

Queanbeyan Health Service: Emergency department (ED) overview

October to December 2017

All presentations:¹ 5,307 patients
Emergency presentations:² 5,139 patients

Same period last year	Change since one year ago
4,840	9.6%
4,736	8.5%

Queanbeyan Health Service: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 336 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,414 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,304 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,071 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
282	
9 minutes	8 minutes
27 minutes	23 minutes
1,335	
21 minutes	20 minutes
58 minutes	65 minutes
2,305	
29 minutes	26 minutes
102 minutes	99 minutes
805	
32 minutes	23 minutes
121 minutes	103 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 5,307 patients

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

Same period last year	Change since one year ago
4,840	9.6%
87.4%	

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

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

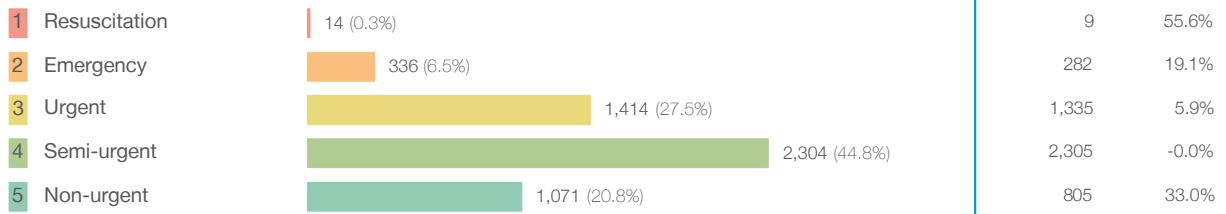
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Queanbeyan Health Service: Patients presenting to the emergency department October to December 2017

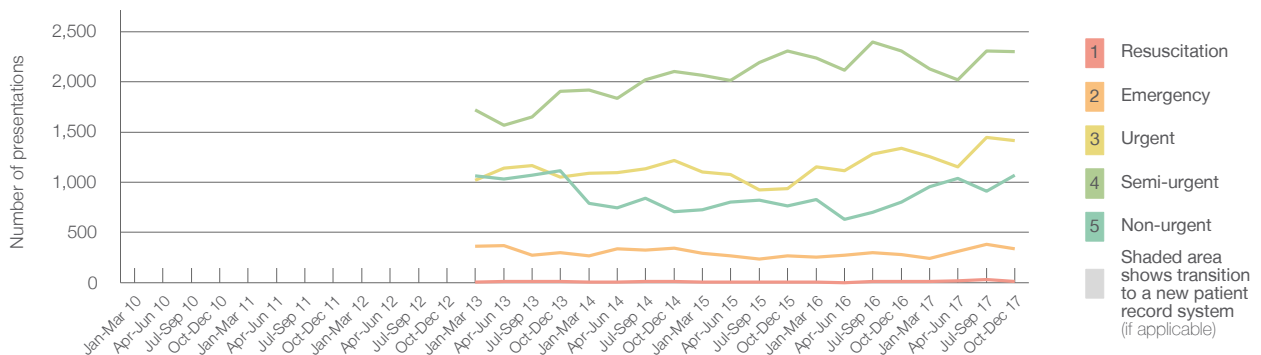
All presentations:¹ 5,307 patients

Emergency presentations² by triage category: 5,139 patients



Same period last year	Change since one year ago
4,840	9.6%
4,736	8.5%
9	55.6%
282	19.1%
1,335	5.9%
2,305	-0.0%
805	33.0%

Emergency presentations² by quarter, January 2010 to December 2017 [†] [‡] [§]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation				11	12	< 5	9	14
Emergency				301	344	271	282	336
Urgent				1,051	1,215	937	1,335	1,414
Semi-urgent				1,904	2,100	2,308	2,305	2,304
Non-urgent				1,114	705	764	805	1,071
All emergency presentations				4,381	4,376	4,280	4,736	5,139

Queanbeyan Health Service: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 505 patients

ED Transfer of care time



Same period last year	Change since one year ago
435	
11 minutes	-1 minute
19 minutes	-1 minute

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

Queanbeyan Health Service: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 336

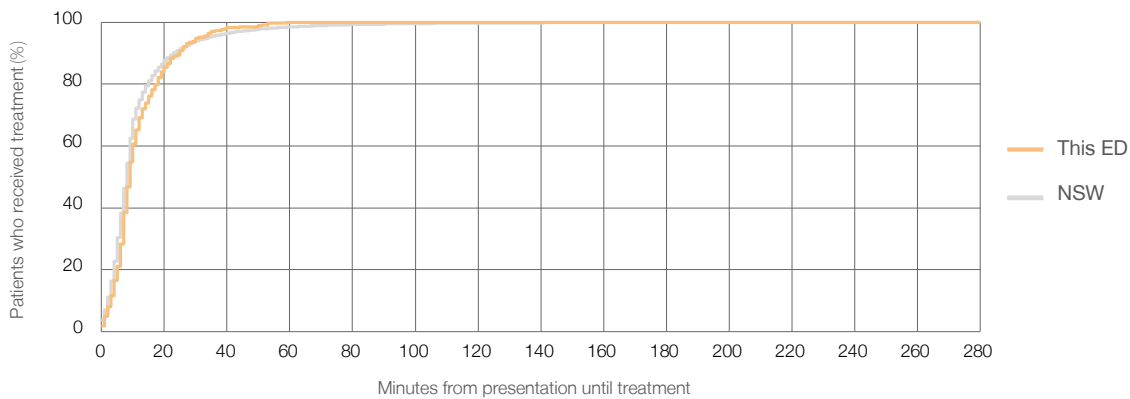
Number of triage 2 patients used to calculate waiting time:³ 336

Median time to start treatment⁴ ■ 9 minutes

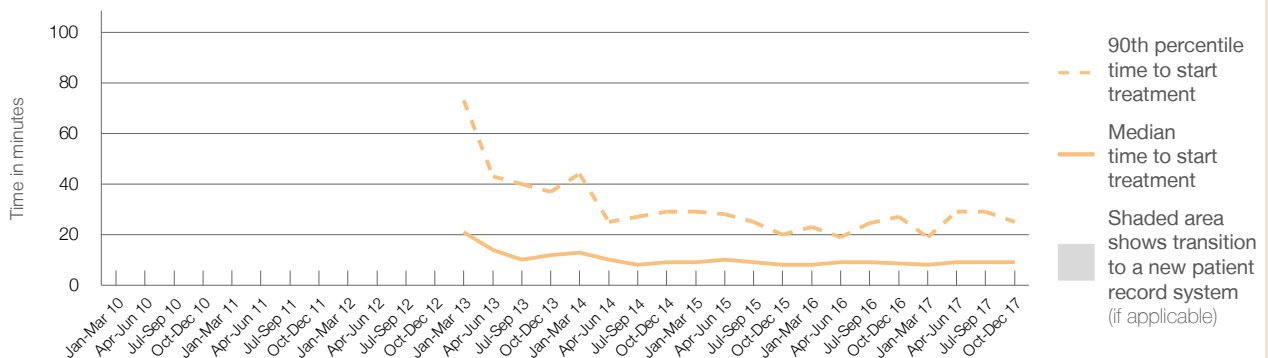
90th percentile time to start treatment⁵ ■ 25 minutes

Same period last year	NSW (this period)
282	282
9 minutes	8 minutes
27 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				12	9	8	9	9
90th percentile time to start treatment ⁵ (minutes)				37	29	20	27	25

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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.

Queanbeyan Health Service: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,414

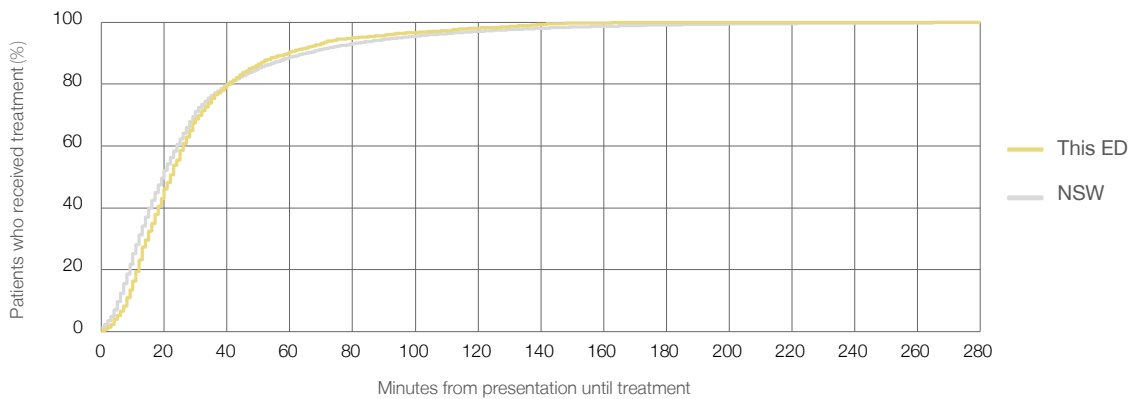
Number of triage 3 patients used to calculate waiting time:³ 1,381

Median time to start treatment⁴ 22 minutes

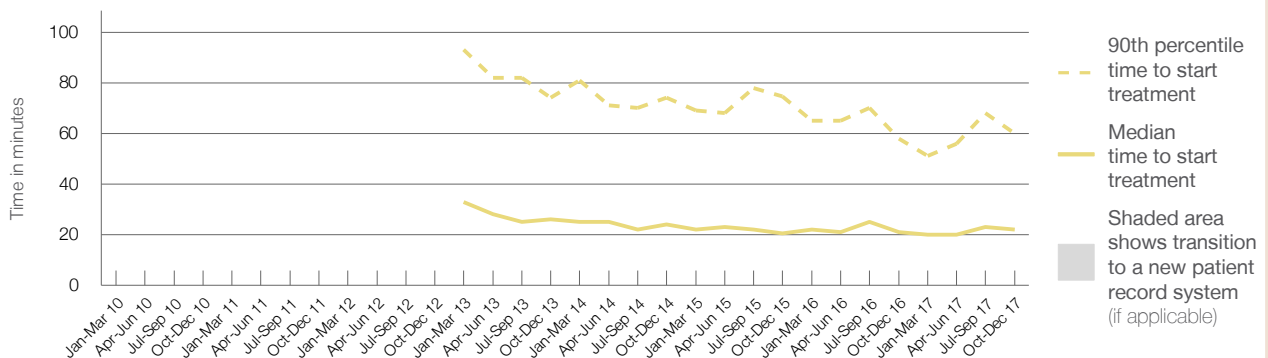
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,335	1,304
21 minutes	20 minutes
58 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				26	24	21	21	22
90th percentile time to start treatment ⁵ (minutes)				74	74	75	58	60

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Queanbeyan Health Service: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,304

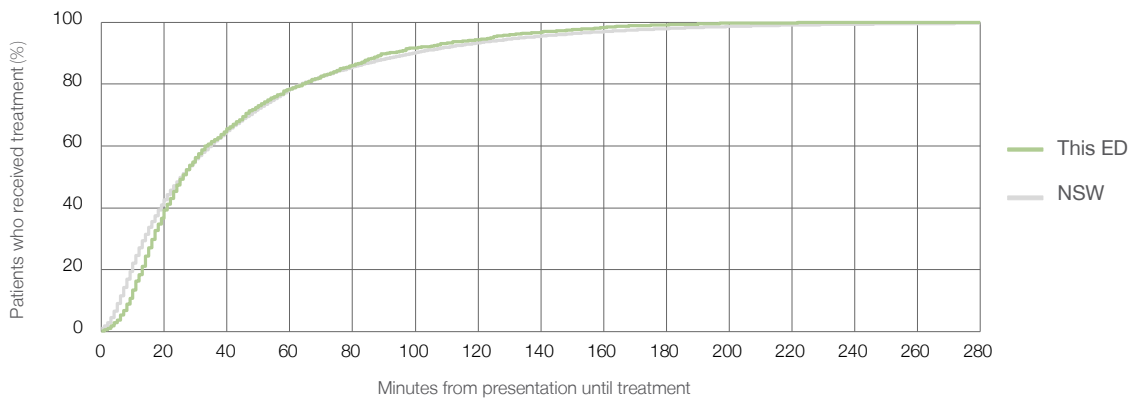
Number of triage 4 patients used to calculate waiting time:³ 2,114

Median time to start treatment⁴ 26 minutes

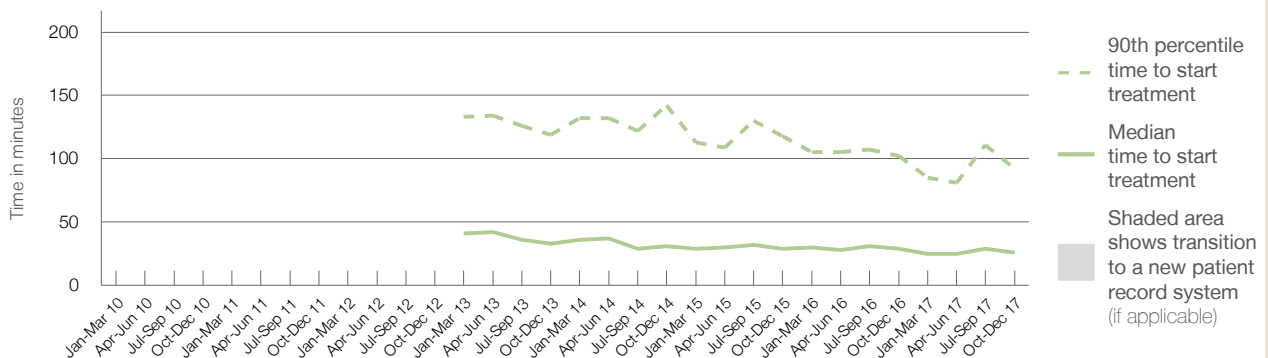
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
2,305	2,123
29 minutes	26 minutes
102 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				33	31	29	29	26
90th percentile time to start treatment ⁵ (minutes)				119	142	118	102	92

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Queanbeyan Health Service: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,071

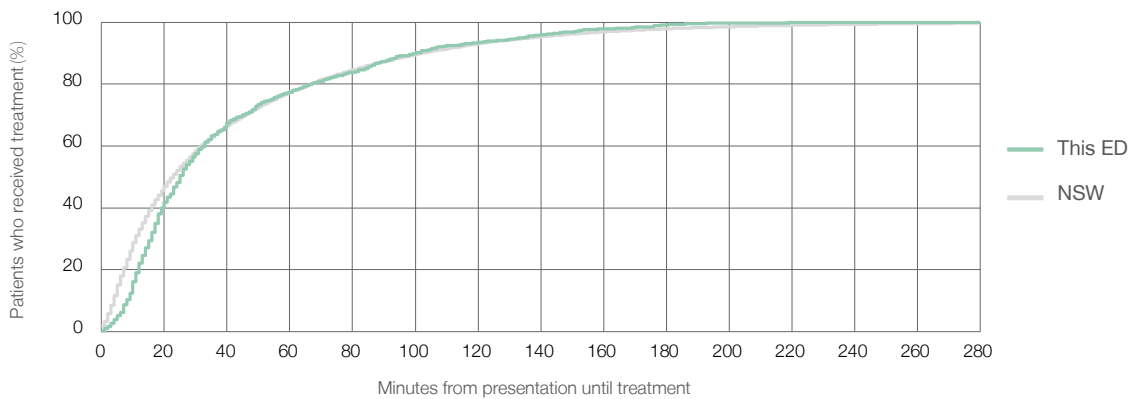
Number of triage 5 patients used to calculate waiting time:³ 907

Median time to start treatment⁴ 25 minutes

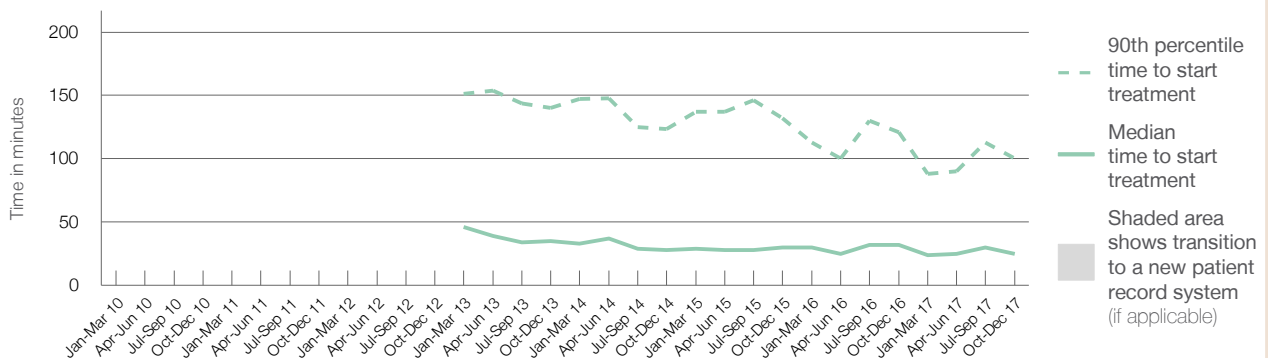
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
805	648
32 minutes	23 minutes
121 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				35	28	30	32	25
90th percentile time to start treatment ⁵ (minutes)				140	124	132	121	100

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Queanbeyan Health Service: Time patients spent in the ED

October to December 2017

All presentations:¹ 5,307 patients

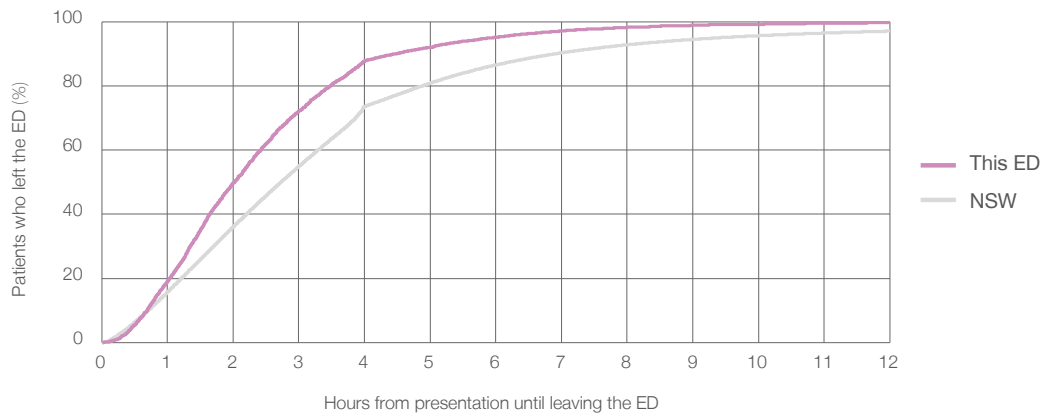
Presentations used to calculate time to leaving the ED:⁶ 5,307 patients

Median time spent in the ED⁸ 2 hours and 1 minutes

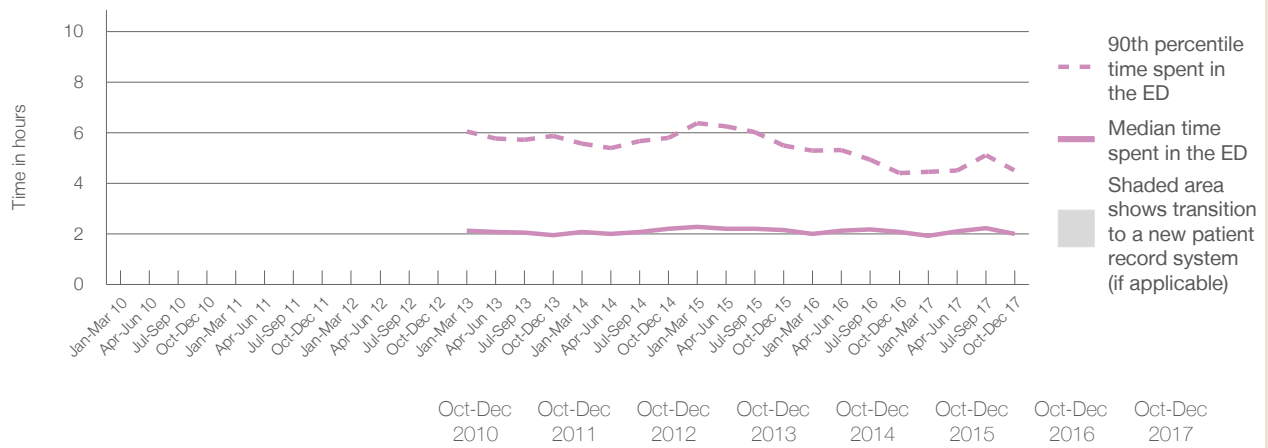
90th percentile time spent in the ED⁹ 4 hours and 30 minutes

Same period last year	NSW (this period)
4,840	4,840
2 hours and 5 minutes	2 hours and 44 minutes
4 hours and 24 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)				1h 57m	2h 12m	2h 10m	2h 5m	2h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)				5h 52m	5h 48m	5h 30m	4h 24m	4h 30m

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Queanbeyan Health Service: Time patients spent in the ED
By mode of separation
October to December 2017

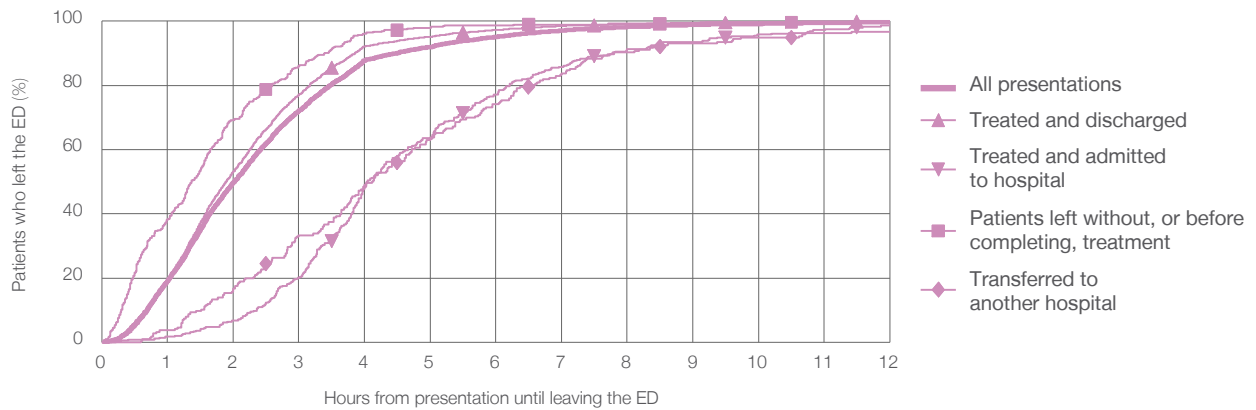
All presentations:¹ 5,307 patients

Presentations used to calculate time to leaving the ED:⁶ 5,307 patients

Treated and discharged	4,329 (81.6%)
Treated and admitted to hospital	359 (6.8%)
Patient left without, or before completing, treatment	395 (7.4%)
Transferred to another hospital	216 (4.1%)
Other	8 (0.2%)

Same period last year	Change since one year ago
4,840	9.6%
3,527	22.7%
670	-46.4%
377	4.8%
250	-13.6%
16	-50.0%

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



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

Treated and discharged	19.5%	53.2%	77.1%	92.2%	97.3%	99.1%	99.6%	99.9%
Treated and admitted to hospital	1.7%	6.7%	20.1%	49.0%	77.2%	91.4%	95.8%	98.6%
Patient left without, or before completing, treatment	38.2%	69.1%	86.1%	96.2%	98.7%	99.2%	99.7%	99.7%
Transferred to another hospital	3.7%	16.7%	33.3%	48.1%	74.1%	90.3%	94.9%	96.8%
All presentations	19.1%	49.8%	72.1%	87.8%	95.1%	98.2%	99.2%	99.7%

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Queanbeyan Health Service: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 5,307 patients

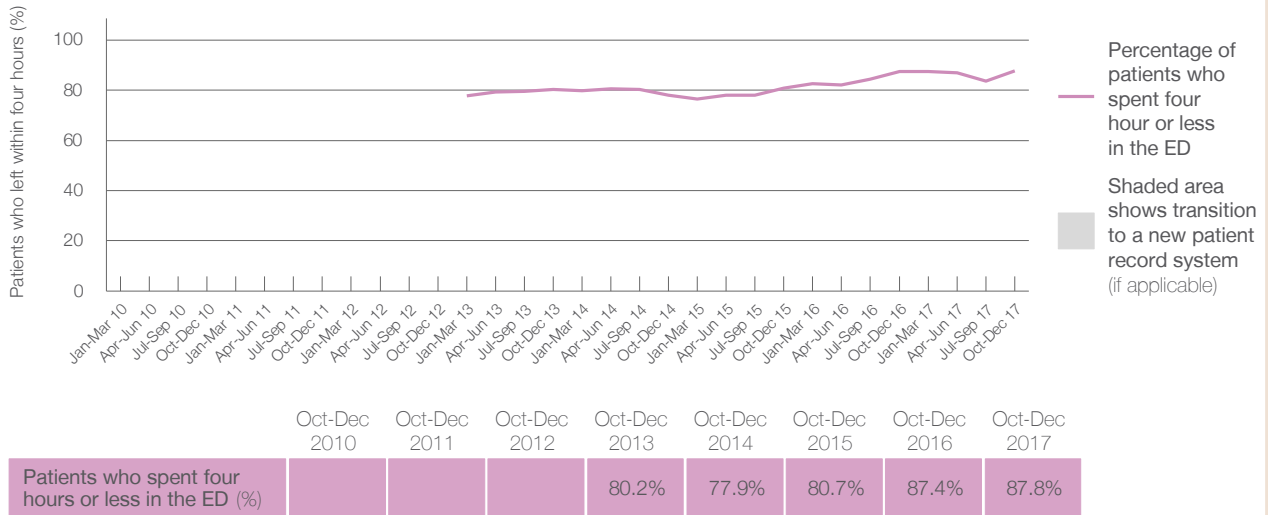
Presentations used to calculate time to leaving the ED: ⁶ 5,307 patients

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	4,840	9.6%
Presentations used to calculate time to leaving the ED	4,840	9.6%
Percentage of patients who spent four hours or less in the ED	87.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡§}



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

- 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).