

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Western NSW Local Health District

**July to September 2017**

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

July to September 2017

All presentations:<sup>1</sup> 6,955 patients  
 Emergency presentations:<sup>2</sup> 6,863 patients

Same period last year	Change since one year ago
6,217	11.9%
6,154	11.5%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 670 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 9 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,453 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 90th percentile time to start treatment<sup>5</sup> 77 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,137 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 124 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 573 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
698	
6 minutes	9 minutes
9 minutes	29 minutes
1,854	
16 minutes	23 minutes
53 minutes	83 minutes
3,065	
19 minutes	30 minutes
87 minutes	121 minutes
525	
14 minutes	26 minutes
95 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,939 patients

Percentage of patients who spent four hours or less in the ED 74.3%

Same period last year	Change since one year ago
6,217	11.6%
74.4%	

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

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

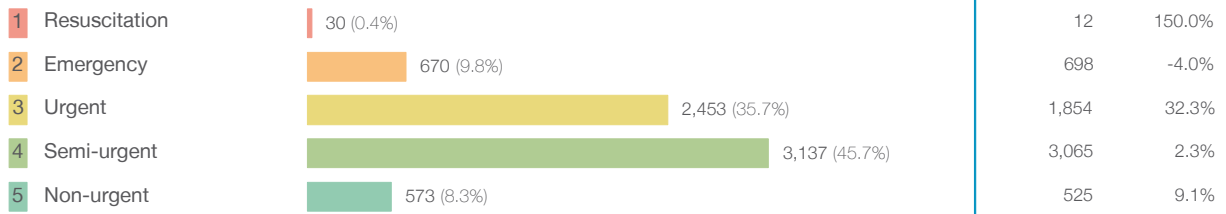
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

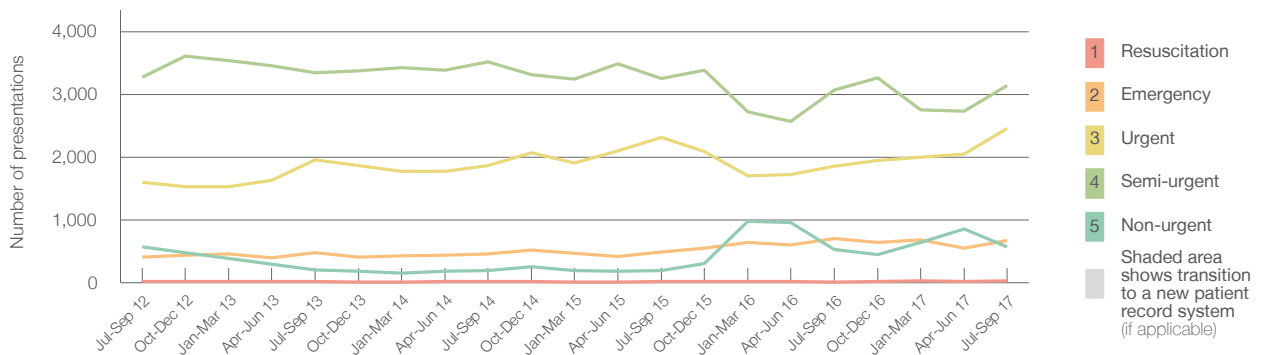
## Bathurst Base Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 6,955 patients

Emergency presentations<sup>2</sup> by triage category: 6,863 patients



Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	22	16	15	16	12	30
Emergency	409	474	457	485	698	670
Urgent	1,600	1,959	1,861	2,316	1,854	2,453
Semi-urgent	3,269	3,347	3,521	3,256	3,065	3,137
Non-urgent	569	202	196	194	525	573
All emergency presentations	5,869	5,998	6,050	6,267	6,154	6,863

## Bathurst Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,058 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.

## Bathurst Base Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 670

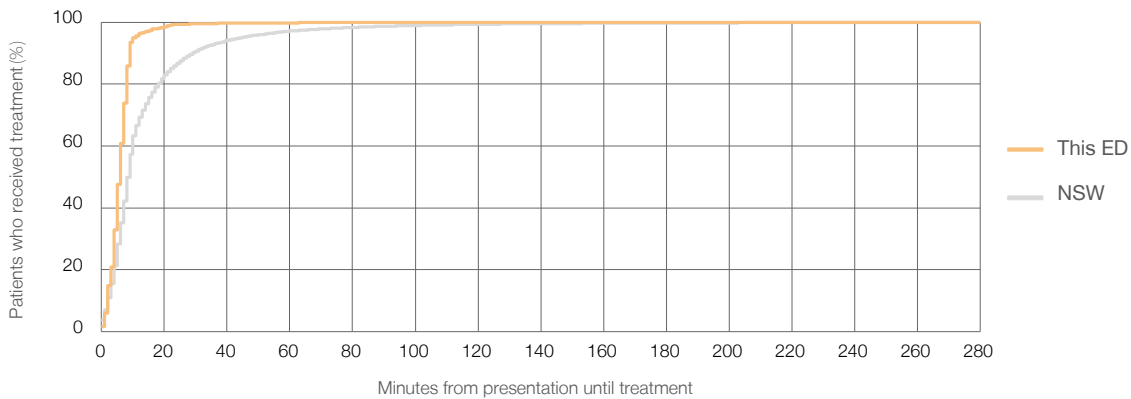
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 667

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

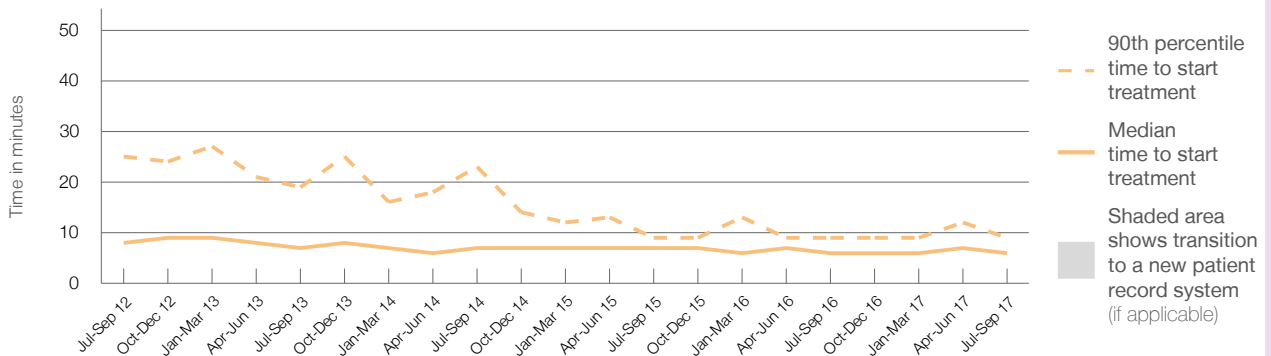
90th percentile time to start treatment<sup>5</sup> 9 minutes

Same period last year	NSW (this period)
698	698
6 minutes	9 minutes
9 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	8	7	7	7	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	25	19	23	9	9	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.

## Bathurst Base Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 2,453

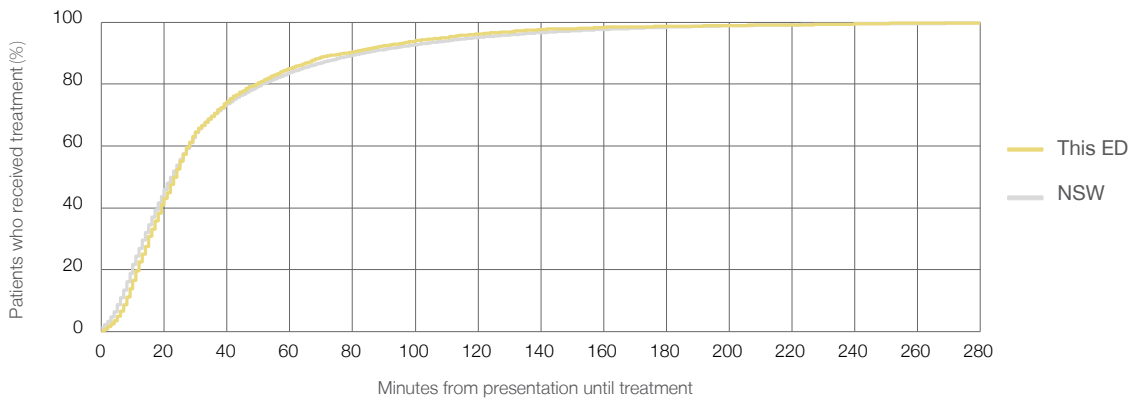
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,412

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

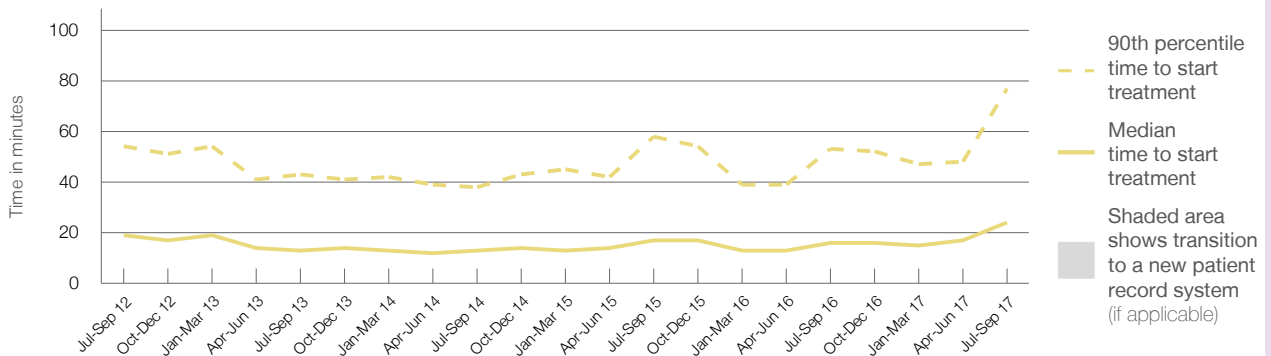
90th percentile time to start treatment<sup>5</sup> 77 minutes

Same period last year	NSW (this period)
1,854	1,824
16 minutes	23 minutes
53 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	19	13	13	17	16	24
90th percentile time to start treatment <sup>5</sup> (minutes)	54	43	38	58	53	77

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## Bathurst Base Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,137

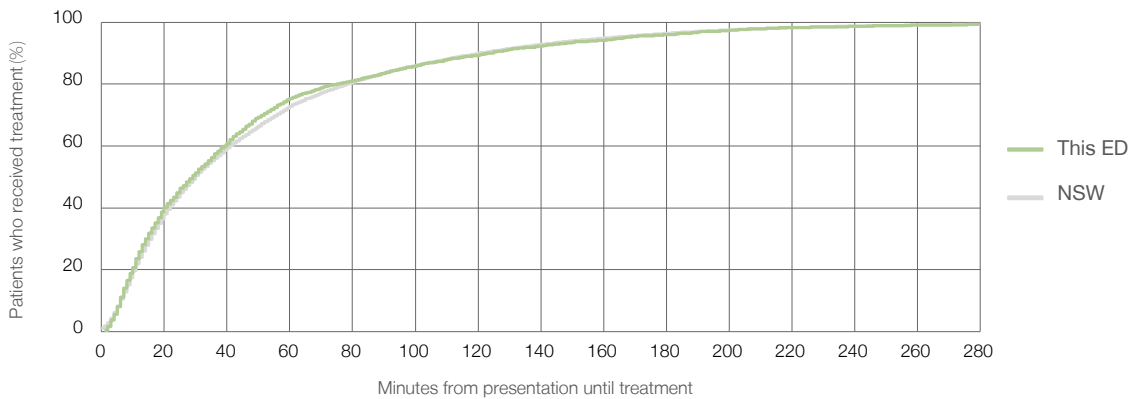
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,957

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

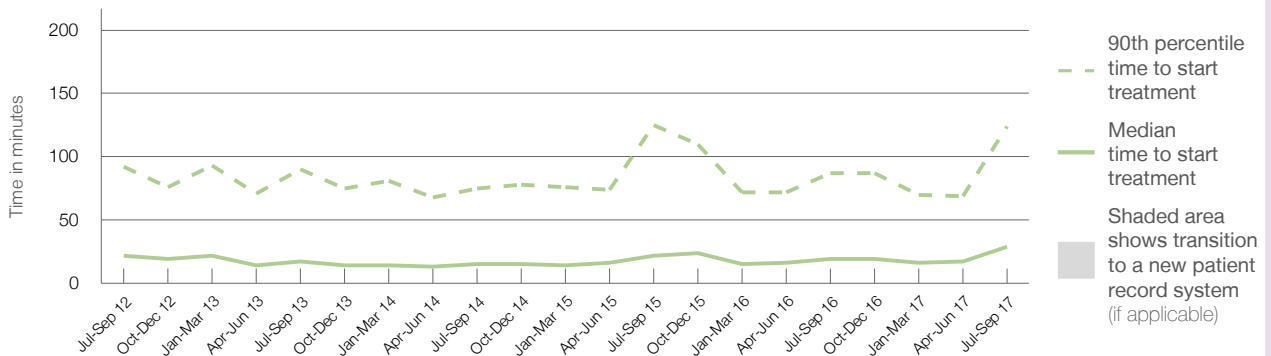
90th percentile time to start treatment<sup>5</sup> 124 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	3,065	
Number of triage 4 patients used to calculate waiting time <sup>3</sup>	2,888	
Median time to start treatment <sup>4</sup>	19 minutes	30 minutes
90th percentile time to start treatment <sup>5</sup>	87 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	22	17	15	22	19	29
90th percentile time to start treatment <sup>5</sup> (minutes)	92	90	75	125	87	124

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## Bathurst Base Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 573

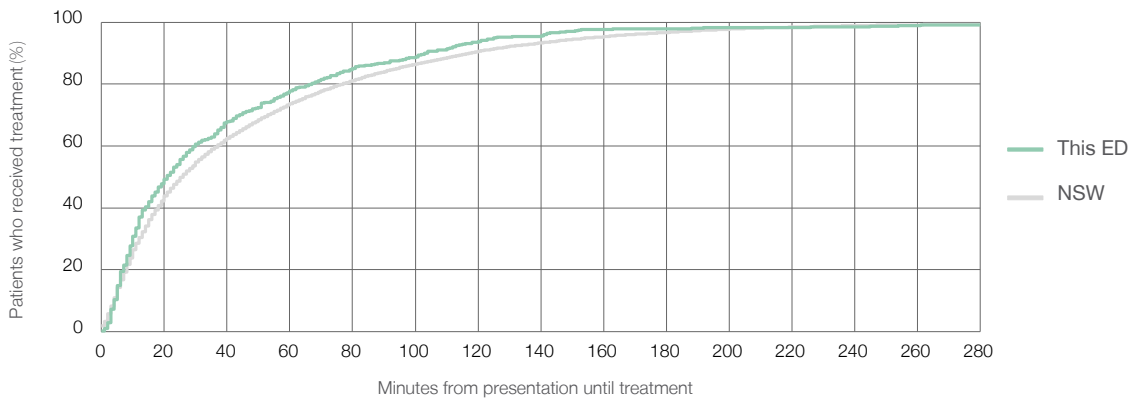
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 527

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

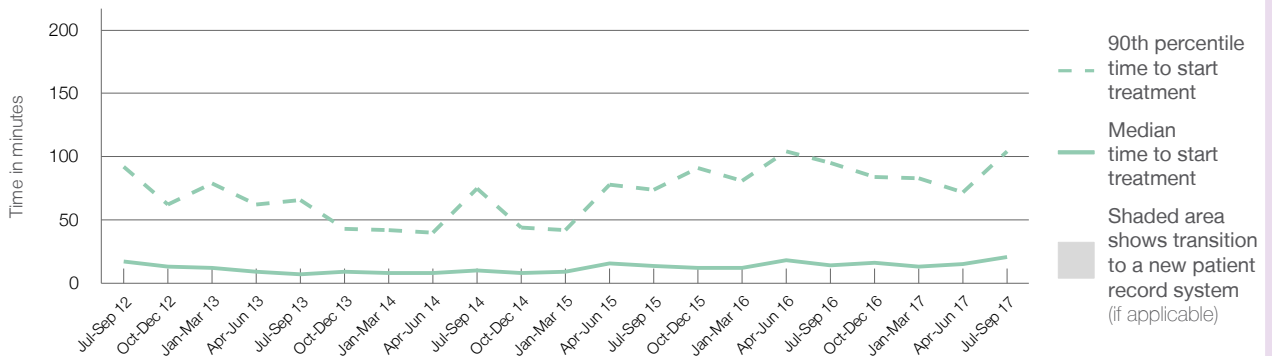
90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
525	467
14 minutes	26 minutes
95 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	17	7	10	14	14	21
90th percentile time to start treatment <sup>5</sup> (minutes)	92	66	75	74	95	104

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

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

## Bathurst Base Hospital: Time patients spent in the ED July to September 2017

All presentations:<sup>1</sup> 6,955 patients

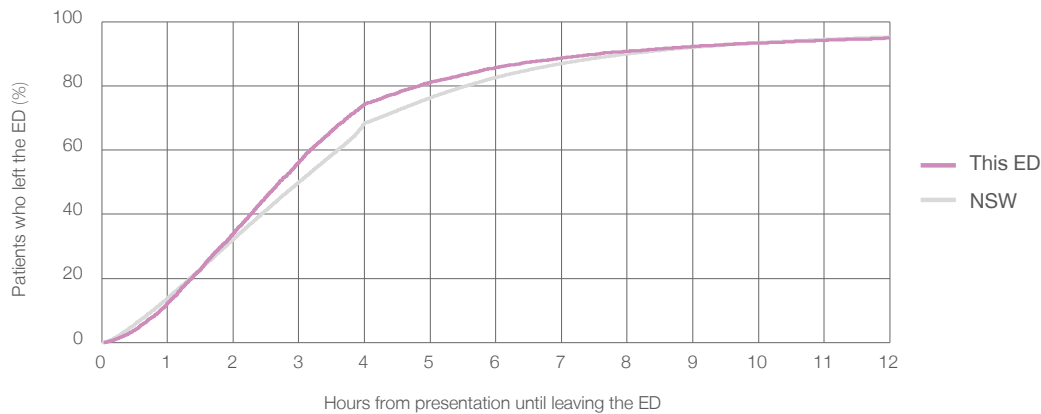
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,939 patients

Median time spent in the ED<sup>8</sup> 2 hours and 42 minutes

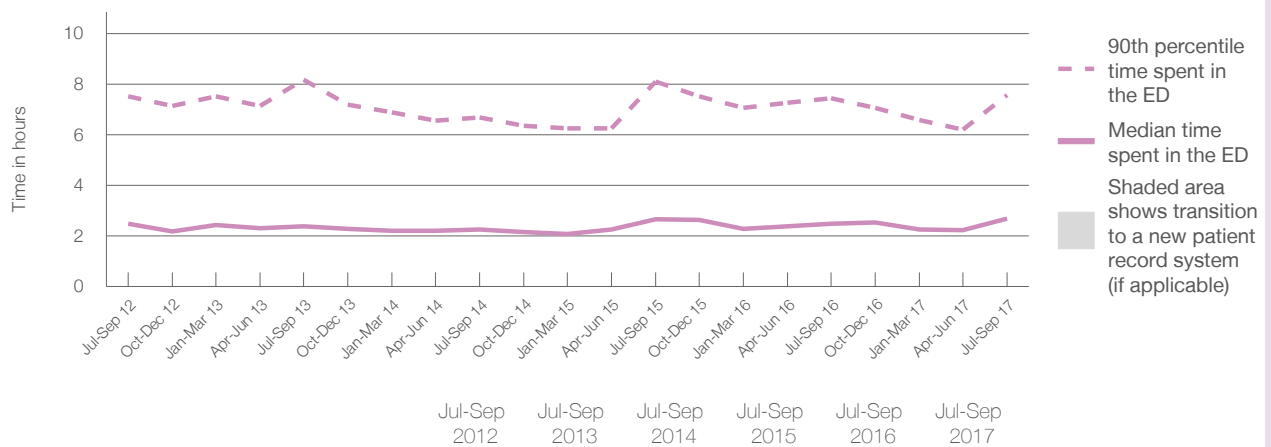
90th percentile time spent in the ED<sup>9</sup> 7 hours and 35 minutes

Same period last year	NSW (this period)
6,217	6,217
2 hours and 29 minutes	3 hours and 0 minutes
7 hours and 26 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 29m	2h 23m	2h 16m	2h 40m	2h 29m	2h 42m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 31m	8h 11m	6h 41m	8h 6m	7h 26m	7h 35m

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

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**Bathurst Base Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2017

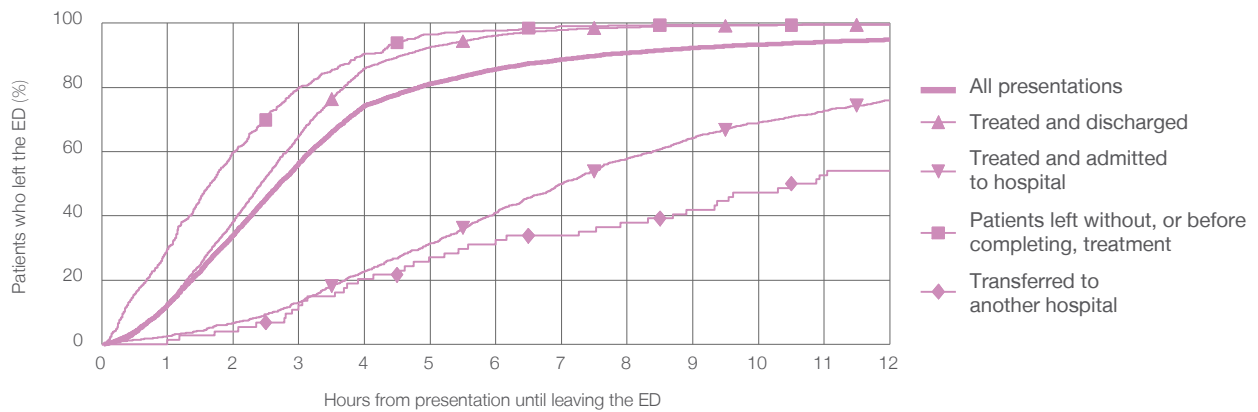
All presentations:<sup>1</sup> 6,955 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,939 patients

Treated and discharged	5,067 (72.9%)
Treated and admitted to hospital	1,240 (17.8%)
Patient left without, or before completing, treatment	522 (7.5%)
Transferred to another hospital	74 (1.1%)
Other	52 (0.7%)

Same period last year	Change since one year ago
6,217	11.6%
4,458	13.7%
1,328	-6.6%
330	58.2%
81	-8.6%
20	160.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	12.7%	38.2%	65.0%	86.0%	96.1%	98.7%	99.3%	99.6%
Treated and admitted to hospital	2.5%	6.6%	13.0%	22.7%	41.0%	57.8%	69.1%	76.0%
Patient left without, or before completing, treatment	29.7%	59.8%	79.9%	90.6%	97.7%	99.2%	99.4%	99.6%
Transferred to another hospital	1.4%	4.1%	12.2%	20.3%	32.4%	37.8%	47.3%	54.1%
All presentations	12.3%	34.1%	56.3%	74.3%	85.7%	90.7%	93.4%	94.9%

(†) 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.

**Bathurst Base Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 6,955 patients

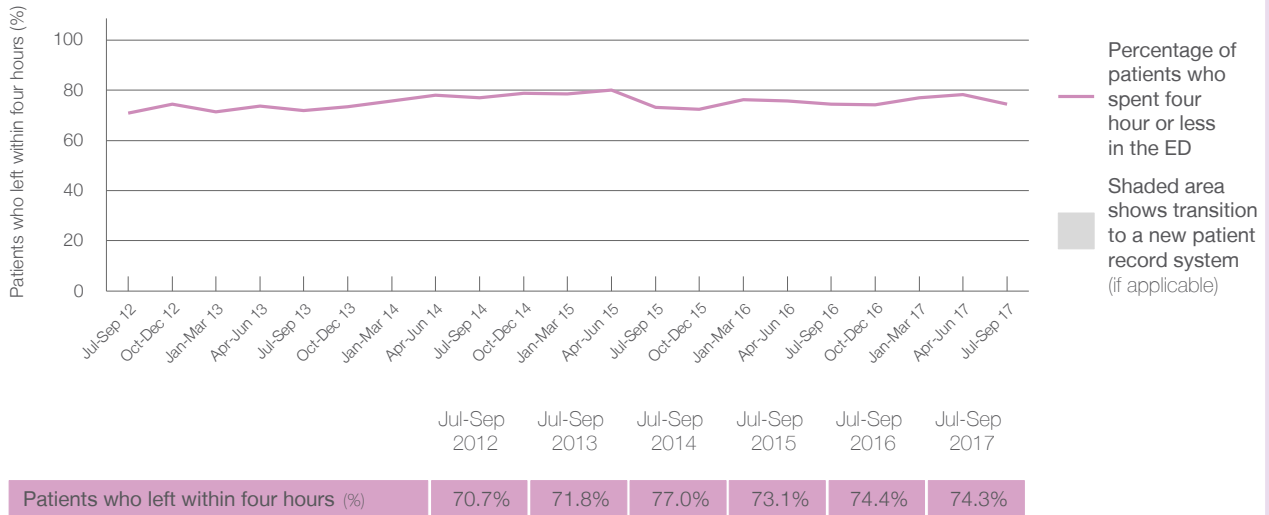
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,939 patients

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



Same period last year	Change since one year ago
6,217	11.9%
6,217	11.6%
74.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



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

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

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- 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

## Cowra District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 1,689 patients  
Emergency presentations:<sup>2</sup> 1,649 patients

Same period last year	Change since one year ago
1,770	-4.6%
1,729	-4.6%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 178 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 468 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 697 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 297 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 36 minutes

Same period last year	NSW (this period)
179	
5 minutes	9 minutes
13 minutes	29 minutes
424	
7 minutes	23 minutes
30 minutes	83 minutes
821	
7 minutes	30 minutes
33 minutes	121 minutes
295	
7 minutes	26 minutes
60 minutes	118 minutes

## Cowra District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,688 patients

Percentage of patients who spent four hours or less in the ED 87.0%

Same period last year	Change since one year ago
1,770	-4.6%
86.2%	

\* 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.

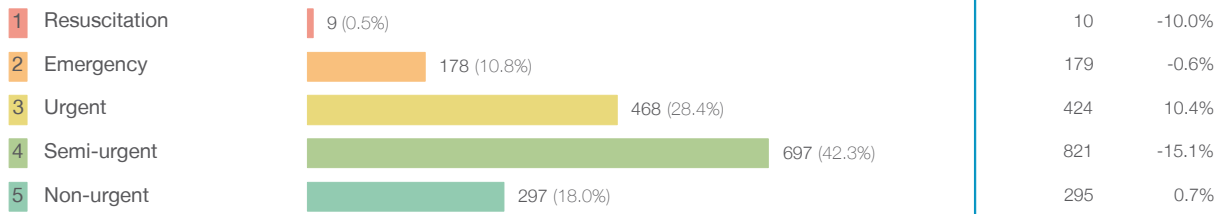
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

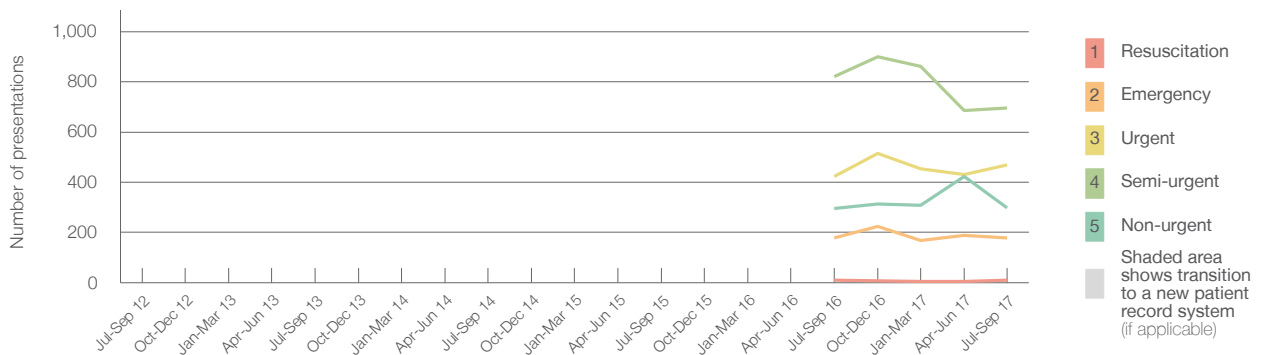
## Cowra District Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 1,689 patients

Emergency presentations<sup>2</sup> by triage category: 1,649 patients



Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 <sup>† §</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation					10	9
Emergency					179	178
Urgent					424	468
Semi-urgent					821	697
Non-urgent					295	297
All emergency presentations					1,729	1,649

## Cowra District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 262 patients

ED Transfer of care time



- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
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- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Cowra District Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 178

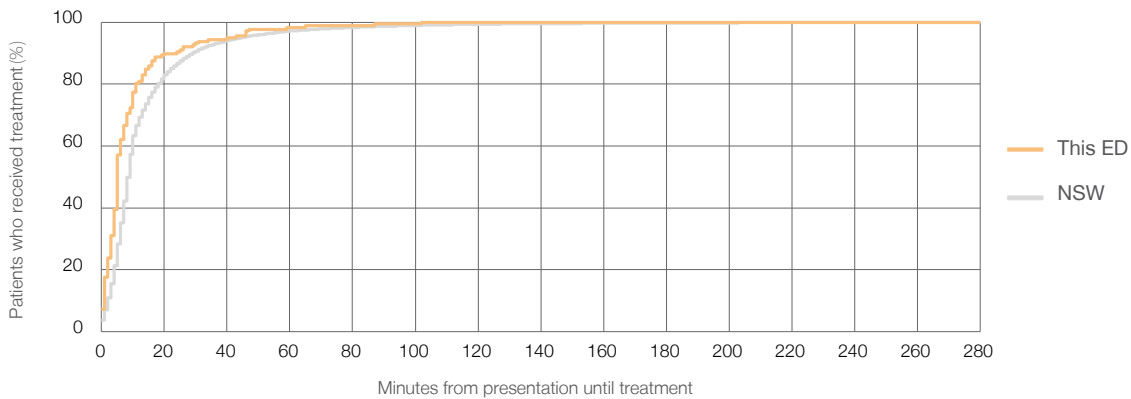
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 177

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

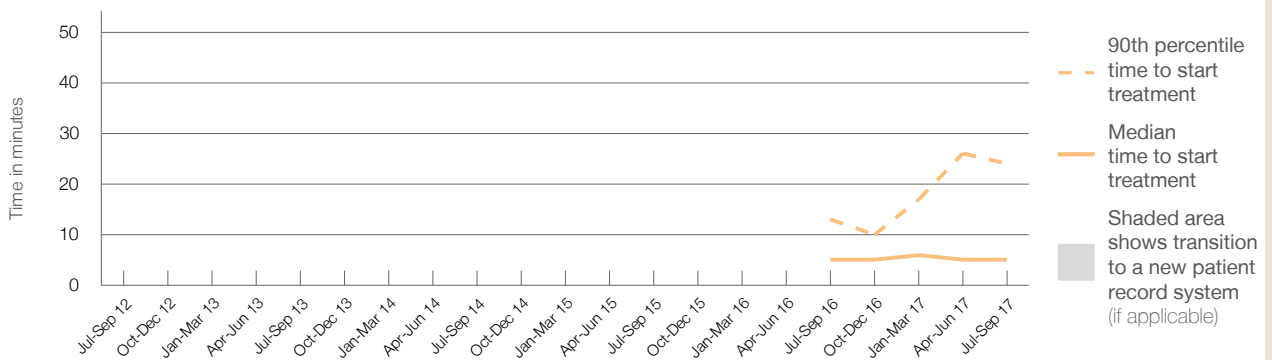
90th percentile time to start treatment<sup>5</sup> 24 minutes

Same period last year	NSW (this period)
179	178
5 minutes	9 minutes
13 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)					5	5
90th percentile time to start treatment <sup>5</sup> (minutes)					13	24

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Cowra District Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 468

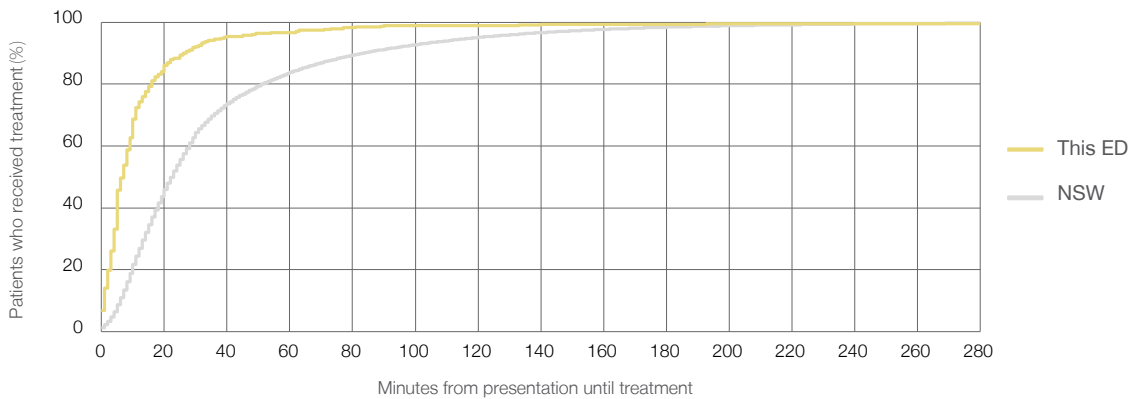
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 463

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

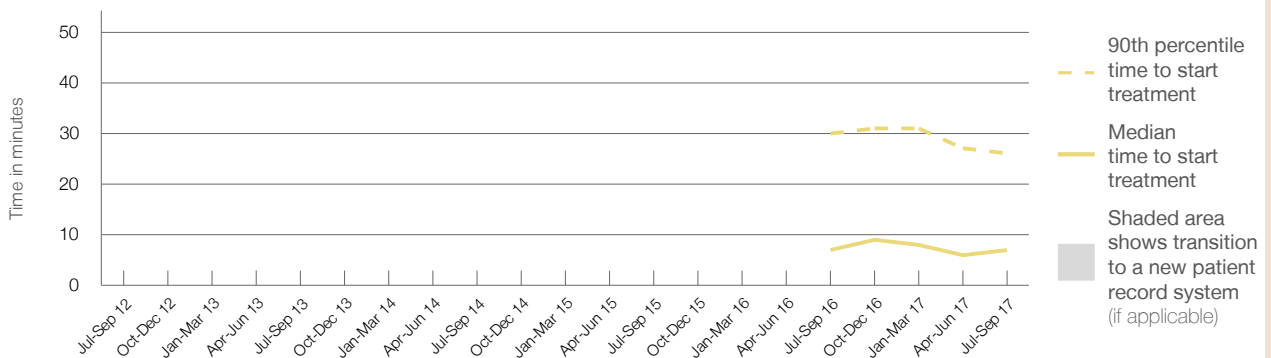
90th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
424	
414	
7 minutes	23 minutes
30 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)					7	7
90th percentile time to start treatment <sup>5</sup> (minutes)					30	26

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Cowra District Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 697

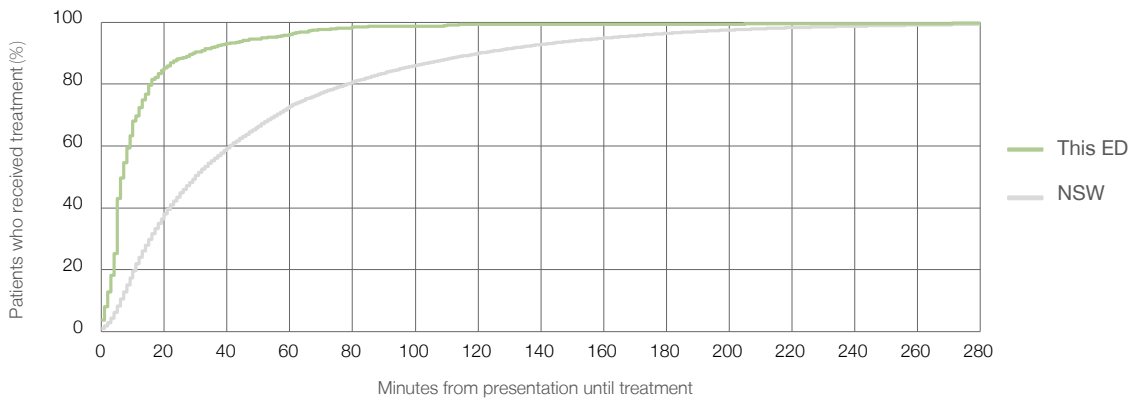
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 647

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

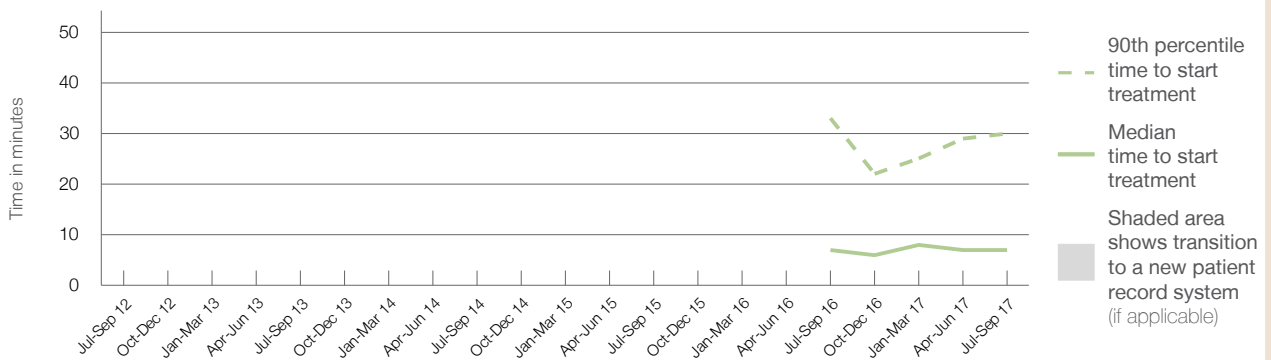
90th percentile time to start treatment<sup>5</sup>  30 minutes

Same period last year	NSW (this period)
821	780
7 minutes	30 minutes
33 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)					7	7
90th percentile time to start treatment <sup>5</sup> (minutes)					33	30

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Cowra District Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 297

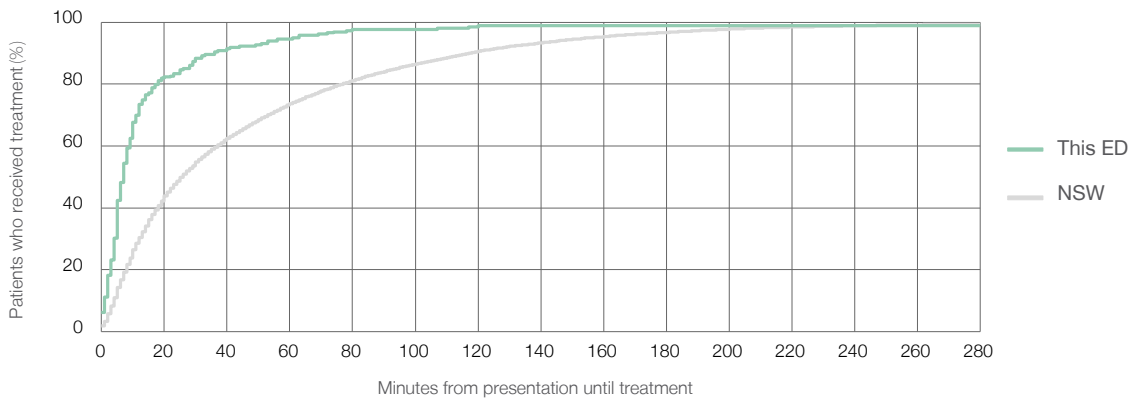
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 259

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

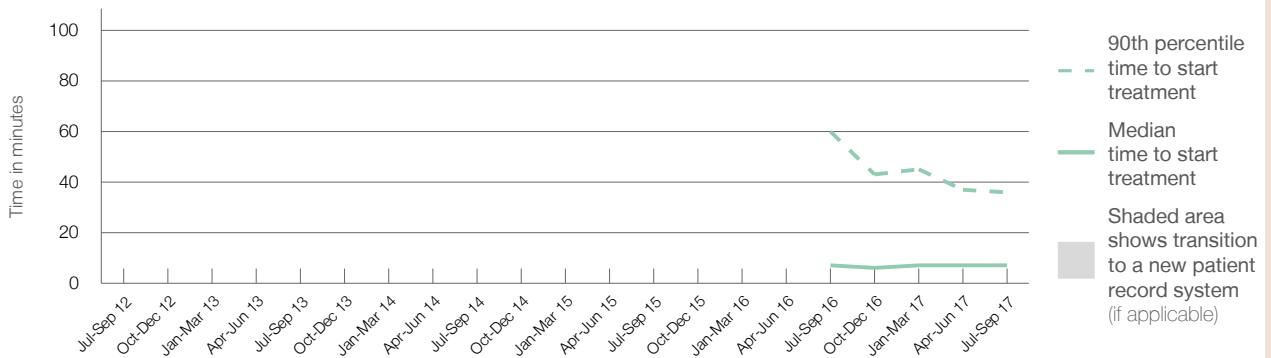
90th percentile time to start treatment<sup>5</sup>  36 minutes

Same period last year	NSW (this period)
295	
267	
7 minutes	26 minutes
60 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)					7	7
90th percentile time to start treatment <sup>5</sup> (minutes)					60	36

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## Cowra District Hospital: Time patients spent in the ED July to September 2017

All presentations:<sup>1</sup> 1,689 patients

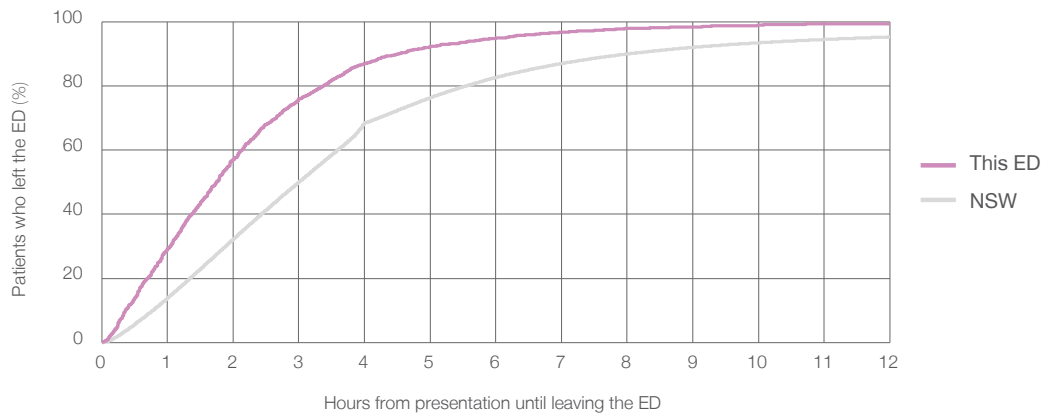
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,688 patients

Median time spent in the ED<sup>8</sup> 1 hours and 45 minutes

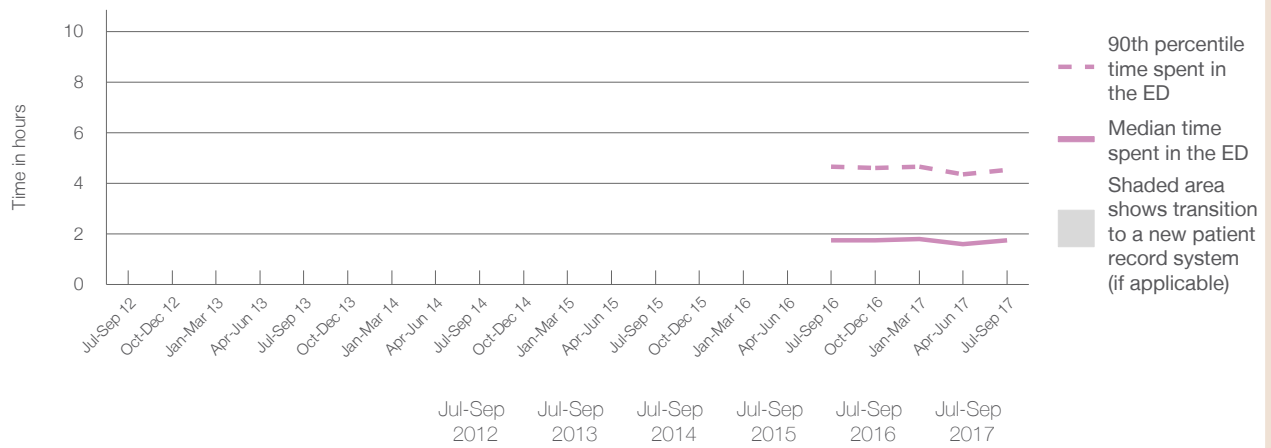
90th percentile time spent in the ED<sup>9</sup> 4 hours and 32 minutes

Same period last year	NSW (this period)
1,770	1,770
1 hours and 45 minutes	3 hours and 0 minutes
4 hours and 40 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



### Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)					1h 45m	1h 45m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)					4h 40m	4h 32m

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

By mode of separation

July to September 2017

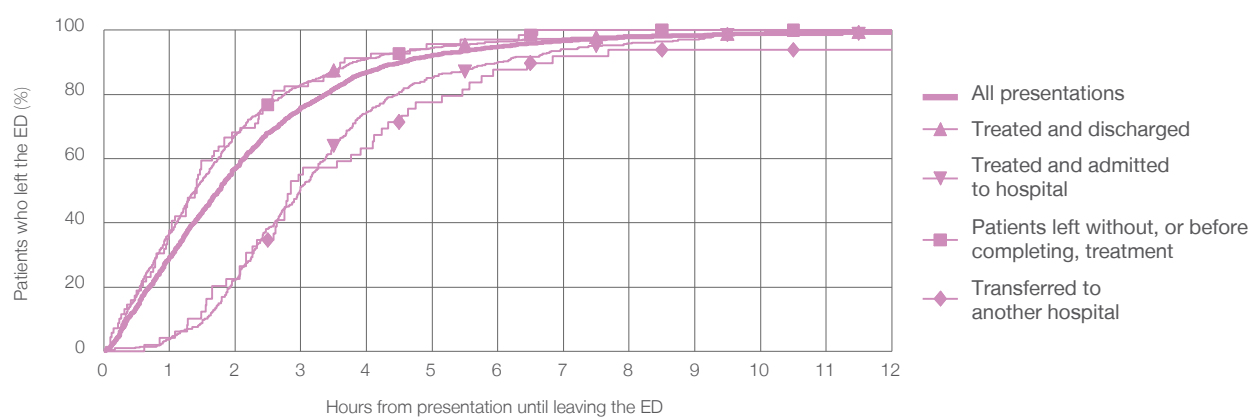
All presentations:<sup>1</sup> 1,689 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,688 patients

Treated and discharged	1,222 (72.4%)
Treated and admitted to hospital	342 (20.2%)
Patient left without, or before completing, treatment	69 (4.1%)
Transferred to another hospital	49 (2.9%)
Other	7 (0.4%)

Same period last year	Change since one year ago
1,770	-4.6%
1,267	-3.6%
321	6.5%
94	-26.6%
87	-43.7%
1	600.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	36.8%	67.3%	83.1%	91.1%	96.5%	98.5%	99.2%	99.7%
Treated and admitted to hospital	3.8%	22.2%	51.2%	74.6%	90.1%	95.9%	98.5%	98.8%
Patient left without, or before completing, treatment	37.7%	68.1%	82.6%	91.3%	97.1%	100%	100%	100%
Transferred to another hospital	4.1%	22.4%	55.1%	63.3%	87.8%	93.9%	93.9%	93.9%
All presentations	29.3%	57.0%	75.9%	87.0%	95.0%	97.9%	98.9%	99.3%

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

**Cowra District Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 1,689 patients

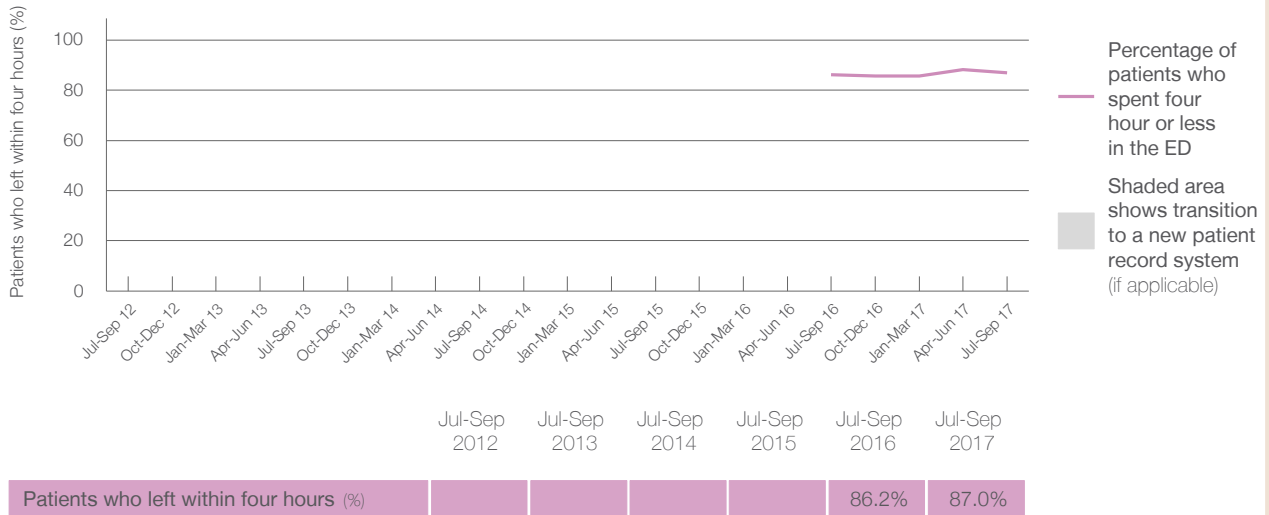
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,688 patients

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>	1,770	-4.6%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	1,770	-4.6%
Percentage of patients who spent four hours or less in the ED	86.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



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

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

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

- 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

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

July to September 2017

All presentations:<sup>1</sup> 9,026 patients  
Emergency presentations:<sup>2</sup> 8,668 patients

Same period last year	Change since one year ago
8,286	8.9%
8,026	8.0%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,169 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,163 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,658 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 86 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 643 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
913	
9 minutes	9 minutes
21 minutes	29 minutes
2,885	
25 minutes	23 minutes
75 minutes	83 minutes
3,440	
35 minutes	30 minutes
117 minutes	121 minutes
739	
34 minutes	26 minutes
128 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,003 patients

Percentage of patients who spent four hours or less in the ED 72.6%

Same period last year	Change since one year ago
8,285	8.7%
69.8%	

\* 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.

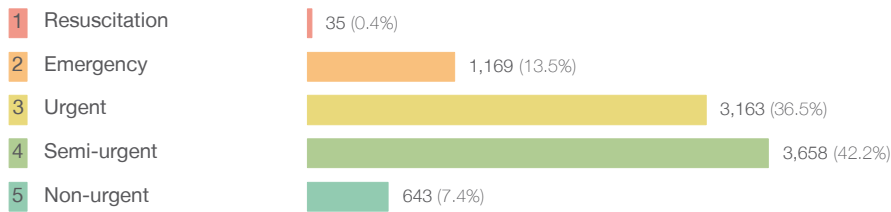
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Dubbo Base Hospital: Patients presenting to the emergency department July to September 2017

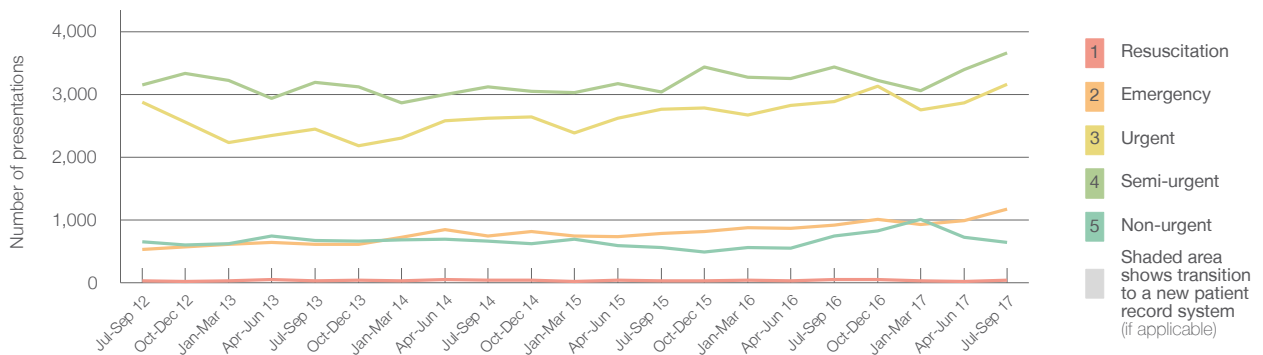
All presentations:<sup>1</sup> 9,026 patients

Emergency presentations<sup>2</sup> by triage category: 8,668 patients



	Same period last year	Change since one year ago
All presentations	8,286	8.9%
Emergency presentations	8,026	8.0%
1 Resuscitation	49	-28.6%
2 Emergency	913	28.0%
3 Urgent	2,885	9.6%
4 Semi-urgent	3,440	6.3%
5 Non-urgent	739	-13.0%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	29	30	39	34	49	35
Emergency	532	612	745	785	913	1,169
Urgent	2,880	2,451	2,619	2,767	2,885	3,163
Semi-urgent	3,155	3,191	3,121	3,035	3,440	3,658
Non-urgent	650	668	661	562	739	643
All emergency presentations	7,246	6,952	7,185	7,183	8,026	8,668

## Dubbo Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,930 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,725	
ED Transfer of care time		
Median time	13 minutes	0 minutes
90th percentile time	32 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.

## Dubbo Base Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,169

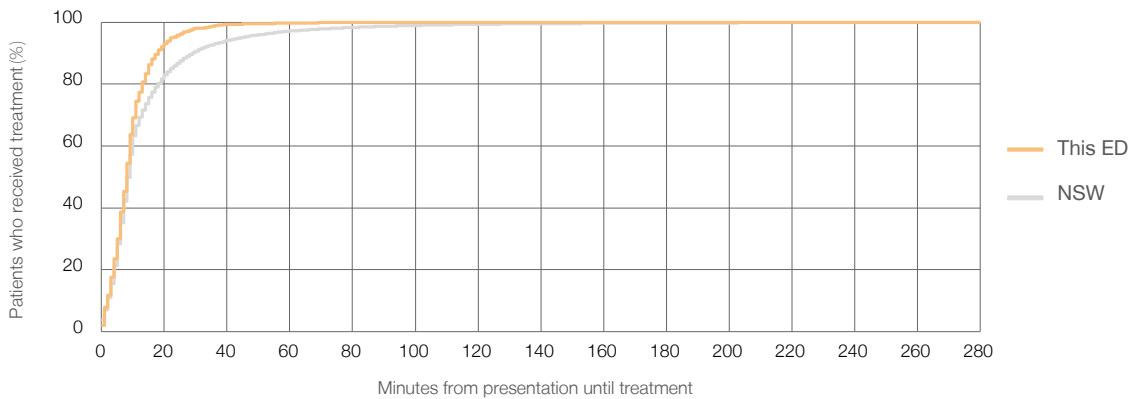
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,159

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

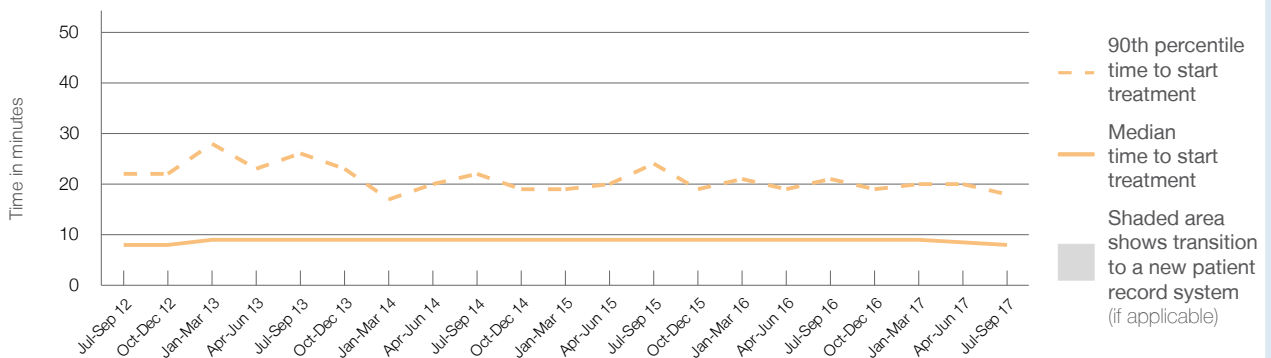
90th percentile time to start treatment<sup>5</sup>  18 minutes

Same period last year	NSW (this period)
913	
907	
9 minutes	9 minutes
21 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	8	9	9	9	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)	22	26	22	24	21	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.

## Dubbo Base Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 3,163

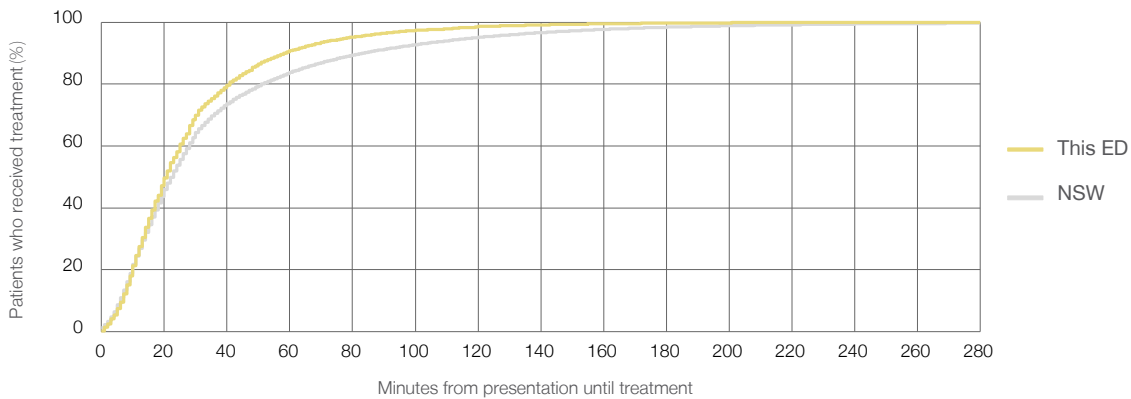
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,097

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

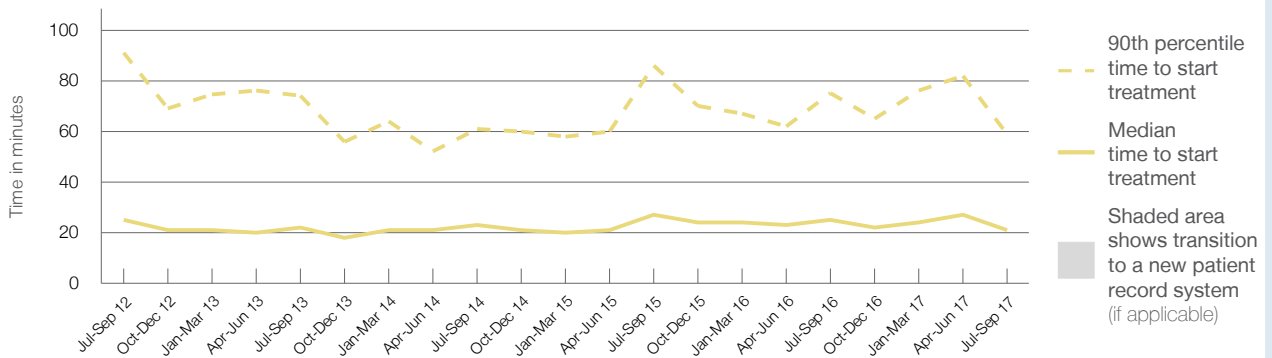
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
2,885	2,815
25 minutes	23 minutes
75 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	25	22	23	27	25	21
90th percentile time to start treatment <sup>5</sup> (minutes)	91	74	61	86	75	59

(†) 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.

## Dubbo Base Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,658

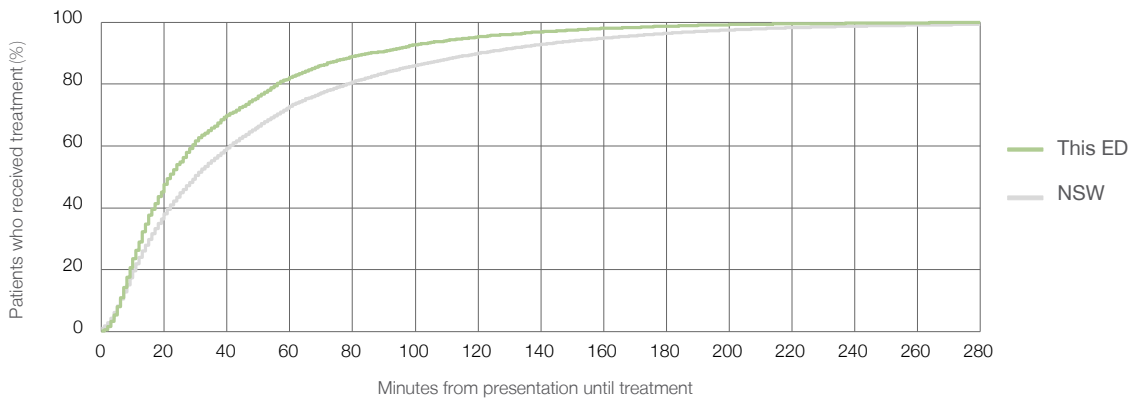
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,452

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

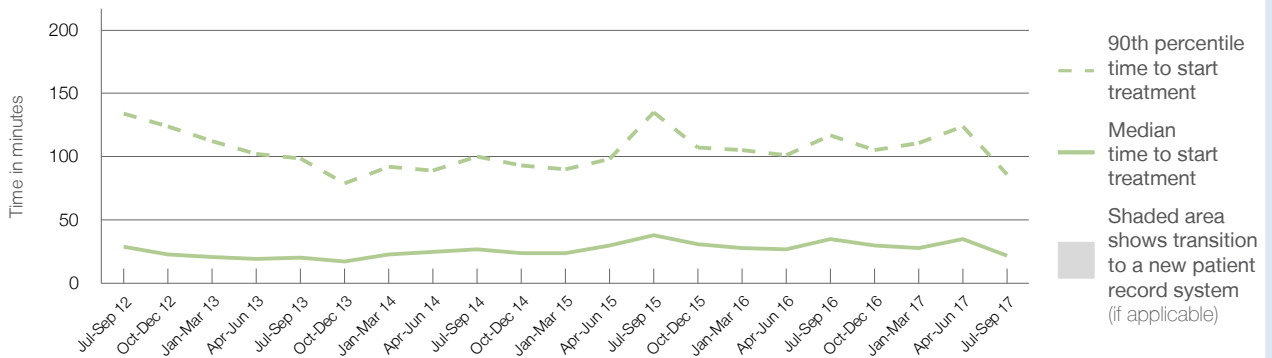
90th percentile time to start treatment<sup>5</sup> 86 minutes

Same period last year	NSW (this period)
3,440	3,188
35 minutes	30 minutes
117 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	29	20	27	38	35	22
90th percentile time to start treatment <sup>5</sup> (minutes)	134	99	100	135	117	86

(†) 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.



## Dubbo Base Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 643

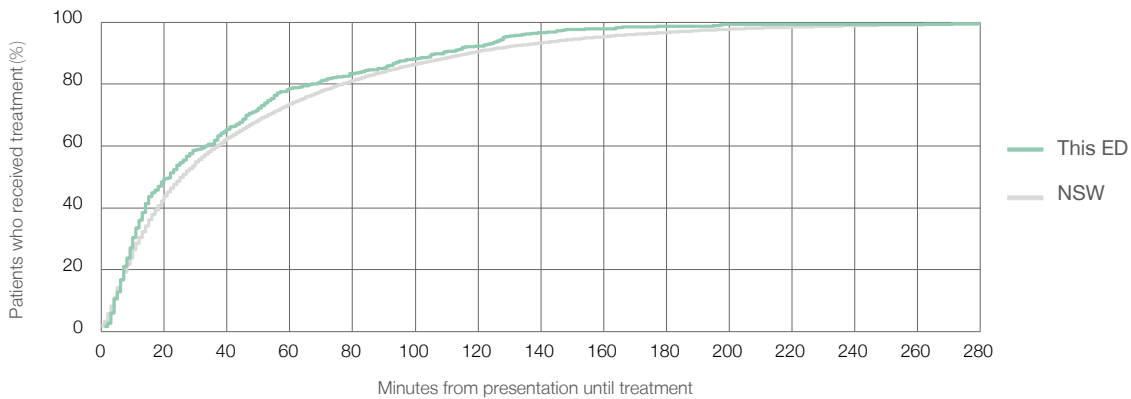
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 569

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

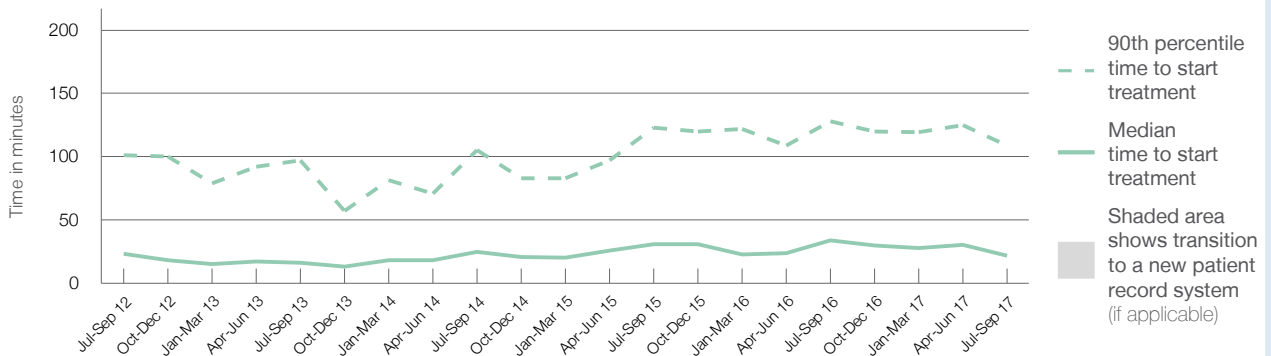
90th percentile time to start treatment<sup>5</sup>  109 minutes

Same period last year	NSW (this period)
739	595
34 minutes	26 minutes
128 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	24	16	25	31	34	22
90th percentile time to start treatment <sup>5</sup> (minutes)	101	97	105	123	128	109

(†) 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.

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

July to September 2017

All presentations:<sup>1</sup> 9,026 patients

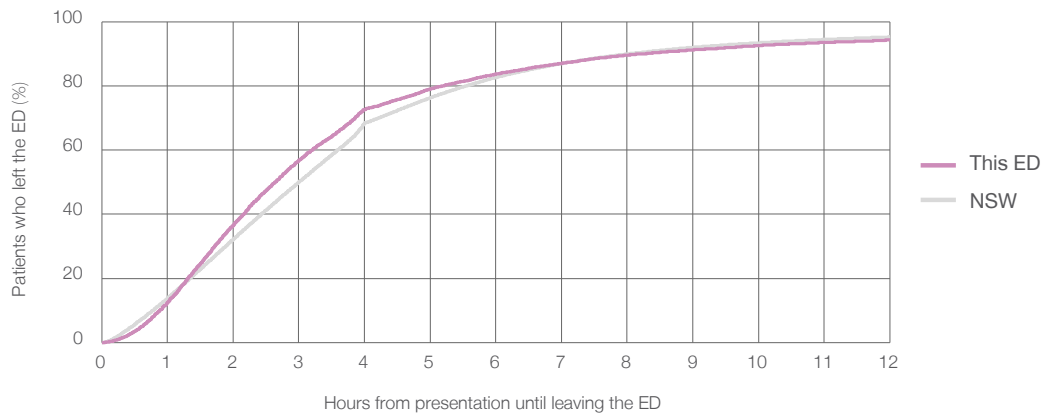
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,003 patients

Median time spent in the ED<sup>8</sup> 2 hours and 38 minutes

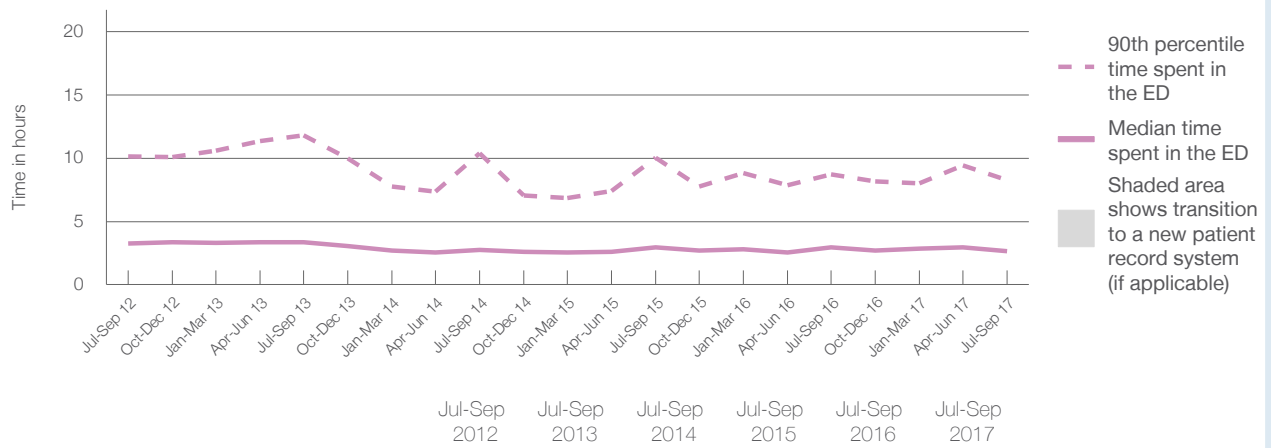
90th percentile time spent in the ED<sup>9</sup> 8 hours and 15 minutes

Same period last year	NSW (this period)
8,286	8,285
2 hours and 56 minutes	3 hours and 0 minutes
8 hours and 42 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 16m	3h 23m	2h 45m	2h 56m	2h 56m	2h 38m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 9m	11h 47m	10h 23m	10h 3m	8h 42m	8h 15m

(†) 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.

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

By mode of separation

July to September 2017

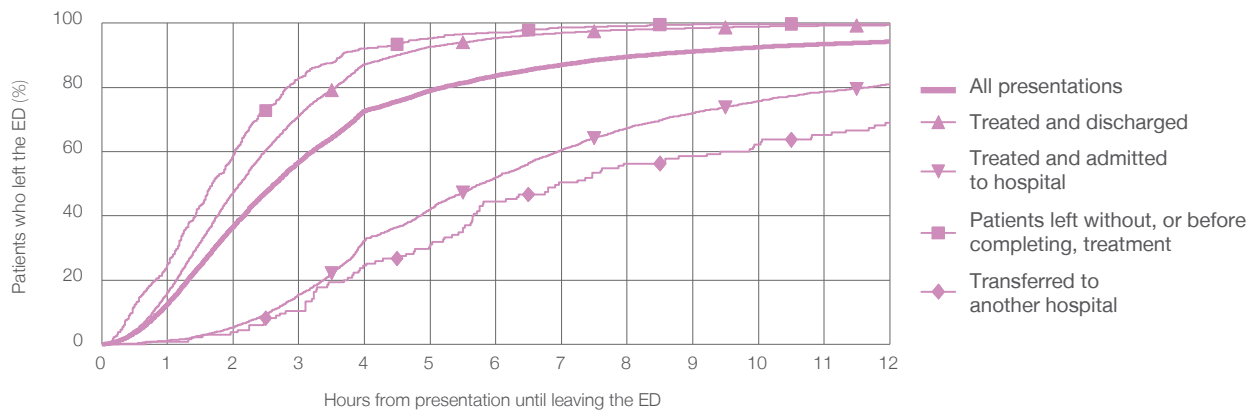
All presentations:<sup>1</sup> 9,026 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,003 patients

Treated and discharged	6,086 (67.4%)
Treated and admitted to hospital	2,270 (25.1%)
Patient left without, or before completing, treatment	488 (5.4%)
Transferred to another hospital	135 (1.5%)
Other	47 (0.5%)

Same period last year	Change since one year ago
8,285	8.7%
5,478	11.1%
2,094	8.4%
536	-9.0%
153	-11.8%
25	88.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	16.1%	47.5%	71.2%	87.2%	95.3%	98.0%	99.0%	99.5%
Treated and admitted to hospital	1.1%	5.2%	15.5%	32.4%	52.0%	67.4%	75.8%	80.9%
Patient left without, or before completing, treatment	25.0%	59.0%	83.0%	92.2%	97.1%	99.2%	99.8%	99.8%
Transferred to another hospital	0.7%	3.7%	10.4%	24.4%	44.4%	56.3%	62.2%	68.9%
All presentations	12.6%	36.7%	56.8%	72.6%	83.7%	89.6%	92.5%	94.3%

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

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

**Dubbo Base Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 9,026 patients

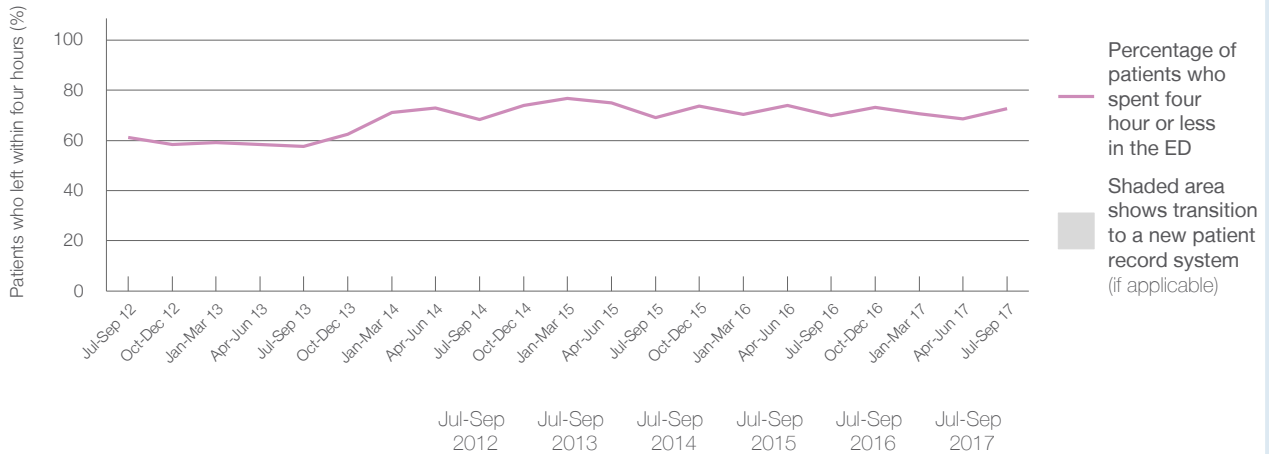
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,003 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup> 9,026 patients	8,286	8.9%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,003 patients	8,285	8.7%
Percentage of patients who spent four hours or less in the ED	69.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	61.2%	57.6%	68.3%	69.0%	69.8%	72.6%

\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

## Forbes District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 2,031 patients  
 Emergency presentations:<sup>2</sup> 1,866 patients

Same period last year	Change since one year ago
1,855	9.5%
1,619	15.3%

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

July to September 2017

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

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 317 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 39 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 737 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 96 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 728 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
87	
5 minutes	9 minutes
*	29 minutes
270	
16 minutes	23 minutes
50 minutes	83 minutes
526	
25 minutes	30 minutes
95 minutes	121 minutes
731	
31 minutes	26 minutes
140 minutes	118 minutes

## Forbes District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,030 patients

Percentage of patients who spent four hours or less in the ED 86.4%

Same period last year	Change since one year ago
1,855	9.4%
88.0%	

\* 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.

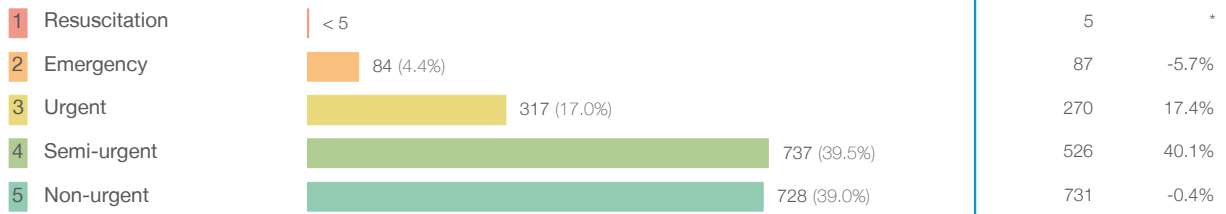
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Forbes District Hospital: Patients presenting to the emergency department July to September 2017

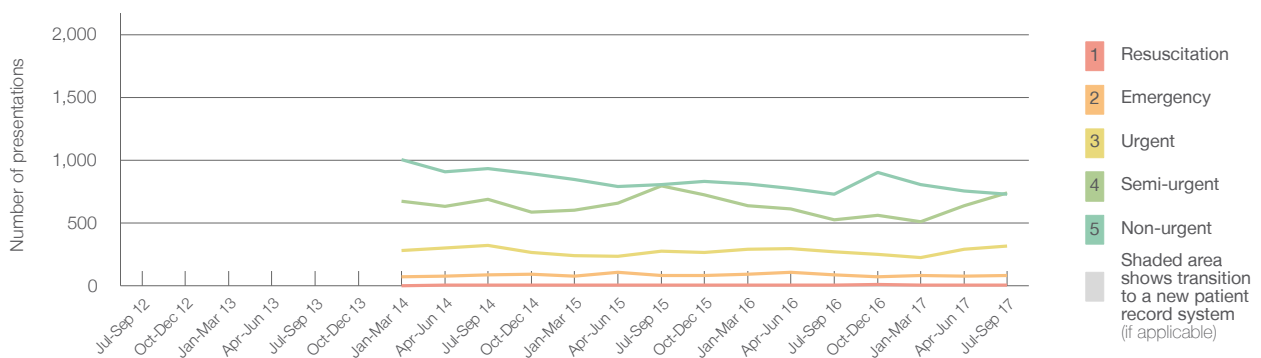
All presentations:<sup>1</sup> 2,031 patients

Emergency presentations<sup>2</sup> by triage category: 1,866 patients



Same period last year	Change since one year ago
1,855	9.5%
1,619	15.3%
5	*
87	-5.7%
270	17.4%
526	40.1%
731	-0.4%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 <sup>† §</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation			6	5	5	< 5
Emergency			86	81	87	84
Urgent			322	275	270	317
Semi-urgent			687	797	526	737
Non-urgent			933	806	731	728
All emergency presentations			2,034	1,964	1,619	1,866

## Forbes District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 218 patients

ED Transfer of care time



Same period last year	Change since one year ago
145	
11 minutes	-3 minutes
44 minutes	-21 minutes

- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Forbes District Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 84

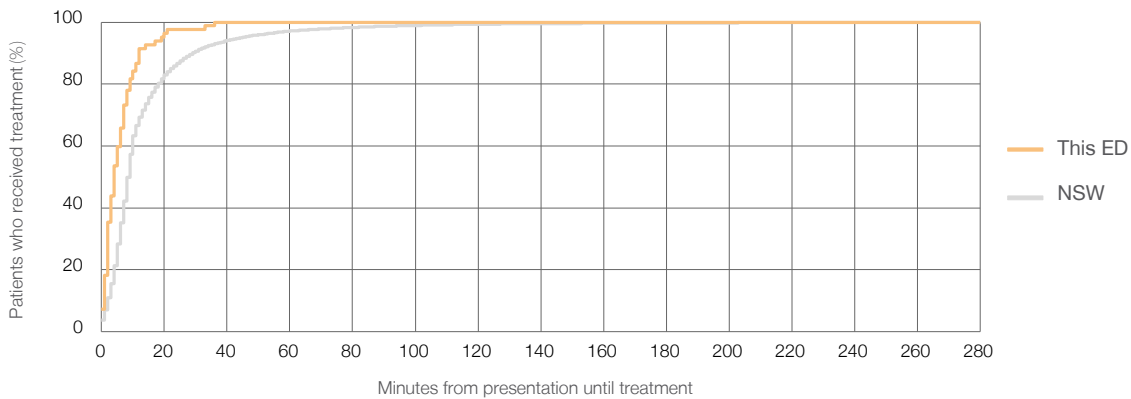
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 82

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

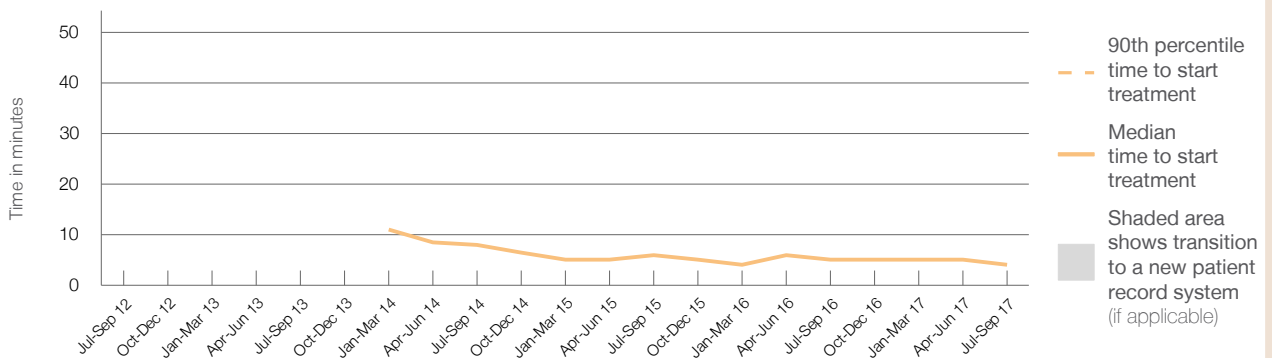
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
87	87
5 minutes	9 minutes
*	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)			8	6	5	4
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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Forbes District Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 317

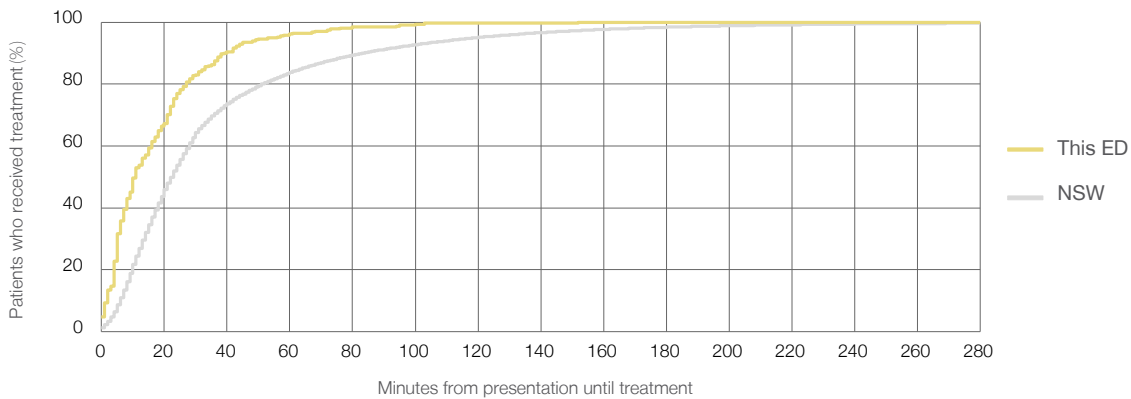
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 312

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

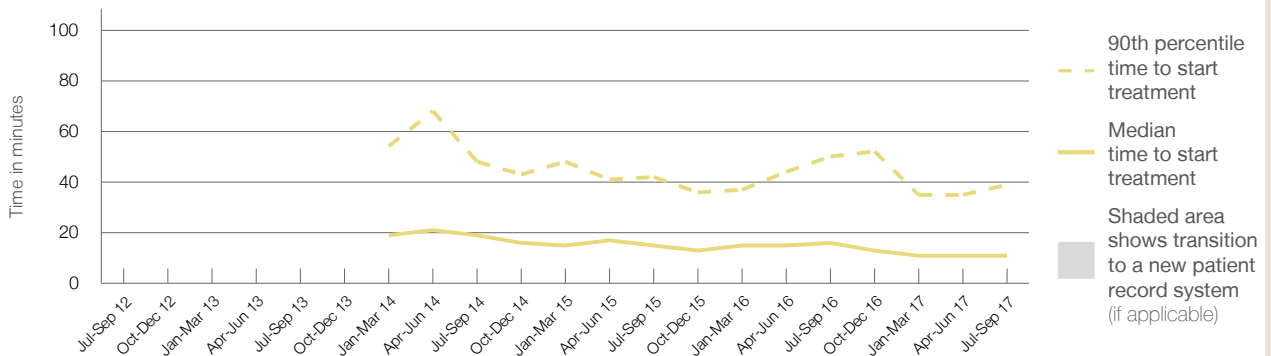
90th percentile time to start treatment<sup>5</sup>  39 minutes

Same period last year	NSW (this period)
270	
269	
16 minutes	23 minutes
50 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)			19	15	16	11
90th percentile time to start treatment <sup>5</sup> (minutes)			48	42	50	39

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## Forbes District Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 737

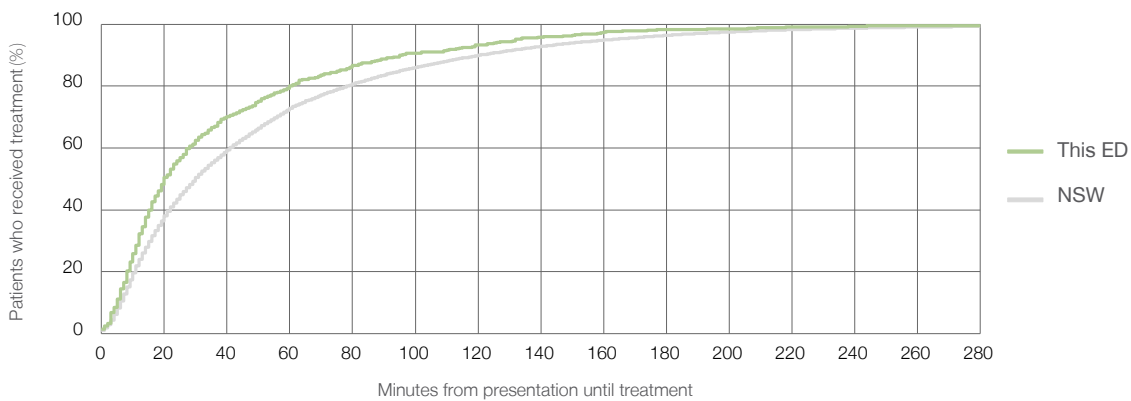
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 708

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

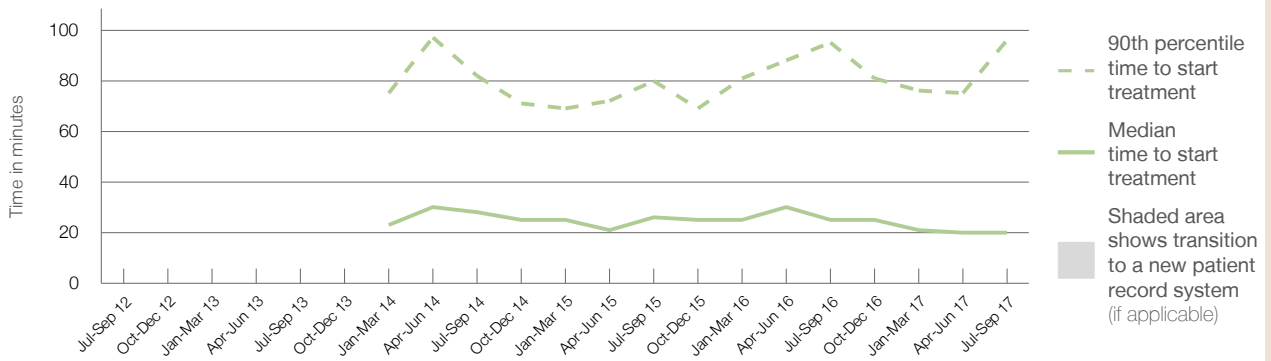
90th percentile time to start treatment<sup>5</sup>  96 minutes

Same period last year	NSW (this period)
526	494
25 minutes	30 minutes
95 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)			28	26	25	20
90th percentile time to start treatment <sup>5</sup> (minutes)			82	80	95	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Forbes District Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 728

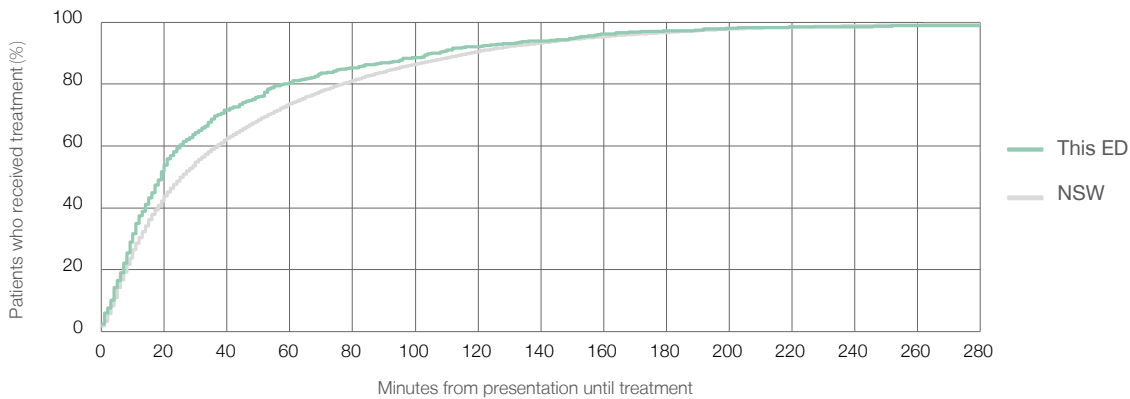
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 674

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

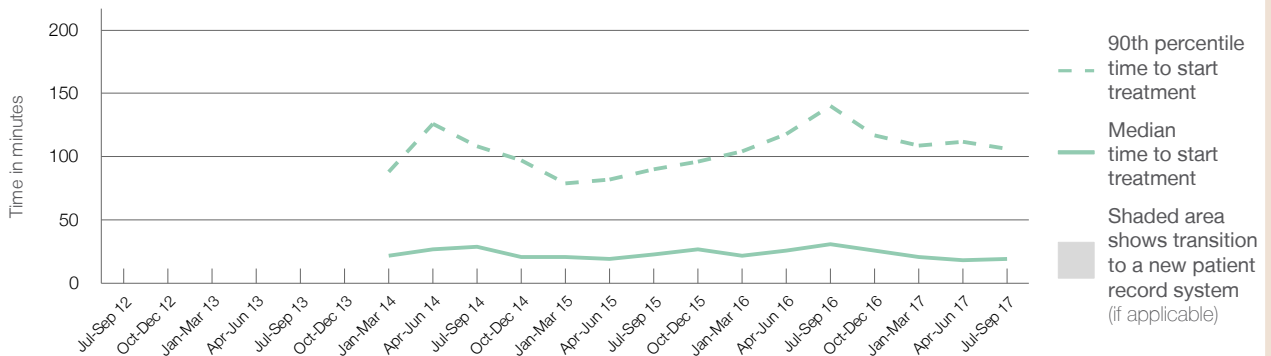
90th percentile time to start treatment<sup>5</sup>  106 minutes

Same period last year	NSW (this period)
731	
641	
31 minutes	26 minutes
140 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)			29	23	31	19
90th percentile time to start treatment <sup>5</sup> (minutes)			108	90	140	106

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

All presentations:<sup>1</sup> 2,031 patients

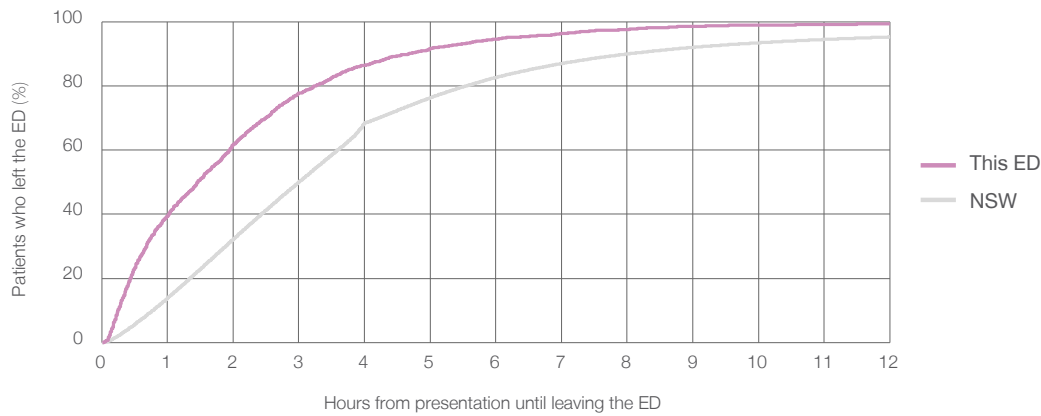
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,030 patients

Median time spent in the ED<sup>8</sup> 1 hours and 28 minutes

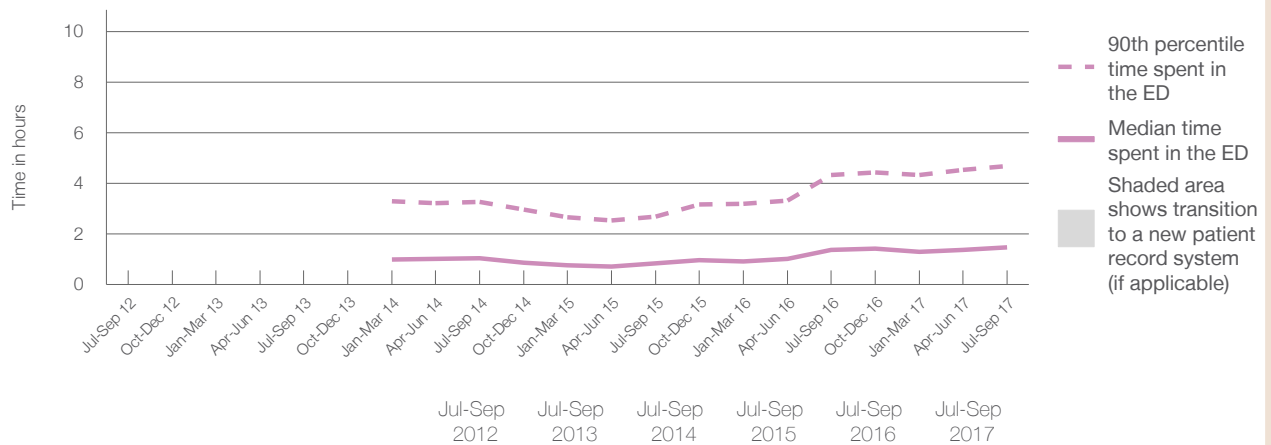
90th percentile time spent in the ED<sup>9</sup> 4 hours and 41 minutes

Same period last year	NSW (this period)
1,855	
1,855	
1 hours and 22 minutes	3 hours and 0 minutes
4 hours and 20 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



### Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)			1h 3m	0h 51m	1h 22m	1h 28m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			3h 16m	2h 42m	4h 20m	4h 41m

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

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

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

By mode of separation

July to September 2017

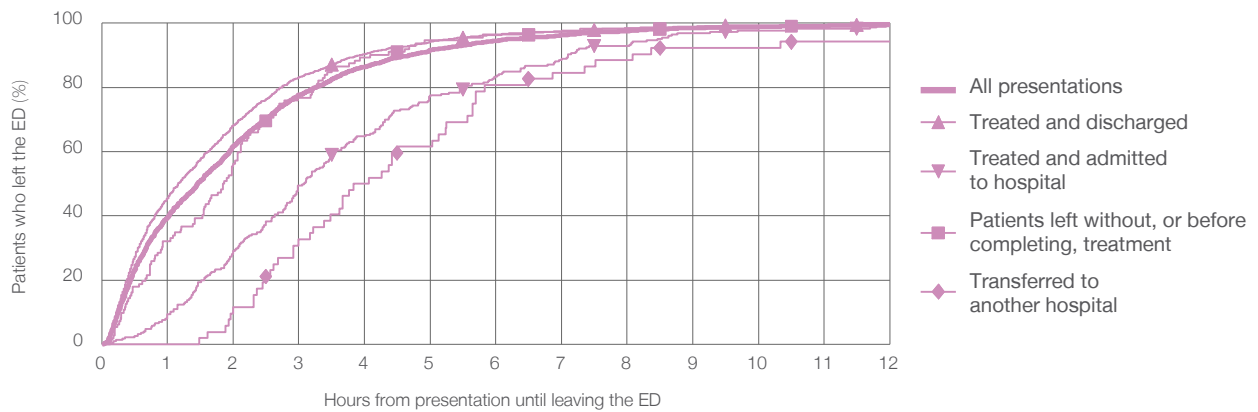
All presentations:<sup>1</sup> 2,031 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,030 patients

Treated and discharged	1,625 (80.0%)
Treated and admitted to hospital	227 (11.2%)
Patient left without, or before completing, treatment	112 (5.5%)
Transferred to another hospital	52 (2.6%)
Other	15 (0.7%)

Same period last year	Change since one year ago
1,855	9.4%
1,429	13.7%
215	5.6%
138	-18.8%
64	-18.8%
9	66.7%

Percentage of patients who left the ED by time and mode of separation, July to September 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	45.5%	68.2%	83.2%	90.3%	96.4%	98.5%	99.3%	99.6%
Treated and admitted to hospital	9.3%	29.1%	49.3%	64.8%	83.3%	93.0%	97.8%	99.1%
Patient left without, or before completing, treatment	32.1%	56.3%	76.8%	89.3%	96.4%	98.2%	99.1%	100%
Transferred to another hospital	0%	11.5%	32.7%	50.0%	80.8%	88.5%	92.3%	94.2%
All presentations	39.6%	61.8%	77.7%	86.4%	94.5%	97.6%	99.0%	99.4%

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

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

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**Forbes District Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

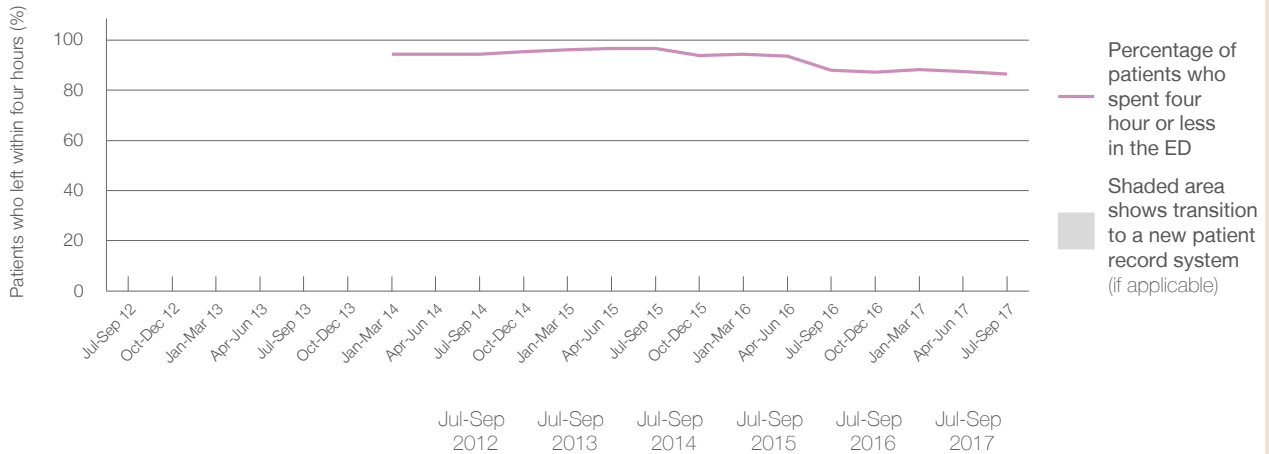
All presentations at the emergency department:<sup>1</sup> 2,031 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,030 patients

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>	1,855	9.5%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	1,855	9.4%
Percentage of patients who spent four hours or less in the ED	88.0%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	94.2%	96.6%	96.6%	96.6%	88.0%	86.4%

\* 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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- 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*.
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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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

## Mudgee District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 3,315 patients  
Emergency presentations:<sup>2</sup> 3,196 patients

Same period last year	Change since one year ago
2,730	21.4%
2,547	25.5%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 270 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 822 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 82 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,649 patients

Median time to start treatment<sup>4</sup> 36 minutes  
90th percentile time to start treatment<sup>5</sup> 124 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 443 patients

Median time to start treatment<sup>4</sup> 40 minutes  
90th percentile time to start treatment<sup>5</sup> 146 minutes

Same period last year	NSW (this period)
234	
7 minutes	9 minutes
26 minutes	29 minutes
593	
22 minutes	23 minutes
59 minutes	83 minutes
1,261	
34 minutes	30 minutes
99 minutes	121 minutes
451	
35 minutes	26 minutes
113 minutes	118 minutes

## Mudgee District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,314 patients

Percentage of patients who spent four hours or less in the ED 85.9%

Same period last year	Change since one year ago
2,730	21.4%
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*.
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- 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.

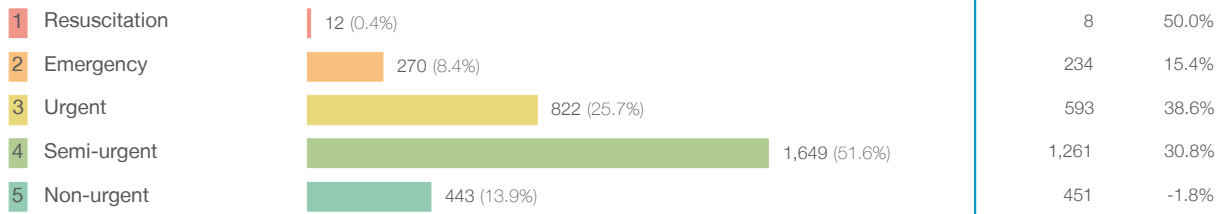
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Mudgee District Hospital: Patients presenting to the emergency department July to September 2017

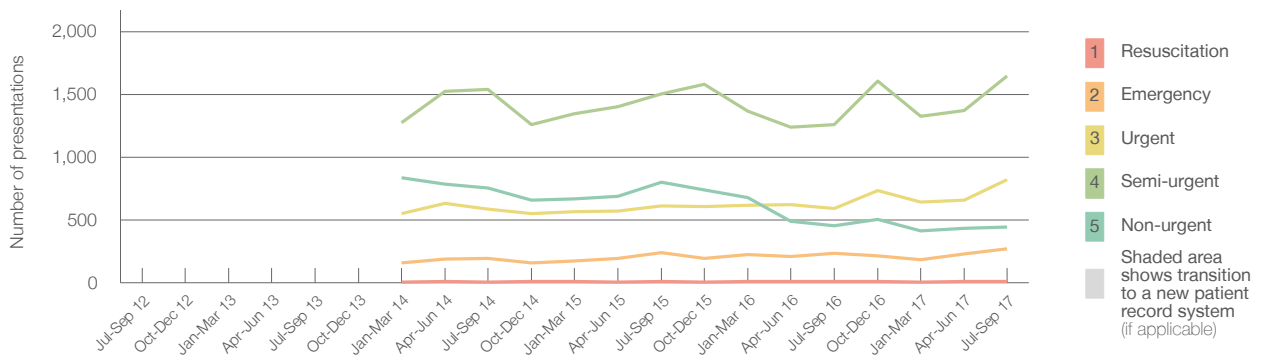
All presentations:<sup>1</sup> 3,315 patients

Emergency presentations<sup>2</sup> by triage category: 3,196 patients



Same period last year	Change since one year ago
2,730	21.4%
2,547	25.5%
8	50.0%
234	15.4%
593	38.6%
1,261	30.8%
451	-1.8%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 <sup>† §</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation			< 5	8	8	12
Emergency			196	240	234	270
Urgent			584	612	593	822
Semi-urgent			1,539	1,502	1,261	1,649
Non-urgent			754	802	451	443
All emergency presentations			3,073	3,164	2,547	3,196

## Mudgee District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 282 patients

ED Transfer of care time



Same period last year	Change since one year ago
240	
12 minutes	-5 minutes
34 minutes	-14 minutes

- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Mudgee District Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 270

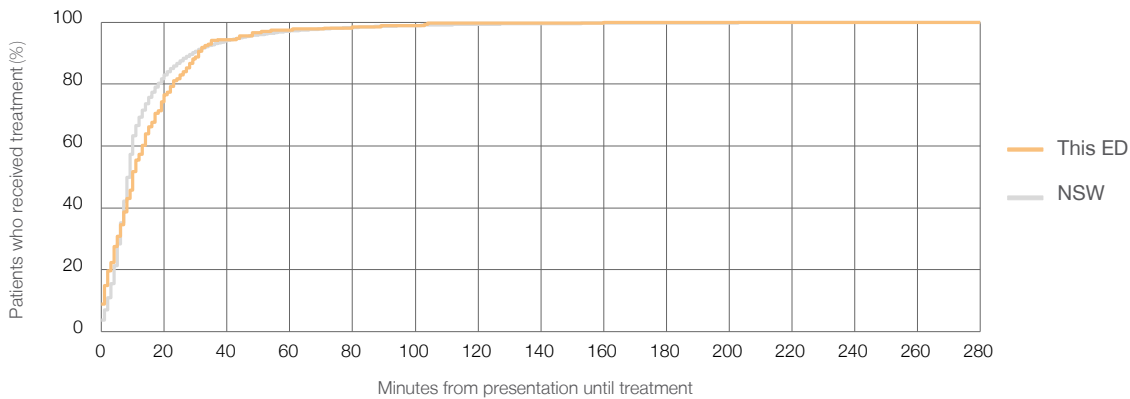
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 269

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

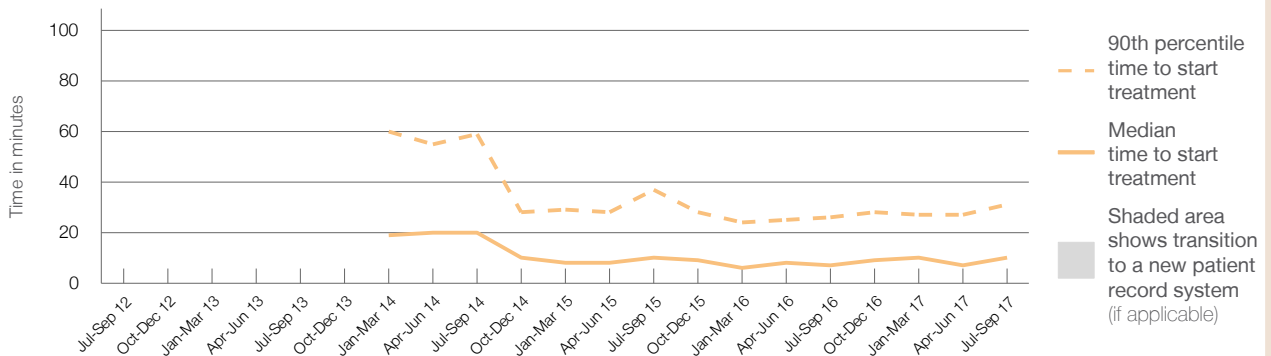
90th percentile time to start treatment<sup>5</sup>  31 minutes

Same period last year	NSW (this period)
234	234
7 minutes	9 minutes
26 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)			20	10	7	10
90th percentile time to start treatment <sup>5</sup> (minutes)			59	37	26	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## Mudgee District Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 822

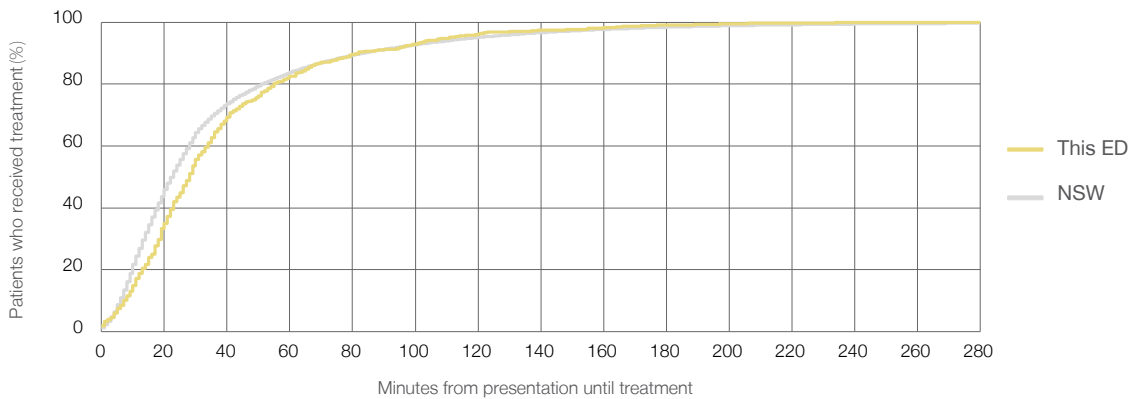
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 794

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

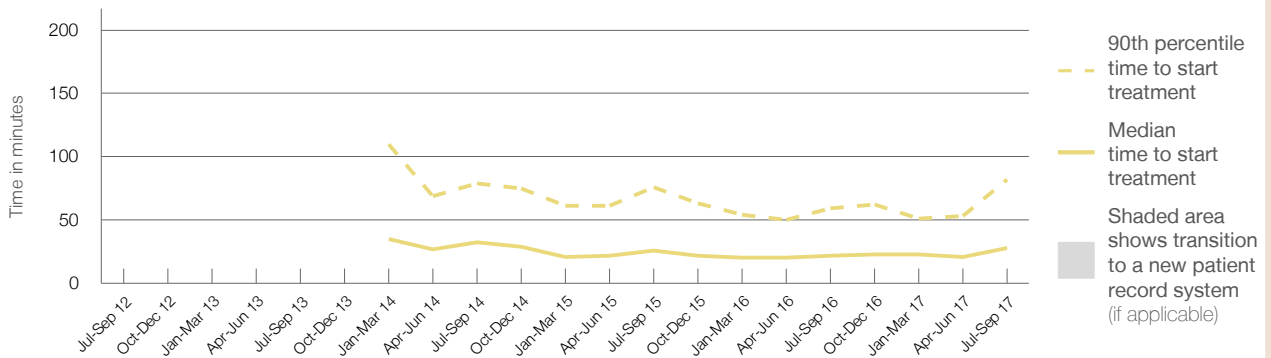
90th percentile time to start treatment<sup>5</sup>  82 minutes

Same period last year	NSW (this period)
593	
581	
22 minutes	23 minutes
59 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)			33	26	22	28
90th percentile time to start treatment <sup>5</sup> (minutes)			79	76	59	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Mudgee District Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 1,649

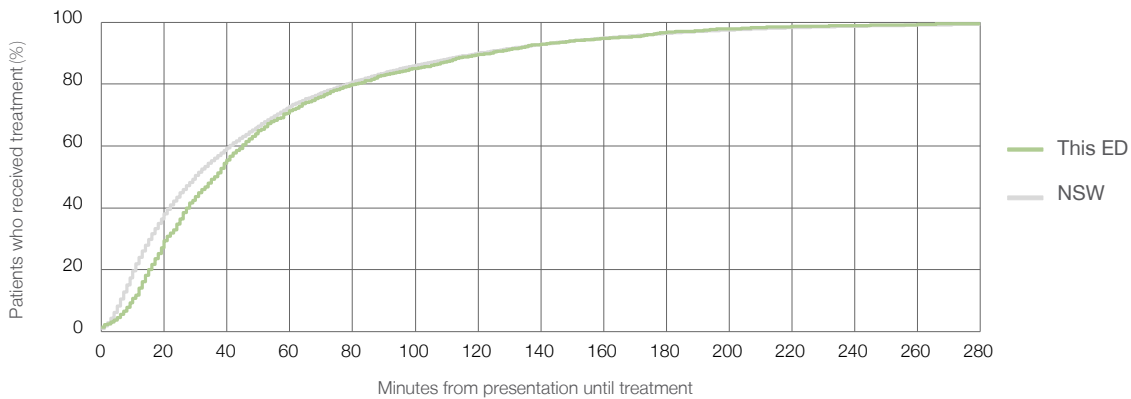
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,477

Median time to start treatment<sup>4</sup> 36 minutes

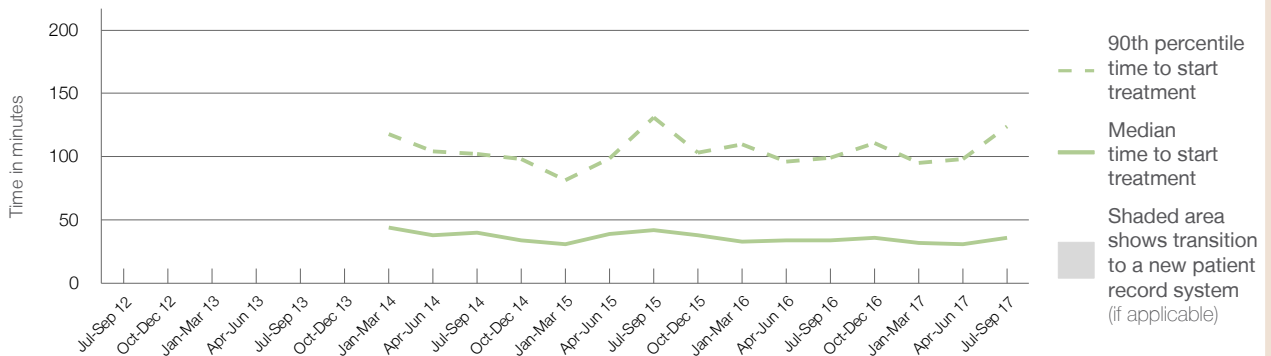
90th percentile time to start treatment<sup>5</sup> 124 minutes

Same period last year	NSW (this period)
1,261	1,208
34 minutes	30 minutes
99 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)			40	42	34	36
90th percentile time to start treatment <sup>5</sup> (minutes)			102	131	99	124

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Mudgee District Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 443

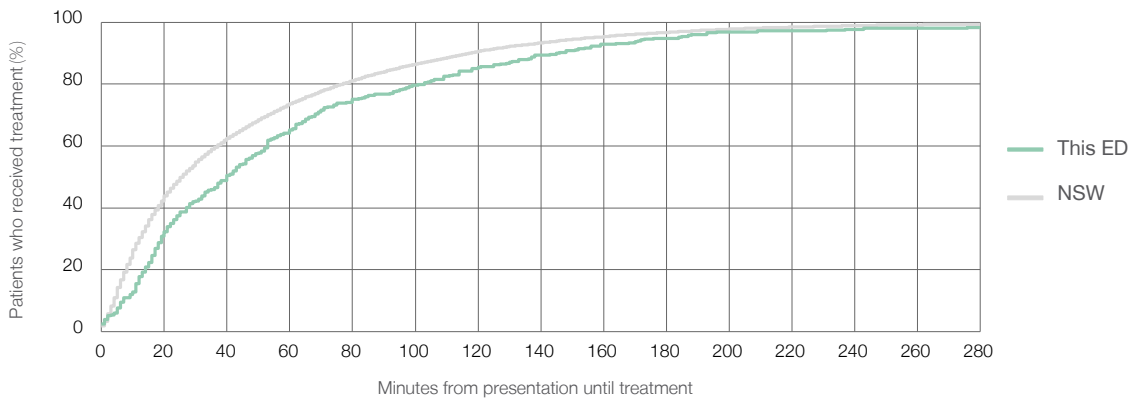
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 348

Median time to start treatment<sup>4</sup>  40 minutes

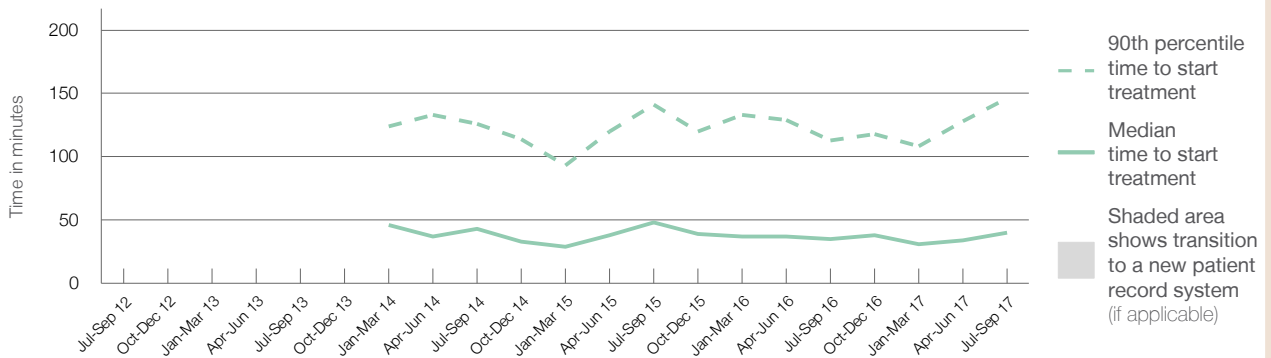
90th percentile time to start treatment<sup>5</sup>  146 minutes

Same period last year	NSW (this period)
451	385
35 minutes	26 minutes
113 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)			43	48	35	40
90th percentile time to start treatment <sup>5</sup> (minutes)			126	141	113	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2017

All presentations:<sup>1</sup> 3,315 patients

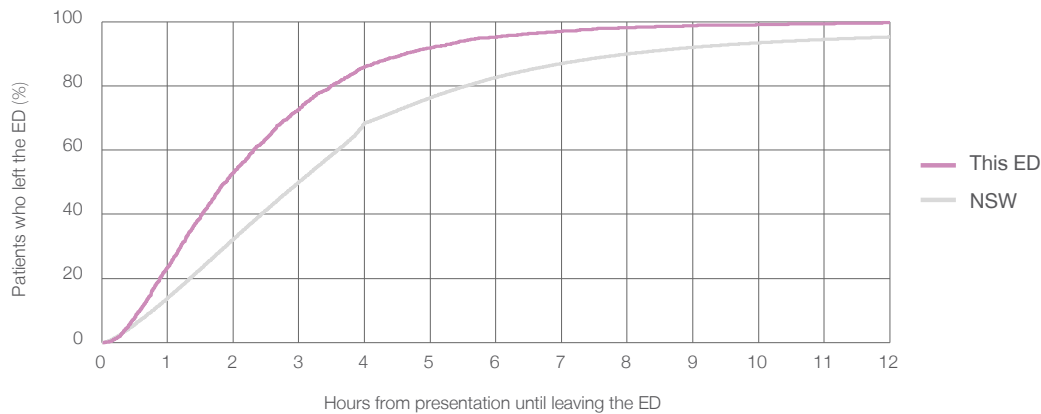
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,314 patients

Median time spent in the ED<sup>8</sup> 1 hours and 53 minutes

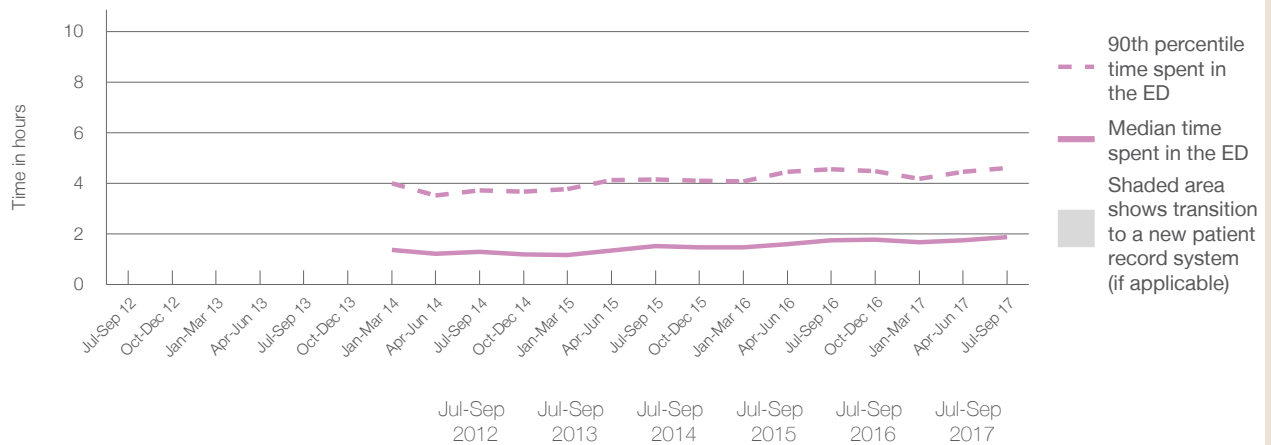
90th percentile time spent in the ED<sup>9</sup> 4 hours and 37 minutes

Same period last year	NSW (this period)
2,730	2,730
1 hours and 46 minutes	3 hours and 0 minutes
4 hours and 35 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



### Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)			1h 18m	1h 31m	1h 46m	1h 53m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			3h 43m	4h 10m	4h 35m	4h 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Mudgee District Hospital: Time patients spent in the ED By mode of separation July to September 2017

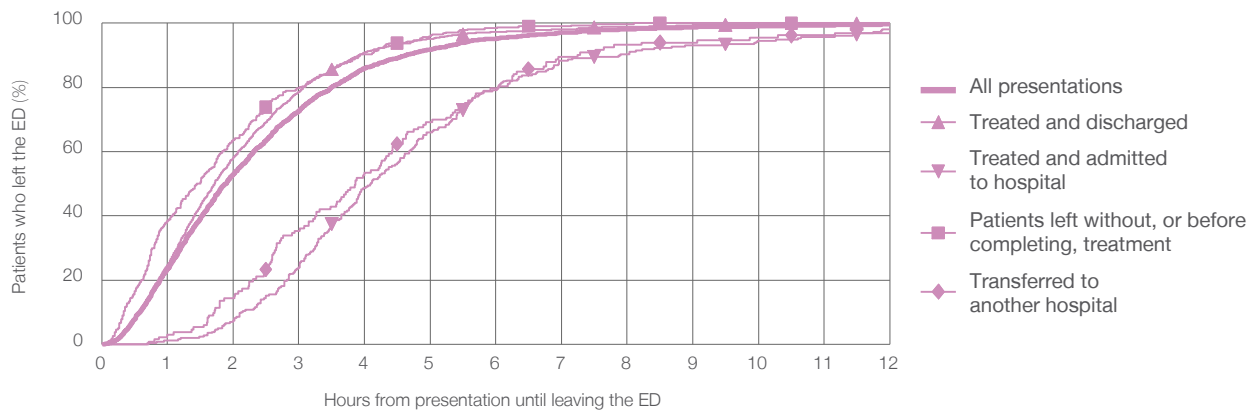
All presentations:<sup>1</sup> 3,315 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,314 patients

Treated and discharged	2,587 (78.0%)
Treated and admitted to hospital	259 (7.8%)
Patient left without, or before completing, treatment	322 (9.7%)
Transferred to another hospital	133 (4.0%)
Other	14 (0.4%)

Same period last year	Change since one year ago
2,730	21.4%
2,101	23.1%
266	-2.6%
200	61.0%
134	-0.7%
29	-51.7%

Percentage of patients who left the ED by time and mode of separation, July to September 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	24.7%	58.2%	78.5%	90.8%	97.3%	99.0%	99.6%	99.9%
Treated and admitted to hospital	1.2%	7.3%	23.9%	48.6%	79.2%	90.3%	94.6%	98.1%
Patient left without, or before completing, treatment	38.5%	63.7%	79.8%	90.4%	98.4%	99.7%	100%	100%
Transferred to another hospital	3.0%	14.3%	35.3%	53.4%	79.7%	93.2%	95.5%	97.0%
All presentations	23.5%	53.0%	72.6%	85.9%	95.2%	98.1%	99.1%	99.7%

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

**Mudgee District Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 3,315 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,314 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>	2,730	21.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	2,730	21.4%
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, July 2012 to September 2017<sup>†‡§</sup>



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	92.1%	89.3%	86.7%	86.7%	86.7%	85.9%

\* 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*.  
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

## Orange Health Service: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 7,911 patients  
Emergency presentations:<sup>2</sup> 7,829 patients

Same period last year	Change since one year ago
7,136	10.9%
7,057	10.9%

## Orange Health Service: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,345 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> 11 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,724 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,830 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,864 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
1,035	
5 minutes	9 minutes
11 minutes	29 minutes
1,692	
16 minutes	23 minutes
43 minutes	83 minutes
2,688	
23 minutes	30 minutes
76 minutes	121 minutes
1,592	
20 minutes	26 minutes
92 minutes	118 minutes

## Orange Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,887 patients

Percentage of patients who spent four hours or less in the ED 71.3%

Same period last year	Change since one year ago
7,133	10.6%
73.9%	

\* 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.

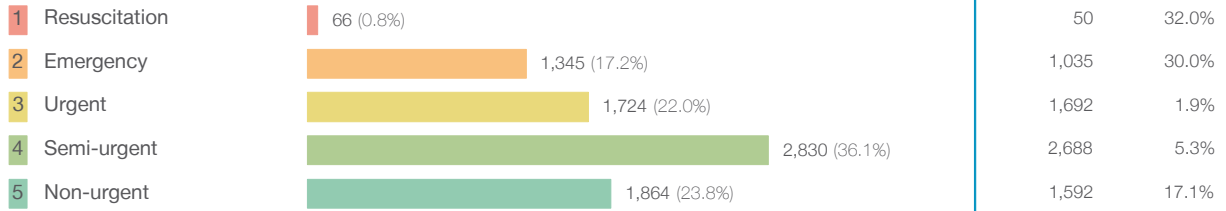
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

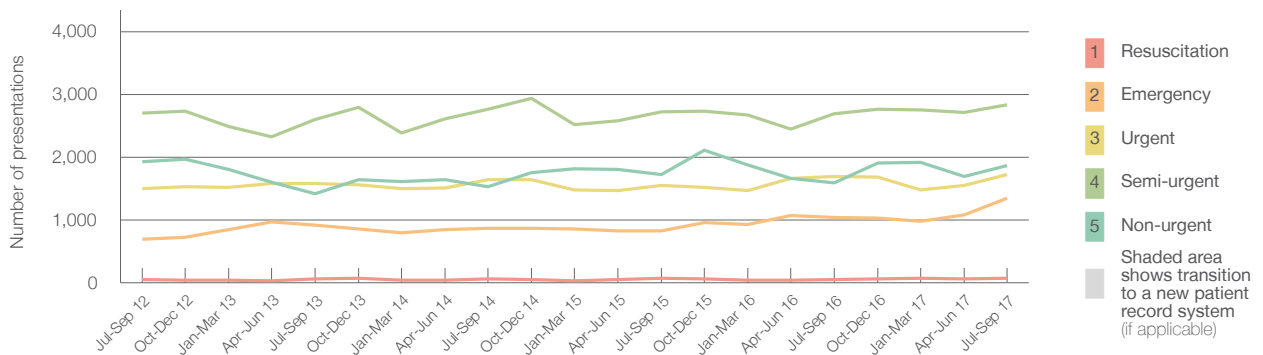
## Orange Health Service: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 7,911 patients

Emergency presentations<sup>2</sup> by triage category: 7,829 patients



Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	45	63	59	70	50	66
Emergency	694	913	863	828	1,035	1,345
Urgent	1,496	1,578	1,646	1,545	1,692	1,724
Semi-urgent	2,702	2,596	2,762	2,724	2,688	2,830
Non-urgent	1,928	1,415	1,527	1,724	1,592	1,864
All emergency presentations	6,865	6,565	6,857	6,891	7,057	7,829

## Orange Health Service: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,552 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.



## Orange Health Service: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,345

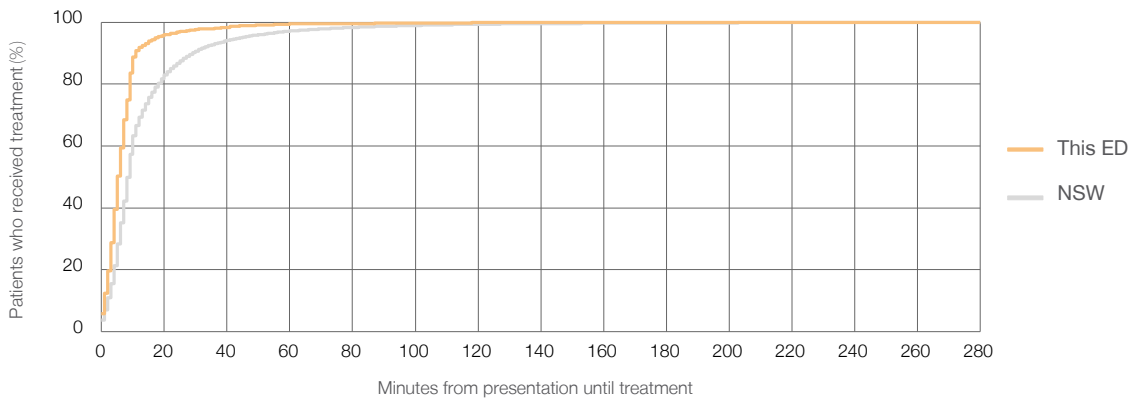
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,337

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

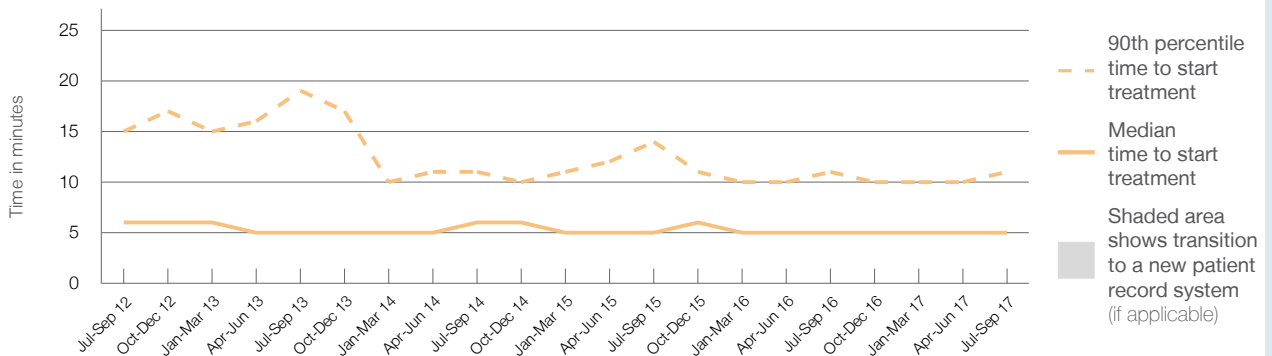
90th percentile time to start treatment<sup>5</sup> ■ 11 minutes

Same period last year	NSW (this period)
1,035	1,031
5 minutes	9 minutes
11 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	6	5	6	5	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	15	19	11	14	11	11

(†) 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.

## Orange Health Service: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,724

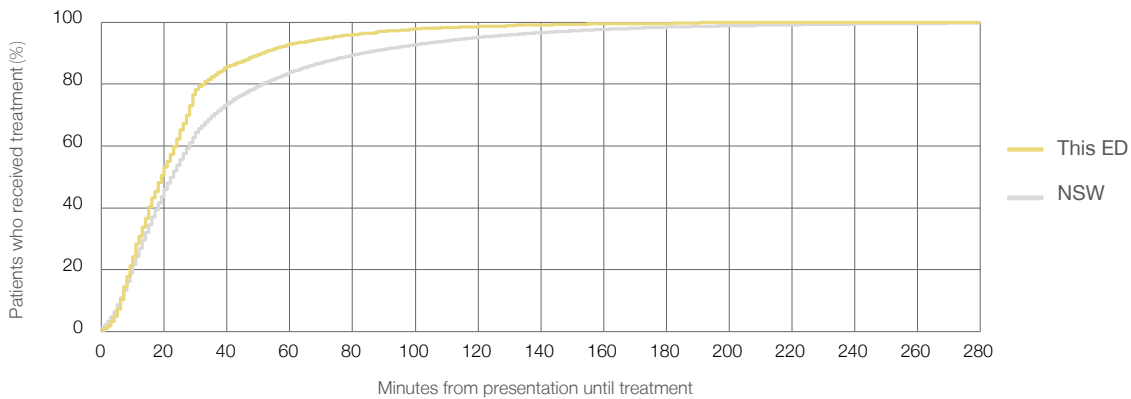
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,692

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

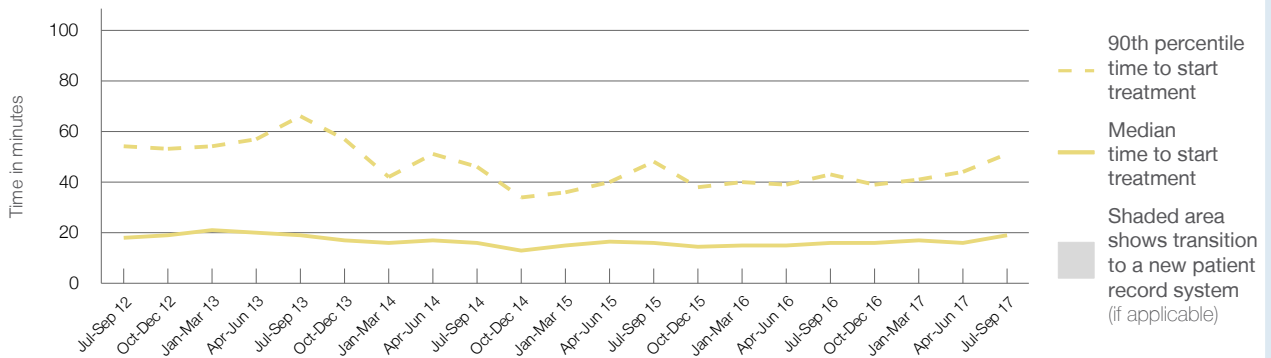
90th percentile time to start treatment<sup>5</sup> 51 minutes

Same period last year	NSW (this period)
1,692	1,674
16 minutes	23 minutes
43 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	18	19	16	16	16	19
90th percentile time to start treatment <sup>5</sup> (minutes)	54	66	46	48	43	51

(†) 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.

## Orange Health Service: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 2,830

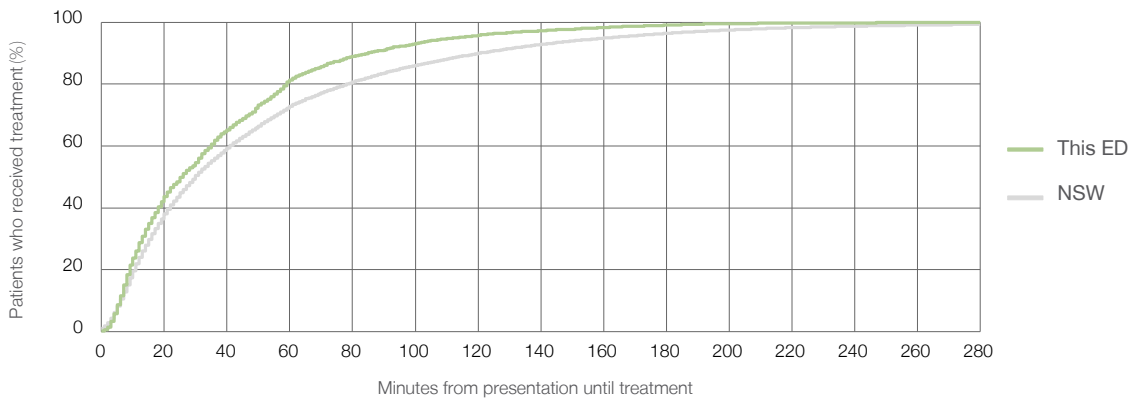
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,699

Median time to start treatment<sup>4</sup>  26 minutes

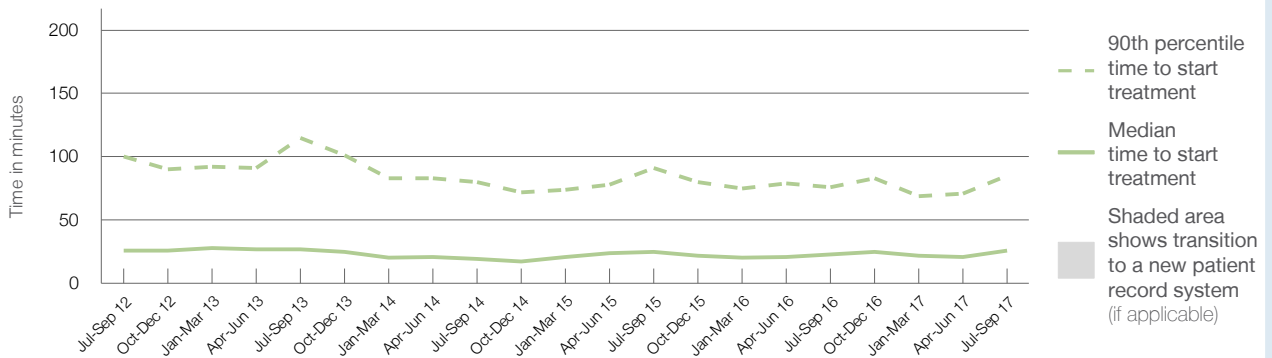
90th percentile time to start treatment<sup>5</sup>  85 minutes

Same period last year	NSW (this period)
2,688	2,597
23 minutes	30 minutes
76 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	26	27	19	25	23	26
90th percentile time to start treatment <sup>5</sup> (minutes)	100	115	80	91	76	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.

## Orange Health Service: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,864

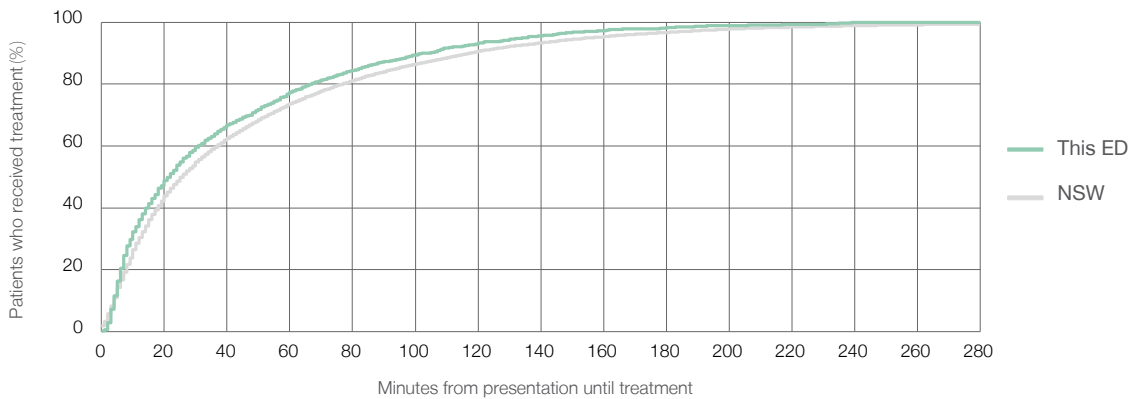
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,690

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

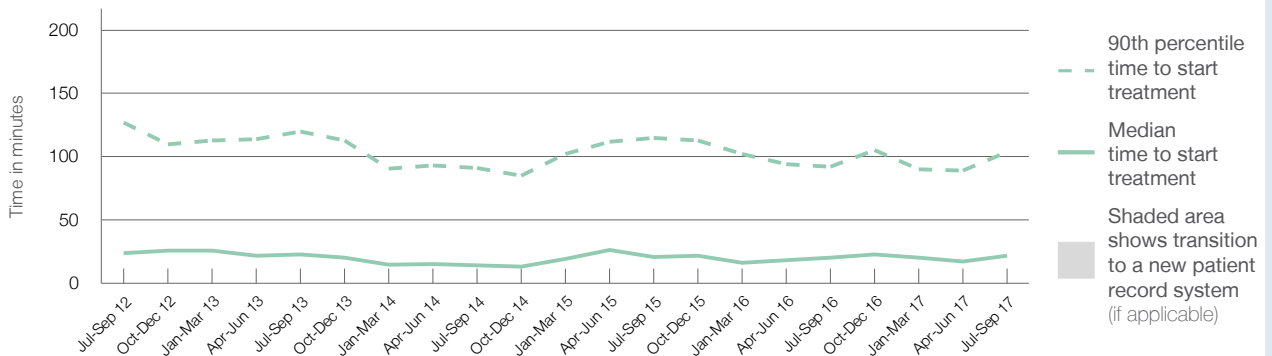
90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
1,592	1,506
20 minutes	26 minutes
92 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	24	23	14	21	20	22
90th percentile time to start treatment <sup>5</sup> (minutes)	127	120	91	115	92	104

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

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

## Orange Health Service: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 7,911 patients

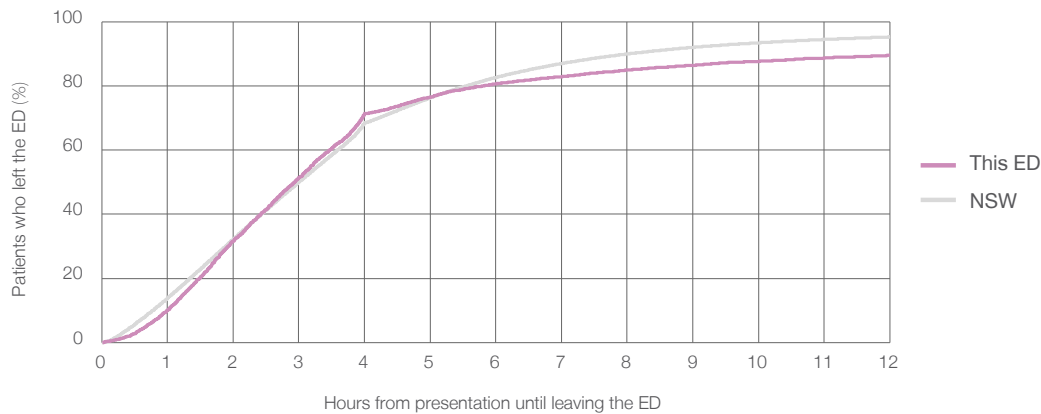
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,887 patients

Median time spent in the ED<sup>8</sup> 2 hours and 56 minutes

90th percentile time spent in the ED<sup>9</sup> 12 hours and 37 minutes

Same period last year	NSW (this period)
7,136	7,133
2 hours and 34 minutes	3 hours and 0 minutes
10 hours and 26 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 55m	2h 47m	2h 23m	2h 41m	2h 34m	2h 56m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 44m	8h 38m	7h 47m	12h 1m	10h 26m	12h 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.

**Orange Health Service: Time patients spent in the ED**  
By mode of separation  
July to September 2017

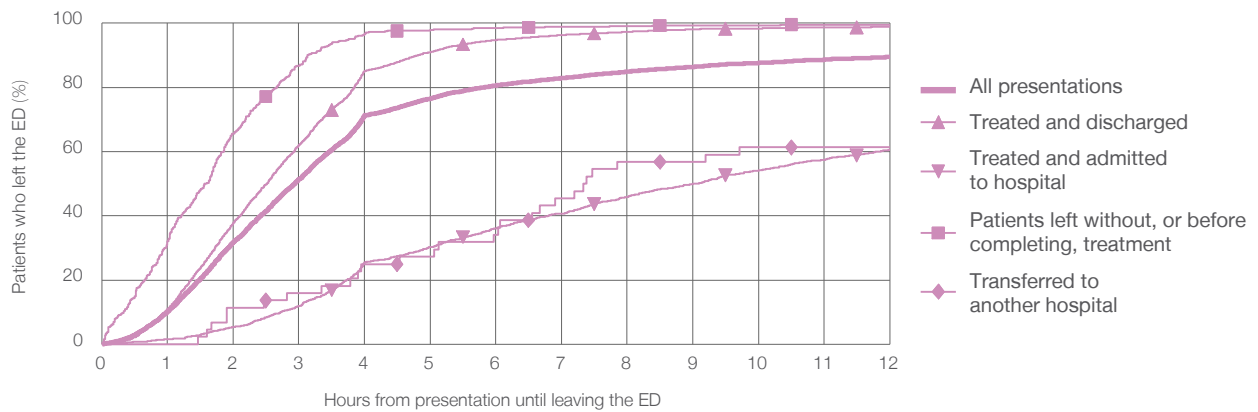
All presentations:<sup>1</sup> 7,911 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,887 patients

Treated and discharged	5,441 (68.8%)
Treated and admitted to hospital	1,886 (23.8%)
Patient left without, or before completing, treatment	468 (5.9%)
Transferred to another hospital	44 (0.6%)
Other	72 (0.9%)

Same period last year	Change since one year ago
7,133	10.6%
4,972	9.4%
1,814	4.0%
280	67.1%
29	51.7%
41	75.6%

Percentage of patients who left the ED by time and mode of separation, July to September 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	11.0%	37.8%	62.1%	85.2%	94.8%	97.4%	98.4%	98.9%
Treated and admitted to hospital	1.5%	5.4%	11.9%	25.5%	36.2%	45.8%	54.2%	60.6%
Patient left without, or before completing, treatment	32.1%	65.6%	86.8%	96.8%	98.5%	99.1%	99.4%	99.6%
Transferred to another hospital	0%	11.4%	15.9%	25.0%	34.1%	56.8%	61.4%	61.4%
All presentations	10.2%	31.8%	51.4%	71.3%	80.6%	84.9%	87.6%	89.5%

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

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

## Orange Health Service: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:<sup>1</sup> 7,911 patients

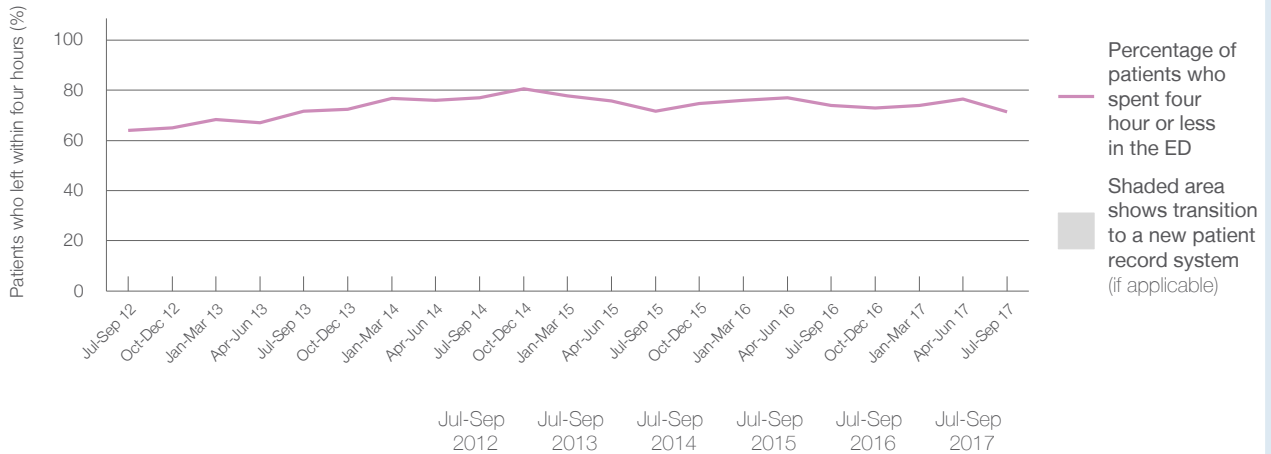
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,887 patients

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> 7,911 patients	7,136	10.9%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 7,887 patients	7,133	10.6%
Percentage of patients who spent four hours or less in the ED	73.9%	

### Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	64.0%	71.7%	77.0%	71.6%	73.9%	71.3%

\* 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 17 October 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).