

Port Macquarie Base Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 8,918 patients
Emergency presentations:² 8,830 patients

Same period last year	Change since one year ago
8,832	1%
8,707	1%



Port Macquarie Base Hospital: Time patients waited to start treatment³

July to September 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 1,183 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  22 minutes

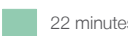

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,345 patients

Median time to start treatment⁴  18 minutes
90th percentile time to start treatment⁵  55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,838 patients

Median time to start treatment⁴  20 minutes
90th percentile time to start treatment⁵  75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 414 patients

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  85 minutes

Same period last year	NSW (this period)
1,167	
9 minutes	8 minutes
22 minutes	28 minutes
3,526	
21 minutes	21 minutes
63 minutes	72 minutes
3,591	
28 minutes	26 minutes
93 minutes	105 minutes
357	
26 minutes	22 minutes
122 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 8,918 patients

Percentage of patients who spent four hours or less in the ED  72%

Same period last year	Change since one year ago
8,832	1%
69%	

* 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.

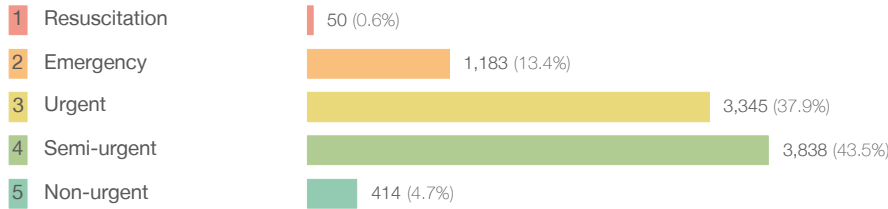
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Port Macquarie Base Hospital: Patients presenting to the emergency department

July to September 2018

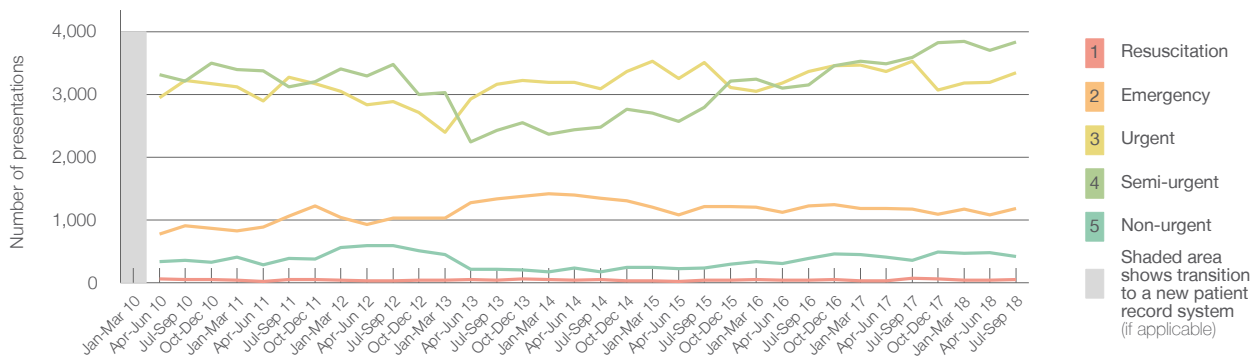
All presentations:¹ 8,918 patients

Emergency presentations² by triage category: 8,830 patients



	Same period last year	Change since one year ago
All presentations	8,832	1%
Emergency presentations	8,707	1%
1 Resuscitation	66	-24.2%
2 Emergency	1,167	1.4%
3 Urgent	3,526	-5.1%
4 Semi-urgent	3,591	6.9%
5 Non-urgent	357	16.0%

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	51	52	34	44	50	40	44	66	50
Emergency	902	1,063	1,030	1,336	1,349	1,216	1,224	1,167	1,183
Urgent	3,225	3,277	2,883	3,156	3,093	3,506	3,362	3,526	3,345
Semi-urgent	3,216	3,125	3,480	2,427	2,476	2,796	3,147	3,591	3,838
Non-urgent	352	391	590	211	176	230	383	357	414
All emergency presentations	7,746	7,908	8,017	7,174	7,144	7,788	8,160	8,707	8,830

Port Macquarie Base Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 2,147 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,260	
Median time	14 minutes	0 minutes
90th percentile time	40 minutes	3 minutes

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

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

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

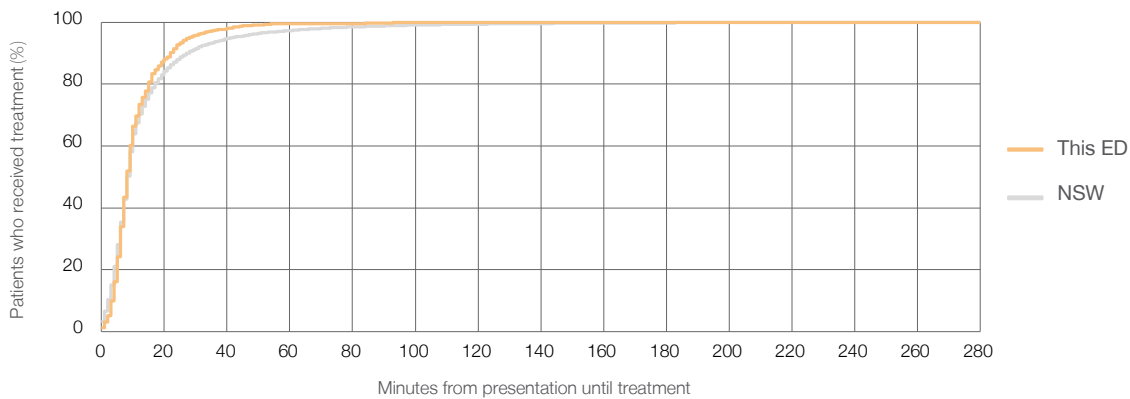
Number of triage 2 patients: 1,183

Number of triage 2 patients used to calculate waiting time:³ 1,178

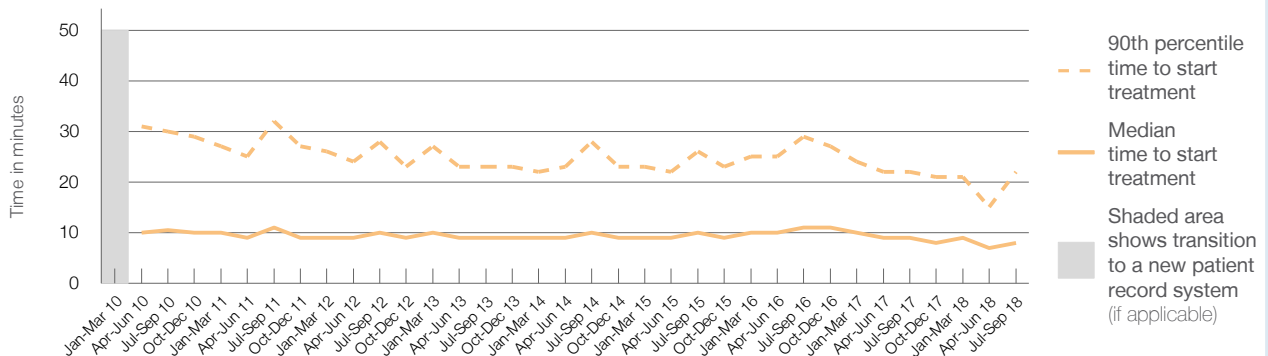
Median time to start treatment⁴ ■ 8 minutes
90th percentile time to start treatment⁵ ■ 22 minutes

Same period last year	NSW (this period)
1,167	
1,162	
9 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)	11	11	10	9	10	10	11	9	8
90th percentile time to start treatment ⁵ (minutes)	30	32	28	23	28	26	29	22	22

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Port Macquarie Base 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: 3,345

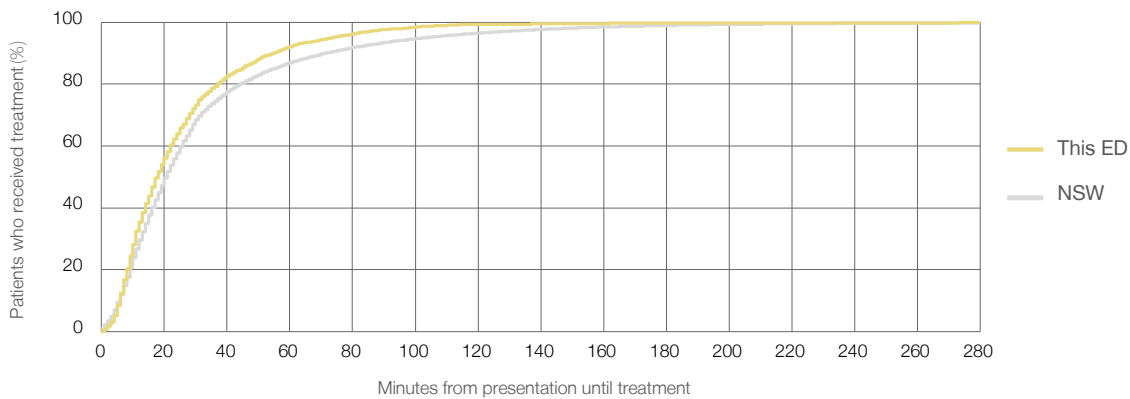
Number of triage 3 patients used to calculate waiting time:³ 3,276

Median time to start treatment⁴ 18 minutes

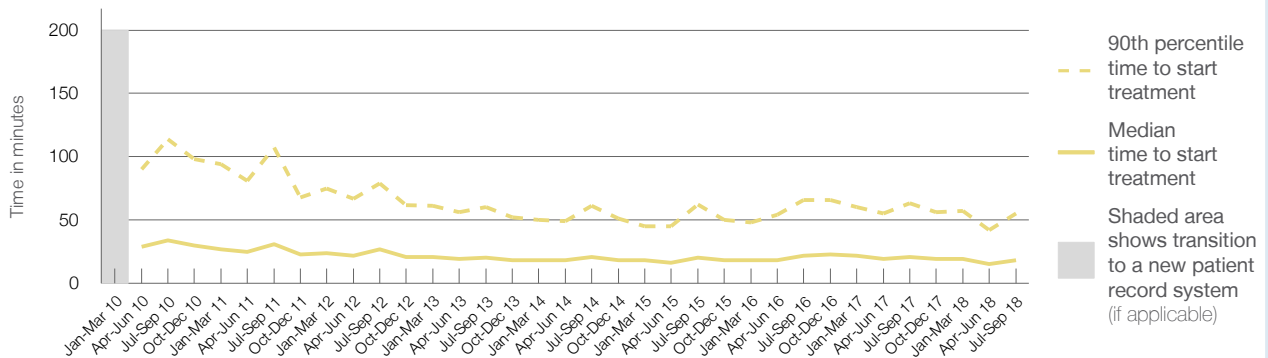
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
3,526	
3,430	
21 minutes	21 minutes
63 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)	34	31	27	20	21	20	22	21	18
90th percentile time to start treatment ⁵ (minutes)	114	107	79	60	61	62	66	63	55

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Port Macquarie Base 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: 3,838

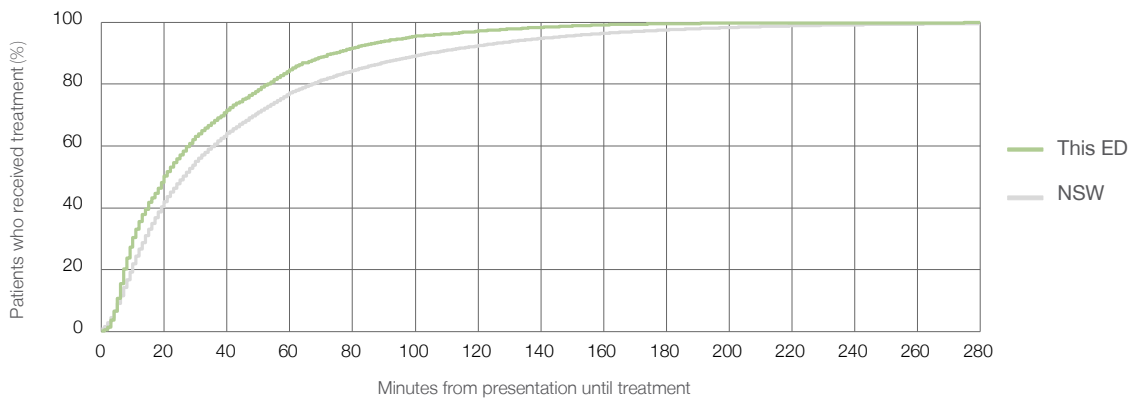
Number of triage 4 patients used to calculate waiting time:³ 3,384

Median time to start treatment⁴ 20 minutes

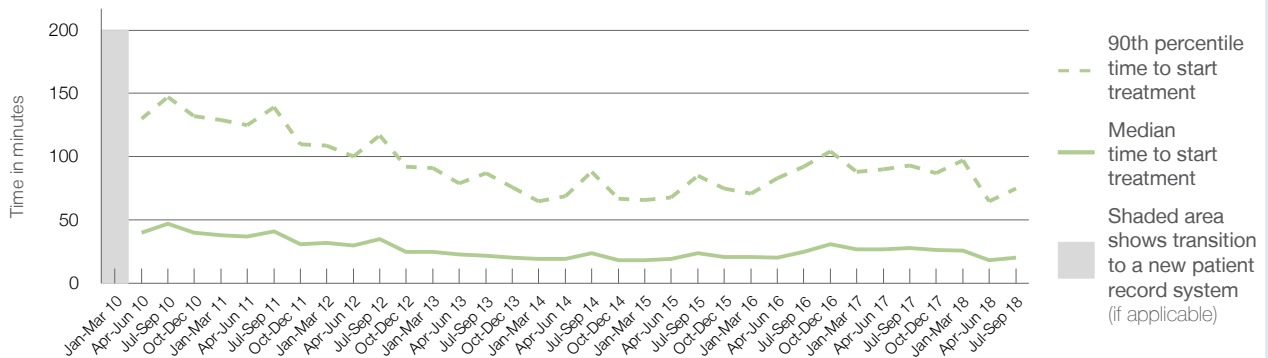
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
3,591	
3,002	
28 minutes	26 minutes
93 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)	47	41	35	22	24	24	25	28	20
90th percentile time to start treatment ⁵ (minutes)	147	139	117	87	88	85	92	93	75

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Port Macquarie Base 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: 414

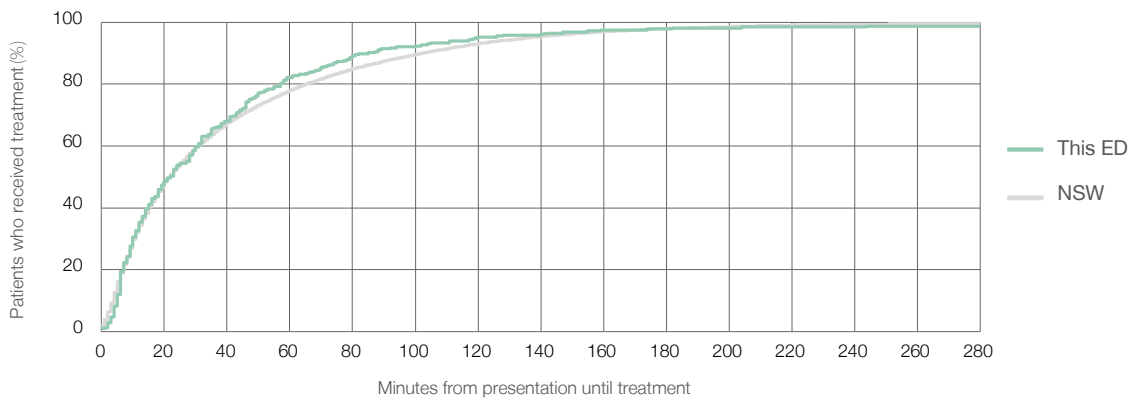
Number of triage 5 patients used to calculate waiting time:³ 314

Median time to start treatment⁴ 22 minutes

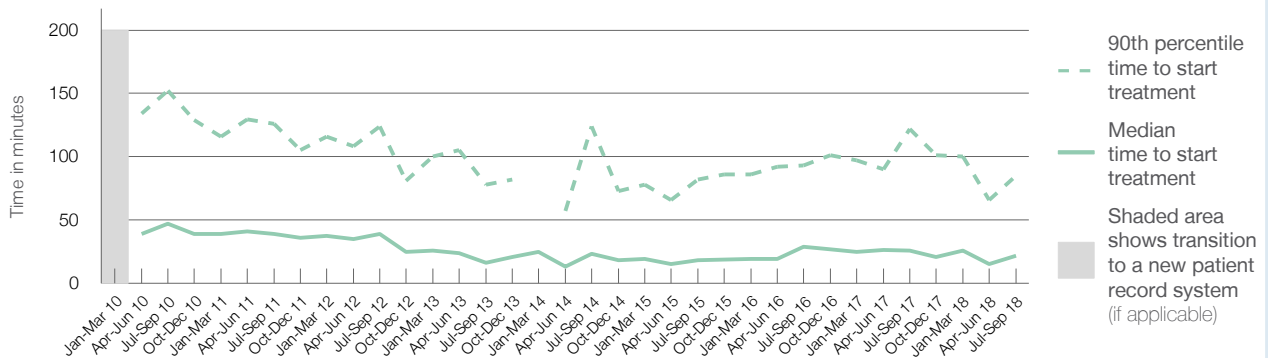
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
357	237
26 minutes	22 minutes
122 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)	47	39	39	16	24	18	29	26	22
90th percentile time to start treatment ⁵ (minutes)	152	126	124	78	124	82	93	122	85

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Port Macquarie Base Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 8,918 patients

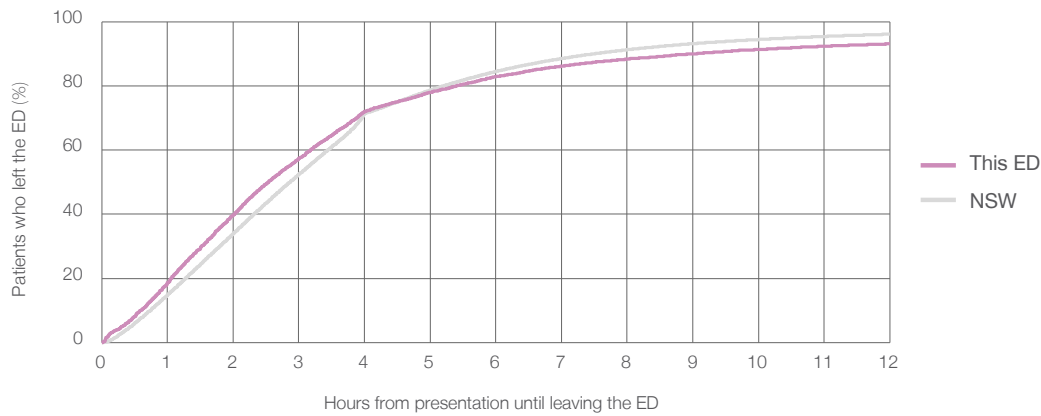
Presentations used to calculate time to leaving the ED:⁶ 8,918 patients

Median time spent in the ED⁸ 2 hours and 32 minutes

90th percentile time spent in the ED⁹ 9 hours and 2 minutes

Same period last year	NSW (this period)
8,832	8,832
2 hours and 53 minutes	2 hours and 52 minutes
9 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)	3h 15m	3h 27m	3h 21m	3h 10m	3h 8m	2h 46m	2h 56m	2h 53m	2h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 28m	12h 12m	11h 35m	10h 8m	8h 53m	7h 53m	8h 7m	9h 36m	9h 2m

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

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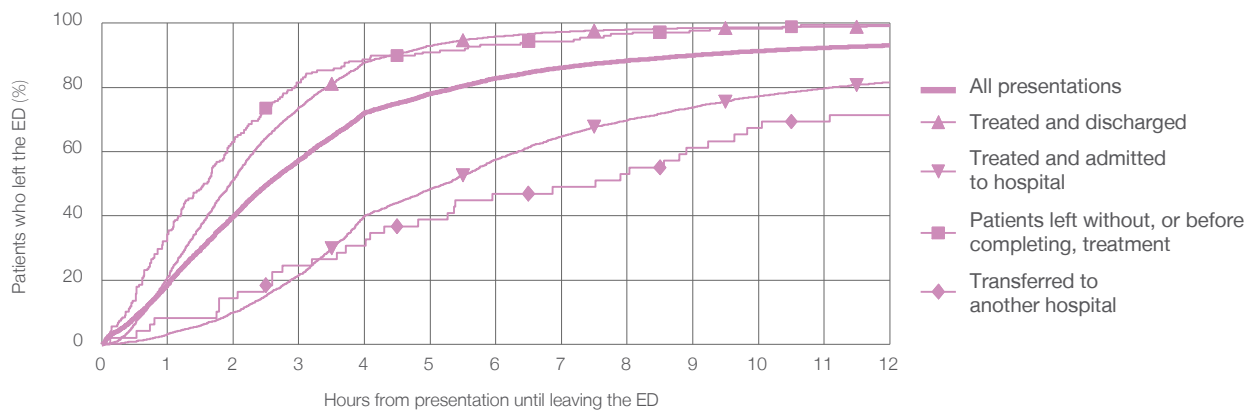
Port Macquarie Base Hospital: Time patients spent in the ED By mode of separation July to September 2018

All presentations:¹ 8,918 patients

Presentations used to calculate time to leaving the ED:⁶ 8,918 patients

		Same period last year	Change since one year ago
Treated and discharged	5,242 (58.8%)	4,855	8.0%
Treated and admitted to hospital	2,979 (33.4%)	3,129	-4.8%
Patient left without, or before completing, treatment	178 (2.0%)	230	-22.6%
Transferred to another hospital	49 (0.5%)	54	-9.3%
Other	470 (5.3%)	564	-16.7%

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

Treated and discharged	20.9%	51.3%	73.8%	87.8%	95.9%	98.0%	98.7%	99.1%
Treated and admitted to hospital	3.1%	10.0%	21.5%	40.0%	57.6%	69.8%	77.2%	81.6%
Patient left without, or before completing, treatment	34.3%	62.9%	81.5%	88.8%	93.3%	96.6%	98.3%	99.4%
Transferred to another hospital	8.2%	14.3%	24.5%	30.6%	46.9%	53.1%	67.3%	71.4%
All presentations	18.7%	39.9%	57.4%	72.1%	82.9%	88.3%	91.3%	93.1%

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

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Port Macquarie Base Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 8,918 patients

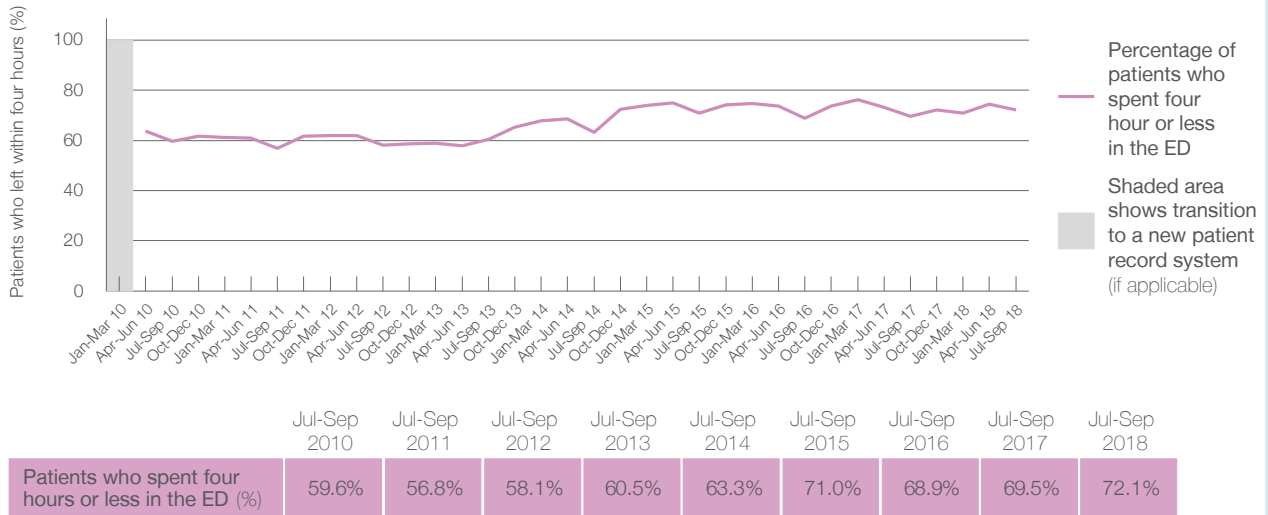
Presentations used to calculate time to leaving the ED: ⁶ 8,918 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,832	1%
Presentations used to calculate time to leaving the ED	8,832	1%
Percentage of patients who spent four hours or less in the ED	69.5%	

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*.

- 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).