

Cooma Hospital and Health Service: Emergency department (ED) overview

July to September 2018

All presentations:¹ 2,957 patients
Emergency presentations:² 2,736 patients

Same period last year	Change since one year ago
3,039	-3%
2,785	-2%

Cooma Hospital and Health Service: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 367 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 846 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,092 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 423 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
349	
8 minutes	8 minutes
22 minutes	28 minutes
833	
18 minutes	21 minutes
54 minutes	72 minutes
1,138	
27 minutes	26 minutes
92 minutes	105 minutes
450	
22 minutes	22 minutes
94 minutes	103 minutes

Cooma Hospital and Health Service: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 2,957 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
3,039	-3%
86%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Cooma Hospital and Health Service: Patients presenting to the emergency department July to September 2018

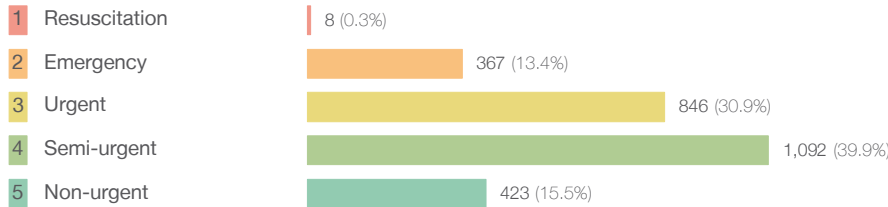
All presentations:¹ 2,957 patients

Same period last year
Change since one year ago

3,039 -3%

Emergency presentations² by triage category: 2,736 patients

2,785 -2%



15 -46.7%

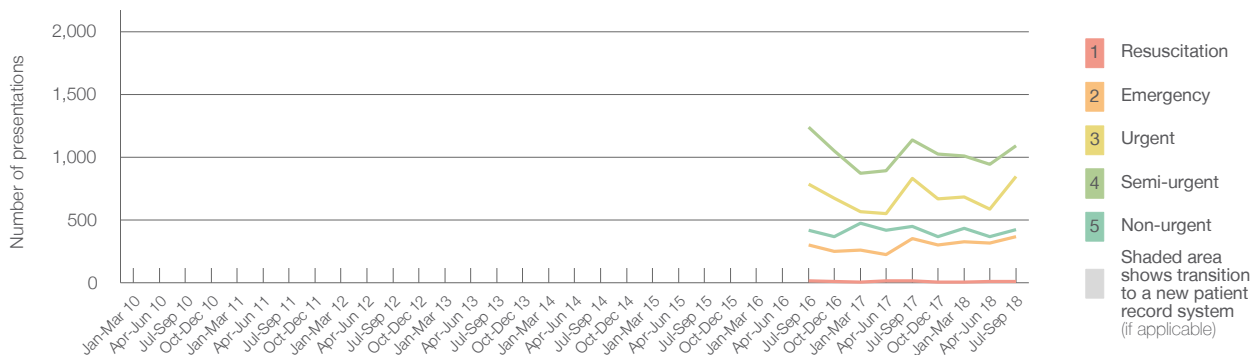
349 5.2%

833 1.6%

1,138 -4.0%

450 -6.0%

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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation							15	15	8
Emergency							299	349	367
Urgent							786	833	846
Semi-urgent							1,241	1,138	1,092
Non-urgent							418	450	423
All emergency presentations							2,759	2,785	2,736

Cooma Hospital and Health Service: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 468 patients

Same period last year
Change since one year ago

520

ED Transfer of care time

Median time 7 minutes

7 minutes 0 minutes

90th percentile time 17 minutes

17 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.

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 367

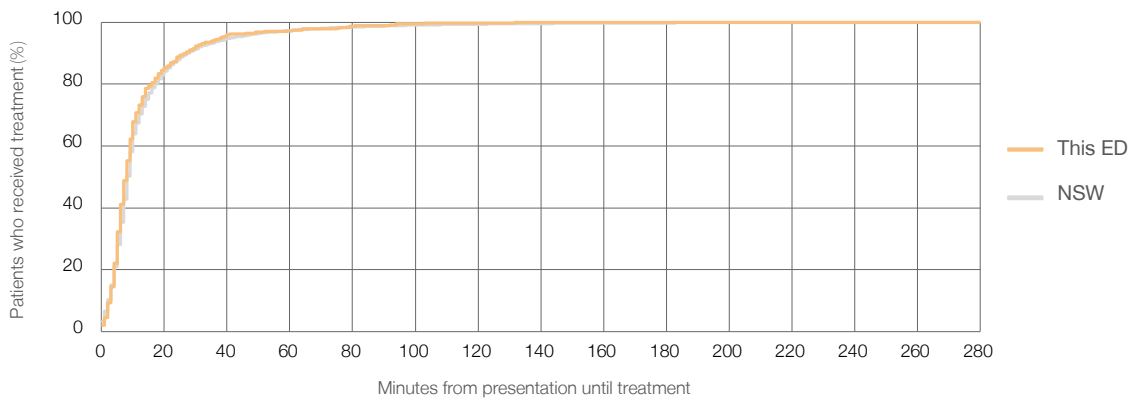
Number of triage 2 patients used to calculate waiting time:³ 365

Median time to start treatment⁴ 8 minutes

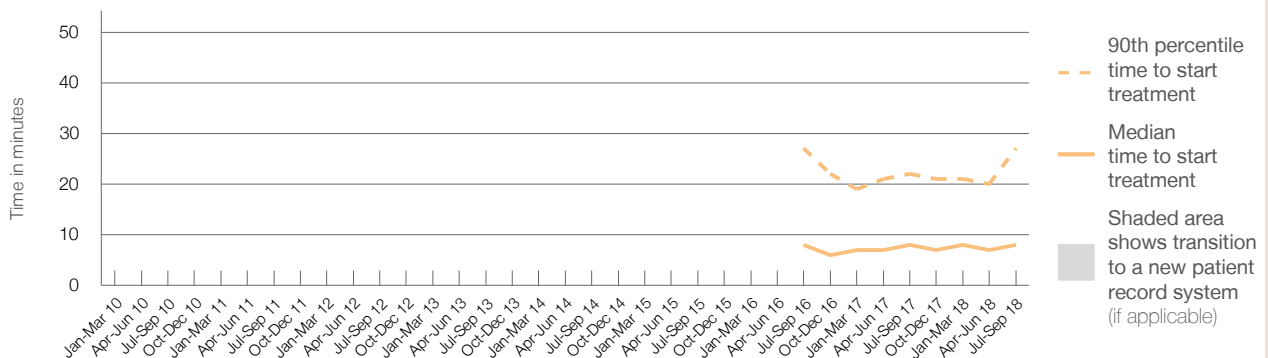
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
349	
346	
8 minutes	8 minutes
22 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)							8	8	8
90th percentile time to start treatment ⁵ (minutes)							27	22	27

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Cooma Hospital and Health Service: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 846

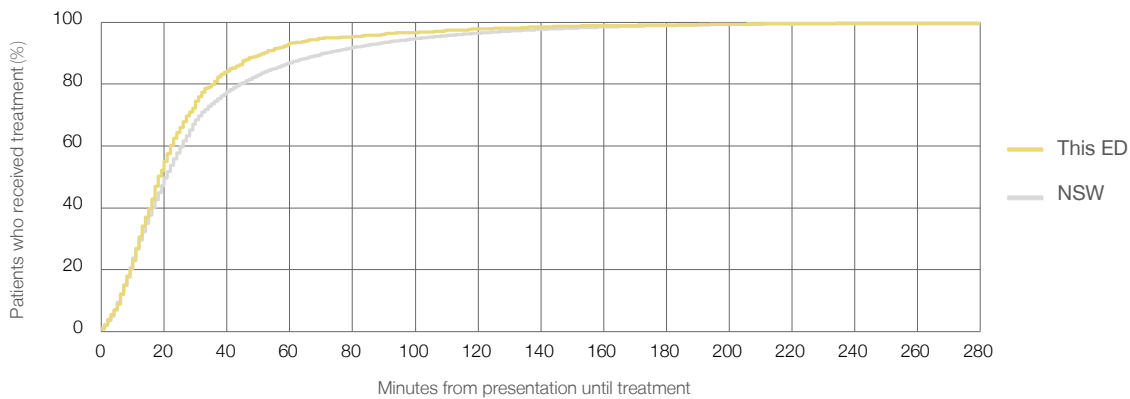
Number of triage 3 patients used to calculate waiting time:³ 843

Median time to start treatment⁴ 18 minutes

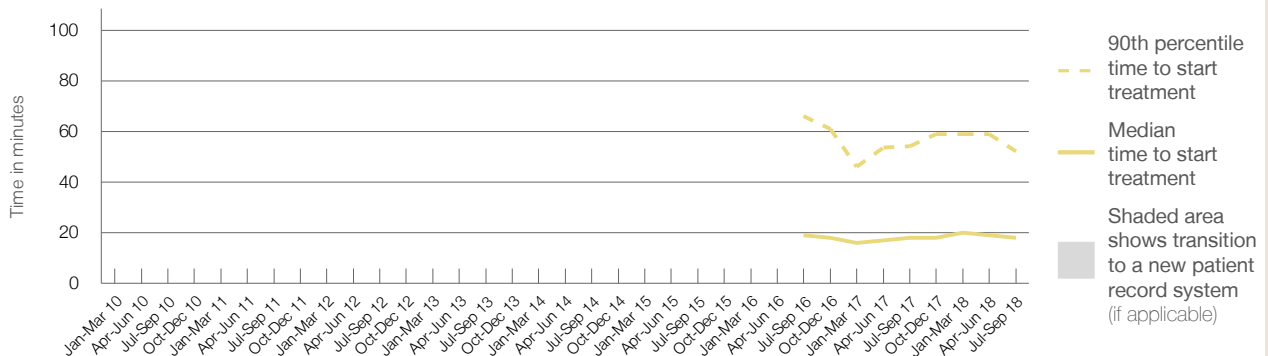
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
833	
821	
18 minutes	21 minutes
54 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)							19	18	18
90th percentile time to start treatment ⁵ (minutes)							66	54	52

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Cooma Hospital and Health Service: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,092

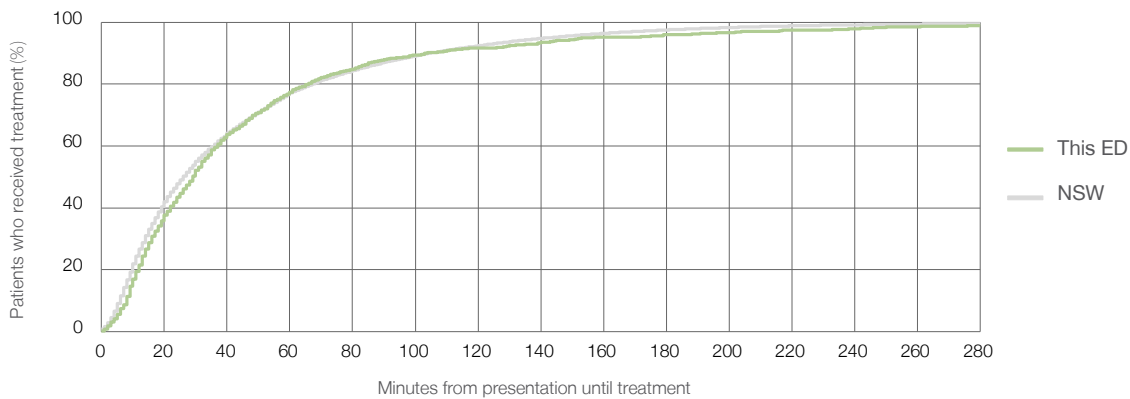
Number of triage 4 patients used to calculate waiting time:³ 1,054

Median time to start treatment⁴ 29 minutes

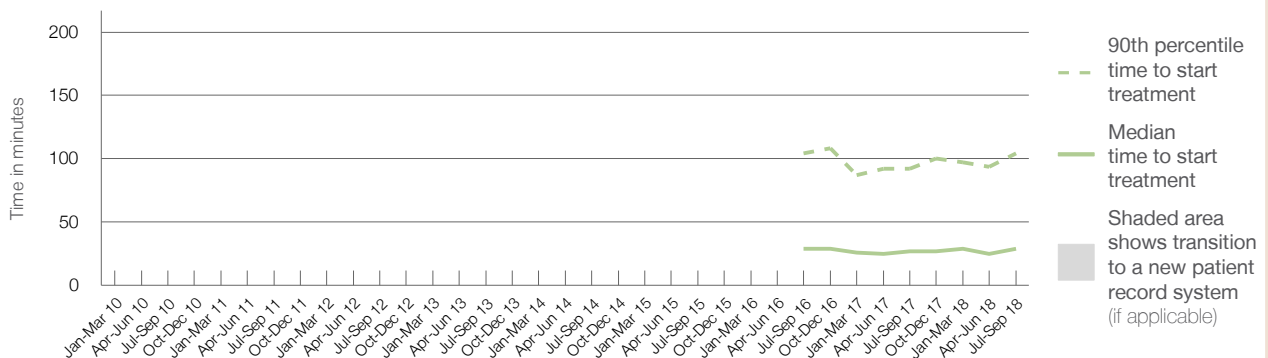
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
1,138	1,070
27 minutes	26 minutes
92 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)							29	27	29
90th percentile time to start treatment ⁵ (minutes)							104	92	104

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Cooma Hospital and Health Service: Time patients waited to start treatment, triage 5

July to September 2018

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

Number of triage 5 patients: 423

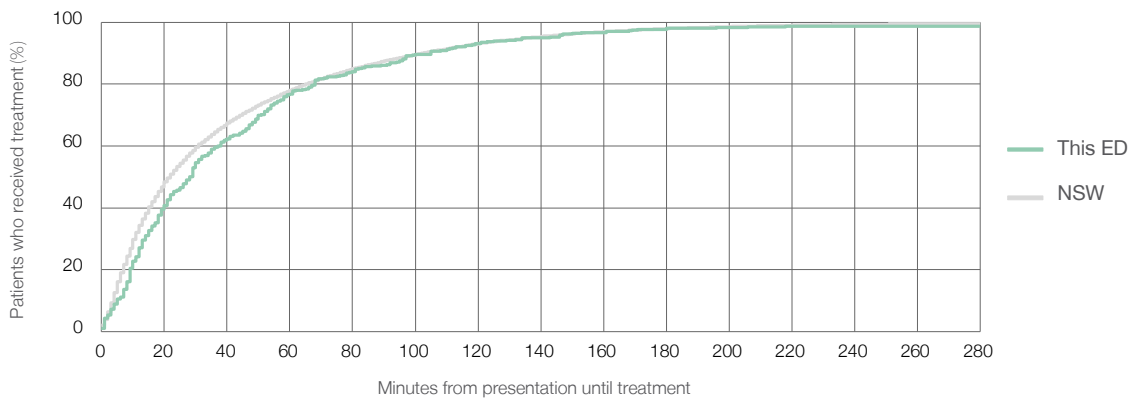
Number of triage 5 patients used to calculate waiting time:³ 395

Median time to start treatment⁴ 28 minutes

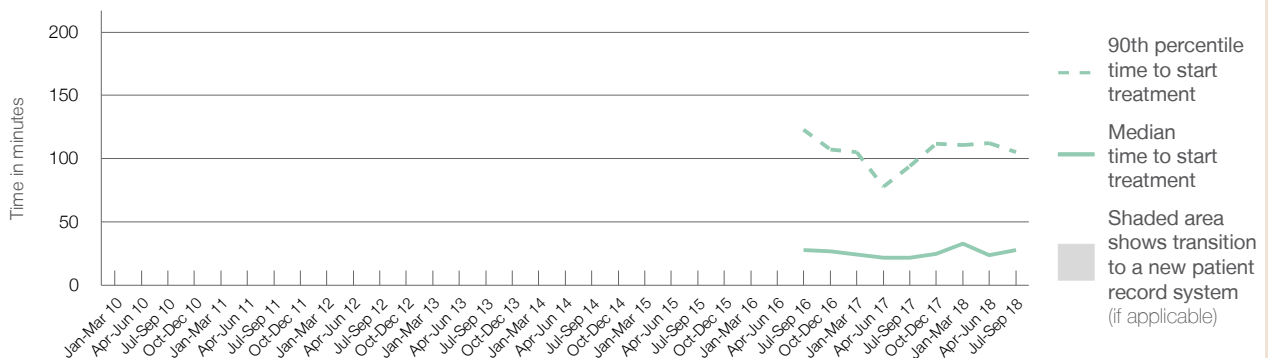
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
450	
383	
22 minutes	22 minutes
94 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)							28	22	28
90th percentile time to start treatment ⁵ (minutes)							123	94	105

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Cooma Hospital and Health Service: Time patients spent in the ED

July to September 2018

All presentations:¹ 2,957 patients

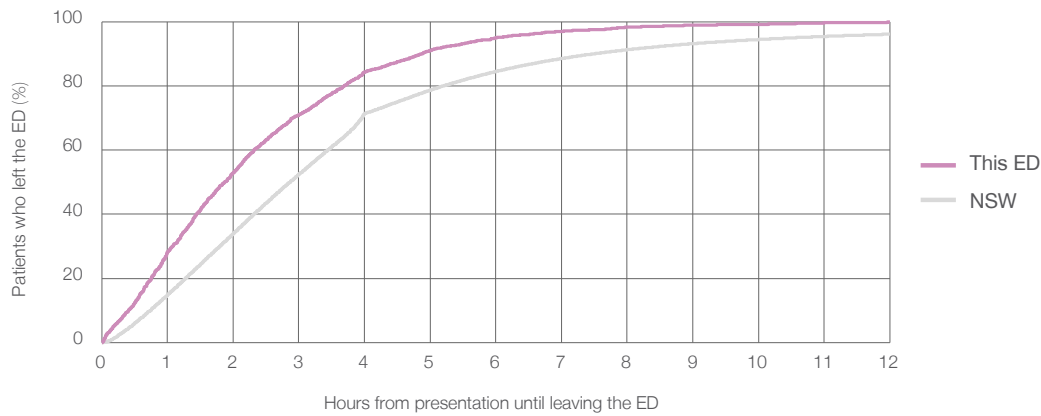
Presentations used to calculate time to leaving the ED:⁶ 2,957 patients

Median time spent in the ED⁸ 1 hours and 52 minutes

90th percentile time spent in the ED⁹ 4 hours and 53 minutes

Same period last year	NSW (this period)
3,039	3,039
1 hours and 49 minutes	2 hours and 52 minutes
4 hours and 47 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)							1h 46m	1h 49m	1h 52m
90th percentile time spent in the ED ⁹ (hours, minutes)							4h 42m	4h 47m	4h 53m

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Cooma Hospital and Health Service: Time patients spent in the ED

By mode of separation

July to September 2018

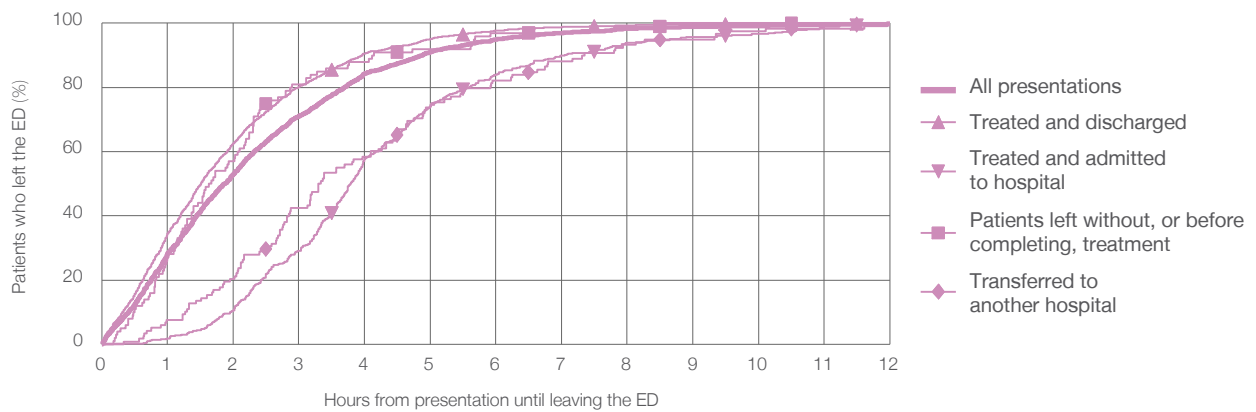
All presentations:¹ 2,957 patients

Presentations used to calculate time to leaving the ED:⁶ 2,957 patients

Mode of separation	Count	Percentage
Treated and discharged	2,292	77.5%
Treated and admitted to hospital	443	15.0%
Patient left without, or before completing, treatment	100	3.4%
Transferred to another hospital	118	4.0%
Other	4	0.1%

	Same period last year	Change since one year ago
	3,039	-3%
Treated and discharged	2,371	-3.3%
Treated and admitted to hospital	450	-1.6%
Patient left without, or before completing, treatment	101	-1.0%
Transferred to another hospital	108	9.3%
Other	9	-55.6%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	34.5%	62.7%	80.2%	90.6%	97.7%	99.4%	99.7%	100%
Treated and admitted to hospital	1.8%	10.6%	29.1%	57.8%	84.0%	93.9%	96.6%	99.3%
Patient left without, or before completing, treatment	27.0%	57.0%	81.0%	88.0%	97.0%	99.0%	100%	100%
Transferred to another hospital	7.6%	20.3%	42.4%	58.5%	82.2%	93.2%	97.5%	100%
All presentations	28.2%	53.0%	71.0%	84.3%	95.0%	98.3%	99.2%	99.9%

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Cooma Hospital and Health Service: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2018

All presentations at the emergency department: ¹ 2,957 patients

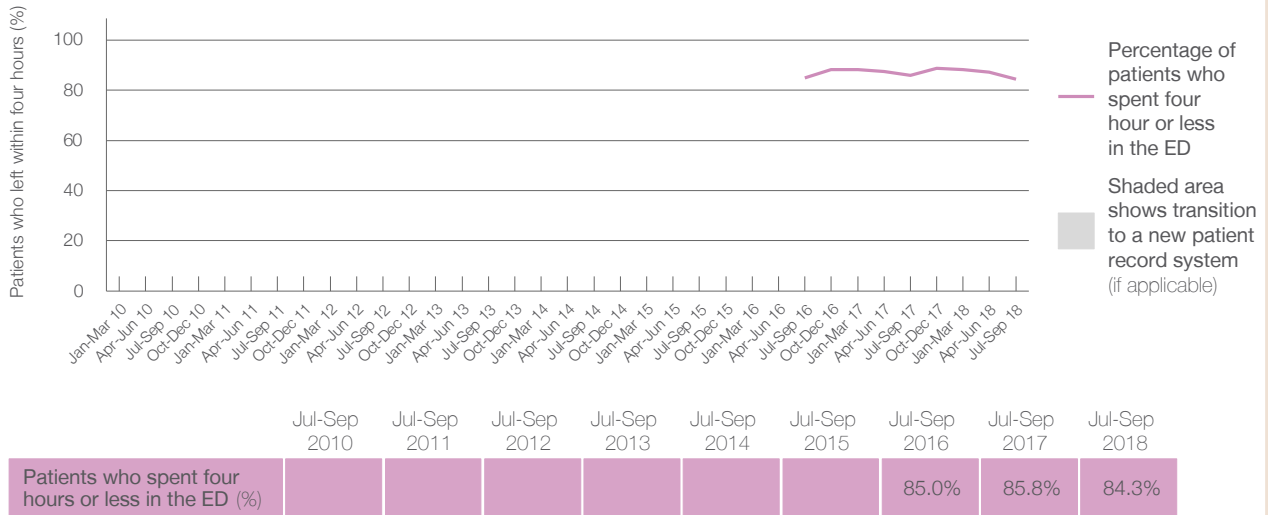
Presentations used to calculate time to leaving the ED: ⁶ 2,957 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	3,039	-3%
Presentations used to calculate time to leaving the ED	3,039	-3%
Percentage of patients who spent four hours or less in the ED	85.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).