

Healthcare Quarterly

Performance Profiles

Emergency Department

Murrumbidgee Local Health District

January to March 2018

Deniliquin Hospital and Health Services: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,360 patients

Emergency presentations:² 1,789 patients

Same period last year	Change since one year ago
2,429	-3%
1,955	-8%

Deniliquin Hospital and Health Services: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 101 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 559 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 22 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 790 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 339 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
89	
5 minutes	8 minutes
*	23 minutes
613	
7 minutes	20 minutes
24 minutes	65 minutes
871	
7 minutes	25 minutes
24 minutes	98 minutes
382	
6 minutes	22 minutes
26 minutes	97 minutes

Deniliquin Hospital and Health Services: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,359 patients

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



Same period last year	Change since one year ago
2,429	-3%
90%	

* 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, January to March 2018*.
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.

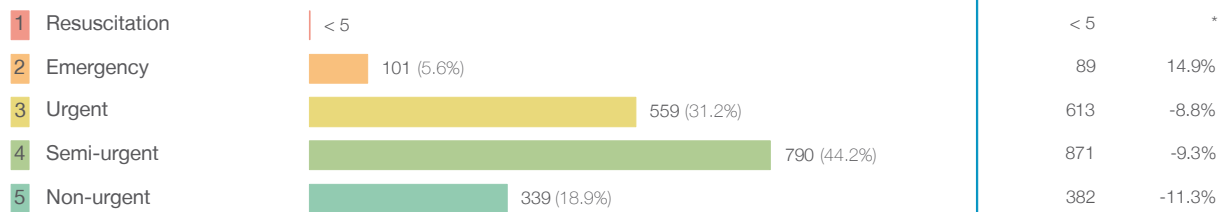
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Deniliquin Hospital and Health Services: Patients presenting to the emergency department

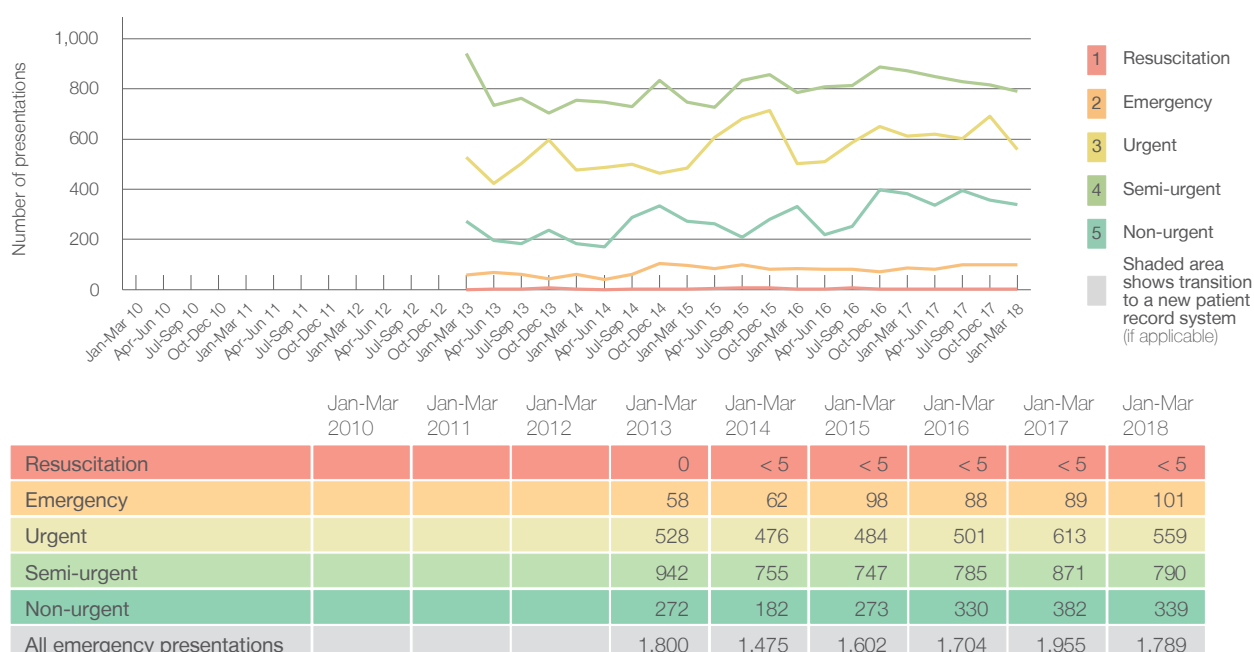
January to March 2018

All presentations:¹ 2,360 patients

Emergency presentations² by triage category: 1,789 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{† §}



Deniliquin Hospital and Health Services: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 82 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.

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

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 101

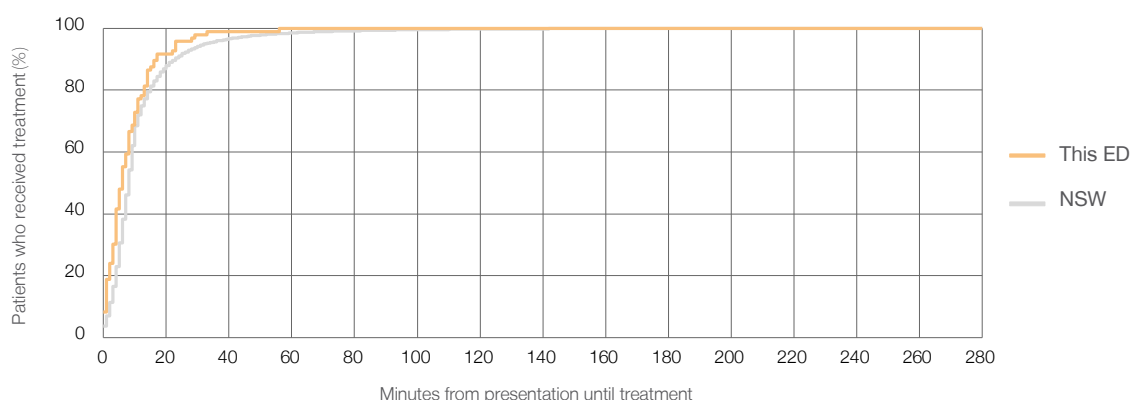
Number of triage 2 patients used to calculate waiting time:³ 96

Median time to start treatment⁴ 6 minutes

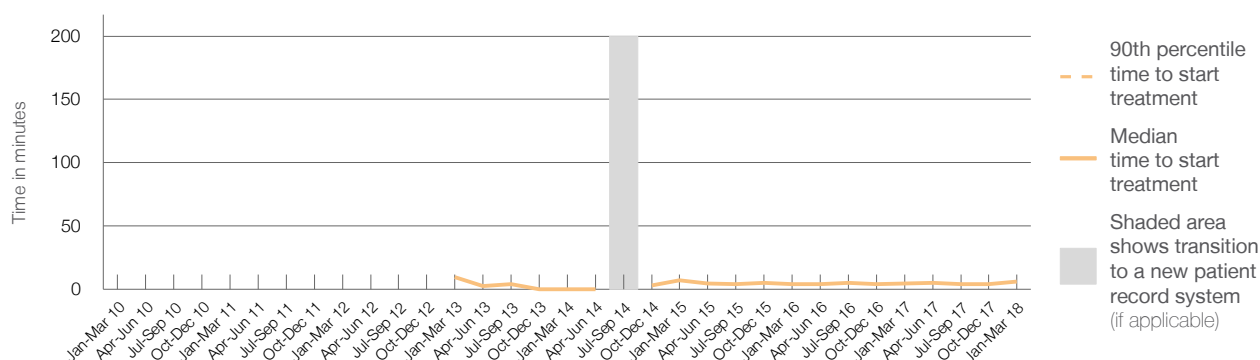
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
89	
86	
5 minutes	8 minutes
*	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				10	0	7	4	5	6
90th percentile time to start treatment ⁵ (minutes)				*	*	*	*	*	*

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

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Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 559

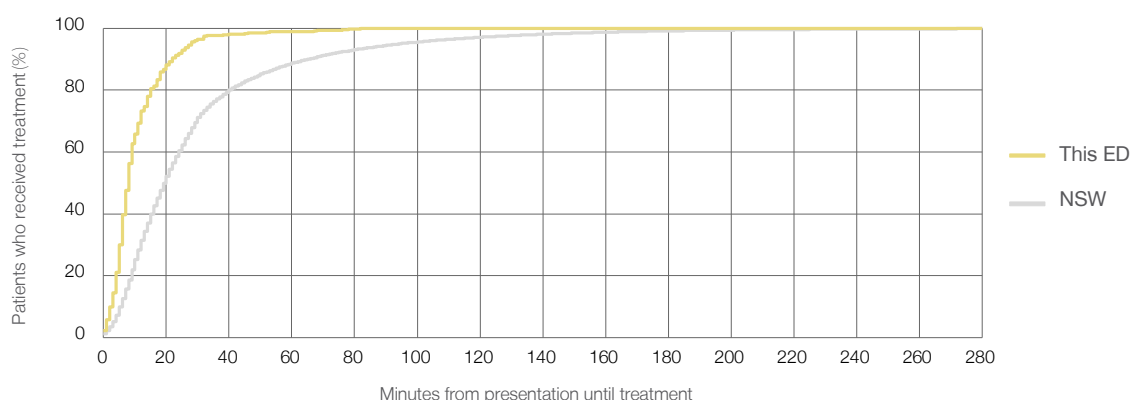
Number of triage 3 patients used to calculate waiting time:³ 541

Median time to start treatment⁴ 8 minutes

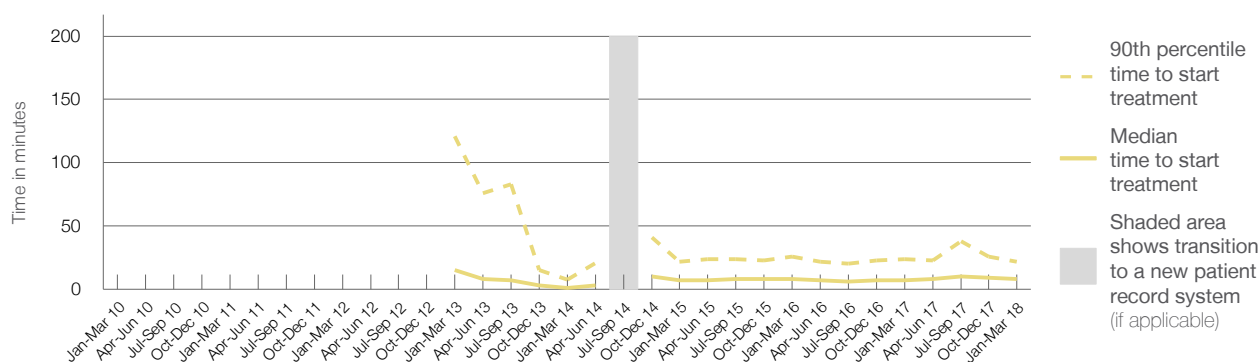
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
613	
601	
7 minutes	20 minutes
24 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				15	1	7	8	7	8
90th percentile time to start treatment ⁵ (minutes)				121	8	22	26	24	22

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

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Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 790

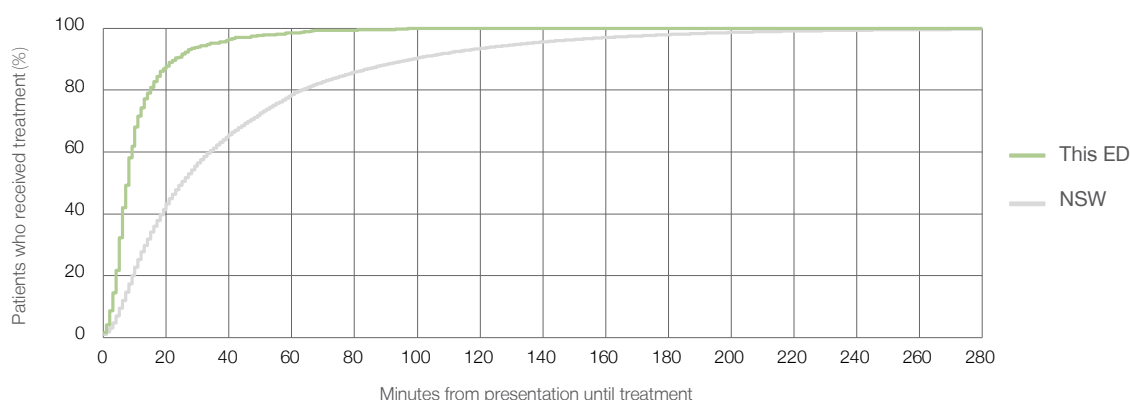
Number of triage 4 patients used to calculate waiting time:³ 751

Median time to start treatment⁴ 8 minutes

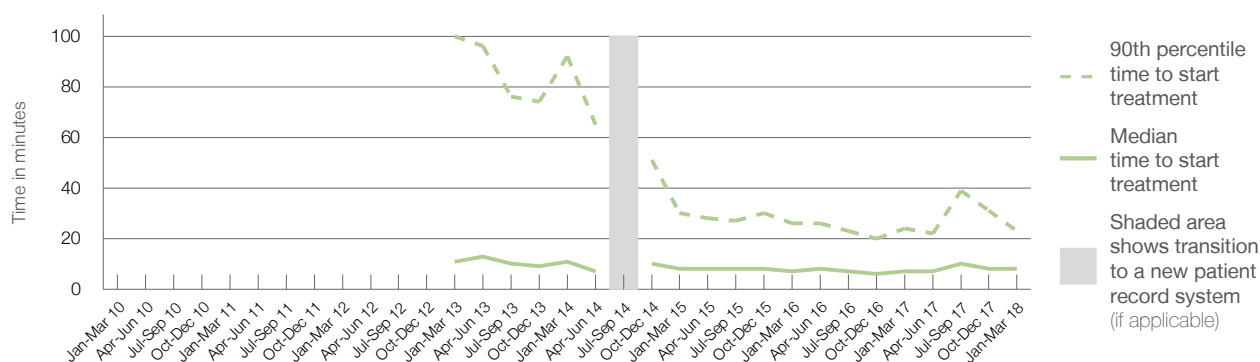
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
871	
834	
7 minutes	25 minutes
24 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				11	11	8	7	7	8
90th percentile time to start treatment ⁵ (minutes)				100	92	30	26	24	23

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

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

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 339

Number of triage 5 patients used to calculate waiting time:³ 325

Median time to start treatment⁴

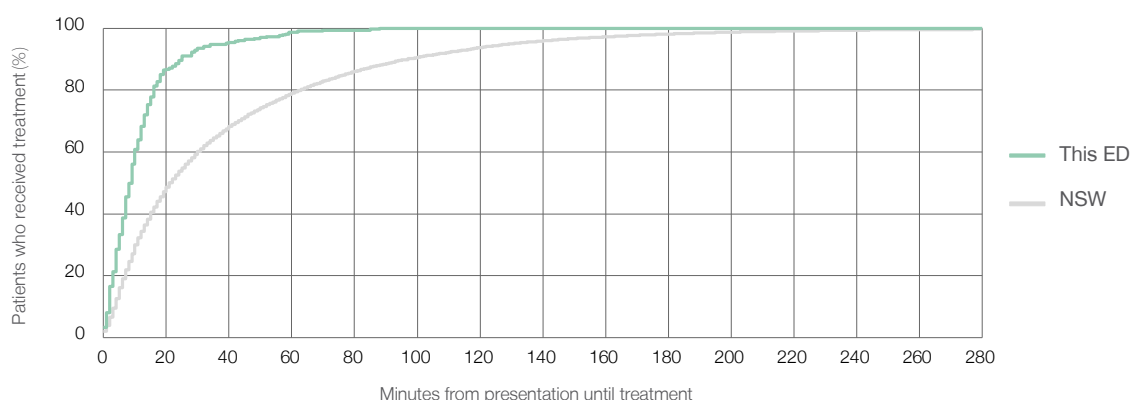
9 minutes

90th percentile time to start treatment⁵

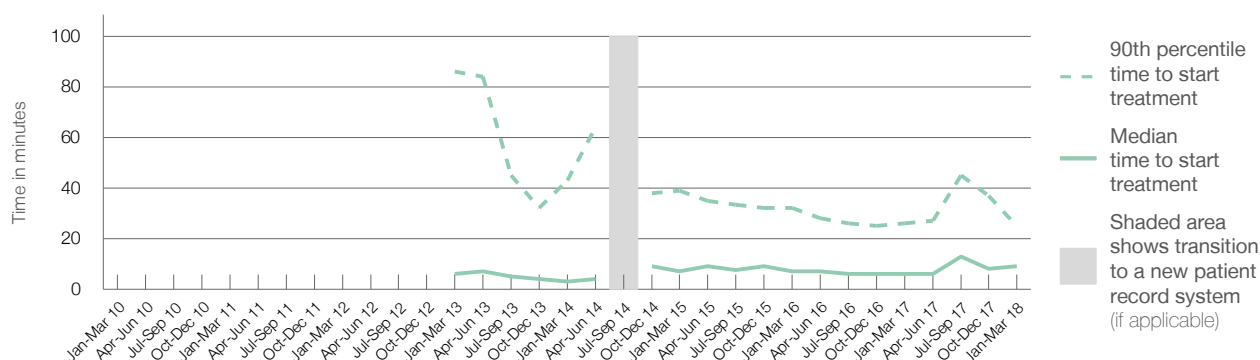
25 minutes

Same period last year	NSW (this period)
382	
364	
6 minutes	22 minutes
26 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				6	3	7	7	6	9
90th percentile time to start treatment ⁵ (minutes)				86	43	39	32	26	25

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Deniliquin Hospital and Health Services: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,360 patients

Presentations used to calculate time to leaving the ED:⁶ 2,359 patients

Median time spent in the ED⁸

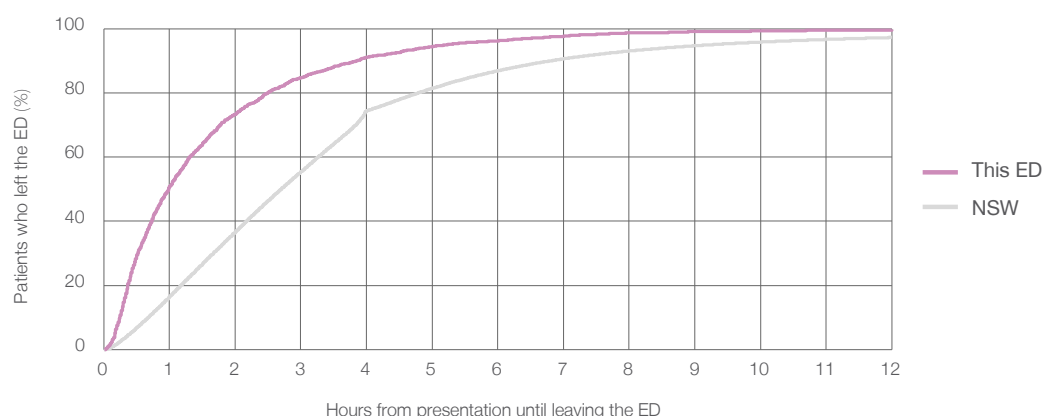
0 hours and 59 minutes

90th percentile time spent in the ED⁹

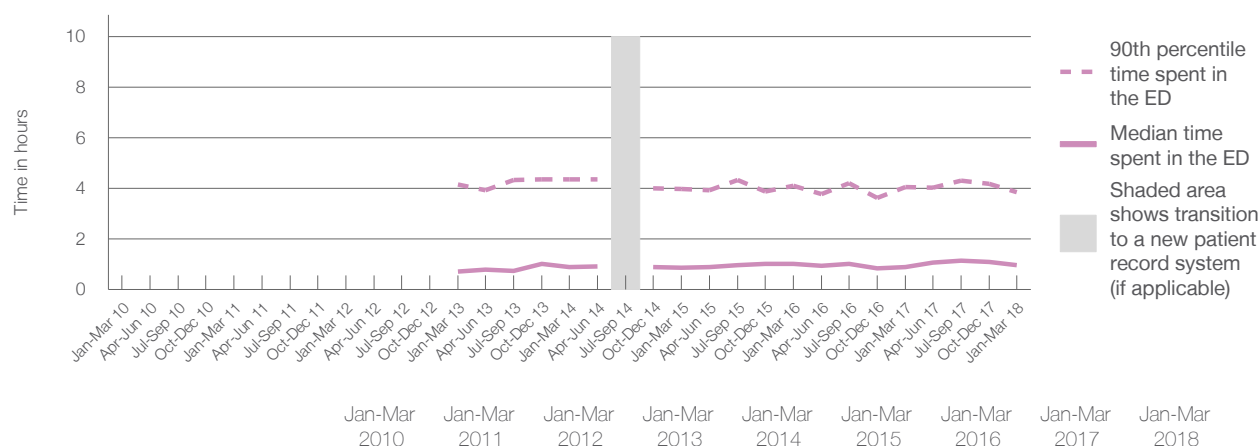
3 hours and 51 minutes

Same period last year	NSW (this period)
2,429	
2,429	
0 hours and 54 minutes	2 hours and 42 minutes
4 hours and 3 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)				0h 43m	0h 54m	0h 53m	1h 2m	0h 54m	0h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)				4h 9m	4h 21m	3h 59m	4h 6m	4h 3m	3h 51m

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

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Deniliquin Hospital and Health Services: Time patients spent in the ED

By mode of separation

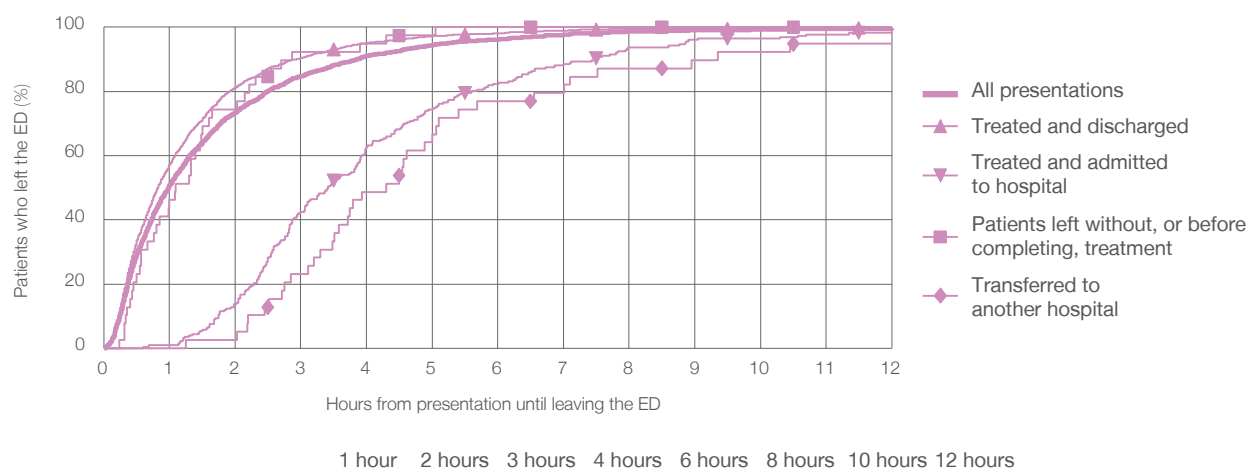
January to March 2018

All presentations:[†] 2,360 patients

Presentations used to calculate time to leaving the ED:[‡] 2,359 patients

		Same period last year	Change since one year ago
Treated and discharged	1,982 (84.0%)	2,429	-3%
Treated and admitted to hospital	226 (9.6%)	2,017	-1.7%
Patient left without, or before completing, treatment	39 (1.7%)	272	-16.9%
Transferred to another hospital	39 (1.7%)	29	34.5%
Other	74 (3.1%)	41	-4.9%
		70	5.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	57.2%	81.2%	90.4%	95.0%	98.1%	99.5%	99.7%	99.8%
Treated and admitted to hospital	0.9%	13.7%	42.5%	62.8%	82.3%	93.8%	96.5%	98.7%
Patient left without, or before completing, treatment	46.2%	74.4%	92.3%	94.9%	100%	100%	100%	100%
Transferred to another hospital	0%	2.6%	23.1%	48.7%	76.9%	87.2%	92.3%	94.9%
All presentations	50.8%	73.4%	84.7%	91.1%	96.2%	98.8%	99.2%	99.6%

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

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Deniliquin Hospital and Health Services: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 2,360 patients

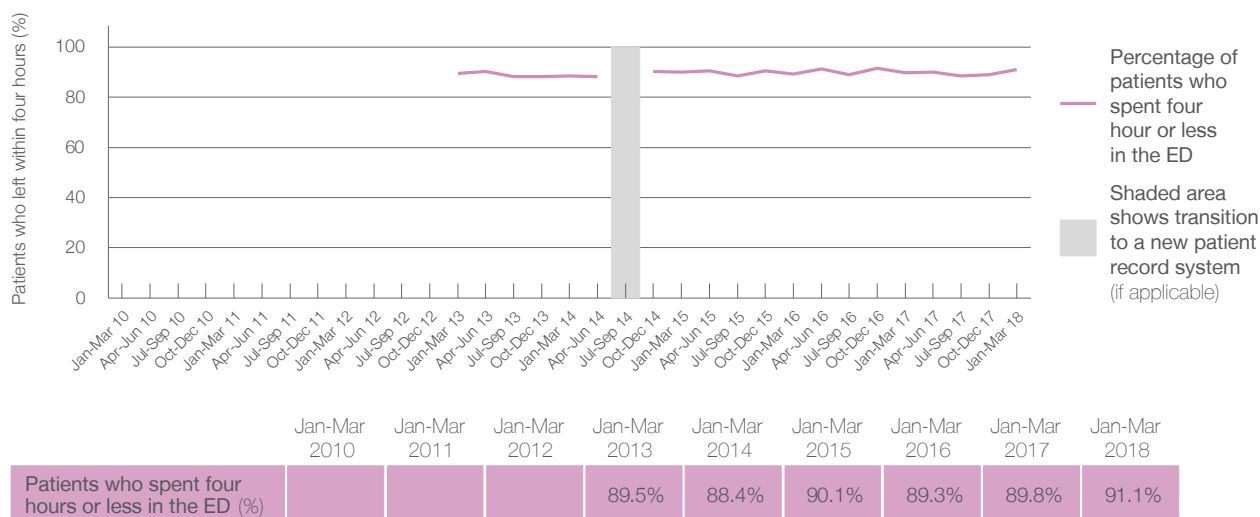
Presentations used to calculate time to leaving the ED: ⁶ 2,359 patients

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



Same period last year	Change since one year ago
2,429	-3%
2,429	-3%
89.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * 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, January to March 2018*.
 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 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Griffith Base Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 5,258 patients

Emergency presentations:² 5,048 patients

Same period last year	Change since one year ago
5,099	3%
4,862	4%

Griffith Base Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 450 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,834 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,101 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 78 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 627 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
490	
7 minutes	8 minutes
24 minutes	23 minutes
1,981	
15 minutes	20 minutes
50 minutes	65 minutes
1,948	
15 minutes	25 minutes
71 minutes	98 minutes
416	
15 minutes	22 minutes
78 minutes	97 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 5,258 patients

Percentage of patients who spent four hours or less in the ED 82%

Same period last year	Change since one year ago
5,099	3%
83%	

* 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, January to March 2018*.
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.

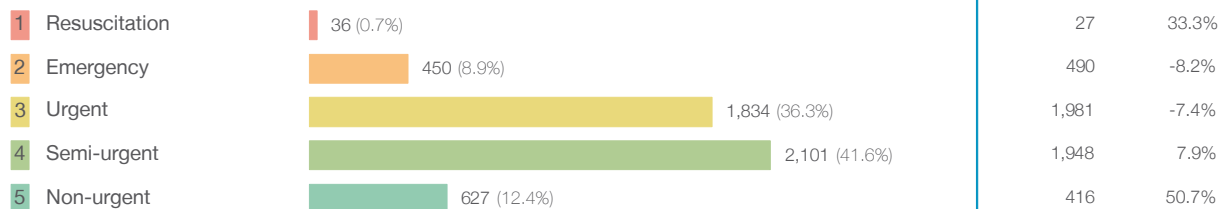
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Griffith Base Hospital: Patients presenting to the emergency department

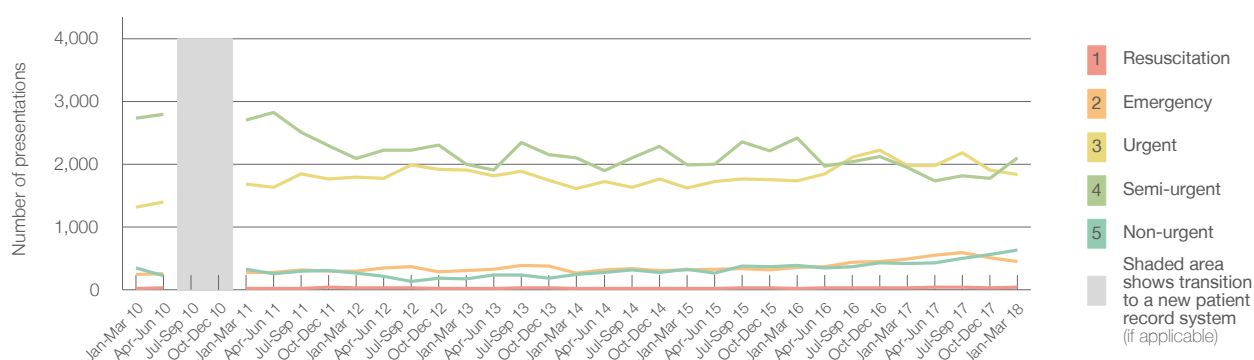
January to March 2018

All presentations:¹ 5,258 patients

Emergency presentations² by triage category: 5,048 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	15	18	26	16	18	18	18	27	36
Emergency	241	273	293	308	263	315	351	490	450
Urgent	1,318	1,678	1,794	1,903	1,609	1,622	1,731	1,981	1,834
Semi-urgent	2,728	2,705	2,086	2,001	2,101	1,987	2,412	1,948	2,101
Non-urgent	348	320	261	177	245	330	383	416	627
All emergency presentations	4,650	4,994	4,460	4,405	4,236	4,272	4,895	4,862	5,048

Griffith Base Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 685 patients

ED Transfer of care time



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Griffith Base Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 450

Number of triage 2 patients used to calculate waiting time:³ 447

Median time to start treatment⁴

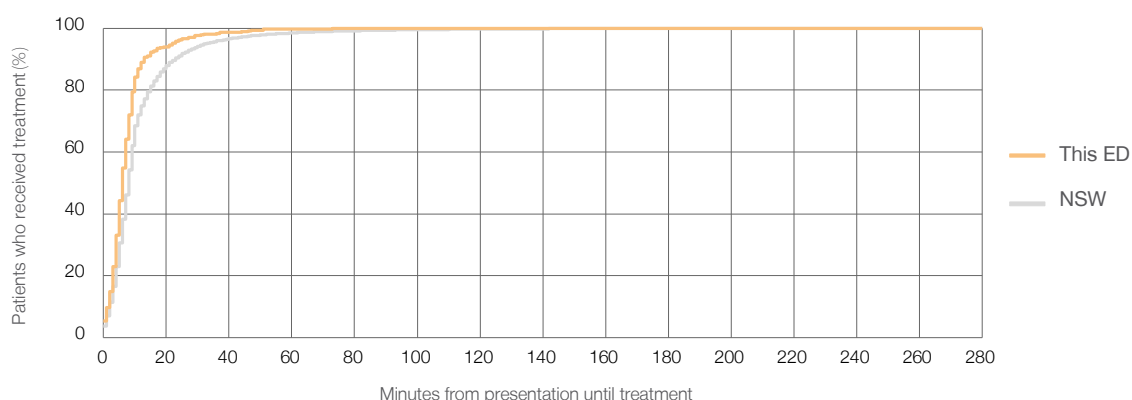
6 minutes

90th percentile time to start treatment⁵

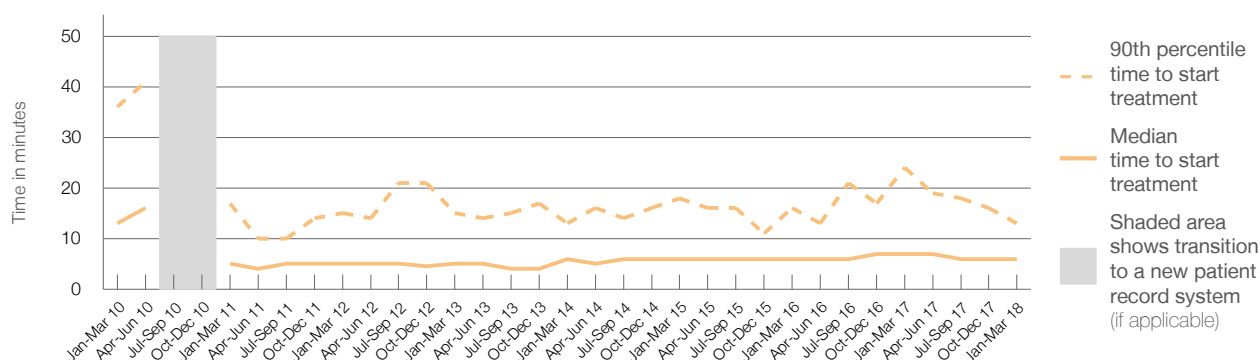
13 minutes

Same period last year	NSW (this period)
490	
487	
7 minutes	8 minutes
24 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	13	5	5	5	6	6	6	7	6
90th percentile time to start treatment ⁵ (minutes)	36	17	15	15	13	18	16	24	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.

Griffith Base Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,834

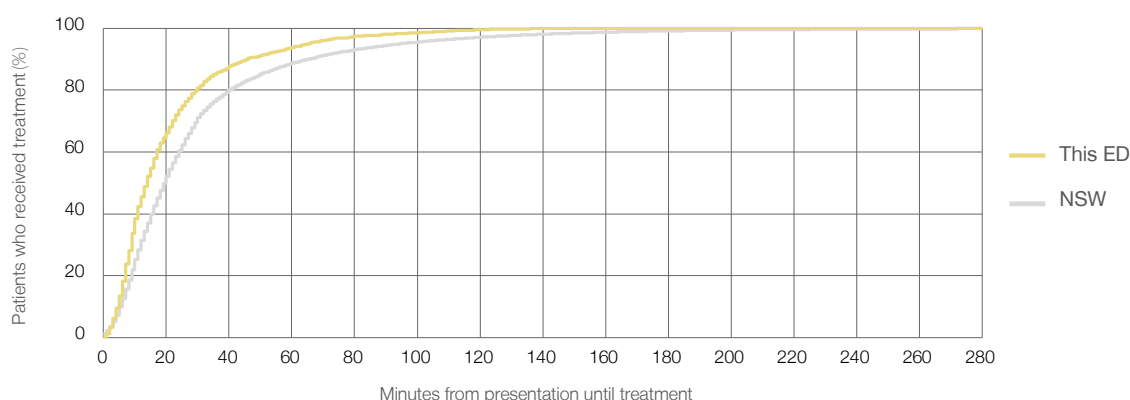
Number of triage 3 patients used to calculate waiting time:³ 1,809

Median time to start treatment⁴ 14 minutes

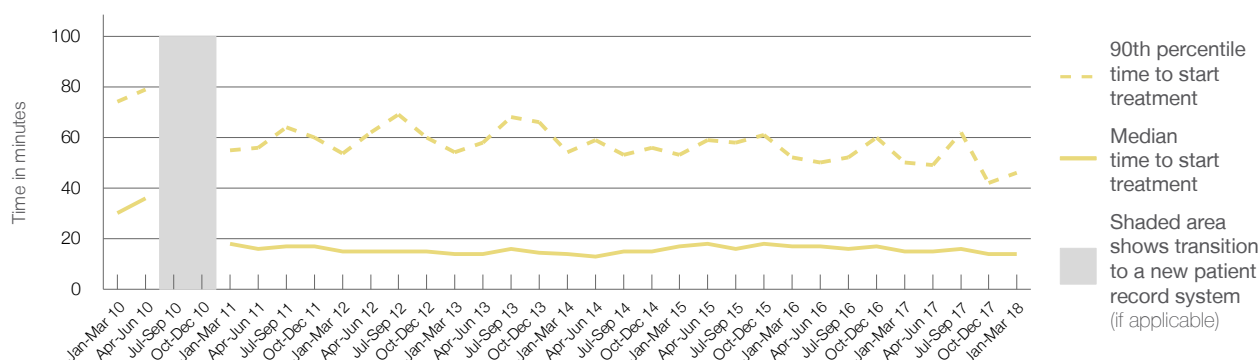
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
1,981	
1,957	
15 minutes	20 minutes
50 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	30	18	15	14	14	17	17	15	14
90th percentile time to start treatment ⁵ (minutes)	74	55	54	54	54	53	52	50	46

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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.

Griffith Base Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,101

Number of triage 4 patients used to calculate waiting time:³ 2,035

Median time to start treatment⁴

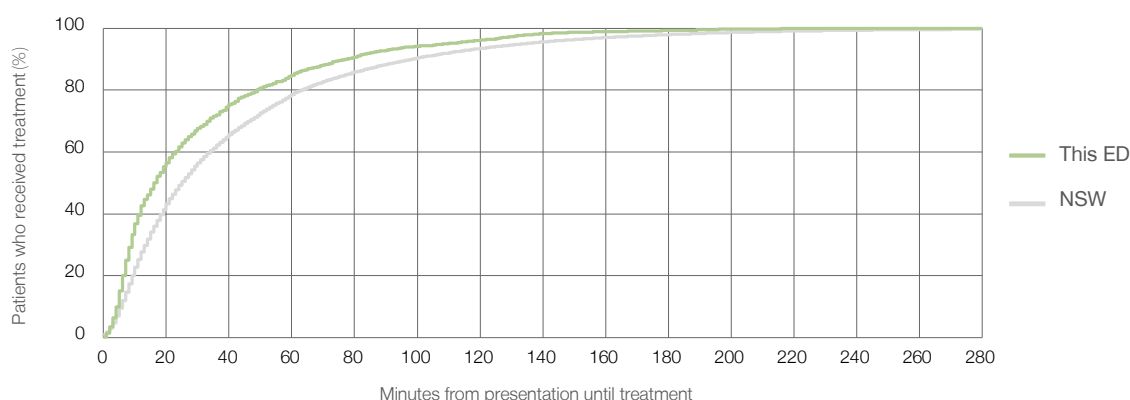
16 minutes

90th percentile time to start treatment⁵

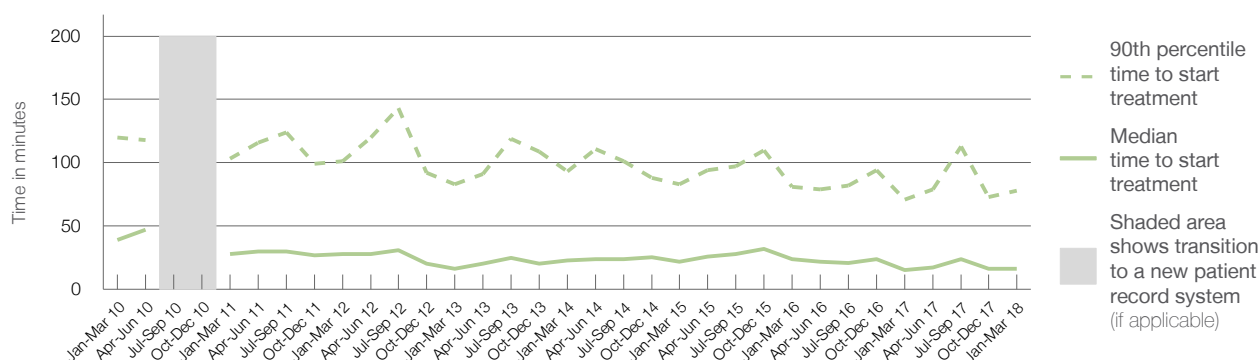
78 minutes

Same period last year	NSW (this period)
1,948	
1,896	
15 minutes	25 minutes
71 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	39	28	28	16	23	22	24	15	16
90th percentile time to start treatment ⁵ (minutes)	120	103	101	83	93	83	81	71	78

(†) 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 627

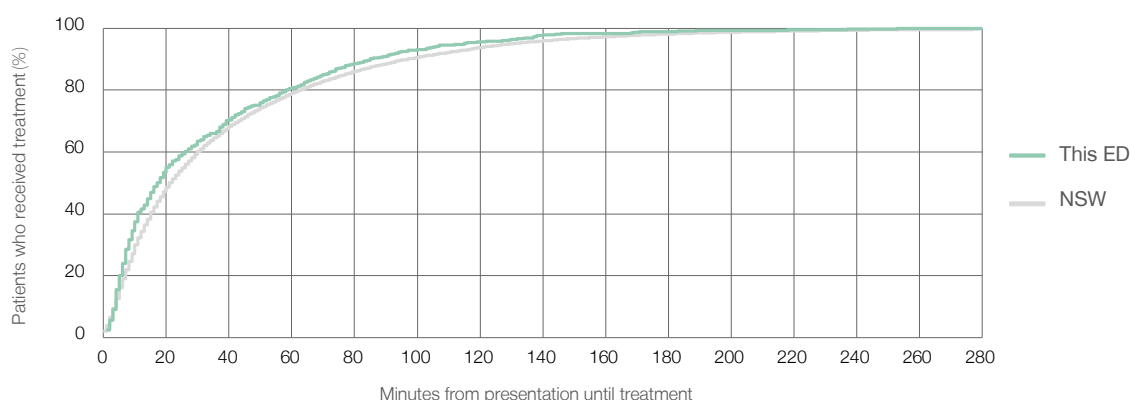
Number of triage 5 patients used to calculate waiting time:³ 578

Median time to start treatment⁴ 17 minutes

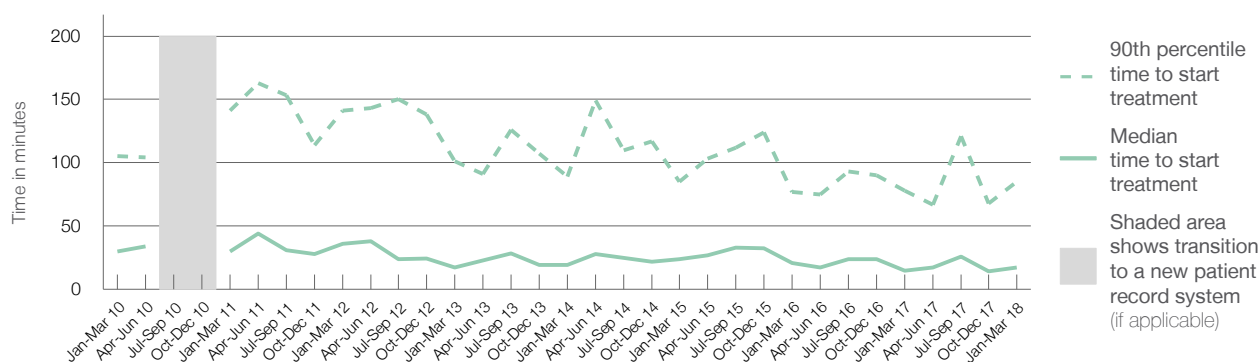
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
416	
386	
15 minutes	22 minutes
78 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	30	30	36	17	19	24	21	15	17
90th percentile time to start treatment ⁵ (minutes)	105	141	141	101	89	85	77	78	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.

Griffith Base Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 5,258 patients

Presentations used to calculate time to leaving the ED:⁶ 5,258 patients

Median time spent in the ED⁸

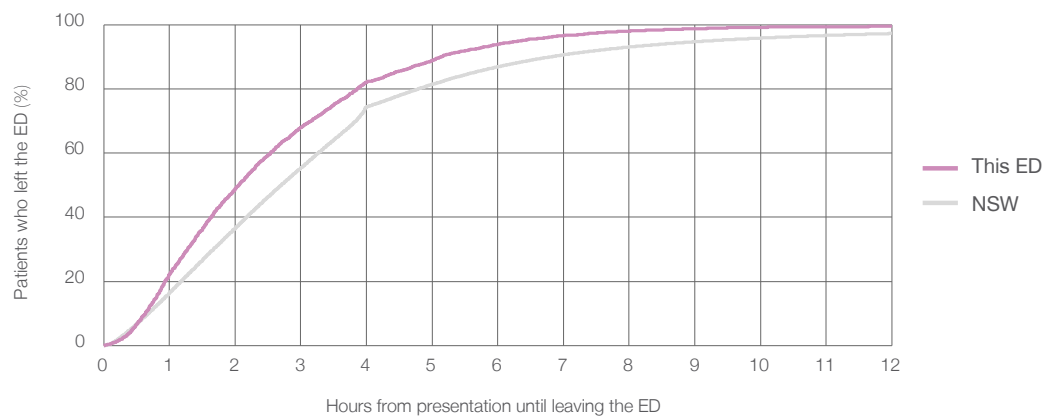
2 hours and 3 minutes

90th percentile time spent in the ED⁹

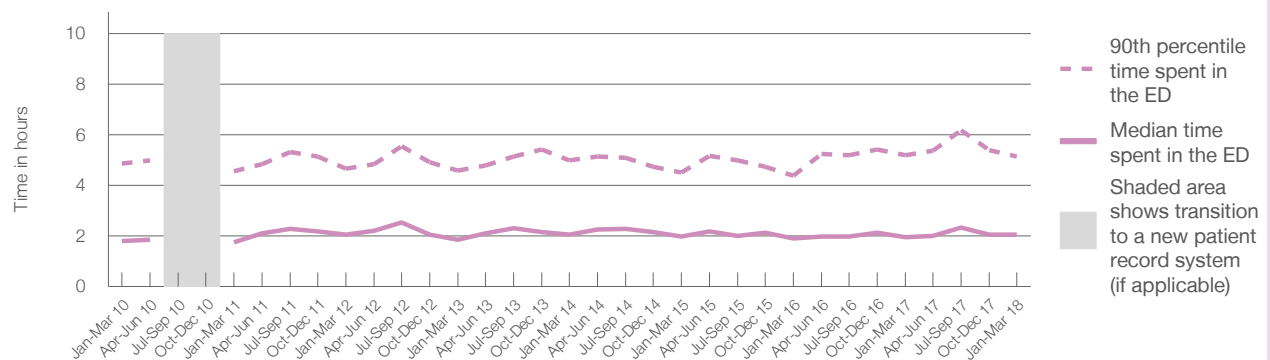
5 hours and 9 minutes

Same period last year	NSW (this period)
5,099	5,099
1 hours and 58 minutes	2 hours and 42 minutes
5 hours and 11 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 48m	1h 46m	2h 4m	1h 51m	2h 3m	1h 59m	1h 54m	1h 58m	2h 3m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 52m	4h 34m	4h 40m	4h 35m	5h 0m	4h 30m	4h 23m	5h 11m	5h 9m

(†) 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.

Griffith Base Hospital: Time patients spent in the ED

By mode of separation

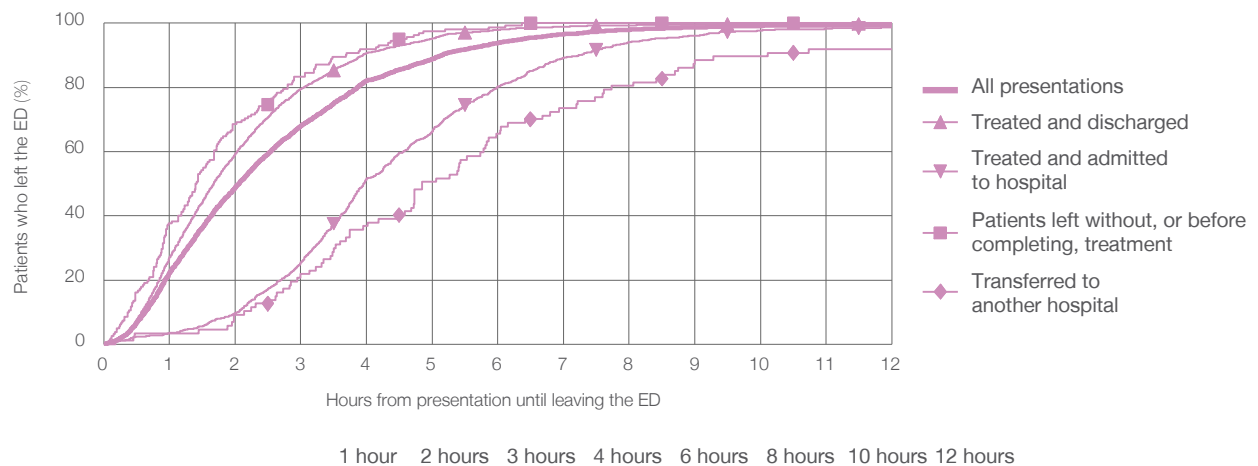
January to March 2018

All presentations:¹ 5,258 patients

Presentations used to calculate time to leaving the ED:⁶ 5,258 patients

		Same period last year	Change since one year ago
Treated and discharged	3,951 (75.1%)	5,099	3%
Treated and admitted to hospital	1,043 (19.8%)	3,798	4.0%
Patient left without, or before completing, treatment	162 (3.1%)	1,040	0.3%
Transferred to another hospital	87 (1.7%)	145	11.7%
Other	15 (0.3%)	103	-15.5%
		13	15.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{††}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27.0%	59.4%	79.5%	90.7%	97.9%	99.4%	99.7%	99.8%
Treated and admitted to hospital	3.5%	9.8%	25.6%	51.6%	80.3%	94.1%	97.8%	98.7%
Patient left without, or before completing, treatment	37.7%	68.5%	83.3%	92.0%	98.8%	100%	100%	100%
Transferred to another hospital	3.4%	9.2%	21.8%	36.8%	65.5%	80.5%	89.7%	92.0%
All presentations	22.4%	49.0%	68.0%	82.1%	93.9%	98.0%	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.

Griffith Base Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 5,258 patients

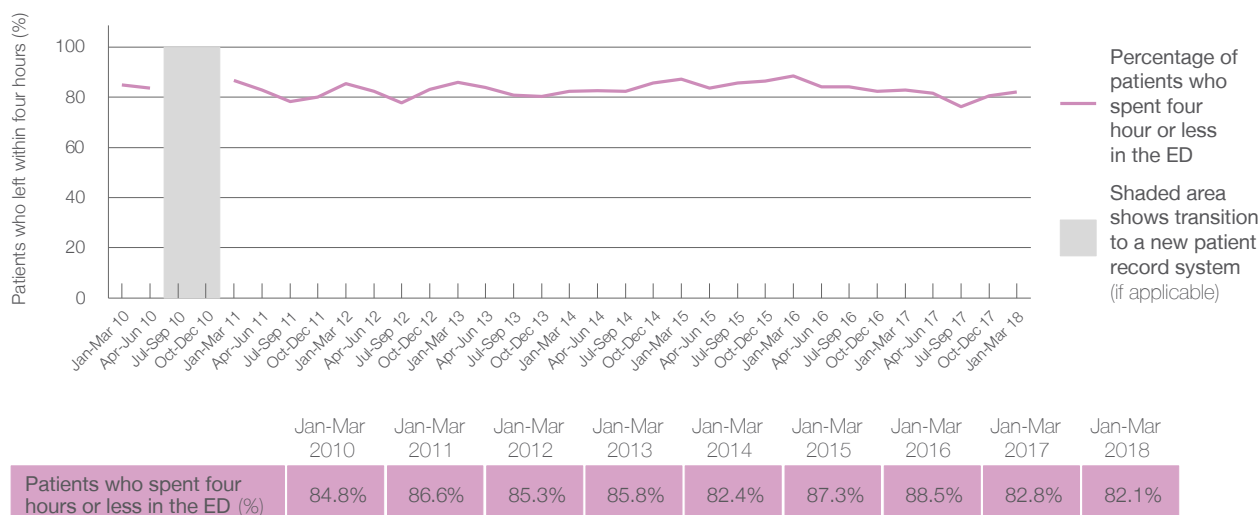
Presentations used to calculate time to leaving the ED: ⁶ 5,258 patients

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



Same period last year	Change since one year ago
5,099	3%
5,099	3%
82.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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, January to March 2018*.
 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 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 10,297 patients

Emergency presentations:² 9,990 patients

Same period last year	Change since one year ago
9,682	6%
9,182	9%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 888 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,887 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,894 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,283 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
680	
5 minutes	8 minutes
12 minutes	23 minutes
3,843	
15 minutes	20 minutes
47 minutes	65 minutes
3,728	
21 minutes	25 minutes
75 minutes	98 minutes
884	
19 minutes	22 minutes
79 minutes	97 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 10,295 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
9,682	6%
70%	

* 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, January to March 2018*.
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.

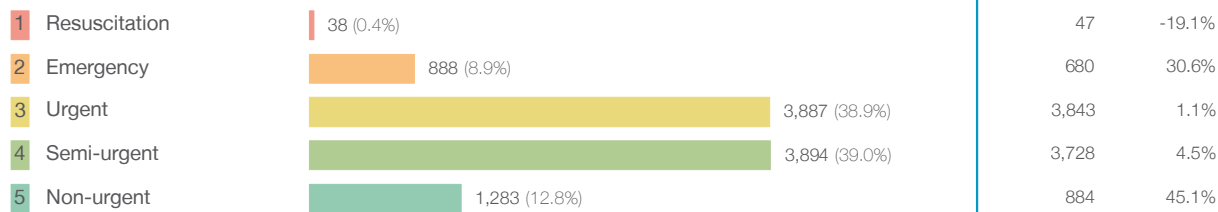
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

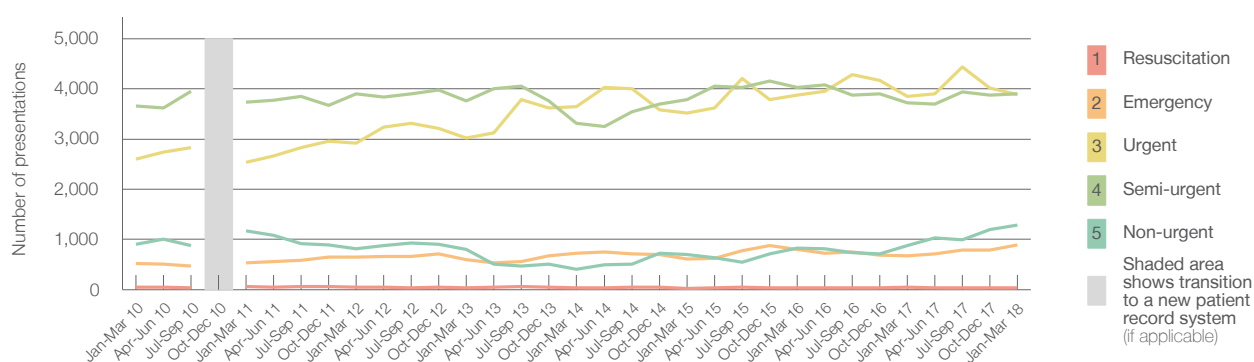
January to March 2018

All presentations:¹ 10,297 patients

Emergency presentations² by triage category: 9,990 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	43	67	50	40	33	23	37	47	38
Emergency	518	539	651	592	724	612	799	680	888
Urgent	2,601	2,540	2,915	3,015	3,645	3,516	3,870	3,843	3,887
Semi-urgent	3,658	3,731	3,895	3,764	3,313	3,788	4,025	3,728	3,894
Non-urgent	908	1,172	820	799	411	703	823	884	1,283
All emergency presentations	7,728	8,049	8,331	8,210	8,126	8,642	9,554	9,182	9,990

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 2,255 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 888

Number of triage 2 patients used to calculate waiting time:³ 886

Median time to start treatment⁴

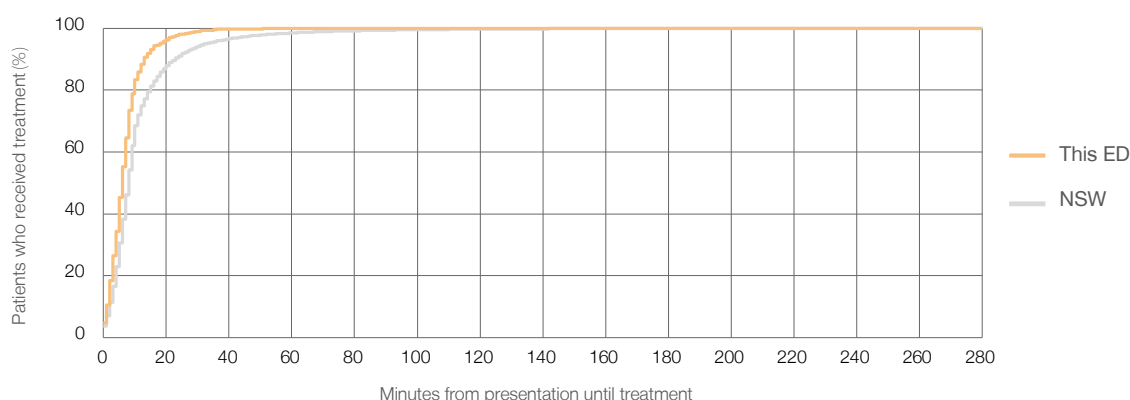
6 minutes

90th percentile time to start treatment⁵

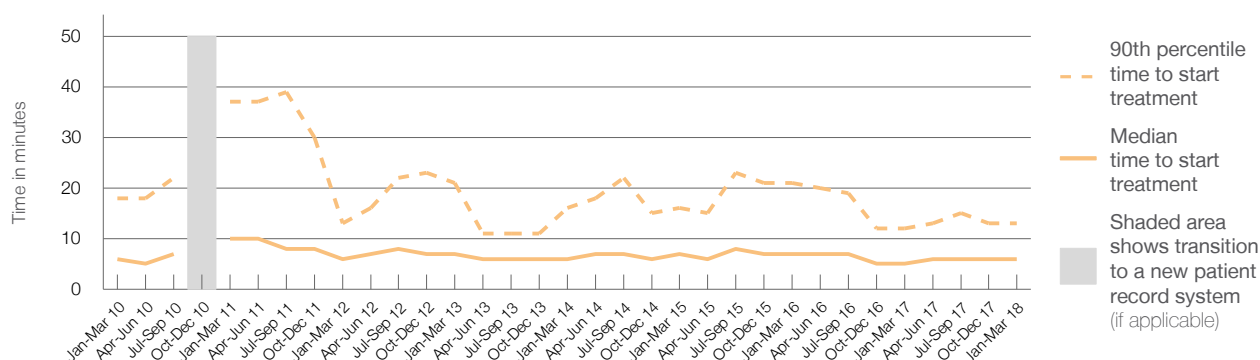
13 minutes

Same period last year	NSW (this period)
680	
679	
5 minutes	8 minutes
12 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	6	10	6	7	6	7	7	5	6
90th percentile time to start treatment ⁵ (minutes)	18	37	13	21	16	16	21	12	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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 3,887

Number of triage 3 patients used to calculate waiting time:³ 3,831

Median time to start treatment⁴

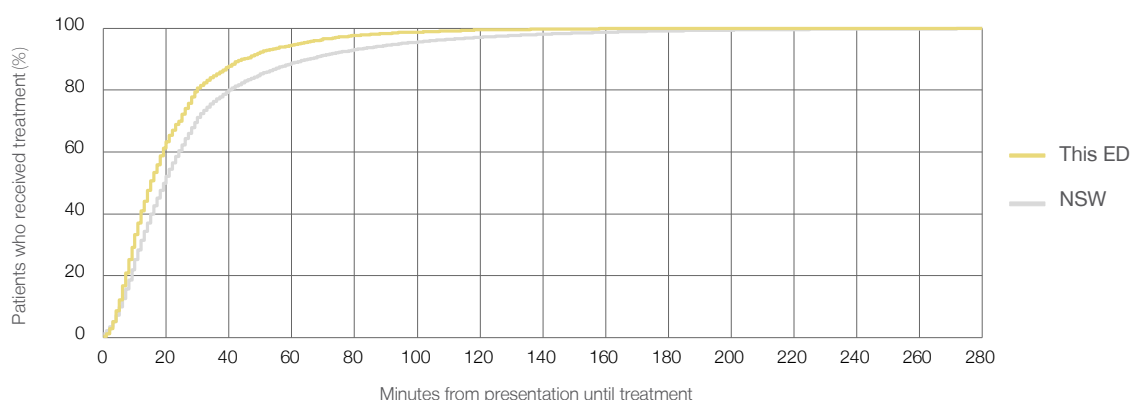
15 minutes

90th percentile time to start treatment⁵

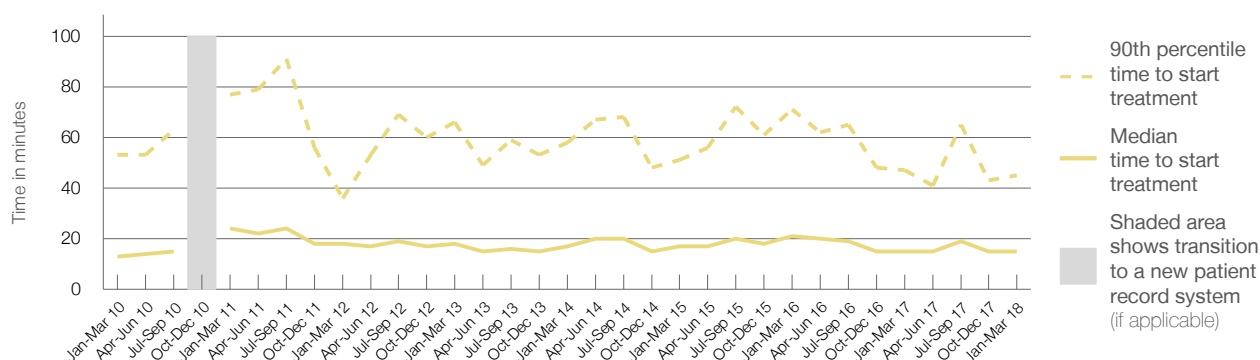
45 minutes

Same period last year	NSW (this period)
3,843	
3,802	
15 minutes	20 minutes
47 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	13	24	18	18	17	17	21	15	15
90th percentile time to start treatment ⁵ (minutes)	53	77	36	66	58	51	71	47	45

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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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 3,894

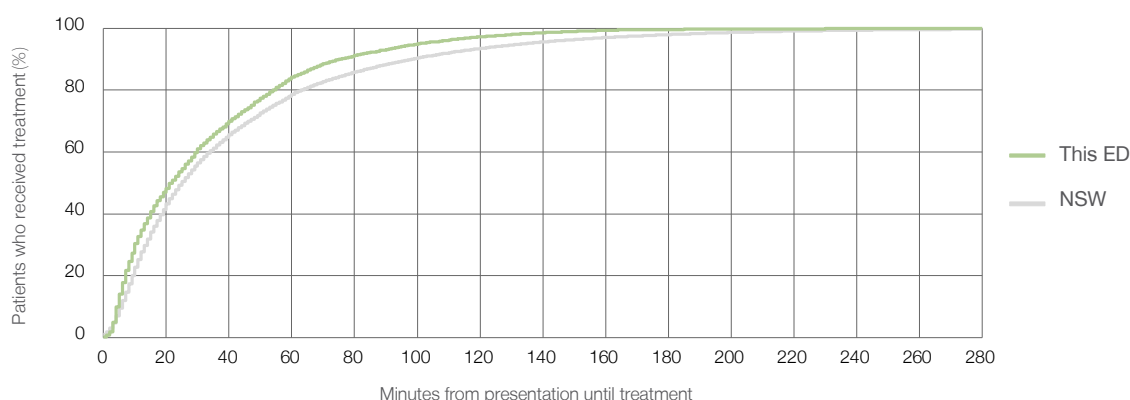
Number of triage 4 patients used to calculate waiting time: ³ 3,743

Median time to start treatment ⁴ 22 minutes

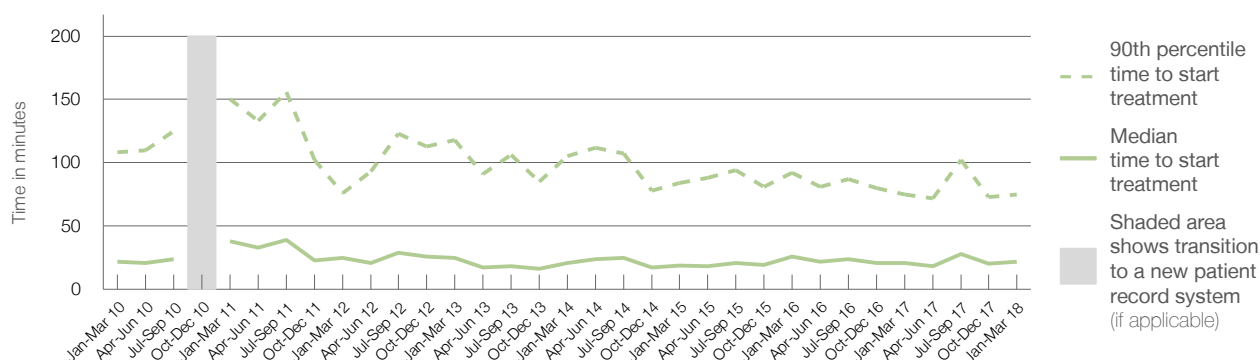
90th percentile time to start treatment ⁵ 75 minutes

Same period last year	NSW (this period)
3,728	
3,624	
21 minutes	25 minutes
75 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	22	38	25	25	21	19	26	21	22
90th percentile time to start treatment ⁵ (minutes)	108	150	76	118	105	84	92	75	75

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

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Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,283

Number of triage 5 patients used to calculate waiting time: ³ 1,195

Median time to start treatment ⁴

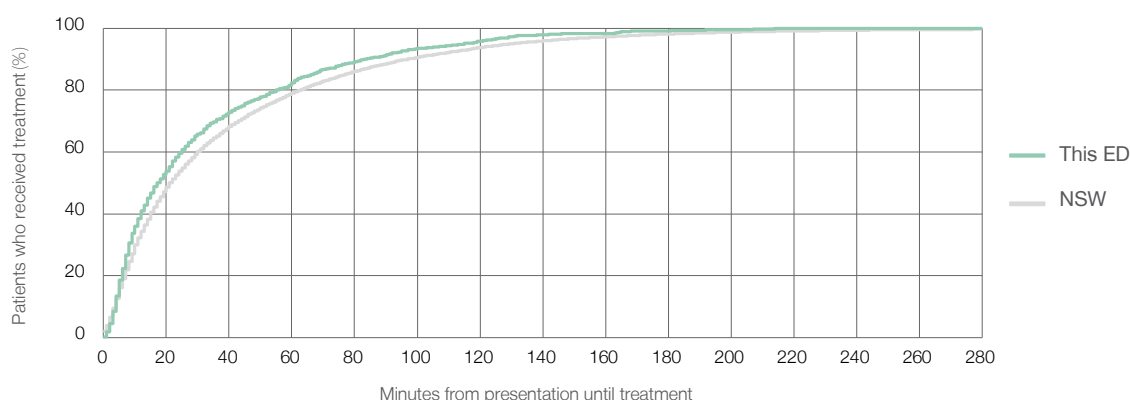
17 minutes

90th percentile time to start treatment ⁵

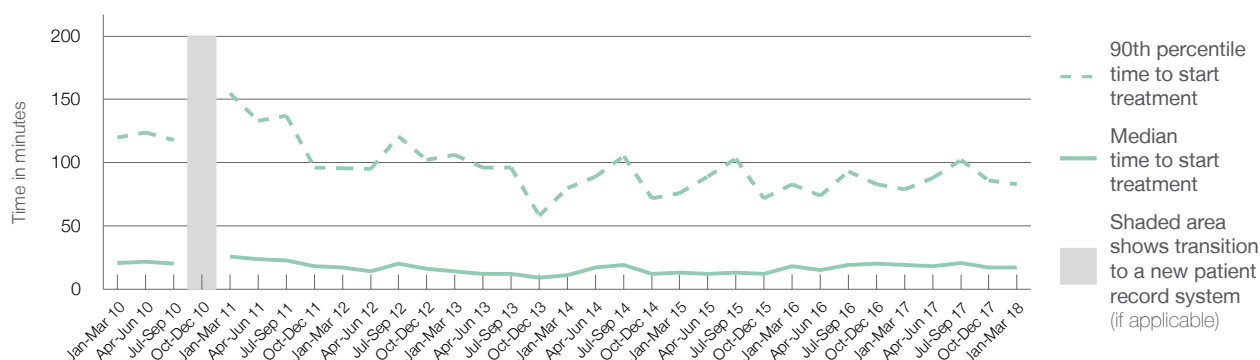
83 minutes

Same period last year	NSW (this period)
884	
828	
19 minutes	22 minutes
79 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	21	26	17	14	11	13	18	19	17
90th percentile time to start treatment ⁵ (minutes)	120	155	96	106	80	76	83	79	83

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 10,297 patients

Presentations used to calculate time to leaving the ED:⁶ 10,295 patients

Median time spent in the ED⁸

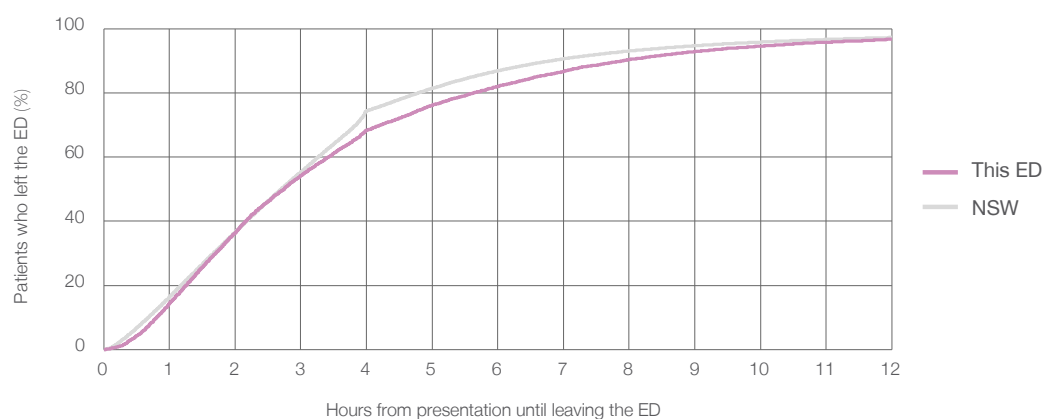
2 hours and 45 minutes

90th percentile time spent in the ED⁹

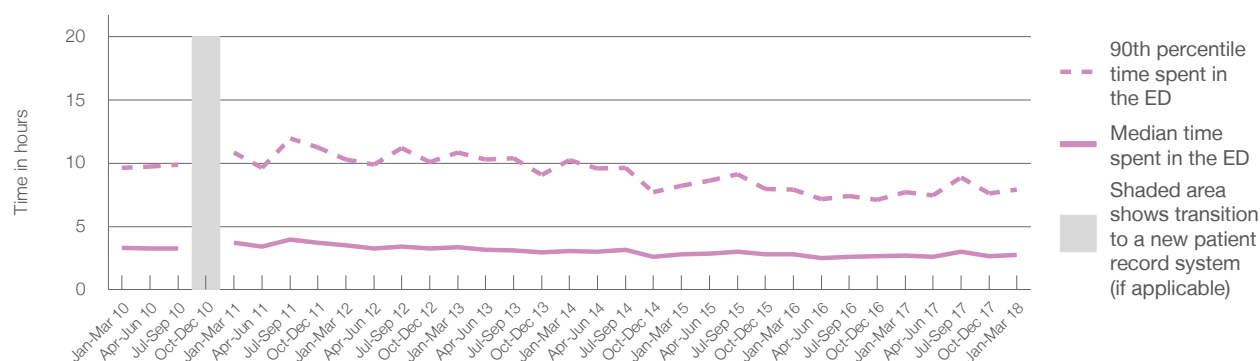
7 hours and 54 minutes

Same period last year	NSW (this period)
9,682	
9,682	
2 hours and 41 minutes	2 hours and 42 minutes
7 hours and 42 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 18m	3h 42m	3h 32m	3h 22m	3h 2m	2h 47m	2h 48m	2h 41m	2h 45m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 37m	10h 52m	10h 16m	10h 50m	10h 14m	8h 13m	7h 56m	7h 42m	7h 54m

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Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

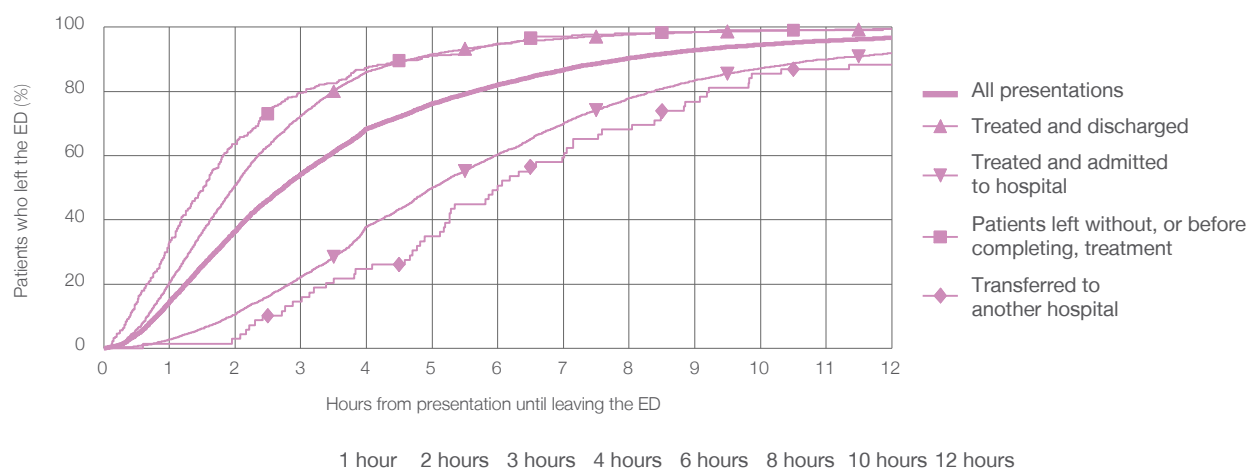
January to March 2018

All presentations:[†] 10,297 patients

Presentations used to calculate time to leaving the ED:[‡] 10,295 patients

		Same period last year	Change since one year ago
Treated and discharged	6,136 (59.6%)	9,682	6%
Treated and admitted to hospital	3,710 (36.0%)	5,761	6.5%
Patient left without, or before completing, treatment	357 (3.5%)	3,576	3.7%
Transferred to another hospital	69 (0.7%)	272	31.3%
Other	25 (0.2%)	58	19.0%
		15	66.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



Treated and discharged	20.6%	50.8%	72.4%	86.1%	94.7%	97.8%	98.8%	99.5%
Treated and admitted to hospital	2.9%	10.6%	22.2%	37.8%	60.5%	78.0%	87.2%	91.9%
Patient left without, or before completing, treatment	33.1%	63.6%	79.6%	87.4%	95.0%	98.0%	99.2%	99.4%
Transferred to another hospital	1.4%	2.9%	14.5%	24.6%	50.7%	68.1%	85.5%	88.4%
All presentations	14.6%	36.5%	54.2%	68.3%	82.1%	90.4%	94.6%	96.7%

(†) 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.

Wagga Wagga Rural Referral Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 10,297 patients

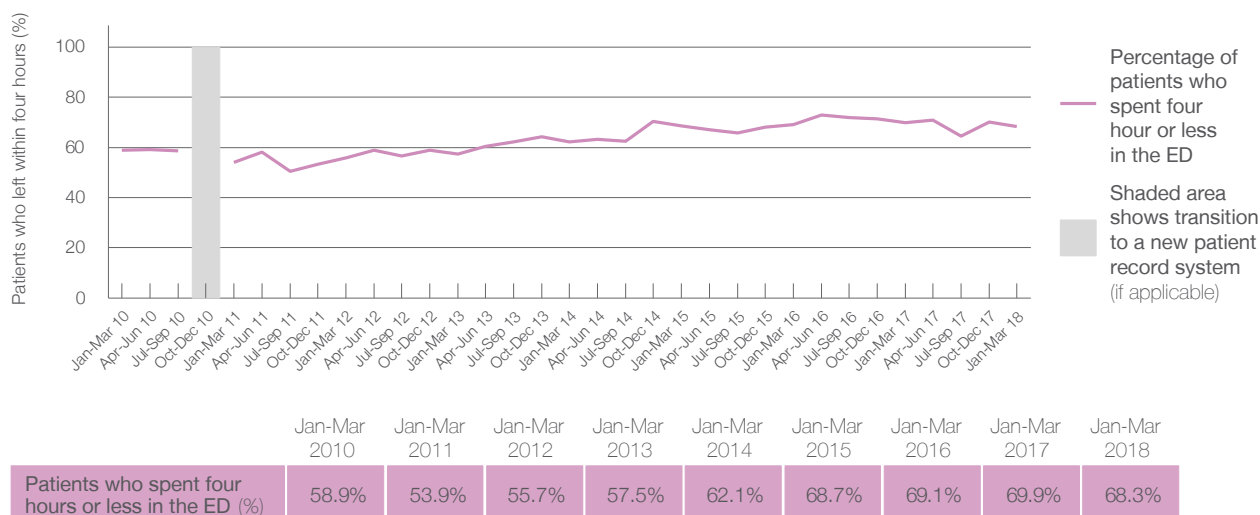
Presentations used to calculate time to leaving the ED: ⁶ 10,295 patients

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



Same period last year	Change since one year ago
9,682	6%
9,682	6%
69.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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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 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 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Young Health Service: Emergency department (ED) overview

January to March 2018

All presentations:¹ 1,832 patients

Emergency presentations:² 1,699 patients

Same period last year	Change since one year ago
2,411	-24%
2,230	-24%

Young Health Service: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 189 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 693 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 661 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 148 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
111	
6 minutes	8 minutes
27 minutes	23 minutes
788	
8 minutes	20 minutes
28 minutes	65 minutes
1,069	
10 minutes	25 minutes
38 minutes	98 minutes
254	
10 minutes	22 minutes
45 minutes	97 minutes

Young Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 1,832 patients

Percentage of patients who spent four hours or less in the ED 95%

Same period last year	Change since one year ago
2,411	-24%
97%	

* 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, January to March 2018*.
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.

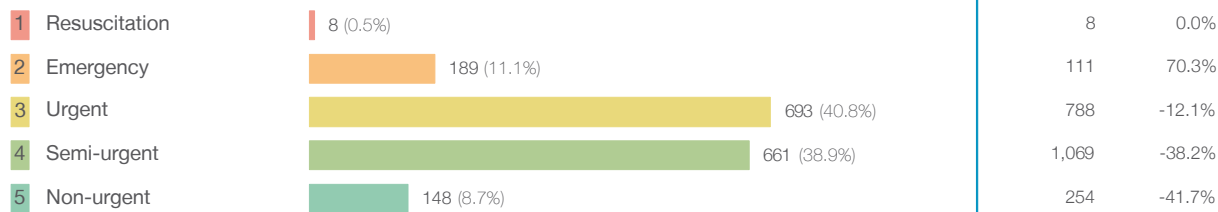
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Young Health Service: Patients presenting to the emergency department

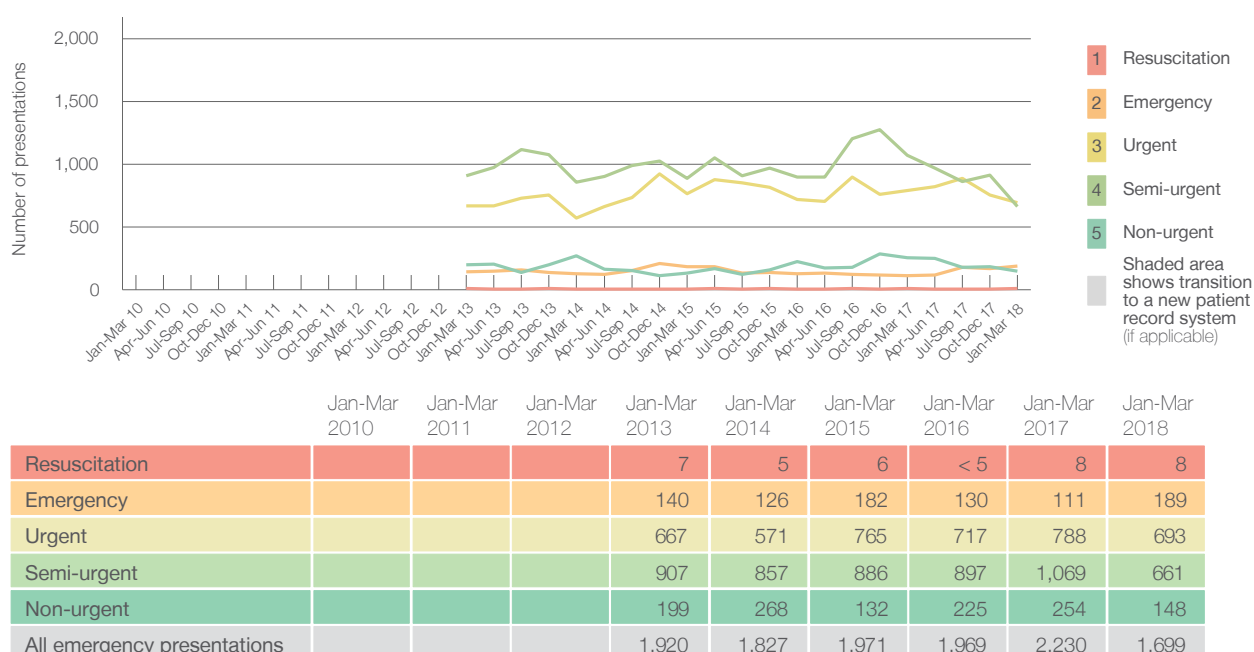
January to March 2018

All presentations:¹ 1,832 patients

Emergency presentations² by triage category: 1,699 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{†§}



Young Health Service: Patients arriving by ambulance

January to March 2018

ED Transfer of care time is not currently available for this hospital. 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.

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

January to March 2018

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

Number of triage 2 patients: 189

Number of triage 2 patients used to calculate waiting time:³ 189

Median time to start treatment⁴

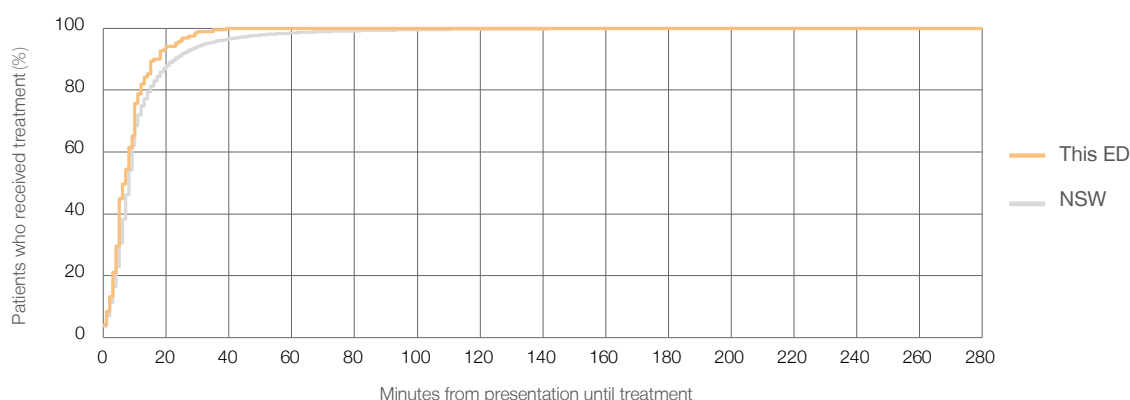
7 minutes

90th percentile time to start treatment⁵

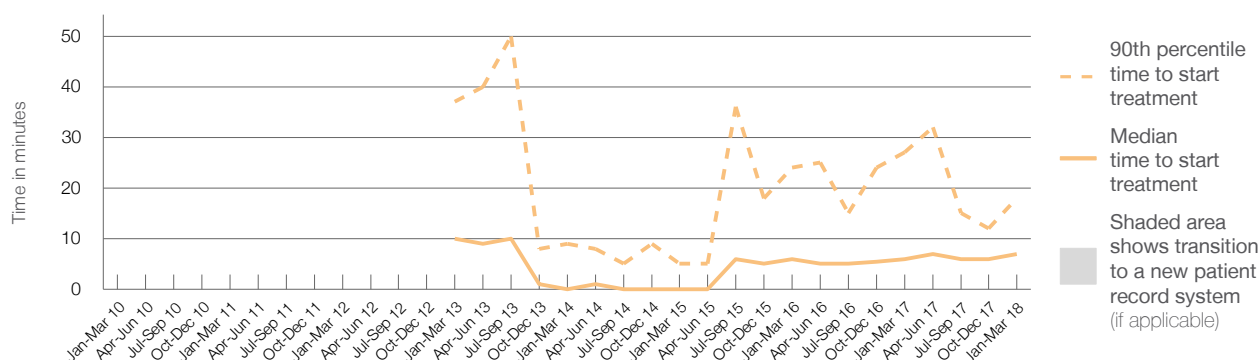
18 minutes

Same period last year	NSW (this period)
111	111
6 minutes	8 minutes
27 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				10	0	0	6	6	7
90th percentile time to start treatment ⁵ (minutes)				37	9	5	24	27	18

(†) 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 3

January to March 2018

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

Number of triage 3 patients: 693

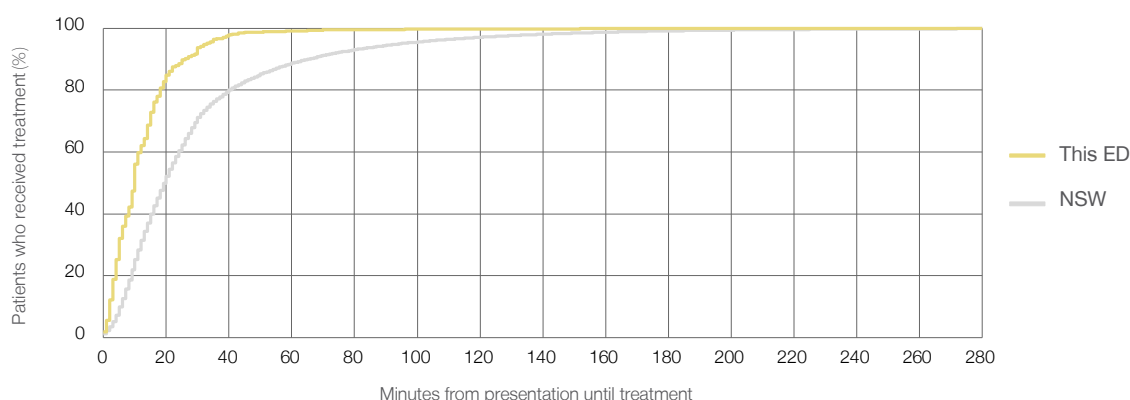
Number of triage 3 patients used to calculate waiting time:³ 693

Median time to start treatment⁴ 10 minutes

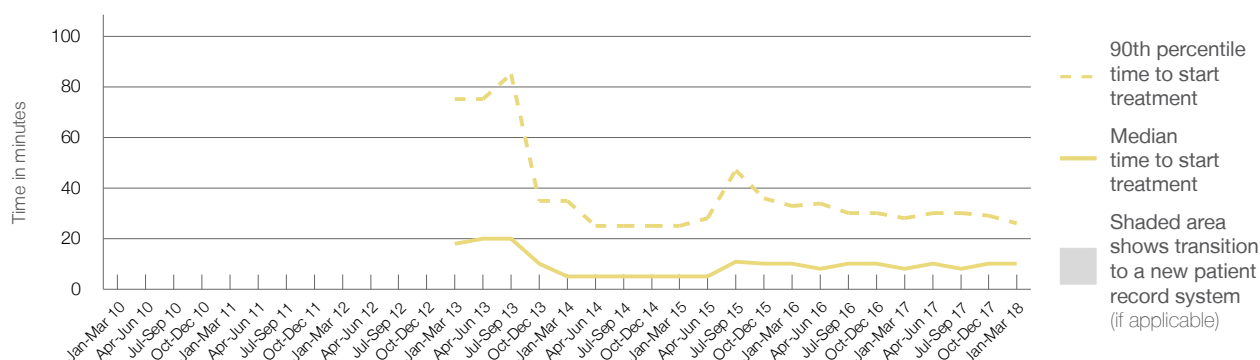
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
788	
787	
8 minutes	20 minutes
28 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				18	5	5	10	8	10
90th percentile time to start treatment ⁵ (minutes)				75	35	25	33	28	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.

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

January to March 2018

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

Number of triage 4 patients: 661

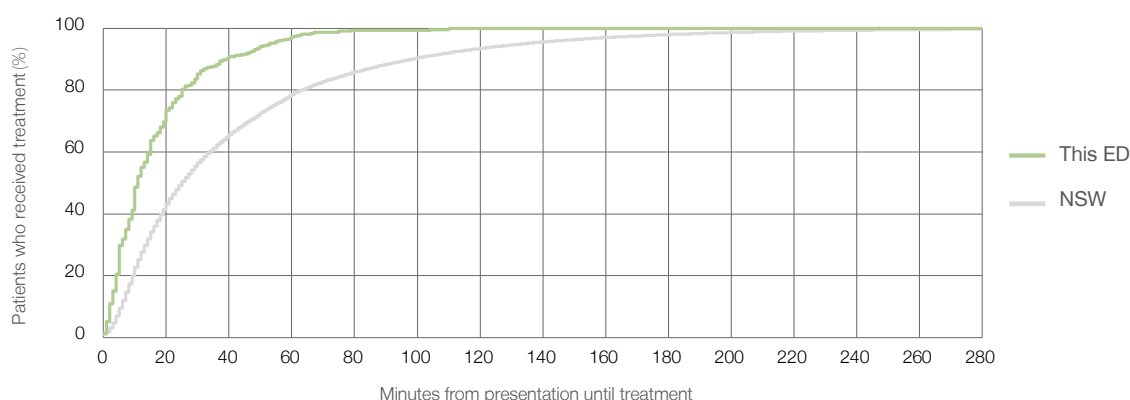
Number of triage 4 patients used to calculate waiting time:³ 655

Median time to start treatment⁴ 11 minutes

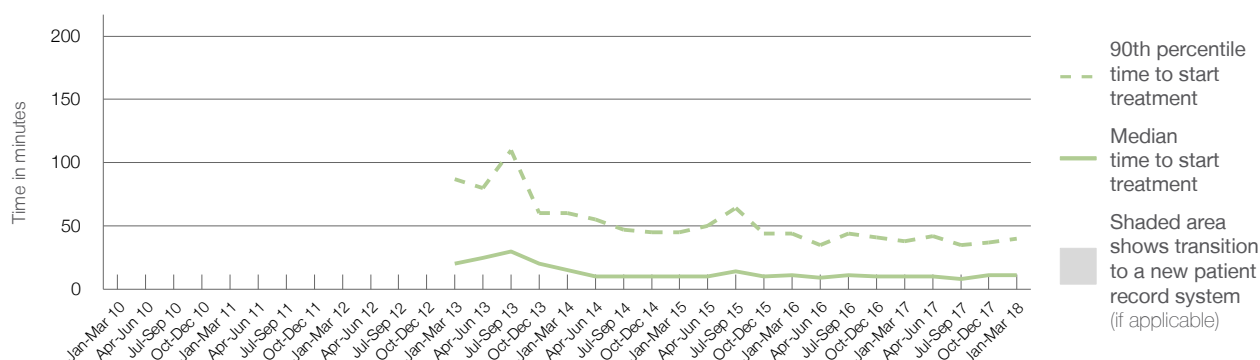
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
1,069	
1,061	
10 minutes	25 minutes
38 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				20	15	10	11	10	11
90th percentile time to start treatment ⁵ (minutes)				87	60	45	44	38	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.

(§) 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 5

January to March 2018

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

Number of triage 5 patients: 148

Number of triage 5 patients used to calculate waiting time:³ 146

Median time to start treatment⁴

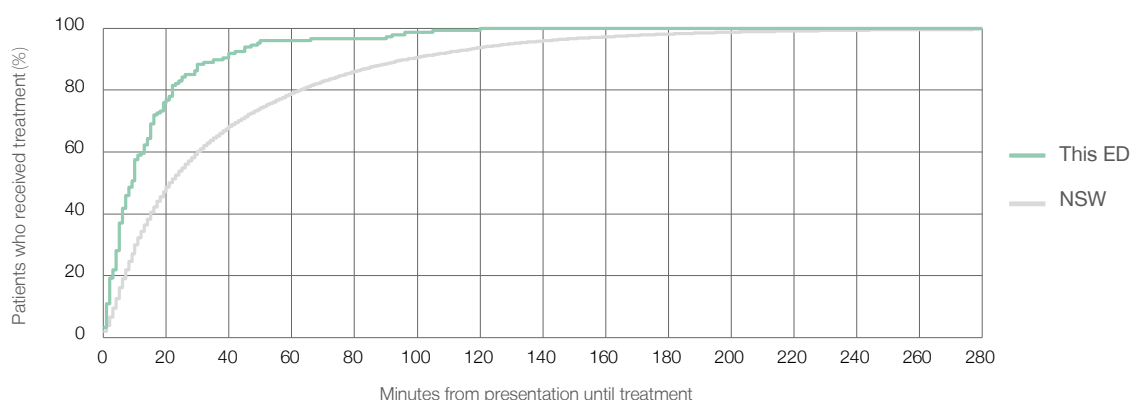
9 minutes

90th percentile time to start treatment⁵

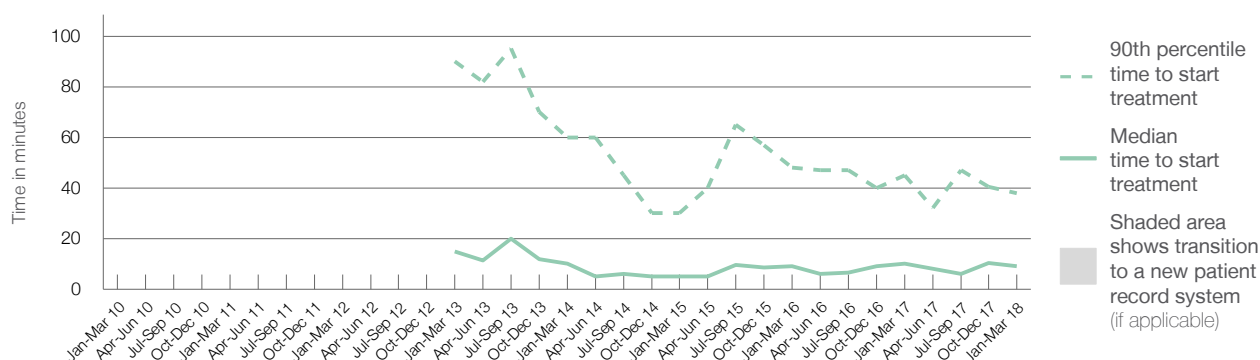
38 minutes

Same period last year	NSW (this period)
254	
252	
10 minutes	22 minutes
45 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				15	10	5	9	10	9
90th percentile time to start treatment ⁵ (minutes)				90	60	30	48	45	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.

(§) 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

January to March 2018

All presentations:¹ 1,832 patients

Presentations used to calculate time to leaving the ED:⁶ 1,832 patients

Median time spent in the ED⁸

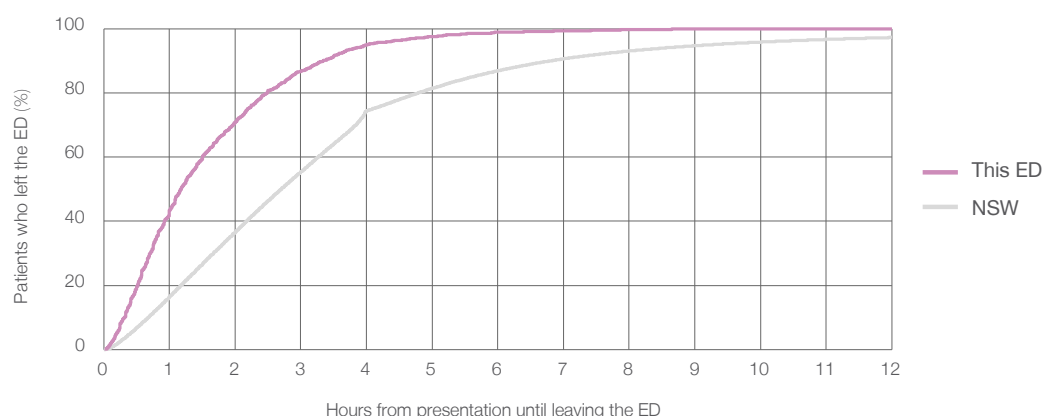
1 hours and 11 minutes

90th percentile time spent in the ED⁹

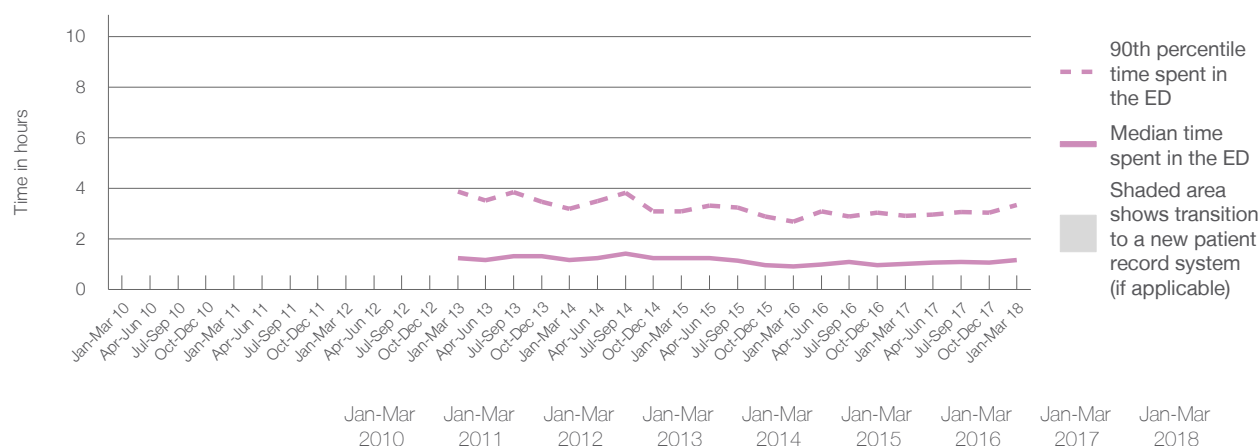
3 hours and 21 minutes

Same period last year	NSW (this period)
2,411	
2,411	
1 hours and 1 minutes	2 hours and 42 minutes
2 hours and 55 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



Median time spent in the ED ⁸ (hours, minutes)	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
90th percentile time spent in the ED ⁹ (hours, minutes)				3h 53m	3h 12m	3h 5m	2h 42m	2h 55m	3h 21m

(†) 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

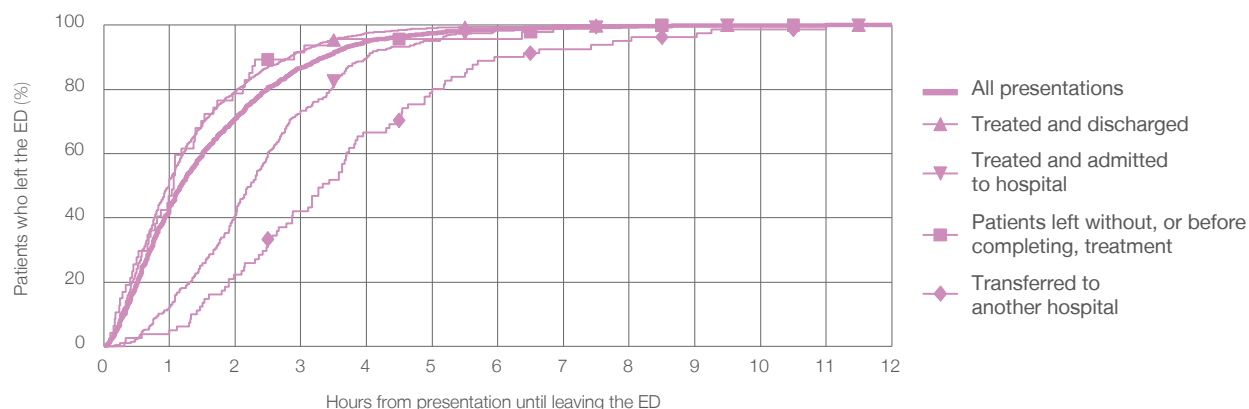
January to March 2018

All presentations:[†] 1,832 patients

Presentations used to calculate time to leaving the ED:[‡] 1,832 patients

		Same period last year	Change since one year ago
Treated and discharged	1,416 (77.3%)	2,411	-24%
Treated and admitted to hospital	286 (15.6%)	2,028	-30.2%
Patient left without, or before completing, treatment	47 (2.6%)	244	17.2%
Transferred to another hospital	81 (4.4%)	42	11.9%
Other	2 (0.1%)	97	-16.5%
		0	

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	52.0%	79.4%	91.9%	97.6%	99.6%	99.9%	100%	100%
Treated and admitted to hospital	12.2%	40.9%	73.4%	89.9%	98.3%	99.3%	100%	100%
Patient left without, or before completing, treatment	46.8%	78.7%	91.5%	95.7%	95.7%	100%	100%	100%
Transferred to another hospital	4.9%	22.2%	42.0%	66.7%	90.1%	95.1%	98.8%	100%
All presentations	43.6%	70.9%	86.8%	95.0%	98.9%	99.6%	99.9%	100%

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Young Health Service: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 1,832 patients

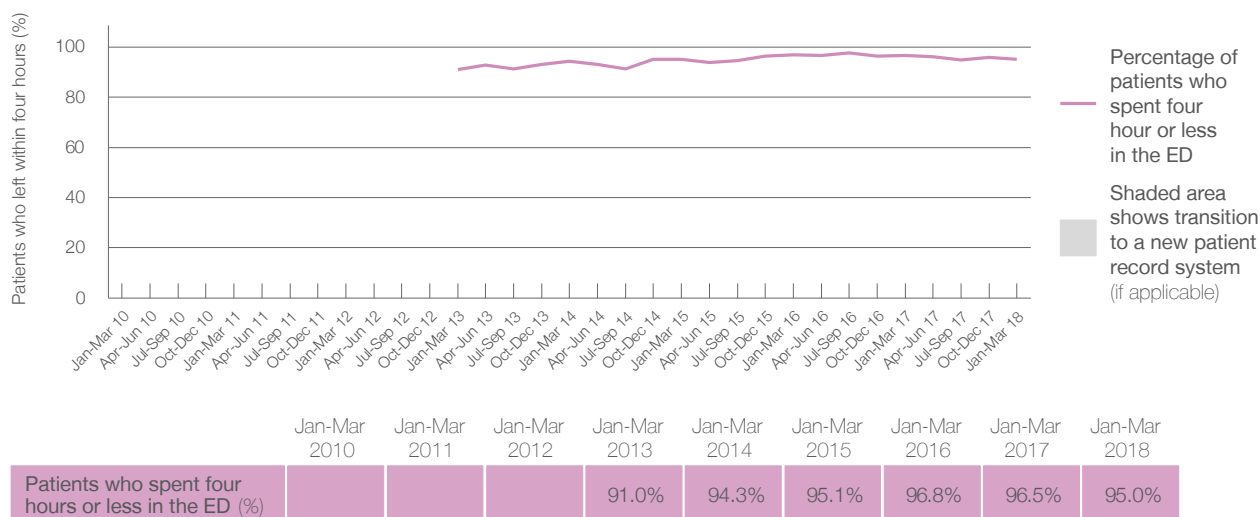
Presentations used to calculate time to leaving the ED: ⁶ 1,832 patients

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



Same period last year	Change since one year ago
2,411	-24%
2,411	-24%
96.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * 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).
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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, January to March 2018*.
 - 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 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).