

Healthcare Quarterly

Performance Profiles

Emergency Department

District group 2 hospitals
(C2) peer group

April to June 2017

Ballina District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 3,993 patients

Emergency presentations:² 3,758 patients

Same period last year	Change since one year ago
3,823	4.4%
3,586	4.8%

Ballina District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 365 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,179 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,938 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 271 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
319	
8 minutes	8 minutes
22 minutes	26 minutes
1,165	
19 minutes	20 minutes
48 minutes	67 minutes
1,791	
24 minutes	25 minutes
98 minutes	99 minutes
290	
26 minutes	23 minutes
99 minutes	101 minutes

Ballina District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 3,993 patients

Percentage of patients who spent four hours or less in the ED 75.5%

Same period last year	Change since one year ago
3,823	4.4%
73.9%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

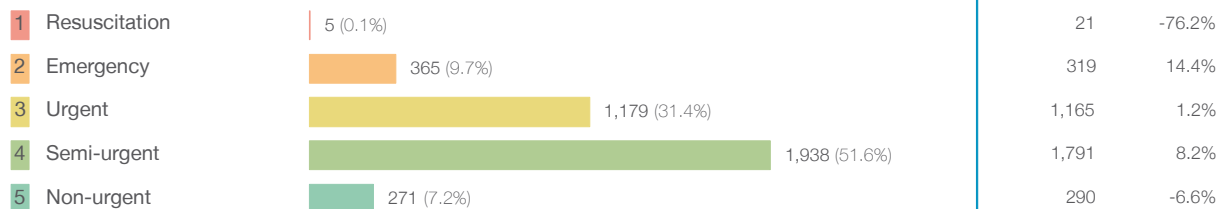
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Ballina District Hospital: Patients presenting to the emergency department

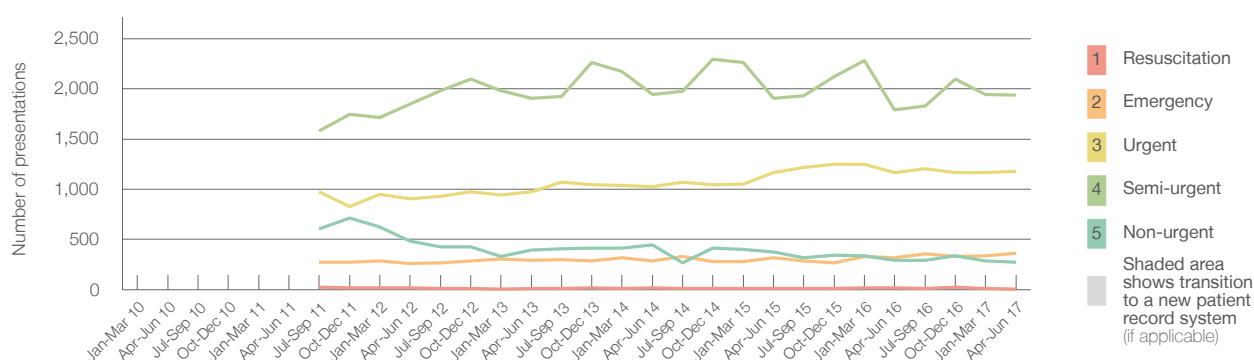
April to June 2017

All presentations:¹ 3,993 patients

Emergency presentations² by triage category: 3,758 patients



Emergency presentations² 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			18	15	18	15	21	5
Emergency			261	294	283	316	319	365
Urgent			904	975	1,026	1,168	1,165	1,179
Semi-urgent			1,847	1,908	1,945	1,908	1,791	1,938
Non-urgent			483	395	445	373	290	271
All emergency presentations			3,513	3,587	3,717	3,780	3,586	3,758

Ballina District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 363 patients ^{**}

ED Transfer of care time



(†) 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.

Ballina District 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: 365

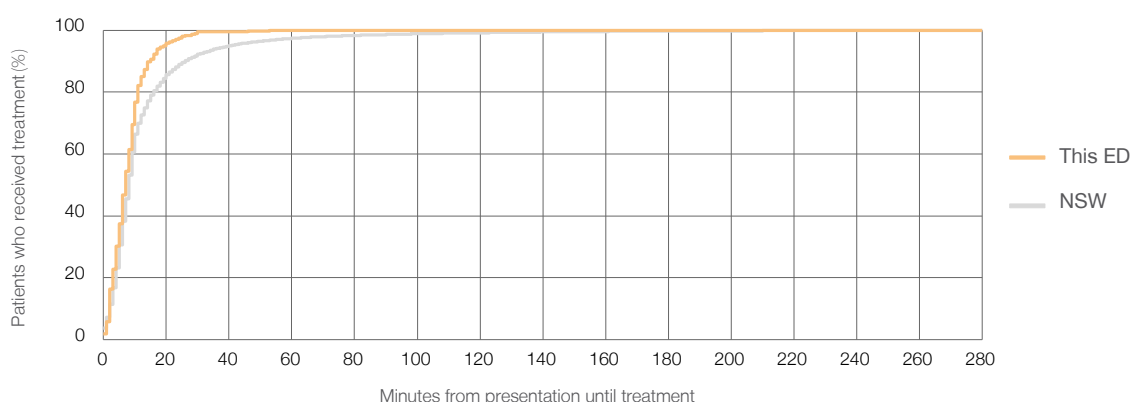
Number of triage 2 patients used to calculate waiting time:³ 360

Median time to start treatment⁴ 7 minutes

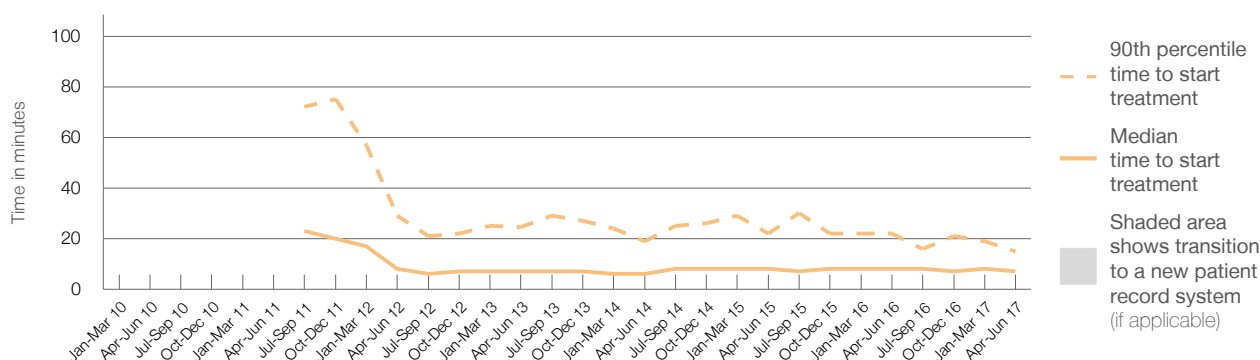
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
319	
317	
8 minutes	8 minutes
22 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^{†‡}



	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 ⁴ (minutes)			8	7	6	8	8	7
90th percentile time to start treatment ⁵ (minutes)			29	25	19	22	22	15

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

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Ballina District 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: 1,179

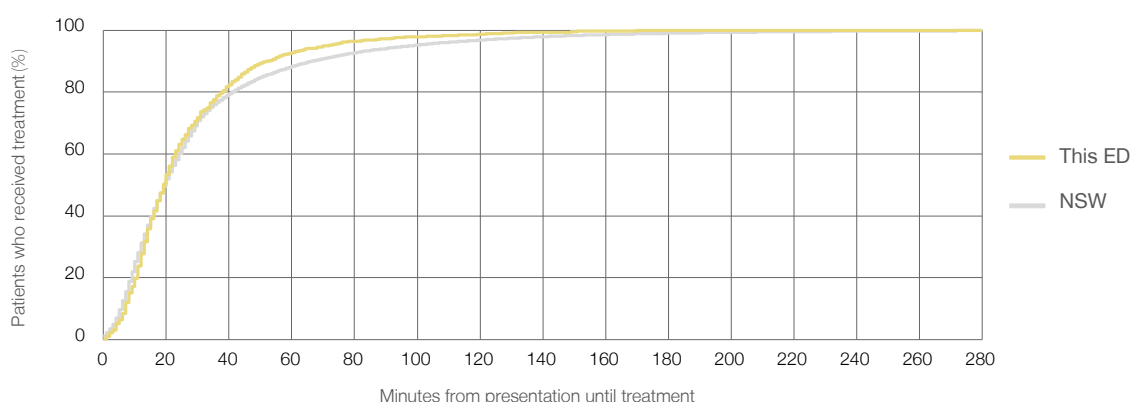
Number of triage 3 patients used to calculate waiting time:³ 1,158

Median time to start treatment⁴ 19 minutes

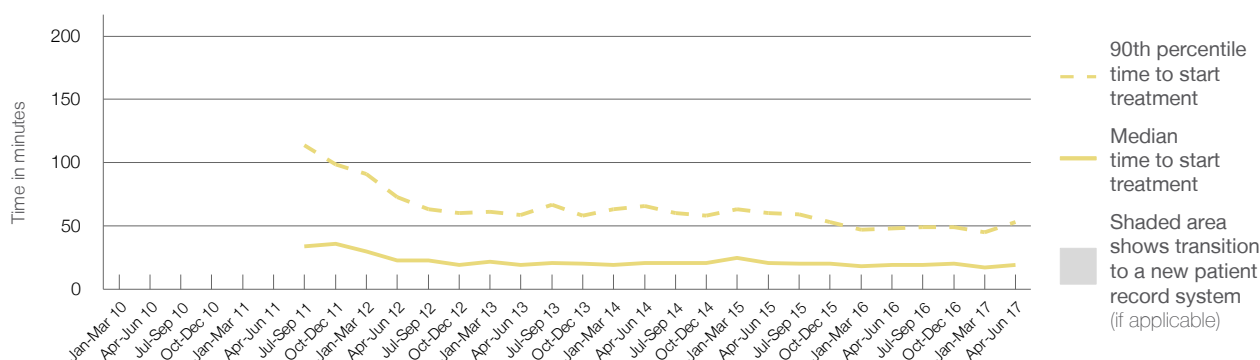
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
1,165	
1,128	
19 minutes	20 minutes
48 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^{†‡}



	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 ⁴ (minutes)			23	19	21	21	19	19
90th percentile time to start treatment ⁵ (minutes)			73	59	66	60	48	53

(†) 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.

Ballina District 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: 1,938

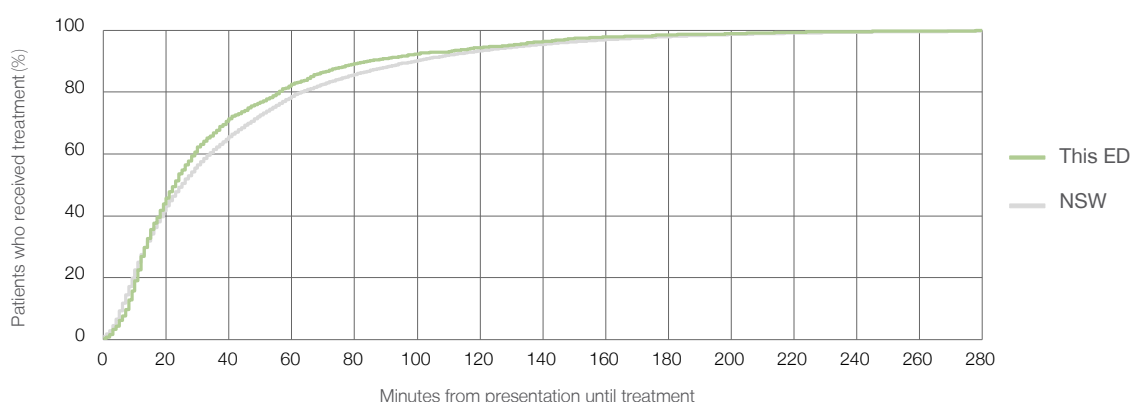
Number of triage 4 patients used to calculate waiting time:³ 1,779

Median time to start treatment⁴ 23 minutes

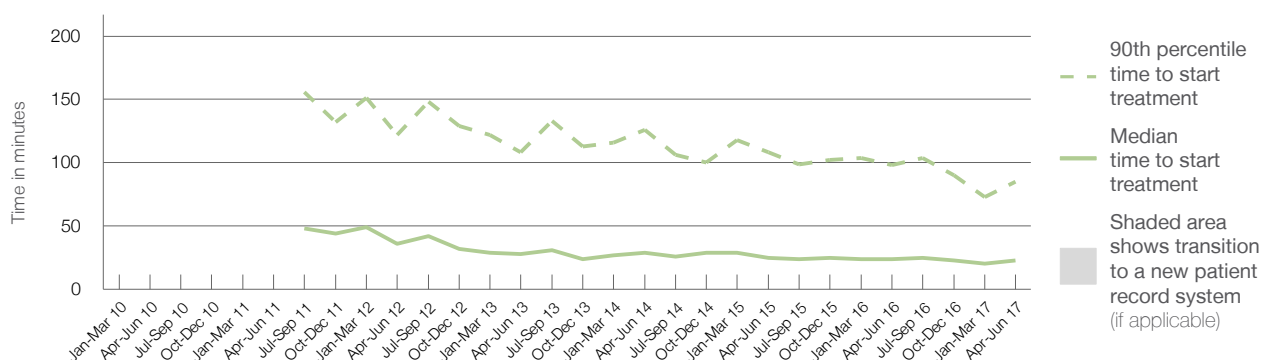
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
1,791	
1,588	
24 minutes	25 minutes
98 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^{†‡}



	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 ⁴ (minutes)			36	28	29	25	24	23
90th percentile time to start treatment ⁵ (minutes)			122	108	126	108	98	85

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

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Ballina District 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: 271

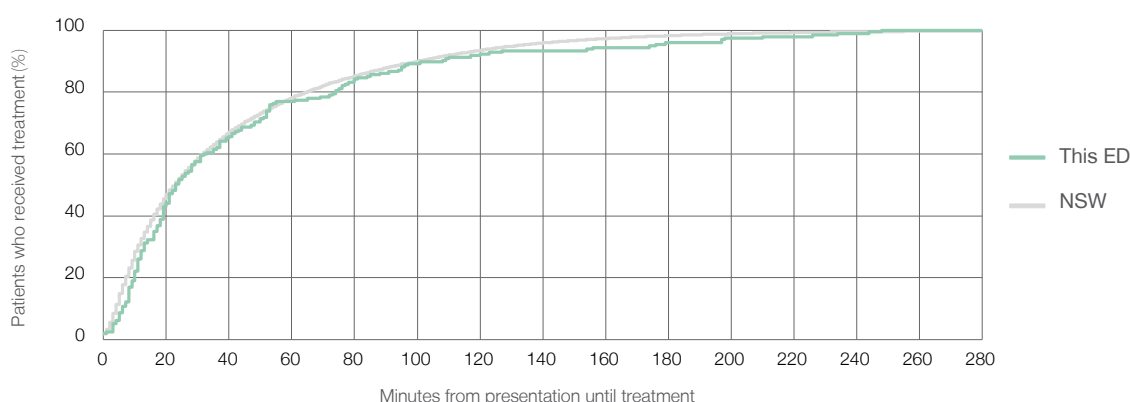
Number of triage 5 patients used to calculate waiting time:³ 195

Median time to start treatment⁴ 23 minutes

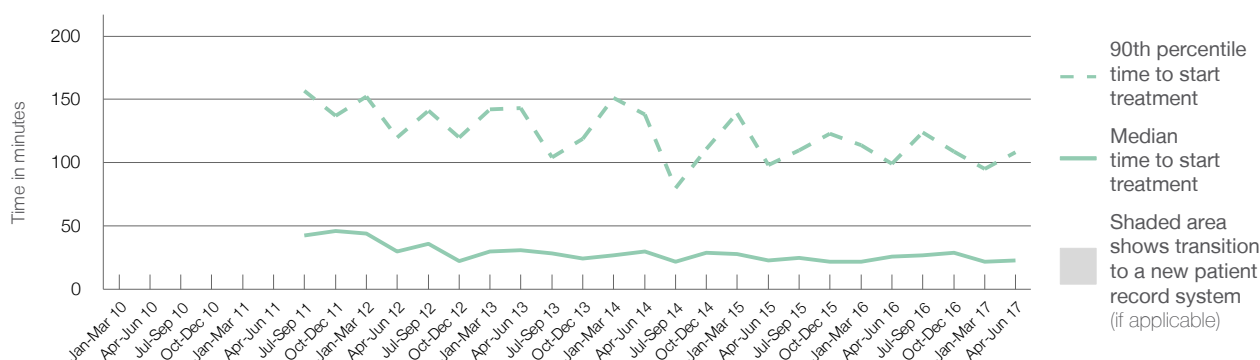
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
290	
203	
26 minutes	23 minutes
99 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^{†‡}



	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 ⁴ (minutes)			30	31	30	23	26	23
90th percentile time to start treatment ⁵ (minutes)			120	143	138	98	99	108

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

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Ballina District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 3,993 patients

Presentations used to calculate time to leaving the ED:⁶ 3,993 patients

Median time spent in the ED⁸

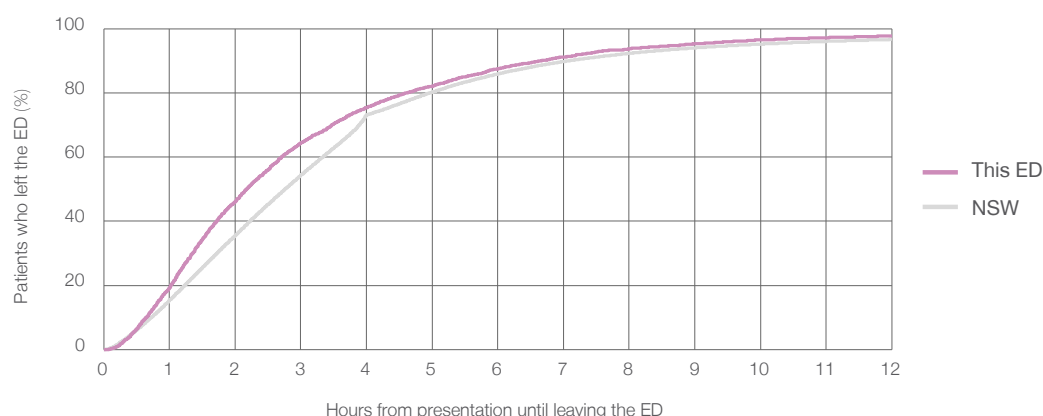
2 hours and 10 minutes

90th percentile time spent in the ED⁹

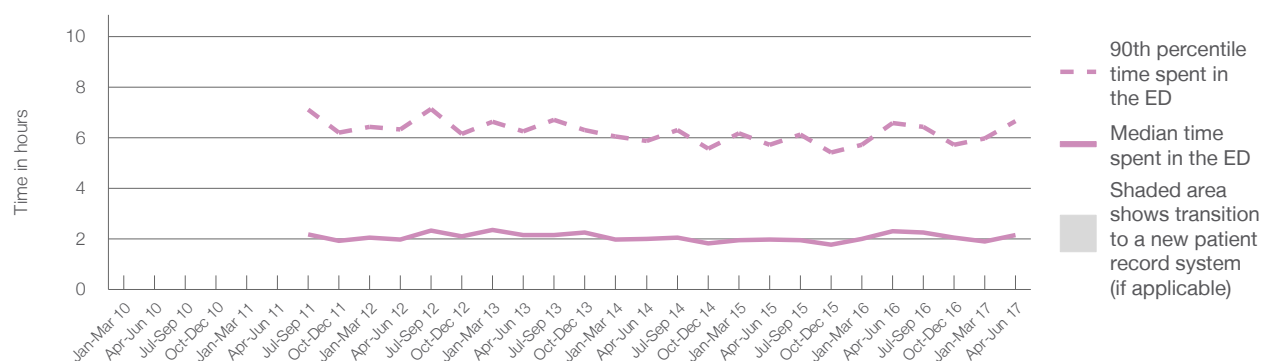
6 hours and 39 minutes

Same period last year	NSW (this period)
3,823	3,823
2 hours and 18 minutes	2 hours and 46 minutes
6 hours and 35 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^{†‡}



	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 ⁸ (hours, minutes)			1h 59m	2h 9m	2h 0m	1h 59m	2h 18m	2h 10m
90th percentile time to leaving the ED ⁹ (hours, minutes)			6h 20m	6h 16m	5h 52m	5h 43m	6h 35m	6h 39m

(†) 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.

Ballina District Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

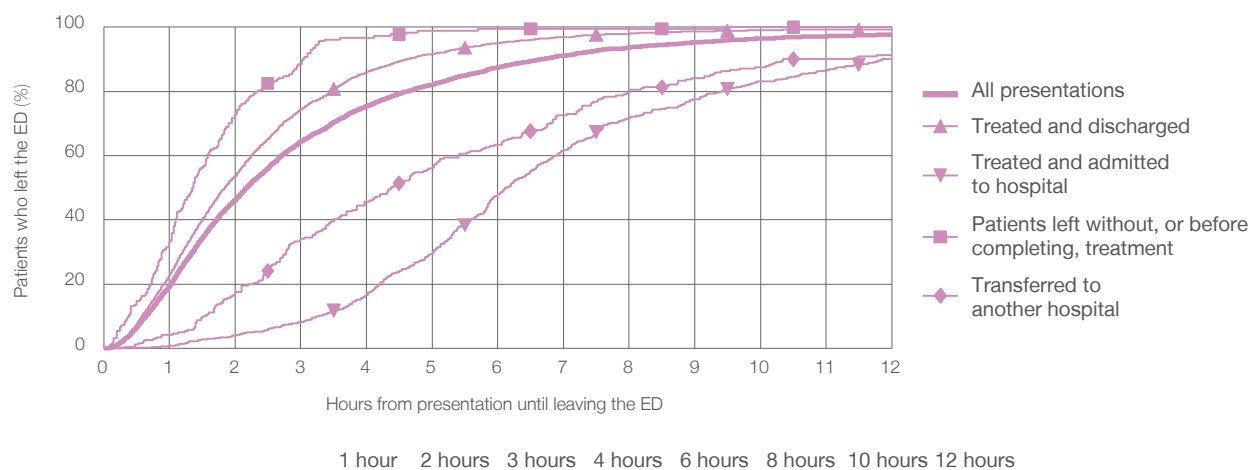
All presentations:¹ 3,993 patients

Presentations used to calculate time to leaving the ED:⁶ 3,993 patients

Treated and discharged	3,057 (76.6%)
Treated and admitted to hospital	495 (12.4%)
Patient left without, or before completing, treatment	184 (4.6%)
Transferred to another hospital	241 (6.0%)
Other	16 (0.4%)

Same period last year	Change since one year ago
3,823	4.4%
2,503	22.1%
956	-48.2%
233	-21.0%
113	113.3%
18	-11.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



Treated and discharged	22.7%	53.7%	74.4%	86.1%	95.1%	98.0%	99.1%	99.3%
Treated and admitted to hospital	0.8%	4.0%	8.1%	16.6%	48.1%	71.7%	83.2%	90.1%
Patient left without, or before completing, treatment	33.2%	72.8%	88.6%	96.7%	99.5%	99.5%	100%	100%
Transferred to another hospital	4.1%	17.4%	34.0%	45.6%	63.5%	79.7%	87.6%	91.3%
All presentations	19.4%	46.2%	64.4%	75.5%	87.6%	93.7%	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.

Ballina District 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:¹ 3,993 patients

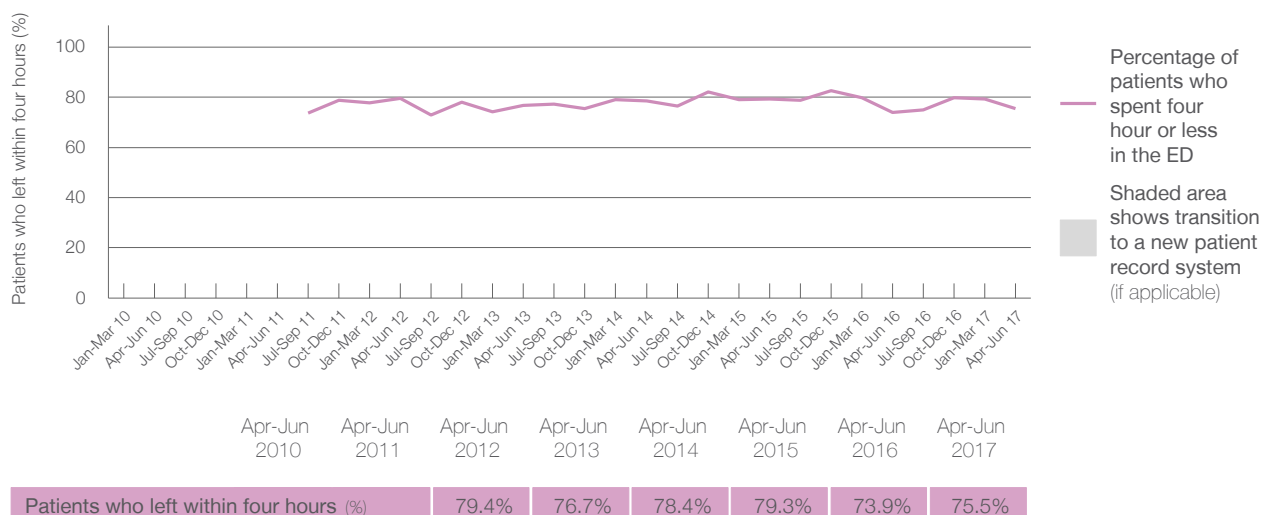
Presentations used to calculate time to leaving the ED:⁶ 3,993 patients

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



Same period last year	Change since one year ago
3,823	4.4%
3,823	4.4%
73.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017 ^{†‡}



- * 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).

Bateman's Bay District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 3,925 patients

Emergency presentations:² 3,783 patients

Same period last year	Change since one year ago
3,113	26.1%
3,028	24.9%

Bateman's Bay District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 342 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,050 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,862 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 97 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 522 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
283	
8 minutes	8 minutes
28 minutes	26 minutes
1,019	
18 minutes	20 minutes
56 minutes	67 minutes
1,374	
26 minutes	25 minutes
89 minutes	99 minutes
333	
21 minutes	23 minutes
90 minutes	101 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 3,925 patients

Percentage of patients who spent four hours or less in the ED 87.8%

Same period last year	Change since one year ago
3,113	26.1%
80.8%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

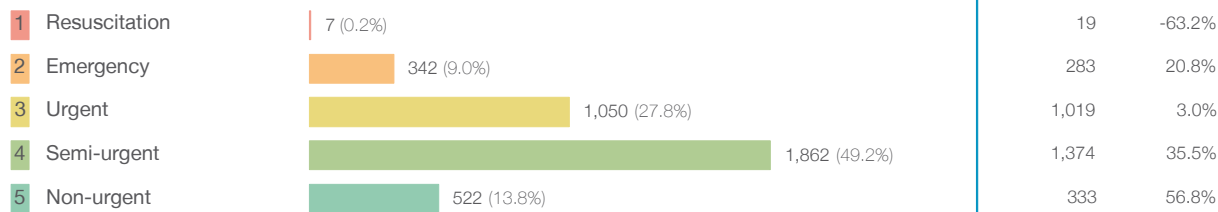
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Bateman's Bay District Hospital: Patients presenting to the emergency department

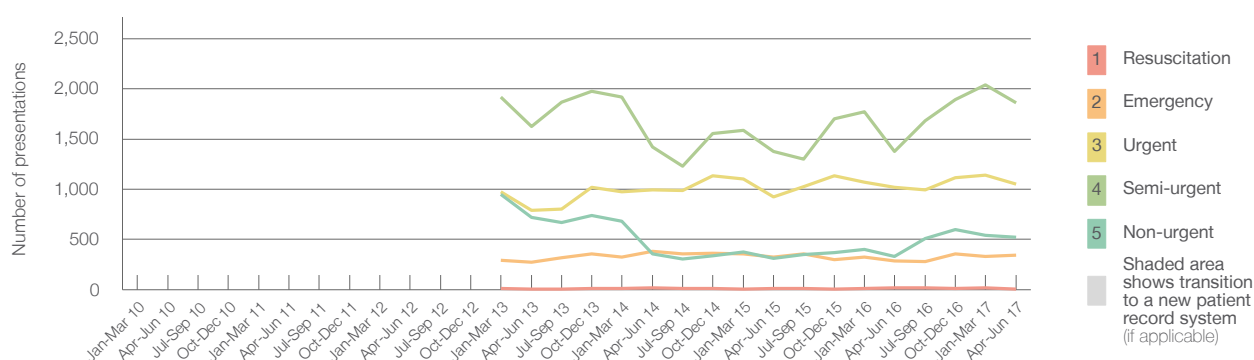
April to June 2017

All presentations:¹ 3,925 patients

Emergency presentations² by triage category: 3,783 patients



Emergency presentations² 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				< 5	17	14	19	7
Emergency				279	380	323	283	342
Urgent				788	995	921	1,019	1,050
Semi-urgent				1,627	1,418	1,374	1,374	1,862
Non-urgent				717	359	314	333	522
All emergency presentations				3,411	3,169	2,946	3,028	3,783

Bateman's Bay District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 478 patients

ED Transfer of care time



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

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(§) 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.

Bateman's Bay District 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: 342

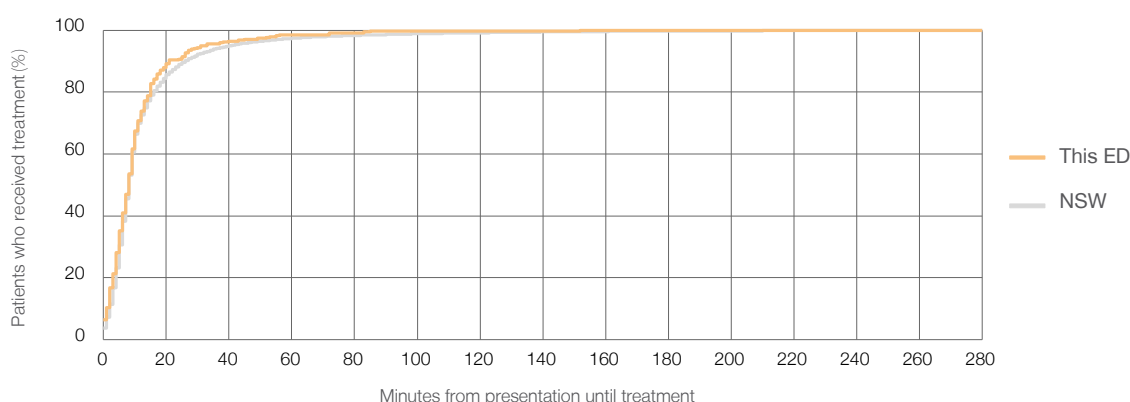
Number of triage 2 patients used to calculate waiting time:³ 341

Median time to start treatment⁴ 8 minutes

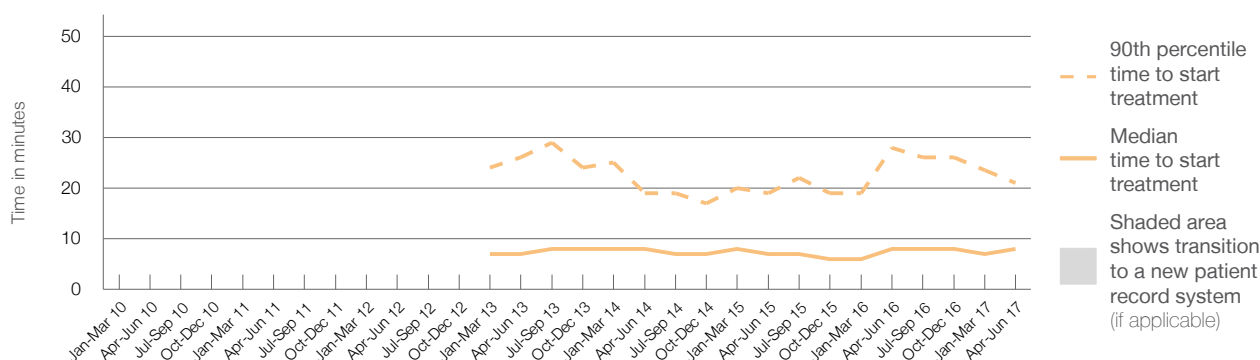
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
283	
281	
8 minutes	8 minutes
28 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^{†‡§}



	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 ⁴ (minutes)				7	8	7	8	8
90th percentile time to start treatment ⁵ (minutes)				26	19	19	28	21

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

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(§) 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.

Bateman's Bay District 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: 1,050

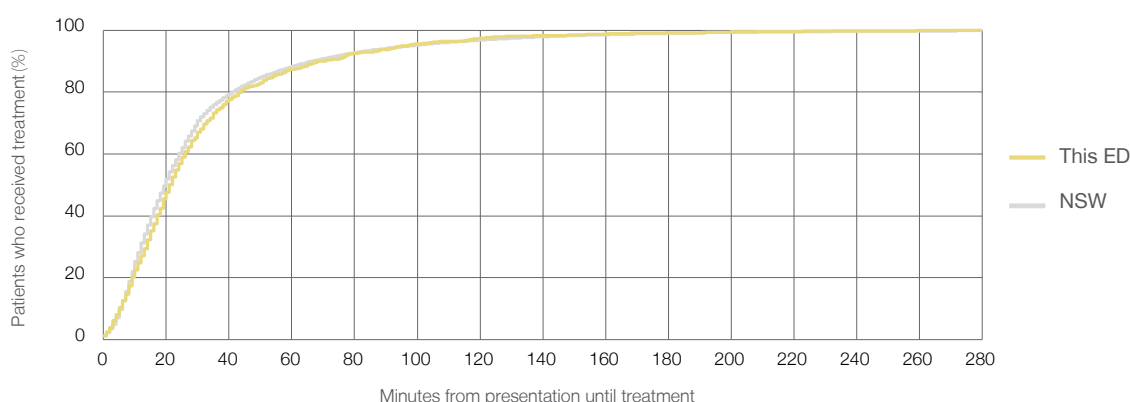
Number of triage 3 patients used to calculate waiting time:³ 999

Median time to start treatment⁴ 21 minutes

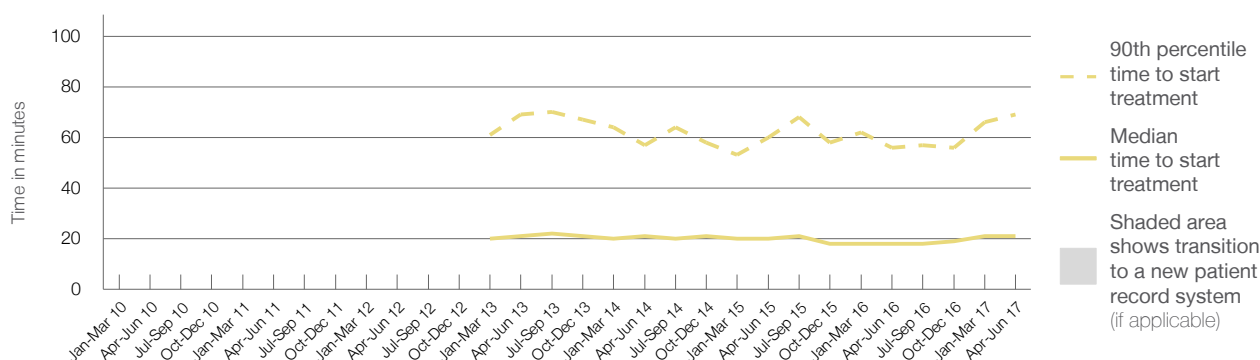
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,019	
994	
18 minutes	20 minutes
56 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^{†‡§}



	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 ⁴ (minutes)				21	21	20	18	21
90th percentile time to start treatment ⁵ (minutes)				69	57	60	56	69

(†) 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.

Bateman's Bay District 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: 1,862

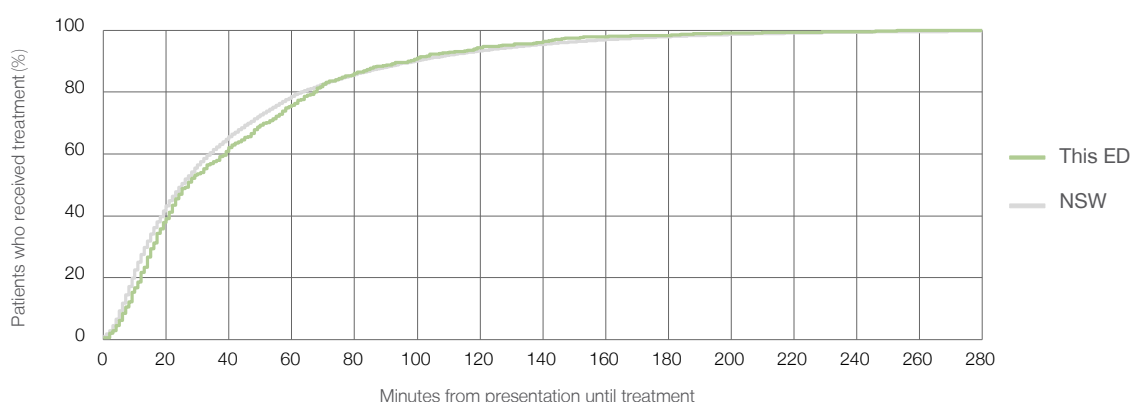
Number of triage 4 patients used to calculate waiting time:³ 714

Median time to start treatment⁴ 27 minutes

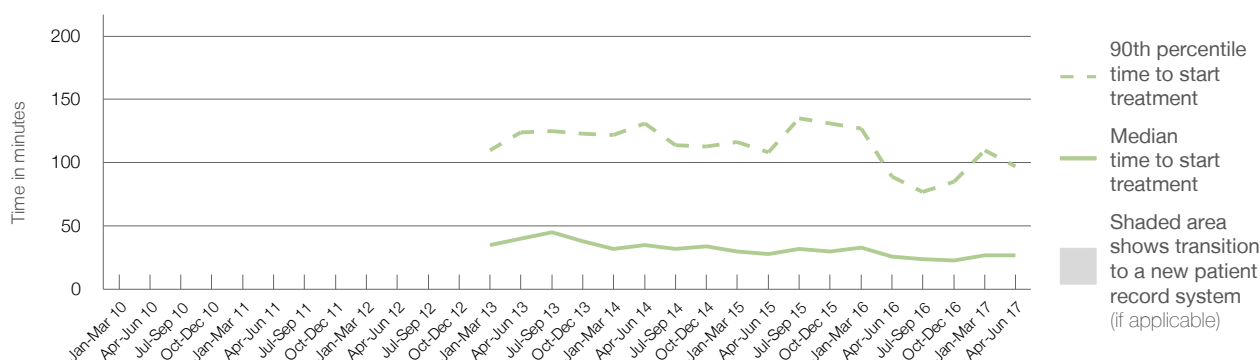
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
1,374	
900	
26 minutes	25 minutes
89 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^{†‡§}



	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 ⁴ (minutes)				40	35	28	26	27
90th percentile time to start treatment ⁵ (minutes)				124	131	108	89	97

(†) 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.

Bateman's Bay District 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: 522

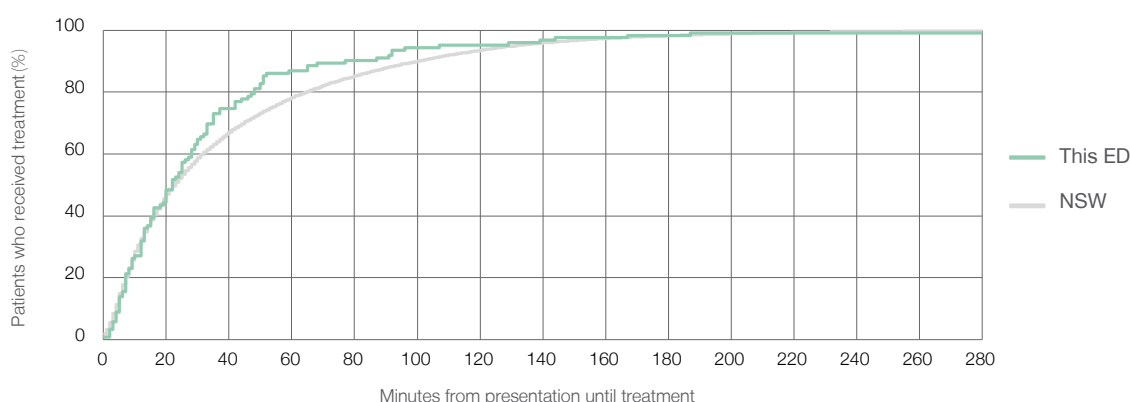
Number of triage 5 patients used to calculate waiting time:³ 122

Median time to start treatment⁴ 22 minutes

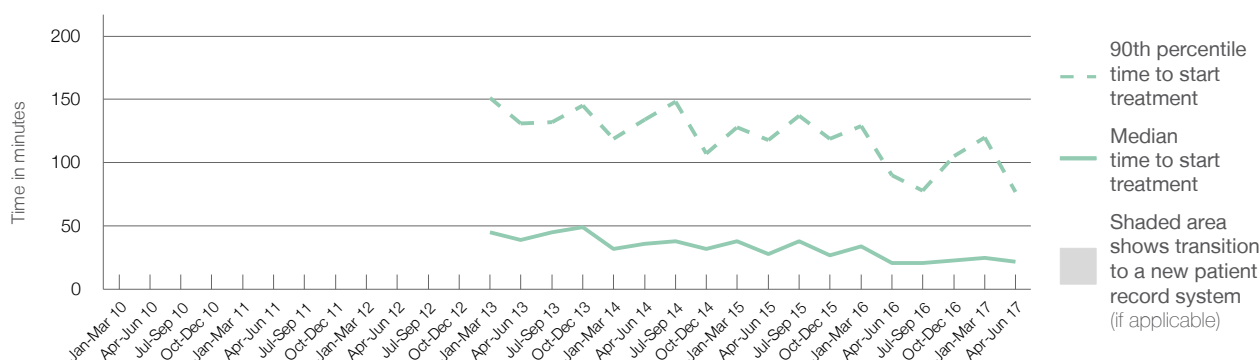
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
333	
170	
21 minutes	23 minutes
90 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^{†‡§}



	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 ⁴ (minutes)				39	36	28	21	22
90th percentile time to start treatment ⁵ (minutes)				131	134	118	90	77

(†) 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.

Bateman's Bay District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 3,925 patients

Presentations used to calculate time to leaving the ED:⁶ 3,925 patients

Median time spent in the ED⁸

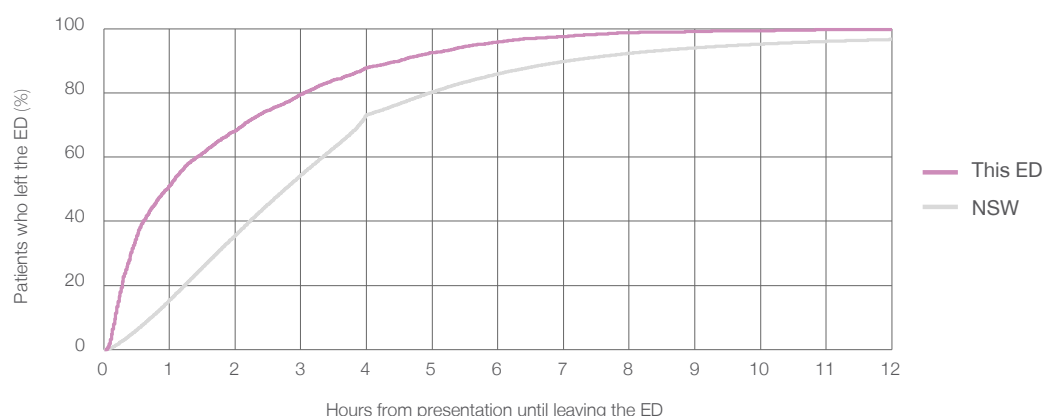
0 hours and 58 minutes

90th percentile time spent in the ED⁹

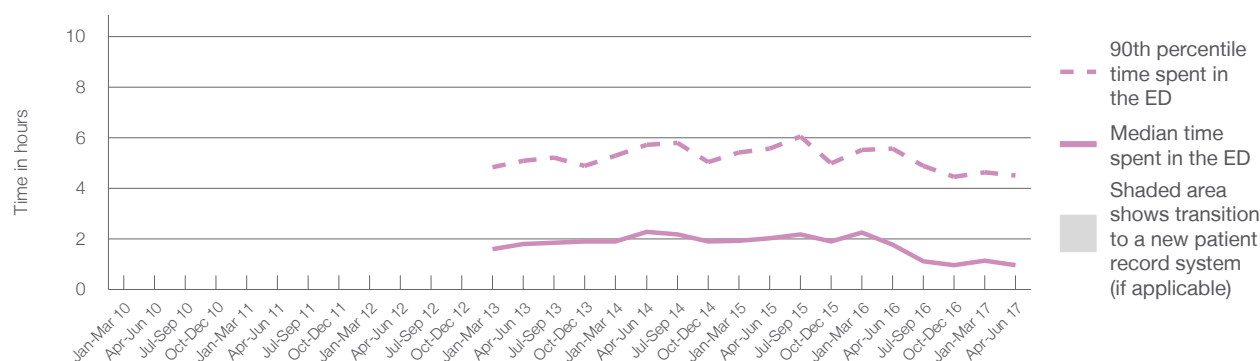
4 hours and 30 minutes

Same period last year	NSW (this period)
3,113	
3,113	
1 hours and 47 minutes	2 hours and 46 minutes
5 hours and 35 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^{†‡§}



	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 ⁸ (hours, minutes)				1h 48m	2h 17m	2h 2m	1h 47m	0h 58m
90th percentile time to leaving the ED ⁹ (hours, minutes)				5h 6m	5h 43m	5h 34m	5h 35m	4h 30m

(†) 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.

Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

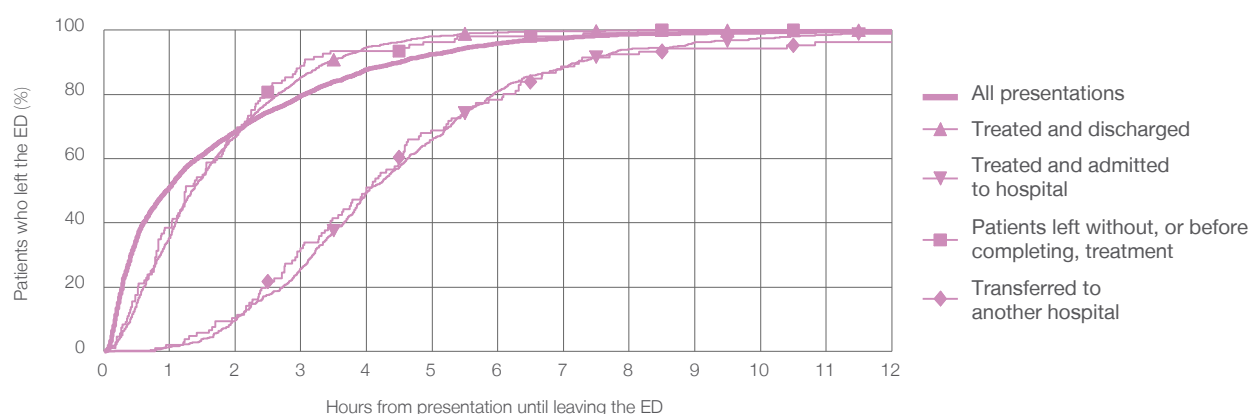
All presentations:[†] 3,925 patients

Presentations used to calculate time to leaving the ED:[‡] 3,925 patients

Treated and discharged	1,484 (37.8%)
Treated and admitted to hospital	668 (17.0%)
Patient left without, or before completing, treatment	109 (2.8%)
Transferred to another hospital	106 (2.7%)
Other	1,558 (39.7%)

Same period last year	Change since one year ago
3,113	26.1%
1,669	-11.1%
652	2.5%
105	3.8%
110	-3.6%
577	170.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡§}



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

Treated and discharged	35.3%	66.8%	85.4%	94.7%	99.3%	99.9%	99.9%	100%
Treated and admitted to hospital	1.3%	9.7%	25.7%	49.7%	81.1%	94.2%	97.5%	99.0%
Patient left without, or before completing, treatment	38.5%	68.8%	89.0%	93.6%	98.2%	99.1%	100%	100%
Transferred to another hospital	1.9%	10.4%	32.1%	50.9%	78.3%	92.5%	94.3%	96.2%
All presentations	51.0%	68.2%	79.6%	87.8%	95.9%	98.7%	99.4%	99.7%

(†) 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.

(§) 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.

Bateman's Bay District 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:¹ 3,925 patients

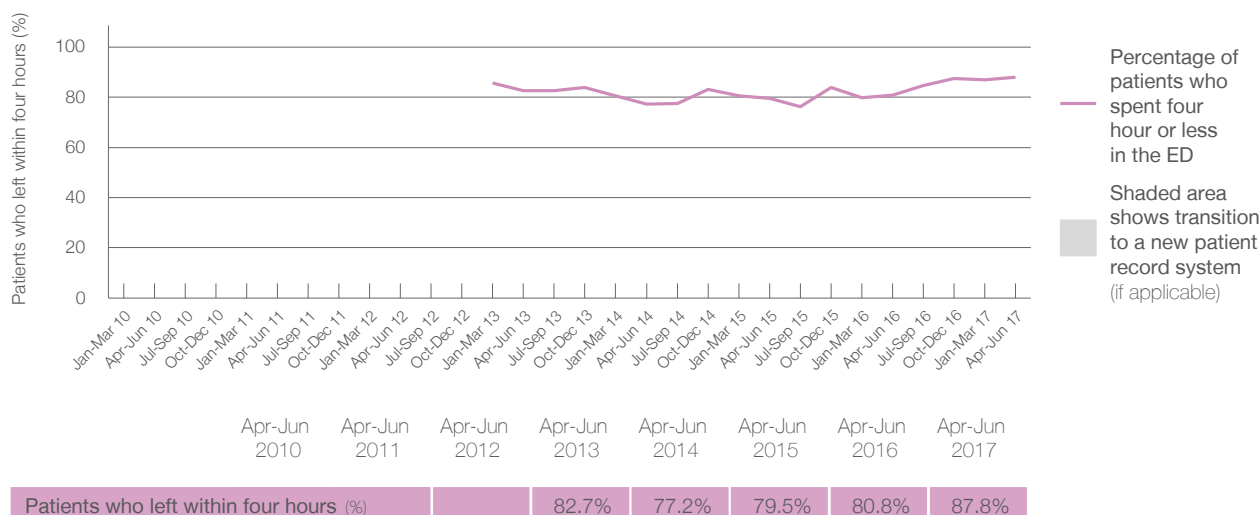
Presentations used to calculate time to leaving the ED:⁶ 3,925 patients

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



Same period last year	Change since one year ago
3,113	26.1%
3,113	26.1%
80.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡§}



- * 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*.
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).

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 4,141 patients

Emergency presentations:² 4,081 patients

Same period last year	Change since one year ago
4,171	-0.7%
4,089	-0.2%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 650 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 906 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 64 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,075 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 122 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 428 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
526	
7 minutes	8 minutes
20 minutes	26 minutes
973	
17 minutes	20 minutes
52 minutes	67 minutes
1,955	
22 minutes	25 minutes
89 minutes	99 minutes
617	
22 minutes	23 minutes
92 minutes	101 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 4,137 patients

Percentage of patients who spent four hours or less in the ED 81.6%

Same period last year	Change since one year ago
4,171	-0.8%
81.6%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

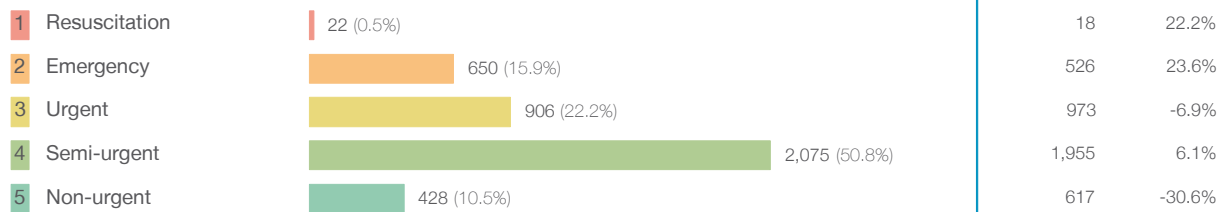
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department

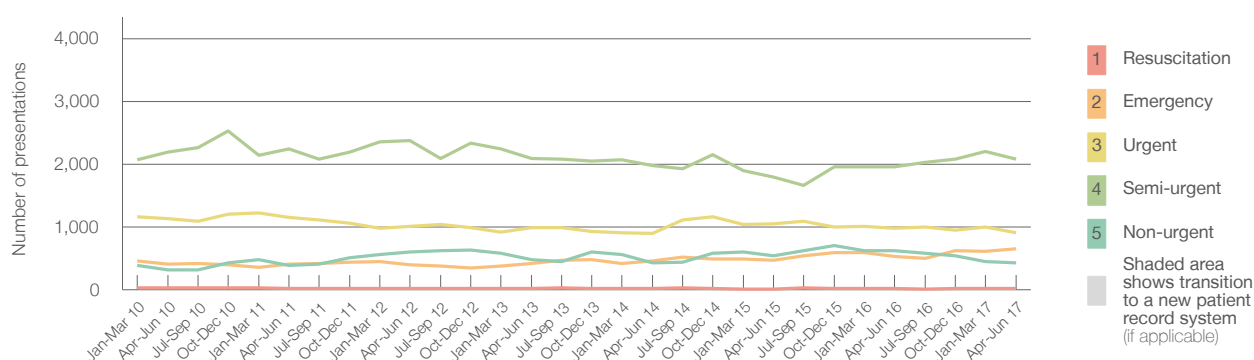
April to June 2017

All presentations:¹ 4,141 patients

Emergency presentations² by triage category: 4,081 patients



Emergency presentations² 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	26	24	15	23	24	13	18	22
Emergency	407	411	394	421	462	471	526	650
Urgent	1,136	1,149	1,007	987	899	1,053	973	906
Semi-urgent	2,196	2,240	2,377	2,091	1,974	1,796	1,955	2,075
Non-urgent	314	386	596	475	429	543	617	428
All emergency presentations	4,079	4,210	4,389	3,997	3,788	3,876	4,089	4,081

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 774 patients

ED Transfer of care time



(†) 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.

Blue Mountains District Anzac Memorial 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: 650

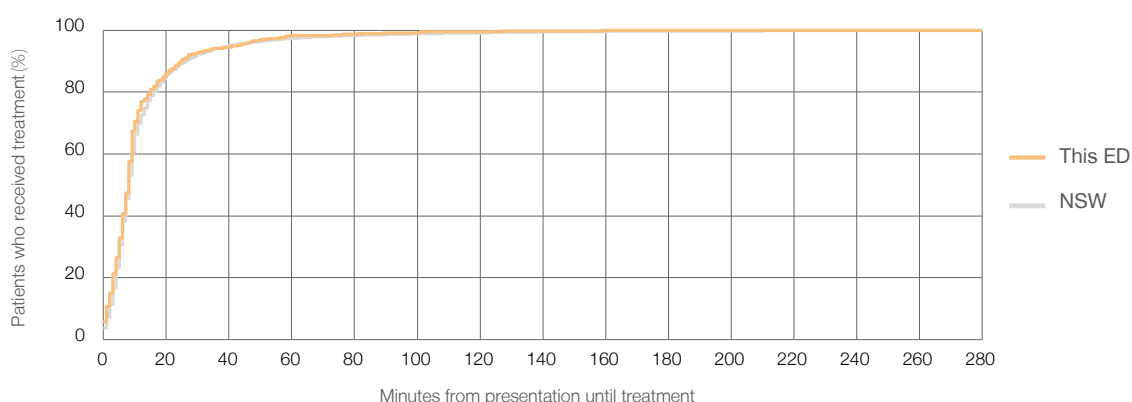
Number of triage 2 patients used to calculate waiting time:³ 606

Median time to start treatment⁴ 8 minutes

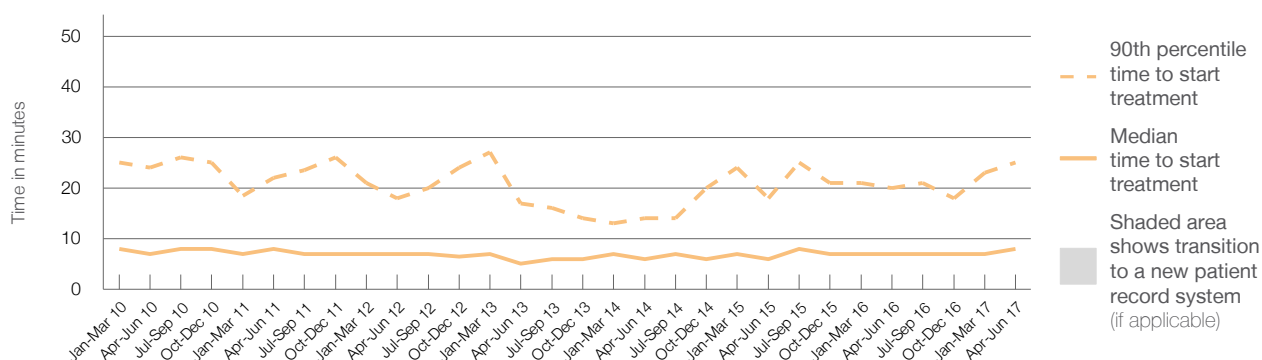
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
526	
522	
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^{†‡}



	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 ⁴ (minutes)	7	8	7	5	6	6	7	8
90th percentile time to start treatment ⁵ (minutes)	24	22	18	17	14	18	20	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.

Blue Mountains District Anzac Memorial 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: 906

Number of triage 3 patients used to calculate waiting time:³ 841

Median time to start treatment⁴

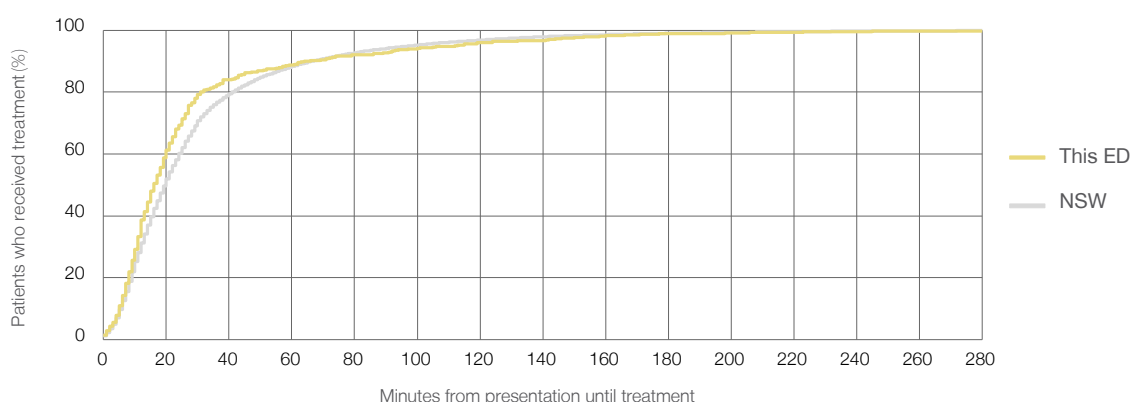
16 minutes

90th percentile time to start treatment⁵

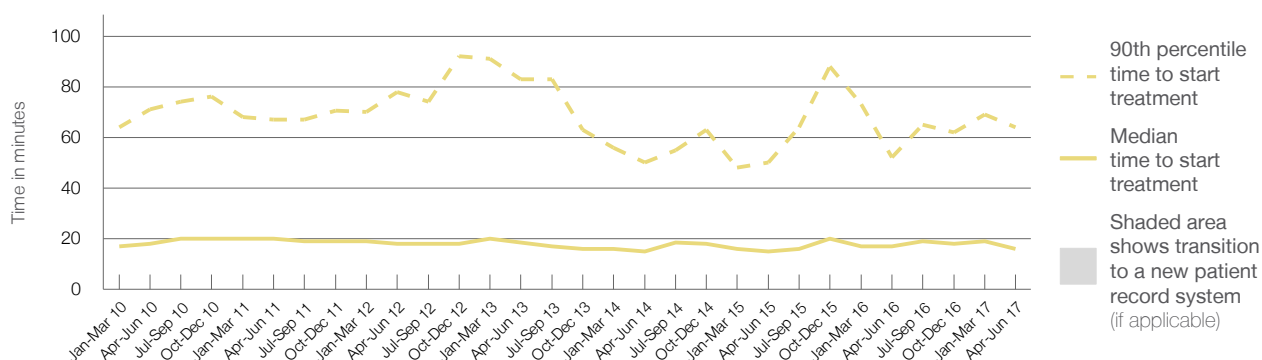
64 minutes

Same period last year	NSW (this period)
973	
939	
17 minutes	20 minutes
52 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^{†‡}



	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 ⁴ (minutes)	18	20	18	19	15	15	17	16
90th percentile time to start treatment ⁵ (minutes)	71	67	78	83	50	50	52	64

(†) 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.

Blue Mountains District Anzac Memorial 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: 2,075

Number of triage 4 patients used to calculate waiting time:³ 1,920

Median time to start treatment⁴

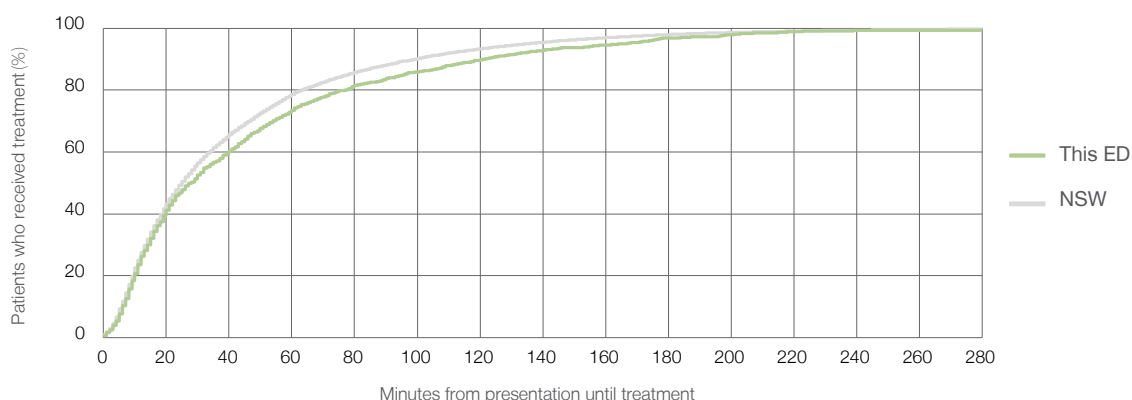
28 minutes

90th percentile time to start treatment⁵

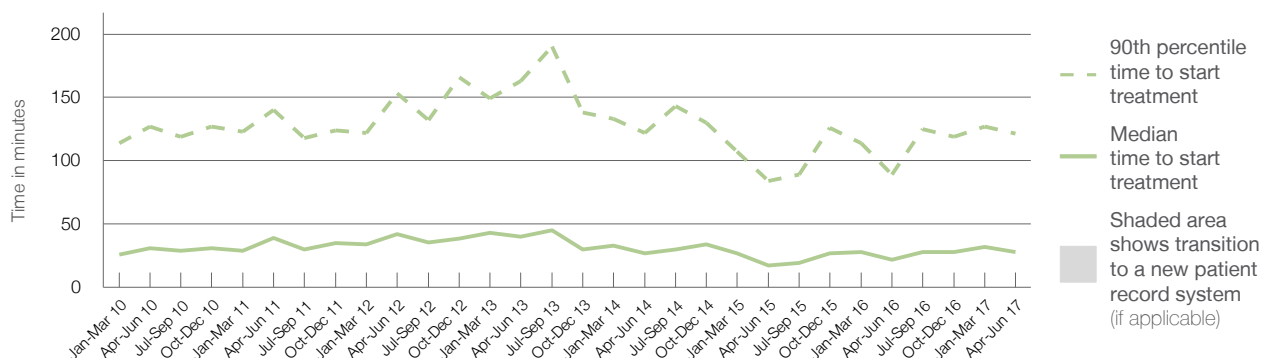
122 minutes

Same period last year	NSW (this period)
1,955	
1,838	
22 minutes	25 minutes
89 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^{†‡}



	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 ⁴ (minutes)	31	39	42	40	27	17	22	28
90th percentile time to start treatment ⁵ (minutes)	127	140	153	163	122	84	89	122

(†) 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.

Blue Mountains District Anzac Memorial 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: 428

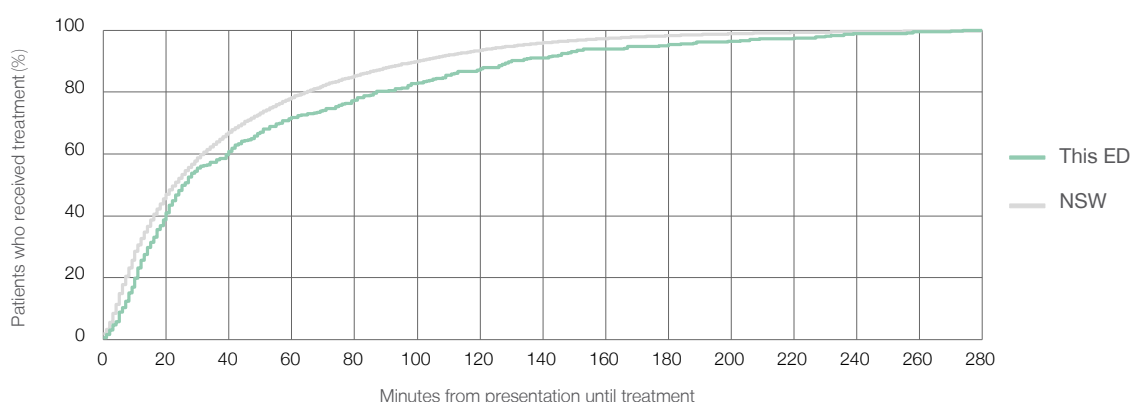
Number of triage 5 patients used to calculate waiting time:³ 359

Median time to start treatment⁴ 26 minutes

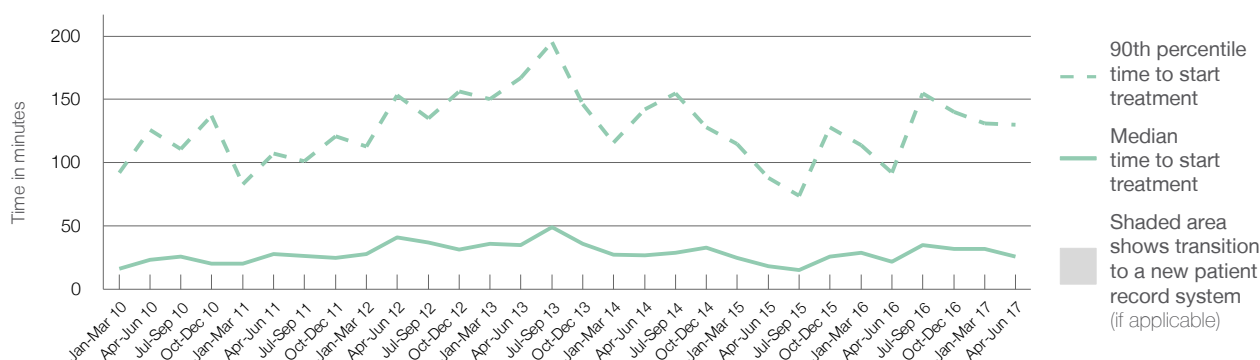
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
617	
545	
22 minutes	23 minutes
92 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^{†‡}



	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 ⁴ (minutes)	24	28	41	35	27	18	22	26
90th percentile time to start treatment ⁵ (minutes)	126	107	153	167	142	88	92	130

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

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 4,141 patients

Presentations used to calculate time to leaving the ED:⁶ 4,137 patients

Median time spent in the ED⁸

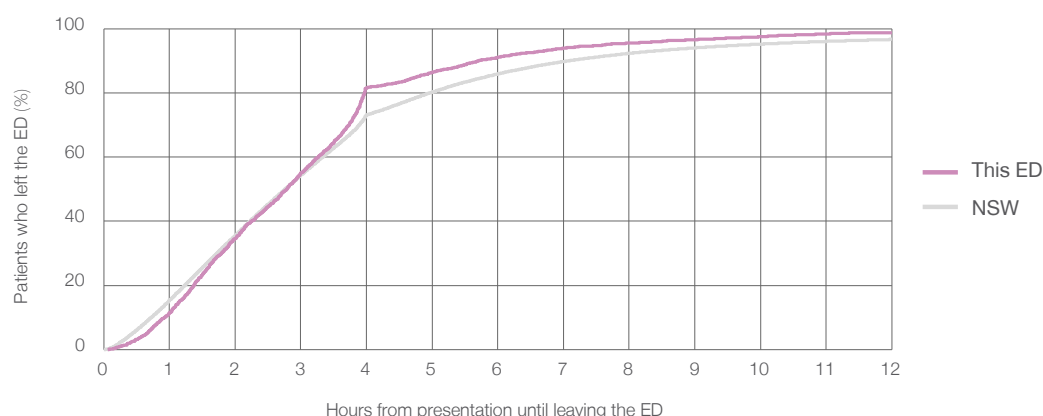
2 hours and 47 minutes

90th percentile time spent in the ED⁹

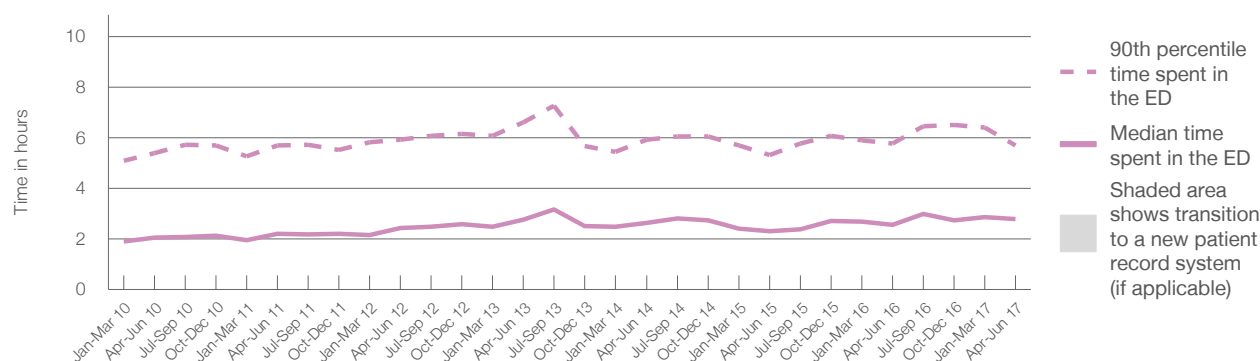
5 hours and 42 minutes

Same period last year	NSW (this period)
4,171	4,171
2 hours and 34 minutes	2 hours and 46 minutes
5 hours and 47 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^{†‡}



	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 ⁸ (hours, minutes)	2h 4m	2h 13m	2h 26m	2h 46m	2h 38m	2h 19m	2h 34m	2h 47m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 24m	5h 42m	5h 56m	6h 37m	5h 55m	5h 20m	5h 47m	5h 42m

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

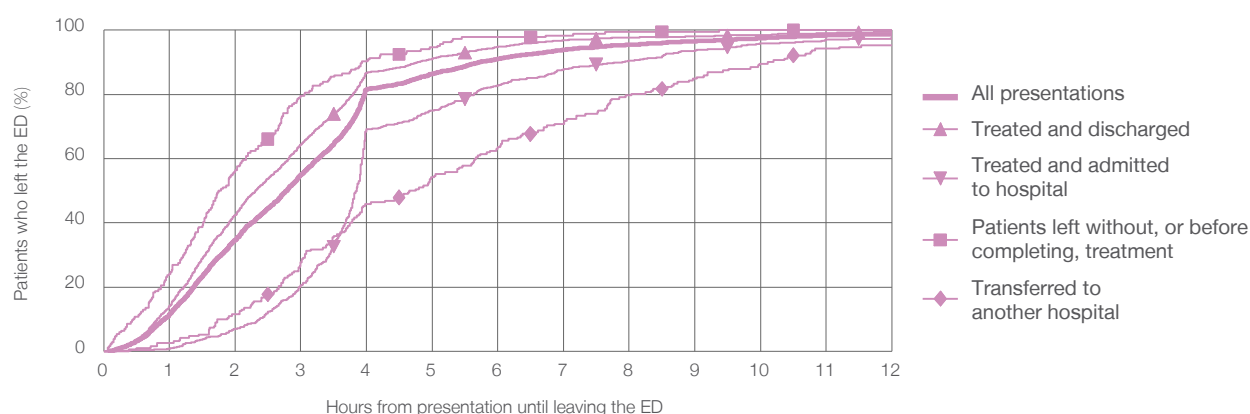
All presentations:[†] 4,141 patients

Presentations used to calculate time to leaving the ED:[‡] 4,137 patients

Treated and discharged	2,934 (70.9%)
Treated and admitted to hospital	669 (16.2%)
Patient left without, or before completing, treatment	189 (4.6%)
Transferred to another hospital	193 (4.7%)
Other	156 (3.8%)

Same period last year	Change since one year ago
4,171	-0.8%
3,099	-5.3%
669	0.0%
214	-11.7%
178	8.4%
11	1318.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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

Treated and discharged	14.1%	42.5%	64.5%	86.8%	94.8%	97.7%	98.5%	99.5%
Treated and admitted to hospital	0.7%	6.9%	20.5%	69.2%	82.7%	90.4%	95.8%	97.5%
Patient left without, or before completing, treatment	24.2%	56.5%	79.6%	90.3%	97.8%	99.5%	100%	100%
Transferred to another hospital	2.6%	11.5%	27.6%	45.8%	63.5%	79.7%	89.6%	95.3%
All presentations	11.5%	34.7%	55.0%	81.6%	91.1%	95.5%	97.5%	98.8%

(†) 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.

Blue Mountains District Anzac Memorial 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:¹ 4,141 patients

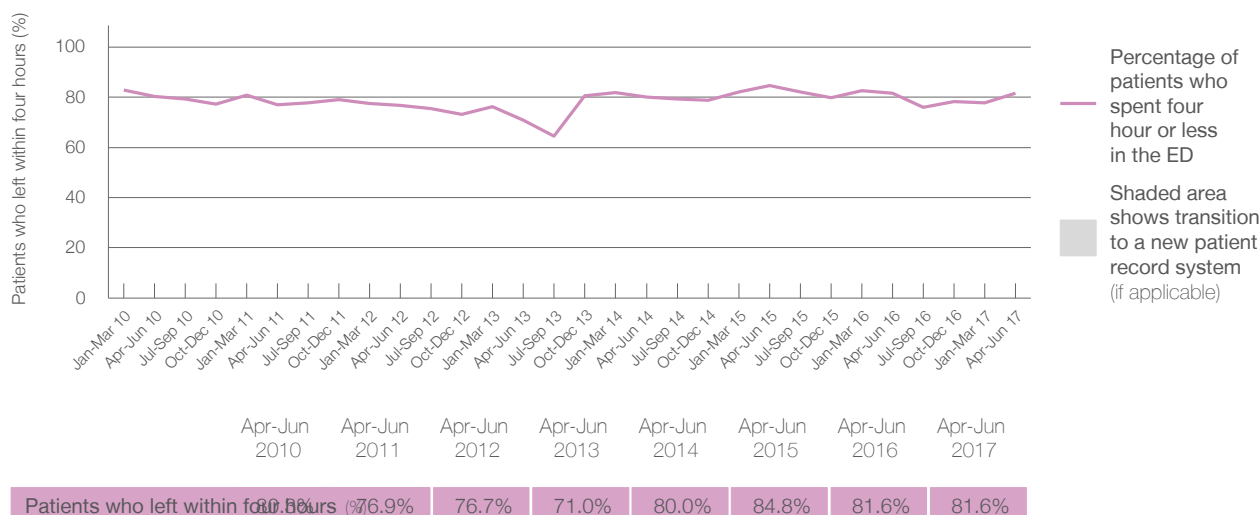
Presentations used to calculate time to leaving the ED:⁶ 4,137 patients

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



Same period last year	Change since one year ago
4,171	-0.7%
4,171	-0.8%
81.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



- * 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*.
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 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).

Casino and District Memorial Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 3,581 patients

Emergency presentations:² 3,372 patients

Same period last year	Change since one year ago
3,282	9.1%
3,097	8.9%

Casino and District Memorial Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 324 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,171 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,495 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 382 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
210	
9 minutes	8 minutes
34 minutes	26 minutes
1,034	
24 minutes	20 minutes
85 minutes	67 minutes
1,493	
37 minutes	25 minutes
140 minutes	99 minutes
360	
27 minutes	23 minutes
115 minutes	101 minutes

Casino and District Memorial Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 3,576 patients

Percentage of patients who spent four hours or less in the ED 86.6%

Same period last year	Change since one year ago
3,282	9.0%
87.8%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

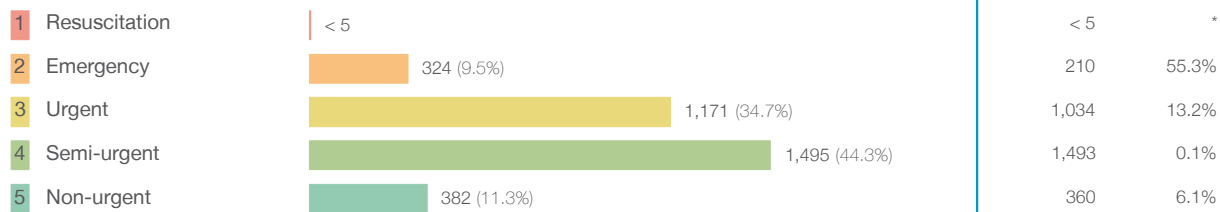
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Casino and District Memorial Hospital: Patients presenting to the emergency department

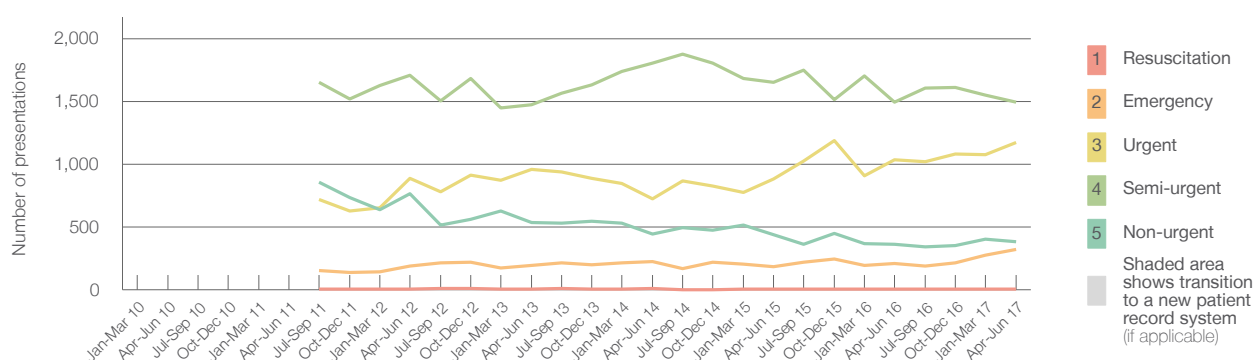
April to June 2017

All presentations:¹ 3,581 patients

Emergency presentations² by triage category: 3,372 patients



Emergency presentations² 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			< 5	5	7	5	< 5	< 5
Emergency			193	194	224	185	210	324
Urgent			886	957	723	880	1,034	1,171
Semi-urgent			1,706	1,474	1,807	1,650	1,493	1,495
Non-urgent			763	536	445	438	360	382
All emergency presentations			3,548	3,166	3,206	3,158	3,097	3,372

Casino and District Memorial Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 357 patients

ED Transfer of care time



(†) 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.

Casino and District Memorial 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: 324

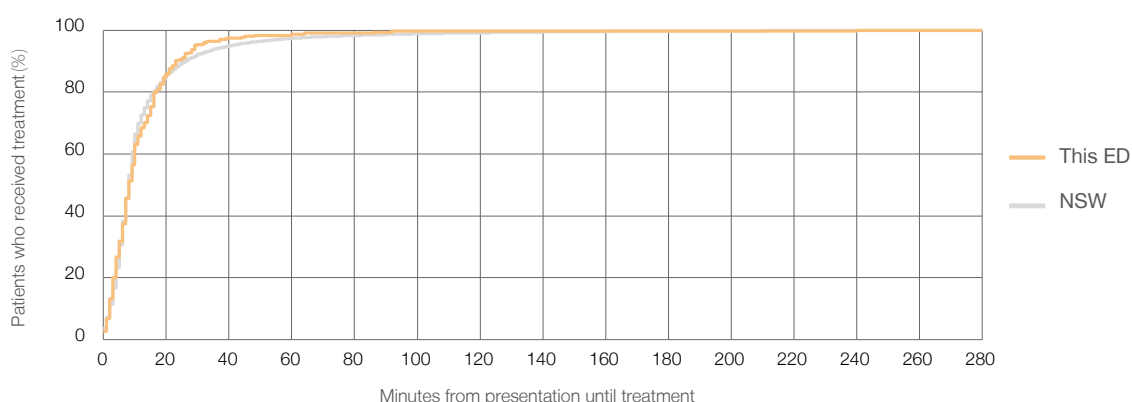
Number of triage 2 patients used to calculate waiting time:³ 304

Median time to start treatment⁴ 8 minutes

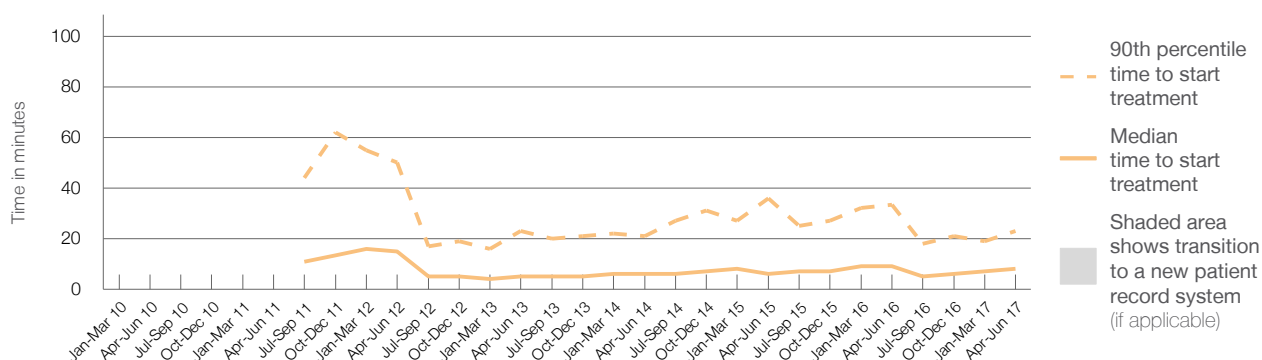
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
210	
190	
9 minutes	8 minutes
34 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^{†‡}



	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 ⁴ (minutes)			15	5	6	6	9	8
90th percentile time to start treatment ⁵ (minutes)			50	23	21	36	34	23

(†) 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.

Casino and District Memorial 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: 1,171

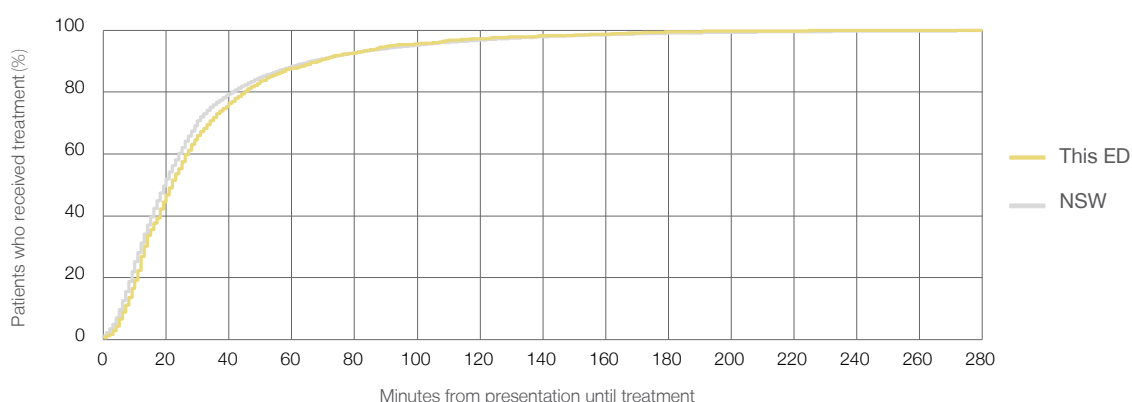
Number of triage 3 patients used to calculate waiting time:³ 1,099

Median time to start treatment⁴ 22 minutes

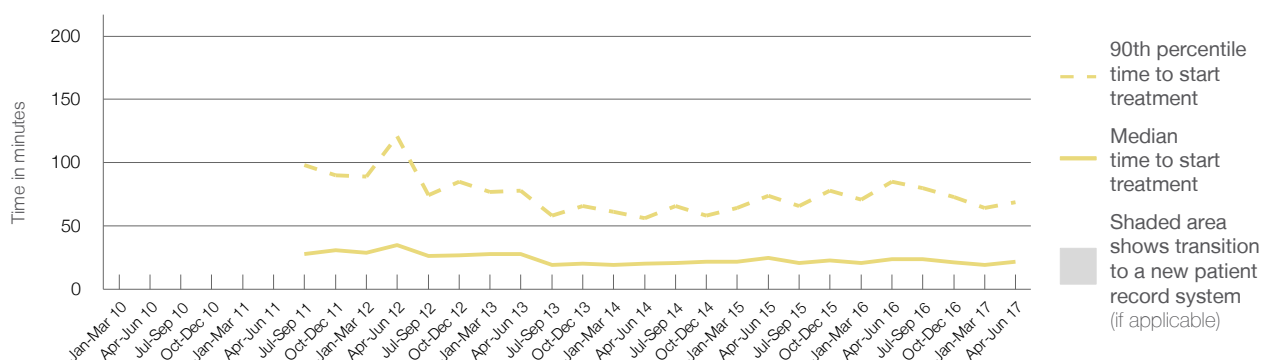
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,034	
953	
24 minutes	20 minutes
85 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^{†‡}



	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 ⁴ (minutes)			35	28	20	25	24	22
90th percentile time to start treatment ⁵ (minutes)			121	78	56	74	85	69

(†) 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.

Casino and District Memorial 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: 1,495

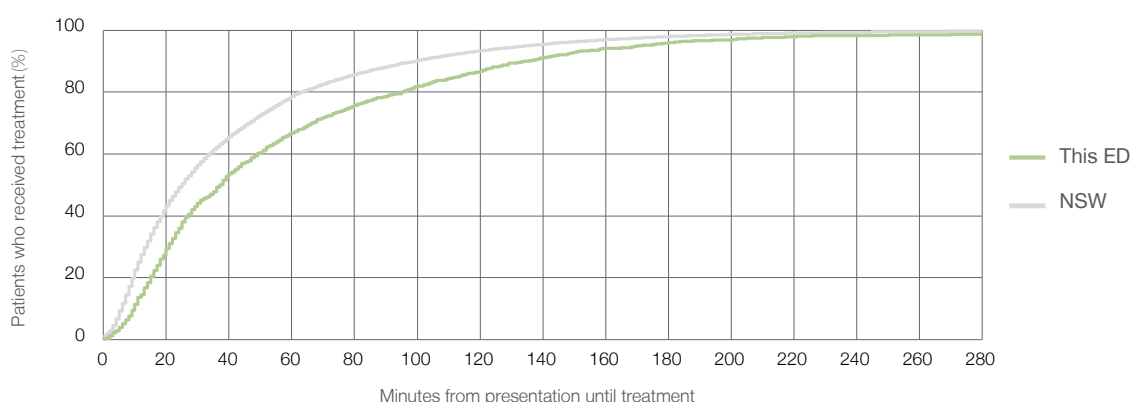
Number of triage 4 patients used to calculate waiting time:³ 1,324

Median time to start treatment⁴ 37 minutes

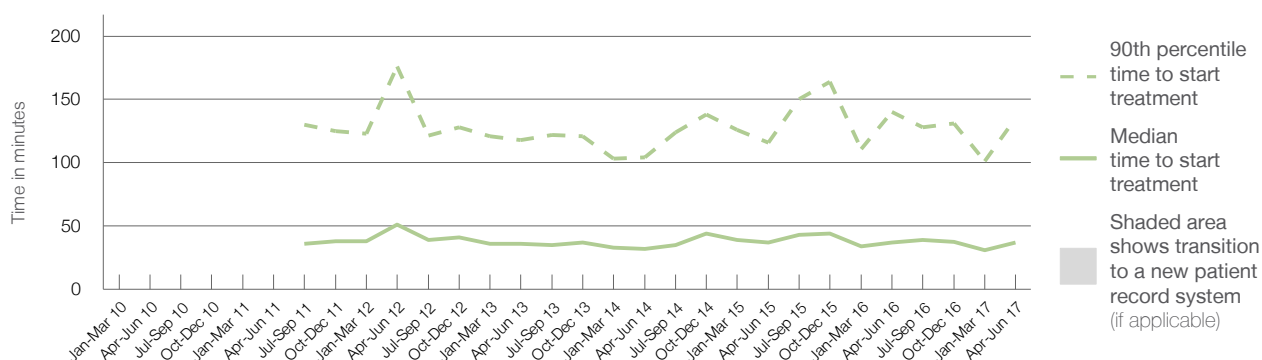
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
1,493	
1,333	
37 minutes	25 minutes
140 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^{†‡}



	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 ⁴ (minutes)			51	36	32	37	37	37
90th percentile time to start treatment ⁵ (minutes)			176	118	104	116	140	135

(†) 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.

Casino and District Memorial 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: 382

Number of triage 5 patients used to calculate waiting time:³ 291

Median time to start treatment⁴

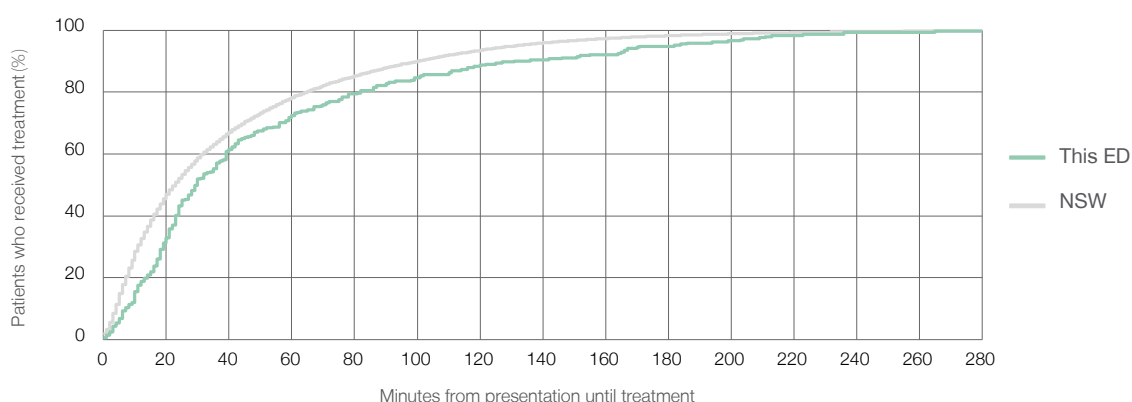
30 minutes

90th percentile time to start treatment⁵

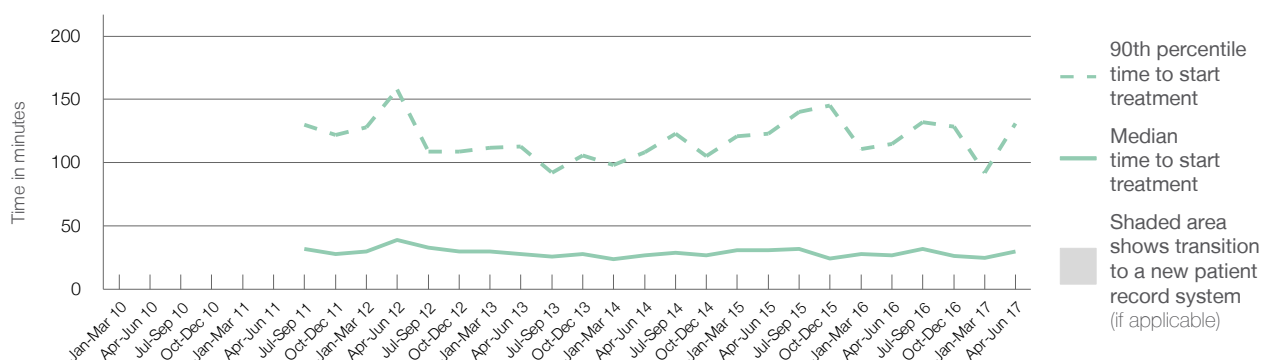
131 minutes

Same period last year	NSW (this period)
360	
258	
27 minutes	23 minutes
115 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^{†‡}



	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 ⁴ (minutes)			39	28	27	31	27	30
90th percentile time to start treatment ⁵ (minutes)			158	113	108	123	115	131

(†) 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.

Casino and District Memorial Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 3,581 patients

Presentations used to calculate time to leaving the ED:⁶ 3,576 patients

Median time spent in the ED⁸

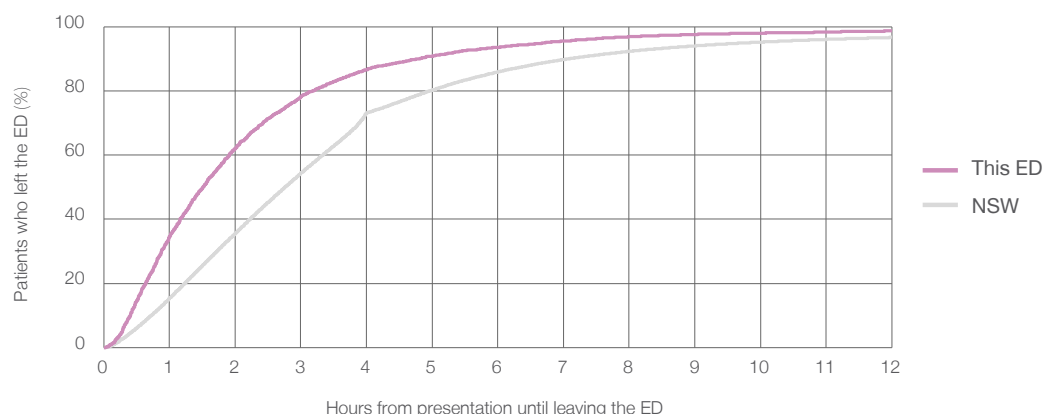
1 hours and 31 minutes

90th percentile time spent in the ED⁹

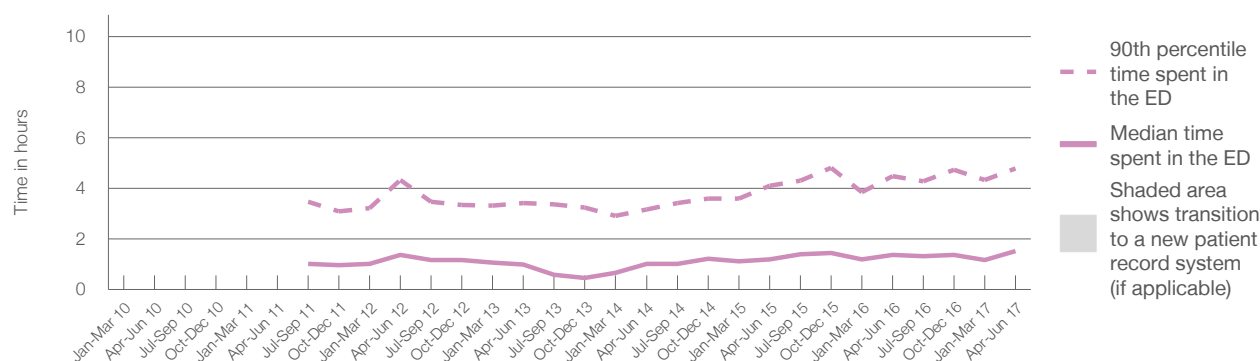
4 hours and 48 minutes

Same period last year	NSW (this period)
3,282	3,282
1 hours and 22 minutes	2 hours and 46 minutes
4 hours and 29 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^{†‡}



	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 ⁸ (hours, minutes)			1h 23m	1h 0m	1h 2m	1h 12m	1h 22m	1h 31m
90th percentile time to leaving the ED ⁹ (hours, minutes)			4h 20m	3h 26m	3h 11m	4h 6m	4h 29m	4h 48m

(†) 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.

Casino and District Memorial Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

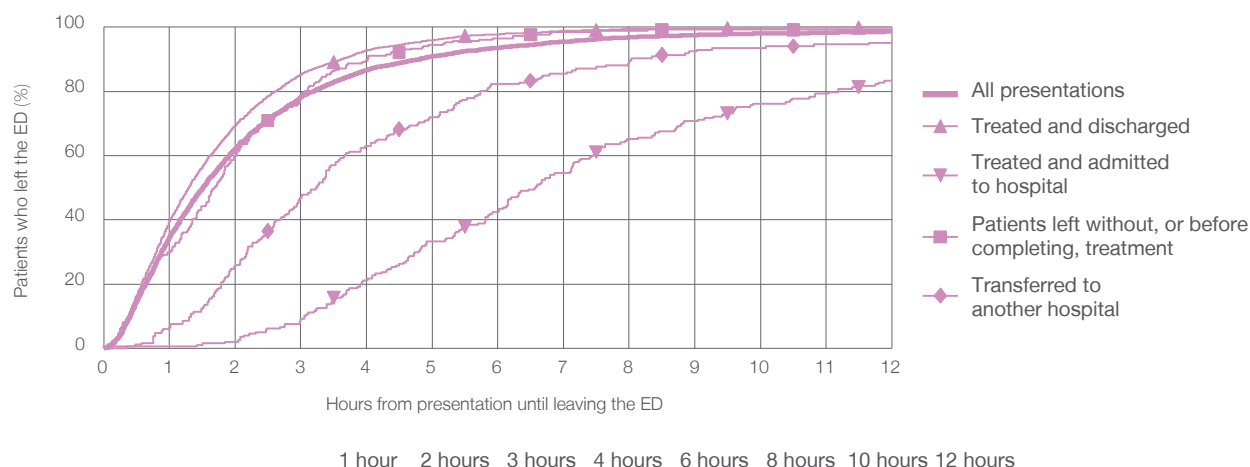
All presentations:[†] 3,581 patients

Presentations used to calculate time to leaving the ED:[‡] 3,576 patients

Treated and discharged	2,874 (80.3%)
Treated and admitted to hospital	198 (5.5%)
Patient left without, or before completing, treatment	258 (7.2%)
Transferred to another hospital	186 (5.2%)
Other	65 (1.8%)

Same period last year	Change since one year ago
3,282	9.0%
2,569	11.9%
261	-24.1%
228	13.2%
167	11.4%
57	14.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	39.6%	69.4%	85.2%	92.7%	97.8%	99.4%	99.8%	99.9%
Treated and admitted to hospital	0.5%	2.0%	9.1%	21.2%	42.4%	65.2%	76.3%	83.3%
Patient left without, or before completing, treatment	29.8%	60.1%	78.3%	89.5%	96.5%	98.8%	99.2%	99.2%
Transferred to another hospital	6.5%	25.8%	46.8%	62.9%	82.3%	89.2%	93.5%	95.2%
All presentations	34.7%	62.2%	78.1%	86.6%	93.5%	96.9%	98.0%	98.6%

(†) 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.

Casino and District Memorial 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:¹ 3,581 patients

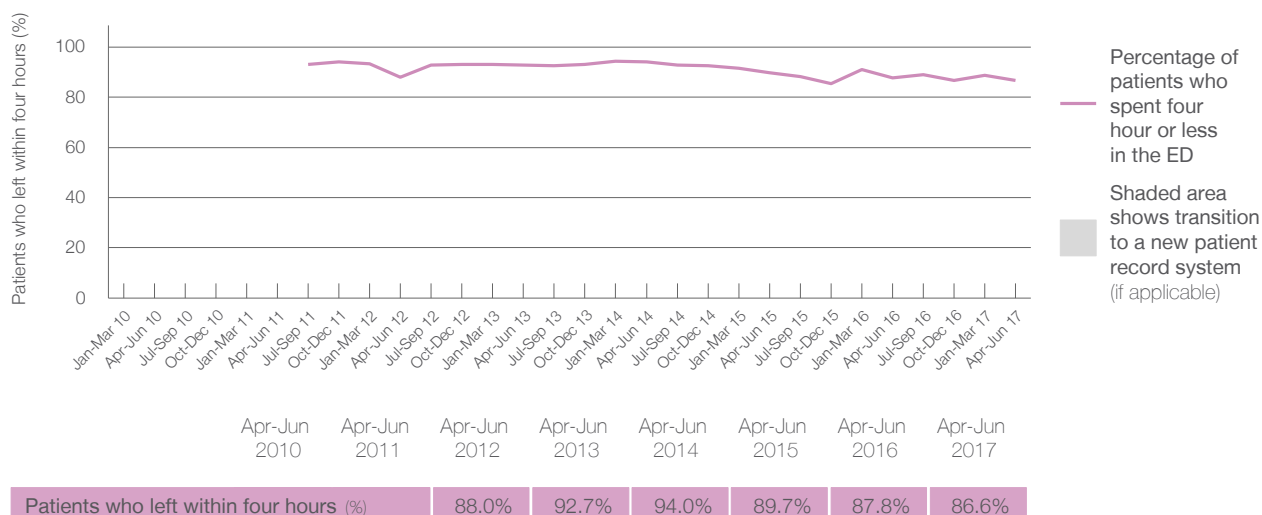
Presentations used to calculate time to leaving the ED:⁶ 3,576 patients

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



Same period last year	Change since one year ago
3,282	9.1%
3,282	9.0%
87.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017 ^{†‡}



- * 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).

Cessnock District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 4,374 patients

Emergency presentations:² 4,279 patients

Same period last year	Change since one year ago
4,040	8.3%
3,993	7.2%

Cessnock District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 293 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,018 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,308 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 655 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
255	
6 minutes	8 minutes
19 minutes	26 minutes
1,056	
20 minutes	20 minutes
49 minutes	67 minutes
2,055	
35 minutes	25 minutes
90 minutes	99 minutes
620	
34 minutes	23 minutes
97 minutes	101 minutes

Cessnock District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 4,374 patients

Percentage of patients who spent four hours or less in the ED 88.5%

Same period last year	Change since one year ago
4,040	8.3%
87.9%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

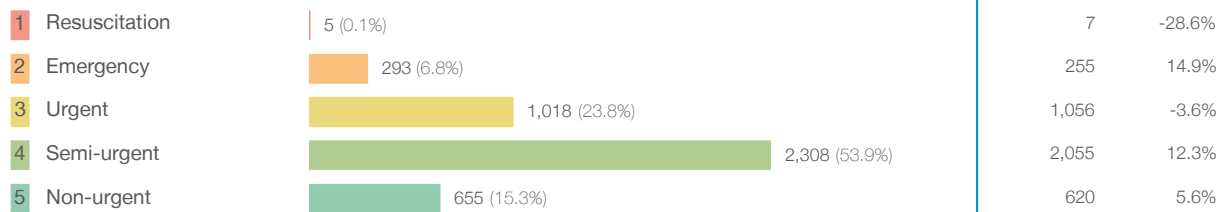
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Cessnock District Hospital: Patients presenting to the emergency department

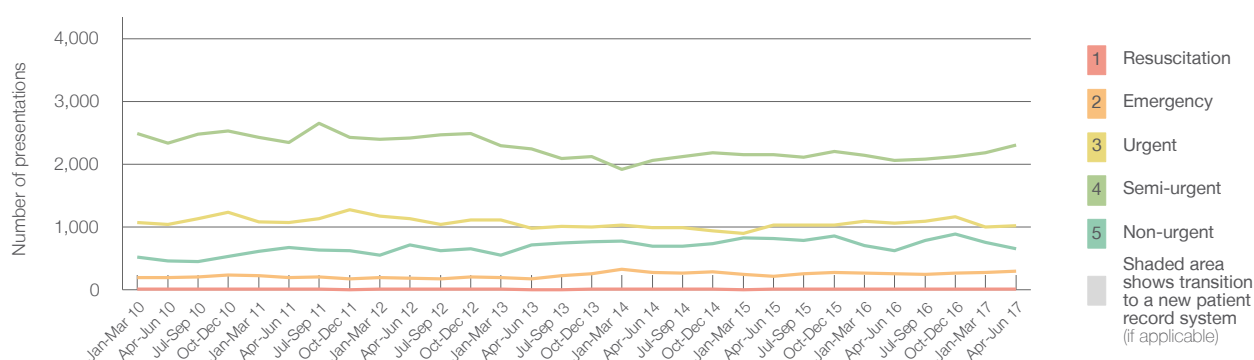
April to June 2017

All presentations:¹ 4,374 patients

Emergency presentations² by triage category: 4,279 patients



Emergency presentations² 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	6	5	7	< 5	9	9	7	5
Emergency	194	192	187	176	274	216	255	293
Urgent	1,044	1,069	1,135	982	989	1,034	1,056	1,018
Semi-urgent	2,339	2,350	2,415	2,243	2,064	2,147	2,055	2,308
Non-urgent	460	667	708	709	695	814	620	655
All emergency presentations	4,043	4,283	4,452	4,110	4,031	4,220	3,993	4,279

Cessnock District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 408 patients

ED Transfer of care time



(†) 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.

Cessnock District 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: 293

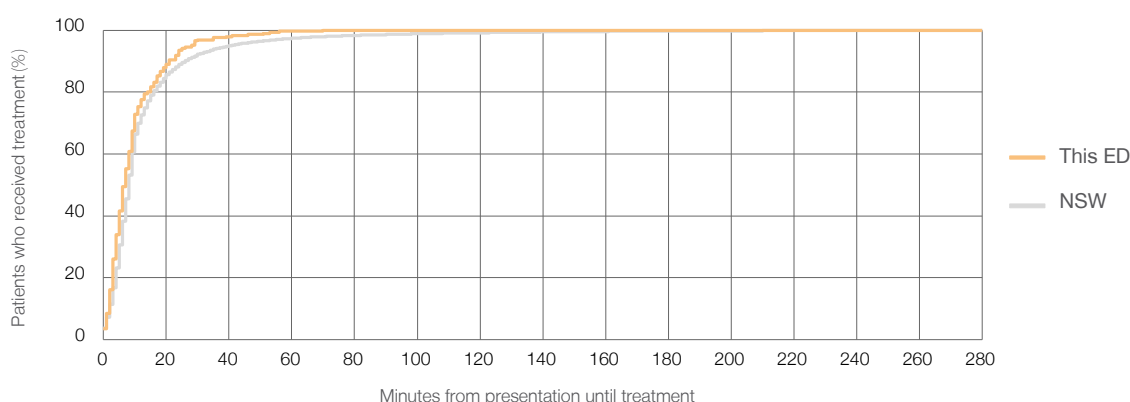
Number of triage 2 patients used to calculate waiting time:³ 291

Median time to start treatment⁴ 7 minutes

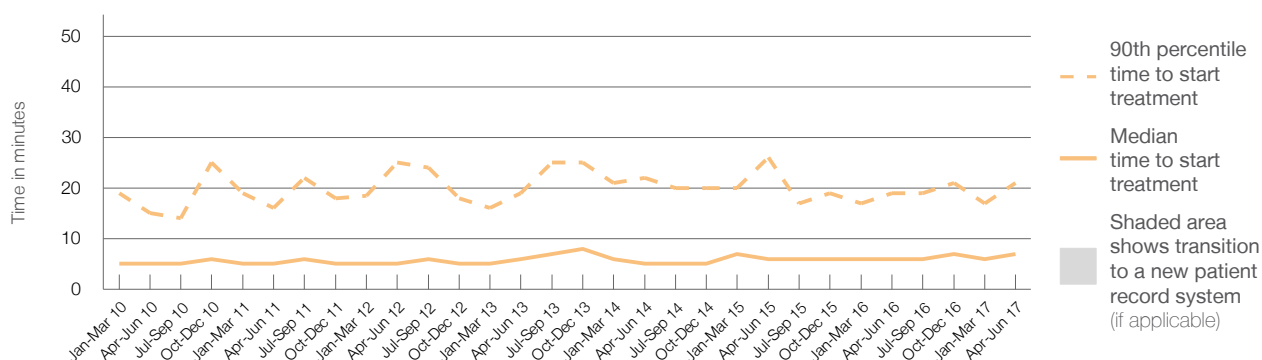
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
255	
251	
6 minutes	8 minutes
19 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^{†‡}



	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 ⁴ (minutes)	5	5	5	6	5	6	6	7
90th percentile time to start treatment ⁵ (minutes)	15	16	25	19	22	26	19	21

(†) 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.

Cessnock District 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: 1,018

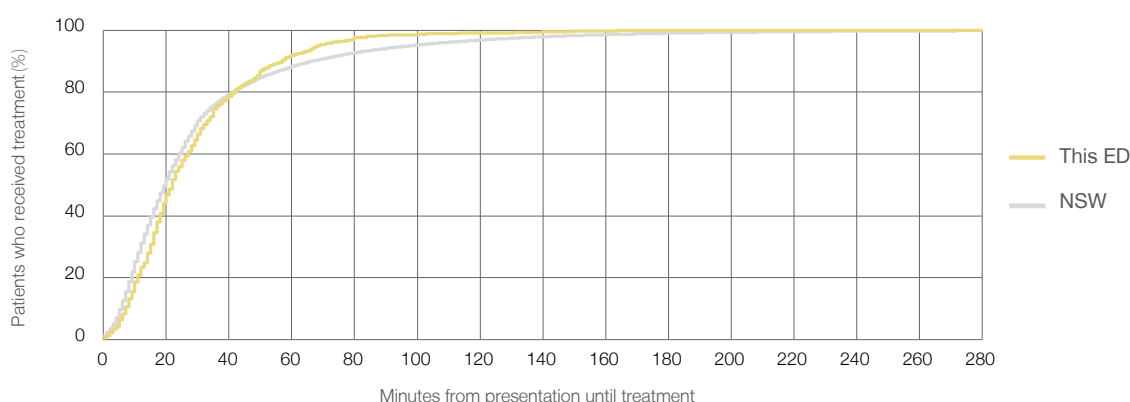
Number of triage 3 patients used to calculate waiting time:³ 996

Median time to start treatment⁴ 22 minutes

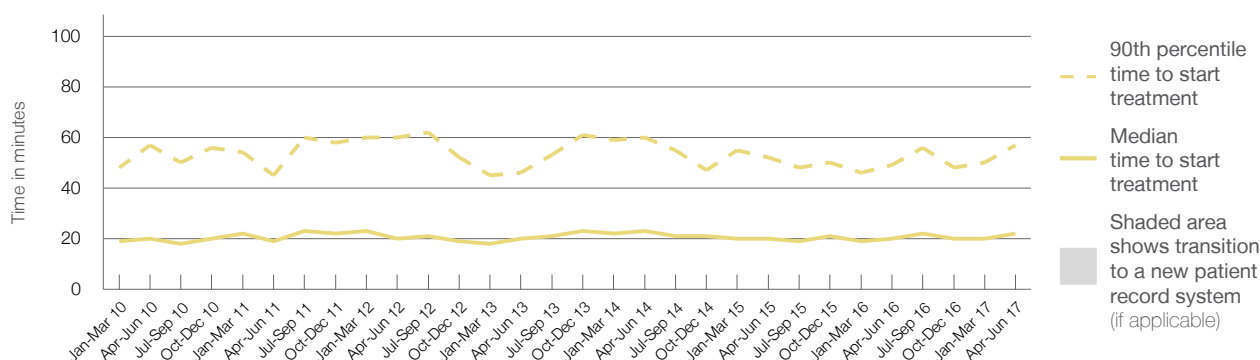
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
1,056	
1,033	
20 minutes	20 minutes
49 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^{†‡}



	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 ⁴ (minutes)	20	19	20	20	23	20	20	22
90th percentile time to start treatment ⁵ (minutes)	57	45	60	46	60	52	49	57

(†) 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.

Cessnock District 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: 2,308

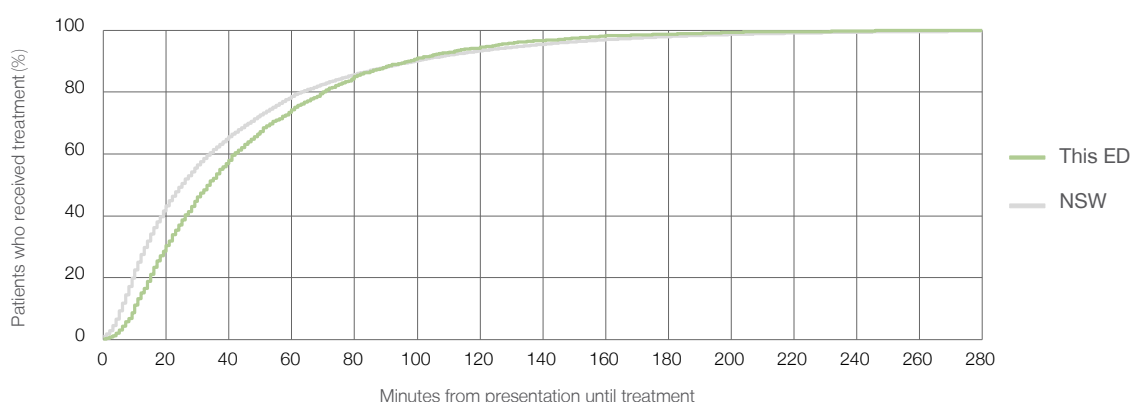
Number of triage 4 patients used to calculate waiting time:³ 2,156

Median time to start treatment⁴ 34 minutes

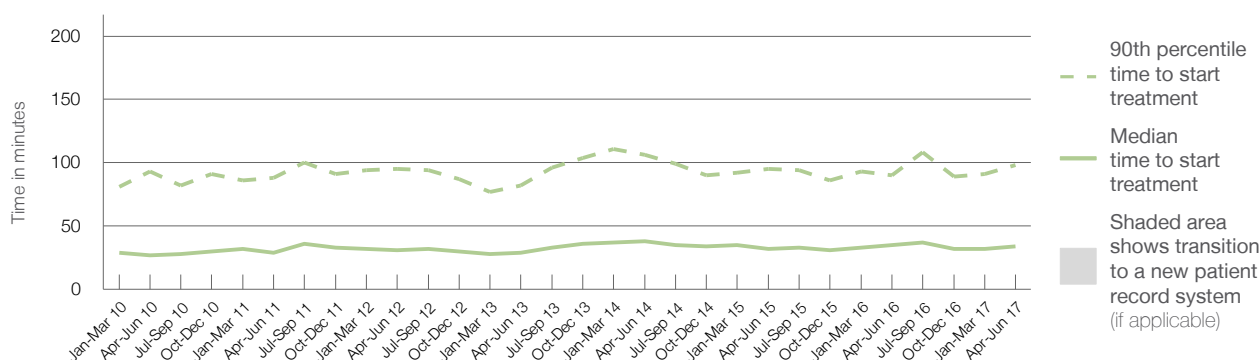
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
2,055	
1,904	
35 minutes	25 minutes
90 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^{†‡}



	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 ⁴ (minutes)	27	29	31	29	38	32	35	34
90th percentile time to start treatment ⁵ (minutes)	93	88	95	82	106	95	90	98

(†) 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.

Cessnock District 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: 655

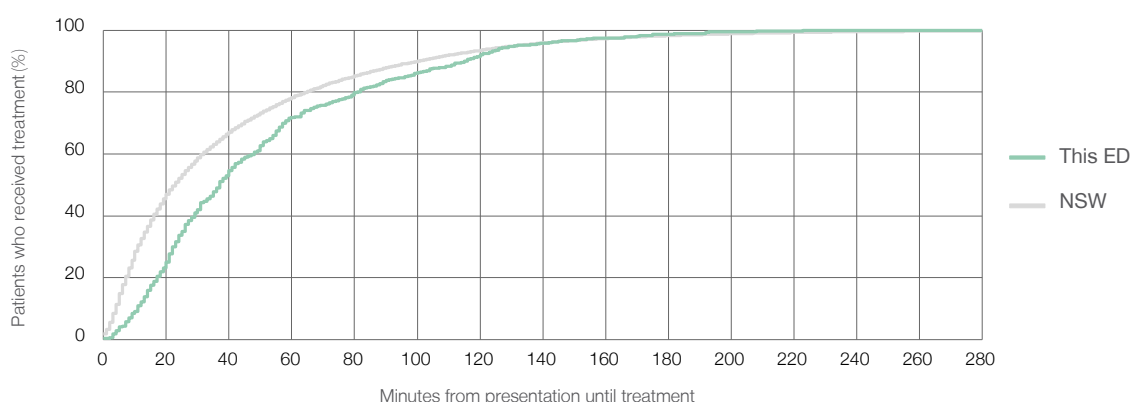
Number of triage 5 patients used to calculate waiting time:³ 565

Median time to start treatment⁴ 37 minutes

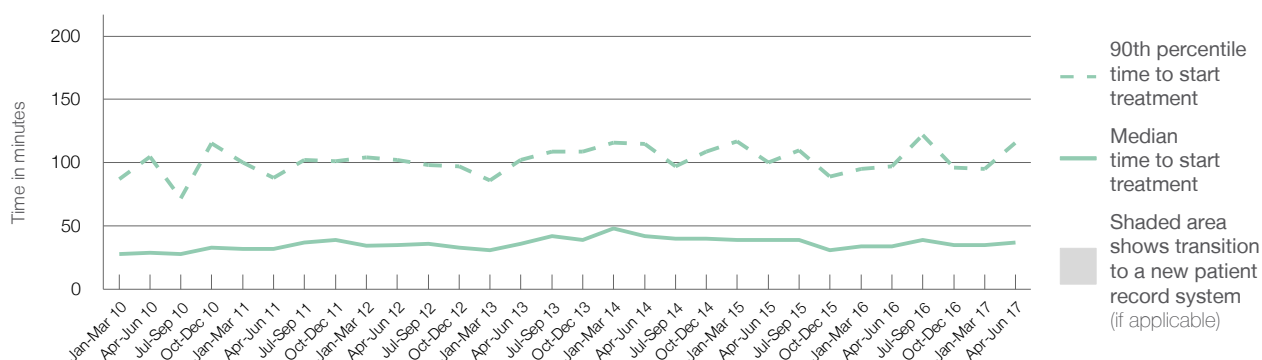
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
620	
534	
34 minutes	23 minutes
97 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^{†‡}



	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 ⁴ (minutes)	29	32	35	36	42	39	34	37
90th percentile time to start treatment ⁵ (minutes)	105	88	102	102	115	100	97	116

(†) 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.

Cessnock District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 4,374 patients

Presentations used to calculate time to leaving the ED:⁶ 4,374 patients

Median time spent in the ED⁸

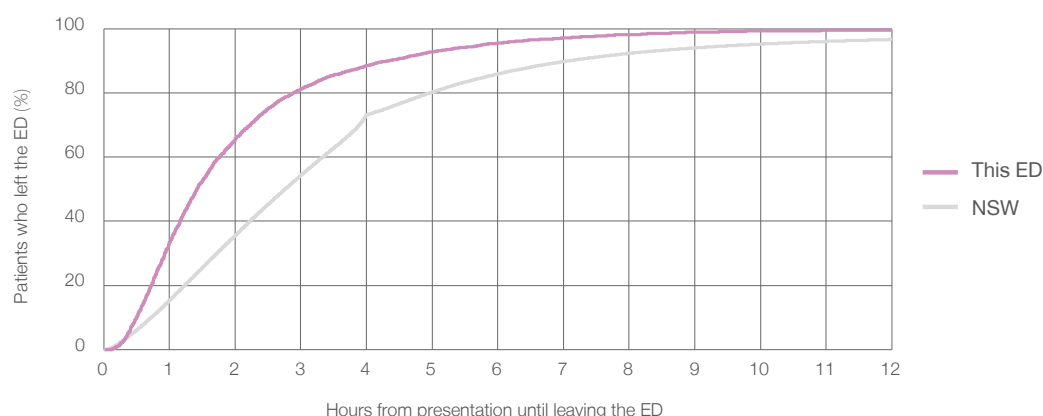
1 hours and 25 minutes

90th percentile time spent in the ED⁹

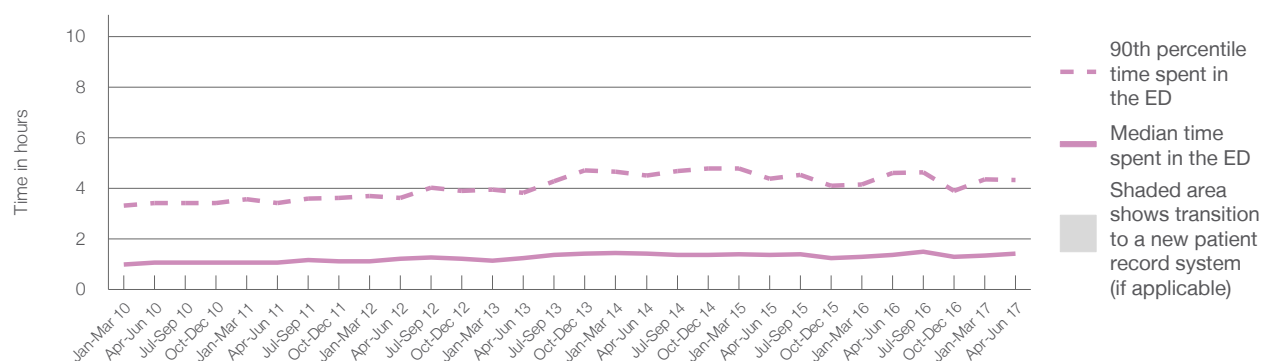
4 hours and 20 minutes

Same period last year	NSW (this period)
4,040	4,040
1 hours and 22 minutes	2 hours and 46 minutes
4 hours and 37 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^{†‡}



	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 ⁸ (hours, minutes)	1h 5m	1h 4m	1h 13m	1h 15m	1h 25m	1h 23m	1h 22m	1h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 25m	3h 25m	3h 37m	3h 50m	4h 30m	4h 23m	4h 37m	4h 20m

(†) 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.

Cessnock District Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

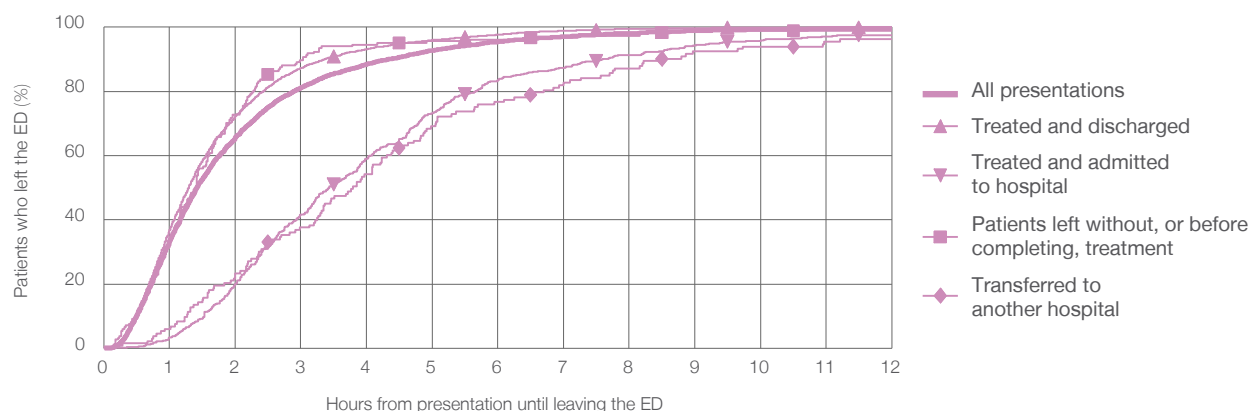
All presentations:[†] 4,374 patients

Presentations used to calculate time to leaving the ED:[‡] 4,374 patients

Treated and discharged	3,403 (77.8%)
Treated and admitted to hospital	489 (11.2%)
Patient left without, or before completing, treatment	184 (4.2%)
Transferred to another hospital	133 (3.0%)
Other	165 (3.8%)

Same period last year	Change since one year ago
4,040	8.3%
3,130	8.7%
467	4.7%
141	30.5%
114	16.7%
188	-12.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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

Treated and discharged	37.0%	72.3%	87.3%	93.2%	97.6%	99.5%	99.9%	100%
Treated and admitted to hospital	3.3%	20.0%	41.7%	59.1%	83.6%	91.4%	95.9%	97.5%
Patient left without, or before completing, treatment	32.1%	72.8%	89.7%	94.6%	96.2%	97.3%	98.9%	98.9%
Transferred to another hospital	6.0%	23.3%	37.6%	54.1%	76.7%	87.2%	94.0%	96.2%
All presentations	33.4%	65.8%	81.2%	88.5%	95.5%	98.1%	99.2%	99.6%

(†) 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.

Cessnock District 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:¹ 4,374 patients

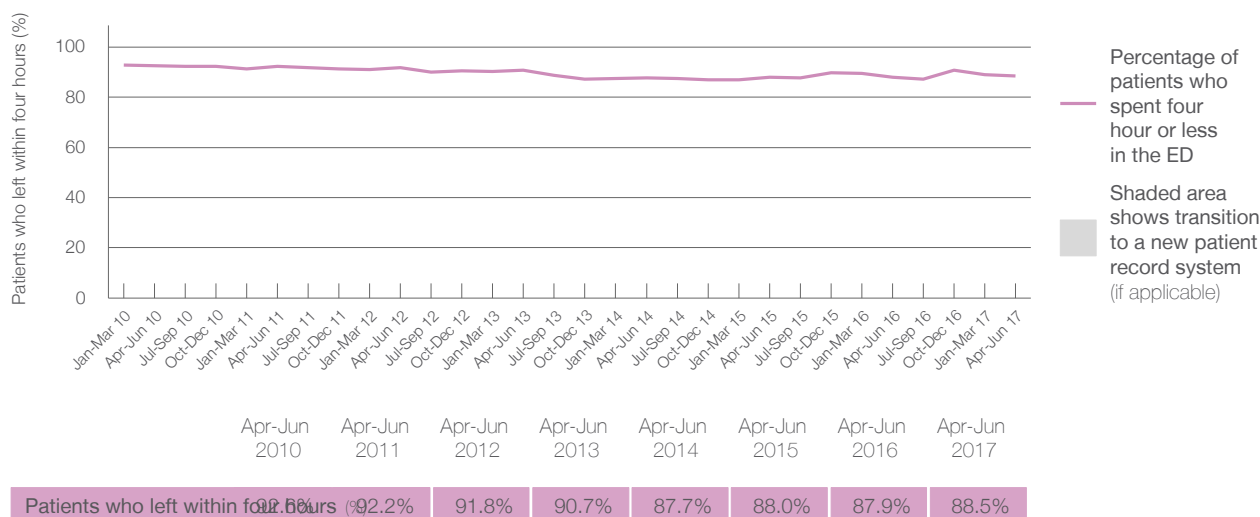
Presentations used to calculate time to leaving the ED:⁶ 4,374 patients

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



Same period last year	Change since one year ago
4,040	8.3%
4,040	8.3%
87.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



- * 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).

Deniliquin Health Service: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,196 patients

Emergency presentations:² 1,887 patients

Same period last year	Change since one year ago
2,066	6.3%
1,620	16.5%

Deniliquin Health Service: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 84 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 619 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 848 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 22 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 336 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
84	
4 minutes	8 minutes
*	26 minutes
510	
7 minutes	20 minutes
22 minutes	67 minutes
807	
8 minutes	25 minutes
26 minutes	99 minutes
219	
7 minutes	23 minutes
28 minutes	101 minutes

Deniliquin Health Service: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,195 patients

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



Same period last year	Change since one year ago
2,066	6.2%
91.1%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

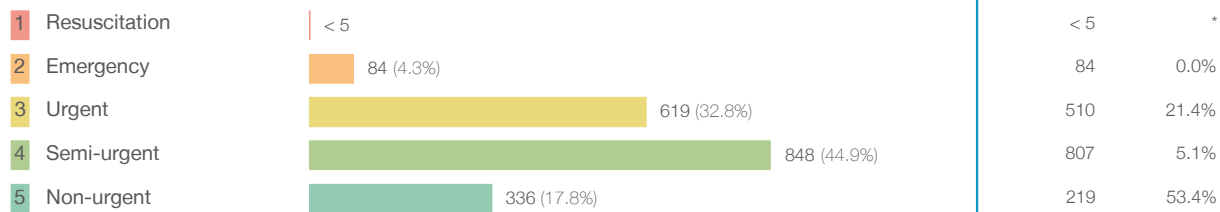
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Deniliquin Health Service: Patients presenting to the emergency department

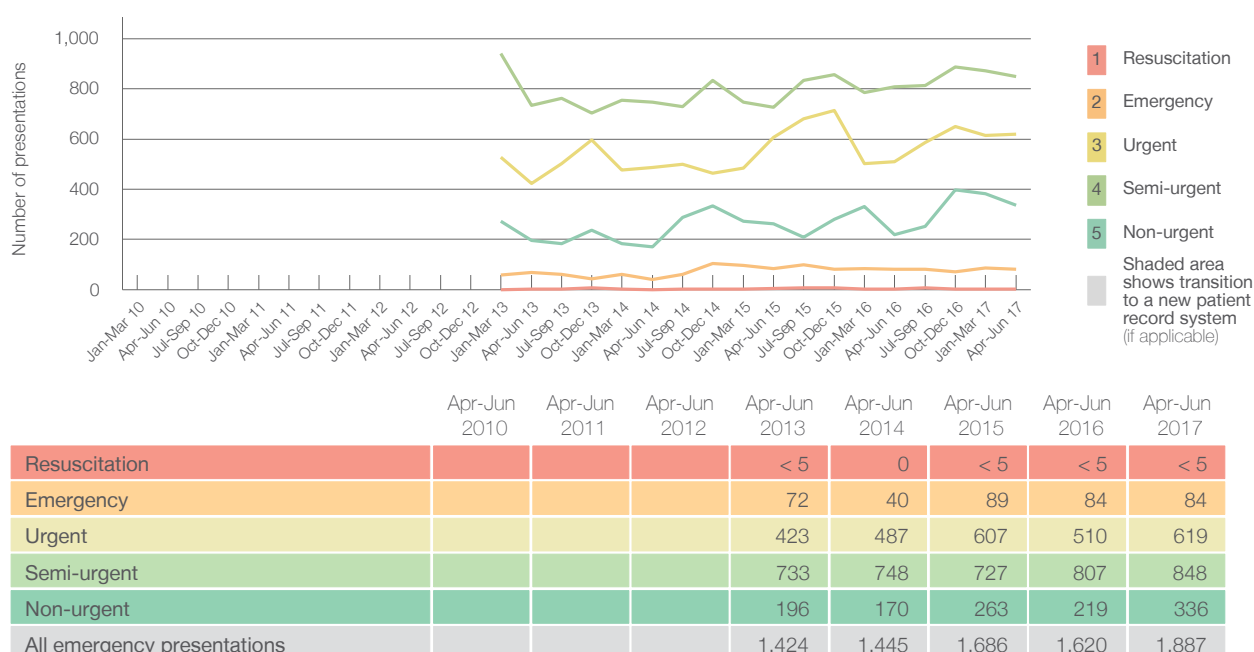
April to June 2017

All presentations:¹ 2,196 patients

Emergency presentations² by triage category: 1,887 patients



Emergency presentations² by quarter, April 2012 to June 2017 ^{† §}



Deniliquin Health Service: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 145 patients ^{**}

ED Transfer of care time



(†) 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.

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

Deniliquin Health Service: 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: 84

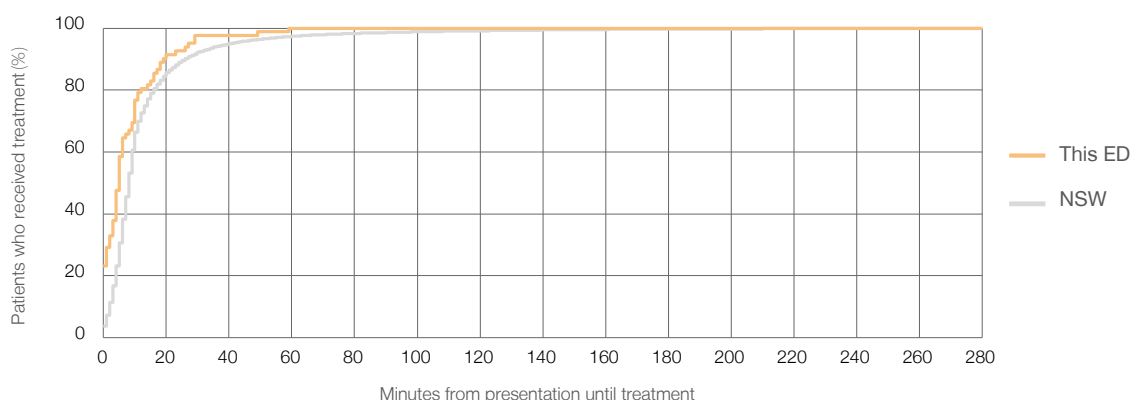
Number of triage 2 patients used to calculate waiting time:³ 82

Median time to start treatment⁴ 5 minutes

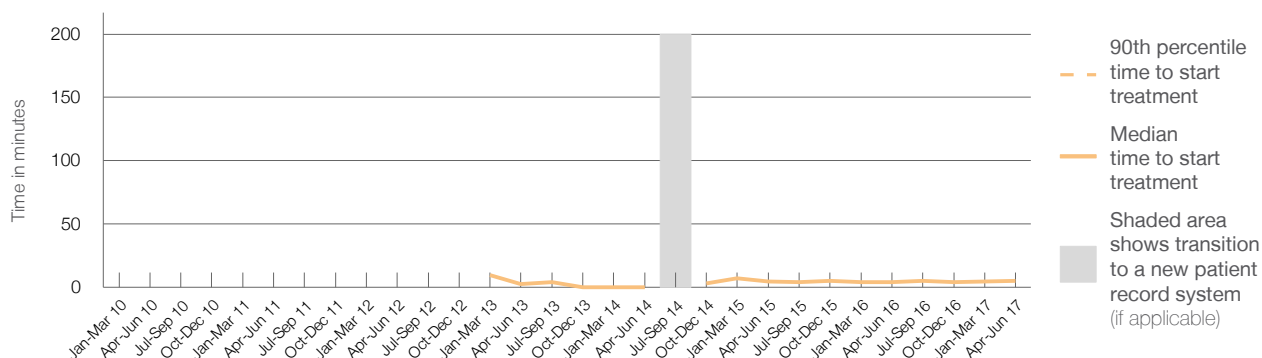
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
84	
82	
4 minutes	8 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^{†‡§}



	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 ⁴ (minutes)				3	0	5	4	5
90th percentile time to start treatment ⁵ (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.

Deniliquin Health Service: 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: 619

Number of triage 3 patients used to calculate waiting time:³ 603

Median time to start treatment⁴

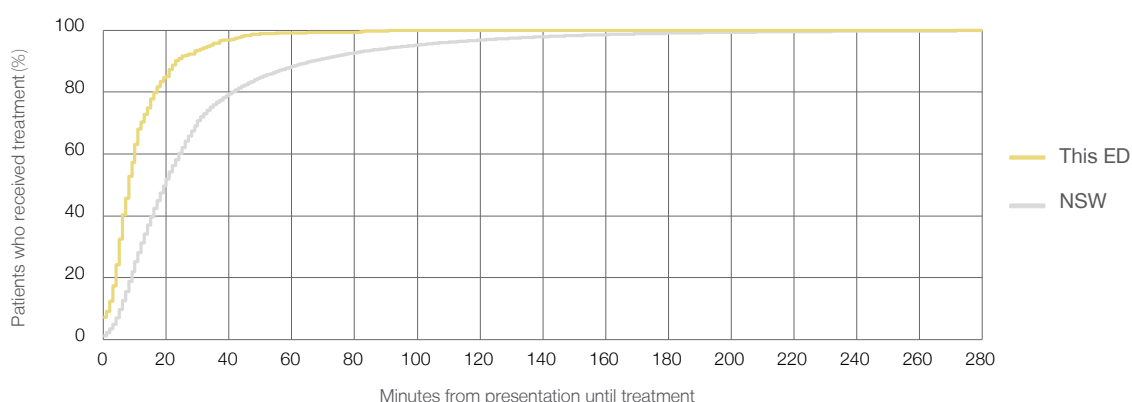
8 minutes

90th percentile time to start treatment⁵

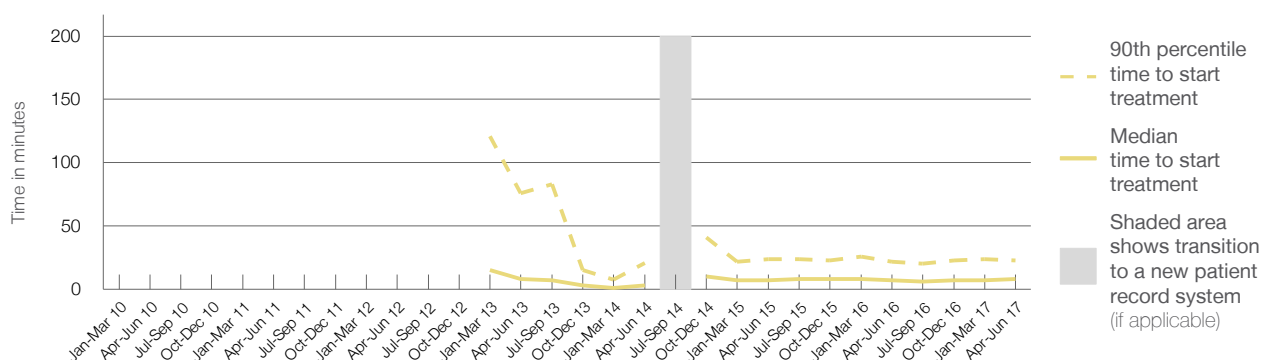
23 minutes

Same period last year	NSW (this period)
510	
502	
7 minutes	20 minutes
22 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^{†‡§}



	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 ⁴ (minutes)				8	3	7	7	8
90th percentile time to start treatment ⁵ (minutes)				76	21	24	22	23

(†) 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.

Deniliquin Health Service: 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: 848

Number of triage 4 patients used to calculate waiting time:³ 815

Median time to start treatment⁴

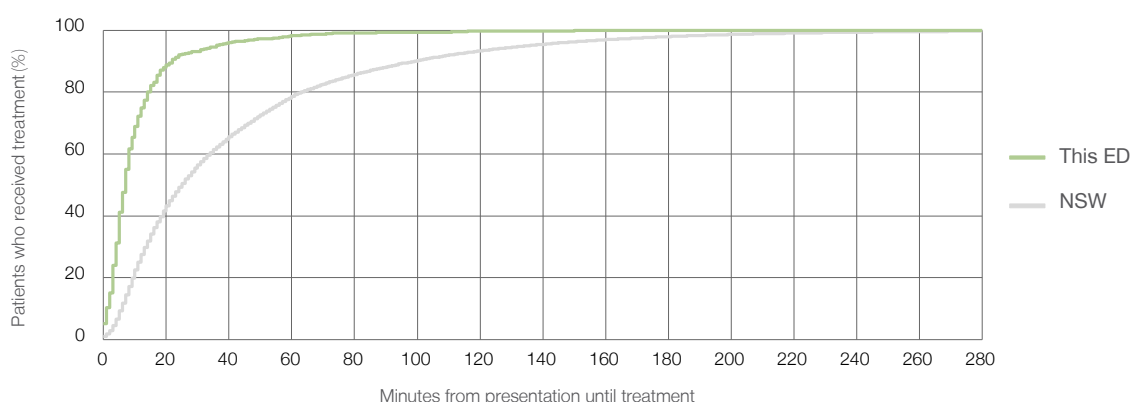
7 minutes

90th percentile time to start treatment⁵

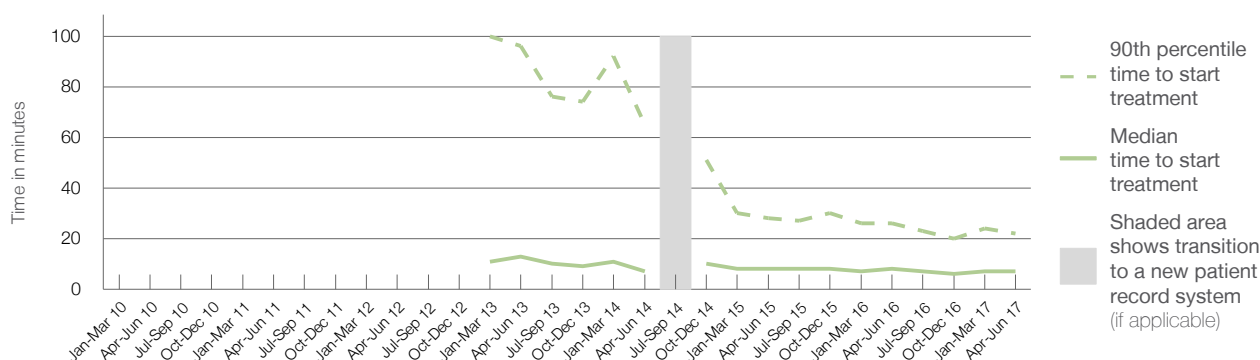
22 minutes

Same period last year	NSW (this period)
807	
776	
8 minutes	25 minutes
26 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^{†‡§}



	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 ⁴ (minutes)				13	7	8	8	7
90th percentile time to start treatment ⁵ (minutes)				96	65	28	26	22

(†) 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.

Deniliquin Health Service: 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: 336

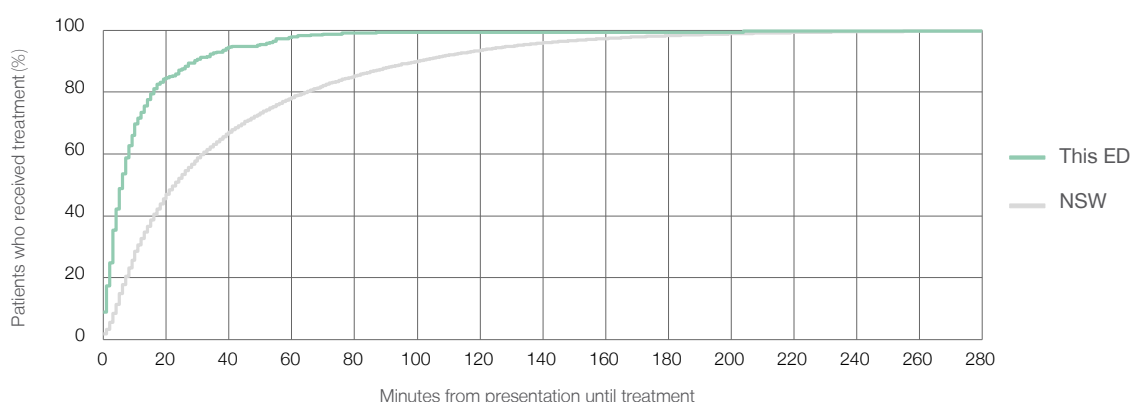
Number of triage 5 patients used to calculate waiting time:³ 327

Median time to start treatment⁴ 6 minutes

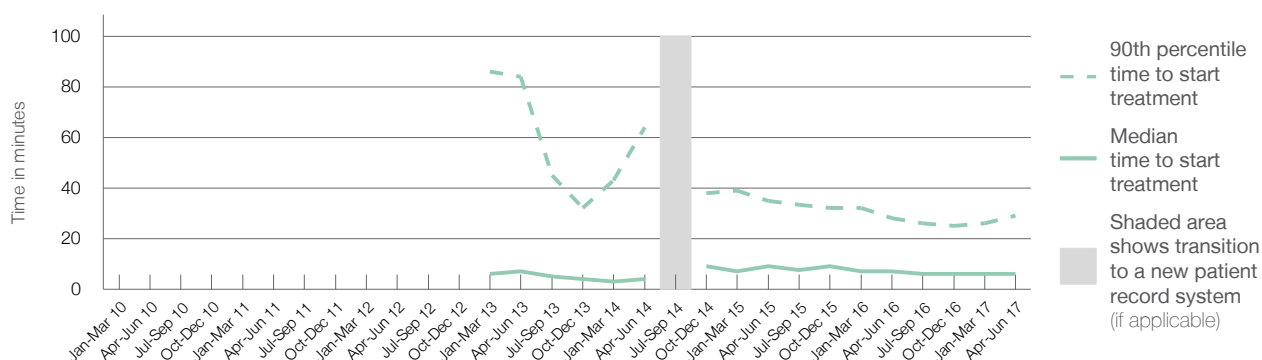
90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
219	
207	
7 minutes	23 minutes
28 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^{†‡§}



	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 ⁴ (minutes)				7	4	9	7	6
90th percentile time to start treatment ⁵ (minutes)				84	64	35	28	29

(†) 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.

Deniliquin Health Service: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,196 patients

Presentations used to calculate time to leaving the ED:⁶ 2,195 patients

Median time spent in the ED⁸

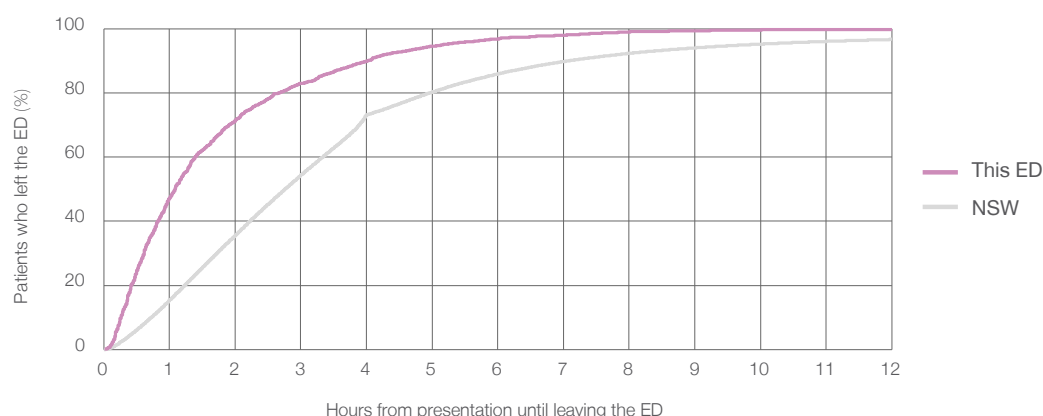
1 hours and 5 minutes

90th percentile time spent in the ED⁹

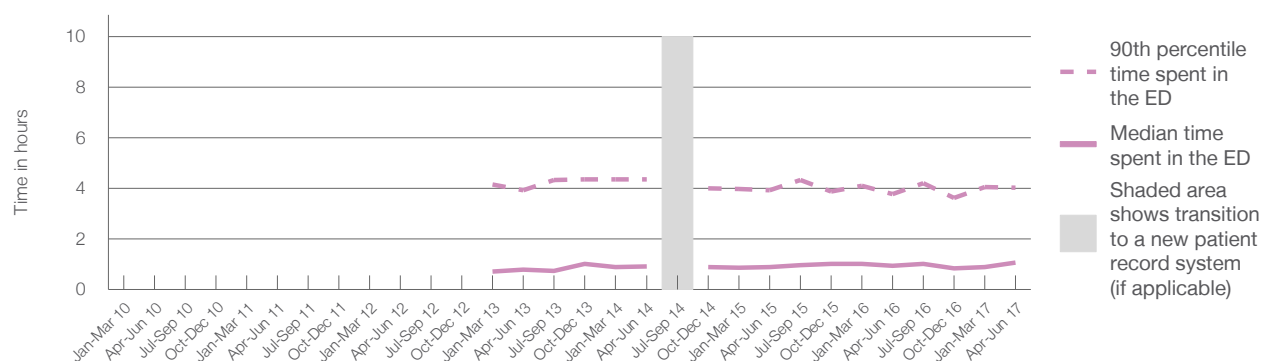
4 hours and 2 minutes

Same period last year	NSW (this period)
2,066	
2,066	
0 hours and 57 minutes	2 hours and 46 minutes
3 hours and 47 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^{†‡§}



	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 ⁸ (hours, minutes)				0h 48m	0h 55m	0h 54m	0h 57m	1h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)				3h 56m	4h 21m	3h 56m	3h 47m	4h 2m

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

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Deniliquin Health Service: Time patients spent in the ED

By mode of separation

April to June 2017

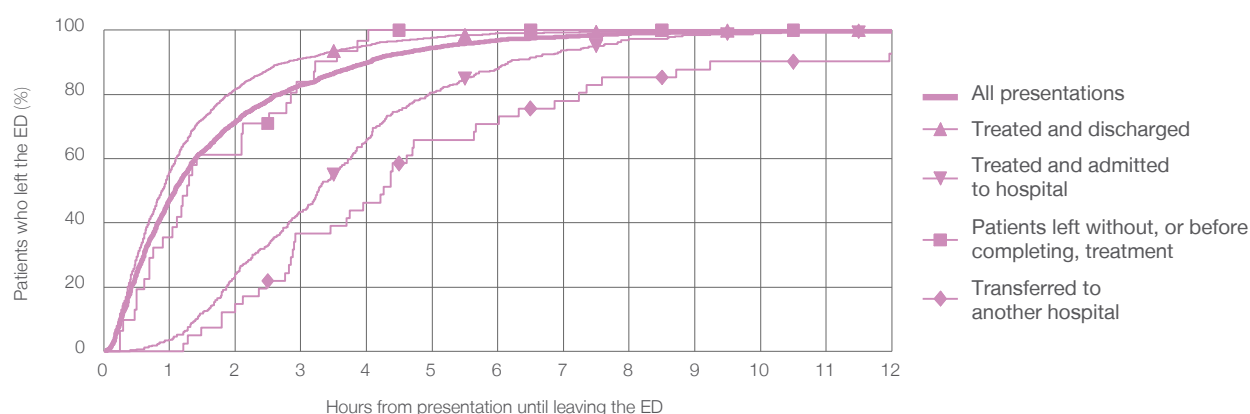
All presentations:[†] 2,196 patients

Presentations used to calculate time to leaving the ED:[‡] 2,195 patients

Treated and discharged	1,734 (79.0%)
Treated and admitted to hospital	333 (15.2%)
Patient left without, or before completing, treatment	31 (1.4%)
Transferred to another hospital	41 (1.9%)
Other	57 (2.6%)

Same period last year	Change since one year ago
2,066	6.2%
1,625	6.7%
333	0.0%
13	138.5%
43	-4.7%
52	9.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡§}



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

Treated and discharged	55.8%	81.7%	91.1%	95.3%	99.0%	99.7%	99.9%	100%
Treated and admitted to hospital	3.6%	24.0%	43.5%	66.1%	88.0%	97.3%	99.1%	99.4%
Patient left without, or before completing, treatment	35.5%	61.3%	83.9%	96.8%	100%	100%	100%	100%
Transferred to another hospital	0%	14.6%	36.6%	46.3%	70.7%	85.4%	90.2%	92.7%
All presentations	47.2%	71.7%	82.9%	90.0%	96.8%	99.0%	99.6%	99.8%

(†) 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.

Deniliquin Health Service: 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:¹ 2,196 patients

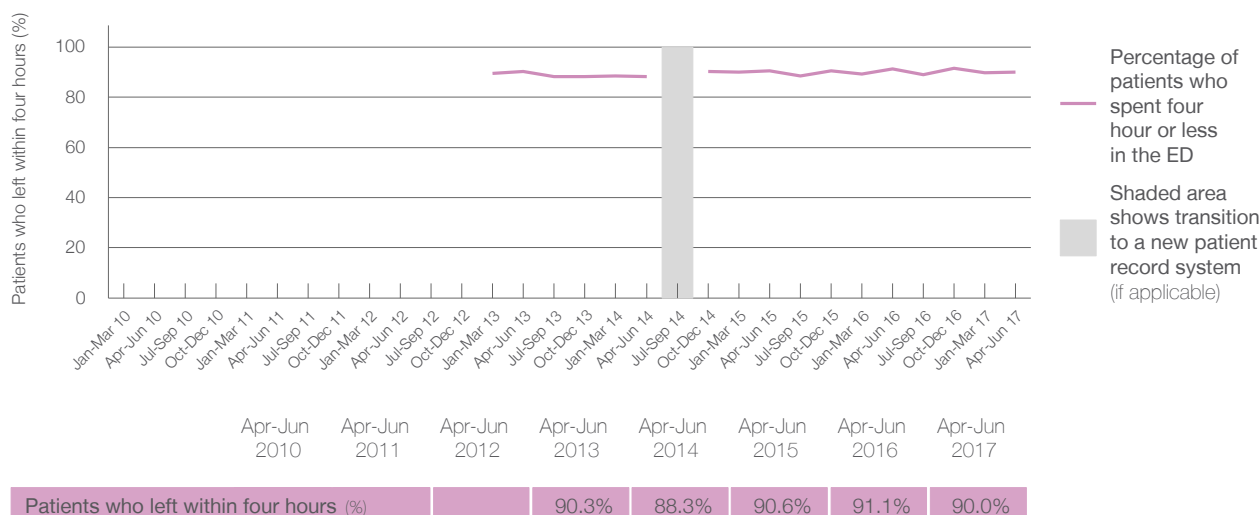
Presentations used to calculate time to leaving the ED:⁶ 2,195 patients

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



Same period last year	Change since one year ago
2,066	6.3%
2,066	6.2%
91.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡§}



- * 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*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
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 - 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*.
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 - 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).

Forbes District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 1,950 patients

Emergency presentations:² 1,766 patients

Same period last year	Change since one year ago
2,377	-18.0%
1,792	-1.5%

Forbes District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 78 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 292 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 635 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): 756 patients

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
111	
6 minutes	8 minutes
12 minutes	26 minutes
296	
15 minutes	20 minutes
44 minutes	67 minutes
611	
30 minutes	25 minutes
88 minutes	99 minutes
774	
26 minutes	23 minutes
118 minutes	101 minutes

Forbes District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 1,949 patients

Percentage of patients who spent four hours or less in the ED 87.4%

Same period last year	Change since one year ago
2,377	-18.0%
93.5%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

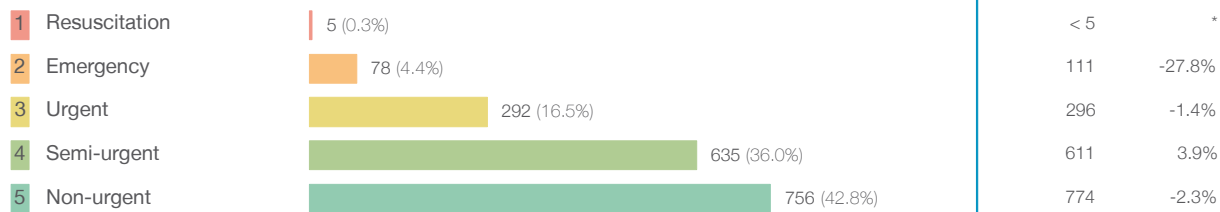
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Forbes District Hospital: Patients presenting to the emergency department

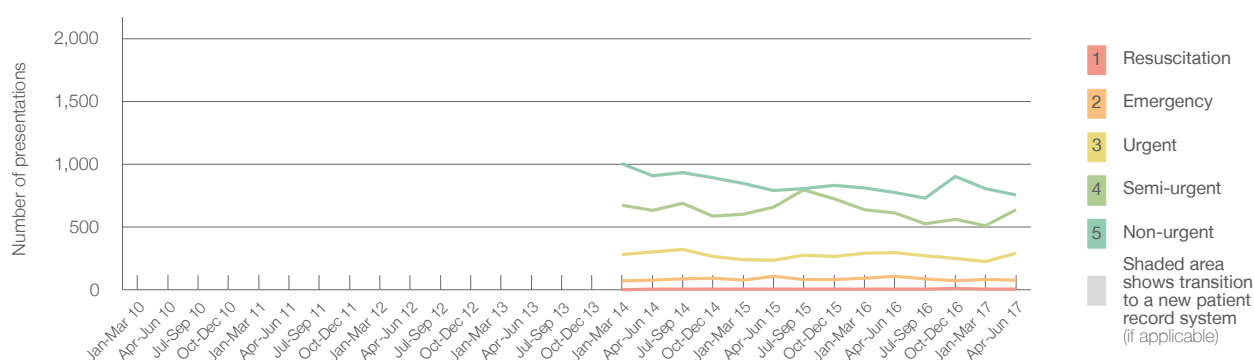
April to June 2017

All presentations:¹ 1,950 patients

Emergency presentations² by triage category: 1,766 patients



Emergency presentations² by quarter, April 2012 to June 2017 ^{† §}



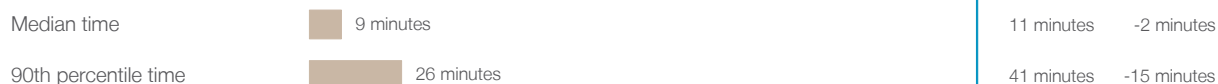
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation					< 5	5	< 5	5
Emergency					80	106	111	78
Urgent					302	232	296	292
Semi-urgent					634	656	611	635
Non-urgent					907	790	774	756
All emergency presentations					1,923	1,789	1,792	1,766

Forbes District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 176 patients

ED Transfer of care time



(†) 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.

Forbes District 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: 78

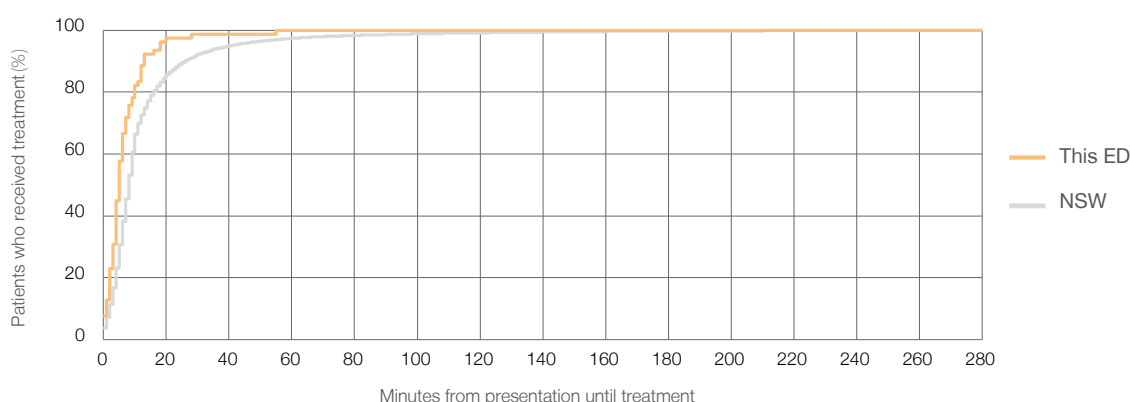
Number of triage 2 patients used to calculate waiting time:³ 78

Median time to start treatment⁴ 5 minutes

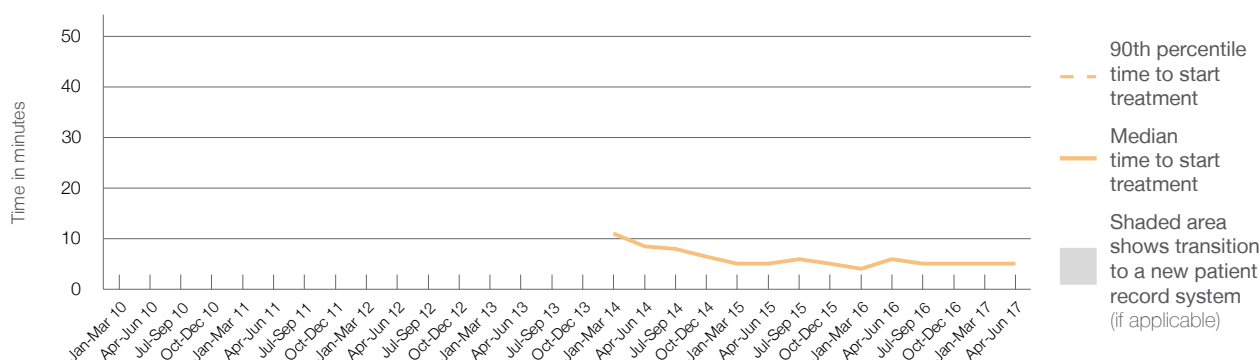
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
111	
107	
6 minutes	8 minutes
12 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^{†‡§}



	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 ⁴ (minutes)					9	5	6	5
90th percentile time to start treatment ⁵ (minutes)					*	12	12	*

(†) 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.

Forbes District 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: 292

Number of triage 3 patients used to calculate waiting time:³ 290

Median time to start treatment⁴

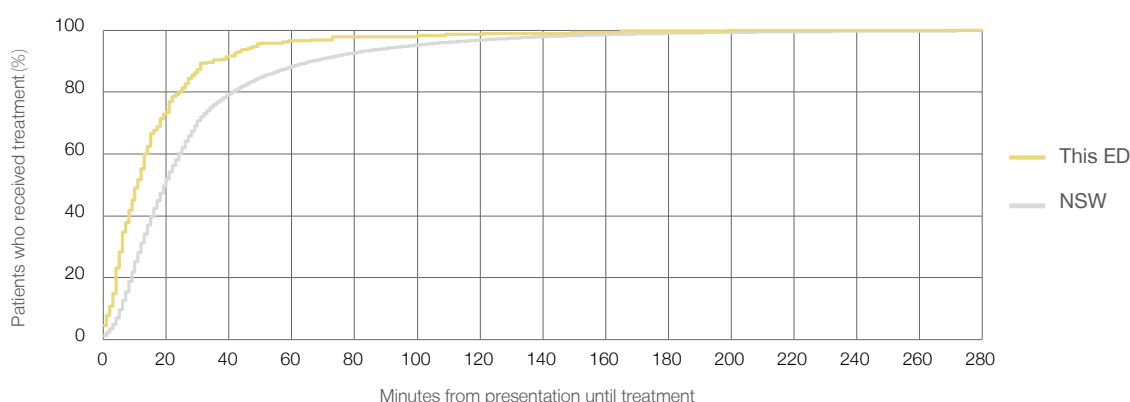
11 minutes

90th percentile time to start treatment⁵

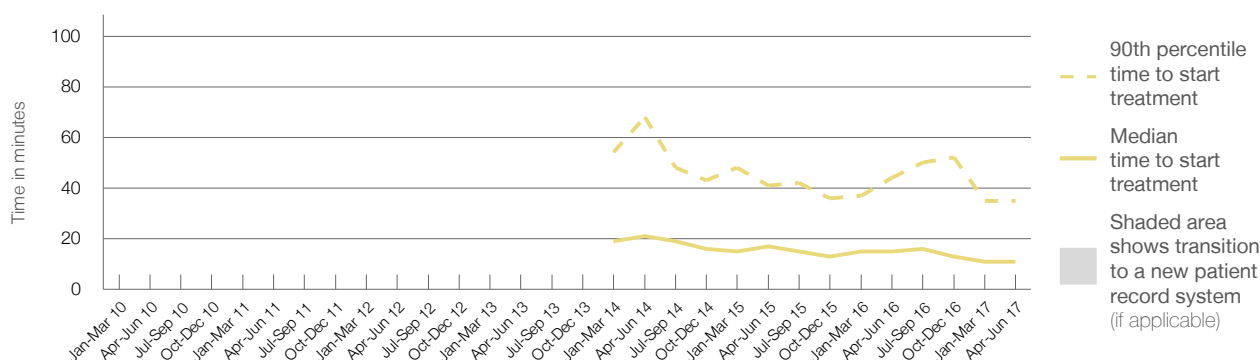
35 minutes

Same period last year	NSW (this period)
296	
292	
15 minutes	20 minutes
44 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^{†‡§}



	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 ⁴ (minutes)					21	17	15	11
90th percentile time to start treatment ⁵ (minutes)					68	41	44	35

(†) 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.

Forbes District 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: 635

Number of triage 4 patients used to calculate waiting time:³ 619

Median time to start treatment⁴

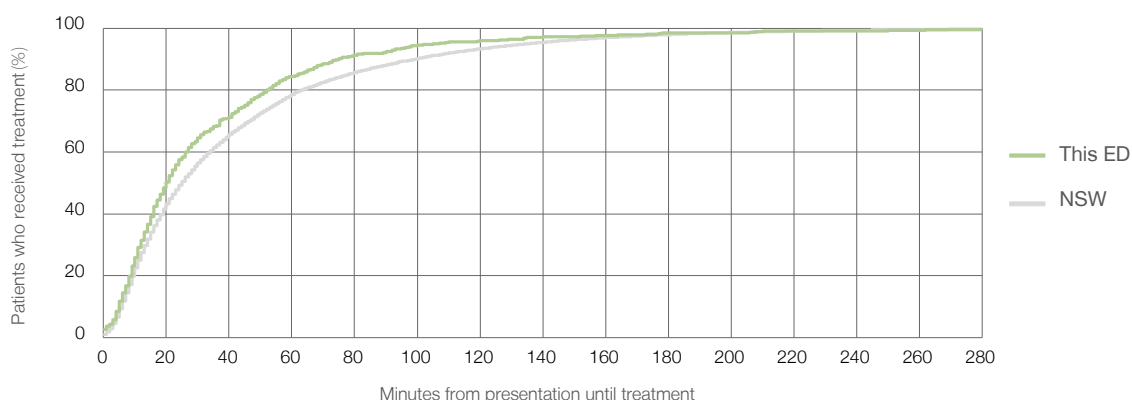
20 minutes

90th percentile time to start treatment⁵

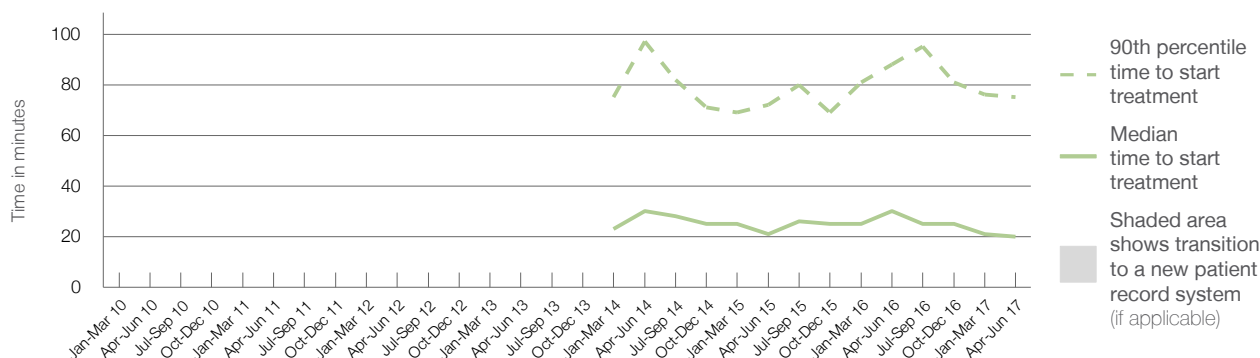
75 minutes

Same period last year	NSW (this period)
611	
594	
30 minutes	25 minutes
88 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^{†‡§}



	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 ⁴ (minutes)					30	21	30	20
90th percentile time to start treatment ⁵ (minutes)					97	72	88	75

(†) 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.

Forbes District 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: 756

Number of triage 5 patients used to calculate waiting time:³ 722

Median time to start treatment⁴

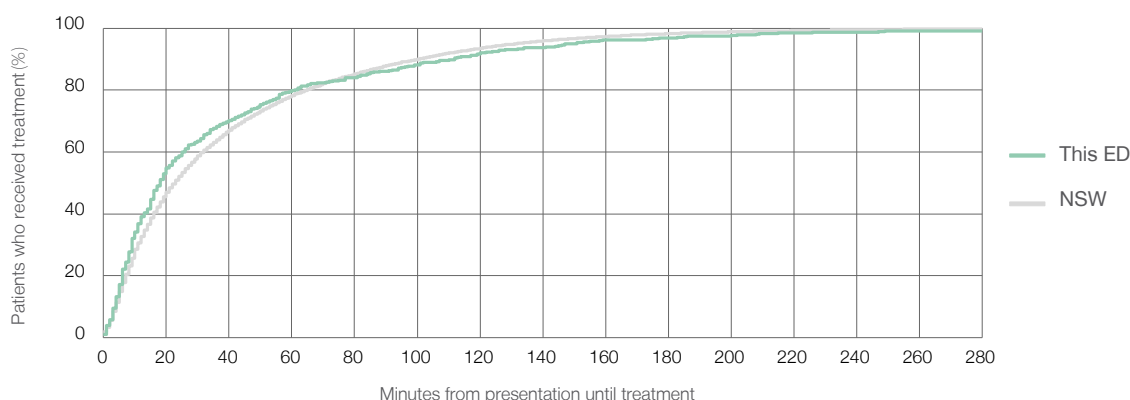
18 minutes

90th percentile time to start treatment⁵

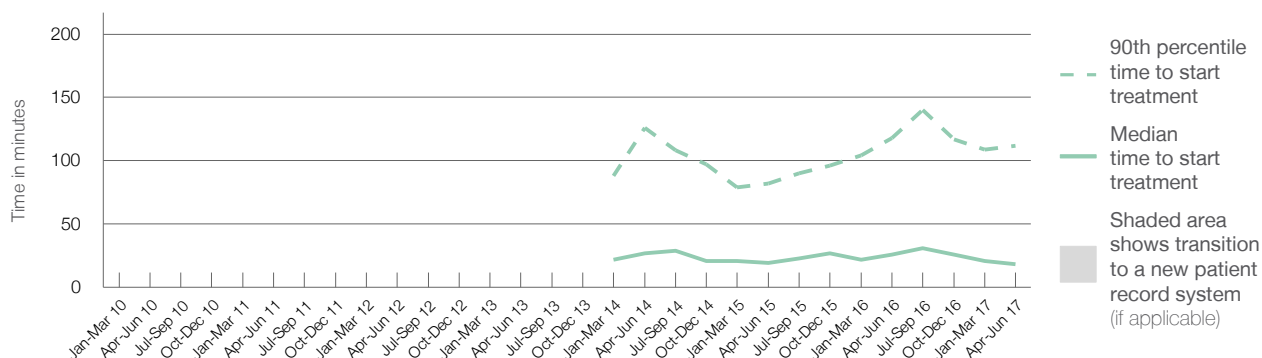
112 minutes

Same period last year	NSW (this period)
774	
724	
26 minutes	23 minutes
118 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^{†‡§}



	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 ⁴ (minutes)					27	19	26	18
90th percentile time to start treatment ⁵ (minutes)					126	82	118	112

(†) 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.

Forbes District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 1,950 patients

Presentations used to calculate time to leaving the ED:⁶ 1,949 patients

Median time spent in the ED⁸

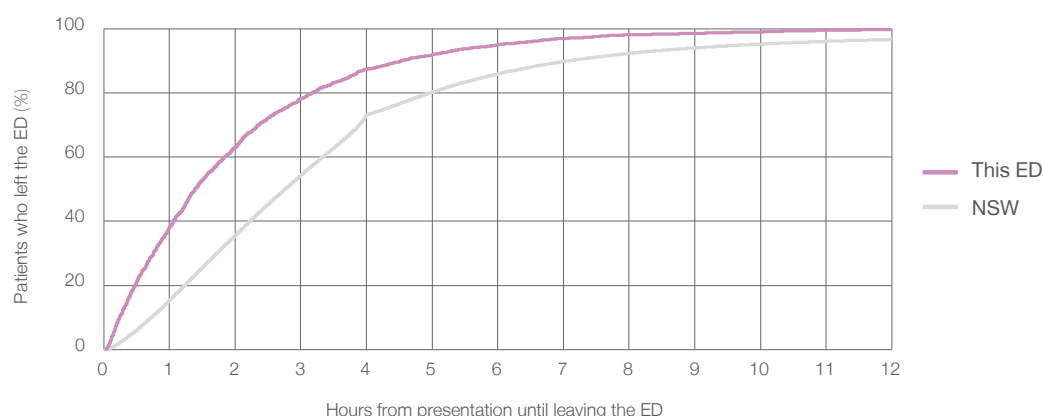
1 hours and 23 minutes

90th percentile time spent in the ED⁹

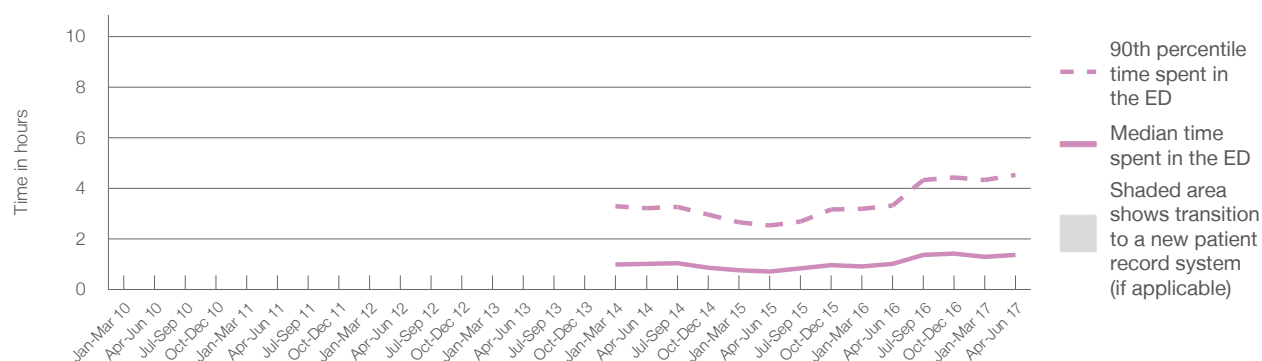
4 hours and 32 minutes

Same period last year	NSW (this period)
2,377	2,377
1 hours and 1 minutes	2 hours and 46 minutes
3 hours and 19 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^{†‡§}



	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 ⁸ (hours, minutes)					1h 2m	0h 43m	1h 1m	1h 23m
90th percentile time to leaving the ED ⁹ (hours, minutes)					3h 14m	2h 32m	3h 19m	4h 32m

(†) 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.

Forbes District Hospital: Time patients spent in the ED

By mode of separation

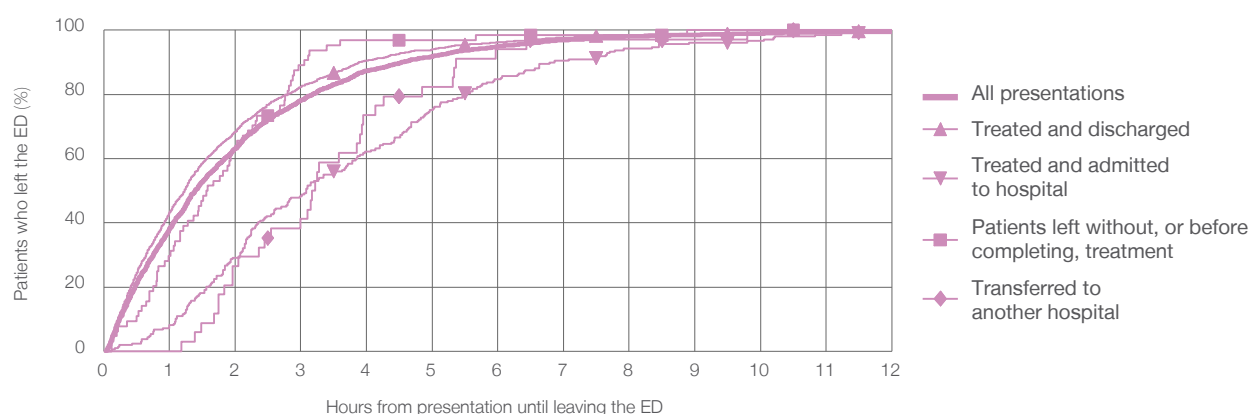
April to June 2017

All presentations:[†] 1,950 patients

Presentations used to calculate time to leaving the ED:[§] 1,949 patients

		Same period last year	Change since one year ago
Treated and discharged	1,631 (83.6%)	1,947	-16.2%
Treated and admitted to hospital	209 (10.7%)	280	-25.4%
Patient left without, or before completing, treatment	64 (3.3%)	90	-28.9%
Transferred to another hospital	34 (1.7%)	57	-40.4%
Other	12 (0.6%)	3	300.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡§}



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

Treated and discharged	43.3%	68.3%	82.4%	90.6%	96.3%	98.5%	99.2%	99.8%
Treated and admitted to hospital	8.1%	29.2%	48.3%	62.2%	84.7%	94.3%	96.7%	99.0%
Patient left without, or before completing, treatment	29.7%	64.1%	89.1%	96.9%	98.4%	98.4%	100%	100%
Transferred to another hospital	0%	26.5%	41.2%	73.5%	94.1%	97.1%	100%	100%
All presentations	38.3%	63.1%	78.1%	87.4%	95.0%	98.1%	99.0%	99.7%

(†) 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.

(§) 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.

Forbes District 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:¹ 1,950 patients

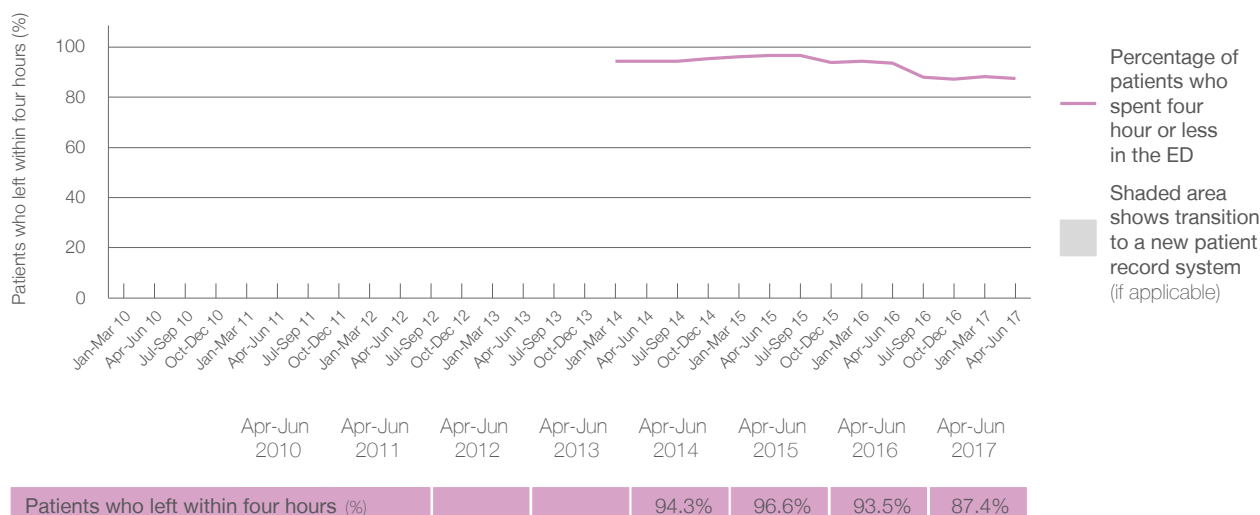
Presentations used to calculate time to leaving the ED:⁶ 1,949 patients

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



Same period last year	Change since one year ago
2,377	-18.0%
2,377	-18.0%
93.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡§}



- * 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*.
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).

Gunnedah District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 1,973 patients

Emergency presentations:² 1,891 patients

Same period last year	Change since one year ago
1,820	8.4%
1,691	11.8%

Gunnedah District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 121 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 478 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,029 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 107 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 263 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
136	
2 minutes	8 minutes
27 minutes	26 minutes
449	
19 minutes	20 minutes
57 minutes	67 minutes
911	
28 minutes	25 minutes
85 minutes	99 minutes
195	
19 minutes	23 minutes
85 minutes	101 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 1,973 patients

Percentage of patients who spent four hours or less in the ED 87.5%

Same period last year	Change since one year ago
1,820	8.4%
90.2%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

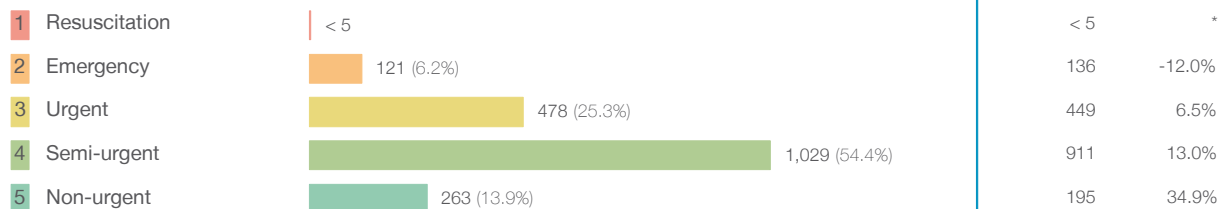
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Gunnedah District Hospital: Patients presenting to the emergency department

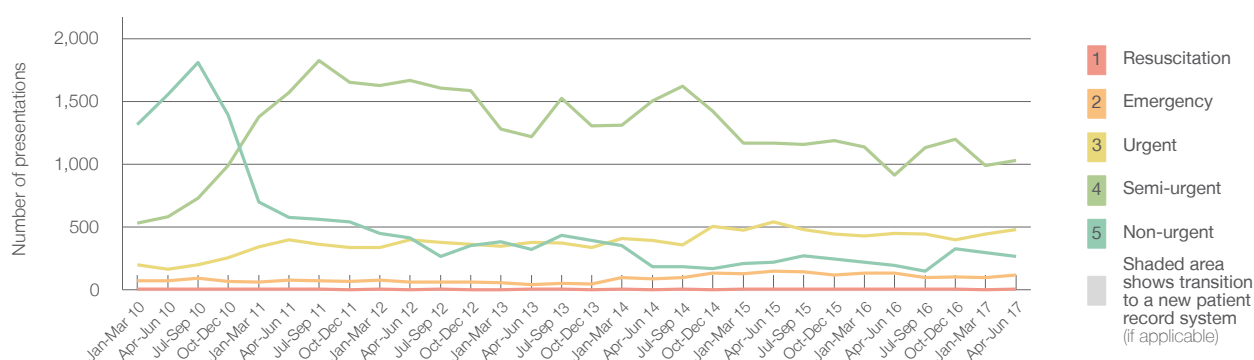
April to June 2017

All presentations:¹ 1,973 patients

Emergency presentations² by triage category: 1,891 patients



Emergency presentations² 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	< 5	< 5	< 5	< 5	< 5	< 5	< 5	< 5
Emergency	73	77	63	46	87	151	136	121
Urgent	165	397	397	376	394	538	449	478
Semi-urgent	582	1,568	1,667	1,217	1,504	1,168	911	1,029
Non-urgent	1,553	577	410	321	182	217	195	263
All emergency presentations	2,373	2,619	2,537	1,960	2,167	2,074	1,691	1,891

Gunnedah District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 143 patients

ED Transfer of care time



(†) 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.

Gunnedah District 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: 121

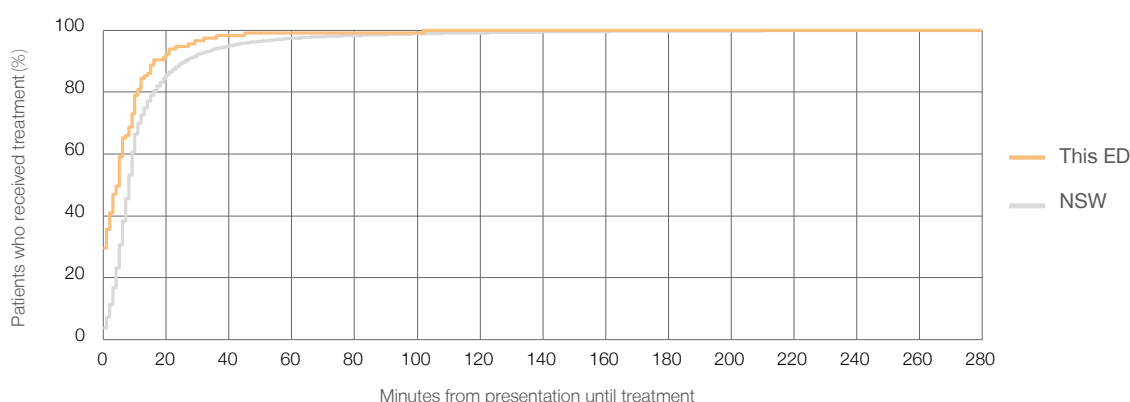
Number of triage 2 patients used to calculate waiting time:³ 115

Median time to start treatment⁴ 5 minutes

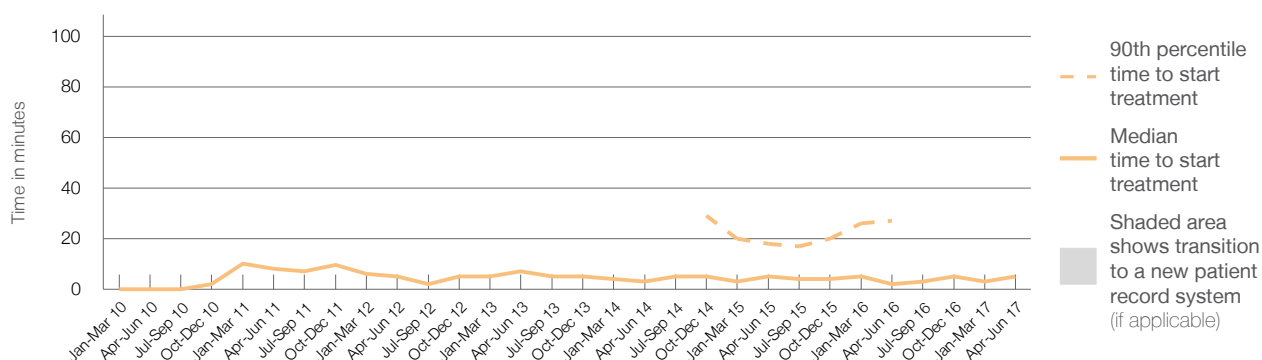
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
136	
132	
2 minutes	8 minutes
27 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^{†‡}



	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 ⁴ (minutes)	0	8	5	7	3	5	2	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	18	27	16

(†) 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.

Gunnedah District 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: 478

Number of triage 3 patients used to calculate waiting time:³ 467

Median time to start treatment⁴

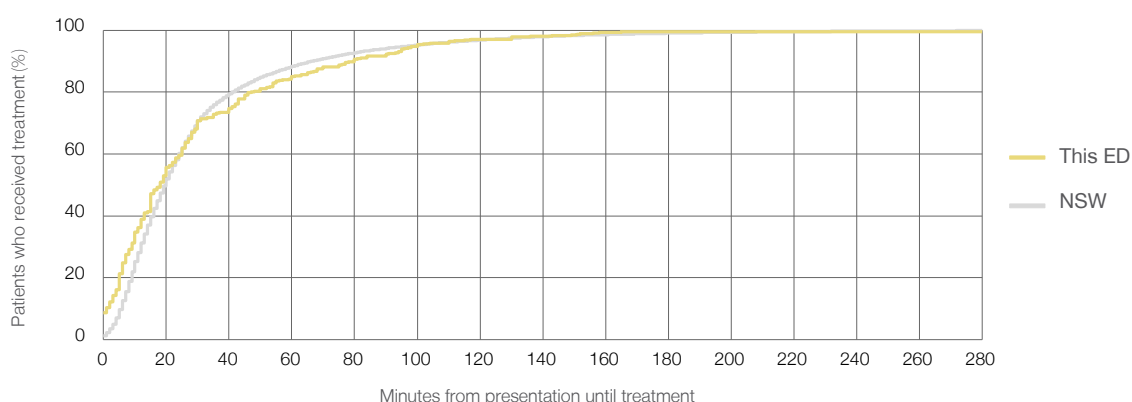
18 minutes

90th percentile time to start treatment⁵

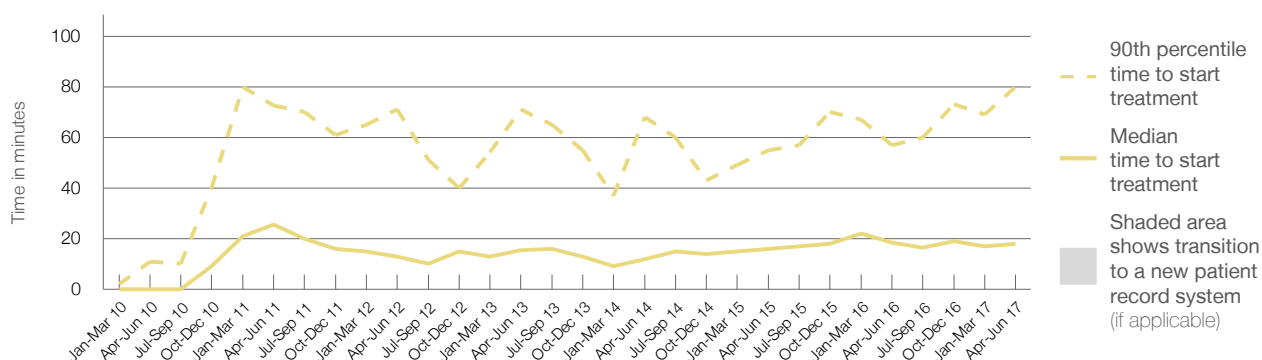
80 minutes

Same period last year	NSW (this period)
449	
444	
19 minutes	20 minutes
57 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^{†‡}



	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 ⁴ (minutes)	0	26	13	16	12	16	19	18
90th percentile time to start treatment ⁵ (minutes)	11	73	71	71	68	55	57	80

(†) 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.

Gunnedah District 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: 1,029

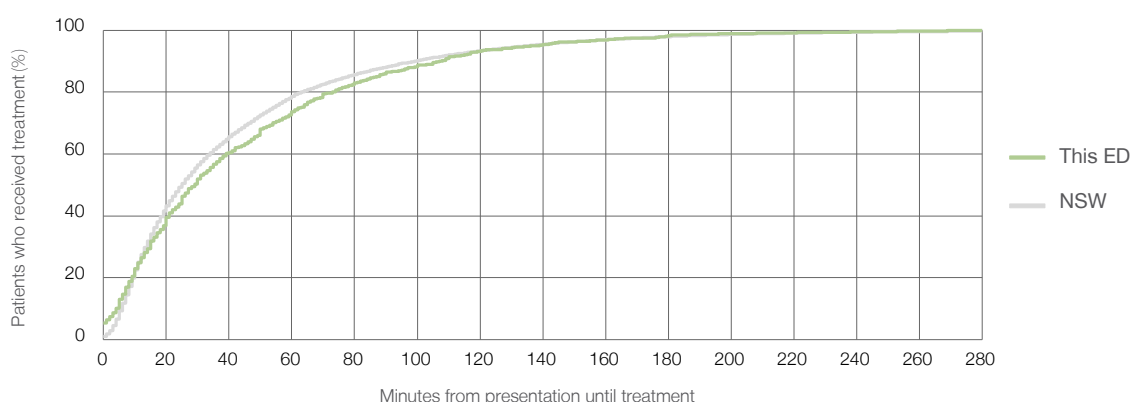
Number of triage 4 patients used to calculate waiting time:³ 962

Median time to start treatment⁴ 29 minutes

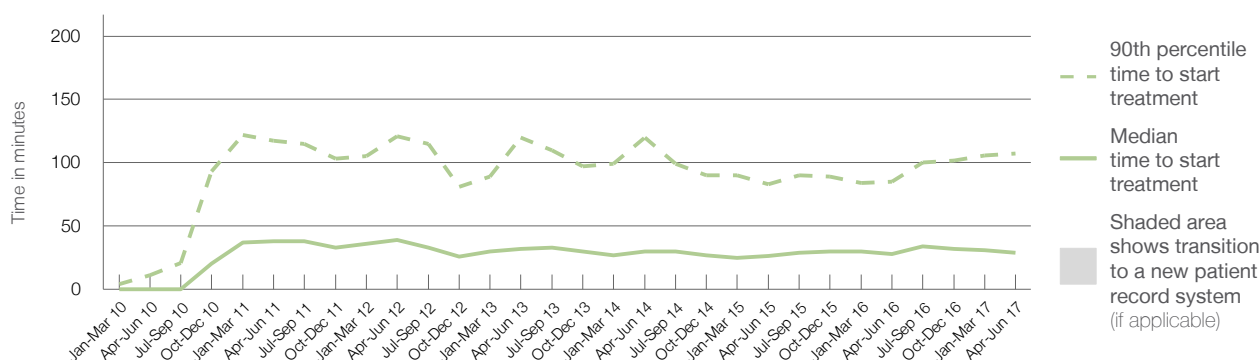
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
911	
875	
28 minutes	25 minutes
85 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^{†‡}



	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 ⁴ (minutes)	0	38	39	32	30	27	28	29
90th percentile time to start treatment ⁵ (minutes)	11	118	121	120	120	83	85	107

(†) 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.

Gunnedah District 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: 263

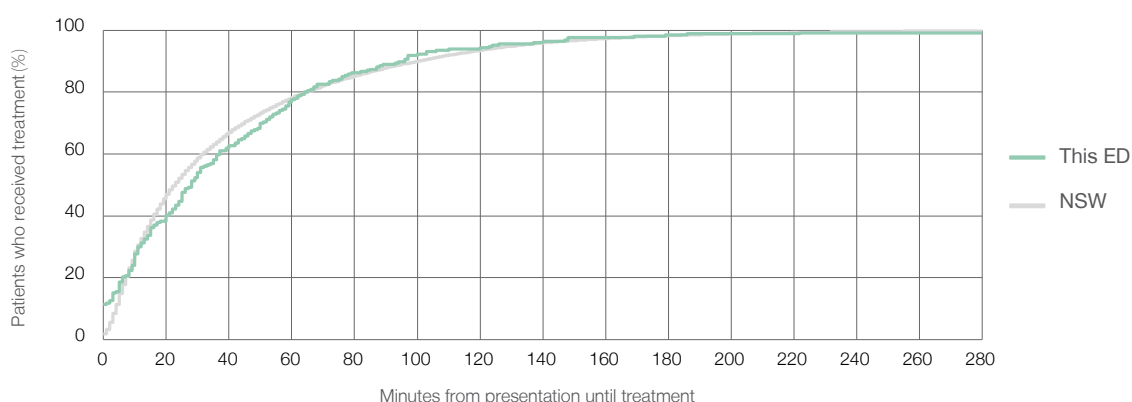
Number of triage 5 patients used to calculate waiting time:³ 246

Median time to start treatment⁴ 28 minutes

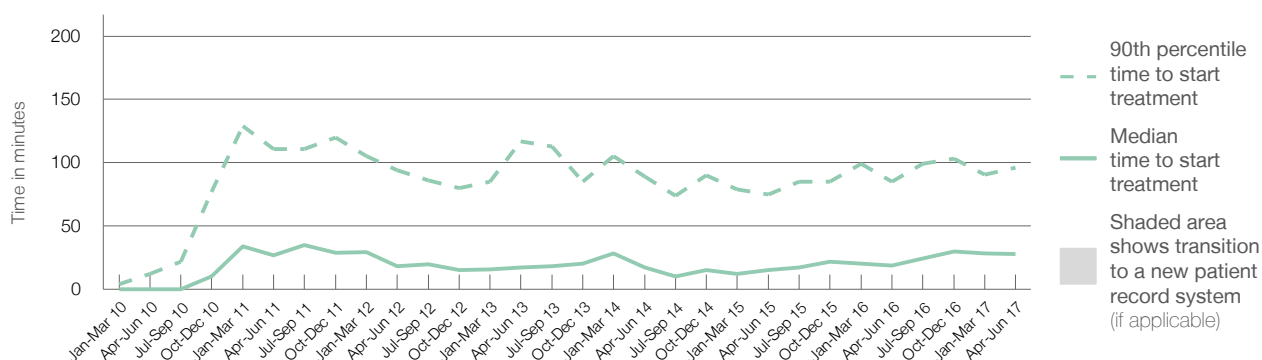
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
195	
176	
19 minutes	23 minutes
85 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^{†‡}



	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 ⁴ (minutes)	0	27	18	17	17	15	19	28
90th percentile time to start treatment ⁵ (minutes)	12	111	94	117	89	75	85	96

(†) 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.

Gunnedah District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 1,973 patients

Presentations used to calculate time to leaving the ED:⁶ 1,973 patients

Median time spent in the ED⁸

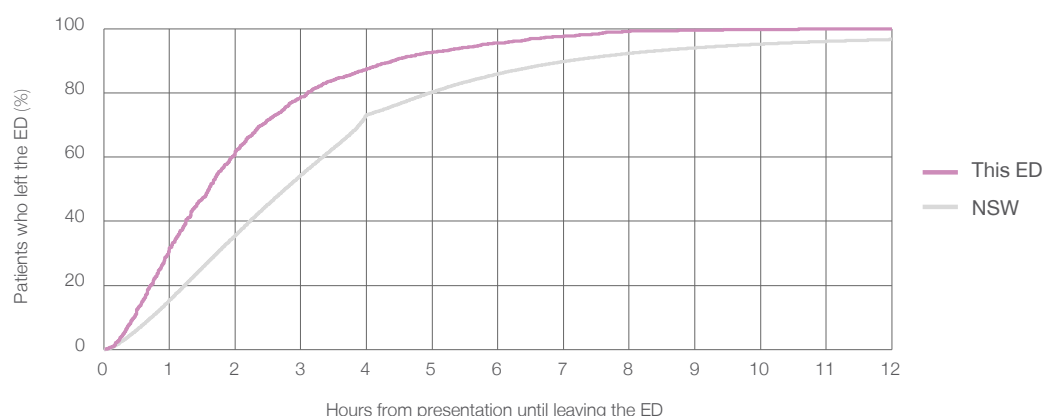
1 hours and 36 minutes

90th percentile time spent in the ED⁹

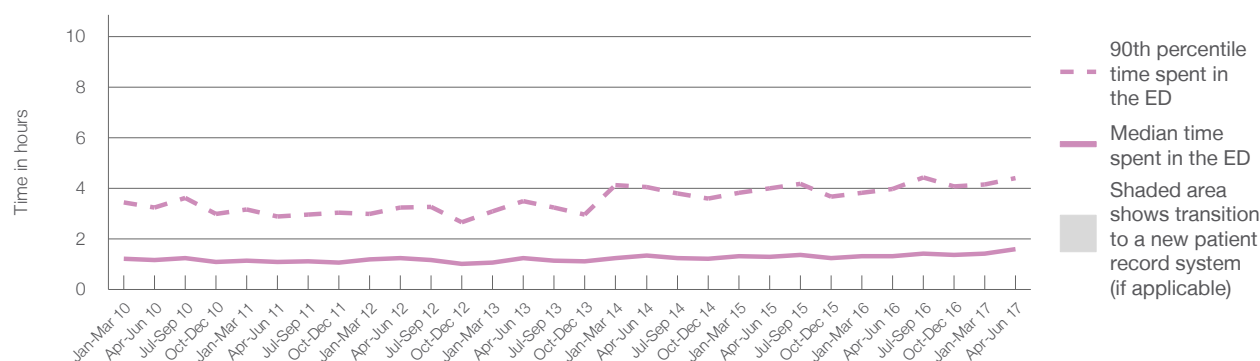
4 hours and 25 minutes

Same period last year	NSW (this period)
1,820	1,820
1 hours and 20 minutes	2 hours and 46 minutes
3 hours and 59 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^{†‡}



	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 ⁸ (hours, minutes)	1h 10m	1h 6m	1h 15m	1h 15m	1h 21m	1h 18m	1h 20m	1h 36m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 15m	2h 53m	3h 15m	3h 30m	4h 3m	4h 1m	3h 59m	4h 25m

(†) 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.

Gunnedah District Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

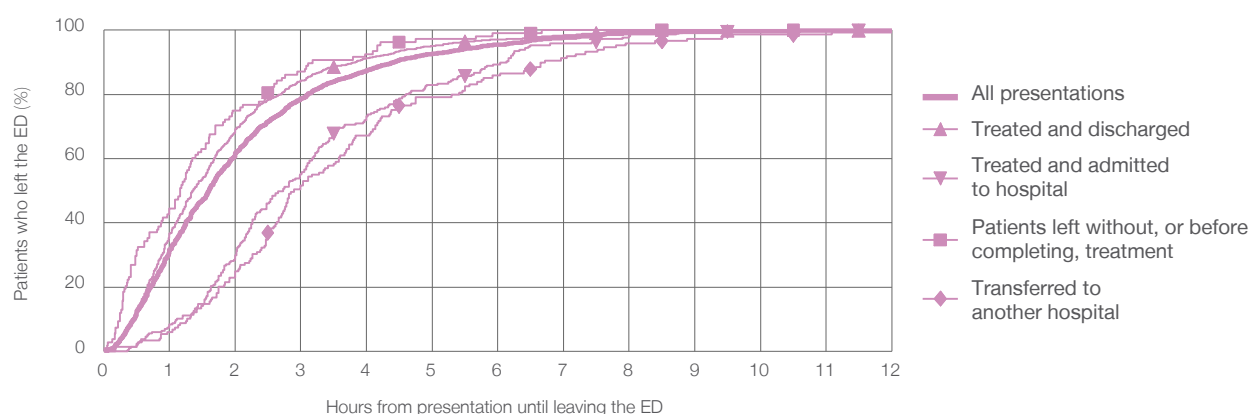
All presentations:[†] 1,973 patients

Presentations used to calculate time to leaving the ED:[‡] 1,973 patients

Treated and discharged	1,491 (75.6%)
Treated and admitted to hospital	217 (11.0%)
Patient left without, or before completing, treatment	108 (5.5%)
Transferred to another hospital	149 (7.6%)
Other	8 (0.4%)

Same period last year	Change since one year ago
1,820	8.4%
1,435	3.9%
189	14.8%
61	77.0%
129	15.5%
6	33.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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

Treated and discharged	36.6%	69.1%	84.3%	91.3%	97.1%	99.6%	99.8%	99.9%
Treated and admitted to hospital	8.3%	30.0%	55.3%	73.3%	89.4%	98.2%	99.5%	100%
Patient left without, or before completing, treatment	44.4%	75.0%	87.0%	92.6%	99.1%	100%	100%	100%
Transferred to another hospital	6.0%	24.8%	51.7%	67.1%	85.9%	96.0%	98.7%	99.3%
All presentations	31.7%	61.8%	78.7%	87.5%	95.5%	99.2%	99.7%	99.9%

(†) 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.

Gunnedah District 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:¹ 1,973 patients

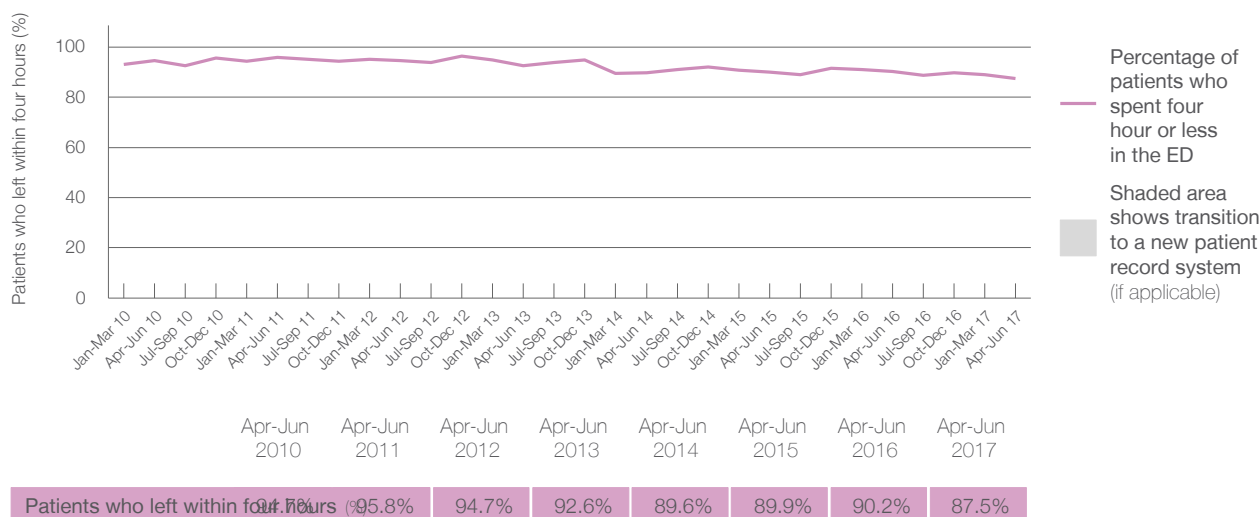
Presentations used to calculate time to leaving the ED:⁶ 1,973 patients

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



Same period last year	Change since one year ago
1,820	8.4%
1,820	8.4%
90.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



- * 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).

Inverell District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,233 patients

Emergency presentations:² 2,173 patients

Same period last year	Change since one year ago
2,076	7.6%
1,980	9.7%

Inverell District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 234 patients

Median time to start treatment⁴ 3 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 651 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,077 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): 211 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
267	
5 minutes	8 minutes
16 minutes	26 minutes
663	
10 minutes	20 minutes
50 minutes	67 minutes
851	
20 minutes	25 minutes
75 minutes	99 minutes
192	
15 minutes	23 minutes
75 minutes	101 minutes

Inverell District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,233 patients

Percentage of patients who spent four hours or less in the ED 88.8%

Same period last year	Change since one year ago
2,076	7.6%
89.4%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

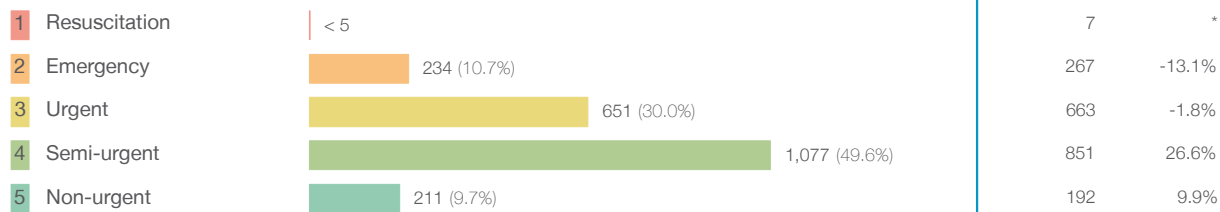
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Inverell District Hospital: Patients presenting to the emergency department

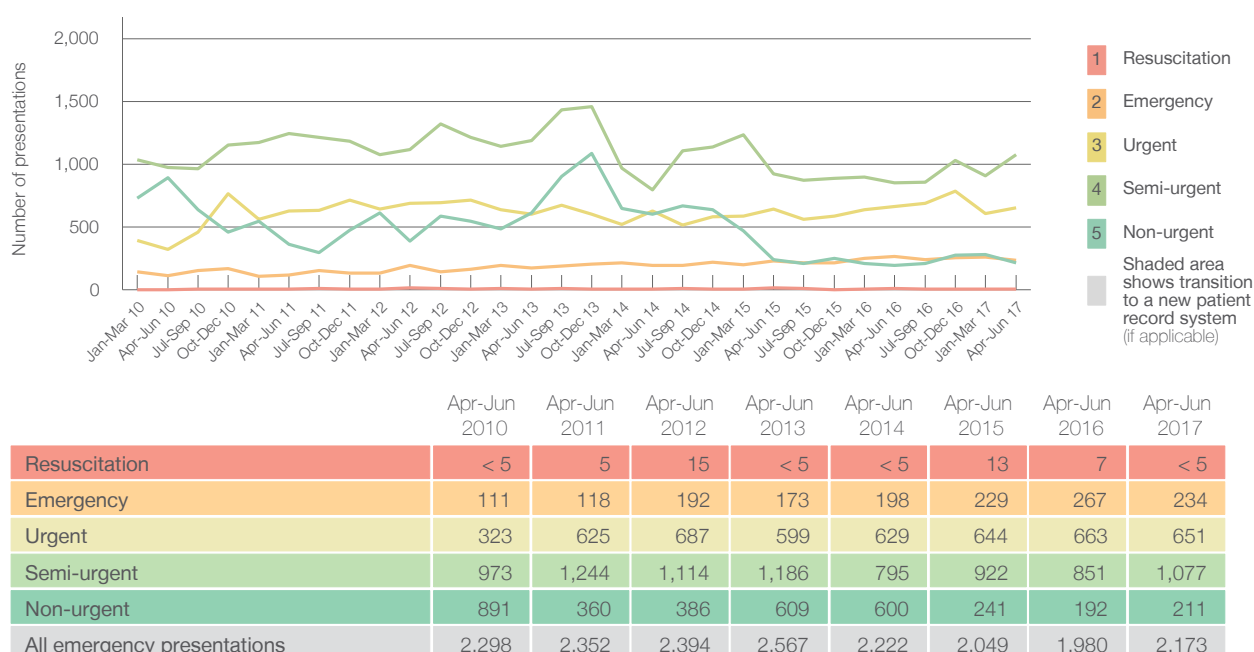
April to June 2017

All presentations:¹ 2,233 patients

Emergency presentations² by triage category: 2,173 patients



Emergency presentations² by quarter, April 2012 to June 2017 [†]

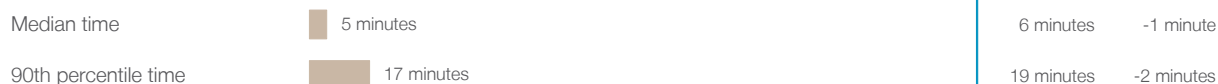


Inverell District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 256 patients ^{**}

ED Transfer of care time



(†) 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.

Inverell District 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: 234

Number of triage 2 patients used to calculate waiting time:³ 230

Median time to start treatment⁴

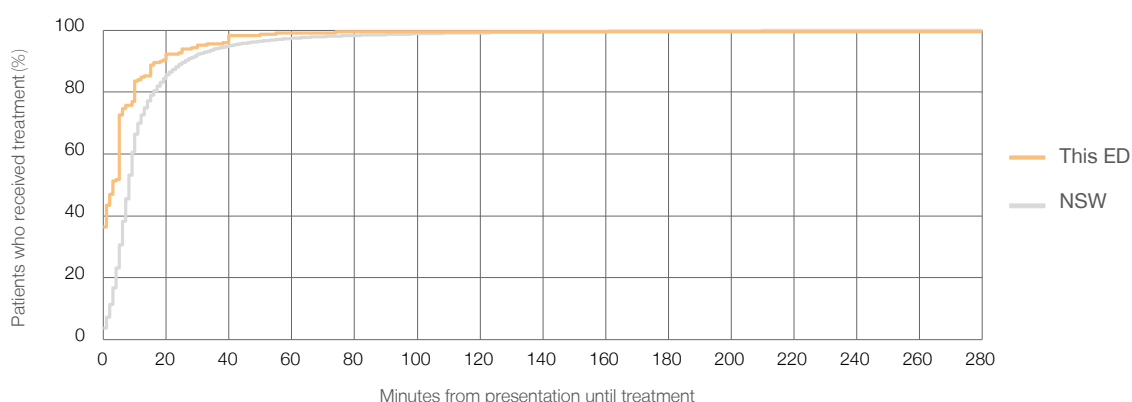
3 minutes

90th percentile time to start treatment⁵

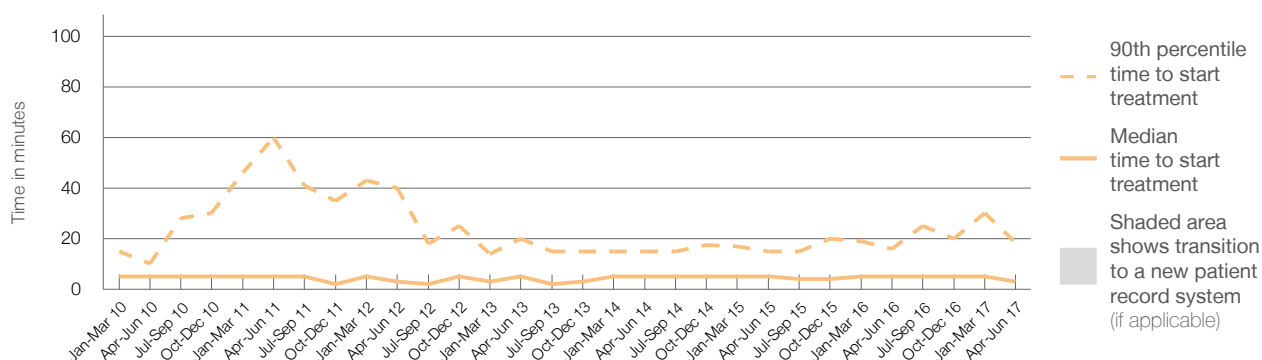
19 minutes

Same period last year	NSW (this period)
267	
262	
5 minutes	8 minutes
16 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^{†‡}



	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 ⁴ (minutes)	5	5	3	5	5	5	5	3
90th percentile time to start treatment ⁵ (minutes)	10	60	40	20	15	15	16	19

(†) 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.

Inverell District 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: 651

Number of triage 3 patients used to calculate waiting time:³ 635

Median time to start treatment⁴

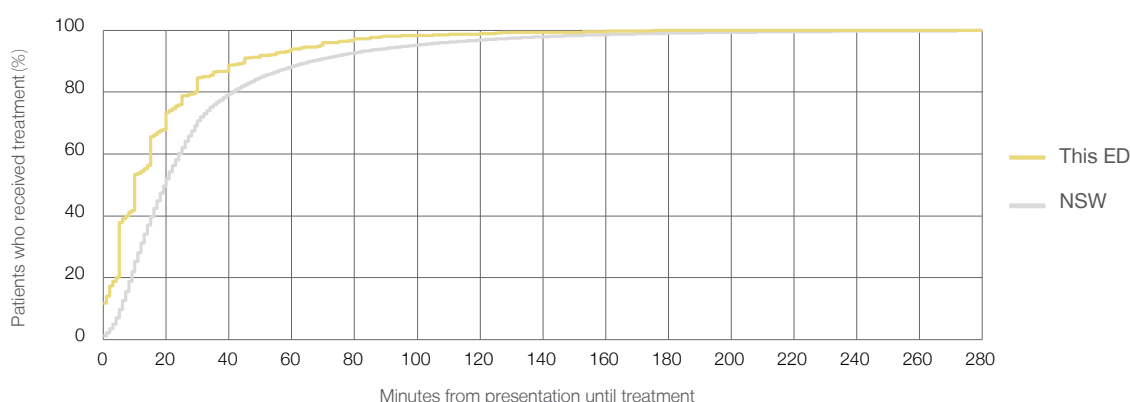
10 minutes

90th percentile time to start treatment⁵

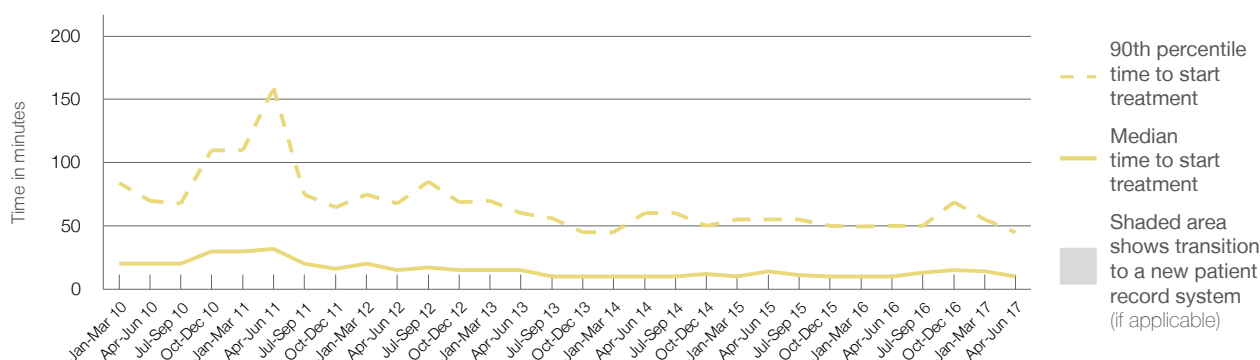
45 minutes

Same period last year	NSW (this period)
663	
643	
10 minutes	20 minutes
50 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^{†‡}



	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 ⁴ (minutes)	20	32	15	15	10	14	10	10
90th percentile time to start treatment ⁵ (minutes)	70	159	68	60	60	55	50	45

(†) 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.

Inverell District 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: 1,077

Number of triage 4 patients used to calculate waiting time:³ 981

Median time to start treatment⁴

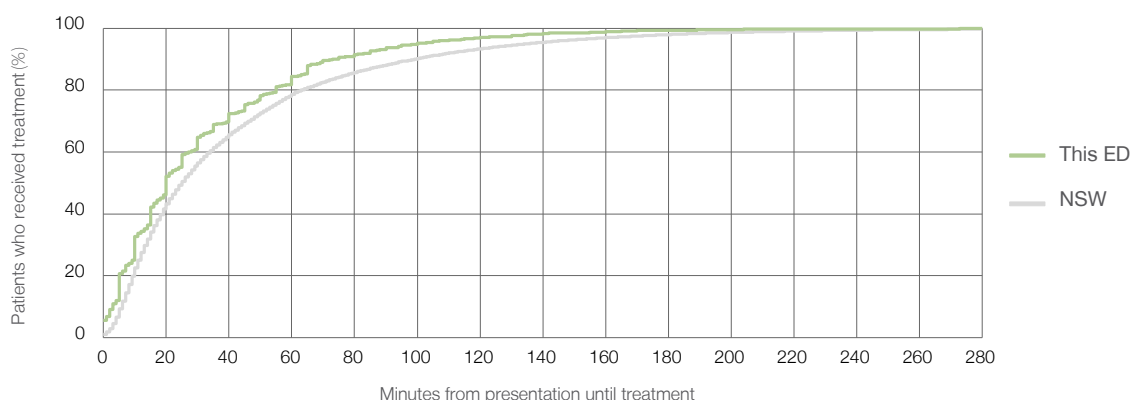
20 minutes

90th percentile time to start treatment⁵

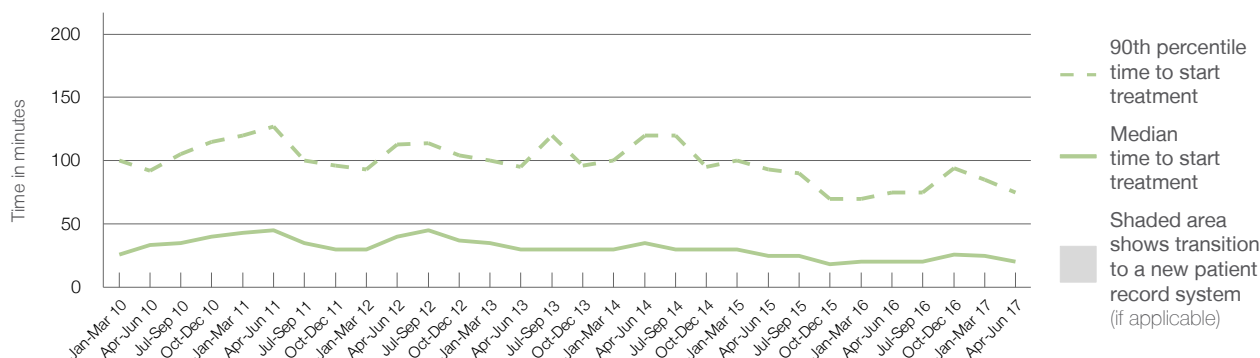
75 minutes

Same period last year	NSW (this period)
851	
792	
20 minutes	25 minutes
75 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^{†‡}



	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 ⁴ (minutes)	34	45	40	30	35	25	20	20
90th percentile time to start treatment ⁵ (minutes)	92	127	113	95	120	93	75	75

(†) 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.

Inverell District 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: 211

Number of triage 5 patients used to calculate waiting time:³ 176

Median time to start treatment⁴

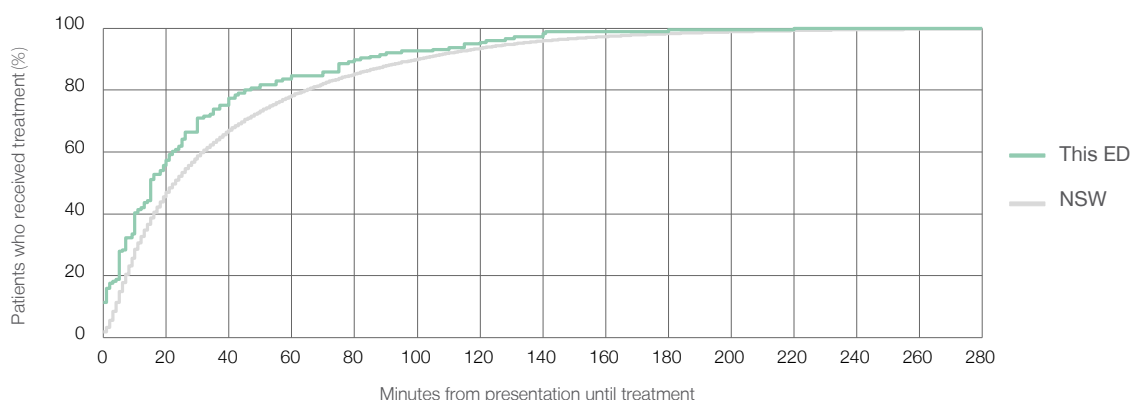
15 minutes

90th percentile time to start treatment⁵

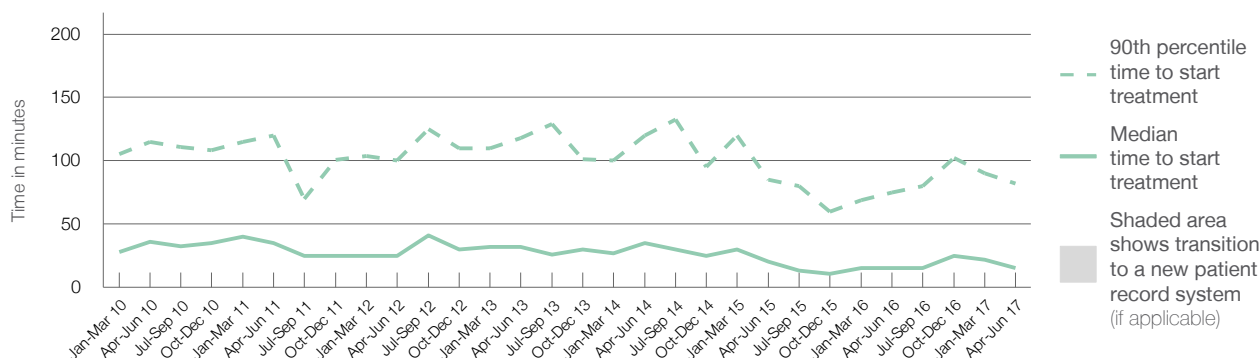
82 minutes

Same period last year	NSW (this period)
192	
177	
15 minutes	23 minutes
75 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^{†‡}



	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 ⁴ (minutes)	36	35	25	32	35	20	15	15
90th percentile time to start treatment ⁵ (minutes)	115	120	100	118	120	85	75	82

(†) 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.

Inverell District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,233 patients

Presentations used to calculate time to leaving the ED:⁶ 2,233 patients

Median time spent in the ED⁸

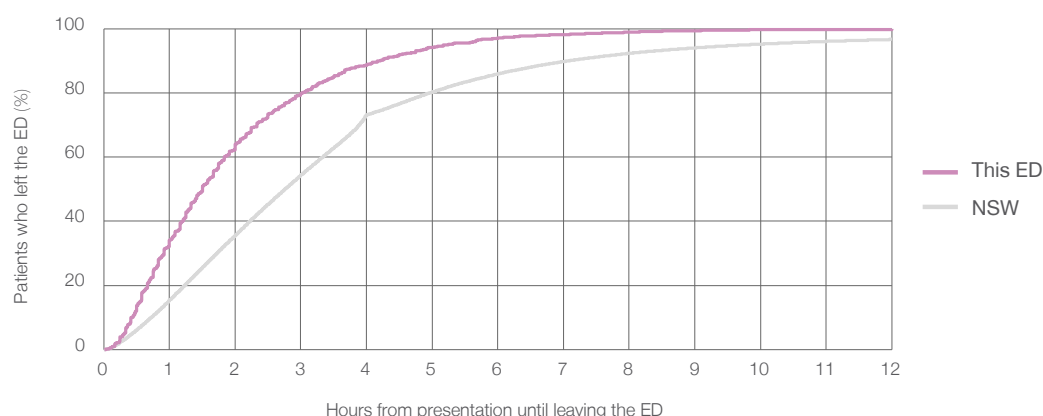
1 hours and 30 minutes

90th percentile time spent in the ED⁹

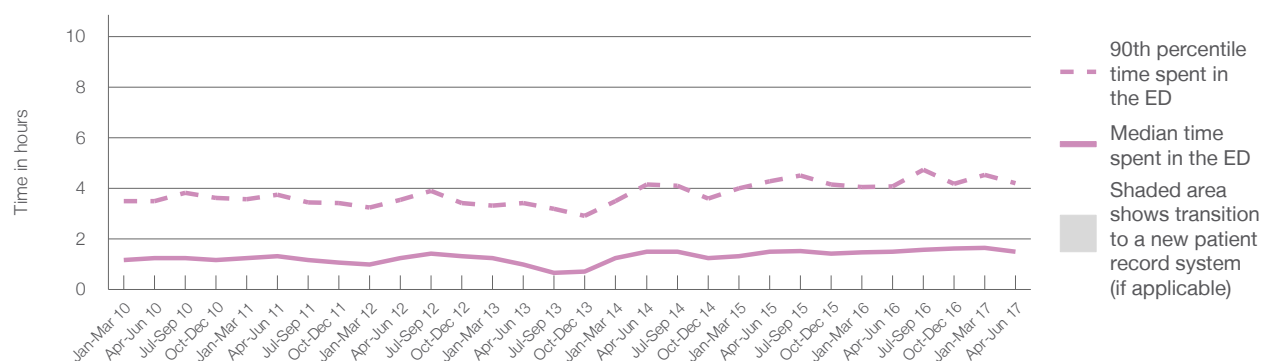
4 hours and 12 minutes

Same period last year	NSW (this period)
2,076	2,076
1 hours and 30 minutes	2 hours and 46 minutes
4 hours and 5 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^{†‡}



	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 ⁸ (hours, minutes)	1h 15m	1h 20m	1h 15m	1h 0m	1h 30m	1h 30m	1h 30m	1h 30m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 30m	3h 46m	3h 33m	3h 26m	4h 10m	4h 17m	4h 5m	4h 12m

(†) 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.

Inverell District Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

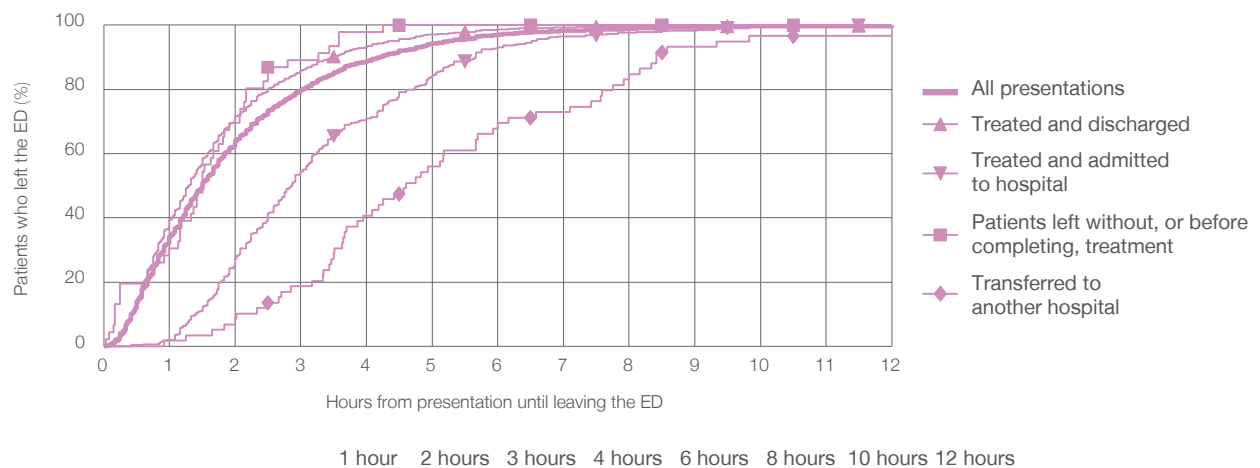
All presentations:[†] 2,233 patients

Presentations used to calculate time to leaving the ED:[‡] 2,233 patients

Treated and discharged	1,690 (75.7%)
Treated and admitted to hospital	345 (15.5%)
Patient left without, or before completing, treatment	46 (2.1%)
Transferred to another hospital	59 (2.6%)
Other	93 (4.2%)

Same period last year	Change since one year ago
2,076	7.6%
1,474	14.7%
442	-21.9%
69	-33.3%
60	-1.7%
31	200.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	39.2%	71.6%	85.9%	93.3%	98.6%	99.6%	99.8%	99.9%
Treated and admitted to hospital	2.0%	27.2%	54.5%	71.0%	93.0%	97.7%	99.4%	100%
Patient left without, or before completing, treatment	30.4%	69.6%	89.1%	97.8%	100%	100%	100%	100%
Transferred to another hospital	1.7%	8.5%	18.6%	40.7%	69.5%	84.7%	96.6%	96.6%
All presentations	34.1%	64.1%	79.8%	88.8%	97.1%	98.9%	99.7%	99.8%

(†) 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.

Inverell District 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:¹ 2,233 patients

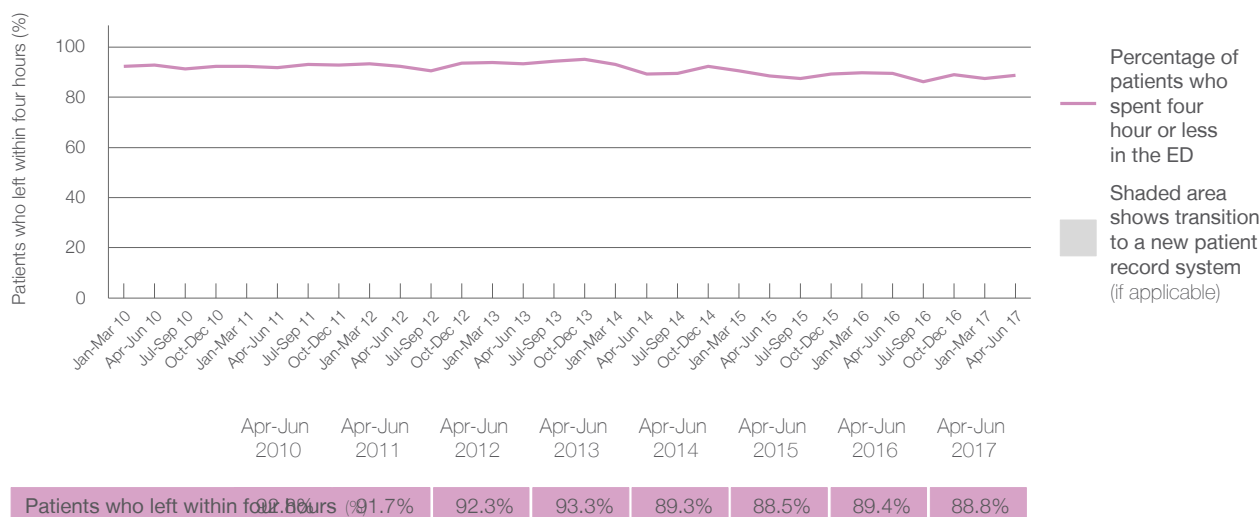
Presentations used to calculate time to leaving the ED:⁶ 2,233 patients

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



Same period last year	Change since one year ago
2,076	7.6%
2,076	7.6%
89.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017 ^{†‡}



- * 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).

Kempsey Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 6,554 patients

Emergency presentations:² 6,311 patients

Same period last year	Change since one year ago
6,412	2.2%
6,266	0.7%

Kempsey Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 750 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,097 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,939 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 510 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
677	
11 minutes	8 minutes
28 minutes	26 minutes
2,235	
23 minutes	20 minutes
65 minutes	67 minutes
2,643	
27 minutes	25 minutes
92 minutes	99 minutes
682	
27 minutes	23 minutes
98 minutes	101 minutes

Kempsey Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 6,553 patients

Percentage of patients who spent four hours or less in the ED 86.7%

Same period last year	Change since one year ago
6,411	2.2%
81.4%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

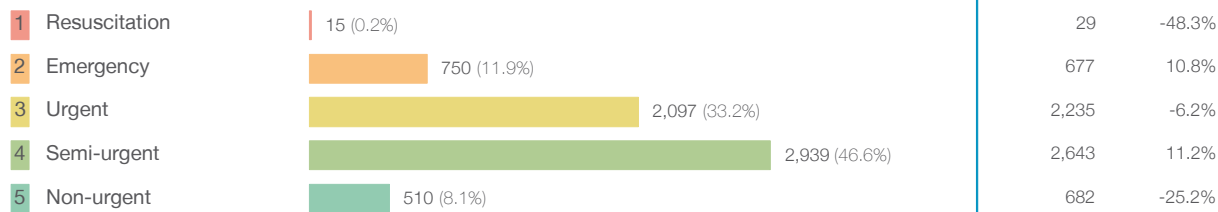
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Kempsey Hospital: Patients presenting to the emergency department

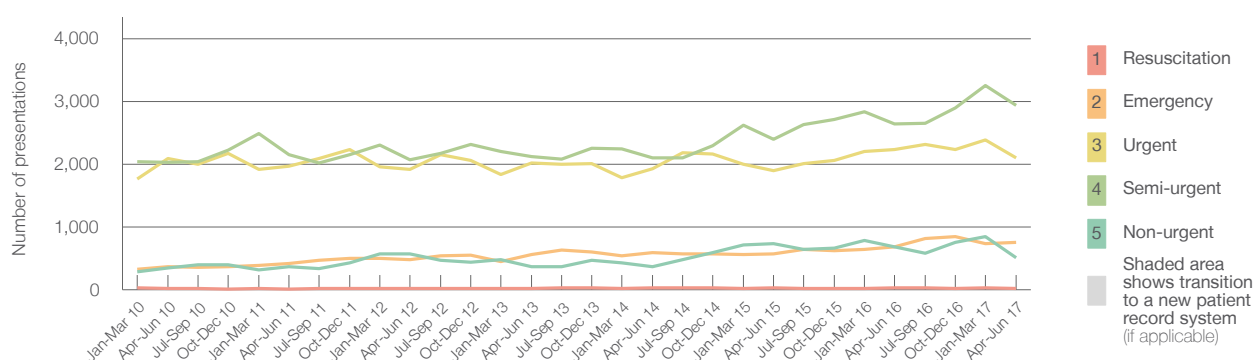
April to June 2017

All presentations:¹ 6,554 patients

Emergency presentations² by triage category: 6,311 patients



Emergency presentations² 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	20	10	17	22	31	25	29	15
Emergency	365	414	479	563	587	566	677	750
Urgent	2,085	1,964	1,912	2,014	1,924	1,897	2,235	2,097
Semi-urgent	2,029	2,155	2,069	2,119	2,095	2,395	2,643	2,939
Non-urgent	344	365	574	370	361	730	682	510
All emergency presentations	4,843	4,908	5,051	5,088	4,998	5,613	6,266	6,311

Kempsey Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 822 patients

ED Transfer of care time



(†) 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.

Kempsey 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: 750

Number of triage 2 patients used to calculate waiting time:³ 748

Median time to start treatment⁴

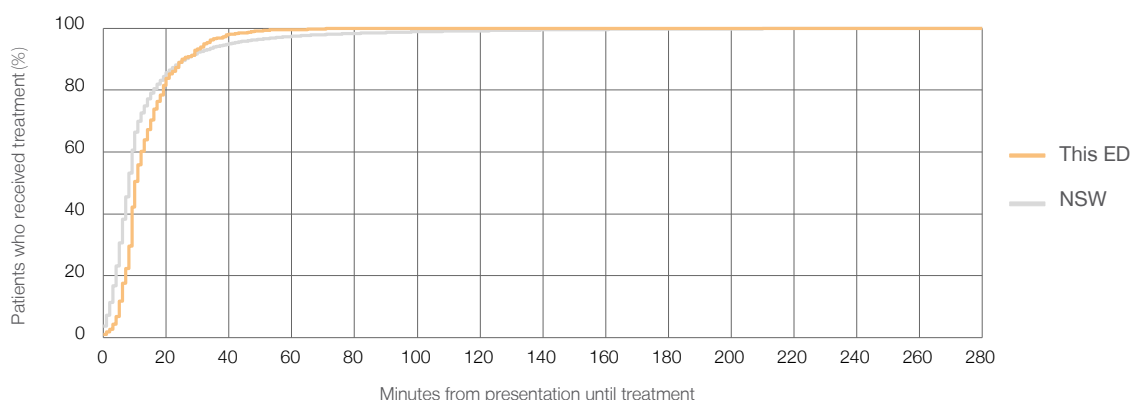
10 minutes

90th percentile time to start treatment⁵

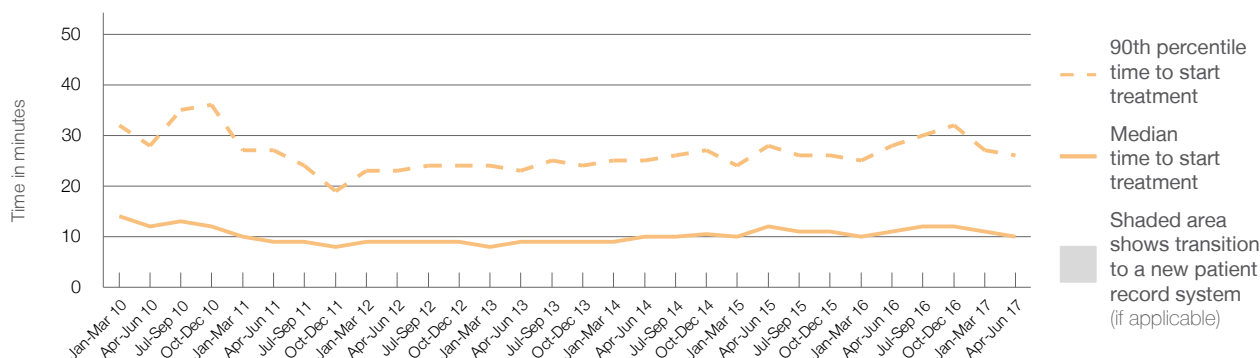
26 minutes

Same period last year	NSW (this period)
677	
674	
11 minutes	8 minutes
28 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^{†‡}



	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 ⁴ (minutes)	12	9	9	9	10	12	11	10
90th percentile time to start treatment ⁵ (minutes)	28	27	23	23	25	28	28	26

(†) 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.

Kempsey 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: 2,097

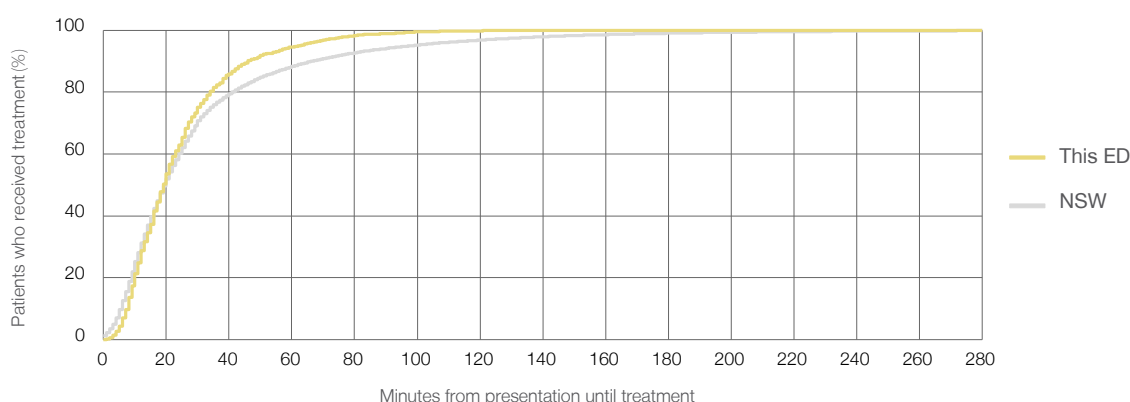
Number of triage 3 patients used to calculate waiting time:³ 2,085

Median time to start treatment⁴ 19 minutes

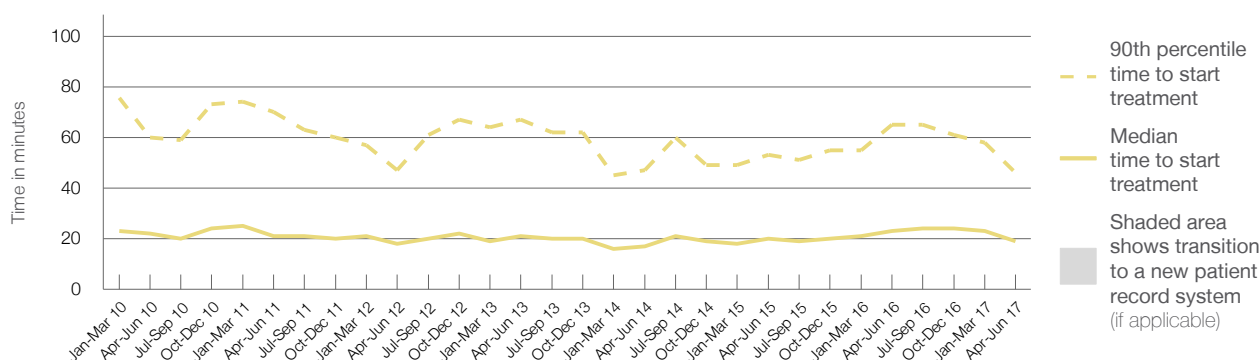
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
2,235	
2,213	
23 minutes	20 minutes
65 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^{†‡}



	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 ⁴ (minutes)	22	21	18	21	17	20	23	19
90th percentile time to start treatment ⁵ (minutes)	60	70	47	67	47	53	65	46

(†) 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.

Kempsey 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: 2,939

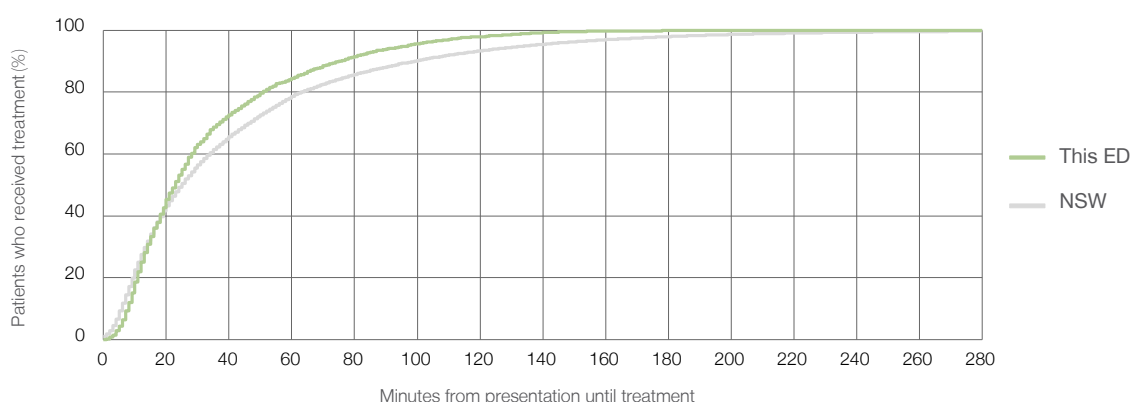
Number of triage 4 patients used to calculate waiting time:³ 2,870

Median time to start treatment⁴ 23 minutes

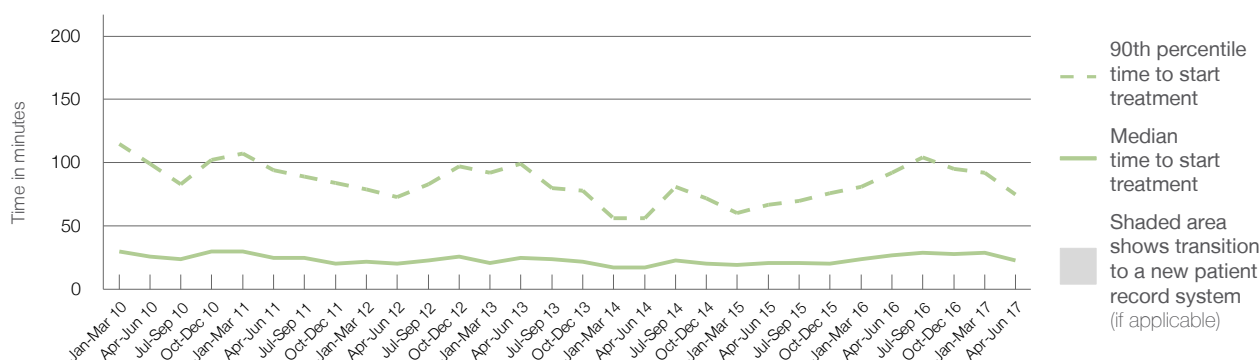
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
2,643	
2,562	
27 minutes	25 minutes
92 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^{†‡}



	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 ⁴ (minutes)	26	25	20	25	17	21	27	23
90th percentile time to start treatment ⁵ (minutes)	99	94	73	99	56	67	92	75

(†) 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.

Kempsey 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: 510

Number of triage 5 patients used to calculate waiting time:³ 465

Median time to start treatment⁴

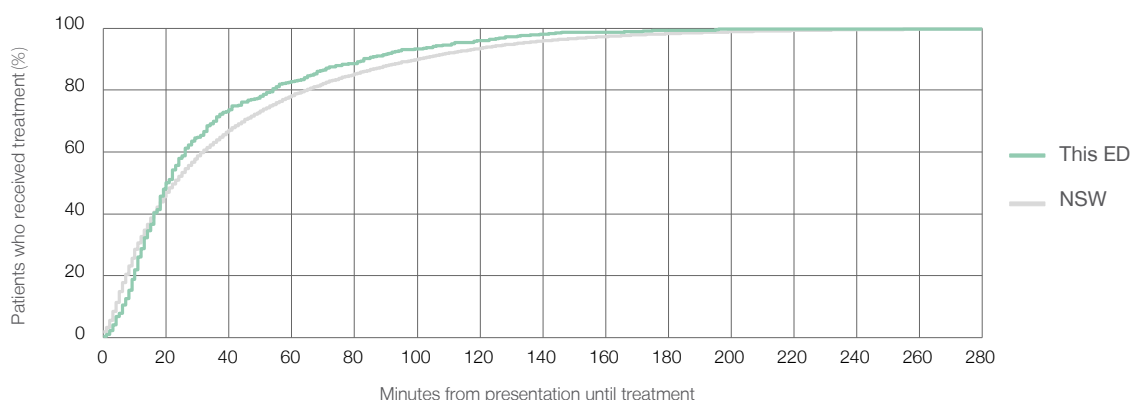
20 minutes

90th percentile time to start treatment⁵

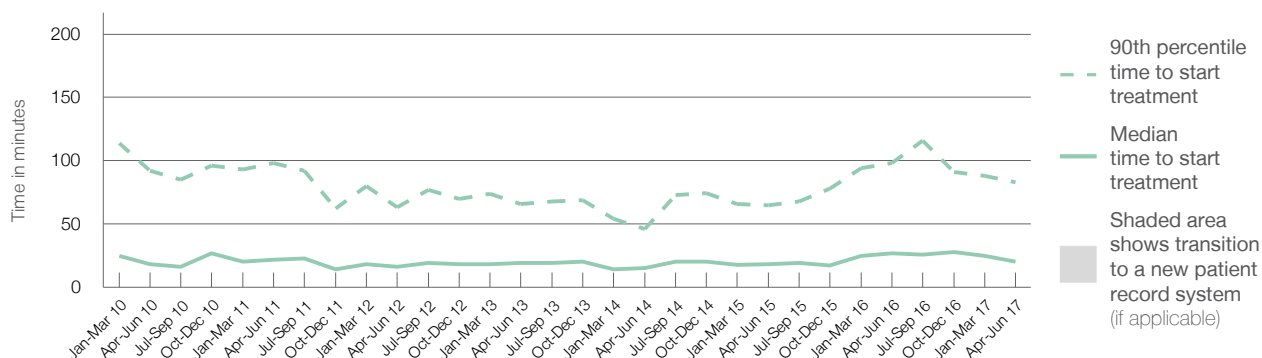
83 minutes

Same period last year	NSW (this period)
682	
601	
27 minutes	23 minutes
98 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^{†‡}



	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 ⁴ (minutes)	18	22	16	19	15	18	27	20
90th percentile time to start treatment ⁵ (minutes)	92	98	63	66	46	65	98	83

(†) 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.

Kempsey Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 6,554 patients

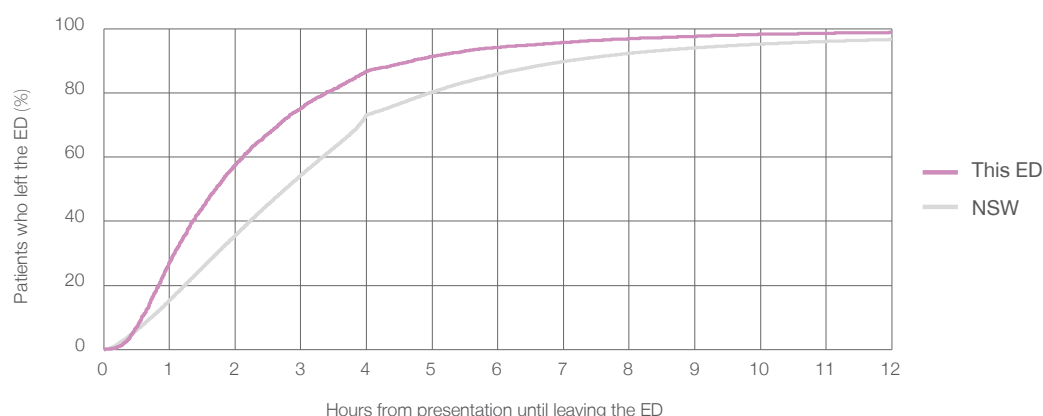
Presentations used to calculate time to leaving the ED:⁶ 6,553 patients

Median time spent in the ED⁸ 1 hours and 42 minutes

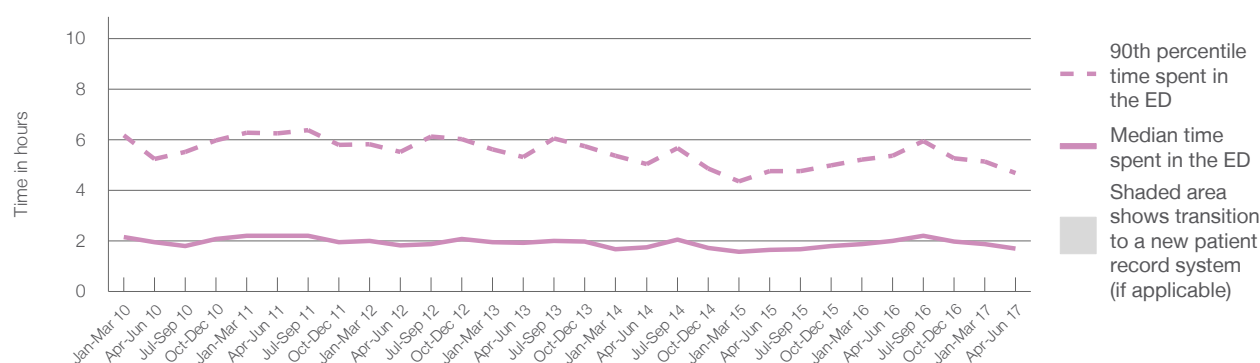
90th percentile time spent in the ED⁹ 4 hours and 42 minutes

Same period last year	NSW (this period)
6,412	
6,411	
2 hours and 1 minutes	2 hours and 46 minutes
5 hours and 23 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^{†‡}



	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 ⁸ (hours, minutes)	1h 58m	2h 12m	1h 50m	1h 56m	1h 45m	1h 39m	2h 1m	1h 42m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 14m	6h 15m	5h 32m	5h 20m	5h 3m	4h 46m	5h 23m	4h 42m

(†) 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.

Kempsey Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

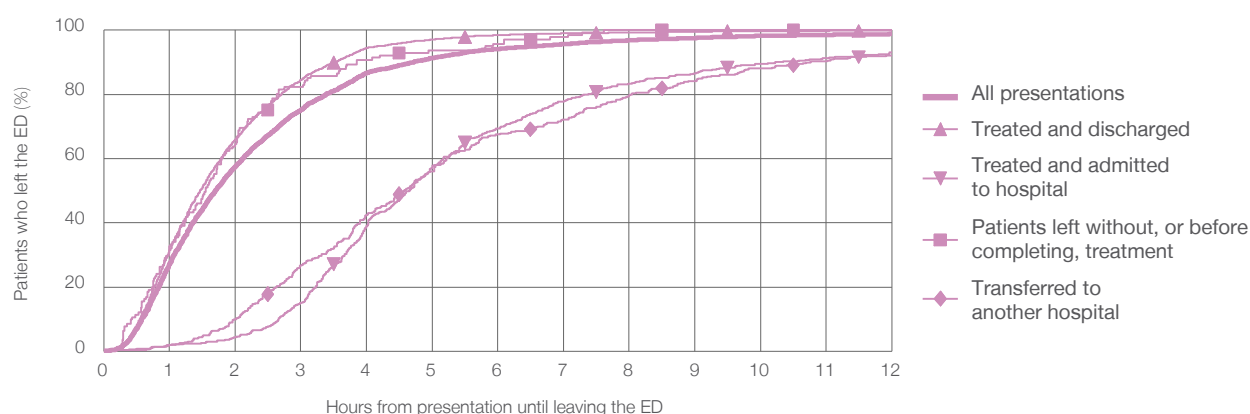
All presentations:[†] 6,554 patients

Presentations used to calculate time to leaving the ED:[‡] 6,553 patients

Treated and discharged	5,472 (83.5%)
Treated and admitted to hospital	573 (8.7%)
Patient left without, or before completing, treatment	141 (2.2%)
Transferred to another hospital	360 (5.5%)
Other	8 (0.1%)

Same period last year	Change since one year ago
6,411	2.2%
5,264	4.0%
635	-9.8%
195	-27.7%
306	17.6%
12	-33.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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

Treated and discharged	31.5%	66.1%	84.5%	94.5%	98.4%	99.3%	99.8%	99.9%
Treated and admitted to hospital	1.9%	4.4%	15.2%	39.1%	69.5%	83.2%	89.5%	92.1%
Patient left without, or before completing, treatment	32.6%	64.5%	82.3%	90.8%	95.7%	100%	100%	100%
Transferred to another hospital	1.9%	10.0%	26.7%	42.5%	67.5%	79.7%	88.1%	93.1%
All presentations	27.4%	57.6%	75.2%	86.7%	94.2%	96.8%	98.2%	98.8%

(†) 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.

Kempsey 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:¹ 6,554 patients

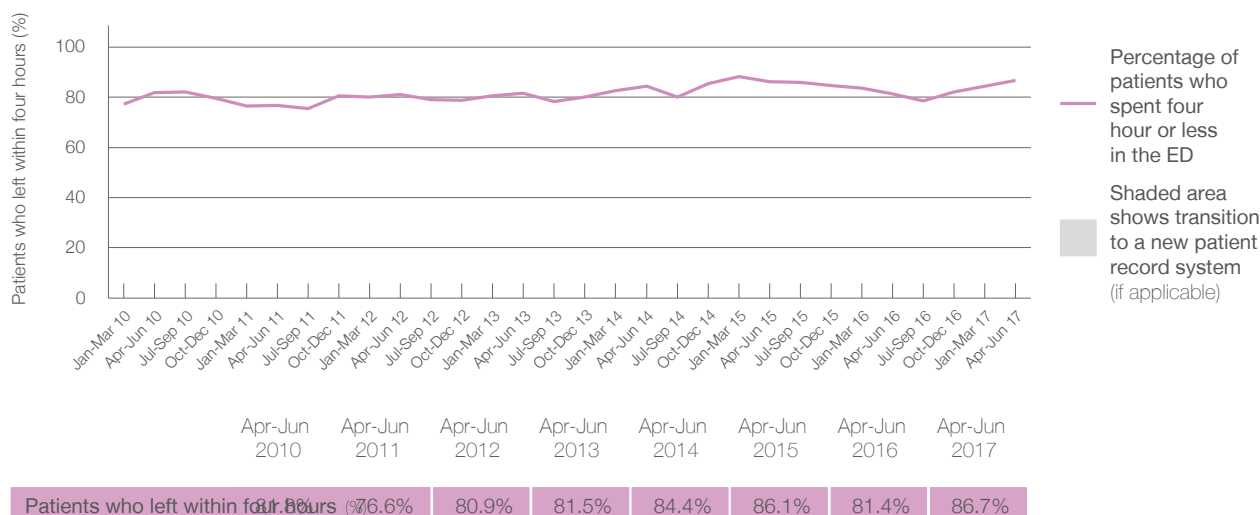
Presentations used to calculate time to leaving the ED:⁶ 6,553 patients

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



Same period last year	Change since one year ago
6,412	2.2%
6,411	2.2%
81.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



- * 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).

Kurri Kurri District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 944 patients

Emergency presentations:² 888 patients

Same period last year	Change since one year ago
1,057	-10.7%
1,036	-14.3%

Kurri Kurri District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 89 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 206 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 462 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 58 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 131 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
91	
4 minutes	8 minutes
*	26 minutes
292	
10 minutes	20 minutes
29 minutes	67 minutes
484	
12 minutes	25 minutes
50 minutes	99 minutes
169	
10 minutes	23 minutes
50 minutes	101 minutes

Kurri Kurri District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 944 patients

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

95.1%

Same period last year	Change since one year ago
1,057	-10.7%
91.8%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

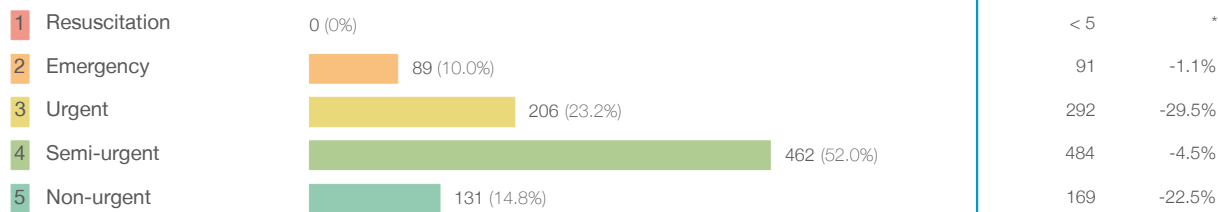
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Kurri Kurri District Hospital: Patients presenting to the emergency department

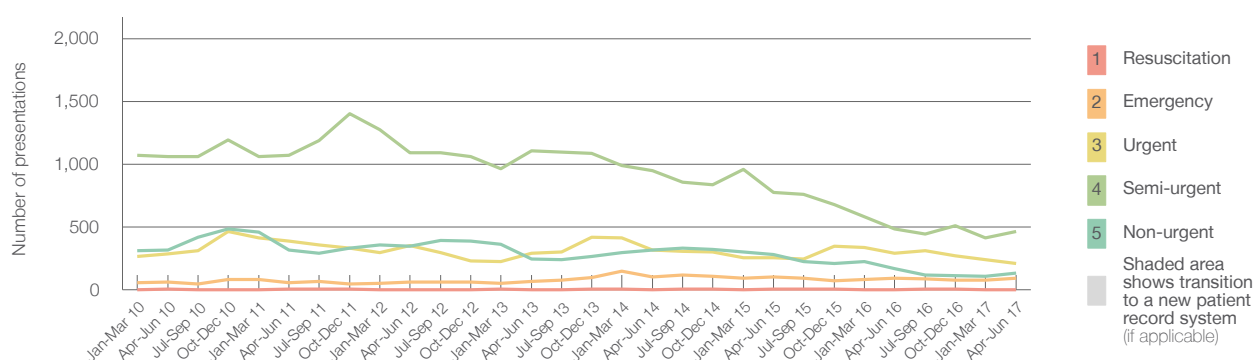
April to June 2017

All presentations¹ 944 patients

Emergency presentations² by triage category: 888 patients



Emergency presentations² 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	< 5	< 5	< 5	0	< 5	5	< 5	0
Emergency	65	57	60	68	102	99	91	89
Urgent	284	387	349	290	317	253	292	206
Semi-urgent	1,061	1,070	1,091	1,104	949	775	484	462
Non-urgent	316	313	348	246	316	282	169	131
All emergency presentations	1,726	1,827	1,848	1,708	1,684	1,414	1,036	888

Kurri Kurri District Hospital: Patients arriving by ambulance

April to June 2017

ED Transfer of care time is not currently available for this hospital.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.

Kurri Kurri District 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: 89

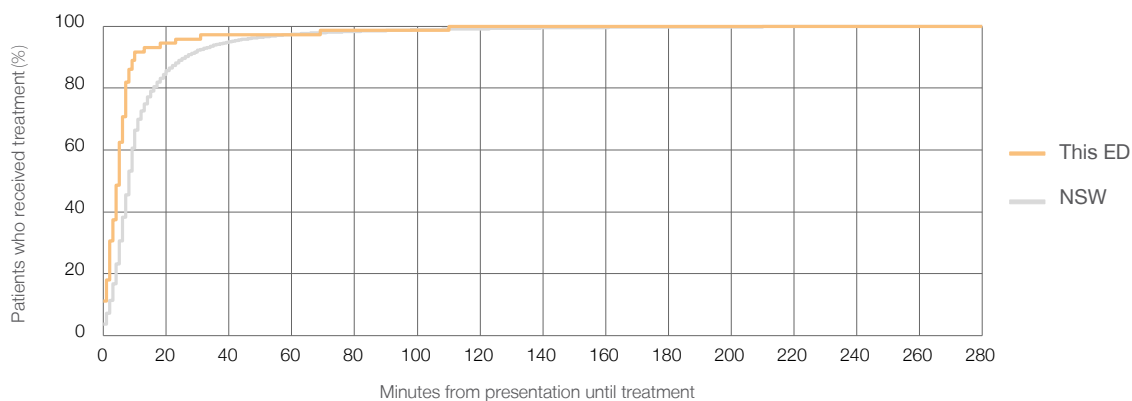
Number of triage 2 patients used to calculate waiting time:³ 72

Median time to start treatment⁴ 5 minutes

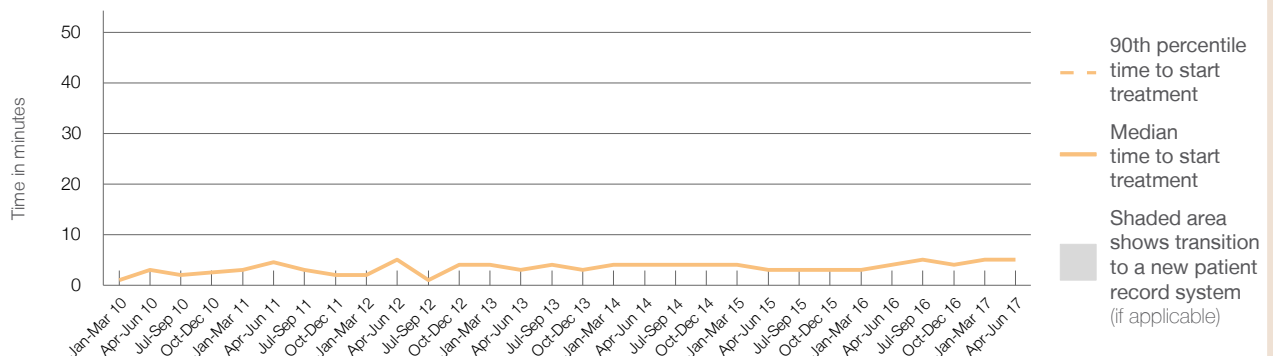
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
91	
80	
4 minutes	8 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^{†‡}



	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 ⁴ (minutes)	3	5	5	3	4	3	4	5
90th percentile time to start treatment ⁵ (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.

Kurri Kurri District 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: 206

Number of triage 3 patients used to calculate waiting time:³ 131

Median time to start treatment⁴

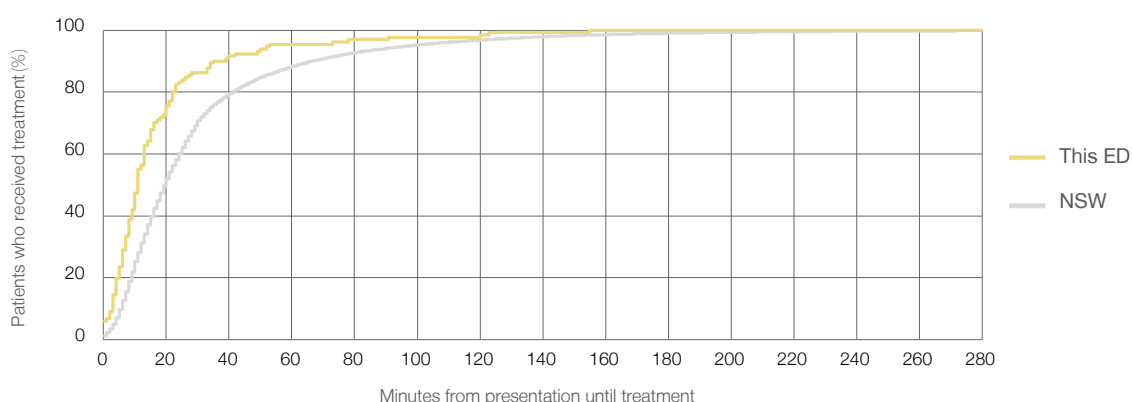
11 minutes

90th percentile time to start treatment⁵

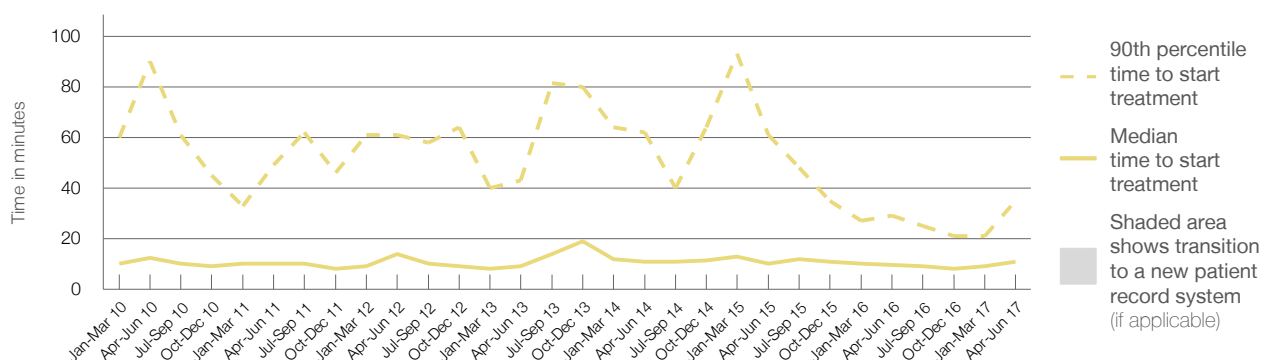
35 minutes

Same period last year	NSW (this period)
292	
216	
10 minutes	20 minutes
29 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^{†‡}



	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 ⁴ (minutes)	13	10	14	9	11	10	10	11
90th percentile time to start treatment ⁵ (minutes)	90	49	61	43	62	61	29	35

(†) 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.

Kurri Kurri District 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: 462

Number of triage 4 patients used to calculate waiting time:³ 259

Median time to start treatment⁴

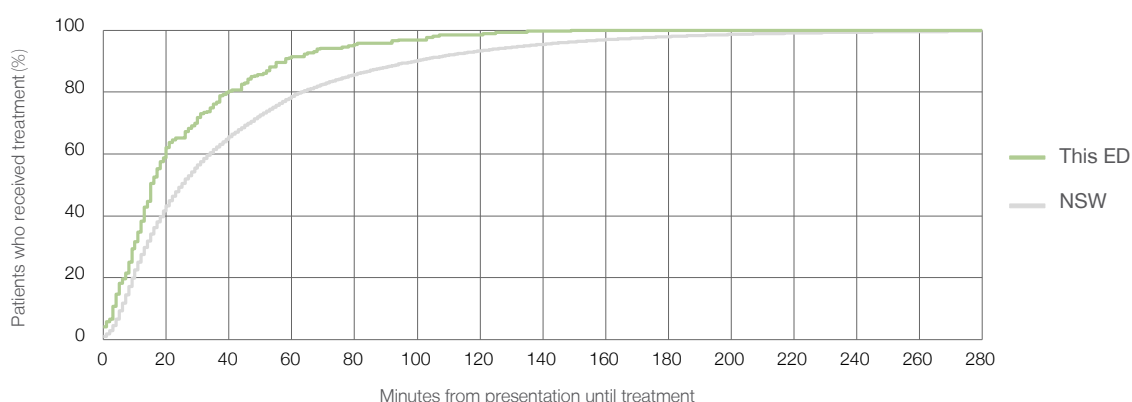
15 minutes

90th percentile time to start treatment⁵

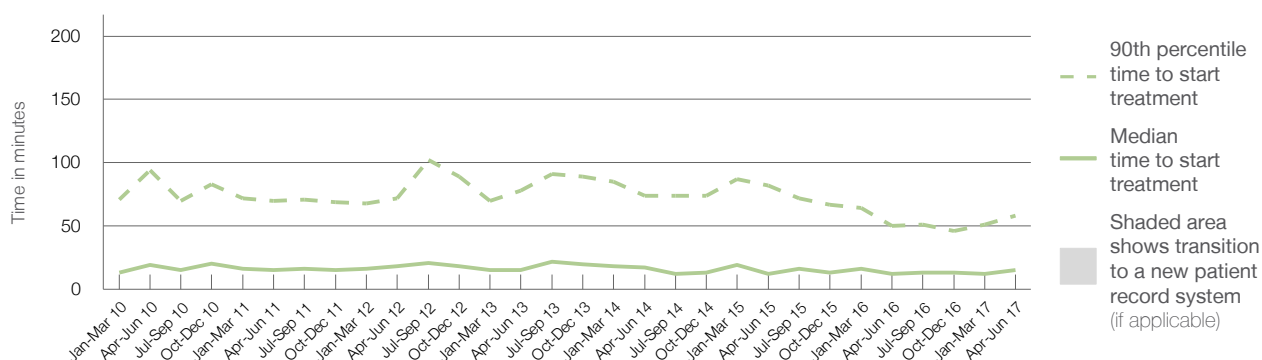
58 minutes

Same period last year	NSW (this period)
484	
346	
12 minutes	25 minutes
50 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^{†‡}



	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 ⁴ (minutes)	19	15	18	15	17	12	12	15
90th percentile time to start treatment ⁵ (minutes)	94	70	72	78	74	82	50	58

(†) 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.

Kurri Kurri District 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: 131

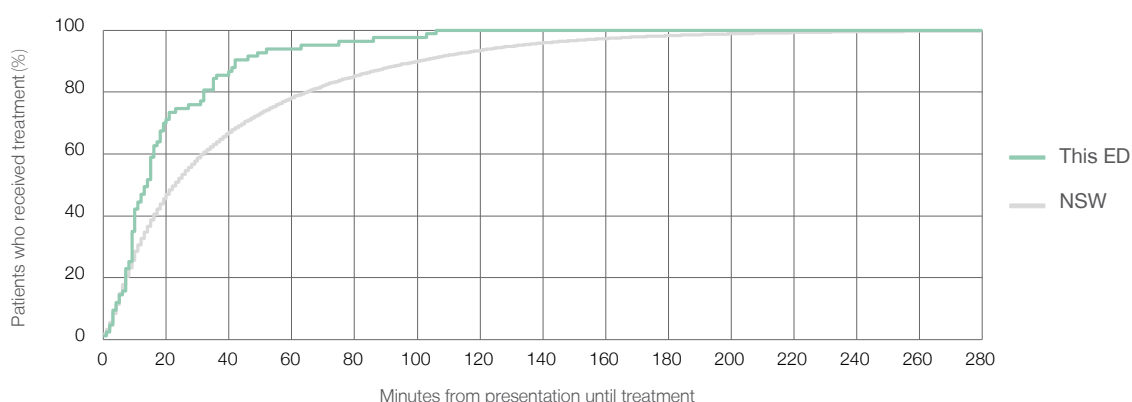
Number of triage 5 patients used to calculate waiting time:³ 83

Median time to start treatment⁴ 14 minutes

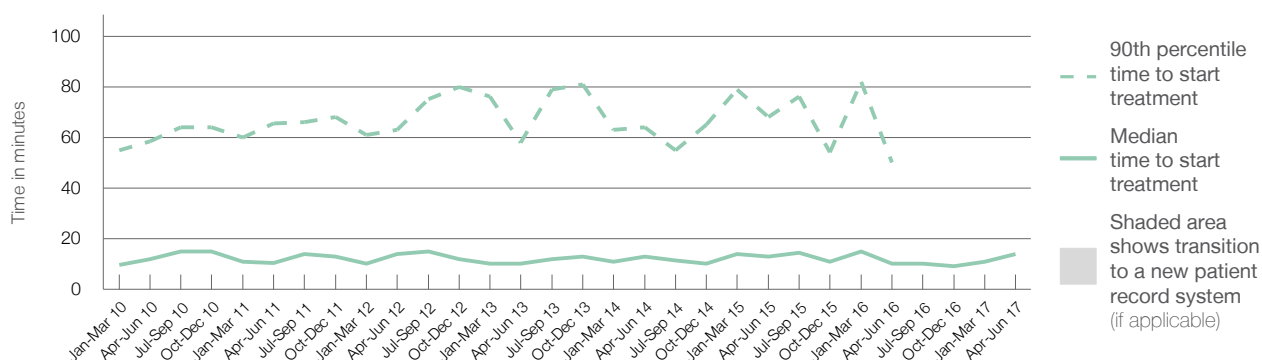
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
169	
129	
10 minutes	23 minutes
50 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^{†‡}



	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 ⁴ (minutes)	12	11	14	10	13	13	10	14
90th percentile time to start treatment ⁵ (minutes)	59	66	63	58	64	68	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.

Kurri Kurri District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 944 patients

Presentations used to calculate time to leaving the ED:⁶ 944 patients

Median time spent in the ED⁸

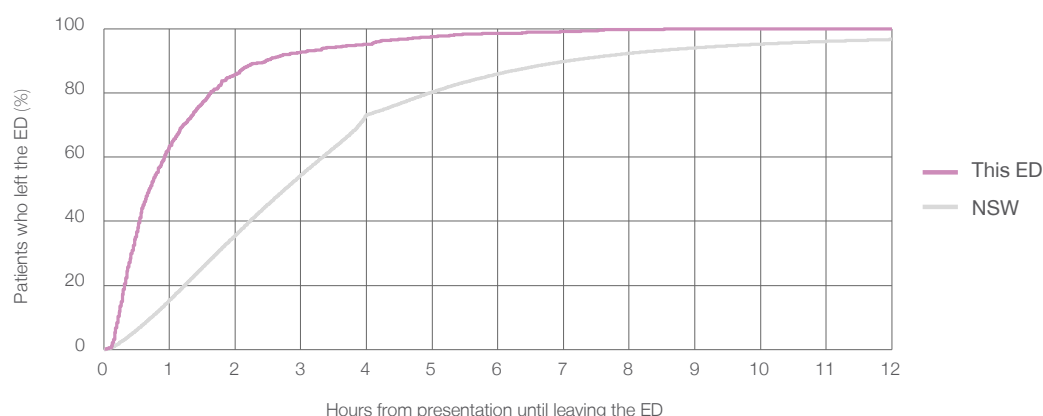
0 hours and 42 minutes

90th percentile time spent in the ED⁹

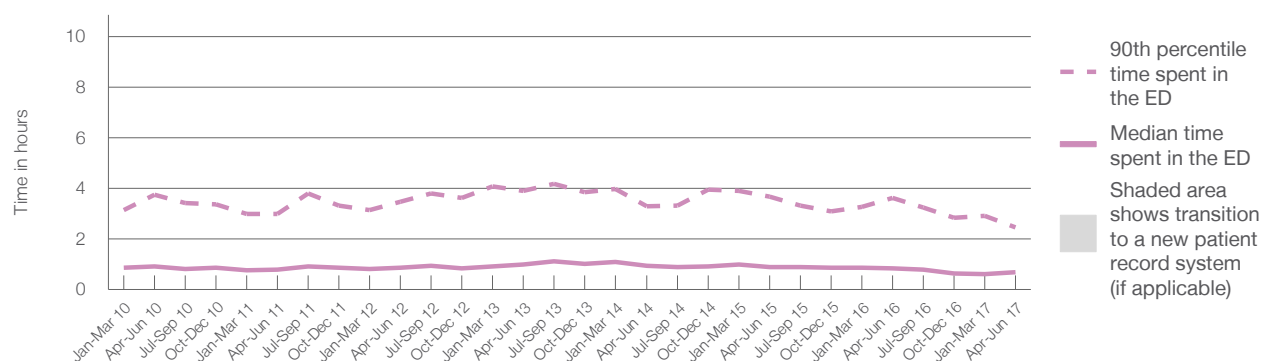
2 hours and 28 minutes

Same period last year	NSW (this period)
1,057	
1,057	
0 hours and 50 minutes	2 hours and 46 minutes
3 hours and 38 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^{†‡}



	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 ⁸ (hours, minutes)	0h 56m	0h 47m	0h 53m	1h 0m	0h 57m	0h 54m	0h 50m	0h 42m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 45m	2h 59m	3h 28m	3h 55m	3h 18m	3h 40m	3h 38m	2h 28m

(†) 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.

Kurri Kurri District Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

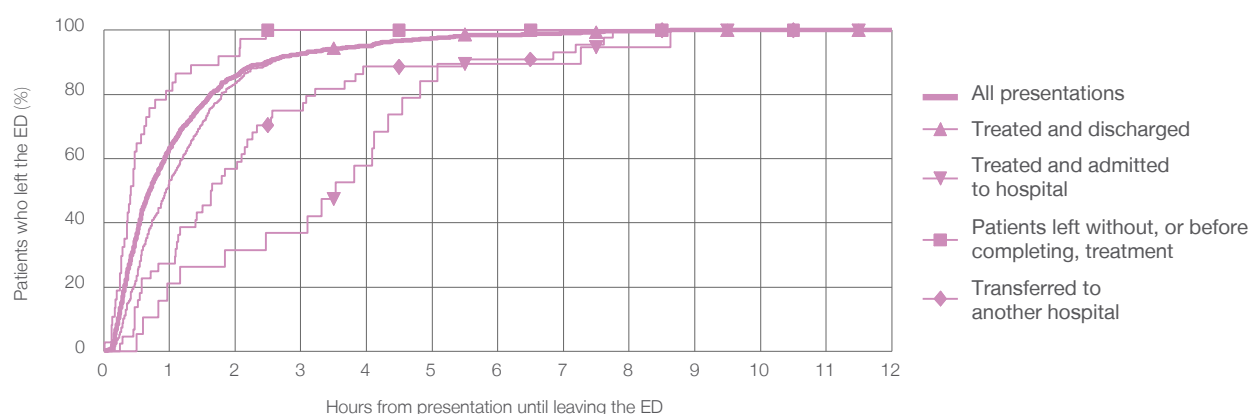
All presentations:[†] 944 patients

Presentations used to calculate time to leaving the ED:[‡] 944 patients

Treated and discharged	519 (55.0%)
Treated and admitted to hospital	19 (2.0%)
Patient left without, or before completing, treatment	37 (3.9%)
Transferred to another hospital	44 (4.7%)
Other	325 (34.4%)

Same period last year	Change since one year ago
1,057	-10.7%
680	-23.7%
25	-24.0%
58	-36.2%
53	-17.0%
241	34.9%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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

Treated and discharged	53.2%	83.6%	93.1%	94.8%	98.7%	99.8%	100%	100%
Treated and admitted to hospital	21.1%	31.6%	36.8%	57.9%	89.5%	94.7%	100%	100%
Patient left without, or before completing, treatment	81.1%	91.9%	100%	100%	100%	100%	100%	100%
Transferred to another hospital	27.3%	56.8%	75.0%	88.6%	90.9%	100%	100%	100%
All presentations	63.5%	85.7%	92.7%	95.1%	98.5%	99.8%	100%	100%

(†) 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.

Kurri Kurri District 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:¹ 944 patients

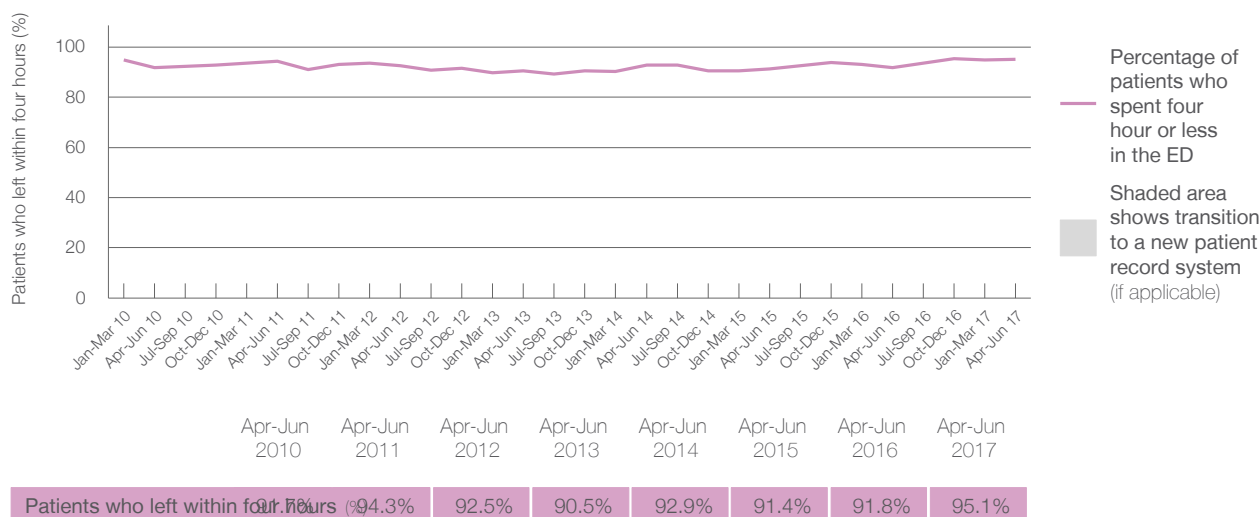
Presentations used to calculate time to leaving the ED:⁶ 944 patients

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



Same period last year	Change since one year ago
1,057	-10.7%
1,057	-10.7%
91.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



* 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).

Lithgow Health Service: Emergency department (ED) overview

April to June 2017

All presentations:¹ 3,057 patients

Emergency presentations:² 2,955 patients

Same period last year	Change since one year ago
2,808	8.9%
2,711	9.0%

Lithgow Health Service: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 290 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 916 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,376 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 362 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
298	
4 minutes	8 minutes
12 minutes	26 minutes
893	
10 minutes	20 minutes
35 minutes	67 minutes
1,128	
11 minutes	25 minutes
50 minutes	99 minutes
374	
10 minutes	23 minutes
53 minutes	101 minutes

Lithgow Health Service: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 3,053 patients

Percentage of patients who spent four hours or less in the ED 86.3%

Same period last year	Change since one year ago
2,808	8.7%
86.9%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

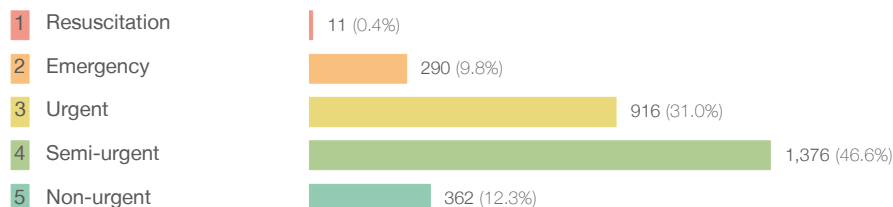
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Lithgow Health Service: Patients presenting to the emergency department

April to June 2017

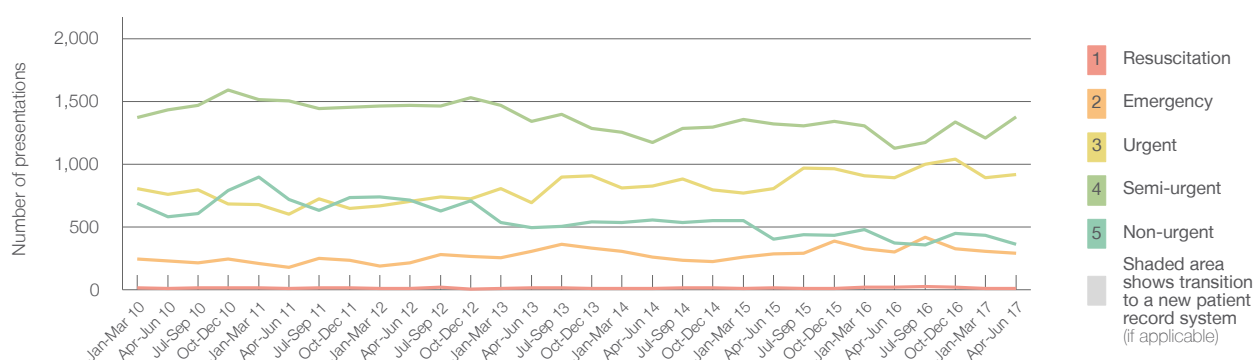
All presentations:¹ 3,057 patients

Emergency presentations² by triage category: 2,955 patients



Same period last year	Change since one year ago
2,808	8.9%
2,711	9.0%
18	-38.9%
298	-2.7%
893	2.6%
1,128	22.0%
374	-3.2%

Emergency presentations² 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	10	12	12	13	12	17	18	11
Emergency	228	180	216	305	261	284	298	290
Urgent	760	601	703	691	828	805	893	916
Semi-urgent	1,434	1,506	1,466	1,341	1,170	1,322	1,128	1,376
Non-urgent	583	721	713	496	555	404	374	362
All emergency presentations	3,015	3,020	3,110	2,846	2,826	2,832	2,711	2,955

Lithgow Health Service: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 599 patients

ED Transfer of care time



Same period last year	Change since one year ago
522	
10 minutes	-1 minute
21 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.

Lithgow Health Service: 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: 290

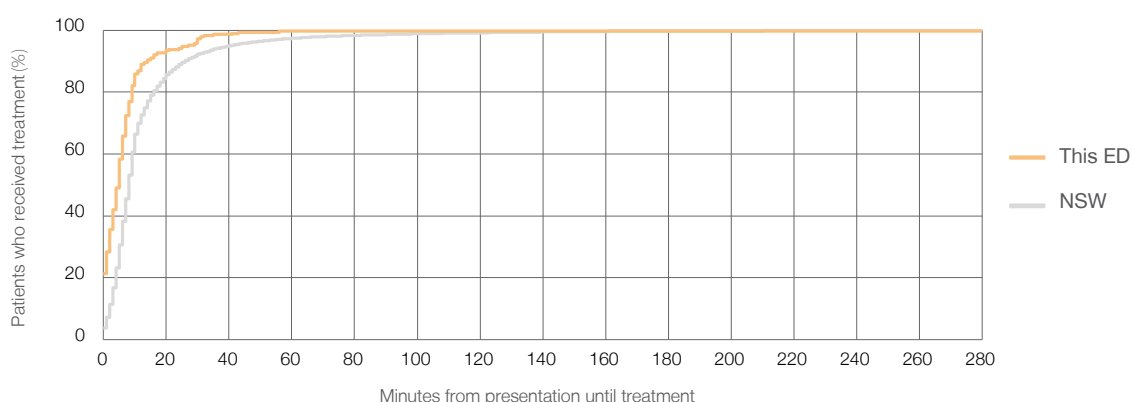
Number of triage 2 patients used to calculate waiting time:³ 290

Median time to start treatment⁴ 5 minutes

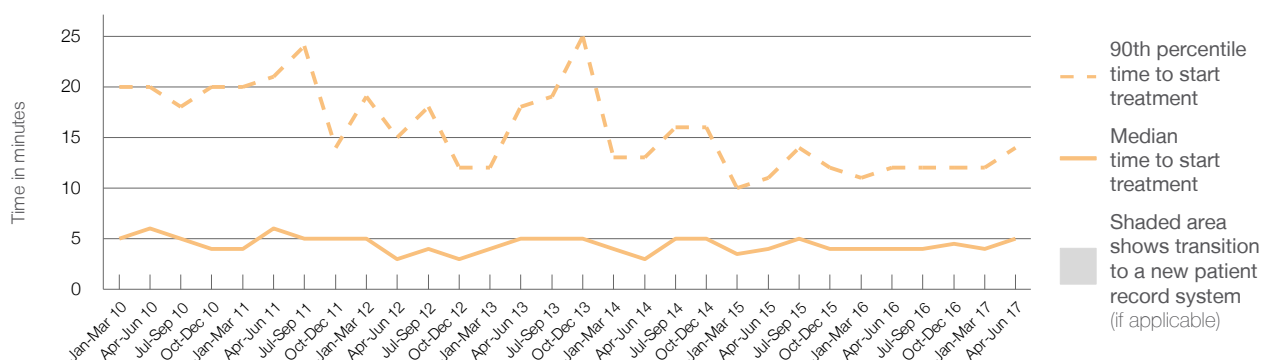
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
298	
294	
4 minutes	8 minutes
12 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^{†‡}



	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 ⁴ (minutes)	6	6	3	5	3	4	4	5
90th percentile time to start treatment ⁵ (minutes)	20	21	15	18	13	11	12	14

(†) 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.

Lithgow Health Service: 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: 916

Number of triage 3 patients used to calculate waiting time:³ 902

Median time to start treatment⁴

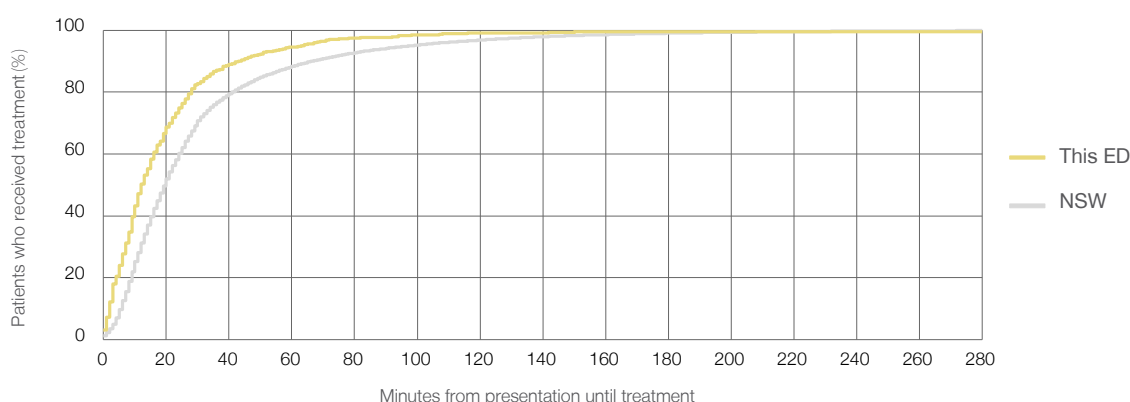
12 minutes

90th percentile time to start treatment⁵

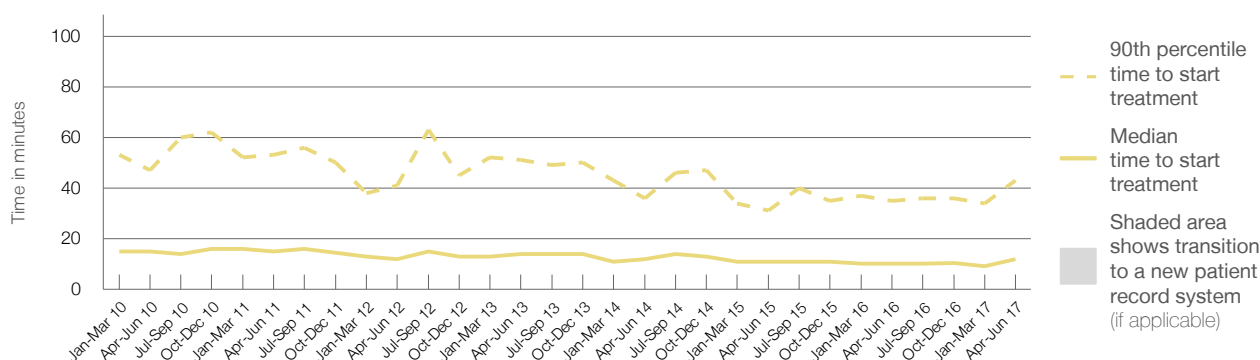
43 minutes

Same period last year	NSW (this period)
893	
878	
10 minutes	20 minutes
35 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^{†‡}



	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 ⁴ (minutes)	15	15	12	14	12	11	10	12
90th percentile time to start treatment ⁵ (minutes)	47	53	41	51	36	31	35	43

(†) 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.

Lithgow Health Service: 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: 1,376

Number of triage 4 patients used to calculate waiting time:³ 1,349

Median time to start treatment⁴

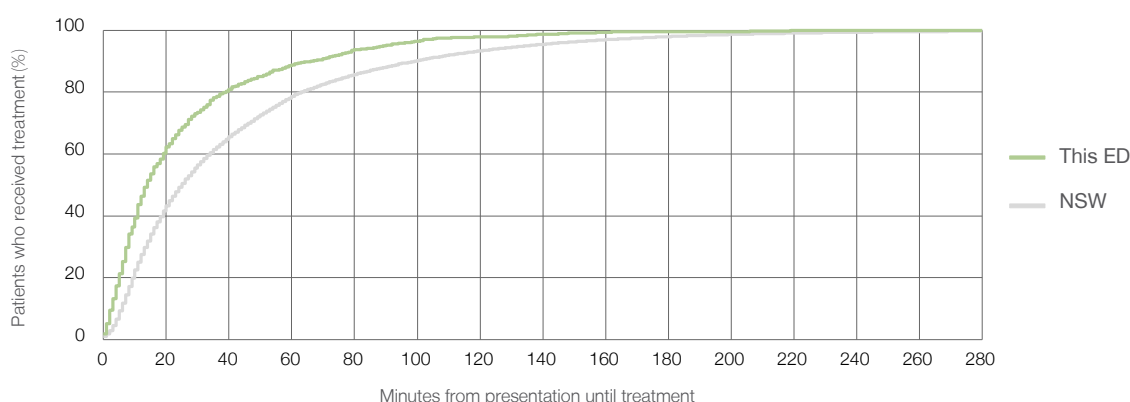
14 minutes

90th percentile time to start treatment⁵

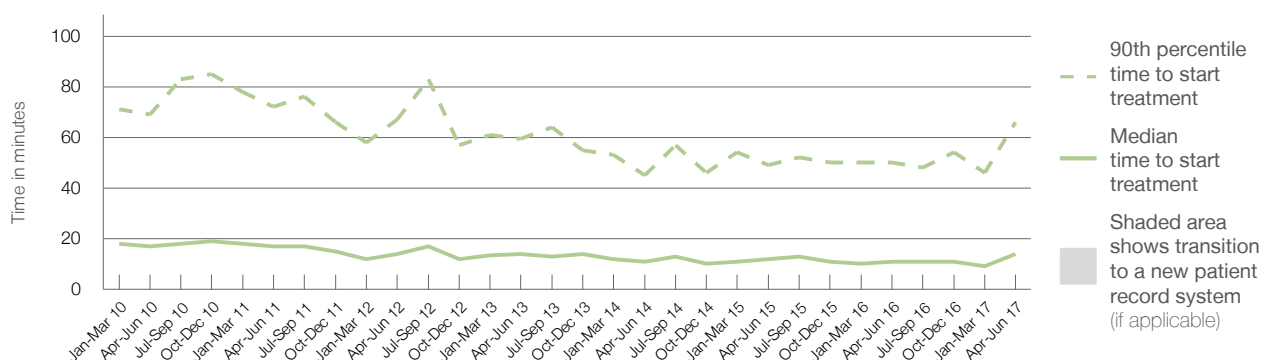
66 minutes

Same period last year	NSW (this period)
1,128	
1,079	
11 minutes	25 minutes
50 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^{†‡}



	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 ⁴ (minutes)	17	17	14	14	11	12	11	14
90th percentile time to start treatment ⁵ (minutes)	69	72	67	60	45	49	50	66

(†) 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.

Lithgow Health Service: 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: 362

Number of triage 5 patients used to calculate waiting time:³ 343

Median time to start treatment⁴

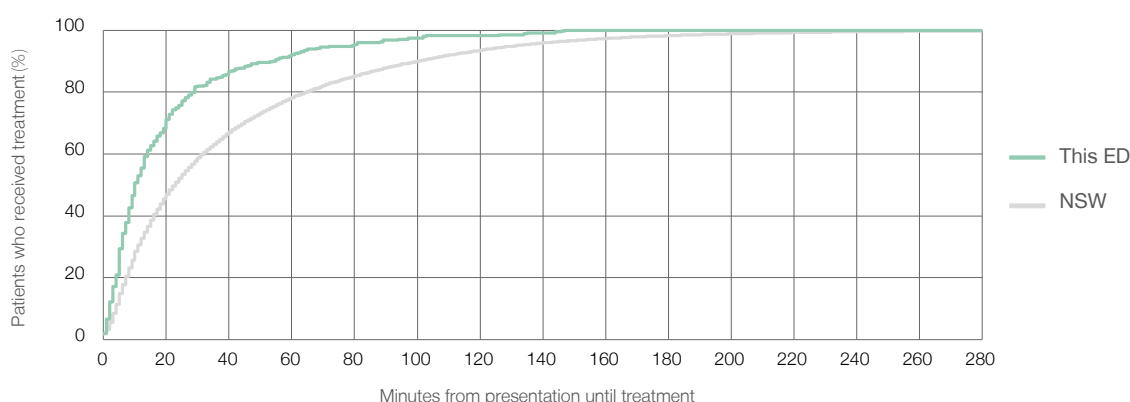
10 minutes

90th percentile time to start treatment⁵

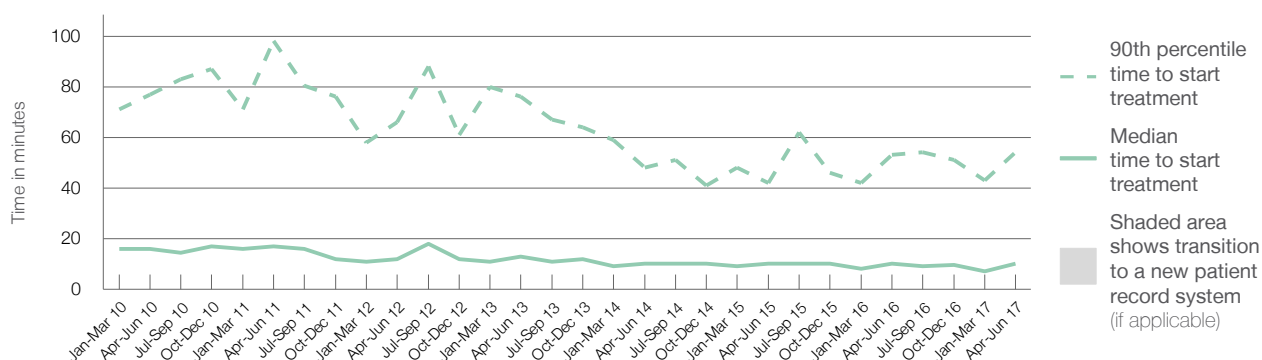
54 minutes

Same period last year	NSW (this period)
374	
344	
10 minutes	23 minutes
53 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^{†‡}



	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 ⁴ (minutes)	16	17	12	13	10	10	10	10
90th percentile time to start treatment ⁵ (minutes)	77	98	66	76	48	42	53	54

(†) 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.

Lithgow Health Service: Time patients spent in the ED

April to June 2017

All presentations:¹ 3,057 patients

Presentations used to calculate time to leaving the ED:⁶ 3,053 patients

Median time spent in the ED⁸

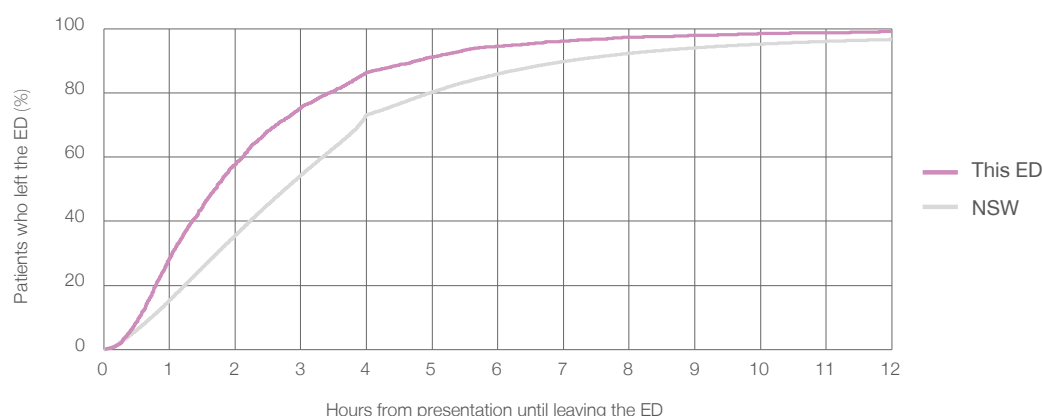
1 hours and 42 minutes

90th percentile time spent in the ED⁹

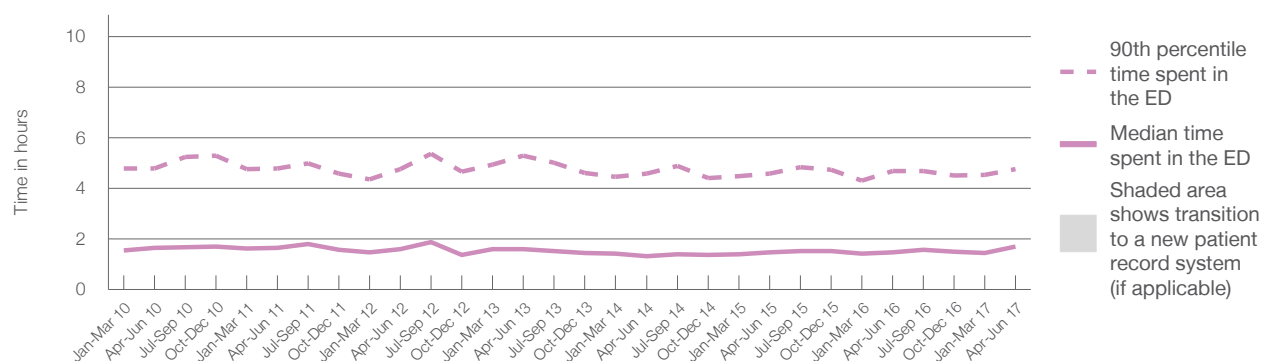
4 hours and 46 minutes

Same period last year	NSW (this period)
2,808	
2,808	
1 hours and 28 minutes	2 hours and 46 minutes
4 hours and 41 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^{†‡}



	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 ⁸ (hours, minutes)	1h 40m	1h 39m	1h 36m	1h 37m	1h 19m	1h 28m	1h 28m	1h 42m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 47m	4h 48m	4h 46m	5h 17m	4h 35m	4h 36m	4h 41m	4h 46m

(†) 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.

Lithgow Health Service: Time patients spent in the ED

By mode of separation

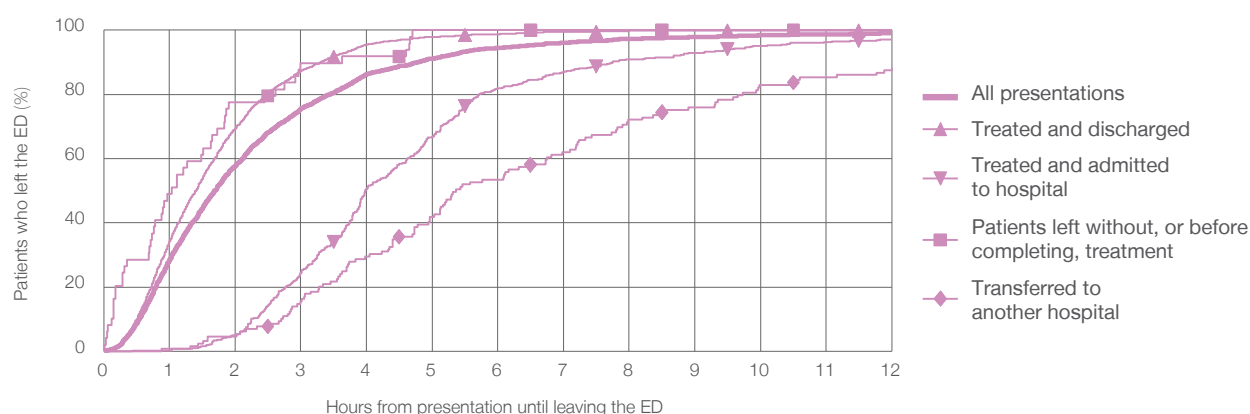
April to June 2017

All presentations:¹ 3,057 patients

Presentations used to calculate time to leaving the ED:⁶ 3,053 patients

		Same period last year	Change since one year ago
Treated and discharged	2,434 (79.6%)	2,808	8.7%
Treated and admitted to hospital	428 (14.0%)	2,234	9.0%
Patient left without, or before completing, treatment	52 (1.7%)	402	6.5%
Transferred to another hospital	129 (4.2%)	61	-14.8%
Other	14 (0.5%)	104	24.0%
		7	100.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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

Treated and discharged	34.3%	69.4%	87.3%	95.5%	98.8%	99.8%	99.9%	100%
Treated and admitted to hospital	0.2%	5.1%	24.5%	50.7%	82.0%	90.9%	95.1%	97.2%
Patient left without, or before completing, treatment	49.0%	77.6%	89.8%	91.8%	100%	100%	100%	100%
Transferred to another hospital	0.8%	4.7%	15.5%	29.5%	53.5%	72.1%	82.9%	88.4%
All presentations	28.5%	57.8%	75.5%	86.3%	94.5%	97.4%	98.5%	99.1%

(†) 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.

Lithgow Health Service: 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:¹ 3,057 patients

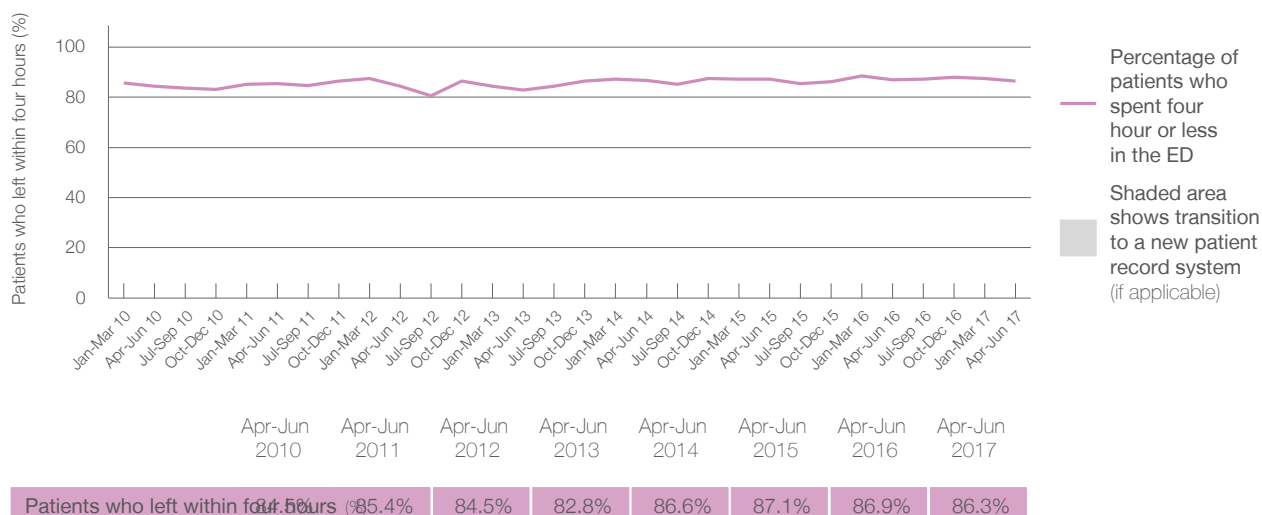
Presentations used to calculate time to leaving the ED:⁶ 3,053 patients

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

86.3%

Same period last year	Change since one year ago
2,808	8.9%
2,808	8.7%
86.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



* 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).

Macksville District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 3,415 patients

Emergency presentations:² 3,229 patients

Same period last year	Change since one year ago
3,293	3.7%
3,038	6.3%

Macksville District Hospital: Time patients waited to start treatment³

April to June 2017

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

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 990 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,372 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 489 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
376	
10 minutes	8 minutes
23 minutes	26 minutes
1,109	
23 minutes	20 minutes
61 minutes	67 minutes
1,221	
31 minutes	25 minutes
114 minutes	99 minutes
310	
25 minutes	23 minutes
110 minutes	101 minutes

Macksville District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 3,415 patients

Percentage of patients who spent four hours or less in the ED 89.6%

Same period last year	Change since one year ago
3,293	3.7%
85.5%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

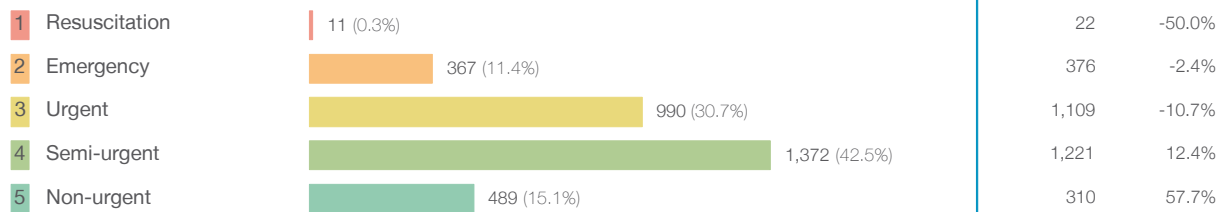
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Macksville District Hospital: Patients presenting to the emergency department

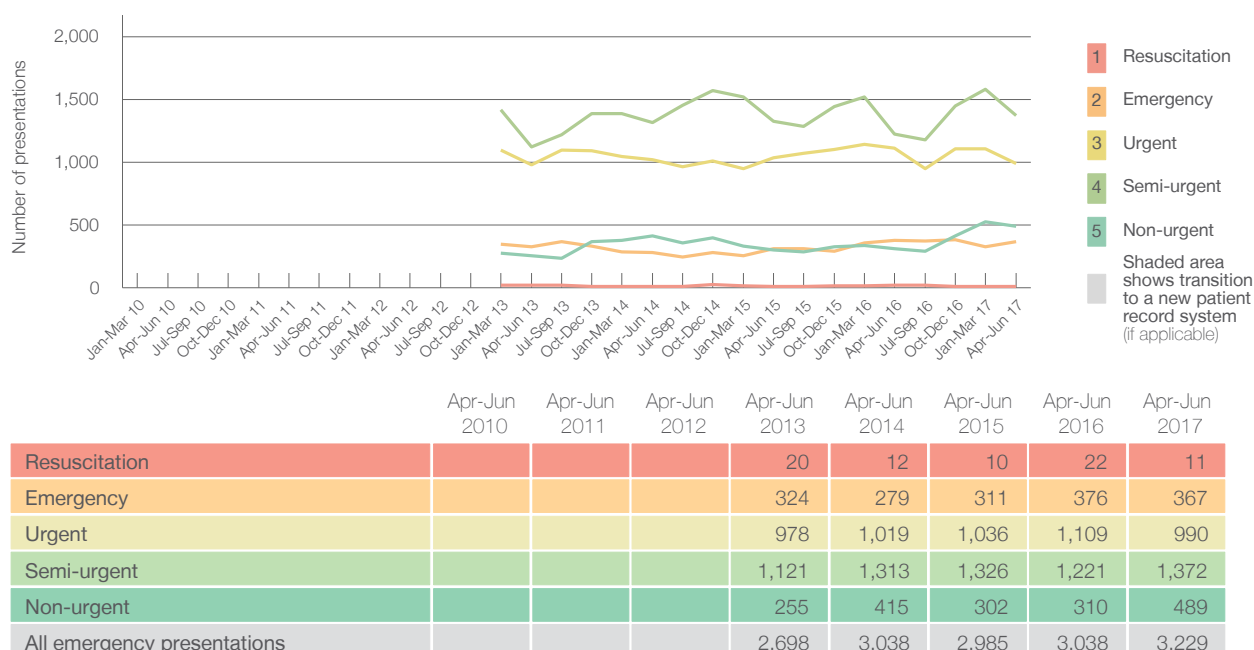
April to June 2017

All presentations:¹ 3,415 patients

Emergency presentations² by triage category: 3,229 patients



Emergency presentations² by quarter, April 2012 to June 2017 ^{† §}



Macksville District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 479 patients

ED Transfer of care time



(†) 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.

Macksville District 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: 367

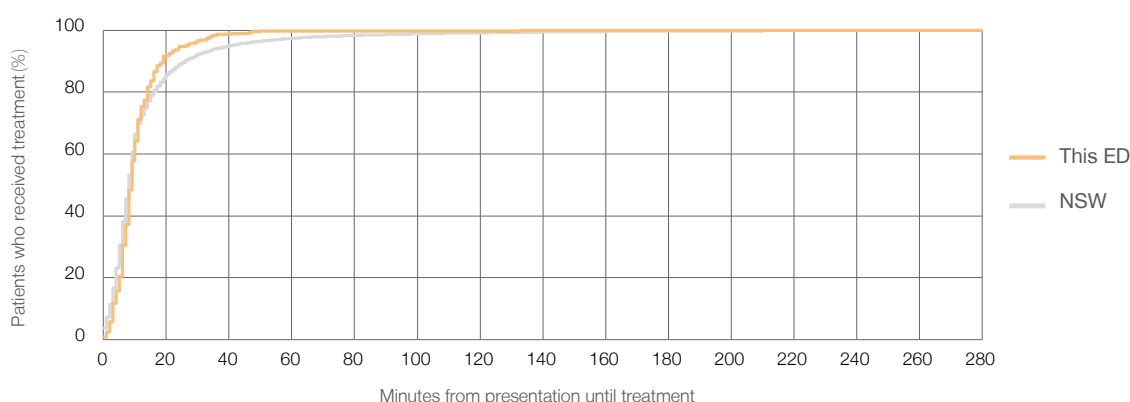
Number of triage 2 patients used to calculate waiting time:³ 355

Median time to start treatment⁴ 9 minutes

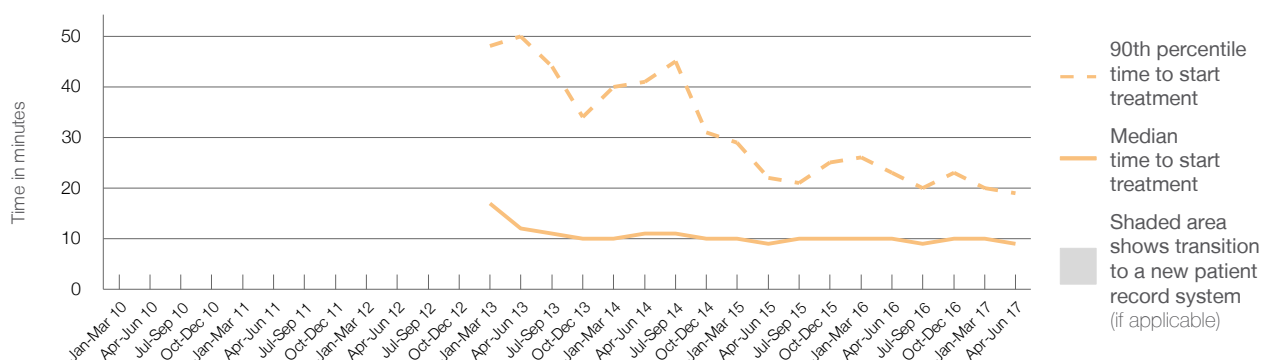
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
376	
369	
10 minutes	8 minutes
23 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^{†‡§}



	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 ⁴ (minutes)				12	11	9	10	9
90th percentile time to start treatment ⁵ (minutes)				50	41	22	23	19

(†) 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.

Macksville District 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: 990

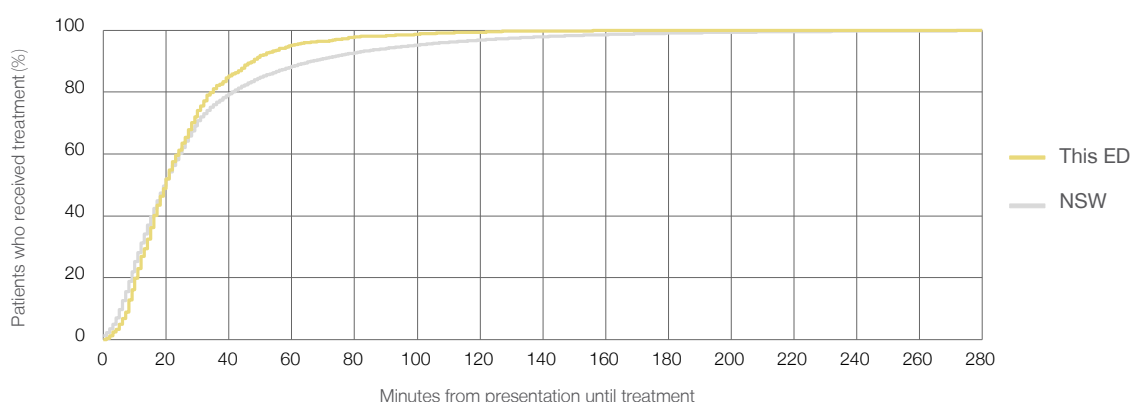
Number of triage 3 patients used to calculate waiting time:³ 971

Median time to start treatment⁴ 20 minutes

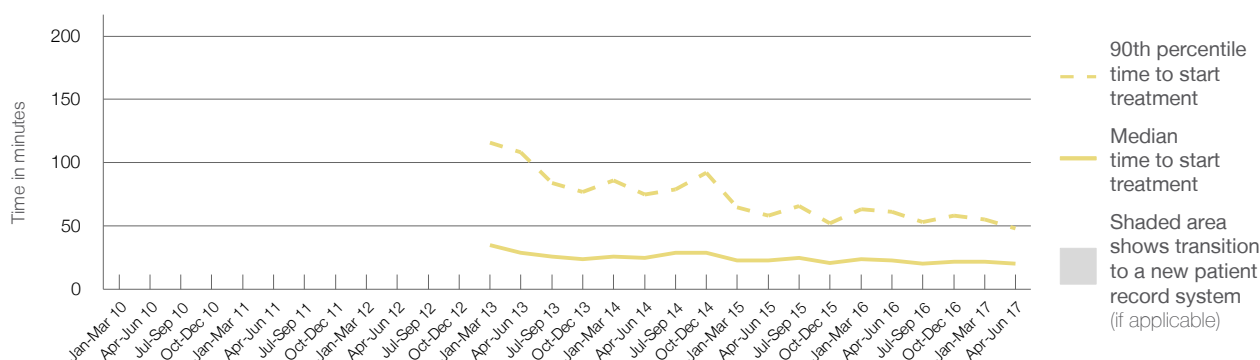
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
1,109	
1,067	
23 minutes	20 minutes
61 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^{†‡§}



	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 ⁴ (minutes)				29	25	23	23	20
90th percentile time to start treatment ⁵ (minutes)				108	75	58	61	48

(†) 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.

Macksville District 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: 1,372

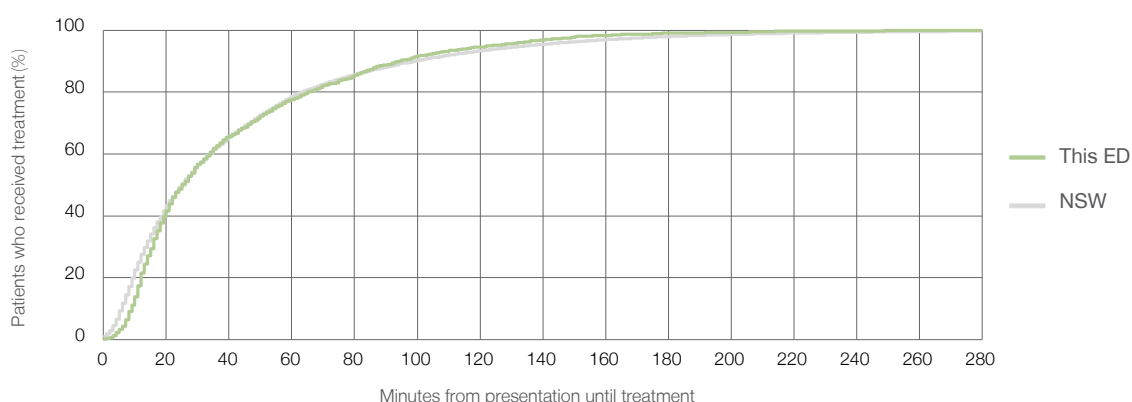
Number of triage 4 patients used to calculate waiting time:³ 1,316

Median time to start treatment⁴ 25 minutes

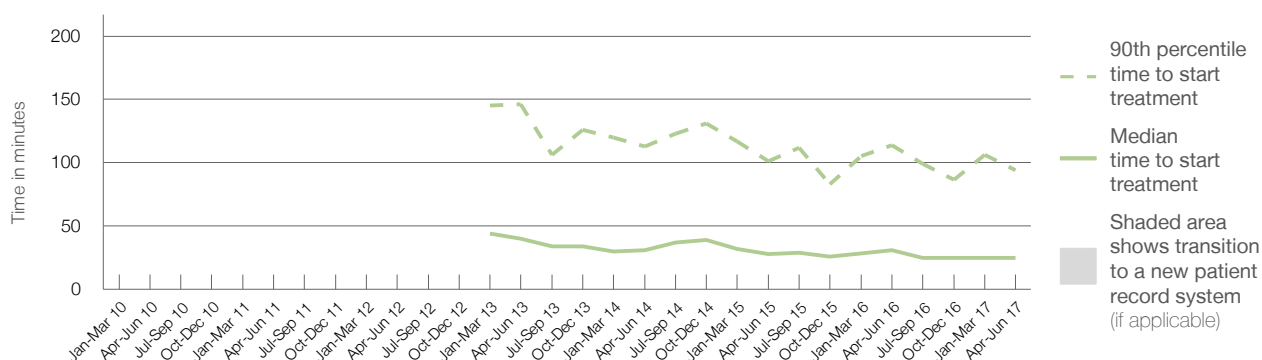
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
1,221	
1,149	
31 minutes	25 minutes
114 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^{†‡§}



	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 ⁴ (minutes)				40	31	28	31	25
90th percentile time to start treatment ⁵ (minutes)				146	113	101	114	94

(†) 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.

Macksville District 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: 489

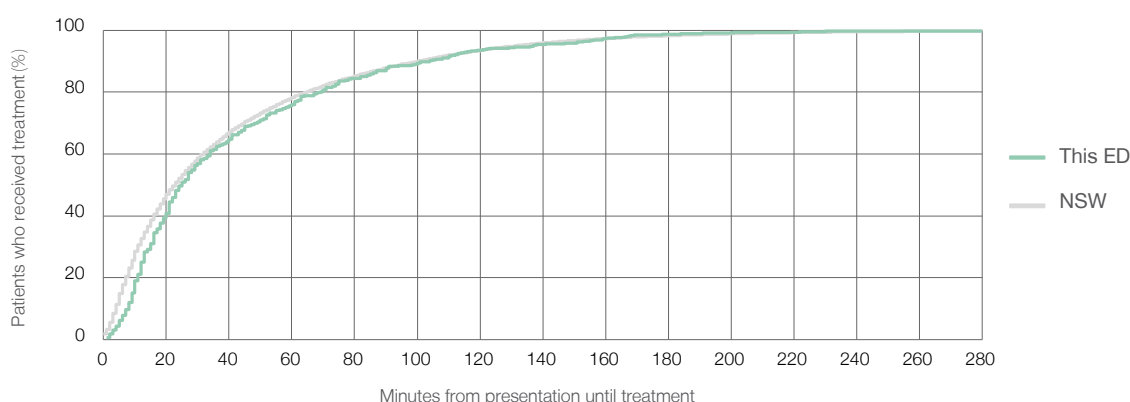
Number of triage 5 patients used to calculate waiting time:³ 461

Median time to start treatment⁴ 25 minutes

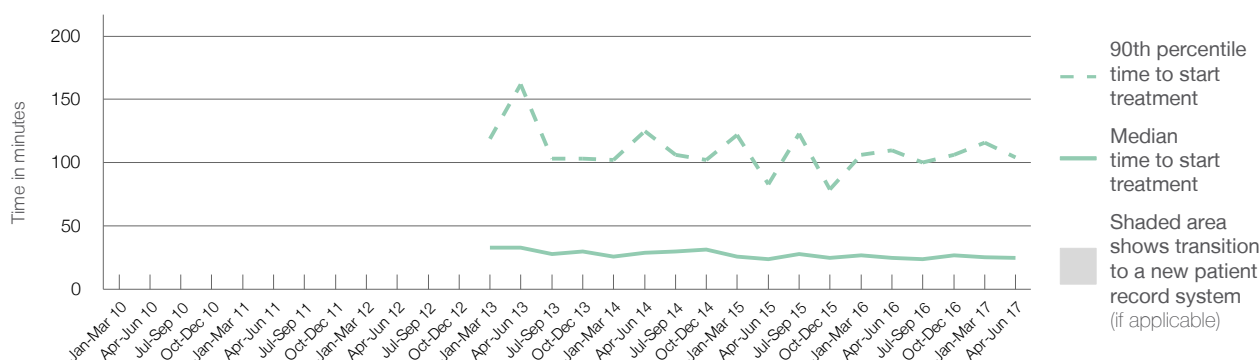
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
310	
284	
25 minutes	23 minutes
110 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^{†‡§}



	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 ⁴ (minutes)				33	29	24	25	25
90th percentile time to start treatment ⁵ (minutes)				162	125	83	110	104

(†) 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.

Macksville District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 3,415 patients

Presentations used to calculate time to leaving the ED:⁶ 3,415 patients

Median time spent in the ED⁸

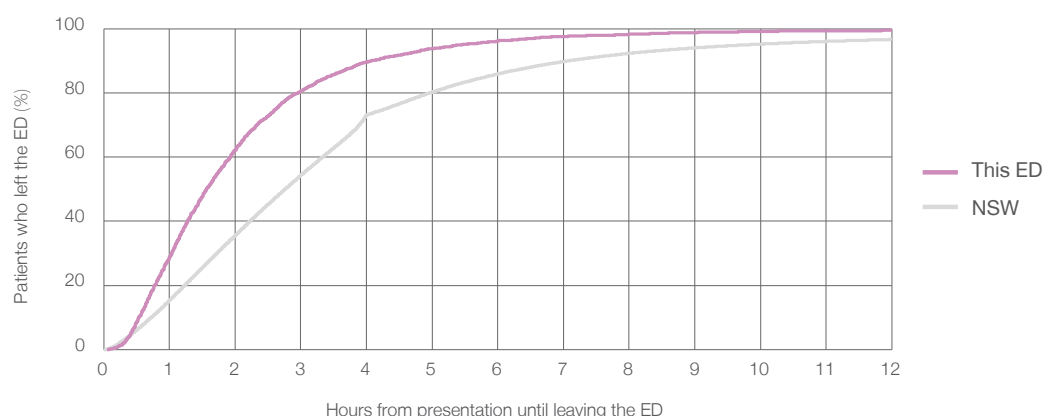
1 hours and 34 minutes

90th percentile time spent in the ED⁹

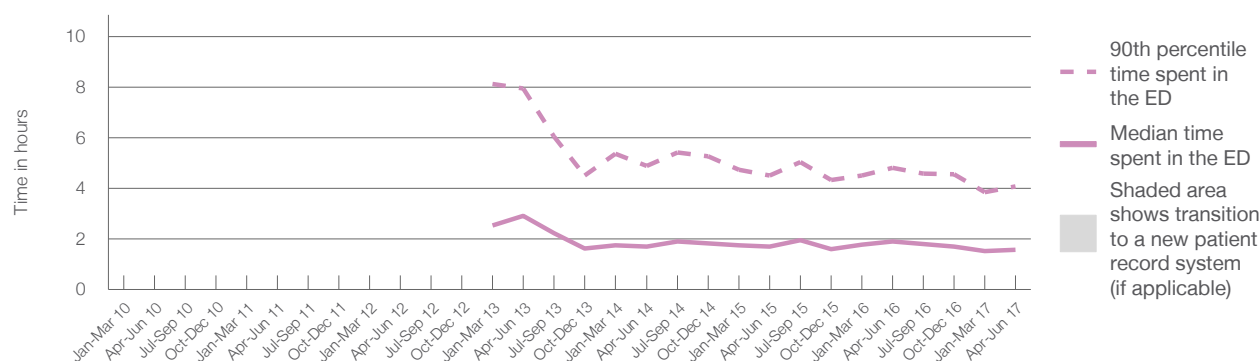
4 hours and 5 minutes

Same period last year	NSW (this period)
3,293	
3,293	
1 hours and 54 minutes	2 hours and 46 minutes
4 hours and 49 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^{†‡§}



	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 ⁸ (hours, minutes)				2h 55m	1h 42m	1h 42m	1h 54m	1h 34m
90th percentile time to leaving the ED ⁹ (hours, minutes)				7h 57m	4h 54m	4h 31m	4h 49m	4h 5m

(†) 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.

Macksville District Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

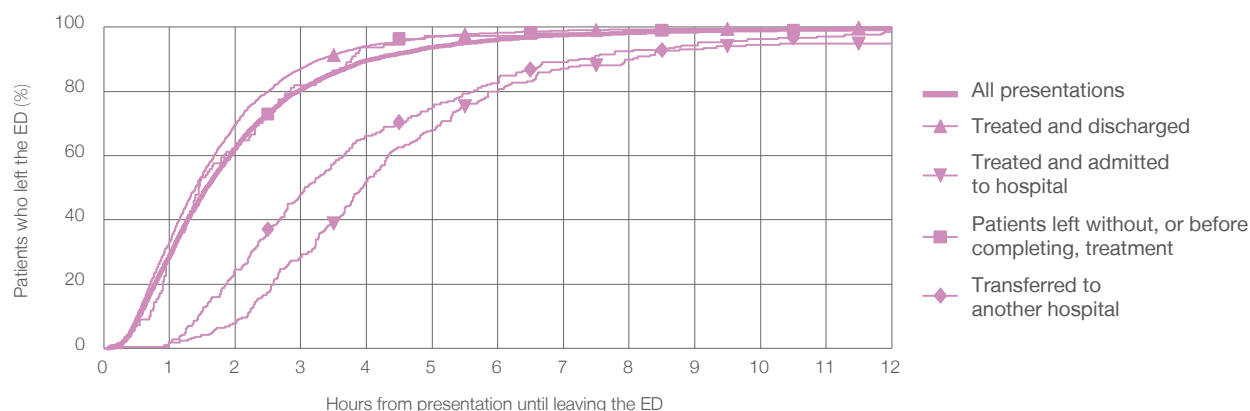
All presentations:[†] 3,415 patients

Presentations used to calculate time to leaving the ED:[‡] 3,415 patients

Treated and discharged	2,819 (82.5%)
Treated and admitted to hospital	219 (6.4%)
Patient left without, or before completing, treatment	111 (3.3%)
Transferred to another hospital	213 (6.2%)
Other	53 (1.6%)

Same period last year	Change since one year ago
3,293	3.7%
2,617	7.7%
224	-2.2%
151	-26.5%
233	-8.6%
68	-22.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡§}



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

Treated and discharged	33.1%	69.6%	87.1%	94.1%	98.3%	99.3%	99.7%	99.9%
Treated and admitted to hospital	1.8%	7.8%	28.3%	52.1%	79.9%	90.0%	94.5%	95.0%
Patient left without, or before completing, treatment	27.9%	62.2%	82.0%	93.7%	97.3%	99.1%	99.1%	99.1%
Transferred to another hospital	1.9%	24.4%	47.9%	66.2%	82.6%	92.5%	96.2%	98.6%
All presentations	28.8%	62.3%	80.6%	89.6%	96.1%	98.3%	99.1%	99.5%

(†) 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.

Macksville District 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:¹ 3,415 patients

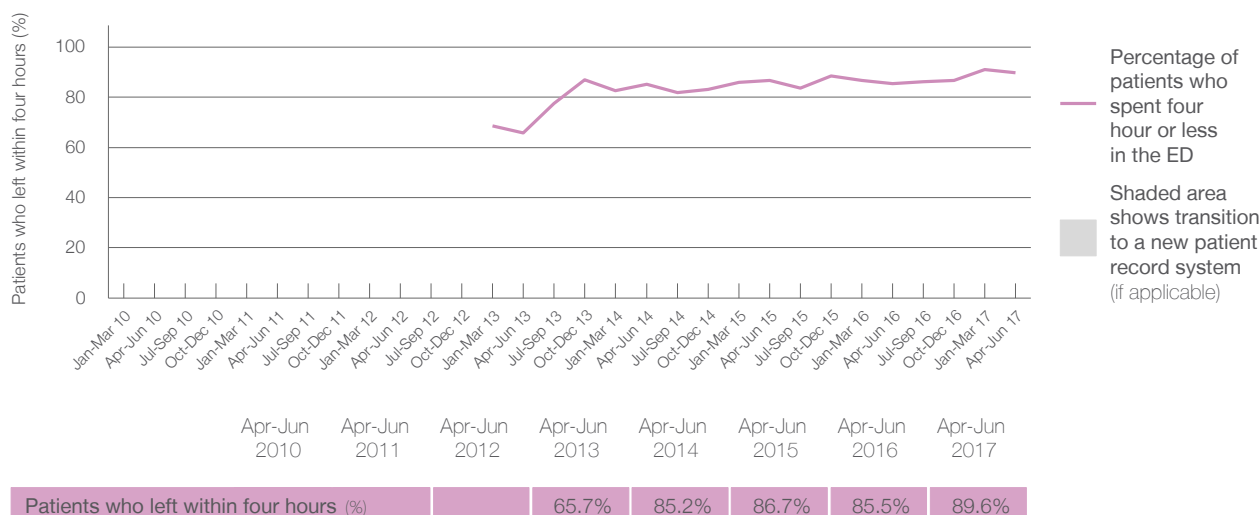
Presentations used to calculate time to leaving the ED:⁶ 3,415 patients

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



Same period last year	Change since one year ago
3,293	3.7%
3,293	3.7%
85.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡§}



- * 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*.
 - 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).

Maclean District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,826 patients

Emergency presentations:² 2,711 patients

Same period last year	Change since one year ago
2,697	4.8%
2,536	6.9%

Maclean District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 335 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 991 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,004 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 373 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
376	
13 minutes	8 minutes
39 minutes	26 minutes
996	
23 minutes	20 minutes
62 minutes	67 minutes
1,024	
29 minutes	25 minutes
98 minutes	99 minutes
131	
23 minutes	23 minutes
91 minutes	101 minutes

Maclean District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,826 patients

Percentage of patients who spent four hours or less in the ED 82.2%

Same period last year	Change since one year ago
2,697	4.8%
84.5%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

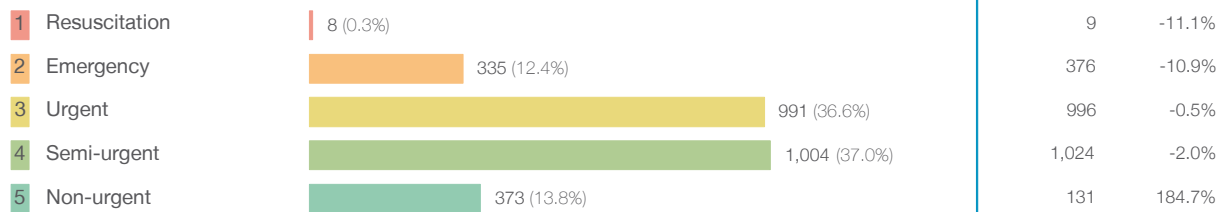
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Maclean District Hospital: Patients presenting to the emergency department

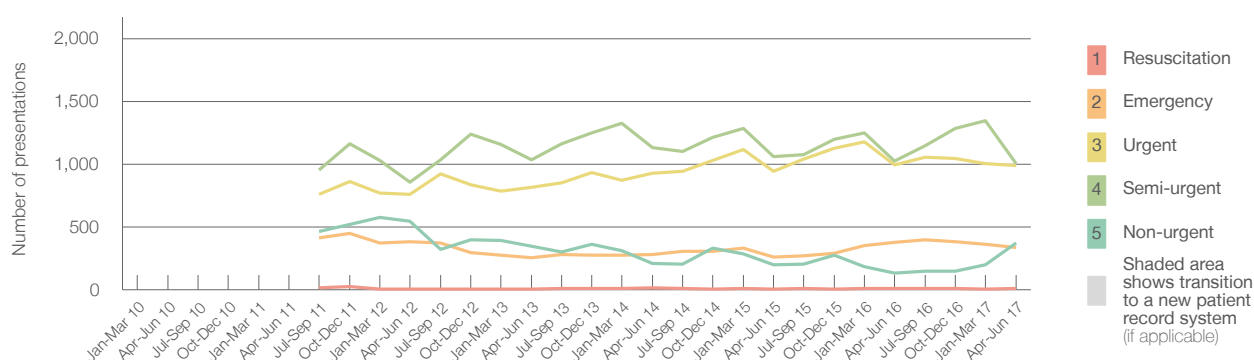
April to June 2017

All presentations:¹ 2,826 patients

Emergency presentations² by triage category: 2,711 patients



Emergency presentations² 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			6	5	16	6	9	8
Emergency			383	254	279	260	376	335
Urgent			761	814	929	944	996	991
Semi-urgent			858	1,033	1,134	1,062	1,024	1,004
Non-urgent			544	347	206	199	131	373
All emergency presentations			2,552	2,453	2,564	2,471	2,536	2,711

Maclean District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 370 patients

ED Transfer of care time



(†) 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.

Maclean District 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: 335

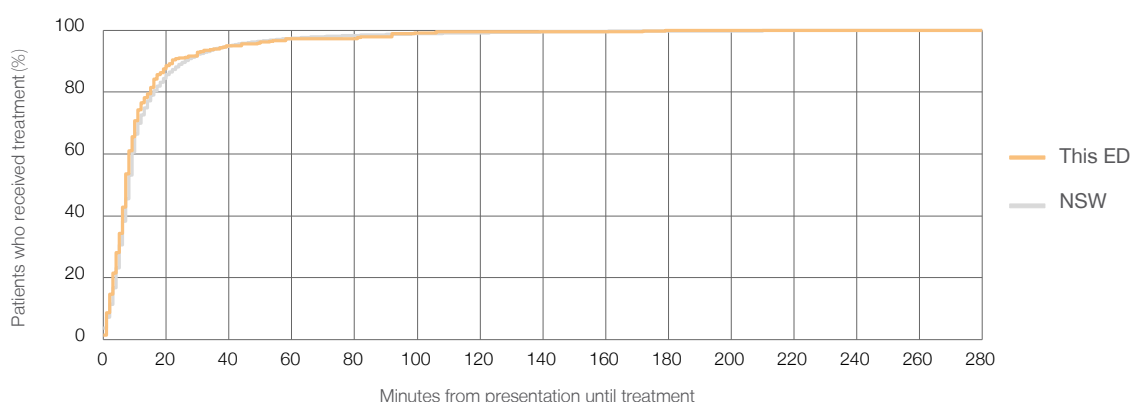
Number of triage 2 patients used to calculate waiting time:³ 334

Median time to start treatment⁴ 7 minutes

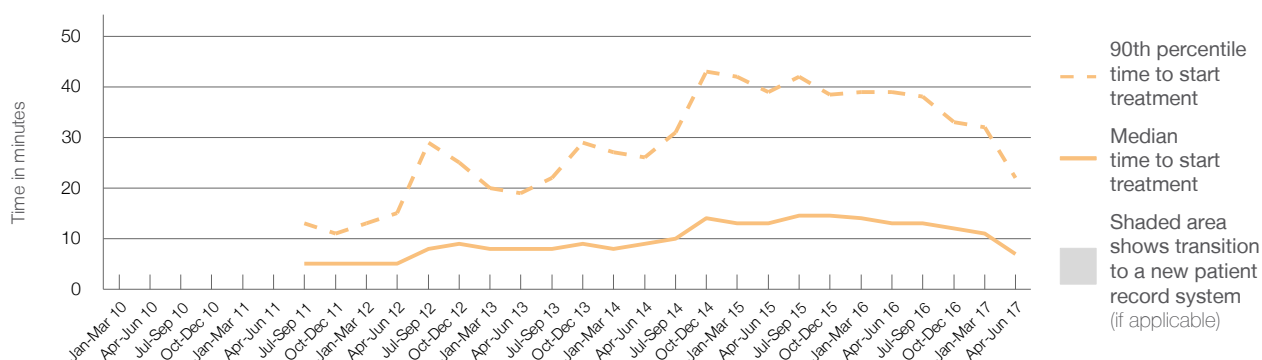
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
376	
375	
13 minutes	8 minutes
39 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^{†‡}



	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 ⁴ (minutes)			5	8	9	13	13	7
90th percentile time to start treatment ⁵ (minutes)			15	19	26	39	39	22

(†) 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.

Maclean District 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: 991

Number of triage 3 patients used to calculate waiting time:³ 964

Median time to start treatment⁴

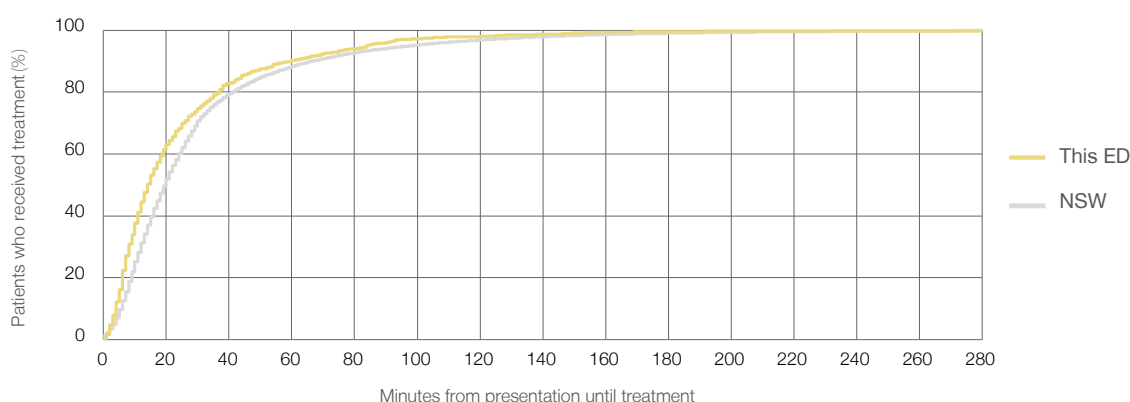
14 minutes

90th percentile time to start treatment⁵

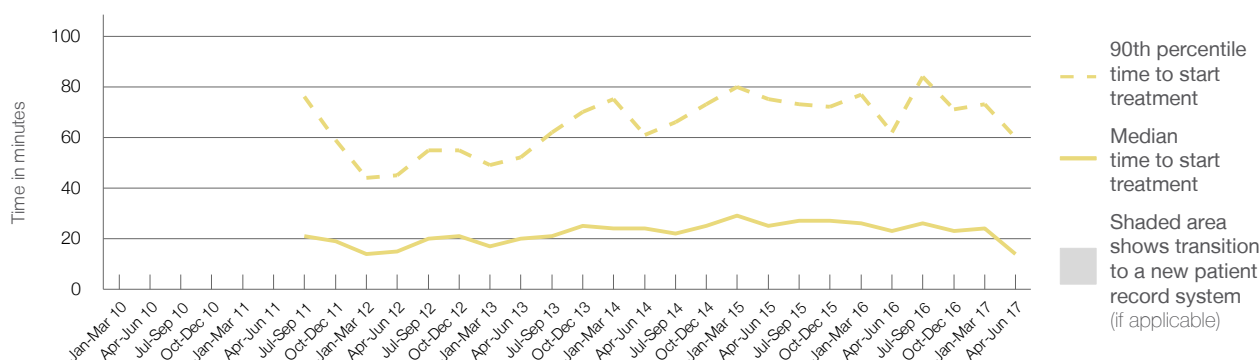
60 minutes

Same period last year	NSW (this period)
996	
966	
23 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^{†‡}



	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 ⁴ (minutes)			15	20	24	25	23	14
90th percentile time to start treatment ⁵ (minutes)			45	52	61	75	62	60

(†) 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.

Maclean District 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: 1,004

Number of triage 4 patients used to calculate waiting time:³ 908

Median time to start treatment⁴

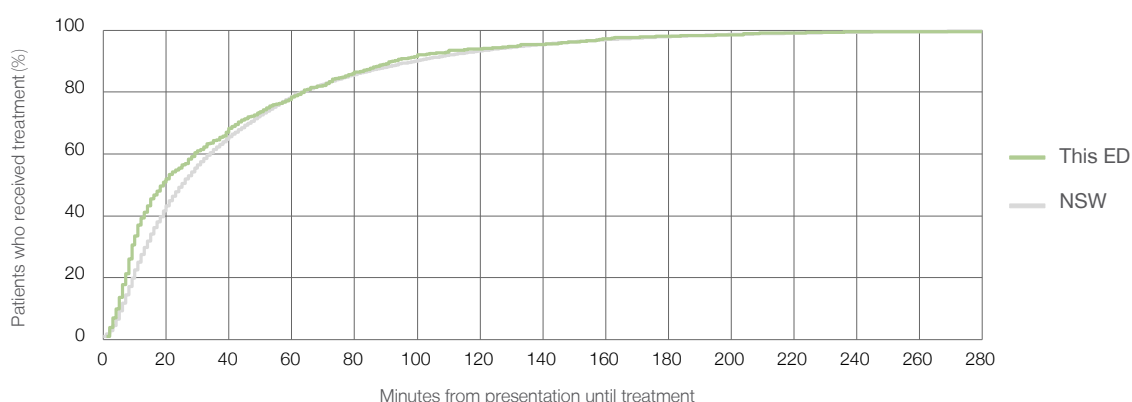
19 minutes

90th percentile time to start treatment⁵

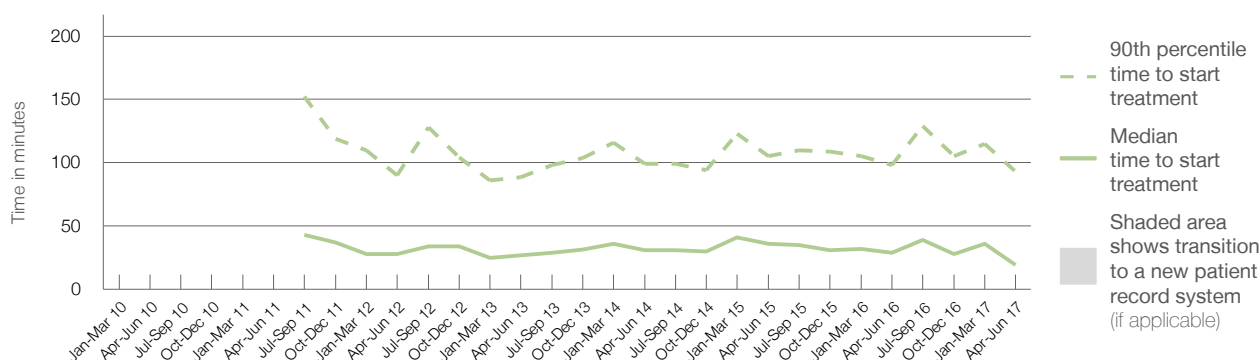
93 minutes

Same period last year	NSW (this period)
1,024	
962	
29 minutes	25 minutes
98 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^{†‡}



	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 ⁴ (minutes)			28	27	31	36	29	19
90th percentile time to start treatment ⁵ (minutes)			90	89	99	105	98	93

(†) 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.

Maclean District 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: 373

Number of triage 5 patients used to calculate waiting time:³ 315

Median time to start treatment⁴

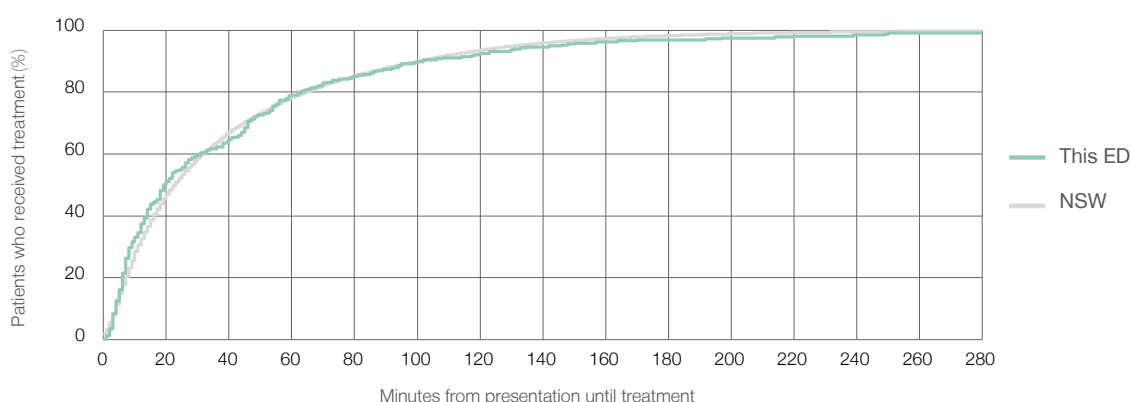
19 minutes

90th percentile time to start treatment⁵

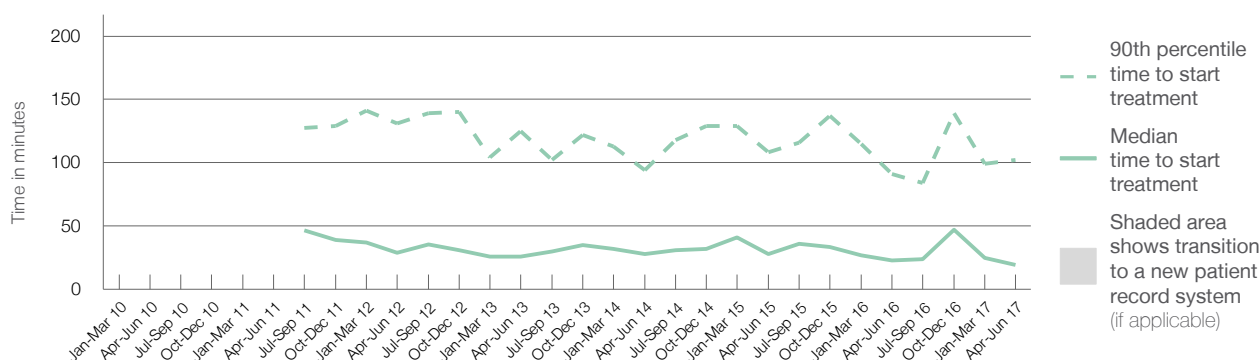
102 minutes

Same period last year	NSW (this period)
131	
109	
23 minutes	23 minutes
91 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^{†‡}



	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 ⁴ (minutes)			29	26	28	28	23	19
90th percentile time to start treatment ⁵ (minutes)			131	125	94	108	91	102

(†) 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.

Maclean District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,826 patients

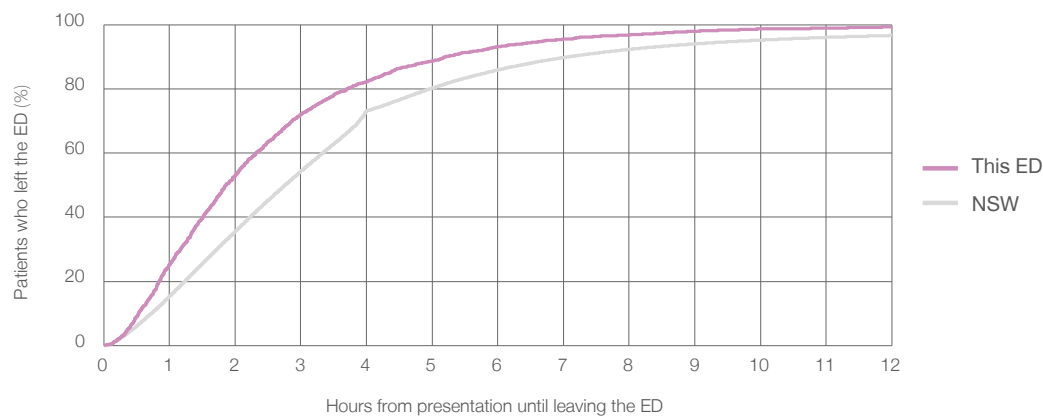
Presentations used to calculate time to leaving the ED:⁶ 2,826 patients

Median time spent in the ED⁸ 1 hours and 52 minutes

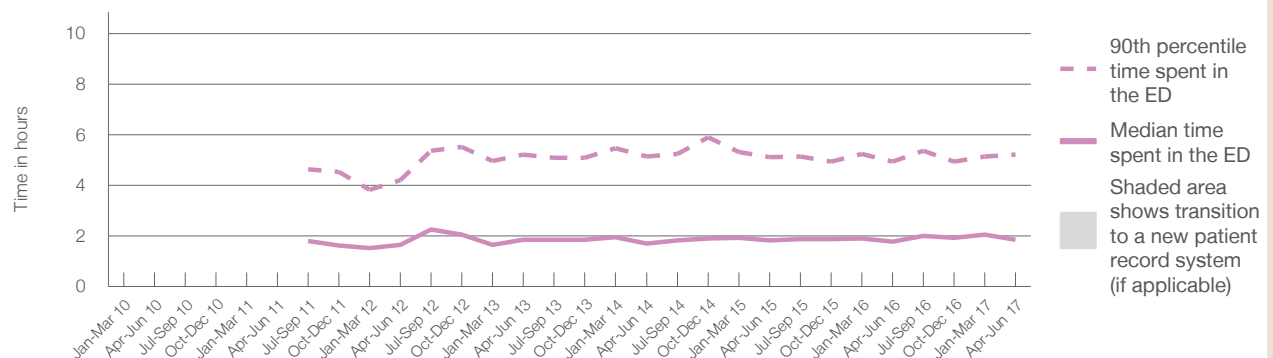
90th percentile time spent in the ED⁹ 5 hours and 13 minutes

Same period last year	NSW (this period)
2,697	
2,697	
1 hours and 47 minutes	2 hours and 46 minutes
4 hours and 56 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^{†‡}



	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 ⁸ (hours, minutes)			1h 40m	1h 51m	1h 42m	1h 50m	1h 47m	1h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)			4h 13m	5h 13m	5h 8m	5h 7m	4h 56m	5h 13m

(†) 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.

Maclean District Hospital: Time patients spent in the ED

By mode of separation

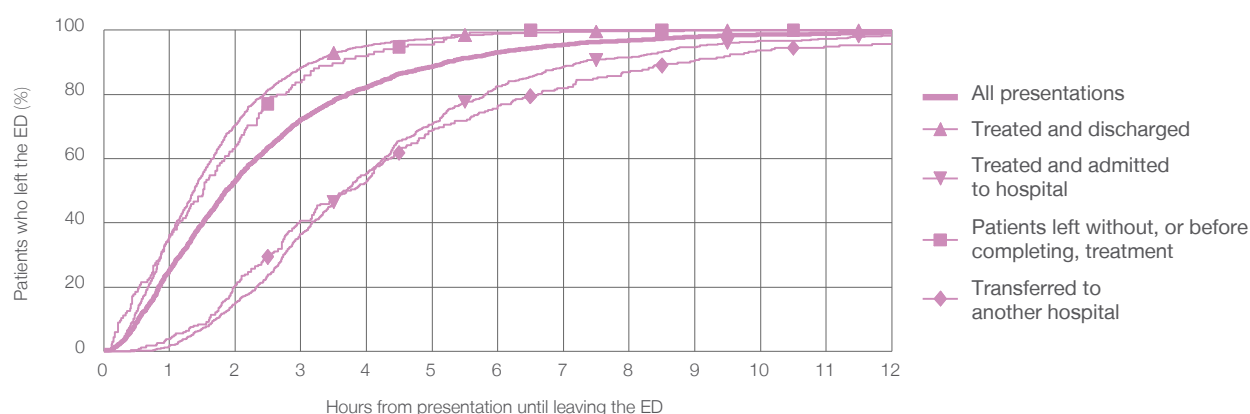
April to June 2017

All presentations:[†] 2,826 patients

Presentations used to calculate time to leaving the ED:[‡] 2,826 patients

		Same period last year	Change since one year ago
Treated and discharged	1,786 (63.2%)	1,673	6.8%
Treated and admitted to hospital	654 (23.1%)	719	-9.0%
Patient left without, or before completing, treatment	135 (4.8%)	102	32.4%
Transferred to another hospital	238 (8.4%)	199	19.6%
Other	13 (0.5%)	4	225.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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

Treated and discharged	35.7%	70.6%	88.3%	95.1%	98.8%	99.8%	99.9%	99.9%
Treated and admitted to hospital	1.7%	15.1%	36.5%	55.4%	82.6%	91.6%	96.6%	98.3%
Patient left without, or before completing, treatment	36.3%	63.7%	83.7%	91.9%	99.3%	100%	100%	100%
Transferred to another hospital	3.8%	20.6%	40.8%	52.9%	76.5%	87.0%	93.7%	95.8%
All presentations	25.4%	53.3%	72.1%	82.2%	93.2%	96.8%	98.7%	99.2%

(†) 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.

Maclean District 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:¹ 2,826 patients

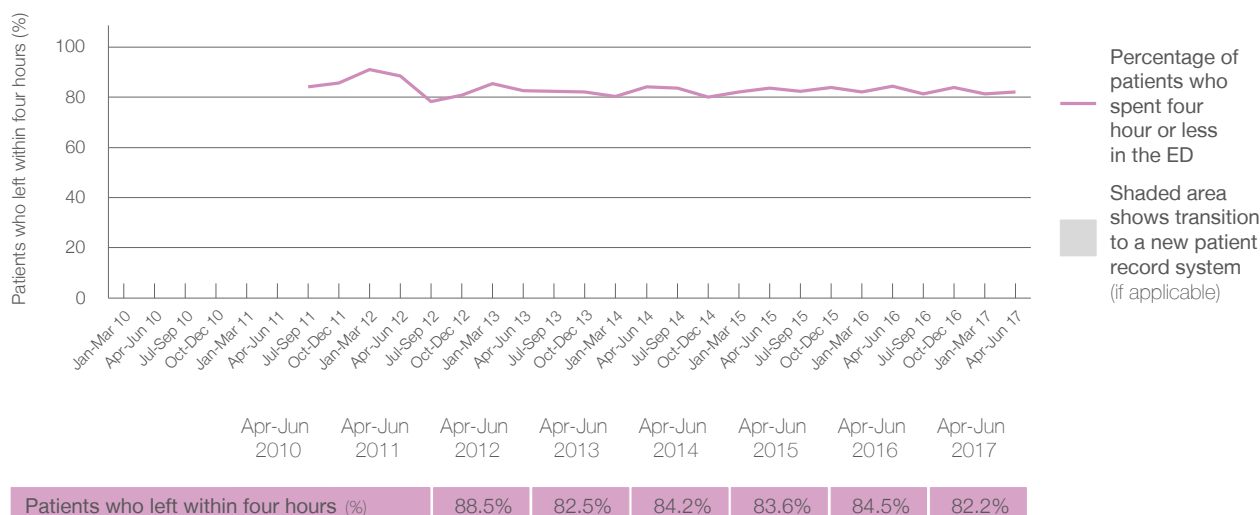
Presentations used to calculate time to leaving the ED:⁶ 2,826 patients

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



Same period last year	Change since one year ago
2,697	4.8%
2,697	4.8%
84.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



- * 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).

Milton and Ulladulla Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 3,189 patients

Emergency presentations:² 3,081 patients

Same period last year	Change since one year ago
3,427	-6.9%
3,338	-7.7%

Milton and Ulladulla Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 223 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,013 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,546 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 286 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
241	
7 minutes	8 minutes
27 minutes	26 minutes
975	
23 minutes	20 minutes
70 minutes	67 minutes
1,775	
31 minutes	25 minutes
85 minutes	99 minutes
334	
27 minutes	23 minutes
86 minutes	101 minutes

Milton and Ulladulla Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 3,189 patients

Percentage of patients who spent four hours or less in the ED 85.7%

Same period last year	Change since one year ago
3,427	-6.9%
86.6%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

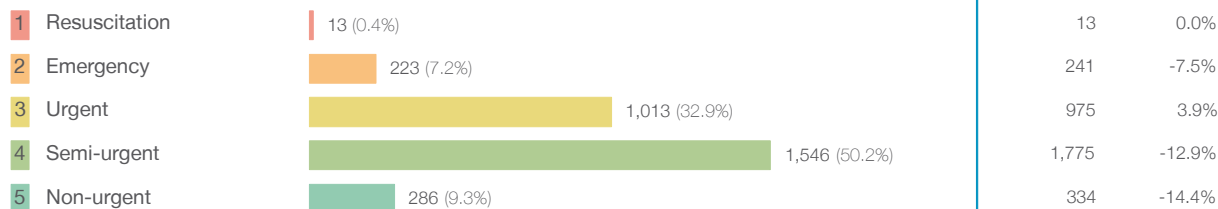
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Milton and Ulladulla Hospital: Patients presenting to the emergency department

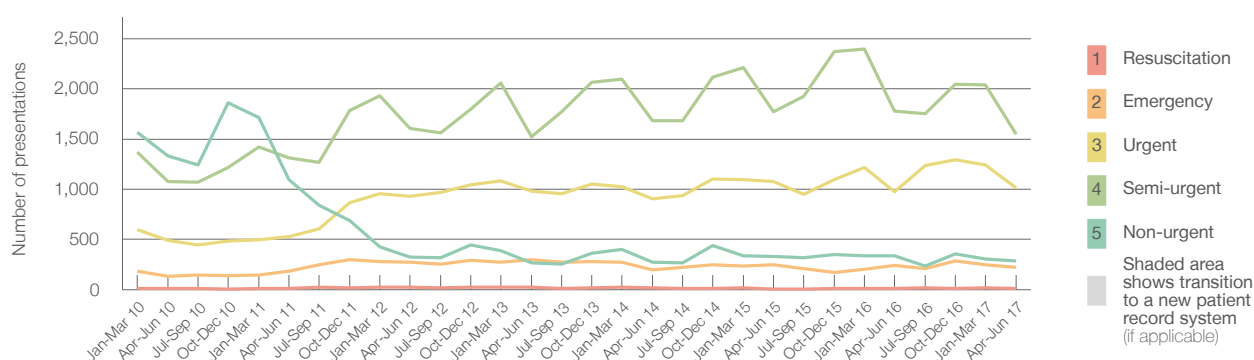
April to June 2017

All presentations:¹ 3,189 patients

Emergency presentations² by triage category: 3,081 patients



Emergency presentations² 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	9	10	22	24	17	< 5	13	13
Emergency	135	182	276	299	197	252	241	223
Urgent	493	528	933	981	906	1,077	975	1,013
Semi-urgent	1,076	1,314	1,604	1,523	1,680	1,771	1,775	1,546
Non-urgent	1,331	1,094	322	270	276	330	334	286
All emergency presentations	3,044	3,128	3,157	3,097	3,076	3,430	3,338	3,081

Milton and Ulladulla Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 352 patients

ED Transfer of care time



(†) 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.

Milton and Ulladulla 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: 223

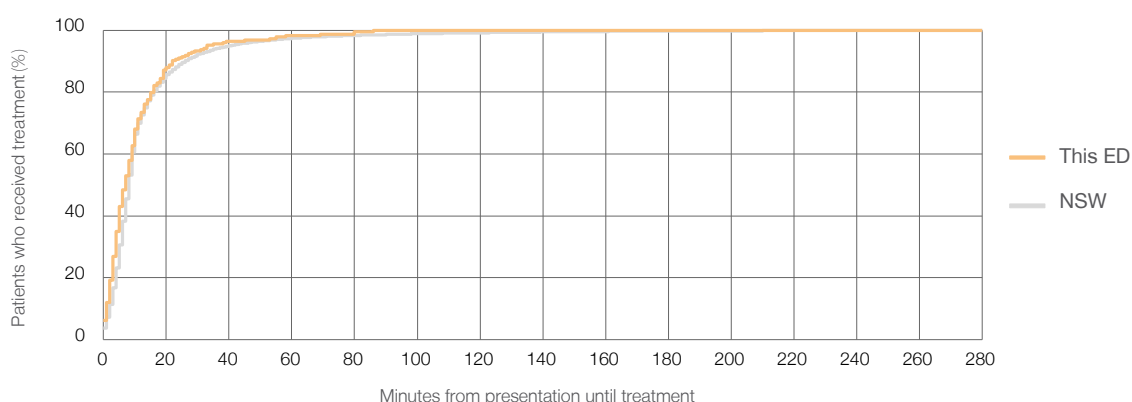
Number of triage 2 patients used to calculate waiting time:³ 223

Median time to start treatment⁴ 7 minutes

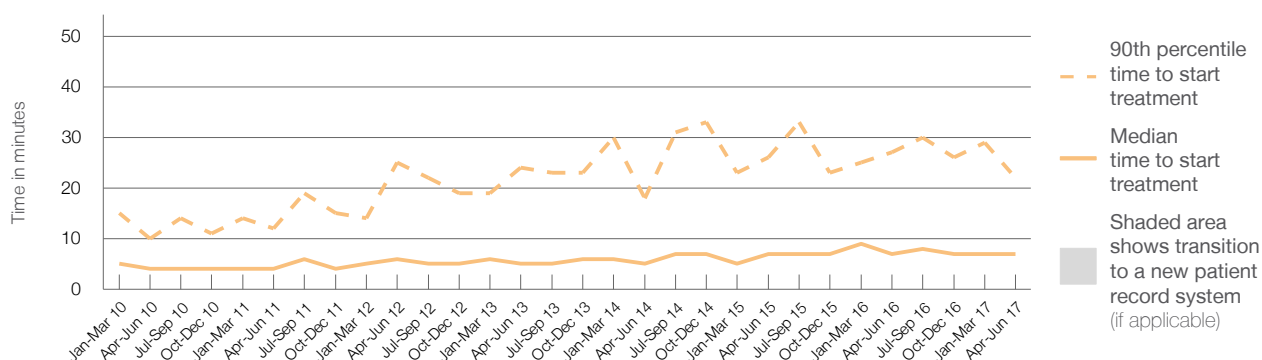
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
241	
241	
7 minutes	8 minutes
27 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^{†‡}



	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 ⁴ (minutes)	4	4	6	5	5	7	7	7
90th percentile time to start treatment ⁵ (minutes)	10	12	25	24	18	26	27	22

(†) 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.

Milton and Ulladulla 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: 1,013

Number of triage 3 patients used to calculate waiting time:³ 1,005

Median time to start treatment⁴

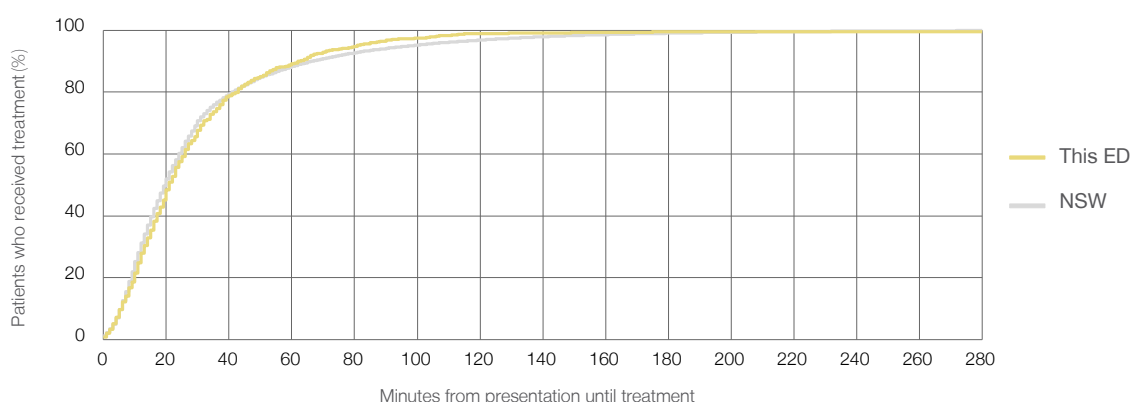
21 minutes

90th percentile time to start treatment⁵

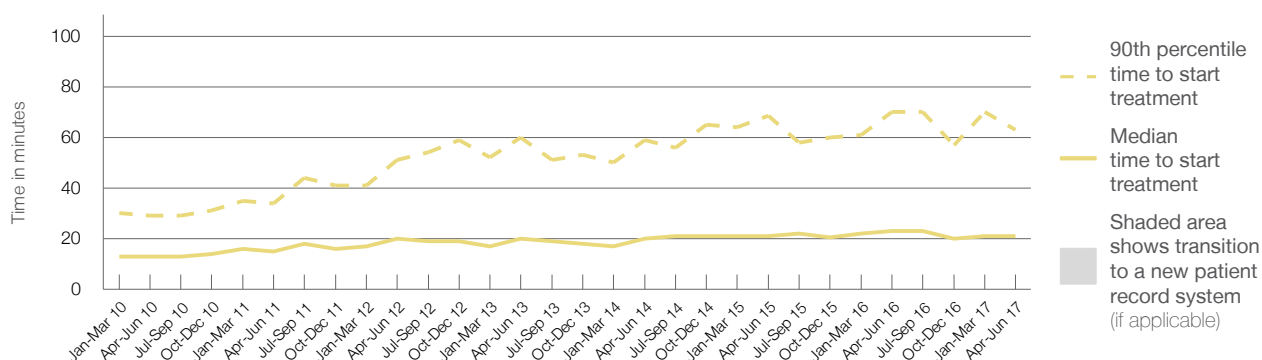
63 minutes

Same period last year	NSW (this period)
975	
968	
23 minutes	20 minutes
70 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^{†‡}



	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 ⁴ (minutes)	13	15	20	20	20	21	23	21
90th percentile time to start treatment ⁵ (minutes)	29	34	51	60	59	69	70	63

(†) 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.

Milton and Ulladulla 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: 1,546

Number of triage 4 patients used to calculate waiting time:³ 1,519

Median time to start treatment⁴

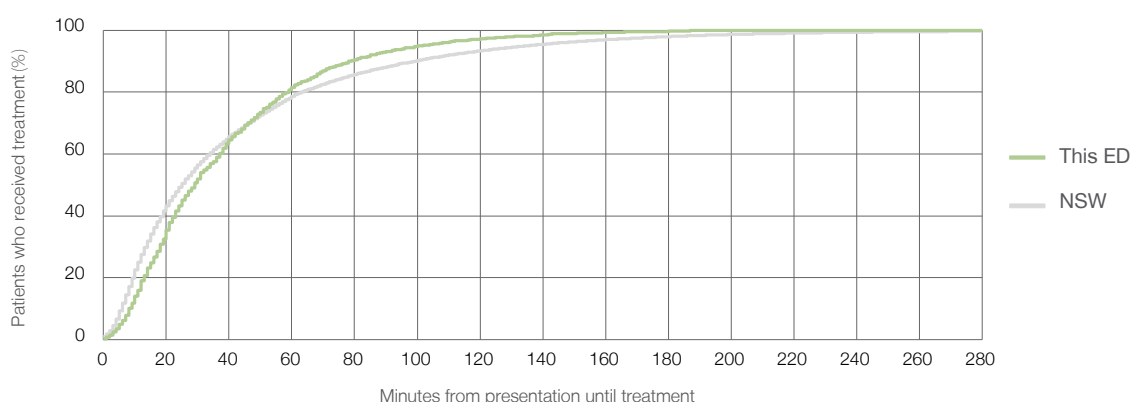
29 minutes

90th percentile time to start treatment⁵

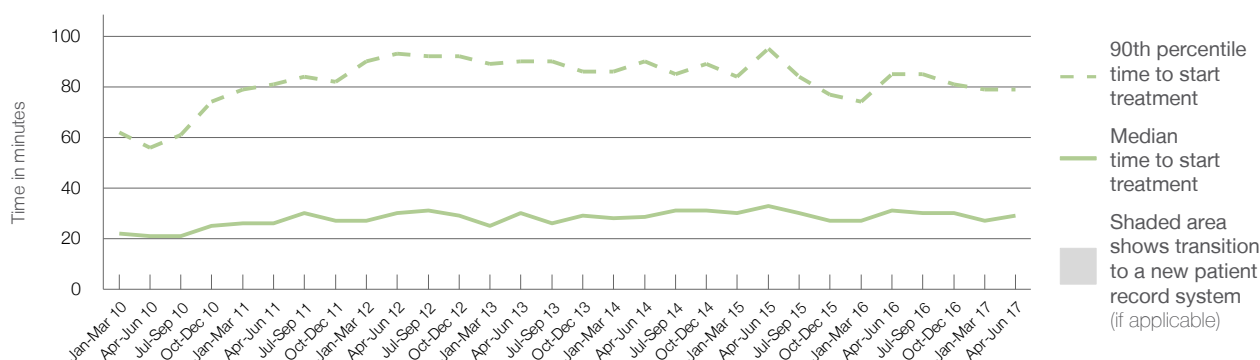
79 minutes

Same period last year	NSW (this period)
1,775	
1,746	
31 minutes	25 minutes
85 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^{†‡}



	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 ⁴ (minutes)	21	26	30	30	29	33	31	29
90th percentile time to start treatment ⁵ (minutes)	56	81	93	90	90	95	85	79

(†) 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.

Milton and Ulladulla 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: 286

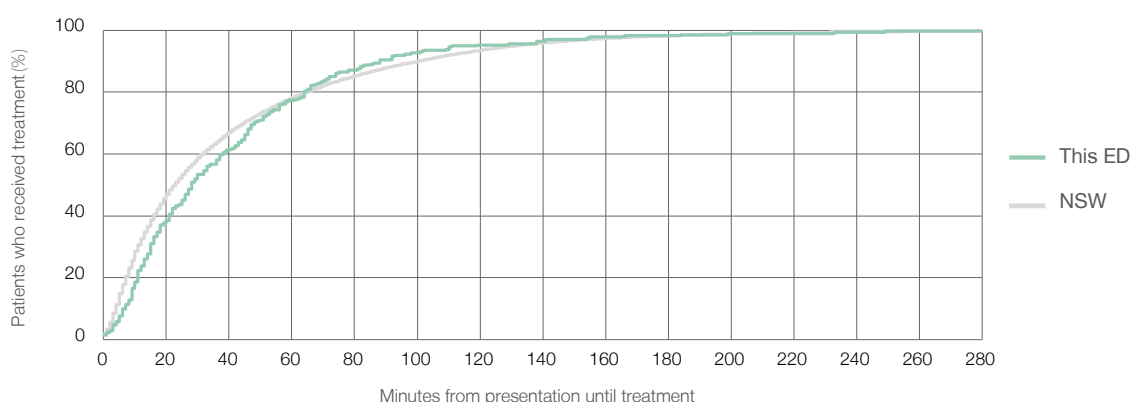
Number of triage 5 patients used to calculate waiting time:³ 273

Median time to start treatment⁴ 28 minutes

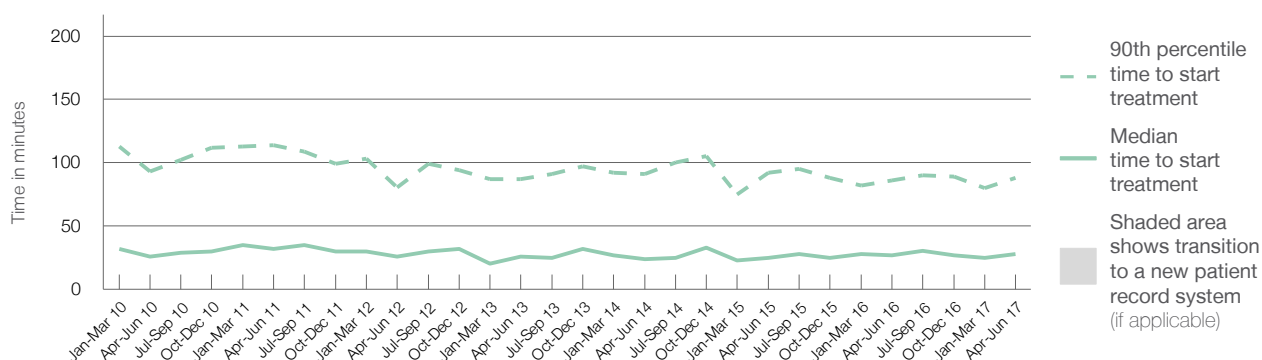
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
334	
323	
27 minutes	23 minutes
86 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^{†‡}



	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 ⁴ (minutes)	26	32	26	26	24	25	27	28
90th percentile time to start treatment ⁵ (minutes)	93	114	81	87	91	92	86	88

(†) 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.

Milton and Ulladulla Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 3,189 patients

Presentations used to calculate time to leaving the ED:⁶ 3,189 patients

Median time spent in the ED⁸

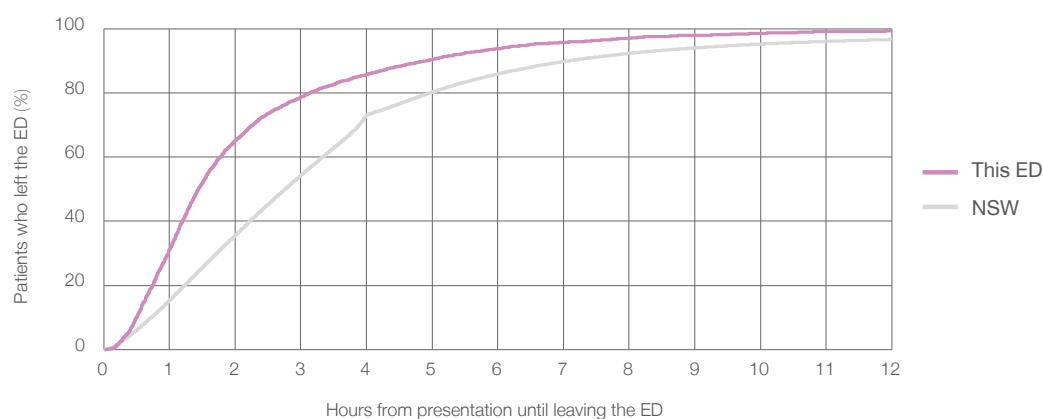
1 hours and 27 minutes

90th percentile time spent in the ED⁹

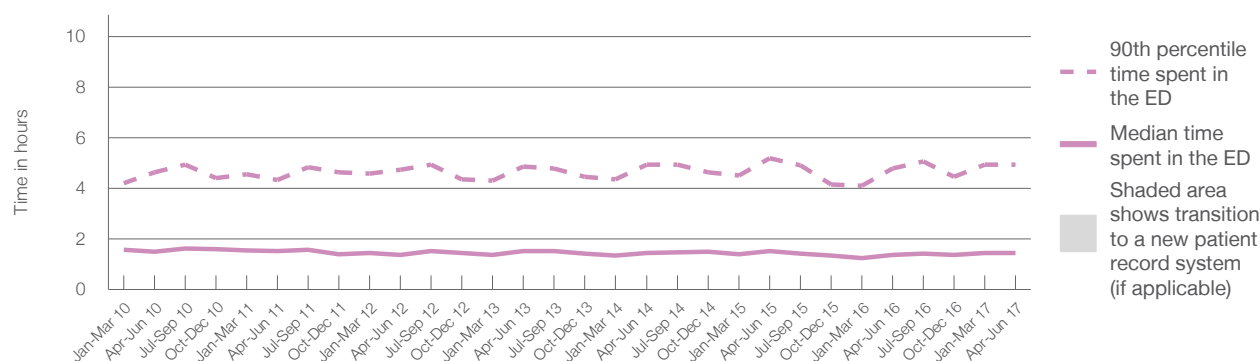
4 hours and 56 minutes

Same period last year	NSW (this period)
3,427	3,427
1 hours and 23 minutes	2 hours and 46 minutes
4 hours and 47 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^{†‡}



	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 ⁸ (hours, minutes)	1h 30m	1h 32m	1h 22m	1h 32m	1h 27m	1h 31m	1h 23m	1h 27m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 38m	4h 20m	4h 44m	4h 52m	4h 56m	5h 12m	4h 47m	4h 56m

(†) 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.

Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

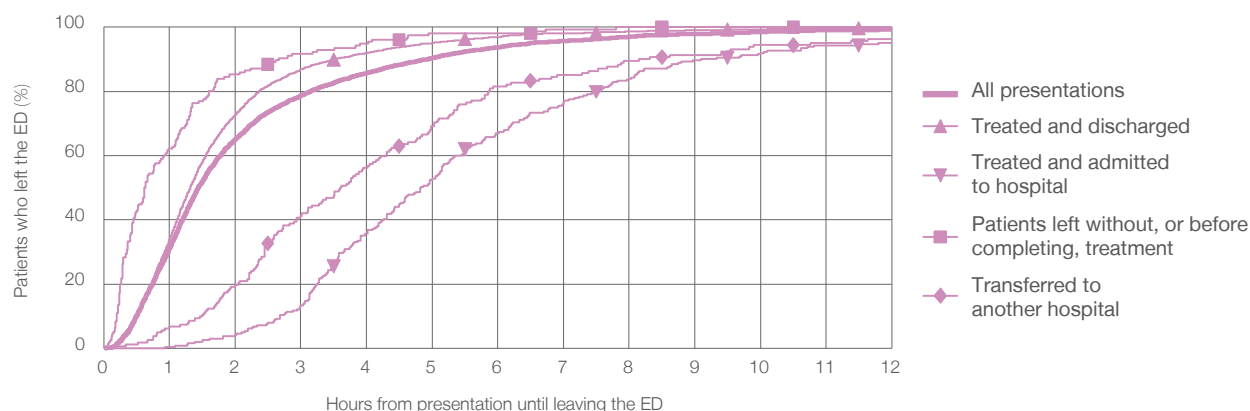
All presentations:[†] 3,189 patients

Presentations used to calculate time to leaving the ED:[‡] 3,189 patients

Treated and discharged	2,604 (81.7%)
Treated and admitted to hospital	263 (8.2%)
Patient left without, or before completing, treatment	156 (4.9%)
Transferred to another hospital	162 (5.1%)
Other	4 (0.1%)

Same period last year	Change since one year ago
3,427	-6.9%
2,825	-7.8%
301	-12.6%
136	14.7%
164	-1.2%
1	300.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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

Treated and discharged	34.0%	72.8%	86.9%	92.0%	97.0%	98.6%	99.3%	99.8%
Treated and admitted to hospital	0.4%	4.2%	13.3%	35.7%	66.9%	84.0%	92.0%	95.1%
Patient left without, or before completing, treatment	62.2%	85.3%	91.7%	94.9%	98.1%	100%	100%	100%
Transferred to another hospital	6.8%	19.8%	41.4%	56.2%	81.5%	89.5%	94.4%	96.3%
All presentations	31.3%	65.1%	78.7%	85.7%	93.8%	97.0%	98.5%	99.3%

(†) 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.

Milton and Ulladulla 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:¹ 3,189 patients

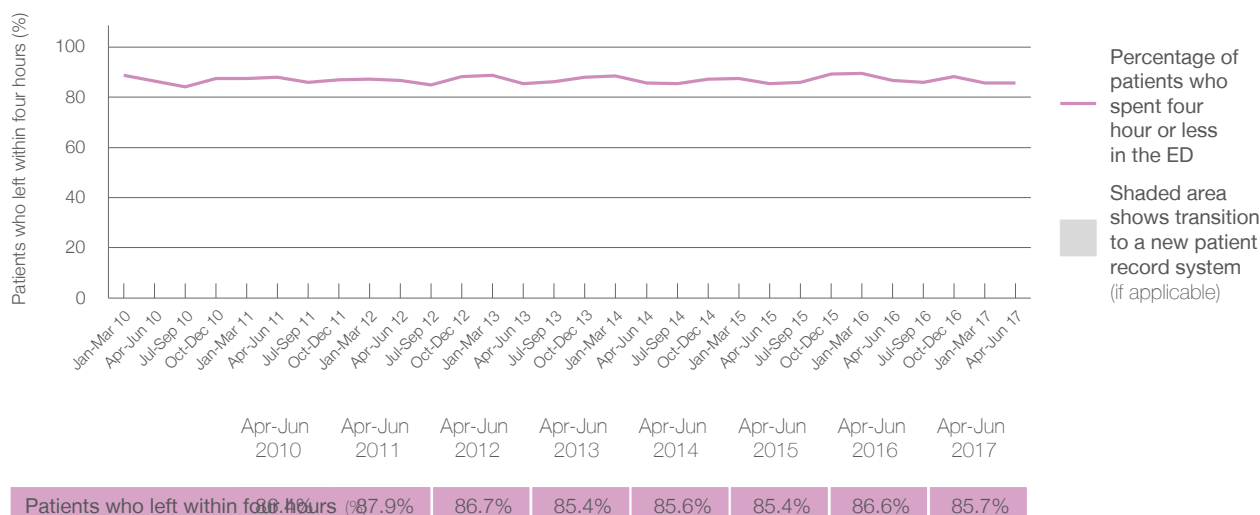
Presentations used to calculate time to leaving the ED:⁶ 3,189 patients

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



Same period last year	Change since one year ago
3,427	-6.9%
3,427	-6.9%
86.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



- * 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).
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 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*.
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 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).

Moree District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,188 patients

Emergency presentations:² 1,864 patients

Same period last year	Change since one year ago
1,904	14.9%
1,700	9.6%

Moree District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 189 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 646 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 901 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 128 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
143	
3 minutes	8 minutes
19 minutes	26 minutes
523	
8 minutes	20 minutes
40 minutes	67 minutes
916	
9 minutes	25 minutes
50 minutes	99 minutes
118	
9 minutes	23 minutes
*	101 minutes

Moree District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,188 patients

Percentage of patients who spent four hours or less in the ED 87.2%

Same period last year	Change since one year ago
1,904	14.9%
86.7%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

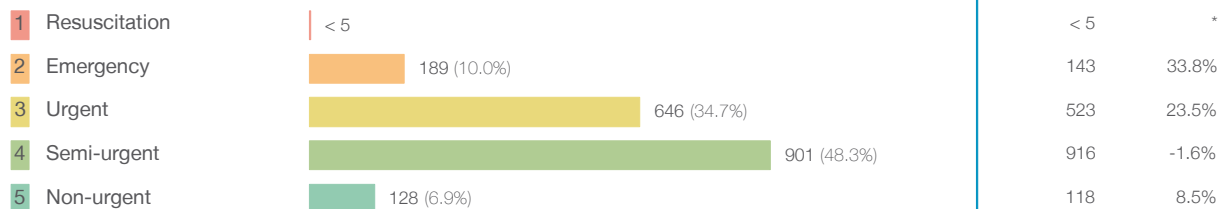
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Moree District Hospital: Patients presenting to the emergency department

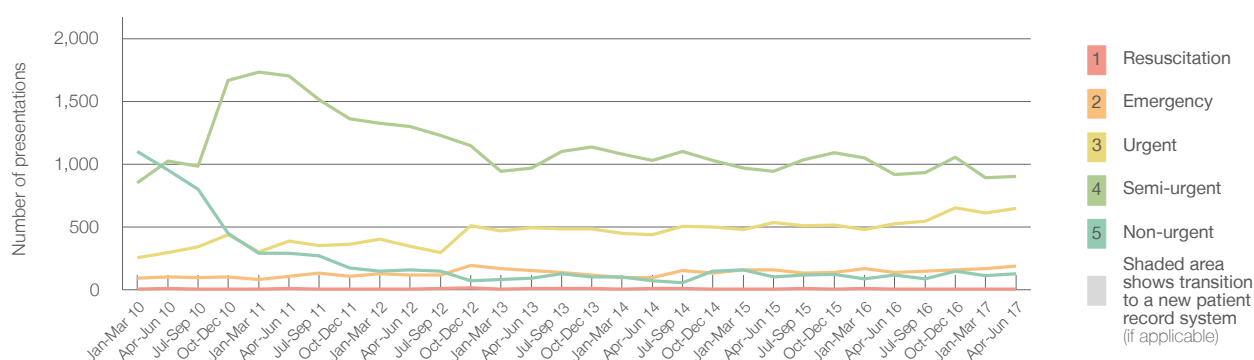
April to June 2017

All presentations:¹ 2,188 patients

Emergency presentations² by triage category: 1,864 patients



Emergency presentations² 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	7	8	6	8	7	6	< 5	< 5
Emergency	100	107	117	154	98	156	143	189
Urgent	293	387	347	492	436	533	523	646
Semi-urgent	1,026	1,703	1,299	970	1,030	943	916	901
Non-urgent	955	291	158	90	69	100	118	128
All emergency presentations	2,381	2,496	1,927	1,714	1,640	1,738	1,700	1,864

Moree District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 215 patients

ED Transfer of care time



(†) 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 District 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: 189

Number of triage 2 patients used to calculate waiting time:³ 183

Median time to start treatment⁴

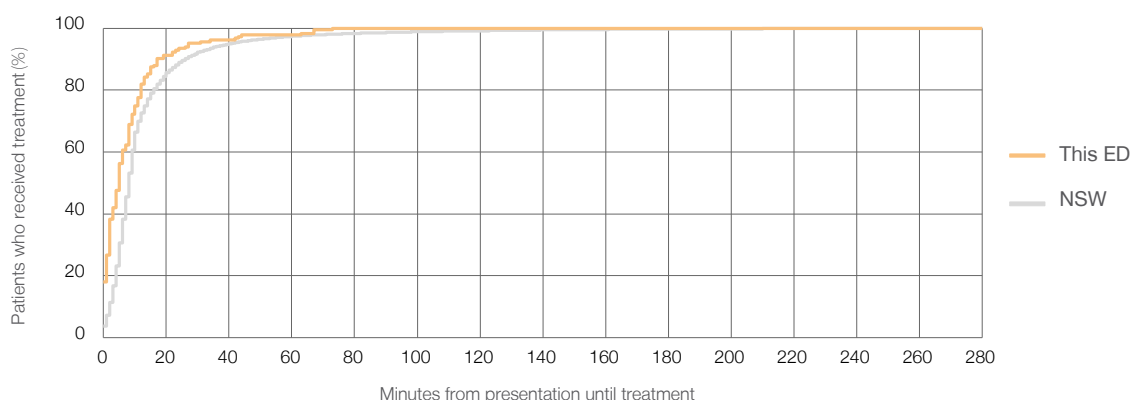
5 minutes

90th percentile time to start treatment⁵

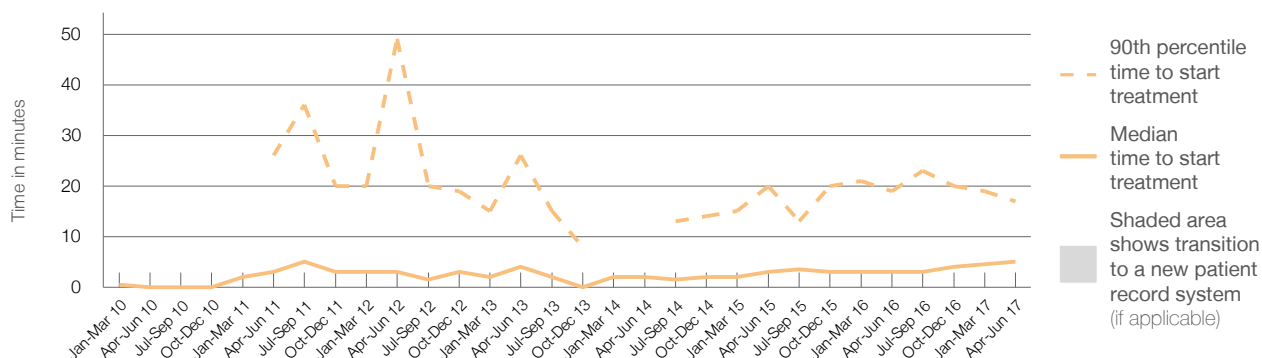
17 minutes

Same period last year	NSW (this period)
143	
135	
3 minutes	8 minutes
19 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^{†‡}



	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 ⁴ (minutes)	0	3	3	4	2	3	3	5
90th percentile time to start treatment ⁵ (minutes)	11	26	49	26	*	20	19	17

(†) 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 District 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: 646

Number of triage 3 patients used to calculate waiting time:³ 632

Median time to start treatment⁴

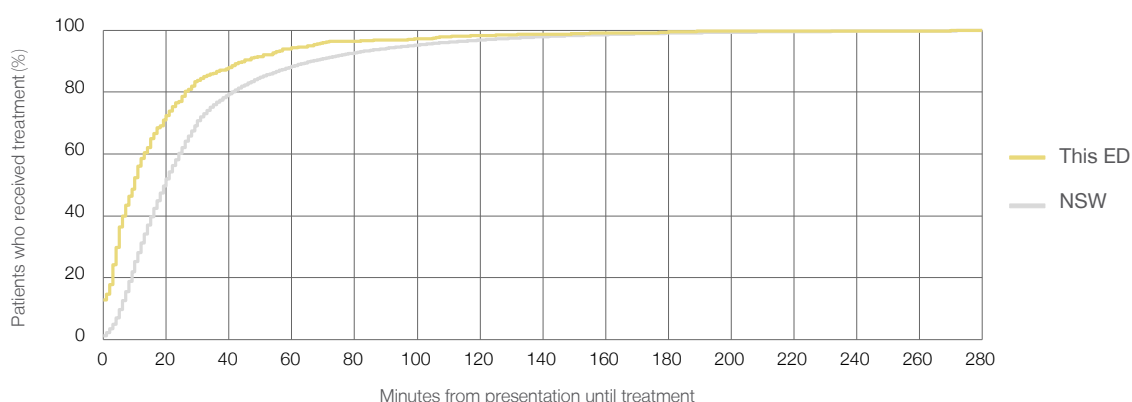
10 minutes

90th percentile time to start treatment⁵

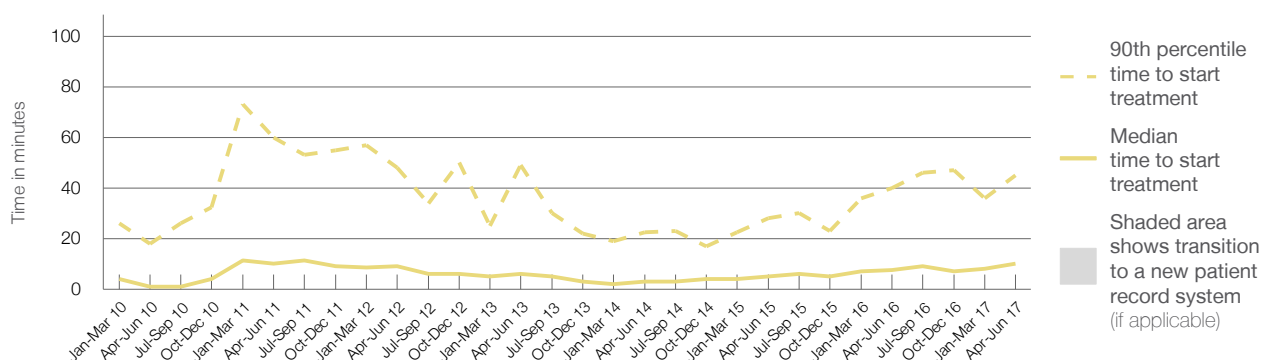
45 minutes

Same period last year	NSW (this period)
523	
506	
8 minutes	20 minutes
40 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^{†‡}



	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 ⁴ (minutes)	1	10	9	6	3	5	8	10
90th percentile time to start treatment ⁵ (minutes)	18	60	48	49	23	28	40	45

(†) 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 District 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: 901

Number of triage 4 patients used to calculate waiting time:³ 844

Median time to start treatment⁴

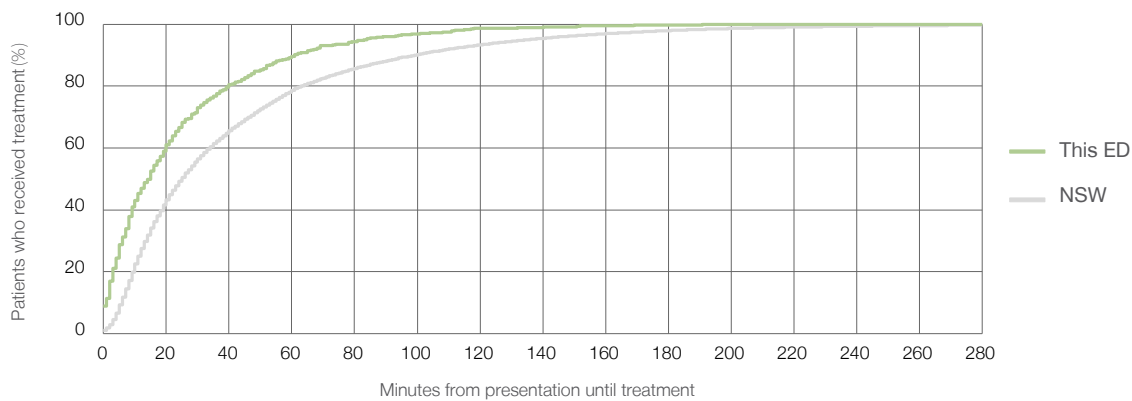
15 minutes

90th percentile time to start treatment⁵

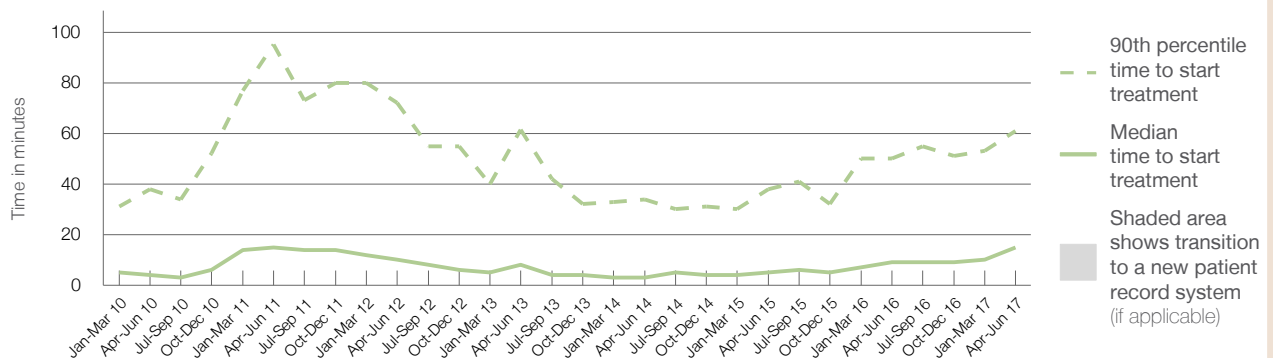
61 minutes

Same period last year	NSW (this period)
916	
842	
9 minutes	25 minutes
50 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^{†‡}



	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 ⁴ (minutes)	4	15	10	8	3	5	9	15
90th percentile time to start treatment ⁵ (minutes)	38	95	72	62	34	38	50	61

(†) 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 District 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: 128

Number of triage 5 patients used to calculate waiting time:³ 104

Median time to start treatment⁴

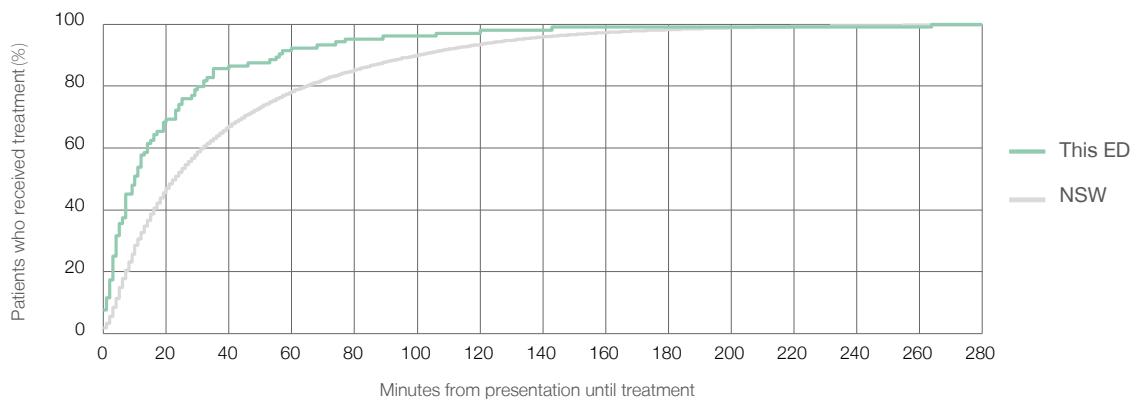
10 minutes

90th percentile time to start treatment⁵

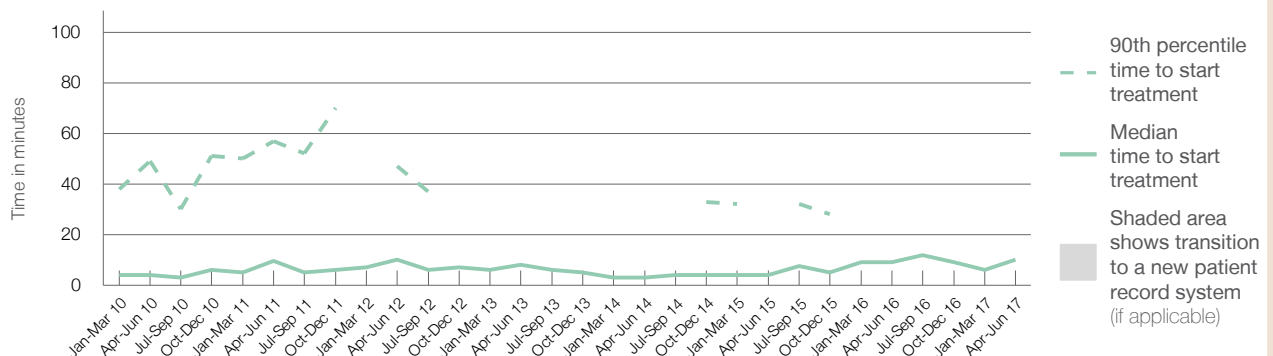
56 minutes

Same period last year	NSW (this period)
118	
97	
9 minutes	23 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^{†‡}



	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 ⁴ (minutes)	4	10	10	8	3	4	9	10
90th percentile time to start treatment ⁵ (minutes)	49	57	47	*	*	*	*	56

(†) 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 District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,188 patients

Presentations used to calculate time to leaving the ED:⁶ 2,188 patients

Median time spent in the ED⁸

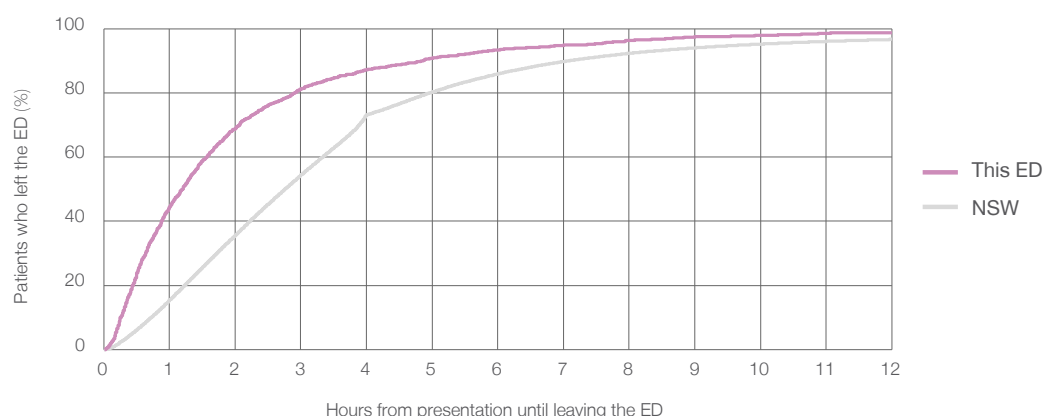
1 hours and 12 minutes

90th percentile time spent in the ED⁹

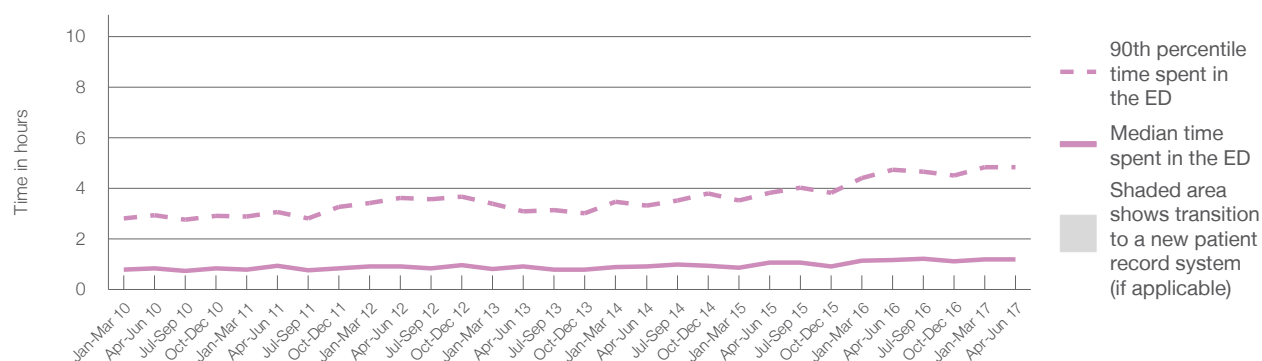
4 hours and 51 minutes

Same period last year	NSW (this period)
1,904	1,904
1 hours and 11 minutes	2 hours and 46 minutes
4 hours and 45 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^{†‡}



	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 ⁸ (hours, minutes)	0h 51m	0h 57m	0h 55m	0h 56m	0h 56m	1h 4m	1h 11m	1h 12m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 56m	3h 4m	3h 37m	3h 5m	3h 19m	3h 50m	4h 45m	4h 51m

(†) 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 District Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

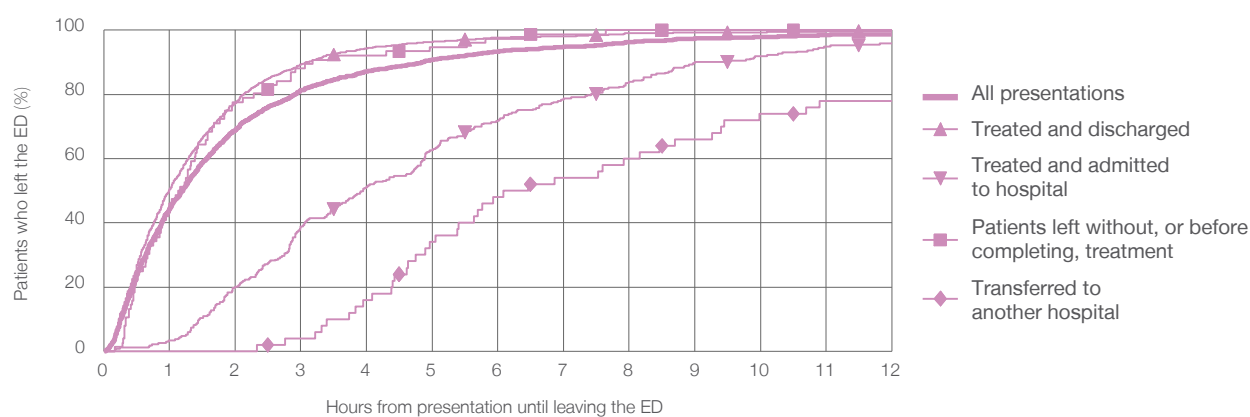
All presentations:[†] 2,188 patients

Presentations used to calculate time to leaving the ED:[‡] 2,188 patients

Treated and discharged	1,717 (78.5%)
Treated and admitted to hospital	273 (12.5%)
Patient left without, or before completing, treatment	76 (3.5%)
Transferred to another hospital	50 (2.3%)
Other	72 (3.3%)

Same period last year	Change since one year ago
1,904	14.9%
1,502	14.3%
234	16.7%
71	7.0%
40	25.0%
57	26.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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

Treated and discharged	50.4%	77.3%	89.4%	94.4%	97.7%	99.1%	99.4%	99.7%
Treated and admitted to hospital	3.3%	20.1%	38.8%	51.3%	71.8%	83.9%	91.9%	96.0%
Patient left without, or before completing, treatment	46.1%	77.6%	88.2%	92.1%	97.4%	100%	100%	100%
Transferred to another hospital	0%	0%	4.0%	16.0%	48.0%	60.0%	74.0%	78.0%
All presentations	44.5%	69.0%	81.3%	87.2%	93.4%	96.3%	97.9%	98.7%

(†) 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 District 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:¹ 2,188 patients

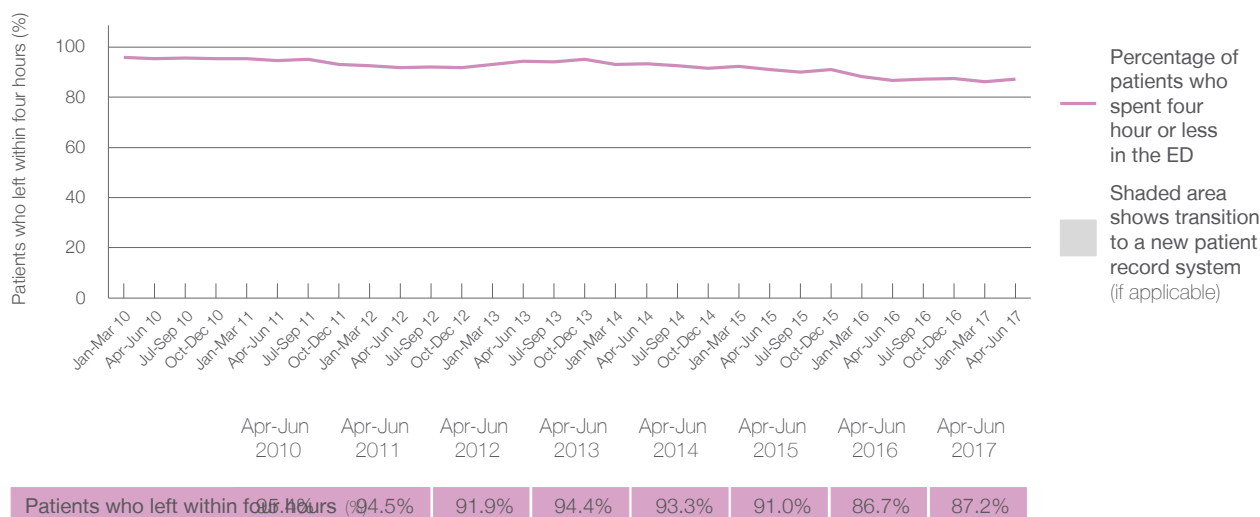
Presentations used to calculate time to leaving the ED:⁶ 2,188 patients

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



Same period last year	Change since one year ago
1,904	14.9%
1,904	14.9%
86.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



- * 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).

Moruya District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,536 patients

Emergency presentations:² 2,352 patients

Same period last year	Change since one year ago
2,325	9.1%
2,177	8.0%

Moruya District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 312 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 830 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 867 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 329 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
252	
8 minutes	8 minutes
35 minutes	26 minutes
699	
18 minutes	20 minutes
57 minutes	67 minutes
875	
26 minutes	25 minutes
99 minutes	99 minutes
334	
28 minutes	23 minutes
114 minutes	101 minutes

Moruya District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,536 patients

Percentage of patients who spent four hours or less in the ED 81.8%

Same period last year	Change since one year ago
2,325	9.1%
76.5%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

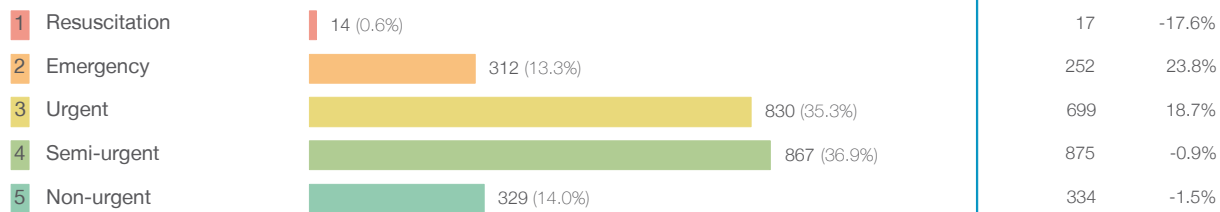
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Moruya District Hospital: Patients presenting to the emergency department

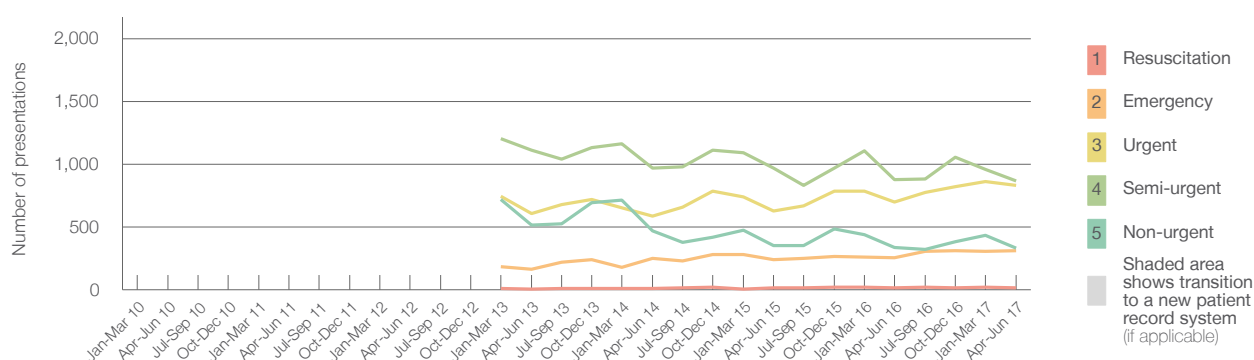
April to June 2017

All presentations:¹ 2,536 patients

Emergency presentations² by triage category: 2,352 patients



Emergency presentations² 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				5	8	13	17	14
Emergency				165	248	241	252	312
Urgent				608	586	626	699	830
Semi-urgent				1,109	968	970	875	867
Non-urgent				513	470	351	334	329
All emergency presentations				2,400	2,280	2,201	2,177	2,352

Moruya District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 571 patients

ED Transfer of care time



(†) 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.

Moruya District 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: 312

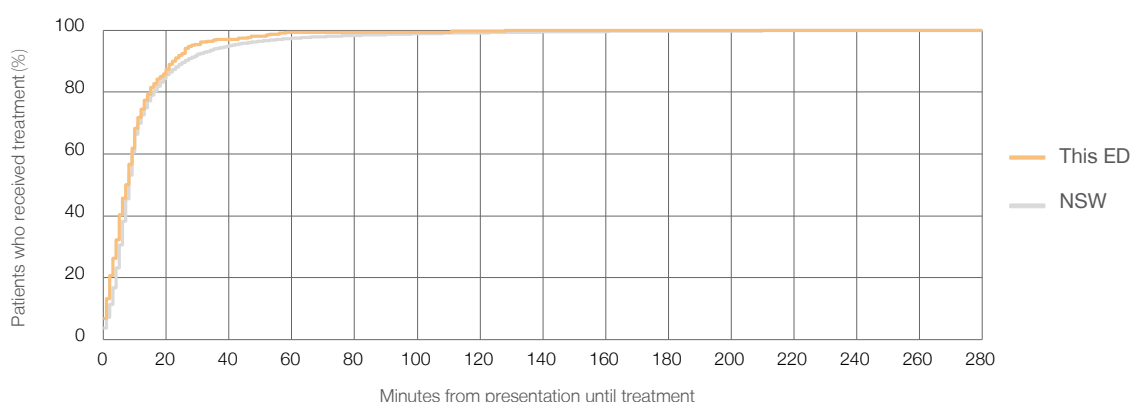
Number of triage 2 patients used to calculate waiting time:³ 309

Median time to start treatment⁴ 7 minutes

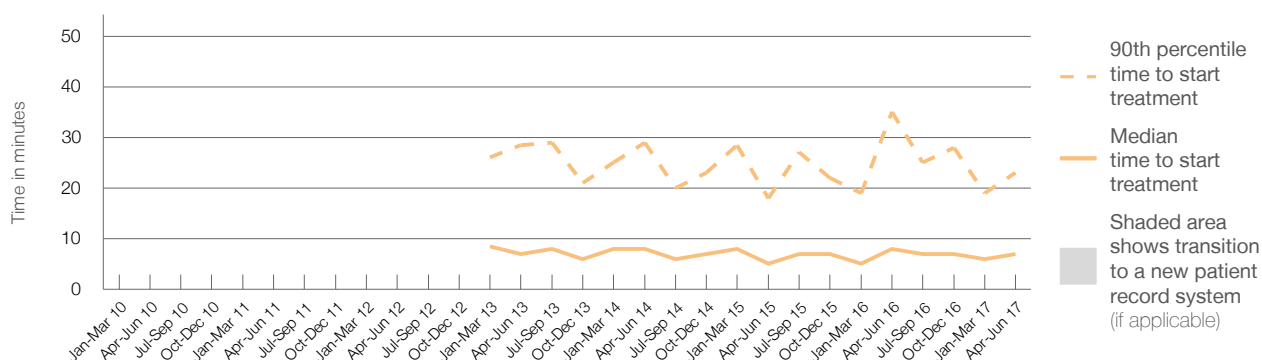
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
252	
251	
8 minutes	8 minutes
35 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^{†‡§}



	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 ⁴ (minutes)				7	8	5	8	7
90th percentile time to start treatment ⁵ (minutes)				29	29	18	35	23

(†) 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.

Moruya District 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: 830

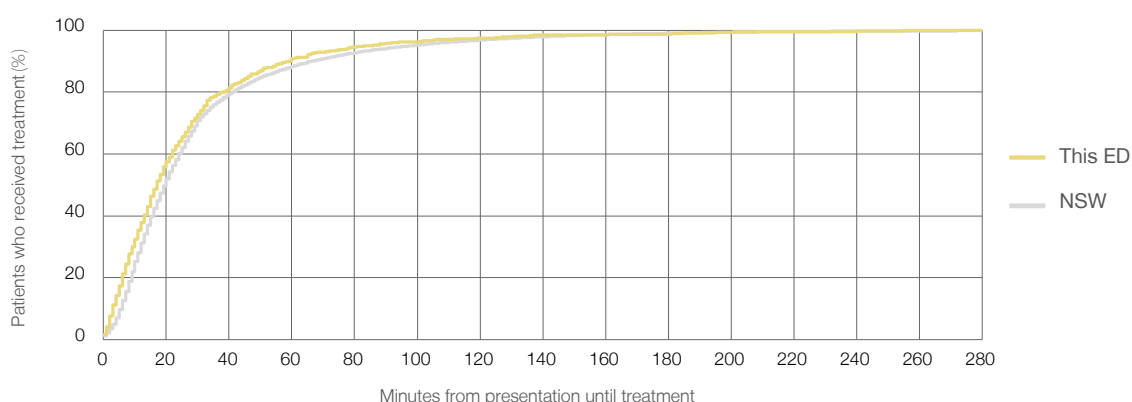
Number of triage 3 patients used to calculate waiting time:³ 801

Median time to start treatment⁴ 17 minutes

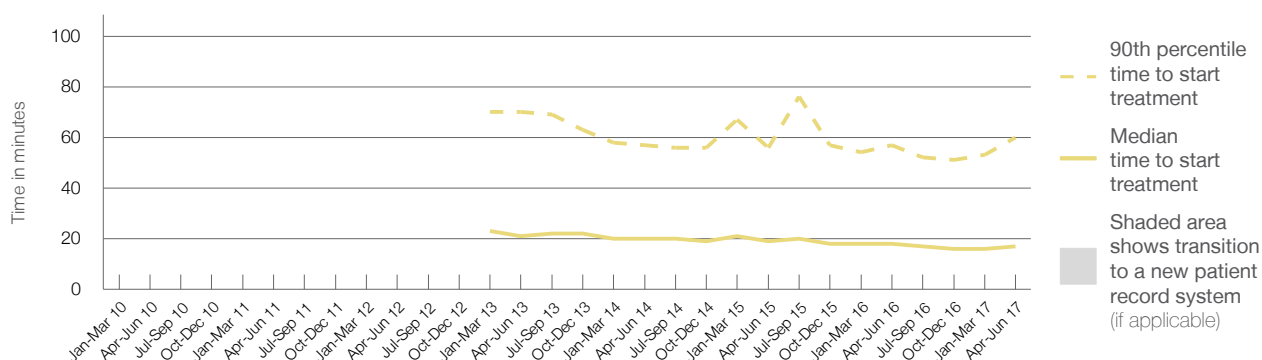
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
699	
689	
18 minutes	20 minutes
57 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^{†‡§}



	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 ⁴ (minutes)				21	20	19	18	17
90th percentile time to start treatment ⁵ (minutes)				70	57	56	57	60

(†) 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.

Moruya District 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: 867

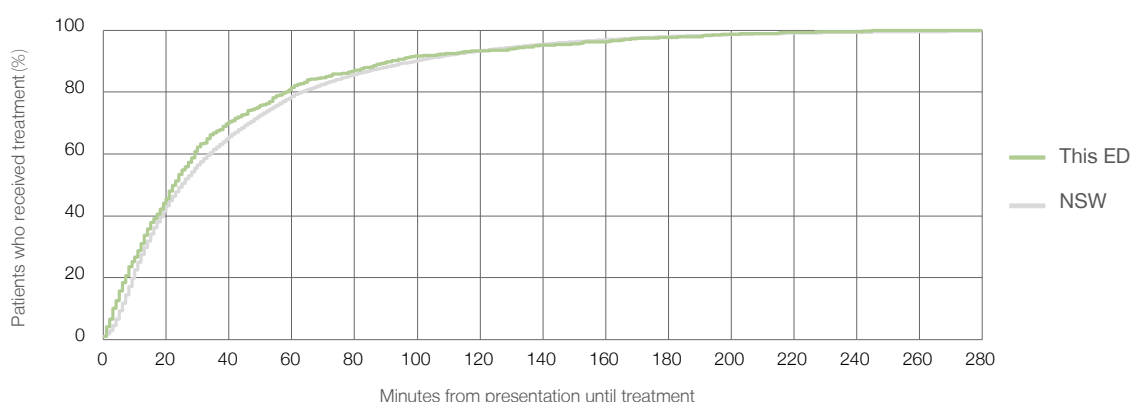
Number of triage 4 patients used to calculate waiting time:³ 780

Median time to start treatment⁴ 23 minutes

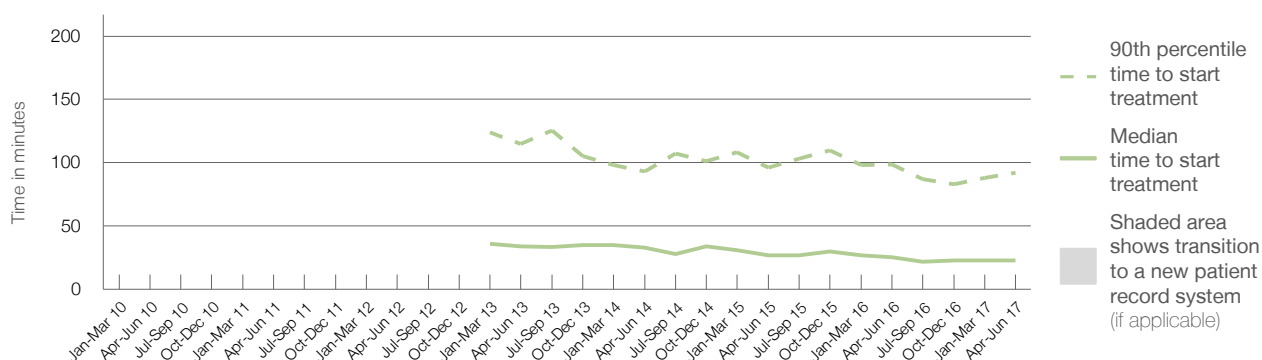
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
875	
820	
26 minutes	25 minutes
99 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^{†‡§}



	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 ⁴ (minutes)				34	33	27	26	23
90th percentile time to start treatment ⁵ (minutes)				115	93	96	99	92

(†) 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.

Moruya District 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: 329

Number of triage 5 patients used to calculate waiting time:³ 251

Median time to start treatment⁴

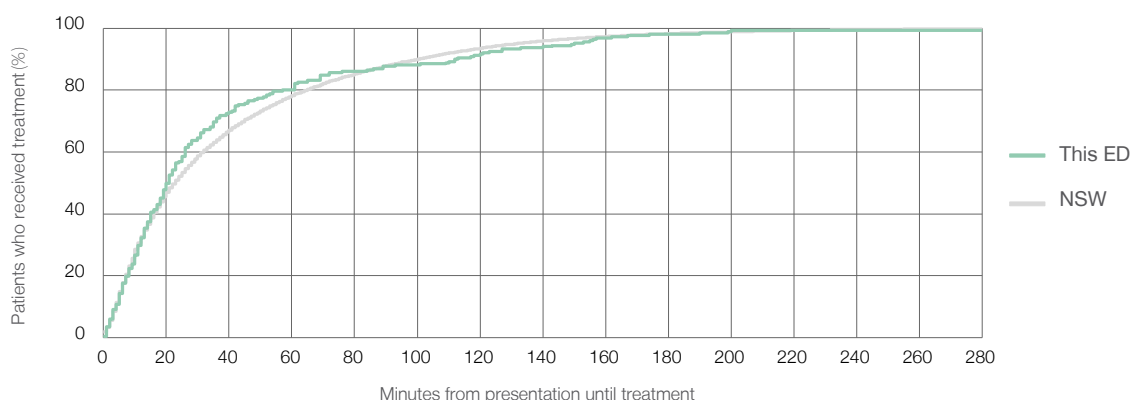
21 minutes

90th percentile time to start treatment⁵

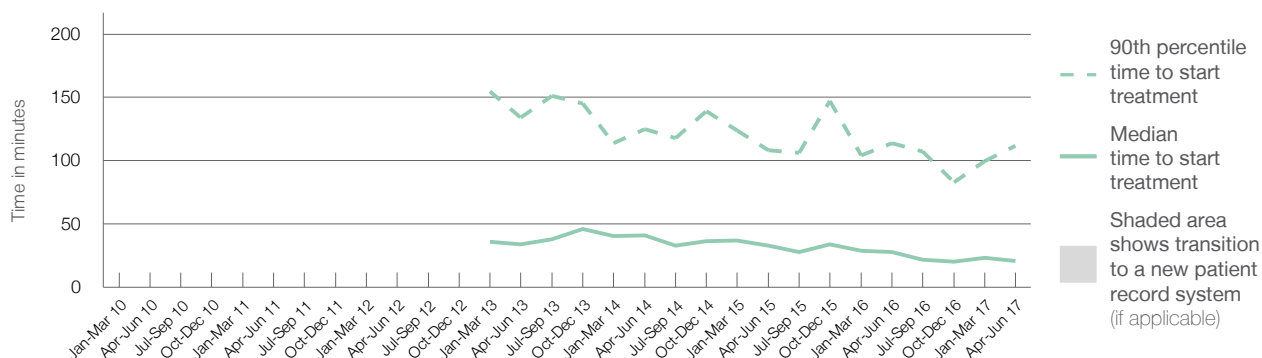
112 minutes

Same period last year	NSW (this period)
334	
283	
28 minutes	23 minutes
114 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^{†‡§}



	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 ⁴ (minutes)				34	41	33	28	21
90th percentile time to start treatment ⁵ (minutes)				134	125	108	114	112

(†) 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.

Moruya District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,536 patients

Presentations used to calculate time to leaving the ED:⁶ 2,536 patients

Median time spent in the ED⁸

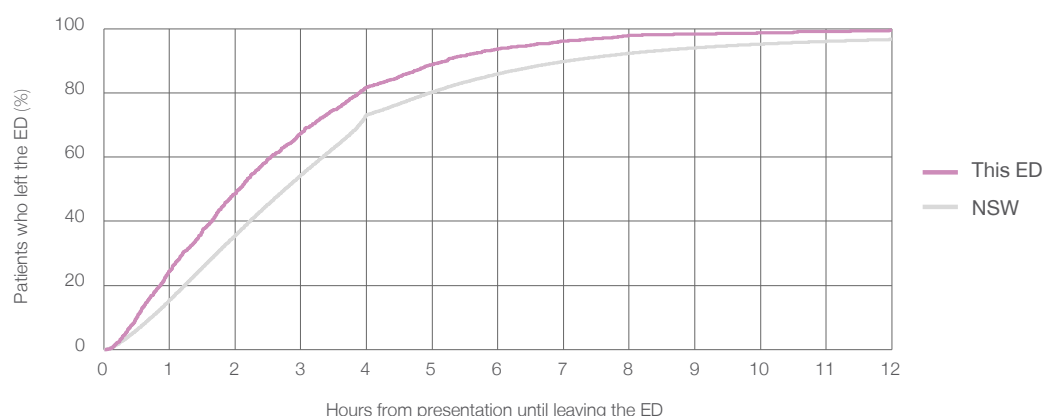
2 hours and 4 minutes

90th percentile time spent in the ED⁹

5 hours and 13 minutes

Same period last year	NSW (this period)
2,325	
2,325	
2 hours and 17 minutes	2 hours and 46 minutes
5 hours and 55 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^{†‡§}



	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 ⁸ (hours, minutes)				2h 18m	2h 29m	2h 13m	2h 17m	2h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)				7h 16m	6h 17m	6h 24m	5h 55m	5h 13m

(†) 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.

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Moruya District Hospital: Time patients spent in the ED

By mode of separation

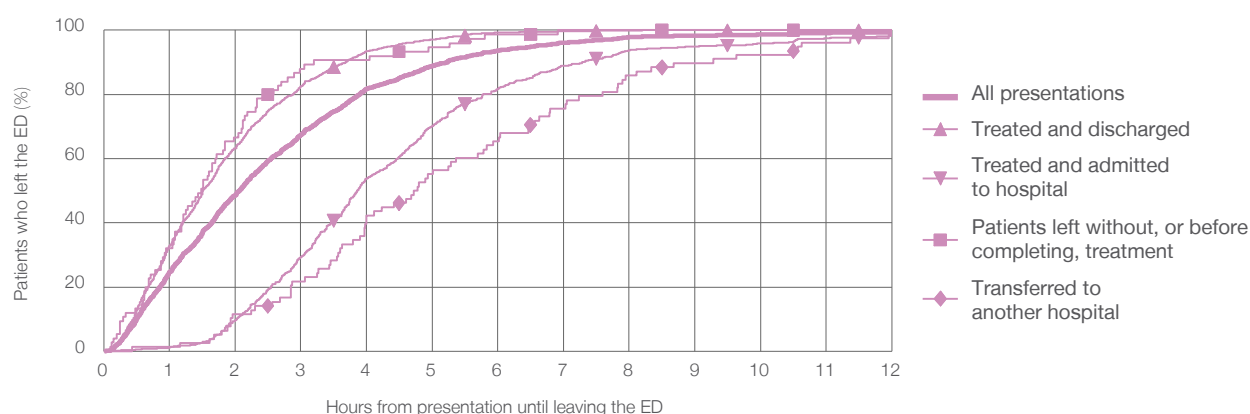
April to June 2017

All presentations:[†] 2,536 patients

Presentations used to calculate time to leaving the ED:[‡] 2,536 patients

		Same period last year	Change since one year ago
Treated and discharged	1,670 (65.9%)	1,486	12.4%
Treated and admitted to hospital	648 (25.6%)	679	-4.6%
Patient left without, or before completing, treatment	75 (3.0%)	71	5.6%
Transferred to another hospital	78 (3.1%)	73	6.8%
Other	65 (2.6%)	16	306.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡§}



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

Treated and discharged	32.8%	63.3%	82.5%	93.5%	99.2%	99.9%	100%	100%
Treated and admitted to hospital	1.2%	9.7%	29.3%	53.9%	81.8%	93.7%	95.8%	98.3%
Patient left without, or before completing, treatment	32.0%	66.7%	88.0%	90.7%	98.7%	100%	100%	100%
Transferred to another hospital	1.3%	11.5%	21.8%	42.3%	65.4%	85.9%	92.3%	98.7%
All presentations	24.6%	48.7%	67.5%	81.8%	93.7%	97.8%	98.6%	99.4%

(†) 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.

Moruya District 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:¹ 2,536 patients

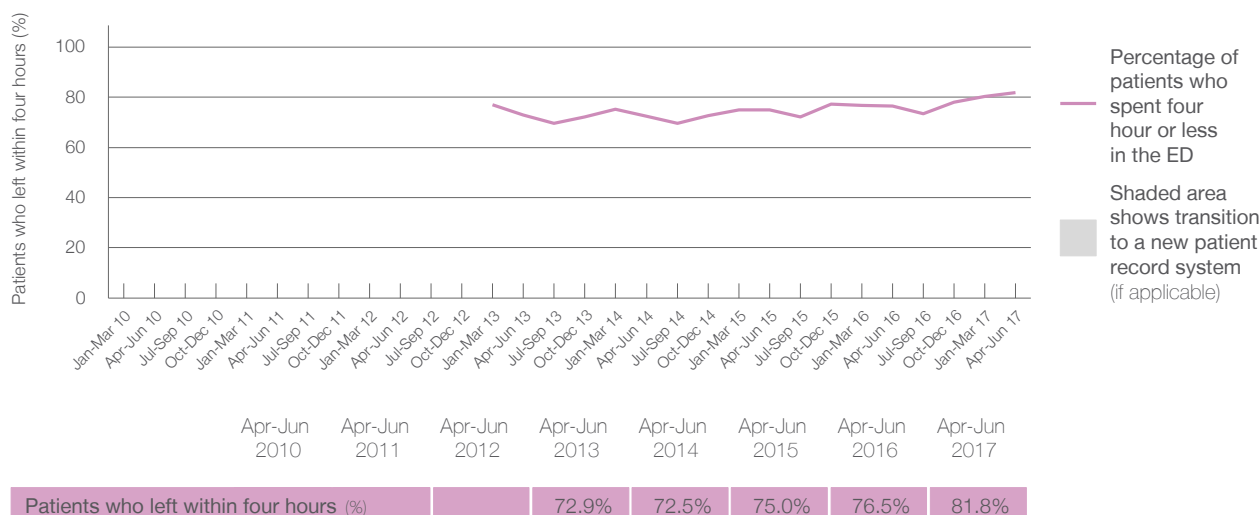
Presentations used to calculate time to leaving the ED:⁶ 2,536 patients

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



Same period last year	Change since one year ago
2,325	9.1%
2,325	9.1%
76.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡§}



- * 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*.
 - 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).

Mudgee District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,797 patients

Emergency presentations:² 2,697 patients

Same period last year	Change since one year ago
2,919	-4.2%
2,567	5.1%

Mudgee District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 227 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 658 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,373 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 431 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
206	
8 minutes	8 minutes
25 minutes	26 minutes
623	
20 minutes	20 minutes
50 minutes	67 minutes
1,240	
34 minutes	25 minutes
96 minutes	99 minutes
491	
37 minutes	23 minutes
129 minutes	101 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,797 patients

Percentage of patients who spent four hours or less in the ED 87.2%

Same period last year	Change since one year ago
2,917	-4.1%
88.0%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

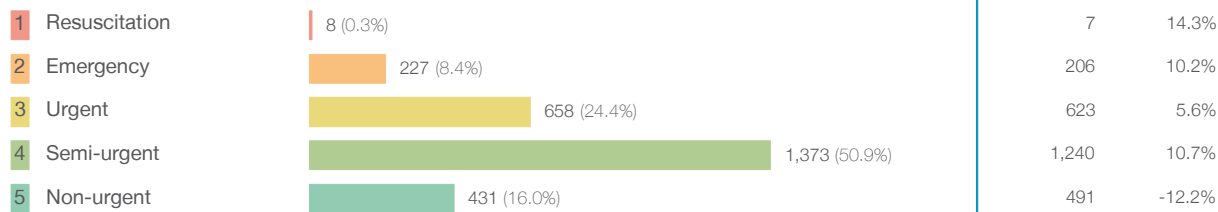
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Mudgee District Hospital: Patients presenting to the emergency department

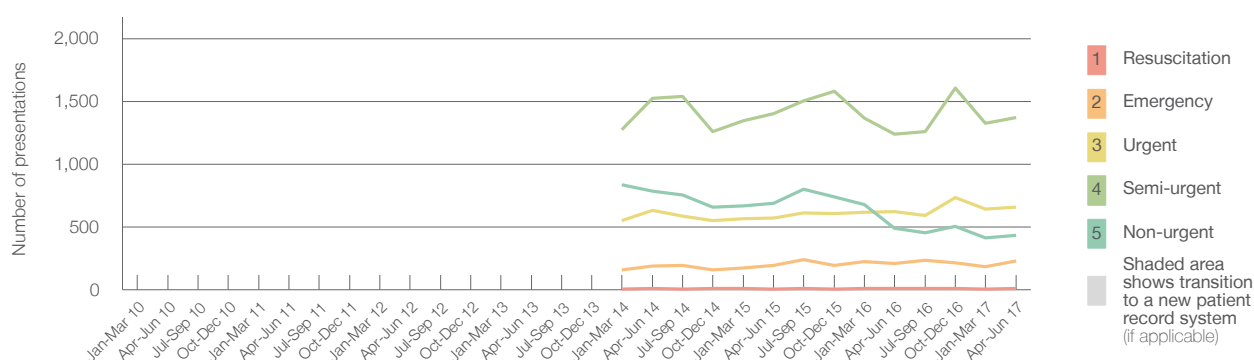
April to June 2017

All presentations:¹ 2,797 patients

Emergency presentations² by triage category: 2,697 patients



Emergency presentations² 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					10	6	7	8
Emergency					189	191	206	227
Urgent					633	573	623	658
Semi-urgent					1,523	1,402	1,240	1,373
Non-urgent					784	686	491	431
All emergency presentations					3,139	2,858	2,567	2,697

Mudgee District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 239 patients

ED Transfer of care time



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

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Mudgee District 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: 227

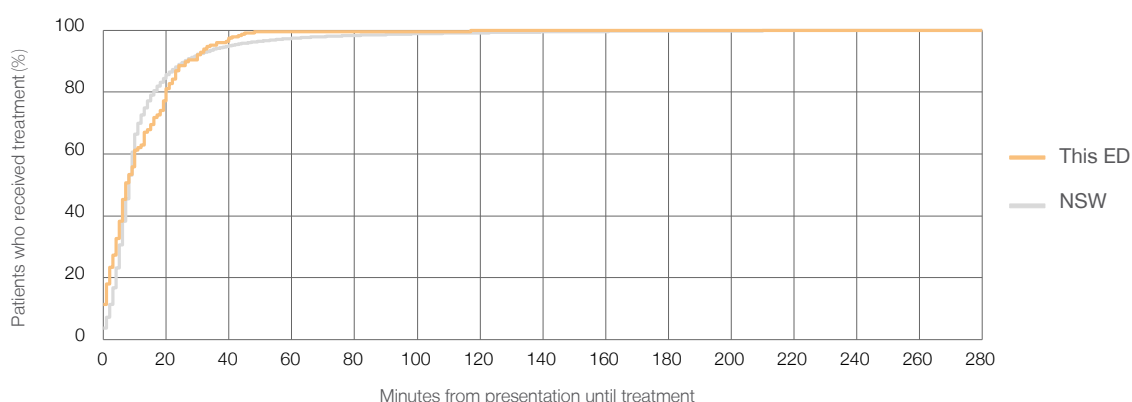
Number of triage 2 patients used to calculate waiting time:³ 227

Median time to start treatment⁴ 7 minutes

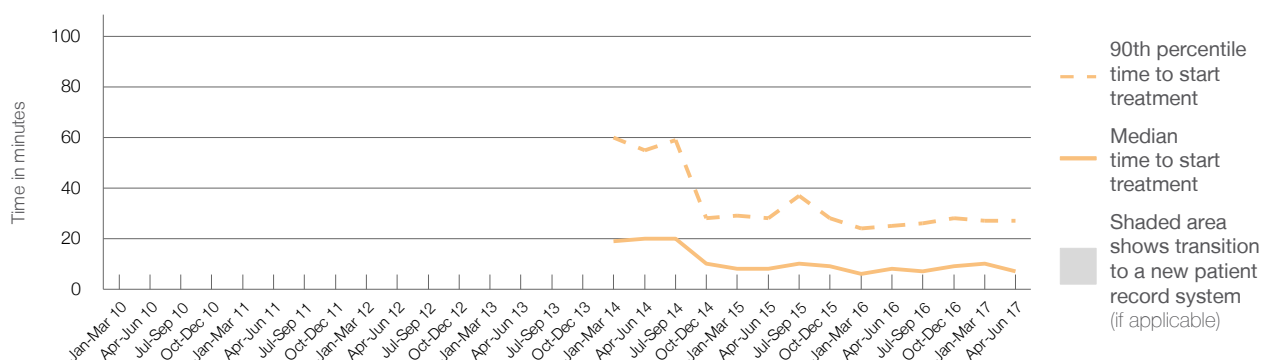
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
206	
205	
8 minutes	8 minutes
25 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^{†‡§}



	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 ⁴ (minutes)					20	8	8	7
90th percentile time to start treatment ⁵ (minutes)					55	28	25	27

(†) 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.

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Mudgee District 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: 658

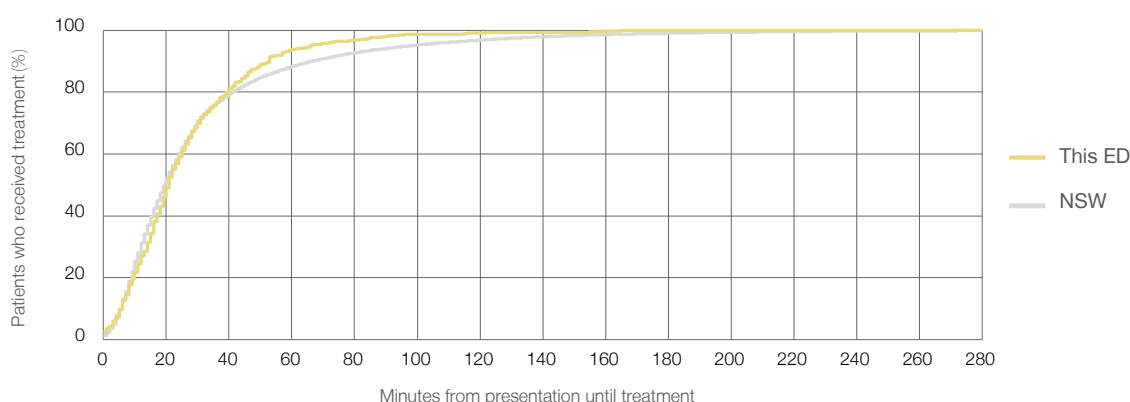
Number of triage 3 patients used to calculate waiting time:³ 653

Median time to start treatment⁴ 21 minutes

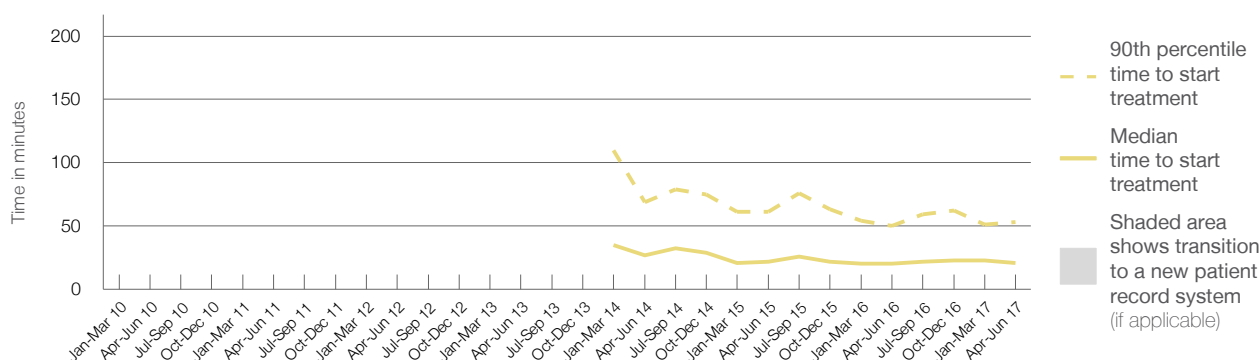
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
623	
613	
20 minutes	20 minutes
50 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^{†‡§}



	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 ⁴ (minutes)					27	22	20	21
90th percentile time to start treatment ⁵ (minutes)					69	61	50	53

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

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Mudgee District 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: 1,373

Number of triage 4 patients used to calculate waiting time:³ 1,295

Median time to start treatment⁴

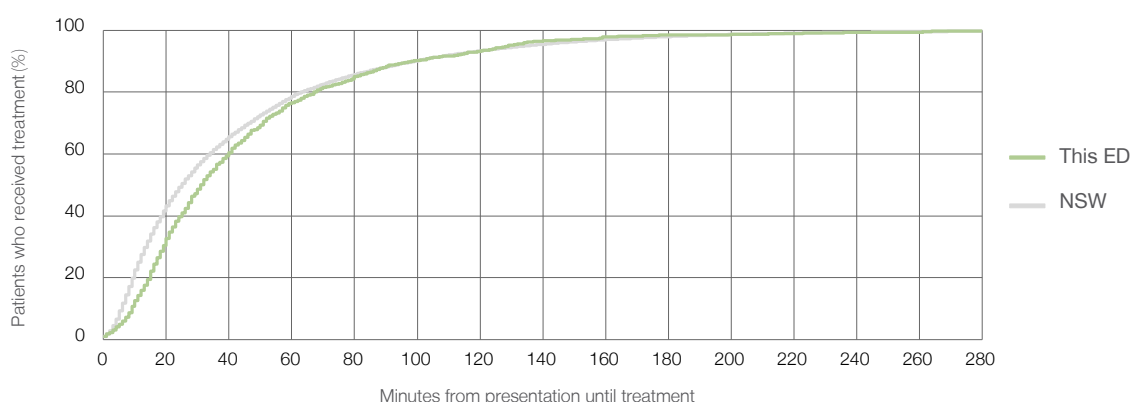
31 minutes

90th percentile time to start treatment⁵

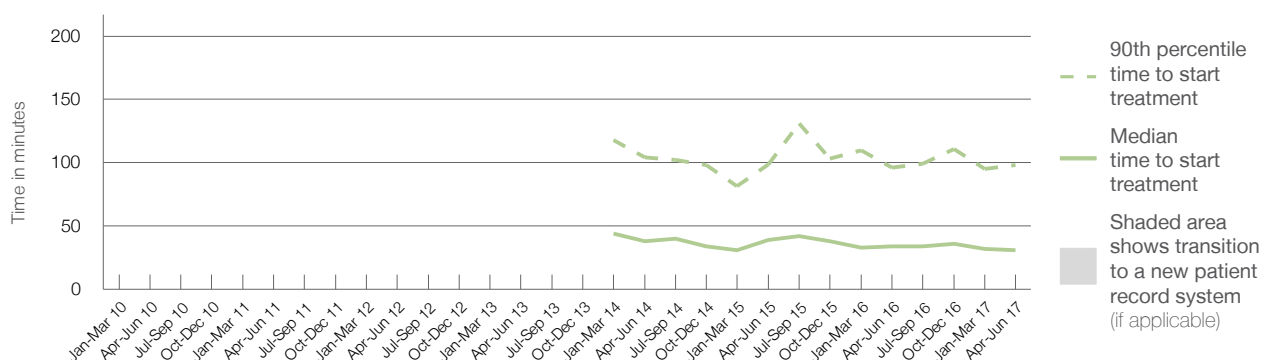
98 minutes

Same period last year	NSW (this period)
1,240	
1,168	
34 minutes	25 minutes
96 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^{†‡§}



	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 ⁴ (minutes)					38	39	34	31
90th percentile time to start treatment ⁵ (minutes)					104	99	96	98

(†) 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.

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Mudgee District 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: 431

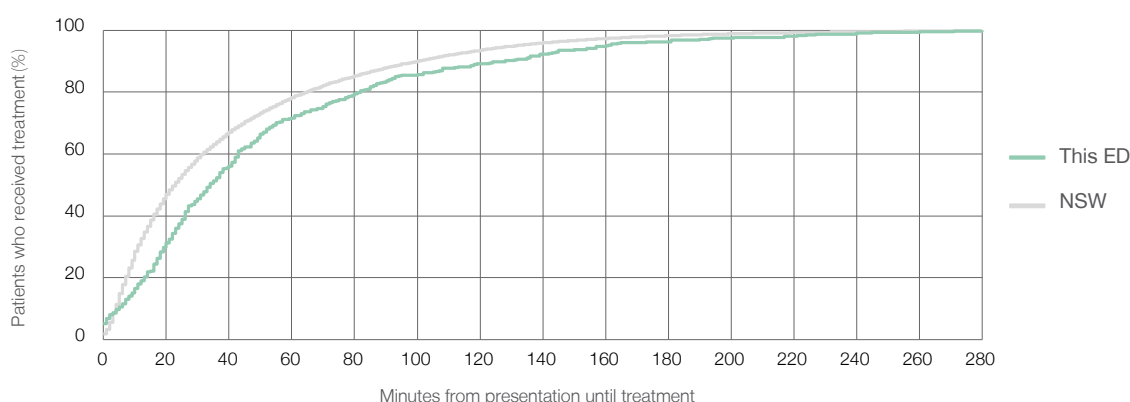
Number of triage 5 patients used to calculate waiting time:³ 398

Median time to start treatment⁴ 34 minutes

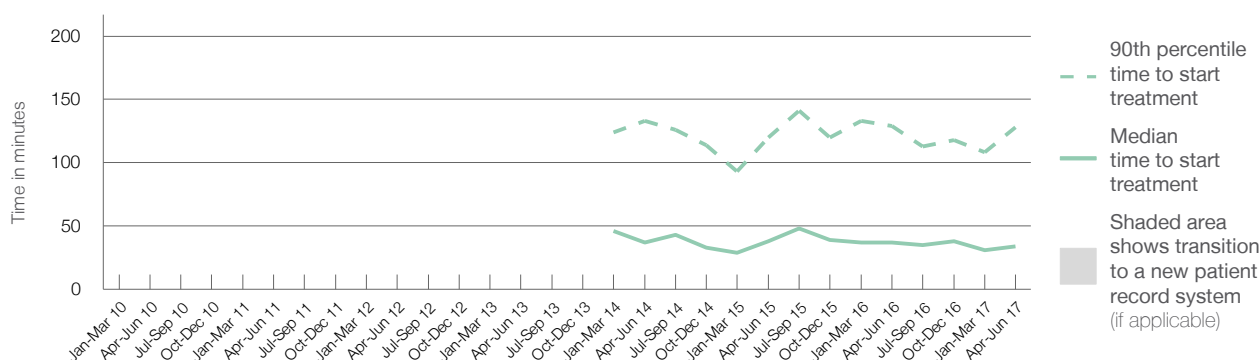
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
491	
395	
37 minutes	23 minutes
129 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^{†‡§}



	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 ⁴ (minutes)					37	38	37	34
90th percentile time to start treatment ⁵ (minutes)					133	120	129	128

(†) 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.

Mudgee District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,797 patients

Presentations used to calculate time to leaving the ED:⁶ 2,797 patients

Median time spent in the ED⁸

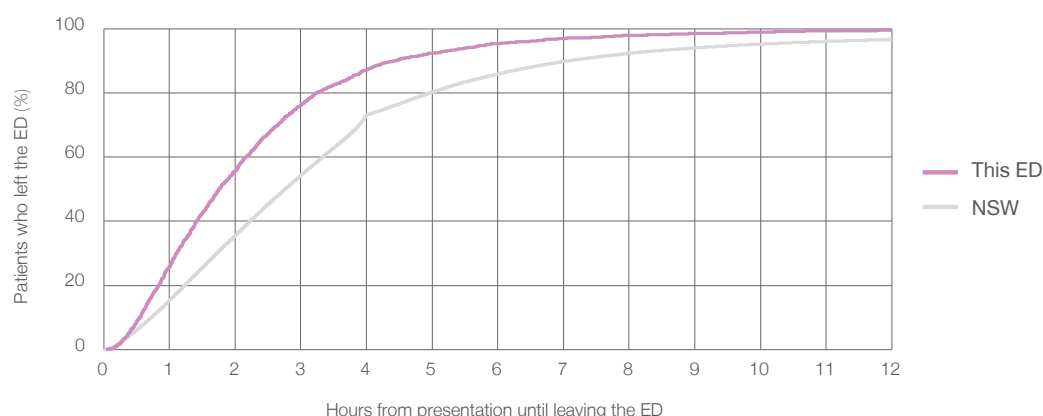
1 hours and 46 minutes

90th percentile time spent in the ED⁹

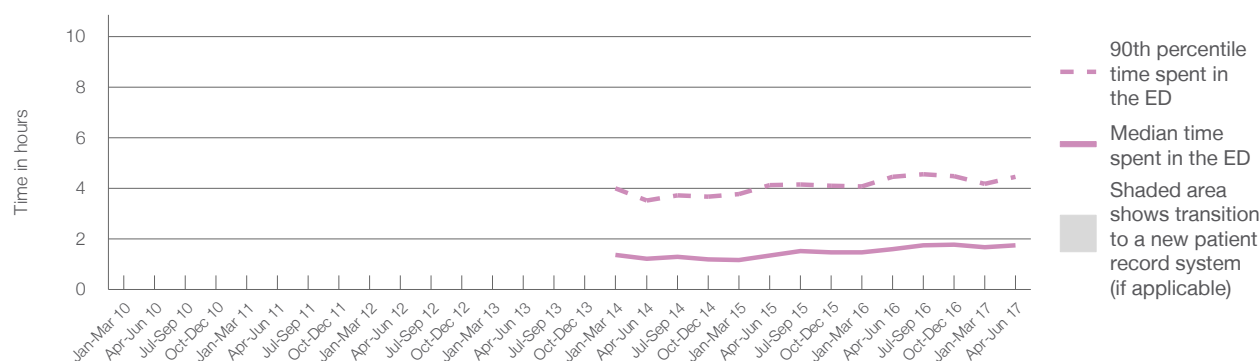
4 hours and 27 minutes

Same period last year	NSW (this period)
2,919	
2,917	
1 hours and 36 minutes	2 hours and 46 minutes
4 hours and 27 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^{†‡§}



	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 ⁸ (hours, minutes)					1h 13m	1h 21m	1h 36m	1h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)					3h 31m	4h 8m	4h 27m	4h 27m

(†) 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.

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Mudgee District Hospital: Time patients spent in the ED

By mode of separation

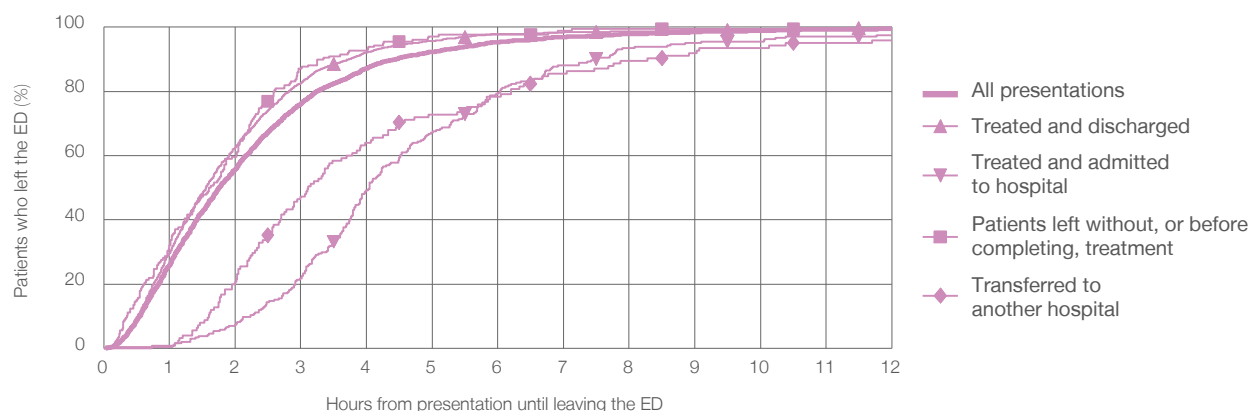
April to June 2017

All presentations:[†] 2,797 patients

Presentations used to calculate time to leaving the ED:[‡] 2,797 patients

		Same period last year	Change since one year ago
Treated and discharged	2,240 (80.1%)	2,348	-4.6%
Treated and admitted to hospital	244 (8.7%)	239	2.1%
Patient left without, or before completing, treatment	178 (6.4%)	174	2.3%
Transferred to another hospital	125 (4.5%)	137	-8.8%
Other	10 (0.4%)	21	-52.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡§}



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

Treated and discharged	29.6%	62.6%	82.6%	92.1%	97.8%	98.7%	99.5%	99.8%
Treated and admitted to hospital	0.4%	7.4%	21.7%	49.2%	79.5%	93.4%	95.5%	97.5%
Patient left without, or before completing, treatment	32.0%	59.6%	87.1%	92.7%	97.8%	99.4%	99.4%	99.4%
Transferred to another hospital	0.8%	20.8%	47.2%	64.0%	78.4%	89.6%	93.6%	96.0%
All presentations	26.0%	55.7%	76.1%	87.2%	95.4%	97.9%	98.9%	99.4%

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

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Mudgee District 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:¹ 2,797 patients

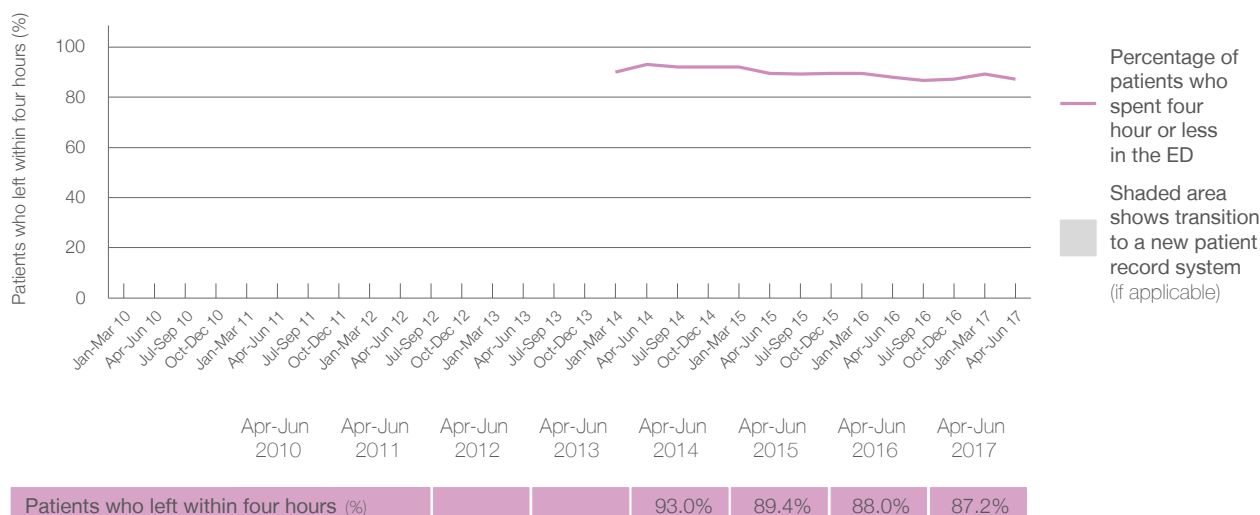
Presentations used to calculate time to leaving the ED:⁶ 2,797 patients

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



Same period last year	Change since one year ago
2,919	-4.2%
2,917	-4.1%
88.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡§}



- * 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*.
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 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*.
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 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).

Muswellbrook District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,440 patients

Emergency presentations:² 2,295 patients

Same period last year	Change since one year ago
2,380	2.5%
2,256	1.7%

Muswellbrook District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 154 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 561 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,116 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 464 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
131	
6 minutes	8 minutes
20 minutes	26 minutes
522	
21 minutes	20 minutes
82 minutes	67 minutes
1,251	
38 minutes	25 minutes
108 minutes	99 minutes
352	
34 minutes	23 minutes
113 minutes	101 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,440 patients

Percentage of patients who spent four hours or less in the ED 89.4%

Same period last year	Change since one year ago
2,380	2.5%
89.7%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

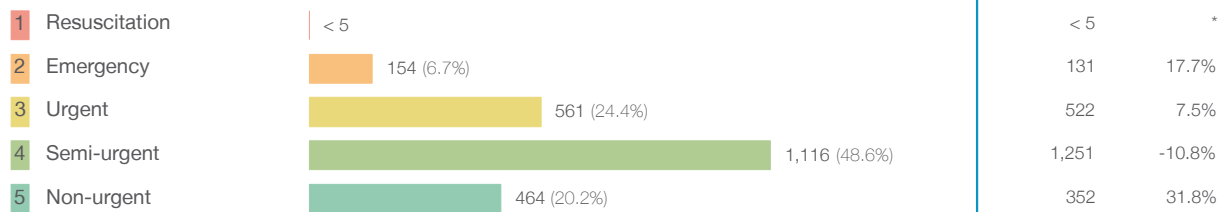
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Muswellbrook District Hospital: Patients presenting to the emergency department

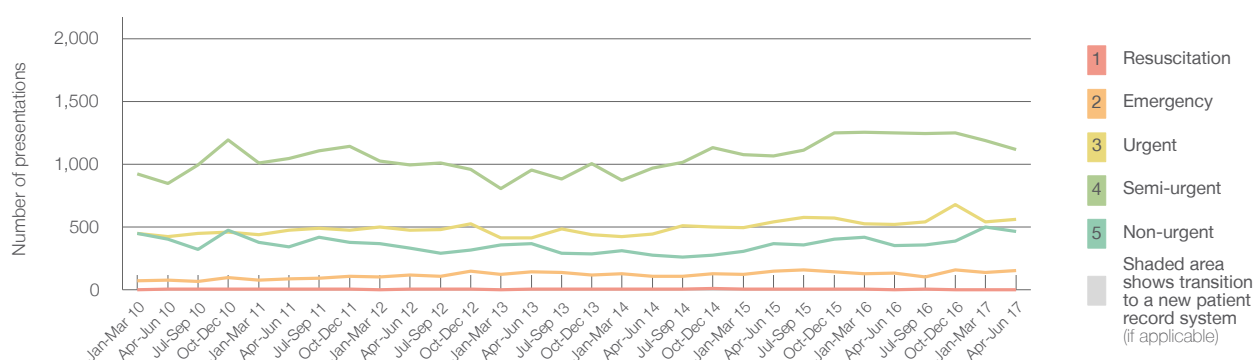
April to June 2017

All presentations:¹ 2,440 patients

Emergency presentations² by triage category: 2,295 patients



Emergency presentations² 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	5	< 5	6	< 5	5	< 5	< 5	< 5
Emergency	74	88	116	142	106	153	131	154
Urgent	425	473	472	411	443	538	522	561
Semi-urgent	847	1,043	992	952	968	1,064	1,251	1,116
Non-urgent	402	340	332	366	275	364	352	464
All emergency presentations	1,753	1,944	1,918	1,871	1,797	2,119	2,256	2,295

Muswellbrook District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 365 patients

ED Transfer of care time



(†) 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.

Muswellbrook District 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: 154

Number of triage 2 patients used to calculate waiting time:³ 148

Median time to start treatment⁴

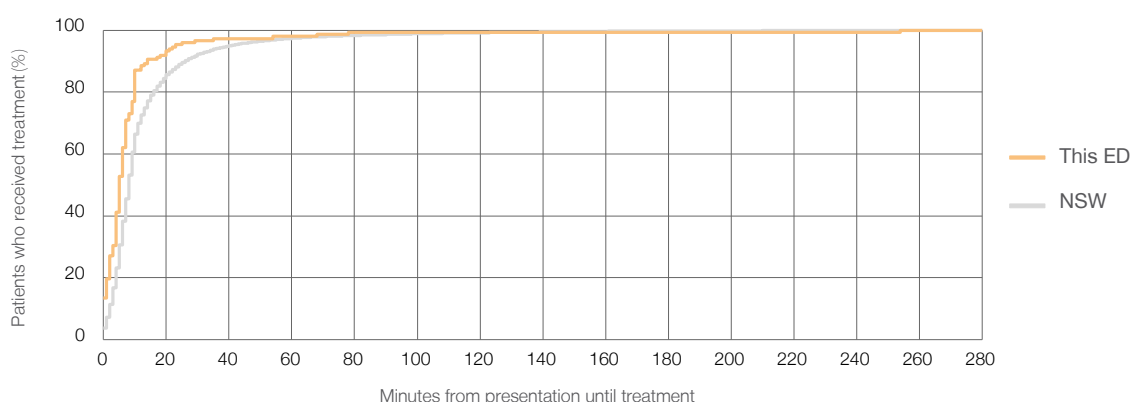
5 minutes

90th percentile time to start treatment⁵

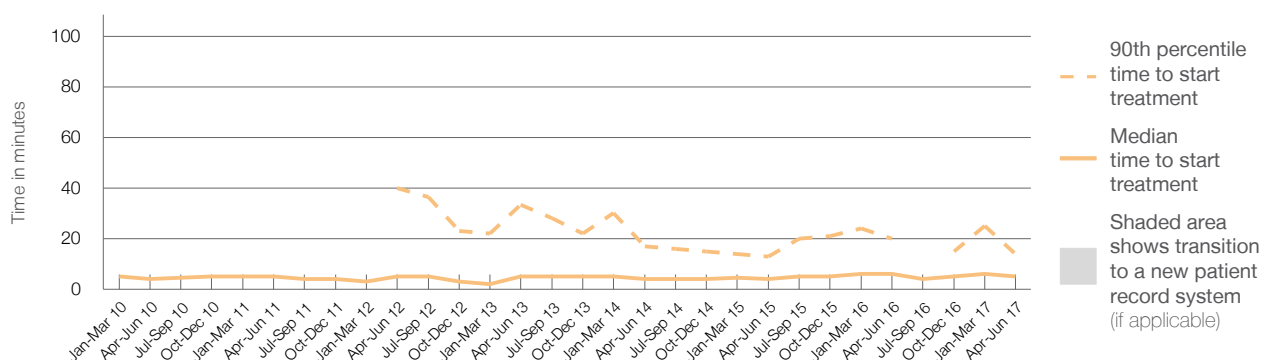
14 minutes

Same period last year	NSW (this period)
131	
124	
6 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^{†‡}



	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 ⁴ (minutes)	4	5	5	5	4	4	6	5
90th percentile time to start treatment ⁵ (minutes)	*	*	40	34	17	13	20	14

(†) 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.

Muswellbrook District 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: 561

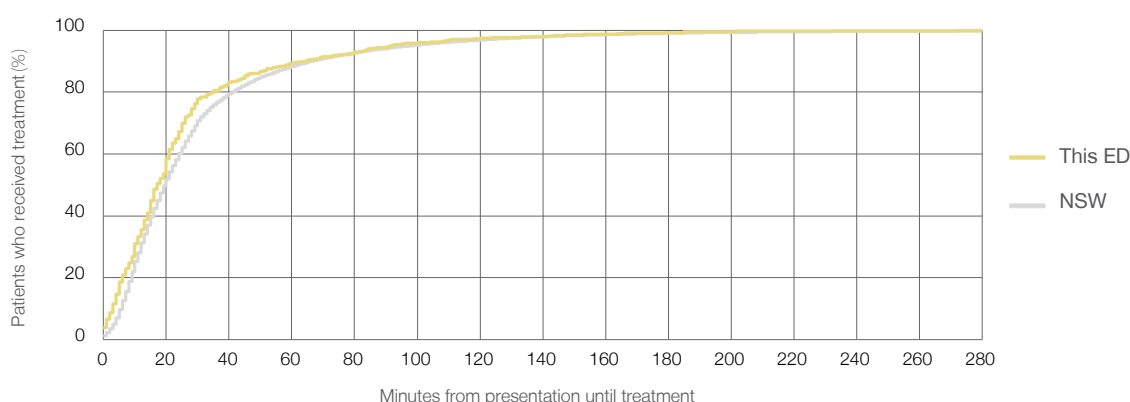
Number of triage 3 patients used to calculate waiting time:³ 520

Median time to start treatment⁴ 17 minutes

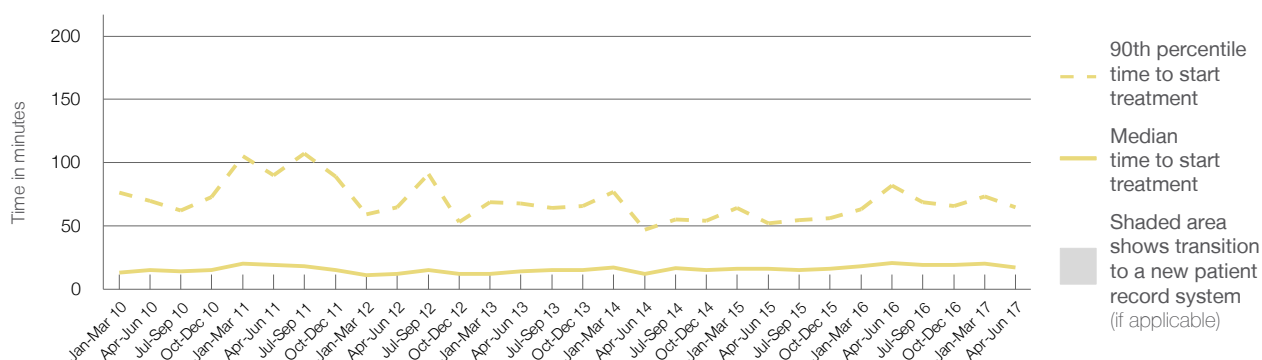
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
522	
499	
21 minutes	20 minutes
82 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^{†‡}



	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 ⁴ (minutes)	15	19	12	14	12	16	21	17
90th percentile time to start treatment ⁵ (minutes)	70	90	65	68	47	52	82	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.

Muswellbrook District 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: 1,116

Number of triage 4 patients used to calculate waiting time:³ 1,018

Median time to start treatment⁴

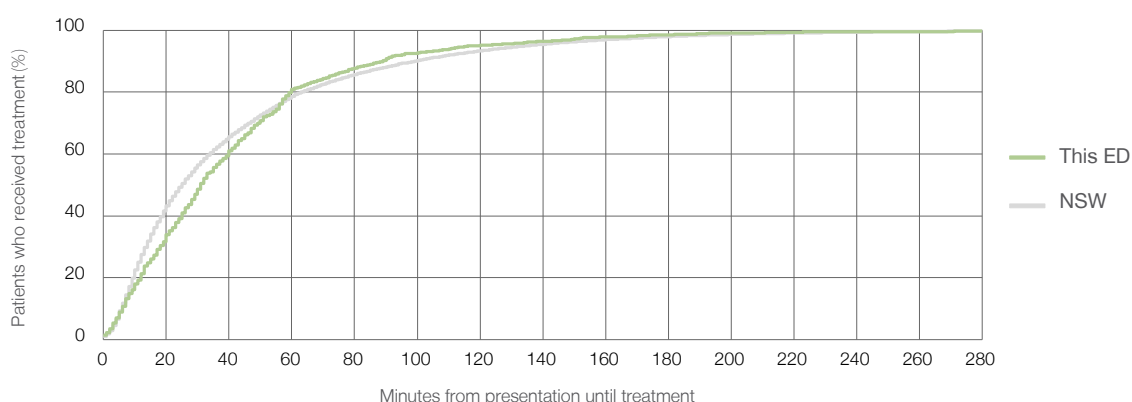
31 minutes

90th percentile time to start treatment⁵

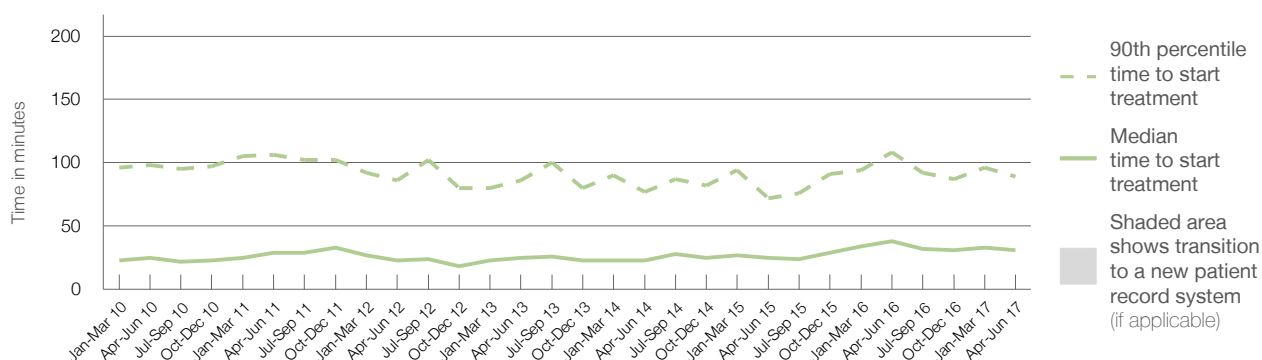
89 minutes

Same period last year	NSW (this period)
1,251	
1,137	
38 minutes	25 minutes
108 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^{†‡}



	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 ⁴ (minutes)	25	29	23	25	23	25	38	31
90th percentile time to start treatment ⁵ (minutes)	98	106	86	86	77	72	108	89

(†) 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.

Muswellbrook District 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: 464

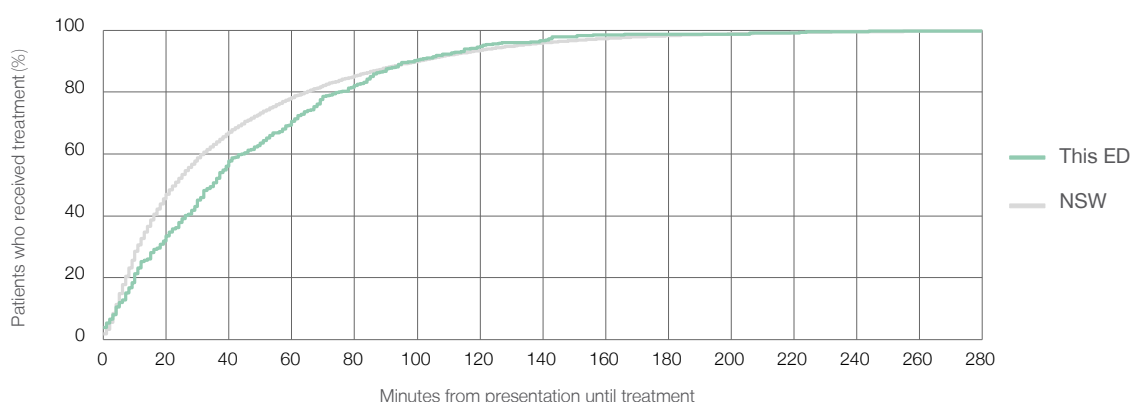
Number of triage 5 patients used to calculate waiting time:³ 405

Median time to start treatment⁴ 35 minutes

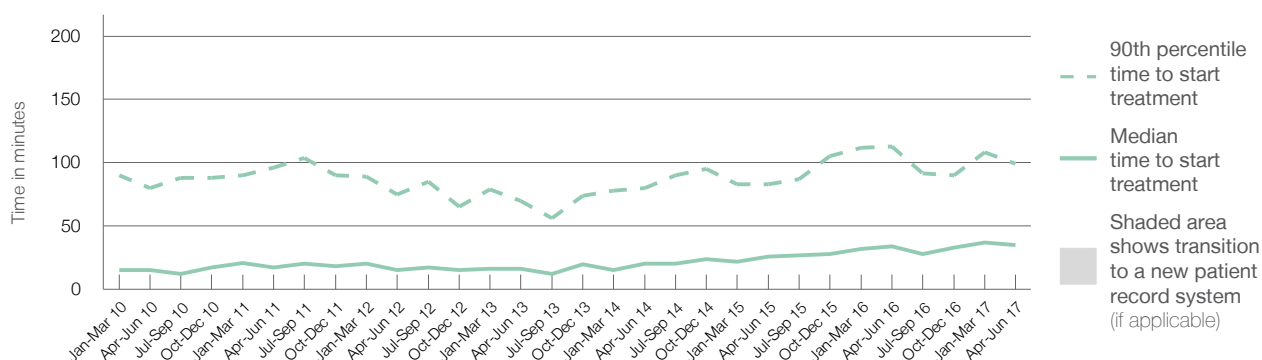
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
352	
301	
34 minutes	23 minutes
113 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^{†‡}



	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 ⁴ (minutes)	15	17	15	16	20	26	34	35
90th percentile time to start treatment ⁵ (minutes)	80	96	75	70	80	83	113	99

(†) 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.

Muswellbrook District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,440 patients

Presentations used to calculate time to leaving the ED:⁶ 2,440 patients

Median time spent in the ED⁸

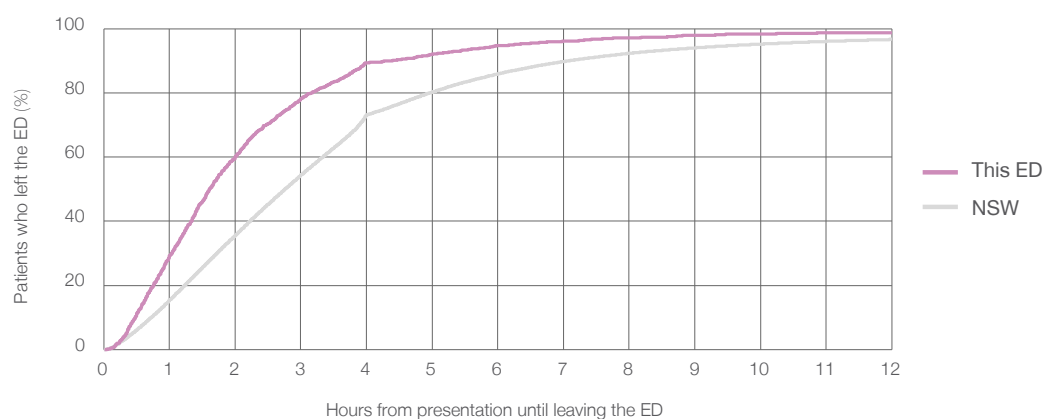
1 hours and 37 minutes

90th percentile time spent in the ED⁹

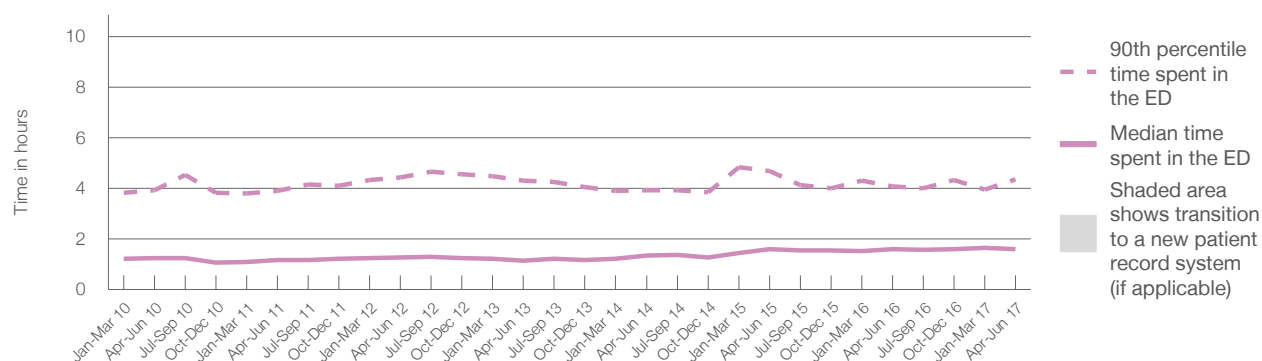
4 hours and 22 minutes

Same period last year	NSW (this period)
2,380	
2,380	
1 hours and 37 minutes	2 hours and 46 minutes
4 hours and 6 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^{†‡}



	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 ⁸ (hours, minutes)	1h 15m	1h 11m	1h 16m	1h 9m	1h 21m	1h 37m	1h 37m	1h 37m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 56m	3h 55m	4h 26m	4h 18m	3h 56m	4h 42m	4h 6m	4h 22m

(†) 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.

Muswellbrook District Hospital: Time patients spent in the ED

By mode of separation

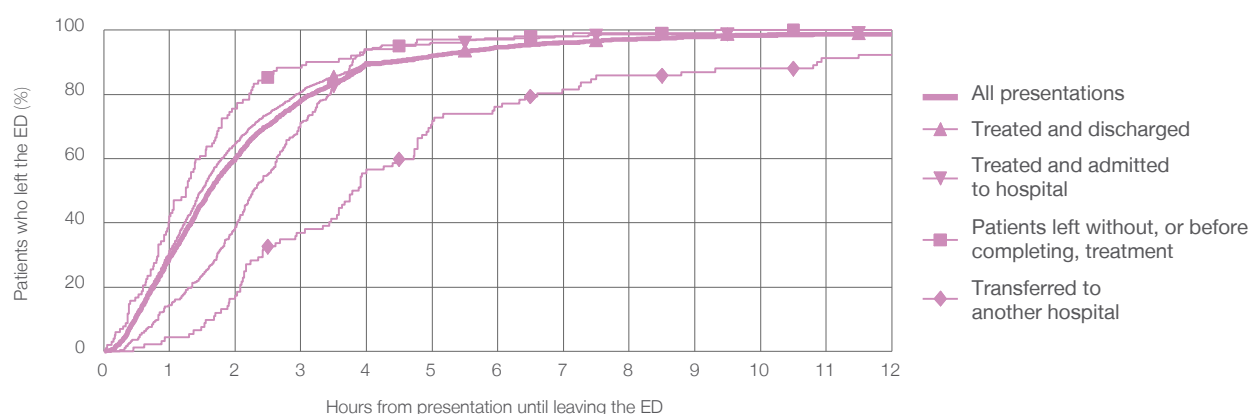
April to June 2017

All presentations:[†] 2,440 patients

Presentations used to calculate time to leaving the ED:[‡] 2,440 patients

		Same period last year	Change since one year ago
Treated and discharged	1,831 (75.0%)	1,825	0.3%
Treated and admitted to hospital	315 (12.9%)	277	13.7%
Patient left without, or before completing, treatment	102 (4.2%)	105	-2.9%
Transferred to another hospital	92 (3.8%)	81	13.6%
Other	100 (4.1%)	92	8.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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

Treated and discharged	31.2%	64.9%	80.8%	90.2%	95.1%	97.5%	99.0%	99.2%
Treated and admitted to hospital	14.3%	38.7%	71.1%	94.0%	97.5%	98.7%	98.7%	99.0%
Patient left without, or before completing, treatment	42.2%	75.5%	88.2%	94.1%	97.1%	99.0%	100%	100%
Transferred to another hospital	4.3%	17.4%	37.0%	56.5%	76.1%	85.9%	88.0%	92.4%
All presentations	29.3%	60.2%	78.1%	89.4%	94.7%	97.1%	98.4%	98.7%

(†) 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.

Muswellbrook District 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:¹ 2,440 patients

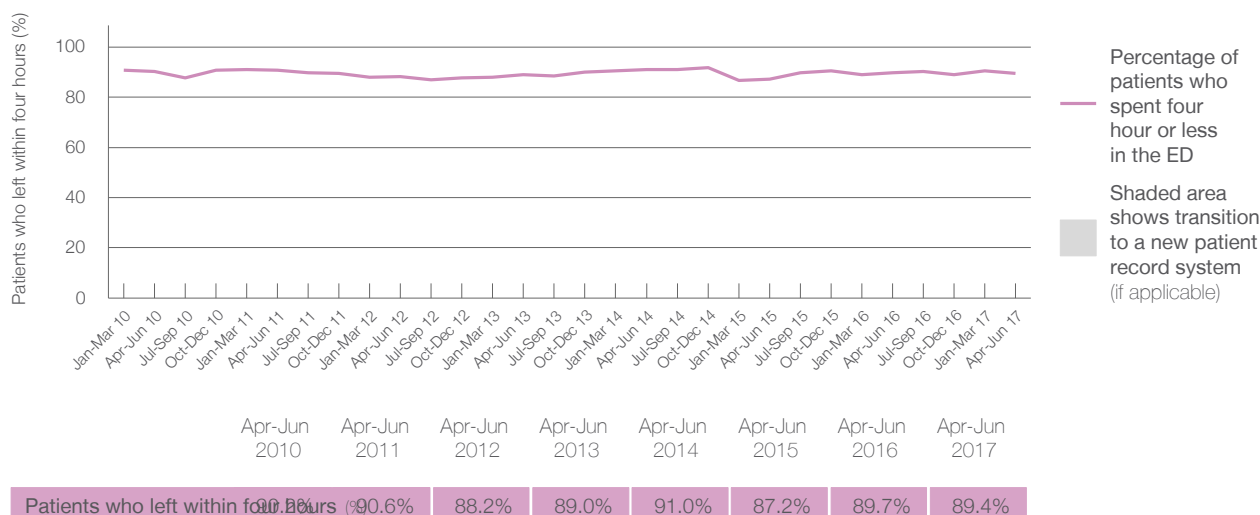
Presentations used to calculate time to leaving the ED:⁶ 2,440 patients

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



Same period last year	Change since one year ago
2,380	2.5%
2,380	2.5%
89.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017 ^{†‡}



* 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).

Narrabri District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 1,355 patients

Emergency presentations:² 1,318 patients

Same period last year	Change since one year ago
1,477	-8.3%
1,462	-9.8%

Narrabri District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 91 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 344 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 590 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 57 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 286 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
133	
4 minutes	8 minutes
9 minutes	26 minutes
400	
15 minutes	20 minutes
40 minutes	67 minutes
602	
23 minutes	25 minutes
60 minutes	99 minutes
327	
20 minutes	23 minutes
65 minutes	101 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 1,355 patients

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

92.3%

Same period last year	Change since one year ago
1,477	-8.3%
91.5%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

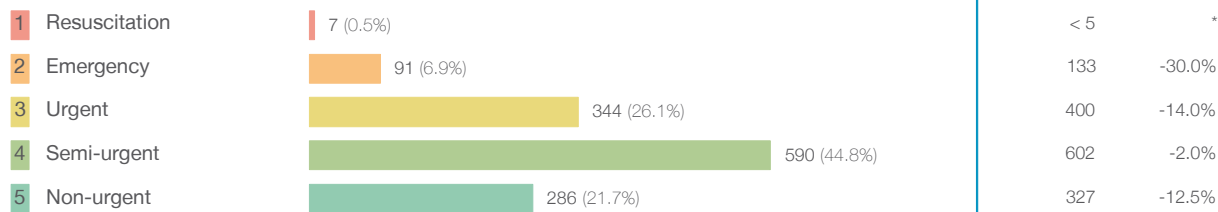
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Narrabri District Hospital: Patients presenting to the emergency department

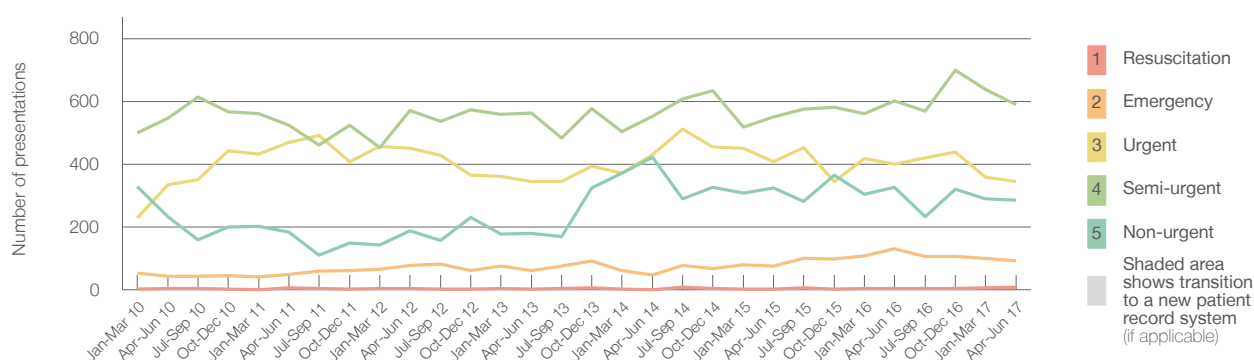
April to June 2017

All presentations:¹ 1,355 patients

Emergency presentations² by triage category: 1,318 patients



Emergency presentations² 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	< 5	5	< 5	< 5	0	< 5	< 5	7
Emergency	46	49	82	61	46	78	133	91
Urgent	334	469	451	345	431	407	400	344
Semi-urgent	547	524	572	563	553	550	602	590
Non-urgent	233	183	187	179	423	324	327	286
All emergency presentations	1,160	1,230	1,292	1,148	1,453	1,359	1,462	1,318

Narrabri District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 96 patients

ED Transfer of care time



(†) 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.

Narrabri District 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: 91

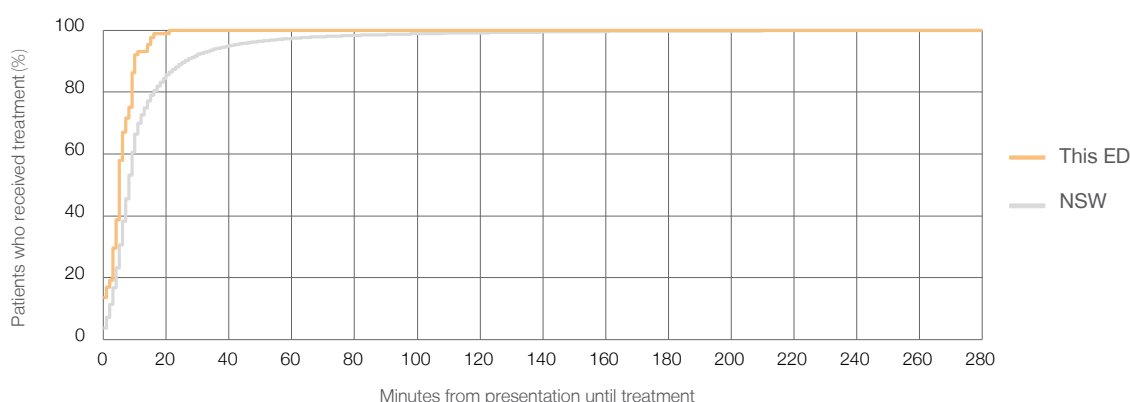
Number of triage 2 patients used to calculate waiting time:³ 88

Median time to start treatment⁴ 5 minutes

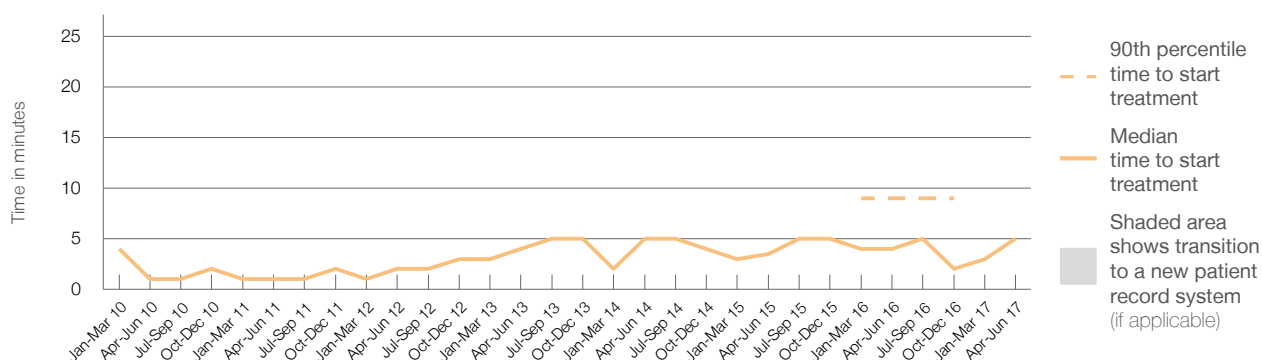
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
133	
129	
4 minutes	8 minutes
9 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^{†‡}



	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 ⁴ (minutes)	1	1	2	4	5	4	4	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	*	9	*

(†) 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.

Narrabri District 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: 344

Number of triage 3 patients used to calculate waiting time:³ 340

Median time to start treatment⁴

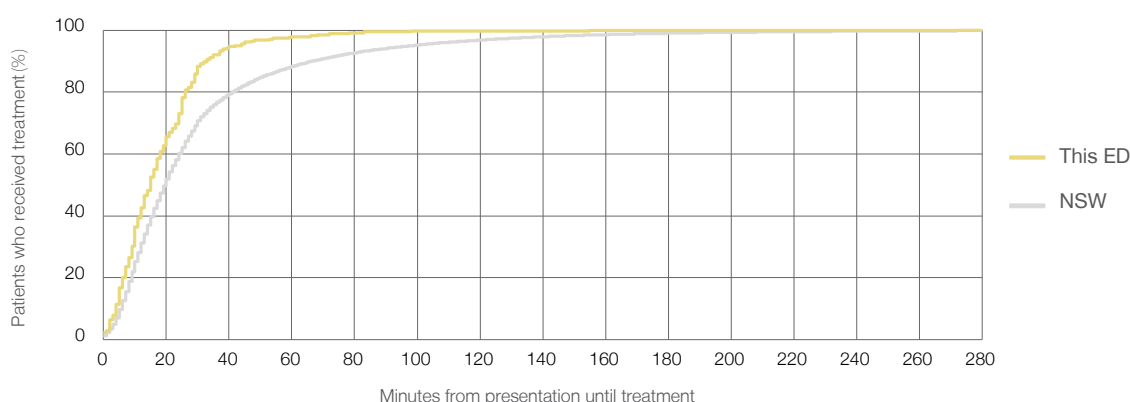
15 minutes

90th percentile time to start treatment⁵

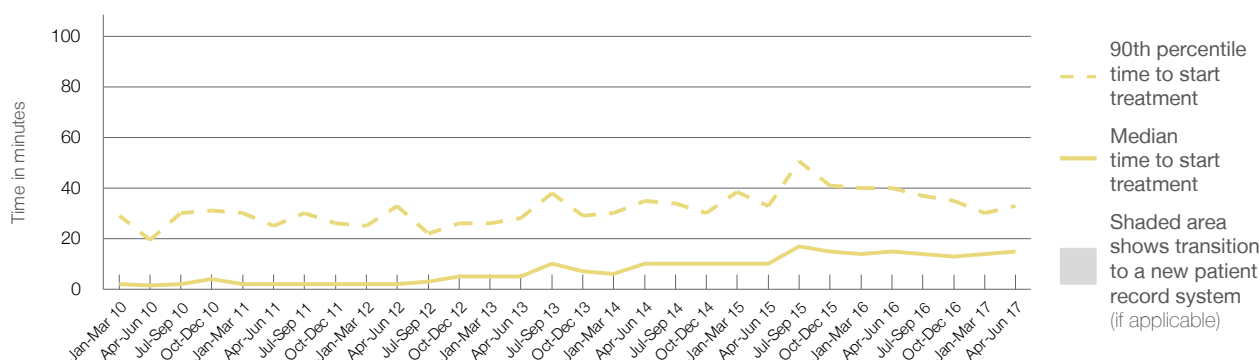
33 minutes

Same period last year	NSW (this period)
400	
393	
15 minutes	20 minutes
40 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^{†‡}



	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 ⁴ (minutes)	2	2	2	5	10	10	15	15
90th percentile time to start treatment ⁵ (minutes)	20	25	33	28	35	33	40	33

(†) 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.

Narrabri District 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: 590

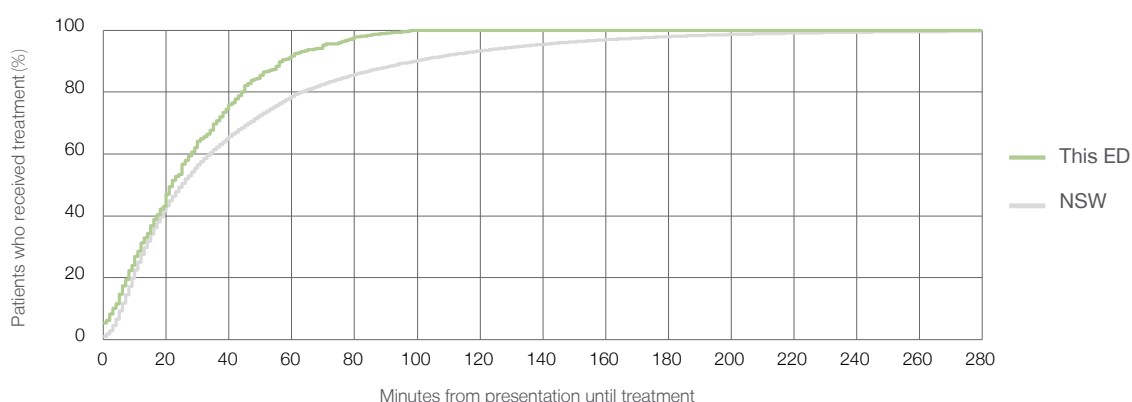
Number of triage 4 patients used to calculate waiting time:³ 578

Median time to start treatment⁴ 22 minutes

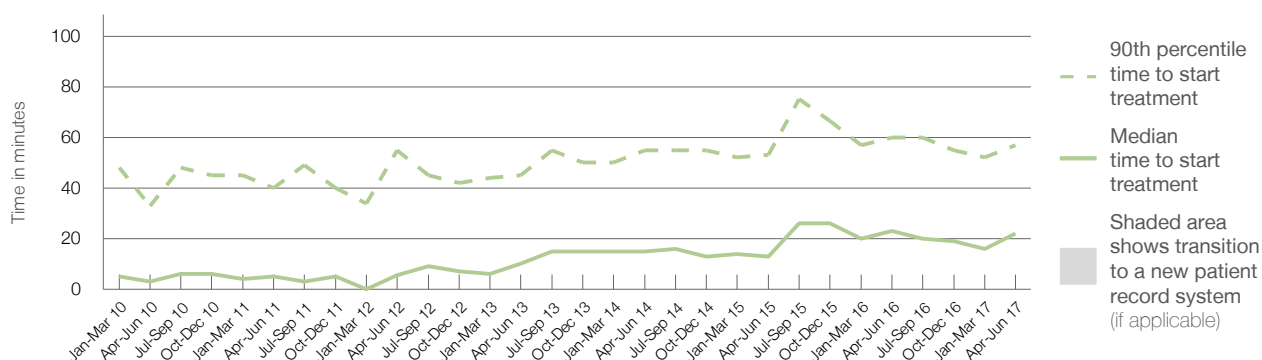
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
602	
592	
23 minutes	25 minutes
60 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^{†‡}



	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 ⁴ (minutes)	3	5	6	10	15	13	23	22
90th percentile time to start treatment ⁵ (minutes)	33	40	55	45	55	53	60	57

(†) 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.

Narrabri District 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: 286

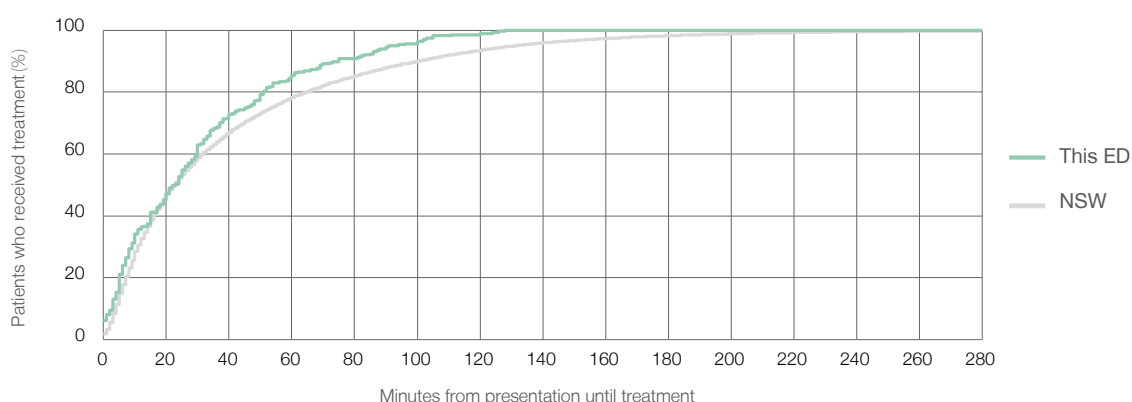
Number of triage 5 patients used to calculate waiting time:³ 275

Median time to start treatment⁴ 23 minutes

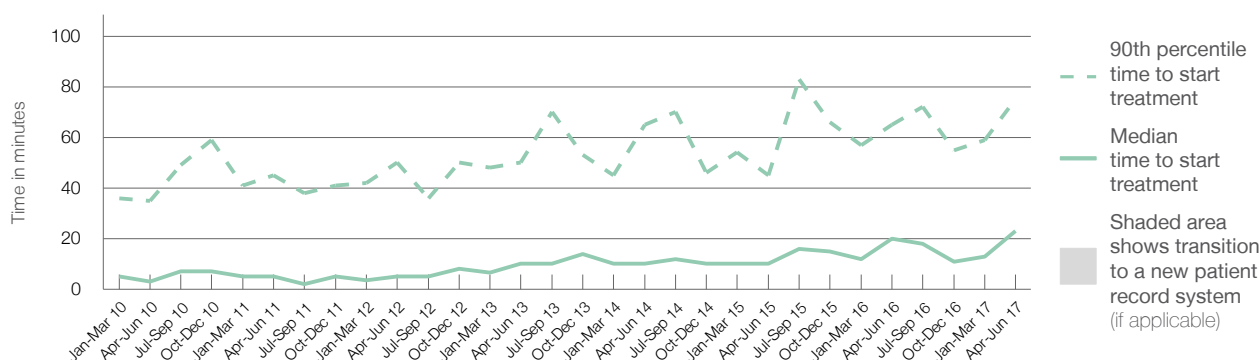
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
327	
318	
20 minutes	23 minutes
65 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^{†‡}



	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 ⁴ (minutes)	3	5	5	10	10	10	20	23
90th percentile time to start treatment ⁵ (minutes)	35	45	50	50	65	45	65	75

(†) 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.

Narrabri District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 1,355 patients

Presentations used to calculate time to leaving the ED:⁶ 1,355 patients

Median time spent in the ED⁸

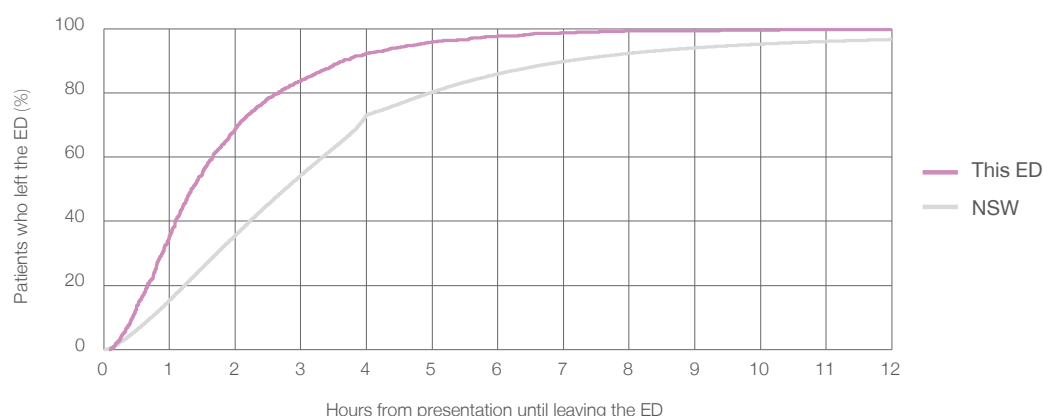
1 hours and 20 minutes

90th percentile time spent in the ED⁹

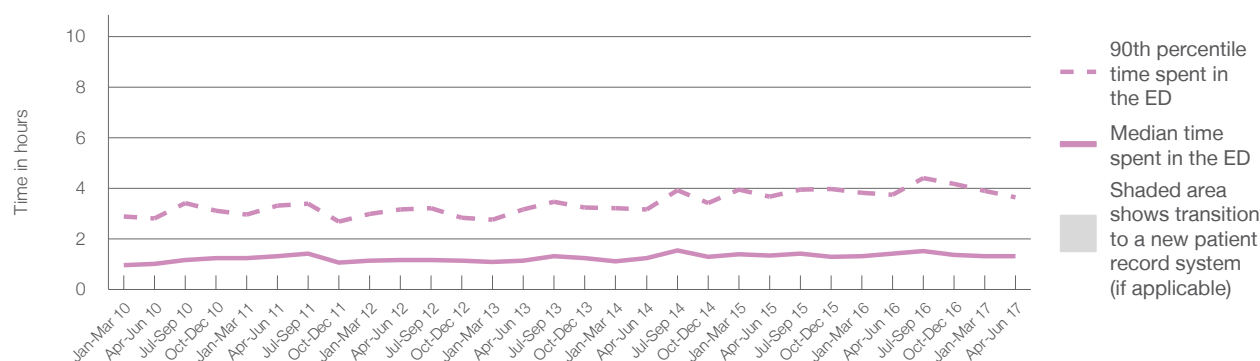
3 hours and 39 minutes

Same period last year	NSW (this period)
1,477	1,477
1 hours and 25 minutes	2 hours and 46 minutes
3 hours and 45 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^{†‡}



	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 ⁸ (hours, minutes)	1h 2m	1h 20m	1h 10m	1h 9m	1h 15m	1h 22m	1h 25m	1h 20m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 49m	3h 20m	3h 10m	3h 10m	3h 10m	3h 40m	3h 45m	3h 39m

(†) 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.

Narrabri District Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

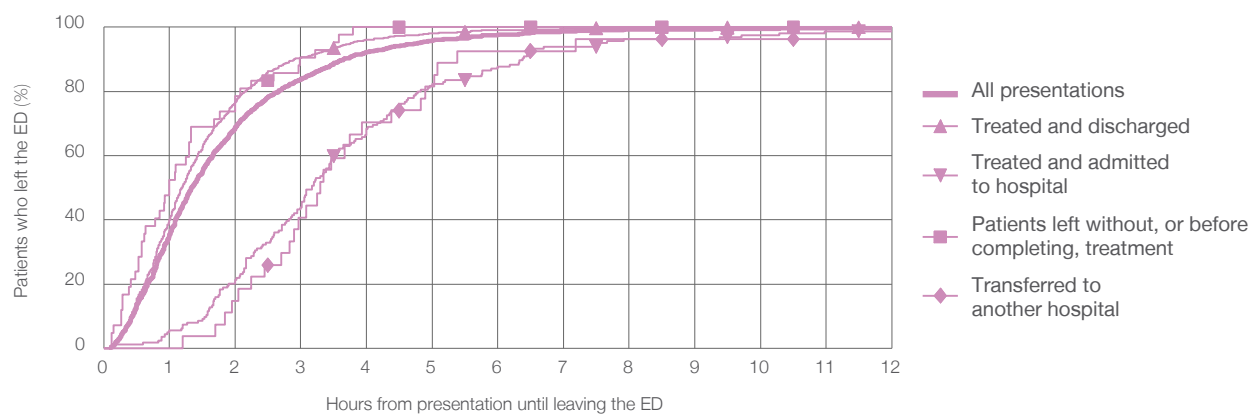
All presentations:[†] 1,355 patients

Presentations used to calculate time to leaving the ED:[‡] 1,355 patients

Treated and discharged	1,119 (82.6%)
Treated and admitted to hospital	164 (12.1%)
Patient left without, or before completing, treatment	42 (3.1%)
Transferred to another hospital	27 (2.0%)
Other	3 (0.2%)

Same period last year	Change since one year ago
1,477	-8.3%
1,202	-6.9%
188	-12.8%
41	2.4%
42	-35.7%
4	-25.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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

Treated and discharged	40.0%	76.9%	90.4%	96.1%	99.1%	99.7%	99.9%	100%
Treated and admitted to hospital	5.5%	21.3%	43.9%	68.3%	87.8%	96.3%	97.6%	98.8%
Patient left without, or before completing, treatment	52.4%	78.6%	90.5%	100%	100%	100%	100%	100%
Transferred to another hospital	0%	14.8%	40.7%	70.4%	92.6%	96.3%	96.3%	96.3%
All presentations	35.4%	68.9%	83.8%	92.3%	97.6%	99.3%	99.6%	99.8%

(†) 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.

Narrabri District 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:¹ 1,355 patients

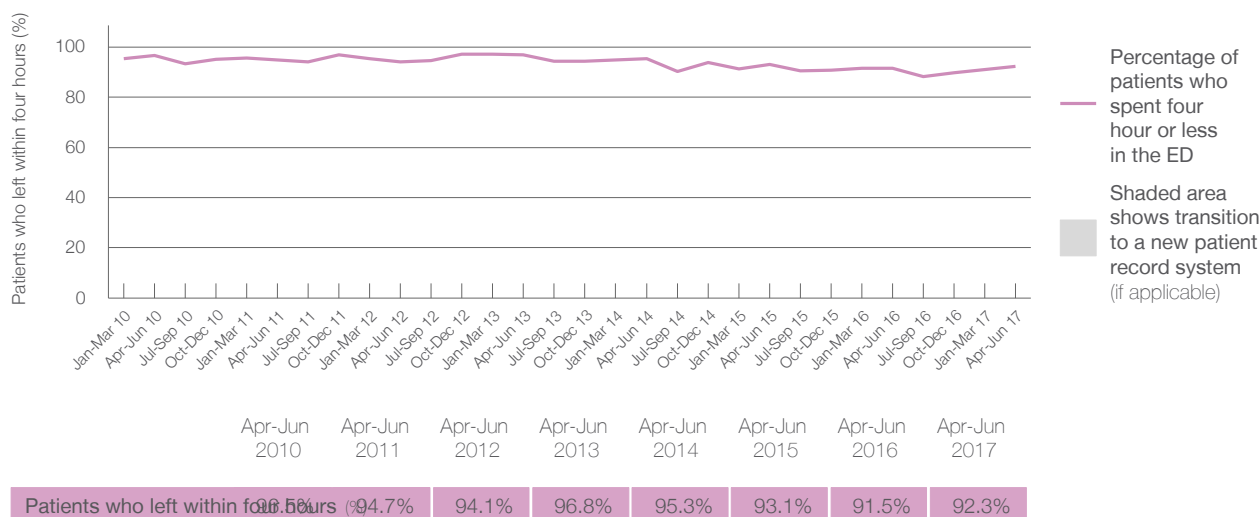
Presentations used to calculate time to leaving the ED:⁶ 1,355 patients

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



Same period last year	Change since one year ago
1,477	-8.3%
1,477	-8.3%
91.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



- * 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).

Queanbeyan Health Service: Emergency department (ED) overview

April to June 2017

All presentations:¹ 4,691 patients

Emergency presentations:² 4,550 patients

Same period last year	Change since one year ago
4,254	10.3%
4,133	10.1%

Queanbeyan Health Service: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 312 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,155 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,023 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,041 patients

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

Same period last year	NSW (this period)
274	
9 minutes	8 minutes
19 minutes	26 minutes
1,116	
21 minutes	20 minutes
65 minutes	67 minutes
2,114	
28 minutes	25 minutes
105 minutes	99 minutes
629	
25 minutes	23 minutes
100 minutes	101 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 4,691 patients

Percentage of patients who spent four hours or less in the ED 87.0%

Same period last year	Change since one year ago
4,254	10.3%
82.2%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

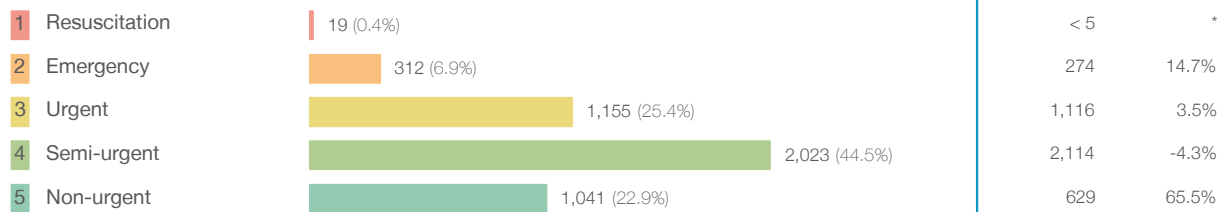
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Queanbeyan Health Service: Patients presenting to the emergency department

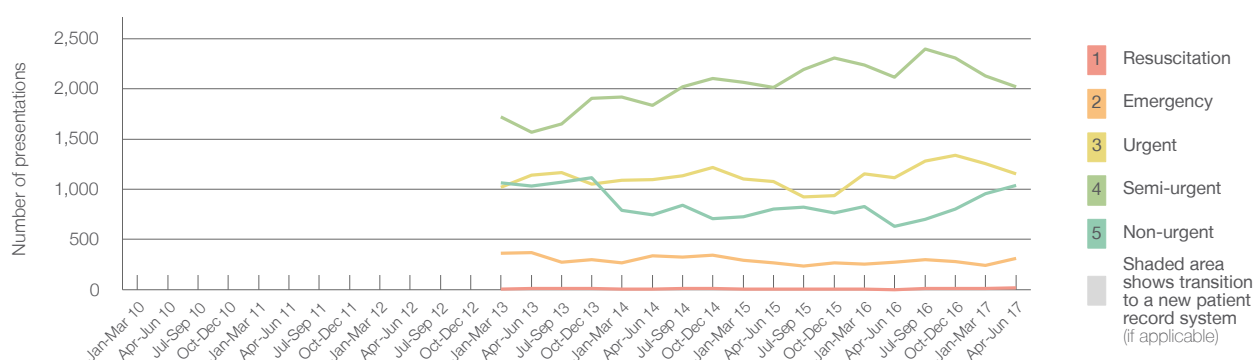
April to June 2017

All presentations:¹ 4,691 patients

Emergency presentations² by triage category: 4,550 patients



Emergency presentations² 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				10	8	< 5	< 5	19
Emergency				367	336	267	274	312
Urgent				1,142	1,095	1,074	1,116	1,155
Semi-urgent				1,569	1,837	2,012	2,114	2,023
Non-urgent				1,033	748	803	629	1,041
All emergency presentations				4,121	4,024	4,156	4,133	4,550

Queanbeyan Health Service: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 402 patients

ED Transfer of care time



(†) 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.

Queanbeyan Health Service: 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: 312

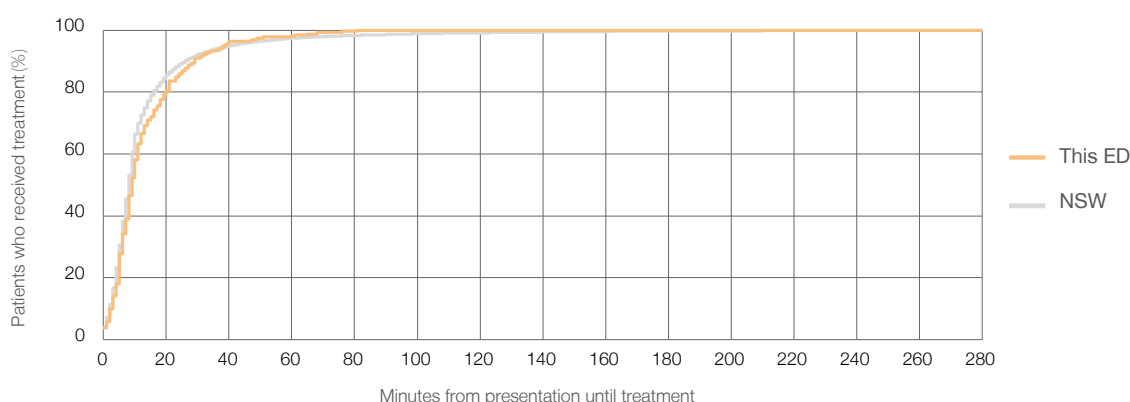
Number of triage 2 patients used to calculate waiting time:³ 311

Median time to start treatment⁴ 9 minutes

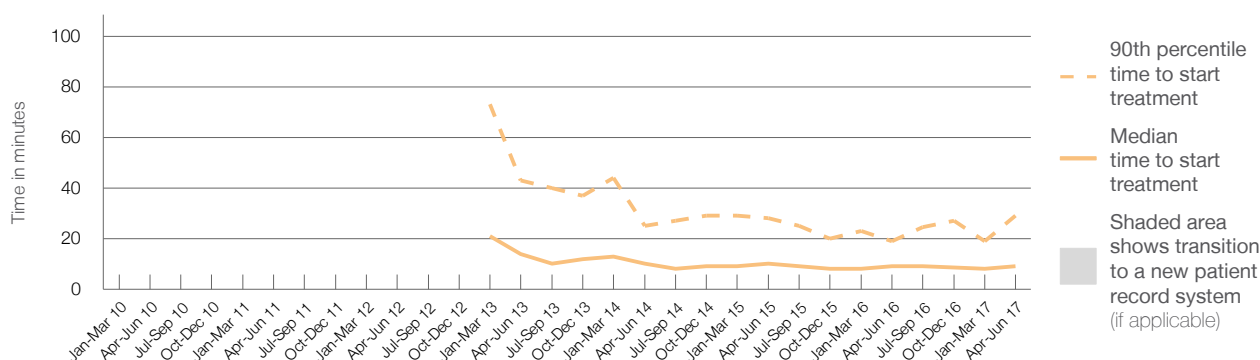
90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
274	
271	
9 minutes	8 minutes
19 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^{†‡§}



	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 ⁴ (minutes)				14	10	10	9	9
90th percentile time to start treatment ⁵ (minutes)				43	25	28	19	29

(†) 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.

Queanbeyan Health Service: 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: 1,155

Number of triage 3 patients used to calculate waiting time:³ 1,132

Median time to start treatment⁴

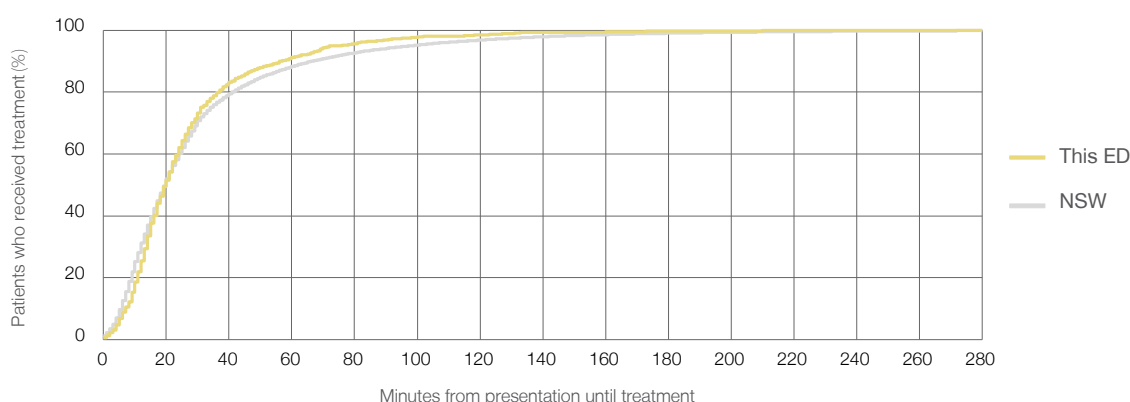
20 minutes

90th percentile time to start treatment⁵

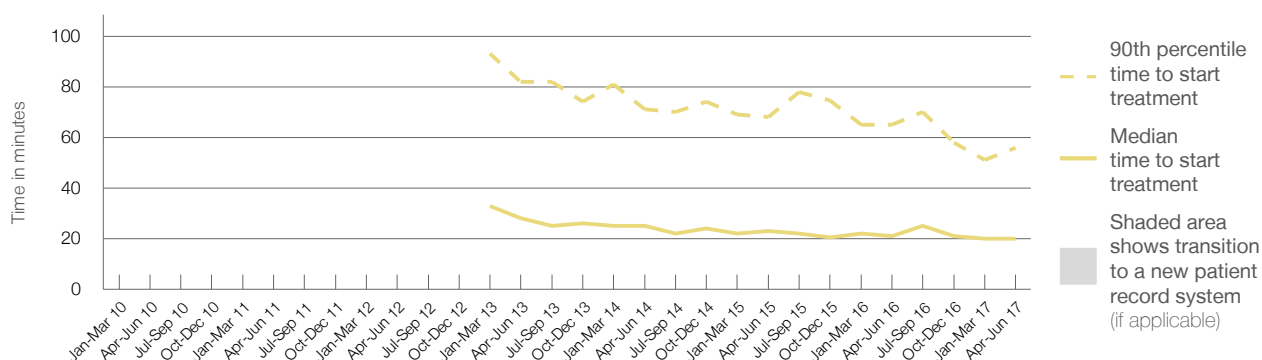
56 minutes

Same period last year	NSW (this period)
1,116	
1,095	
21 minutes	20 minutes
65 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^{†‡§}



	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 ⁴ (minutes)				28	25	23	21	20
90th percentile time to start treatment ⁵ (minutes)				82	71	68	65	56

(†) 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.

Queanbeyan Health Service: 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: 2,023

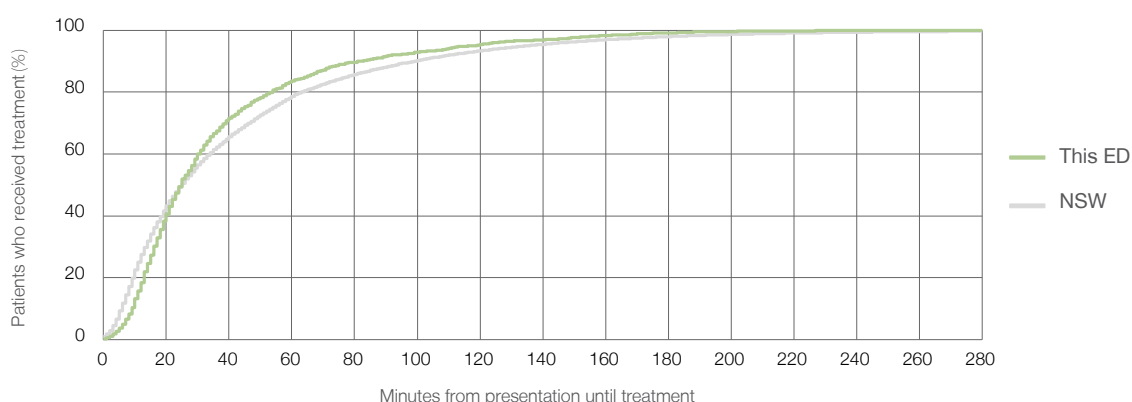
Number of triage 4 patients used to calculate waiting time:³ 1,891

Median time to start treatment⁴ 25 minutes

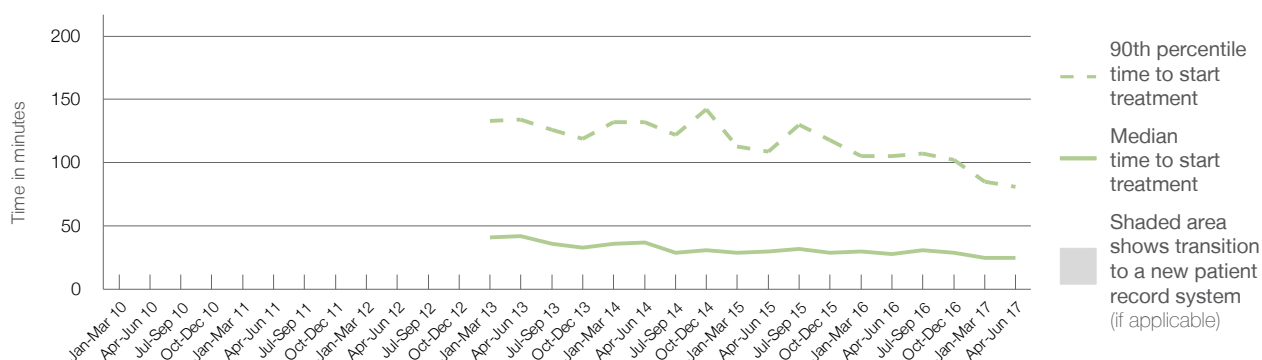
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
2,114	
1,952	
28 minutes	25 minutes
105 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^{†‡§}



	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 ⁴ (minutes)				42	37	30	28	25
90th percentile time to start treatment ⁵ (minutes)				134	132	109	105	81

(†) 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.

Queanbeyan Health Service: 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: 1,041

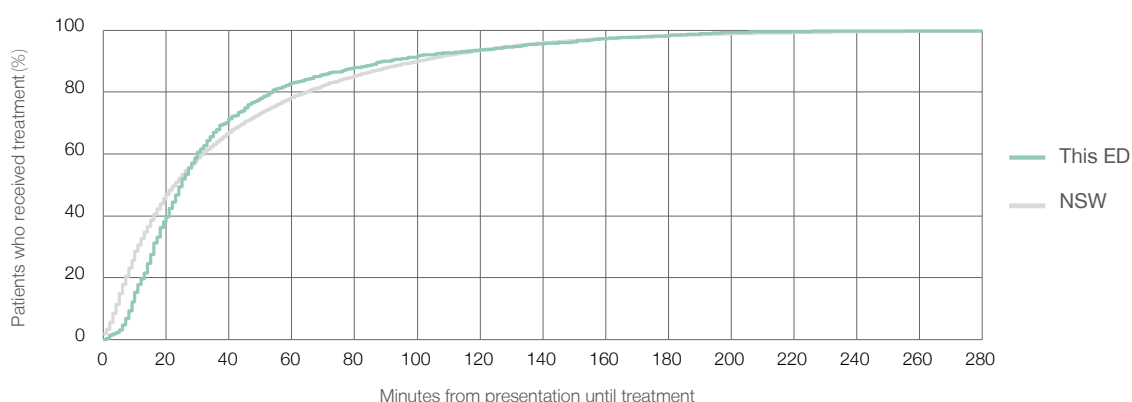
Number of triage 5 patients used to calculate waiting time:³ 923

Median time to start treatment⁴ 25 minutes

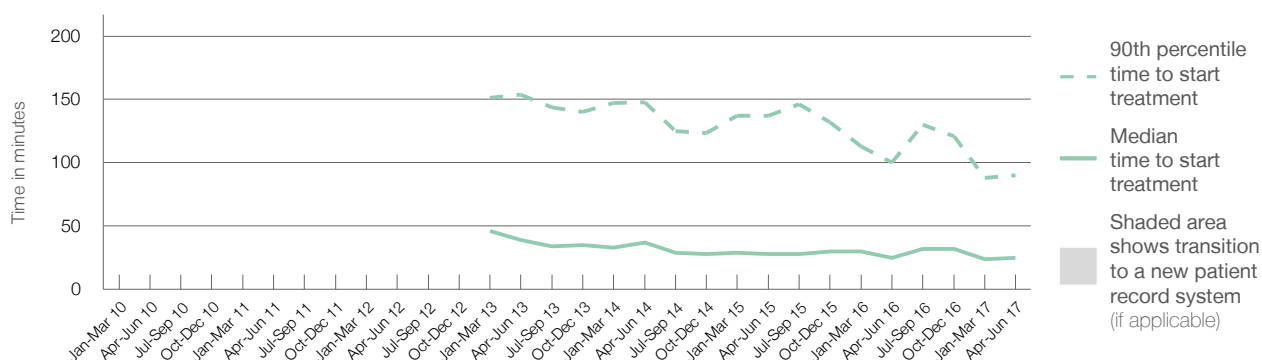
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
629	
492	
25 minutes	23 minutes
100 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^{†‡§}



	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 ⁴ (minutes)				39	37	28	25	25
90th percentile time to start treatment ⁵ (minutes)				154	148	137	100	90

(†) 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.

Queanbeyan Health Service: Time patients spent in the ED

April to June 2017

All presentations:¹ 4,691 patients

Presentations used to calculate time to leaving the ED:⁶ 4,691 patients

Median time spent in the ED⁸

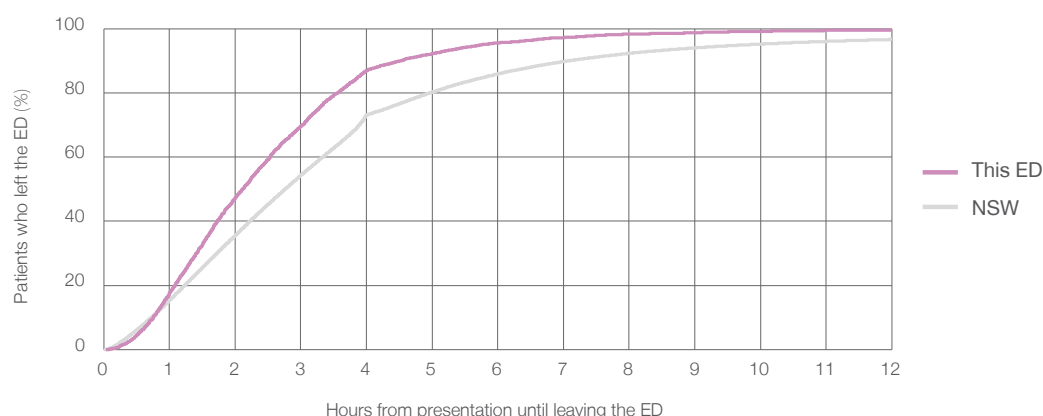
2 hours and 7 minutes

90th percentile time spent in the ED⁹

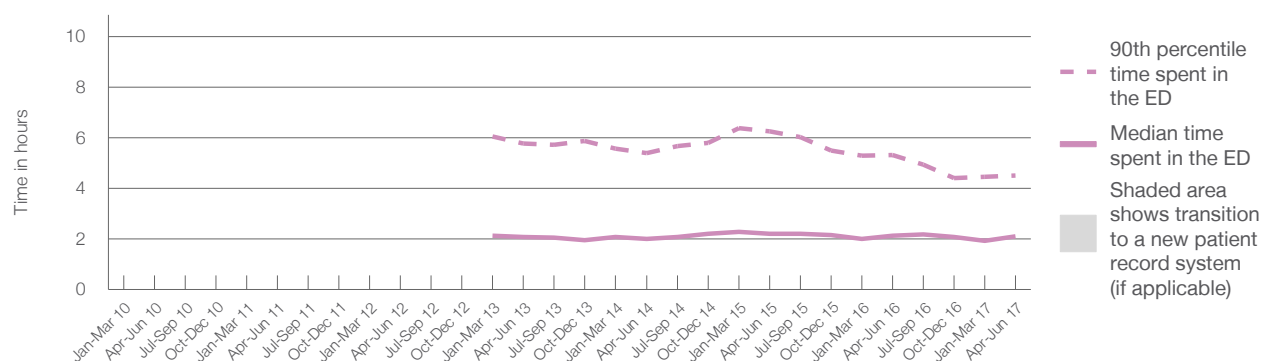
4 hours and 31 minutes

Same period last year	NSW (this period)
4,254	
4,254	
2 hours and 8 minutes	2 hours and 46 minutes
5 hours and 20 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^{†‡§}



	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 ⁸ (hours, minutes)				2h 5m	2h 1m	2h 13m	2h 8m	2h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)				5h 46m	5h 24m	6h 16m	5h 20m	4h 31m

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

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Queanbeyan Health Service: Time patients spent in the ED

By mode of separation

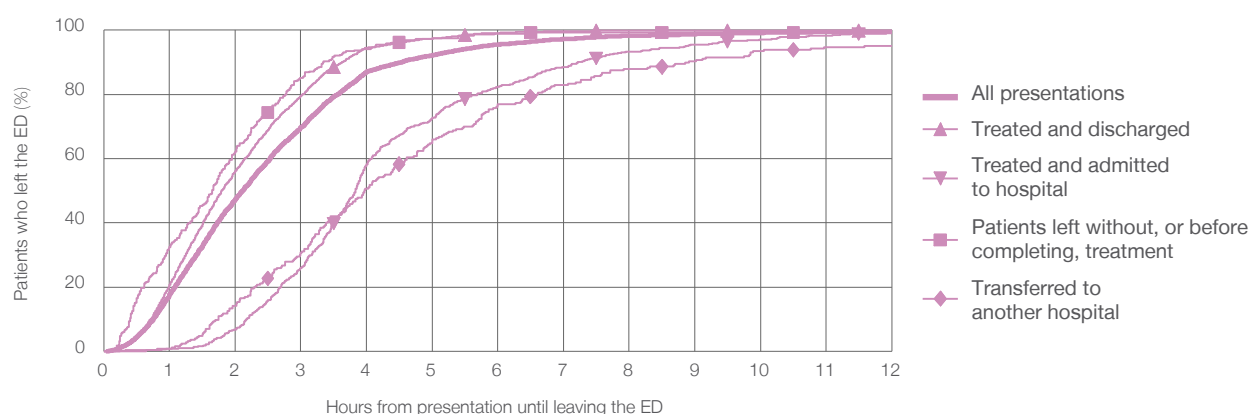
April to June 2017

All presentations:[†] 4,691 patients

Presentations used to calculate time to leaving the ED:[‡] 4,691 patients

		Same period last year	Change since one year ago
Treated and discharged	3,465 (73.9%)	4,254	10.3%
Treated and admitted to hospital	674 (14.4%)	3,070	12.9%
Patient left without, or before completing, treatment	289 (6.2%)	574	17.4%
Transferred to another hospital	247 (5.3%)	353	-18.1%
Other	16 (0.3%)	227	8.8%
		30	-46.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡§}



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

Treated and discharged	20.7%	56.3%	79.5%	94.6%	99.2%	99.9%	100%	100%
Treated and admitted to hospital	0.7%	6.8%	26.0%	58.3%	82.3%	93.3%	97.0%	99.1%
Patient left without, or before completing, treatment	32.5%	62.3%	85.1%	94.1%	99.0%	99.3%	99.3%	99.3%
Transferred to another hospital	0.8%	14.2%	30.8%	50.6%	76.9%	87.9%	93.5%	95.1%
All presentations	17.7%	47.5%	69.7%	87.0%	95.6%	98.3%	99.2%	99.6%

(†) 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.

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Queanbeyan Health Service: 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:¹ 4,691 patients

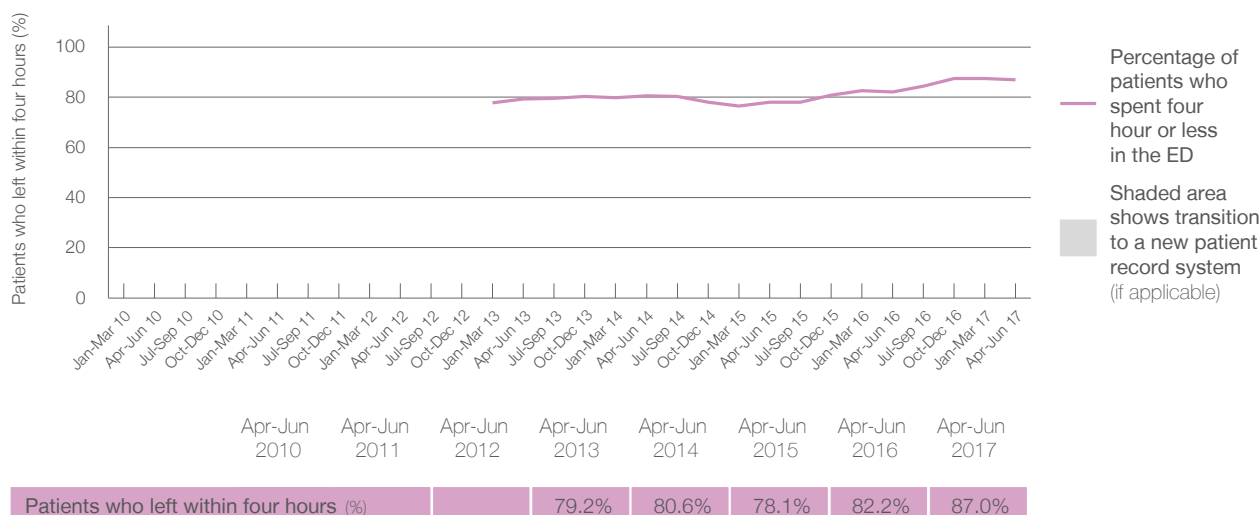
Presentations used to calculate time to leaving the ED:⁶ 4,691 patients

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



Same period last year	Change since one year ago
4,254	10.3%
4,254	10.3%
82.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡§}



- * 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*.
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 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).

Singleton District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,808 patients

Emergency presentations:² 2,730 patients

Same period last year	Change since one year ago
2,841	-1.2%
2,776	-1.7%

Singleton District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 171 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 739 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,672 patients

Median time to start treatment⁴ 37 minutes

90th percentile time to start treatment⁵ 100 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 148 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
187	
9 minutes	8 minutes
31 minutes	26 minutes
722	
25 minutes	20 minutes
74 minutes	67 minutes
1,650	
40 minutes	25 minutes
110 minutes	99 minutes
212	
30 minutes	23 minutes
92 minutes	101 minutes

Singleton District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,808 patients

Percentage of patients who spent four hours or less in the ED 90.2%

Same period last year	Change since one year ago
2,841	-1.2%
90.5%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

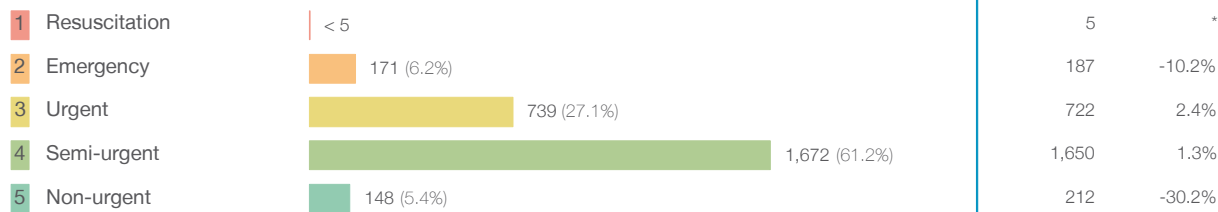
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Singleton District Hospital: Patients presenting to the emergency department

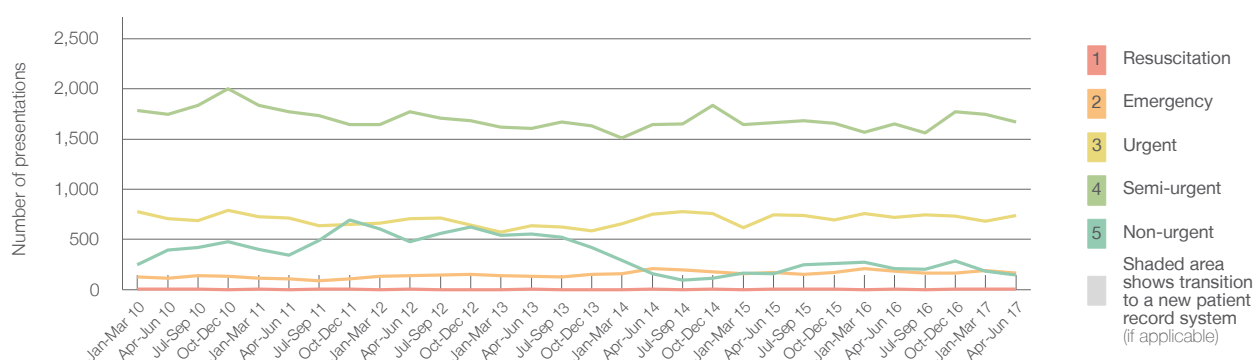
April to June 2017

All presentations:¹ 2,808 patients

Emergency presentations² by triage category: 2,730 patients



Emergency presentations² 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	< 5	< 5	6	< 5	8	6	5	< 5
Emergency	119	112	137	139	208	174	187	171
Urgent	707	712	707	638	751	742	722	739
Semi-urgent	1,743	1,771	1,772	1,605	1,644	1,663	1,650	1,672
Non-urgent	393	341	476	552	161	159	212	148
All emergency presentations	2,962	2,936	3,098	2,934	2,772	2,744	2,776	2,730

Singleton District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 268 patients

ED Transfer of care time



(†) 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.

Singleton District 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: 171

Number of triage 2 patients used to calculate waiting time:³ 164

Median time to start treatment⁴

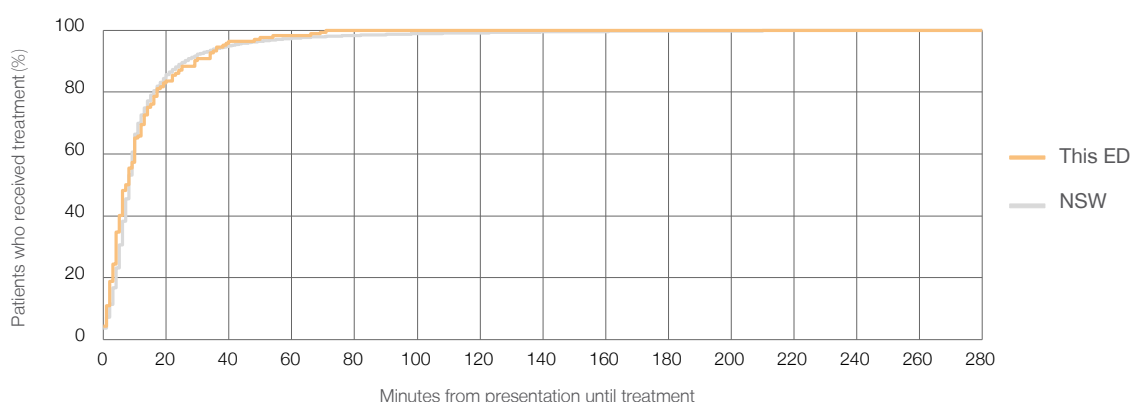
8 minutes

90th percentile time to start treatment⁵

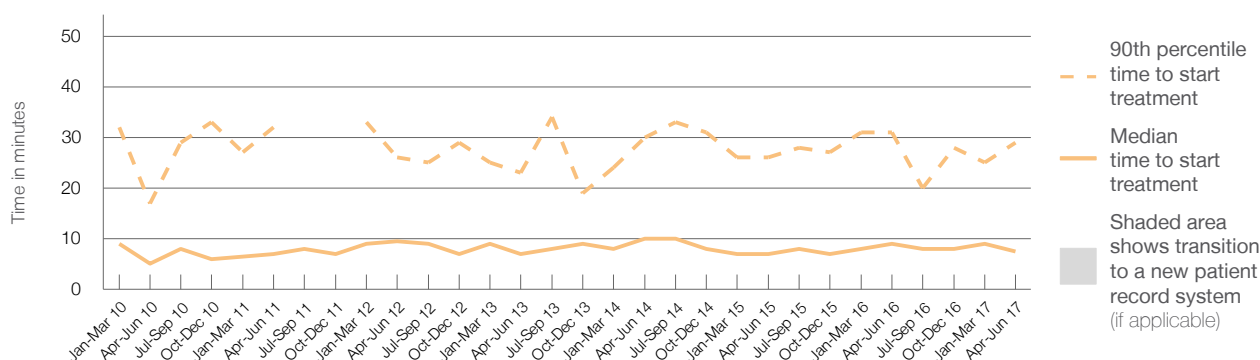
29 minutes

Same period last year	NSW (this period)
187	
181	
9 minutes	8 minutes
31 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^{†‡}



	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 ⁴ (minutes)	5	7	10	7	10	7	9	8
90th percentile time to start treatment ⁵ (minutes)	17	32	26	23	30	26	31	29

(†) 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.

Singleton District 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: 739

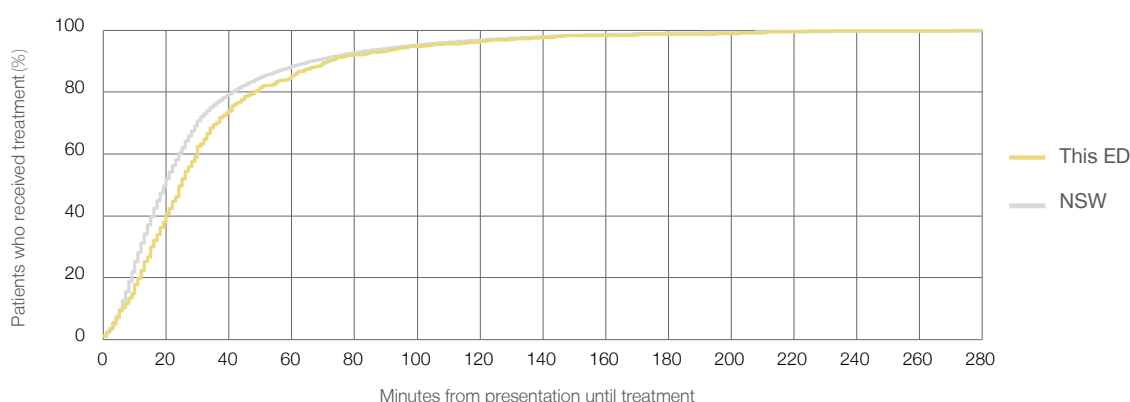
Number of triage 3 patients used to calculate waiting time:³ 708

Median time to start treatment⁴ 25 minutes

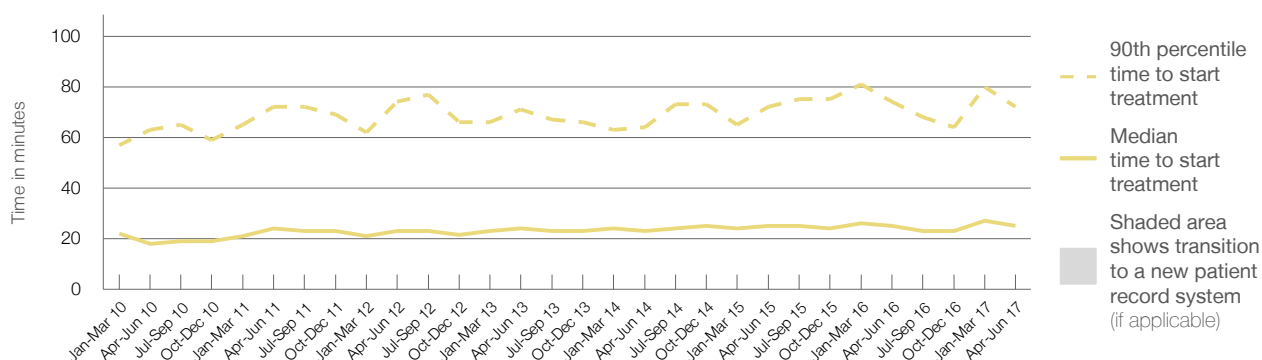
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
722	
691	
25 minutes	20 minutes
74 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^{†‡}



	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 ⁴ (minutes)	18	24	23	24	23	25	25	25
90th percentile time to start treatment ⁵ (minutes)	63	72	74	71	64	72	74	72

(†) 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.

Singleton District 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: 1,672

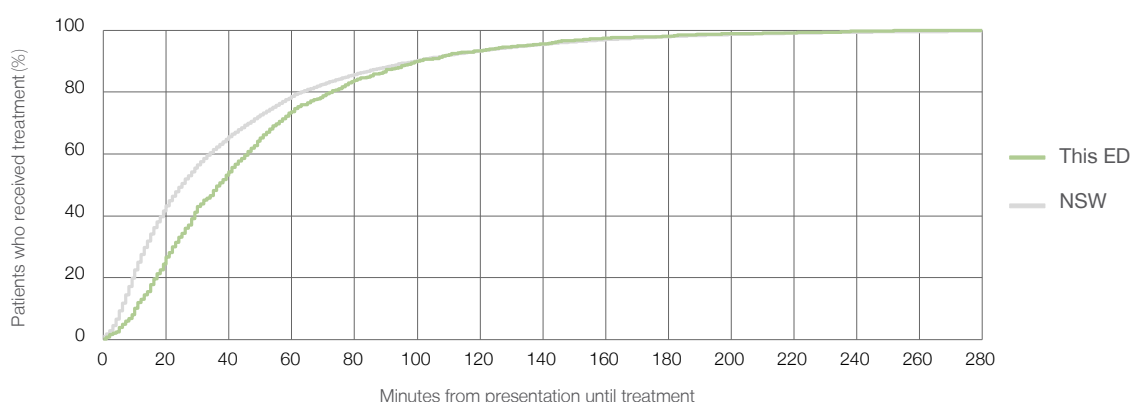
Number of triage 4 patients used to calculate waiting time:³ 1,602

Median time to start treatment⁴ 37 minutes

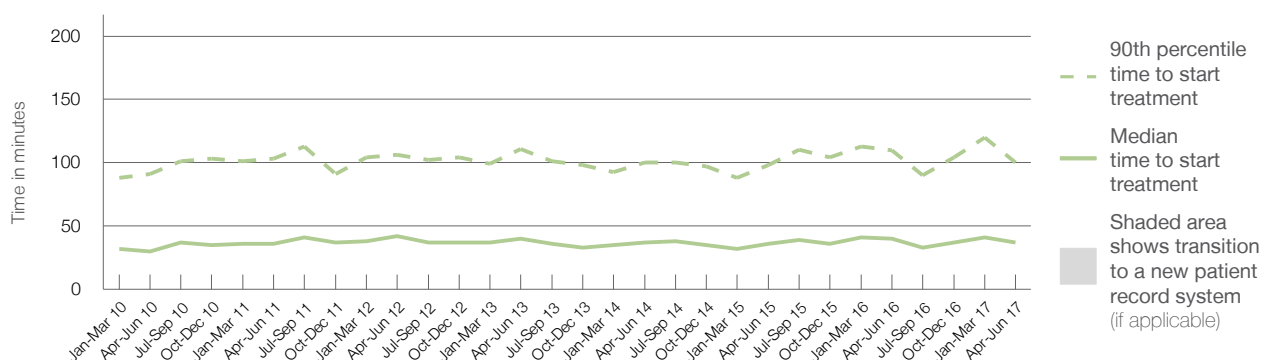
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
1,650	
1,565	
40 minutes	25 minutes
110 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^{†‡}



	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 ⁴ (minutes)	30	36	42	40	37	36	40	37
90th percentile time to start treatment ⁵ (minutes)	91	103	106	111	100	98	110	100

(†) 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.

Singleton District 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: 148

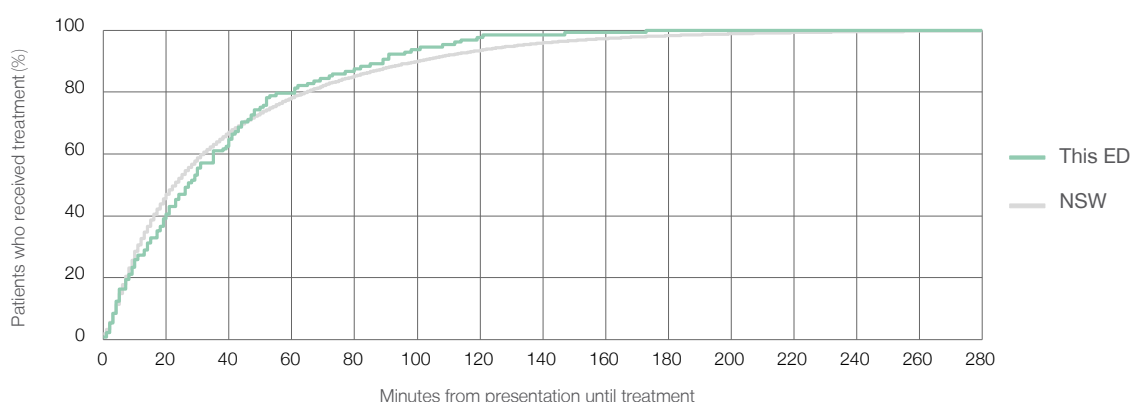
Number of triage 5 patients used to calculate waiting time:³ 128

Median time to start treatment⁴ 27 minutes

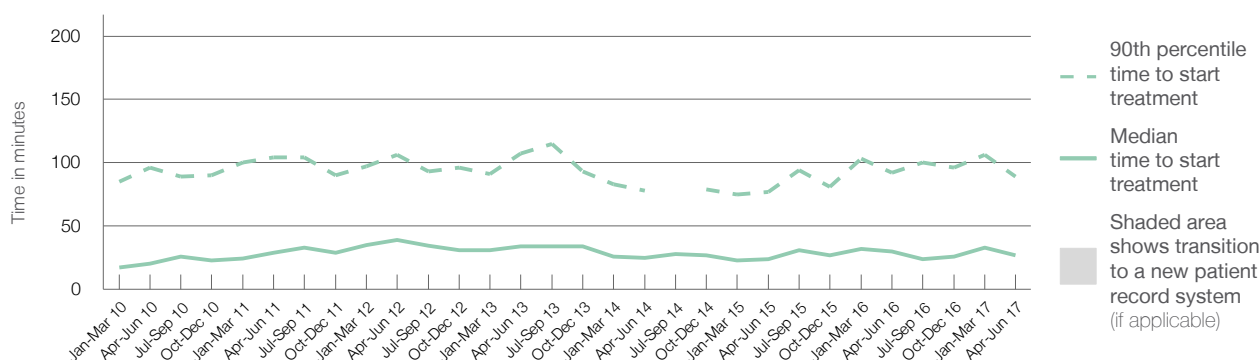
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
212	
188	
30 minutes	23 minutes
92 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^{†‡}



	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 ⁴ (minutes)	20	29	39	34	25	24	30	27
90th percentile time to start treatment ⁵ (minutes)	96	104	106	107	78	77	92	89

(†) 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.

Singleton District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,808 patients

Presentations used to calculate time to leaving the ED:⁶ 2,808 patients

Median time spent in the ED⁸

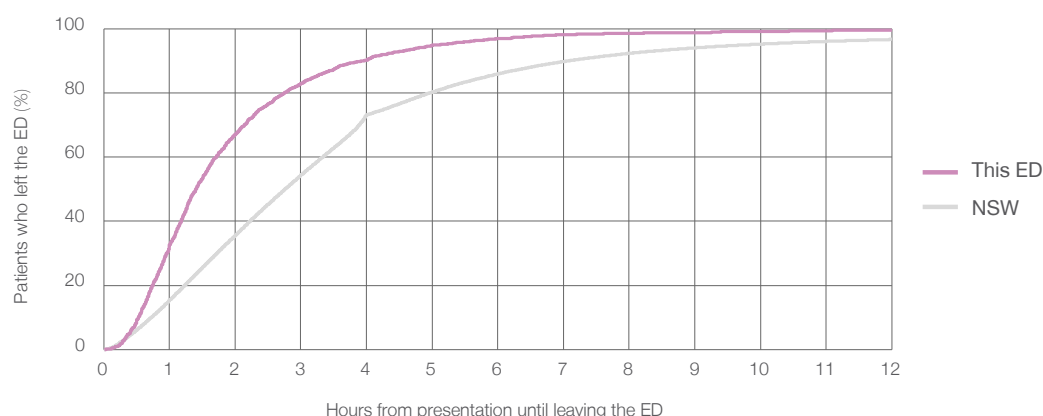
1 hours and 25 minutes

90th percentile time spent in the ED⁹

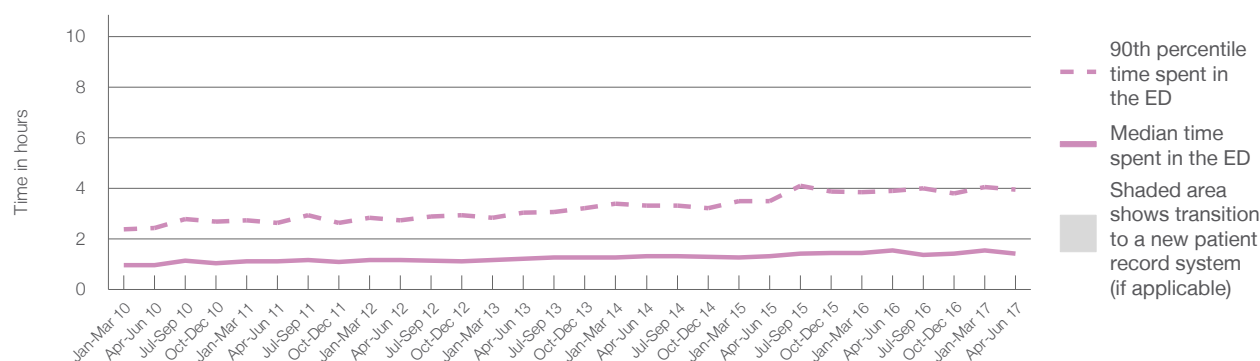
3 hours and 58 minutes

Same period last year	NSW (this period)
2,841	
2,841	
1 hours and 33 minutes	2 hours and 46 minutes
3 hours and 55 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^{†‡}



	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 ⁸ (hours, minutes)	0h 59m	1h 8m	1h 11m	1h 14m	1h 20m	1h 19m	1h 33m	1h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 26m	2h 39m	2h 45m	3h 3m	3h 19m	3h 30m	3h 55m	3h 58m

(†) 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.

Singleton District Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

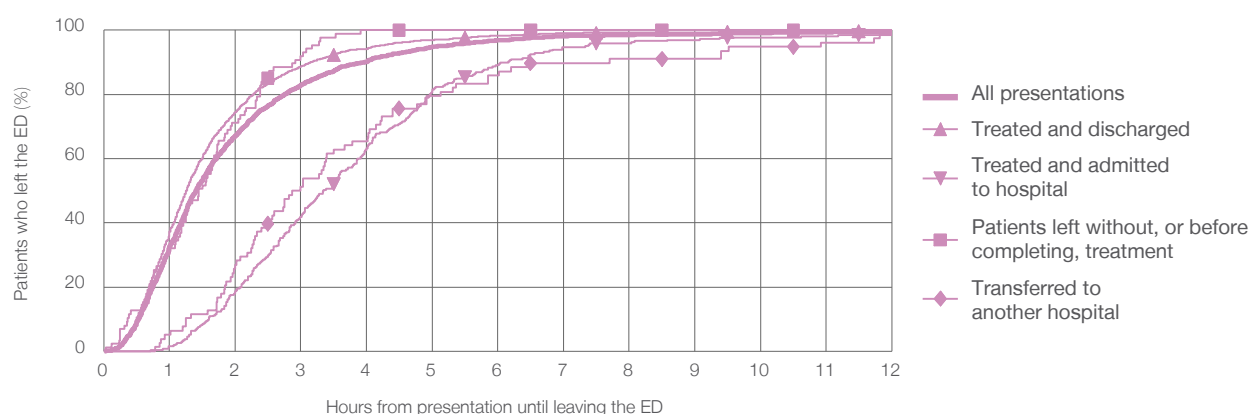
All presentations:[†] 2,808 patients

Presentations used to calculate time to leaving the ED:[‡] 2,808 patients

Treated and discharged	2,322 (82.7%)
Treated and admitted to hospital	267 (9.5%)
Patient left without, or before completing, treatment	87 (3.1%)
Transferred to another hospital	78 (2.8%)
Other	54 (1.9%)

Same period last year	Change since one year ago
2,841	-1.2%
2,335	-0.6%
283	-5.7%
63	38.1%
84	-7.1%
76	-28.9%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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

Treated and discharged	37.3%	74.5%	88.8%	94.2%	98.3%	99.2%	99.6%	99.8%
Treated and admitted to hospital	1.5%	18.7%	41.9%	63.3%	89.1%	95.9%	97.8%	98.5%
Patient left without, or before completing, treatment	32.2%	71.3%	92.0%	100%	100%	100%	100%	100%
Transferred to another hospital	5.1%	26.9%	51.3%	65.4%	85.9%	91.0%	94.9%	98.7%
All presentations	32.6%	67.3%	82.9%	90.2%	96.8%	98.5%	99.2%	99.6%

(†) 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.

Singleton District 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:¹ 2,808 patients

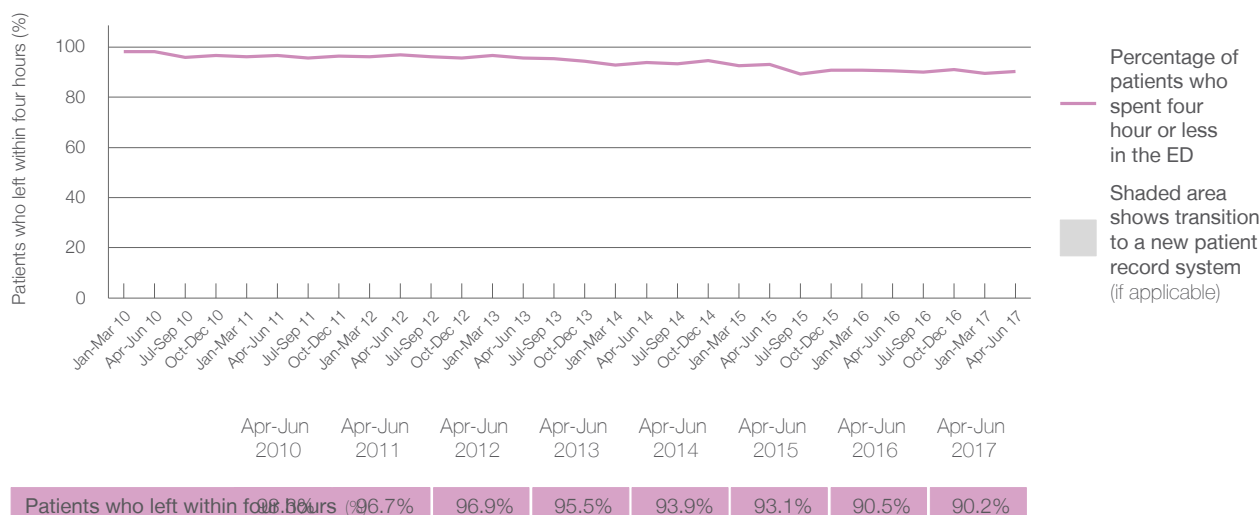
Presentations used to calculate time to leaving the ED:⁶ 2,808 patients

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



Same period last year	Change since one year ago
2,841	-1.2%
2,841	-1.2%
90.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



- * 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).

Young Health Service: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,371 patients

Emergency presentations:² 2,178 patients

Same period last year	Change since one year ago
2,265	4.7%
1,909	14.1%

Young Health Service: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 115 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 824 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 971 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 42 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 263 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
132	
5 minutes	8 minutes
25 minutes	26 minutes
701	
8 minutes	20 minutes
34 minutes	67 minutes
898	
9 minutes	25 minutes
35 minutes	99 minutes
173	
6 minutes	23 minutes
47 minutes	101 minutes

Young Health Service: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,371 patients

Percentage of patients who spent four hours or less in the ED 96.0%

Same period last year	Change since one year ago
2,265	4.7%
96.7%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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.

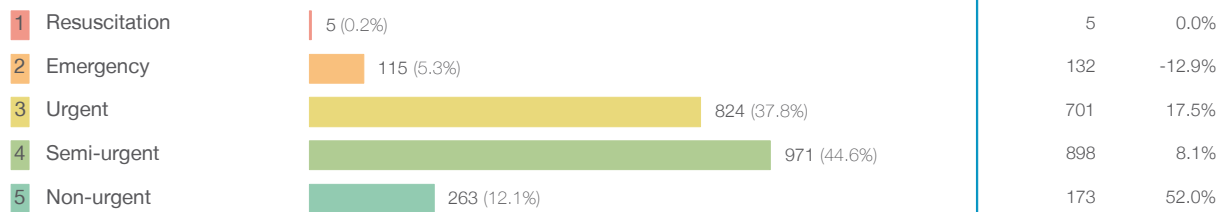
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Young Health Service: Patients presenting to the emergency department

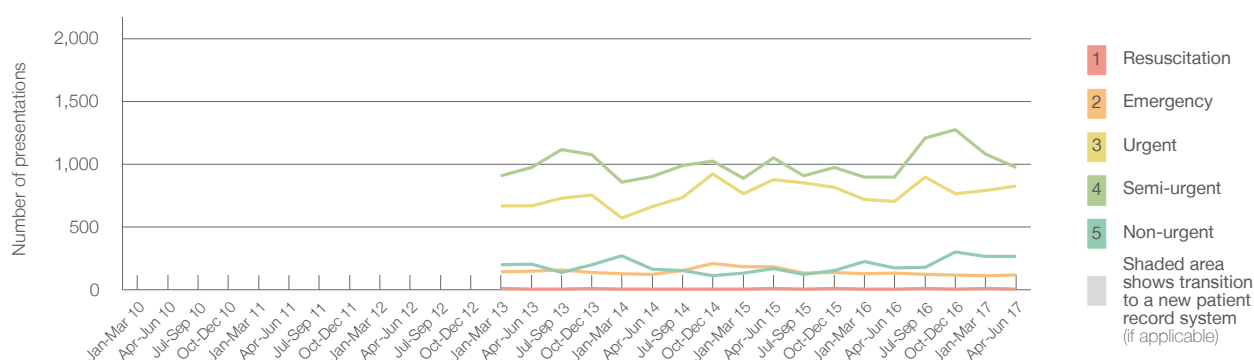
April to June 2017

All presentations:¹ 2,371 patients

Emergency presentations² by triage category: 2,178 patients



Emergency presentations² 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				6	5	7	5	5
Emergency				147	122	181	132	115
Urgent				665	664	877	701	824
Semi-urgent				971	903	1,052	898	971
Non-urgent				205	160	166	173	263
All emergency presentations				1,994	1,854	2,283	1,909	2,178

Young Health Service: Patients arriving by ambulance

April to June 2017

ED Transfer of care time is not currently available for this hospital. 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.

(§) 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.

Young Health Service: 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: 115

Number of triage 2 patients used to calculate waiting time:³ 115

Median time to start treatment⁴

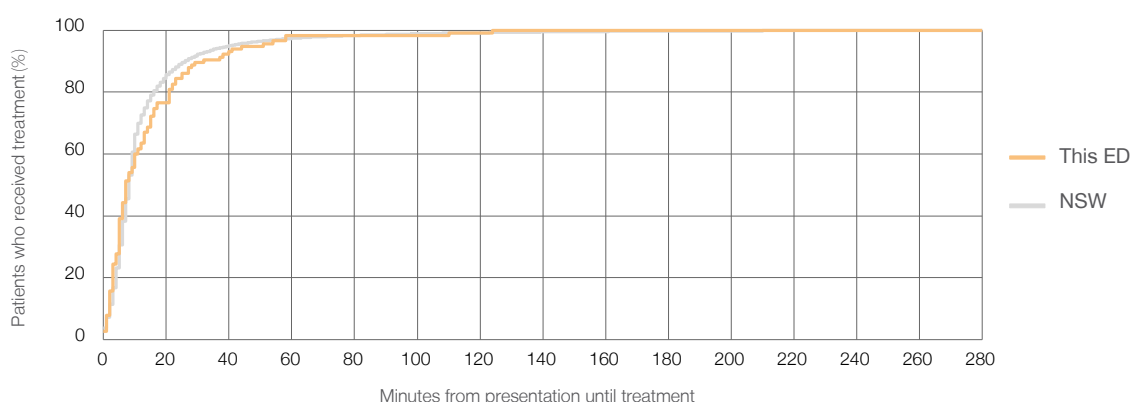
7 minutes

90th percentile time to start treatment⁵

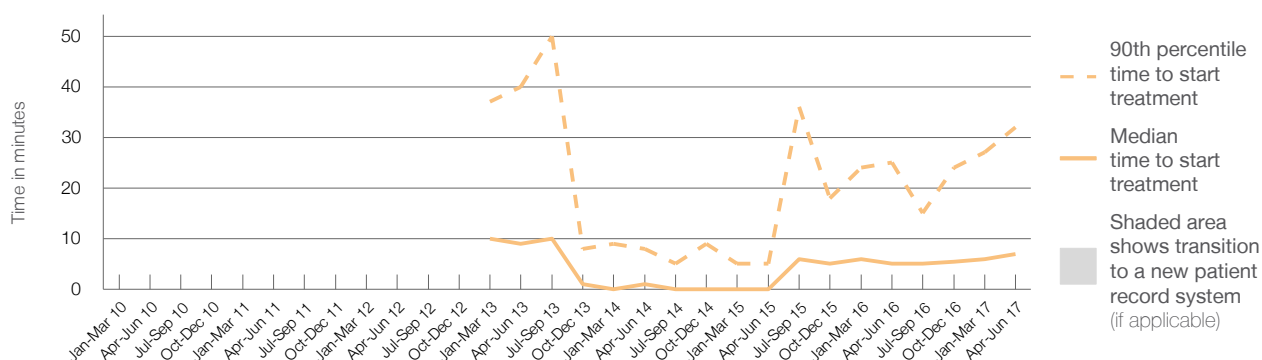
32 minutes

Same period last year	NSW (this period)
132	132
5 minutes	8 minutes
25 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^{†‡§}



	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 ⁴ (minutes)				9	1	0	5	7
90th percentile time to start treatment ⁵ (minutes)				40	8	5	25	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.

(§) 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.

Young Health Service: 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: 824

Number of triage 3 patients used to calculate waiting time:³ 823

Median time to start treatment⁴

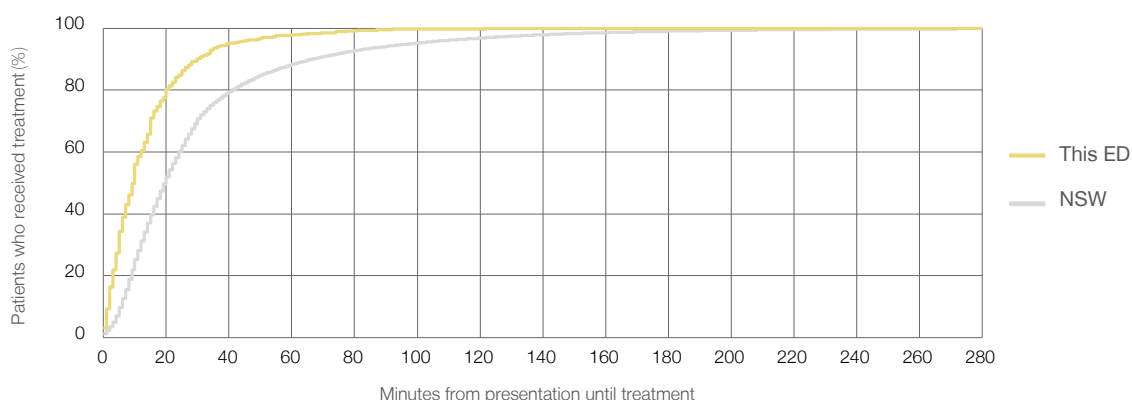
10 minutes

90th percentile time to start treatment⁵

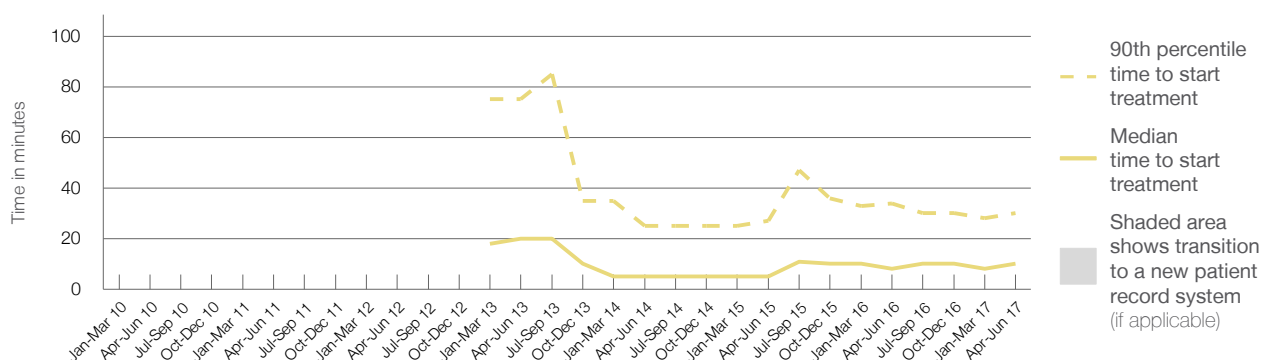
30 minutes

Same period last year	NSW (this period)
701	
691	
8 minutes	20 minutes
34 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^{†‡§}



	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 ⁴ (minutes)				20	5	5	8	10
90th percentile time to start treatment ⁵ (minutes)				75	25	27	34	30

(†) 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.

Young Health Service: 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: 971

Number of triage 4 patients used to calculate waiting time:³ 967

Median time to start treatment⁴

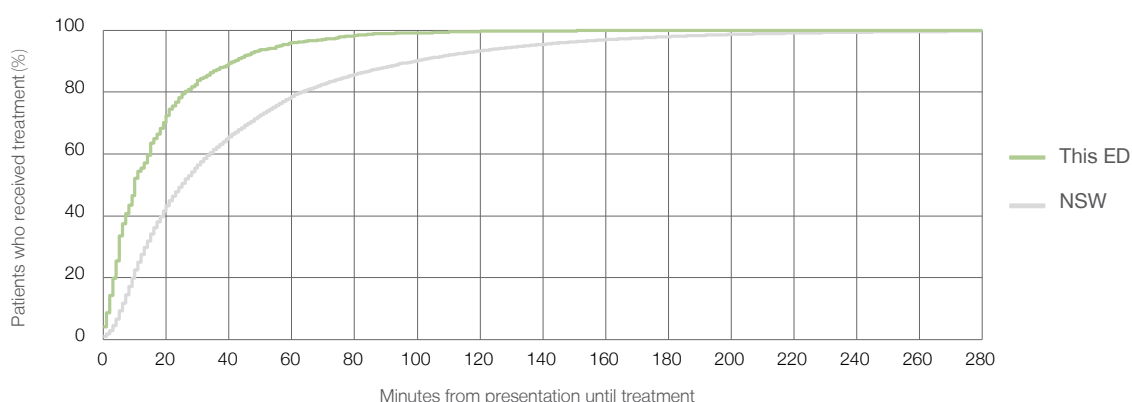
10 minutes

90th percentile time to start treatment⁵

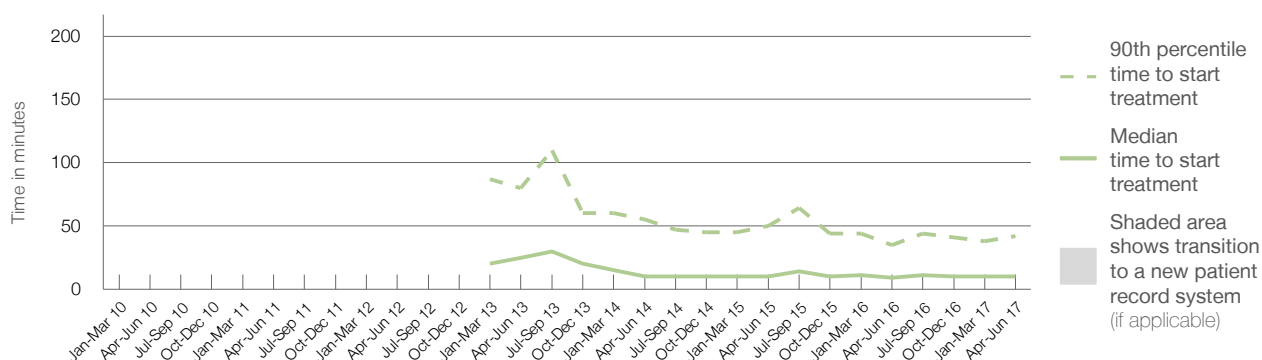
42 minutes

Same period last year	NSW (this period)
898	
879	
9 minutes	25 minutes
35 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^{†‡§}



	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 ⁴ (minutes)				25	10	10	9	10
90th percentile time to start treatment ⁵ (minutes)				80	55	50	35	42

(†) 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.

Young Health Service: 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: 263

Number of triage 5 patients used to calculate waiting time:³ 258

Median time to start treatment⁴

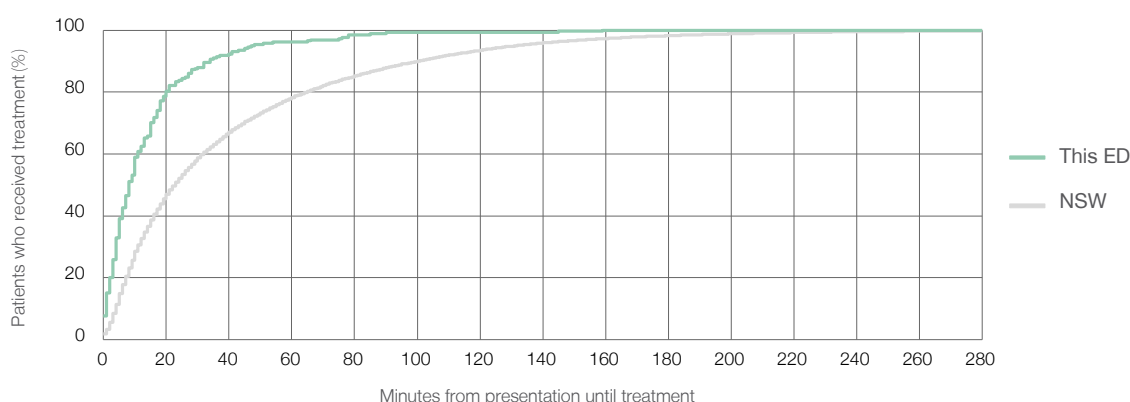
8 minutes

90th percentile time to start treatment⁵

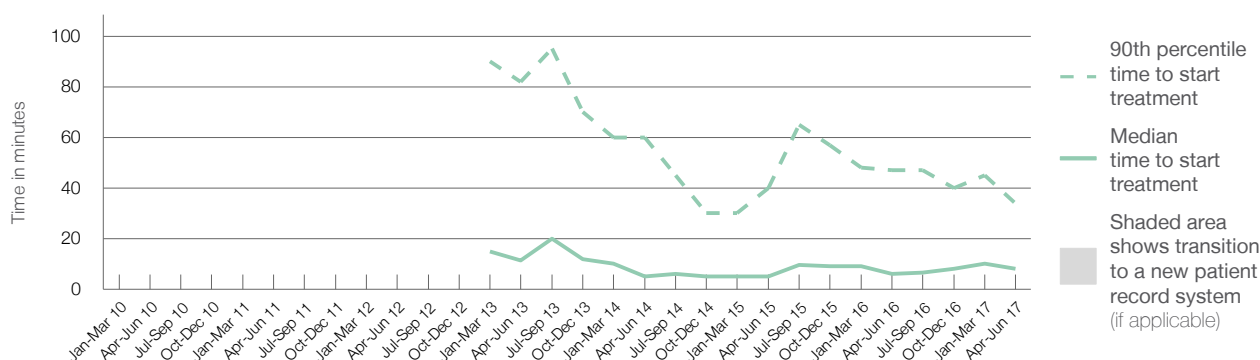
34 minutes

Same period last year	NSW (this period)
173	
169	
6 minutes	23 minutes
47 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^{†‡§}



	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 ⁴ (minutes)				12	5	5	6	8
90th percentile time to start treatment ⁵ (minutes)				82	60	40	47	34

(†) 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.

Young Health Service: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,371 patients

Presentations used to calculate time to leaving the ED:⁶ 2,371 patients

Median time spent in the ED⁸

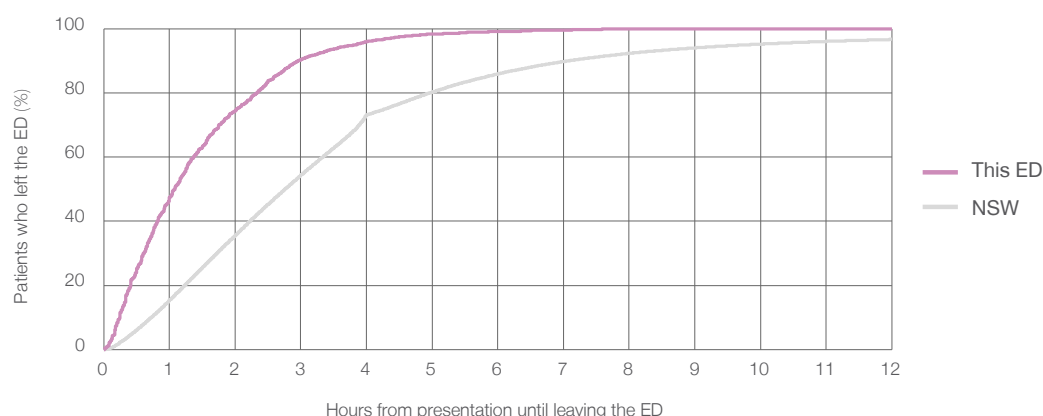
1 hours and 5 minutes

90th percentile time spent in the ED⁹

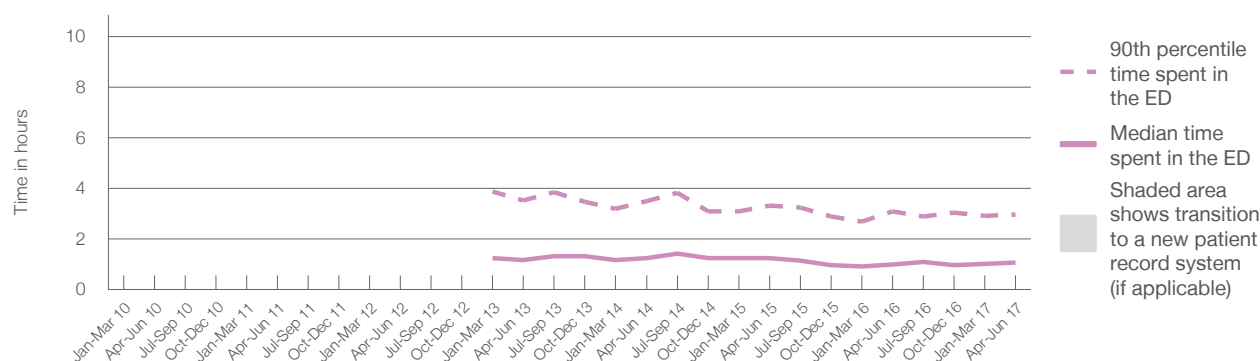
2 hours and 58 minutes

Same period last year	NSW (this period)
2,265	2,265
1 hours and 0 minutes	2 hours and 46 minutes
3 hours and 5 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^{†‡§}



	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 ⁸ (hours, minutes)				1h 10m	1h 15m	1h 15m	1h 0m	1h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)				3h 32m	3h 30m	3h 20m	3h 5m	2h 58m

(†) 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.

Young Health Service: Time patients spent in the ED

By mode of separation

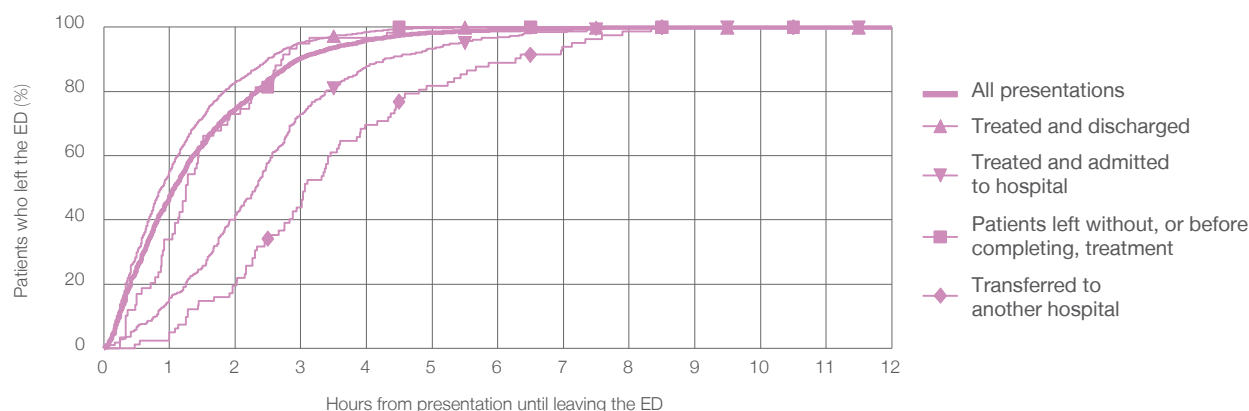
April to June 2017

All presentations:[†] 2,371 patients

Presentations used to calculate time to leaving the ED:[‡] 2,371 patients

		Same period last year	Change since one year ago
Treated and discharged	1,896 (80.0%)	1,826	3.8%
Treated and admitted to hospital	330 (13.9%)	326	1.2%
Patient left without, or before completing, treatment	59 (2.5%)	43	37.2%
Transferred to another hospital	82 (3.5%)	70	17.1%
Other	4 (0.2%)	0	

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡§}



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

Treated and discharged	55.2%	82.9%	95.2%	98.5%	99.8%	99.9%	99.9%	99.9%
Treated and admitted to hospital	15.8%	41.5%	73.0%	87.9%	97.0%	100%	100%	100%
Patient left without, or before completing, treatment	33.9%	72.9%	94.9%	96.6%	100%	100%	100%	100%
Transferred to another hospital	4.9%	19.5%	43.9%	69.5%	89.0%	98.8%	100%	100%
All presentations	47.4%	74.7%	90.3%	96.0%	99.1%	99.9%	100%	100%

(†) 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.

Young Health Service: 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:¹ 2,371 patients

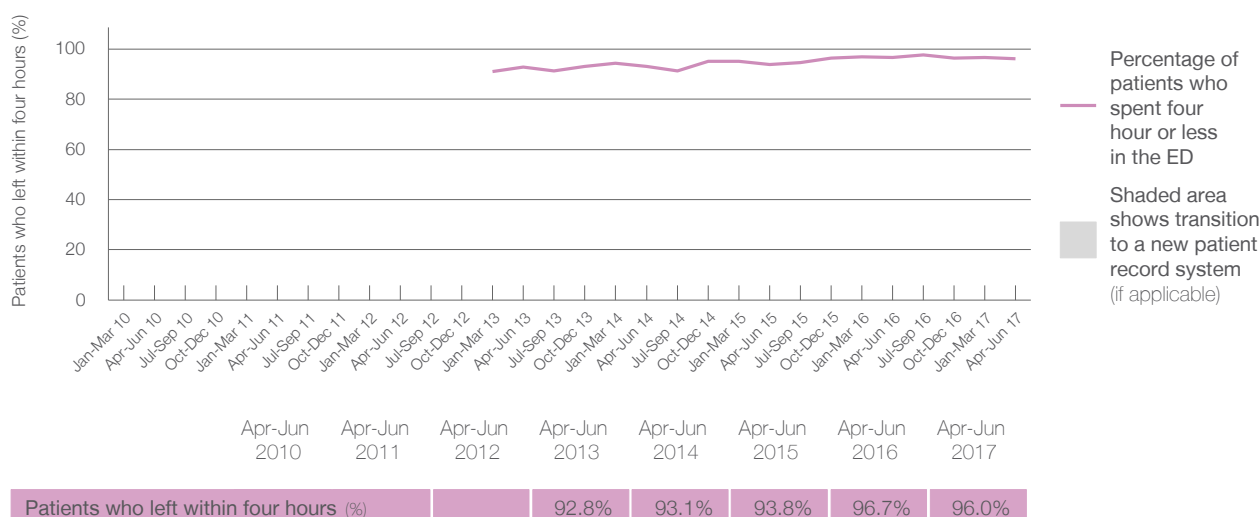
Presentations used to calculate time to leaving the ED:⁶ 2,371 patients

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



Same period last year	Change since one year ago
2,265	4.7%
2,265	4.7%
96.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡§}



- * 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*.
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).