

Healthcare Quarterly

Performance Profiles

Emergency Department

District group 2 hospitals
(C2) peer group

January to March 2018

Ballina District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 4,315 patients

Emergency presentations:² 4,110 patients

Same period last year	Change since one year ago
3,988	8%
3,746	10%

Ballina District Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 366 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,084 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,284 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 363 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
336	
8 minutes	8 minutes
19 minutes	23 minutes
1,164	
17 minutes	20 minutes
45 minutes	65 minutes
1,943	
20 minutes	25 minutes
73 minutes	98 minutes
288	
22 minutes	22 minutes
95 minutes	97 minutes

Ballina District Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 4,315 patients

Percentage of patients who spent four hours or less in the ED 82%

Same period last year	Change since one year ago
3,988	8%
79%	

* 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, January to March 2018*.
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.

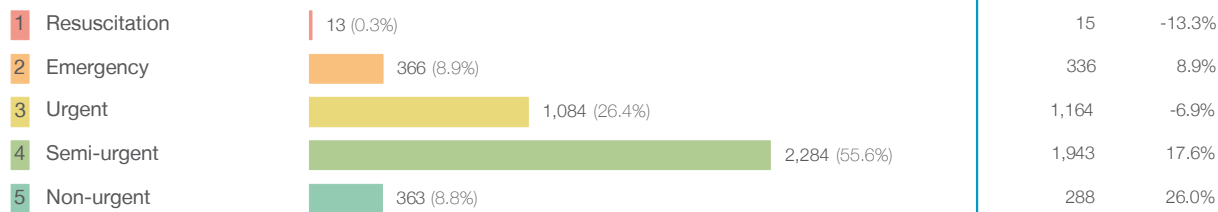
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Ballina District Hospital: Patients presenting to the emergency department

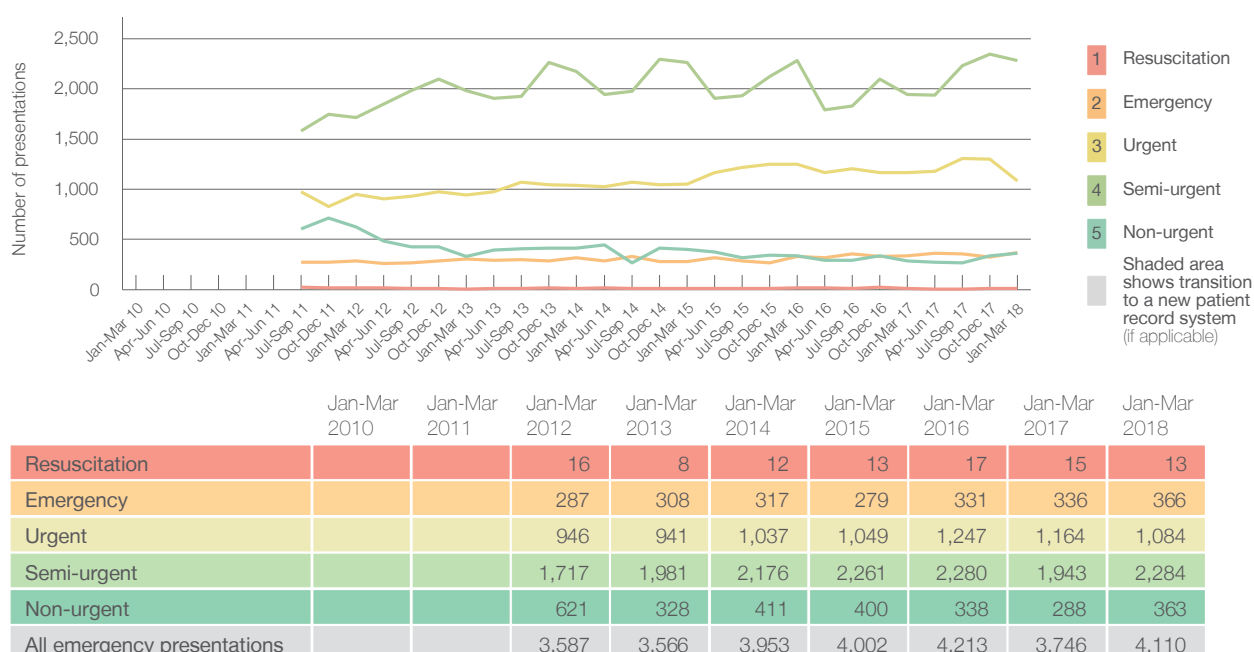
January to March 2018

All presentations:¹ 4,315 patients

Emergency presentations² by triage category: 4,110 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{§ §}



Ballina District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 340 patients ^{**}

ED Transfer of care time



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

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

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

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

Ballina District Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 366

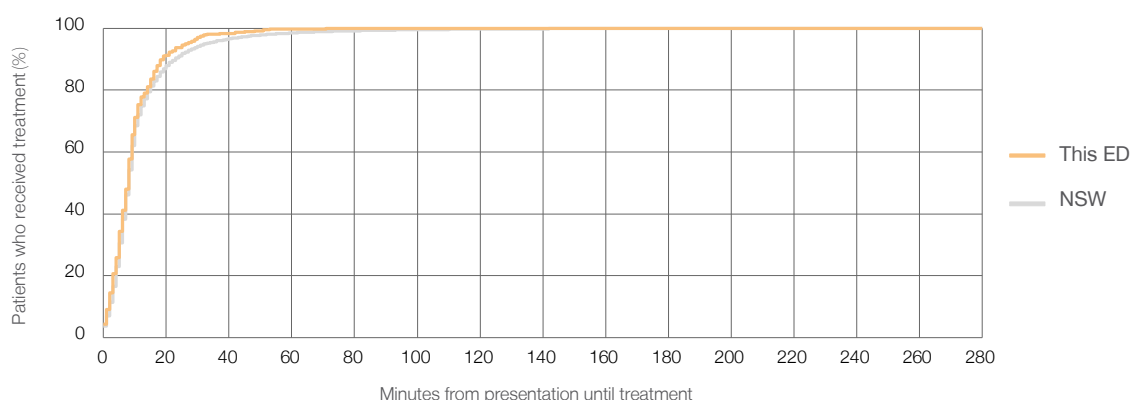
Number of triage 2 patients used to calculate waiting time:³ 364

Median time to start treatment⁴ 8 minutes

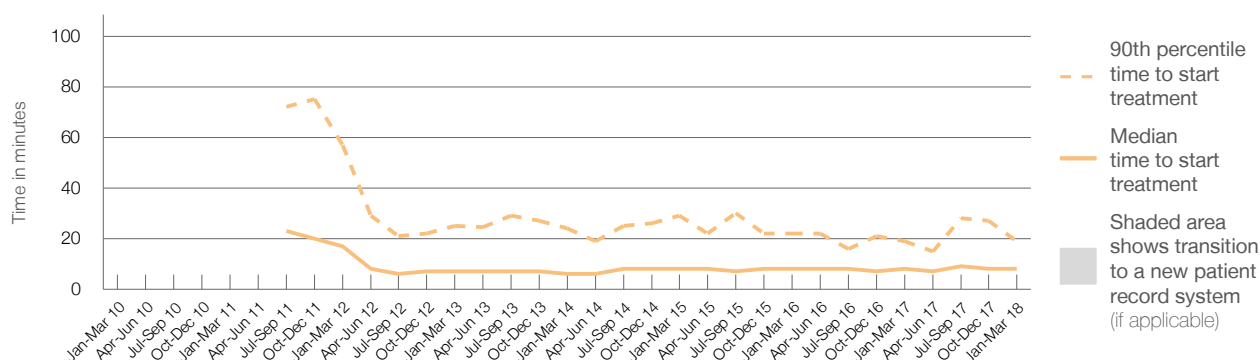
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
336	
335	
8 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			17	7	6	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)			57	25	24	29	22	19	19

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

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Ballina District Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,084

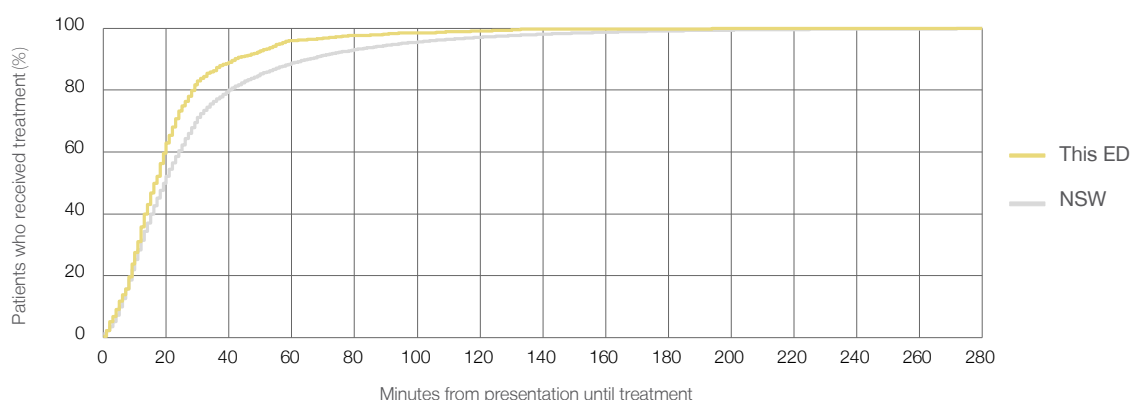
Number of triage 3 patients used to calculate waiting time:³ 1,067

Median time to start treatment⁴ 17 minutes

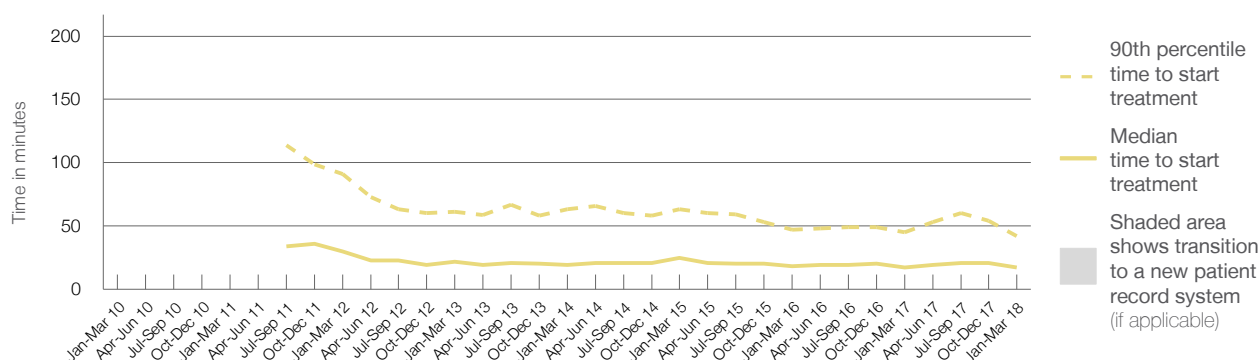
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
1,164	
1,147	
17 minutes	20 minutes
45 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			30	22	19	25	18	17	17
90th percentile time to start treatment ⁵ (minutes)			91	61	63	63	47	45	42

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Ballina District Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,284

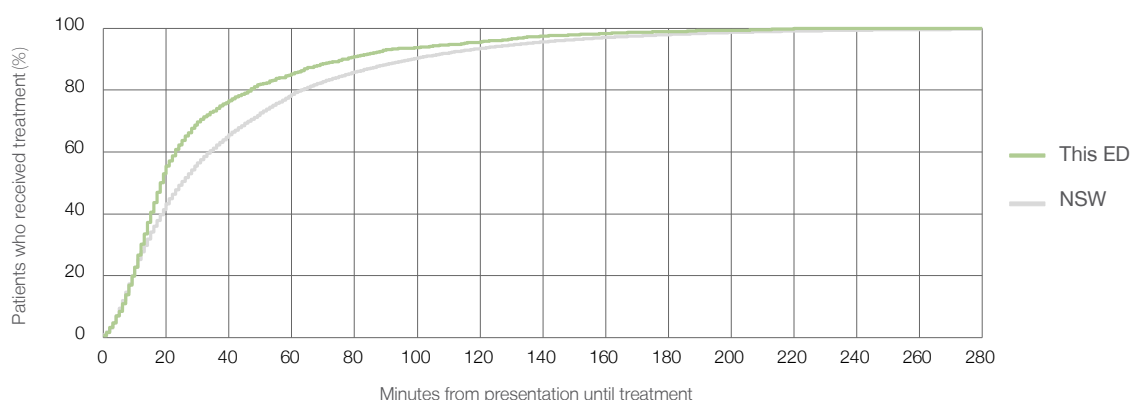
Number of triage 4 patients used to calculate waiting time:³ 2,157

Median time to start treatment⁴ 18 minutes

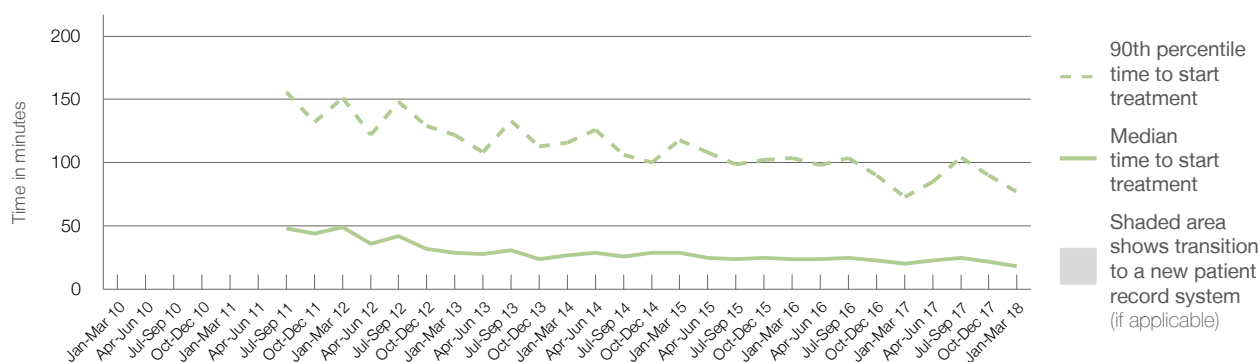
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
1,943	
1,817	
20 minutes	25 minutes
73 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			49	29	27	29	24	20	18
90th percentile time to start treatment ⁵ (minutes)			151	122	116	118	104	73	77

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Ballina District Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 363

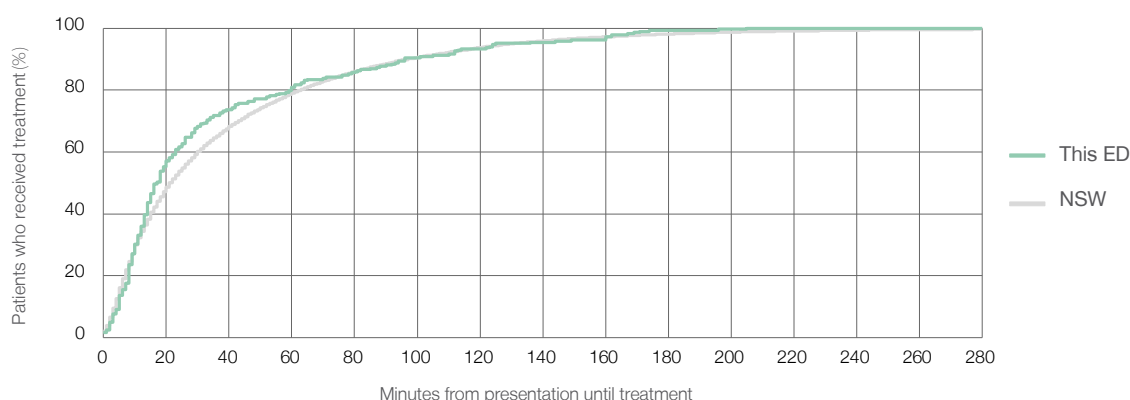
Number of triage 5 patients used to calculate waiting time:³ 284

Median time to start treatment⁴ 17 minutes

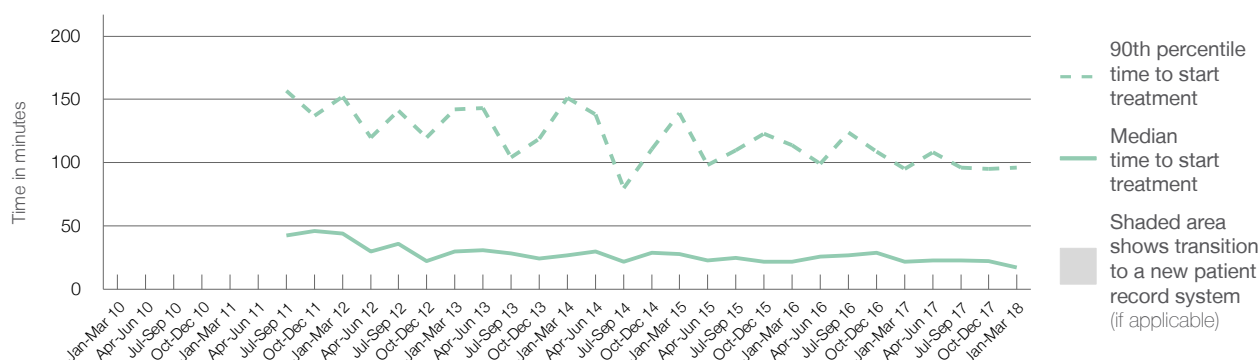
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
288	
216	
22 minutes	22 minutes
95 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			44	30	27	28	22	22	17
90th percentile time to start treatment ⁵ (minutes)			152	142	151	139	114	95	96

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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.

Ballina District Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 4,315 patients

Presentations used to calculate time to leaving the ED:⁶ 4,315 patients

Median time spent in the ED⁸

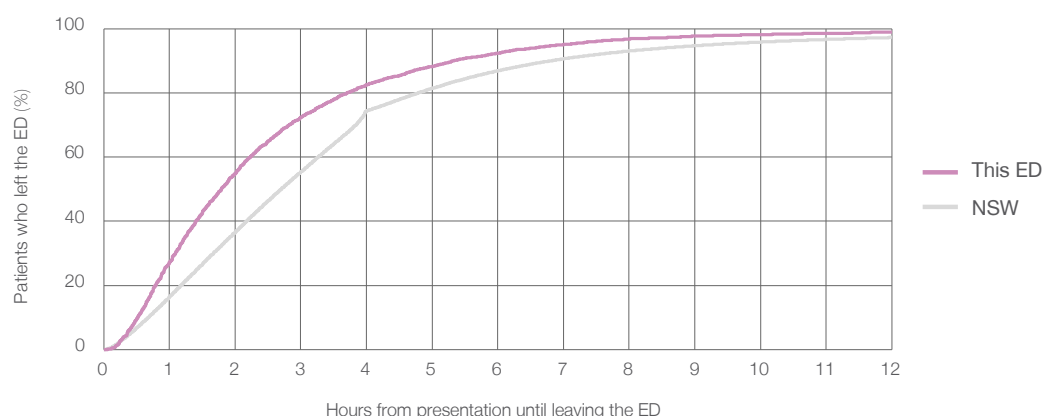
1 hours and 48 minutes

90th percentile time spent in the ED⁹

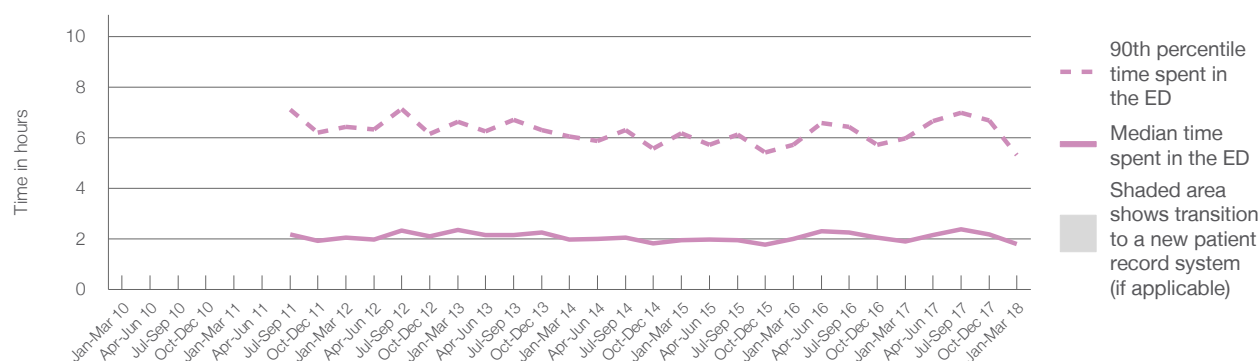
5 hours and 20 minutes

Same period last year	NSW (this period)
3,988	
3,988	
1 hours and 55 minutes	2 hours and 42 minutes
5 hours and 59 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)			2h 3m	2h 22m	1h 59m	1h 58m	2h 1m	1h 55m	1h 48m
90th percentile time spent in the ED ⁹ (hours, minutes)			6h 26m	6h 38m	6h 3m	6h 11m	5h 43m	5h 59m	5h 20m

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

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Ballina District Hospital: Time patients spent in the ED

By mode of separation

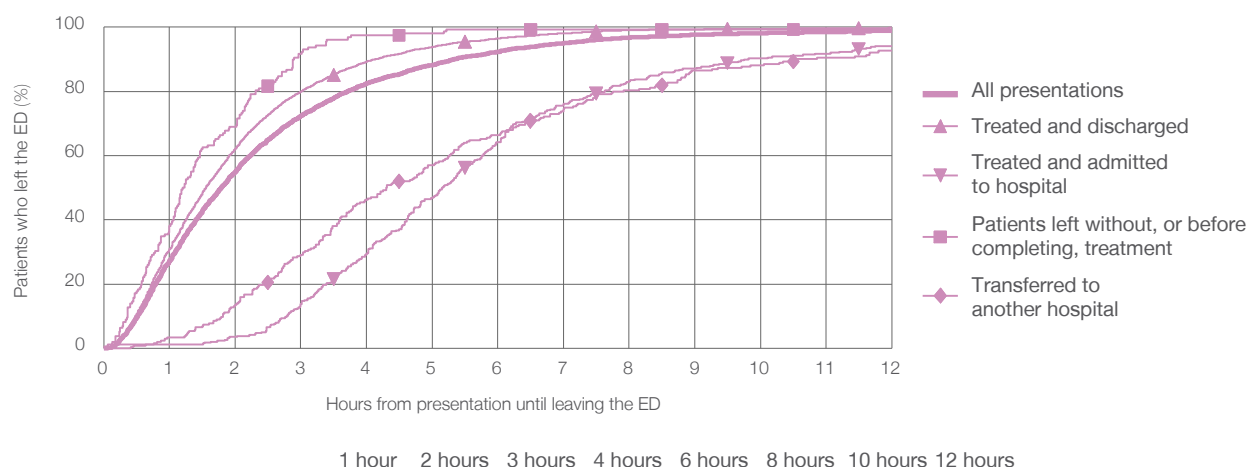
January to March 2018

All presentations:[†] 4,315 patients

Presentations used to calculate time to leaving the ED:[‡] 4,315 patients

		Same period last year	Change since one year ago
Treated and discharged	3,567 (82.7%)	3,413	4.5%
Treated and admitted to hospital	340 (7.9%)	271	25.5%
Patient left without, or before completing, treatment	158 (3.7%)	153	3.3%
Transferred to another hospital	244 (5.7%)	140	74.3%
Other	6 (0.1%)	11	-45.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



Treated and discharged	31.0%	62.2%	80.0%	89.3%	96.5%	99.1%	99.6%	99.8%
Treated and admitted to hospital	1.2%	3.5%	13.8%	29.4%	64.1%	83.2%	90.3%	94.1%
Patient left without, or before completing, treatment	38.0%	69.0%	91.8%	97.5%	99.4%	99.4%	99.4%	99.4%
Transferred to another hospital	3.3%	13.5%	29.1%	46.3%	66.4%	80.3%	88.1%	92.6%
All presentations	27.3%	55.0%	72.3%	82.5%	92.4%	96.8%	98.2%	99.0%

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Ballina District Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 4,315 patients

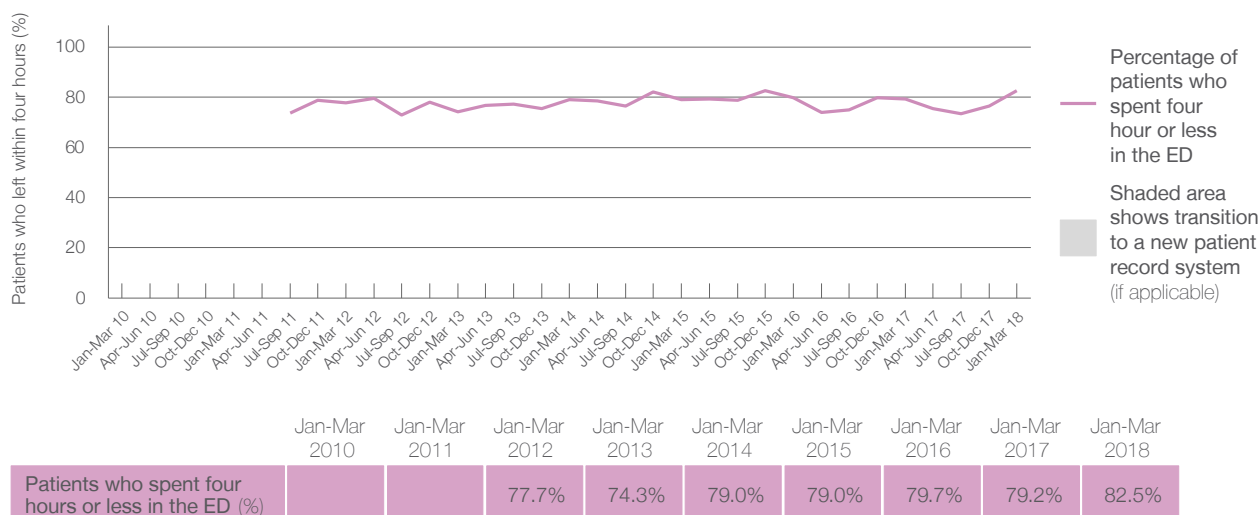
Presentations used to calculate time to leaving the ED: ⁶ 4,315 patients

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



Same period last year	Change since one year ago
3,988	8%
3,988	8%
79.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Batemans Bay District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 4,710 patients

Emergency presentations:² 4,571 patients

Same period last year	Change since one year ago
4,270	10%
4,065	12%

Batemans Bay District Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 415 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,317 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,227 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 595 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
330	
7 minutes	8 minutes
24 minutes	23 minutes
1,139	
21 minutes	20 minutes
66 minutes	65 minutes
2,039	
27 minutes	25 minutes
110 minutes	98 minutes
539	
25 minutes	22 minutes
120 minutes	97 minutes

Batemans Bay District Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 4,710 patients

Percentage of patients who spent four hours or less in the ED 90%

Same period last year	Change since one year ago
4,270	10%
87%	

* 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, January to March 2018*.
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.

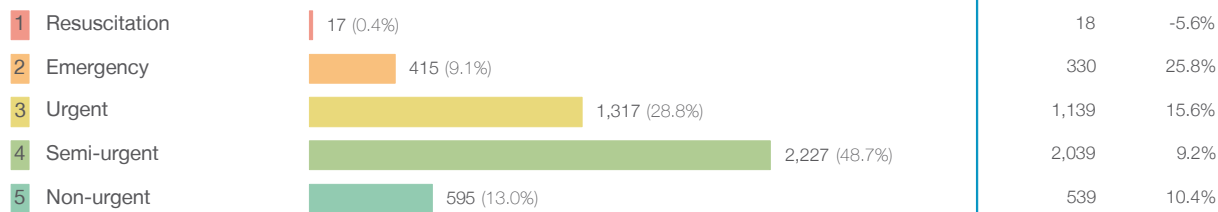
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Batemans Bay District Hospital: Patients presenting to the emergency department

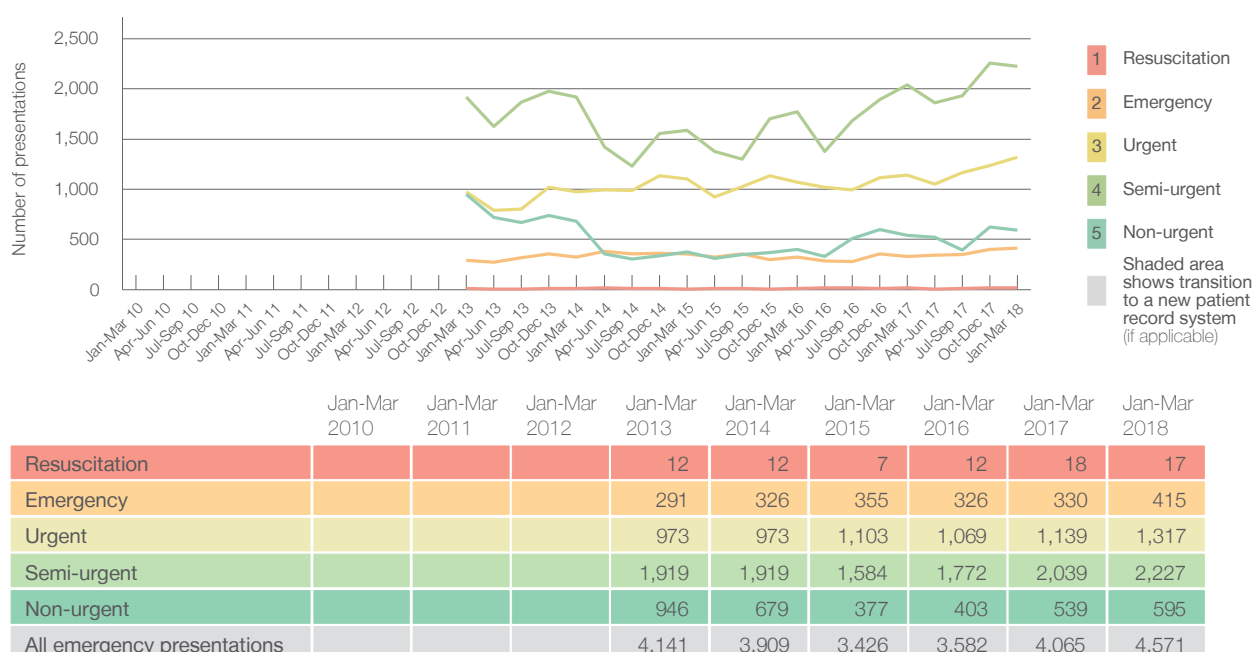
January to March 2018

All presentations:¹ 4,710 patients

Emergency presentations² by triage category: 4,571 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{†§}



Batemans Bay District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 501 patients

ED Transfer of care time



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Batemans Bay District Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 415

Number of triage 2 patients used to calculate waiting time:³ 413

Median time to start treatment⁴

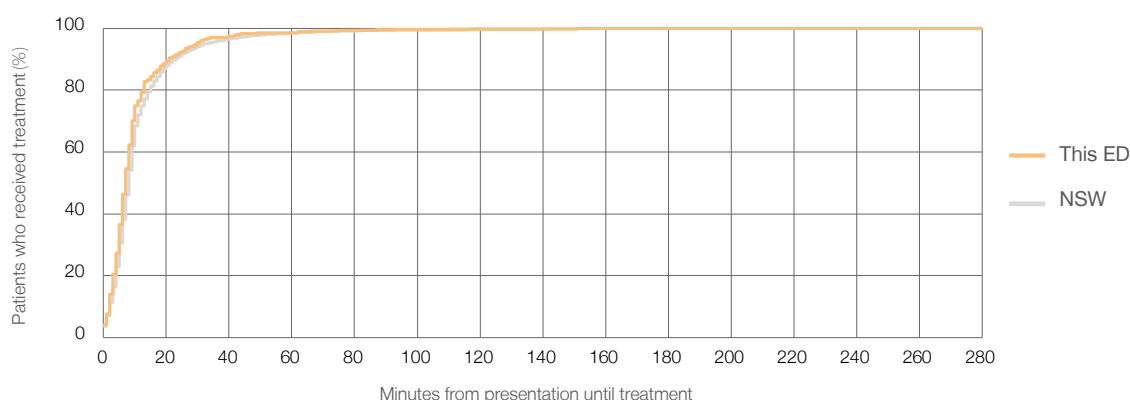
7 minutes

90th percentile time to start treatment⁵

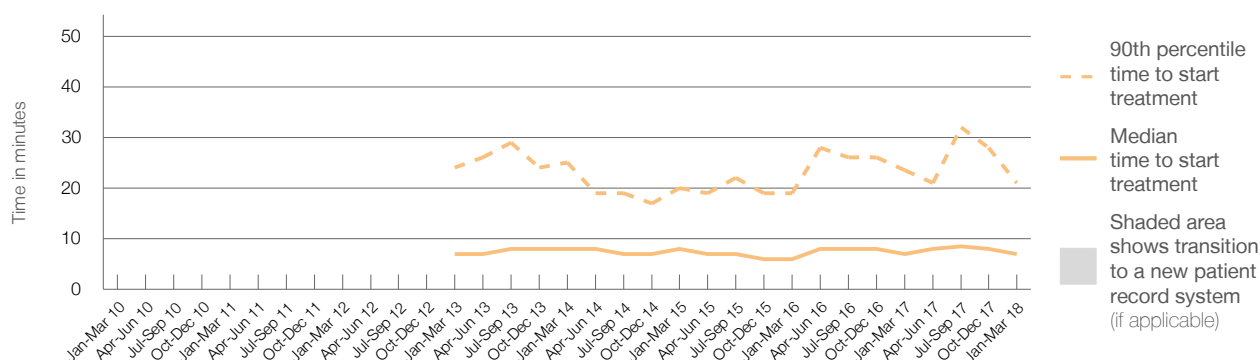
21 minutes

Same period last year	NSW (this period)
330	
330	
7 minutes	8 minutes
24 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				7	8	8	6	7	7
90th percentile time to start treatment ⁵ (minutes)				24	25	20	19	24	21

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

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Batemans Bay District Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,317

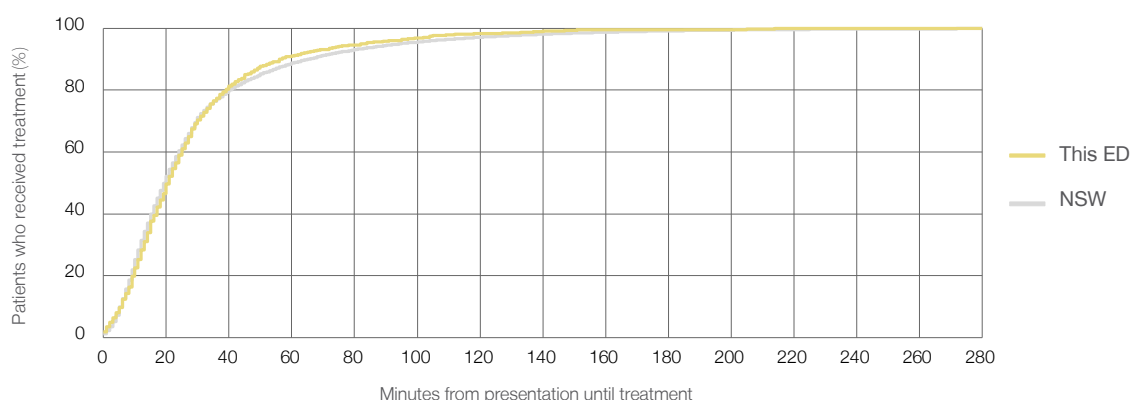
Number of triage 3 patients used to calculate waiting time:³ 1,250

Median time to start treatment⁴ 21 minutes

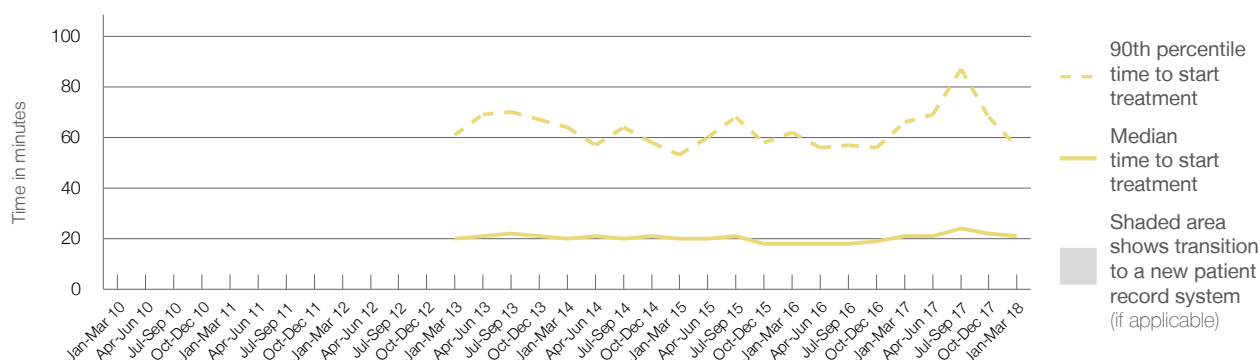
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
1,139	
1,080	
21 minutes	20 minutes
66 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				20	20	20	18	21	21
90th percentile time to start treatment ⁵ (minutes)				61	64	53	62	66	57

(†) 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.

Batemans Bay District Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,227

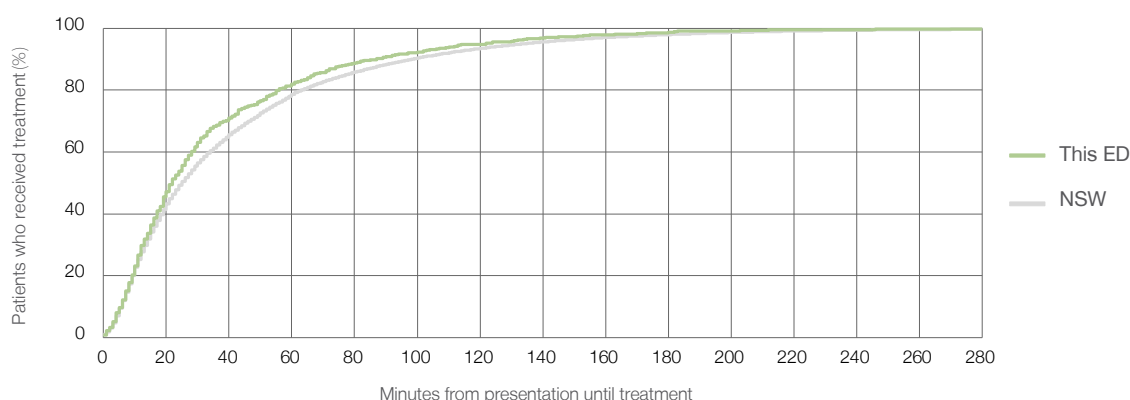
Number of triage 4 patients used to calculate waiting time:³ 935

Median time to start treatment⁴ 22 minutes

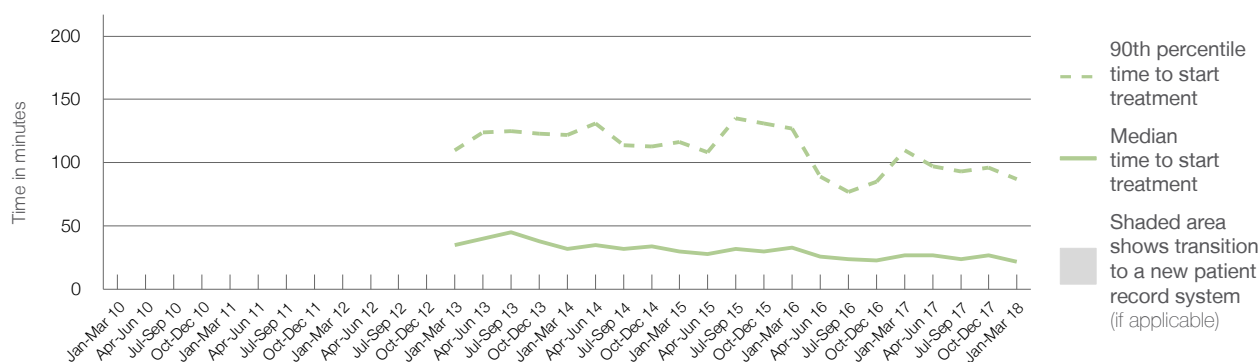
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
2,039	933
27 minutes	25 minutes
110 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				35	32	30	33	27	22
90th percentile time to start treatment ⁵ (minutes)				110	122	117	127	110	87

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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.

Batemans Bay District Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 595

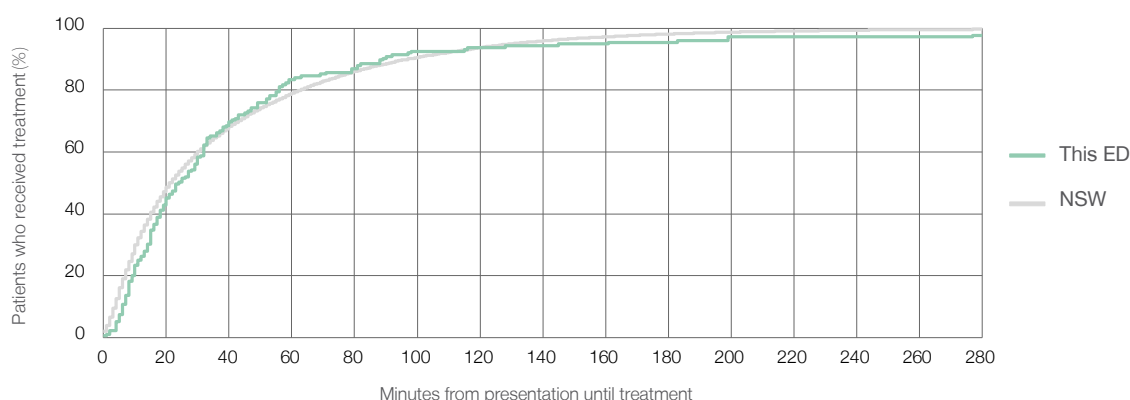
Number of triage 5 patients used to calculate waiting time:³ 175

Median time to start treatment⁴ 24 minutes

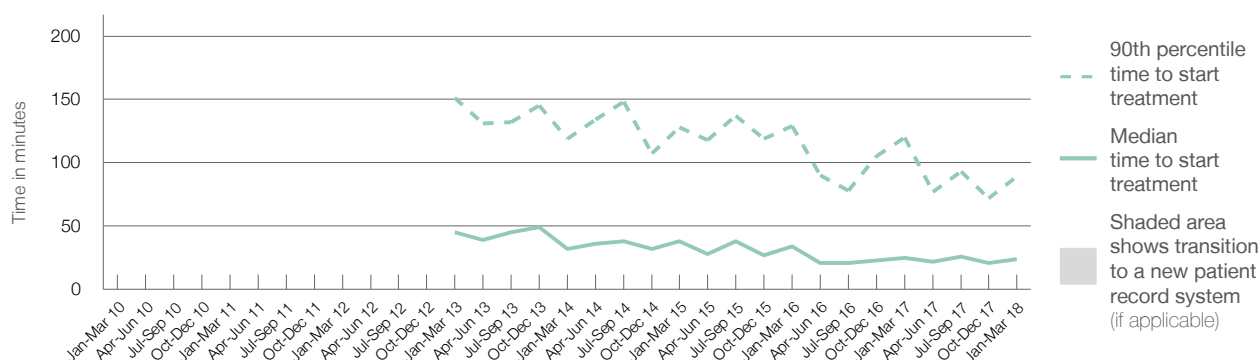
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
539	
170	
25 minutes	22 minutes
120 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				45	32	38	34	25	24
90th percentile time to start treatment ⁵ (minutes)				151	119	128	129	120	89

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

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

(§) 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.

Batemans Bay District Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 4,710 patients

Presentations used to calculate time to leaving the ED:⁶ 4,710 patients

Median time spent in the ED⁸

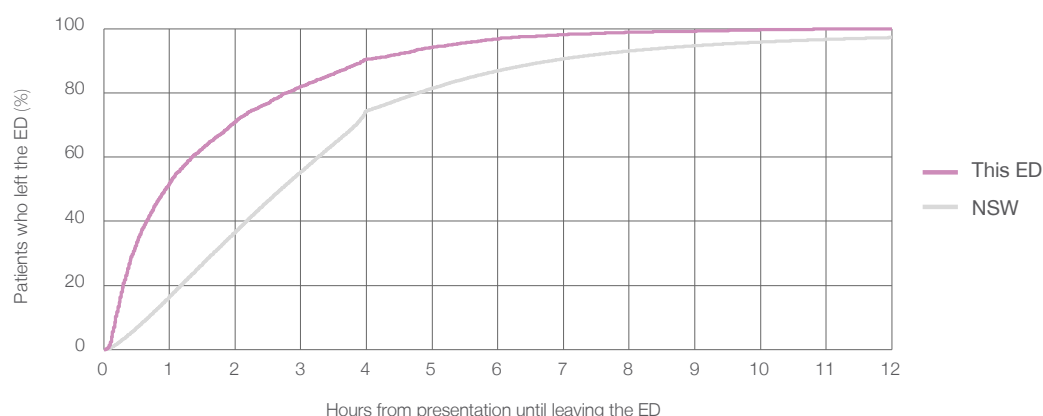
0 hours and 57 minutes

90th percentile time spent in the ED⁹

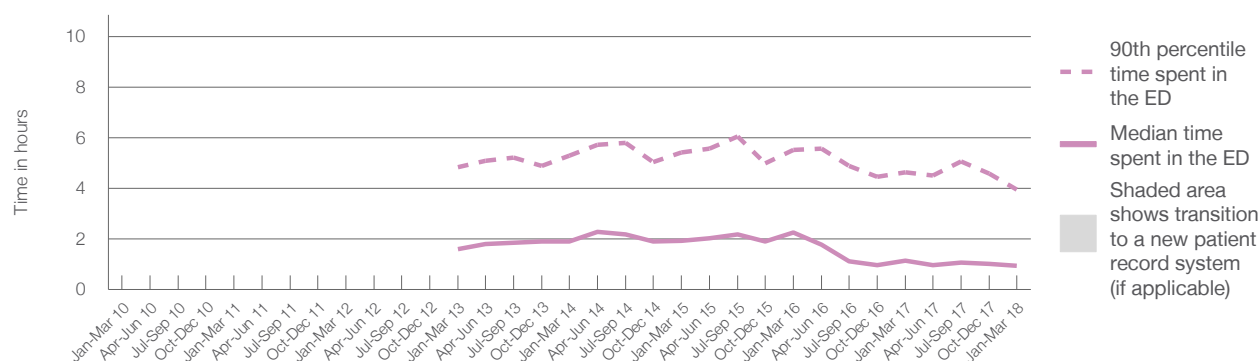
3 hours and 57 minutes

Same period last year	NSW (this period)
4,270	
4,270	
1 hours and 9 minutes	2 hours and 42 minutes
4 hours and 38 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)				1h 37m	1h 54m	1h 56m	2h 15m	1h 9m	0h 57m
90th percentile time spent in the ED ⁹ (hours, minutes)				4h 51m	5h 18m	5h 26m	5h 32m	4h 38m	3h 57m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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.

Batemans Bay District Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

All presentations:[†] 4,710 patients

Presentations used to calculate time to leaving the ED:[‡] 4,710 patients

Treated and discharged 2,277 (48.3%)

Treated and admitted to hospital 444 (9.4%)

Patient left without, or before completing, treatment 172 (3.7%)

Transferred to another hospital 143 (3.0%)

Other 1,674 (35.5%)

Same period last year Change since one year ago

4,270 10%

1,967 15.8%

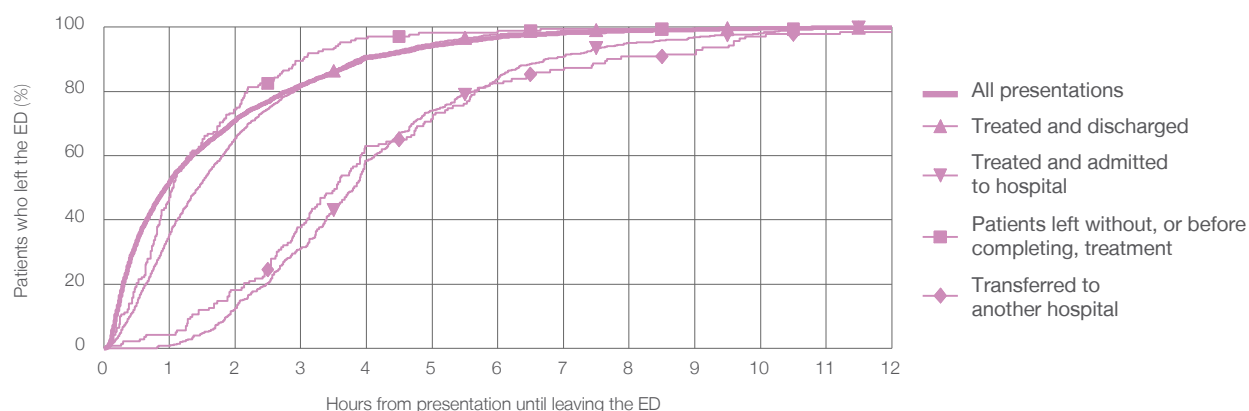
495 -10.3%

177 -2.8%

149 -4.0%

1,482 13.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



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

Treated and discharged	35.6%	65.4%	81.4%	91.2%	97.8%	99.3%	99.8%	100%
Treated and admitted to hospital	0.7%	12.6%	31.1%	58.3%	84.0%	95.0%	98.2%	100%
Patient left without, or before completing, treatment	47.1%	74.4%	89.5%	96.5%	98.8%	99.4%	99.4%	99.4%
Transferred to another hospital	4.2%	18.2%	37.8%	62.9%	82.5%	90.9%	97.2%	98.6%
All presentations	51.8%	71.0%	82.0%	90.5%	96.8%	98.9%	99.6%	99.9%

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

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

(§) 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.

Batemans Bay District Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 4,710 patients

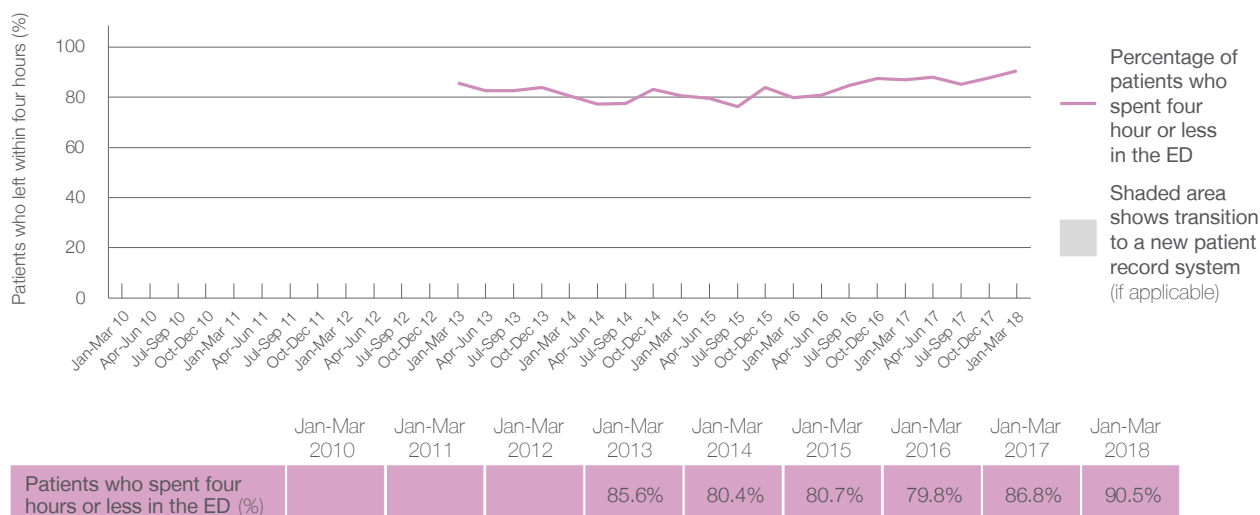
Presentations used to calculate time to leaving the ED: ⁶ 4,710 patients

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



Same period last year	Change since one year ago
4,270	10%
4,270	10%
86.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 - † Data points are not shown in graphs for quarters when patient numbers were too small.
 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

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

January to March 2018

All presentations:¹ 4,402 patients

Emergency presentations:² 4,317 patients

Same period last year	Change since one year ago
4,328	2%
4,275	1%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 668 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,127 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,132 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 130 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 370 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
609	
7 minutes	8 minutes
23 minutes	23 minutes
996	
19 minutes	20 minutes
69 minutes	65 minutes
2,198	
32 minutes	25 minutes
127 minutes	98 minutes
450	
32 minutes	22 minutes
131 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 4,401 patients

Percentage of patients who spent four hours or less in the ED 83%

Same period last year	Change since one year ago
4,316	2%
78%	

* 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, January to March 2018*.
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 April 2018).

Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department January to March 2018

All presentations:¹ 4,402 patients

Same period
last year

4,328

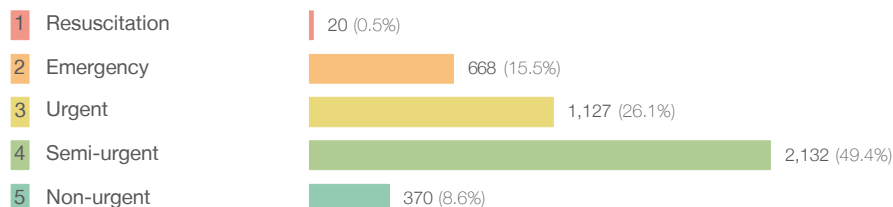
Change since
one year ago

2%

Emergency presentations² by triage category: 4,317 patients

4,275

1%



22

-9.1%

609

9.7%

996

13.2%

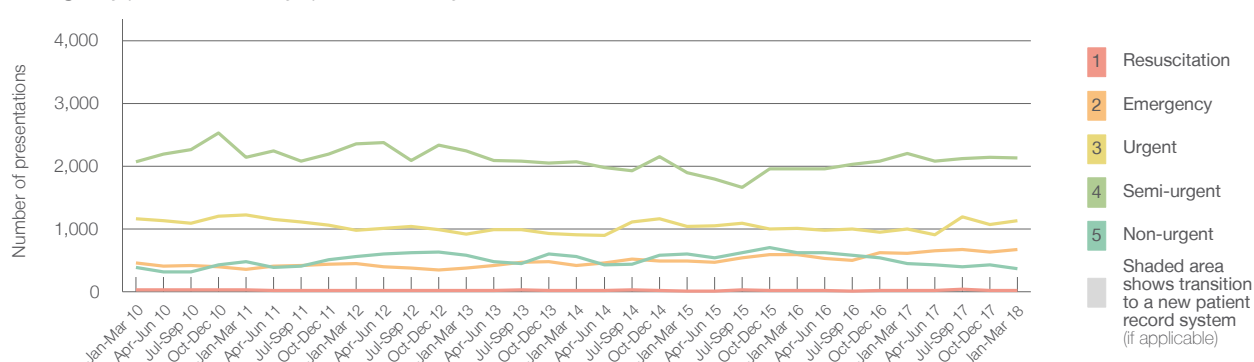
2,198

-3.0%

450

-17.8%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	29	25	16	14	22	10	22	22	20
Emergency	456	357	447	375	415	488	591	609	668
Urgent	1,161	1,224	977	919	902	1,042	1,007	996	1,127
Semi-urgent	2,071	2,137	2,351	2,243	2,068	1,895	1,962	2,198	2,132
Non-urgent	389	474	559	576	564	597	619	450	370
All emergency presentations	4,106	4,217	4,350	4,127	3,971	4,032	4,201	4,275	4,317

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance January to March 2018

Arrivals used to calculate transfer of care time: [†] 741 patients

Same period
last year

812

Change since
one year ago

ED Transfer of care time

Median time

14 minutes

13 minutes

1 minute

90th percentile time

27 minutes

26 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 January to March 2018

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

Number of triage 2 patients: 668

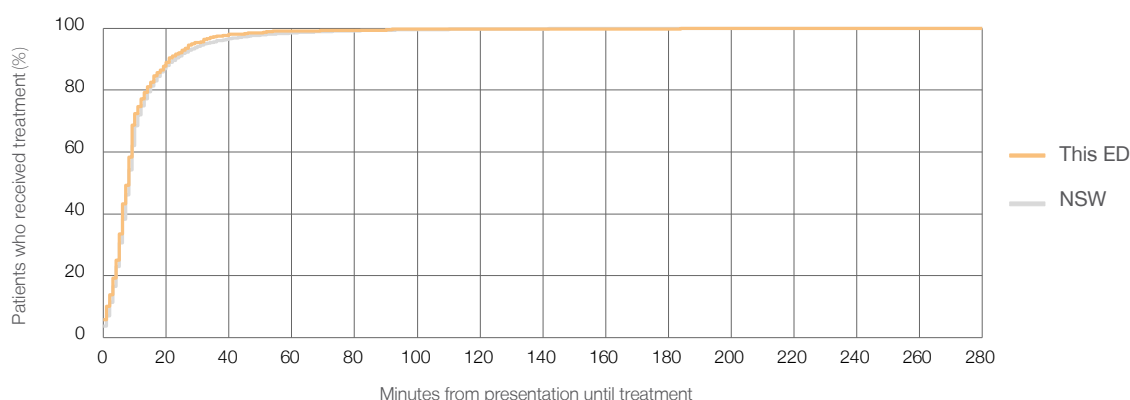
Number of triage 2 patients used to calculate waiting time:³ 665

Median time to start treatment⁴ 8 minutes

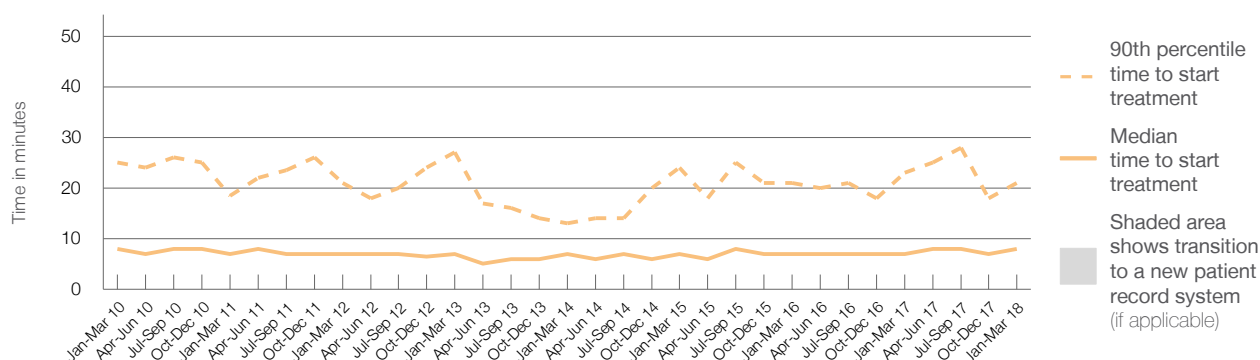
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
609	
562	
7 minutes	8 minutes
23 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	8	7	7	7	7	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	25	19	21	27	13	24	21	23	21

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

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

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 January to March 2018

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

Number of triage 3 patients: 1,127

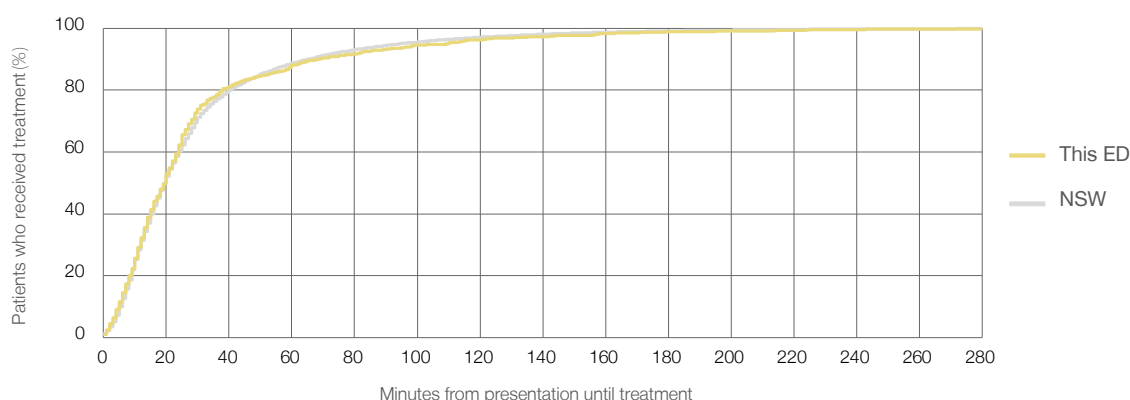
Number of triage 3 patients used to calculate waiting time: ³ 1,103

Median time to start treatment ⁴ 20 minutes

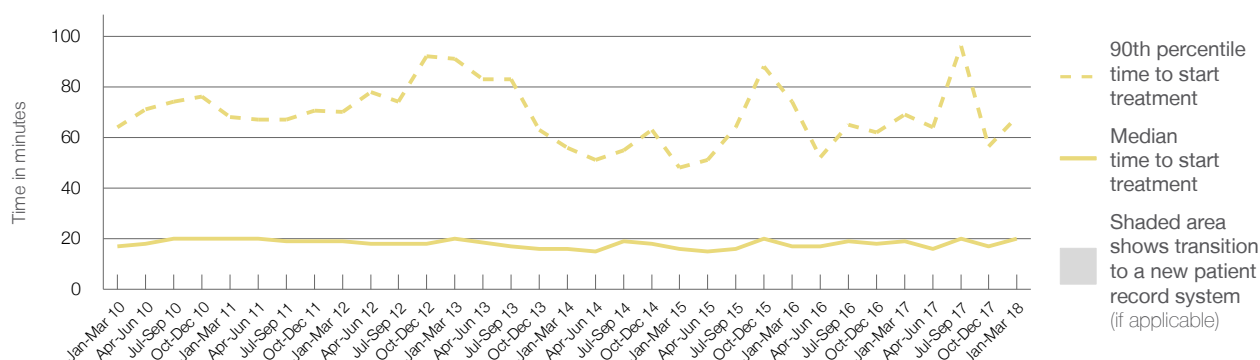
90th percentile time to start treatment ⁵ 68 minutes

Same period last year	NSW (this period)
996	
941	
19 minutes	20 minutes
69 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	17	20	19	20	16	16	17	19	20
90th percentile time to start treatment ⁵ (minutes)	64	68	70	91	56	48	74	69	68

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

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

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 January to March 2018

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

Number of triage 4 patients: 2,132

Number of triage 4 patients used to calculate waiting time: ³ 1,990

Median time to start treatment ⁴

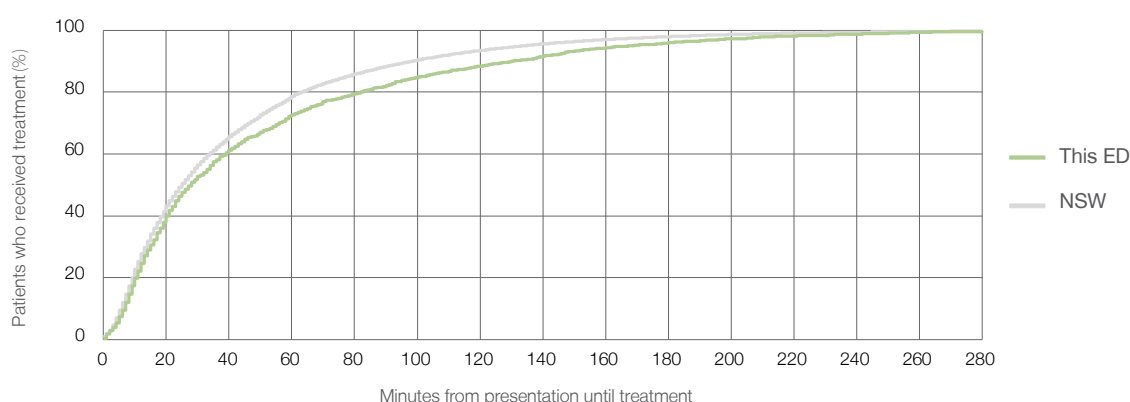
28 minutes

90th percentile time to start treatment ⁵

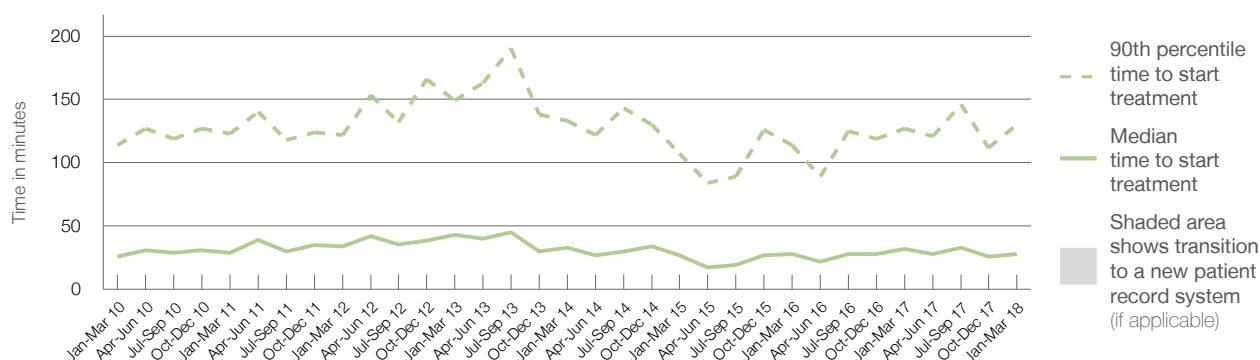
130 minutes

Same period last year	NSW (this period)
2,198	
1,978	
32 minutes	25 minutes
127 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	26	29	34	43	33	27	28	32	28
90th percentile time to start treatment ⁵ (minutes)	114	123	122	149	133	107	114	127	130

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

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

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 January to March 2018

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

Number of triage 5 patients: 370

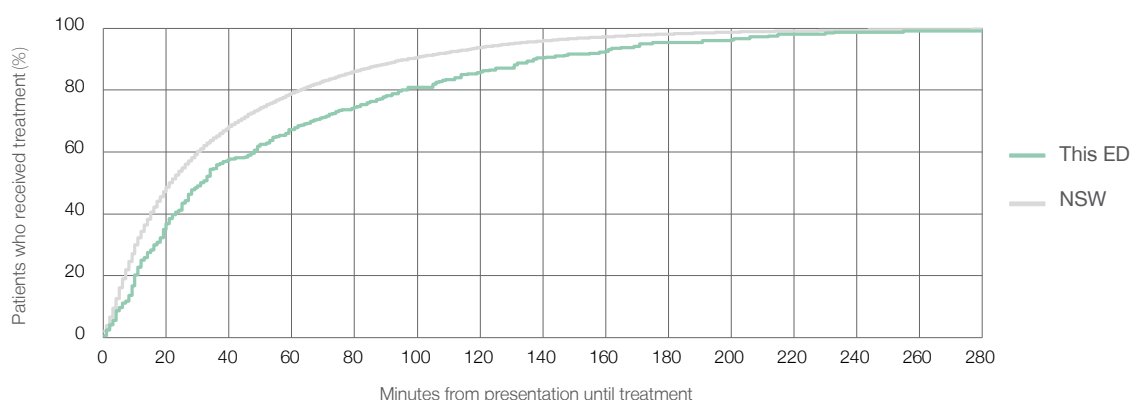
Number of triage 5 patients used to calculate waiting time:³ 320

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
450	
360	
32 minutes	22 minutes
131 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	16	20	28	36	28	25	29	32	32
90th percentile time to start treatment ⁵ (minutes)	92	83	113	150	116	115	116	131	138

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

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

January to March 2018

All presentations:¹ 4,402 patients

Presentations used to calculate time to leaving the ED:⁶ 4,401 patients

Median time spent in the ED⁸

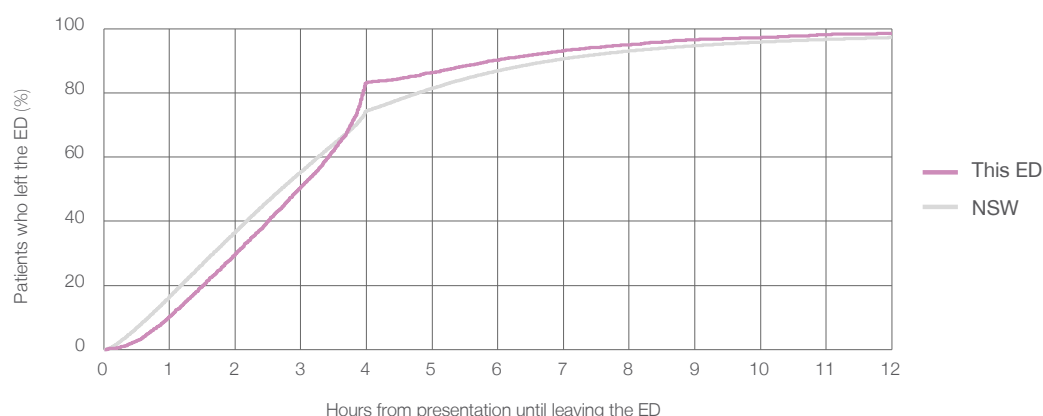
2 hours and 59 minutes

90th percentile time spent in the ED⁹

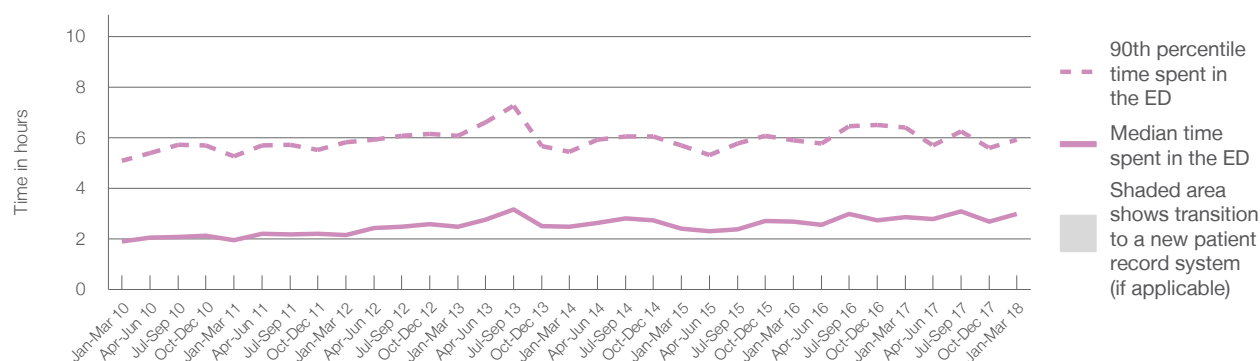
5 hours and 55 minutes

Same period last year	NSW (this period)
4,328	
4,316	
2 hours and 52 minutes	2 hours and 42 minutes
6 hours and 25 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 54m	1h 58m	2h 10m	2h 30m	2h 29m	2h 25m	2h 41m	2h 52m	2h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 5m	5h 16m	5h 50m	6h 5m	5h 27m	5h 42m	5h 54m	6h 25m	5h 55m

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

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

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

By mode of separation

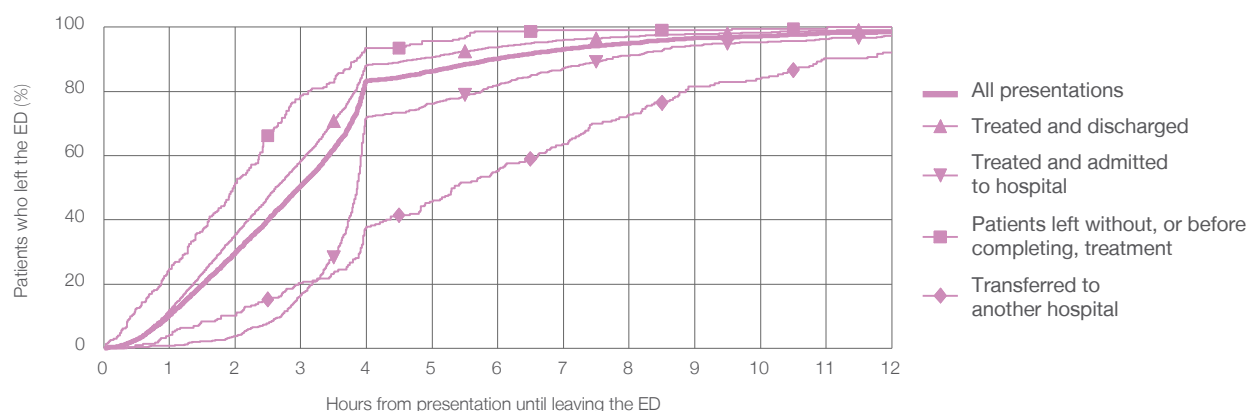
January to March 2018

All presentations:[†] 4,402 patients

Presentations used to calculate time to leaving the ED:[‡] 4,401 patients

		Same period last year	Change since one year ago
		4,316	2%
Treated and discharged	3,224 (73.2%)	3,097	4.1%
Treated and admitted to hospital	717 (16.3%)	573	25.1%
Patient left without, or before completing, treatment	231 (5.2%)	281	-17.8%
Transferred to another hospital	217 (4.9%)	226	-4.0%
Other	13 (0.3%)	151	-91.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	11.9%	35.4%	58.4%	88.2%	93.8%	97.1%	98.3%	99.1%
Treated and admitted to hospital	0.8%	3.8%	16.6%	72.1%	82.0%	91.2%	95.4%	97.3%
Patient left without, or before completing, treatment	24.7%	51.5%	78.8%	93.5%	98.7%	99.1%	99.6%	100%
Transferred to another hospital	4.1%	10.1%	20.3%	37.8%	55.3%	72.8%	83.9%	92.2%
All presentations	10.4%	29.8%	50.7%	83.3%	90.2%	95.0%	97.2%	98.5%

(†) 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.

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

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

January to March 2018

All presentations at the emergency department: ¹ 4,402 patients

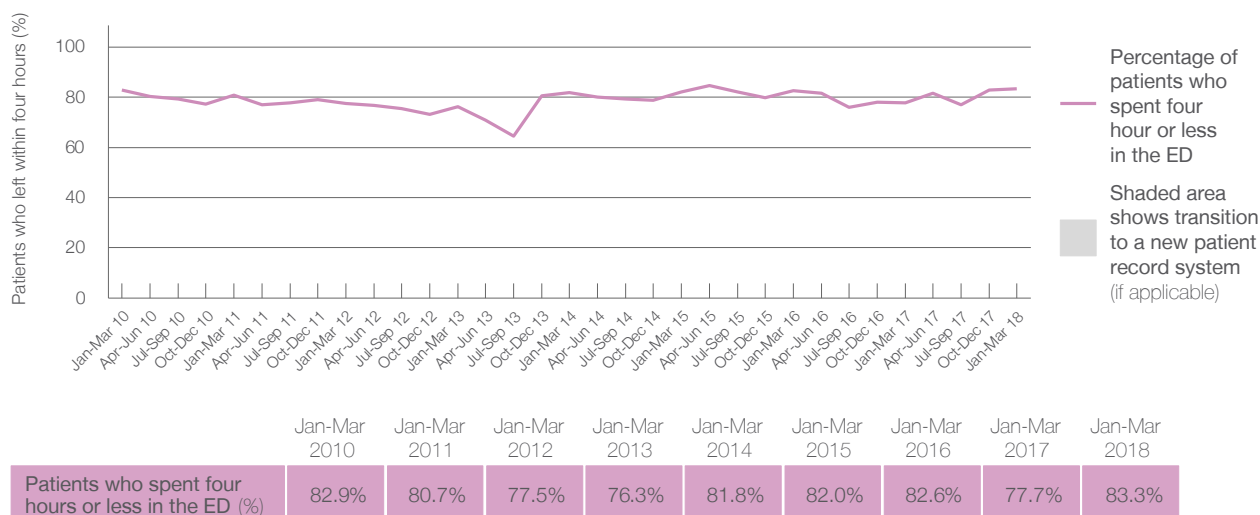
Presentations used to calculate time to leaving the ED: ⁶ 4,401 patients

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



Same period last year	Change since one year ago
4,328	2%
4,316	2%
77.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Byron Central Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 5,643 patients

Emergency presentations:² 5,524 patients

Same period last year	Change since one year ago
5,182	9%
5,094	8%

Byron Central Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 497 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,766 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,493 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 756 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
536	
8 minutes	8 minutes
25 minutes	23 minutes
1,471	
17 minutes	20 minutes
62 minutes	65 minutes
2,240	
29 minutes	25 minutes
107 minutes	98 minutes
827	
35 minutes	22 minutes
143 minutes	97 minutes

Byron Central Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 5,642 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
5,180	9%
82%	

* 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, January to March 2018*.
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.

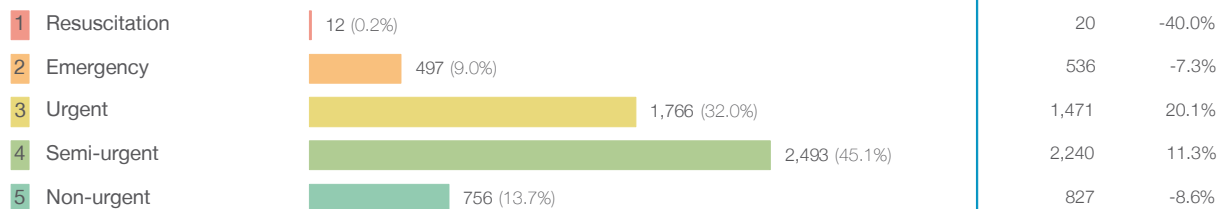
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Byron Central Hospital: Patients presenting to the emergency department

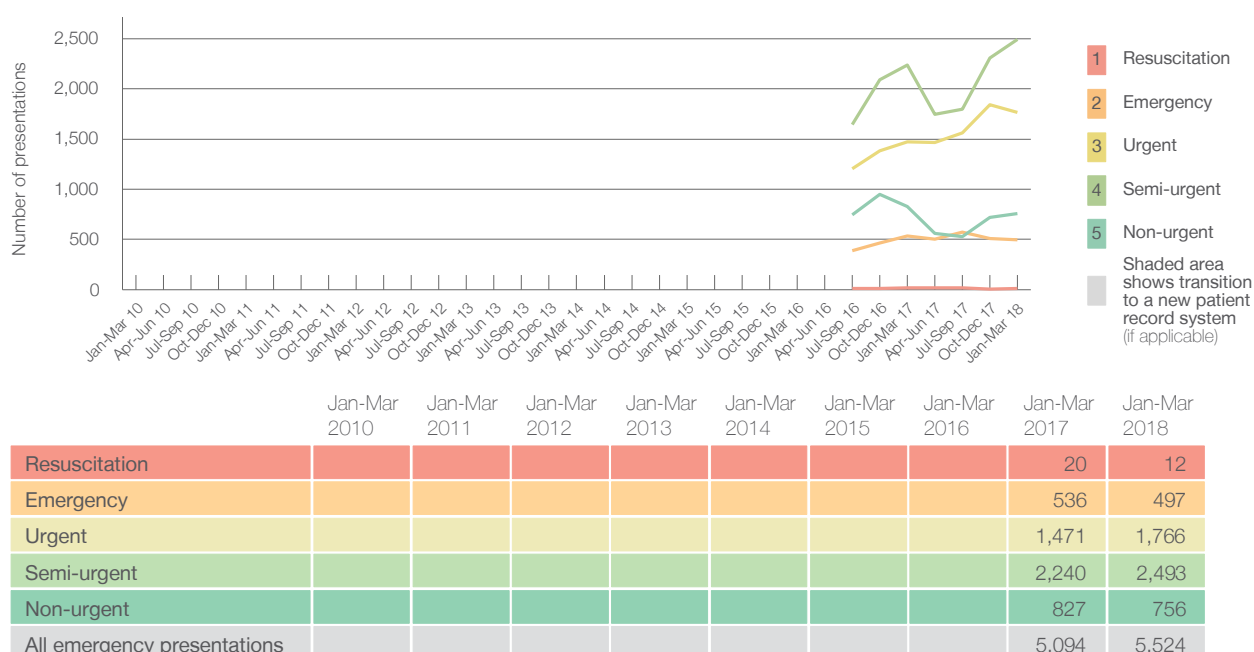
January to March 2018

All presentations:¹ 5,643 patients

Emergency presentations² by triage category: 5,524 patients



Emergency presentations² by quarter, January 2010 to March 2018 [§]



Byron Central Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 336 patients ^{**}

ED Transfer of care time



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

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

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

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

Byron Central Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 497

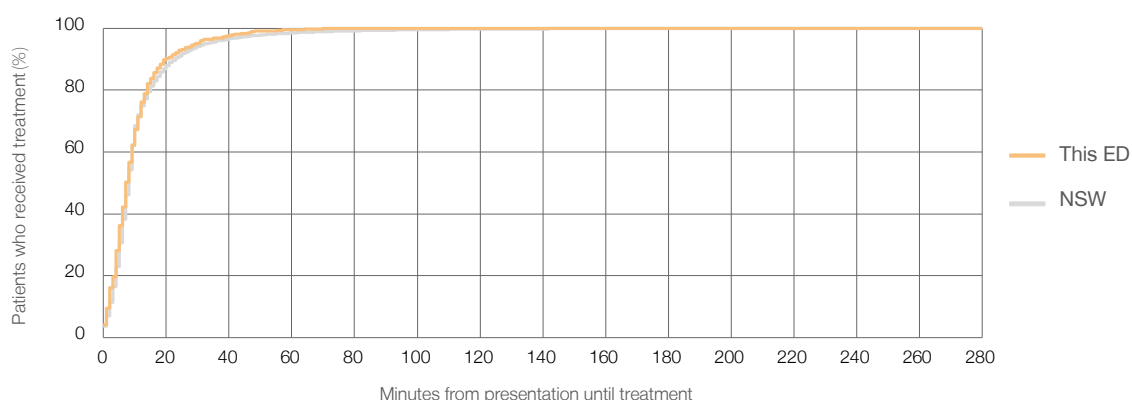
Number of triage 2 patients used to calculate waiting time:³ 494

Median time to start treatment⁴ 7 minutes

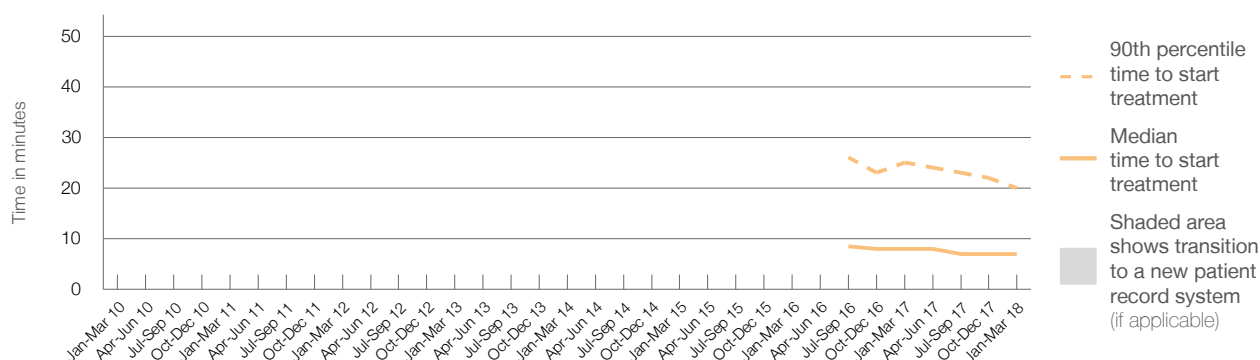
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
536	
535	
8 minutes	8 minutes
25 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								8	7
90th percentile time to start treatment ⁵ (minutes)								25	20

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

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

(§) 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.

Byron Central Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,766

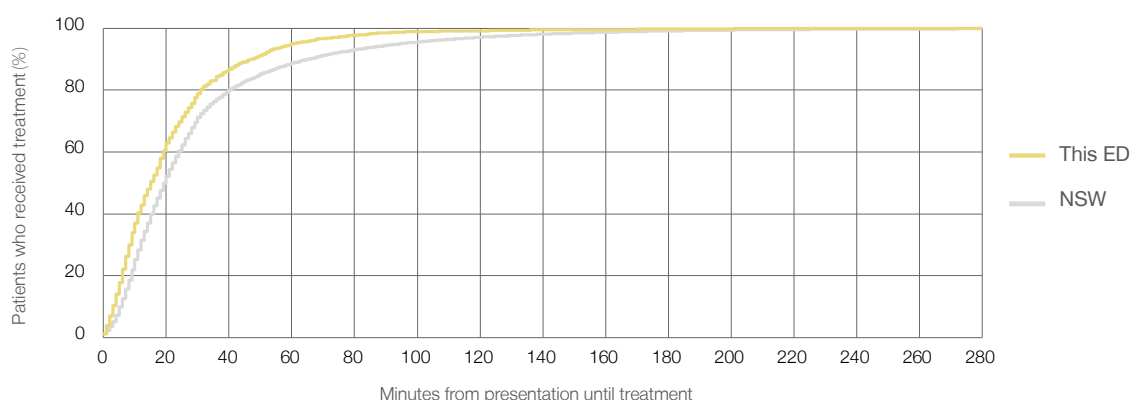
Number of triage 3 patients used to calculate waiting time:³ 1,745

Median time to start treatment⁴ 15 minutes

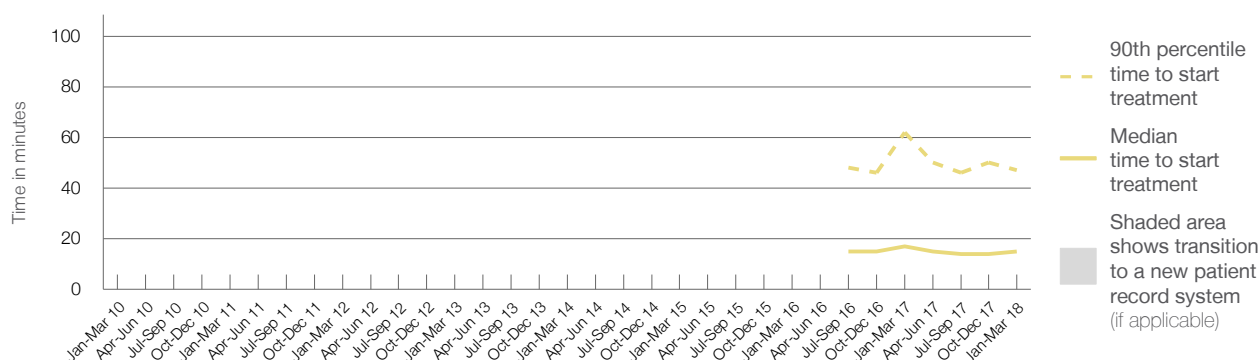
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
1,471	
1,443	
17 minutes	20 minutes
62 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								17	15
90th percentile time to start treatment ⁵ (minutes)								62	47

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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.

Byron Central Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,493

Number of triage 4 patients used to calculate waiting time:³ 2,416

Median time to start treatment⁴

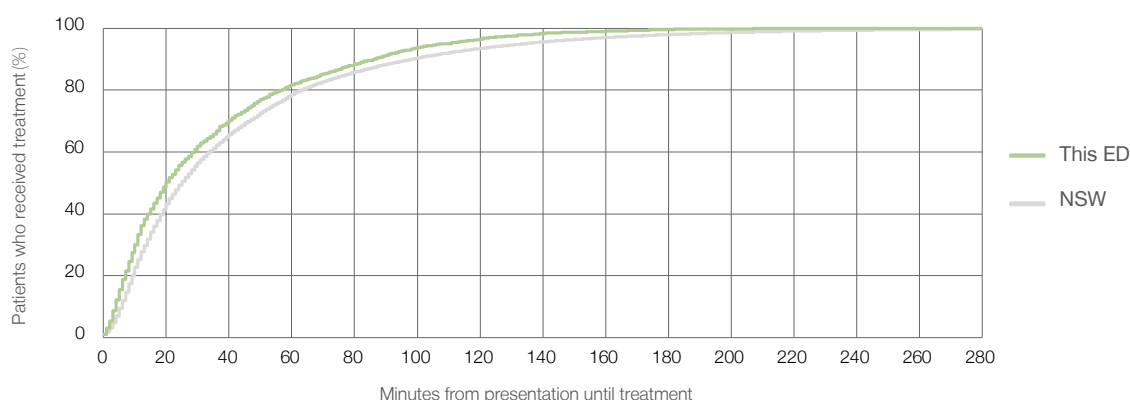
20 minutes

90th percentile time to start treatment⁵

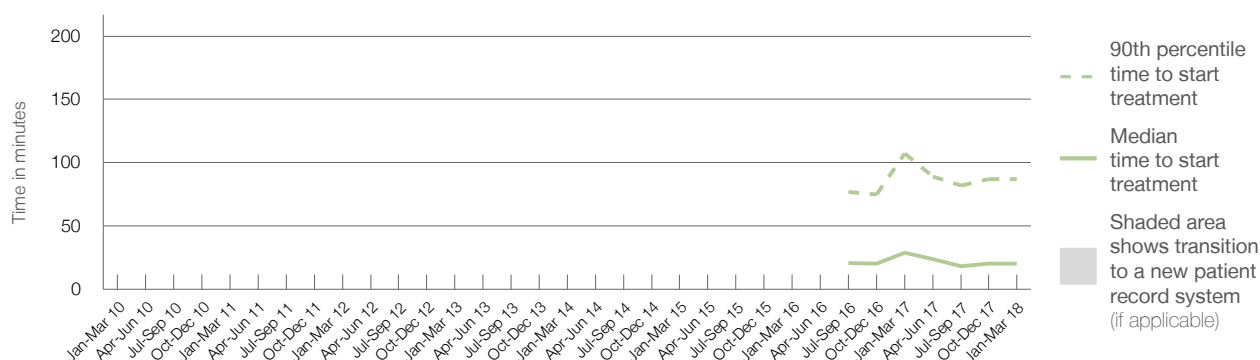
87 minutes

Same period last year	NSW (this period)
2,240	
2,154	
29 minutes	25 minutes
107 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								29	20
90th percentile time to start treatment ⁵ (minutes)								107	87

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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.

Byron Central Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 756

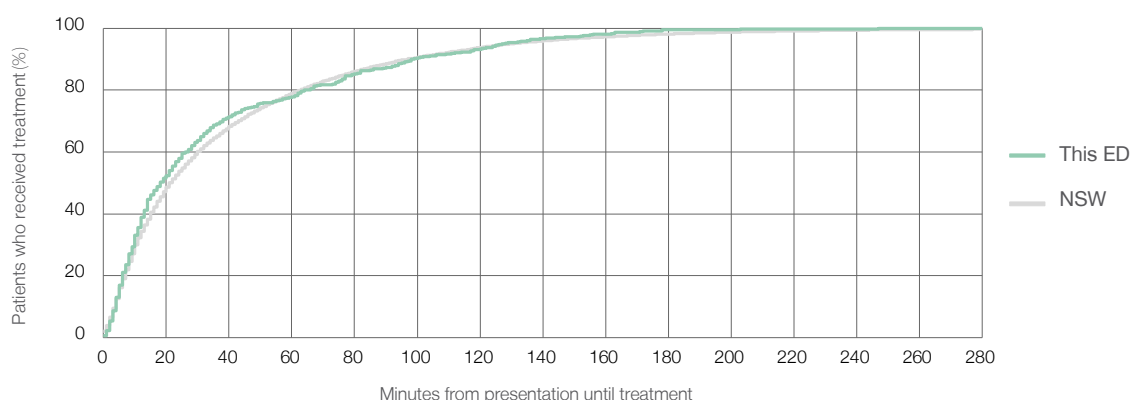
Number of triage 5 patients used to calculate waiting time:³ 704

Median time to start treatment⁴ 18 minutes

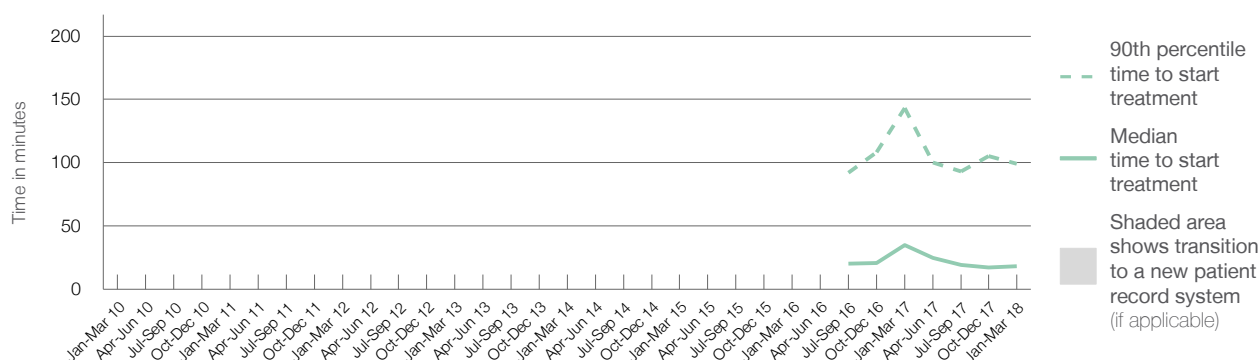
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
827	
741	
35 minutes	22 minutes
143 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								35	18
90th percentile time to start treatment ⁵ (minutes)								143	99

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

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

(§) 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.

Byron Central Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 5,643 patients

Presentations used to calculate time to leaving the ED:⁶ 5,642 patients

Median time spent in the ED⁸

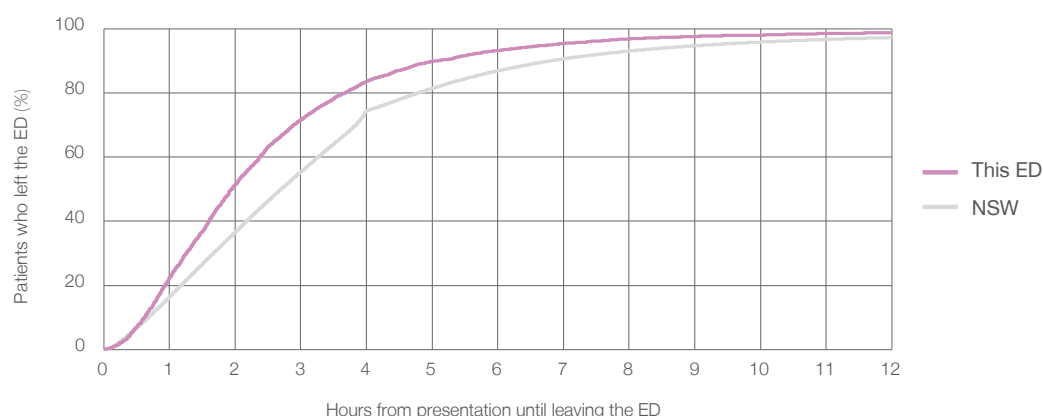
1 hours and 57 minutes

90th percentile time spent in the ED⁹

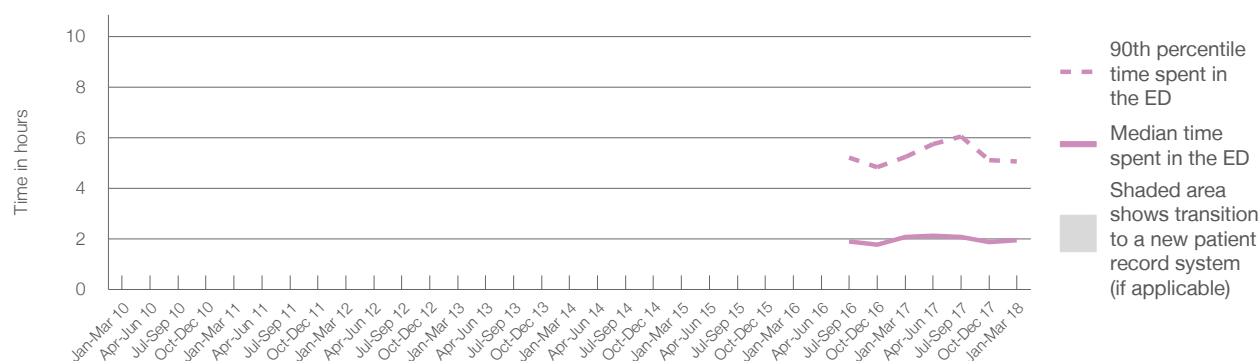
5 hours and 4 minutes

Same period last year	NSW (this period)
5,182	
5,180	
2 hours and 5 minutes	2 hours and 42 minutes
5 hours and 15 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)								2h 5m	1h 57m
90th percentile time spent in the ED ⁹ (hours, minutes)								5h 15m	5h 4m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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.

Byron Central Hospital: Time patients spent in the ED

By mode of separation

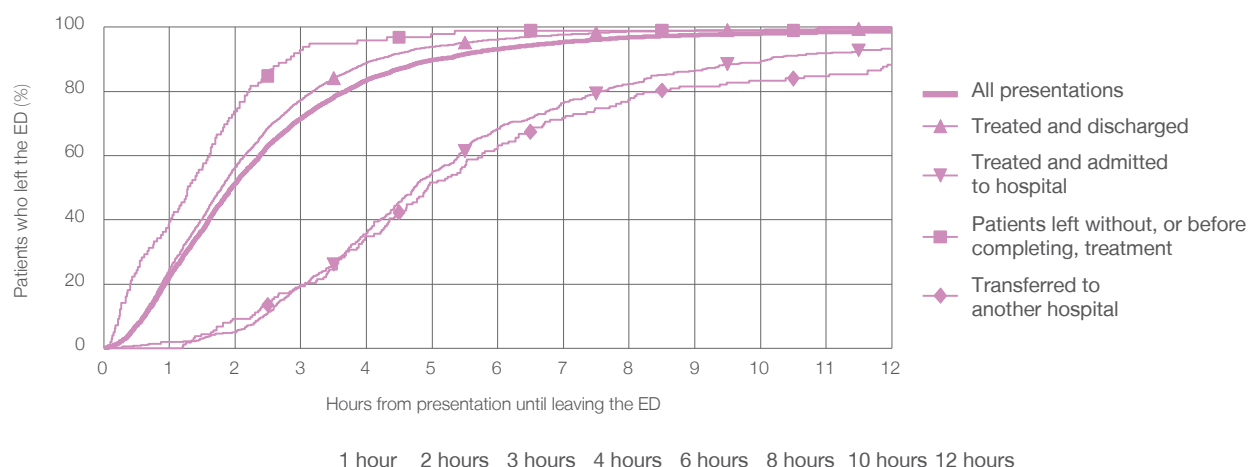
January to March 2018

All presentations:[†] 5,643 patients

Presentations used to calculate time to leaving the ED:[‡] 5,642 patients

		Same period last year	Change since one year ago
Treated and discharged	4,954 (87.8%)	4,445	11.5%
Treated and admitted to hospital	418 (7.4%)	381	9.7%
Patient left without, or before completing, treatment	99 (1.8%)	138	-28.3%
Transferred to another hospital	163 (2.9%)	208	-21.6%
Other	9 (0.2%)	10	-10.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	24.8%	56.3%	77.4%	89.0%	96.2%	98.6%	99.2%	99.6%
Treated and admitted to hospital	1.9%	5.0%	19.4%	35.9%	68.4%	82.3%	89.5%	93.3%
Patient left without, or before completing, treatment	39.4%	73.7%	92.9%	96.0%	99.0%	99.0%	99.0%	100%
Transferred to another hospital	0%	9.2%	19.6%	35.0%	63.2%	77.3%	83.4%	88.3%
All presentations	22.6%	51.4%	71.6%	83.5%	93.2%	96.8%	98.0%	98.8%

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

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

(§) 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.

Byron Central Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 5,643 patients

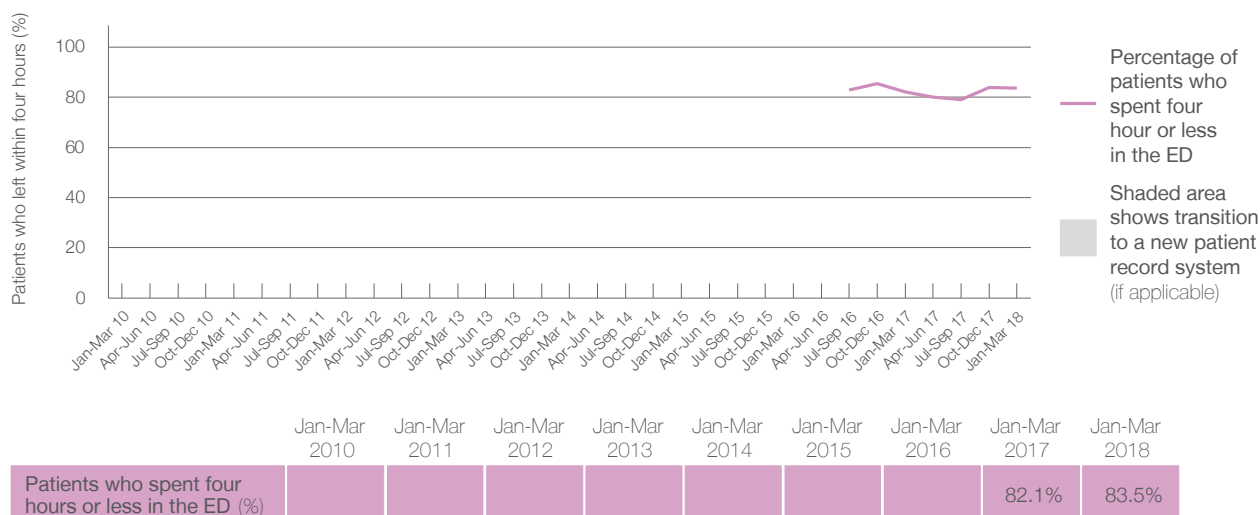
Presentations used to calculate time to leaving the ED: ⁶ 5,642 patients

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



Same period last year	Change since one year ago
5,182	9%
5,180	9%
82.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

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

January to March 2018

All presentations:¹ 3,399 patients

Emergency presentations:² 3,161 patients

Same period last year	Change since one year ago
3,496	-3%
3,307	-4%

Casino & District Memorial Hospital: Time patients waited to start treatment ³

January to March 2018

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

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 963 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,502 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 351 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
273	
7 minutes	8 minutes
19 minutes	23 minutes
1,077	
19 minutes	20 minutes
64 minutes	65 minutes
1,551	
31 minutes	25 minutes
101 minutes	98 minutes
400	
25 minutes	22 minutes
92 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 3,397 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
3,493	-3%
89%	

* 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, January to March 2018*.
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.

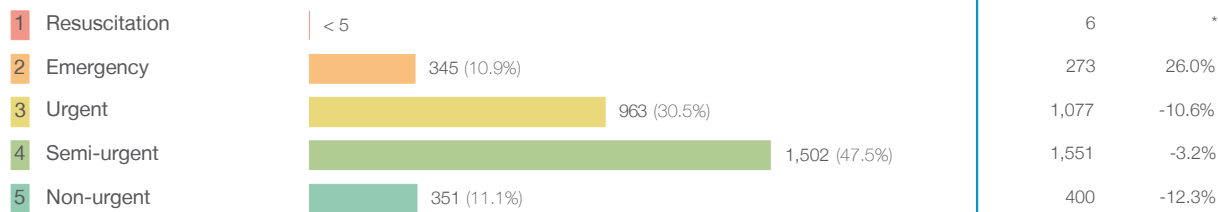
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

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

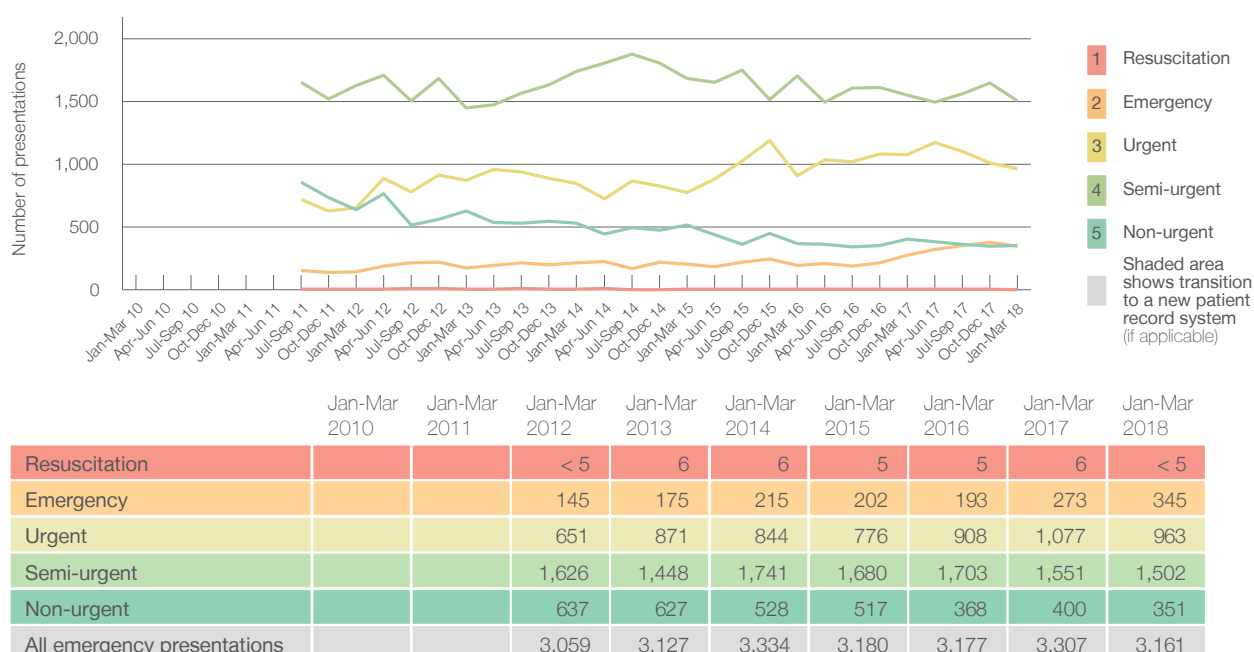
January to March 2018

All presentations:¹ 3,399 patients

Emergency presentations² by triage category: 3,161 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{†§}



Casino & District Memorial Hospital: Patients arriving by ambulance

January to March 2018

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

ED Transfer of care time



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

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

(§) 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.

Casino & District Memorial Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 345

Number of triage 2 patients used to calculate waiting time:³ 329

Median time to start treatment⁴

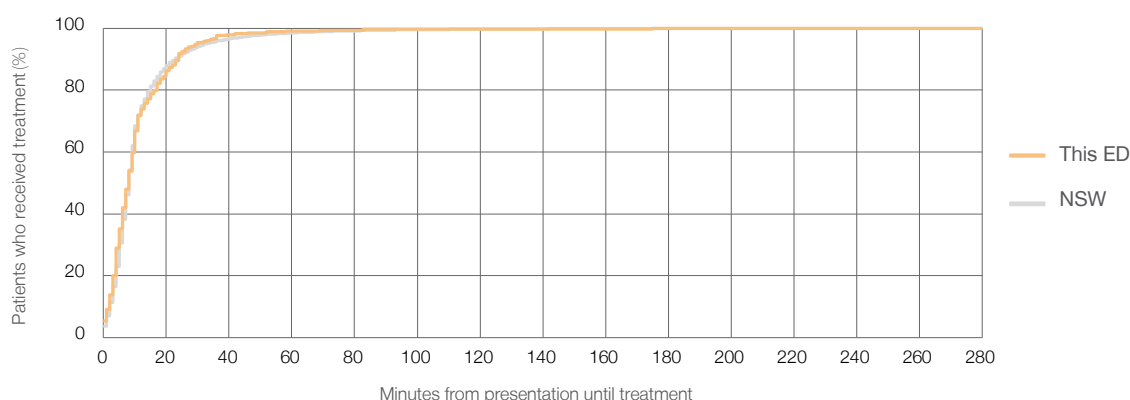
8 minutes

90th percentile time to start treatment⁵

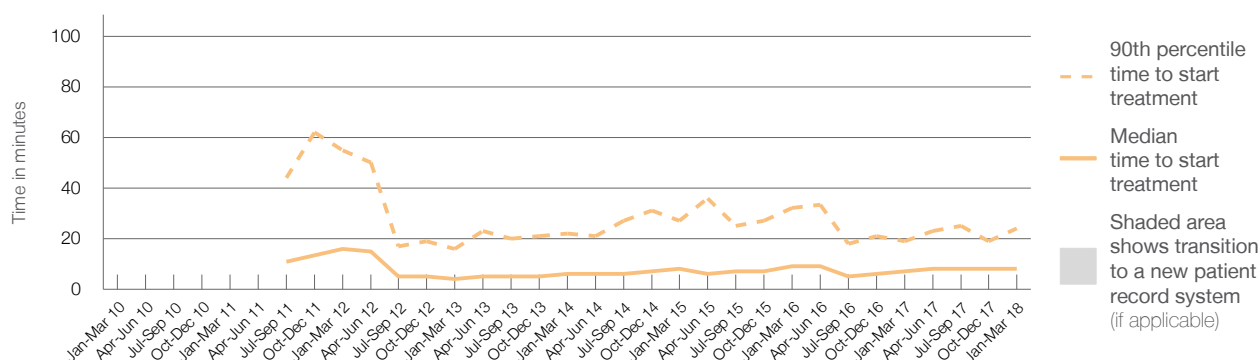
24 minutes

Same period last year	NSW (this period)
273	
253	
7 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			16	4	6	8	9	7	8
90th percentile time to start treatment ⁵ (minutes)			55	16	22	27	32	19	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.

Casino & District Memorial Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 963

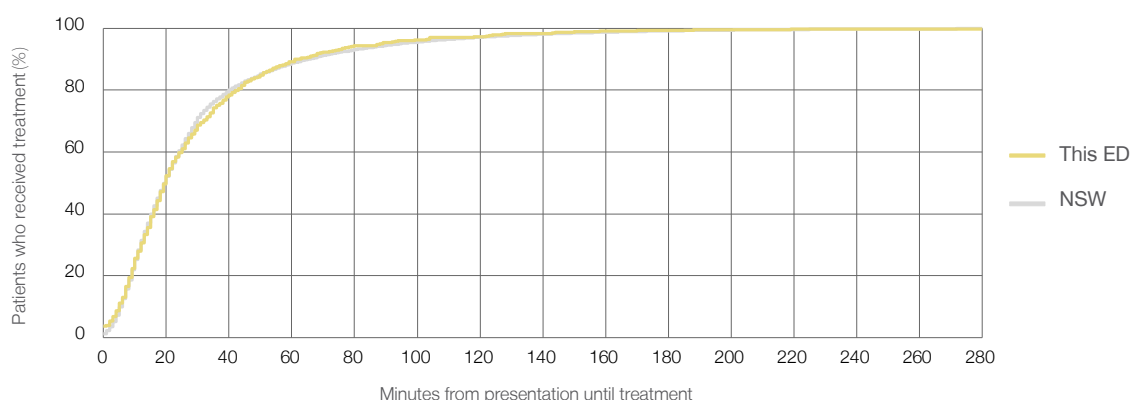
Number of triage 3 patients used to calculate waiting time:³ 915

Median time to start treatment⁴ 20 minutes

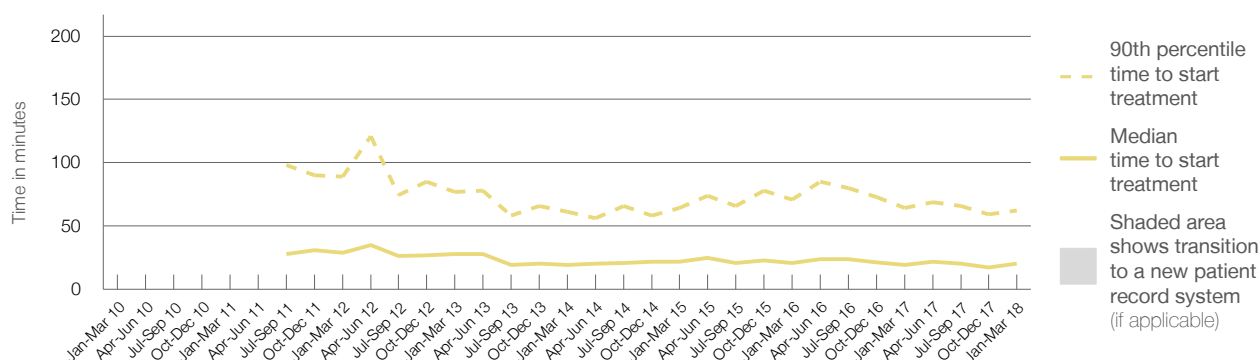
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
1,077	
1,022	
19 minutes	20 minutes
64 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			29	28	19	22	21	19	20
90th percentile time to start treatment ⁵ (minutes)			89	77	61	64	71	64	62

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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.

Casino & District Memorial Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,502

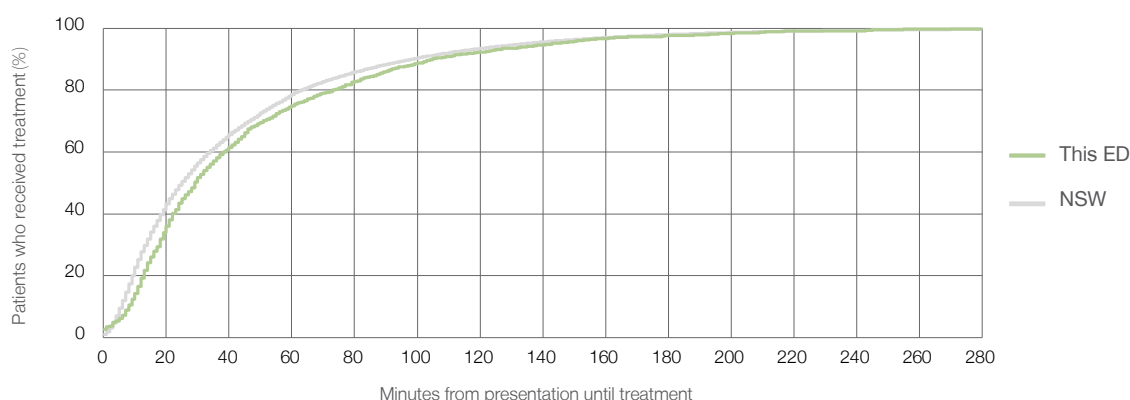
Number of triage 4 patients used to calculate waiting time: ³ 1,334

Median time to start treatment ⁴ 29 minutes

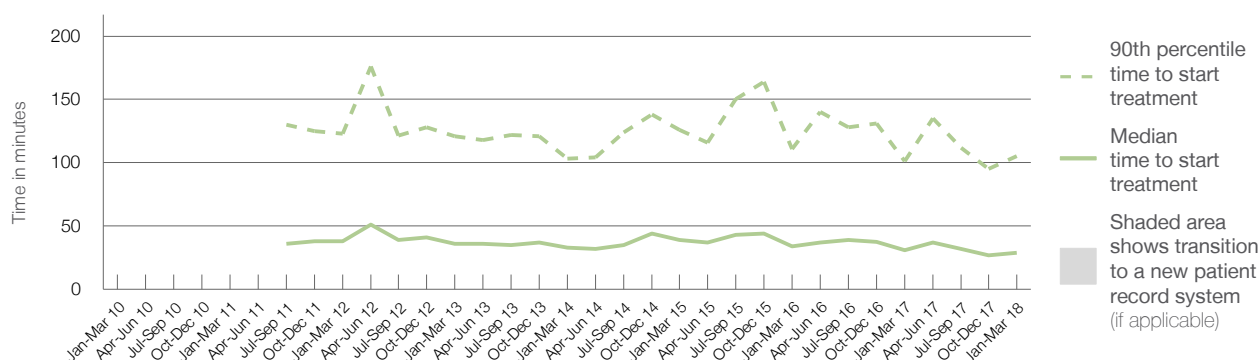
90th percentile time to start treatment ⁵ 105 minutes

Same period last year	NSW (this period)
1,551	
1,417	
31 minutes	25 minutes
101 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 ^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			38	36	33	39	34	31	29
90th percentile time to start treatment ⁵ (minutes)			123	121	103	126	111	101	105

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

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

(§) 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.

Casino & District Memorial Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 351

Number of triage 5 patients used to calculate waiting time:³ 269

Median time to start treatment⁴

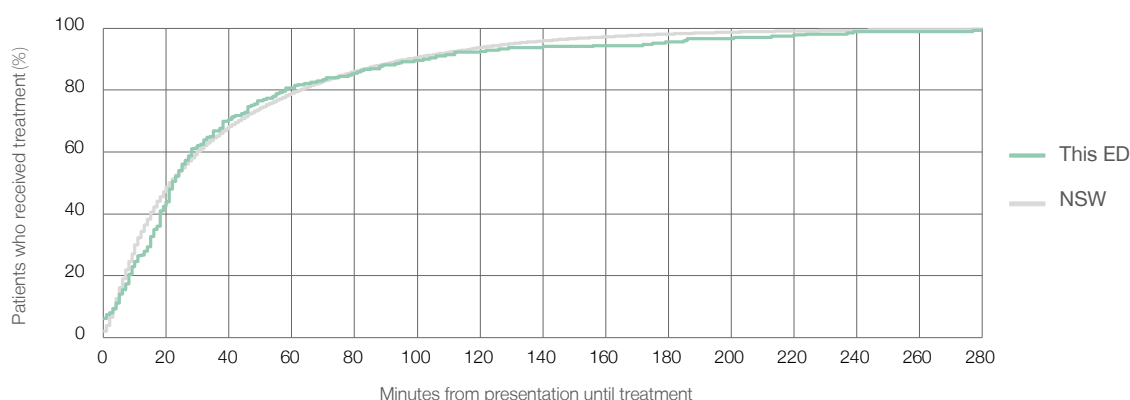
22 minutes

90th percentile time to start treatment⁵

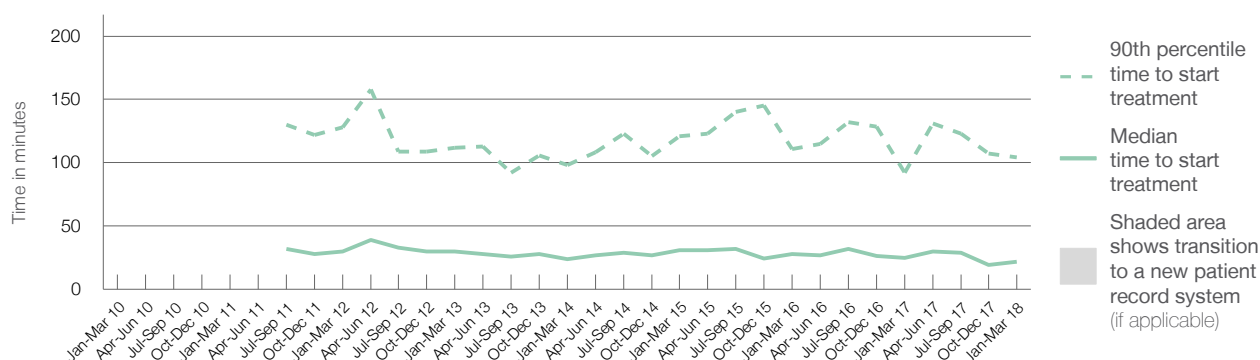
104 minutes

Same period last year	NSW (this period)
400	
324	
25 minutes	22 minutes
92 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			30	30	24	31	28	25	22
90th percentile time to start treatment ⁵ (minutes)			128	112	98	121	111	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.

(§) 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.

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

January to March 2018

All presentations:¹ 3,399 patients

Presentations used to calculate time to leaving the ED:⁶ 3,397 patients

Median time spent in the ED⁸

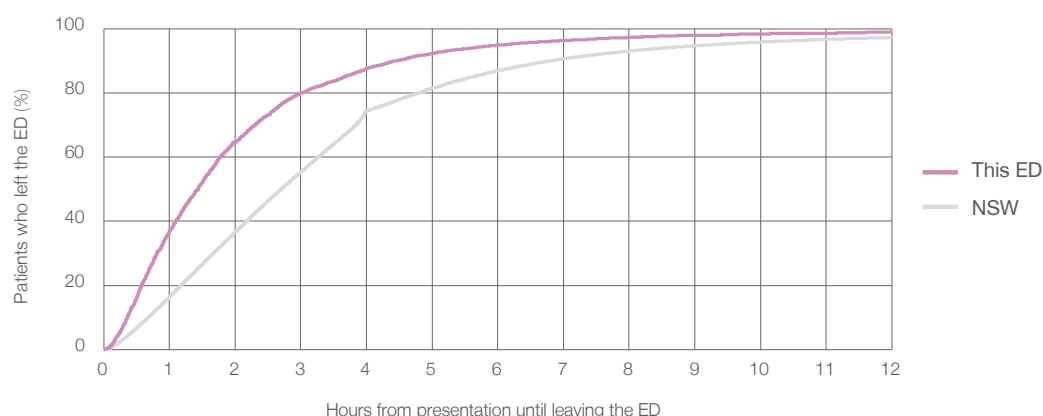
1 hours and 26 minutes

90th percentile time spent in the ED⁹

4 hours and 27 minutes

Same period last year	NSW (this period)
3,496	
3,493	
1 hours and 10 minutes	2 hours and 42 minutes
4 hours and 20 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)			1h 2m	1h 5m	0h 40m	1h 8m	1h 12m	1h 10m	1h 26m
90th percentile time spent in the ED ⁹ (hours, minutes)			3h 13m	3h 20m	2h 55m	3h 37m	3h 52m	4h 20m	4h 27m

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

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

(§) 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.

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

By mode of separation

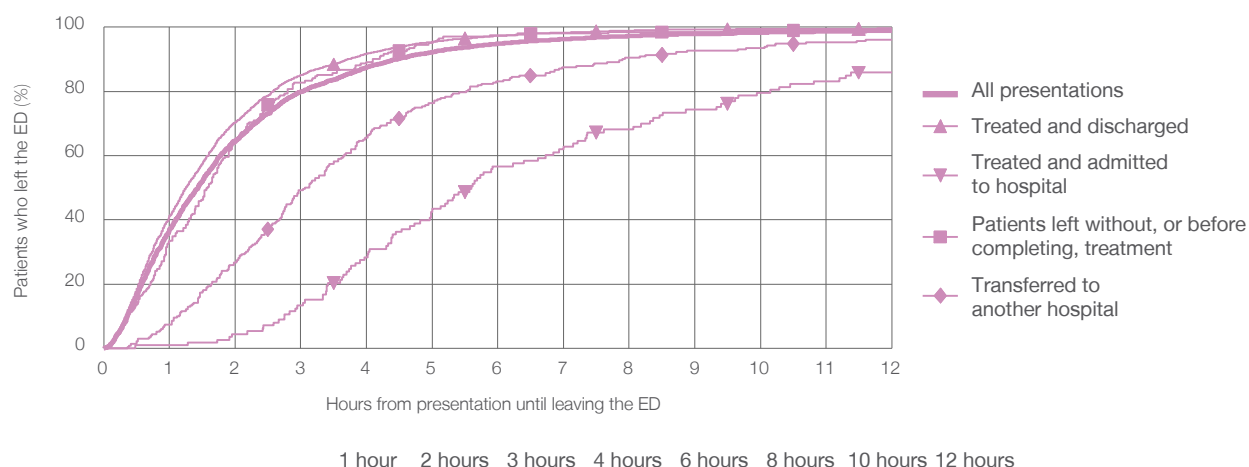
January to March 2018

All presentations:[†] 3,399 patients

Presentations used to calculate time to leaving the ED:[‡] 3,397 patients

		Same period last year	Change since one year ago
Treated and discharged	2,813 (82.8%)	3,002	-6.3%
Treated and admitted to hospital	113 (3.3%)	120	-5.8%
Patient left without, or before completing, treatment	203 (6.0%)	151	34.4%
Transferred to another hospital	232 (6.8%)	155	49.7%
Other	38 (1.1%)	68	-44.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	41.2%	70.4%	85.2%	91.8%	97.3%	98.9%	99.4%	99.7%
Treated and admitted to hospital	0.9%	4.4%	13.3%	28.3%	56.6%	68.1%	79.6%	85.8%
Patient left without, or before completing, treatment	33.5%	64.0%	82.8%	89.2%	97.5%	98.5%	99.0%	99.0%
Transferred to another hospital	7.3%	26.7%	49.1%	65.5%	83.2%	90.5%	93.5%	96.1%
All presentations	37.0%	64.6%	80.0%	87.5%	94.8%	97.2%	98.3%	98.9%

(†) 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.

(§) 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.

Casino & District Memorial Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 3,399 patients

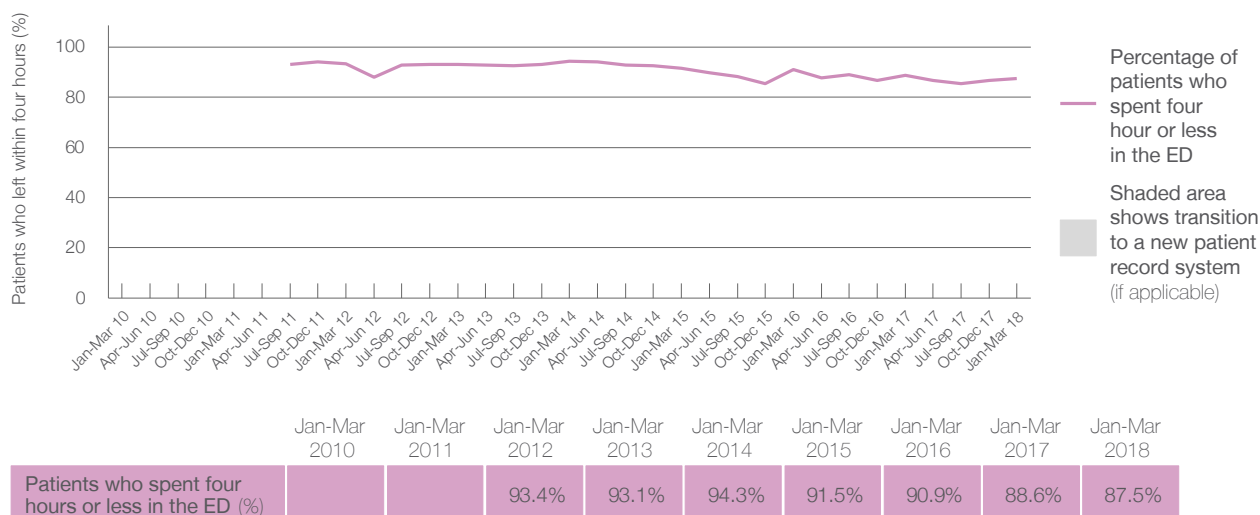
Presentations used to calculate time to leaving the ED: ⁶ 3,397 patients

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



Same period last year	Change since one year ago
3,496	-3%
3,493	-3%
88.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Cessnock Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 4,251 patients

Emergency presentations:² 4,151 patients

Same period last year	Change since one year ago
4,268	0%
4,221	-2%

Cessnock Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 303 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 24 minutes

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

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,083 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 584 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
279	
6 minutes	8 minutes
17 minutes	23 minutes
997	
20 minutes	20 minutes
50 minutes	65 minutes
2,183	
32 minutes	25 minutes
91 minutes	98 minutes
757	
35 minutes	22 minutes
95 minutes	97 minutes

Cessnock Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 4,251 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
4,268	0%
89%	

* 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, January to March 2018*.
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.

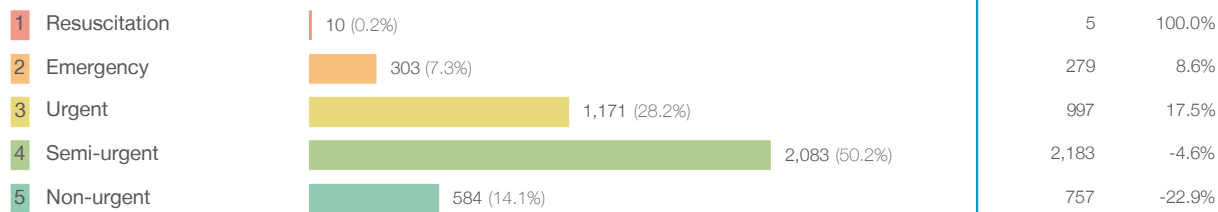
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Cessnock Hospital: Patients presenting to the emergency department

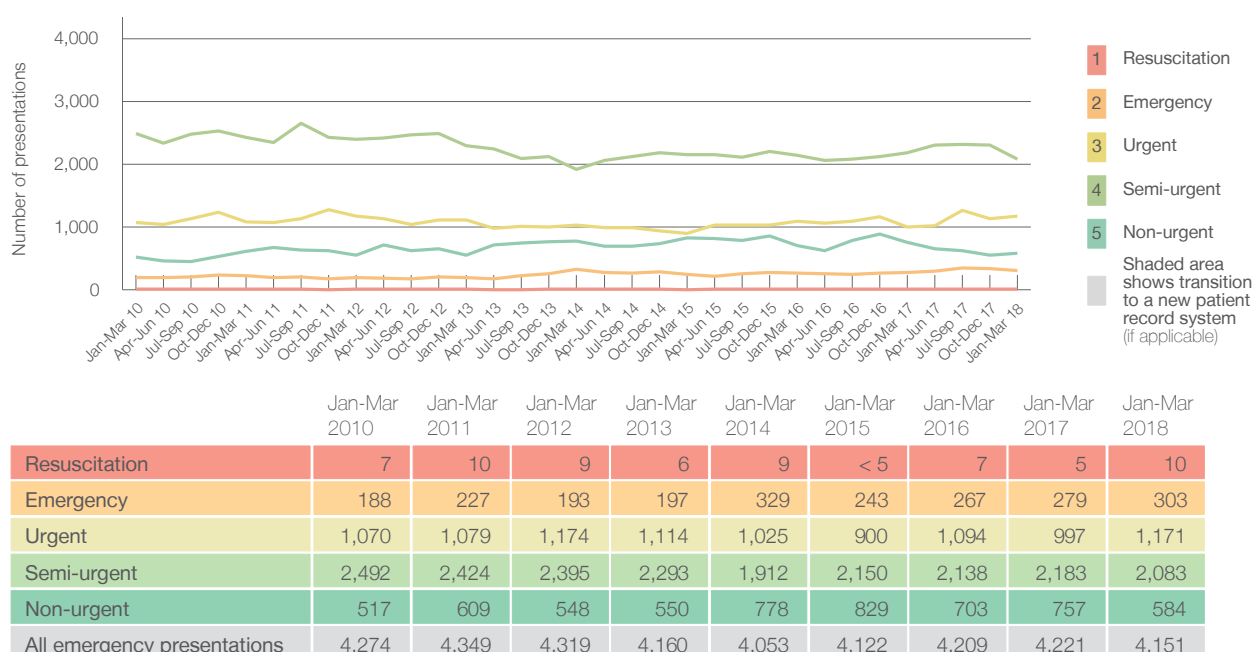
January to March 2018

All presentations:¹ 4,251 patients

Emergency presentations² by triage category: 4,151 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Cessnock Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 446 patients

ED Transfer of care time



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

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

Cessnock Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 303

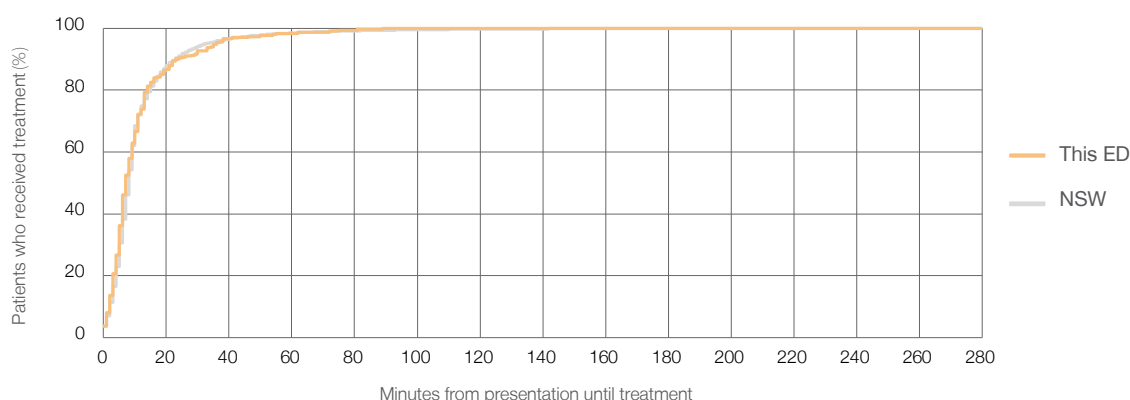
Number of triage 2 patients used to calculate waiting time: ³ 299

Median time to start treatment ⁴ 7 minutes

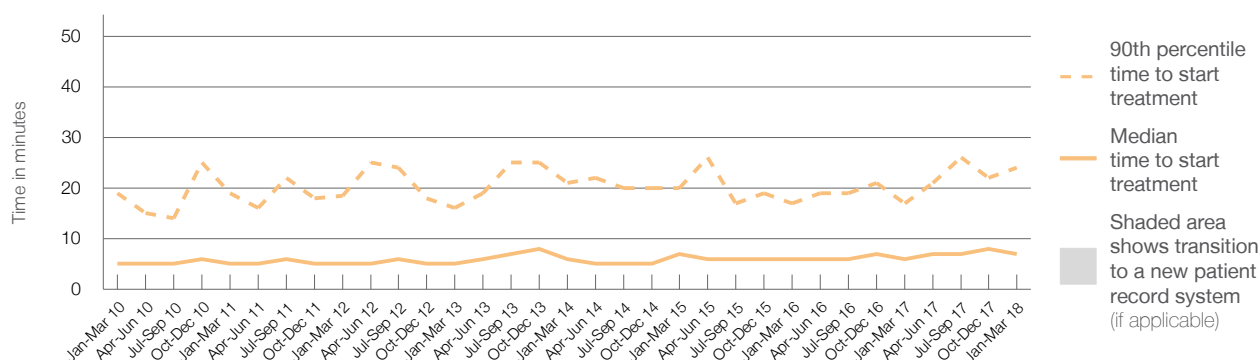
90th percentile time to start treatment ⁵ 24 minutes

Same period last year	NSW (this period)
279	
274	
6 minutes	8 minutes
17 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	5	5	5	5	6	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)	19	19	19	16	21	20	17	17	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.

Cessnock Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,171

Number of triage 3 patients used to calculate waiting time: ³ 1,147

Median time to start treatment ⁴

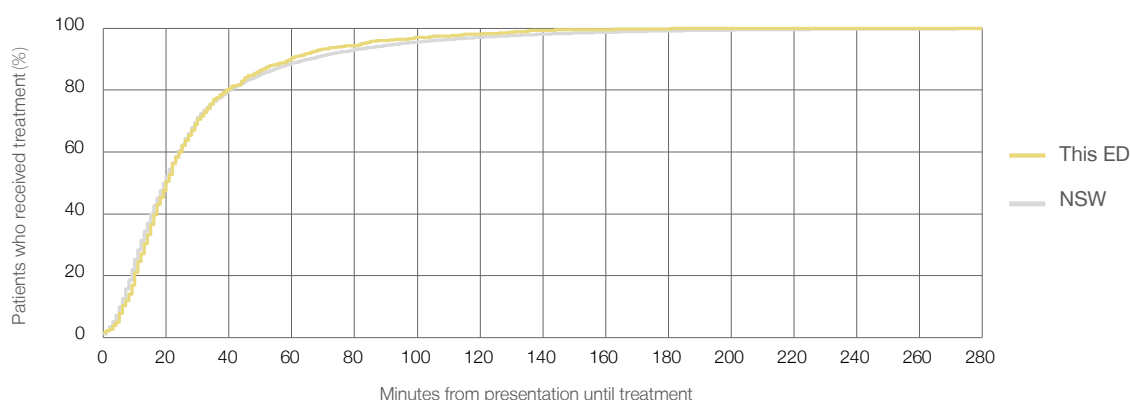
20 minutes

90th percentile time to start treatment ⁵

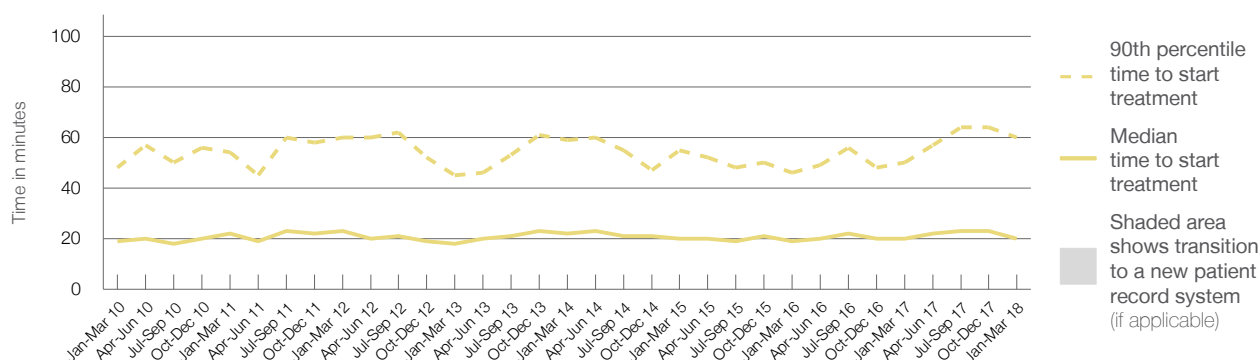
60 minutes

Same period last year	NSW (this period)
997	
965	
20 minutes	20 minutes
50 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	19	22	23	18	22	20	19	20	20
90th percentile time to start treatment ⁵ (minutes)	48	54	60	45	59	55	46	50	60

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

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

Cessnock Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,083

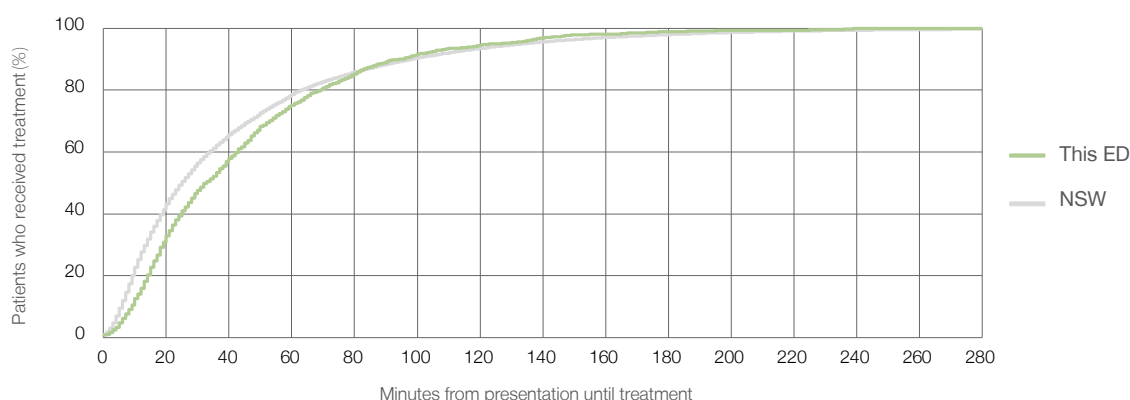
Number of triage 4 patients used to calculate waiting time: ³ 1,943

Median time to start treatment ⁴ 33 minutes

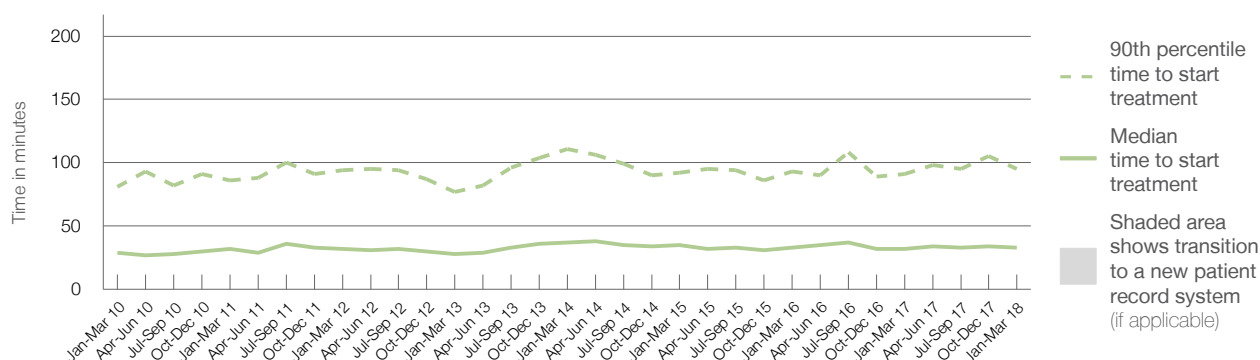
90th percentile time to start treatment ⁵ 95 minutes

Same period last year	NSW (this period)
2,183	
2,008	
32 minutes	25 minutes
91 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	29	32	32	28	37	35	33	32	33
90th percentile time to start treatment ⁵ (minutes)	81	86	94	77	111	92	93	91	95

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

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

Cessnock Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 584

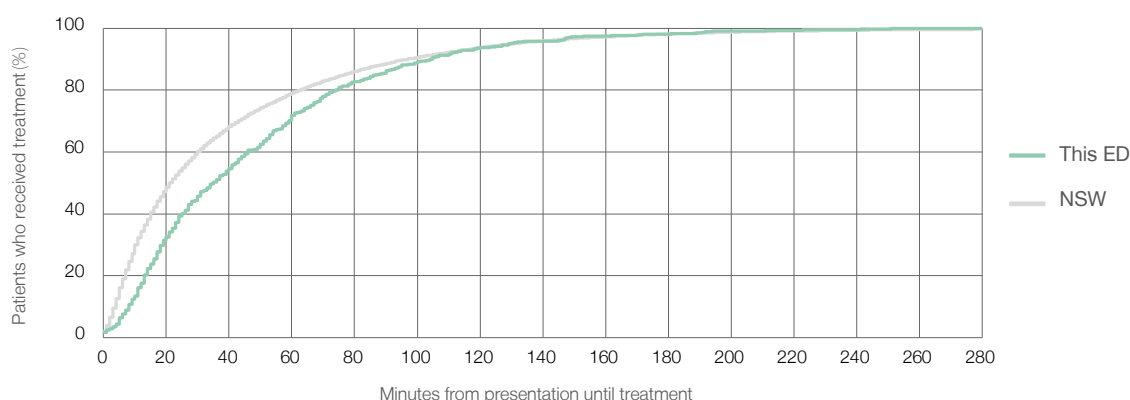
Number of triage 5 patients used to calculate waiting time:³ 499

Median time to start treatment⁴ 35 minutes

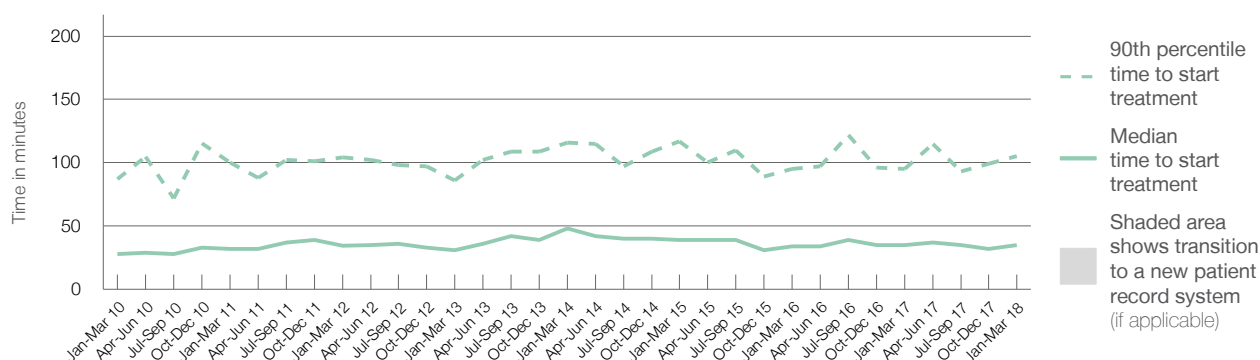
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
757	
642	
35 minutes	22 minutes
95 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	28	32	35	31	48	39	34	35	35
90th percentile time to start treatment ⁵ (minutes)	87	100	104	86	116	117	95	95	105

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

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

Cessnock Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 4,251 patients

Presentations used to calculate time to leaving the ED:⁶ 4,251 patients

Median time spent in the ED⁸

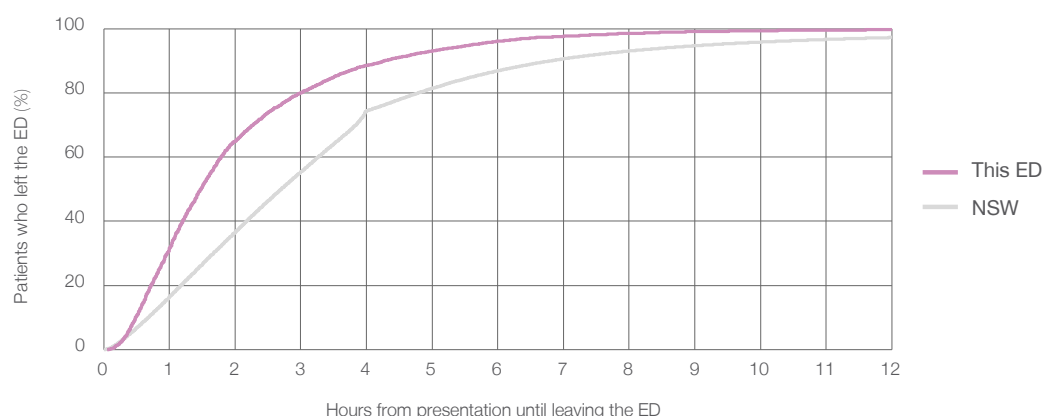
1 hours and 29 minutes

90th percentile time spent in the ED⁹

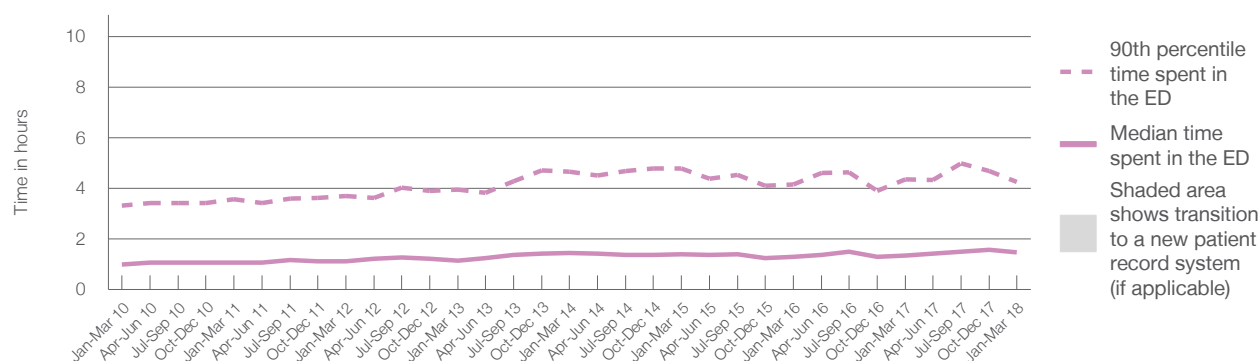
4 hours and 16 minutes

Same period last year	NSW (this period)
4,268	
4,268	
1 hours and 21 minutes	2 hours and 42 minutes
4 hours and 22 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 0m	1h 4m	1h 8m	1h 9m	1h 27m	1h 24m	1h 18m	1h 21m	1h 29m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 20m	3h 35m	3h 42m	3h 58m	4h 40m	4h 47m	4h 10m	4h 22m	4h 16m

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

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

Cessnock Hospital: Time patients spent in the ED

By mode of separation

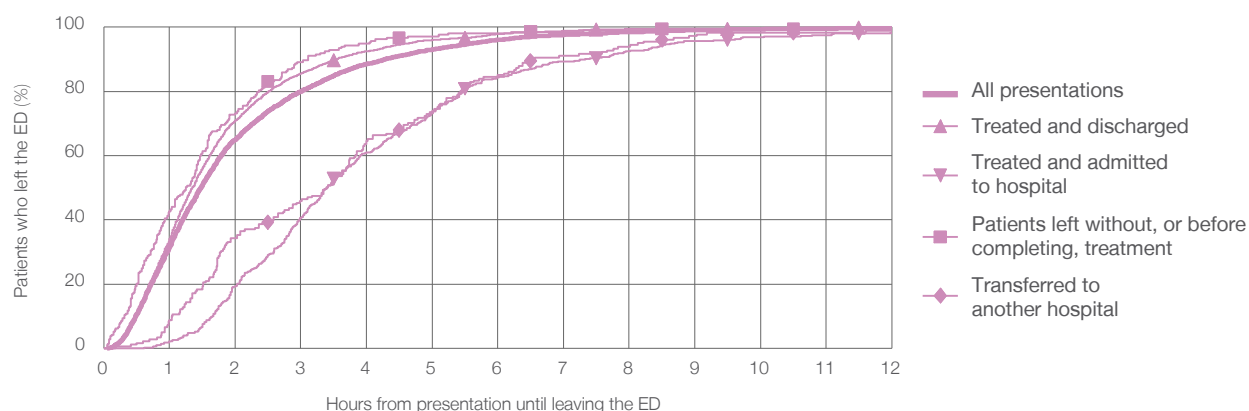
January to March 2018

All presentations:[†] 4,251 patients

Presentations used to calculate time to leaving the ED:[‡] 4,251 patients

		Same period last year	Change since one year ago
Treated and discharged	3,319 (78.1%)	3,249	2.2%
Treated and admitted to hospital	413 (9.7%)	478	-13.6%
Patient left without, or before completing, treatment	213 (5.0%)	190	12.1%
Transferred to another hospital	181 (4.3%)	130	39.2%
Other	125 (2.9%)	221	-43.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	34.0%	70.9%	85.5%	92.5%	97.9%	99.4%	99.7%	99.9%
Treated and admitted to hospital	2.2%	19.4%	40.7%	61.0%	84.3%	92.5%	96.9%	98.3%
Patient left without, or before completing, treatment	42.7%	73.2%	89.2%	94.8%	98.1%	99.1%	99.5%	99.5%
Transferred to another hospital	8.8%	34.3%	45.9%	64.6%	85.1%	93.9%	98.3%	98.9%
All presentations	31.6%	65.1%	80.0%	88.6%	96.1%	98.5%	99.4%	99.7%

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

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

Cessnock Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 4,251 patients

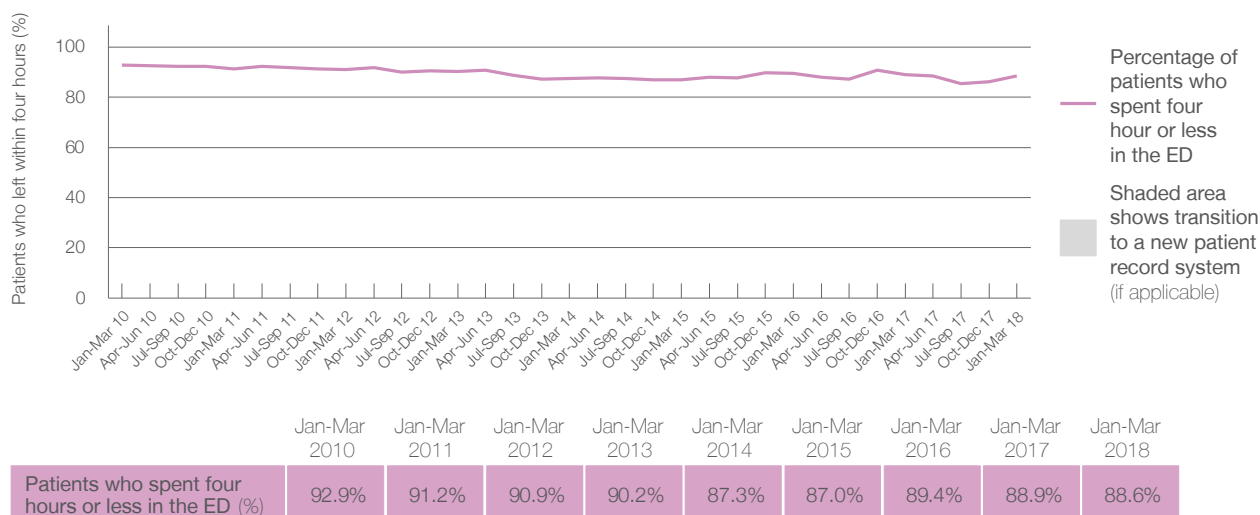
Presentations used to calculate time to leaving the ED: ⁶ 4,251 patients

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



Same period last year	Change since one year ago
4,268	0%
4,268	0%
88.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Cooma Hospital and Health Service: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,734 patients

Emergency presentations:² 2,455 patients

Same period last year	Change since one year ago
2,351	16%
2,179	13%

Cooma Hospital and Health Service: Time patients waited to start treatment ³

January to March 2018

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

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 681 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,010 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 97 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 435 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
261	
7 minutes	8 minutes
19 minutes	23 minutes
568	
16 minutes	20 minutes
46 minutes	65 minutes
871	
26 minutes	25 minutes
87 minutes	98 minutes
473	
25 minutes	22 minutes
105 minutes	97 minutes

Cooma Hospital and Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,734 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
2,350	16%
88%	

* 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, January to March 2018*.
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.

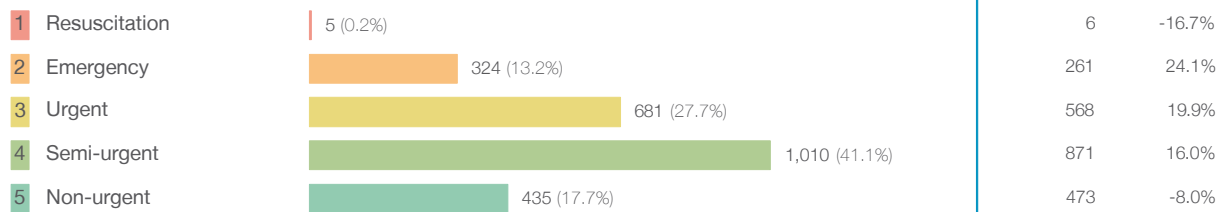
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Cooma Hospital and Health Service: Patients presenting to the emergency department

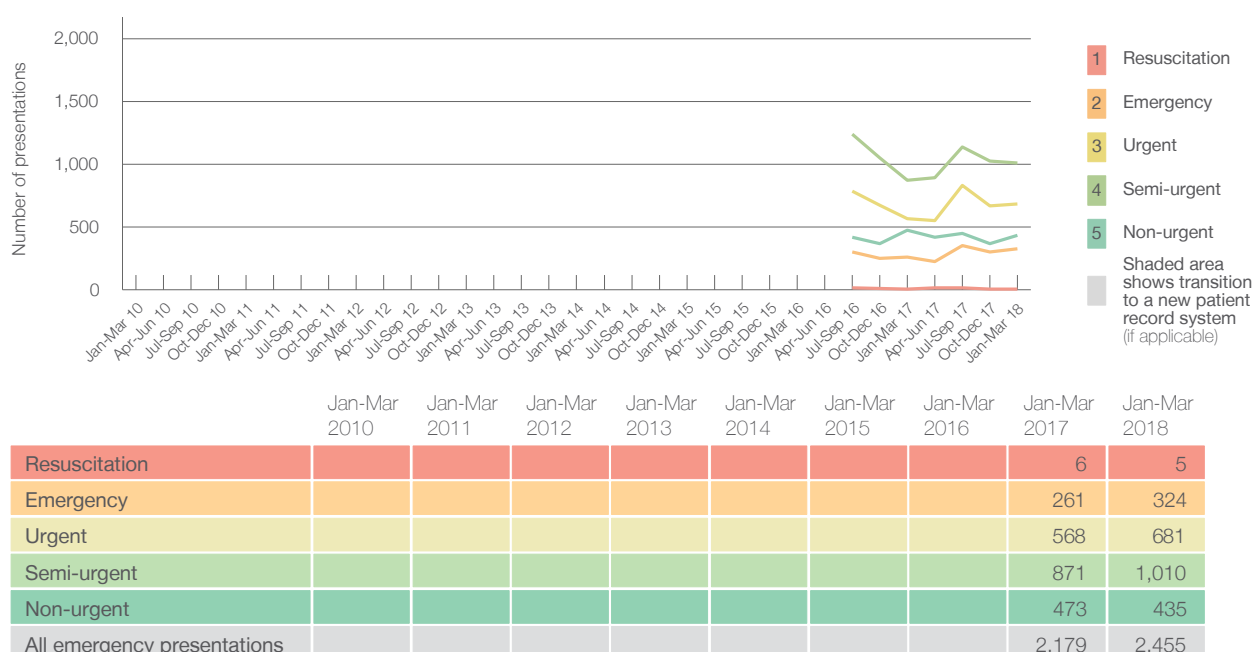
January to March 2018

All presentations:¹ 2,734 patients

Emergency presentations² by triage category: 2,455 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{† §}



Cooma Hospital and Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 343 patients

ED Transfer of care time



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

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

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

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 324

Number of triage 2 patients used to calculate waiting time:³ 322

Median time to start treatment⁴

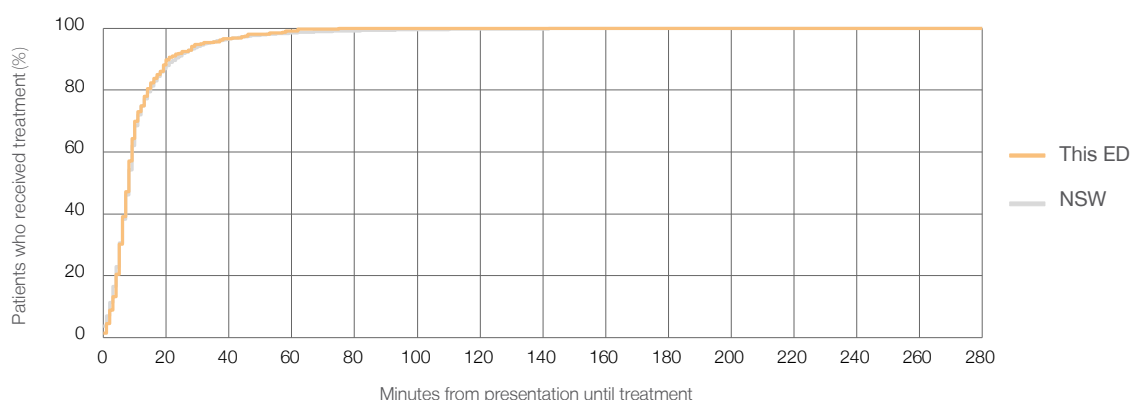
8 minutes

90th percentile time to start treatment⁵

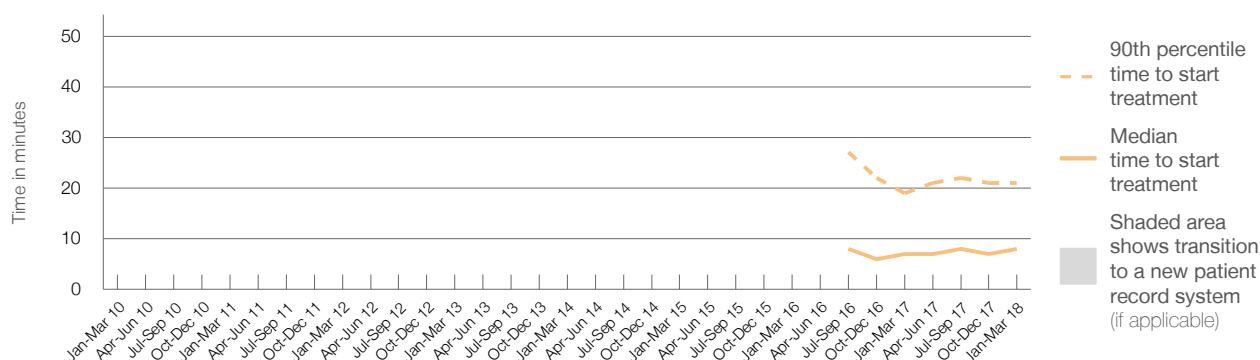
21 minutes

Same period last year	NSW (this period)
261	261
7 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								7	8
90th percentile time to start treatment ⁵ (minutes)								19	21

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

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

(§) 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.

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 681

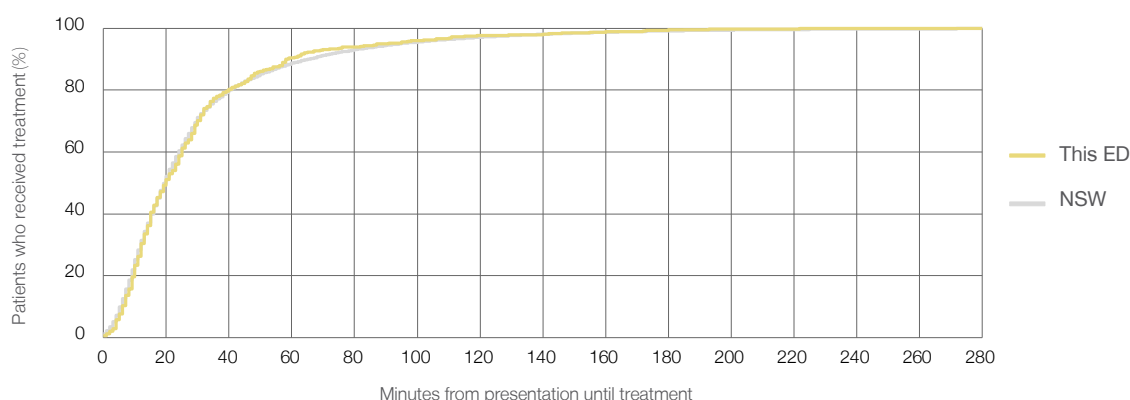
Number of triage 3 patients used to calculate waiting time:³ 664

Median time to start treatment⁴ 20 minutes

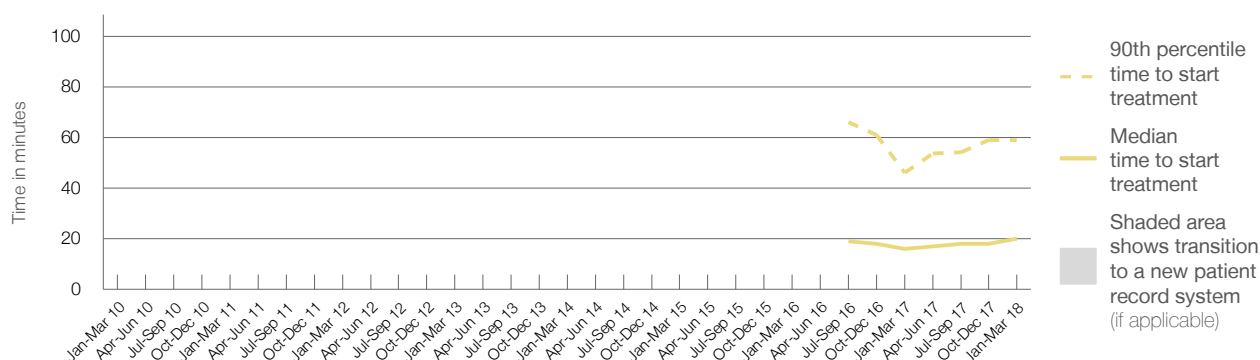
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
568	
563	
16 minutes	20 minutes
46 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								16	20
90th percentile time to start treatment ⁵ (minutes)								46	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.

(§) 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.

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,010

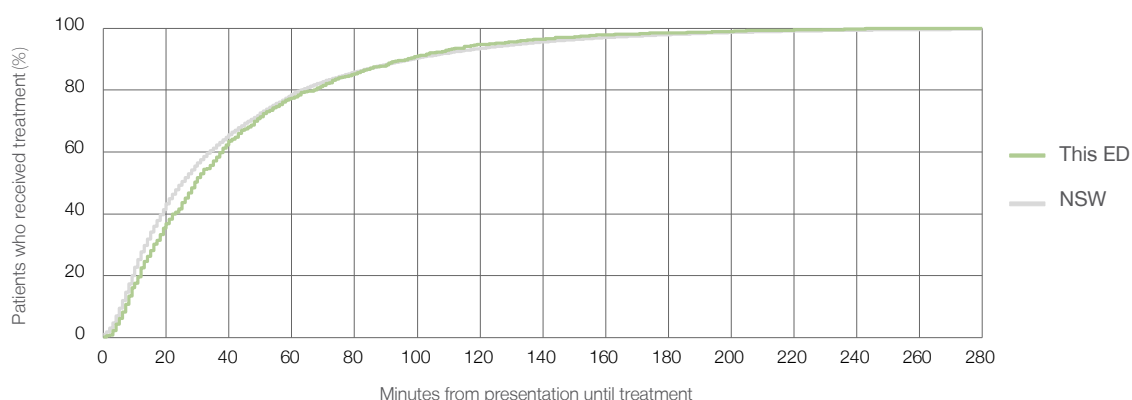
Number of triage 4 patients used to calculate waiting time:³ 957

Median time to start treatment⁴ 29 minutes

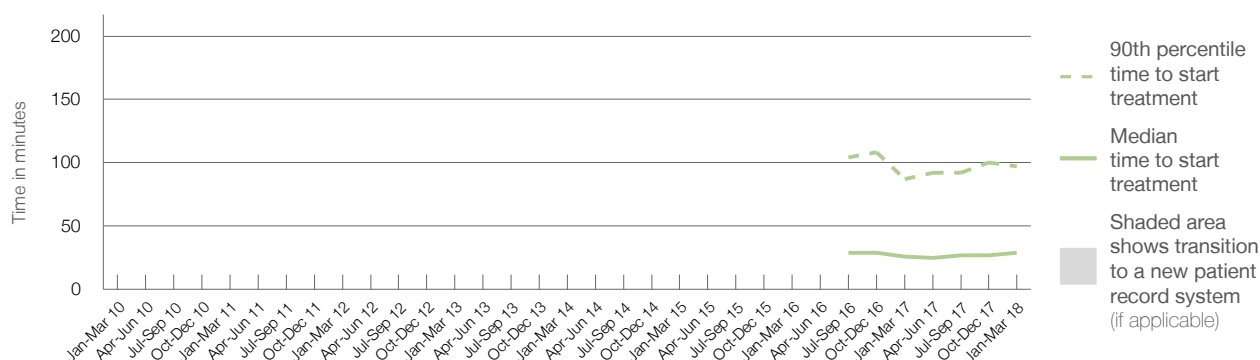
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
871	
827	
26 minutes	25 minutes
87 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								26	29
90th percentile time to start treatment ⁵ (minutes)								87	97

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

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

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

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 435

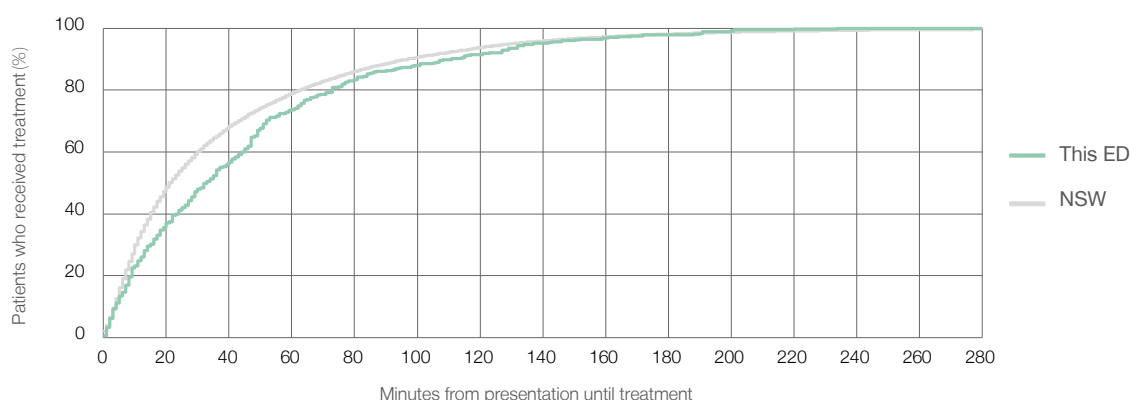
Number of triage 5 patients used to calculate waiting time:³ 365

Median time to start treatment⁴ 33 minutes

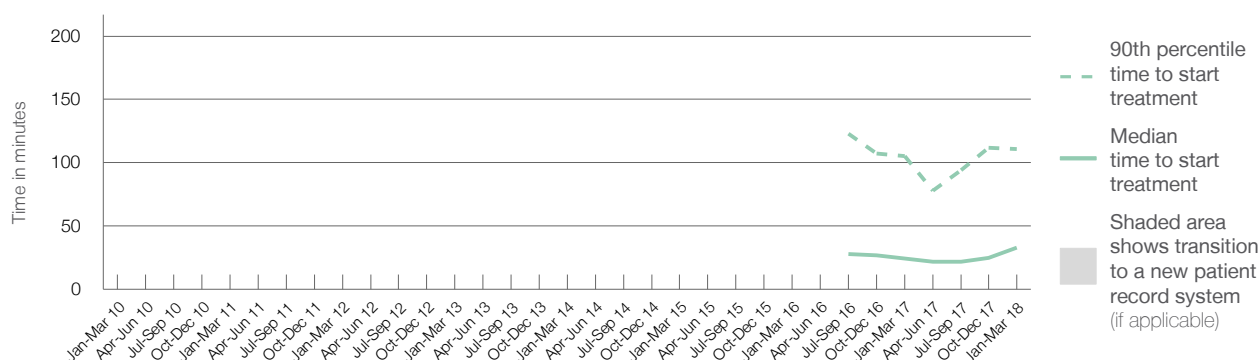
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
473	
440	
25 minutes	22 minutes
105 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								25	33
90th percentile time to start treatment ⁵ (minutes)								105	111

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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.

Cooma Hospital and Health Service: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,734 patients

Presentations used to calculate time to leaving the ED:⁶ 2,734 patients

Median time spent in the ED⁸

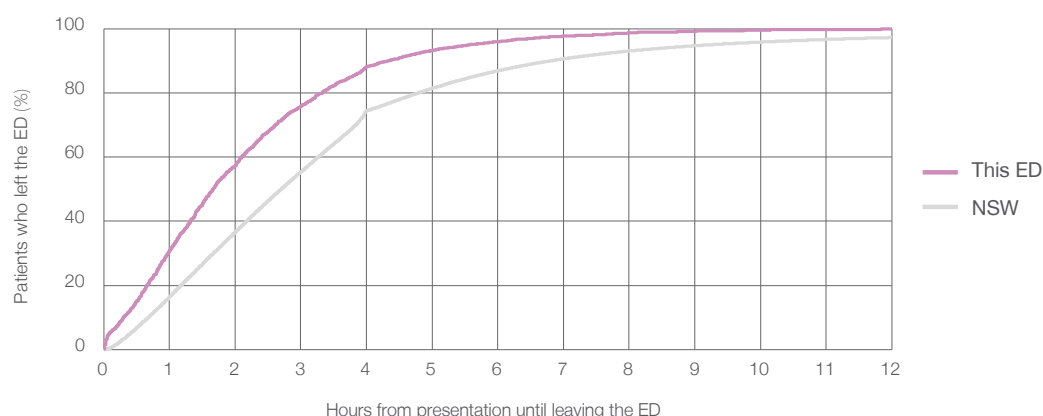
1 hours and 40 minutes

90th percentile time spent in the ED⁹

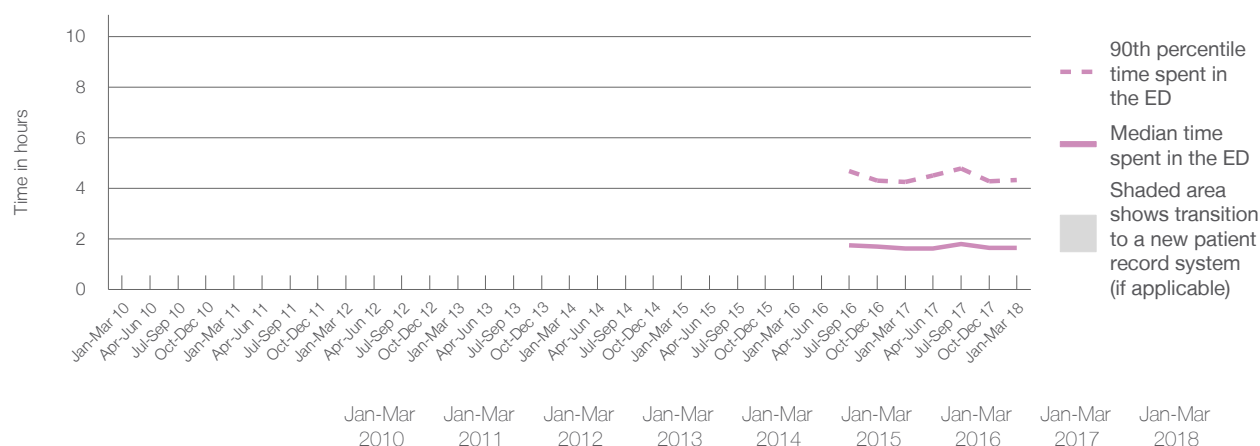
4 hours and 20 minutes

Same period last year	NSW (this period)
2,351	
2,350	
1 hours and 39 minutes	2 hours and 42 minutes
4 hours and 16 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)								1h 39m	1h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)								4h 16m	4h 20m

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

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

(§) 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.

Cooma Hospital and Health Service: Time patients spent in the ED

By mode of separation

January to March 2018

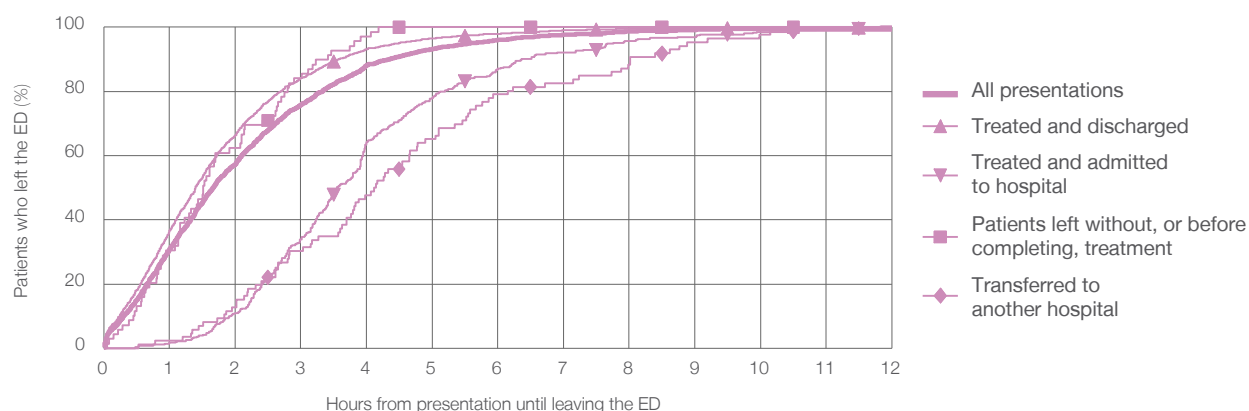
All presentations:[†] 2,734 patients

Presentations used to calculate time to leaving the ED:[‡] 2,734 patients

Treated and discharged	2,216 (81.1%)
Treated and admitted to hospital	355 (13.0%)
Patient left without, or before completing, treatment	69 (2.5%)
Transferred to another hospital	86 (3.1%)
Other	8 (0.3%)

Same period last year	Change since one year ago
2,350	16%
1,831	21.0%
354	0.3%
64	7.8%
88	-2.3%
14	-42.9%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



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

Treated and discharged	36.6%	66.4%	84.1%	93.2%	98.0%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.7%	11.0%	33.8%	64.2%	87.0%	95.8%	98.6%	99.4%
Patient left without, or before completing, treatment	30.4%	62.3%	84.1%	97.1%	100%	100%	100%	100%
Transferred to another hospital	2.3%	12.8%	30.2%	47.7%	79.1%	88.4%	97.7%	98.8%
All presentations	30.9%	57.5%	75.9%	88.1%	96.0%	98.6%	99.6%	99.8%

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

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

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

Cooma Hospital and Health Service: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 2,734 patients

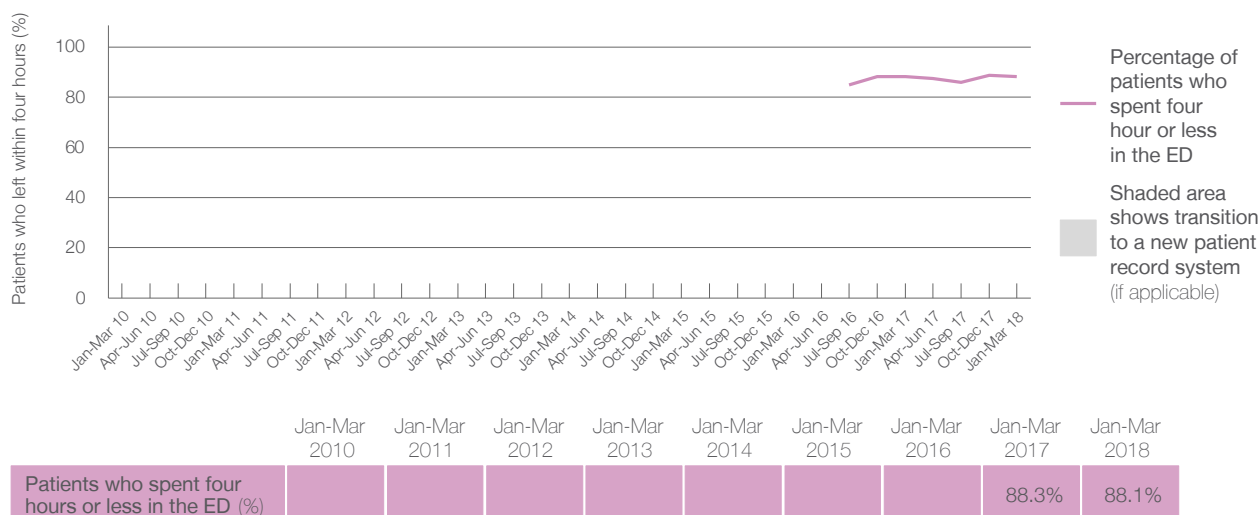
Presentations used to calculate time to leaving the ED: ⁶ 2,734 patients

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



Same period last year	Change since one year ago
2,351	16%
2,350	16%
88.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 - † Data points are not shown in graphs for quarters when patient numbers were too small.
 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Cowra Health Service: Emergency department (ED) overview

January to March 2018

All presentations:¹ 1,720 patients

Emergency presentations:² 1,675 patients

Same period last year	Change since one year ago
1,863	-8%
1,796	-7%

Cowra Health Service: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 230 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 437 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 748 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 54 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 249 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
167	
6 minutes	8 minutes
17 minutes	23 minutes
454	
8 minutes	20 minutes
31 minutes	65 minutes
861	
8 minutes	25 minutes
25 minutes	98 minutes
308	
7 minutes	22 minutes
45 minutes	97 minutes

Cowra Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 1,720 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
1,861	-8%
86%	

* 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, January to March 2018*.
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.

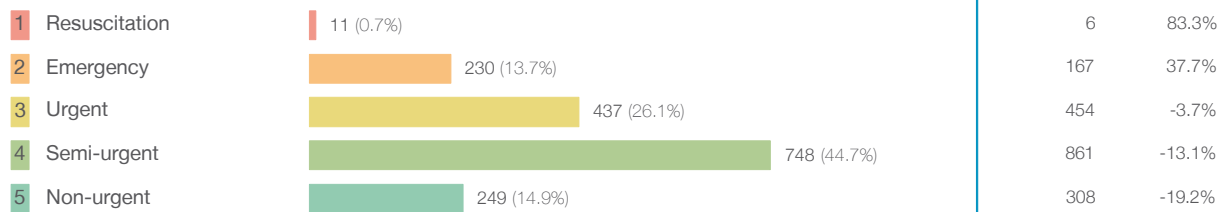
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Cowra Health Service: Patients presenting to the emergency department

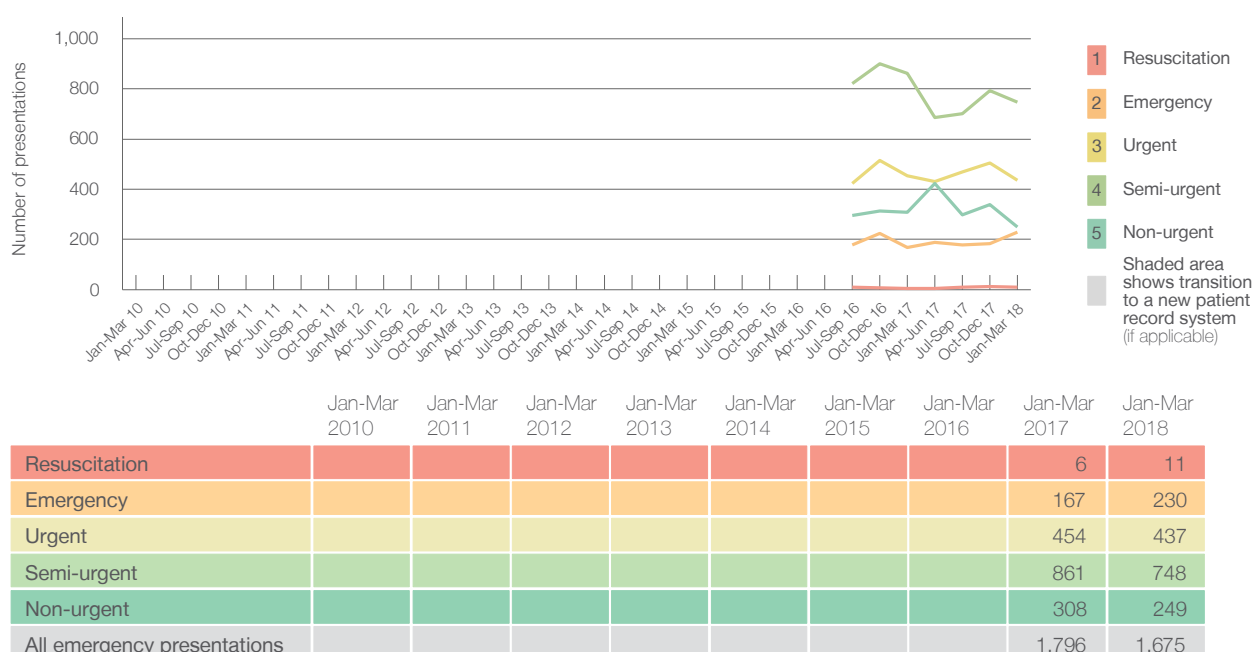
January to March 2018

All presentations:¹ 1,720 patients

Emergency presentations² by triage category: 1,675 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{† §}



Cowra Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 252 patients ^{**}

ED Transfer of care time



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

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

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

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

Cowra Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 230

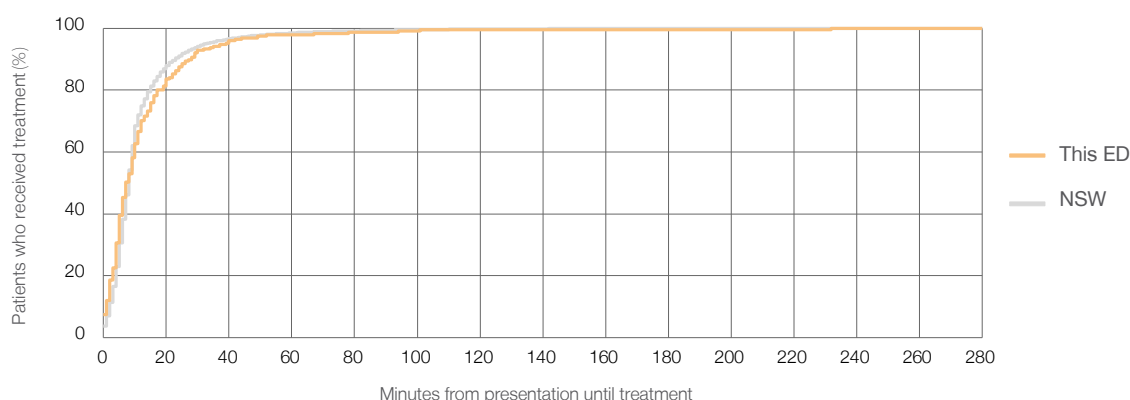
Number of triage 2 patients used to calculate waiting time:³ 225

Median time to start treatment⁴ 7 minutes

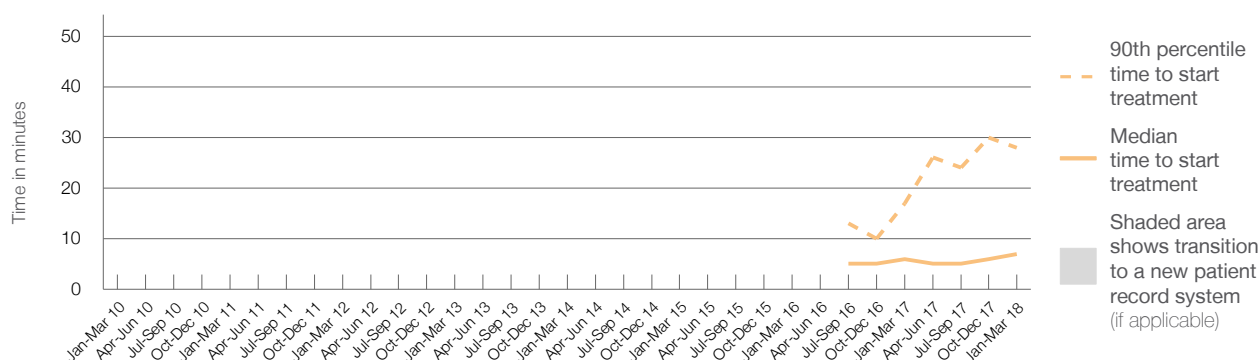
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
167	
162	
6 minutes	8 minutes
17 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								6	7
90th percentile time to start treatment ⁵ (minutes)								17	28

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 437

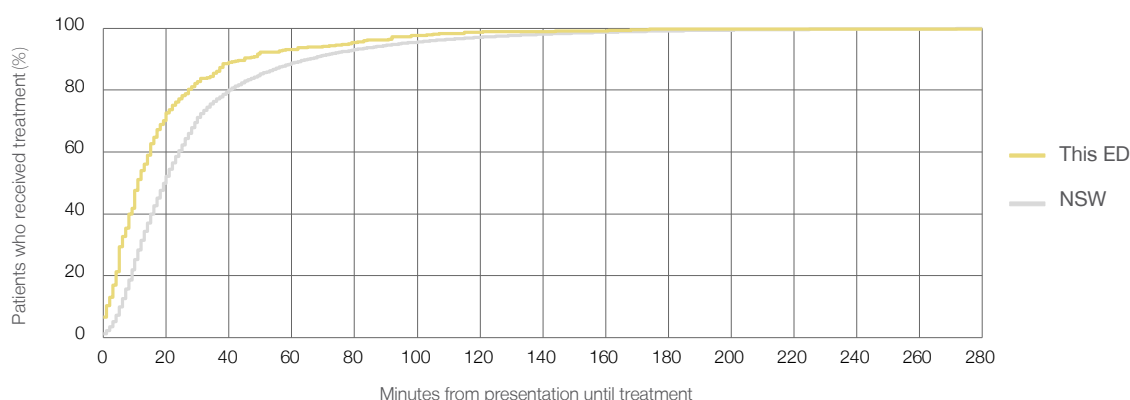
Number of triage 3 patients used to calculate waiting time:³ 424

Median time to start treatment⁴ 11 minutes

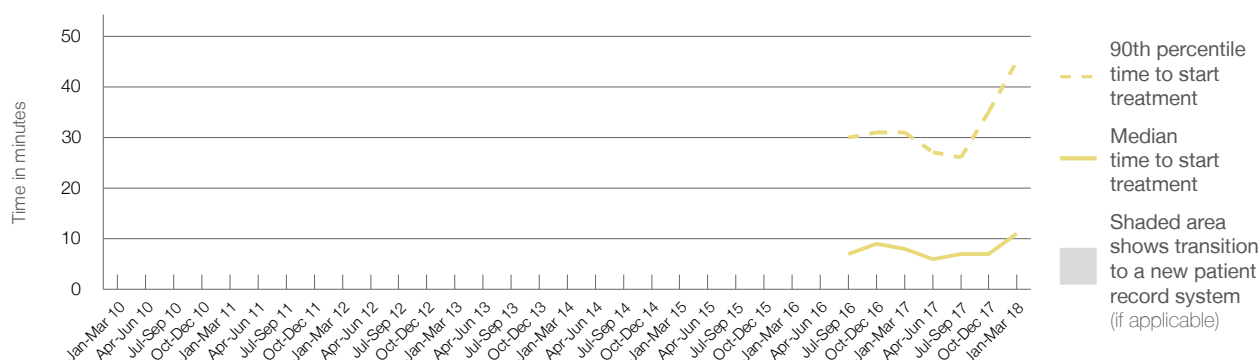
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
454	
444	
8 minutes	20 minutes
31 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								8	11
90th percentile time to start treatment ⁵ (minutes)								31	45

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

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

(§) 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 Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 748

Number of triage 4 patients used to calculate waiting time:³ 702

Median time to start treatment⁴

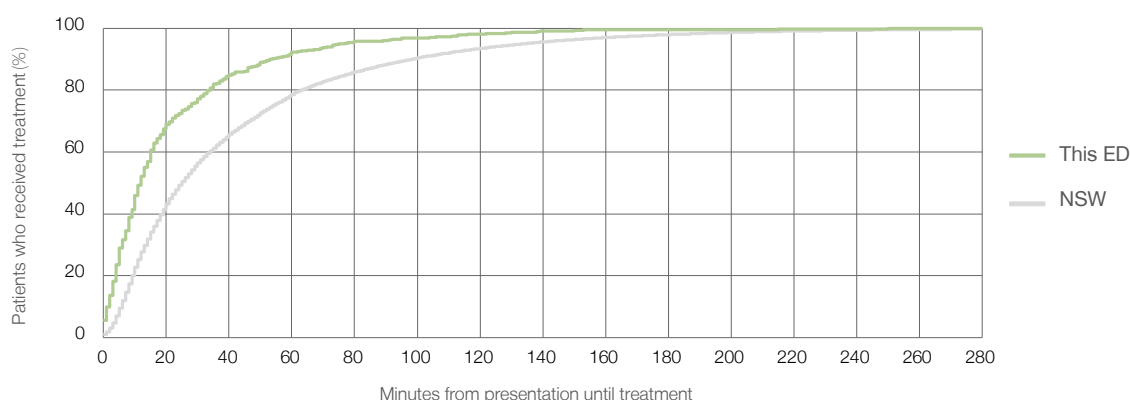
12 minutes

90th percentile time to start treatment⁵

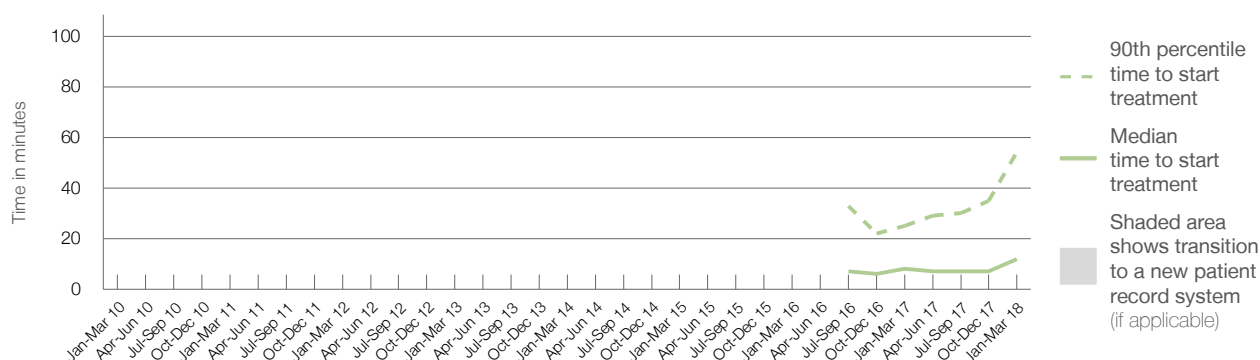
54 minutes

Same period last year	NSW (this period)
861	
813	
8 minutes	25 minutes
25 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								8	12
90th percentile time to start treatment ⁵ (minutes)								25	54

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

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

(§) 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 Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 249

Number of triage 5 patients used to calculate waiting time:³ 210

Median time to start treatment⁴

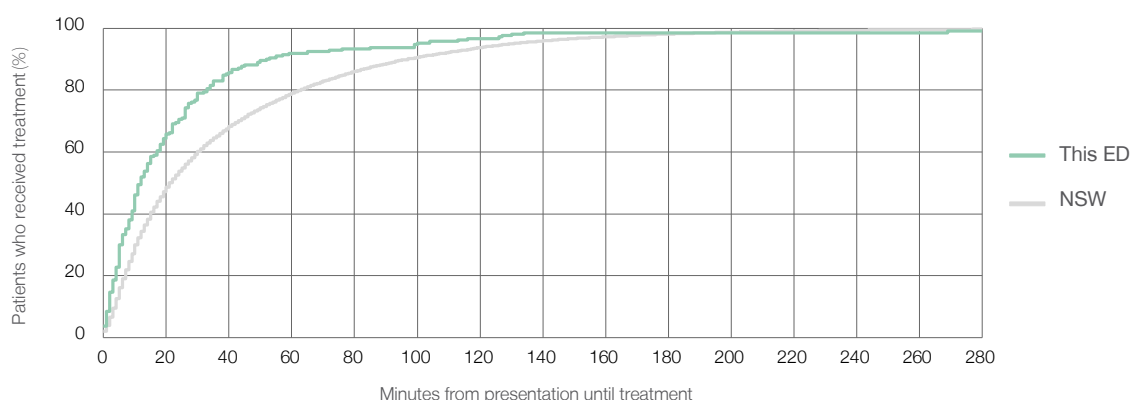
12 minutes

90th percentile time to start treatment⁵

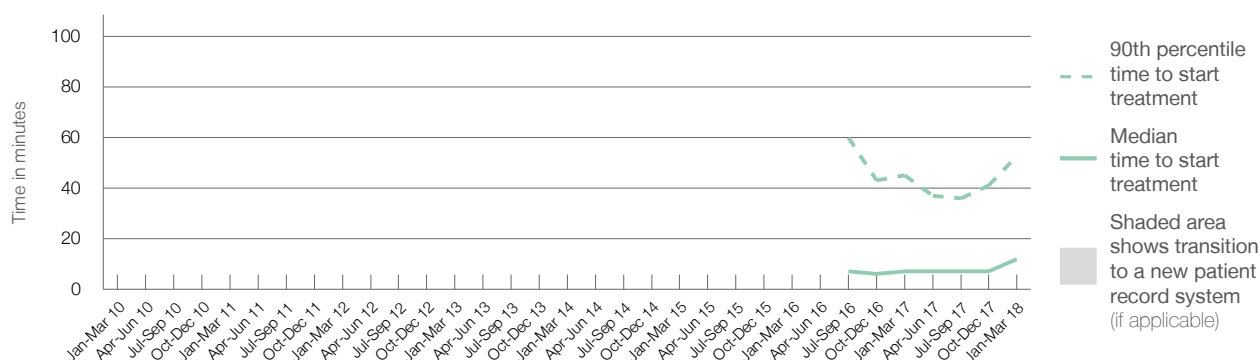
53 minutes

Same period last year	NSW (this period)
308	
278	
7 minutes	22 minutes
45 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								7	12
90th percentile time to start treatment ⁵ (minutes)								45	53

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

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

(§) 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 Health Service: Time patients spent in the ED

January to March 2018

All presentations:¹ 1,720 patients

Presentations used to calculate time to leaving the ED:⁶ 1,720 patients

Median time spent in the ED⁸

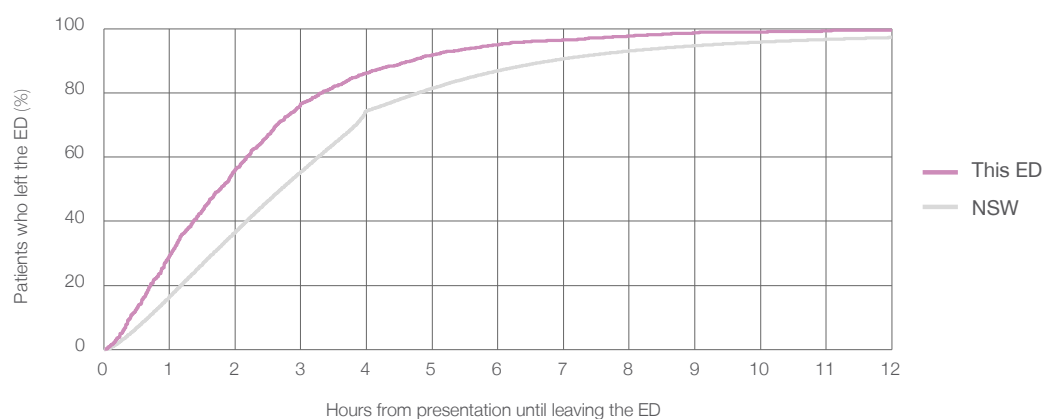
1 hours and 46 minutes

90th percentile time spent in the ED⁹

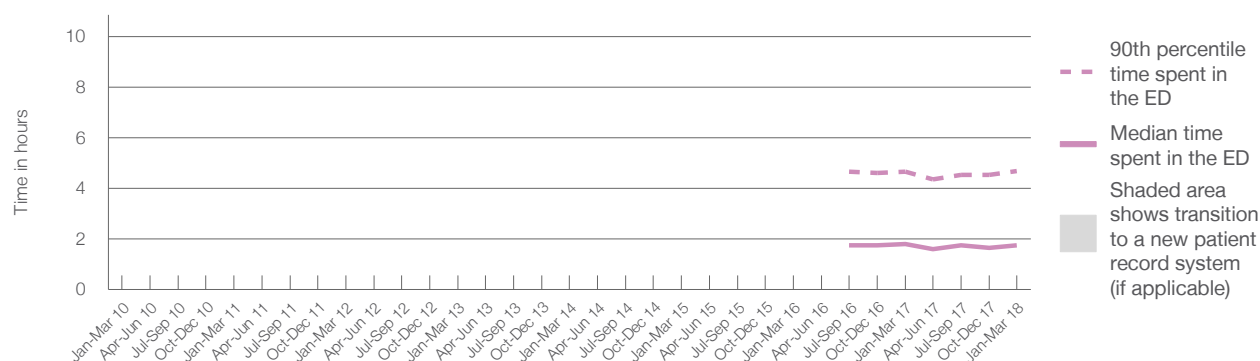
4 hours and 41 minutes

Same period last year	NSW (this period)
1,863	
1,861	
1 hours and 48 minutes	2 hours and 42 minutes
4 hours and 40 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)								1h 48m	1h 46m
90th percentile time spent in the ED ⁹ (hours, minutes)								4h 40m	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.

(§) 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 Health Service: Time patients spent in the ED

By mode of separation

January to March 2018

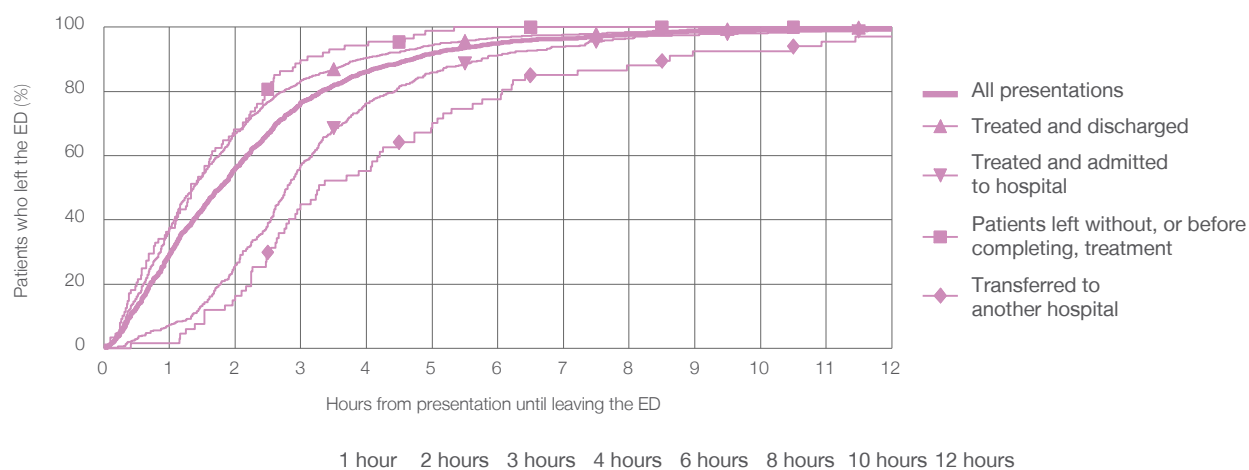
All presentations:[†] 1,720 patients

Presentations used to calculate time to leaving the ED:[‡] 1,720 patients

Treated and discharged	1,191 (69.2%)
Treated and admitted to hospital	372 (21.6%)
Patient left without, or before completing, treatment	88 (5.1%)
Transferred to another hospital	67 (3.9%)
Other	2 (0.1%)

Same period last year	Change since one year ago
1,861	-8%
1,400	-14.9%
314	18.5%
80	10.0%
63	6.3%
6	-66.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



Treated and discharged	37.2%	67.0%	83.4%	90.4%	96.7%	98.4%	99.6%	99.8%
Treated and admitted to hospital	7.3%	25.8%	57.0%	76.3%	91.4%	96.5%	98.1%	98.9%
Patient left without, or before completing, treatment	37.5%	68.2%	89.8%	94.3%	100%	100%	100%	100%
Transferred to another hospital	1.5%	16.4%	44.8%	55.2%	77.6%	88.1%	92.5%	97.0%
All presentations	29.4%	56.2%	76.5%	86.2%	95.0%	97.7%	99.0%	99.5%

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

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

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Cowra Health Service: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 1,720 patients

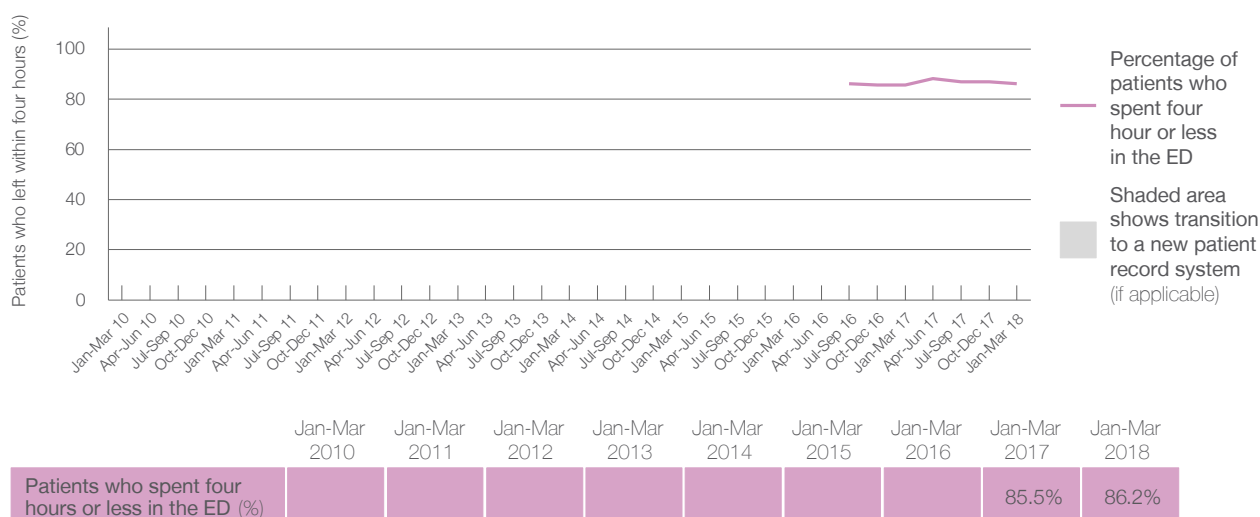
Presentations used to calculate time to leaving the ED: ⁶ 1,720 patients

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



Same period last year	Change since one year ago
1,863	-8%
1,861	-8%
85.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Deniliquin Hospital and Health Services: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,360 patients

Emergency presentations:² 1,789 patients

Same period last year	Change since one year ago
2,429	-3%
1,955	-8%

Deniliquin Hospital and Health Services: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 101 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 559 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 22 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 790 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 339 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
89	
5 minutes	8 minutes
*	23 minutes
613	
7 minutes	20 minutes
24 minutes	65 minutes
871	
7 minutes	25 minutes
24 minutes	98 minutes
382	
6 minutes	22 minutes
26 minutes	97 minutes

Deniliquin Hospital and Health Services: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,359 patients

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



Same period last year	Change since one year ago
2,429	-3%
90%	

* 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, January to March 2018*.
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.

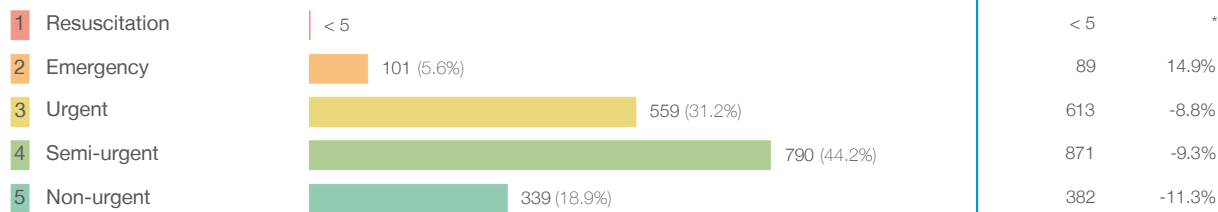
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Deniliquin Hospital and Health Services: Patients presenting to the emergency department

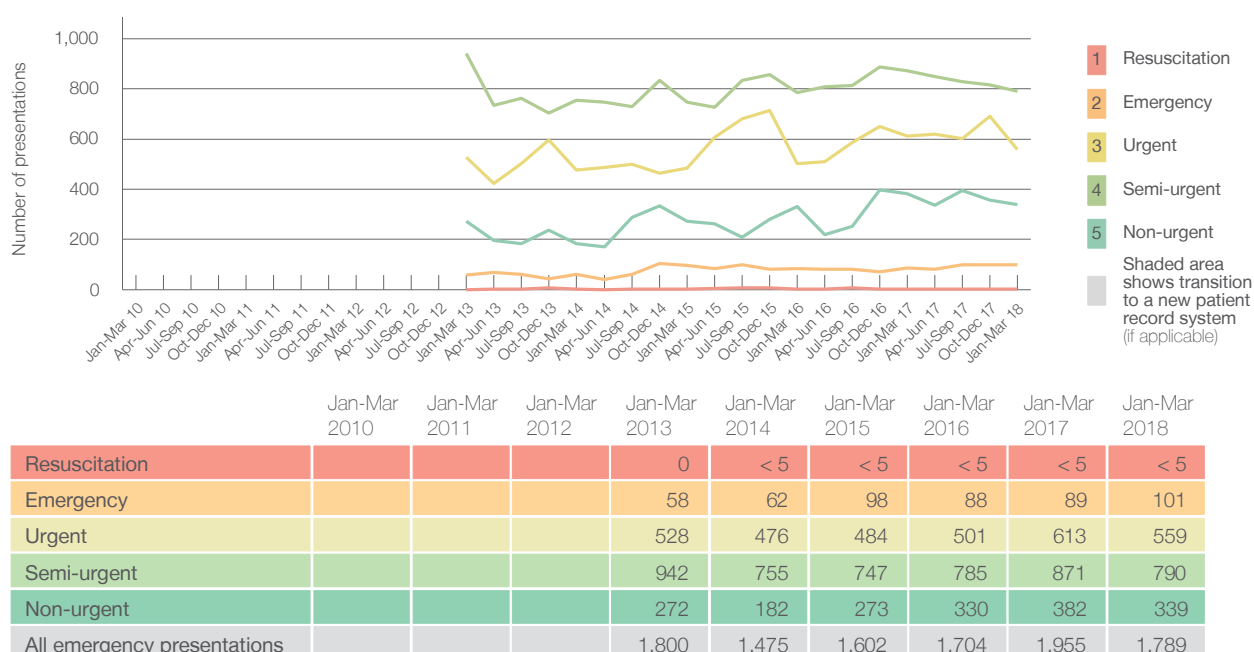
January to March 2018

All presentations:¹ 2,360 patients

Emergency presentations² by triage category: 1,789 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{† §}



Deniliquin Hospital and Health Services: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 82 patients ^{**}

ED Transfer of care time



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

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 101

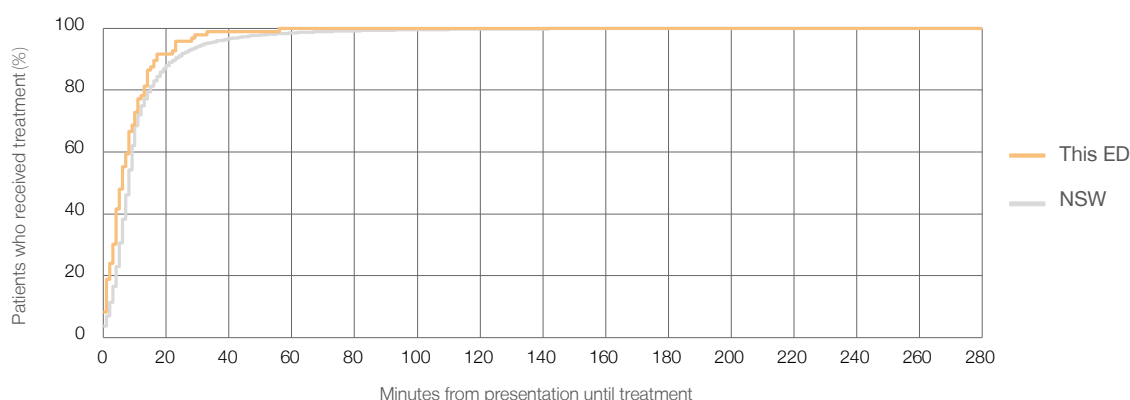
Number of triage 2 patients used to calculate waiting time:³ 96

Median time to start treatment⁴ 6 minutes

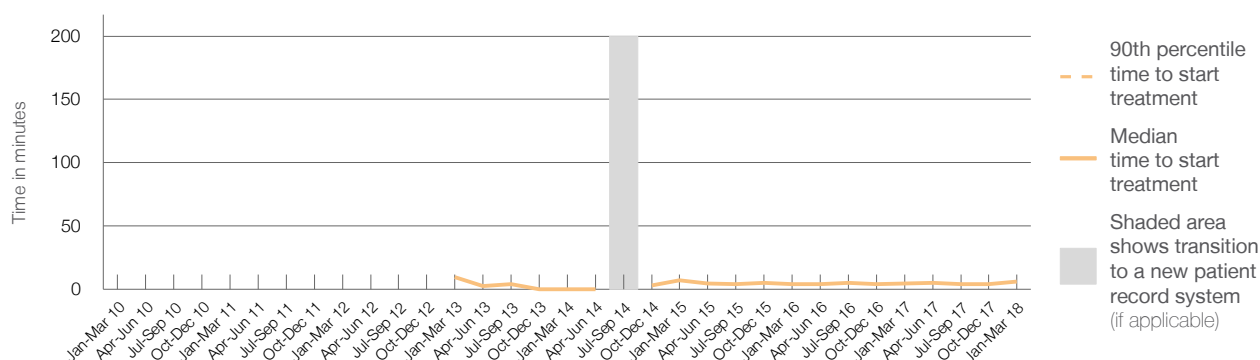
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
89	
86	
5 minutes	8 minutes
*	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				10	0	7	4	5	6
90th percentile time to start treatment ⁵ (minutes)				*	*	*	*	*	*

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

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

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 559

Number of triage 3 patients used to calculate waiting time:³ 541

Median time to start treatment⁴

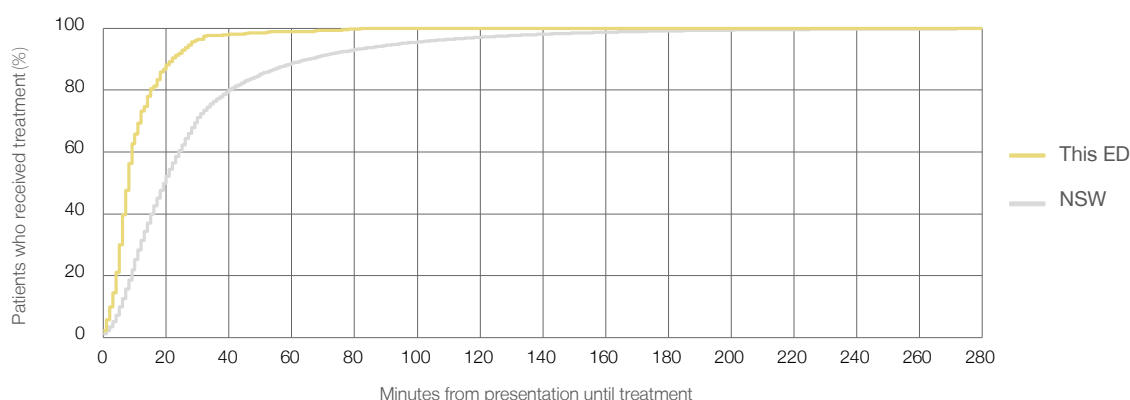
8 minutes

90th percentile time to start treatment⁵

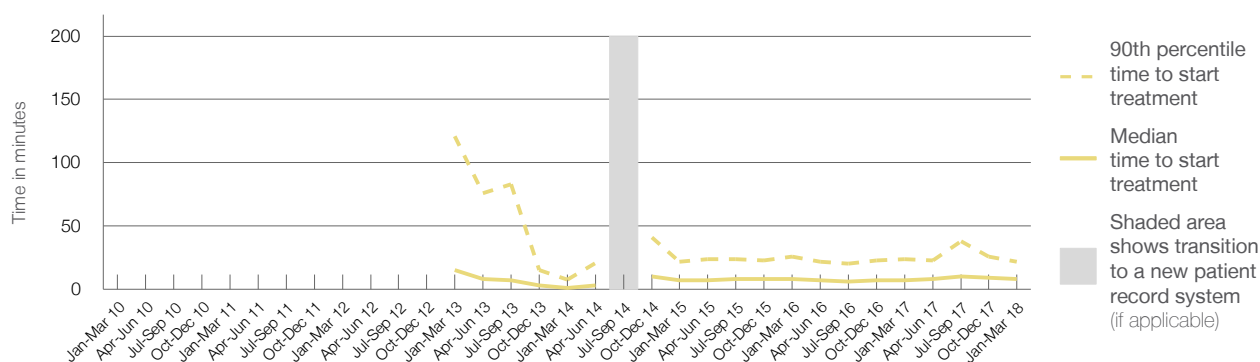
22 minutes

Same period last year	NSW (this period)
613	
601	
7 minutes	20 minutes
24 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				15	1	7	8	7	8
90th percentile time to start treatment ⁵ (minutes)				121	8	22	26	24	22

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

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

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Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 790

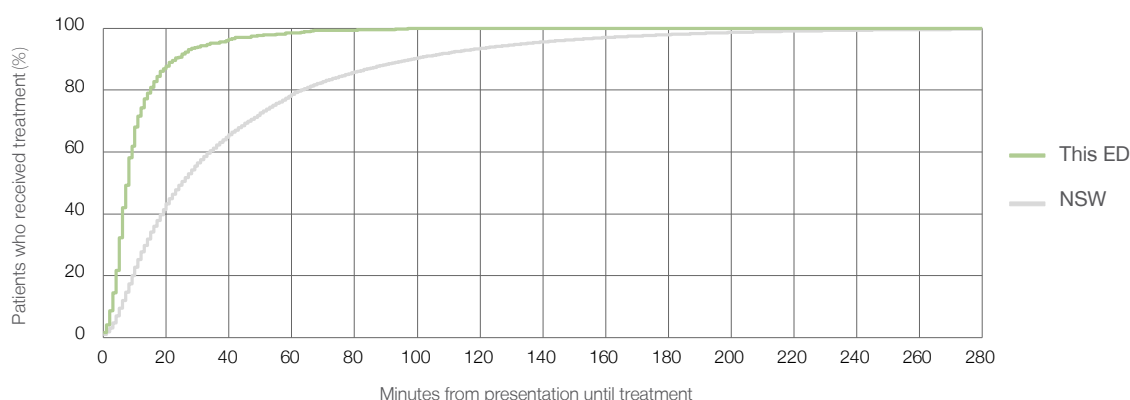
Number of triage 4 patients used to calculate waiting time:³ 751

Median time to start treatment⁴ 8 minutes

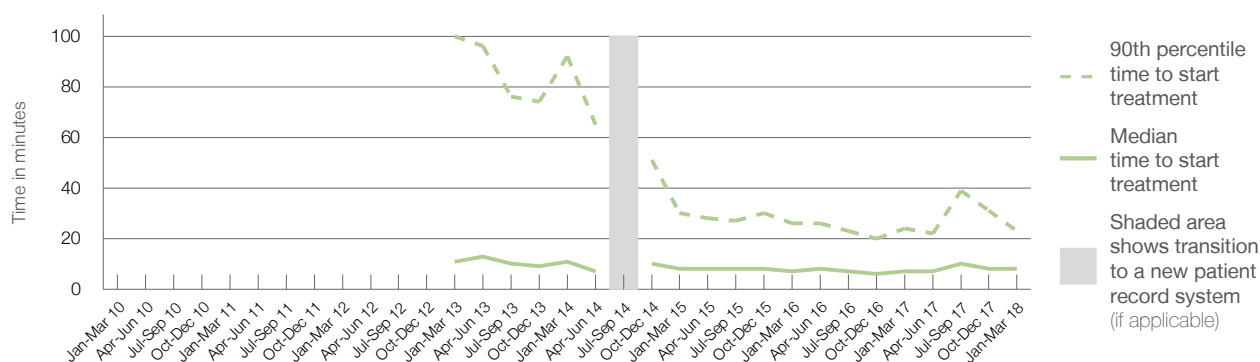
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
871	
834	
7 minutes	25 minutes
24 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				11	11	8	7	7	8
90th percentile time to start treatment ⁵ (minutes)				100	92	30	26	24	23

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

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

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Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 339

Number of triage 5 patients used to calculate waiting time:³ 325

Median time to start treatment⁴

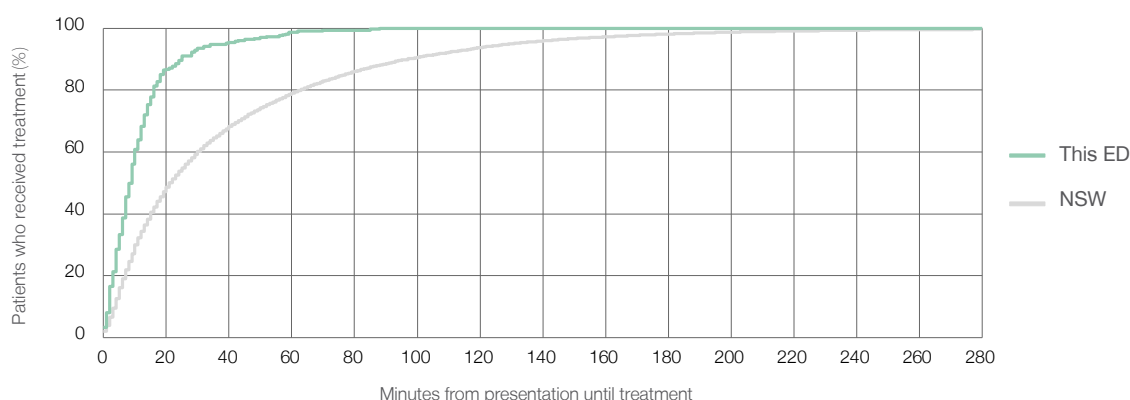
9 minutes

90th percentile time to start treatment⁵

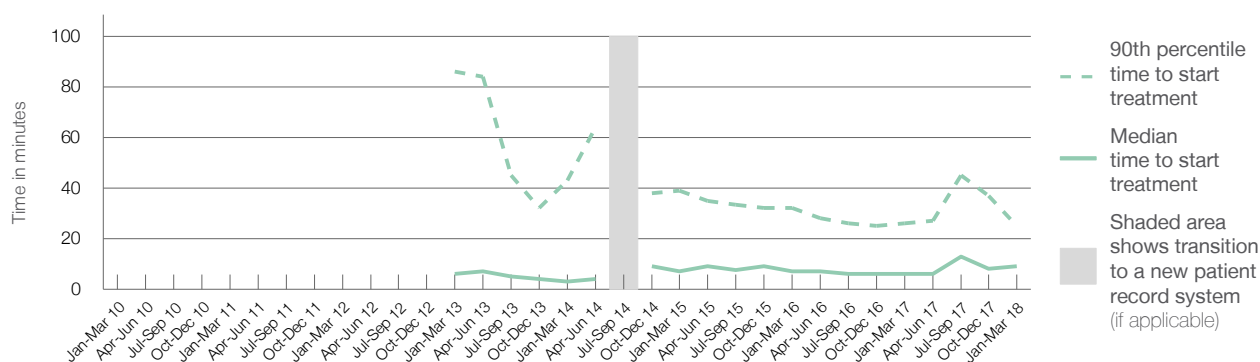
25 minutes

Same period last year	NSW (this period)
382	
364	
6 minutes	22 minutes
26 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				6	3	7	7	6	9
90th percentile time to start treatment ⁵ (minutes)				86	43	39	32	26	25

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Deniliquin Hospital and Health Services: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,360 patients

Presentations used to calculate time to leaving the ED:⁶ 2,359 patients

Median time spent in the ED⁸

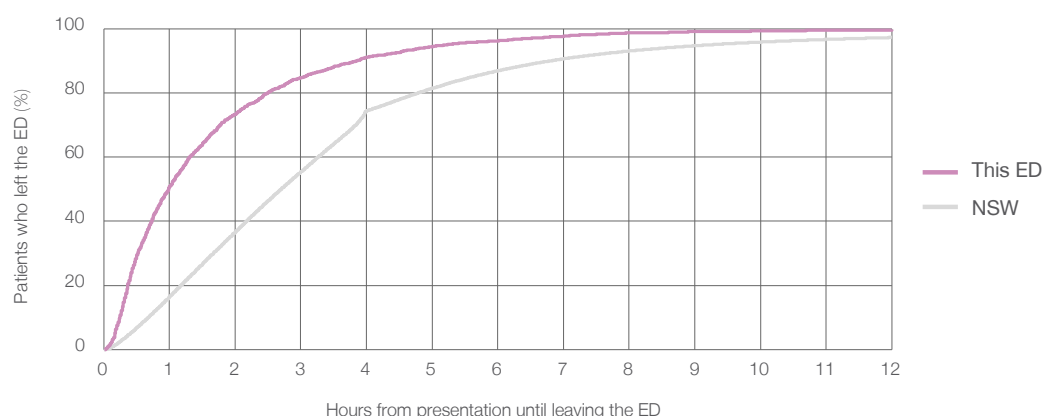
0 hours and 59 minutes

90th percentile time spent in the ED⁹

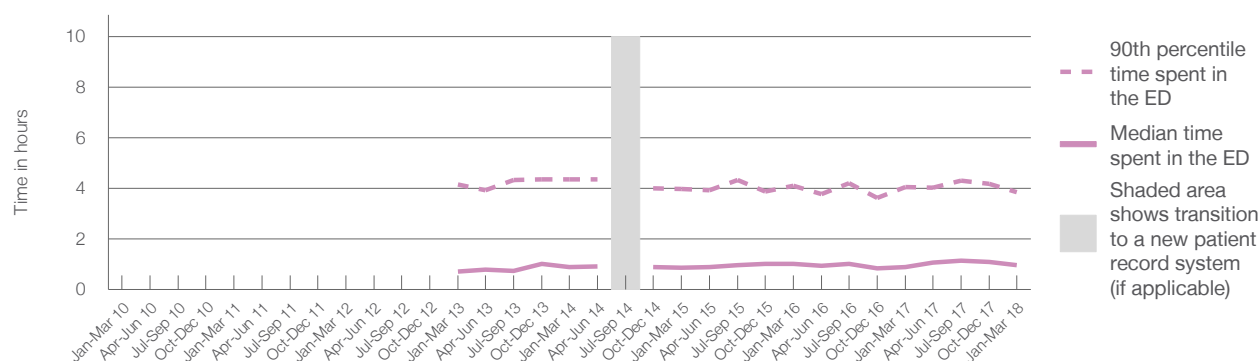
3 hours and 51 minutes

Same period last year	NSW (this period)
2,429	
2,429	
0 hours and 54 minutes	2 hours and 42 minutes
4 hours and 3 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)				0h 43m	0h 54m	0h 53m	1h 2m	0h 54m	0h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)				4h 9m	4h 21m	3h 59m	4h 6m	4h 3m	3h 51m

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Deniliquin Hospital and Health Services: Time patients spent in the ED

By mode of separation

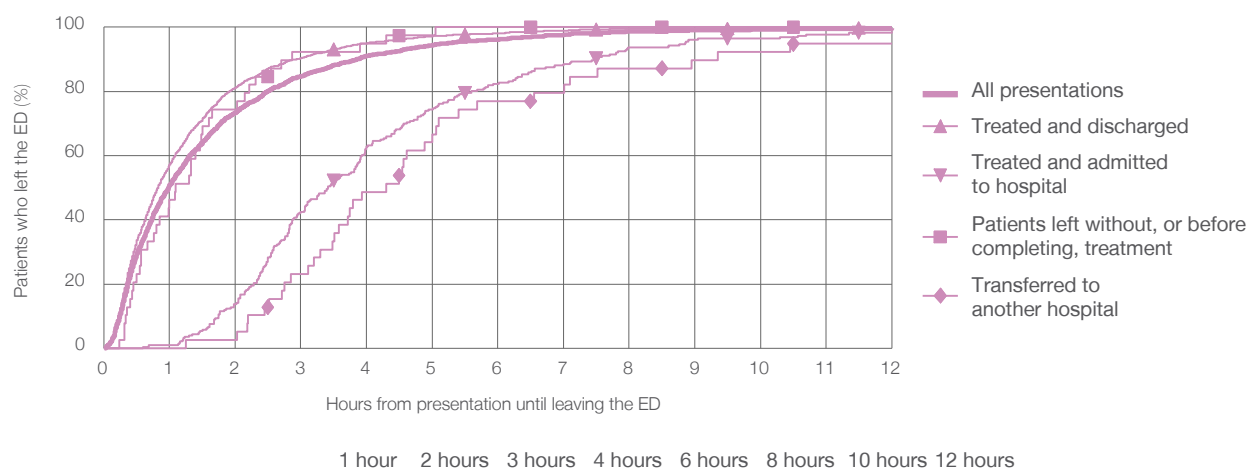
January to March 2018

All presentations:[†] 2,360 patients

Presentations used to calculate time to leaving the ED:[‡] 2,359 patients

		Same period last year	Change since one year ago
Treated and discharged	1,982 (84.0%)	2,429	-3%
Treated and admitted to hospital	226 (9.6%)	2017	-1.7%
Patient left without, or before completing, treatment	39 (1.7%)	272	-16.9%
Transferred to another hospital	39 (1.7%)	29	34.5%
Other	74 (3.1%)	41	-4.9%
		70	5.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	57.2%	81.2%	90.4%	95.0%	98.1%	99.5%	99.7%	99.8%
Treated and admitted to hospital	0.9%	13.7%	42.5%	62.8%	82.3%	93.8%	96.5%	98.7%
Patient left without, or before completing, treatment	46.2%	74.4%	92.3%	94.9%	100%	100%	100%	100%
Transferred to another hospital	0%	2.6%	23.1%	48.7%	76.9%	87.2%	92.3%	94.9%
All presentations	50.8%	73.4%	84.7%	91.1%	96.2%	98.8%	99.2%	99.6%

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Deniliquin Hospital and Health Services: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 2,360 patients

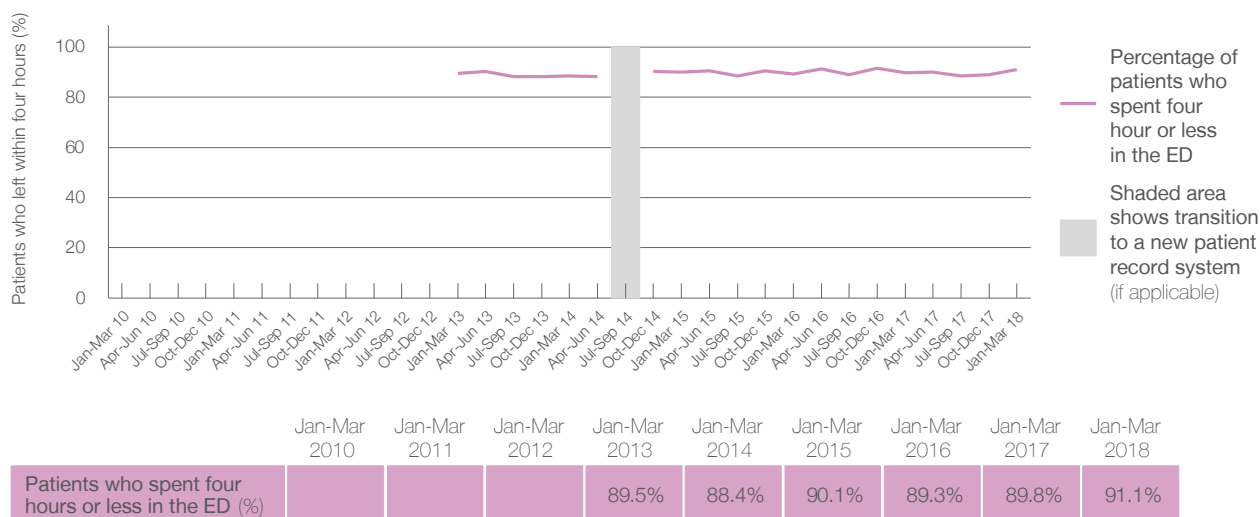
Presentations used to calculate time to leaving the ED: ⁶ 2,359 patients

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



Same period last year	Change since one year ago
2,429	-3%
2,429	-3%
89.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Gunnedah Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,048 patients

Emergency presentations:² 1,977 patients

Same period last year	Change since one year ago
1,906	7%
1,823	8%

Gunnedah Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 146 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 589 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,016 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 226 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
99	
3 minutes	8 minutes
*	23 minutes
441	
17 minutes	20 minutes
69 minutes	65 minutes
990	
31 minutes	25 minutes
106 minutes	98 minutes
293	
29 minutes	22 minutes
91 minutes	97 minutes

Gunnedah Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,048 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
1,906	7%
89%	

* 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, January to March 2018*.
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.

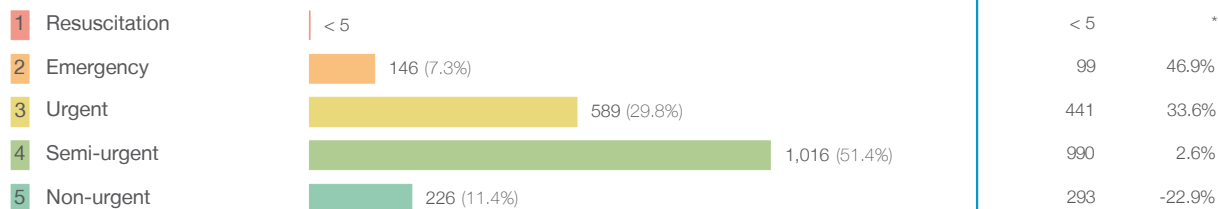
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Gunnedah Hospital: Patients presenting to the emergency department

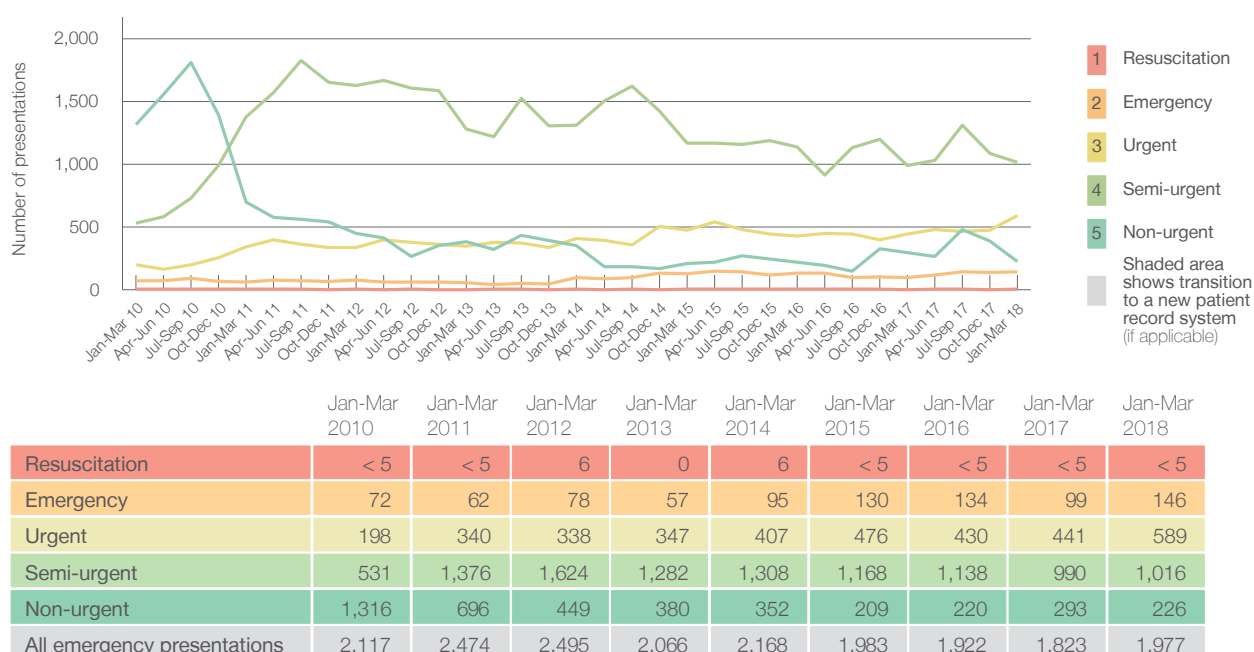
January to March 2018

All presentations:¹ 2,048 patients

Emergency presentations² by triage category: 1,977 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]

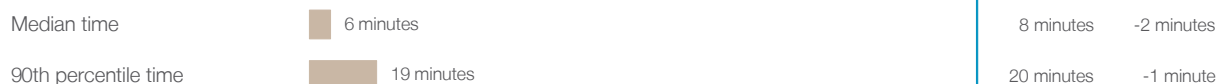


Gunnedah Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 162 patients

ED Transfer of care time



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

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

Gunnedah Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 146

Number of triage 2 patients used to calculate waiting time: ³ 143

Median time to start treatment ⁴

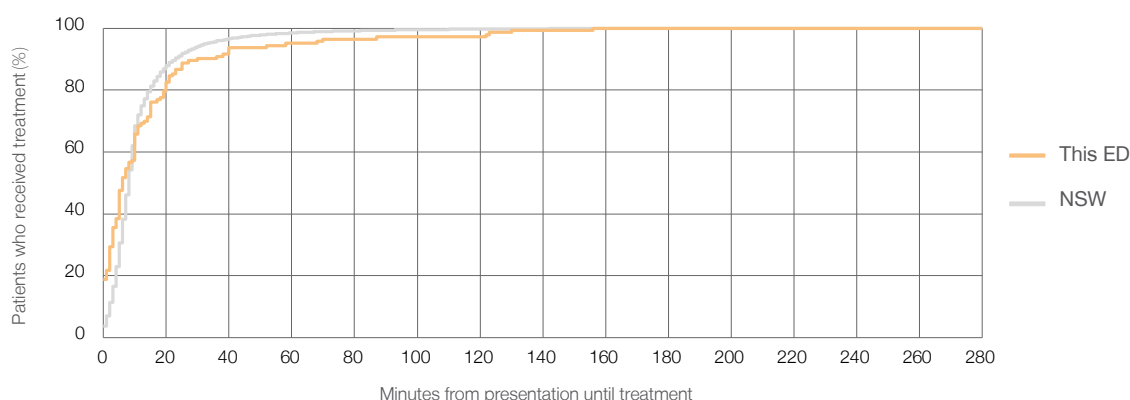
6 minutes

90th percentile time to start treatment ⁵

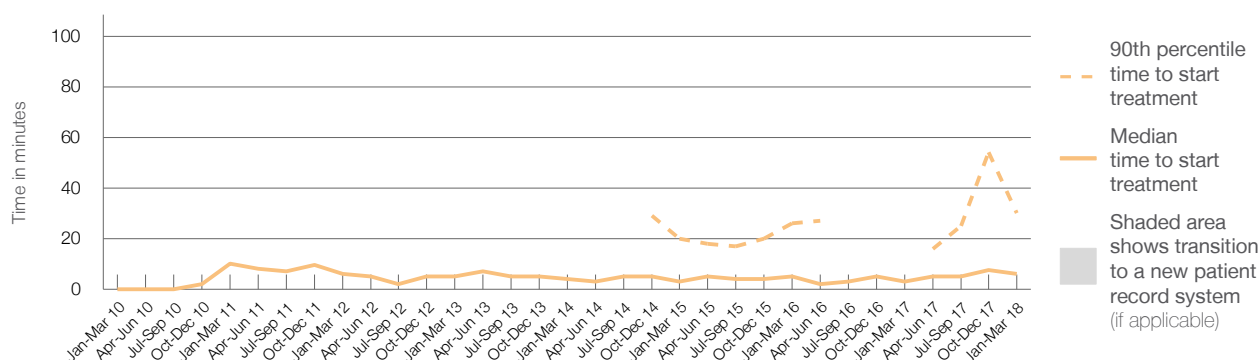
30 minutes

Same period last year	NSW (this period)
99	
98	
3 minutes	8 minutes
*	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	0	10	6	5	4	3	5	3	6
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	20	26	*	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.

Gunnedah Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 589

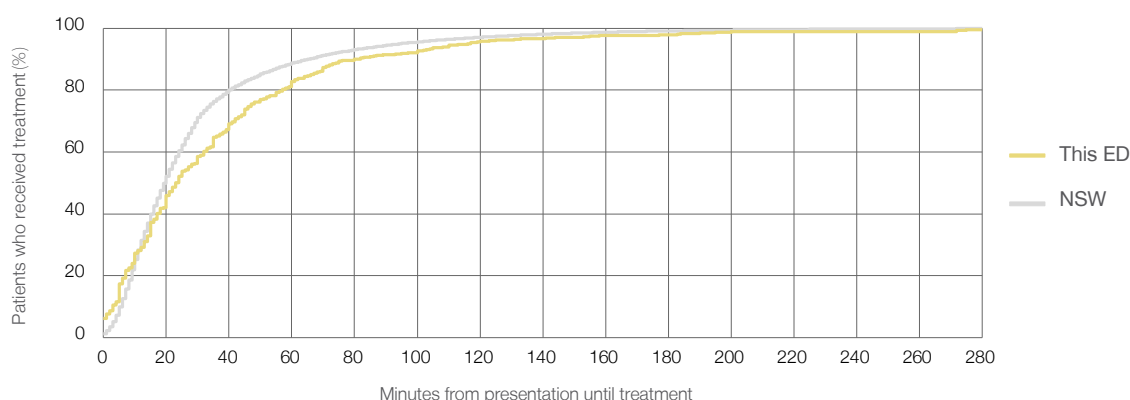
Number of triage 3 patients used to calculate waiting time:³ 580

Median time to start treatment⁴ 23 minutes

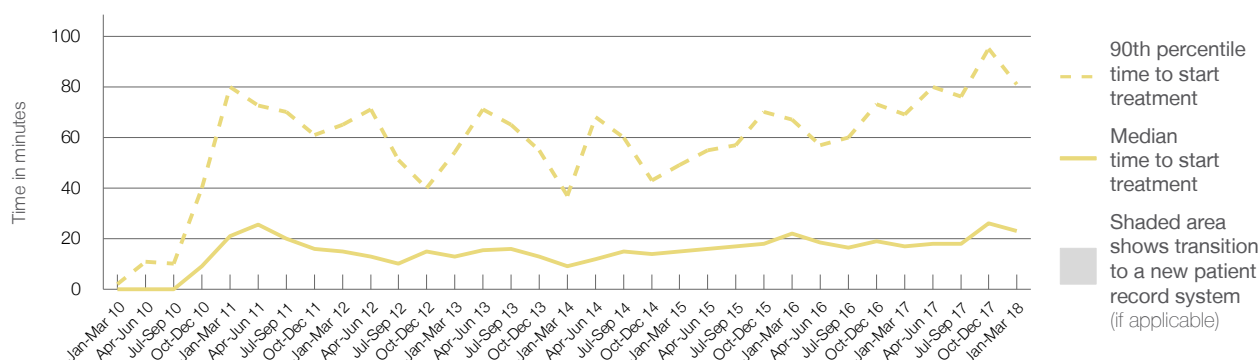
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
441	
435	
17 minutes	20 minutes
69 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	0	21	15	13	9	15	22	17	23
90th percentile time to start treatment ⁵ (minutes)	2	80	65	54	37	49	67	69	81

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

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

Gunnedah Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,016

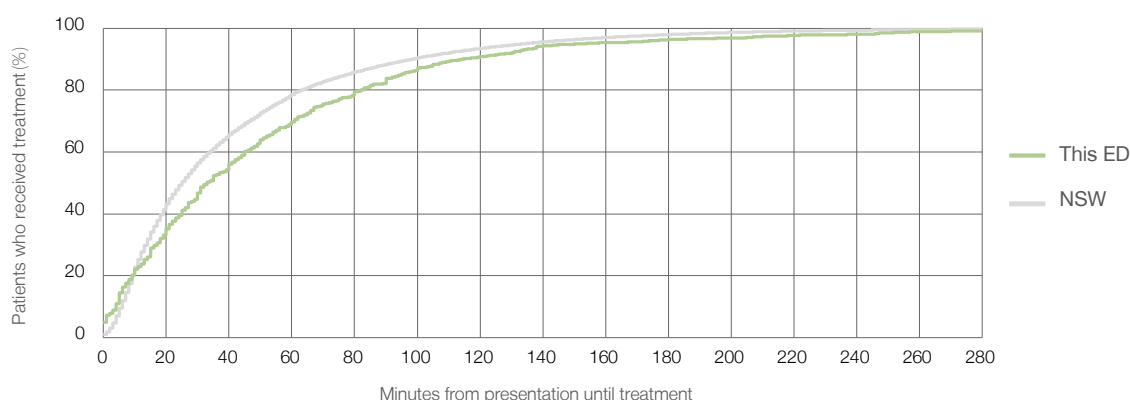
Number of triage 4 patients used to calculate waiting time:³ 954

Median time to start treatment⁴ 33 minutes

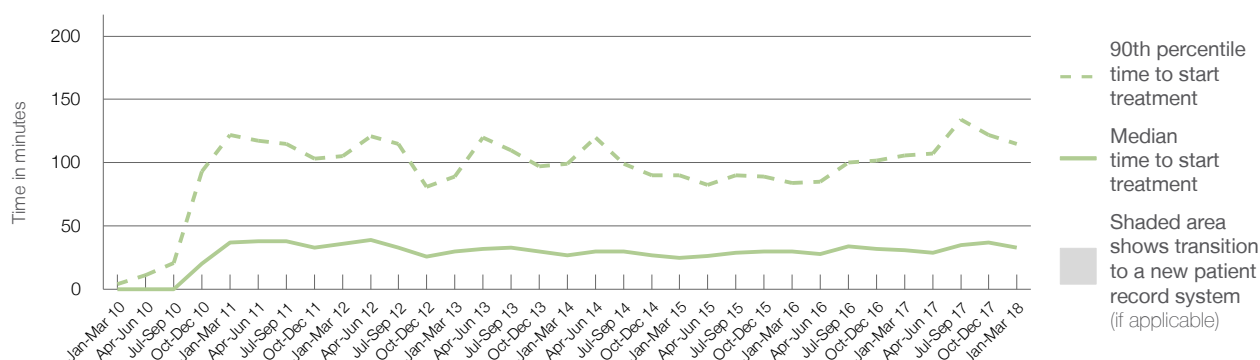
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
990	
940	
31 minutes	25 minutes
106 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	0	37	36	30	27	25	30	31	33
90th percentile time to start treatment ⁵ (minutes)	4	122	105	89	99	90	84	106	115

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

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

Gunnedah Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 226

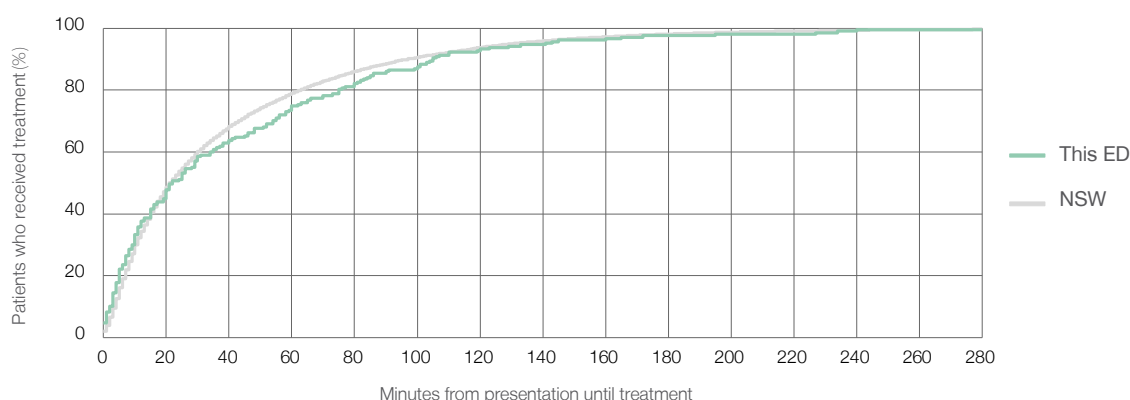
Number of triage 5 patients used to calculate waiting time:³ 207

Median time to start treatment⁴ 22 minutes

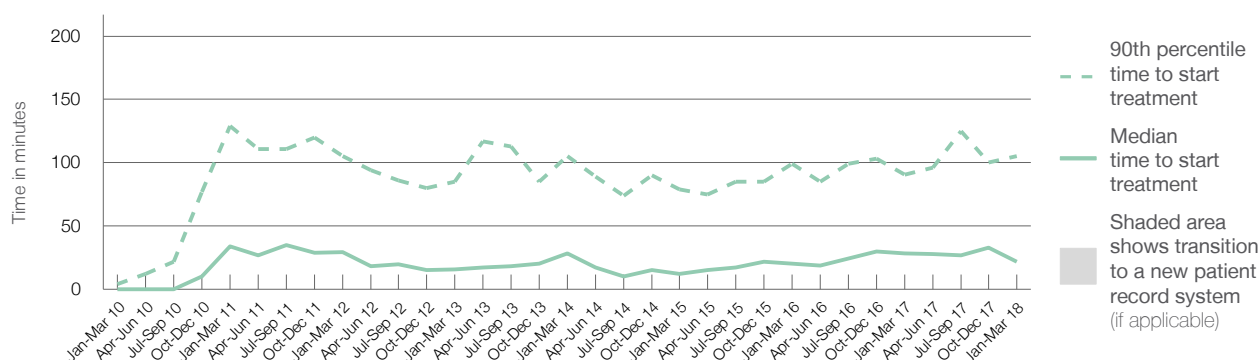
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
293	
280	
29 minutes	22 minutes
91 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	0	34	30	16	29	12	21	29	22
90th percentile time to start treatment ⁵ (minutes)	4	129	105	85	105	79	99	91	105

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

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

Gunnedah Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,048 patients

Presentations used to calculate time to leaving the ED:⁶ 2,048 patients

Median time spent in the ED⁸

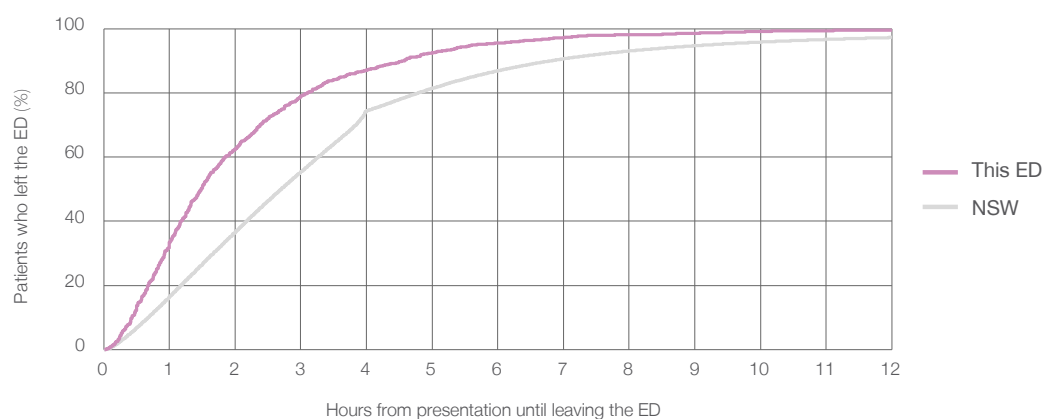
1 hours and 29 minutes

90th percentile time spent in the ED⁹

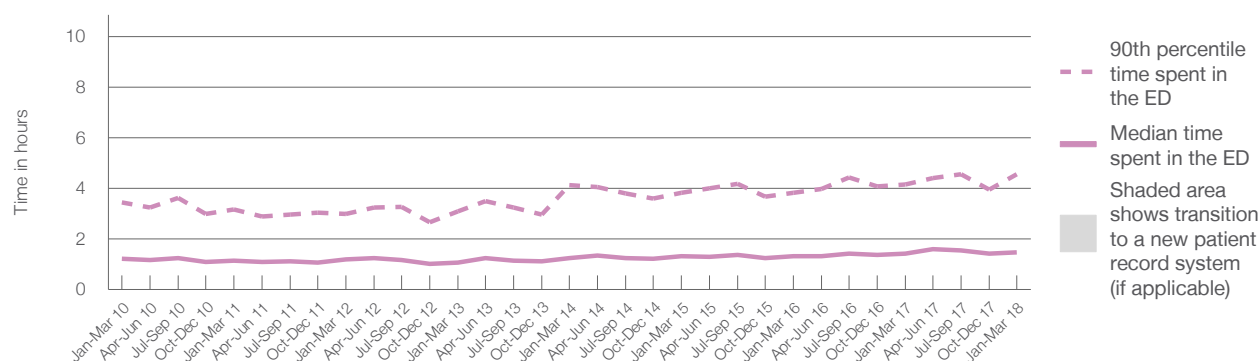
4 hours and 34 minutes

Same period last year	NSW (this period)
1,906	
1,906	
1 hours and 25 minutes	2 hours and 42 minutes
4 hours and 10 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 14m	1h 9m	1h 12m	1h 4m	1h 15m	1h 20m	1h 19m	1h 25m	1h 29m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 27m	3h 11m	3h 0m	3h 5m	4h 8m	3h 50m	3h 50m	4h 10m	4h 34m

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

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

Gunnedah Hospital: Time patients spent in the ED

By mode of separation

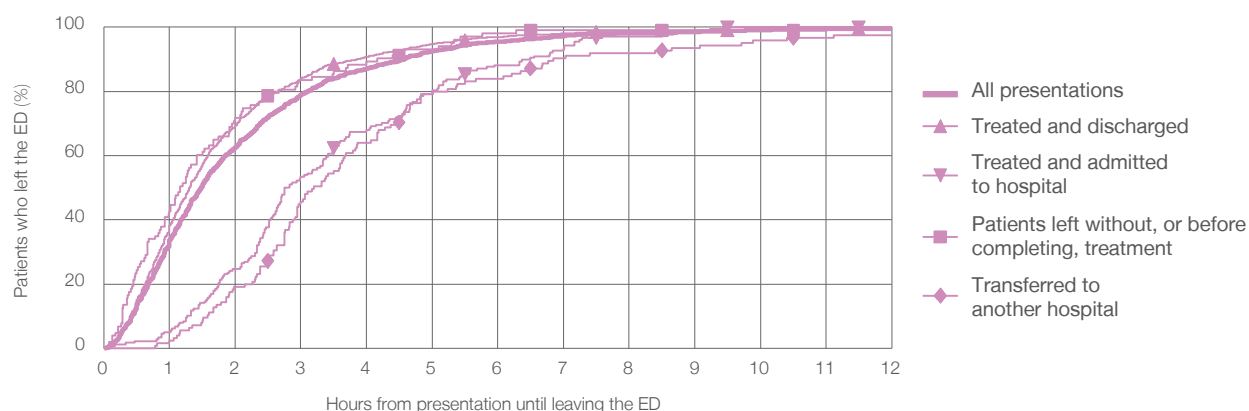
January to March 2018

All presentations:[†] 2,048 patients

Presentations used to calculate time to leaving the ED:[‡] 2,048 patients

		Same period last year	Change since one year ago
Treated and discharged	1,634 (79.8%)	1,906	7%
Treated and admitted to hospital	178 (8.7%)	152	7.1%
Patient left without, or before completing, treatment	103 (5.0%)	70	3.5%
Transferred to another hospital	125 (6.1%)	125	47.1%
Other	8 (0.4%)	14	0.0%
		14	-42.9%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	38.2%	69.3%	84.0%	90.8%	97.0%	98.6%	99.3%	99.6%
Treated and admitted to hospital	5.1%	24.7%	53.4%	68.0%	88.2%	97.2%	100%	100%
Patient left without, or before completing, treatment	42.7%	71.8%	83.5%	89.3%	98.1%	99.0%	99.0%	100%
Transferred to another hospital	2.4%	19.2%	45.6%	64.0%	84.0%	92.0%	96.0%	97.6%
All presentations	33.6%	62.6%	79.0%	87.1%	95.5%	98.1%	99.1%	99.5%

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

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

Gunnedah Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 2,048 patients

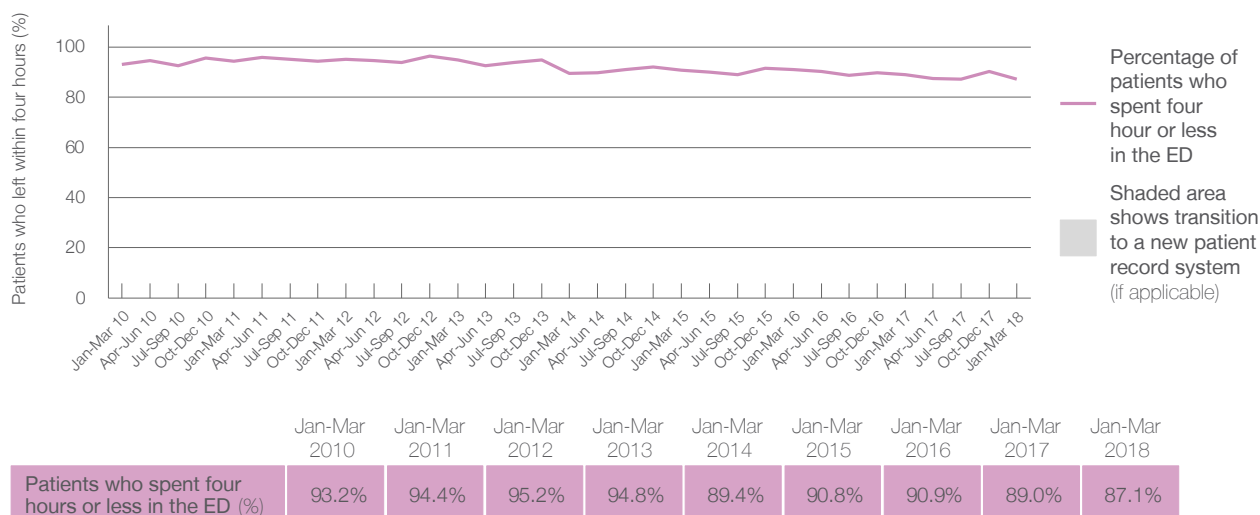
Presentations used to calculate time to leaving the ED: ⁶ 2,048 patients

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



Same period last year	Change since one year ago
1,906	7%
1,906	7%
89.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Inverell Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,153 patients

Emergency presentations:² 2,072 patients

Same period last year	Change since one year ago
2,131	1%
2,056	1%

Inverell Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 204 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 655 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 950 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 255 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
263	
5 minutes	8 minutes
30 minutes	23 minutes
607	
14 minutes	20 minutes
55 minutes	65 minutes
908	
25 minutes	25 minutes
85 minutes	98 minutes
278	
22 minutes	22 minutes
90 minutes	97 minutes

Inverell Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,153 patients

Percentage of patients who spent four hours or less in the ED 91%

Same period last year	Change since one year ago
2,131	1%
87%	

* 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, January to March 2018*.
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.

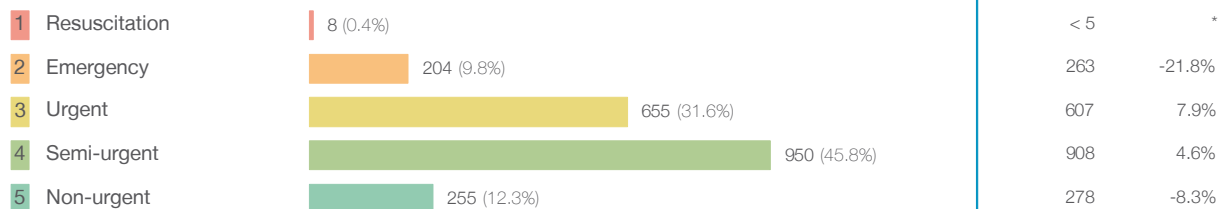
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Inverell Hospital: Patients presenting to the emergency department

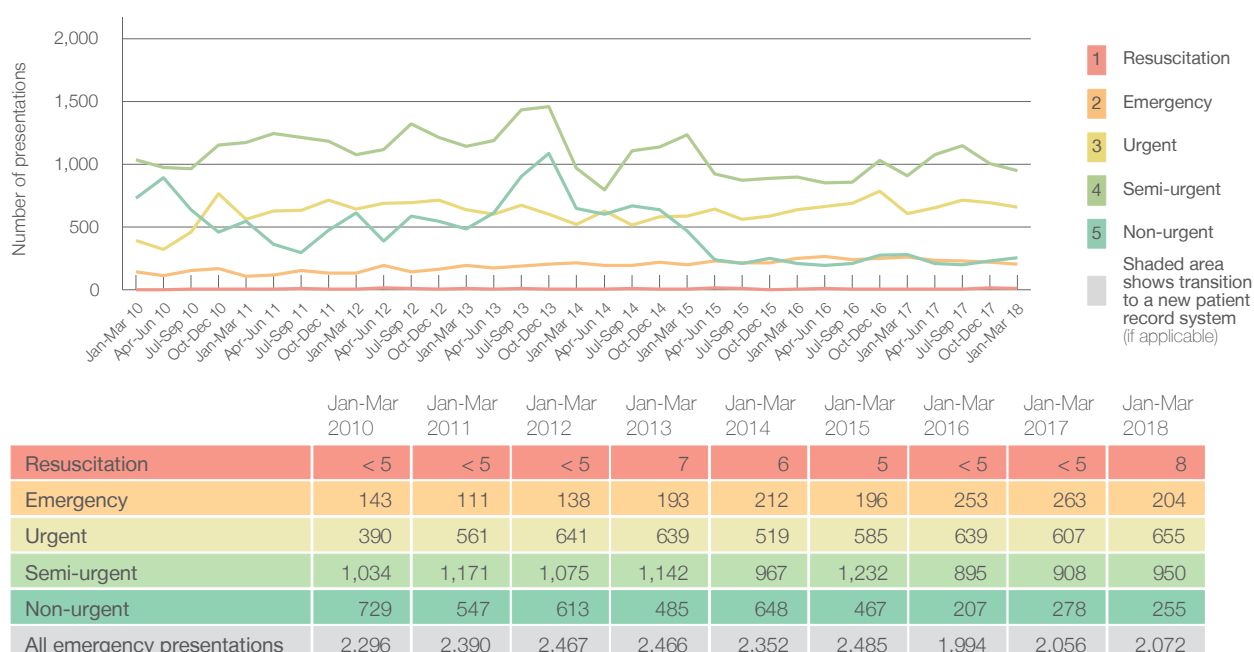
January to March 2018

All presentations:¹ 2,153 patients

Emergency presentations² by triage category: 2,072 patients



Emergency presentations² by quarter, January 2010 to March 2018 [†]



Inverell Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 206 patients ^{**}

ED Transfer of care time



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

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

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

Inverell Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 204

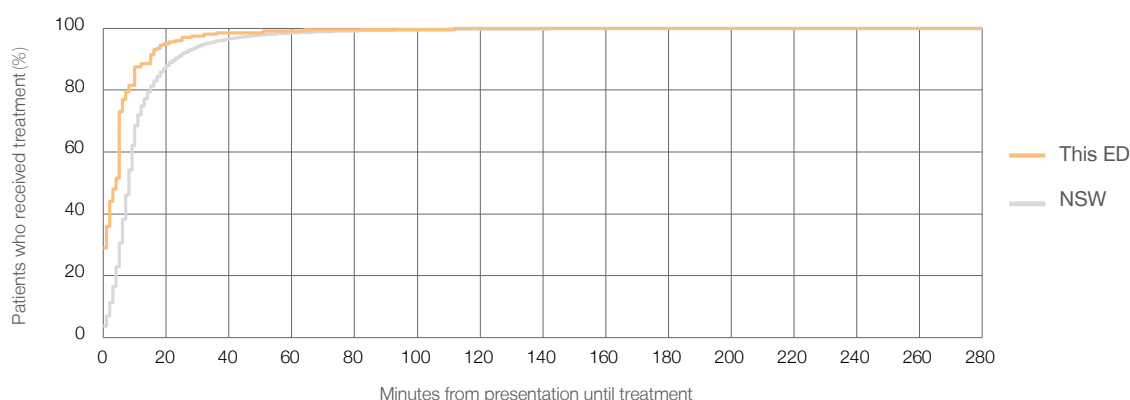
Number of triage 2 patients used to calculate waiting time:³ 200

Median time to start treatment⁴ 4 minutes

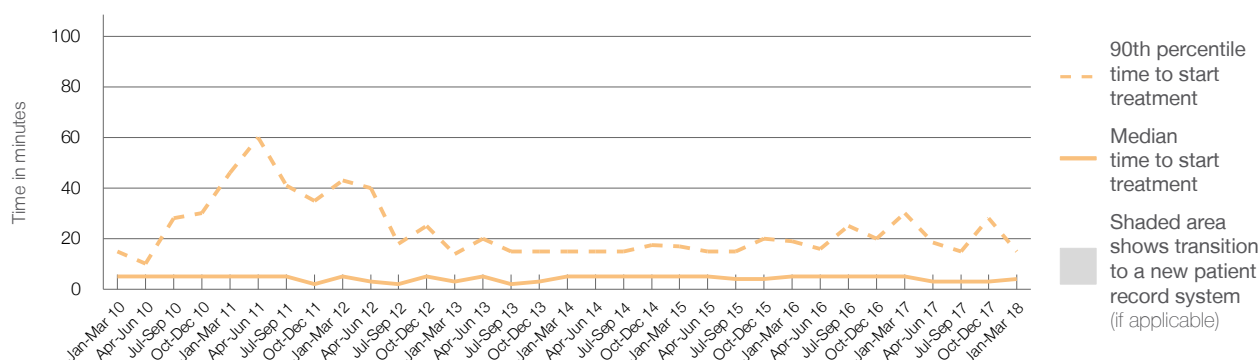
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
263	
255	
5 minutes	8 minutes
30 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	5	5	5	3	5	5	5	5	4
90th percentile time to start treatment ⁵ (minutes)	15	46	43	14	15	17	19	30	15

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

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

Inverell Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 655

Number of triage 3 patients used to calculate waiting time:³ 627

Median time to start treatment⁴

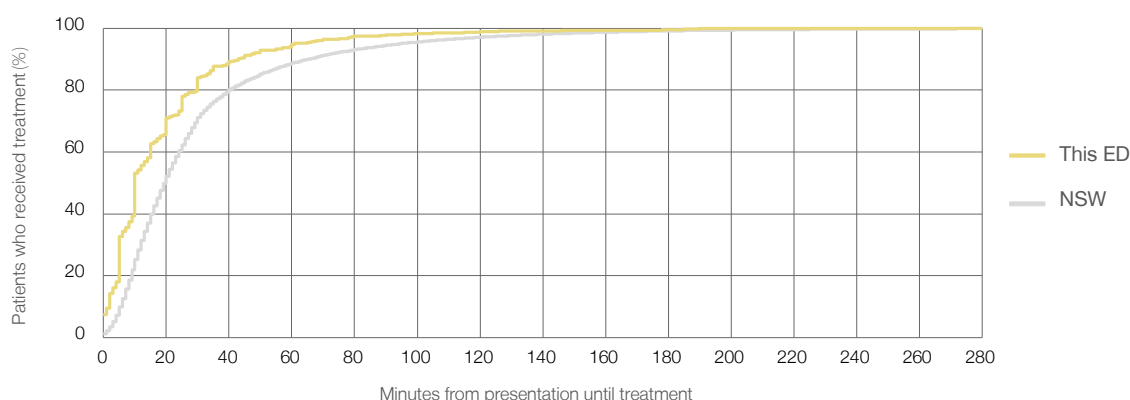
10 minutes

90th percentile time to start treatment⁵

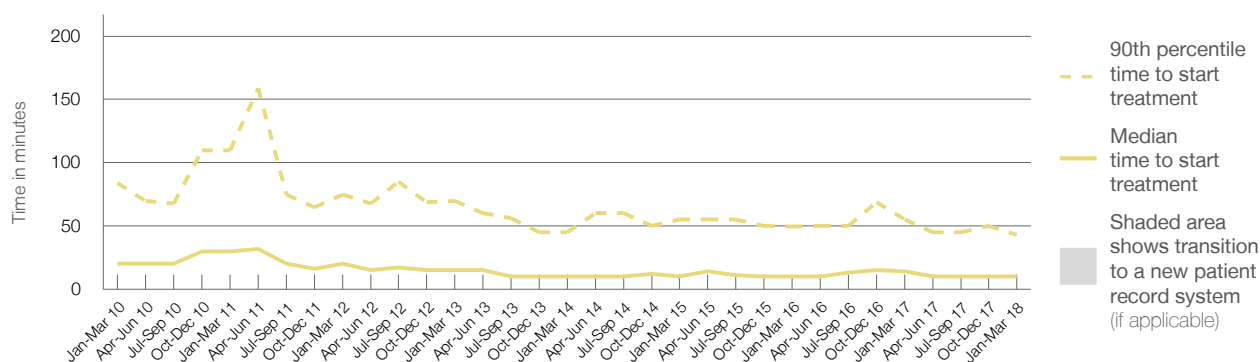
43 minutes

Same period last year	NSW (this period)
607	
592	
14 minutes	20 minutes
55 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	20	30	20	15	10	10	10	14	10
90th percentile time to start treatment ⁵ (minutes)	84	110	75	70	45	55	50	55	43

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

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

Inverell Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 950

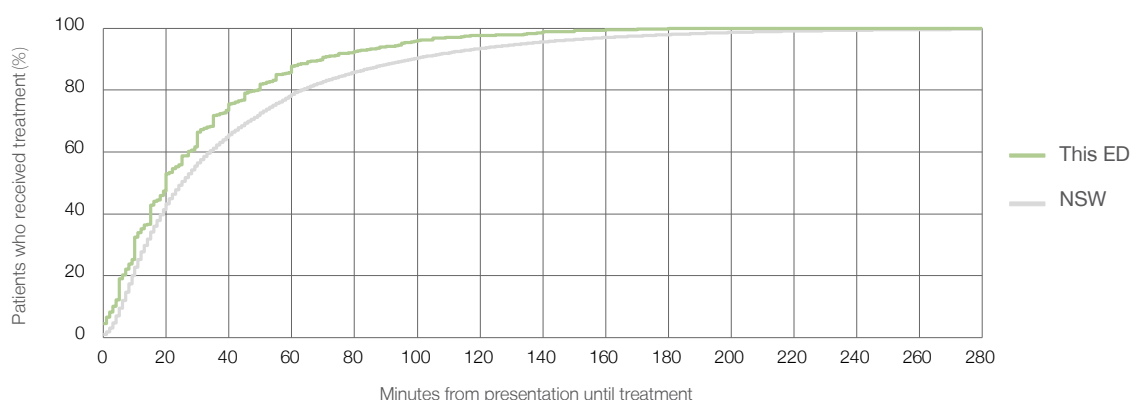
Number of triage 4 patients used to calculate waiting time:³ 826

Median time to start treatment⁴ 20 minutes

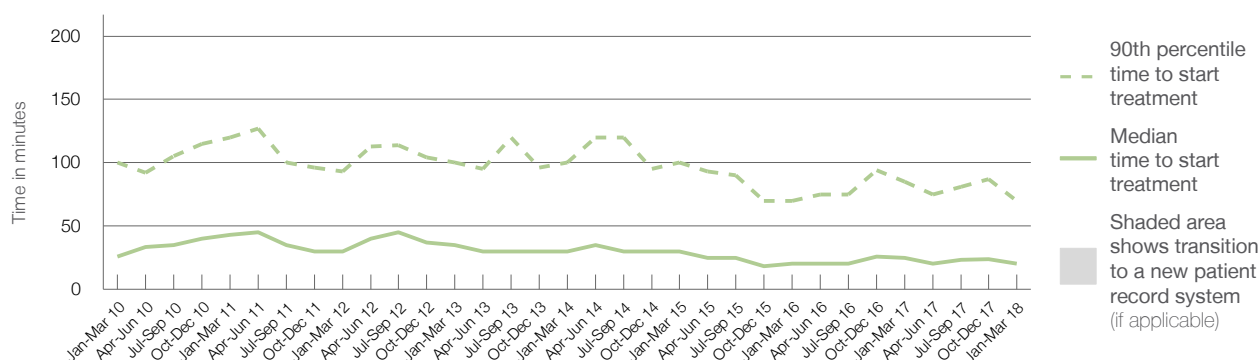
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
908	
846	
25 minutes	25 minutes
85 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	26	43	30	35	30	30	20	25	20
90th percentile time to start treatment ⁵ (minutes)	100	120	93	100	100	100	70	85	70

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

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

Inverell Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 255

Number of triage 5 patients used to calculate waiting time:³ 213

Median time to start treatment⁴

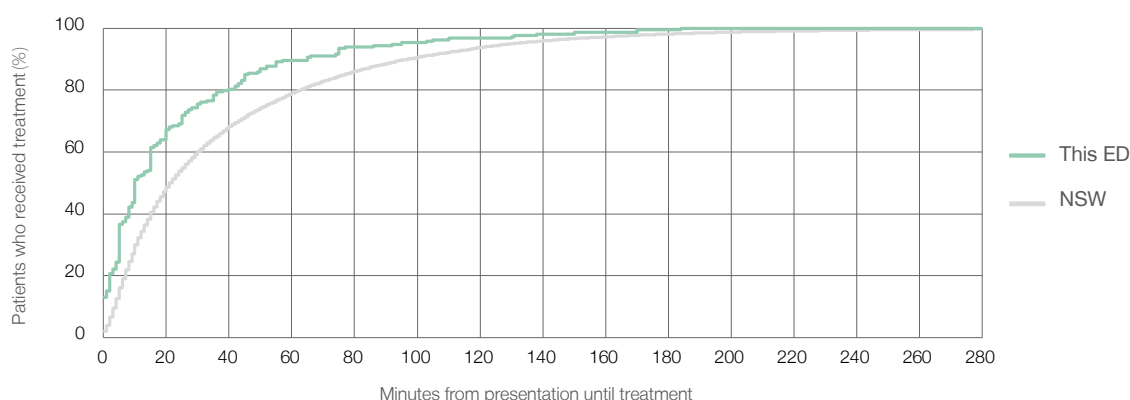
10 minutes

90th percentile time to start treatment⁵

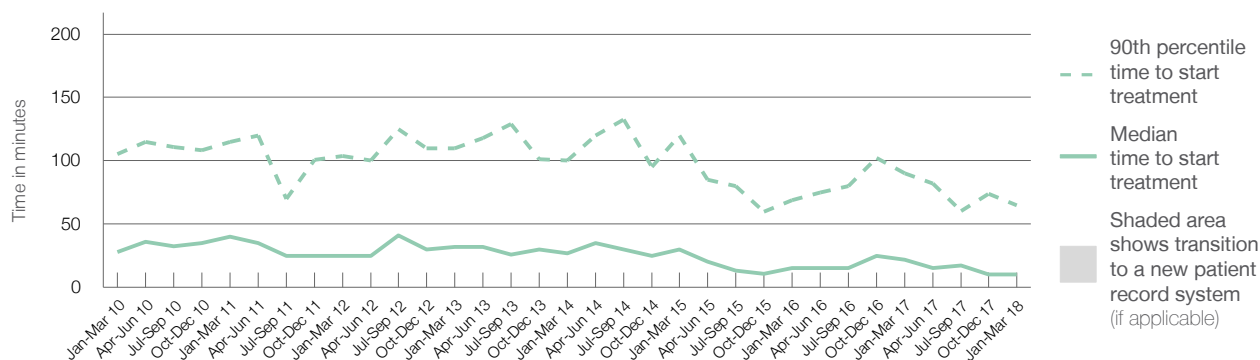
65 minutes

Same period last year	NSW (this period)
278	
232	
22 minutes	22 minutes
90 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	28	40	25	32	27	30	15	22	10
90th percentile time to start treatment ⁵ (minutes)	105	115	104	110	100	120	69	90	65

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

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

Inverell Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,153 patients

Presentations used to calculate time to leaving the ED:⁶ 2,153 patients

Median time spent in the ED⁸

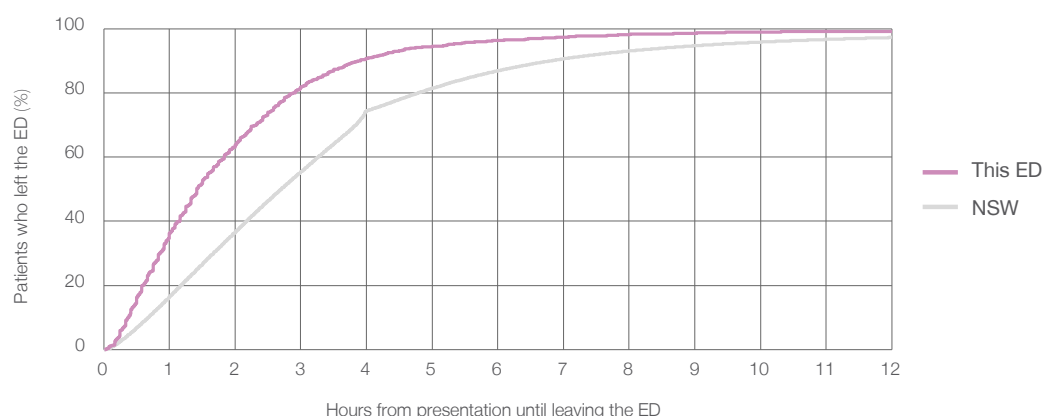
1 hours and 25 minutes

90th percentile time spent in the ED⁹

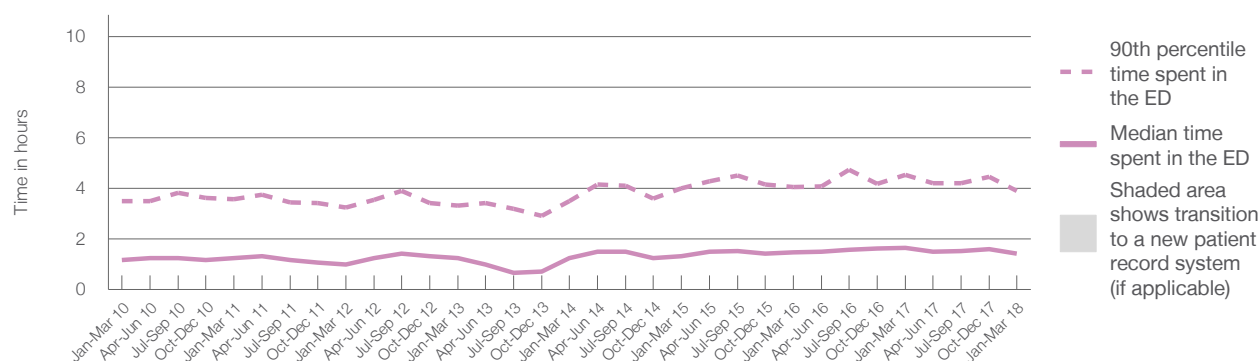
3 hours and 54 minutes

Same period last year	NSW (this period)
2,131	
2,131	
1 hours and 39 minutes	2 hours and 42 minutes
4 hours and 32 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 10m	1h 15m	1h 0m	1h 15m	1h 15m	1h 20m	1h 29m	1h 39m	1h 25m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 30m	3h 35m	3h 15m	3h 19m	3h 30m	4h 0m	4h 3m	4h 32m	3h 54m

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

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

Inverell Hospital: Time patients spent in the ED

By mode of separation

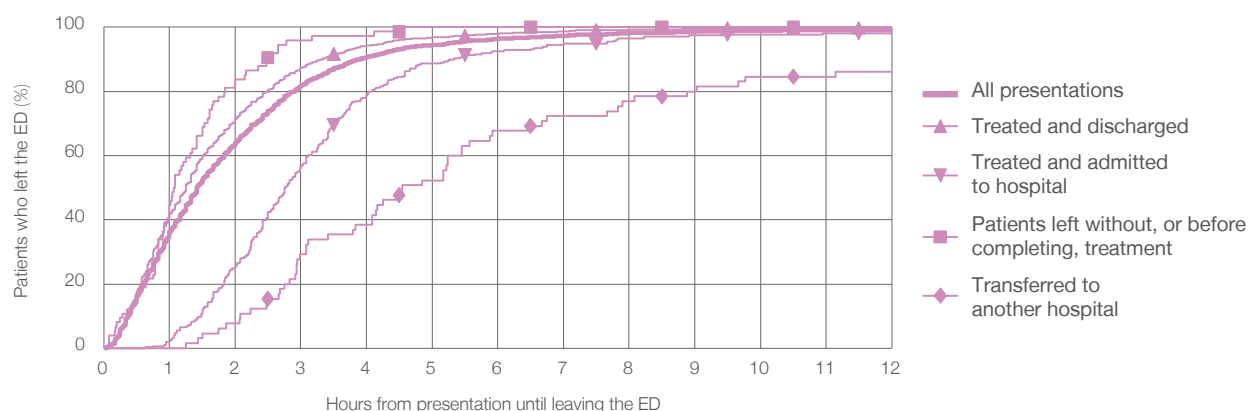
January to March 2018

All presentations:[†] 2,153 patients

Presentations used to calculate time to leaving the ED:[‡] 2,153 patients

		Same period last year	Change since one year ago
Treated and discharged	1,623 (75.4%)	1,538	5.5%
Treated and admitted to hospital	309 (14.4%)	391	-21.0%
Patient left without, or before completing, treatment	74 (3.4%)	67	10.4%
Transferred to another hospital	65 (3.0%)	72	-9.7%
Other	82 (3.8%)	63	30.2%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	41.8%	71.3%	87.4%	94.4%	98.0%	99.3%	99.7%	99.9%
Treated and admitted to hospital	2.3%	25.6%	56.6%	79.0%	92.6%	96.4%	97.7%	98.1%
Patient left without, or before completing, treatment	44.6%	83.8%	95.9%	97.3%	100%	100%	100%	100%
Transferred to another hospital	0%	7.7%	29.2%	38.5%	67.7%	76.9%	84.6%	86.2%
All presentations	36.3%	63.9%	81.8%	90.8%	96.4%	98.2%	98.9%	99.2%

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

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

Inverell Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 2,153 patients

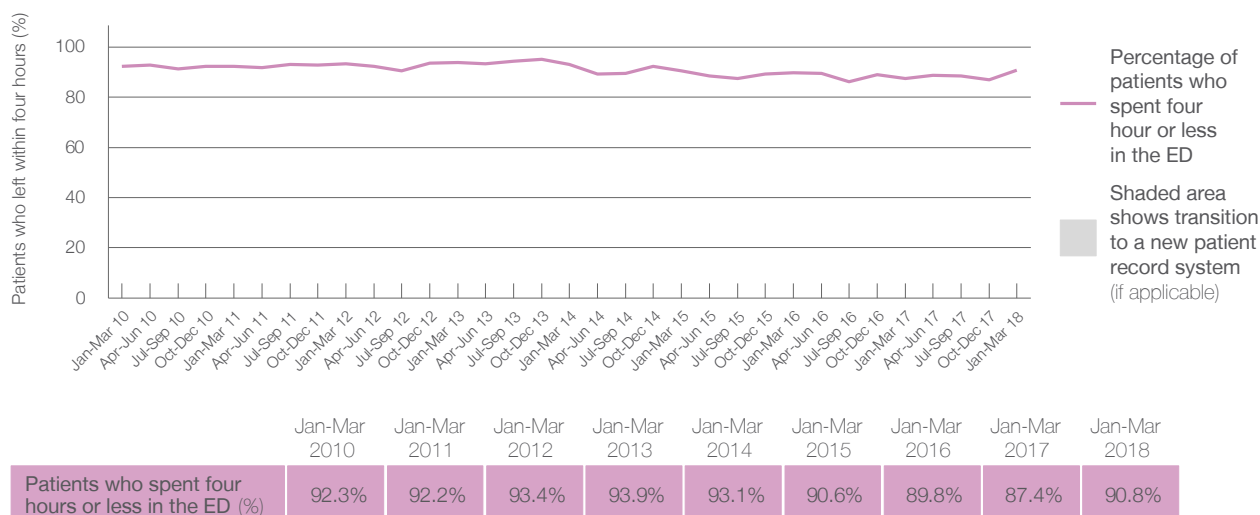
Presentations used to calculate time to leaving the ED: ⁶ 2,153 patients

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



Same period last year	Change since one year ago
2,131	1%
2,131	1%
87.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Kempsey District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 7,641 patients

Emergency presentations:² 7,301 patients

Same period last year	Change since one year ago
7,380	4%
7,239	1%

Kempsey District Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 792 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,374 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,580 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 537 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
728	
11 minutes	8 minutes
27 minutes	23 minutes
2,390	
23 minutes	20 minutes
58 minutes	65 minutes
3,252	
29 minutes	25 minutes
92 minutes	98 minutes
842	
25 minutes	22 minutes
88 minutes	97 minutes

Kempsey District Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 7,640 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
7,380	4%
84%	

* 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, January to March 2018*.
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.

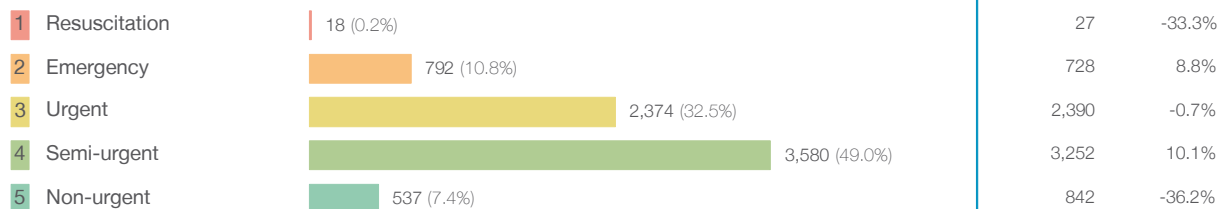
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Kempsey District Hospital: Patients presenting to the emergency department

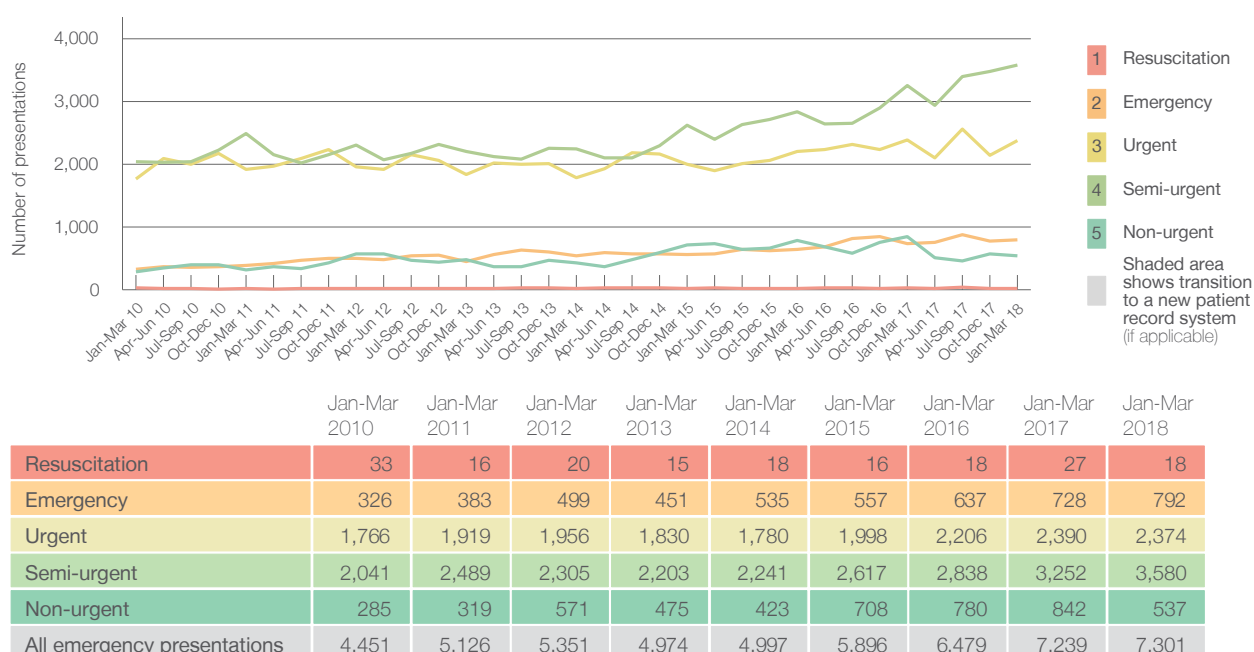
January to March 2018

All presentations:¹ 7,641 patients

Emergency presentations² by triage category: 7,301 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]

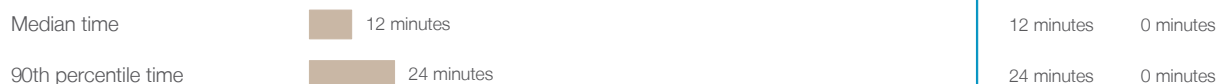


Kempsey District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 824 patients

ED Transfer of care time



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

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

Kempsey District Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 792

Number of triage 2 patients used to calculate waiting time:³ 791

Median time to start treatment⁴

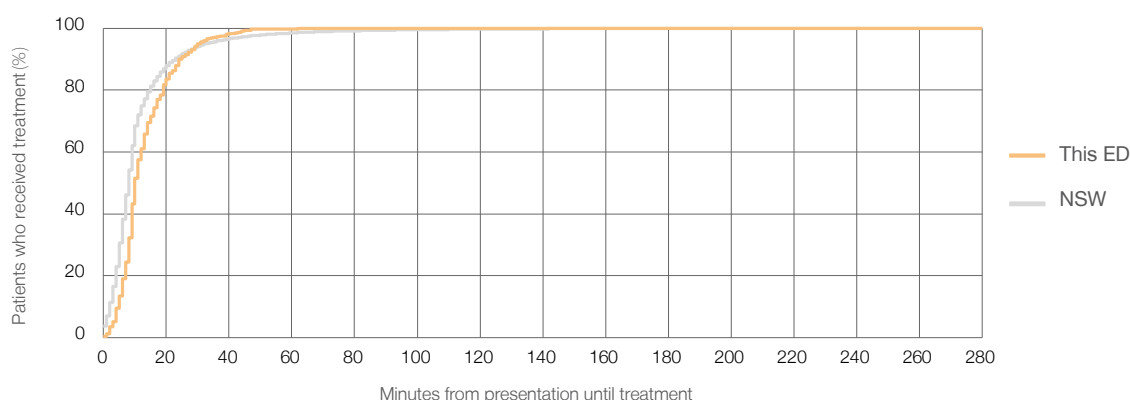
10 minutes

90th percentile time to start treatment⁵

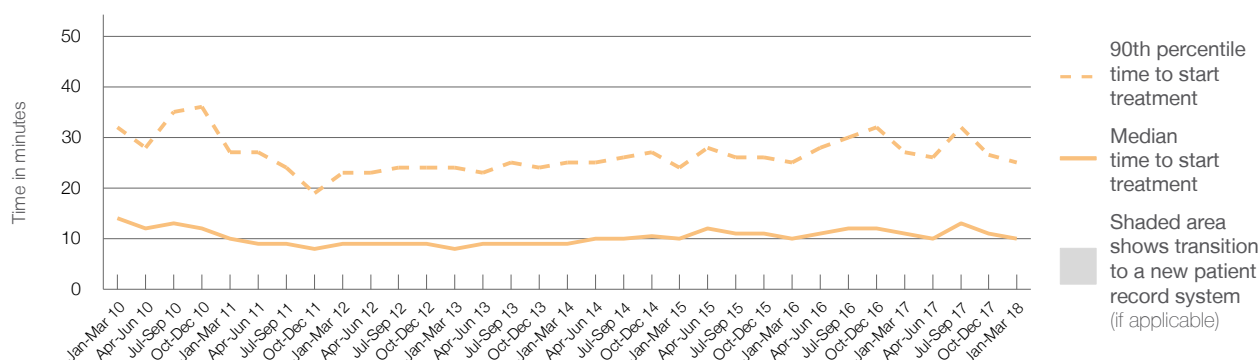
25 minutes

Same period last year	NSW (this period)
728	
725	
11 minutes	8 minutes
27 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	14	10	9	8	9	10	10	11	10
90th percentile time to start treatment ⁵ (minutes)	32	27	23	24	25	24	25	27	25

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

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

Kempsey District Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 2,374

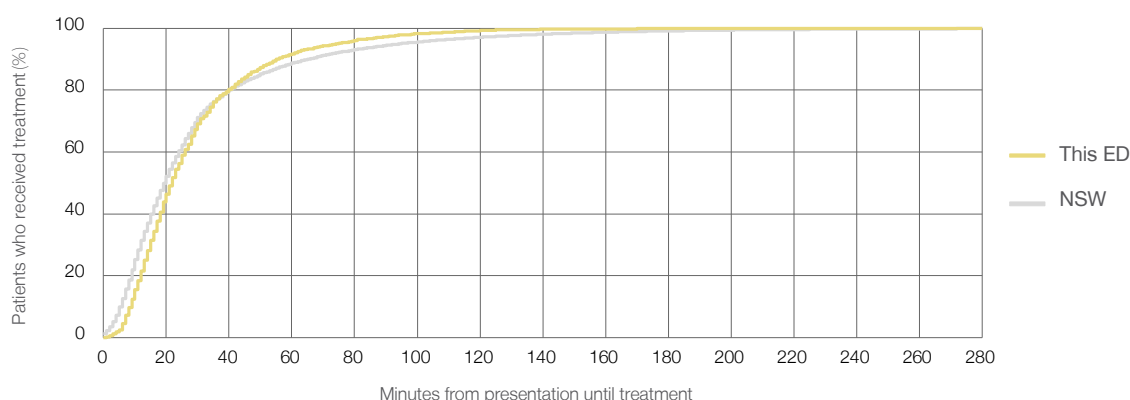
Number of triage 3 patients used to calculate waiting time:³ 2,350

Median time to start treatment⁴ 22 minutes

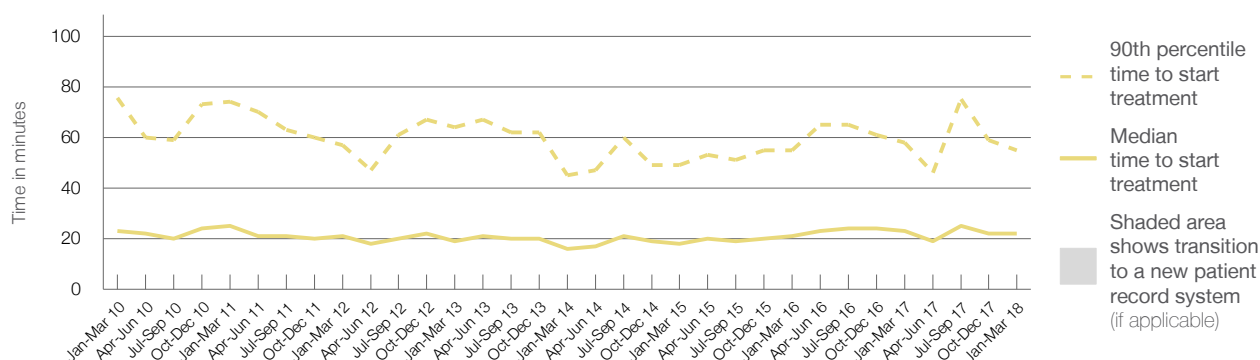
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
2,390	
2,368	
23 minutes	20 minutes
58 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	23	25	21	19	16	18	21	23	22
90th percentile time to start treatment ⁵ (minutes)	76	74	57	64	45	49	55	58	55

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

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

Kempsey District Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 3,580

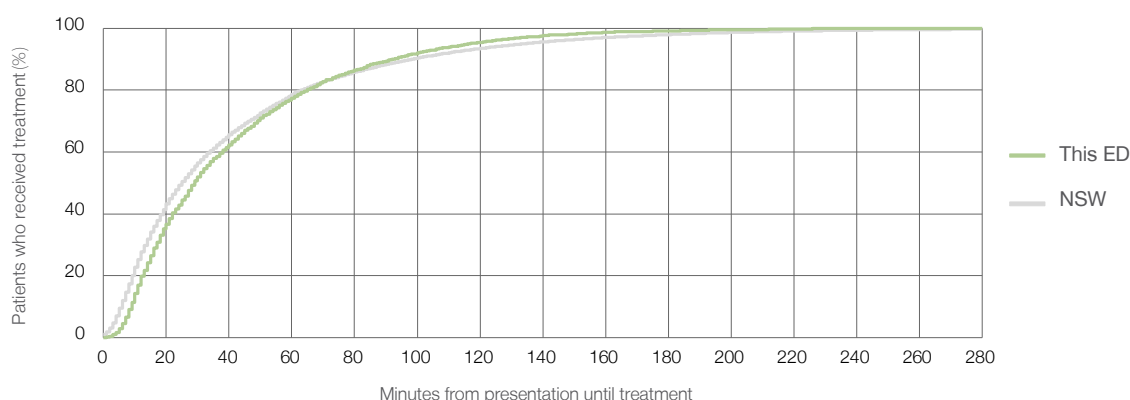
Number of triage 4 patients used to calculate waiting time:³ 3,444

Median time to start treatment⁴ 29 minutes

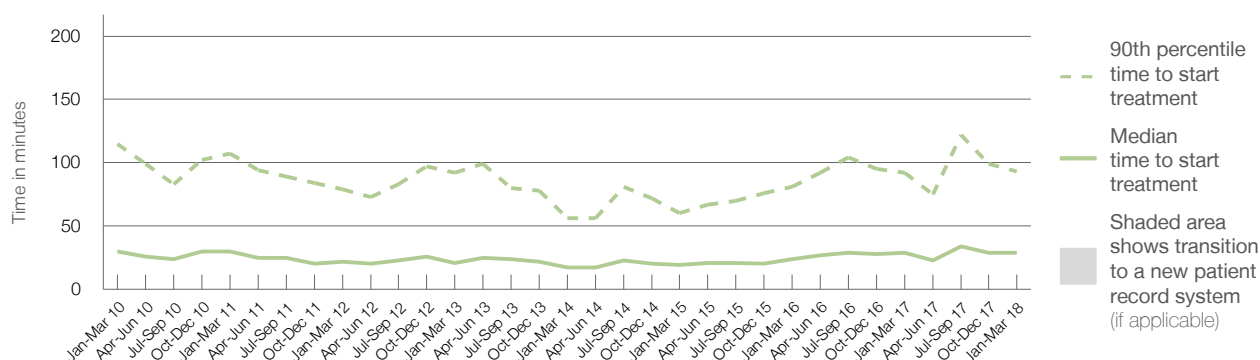
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
3,252	
3,117	
29 minutes	25 minutes
92 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	30	30	22	21	17	19	24	29	29
90th percentile time to start treatment ⁵ (minutes)	115	107	79	92	56	60	81	92	93

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

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

Kempsey District Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 537

Number of triage 5 patients used to calculate waiting time:³ 500

Median time to start treatment⁴

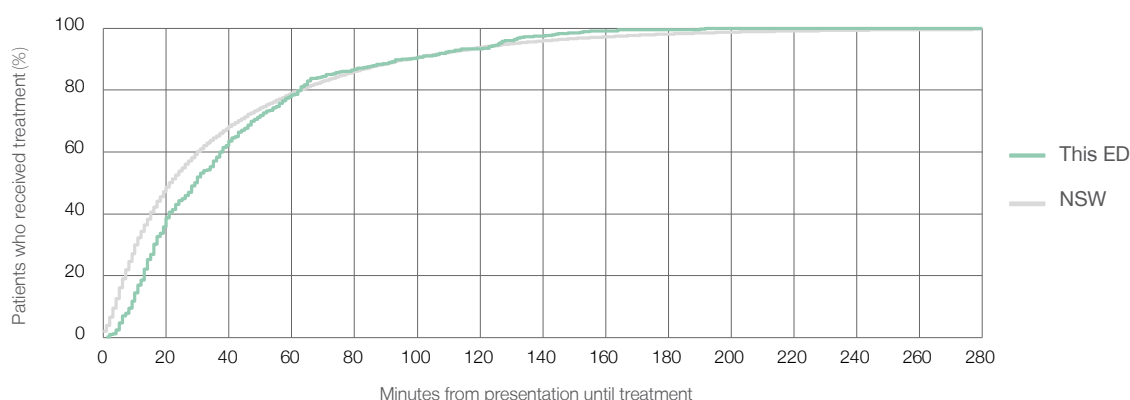
30 minutes

90th percentile time to start treatment⁵

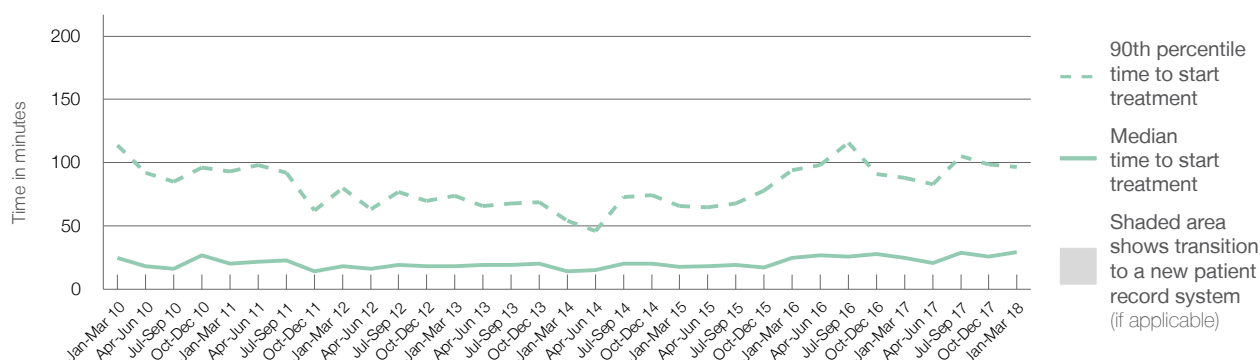
97 minutes

Same period last year	NSW (this period)
842	
759	
25 minutes	22 minutes
88 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	25	20	18	18	14	18	25	25	30
90th percentile time to start treatment ⁵ (minutes)	114	93	80	74	54	66	94	88	97

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

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

Kempsey District Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 7,641 patients

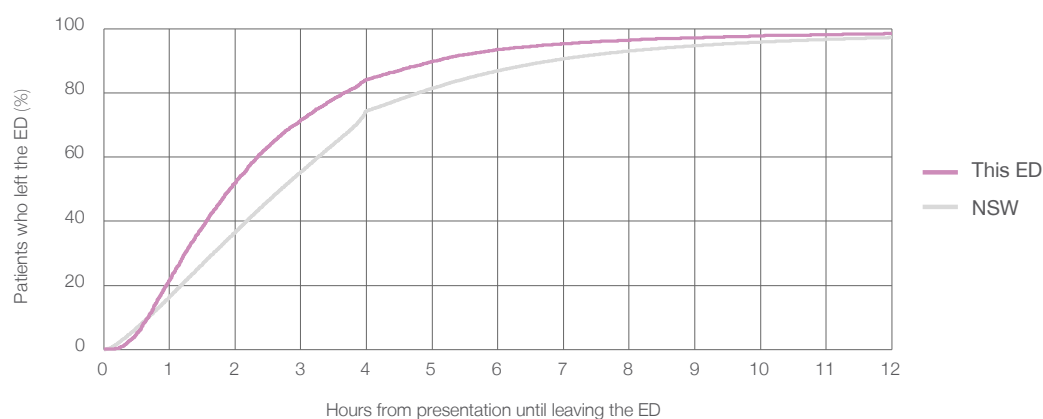
Presentations used to calculate time to leaving the ED:⁶ 7,640 patients

Median time spent in the ED⁸ 1 hours and 55 minutes

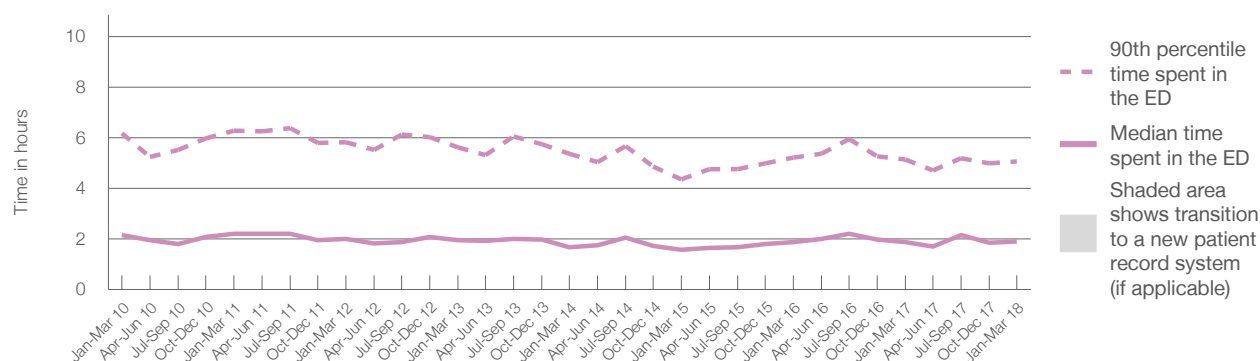
90th percentile time spent in the ED⁹ 5 hours and 4 minutes

Same period last year	NSW (this period)
7,380	
7,380	
1 hours and 53 minutes	2 hours and 42 minutes
5 hours and 8 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 10m	2h 12m	2h 0m	1h 57m	1h 41m	1h 34m	1h 53m	1h 53m	1h 55m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 11m	6h 17m	5h 49m	5h 37m	5h 22m	4h 21m	5h 13m	5h 8m	5h 4m

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

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

Kempsey District Hospital: Time patients spent in the ED

By mode of separation

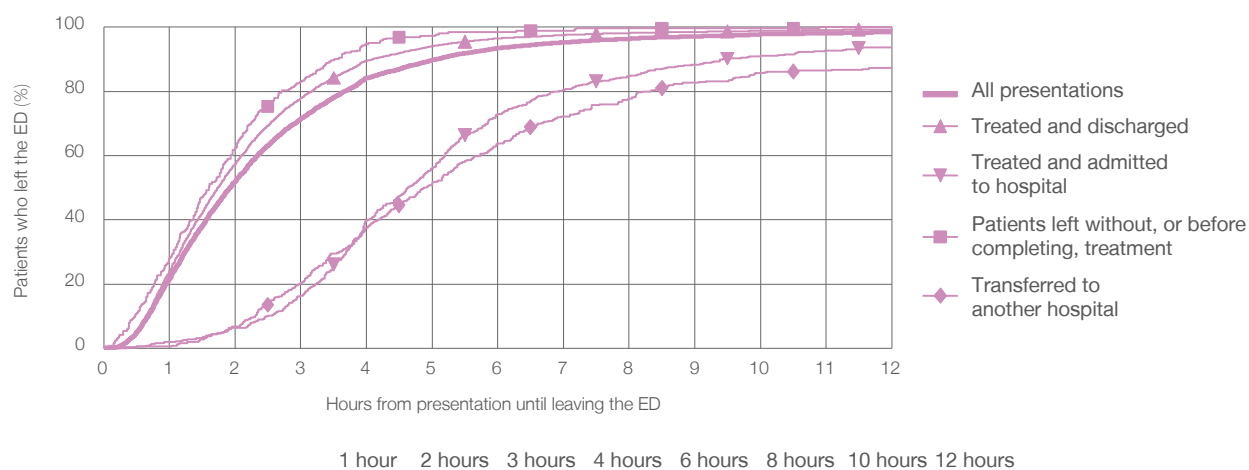
January to March 2018

All presentations:[†] 7,641 patients

Presentations used to calculate time to leaving the ED:[‡] 7,640 patients

		Same period last year	Change since one year ago
Treated and discharged	6,514 (85.3%)	7,380	4%
Treated and admitted to hospital	482 (6.3%)	6,240	4.4%
Patient left without, or before completing, treatment	264 (3.5%)	471	2.3%
Transferred to another hospital	370 (4.8%)	266	-0.8%
Other	11 (0.1%)	387	-4.4%
		16	-31.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	24.1%	57.5%	78.0%	89.6%	96.5%	98.2%	98.9%	99.4%
Treated and admitted to hospital	1.9%	6.4%	16.4%	39.8%	73.0%	84.6%	91.1%	93.8%
Patient left without, or before completing, treatment	28.0%	62.5%	83.0%	94.7%	98.5%	99.6%	99.6%	100%
Transferred to another hospital	0.5%	6.8%	20.3%	37.6%	63.8%	77.8%	85.7%	87.6%
All presentations	21.7%	52.0%	71.5%	84.1%	93.5%	96.4%	97.8%	98.5%

(†) 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.

Kempsey District Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 7,641 patients

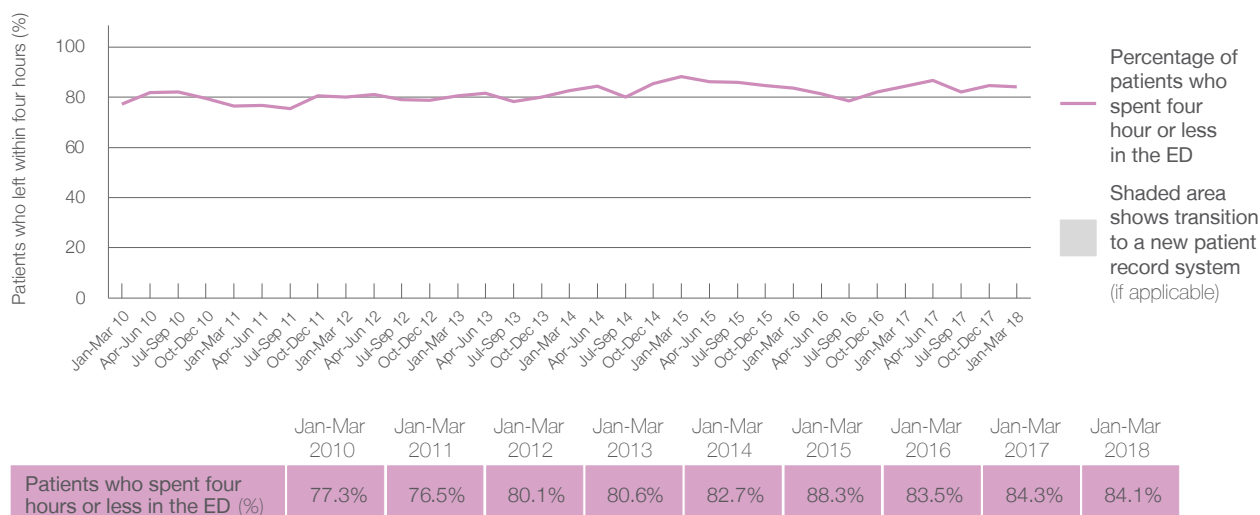
Presentations used to calculate time to leaving the ED: ⁶ 7,640 patients

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



Same period last year	Change since one year ago
7,380	4%
7,380	4%
84.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Kurri Kurri Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 965 patients

Emergency presentations:² 903 patients

Same period last year	Change since one year ago
892	8%
829	9%

Kurri Kurri Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 71 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 164 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 463 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 205 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
76	
5 minutes	8 minutes
*	23 minutes
239	
9 minutes	20 minutes
21 minutes	65 minutes
410	
12 minutes	25 minutes
51 minutes	98 minutes
104	
11 minutes	22 minutes
*	97 minutes

Kurri Kurri Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 965 patients

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

93%

Same period last year	Change since one year ago
891	8%
95%	

* 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, January to March 2018*.
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.

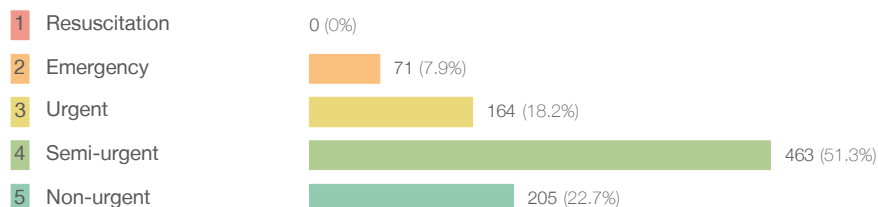
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Kurri Kurri Hospital: Patients presenting to the emergency department

January to March 2018

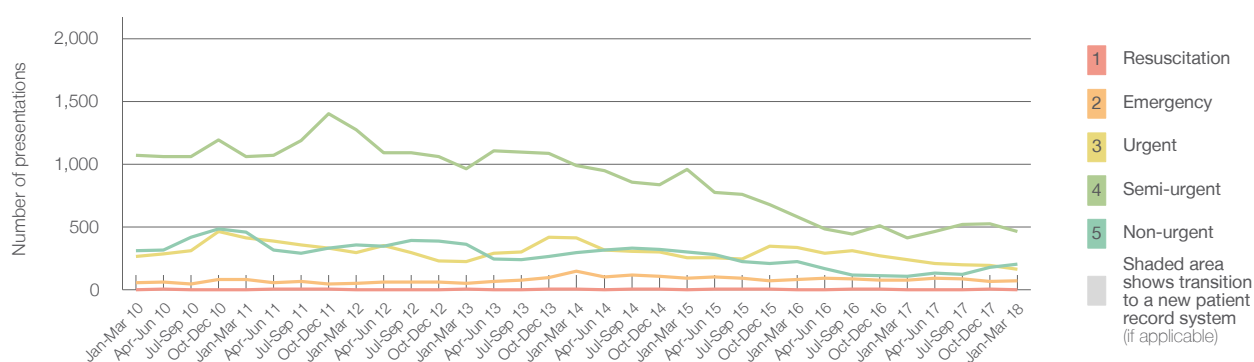
All presentations:¹ 965 patients

Emergency presentations² by triage category: 903 patients



Same period last year	Change since one year ago
892	8%
829	9%
< 5	*
76	-5.3%
239	-31.4%
410	12.9%
104	97.1%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	< 5	0	< 5	5	< 5	< 5	< 5	< 5	0
Emergency	55	80	50	49	152	90	83	76	71
Urgent	266	414	293	224	413	255	336	239	164
Semi-urgent	1,071	1,058	1,275	961	988	958	583	410	463
Non-urgent	308	456	357	360	294	301	222	104	205
All emergency presentations	1,700	2,008	1,975	1,599	1,847	1,604	1,224	829	903

Kurri Kurri Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 51 patients

ED Transfer of care time

Median time: 5 minutes

90th percentile time: *

Same period last year	Change since one year ago
< 50 patients	
*	*
*	*

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

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

Kurri Kurri Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 71

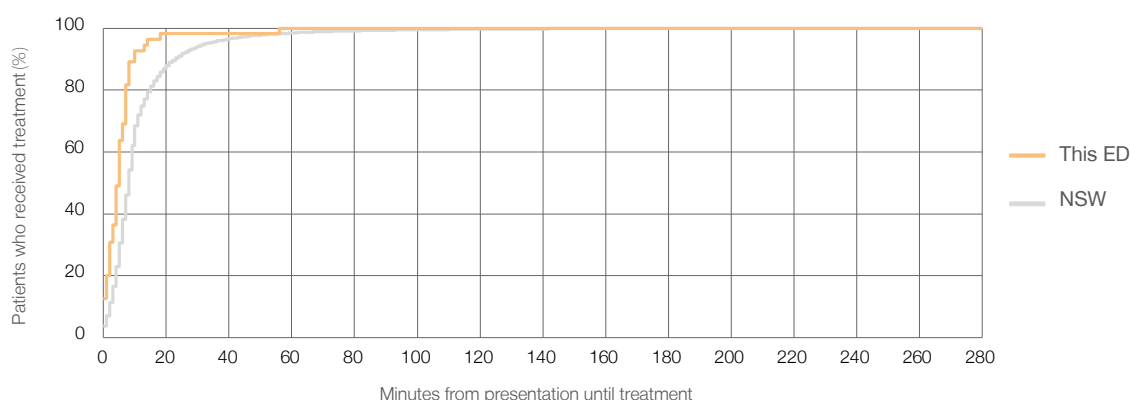
Number of triage 2 patients used to calculate waiting time: ³ 55

Median time to start treatment ⁴ 5 minutes

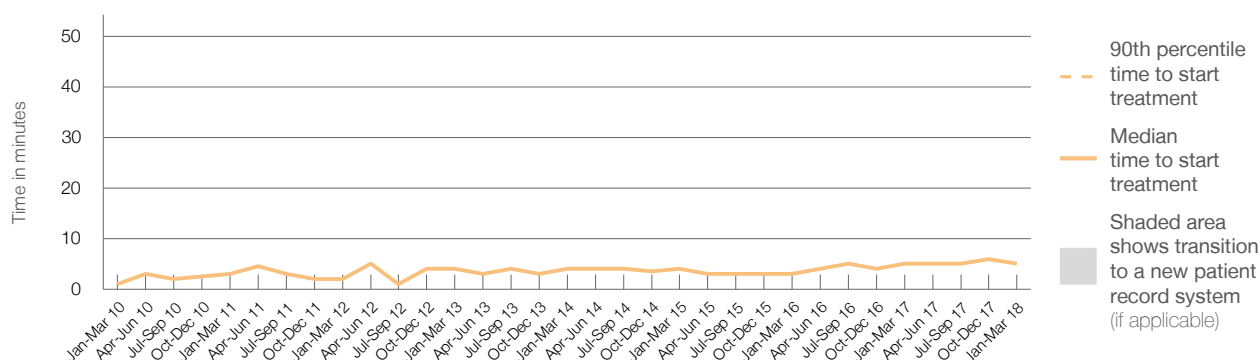
90th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
76	
55	
5 minutes	8 minutes
*	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	1	3	2	4	4	4	3	5	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	37	*	*	*	*

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

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

Kurri Kurri Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 164

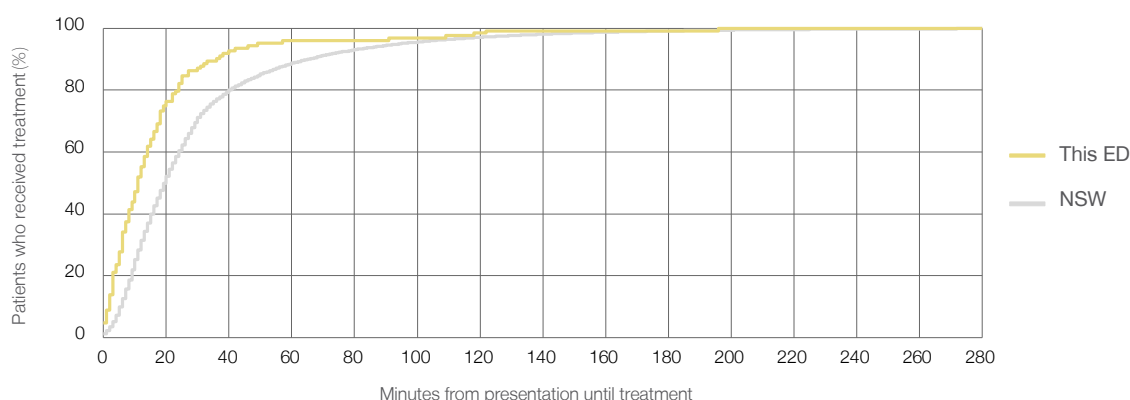
Number of triage 3 patients used to calculate waiting time:³ 123

Median time to start treatment⁴ 11 minutes

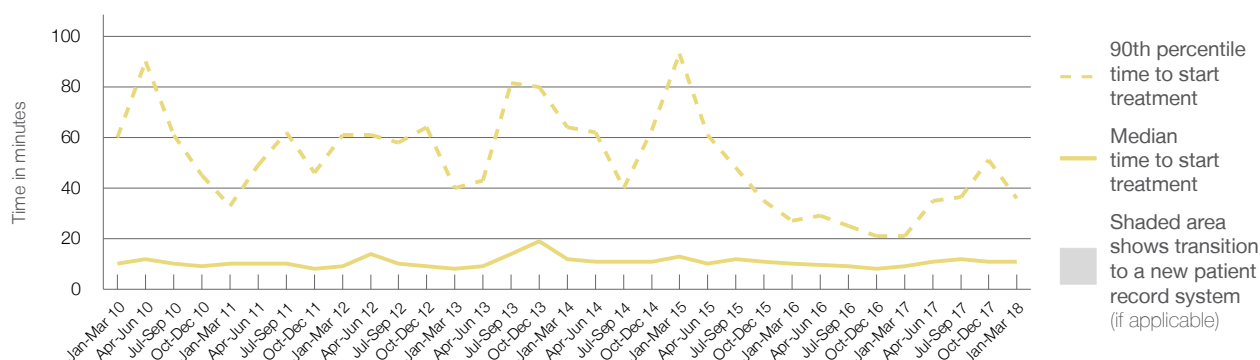
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
239	
146	
9 minutes	20 minutes
21 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	10	10	9	8	12	13	10	9	11
90th percentile time to start treatment ⁵ (minutes)	60	33	61	40	64	93	27	21	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.

Kurri Kurri Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 463

Number of triage 4 patients used to calculate waiting time:³ 308

Median time to start treatment⁴

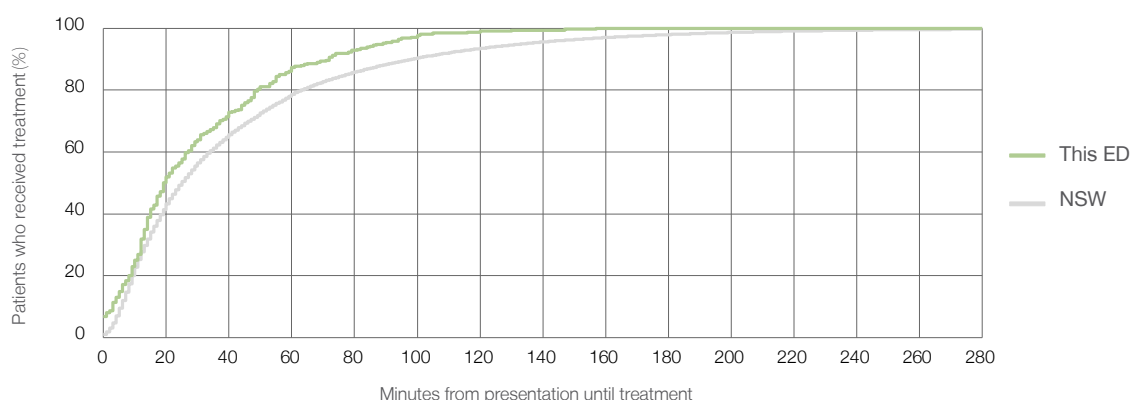
20 minutes

90th percentile time to start treatment⁵

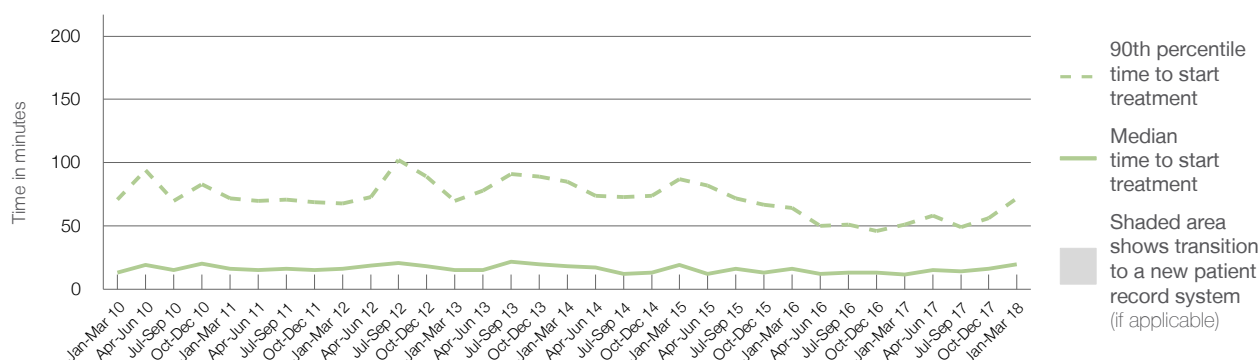
72 minutes

Same period last year	NSW (this period)
410	
228	
12 minutes	25 minutes
51 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	13	16	16	15	18	19	16	12	20
90th percentile time to start treatment ⁵ (minutes)	71	72	68	70	85	87	64	51	72

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

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

Kurri Kurri Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 205

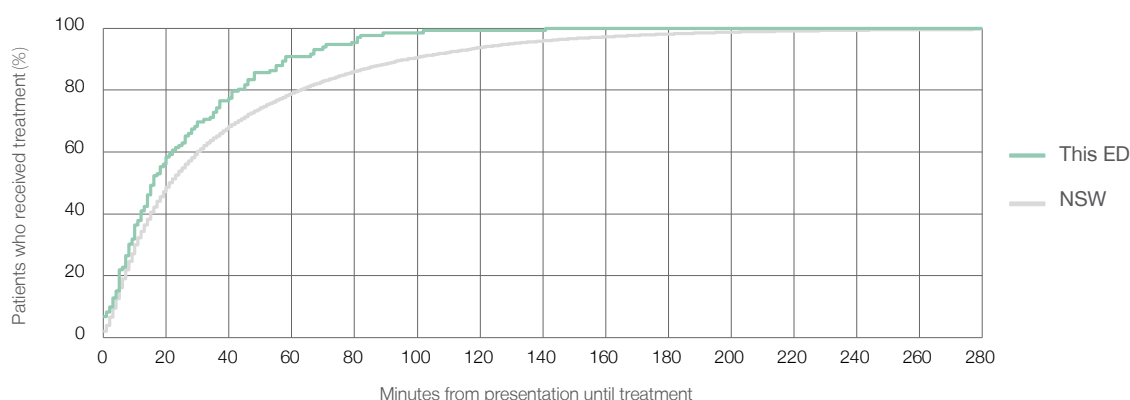
Number of triage 5 patients used to calculate waiting time:³ 132

Median time to start treatment⁴ 16 minutes

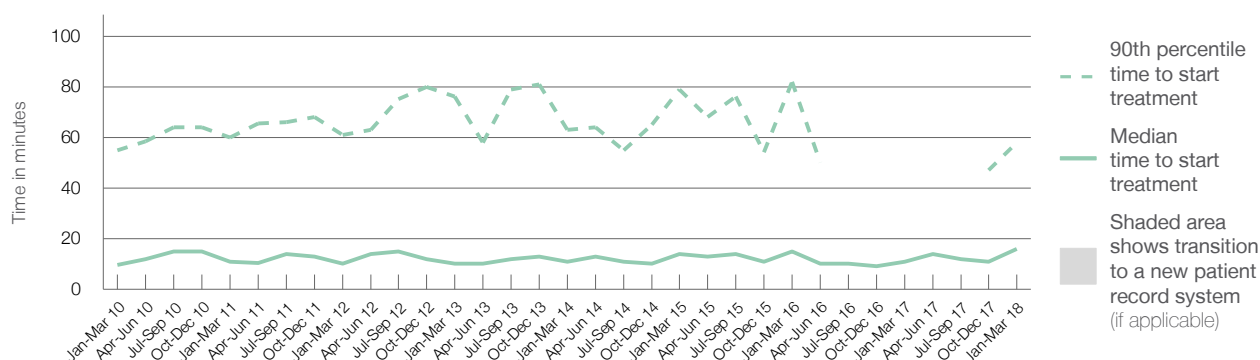
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
104	
69	
11 minutes	22 minutes
*	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	10	11	10	10	11	14	15	11	16
90th percentile time to start treatment ⁵ (minutes)	55	60	61	76	63	79	82	*	58

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

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

Kurri Kurri Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 965 patients

Presentations used to calculate time to leaving the ED:⁶ 965 patients

Median time spent in the ED⁸

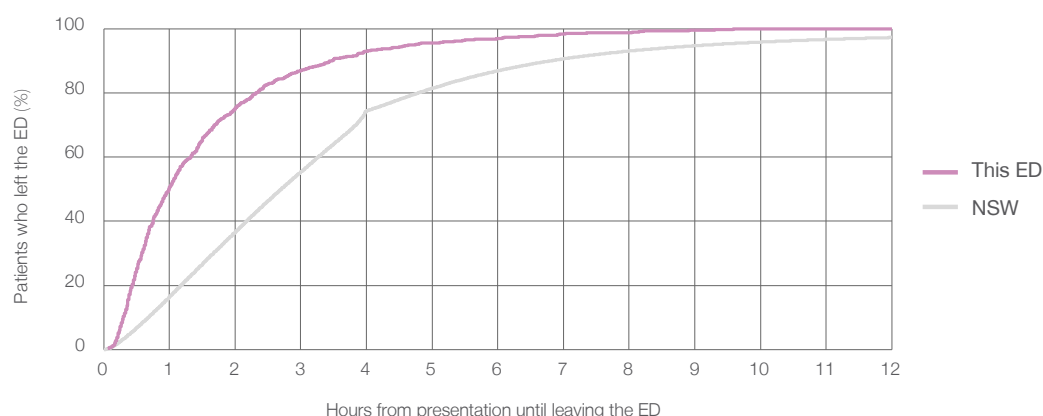
1 hours and 0 minutes

90th percentile time spent in the ED⁹

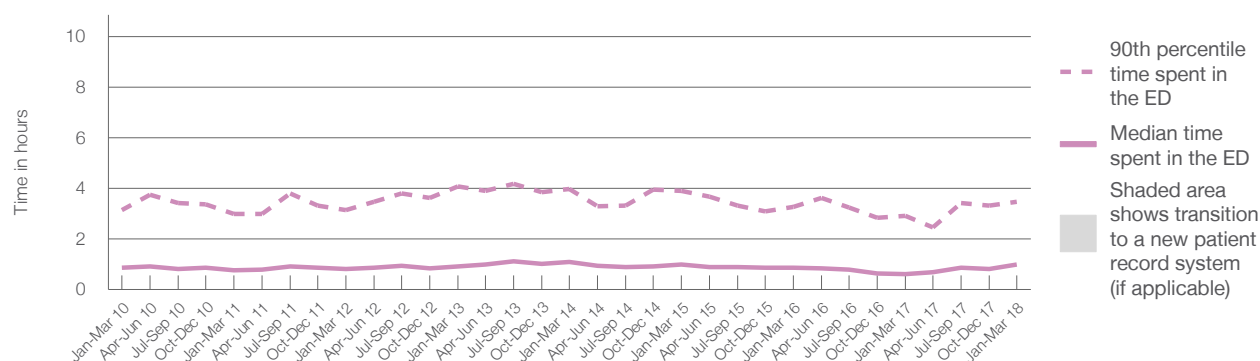
3 hours and 29 minutes

Same period last year	NSW (this period)
892	
891	
0 hours and 37 minutes	2 hours and 42 minutes
2 hours and 55 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	0h 53m	0h 46m	0h 49m	0h 55m	1h 6m	1h 0m	0h 53m	0h 37m	1h 0m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 9m	2h 59m	3h 9m	4h 5m	3h 59m	3h 55m	3h 17m	2h 55m	3h 29m

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

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

Kurri Kurri Hospital: Time patients spent in the ED

By mode of separation

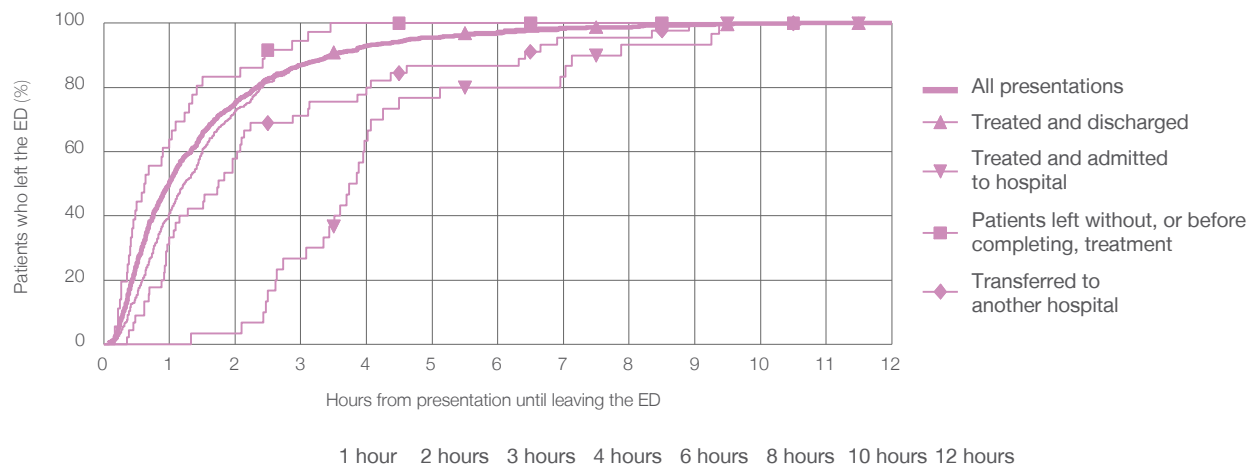
January to March 2018

All presentations:[†] 965 patients

Presentations used to calculate time to leaving the ED:[‡] 965 patients

		Same period last year	Change since one year ago
Treated and discharged	585 (60.6%)	460	27.2%
Treated and admitted to hospital	30 (3.1%)	19	57.9%
Patient left without, or before completing, treatment	36 (3.7%)	53	-32.1%
Transferred to another hospital	45 (4.7%)	40	12.5%
Other	269 (27.9%)	320	-15.9%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	40.9%	72.8%	86.7%	92.8%	97.6%	98.8%	99.8%	100%
Treated and admitted to hospital	0%	3.3%	26.7%	63.3%	80.0%	93.3%	100%	100%
Patient left without, or before completing, treatment	63.9%	83.3%	94.4%	100%	100%	100%	100%	100%
Transferred to another hospital	33.3%	57.8%	71.1%	80.0%	86.7%	95.6%	100%	100%
All presentations	50.7%	75.3%	86.9%	93.0%	97.0%	98.8%	99.9%	100%

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

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

Kurri Kurri Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 965 patients

Presentations used to calculate time to leaving the ED: ⁶ 965 patients

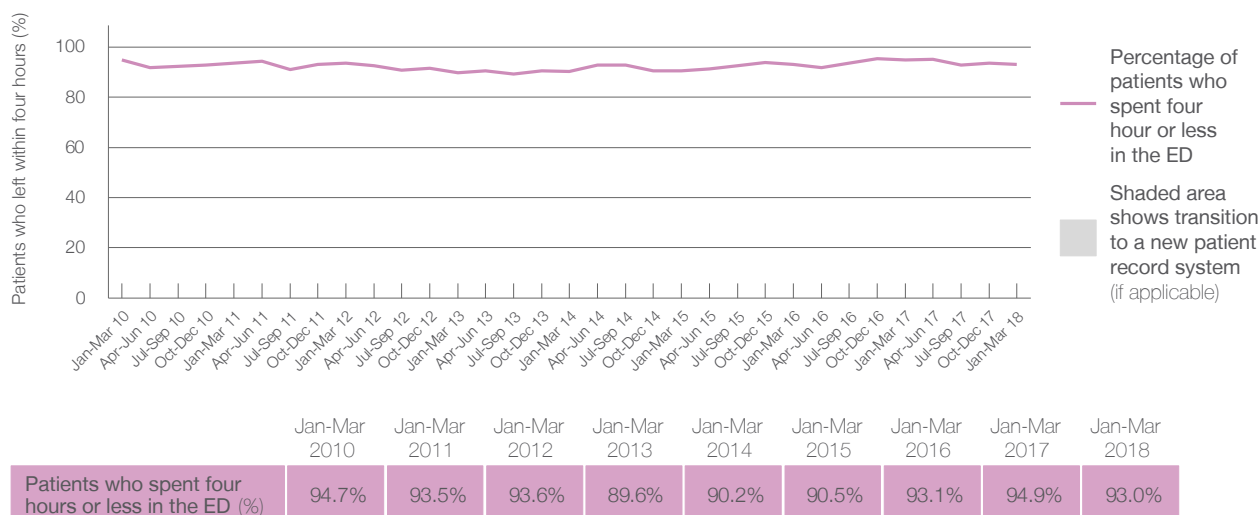
Percentage of patients who spent four hours or less in the ED



93.0%

Same period last year	Change since one year ago
892	8%
891	8%
94.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Lachlan Health Service - Forbes: Emergency department (ED) overview

January to March 2018

All presentations:¹ 1,664 patients

Emergency presentations:² 1,477 patients

Same period last year	Change since one year ago
1,788	-7%
1,615	-9%

Lachlan Health Service - Forbes: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 88 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 305 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 565 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 78 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 514 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
81	
5 minutes	8 minutes
*	23 minutes
223	
11 minutes	20 minutes
35 minutes	65 minutes
507	
21 minutes	25 minutes
76 minutes	98 minutes
804	
21 minutes	22 minutes
109 minutes	97 minutes

Lachlan Health Service - Forbes: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 1,664 patients

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

92%

Same period last year	Change since one year ago
1,788	-7%
88%	

* 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, January to March 2018*.
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.

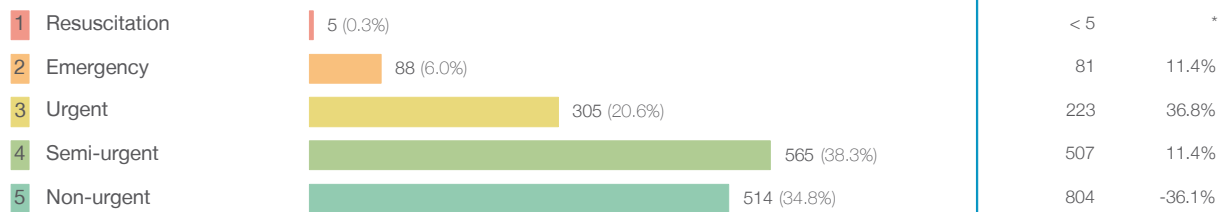
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Lachlan Health Service - Forbes: Patients presenting to the emergency department

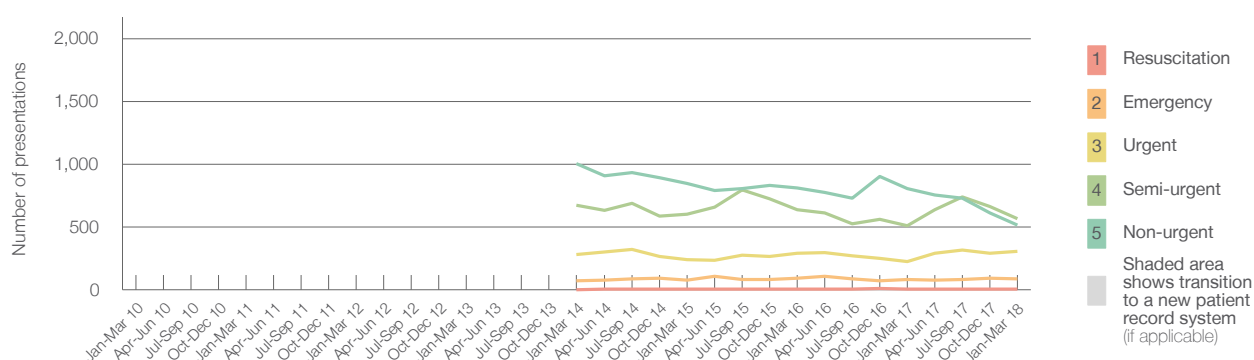
January to March 2018

All presentations:¹ 1,664 patients

Emergency presentations² by triage category: 1,477 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{†§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation					0	6	< 5	< 5	5
Emergency					70	77	93	81	88
Urgent					279	240	291	223	305
Semi-urgent					671	603	636	507	565
Non-urgent					1,003	847	811	804	514
All emergency presentations					2,023	1,773	1,831	1,615	1,477

Lachlan Health Service - Forbes: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 174 patients

ED Transfer of care time



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

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

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

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 88

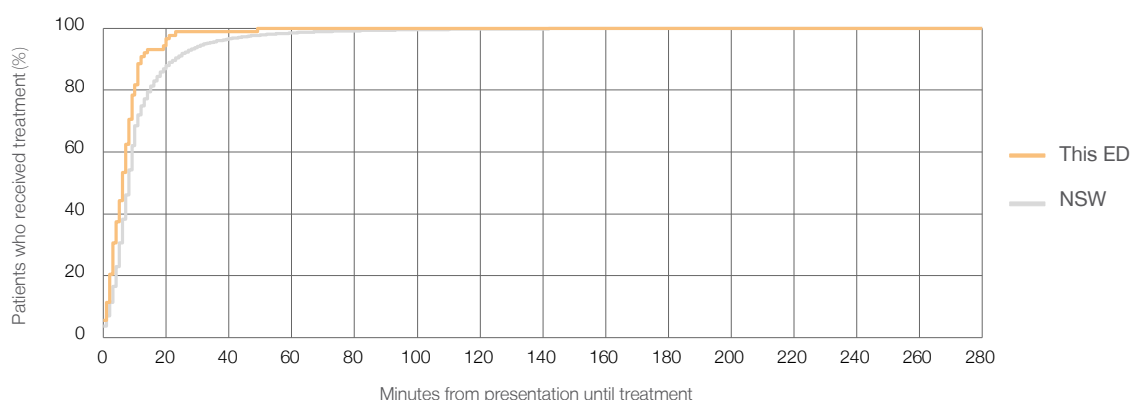
Number of triage 2 patients used to calculate waiting time: ³ 88

Median time to start treatment ⁴ 6 minutes

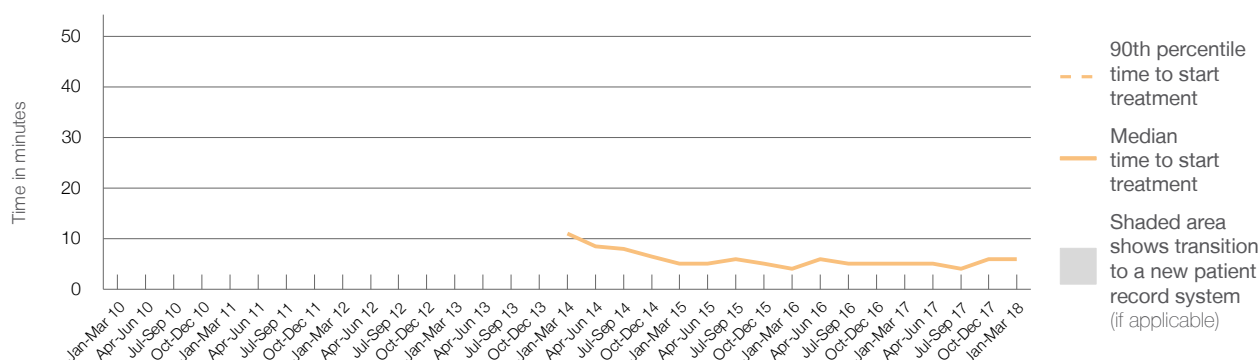
90th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
81	
79	
5 minutes	8 minutes
*	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					11	5	4	5	6
90th percentile time to start treatment ⁵ (minutes)					*	*	*	*	*

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

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

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

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 305

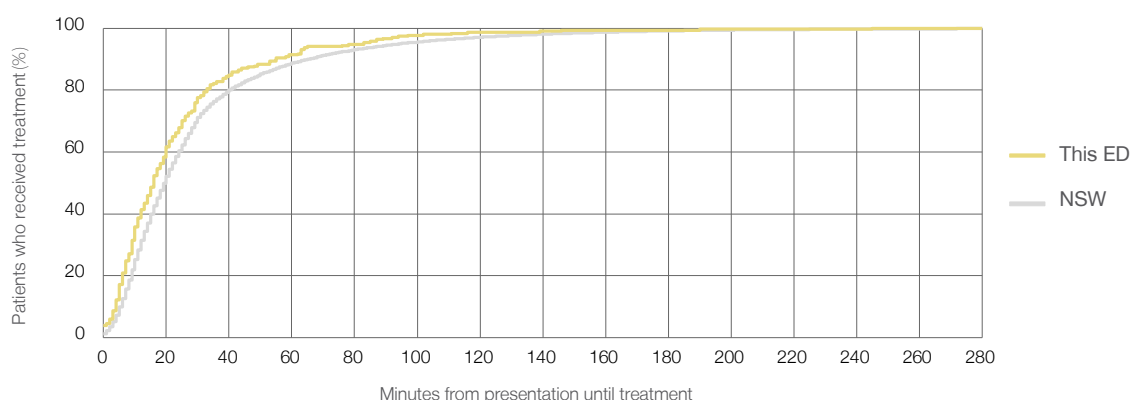
Number of triage 3 patients used to calculate waiting time:³ 302

Median time to start treatment⁴ 16 minutes

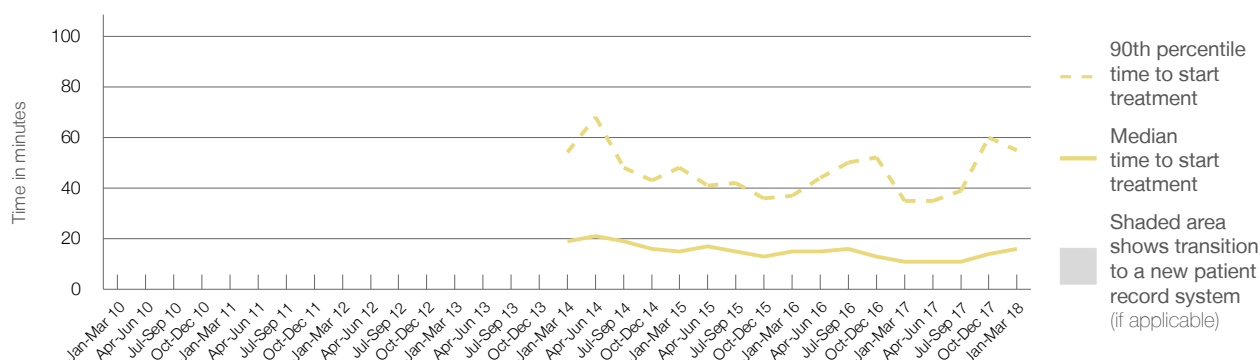
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
223	
221	
11 minutes	20 minutes
35 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					19	15	15	11	16
90th percentile time to start treatment ⁵ (minutes)					54	48	37	35	55

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 565

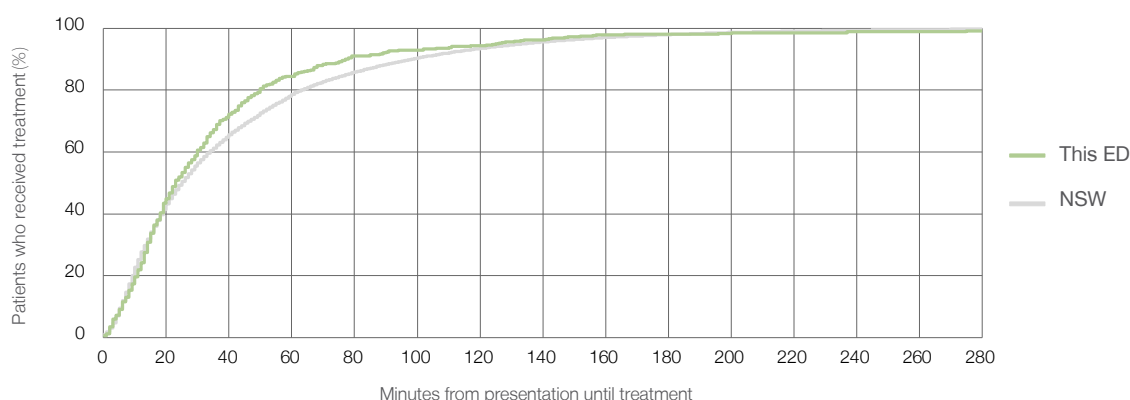
Number of triage 4 patients used to calculate waiting time:³ 555

Median time to start treatment⁴ 23 minutes

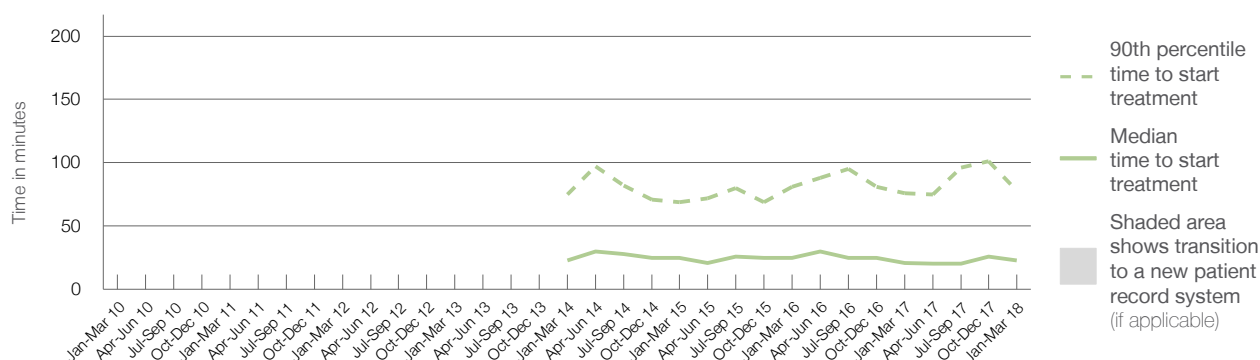
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
507	
491	
21 minutes	25 minutes
76 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					23	25	25	21	23
90th percentile time to start treatment ⁵ (minutes)					75	69	81	76	78

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 514

Number of triage 5 patients used to calculate waiting time:³ 502

Median time to start treatment⁴

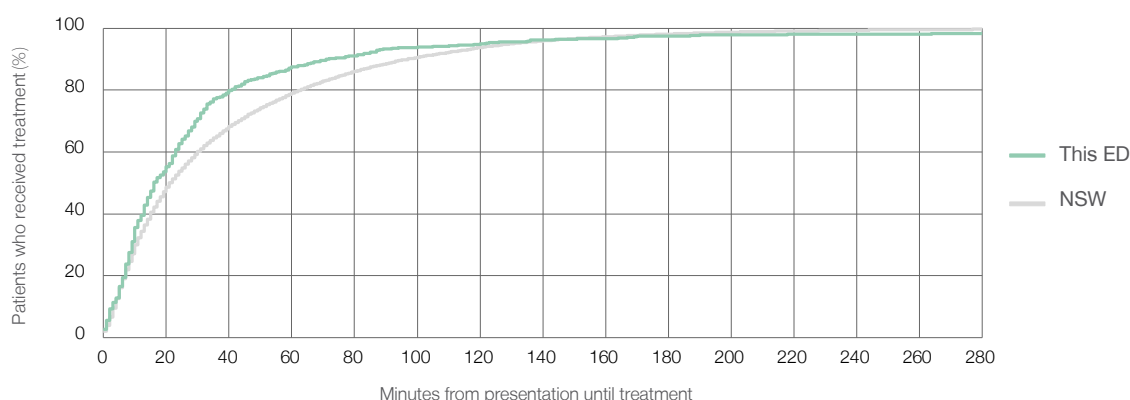
16 minutes

90th percentile time to start treatment⁵

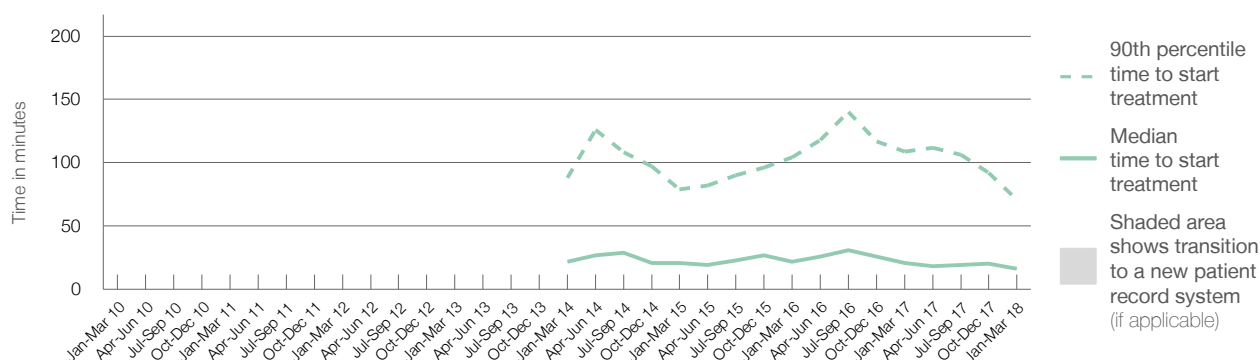
71 minutes

Same period last year	NSW (this period)
804	
773	
21 minutes	22 minutes
109 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					22	21	22	21	16
90th percentile time to start treatment ⁵ (minutes)					88	79	104	109	71

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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.

Lachlan Health Service - Forbes: Time patients spent in the ED

January to March 2018

All presentations:¹ 1,664 patients

Presentations used to calculate time to leaving the ED:⁶ 1,664 patients

Median time spent in the ED⁸

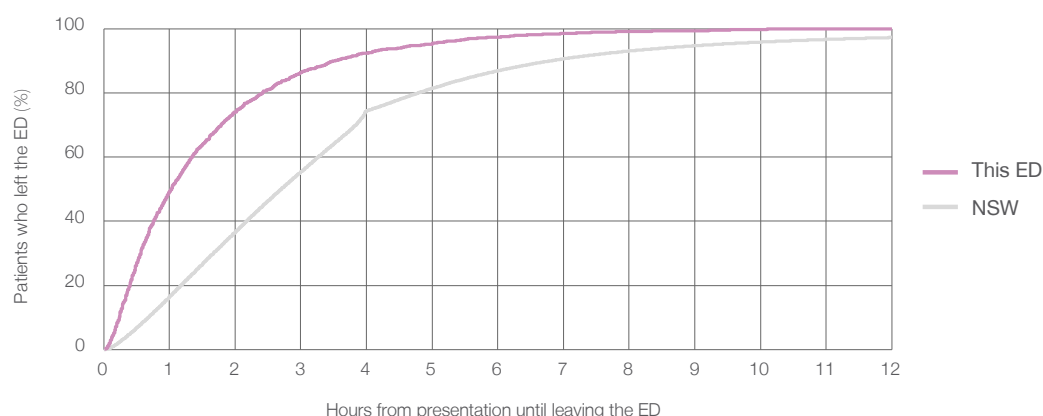
1 hours and 2 minutes

90th percentile time spent in the ED⁹

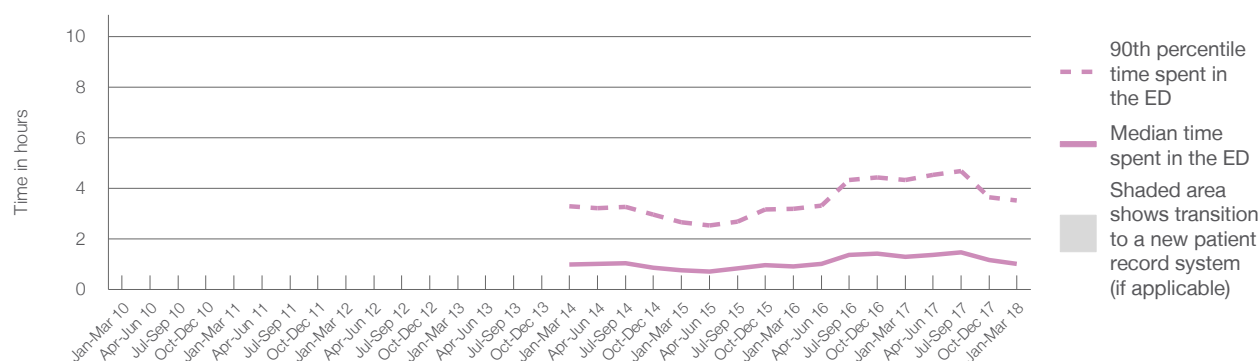
3 hours and 31 minutes

Same period last year	NSW (this period)
1,788	
1,788	
1 hours and 18 minutes	2 hours and 42 minutes
4 hours and 20 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)					1h 0m	0h 46m	0h 56m	1h 18m	1h 2m
90th percentile time spent in the ED ⁹ (hours, minutes)					3h 18m	2h 40m	3h 12m	4h 20m	3h 31m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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.

Lachlan Health Service - Forbes: Time patients spent in the ED

By mode of separation

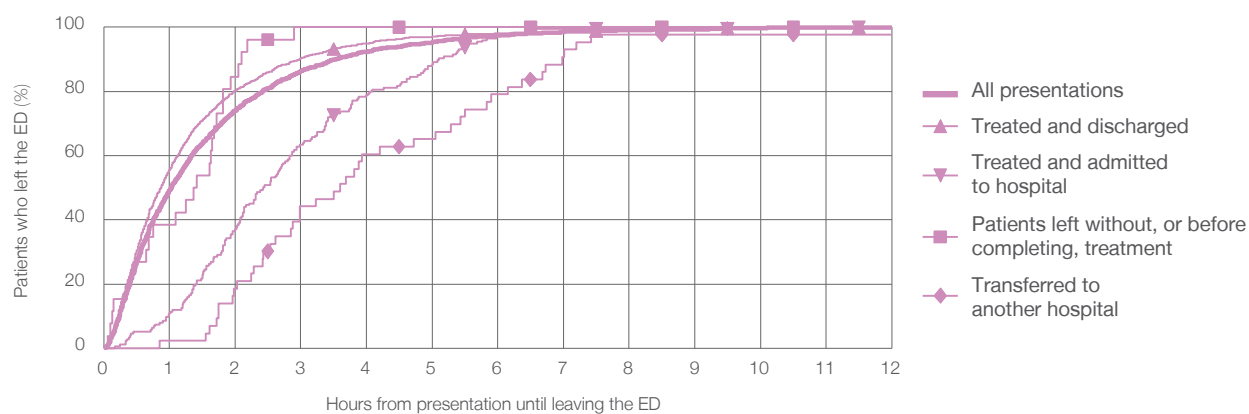
January to March 2018

All presentations:[†] 1,664 patients

Presentations used to calculate time to leaving the ED:[‡] 1,664 patients

		Same period last year	Change since one year ago
Treated and discharged	1,416 (85.1%)	1,450	-2.3%
Treated and admitted to hospital	175 (10.5%)	216	-19.0%
Patient left without, or before completing, treatment	26 (1.6%)	74	-64.9%
Transferred to another hospital	43 (2.6%)	38	13.2%
Other	4 (0.2%)	10	-60.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



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

Treated and discharged	55.6%	80.2%	90.3%	94.8%	98.0%	99.2%	99.7%	100%
Treated and admitted to hospital	10.9%	37.1%	63.4%	78.9%	97.1%	99.4%	100%	100%
Patient left without, or before completing, treatment	38.5%	84.6%	100%	100%	100%	100%	100%	100%
Transferred to another hospital	2.3%	18.6%	44.2%	60.5%	79.1%	97.7%	97.7%	97.7%
All presentations	49.3%	74.0%	86.4%	92.3%	97.4%	99.1%	99.7%	99.9%

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

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

(§) 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.

Lachlan Health Service - Forbes: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 1,664 patients

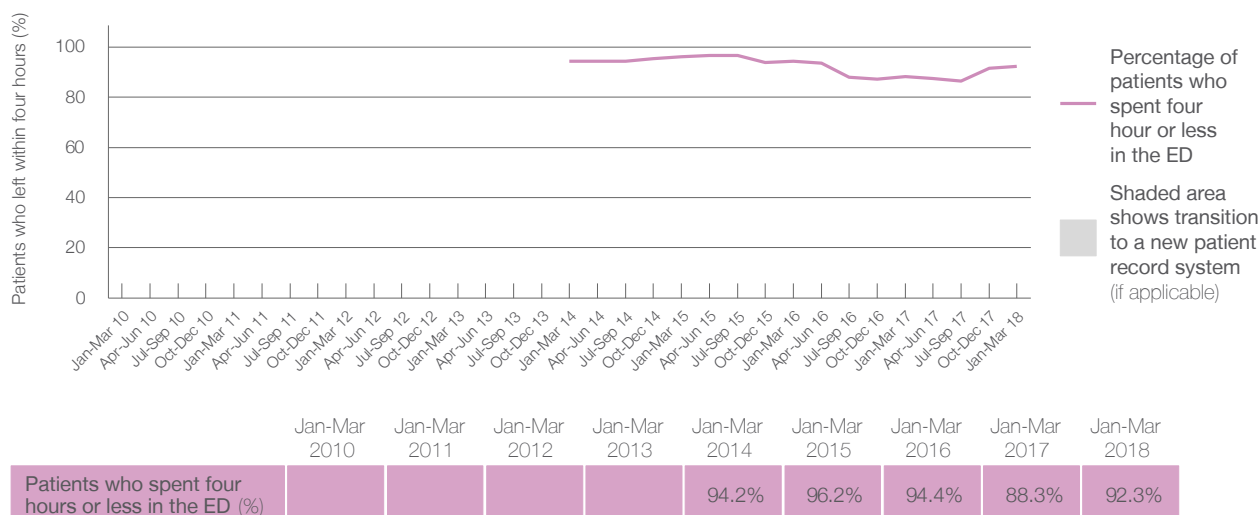
Presentations used to calculate time to leaving the ED: ⁶ 1,664 patients

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



Same period last year	Change since one year ago
1,788	-7%
1,788	-7%
88.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 - † Data points are not shown in graphs for quarters when patient numbers were too small.
 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Lithgow Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 3,062 patients

Emergency presentations:² 2,978 patients

Same period last year	Change since one year ago
2,957	4%
2,854	4%

Lithgow Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 340 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,088 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,188 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 352 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
306	
4 minutes	8 minutes
13 minutes	23 minutes
892	
9 minutes	20 minutes
35 minutes	65 minutes
1,207	
9 minutes	25 minutes
46 minutes	98 minutes
437	
7 minutes	22 minutes
43 minutes	97 minutes

Lithgow Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 3,062 patients

Percentage of patients who spent four hours or less in the ED 85%

Same period last year	Change since one year ago
2,957	4%
87%	

* 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, January to March 2018*.
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.

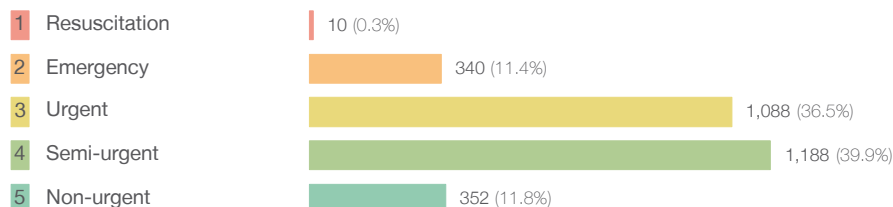
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Lithgow Hospital: Patients presenting to the emergency department

January to March 2018

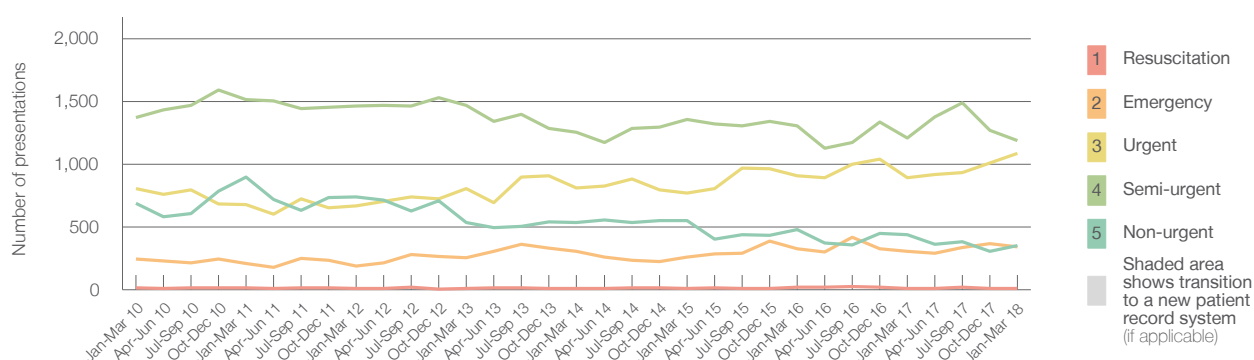
All presentations:¹ 3,062 patients

Emergency presentations² by triage category: 2,978 patients



Same period last year	Change since one year ago
2,957	4%
2,854	4%
12	-16.7%
306	11.1%
892	22.0%
1,207	-1.6%
437	-19.5%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	16	17	8	7	10	12	18	12	10
Emergency	246	209	186	253	305	259	324	306	340
Urgent	806	676	668	804	810	767	906	892	1,088
Semi-urgent	1,371	1,515	1,462	1,466	1,254	1,358	1,303	1,207	1,188
Non-urgent	686	899	737	535	533	552	477	437	352
All emergency presentations	3,125	3,316	3,061	3,065	2,912	2,948	3,028	2,854	2,978

Lithgow Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 572 patients

ED Transfer of care time



Same period last year	Change since one year ago
562	
10 minutes	0 minutes
22 minutes	1 minute

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

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

Lithgow Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 340

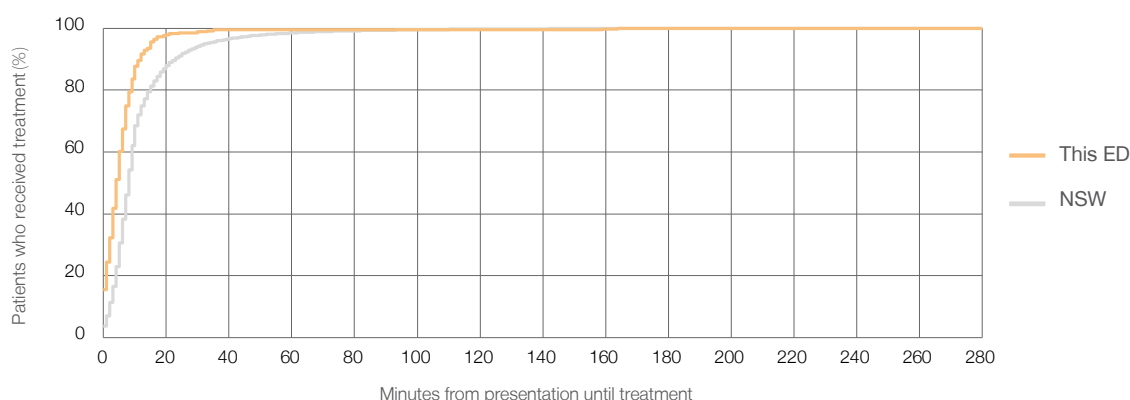
Number of triage 2 patients used to calculate waiting time:³ 335

Median time to start treatment⁴ 4 minutes

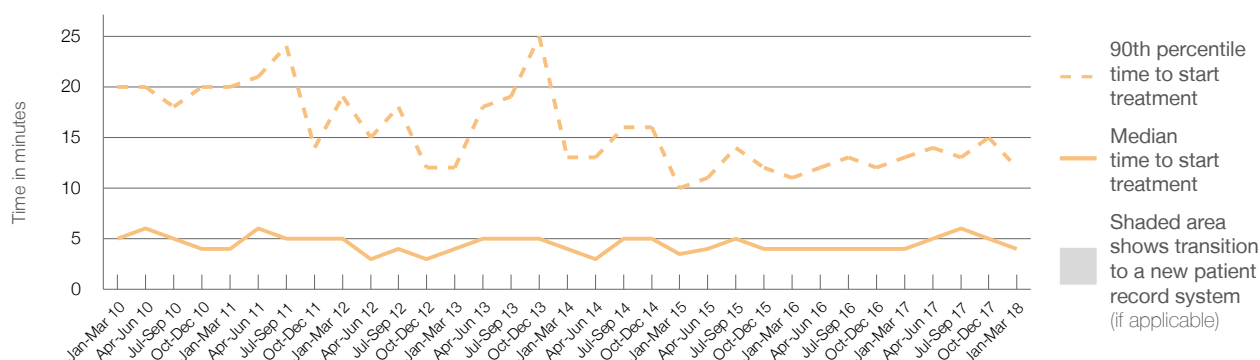
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
306	
305	
4 minutes	8 minutes
13 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	5	4	5	4	4	4	4	4	4
90th percentile time to start treatment ⁵ (minutes)	20	20	19	12	13	10	11	13	12

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

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

Lithgow Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,088

Number of triage 3 patients used to calculate waiting time: ³ 1,073

Median time to start treatment ⁴

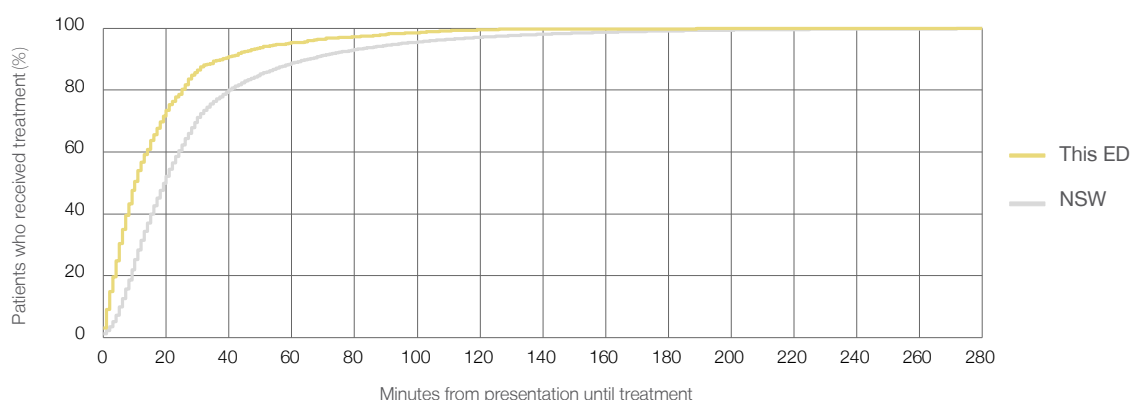
10 minutes

90th percentile time to start treatment ⁵

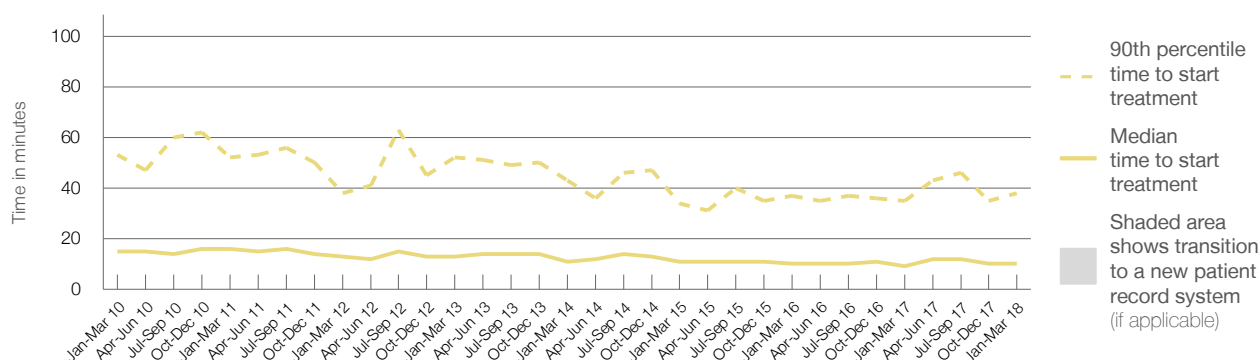
38 minutes

Same period last year	NSW (this period)
892	
879	
9 minutes	20 minutes
35 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	15	16	13	13	11	11	10	9	10
90th percentile time to start treatment ⁵ (minutes)	53	52	38	52	43	34	37	35	38

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

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

Lithgow Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,188

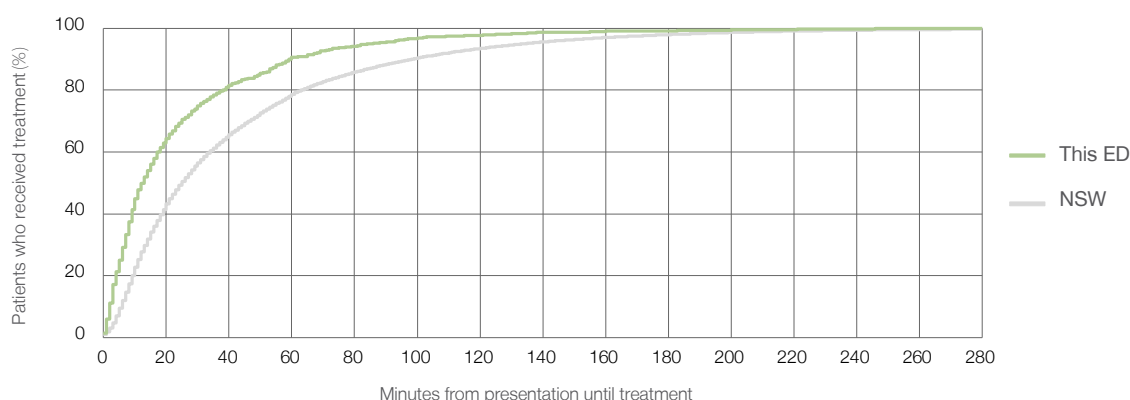
Number of triage 4 patients used to calculate waiting time:³ 1,154

Median time to start treatment⁴ 13 minutes

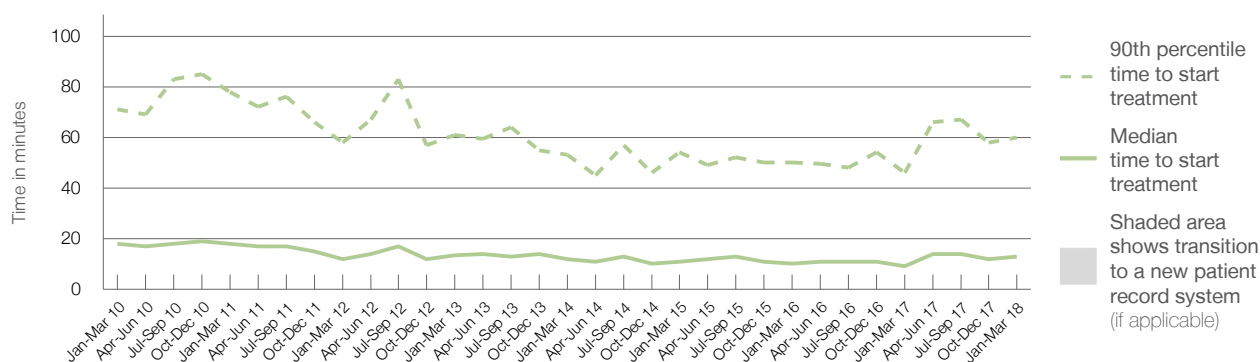
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,207	
1,166	
9 minutes	25 minutes
46 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	18	18	12	14	12	11	10	9	13
90th percentile time to start treatment ⁵ (minutes)	71	78	58	61	53	54	50	46	60

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

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

Lithgow Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 352

Number of triage 5 patients used to calculate waiting time:³ 329

Median time to start treatment⁴

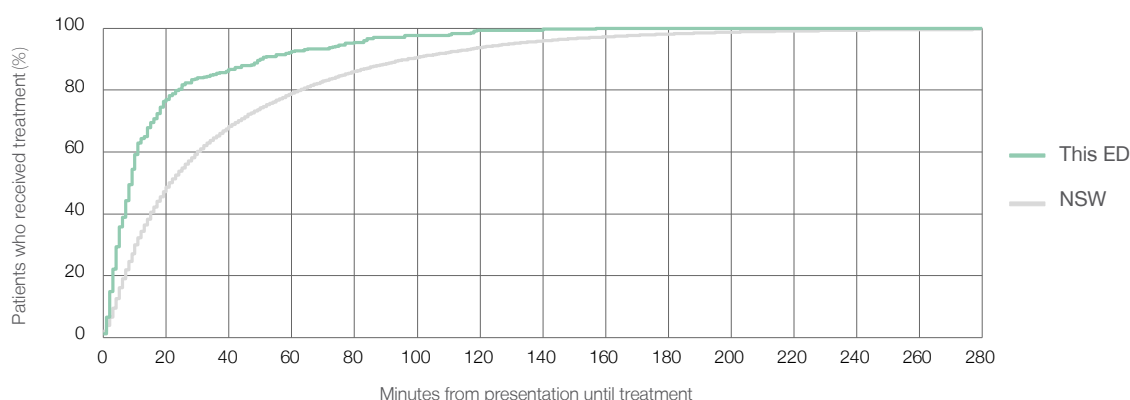
9 minutes

90th percentile time to start treatment⁵

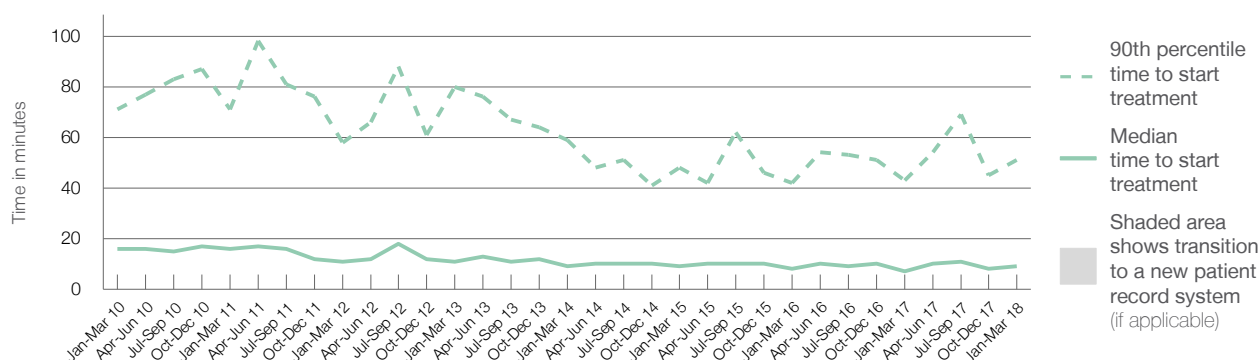
51 minutes

Same period last year	NSW (this period)
437	
408	
7 minutes	22 minutes
43 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	16	16	11	11	9	9	8	7	9
90th percentile time to start treatment ⁵ (minutes)	71	71	58	80	59	48	42	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.

Lithgow Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 3,062 patients

Presentations used to calculate time to leaving the ED:⁶ 3,062 patients

Median time spent in the ED⁸

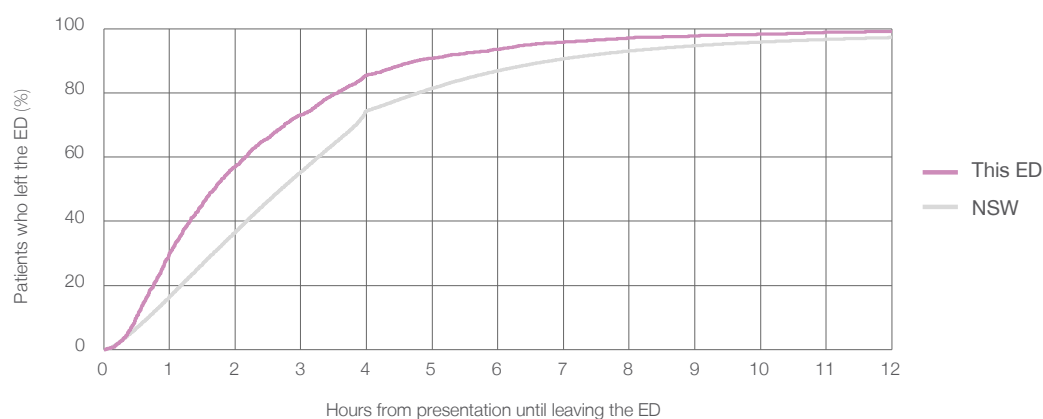
1 hours and 41 minutes

90th percentile time spent in the ED⁹

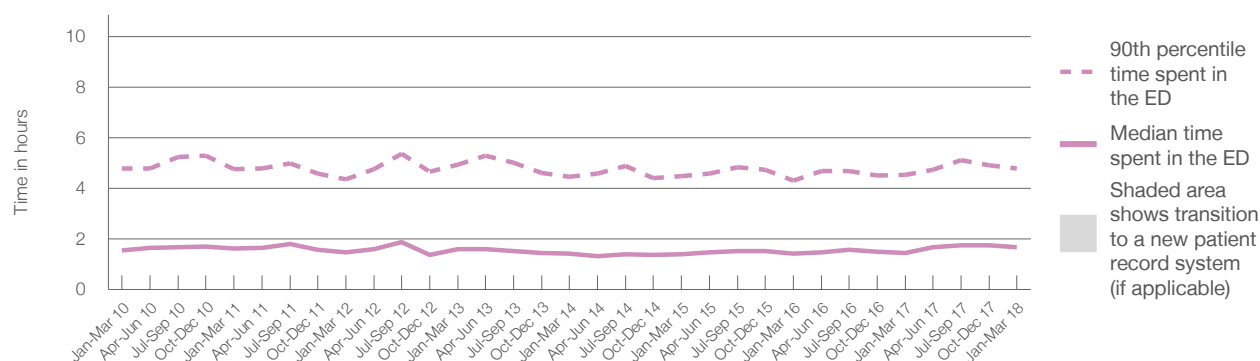
4 hours and 47 minutes

Same period last year	NSW (this period)
2,957	
2,957	
1 hours and 27 minutes	2 hours and 42 minutes
4 hours and 32 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 33m	1h 38m	1h 29m	1h 37m	1h 25m	1h 24m	1h 25m	1h 27m	1h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 48m	4h 46m	4h 21m	4h 57m	4h 27m	4h 29m	4h 18m	4h 32m	4h 47m

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

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

Lithgow Hospital: Time patients spent in the ED

By mode of separation

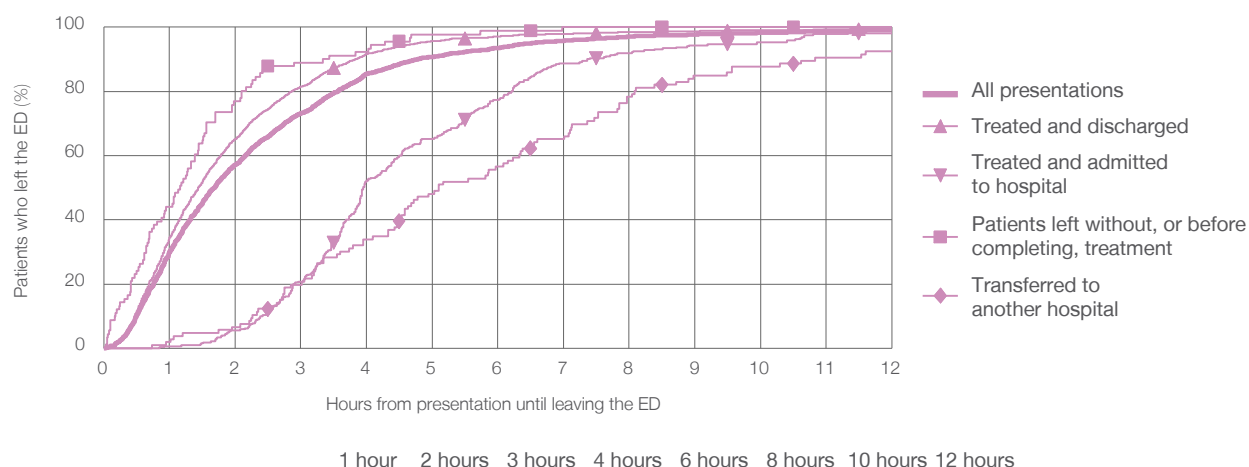
January to March 2018

All presentations:[†] 3,062 patients

Presentations used to calculate time to leaving the ED:[‡] 3,062 patients

		Same period last year	Change since one year ago
Treated and discharged	2,527 (82.5%)	2,957	4%
Treated and admitted to hospital	322 (10.5%)	2,467	2.4%
Patient left without, or before completing, treatment	91 (3.0%)	306	5.2%
Transferred to another hospital	106 (3.5%)	62	46.8%
Other	16 (0.5%)	107	-0.9%
		15	6.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	34.5%	65.2%	81.5%	91.7%	97.1%	98.5%	99.1%	99.4%
Treated and admitted to hospital	0.6%	5.6%	20.8%	52.2%	77.3%	91.9%	95.3%	98.1%
Patient left without, or before completing, treatment	44.0%	76.9%	89.0%	92.3%	98.9%	100%	100%	100%
Transferred to another hospital	1.9%	6.6%	19.8%	34.0%	56.6%	78.3%	87.7%	92.5%
All presentations	30.1%	57.2%	73.2%	85.5%	93.5%	97.1%	98.3%	99.1%

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

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

Lithgow Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 3,062 patients

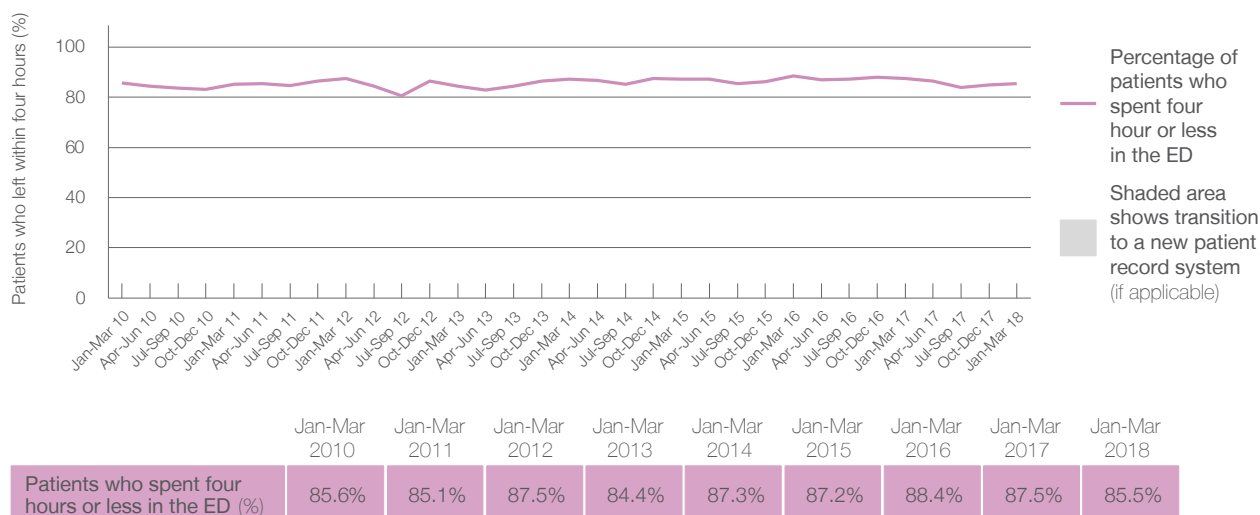
Presentations used to calculate time to leaving the ED: ⁶ 3,062 patients

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



Same period last year	Change since one year ago
2,957	4%
2,957	4%
87.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Macksville District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 3,843 patients

Emergency presentations:² 3,683 patients

Same period last year	Change since one year ago
3,861	0%
3,544	4%

Macksville District Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 357 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 992 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,579 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 743 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
325	
10 minutes	8 minutes
20 minutes	23 minutes
1,105	
22 minutes	20 minutes
55 minutes	65 minutes
1,580	
25 minutes	25 minutes
106 minutes	98 minutes
527	
26 minutes	22 minutes
116 minutes	97 minutes

Macksville District Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 3,842 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
3,860	0%
91%	

* 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, January to March 2018*.
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.

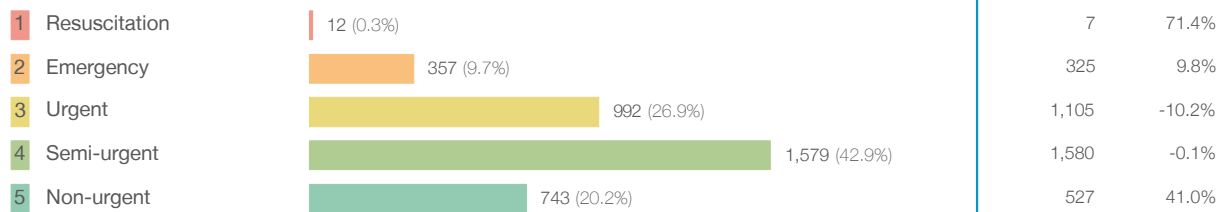
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Macksville District Hospital: Patients presenting to the emergency department

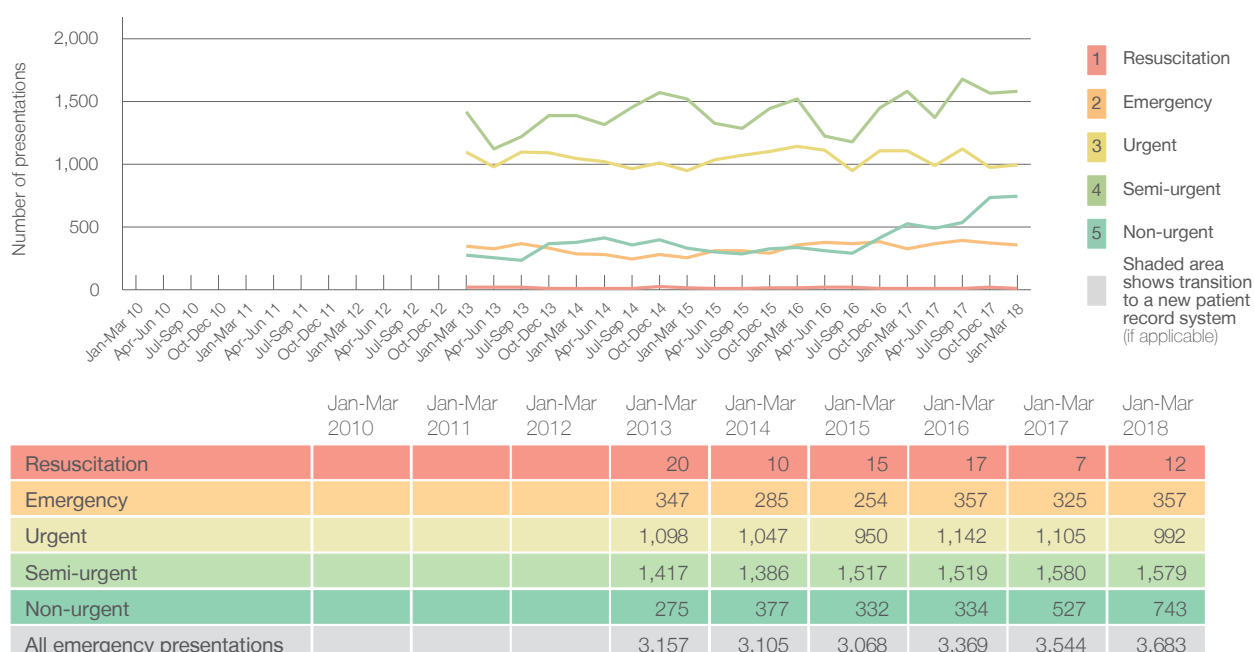
January to March 2018

All presentations:¹ 3,843 patients

Emergency presentations² by triage category: 3,683 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{†§}



Macksville District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 432 patients

ED Transfer of care time



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

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

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

Macksville District Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 357

Number of triage 2 patients used to calculate waiting time:³ 357

Median time to start treatment⁴

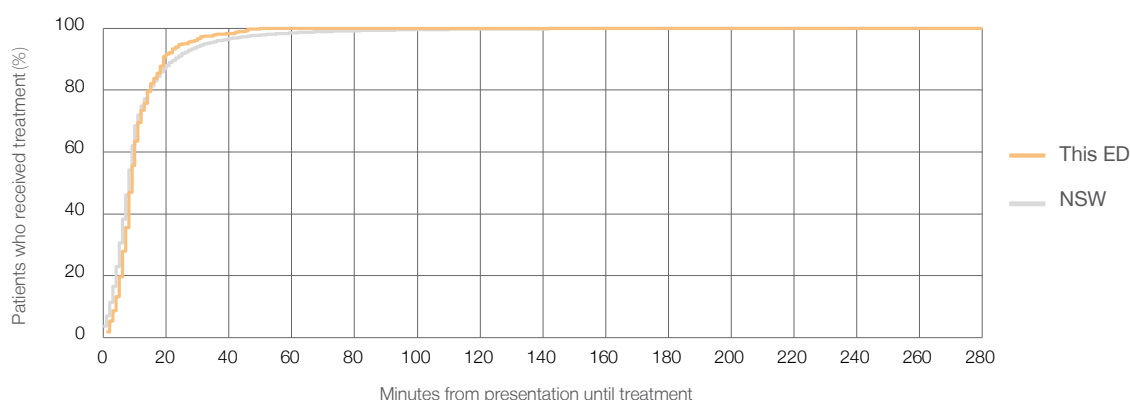
9 minutes

90th percentile time to start treatment⁵

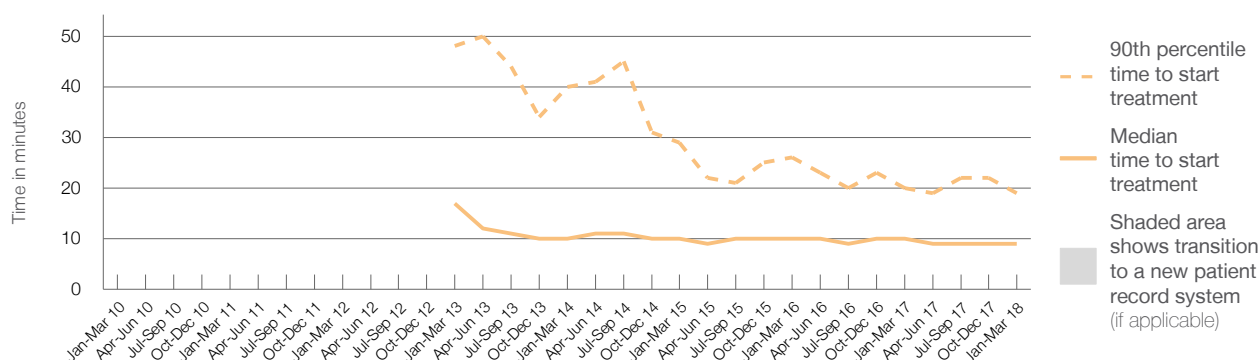
19 minutes

Same period last year	NSW (this period)
325	
316	
10 minutes	8 minutes
20 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				17	10	10	10	10	9
90th percentile time to start treatment ⁵ (minutes)				48	40	29	26	20	19

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

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

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

Macksville District Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 992

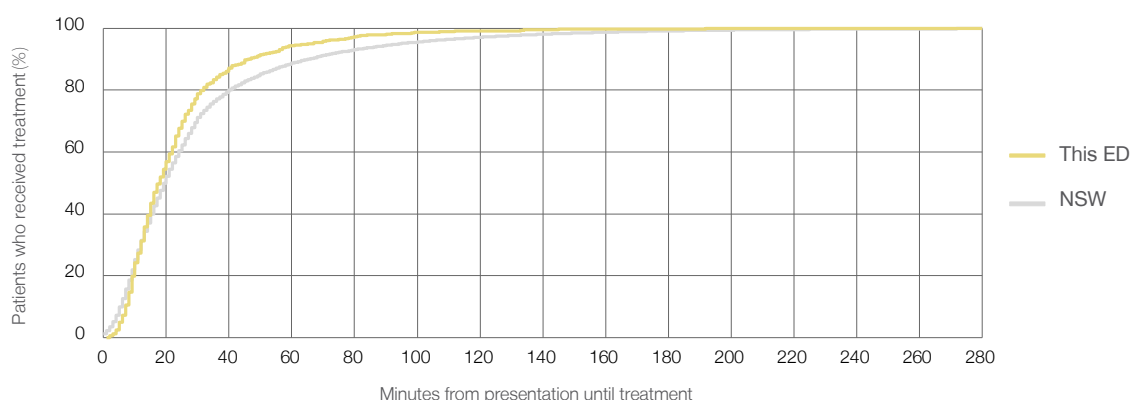
Number of triage 3 patients used to calculate waiting time:³ 986

Median time to start treatment⁴ 18 minutes

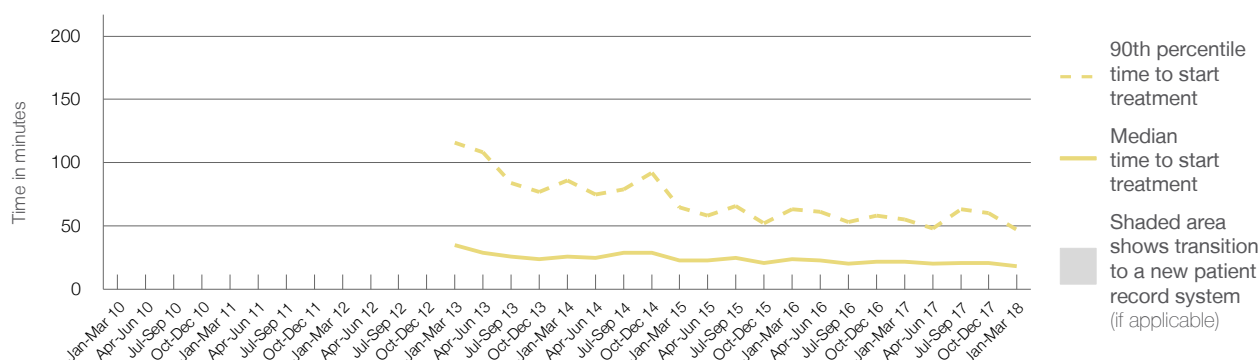
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
1,105	
1,075	
22 minutes	20 minutes
55 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				35	26	23	24	22	18
90th percentile time to start treatment ⁵ (minutes)				116	86	65	63	55	47

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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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Macksville District Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,579

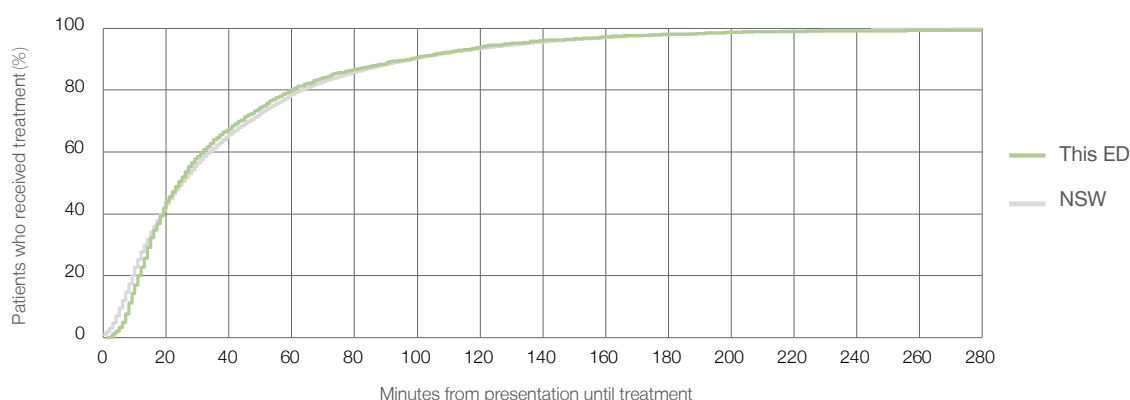
Number of triage 4 patients used to calculate waiting time:³ 1,511

Median time to start treatment⁴ 24 minutes

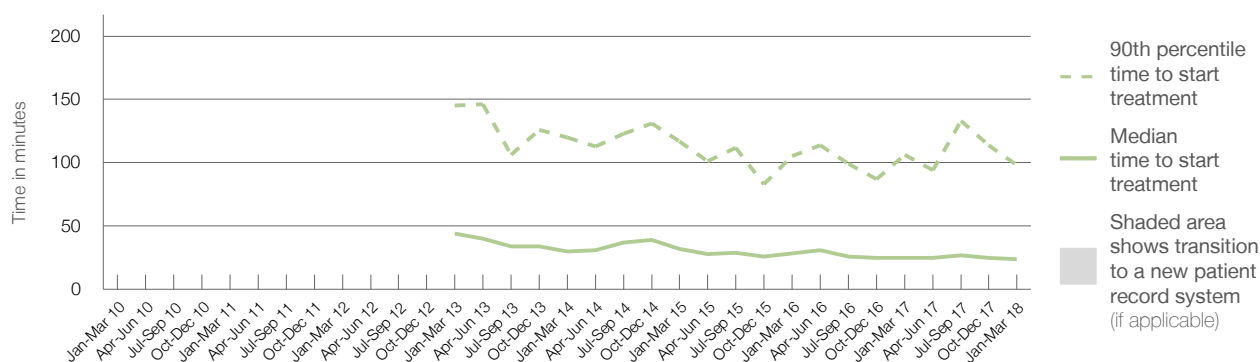
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,580	
1,504	
25 minutes	25 minutes
106 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				44	30	32	29	25	24
90th percentile time to start treatment ⁵ (minutes)				145	120	117	105	106	98

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

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

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

Macksville District Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 743

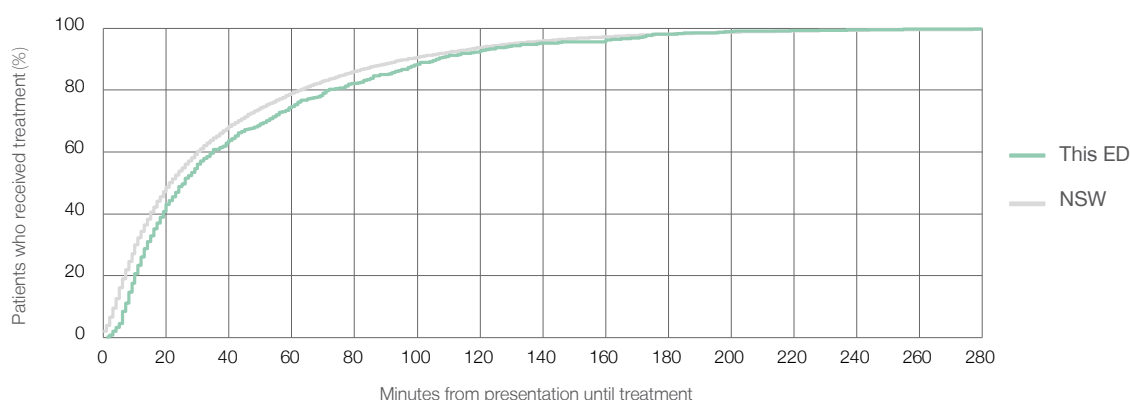
Number of triage 5 patients used to calculate waiting time:³ 691

Median time to start treatment⁴ 26 minutes

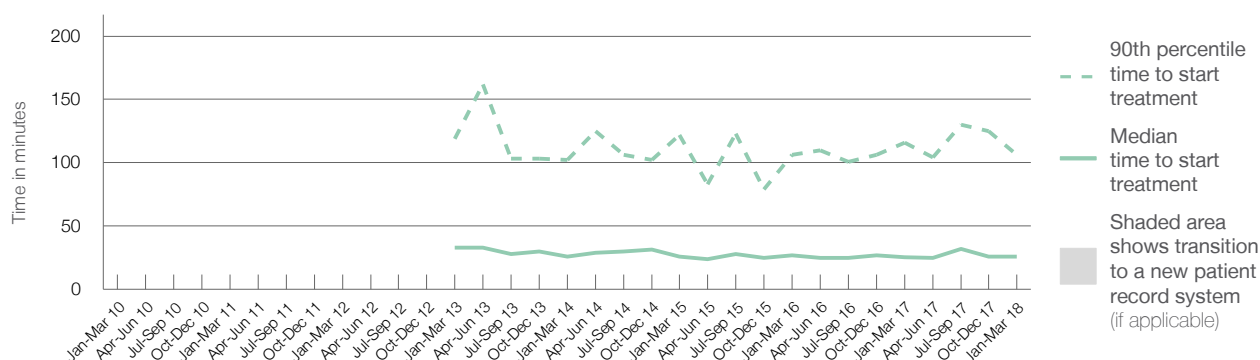
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
527	
492	
26 minutes	22 minutes
116 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				33	26	26	27	26	26
90th percentile time to start treatment ⁵ (minutes)				119	102	122	106	116	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.

Macksville District Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 3,843 patients

Presentations used to calculate time to leaving the ED:⁶ 3,842 patients

Median time spent in the ED⁸

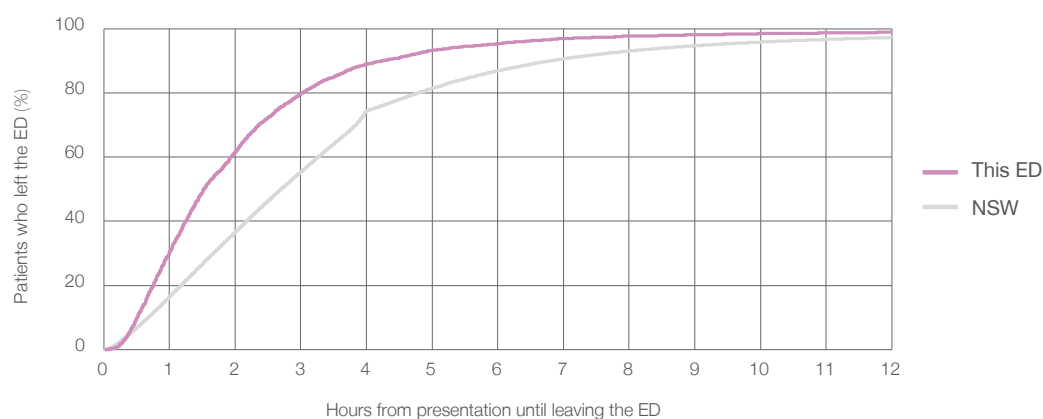
1 hours and 32 minutes

90th percentile time spent in the ED⁹

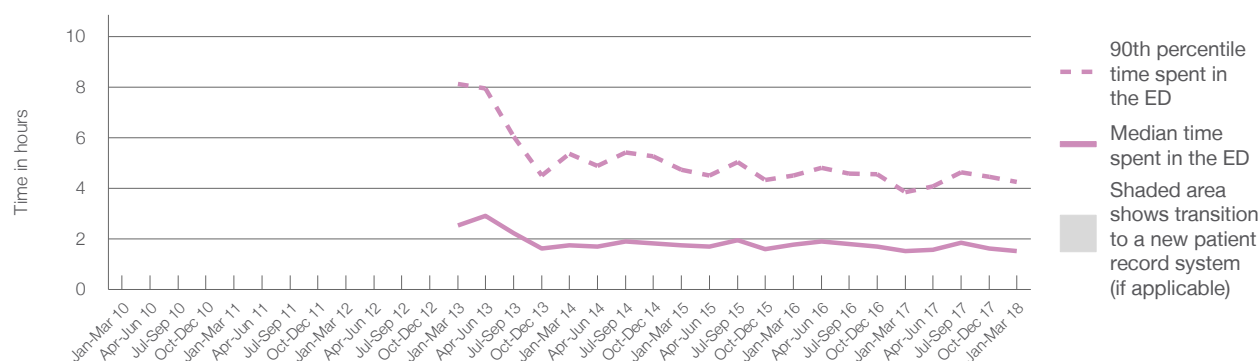
4 hours and 15 minutes

Same period last year	NSW (this period)
3,861	
3,860	
1 hours and 32 minutes	2 hours and 42 minutes
3 hours and 52 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)				2h 33m	1h 46m	1h 45m	1h 48m	1h 32m	1h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)				8h 7m	5h 22m	4h 44m	4h 31m	3h 52m	4h 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.

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

Macksville District Hospital: Time patients spent in the ED

By mode of separation

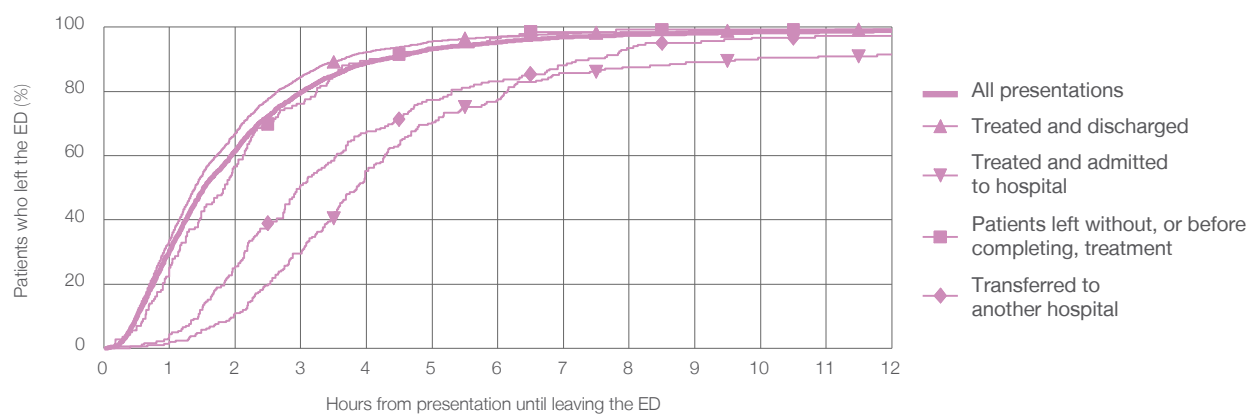
January to March 2018

All presentations:[†] 3,843 patients

Presentations used to calculate time to leaving the ED:[‡] 3,842 patients

		Same period last year	Change since one year ago
Treated and discharged	3,292 (85.7%)	3,249	1.3%
Treated and admitted to hospital	210 (5.5%)	238	-11.8%
Patient left without, or before completing, treatment	143 (3.7%)	132	8.3%
Transferred to another hospital	185 (4.8%)	168	10.1%
Other	13 (0.3%)	74	-82.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



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

Treated and discharged	33.7%	66.9%	84.6%	92.2%	97.0%	98.5%	99.0%	99.4%
Treated and admitted to hospital	1.9%	11.0%	29.5%	55.2%	77.6%	87.6%	90.5%	91.4%
Patient left without, or before completing, treatment	25.2%	56.6%	76.2%	89.5%	96.5%	99.3%	99.3%	99.3%
Transferred to another hospital	4.3%	25.4%	50.8%	67.6%	83.2%	93.5%	96.8%	97.3%
All presentations	30.5%	61.6%	79.7%	88.9%	95.3%	97.7%	98.4%	98.8%

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

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

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

Macksville District Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 3,843 patients

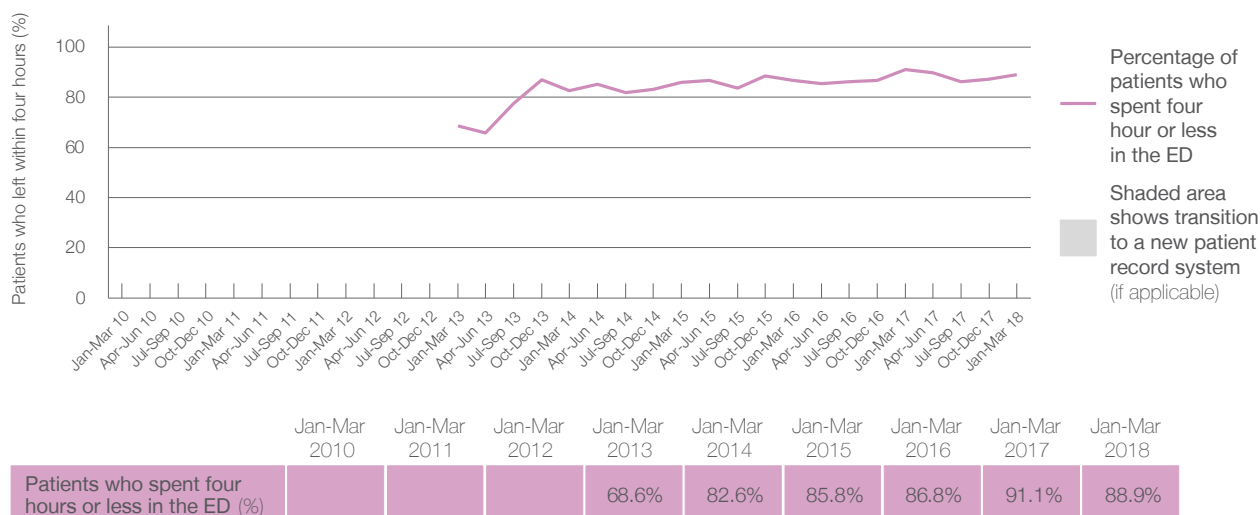
Presentations used to calculate time to leaving the ED: ⁶ 3,842 patients

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



Same period last year	Change since one year ago
3,861	0%
3,860	0%
91.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Maclean District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 3,207 patients

Emergency presentations:² 3,113 patients

Same period last year	Change since one year ago
3,135	2%
2,918	7%

Maclean District Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 347 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 923 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,443 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 393 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
363	
11 minutes	8 minutes
32 minutes	23 minutes
1,006	
24 minutes	20 minutes
73 minutes	65 minutes
1,345	
36 minutes	25 minutes
115 minutes	98 minutes
198	
25 minutes	22 minutes
99 minutes	97 minutes

Maclean District Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 3,207 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
3,134	2%
81%	

* 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, January to March 2018*.
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.

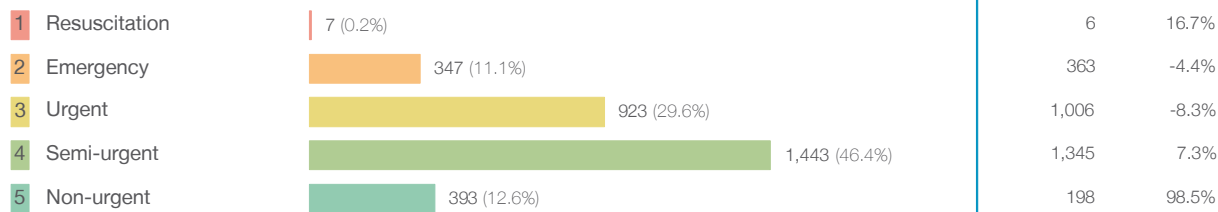
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Maclean District Hospital: Patients presenting to the emergency department

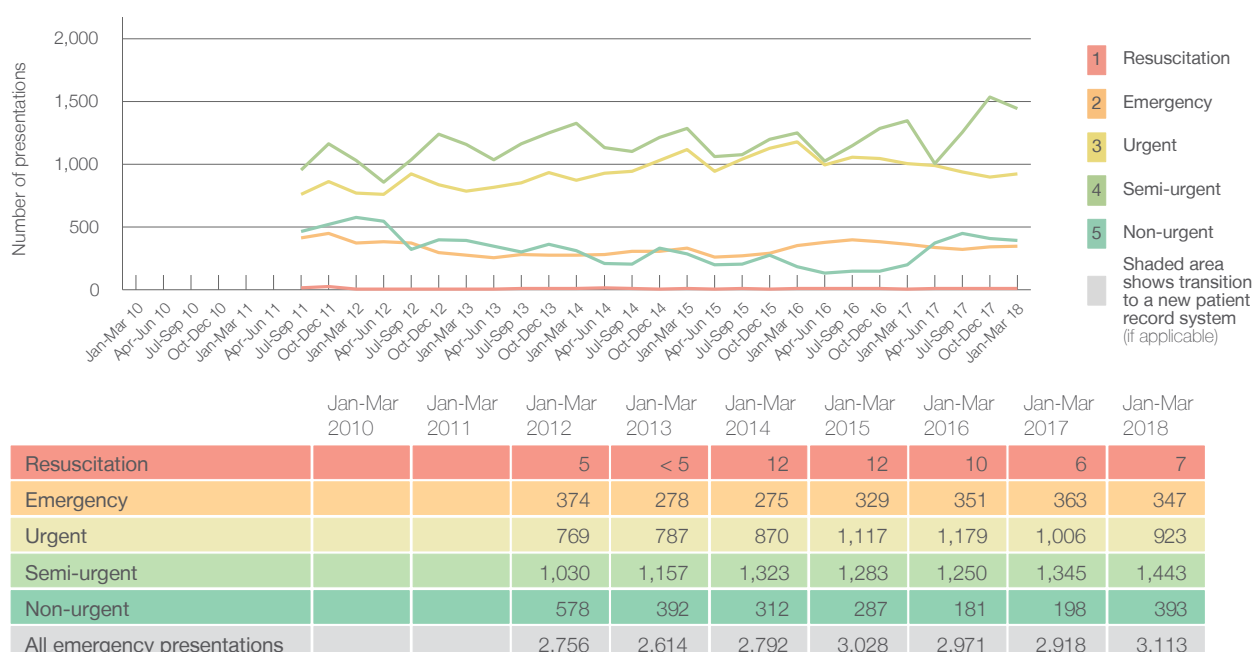
January to March 2018

All presentations:¹ 3,207 patients

Emergency presentations² by triage category: 3,113 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{† §}



Maclean District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 356 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.

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Maclean District Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 347

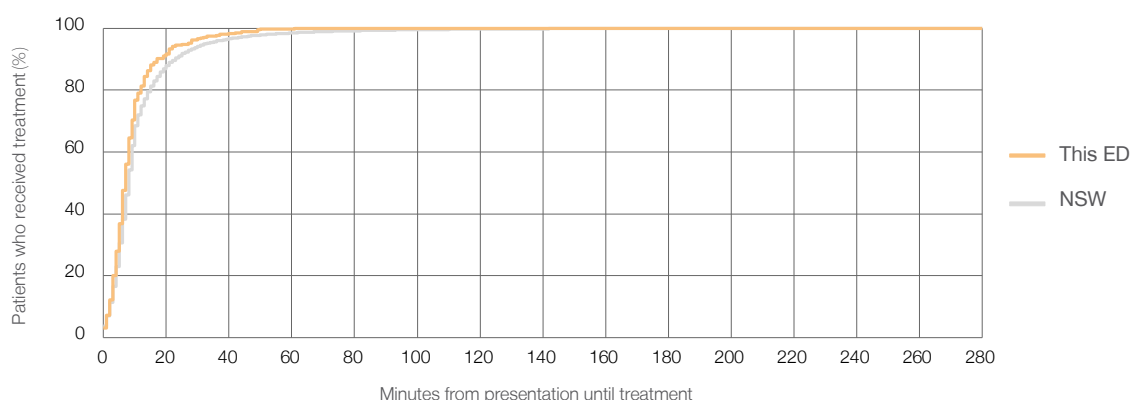
Number of triage 2 patients used to calculate waiting time:³ 344

Median time to start treatment⁴ 7 minutes

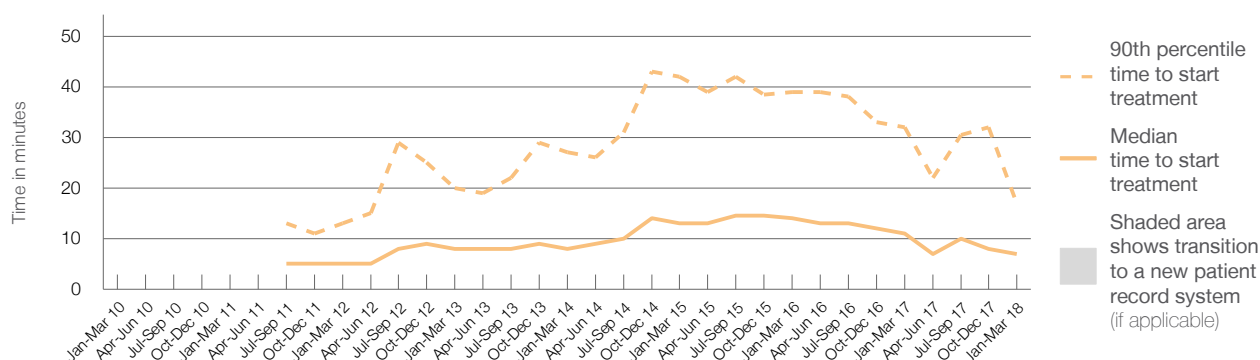
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
363	
363	
11 minutes	8 minutes
32 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			5	8	8	13	14	11	7
90th percentile time to start treatment ⁵ (minutes)			13	20	27	42	39	32	17

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

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

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Maclean District Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 923

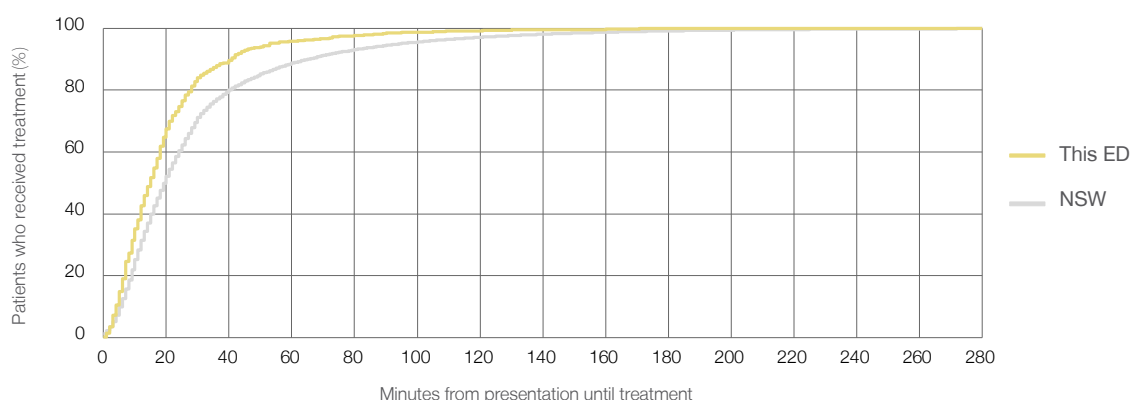
Number of triage 3 patients used to calculate waiting time:³ 914

Median time to start treatment⁴ 15 minutes

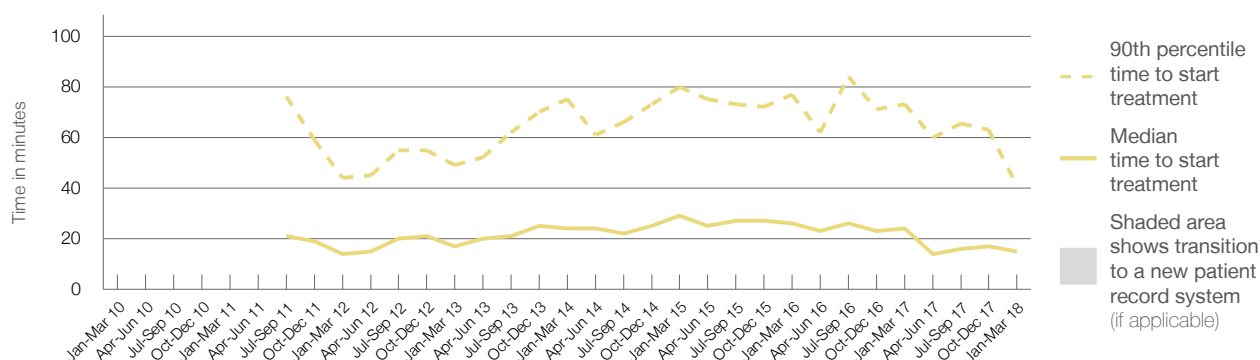
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
1,006	
991	
24 minutes	20 minutes
73 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			14	17	24	29	26	24	15
90th percentile time to start treatment ⁵ (minutes)			44	49	75	80	77	73	41

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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.

Maclean District Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,443

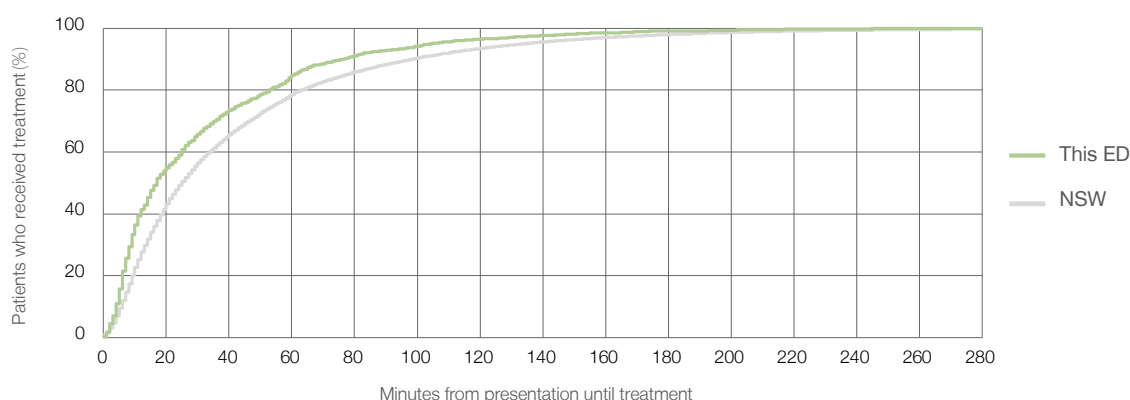
Number of triage 4 patients used to calculate waiting time: ³ 1,391

Median time to start treatment ⁴ 17 minutes

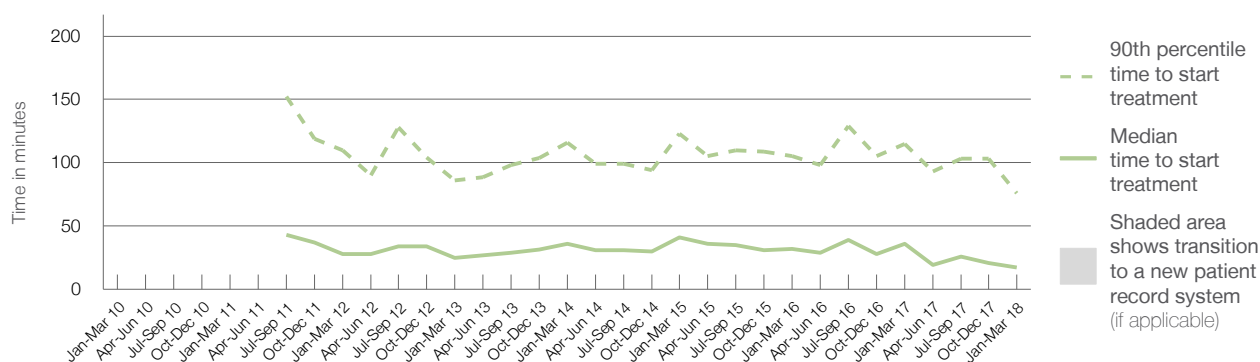
90th percentile time to start treatment ⁵ 76 minutes

Same period last year	NSW (this period)
1,345	
1,238	
36 minutes	25 minutes
115 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 ^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			28	25	36	41	32	36	17
90th percentile time to start treatment ⁵ (minutes)			110	86	116	123	105	115	76

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

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

(§) 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.

Maclean District Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 393

Number of triage 5 patients used to calculate waiting time:³ 357

Median time to start treatment⁴

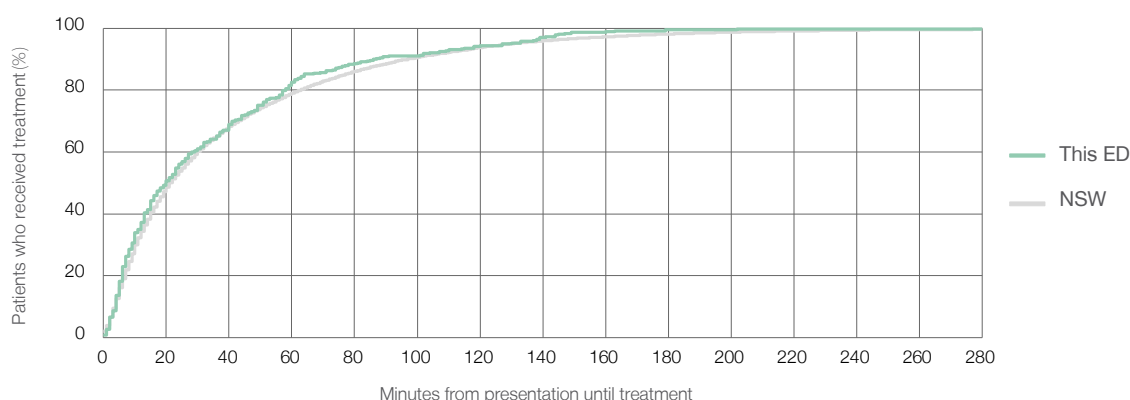
20 minutes

90th percentile time to start treatment⁵

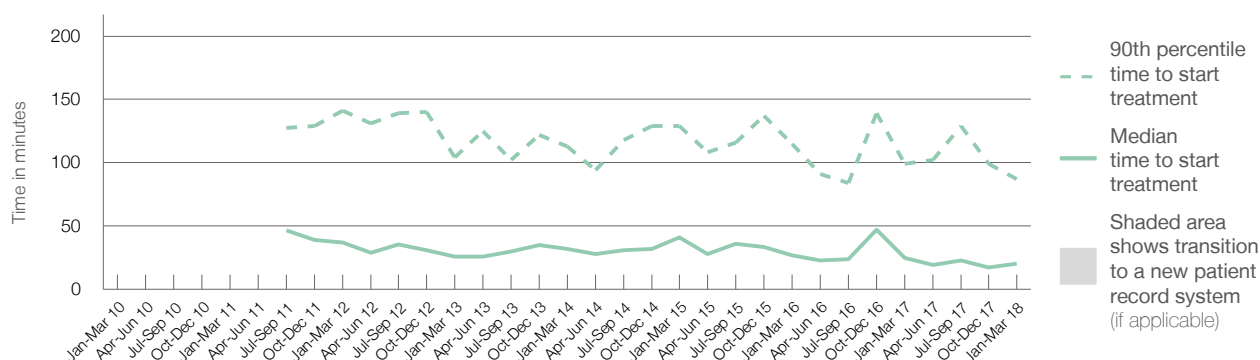
87 minutes

Same period last year	NSW (this period)
198	
155	
25 minutes	22 minutes
99 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			37	26	32	41	27	25	20
90th percentile time to start treatment ⁵ (minutes)			141	104	113	129	115	99	87

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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.

Maclean District Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 3,207 patients

Presentations used to calculate time to leaving the ED:⁶ 3,207 patients

Median time spent in the ED⁸

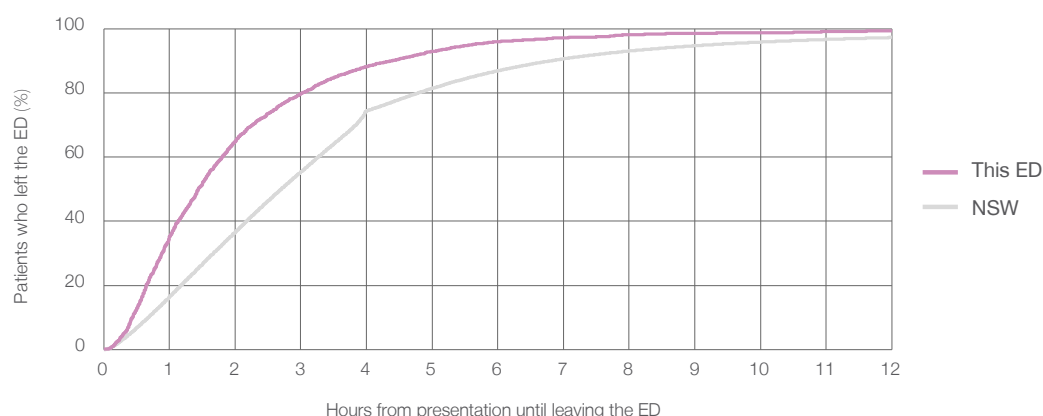
1 hours and 27 minutes

90th percentile time spent in the ED⁹

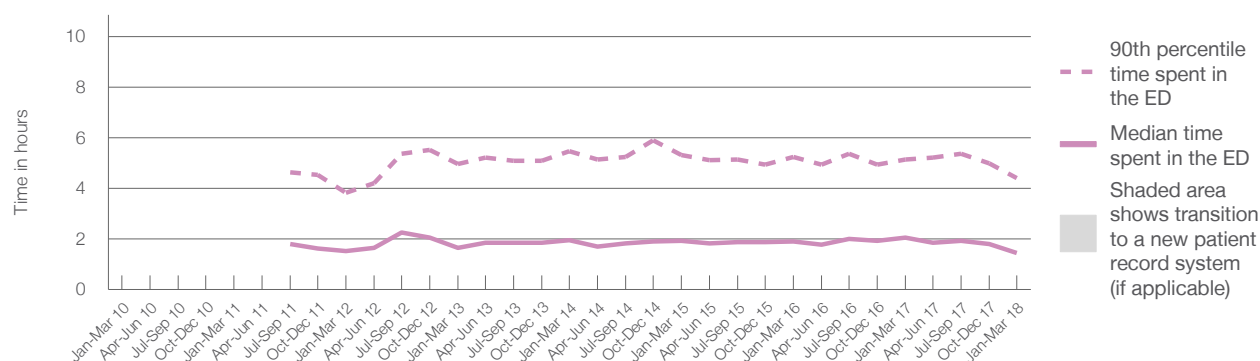
4 hours and 24 minutes

Same period last year	NSW (this period)
3,135	
3,134	
2 hours and 4 minutes	2 hours and 42 minutes
5 hours and 9 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)			1h 31m	1h 40m	1h 57m	1h 56m	1h 54m	2h 4m	1h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)			3h 50m	4h 58m	5h 28m	5h 19m	5h 15m	5h 9m	4h 24m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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.

Maclean District Hospital: Time patients spent in the ED

By mode of separation

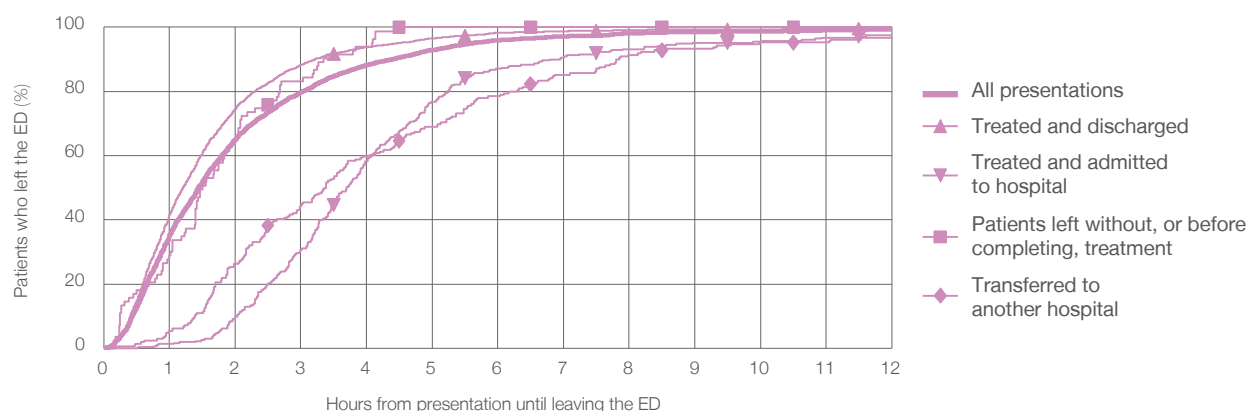
January to March 2018

All presentations:[†] 3,207 patients

Presentations used to calculate time to leaving the ED:[‡] 3,207 patients

		Same period last year	Change since one year ago
		3,134	2%
Treated and discharged	2,596 (80.9%)	2,401	8.1%
Treated and admitted to hospital	309 (9.6%)	338	-8.6%
Patient left without, or before completing, treatment	83 (2.6%)	148	-43.9%
Transferred to another hospital	209 (6.5%)	244	-14.3%
Other	10 (0.3%)	4	150.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



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

Treated and discharged	41.6%	74.6%	88.3%	93.8%	98.3%	99.2%	99.3%	99.6%
Treated and admitted to hospital	1.3%	9.7%	30.7%	58.3%	87.1%	93.2%	95.5%	97.4%
Patient left without, or before completing, treatment	28.9%	65.1%	83.1%	94.0%	100%	100%	100%	100%
Transferred to another hospital	5.3%	26.3%	44.5%	59.8%	78.5%	91.4%	95.2%	97.1%
All presentations	35.2%	65.0%	79.8%	88.2%	95.9%	98.1%	98.7%	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.

Maclean District Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 3,207 patients

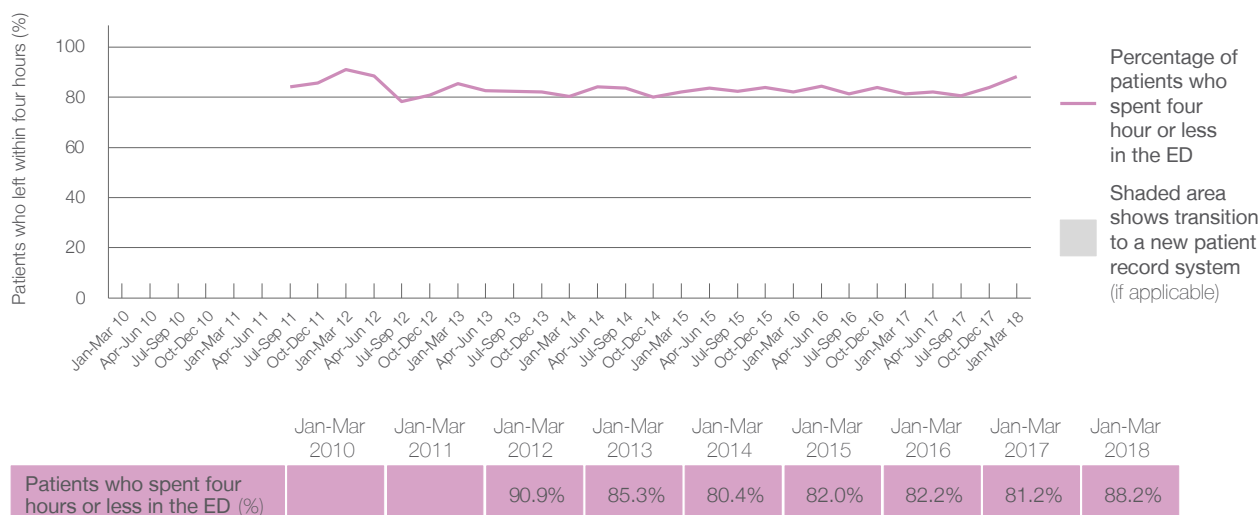
Presentations used to calculate time to leaving the ED: ⁶ 3,207 patients

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

88.2%

Same period last year	Change since one year ago
3,135	2%
3,134	2%
81.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Milton Ulladulla Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 3,593 patients

Emergency presentations:² 3,481 patients

Same period last year	Change since one year ago
3,978	-10%
3,854	-10%

Milton Ulladulla Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 355 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,177 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,614 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 310 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
246	
7 minutes	8 minutes
29 minutes	23 minutes
1,245	
21 minutes	20 minutes
70 minutes	65 minutes
2,040	
27 minutes	25 minutes
79 minutes	98 minutes
306	
25 minutes	22 minutes
80 minutes	97 minutes

Milton Ulladulla Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 3,593 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
3,978	-10%
86%	

* 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, January to March 2018*.
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.

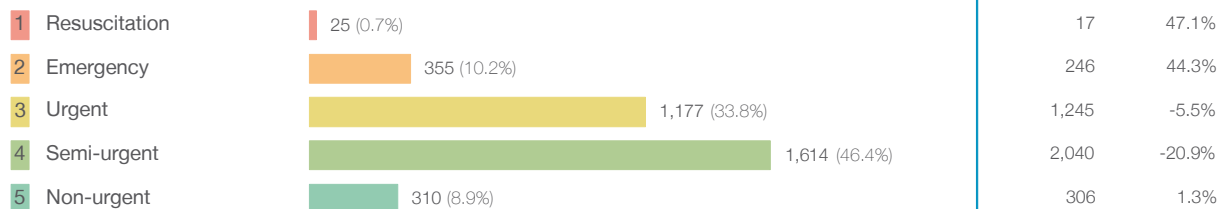
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Milton Ulladulla Hospital: Patients presenting to the emergency department

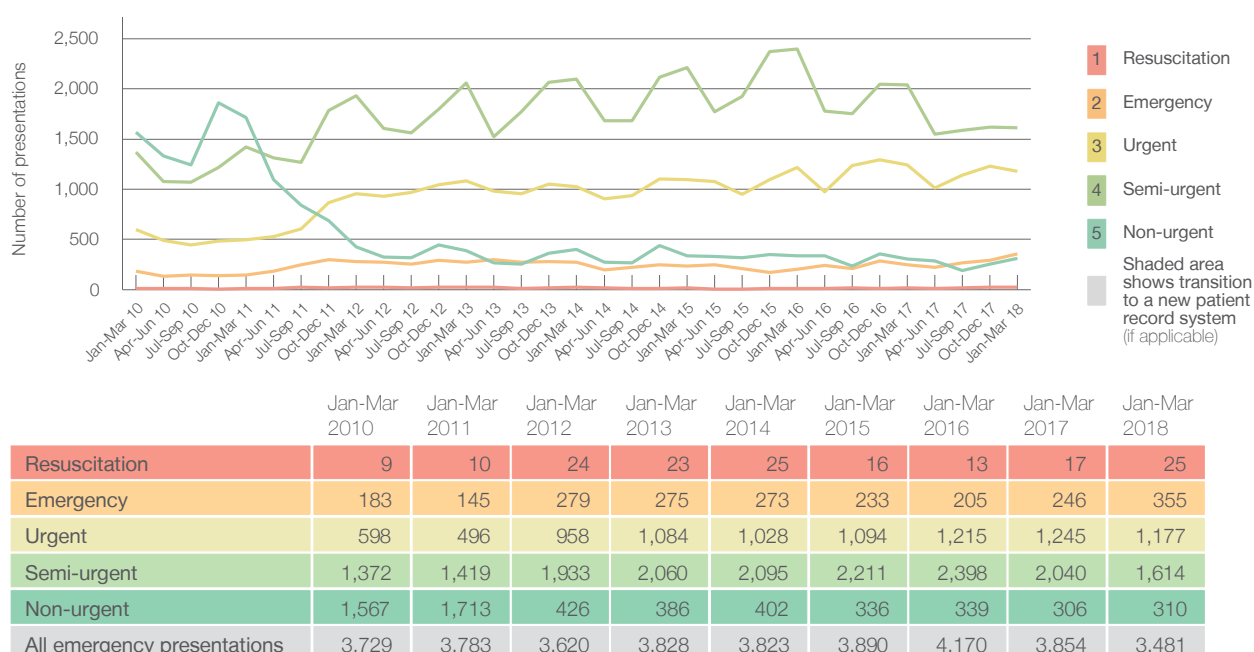
January to March 2018

All presentations:¹ 3,593 patients

Emergency presentations² by triage category: 3,481 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Milton Ulladulla Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: [‡] 376 patients

ED Transfer of care time



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

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

Milton Ulladulla Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 355

Number of triage 2 patients used to calculate waiting time:³ 350

Median time to start treatment⁴

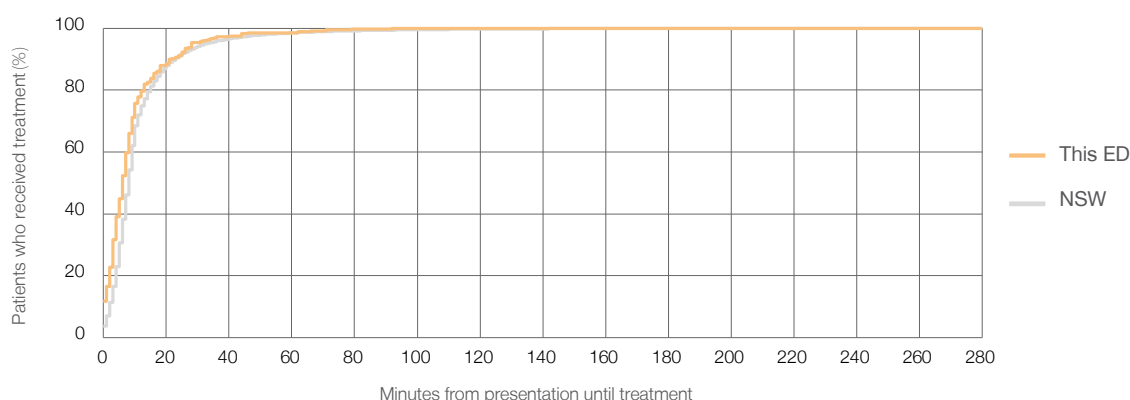
6 minutes

90th percentile time to start treatment⁵

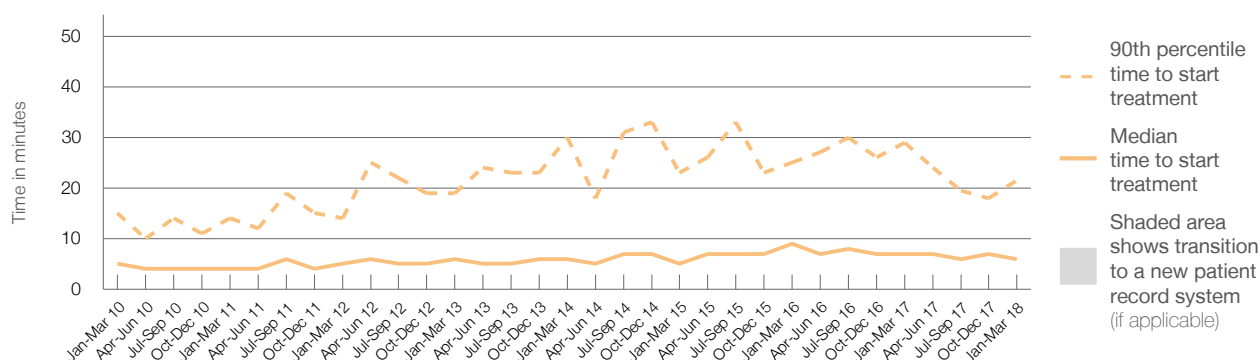
22 minutes

Same period last year	NSW (this period)
246	
246	
7 minutes	8 minutes
29 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	5	4	5	6	6	5	9	7	6
90th percentile time to start treatment ⁵ (minutes)	15	14	14	19	30	23	25	29	22

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

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

Milton Ulladulla Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,177

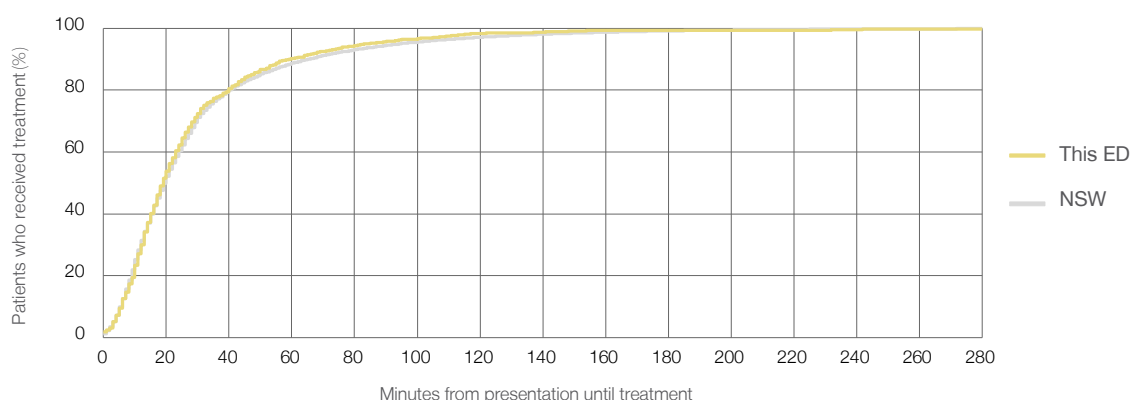
Number of triage 3 patients used to calculate waiting time:³ 1,163

Median time to start treatment⁴ 19 minutes

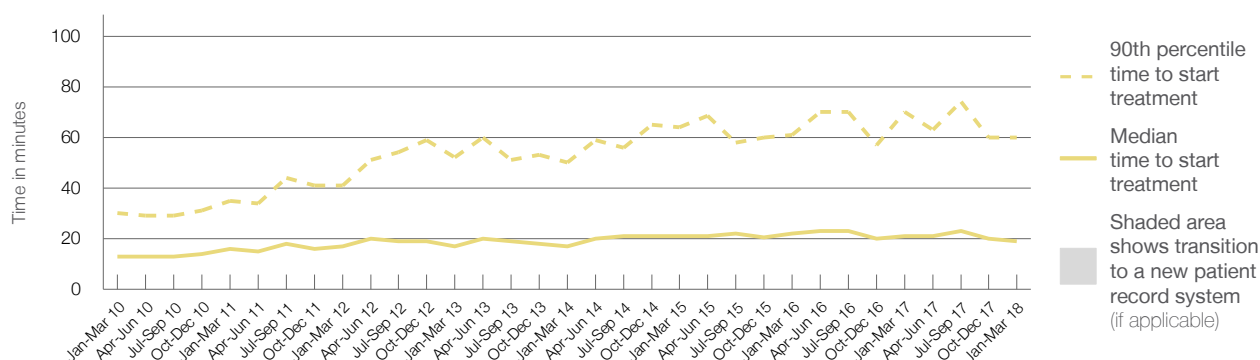
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,245	
1,235	
21 minutes	20 minutes
70 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	13	16	17	17	17	21	22	21	19
90th percentile time to start treatment ⁵ (minutes)	30	35	41	52	50	64	61	70	60

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

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

Milton Ulladulla Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,614

Number of triage 4 patients used to calculate waiting time:³ 1,547

Median time to start treatment⁴

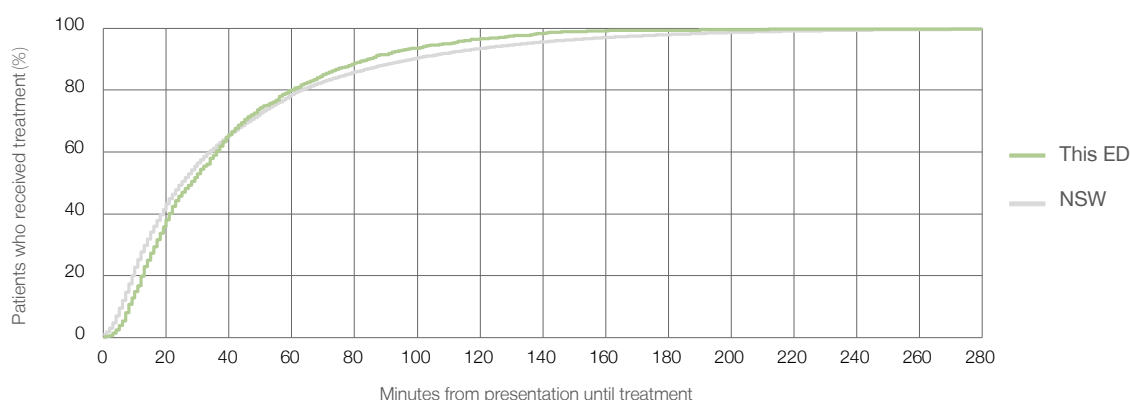
28 minutes

90th percentile time to start treatment⁵

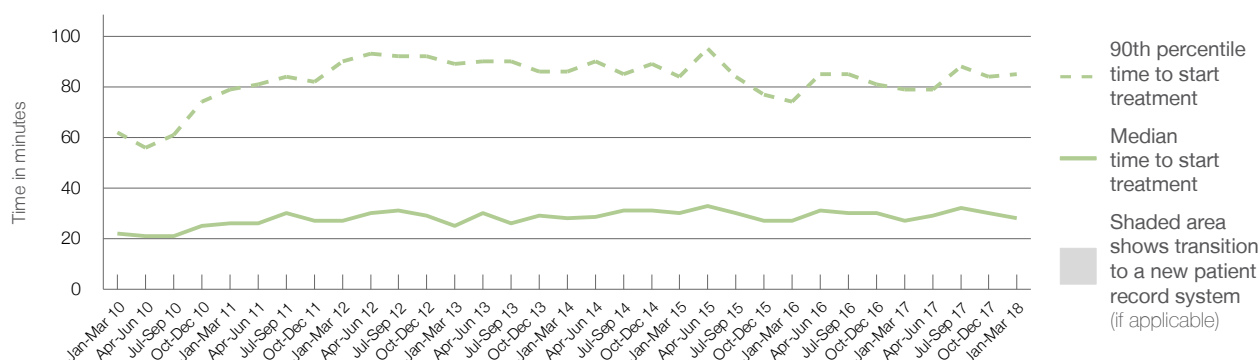
85 minutes

Same period last year	NSW (this period)
2,040	
1,995	
27 minutes	25 minutes
79 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	22	26	27	25	28	30	27	27	28
90th percentile time to start treatment ⁵ (minutes)	62	79	90	89	86	84	74	79	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.

Milton Ulladulla Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 310

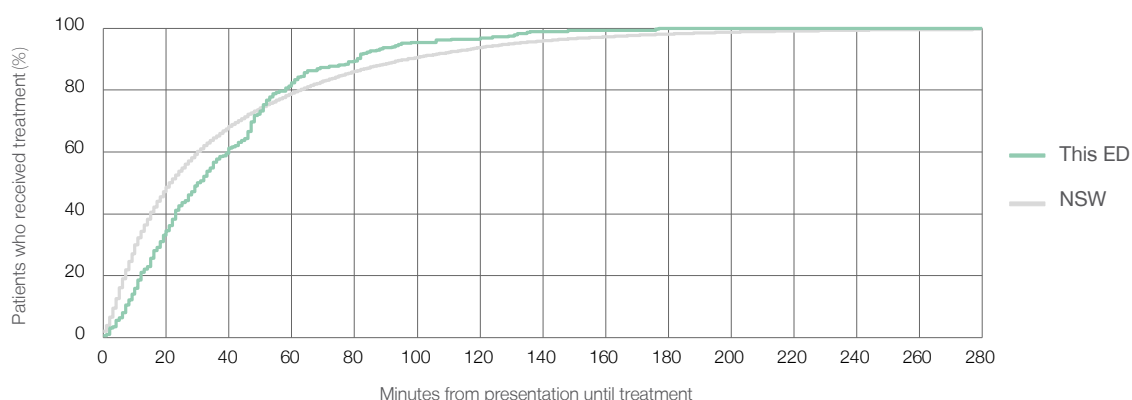
Number of triage 5 patients used to calculate waiting time:³ 284

Median time to start treatment⁴ 31 minutes

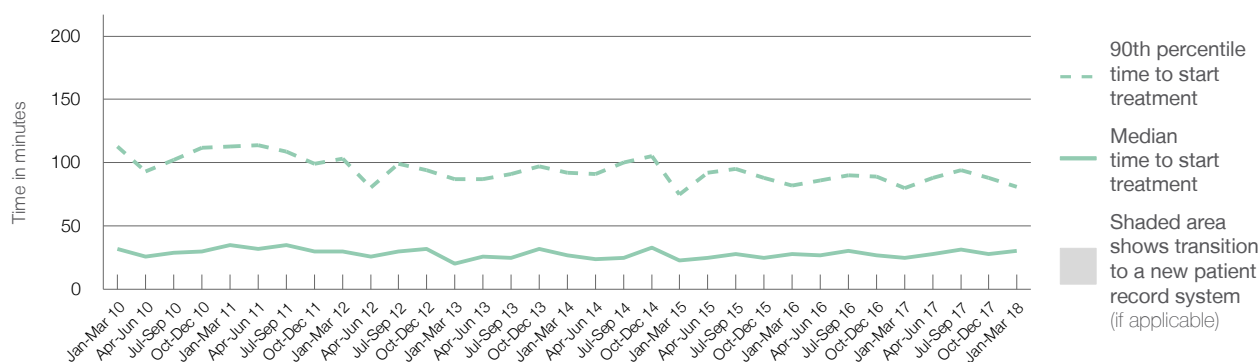
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
306	
289	
25 minutes	22 minutes
80 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	32	35	30	20	27	23	28	25	31
90th percentile time to start treatment ⁵ (minutes)	113	113	103	87	92	75	82	80	81

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

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

Milton Ulladulla Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 3,593 patients

Presentations used to calculate time to leaving the ED:⁶ 3,593 patients

Median time spent in the ED⁸

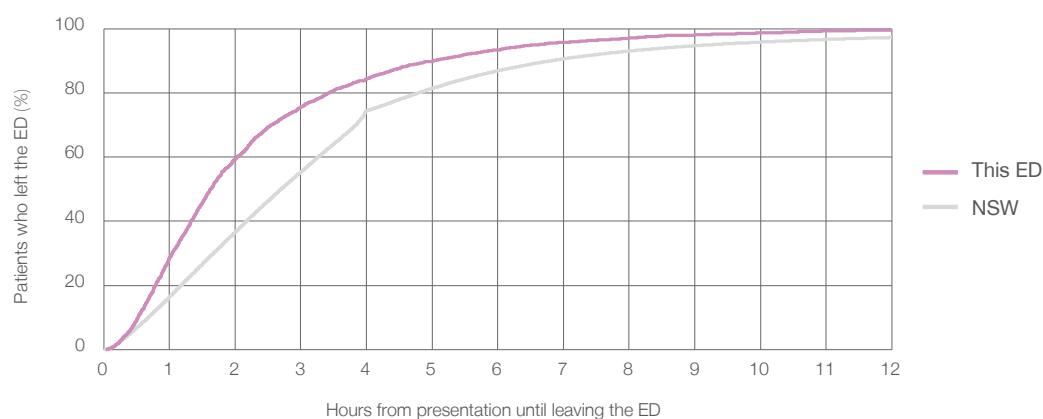
1 hours and 38 minutes

90th percentile time spent in the ED⁹

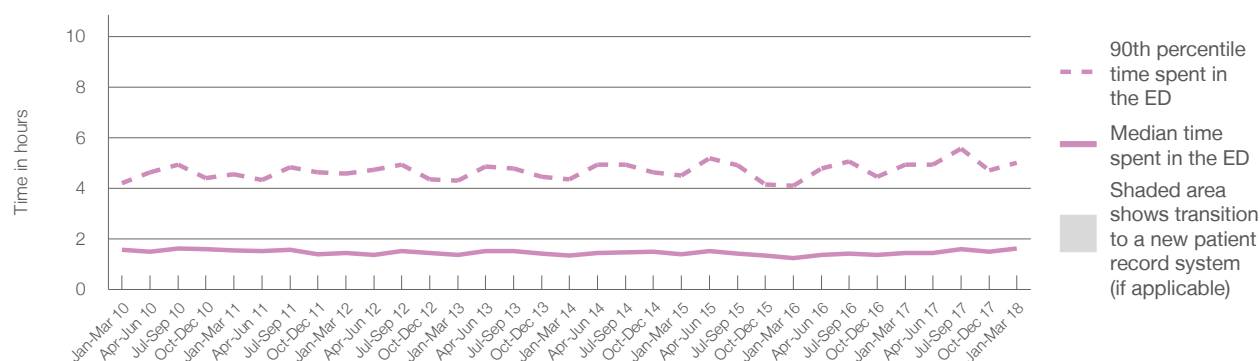
5 hours and 1 minutes

Same period last year	NSW (this period)
3,978	
3,978	
1 hours and 27 minutes	2 hours and 42 minutes
4 hours and 56 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 34m	1h 33m	1h 27m	1h 23m	1h 21m	1h 24m	1h 15m	1h 27m	1h 38m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 12m	4h 34m	4h 35m	4h 19m	4h 21m	4h 30m	4h 7m	4h 56m	5h 1m

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

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Milton Ulladulla Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

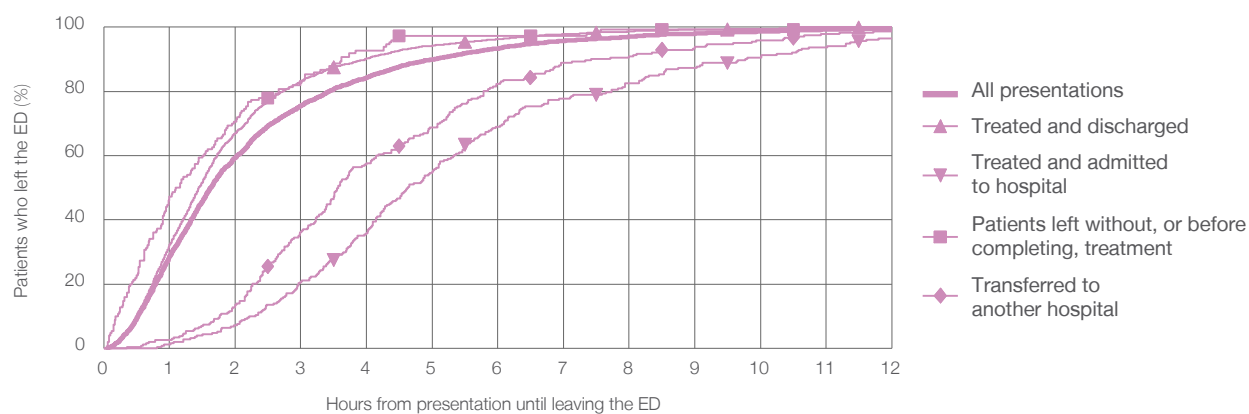
All presentations:[†] 3,593 patients

Presentations used to calculate time to leaving the ED:[‡] 3,593 patients

Treated and discharged	2,933 (81.6%)
Treated and admitted to hospital	251 (7.0%)
Patient left without, or before completing, treatment	150 (4.2%)
Transferred to another hospital	243 (6.8%)
Other	16 (0.4%)

Same period last year	Change since one year ago
3,978	-10%
3,275	-10.4%
297	-15.5%
176	-14.8%
221	10.0%
9	77.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	32.3%	67.0%	83.3%	90.3%	96.2%	98.7%	99.6%	99.9%
Treated and admitted to hospital	1.2%	7.2%	20.7%	35.9%	68.9%	82.5%	90.4%	96.4%
Patient left without, or before completing, treatment	47.3%	70.7%	82.7%	92.7%	97.3%	99.3%	99.3%	100%
Transferred to another hospital	2.5%	13.6%	36.2%	57.6%	82.3%	90.9%	95.9%	98.8%
All presentations	28.8%	59.4%	75.6%	84.4%	93.4%	97.1%	98.7%	99.6%

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

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

Milton Ulladulla Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 3,593 patients

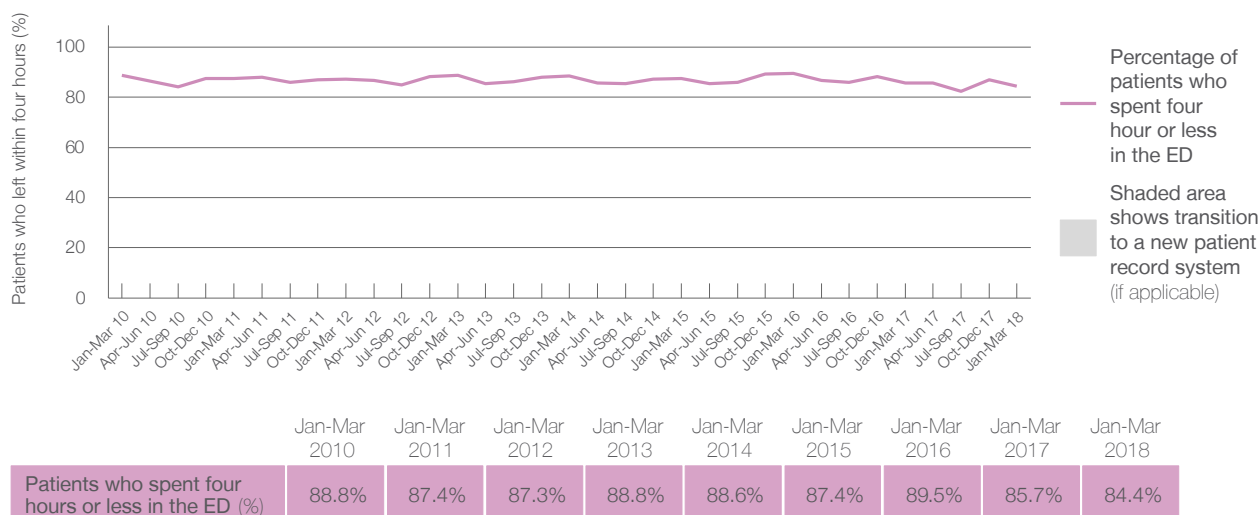
Presentations used to calculate time to leaving the ED: ⁶ 3,593 patients

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



Same period last year	Change since one year ago
3,978	-10%
3,978	-10%
85.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Moree Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,281 patients

Emergency presentations:² 2,034 patients

Same period last year	Change since one year ago
1,968	16%
1,787	14%

Moree Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 181 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 605 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,084 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 48 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 156 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
172	
5 minutes	8 minutes
19 minutes	23 minutes
612	
8 minutes	20 minutes
36 minutes	65 minutes
891	
10 minutes	25 minutes
53 minutes	98 minutes
112	
6 minutes	22 minutes
*	97 minutes

Moree Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,281 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
1,968	16%
86%	

* 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, January to March 2018*.
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.

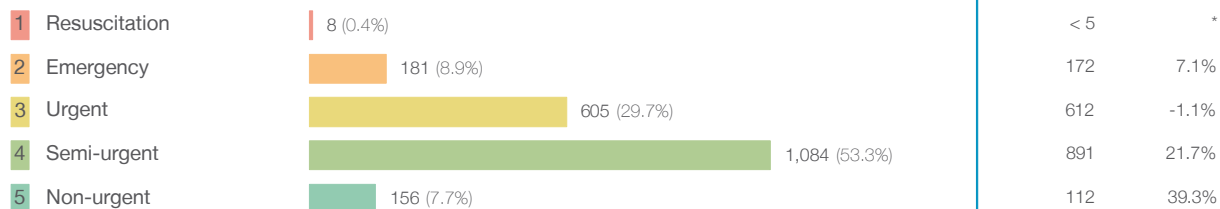
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Moree Hospital: Patients presenting to the emergency department

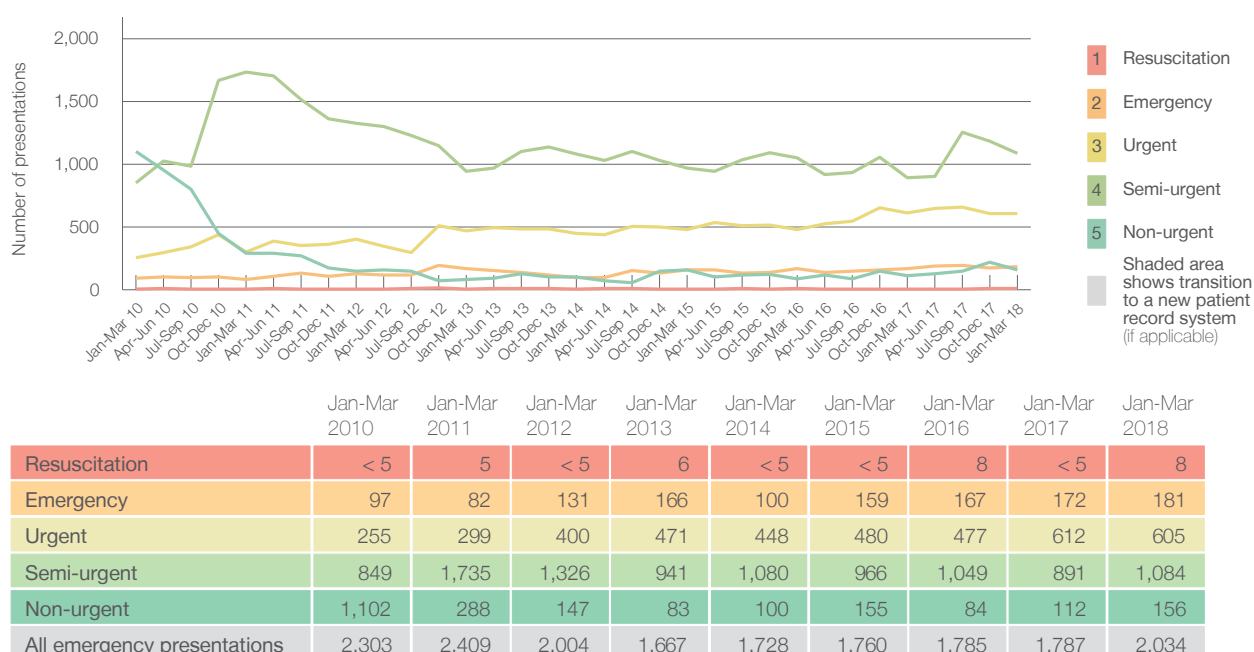
January to March 2018

All presentations:¹ 2,281 patients

Emergency presentations² by triage category: 2,034 patients



Emergency presentations² by quarter, January 2010 to March 2018 [†]



Moree Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 209 patients ^{**}

ED Transfer of care time



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

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

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

Moree Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 181

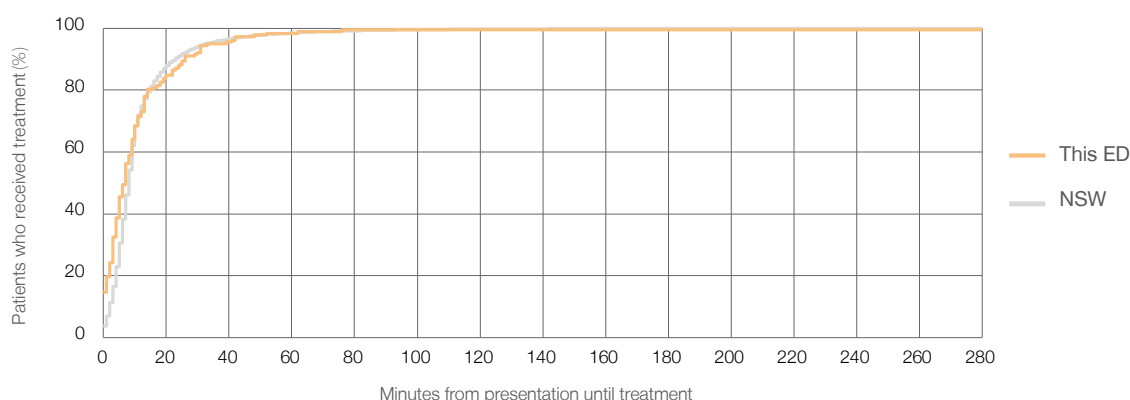
Number of triage 2 patients used to calculate waiting time:³ 178

Median time to start treatment⁴ 7 minutes

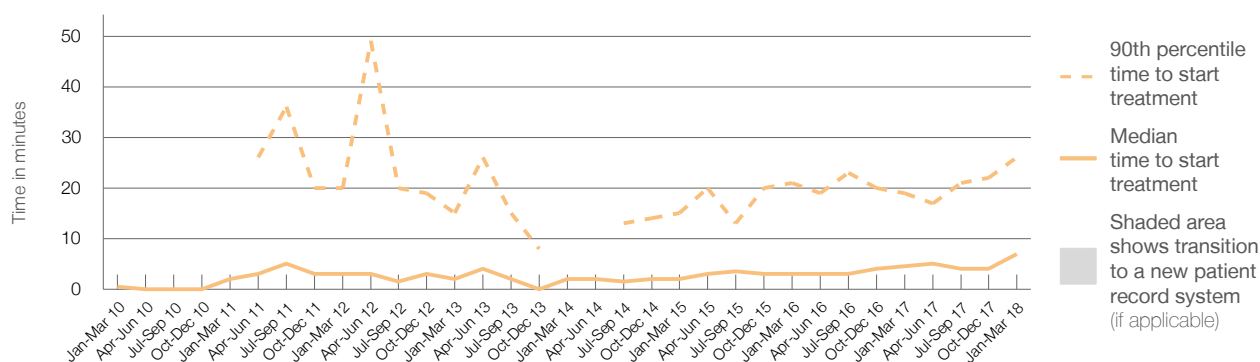
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
172	
168	
5 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	1	2	3	2	2	2	3	5	7
90th percentile time to start treatment ⁵ (minutes)	*	*	20	15	*	15	21	19	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.

Moree Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 605

Number of triage 3 patients used to calculate waiting time:³ 592

Median time to start treatment⁴

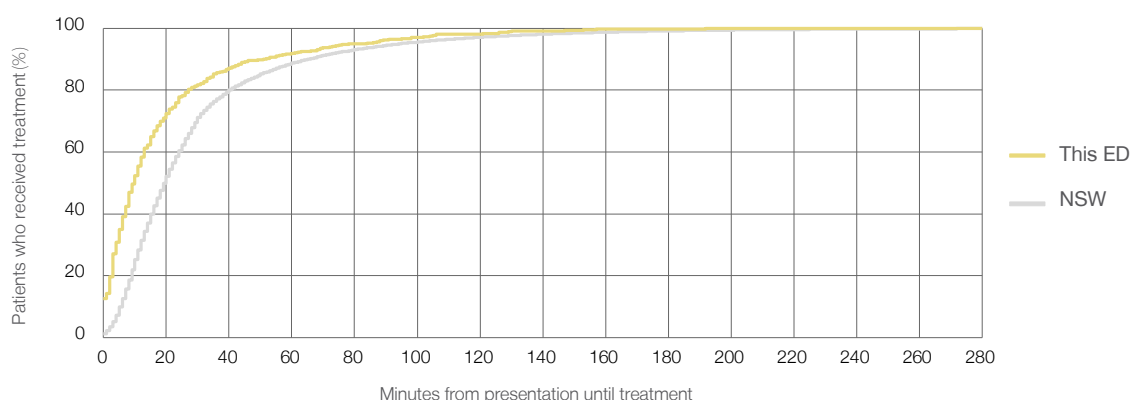
10 minutes

90th percentile time to start treatment⁵

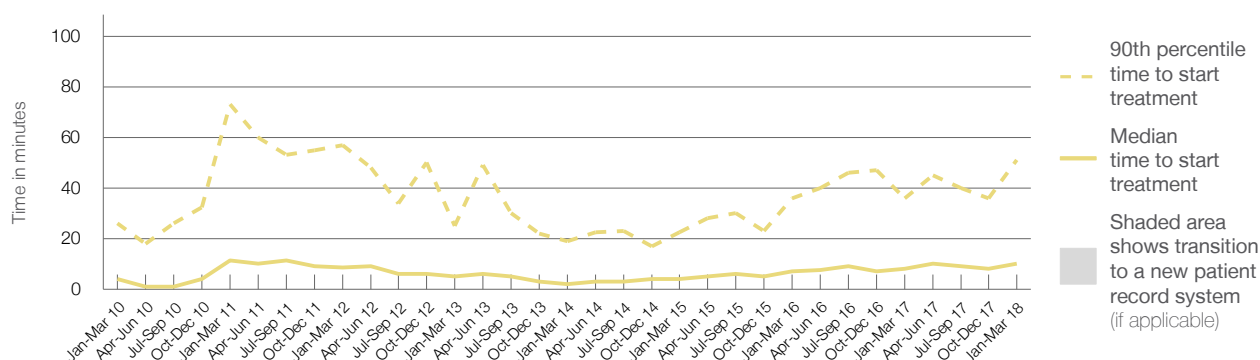
51 minutes

Same period last year	NSW (this period)
612	
591	
8 minutes	20 minutes
36 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	4	12	9	5	2	4	7	8	10
90th percentile time to start treatment ⁵ (minutes)	26	73	57	25	19	23	36	36	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.

Moree Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,084

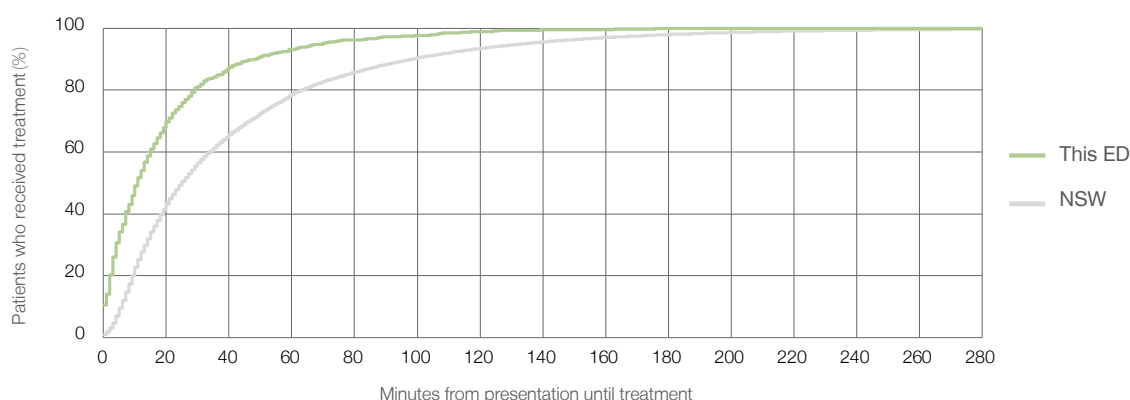
Number of triage 4 patients used to calculate waiting time:³ 999

Median time to start treatment⁴ 11 minutes

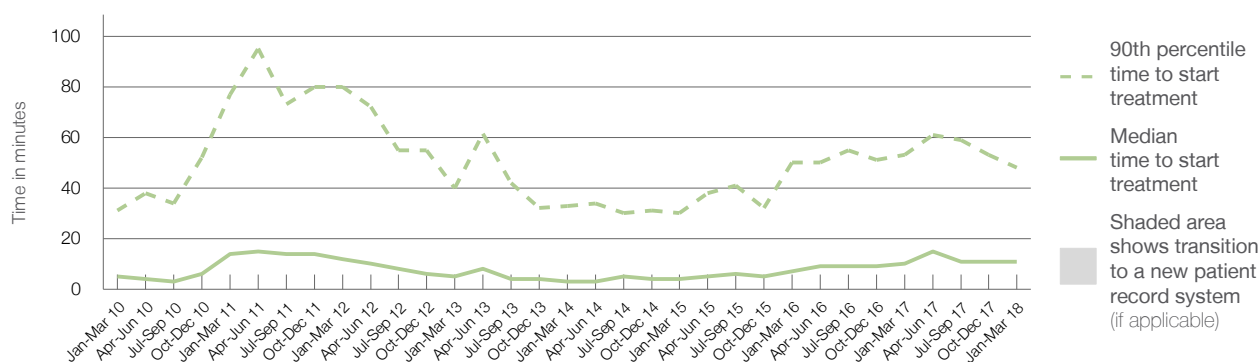
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
891	
832	
10 minutes	25 minutes
53 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	5	14	12	5	3	4	7	10	11
90th percentile time to start treatment ⁵ (minutes)	31	77	80	40	33	30	50	53	48

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

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

Moree Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 156

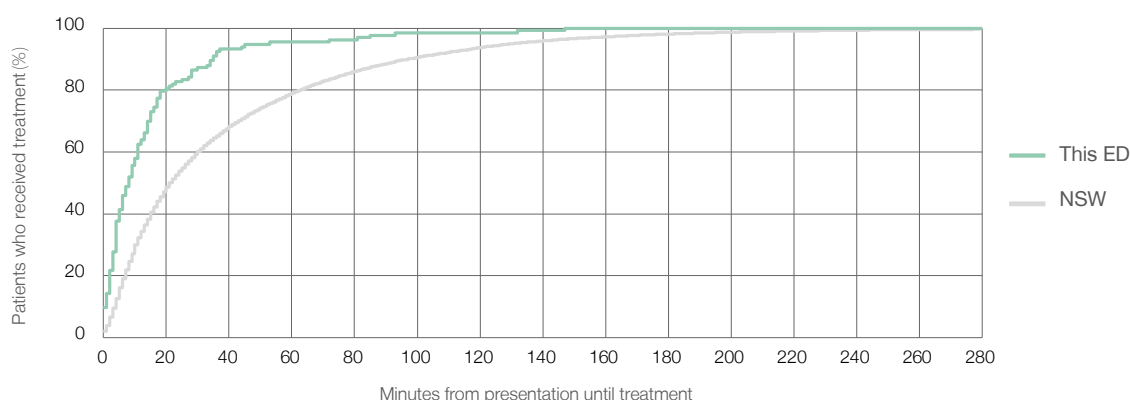
Number of triage 5 patients used to calculate waiting time:³ 133

Median time to start treatment⁴ 8 minutes

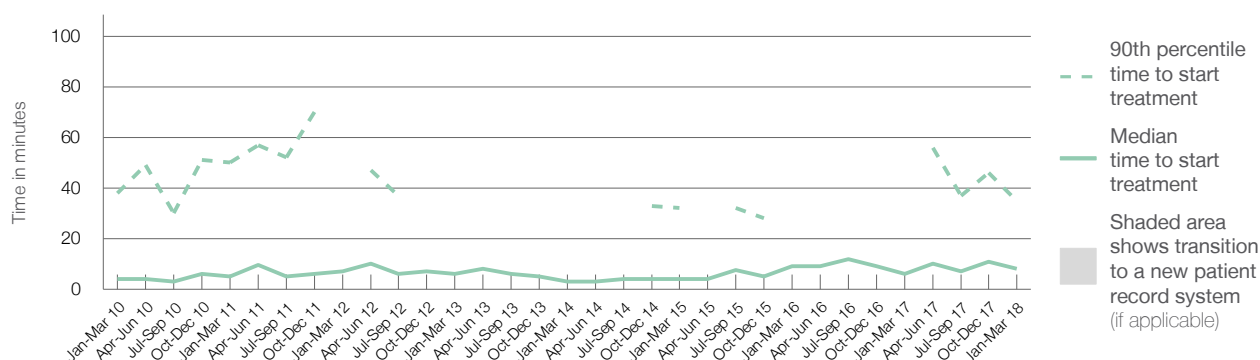
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
112	
91	
6 minutes	22 minutes
*	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	4	5	7	6	3	4	9	6	8
90th percentile time to start treatment ⁵ (minutes)	38	50	*	*	*	32	*	*	35

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

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

Moree Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,281 patients

Presentations used to calculate time to leaving the ED:⁶ 2,281 patients

Median time spent in the ED⁸

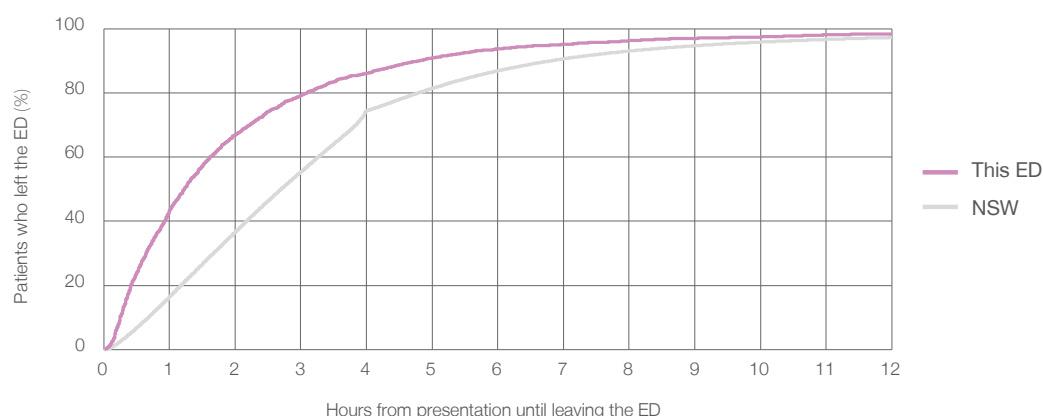
1 hours and 14 minutes

90th percentile time spent in the ED⁹

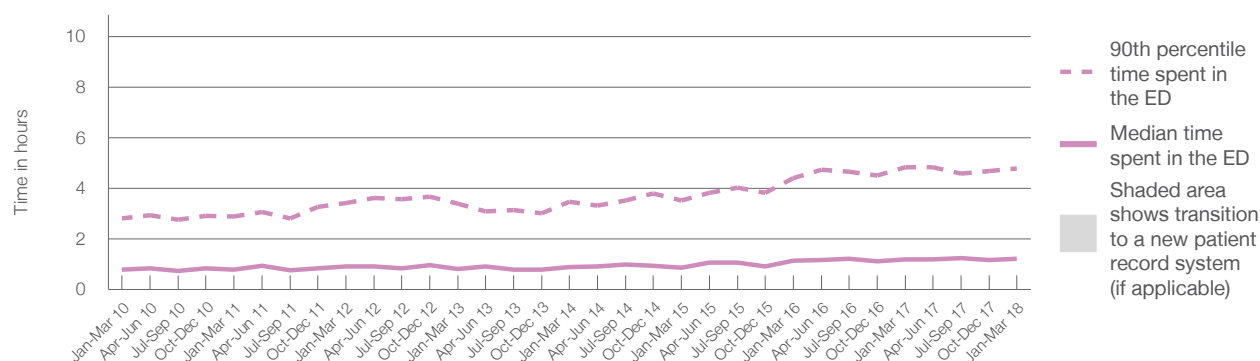
4 hours and 48 minutes

Same period last year	NSW (this period)
1,968	
1,968	
1 hours and 12 minutes	2 hours and 42 minutes
4 hours and 51 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	0h 47m	0h 47m	0h 55m	0h 49m	0h 54m	0h 53m	1h 9m	1h 12m	1h 14m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 49m	2h 54m	3h 26m	3h 24m	3h 29m	3h 32m	4h 24m	4h 51m	4h 48m

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

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

Moree Hospital: Time patients spent in the ED

By mode of separation

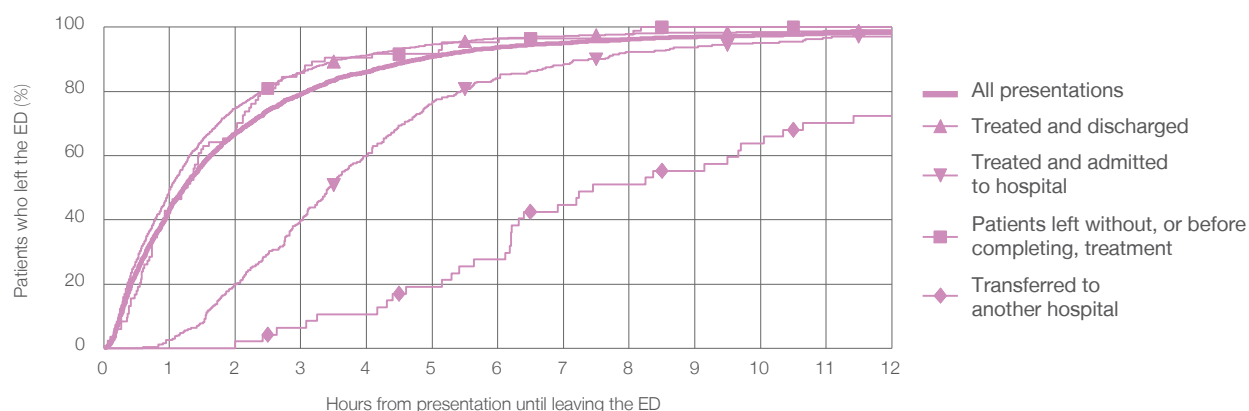
January to March 2018

All presentations:[†] 2,281 patients

Presentations used to calculate time to leaving the ED:[‡] 2,281 patients

		Same period last year	Change since one year ago
Treated and discharged	1,810 (79.4%)	1,968	16%
Treated and admitted to hospital	271 (11.9%)	1,529	18.4%
Patient left without, or before completing, treatment	84 (3.7%)	256	5.9%
Transferred to another hospital	47 (2.1%)	81	3.7%
Other	69 (3.0%)	39	20.5%
		63	9.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	49.5%	74.8%	85.9%	91.3%	96.5%	97.8%	98.5%	99.1%
Treated and admitted to hospital	2.6%	19.9%	39.9%	59.8%	84.1%	92.3%	95.2%	97.0%
Patient left without, or before completing, treatment	44.0%	67.9%	85.7%	90.5%	95.2%	97.6%	100%	100%
Transferred to another hospital	0%	2.1%	6.4%	10.6%	27.7%	51.1%	63.8%	72.3%
All presentations	43.5%	66.9%	79.1%	86.1%	93.6%	96.2%	97.4%	98.3%

(†) 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.

Moree Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 2,281 patients

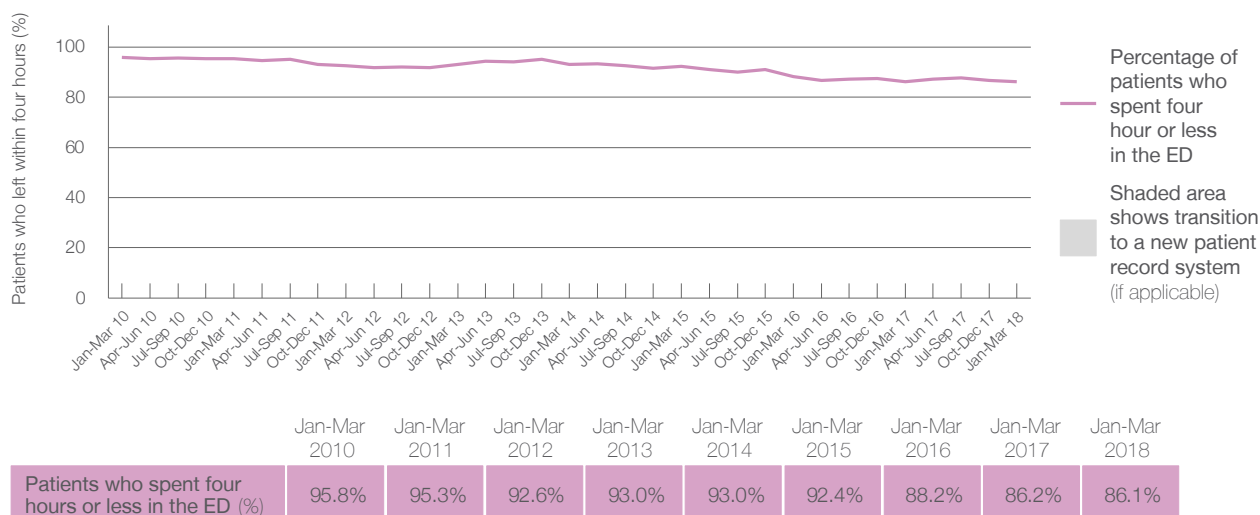
Presentations used to calculate time to leaving the ED: ⁶ 2,281 patients

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



Same period last year	Change since one year ago
1,968	16%
1,968	16%
86.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Moruya District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,821 patients

Emergency presentations:² 2,644 patients

Same period last year	Change since one year ago
2,794	1%
2,574	3%

Moruya District Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 321 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 935 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,019 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 74 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 353 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
304	
6 minutes	8 minutes
19 minutes	23 minutes
859	
16 minutes	20 minutes
53 minutes	65 minutes
958	
23 minutes	25 minutes
88 minutes	98 minutes
433	
24 minutes	22 minutes
100 minutes	97 minutes

Moruya District Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,820 patients

Percentage of patients who spent four hours or less in the ED 85%

Same period last year	Change since one year ago
2,794	1%
80%	

* 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, January to March 2018*.
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.

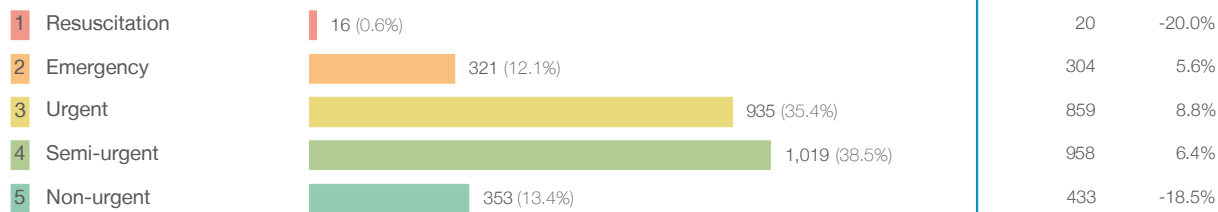
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Moruya District Hospital: Patients presenting to the emergency department

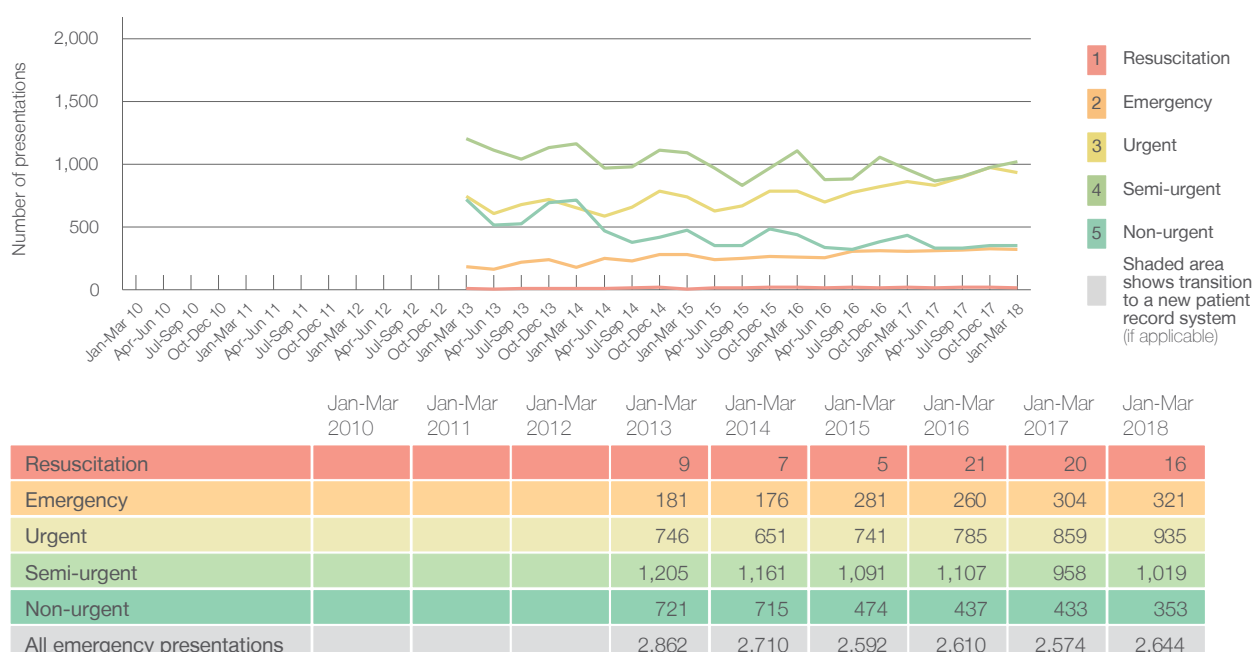
January to March 2018

All presentations:¹ 2,821 patients

Emergency presentations² by triage category: 2,644 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{†§}



Moruya District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 489 patients

ED Transfer of care time



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

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

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

Moruya District Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 321

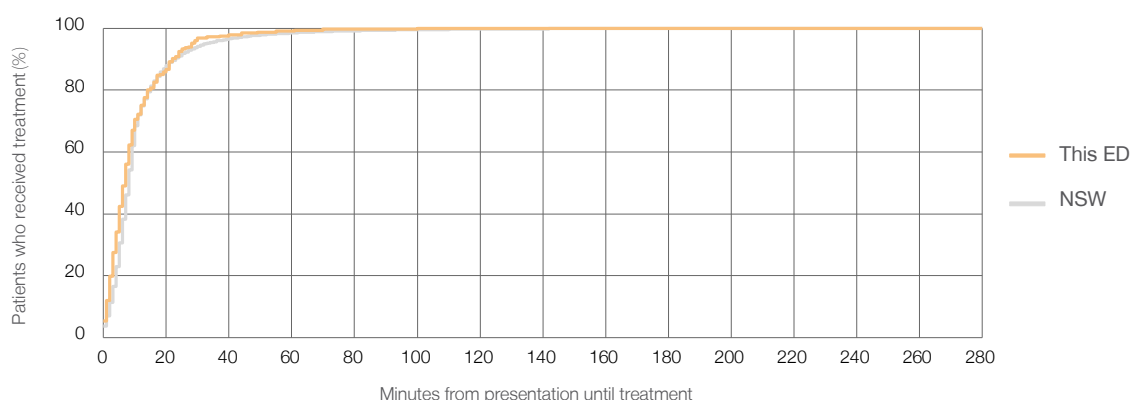
Number of triage 2 patients used to calculate waiting time:³ 316

Median time to start treatment⁴ 7 minutes

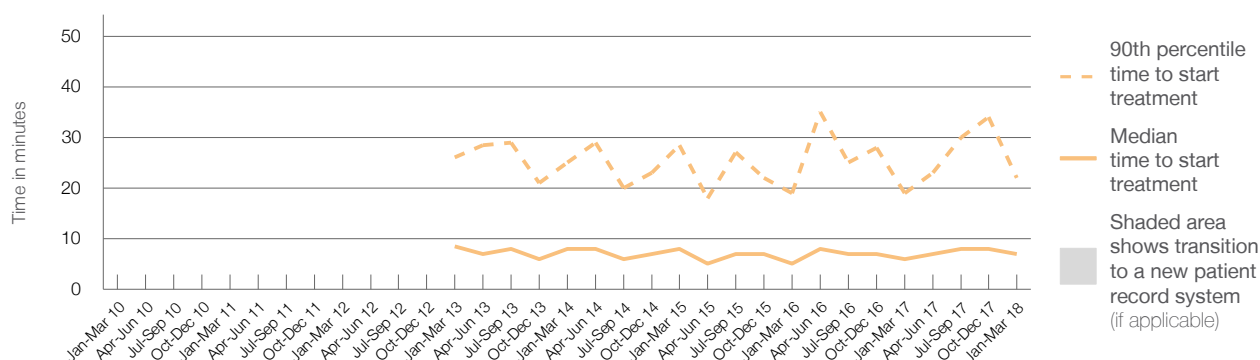
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
304	
302	
6 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				9	8	8	5	6	7
90th percentile time to start treatment ⁵ (minutes)				26	25	29	19	19	22

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

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

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

Moruya District Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 935

Number of triage 3 patients used to calculate waiting time:³ 913

Median time to start treatment⁴

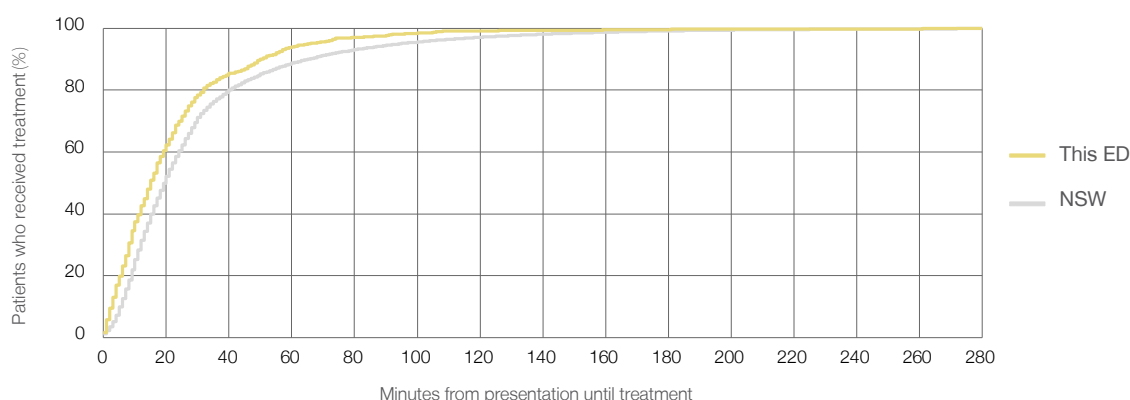
15 minutes

90th percentile time to start treatment⁵

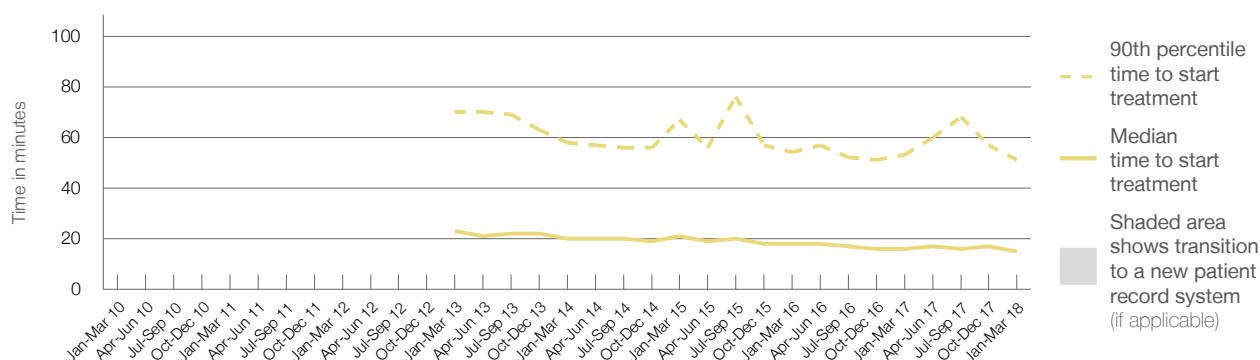
51 minutes

Same period last year	NSW (this period)
859	
839	
16 minutes	20 minutes
53 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				23	20	21	18	16	15
90th percentile time to start treatment ⁵ (minutes)				70	58	67	54	53	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.

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

Moruya District Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,019

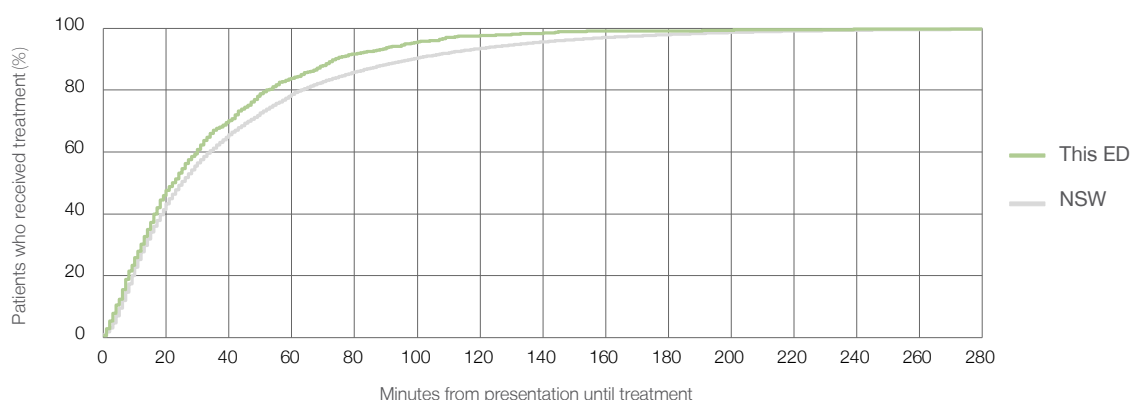
Number of triage 4 patients used to calculate waiting time:³ 939

Median time to start treatment⁴ 22 minutes

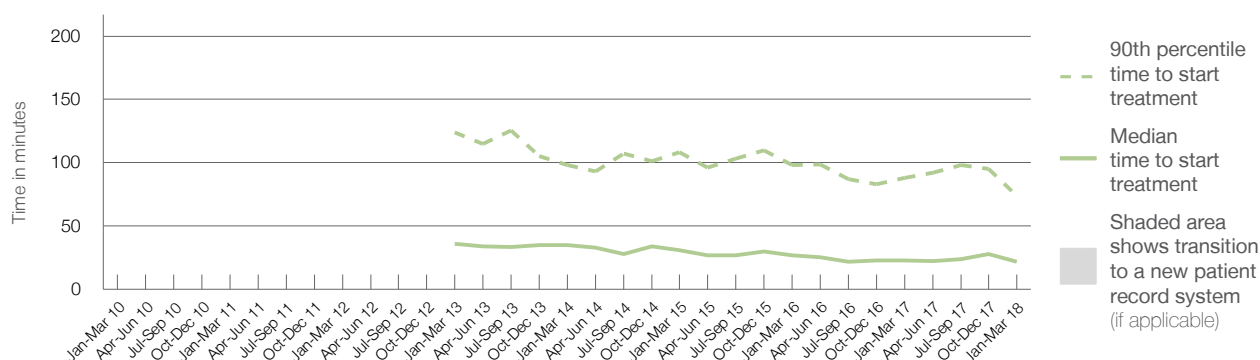
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
958	
863	
23 minutes	25 minutes
88 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				36	35	31	27	23	22
90th percentile time to start treatment ⁵ (minutes)				124	98	108	98	88	74

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

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

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

Moruya District Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 353

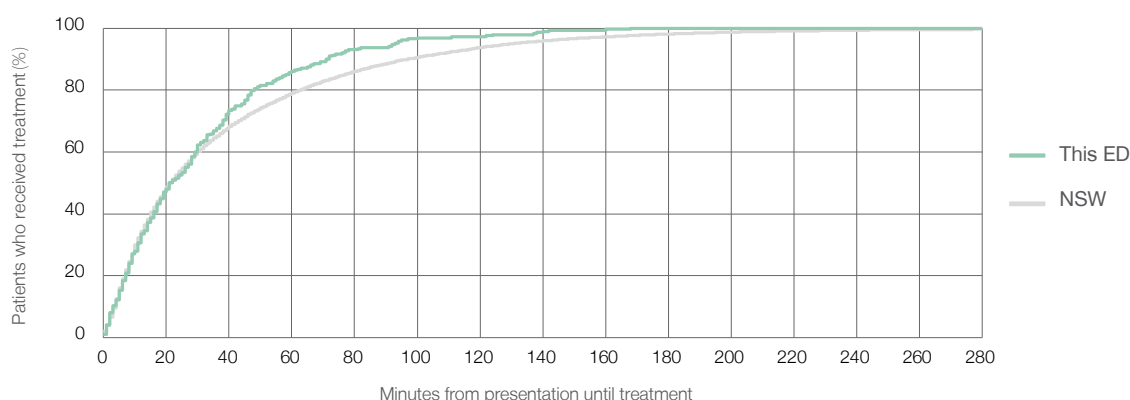
Number of triage 5 patients used to calculate waiting time:³ 287

Median time to start treatment⁴ 21 minutes

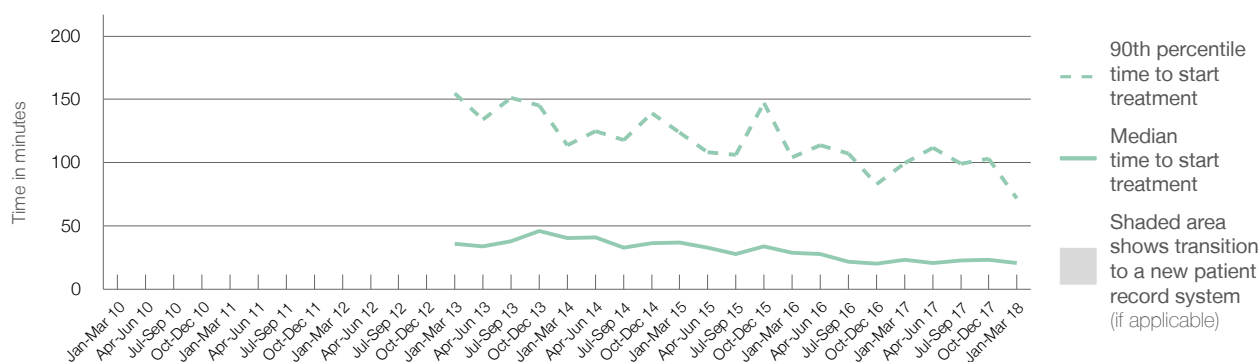
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
433	
320	
24 minutes	22 minutes
100 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				36	41	37	29	24	21
90th percentile time to start treatment ⁵ (minutes)				155	114	124	104	100	72

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

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

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

Moruya District Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,821 patients

Presentations used to calculate time to leaving the ED:⁶ 2,820 patients

Median time spent in the ED⁸

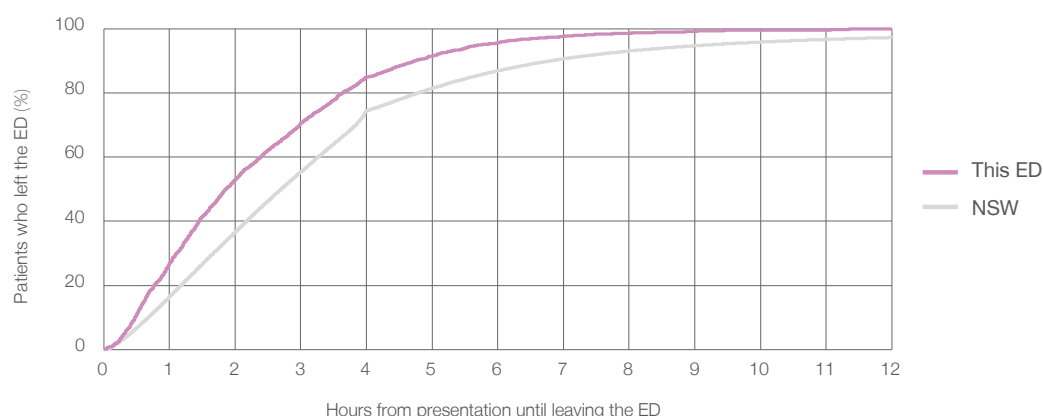
1 hours and 52 minutes

90th percentile time spent in the ED⁹

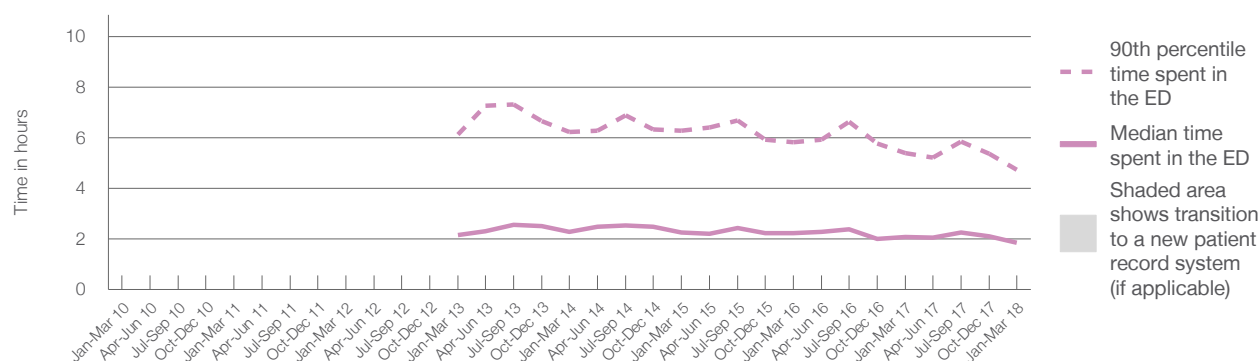
4 hours and 45 minutes

Same period last year	NSW (this period)
2,794	
2,794	
2 hours and 6 minutes	2 hours and 42 minutes
5 hours and 24 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)				2h 10m	2h 17m	2h 15m	2h 14m	2h 6m	1h 52m
90th percentile time spent in the ED ⁹ (hours, minutes)				6h 8m	6h 14m	6h 17m	5h 49m	5h 24m	4h 45m

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

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

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Moruya District Hospital: Time patients spent in the ED

By mode of separation

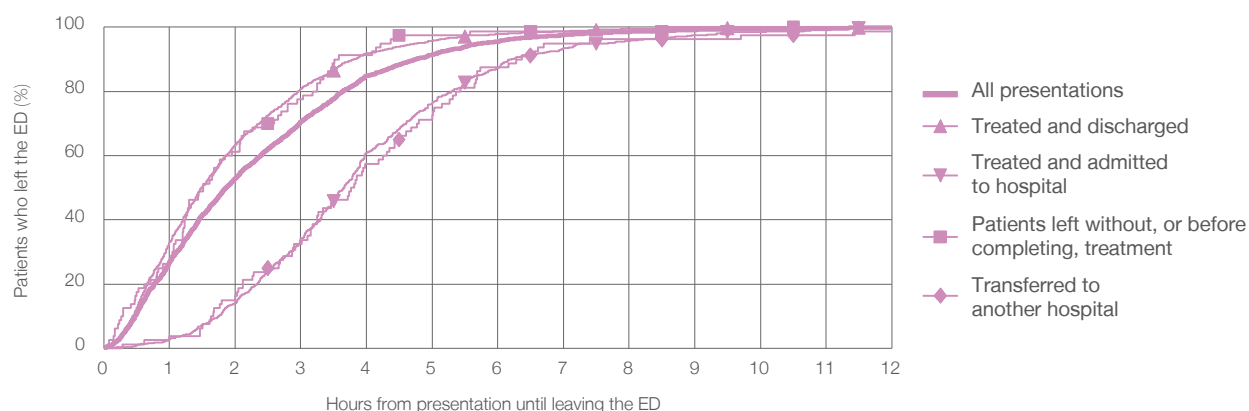
January to March 2018

All presentations:[†] 2,821 patients

Presentations used to calculate time to leaving the ED:[‡] 2,820 patients

		Same period last year	Change since one year ago
Treated and discharged	2,046 (72.5%)	1,975	3.6%
Treated and admitted to hospital	541 (19.2%)	545	-0.7%
Patient left without, or before completing, treatment	80 (2.8%)	90	-11.1%
Transferred to another hospital	80 (2.8%)	83	-3.6%
Other	74 (2.6%)	101	-26.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



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

Treated and discharged	33.0%	63.4%	80.8%	91.8%	97.8%	99.4%	99.8%	99.9%
Treated and admitted to hospital	2.8%	14.2%	34.2%	61.0%	87.4%	95.7%	98.5%	99.8%
Patient left without, or before completing, treatment	27.5%	61.3%	77.5%	91.3%	98.8%	98.8%	100%	100%
Transferred to another hospital	3.8%	16.3%	32.5%	57.5%	87.5%	96.3%	97.5%	98.8%
All presentations	27.0%	52.9%	70.6%	84.9%	95.6%	98.6%	99.5%	99.9%

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

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

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Moruya District Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 2,821 patients

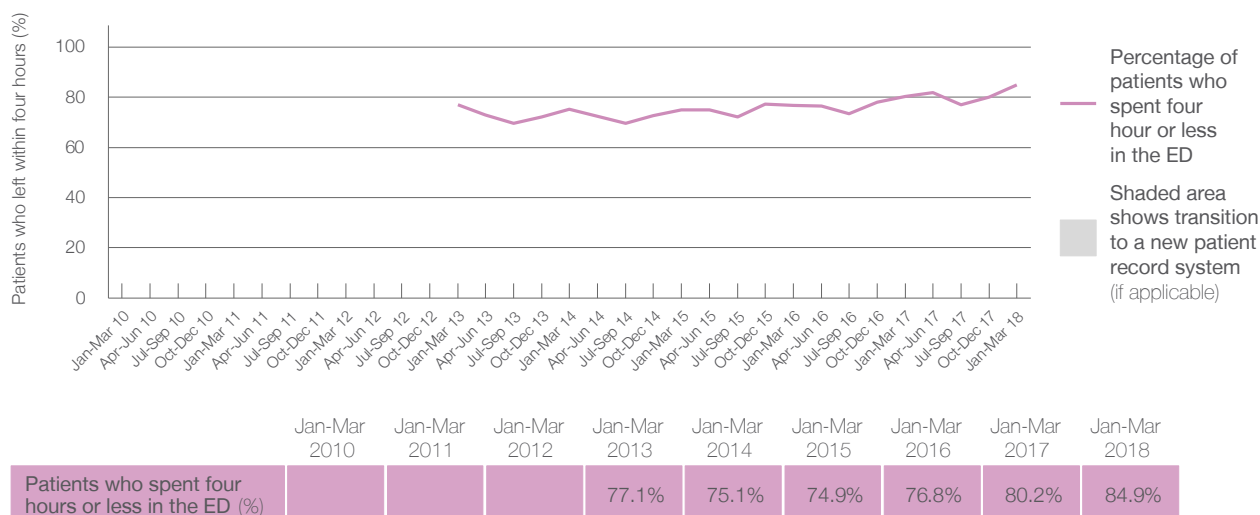
Presentations used to calculate time to leaving the ED: ⁶ 2,820 patients

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



Same period last year	Change since one year ago
2,794	1%
2,794	1%
80.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Mudgee Health Service: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,699 patients

Emergency presentations:² 2,588 patients

Same period last year	Change since one year ago
2,706	0%
2,567	1%

Mudgee Health Service: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 206 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 598 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,381 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 394 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
181	
10 minutes	8 minutes
27 minutes	23 minutes
644	
23 minutes	20 minutes
51 minutes	65 minutes
1,325	
32 minutes	25 minutes
95 minutes	98 minutes
412	
31 minutes	22 minutes
108 minutes	97 minutes

Mudgee Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,699 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
2,706	0%
89%	

* 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, January to March 2018*.
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.

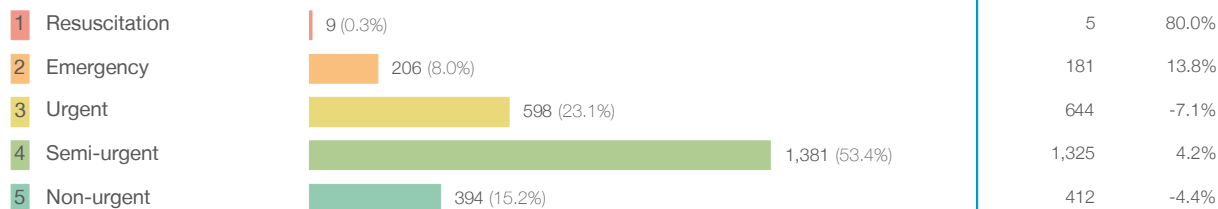
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Mudgee Health Service: Patients presenting to the emergency department

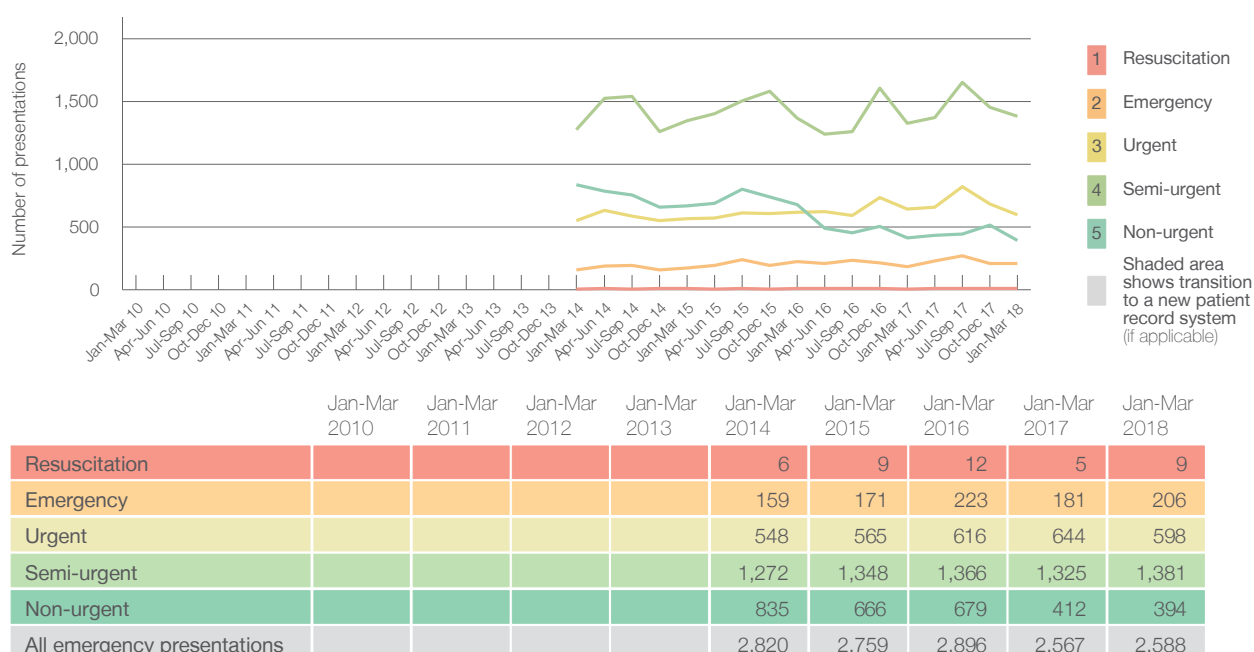
January to March 2018

All presentations:¹ 2,699 patients

Emergency presentations² by triage category: 2,588 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{†§}

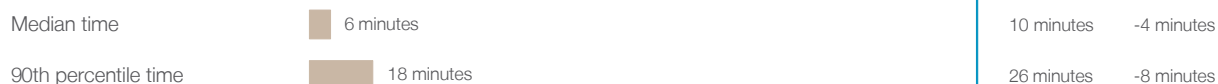


Mudgee Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 241 patients

ED Transfer of care time



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

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Mudgee Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 206

Number of triage 2 patients used to calculate waiting time:³ 203

Median time to start treatment⁴

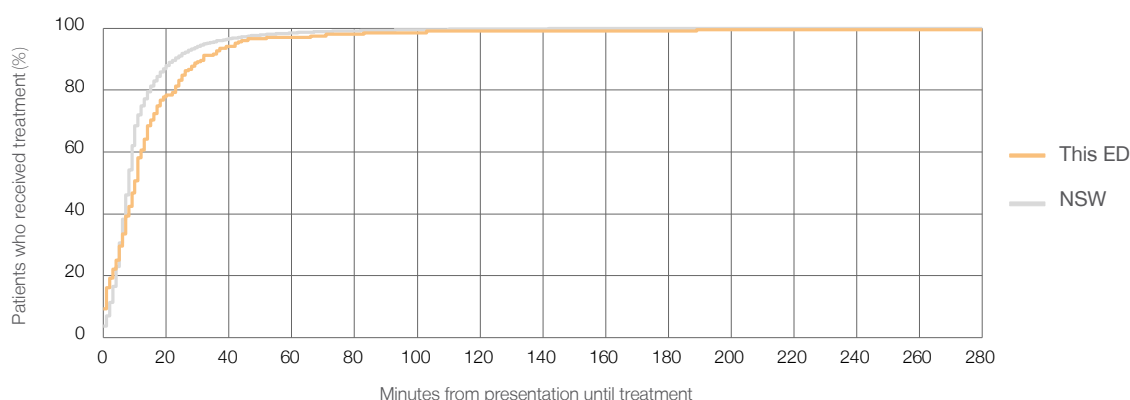
10 minutes

90th percentile time to start treatment⁵

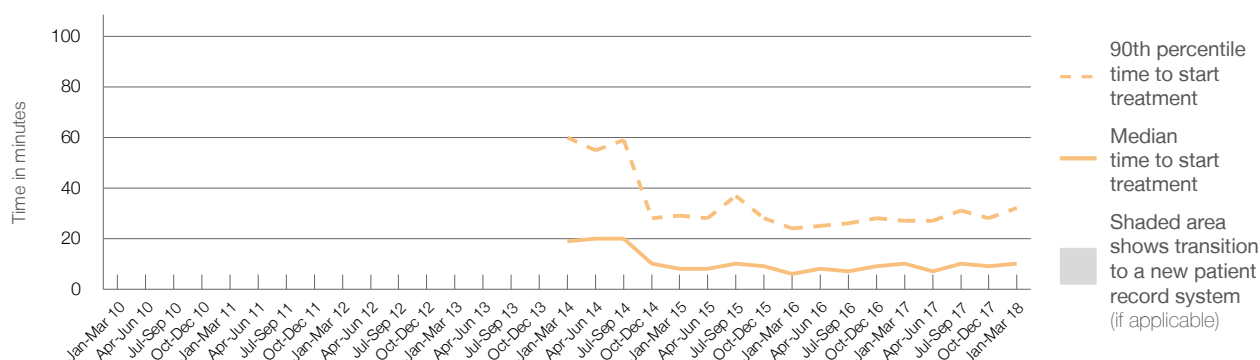
32 minutes

Same period last year	NSW (this period)
181	
181	
10 minutes	8 minutes
27 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					19	8	6	10	10
90th percentile time to start treatment ⁵ (minutes)					60	29	24	27	32

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

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

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Mudgee Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 598

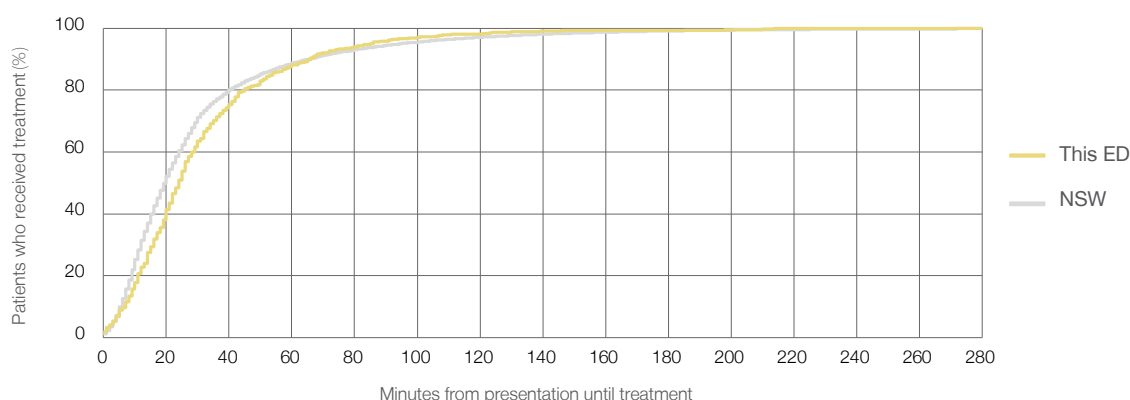
Number of triage 3 patients used to calculate waiting time:³ 581

Median time to start treatment⁴ 24 minutes

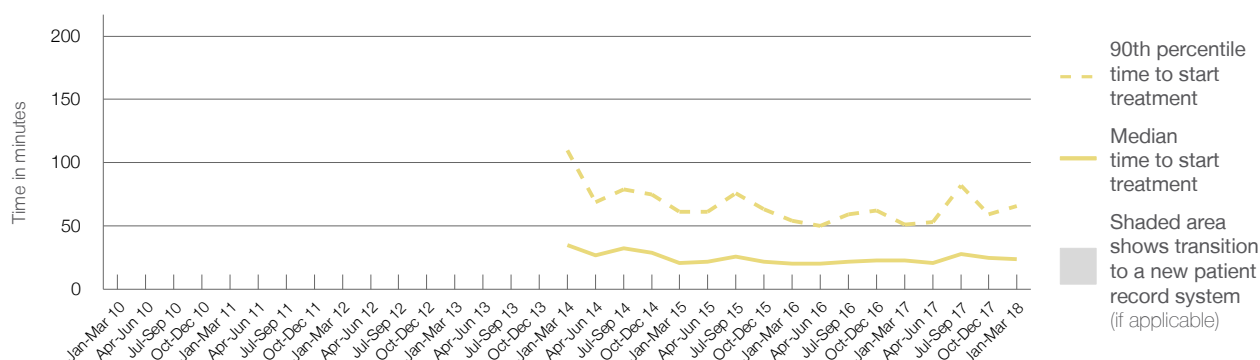
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
644	
635	
23 minutes	20 minutes
51 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					35	21	20	23	24
90th percentile time to start treatment ⁵ (minutes)					110	61	54	51	66

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

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

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Mudgee Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,381

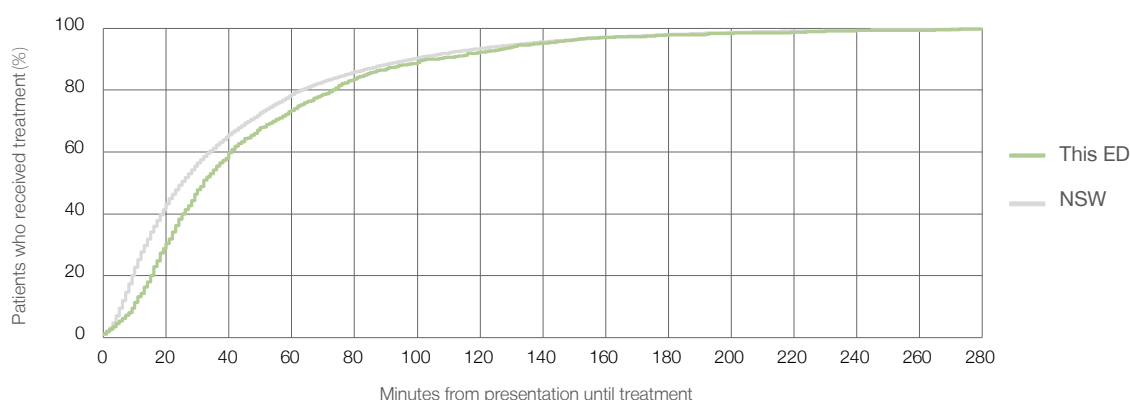
Number of triage 4 patients used to calculate waiting time:³ 1,250

Median time to start treatment⁴ 32 minutes

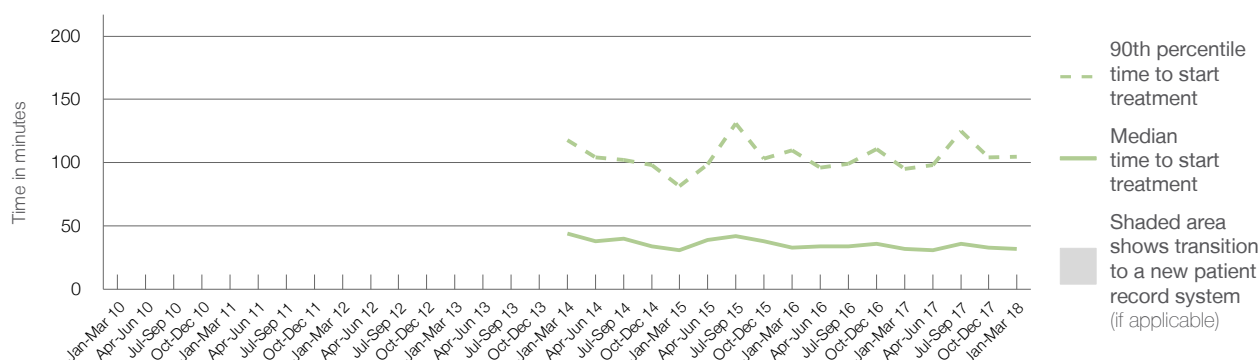
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
1,325	
1,247	
32 minutes	25 minutes
95 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					44	31	33	32	32
90th percentile time to start treatment ⁵ (minutes)					118	82	110	95	105

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

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Mudgee Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 394

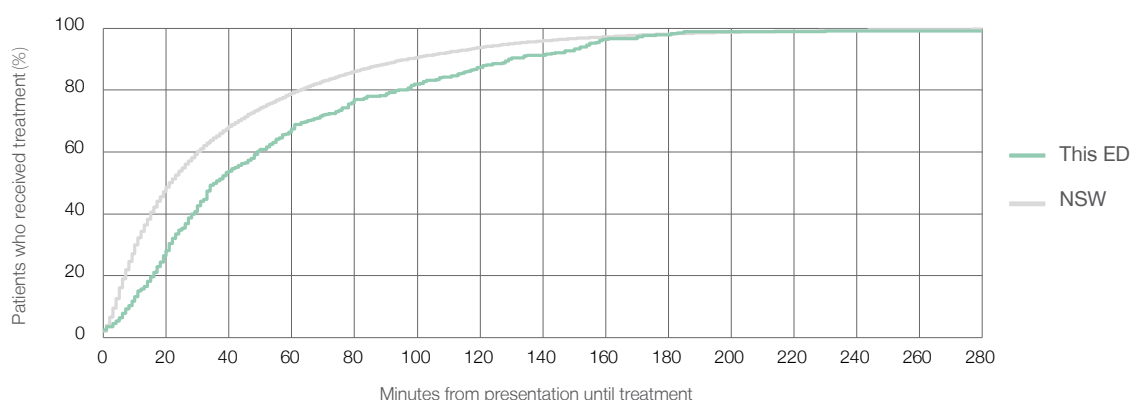
Number of triage 5 patients used to calculate waiting time:³ 331

Median time to start treatment⁴ 36 minutes

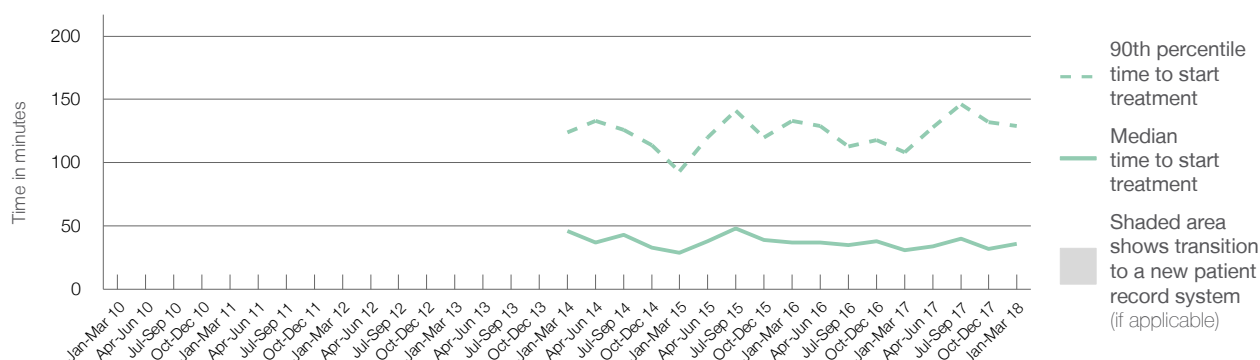
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
412	
362	
31 minutes	22 minutes
108 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					46	29	37	31	36
90th percentile time to start treatment ⁵ (minutes)					124	93	133	108	129

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Mudgee Health Service: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,699 patients

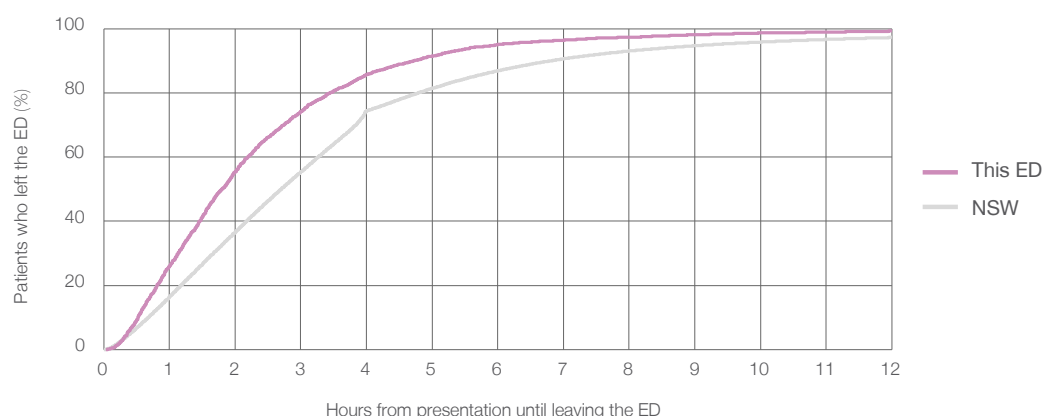
Presentations used to calculate time to leaving the ED:⁶ 2,699 patients

Median time spent in the ED⁸ 1 hours and 48 minutes

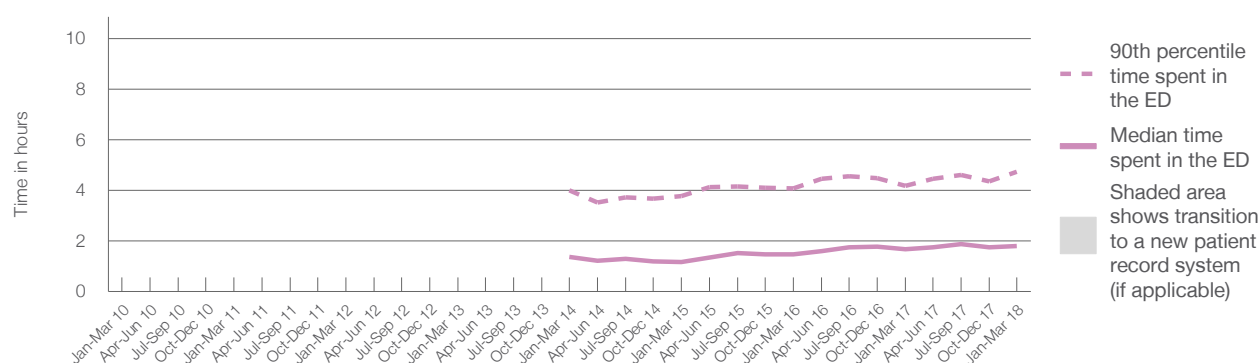
90th percentile time spent in the ED⁹ 4 hours and 44 minutes

Same period last year	NSW (this period)
2,706	
2,706	
1 hours and 41 minutes	2 hours and 42 minutes
4 hours and 11 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)					1h 22m	1h 10m	1h 29m	1h 41m	1h 48m
90th percentile time spent in the ED ⁹ (hours, minutes)					4h 1m	3h 47m	4h 5m	4h 11m	4h 44m

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

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Mudgee Health Service: Time patients spent in the ED

By mode of separation

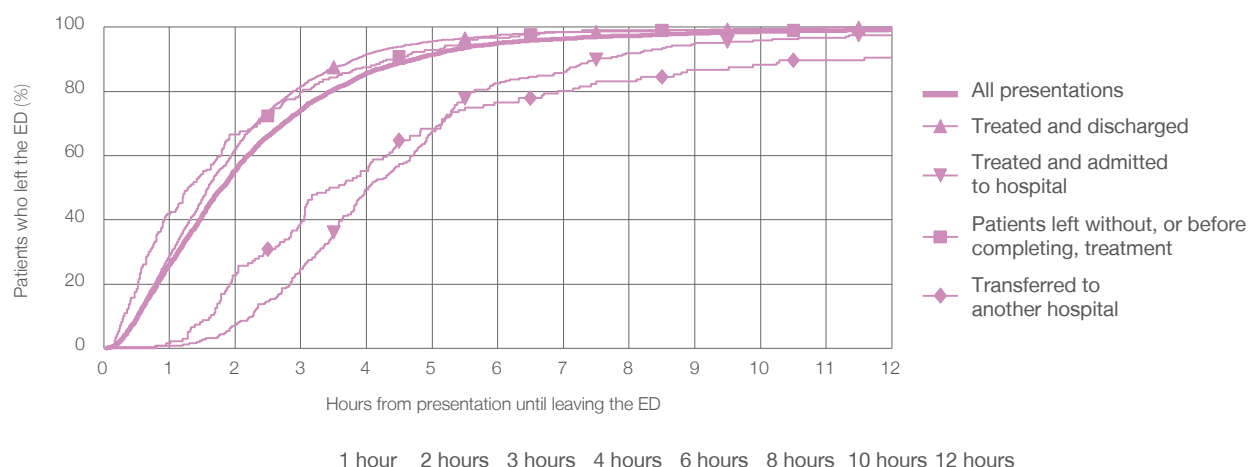
January to March 2018

All presentations:[†] 2,699 patients

Presentations used to calculate time to leaving the ED:[‡] 2,699 patients

		Same period last year	Change since one year ago
Treated and discharged	2,082 (77.1%)	2,170	-4.1%
Treated and admitted to hospital	247 (9.2%)	228	8.3%
Patient left without, or before completing, treatment	210 (7.8%)	174	20.7%
Transferred to another hospital	136 (5.0%)	117	16.2%
Other	24 (0.9%)	17	41.2%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	28.8%	62.0%	81.5%	91.6%	97.6%	98.7%	99.6%	99.9%
Treated and admitted to hospital	0.8%	7.3%	24.7%	49.4%	82.6%	91.9%	96.0%	97.6%
Patient left without, or before completing, treatment	41.9%	66.7%	80.0%	87.6%	96.7%	99.0%	99.0%	100%
Transferred to another hospital	1.5%	22.8%	39.0%	55.1%	76.5%	83.1%	88.2%	90.4%
All presentations	26.2%	55.5%	74.2%	85.7%	95.1%	97.3%	98.6%	99.2%

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

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

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Mudgee Health Service: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 2,699 patients

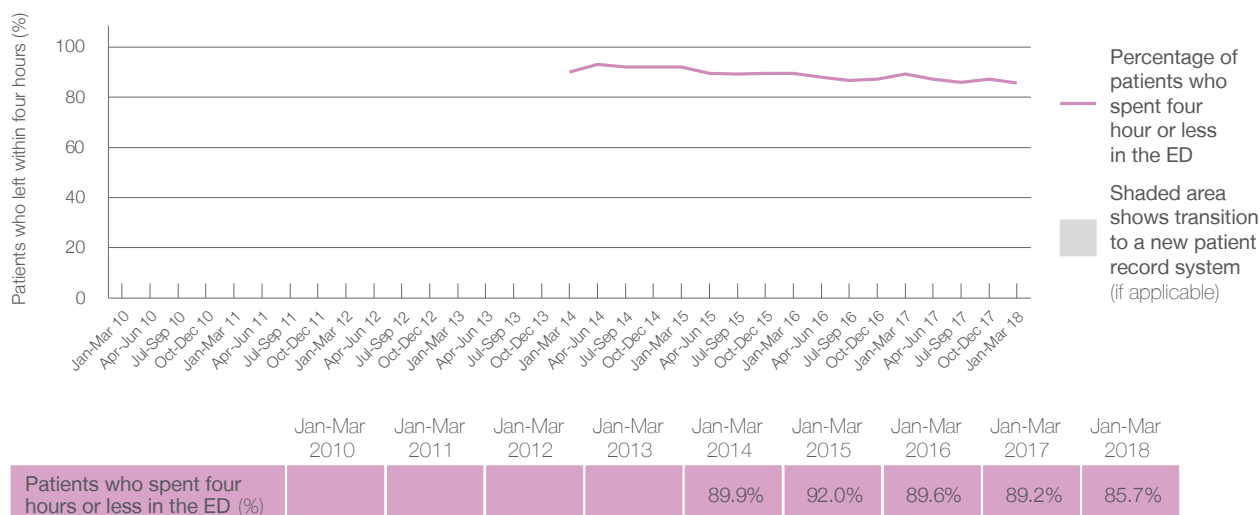
Presentations used to calculate time to leaving the ED: ⁶ 2,699 patients

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



Same period last year	Change since one year ago
2,706	0%
2,706	0%
89.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Muswellbrook Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,514 patients

Emergency presentations:² 2,409 patients

Same period last year	Change since one year ago
2,519	0%
2,364	2%

Muswellbrook Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 222 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 607 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,121 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 91 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 459 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
139	
6 minutes	8 minutes
25 minutes	23 minutes
540	
20 minutes	20 minutes
74 minutes	65 minutes
1,187	
33 minutes	25 minutes
96 minutes	98 minutes
498	
37 minutes	22 minutes
108 minutes	97 minutes

Muswellbrook Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,514 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
2,519	0%
91%	

* 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, January to March 2018*.
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 April 2018).

Muswellbrook Hospital: Patients presenting to the emergency department

January to March 2018

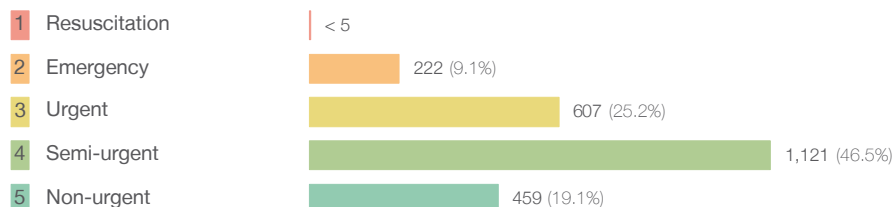
All presentations:¹ 2,514 patients

Same period last year Change since one year ago

2,519 0%

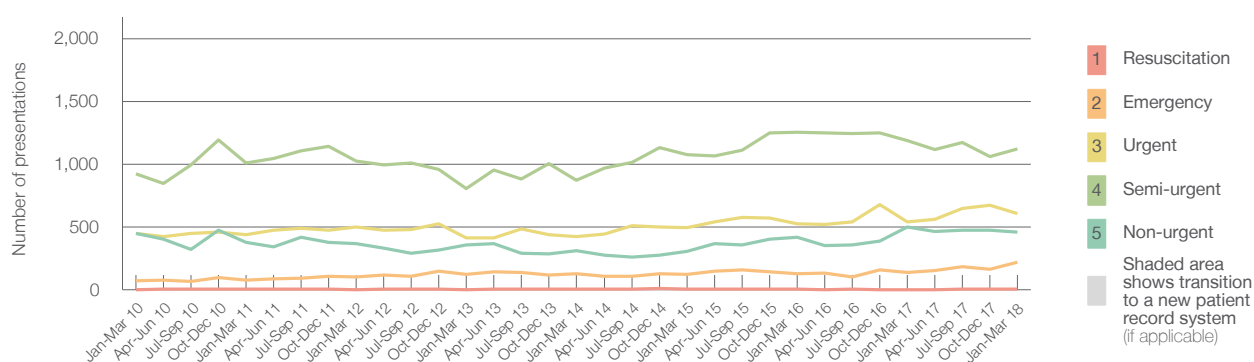
Emergency presentations² by triage category: 2,409 patients

2,364 2%



< 5 *
139 58.7%
540 12.4%
1,187 -5.6%
498 -7.8%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	0	< 5	< 5	< 5	< 5	< 5	< 5	< 5	< 5
Emergency	73	77	101	121	129	126	130	139	222
Urgent	450	436	501	415	423	493	527	540	607
Semi-urgent	920	1,010	1,025	807	871	1,073	1,255	1,187	1,121
Non-urgent	448	379	367	358	308	307	417	498	459
All emergency presentations	1,891	1,902	1,994	1,701	1,731	1,999	2,329	2,364	2,409

Muswellbrook Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 358 patients

Same period last year Change since one year ago

357

ED Transfer of care time

Median time 6 minutes
90th percentile time 17 minutes

7 minutes -1 minute
19 minutes -2 minutes

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

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

Muswellbrook Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 222

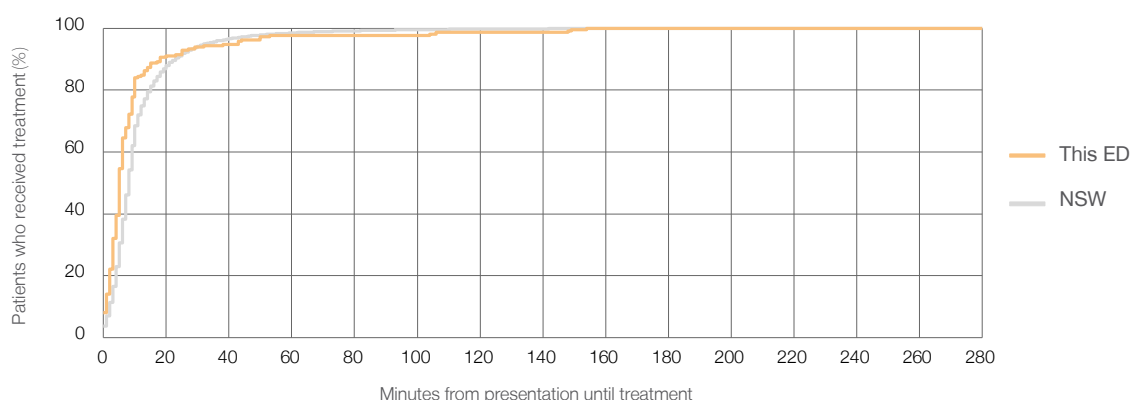
Number of triage 2 patients used to calculate waiting time: ³ 212

Median time to start treatment ⁴ 5 minutes

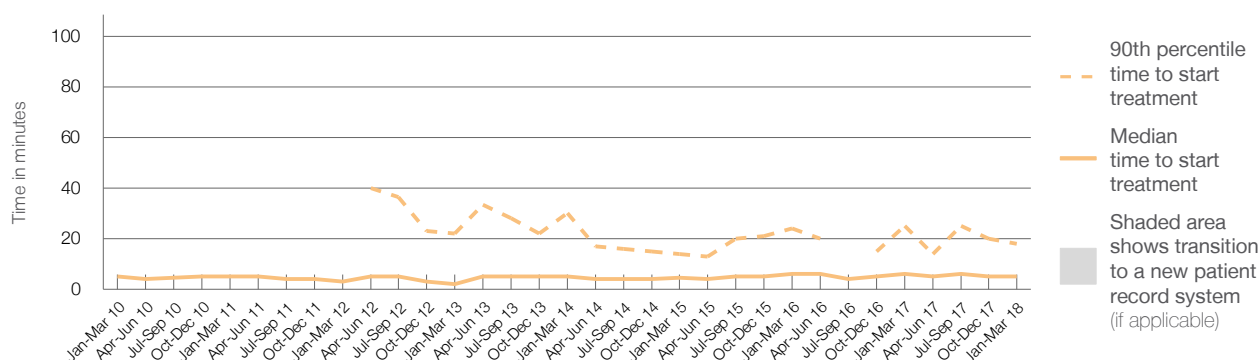
90th percentile time to start treatment ⁵ 18 minutes

Same period last year	NSW (this period)
139	
134	
6 minutes	8 minutes
25 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	5	5	3	2	5	5	6	6	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	22	30	14	24	25	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.

Muswellbrook Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 607

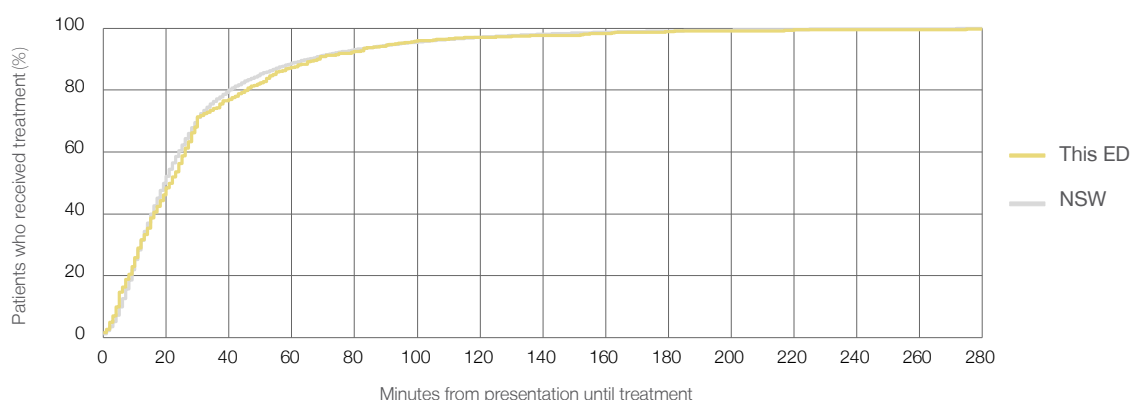
Number of triage 3 patients used to calculate waiting time: ³ 571

Median time to start treatment ⁴ 22 minutes

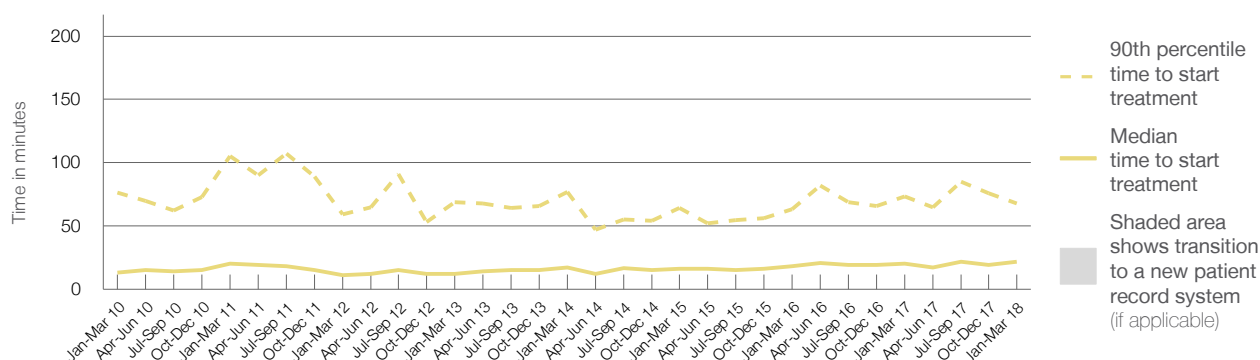
90th percentile time to start treatment ⁵ 68 minutes

Same period last year	NSW (this period)
540	
500	
20 minutes	20 minutes
74 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	13	20	11	12	17	16	18	20	22
90th percentile time to start treatment ⁵ (minutes)	77	105	59	69	77	64	63	74	68

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

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

Muswellbrook Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,121

Number of triage 4 patients used to calculate waiting time: ³ 1,034

Median time to start treatment ⁴

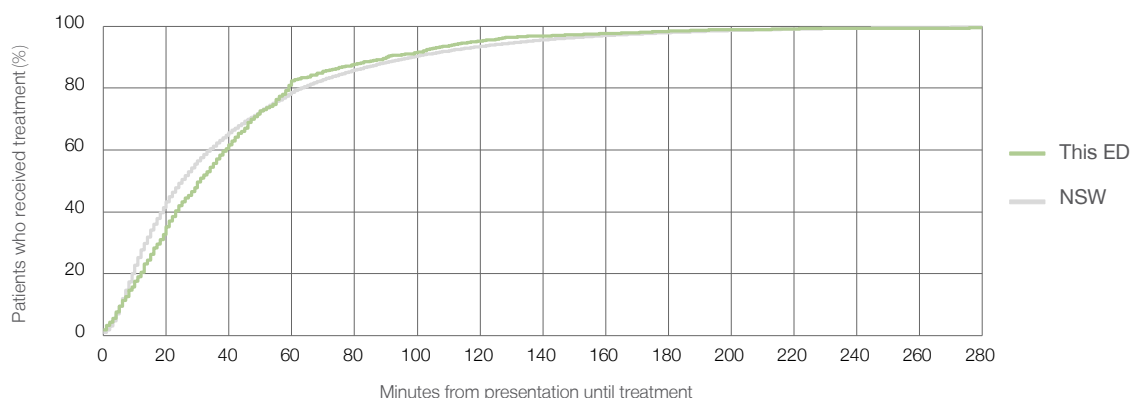
31 minutes

90th percentile time to start treatment ⁵

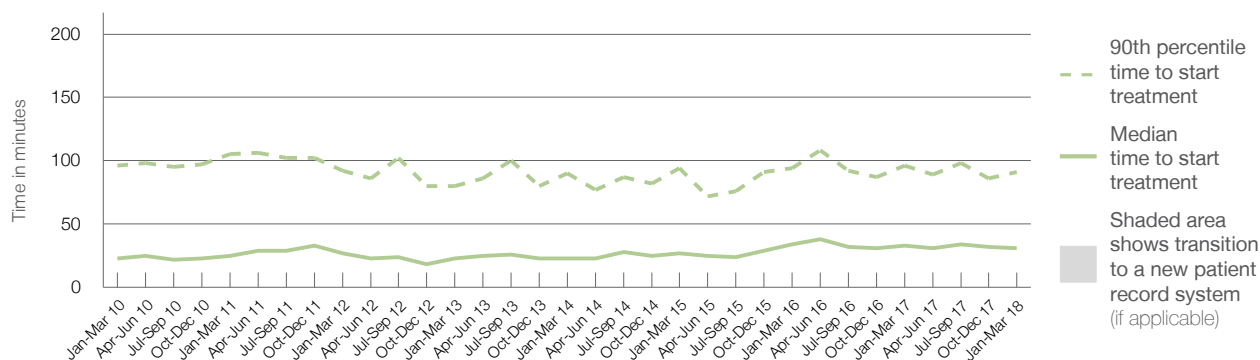
91 minutes

Same period last year	NSW (this period)
1,187	
1,078	
33 minutes	25 minutes
96 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	23	25	27	23	23	27	34	33	31
90th percentile time to start treatment ⁵ (minutes)	96	105	92	80	90	94	94	96	91

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

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

Muswellbrook Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 459

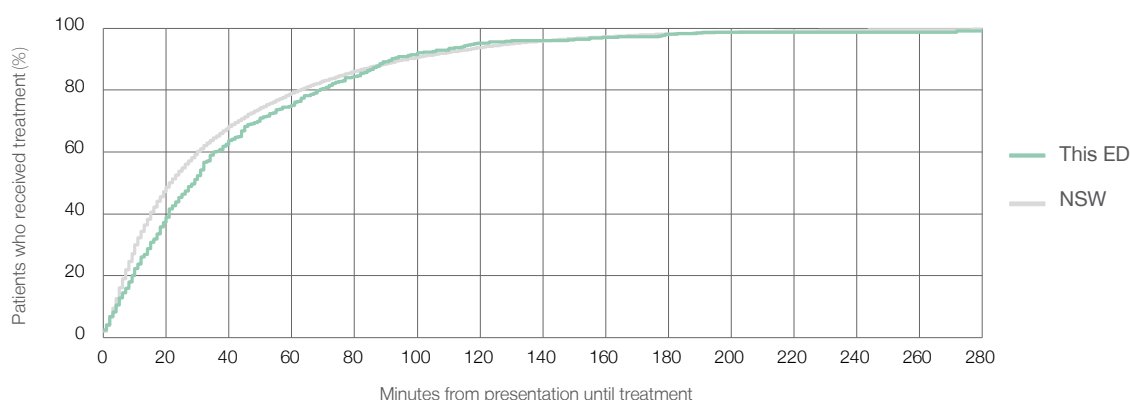
Number of triage 5 patients used to calculate waiting time:³ 399

Median time to start treatment⁴ 29 minutes

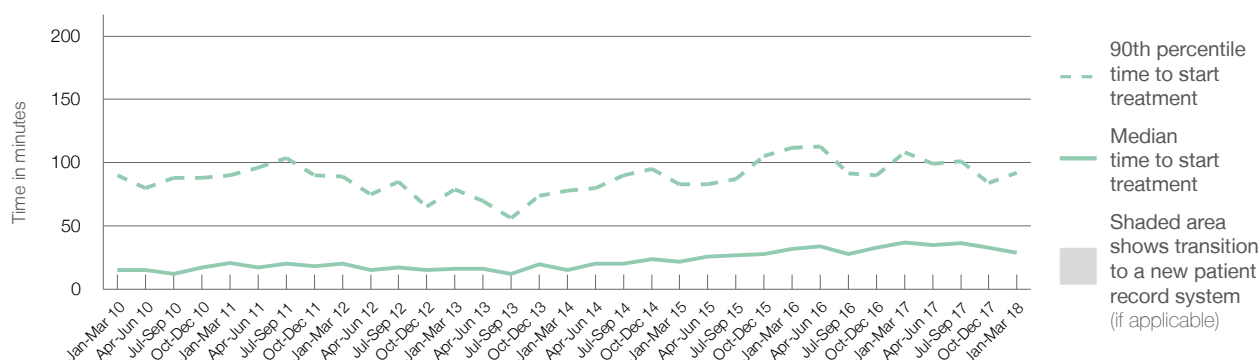
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
498	
414	
37 minutes	22 minutes
108 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	15	21	20	16	15	22	32	37	29
90th percentile time to start treatment ⁵ (minutes)	90	90	89	79	78	83	112	108	92

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

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

Muswellbrook Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,514 patients

Presentations used to calculate time to leaving the ED:⁶ 2,514 patients

Median time spent in the ED⁸

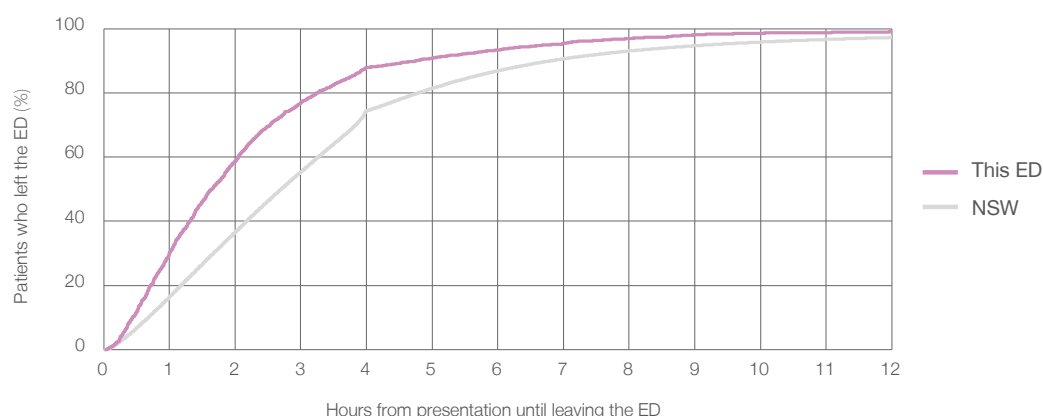
1 hours and 39 minutes

90th percentile time spent in the ED⁹

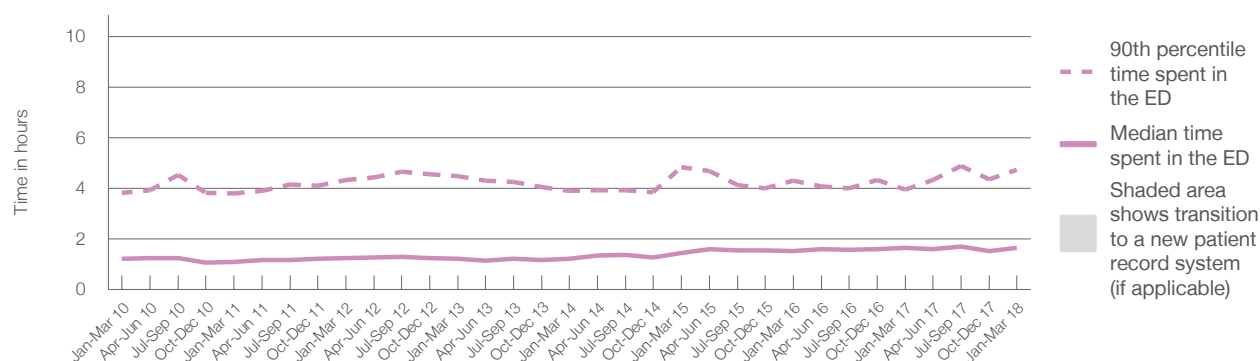
4 hours and 45 minutes

Same period last year	NSW (this period)
2,519	
2,519	
1 hours and 39 minutes	2 hours and 42 minutes
3 hours and 57 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 14m	1h 7m	1h 15m	1h 13m	1h 13m	1h 27m	1h 31m	1h 39m	1h 39m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 50m	3h 48m	4h 20m	4h 29m	3h 55m	4h 50m	4h 18m	3h 57m	4h 45m

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

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

Muswellbrook Hospital: Time patients spent in the ED

By mode of separation

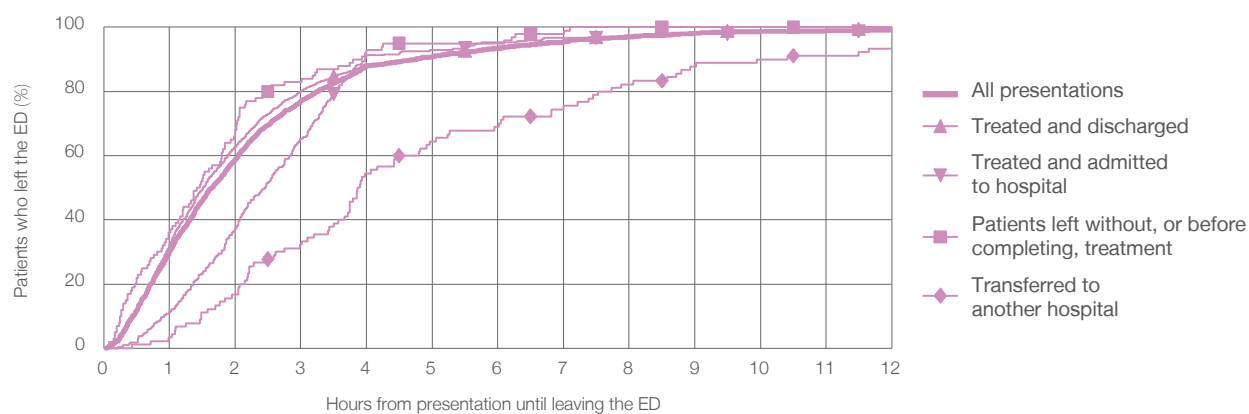
January to March 2018

All presentations:[†] 2,514 patients

Presentations used to calculate time to leaving the ED:[‡] 2,514 patients

		Same period last year	Change since one year ago
		2,519	0%
Treated and discharged	1,931 (76.8%)	1,868	3.4%
Treated and admitted to hospital	298 (11.9%)	313	-4.8%
Patient left without, or before completing, treatment	100 (4.0%)	135	-25.9%
Transferred to another hospital	90 (3.6%)	97	-7.2%
Other	95 (3.8%)	106	-10.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	32.4%	62.9%	80.0%	88.6%	94.0%	97.5%	99.1%	99.4%
Treated and admitted to hospital	11.4%	37.2%	65.1%	91.3%	95.3%	97.3%	98.7%	99.0%
Patient left without, or before completing, treatment	36.0%	68.0%	83.0%	93.0%	95.0%	100%	100%	100%
Transferred to another hospital	3.3%	16.7%	32.2%	54.4%	68.9%	82.2%	90.0%	93.3%
All presentations	30.2%	58.9%	76.9%	88.0%	93.4%	96.9%	98.6%	99.0%

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

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

Muswellbrook Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 2,514 patients

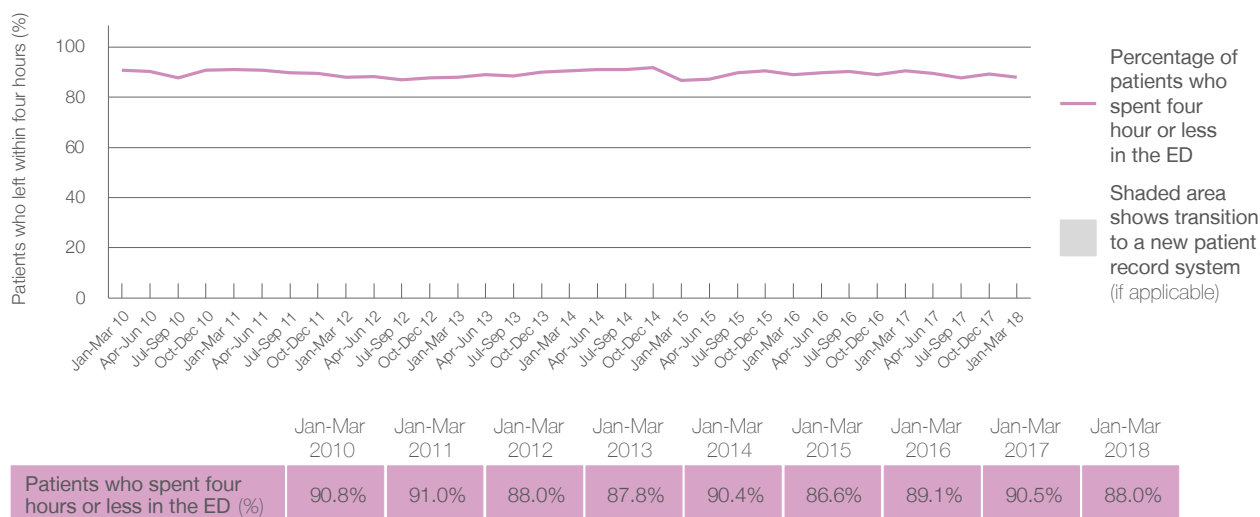
Presentations used to calculate time to leaving the ED: ⁶ 2,514 patients

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



Same period last year	Change since one year ago
2,519	0%
2,519	0%
90.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Narrabri Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 1,355 patients

Emergency presentations:² 1,290 patients

Same period last year	Change since one year ago
1,405	-4%
1,391	-7%

Narrabri Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 125 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

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

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 547 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 50 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 301 patients

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
99	
3 minutes	8 minutes
*	23 minutes
359	
14 minutes	20 minutes
30 minutes	65 minutes
638	
16 minutes	25 minutes
52 minutes	98 minutes
290	
13 minutes	22 minutes
59 minutes	97 minutes

Narrabri Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 1,355 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
1,405	-4%
91%	

* 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, January to March 2018*.
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.

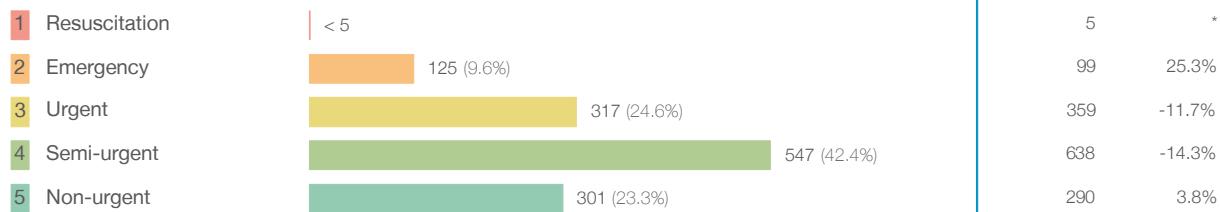
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Narrabri Hospital: Patients presenting to the emergency department

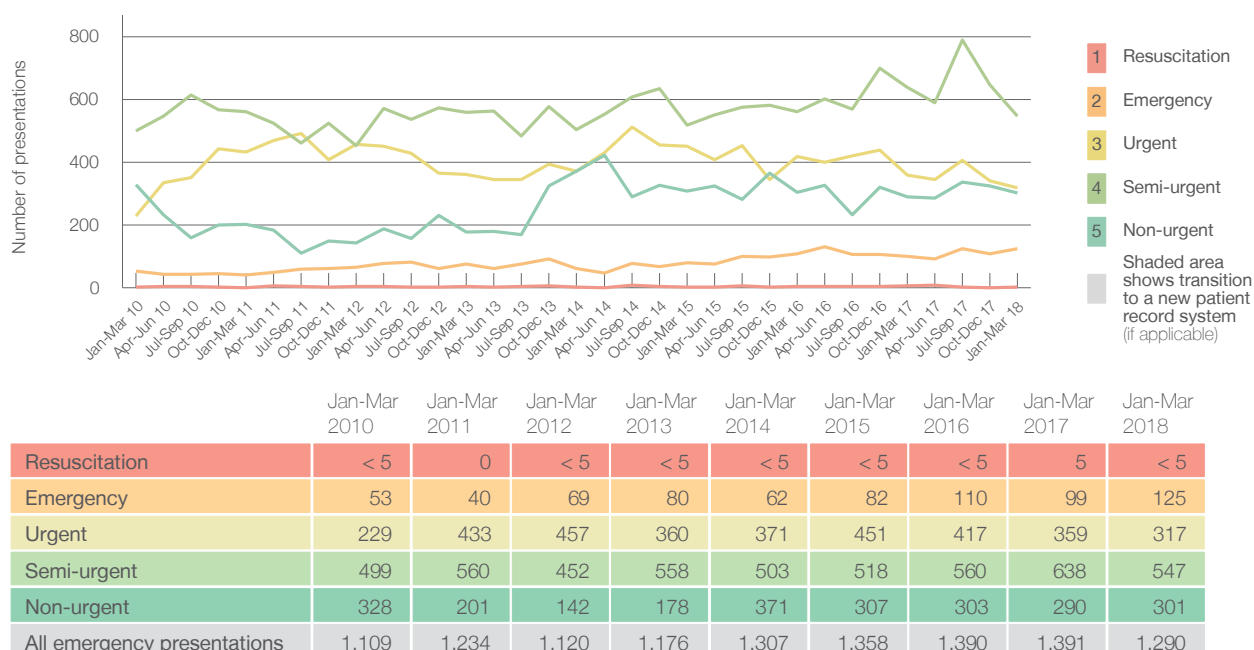
January to March 2018

All presentations:¹ 1,355 patients

Emergency presentations² by triage category: 1,290 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]

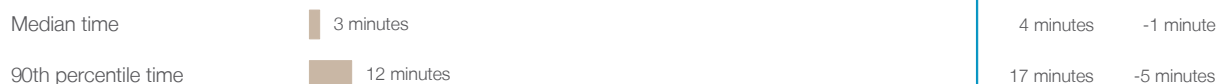


Narrabri Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 103 patients ^{**}

ED Transfer of care time



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

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

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

Narrabri Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 125

Number of triage 2 patients used to calculate waiting time:³ 122

Median time to start treatment⁴

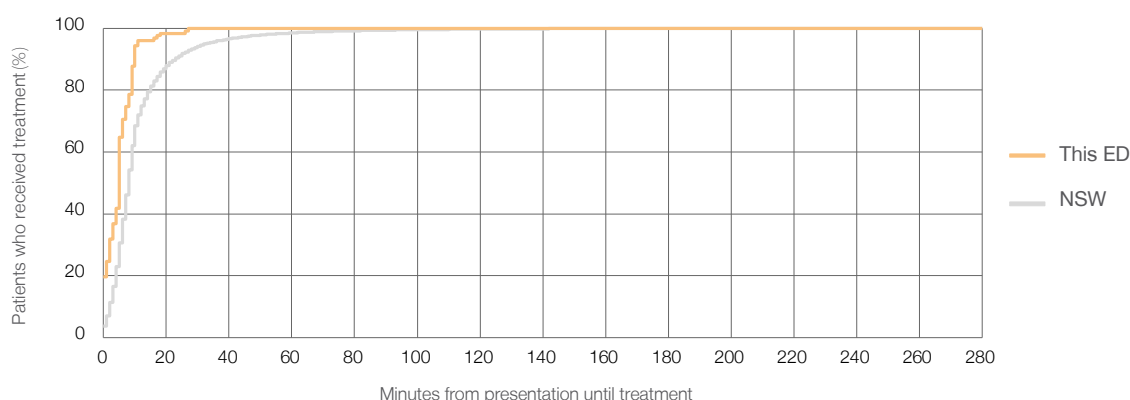
5 minutes

90th percentile time to start treatment⁵

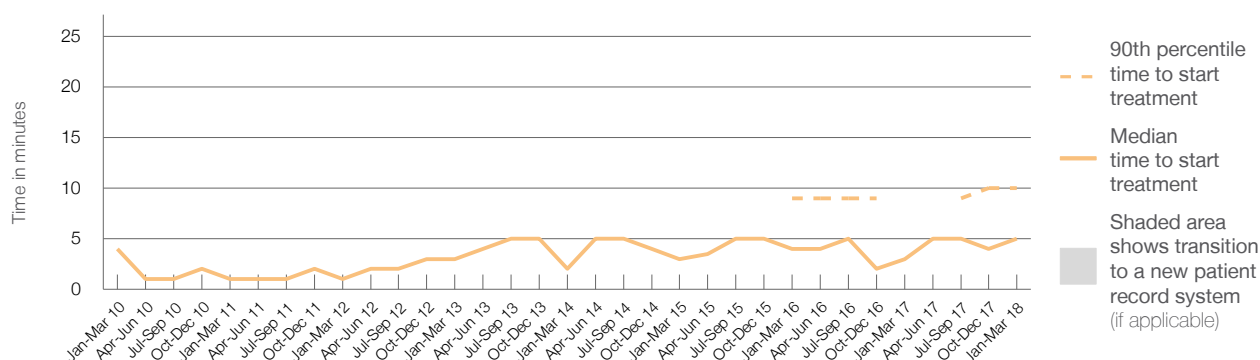
10 minutes

Same period last year	NSW (this period)
99	
95	
3 minutes	8 minutes
*	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	4	1	1	3	2	3	4	3	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	*	9	*	10

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

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

Narrabri Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 317

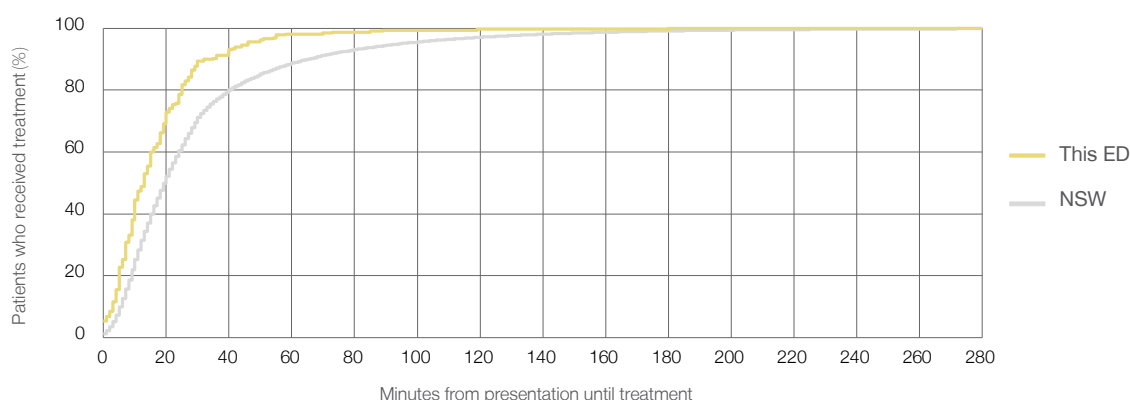
Number of triage 3 patients used to calculate waiting time:³ 317

Median time to start treatment⁴ 13 minutes

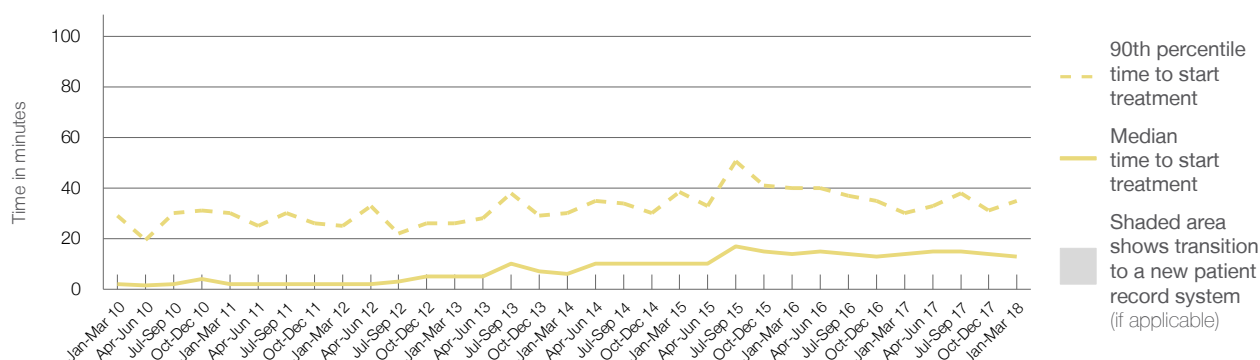
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
359	
352	
14 minutes	20 minutes
30 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	2	2	2	5	6	10	14	14	13
90th percentile time to start treatment ⁵ (minutes)	29	30	25	26	30	39	40	30	35

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

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

Narrabri Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 547

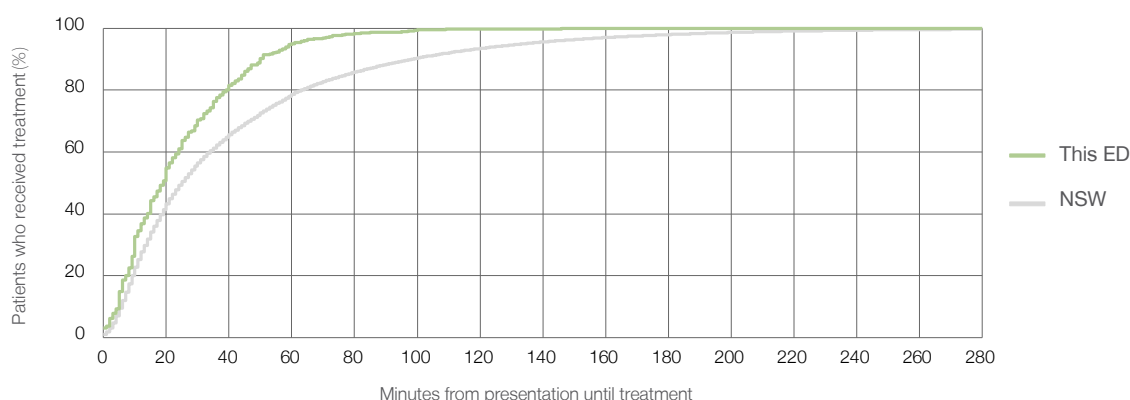
Number of triage 4 patients used to calculate waiting time:³ 535

Median time to start treatment⁴ 19 minutes

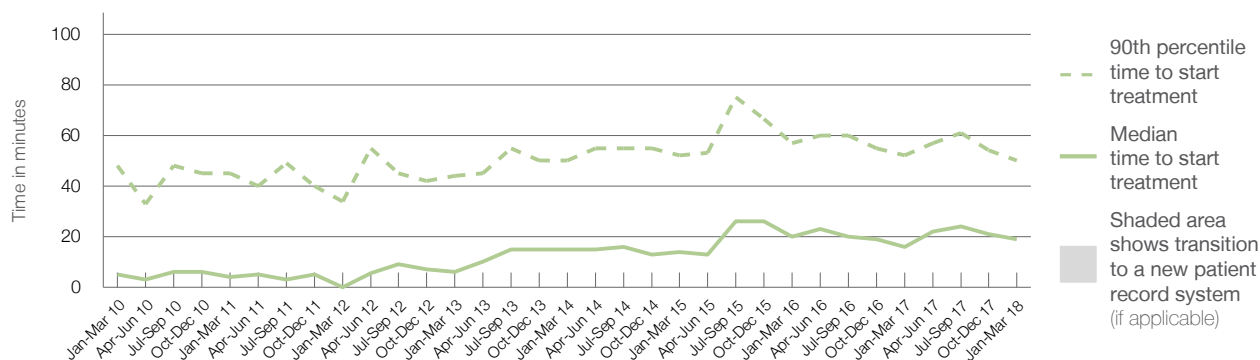
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
638	
622	
16 minutes	25 minutes
52 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	5	4	0	6	15	14	20	16	19
90th percentile time to start treatment ⁵ (minutes)	48	45	34	44	50	52	57	52	50

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

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

Narrabri Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 301

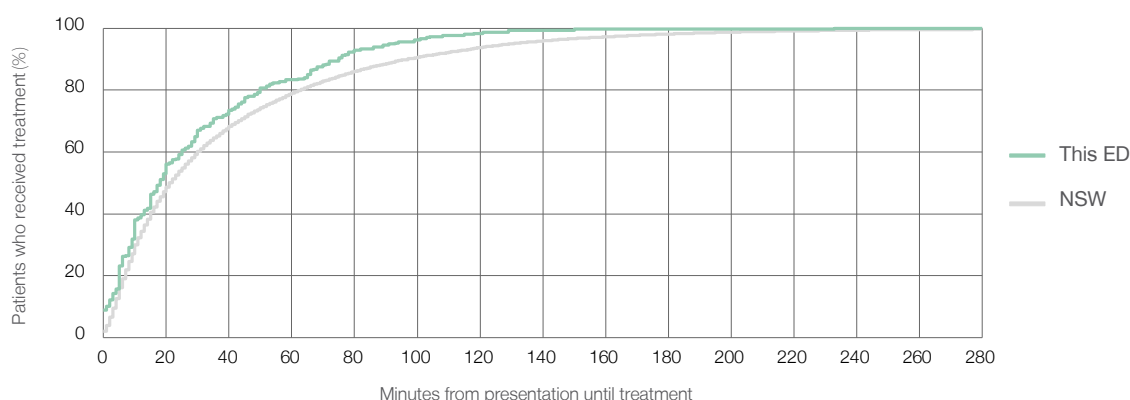
Number of triage 5 patients used to calculate waiting time:³ 294

Median time to start treatment⁴ 18 minutes

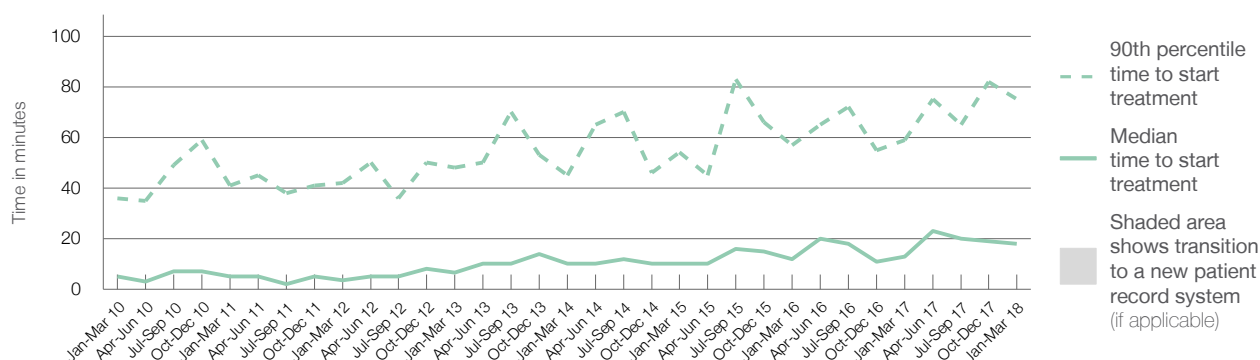
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
290	
274	
13 minutes	22 minutes
59 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	5	5	4	7	10	10	12	13	18
90th percentile time to start treatment ⁵ (minutes)	36	41	42	48	45	54	57	59	75

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

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

Narrabri Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 1,355 patients

Presentations used to calculate time to leaving the ED:⁶ 1,355 patients

Median time spent in the ED⁸

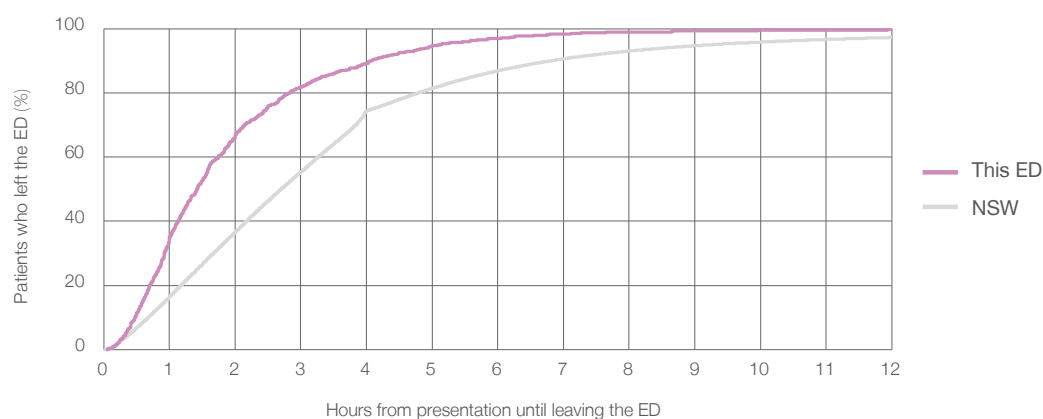
1 hours and 25 minutes

90th percentile time spent in the ED⁹

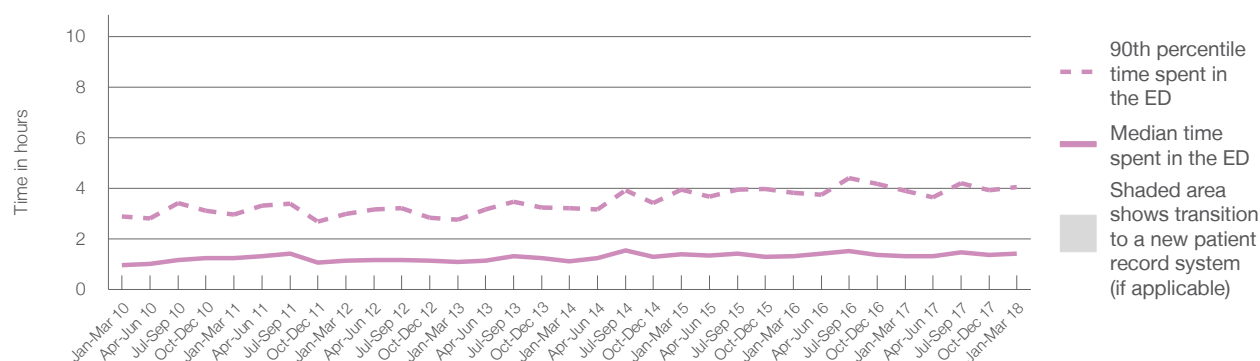
4 hours and 4 minutes

Same period last year	NSW (this period)
1,405	1,405
1 hours and 20 minutes	2 hours and 42 minutes
3 hours and 54 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	0h 58m	1h 15m	1h 9m	1h 6m	1h 7m	1h 24m	1h 20m	1h 20m	1h 25m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 53m	2h 58m	3h 0m	2h 46m	3h 14m	3h 57m	3h 50m	3h 54m	4h 4m

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

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

Narrabri Hospital: Time patients spent in the ED

By mode of separation

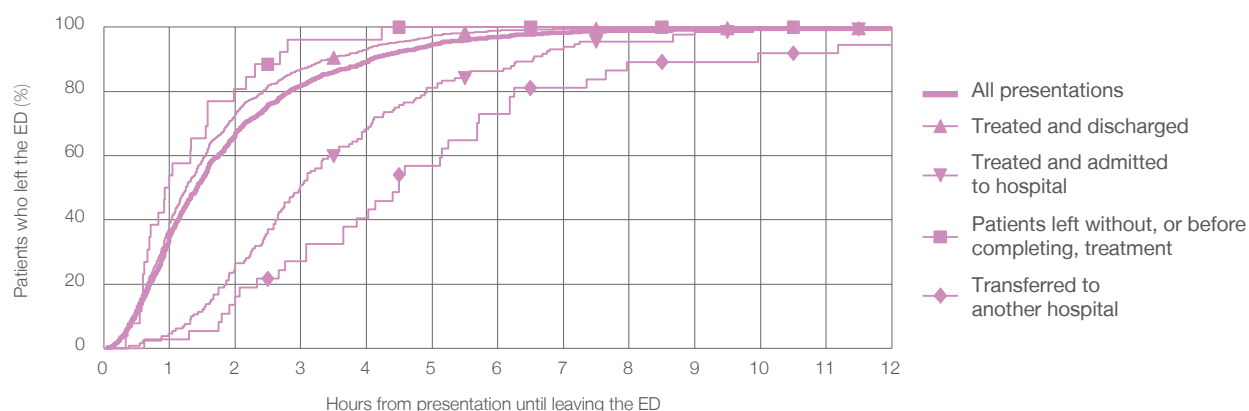
January to March 2018

All presentations:[†] 1,355 patients

Presentations used to calculate time to leaving the ED:[‡] 1,355 patients

		Same period last year	Change since one year ago
Treated and discharged	1,158 (85.5%)	1,405	-4%
Treated and admitted to hospital	132 (9.7%)	1,182	-2.0%
Patient left without, or before completing, treatment	26 (1.9%)	146	-9.6%
Transferred to another hospital	37 (2.7%)	51	-49.0%
Other	2 (0.1%)	24	54.2%
		2	0.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	39.1%	73.1%	86.9%	93.1%	99.0%	99.7%	99.7%	99.8%
Treated and admitted to hospital	4.5%	26.5%	50.8%	68.2%	86.4%	95.5%	99.2%	99.2%
Patient left without, or before completing, treatment	53.8%	80.8%	96.2%	96.2%	100%	100%	100%	100%
Transferred to another hospital	2.7%	16.2%	27.0%	40.5%	73.0%	89.2%	91.9%	94.6%
All presentations	35.1%	67.1%	81.8%	89.2%	97.0%	99.0%	99.5%	99.6%

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

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

Narrabri Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 1,355 patients

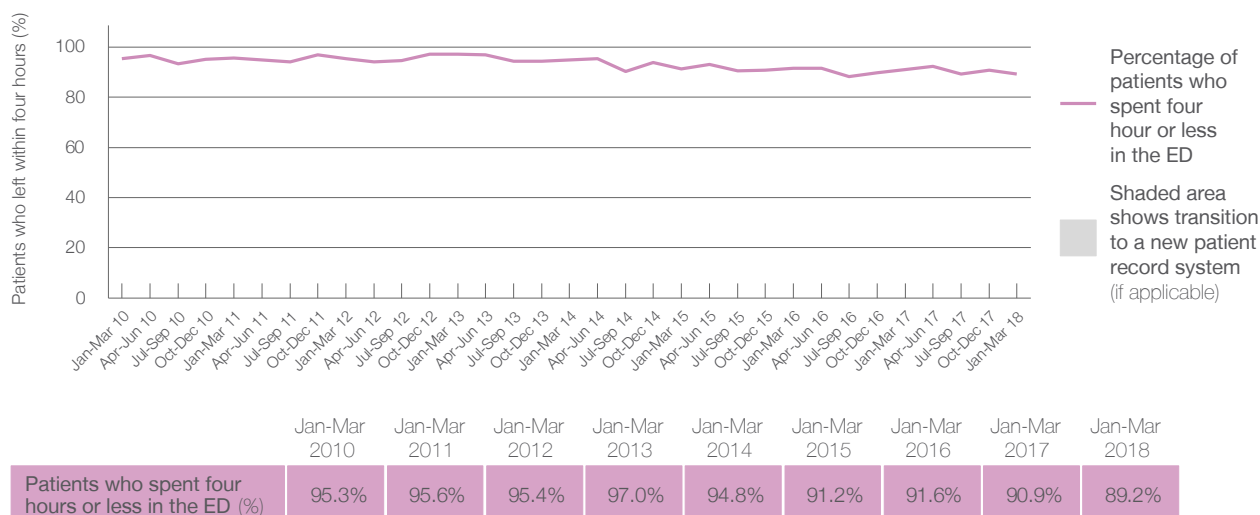
Presentations used to calculate time to leaving the ED: ⁶ 1,355 patients

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



Same period last year	Change since one year ago
1,405	-4%
1,405	-4%
90.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Queanbeyan Hospital and Health Service: Emergency department (ED) overview

January to March 2018

All presentations:¹ 5,280 patients

Emergency presentations:² 5,109 patients

Same period last year	Change since one year ago
4,728	12%
4,589	11%

Queanbeyan Hospital and Health Service: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 366 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,404 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,477 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 834 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
240	
8 minutes	8 minutes
19 minutes	23 minutes
1,255	
20 minutes	20 minutes
51 minutes	65 minutes
2,129	
25 minutes	25 minutes
85 minutes	98 minutes
954	
24 minutes	22 minutes
88 minutes	97 minutes

Queanbeyan Hospital and Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 5,280 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
4,728	12%
88%	

* 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, January to March 2018*.
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.

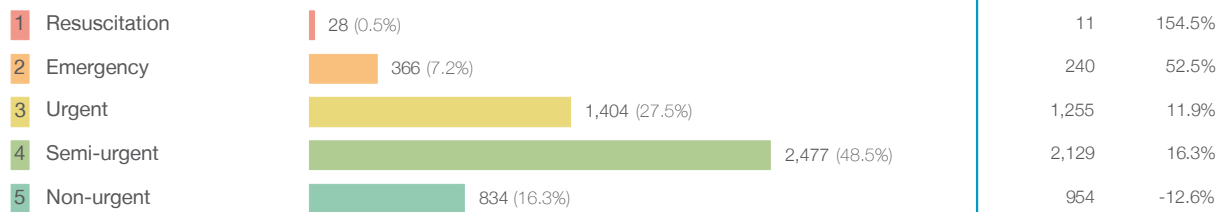
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Queanbeyan Hospital and Health Service: Patients presenting to the emergency department

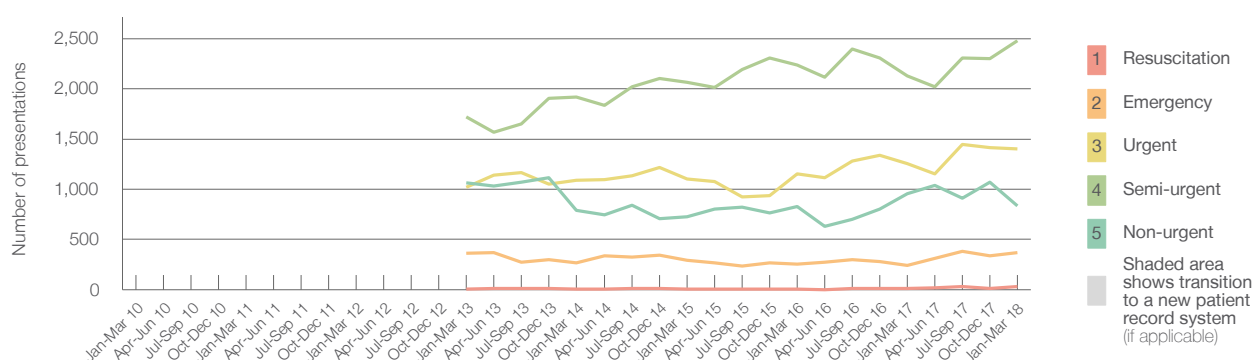
January to March 2018

All presentations:¹ 5,280 patients

Emergency presentations² by triage category: 5,109 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{†§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation				5	7	< 5	< 5	11	28
Emergency				361	270	298	255	240	366
Urgent				1,019	1,091	1,100	1,154	1,255	1,404
Semi-urgent				1,722	1,919	2,062	2,236	2,129	2,477
Non-urgent				1,064	790	729	831	954	834
All emergency presentations				4,171	4,077	4,189	4,476	4,589	5,109

Queanbeyan Hospital and Health Service: Patients arriving by ambulance

January to March 2018

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

Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 366

Number of triage 2 patients used to calculate waiting time:³ 364

Median time to start treatment⁴

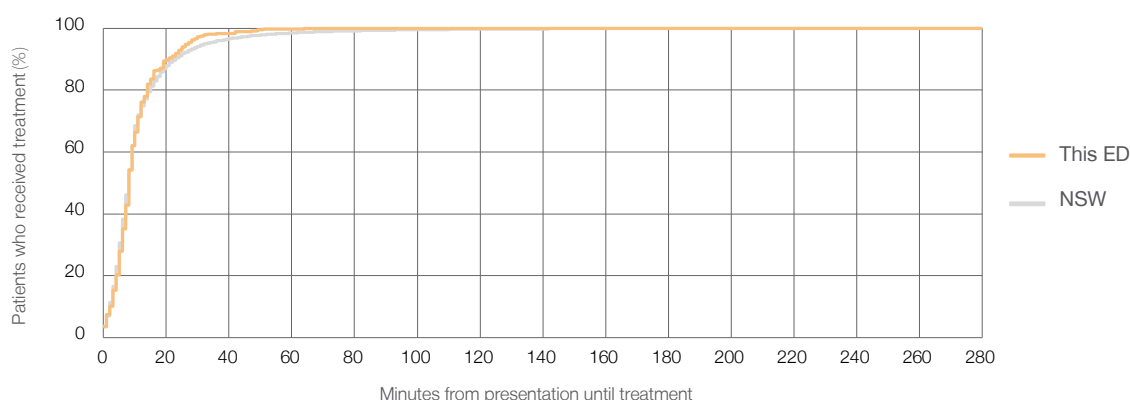
8 minutes

90th percentile time to start treatment⁵

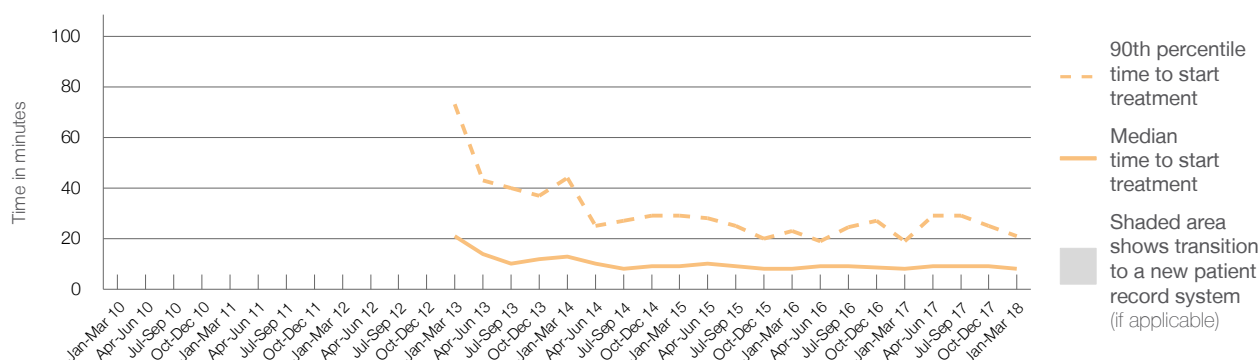
21 minutes

Same period last year	NSW (this period)
240	
240	
8 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				21	13	9	8	8	8
90th percentile time to start treatment ⁵ (minutes)				73	44	29	23	19	21

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

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Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,404

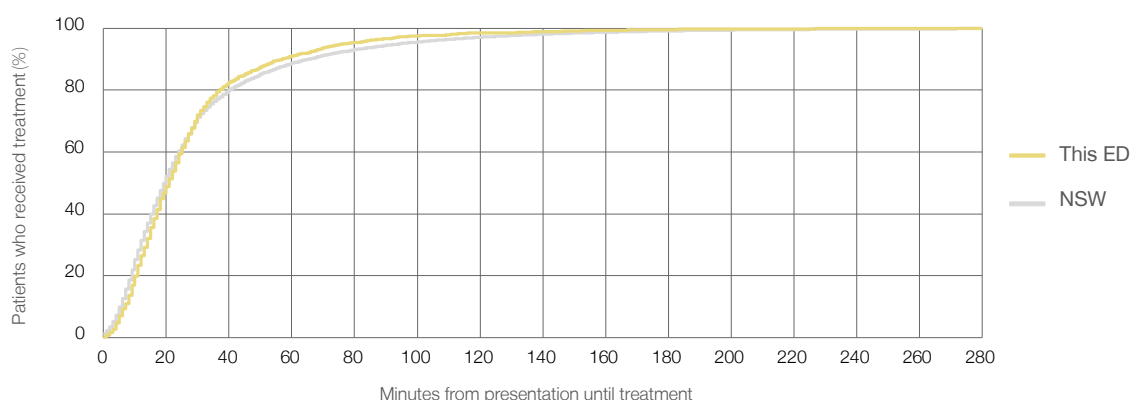
Number of triage 3 patients used to calculate waiting time:³ 1,360

Median time to start treatment⁴ 21 minutes

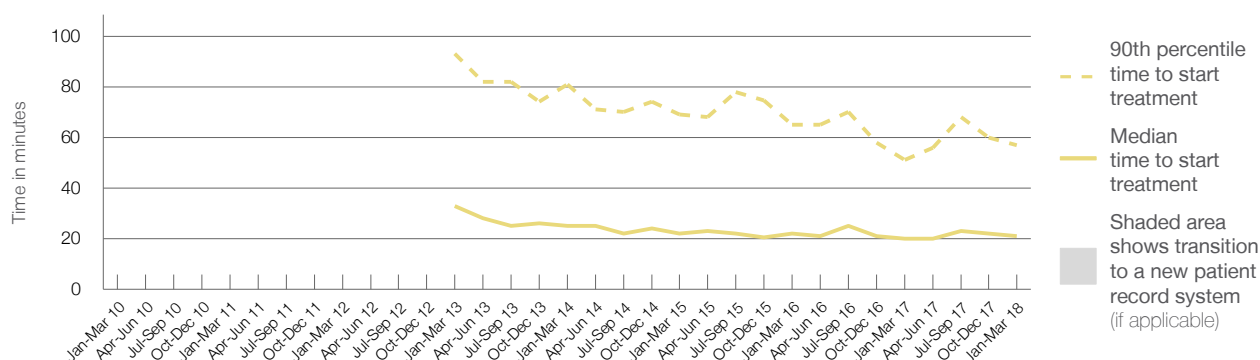
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
1,255	
1,231	
20 minutes	20 minutes
51 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				33	25	22	22	20	21
90th percentile time to start treatment ⁵ (minutes)				93	81	69	65	51	57

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

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

(§) 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 Hospital and Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,477

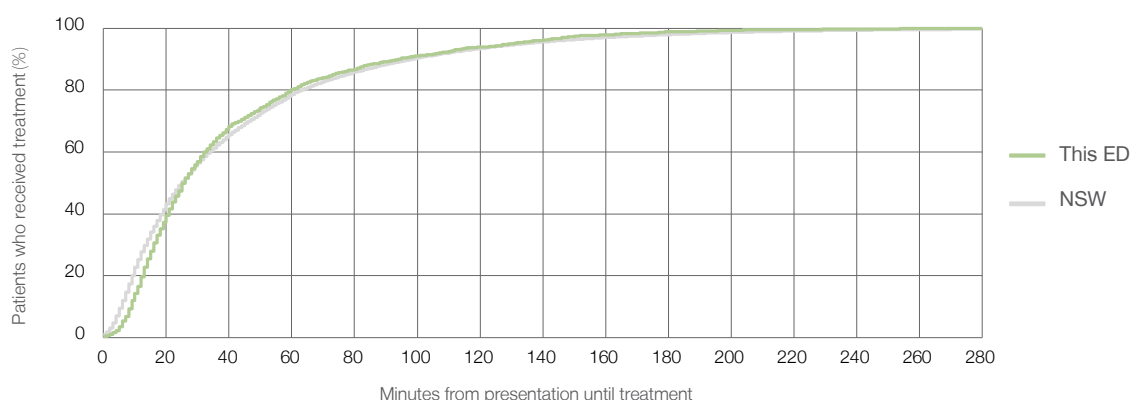
Number of triage 4 patients used to calculate waiting time:³ 2,263

Median time to start treatment⁴ 26 minutes

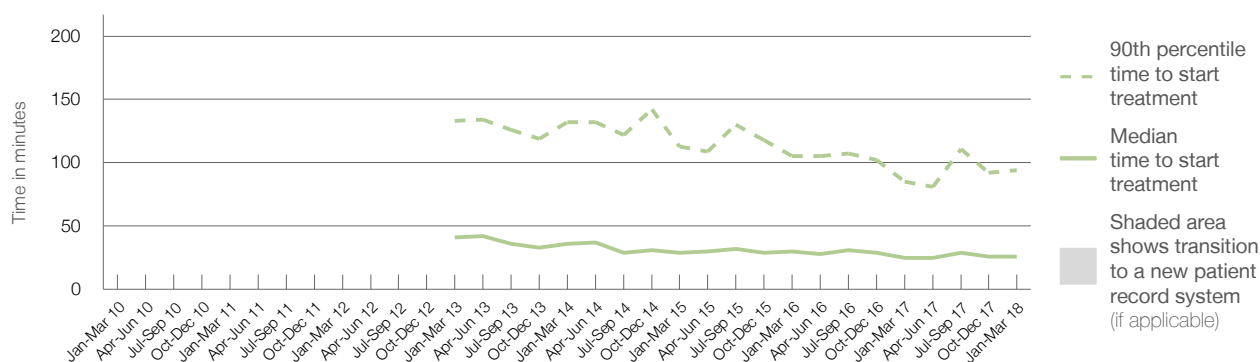
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
2,129	
1,983	
25 minutes	25 minutes
85 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				41	36	29	30	25	26
90th percentile time to start treatment ⁵ (minutes)				133	132	113	105	85	94

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

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Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 834

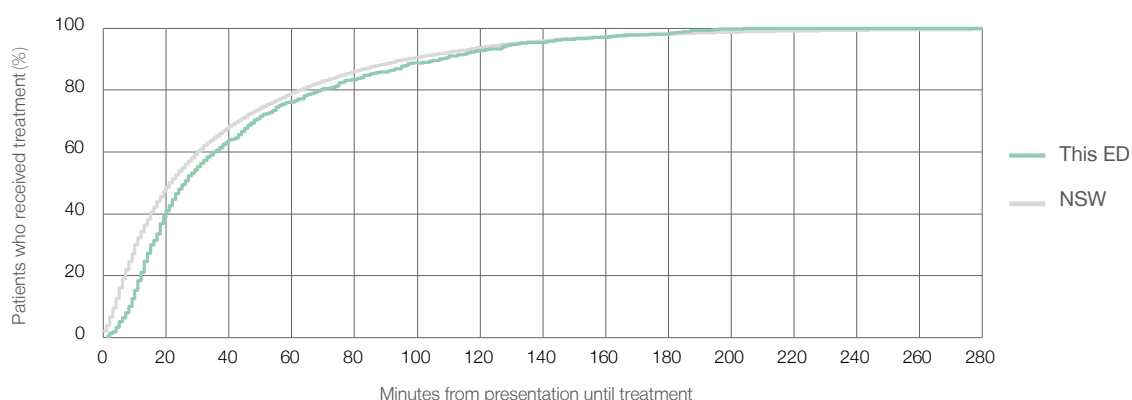
Number of triage 5 patients used to calculate waiting time:³ 676

Median time to start treatment⁴ 26 minutes

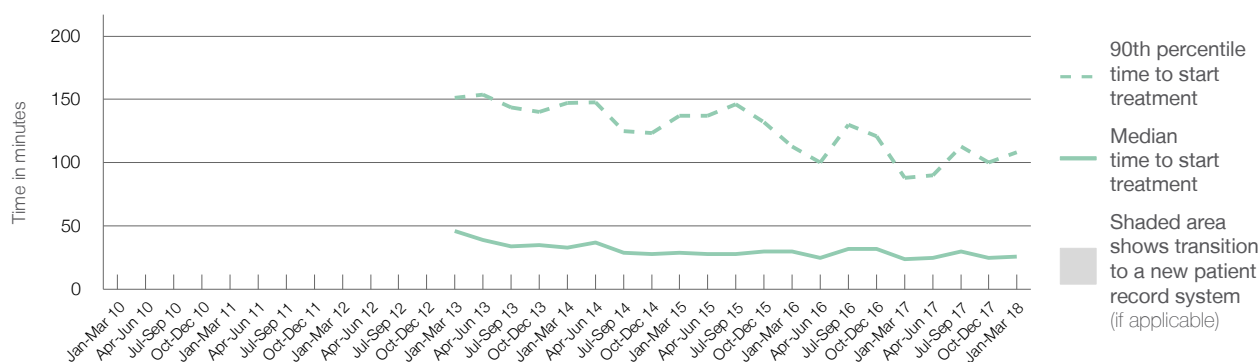
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
954	
804	
24 minutes	22 minutes
88 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				46	33	29	30	24	26
90th percentile time to start treatment ⁵ (minutes)				151	147	137	113	88	108

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Queanbeyan Hospital and Health Service: Time patients spent in the ED

January to March 2018

All presentations:¹ 5,280 patients

Presentations used to calculate time to leaving the ED:⁶ 5,280 patients

Median time spent in the ED⁸

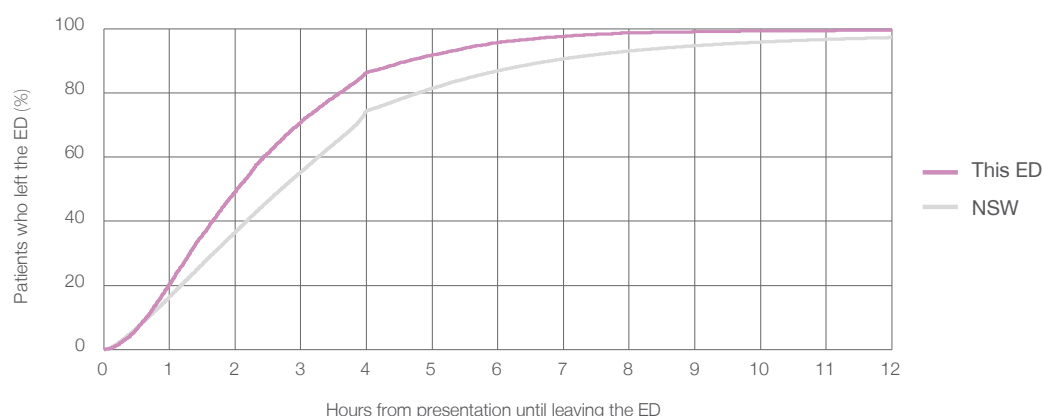
2 hours and 2 minutes

90th percentile time spent in the ED⁹

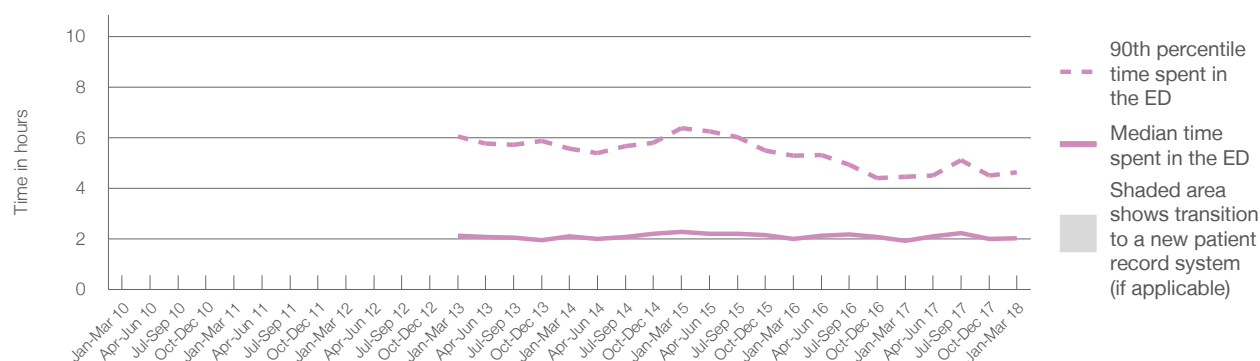
4 hours and 39 minutes

Same period last year	NSW (this period)
4,728	
4,728	
1 hours and 56 minutes	2 hours and 42 minutes
4 hours and 27 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)				2h 8m	2h 6m	2h 17m	2h 1m	1h 56m	2h 2m
90th percentile time spent in the ED ⁹ (hours, minutes)				6h 3m	5h 35m	6h 23m	5h 17m	4h 27m	4h 39m

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Queanbeyan Hospital and Health Service: Time patients spent in the ED

By mode of separation

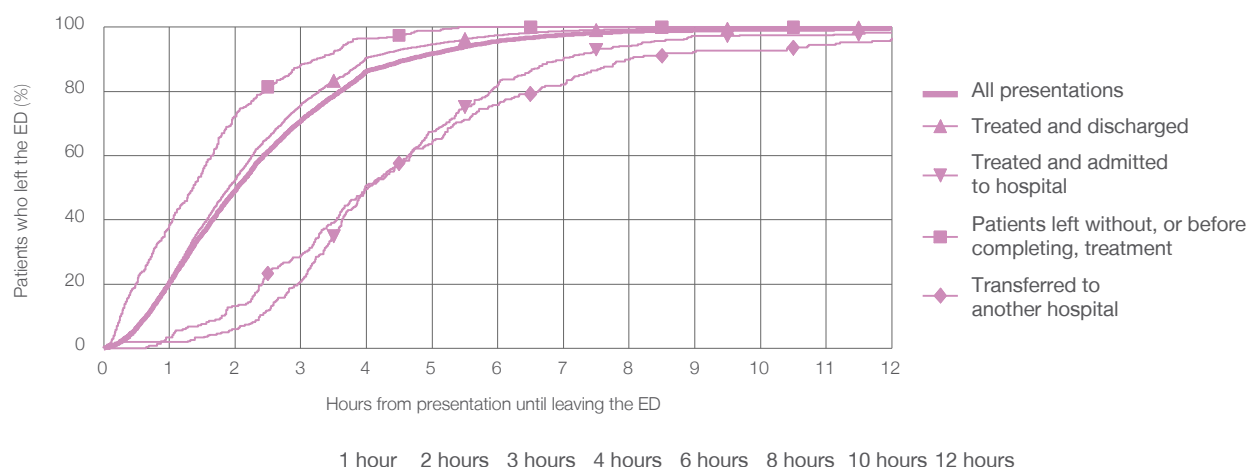
January to March 2018

All presentations:[†] 5,280 patients

Presentations used to calculate time to leaving the ED:[‡] 5,280 patients

		Same period last year	Change since one year ago
Treated and discharged	4,276 (81.0%)	4,728	12%
Treated and admitted to hospital	358 (6.8%)	376	-4.8%
Patient left without, or before completing, treatment	400 (7.6%)	325	23.1%
Transferred to another hospital	236 (4.5%)	254	-7.1%
Other	10 (0.2%)	13	-23.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	21.3%	52.7%	75.8%	90.4%	97.5%	99.4%	99.8%	99.9%
Treated and admitted to hospital	2.0%	5.9%	20.7%	49.7%	82.1%	94.1%	97.5%	98.3%
Patient left without, or before completing, treatment	38.5%	72.3%	88.3%	96.5%	100%	100%	100%	100%
Transferred to another hospital	3.4%	13.1%	28.8%	50.8%	75.8%	89.8%	92.8%	96.6%
All presentations	20.5%	49.2%	70.9%	86.3%	95.6%	98.7%	99.3%	99.6%

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

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Queanbeyan Hospital and Health Service: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 5,280 patients

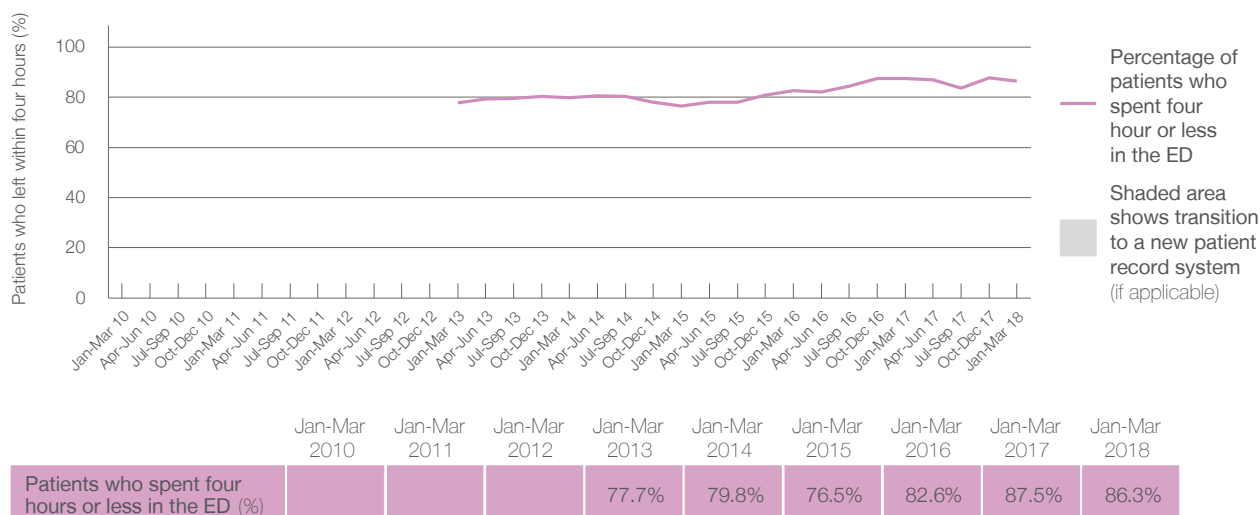
Presentations used to calculate time to leaving the ED: ⁶ 5,280 patients

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



Same period last year	Change since one year ago
4,728	12%
4,728	12%
87.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Singleton Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,656 patients

Emergency presentations:² 2,595 patients

Same period last year	Change since one year ago
2,894	-8%
2,814	-8%

Singleton Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 195 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 671 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,462 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 267 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
190	
9 minutes	8 minutes
25 minutes	23 minutes
682	
27 minutes	20 minutes
80 minutes	65 minutes
1,749	
41 minutes	25 minutes
120 minutes	98 minutes
186	
33 minutes	22 minutes
106 minutes	97 minutes

Singleton Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,656 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
2,894	-8%
90%	

* 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, January to March 2018*.
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.

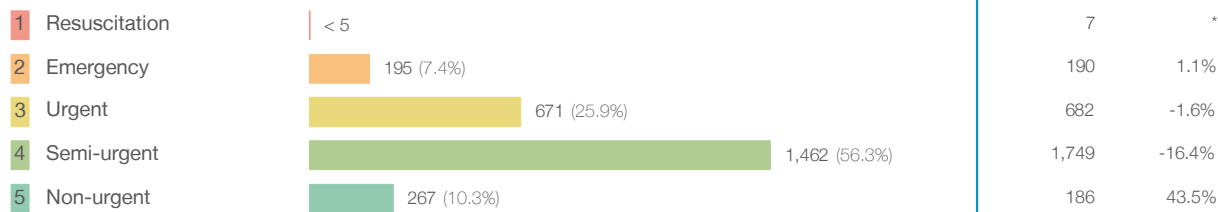
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Singleton Hospital: Patients presenting to the emergency department

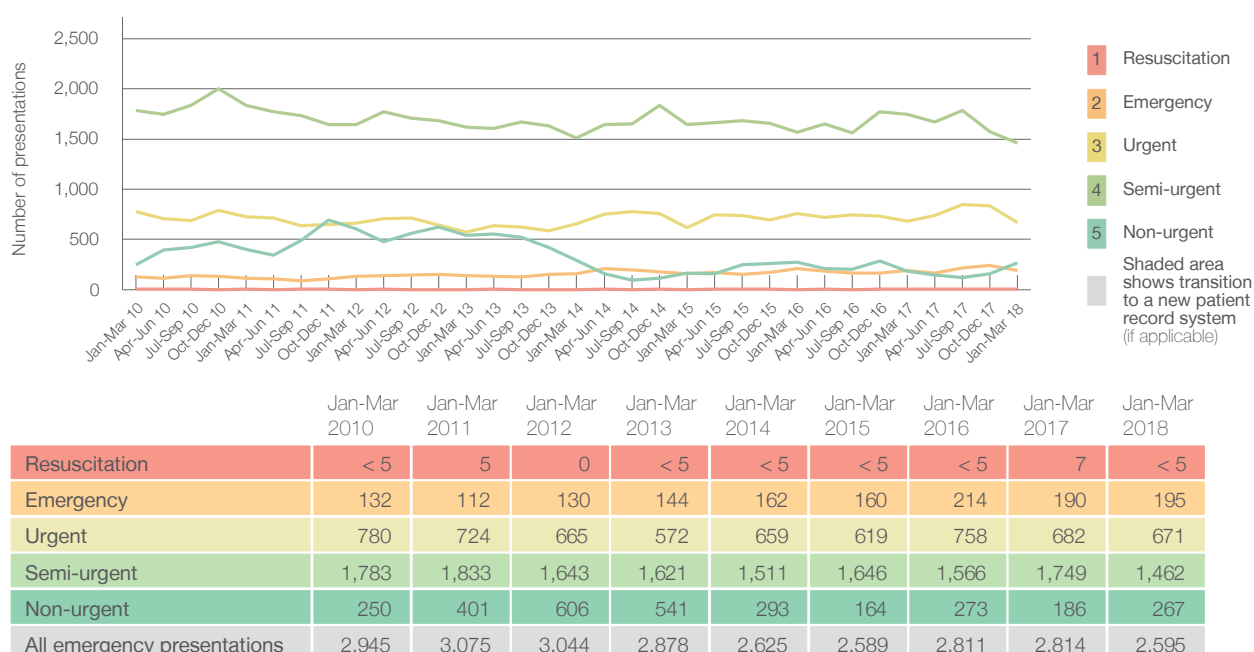
January to March 2018

All presentations:¹ 2,656 patients

Emergency presentations² by triage category: 2,595 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Singleton Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: [†] 271 patients

ED Transfer of care time



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

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

Singleton Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 195

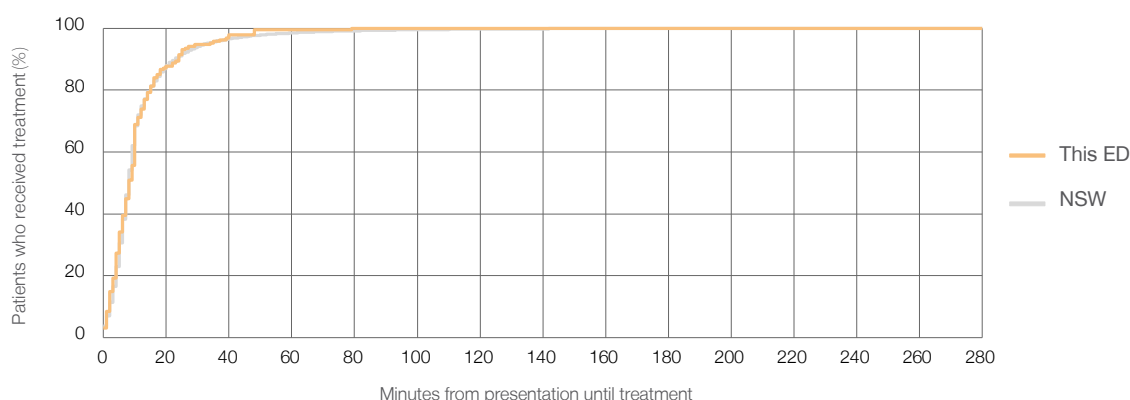
Number of triage 2 patients used to calculate waiting time:³ 187

Median time to start treatment⁴ 8 minutes

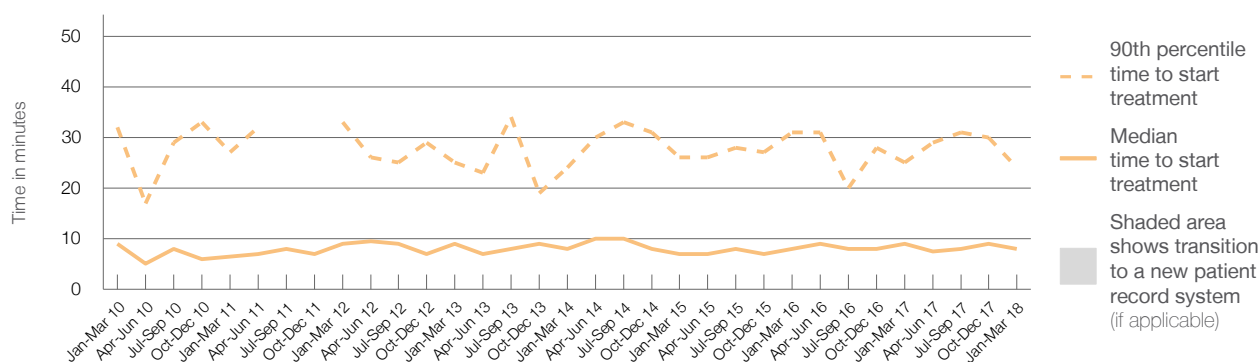
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
190	
183	
9 minutes	8 minutes
25 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	9	7	9	9	8	7	8	9	8
90th percentile time to start treatment ⁵ (minutes)	32	27	33	25	24	26	31	25	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.

Singleton Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

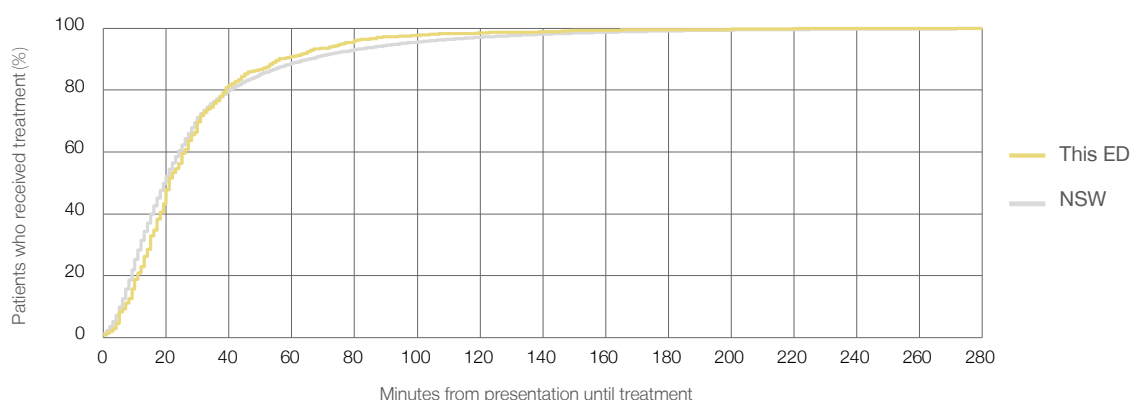
Number of triage 3 patients: 671

Number of triage 3 patients used to calculate waiting time:³ 657

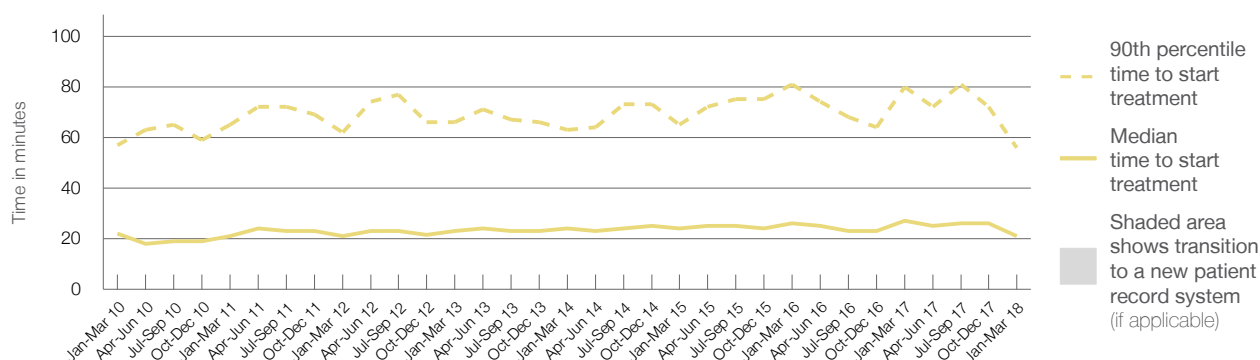
Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
682	
661	
27 minutes	20 minutes
80 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	22	21	21	23	24	24	26	27	21
90th percentile time to start treatment ⁵ (minutes)	57	65	62	66	63	65	81	80	56

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

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

Singleton Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,462

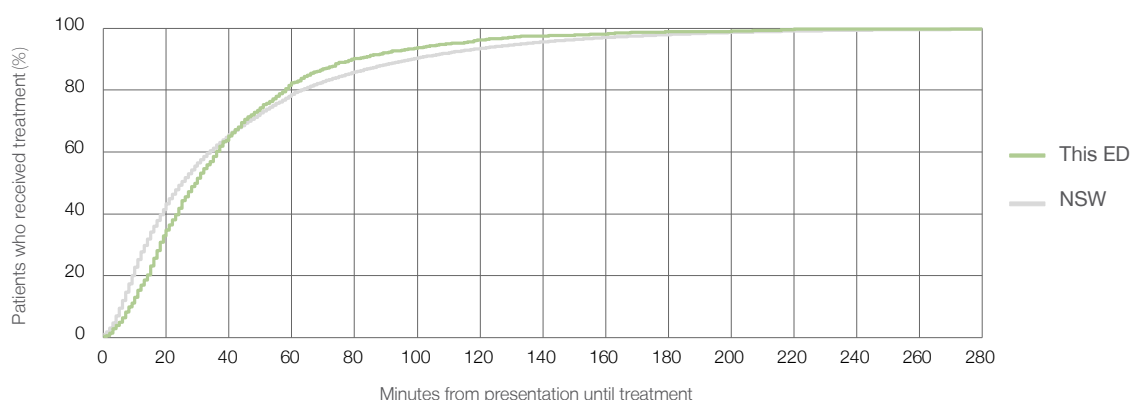
Number of triage 4 patients used to calculate waiting time: ³ 1,409

Median time to start treatment ⁴ 30 minutes

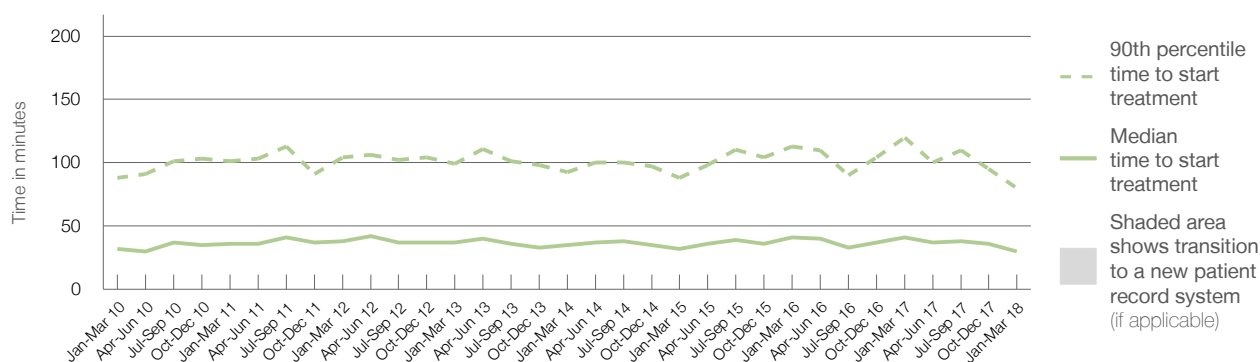
90th percentile time to start treatment ⁵ 80 minutes

Same period last year	NSW (this period)
1,749	
1,662	
41 minutes	25 minutes
120 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	32	36	38	37	35	32	41	41	30
90th percentile time to start treatment ⁵ (minutes)	88	101	104	99	93	88	113	120	80

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

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

Singleton Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 267

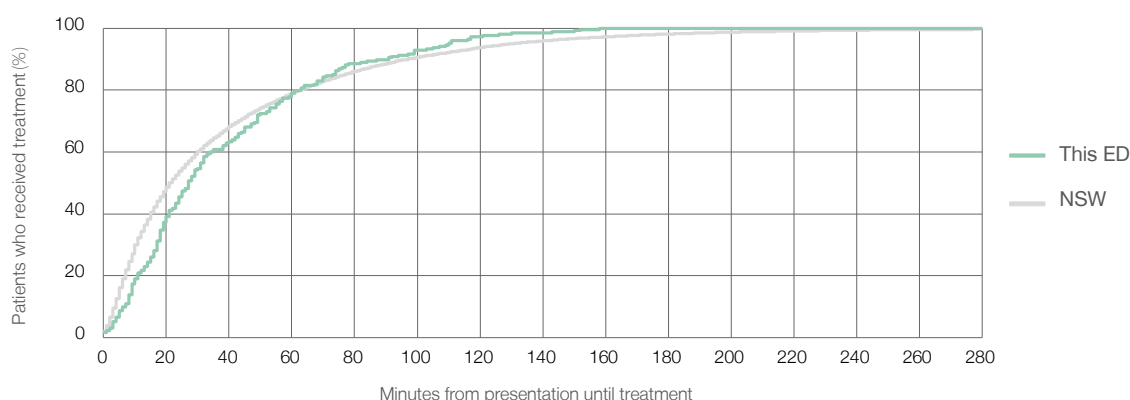
Number of triage 5 patients used to calculate waiting time:³ 253

Median time to start treatment⁴ 27 minutes

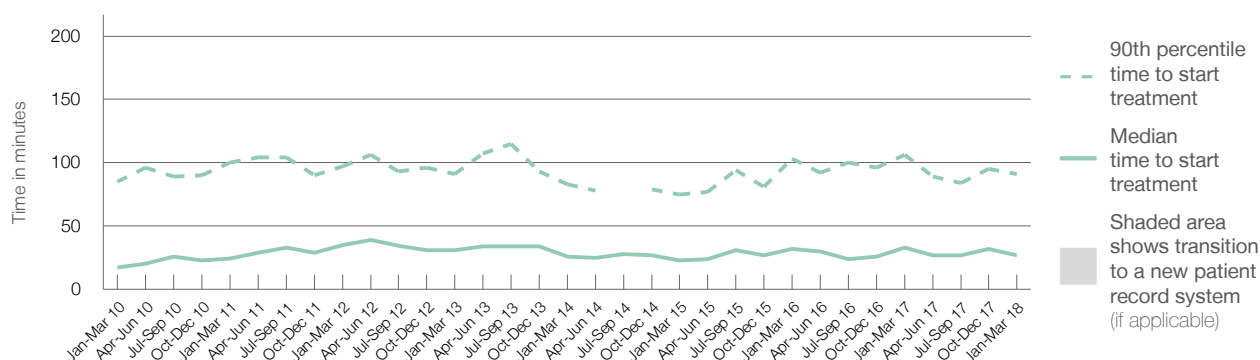
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
186	
168	
33 minutes	22 minutes
106 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	17	25	35	31	26	23	32	33	27
90th percentile time to start treatment ⁵ (minutes)	85	100	97	91	83	75	103	106	91

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

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

Singleton Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,656 patients

Presentations used to calculate time to leaving the ED:⁶ 2,656 patients

Median time spent in the ED⁸

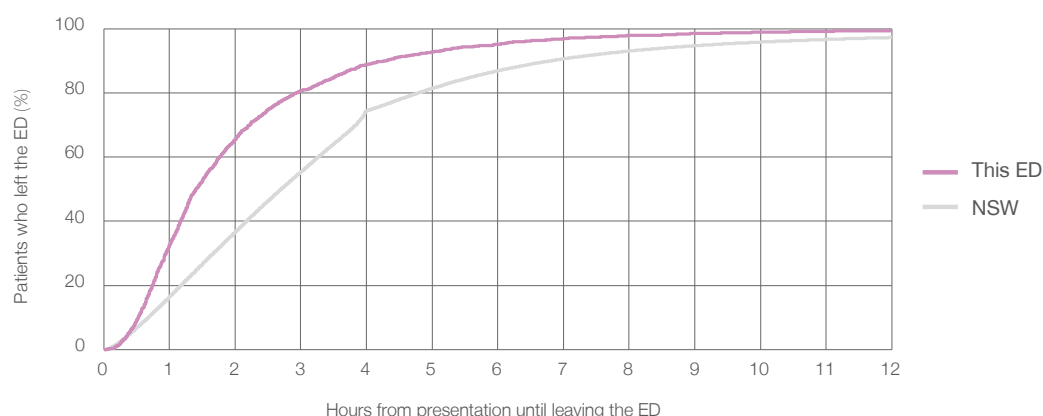
1 hours and 25 minutes

90th percentile time spent in the ED⁹

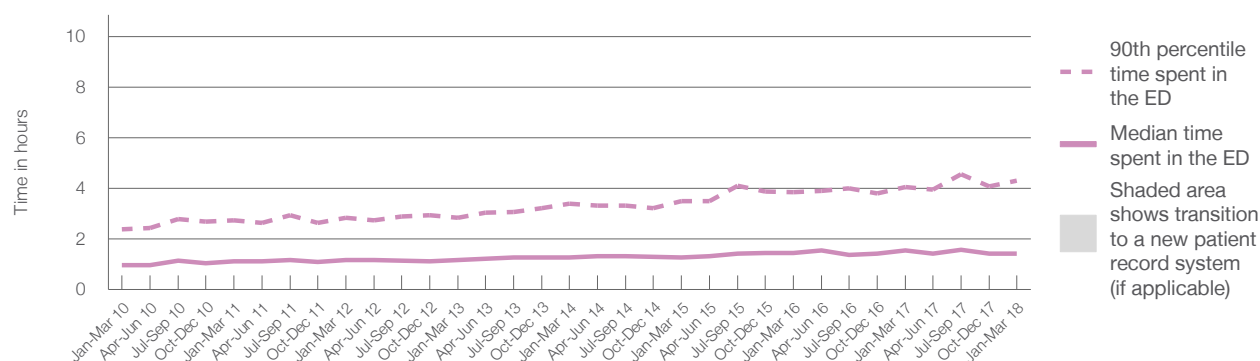
4 hours and 18 minutes

Same period last year	NSW (this period)
2,894	
2,894	
1 hours and 33 minutes	2 hours and 42 minutes
4 hours and 4 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	0h 59m	1h 7m	1h 11m	1h 11m	1h 17m	1h 17m	1h 27m	1h 33m	1h 25m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 23m	2h 45m	2h 50m	2h 50m	3h 24m	3h 30m	3h 51m	4h 4m	4h 18m

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

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

Singleton Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

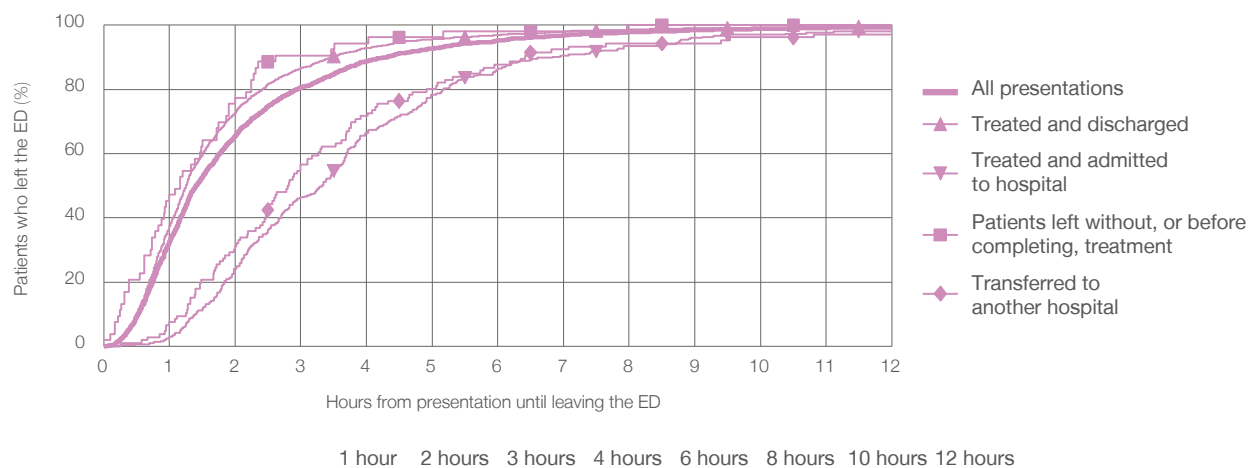
All presentations:[†] 2,656 patients

Presentations used to calculate time to leaving the ED:[‡] 2,656 patients

Treated and discharged	2,142 (80.6%)
Treated and admitted to hospital	306 (11.5%)
Patient left without, or before completing, treatment	53 (2.0%)
Transferred to another hospital	106 (4.0%)
Other	49 (1.8%)

Same period last year	Change since one year ago
2,894	-8%
2,366	-9.5%
289	5.9%
103	-48.5%
97	9.3%
39	25.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



Treated and discharged	37.5%	72.8%	86.6%	92.9%	96.9%	98.6%	99.2%	99.7%
Treated and admitted to hospital	2.9%	24.2%	46.4%	66.3%	86.6%	93.5%	97.1%	98.0%
Patient left without, or before completing, treatment	47.2%	77.4%	90.6%	94.3%	98.1%	100%	100%	100%
Transferred to another hospital	7.5%	31.1%	56.6%	71.7%	87.7%	94.3%	96.2%	97.2%
All presentations	32.8%	65.6%	80.7%	88.7%	95.2%	97.9%	98.8%	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.

Singleton Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 2,656 patients

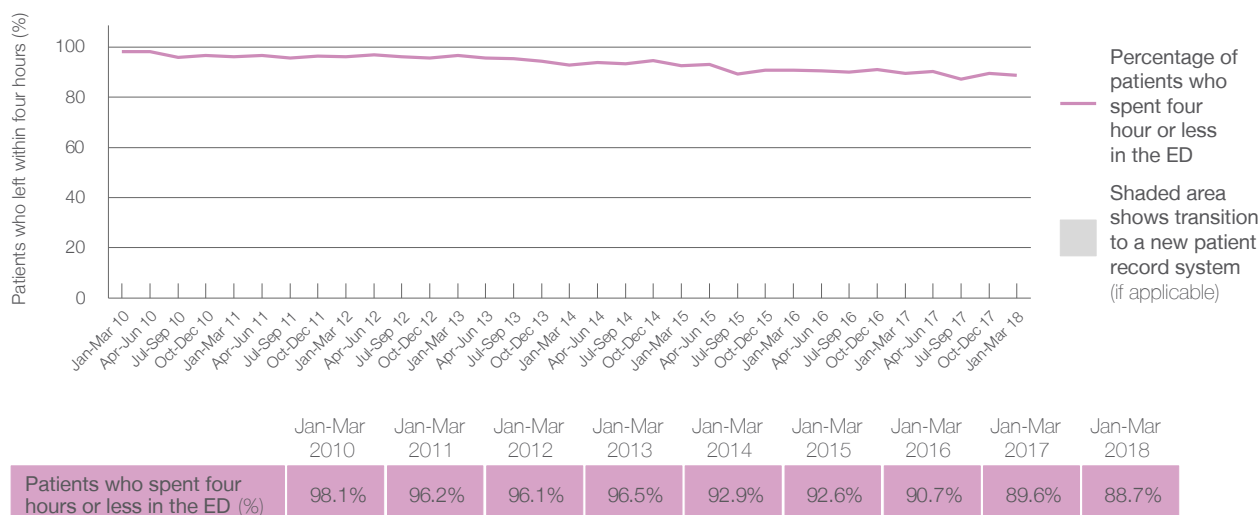
Presentations used to calculate time to leaving the ED: ⁶ 2,656 patients

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



Same period last year	Change since one year ago
2,894	-8%
2,894	-8%
89.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Young Health Service: Emergency department (ED) overview

January to March 2018

All presentations:¹ 1,832 patients

Emergency presentations:² 1,699 patients

Same period last year	Change since one year ago
2,411	-24%
2,230	-24%

Young Health Service: Time patients waited to start treatment³

January to March 2018

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

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 693 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 661 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 148 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
111	
6 minutes	8 minutes
27 minutes	23 minutes
788	
8 minutes	20 minutes
28 minutes	65 minutes
1,069	
10 minutes	25 minutes
38 minutes	98 minutes
254	
10 minutes	22 minutes
45 minutes	97 minutes

Young Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 1,832 patients

Percentage of patients who spent four hours or less in the ED 95%

Same period last year	Change since one year ago
2,411	-24%
97%	

* 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, January to March 2018*.
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.

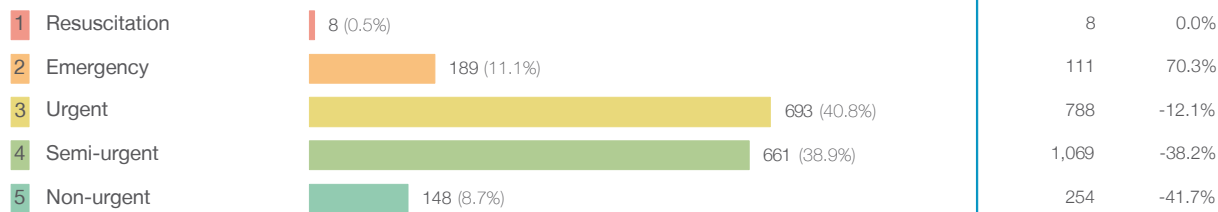
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Young Health Service: Patients presenting to the emergency department

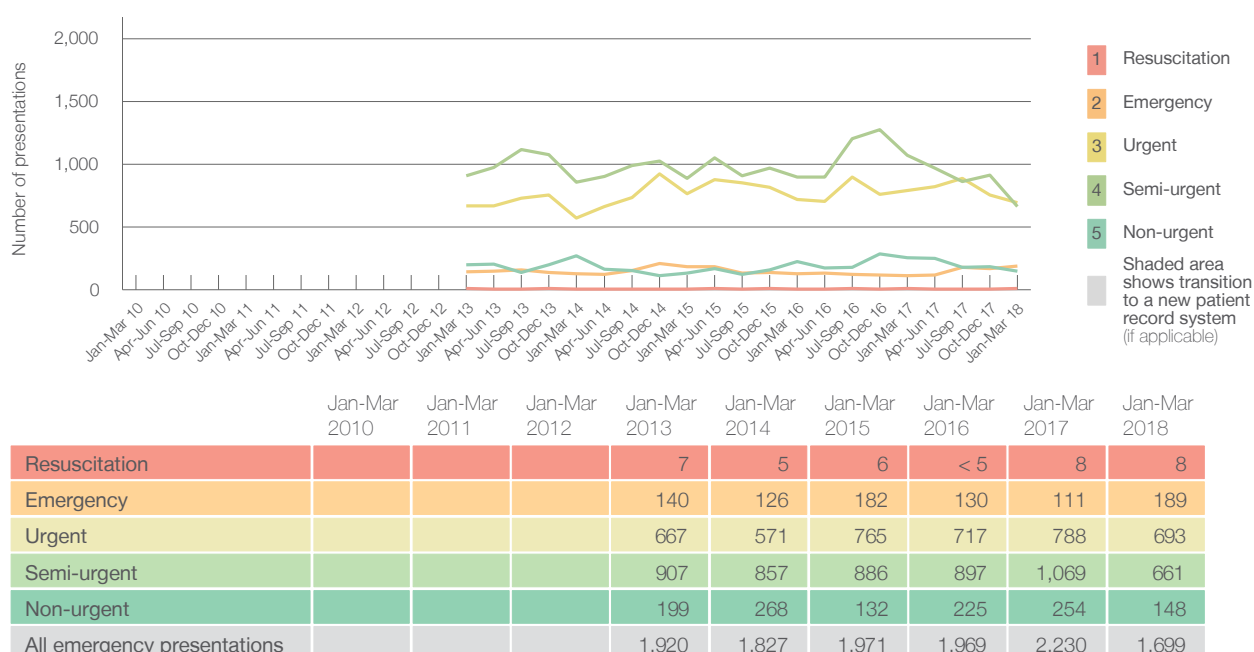
January to March 2018

All presentations:¹ 1,832 patients

Emergency presentations² by triage category: 1,699 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{†§}



Young Health Service: Patients arriving by ambulance

January to March 2018

ED Transfer of care time is not currently available for this hospital. ⁷

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

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

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

Young Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 189

Number of triage 2 patients used to calculate waiting time:³ 189

Median time to start treatment⁴

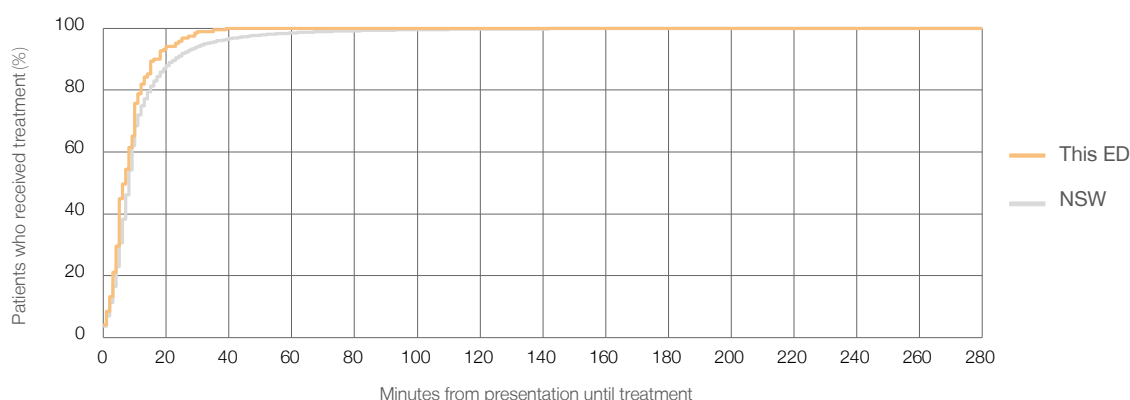
7 minutes

90th percentile time to start treatment⁵

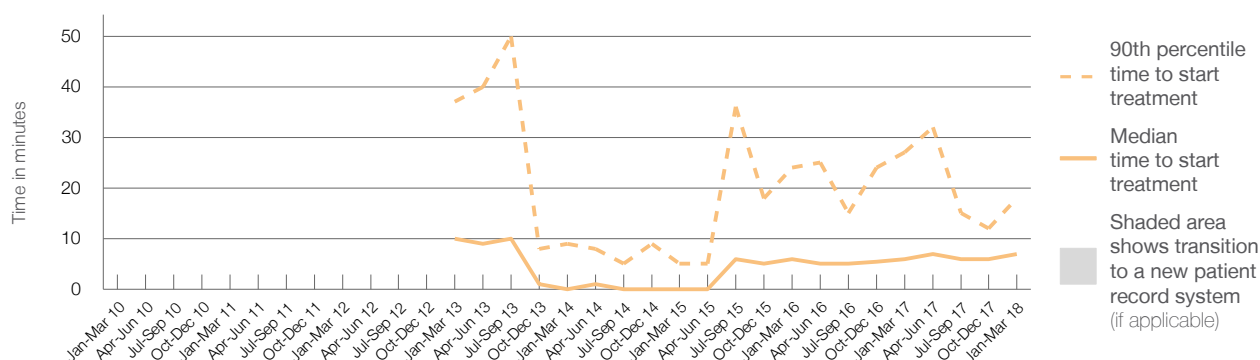
18 minutes

Same period last year	NSW (this period)
111	111
6 minutes	8 minutes
27 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				10	0	0	6	6	7
90th percentile time to start treatment ⁵ (minutes)				37	9	5	24	27	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.

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

Young Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 693

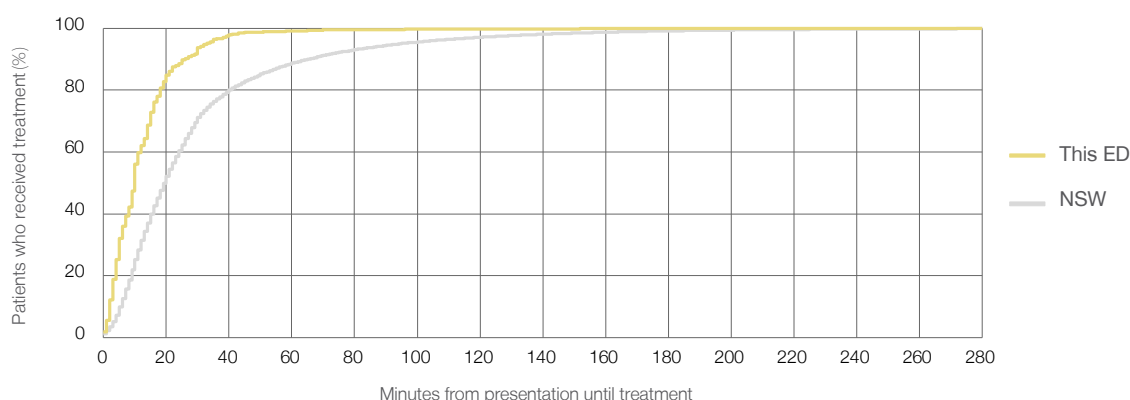
Number of triage 3 patients used to calculate waiting time:³ 693

Median time to start treatment⁴ 10 minutes

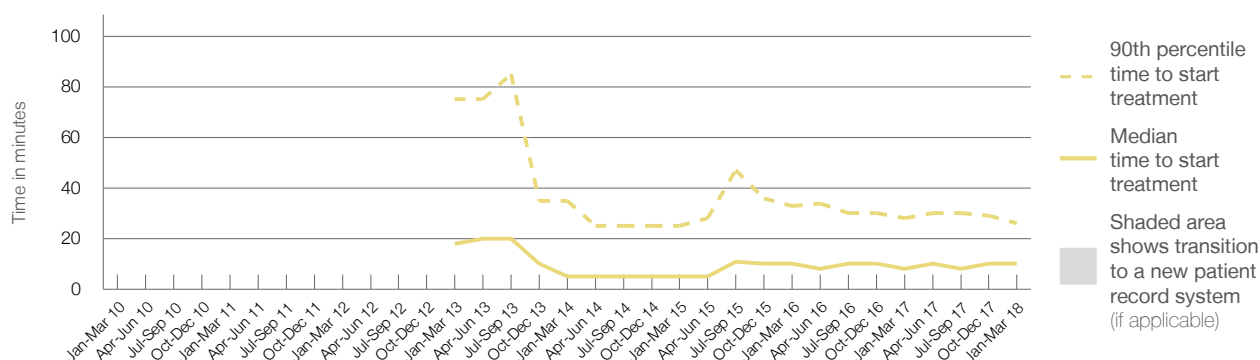
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
788	
787	
8 minutes	20 minutes
28 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				18	5	5	10	8	10
90th percentile time to start treatment ⁵ (minutes)				75	35	25	33	28	26

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

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

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

Young Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 661

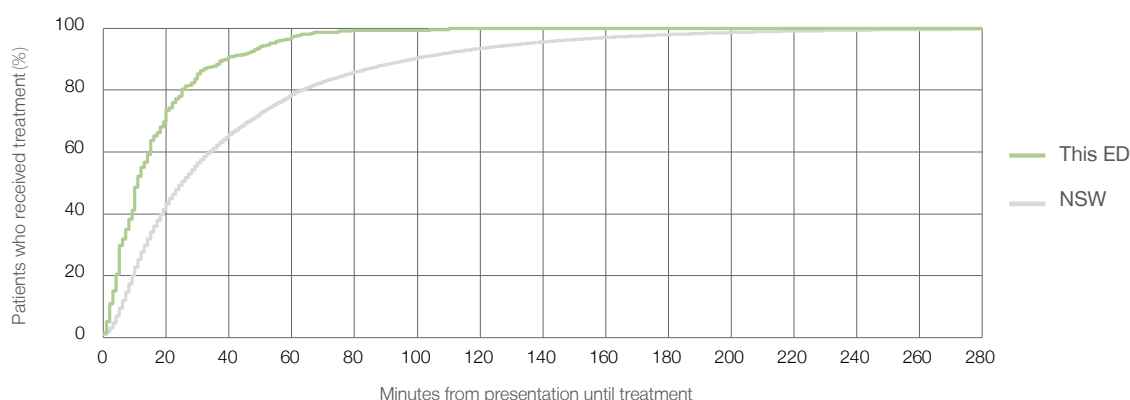
Number of triage 4 patients used to calculate waiting time:³ 655

Median time to start treatment⁴ 11 minutes

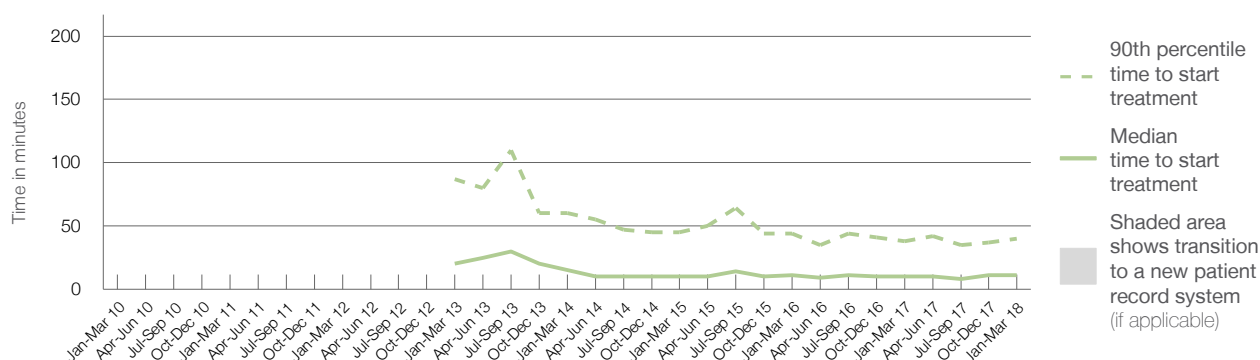
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
1,069	
1,061	
10 minutes	25 minutes
38 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				20	15	10	11	10	11
90th percentile time to start treatment ⁵ (minutes)				87	60	45	44	38	40

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

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

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

Young Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 148

Number of triage 5 patients used to calculate waiting time:³ 146

Median time to start treatment⁴

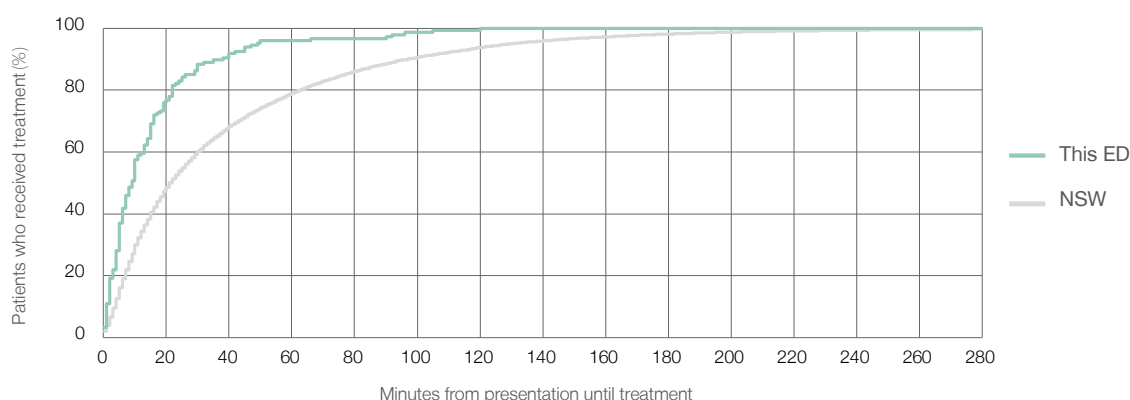
9 minutes

90th percentile time to start treatment⁵

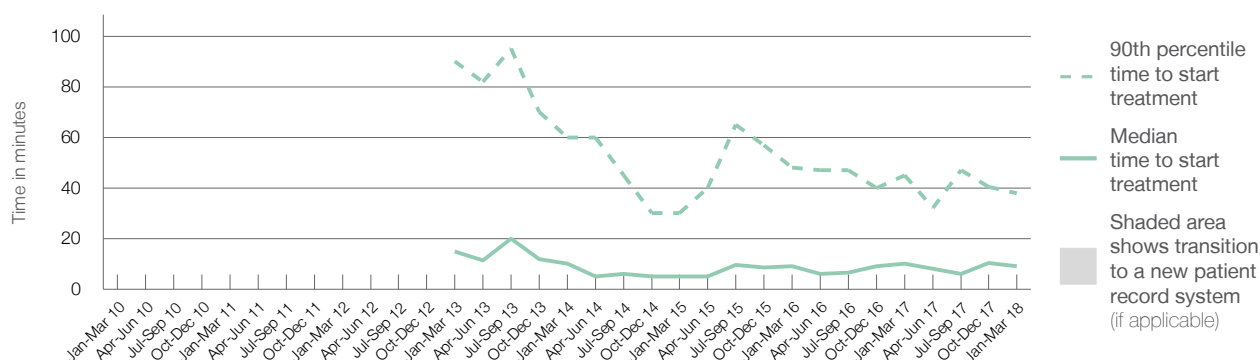
38 minutes

Same period last year	NSW (this period)
254	
252	
10 minutes	22 minutes
45 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				15	10	5	9	10	9
90th percentile time to start treatment ⁵ (minutes)				90	60	30	48	45	38

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

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

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

Young Health Service: Time patients spent in the ED

January to March 2018

All presentations:¹ 1,832 patients

Presentations used to calculate time to leaving the ED:⁶ 1,832 patients

Median time spent in the ED⁸

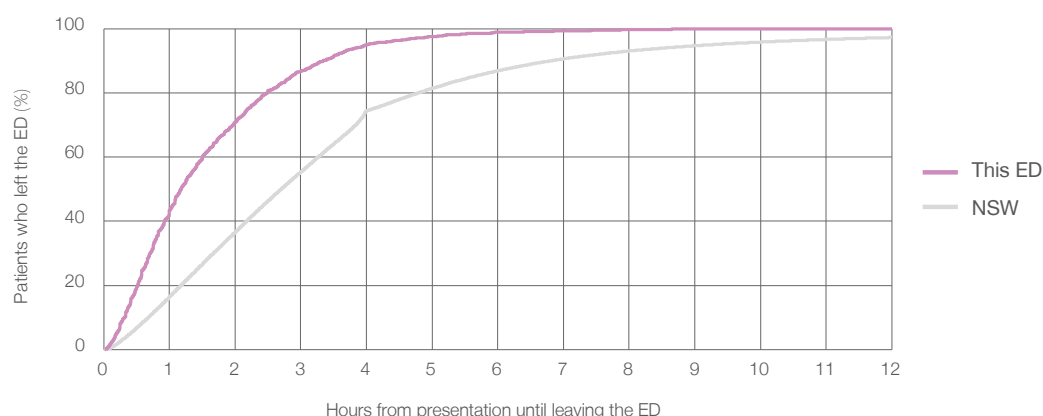
1 hours and 11 minutes

90th percentile time spent in the ED⁹

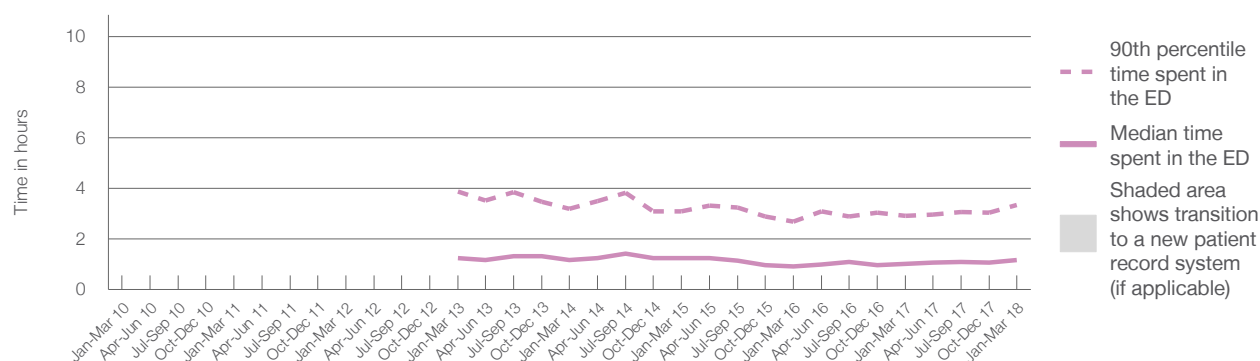
3 hours and 21 minutes

Same period last year	NSW (this period)
2,411	
2,411	
1 hours and 1 minutes	2 hours and 42 minutes
2 hours and 55 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)				1h 15m	1h 10m	1h 15m	0h 56m	1h 1m	1h 11m
90th percentile time spent in the ED ⁹ (hours, minutes)				3h 53m	3h 12m	3h 5m	2h 42m	2h 55m	3h 21m

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

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

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

Young Health Service: Time patients spent in the ED

By mode of separation

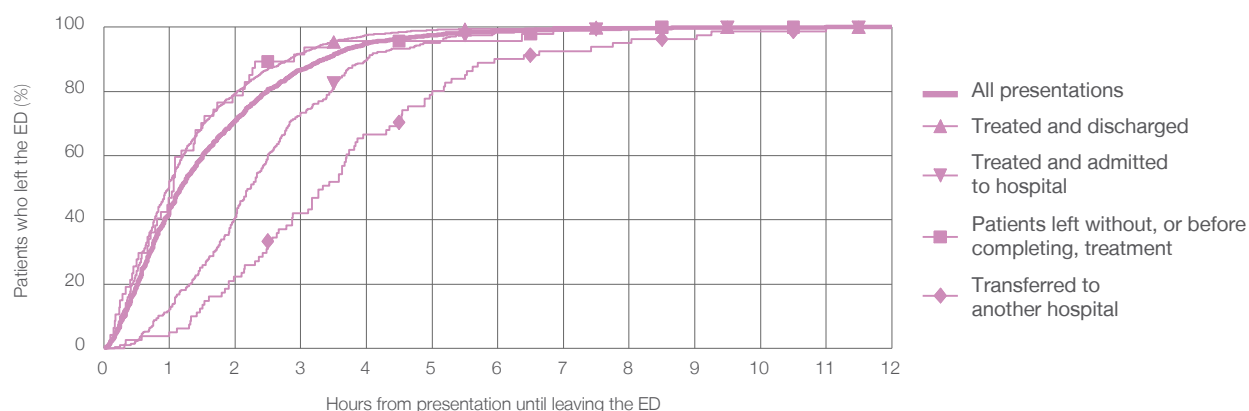
January to March 2018

All presentations:[†] 1,832 patients

Presentations used to calculate time to leaving the ED:[‡] 1,832 patients

		Same period last year	Change since one year ago
Treated and discharged	1,416 (77.3%)	2,411	-24%
Treated and admitted to hospital	286 (15.6%)	2,028	-30.2%
Patient left without, or before completing, treatment	47 (2.6%)	244	17.2%
Transferred to another hospital	81 (4.4%)	42	11.9%
Other	2 (0.1%)	97	-16.5%
		0	

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



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

Treated and discharged	52.0%	79.4%	91.9%	97.6%	99.6%	99.9%	100%	100%
Treated and admitted to hospital	12.2%	40.9%	73.4%	89.9%	98.3%	99.3%	100%	100%
Patient left without, or before completing, treatment	46.8%	78.7%	91.5%	95.7%	95.7%	100%	100%	100%
Transferred to another hospital	4.9%	22.2%	42.0%	66.7%	90.1%	95.1%	98.8%	100%
All presentations	43.6%	70.9%	86.8%	95.0%	98.9%	99.6%	99.9%	100%

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

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

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

Young Health Service: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 1,832 patients

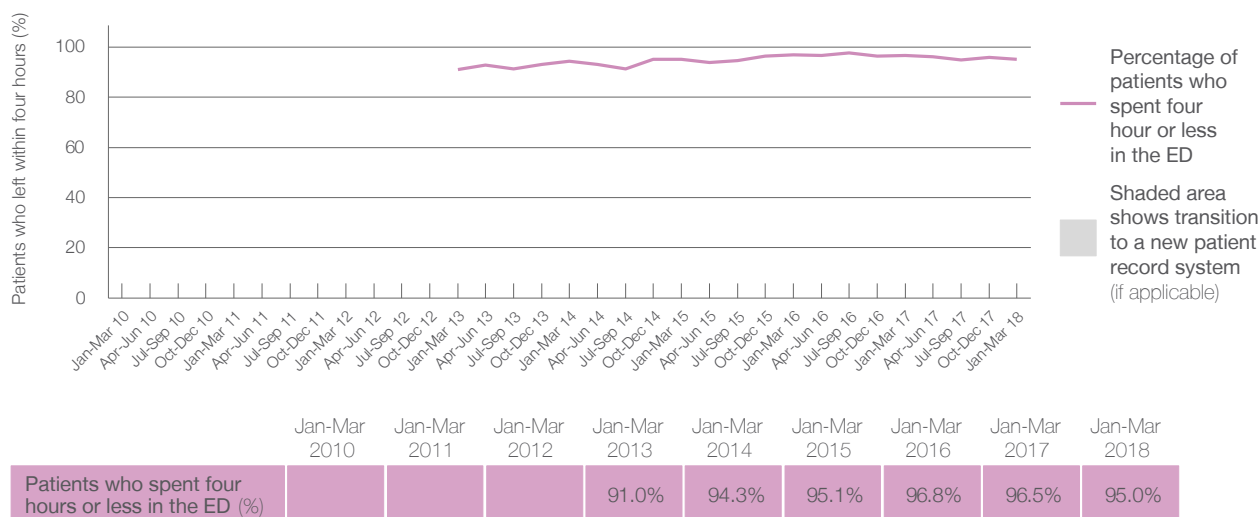
Presentations used to calculate time to leaving the ED: ⁶ 1,832 patients

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



Same period last year	Change since one year ago
2,411	-24%
2,411	-24%
96.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 - † Data points are not shown in graphs for quarters when patient numbers were too small.
 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).