

Gunnedah District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 2,094 patients
 Emergency attendances:² 1,922 patients

Same period last year	Change since one year ago
1,989	5%
1,983	-3%

Gunnedah District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 134 patients

Median time to start treatment⁴ 5 minutes
 95th percentile time to start treatment⁵ 37 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 430 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 80 minutes

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

Median time to start treatment⁴ 30 minutes
 95th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 220 patients

Median time to start treatment⁴ 21 minutes
 95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
130	
3 minutes	8 minutes
25 minutes	35 minutes
476	
15 minutes	20 minutes
74 minutes	99 minutes
1,168	
25 minutes	26 minutes
113 minutes	137 minutes
209	
12 minutes	23 minutes
108 minutes	135 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 2,094 patients

Percentage of patients who left the ED within four hours 91%

Same period last year	Change since one year ago
1,989	5%
91%	

* 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 2016*.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

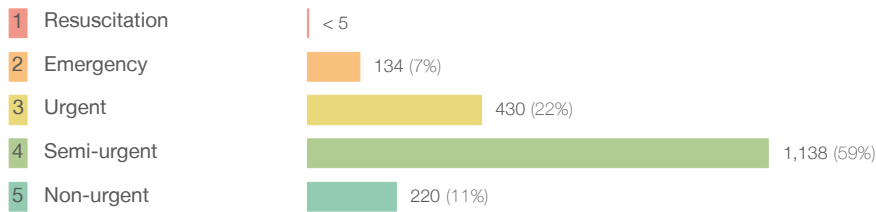
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Gunnedah District Hospital: Patients attending the emergency department January to March 2016

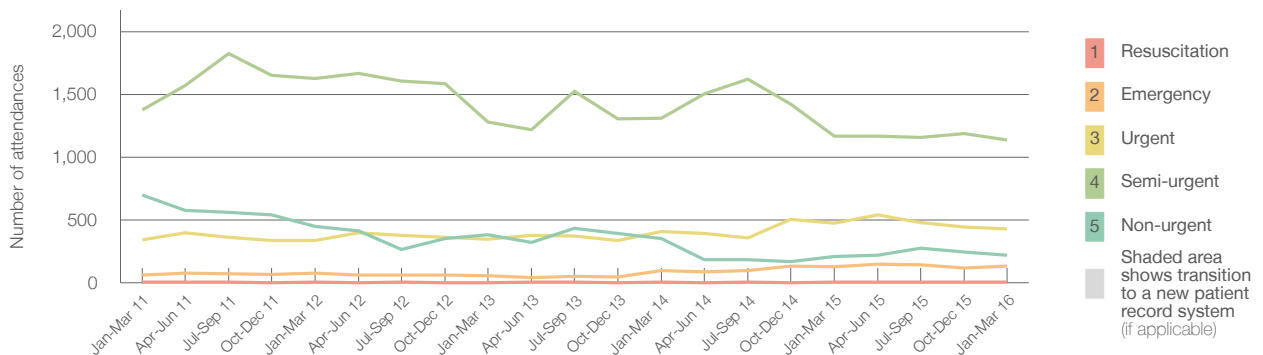
All attendances:¹ 2,094 patients

Emergency attendances² by triage category: 1,922 patients



Same period last year	Change since one year ago
1,989	5%
1,983	-3%
< 5	*
130	2%
476	-10%
1,168	-3%
209	5%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	< 5	6	0	6	< 5	< 5
Emergency	62	78	57	95	130	134
Urgent	340	338	347	407	476	430
Semi-urgent	1,376	1,624	1,282	1,308	1,168	1,138
Non-urgent	696	449	380	352	209	220
All emergency attendances	2,474	2,495	2,066	2,168	1,983	1,922

Gunnedah District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 83 patients **

ED Transfer of care time[§]

Median time 9 minutes

95th percentile time *

Same period last year	Change since one year ago
113 **	
10 minutes	-1 minute
40 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.

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

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Gunnedah District Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 134

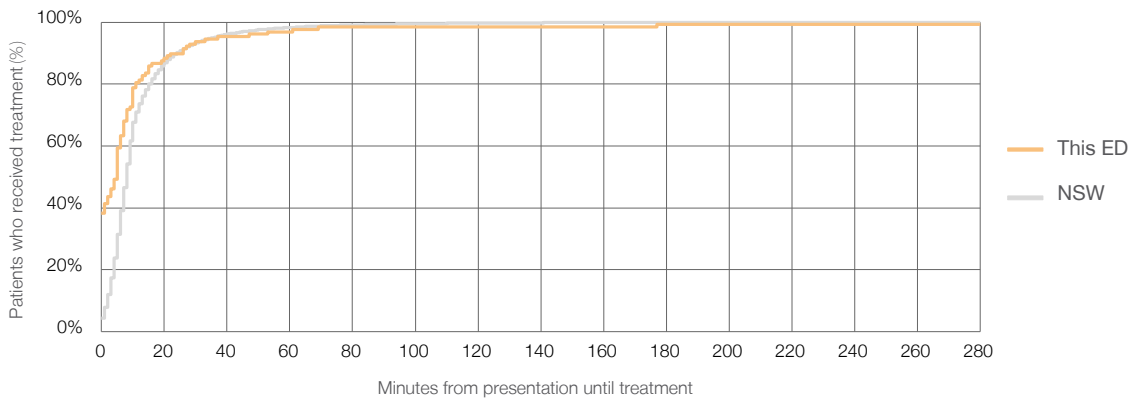
Number of triage 2 patients used to calculate waiting time:³ 128

Median time to start treatment⁴ 5 minutes

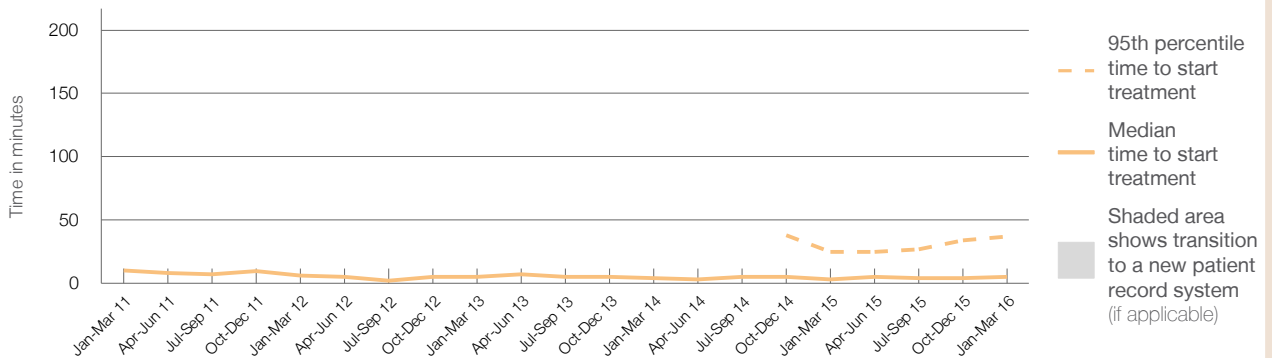
95th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
130	127
3 minutes	8 minutes
25 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	10	6	5	4	3	5
95th percentile time to start treatment ⁵ (minutes)	*	*	*	*	25	37

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

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Gunnedah District Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 430

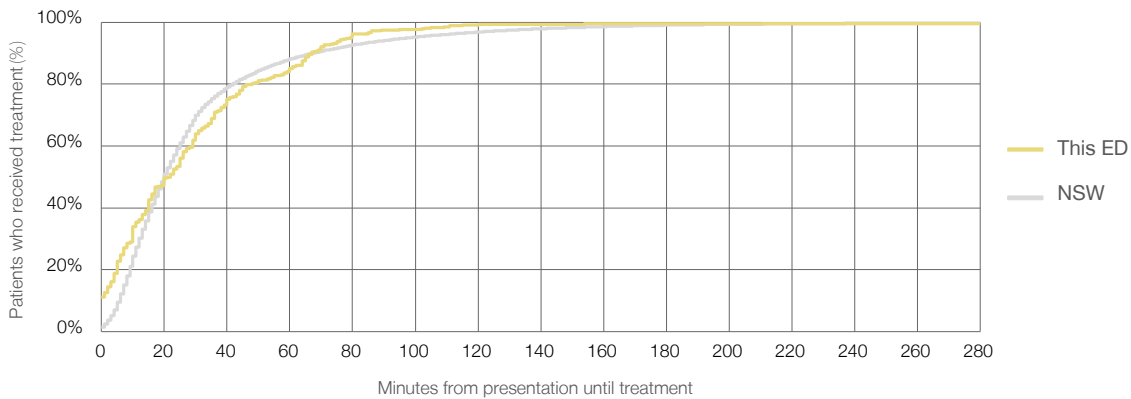
Number of triage 3 patients used to calculate waiting time:³ 419

Median time to start treatment⁴ 22 minutes

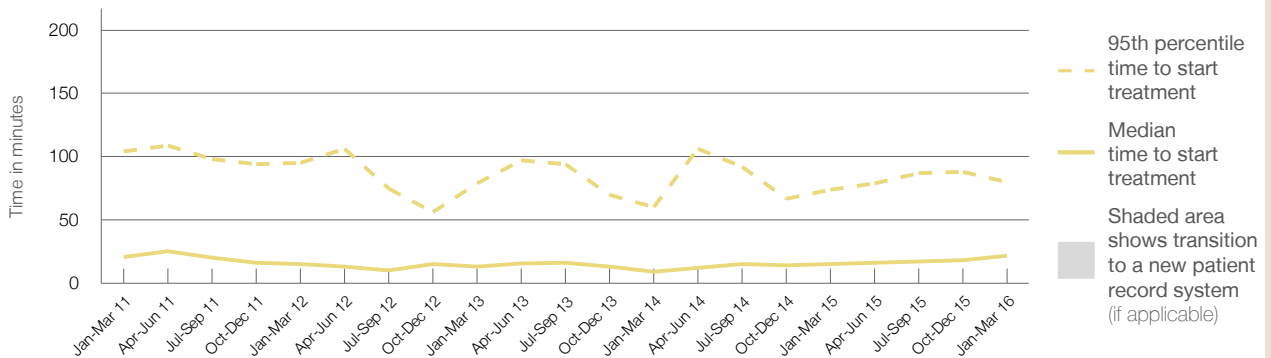
95th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
476	
467	
15 minutes	20 minutes
74 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	21	15	13	9	15	22
95th percentile time to start treatment ⁵ (minutes)	104	95	79	60	74	80

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Gunnedah District Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 1,138

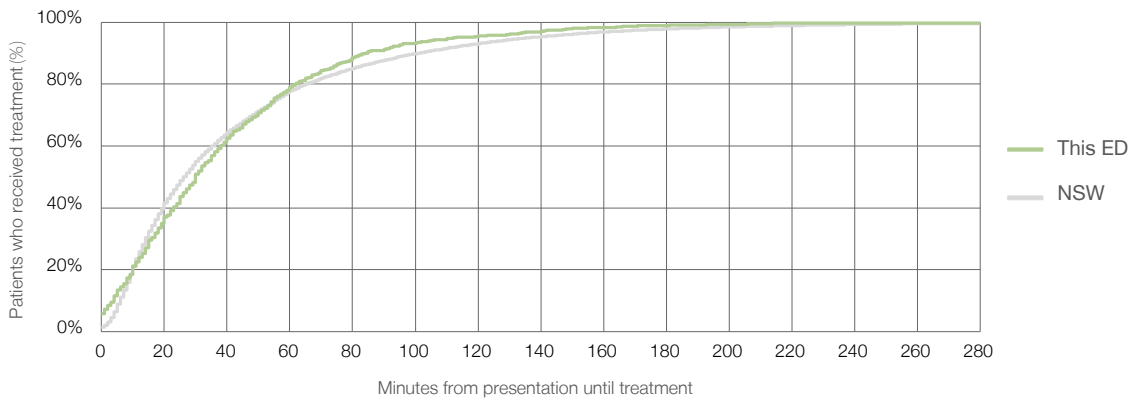
Number of triage 4 patients used to calculate waiting time:³ 1,068

Median time to start treatment⁴ 30 minutes

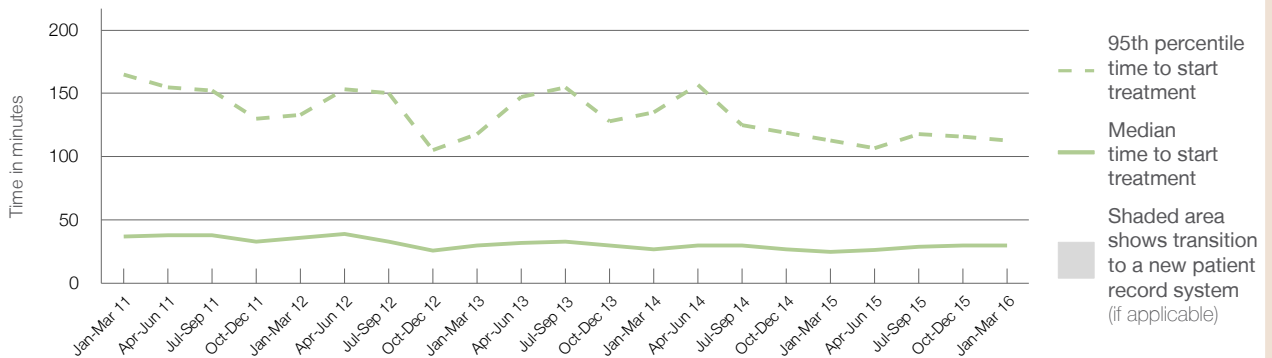
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
1,168	1,129
25 minutes	26 minutes
113 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	37	36	30	27	25	30
95th percentile time to start treatment ⁵ (minutes)	165	133	118	135	113	113

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Gunnedah District Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 220

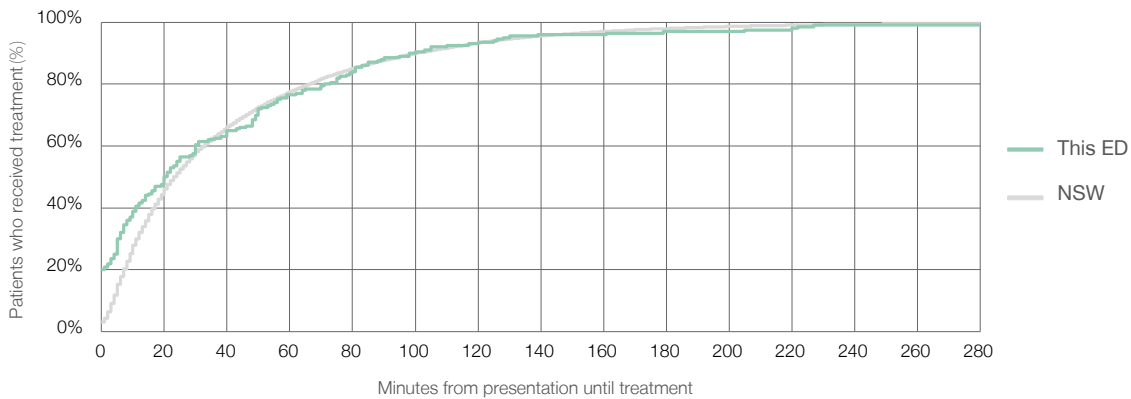
Number of triage 5 patients used to calculate waiting time:³ 200

Median time to start treatment⁴ 21 minutes

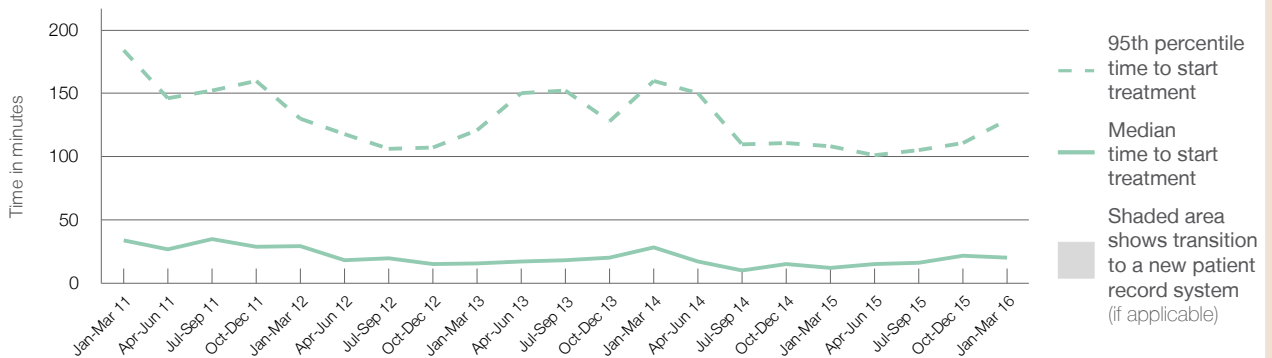
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
209	
203	
12 minutes	23 minutes
108 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	34	30	16	29	12	21
95th percentile time to start treatment ⁵ (minutes)	184	130	121	160	108	129

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Gunnedah District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 2,094 patients

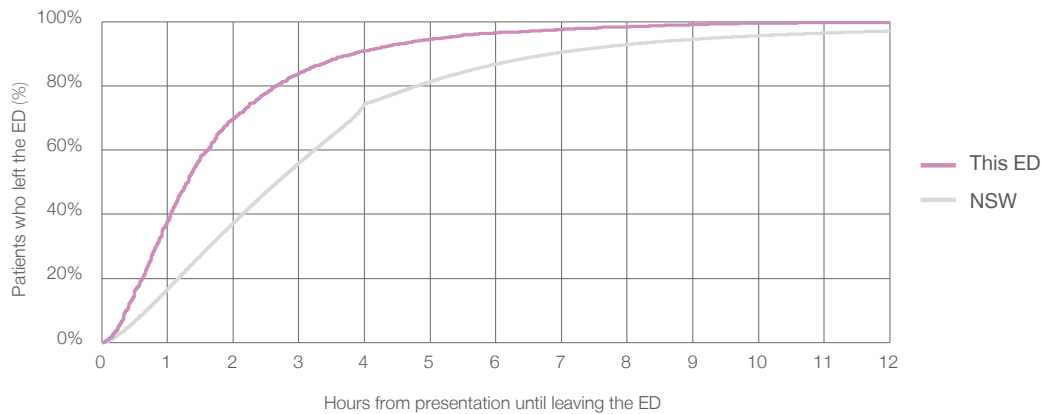
Attendances used to calculate time to leaving the ED:⁶ 2,094 patients

Median time to leaving the ED⁸ 1 hours and 19 minutes

95th percentile time to leaving the ED⁹ 5 hours and 14 minutes

Same period last year	NSW (this period)
1,989	1,989
1 hours and 20 minutes	2 hours and 40 minutes
4 hours and 58 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{††}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 9m	1h 12m	1h 4m	1h 15m	1h 20m	1h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 8m	3h 57m	4h 4m	5h 45m	4h 58m	5h 14m

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Gunnedah District Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

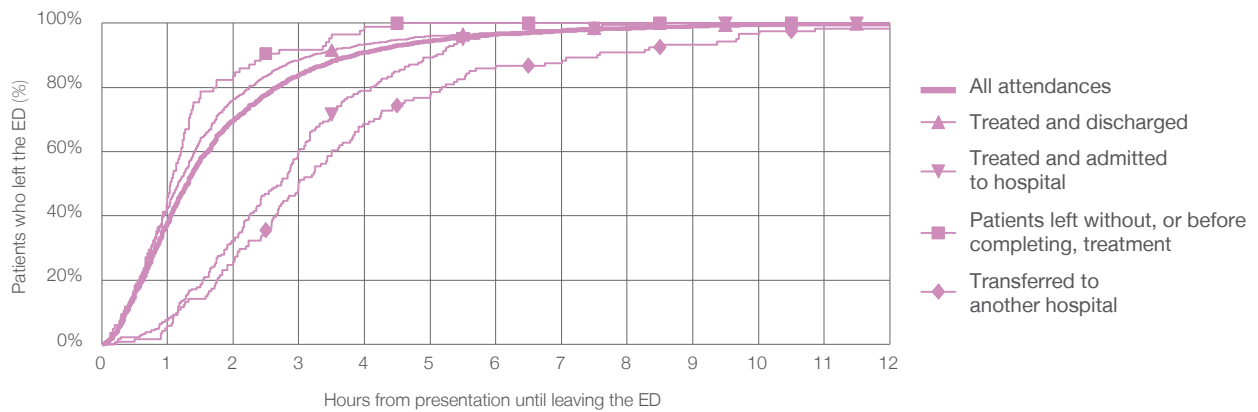
All attendances:¹ 2,094 patients

Attendances used to calculate time to leaving the ED:⁶ 2,094 patients

Treated and discharged	1,673 (80%)
Treated and admitted to hospital	186 (9%)
Patient left without, or before completing, treatment	85 (4%)
Transferred to another hospital	121 (6%)
Other	29 (1%)

Same period last year	Change since one year ago
1,989	5%
1,608	4%
200	-7%
68	25%
108	12%
5	480%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

Treated and discharged	42%	76%	89%	93%	97%	99%	100%	100%
Treated and admitted to hospital	8%	32%	60%	79%	97%	99%	100%	100%
Patient left without, or before completing, treatment	46%	84%	92%	99%	100%	100%	100%	100%
Transferred to another hospital	6%	26%	50%	69%	87%	91%	97%	98%
All attendances	38%	70%	84%	91%	97%	98%	100%	100%

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Gunnedah District Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 2,094 patients

Attendances used to calculate time to leaving the ED: ⁶ 2,094 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	1,989	5%
Attendances used to calculate time to leaving the ED	1,989	5%
Percentage of patients who left the ED within four hours	91%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	94%	95%	95%	89%	91%	91%

* 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.

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- 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 2016*.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).