

Moree Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 2,107 patients
Emergency presentations:² 1,832 patients

Same period last year	Change since one year ago
2,585	-18%
2,166	-15%



Moree Hospital: Time patients waited to start treatment³

July to September 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 172 patients

Median time to start treatment⁴  5 minutes
90th percentile time to start treatment⁵  25 minutes


Triage 3 Urgent (e.g. moderate blood loss, dehydration): 577 patients

Median time to start treatment⁴  11 minutes
90th percentile time to start treatment⁵  50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 990 patients

Median time to start treatment⁴  14 minutes
90th percentile time to start treatment⁵  65 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 87 patients

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

Same period last year	NSW (this period)
188	
4 minutes	8 minutes
21 minutes	28 minutes
632	
9 minutes	21 minutes
38 minutes	72 minutes
1,210	
11 minutes	26 minutes
59 minutes	105 minutes
130	
8 minutes	22 minutes
*	103 minutes

Moree Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 2,107 patients

Percentage of patients who spent four hours or less in the ED  83%

Same period last year	Change since one year ago
2,585	-18%
88%	

* 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.

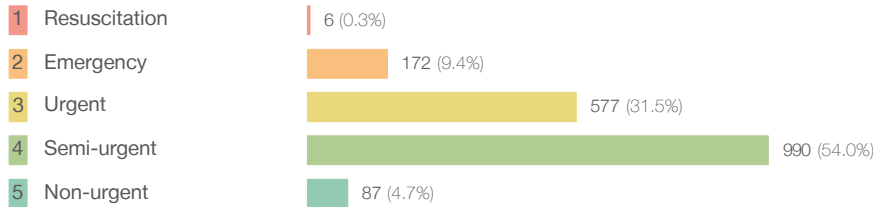
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Moree Hospital: Patients presenting to the emergency department July to September 2018

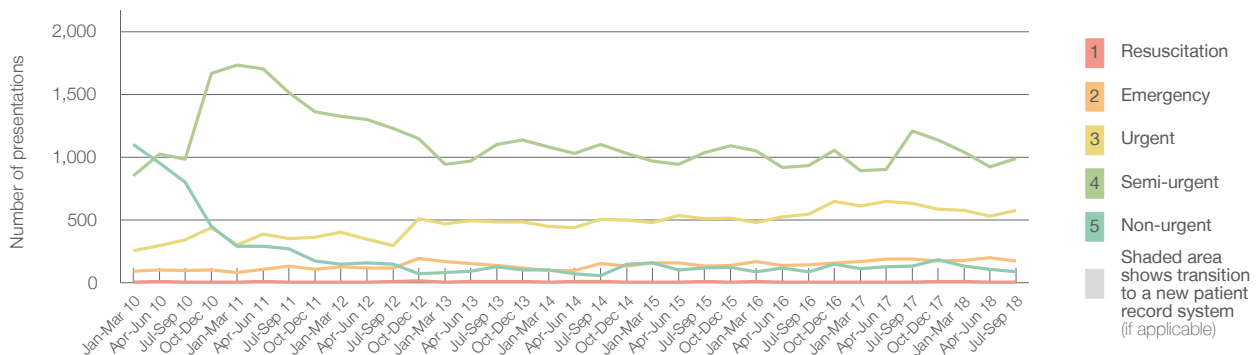
All presentations:¹ 2,107 patients

Emergency presentations² by triage category: 1,832 patients



	Same period last year	Change since one year ago
All presentations	2,585	-18%
Emergency presentations	2,166	-15%
1 Resuscitation	6	0.0%
2 Emergency	188	-8.5%
3 Urgent	632	-8.7%
4 Semi-urgent	1,210	-18.2%
5 Non-urgent	130	-33.1%

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	< 5	5	11	7	9	8	< 5	6	6
Emergency	98	130	115	135	150	134	145	188	172
Urgent	342	350	297	482	502	509	546	632	577
Semi-urgent	986	1,515	1,230	1,100	1,103	1,035	933	1,210	990
Non-urgent	800	270	148	126	54	117	85	130	87
All emergency presentations	2,226	2,270	1,801	1,850	1,818	1,803	1,709	2,166	1,832

Moree Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 202 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	227	
ED Transfer of care time		
Median time	3 minutes	-1 minutes
90th percentile time	13 minutes	1 minute

(†) 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.

Moree Hospital: 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: 172

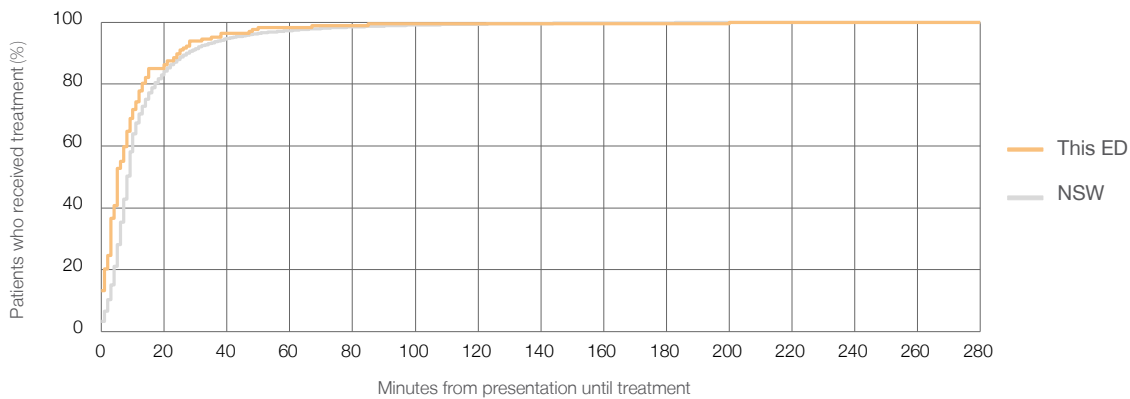
Number of triage 2 patients used to calculate waiting time:³ 167

Median time to start treatment⁴ 5 minutes

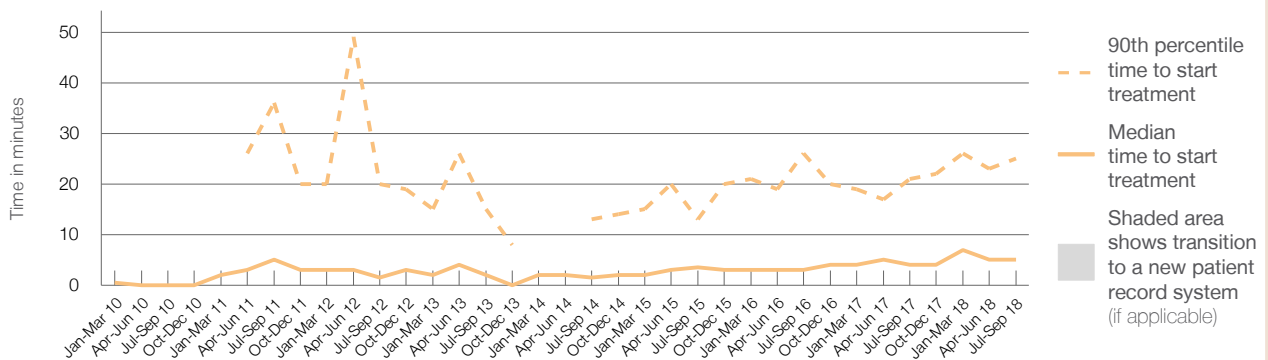
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
188	
186	
4 minutes	8 minutes
21 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)	0	5	2	2	2	4	3	4	5
90th percentile time to start treatment ⁵ (minutes)	*	36	20	15	13	13	26	21	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.

Moree Hospital: 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: 577

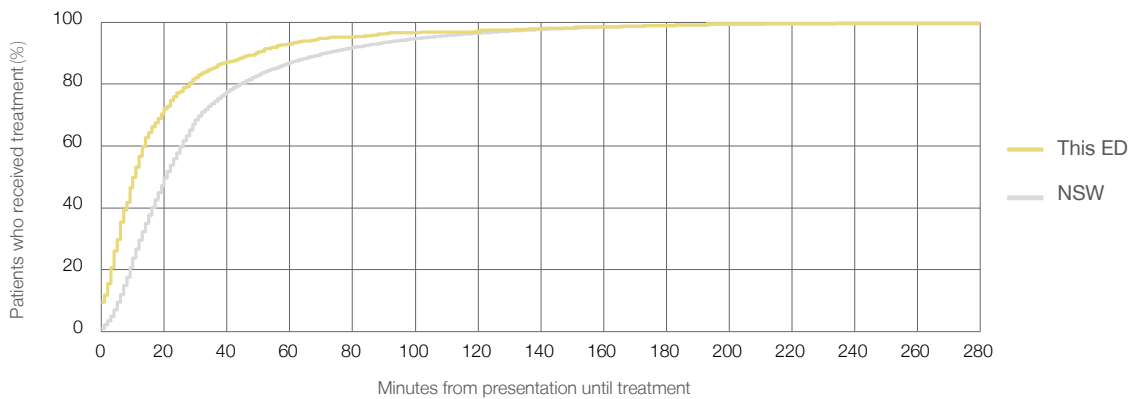
Number of triage 3 patients used to calculate waiting time:³ 555

Median time to start treatment⁴ 11 minutes

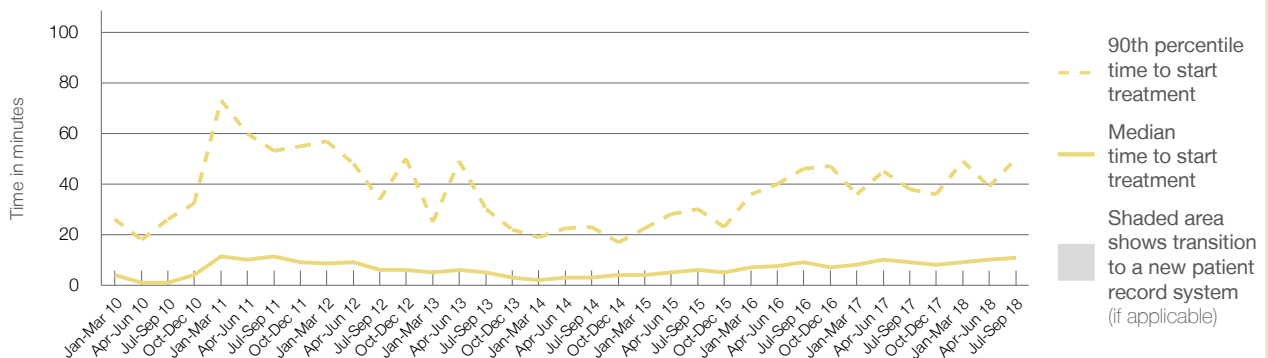
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
632	
610	
9 minutes	21 minutes
38 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)	1	12	6	5	3	6	9	9	11
90th percentile time to start treatment ⁵ (minutes)	26	53	34	30	23	30	46	38	50

(†) 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 Hospital: 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: 990

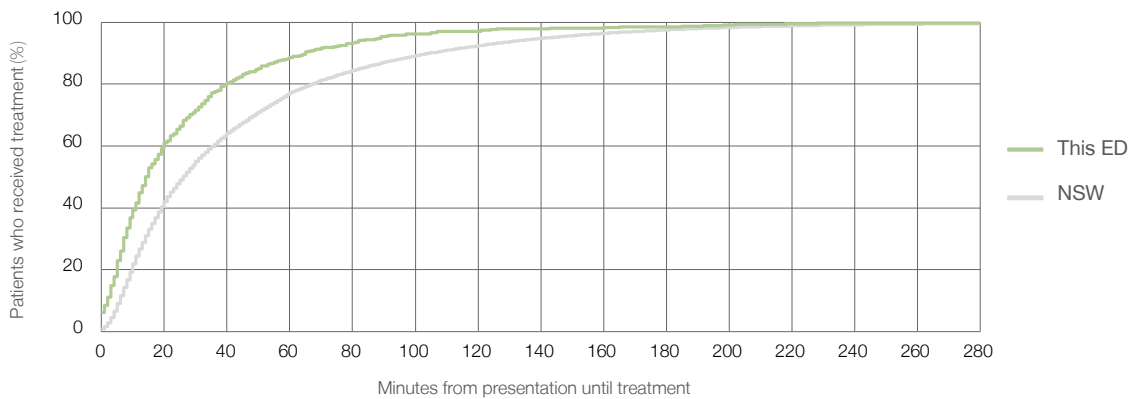
Number of triage 4 patients used to calculate waiting time:³ 888

Median time to start treatment⁴ 14 minutes

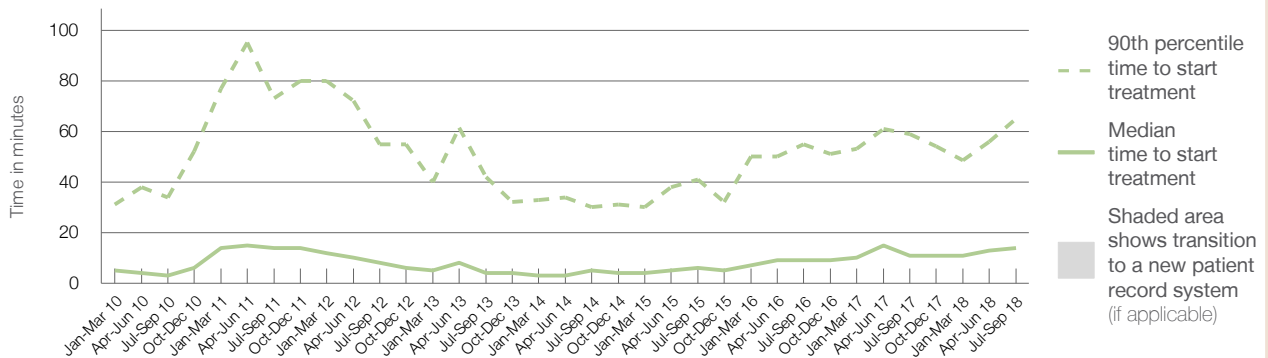
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
1,210	
1,099	
11 minutes	26 minutes
59 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)	3	14	8	4	5	6	9	11	14
90th percentile time to start treatment ⁵ (minutes)	34	73	55	42	30	41	55	59	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.

Moree Hospital: 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: 87

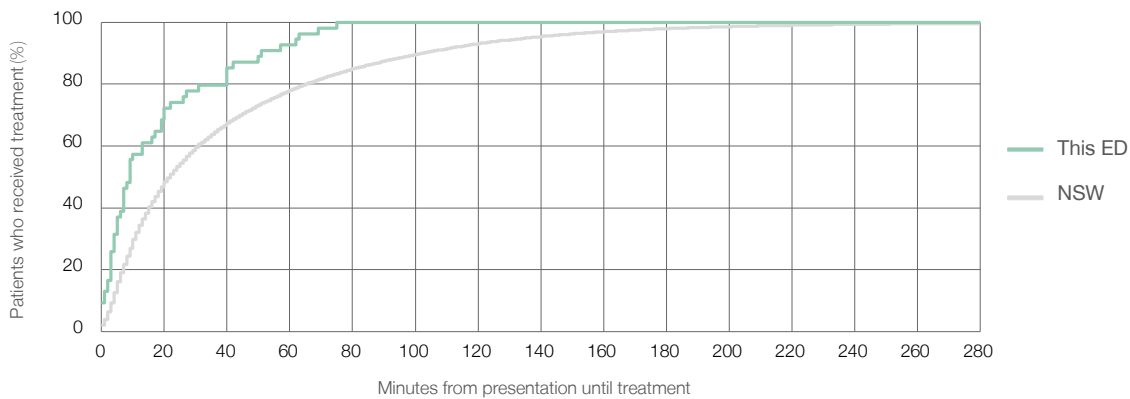
Number of triage 5 patients used to calculate waiting time:³ 54

Median time to start treatment⁴ 9 minutes

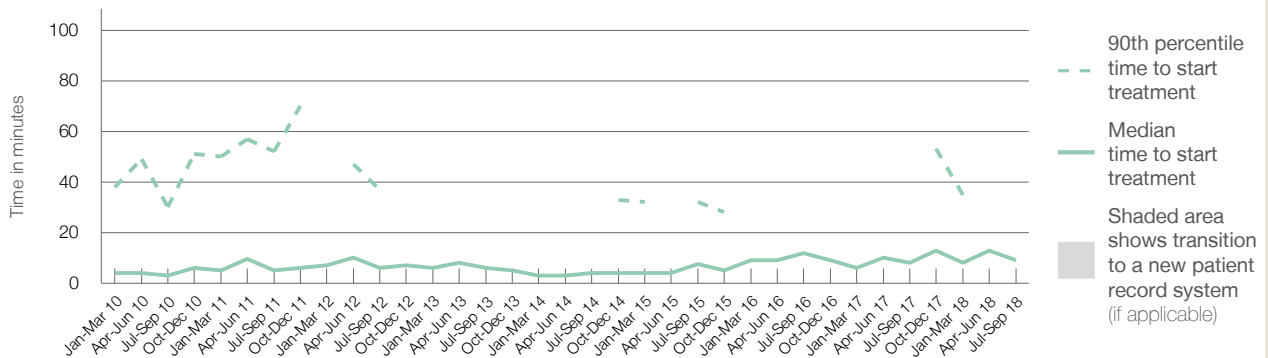
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
130	97
8 minutes	22 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)	3	5	6	6	4	8	12	8	9
90th percentile time to start treatment ⁵ (minutes)	30	52	37	52	*	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.

Moree Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 2,107 patients

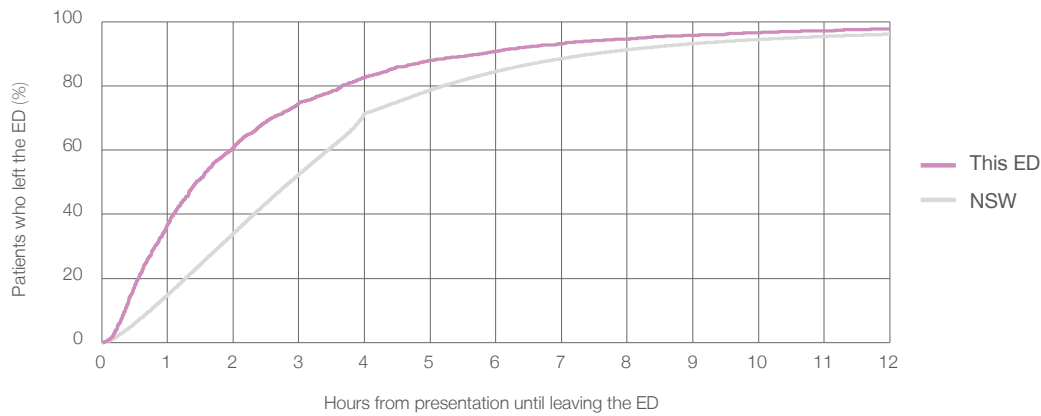
Presentations used to calculate time to leaving the ED:⁶ 2,107 patients

Median time spent in the ED⁸ 1 hours and 27 minutes

90th percentile time spent in the ED⁹ 5 hours and 47 minutes

Same period last year	NSW (this period)
2,585	2,585
1 hours and 15 minutes	2 hours and 52 minutes
4 hours and 36 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)	0h 45m	0h 46m	0h 51m	0h 48m	1h 0m	1h 5m	1h 13m	1h 15m	1h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 46m	2h 49m	3h 35m	3h 9m	3h 32m	4h 2m	4h 38m	4h 36m	5h 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.

Moree Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

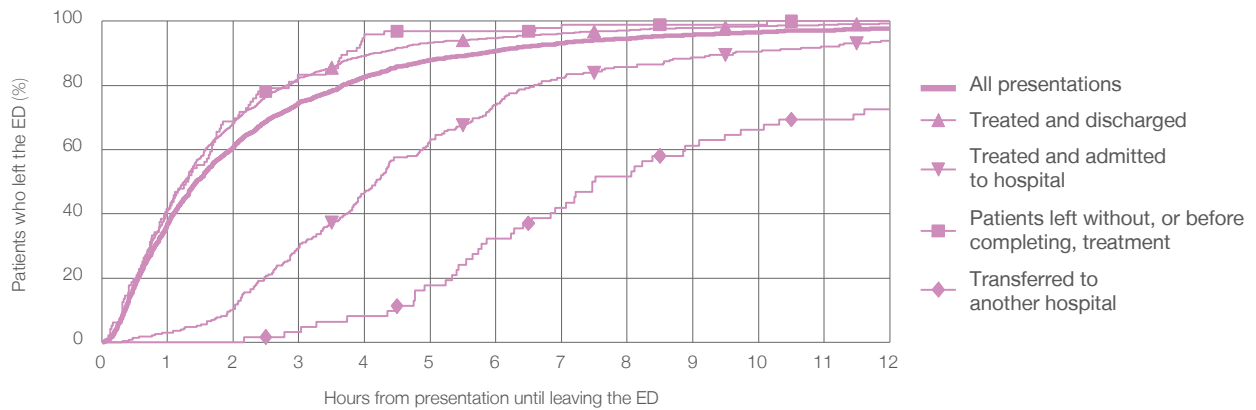
All presentations:¹ 2,107 patients

Presentations used to calculate time to leaving the ED:⁶ 2,107 patients

Treated and discharged	1,636 (77.6%)
Treated and admitted to hospital	231 (11.0%)
Patient left without, or before completing, treatment	96 (4.6%)
Transferred to another hospital	62 (2.9%)
Other	82 (3.9%)

	Same period last year	Change since one year ago
	2,585	-18%
Treated and discharged	2,064	-20.7%
Treated and admitted to hospital	262	-11.8%
Patient left without, or before completing, treatment	130	-26.2%
Transferred to another hospital	45	37.8%
Other	84	-2.4%

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	41.0%	68.3%	82.3%	89.2%	94.7%	97.2%	98.4%	99.2%
Treated and admitted to hospital	3.0%	10.4%	29.4%	46.8%	74.0%	85.7%	90.5%	93.9%
Patient left without, or before completing, treatment	41.7%	68.8%	83.3%	95.8%	96.9%	99.0%	99.0%	100%
Transferred to another hospital	0%	0%	3.2%	8.1%	32.3%	51.6%	66.1%	72.6%
All presentations	36.8%	60.7%	74.6%	82.6%	90.7%	94.6%	96.5%	97.7%

(†) 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.

Moree Hospital: 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 2,107 patients

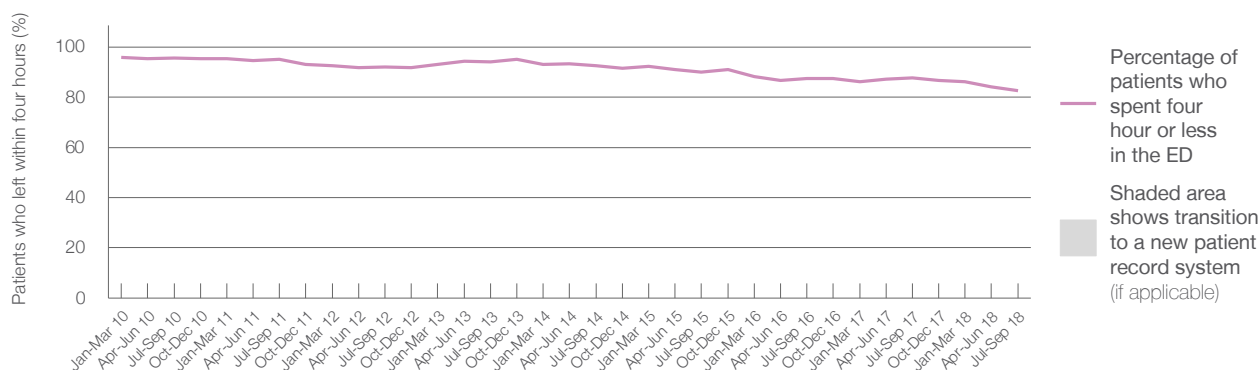
Presentations used to calculate time to leaving the ED: ⁶ 2,107 patients

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



Same period last year	Change since one year ago
2,585	-18%
2,585	-18%
87.8%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	95.6%	95.0%	92.1%	94.1%	92.5%	89.9%	87.5%	87.8%	82.6%

* 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*.

- 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).