

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

April to June 2017

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 10,013 patients	9,836	1.8%
Emergency presentations: <sup>2</sup> 9,361 patients	9,603	-2.5%

## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 708 patients	728	
Median time to start treatment <sup>4</sup> 6 minutes	7 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup> 13 minutes	20 minutes	26 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 3,897 patients	3,954	
Median time to start treatment <sup>4</sup> 15 minutes	20 minutes	20 minutes
90th percentile time to start treatment <sup>5</sup> 41 minutes	62 minutes	67 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 3,697 patients	4,078	
Median time to start treatment <sup>4</sup> 18 minutes	22 minutes	25 minutes
90th percentile time to start treatment <sup>5</sup> 73 minutes	81 minutes	99 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 1,025 patients	809	
Median time to start treatment <sup>4</sup> 18 minutes	15 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup> 89 minutes	74 minutes	101 minutes

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

April to June 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 10,013 patients	9,836	1.8%
Percentage of patients who spent four hours or less in the ED 70.8%	72.9%	

\* 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, July to September 2016*.
- 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.

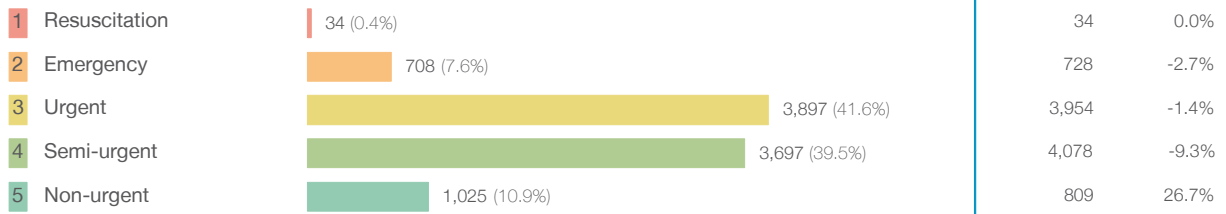
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

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

April to June 2017

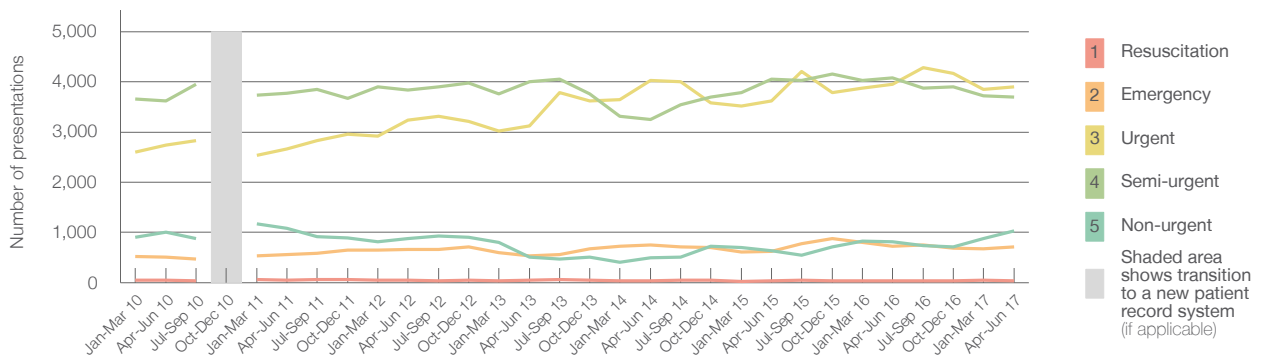
All presentations:<sup>1</sup> 10,013 patients

Emergency presentations<sup>2</sup> by triage category: 9,361 patients



Same period last year	Change since one year ago
9,836	1.8%
9,603	-2.5%
34	0.0%
728	-2.7%
3,954	-1.4%
4,078	-9.3%
809	26.7%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	45	49	44	51	42	35	34	34
Emergency	505	556	657	529	746	623	728	708
Urgent	2,743	2,664	3,239	3,125	4,023	3,614	3,954	3,897
Semi-urgent	3,615	3,767	3,839	3,997	3,247	4,052	4,078	3,697
Non-urgent	1,011	1,083	882	505	494	642	809	1,025
All emergency presentations	7,919	8,119	8,661	8,207	8,552	8,966	9,603	9,361

## Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,083 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,950	
13 minutes	-4 minutes
45 minutes	-23 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.

## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2 April to June 2017

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

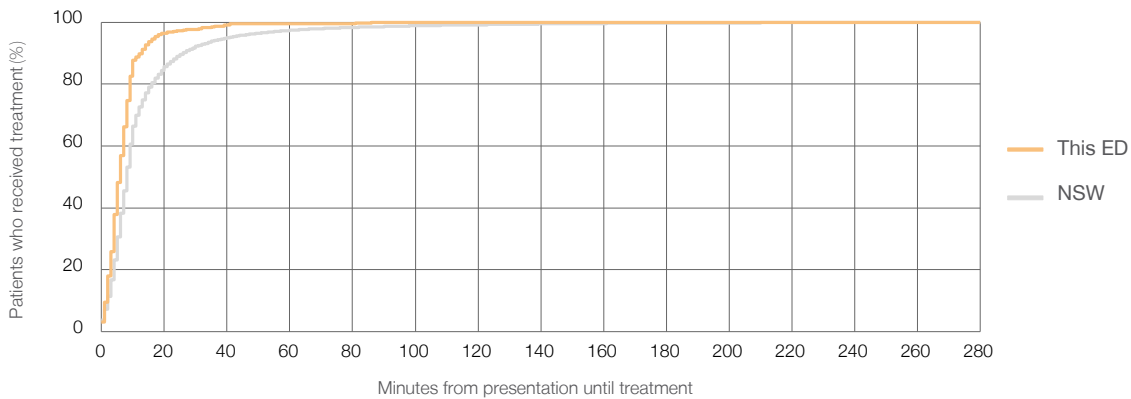
Number of triage 2 patients: 708

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 706

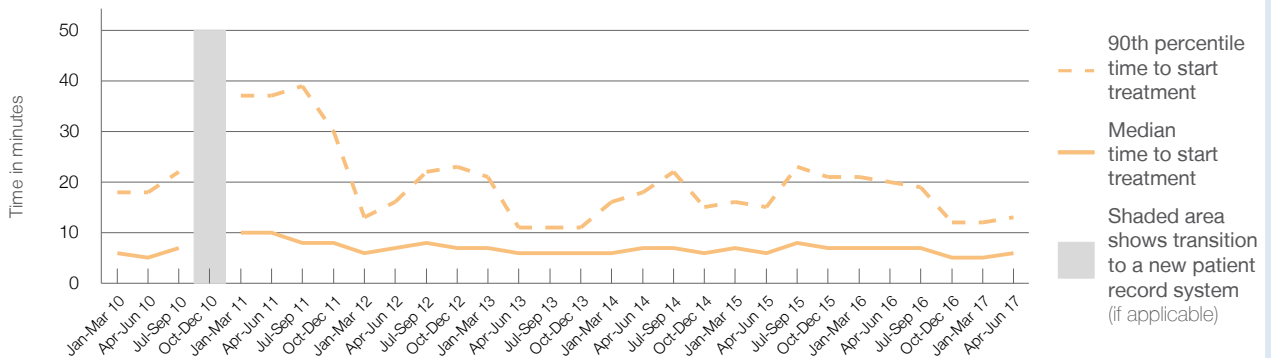
Median time to start treatment<sup>4</sup> ■ 6 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 13 minutes

Same period last year	NSW (this period)
728	725
7 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	5	10	7	6	7	6	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	18	37	16	11	18	15	20	13

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## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 3,897

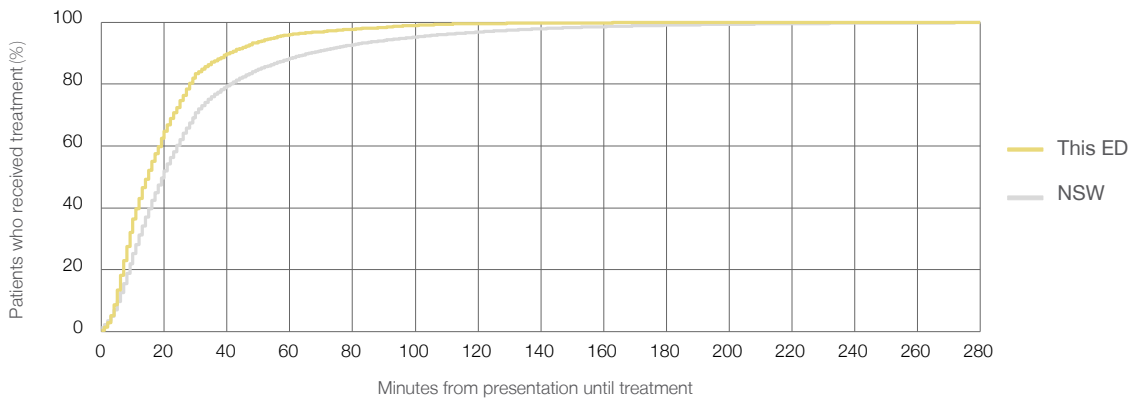
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,856

Median time to start treatment<sup>4</sup> 15 minutes

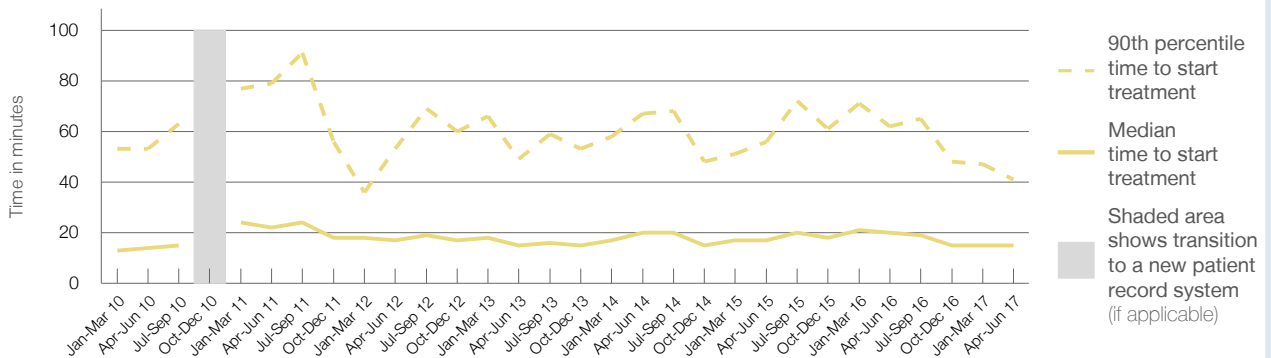
90th percentile time to start treatment<sup>5</sup> 41 minutes

Same period last year	NSW (this period)
3,954	3,900
20 minutes	20 minutes
62 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	14	22	17	15	20	17	20	15
90th percentile time to start treatment <sup>5</sup> (minutes)	53	79	53	49	67	56	62	41

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## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 3,697

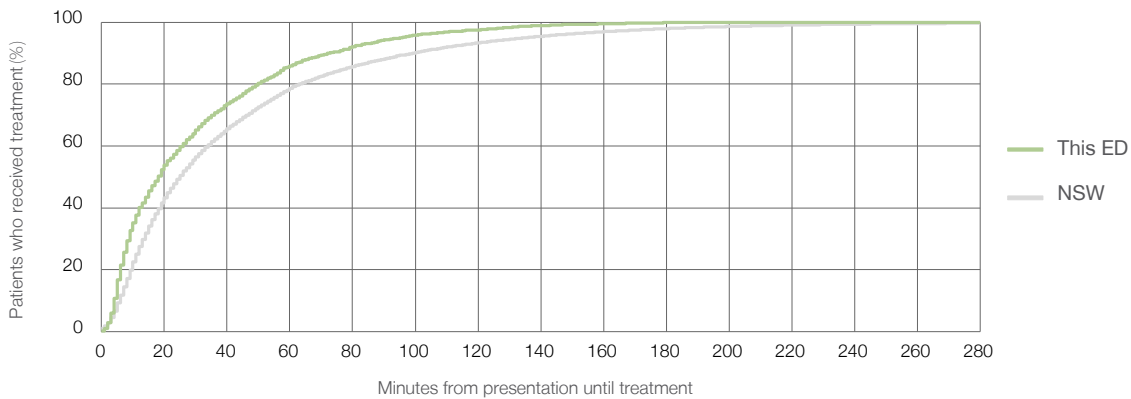
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,609

Median time to start treatment<sup>4</sup> 18 minutes

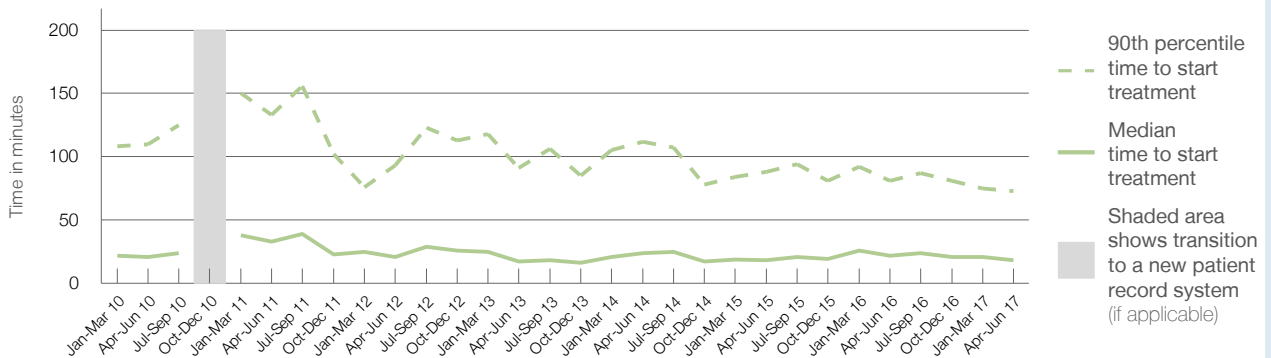
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
4,078	3,924
22 minutes	25 minutes
81 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	21	33	21	17	24	18	22	18
90th percentile time to start treatment <sup>5</sup> (minutes)	110	133	93	91	112	88	81	73

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## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 1,025

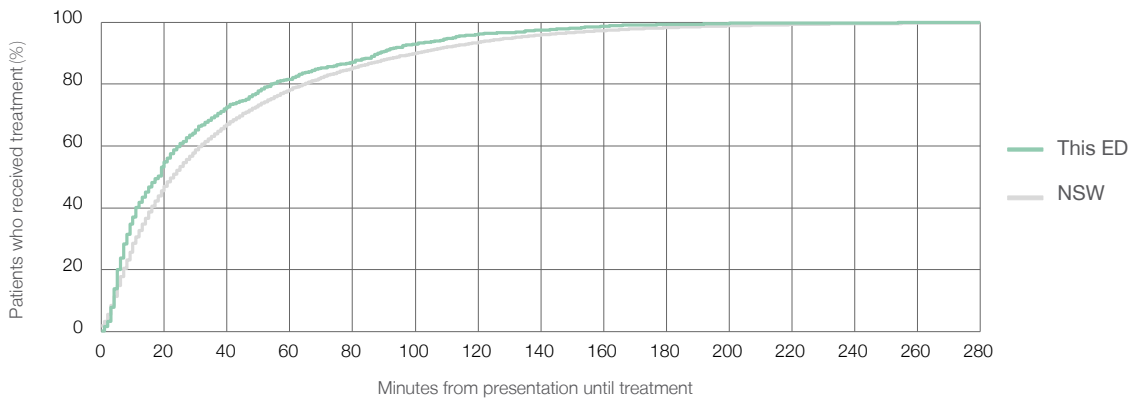
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 980

Median time to start treatment<sup>4</sup> 18 minutes

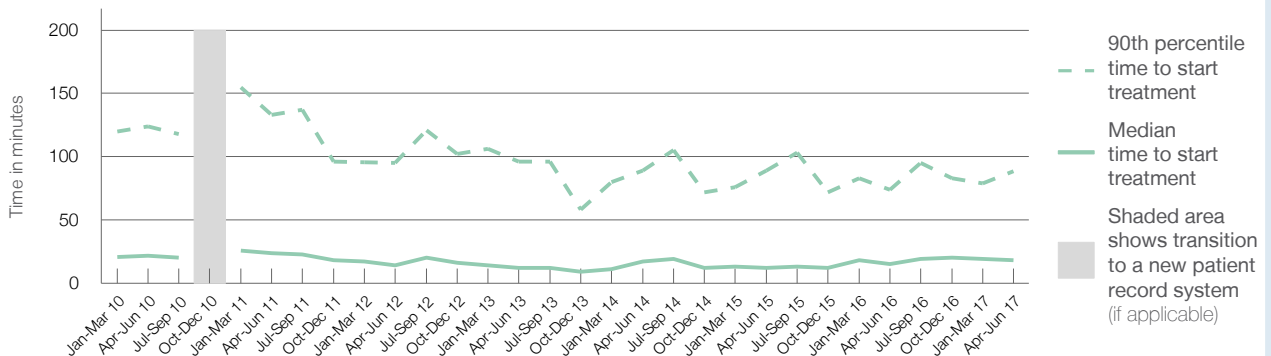
90th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
809	753
15 minutes	23 minutes
74 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	22	24	14	12	17	12	15	18
90th percentile time to start treatment <sup>5</sup> (minutes)	124	133	95	96	89	89	74	89

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

April to June 2017

All presentations:<sup>1</sup> 10,013 patients

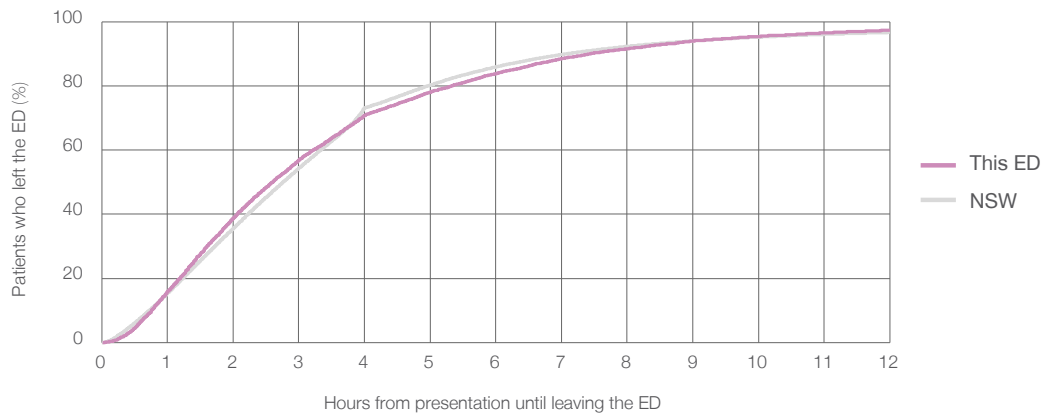
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,013 patients

Median time spent in the ED<sup>8</sup> 2 hours and 36 minutes

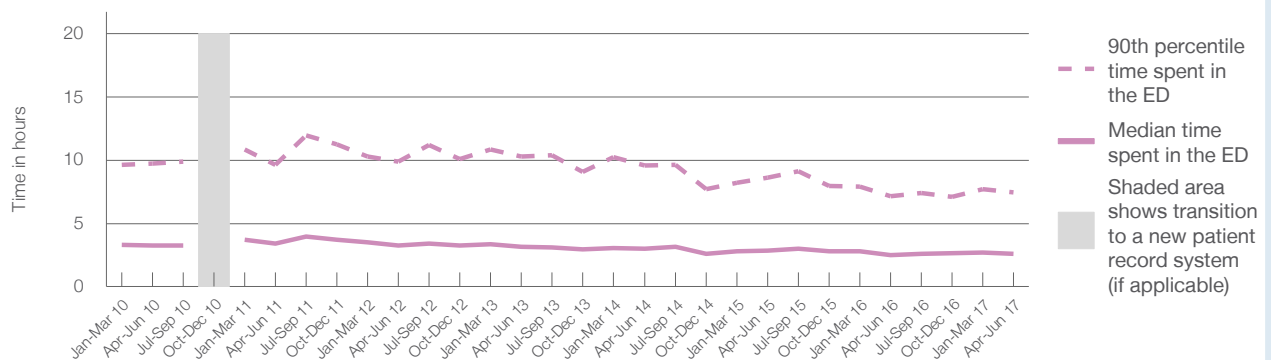
90th percentile time spent in the ED<sup>9</sup> 7 hours and 26 minutes

Same period last year	NSW (this period)
9,836	9,836
2 hours and 30 minutes	2 hours and 46 minutes
7 hours and 8 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



### Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 17m	3h 24m	3h 15m	3h 9m	3h 1m	2h 52m	2h 30m	2h 36m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 43m	9h 38m	9h 52m	10h 16m	9h 34m	8h 38m	7h 8m	7h 26m

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

By mode of separation

April to June 2017

All presentations:<sup>1</sup> 10,013 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,013 patients

Treated and discharged 5,590 (55.8%)

Treated and admitted to hospital 4,139 (41.3%)

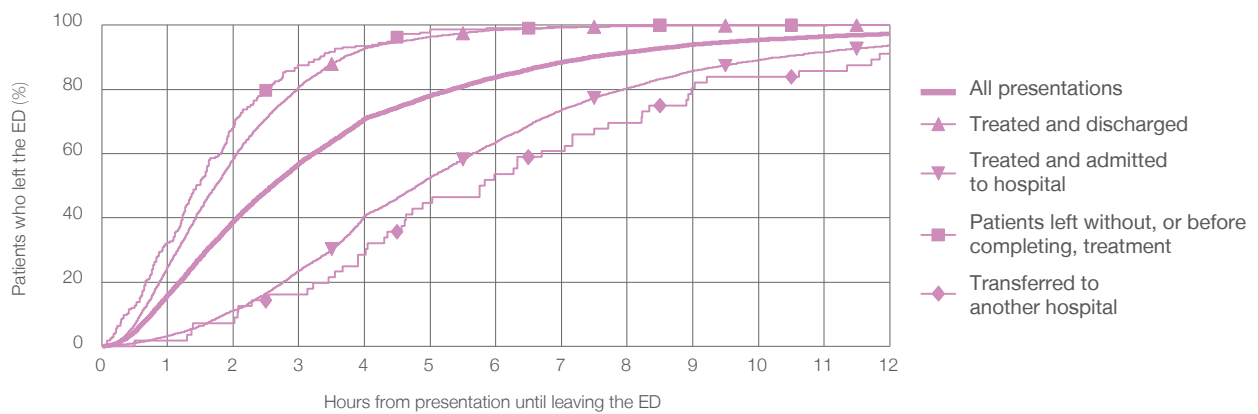
Patient left without, or before completing, treatment 217 (2.2%)

Transferred to another hospital 56 (0.6%)

Other 11 (0.1%)

Same period last year	Change since one year ago
9,836	1.8%
5,681	-1.6%
3,774	9.7%
270	-19.6%
94	-40.4%
17	-35.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<sup>††</sup>



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

Treated and discharged	24.6%	58.4%	80.7%	92.7%	98.5%	99.7%	100%	100%
Treated and admitted to hospital	3.3%	11.2%	23.6%	40.6%	63.5%	80.4%	89.1%	93.7%
Patient left without, or before completing, treatment	32.3%	68.2%	87.6%	93.5%	99.1%	100%	100%	100%
Transferred to another hospital	1.8%	7.1%	16.1%	28.6%	53.6%	69.6%	83.9%	91.1%
All presentations	15.9%	38.8%	56.9%	70.8%	83.8%	91.6%	95.4%	97.3%

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## Wagga Wagga Rural Referral Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2017

All presentations at the emergency department:<sup>1</sup> 10,013 patients

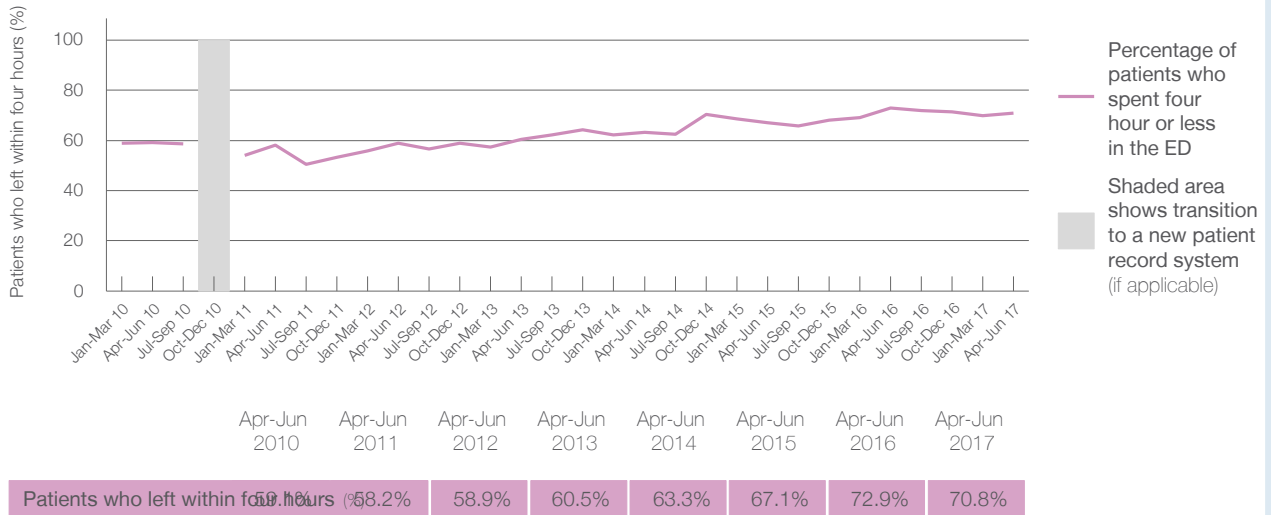
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,013 patients

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: <sup>1</sup>	9,836	1.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	9,836	1.8%
Percentage of patients who spent four hours or less in the ED	72.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



\* 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, July to September 2016*.
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 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).