



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Hunter New England Local Health District

April to June 2017

## Armidale and New England Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 3,923 patients  
 Emergency presentations:<sup>2</sup> 3,774 patients

Same period last year	Change since one year ago
4,016	-2.3%
3,849	-1.9%

## Armidale and New England Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 251 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 40 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,065 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 90th percentile time to start treatment<sup>5</sup> 90 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,137 patients

Median time to start treatment<sup>4</sup> 38 minutes  
 90th percentile time to start treatment<sup>5</sup> 147 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 308 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 112 minutes

Same period last year	NSW (this period)
249	
8 minutes	8 minutes
28 minutes	26 minutes
1,187	
24 minutes	20 minutes
75 minutes	67 minutes
2,156	
34 minutes	25 minutes
143 minutes	99 minutes
249	
22 minutes	23 minutes
106 minutes	101 minutes

## Armidale and New England Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,923 patients

Percentage of patients who spent four hours or less in the ED 78.4%

Same period last year	Change since one year ago
4,016	-2.3%
83.6%	

\* 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.

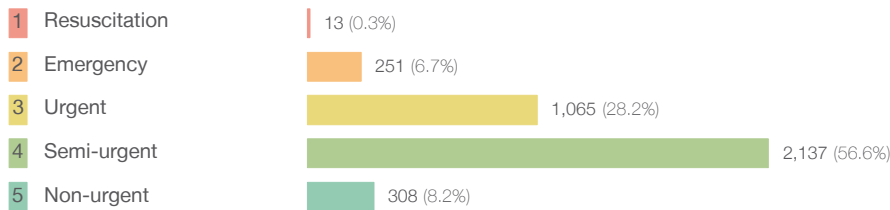
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Armidale and New England Hospital: Patients presenting to the emergency department

April to June 2017

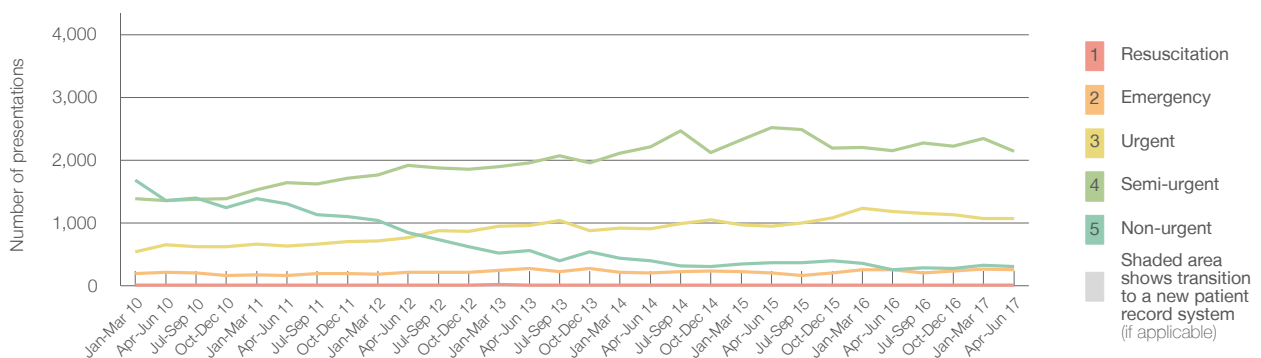
All presentations:<sup>1</sup> 3,923 patients

Emergency presentations<sup>2</sup> by triage category: 3,774 patients



	Same period last year	Change since one year ago
All presentations	4,016	-2.3%
Emergency presentations	3,849	-1.9%
Resuscitation	8	62.5%
Emergency	249	0.8%
Urgent	1,187	-10.3%
Semi-urgent	2,156	-0.9%
Non-urgent	249	23.7%

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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	9	10	6	10	7	7	8	13
Emergency	213	162	209	278	205	202	249	251
Urgent	656	630	764	955	902	946	1,187	1,065
Semi-urgent	1,360	1,640	1,915	1,957	2,214	2,519	2,156	2,137
Non-urgent	1,357	1,302	844	555	400	366	249	308
All emergency presentations	3,595	3,744	3,738	3,755	3,728	4,040	3,849	3,774

## Armidale and New England Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 436 patients \*\*

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	400	
ED Transfer of care time	4 minutes	0 minutes
90th percentile time	26 minutes	3 minutes

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

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

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

## Armidale and New England 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: 251

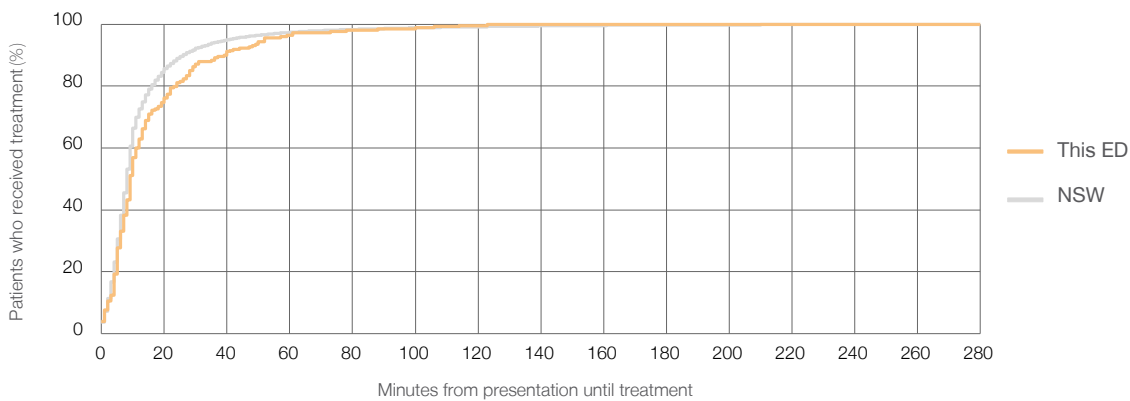
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 248

Median time to start treatment<sup>4</sup> 9 minutes

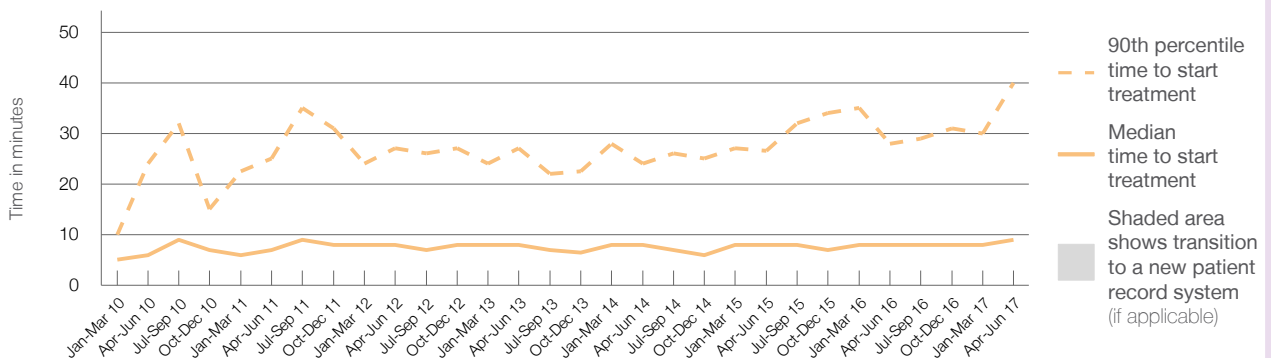
90th percentile time to start treatment<sup>5</sup> 40 minutes

Same period last year	NSW (this period)
249	
245	
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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	6	7	8	8	8	8	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)	24	25	27	27	24	27	28	40

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

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## Armidale and New England 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: 1,065

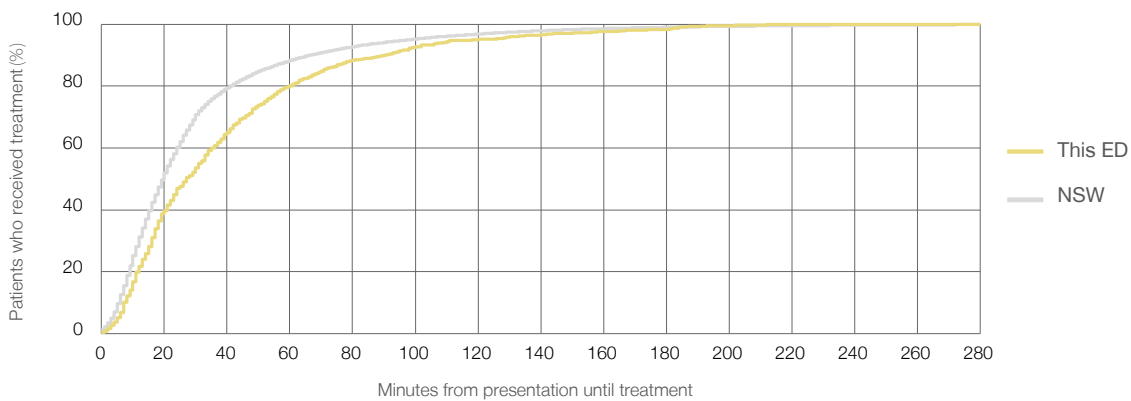
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,032

Median time to start treatment<sup>4</sup> 27 minutes

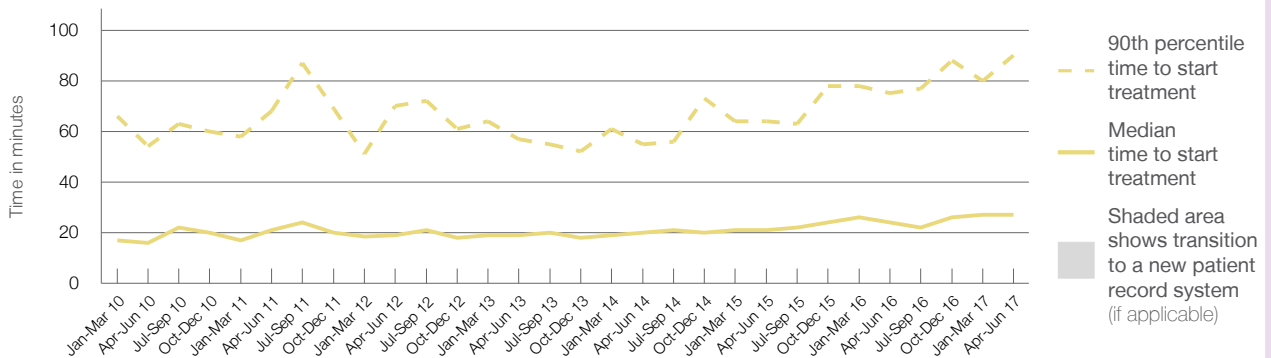
90th percentile time to start treatment<sup>5</sup> 90 minutes

Same period last year	NSW (this period)
1,187	1,131
24 minutes	20 minutes
75 minutes	67 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	16	21	19	19	20	21	24	27
90th percentile time to start treatment <sup>5</sup> (minutes)	54	68	70	57	55	64	75	90

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## Armidale and New England 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: 2,137

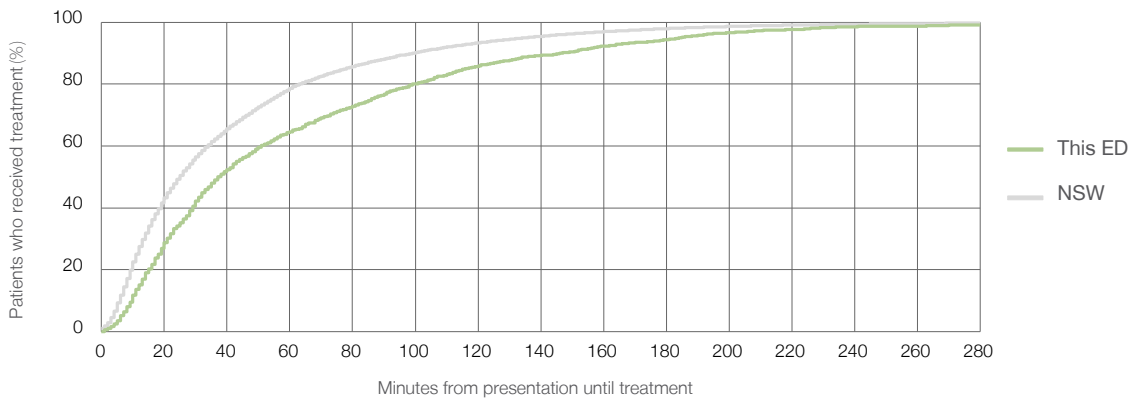
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,952

Median time to start treatment<sup>4</sup>  38 minutes

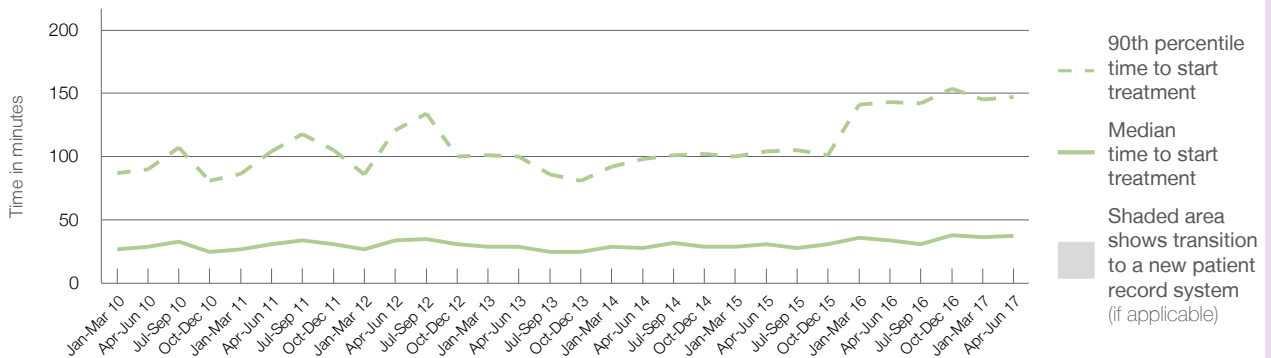
90th percentile time to start treatment<sup>5</sup>  147 minutes

Same period last year	NSW (this period)
2,156	1,937
34 minutes	25 minutes
143 minutes	99 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	29	31	34	29	28	31	34	38
90th percentile time to start treatment <sup>5</sup> (minutes)	90	104	121	100	98	104	143	147

(†) 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.

## Armidale and New England 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: 308

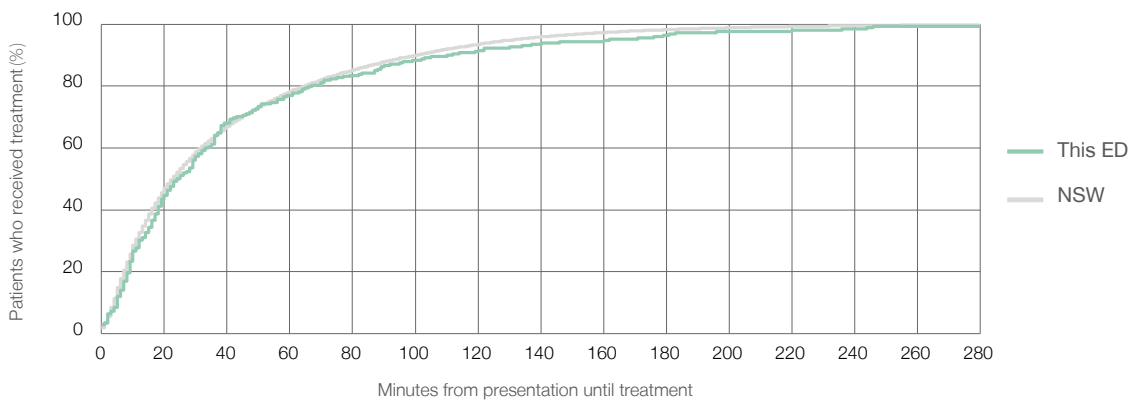
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 248

Median time to start treatment<sup>4</sup>  25 minutes

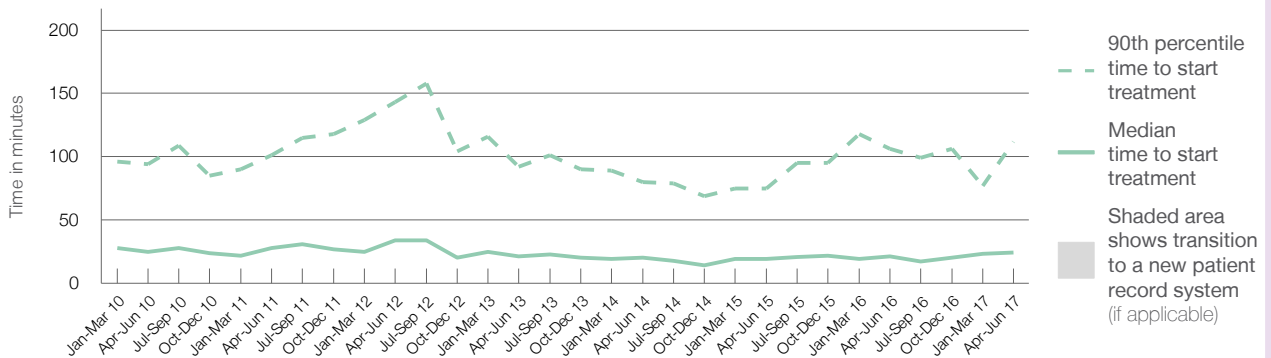
90th percentile time to start treatment<sup>5</sup>  112 minutes

Same period last year	NSW (this period)
249	196
22 minutes	23 minutes
106 minutes	101 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	25	28	34	22	20	19	22	25
90th percentile time to start treatment <sup>5</sup> (minutes)	94	101	143	92	80	75	106	112

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

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## Armidale and New England Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 3,923 patients

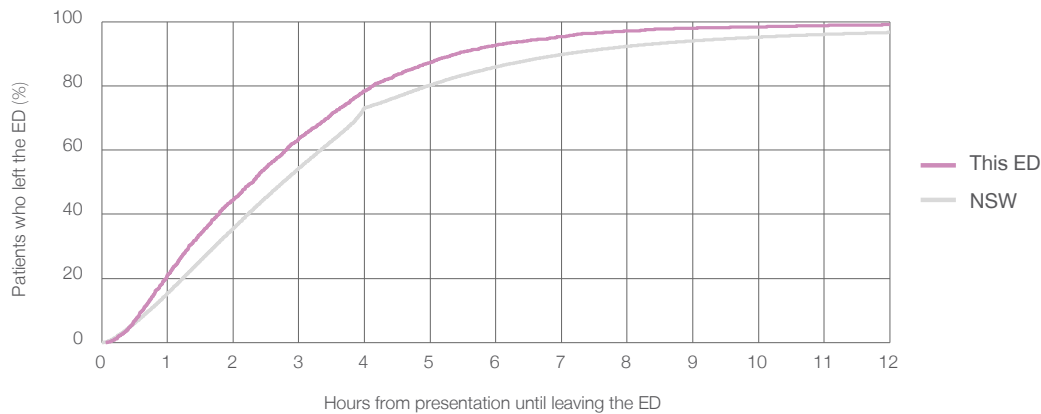
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,923 patients

Median time spent in the ED<sup>8</sup> 2 hours and 18 minutes

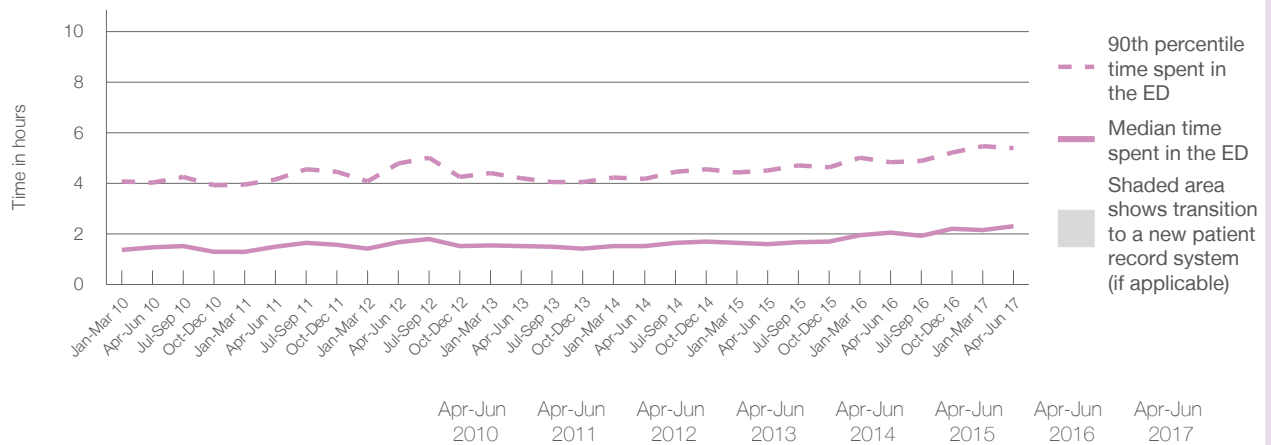
90th percentile time spent in the ED<sup>9</sup> 5 hours and 24 minutes

Same period last year	NSW (this period)
4,016	4,016
2 hours and 4 minutes	2 hours and 46 minutes
4 hours and 51 minutes	7 hours and 5 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 29m	1h 30m	1h 41m	1h 31m	1h 32m	1h 37m	2h 4m	2h 18m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 2m	4h 9m	4h 47m	4h 12m	4h 11m	4h 31m	4h 51m	5h 24m

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

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## Armidale and New England Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

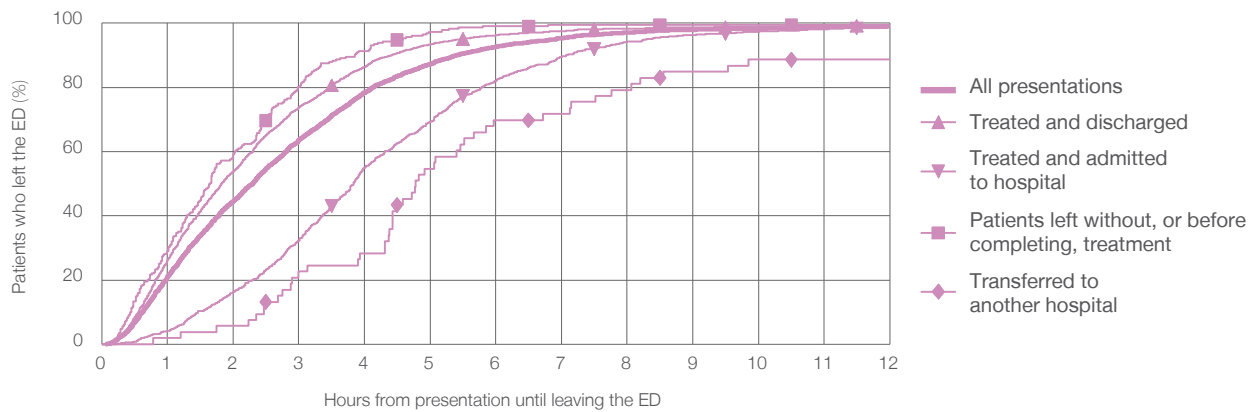
All presentations:<sup>1</sup> 3,923 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,923 patients

Treated and discharged	2,675 (68.2%)
Treated and admitted to hospital	946 (24.1%)
Patient left without, or before completing, treatment	231 (5.9%)
Transferred to another hospital	53 (1.4%)
Other	18 (0.5%)

Same period last year	Change since one year ago
4,016	-2.3%
2,872	-6.9%
867	9.1%
216	6.9%
46	15.2%
15	20.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	26.4%	53.9%	73.9%	86.4%	96.2%	98.3%	98.8%	99.4%
Treated and admitted to hospital	4.2%	16.3%	32.3%	55.0%	82.2%	94.3%	97.4%	98.6%
Patient left without, or before completing, treatment	29.0%	59.3%	80.1%	91.3%	99.1%	99.6%	99.6%	99.6%
Transferred to another hospital	1.9%	5.7%	22.6%	28.3%	69.8%	79.2%	88.7%	88.7%
All presentations	21.1%	44.6%	63.6%	78.4%	92.7%	97.1%	98.4%	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.

## Armidale and New England Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2017

All presentations at the emergency department:<sup>1</sup> 3,923 patients

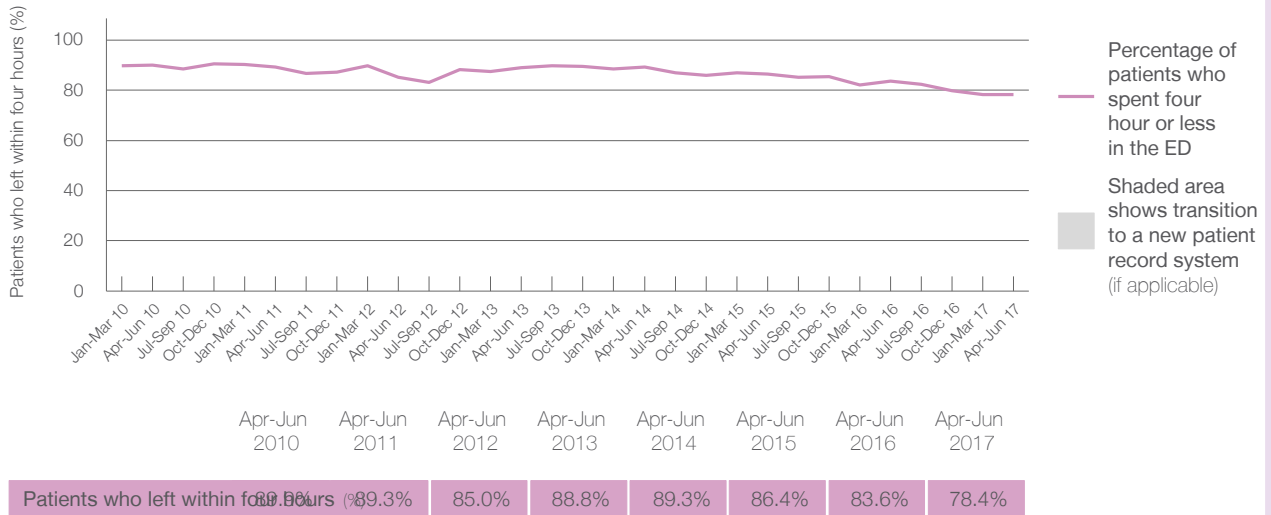
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,923 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup> 3,923 patients	4,016	-2.3%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,923 patients	4,016	-2.3%
Percentage of patients who spent four hours or less in the ED	83.6%	

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



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Belmont Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 5,920 patients  
 Emergency presentations:<sup>2</sup> 5,884 patients

Same period last year	Change since one year ago
5,746	3.0%
5,703	3.2%

## Belmont Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 493 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,269 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 37 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,000 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 69 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,112 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 81 minutes

Same period last year	NSW (this period)
459	
7 minutes	8 minutes
14 minutes	26 minutes
1,257	
16 minutes	20 minutes
32 minutes	67 minutes
2,752	
19 minutes	25 minutes
68 minutes	99 minutes
1,227	
19 minutes	23 minutes
85 minutes	101 minutes

## Belmont Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,920 patients

Percentage of patients who spent four hours or less in the ED 76.0%

Same period last year	Change since one year ago
5,746	3.0%
76.0%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

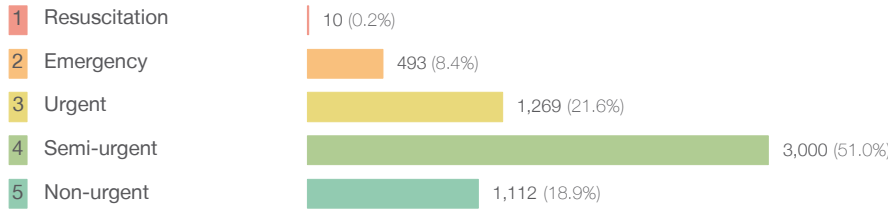
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Belmont Hospital: Patients presenting to the emergency department

April to June 2017

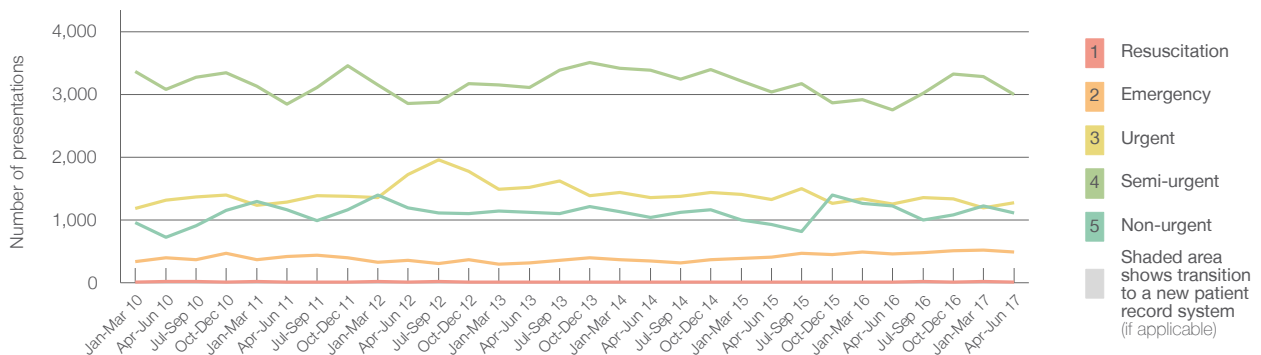
All presentations:<sup>1</sup> 5,920 patients

Emergency presentations<sup>2</sup> by triage category: 5,884 patients



Same period last year	Change since one year ago
5,746	3.0%
5,703	3.2%
8	25.0%
459	7.4%
1,257	1.0%
2,752	9.0%
1,227	-9.4%

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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	18	7	10	7	< 5	9	8	10
Emergency	399	414	354	317	354	407	459	493
Urgent	1,312	1,288	1,724	1,520	1,352	1,324	1,257	1,269
Semi-urgent	3,084	2,846	2,854	3,107	3,383	3,043	2,752	3,000
Non-urgent	726	1,162	1,189	1,123	1,038	922	1,227	1,112
All emergency presentations	5,539	5,717	6,131	6,074	6,127	5,705	5,703	5,884

## Belmont Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,251 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,140	
10 minutes	0 minutes
19 minutes	0 minutes

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

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## Belmont 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: 493

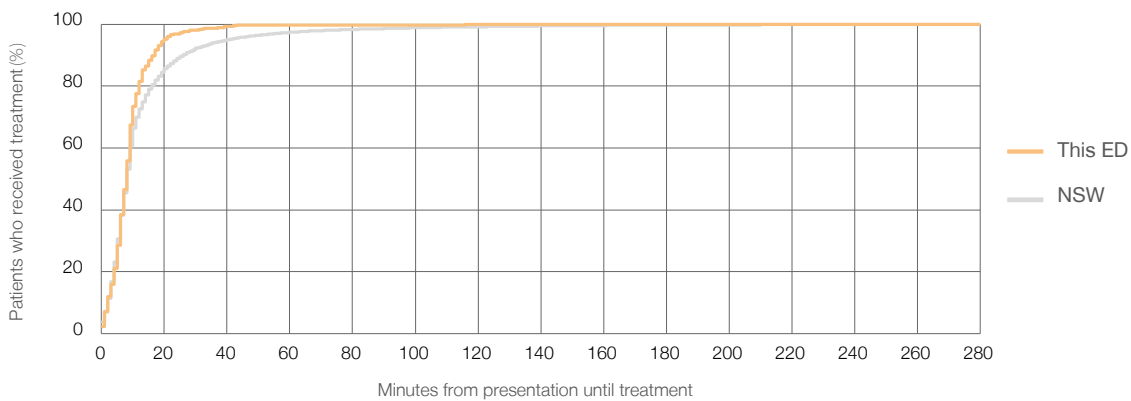
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 488

Median time to start treatment<sup>4</sup>  8 minutes

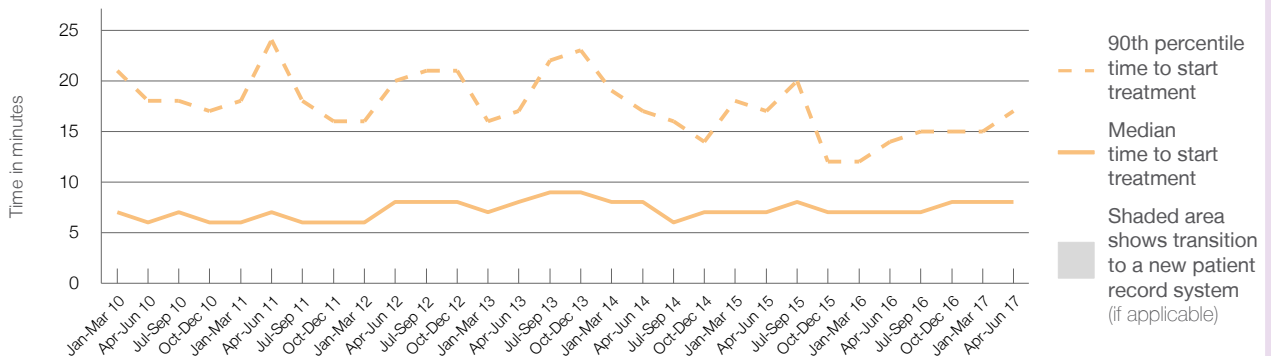
90th percentile time to start treatment<sup>5</sup>  17 minutes

Same period last year	NSW (this period)
459	
457	
7 minutes	8 minutes
14 minutes	26 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	6	7	8	8	8	7	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	18	24	20	17	17	17	14	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.

## Belmont 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: 1,269

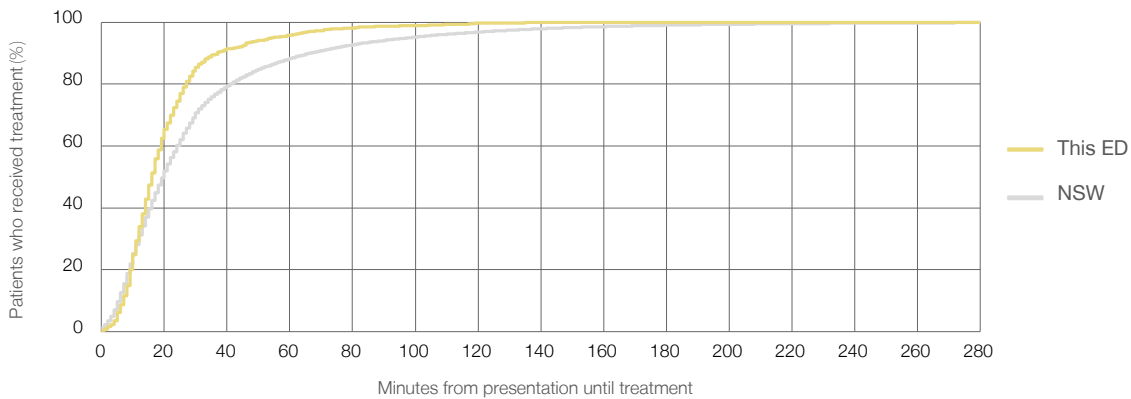
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,239

Median time to start treatment<sup>4</sup>  16 minutes

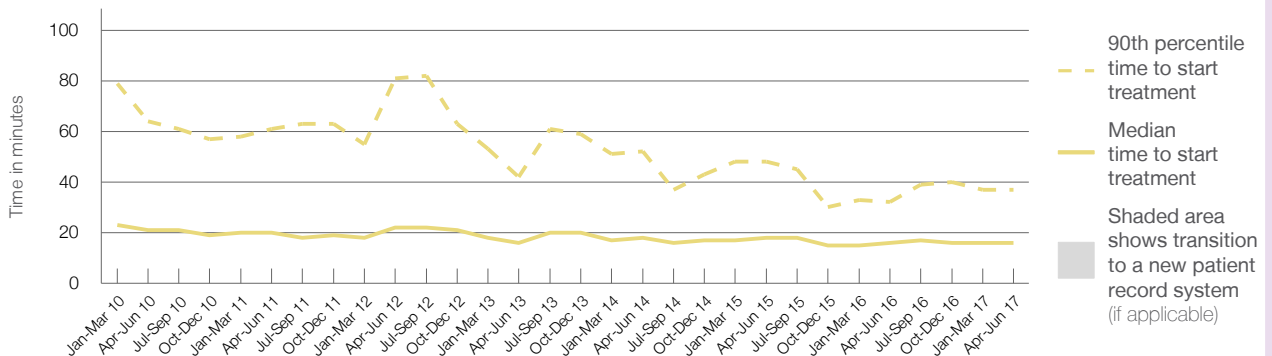
90th percentile time to start treatment<sup>5</sup>  37 minutes

Same period last year	NSW (this period)
1,257	1,218
16 minutes	20 minutes
32 minutes	67 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	21	20	22	16	18	18	16	16
90th percentile time to start treatment <sup>5</sup> (minutes)	64	61	81	42	52	48	32	37

(†) 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.

## Belmont Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 3,000

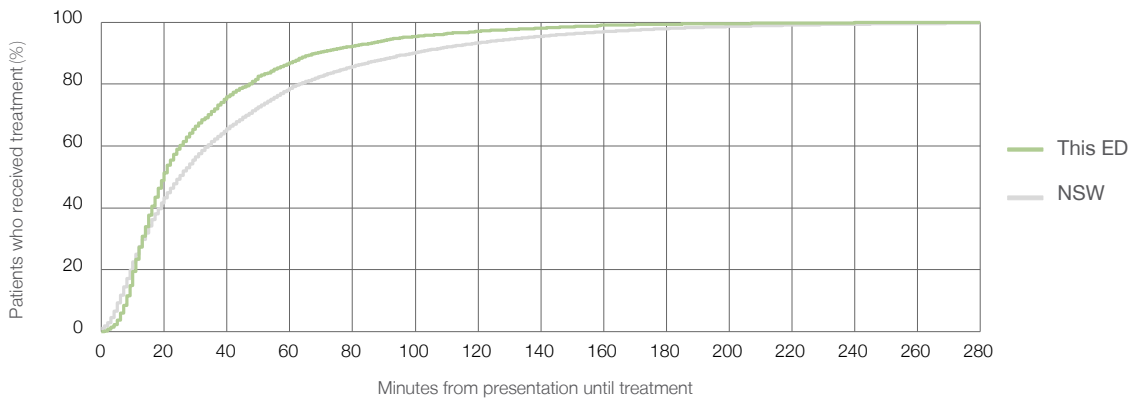
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,600

Median time to start treatment<sup>4</sup> 20 minutes

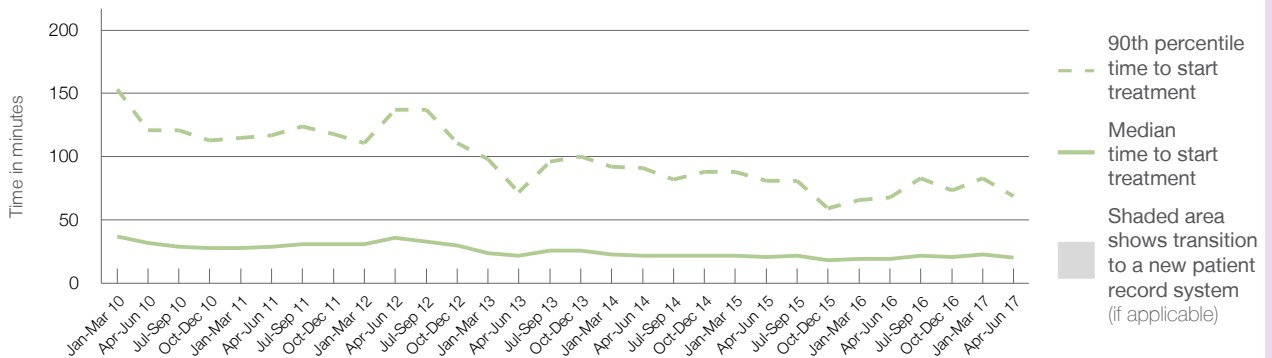
90th percentile time to start treatment<sup>5</sup> 69 minutes

Same period last year	NSW (this period)
2,752	2,366
19 minutes	25 minutes
68 minutes	99 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	32	29	36	22	22	21	19	20
90th percentile time to start treatment <sup>5</sup> (minutes)	121	117	137	72	91	81	68	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.

## Belmont Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 1,112

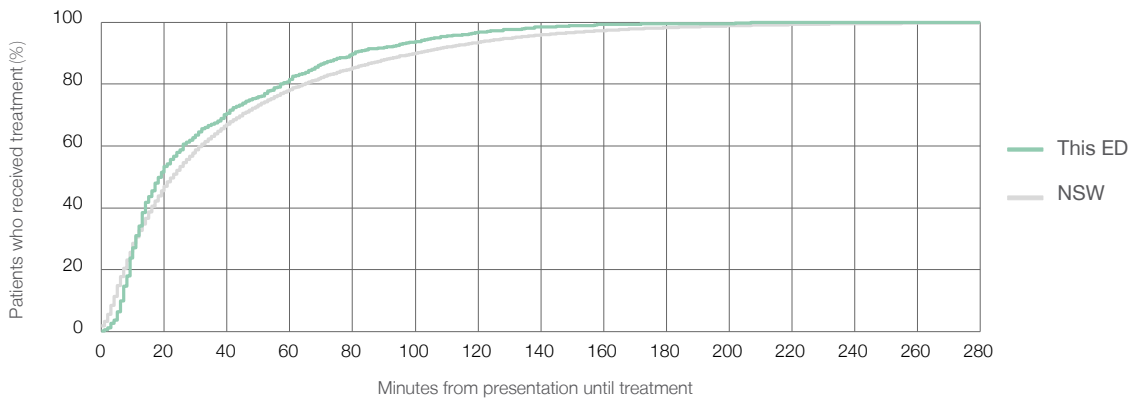
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 867

Median time to start treatment<sup>4</sup> 19 minutes

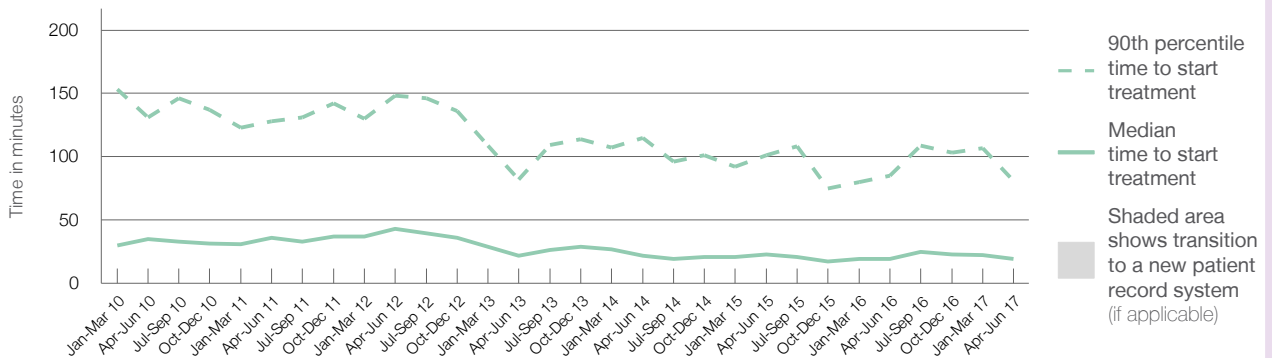
90th percentile time to start treatment<sup>5</sup> 81 minutes

Same period last year	NSW (this period)
1,227	915
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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	35	36	43	22	22	23	19	19
90th percentile time to start treatment <sup>5</sup> (minutes)	131	128	148	82	115	101	85	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.



## Belmont Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 5,920 patients

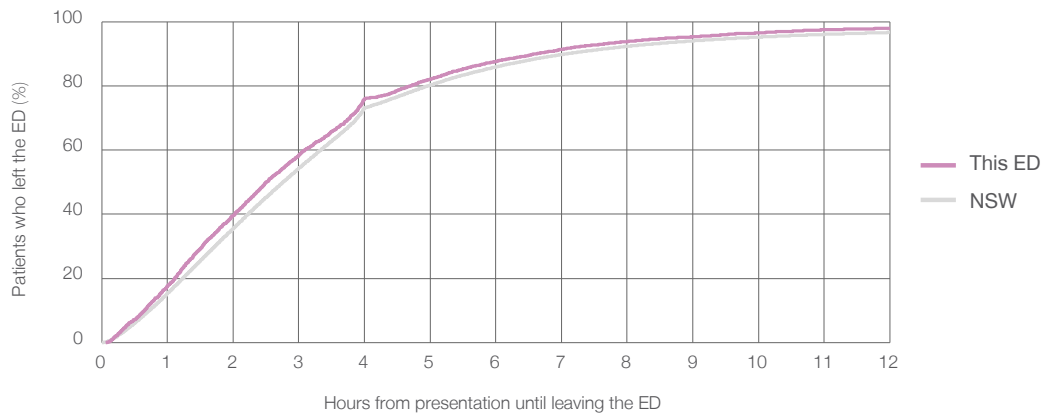
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,920 patients

Median time spent in the ED<sup>8</sup> 2 hours and 31 minutes

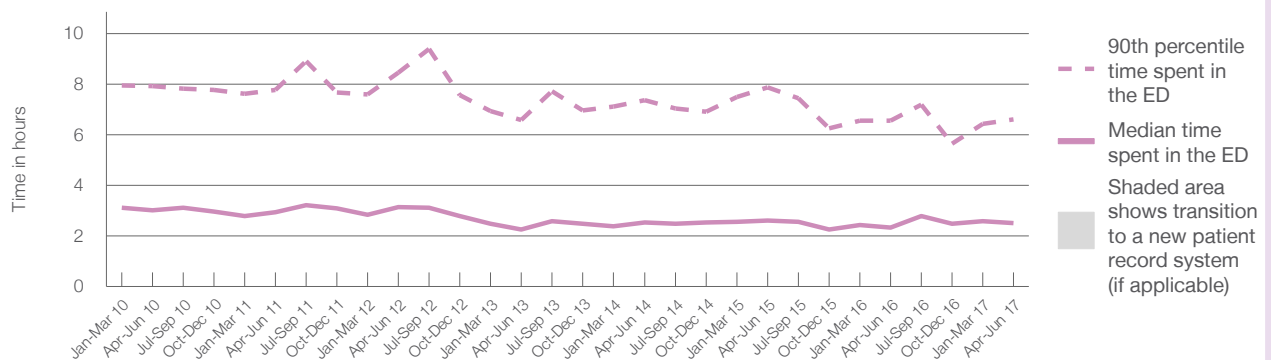
90th percentile time spent in the ED<sup>9</sup> 6 hours and 37 minutes

Same period last year	NSW (this period)
5,746	5,746
2 hours and 20 minutes	2 hours and 46 minutes
6 hours and 34 minutes	7 hours and 5 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 1m	2h 57m	3h 9m	2h 16m	2h 33m	2h 37m	2h 20m	2h 31m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 56m	7h 46m	8h 28m	6h 35m	7h 22m	7h 53m	6h 34m	6h 37m

(†) 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.

**Belmont Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2017

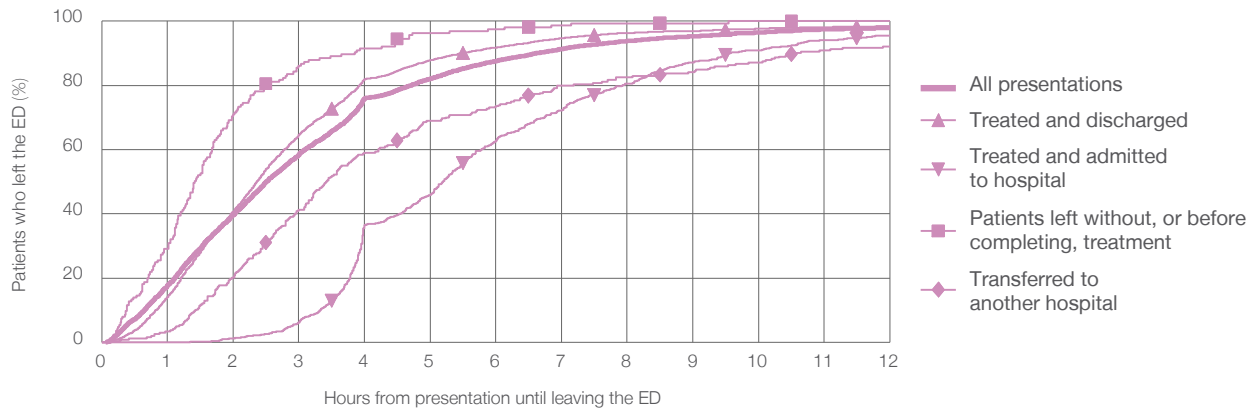
All presentations:<sup>1</sup> 5,920 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,920 patients

Treated and discharged	4,063 (68.6%)
Treated and admitted to hospital	875 (14.8%)
Patient left without, or before completing, treatment	165 (2.8%)
Transferred to another hospital	264 (4.5%)
Other	553 (9.3%)

Same period last year	Change since one year ago
5,746	3.0%
3,825	6.2%
819	6.8%
171	-3.5%
281	-6.0%
650	-14.9%

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



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

Treated and discharged	14.2%	40.7%	64.5%	81.9%	91.8%	96.4%	97.6%	98.5%
Treated and admitted to hospital	0%	1.1%	6.2%	36.6%	62.7%	80.6%	91.0%	95.5%
Patient left without, or before completing, treatment	29.1%	70.9%	86.1%	91.5%	97.6%	99.4%	100%	100%
Transferred to another hospital	3.4%	20.1%	41.3%	59.1%	73.5%	82.6%	87.1%	92.0%
All presentations	17.7%	39.7%	58.5%	76.0%	87.6%	93.8%	96.4%	97.9%

(†) 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.

**Belmont Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2017

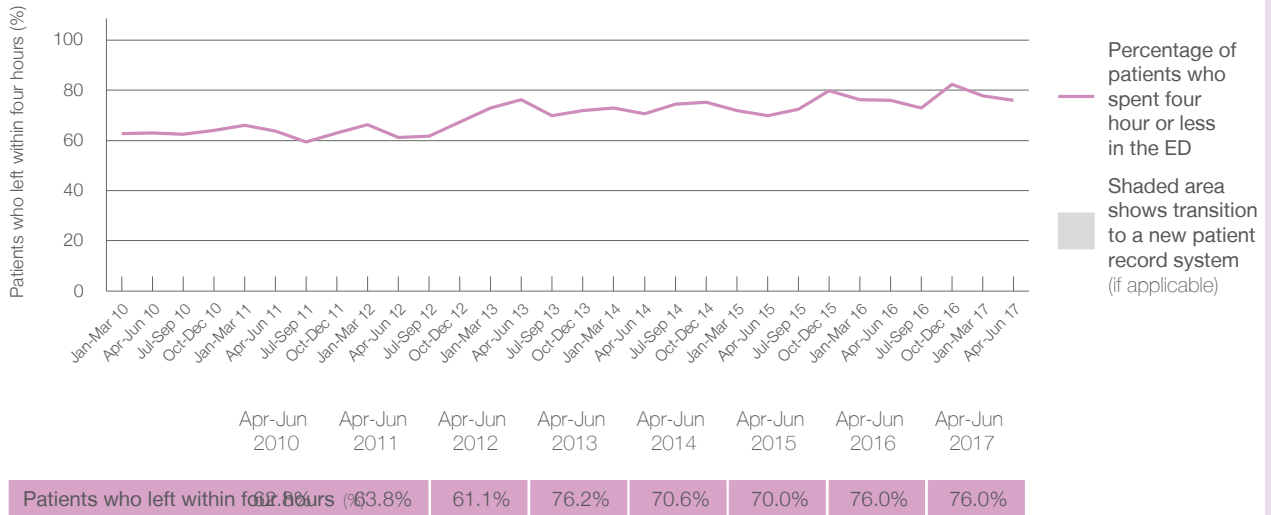
All presentations at the emergency department:<sup>1</sup> 5,920 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,920 patients

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



Same period last year	Change since one year ago
5,746	3.0%
5,746	3.0%
76.0%	

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



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.  
 † Data points are not shown in graphs for quarters when patient numbers were too small.  
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.  
 Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Calvary Mater Newcastle: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 9,040 patients  
 Emergency presentations:<sup>2</sup> 9,028 patients

Same period last year	Change since one year ago
8,665	4.3%
8,617	4.8%

## Calvary Mater Newcastle: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,315 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,226 patients

Median time to start treatment<sup>4</sup> 15 minutes  
 90th percentile time to start treatment<sup>5</sup> 40 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,263 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,181 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
1,099	
9 minutes	8 minutes
25 minutes	26 minutes
2,201	
18 minutes	20 minutes
42 minutes	67 minutes
4,145	
22 minutes	25 minutes
66 minutes	99 minutes
1,121	
22 minutes	23 minutes
82 minutes	101 minutes

## Calvary Mater Newcastle: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,040 patients

Percentage of patients who spent four hours or less in the ED 73.3%

Same period last year	Change since one year ago
8,665	4.3%
75.9%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

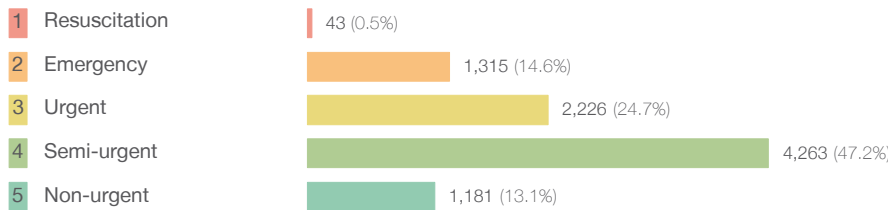
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Calvary Mater Newcastle: Patients presenting to the emergency department

April to June 2017

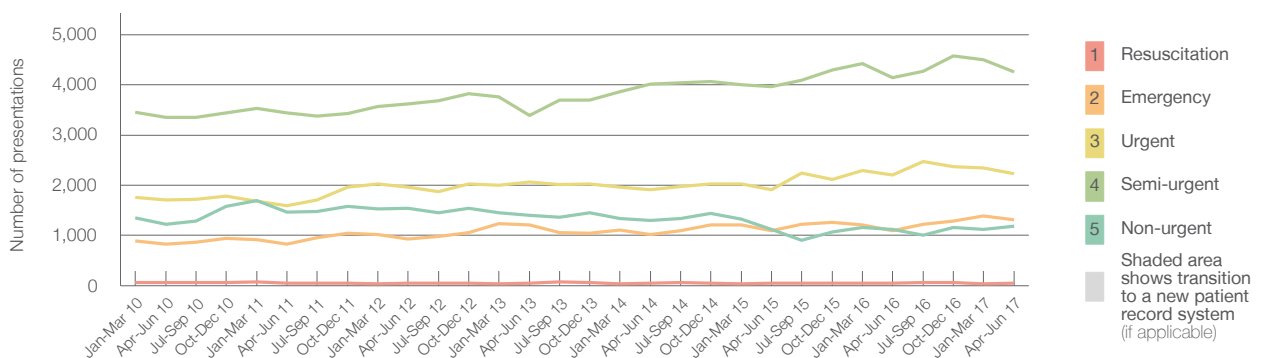
All presentations:<sup>1</sup> 9,040 patients

Emergency presentations<sup>2</sup> by triage category: 9,028 patients



Same period last year	Change since one year ago
8,665	4.3%
8,617	4.8%
51	-15.7%
1,099	19.7%
2,201	1.1%
4,145	2.8%
1,121	5.4%

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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	65	46	45	54	45	45	51	43
Emergency	825	823	924	1,210	1,023	1,095	1,099	1,315
Urgent	1,709	1,597	1,967	2,066	1,909	1,911	2,201	2,226
Semi-urgent	3,347	3,446	3,616	3,392	4,010	3,961	4,145	4,263
Non-urgent	1,224	1,465	1,541	1,402	1,303	1,117	1,121	1,181
All emergency presentations	7,170	7,377	8,093	8,124	8,290	8,129	8,617	9,028

## Calvary Mater Newcastle: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,660 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,566	
4 minutes	0 minutes
18 minutes	6 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.

## Calvary Mater Newcastle: 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: 1,315

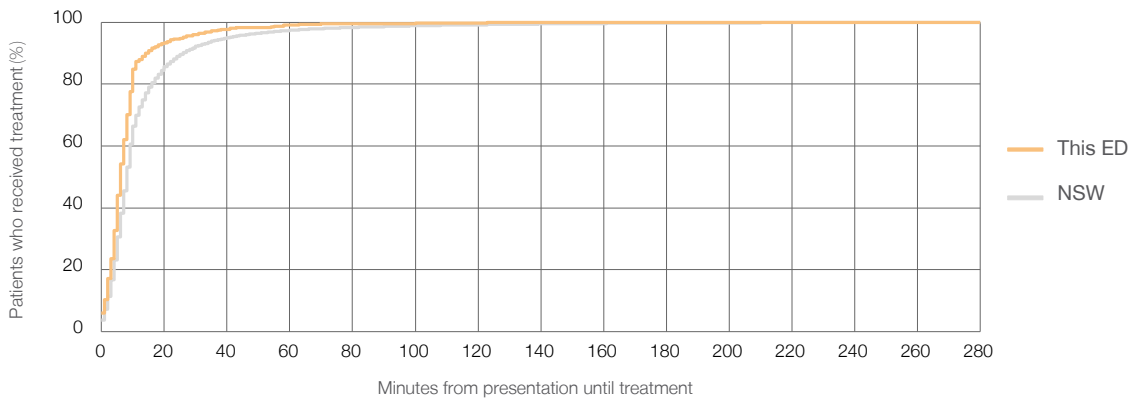
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 994

Median time to start treatment<sup>4</sup> 6 minutes

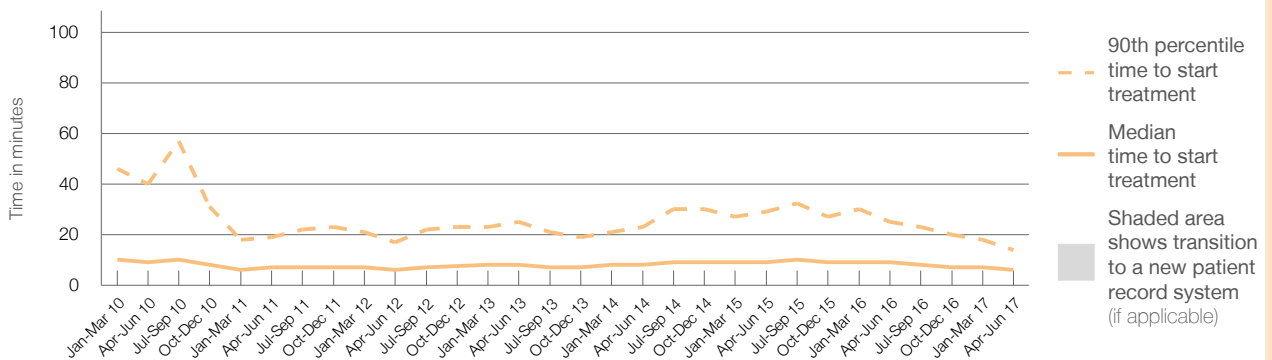
90th percentile time to start treatment<sup>5</sup> 14 minutes

Same period last year	NSW (this period)
1,099	
874	
9 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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	9	7	6	8	8	9	9	6
90th percentile time to start treatment <sup>5</sup> (minutes)	40	19	17	25	23	29	25	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.

## Calvary Mater Newcastle: 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: 2,226

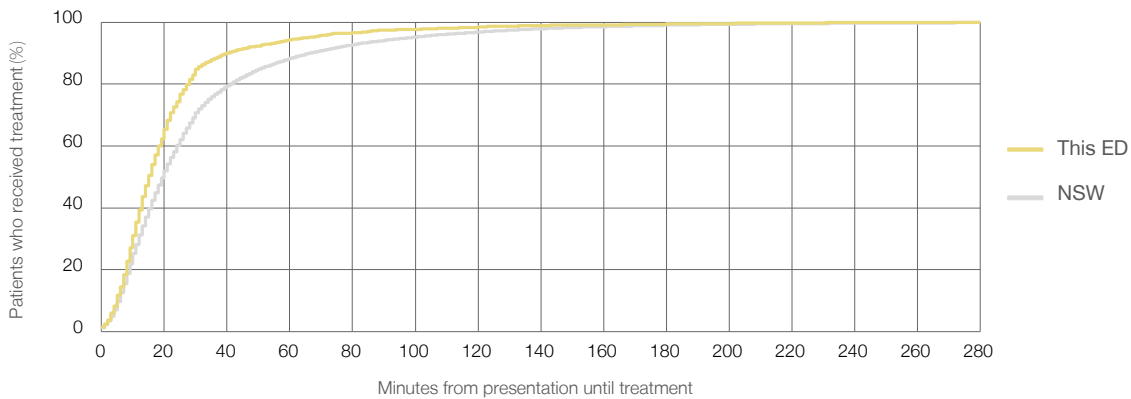
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,975

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

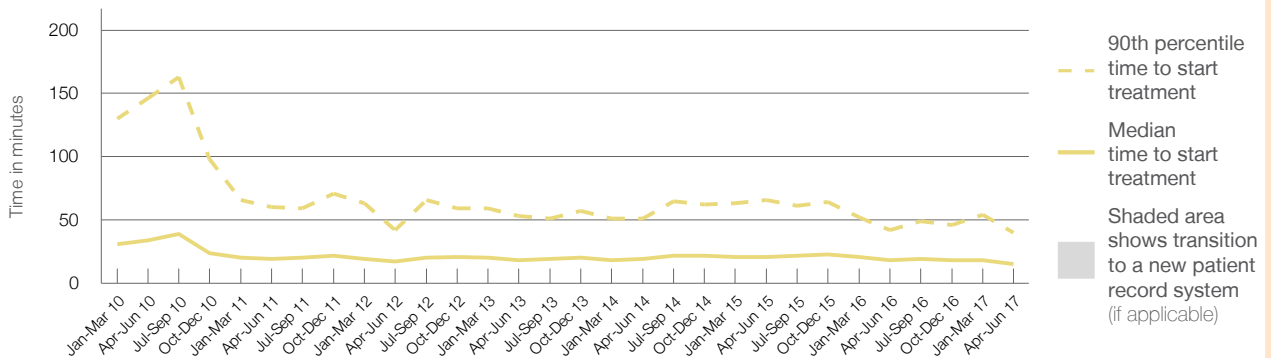
90th percentile time to start treatment<sup>5</sup> 40 minutes

Same period last year	NSW (this period)
2,201	1,916
18 minutes	20 minutes
42 minutes	67 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	34	19	17	18	19	21	18	15
90th percentile time to start treatment <sup>5</sup> (minutes)	146	60	42	53	51	66	42	40

(†) 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.

## Calvary Mater Newcastle: 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: 4,263

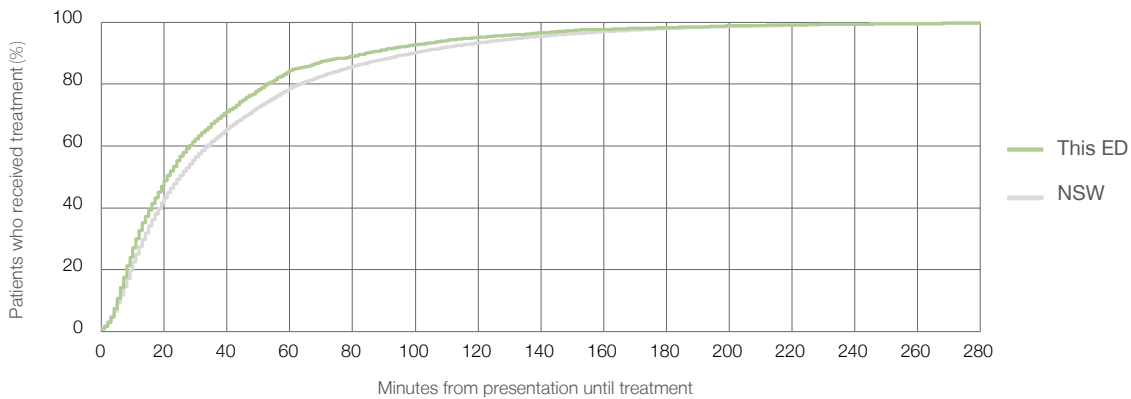
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,890

Median time to start treatment<sup>4</sup>  21 minutes

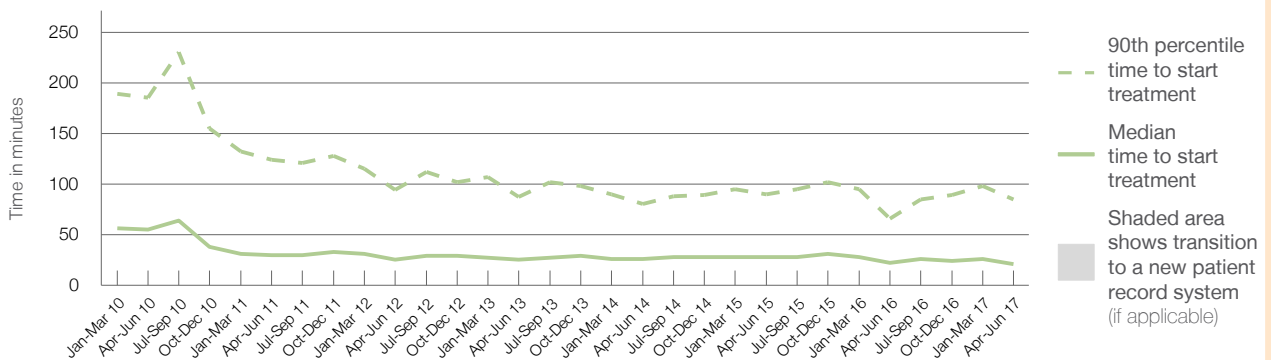
90th percentile time to start treatment<sup>5</sup>  85 minutes

Same period last year	NSW (this period)
4,145	
3,839	
22 minutes	25 minutes
66 minutes	99 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	55	30	25	25	26	28	22	21
90th percentile time to start treatment <sup>5</sup> (minutes)	185	124	94	87	80	90	66	85

(†) 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.



## Calvary Mater Newcastle: 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: 1,121

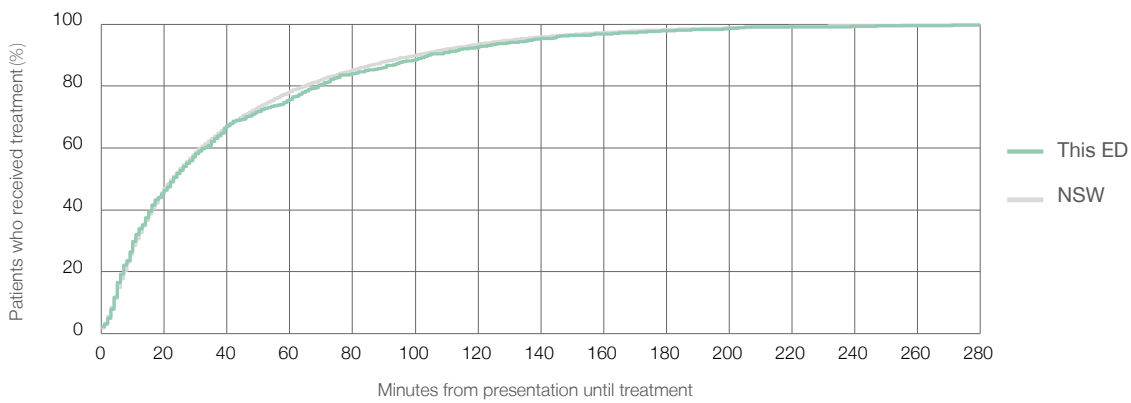
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 970

Median time to start treatment<sup>4</sup> 23 minutes

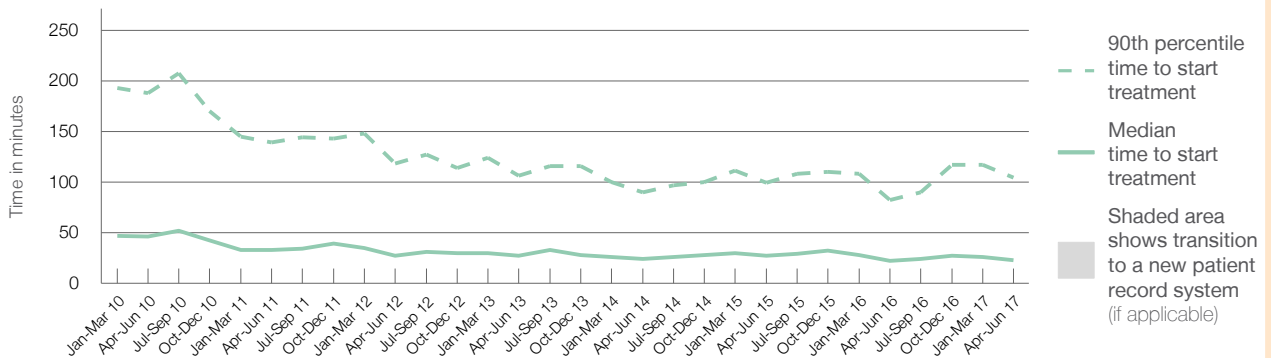
90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
1,121	957
22 minutes	23 minutes
82 minutes	101 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	46	33	27	27	24	27	22	23
90th percentile time to start treatment <sup>5</sup> (minutes)	188	139	118	106	90	99	82	105

(†) 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.

## Calvary Mater Newcastle: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 9,040 patients

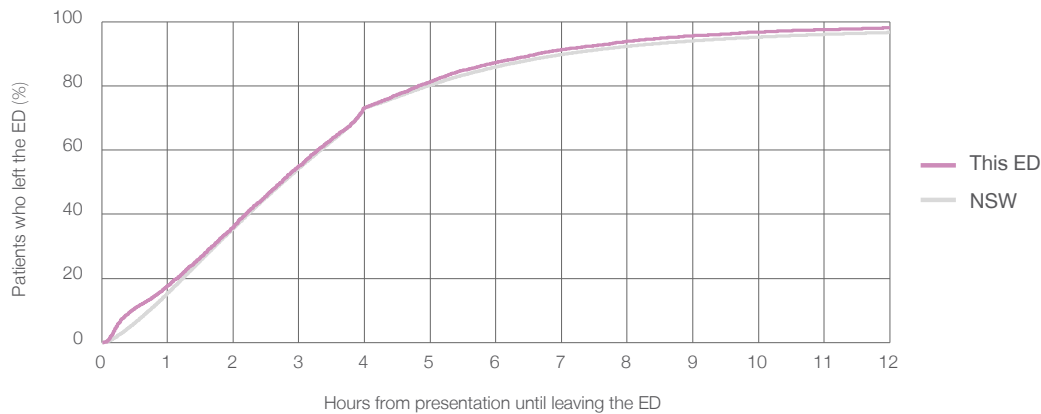
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,040 patients

Median time spent in the ED<sup>8</sup>  2 hours and 44 minutes

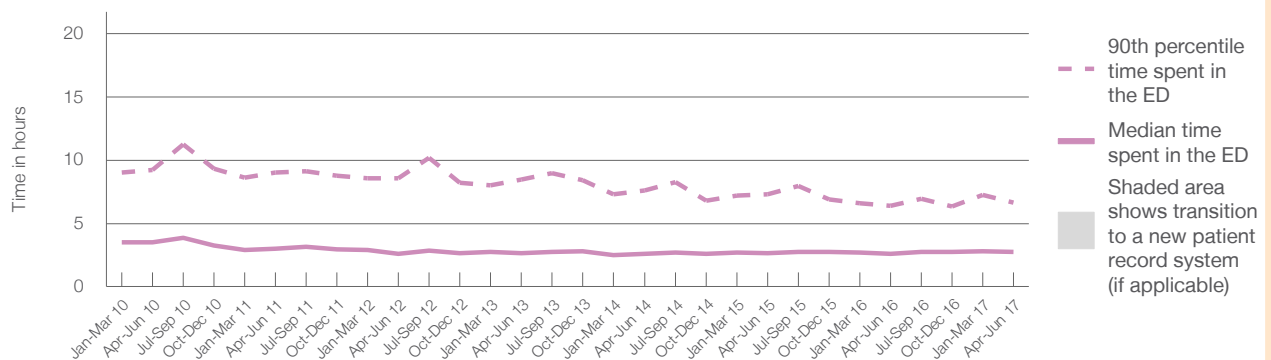
90th percentile time spent in the ED<sup>9</sup>  6 hours and 39 minutes

Same period last year	NSW (this period)
8,665	8,665
2 hours and 37 minutes	2 hours and 46 minutes
6 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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 31m	2h 59m	2h 37m	2h 40m	2h 35m	2h 38m	2h 37m	2h 44m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 15m	9h 0m	8h 34m	8h 29m	7h 35m	7h 18m	6h 23m	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.

## Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

April to June 2017

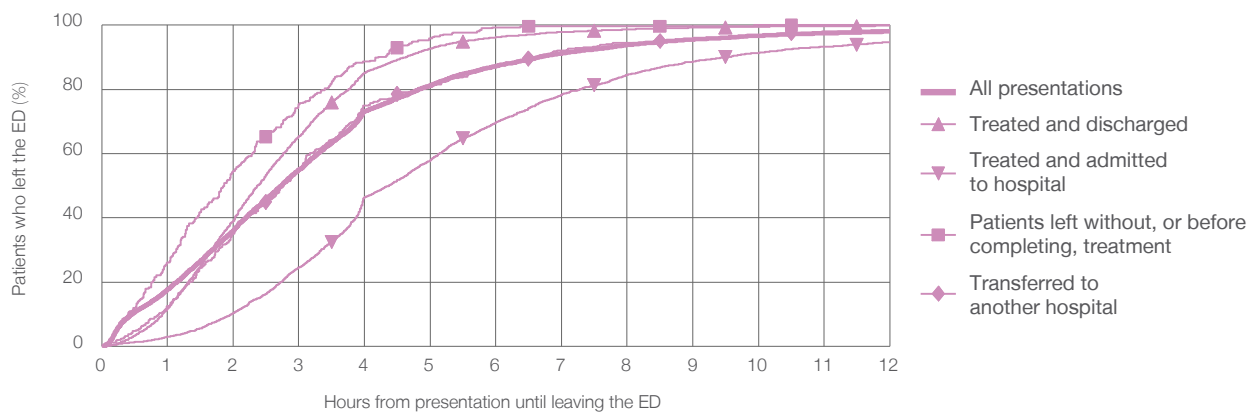
All presentations:<sup>1</sup> 9,040 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,040 patients

Treated and discharged	4,267 (47.2%)
Treated and admitted to hospital	3,067 (33.9%)
Patient left without, or before completing, treatment	317 (3.5%)
Transferred to another hospital	407 (4.5%)
Other	982 (10.9%)

Same period last year	Change since one year ago
8,665	4.3%
4,197	1.7%
2,976	3.1%
258	22.9%
385	5.7%
849	15.7%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.8%	39.1%	65.3%	85.2%	96.3%	98.7%	99.5%	99.8%
Treated and admitted to hospital	2.9%	10.4%	24.5%	46.5%	69.7%	84.6%	91.4%	94.8%
Patient left without, or before completing, treatment	26.2%	54.6%	75.4%	88.6%	99.4%	99.7%	100%	100%
Transferred to another hospital	12.5%	35.1%	54.8%	74.9%	87.5%	94.6%	96.8%	98.5%
All presentations	17.7%	36.0%	55.0%	73.3%	87.4%	93.9%	96.7%	98.1%

(†) 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.

**Calvary Mater Newcastle: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2017

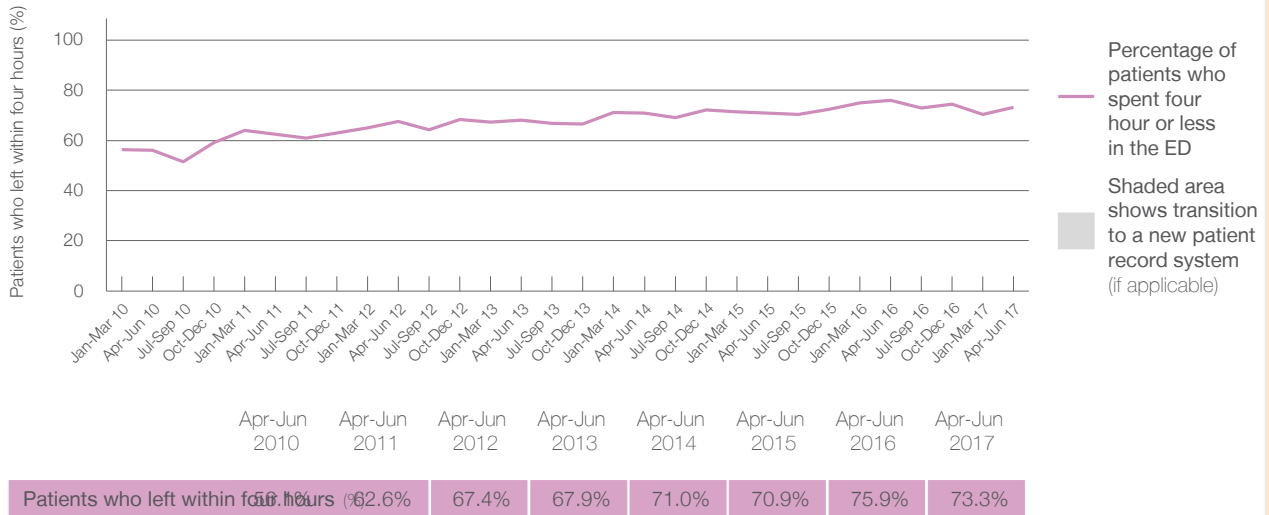
All presentations at the emergency department:<sup>1</sup> 9,040 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,040 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,665	4.3%
Presentations used to calculate time to leaving the ED	8,665	4.3%
Percentage of patients who spent four hours or less in the ED	75.9%	

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



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.  
 † Data points are not shown in graphs for quarters when patient numbers were too small.  
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.  
 Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 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:<sup>1</sup> 4,374 patients  
 Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

April to June 2017

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

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 21 minutes

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

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 57 minutes

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

Median time to start treatment<sup>4</sup> 34 minutes  
 90th percentile time to start treatment<sup>5</sup> 98 minutes

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

Median time to start treatment<sup>4</sup> 37 minutes  
 90th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

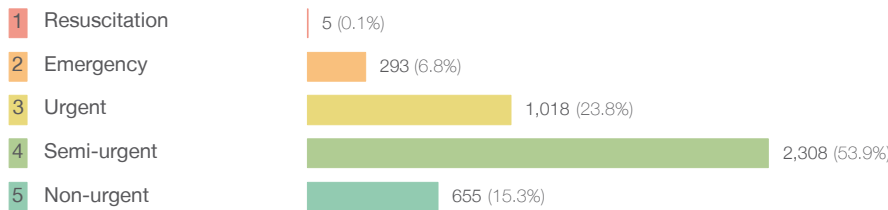
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Cessnock District Hospital: Patients presenting to the emergency department

April to June 2017

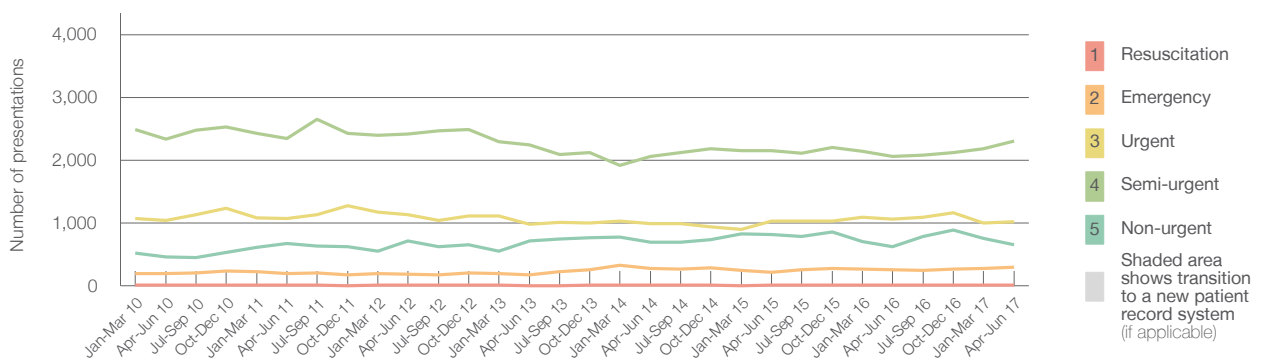
All presentations:<sup>1</sup> 4,374 patients

Emergency presentations<sup>2</sup> by triage category: 4,279 patients



Same period last year	Change since one year ago
4,040	8.3%
3,993	7.2%
7	-28.6%
255	14.9%
1,056	-3.6%
2,055	12.3%
620	5.6%

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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	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:<sup>7</sup> 408 patients

ED Transfer of care time



Same period last year	Change since one year ago
405	
9 minutes	0 minutes
20 minutes	0 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.

## 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

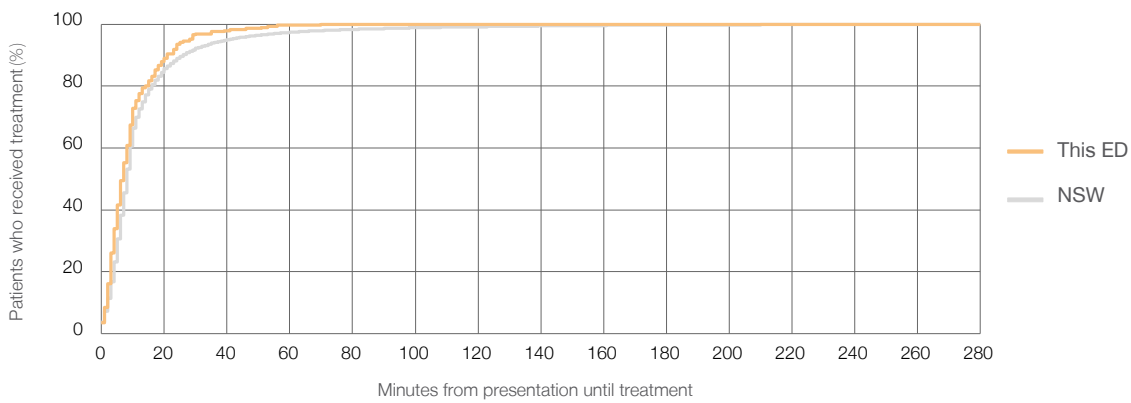
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 291

Median time to start treatment<sup>4</sup>  7 minutes

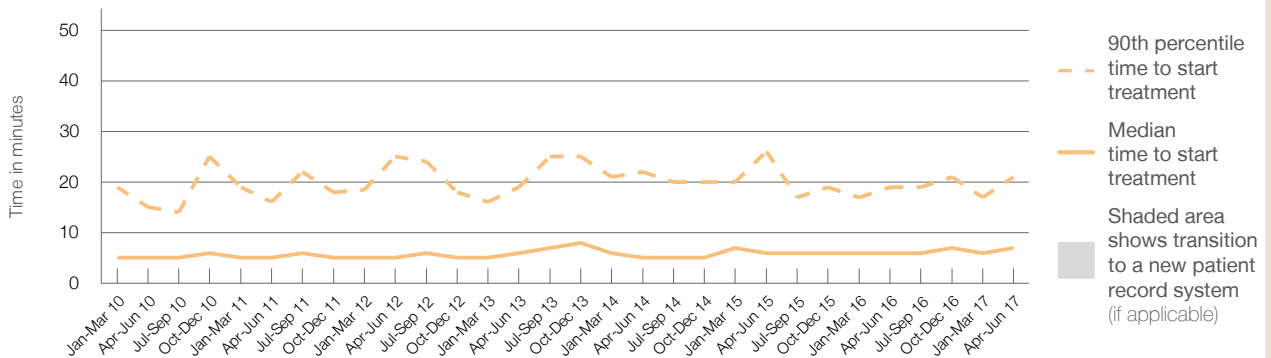
90th percentile time to start treatment<sup>5</sup>  21 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	5	5	5	6	5	6	6	7
90th percentile time to start treatment <sup>5</sup> (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

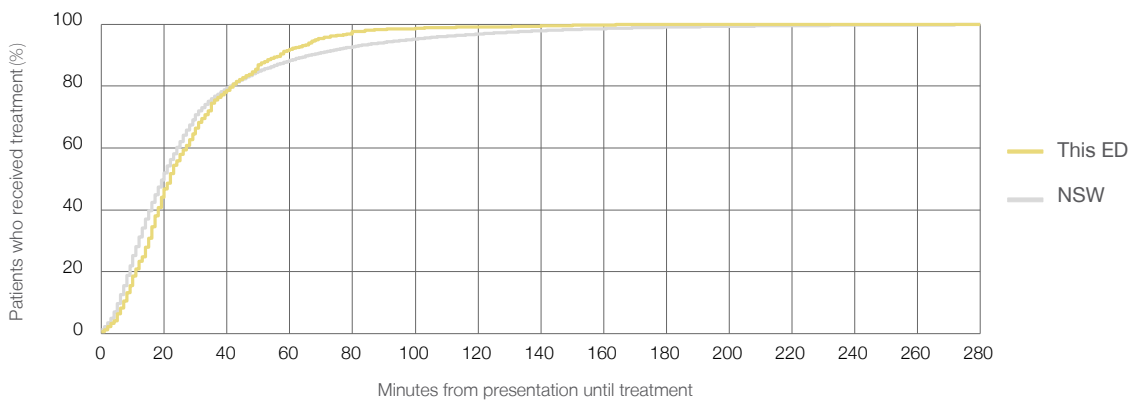
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 996

Median time to start treatment<sup>4</sup>  22 minutes

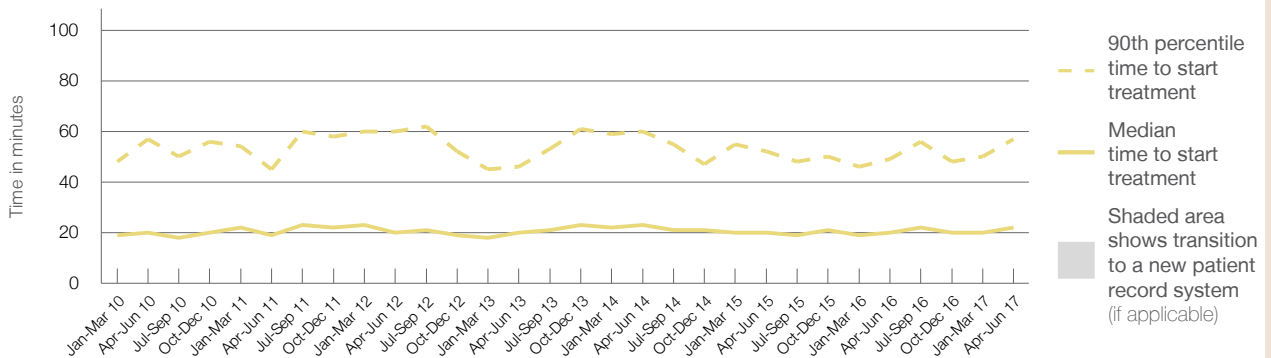
90th percentile time to start treatment<sup>5</sup>  57 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	20	19	20	20	23	20	20	22
90th percentile time to start treatment <sup>5</sup> (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

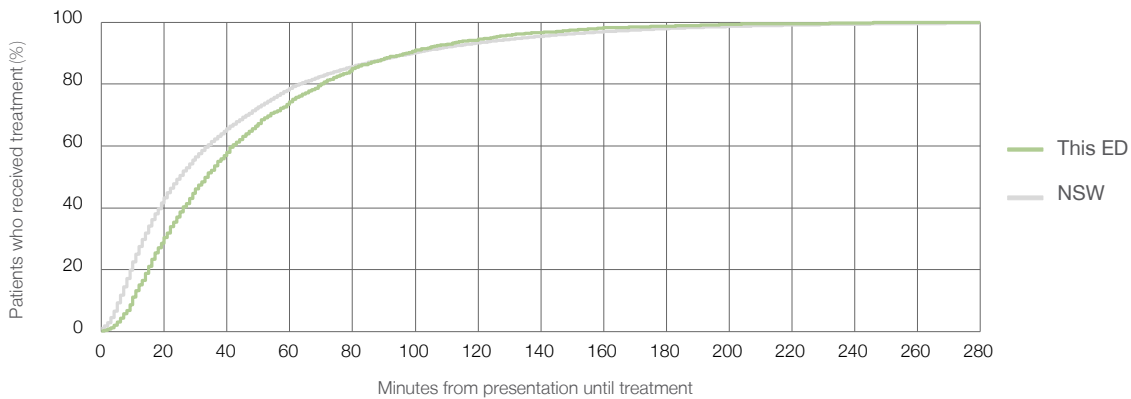
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,156

Median time to start treatment<sup>4</sup>  34 minutes

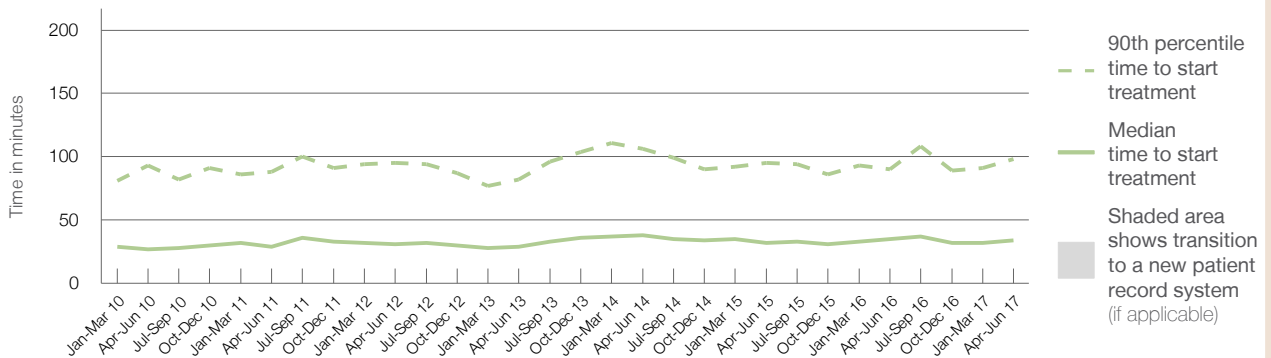
90th percentile time to start treatment<sup>5</sup>  98 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	27	29	31	29	38	32	35	34
90th percentile time to start treatment <sup>5</sup> (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

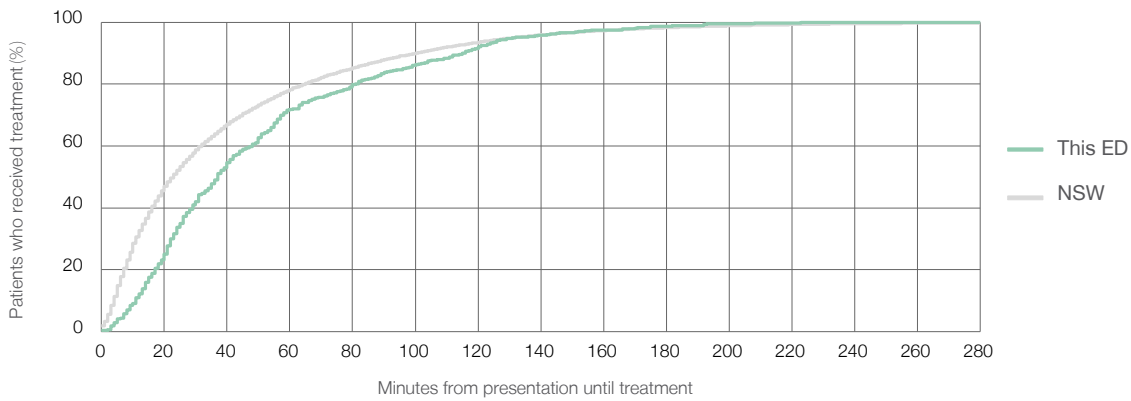
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 565

Median time to start treatment<sup>4</sup> 37 minutes

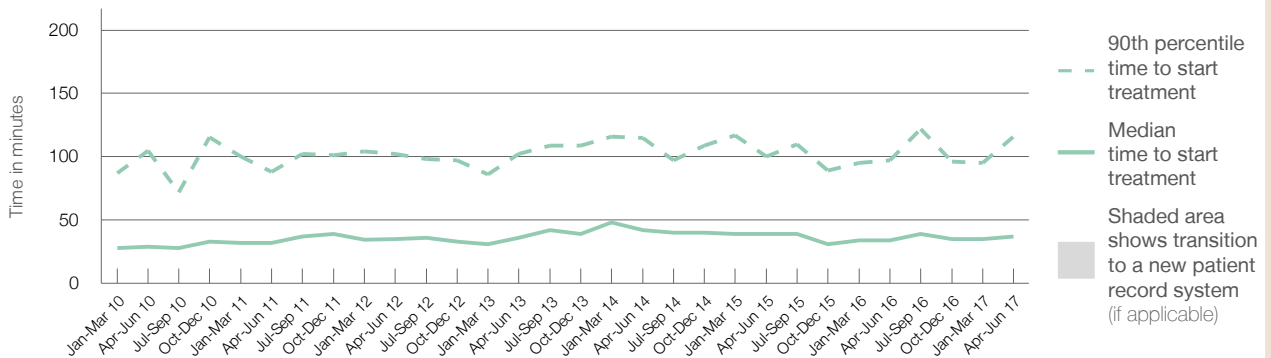
90th percentile time to start treatment<sup>5</sup> 116 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	29	32	35	36	42	39	34	37
90th percentile time to start treatment <sup>5</sup> (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:<sup>1</sup> 4,374 patients

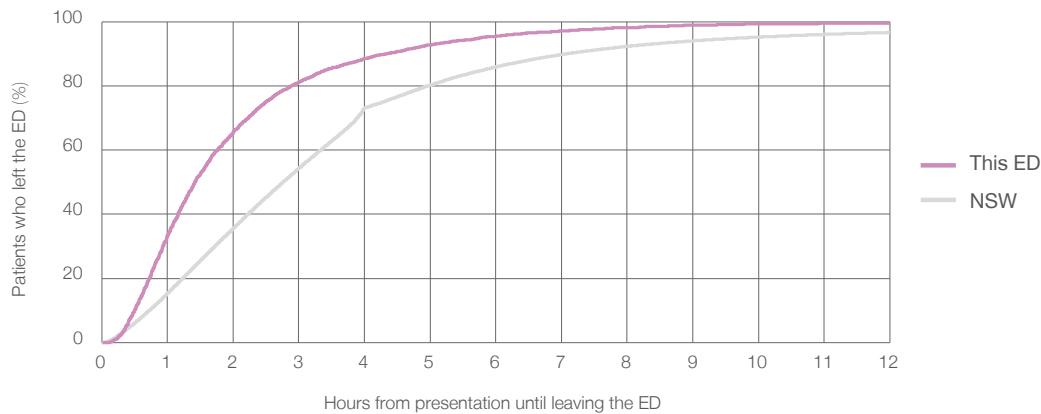
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,374 patients

Median time spent in the ED<sup>8</sup> 1 hours and 25 minutes

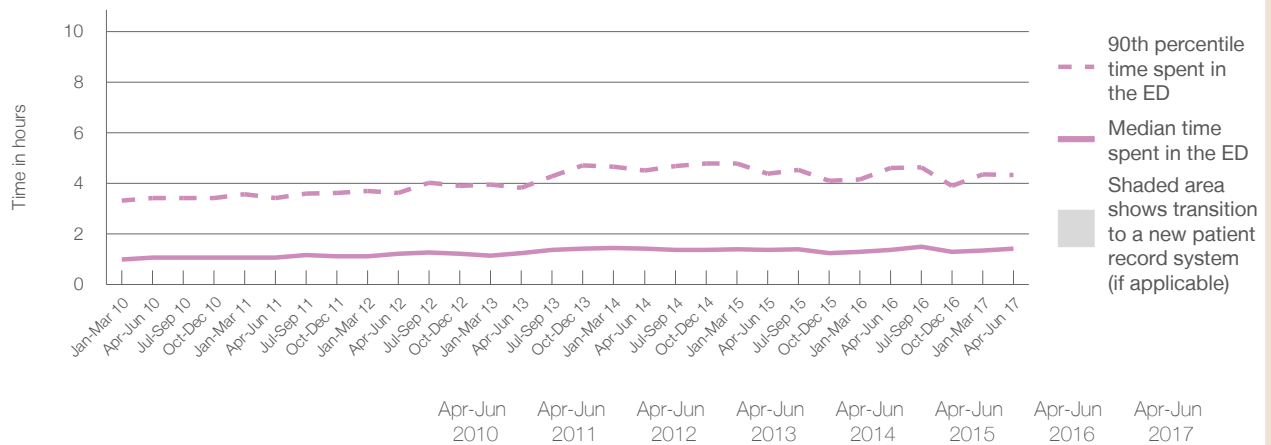
90th percentile time spent in the ED<sup>9</sup> 4 hours and 20 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 5m	1h 4m	1h 13m	1h 15m	1h 25m	1h 23m	1h 22m	1h 25m
90th percentile time to leaving the ED <sup>9</sup> (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.

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**Cessnock District Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

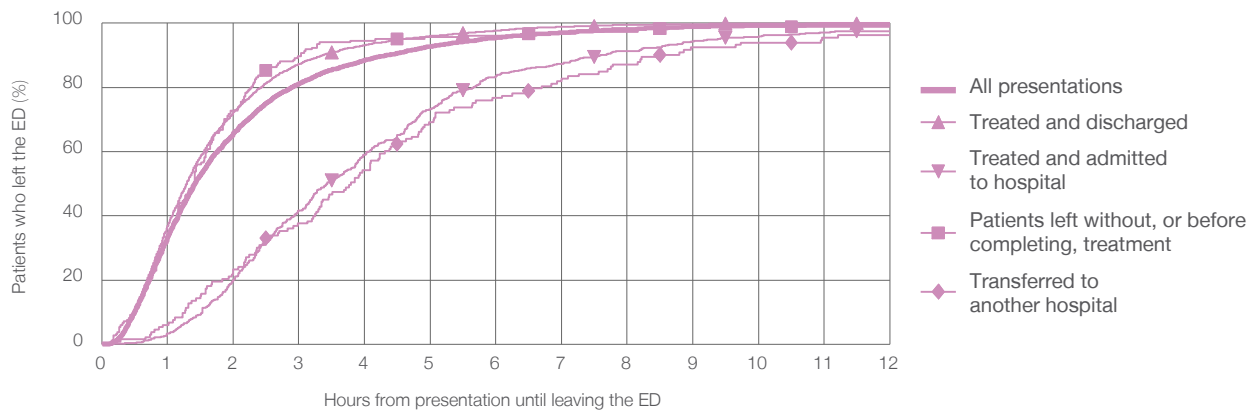
All presentations:<sup>1</sup> 4,374 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	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:<sup>1</sup> 4,374 patients

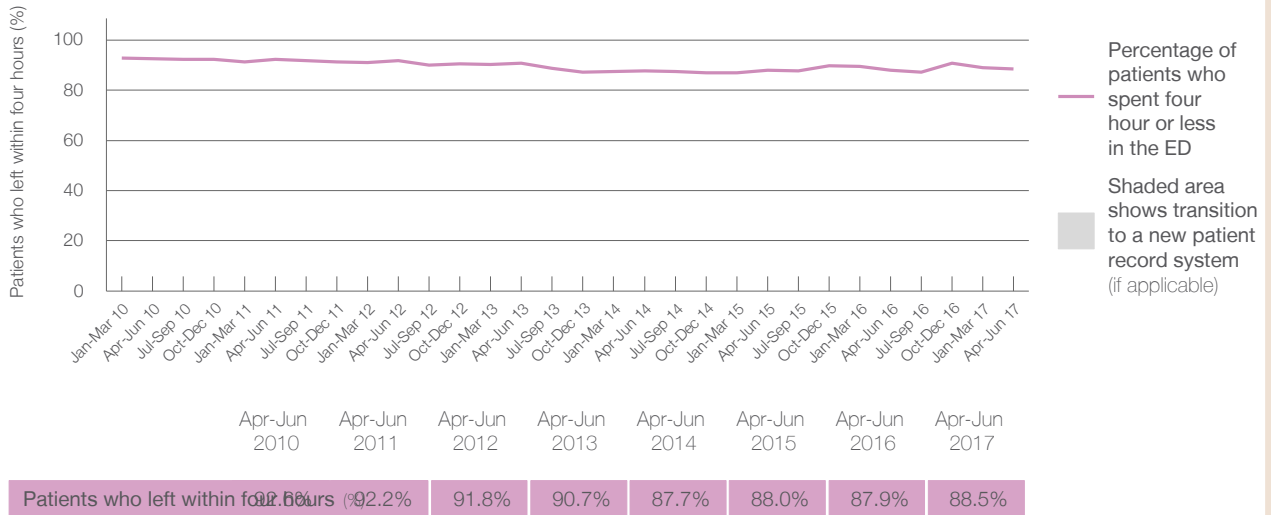
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,374 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup>	4,040	8.3%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	4,040	8.3%
Percentage of patients who spent four hours or less in the ED	87.9%	

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



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
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- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 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:<sup>1</sup> 1,973 patients  
 Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

April to June 2017

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

Median time to start treatment<sup>4</sup> 5 minutes  
 90th percentile time to start treatment<sup>5</sup> 16 minutes

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

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 80 minutes

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

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 107 minutes

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

Median time to start treatment<sup>4</sup> 28 minutes  
 90th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

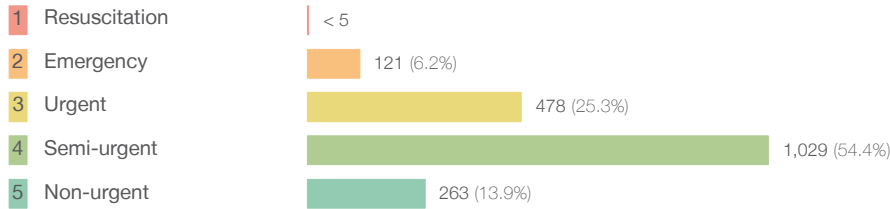
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Gunnedah District Hospital: Patients presenting to the emergency department

April to June 2017

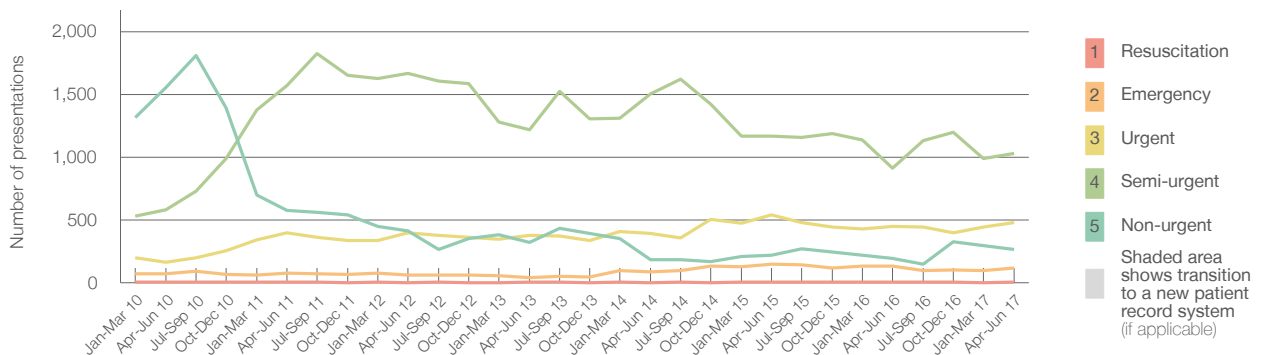
All presentations:<sup>1</sup> 1,973 patients

Emergency presentations<sup>2</sup> by triage category: 1,891 patients



	Same period last year	Change since one year ago
All presentations	1,820	8.4%
Emergency presentations	1,691	11.8%
1 Resuscitation	< 5	*
2 Emergency	136	-12.0%
3 Urgent	449	6.5%
4 Semi-urgent	911	13.0%
5 Non-urgent	195	34.9%

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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	< 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:<sup>7</sup> 143 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	108	
ED Transfer of care time	8 minutes	2 minutes
90th percentile time	29 minutes	-6 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.

## 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

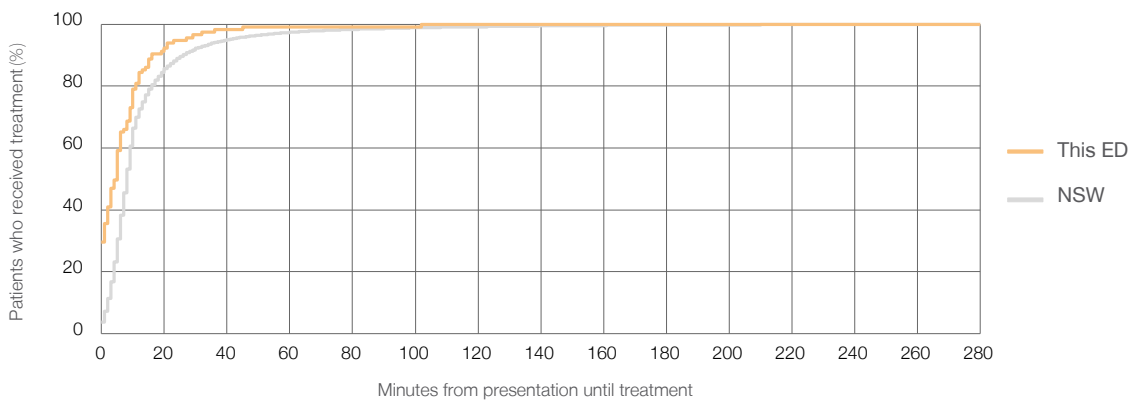
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 115

Median time to start treatment<sup>4</sup>  5 minutes

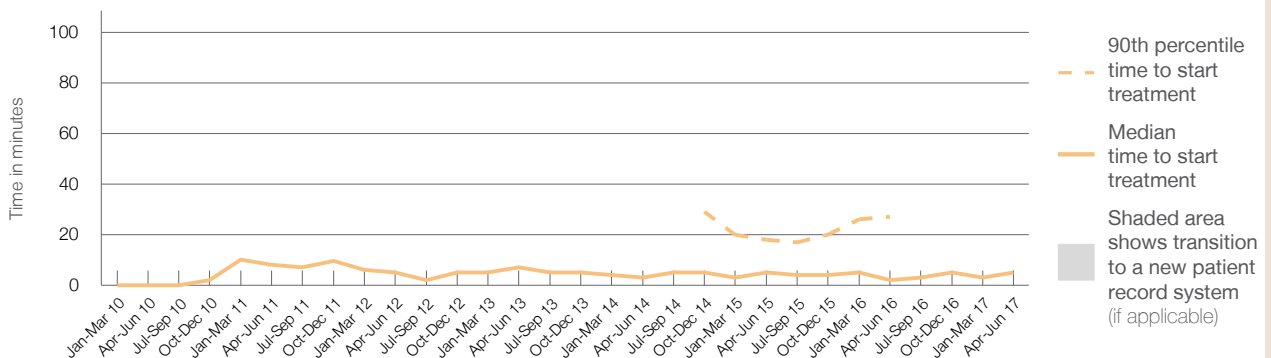
90th percentile time to start treatment<sup>5</sup>  16 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	0	8	5	7	3	5	2	5
90th percentile time to start treatment <sup>5</sup> (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

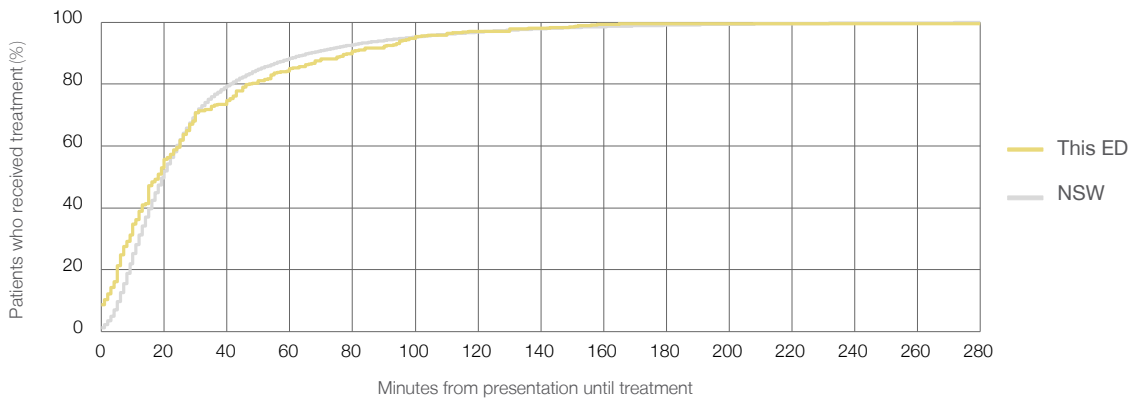
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 467

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

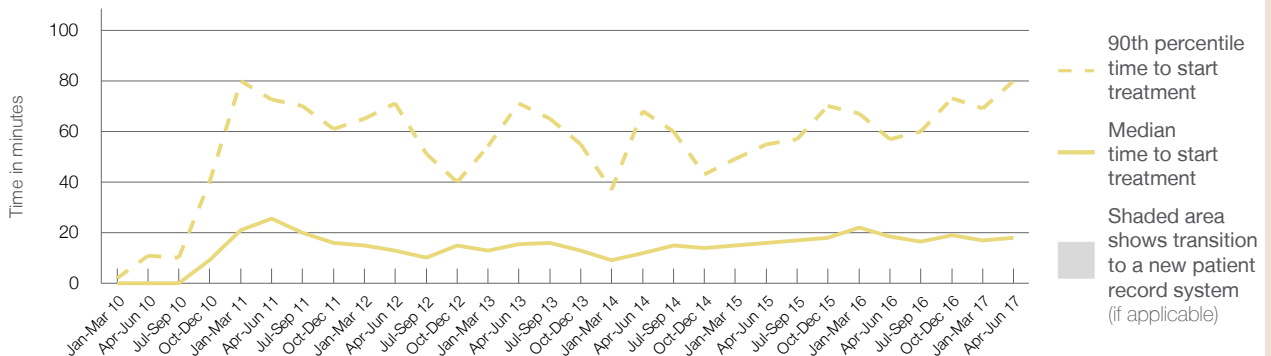
90th percentile time to start treatment<sup>5</sup> 80 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	0	26	13	16	12	16	19	18
90th percentile time to start treatment <sup>5</sup> (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

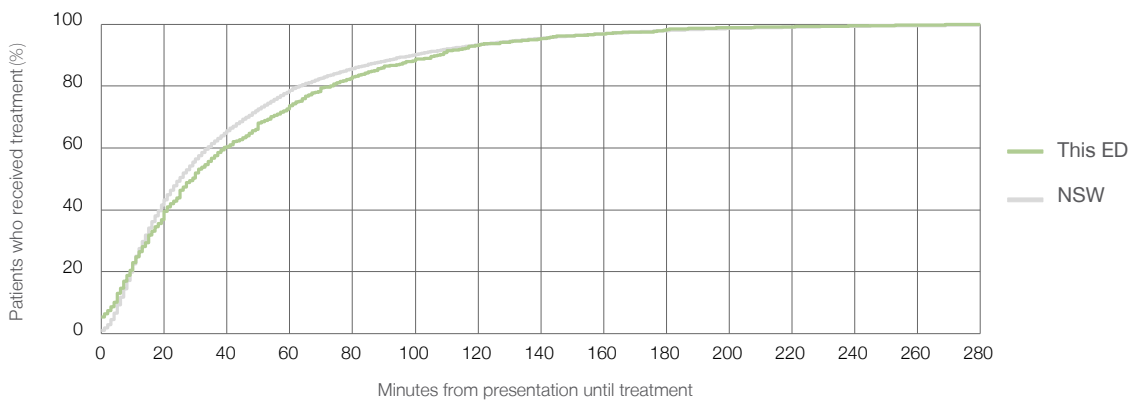
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 962

Median time to start treatment<sup>4</sup>  29 minutes

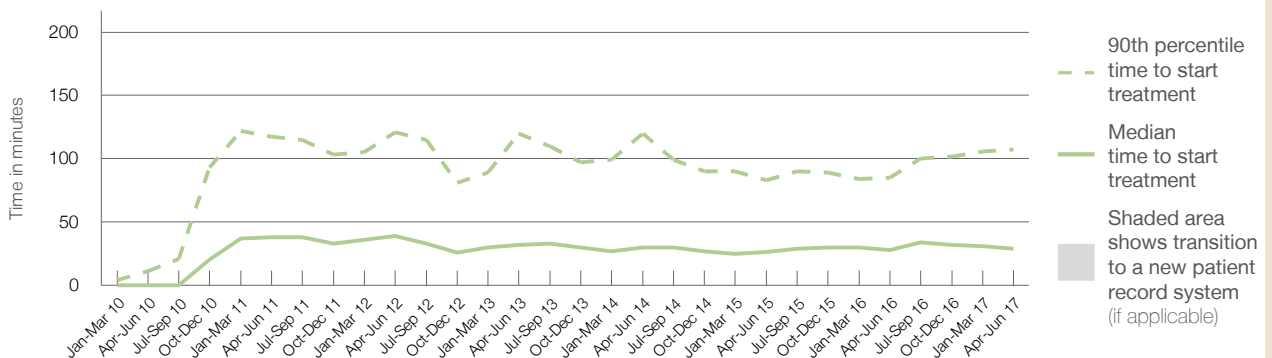
90th percentile time to start treatment<sup>5</sup>  107 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	0	38	39	32	30	27	28	29
90th percentile time to start treatment <sup>5</sup> (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

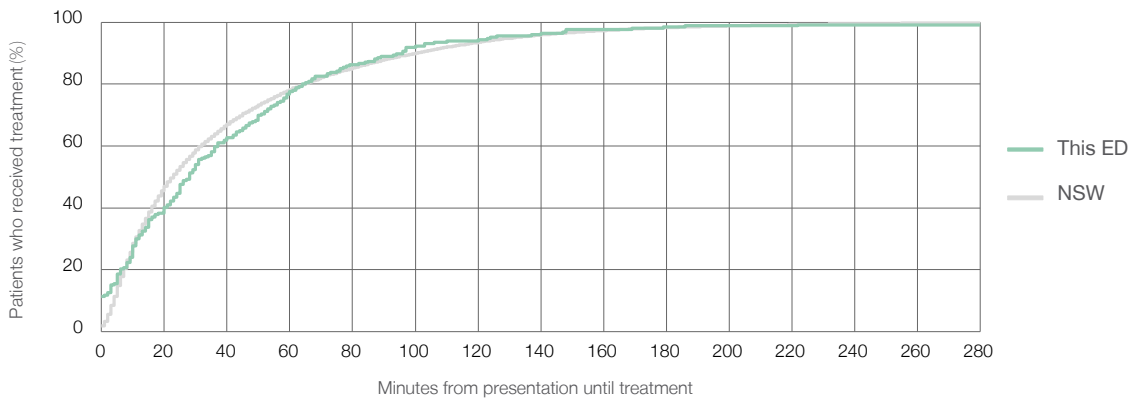
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 246

Median time to start treatment<sup>4</sup>  28 minutes

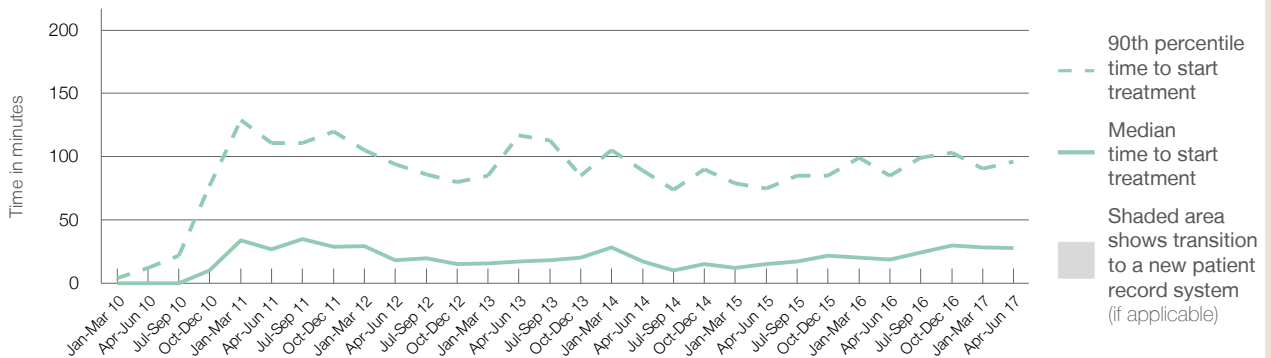
90th percentile time to start treatment<sup>5</sup>  96 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	0	27	18	17	17	15	19	28
90th percentile time to start treatment <sup>5</sup> (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:<sup>1</sup> 1,973 patients

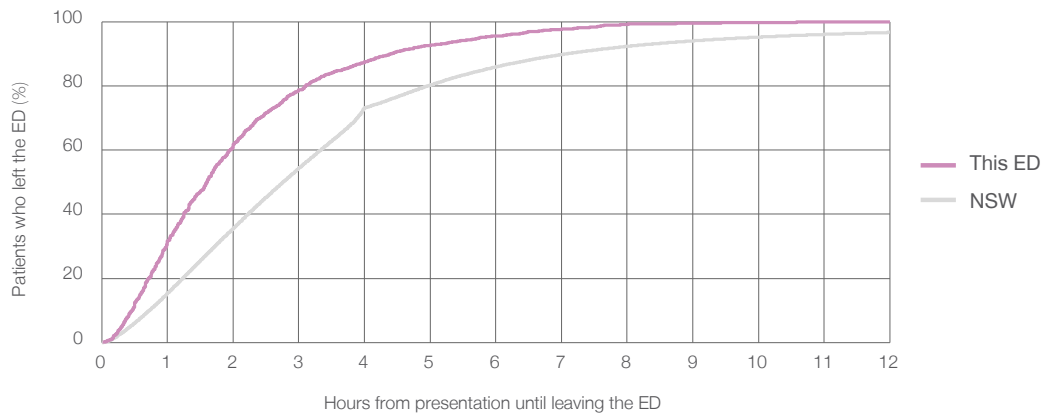
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,973 patients

Median time spent in the ED<sup>8</sup> 1 hours and 36 minutes

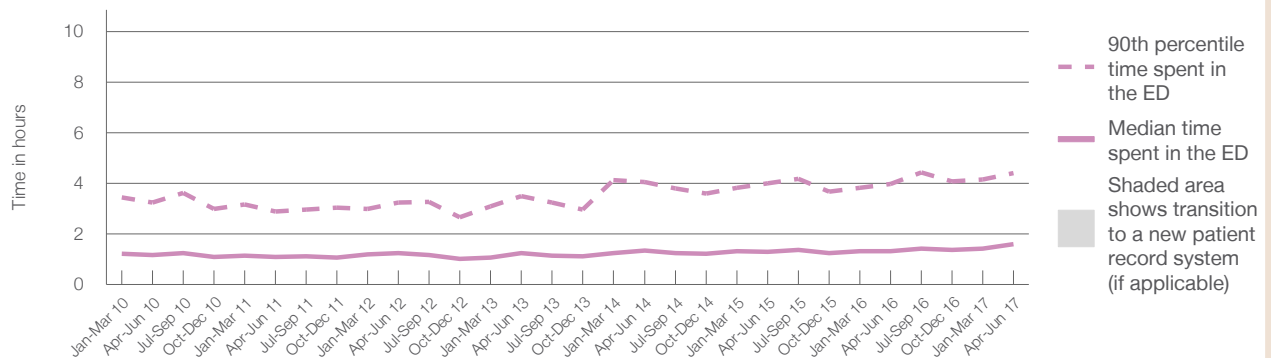
90th percentile time spent in the ED<sup>9</sup> 4 hours and 25 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 10m	1h 6m	1h 15m	1h 15m	1h 21m	1h 18m	1h 20m	1h 36m
90th percentile time to leaving the ED <sup>9</sup> (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

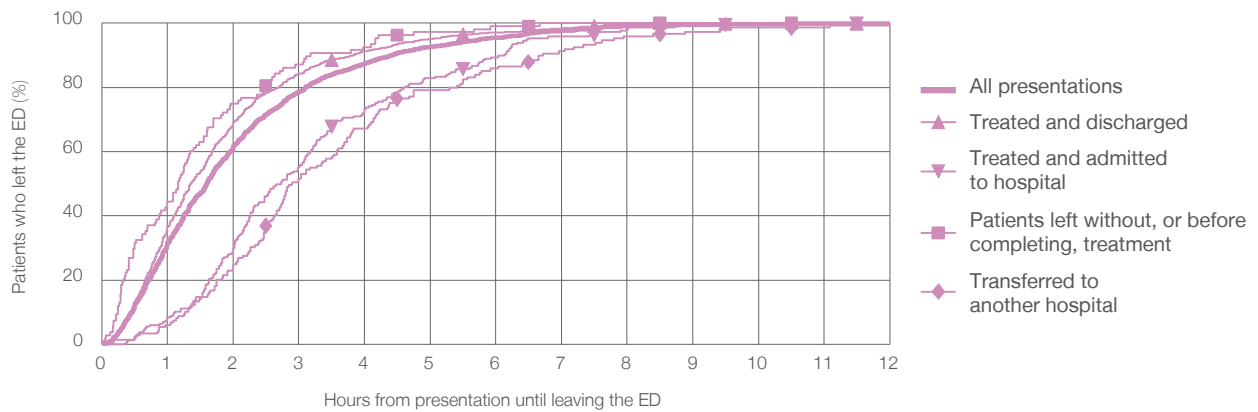
All presentations:<sup>1</sup> 1,973 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	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%

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**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:<sup>1</sup> 1,973 patients

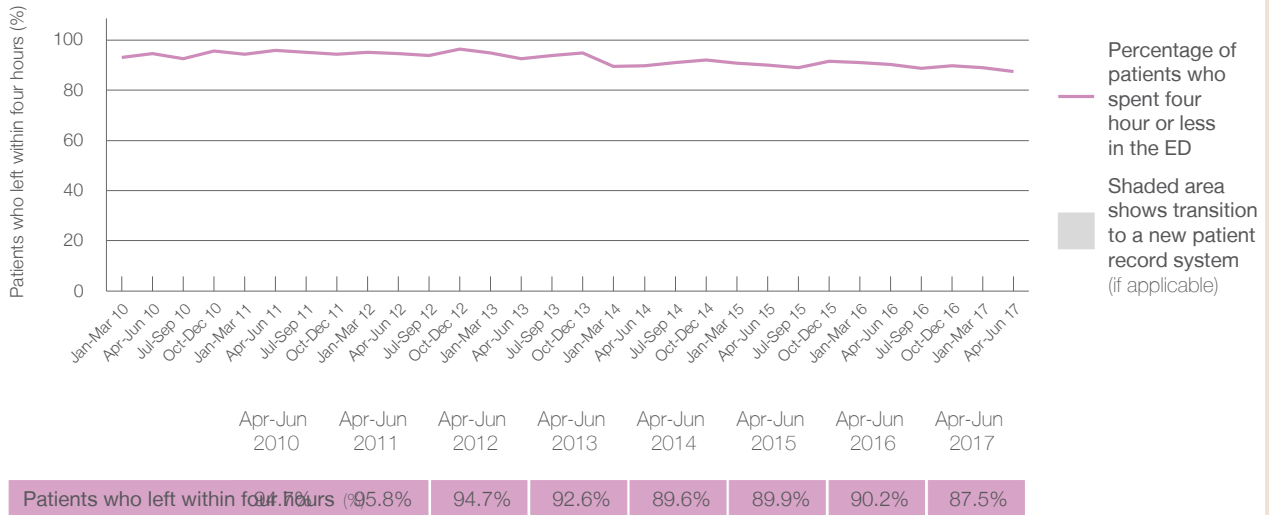
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,973 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup>	1,820	8.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	1,820	8.4%
Percentage of patients who spent four hours or less in the ED	90.2%	

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



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 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:<sup>1</sup> 2,233 patients  
Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

April to June 2017

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

Median time to start treatment<sup>4</sup> 3 minutes  
90th percentile time to start treatment<sup>5</sup> 19 minutes

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

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 45 minutes

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

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 75 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 211 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

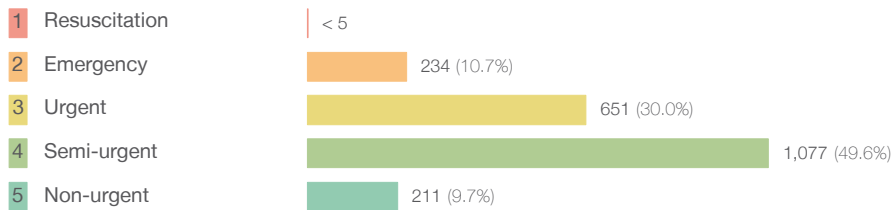
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Inverell District Hospital: Patients presenting to the emergency department

April to June 2017

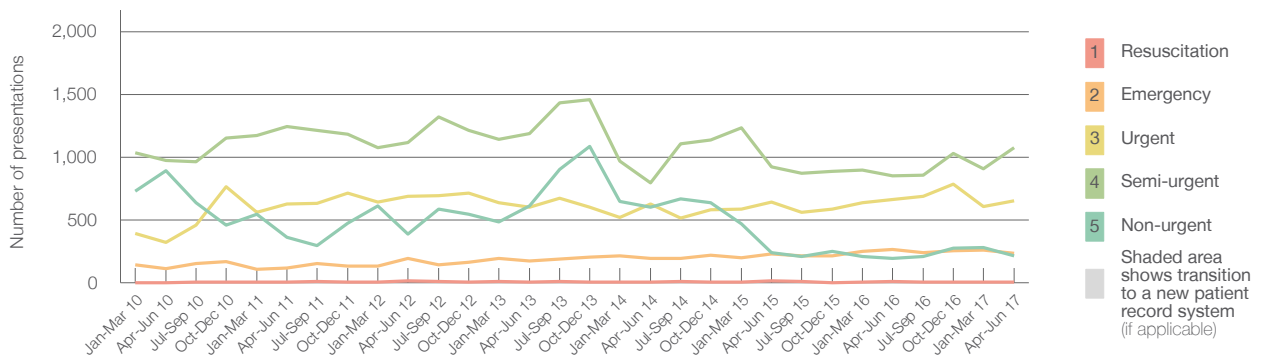
All presentations:<sup>1</sup> 2,233 patients

Emergency presentations<sup>2</sup> by triage category: 2,173 patients



	Same period last year	Change since one year ago
All presentations	2,076	7.6%
Emergency presentations	1,980	9.7%
1 Resuscitation	7	*
2 Emergency	267	-13.1%
3 Urgent	663	-1.8%
4 Semi-urgent	851	26.6%
5 Non-urgent	192	9.9%

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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	< 5	5	15	< 5	< 5	13	7	< 5
Emergency	111	118	192	173	198	229	267	234
Urgent	323	625	687	599	629	644	663	651
Semi-urgent	973	1,244	1,114	1,186	795	922	851	1,077
Non-urgent	891	360	386	609	600	241	192	211
All emergency presentations	2,298	2,352	2,394	2,567	2,222	2,049	1,980	2,173

## Inverell District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 256 patients \*\*

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	293	
Median time	6 minutes	-1 minute
90th percentile time	19 minutes	-2 minutes

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

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

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



## 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

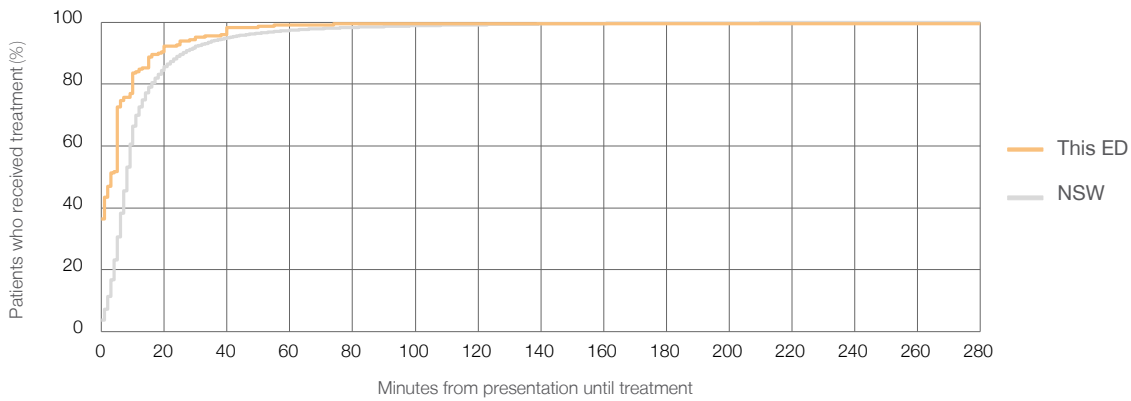
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 230

Median time to start treatment<sup>4</sup> 3 minutes

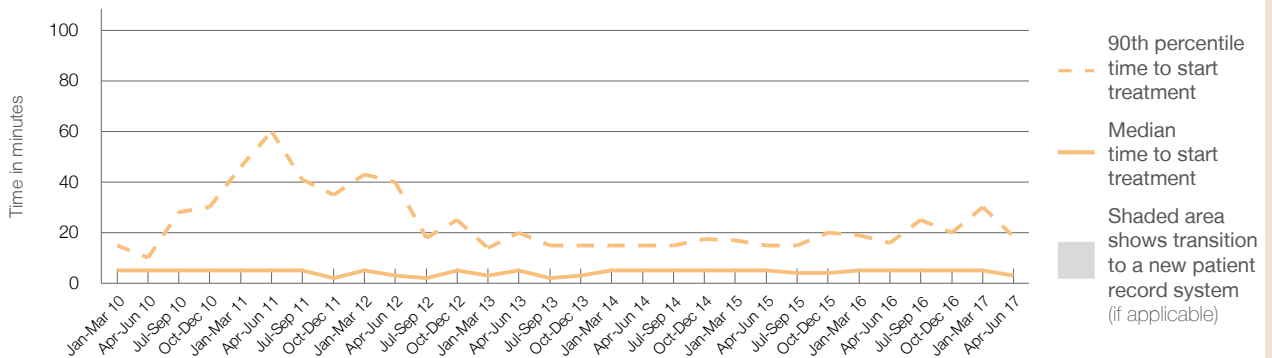
90th percentile time to start treatment<sup>5</sup> 19 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	5	5	3	5	5	5	5	3
90th percentile time to start treatment <sup>5</sup> (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

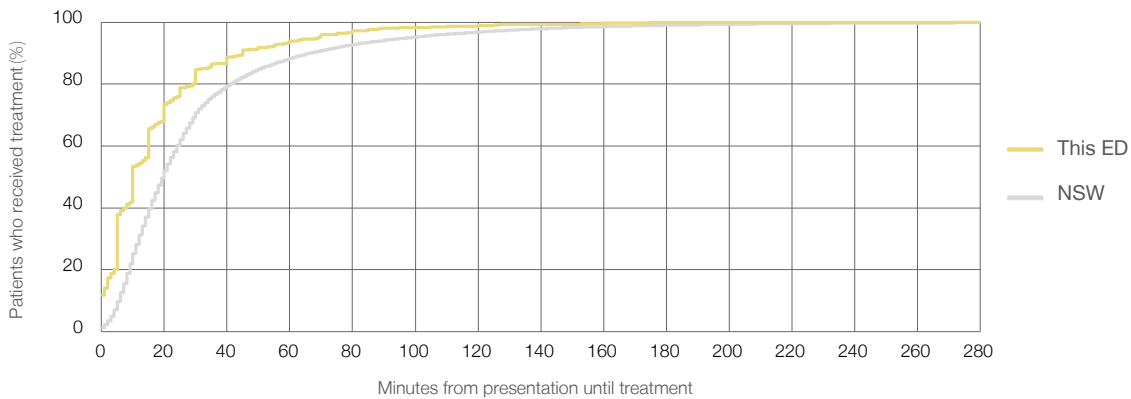
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 635

Median time to start treatment<sup>4</sup> 10 minutes

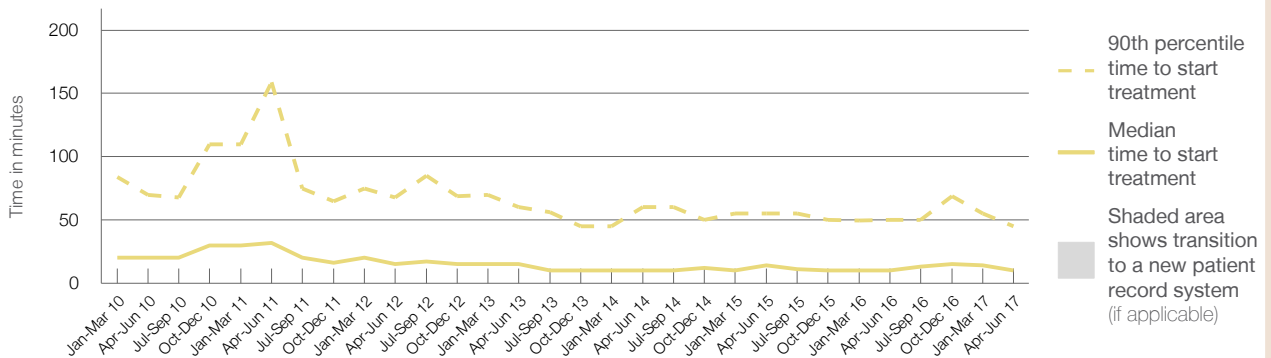
90th percentile time to start treatment<sup>5</sup> 45 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	20	32	15	15	10	14	10	10
90th percentile time to start treatment <sup>5</sup> (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

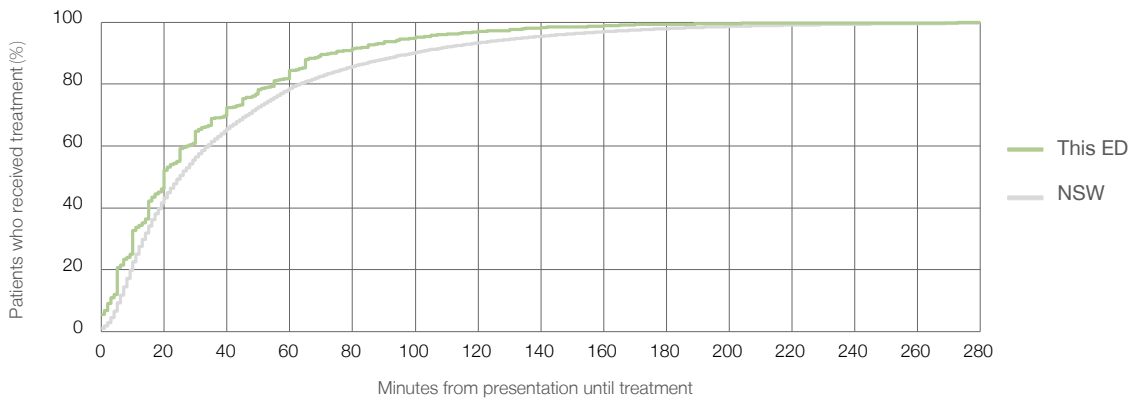
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 981

Median time to start treatment<sup>4</sup>  20 minutes

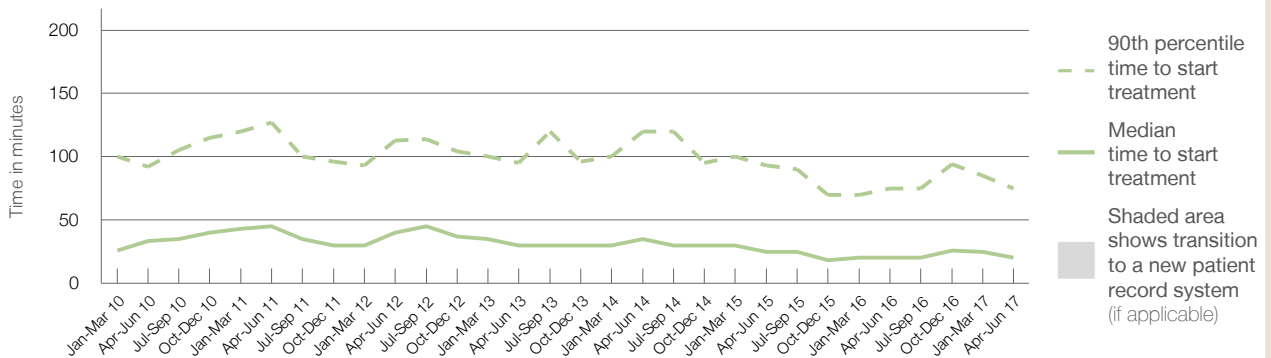
90th percentile time to start treatment<sup>5</sup>  75 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	34	45	40	30	35	25	20	20
90th percentile time to start treatment <sup>5</sup> (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

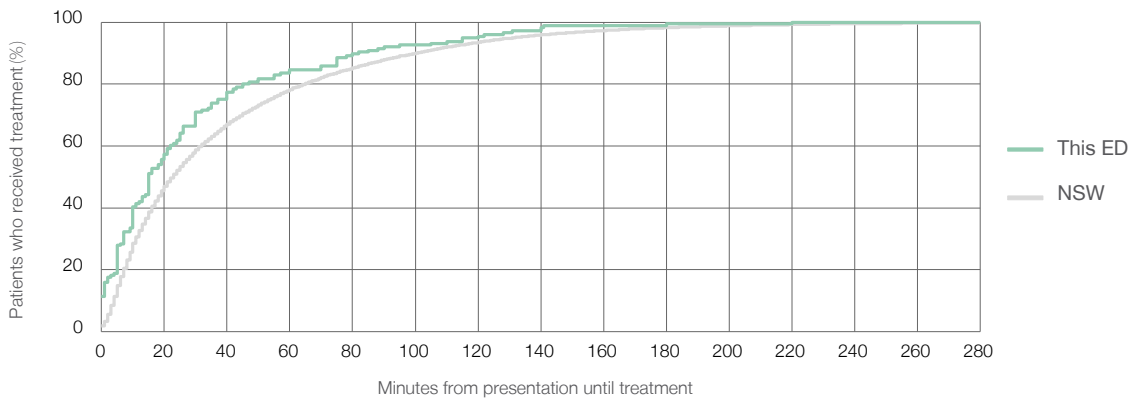
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 176

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

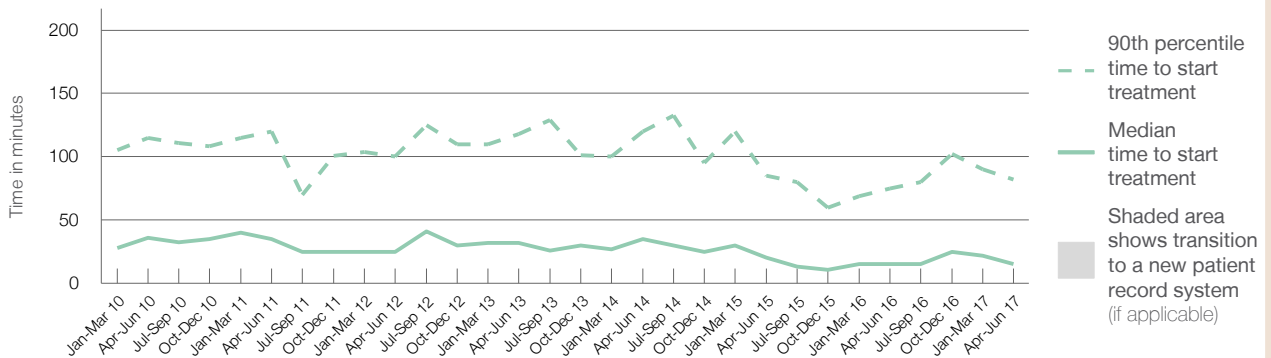
90th percentile time to start treatment<sup>5</sup>  82 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	36	35	25	32	35	20	15	15
90th percentile time to start treatment <sup>5</sup> (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:<sup>1</sup> 2,233 patients

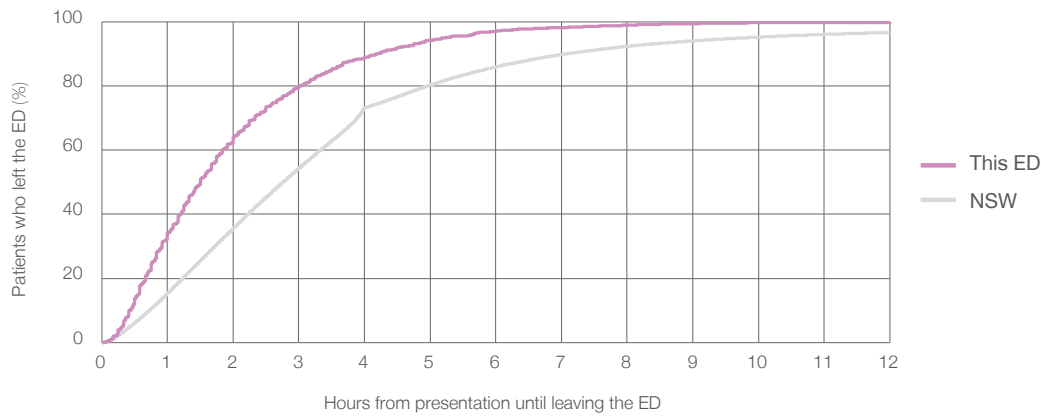
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,233 patients

Median time spent in the ED<sup>8</sup> ■ 1 hours and 30 minutes

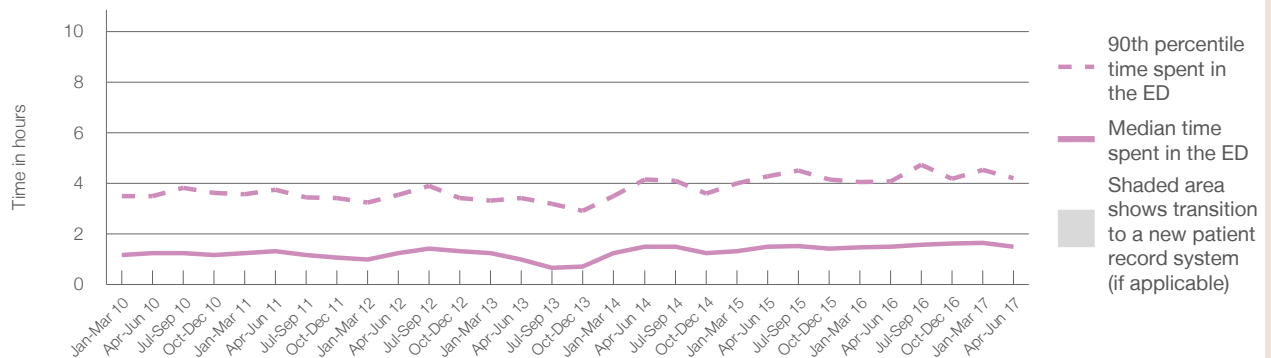
90th percentile time spent in the ED<sup>9</sup> ■ 4 hours and 12 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 15m	1h 20m	1h 15m	1h 0m	1h 30m	1h 30m	1h 30m	1h 30m
90th percentile time to leaving the ED <sup>9</sup> (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

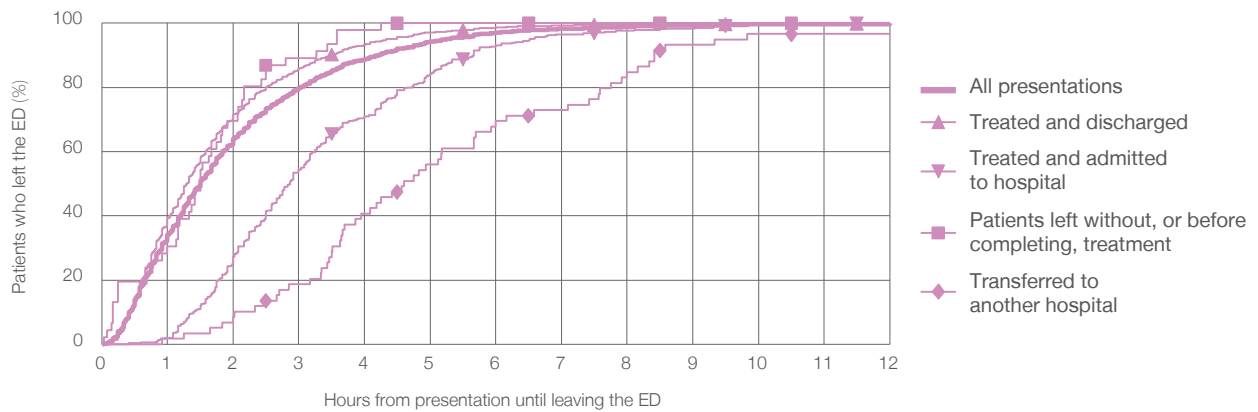
All presentations:<sup>1</sup> 2,233 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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<sup>††</sup>



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:<sup>1</sup> 2,233 patients

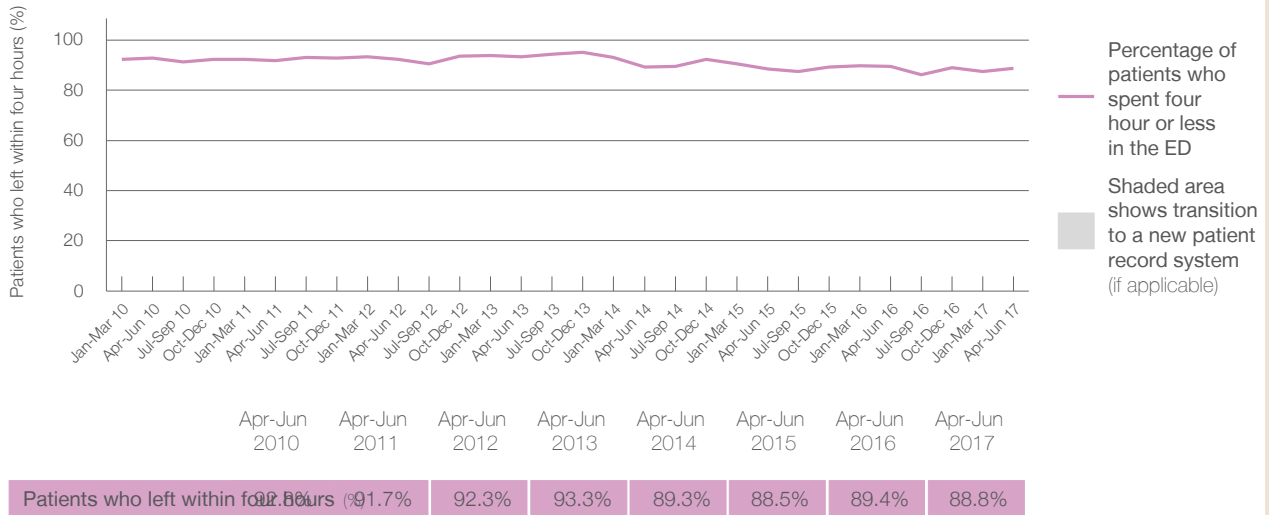
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,233 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup>	2,076	7.6%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	2,076	7.6%
Percentage of patients who spent four hours or less in the ED	89.4%	

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



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## John Hunter Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 19,776 patients

Emergency presentations:<sup>2</sup> 19,622 patients

Same period last year	Change since one year ago
18,760	5.4%
18,741	4.7%

## John Hunter Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,815 patients

Median time to start treatment<sup>4</sup> 7 minutes

90th percentile time to start treatment<sup>5</sup> 20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,960 patients

Median time to start treatment<sup>4</sup> 23 minutes

90th percentile time to start treatment<sup>5</sup> 80 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 9,957 patients

Median time to start treatment<sup>4</sup> 34 minutes

90th percentile time to start treatment<sup>5</sup> 122 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,794 patients

Median time to start treatment<sup>4</sup> 38 minutes

90th percentile time to start treatment<sup>5</sup> 137 minutes

Same period last year	NSW (this period)
1,823	
7 minutes	8 minutes
22 minutes	26 minutes
4,855	
24 minutes	20 minutes
77 minutes	67 minutes
9,311	
33 minutes	25 minutes
110 minutes	99 minutes
2,604	
34 minutes	23 minutes
130 minutes	101 minutes

## John Hunter Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,776 patients

Percentage of patients who spent four hours or less in the ED 63.4%

Same period last year	Change since one year ago
18,760	5.4%
68.0%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

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

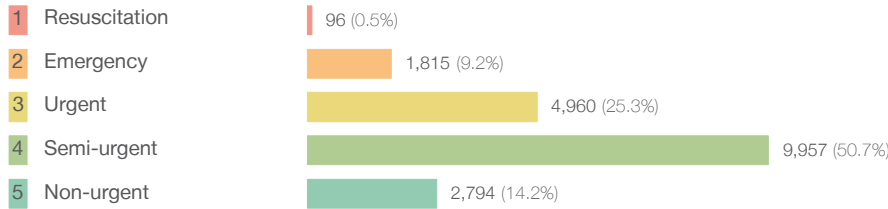


## John Hunter Hospital: Patients presenting to the emergency department

April to June 2017

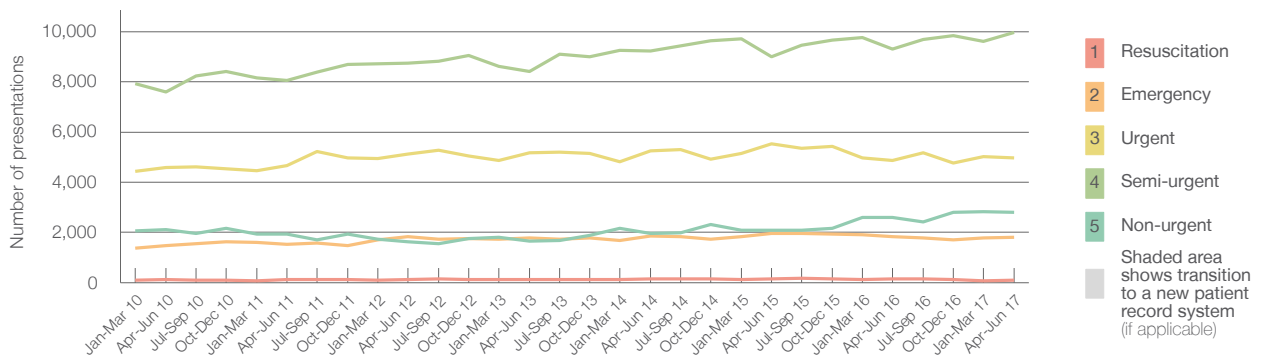
All presentations:<sup>1</sup> 19,776 patients

Emergency presentations<sup>2</sup> by triage category: 19,622 patients



	Same period last year	Change since one year ago
All presentations	18,760	5.4%
Emergency presentations	18,741	4.7%
1 Resuscitation	148	-35.1%
2 Emergency	1,823	-0.4%
3 Urgent	4,855	2.2%
4 Semi-urgent	9,311	6.9%
5 Non-urgent	2,604	7.3%

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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	117	113	136	117	147	140	148	96
Emergency	1,488	1,521	1,841	1,786	1,863	1,957	1,823	1,815
Urgent	4,580	4,664	5,123	5,179	5,250	5,537	4,855	4,960
Semi-urgent	7,593	8,065	8,753	8,416	9,233	9,005	9,311	9,957
Non-urgent	2,112	1,925	1,635	1,660	1,955	2,085	2,604	2,794
All emergency presentations	15,890	16,288	17,488	17,158	18,448	18,724	18,741	19,622

## John Hunter Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,908 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,561	
Median time	11 minutes	0 minutes
90th percentile time	21 minutes	2 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.

## John Hunter 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: 1,815

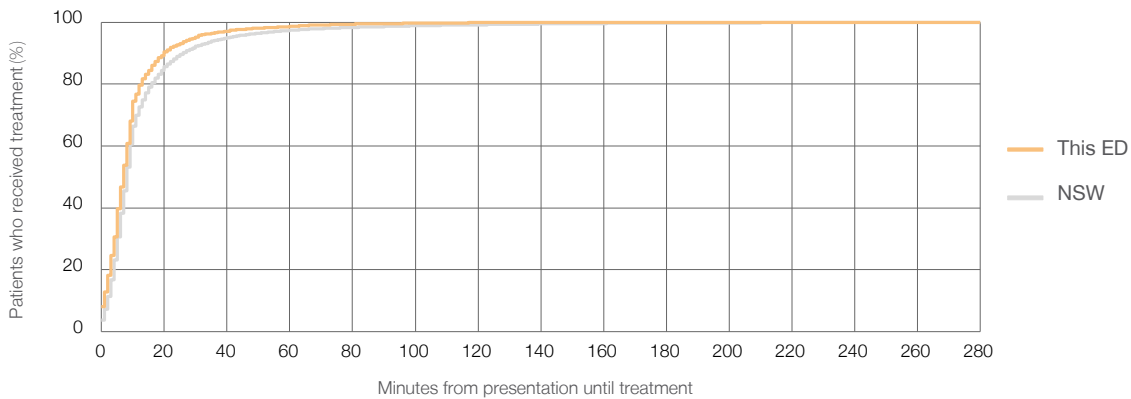
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,808

Median time to start treatment<sup>4</sup>  7 minutes

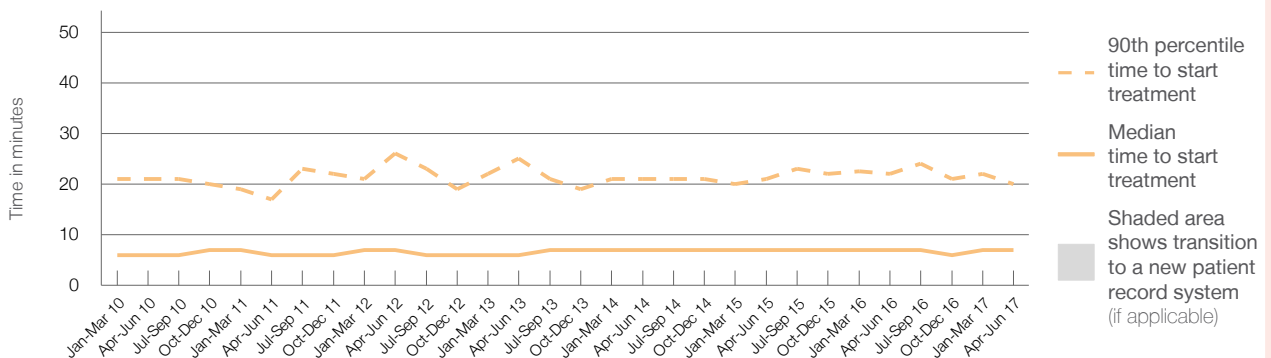
90th percentile time to start treatment<sup>5</sup>  20 minutes

Same period last year	NSW (this period)
1,823	
1,811	
7 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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	6	6	7	6	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	21	17	26	25	21	21	22	20

(†) 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.

## John Hunter 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: 4,960

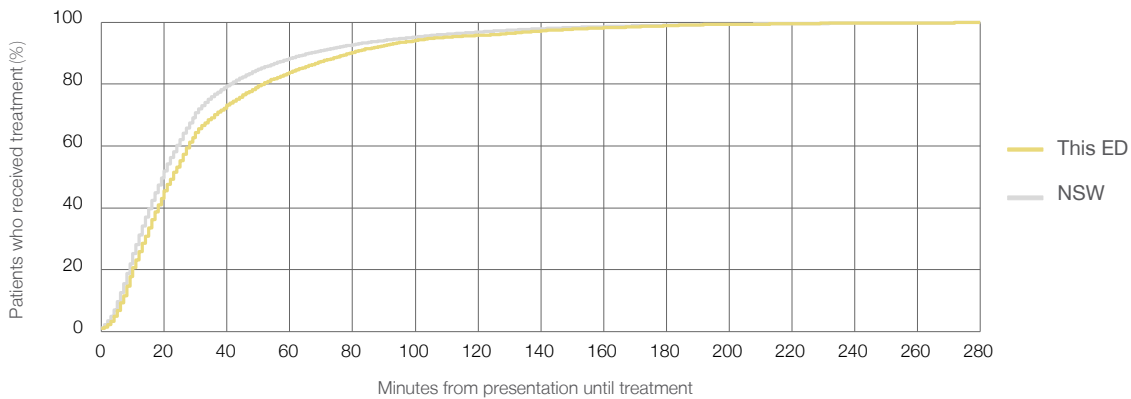
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,832

Median time to start treatment<sup>4</sup>  23 minutes

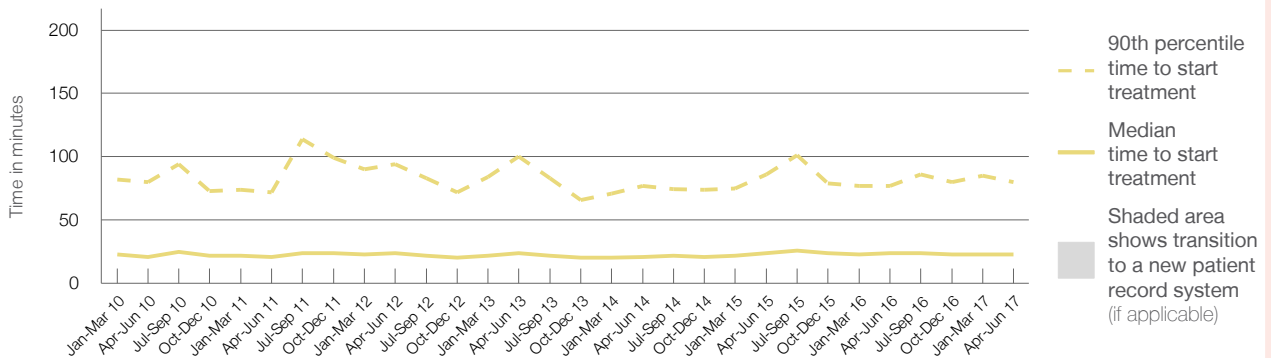
90th percentile time to start treatment<sup>5</sup>  80 minutes

Same period last year	NSW (this period)
4,855	4,777
24 minutes	20 minutes
77 minutes	67 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	21	21	24	24	21	24	24	23
90th percentile time to start treatment <sup>5</sup> (minutes)	80	72	94	100	77	86	77	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.

## John Hunter 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: 9,957

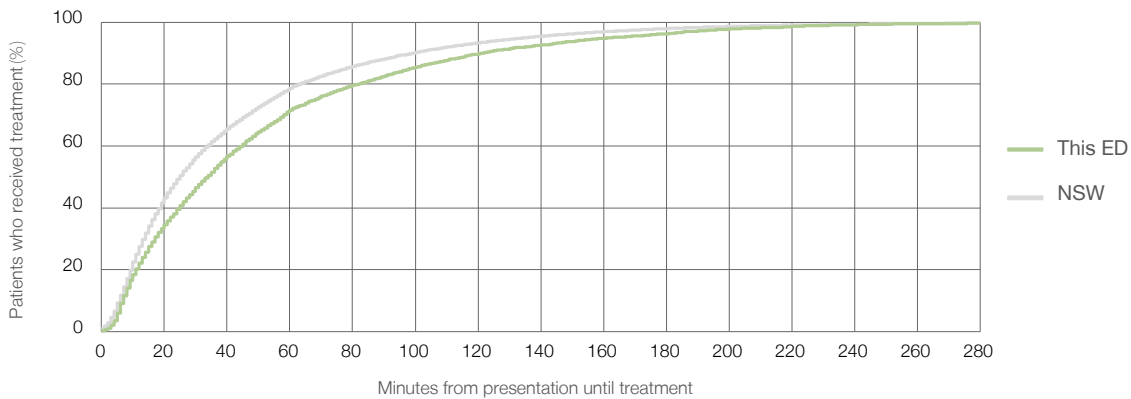
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 9,053

Median time to start treatment<sup>4</sup>  34 minutes

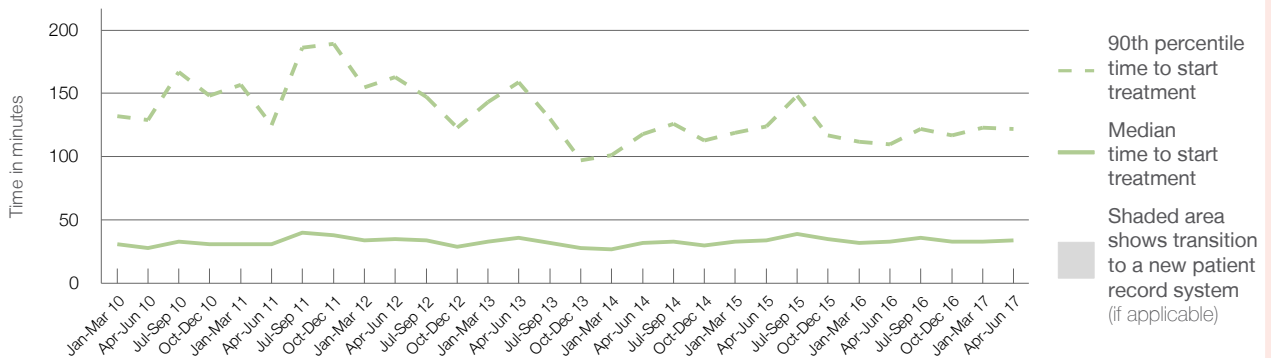
90th percentile time to start treatment<sup>5</sup>  122 minutes

Same period last year	NSW (this period)
9,311	8,667
33 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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	28	31	35	36	32	34	33	34
90th percentile time to start treatment <sup>5</sup> (minutes)	129	125	163	159	118	124	110	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.

## John Hunter 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: 2,794

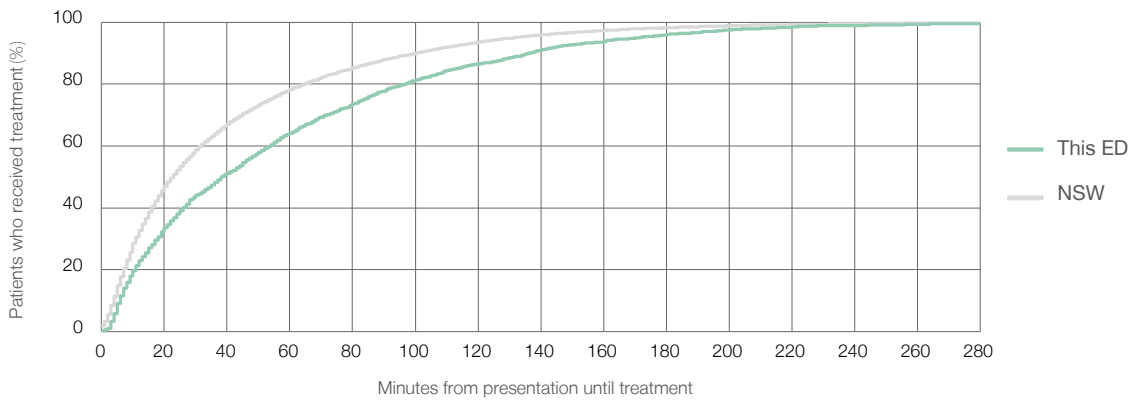
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,337

Median time to start treatment<sup>4</sup>  38 minutes

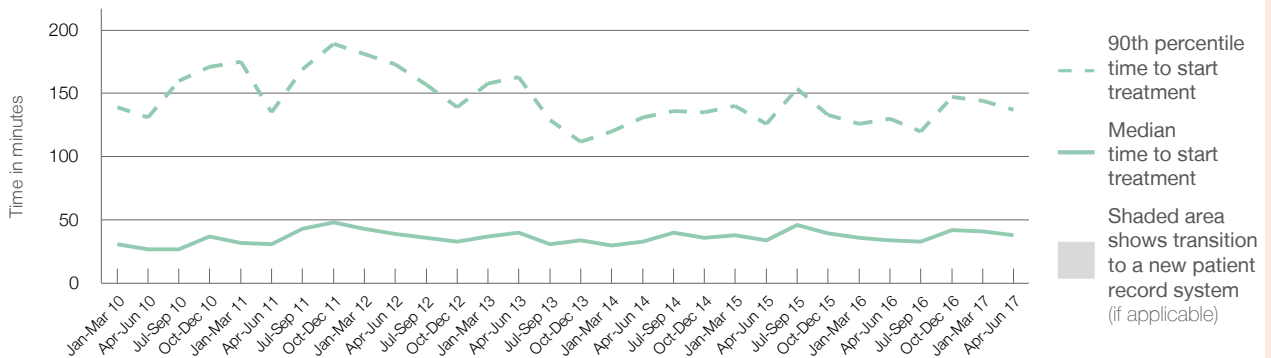
90th percentile time to start treatment<sup>5</sup>  137 minutes

Same period last year	NSW (this period)
2,604	2,178
34 minutes	23 minutes
130 minutes	101 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	27	31	39	40	33	34	34	38
90th percentile time to start treatment <sup>5</sup> (minutes)	131	135	173	163	131	126	130	137

(†) 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.

## John Hunter Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 19,776 patients

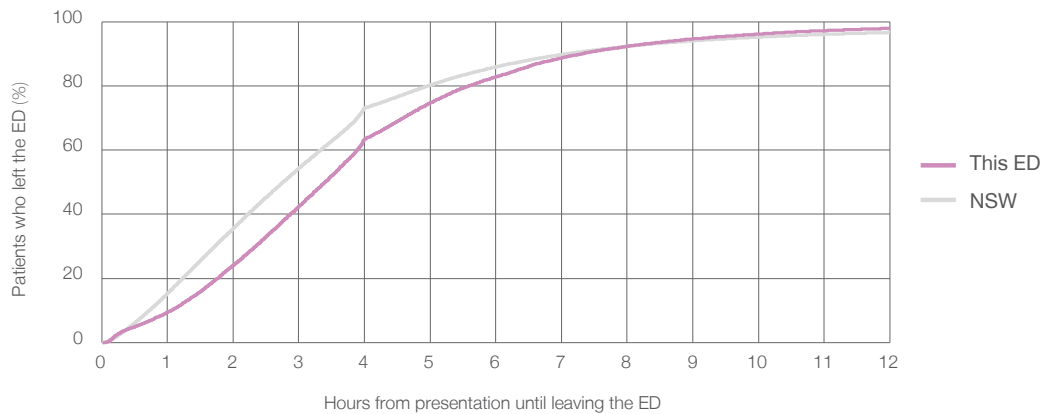
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,776 patients

Median time spent in the ED<sup>8</sup> 3 hours and 24 minutes

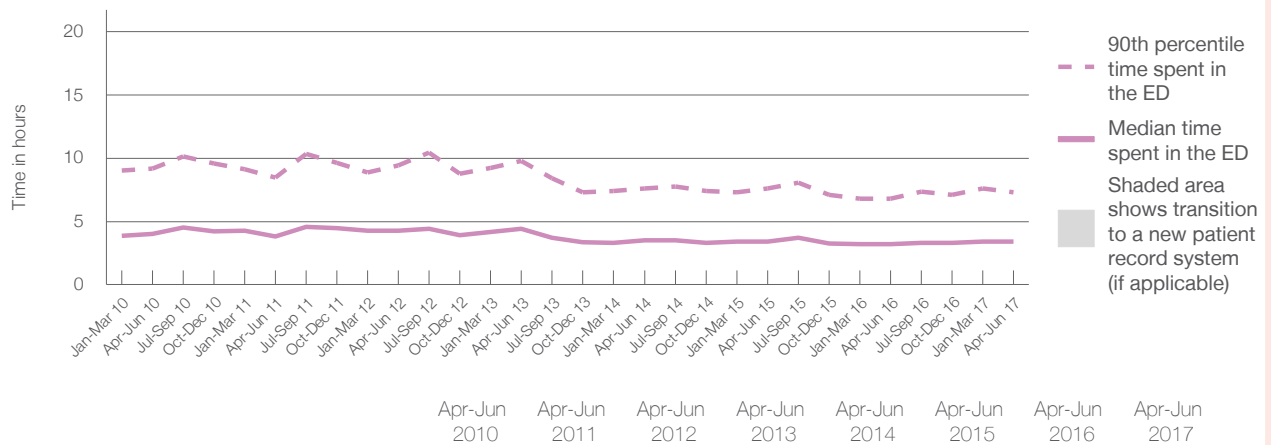
90th percentile time spent in the ED<sup>9</sup> 7 hours and 19 minutes

Same period last year	NSW (this period)
18,760	18,760
3 hours and 14 minutes	2 hours and 46 minutes
6 hours and 48 minutes	7 hours and 5 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 2m	3h 50m	4h 16m	4h 24m	3h 31m	3h 24m	3h 14m	3h 24m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 11m	8h 28m	9h 27m	9h 48m	7h 36m	7h 36m	6h 48m	7h 19m

(†) 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.

**John Hunter Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

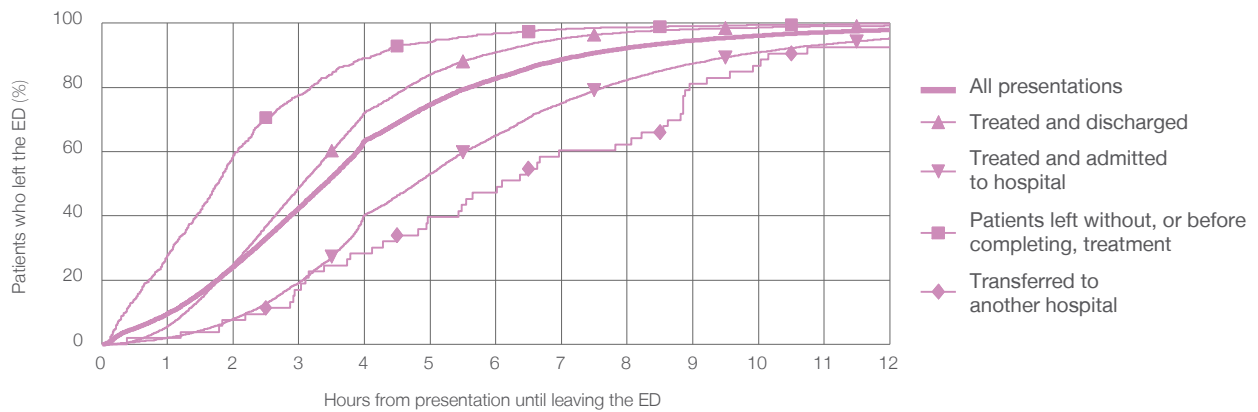
All presentations:<sup>1</sup> 19,776 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,776 patients

Treated and discharged	11,262 (56.9%)
Treated and admitted to hospital	6,641 (33.6%)
Patient left without, or before completing, treatment	733 (3.7%)
Transferred to another hospital	53 (0.3%)
Other	1,087 (5.5%)

Same period last year	Change since one year ago
18,760	5.4%
10,676	5.5%
6,594	0.7%
576	27.3%
57	-7.0%
857	26.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.7%	24.9%	48.9%	72.2%	90.9%	97.2%	98.6%	99.2%
Treated and admitted to hospital	2.0%	7.9%	19.2%	40.3%	65.1%	82.4%	91.0%	95.2%
Patient left without, or before completing, treatment	27.7%	58.8%	77.5%	89.2%	96.9%	98.6%	99.5%	99.9%
Transferred to another hospital	1.9%	7.5%	17.0%	28.3%	47.2%	62.3%	86.8%	92.5%
All presentations	9.6%	24.1%	42.5%	63.4%	82.8%	92.3%	96.1%	97.9%

(†) 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.

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

All presentations at the emergency department:<sup>1</sup> 19,776 patients

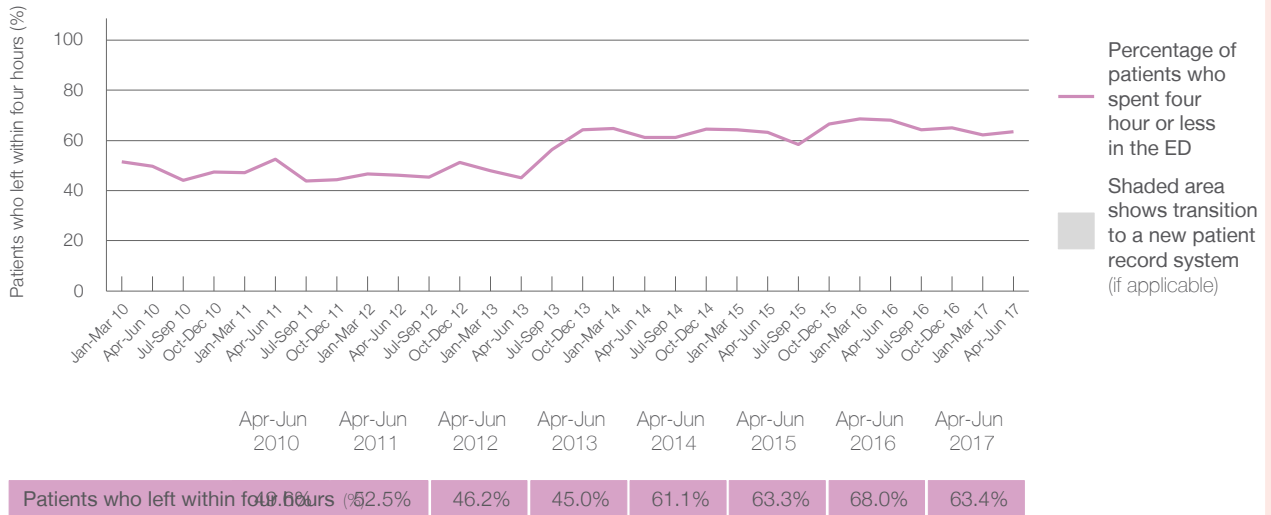
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,776 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	18,760	5.4%
Presentations used to calculate time to leaving the ED	18,760	5.4%
Percentage of patients who spent four hours or less in the ED	68.0%	

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



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 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:<sup>1</sup> 944 patients

Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

April to June 2017

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

Median time to start treatment<sup>4</sup> 5 minutes

90th percentile time to start treatment<sup>5</sup> \*

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

Median time to start treatment<sup>4</sup> 11 minutes

90th percentile time to start treatment<sup>5</sup> 35 minutes

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

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

90th percentile time to start treatment<sup>5</sup> 58 minutes

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

Median time to start treatment<sup>4</sup> 14 minutes

90th percentile time to start treatment<sup>5</sup> \*

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:<sup>6</sup> 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.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

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

## Kurri Kurri District Hospital: Patients presenting to the emergency department April to June 2017

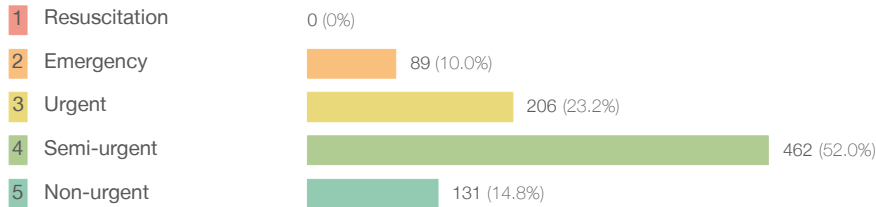
All presentations<sup>1</sup> 944 patients

Same period last year  
Change since one year ago

1,057 -10.7%

Emergency presentations<sup>2</sup> by triage category: 888 patients

1,036 -14.3%



< 5 \*

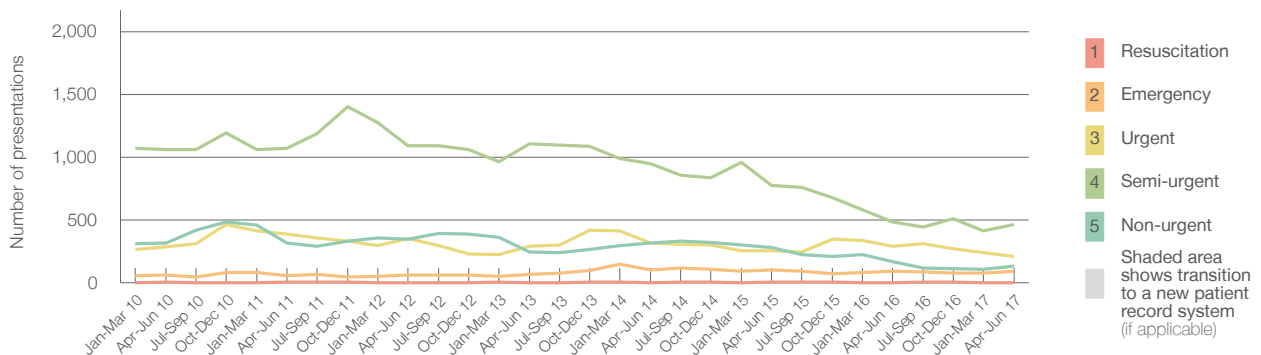
91 -1.1%

292 -29.5%

484 -4.5%

169 -22.5%

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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
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.<sup>7</sup>

(†) 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

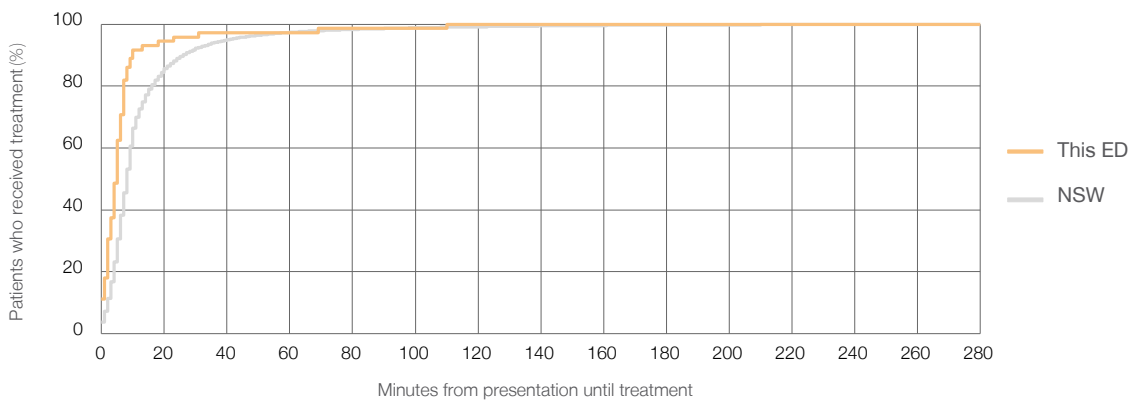
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 72

Median time to start treatment<sup>4</sup> 5 minutes

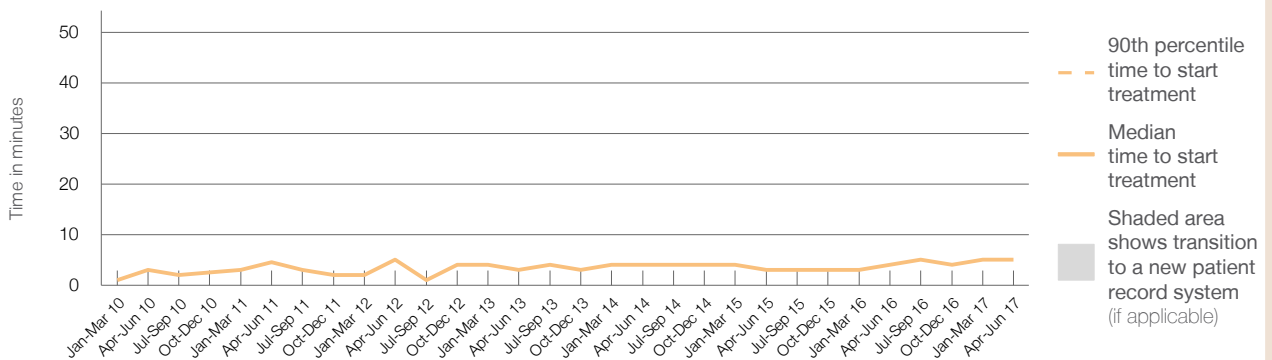
90th percentile time to start treatment<sup>5</sup> \*

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	3	5	5	3	4	3	4	5
90th percentile time to start treatment <sup>5</sup> (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

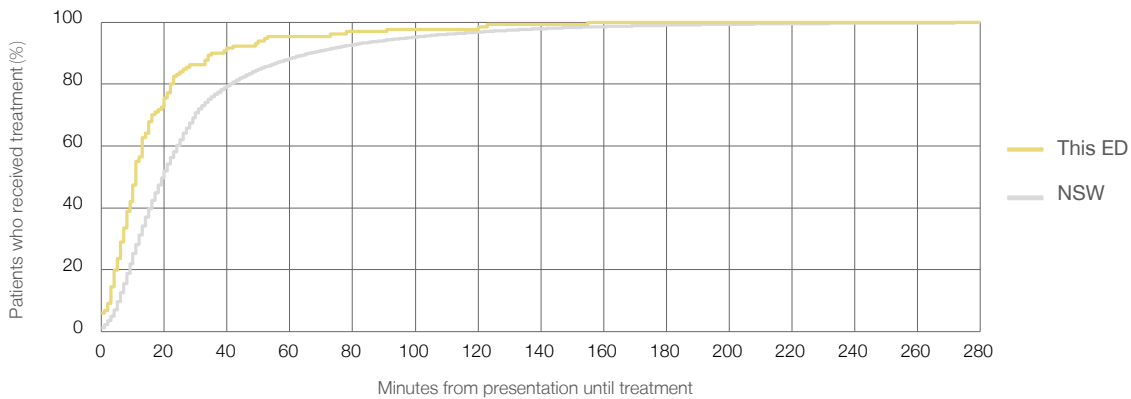
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 131

Median time to start treatment<sup>4</sup>  11 minutes

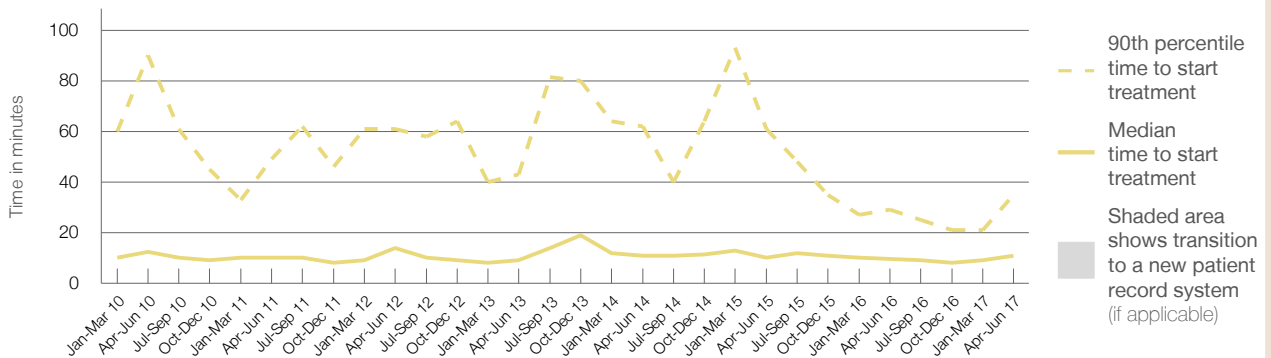
90th percentile time to start treatment<sup>5</sup>  35 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	13	10	14	9	11	10	10	11
90th percentile time to start treatment <sup>5</sup> (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

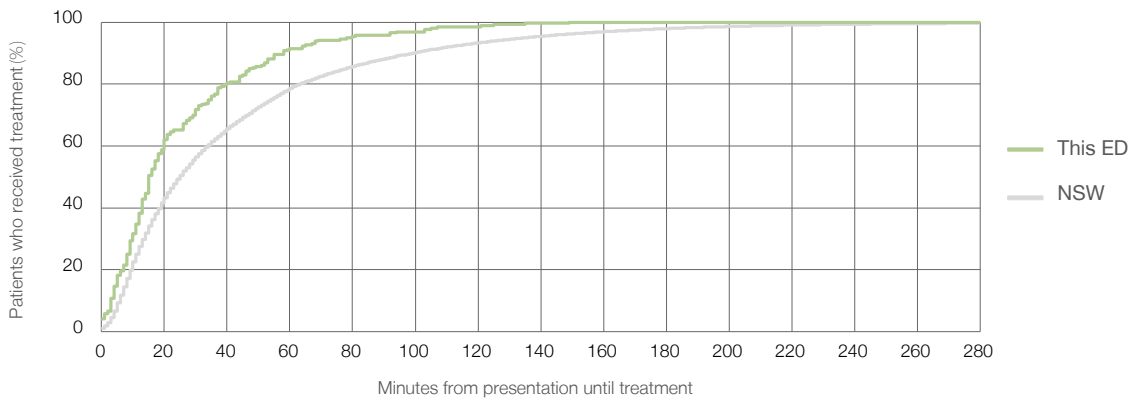
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 259

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

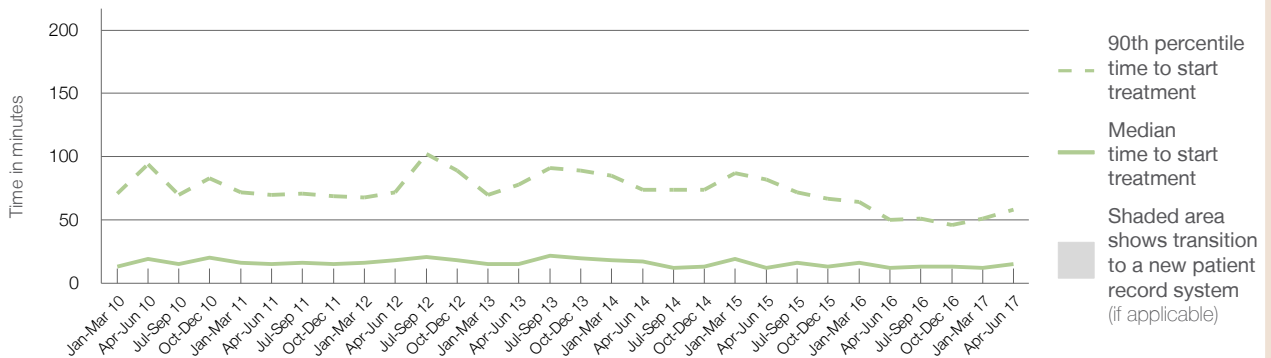
90th percentile time to start treatment<sup>5</sup>  58 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	19	15	18	15	17	12	12	15
90th percentile time to start treatment <sup>5</sup> (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

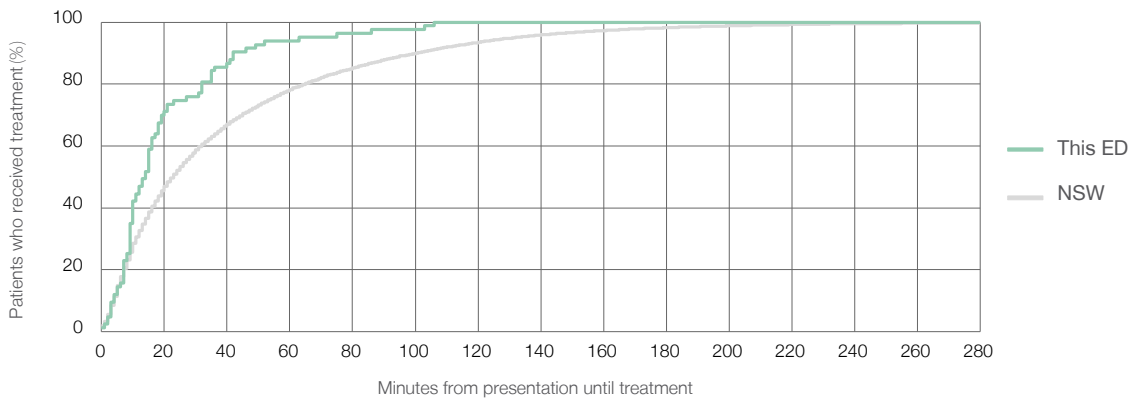
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 83

Median time to start treatment<sup>4</sup> 14 minutes

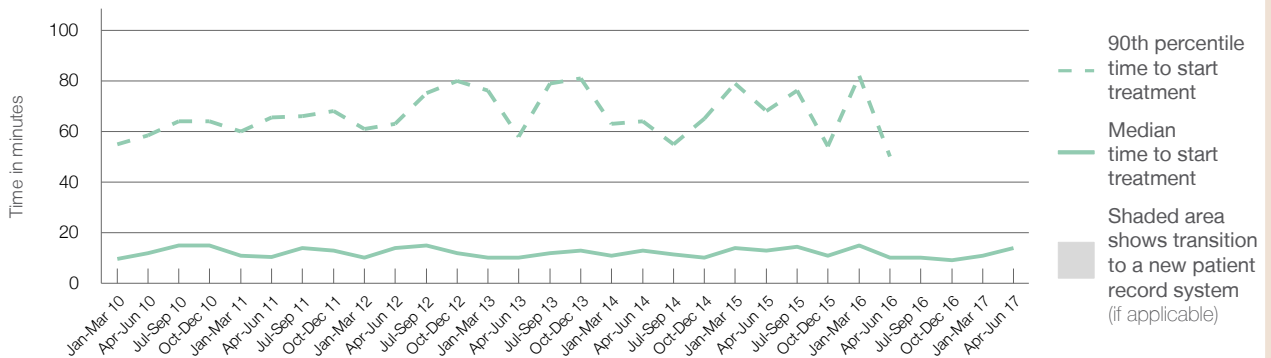
90th percentile time to start treatment<sup>5</sup> \*

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	12	11	14	10	13	13	10	14
90th percentile time to start treatment <sup>5</sup> (minutes)	59	66	63	58	64	68	50	*

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

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## Kurri Kurri District Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 944 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 944 patients

Median time spent in the ED<sup>8</sup>

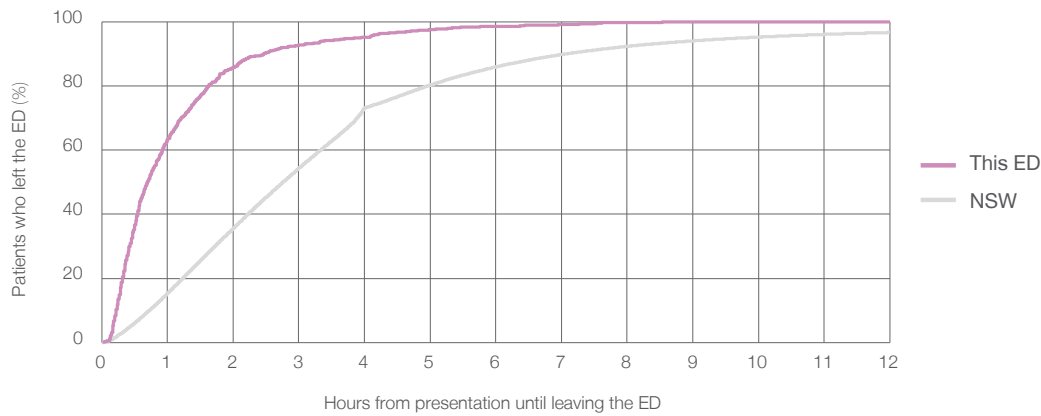
0 hours and 42 minutes

90th percentile time spent in the ED<sup>9</sup>

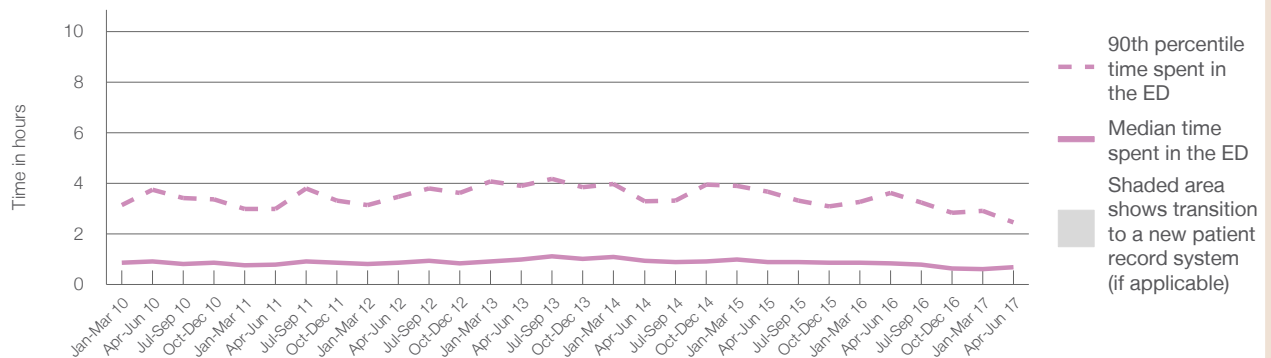
2 hours and 28 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	0h 56m	0h 47m	0h 53m	1h 0m	0h 57m	0h 54m	0h 50m	0h 42m
90th percentile time to leaving the ED <sup>9</sup> (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

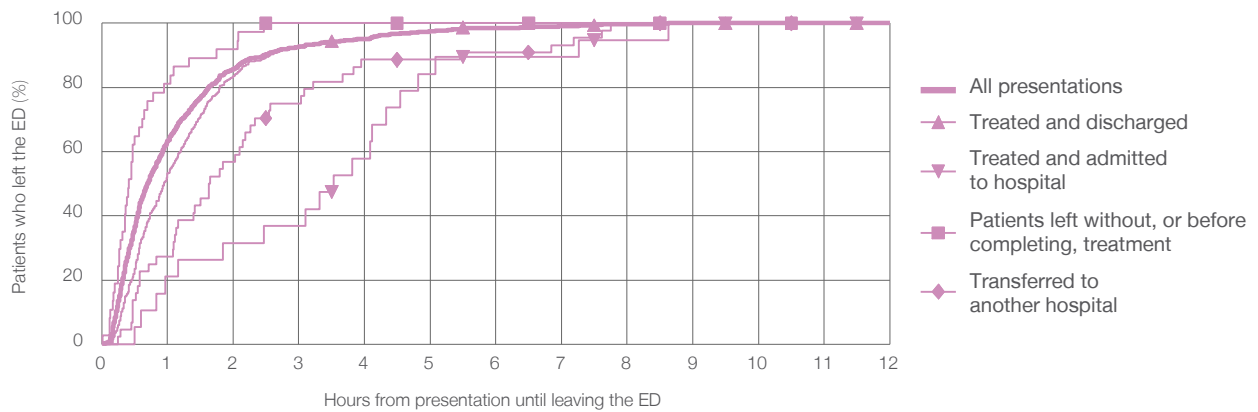
All presentations:<sup>1</sup> 944 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	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%

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**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

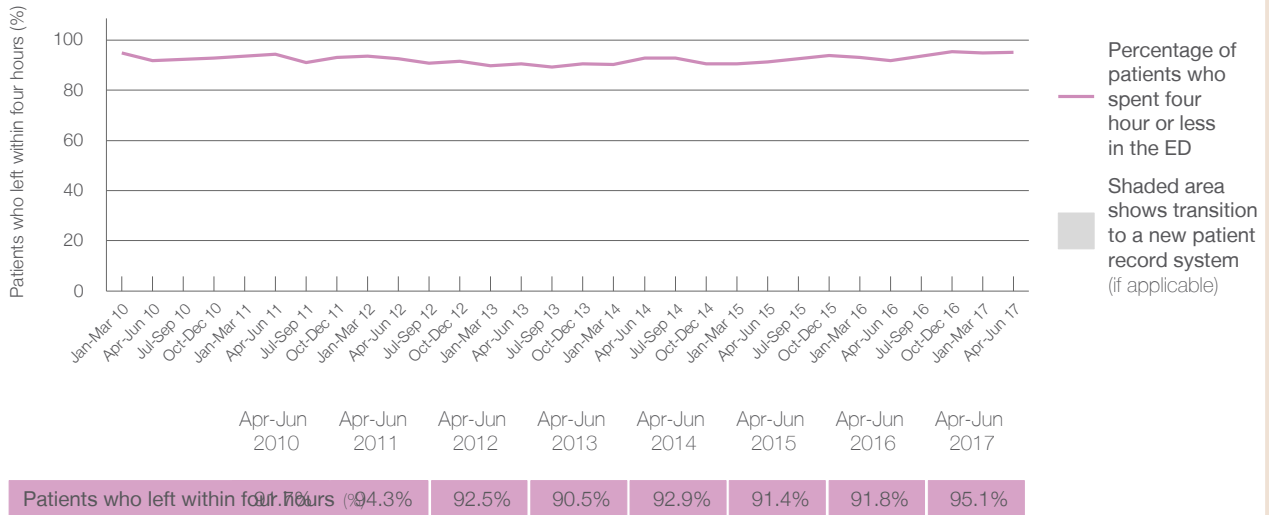
All presentations at the emergency department:<sup>1</sup> 944 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 944 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup>	1,057	-10.7%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	1,057	-10.7%
Percentage of patients who spent four hours or less in the ED	91.8%	

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



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.  
 † Data points are not shown in graphs for quarters when patient numbers were too small.  
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

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- 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.
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- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.  
 Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Maitland Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 11,850 patients

Emergency presentations:<sup>2</sup> 11,760 patients

Same period last year	Change since one year ago
11,882	-0.3%
11,772	-0.1%

## Maitland Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,927 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,142 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 90th percentile time to start treatment<sup>5</sup> 91 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,393 patients

Median time to start treatment<sup>4</sup> 43 minutes  
 90th percentile time to start treatment<sup>5</sup> 147 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,278 patients

Median time to start treatment<sup>4</sup> 42 minutes  
 90th percentile time to start treatment<sup>5</sup> 146 minutes

Same period last year	NSW (this period)
1,892	
8 minutes	8 minutes
21 minutes	26 minutes
3,084	
24 minutes	20 minutes
75 minutes	67 minutes
5,378	
41 minutes	25 minutes
119 minutes	99 minutes
1,378	
46 minutes	23 minutes
125 minutes	101 minutes

## Maitland Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,850 patients

Percentage of patients who spent four hours or less in the ED 68.0%

Same period last year	Change since one year ago
11,882	-0.3%
72.9%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

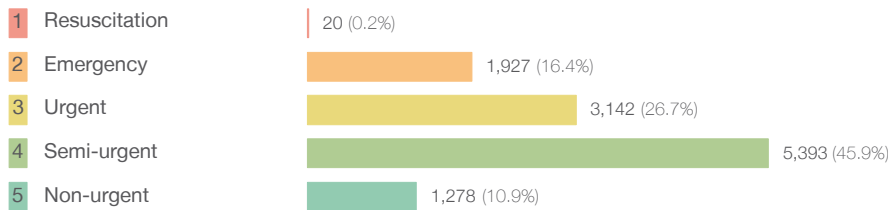
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Maitland Hospital: Patients presenting to the emergency department

April to June 2017

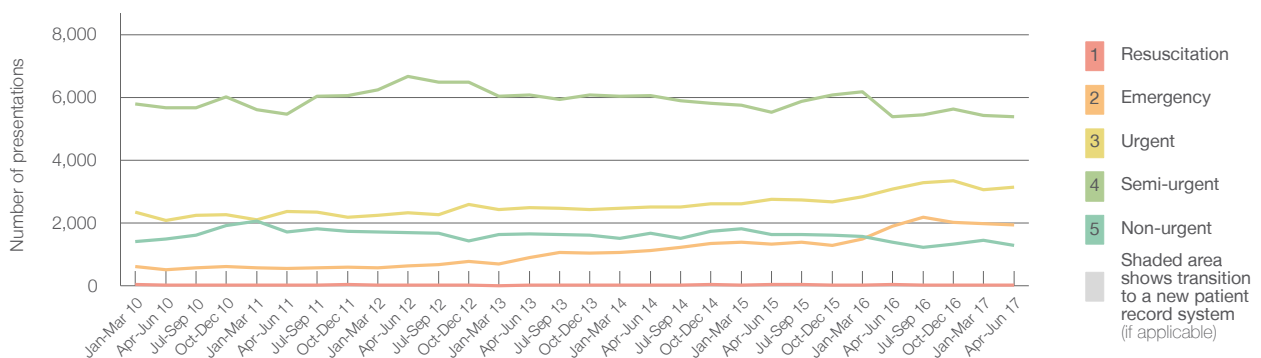
All presentations:<sup>1</sup> 11,850 patients

Emergency presentations<sup>2</sup> by triage category: 11,760 patients



Same period last year	Change since one year ago
11,882	-0.3%
11,772	-0.1%
40	-50.0%
1,892	1.8%
3,084	1.9%
5,378	0.3%
1,378	-7.3%

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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	24	21	18	23	22	28	40	20
Emergency	504	539	621	900	1,115	1,330	1,892	1,927
Urgent	2,087	2,354	2,314	2,492	2,505	2,743	3,084	3,142
Semi-urgent	5,662	5,475	6,676	6,073	6,064	5,528	5,378	5,393
Non-urgent	1,490	1,704	1,700	1,656	1,679	1,631	1,378	1,278
All emergency presentations	9,767	10,093	11,329	11,144	11,385	11,260	11,772	11,760

## Maitland Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,093 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,941	
9 minutes	-1 minute
20 minutes	-2 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.

## Maitland 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: 1,927

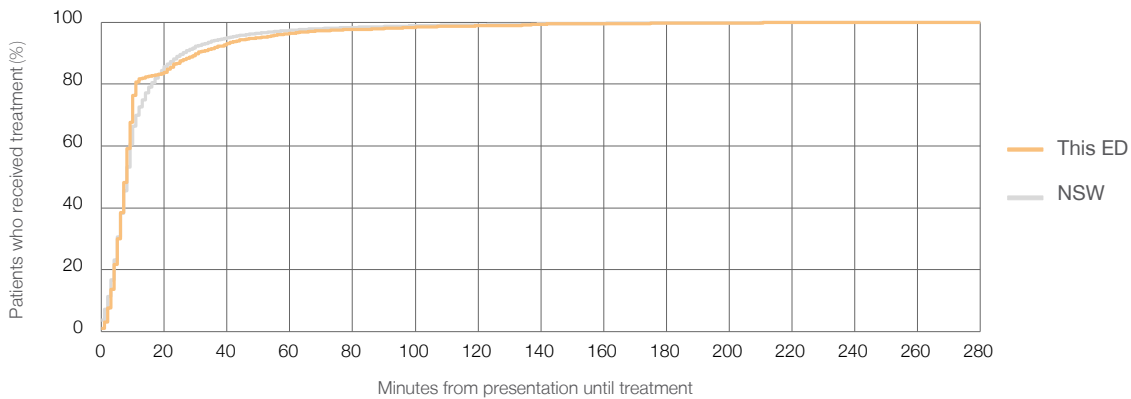
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,898

Median time to start treatment<sup>4</sup>  8 minutes

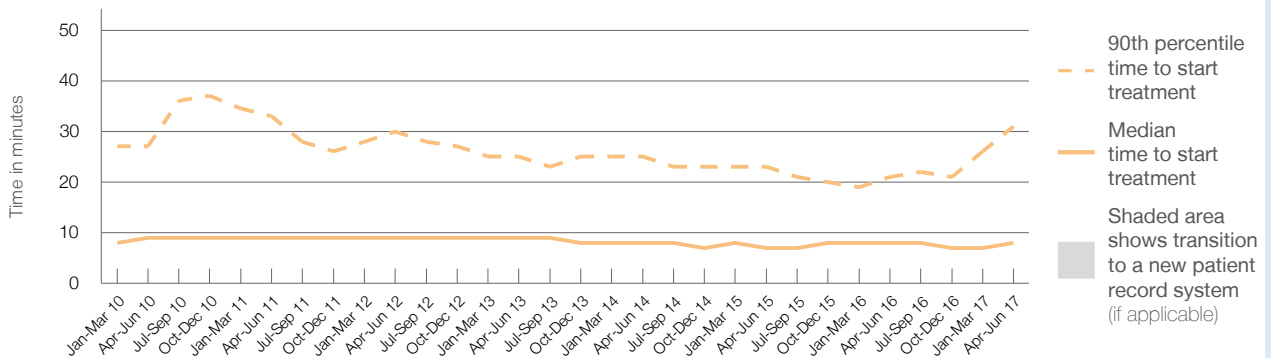
90th percentile time to start treatment<sup>5</sup>  31 minutes

Same period last year	NSW (this period)
1,892	1,872
8 minutes	8 minutes
21 minutes	26 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	9	9	9	9	8	7	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	27	33	30	25	25	23	21	31

(†) 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.

## Maitland Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 3,142

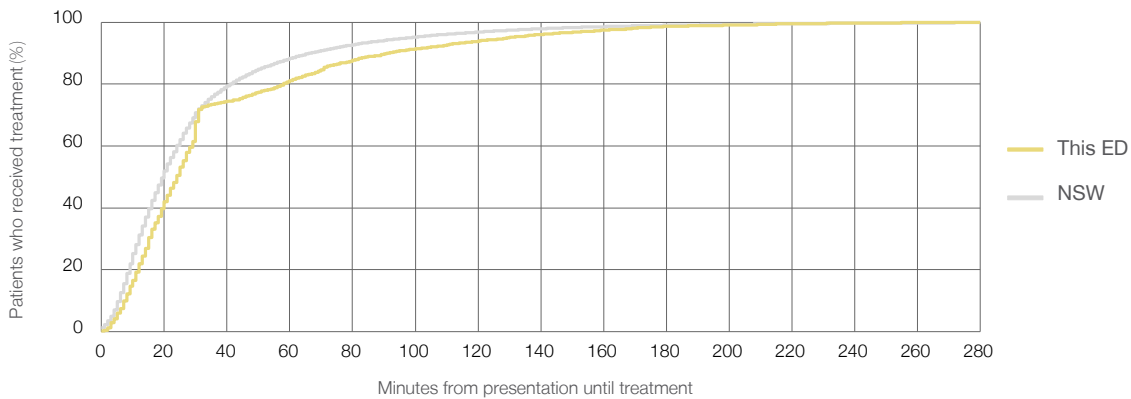
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,021

Median time to start treatment<sup>4</sup> 24 minutes

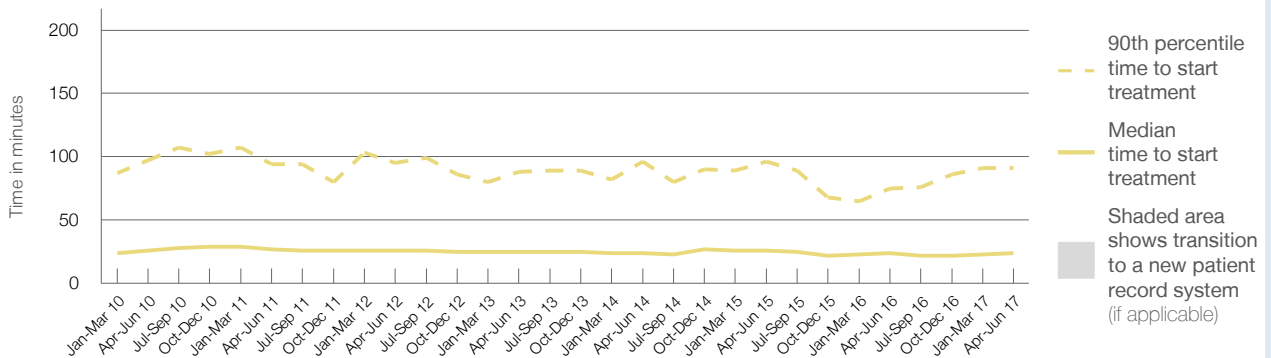
90th percentile time to start treatment<sup>5</sup> 91 minutes

Same period last year	NSW (this period)
3,084	2,991
24 minutes	20 minutes
75 minutes	67 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	26	27	26	25	24	26	24	24
90th percentile time to start treatment <sup>5</sup> (minutes)	97	94	95	88	96	96	75	91

(†) 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.

## Maitland 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: 5,393

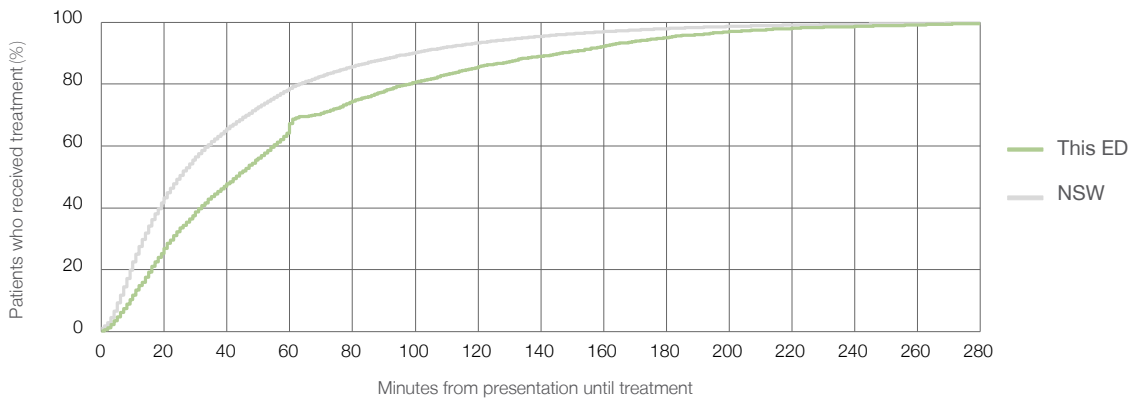
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,414

Median time to start treatment<sup>4</sup> 43 minutes

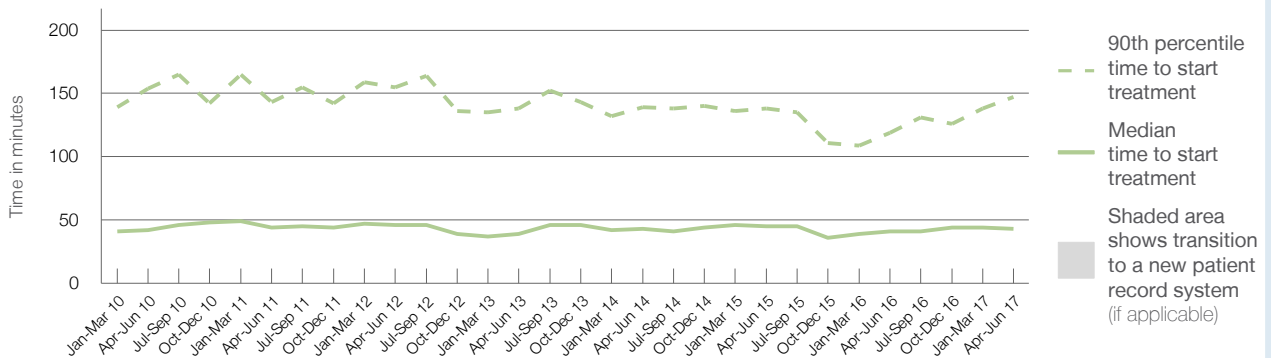
90th percentile time to start treatment<sup>5</sup> 147 minutes

Same period last year	NSW (this period)
5,378	
4,562	
41 minutes	25 minutes
119 minutes	99 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	42	44	46	39	43	45	41	43
90th percentile time to start treatment <sup>5</sup> (minutes)	154	143	155	138	139	138	119	147

(†) 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.

## Maitland Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 1,278

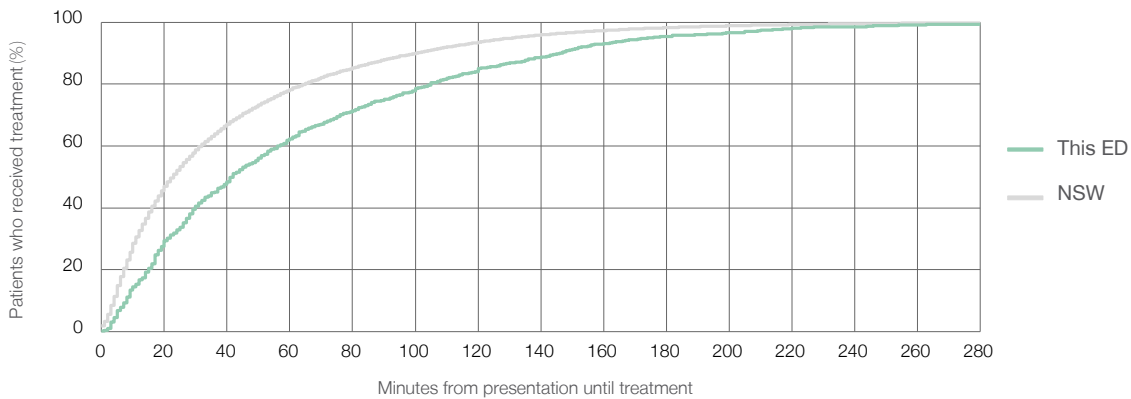
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 903

Median time to start treatment<sup>4</sup> 42 minutes

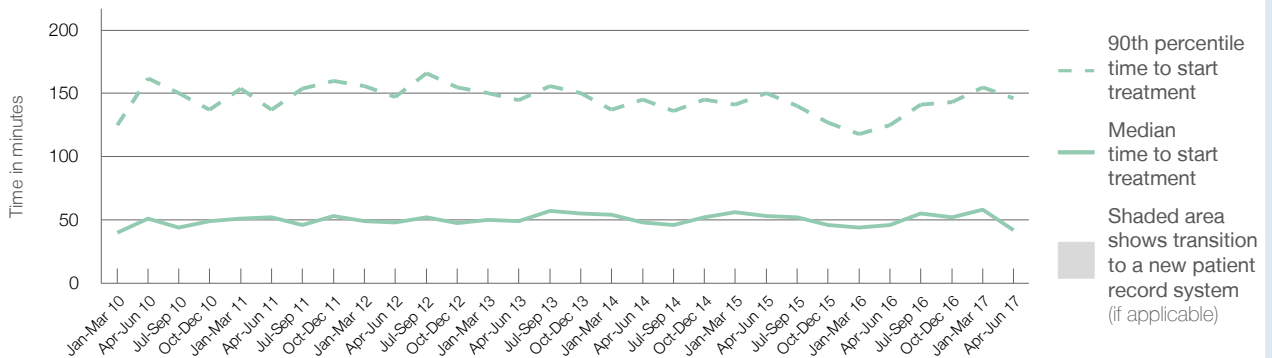
90th percentile time to start treatment<sup>5</sup> 146 minutes

Same period last year	NSW (this period)
1,378	1,046
46 minutes	23 minutes
125 minutes	101 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	51	52	48	49	48	53	46	42
90th percentile time to start treatment <sup>5</sup> (minutes)	162	137	147	145	145	150	125	146

(†) 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.

## Maitland Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 11,850 patients

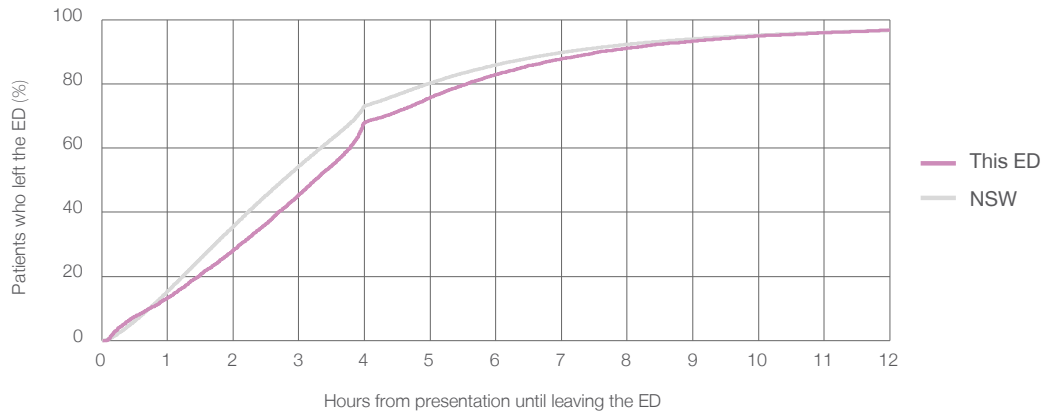
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,850 patients

Median time spent in the ED<sup>8</sup> 3 hours and 15 minutes

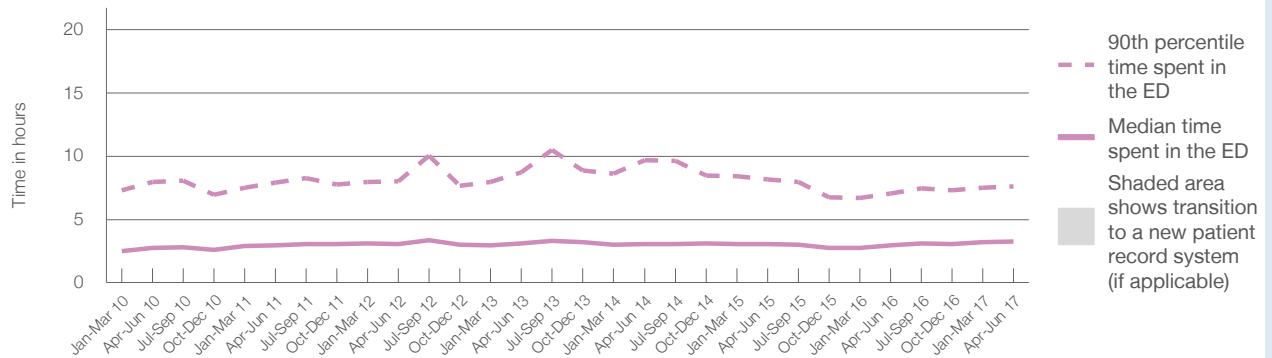
90th percentile time spent in the ED<sup>9</sup> 7 hours and 36 minutes

Same period last year	NSW (this period)
11,882	11,882
2 hours and 58 minutes	2 hours and 46 minutes
7 hours and 3 minutes	7 hours and 5 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 46m	2h 57m	3h 2m	3h 5m	3h 3m	3h 2m	2h 58m	3h 15m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 58m	7h 54m	8h 1m	8h 44m	9h 41m	8h 9m	7h 3m	7h 36m

(†) 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.



**Maitland Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

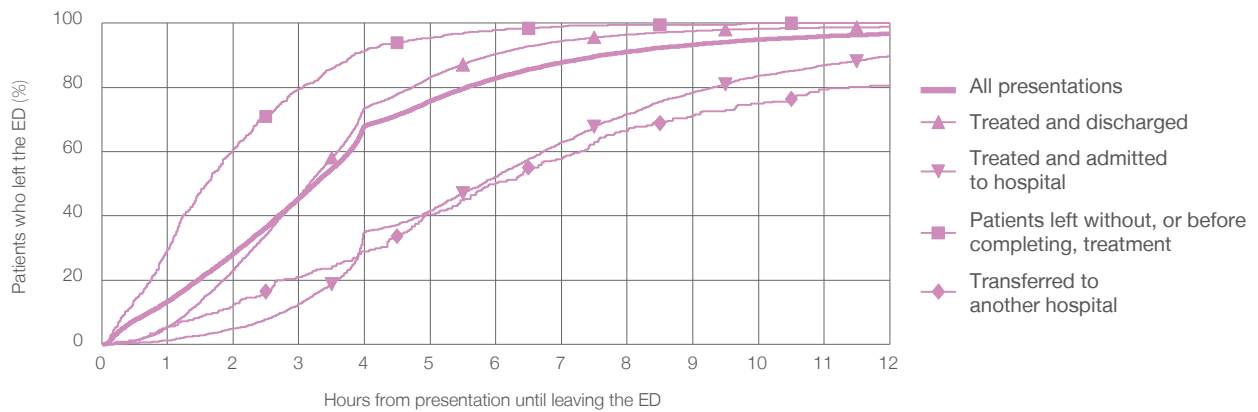
All presentations:<sup>1</sup> 11,850 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,850 patients

Treated and discharged	7,329 (61.8%)
Treated and admitted to hospital	2,462 (20.8%)
Patient left without, or before completing, treatment	624 (5.3%)
Transferred to another hospital	267 (2.3%)
Other	1,168 (9.9%)

Same period last year	Change since one year ago
11,882	-0.3%
7,954	-7.9%
2,223	10.8%
437	42.8%
245	9.0%
1,023	14.2%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.3%	23.2%	46.1%	73.6%	90.4%	96.5%	98.3%	98.9%
Treated and admitted to hospital	1.1%	5.0%	12.5%	35.0%	52.2%	71.7%	83.6%	89.7%
Patient left without, or before completing, treatment	29.5%	60.7%	79.6%	91.5%	97.9%	99.5%	100%	100%
Transferred to another hospital	5.6%	12.4%	21.0%	28.8%	50.2%	66.3%	74.9%	80.9%
All presentations	13.3%	28.2%	45.5%	68.0%	82.9%	91.1%	94.9%	96.7%

(†) 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.

**Maitland Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2017

All presentations at the emergency department:<sup>1</sup> 11,850 patients

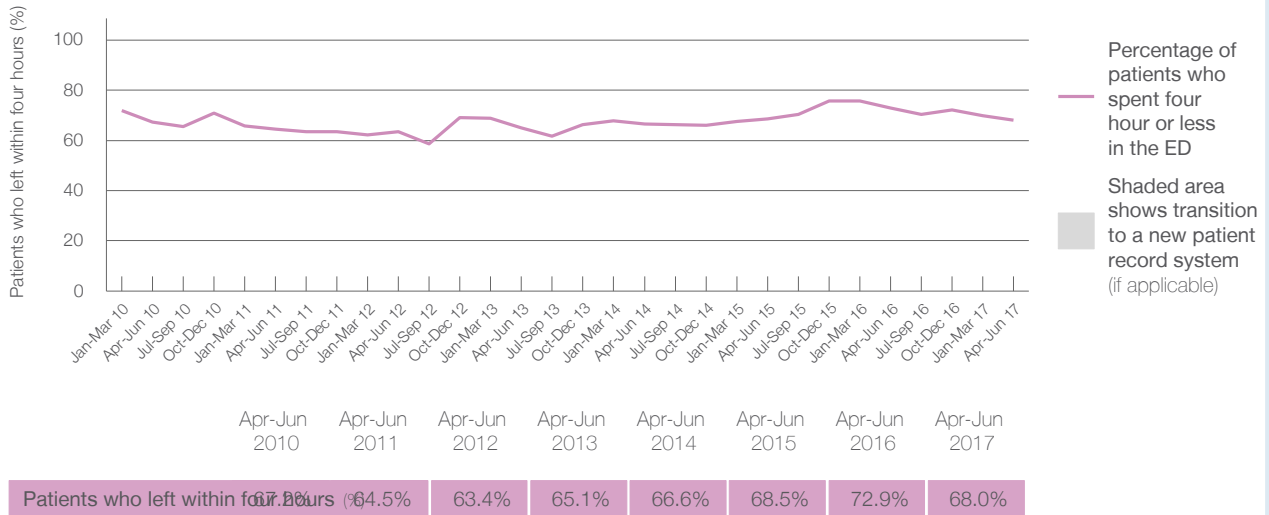
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,850 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	11,882	-0.3%
Presentations used to calculate time to leaving the ED	11,882	-0.3%
Percentage of patients who spent four hours or less in the ED	72.9%	

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



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Manning Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 7,618 patients  
 Emergency presentations:<sup>2</sup> 7,397 patients

Same period last year	Change since one year ago
6,946	9.7%
6,827	8.3%

## Manning Base Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,267 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,057 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 88 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,524 patients

Median time to start treatment<sup>4</sup> 34 minutes  
 90th percentile time to start treatment<sup>5</sup> 131 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,505 patients

Median time to start treatment<sup>4</sup> 37 minutes  
 90th percentile time to start treatment<sup>5</sup> 132 minutes

Same period last year	NSW (this period)
1,263	
7 minutes	8 minutes
10 minutes	26 minutes
2,063	
21 minutes	20 minutes
91 minutes	67 minutes
2,252	
28 minutes	25 minutes
131 minutes	99 minutes
1,213	
32 minutes	23 minutes
120 minutes	101 minutes

## Manning Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,618 patients

Percentage of patients who spent four hours or less in the ED 79.9%

Same period last year	Change since one year ago
6,946	9.7%
78.5%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

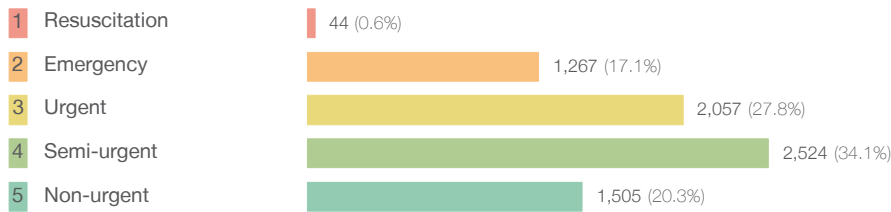
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Manning Base Hospital: Patients presenting to the emergency department

April to June 2017

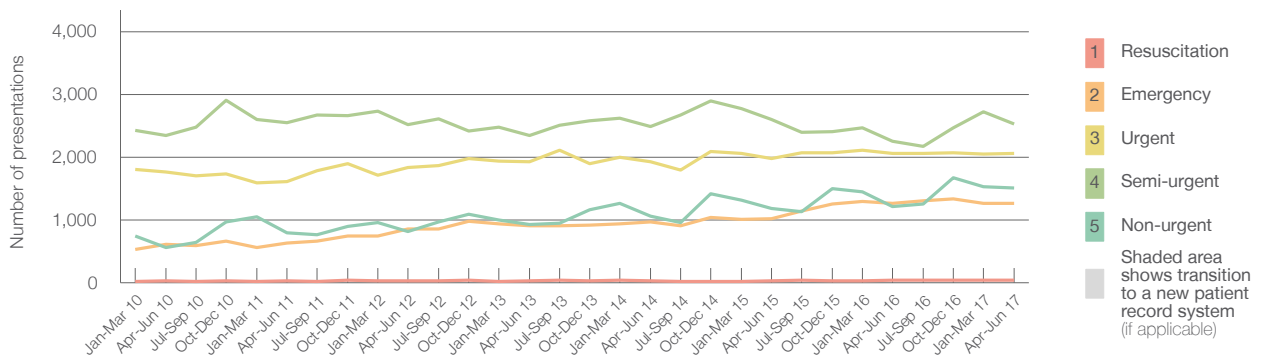
All presentations:<sup>1</sup> 7,618 patients

Emergency presentations<sup>2</sup> by triage category: 7,397 patients



	Same period last year	Change since one year ago
All presentations	6,946	9.7%
Emergency presentations	6,827	8.3%
Resuscitation	36	22.2%
Emergency	1,263	0.3%
Urgent	2,063	-0.3%
Semi-urgent	2,252	12.1%
Non-urgent	1,213	24.1%

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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	28	31	33	29	25	30	36	44
Emergency	613	633	858	904	963	1,015	1,263	1,267
Urgent	1,765	1,609	1,835	1,930	1,924	1,981	2,063	2,057
Semi-urgent	2,343	2,550	2,517	2,346	2,490	2,597	2,252	2,524
Non-urgent	560	799	816	932	1,064	1,186	1,213	1,505
All emergency presentations	5,309	5,622	6,059	6,141	6,466	6,809	6,827	7,397

## Manning Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,961 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,767	
ED Transfer of care time	5 minutes	-1 minute
90th percentile time	23 minutes	-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.

## Manning Base 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: 1,267

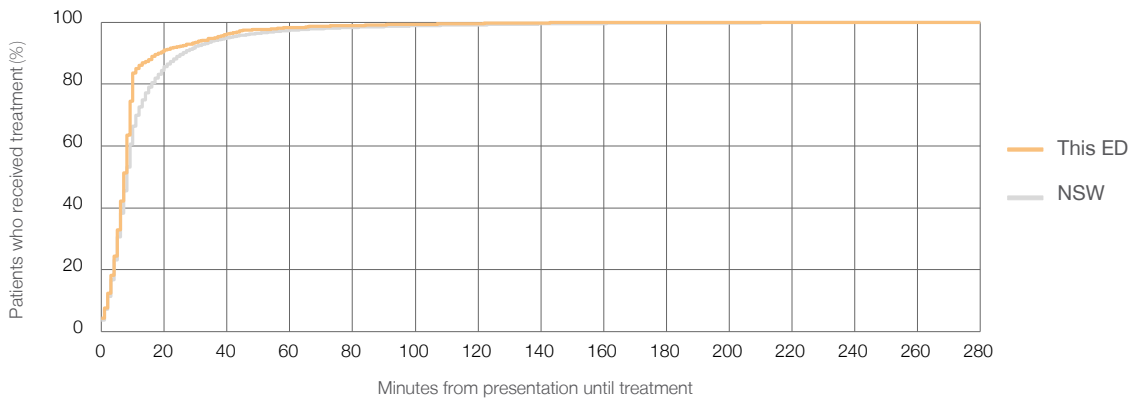
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,264

Median time to start treatment<sup>4</sup>  7 minutes

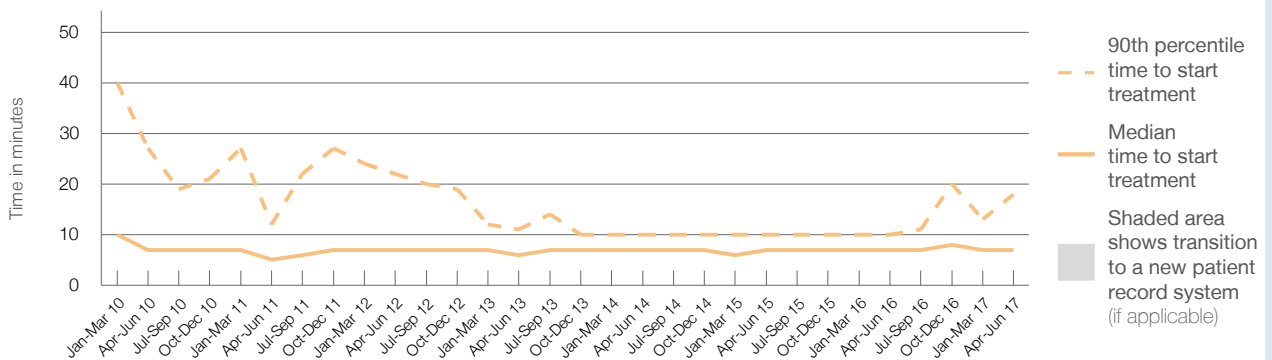
90th percentile time to start treatment<sup>5</sup>  18 minutes

Same period last year	NSW (this period)
1,263	
1,260	
7 minutes	8 minutes
10 minutes	26 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	7	5	7	6	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	27	12	22	11	10	10	10	18

(†) 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.

## Manning Base 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: 2,057

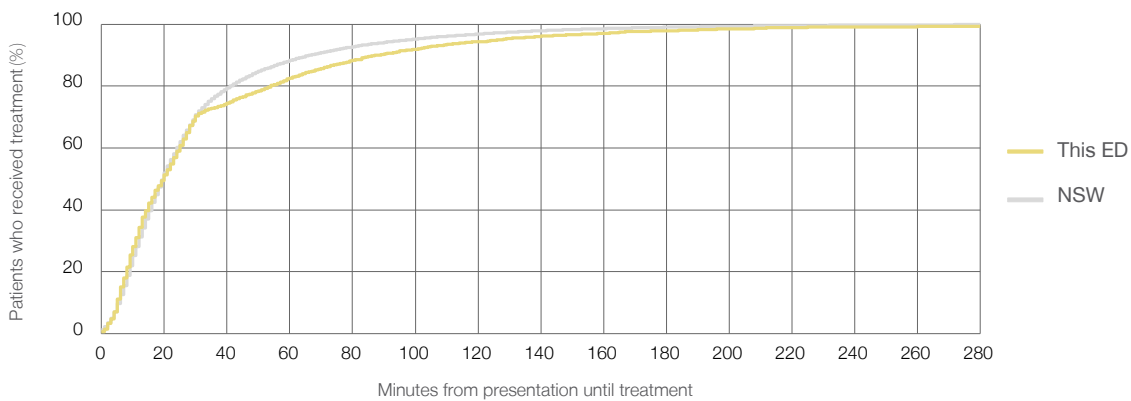
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,023

Median time to start treatment<sup>4</sup> 20 minutes

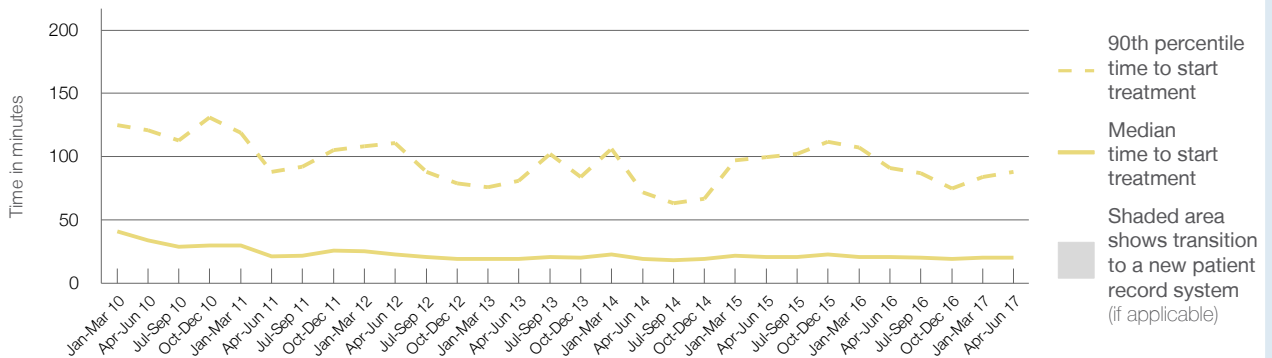
90th percentile time to start treatment<sup>5</sup> 88 minutes

Same period last year	NSW (this period)
2,063	
2,023	
21 minutes	20 minutes
91 minutes	67 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	34	22	23	19	19	21	21	20
90th percentile time to start treatment <sup>5</sup> (minutes)	121	88	111	81	72	100	91	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.

## Manning Base 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: 2,524

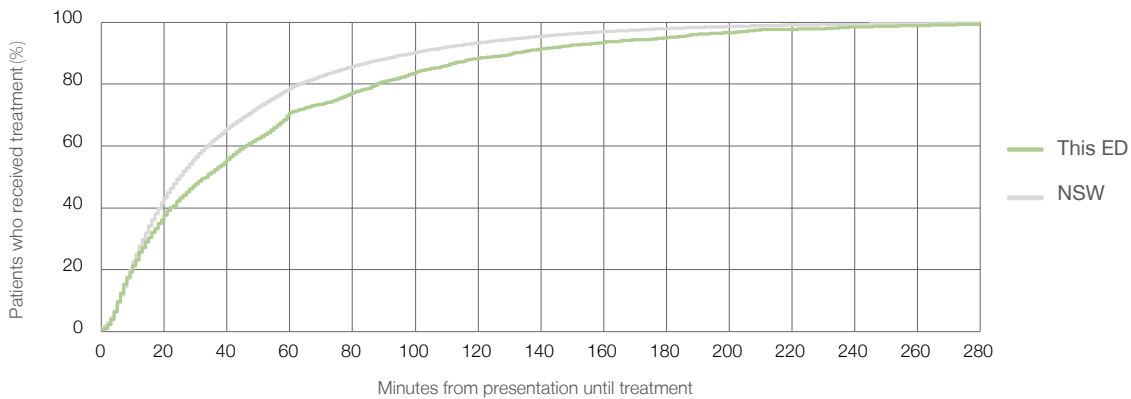
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,399

Median time to start treatment<sup>4</sup>  34 minutes

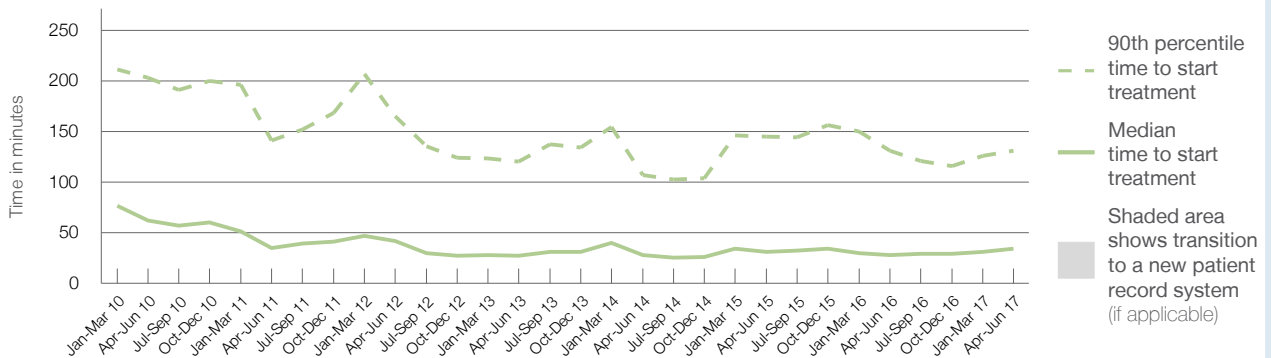
90th percentile time to start treatment<sup>5</sup>  131 minutes

Same period last year	NSW (this period)
2,252	2,106
28 minutes	25 minutes
131 minutes	99 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	62	35	42	27	28	31	28	34
90th percentile time to start treatment <sup>5</sup> (minutes)	203	141	165	120	107	145	131	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.

## Manning Base Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 1,505

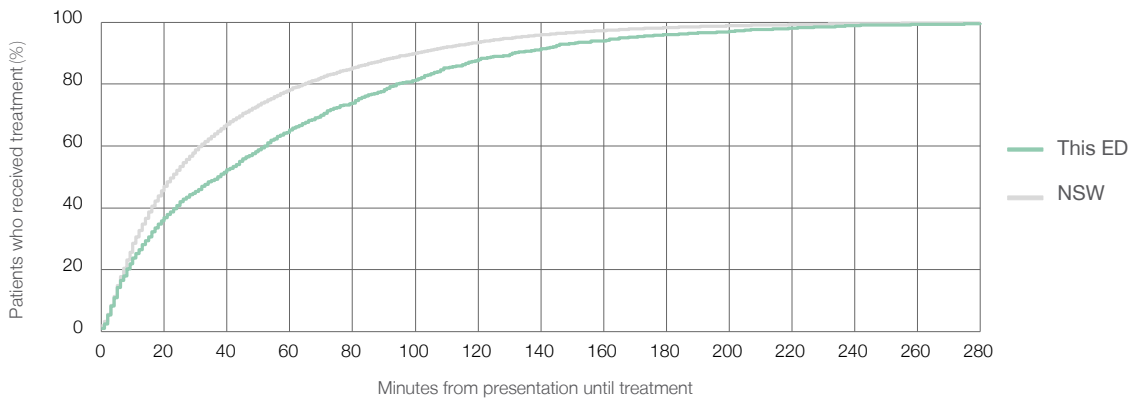
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,386

Median time to start treatment<sup>4</sup>  37 minutes

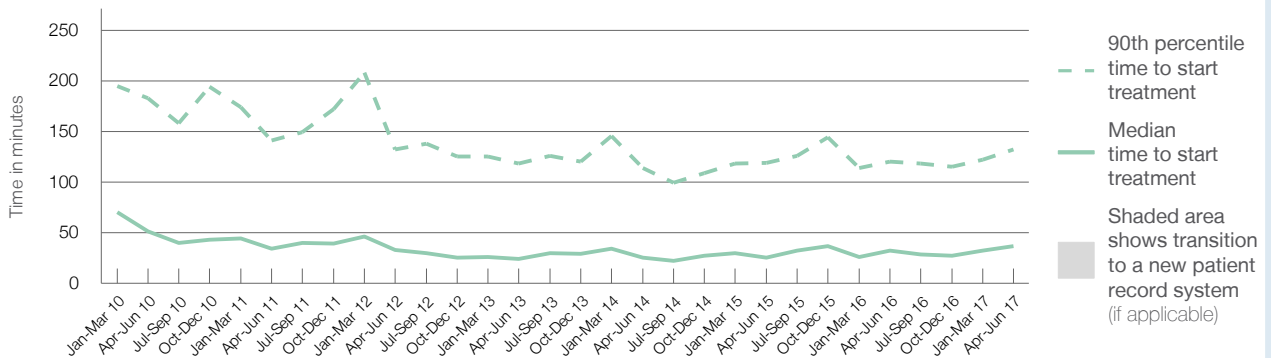
90th percentile time to start treatment<sup>5</sup>  132 minutes

Same period last year	NSW (this period)
1,213	
1,088	
32 minutes	23 minutes
120 minutes	101 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	51	34	33	24	25	25	32	37
90th percentile time to start treatment <sup>5</sup> (minutes)	183	141	132	118	114	119	120	132

(†) 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.



## Manning Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 7,618 patients

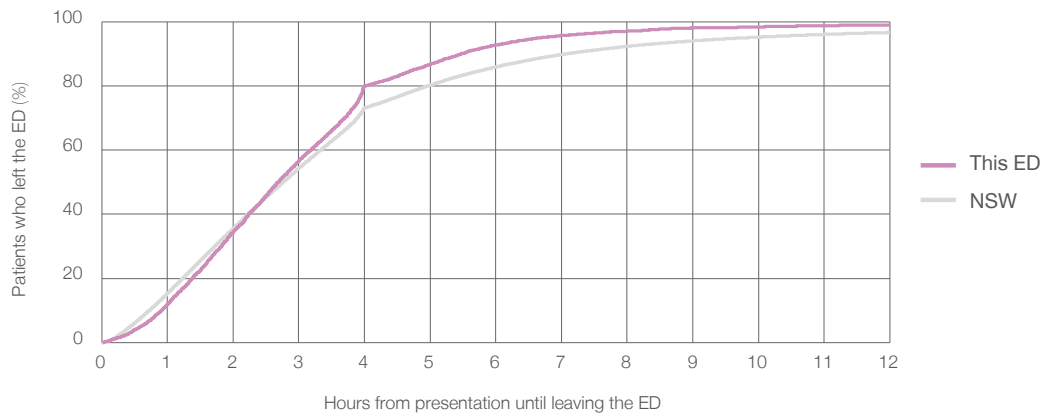
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,618 patients

Median time spent in the ED<sup>8</sup> 2 hours and 41 minutes

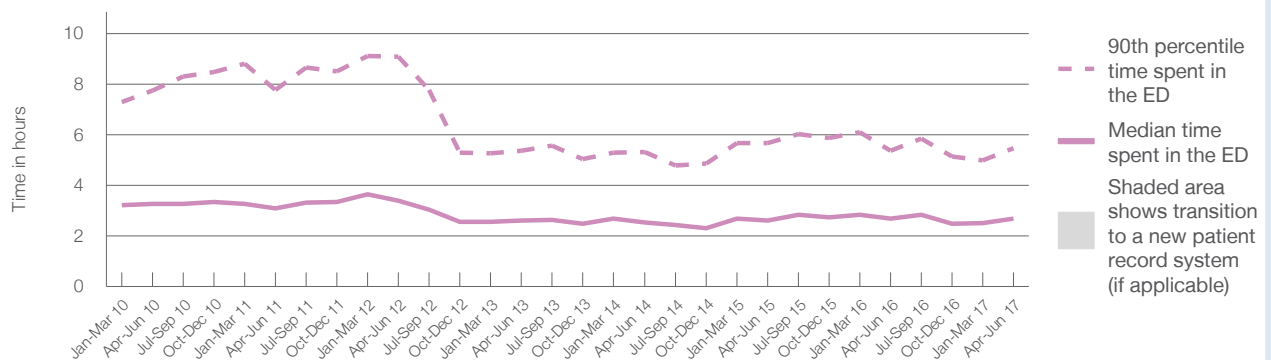
90th percentile time spent in the ED<sup>9</sup> 5 hours and 29 minutes

Same period last year	NSW (this period)
6,946	6,946
2 hours and 42 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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 16m	3h 5m	3h 24m	2h 37m	2h 32m	2h 37m	2h 42m	2h 41m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 46m	7h 46m	9h 6m	5h 22m	5h 20m	5h 40m	5h 23m	5h 29m

(†) 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.

## Manning Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

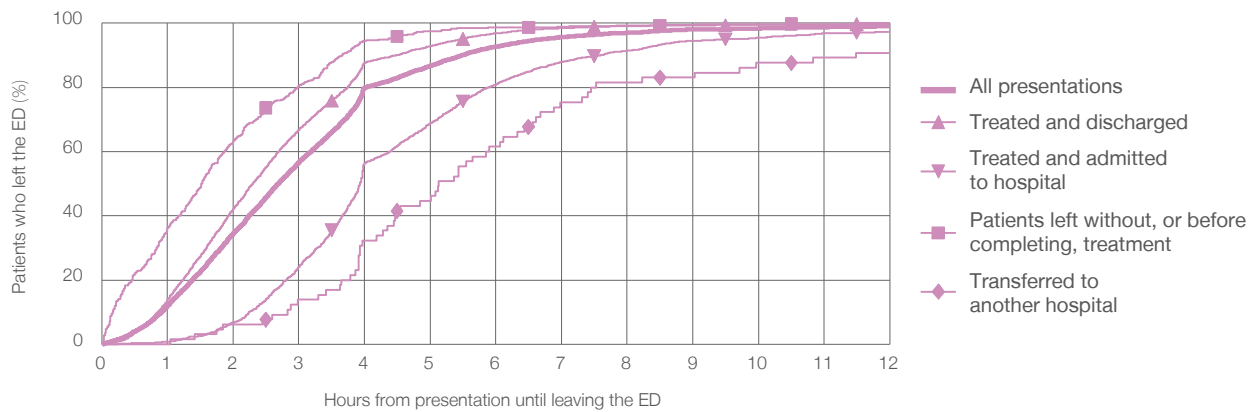
All presentations:<sup>1</sup> 7,618 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,618 patients

Treated and discharged	5,154 (67.7%)
Treated and admitted to hospital	1,886 (24.8%)
Patient left without, or before completing, treatment	471 (6.2%)
Transferred to another hospital	65 (0.9%)
Other	42 (0.6%)

Same period last year	Change since one year ago
6,946	9.7%
4,539	13.5%
1,830	3.1%
477	-1.3%
64	1.6%
36	16.7%

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



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

Treated and discharged	13.9%	42.2%	66.8%	87.8%	96.8%	99.1%	99.5%	99.7%
Treated and admitted to hospital	0.7%	6.8%	24.1%	56.5%	81.0%	91.5%	95.4%	97.2%
Patient left without, or before completing, treatment	36.3%	63.5%	80.5%	94.5%	98.7%	99.4%	99.8%	100%
Transferred to another hospital	0%	6.2%	13.8%	32.3%	61.5%	81.5%	87.7%	90.8%
All presentations	12.1%	34.6%	56.7%	79.9%	92.7%	97.0%	98.4%	99.0%

(†) 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.

## Manning Base Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:<sup>1</sup> 7,618 patients

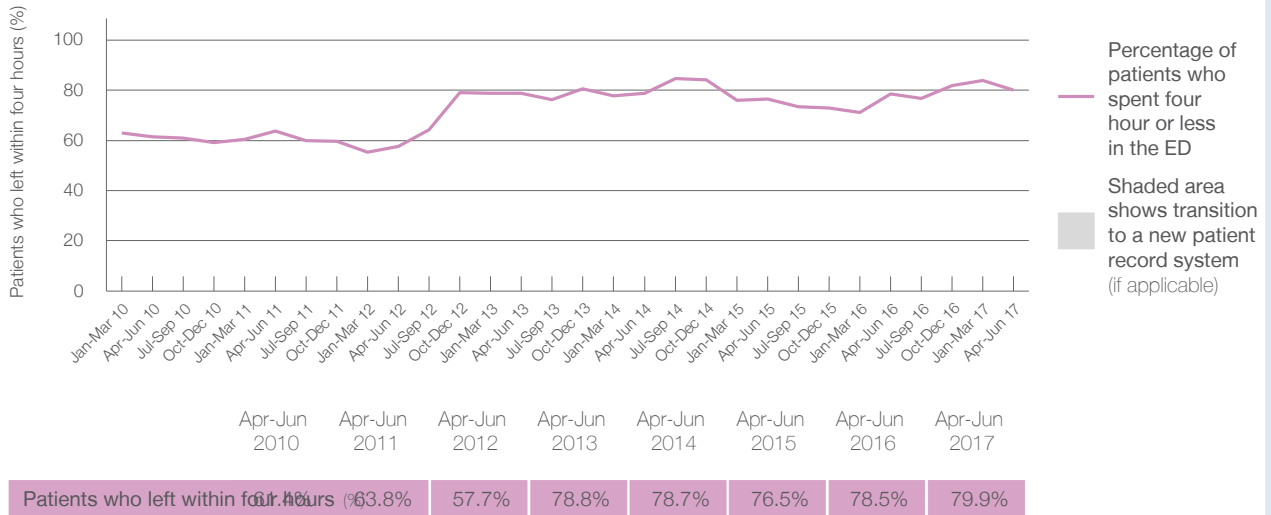
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,618 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	6,946	9.7%
Presentations used to calculate time to leaving the ED	6,946	9.7%
Percentage of patients who spent four hours or less in the ED	78.5%	

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



Quarter	Percentage of patients who spent four hours or less in the ED (%)
Apr-Jun 2010	63.8%
Apr-Jun 2011	63.8%
Apr-Jun 2012	63.8%
Apr-Jun 2013	57.7%
Apr-Jun 2014	78.8%
Apr-Jun 2015	78.7%
Apr-Jun 2016	76.5%
Apr-Jun 2017	78.5%
Apr-Jun 2018	79.9%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 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:<sup>1</sup> 2,188 patients  
 Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

April to June 2017

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

Median time to start treatment<sup>4</sup> 5 minutes  
 90th percentile time to start treatment<sup>5</sup> 17 minutes

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

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 45 minutes

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

Median time to start treatment<sup>4</sup> 15 minutes  
 90th percentile time to start treatment<sup>5</sup> 61 minutes

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

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

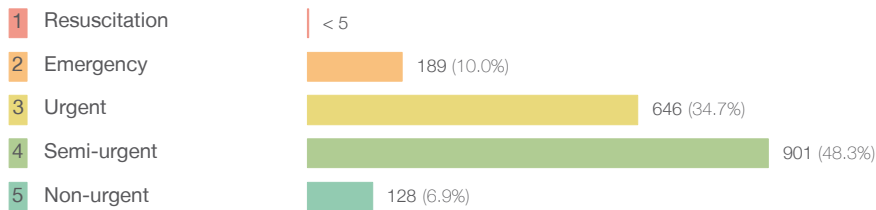
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Moree District Hospital: Patients presenting to the emergency department April to June 2017

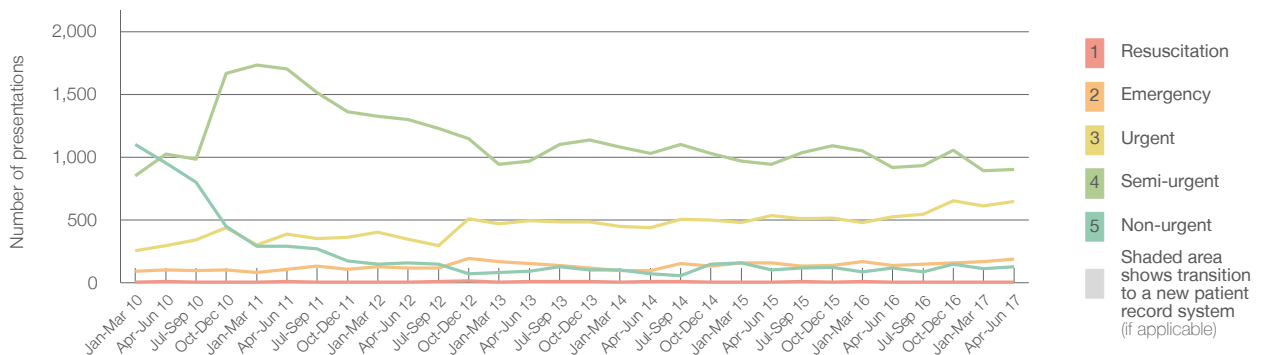
All presentations:<sup>1</sup> 2,188 patients

Emergency presentations<sup>2</sup> by triage category: 1,864 patients



	Same period last year	Change since one year ago
All presentations	1,904	14.9%
Emergency presentations	1,700	9.6%
1 Resuscitation	< 5	*
2 Emergency	143	33.8%
3 Urgent	523	23.5%
4 Semi-urgent	916	-1.6%
5 Non-urgent	118	8.5%

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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	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:<sup>7</sup> 215 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	198	
ED Transfer of care time		
Median time	3 minutes	0 minutes
90th percentile time	19 minutes	-4 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.

## 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

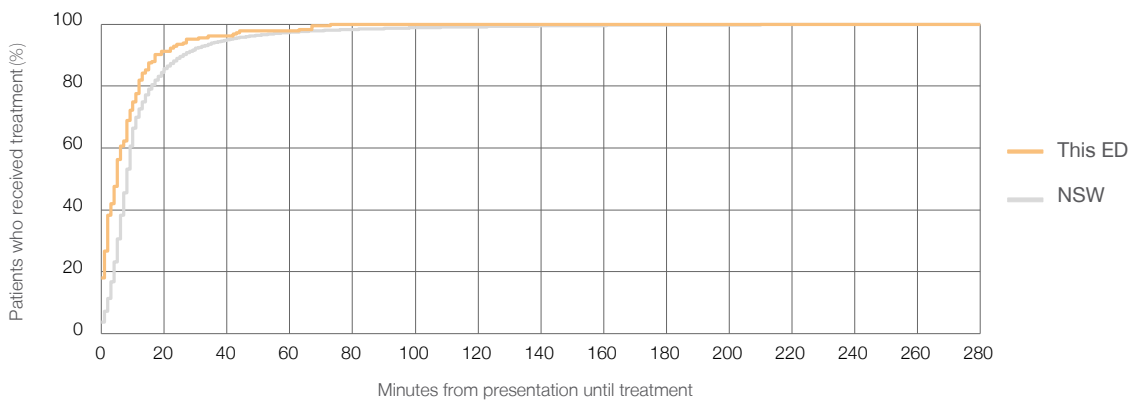
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 183

Median time to start treatment<sup>4</sup> 5 minutes

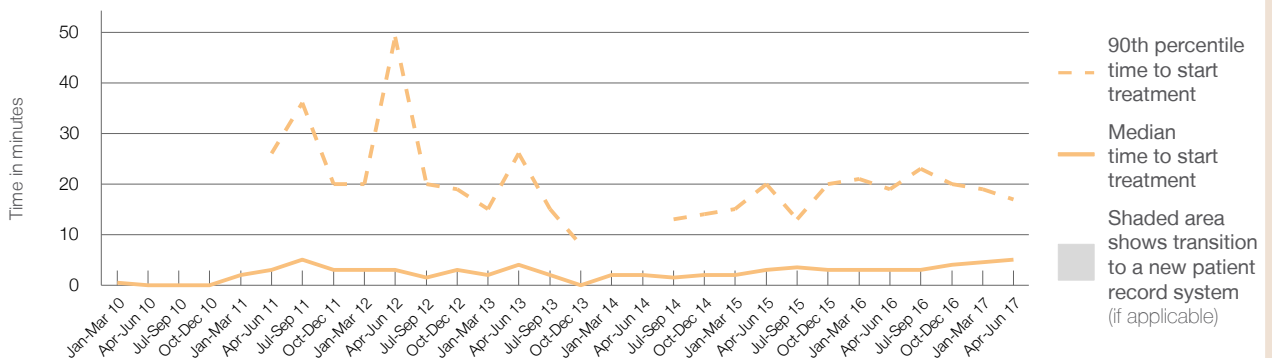
90th percentile time to start treatment<sup>5</sup> 17 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	0	3	3	4	2	3	3	5
90th percentile time to start treatment <sup>5</sup> (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

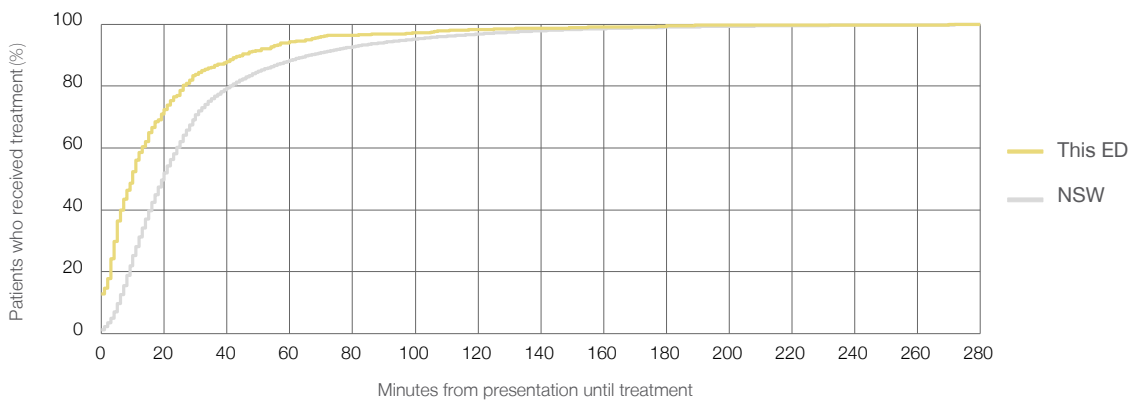
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 632

Median time to start treatment<sup>4</sup>  10 minutes

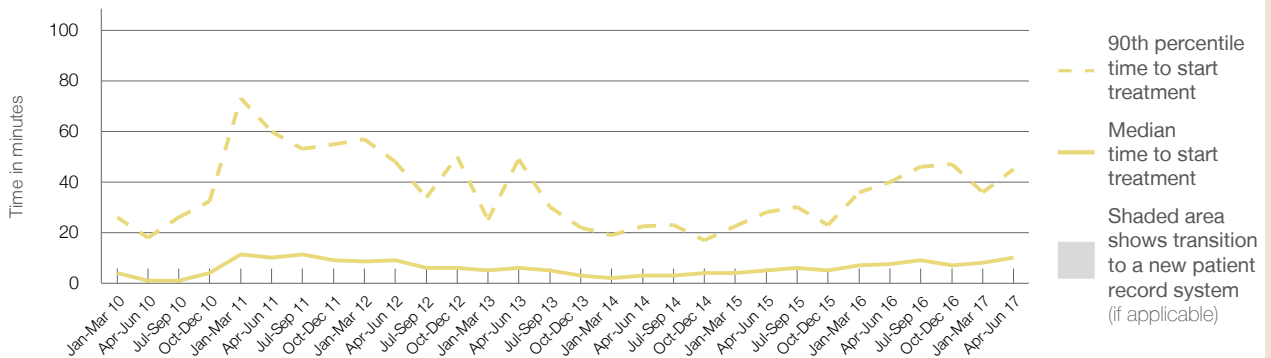
90th percentile time to start treatment<sup>5</sup>  45 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	1	10	9	6	3	5	8	10
90th percentile time to start treatment <sup>5</sup> (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

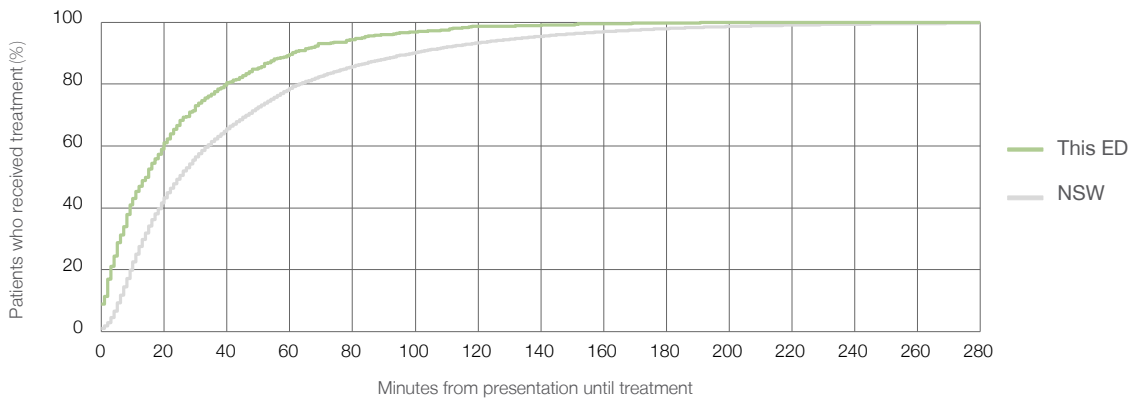
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 844

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

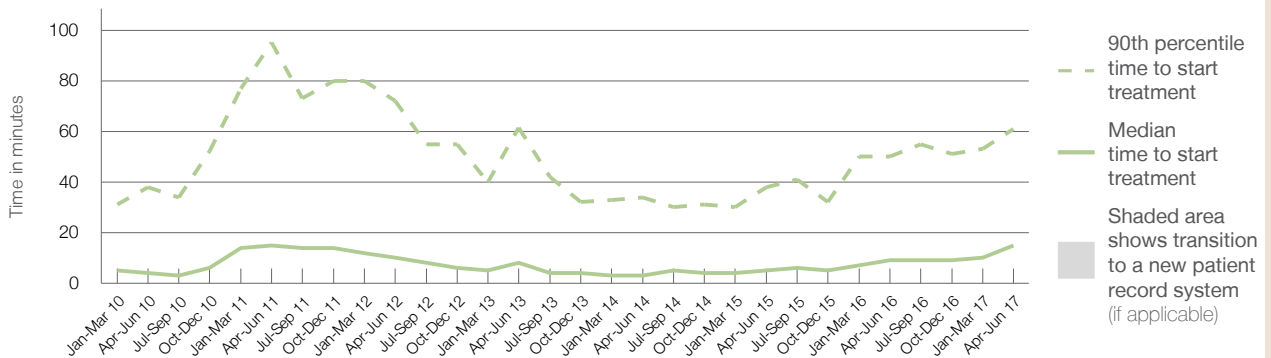
90th percentile time to start treatment<sup>5</sup> 61 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	4	15	10	8	3	5	9	15
90th percentile time to start treatment <sup>5</sup> (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

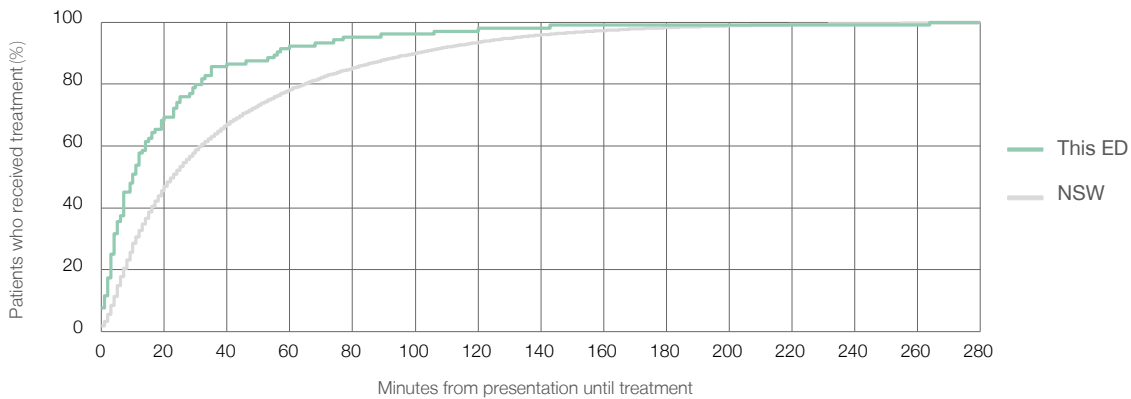
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 104

Median time to start treatment<sup>4</sup>  10 minutes

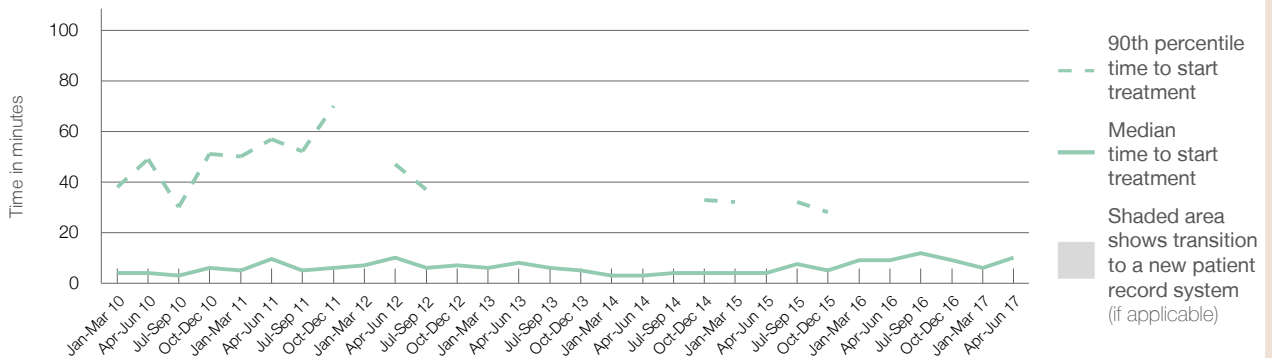
90th percentile time to start treatment<sup>5</sup>  56 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	4	10	10	8	3	4	9	10
90th percentile time to start treatment <sup>5</sup> (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:<sup>1</sup> 2,188 patients

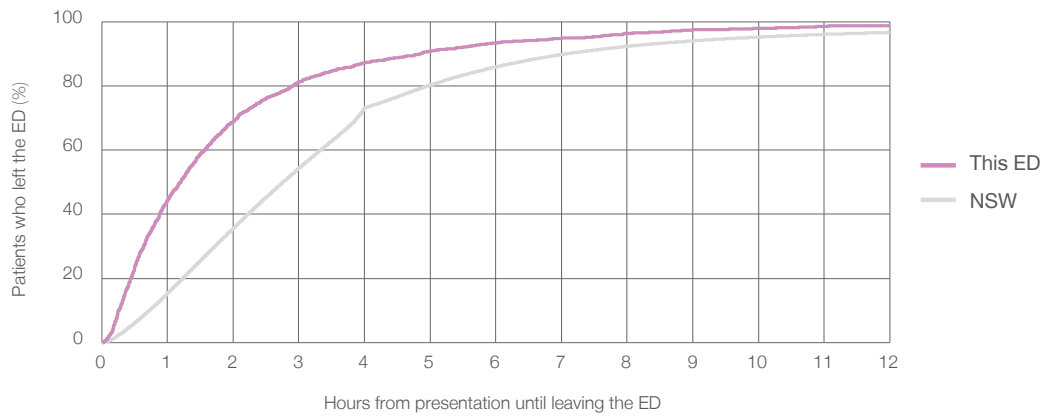
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,188 patients

Median time spent in the ED<sup>8</sup> 1 hours and 12 minutes

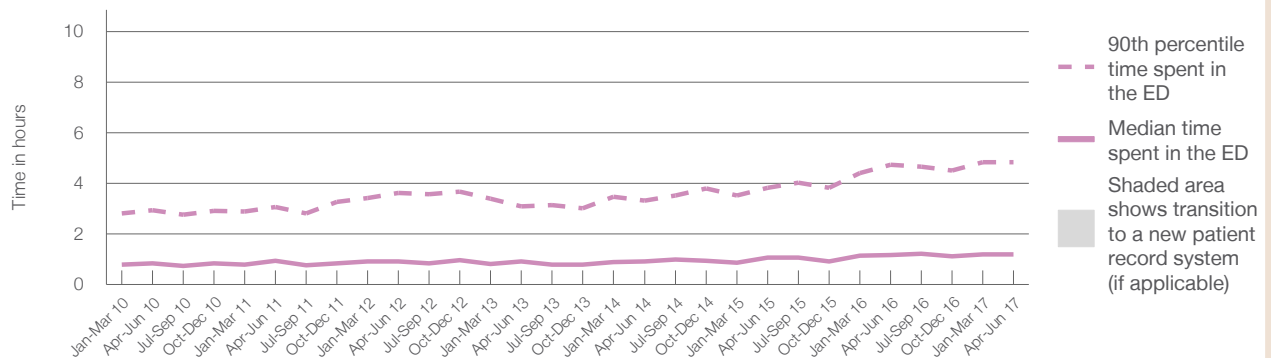
90th percentile time spent in the ED<sup>9</sup> 4 hours and 51 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	0h 51m	0h 57m	0h 55m	0h 56m	0h 56m	1h 4m	1h 11m	1h 12m
90th percentile time to leaving the ED <sup>9</sup> (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.

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**Moree District Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

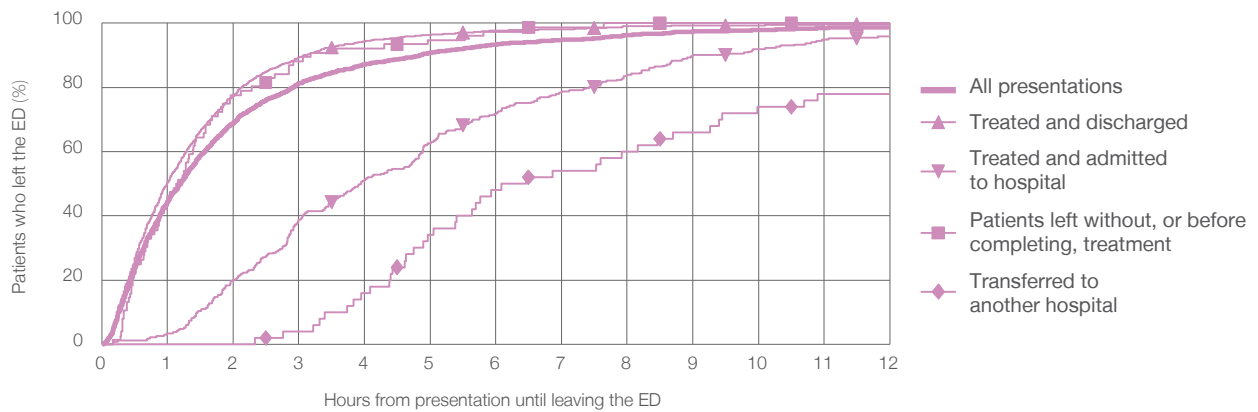
All presentations:<sup>1</sup> 2,188 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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<sup>††</sup>



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:<sup>1</sup> 2,188 patients

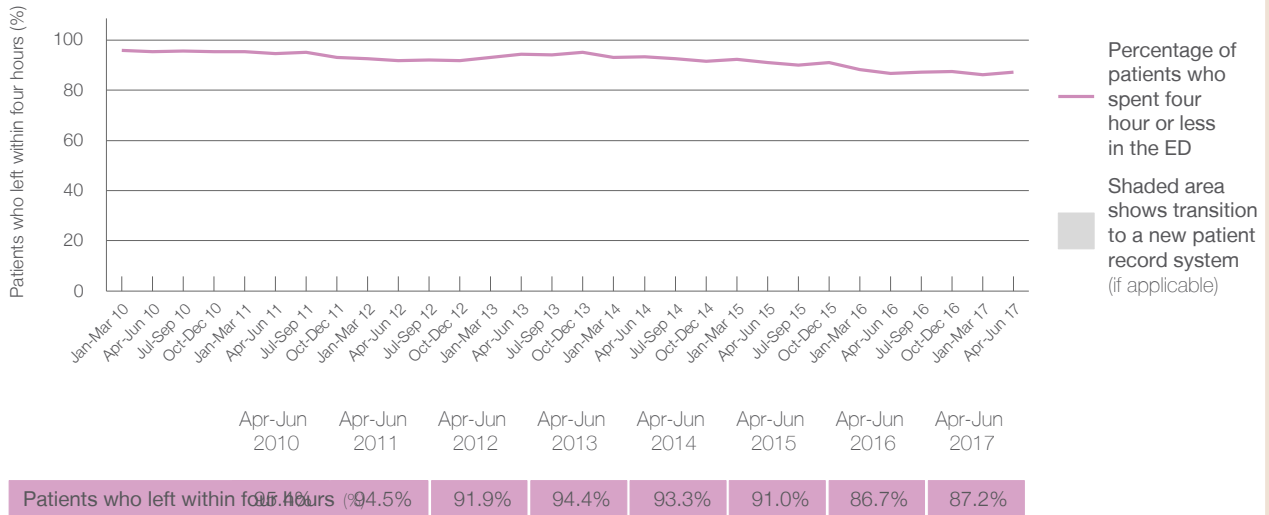
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,188 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup>	1,904	14.9%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	1,904	14.9%
Percentage of patients who spent four hours or less in the ED	86.7%	

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



Quarter	Percentage of patients who left within four hours (%)
Jan-Mar 10	94.5%
Apr-Jun 2010	94.5%
Apr-Jun 2011	94.5%
Apr-Jun 2012	94.5%
Apr-Jun 2013	94.4%
Apr-Jun 2014	93.3%
Apr-Jun 2015	91.0%
Apr-Jun 2016	86.7%
Apr-Jun 2017	87.2%

\* 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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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 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:<sup>1</sup> 2,440 patients  
 Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

April to June 2017

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

Median time to start treatment<sup>4</sup> 5 minutes  
 90th percentile time to start treatment<sup>5</sup> 14 minutes

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

Median time to start treatment<sup>4</sup> 17 minutes  
 90th percentile time to start treatment<sup>5</sup> 65 minutes

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

Median time to start treatment<sup>4</sup> 31 minutes  
 90th percentile time to start treatment<sup>5</sup> 89 minutes

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

Median time to start treatment<sup>4</sup> 35 minutes  
 90th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

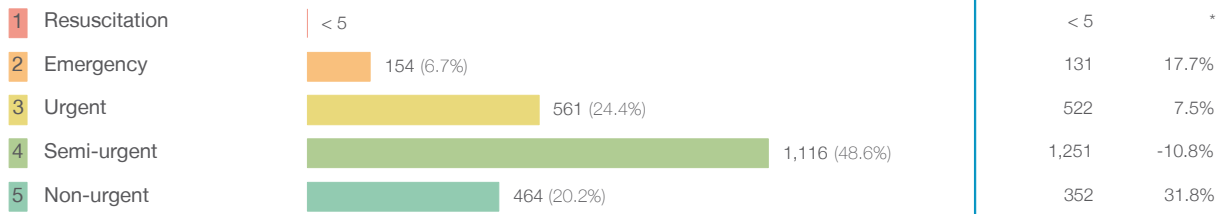
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Muswellbrook District Hospital: Patients presenting to the emergency department

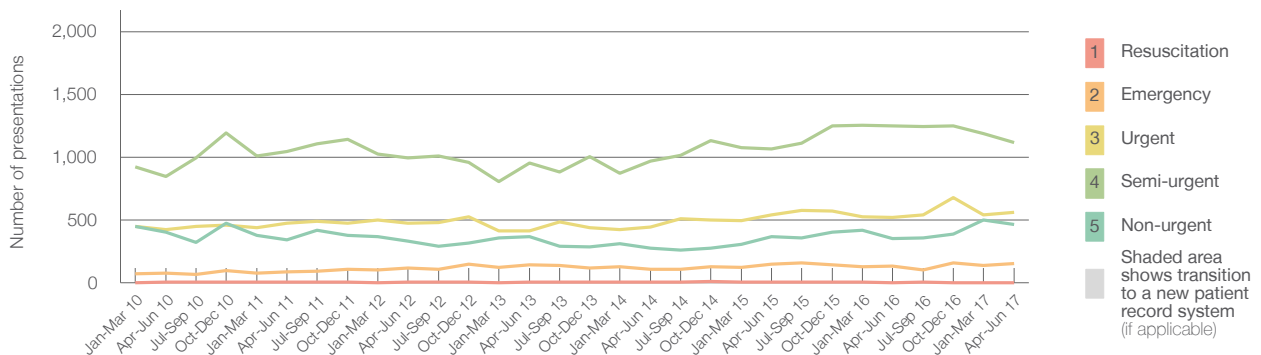
April to June 2017

All presentations:<sup>1</sup> 2,440 patients

Emergency presentations<sup>2</sup> by triage category: 2,295 patients



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	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:<sup>7</sup> 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

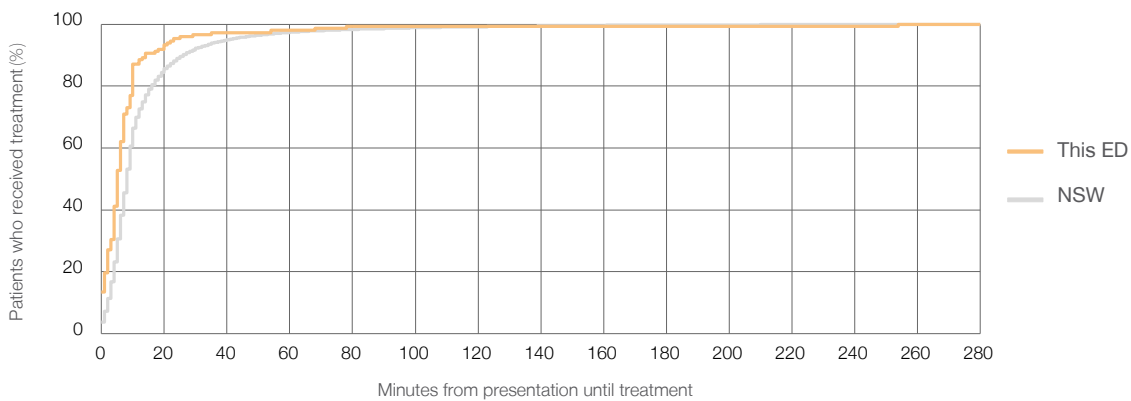
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 148

Median time to start treatment<sup>4</sup>  5 minutes

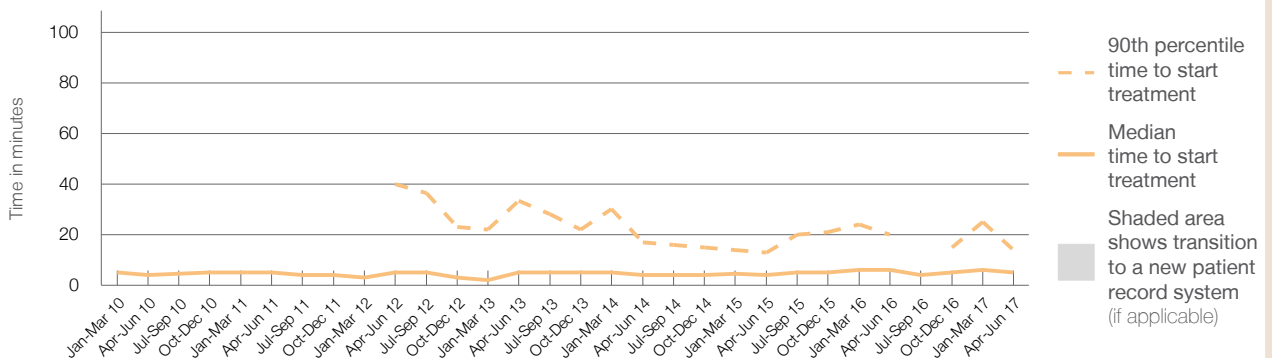
90th percentile time to start treatment<sup>5</sup>  14 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	4	5	5	5	4	4	6	5
90th percentile time to start treatment <sup>5</sup> (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

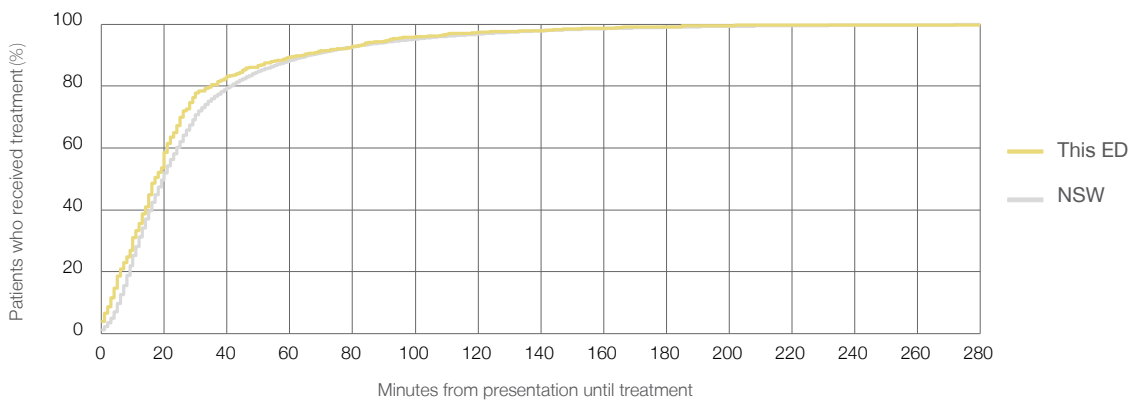
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 520

Median time to start treatment<sup>4</sup>  17 minutes

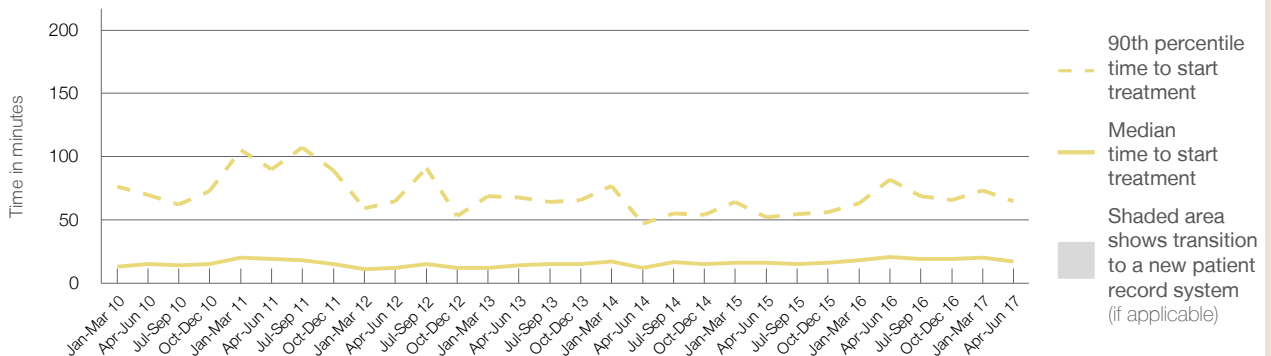
90th percentile time to start treatment<sup>5</sup>  65 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	15	19	12	14	12	16	21	17
90th percentile time to start treatment <sup>5</sup> (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

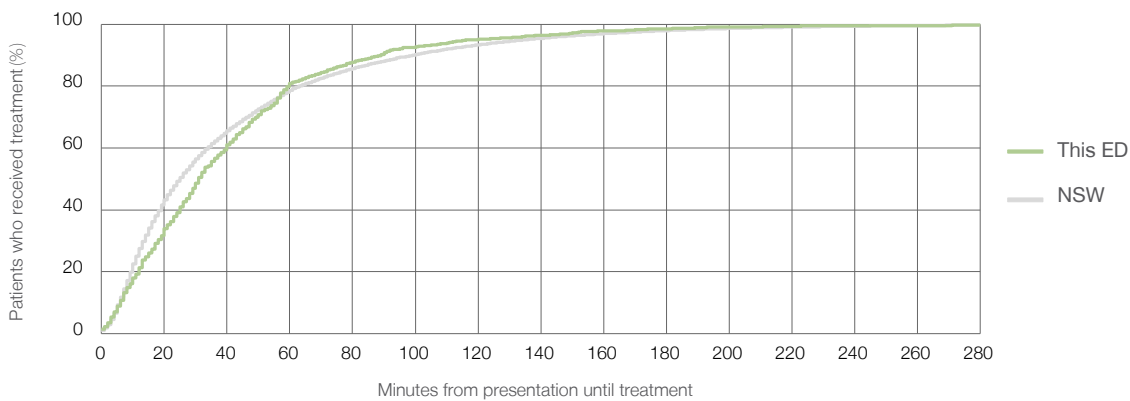
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,018

Median time to start treatment<sup>4</sup>  31 minutes

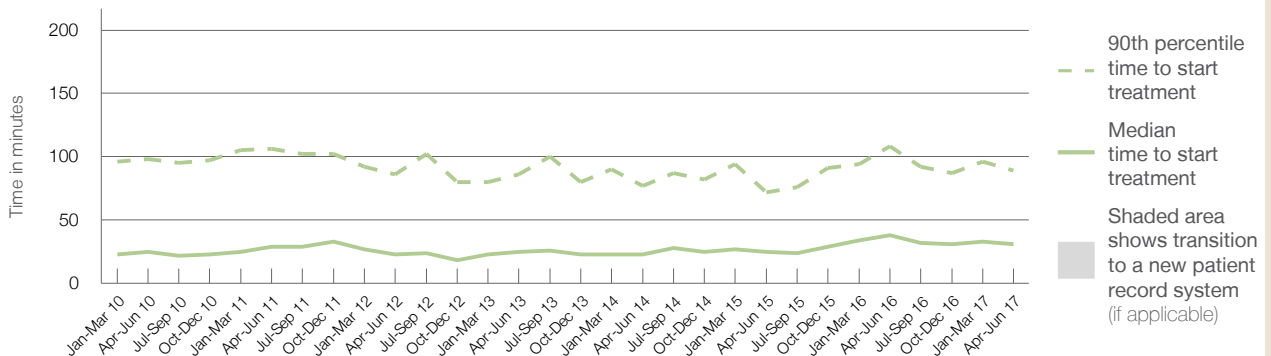
90th percentile time to start treatment<sup>5</sup>  89 minutes

	Same period last year	NSW (this period)
Number of patients	1,251	1,137
Median time to start treatment	38 minutes	25 minutes
90th percentile time to start treatment	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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	25	29	23	25	23	25	38	31
90th percentile time to start treatment <sup>5</sup> (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

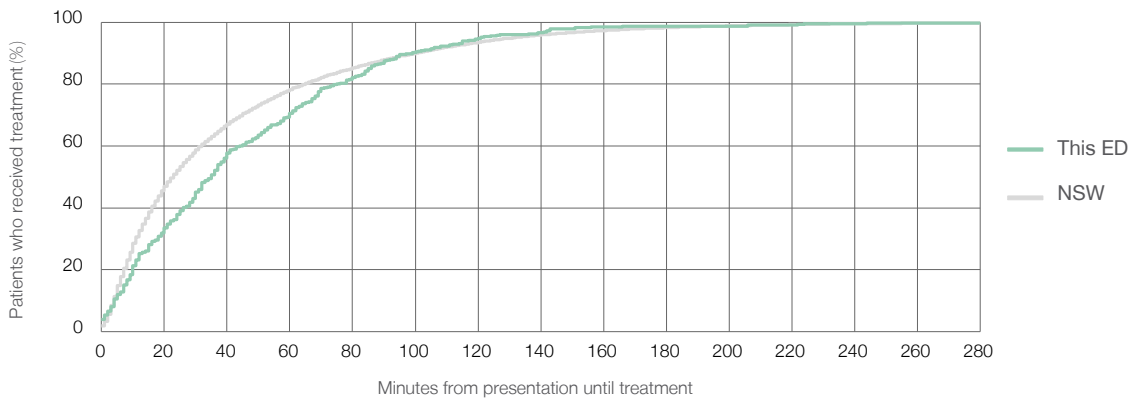
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 405

Median time to start treatment<sup>4</sup> 35 minutes

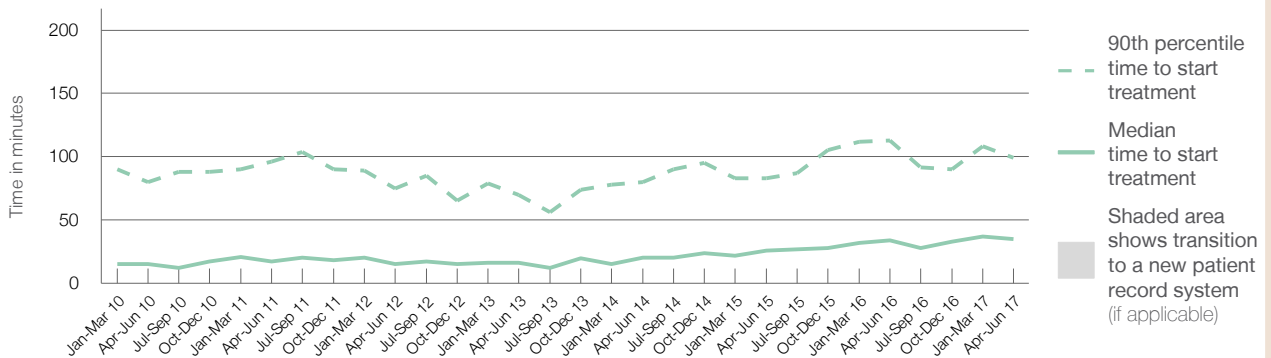
90th percentile time to start treatment<sup>5</sup> 99 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	15	17	15	16	20	26	34	35
90th percentile time to start treatment <sup>5</sup> (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:<sup>1</sup> 2,440 patients

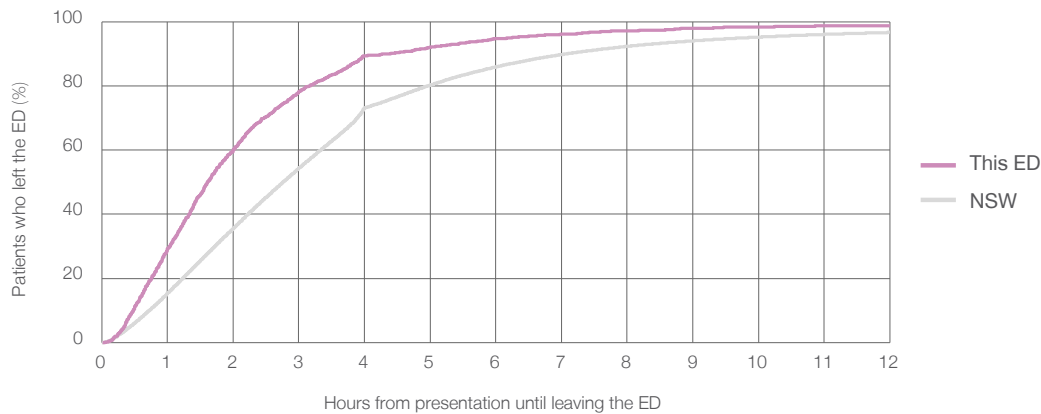
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,440 patients

Median time spent in the ED<sup>8</sup> 1 hours and 37 minutes

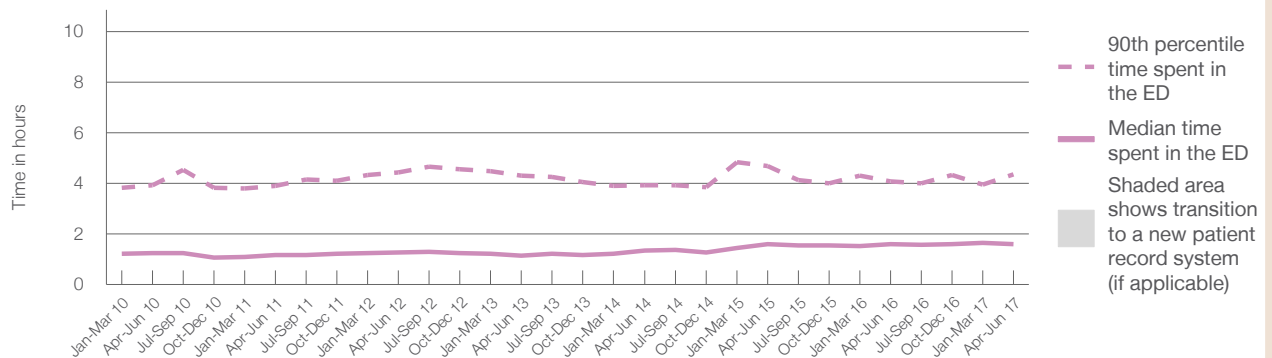
90th percentile time spent in the ED<sup>9</sup> 4 hours and 22 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 15m	1h 11m	1h 16m	1h 9m	1h 21m	1h 37m	1h 37m	1h 37m
90th percentile time to leaving the ED <sup>9</sup> (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

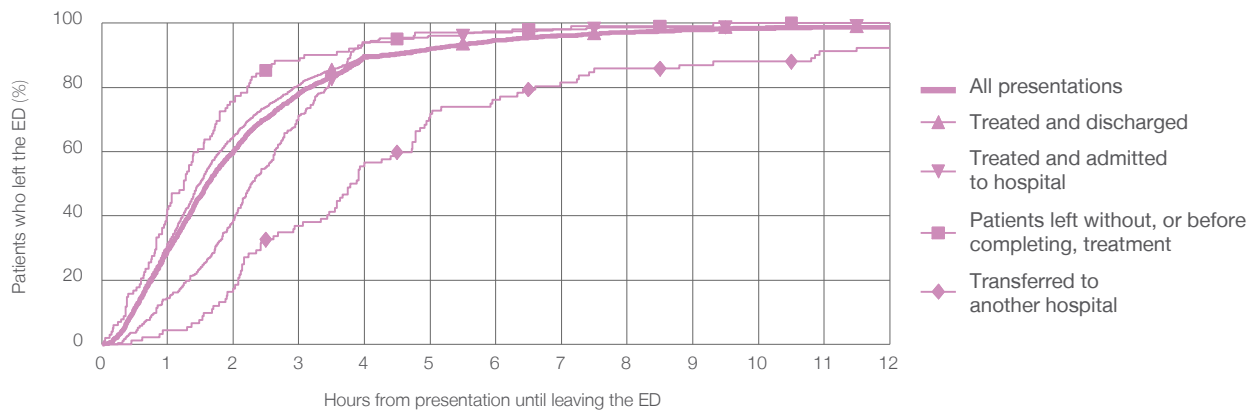
All presentations:<sup>1</sup> 2,440 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,440 patients

Treated and discharged	1,831 (75.0%)
Treated and admitted to hospital	315 (12.9%)
Patient left without, or before completing, treatment	102 (4.2%)
Transferred to another hospital	92 (3.8%)
Other	100 (4.1%)

Same period last year	Change since one year ago
2,380	2.5%
1,825	0.3%
277	13.7%
105	-2.9%
81	13.6%
92	8.7%

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



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

	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:<sup>1</sup> 2,440 patients

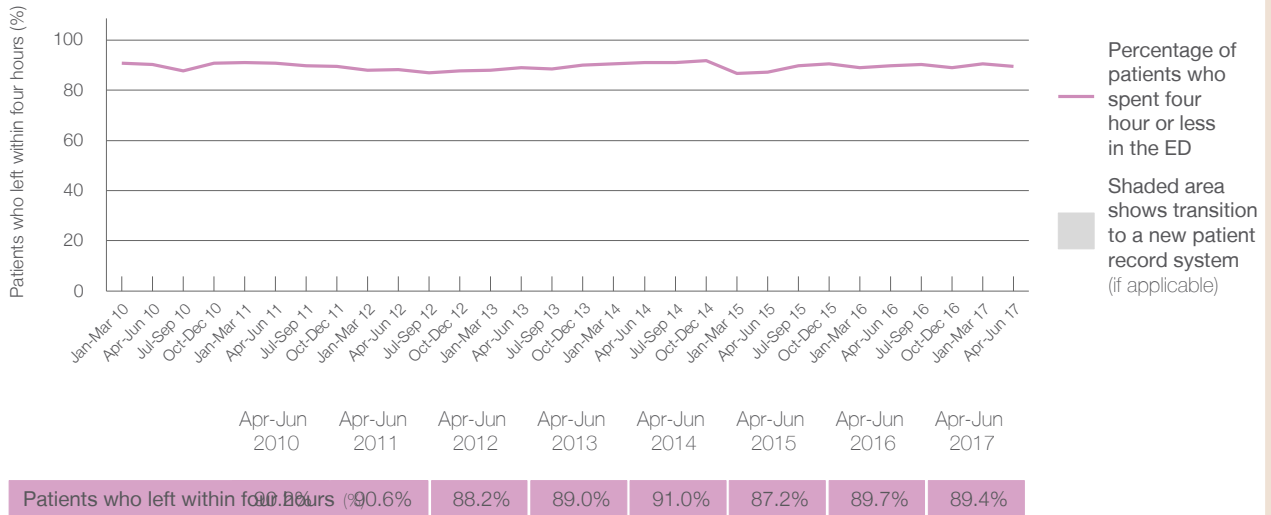
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,440 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup> 2,440 patients	2,380	2.5%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,440 patients	2,380	2.5%
Percentage of patients who spent four hours or less in the ED	89.7%	

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



Quarter	Percentage of patients who left within four hours (%)
Apr-Jun 2010	90.6%
Apr-Jun 2011	90.6%
Apr-Jun 2012	90.6%
Apr-Jun 2013	90.6%
Apr-Jun 2014	90.6%
Apr-Jun 2015	90.6%
Apr-Jun 2016	90.6%
Apr-Jun 2017	90.6%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 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:<sup>1</sup> 1,355 patients  
Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 91 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 344 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 33 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 590 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 57 minutes

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

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

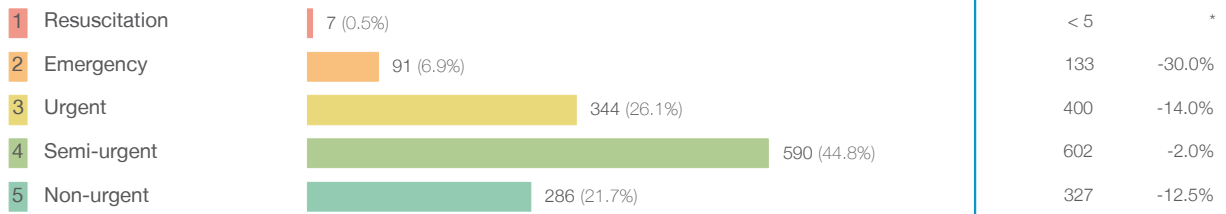
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Narrabri District Hospital: Patients presenting to the emergency department

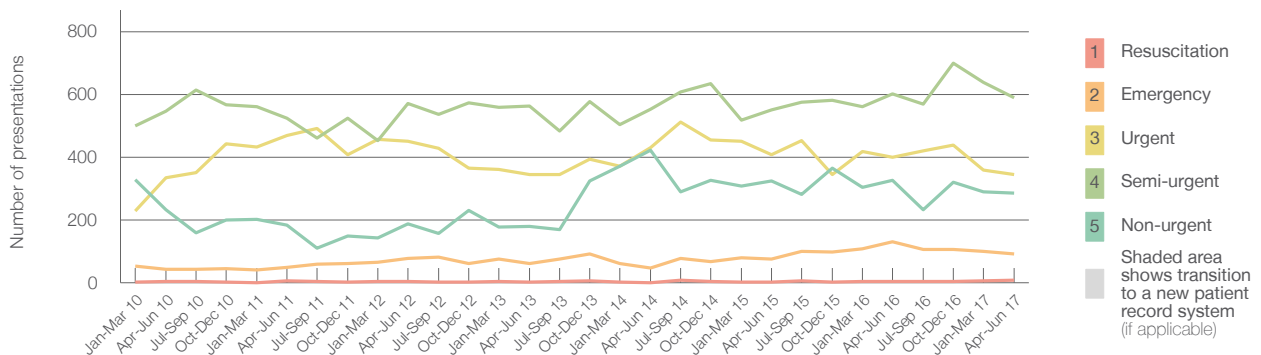
April to June 2017

All presentations:<sup>1</sup> 1,355 patients

Emergency presentations<sup>2</sup> by triage category: 1,318 patients



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	< 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:<sup>7</sup> 96 patients

ED Transfer of care time

Median time 5 minutes

90th percentile time \*

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	101	
Median time	7 minutes	-2 minutes
90th percentile time	17 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.

## 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

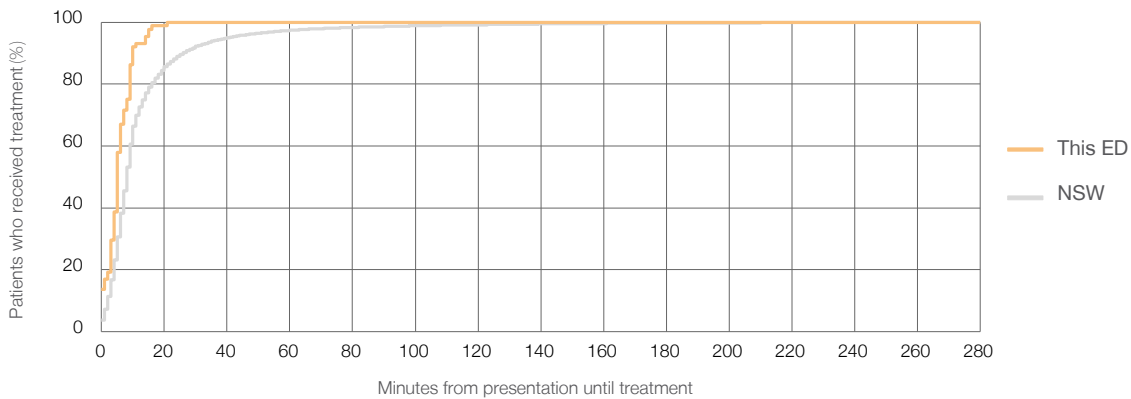
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 88

Median time to start treatment<sup>4</sup> 5 minutes

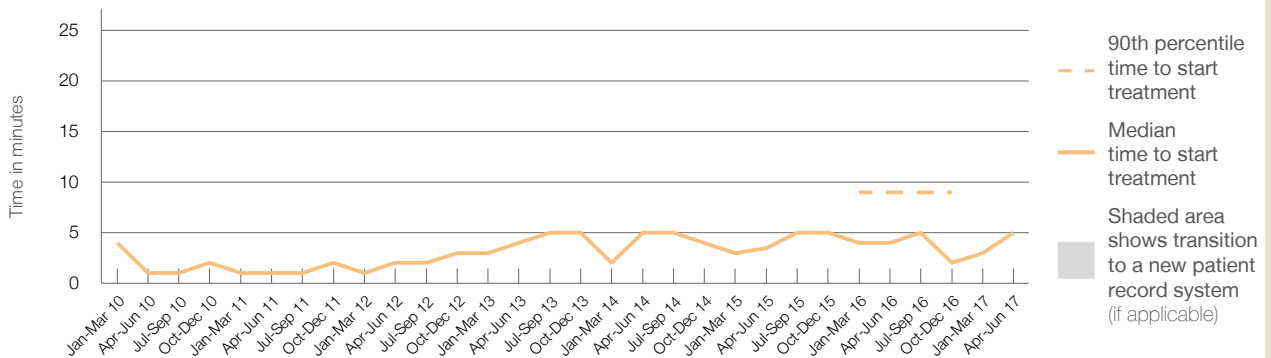
90th percentile time to start treatment<sup>5</sup> \*

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	1	1	2	4	5	4	4	5
90th percentile time to start treatment <sup>5</sup> (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

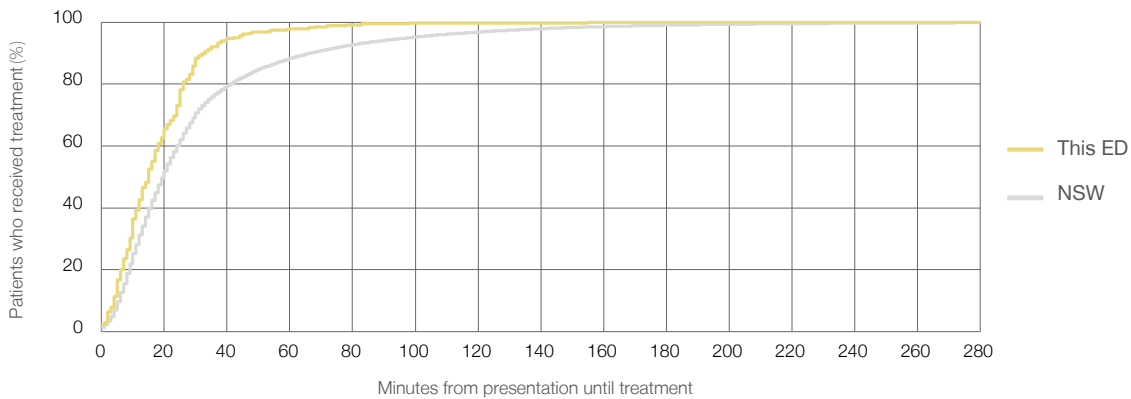
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 340

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

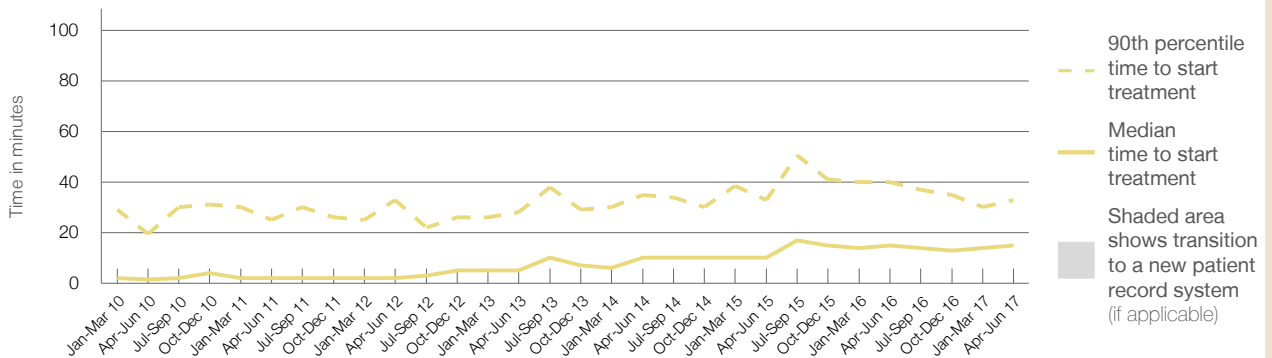
90th percentile time to start treatment<sup>5</sup> 33 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	2	2	2	5	10	10	15	15
90th percentile time to start treatment <sup>5</sup> (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

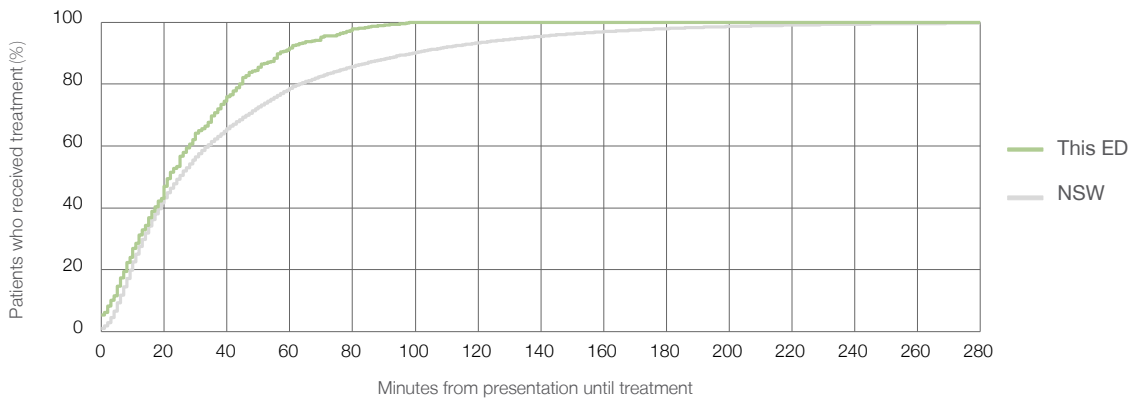
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 578

Median time to start treatment<sup>4</sup>  22 minutes

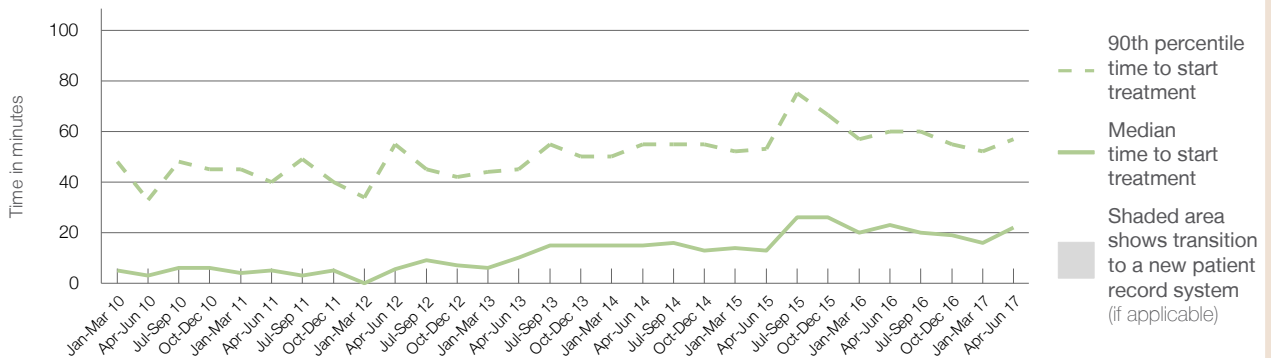
90th percentile time to start treatment<sup>5</sup>  57 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	3	5	6	10	15	13	23	22
90th percentile time to start treatment <sup>5</sup> (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

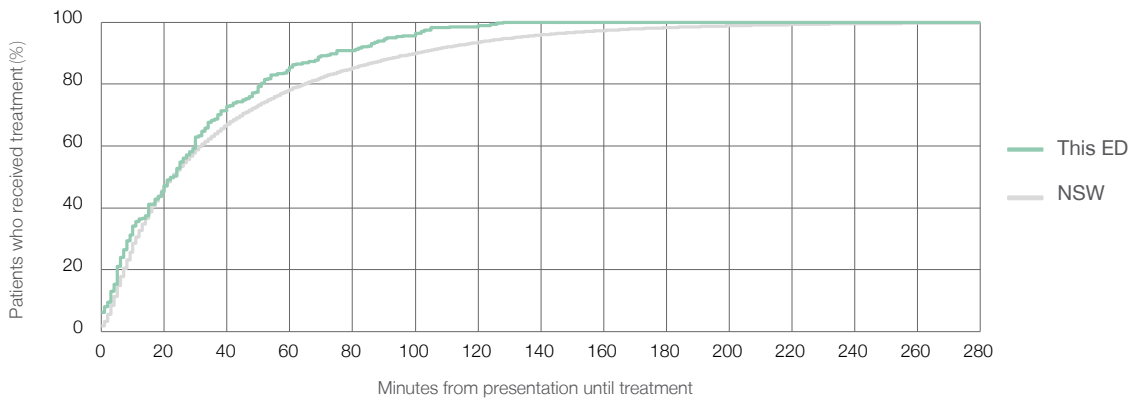
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 275

Median time to start treatment<sup>4</sup>  23 minutes

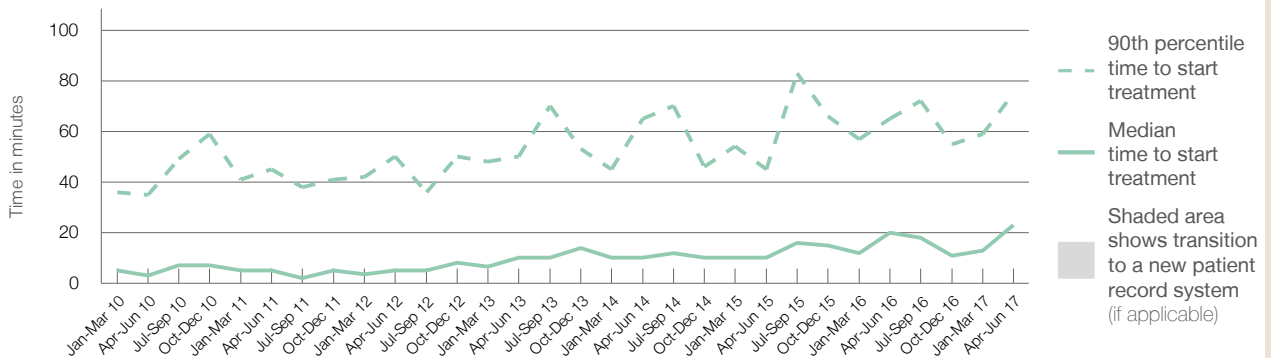
90th percentile time to start treatment<sup>5</sup>  75 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	3	5	5	10	10	10	20	23
90th percentile time to start treatment <sup>5</sup> (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:<sup>1</sup> 1,355 patients

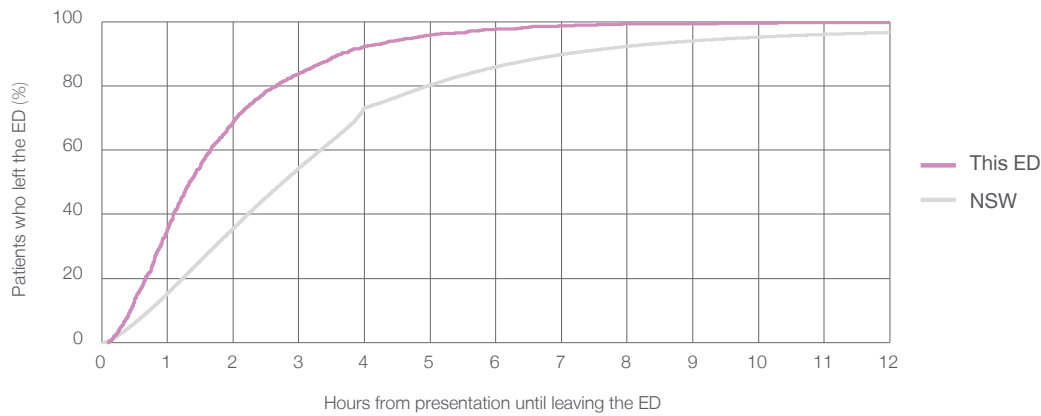
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,355 patients

Median time spent in the ED<sup>8</sup> 1 hours and 20 minutes

90th percentile time spent in the ED<sup>9</sup> 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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 2m	1h 20m	1h 10m	1h 9m	1h 15m	1h 22m	1h 25m	1h 20m
90th percentile time to leaving the ED <sup>9</sup> (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

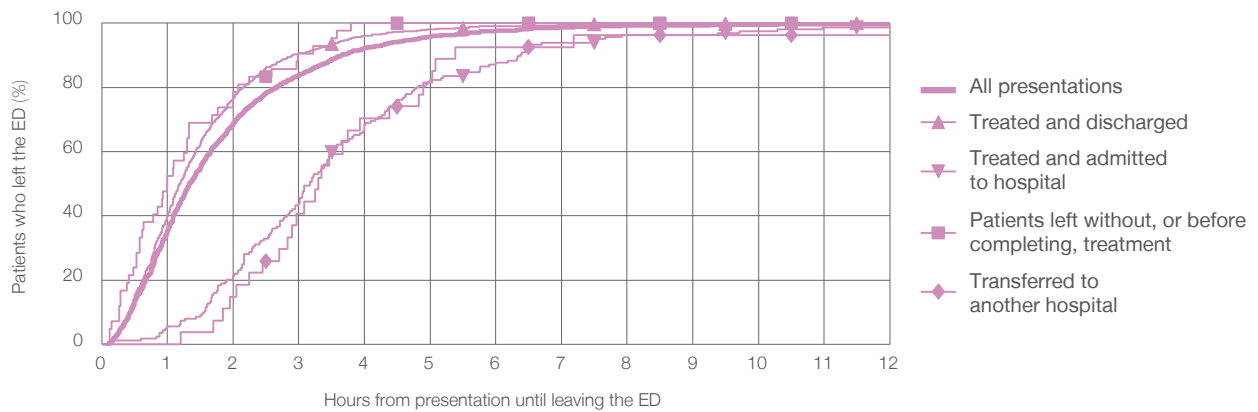
All presentations:<sup>1</sup> 1,355 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	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:<sup>1</sup> 1,355 patients

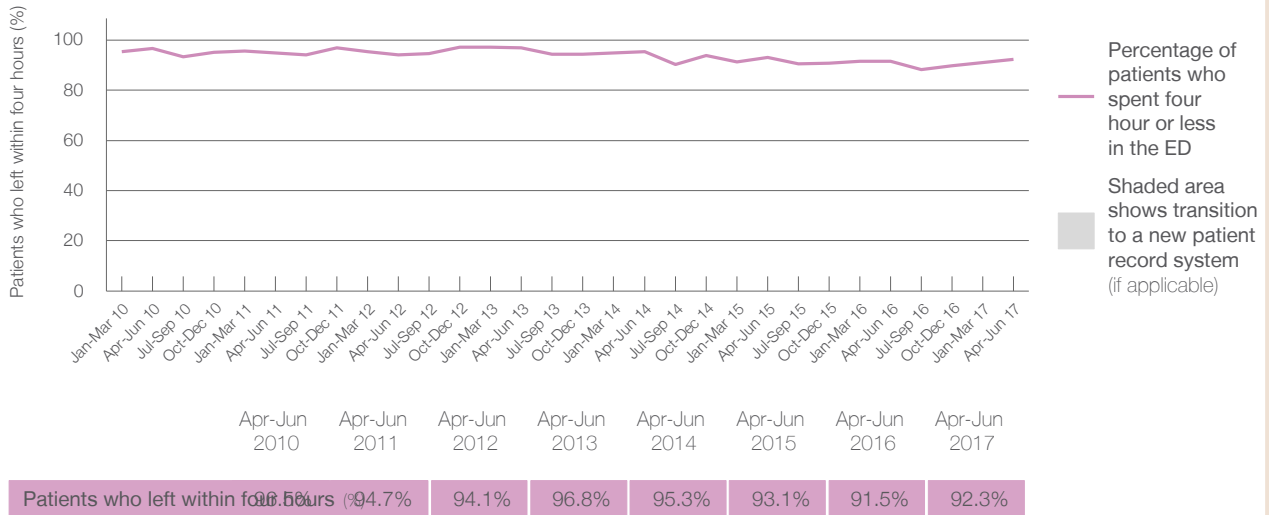
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,355 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup>	1,477	-8.3%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	1,477	-8.3%
Percentage of patients who spent four hours or less in the ED	91.5%	

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



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 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:<sup>1</sup> 2,808 patients  
Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 171 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 29 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 739 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 72 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,672 patients

Median time to start treatment<sup>4</sup> 37 minutes  
90th percentile time to start treatment<sup>5</sup> 100 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 148 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

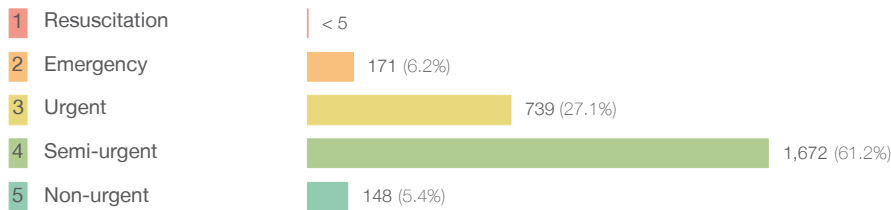
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Singleton District Hospital: Patients presenting to the emergency department

April to June 2017

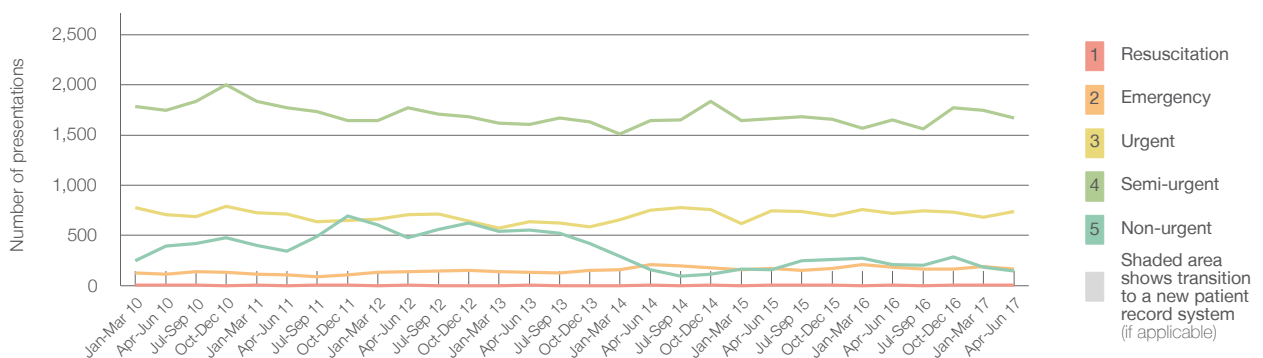
All presentations:<sup>1</sup> 2,808 patients

Emergency presentations<sup>2</sup> by triage category: 2,730 patients



	Same period last year	Change since one year ago
All presentations	2,841	-1.2%
Emergency presentations	2,776	-1.7%
Resuscitation	5	*
Emergency	187	-10.2%
Urgent	722	2.4%
Semi-urgent	1,650	1.3%
Non-urgent	212	-30.2%

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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	< 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:<sup>7</sup> 268 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	261	
ED Transfer of care time	6 minutes	-1 minute
90th percentile time	14 minutes	105 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.



## 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

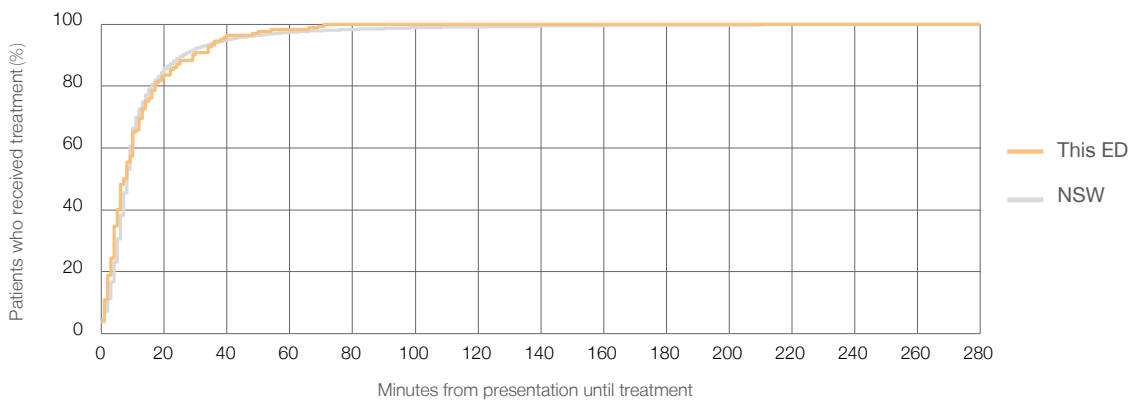
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 164

Median time to start treatment<sup>4</sup>  8 minutes

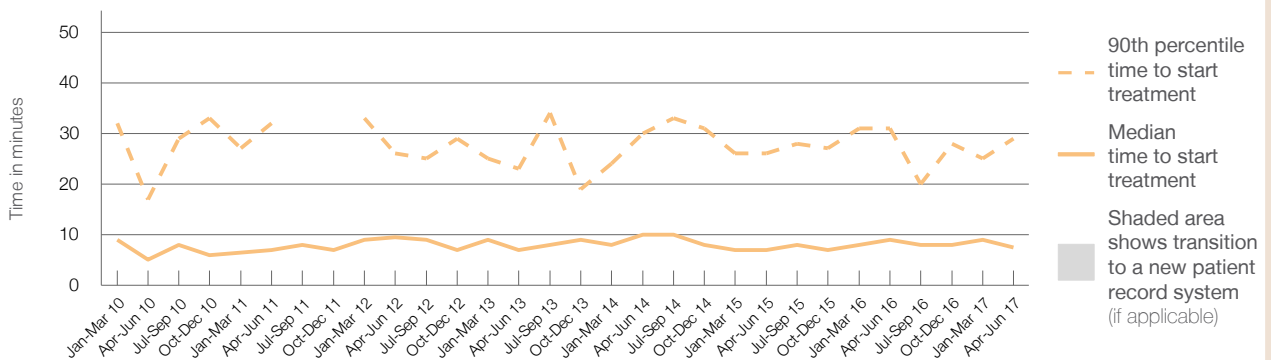
90th percentile time to start treatment<sup>5</sup>  29 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	5	7	10	7	10	7	9	8
90th percentile time to start treatment <sup>5</sup> (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

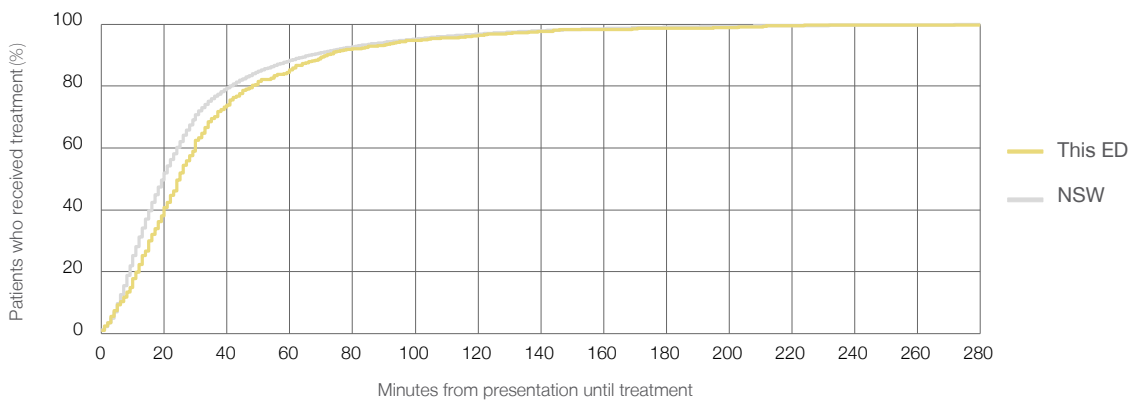
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 708

Median time to start treatment<sup>4</sup> 25 minutes

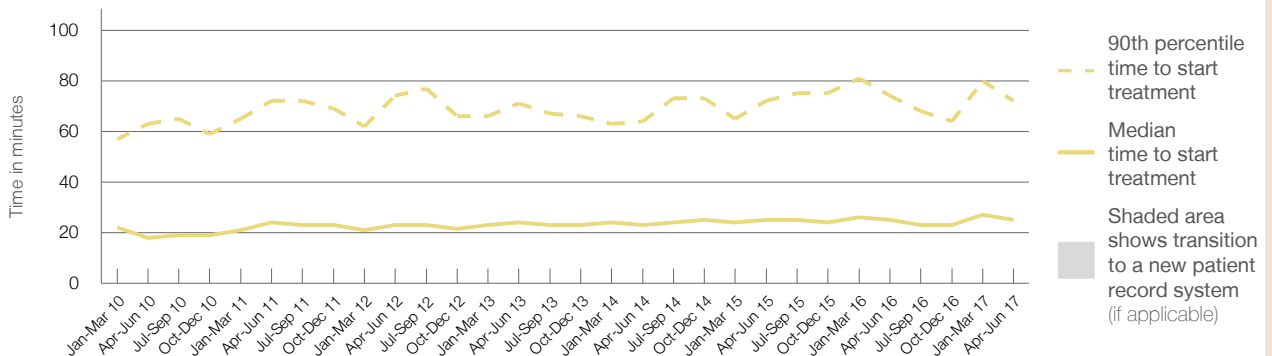
90th percentile time to start treatment<sup>5</sup> 72 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	18	24	23	24	23	25	25	25
90th percentile time to start treatment <sup>5</sup> (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

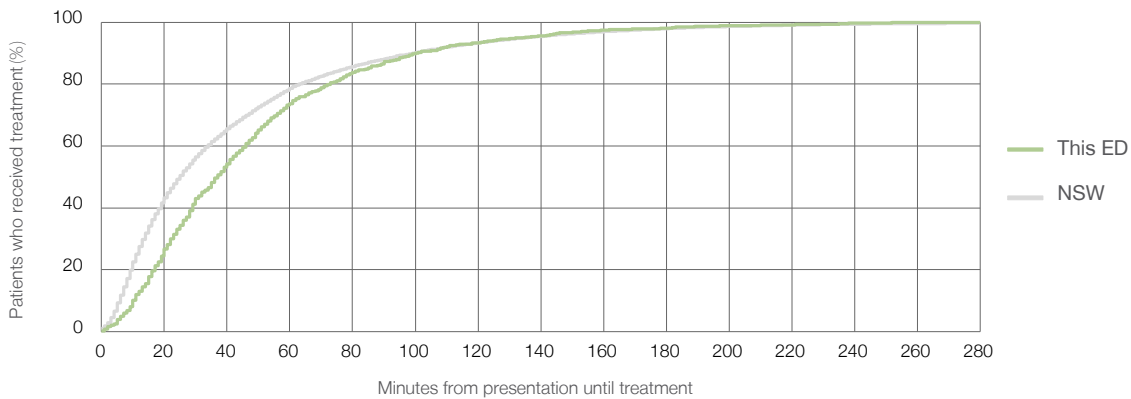
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,602

Median time to start treatment<sup>4</sup>  37 minutes

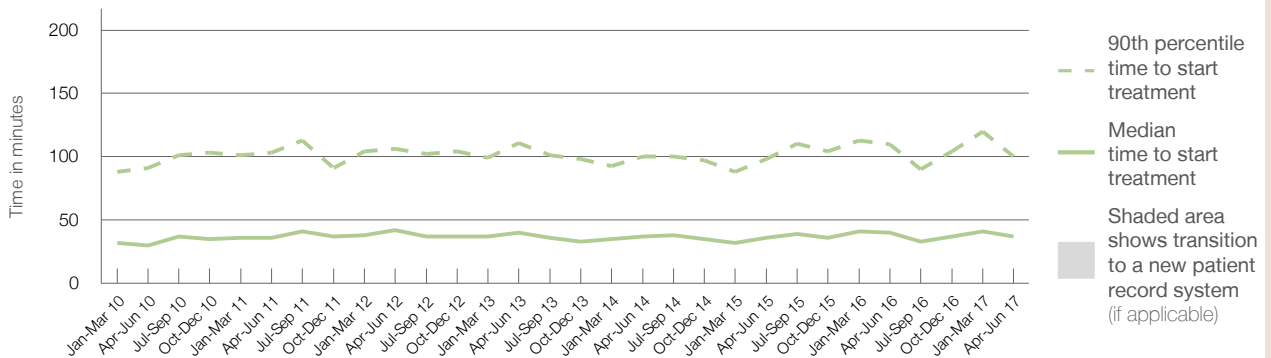
90th percentile time to start treatment<sup>5</sup>  100 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	30	36	42	40	37	36	40	37
90th percentile time to start treatment <sup>5</sup> (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

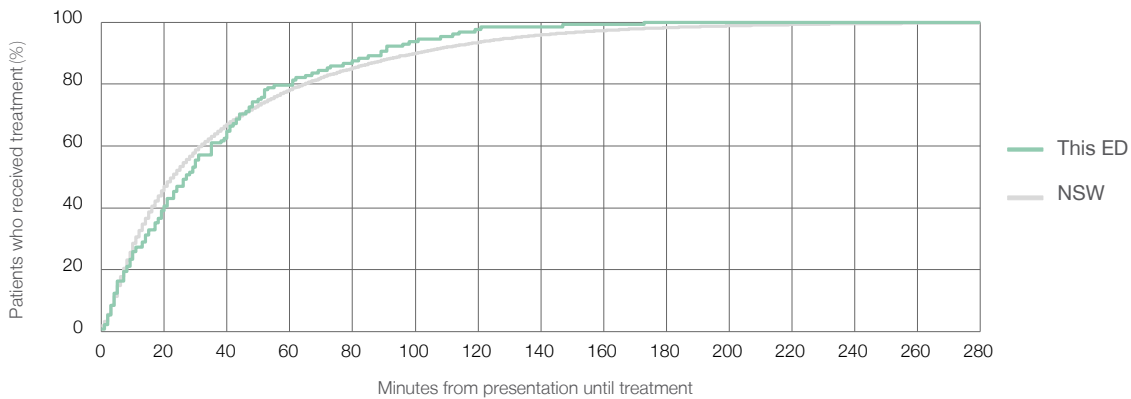
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 128

Median time to start treatment<sup>4</sup>  27 minutes

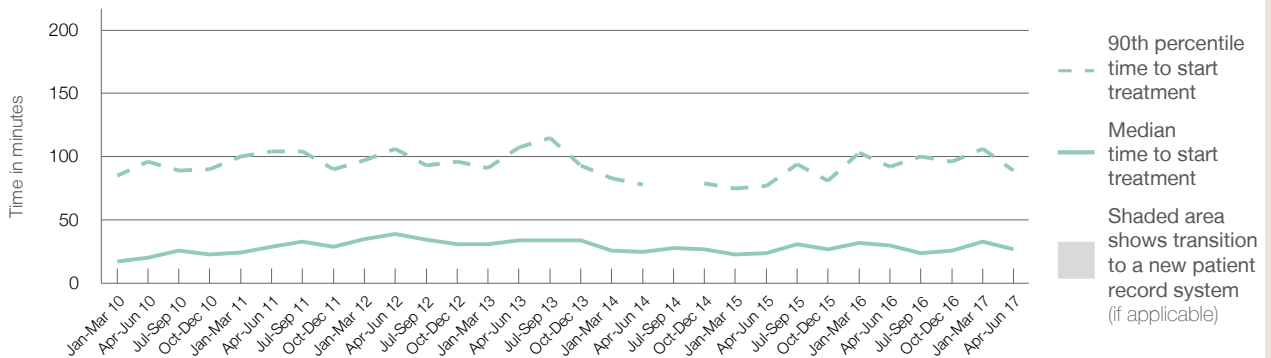
90th percentile time to start treatment<sup>5</sup>  89 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	20	29	39	34	25	24	30	27
90th percentile time to start treatment <sup>5</sup> (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:<sup>1</sup> 2,808 patients

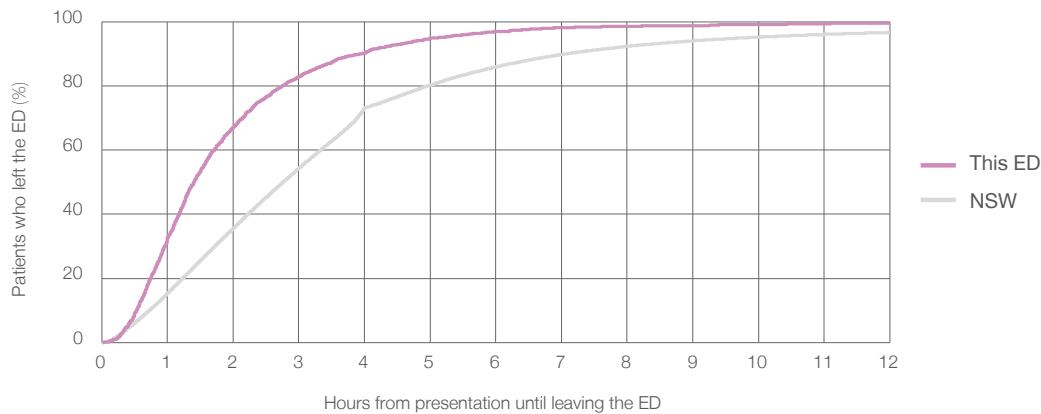
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,808 patients

Median time spent in the ED<sup>8</sup> 1 hours and 25 minutes

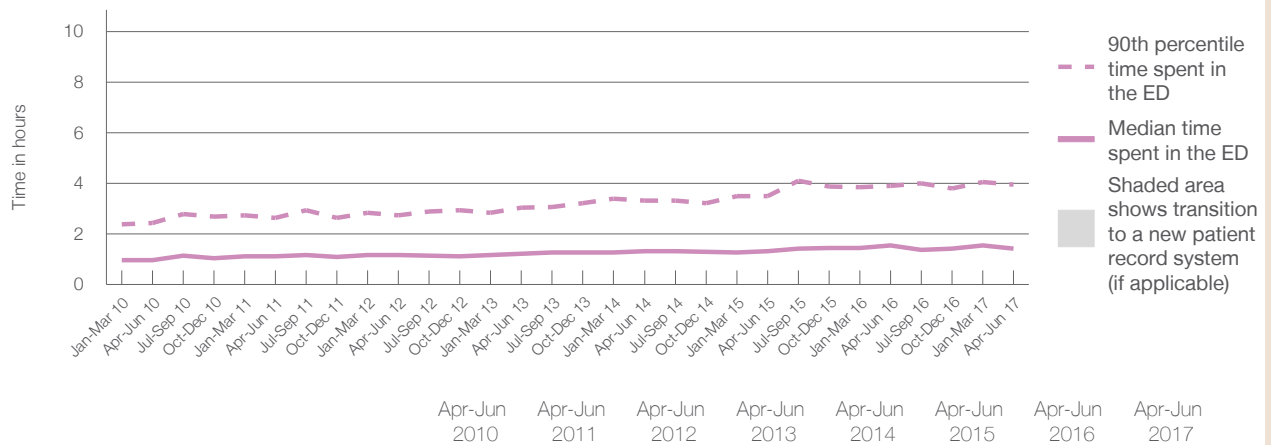
90th percentile time spent in the ED<sup>9</sup> 3 hours and 58 minutes

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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	0h 59m	1h 8m	1h 11m	1h 14m	1h 20m	1h 19m	1h 33m	1h 25m
90th percentile time to leaving the ED <sup>9</sup> (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

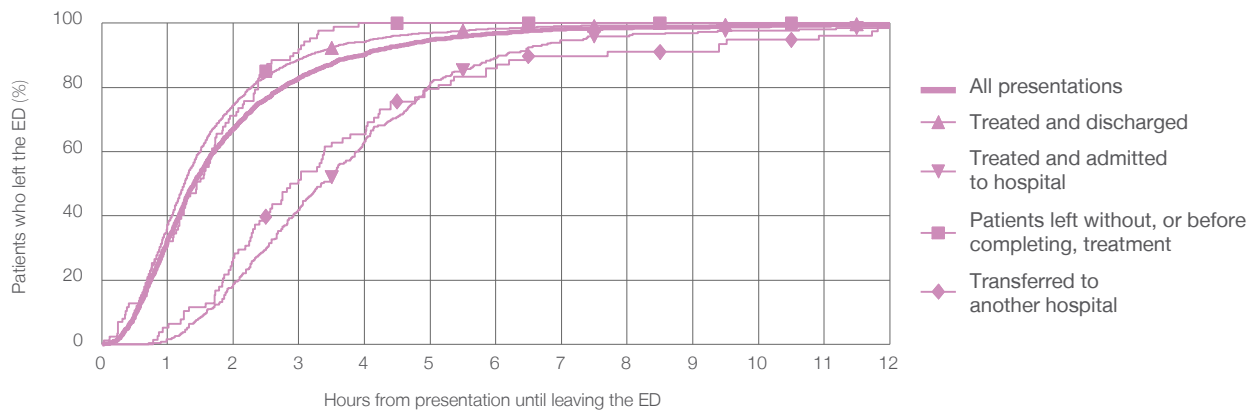
All presentations:<sup>1</sup> 2,808 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	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:<sup>1</sup> 2,808 patients

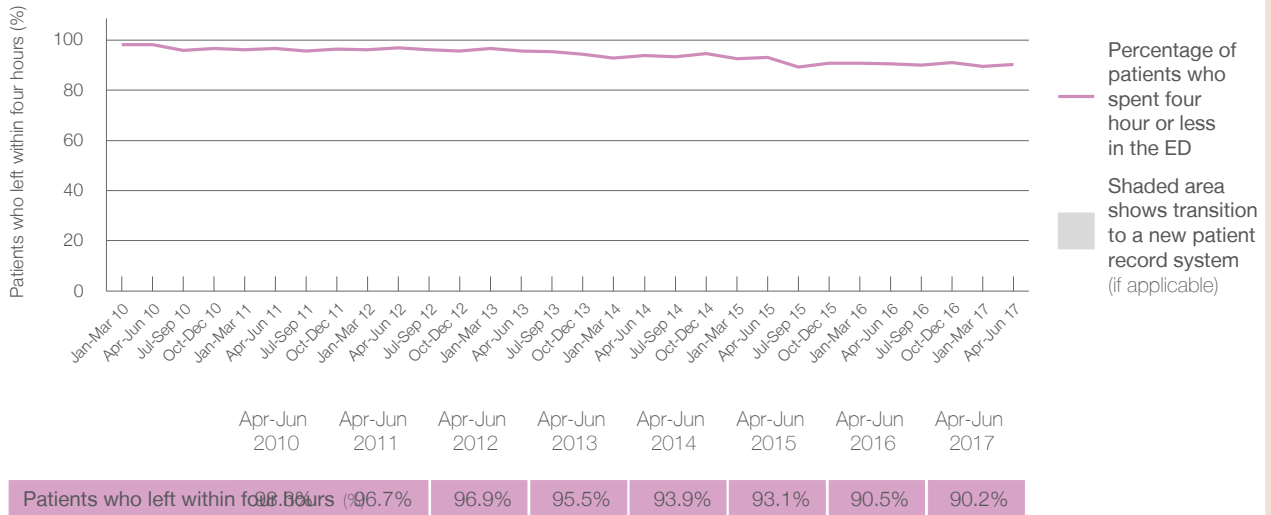
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,808 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup>	2,841	-1.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	2,841	-1.2%
Percentage of patients who spent four hours or less in the ED	90.5%	

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



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Tamworth Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 11,475 patients

Emergency presentations:<sup>2</sup> 10,874 patients

Same period last year	Change since one year ago
10,273	11.7%
9,603	13.2%

## Tamworth Base Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 960 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,858 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,368 patients

Median time to start treatment<sup>4</sup> 45 minutes  
 90th percentile time to start treatment<sup>5</sup> 137 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,655 patients

Median time to start treatment<sup>4</sup> 53 minutes  
 90th percentile time to start treatment<sup>5</sup> 146 minutes

Same period last year	NSW (this period)
847	
8 minutes	8 minutes
28 minutes	26 minutes
2,582	
23 minutes	20 minutes
75 minutes	67 minutes
4,431	
36 minutes	25 minutes
105 minutes	99 minutes
1,708	
41 minutes	23 minutes
110 minutes	101 minutes

## Tamworth Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,475 patients

Percentage of patients who spent four hours or less in the ED 71.8%

Same period last year	Change since one year ago
10,273	11.7%
71.8%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

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

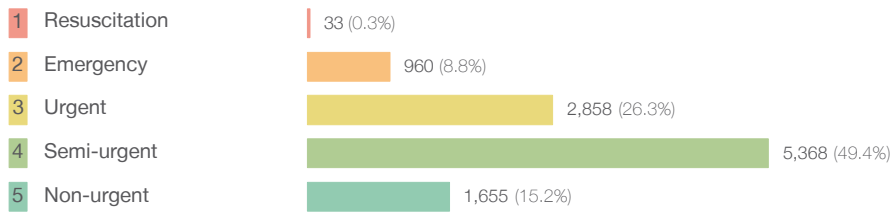


## Tamworth Base Hospital: Patients presenting to the emergency department

April to June 2017

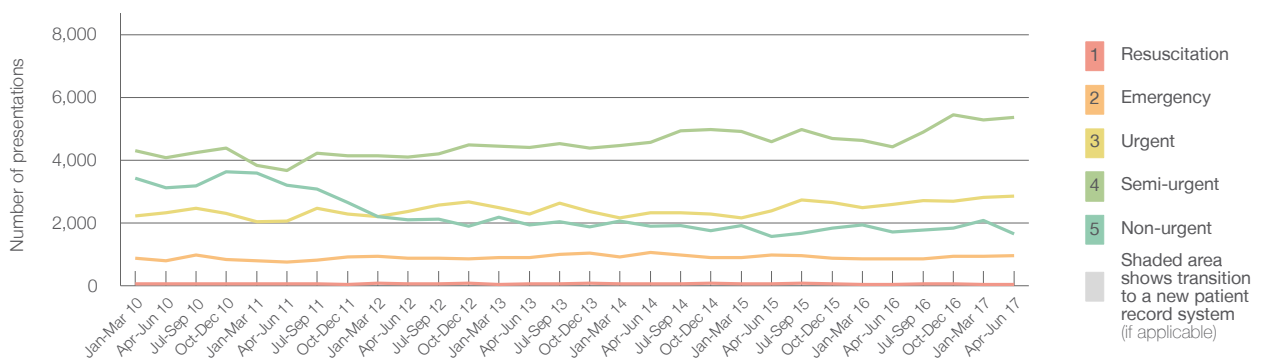
All presentations:<sup>1</sup> 11,475 patients

Emergency presentations<sup>2</sup> by triage category: 10,874 patients



	Same period last year	Change since one year ago
All presentations	10,273	11.7%
Emergency presentations	9,603	13.2%
1 Resuscitation	35	-5.7%
2 Emergency	847	13.3%
3 Urgent	2,582	10.7%
4 Semi-urgent	4,431	21.1%
5 Non-urgent	1,708	-3.1%

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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	53	63	55	68	50	53	35	33
Emergency	799	751	871	887	1,052	984	847	960
Urgent	2,314	2,052	2,358	2,292	2,320	2,389	2,582	2,858
Semi-urgent	4,075	3,676	4,100	4,395	4,577	4,593	4,431	5,368
Non-urgent	3,127	3,205	2,103	1,929	1,901	1,572	1,708	1,655
All emergency presentations	10,368	9,747	9,487	9,571	9,900	9,591	9,603	10,874

## Tamworth Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,760 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,604	
Median time	10 minutes	-1 minute
90th percentile time	25 minutes	0 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.

## Tamworth Base 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: 960

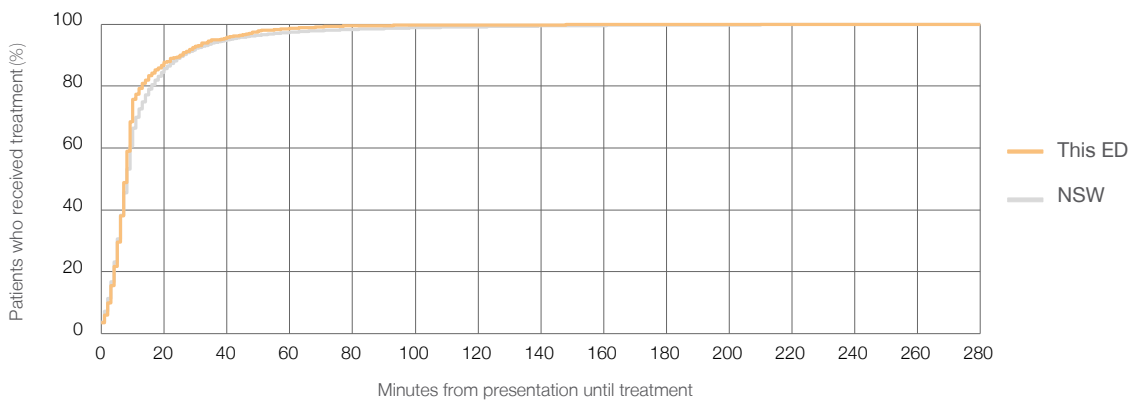
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 955

Median time to start treatment<sup>4</sup>  8 minutes

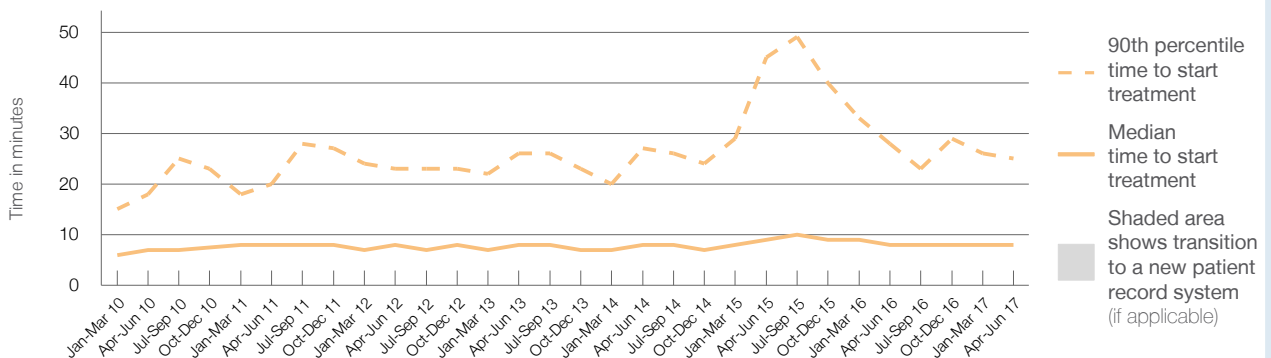
90th percentile time to start treatment<sup>5</sup>  25 minutes

Same period last year	NSW (this period)
847	
845	
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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	7	8	8	8	8	9	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	18	20	23	26	27	45	28	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.

### Tamworth Base 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: 2,858

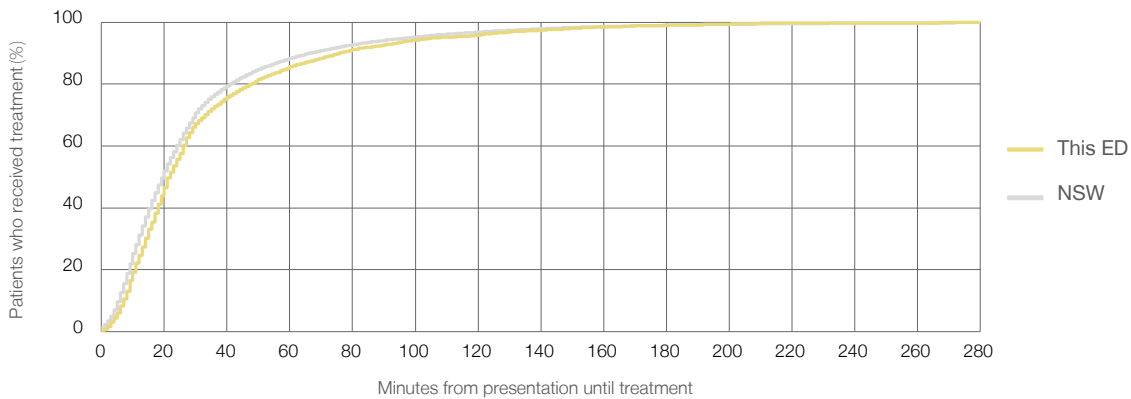
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,805

Median time to start treatment<sup>4</sup>  22 minutes

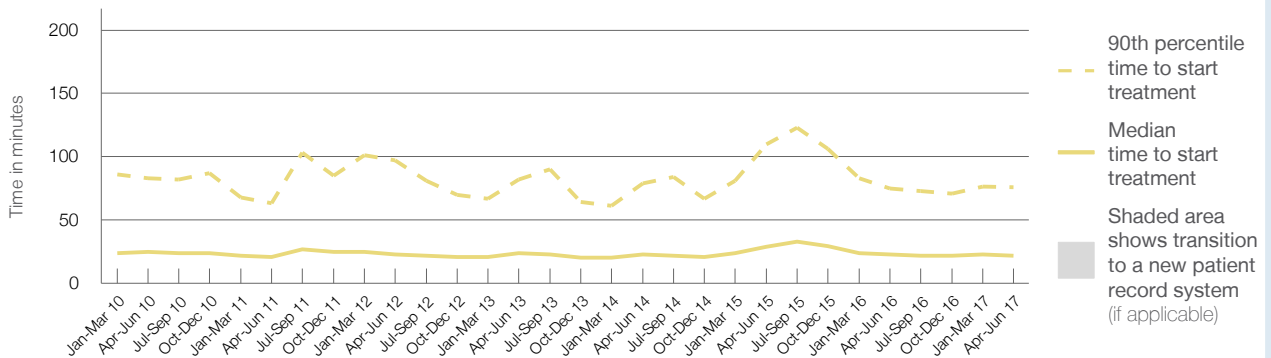
90th percentile time to start treatment<sup>5</sup>  76 minutes

Same period last year	NSW (this period)
2,582	2,537
23 minutes	20 minutes
75 minutes	67 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	25	21	23	24	23	29	23	22
90th percentile time to start treatment <sup>5</sup> (minutes)	83	63	97	82	79	110	75	76

(†) 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.

## Tamworth Base 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: 5,368

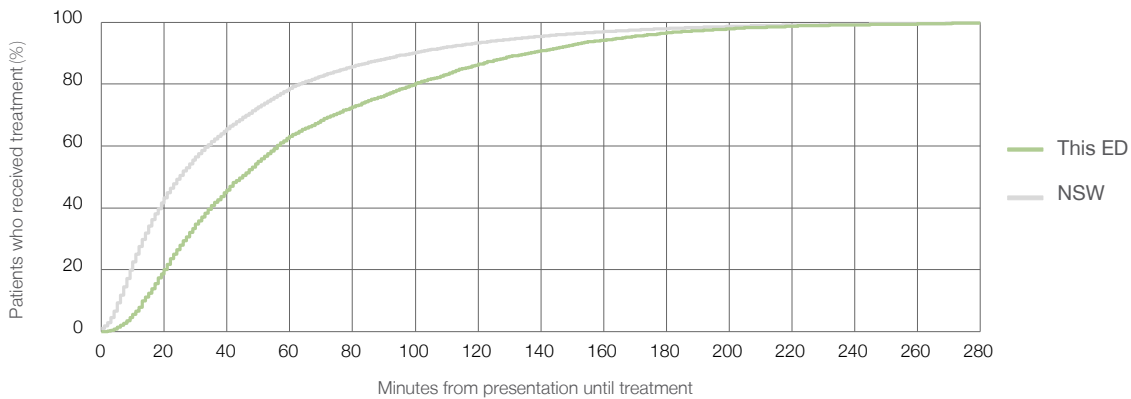
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,110

Median time to start treatment<sup>4</sup>  45 minutes

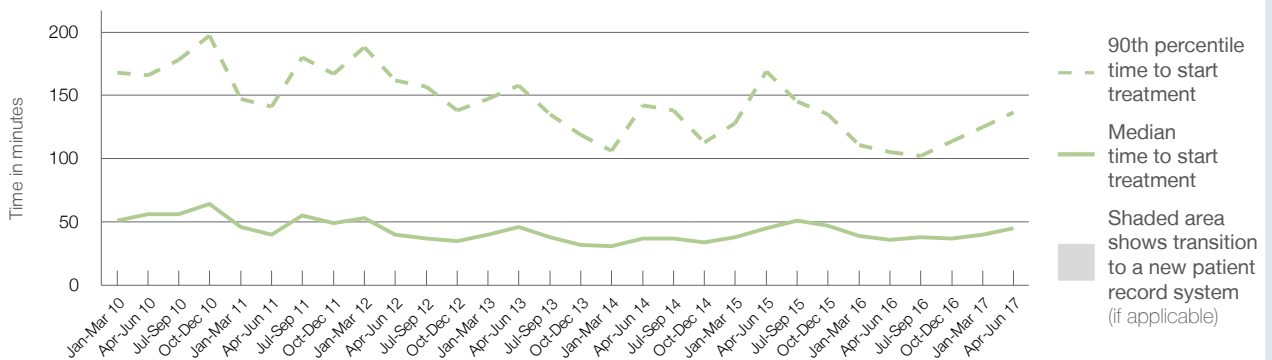
90th percentile time to start treatment<sup>5</sup>  137 minutes

Same period last year	NSW (this period)
4,431	
4,253	
36 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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	56	40	40	46	37	45	36	45
90th percentile time to start treatment <sup>5</sup> (minutes)	166	141	162	158	142	169	105	137

(†) 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.

## Tamworth Base Hospital: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 1,655

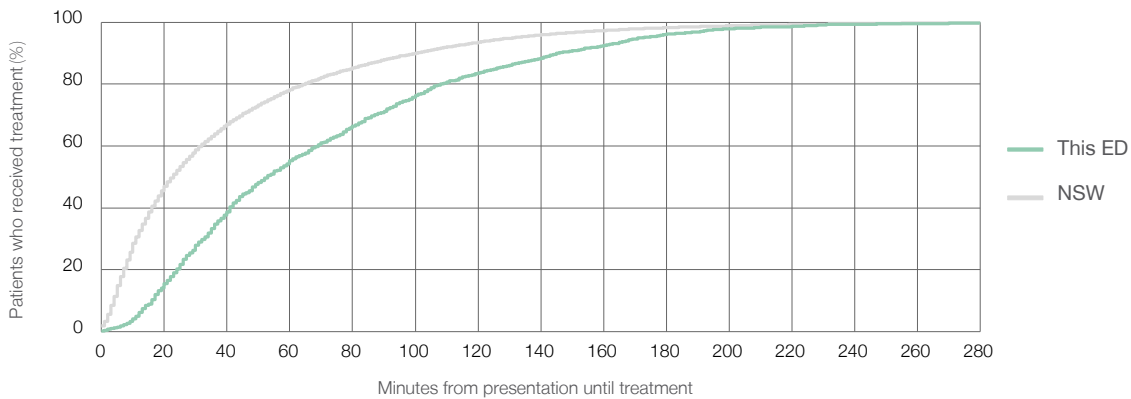
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,516

Median time to start treatment<sup>4</sup> 53 minutes

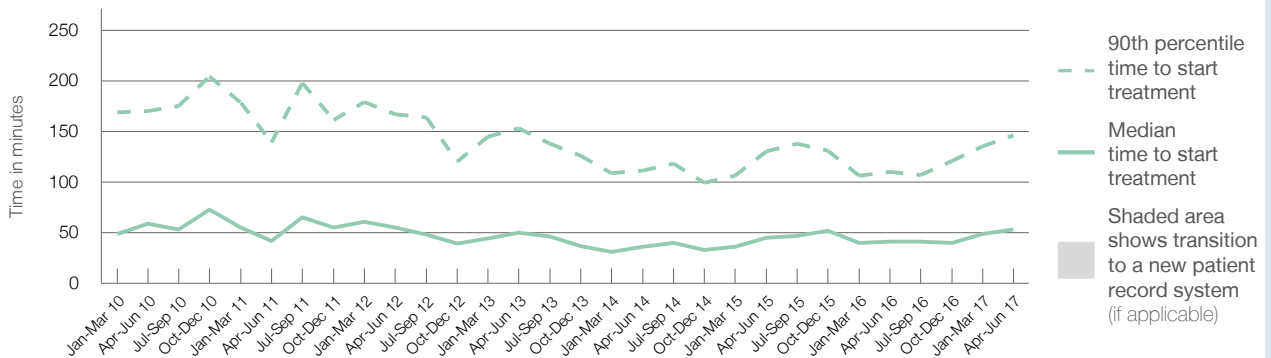
90th percentile time to start treatment<sup>5</sup> 146 minutes

Same period last year	NSW (this period)
1,708	1,589
41 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<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	59	42	55	50	36	45	41	53
90th percentile time to start treatment <sup>5</sup> (minutes)	170	139	167	153	111	130	110	146

(†) 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.

## Tamworth Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 11,475 patients

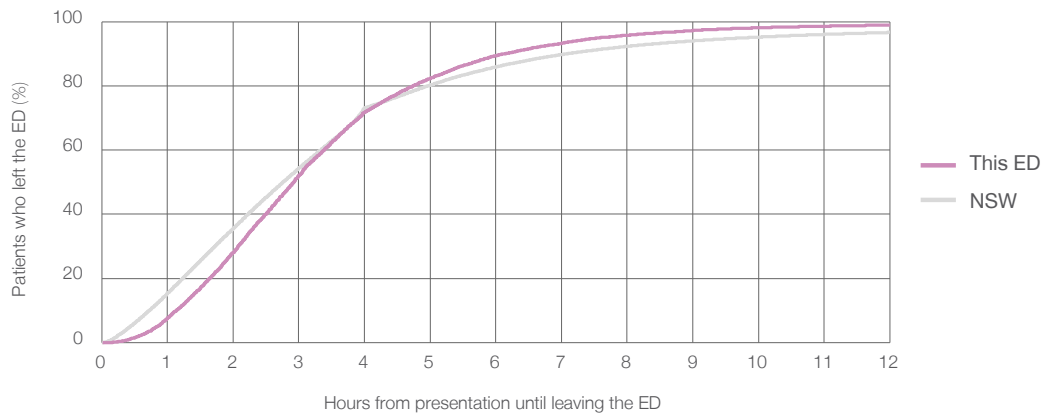
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,475 patients

Median time spent in the ED<sup>8</sup> 2 hours and 55 minutes

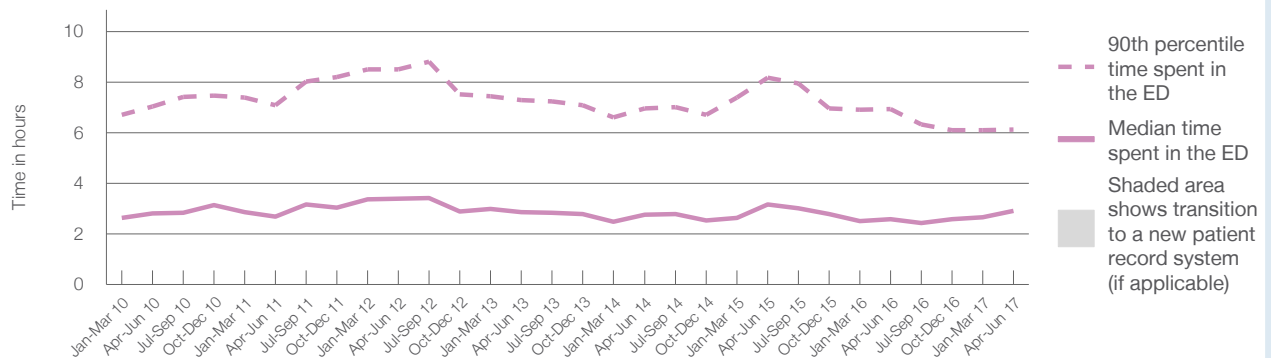
90th percentile time spent in the ED<sup>9</sup> 6 hours and 8 minutes

Same period last year	NSW (this period)
10,273	10,273
2 hours and 35 minutes	2 hours and 46 minutes
6 hours and 57 minutes	7 hours and 5 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 49m	2h 41m	3h 24m	2h 52m	2h 46m	3h 11m	2h 35m	2h 55m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 3m	7h 6m	8h 31m	7h 17m	6h 58m	8h 11m	6h 57m	6h 8m

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**Tamworth Base Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

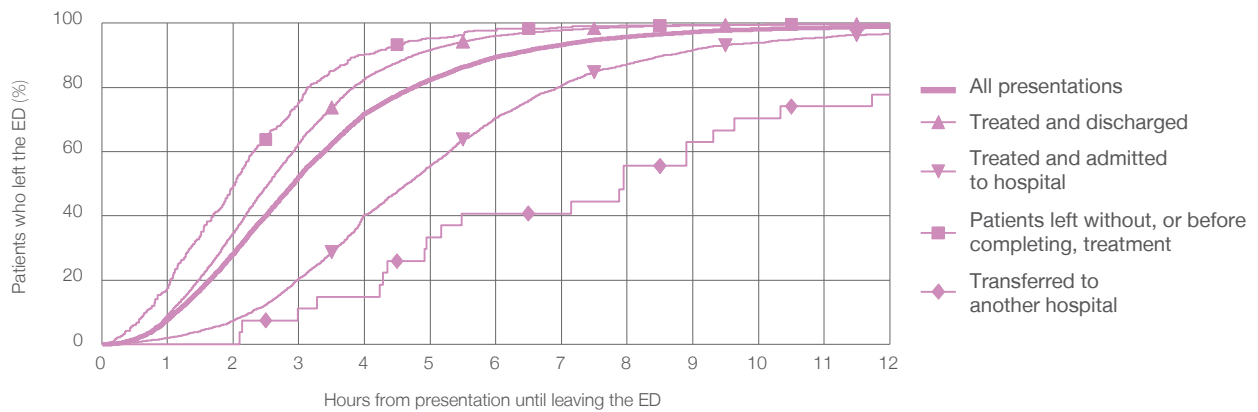
All presentations:<sup>1</sup> 11,475 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,475 patients

Treated and discharged	7,986 (69.6%)
Treated and admitted to hospital	2,949 (25.7%)
Patient left without, or before completing, treatment	403 (3.5%)
Transferred to another hospital	27 (0.2%)
Other	110 (1.0%)

Same period last year	Change since one year ago
10,273	11.7%
7,267	9.9%
2,592	13.8%
281	43.4%
42	-35.7%
91	20.9%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.1%	34.6%	62.5%	82.6%	96.0%	98.8%	99.6%	99.8%
Treated and admitted to hospital	2.0%	7.4%	20.5%	40.3%	70.6%	87.2%	93.9%	96.7%
Patient left without, or before completing, treatment	17.6%	49.4%	75.4%	90.3%	97.8%	99.3%	99.5%	99.8%
Transferred to another hospital	0%	0%	11.1%	14.8%	40.7%	55.6%	70.4%	77.8%
All presentations	7.7%	28.2%	52.1%	71.8%	89.4%	95.7%	98.1%	98.9%

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**Tamworth Base Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2017

All presentations at the emergency department:<sup>1</sup> 11,475 patients

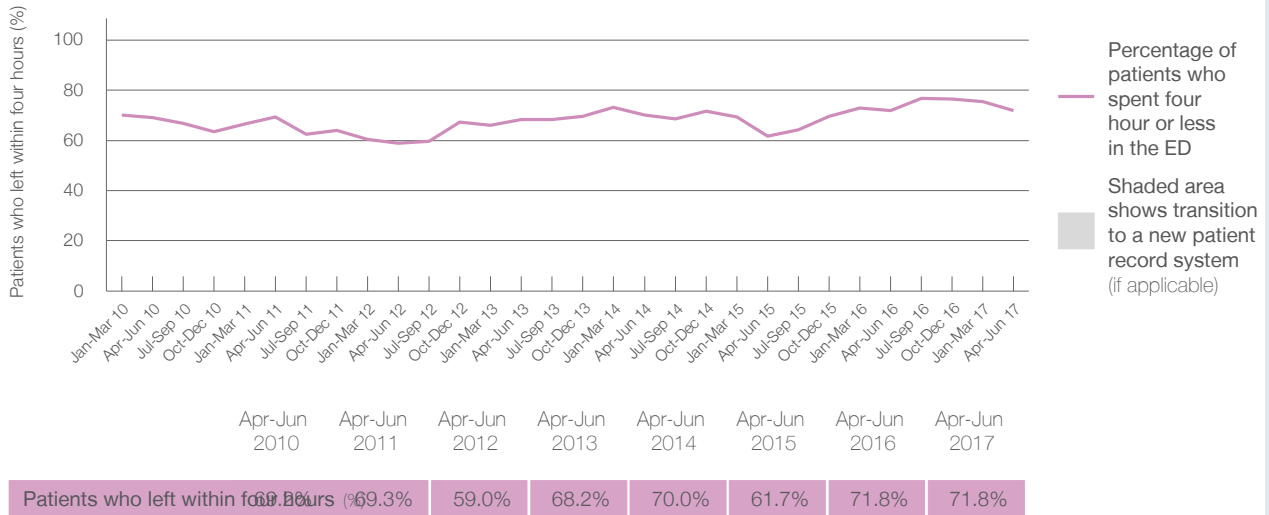
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,475 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup>	10,273	11.7%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	10,273	11.7%
Percentage of patients who spent four hours or less in the ED	71.8%	

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



Patients who left within four hours	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Percentage	69.3%	59.0%	68.2%	70.0%	61.7%	71.8%	71.8%	

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).