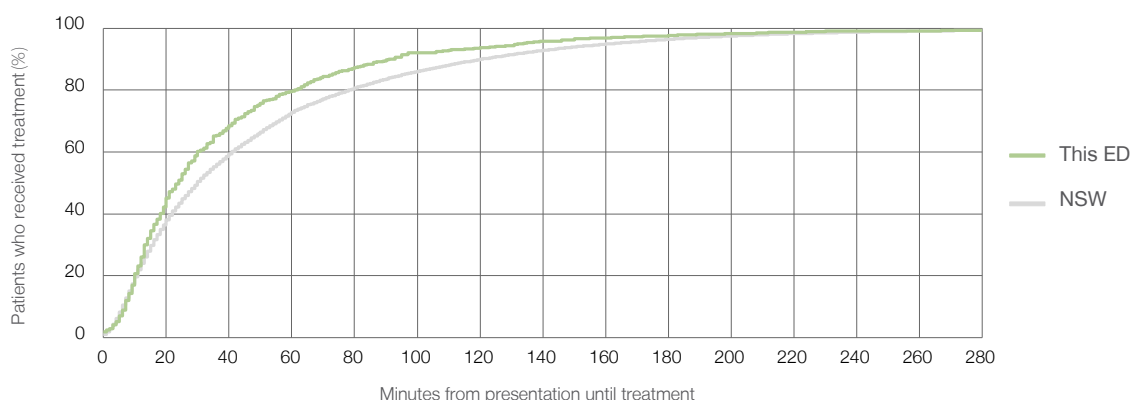
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 728

Median time to start treatment<sup>4</sup> 24 minutes

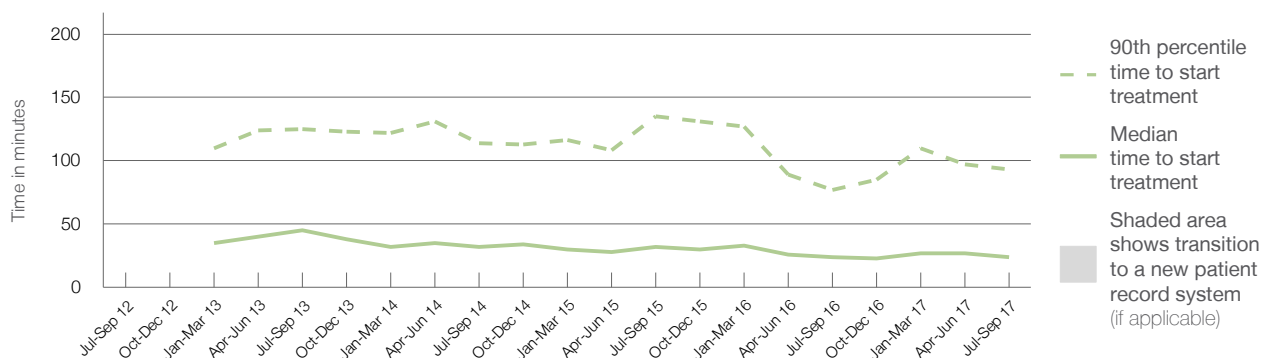
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
1,685	
790	
24 minutes	30 minutes
77 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		45	32	32	24	24
90th percentile time to start treatment <sup>5</sup> (minutes)		125	114	135	77	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.

(§) 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.

## Bateman's Bay 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: 397

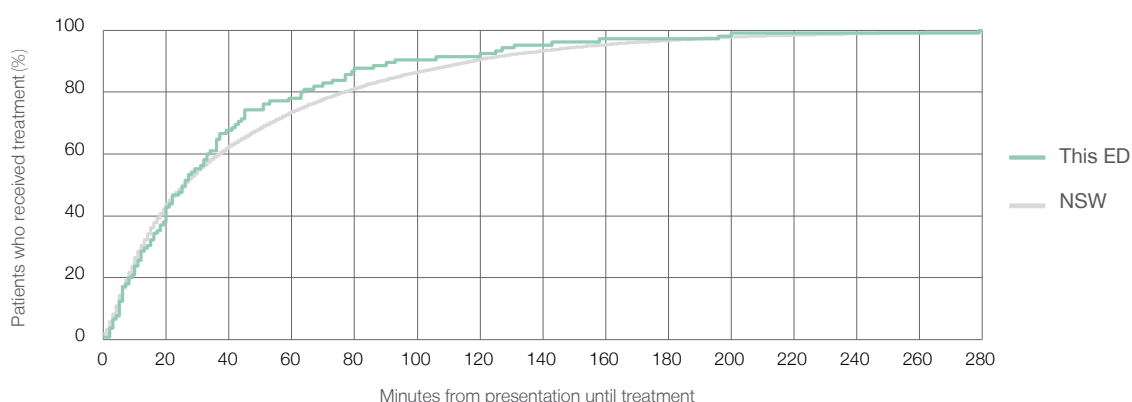
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 105

Median time to start treatment<sup>4</sup> 26 minutes

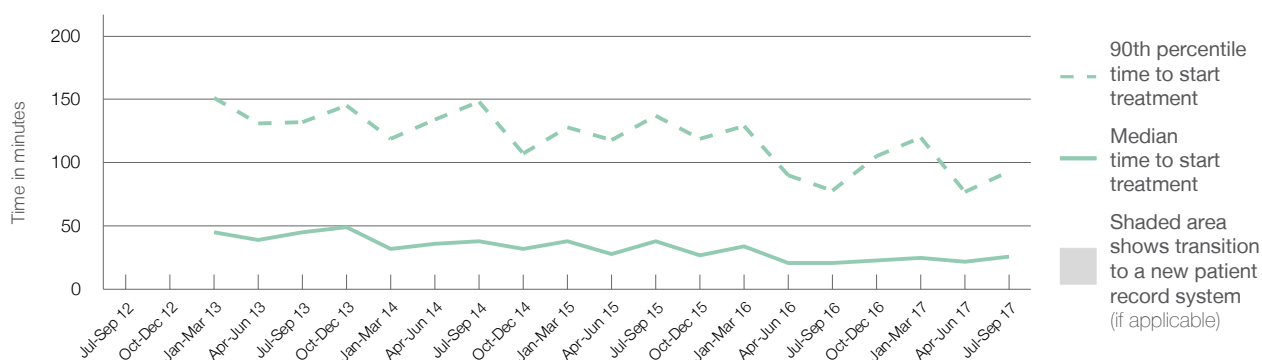
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
510	
147	
21 minutes	26 minutes
78 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		45	38	38	21	26
90th percentile time to start treatment <sup>5</sup> (minutes)		132	148	137	78	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.

(§) 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.



## Bateman's Bay District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 4,039 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,037 patients

Median time spent in the ED <sup>8</sup>

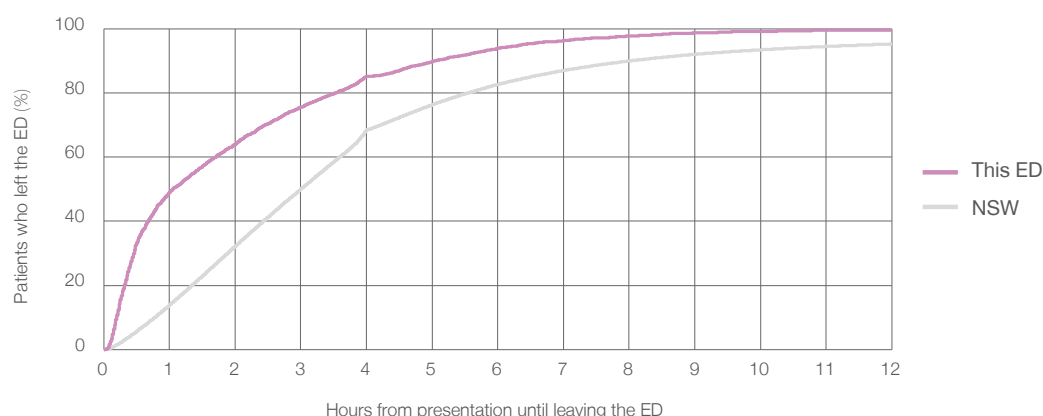
1 hours and 4 minutes

90th percentile time spent in the ED <sup>9</sup>

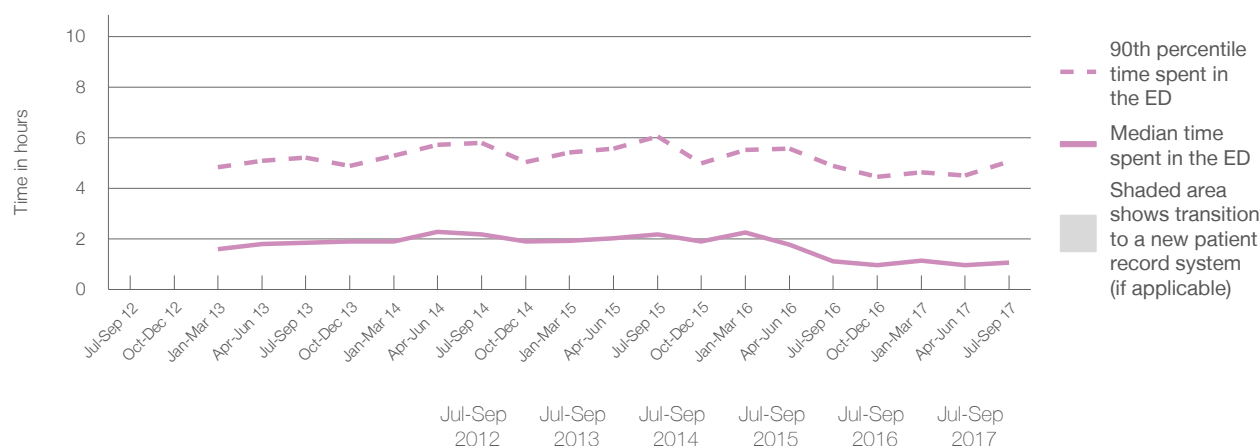
5 hours and 4 minutes

Same period last year	NSW (this period)
3,567	
3,567	
1 hours and 7 minutes	3 hours and 0 minutes
4 hours and 54 minutes	8 hours and 2 minutes

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



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



Median time to leaving the ED <sup>8</sup> (hours, minutes)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
		1h 52m	2h 11m	2h 11m	1h 7m	1h 4m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		5h 13m	5h 48m	6h 4m	4h 54m	5h 4m

(†) 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.

## Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

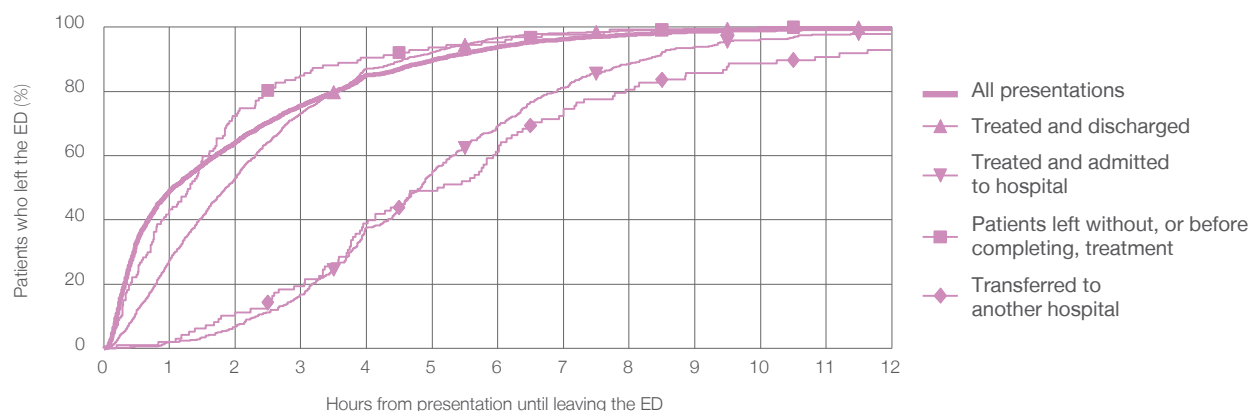
All presentations:<sup>†</sup> 4,039 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,037 patients

Treated and discharged	1,809 (44.8%)
Treated and admitted to hospital	463 (11.5%)
Patient left without, or before completing, treatment	127 (3.1%)
Transferred to another hospital	98 (2.4%)
Other	1,542 (38.2%)

Same period last year	Change since one year ago
3,567	13.2%
1,427	26.8%
681	-32.0%
129	-1.6%
127	-22.8%
1,203	28.2%

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



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

Treated and discharged	27.4%	53.1%	73.2%	87.1%	96.7%	98.9%	99.7%	99.9%
Treated and admitted to hospital	1.9%	6.7%	16.6%	37.6%	69.3%	88.6%	96.3%	97.8%
Patient left without, or before completing, treatment	43.3%	72.4%	85.0%	90.6%	95.3%	99.2%	100%	100%
Transferred to another hospital	2.0%	11.2%	19.4%	38.8%	61.2%	80.6%	88.8%	92.9%
All presentations	49.0%	64.1%	75.6%	85.1%	93.8%	97.7%	99.2%	99.5%

(†) 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.

## Bateman's Bay 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:<sup>1</sup> 4,039 patients

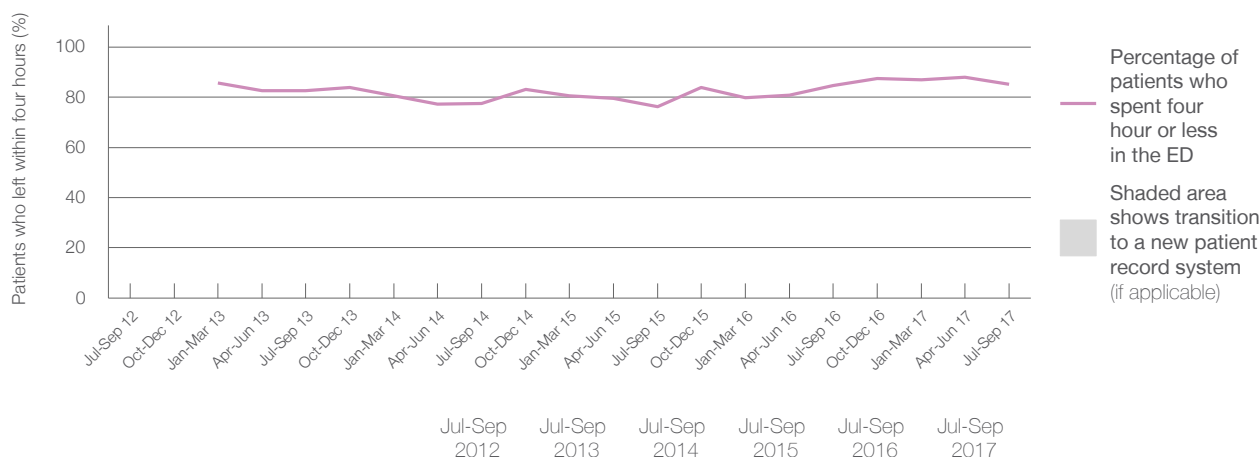
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,037 patients

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



Same period last year	Change since one year ago
3,567	13.2%
3,567	13.2%
84.7%	

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



Patients who left within four hours (%)

82.7% 77.5% 76.3% 84.7% 85.1%

- \* 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*.
  - 1. All emergency and non-emergency presentations at the emergency department (ED).
  - 2. All presentations 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 took 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 took equal to or longer than this time.
  - 6. All presentations that have a departure time.
  - 7. 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*.
  - 8. 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.
  - 9. 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).

## Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 4,491 patients

Emergency presentations:<sup>2</sup> 4,420 patients

Same period last year	Change since one year ago
4,216	6.5%
4,123	7.2%

## Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 674 patients

Median time to start treatment<sup>4</sup> 8 minutes

90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,194 patients

Median time to start treatment<sup>4</sup> 20 minutes

90th percentile time to start treatment<sup>5</sup> 96 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,123 patients

Median time to start treatment<sup>4</sup> 33 minutes

90th percentile time to start treatment<sup>5</sup> 146 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 393 patients

Median time to start treatment<sup>4</sup> 38 minutes

90th percentile time to start treatment<sup>5</sup> 171 minutes

Same period last year	NSW (this period)
497	
7 minutes	9 minutes
21 minutes	29 minutes
997	
19 minutes	23 minutes
65 minutes	83 minutes
2,033	
28 minutes	30 minutes
125 minutes	121 minutes
584	
35 minutes	26 minutes
155 minutes	118 minutes

## Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,491 patients

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

76.9%

Same period last year	Change since one year ago
4,212	6.6%
76.0%	

\* 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.

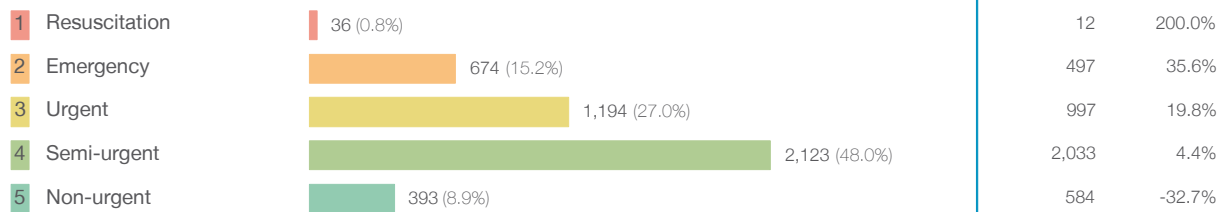
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

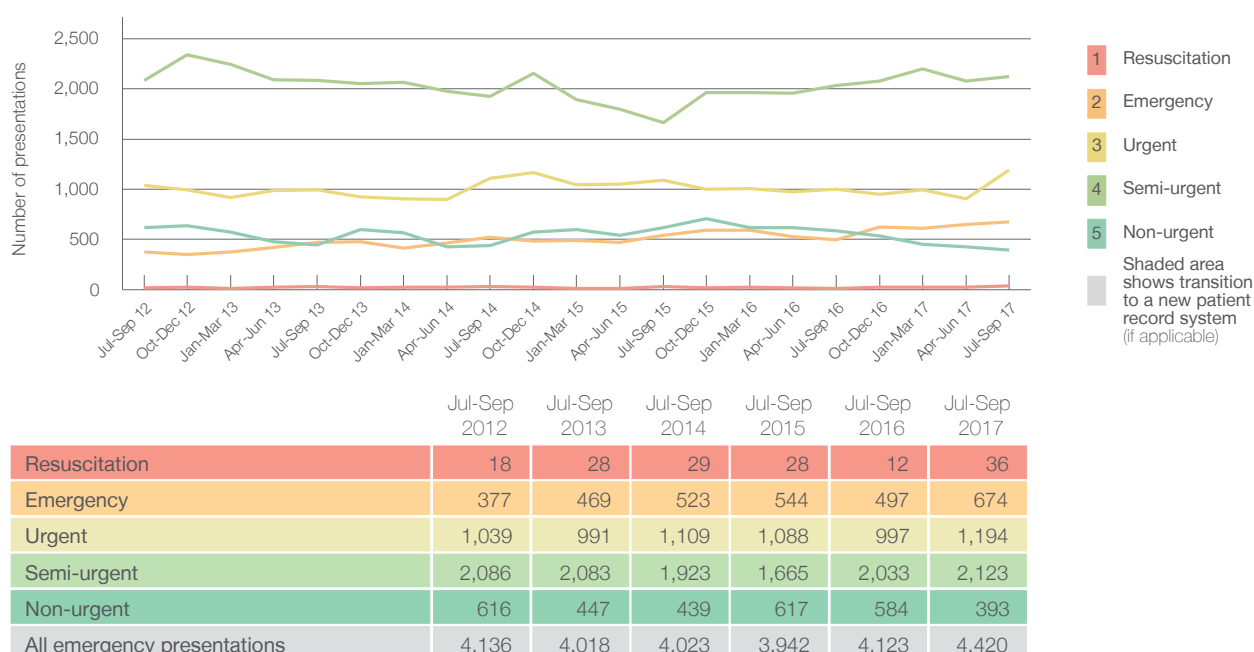
## Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 4,491 patients

Emergency presentations<sup>2</sup> by triage category: 4,420 patients



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



## Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 875 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.

## Blue Mountains District Anzac Memorial 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: 674

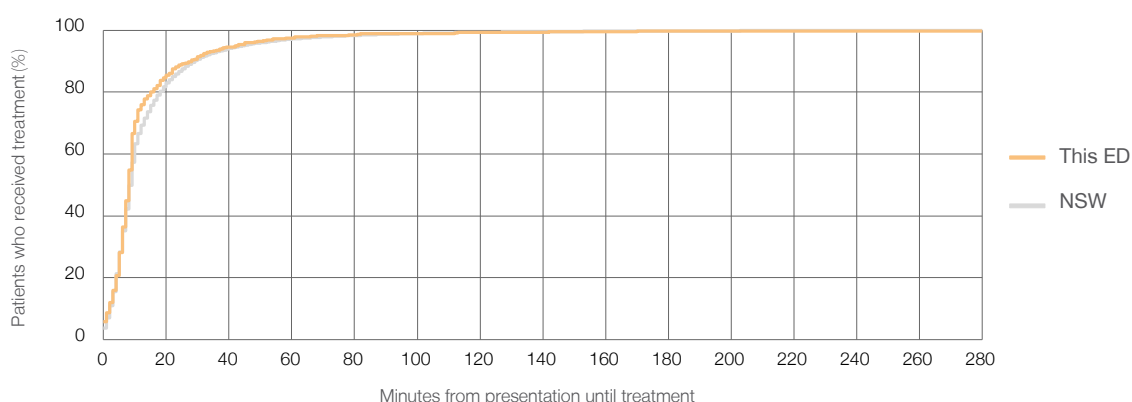
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 669

Median time to start treatment<sup>4</sup> 8 minutes

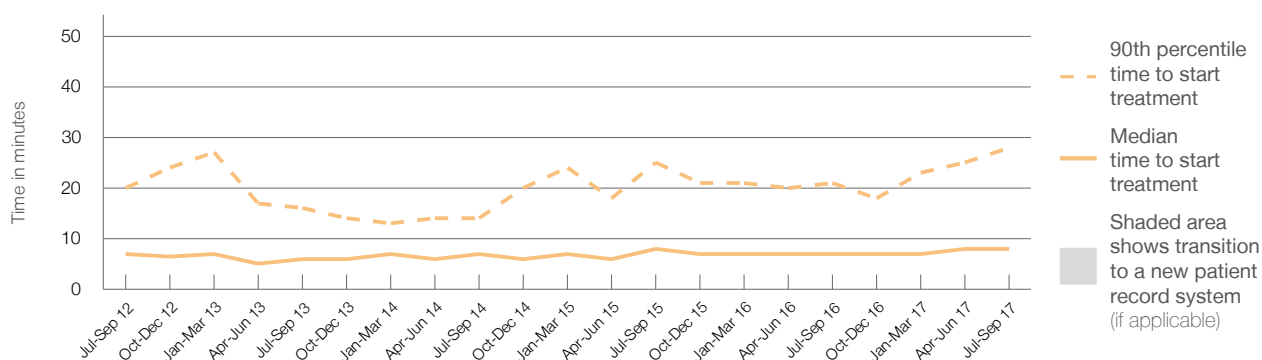
90th percentile time to start treatment<sup>5</sup> 28 minutes

Same period last year	NSW (this period)
497	
491	
7 minutes	9 minutes
21 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	7	6	7	8	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	20	16	14	25	21	28

(†) 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.

## Blue Mountains District Anzac Memorial 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: 1,194

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,169

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

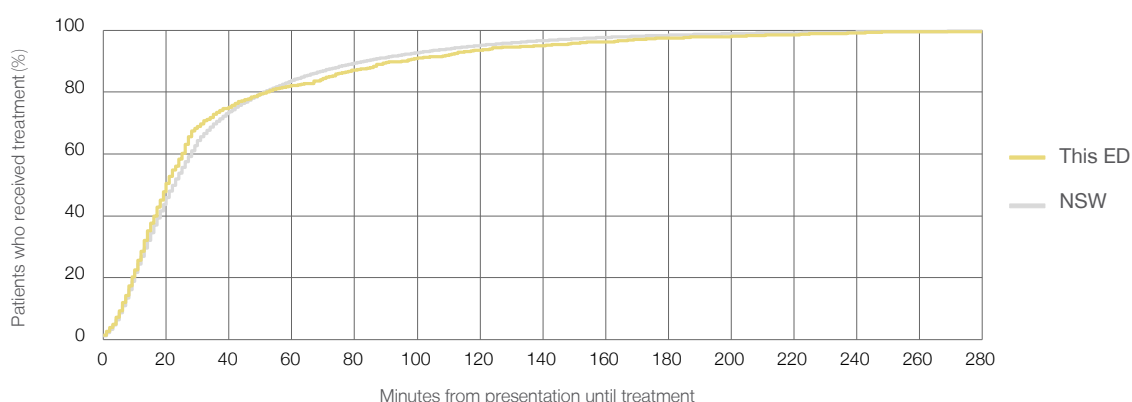
20 minutes

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

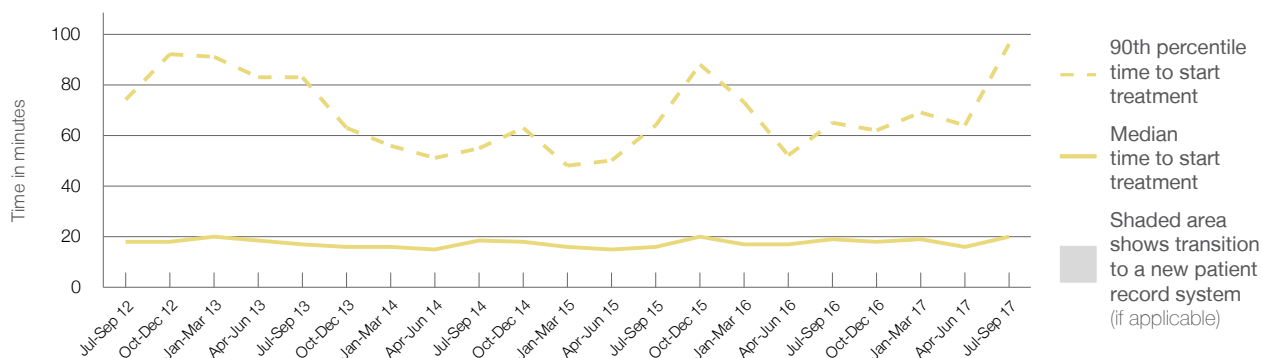
96 minutes

Same period last year	NSW (this period)
997	
978	
19 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	18	17	19	16	19	20
90th percentile time to start treatment <sup>5</sup> (minutes)	74	83	55	64	65	96

(†) 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.

## Blue Mountains District Anzac Memorial 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: 2,123

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,964

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

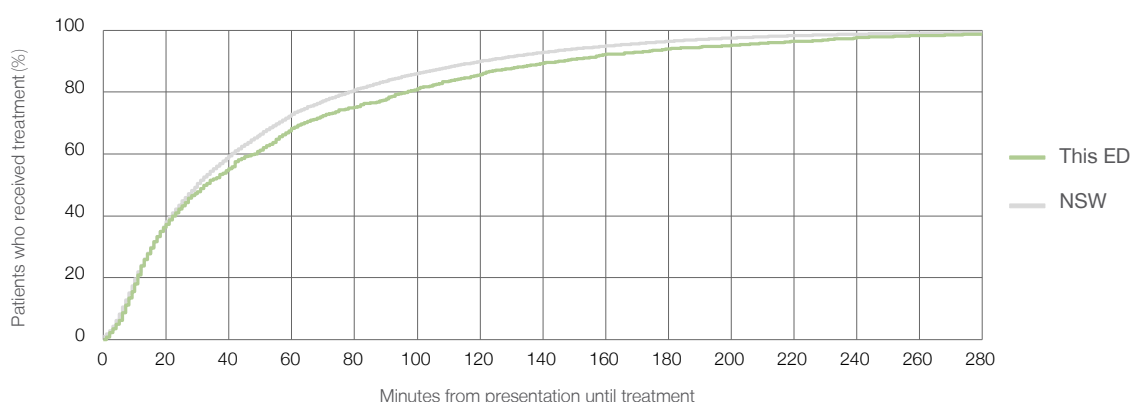
33 minutes

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

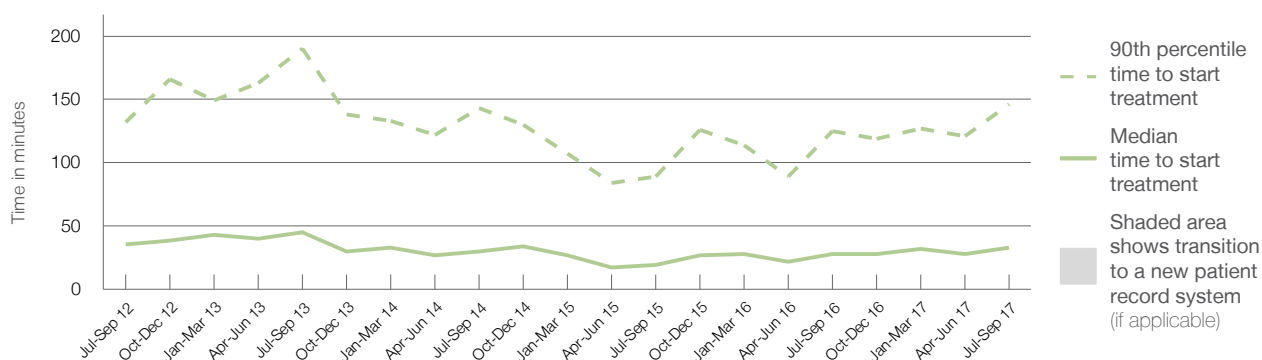
146 minutes

Same period last year	NSW (this period)
2,033	
1,891	
28 minutes	30 minutes
125 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	36	45	30	19	28	33
90th percentile time to start treatment <sup>5</sup> (minutes)	132	190	143	89	125	146

(†) 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.



## Blue Mountains District Anzac Memorial 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: 393

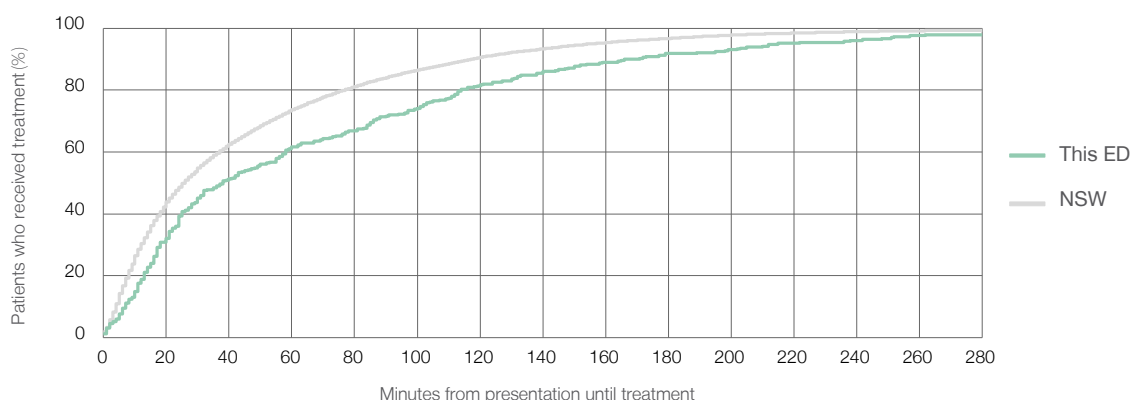
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 328

Median time to start treatment<sup>4</sup> 38 minutes

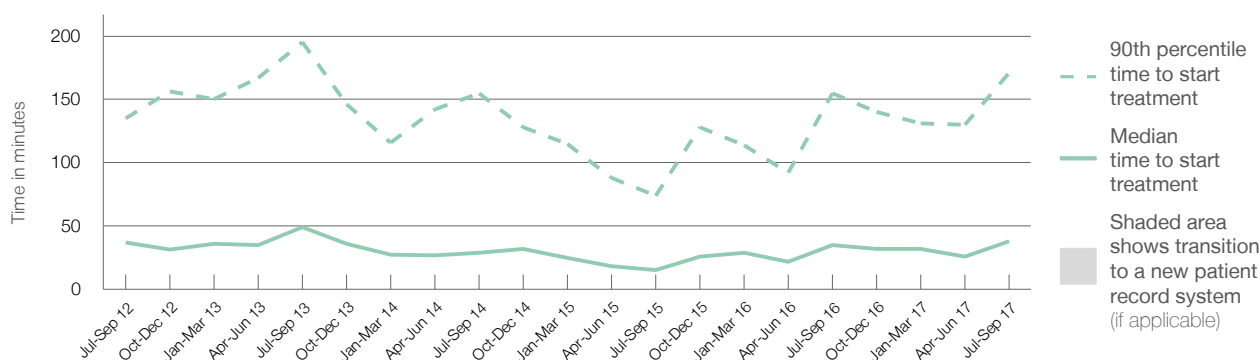
90th percentile time to start treatment<sup>5</sup> 171 minutes

Same period last year	NSW (this period)
584	
509	
35 minutes	26 minutes
155 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	37	49	29	15	35	38
90th percentile time to start treatment <sup>5</sup> (minutes)	135	195	155	74	155	171

(†) 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.

## Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 4,491 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,491 patients

Median time spent in the ED<sup>8</sup>

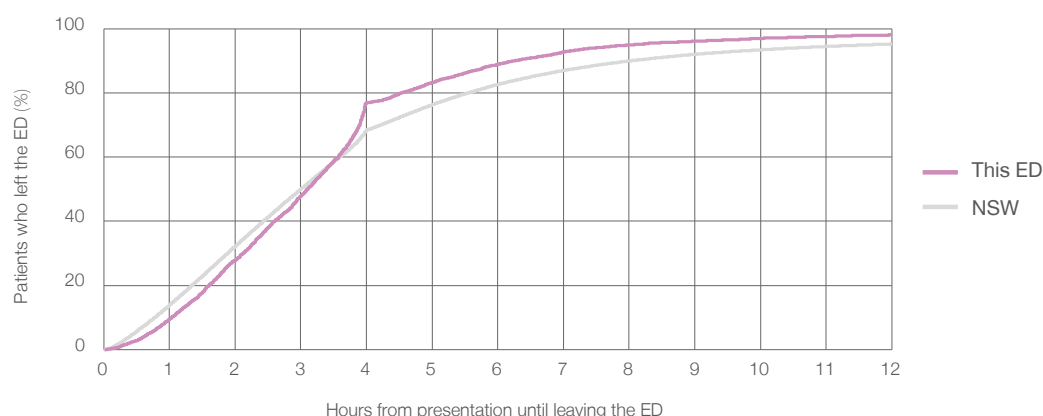
3 hours and 6 minutes

90th percentile time spent in the ED<sup>9</sup>

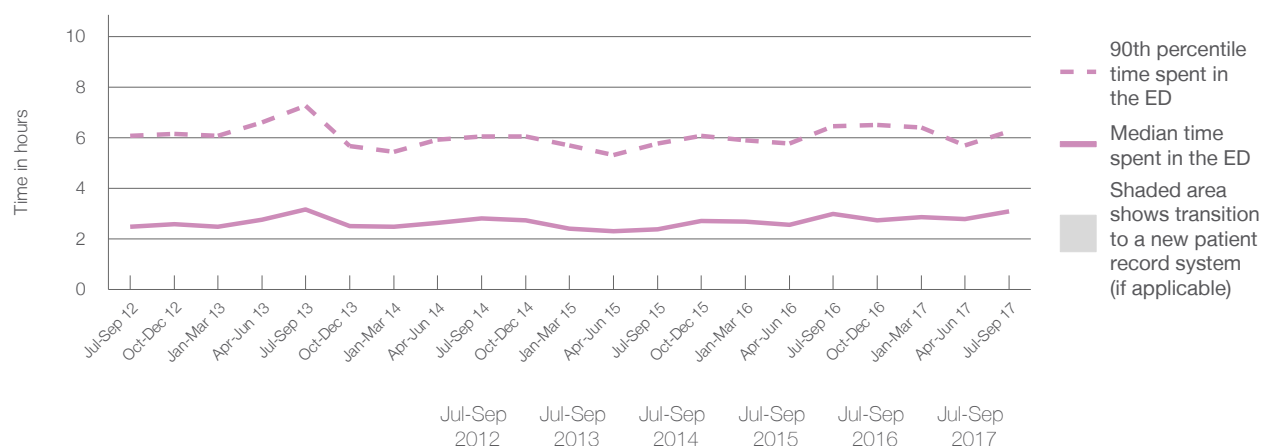
6 hours and 16 minutes

Same period last year	NSW (this period)
4,216	
4,212	
2 hours and 59 minutes	3 hours and 0 minutes
6 hours and 27 minutes	8 hours and 2 minutes

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



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



Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 30m	3h 11m	2h 49m	2h 24m	2h 59m	3h 6m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 5m	7h 16m	6h 3m	5h 46m	6h 27m	6h 16m

(†) 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.

## Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

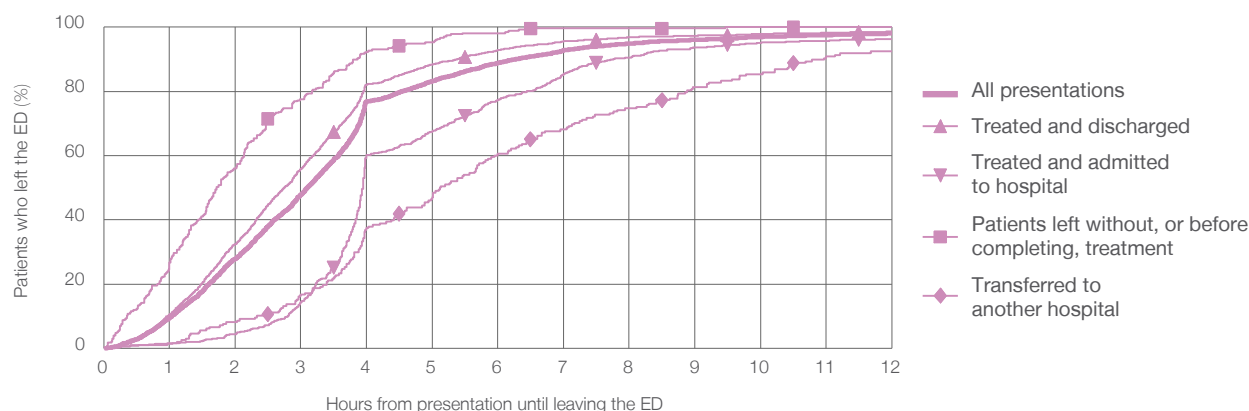
July to September 2017

All presentations:<sup>†</sup> 4,491 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,491 patients

		Same period last year	Change since one year ago
Treated and discharged	3,178 (70.8%)	3,143	1.1%
Treated and admitted to hospital	818 (18.2%)	665	23.0%
Patient left without, or before completing, treatment	277 (6.2%)	217	27.6%
Transferred to another hospital	198 (4.4%)	175	13.1%
Other	20 (0.4%)	16	25.0%

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



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

Treated and discharged	10.5%	32.5%	55.7%	82.2%	92.8%	96.8%	97.9%	98.6%
Treated and admitted to hospital	1.5%	4.4%	14.4%	60.3%	77.3%	90.6%	95.1%	96.3%
Patient left without, or before completing, treatment	26.7%	56.0%	77.6%	92.4%	98.2%	99.6%	100%	100%
Transferred to another hospital	1.5%	8.1%	16.7%	37.4%	60.6%	74.7%	85.4%	92.4%
All presentations	9.5%	27.8%	47.9%	76.9%	88.9%	94.9%	97.0%	98.0%

(†) 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.

## Blue Mountains District Anzac Memorial 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:<sup>1</sup> 4,491 patients

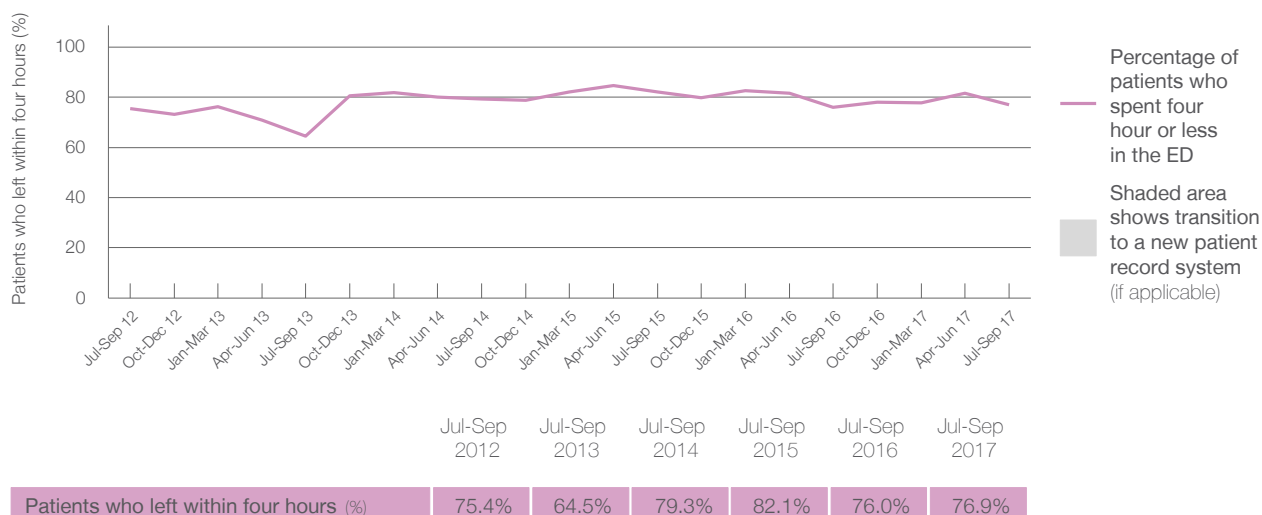
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,491 patients

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



Same period last year	Change since one year ago
4,216	6.5%
4,212	6.6%
76.0%	

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



- \* 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Byron Central Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 4,572 patients

Emergency presentations:<sup>2</sup> 4,481 patients

Same period last year	Change since one year ago
4,055	12.7%
3,993	12.2%

## Byron Central Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 576 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,562 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 46 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,795 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 82 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 529 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
390	
9 minutes	9 minutes
26 minutes	29 minutes
1,205	
15 minutes	23 minutes
48 minutes	83 minutes
1,641	
21 minutes	30 minutes
77 minutes	121 minutes
744	
20 minutes	26 minutes
92 minutes	118 minutes

## Byron Central Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,569 patients

Percentage of patients who spent four hours or less in the ED 78.9%

Same period last year	Change since one year ago
4,055	12.7%
82.9%	

\* 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.

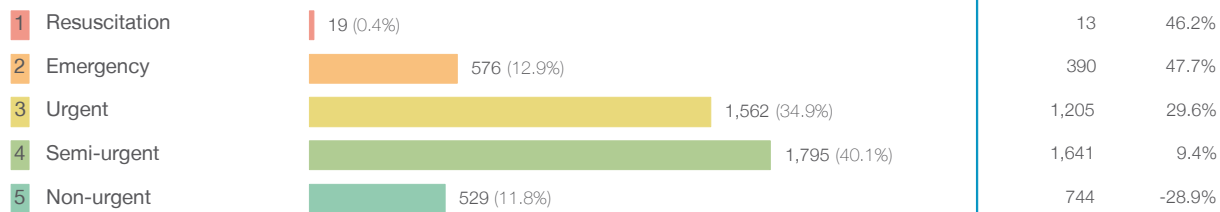
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Byron Central Hospital: Patients presenting to the emergency department

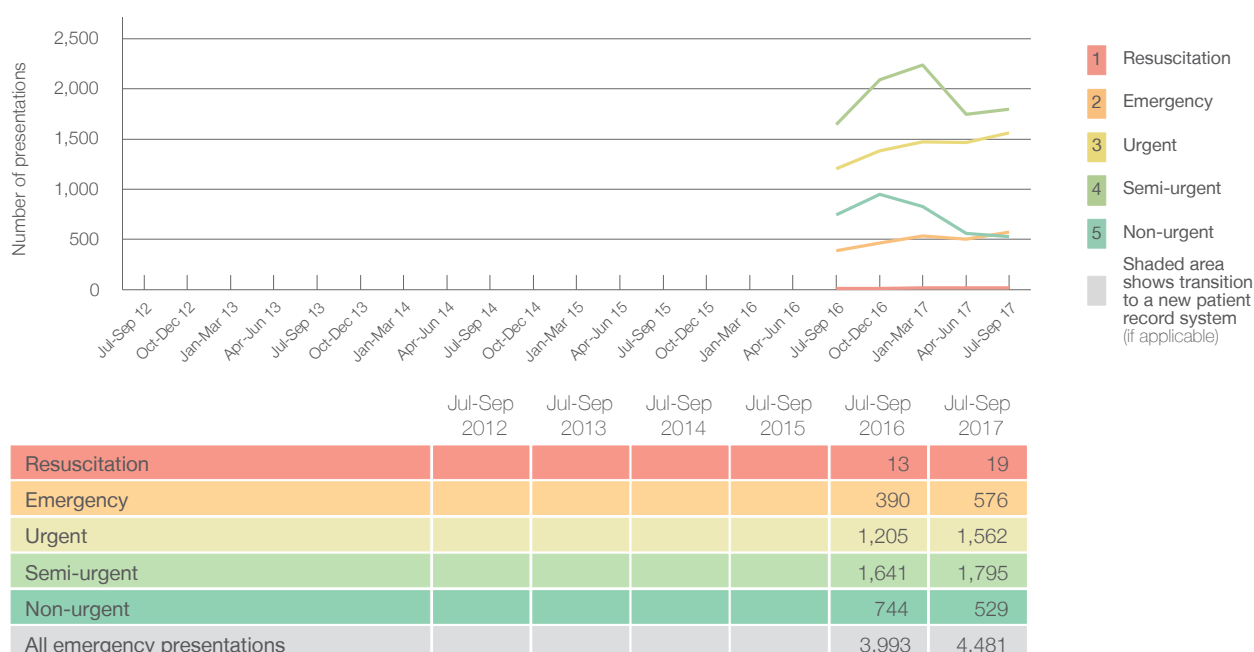
July to September 2017

All presentations:<sup>1</sup> 4,572 patients

Emergency presentations<sup>2</sup> by triage category: 4,481 patients



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



## Byron Central Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 358 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.

(§) 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.

## Byron Central 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: 576

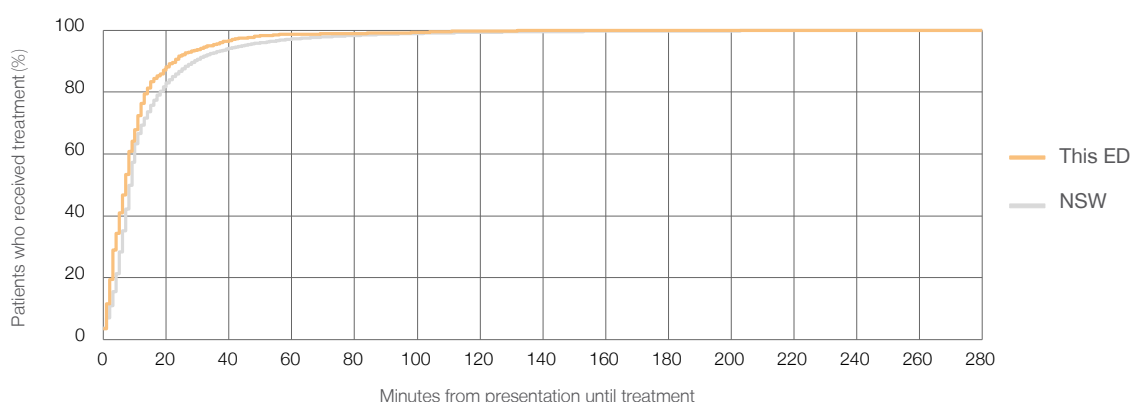
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 568

Median time to start treatment<sup>4</sup> 7 minutes

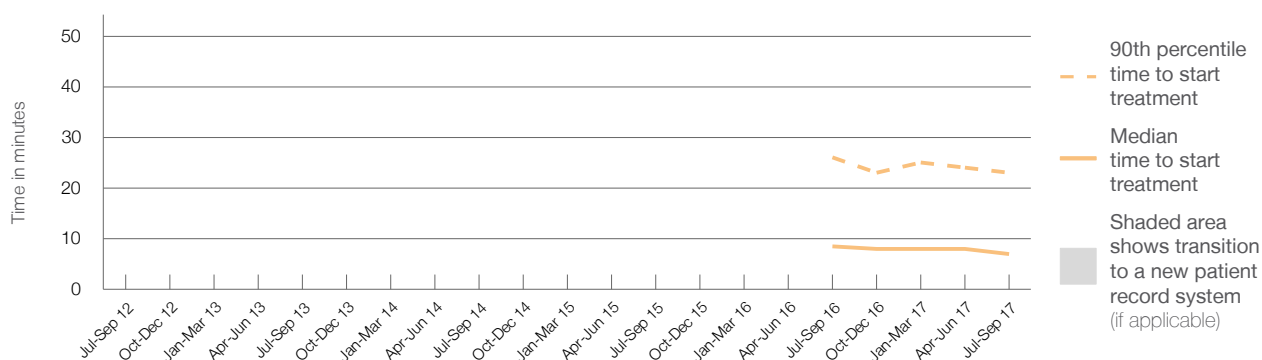
90th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
390	
386	
9 minutes	9 minutes
26 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)					9	7
90th percentile time to start treatment <sup>5</sup> (minutes)					26	23

(†) 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.

## Byron Central 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: 1,562

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,542

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

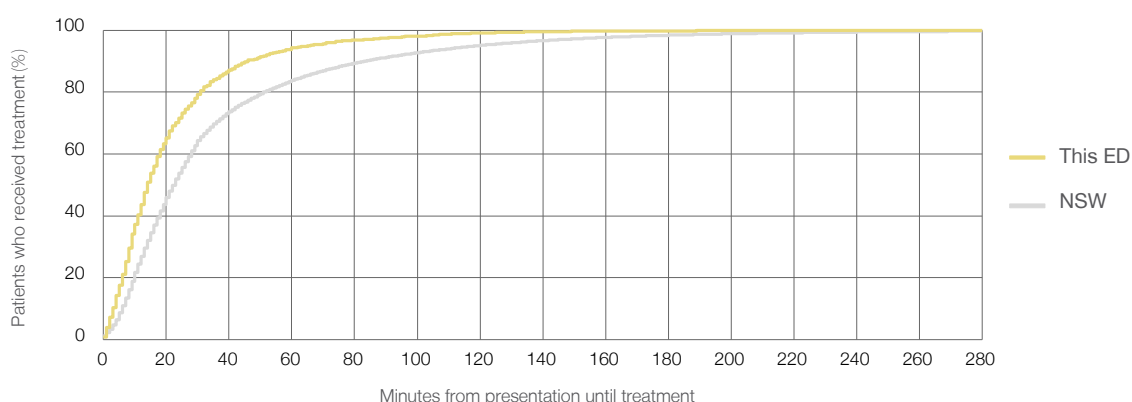
14 minutes

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

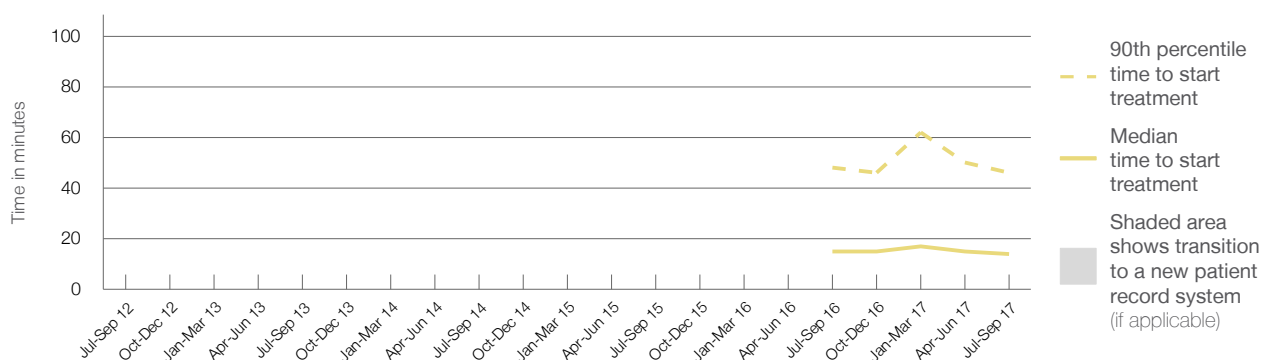
46 minutes

Same period last year	NSW (this period)
1,205	
1,188	
15 minutes	23 minutes
48 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)					15	14
90th percentile time to start treatment <sup>5</sup> (minutes)					48	46

(†) 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.



## Byron Central 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: 1,795

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,755

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

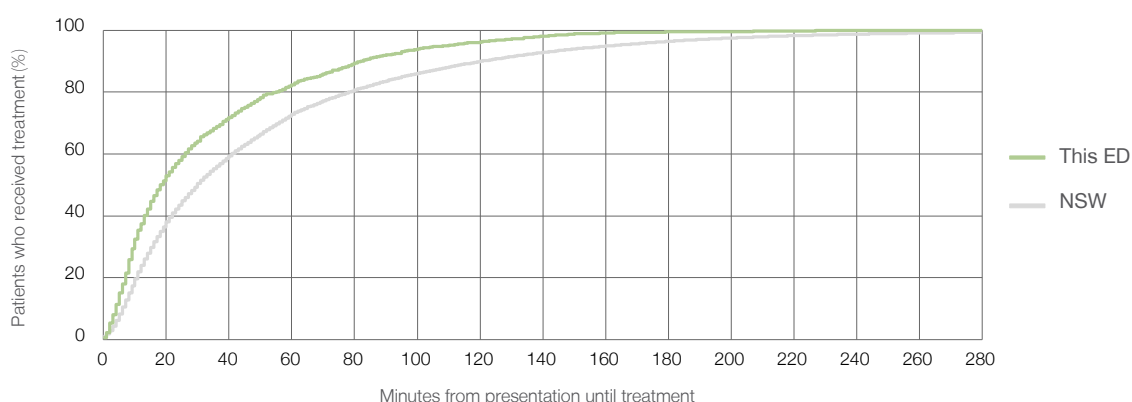
18 minutes

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

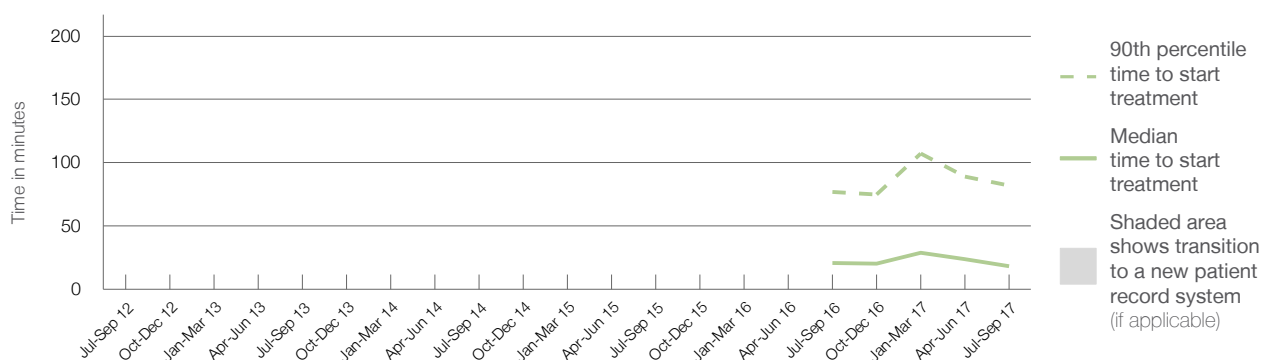
82 minutes

Same period last year	NSW (this period)
1,641	
1,593	
21 minutes	30 minutes
77 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)					21	18
90th percentile time to start treatment <sup>5</sup> (minutes)					77	82

(†) 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.

## Byron Central 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: 529

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 474

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

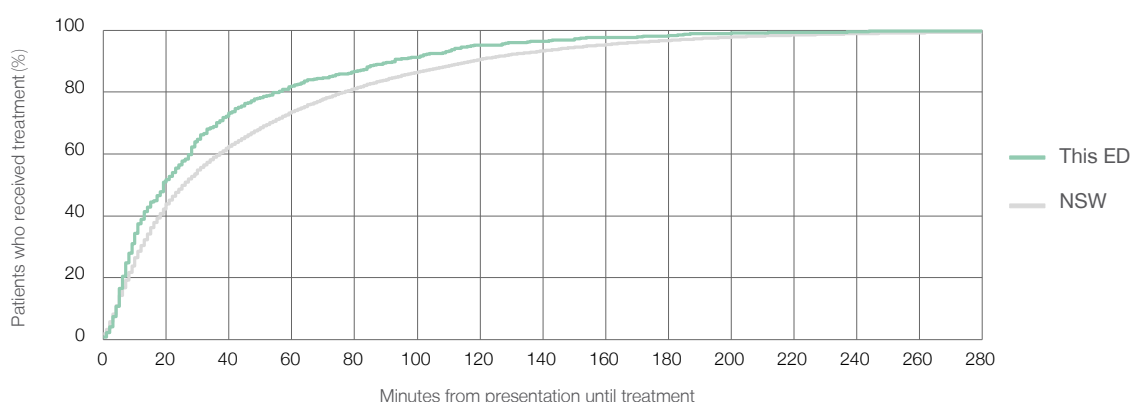
19 minutes

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

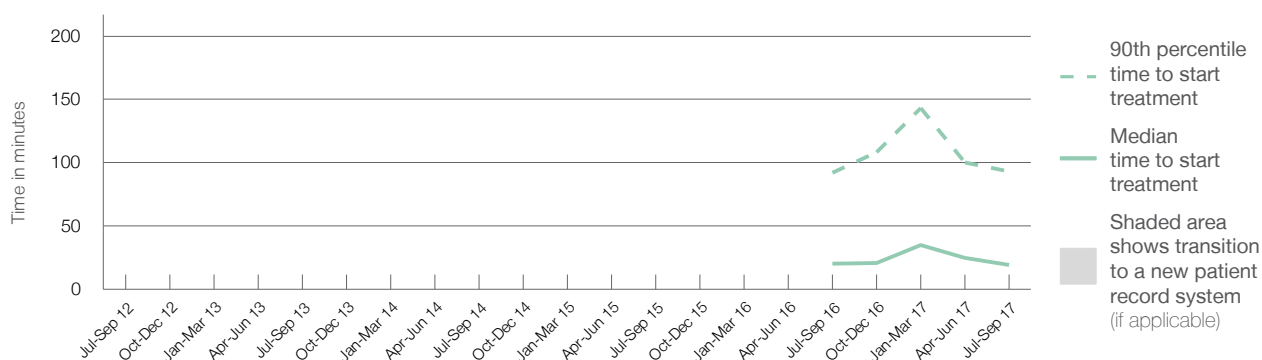
93 minutes

Same period last year	NSW (this period)
744	
670	
20 minutes	26 minutes
92 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)					20	19
90th percentile time to start treatment <sup>5</sup> (minutes)					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.

(§) 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.

## Byron Central Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 4,572 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,569 patients

Median time spent in the ED <sup>8</sup>

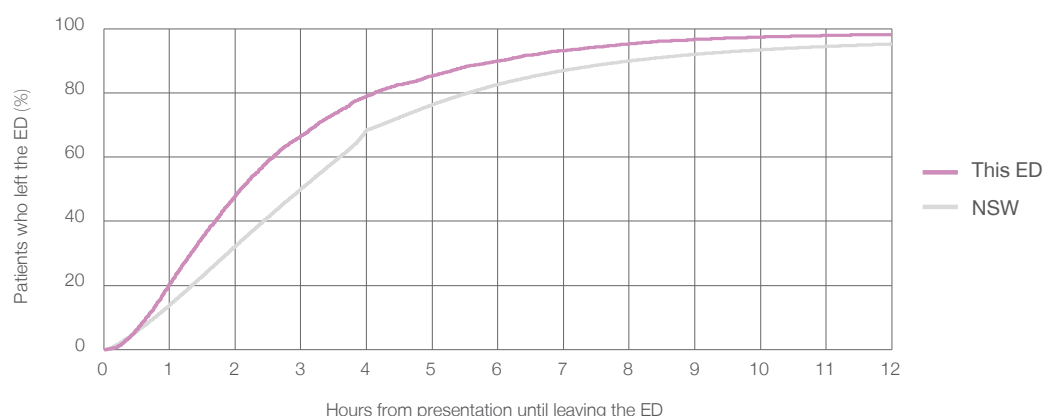
2 hours and 5 minutes

90th percentile time spent in the ED <sup>9</sup>

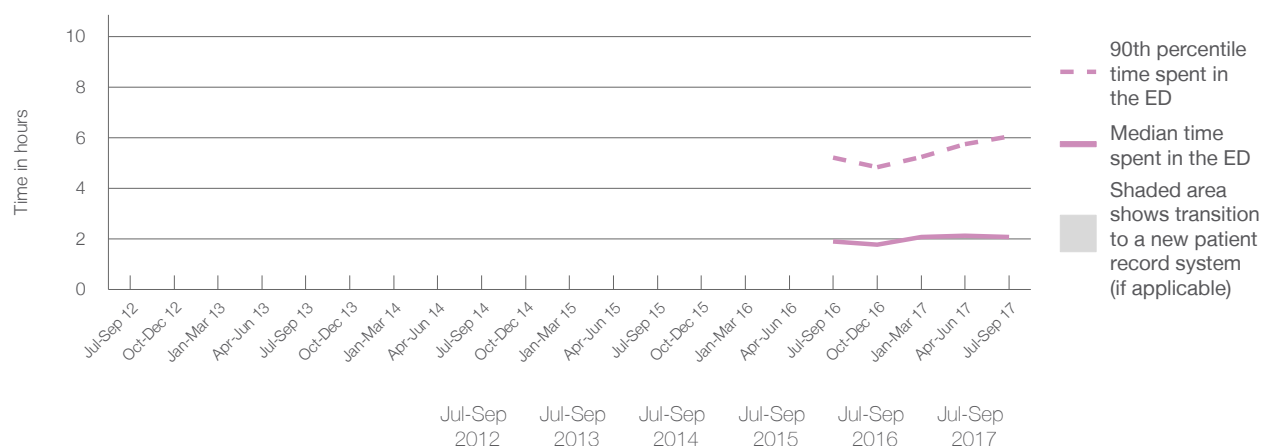
6 hours and 3 minutes

Same period last year	NSW (this period)
4,055	4,055
1 hours and 55 minutes	3 hours and 0 minutes
5 hours and 13 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)					1h 55m	2h 5m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)					5h 13m	6h 3m

(†) 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.

## Byron Central Hospital: Time patients spent in the ED

By mode of separation

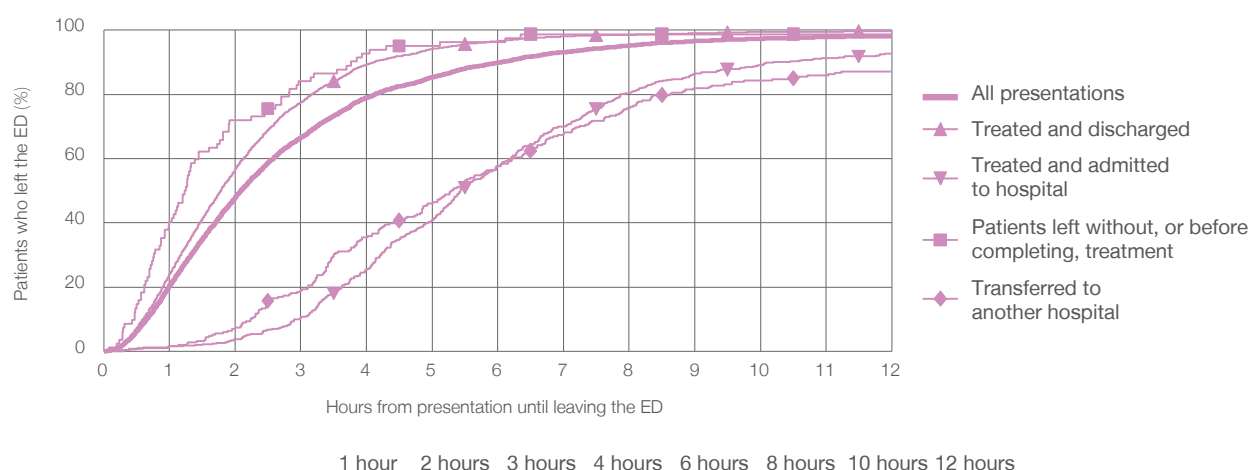
July to September 2017

All presentations:<sup>†</sup> 4,572 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,569 patients

		Same period last year	Change since one year ago
Treated and discharged	3,694 (80.8%)	4,055	12.7%
Treated and admitted to hospital	538 (11.8%)	356	51.1%
Patient left without, or before completing, treatment	82 (1.8%)	76	7.9%
Transferred to another hospital	248 (5.4%)	143	73.4%
Other	10 (0.2%)	10	0.0%

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



Treated and discharged	24.1%	56.8%	77.5%	89.3%	96.6%	98.6%	99.4%	99.7%
Treated and admitted to hospital	1.5%	3.7%	10.6%	25.5%	57.8%	80.5%	89.0%	92.8%
Patient left without, or before completing, treatment	40.2%	72.0%	84.1%	92.7%	96.3%	98.8%	98.8%	98.8%
Transferred to another hospital	1.6%	7.3%	19.0%	35.5%	57.7%	75.8%	84.3%	87.1%
All presentations	20.5%	48.0%	66.5%	78.9%	89.9%	95.2%	97.4%	98.2%

(†) 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.

## Byron Central 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:<sup>1</sup> 4,572 patients

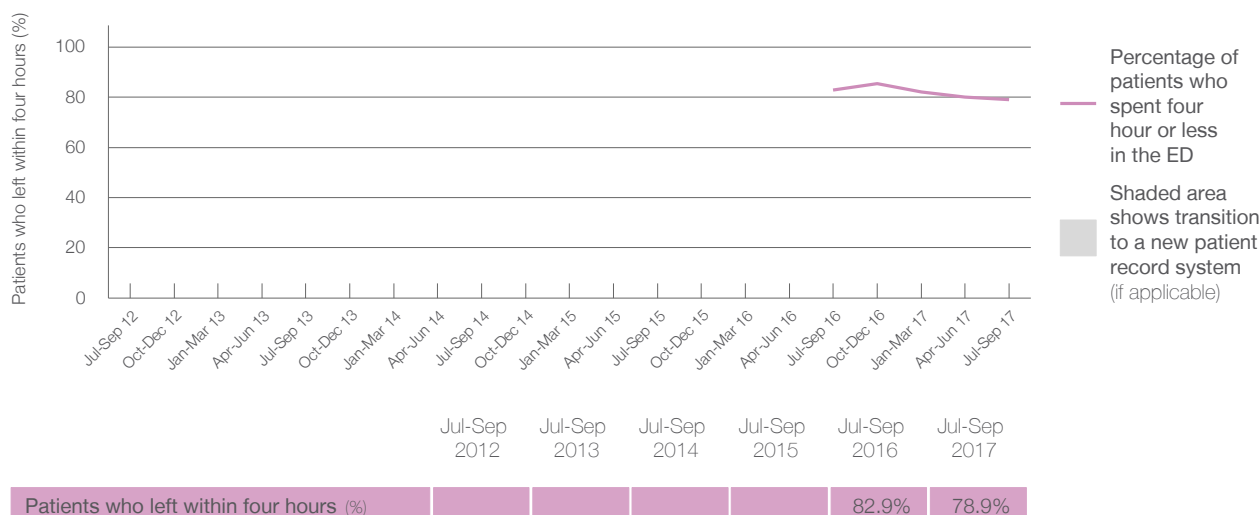
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,569 patients

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



Same period last year	Change since one year ago
4,055	12.7%
4,055	12.7%
82.9%	

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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

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

July to September 2017

All presentations:<sup>1</sup> 3,566 patients

Emergency presentations:<sup>2</sup> 3,377 patients

Same period last year	Change since one year ago
3,393	5.1%
3,160	6.9%

## Casino and District Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 353 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,102 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 66 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,561 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 112 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 361 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 123 minutes

Same period last year	NSW (this period)
190	
5 minutes	9 minutes
18 minutes	29 minutes
1,020	
24 minutes	23 minutes
80 minutes	83 minutes
1,604	
39 minutes	30 minutes
128 minutes	121 minutes
341	
32 minutes	26 minutes
132 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,564 patients

Percentage of patients who spent four hours or less in the ED 85.3%

Same period last year	Change since one year ago
3,391	5.1%
88.9%	

\* 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.

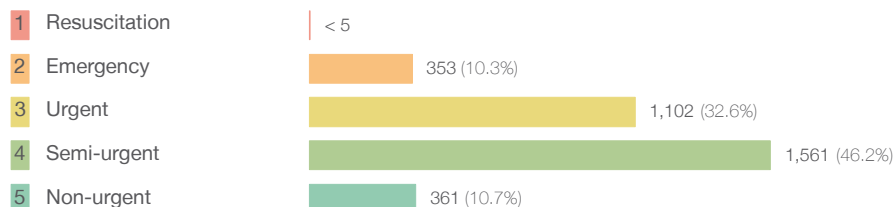
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

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

July to September 2017

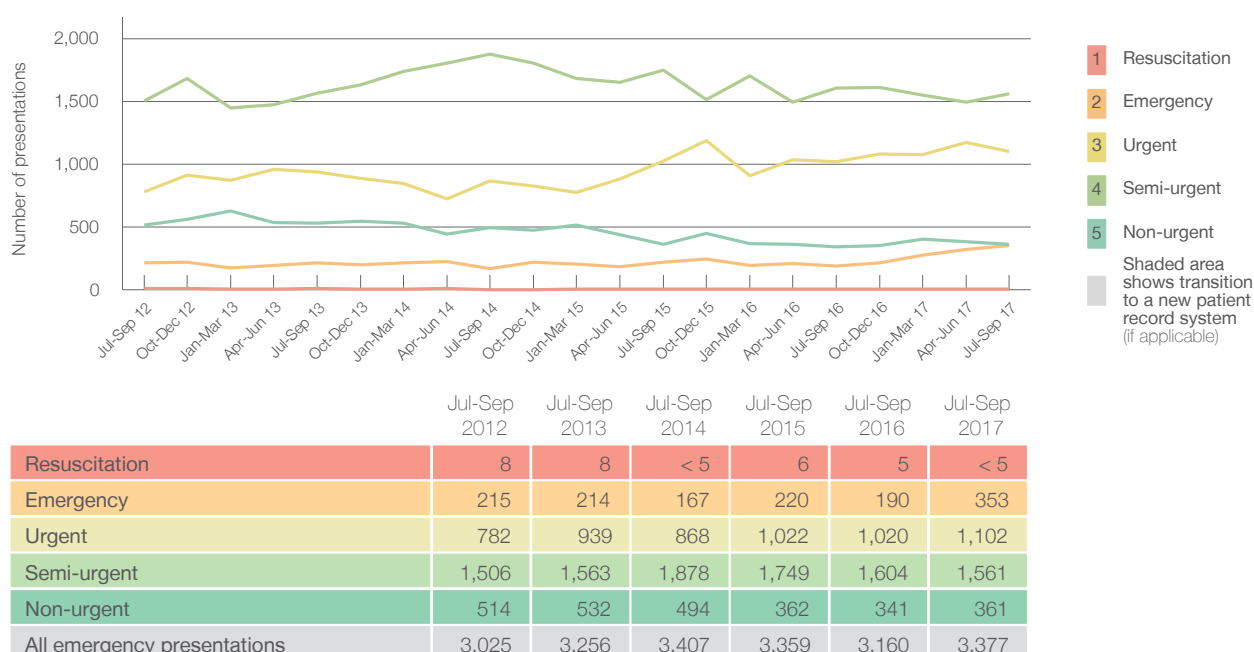
All presentations:<sup>1</sup> 3,566 patients

Emergency presentations<sup>2</sup> by triage category: 3,377 patients



Same period last year	Change since one year ago
3,393	5.1%
3,160	6.9%
5	*
190	83.7%
1,020	8.0%
1,604	-2.7%
341	5.9%

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



## Casino and District Memorial Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 372 patients

ED Transfer of care time



Same period last year	Change since one year ago
299	
18 minutes	-2 minutes
39 minutes	-5 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.

## Casino and District Memorial 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: 353

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 330

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

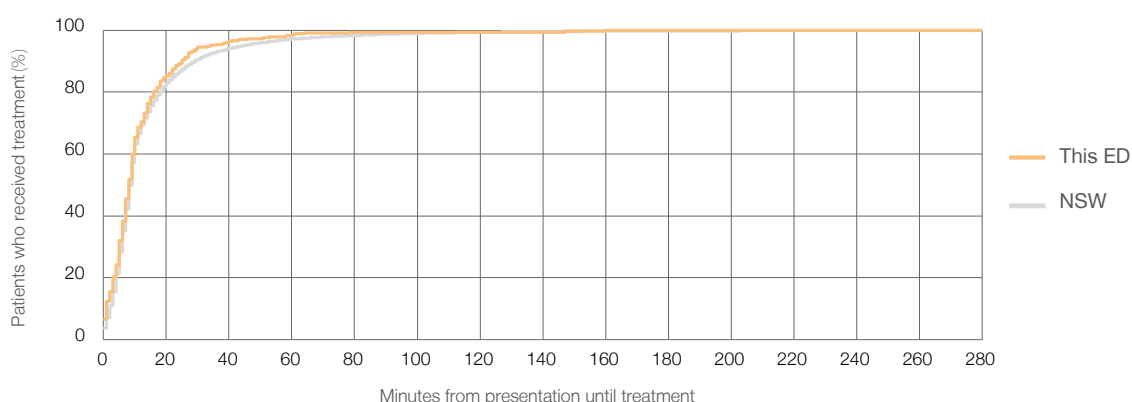
8 minutes

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

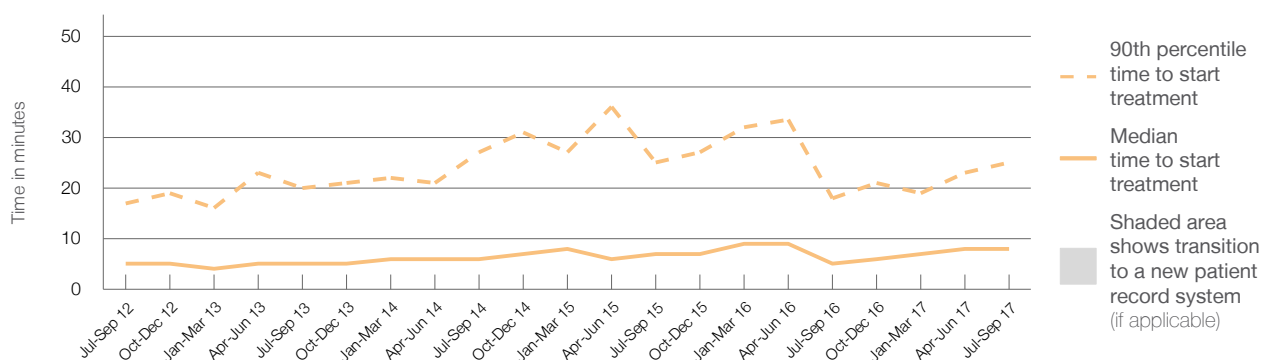
25 minutes

Same period last year	NSW (this period)
190	
178	
5 minutes	9 minutes
18 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	5	5	6	7	5	8
90th percentile time to start treatment <sup>5</sup> (minutes)	17	20	27	25	18	25

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## Casino and District Memorial Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 1,102

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,034

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

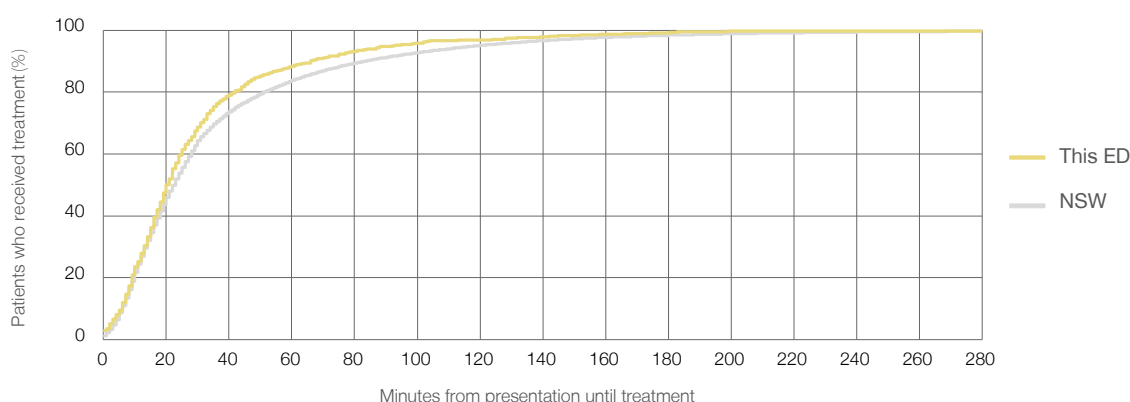
21 minutes

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

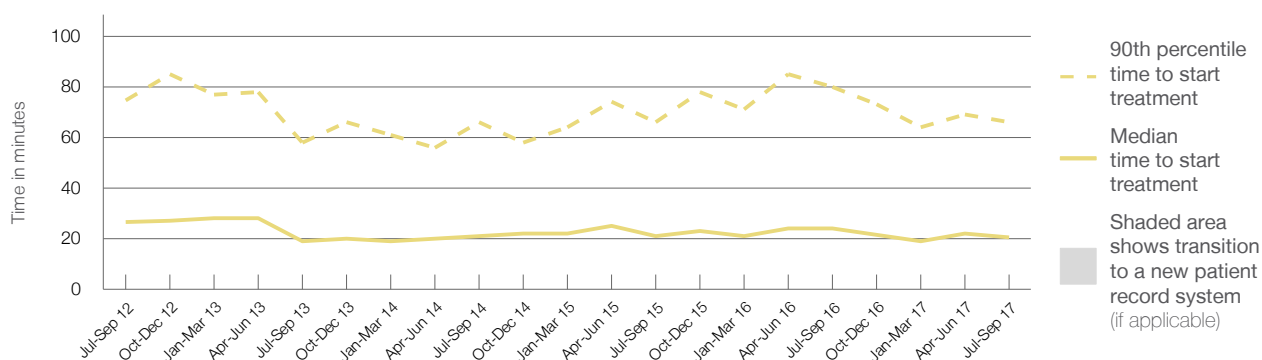
66 minutes

Same period last year	NSW (this period)
1,020	
968	
24 minutes	23 minutes
80 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	27	19	21	21	24	21
90th percentile time to start treatment <sup>5</sup> (minutes)	75	58	66	66	80	66

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Casino and District Memorial Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 1,561

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,406

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

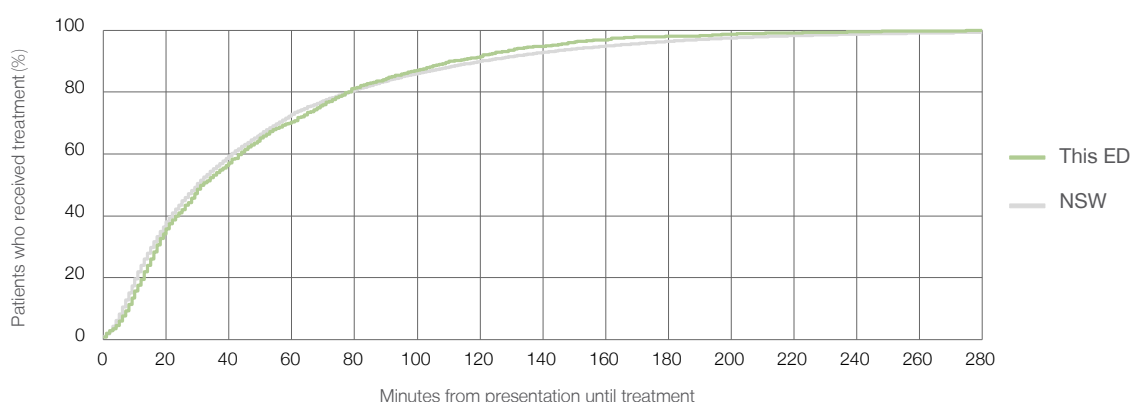
32 minutes

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

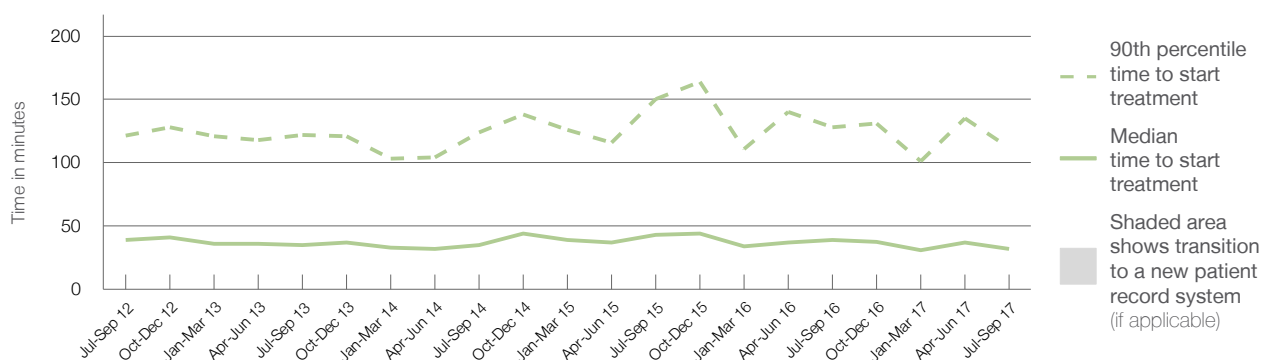
112 minutes

Same period last year	NSW (this period)
1,604	
1,423	
39 minutes	30 minutes
128 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	39	35	35	43	39	32
90th percentile time to start treatment <sup>5</sup> (minutes)	122	122	124	150	128	112

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Casino and District Memorial Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 361

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 283

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

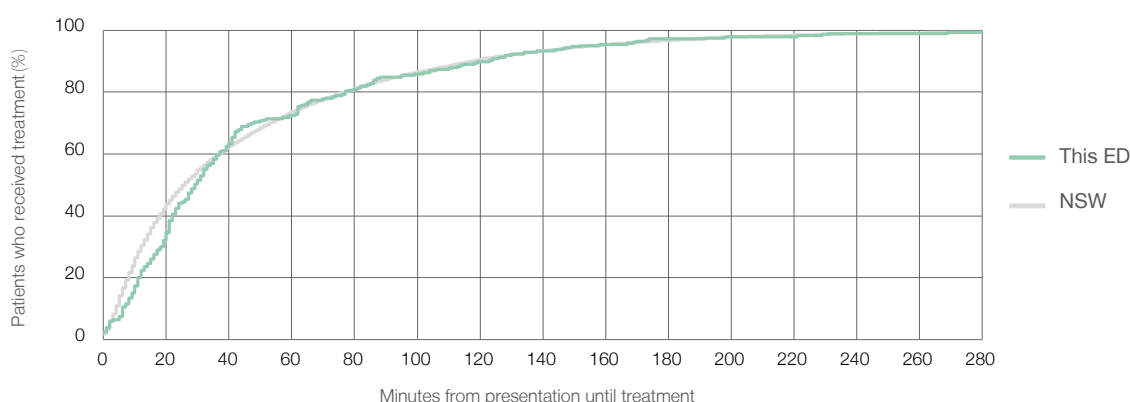
29 minutes

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

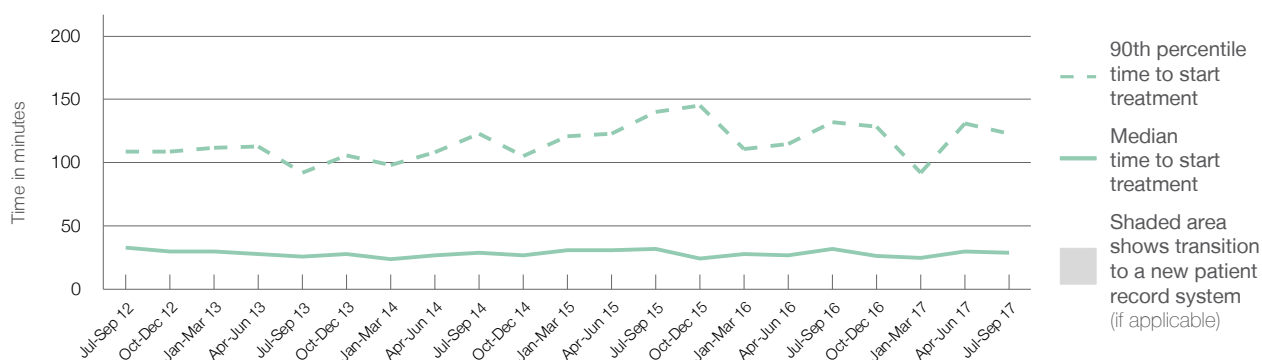
123 minutes

Same period last year	NSW (this period)
341	
245	
32 minutes	26 minutes
132 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	33	26	29	32	32	29
90th percentile time to start treatment <sup>5</sup> (minutes)	109	92	123	140	132	123

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

All presentations:<sup>1</sup> 3,566 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,564 patients

Median time spent in the ED<sup>8</sup>

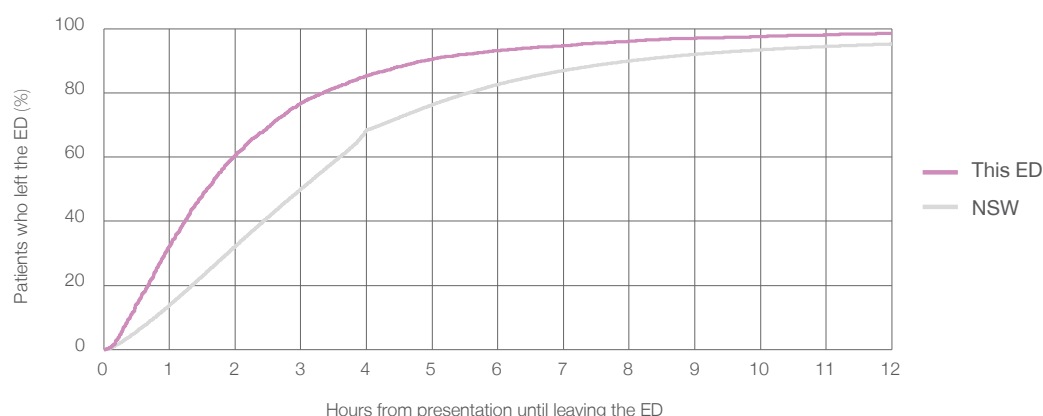
1 hours and 35 minutes

90th percentile time spent in the ED<sup>9</sup>

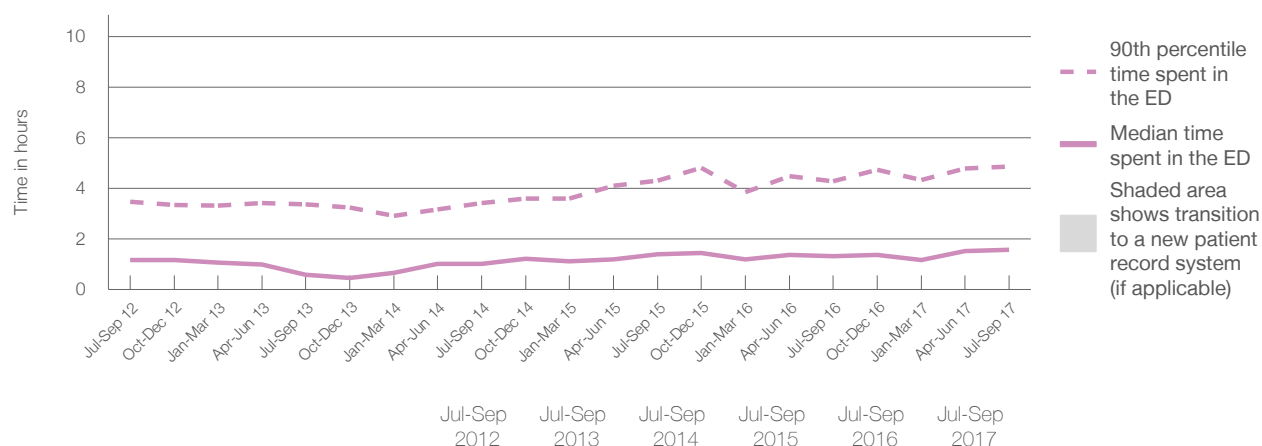
4 hours and 52 minutes

Same period last year	NSW (this period)
3,393	
3,391	
1 hours and 19 minutes	3 hours and 0 minutes
4 hours and 17 minutes	8 hours and 2 minutes

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



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



Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 11m	0h 36m	1h 2m	1h 24m	1h 19m	1h 35m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 29m	3h 22m	3h 26m	4h 18m	4h 17m	4h 52m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

By mode of separation

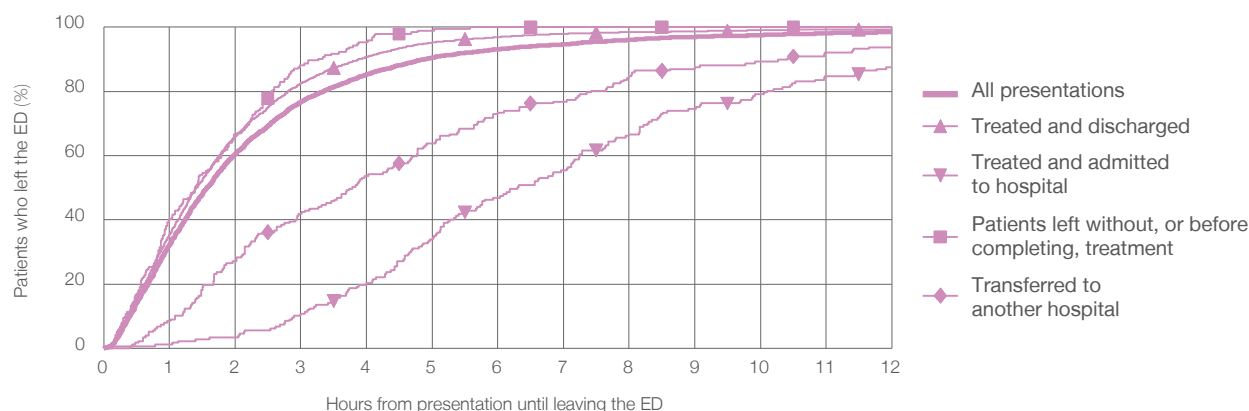
July to September 2017

All presentations:<sup>†</sup> 3,566 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,564 patients

		Same period last year	Change since one year ago
Treated and discharged	2,948 (82.7%)	2,736	7.7%
Treated and admitted to hospital	177 (5.0%)	253	-30.0%
Patient left without, or before completing, treatment	194 (5.4%)	196	-1.0%
Transferred to another hospital	177 (5.0%)	157	12.7%
Other	70 (2.0%)	51	37.3%

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



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

Treated and discharged	35.4%	66.1%	82.5%	90.8%	96.9%	98.4%	99.1%	99.4%
Treated and admitted to hospital	1.1%	3.4%	10.7%	20.3%	46.9%	66.7%	79.1%	87.6%
Patient left without, or before completing, treatment	40.2%	66.5%	88.1%	95.4%	100%	100%	100%	100%
Transferred to another hospital	8.5%	27.1%	41.8%	53.7%	73.4%	84.7%	89.3%	93.8%
All presentations	32.4%	60.5%	76.7%	85.3%	93.2%	96.1%	97.6%	98.5%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

July to September 2017

All presentations at the emergency department:<sup>1</sup> 3,566 patients

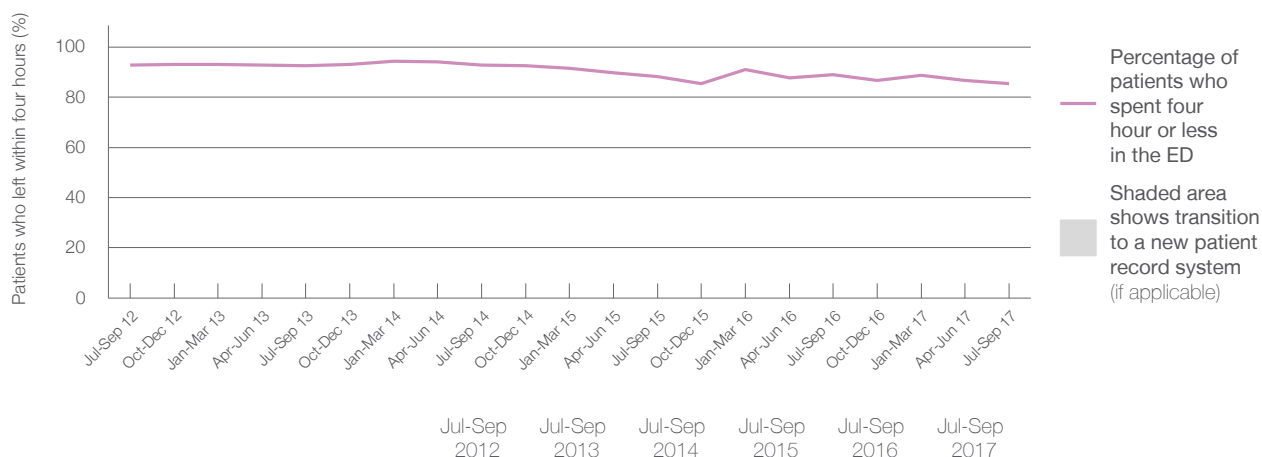
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,564 patients

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



Same period last year	Change since one year ago
3,393	5.1%
3,391	5.1%
88.9%	

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 (%)	92.7%	92.5%	92.8%	88.2%	88.9%	85.3%
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- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Cessnock District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 4,669 patients

Emergency presentations:<sup>2</sup> 4,555 patients

Same period last year	Change since one year ago
4,262	9.5%
4,214	8.1%

## Cessnock District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 347 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,261 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 64 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,314 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 95 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 623 patients

Median time to start treatment<sup>4</sup> 35 minutes  
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
244	
6 minutes	9 minutes
19 minutes	29 minutes
1,095	
22 minutes	23 minutes
56 minutes	83 minutes
2,080	
37 minutes	30 minutes
108 minutes	121 minutes
787	
39 minutes	26 minutes
122 minutes	118 minutes

## Cessnock District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,669 patients

Percentage of patients who spent four hours or less in the ED 85.4%

Same period last year	Change since one year ago
4,262	9.5%
87.3%	

\* 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.

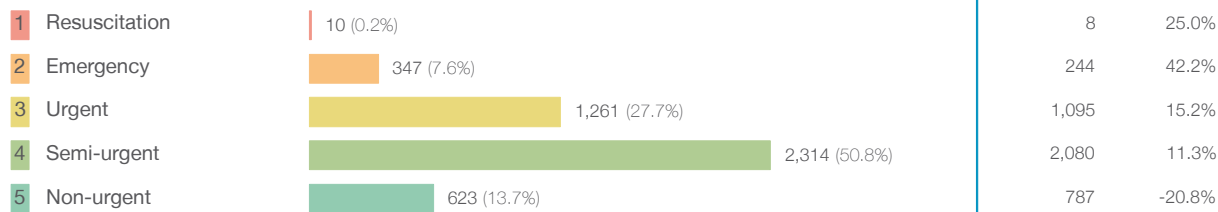
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Cessnock District Hospital: Patients presenting to the emergency department

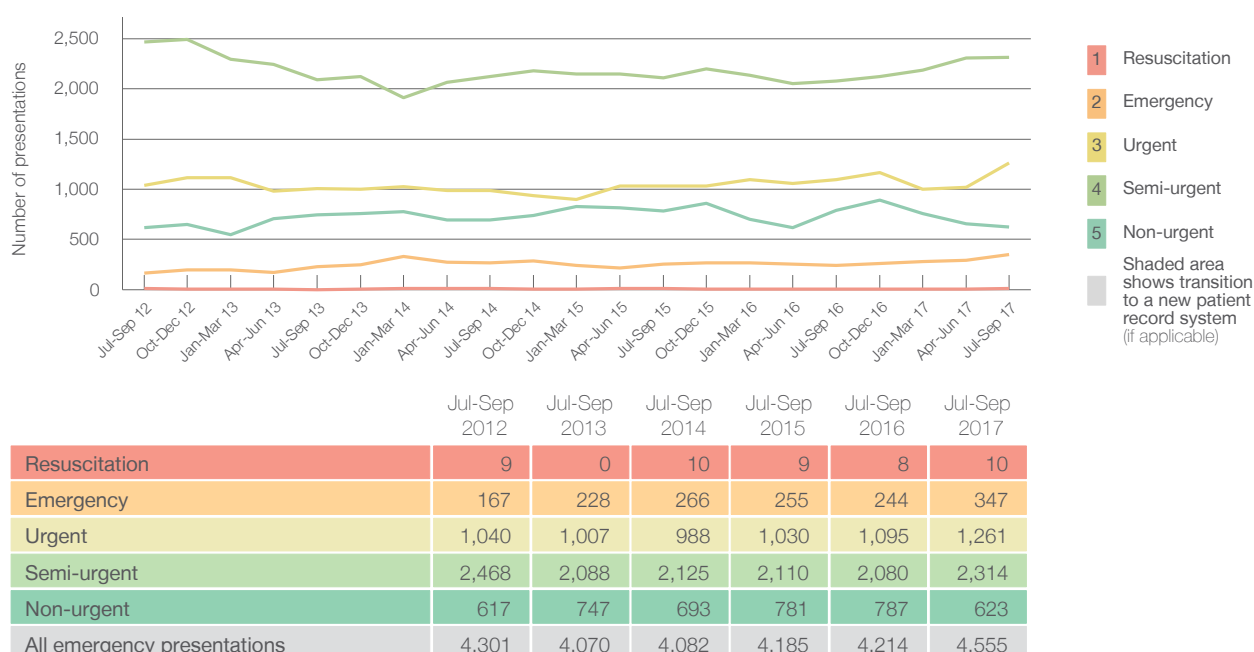
July to September 2017

All presentations:<sup>1</sup> 4,669 patients

Emergency presentations<sup>2</sup> by triage category: 4,555 patients



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



## Cessnock District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 543 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.



## Cessnock 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: 347

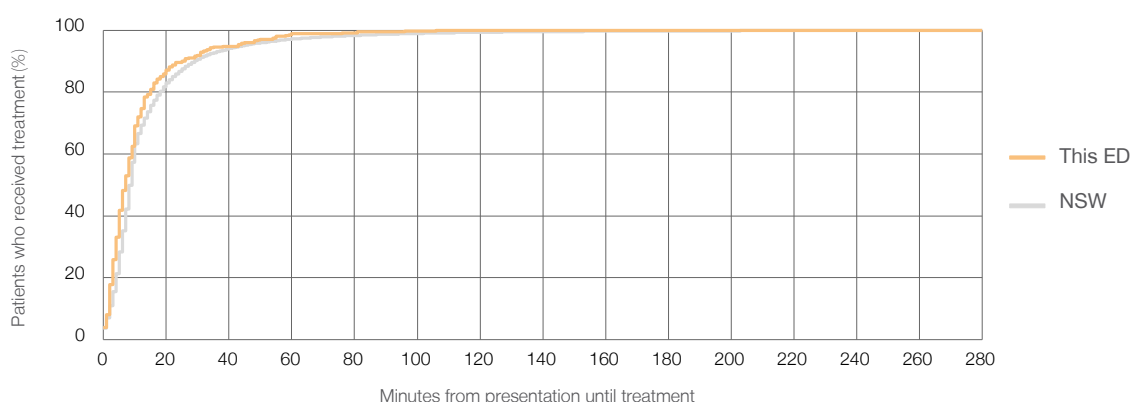
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 347

Median time to start treatment<sup>4</sup> 7 minutes

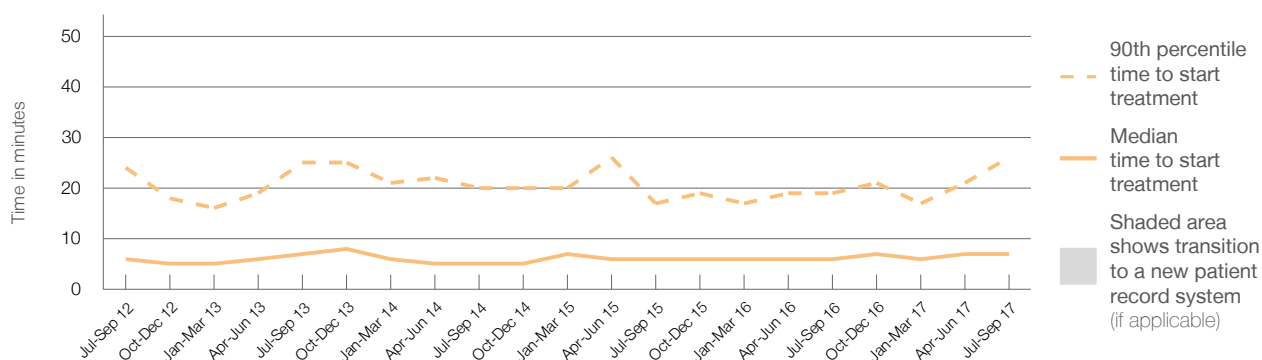
90th percentile time to start treatment<sup>5</sup> 26 minutes

Same period last year	NSW (this period)
244	
241	
6 minutes	9 minutes
19 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	6	7	5	6	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	24	25	20	17	19	26

(†) 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.

## Cessnock 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: 1,261

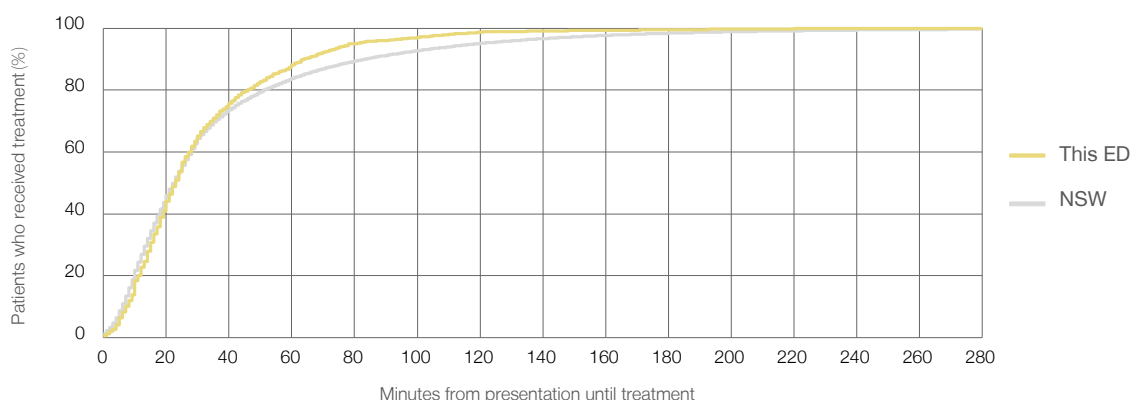
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,232

Median time to start treatment<sup>4</sup> 23 minutes

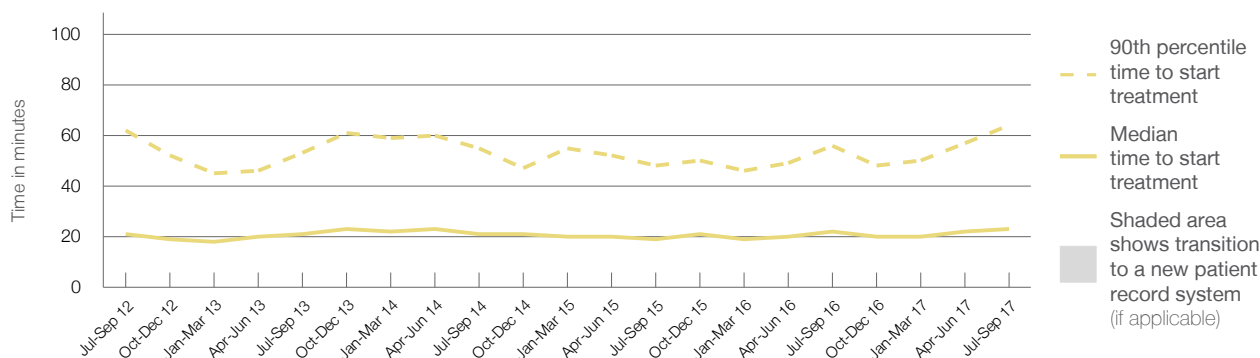
90th percentile time to start treatment<sup>5</sup> 64 minutes

Same period last year	NSW (this period)
1,095	
1,060	
22 minutes	23 minutes
56 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	21	21	21	19	22	23
90th percentile time to start treatment <sup>5</sup> (minutes)	62	53	55	48	56	64

(†) 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.

## Cessnock 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: 2,314

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,125

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

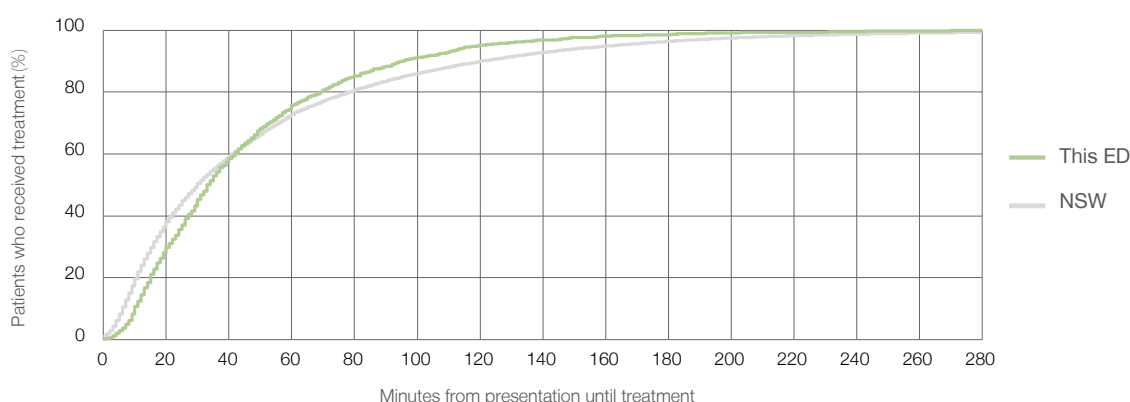
33 minutes

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

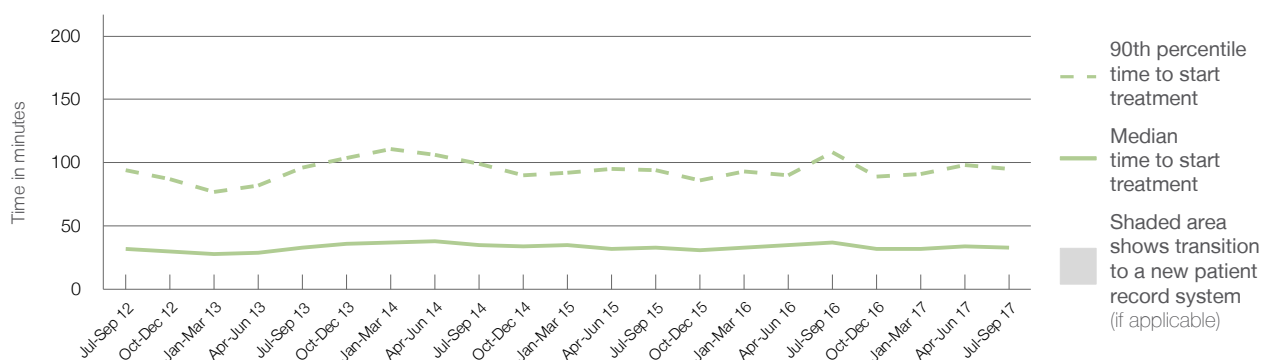
95 minutes

Same period last year	NSW (this period)
2,080	
1,878	
37 minutes	30 minutes
108 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	32	33	35	33	37	33
90th percentile time to start treatment <sup>5</sup> (minutes)	94	96	99	94	108	95

(†) 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.

## Cessnock 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: 623

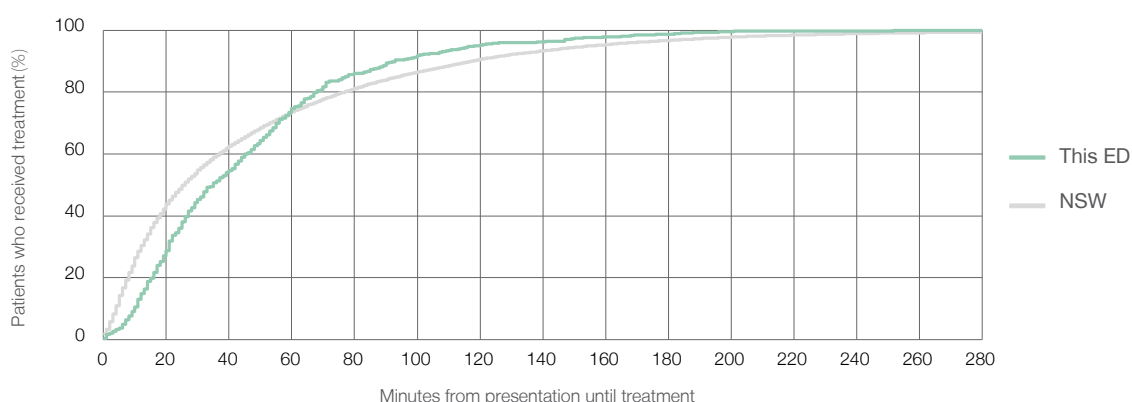
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 533

Median time to start treatment<sup>4</sup> 35 minutes

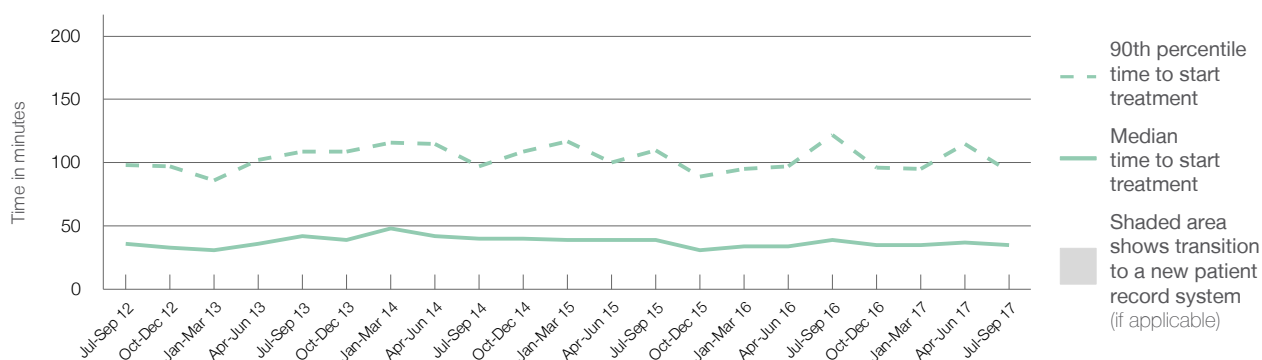
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
787	
659	
39 minutes	26 minutes
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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	36	42	40	39	39	35
90th percentile time to start treatment <sup>5</sup> (minutes)	98	109	97	110	122	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.

## Cessnock District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 4,669 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,669 patients

Median time spent in the ED<sup>8</sup>

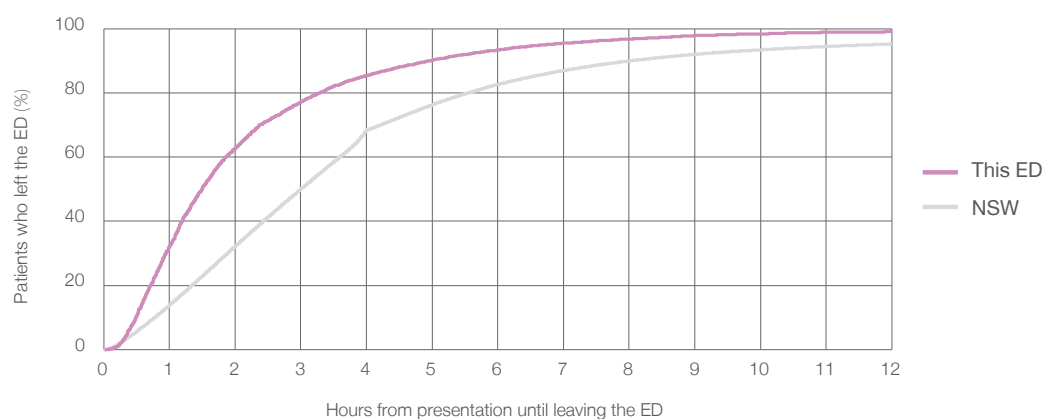
1 hours and 30 minutes

90th percentile time spent in the ED<sup>9</sup>

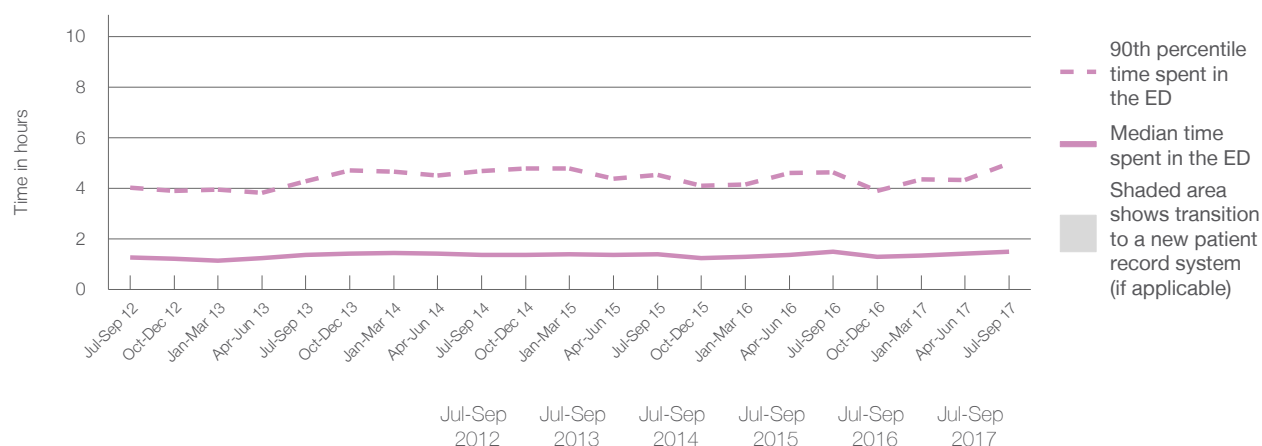
4 hours and 59 minutes

Same period last year	NSW (this period)
4,262	4,262
1 hours and 30 minutes	3 hours and 0 minutes
4 hours and 39 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 16m	1h 22m	1h 23m	1h 24m	1h 30m	1h 30m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 2m	4h 17m	4h 42m	4h 32m	4h 39m	4h 59m

(†) 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.

## Cessnock District Hospital: Time patients spent in the ED

By mode of separation

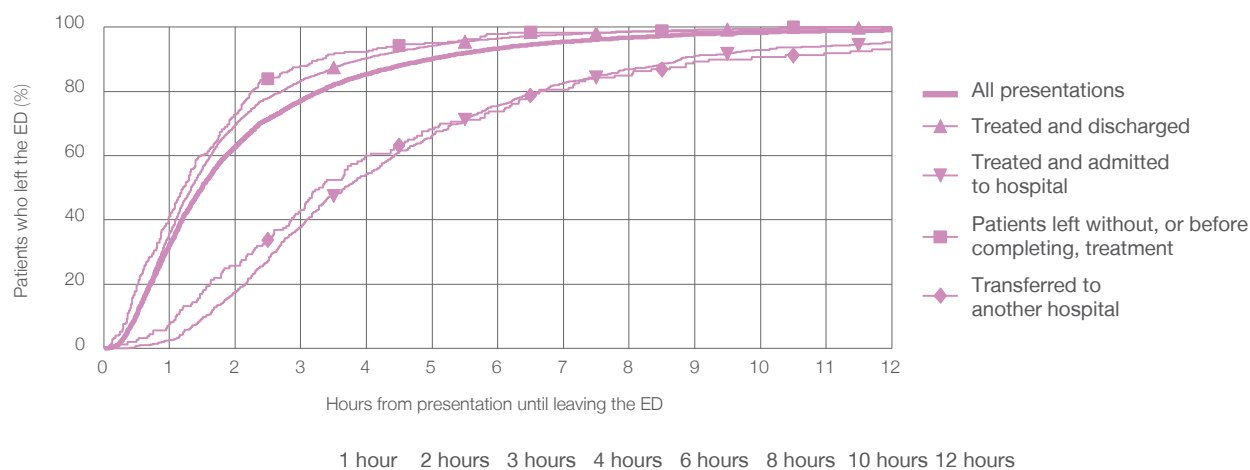
July to September 2017

All presentations:<sup>†</sup> 4,669 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 4,669 patients

		Same period last year	Change since one year ago
Treated and discharged	3,538 (75.8%)	4,262	9.5%
Treated and admitted to hospital	564 (12.1%)	3,209	10.3%
Patient left without, or before completing, treatment	249 (5.3%)	483	16.8%
Transferred to another hospital	160 (3.4%)	218	14.2%
Other	158 (3.4%)	118	35.6%
		234	-32.5%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	35.8%	69.6%	83.4%	90.4%	96.4%	98.5%	99.5%	99.8%
Treated and admitted to hospital	2.5%	17.6%	37.8%	54.3%	75.5%	86.9%	92.9%	95.2%
Patient left without, or before completing, treatment	41.0%	72.7%	88.0%	92.4%	98.0%	98.8%	99.2%	100%
Transferred to another hospital	7.5%	25.6%	43.1%	60.0%	73.8%	85.0%	90.6%	93.1%
All presentations	32.3%	62.8%	77.3%	85.4%	93.3%	96.7%	98.4%	99.0%

(†) 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.

## Cessnock 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:<sup>1</sup> 4,669 patients

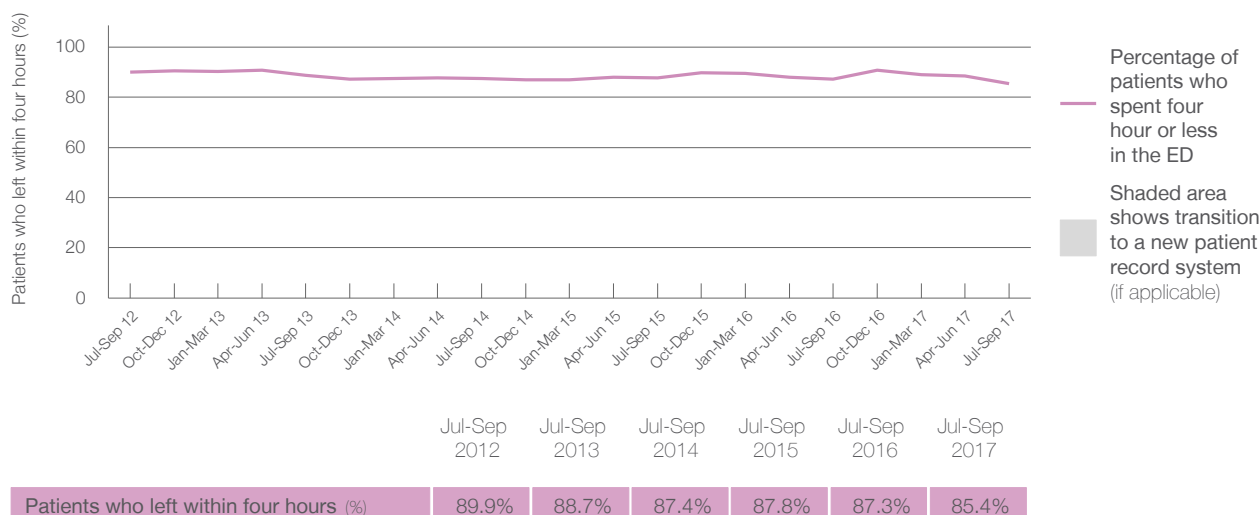
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,669 patients

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

85.4%

Same period last year	Change since one year ago
4,262	9.5%
4,262	9.5%
87.3%	

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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Cooma Health Service: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 3,039 patients

Emergency presentations:<sup>2</sup> 2,785 patients

Same period last year	Change since one year ago
2,944	3.2%
2,759	0.9%

## Cooma Health Service: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 349 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 833 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 54 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,138 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 92 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 450 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 94 minutes

Same period last year	NSW (this period)
299	
8 minutes	9 minutes
27 minutes	29 minutes
786	
19 minutes	23 minutes
66 minutes	83 minutes
1,241	
29 minutes	30 minutes
104 minutes	121 minutes
418	
28 minutes	26 minutes
123 minutes	118 minutes

## Cooma Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,039 patients

Percentage of patients who spent four hours or less in the ED 85.8%

Same period last year	Change since one year ago
2,943	3.3%
85.0%	

\* 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 earliest 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).

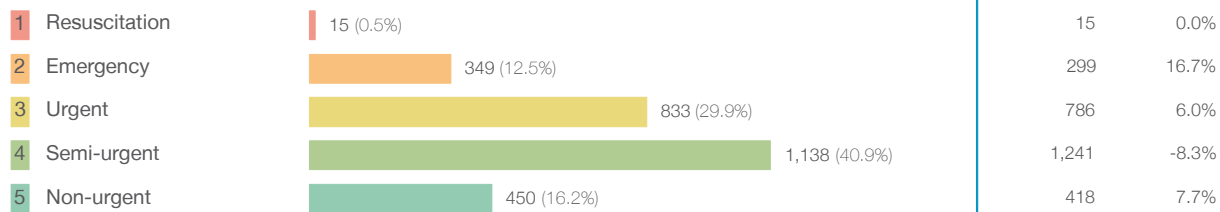


## Cooma Health Service: Patients presenting to the emergency department

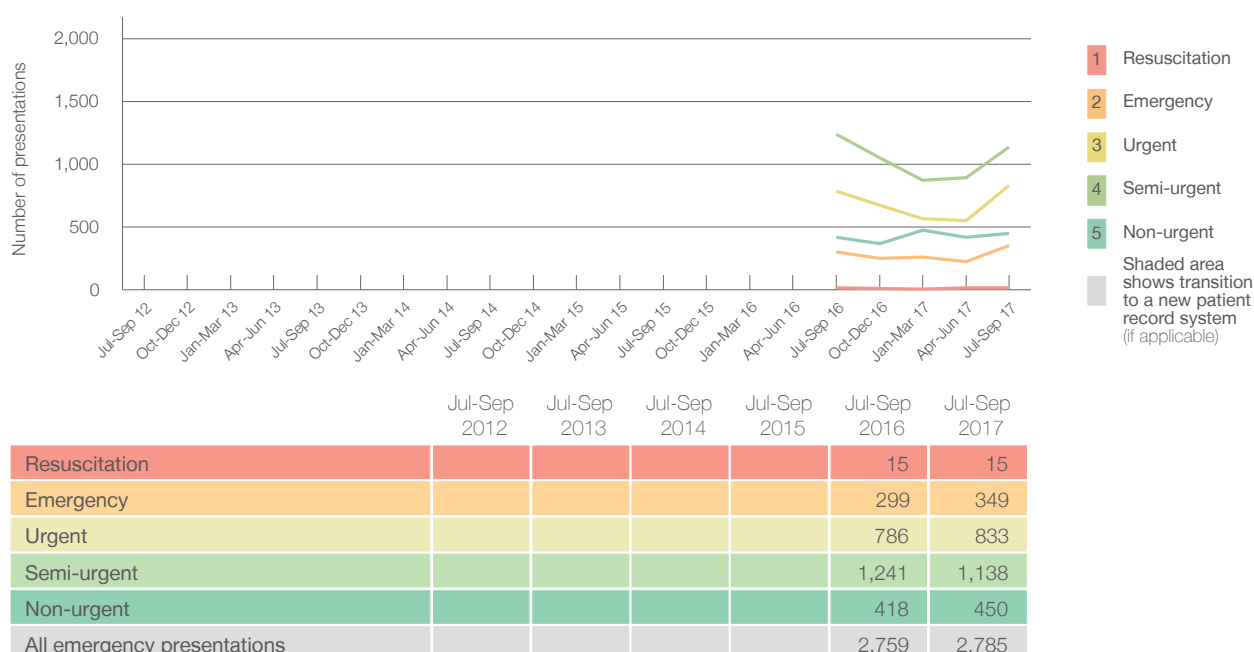
July to September 2017

All presentations:<sup>1</sup> 3,039 patients

Emergency presentations<sup>2</sup> by triage category: 2,785 patients



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



## Cooma Health Service: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 530 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.

(§) 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.

## Cooma 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: 349

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 346

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

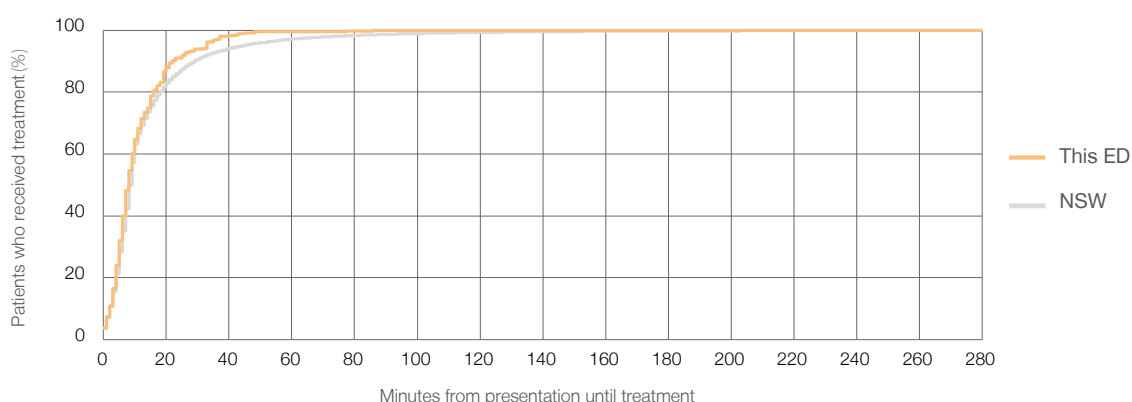
8 minutes

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

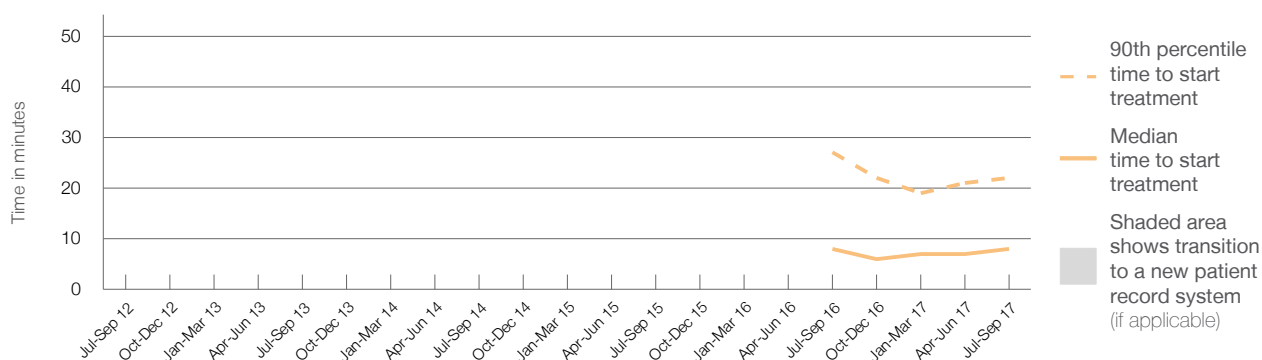
22 minutes

Same period last year	NSW (this period)
299	
297	
8 minutes	9 minutes
27 minutes	29 minutes

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



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



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

## Cooma 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: 833

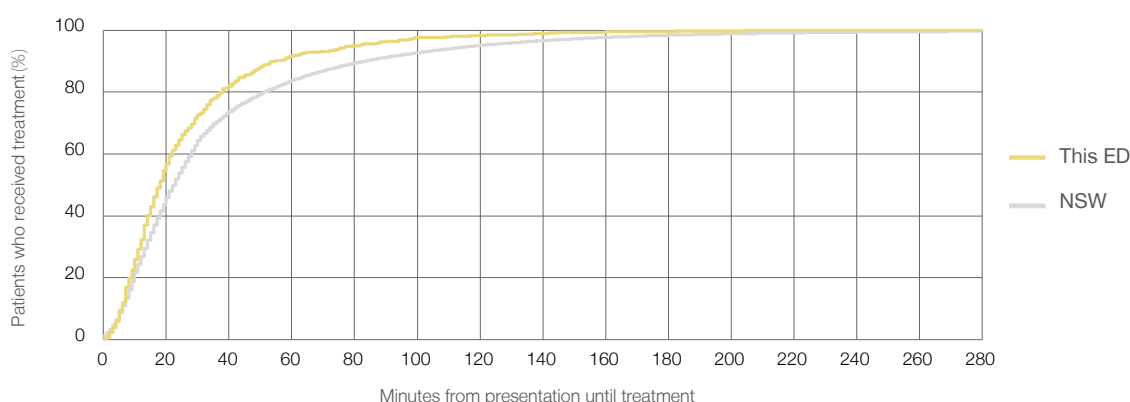
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 821

Median time to start treatment<sup>4</sup> 18 minutes

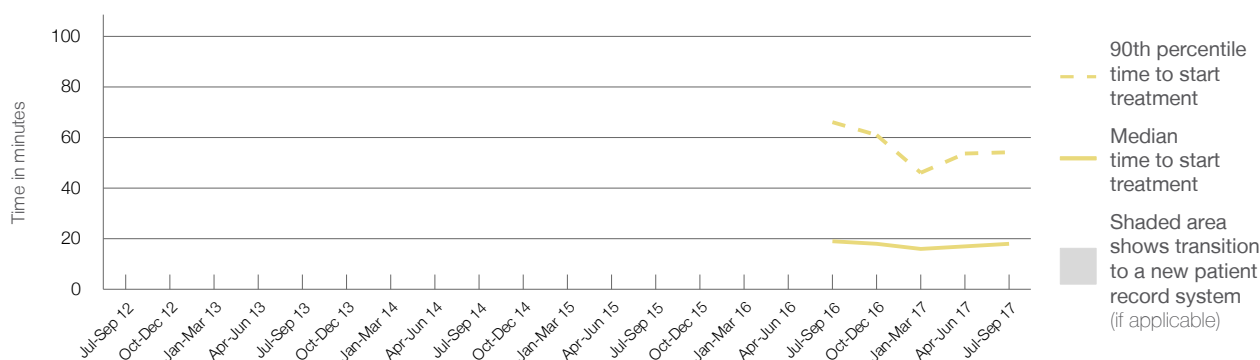
90th percentile time to start treatment<sup>5</sup> 54 minutes

Same period last year	NSW (this period)
786	
776	
19 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<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)					19	18
90th percentile time to start treatment <sup>5</sup> (minutes)					66	54

(†) 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.

## Cooma 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: 1,138

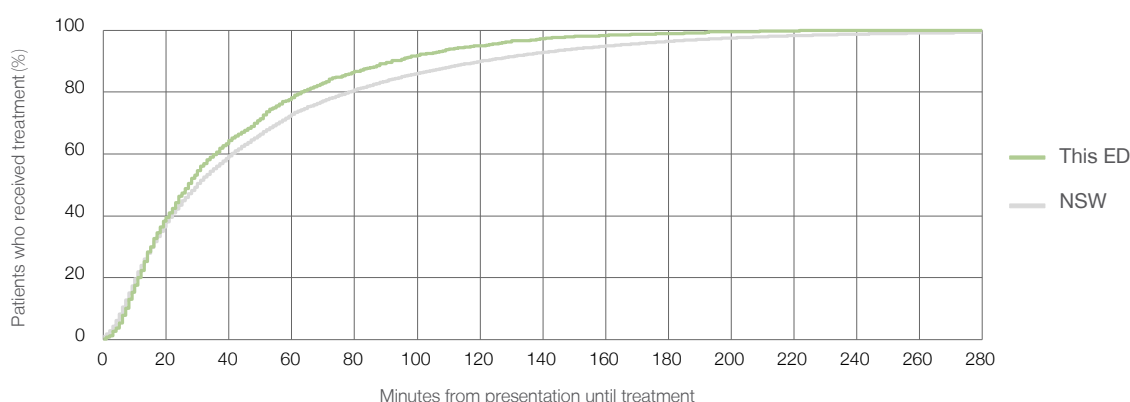
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,070

Median time to start treatment<sup>4</sup> 27 minutes

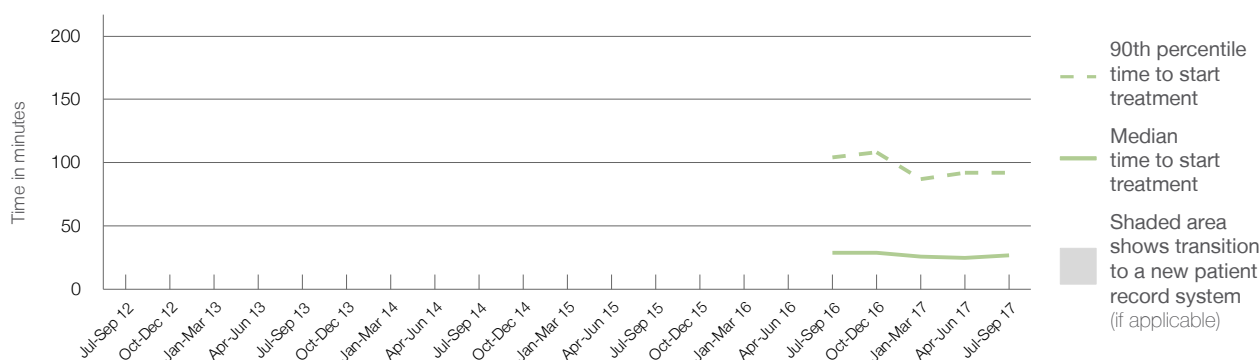
90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
1,241	
1,165	
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<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)					29	27
90th percentile time to start treatment <sup>5</sup> (minutes)					104	92

(†) 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.

## Cooma 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: 450

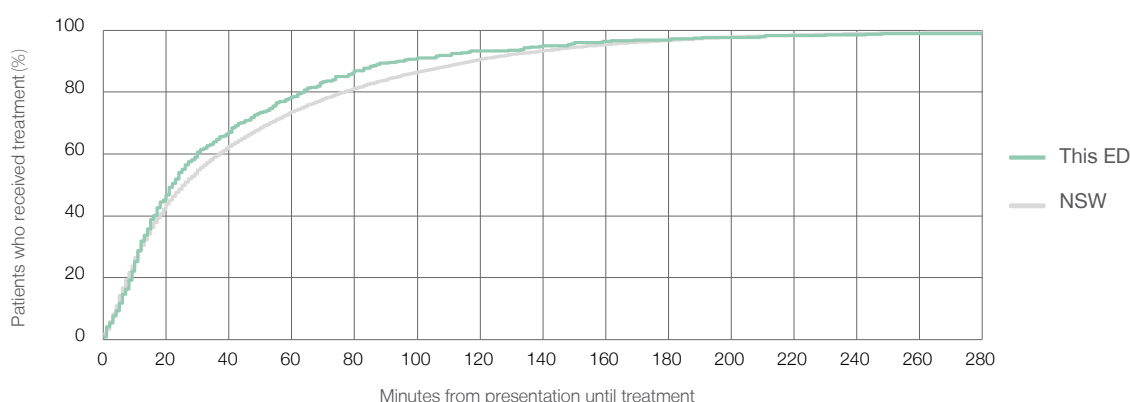
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 383

Median time to start treatment<sup>4</sup> 22 minutes

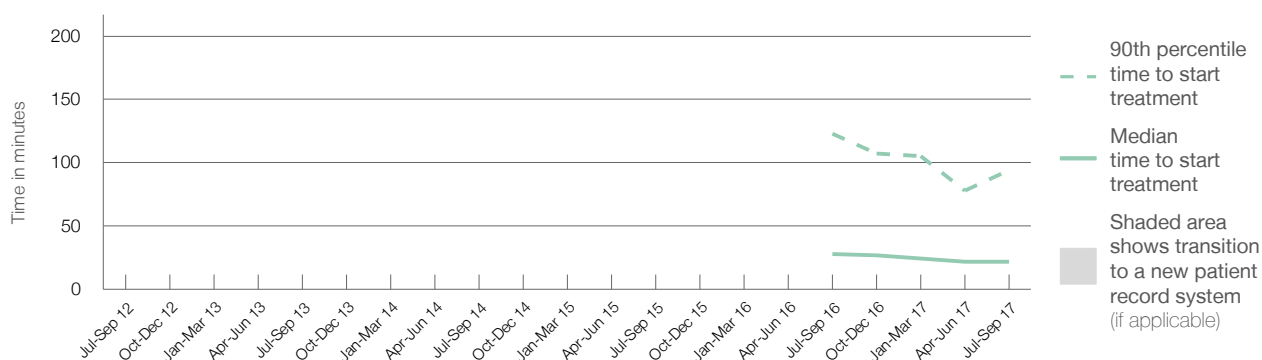
90th percentile time to start treatment<sup>5</sup> 94 minutes

Same period last year	NSW (this period)
418	
370	
28 minutes	26 minutes
123 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)					28	22
90th percentile time to start treatment <sup>5</sup> (minutes)					123	94

(†) 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.

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

July to September 2017

All presentations:<sup>1</sup> 3,039 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,039 patients

Median time spent in the ED<sup>8</sup>

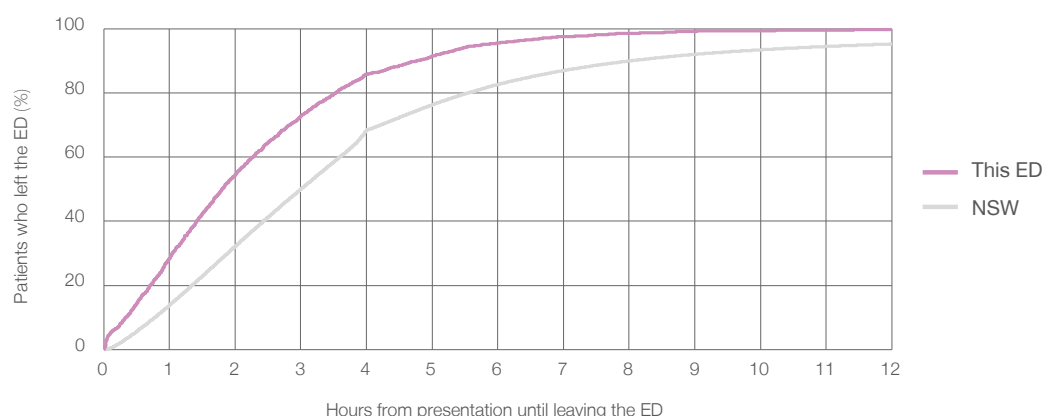
1 hours and 49 minutes

90th percentile time spent in the ED<sup>9</sup>

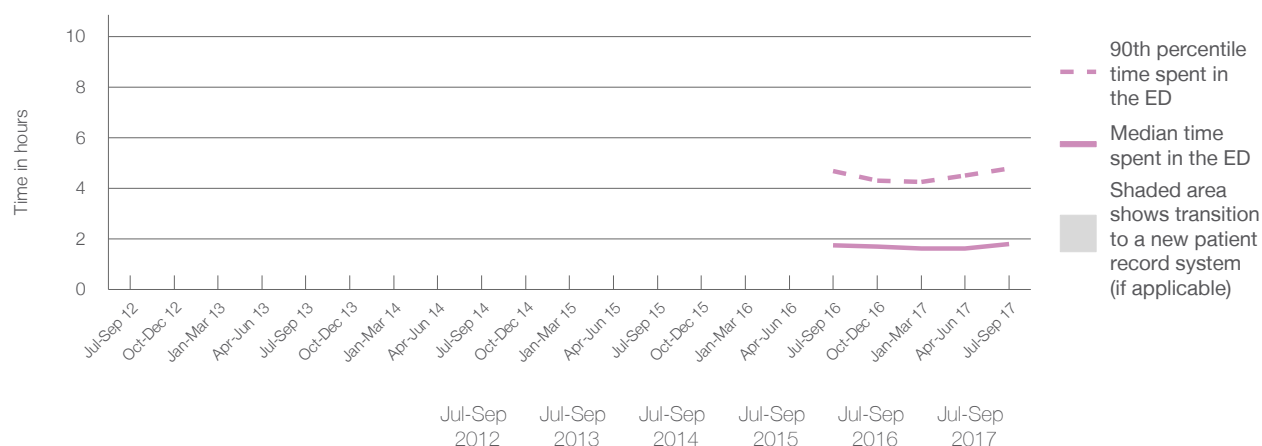
4 hours and 47 minutes

Same period last year	NSW (this period)
2,944	
2,943	
1 hours and 46 minutes	3 hours and 0 minutes
4 hours and 42 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)					1h 46m	1h 49m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)					4h 42m	4h 47m

(†) 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.

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

By mode of separation

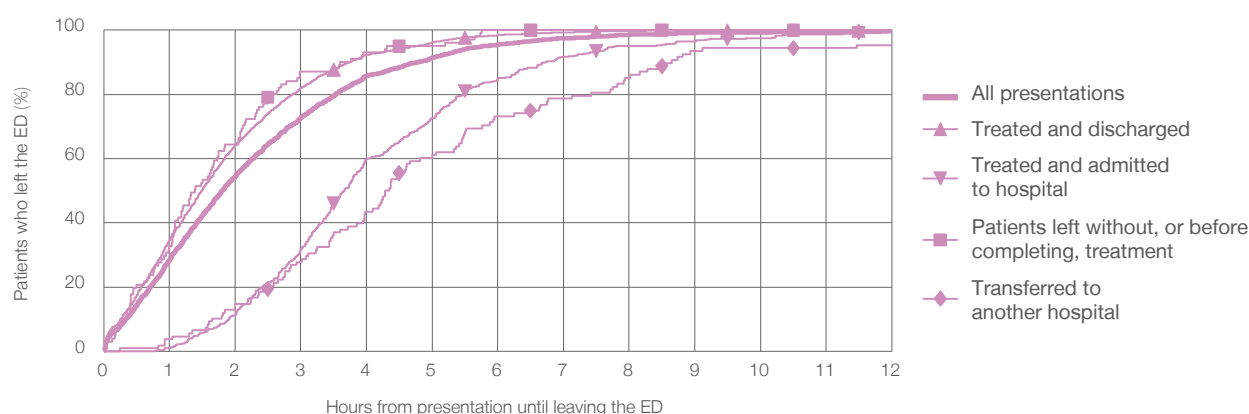
July to September 2017

All presentations:<sup>†</sup> 3,039 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,039 patients

		Same period last year	Change since one year ago
Treated and discharged	2,372 (78.1%)	2,943	3.3%
Treated and admitted to hospital	449 (14.8%)	2,306	2.9%
Patient left without, or before completing, treatment	101 (3.3%)	402	11.7%
Transferred to another hospital	108 (3.6%)	111	-9.0%
Other	9 (0.3%)	115	-6.1%
		10	-10.0%

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



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

Treated and discharged	34.6%	64.2%	82.0%	92.3%	98.4%	99.8%	99.9%	100%
Treated and admitted to hospital	0.9%	11.4%	31.6%	59.9%	84.9%	95.1%	97.6%	99.6%
Patient left without, or before completing, treatment	32.7%	64.4%	87.1%	93.1%	100%	100%	100%	100%
Transferred to another hospital	3.7%	14.8%	27.8%	43.5%	73.1%	85.2%	94.4%	95.4%
All presentations	28.5%	54.6%	72.8%	85.8%	95.6%	98.6%	99.4%	99.7%

(†) 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.

## Cooma Health Service: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:<sup>1</sup> 3,039 patients

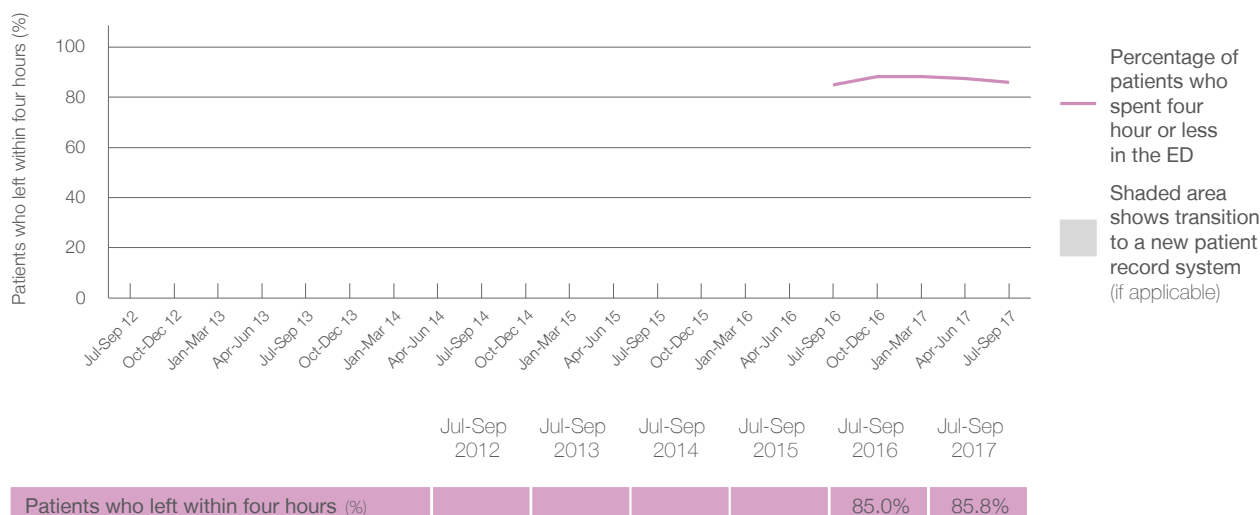
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,039 patients

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



Same period last year	Change since one year ago
2,944	3.2%
2,943	3.3%
85.0%	

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



- \* 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).



## Cowra District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 1,689 patients

Emergency presentations:<sup>2</sup> 1,649 patients

Same period last year	Change since one year ago
1,770	-4.6%
1,729	-4.6%

## Cowra District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 178 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 468 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 697 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 297 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 36 minutes

Same period last year	NSW (this period)
179	
5 minutes	9 minutes
13 minutes	29 minutes
424	
7 minutes	23 minutes
30 minutes	83 minutes
821	
7 minutes	30 minutes
33 minutes	121 minutes
295	
7 minutes	26 minutes
60 minutes	118 minutes

## Cowra District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,688 patients

Percentage of patients who spent four hours or less in the ED 87.0%

Same period last year	Change since one year ago
1,770	-4.6%
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.

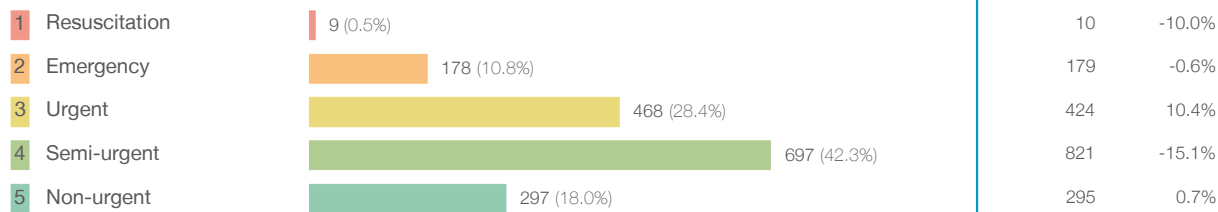
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Cowra District Hospital: Patients presenting to the emergency department

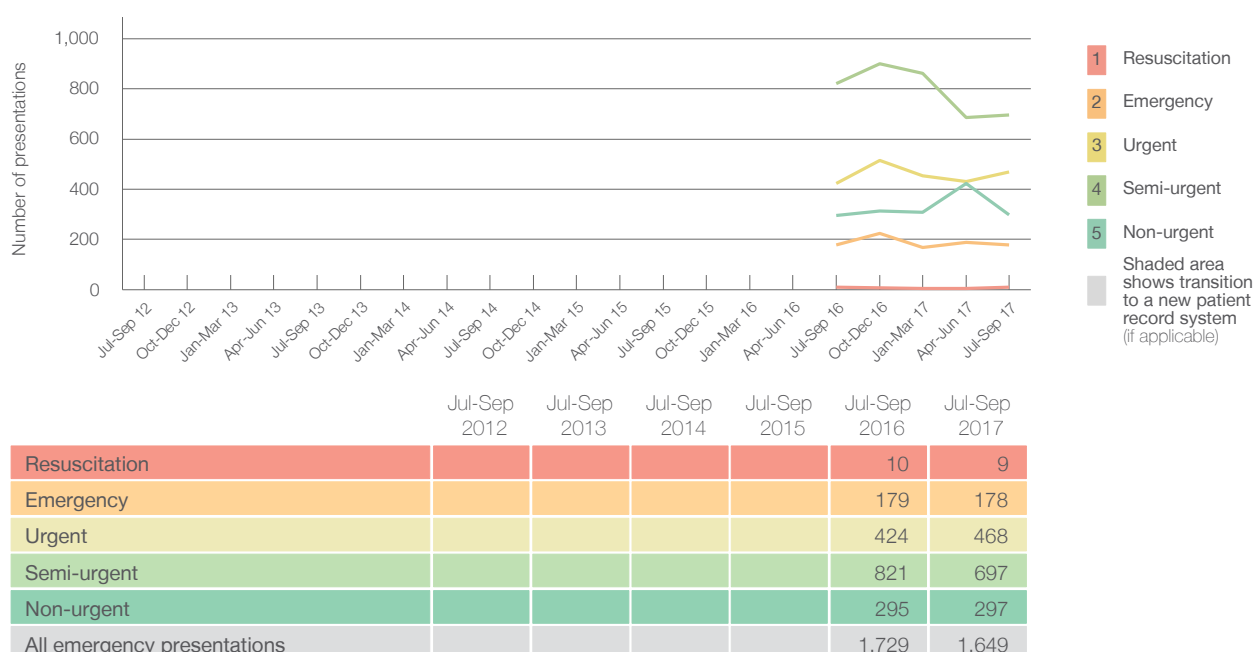
July to September 2017

All presentations:<sup>1</sup> 1,689 patients

Emergency presentations<sup>2</sup> by triage category: 1,649 patients



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



## Cowra District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 262 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.

(§) 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.

## Cowra 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: 178

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 177

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

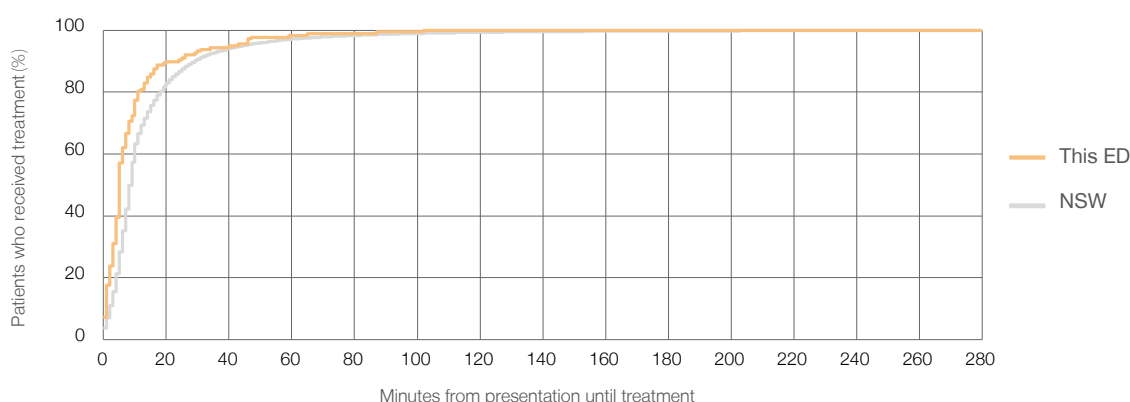
5 minutes

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

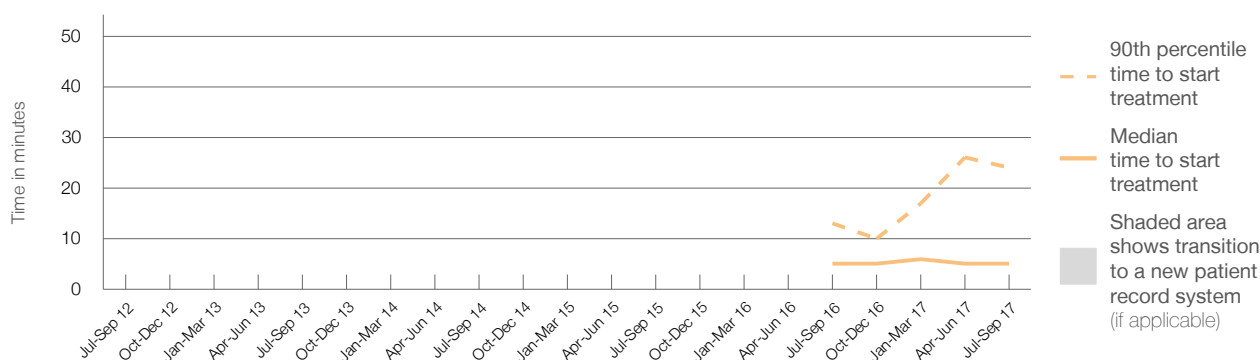
24 minutes

Same period last year	NSW (this period)
179	
178	
5 minutes	9 minutes
13 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)					5	5
90th percentile time to start treatment <sup>5</sup> (minutes)					13	24

(†) 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.

## Cowra 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: 468

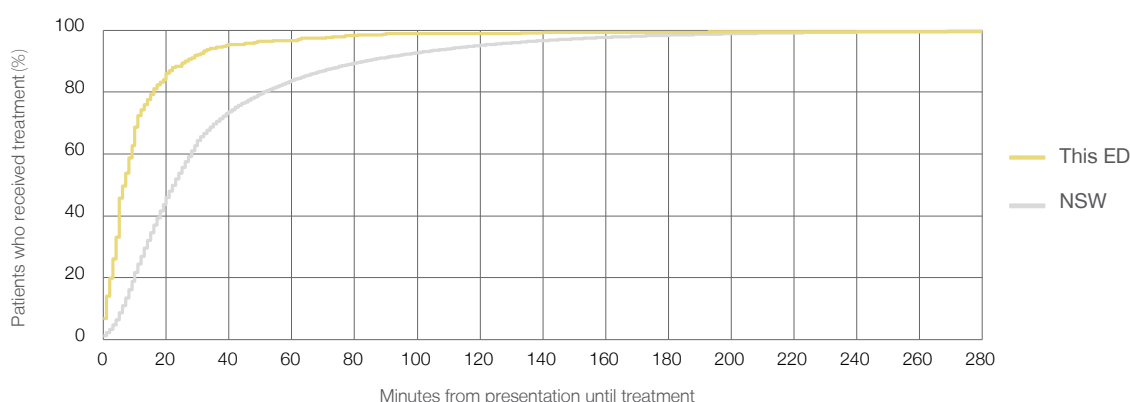
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 463

Median time to start treatment<sup>4</sup> 7 minutes

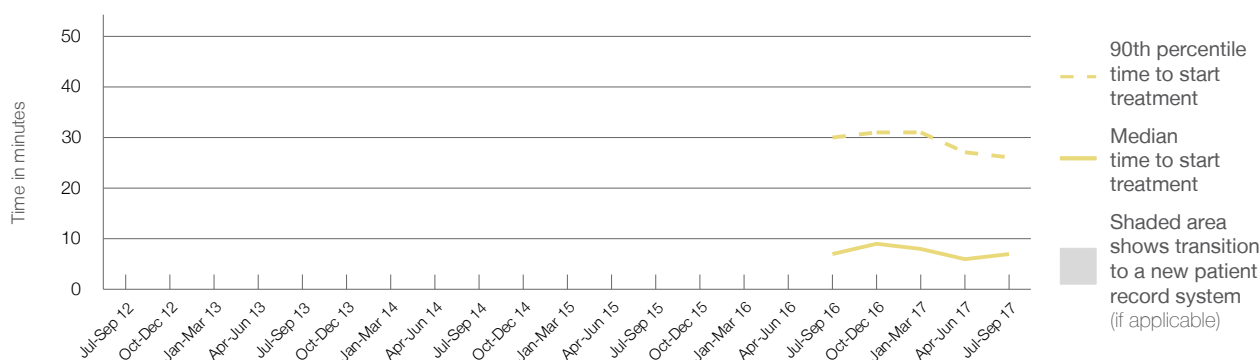
90th percentile time to start treatment<sup>5</sup> 26 minutes

Same period last year	NSW (this period)
424	
414	
7 minutes	23 minutes
30 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)					7	7
90th percentile time to start treatment <sup>5</sup> (minutes)					30	26

(†) 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.

## Cowra 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: 697

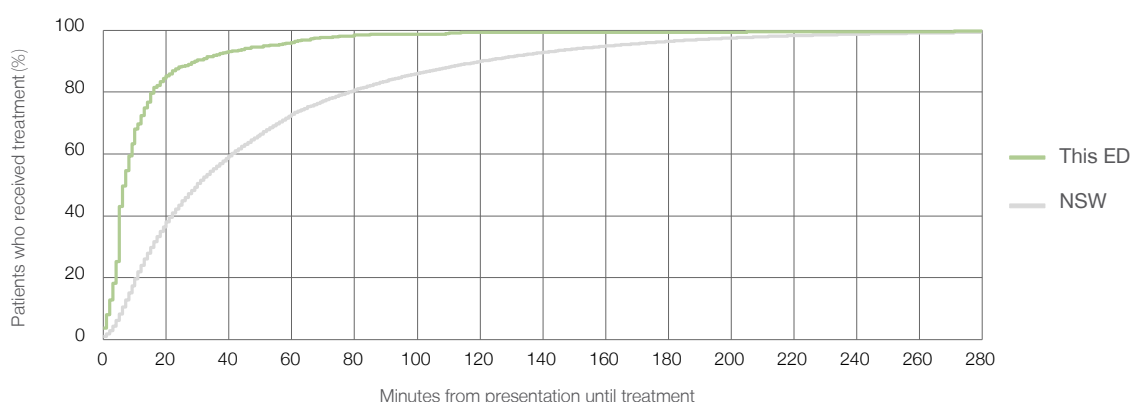
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 647

Median time to start treatment<sup>4</sup> 7 minutes

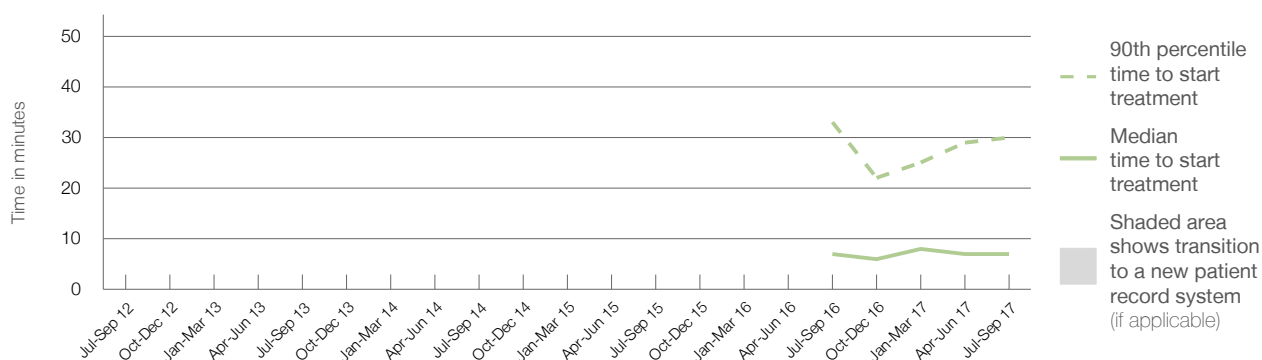
90th percentile time to start treatment<sup>5</sup> 30 minutes

Same period last year	NSW (this period)
821	
780	
7 minutes	30 minutes
33 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)					7	7
90th percentile time to start treatment <sup>5</sup> (minutes)					33	30

(†) 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.

## Cowra 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: 297

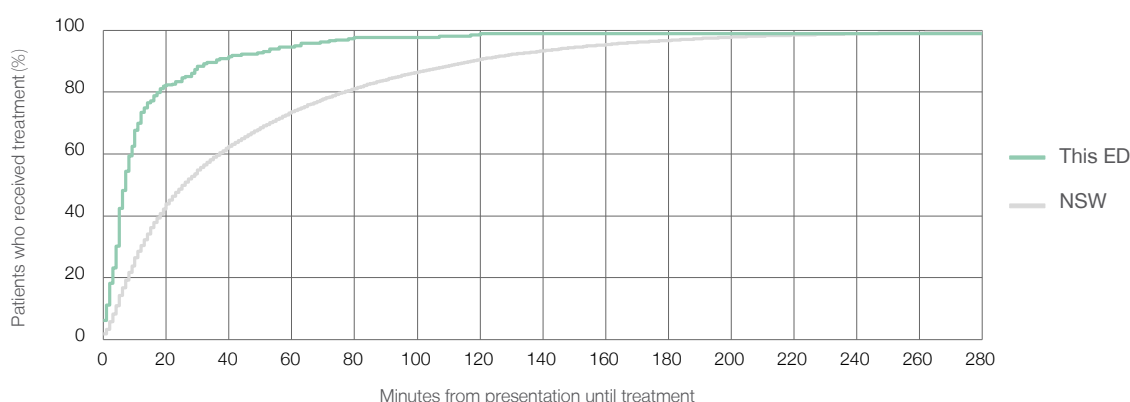
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 259

Median time to start treatment<sup>4</sup> 7 minutes

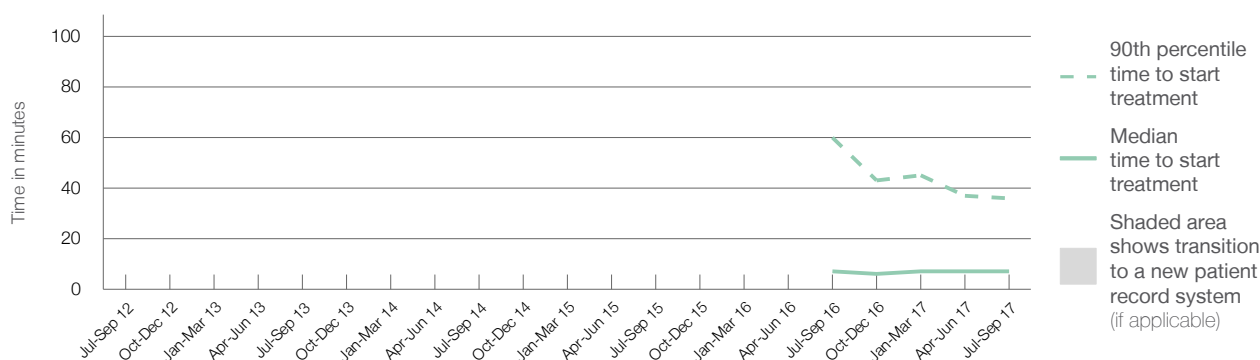
90th percentile time to start treatment<sup>5</sup> 36 minutes

Same period last year	NSW (this period)
295	
267	
7 minutes	26 minutes
60 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)					7	7
90th percentile time to start treatment <sup>5</sup> (minutes)					60	36

(†) 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.

## Cowra District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 1,689 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,688 patients

Median time spent in the ED<sup>8</sup>

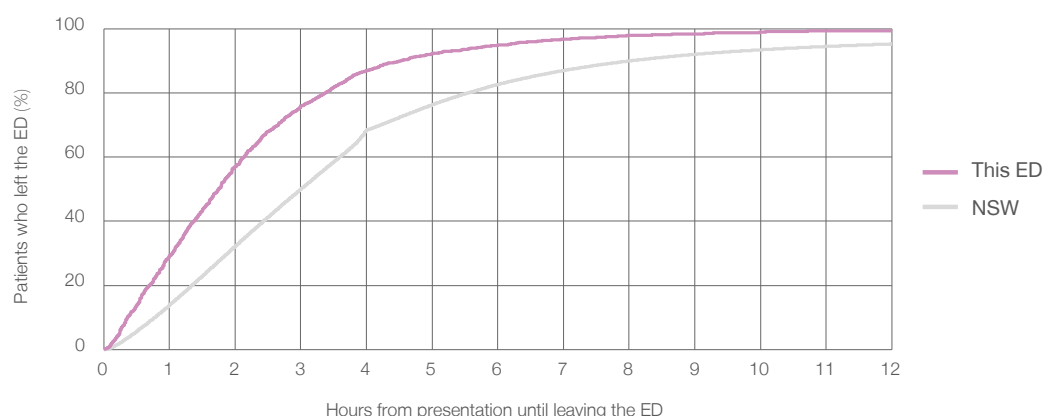
1 hours and 45 minutes

90th percentile time spent in the ED<sup>9</sup>

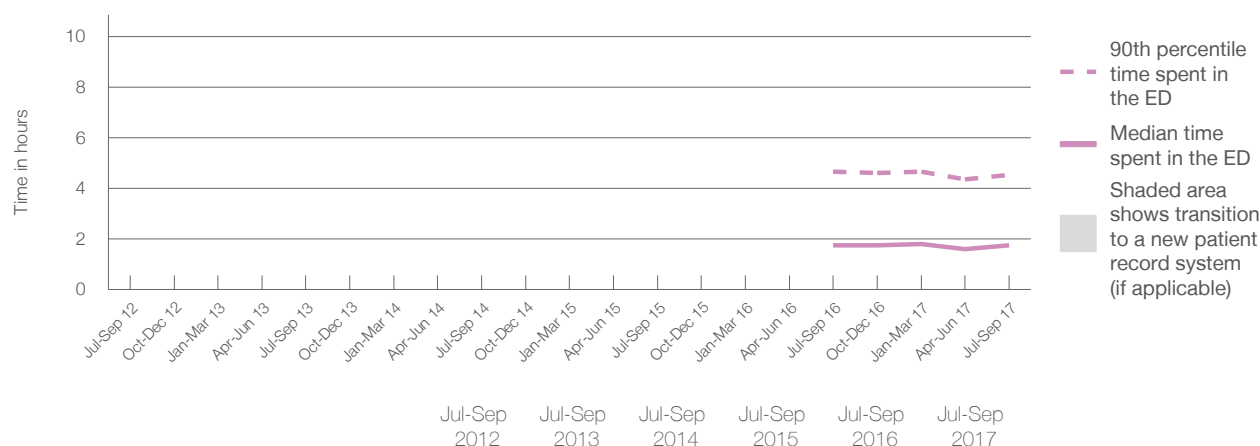
4 hours and 32 minutes

Same period last year	NSW (this period)
1,770	
1,770	
1 hours and 45 minutes	3 hours and 0 minutes
4 hours and 40 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)					1h 45m	1h 45m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)					4h 40m	4h 32m

(†) 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.

## Cowra District Hospital: Time patients spent in the ED

By mode of separation

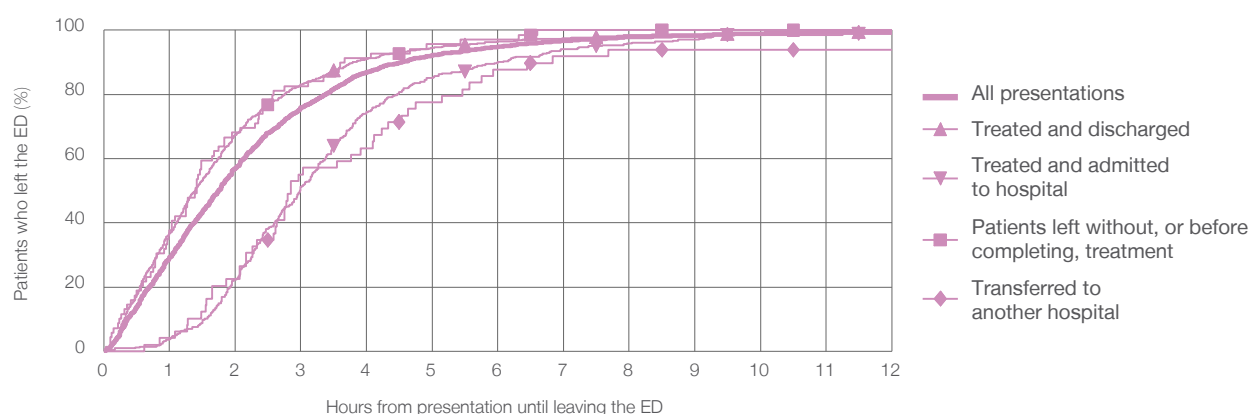
July to September 2017

All presentations:<sup>†</sup> 1,689 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 1,688 patients

		Same period last year	Change since one year ago
Treated and discharged	1,222 (72.4%)	1,267	-3.6%
Treated and admitted to hospital	342 (20.2%)	321	6.5%
Patient left without, or before completing, treatment	69 (4.1%)	94	-26.6%
Transferred to another hospital	49 (2.9%)	87	-43.7%
Other	7 (0.4%)	1	600.0%

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



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

Treated and discharged	36.8%	67.3%	83.1%	91.1%	96.5%	98.5%	99.2%	99.7%
Treated and admitted to hospital	3.8%	22.2%	51.2%	74.6%	90.1%	95.9%	98.5%	98.8%
Patient left without, or before completing, treatment	37.7%	68.1%	82.6%	91.3%	97.1%	100%	100%	100%
Transferred to another hospital	4.1%	22.4%	55.1%	63.3%	87.8%	93.9%	93.9%	93.9%
All presentations	29.3%	57.0%	75.9%	87.0%	95.0%	97.9%	98.9%	99.3%

(†) 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.

(§) 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.



## Cowra 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:<sup>1</sup> 1,689 patients

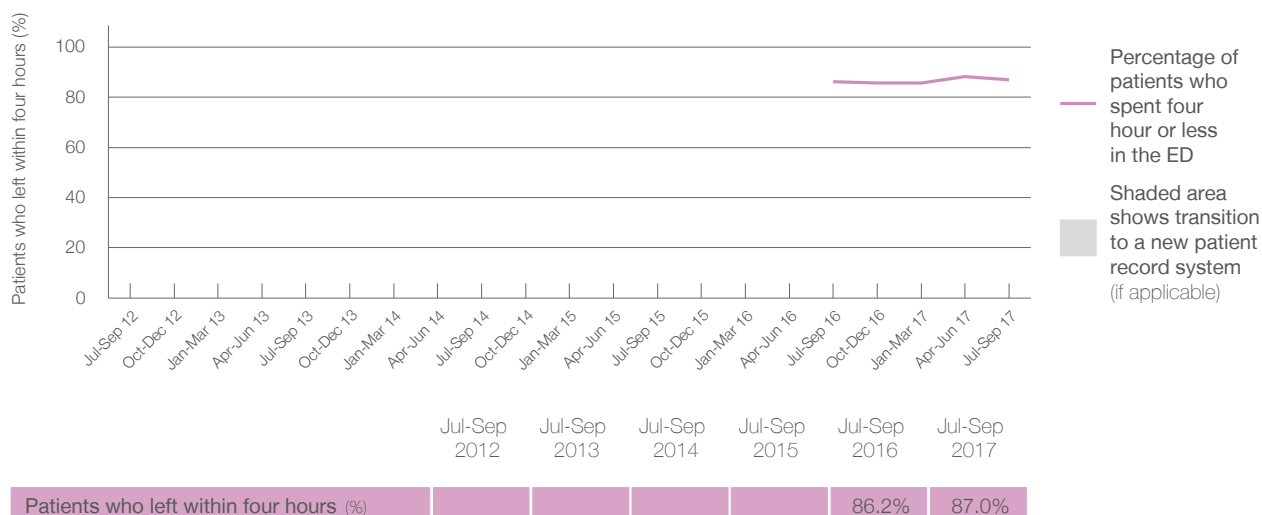
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,688 patients

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



Same period last year	Change since one year ago
1,770	-4.6%
1,770	-4.6%
86.2%	

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



- \* 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Deniliquin Health Service: Emergency department (ED) overview

July to September 2017

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

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

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

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

July to September 2017

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

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

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

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

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

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

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

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

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

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

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

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

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

## Deniliquin Health Service: Time from presentation until leaving the ED

July to September 2017

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

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

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

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

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.

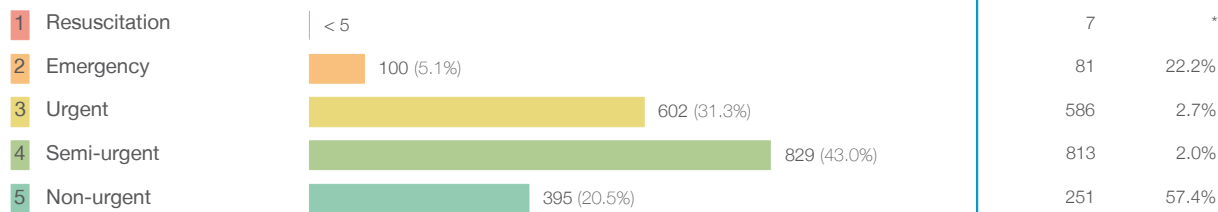
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Deniliquin Health Service: Patients presenting to the emergency department

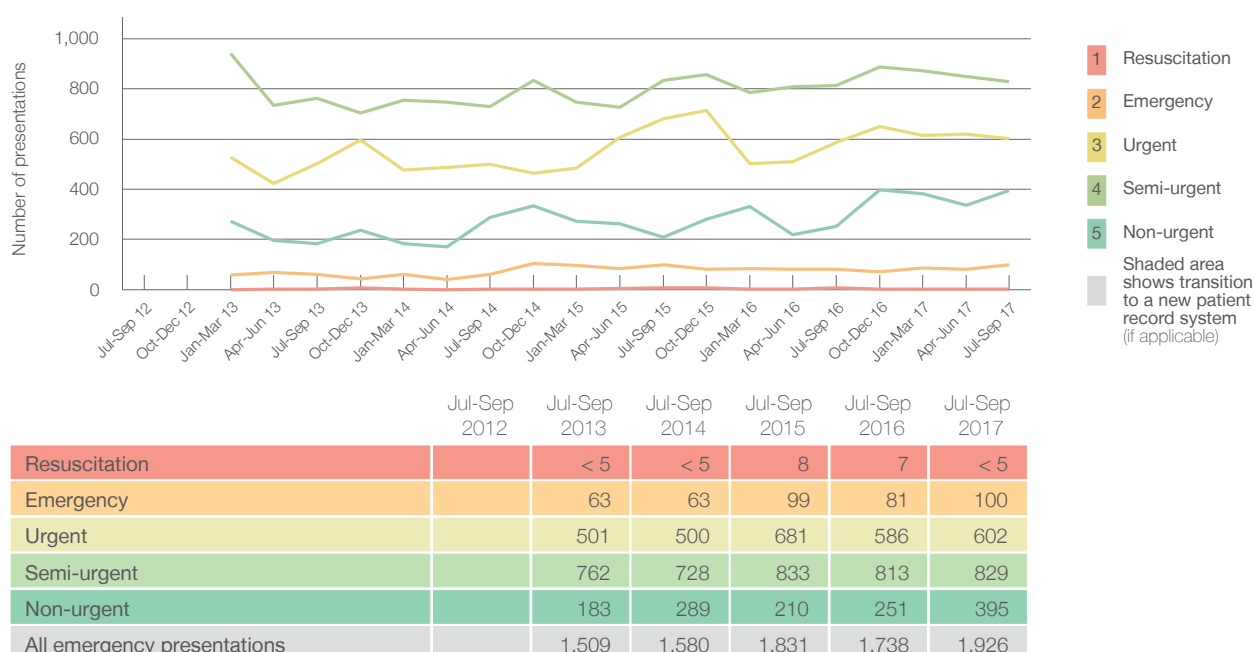
July to September 2017

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

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



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



## Deniliquin Health Service: Patients arriving by ambulance

July to September 2017

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

ED Transfer of care time



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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

July to September 2017

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

Number of triage 2 patients: 100

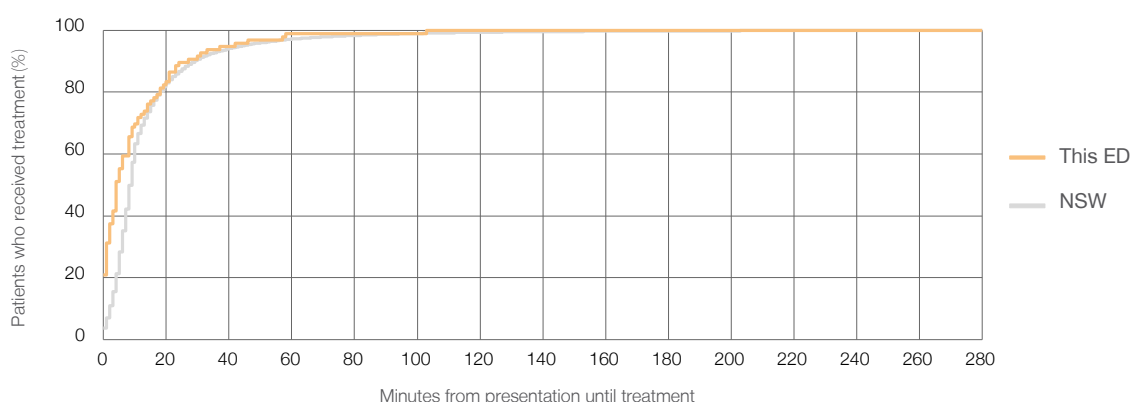
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 96

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

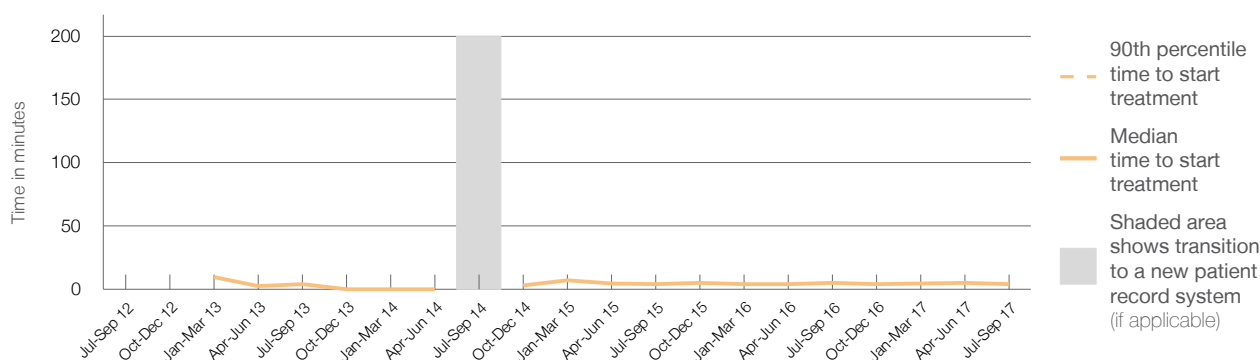
90th percentile time to start treatment<sup>5</sup> \*

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

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



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



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

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 3 patients: 602

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

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

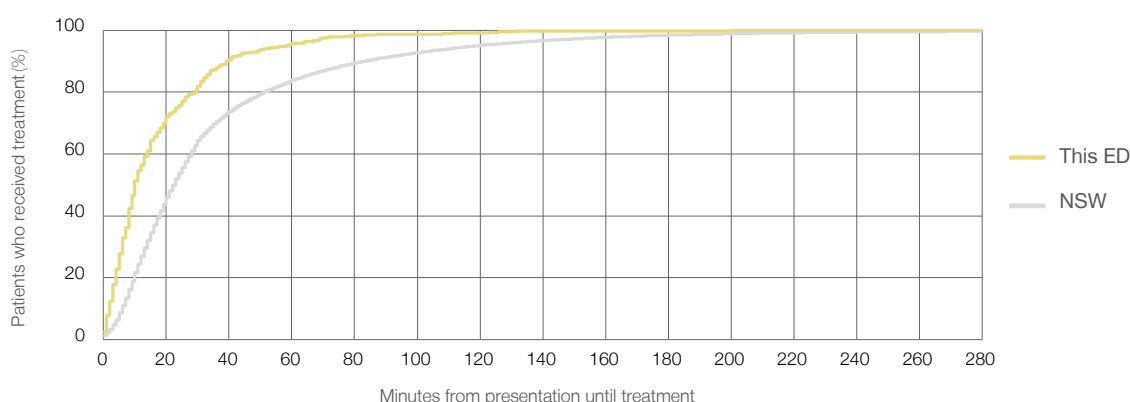
10 minutes

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

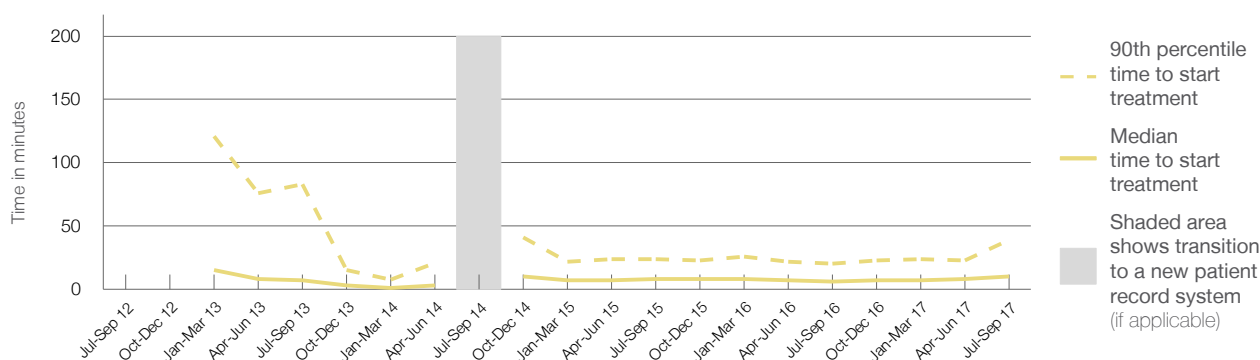
39 minutes

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

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



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



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

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 4 patients: 829

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

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

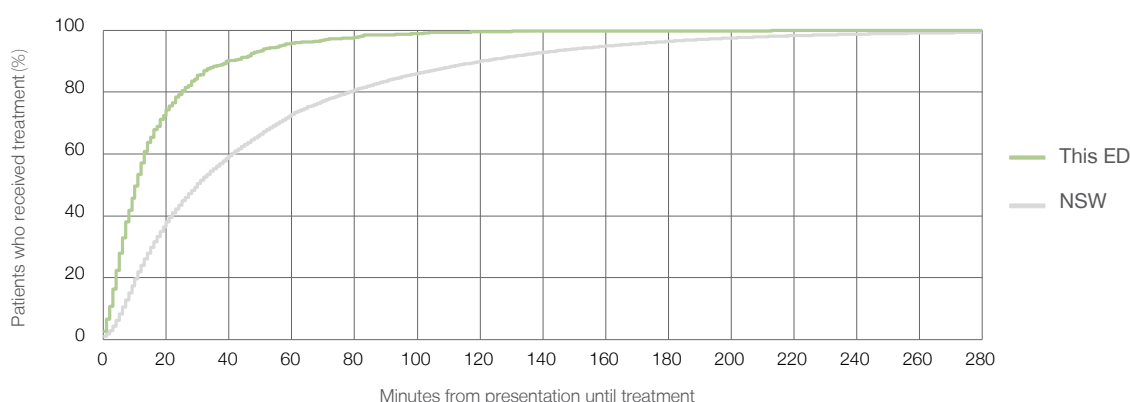
11 minutes

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

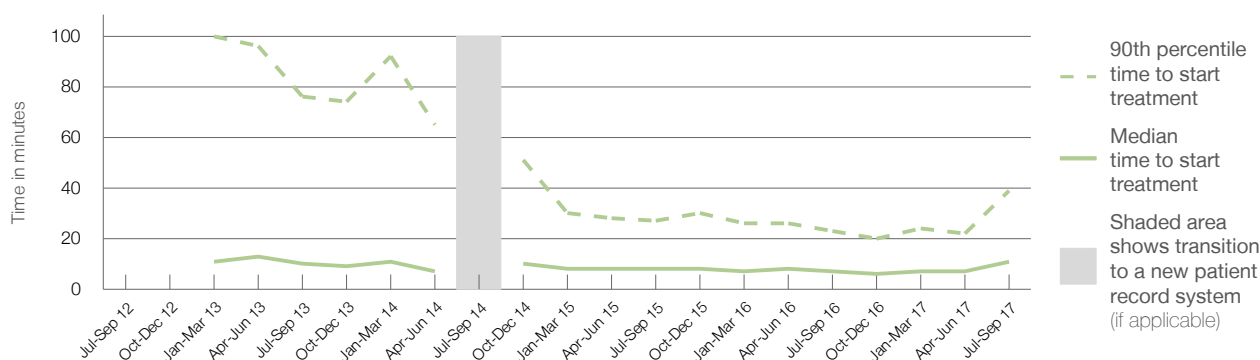
39 minutes

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

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



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



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

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

Number of triage 5 patients: 395

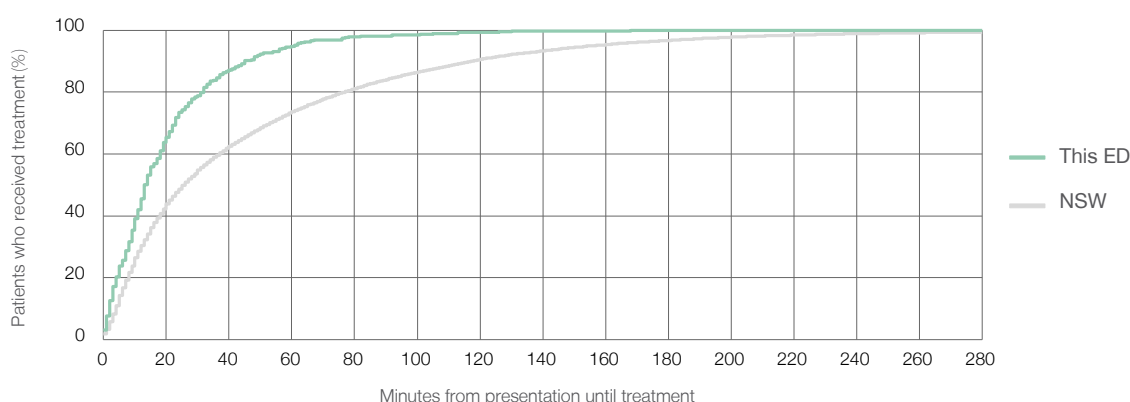
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 378

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

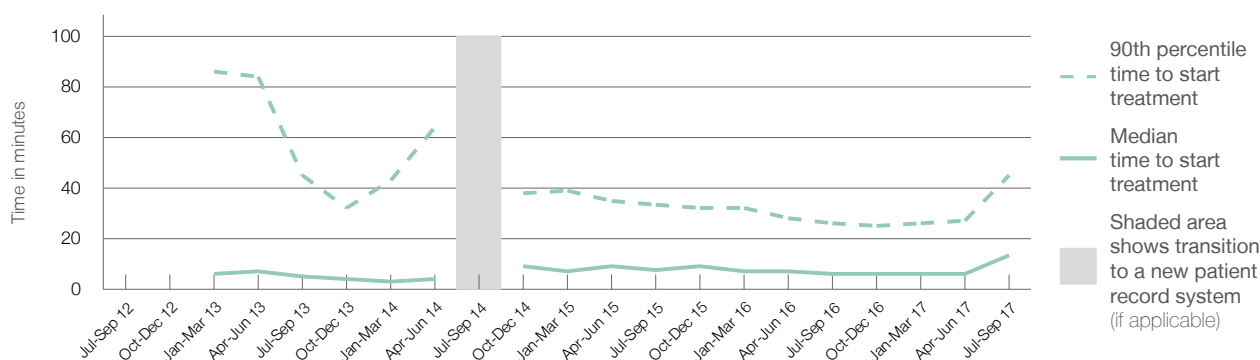
90th percentile time to start treatment<sup>5</sup> 45 minutes

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

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



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



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

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

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

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

Median time spent in the ED<sup>8</sup>

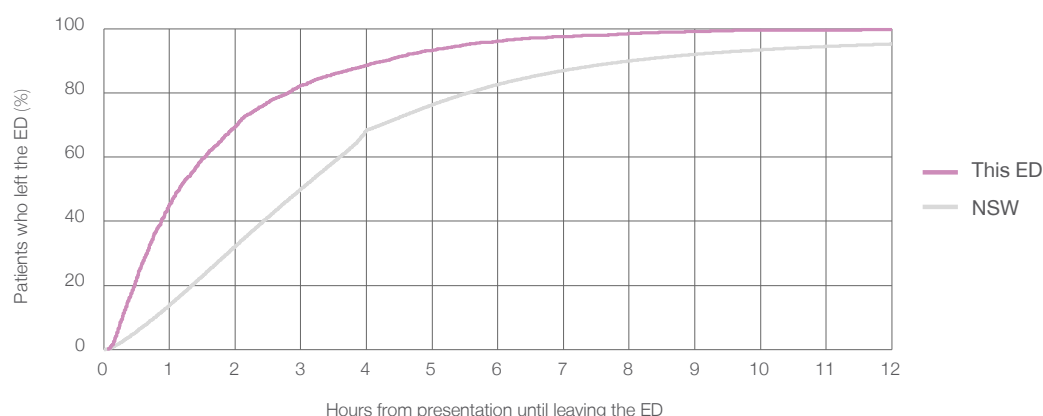
1 hours and 9 minutes

90th percentile time spent in the ED<sup>9</sup>

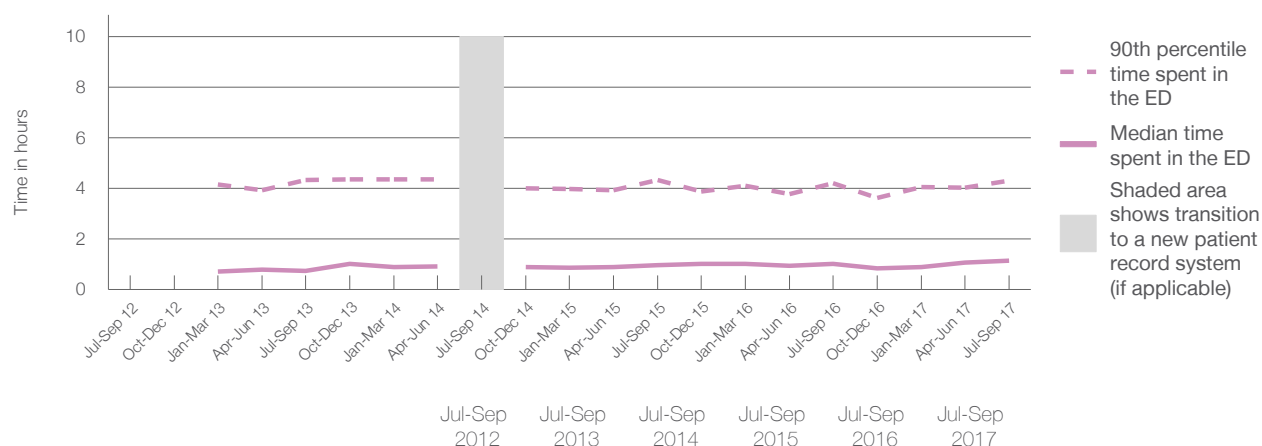
4 hours and 18 minutes

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

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)		0h 44m		0h 59m	1h 1m	1h 9m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		4h 20m		4h 20m	4h 13m	4h 18m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



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

By mode of separation

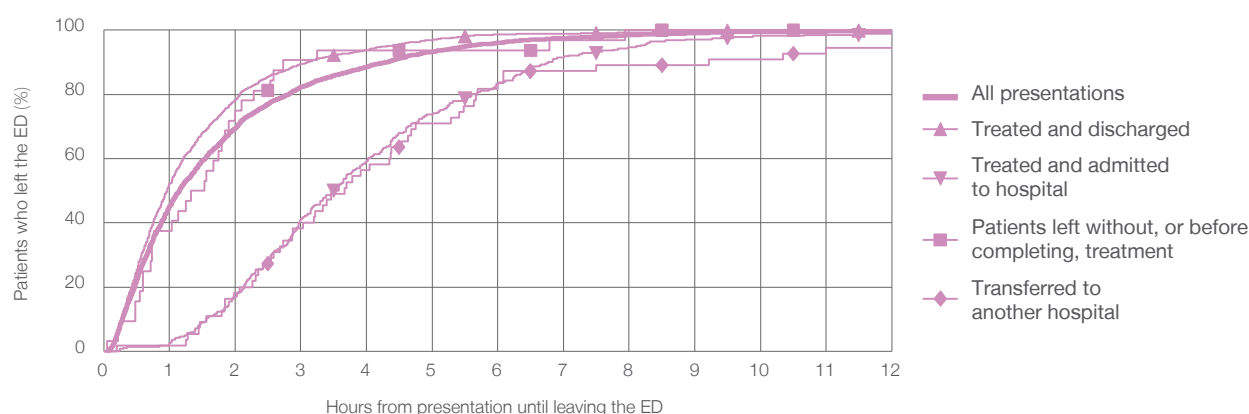
July to September 2017

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

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

		Same period last year	Change since one year ago
		2,073	9.3%
Treated and discharged	1,817 (80.2%)	1,616	12.4%
Treated and admitted to hospital	282 (12.4%)	334	-15.6%
Patient left without, or before completing, treatment	32 (1.4%)	28	14.3%
Transferred to another hospital	55 (2.4%)	41	34.1%
Other	80 (3.5%)	54	48.1%

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



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

(†) 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.

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## Deniliquin Health Service: Time spent in the ED

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

July to September 2017

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

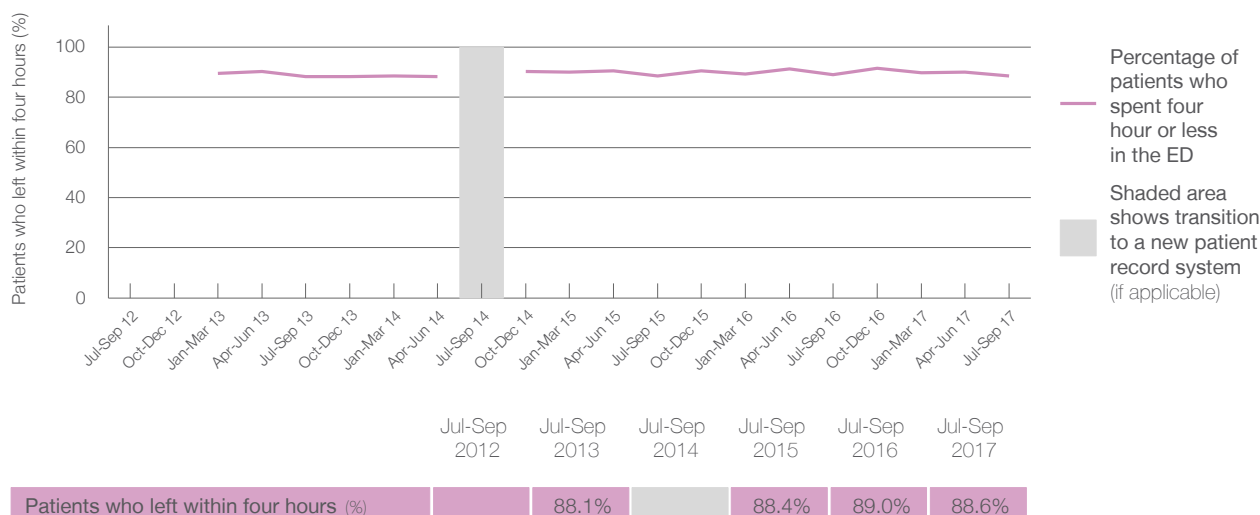
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,266 patients

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



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

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



- \* 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Forbes District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 2,031 patients

Emergency presentations:<sup>2</sup> 1,866 patients

Same period last year	Change since one year ago
1,855	9.5%
1,619	15.3%

## Forbes District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 84 patients

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

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 317 patients

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

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

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 737 patients

Median time to start treatment<sup>4</sup> 20 minutes

90th percentile time to start treatment<sup>5</sup> 96 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 728 patients

Median time to start treatment<sup>4</sup> 19 minutes

90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
87	
5 minutes	9 minutes
*	29 minutes
270	
16 minutes	23 minutes
50 minutes	83 minutes
526	
25 minutes	30 minutes
95 minutes	121 minutes
731	
31 minutes	26 minutes
140 minutes	118 minutes

## Forbes District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,030 patients

Percentage of patients who spent four hours or less in the ED 86.4%

Same period last year	Change since one year ago
1,855	9.4%
88.0%	

\* 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.

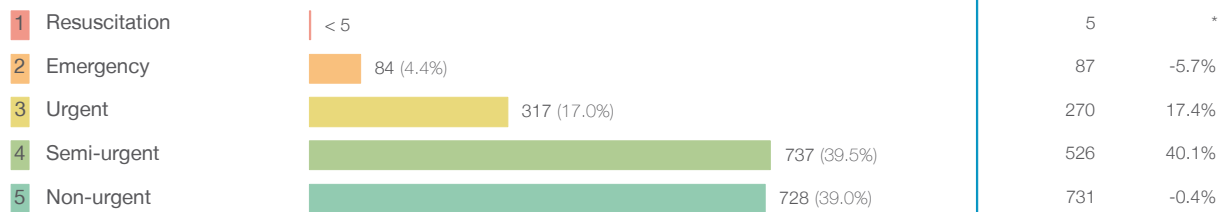
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Forbes District Hospital: Patients presenting to the emergency department

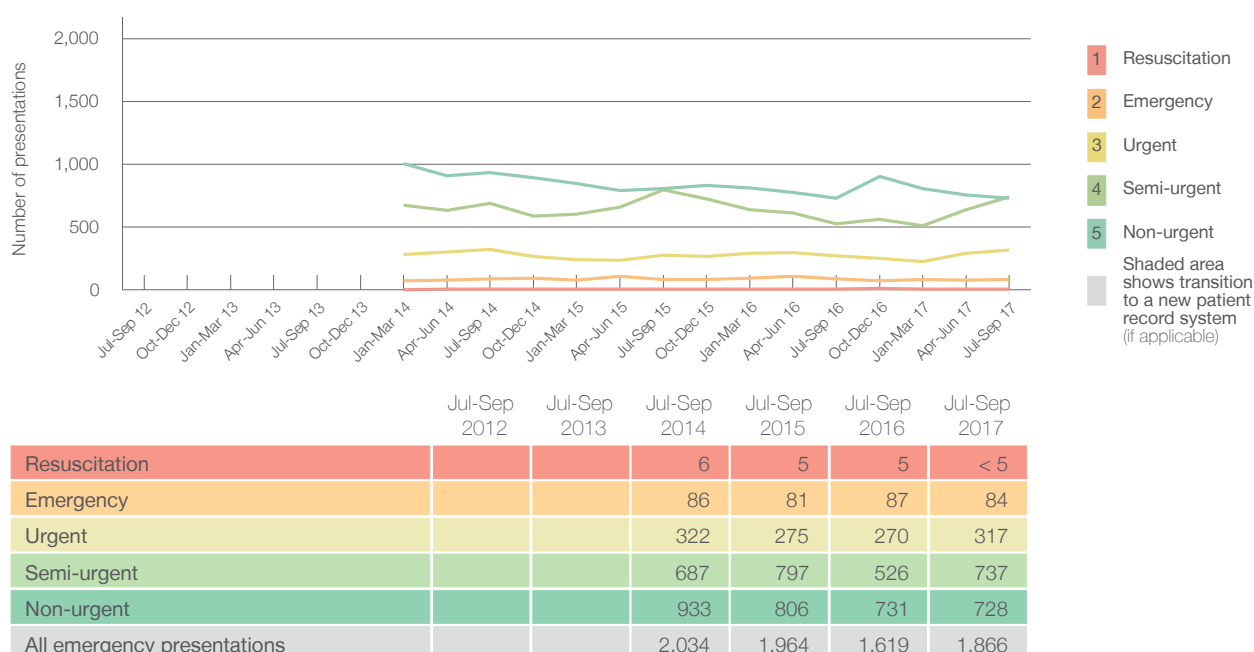
July to September 2017

All presentations:<sup>1</sup> 2,031 patients

Emergency presentations<sup>2</sup> by triage category: 1,866 patients



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

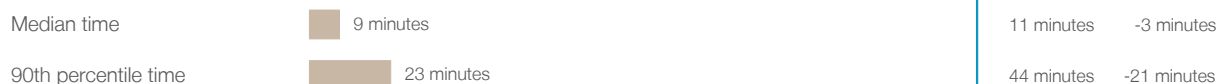


## Forbes District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 218 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.

(§) 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.

## Forbes 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: 84

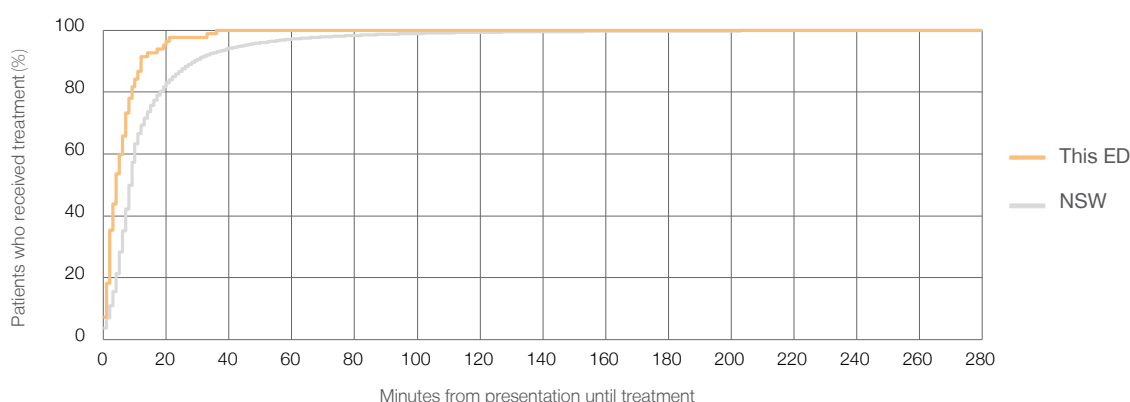
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 82

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

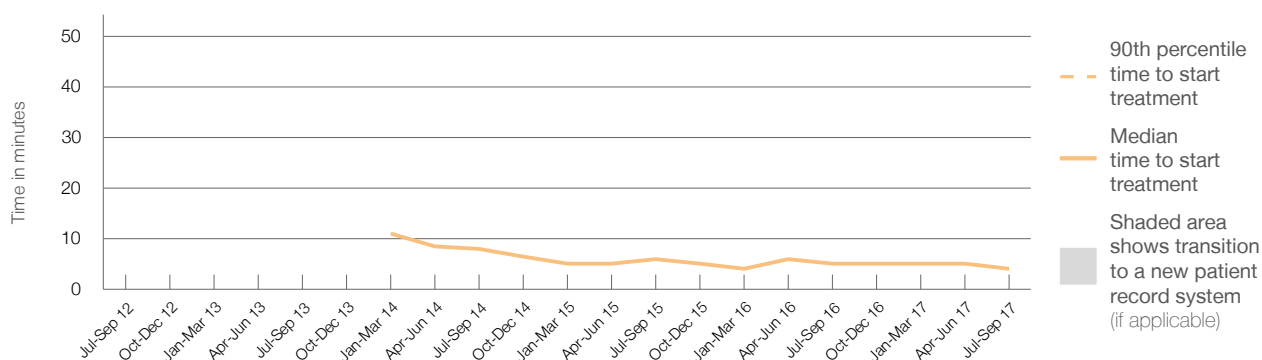
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
87	
87	
5 minutes	9 minutes
*	29 minutes

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



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



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

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

(‡) 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.

## Forbes 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: 317

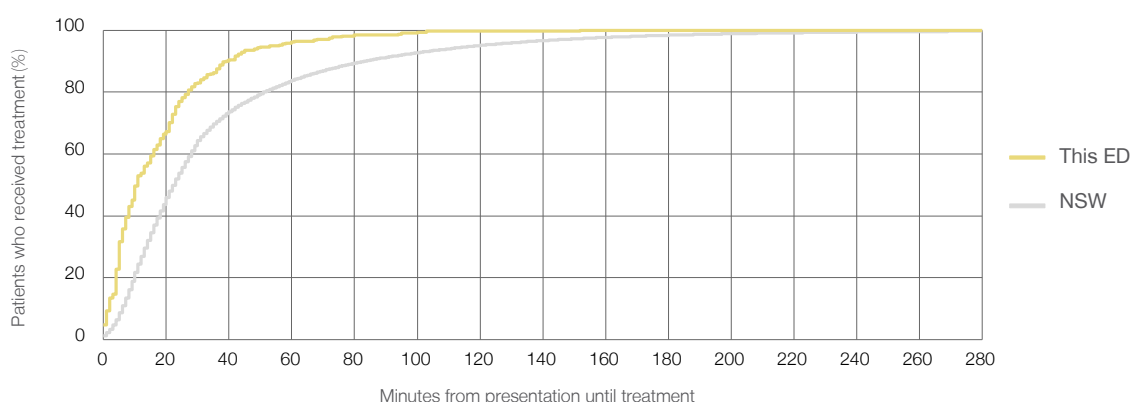
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 312

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

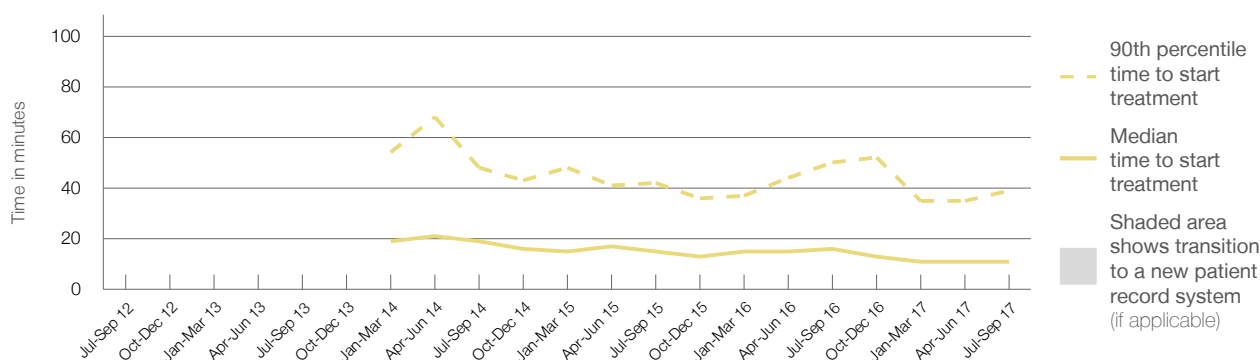
90th percentile time to start treatment<sup>5</sup> 39 minutes

Same period last year	NSW (this period)
270	
269	
16 minutes	23 minutes
50 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)			19	15	16	11
90th percentile time to start treatment <sup>5</sup> (minutes)			48	42	50	39

(†) 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.

## Forbes 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: 737

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 708

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

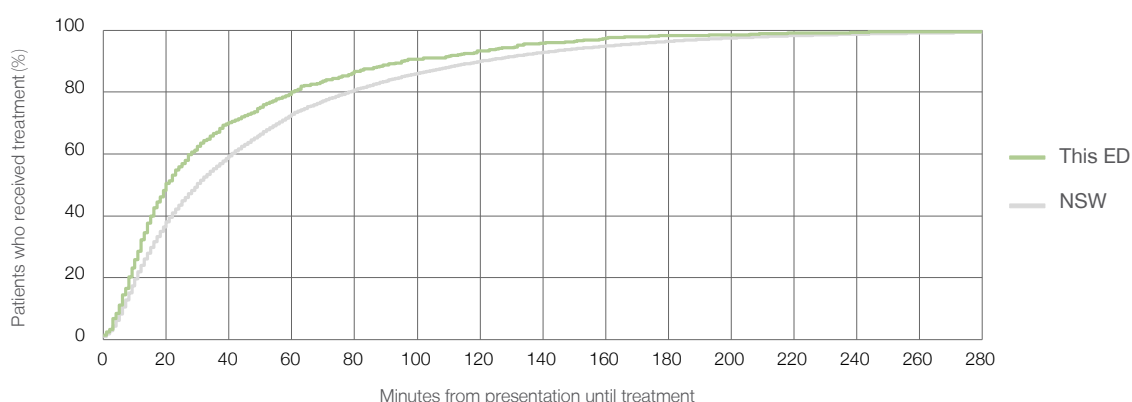
20 minutes

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

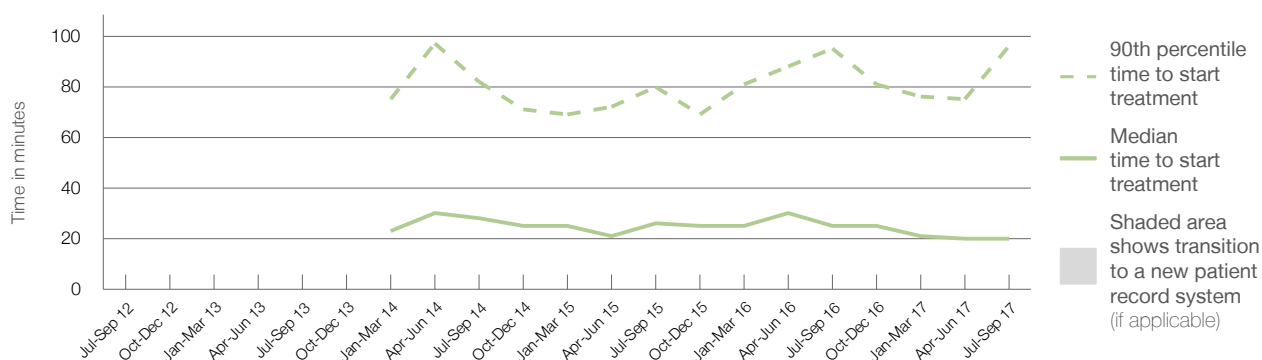
96 minutes

Same period last year	NSW (this period)
526	
494	
25 minutes	30 minutes
95 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)			28	26	25	20
90th percentile time to start treatment <sup>5</sup> (minutes)			82	80	95	96

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

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Forbes 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: 728

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 674

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

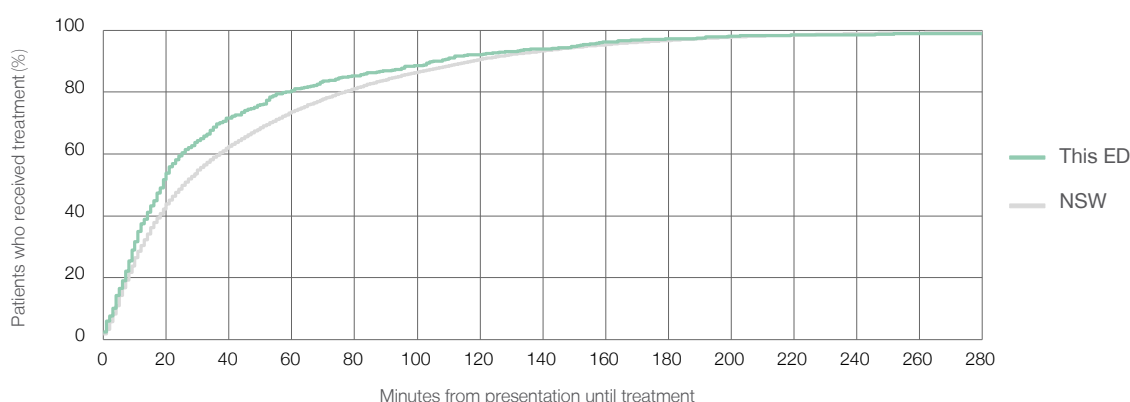
19 minutes

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

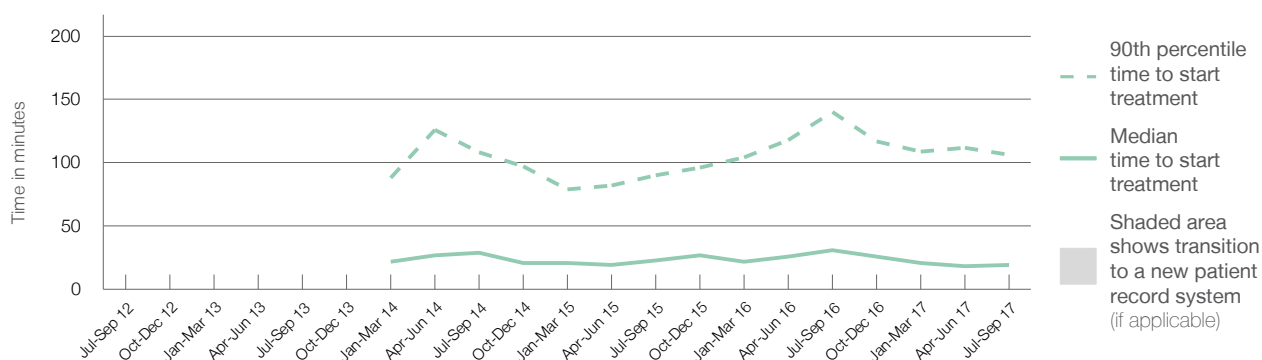
106 minutes

Same period last year	NSW (this period)
731	
641	
31 minutes	26 minutes
140 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)			29	23	31	19
90th percentile time to start treatment <sup>5</sup> (minutes)			108	90	140	106

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

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## Forbes District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 2,031 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,030 patients

Median time spent in the ED<sup>8</sup>

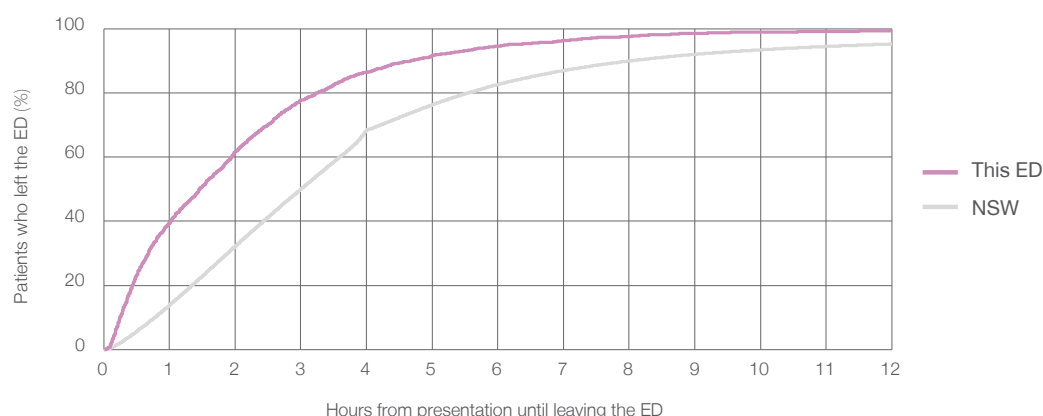
1 hours and 28 minutes

90th percentile time spent in the ED<sup>9</sup>

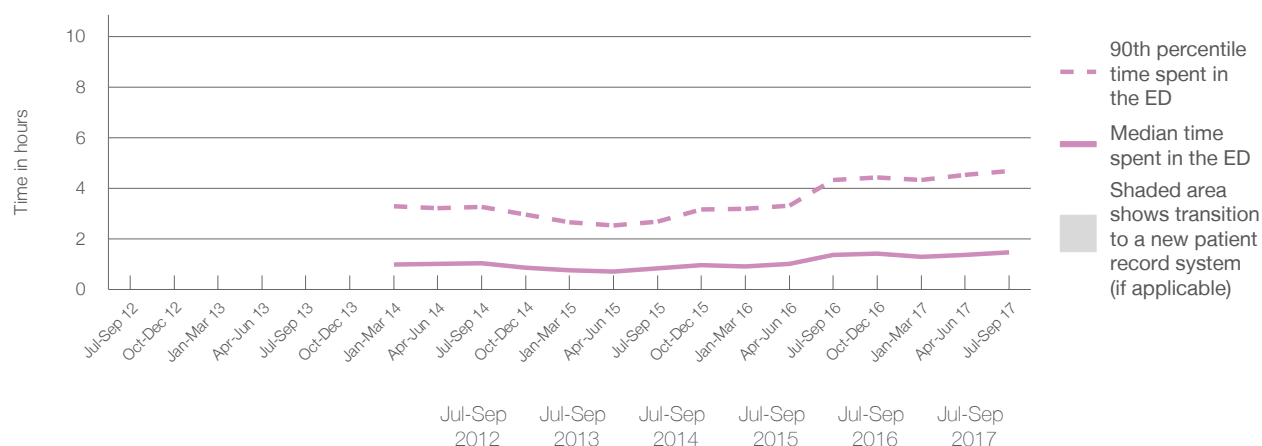
4 hours and 41 minutes

Same period last year	NSW (this period)
1,855	
1,855	
1 hours and 22 minutes	3 hours and 0 minutes
4 hours and 20 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)			1h 3m	0h 51m	1h 22m	1h 28m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			3h 16m	2h 42m	4h 20m	4h 41m

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## Forbes District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

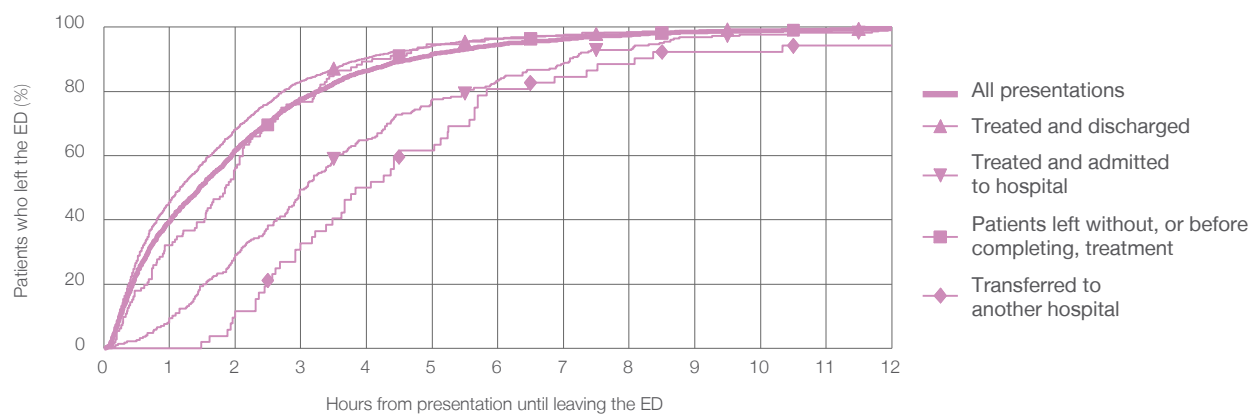
All presentations:<sup>†</sup> 2,031 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,030 patients

Treated and discharged	1,625 (80.0%)
Treated and admitted to hospital	227 (11.2%)
Patient left without, or before completing, treatment	112 (5.5%)
Transferred to another hospital	52 (2.6%)
Other	15 (0.7%)

Same period last year	Change since one year ago
1,855	9.4%
1,429	13.7%
215	5.6%
138	-18.8%
64	-18.8%
9	66.7%

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



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

Treated and discharged	45.5%	68.2%	83.2%	90.3%	96.4%	98.5%	99.3%	99.6%
Treated and admitted to hospital	9.3%	29.1%	49.3%	64.8%	83.3%	93.0%	97.8%	99.1%
Patient left without, or before completing, treatment	32.1%	56.3%	76.8%	89.3%	96.4%	98.2%	99.1%	100%
Transferred to another hospital	0%	11.5%	32.7%	50.0%	80.8%	88.5%	92.3%	94.2%
All presentations	39.6%	61.8%	77.7%	86.4%	94.5%	97.6%	99.0%	99.4%

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## Forbes 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:<sup>1</sup> 2,031 patients

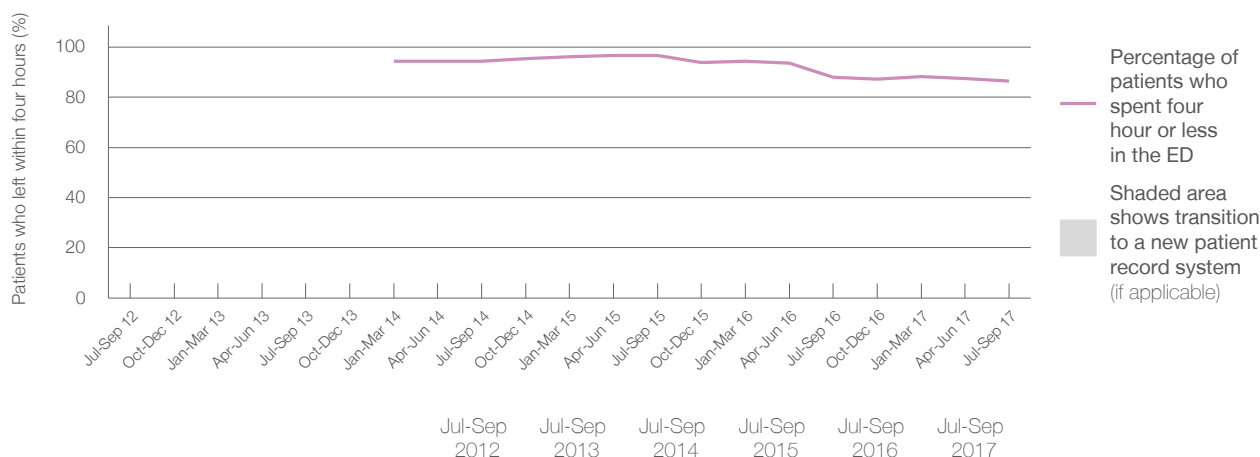
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,030 patients

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



Same period last year	Change since one year ago
1,855	9.5%
1,855	9.4%
88.0%	

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



Patients who left within four hours (%)

94.2% 96.6% 88.0% 86.4%

- \* 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*.
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  - 5. 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.
  - 6. All presentations that have a departure time.
  - 7. 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*.
  - 8. 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.
  - 9. 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).

## Gunnedah District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 2,457 patients

Emergency presentations:<sup>2</sup> 2,398 patients

Same period last year	Change since one year ago
1,950	26.0%
1,825	31.4%

## Gunnedah District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 142 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 466 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,309 patients

Median time to start treatment<sup>4</sup> 35 minutes  
90th percentile time to start treatment<sup>5</sup> 134 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 481 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 125 minutes

Same period last year	NSW (this period)
94	
3 minutes	9 minutes
*	29 minutes
445	
17 minutes	23 minutes
60 minutes	83 minutes
1,132	
34 minutes	30 minutes
100 minutes	121 minutes
149	
25 minutes	26 minutes
99 minutes	118 minutes

## Gunnedah District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,457 patients

Percentage of patients who spent four hours or less in the ED 87.2%

Same period last year	Change since one year ago
1,950	26.0%
88.6%	

\* 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*.
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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.

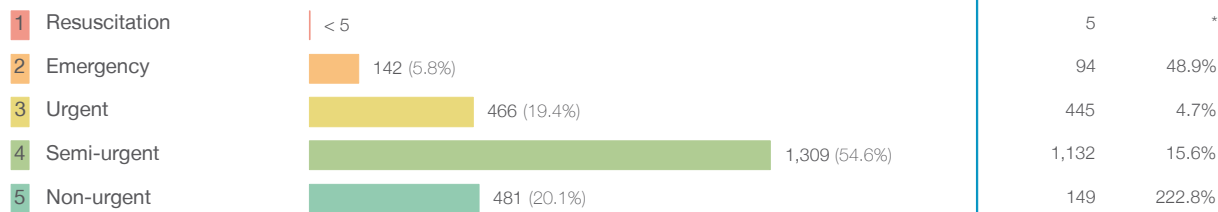
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Gunnedah District Hospital: Patients presenting to the emergency department

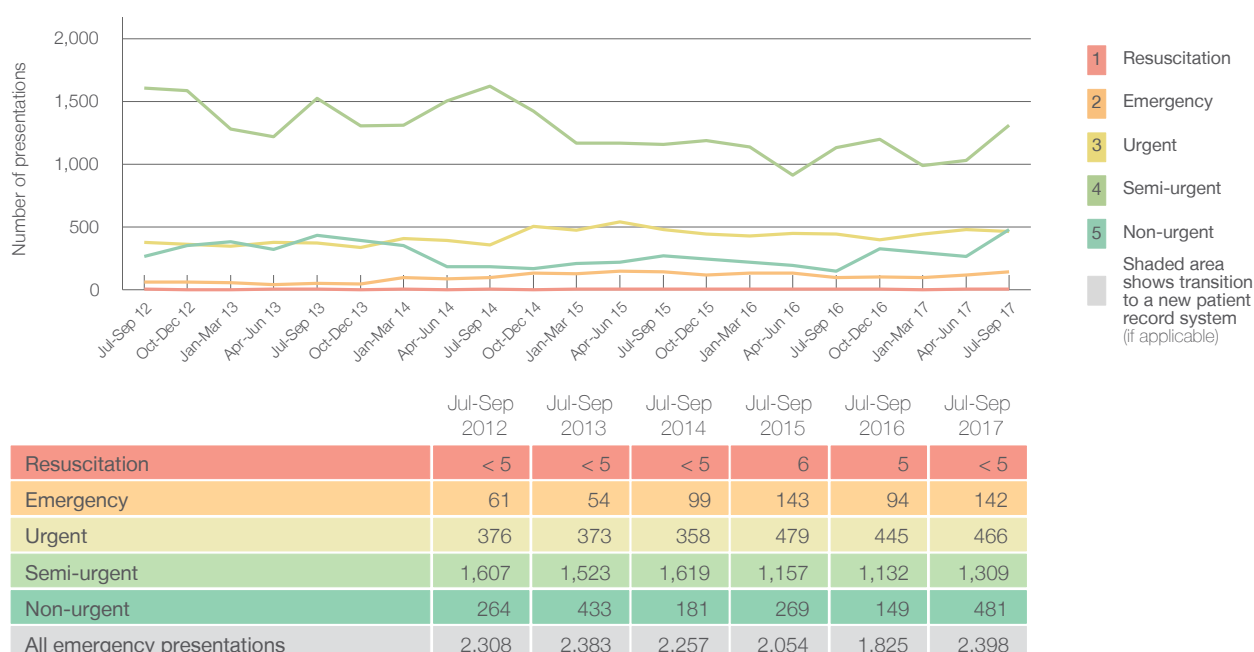
July to September 2017

All presentations:<sup>1</sup> 2,457 patients

Emergency presentations<sup>2</sup> by triage category: 2,398 patients



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



## Gunnedah District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 164 patients<sup>\*\*</sup>

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.

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

## Gunnedah 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: 142

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 137

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

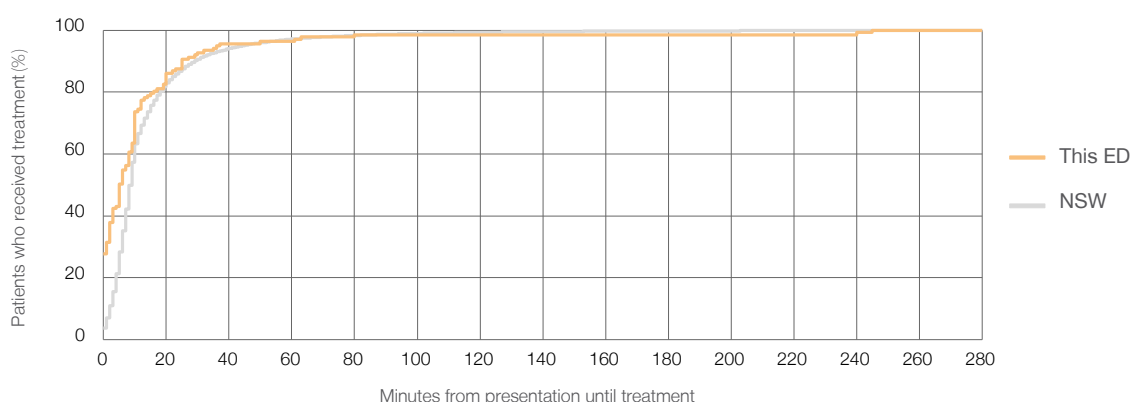
5 minutes

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

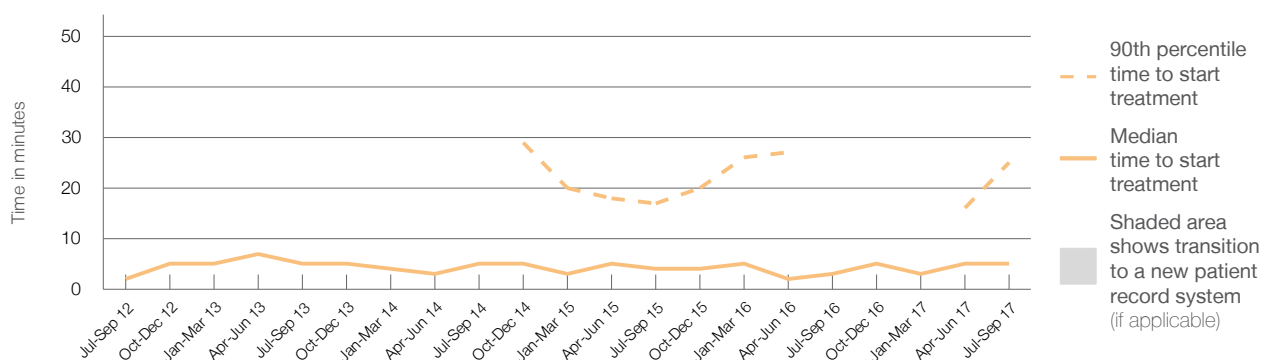
25 minutes

Same period last year	NSW (this period)
94	
93	
3 minutes	9 minutes
*	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	2	5	5	4	3	5
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	*	17	*	25

(†) 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.

## Gunnedah 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: 466

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 452

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

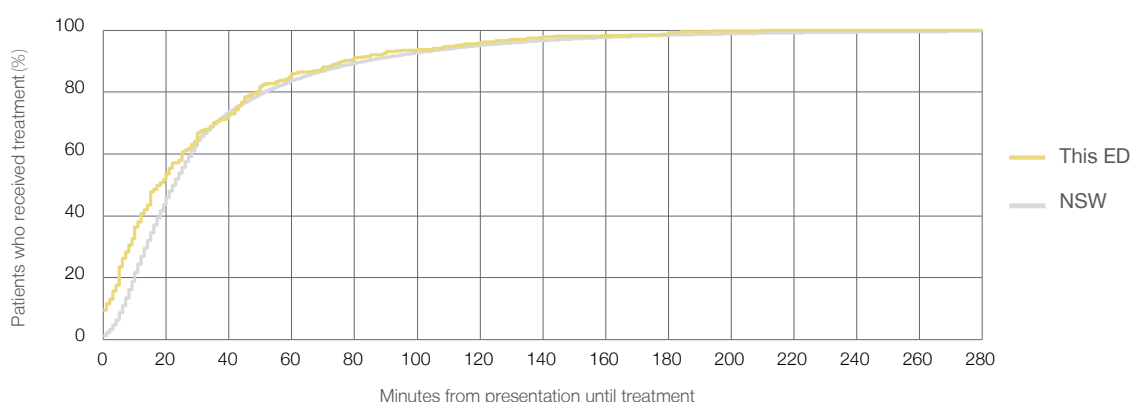
18 minutes

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

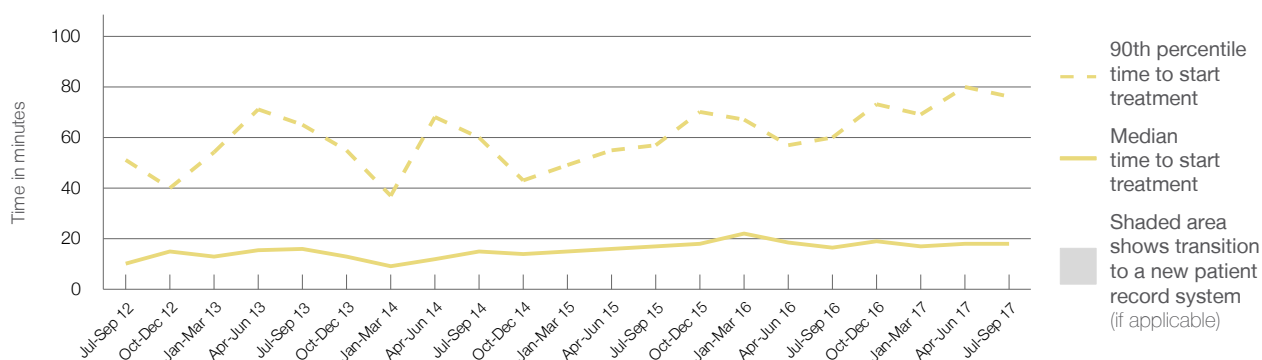
76 minutes

Same period last year	NSW (this period)
445	
432	
17 minutes	23 minutes
60 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	10	16	15	17	17	18
90th percentile time to start treatment <sup>5</sup> (minutes)	51	65	60	57	60	76

(†) 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.

## Gunnedah 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: 1,309

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,188

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

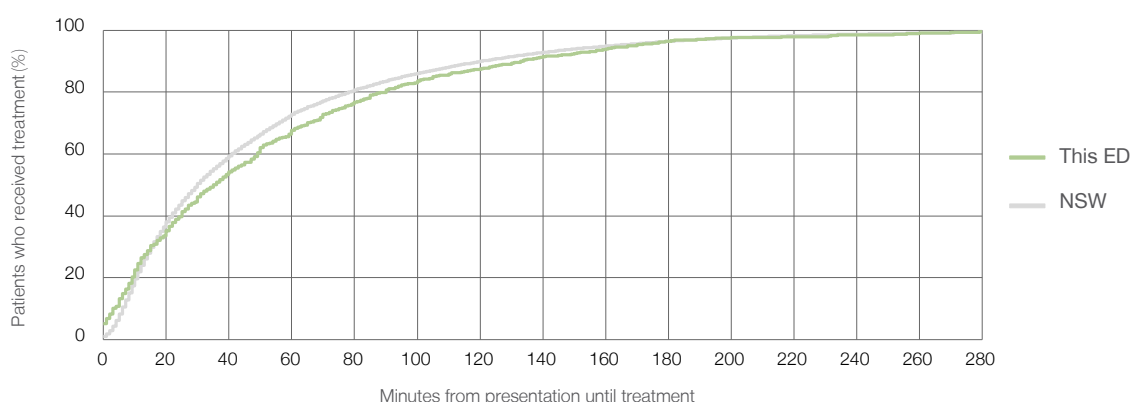
35 minutes

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

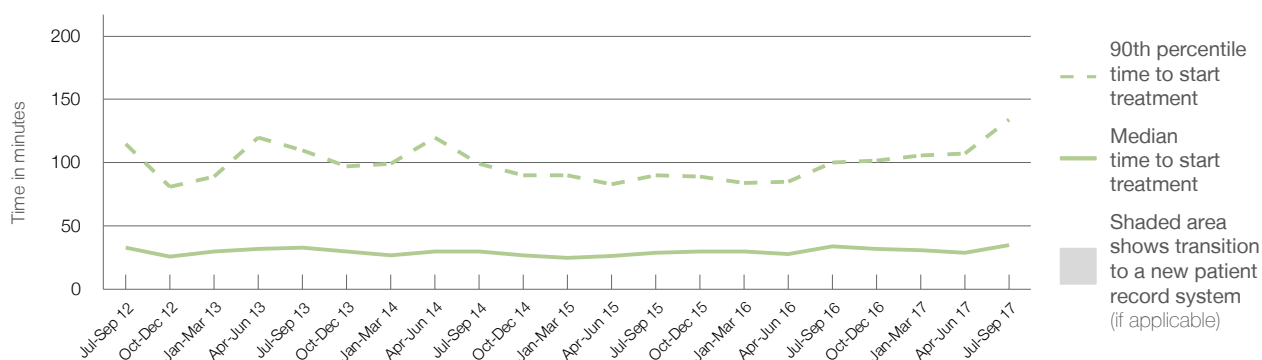
134 minutes

Same period last year	NSW (this period)
1,132	
1,084	
34 minutes	30 minutes
100 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	33	33	30	29	34	35
90th percentile time to start treatment <sup>5</sup> (minutes)	115	110	99	90	100	134

(†) 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.



## Gunnedah 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: 481

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 428

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

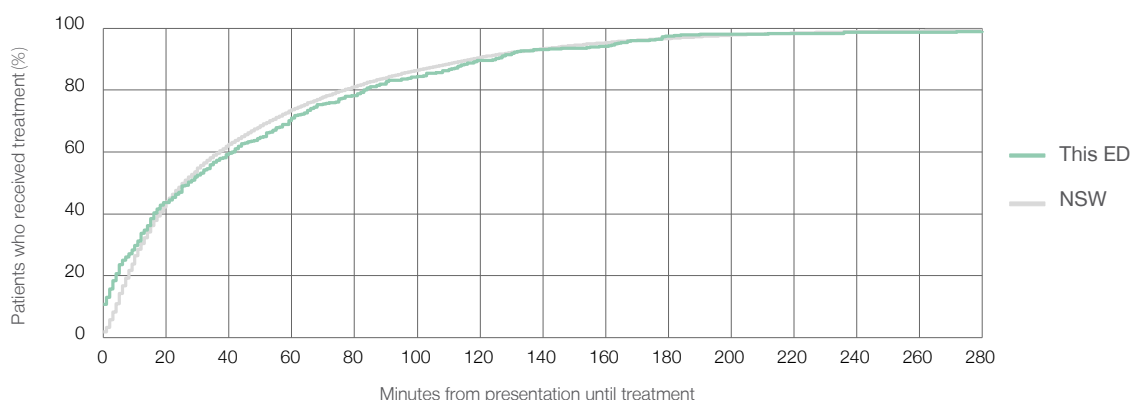
27 minutes

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

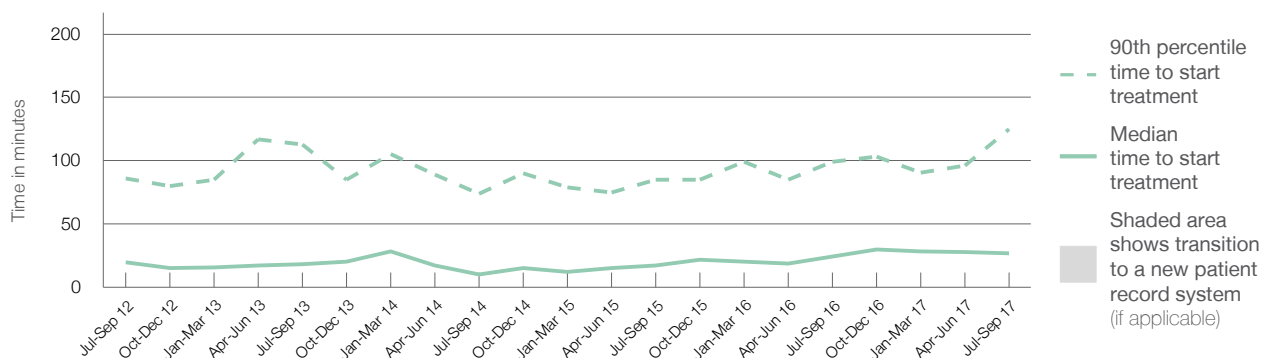
125 minutes

Same period last year	NSW (this period)
149	
138	
25 minutes	26 minutes
99 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	20	18	10	17	25	27
90th percentile time to start treatment <sup>5</sup> (minutes)	86	113	74	85	99	125

(†) 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.

## Gunnedah District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 2,457 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,457 patients

Median time spent in the ED<sup>8</sup>

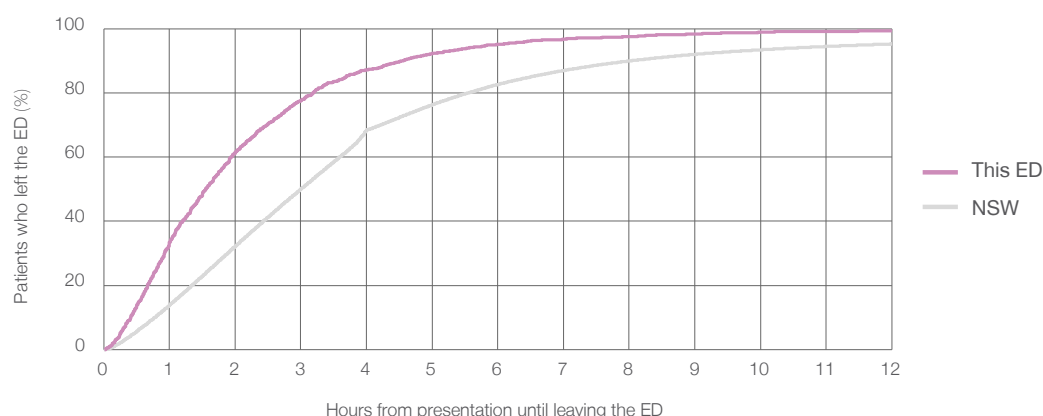
1 hours and 33 minutes

90th percentile time spent in the ED<sup>9</sup>

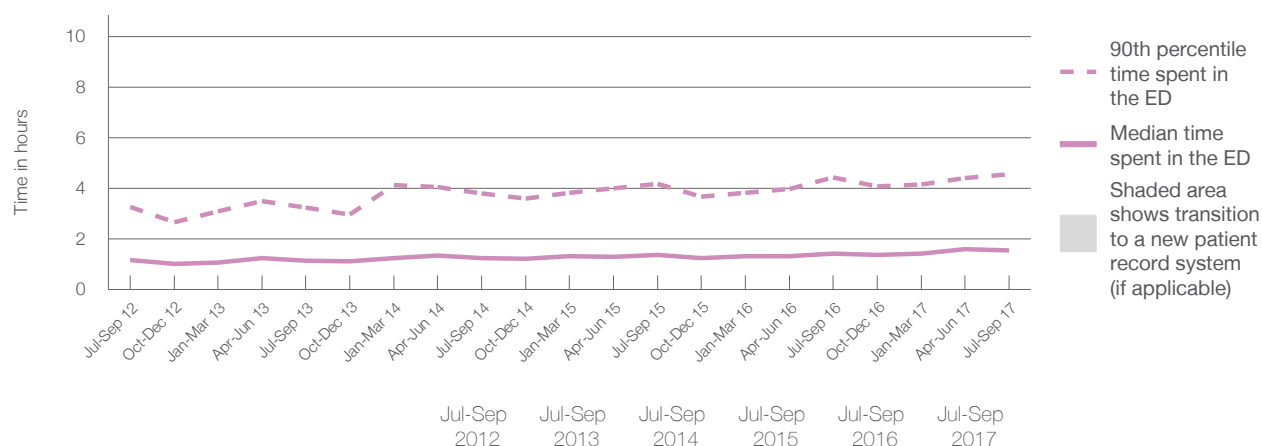
4 hours and 33 minutes

Same period last year	NSW (this period)
1,950	1,950
1 hours and 25 minutes	3 hours and 0 minutes
4 hours and 26 minutes	8 hours and 2 minutes

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



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



Median time to leaving the ED <sup>8</sup> (hours, minutes)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 16m	3h 15m	3h 48m	4h 11m	4h 26m	4h 33m

(†) 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.

## Gunnedah District Hospital: Time patients spent in the ED

By mode of separation

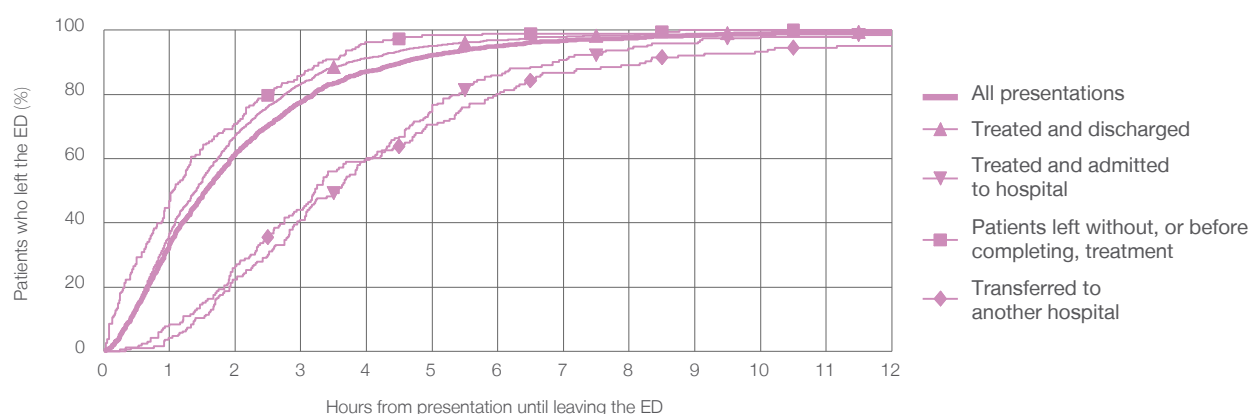
July to September 2017

All presentations:<sup>†</sup> 2,457 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,457 patients

		Same period last year	Change since one year ago
Treated and discharged	1,888 (76.8%)	1,950	26.0%
Treated and admitted to hospital	193 (7.9%)	1,518	24.4%
Patient left without, or before completing, treatment	188 (7.7%)	221	-12.7%
Transferred to another hospital	166 (6.8%)	70	168.6%
Other	22 (0.9%)	122	36.1%
		19	15.8%

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



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

Treated and discharged	36.8%	67.4%	83.3%	91.3%	96.8%	98.4%	99.3%	99.7%
Treated and admitted to hospital	4.1%	22.3%	40.9%	59.6%	86.0%	94.3%	97.9%	98.4%
Patient left without, or before completing, treatment	46.8%	70.7%	85.6%	96.3%	98.9%	98.9%	100%	100%
Transferred to another hospital	8.4%	26.5%	44.0%	60.2%	80.1%	89.2%	93.4%	95.2%
All presentations	33.5%	61.6%	77.6%	87.2%	95.0%	97.5%	98.9%	99.3%

(†) 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.

## Gunnedah 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:<sup>1</sup> 2,457 patients

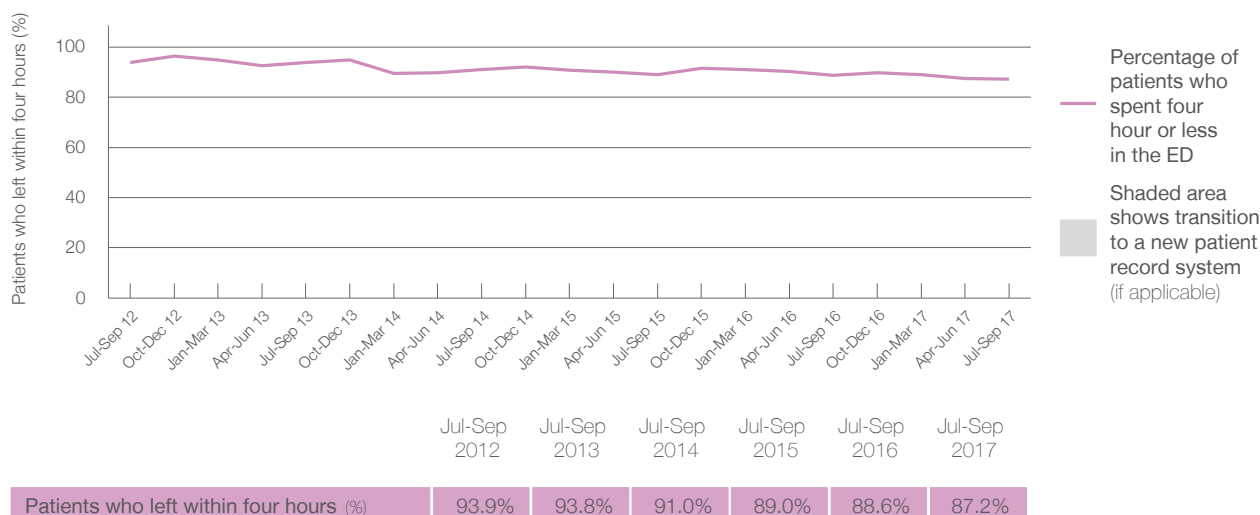
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,457 patients

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



Same period last year	Change since one year ago
1,950	26.0%
1,950	26.0%
88.6%	

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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Inverell District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 2,352 patients

Emergency presentations:<sup>2</sup> 2,294 patients

Same period last year	Change since one year ago
2,082	13.0%
1,997	14.9%

## Inverell District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 231 patients

Median time to start treatment<sup>4</sup> 3 minutes  
90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 711 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 45 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,147 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 81 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 199 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

Same period last year	NSW (this period)
243	
5 minutes	9 minutes
25 minutes	29 minutes
690	
13 minutes	23 minutes
50 minutes	83 minutes
856	
20 minutes	30 minutes
75 minutes	121 minutes
208	
15 minutes	26 minutes
80 minutes	118 minutes

## Inverell District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,352 patients

Percentage of patients who spent four hours or less in the ED 88.4%

Same period last year	Change since one year ago
2,082	13.0%
86.1%	

\* 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.

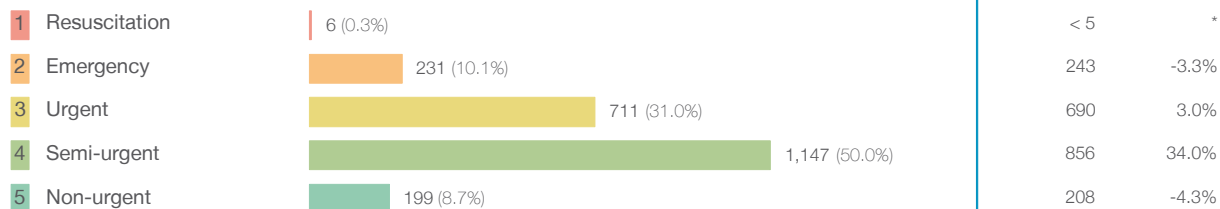
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Inverell District Hospital: Patients presenting to the emergency department

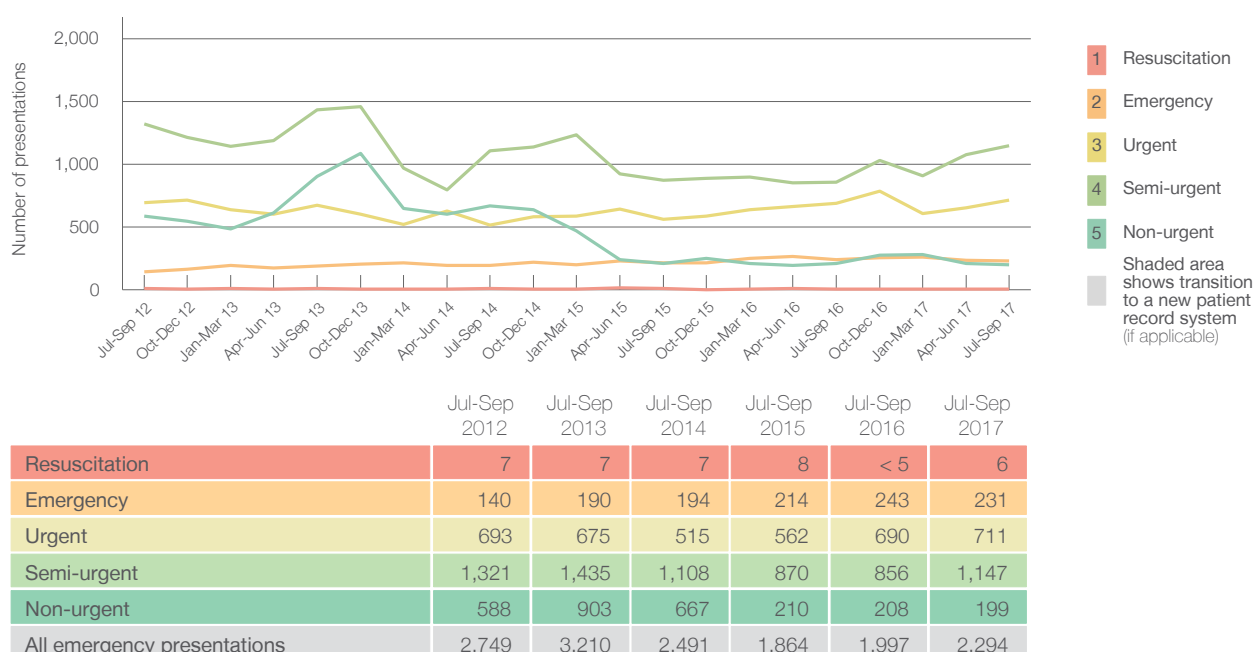
July to September 2017

All presentations:<sup>1</sup> 2,352 patients

Emergency presentations<sup>2</sup> by triage category: 2,294 patients



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



## Inverell District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 224 patients <sup>\*\*</sup>

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.

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

## Inverell 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: 231

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 224

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

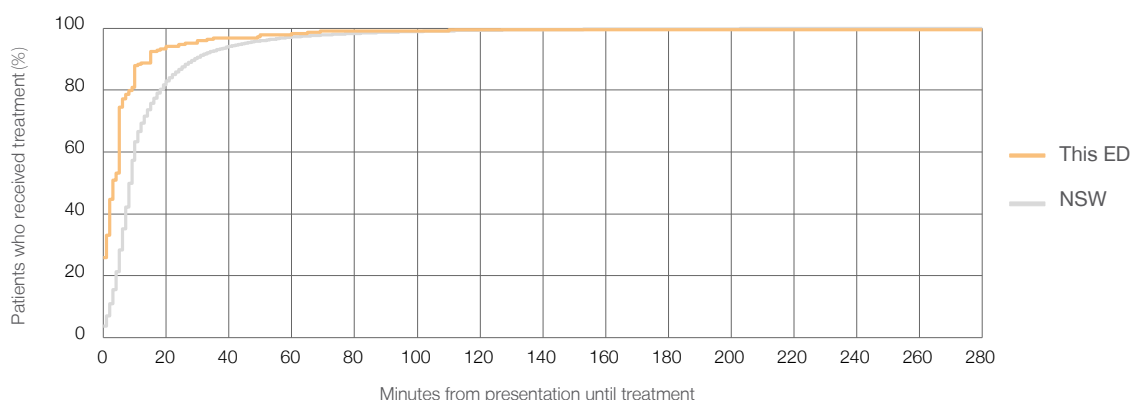
3 minutes

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

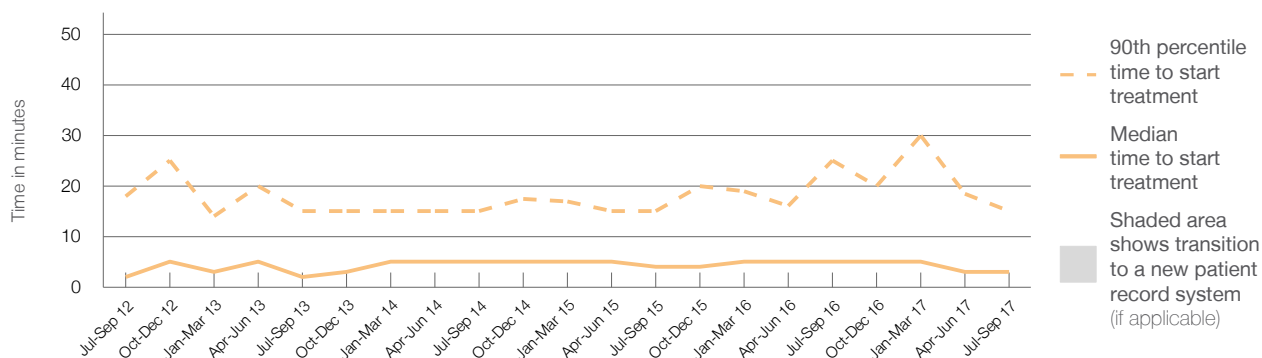
15 minutes

Same period last year	NSW (this period)
243	
234	
5 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	2	2	5	4	5	3
90th percentile time to start treatment <sup>5</sup> (minutes)	18	15	15	15	25	15

(†) 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.

## Inverell 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: 711

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 677

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

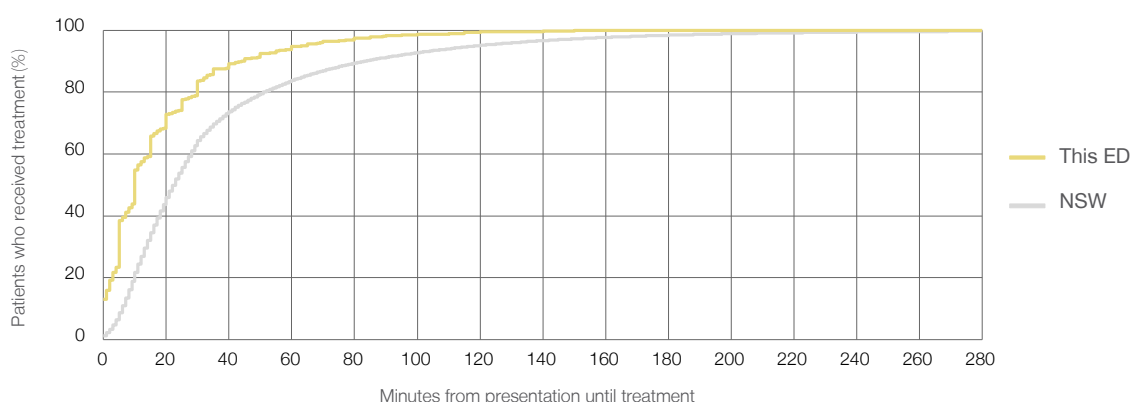
10 minutes

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

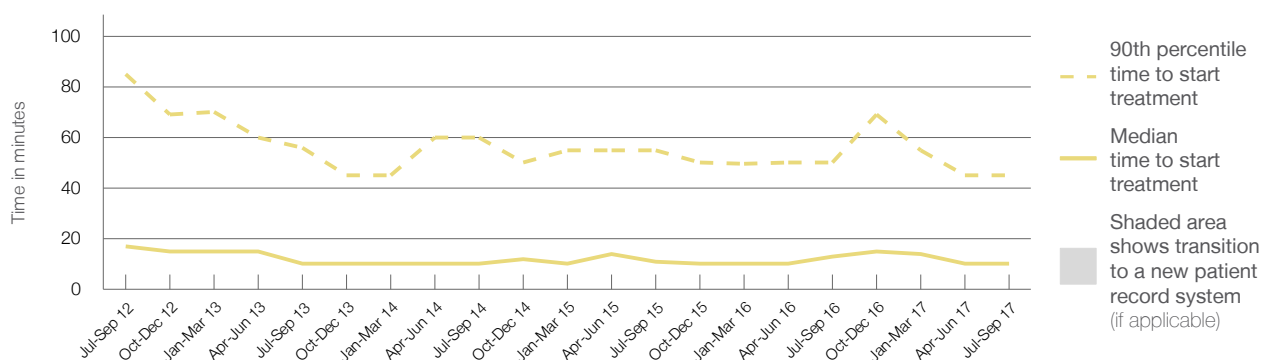
45 minutes

Same period last year	NSW (this period)
690	
661	
13 minutes	23 minutes
50 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	17	10	10	11	13	10
90th percentile time to start treatment <sup>5</sup> (minutes)	85	56	60	55	50	45

(†) 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.



## Inverell 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: 1,147

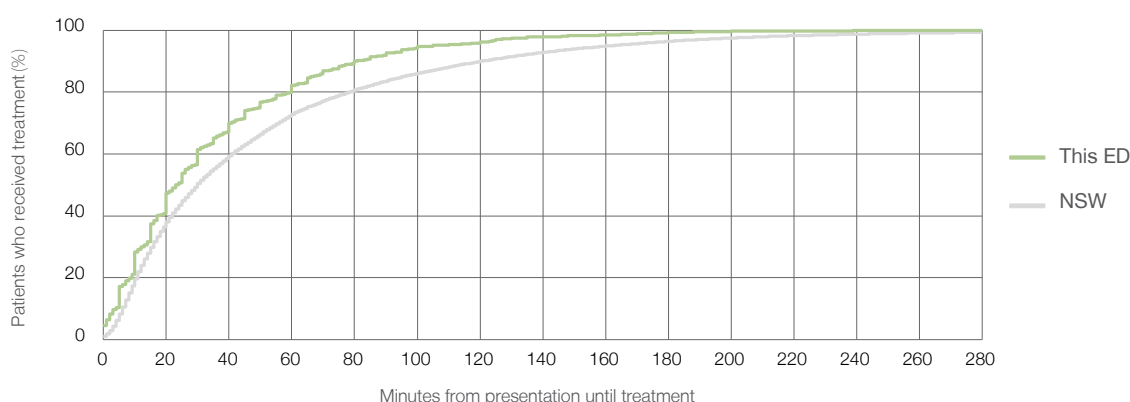
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,025

Median time to start treatment<sup>4</sup> 23 minutes

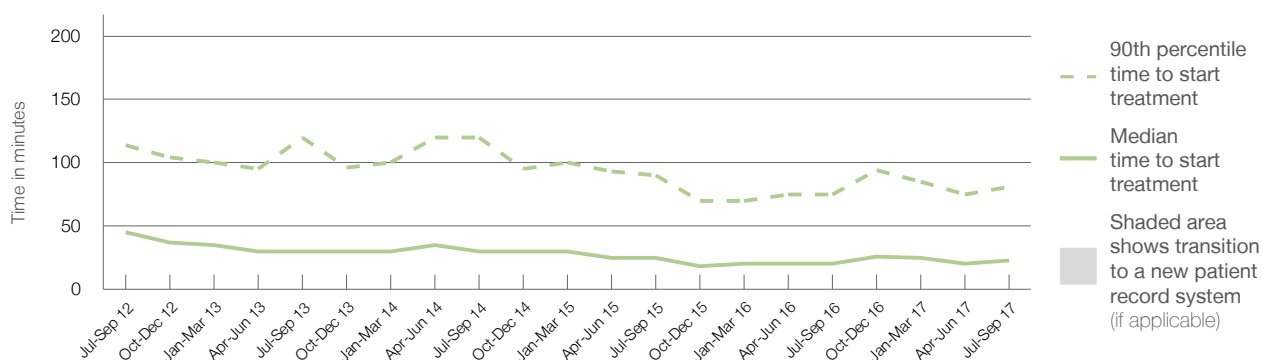
90th percentile time to start treatment<sup>5</sup> 81 minutes

Same period last year	NSW (this period)
856	
773	
20 minutes	30 minutes
75 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	45	30	30	25	20	23
90th percentile time to start treatment <sup>5</sup> (minutes)	114	120	120	90	75	81

(†) 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.

## Inverell 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: 199

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 163

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

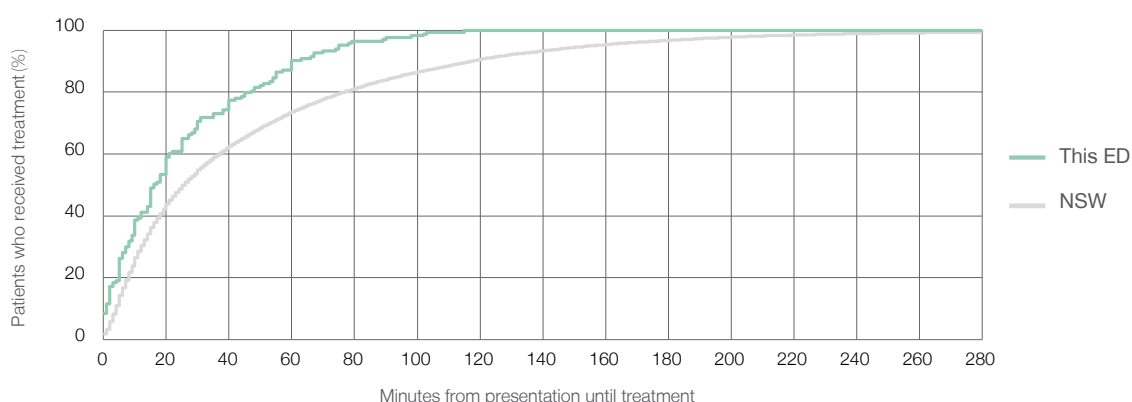
16 minutes

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

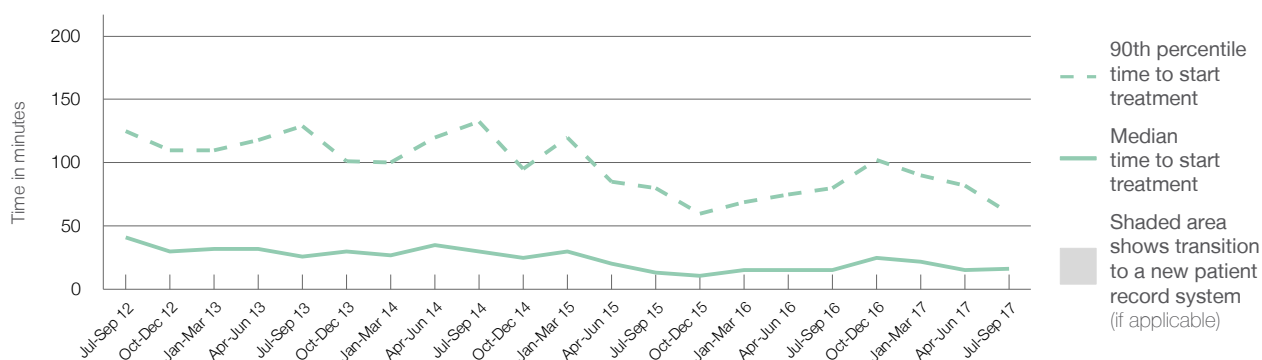
60 minutes

Same period last year	NSW (this period)
208	
168	
15 minutes	26 minutes
80 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	41	26	30	13	15	16
90th percentile time to start treatment <sup>5</sup> (minutes)	125	129	133	80	80	60

(†) 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.

## Inverell District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 2,352 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,352 patients

Median time spent in the ED<sup>8</sup>

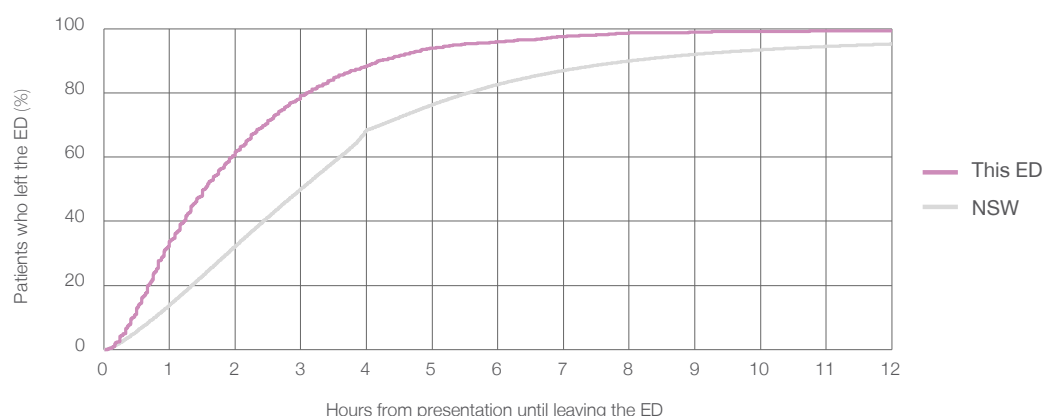
1 hours and 32 minutes

90th percentile time spent in the ED<sup>9</sup>

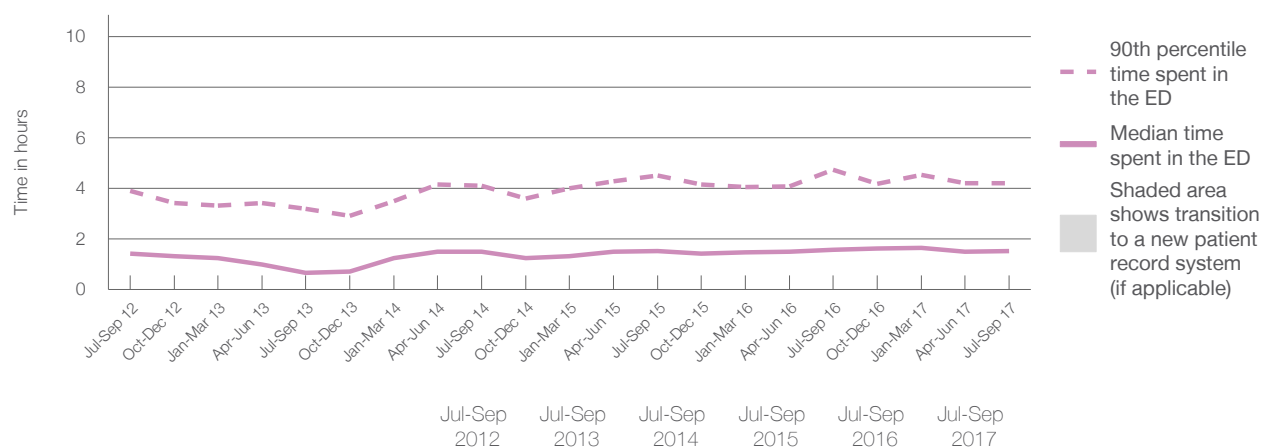
4 hours and 12 minutes

Same period last year	NSW (this period)
2,082	2,082
1 hours and 35 minutes	3 hours and 0 minutes
4 hours and 44 minutes	8 hours and 2 minutes

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



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



Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 25m	0h 40m	1h 30m	1h 31m	1h 35m	1h 32m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 55m	3h 12m	4h 6m	4h 30m	4h 44m	4h 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.

## Inverell District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

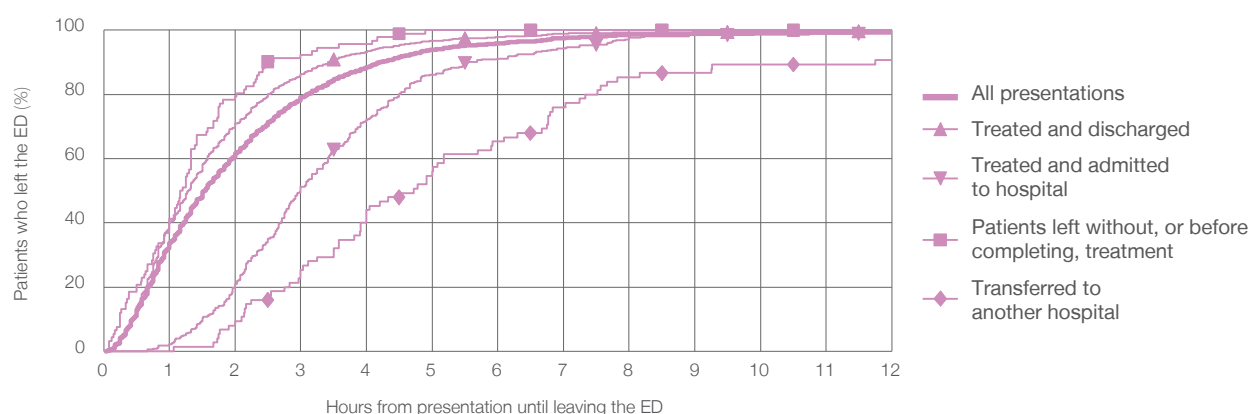
All presentations:<sup>†</sup> 2,352 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,352 patients

Treated and discharged	1,711 (72.7%)
Treated and admitted to hospital	384 (16.3%)
Patient left without, or before completing, treatment	92 (3.9%)
Transferred to another hospital	75 (3.2%)
Other	90 (3.8%)

Same period last year	Change since one year ago
2,082	13.0%
1,524	12.3%
384	0.0%
62	48.4%
69	8.7%
43	109.3%

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



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

Treated and discharged	40.0%	70.9%	86.3%	93.3%	97.9%	99.3%	99.5%	99.7%
Treated and admitted to hospital	2.1%	20.8%	51.3%	72.1%	91.1%	97.7%	98.7%	99.2%
Patient left without, or before completing, treatment	41.3%	79.3%	92.4%	95.7%	100%	100%	100%	100%
Transferred to another hospital	0%	9.3%	25.3%	44.0%	65.3%	85.3%	89.3%	90.7%
All presentations	33.8%	61.6%	79.1%	88.4%	95.9%	98.6%	99.1%	99.4%

(†) 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.

## Inverell 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:<sup>1</sup> 2,352 patients

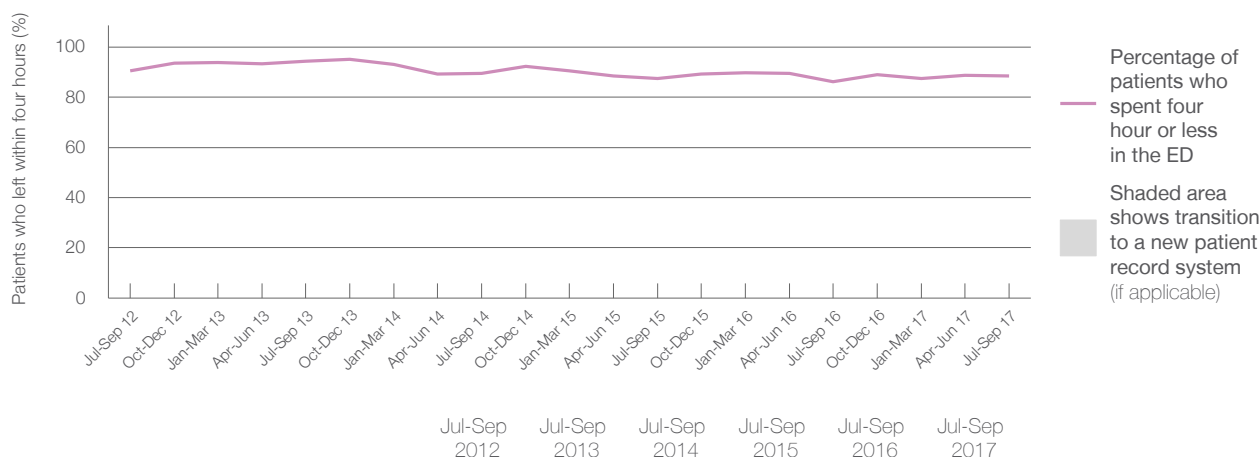
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,352 patients

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



Same period last year	Change since one year ago
2,082	13.0%
2,082	13.0%
86.1%	

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



Patients who left within four hours (%)	90.6%	94.3%	89.5%	87.4%	86.1%	88.4%
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- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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:<sup>1</sup> 7,567 patients

Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

July to September 2017

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

Median time to start treatment<sup>4</sup> 13 minutes

90th percentile time to start treatment<sup>5</sup> 32 minutes

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

Median time to start treatment<sup>4</sup> 25 minutes

90th percentile time to start treatment<sup>5</sup> 75 minutes

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

Median time to start treatment<sup>4</sup> 34 minutes

90th percentile time to start treatment<sup>5</sup> 122 minutes

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

Median time to start treatment<sup>4</sup> 29 minutes

90th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

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.

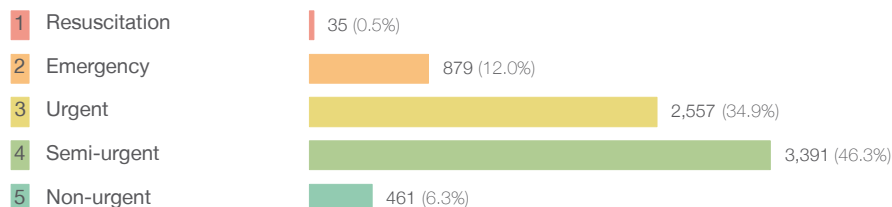
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Kempsey Hospital: Patients presenting to the emergency department

July to September 2017

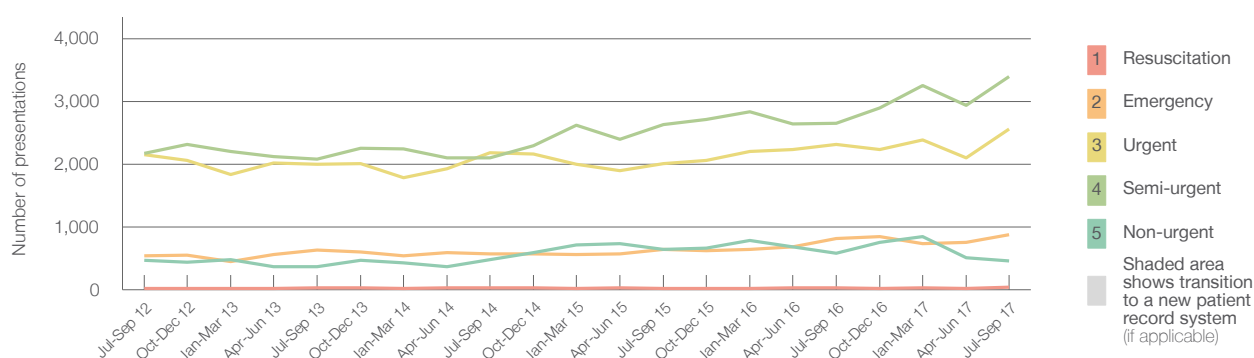
All presentations:<sup>1</sup> 7,567 patients

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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	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:<sup>7</sup> 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.

(‡) 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 2

July to September 2017

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

Number of triage 2 patients: 879

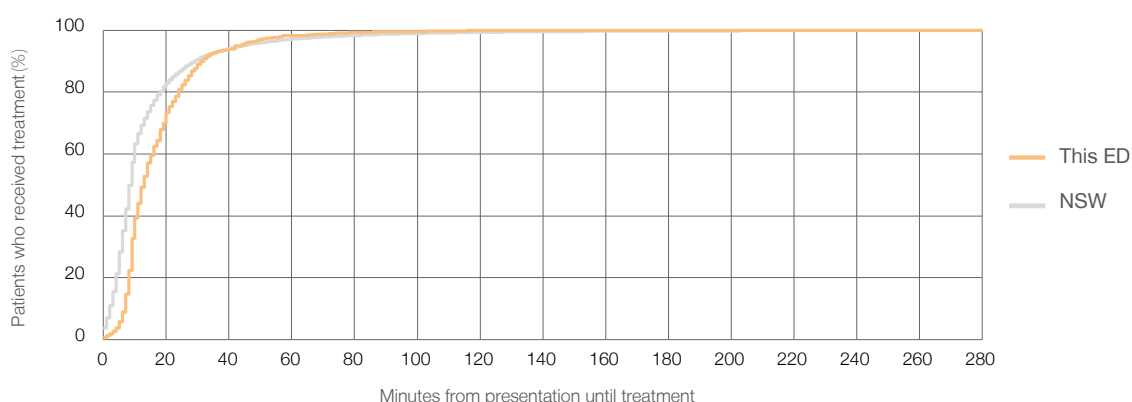
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 879

Median time to start treatment<sup>4</sup> 13 minutes

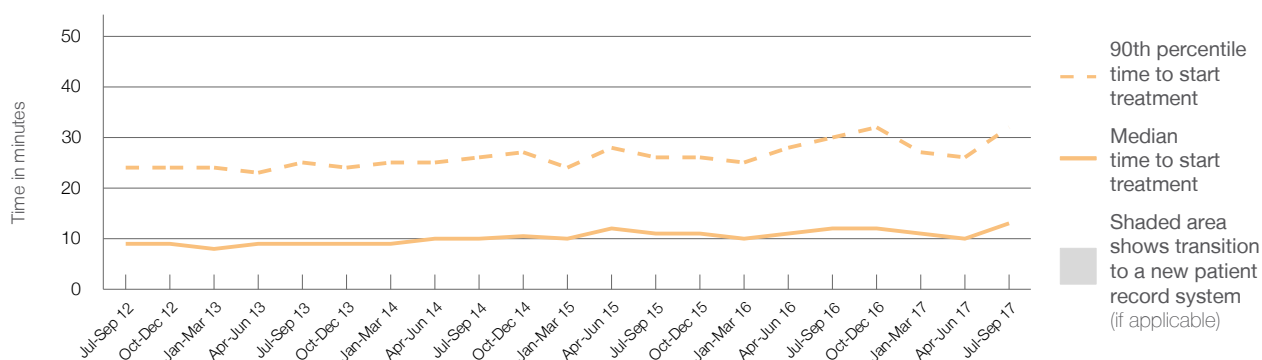
90th percentile time to start treatment<sup>5</sup> 32 minutes

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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	9	9	10	11	12	13
90th percentile time to start treatment <sup>5</sup> (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

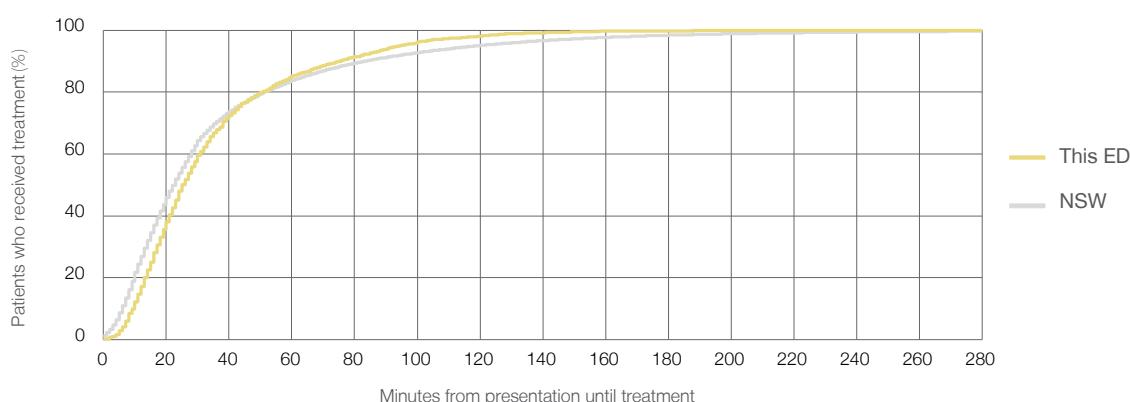
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,513

Median time to start treatment<sup>4</sup> 25 minutes

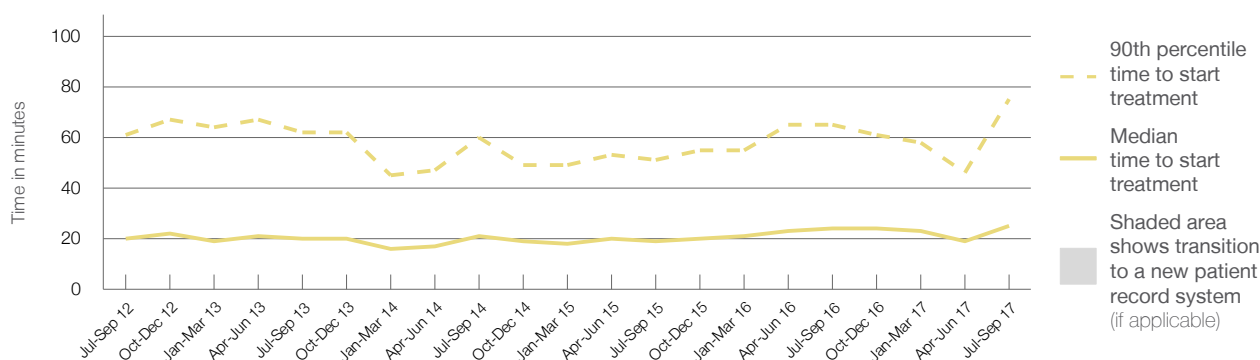
90th percentile time to start treatment<sup>5</sup> 75 minutes

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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	20	20	21	19	24	25
90th percentile time to start treatment <sup>5</sup> (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

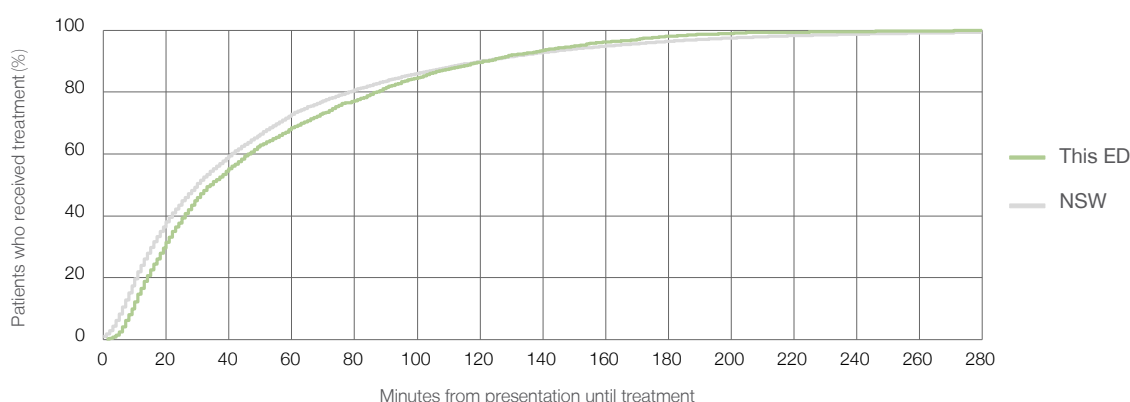
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,215

Median time to start treatment<sup>4</sup> 34 minutes

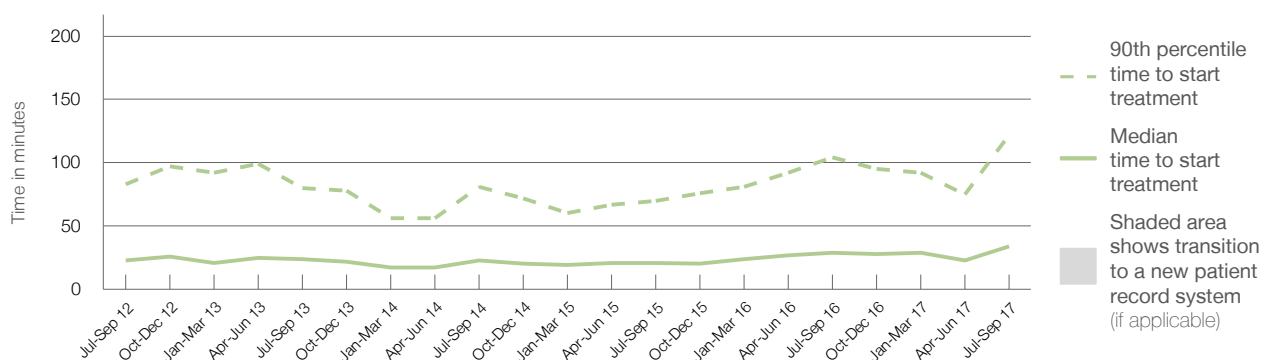
90th percentile time to start treatment<sup>5</sup> 122 minutes

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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	23	24	23	21	29	34
90th percentile time to start treatment <sup>5</sup> (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

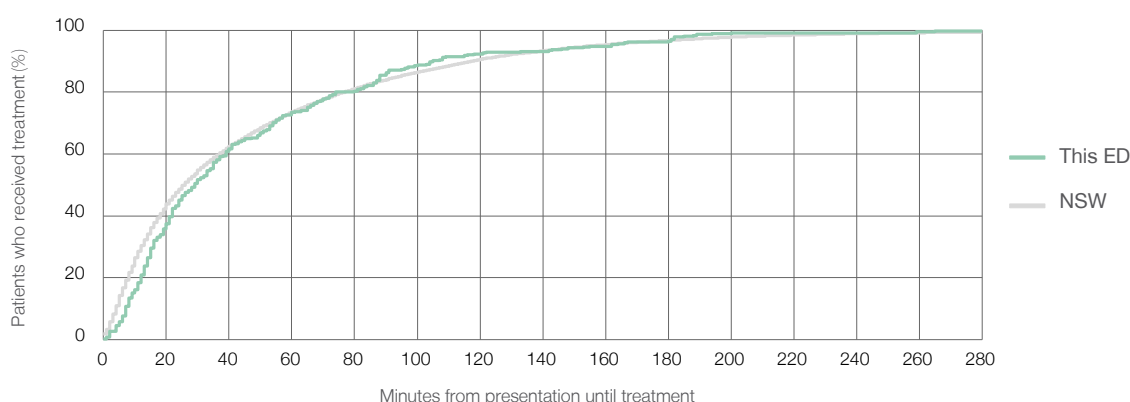
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 365

Median time to start treatment<sup>4</sup> 29 minutes

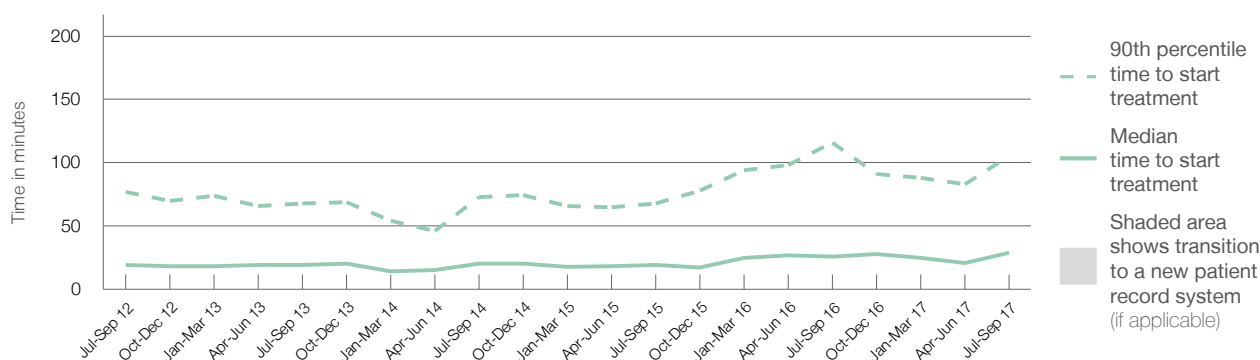
90th percentile time to start treatment<sup>5</sup> 105 minutes

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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	19	19	20	19	26	29
90th percentile time to start treatment <sup>5</sup> (minutes)	77	68	73	68	116	105

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## Kempsey Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 7,567 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,567 patients

Median time spent in the ED<sup>8</sup>

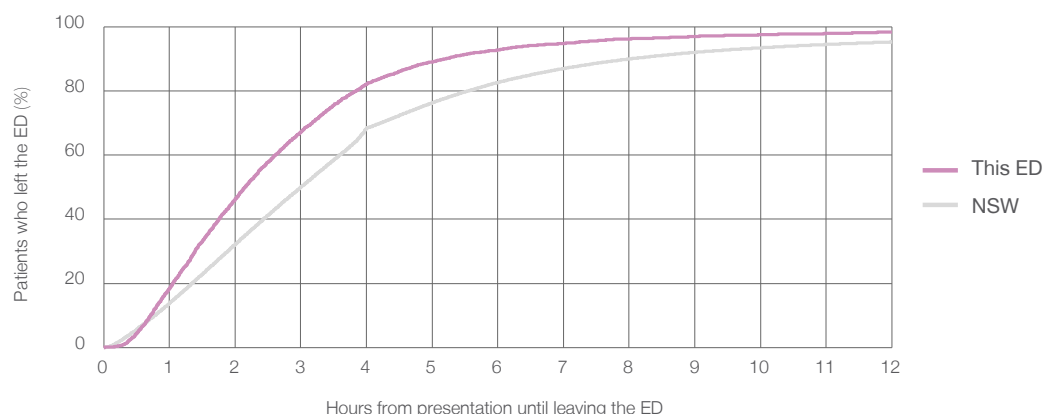
2 hours and 9 minutes

90th percentile time spent in the ED<sup>9</sup>

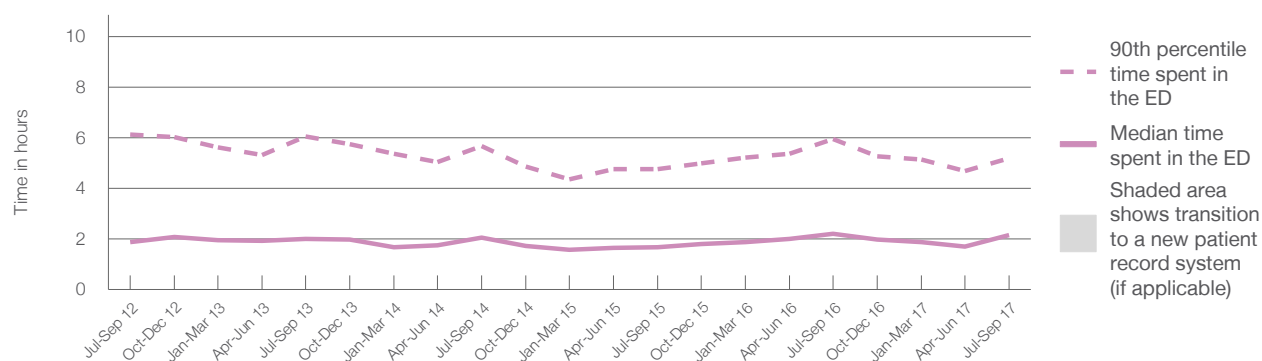
5 hours and 12 minutes

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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 53m	2h 1m	2h 3m	1h 41m	2h 13m	2h 9m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 8m	6h 3m	5h 40m	4h 46m	5h 57m	5h 12m

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## Kempsey Hospital: Time patients spent in the ED

By mode of separation

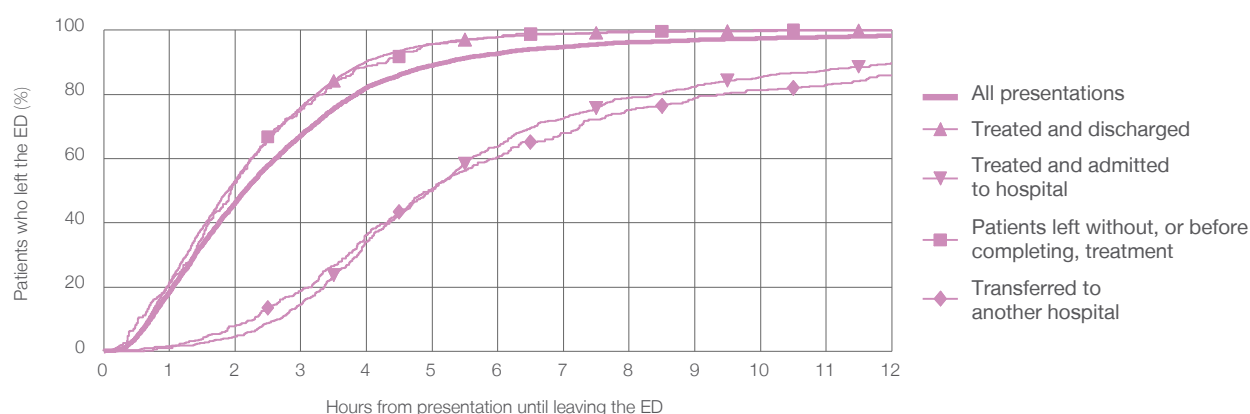
July to September 2017

All presentations:<sup>†</sup> 7,567 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 7,567 patients

		Same period last year	Change since one year ago
Treated and discharged	6,112 (80.8%)	5,248	16.5%
Treated and admitted to hospital	712 (9.4%)	642	10.9%
Patient left without, or before completing, treatment	343 (4.5%)	225	52.4%
Transferred to another hospital	391 (5.2%)	367	6.5%
Other	9 (0.1%)	8	12.5%

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



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

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.

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## 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:<sup>1</sup> 7,567 patients

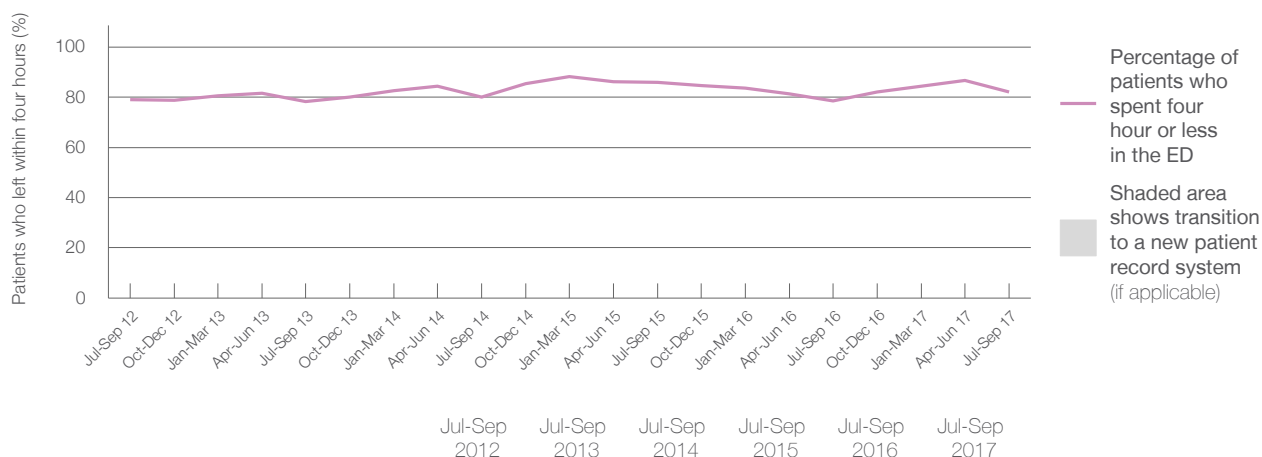
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,567 patients

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



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

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



Patients who left within four hours (%)	79.1%	78.4%	80.1%	86.0%	78.6%	82.2%
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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*.
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  2. All presentations 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*.
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  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Kurri Kurri District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 973 patients

Emergency presentations:<sup>2</sup> 925 patients

Same period last year	Change since one year ago
969	0.4%
953	-2.9%

## Kurri Kurri District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 86 patients

Median time to start treatment<sup>4</sup> 5 minutes

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 197 patients

Median time to start treatment<sup>4</sup> 12 minutes

90th percentile time to start treatment<sup>5</sup> 37 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 518 patients

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

90th percentile time to start treatment<sup>5</sup> 49 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 124 patients

Median time to start treatment<sup>4</sup> 12 minutes

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

Same period last year	NSW (this period)
87	
5 minutes	9 minutes
*	29 minutes
308	
9 minutes	23 minutes
25 minutes	83 minutes
441	
13 minutes	30 minutes
51 minutes	121 minutes
117	
10 minutes	26 minutes
*	118 minutes

## Kurri Kurri District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 973 patients

Percentage of patients who spent four hours or less in the ED 92.7%

Same period last year	Change since one year ago
969	0.4%
93.6%	

\* 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.

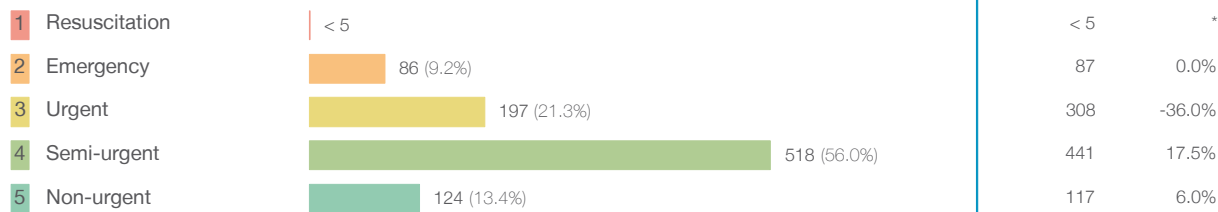
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Kurri Kurri District Hospital: Patients presenting to the emergency department

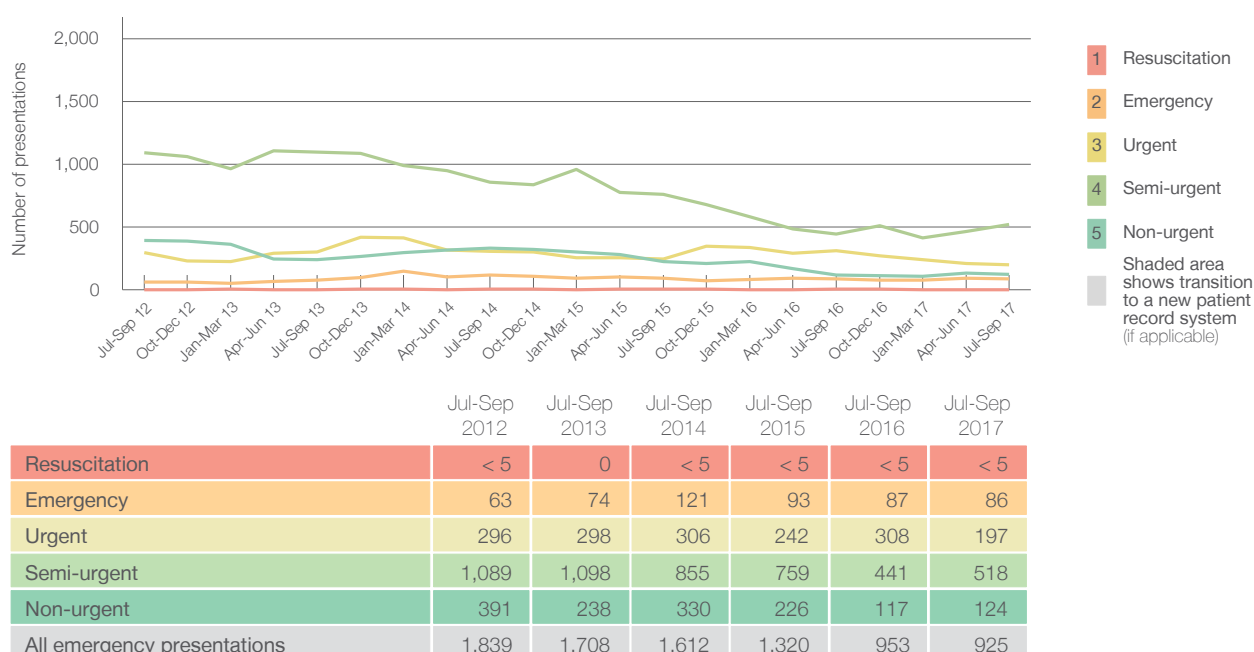
July to September 2017

All presentations<sup>1</sup> 973 patients

Emergency presentations<sup>2</sup> by triage category: 925 patients



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



## Kurri Kurri District Hospital: Patients arriving by ambulance

July to September 2017

ED Transfer of care time is not currently available for this hospital.<sup>7</sup>

(†) 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.



## Kurri Kurri 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: 86

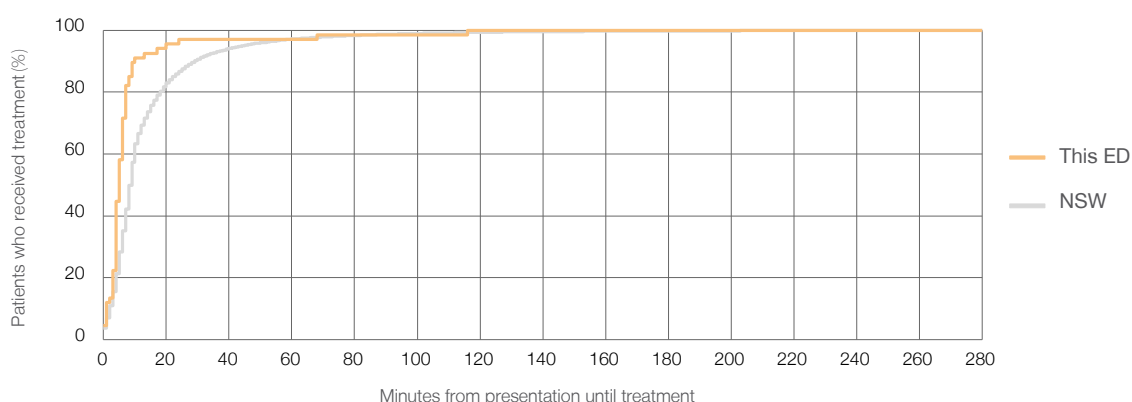
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 67

Median time to start treatment<sup>4</sup> 5 minutes

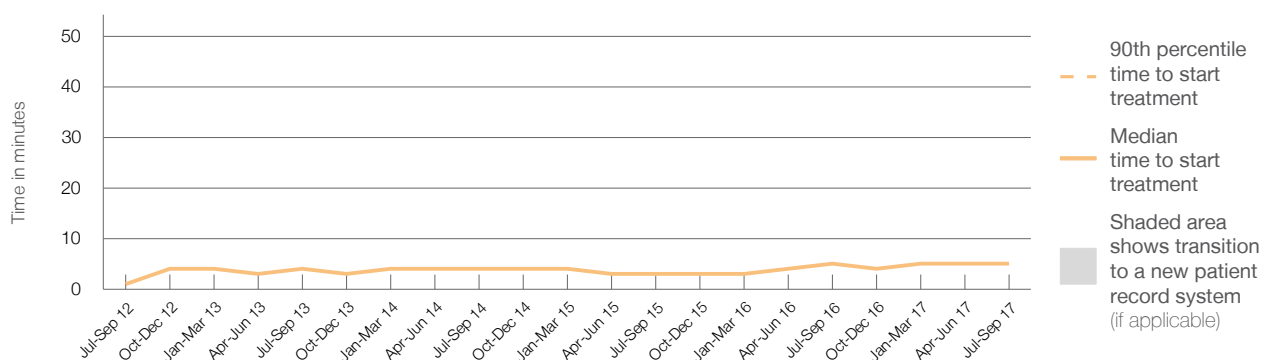
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
87	
59	
5 minutes	9 minutes
*	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	1	4	4	3	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	19	*	*	*

(†) 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.

## Kurri Kurri 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: 197

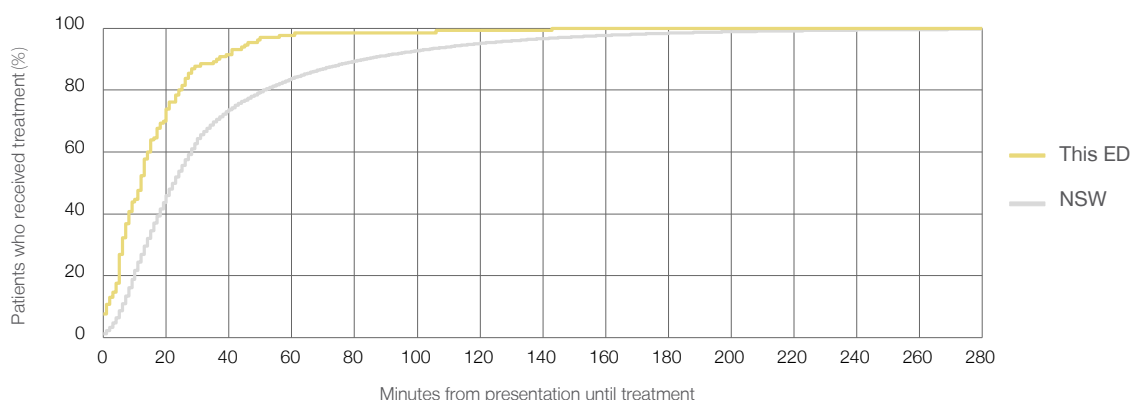
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 130

Median time to start treatment<sup>4</sup> 12 minutes

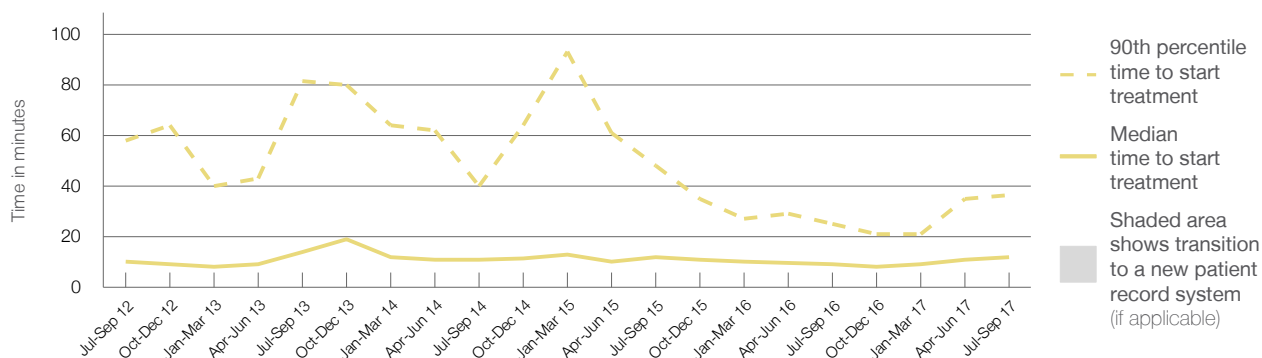
90th percentile time to start treatment<sup>5</sup> 37 minutes

Same period last year	NSW (this period)
308	
220	
9 minutes	23 minutes
25 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	10	14	11	12	9	12
90th percentile time to start treatment <sup>5</sup> (minutes)	58	82	40	48	25	37

(†) 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.

## Kurri Kurri 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: 518

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 336

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

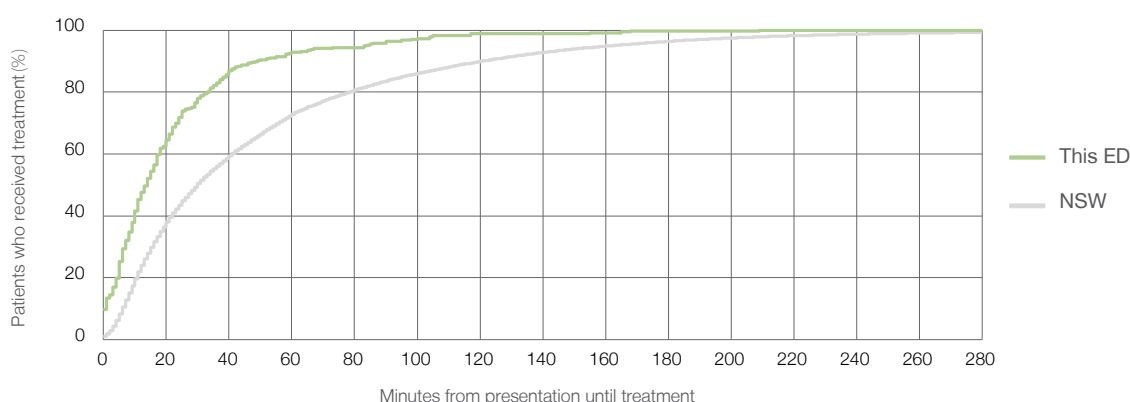
14 minutes

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

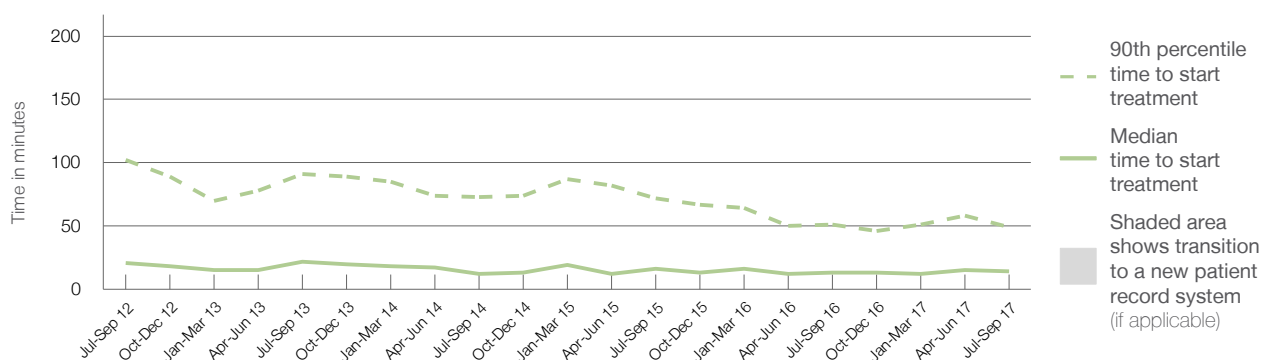
49 minutes

Same period last year	NSW (this period)
441	
283	
13 minutes	30 minutes
51 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	21	22	12	16	13	14
90th percentile time to start treatment <sup>5</sup> (minutes)	102	91	73	72	51	49

(†) 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.

## Kurri Kurri 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: 124

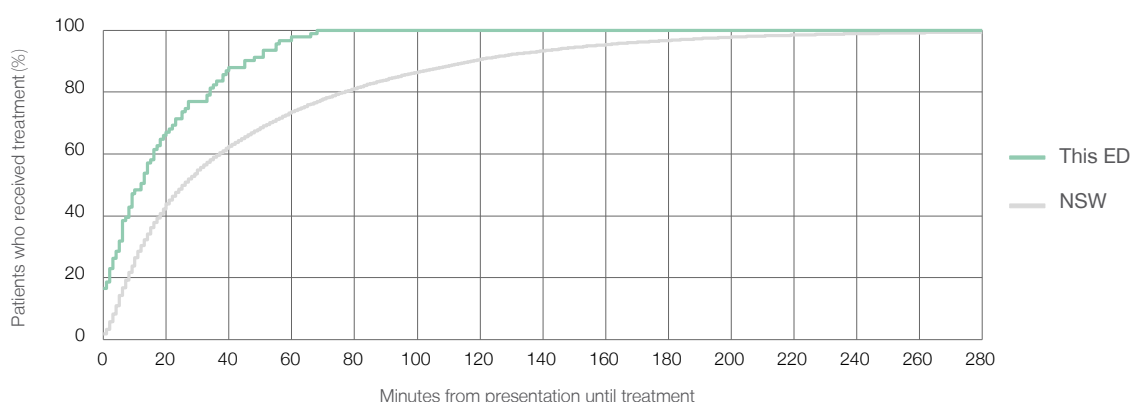
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 91

Median time to start treatment<sup>4</sup> 12 minutes

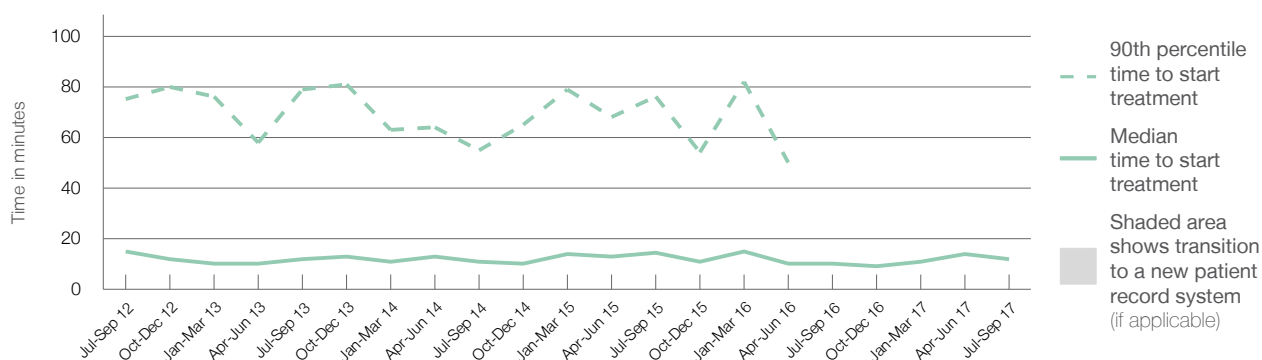
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
117	
76	
10 minutes	26 minutes
*	* 118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	15	12	11	15	10	12
90th percentile time to start treatment <sup>5</sup> (minutes)	75	79	55	76	*	*

(†) 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.

## Kurri Kurri District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 973 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 973 patients

Median time spent in the ED<sup>8</sup>

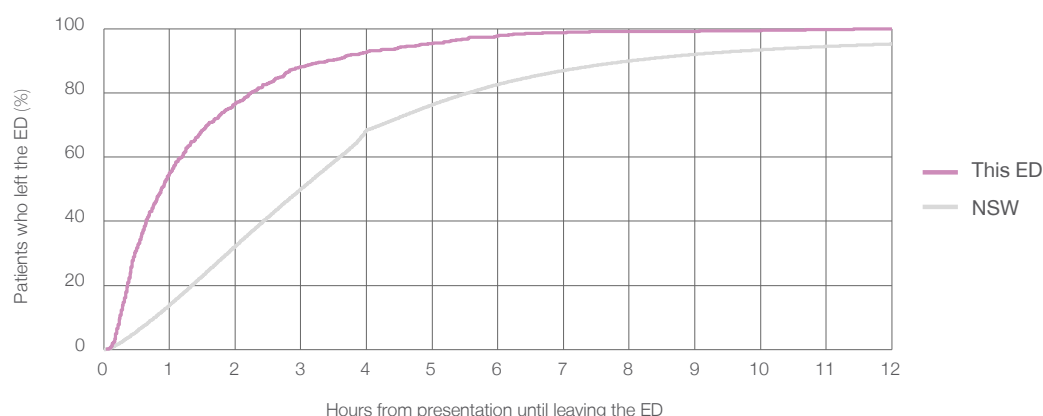
0 hours and 53 minutes

90th percentile time spent in the ED<sup>9</sup>

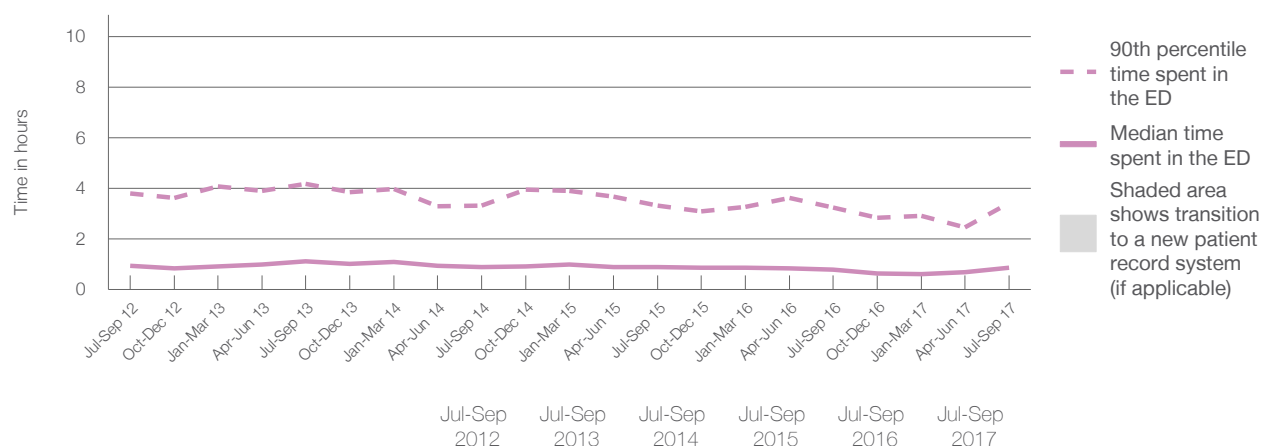
3 hours and 25 minutes

Same period last year	NSW (this period)
969	
969	
0 hours and 47 minutes	3 hours and 0 minutes
3 hours and 15 minutes	8 hours and 2 minutes

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



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



Median time to leaving the ED <sup>8</sup> (hours, minutes)	0h 57m	1h 7m	0h 54m	0h 54m	0h 47m	0h 53m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 48m	4h 11m	3h 20m	3h 20m	3h 15m	3h 25m

(†) 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.

## Kurri Kurri District Hospital: Time patients spent in the ED

By mode of separation

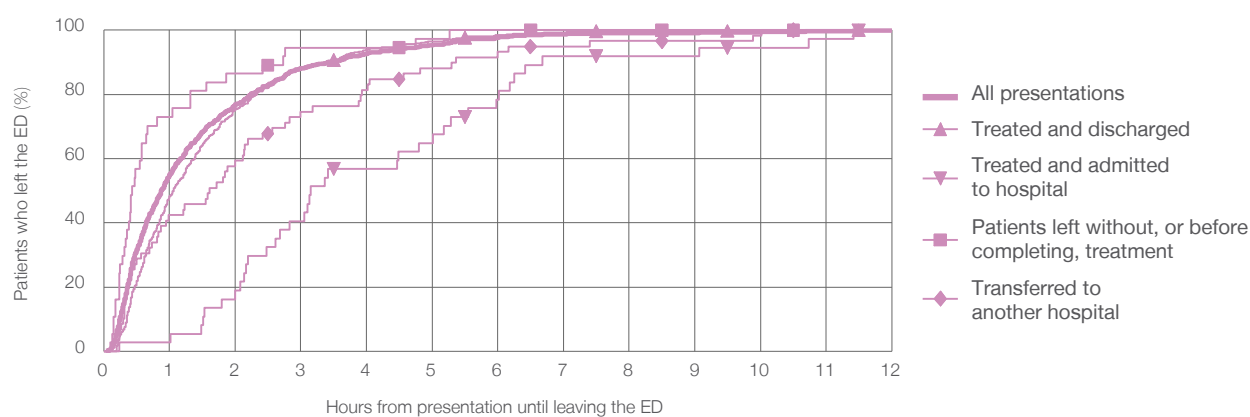
July to September 2017

All presentations:<sup>†</sup> 973 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 973 patients

		Same period last year	Change since one year ago
Treated and discharged	554 (56.9%)	969	0.4%
Treated and admitted to hospital	37 (3.8%)	568	-2.5%
Patient left without, or before completing, treatment	37 (3.8%)	17	117.6%
Transferred to another hospital	59 (6.1%)	41	-9.8%
Other	286 (29.4%)	51	15.7%
		292	-2.1%

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



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

Treated and discharged	48.2%	75.5%	88.4%	93.9%	98.6%	99.8%	99.8%	100%
Treated and admitted to hospital	2.7%	18.9%	40.5%	56.8%	78.4%	91.9%	94.6%	100%
Patient left without, or before completing, treatment	73.0%	86.5%	94.6%	94.6%	100%	100%	100%	100%
Transferred to another hospital	42.4%	59.3%	74.6%	81.4%	93.2%	96.6%	98.3%	100%
All presentations	55.0%	76.9%	88.1%	92.7%	97.7%	99.2%	99.4%	99.9%

(†) 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.

## Kurri Kurri 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:<sup>1</sup> 973 patients

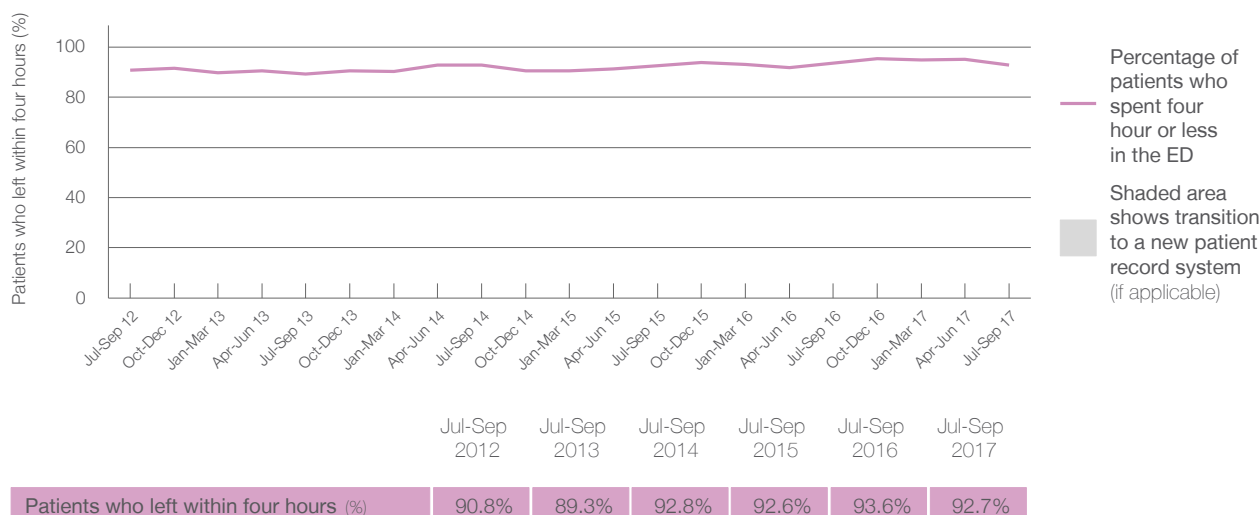
Presentations used to calculate time to leaving the ED:<sup>6</sup> 973 patients

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



Same period last year	Change since one year ago
969	0.4%
969	0.4%
93.6%	

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



- \* 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Lithgow Health Service: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 3,271 patients

Emergency presentations:<sup>2</sup> 3,160 patients

Same period last year	Change since one year ago
3,099	5.6%
2,968	6.5%

## Lithgow Health Service: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 337 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 932 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 45 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,490 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 383 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 70 minutes

Same period last year	NSW (this period)
420	
4 minutes	9 minutes
13 minutes	29 minutes
999	
10 minutes	23 minutes
37 minutes	83 minutes
1,171	
11 minutes	30 minutes
48 minutes	121 minutes
354	
9 minutes	26 minutes
53 minutes	118 minutes

## Lithgow Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,271 patients

Percentage of patients who spent four hours or less in the ED 83.9%

Same period last year	Change since one year ago
3,097	5.6%
87.1%	

\* 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).

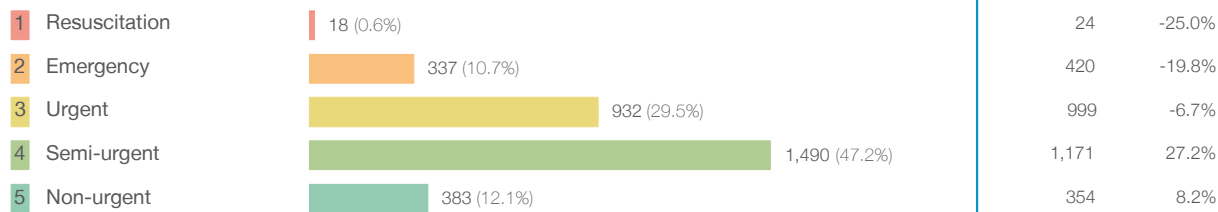


## Lithgow Health Service: Patients presenting to the emergency department

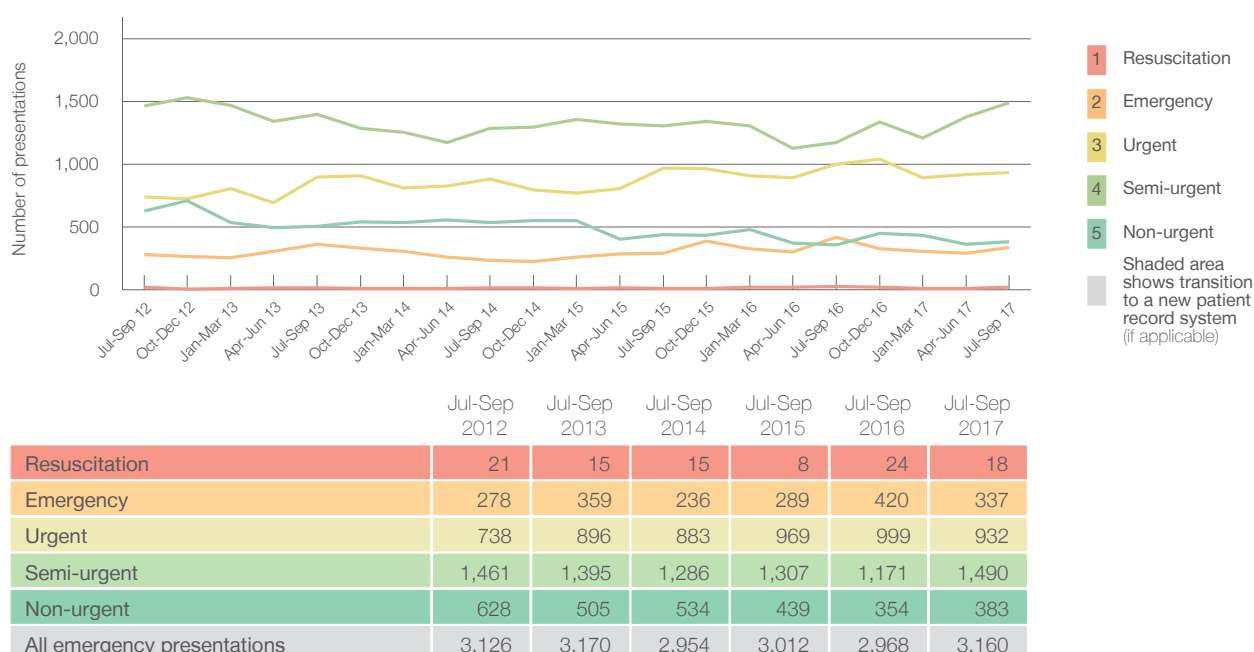
July to September 2017

All presentations:<sup>1</sup> 3,271 patients

Emergency presentations<sup>2</sup> by triage category: 3,160 patients



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

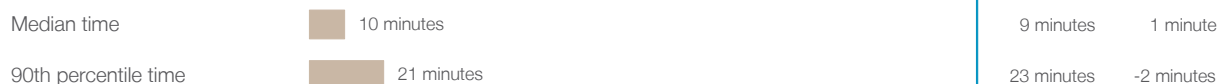


## Lithgow Health Service: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 615 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.

## Lithgow 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: 337

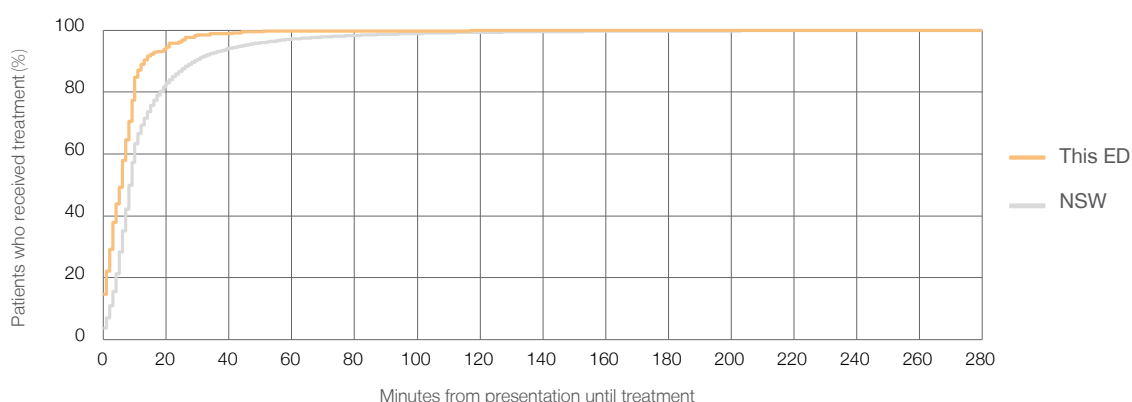
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 335

Median time to start treatment<sup>4</sup> 6 minutes

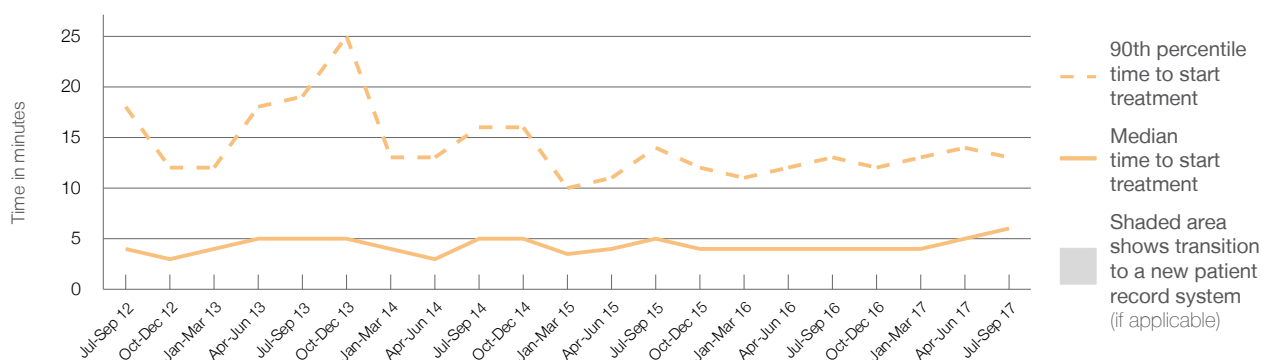
90th percentile time to start treatment<sup>5</sup> 13 minutes

Same period last year	NSW (this period)
420	
418	
4 minutes	9 minutes
13 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	4	5	5	5	4	6
90th percentile time to start treatment <sup>5</sup> (minutes)	18	19	16	14	13	13

(†) 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.

## Lithgow 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: 932

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 911

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

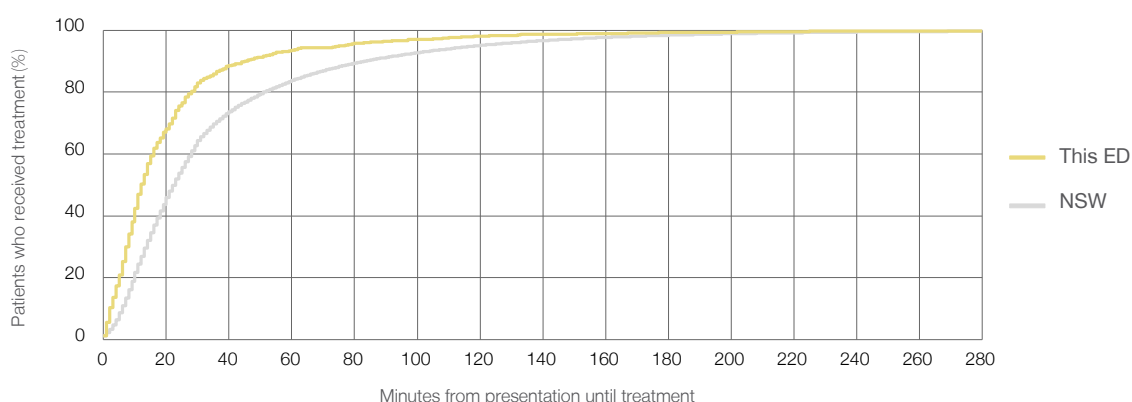
12 minutes

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

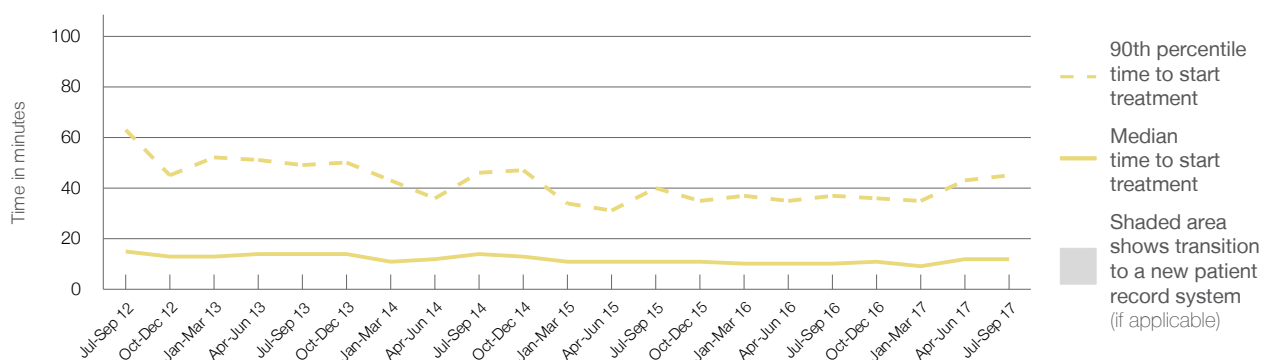
45 minutes

Same period last year	NSW (this period)
999	
978	
10 minutes	23 minutes
37 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	15	14	14	11	10	12
90th percentile time to start treatment <sup>5</sup> (minutes)	63	49	46	40	37	45

(†) 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.

## Lithgow 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: 1,490

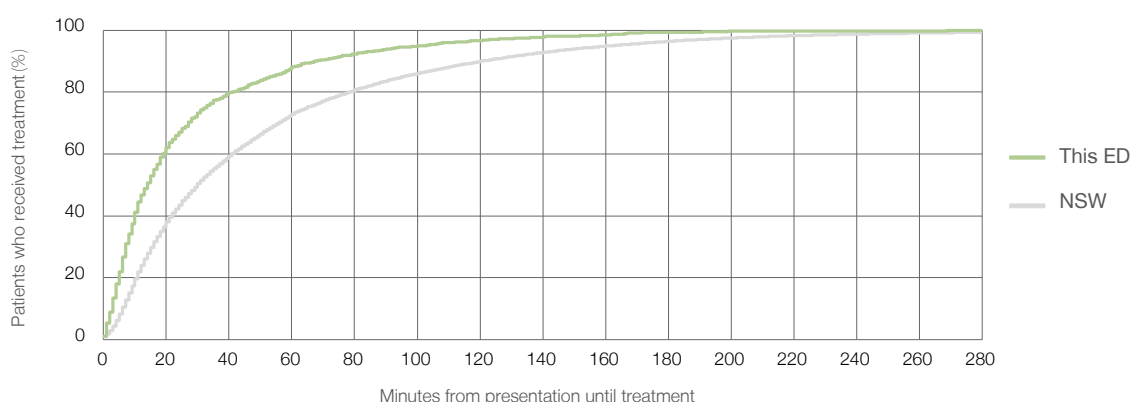
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,435

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

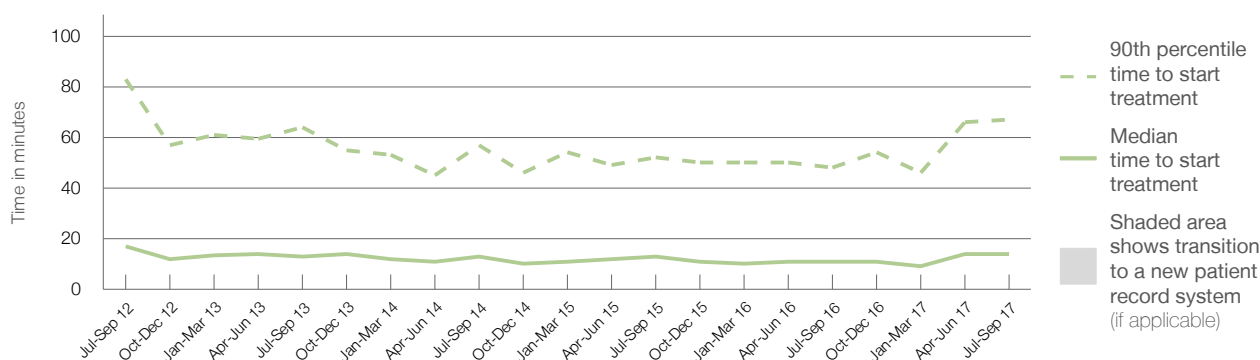
90th percentile time to start treatment<sup>5</sup> 67 minutes

Same period last year	NSW (this period)
1,171	
1,130	
11 minutes	30 minutes
48 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	17	13	13	13	11	14
90th percentile time to start treatment <sup>5</sup> (minutes)	83	64	57	52	48	67

(†) 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.

## Lithgow 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: 383

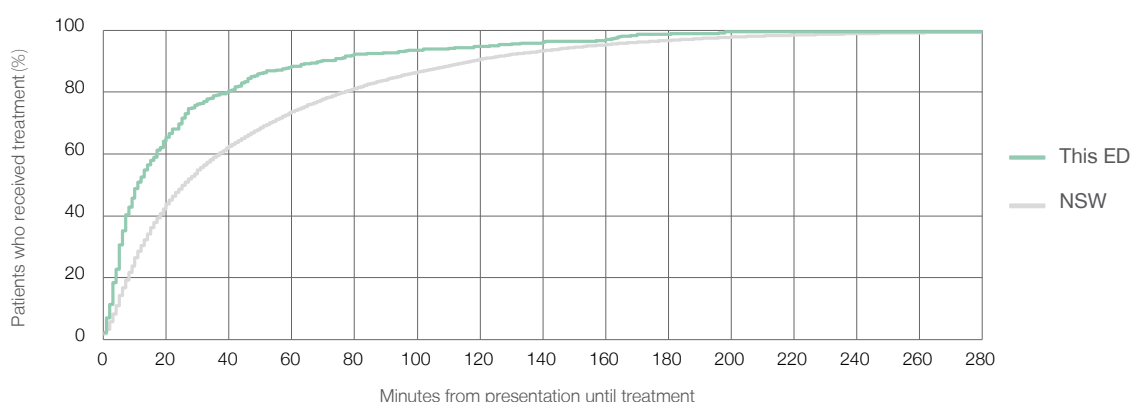
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 359

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

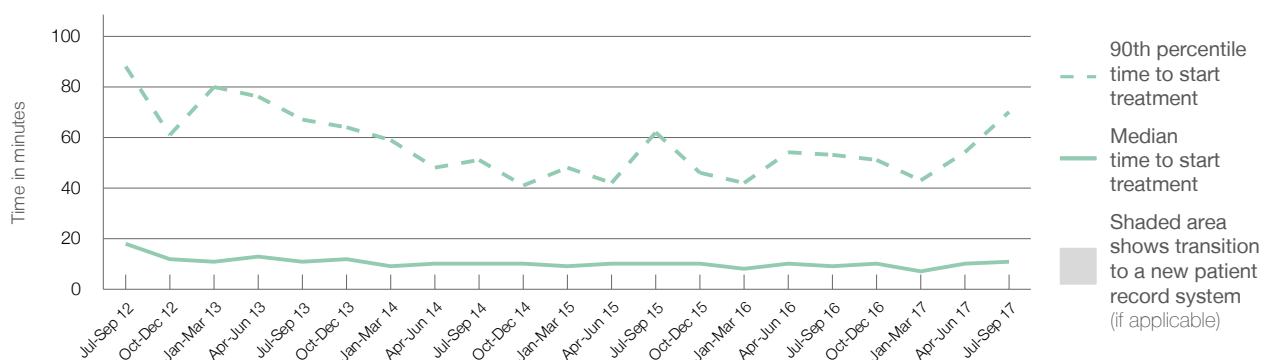
90th percentile time to start treatment<sup>5</sup> 70 minutes

Same period last year	NSW (this period)
354	
333	
9 minutes	26 minutes
53 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	18	11	10	10	9	11
90th percentile time to start treatment <sup>5</sup> (minutes)	88	67	51	62	53	70

(†) 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.

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

July to September 2017

All presentations:<sup>1</sup> 3,271 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,271 patients

Median time spent in the ED<sup>8</sup>

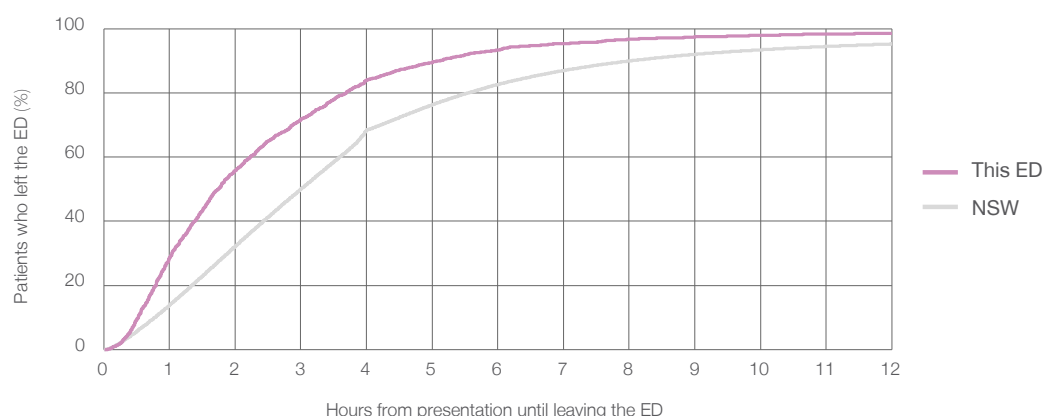
1 hours and 45 minutes

90th percentile time spent in the ED<sup>9</sup>

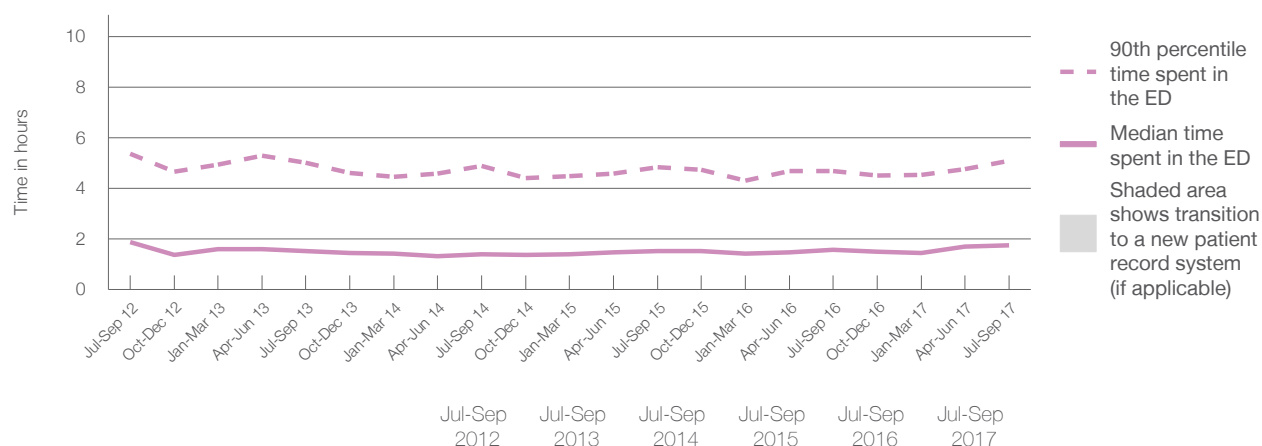
5 hours and 6 minutes

Same period last year	NSW (this period)
3,099	
3,097	
1 hours and 34 minutes	3 hours and 0 minutes
4 hours and 42 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 53m	1h 31m	1h 24m	1h 32m	1h 34m	1h 45m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 22m	5h 1m	4h 53m	4h 51m	4h 42m	5h 6m

(†) 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.

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

By mode of separation

July to September 2017

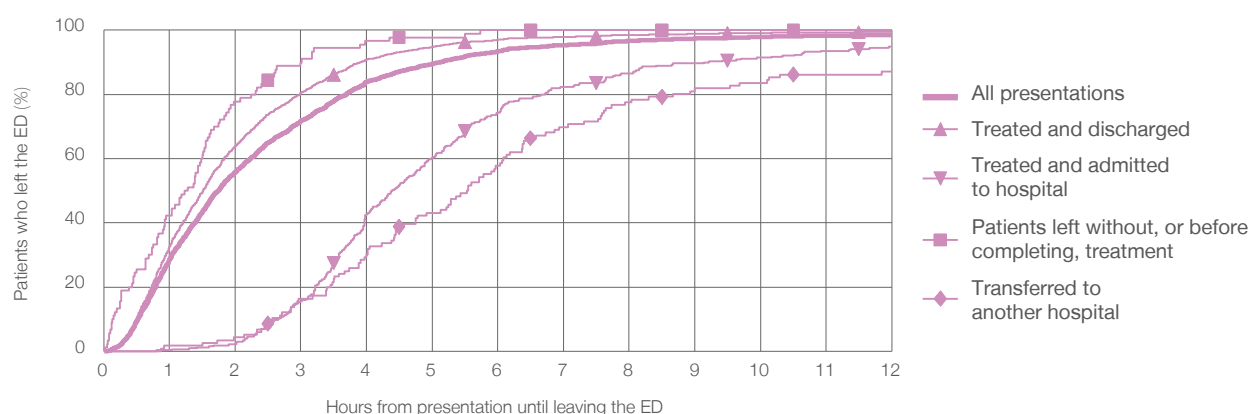
All presentations:<sup>†</sup> 3,271 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,271 patients

Treated and discharged	2,715 (83.0%)
Treated and admitted to hospital	328 (10.0%)
Patient left without, or before completing, treatment	90 (2.8%)
Transferred to another hospital	116 (3.5%)
Other	22 (0.7%)

Same period last year	Change since one year ago
3,097	5.6%
2,344	15.8%
530	-38.1%
72	25.0%
132	-12.1%
21	4.8%

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



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

Treated and discharged	32.7%	64.0%	80.6%	90.8%	97.0%	98.5%	99.2%	99.4%
Treated and admitted to hospital	0.3%	2.1%	15.5%	42.7%	74.4%	86.6%	91.5%	94.8%
Patient left without, or before completing, treatment	42.2%	77.8%	90.0%	96.7%	100%	100%	100%	100%
Transferred to another hospital	1.7%	4.3%	16.4%	30.2%	57.8%	77.6%	83.6%	87.1%
All presentations	28.6%	55.9%	71.8%	83.9%	93.4%	96.6%	97.9%	98.6%

(†) 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.

## Lithgow Health Service: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:<sup>1</sup> 3,271 patients

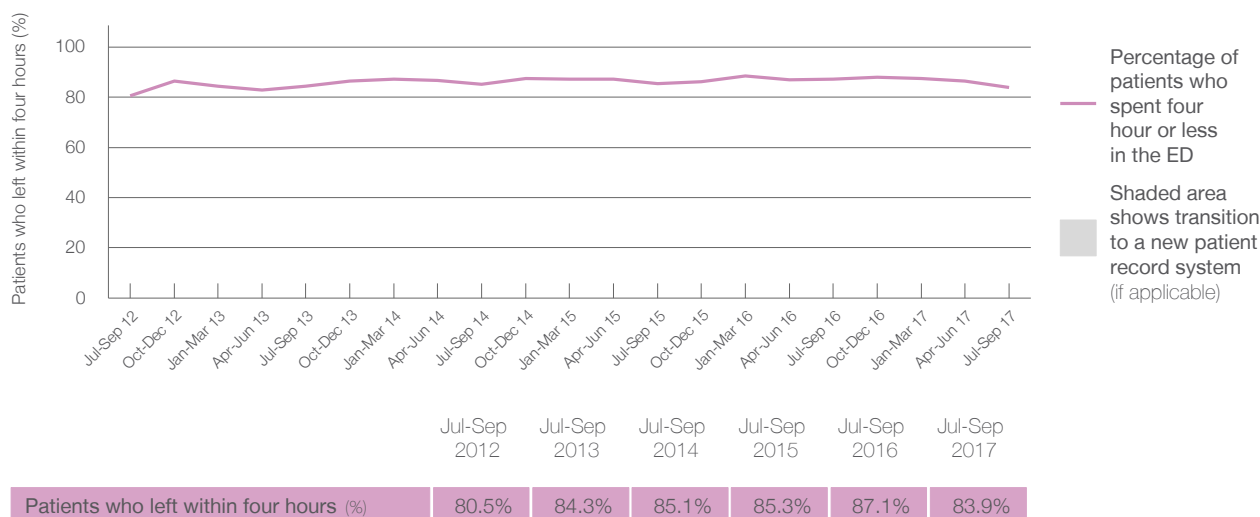
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,271 patients

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



Same period last year	Change since one year ago
3,099	5.6%
3,097	5.6%
87.1%	

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



- \* 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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:<sup>1</sup> 3,888 patients

Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

July to September 2017

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

Median time to start treatment<sup>4</sup> 9 minutes

90th percentile time to start treatment<sup>5</sup> 22 minutes

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

Median time to start treatment<sup>4</sup> 21 minutes

90th percentile time to start treatment<sup>5</sup> 63 minutes

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

Median time to start treatment<sup>4</sup> 27 minutes

90th percentile time to start treatment<sup>5</sup> 133 minutes

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

Median time to start treatment<sup>4</sup> 32 minutes

90th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

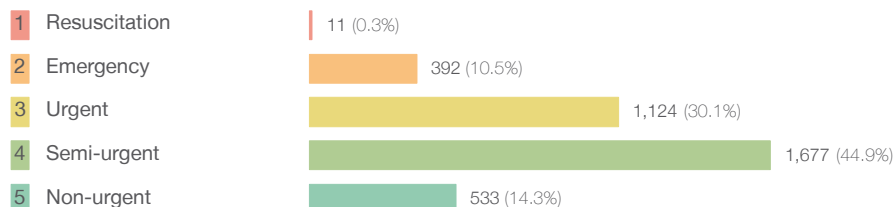
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Macksville District Hospital: Patients presenting to the emergency department

July to September 2017

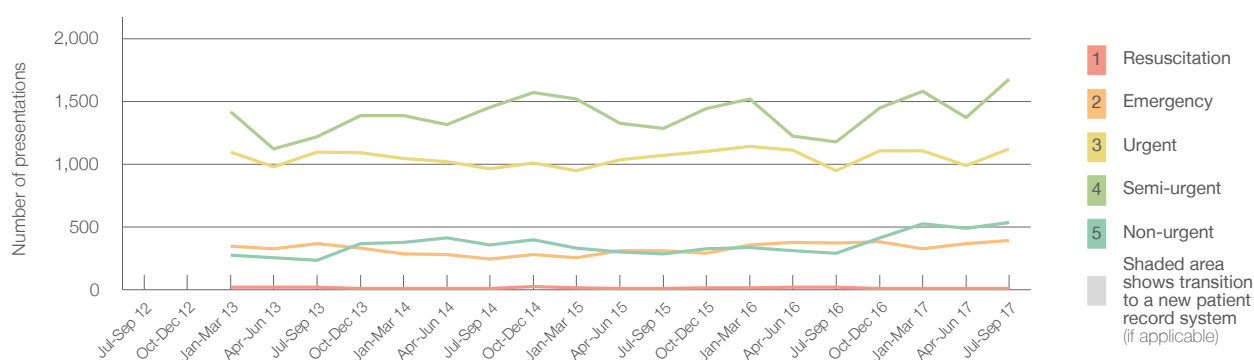
All presentations:<sup>1</sup> 3,888 patients

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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation		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:<sup>7</sup> 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:<sup>3</sup> 383

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

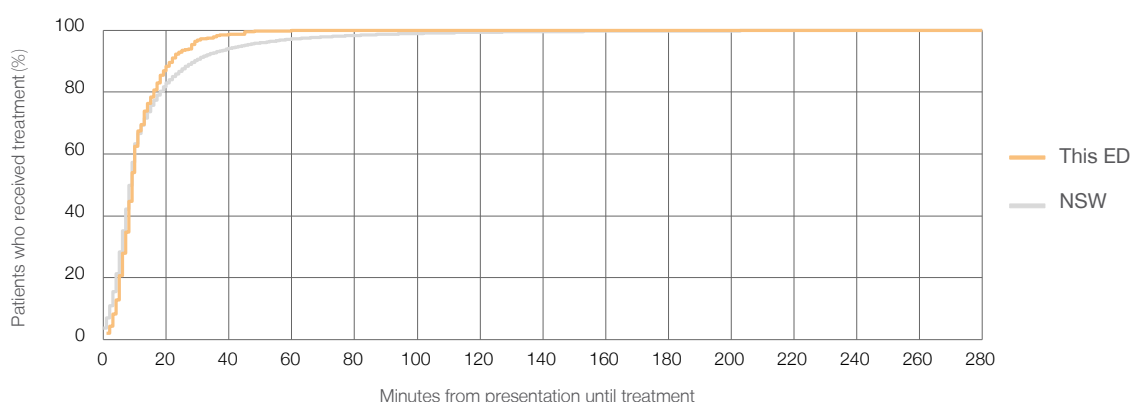
9 minutes

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

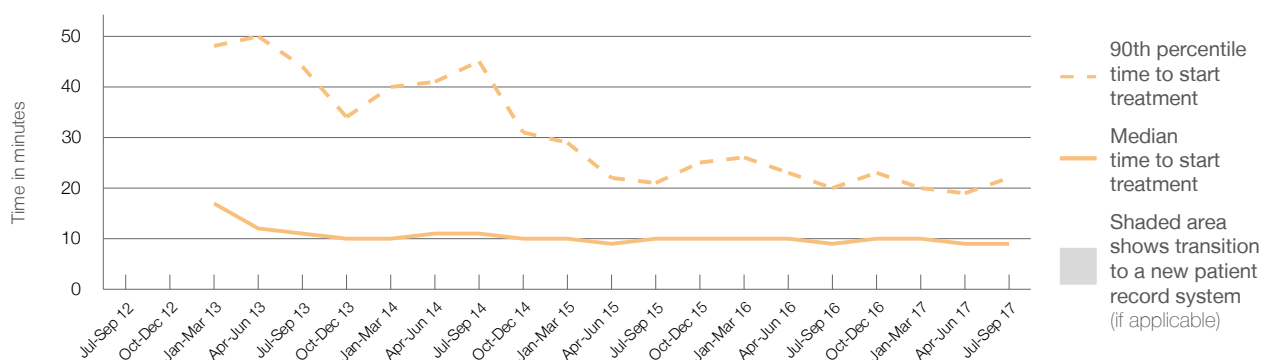
22 minutes

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<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		11	11	10	9	9
90th percentile time to start treatment <sup>5</sup> (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)

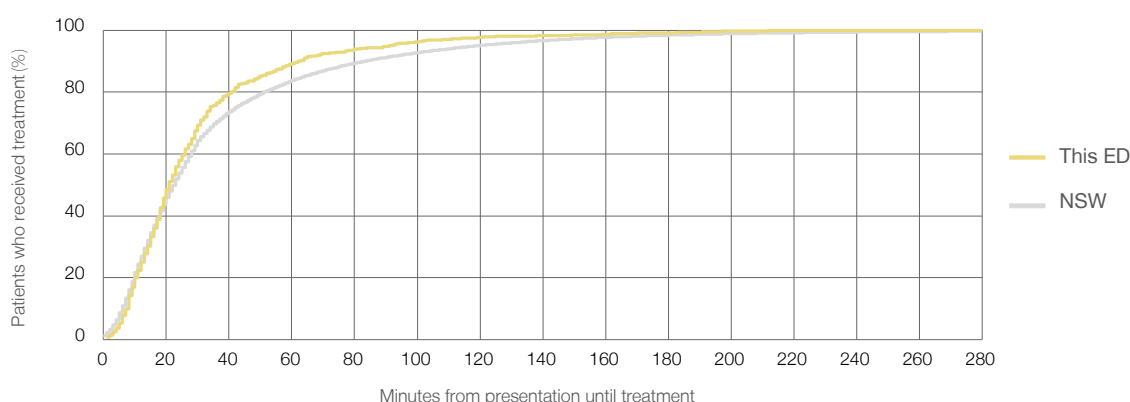
Number of triage 3 patients: 1,124

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,078

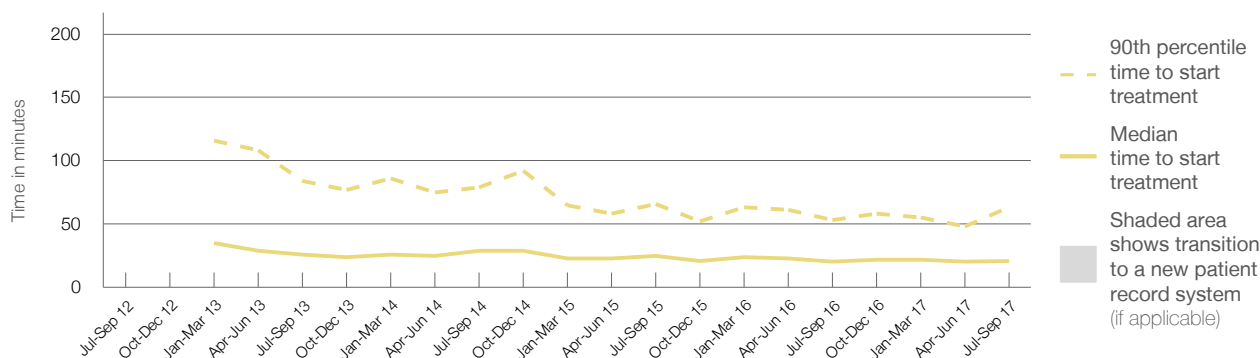
Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 63 minutes

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<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		26	29	25	20	21
90th percentile time to start treatment <sup>5</sup> (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:<sup>3</sup> 1,556

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

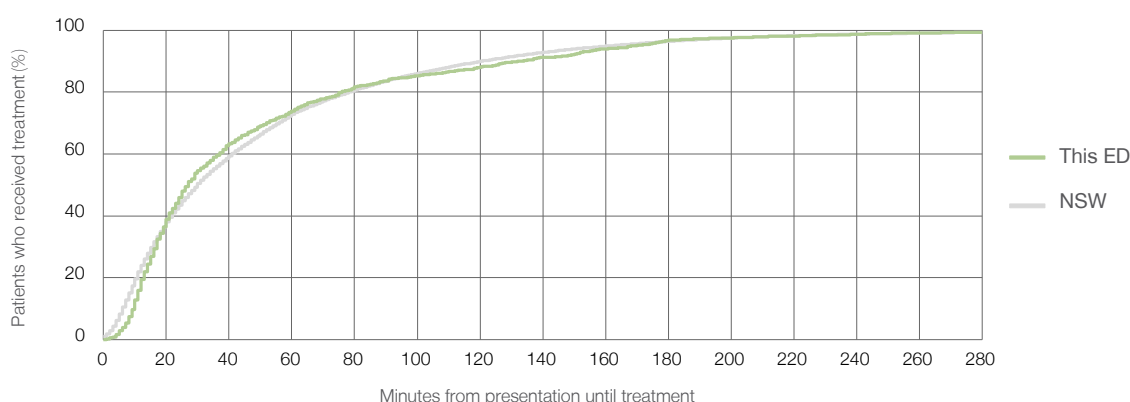
27 minutes

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

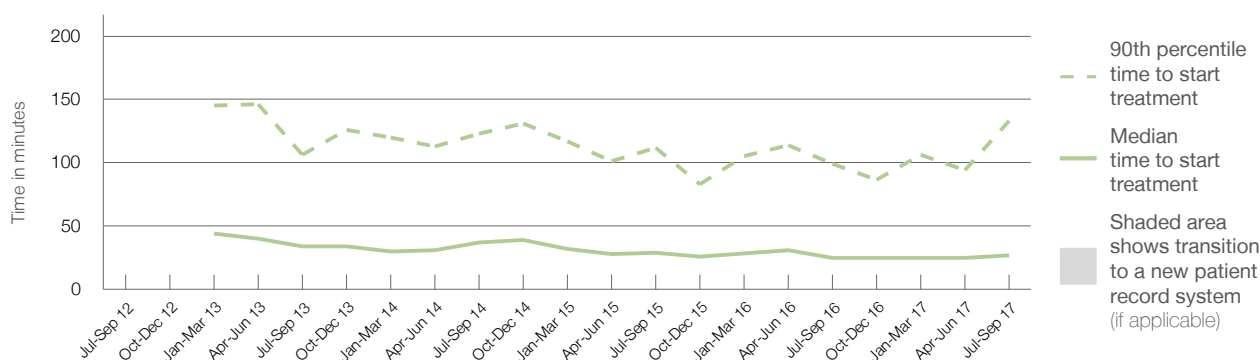
133 minutes

Same period last year	NSW (this period)
1,178	
1,115	
25 minutes	30 minutes
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<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		34	37	29	25	27
90th percentile time to start treatment <sup>5</sup> (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.

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## 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:<sup>3</sup> 479

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

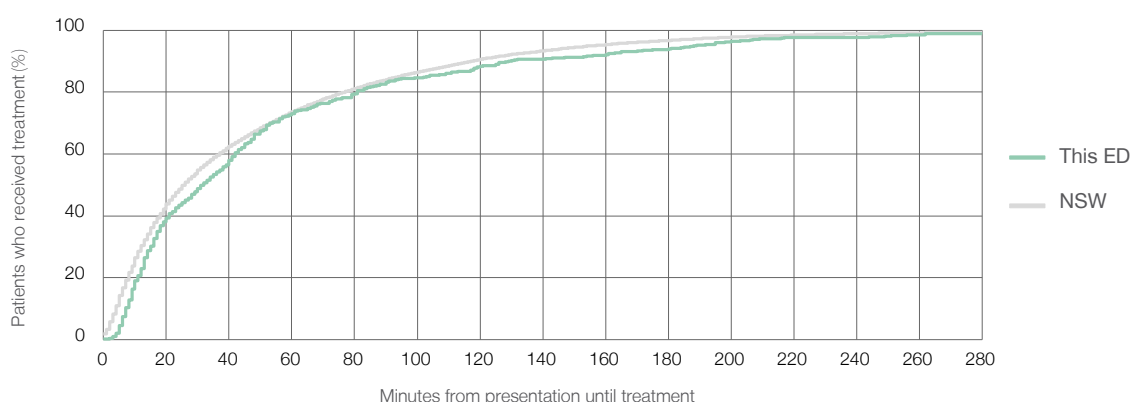
32 minutes

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

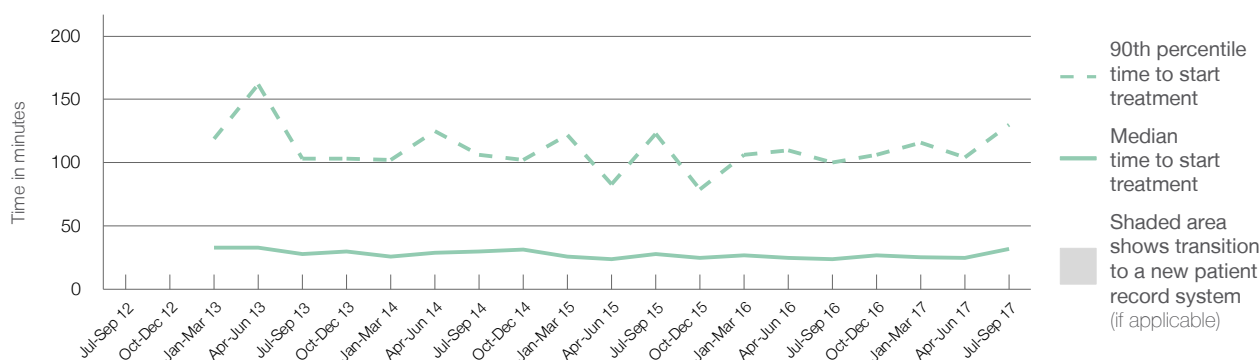
130 minutes

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<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		28	30	28	24	32
90th percentile time to start treatment <sup>5</sup> (minutes)		103	106	123	100	130

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

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## Macksville District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 3,888 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,887 patients

Median time spent in the ED<sup>8</sup>

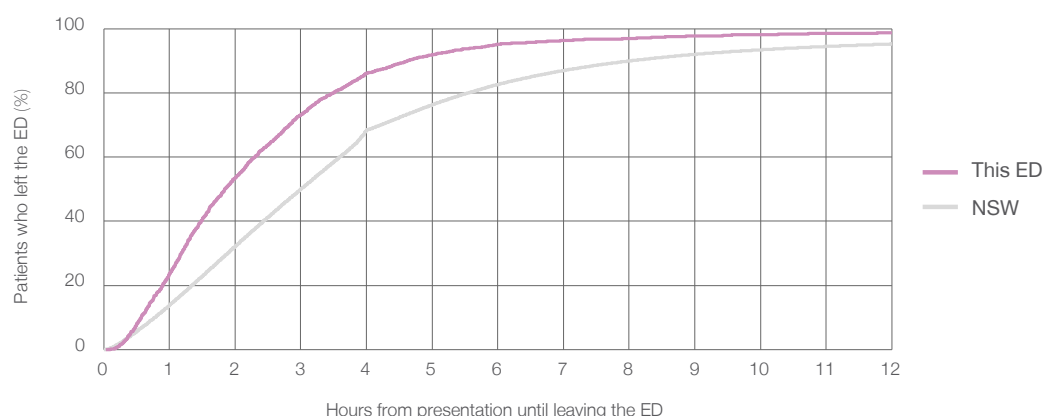
1 hours and 51 minutes

90th percentile time spent in the ED<sup>9</sup>

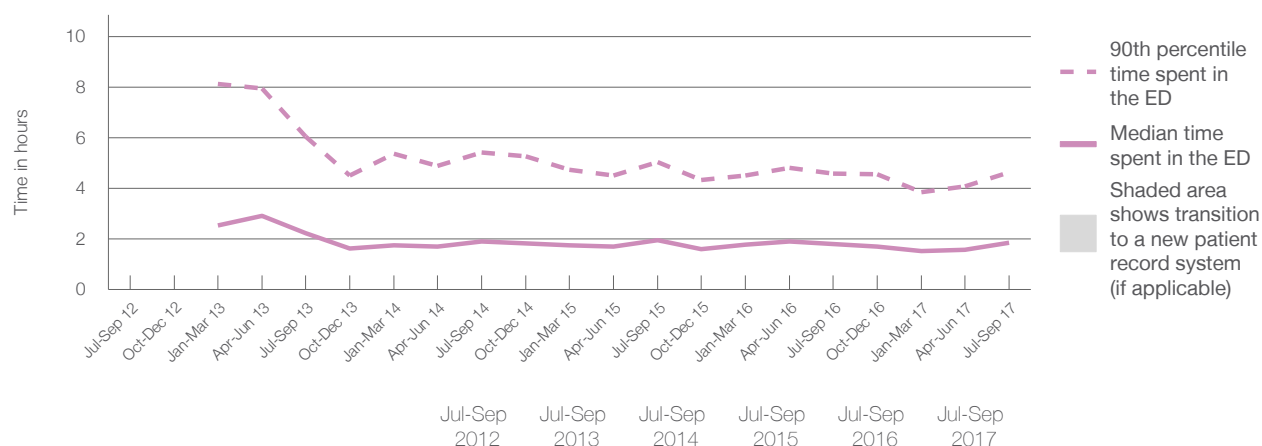
4 hours and 38 minutes

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<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)		2h 14m	1h 54m	1h 58m	1h 48m	1h 51m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		6h 3m	5h 25m	5h 2m	4h 35m	4h 38m

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## Macksville District Hospital: Time patients spent in the ED

By mode of separation

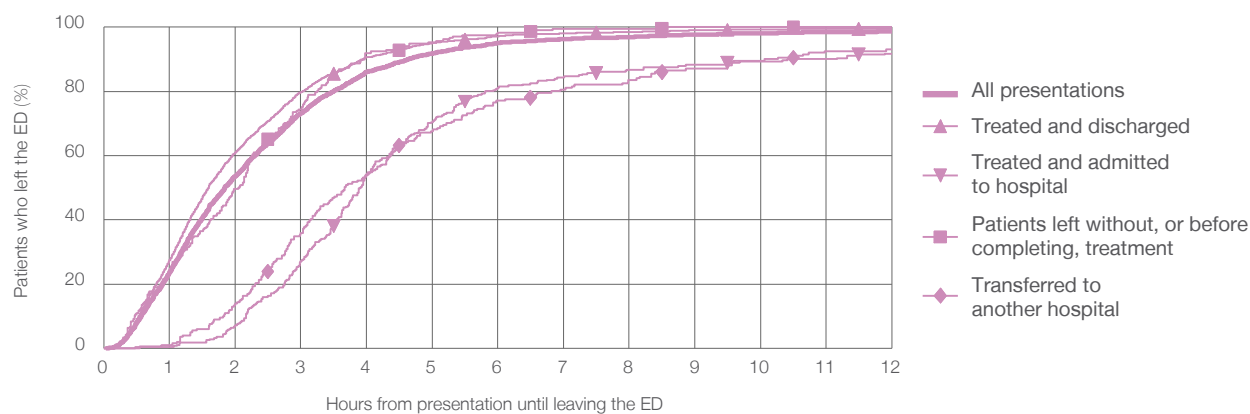
July to September 2017

All presentations:<sup>†</sup> 3,888 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,887 patients

		Same period last year	Change since one year ago
Treated and discharged	3,093 (79.6%)	2,353	29.4%
Treated and admitted to hospital	281 (7.2%)	208	35.1%
Patient left without, or before completing, treatment	238 (6.1%)	115	107.0%
Transferred to another hospital	201 (5.2%)	260	-22.7%
Other	75 (1.9%)	67	11.9%

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



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

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.

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## 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:<sup>1</sup> 3,888 patients

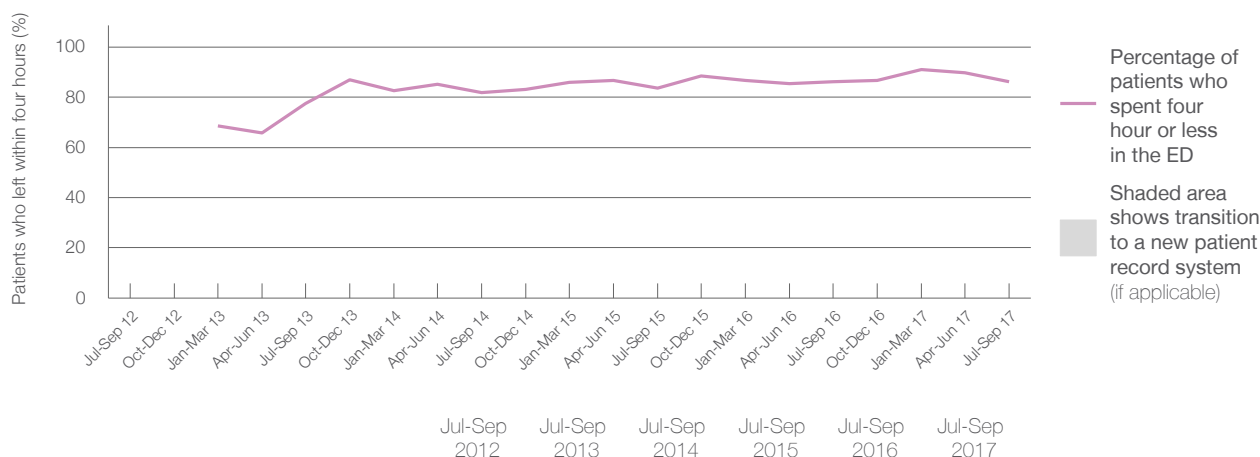
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,887 patients

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



Same period last year	Change since one year ago
3,003	29.5%
3,003	29.4%
86.2%	

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



Patients who left within four hours (%)	77.6%	81.7%	83.6%	86.2%	86.1%
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- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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  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*.
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  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Maclean District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 3,069 patients

Emergency presentations:<sup>2</sup> 2,967 patients

Same period last year	Change since one year ago
2,948	4.1%
2,753	7.8%

## Maclean District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 321 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 938 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 66 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,254 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 103 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 446 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 129 minutes

Same period last year	NSW (this period)
396	
13 minutes	9 minutes
38 minutes	29 minutes
1,055	
26 minutes	23 minutes
84 minutes	83 minutes
1,148	
39 minutes	30 minutes
129 minutes	121 minutes
145	
24 minutes	26 minutes
84 minutes	118 minutes

## Maclean District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,069 patients

Percentage of patients who spent four hours or less in the ED 80.6%

Same period last year	Change since one year ago
2,948	4.1%
81.2%	

\* 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*.
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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.

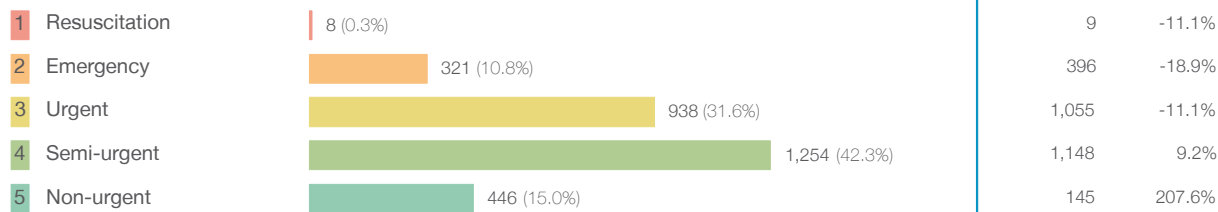
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Maclean District Hospital: Patients presenting to the emergency department

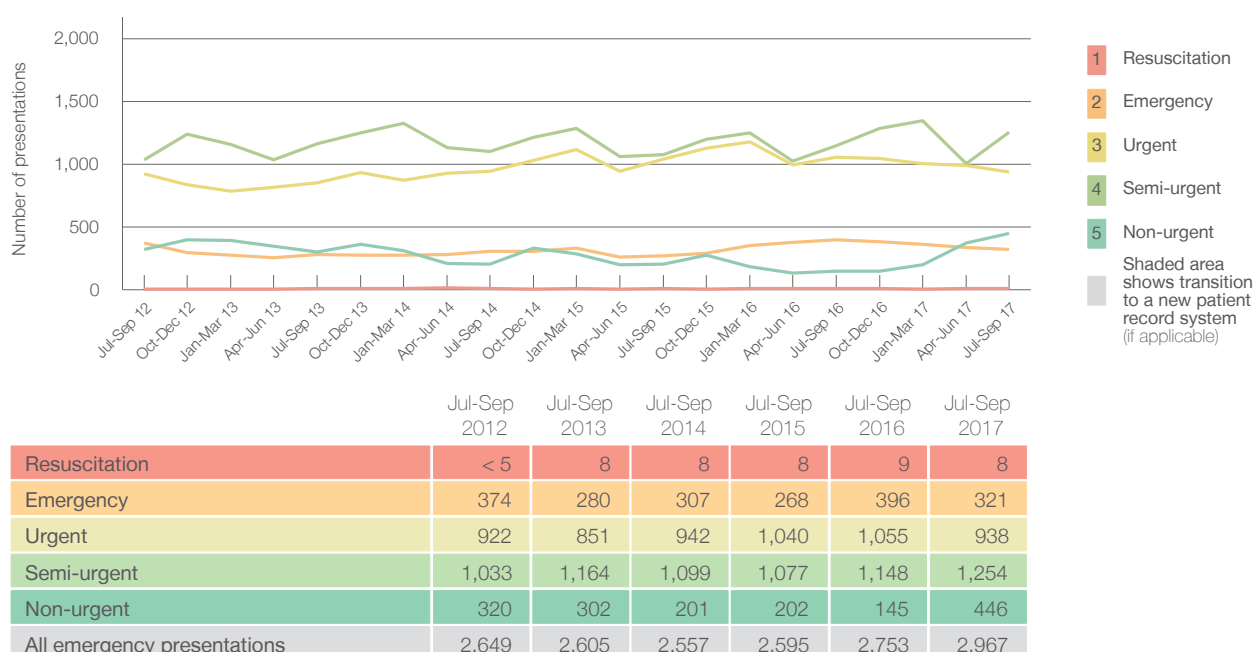
July to September 2017

All presentations:<sup>1</sup> 3,069 patients

Emergency presentations<sup>2</sup> by triage category: 2,967 patients



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



## Maclean District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 400 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.

## Maclean 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: 321

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 320

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

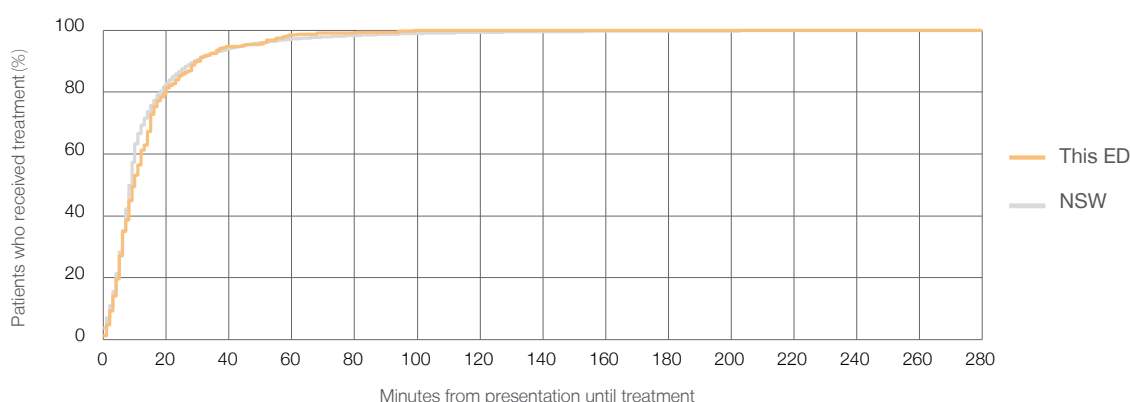
10 minutes

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

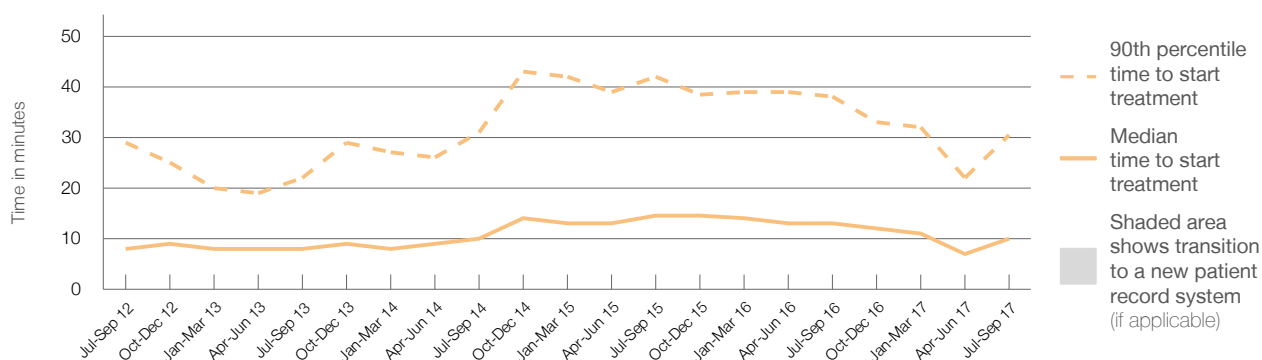
31 minutes

Same period last year	NSW (this period)
396	
394	
13 minutes	9 minutes
38 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	8	8	10	15	13	10
90th percentile time to start treatment <sup>5</sup> (minutes)	29	22	31	42	38	31

(†) 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.

## Maclean 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: 938

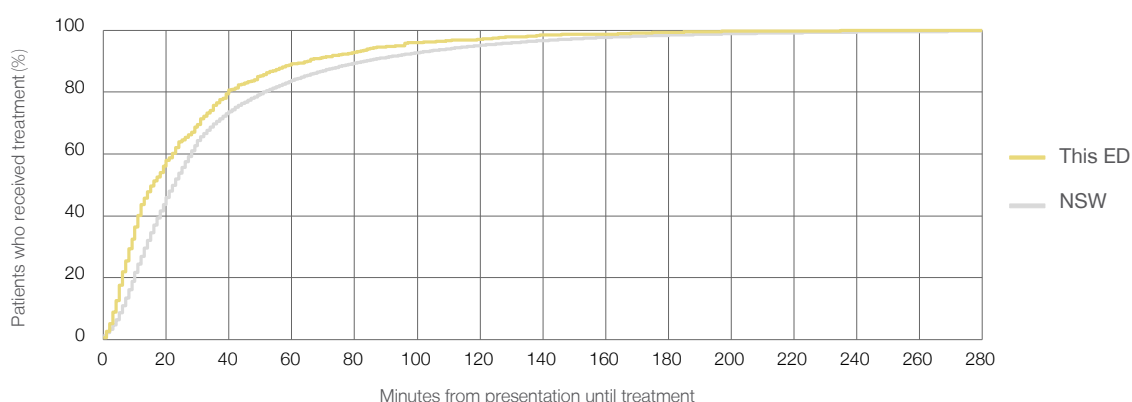
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 930

Median time to start treatment<sup>4</sup> 16 minutes

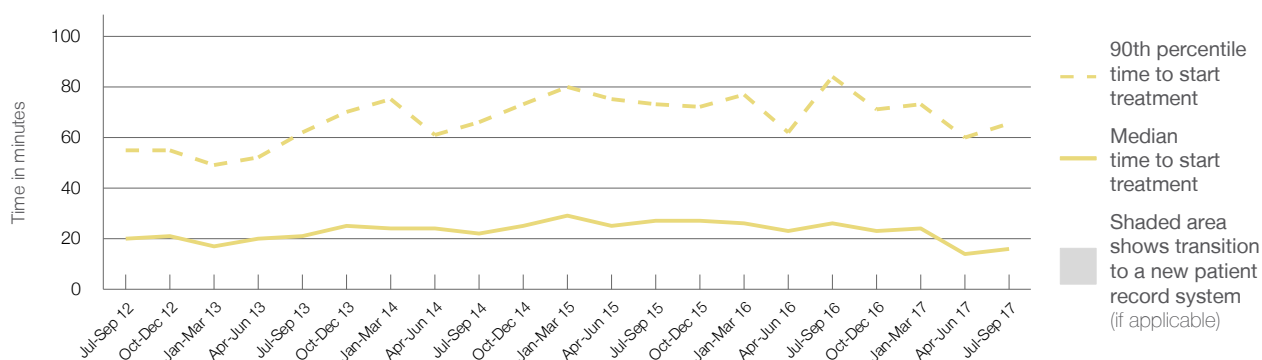
90th percentile time to start treatment<sup>5</sup> 66 minutes

Same period last year	NSW (this period)
1,055	
1,028	
26 minutes	23 minutes
84 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	20	21	22	27	26	16
90th percentile time to start treatment <sup>5</sup> (minutes)	55	62	66	73	84	66

(†) 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.

## Maclean 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: 1,254

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,134

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

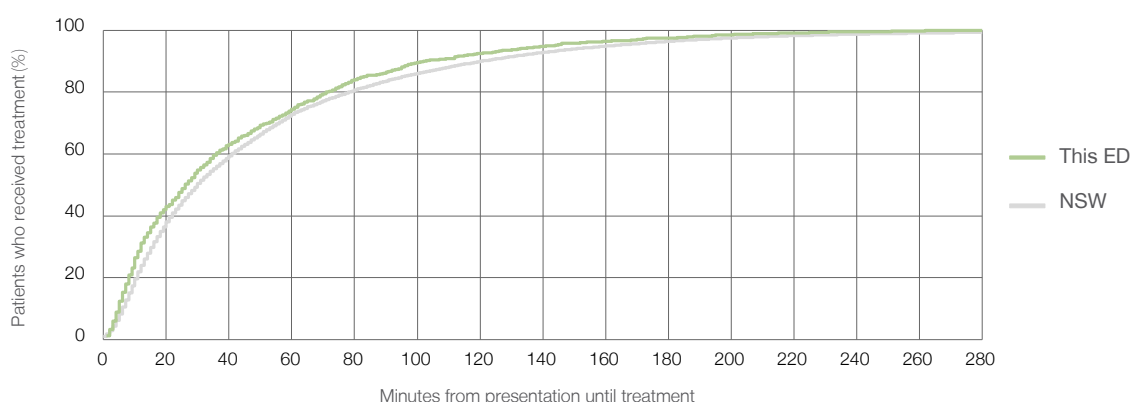
26 minutes

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

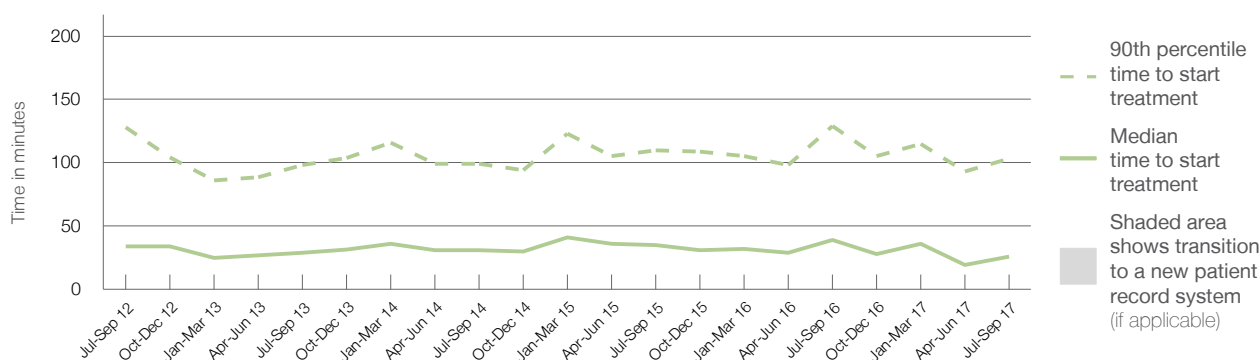
103 minutes

Same period last year	NSW (this period)
1,148	
1,043	
39 minutes	30 minutes
129 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	34	29	31	35	39	26
90th percentile time to start treatment <sup>5</sup> (minutes)	128	98	99	110	129	103

(†) 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.

## Maclean 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: 446

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 367

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

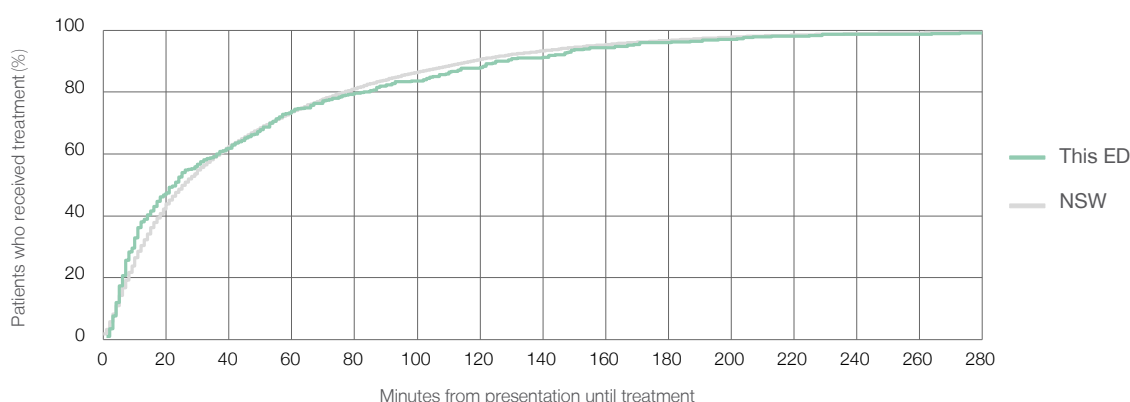
23 minutes

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

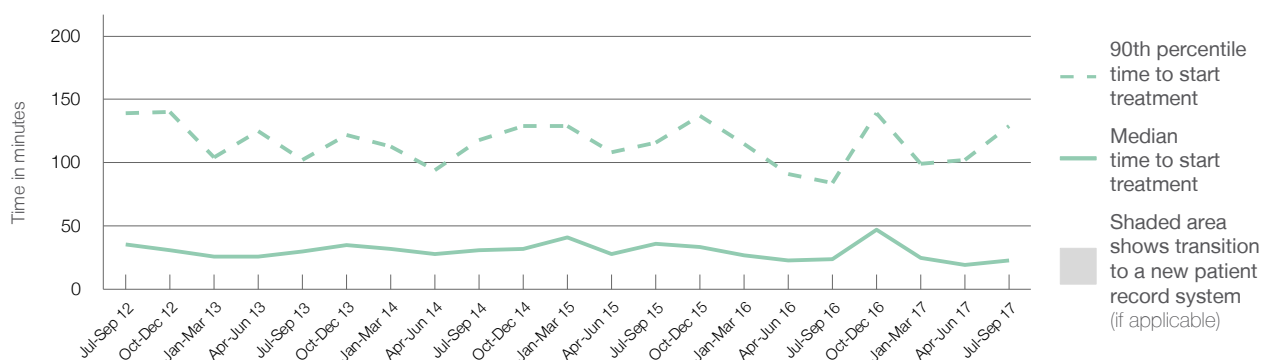
129 minutes

Same period last year	NSW (this period)
145	
112	
24 minutes	26 minutes
84 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	36	30	31	36	24	23
90th percentile time to start treatment <sup>5</sup> (minutes)	139	102	118	116	84	129

(†) 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.

## Maclean District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 3,069 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,069 patients

Median time spent in the ED<sup>8</sup>

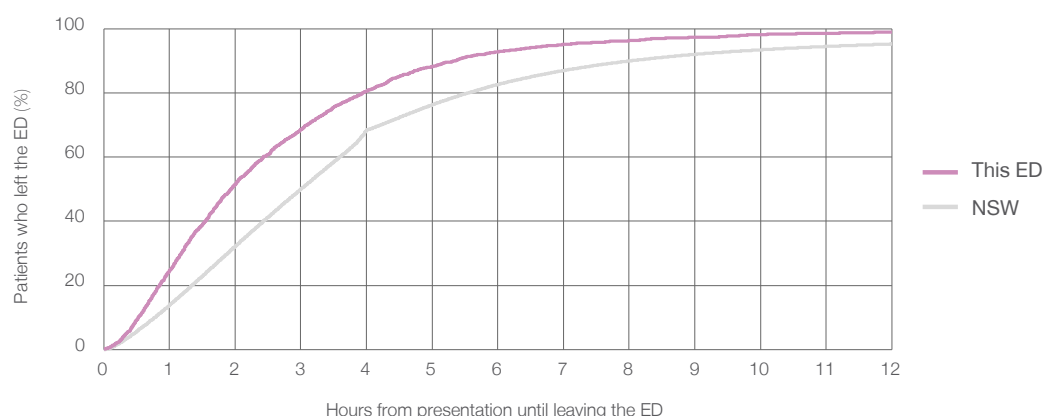
1 hours and 56 minutes

90th percentile time spent in the ED<sup>9</sup>

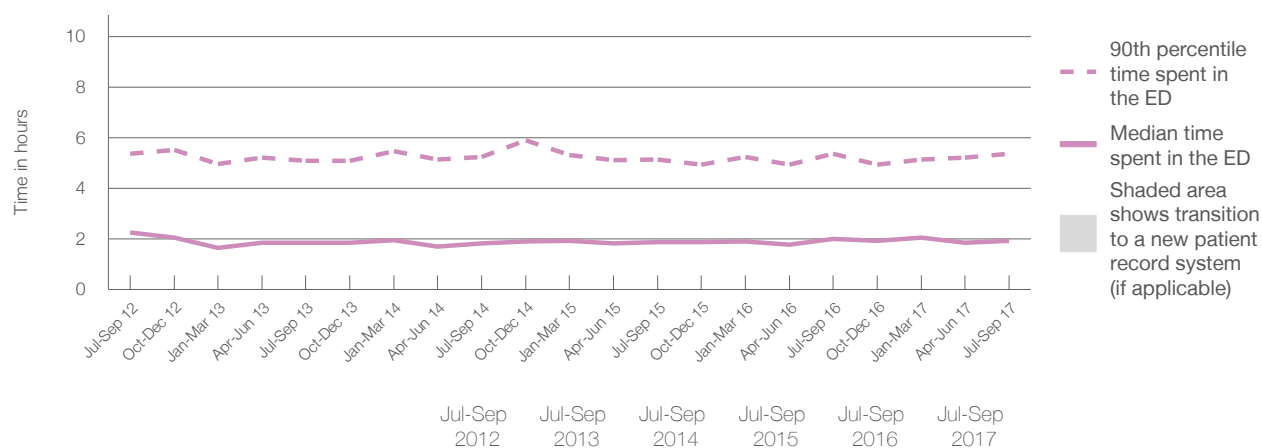
5 hours and 22 minutes

Same period last year	NSW (this period)
2,948	2,948
2 hours and 0 minutes	3 hours and 0 minutes
5 hours and 22 minutes	8 hours and 2 minutes

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



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



Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 16m	1h 51m	1h 50m	1h 53m	2h 0m	1h 56m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 23m	5h 5m	5h 15m	5h 8m	5h 22m	5h 22m

(†) 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.



## Maclean District Hospital: Time patients spent in the ED

By mode of separation

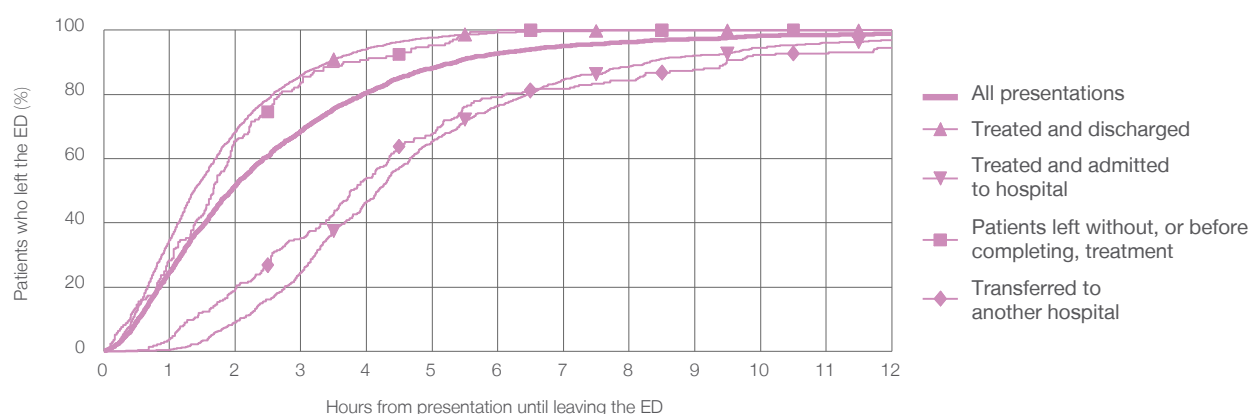
July to September 2017

All presentations:<sup>†</sup> 3,069 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,069 patients

		Same period last year	Change since one year ago
Treated and discharged	1,987 (64.7%)	1,797	10.6%
Treated and admitted to hospital	667 (21.7%)	794	-16.0%
Patient left without, or before completing, treatment	173 (5.6%)	159	8.8%
Transferred to another hospital	235 (7.7%)	195	20.5%
Other	7 (0.2%)	3	133.3%

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



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

Treated and discharged	34.7%	68.3%	86.0%	94.2%	99.2%	99.9%	99.9%	100%
Treated and admitted to hospital	0.4%	9.0%	24.4%	46.6%	76.5%	88.8%	94.6%	97.0%
Patient left without, or before completing, treatment	28.3%	65.3%	83.8%	90.8%	100%	100%	100%	100%
Transferred to another hospital	3.8%	19.6%	35.3%	54.0%	79.1%	84.3%	92.3%	94.5%
All presentations	24.7%	51.6%	68.6%	80.6%	92.8%	96.3%	98.2%	98.9%

(†) 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.

## Maclean 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:<sup>1</sup> 3,069 patients

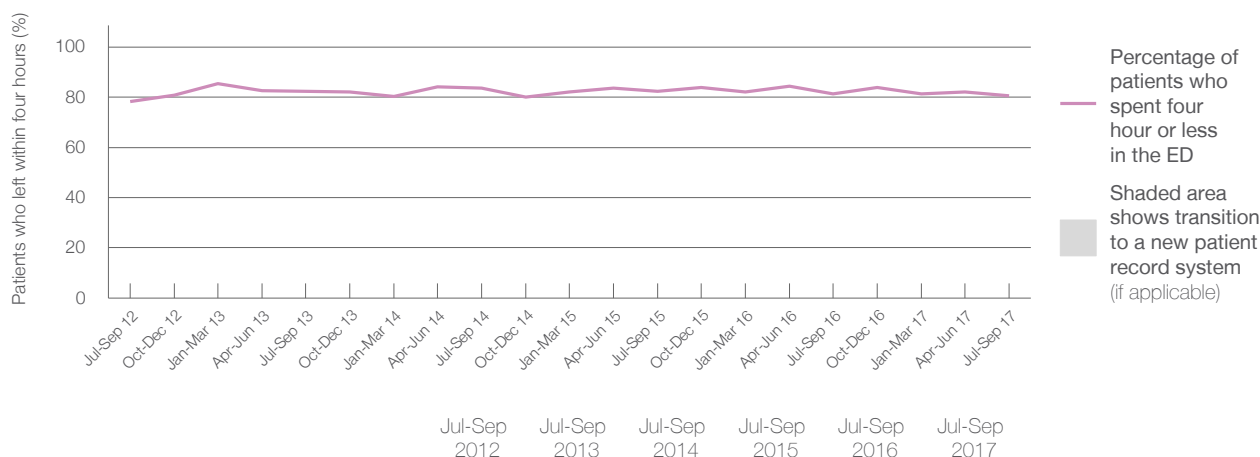
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,069 patients

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



Same period last year	Change since one year ago
2,948	4.1%
2,948	4.1%
81.2%	

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



Patients who left within four hours (%)	78.1%	82.4%	83.5%	82.4%	81.2%	80.6%
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- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Milton and Ulladulla Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 3,319 patients

Emergency presentations:<sup>2</sup> 3,209 patients

Same period last year	Change since one year ago
3,560	-6.8%
3,449	-7.0%

## Milton and Ulladulla Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 270 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,141 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 74 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,589 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 88 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 189 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 94 minutes

Same period last year	NSW (this period)
211	
8 minutes	9 minutes
30 minutes	29 minutes
1,233	
23 minutes	23 minutes
70 minutes	83 minutes
1,755	
30 minutes	30 minutes
85 minutes	121 minutes
232	
31 minutes	26 minutes
90 minutes	118 minutes

## Milton and Ulladulla Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,319 patients

Percentage of patients who spent four hours or less in the ED 82.3%

Same period last year	Change since one year ago
3,560	-6.8%
86.0%	

\* 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.

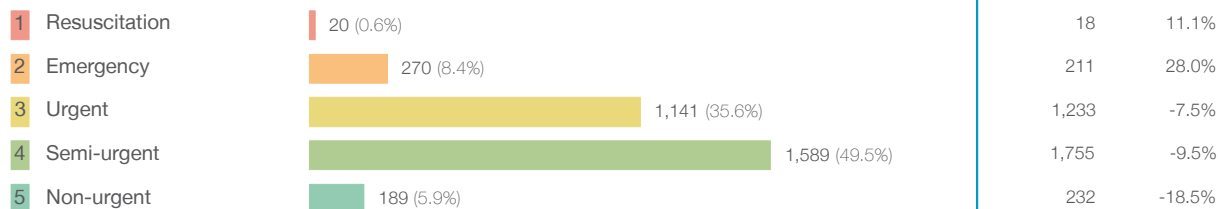
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Milton and Ulladulla Hospital: Patients presenting to the emergency department

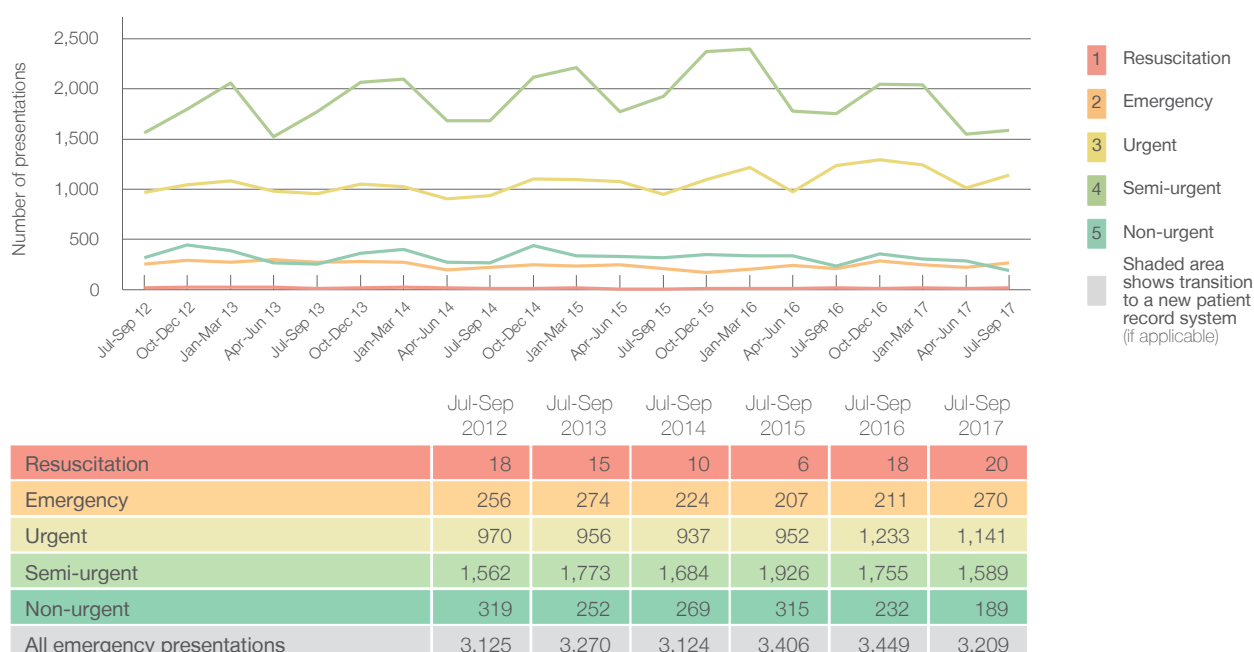
July to September 2017

All presentations:<sup>1</sup> 3,319 patients

Emergency presentations<sup>2</sup> by triage category: 3,209 patients



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



## Milton and Ulladulla Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 418 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.

## Milton and Ulladulla 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: 270

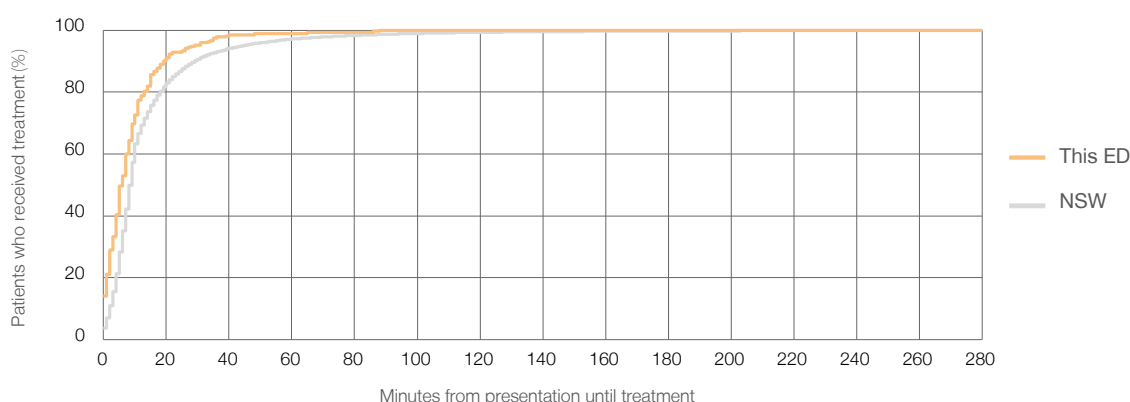
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 270

Median time to start treatment<sup>4</sup> 6 minutes

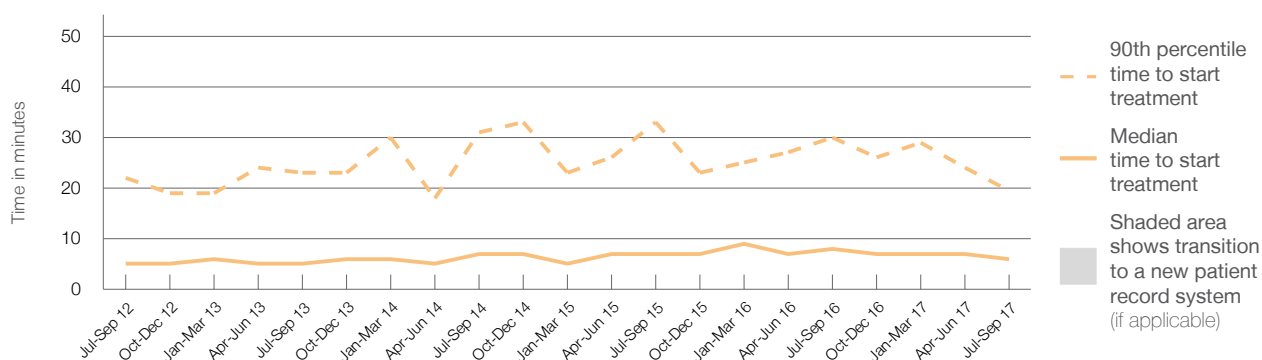
90th percentile time to start treatment<sup>5</sup> 20 minutes

Same period last year	NSW (this period)
211	
211	
8 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	5	5	7	7	8	6
90th percentile time to start treatment <sup>5</sup> (minutes)	22	23	31	33	30	20

(†) 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.

## Milton and Ulladulla 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: 1,141

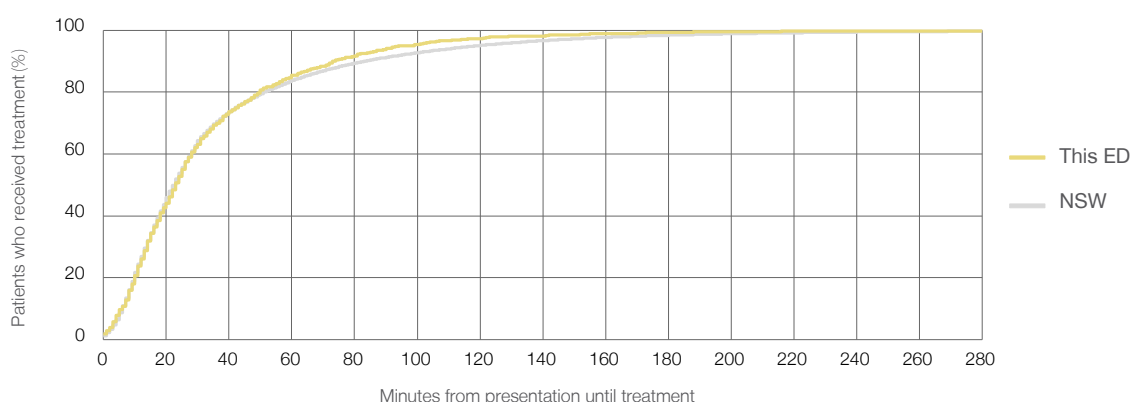
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,130

Median time to start treatment<sup>4</sup> 23 minutes

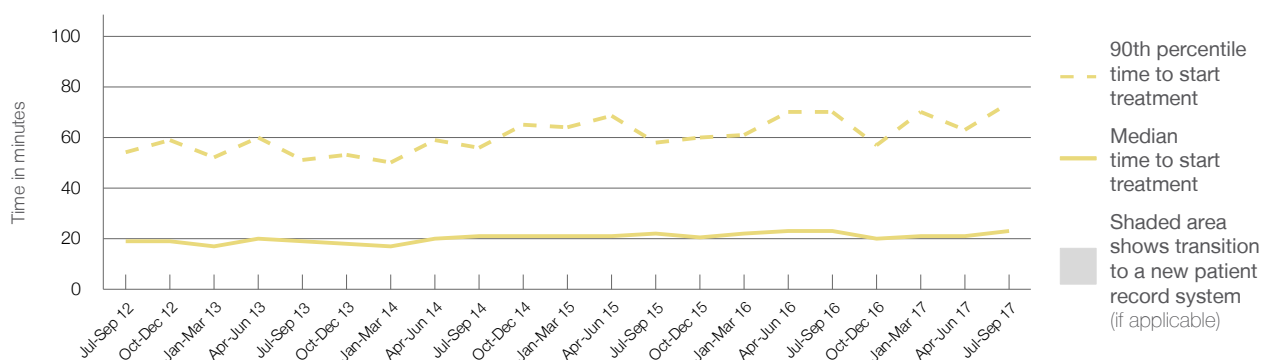
90th percentile time to start treatment<sup>5</sup> 74 minutes

Same period last year	NSW (this period)
1,233	
1,224	
23 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	19	19	21	22	23	23
90th percentile time to start treatment <sup>5</sup> (minutes)	54	51	56	58	70	74

(†) 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.

## Milton and Ulladulla 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: 1,589

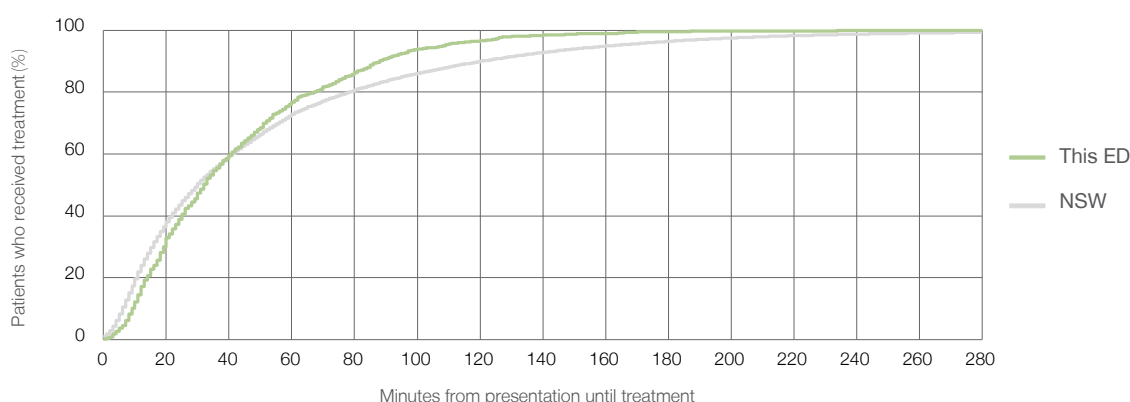
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,562

Median time to start treatment<sup>4</sup> 32 minutes

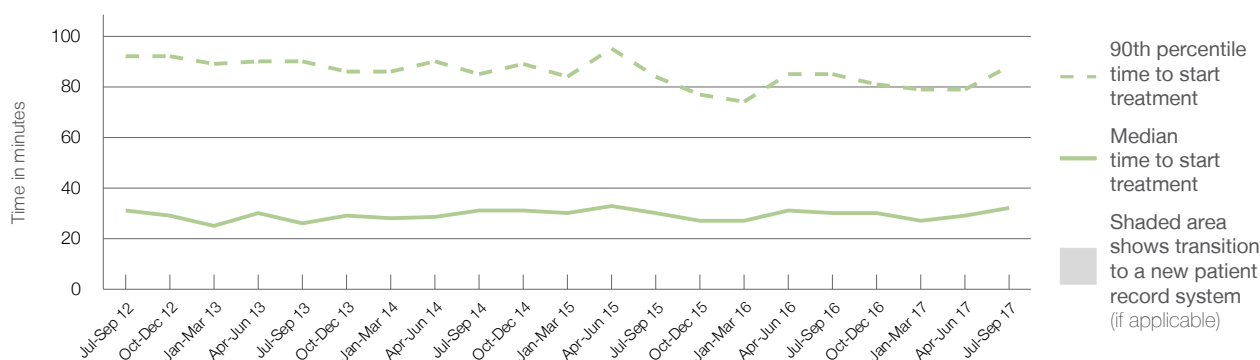
90th percentile time to start treatment<sup>5</sup> 88 minutes

Same period last year	NSW (this period)
1,755	
1,712	
30 minutes	30 minutes
85 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	31	26	31	30	30	32
90th percentile time to start treatment <sup>5</sup> (minutes)	92	90	85	84	85	88

(†) 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.

## Milton and Ulladulla 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: 189

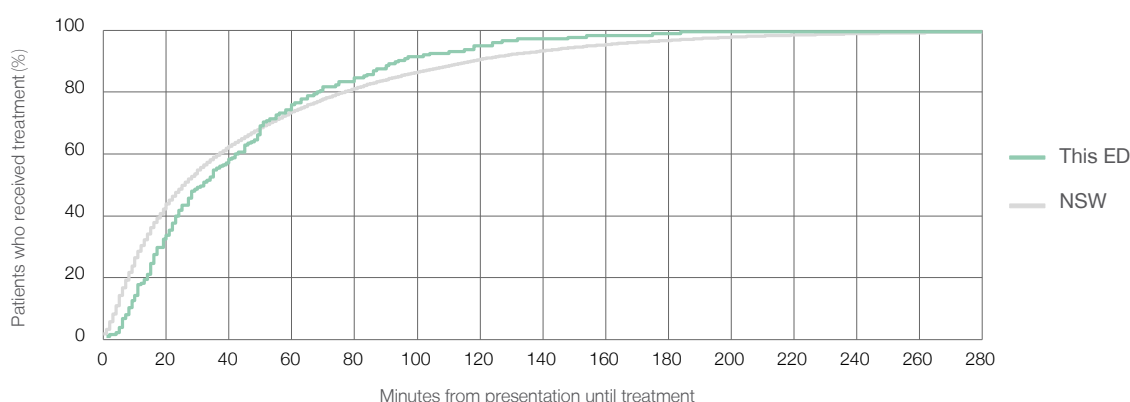
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 175

Median time to start treatment<sup>4</sup> 32 minutes

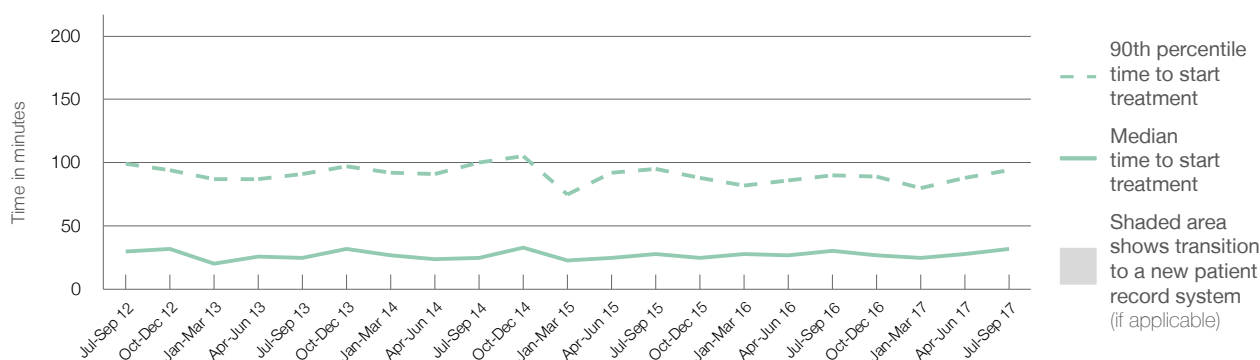
90th percentile time to start treatment<sup>5</sup> 94 minutes

Same period last year	NSW (this period)
232	
220	
31 minutes	26 minutes
90 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	30	25	25	28	31	32
90th percentile time to start treatment <sup>5</sup> (minutes)	99	91	100	95	90	94

(†) 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.



## Milton and Ulladulla Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 3,319 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,319 patients

Median time spent in the ED<sup>8</sup>

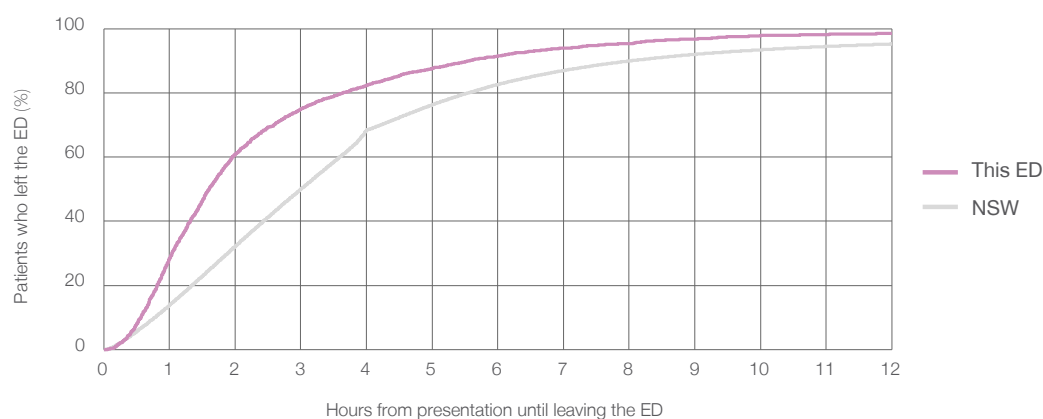
1 hours and 36 minutes

90th percentile time spent in the ED<sup>9</sup>

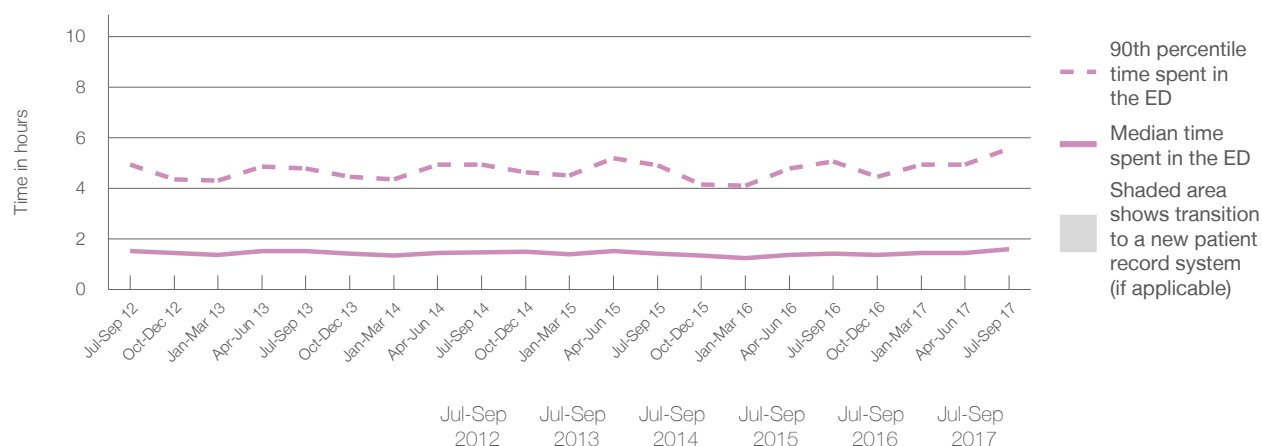
5 hours and 35 minutes

Same period last year	NSW (this period)
3,560	3,560
1 hours and 25 minutes	3 hours and 0 minutes
5 hours and 5 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 32m	1h 32m	1h 28m	1h 26m	1h 25m	1h 36m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 57m	4h 48m	4h 57m	4h 55m	5h 5m	5h 35m

(†) 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.

## Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

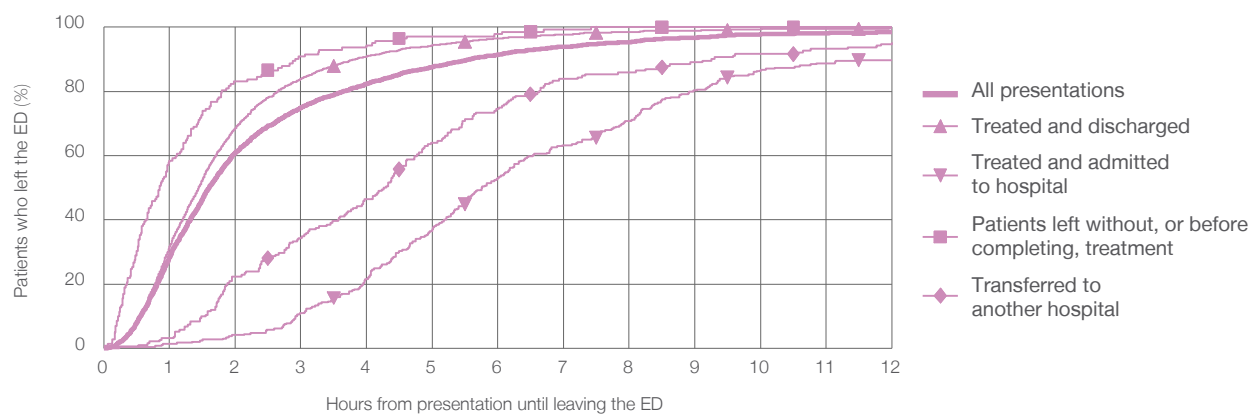
All presentations:<sup>†</sup> 3,319 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,319 patients

Treated and discharged	2,680 (80.7%)
Treated and admitted to hospital	294 (8.9%)
Patient left without, or before completing, treatment	142 (4.3%)
Transferred to another hospital	192 (5.8%)
Other	11 (0.3%)

Same period last year	Change since one year ago
3,560	-6.8%
2,930	-8.5%
314	-6.4%
146	-2.7%
166	15.7%
4	175.0%

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



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

Treated and discharged	31.6%	68.7%	83.9%	90.9%	96.5%	98.5%	99.4%	99.6%
Treated and admitted to hospital	1.4%	4.1%	10.9%	21.4%	53.1%	70.7%	86.7%	89.8%
Patient left without, or before completing, treatment	58.5%	83.1%	90.8%	94.4%	97.9%	100%	100%	100%
Transferred to another hospital	3.1%	22.4%	34.4%	46.4%	74.5%	85.9%	91.7%	95.3%
All presentations	28.6%	61.0%	74.9%	82.3%	91.5%	95.4%	97.8%	98.5%

(†) 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.

## Milton and Ulladulla 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:<sup>1</sup> 3,319 patients

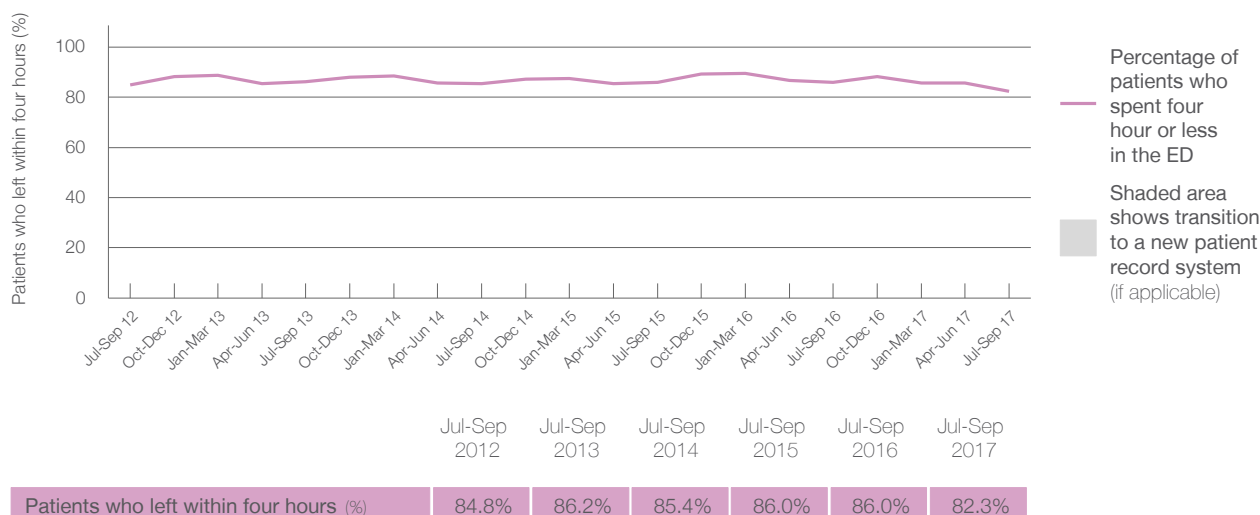
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,319 patients

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



Same period last year	Change since one year ago
3,560	-6.8%
3,560	-6.8%
86.0%	

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



- \* 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Moree District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 2,585 patients

Emergency presentations:<sup>2</sup> 2,259 patients

Same period last year	Change since one year ago
1,961	31.8%
1,714	31.8%

## Moree District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 193 patients

Median time to start treatment<sup>4</sup> 4 minutes  
90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 655 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 40 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,255 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 150 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 37 minutes

Same period last year	NSW (this period)
149	
3 minutes	9 minutes
23 minutes	29 minutes
547	
9 minutes	23 minutes
46 minutes	83 minutes
933	
9 minutes	30 minutes
55 minutes	121 minutes
85	
12 minutes	26 minutes
*	118 minutes

## Moree District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,585 patients

Percentage of patients who spent four hours or less in the ED 87.8%

Same period last year	Change since one year ago
1,961	31.8%
87.3%	

\* 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.

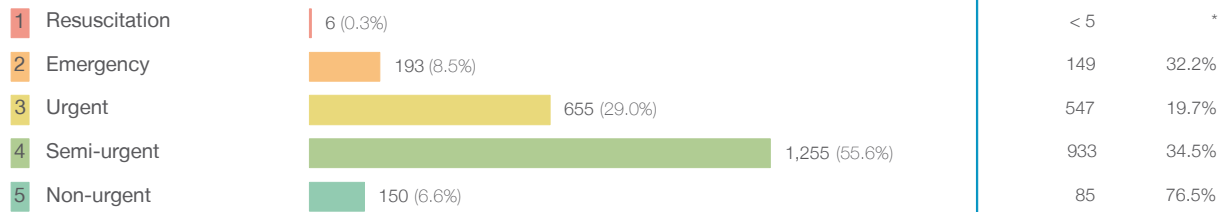
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Moree District Hospital: Patients presenting to the emergency department

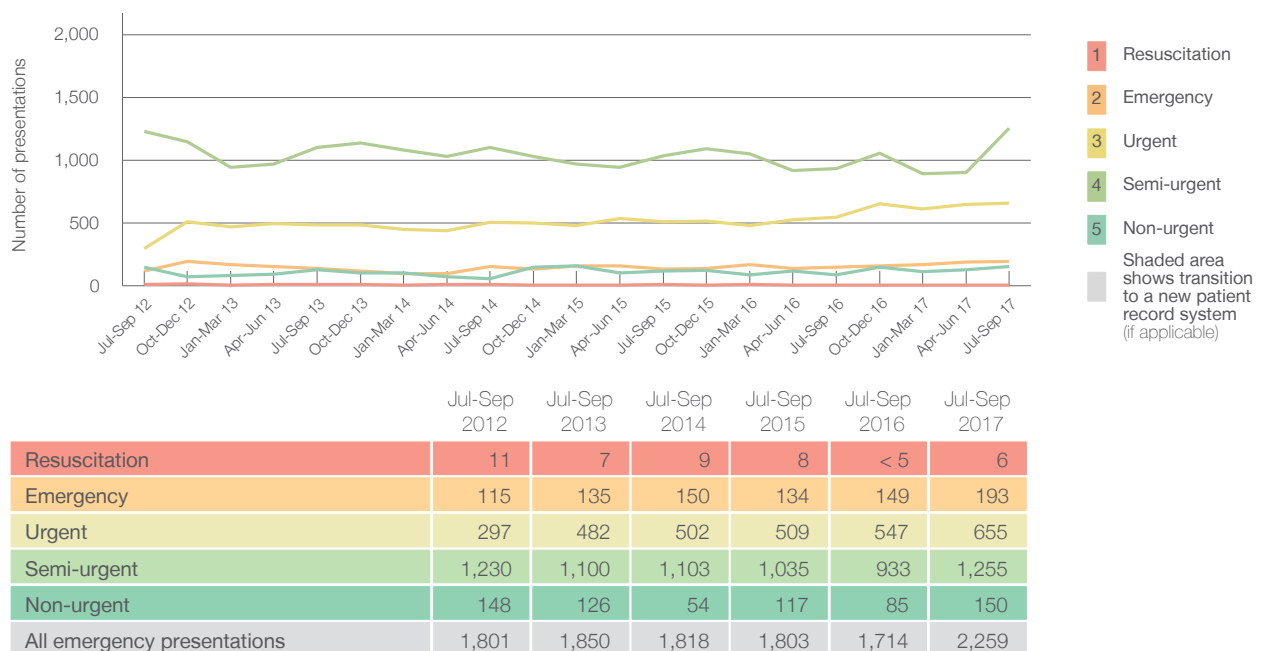
July to September 2017

All presentations:<sup>1</sup> 2,585 patients

Emergency presentations<sup>2</sup> by triage category: 2,259 patients



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



## Moree District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 244 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.

## Moree 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: 193

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 191

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

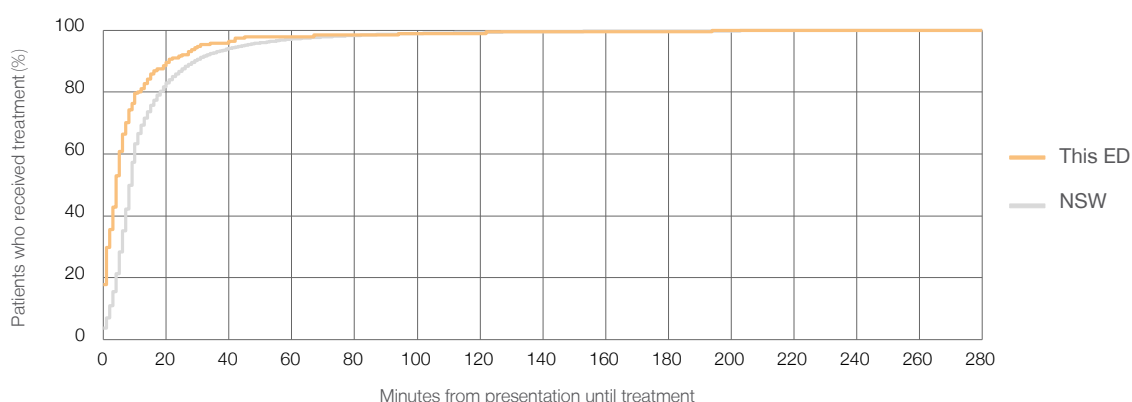
4 minutes

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

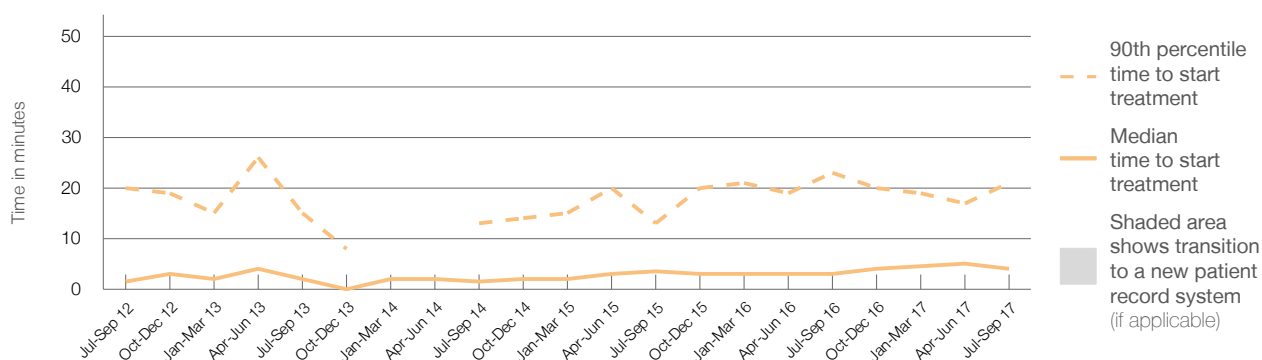
21 minutes

Same period last year	NSW (this period)
149	
143	
3 minutes	9 minutes
23 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	2	2	2	4	3	4
90th percentile time to start treatment <sup>5</sup> (minutes)	20	15	13	13	23	21

(†) 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.

## Moree 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: 655

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 632

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

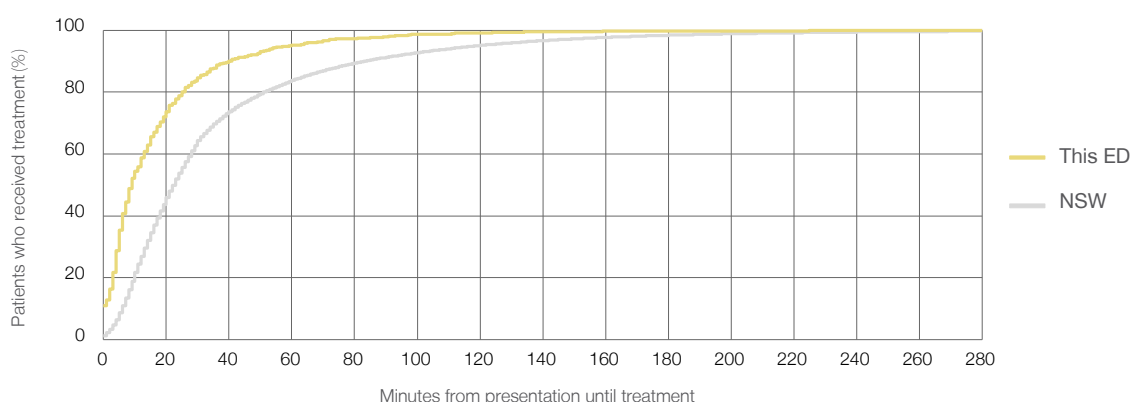
9 minutes

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

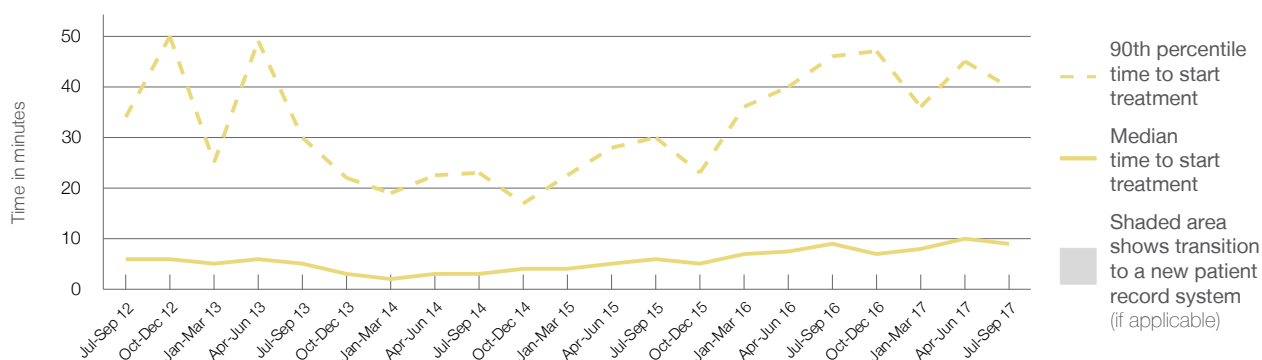
40 minutes

Same period last year	NSW (this period)
547	
536	
9 minutes	23 minutes
46 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	6	5	3	6	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	34	30	23	30	46	40

(†) 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.

## Moree 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: 1,255

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,143

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

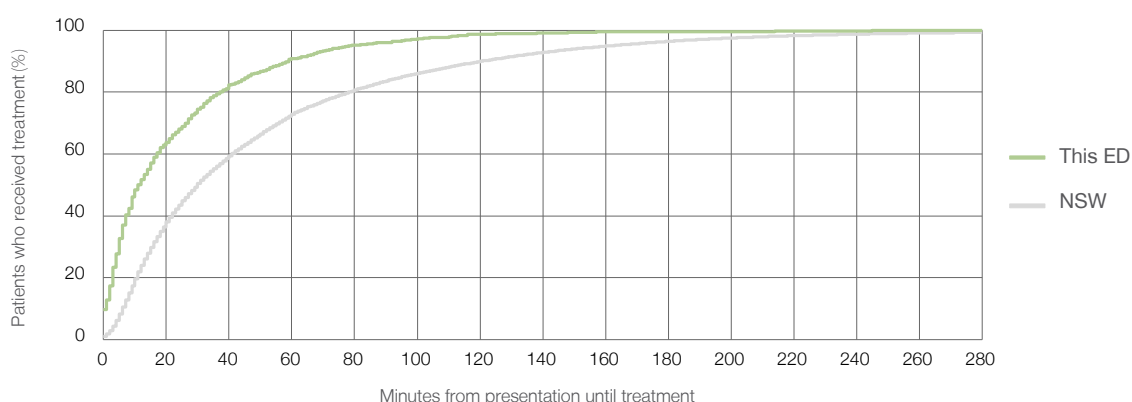
11 minutes

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

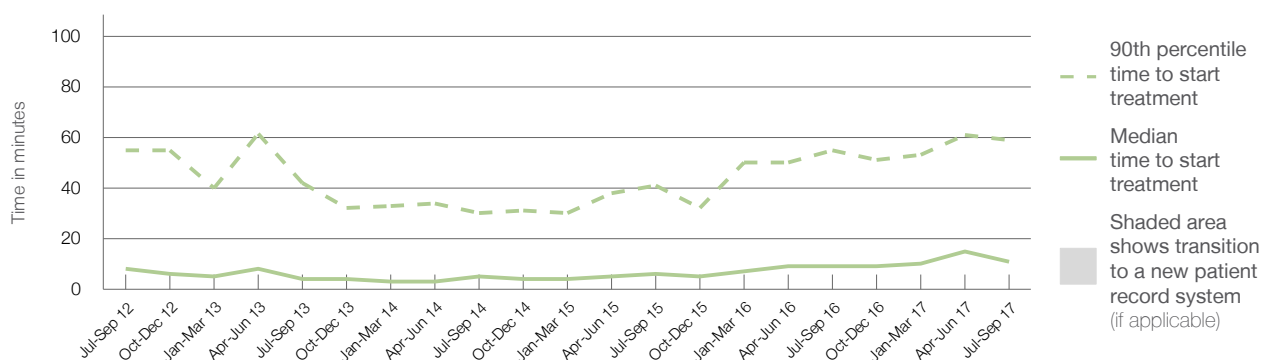
59 minutes

Same period last year	NSW (this period)
933	
859	
9 minutes	30 minutes
55 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	8	4	5	6	9	11
90th percentile time to start treatment <sup>5</sup> (minutes)	55	42	30	41	55	59

(†) 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.



## Moree 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: 150

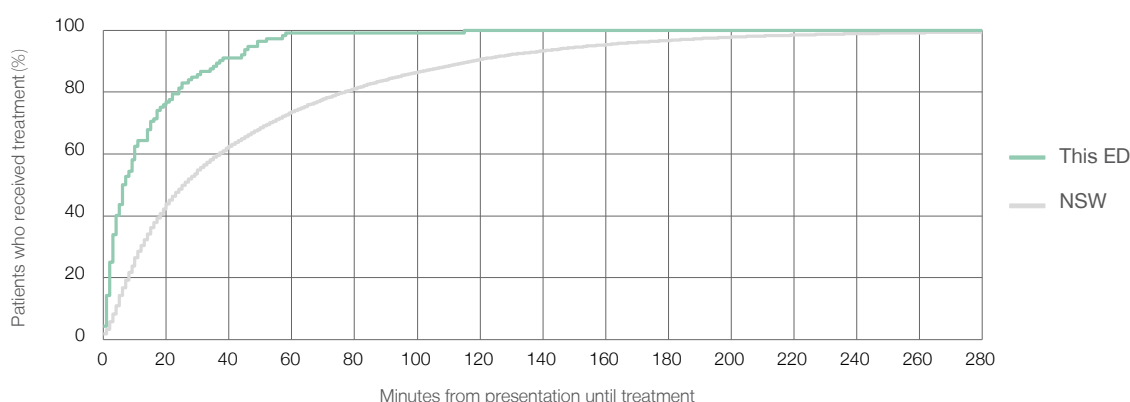
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 112

Median time to start treatment<sup>4</sup> 7 minutes

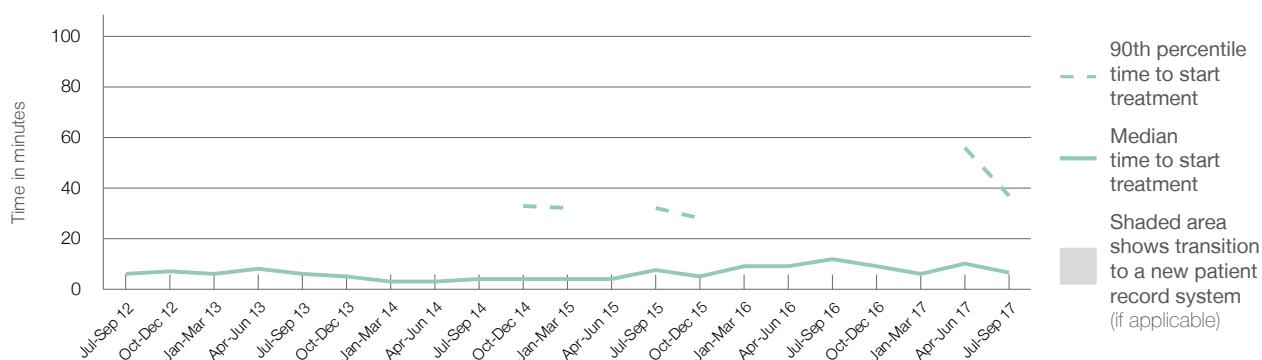
90th percentile time to start treatment<sup>5</sup> 37 minutes

Same period last year	NSW (this period)
85	
64	
12 minutes	26 minutes
*	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	6	6	4	8	12	7
90th percentile time to start treatment <sup>5</sup> (minutes)	37	52	*	32	*	37

(†) 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.

## Moree District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 2,585 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,585 patients

Median time spent in the ED<sup>8</sup>

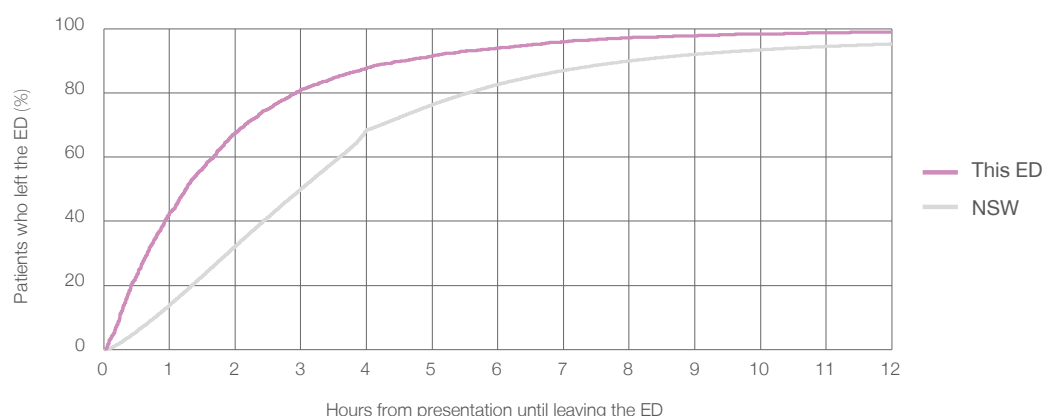
1 hours and 15 minutes

90th percentile time spent in the ED<sup>9</sup>

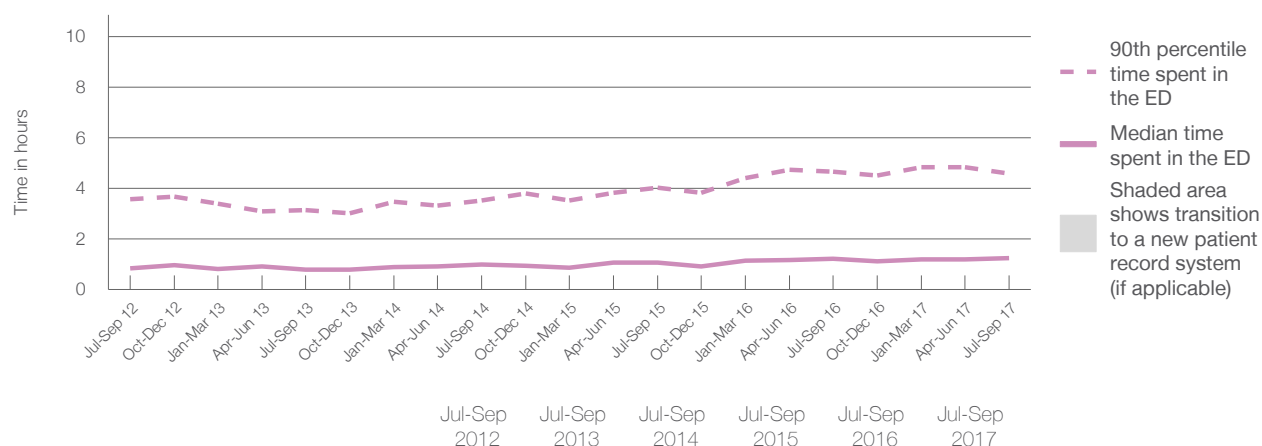
4 hours and 36 minutes

Same period last year	NSW (this period)
1,961	1,961
1 hours and 14 minutes	3 hours and 0 minutes
4 hours and 40 minutes	8 hours and 2 minutes

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



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



Median time to leaving the ED <sup>8</sup> (hours, minutes)	0h 51m	0h 48m	1h 0m	1h 5m	1h 14m	1h 15m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 35m	3h 9m	3h 32m	4h 2m	4h 40m	4h 36m

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

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## Moree District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

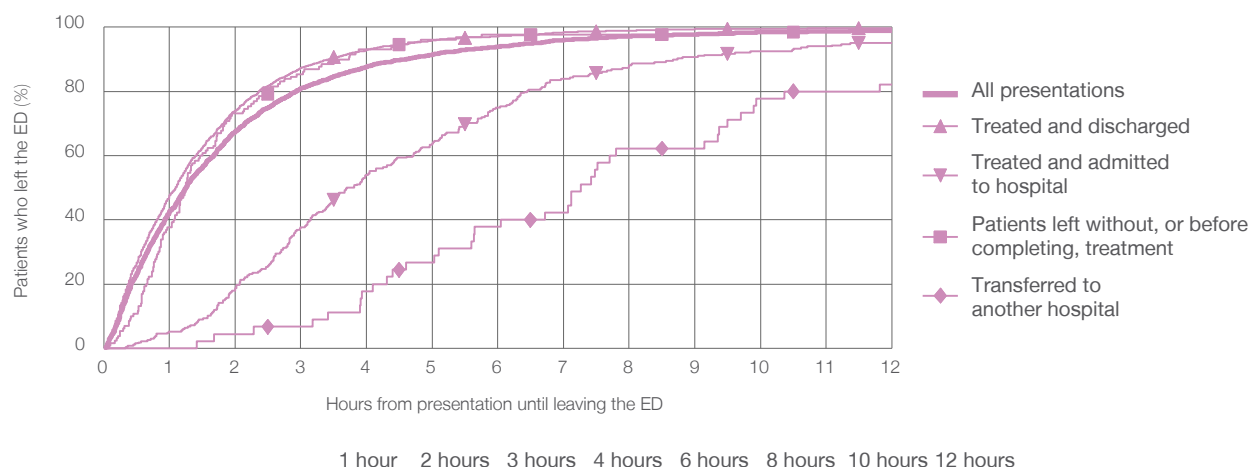
All presentations:<sup>†</sup> 2,585 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,585 patients

Treated and discharged	2,059 (79.7%)
Treated and admitted to hospital	268 (10.4%)
Patient left without, or before completing, treatment	130 (5.0%)
Transferred to another hospital	45 (1.7%)
Other	83 (3.2%)

Same period last year	Change since one year ago
1,961	31.8%
1,535	34.1%
241	11.2%
83	56.6%
40	12.5%
62	33.9%

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



Treated and discharged	47.7%	74.0%	87.4%	93.0%	97.2%	99.0%	99.6%	99.7%
Treated and admitted to hospital	5.2%	18.7%	37.7%	54.1%	75.0%	88.1%	92.5%	95.1%
Patient left without, or before completing, treatment	37.7%	73.1%	85.4%	93.1%	97.7%	97.7%	98.5%	98.5%
Transferred to another hospital	0%	4.4%	6.7%	17.8%	37.8%	62.2%	77.8%	82.2%
All presentations	42.6%	67.5%	81.0%	87.8%	94.0%	97.2%	98.4%	98.9%

(†) 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.

## Moree 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:<sup>1</sup> 2,585 patients

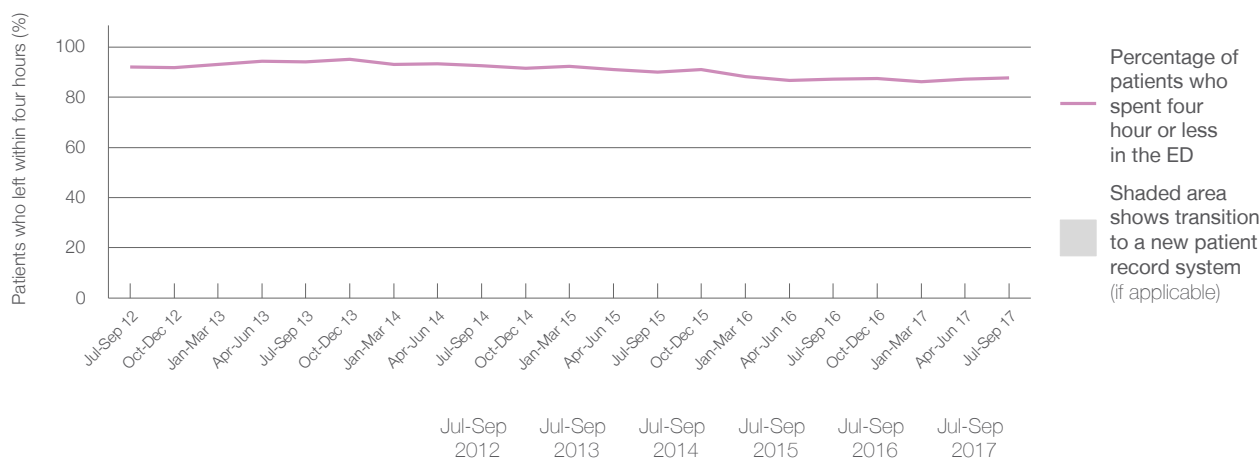
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,585 patients

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



Same period last year	Change since one year ago
1,961	31.8%
1,961	31.8%
87.3%	

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 (%)	92.1%	94.1%	92.5%	89.9%	87.3%	87.8%
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- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Moruya District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 2,628 patients

Emergency presentations:<sup>2</sup> 2,471 patients

Same period last year	Change since one year ago
2,441	7.7%
2,303	7.3%

## Moruya District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 317 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 895 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 904 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 98 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 332 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 99 minutes

Same period last year	NSW (this period)
307	
7 minutes	9 minutes
25 minutes	29 minutes
774	
17 minutes	23 minutes
52 minutes	83 minutes
880	
22 minutes	30 minutes
87 minutes	121 minutes
321	
22 minutes	26 minutes
107 minutes	118 minutes

## Moruya District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,624 patients

Percentage of patients who spent four hours or less in the ED 77.0%

Same period last year	Change since one year ago
2,441	7.5%
73.3%	

\* 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.

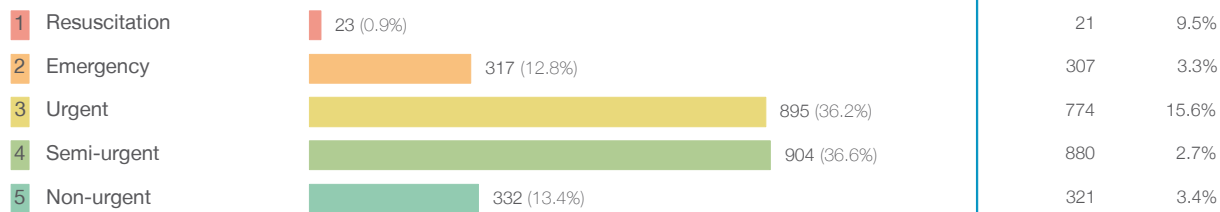
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Moruya District Hospital: Patients presenting to the emergency department

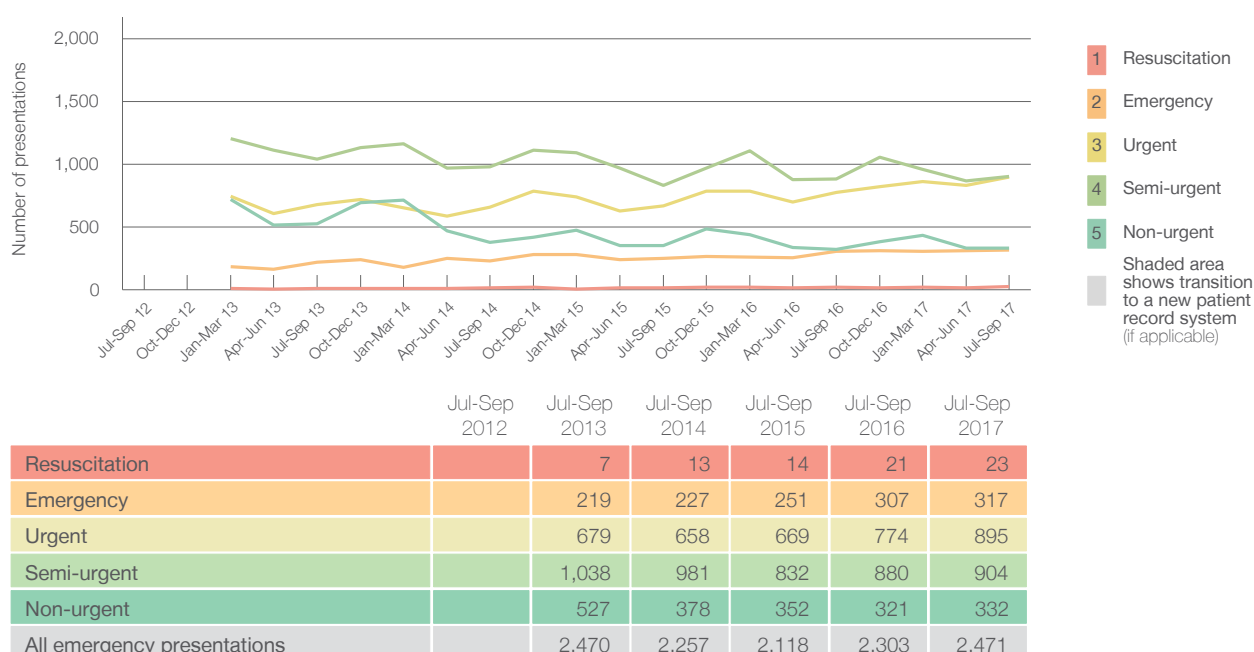
July to September 2017

All presentations:<sup>1</sup> 2,628 patients

Emergency presentations<sup>2</sup> by triage category: 2,471 patients



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



## Moruya District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 635 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.

(§) 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.

## Moruya 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: 317

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 308

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

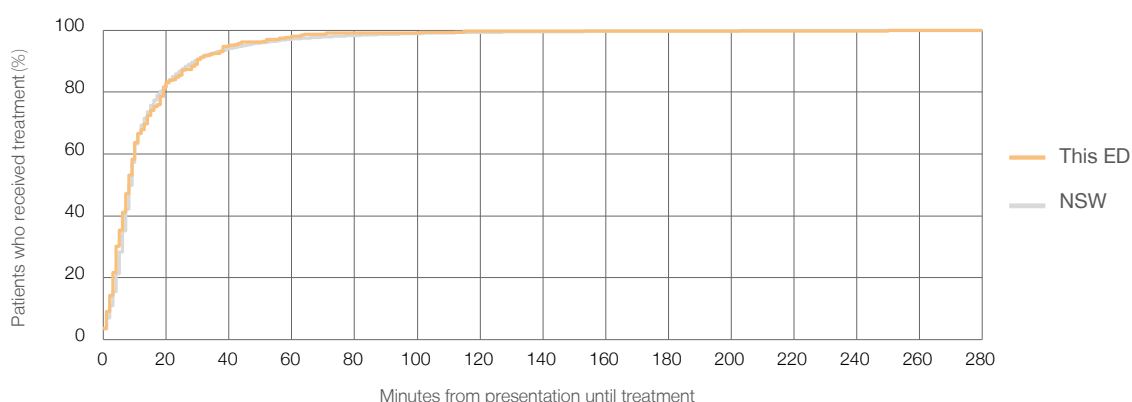
8 minutes

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

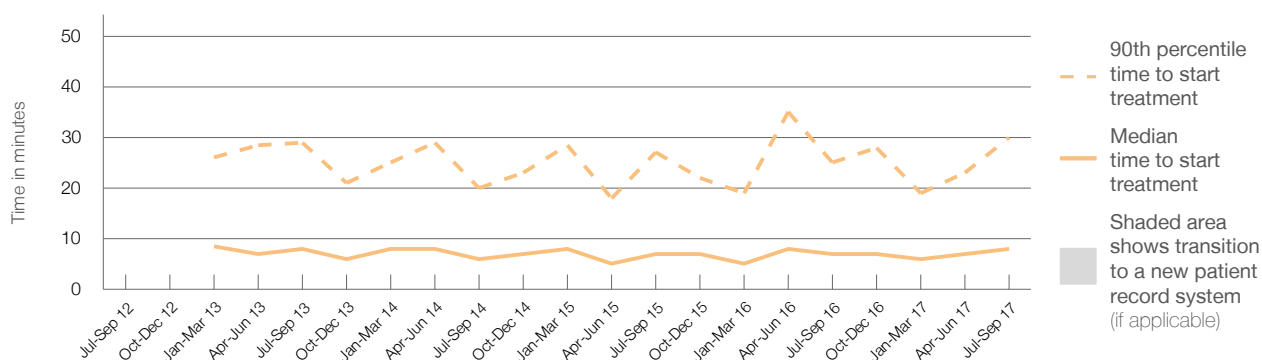
30 minutes

Same period last year	NSW (this period)
307	
304	
7 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<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		8	6	7	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)		29	20	27	25	30

(†) 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.

## Moruya 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: 895

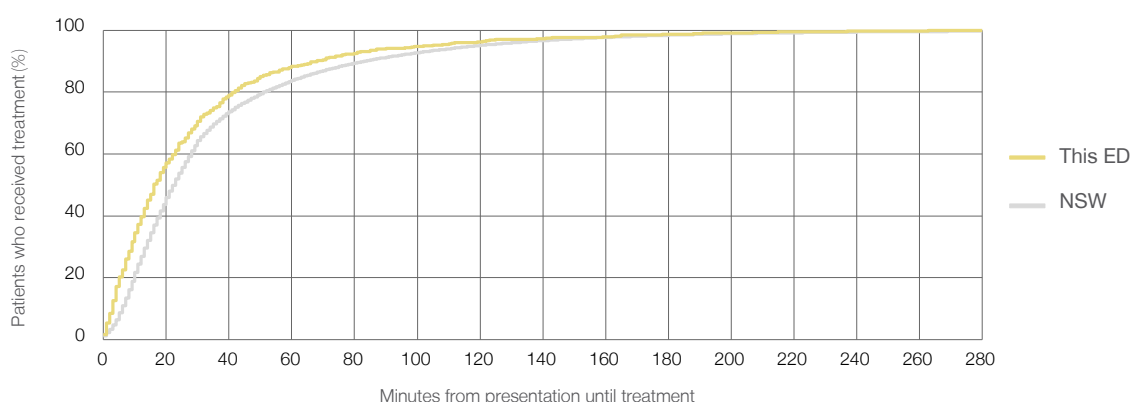
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 860

Median time to start treatment<sup>4</sup> 16 minutes

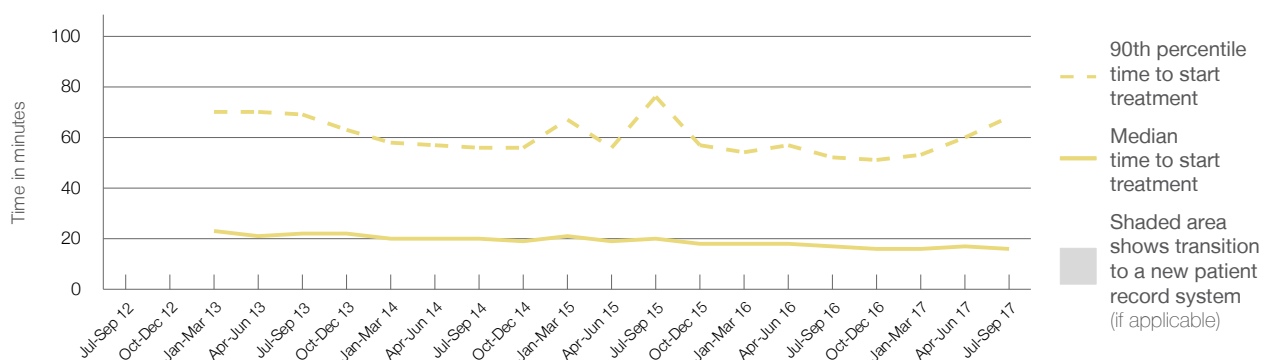
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
774	
749	
17 minutes	23 minutes
52 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		22	20	20	17	16
90th percentile time to start treatment <sup>5</sup> (minutes)		69	56	76	52	68

(†) 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.



## Moruya 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: 904

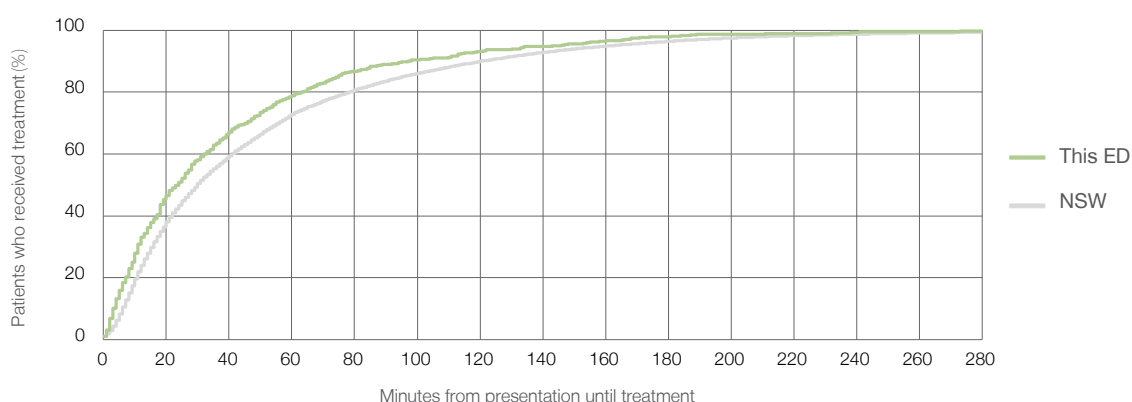
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 785

Median time to start treatment<sup>4</sup> 24 minutes

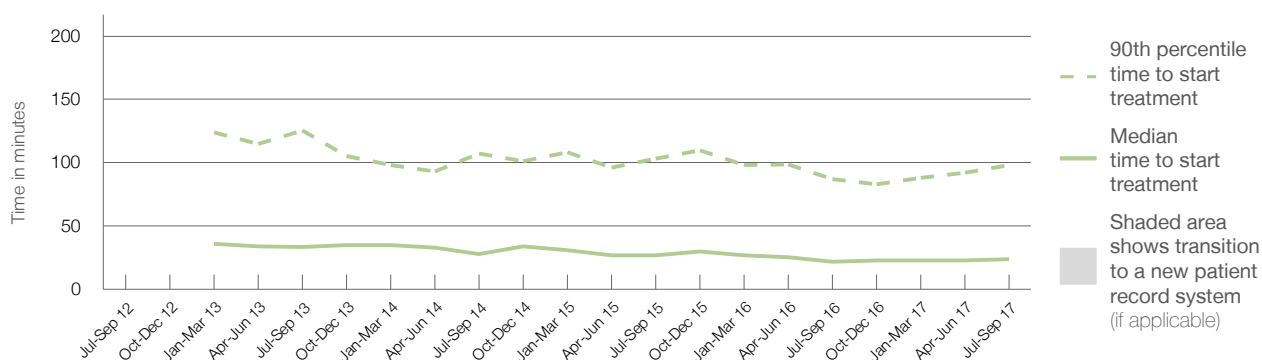
90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
880	
804	
22 minutes	30 minutes
87 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		34	28	27	22	24
90th percentile time to start treatment <sup>5</sup> (minutes)		126	107	103	87	98

(†) 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.

## Moruya 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: 332

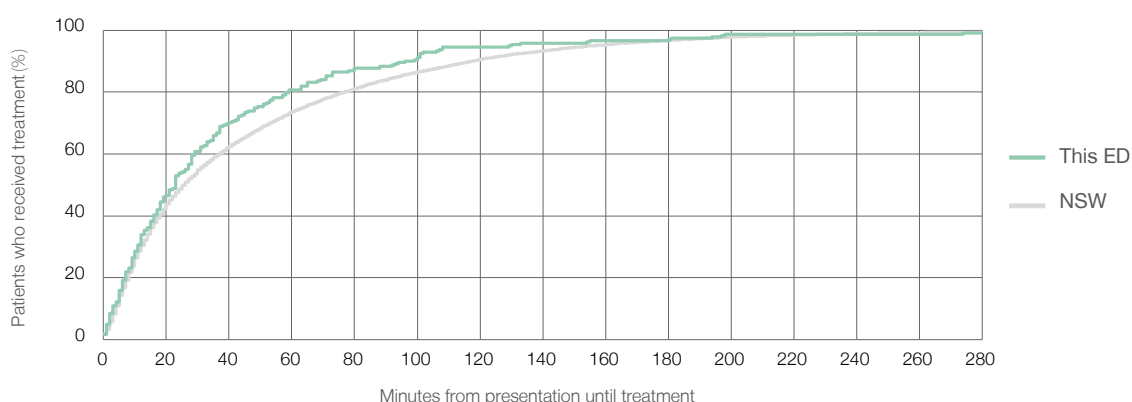
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 238

Median time to start treatment<sup>4</sup> 23 minutes

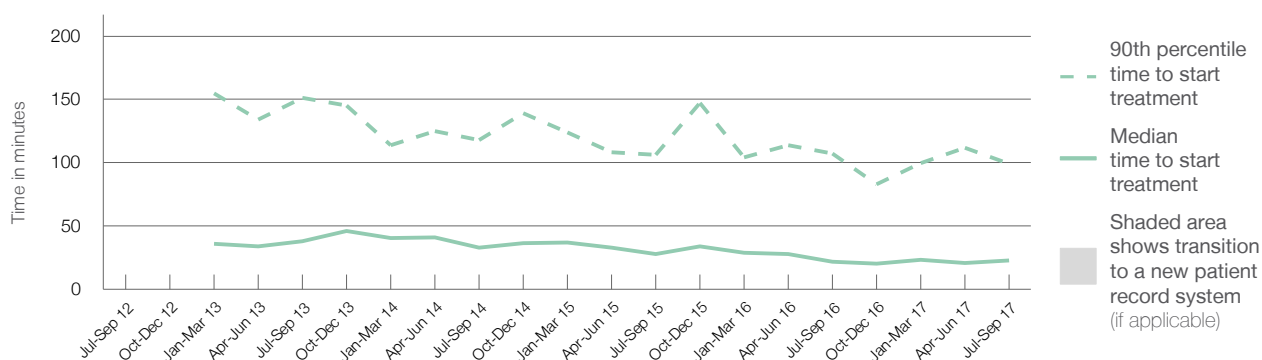
90th percentile time to start treatment<sup>5</sup> 99 minutes

Same period last year	NSW (this period)
321	
257	
22 minutes	26 minutes
107 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		38	33	28	22	23
90th percentile time to start treatment <sup>5</sup> (minutes)		151	118	106	107	99

(†) 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.

## Moruya District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 2,628 patients

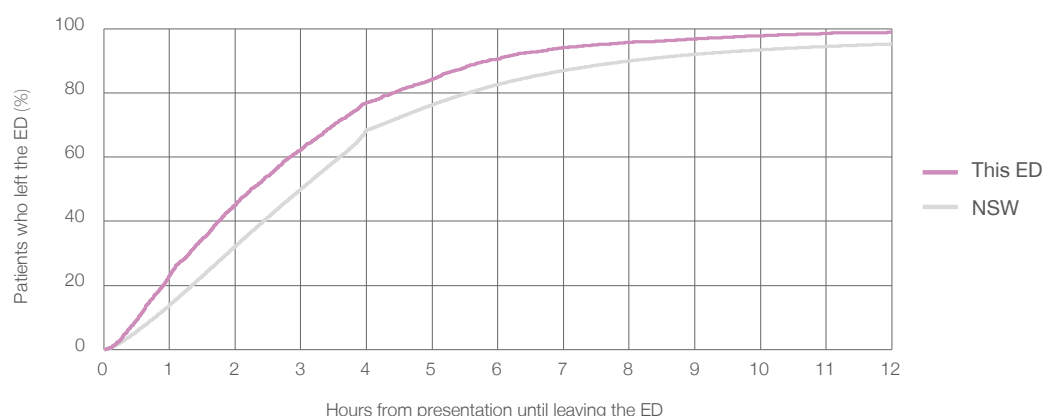
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,624 patients

Median time spent in the ED<sup>8</sup> 2 hours and 15 minutes

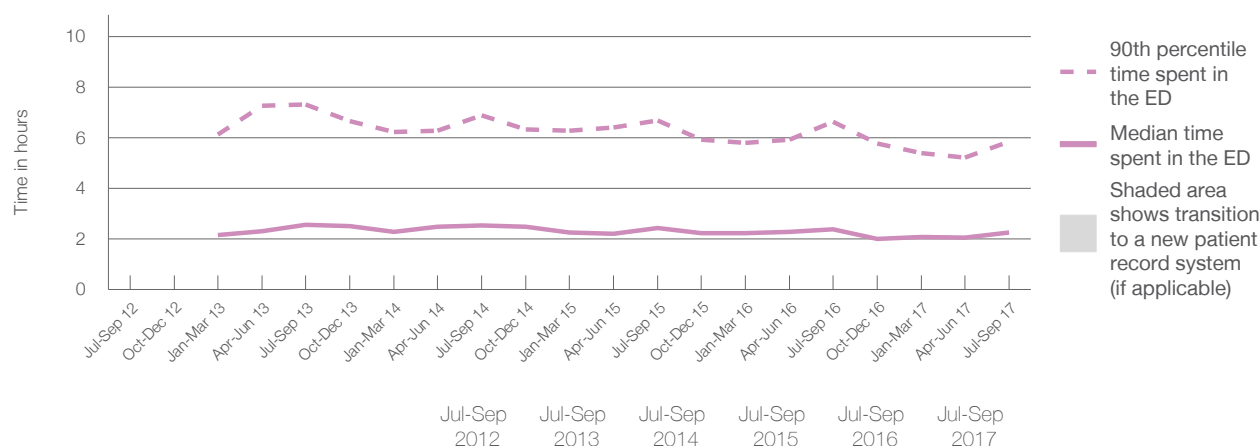
90th percentile time spent in the ED<sup>9</sup> 5 hours and 51 minutes

Same period last year	NSW (this period)
2,441	2,441
2 hours and 24 minutes	3 hours and 0 minutes
6 hours and 38 minutes	8 hours and 2 minutes

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



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



Median time to leaving the ED <sup>8</sup> (hours, minutes)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		7h 19m	6h 53m	6h 42m	6h 38m	5h 51m

(†) 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.

## Moruya District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

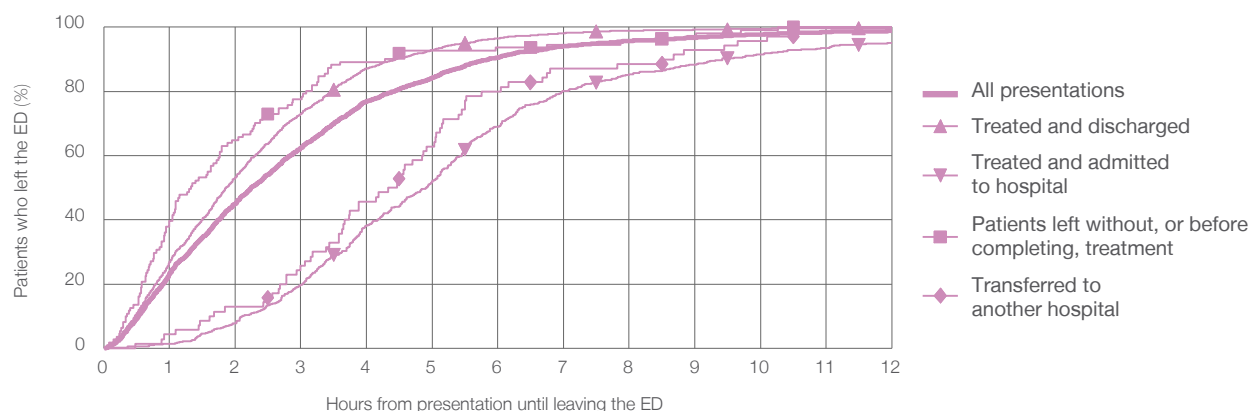
All presentations:<sup>†</sup> 2,628 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,624 patients

Treated and discharged	1,847 (70.3%)
Treated and admitted to hospital	499 (19.0%)
Patient left without, or before completing, treatment	111 (4.2%)
Transferred to another hospital	70 (2.7%)
Other	101 (3.8%)

Same period last year	Change since one year ago
2,441	7.5%
1,481	24.7%
758	-34.2%
73	52.1%
78	-10.3%
51	98.0%

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



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

Treated and discharged	26.9%	53.2%	73.0%	87.2%	96.6%	98.9%	99.5%	99.8%
Treated and admitted to hospital	1.4%	7.8%	19.6%	38.3%	68.9%	85.4%	91.6%	95.2%
Patient left without, or before completing, treatment	39.6%	64.9%	77.5%	89.2%	93.7%	95.5%	99.1%	100%
Transferred to another hospital	4.3%	12.9%	25.7%	45.7%	80.0%	88.6%	95.7%	98.6%
All presentations	23.2%	45.1%	62.3%	77.0%	90.6%	95.7%	97.8%	98.8%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

## Moruya 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:<sup>1</sup> 2,628 patients

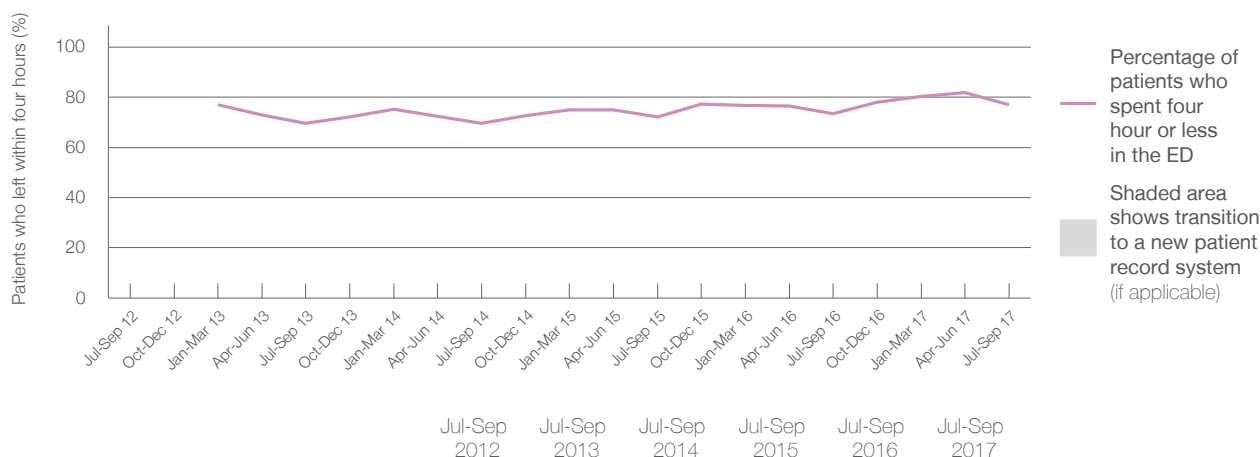
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,624 patients

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



Same period last year	Change since one year ago
2,441	7.7%
2,441	7.5%
73.3%	

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



Patients who left within four hours (%)

69.7% 69.5% 72.2% 73.3% 77.0%

- \* 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*.
  - 1. All emergency and non-emergency presentations at the emergency department (ED).
  - 2. All presentations 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 took 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 took equal to or longer than this time.
  - 6. All presentations that have a departure time.
  - 7. 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*.
  - 8. 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.
  - 9. 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).

## Mudgee District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 3,315 patients

Emergency presentations:<sup>2</sup> 3,196 patients

Same period last year	Change since one year ago
2,730	21.4%
2,547	25.5%

## Mudgee District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 270 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 822 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 82 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,649 patients

Median time to start treatment<sup>4</sup> 36 minutes  
90th percentile time to start treatment<sup>5</sup> 124 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 443 patients

Median time to start treatment<sup>4</sup> 40 minutes  
90th percentile time to start treatment<sup>5</sup> 146 minutes

Same period last year	NSW (this period)
234	
7 minutes	9 minutes
26 minutes	29 minutes
593	
22 minutes	23 minutes
59 minutes	83 minutes
1,261	
34 minutes	30 minutes
99 minutes	121 minutes
451	
35 minutes	26 minutes
113 minutes	118 minutes

## Mudgee District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,314 patients

Percentage of patients who spent four hours or less in the ED 85.9%

Same period last year	Change since one year ago
2,730	21.4%
86.7%	

\* 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.

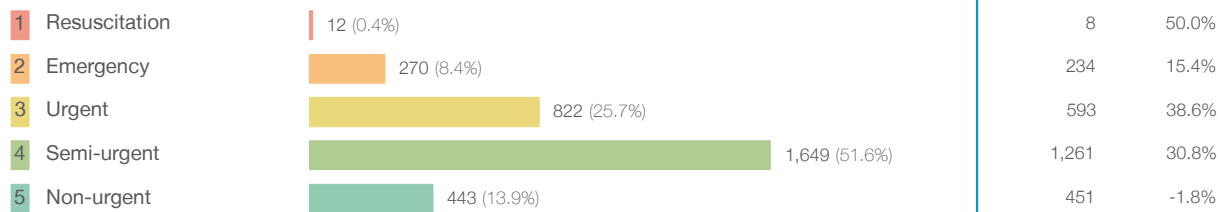
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Mudgee District Hospital: Patients presenting to the emergency department

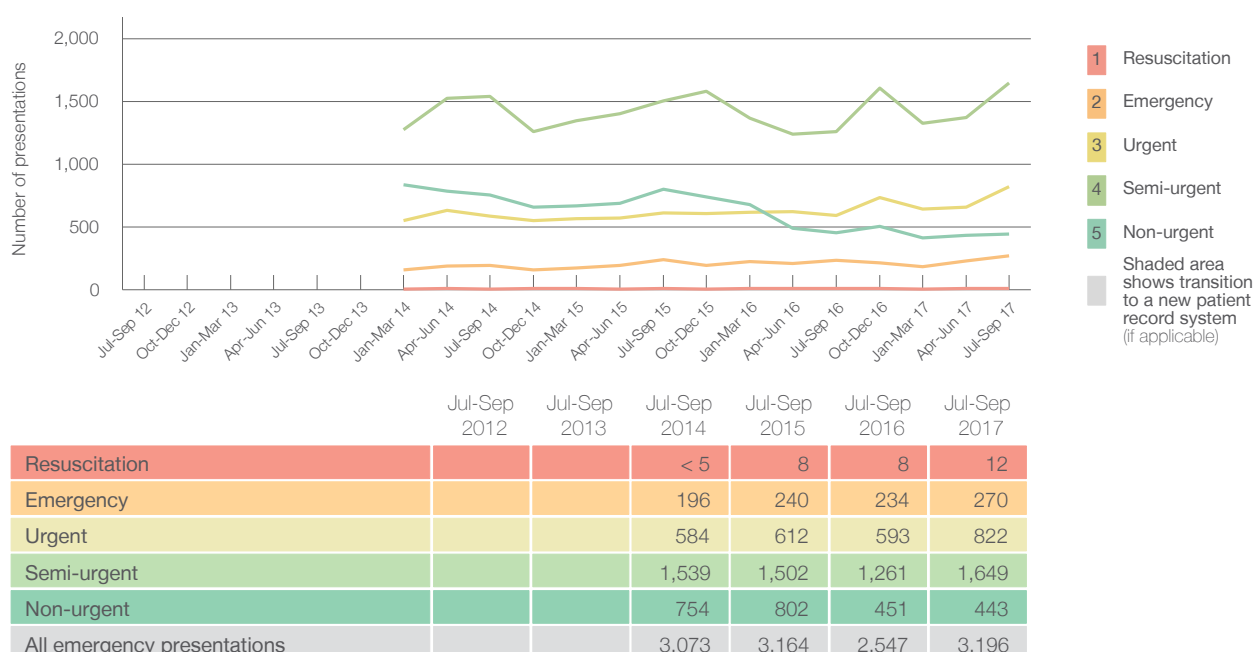
July to September 2017

All presentations:<sup>1</sup> 3,315 patients

Emergency presentations<sup>2</sup> by triage category: 3,196 patients



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



## Mudgee District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 282 patients

ED Transfer of care time



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

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## Mudgee 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: 270

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 269

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

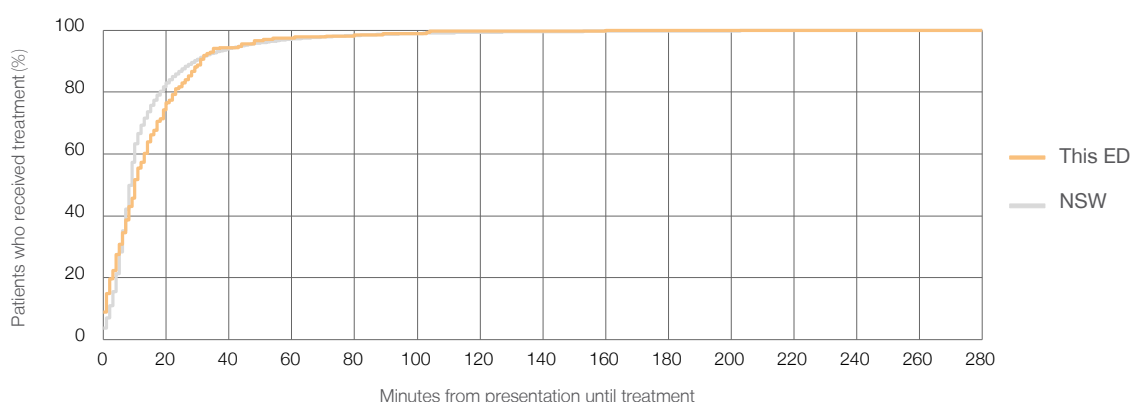
10 minutes

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

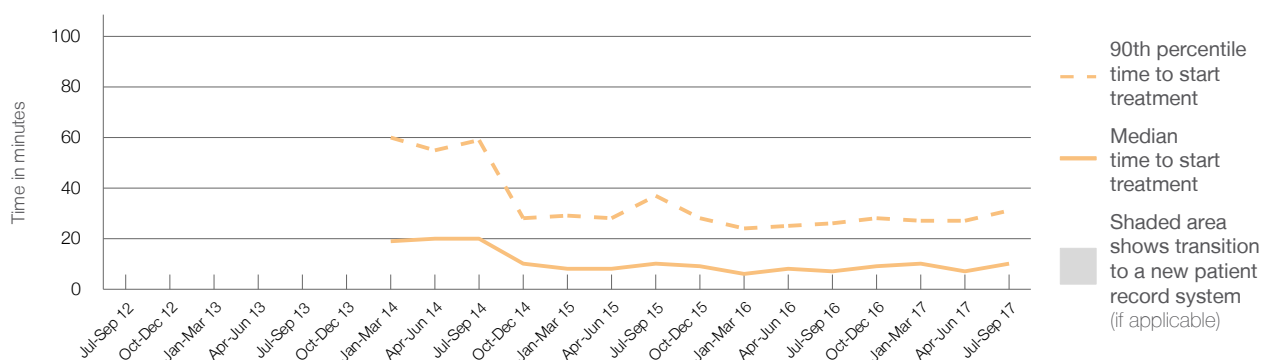
31 minutes

Same period last year	NSW (this period)
234	
234	
7 minutes	9 minutes
26 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)			20	10	7	10
90th percentile time to start treatment <sup>5</sup> (minutes)			59	37	26	31

(†) 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.



## Mudgee 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: 822

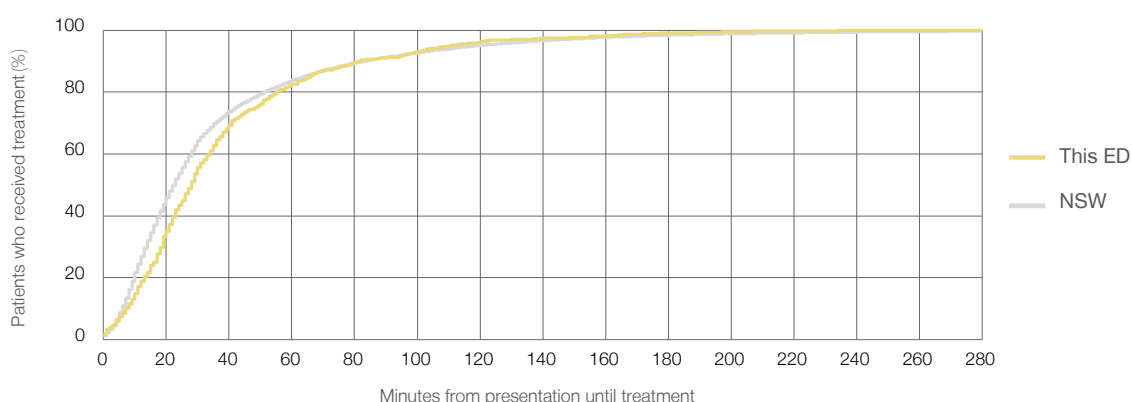
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 794

Median time to start treatment<sup>4</sup> 28 minutes

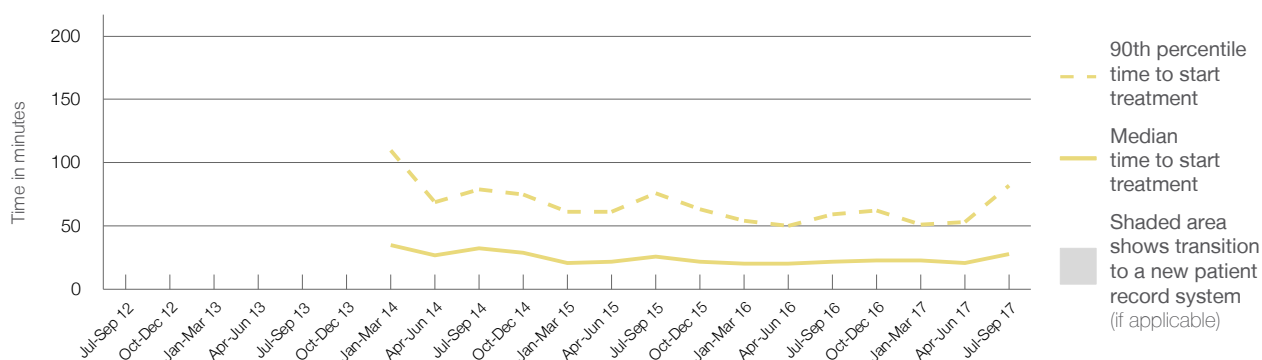
90th percentile time to start treatment<sup>5</sup> 82 minutes

Same period last year	NSW (this period)
593	
581	
22 minutes	23 minutes
59 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)			33	26	22	28
90th percentile time to start treatment <sup>5</sup> (minutes)			79	76	59	82

(†) 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.

## Mudgee 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: 1,649

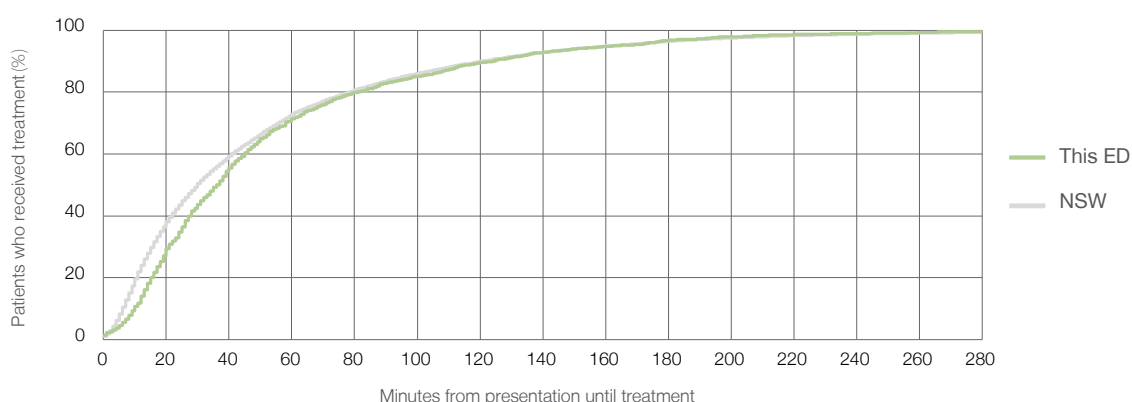
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,477

Median time to start treatment<sup>4</sup> 36 minutes

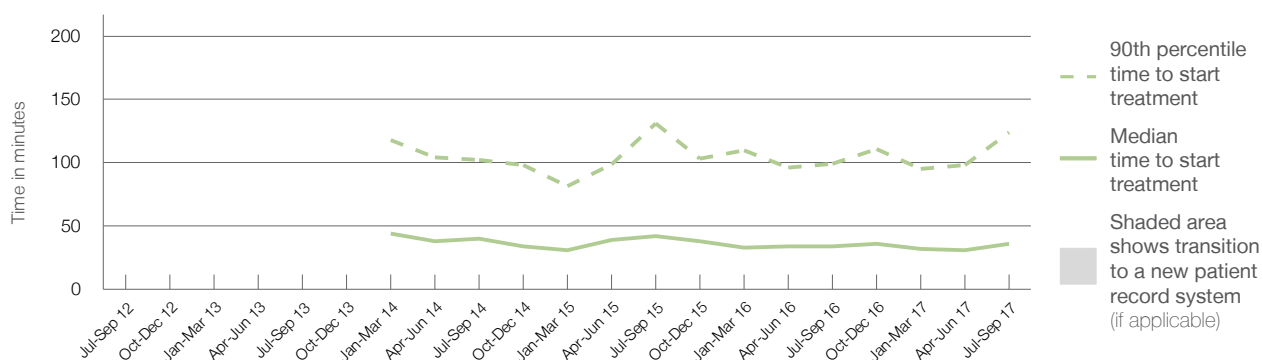
90th percentile time to start treatment<sup>5</sup> 124 minutes

Same period last year	NSW (this period)
1,261	
1,208	
34 minutes	30 minutes
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<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)			40	42	34	36
90th percentile time to start treatment <sup>5</sup> (minutes)			102	131	99	124

(†) 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.

## Mudgee 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: 443

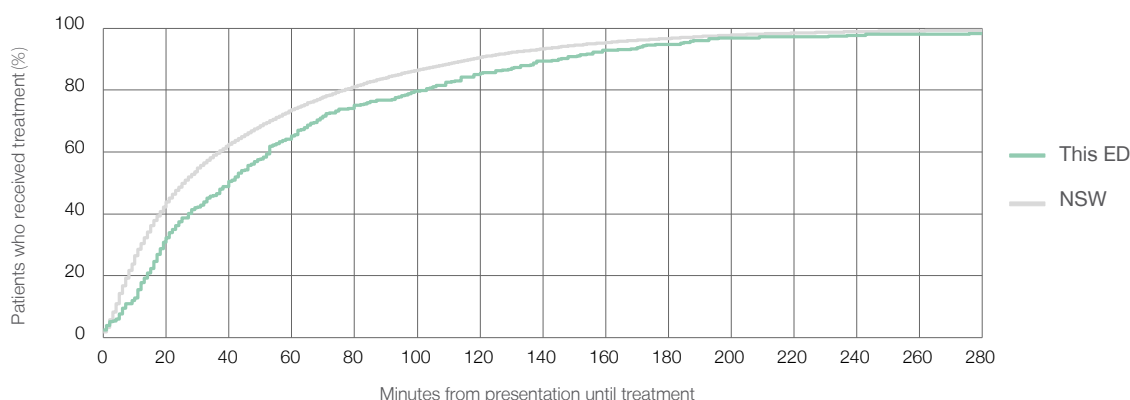
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 348

Median time to start treatment<sup>4</sup> 40 minutes

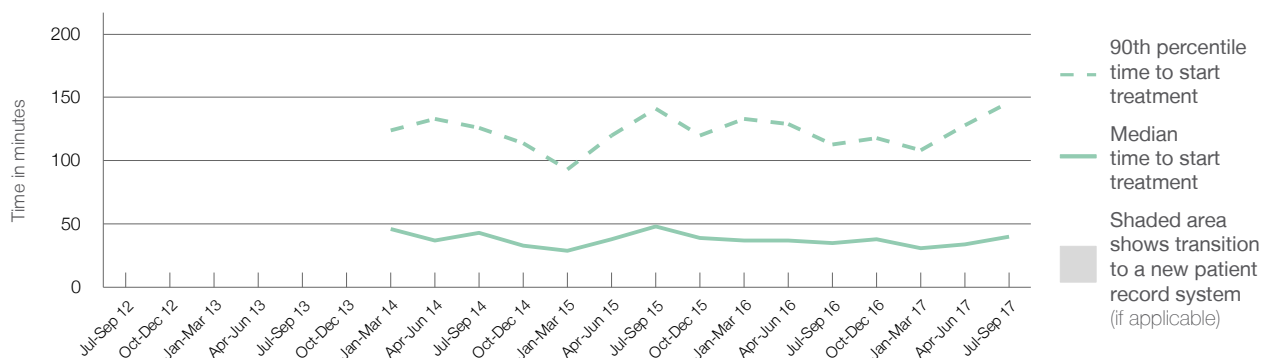
90th percentile time to start treatment<sup>5</sup> 146 minutes

Same period last year	NSW (this period)
451	
385	
35 minutes	26 minutes
113 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)			43	48	35	40
90th percentile time to start treatment <sup>5</sup> (minutes)			126	141	113	146

(†) 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.

## Mudgee District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 3,315 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,314 patients

Median time spent in the ED<sup>8</sup>

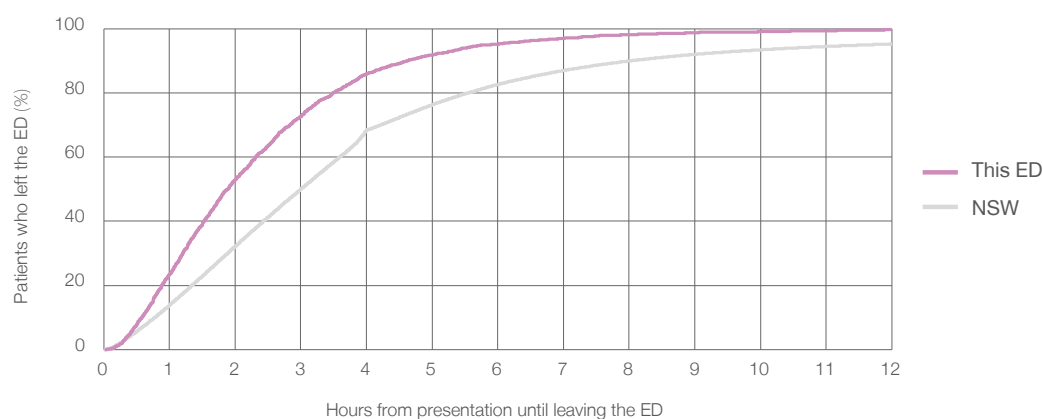
1 hours and 53 minutes

90th percentile time spent in the ED<sup>9</sup>

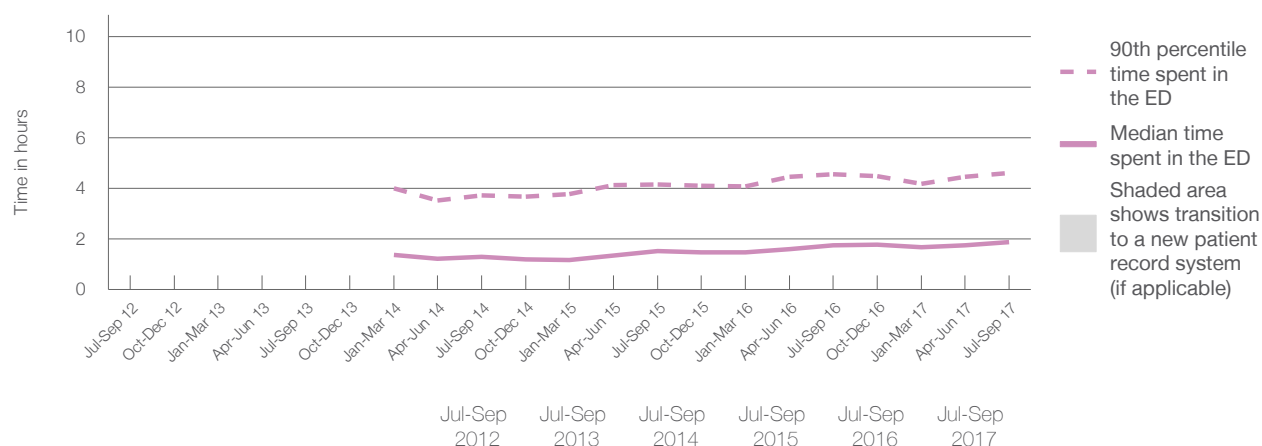
4 hours and 37 minutes

Same period last year	NSW (this period)
2,730	
2,730	
1 hours and 46 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<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			3h 43m	4h 10m	4h 35m	4h 37m

(†) 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.

## Mudgee District Hospital: Time patients spent in the ED

By mode of separation

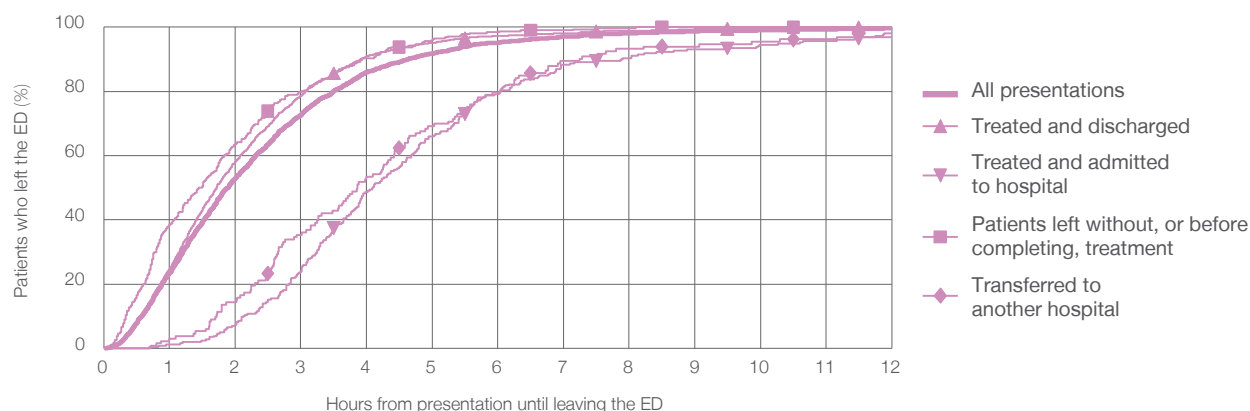
July to September 2017

All presentations:<sup>†</sup> 3,315 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,314 patients

		Same period last year	Change since one year ago
Treated and discharged	2,587 (78.0%)	2,101	23.1%
Treated and admitted to hospital	259 (7.8%)	266	-2.6%
Patient left without, or before completing, treatment	322 (9.7%)	200	61.0%
Transferred to another hospital	133 (4.0%)	134	-0.7%
Other	14 (0.4%)	29	-51.7%

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



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

Treated and discharged	24.7%	58.2%	78.5%	90.8%	97.3%	99.0%	99.6%	99.9%
Treated and admitted to hospital	1.2%	7.3%	23.9%	48.6%	79.2%	90.3%	94.6%	98.1%
Patient left without, or before completing, treatment	38.5%	63.7%	79.8%	90.4%	98.4%	99.7%	100%	100%
Transferred to another hospital	3.0%	14.3%	35.3%	53.4%	79.7%	93.2%	95.5%	97.0%
All presentations	23.5%	53.0%	72.6%	85.9%	95.2%	98.1%	99.1%	99.7%

(†) 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.

## Mudgee 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:<sup>1</sup> 3,315 patients

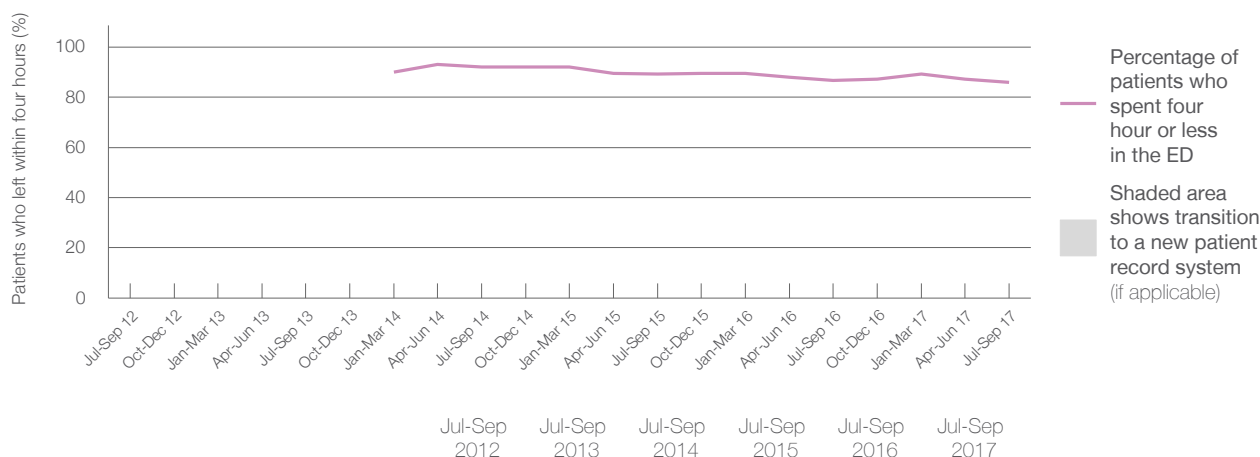
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,314 patients

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



Same period last year	Change since one year ago
2,730	21.4%
2,730	21.4%
86.7%	

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



Patients who left within four hours (%)						
			92.1%	89.3%	86.7%	85.9%

- \* 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Muswellbrook District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 2,606 patients

Emergency presentations:<sup>2</sup> 2,485 patients

Same period last year	Change since one year ago
2,378	9.6%
2,245	10.7%

## Muswellbrook District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 183 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 645 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,175 patients

Median time to start treatment<sup>4</sup> 34 minutes  
90th percentile time to start treatment<sup>5</sup> 98 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 476 patients

Median time to start treatment<sup>4</sup> 37 minutes  
90th percentile time to start treatment<sup>5</sup> 101 minutes

Same period last year	NSW (this period)
100	
4 minutes	9 minutes
*	29 minutes
542	
19 minutes	23 minutes
69 minutes	83 minutes
1,242	
32 minutes	30 minutes
92 minutes	121 minutes
356	
28 minutes	26 minutes
92 minutes	118 minutes

## Muswellbrook District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,606 patients

Percentage of patients who spent four hours or less in the ED 87.6%

Same period last year	Change since one year ago
2,378	9.6%
90.2%	

\* 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.

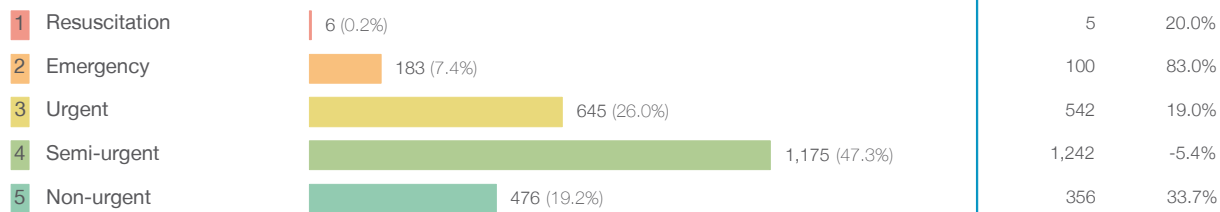
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Muswellbrook District Hospital: Patients presenting to the emergency department

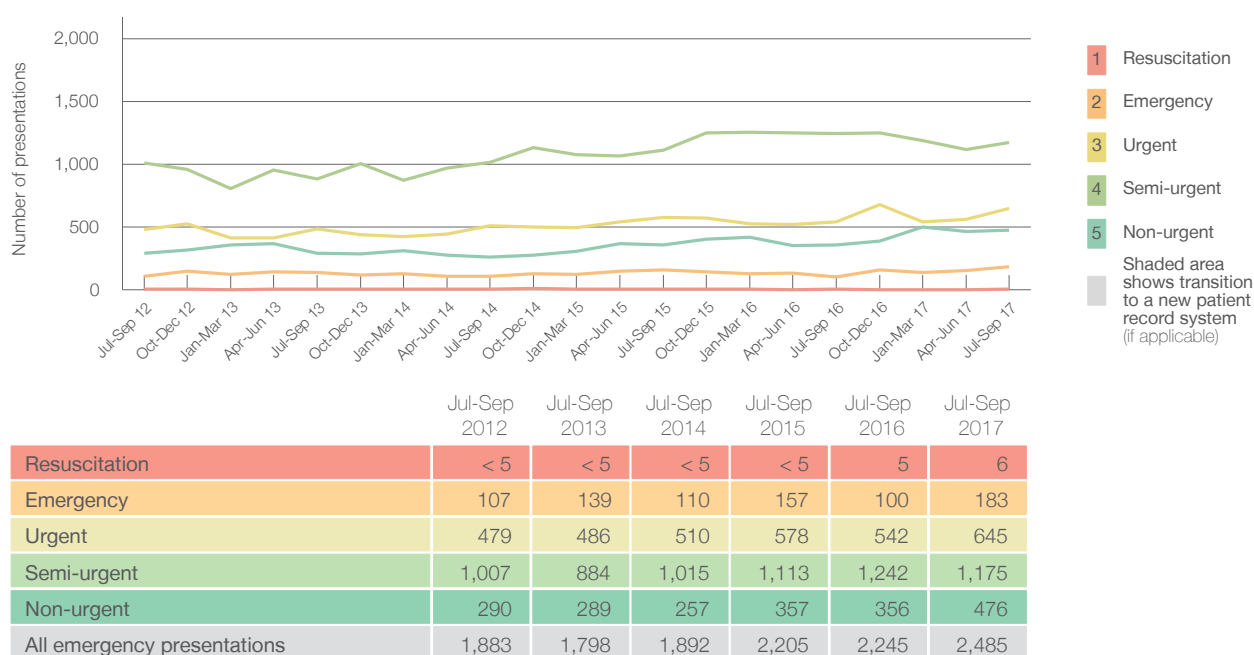
July to September 2017

All presentations:<sup>1</sup> 2,606 patients

Emergency presentations<sup>2</sup> by triage category: 2,485 patients



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



## Muswellbrook District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 395 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.



## Muswellbrook 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: 183

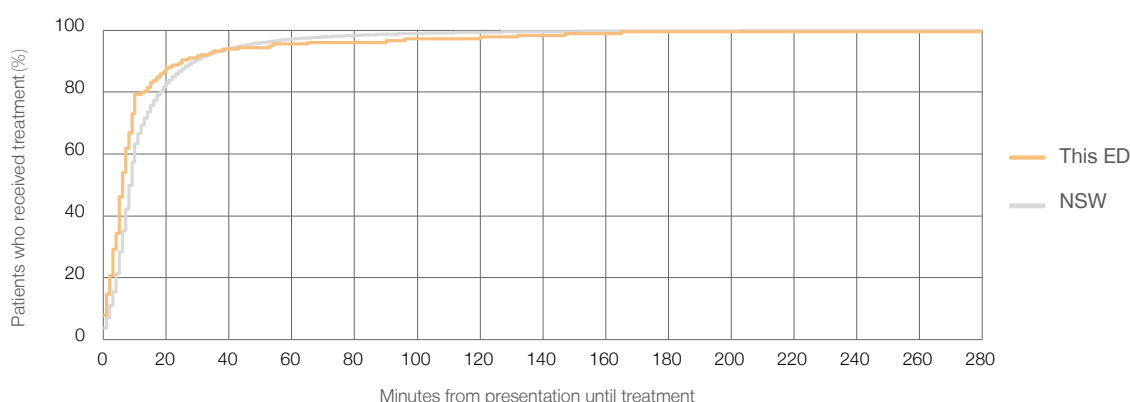
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 178

Median time to start treatment<sup>4</sup> 6 minutes

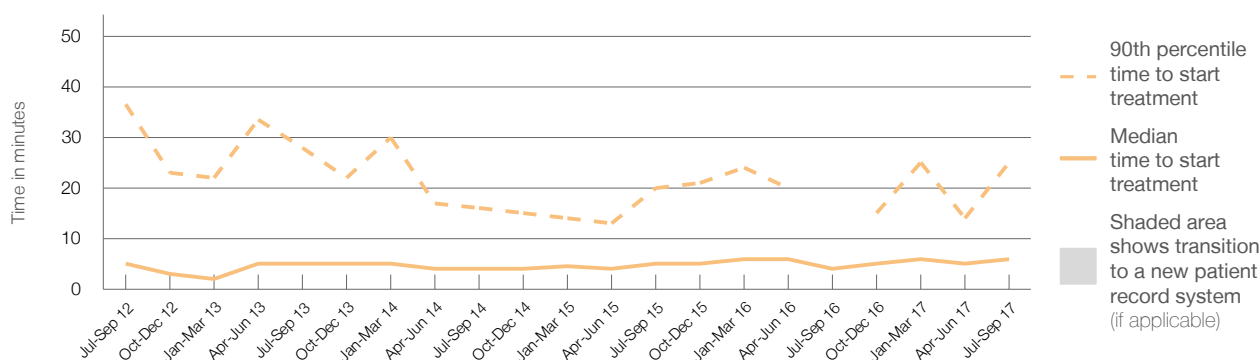
90th percentile time to start treatment<sup>5</sup> 25 minutes

Same period last year	NSW (this period)
100	
98	
4 minutes	9 minutes
*	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	5	5	4	5	4	6
90th percentile time to start treatment <sup>5</sup> (minutes)	37	28	16	20	*	25

(†) 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.

## Muswellbrook 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: 645

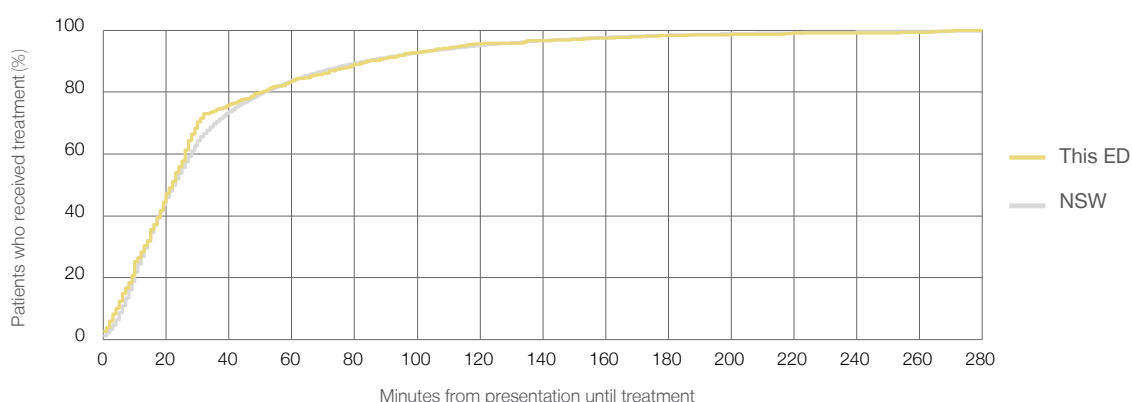
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 606

Median time to start treatment<sup>4</sup> 22 minutes

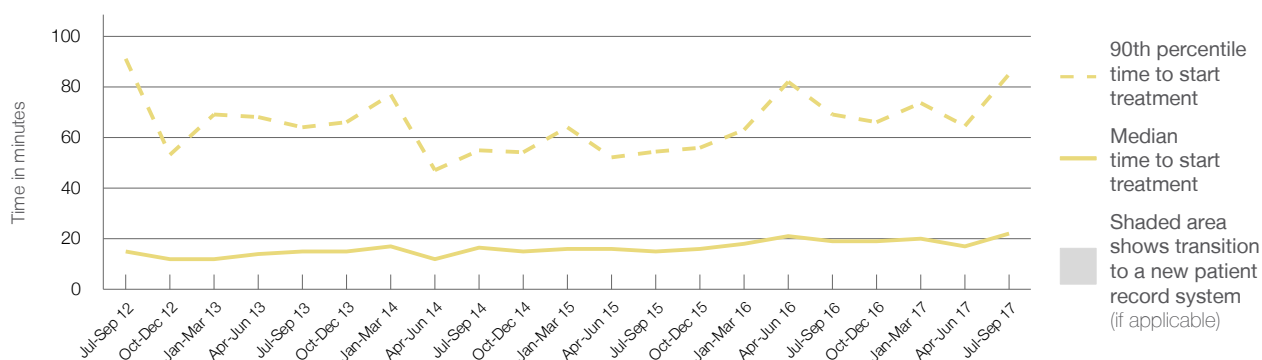
90th percentile time to start treatment<sup>5</sup> 85 minutes

Same period last year	NSW (this period)
542	
507	
19 minutes	23 minutes
69 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	15	15	17	15	19	22
90th percentile time to start treatment <sup>5</sup> (minutes)	91	64	55	55	69	85

(†) 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.

## Muswellbrook 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: 1,175

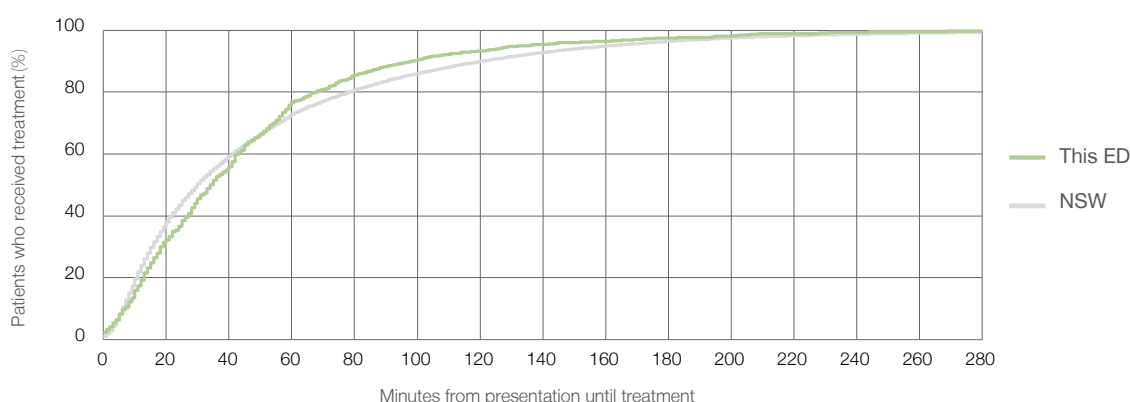
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,081

Median time to start treatment<sup>4</sup> 34 minutes

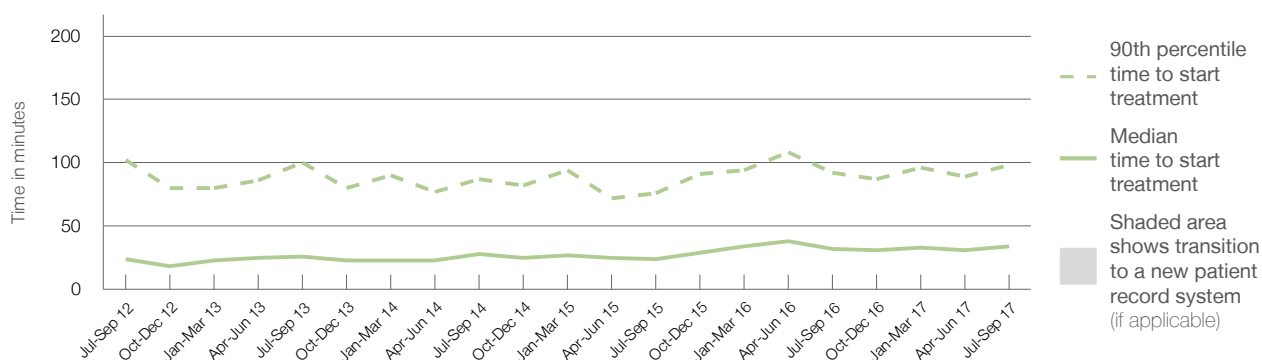
90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
1,242	
1,111	
32 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	24	26	28	24	32	34
90th percentile time to start treatment <sup>5</sup> (minutes)	102	100	87	76	92	98

(†) 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.

## Muswellbrook 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: 476

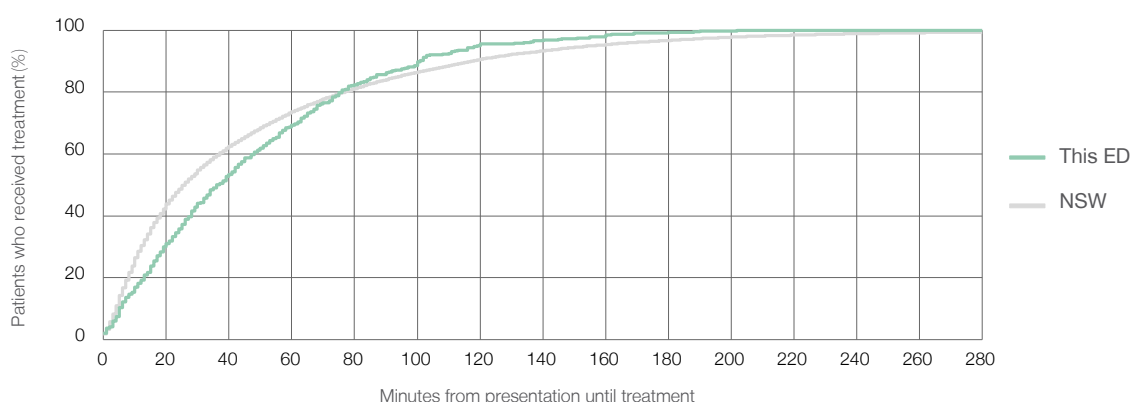
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 402

Median time to start treatment<sup>4</sup> 37 minutes

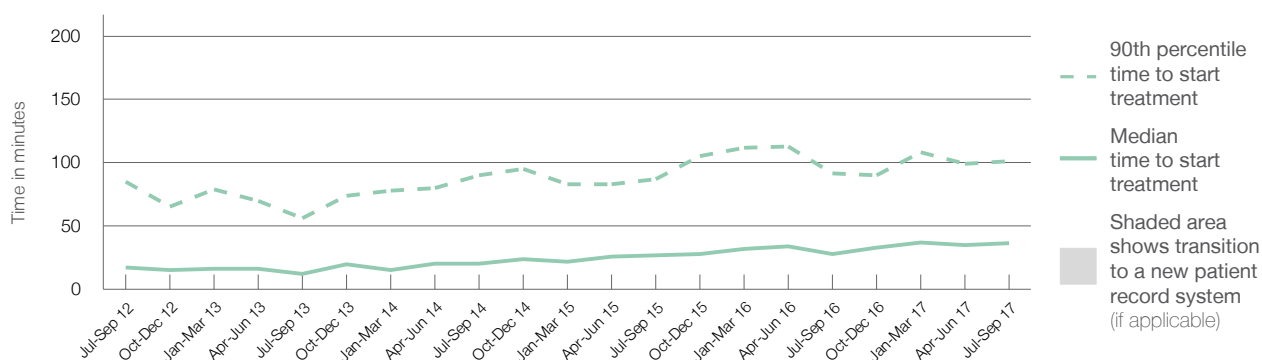
90th percentile time to start treatment<sup>5</sup> 101 minutes

Same period last year	NSW (this period)
356	
310	
28 minutes	26 minutes
92 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	17	12	20	27	28	37
90th percentile time to start treatment <sup>5</sup> (minutes)	85	56	90	87	92	101

(†) 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.

## Muswellbrook District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 2,606 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,606 patients

Median time spent in the ED<sup>8</sup>

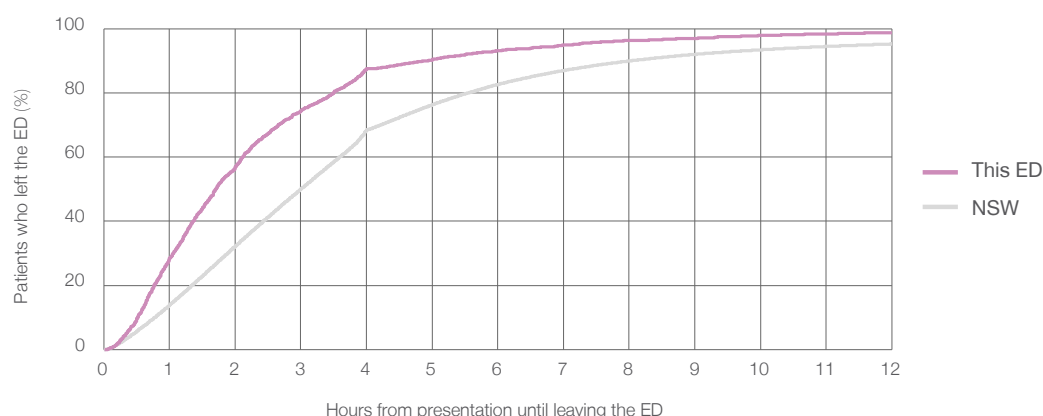
1 hours and 42 minutes

90th percentile time spent in the ED<sup>9</sup>

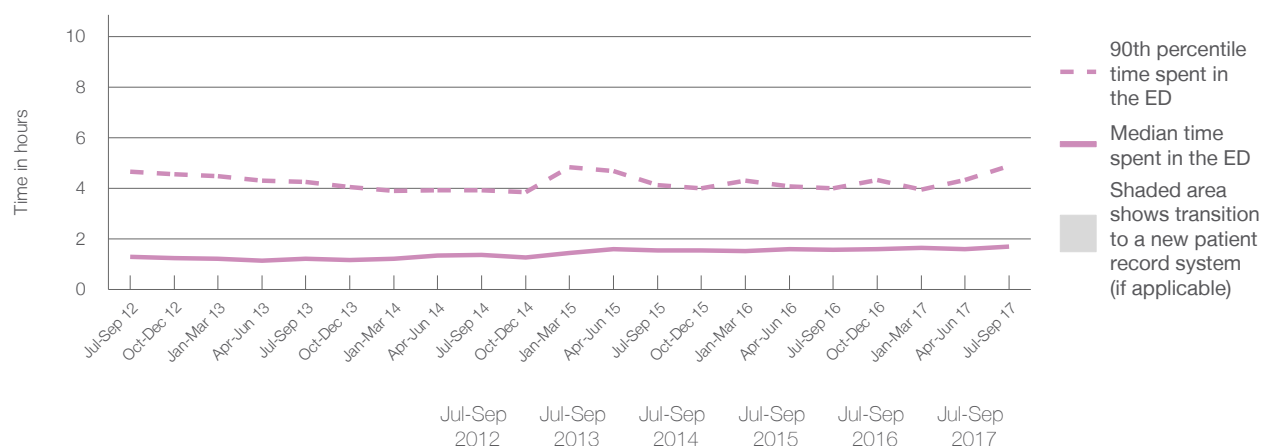
4 hours and 54 minutes

Same period last year	NSW (this period)
2,378	
2,378	
1 hours and 35 minutes	3 hours and 0 minutes
4 hours and 0 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 18m	1h 14m	1h 23m	1h 33m	1h 35m	1h 42m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 40m	4h 15m	3h 56m	4h 8m	4h 0m	4h 54m

(†) 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.

## Muswellbrook District Hospital: Time patients spent in the ED

By mode of separation

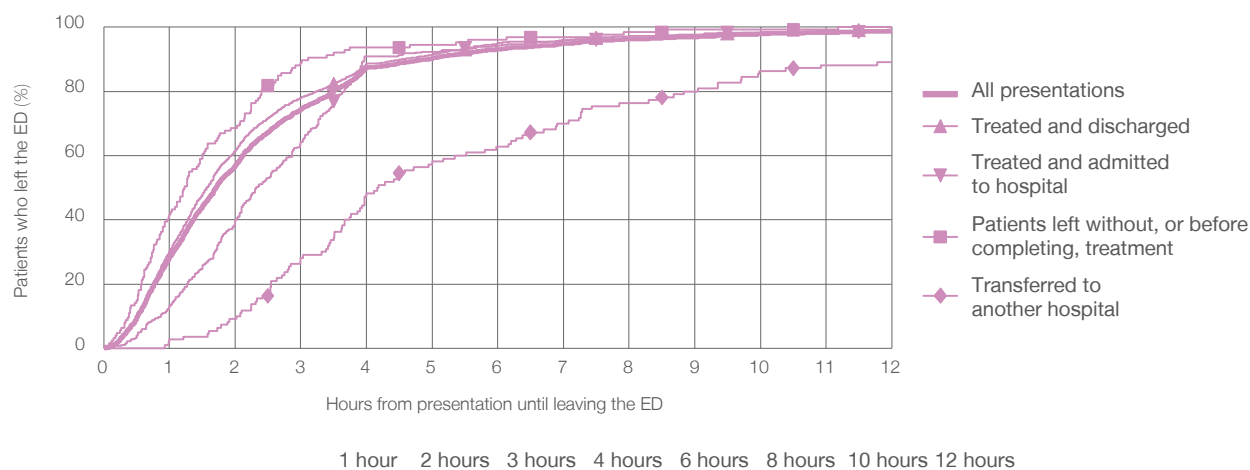
July to September 2017

All presentations:<sup>†</sup> 2,606 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,606 patients

		Same period last year	Change since one year ago
Treated and discharged	1,880 (72.1%)	1,754	7.2%
Treated and admitted to hospital	404 (15.5%)	300	34.7%
Patient left without, or before completing, treatment	127 (4.9%)	125	1.6%
Transferred to another hospital	110 (4.2%)	82	34.1%
Other	85 (3.3%)	117	-27.4%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	30.4%	61.6%	78.0%	88.7%	94.3%	97.2%	98.4%	99.2%
Treated and admitted to hospital	13.1%	40.1%	64.1%	90.8%	95.0%	96.3%	98.5%	98.5%
Patient left without, or before completing, treatment	41.7%	68.5%	89.0%	93.7%	96.1%	98.4%	99.2%	100%
Transferred to another hospital	2.7%	9.1%	28.2%	48.2%	62.7%	76.4%	86.4%	89.1%
All presentations	28.4%	57.0%	74.4%	87.6%	93.2%	96.3%	97.9%	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.

## Muswellbrook 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:<sup>1</sup> 2,606 patients

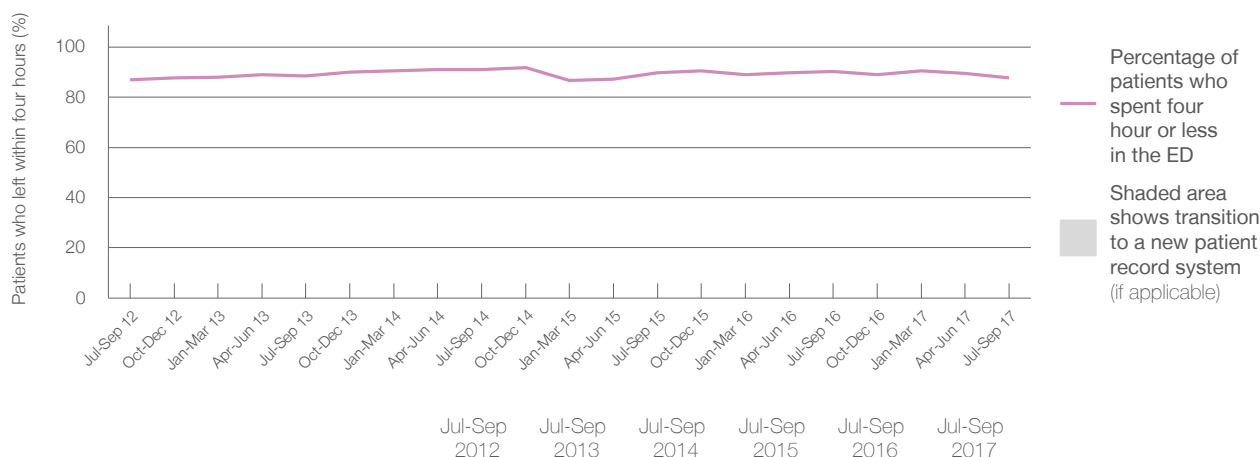
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,606 patients

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



Same period last year	Change since one year ago
2,378	9.6%
2,378	9.6%
90.2%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	87.0%	88.5%	91.1%	89.6%	90.2%	87.6%

- \* 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Narrabri District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 1,697 patients

Emergency presentations:<sup>2</sup> 1,659 patients

Same period last year	Change since one year ago
1,339	26.7%
1,329	24.8%

## Narrabri District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 126 patients

Median time to start treatment<sup>4</sup> 5 minutes

90th percentile time to start treatment<sup>5</sup> 9 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 406 patients

Median time to start treatment<sup>4</sup> 15 minutes

90th percentile time to start treatment<sup>5</sup> 38 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 790 patients

Median time to start treatment<sup>4</sup> 24 minutes

90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 337 patients

Median time to start treatment<sup>4</sup> 20 minutes

90th percentile time to start treatment<sup>5</sup> 65 minutes

Same period last year	NSW (this period)
109	
5 minutes	9 minutes
9 minutes	29 minutes
420	
14 minutes	23 minutes
37 minutes	83 minutes
568	
20 minutes	30 minutes
60 minutes	121 minutes
232	
18 minutes	26 minutes
72 minutes	118 minutes

## Narrabri District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,697 patients

Percentage of patients who spent four hours or less in the ED 89.1%

Same period last year	Change since one year ago
1,339	26.7%
88.2%	

\* 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).

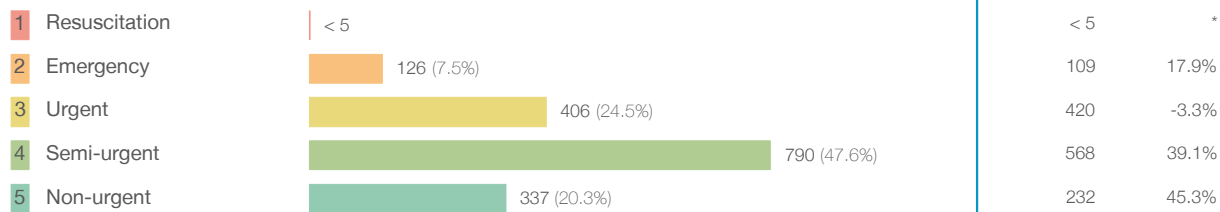


## Narrabri District Hospital: Patients presenting to the emergency department

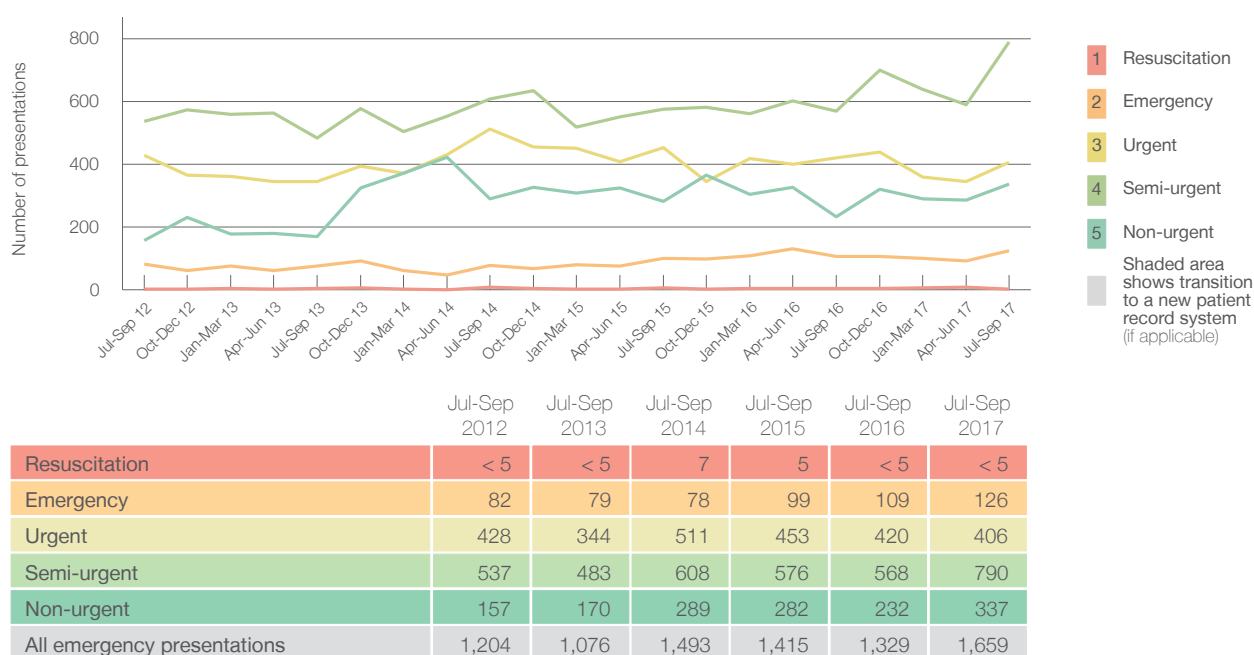
July to September 2017

All presentations:<sup>1</sup> 1,697 patients

Emergency presentations<sup>2</sup> by triage category: 1,659 patients



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



## Narrabri District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 120 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.

## Narrabri 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: 126

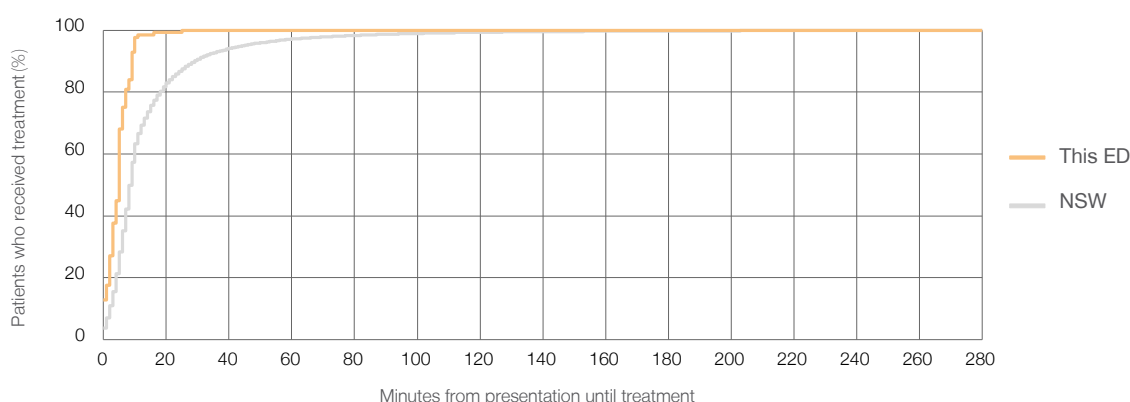
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 125

Median time to start treatment<sup>4</sup> 5 minutes

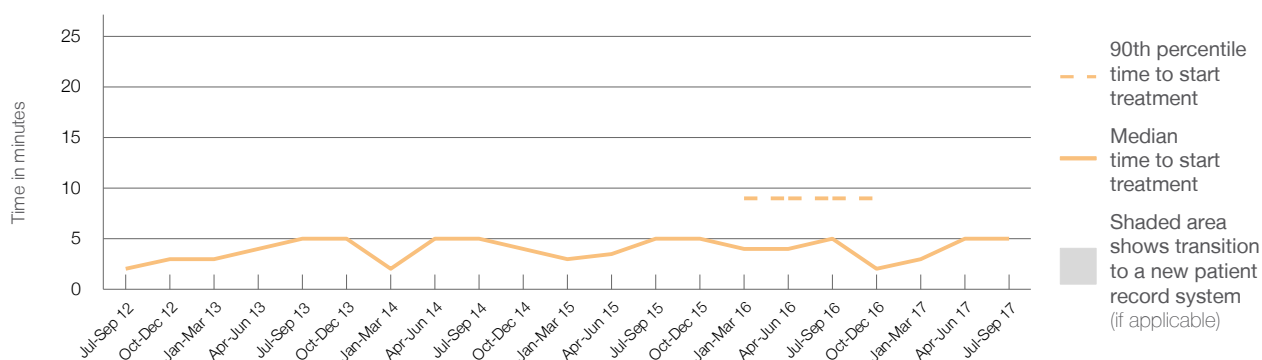
90th percentile time to start treatment<sup>5</sup> 9 minutes

Same period last year	NSW (this period)
109	
106	
5 minutes	9 minutes
9 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	2	5	5	5	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	*	*	9	9

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Narrabri District Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 406

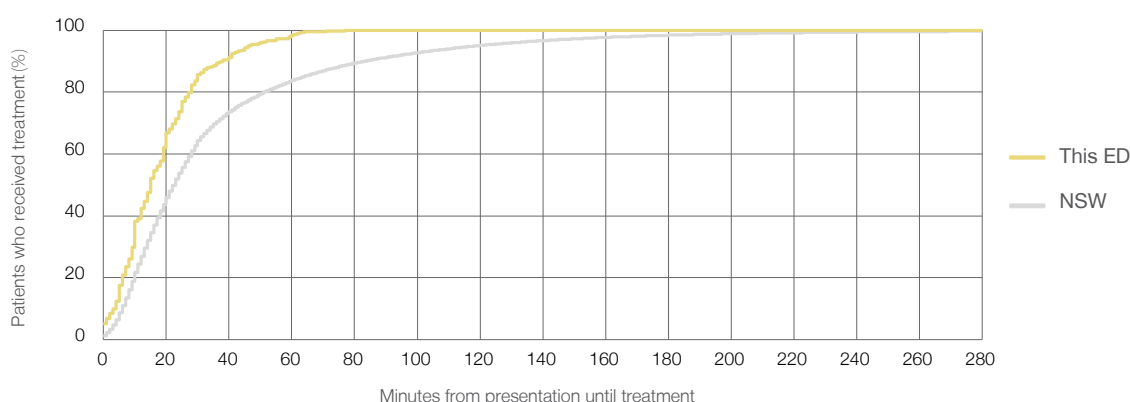
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 403

Median time to start treatment<sup>4</sup> 15 minutes

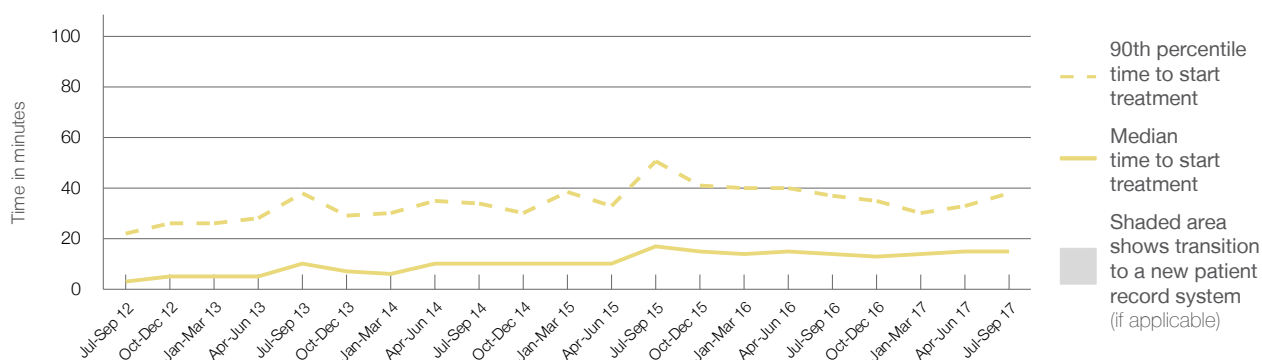
90th percentile time to start treatment<sup>5</sup> 38 minutes

Same period last year	NSW (this period)
420	
414	
14 minutes	23 minutes
37 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	3	10	10	17	14	15
90th percentile time to start treatment <sup>5</sup> (minutes)	22	38	34	51	37	38

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Narrabri District Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 790

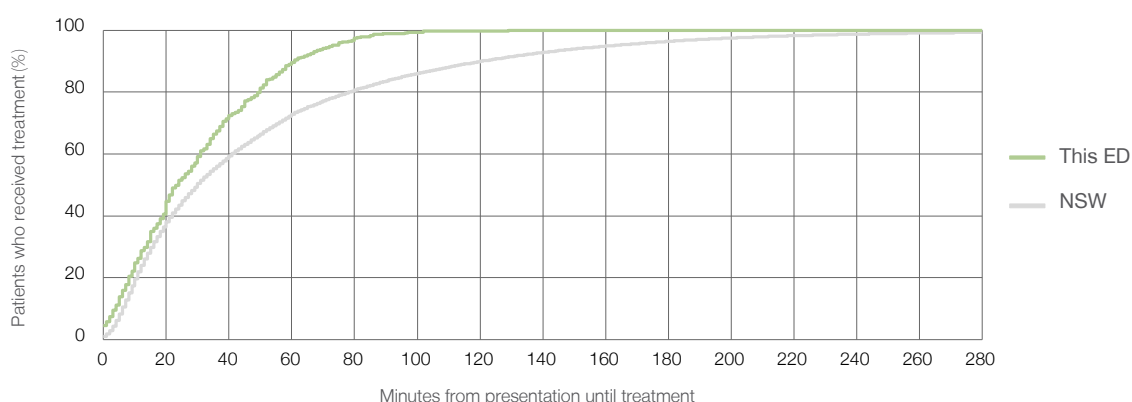
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 773

Median time to start treatment<sup>4</sup> 24 minutes

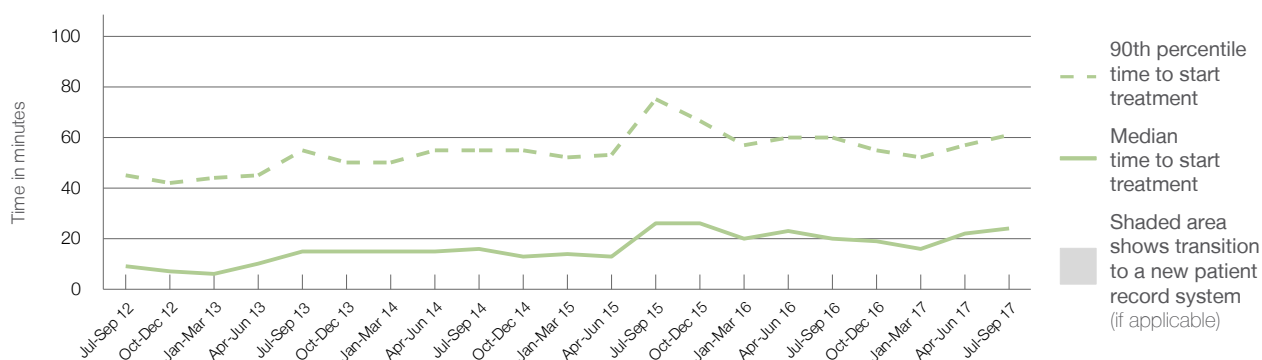
90th percentile time to start treatment<sup>5</sup> 61 minutes

Same period last year	NSW (this period)
568	
551	
20 minutes	30 minutes
60 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	9	15	16	26	20	24
90th percentile time to start treatment <sup>5</sup> (minutes)	45	55	55	75	60	61

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Narrabri District Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 337

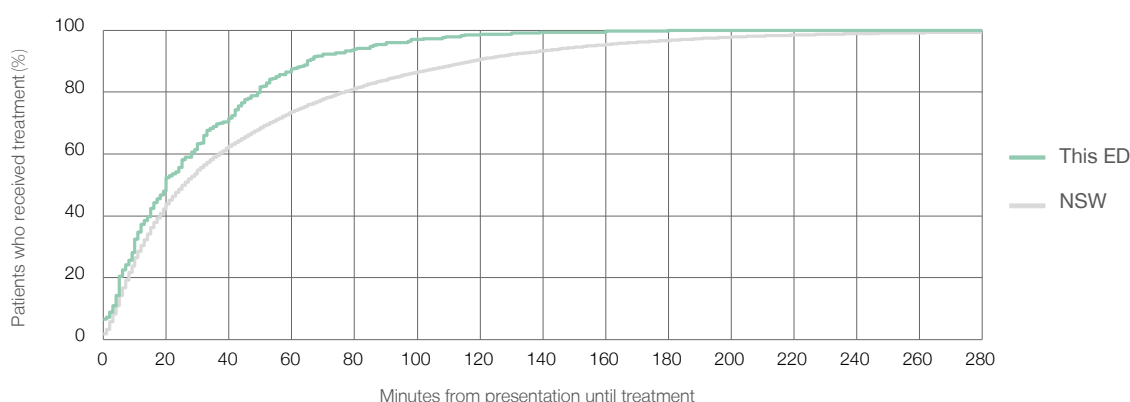
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 327

Median time to start treatment<sup>4</sup> 20 minutes

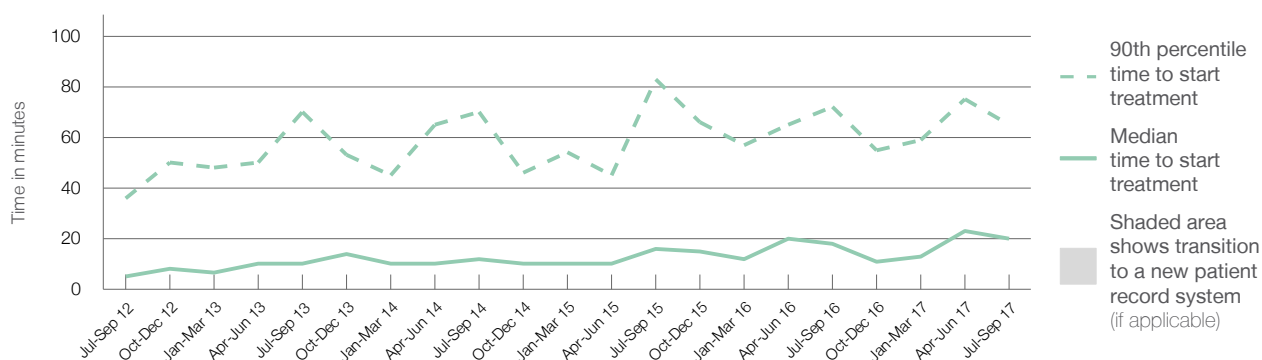
90th percentile time to start treatment<sup>5</sup> 65 minutes

Same period last year	NSW (this period)
232	
227	
18 minutes	26 minutes
72 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	5	10	12	16	18	20
90th percentile time to start treatment <sup>5</sup> (minutes)	36	70	70	83	72	65

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Narrabri District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 1,697 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,697 patients

Median time spent in the ED<sup>8</sup>

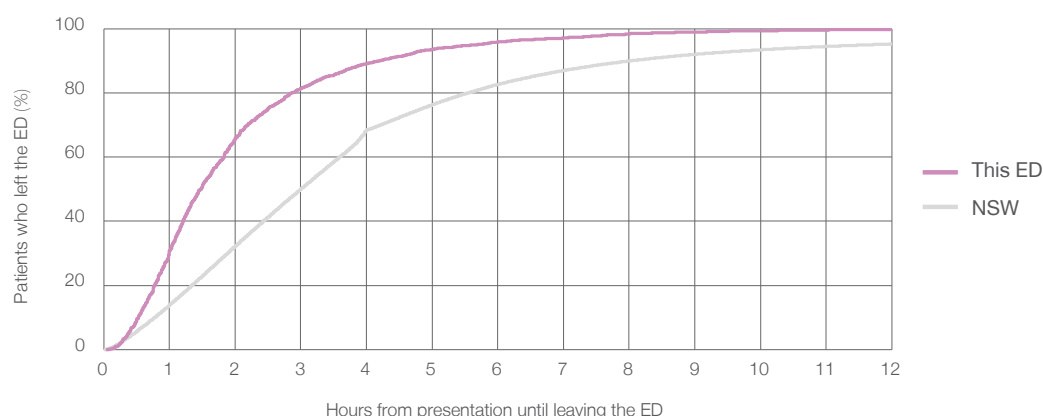
1 hours and 29 minutes

90th percentile time spent in the ED<sup>9</sup>

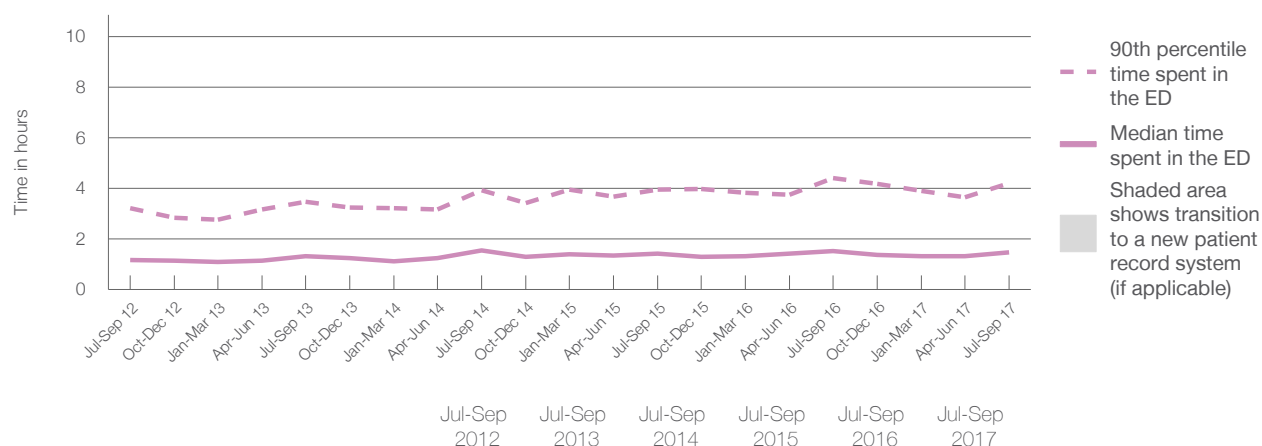
4 hours and 13 minutes

Same period last year	NSW (this period)
1,339	1,339
1 hours and 32 minutes	3 hours and 0 minutes
4 hours and 24 minutes	8 hours and 2 minutes

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



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



Median time to leaving the ED <sup>8</sup> (hours, minutes)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 13m	3h 29m	3h 56m	3h 58m	4h 24m	4h 13m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Narrabri District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

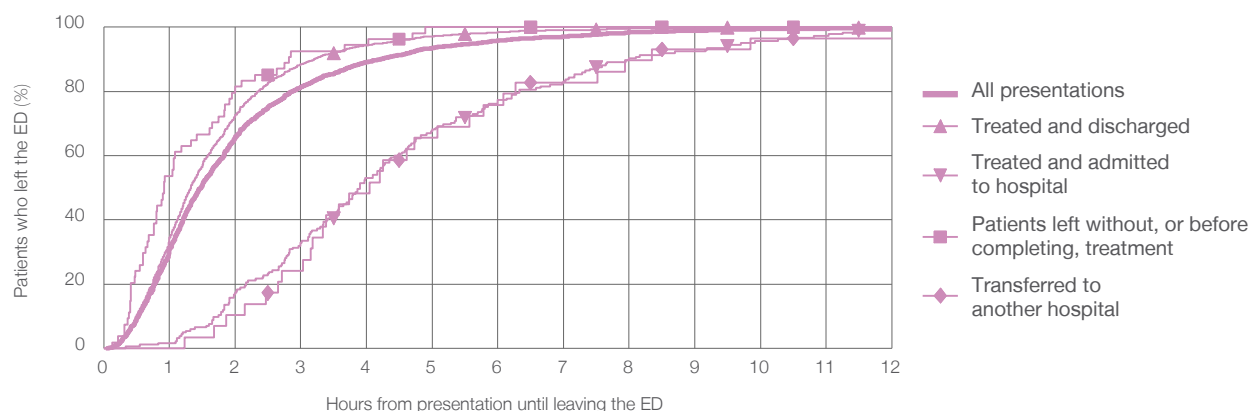
All presentations:<sup>†</sup> 1,697 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 1,697 patients

Treated and discharged	1,429 (84.2%)
Treated and admitted to hospital	185 (10.9%)
Patient left without, or before completing, treatment	54 (3.2%)
Transferred to another hospital	29 (1.7%)
Other	0 (0%)

Same period last year	Change since one year ago
1,339	26.7%
1,026	39.3%
206	-10.2%
42	28.6%
57	-49.1%
8	-100.0%

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



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

Treated and discharged	34.6%	72.8%	88.5%	94.4%	98.5%	99.6%	99.9%	99.9%
Treated and admitted to hospital	1.6%	17.3%	33.0%	53.0%	77.3%	90.3%	95.7%	98.9%
Patient left without, or before completing, treatment	53.7%	81.5%	92.6%	94.4%	100%	100%	100%	100%
Transferred to another hospital	0%	10.3%	24.1%	48.3%	75.9%	89.7%	96.6%	96.6%
All presentations	31.0%	65.9%	81.4%	89.1%	95.9%	98.4%	99.4%	99.8%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Narrabri District Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:<sup>1</sup> 1,697 patients

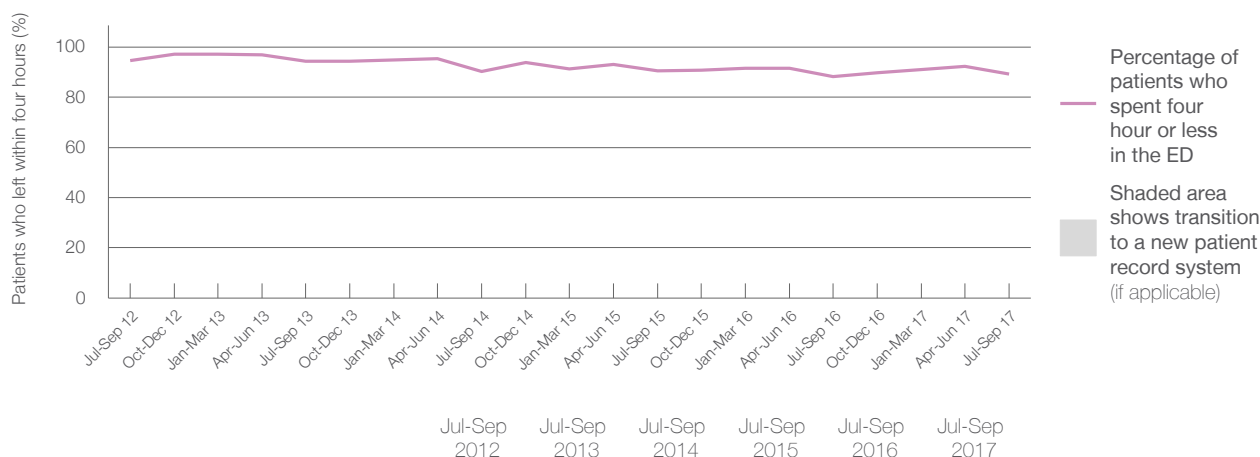
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,697 patients

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



Same period last year	Change since one year ago
1,339	26.7%
1,339	26.7%
88.2%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	94.6%	94.3%	90.3%	90.5%	88.2%	89.1%

- \* 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).



## Queanbeyan Health Service: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 5,261 patients

Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

July to September 2017

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

Median time to start treatment<sup>4</sup> 9 minutes

90th percentile time to start treatment<sup>5</sup> 29 minutes

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

Median time to start treatment<sup>4</sup> 23 minutes

90th percentile time to start treatment<sup>5</sup> 68 minutes

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

Median time to start treatment<sup>4</sup> 29 minutes

90th percentile time to start treatment<sup>5</sup> 111 minutes

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

Median time to start treatment<sup>4</sup> 30 minutes

90th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

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.

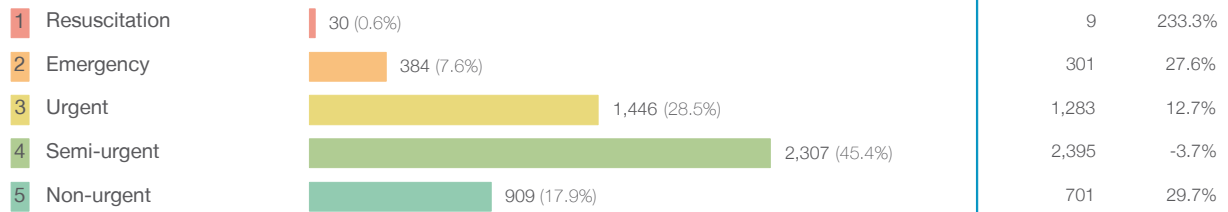
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Queanbeyan Health Service: Patients presenting to the emergency department

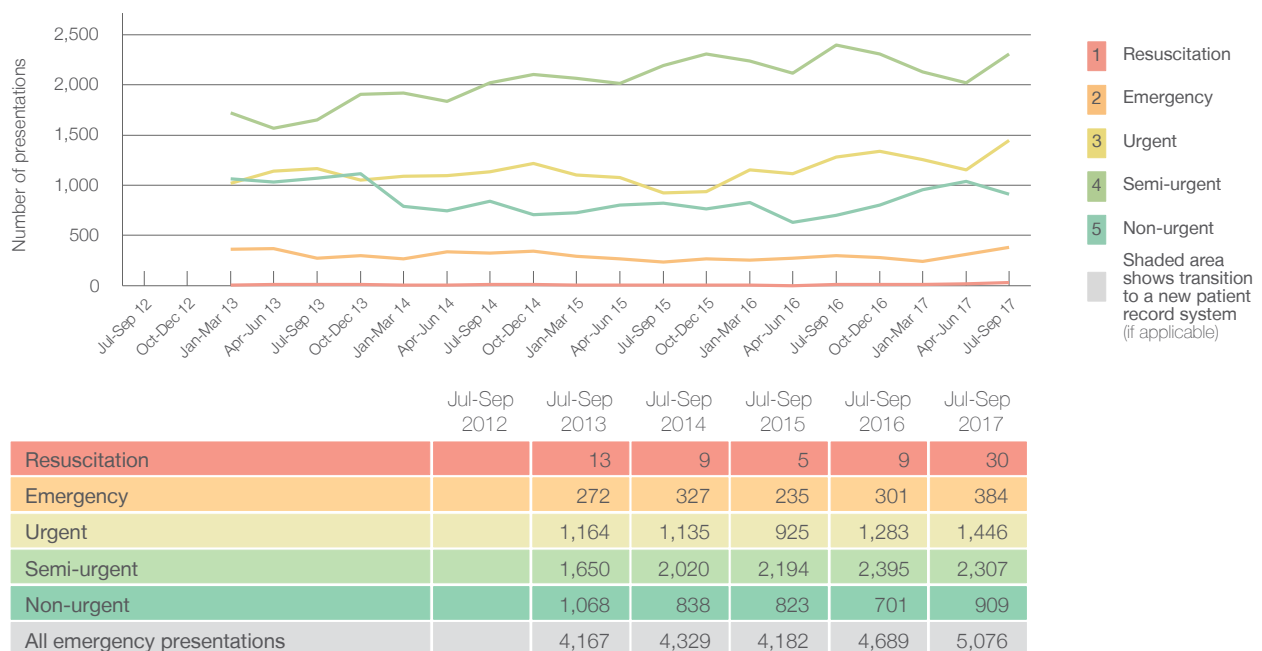
July to September 2017

All presentations:<sup>1</sup> 5,261 patients

Emergency presentations<sup>2</sup> by triage category: 5,076 patients



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



## Queanbeyan Health Service: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 570 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.

(§) 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

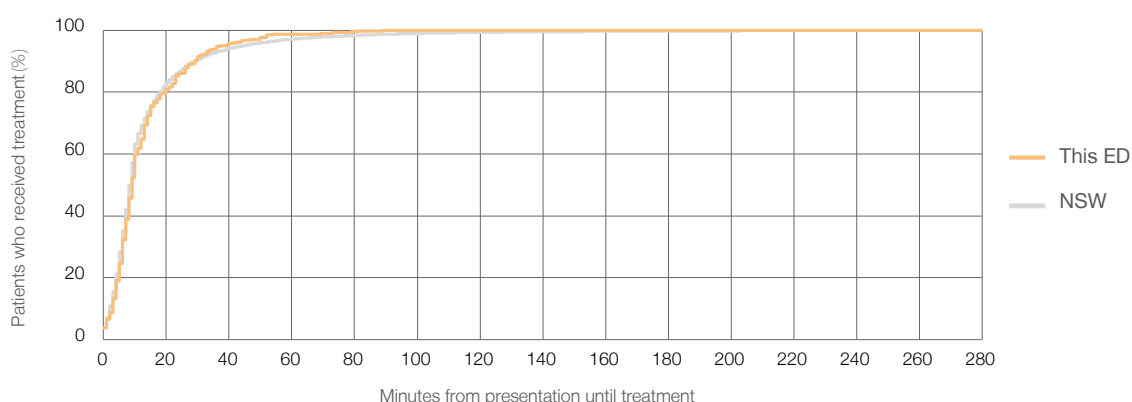
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 378

Median time to start treatment<sup>4</sup> 9 minutes

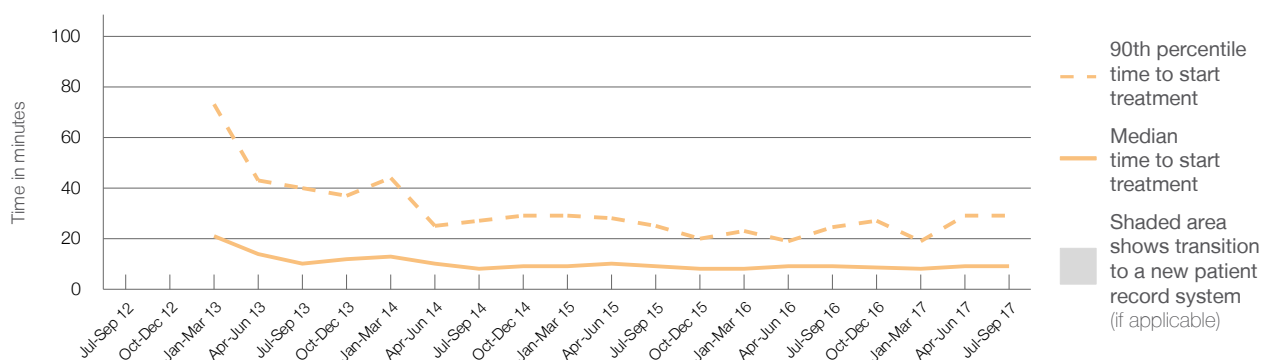
90th percentile time to start treatment<sup>5</sup> 29 minutes

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<sup>†‡§</sup>



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

(†) 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 3

July to September 2017

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

Number of triage 3 patients: 1,446

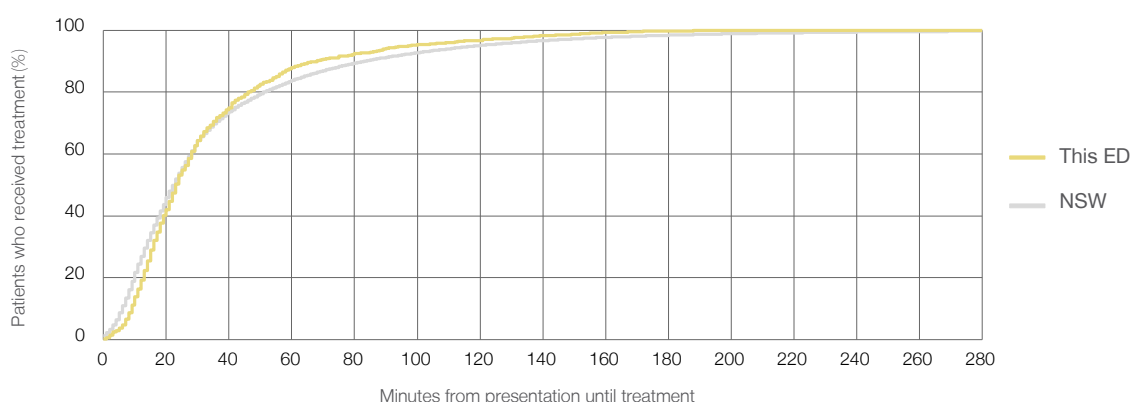
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,407

Median time to start treatment<sup>4</sup> 23 minutes

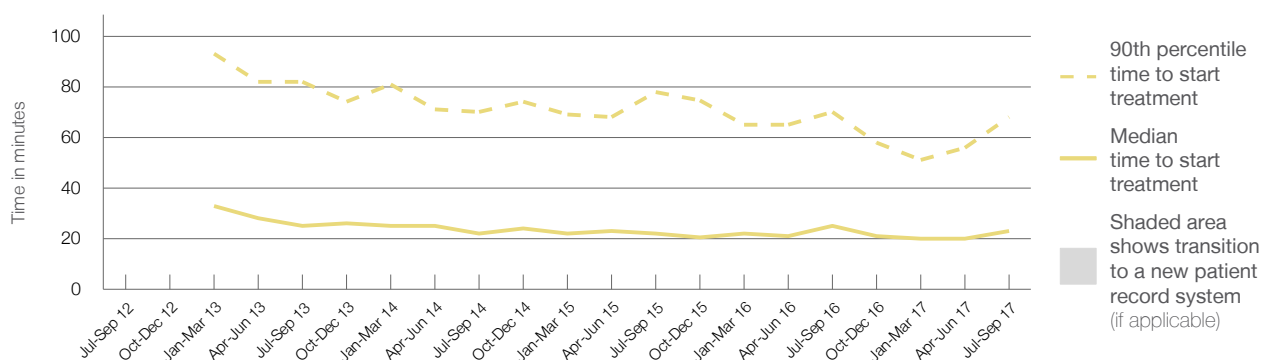
90th percentile time to start treatment<sup>5</sup> 68 minutes

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<sup>†‡§</sup>



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

(†) 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 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:<sup>3</sup> 2,071

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

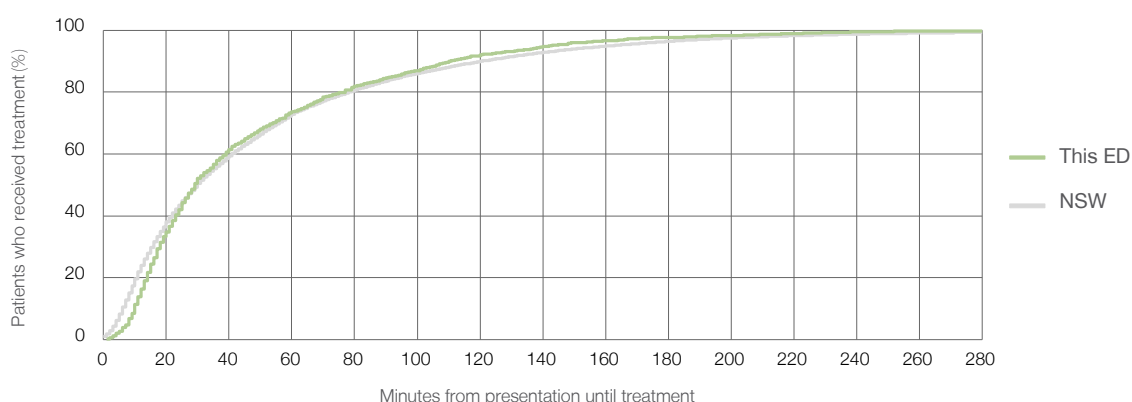
29 minutes

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

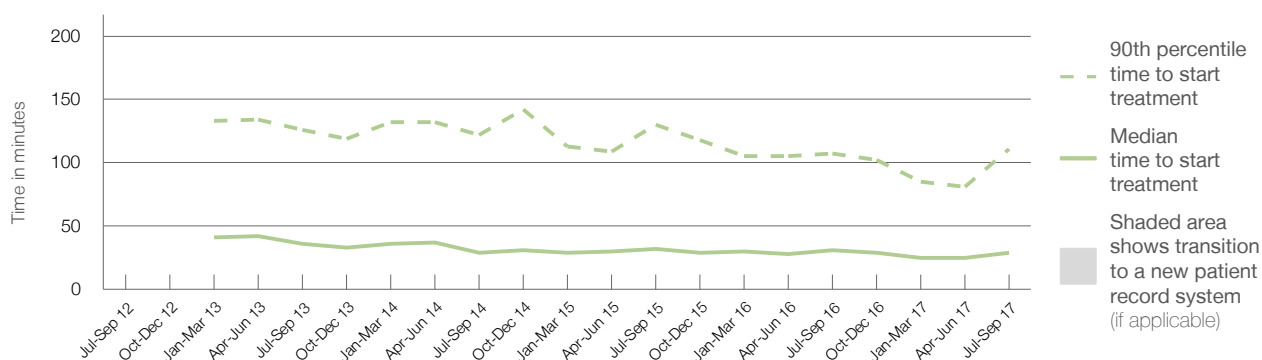
111 minutes

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<sup>†‡§</sup>



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

(†) 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 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:<sup>3</sup> 761

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

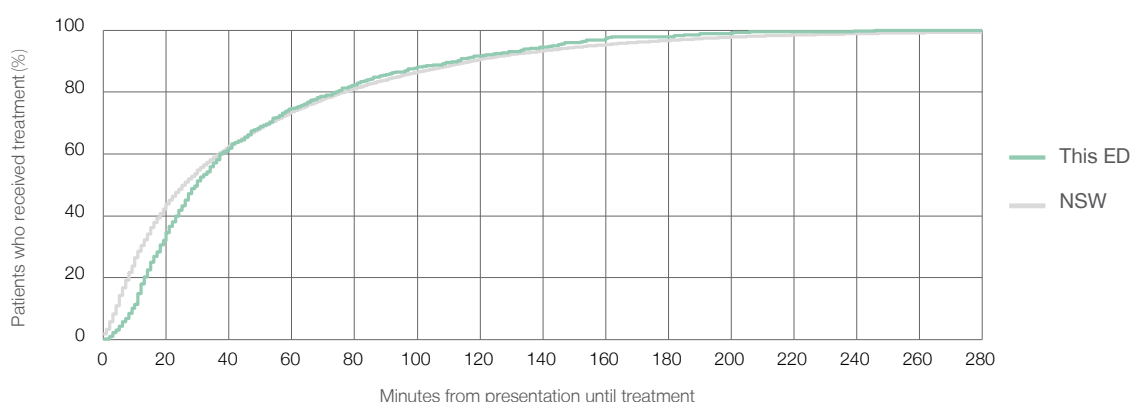
30 minutes

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

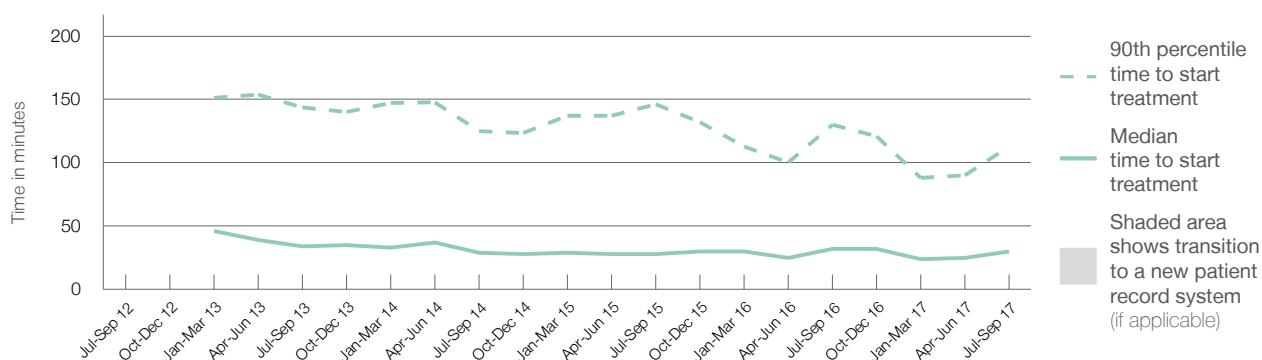
113 minutes

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<sup>†‡§</sup>



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

(†) 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 spent in the ED

July to September 2017

All presentations:<sup>1</sup> 5,261 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,257 patients

Median time spent in the ED<sup>8</sup>

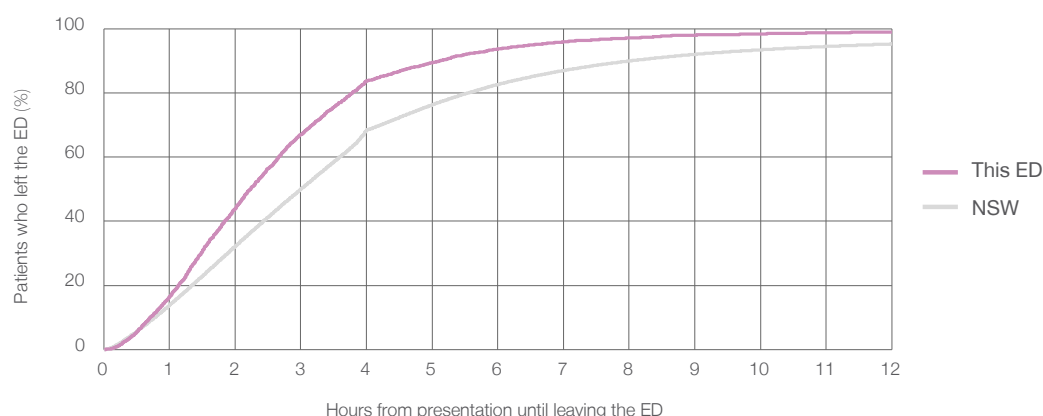
2 hours and 14 minutes

90th percentile time spent in the ED<sup>9</sup>

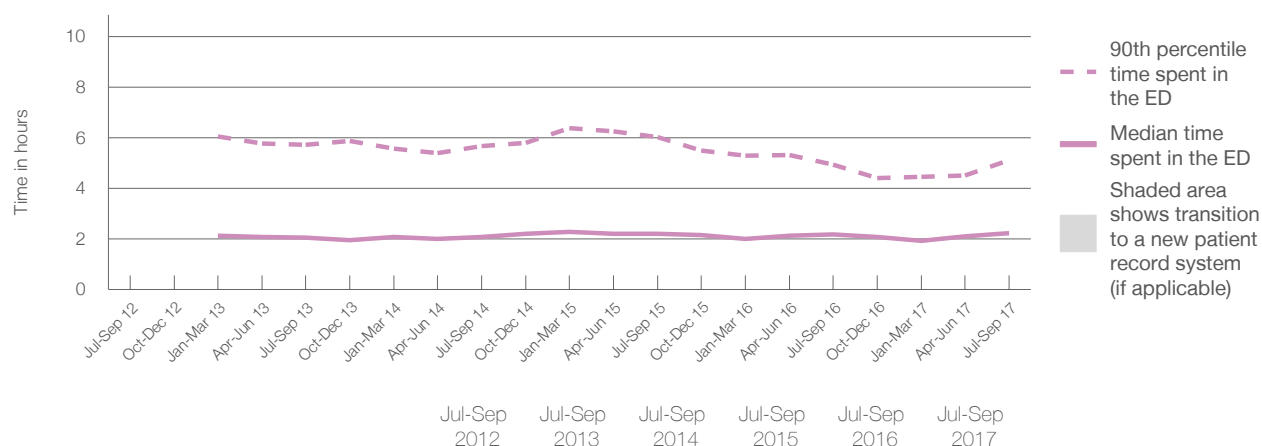
5 hours and 7 minutes

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<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)		2h 3m	2h 5m	2h 12m	2h 11m	2h 14m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		5h 43m	5h 40m	6h 2m	4h 57m	5h 7m

(†) 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 spent in the ED

By mode of separation

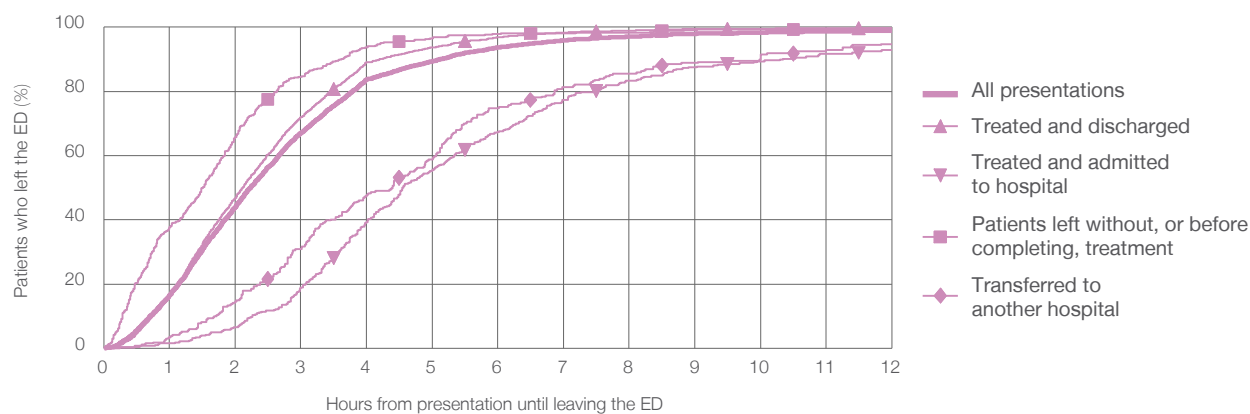
July to September 2017

All presentations:<sup>†</sup> 5,261 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 5,257 patients

		Same period last year	Change since one year ago
Treated and discharged	4,152 (78.9%)	4,793	9.7%
Treated and admitted to hospital	377 (7.2%)	3,384	22.7%
Patient left without, or before completing, treatment	428 (8.1%)	628	-40.0%
Transferred to another hospital	269 (5.1%)	514	-16.7%
Other	35 (0.7%)	250	7.6%
		17	105.9%

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



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

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%

(†) 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 spent in the ED

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

July to September 2017

All presentations at the emergency department:<sup>1</sup> 5,261 patients

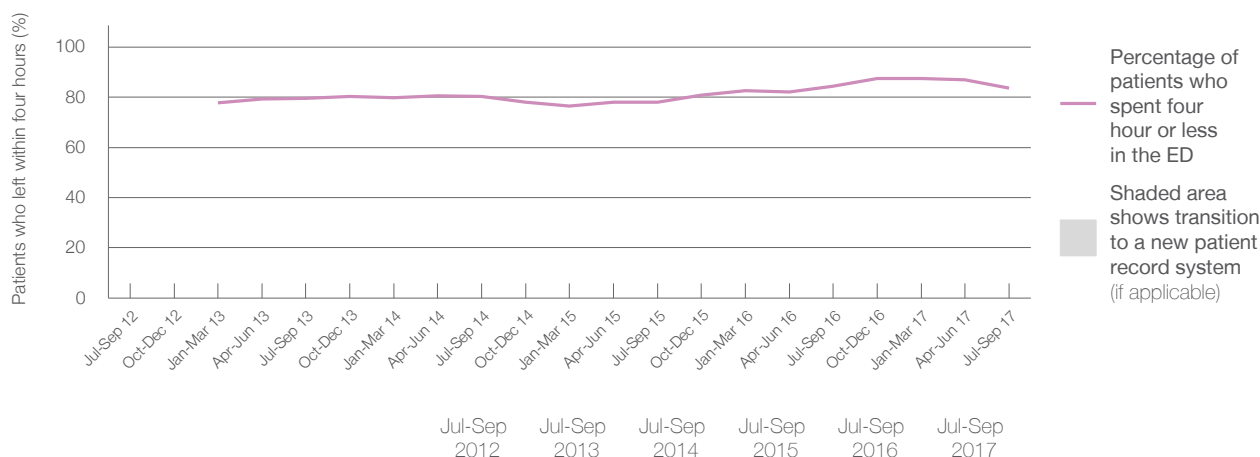
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,257 patients

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<sup>†‡§</sup>



Patients who left within four hours (%)

79.5% 80.4% 77.9% 84.3% 83.7%

- \* 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*.
  - 1. All emergency and non-emergency presentations at the emergency department (ED).
  - 2. All presentations 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 took 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 took equal to or longer than this time.
  - 6. All presentations that have a departure time.
  - 7. 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*.
  - 8. 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.
  - 9. 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).

## Singleton District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 3,050 patients

Emergency presentations:<sup>2</sup> 2,973 patients

Same period last year	Change since one year ago
2,724	12.0%
2,675	11.1%

## Singleton District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 216 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 844 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 81 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,785 patients

Median time to start treatment<sup>4</sup> 38 minutes  
90th percentile time to start treatment<sup>5</sup> 110 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 122 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 84 minutes

Same period last year	NSW (this period)
170	
8 minutes	9 minutes
20 minutes	29 minutes
743	
23 minutes	23 minutes
68 minutes	83 minutes
1,562	
33 minutes	30 minutes
90 minutes	121 minutes
200	
24 minutes	26 minutes
100 minutes	118 minutes

## Singleton District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,050 patients

Percentage of patients who spent four hours or less in the ED 87.2%

Same period last year	Change since one year ago
2,724	12.0%
90.0%	

\* 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.

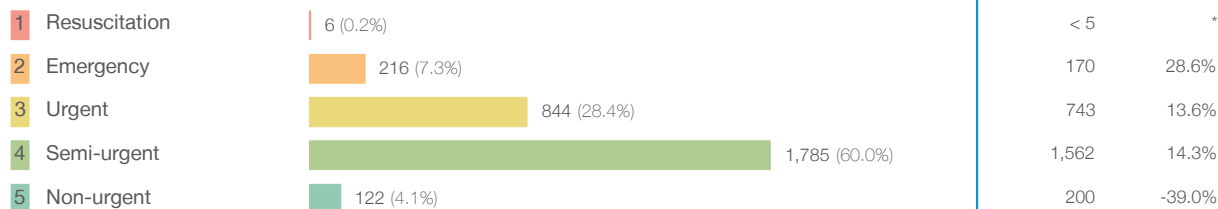
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Singleton District Hospital: Patients presenting to the emergency department

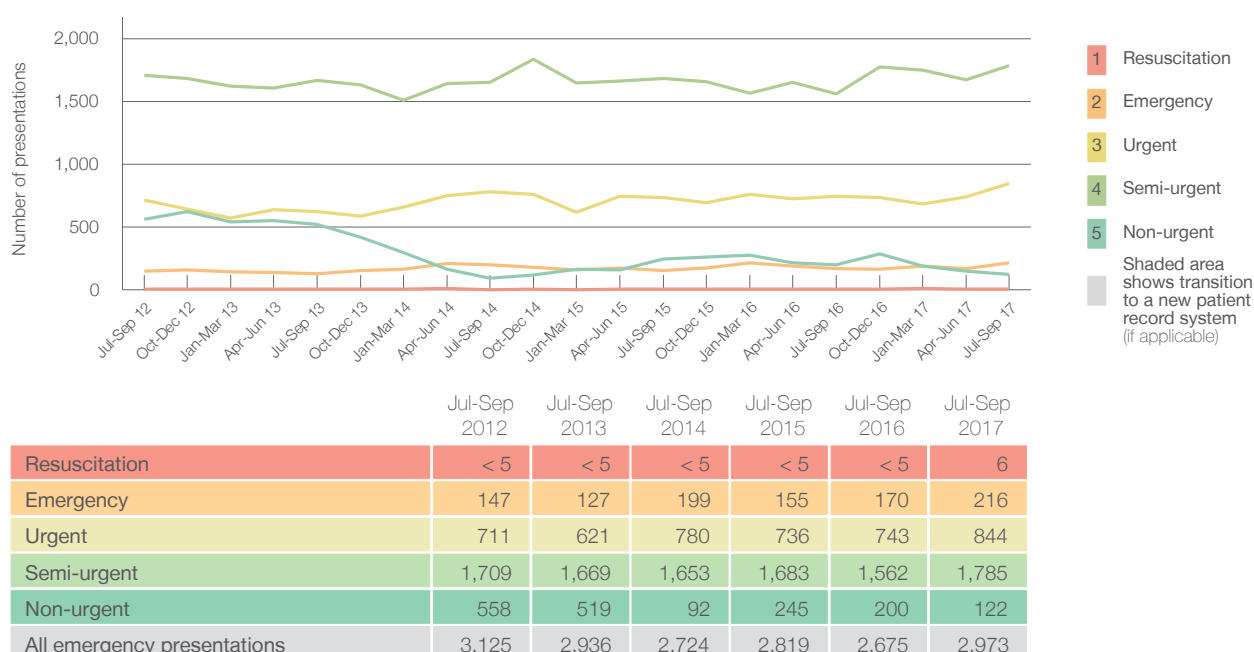
July to September 2017

All presentations:<sup>1</sup> 3,050 patients

Emergency presentations<sup>2</sup> by triage category: 2,973 patients



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



## Singleton District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 319 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.

## Singleton 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: 216

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 206

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

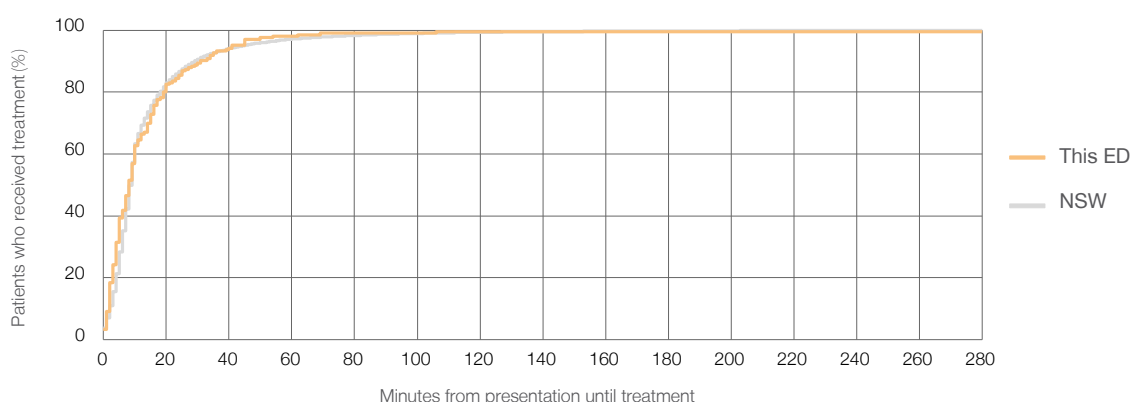
8 minutes

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

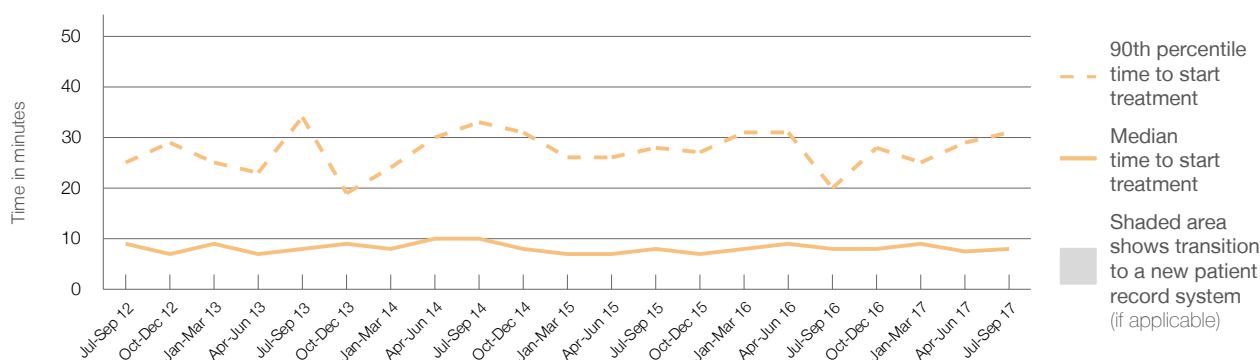
31 minutes

Same period last year	NSW (this period)
170	
161	
8 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	9	8	10	8	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	25	34	33	28	20	31

(†) 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.

## Singleton 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: 844

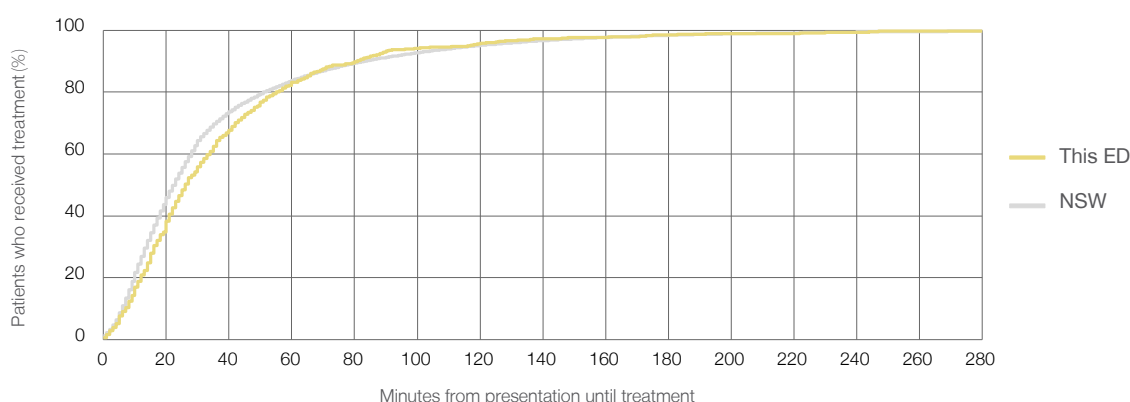
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 815

Median time to start treatment<sup>4</sup> 26 minutes

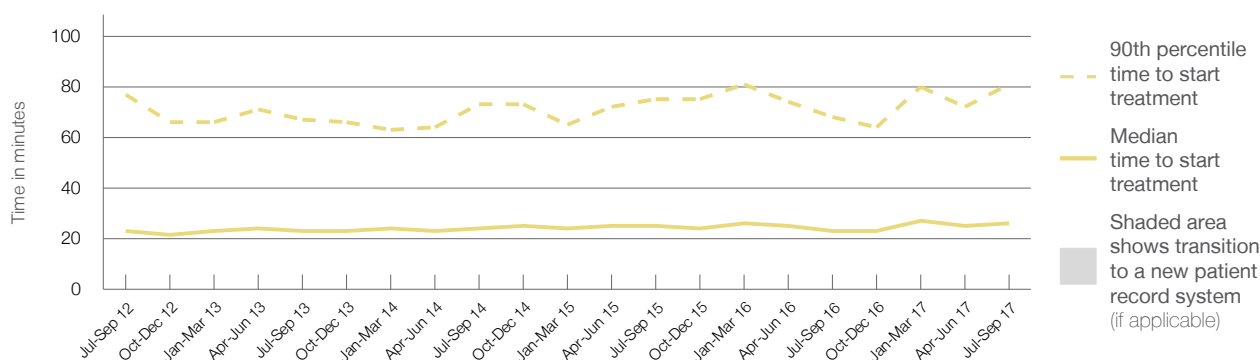
90th percentile time to start treatment<sup>5</sup> 81 minutes

Same period last year	NSW (this period)
743	
716	
23 minutes	23 minutes
68 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	23	23	24	25	23	26
90th percentile time to start treatment <sup>5</sup> (minutes)	77	67	73	75	68	81

(†) 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.

## Singleton 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: 1,785

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,704

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

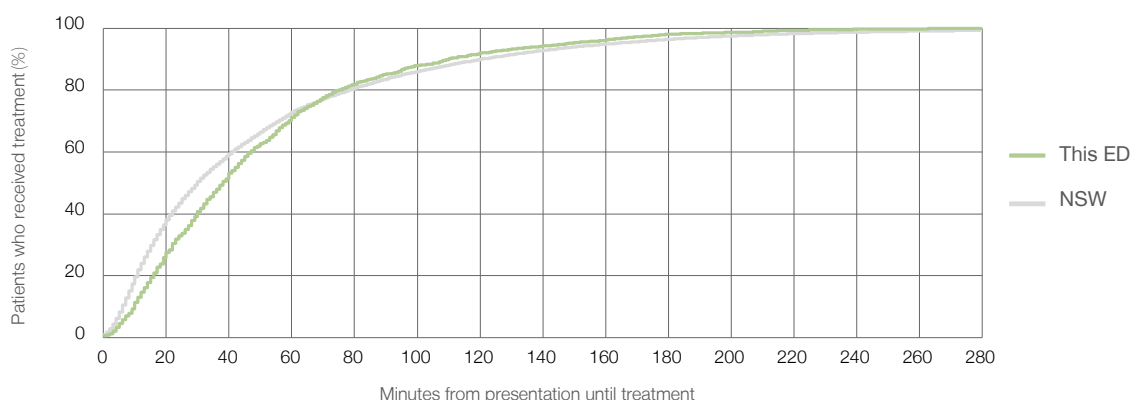
38 minutes

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

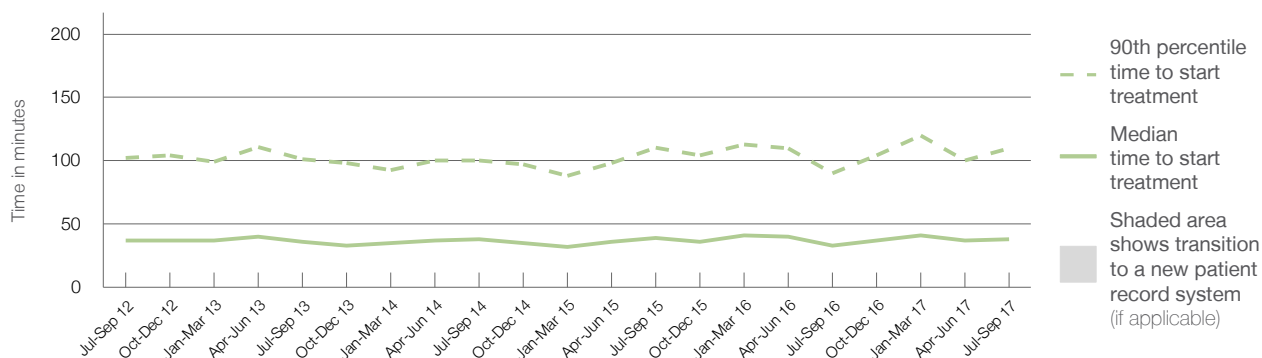
110 minutes

Same period last year	NSW (this period)
1,562	
1,498	
33 minutes	30 minutes
90 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	37	36	38	39	33	38
90th percentile time to start treatment <sup>5</sup> (minutes)	102	101	100	111	90	110

(†) 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.

## Singleton 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: 122

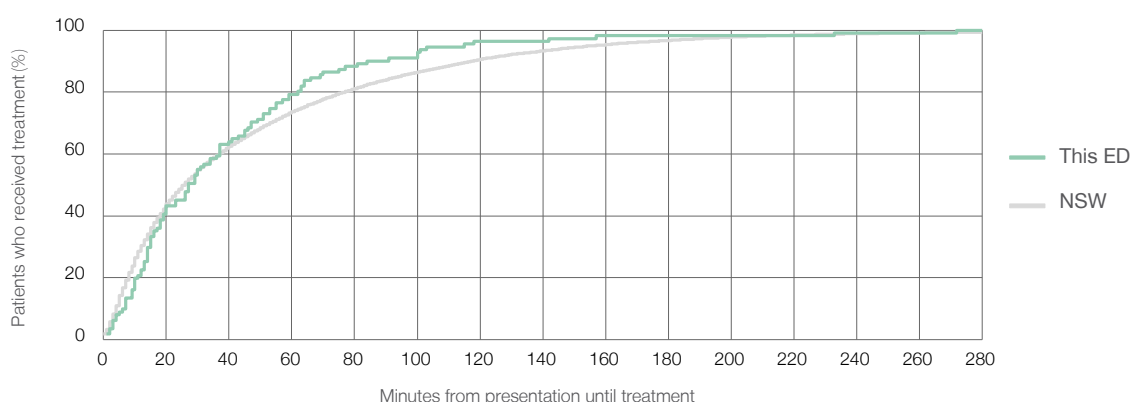
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 111

Median time to start treatment<sup>4</sup> 27 minutes

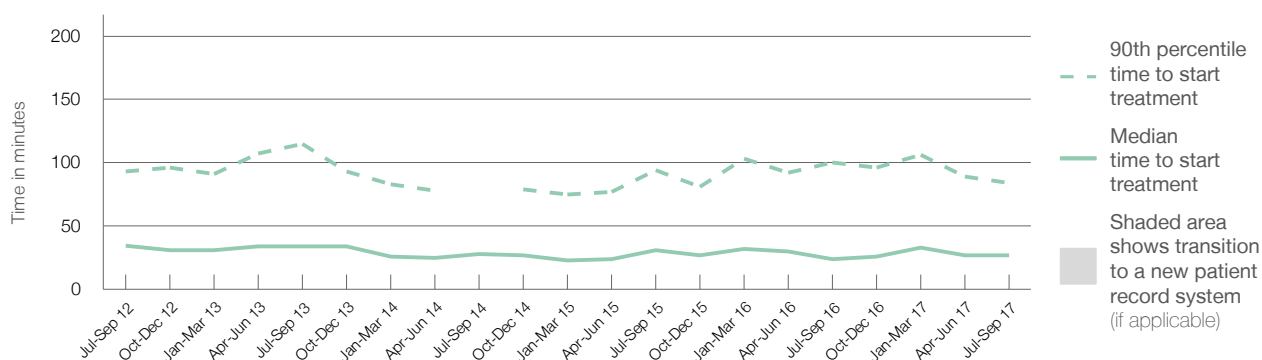
90th percentile time to start treatment<sup>5</sup> 84 minutes

Same period last year	NSW (this period)
200	
175	
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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	35	34	28	31	24	27
90th percentile time to start treatment <sup>5</sup> (minutes)	93	115	*	94	100	84

(†) 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.

## Singleton District Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 3,050 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,050 patients

Median time spent in the ED<sup>8</sup>

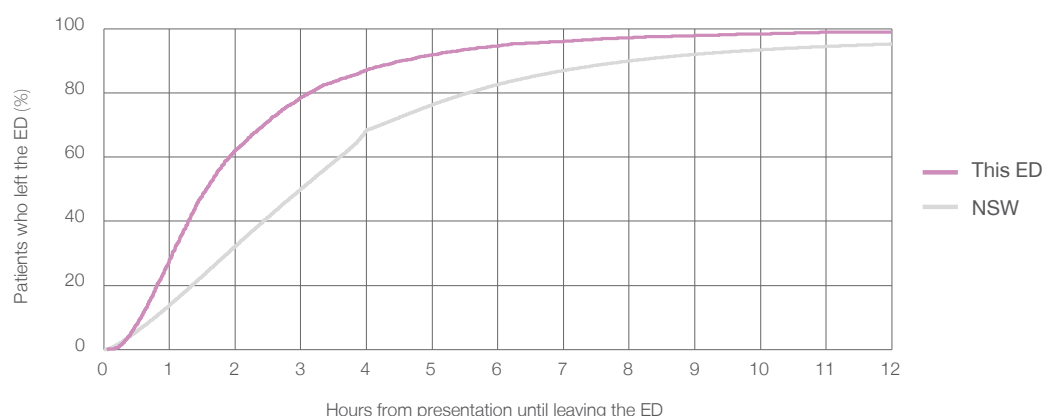
1 hours and 34 minutes

90th percentile time spent in the ED<sup>9</sup>

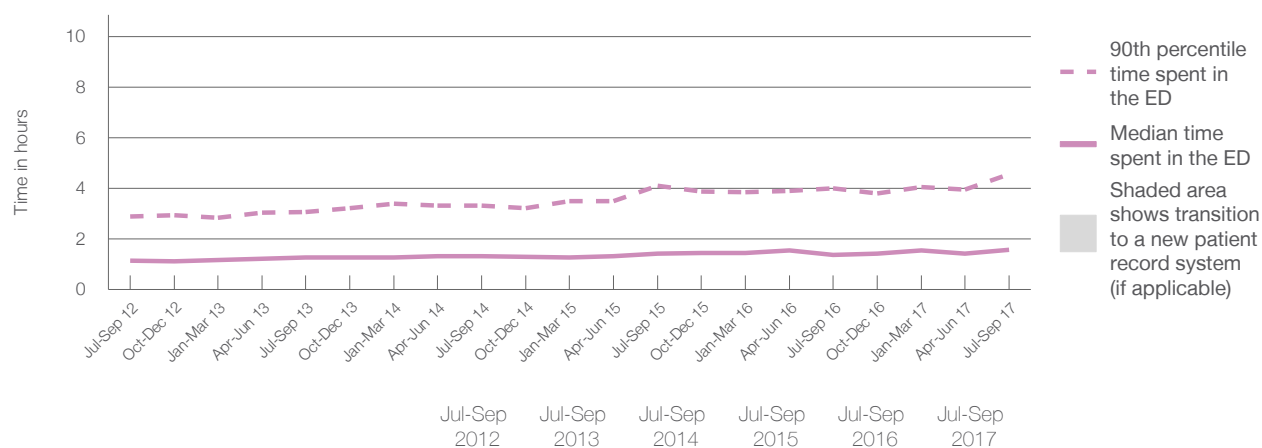
4 hours and 33 minutes

Same period last year	NSW (this period)
2,724	
2,724	
1 hours and 23 minutes	3 hours and 0 minutes
4 hours and 0 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 9m	1h 16m	1h 20m	1h 26m	1h 23m	1h 34m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	2h 53m	3h 4m	3h 19m	4h 6m	4h 0m	4h 33m

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

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## Singleton District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

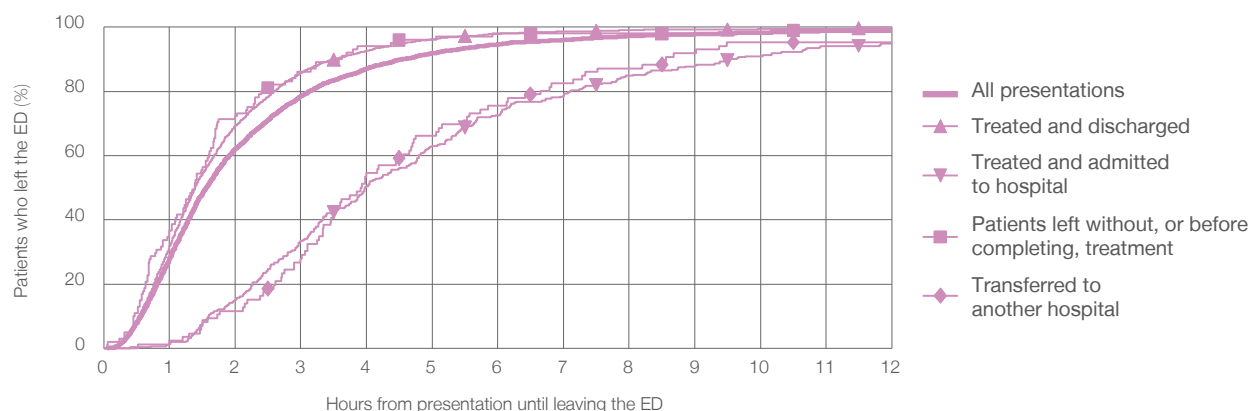
All presentations:<sup>†</sup> 3,050 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,050 patients

Treated and discharged	2,497 (81.9%)
Treated and admitted to hospital	311 (10.2%)
Patient left without, or before completing, treatment	101 (3.3%)
Transferred to another hospital	86 (2.8%)
Other	55 (1.8%)

Same period last year	Change since one year ago
2,724	12.0%
2,199	13.6%
339	-8.3%
61	65.6%
64	34.4%
61	-9.8%

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



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

Treated and discharged	31.9%	69.3%	85.7%	92.7%	98.0%	99.1%	99.4%	99.6%
Treated and admitted to hospital	1.3%	15.1%	33.4%	50.5%	72.7%	84.9%	91.0%	94.9%
Patient left without, or before completing, treatment	36.6%	72.3%	86.1%	94.1%	98.0%	98.0%	98.0%	99.0%
Transferred to another hospital	2.3%	11.6%	27.9%	54.7%	75.6%	87.2%	95.3%	95.3%
All presentations	28.2%	62.2%	78.5%	87.2%	94.6%	97.2%	98.4%	99.0%

(†) 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.

## Singleton 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:<sup>1</sup> 3,050 patients

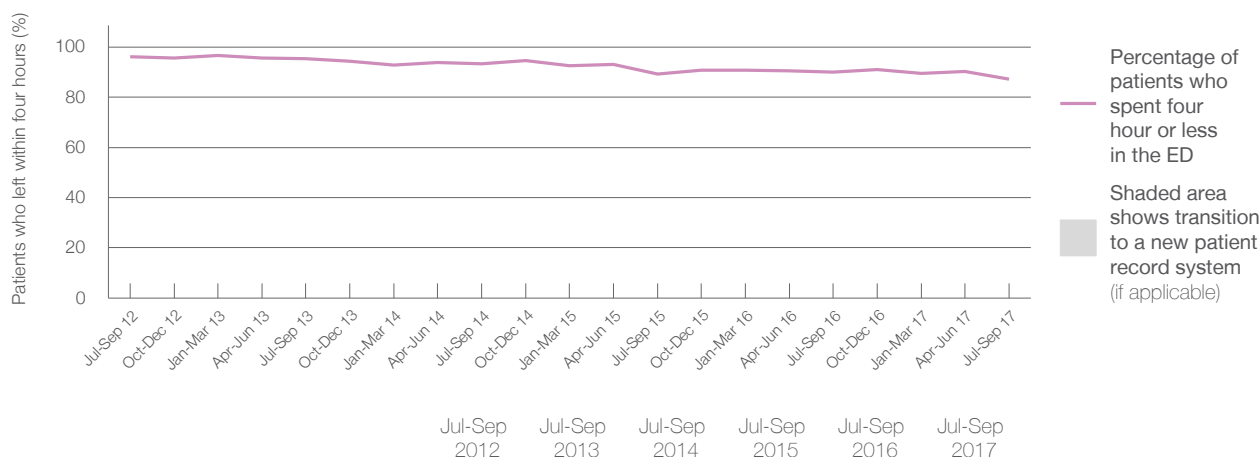
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,050 patients

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



Same period last year	Change since one year ago
2,724	12.0%
2,724	12.0%
90.0%	

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 (%)	96.2%	95.2%	93.3%	89.3%	90.0%	87.2%
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- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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 took 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 took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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).

## Young Health Service: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 2,270 patients

Emergency presentations:<sup>2</sup> 2,121 patients

Same period last year	Change since one year ago
2,697	-15.8%
2,421	-12.4%

## Young Health Service: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 177 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 886 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 867 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 35 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 185 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 46 minutes

Same period last year	NSW (this period)
123	
5 minutes	9 minutes
15 minutes	29 minutes
899	
10 minutes	23 minutes
30 minutes	83 minutes
1,209	
11 minutes	30 minutes
44 minutes	121 minutes
180	
6 minutes	26 minutes
47 minutes	118 minutes

## Young Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,270 patients

Percentage of patients who spent four hours or less in the ED 95.1%

Same period last year	Change since one year ago
2,697	-15.8%
97.6%	

\* 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).

## Young Health Service: Patients presenting to the emergency department

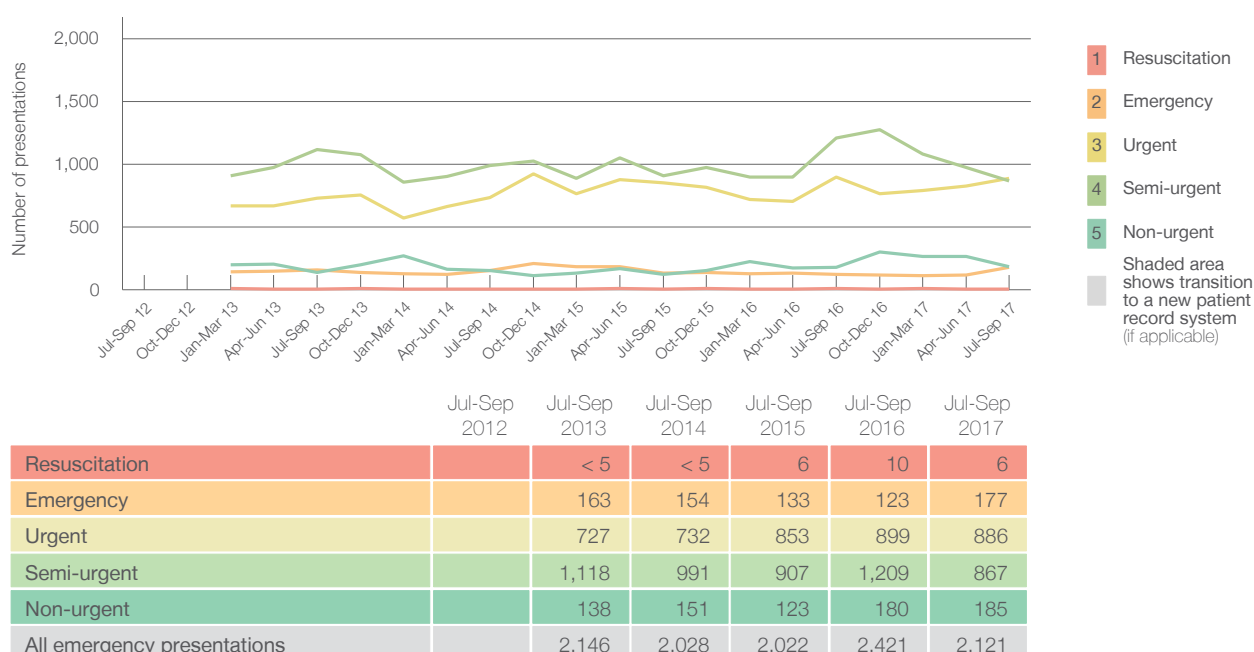
July to September 2017

All presentations:<sup>1</sup> 2,270 patients

Emergency presentations<sup>2</sup> by triage category: 2,121 patients



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



## Young Health Service: Patients arriving by ambulance

July to September 2017

ED Transfer of care time is not currently available for this hospital.<sup>7</sup>

(†) 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.

## Young 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: 177

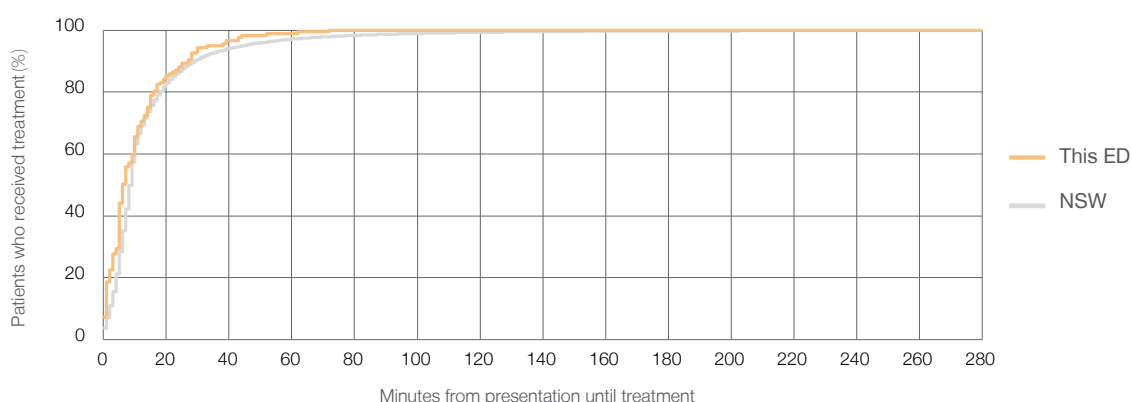
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 177

Median time to start treatment<sup>4</sup> 6 minutes

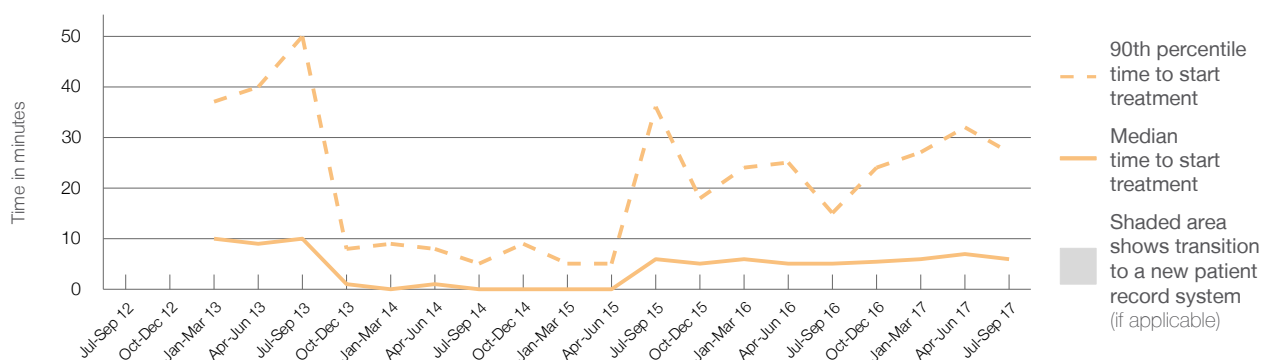
90th percentile time to start treatment<sup>5</sup> 27 minutes

Same period last year	NSW (this period)
123	
123	
5 minutes	9 minutes
15 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		10	0	6	5	6
90th percentile time to start treatment <sup>5</sup> (minutes)		50	5	36	15	27

(†) 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.

## Young 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: 886

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 884

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

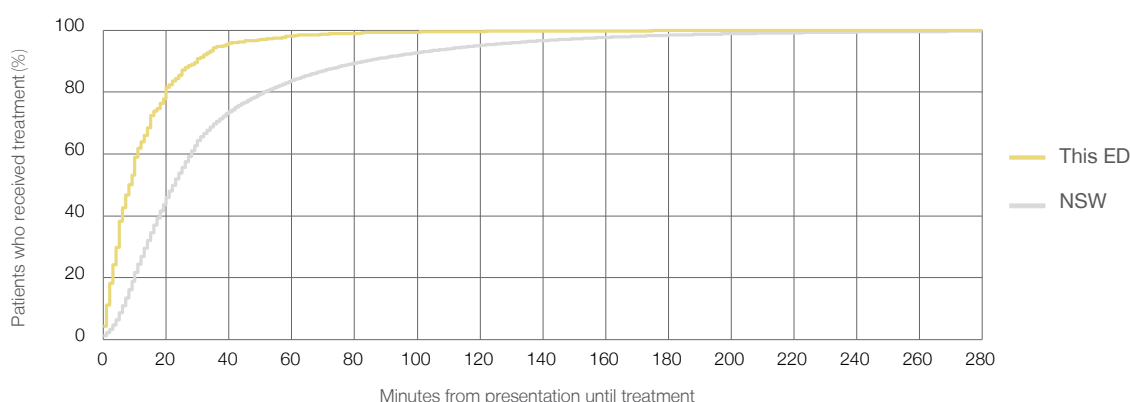
8 minutes

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

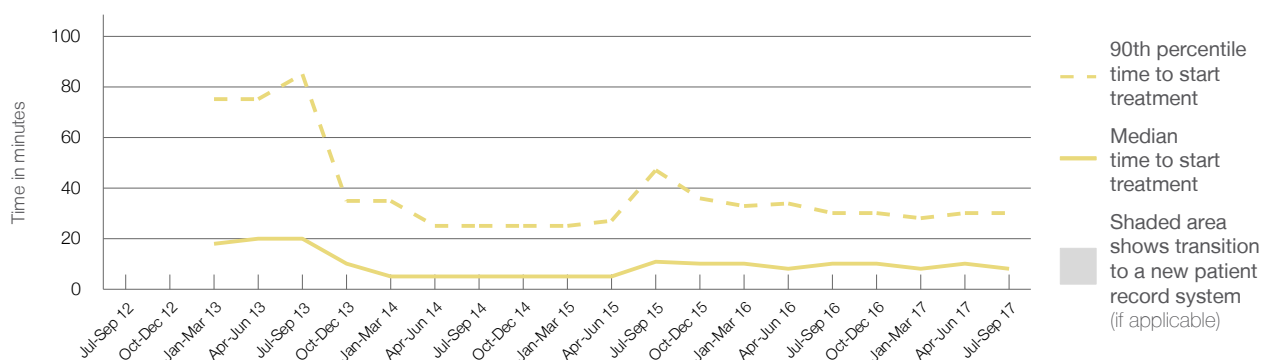
30 minutes

Same period last year	NSW (this period)
899	
894	
10 minutes	23 minutes
30 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		20	5	11	10	8
90th percentile time to start treatment <sup>5</sup> (minutes)		85	25	47	30	30

(†) 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.

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## Young 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: 867

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 857

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

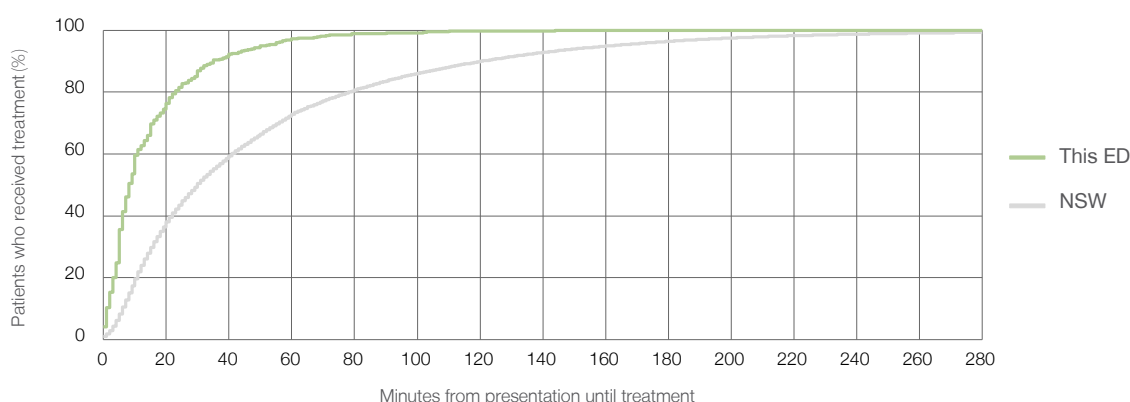
8 minutes

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

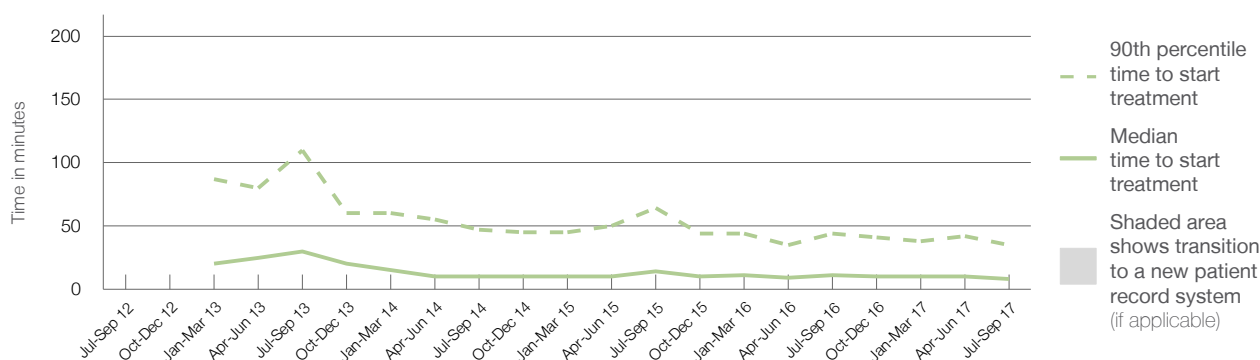
35 minutes

Same period last year	NSW (this period)
1,209	
1,198	
11 minutes	30 minutes
44 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		30	10	14	11	8
90th percentile time to start treatment <sup>5</sup> (minutes)		110	47	64	44	35

(†) 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.

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## Young 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: 185

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 180

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

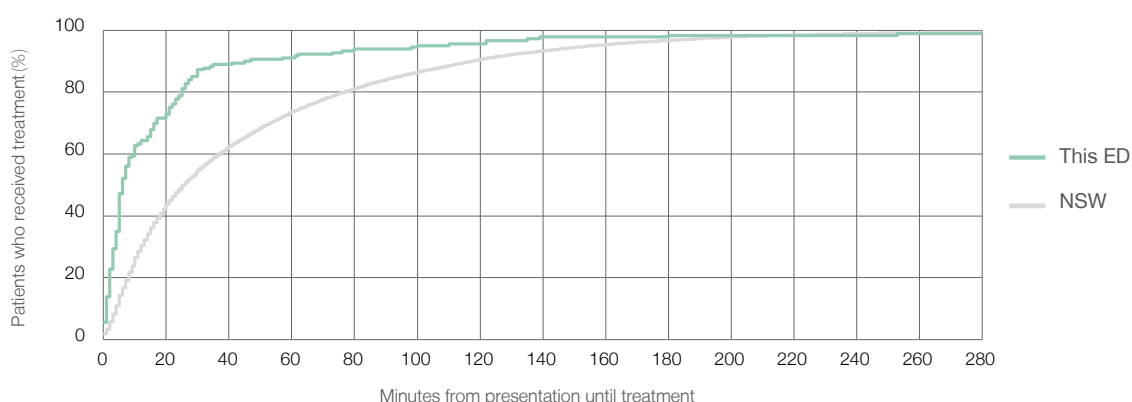
6 minutes

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

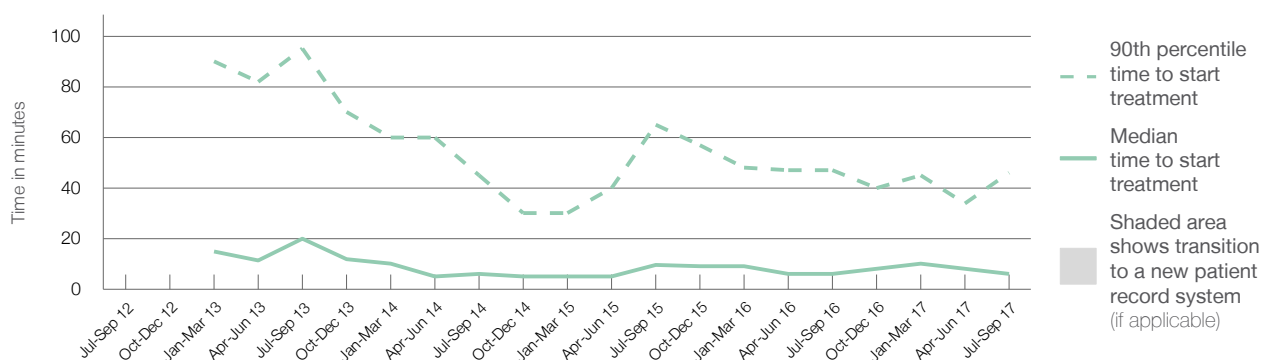
46 minutes

Same period last year	NSW (this period)
180	
179	
6 minutes	26 minutes
47 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)		20	6	10	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)		95	45	65	47	46

(†) 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.



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

July to September 2017

All presentations:<sup>1</sup> 2,270 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,270 patients

Median time spent in the ED<sup>8</sup>

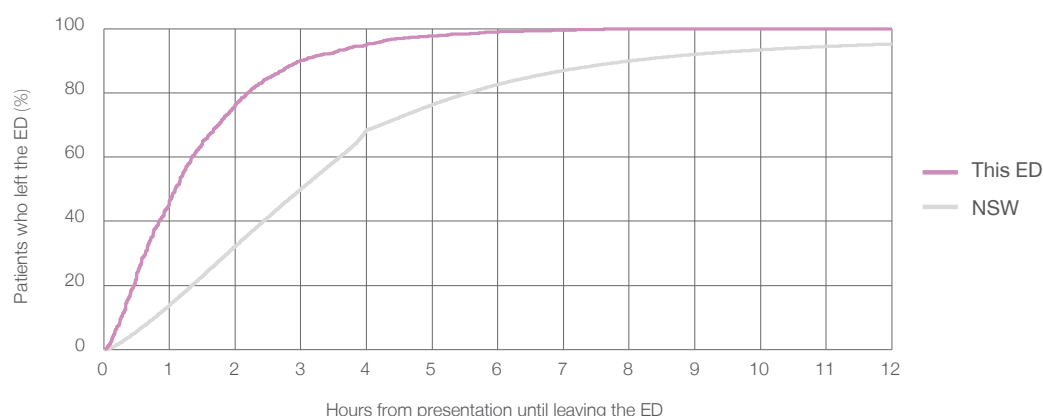
1 hours and 5 minutes

90th percentile time spent in the ED<sup>9</sup>

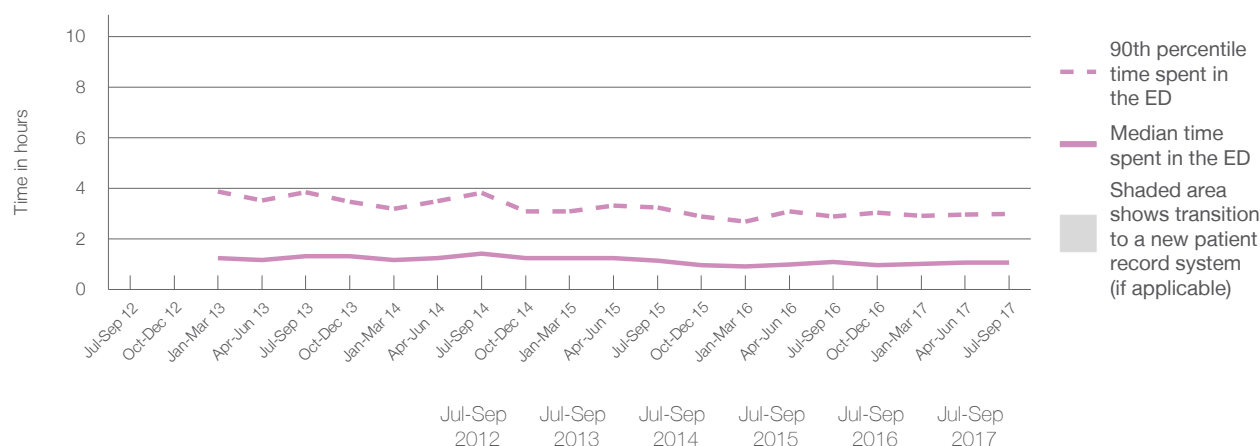
2 hours and 60 minutes

Same period last year	NSW (this period)
2,697	2,697
1 hours and 6 minutes	3 hours and 0 minutes
2 hours and 54 minutes	8 hours and 2 minutes

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



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



Median time to leaving the ED <sup>8</sup> (hours, minutes)		1h 20m	1h 25m	1h 9m	1h 6m	1h 5m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		3h 51m	3h 50m	3h 15m	2h 54m	2h 60m

(†) 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.

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

By mode of separation

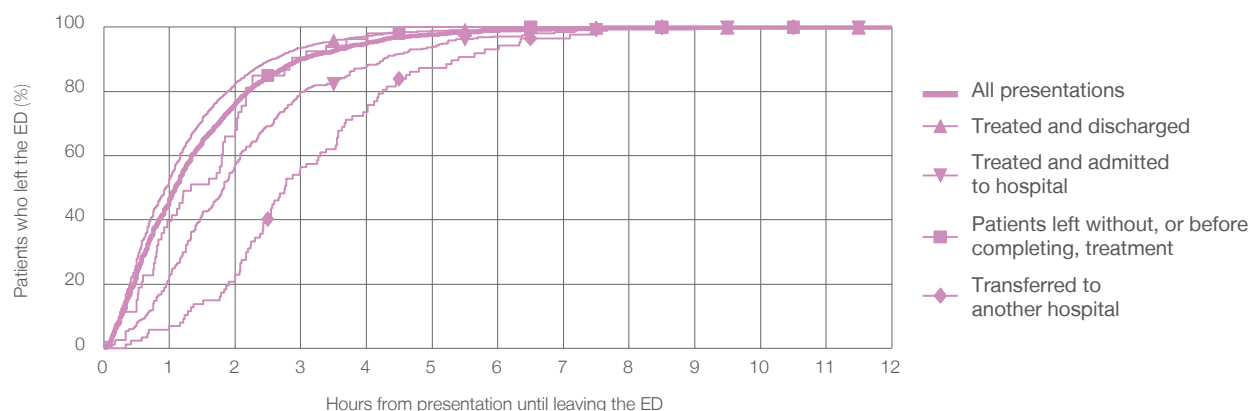
July to September 2017

All presentations:<sup>†</sup> 2,270 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 2,270 patients

		Same period last year	Change since one year ago
Treated and discharged	1,810 (79.7%)	2,182	-15.8%
Treated and admitted to hospital	317 (14.0%)	375	-15.5%
Patient left without, or before completing, treatment	53 (2.3%)	68	-22.1%
Transferred to another hospital	87 (3.8%)	71	22.5%
Other	3 (0.1%)	1	200.0%

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



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

Treated and discharged	52.8%	82.5%	93.5%	97.4%	99.6%	99.9%	99.9%	99.9%
Treated and admitted to hospital	22.7%	57.4%	79.8%	88.0%	97.2%	99.4%	100%	100%
Patient left without, or before completing, treatment	39.6%	67.9%	90.6%	96.2%	100%	100%	100%	100%
Transferred to another hospital	6.9%	23.0%	56.3%	73.6%	93.1%	100%	100%	100%
All presentations	46.4%	76.3%	90.1%	95.1%	99.0%	99.9%	100%	100%

(†) 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.

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## Young Health Service: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:<sup>1</sup> 2,270 patients

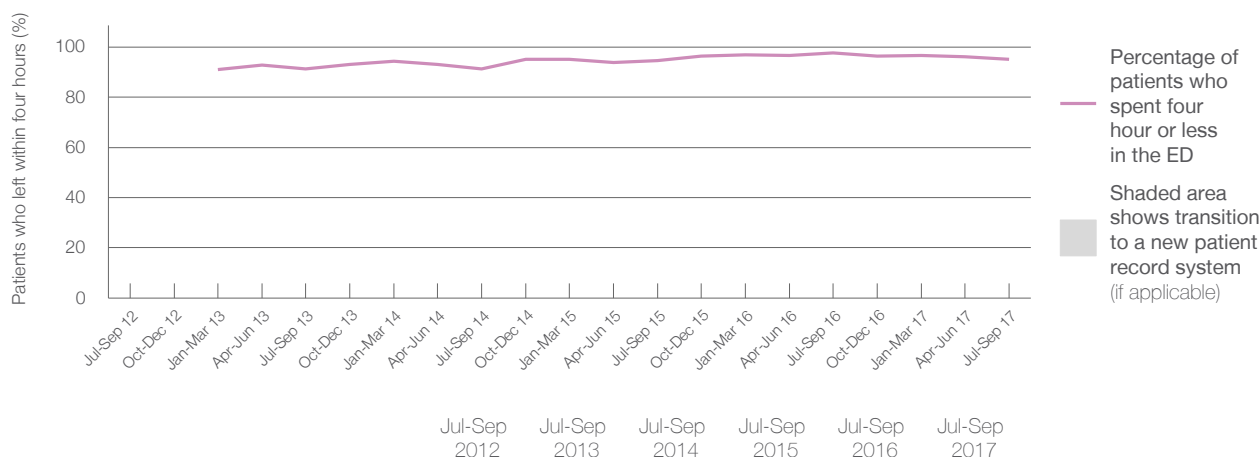
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,270 patients

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



Same period last year	Change since one year ago
2,697	-15.8%
2,697	-15.8%
97.6%	

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



Patients who left within four hours (%)

91.2% 91.3% 94.6% 97.6% 95.1%

- \* 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*.
  - 1. All emergency and non-emergency presentations at the emergency department (ED).
  - 2. All presentations 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 took 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 took equal to or longer than this time.
  - 6. All presentations that have a departure time.
  - 7. 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*.
  - 8. 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.
  - 9. 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).