

Healthcare Quarterly

Emergency department

Hunter New England Local Health District
Performance Profiles

July to September 2018

Armidales Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 4,066 patients
 Emergency presentations:² 3,912 patients

Same period last year	Change since one year ago
4,201	-3%
4,083	-4%



Armidales Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 253 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  38 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,021 patients

Median time to start treatment⁴  22 minutes
 90th percentile time to start treatment⁵  72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,326 patients

Median time to start treatment⁴  29 minutes
 90th percentile time to start treatment⁵  110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 300 patients

Median time to start treatment⁴  21 minutes
 90th percentile time to start treatment⁵  88 minutes

Same period last year	NSW (this period)
228	
10 minutes	8 minutes
36 minutes	28 minutes
1,065	
28 minutes	21 minutes
93 minutes	72 minutes
2,468	
39 minutes	26 minutes
154 minutes	105 minutes
312	
21 minutes	22 minutes
106 minutes	103 minutes

Armidales Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,066 patients

Percentage of patients who spent four hours or less in the ED  79%

Same period last year	Change since one year ago
4,201	-3%
75%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

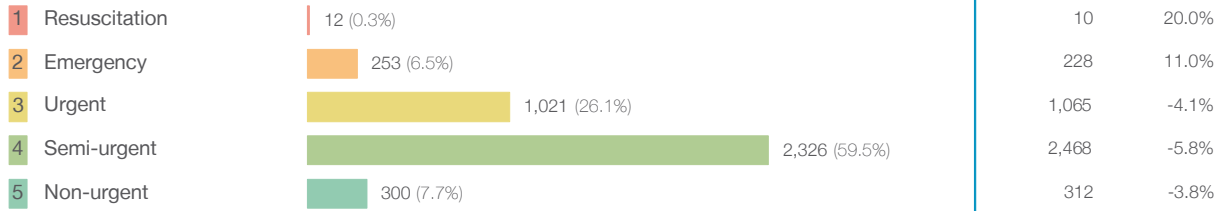
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Armidales Hospital: Patients presenting to the emergency department July to September 2018

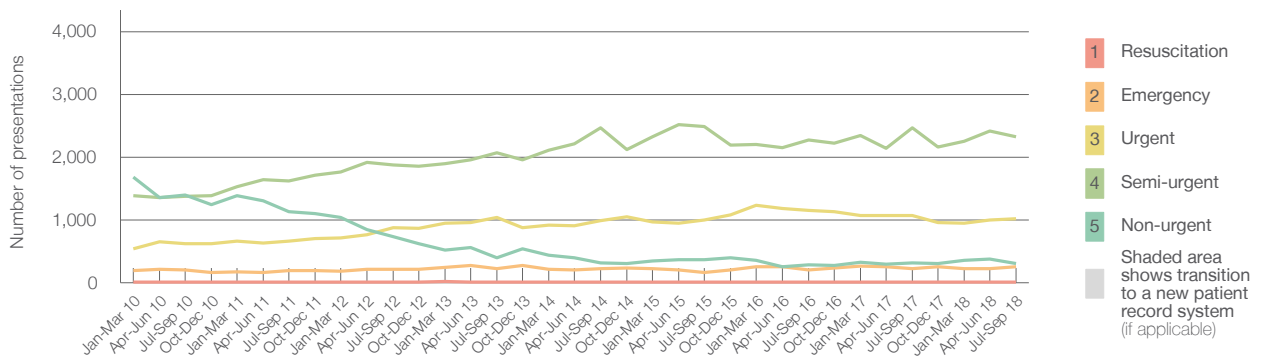
All presentations:¹ 4,066 patients

Emergency presentations² by triage category: 3,912 patients



	Same period last year	Change since one year ago
All presentations	4,201	-3%
Emergency presentations	4,083	-4%
Resuscitation	10	20.0%
Emergency	228	11.0%
Urgent	1,065	-4.1%
Semi-urgent	2,468	-5.8%
Non-urgent	312	-3.8%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	5	6	9	8	13	11	7	10	12
Emergency	199	194	216	225	227	165	202	228	253
Urgent	618	663	878	1,040	991	999	1,150	1,065	1,021
Semi-urgent	1,378	1,618	1,875	2,069	2,471	2,487	2,274	2,468	2,326
Non-urgent	1,392	1,132	734	392	319	362	281	312	300
All emergency presentations	3,592	3,613	3,712	3,734	4,021	4,024	3,914	4,083	3,912

Armidales Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 568 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	453	
Median time	3 minutes	1 minute
90th percentile time	44 minutes	-14 minutes

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

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

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

Armidaire Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 253

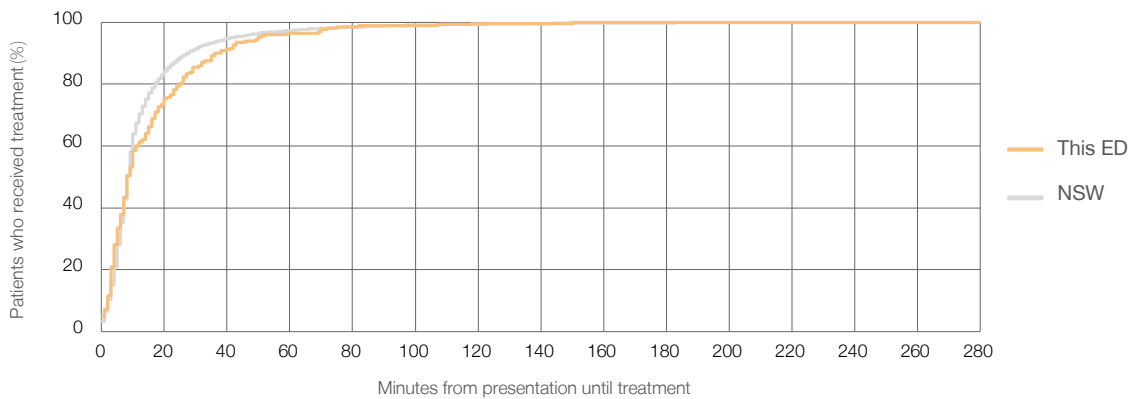
Number of triage 2 patients used to calculate waiting time:³ 248

Median time to start treatment⁴ 8 minutes

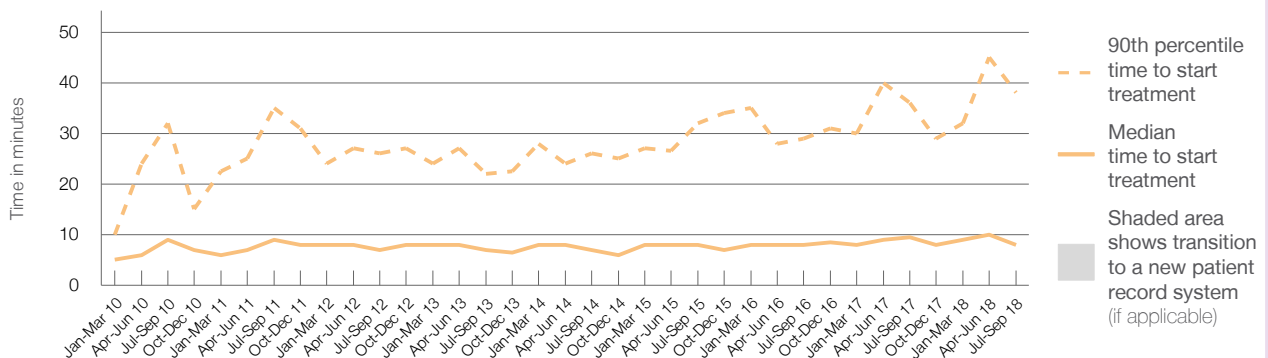
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
228	
222	
10 minutes	8 minutes
36 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	9	9	7	7	7	8	8	10	8
90th percentile time to start treatment ⁵ (minutes)	32	35	26	22	26	32	29	36	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.

Armidale Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,021

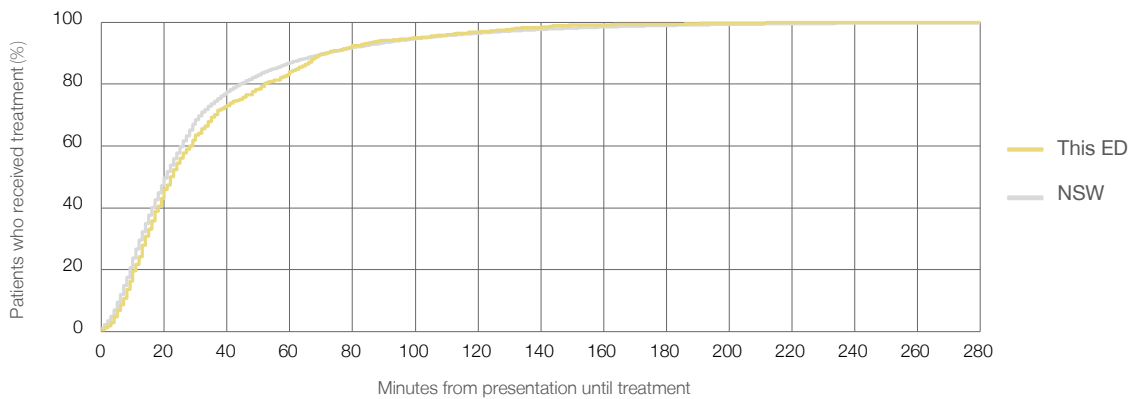
Number of triage 3 patients used to calculate waiting time:³ 984

Median time to start treatment⁴ 22 minutes

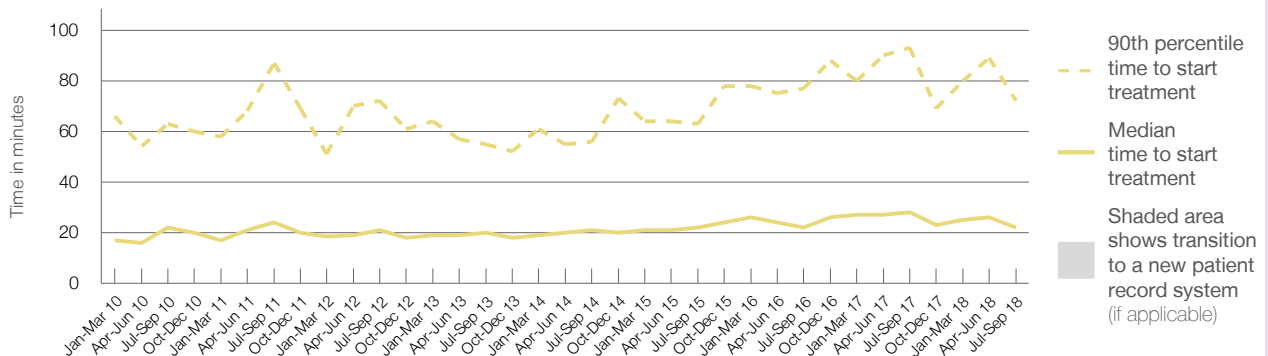
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
1,065	
1,026	
28 minutes	21 minutes
93 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	22	24	21	20	21	22	22	28	22
90th percentile time to start treatment ⁵ (minutes)	63	87	72	55	56	63	77	93	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.

Armidale Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,326

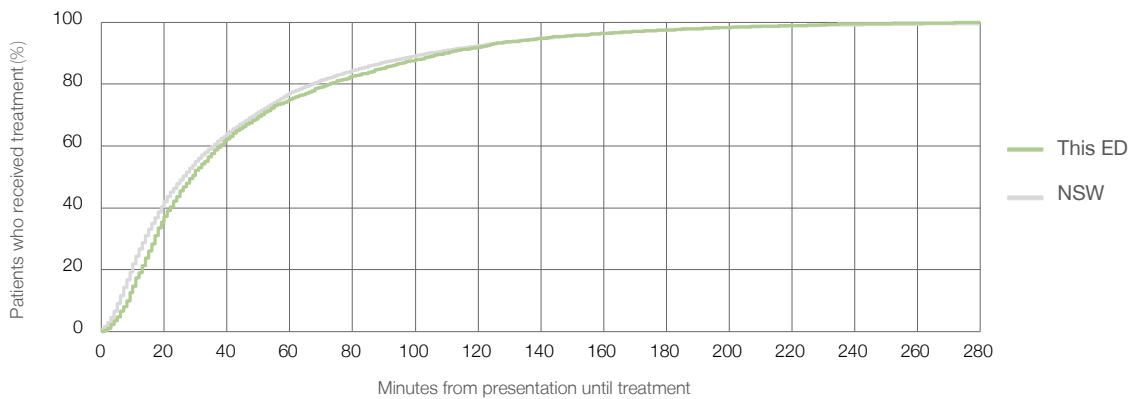
Number of triage 4 patients used to calculate waiting time:³ 2,179

Median time to start treatment⁴ 29 minutes

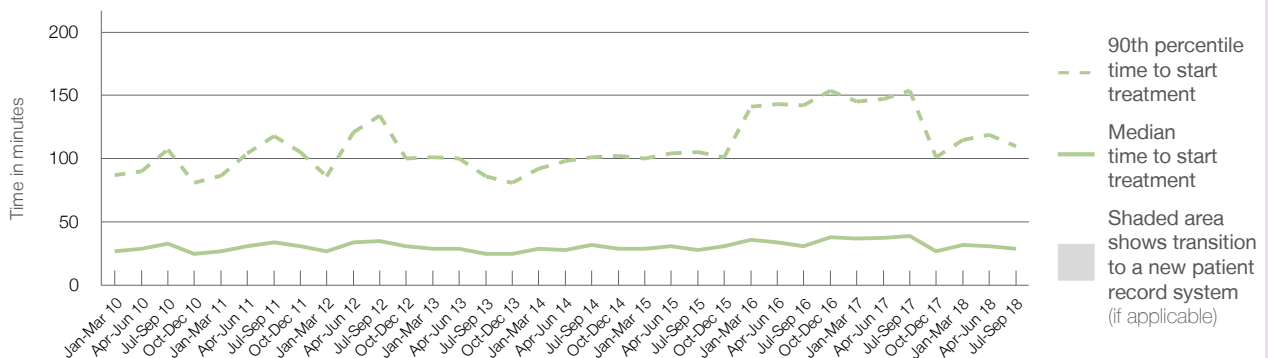
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,468	
2,204	
39 minutes	26 minutes
154 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	33	34	35	25	32	28	31	39	29
90th percentile time to start treatment ⁵ (minutes)	107	118	134	86	101	105	142	154	110

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

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

Armidaire Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 300

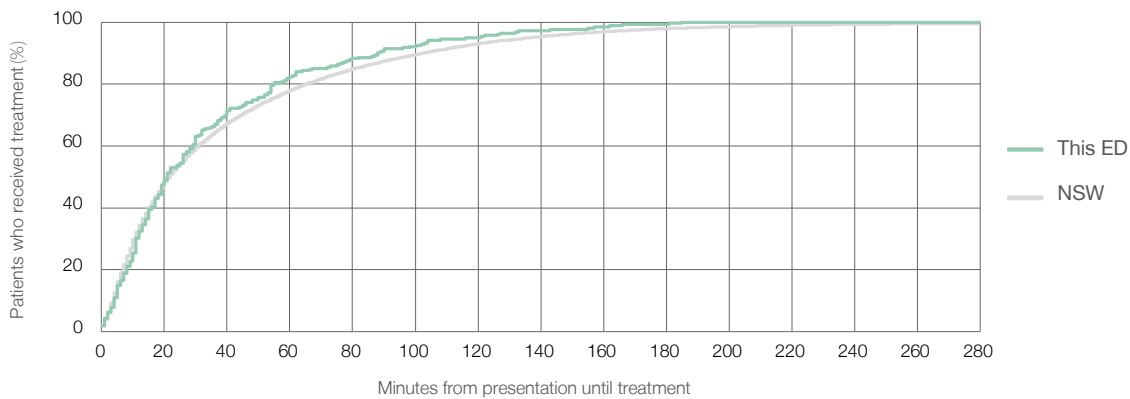
Number of triage 5 patients used to calculate waiting time:³ 255

Median time to start treatment⁴ 21 minutes

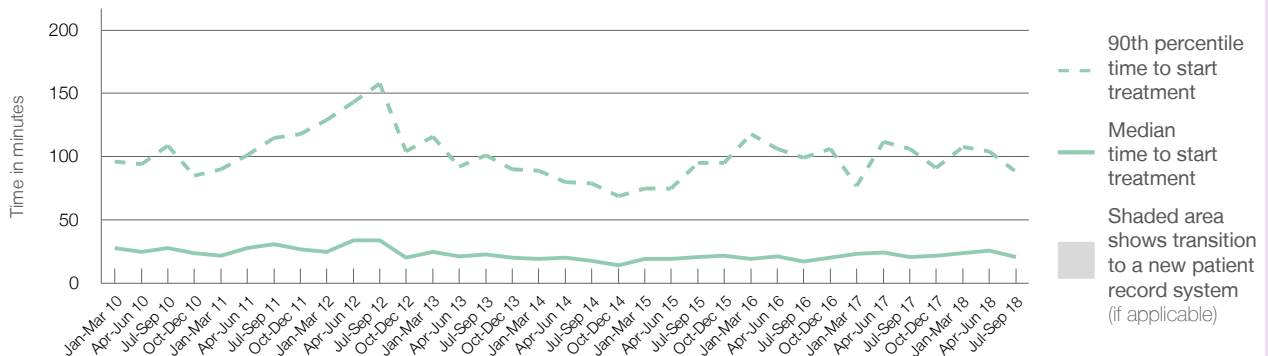
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
312	
247	
21 minutes	22 minutes
106 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	28	31	34	23	18	21	17	21	21
90th percentile time to start treatment ⁵ (minutes)	109	115	158	101	79	95	99	106	88

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

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

Armidales Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,066 patients

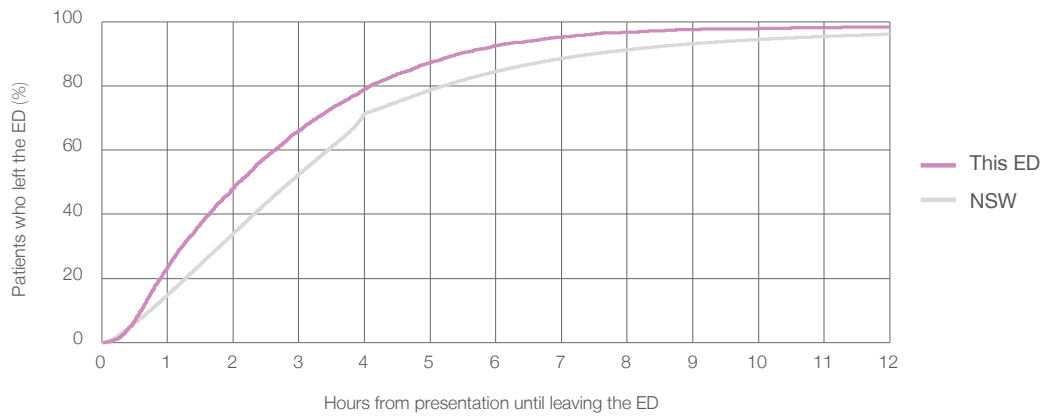
Presentations used to calculate time to leaving the ED:⁶ 4,066 patients

Median time spent in the ED⁸ 2 hours and 5 minutes

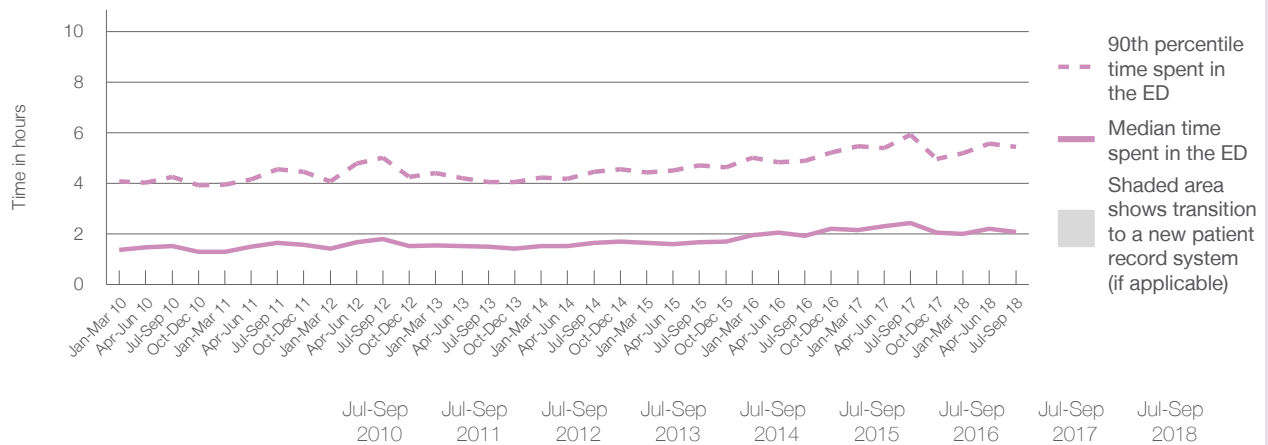
90th percentile time spent in the ED⁹ 5 hours and 27 minutes

Same period last year	NSW (this period)
4,201	4,201
2 hours and 27 minutes	2 hours and 52 minutes
5 hours and 55 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



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

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

Armidale Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

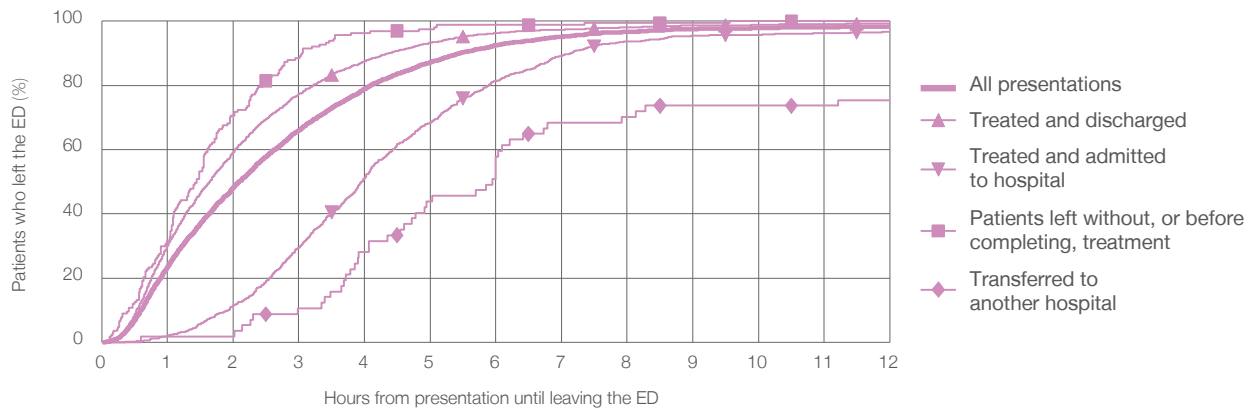
All presentations:¹ 4,066 patients

Presentations used to calculate time to leaving the ED:⁶ 4,066 patients

Treated and discharged	2,910 (71.6%)
Treated and admitted to hospital	913 (22.5%)
Patient left without, or before completing, treatment	167 (4.1%)
Transferred to another hospital	57 (1.4%)
Other	19 (0.5%)

Same period last year	Change since one year ago
4,201	-3%
2,819	3.2%
965	-5.4%
333	-49.8%
57	0.0%
27	-29.6%

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



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

Treated and discharged	30.0%	59.2%	77.3%	87.6%	96.4%	98.0%	98.9%	99.3%
Treated and admitted to hospital	2.0%	11.5%	29.5%	51.2%	81.4%	93.6%	95.7%	96.7%
Patient left without, or before completing, treatment	31.7%	70.7%	88.6%	96.4%	98.8%	99.4%	100%	100%
Transferred to another hospital	1.8%	1.8%	10.5%	28.1%	57.9%	70.2%	73.7%	75.4%
All presentations	23.5%	48.2%	66.1%	78.9%	92.5%	96.7%	97.8%	98.4%

(†) 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.

Armidale Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 4,066 patients

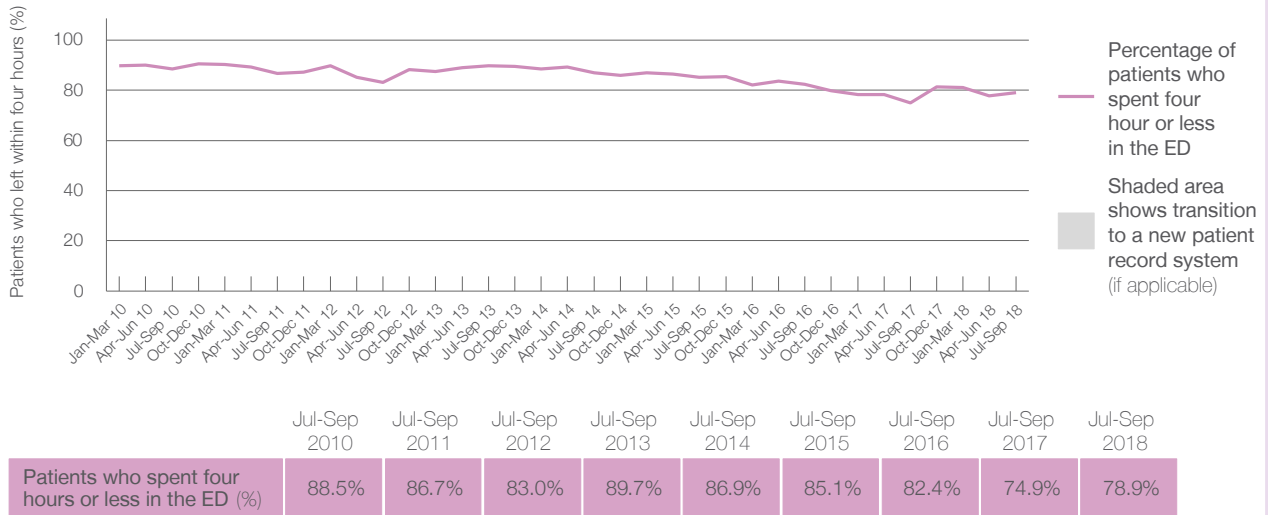
Presentations used to calculate time to leaving the ED: ⁶ 4,066 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	4,201	-3%
Presentations used to calculate time to leaving the ED	4,201	-3%
Percentage of patients who spent four hours or less in the ED	74.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Belmont Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 6,417 patients
 Emergency presentations:² 6,392 patients

Same period last year	Change since one year ago
6,616	-3%
6,589	-3%



Belmont Hospital: Time patients waited to start treatment ³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 571 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,457 patients

Median time to start treatment⁴  18 minutes
 90th percentile time to start treatment⁵  46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,299 patients

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

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,051 patients

Median time to start treatment⁴  29 minutes
 90th percentile time to start treatment⁵  112 minutes

Same period last year	NSW (this period)
598	
8 minutes	8 minutes
18 minutes	28 minutes
1,410	
18 minutes	21 minutes
51 minutes	72 minutes
3,391	
26 minutes	26 minutes
96 minutes	105 minutes
1,179	
30 minutes	22 minutes
120 minutes	103 minutes

Belmont Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 6,417 patients

Percentage of patients who spent four hours or less in the ED  73%

Same period last year	Change since one year ago
6,616	-3%
69%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

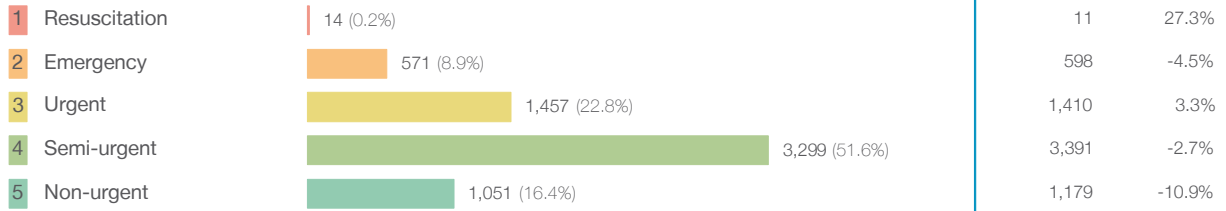
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Belmont Hospital: Patients presenting to the emergency department July to September 2018

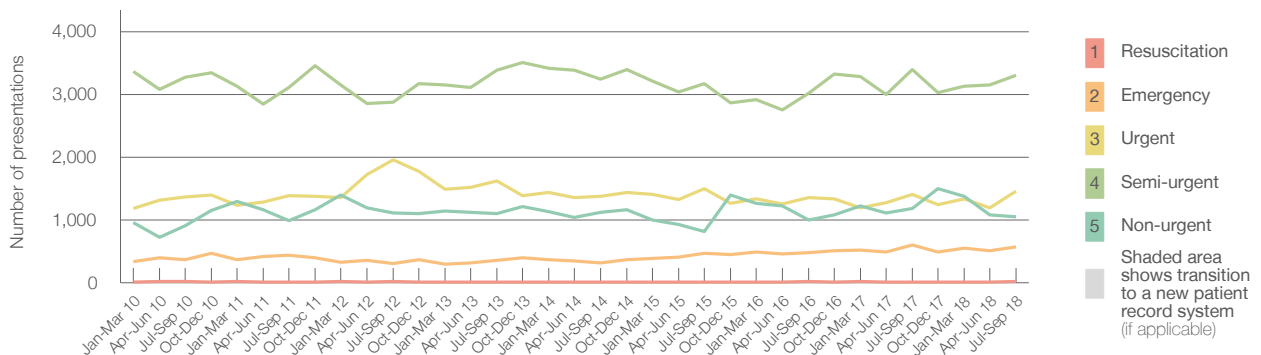
All presentations:¹ 6,417 patients

Emergency presentations² by triage category: 6,392 patients



Same period last year	Change since one year ago
6,616	-3%
6,589	-3%
11	27.3%
598	-4.5%
1,410	3.3%
3,391	-2.7%
1,179	-10.9%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	15	10	24	11	7	9	16	11	14
Emergency	366	435	305	351	319	463	479	598	571
Urgent	1,366	1,383	1,955	1,623	1,373	1,496	1,353	1,410	1,457
Semi-urgent	3,272	3,111	2,877	3,386	3,246	3,168	3,019	3,391	3,299
Non-urgent	908	991	1,113	1,099	1,118	816	994	1,179	1,051
All emergency presentations	5,927	5,930	6,274	6,470	6,063	5,952	5,861	6,589	6,392

Belmont Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,330 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,463	
12 minutes	-1 minute
25 minutes	-3 minutes

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

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

Belmont Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 571

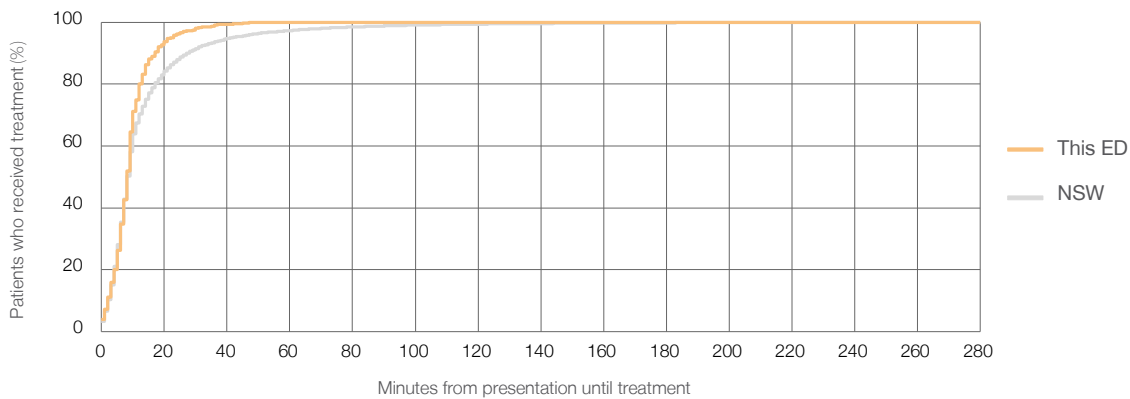
Number of triage 2 patients used to calculate waiting time:³ 560

Median time to start treatment⁴ 8 minutes

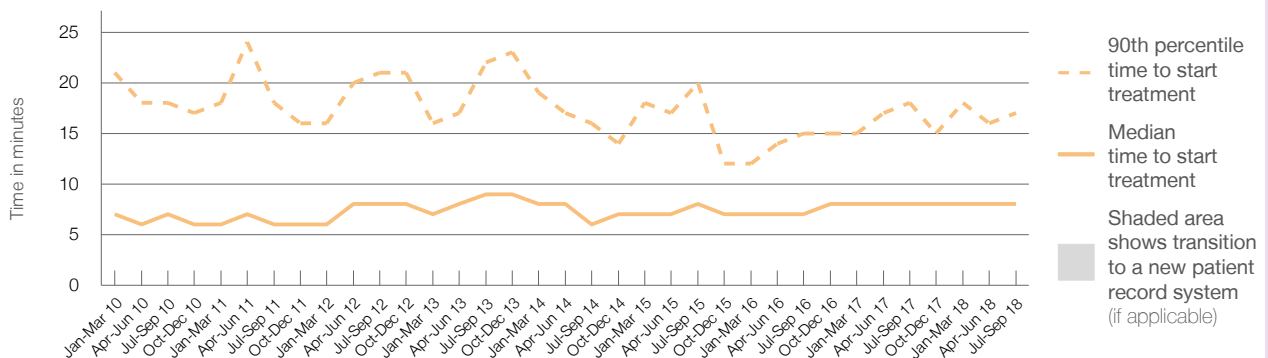
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
598	590
8 minutes	8 minutes
18 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	7	6	8	9	6	8	7	8	8
90th percentile time to start treatment ⁵ (minutes)	18	18	21	22	16	20	15	18	17

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

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

Belmont Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,457

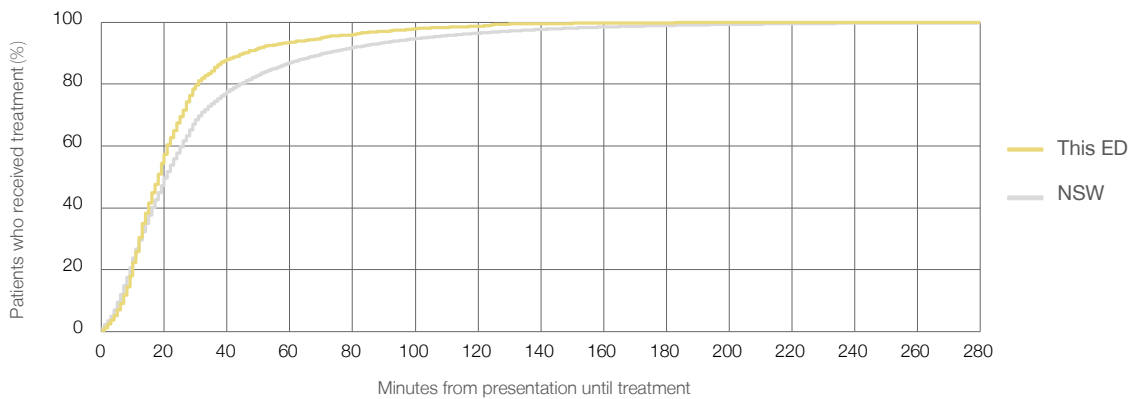
Number of triage 3 patients used to calculate waiting time:³ 1,407

Median time to start treatment⁴ 18 minutes

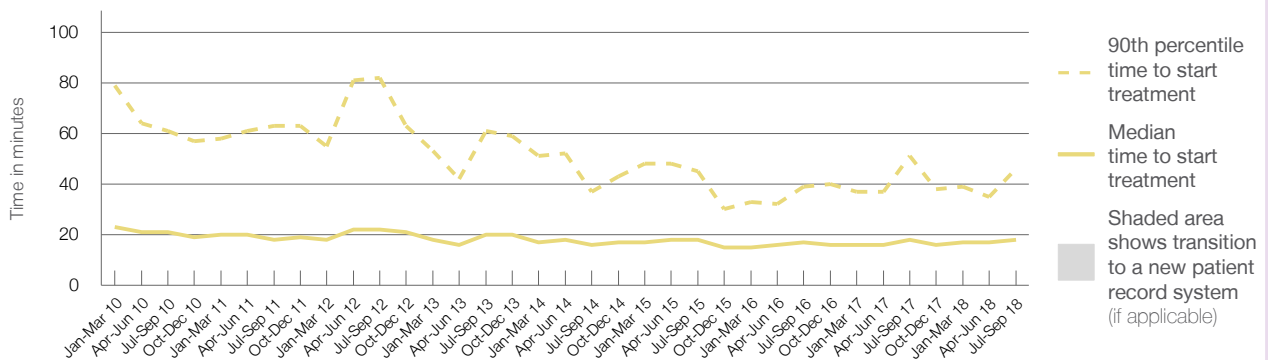
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
1,410	
1,344	
18 minutes	21 minutes
51 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	21	18	22	20	16	18	17	18	18
90th percentile time to start treatment ⁵ (minutes)	61	63	82	61	37	45	39	51	46

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

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

Belmont Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,299

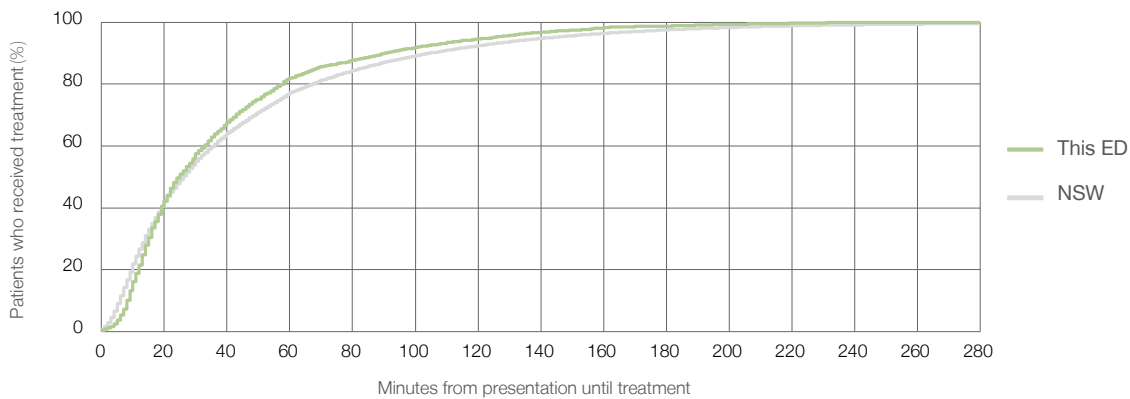
Number of triage 4 patients used to calculate waiting time:³ 2,773

Median time to start treatment⁴ 25 minutes

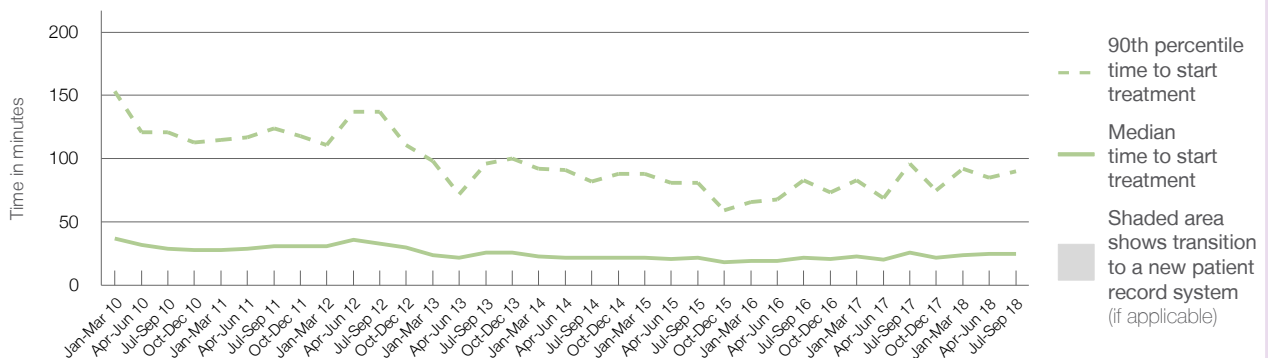
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
3,391	
2,829	
26 minutes	26 minutes
96 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	29	31	33	26	22	22	22	26	25
90th percentile time to start treatment ⁵ (minutes)	121	124	137	96	82	81	83	96	90

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

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

Belmont Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 1,051

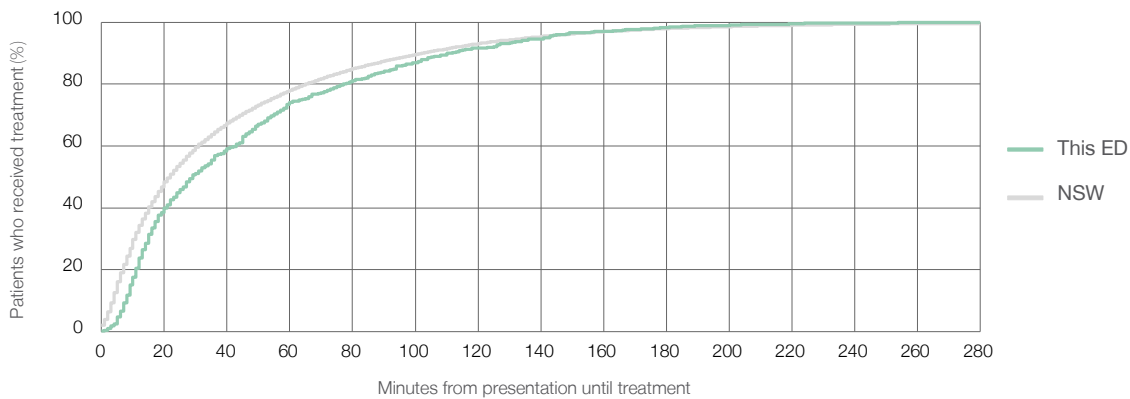
Number of triage 5 patients used to calculate waiting time:³ 758

Median time to start treatment⁴ 29 minutes

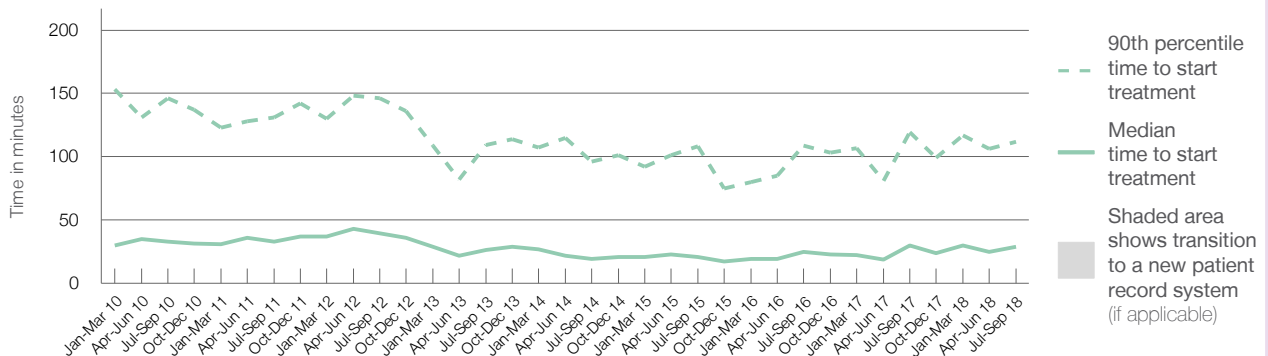
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
1,179	860
30 minutes	22 minutes
120 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	33	33	40	27	19	21	25	30	29
90th percentile time to start treatment ⁵ (minutes)	146	131	146	110	96	108	109	120	112

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

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

Belmont Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 6,417 patients

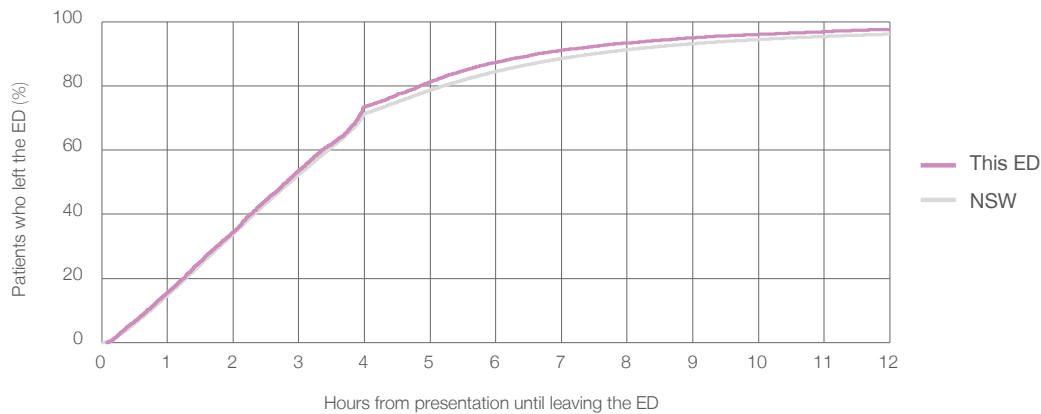
Presentations used to calculate time to leaving the ED:⁶ 6,417 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

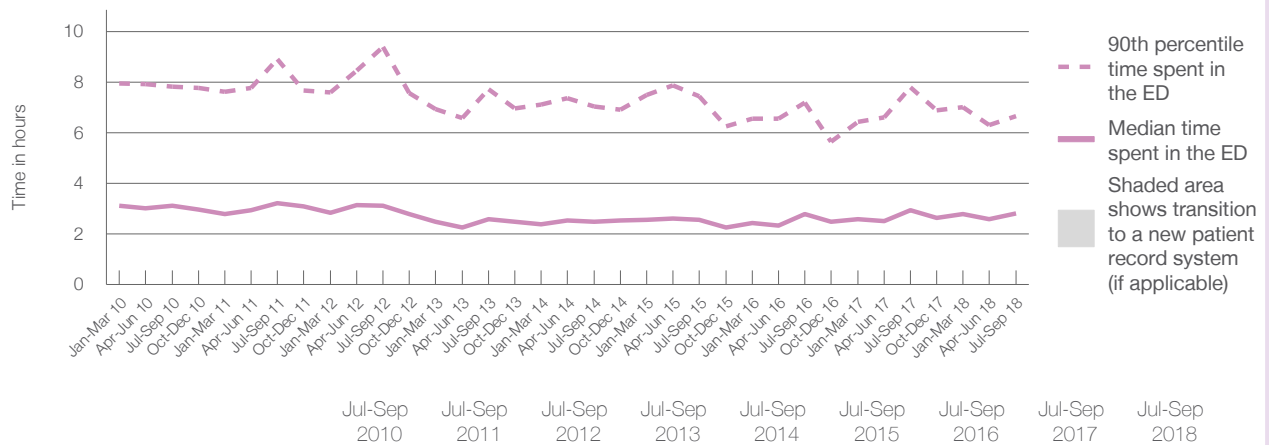
90th percentile time spent in the ED⁹ 6 hours and 39 minutes

Same period last year	NSW (this period)
6,616	6,616
2 hours and 57 minutes	2 hours and 52 minutes
7 hours and 48 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 8m	3h 14m	3h 7m	2h 35m	2h 30m	2h 34m	2h 47m	2h 57m	2h 49m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 49m	8h 54m	9h 23m	7h 43m	7h 3m	7h 26m	7h 12m	7h 48m	6h 39m

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

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

Belmont Hospital: Time patients spent in the ED

By mode of separation

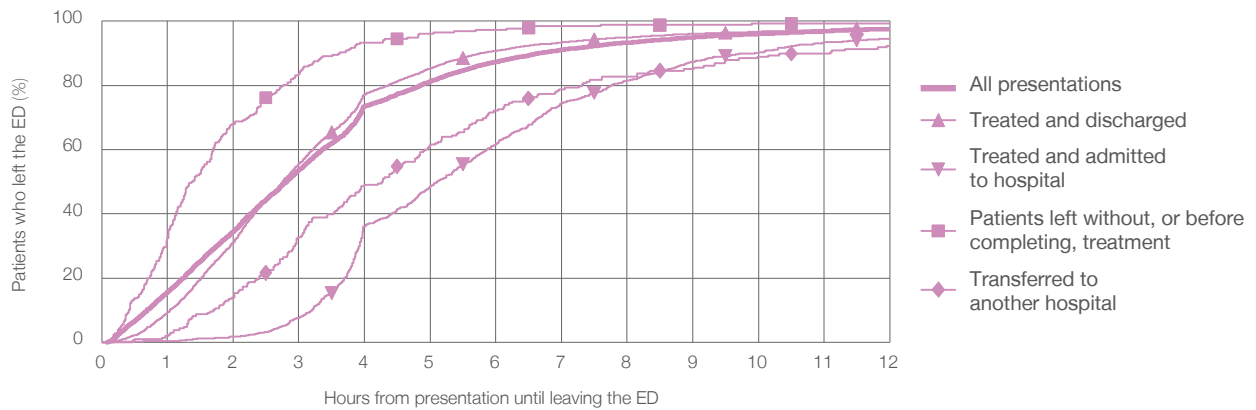
July to September 2018

All presentations:¹ 6,417 patients

Presentations used to calculate time to leaving the ED:⁶ 6,417 patients

		Same period last year	Change since one year ago
Treated and discharged	4,406 (68.7%)	4,348	1.3%
Treated and admitted to hospital	891 (13.9%)	1,002	-11.1%
Patient left without, or before completing, treatment	256 (4.0%)	371	-31.0%
Transferred to another hospital	208 (3.2%)	250	-16.8%
Other	656 (10.2%)	645	1.7%

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



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

Treated and discharged	9.4%	31.2%	55.7%	77.3%	90.8%	95.0%	96.8%	98.0%
Treated and admitted to hospital	0.4%	1.7%	7.6%	36.0%	61.8%	81.6%	90.2%	94.5%
Patient left without, or before completing, treatment	32.4%	68.0%	83.6%	93.4%	97.3%	98.8%	99.2%	99.2%
Transferred to another hospital	1.9%	13.9%	32.7%	49.0%	72.1%	82.7%	88.9%	92.3%
All presentations	15.7%	34.5%	53.7%	73.5%	87.3%	93.4%	96.0%	97.6%

(†) 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.

Belmont Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 6,417 patients

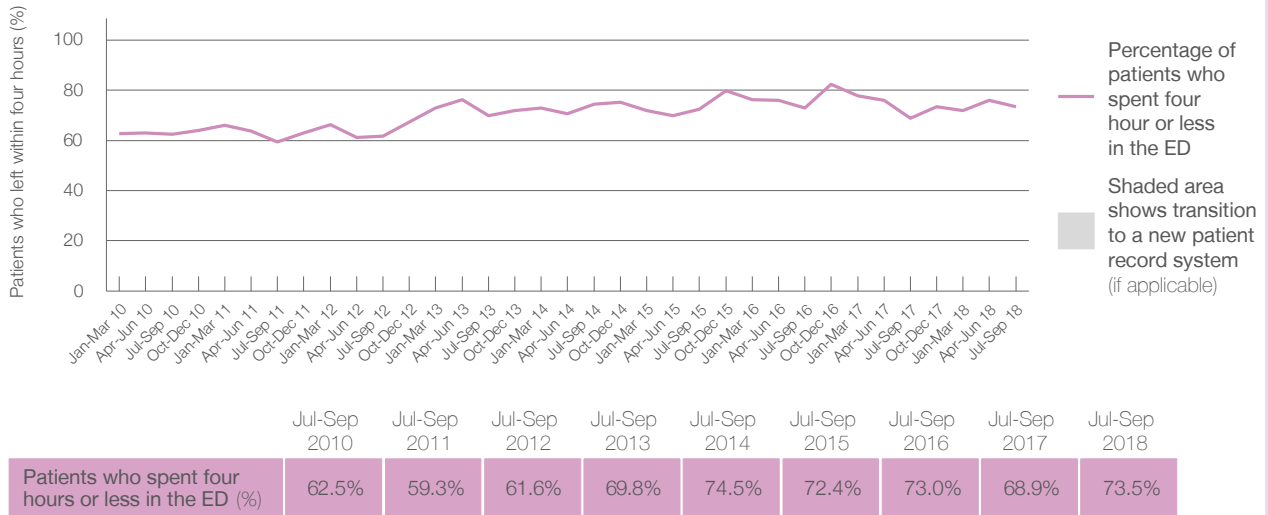
Presentations used to calculate time to leaving the ED: ⁶ 6,417 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	6,616	-3%
Presentations used to calculate time to leaving the ED	6,616	-3%
Percentage of patients who spent four hours or less in the ED	68.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Calvary Mater Newcastle: Emergency department (ED) overview

July to September 2018

All presentations:¹ 9,673 patients

Emergency presentations:² 9,612 patients

Same period last year	Change since one year ago
9,654	0%
9,650	0%

Calvary Mater Newcastle: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,627 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,729 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 49 minutes

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

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 720 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
1,433	
6 minutes	8 minutes
18 minutes	28 minutes
2,616	
17 minutes	21 minutes
55 minutes	72 minutes
4,500	
22 minutes	26 minutes
100 minutes	105 minutes
1,037	
29 minutes	22 minutes
121 minutes	103 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 9,673 patients

Percentage of patients who spent four hours or less in the ED 70%

Same period last year	Change since one year ago
9,654	0%
66%	

* 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.

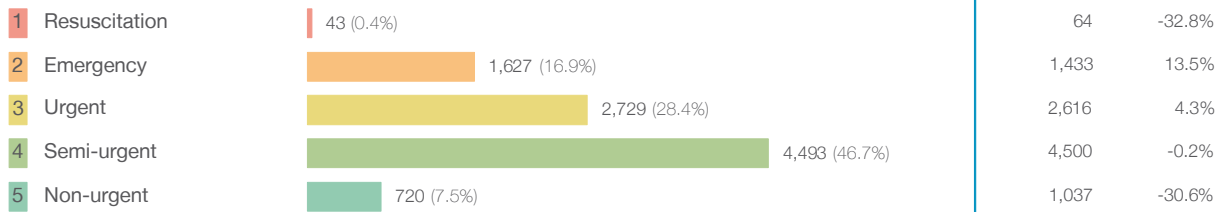
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Calvary Mater Newcastle: Patients presenting to the emergency department July to September 2018

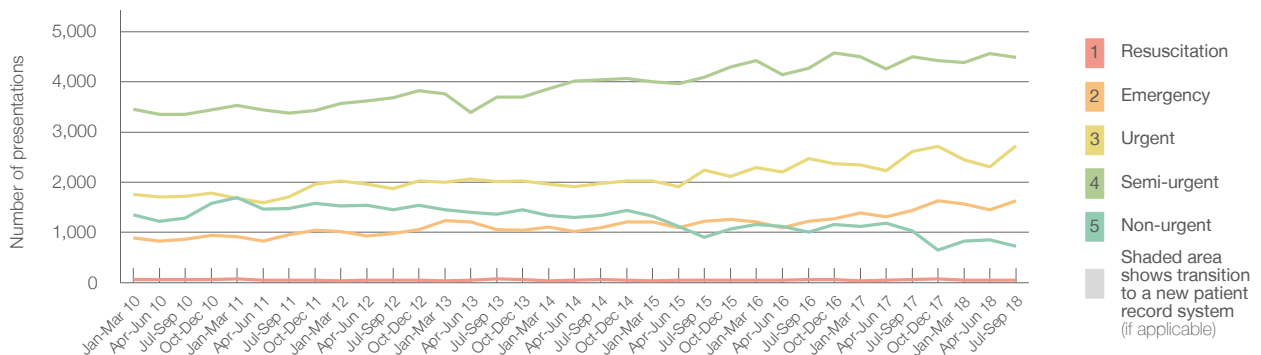
All presentations:¹ 9,673 patients

Emergency presentations² by triage category: 9,612 patients



Same period last year	Change since one year ago
9,654	0%
9,650	0%
64	-32.8%
1,433	13.5%
2,616	4.3%
4,500	-0.2%
1,037	-30.6%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	68	53	53	70	58	53	58	64	43
Emergency	868	956	982	1,056	1,089	1,223	1,220	1,433	1,627
Urgent	1,720	1,712	1,871	2,016	1,977	2,245	2,474	2,616	2,729
Semi-urgent	3,358	3,377	3,683	3,701	4,045	4,093	4,266	4,500	4,493
Non-urgent	1,285	1,482	1,450	1,366	1,341	906	1,007	1,037	720
All emergency presentations	7,299	7,580	8,039	8,209	8,510	8,520	9,025	9,650	9,612

Calvary Mater Newcastle: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 3,084 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,925	
7 minutes	-2 minutes
45 minutes	-11 minutes

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,627

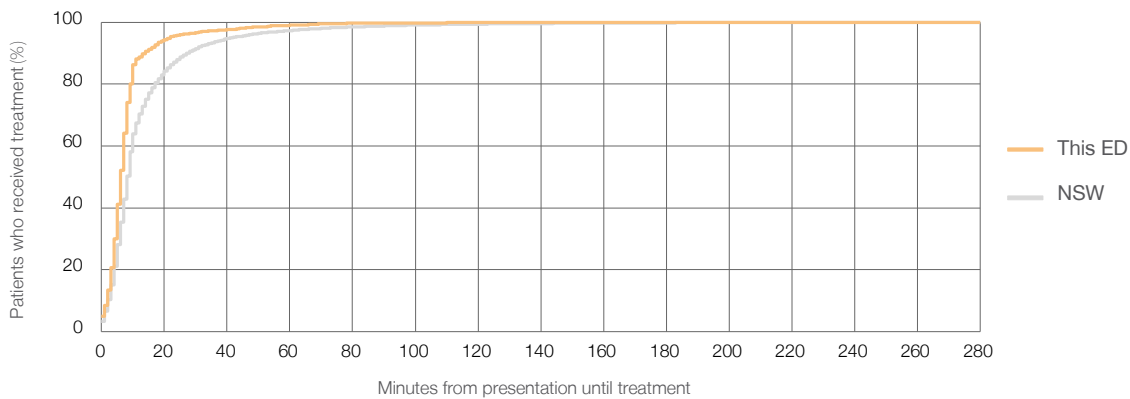
Number of triage 2 patients used to calculate waiting time:³ 1,238

Median time to start treatment⁴ 6 minutes

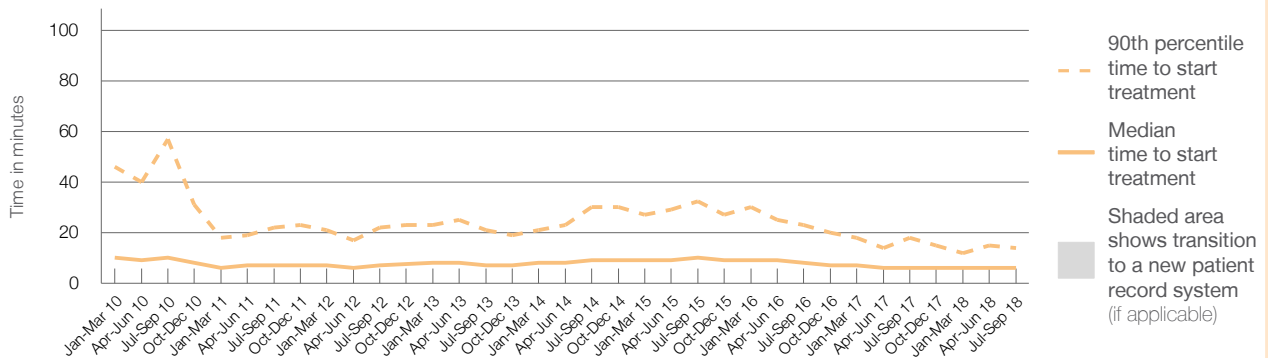
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
1,433	
1,134	
6 minutes	8 minutes
18 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	10	7	7	7	9	10	8	6	6
90th percentile time to start treatment ⁵ (minutes)	57	22	22	21	30	33	23	18	14

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,729

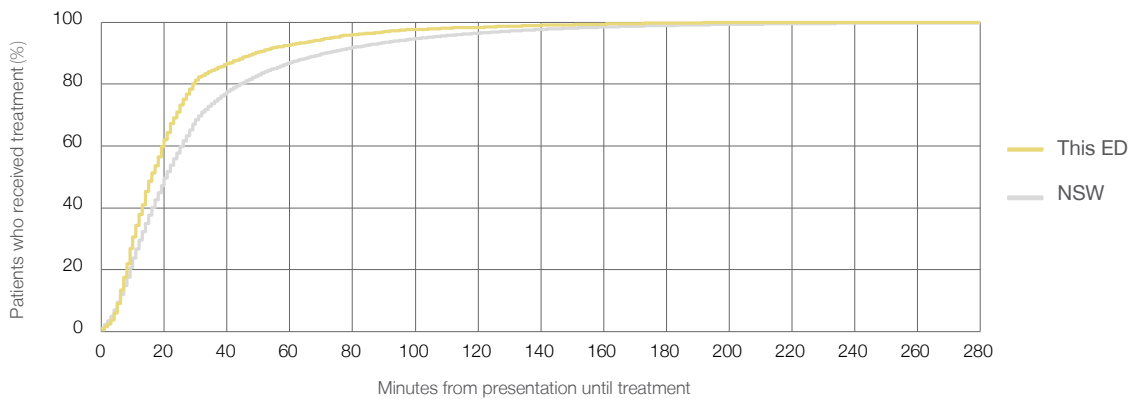
Number of triage 3 patients used to calculate waiting time:³ 2,438

Median time to start treatment⁴ 16 minutes

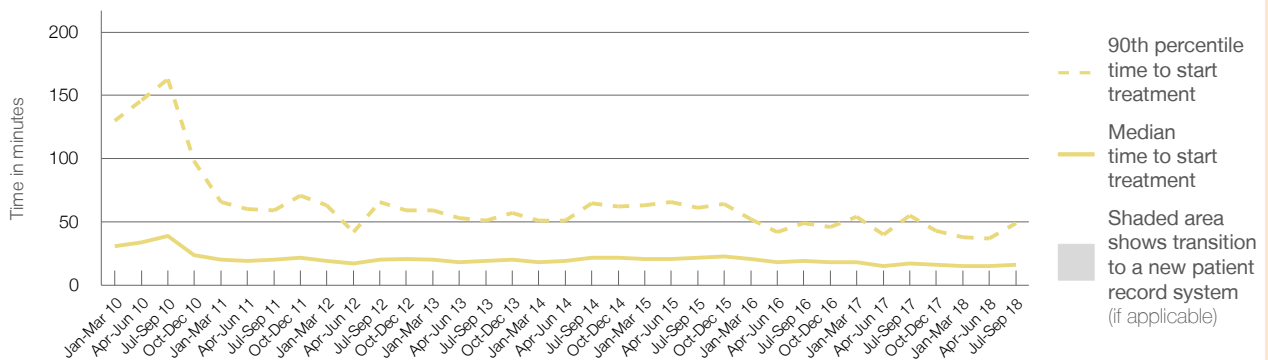
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
2,616	
2,344	
17 minutes	21 minutes
55 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	39	20	20	19	22	22	19	17	16
90th percentile time to start treatment ⁵ (minutes)	163	59	66	51	65	61	49	55	49

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 4,493

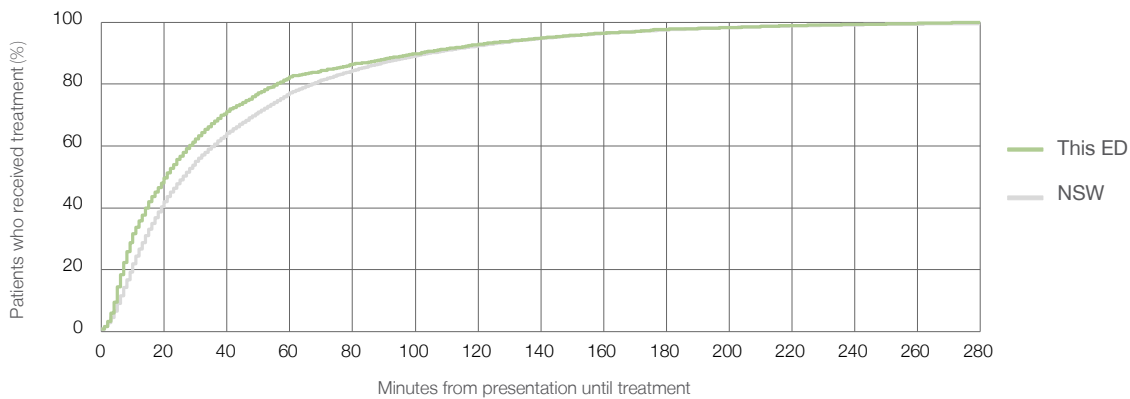
Number of triage 4 patients used to calculate waiting time:³ 3,973

Median time to start treatment⁴ 21 minutes

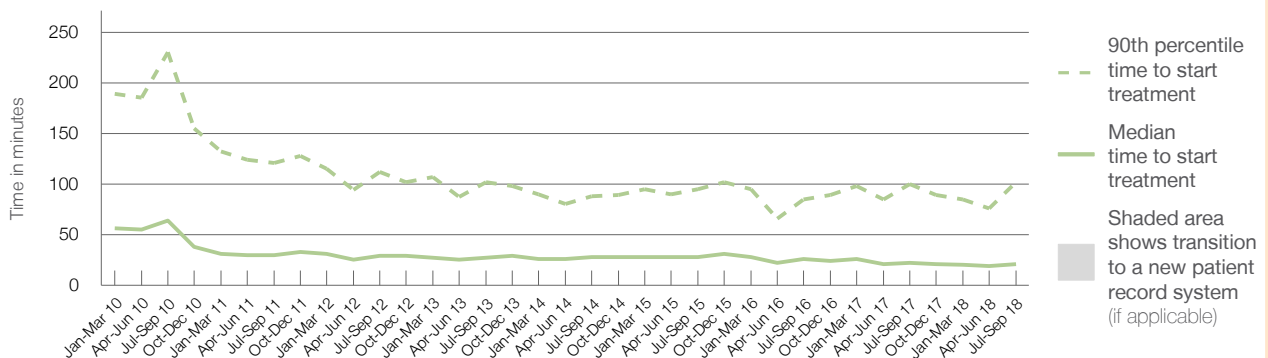
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
4,500	
3,944	
22 minutes	26 minutes
100 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	64	30	29	27	28	28	26	22	21
90th percentile time to start treatment ⁵ (minutes)	230	121	112	102	88	95	85	100	102

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 720

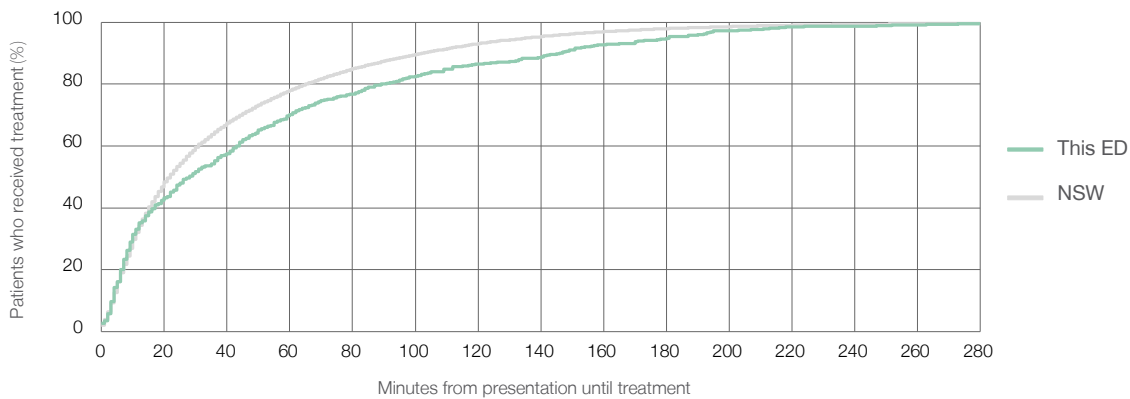
Number of triage 5 patients used to calculate waiting time:³ 570

Median time to start treatment⁴ 28 minutes

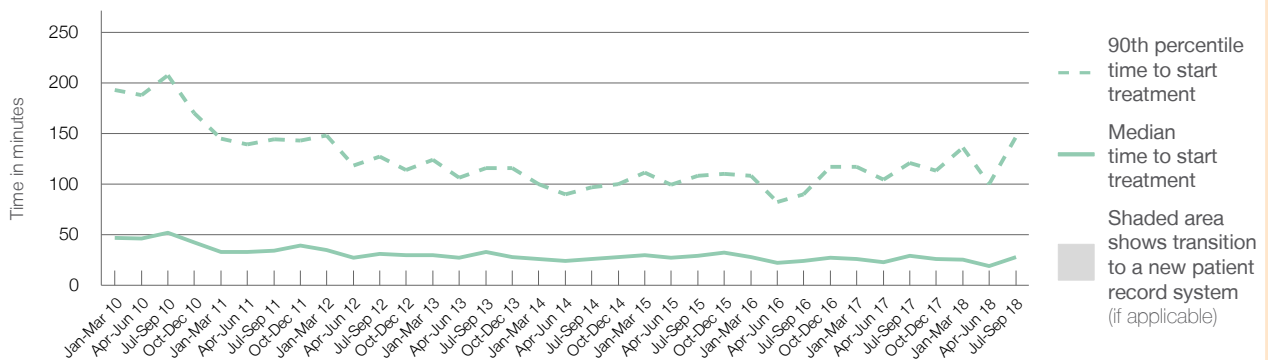
90th percentile time to start treatment⁵ 147 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,037	826
Median time to start treatment ⁴	29 minutes	22 minutes
90th percentile time to start treatment ⁵	121 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	52	34	31	33	26	29	24	29	28
90th percentile time to start treatment ⁵ (minutes)	208	144	127	116	97	108	90	121	147

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

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

Calvary Mater Newcastle: Time patients spent in the ED

July to September 2018

All presentations:¹ 9,673 patients

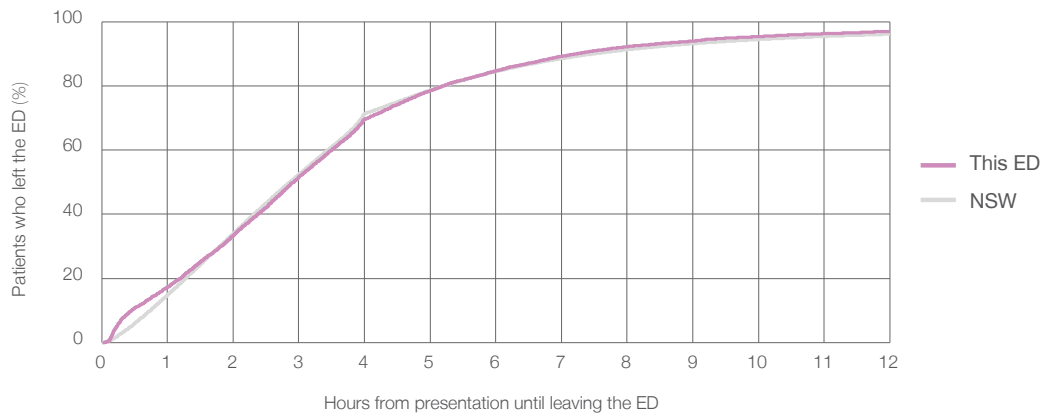
Presentations used to calculate time to leaving the ED:⁶ 9,673 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

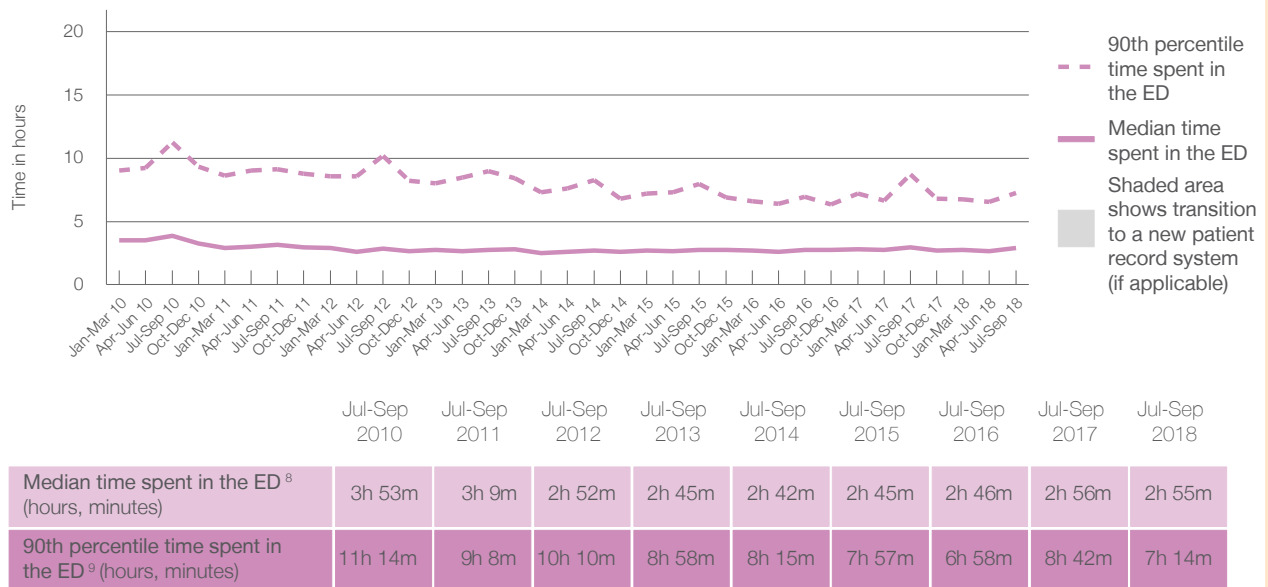
90th percentile time spent in the ED⁹ 7 hours and 14 minutes

Same period last year	NSW (this period)
9,654	9,654
2 hours and 56 minutes	2 hours and 52 minutes
8 hours and 42 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



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

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

Calvary Mater Newcastle: Time patients spent in the ED By mode of separation July to September 2018

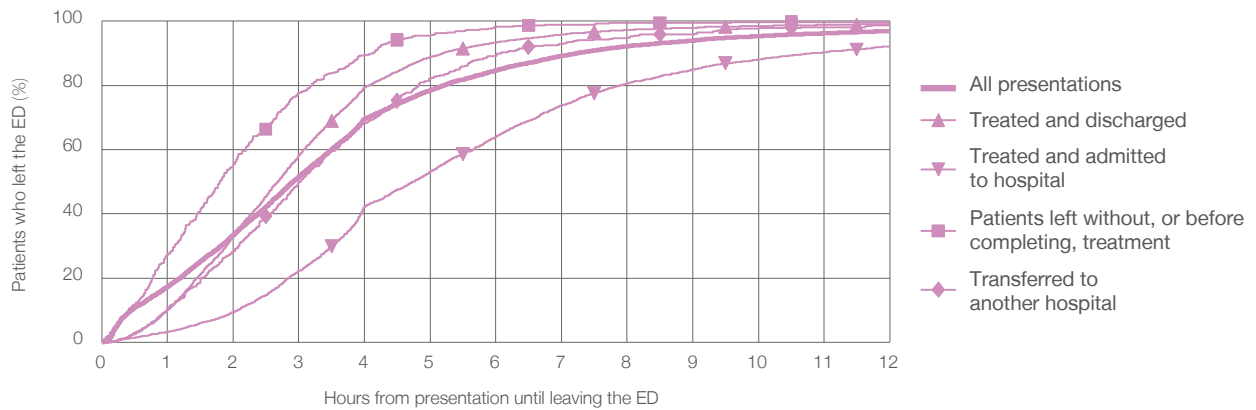
All presentations:¹ 9,673 patients

Presentations used to calculate time to leaving the ED:⁶ 9,673 patients

Treated and discharged	4,532 (46.9%)
Treated and admitted to hospital	3,115 (32.2%)
Patient left without, or before completing, treatment	449 (4.6%)
Transferred to another hospital	441 (4.6%)
Other	1,136 (11.7%)

Same period last year	Change since one year ago
9,654	0%
4,486	1.0%
3,170	-1.7%
591	-24.0%
400	10.3%
1,007	12.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.1%	33.3%	58.2%	79.4%	93.4%	97.2%	98.5%	99.1%
Treated and admitted to hospital	3.2%	9.4%	22.3%	42.2%	64.0%	80.6%	88.1%	92.2%
Patient left without, or before completing, treatment	27.4%	55.5%	77.7%	89.3%	98.2%	99.6%	99.8%	99.8%
Transferred to another hospital	10.7%	28.3%	49.9%	68.3%	89.3%	94.8%	98.0%	98.6%
All presentations	17.4%	33.5%	51.7%	69.6%	84.7%	92.2%	95.3%	97.0%

(†) 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.

Calvary Mater Newcastle: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 9,673 patients

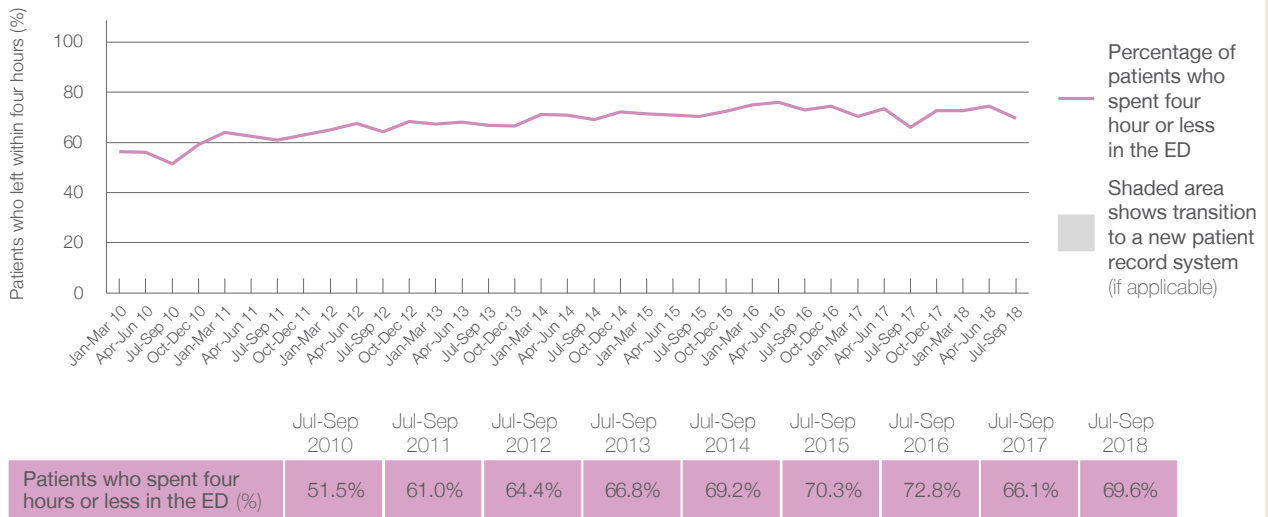
Presentations used to calculate time to leaving the ED: ⁶ 9,673 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	9,654	0%
Presentations used to calculate time to leaving the ED	9,654	0%
Percentage of patients who spent four hours or less in the ED	66.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Cessnock Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 4,272 patients
 Emergency presentations:² 4,215 patients

Same period last year	Change since one year ago
4,669	-9%
4,555	-7%



Cessnock Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 298 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,207 patients

Median time to start treatment⁴  22 minutes
 90th percentile time to start treatment⁵  61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,152 patients

Median time to start treatment⁴  35 minutes
 90th percentile time to start treatment⁵  110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 549 patients

Median time to start treatment⁴  34 minutes
 90th percentile time to start treatment⁵  121 minutes

Same period last year	NSW (this period)
347	
7 minutes	8 minutes
26 minutes	28 minutes
1,261	
23 minutes	21 minutes
64 minutes	72 minutes
2,314	
33 minutes	26 minutes
95 minutes	105 minutes
623	
35 minutes	22 minutes
93 minutes	103 minutes

Cessnock Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,272 patients

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

Same period last year	Change since one year ago
4,669	-9%
85%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

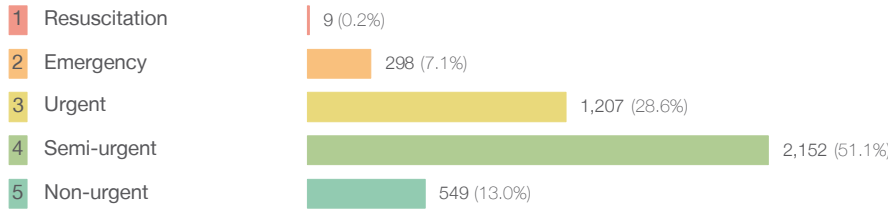
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Cessnock Hospital: Patients presenting to the emergency department July to September 2018

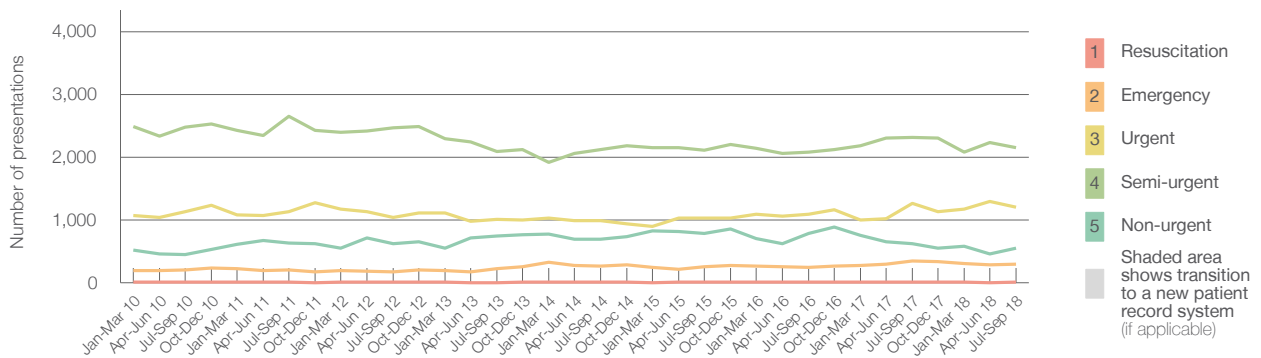
All presentations:¹ 4,272 patients

Emergency presentations² by triage category: 4,215 patients



Same period last year	Change since one year ago
4,669	-9%
4,555	-7%
10	-10.0%
347	-14.1%
1,261	-4.3%
2,314	-7.0%
623	-11.9%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	< 5	5	9	0	10	9	8	10	9
Emergency	204	204	167	228	266	255	244	347	298
Urgent	1,134	1,136	1,040	1,007	988	1,030	1,095	1,261	1,207
Semi-urgent	2,477	2,647	2,468	2,088	2,125	2,110	2,080	2,314	2,152
Non-urgent	443	626	617	747	693	781	787	623	549
All emergency presentations	4,258	4,618	4,301	4,070	4,082	4,185	4,214	4,555	4,215

Cessnock Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 498 patients

ED Transfer of care time



Same period last year	Change since one year ago
525	
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.

Cessnock Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 298

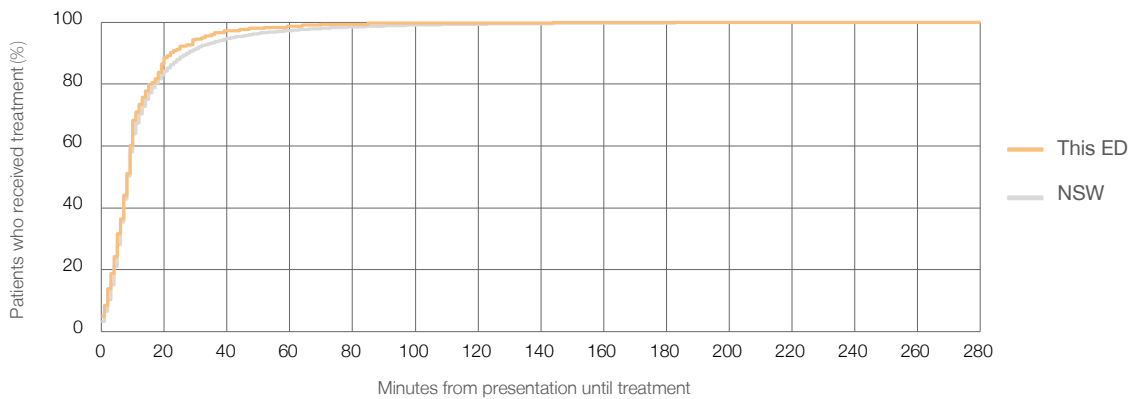
Number of triage 2 patients used to calculate waiting time:³ 297

Median time to start treatment⁴ 8 minutes

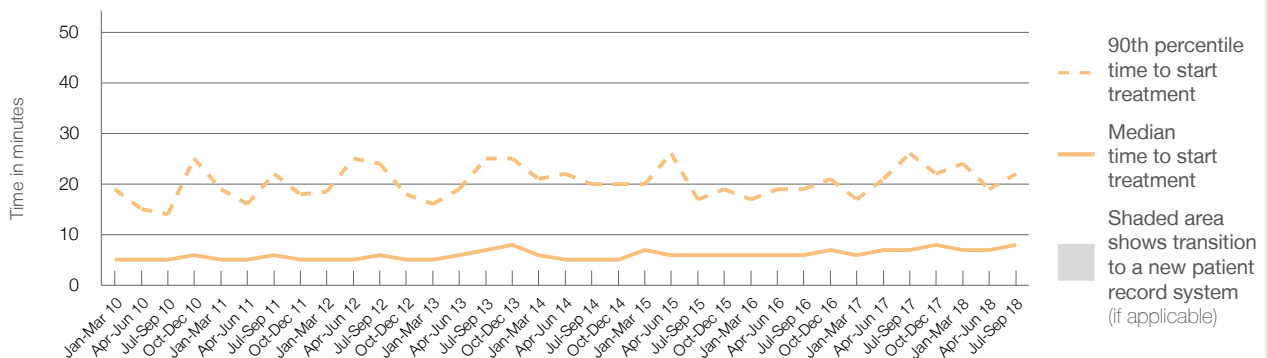
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
347	347
7 minutes	8 minutes
26 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	5	6	6	7	5	6	6	7	8
90th percentile time to start treatment ⁵ (minutes)	14	22	24	25	20	17	19	26	22

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

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

Cessnock Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,207

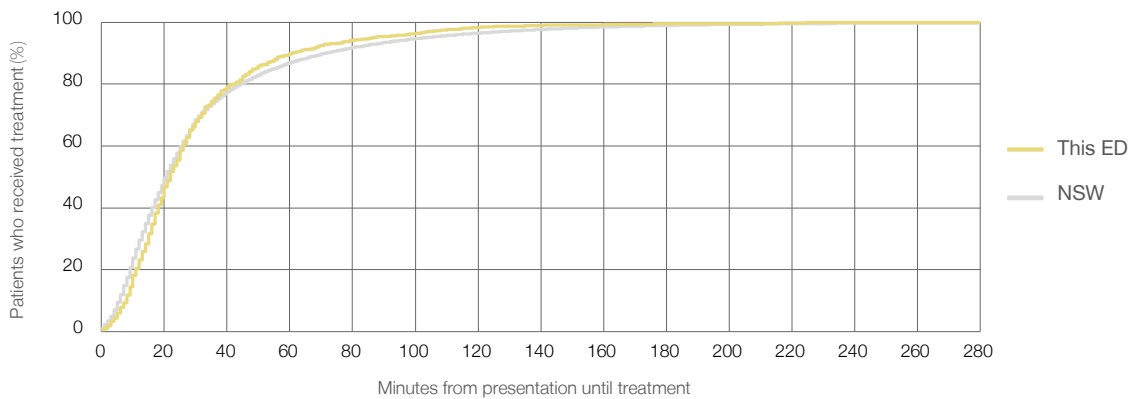
Number of triage 3 patients used to calculate waiting time:³ 1,192

Median time to start treatment⁴ 22 minutes

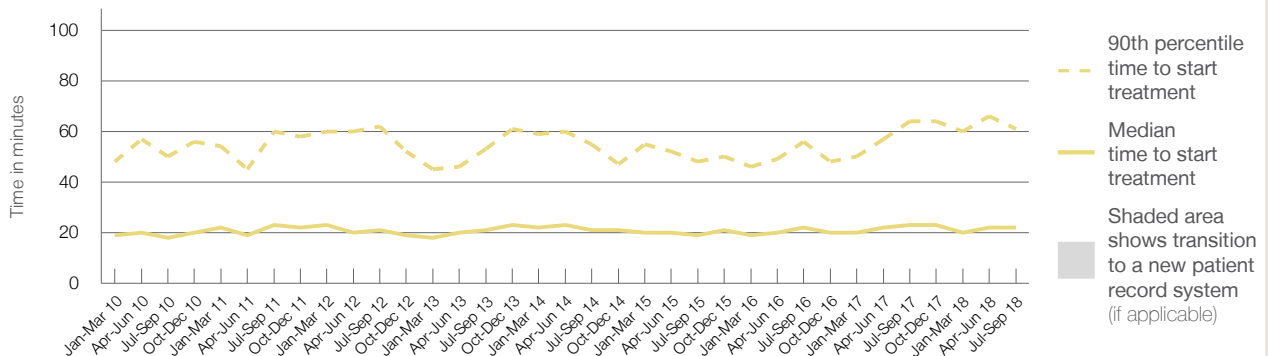
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
1,261	1,232
23 minutes	21 minutes
64 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	18	23	21	21	21	19	22	23	22
90th percentile time to start treatment ⁵ (minutes)	50	60	62	53	55	48	56	64	61

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

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

Cessnock Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,152

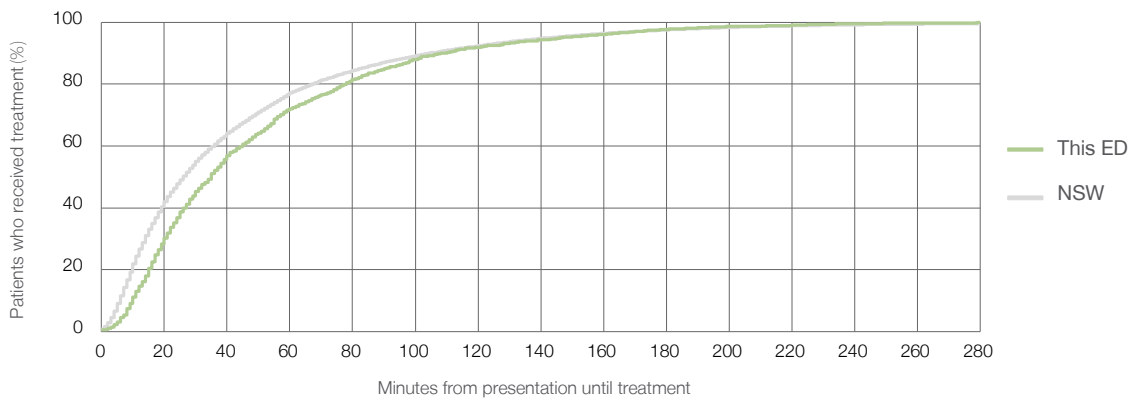
Number of triage 4 patients used to calculate waiting time:³ 2,029

Median time to start treatment⁴ 35 minutes

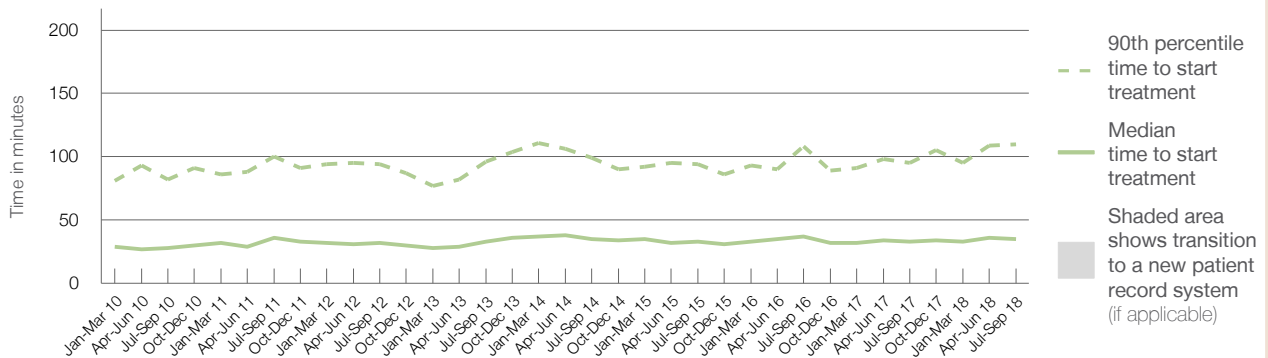
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,314	
2,125	
33 minutes	26 minutes
95 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	28	36	32	33	35	33	37	33	35
90th percentile time to start treatment ⁵ (minutes)	82	100	94	96	99	94	108	95	110

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 July to September 2018

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

Number of triage 5 patients: 549

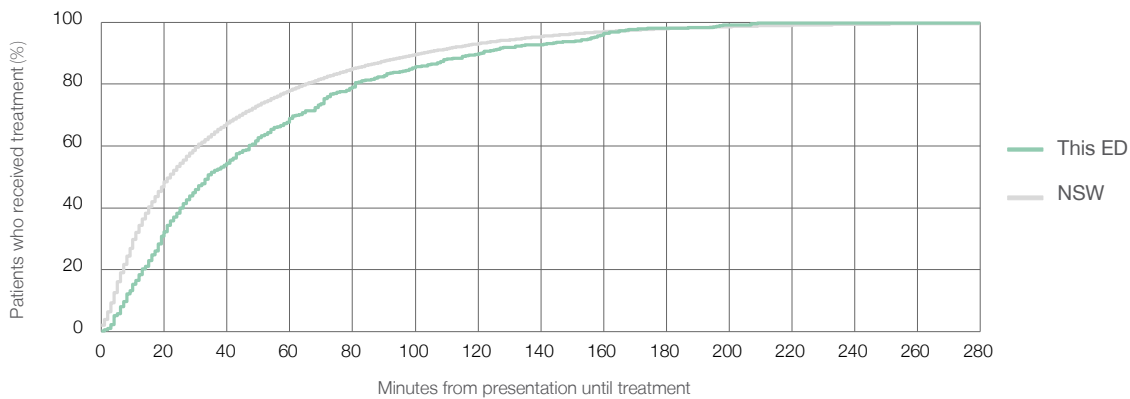
Number of triage 5 patients used to calculate waiting time:³ 474

Median time to start treatment⁴ 34 minutes

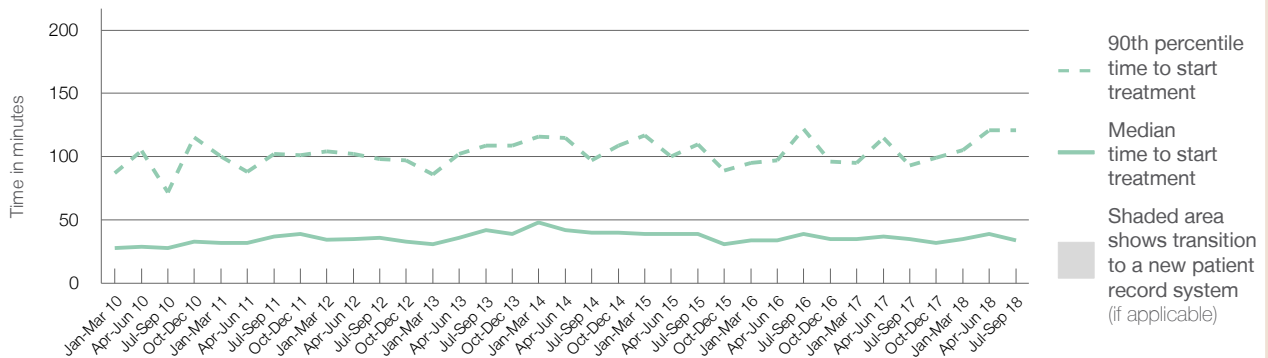
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
623	533
35 minutes	22 minutes
93 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	28	37	36	42	40	39	39	35	34
90th percentile time to start treatment ⁵ (minutes)	72	102	98	109	97	110	122	93	121

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

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

July to September 2018

All presentations:¹ 4,272 patients

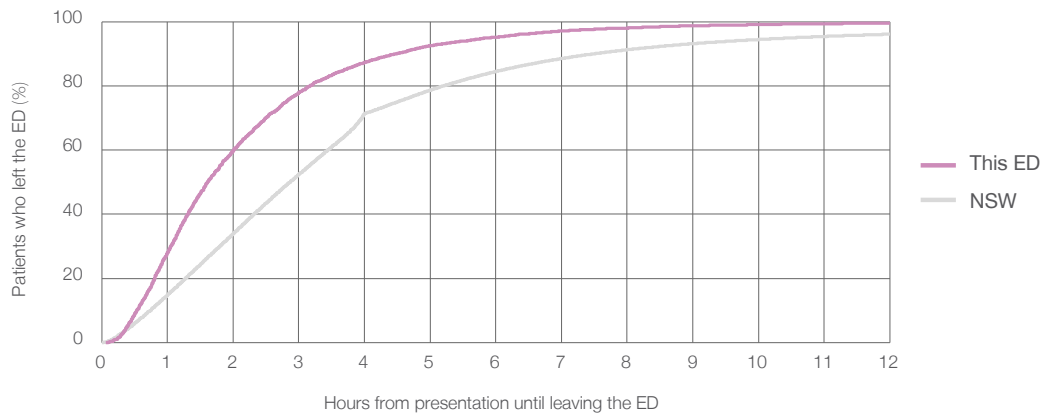
Presentations used to calculate time to leaving the ED:⁶ 4,272 patients

Median time spent in the ED⁸ 1 hours and 37 minutes

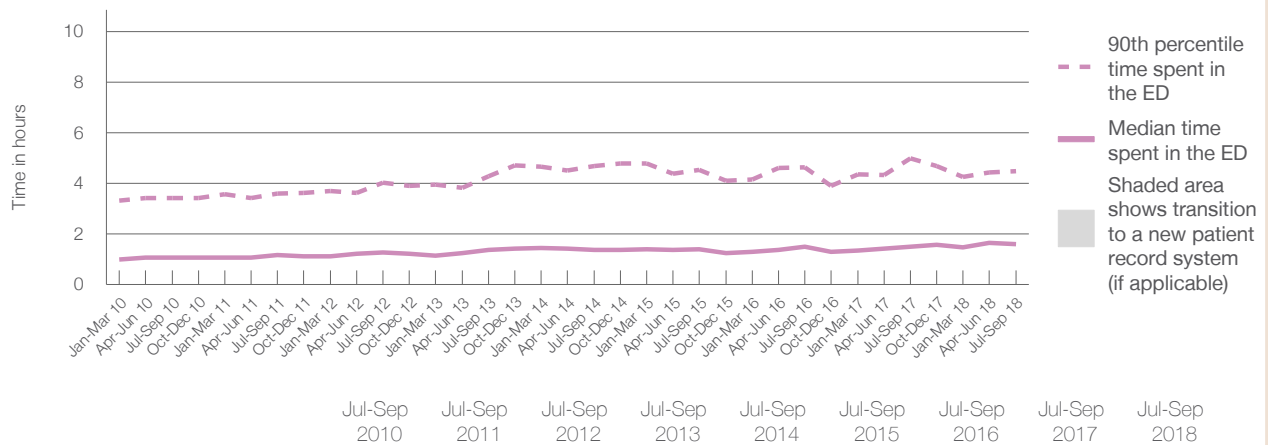
90th percentile time spent in the ED⁹ 4 hours and 29 minutes

Same period last year	NSW (this period)
4,669	4,669
1 hours and 30 minutes	2 hours and 52 minutes
4 hours and 59 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 4m	1h 11m	1h 16m	1h 22m	1h 23m	1h 24m	1h 30m	1h 30m	1h 37m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 26m	3h 36m	4h 2m	4h 17m	4h 42m	4h 32m	4h 39m	4h 59m	4h 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.

Cessnock Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

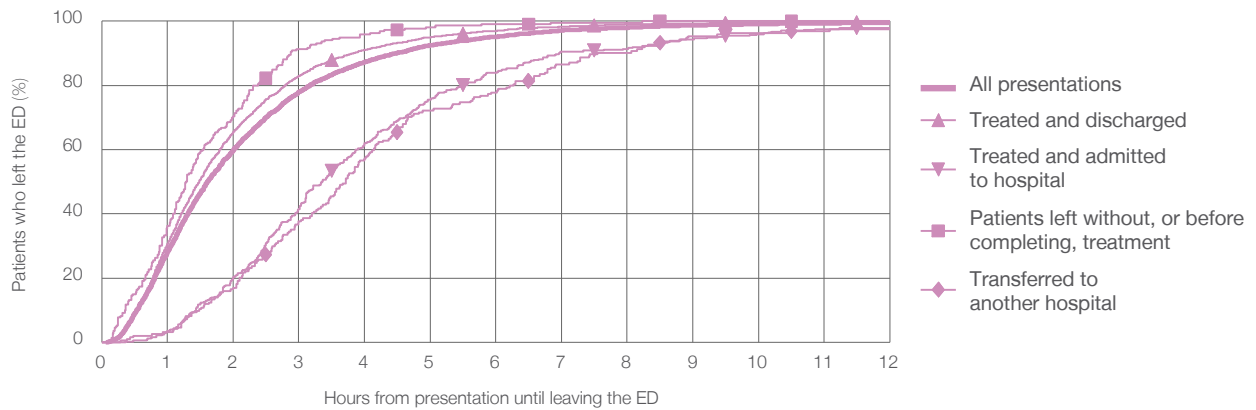
All presentations:¹ 4,272 patients

Presentations used to calculate time to leaving the ED:⁶ 4,272 patients

Treated and discharged	3,417 (80.0%)
Treated and admitted to hospital	373 (8.7%)
Patient left without, or before completing, treatment	220 (5.1%)
Transferred to another hospital	194 (4.5%)
Other	68 (1.6%)

Same period last year	Change since one year ago
4,669	-9%
3,555	-3.9%
547	-31.8%
249	-11.6%
160	21.3%
158	-57.0%

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



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

Treated and discharged	30.7%	65.5%	83.0%	91.0%	97.0%	99.0%	99.5%	99.8%
Treated and admitted to hospital	3.5%	20.4%	41.6%	61.9%	83.9%	91.4%	96.0%	97.9%
Patient left without, or before completing, treatment	36.4%	70.5%	91.4%	95.9%	99.1%	99.5%	100%	100%
Transferred to another hospital	3.1%	17.0%	37.6%	57.2%	77.8%	90.2%	96.4%	97.4%
All presentations	28.2%	60.1%	77.9%	87.3%	95.1%	98.0%	99.1%	99.6%

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

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

Cessnock Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 4,272 patients

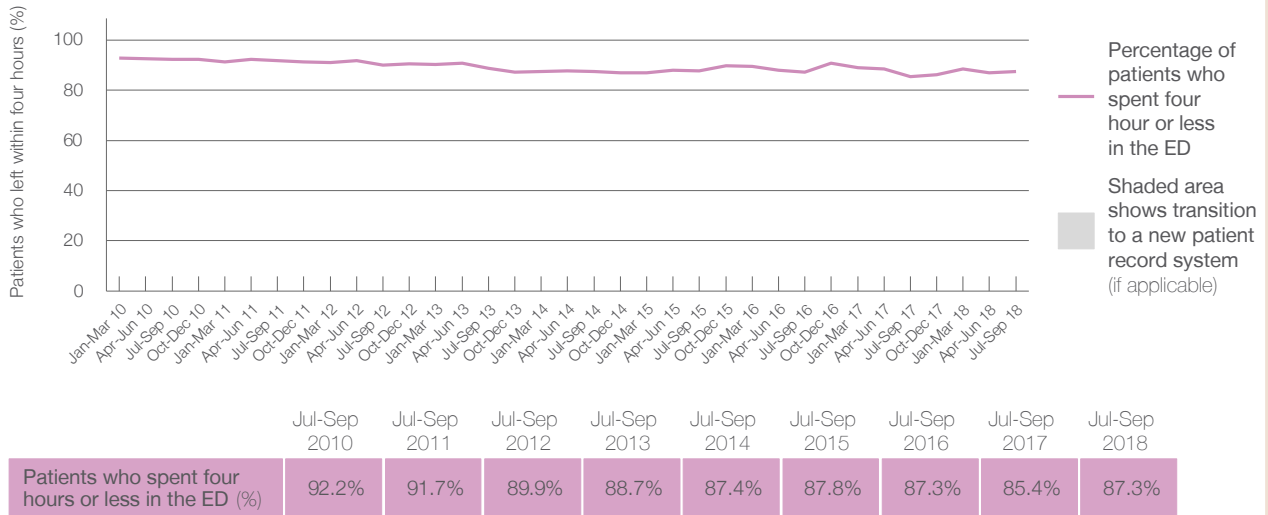
Presentations used to calculate time to leaving the ED: ⁶ 4,272 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 4,272 patients	4,669	-9%
Presentations used to calculate time to leaving the ED: ⁶ 4,272 patients	4,669	-9%
Percentage of patients who spent four hours or less in the ED	85.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Gunnedah Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 2,201 patients
Emergency presentations:² 2,128 patients

Same period last year	Change since one year ago
2,457	-10%
2,395	-11%

Gunnedah Hospital: Time patients waited to start treatment³

July to September 2018

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

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 592 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,051 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 331 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
142	
5 minutes	8 minutes
25 minutes	28 minutes
466	
18 minutes	21 minutes
76 minutes	72 minutes
1,309	
35 minutes	26 minutes
134 minutes	105 minutes
478	
27 minutes	22 minutes
125 minutes	103 minutes

Gunnedah Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 2,201 patients

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

Same period last year	Change since one year ago
2,457	-10%
87%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

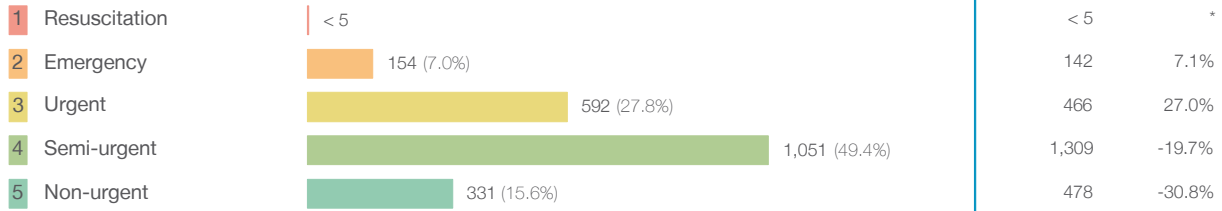
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Gunnedah Hospital: Patients presenting to the emergency department

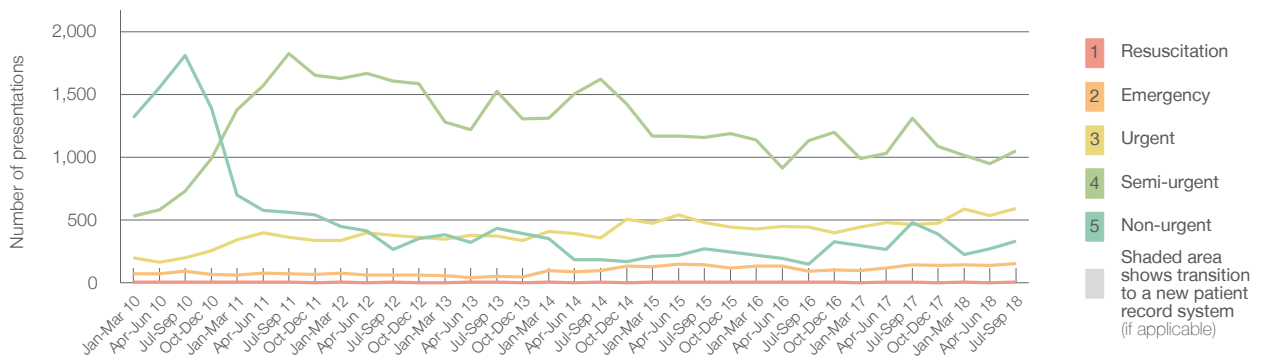
July to September 2018

All presentations:¹ 2,201 patients

Emergency presentations² by triage category: 2,128 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	< 5	< 5	< 5	< 5	< 5	6	5	< 5	< 5
Emergency	95	76	61	54	99	143	93	142	154
Urgent	198	360	376	373	358	479	445	466	592
Semi-urgent	730	1,826	1,607	1,523	1,619	1,157	1,132	1,309	1,051
Non-urgent	1,812	559	264	433	181	269	149	478	331
All emergency presentations	2,835	2,821	2,308	2,383	2,257	2,054	1,824	2,395	2,128

Gunnedah Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 202 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 July to September 2018

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

Number of triage 2 patients: 154

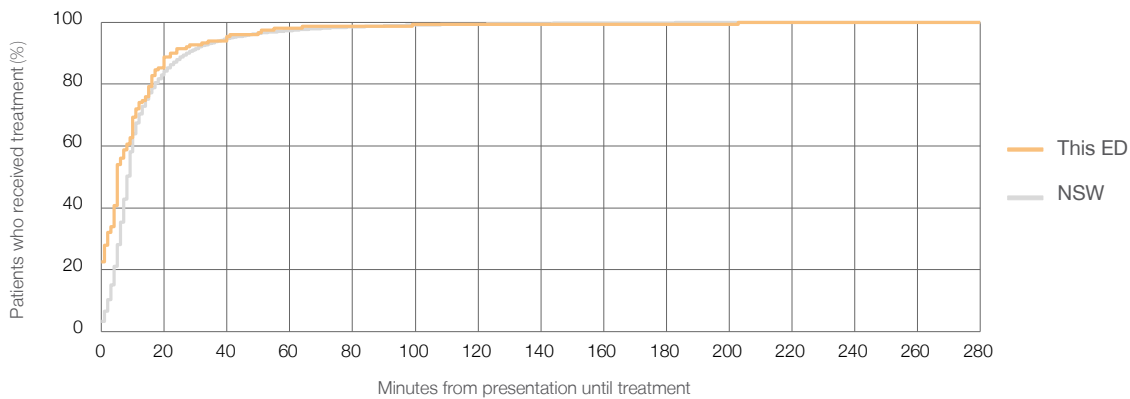
Number of triage 2 patients used to calculate waiting time:³ 150

Median time to start treatment⁴ 5 minutes

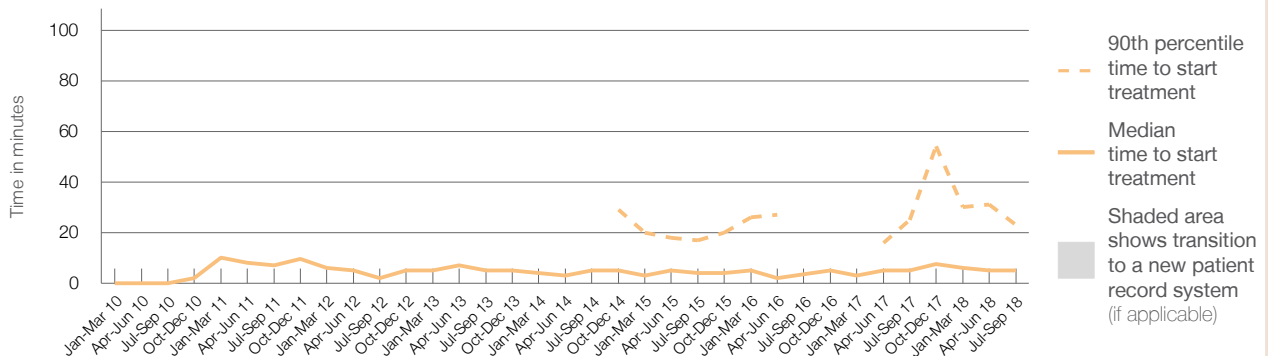
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
142	137
5 minutes	8 minutes
25 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	0	7	2	5	5	4	4	5	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	17	*	25	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.

Gunnedah Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 592

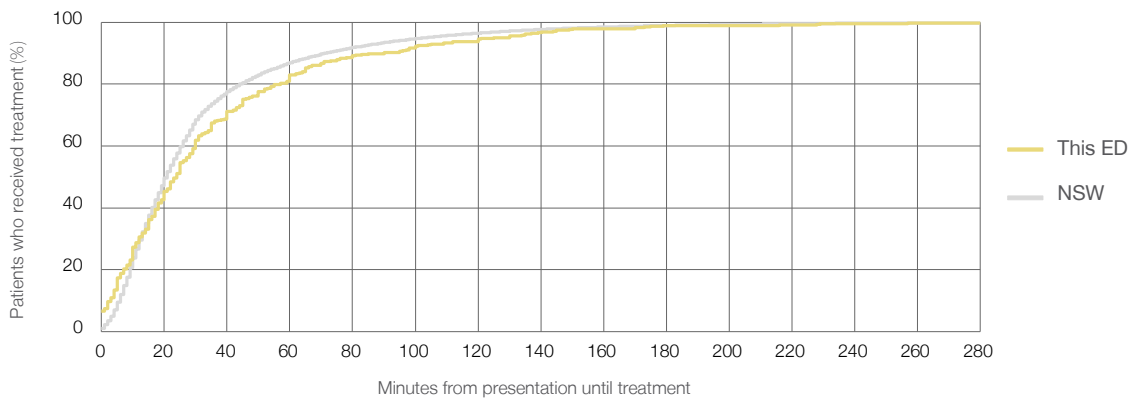
Number of triage 3 patients used to calculate waiting time:³ 581

Median time to start treatment⁴ 24 minutes

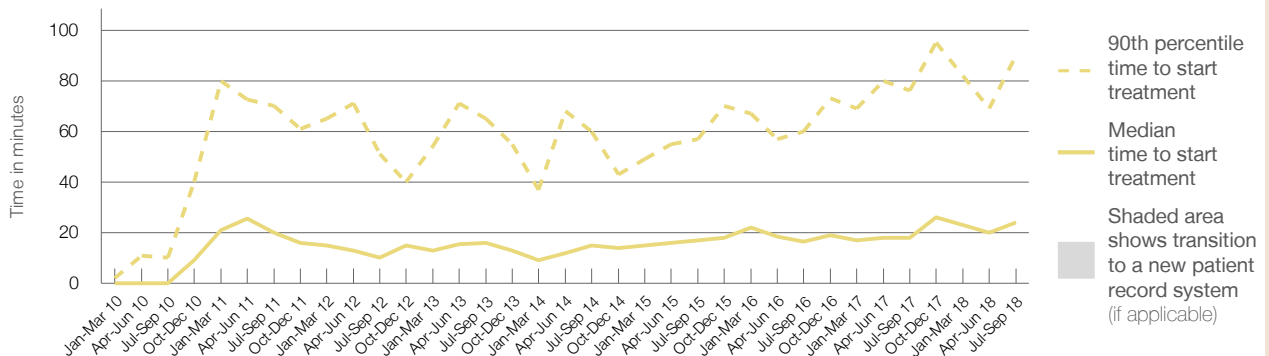
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
466	
452	
18 minutes	21 minutes
76 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	0	20	10	16	15	17	17	18	24
90th percentile time to start treatment ⁵ (minutes)	10	70	51	65	60	57	60	76	90

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

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

Gunnedah Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,051

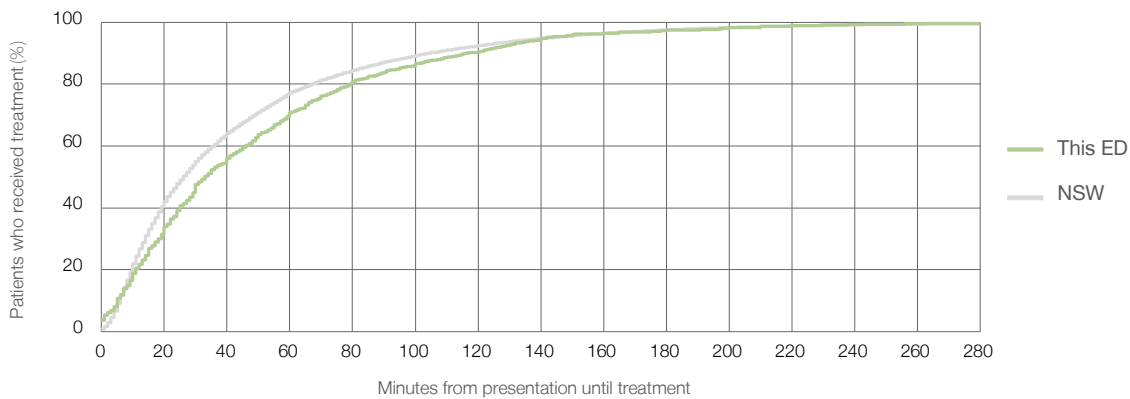
Number of triage 4 patients used to calculate waiting time:³ 993

Median time to start treatment⁴ 33 minutes

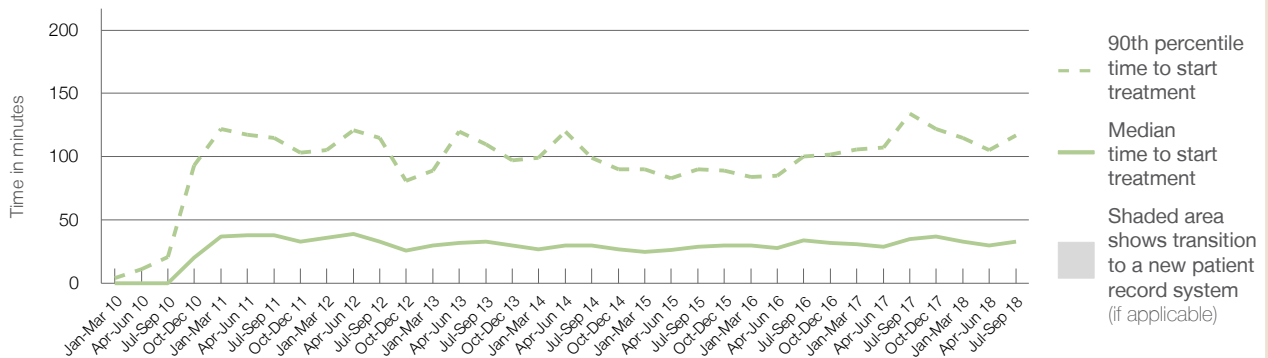
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,309	
1,188	
35 minutes	26 minutes
134 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	0	38	33	33	30	29	34	35	33
90th percentile time to start treatment ⁵ (minutes)	21	115	115	110	99	90	100	134	117

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 July to September 2018

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

Number of triage 5 patients: 331

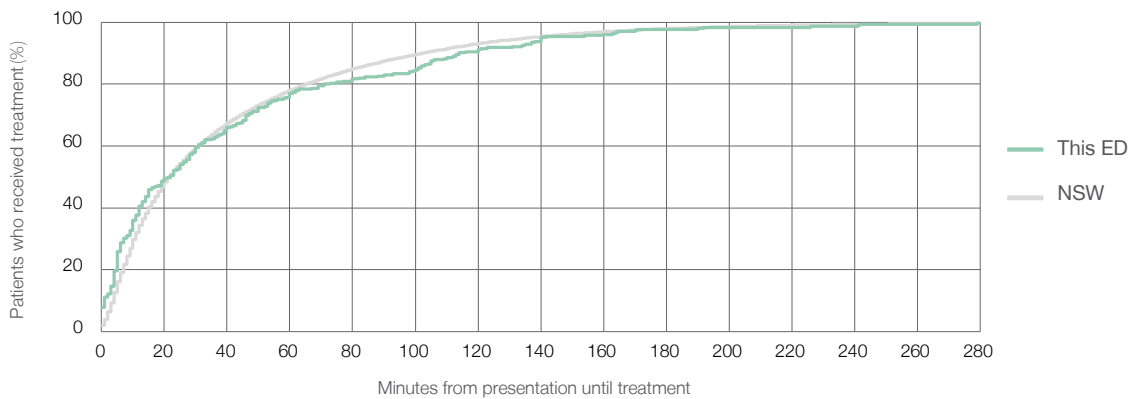
Number of triage 5 patients used to calculate waiting time:³ 305

Median time to start treatment⁴ 22 minutes

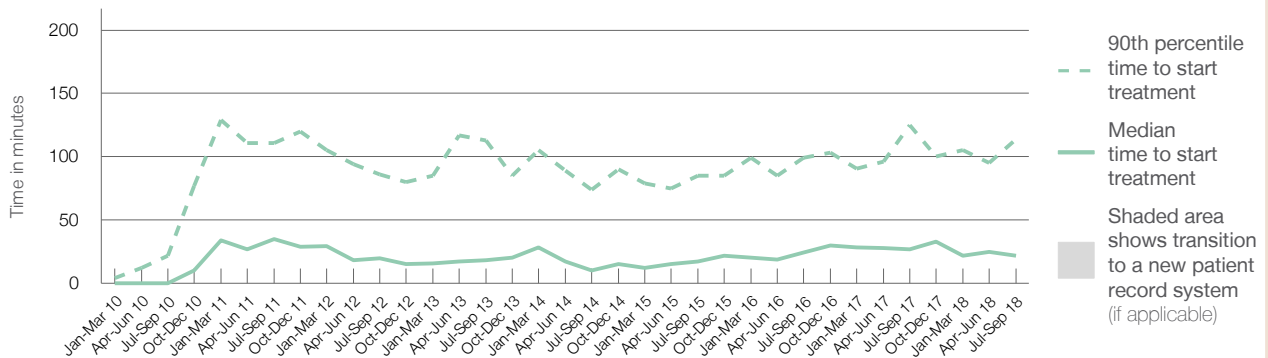
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
478	430
27 minutes	22 minutes
125 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	0	35	20	18	10	17	25	27	22
90th percentile time to start treatment ⁵ (minutes)	22	111	86	113	74	85	99	125	114

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

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

July to September 2018

All presentations:¹ 2,201 patients

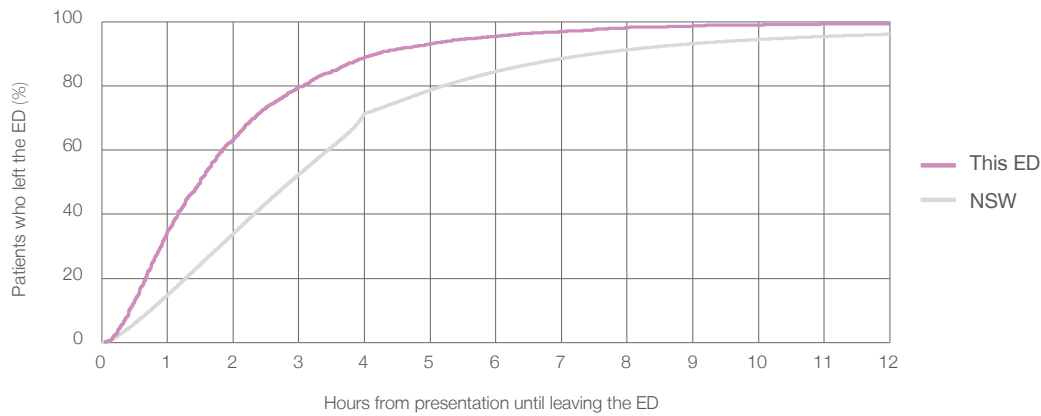
Presentations used to calculate time to leaving the ED:⁶ 2,201 patients

Median time spent in the ED⁸ ■ 1 hours and 30 minutes

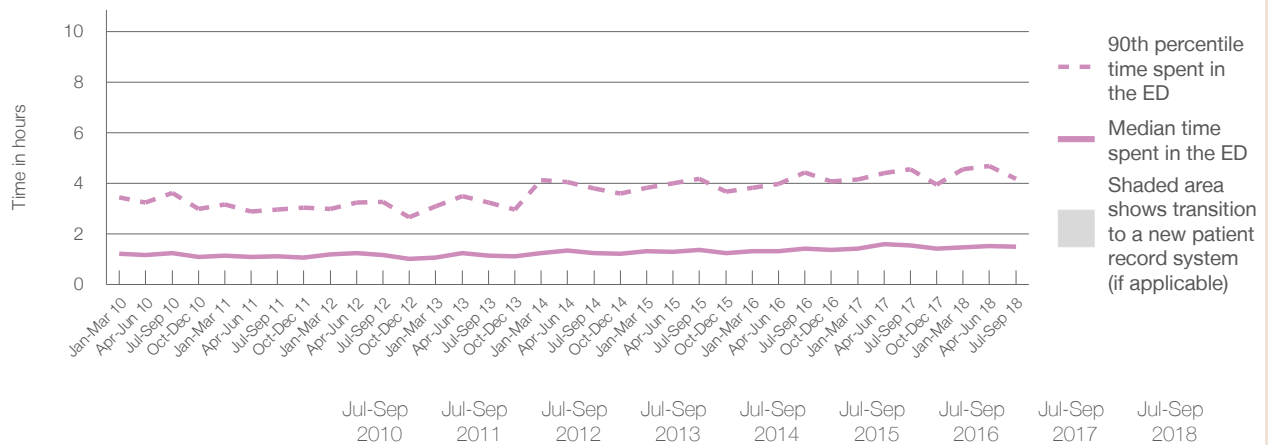
90th percentile time spent in the ED⁹ ■ 4 hours and 11 minutes

Same period last year	NSW (this period)
2,457	2,457
1 hours and 33 minutes	2 hours and 52 minutes
4 hours and 33 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 15m	1h 8m	1h 10m	1h 9m	1h 15m	1h 22m	1h 25m	1h 33m	1h 30m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 38m	2h 58m	3h 16m	3h 15m	3h 48m	4h 11m	4h 26m	4h 33m	4h 11m

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

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

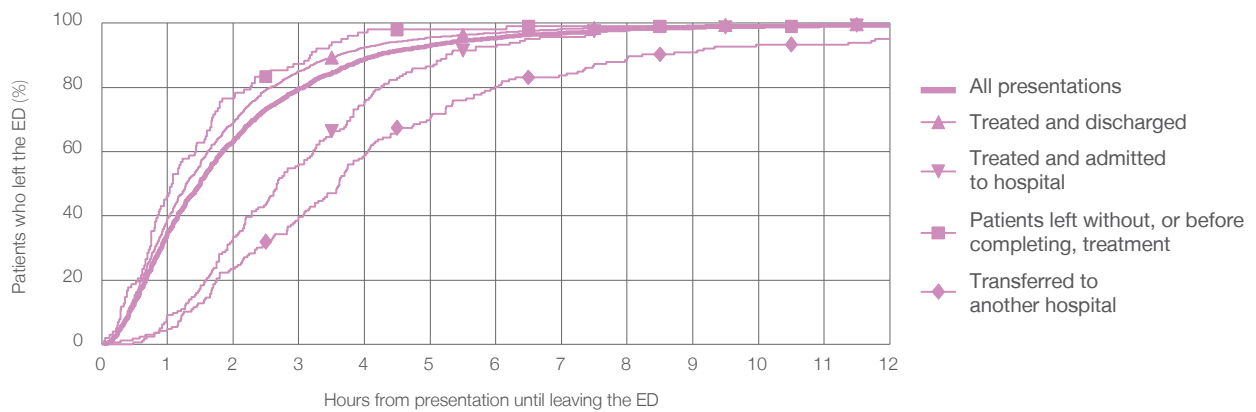
July to September 2018

All presentations:¹ 2,201 patients

Presentations used to calculate time to leaving the ED:⁶ 2,201 patients

		Same period last year	Change since one year ago
Treated and discharged	1,756 (79.8%)	1,889	-7.0%
Treated and admitted to hospital	164 (7.5%)	192	-14.6%
Patient left without, or before completing, treatment	102 (4.6%)	188	-45.7%
Transferred to another hospital	166 (7.5%)	166	0.0%
Other	13 (0.6%)	22	-40.9%

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



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

Treated and discharged	39.3%	69.2%	85.2%	92.5%	96.9%	98.9%	99.5%	99.8%
Treated and admitted to hospital	9.1%	33.5%	56.1%	75.6%	92.7%	98.8%	99.4%	99.4%
Patient left without, or before completing, treatment	46.1%	76.5%	87.3%	97.1%	98.0%	99.0%	99.0%	99.0%
Transferred to another hospital	4.8%	23.5%	39.8%	59.0%	80.1%	89.2%	93.4%	95.2%
All presentations	34.8%	63.4%	79.7%	88.9%	95.4%	98.1%	99.0%	99.4%

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

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

Gunnedah Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 2,201 patients

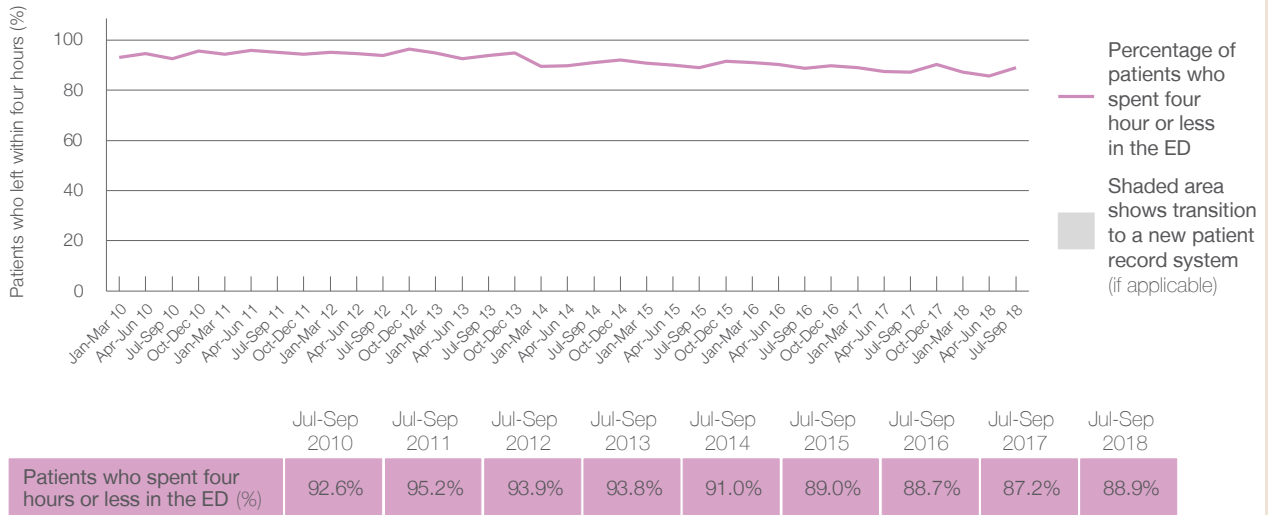
Presentations used to calculate time to leaving the ED: ⁶ 2,201 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	2,457	-10%
Presentations used to calculate time to leaving the ED	2,457	-10%
Percentage of patients who spent four hours or less in the ED	87.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Inverell Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 2,358 patients
 Emergency presentations:² 2,114 patients

Same period last year	Change since one year ago
2,349	0%
2,229	-5%

Inverell Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 203 patients

Median time to start treatment⁴ 2 minutes
 90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 682 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,090 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 133 patients

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

Same period last year	NSW (this period)
228	
3 minutes	8 minutes
15 minutes	28 minutes
707	
10 minutes	21 minutes
45 minutes	72 minutes
1,129	
24 minutes	26 minutes
81 minutes	105 minutes
159	
18 minutes	22 minutes
67 minutes	103 minutes

Inverell Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 2,358 patients

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

Same period last year	Change since one year ago
2,349	0%
89%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

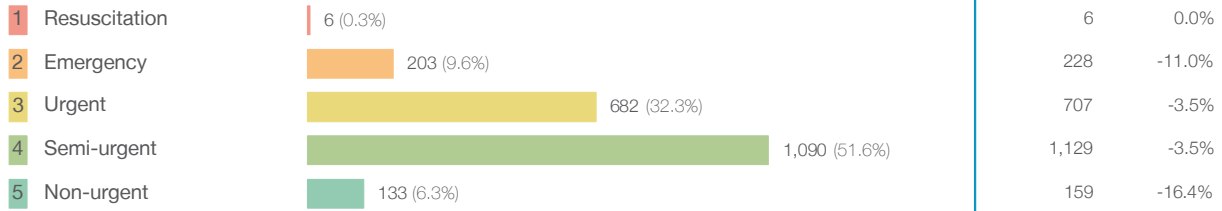
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

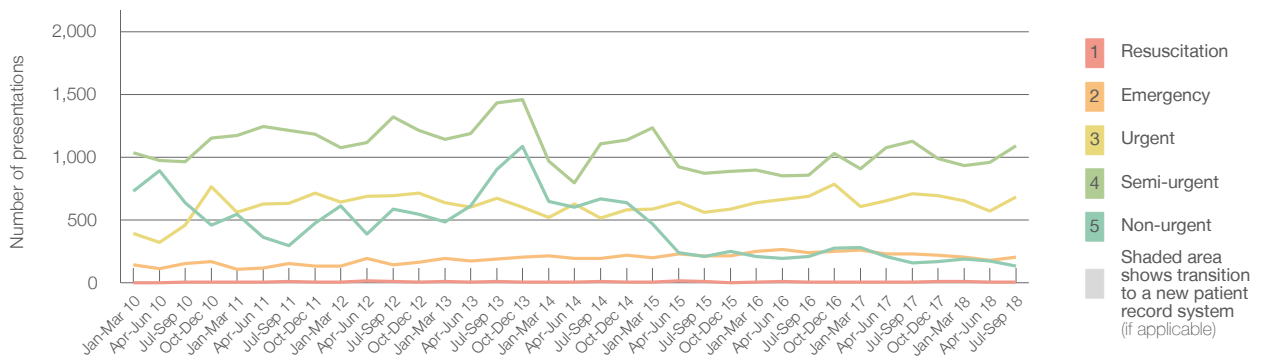
Inverell Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 2,358 patients

Emergency presentations² by triage category: 2,114 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	6	7	7	7	7	8	< 5	6	6
Emergency	150	151	140	190	194	214	243	228	203
Urgent	458	630	693	675	515	562	690	707	682
Semi-urgent	964	1,211	1,321	1,435	1,108	870	855	1,129	1,090
Non-urgent	638	295	588	903	667	210	208	159	133
All emergency presentations	2,216	2,294	2,749	3,210	2,491	1,864	1,996	2,229	2,114

Inverell Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 261 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 July to September 2018

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

Number of triage 2 patients: 203

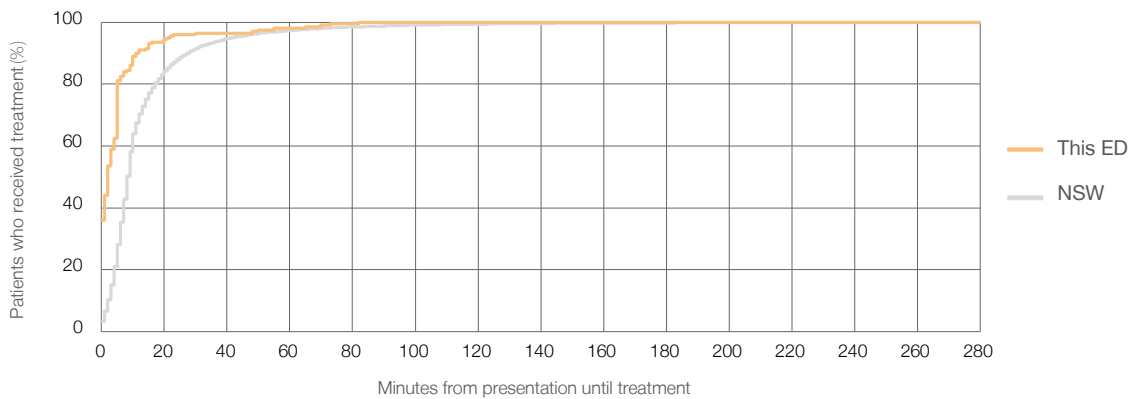
Number of triage 2 patients used to calculate waiting time:³ 200

Median time to start treatment⁴ 2 minutes

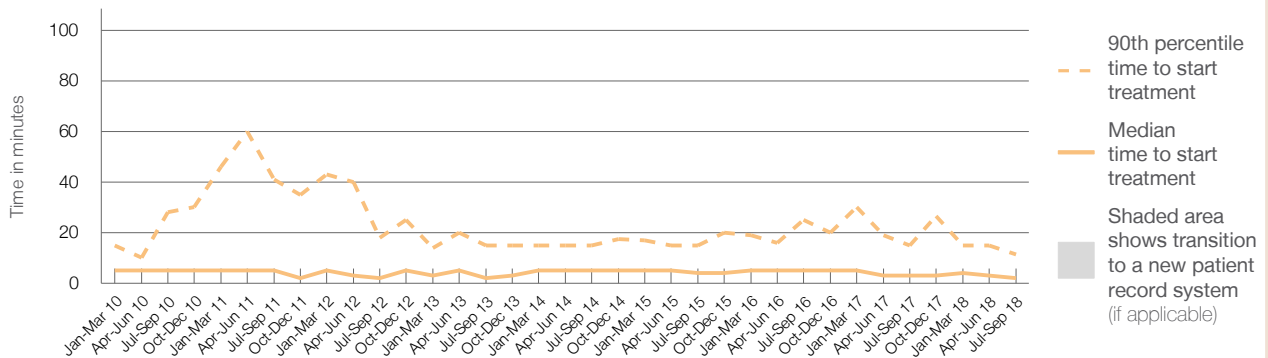
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
228	
221	
3 minutes	8 minutes
15 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	5	5	2	2	5	4	5	3	2
90th percentile time to start treatment ⁵ (minutes)	28	41	18	15	15	15	25	15	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.

Inverell Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 682

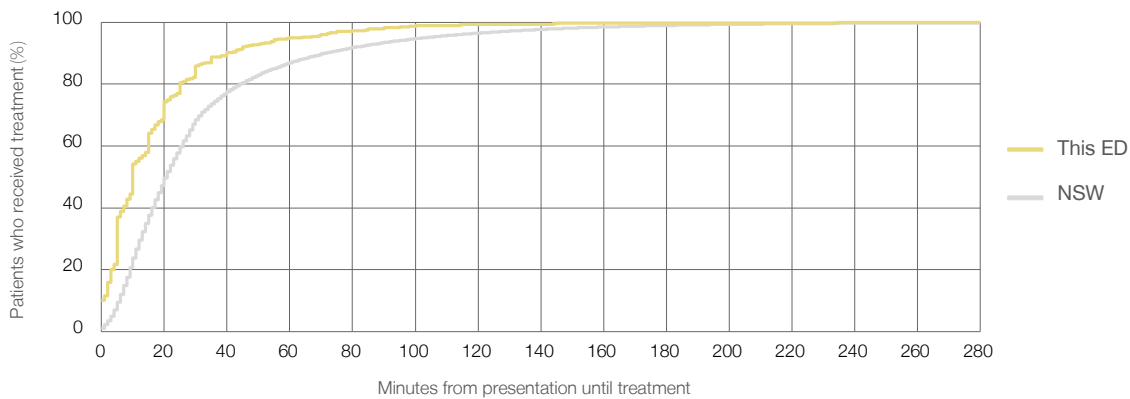
Number of triage 3 patients used to calculate waiting time:³ 662

Median time to start treatment⁴ 10 minutes

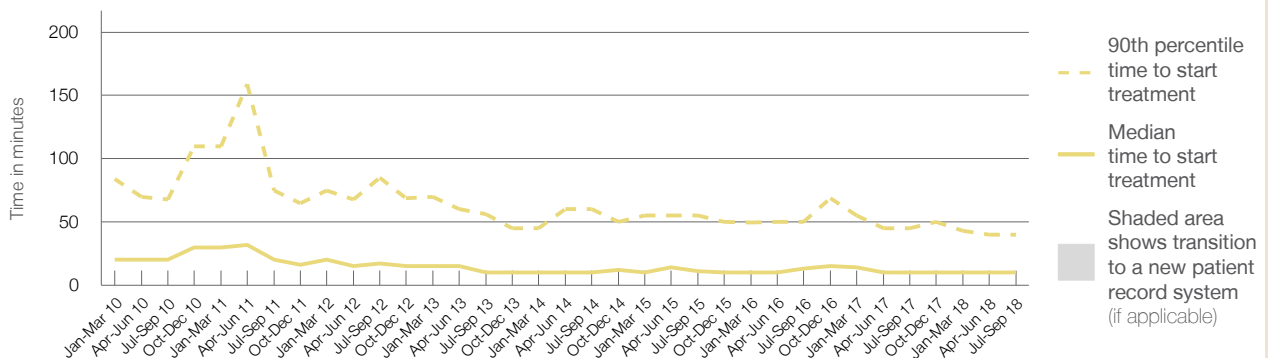
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
707	
674	
10 minutes	21 minutes
45 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	20	20	17	10	10	11	13	10	10
90th percentile time to start treatment ⁵ (minutes)	68	75	85	56	60	55	50	45	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.

Inverell Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,090

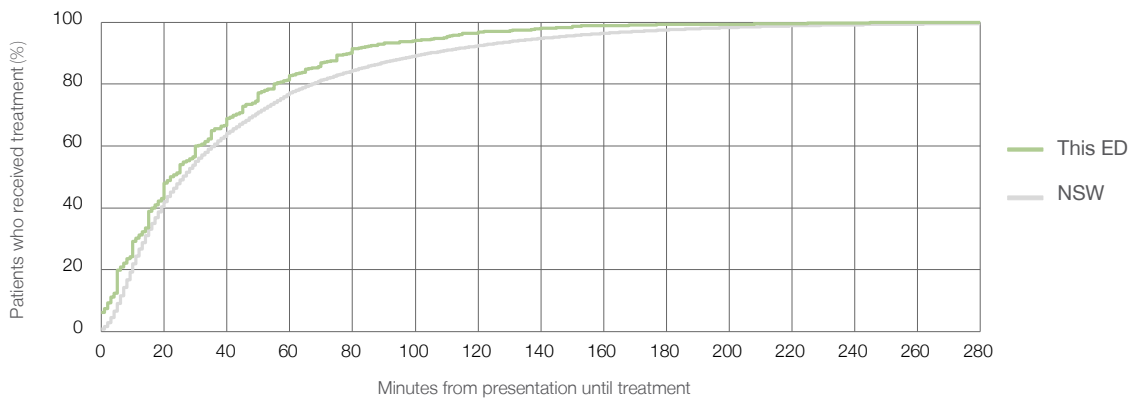
Number of triage 4 patients used to calculate waiting time:³ 960

Median time to start treatment⁴ 23 minutes

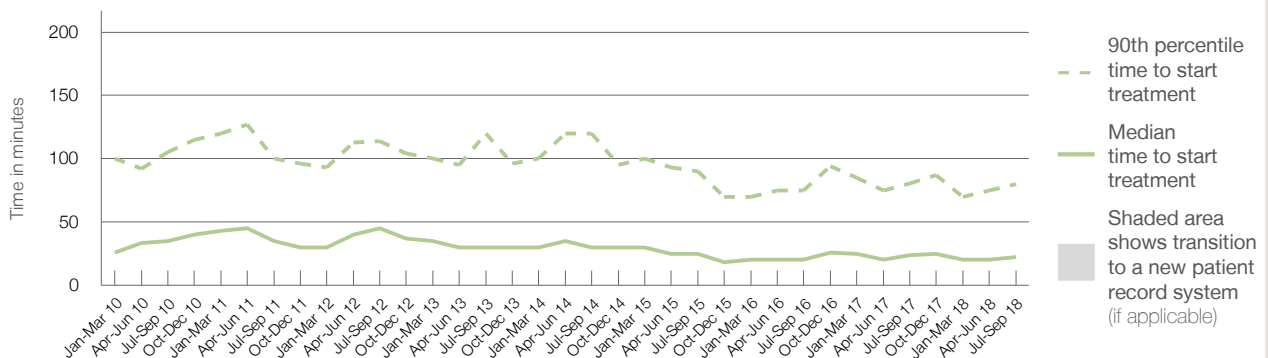
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
1,129	1,010
24 minutes	26 minutes
81 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	35	35	45	30	30	25	20	24	23
90th percentile time to start treatment ⁵ (minutes)	105	100	114	120	120	90	75	81	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.

Inverell Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 133

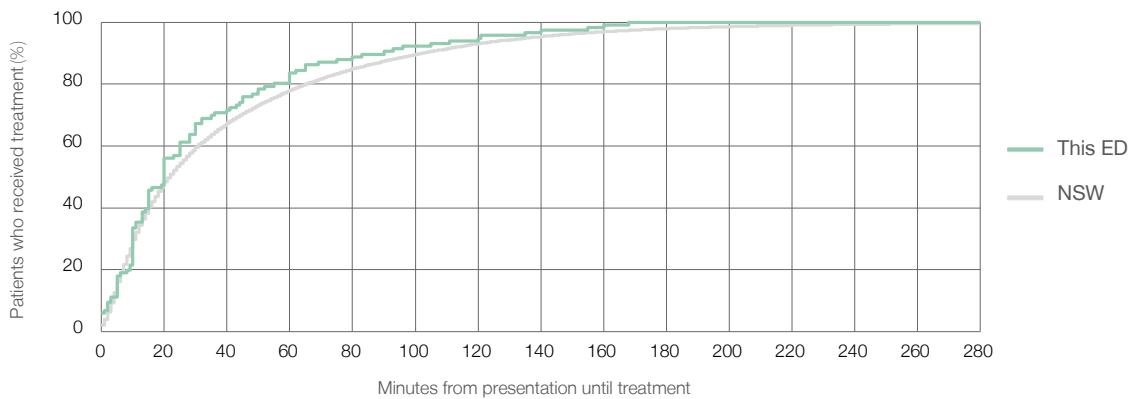
Number of triage 5 patients used to calculate waiting time:³ 116

Median time to start treatment⁴ 20 minutes

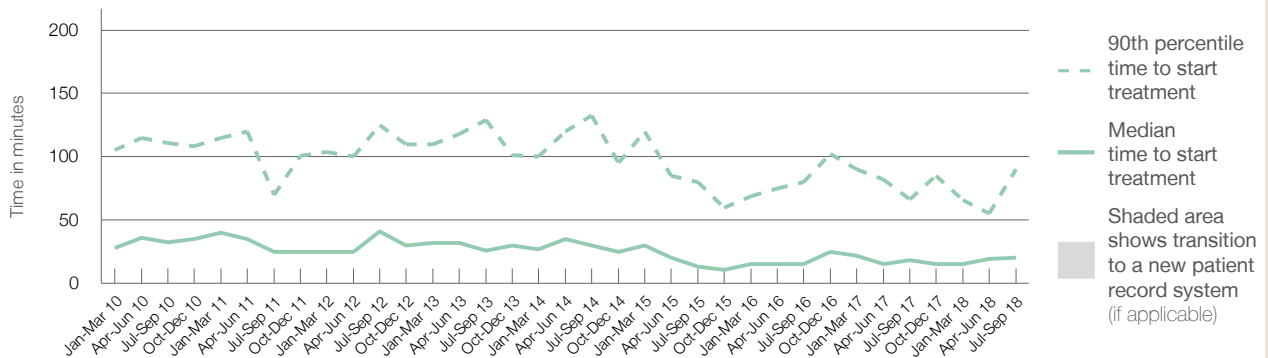
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
159	130
18 minutes	22 minutes
67 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	33	25	41	26	30	13	15	18	20
90th percentile time to start treatment ⁵ (minutes)	111	70	125	129	133	80	80	67	90

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

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

Inverell Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 2,358 patients

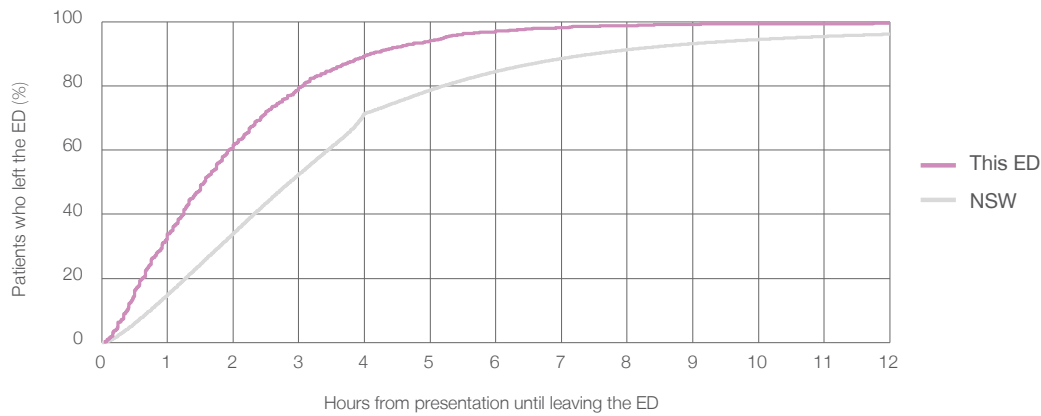
Presentations used to calculate time to leaving the ED:⁶ 2,358 patients

Median time spent in the ED⁸ 1 hours and 34 minutes

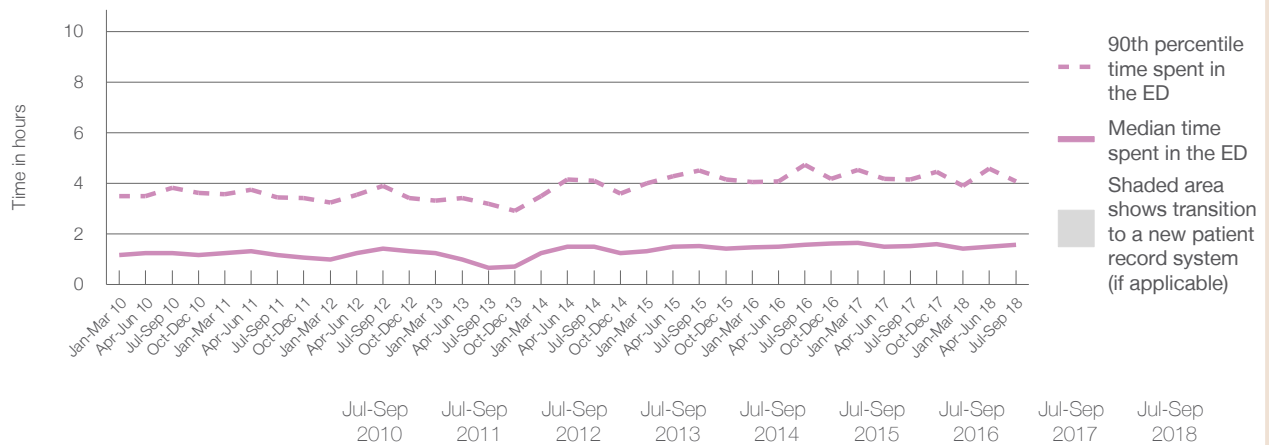
90th percentile time spent in the ED⁹ 4 hours and 5 minutes

Same period last year	NSW (this period)
2,349	2,349
1 hours and 32 minutes	2 hours and 52 minutes
4 hours and 10 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 15m	1h 10m	1h 25m	0h 40m	1h 30m	1h 31m	1h 35m	1h 32m	1h 34m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 49m	3h 27m	3h 55m	3h 12m	4h 6m	4h 30m	4h 44m	4h 10m	4h 5m

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

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

Inverell Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

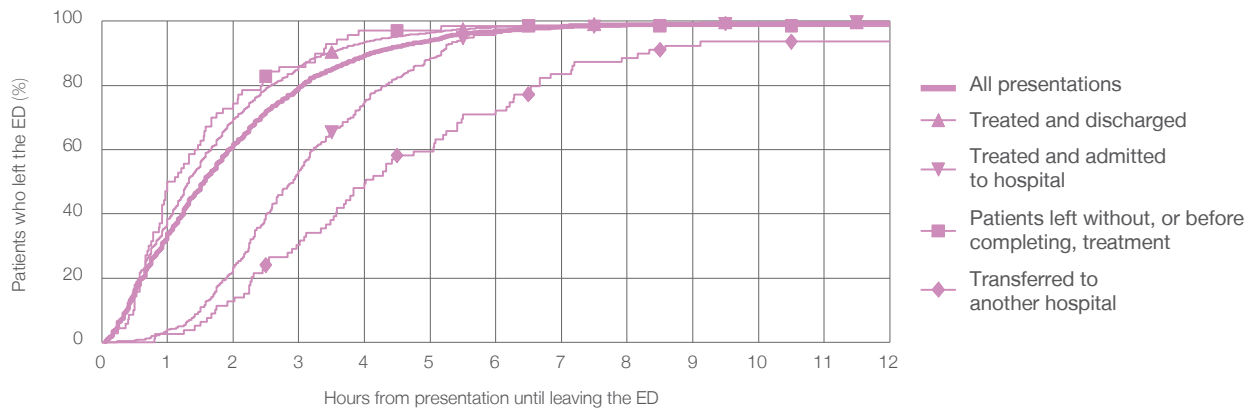
All presentations:¹ 2,358 patients

Presentations used to calculate time to leaving the ED:⁶ 2,358 patients

Treated and discharged	1,748 (74.1%)
Treated and admitted to hospital	356 (15.1%)
Patient left without, or before completing, treatment	70 (3.0%)
Transferred to another hospital	79 (3.4%)
Other	105 (4.5%)

Same period last year	Change since one year ago
2,349	0%
1,717	1.8%
377	-5.6%
92	-23.9%
74	6.8%
89	18.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	38.4%	69.6%	85.9%	93.5%	98.2%	99.3%	99.6%	99.7%
Treated and admitted to hospital	3.9%	23.3%	53.4%	75.0%	96.3%	98.9%	99.4%	99.7%
Patient left without, or before completing, treatment	50.0%	74.3%	85.7%	97.1%	98.6%	98.6%	98.6%	98.6%
Transferred to another hospital	2.5%	12.7%	30.4%	49.4%	72.2%	88.6%	93.7%	93.7%
All presentations	33.8%	61.6%	79.4%	89.4%	97.0%	98.8%	99.3%	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.

Inverell Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 2,358 patients

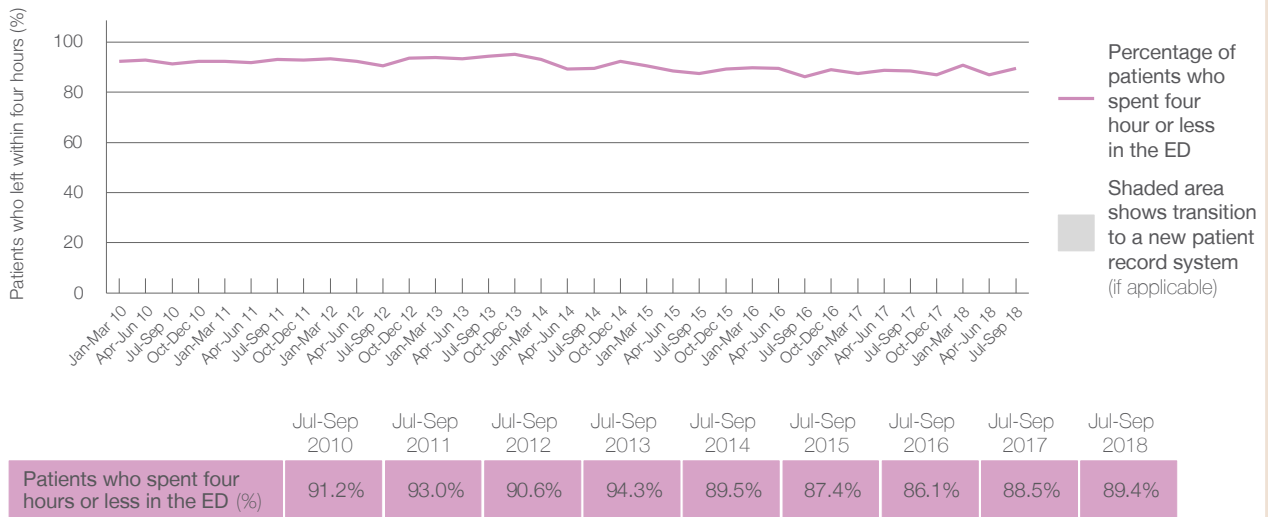
Presentations used to calculate time to leaving the ED: ⁶ 2,358 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 2,358 patients	2,349	0%
Presentations used to calculate time to leaving the ED: ⁶ 2,358 patients	2,349	0%
Percentage of patients who spent four hours or less in the ED	88.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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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- 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*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

John Hunter Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 20,298 patients

Emergency presentations:² 19,974 patients

Same period last year	Change since one year ago
20,698	-2%
20,319	-2%

John Hunter Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,950 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,267 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,057 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,581 patients

Median time to start treatment⁴ 40 minutes
 90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
1,792	
7 minutes	8 minutes
18 minutes	28 minutes
4,853	
24 minutes	21 minutes
93 minutes	72 minutes
10,720	
43 minutes	26 minutes
148 minutes	105 minutes
2,863	
48 minutes	22 minutes
170 minutes	103 minutes

John Hunter Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 20,298 patients

Percentage of patients who spent four hours or less in the ED 58%

Same period last year	Change since one year ago
20,698	-2%
54%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

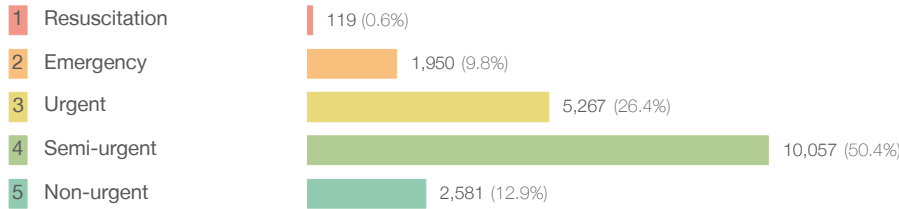
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

John Hunter Hospital: Patients presenting to the emergency department

July to September 2018

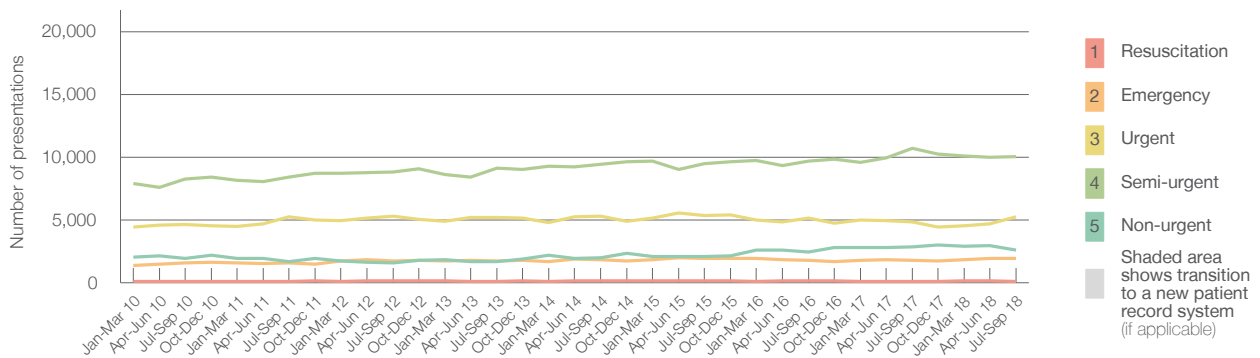
All presentations:¹ 20,298 patients

Emergency presentations² by triage category: 19,974 patients



	Same period last year	Change since one year ago
All presentations	20,698	-2%
Emergency presentations	20,319	-2%
1 Resuscitation	91	30.8%
2 Emergency	1,792	8.8%
3 Urgent	4,853	8.5%
4 Semi-urgent	10,720	-6.2%
5 Non-urgent	2,863	-9.8%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	108	114	155	118	142	170	141	91	119
Emergency	1,562	1,583	1,719	1,722	1,821	1,951	1,785	1,792	1,950
Urgent	4,610	5,230	5,276	5,188	5,309	5,349	5,164	4,853	5,267
Semi-urgent	8,234	8,393	8,824	9,102	9,429	9,455	9,687	10,720	10,057
Non-urgent	1,948	1,701	1,550	1,680	1,982	2,084	2,430	2,863	2,581
All emergency presentations	16,462	17,021	17,524	17,810	18,683	19,009	19,207	20,319	19,974

John Hunter Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 4,848 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,911	
ED Transfer of care time		
Median time	12 minutes	0 minutes
90th percentile time	29 minutes	-2 minutes

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

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

John Hunter Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,950

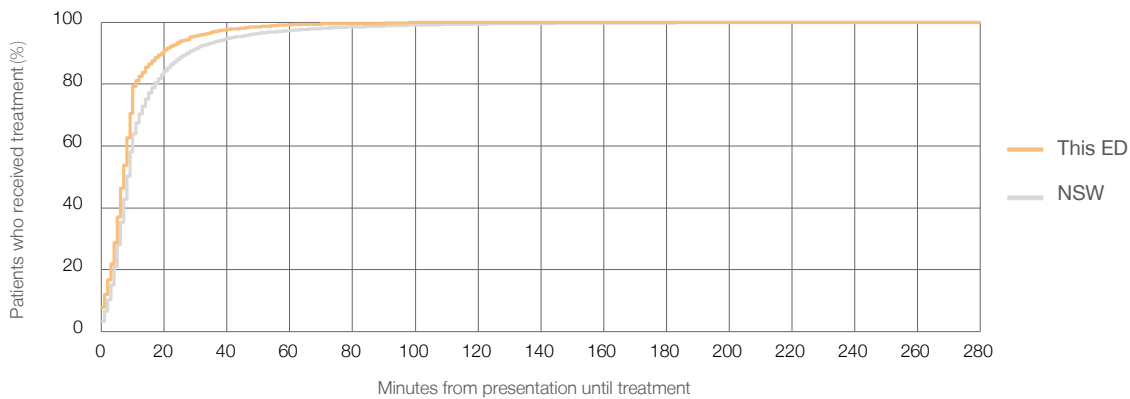
Number of triage 2 patients used to calculate waiting time:³ 1,937

Median time to start treatment⁴ 7 minutes

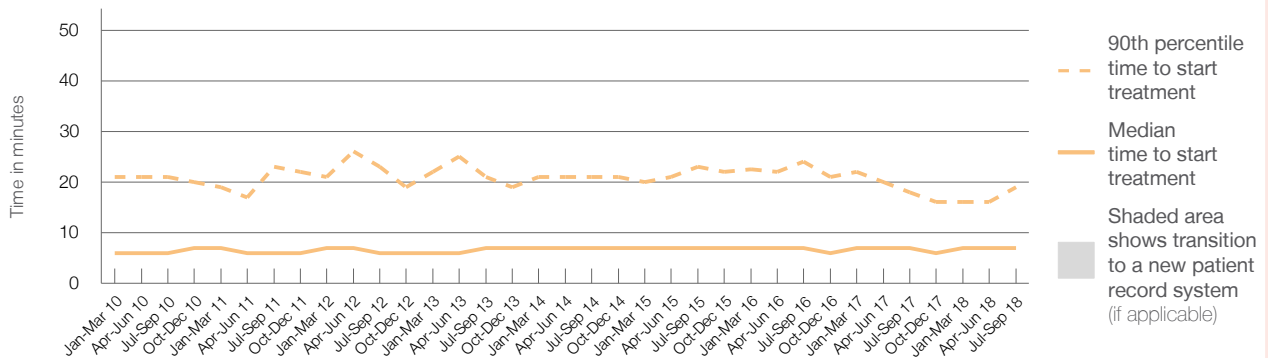
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
1,792	1,779
7 minutes	8 minutes
18 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	6	6	6	7	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	21	23	23	21	21	23	24	18	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.

John Hunter Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 5,267

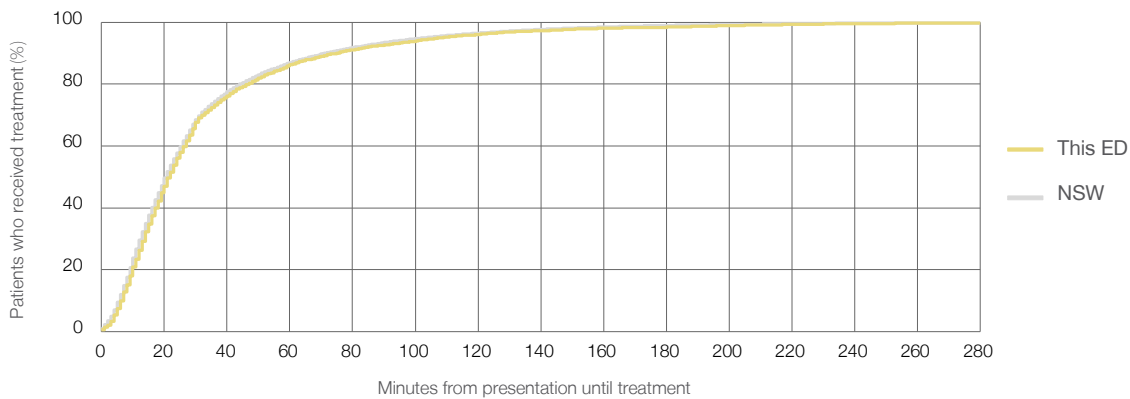
Number of triage 3 patients used to calculate waiting time:³ 5,135

Median time to start treatment⁴ 22 minutes

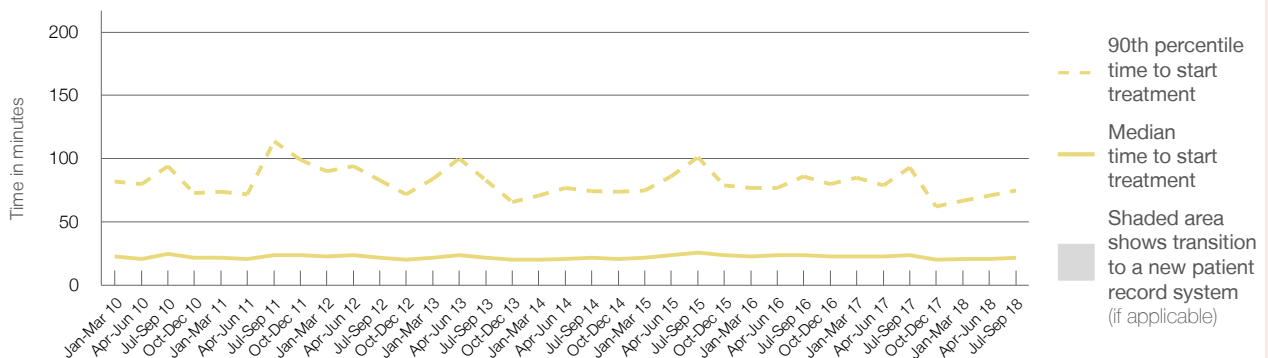
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
4,853	4,700
24 minutes	21 minutes
93 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	25	24	22	22	22	26	24	24	22
90th percentile time to start treatment ⁵ (minutes)	94	114	83	83	75	101	86	93	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.

John Hunter Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 10,057

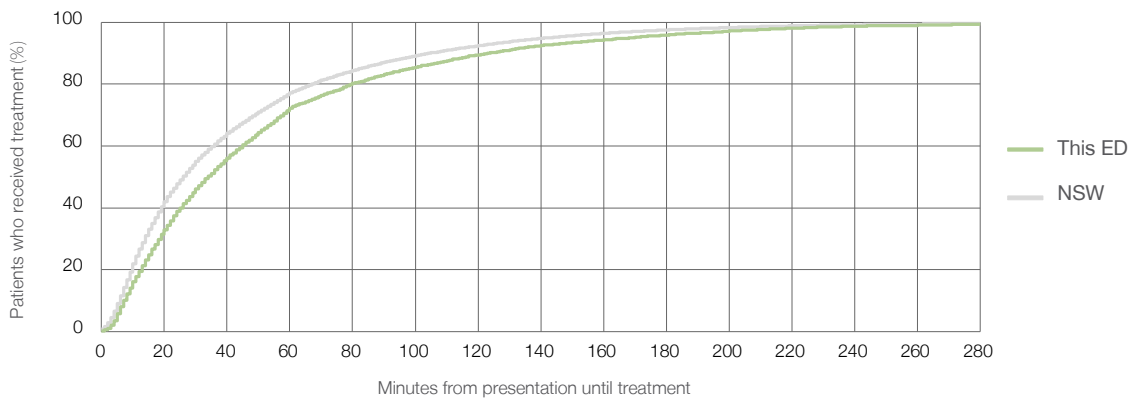
Number of triage 4 patients used to calculate waiting time:³ 9,012

Median time to start treatment⁴ 34 minutes

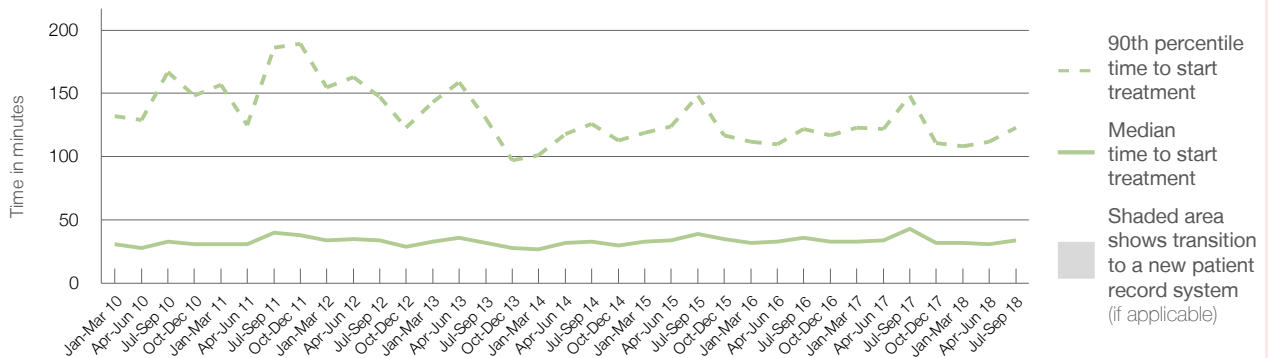
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
10,720	9,417
43 minutes	26 minutes
148 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	33	40	34	32	33	39	36	43	34
90th percentile time to start treatment ⁵ (minutes)	167	186	147	130	126	148	122	148	123

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John Hunter Hospital: Time patients waited to start treatment, triage 5

July to September 2018

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

Number of triage 5 patients: 2,581

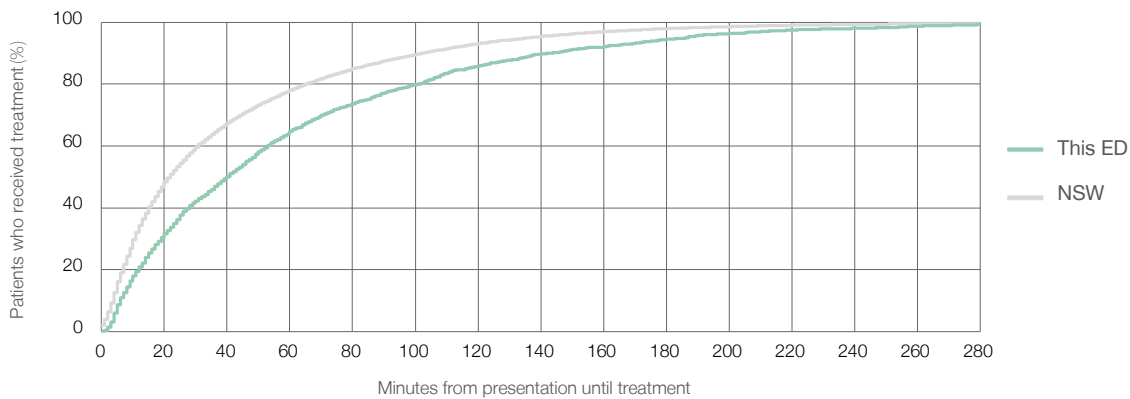
Number of triage 5 patients used to calculate waiting time:³ 1,995

Median time to start treatment⁴ 40 minutes

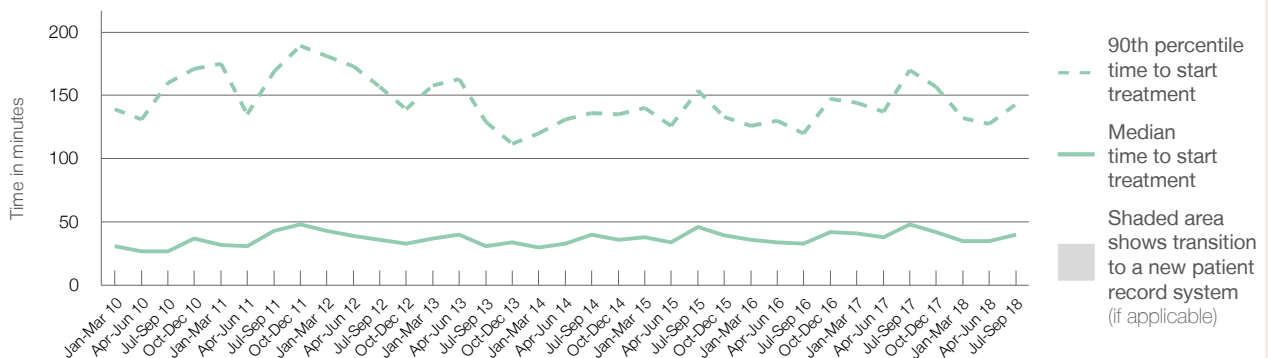
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
2,863	2,212
48 minutes	22 minutes
170 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	27	43	36	31	40	46	33	48	40
90th percentile time to start treatment ⁵ (minutes)	160	169	157	129	136	154	120	170	143

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John Hunter Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 20,298 patients

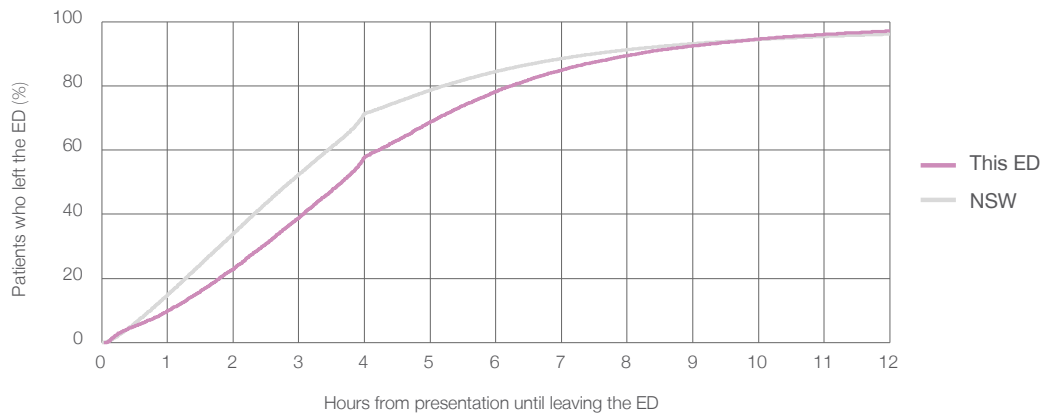
Presentations used to calculate time to leaving the ED:⁶ 20,298 patients

Median time spent in the ED⁸ 3 hours and 39 minutes

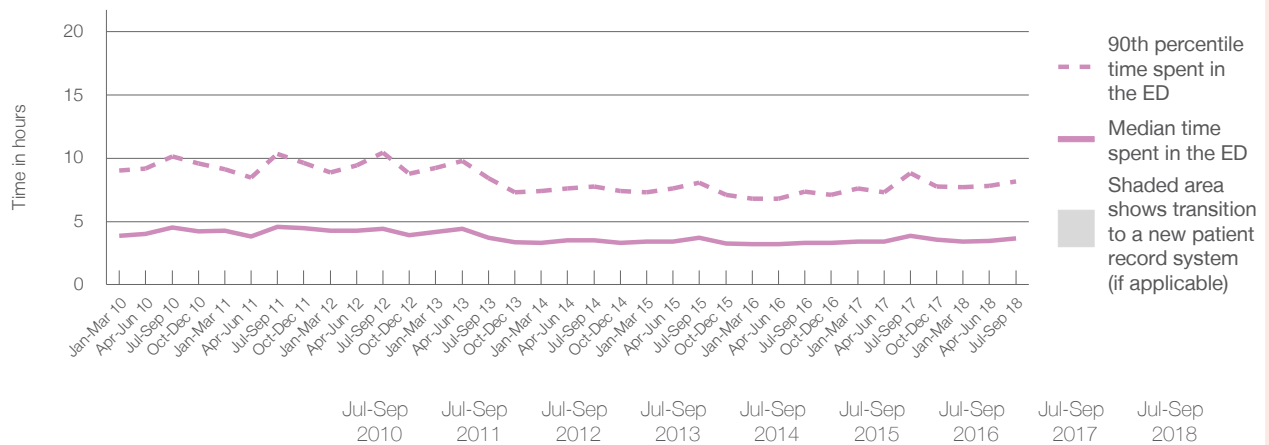
90th percentile time spent in the ED⁹ 8 hours and 10 minutes

Same period last year	NSW (this period)
20,698	20,698
3 hours and 52 minutes	2 hours and 52 minutes
8 hours and 49 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 31m	4h 34m	4h 24m	3h 44m	3h 30m	3h 42m	3h 19m	3h 52m	3h 39m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 9m	10h 21m	10h 26m	8h 25m	7h 45m	8h 5m	7h 21m	8h 49m	8h 10m

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John Hunter Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

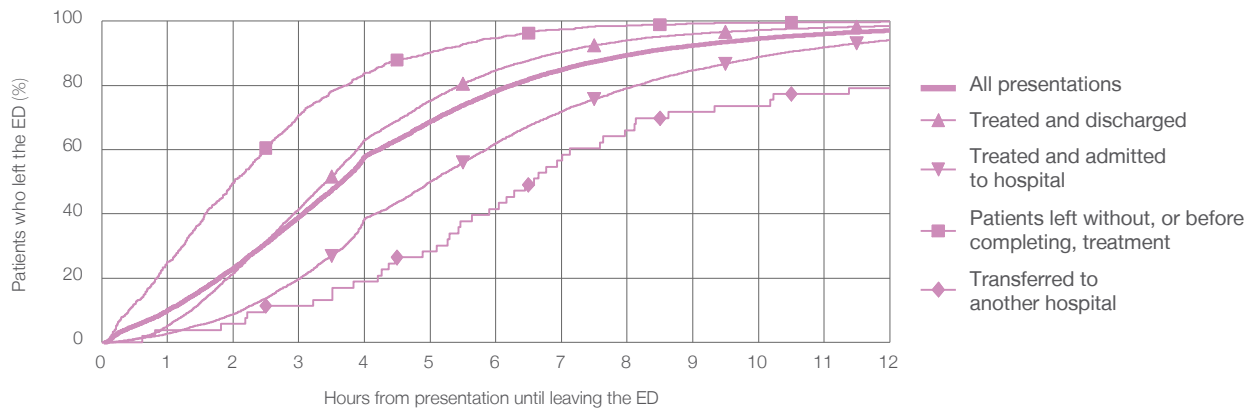
All presentations:¹ 20,298 patients

Presentations used to calculate time to leaving the ED:⁶ 20,298 patients

Treated and discharged	10,841 (53.4%)
Treated and admitted to hospital	6,935 (34.2%)
Patient left without, or before completing, treatment	1,202 (5.9%)
Transferred to another hospital	53 (0.3%)
Other	1,267 (6.2%)

Same period last year	Change since one year ago
20,698	-2%
11,027	-1.7%
6,750	2.7%
1,506	-20.2%
56	-5.4%
1,359	-6.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.1%	21.4%	41.5%	63.1%	84.7%	94.1%	97.3%	98.5%
Treated and admitted to hospital	2.7%	8.7%	19.7%	38.4%	62.0%	79.1%	88.9%	94.1%
Patient left without, or before completing, treatment	25.0%	49.7%	70.7%	83.9%	94.7%	98.7%	99.6%	99.8%
Transferred to another hospital	3.8%	5.7%	11.3%	18.9%	41.5%	66.0%	73.6%	79.2%
All presentations	9.9%	23.0%	39.0%	57.8%	78.3%	89.4%	94.6%	97.1%

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John Hunter Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2018

All presentations at the emergency department: ¹ 20,298 patients

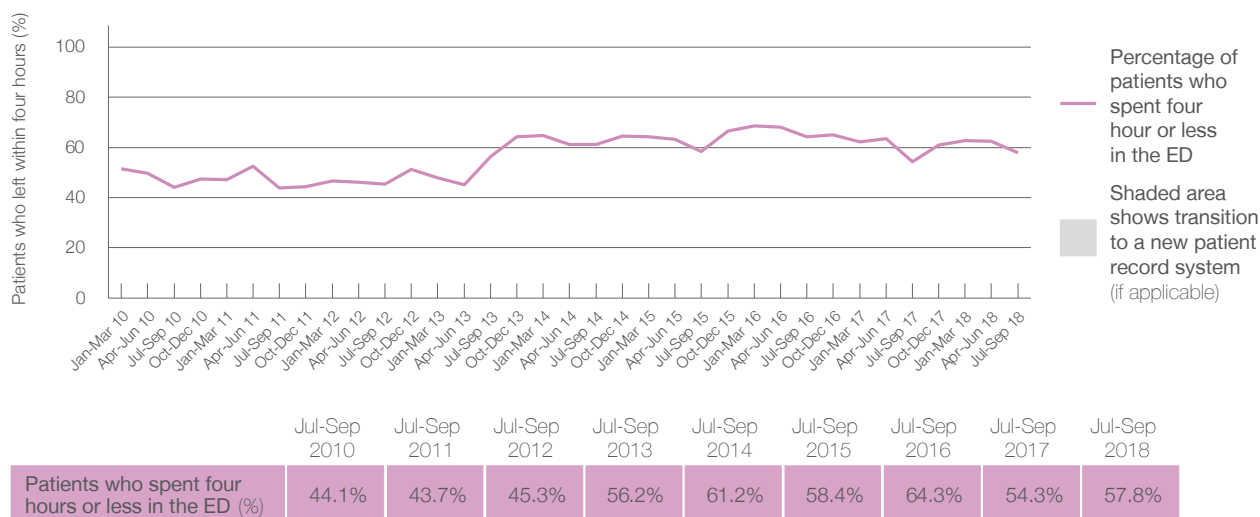
Presentations used to calculate time to leaving the ED: ⁶ 20,298 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	20,698	-2%
Presentations used to calculate time to leaving the ED	20,698	-2%
Percentage of patients who spent four hours or less in the ED	54.3%	

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



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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Kurri Kurri Hospital: Emergency department (ED) overview

July to September 2018


All presentations:¹ 1,012 patients
 Emergency presentations:² 900 patients

Same period last year	Change since one year ago
973	4%
925	-3%



Kurri Kurri Hospital: Time patients waited to start treatment³

July to September 2018


Triage 2 Emergency (e.g. chest pain, severe burns): 68 patients

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


Triage 3 Urgent (e.g. moderate blood loss, dehydration): 183 patients

Median time to start treatment⁴  14 minutes
 90th percentile time to start treatment⁵  40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 455 patients

Median time to start treatment⁴  19 minutes
 90th percentile time to start treatment⁵  59 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 194 patients

Median time to start treatment⁴  14 minutes
 90th percentile time to start treatment⁵  59 minutes

Same period last year	NSW (this period)
86	
5 minutes	8 minutes
*	28 minutes
197	
12 minutes	21 minutes
37 minutes	72 minutes
518	
14 minutes	26 minutes
49 minutes	105 minutes
124	
12 minutes	22 minutes
*	103 minutes

Kurri Kurri Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 1,012 patients

Percentage of patients who spent four hours or less in the ED  92%

Same period last year	Change since one year ago
973	4%
93%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

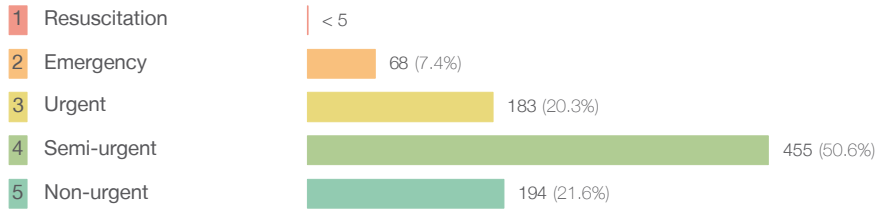
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Kurri Kurri Hospital: Patients presenting to the emergency department July to September 2018

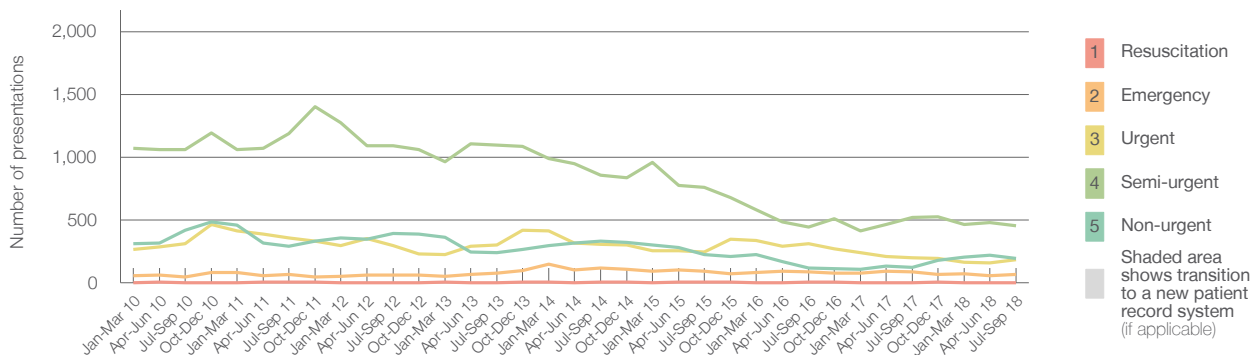
All presentations:¹ 1,012 patients

Emergency presentations² by triage category: 900 patients



Same period last year	Change since one year ago
973	4%
925	-3%
< 5	*
86	-21.2%
197	-7.1%
518	-12.2%
124	56.5%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	< 5	< 5	< 5	0	< 5	< 5	< 5	< 5	< 5
Emergency	46	70	63	74	121	93	87	86	68
Urgent	310	358	296	298	306	242	308	197	183
Semi-urgent	1,058	1,188	1,089	1,098	855	759	441	518	455
Non-urgent	418	288	391	238	330	226	117	124	194
All emergency presentations	1,832	1,904	1,839	1,708	1,612	1,320	953	925	900

Kurri Kurri Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ < 50 patients

ED Transfer of care time

Median time

90th percentile time

Same period last year

Change since one year ago

58	
4 minutes	*
*	*

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

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

Kurri Kurri Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 68

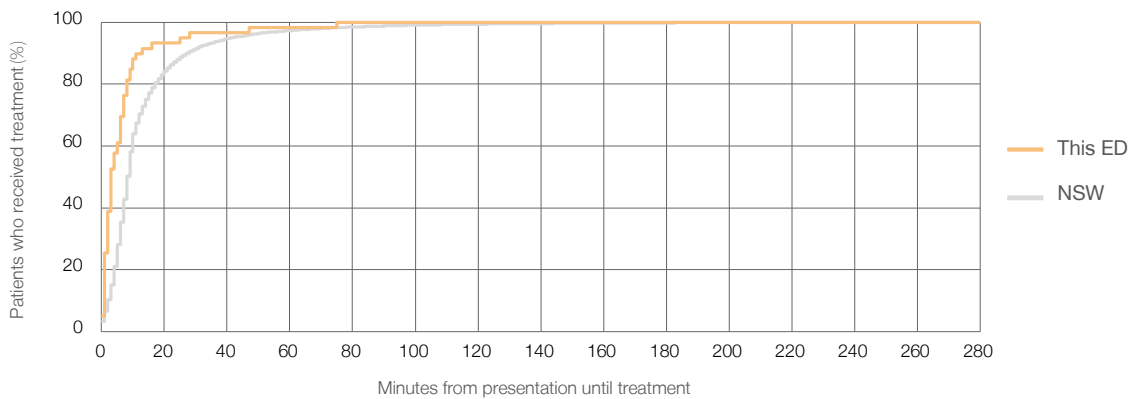
Number of triage 2 patients used to calculate waiting time:³ 59

Median time to start treatment⁴ 3 minutes

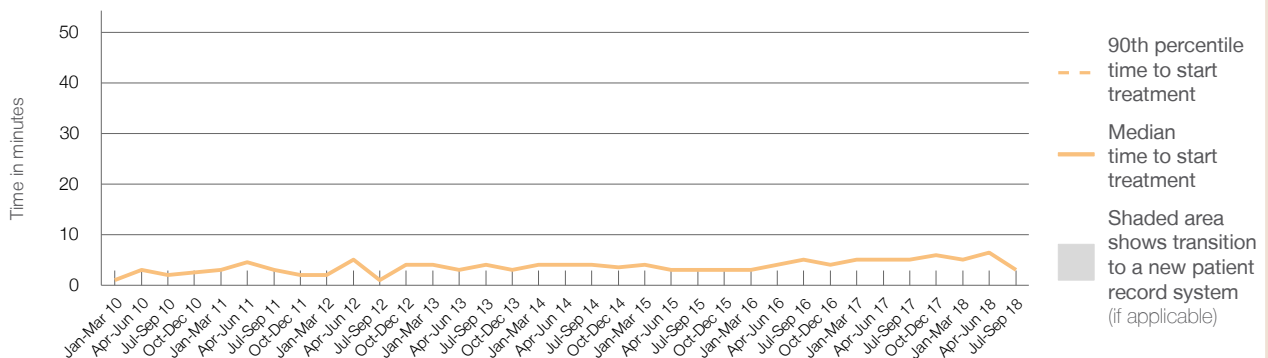
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
86	
67	
5 minutes	8 minutes
*	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	2	3	1	4	4	3	5	5	3
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	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.

Kurri Kurri Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 183

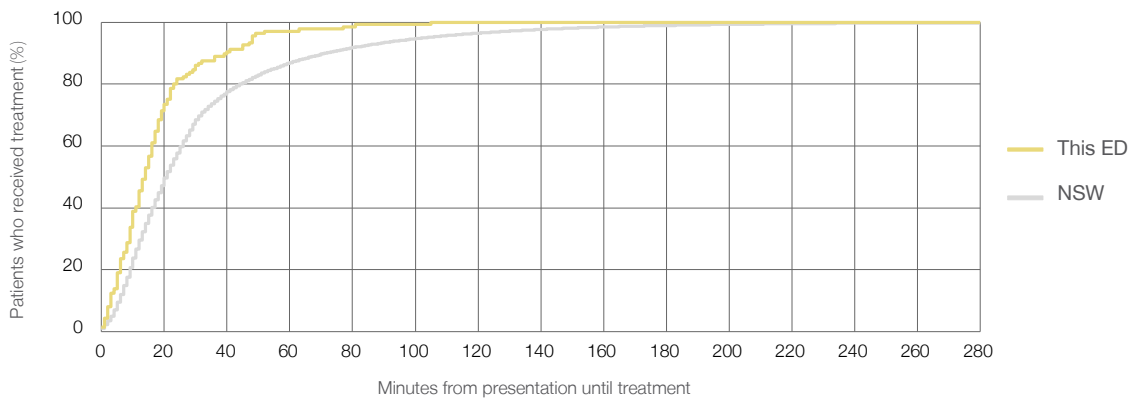
Number of triage 3 patients used to calculate waiting time:³ 136

Median time to start treatment⁴ 14 minutes

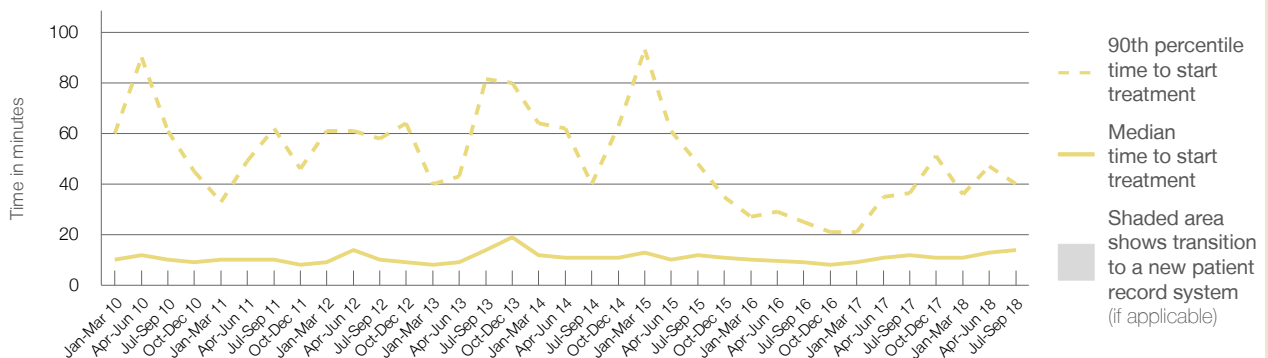
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
197	
130	
12 minutes	21 minutes
37 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	10	10	10	14	11	12	9	12	14
90th percentile time to start treatment ⁵ (minutes)	61	62	58	82	40	48	25	37	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.

Kurri Kurri Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 455

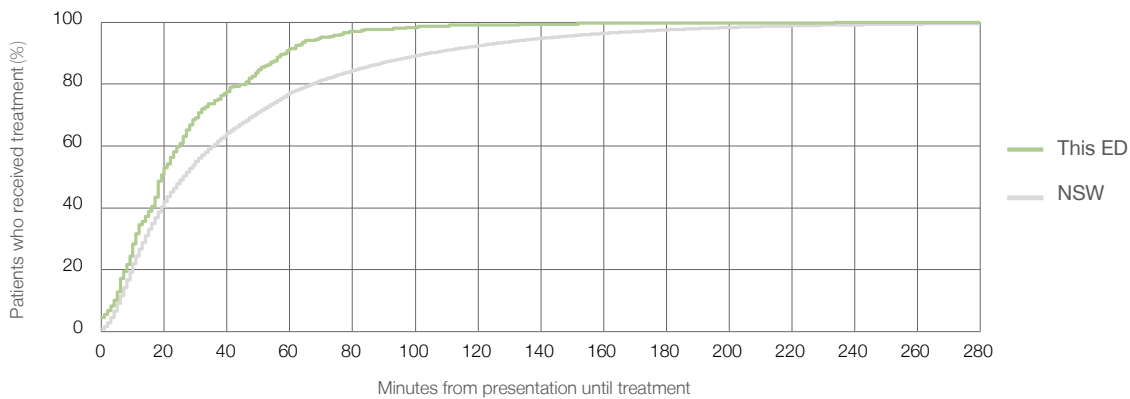
Number of triage 4 patients used to calculate waiting time:³ 304

Median time to start treatment⁴ 19 minutes

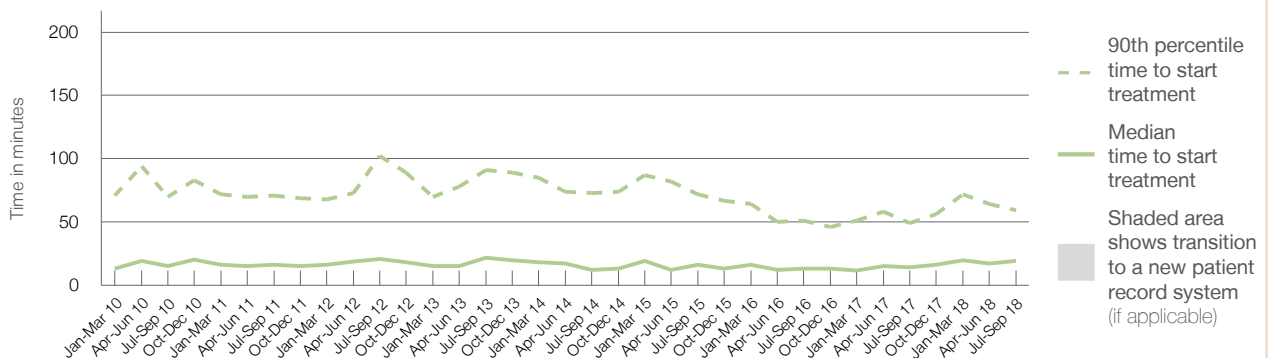
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
518	337
14 minutes	26 minutes
49 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	15	16	21	22	12	16	13	14	19
90th percentile time to start treatment ⁵ (minutes)	70	71	102	91	73	72	51	49	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.

Kurri Kurri Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 194

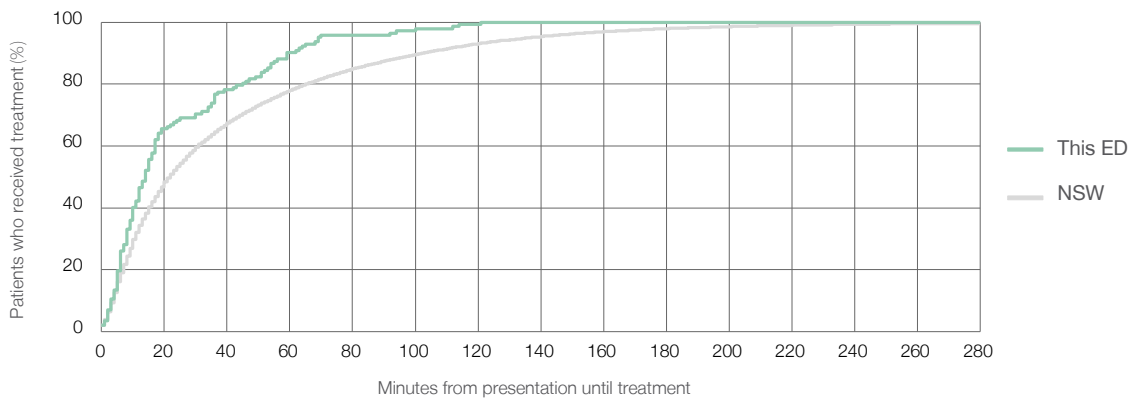
Number of triage 5 patients used to calculate waiting time:³ 142

Median time to start treatment⁴ 14 minutes

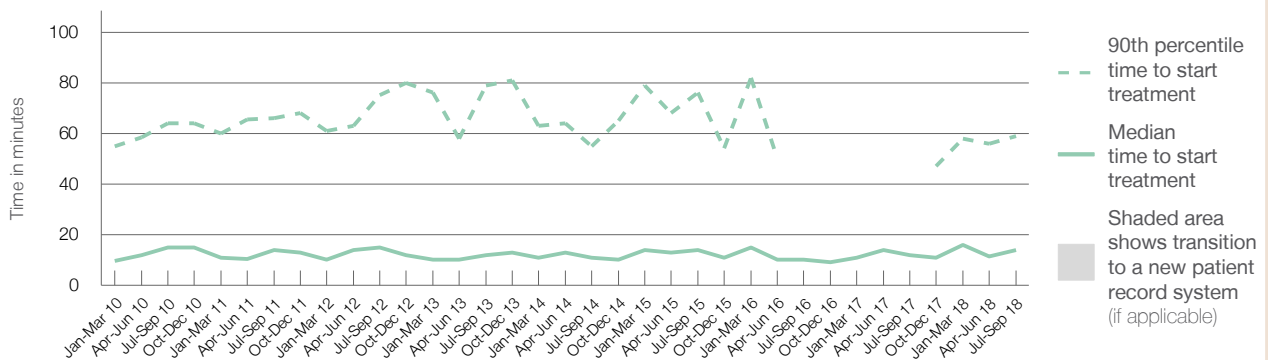
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
124	91
12 minutes	22 minutes
*	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	15	14	15	12	11	14	10	12	14
90th percentile time to start treatment ⁵ (minutes)	64	66	75	79	55	76	*	*	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.

Kurri Kurri Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 1,012 patients

Presentations used to calculate time to leaving the ED:⁶ 1,012 patients

Median time spent in the ED⁸

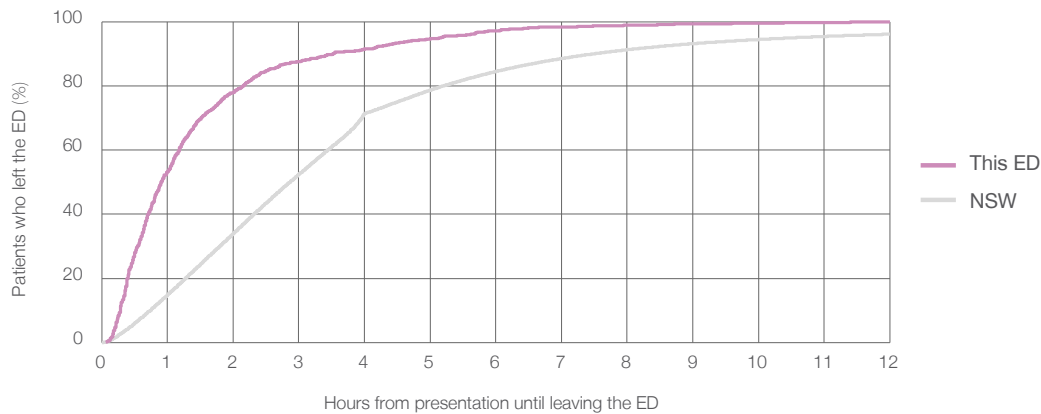
0 hours and 54 minutes

90th percentile time spent in the ED⁹

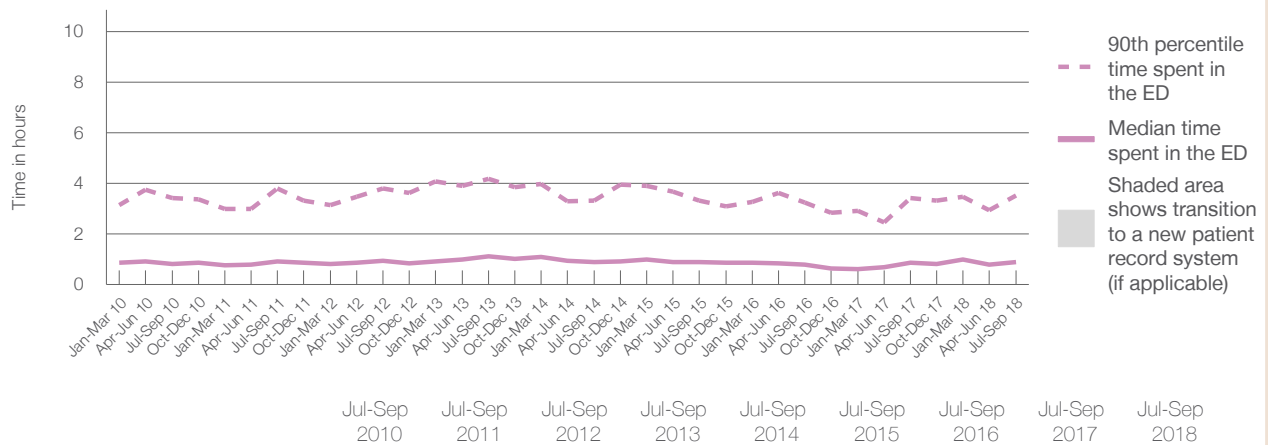
3 hours and 32 minutes

Same period last year	NSW (this period)
973	973
0 hours and 53 minutes	2 hours and 52 minutes
3 hours and 25 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	0h 49m	0h 55m	0h 57m	1h 7m	0h 54m	0h 54m	0h 47m	0h 53m	0h 54m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 25m	3h 48m	3h 48m	4h 11m	3h 20m	3h 20m	3h 15m	3h 25m	3h 32m

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

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

Kurri Kurri Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

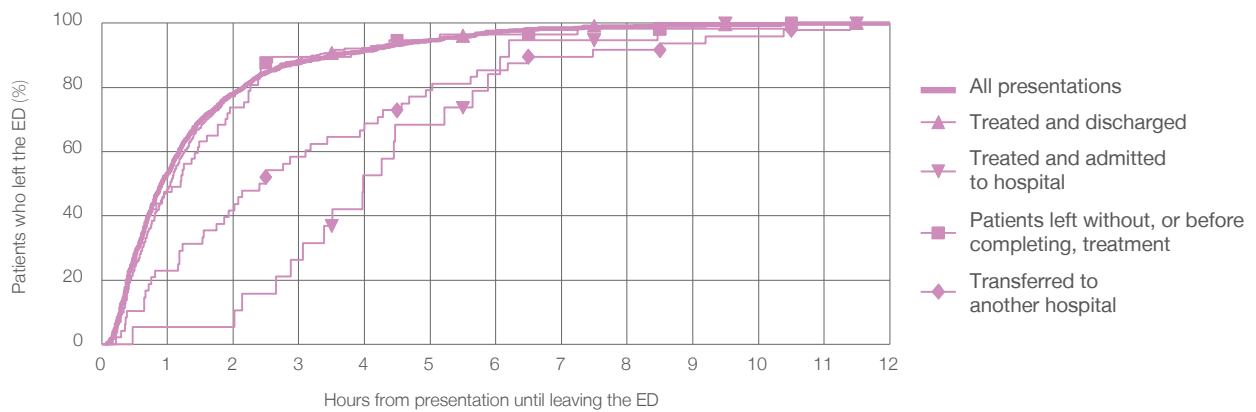
All presentations:¹ 1,012 patients

Presentations used to calculate time to leaving the ED:⁶ 1,012 patients

Mode of separation	Count	Percentage
Treated and discharged	642	63.4%
Treated and admitted to hospital	19	1.9%
Patient left without, or before completing, treatment	57	5.6%
Transferred to another hospital	48	4.7%
Other	246	24.3%

	Same period last year	Change since one year ago
	973	4%
	555	15.7%
	38	-50.0%
	37	54.1%
	58	-17.2%
	285	-13.7%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	48.3%	77.3%	88.6%	92.4%	97.8%	99.4%	99.8%	100%
Treated and admitted to hospital	5.3%	5.3%	26.3%	52.6%	84.2%	94.7%	100%	100%
Patient left without, or before completing, treatment	47.4%	73.7%	89.5%	91.2%	96.5%	98.2%	98.2%	100%
Transferred to another hospital	22.9%	41.7%	58.3%	68.8%	85.4%	91.7%	95.8%	100%
All presentations	53.3%	78.0%	87.5%	91.5%	97.1%	98.9%	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.

Kurri Kurri Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 1,012 patients

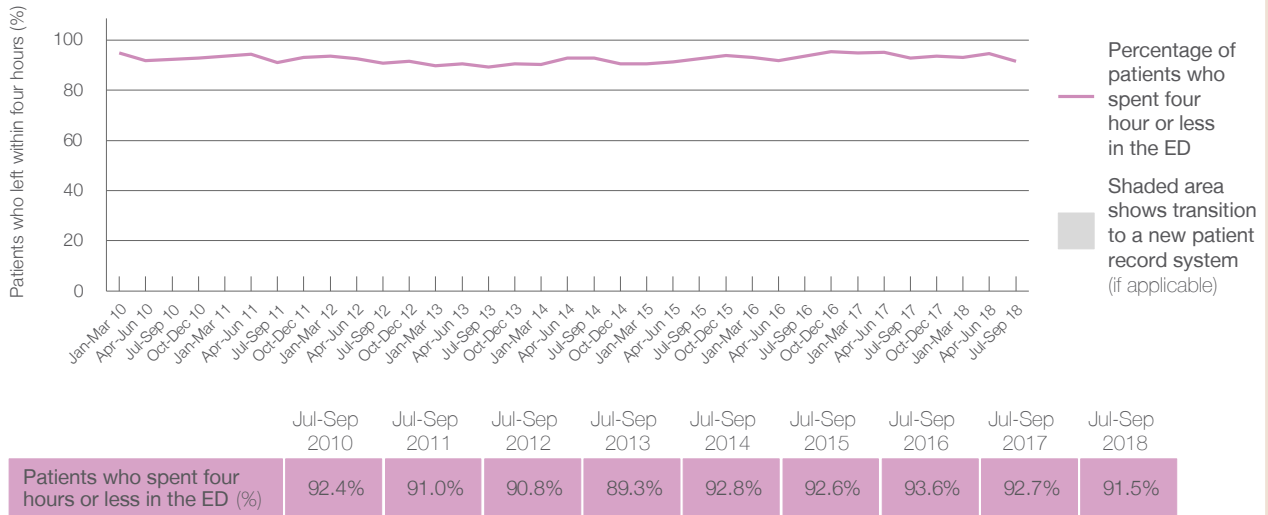
Presentations used to calculate time to leaving the ED: ⁶ 1,012 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 1,012 patients	973	4%
Presentations used to calculate time to leaving the ED: ⁶ 1,012 patients	973	4%
Percentage of patients who spent four hours or less in the ED	92.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Maitland Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 12,150 patients


Emergency presentations:² 12,087 patients

Same period last year	Change since one year ago
12,610	-4%
12,538	-4%

Maitland Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,192 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,661 patients

Median time to start treatment⁴  25 minutes
 90th percentile time to start treatment⁵  106 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,185 patients

Median time to start treatment⁴  54 minutes
 90th percentile time to start treatment⁵  179 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,011 patients

Median time to start treatment⁴  60 minutes
 90th percentile time to start treatment⁵  165 minutes

Same period last year	NSW (this period)
1,993	
8 minutes	8 minutes
46 minutes	28 minutes
3,392	
29 minutes	21 minutes
131 minutes	72 minutes
5,838	
55 minutes	26 minutes
177 minutes	105 minutes
1,279	
62 minutes	22 minutes
176 minutes	103 minutes

Maitland Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 12,150 patients

Percentage of patients who spent four hours or less in the ED  66%

Same period last year	Change since one year ago
12,610	-4%
61%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Maitland Hospital: Patients presenting to the emergency department July to September 2018

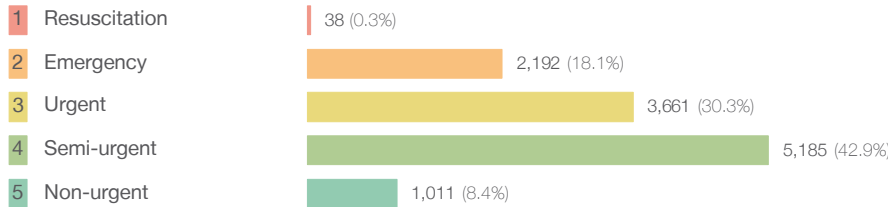
All presentations:¹ 12,150 patients

Same period last year Change since one year ago

12,610 -4%

Emergency presentations² by triage category: 12,087 patients

12,538 -4%



36 5.6%

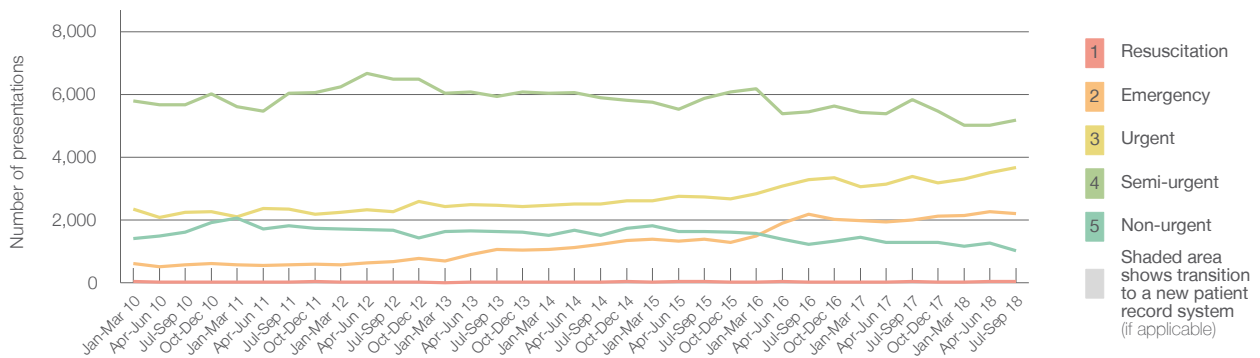
1,993 10.0%

3,392 7.9%

5,838 -11.2%

1,279 -21.0%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	22	27	27	20	24	34	23	36	38
Emergency	567	565	667	1,053	1,227	1,383	2,179	1,993	2,192
Urgent	2,248	2,350	2,256	2,474	2,503	2,722	3,285	3,392	3,661
Semi-urgent	5,679	6,046	6,487	5,937	5,891	5,872	5,447	5,838	5,185
Non-urgent	1,612	1,816	1,666	1,629	1,515	1,634	1,231	1,279	1,011
All emergency presentations	10,128	10,804	11,103	11,113	11,160	11,645	12,165	12,538	12,087

Maitland Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 2,343 patients

Same period last year Change since one year ago

2,273

ED Transfer of care time

Median time 8 minutes

9 minutes -1 minute

90th percentile time 19 minutes

23 minutes -4 minutes

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

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

Maitland Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 2,192

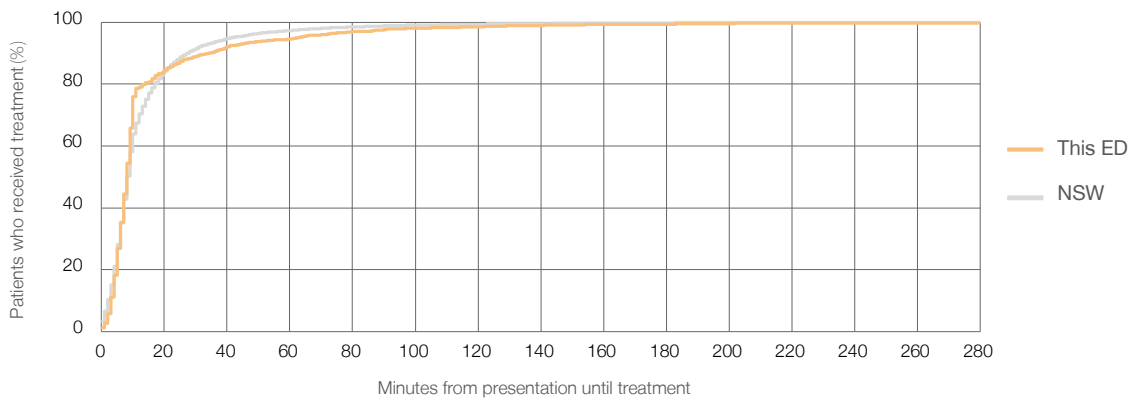
Number of triage 2 patients used to calculate waiting time:³ 2,141

Median time to start treatment⁴ 8 minutes

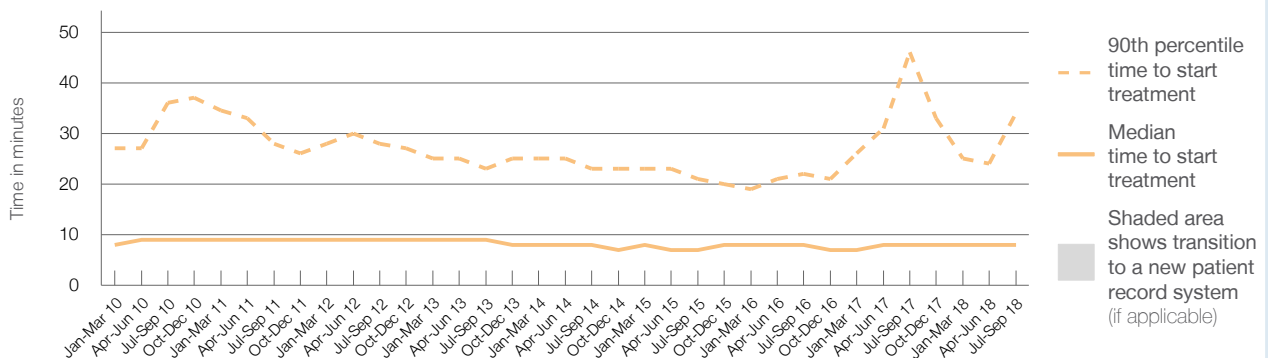
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
1,993	1,938
8 minutes	8 minutes
46 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	9	9	9	9	8	7	8	8	8
90th percentile time to start treatment ⁵ (minutes)	36	28	28	23	23	21	22	46	34

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

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

Maitland Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 3,661

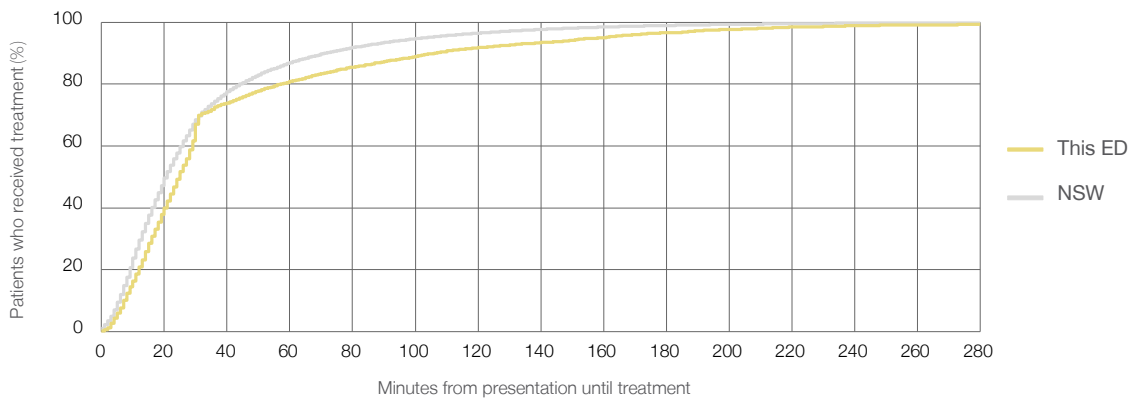
Number of triage 3 patients used to calculate waiting time:³ 3,472

Median time to start treatment⁴ 25 minutes

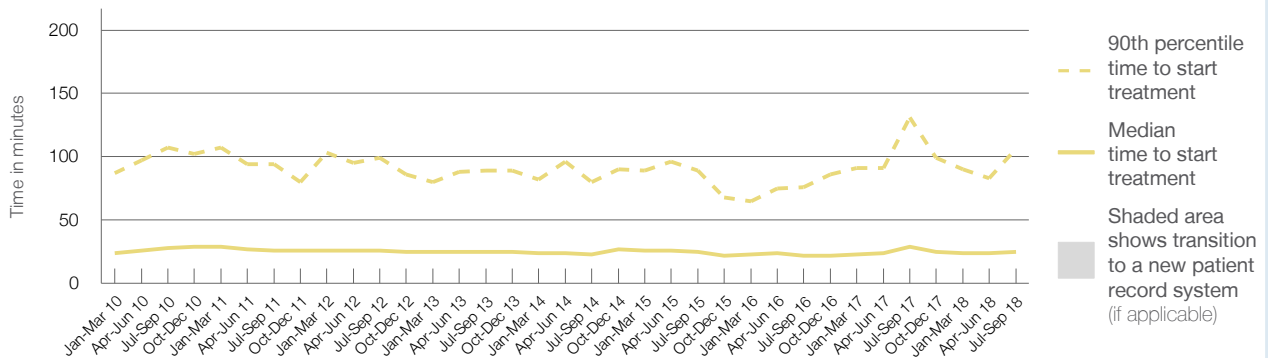
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
3,392	3,155
29 minutes	21 minutes
131 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	28	26	26	25	23	25	22	29	25
90th percentile time to start treatment ⁵ (minutes)	107	94	99	89	80	89	76	131	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.

Maitland Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 5,185

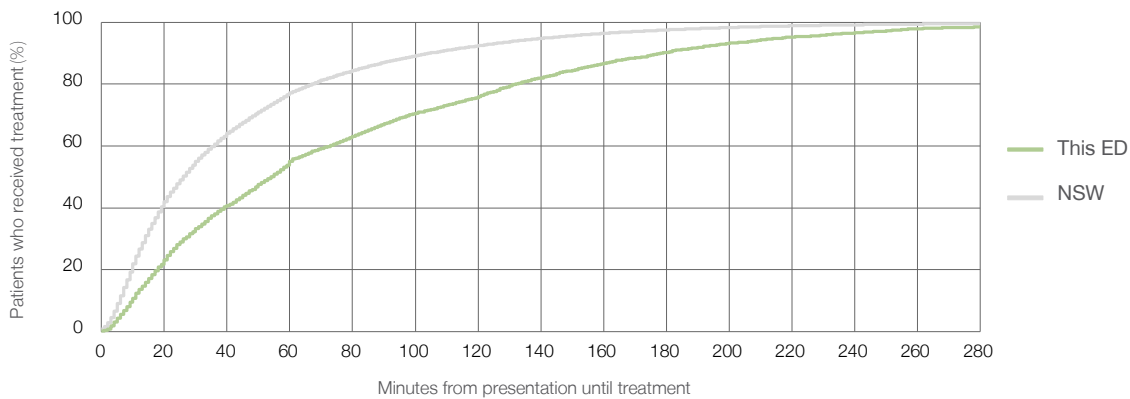
Number of triage 4 patients used to calculate waiting time:³ 4,134

Median time to start treatment⁴ 54 minutes

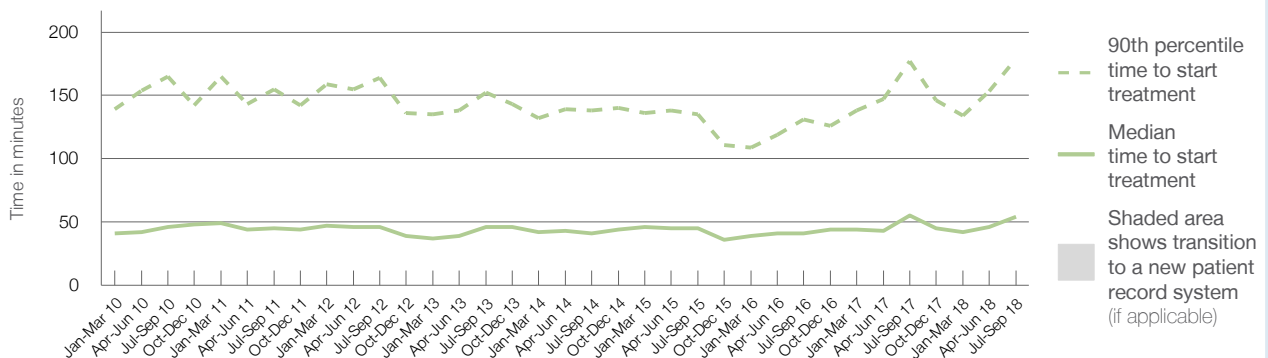
90th percentile time to start treatment⁵ 179 minutes

Same period last year	NSW (this period)
5,838	
4,599	
55 minutes	26 minutes
177 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	46	45	46	46	41	45	41	55	54
90th percentile time to start treatment ⁵ (minutes)	165	155	164	152	138	135	131	177	179

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

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

Maitland Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 1,011

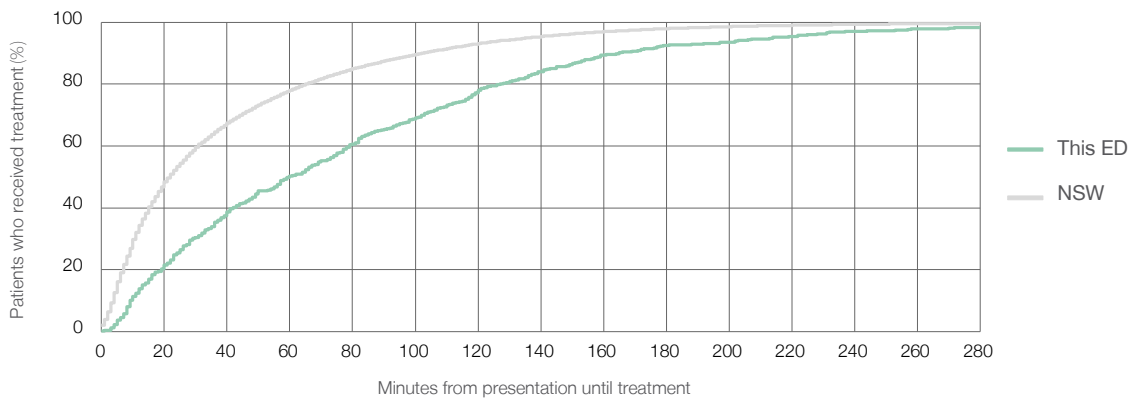
Number of triage 5 patients used to calculate waiting time:³ 671

Median time to start treatment⁴ 60 minutes

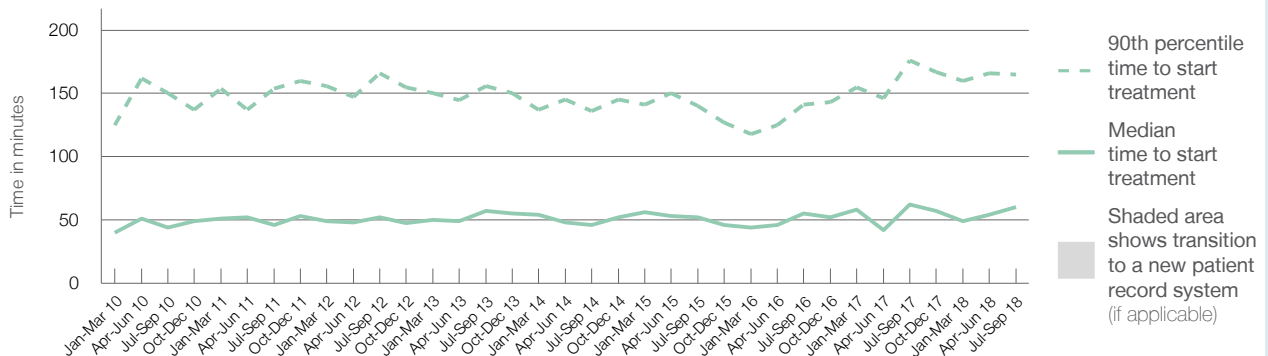
90th percentile time to start treatment⁵ 165 minutes

Same period last year	NSW (this period)
1,279	839
62 minutes	22 minutes
176 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	44	46	52	57	46	52	55	62	60
90th percentile time to start treatment ⁵ (minutes)	150	154	166	156	136	140	141	176	165

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

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

Maitland Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 12,150 patients

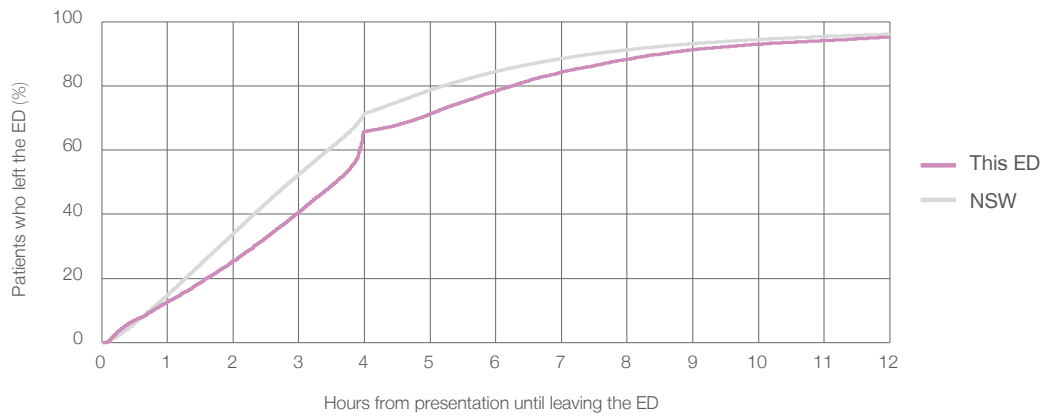
Presentations used to calculate time to leaving the ED:⁶ 12,150 patients

Median time spent in the ED⁸ 3 hours and 34 minutes

90th percentile time spent in the ED⁹ 8 hours and 33 minutes

Same period last year	NSW (this period)
12,610	12,610
3 hours and 31 minutes	2 hours and 52 minutes
9 hours and 4 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 49m	3h 3m	3h 22m	3h 19m	3h 3m	3h 1m	3h 7m	3h 31m	3h 34m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 5m	8h 17m	10h 3m	10h 29m	9h 38m	7h 58m	7h 27m	9h 4m	8h 33m

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

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

Maitland Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

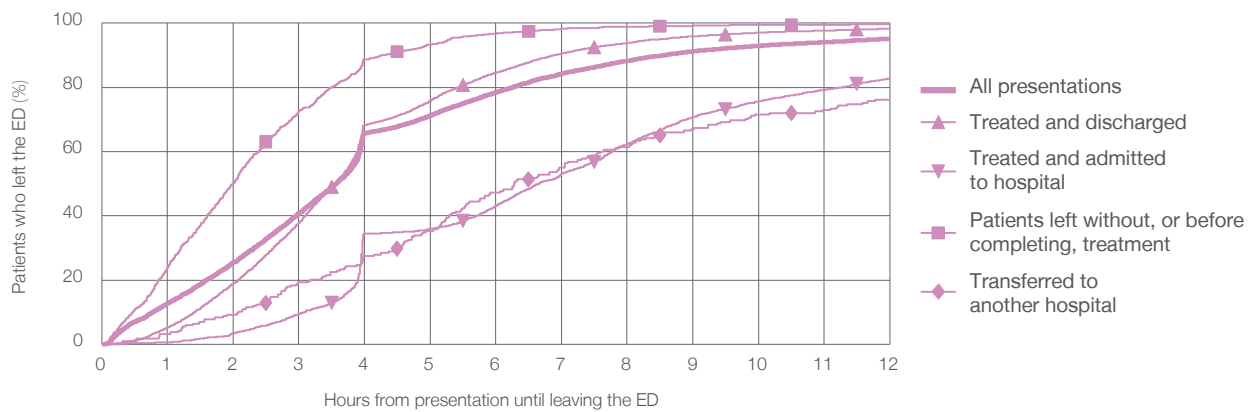
All presentations:¹ 12,150 patients

Presentations used to calculate time to leaving the ED:⁶ 12,150 patients

Treated and discharged	7,411 (61.0%)
Treated and admitted to hospital	2,315 (19.1%)
Patient left without, or before completing, treatment	1,067 (8.8%)
Transferred to another hospital	218 (1.8%)
Other	1,139 (9.4%)

Same period last year	Change since one year ago
12,610	-4%
7,302	1.5%
2,561	-9.6%
1,156	-7.7%
254	-14.2%
1,337	-14.8%

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



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

Treated and discharged	5.2%	19.0%	38.0%	68.2%	84.6%	93.8%	97.0%	98.3%
Treated and admitted to hospital	0.6%	3.4%	9.4%	34.4%	43.2%	62.5%	75.7%	82.7%
Patient left without, or before completing, treatment	24.0%	50.1%	72.5%	88.8%	96.7%	99.0%	99.4%	99.6%
Transferred to another hospital	3.2%	9.2%	19.3%	27.5%	47.2%	61.5%	71.6%	76.1%
All presentations	12.7%	25.4%	40.8%	65.7%	78.5%	88.3%	93.0%	95.2%

(†) 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.

Maitland Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 12,150 patients

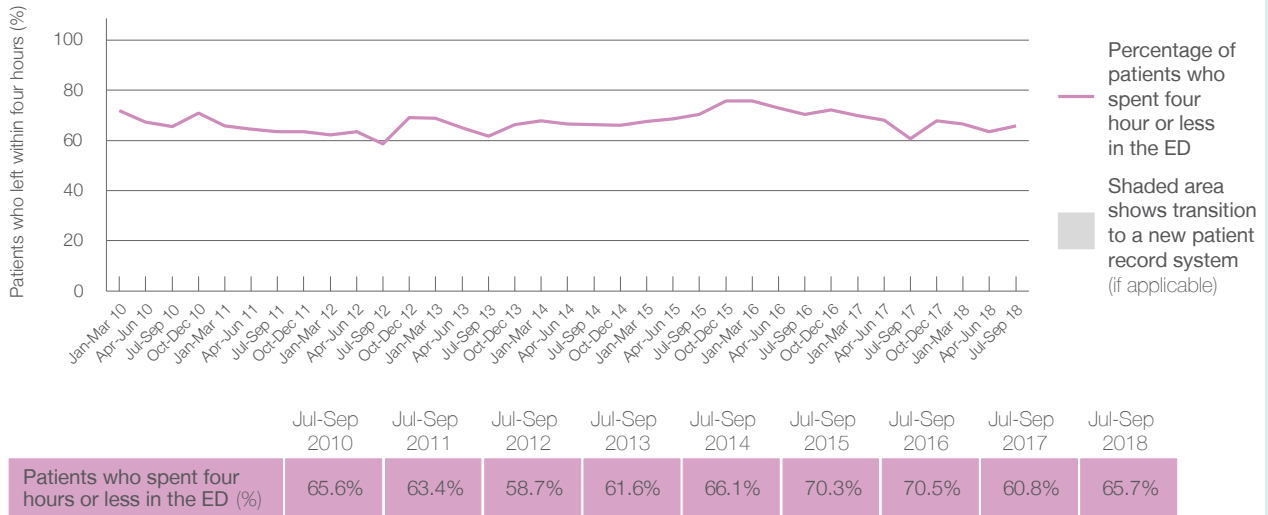
Presentations used to calculate time to leaving the ED: ⁶ 12,150 patients

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



Same period last year	Change since one year ago
12,610	-4%
12,610	-4%
60.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Manning Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 7,953 patients



Emergency presentations:² 7,819 patients

Same period last year	Change since one year ago
8,196	-3%
8,054	-3%

Manning Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,355 patients

Median time to start treatment⁴  7 minutes
90th percentile time to start treatment⁵  25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,411 patients

Median time to start treatment⁴  18 minutes
90th percentile time to start treatment⁵  93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,752 patients

Median time to start treatment⁴  31 minutes
90th percentile time to start treatment⁵  143 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,275 patients

Median time to start treatment⁴  30 minutes
90th percentile time to start treatment⁵  122 minutes

Same period last year	NSW (this period)
1,411	
8 minutes	8 minutes
27 minutes	28 minutes
2,266	
24 minutes	21 minutes
120 minutes	72 minutes
2,915	
45 minutes	26 minutes
171 minutes	105 minutes
1,403	
43 minutes	22 minutes
159 minutes	103 minutes

Manning Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 7,953 patients

Percentage of patients who spent four hours or less in the ED  71%

Same period last year	Change since one year ago
8,196	-3%
73%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Manning Hospital: Patients presenting to the emergency department

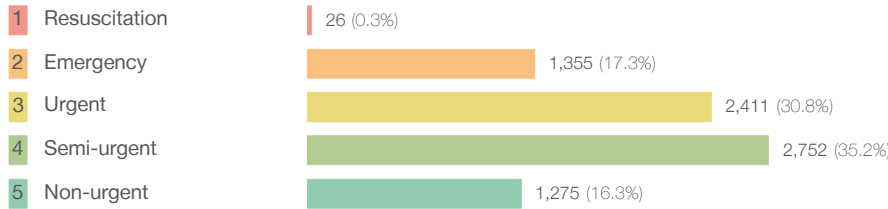
July to September 2018

All presentations:¹ 7,953 patients

Same period last year	Change since one year ago
8,196	-3%

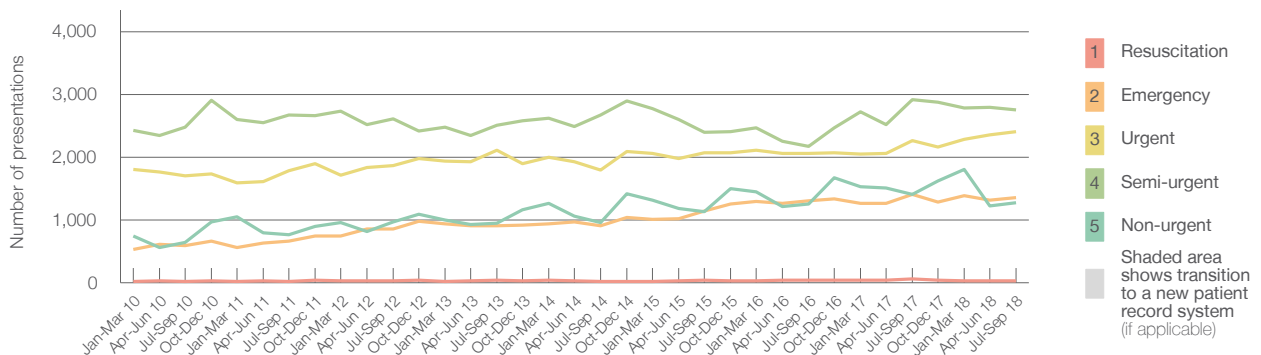
Emergency presentations² by triage category: 7,819 patients

8,054	-3%
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59	-55.9%
1,411	-4.0%
2,266	6.4%
2,915	-5.6%
1,403	-9.1%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	20	22	28	41	19	37	40	59	26
Emergency	588	659	858	910	903	1,140	1,308	1,411	1,355
Urgent	1,706	1,786	1,863	2,110	1,789	2,067	2,058	2,266	2,411
Semi-urgent	2,478	2,668	2,615	2,508	2,671	2,392	2,171	2,915	2,752
Non-urgent	645	764	965	951	956	1,132	1,255	1,403	1,275
All emergency presentations	5,437	5,899	6,329	6,520	6,338	6,768	6,832	8,054	7,819

Manning Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 2,140 patients

2,088	
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ED Transfer of care time



5 minutes	0 minutes
27 minutes	-3 minutes

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

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

Manning Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,355

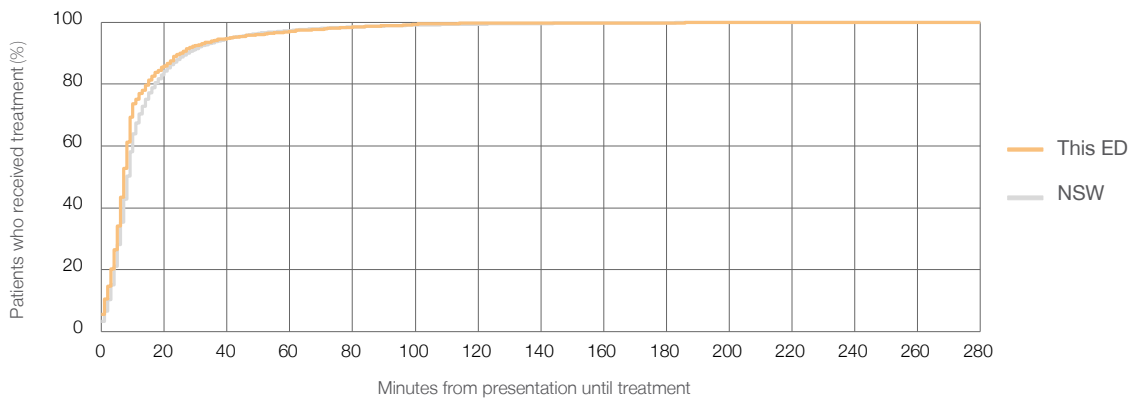
Number of triage 2 patients used to calculate waiting time:³ 1,351

Median time to start treatment⁴ 7 minutes

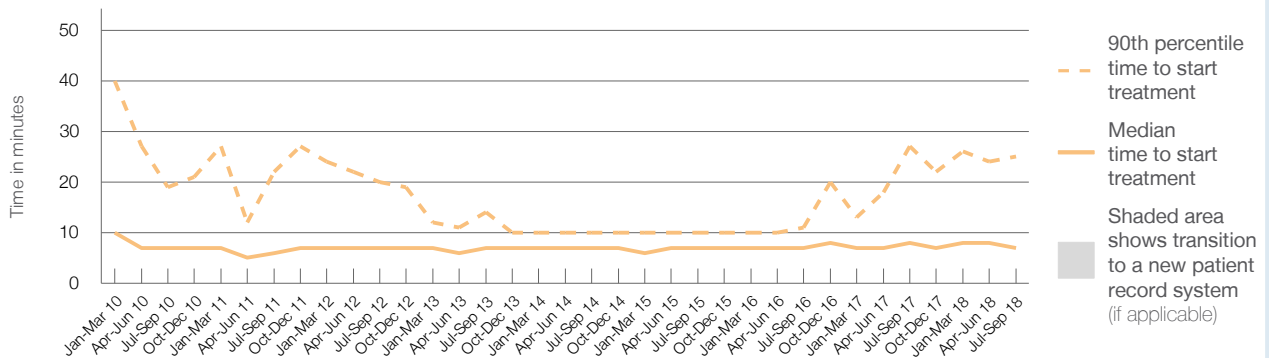
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
1,411	
1,403	
8 minutes	8 minutes
27 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	7	6	7	7	7	7	7	8	7
90th percentile time to start treatment ⁵ (minutes)	19	22	20	14	10	10	11	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.

Manning Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,411

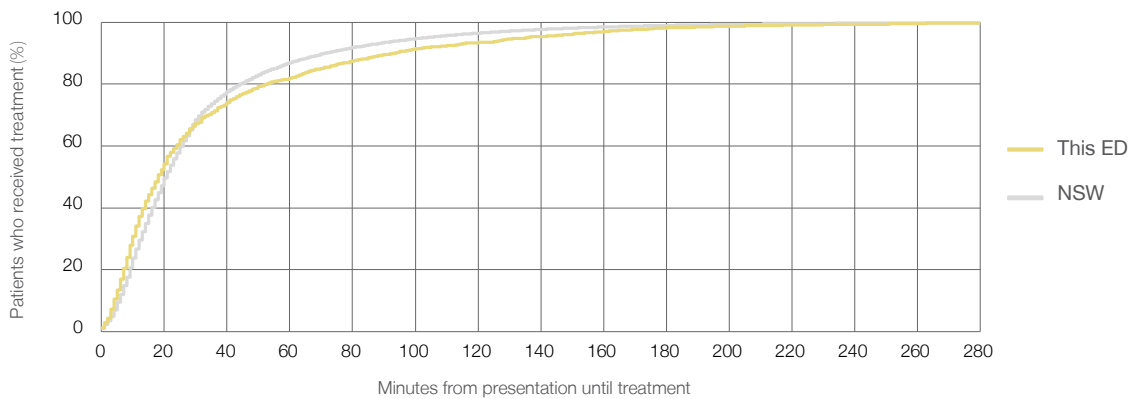
Number of triage 3 patients used to calculate waiting time:³ 2,376

Median time to start treatment⁴ 18 minutes

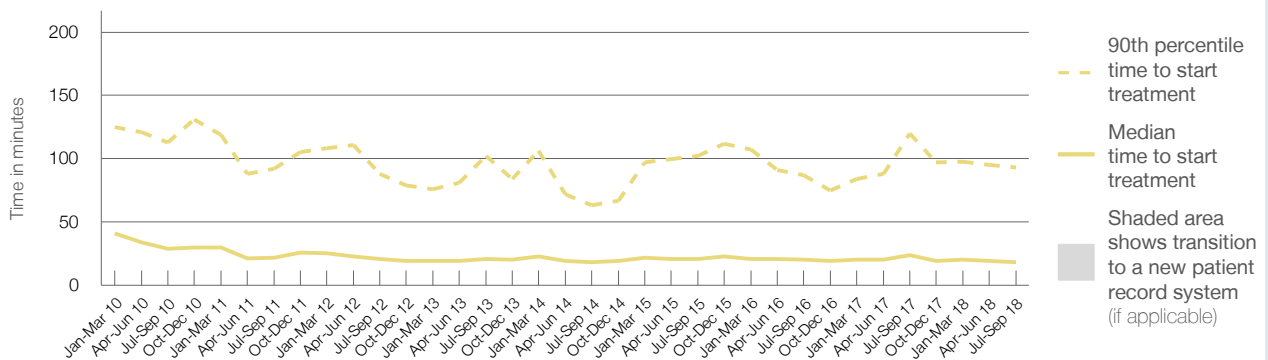
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
2,266	2,199
24 minutes	21 minutes
120 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	29	22	21	21	18	21	20	24	18
90th percentile time to start treatment ⁵ (minutes)	113	92	88	102	63	102	87	120	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.

Manning Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,752

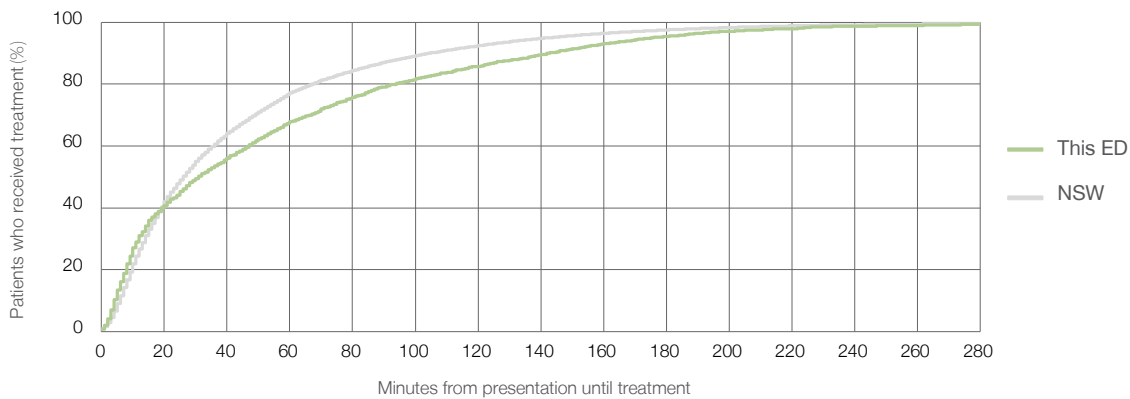
Number of triage 4 patients used to calculate waiting time:³ 2,635

Median time to start treatment⁴ 31 minutes

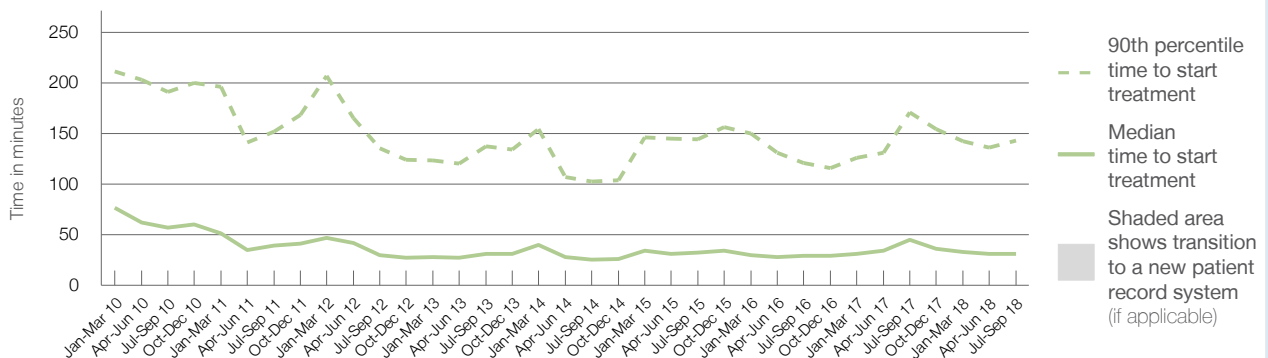
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
2,915	
2,640	
45 minutes	26 minutes
171 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	57	39	30	31	25	32	29	45	31
90th percentile time to start treatment ⁵ (minutes)	191	152	135	137	103	144	121	171	143

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

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

Manning Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 1,275

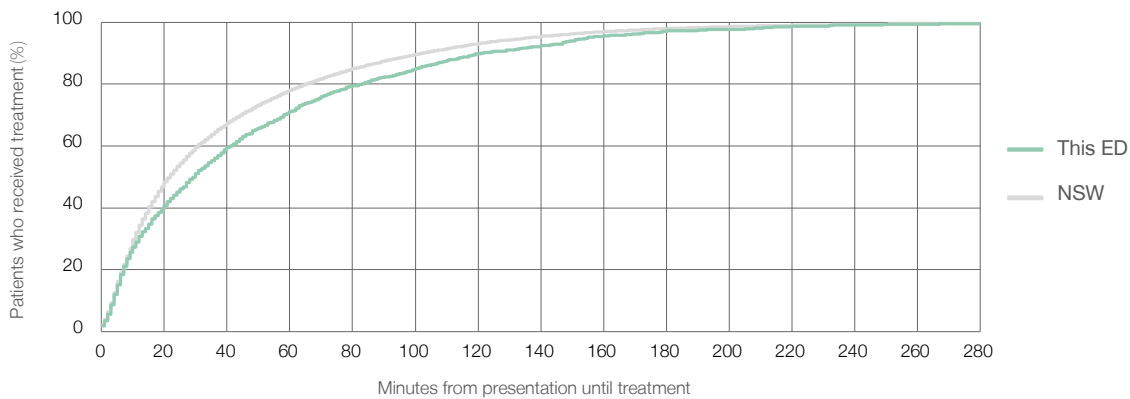
Number of triage 5 patients used to calculate waiting time:³ 1,183

Median time to start treatment⁴ 30 minutes

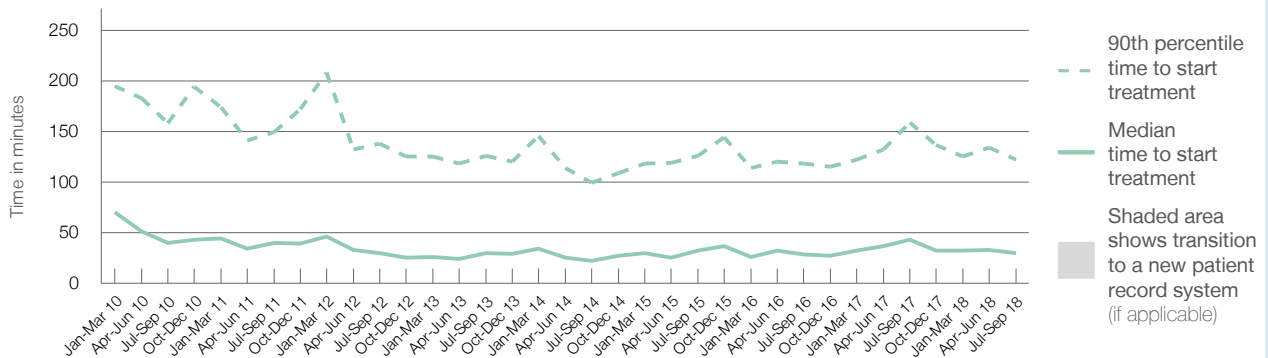
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
1,403	
1,226	
43 minutes	22 minutes
159 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	40	40	30	30	22	32	29	43	30
90th percentile time to start treatment ⁵ (minutes)	158	149	138	126	99	126	118	159	122

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

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

Manning Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 7,953 patients

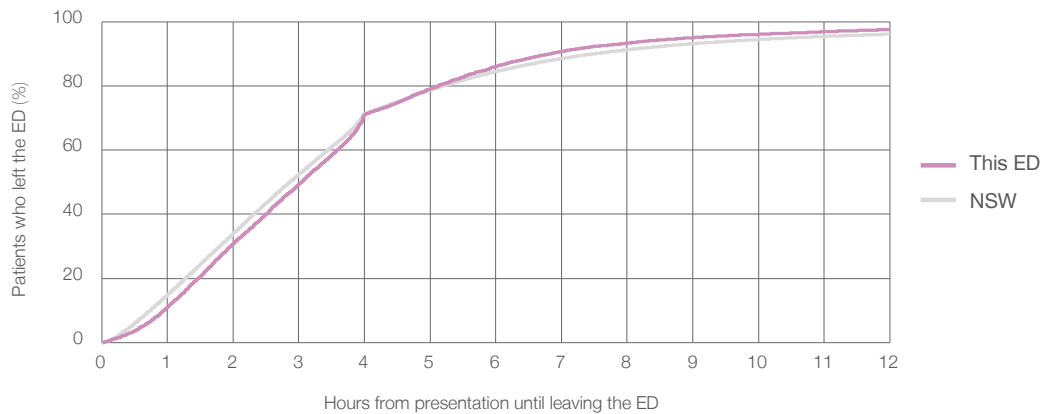
Presentations used to calculate time to leaving the ED:⁶ 7,953 patients

Median time spent in the ED⁸ 3 hours and 3 minutes

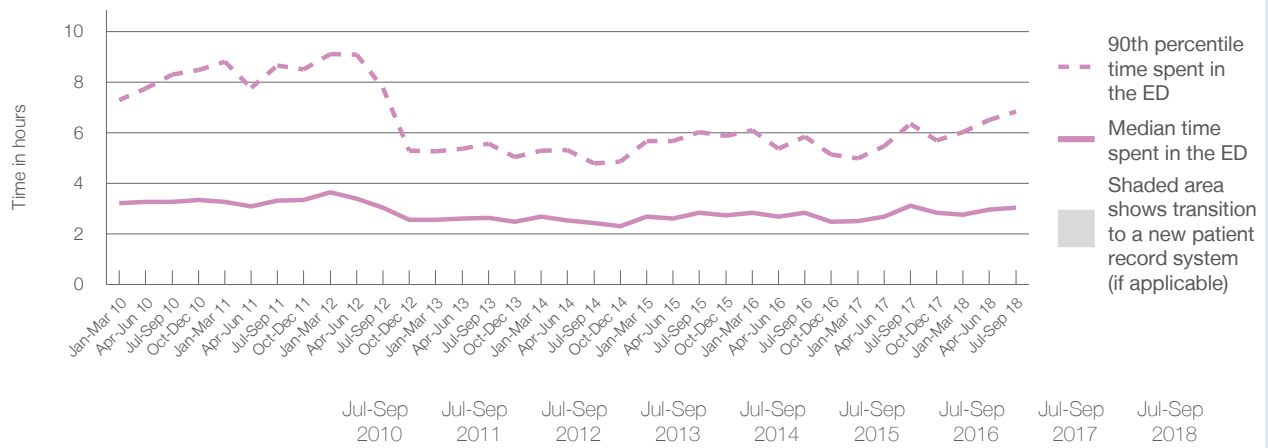
90th percentile time spent in the ED⁹ 6 hours and 50 minutes

Same period last year	NSW (this period)
8,196	8,196
3 hours and 7 minutes	2 hours and 52 minutes
6 hours and 21 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 17m	3h 19m	3h 3m	2h 39m	2h 26m	2h 50m	2h 51m	3h 7m	3h 3m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 19m	8h 39m	7h 46m	5h 35m	4h 47m	6h 1m	5h 51m	6h 21m	6h 50m

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

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

Manning Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

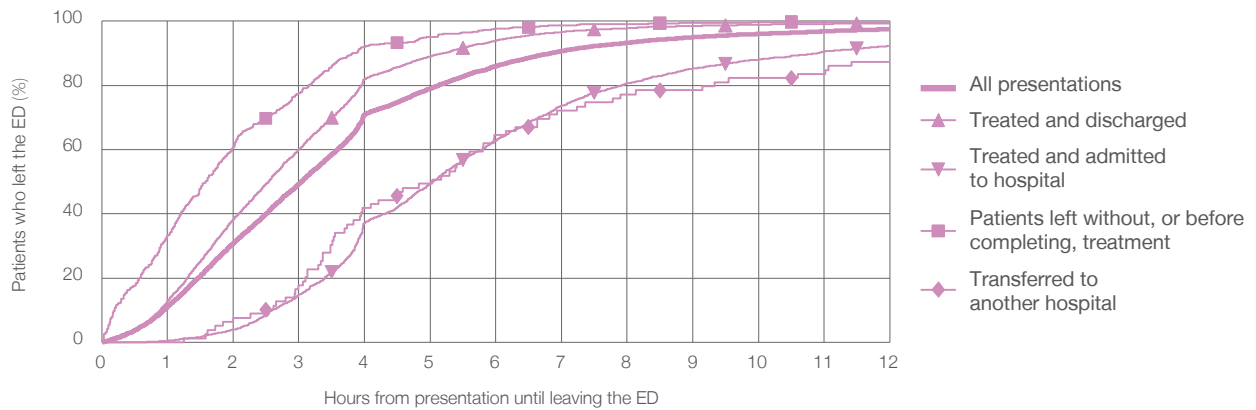
All presentations:¹ 7,953 patients

Presentations used to calculate time to leaving the ED:⁶ 7,953 patients

Treated and discharged	5,335 (67.1%)
Treated and admitted to hospital	2,007 (25.2%)
Patient left without, or before completing, treatment	480 (6.0%)
Transferred to another hospital	79 (1.0%)
Other	52 (0.7%)

Same period last year	Change since one year ago
8,196	-3%
5,210	2.4%
2,016	-0.4%
819	-41.4%
80	-1.3%
71	-26.8%

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



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

Treated and discharged	12.9%	38.3%	60.1%	82.0%	93.9%	97.8%	98.9%	99.4%
Treated and admitted to hospital	0.4%	4.0%	14.8%	37.2%	62.8%	80.7%	88.0%	92.3%
Patient left without, or before completing, treatment	33.3%	60.8%	77.5%	92.1%	97.7%	99.2%	99.8%	99.8%
Transferred to another hospital	0%	7.6%	17.7%	41.8%	64.6%	77.2%	82.3%	87.3%
All presentations	11.1%	30.9%	49.4%	70.9%	86.0%	93.4%	96.0%	97.5%

(†) 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.

Manning Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 7,953 patients

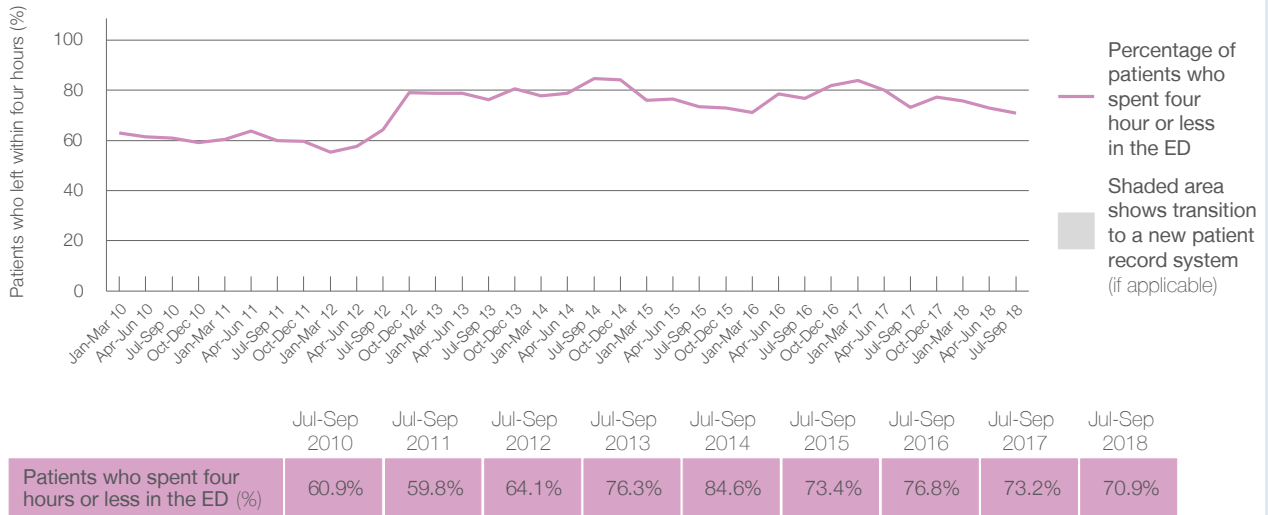
Presentations used to calculate time to leaving the ED: ⁶ 7,953 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,196	-3%
Presentations used to calculate time to leaving the ED	8,196	-3%
Percentage of patients who spent four hours or less in the ED	73.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Moree Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 2,107 patients
Emergency presentations:² 1,832 patients

Same period last year	Change since one year ago
2,585	-18%
2,166	-15%



Moree Hospital: Time patients waited to start treatment³

July to September 2018


Triage 2 Emergency (e.g. chest pain, severe burns): 172 patients

Median time to start treatment⁴  5 minutes
90th percentile time to start treatment⁵  25 minutes


Triage 3 Urgent (e.g. moderate blood loss, dehydration): 577 patients

Median time to start treatment⁴  11 minutes
90th percentile time to start treatment⁵  50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 990 patients

Median time to start treatment⁴  14 minutes
90th percentile time to start treatment⁵  65 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 87 patients

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

Same period last year	NSW (this period)
188	
4 minutes	8 minutes
21 minutes	28 minutes
632	
9 minutes	21 minutes
38 minutes	72 minutes
1,210	
11 minutes	26 minutes
59 minutes	105 minutes
130	
8 minutes	22 minutes
*	103 minutes

Moree Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 2,107 patients

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

Same period last year	Change since one year ago
2,585	-18%
88%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

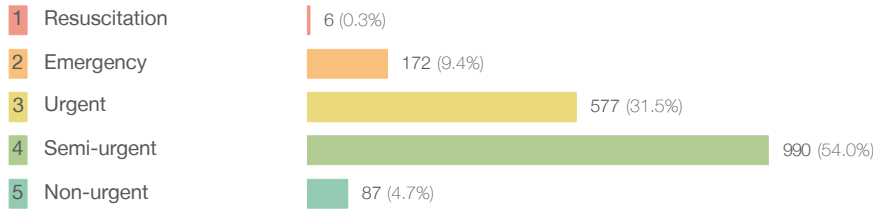
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Moree Hospital: Patients presenting to the emergency department July to September 2018

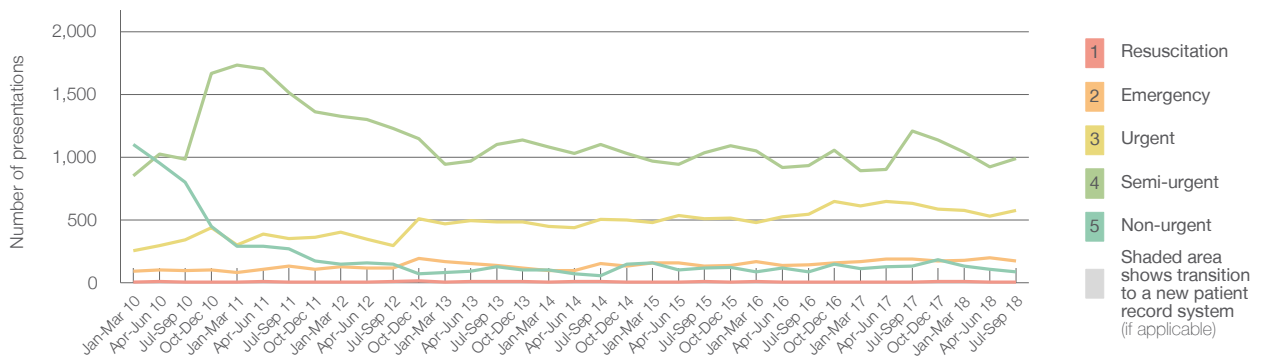
All presentations:¹ 2,107 patients

Emergency presentations² by triage category: 1,832 patients



	Same period last year	Change since one year ago
All presentations	2,585	-18%
Emergency presentations	2,166	-15%
1 Resuscitation	6	0.0%
2 Emergency	188	-8.5%
3 Urgent	632	-8.7%
4 Semi-urgent	1,210	-18.2%
5 Non-urgent	130	-33.1%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	< 5	5	11	7	9	8	< 5	6	6
Emergency	98	130	115	135	150	134	145	188	172
Urgent	342	350	297	482	502	509	546	632	577
Semi-urgent	986	1,515	1,230	1,100	1,103	1,035	933	1,210	990
Non-urgent	800	270	148	126	54	117	85	130	87
All emergency presentations	2,226	2,270	1,801	1,850	1,818	1,803	1,709	2,166	1,832

Moree Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 202 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	227	
ED Transfer of care time		
Median time	3 minutes	-1 minutes
90th percentile time	13 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.

(**) 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 July to September 2018

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

Number of triage 2 patients: 172

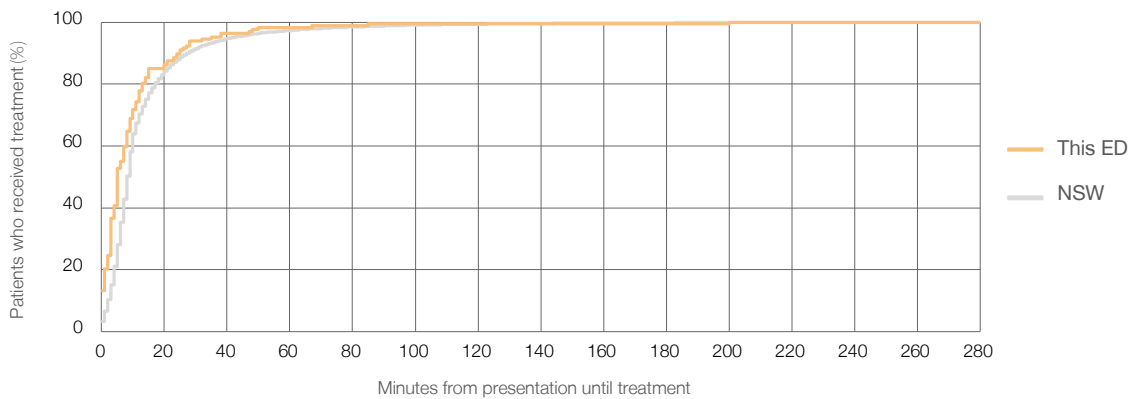
Number of triage 2 patients used to calculate waiting time:³ 167

Median time to start treatment⁴ 5 minutes

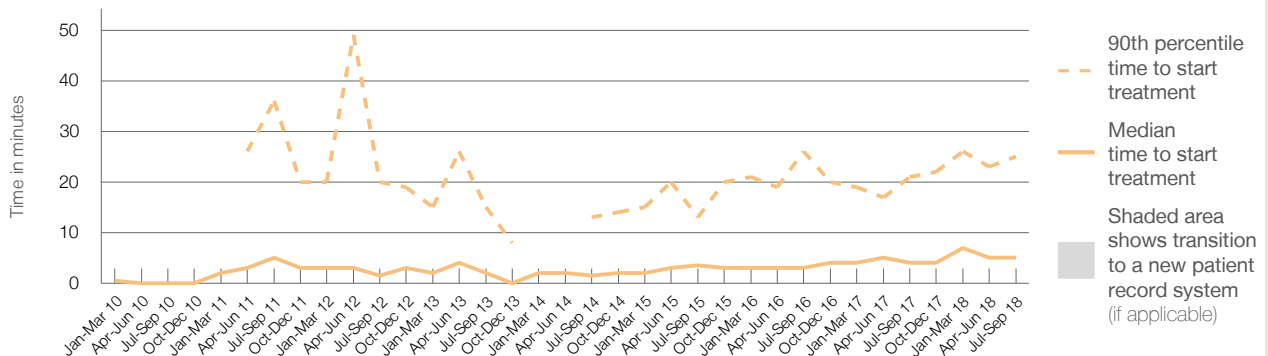
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
188	
186	
4 minutes	8 minutes
21 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	0	5	2	2	2	4	3	4	5
90th percentile time to start treatment ⁵ (minutes)	*	36	20	15	13	13	26	21	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.

Moree Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 577

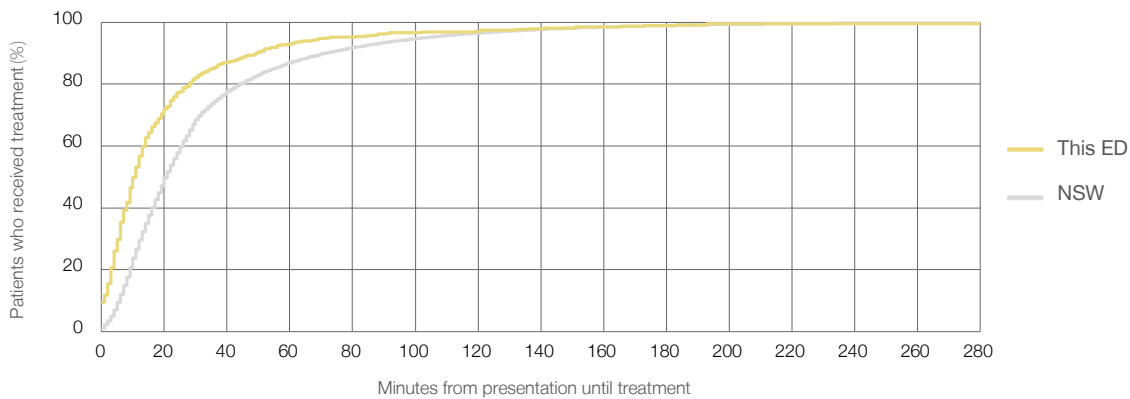
Number of triage 3 patients used to calculate waiting time:³ 555

Median time to start treatment⁴ 11 minutes

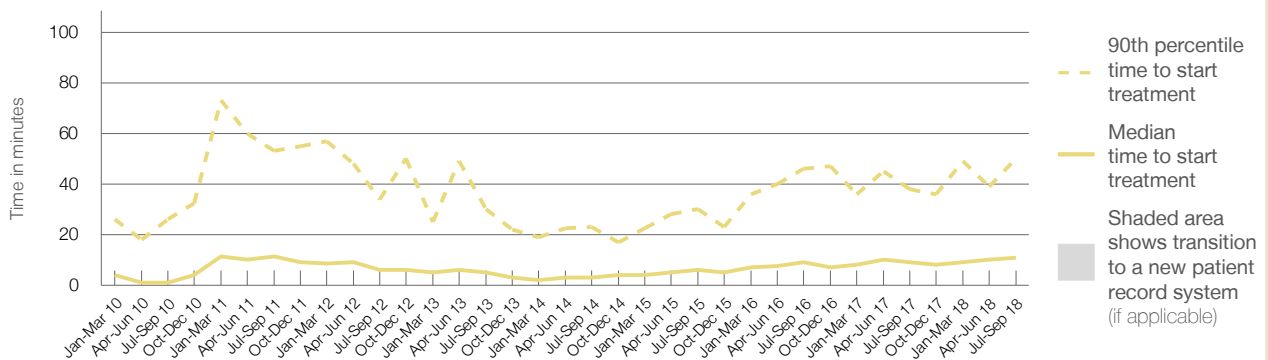
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
632	
610	
9 minutes	21 minutes
38 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	1	12	6	5	3	6	9	9	11
90th percentile time to start treatment ⁵ (minutes)	26	53	34	30	23	30	46	38	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.

Moree Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 990

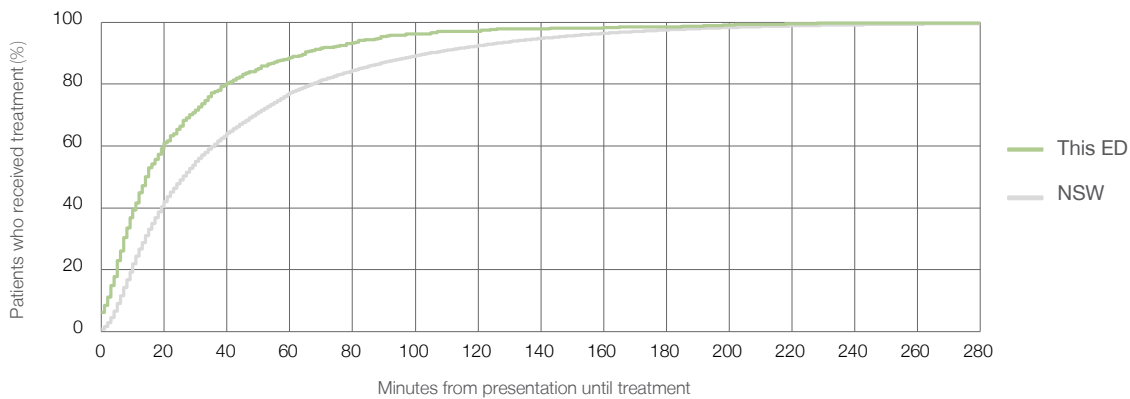
Number of triage 4 patients used to calculate waiting time:³ 888

Median time to start treatment⁴ 14 minutes

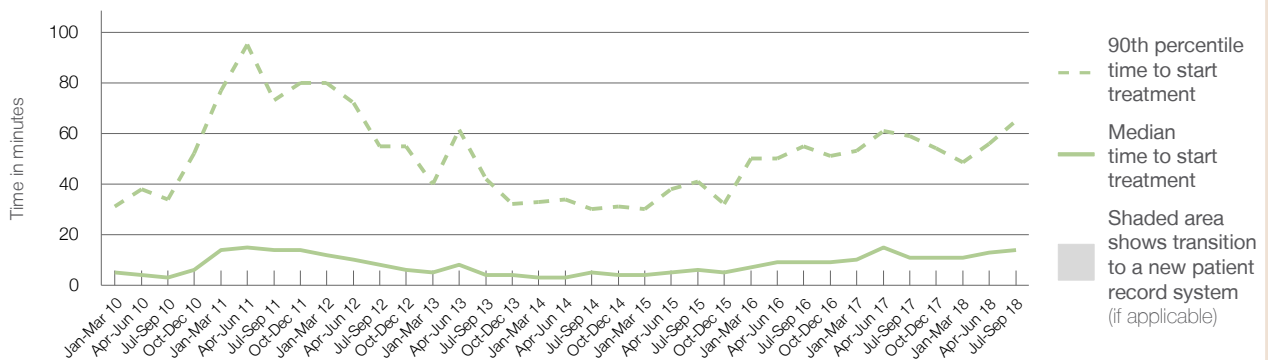
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
1,210	
1,099	
11 minutes	26 minutes
59 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	3	14	8	4	5	6	9	11	14
90th percentile time to start treatment ⁵ (minutes)	34	73	55	42	30	41	55	59	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.

Moree Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 87

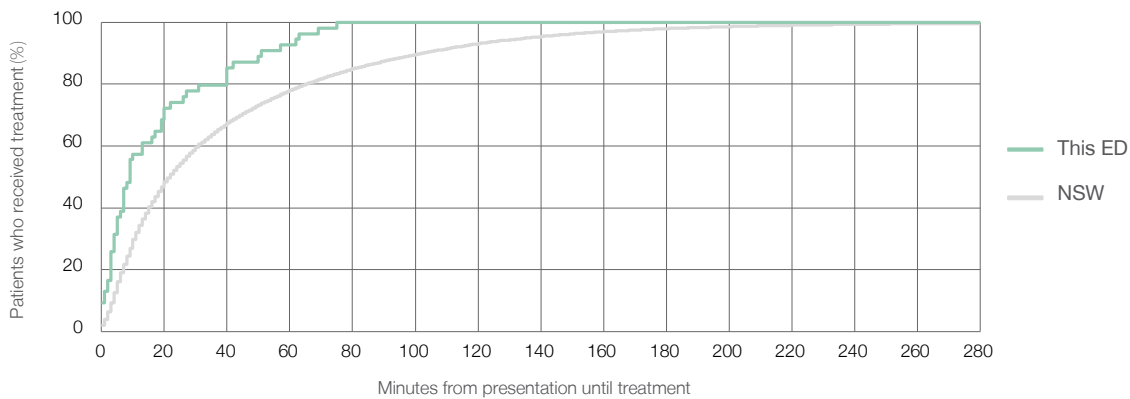
Number of triage 5 patients used to calculate waiting time:³ 54

Median time to start treatment⁴ 9 minutes

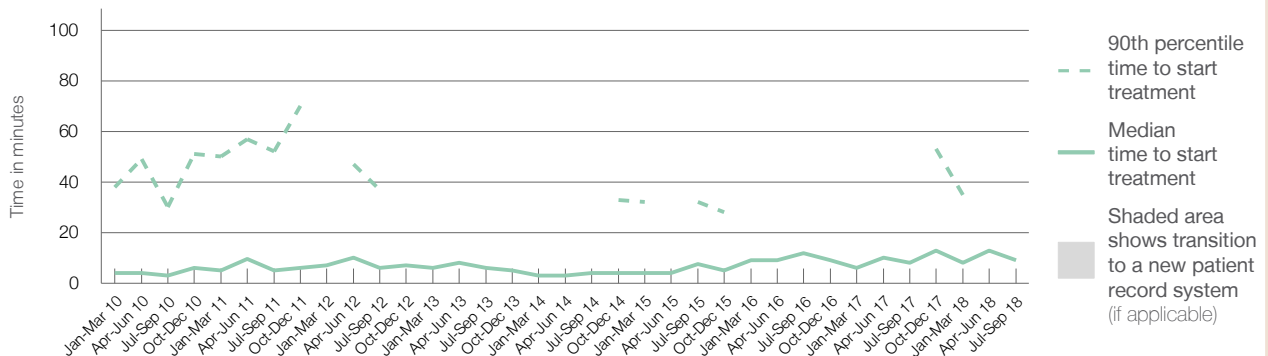
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
130	97
8 minutes	22 minutes
*	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	3	5	6	6	4	8	12	8	9
90th percentile time to start treatment ⁵ (minutes)	30	52	37	52	*	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.

Moree Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 2,107 patients

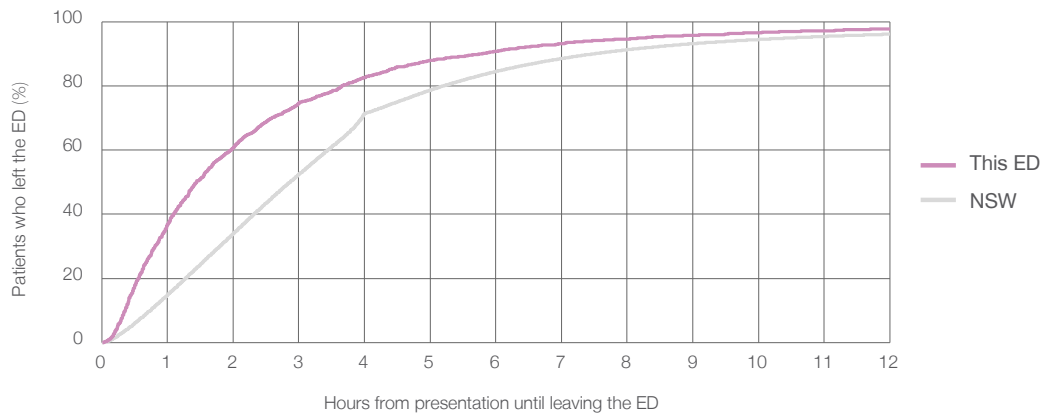
Presentations used to calculate time to leaving the ED:⁶ 2,107 patients

Median time spent in the ED⁸ 1 hours and 27 minutes

90th percentile time spent in the ED⁹ 5 hours and 47 minutes

Same period last year	NSW (this period)
2,585	2,585
1 hours and 15 minutes	2 hours and 52 minutes
4 hours and 36 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	0h 45m	0h 46m	0h 51m	0h 48m	1h 0m	1h 5m	1h 13m	1h 15m	1h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 46m	2h 49m	3h 35m	3h 9m	3h 32m	4h 2m	4h 38m	4h 36m	5h 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.

Moree Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

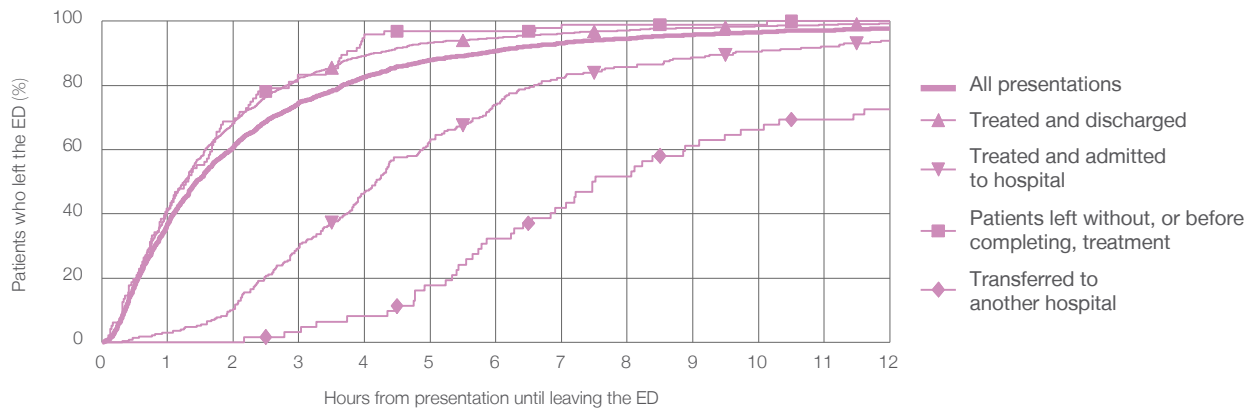
All presentations:¹ 2,107 patients

Presentations used to calculate time to leaving the ED:⁶ 2,107 patients

Treated and discharged	1,636 (77.6%)
Treated and admitted to hospital	231 (11.0%)
Patient left without, or before completing, treatment	96 (4.6%)
Transferred to another hospital	62 (2.9%)
Other	82 (3.9%)

Same period last year	Change since one year ago
2,585	-18%
2,064	-20.7%
262	-11.8%
130	-26.2%
45	37.8%
84	-2.4%

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



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

Treated and discharged	41.0%	68.3%	82.3%	89.2%	94.7%	97.2%	98.4%	99.2%
Treated and admitted to hospital	3.0%	10.4%	29.4%	46.8%	74.0%	85.7%	90.5%	93.9%
Patient left without, or before completing, treatment	41.7%	68.8%	83.3%	95.8%	96.9%	99.0%	99.0%	100%
Transferred to another hospital	0%	0%	3.2%	8.1%	32.3%	51.6%	66.1%	72.6%
All presentations	36.8%	60.7%	74.6%	82.6%	90.7%	94.6%	96.5%	97.7%

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

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

Moree Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 2,107 patients

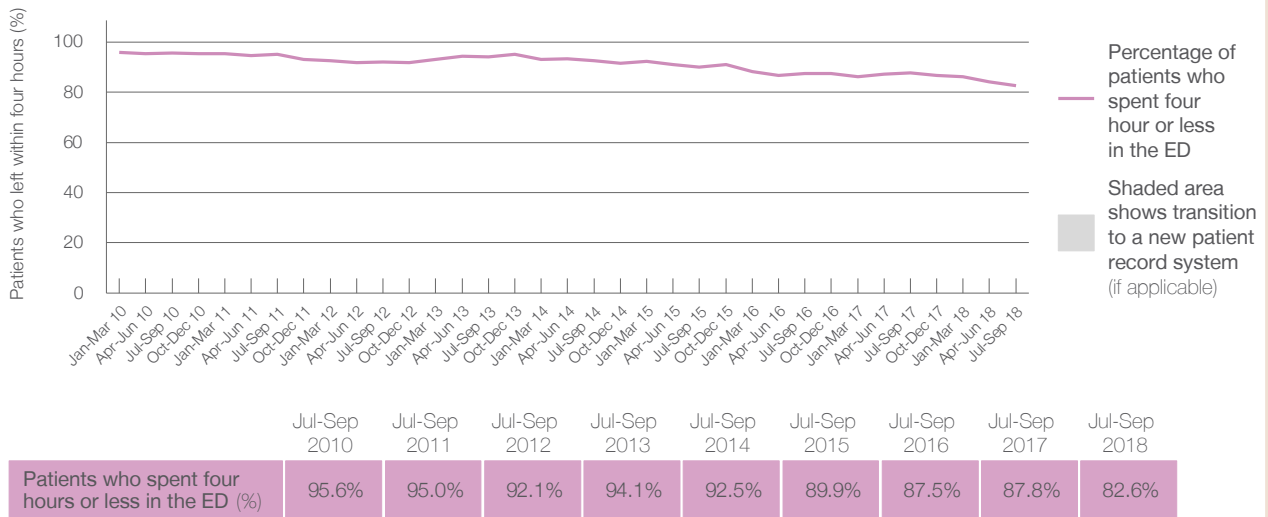
Presentations used to calculate time to leaving the ED: ⁶ 2,107 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 2,107 patients	2,585	-18%
Presentations used to calculate time to leaving the ED: ⁶ 2,107 patients	2,585	-18%
Percentage of patients who spent four hours or less in the ED	87.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Muswellbrook Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 2,528 patients
Emergency presentations:² 2,438 patients

Same period last year	Change since one year ago
2,606	-3%
2,485	-2%

Muswellbrook Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 202 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 44 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 754 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,119 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): 358 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
183	
6 minutes	8 minutes
25 minutes	28 minutes
645	
22 minutes	21 minutes
85 minutes	72 minutes
1,175	
34 minutes	26 minutes
98 minutes	105 minutes
476	
37 minutes	22 minutes
101 minutes	103 minutes

Muswellbrook Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 2,528 patients

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

Same period last year	Change since one year ago
2,606	-3%
88%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

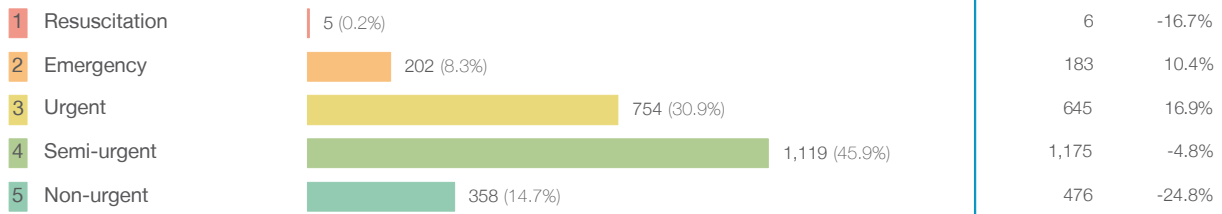
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

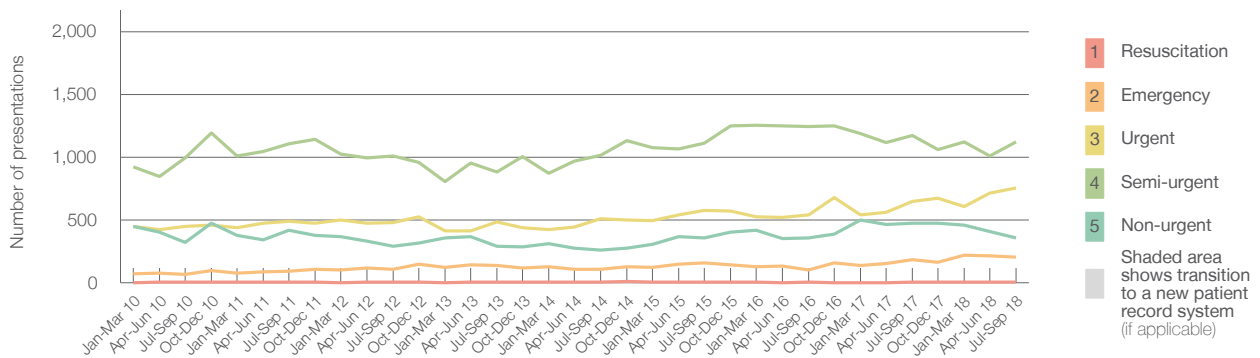
Muswellbrook Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 2,528 patients

Emergency presentations² by triage category: 2,438 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	< 5	< 5	< 5	< 5	< 5	< 5	5	6	5
Emergency	66	93	107	139	110	157	100	183	202
Urgent	446	487	479	486	510	578	542	645	754
Semi-urgent	996	1,105	1,007	884	1,015	1,113	1,242	1,175	1,119
Non-urgent	322	420	290	289	257	357	356	476	358
All emergency presentations	1,830	2,105	1,883	1,798	1,892	2,205	2,245	2,485	2,438

Muswellbrook Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 360 patients

ED Transfer of care time



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

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

Muswellbrook Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 202

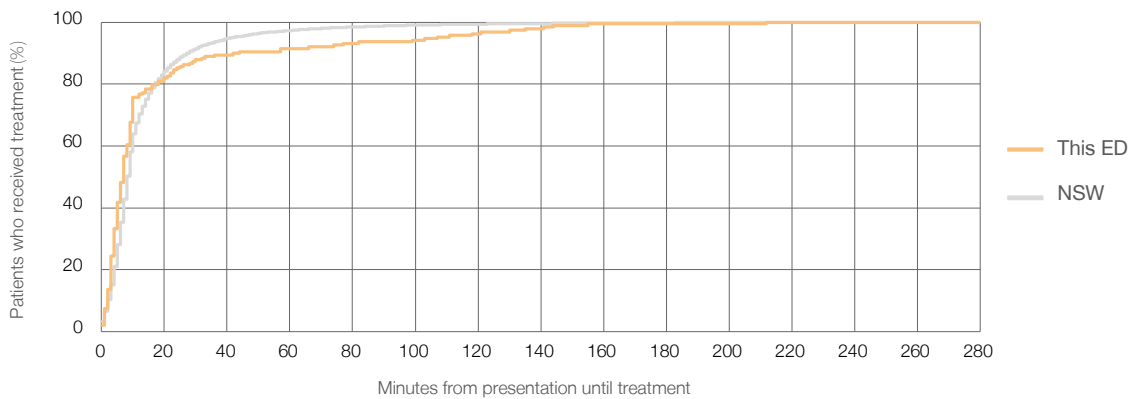
Number of triage 2 patients used to calculate waiting time:³ 189

Median time to start treatment⁴ 7 minutes

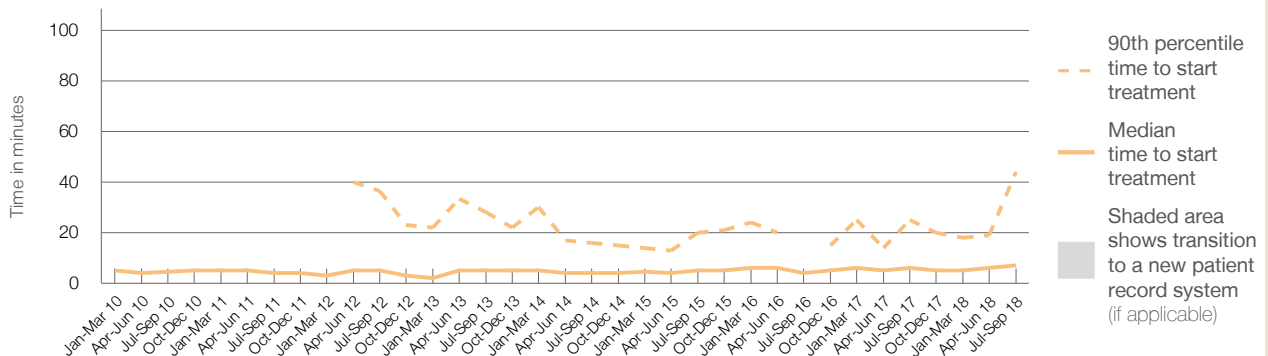
90th percentile time to start treatment⁵ 44 minutes

Same period last year	NSW (this period)
183	
178	
6 minutes	8 minutes
25 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	5	4	5	5	4	5	4	6	7
90th percentile time to start treatment ⁵ (minutes)	*	*	37	28	16	20	*	25	44

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 July to September 2018

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

Number of triage 3 patients: 754

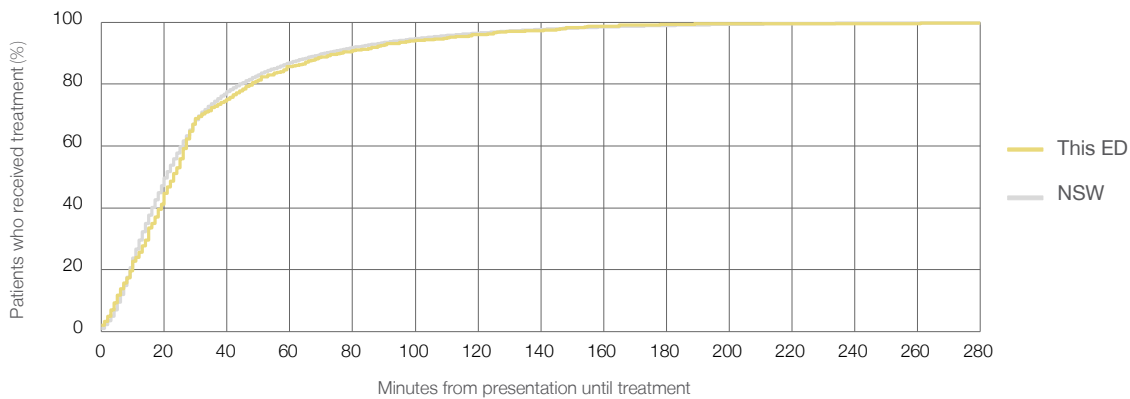
Number of triage 3 patients used to calculate waiting time:³ 715

Median time to start treatment⁴ 23 minutes

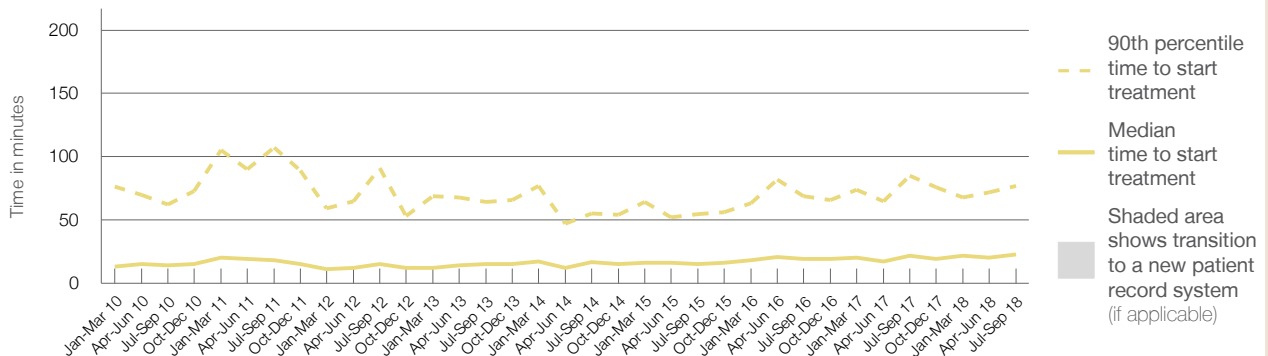
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
645	
606	
22 minutes	21 minutes
85 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	14	18	15	15	17	15	19	22	23
90th percentile time to start treatment ⁵ (minutes)	62	107	91	64	55	55	69	85	77

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

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

Muswellbrook Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,119

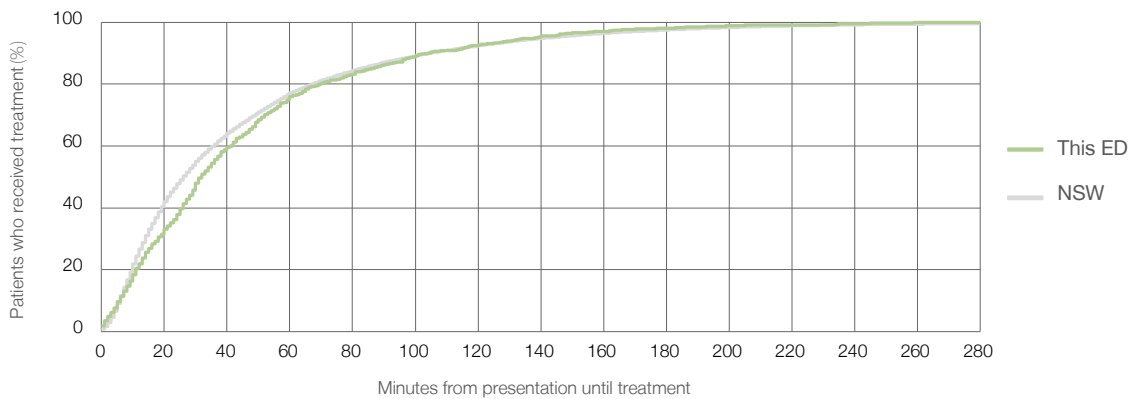
Number of triage 4 patients used to calculate waiting time:³ 987

Median time to start treatment⁴ 32 minutes

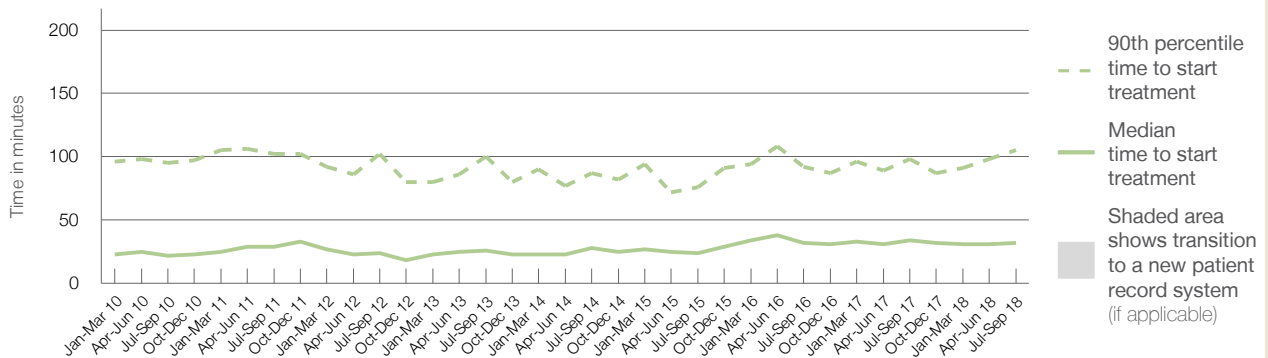
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
1,175	1,081
34 minutes	26 minutes
98 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	22	29	24	26	28	24	32	34	32
90th percentile time to start treatment ⁵ (minutes)	95	102	102	100	87	76	92	98	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.

Muswellbrook Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 358

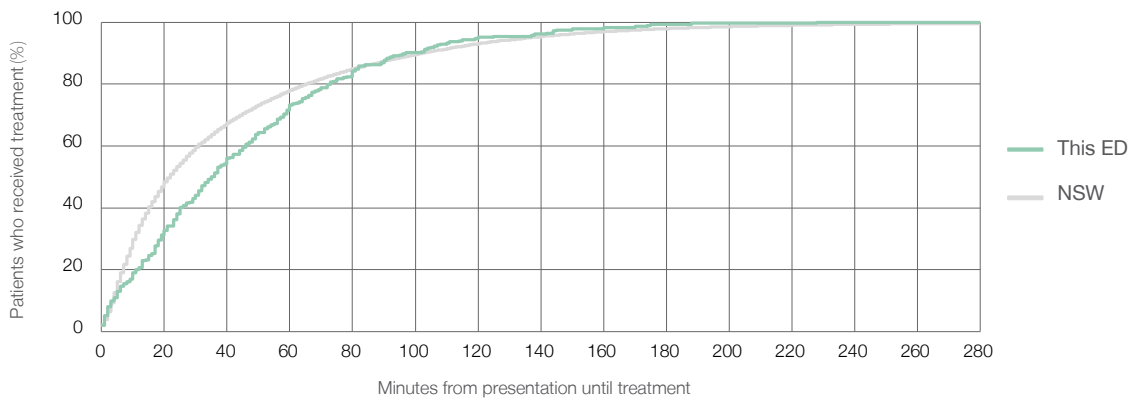
Number of triage 5 patients used to calculate waiting time:³ 284

Median time to start treatment⁴ 36 minutes

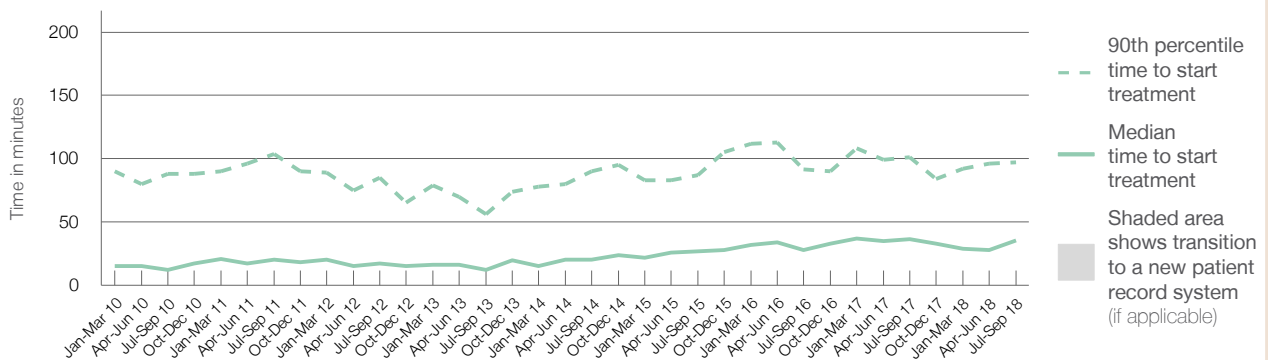
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
476	
402	
37 minutes	22 minutes
101 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	12	20	17	12	20	27	28	37	36
90th percentile time to start treatment ⁵ (minutes)	88	104	85	56	90	87	92	101	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.

Muswellbrook Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 2,528 patients

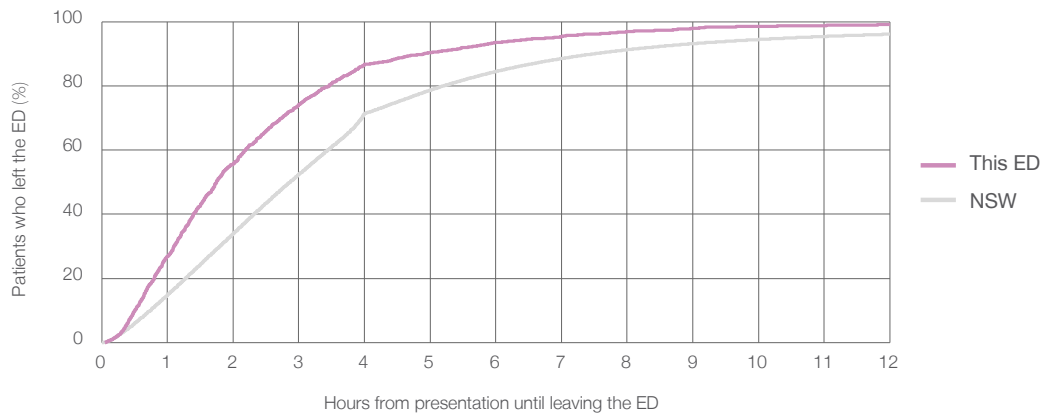
Presentations used to calculate time to leaving the ED:⁶ 2,528 patients

Median time spent in the ED⁸ 1 hours and 45 minutes

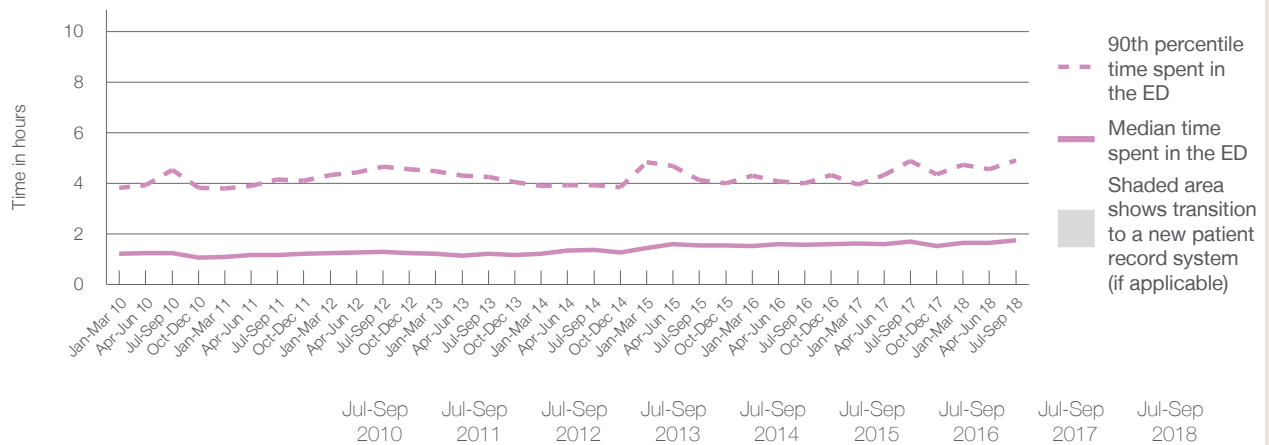
90th percentile time spent in the ED⁹ 4 hours and 55 minutes

Same period last year	NSW (this period)
2,606	2,606
1 hours and 42 minutes	2 hours and 52 minutes
4 hours and 54 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 15m	1h 11m	1h 18m	1h 14m	1h 23m	1h 33m	1h 35m	1h 42m	1h 45m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 32m	4h 10m	4h 40m	4h 15m	3h 56m	4h 8m	4h 0m	4h 54m	4h 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.

Muswellbrook Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

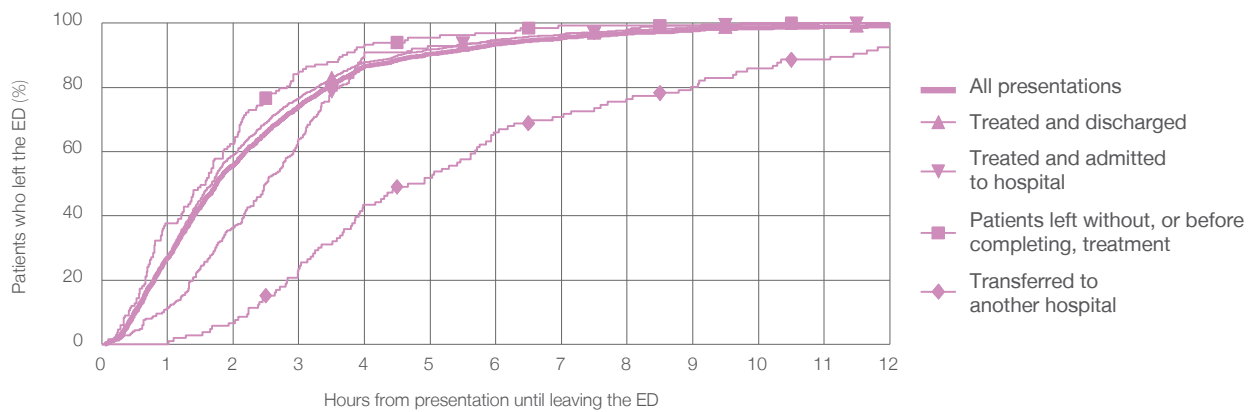
All presentations:¹ 2,528 patients

Presentations used to calculate time to leaving the ED:⁶ 2,528 patients

Treated and discharged	1,913 (75.7%)
Treated and admitted to hospital	253 (10.0%)
Patient left without, or before completing, treatment	133 (5.3%)
Transferred to another hospital	106 (4.2%)
Other	123 (4.9%)

Same period last year	Change since one year ago
2,606	-3%
1,984	-3.6%
300	-15.7%
127	4.7%
110	-3.6%
85	44.7%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27.3%	59.0%	76.6%	87.9%	94.8%	97.8%	99.1%	99.3%
Treated and admitted to hospital	11.1%	36.4%	64.0%	90.9%	94.5%	98.0%	99.6%	100%
Patient left without, or before completing, treatment	37.6%	62.4%	85.0%	93.2%	97.0%	99.2%	100%	100%
Transferred to another hospital	0%	6.6%	23.6%	43.4%	66.0%	76.4%	85.8%	92.5%
All presentations	26.9%	55.7%	74.2%	86.7%	93.5%	96.8%	98.6%	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.

Muswellbrook Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 2,528 patients

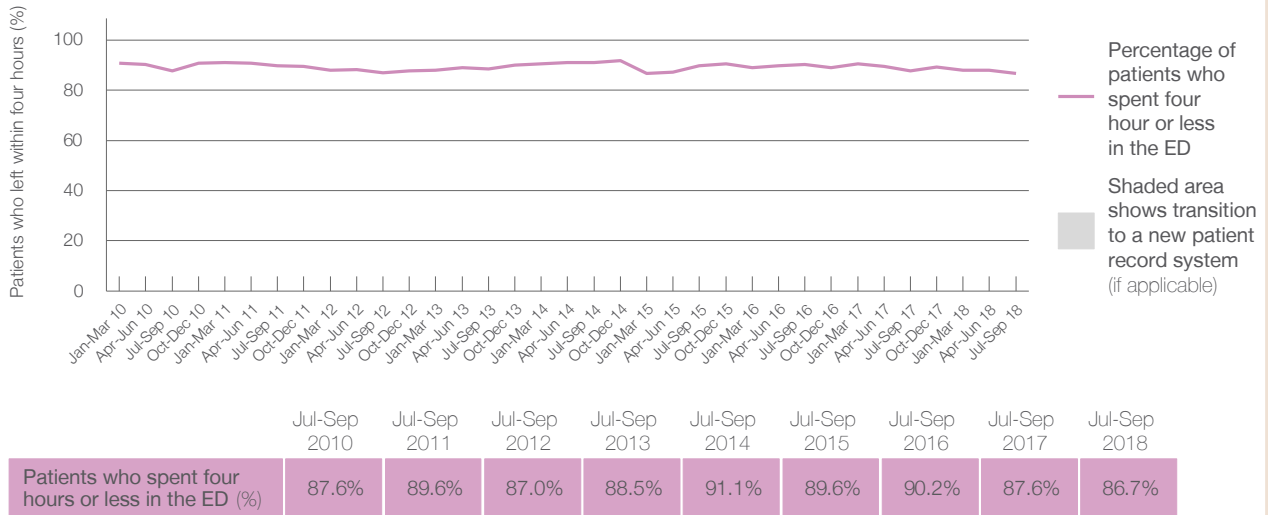
Presentations used to calculate time to leaving the ED: ⁶ 2,528 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	2,606	-3%
Presentations used to calculate time to leaving the ED	2,606	-3%
Percentage of patients who spent four hours or less in the ED	87.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Narrabri Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 1,392 patients
 Emergency presentations:² 1,224 patients

Same period last year	Change since one year ago
1,696	-18%
1,530	-20%



Narrabri Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 134 patients

Median time to start treatment⁴  5 minutes
 90th percentile time to start treatment⁵  9 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 383 patients

Median time to start treatment⁴  15 minutes
 90th percentile time to start treatment⁵  40 minutes

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

Median time to start treatment⁴  21 minutes
 90th percentile time to start treatment⁵  58 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 183 patients

Median time to start treatment⁴  20 minutes
 90th percentile time to start treatment⁵  73 minutes

Same period last year	NSW (this period)
122	
5 minutes	8 minutes
9 minutes	28 minutes
371	
15 minutes	21 minutes
37 minutes	72 minutes
736	
23 minutes	26 minutes
60 minutes	105 minutes
301	
20 minutes	22 minutes
66 minutes	103 minutes

Narrabri Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 1,392 patients

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

Same period last year	Change since one year ago
1,696	-18%
89%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

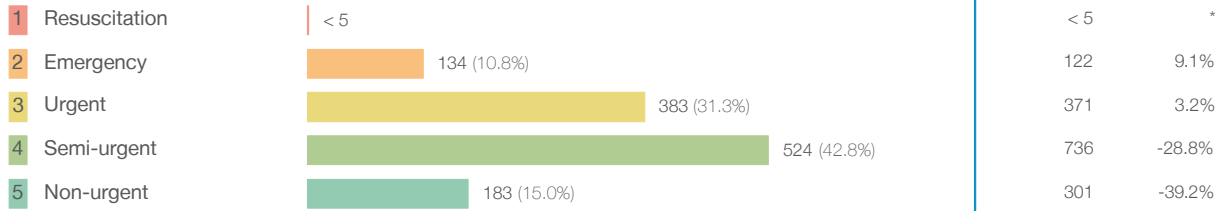
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Narrabri Hospital: Patients presenting to the emergency department

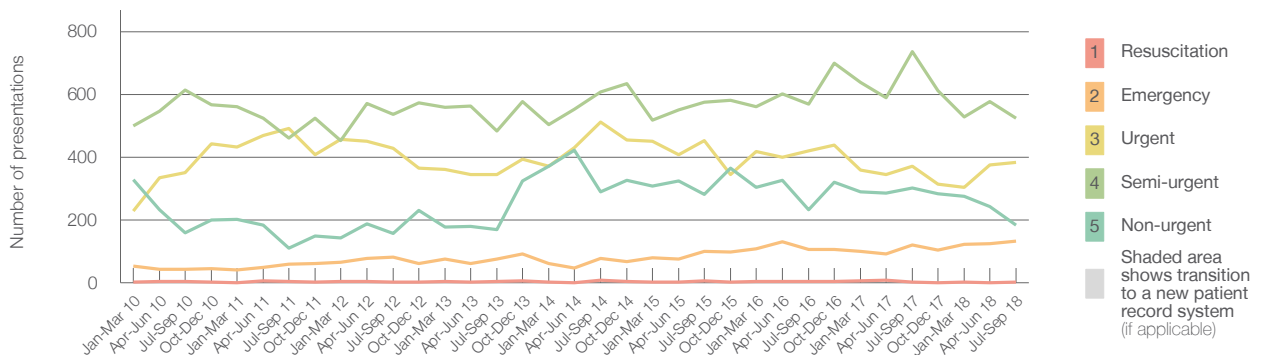
July to September 2018

All presentations:¹ 1,392 patients

Emergency presentations² by triage category: 1,224 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	< 5	< 5	< 5	< 5	7	5	< 5	< 5	< 5
Emergency	47	63	82	79	78	99	109	122	134
Urgent	351	491	428	344	511	453	420	371	383
Semi-urgent	614	461	537	483	608	576	568	736	524
Non-urgent	159	109	157	170	289	282	232	301	183
All emergency presentations	1,171	1,124	1,204	1,076	1,493	1,415	1,329	1,530	1,224

Narrabri Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 121 patients

ED Transfer of care time



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

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

Narrabri Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 134

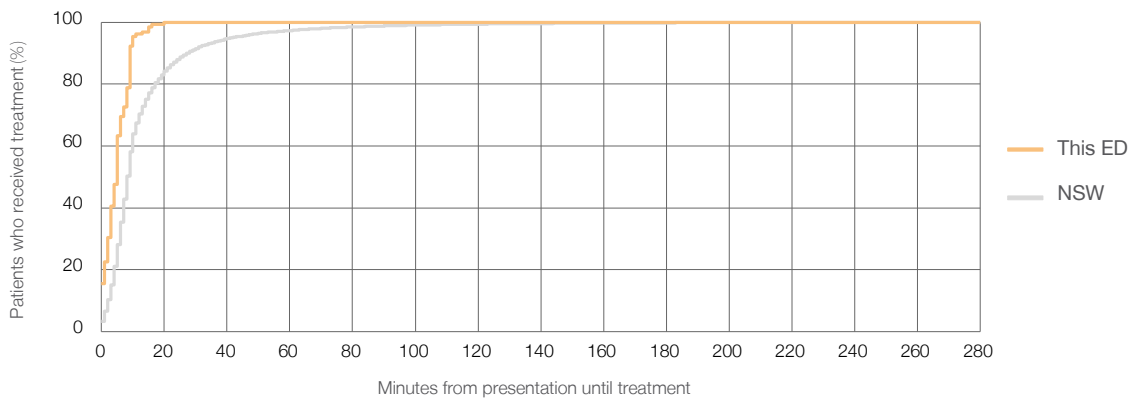
Number of triage 2 patients used to calculate waiting time:³ 128

Median time to start treatment⁴ ■ 5 minutes

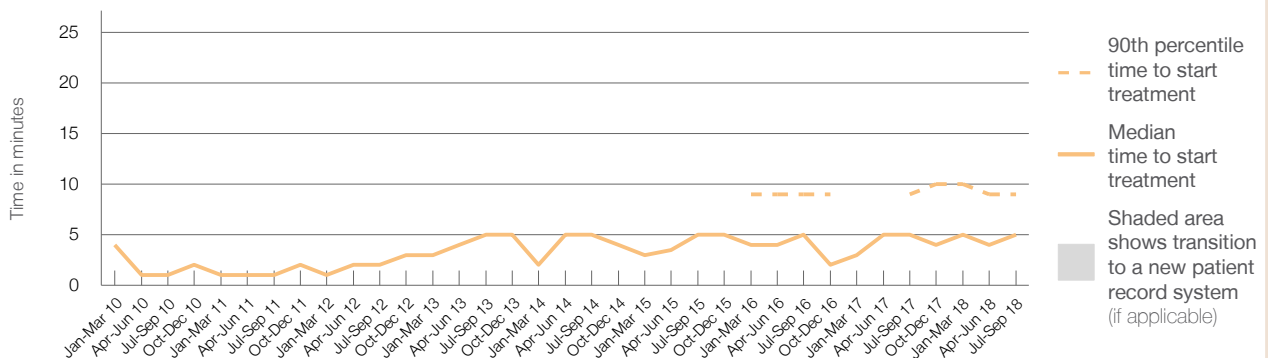
90th percentile time to start treatment⁵ ■ 9 minutes

Same period last year	NSW (this period)
122	121
5 minutes	8 minutes
9 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	1	1	2	5	5	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	*	9	9	9

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

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

Narrabri Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 383

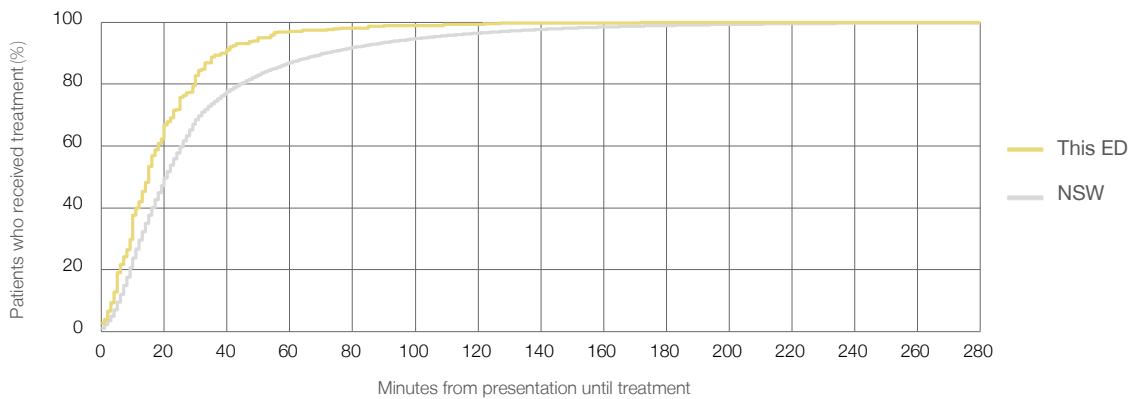
Number of triage 3 patients used to calculate waiting time:³ 376

Median time to start treatment⁴ 15 minutes

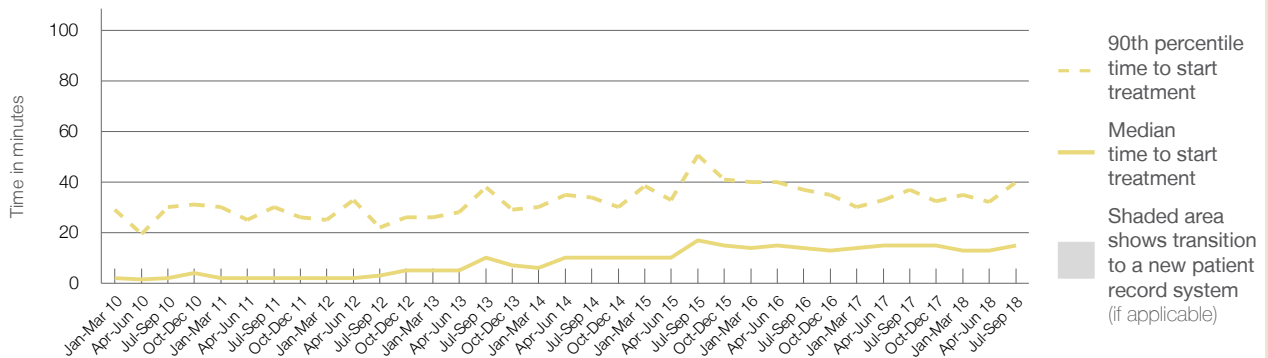
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
371	
369	
15 minutes	21 minutes
37 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	2	2	3	10	10	17	14	15	15
90th percentile time to start treatment ⁵ (minutes)	30	30	22	38	34	51	37	37	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.

Narrabri Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 524

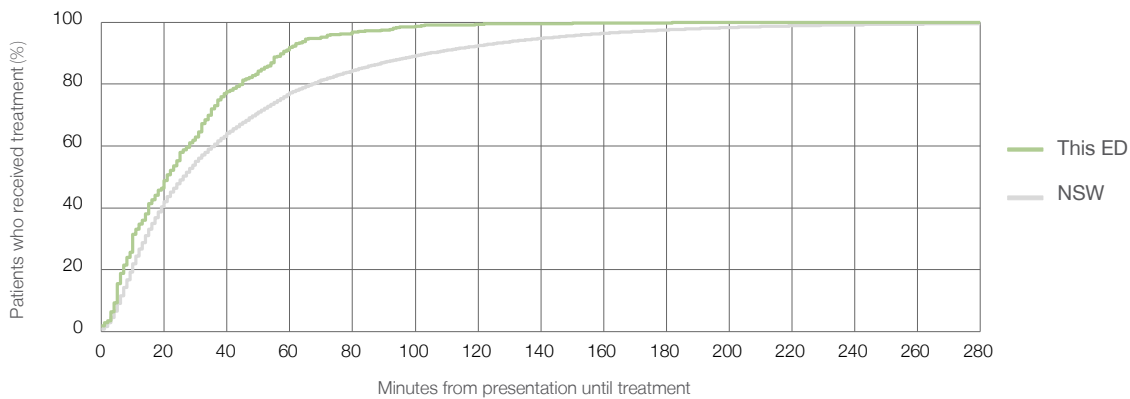
Number of triage 4 patients used to calculate waiting time:³ 506

Median time to start treatment⁴ 21 minutes

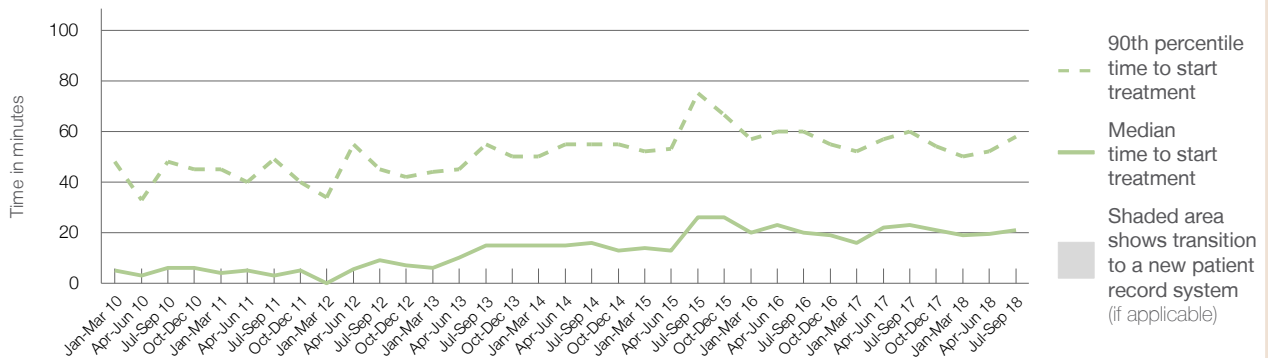
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
736	722
23 minutes	26 minutes
60 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	6	3	9	15	16	26	20	23	21
90th percentile time to start treatment ⁵ (minutes)	48	49	45	55	55	75	60	60	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.

Narrabri Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 183

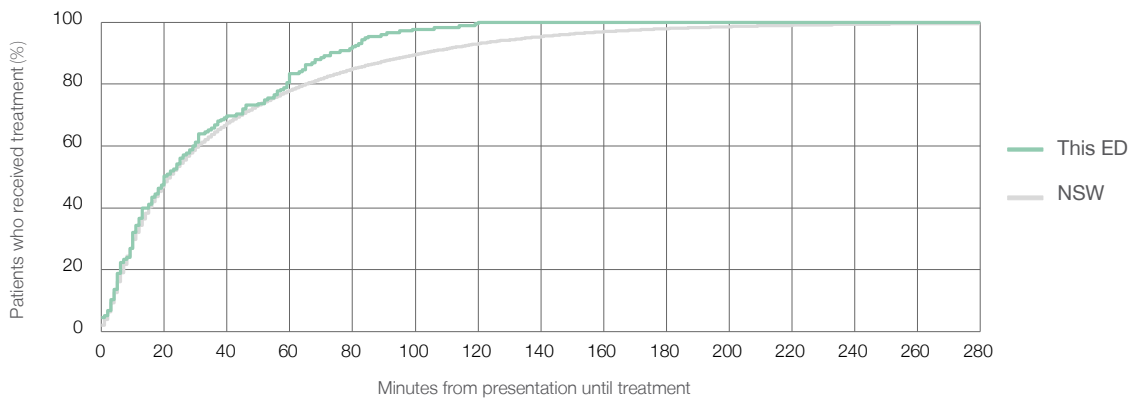
Number of triage 5 patients used to calculate waiting time:³ 175

Median time to start treatment⁴ 20 minutes

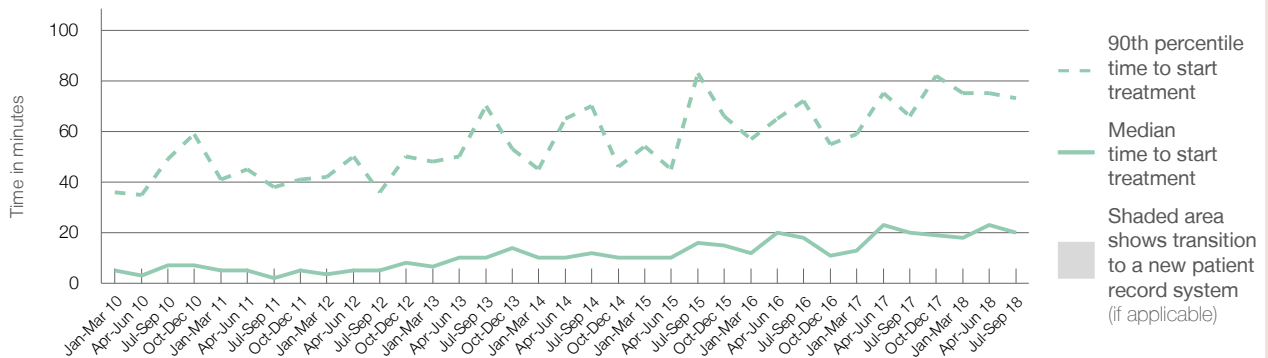
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
301	293
20 minutes	22 minutes
66 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	7	2	5	10	12	16	18	20	20
90th percentile time to start treatment ⁵ (minutes)	49	38	36	70	70	83	72	66	73

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

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

July to September 2018

All presentations:¹ 1,392 patients

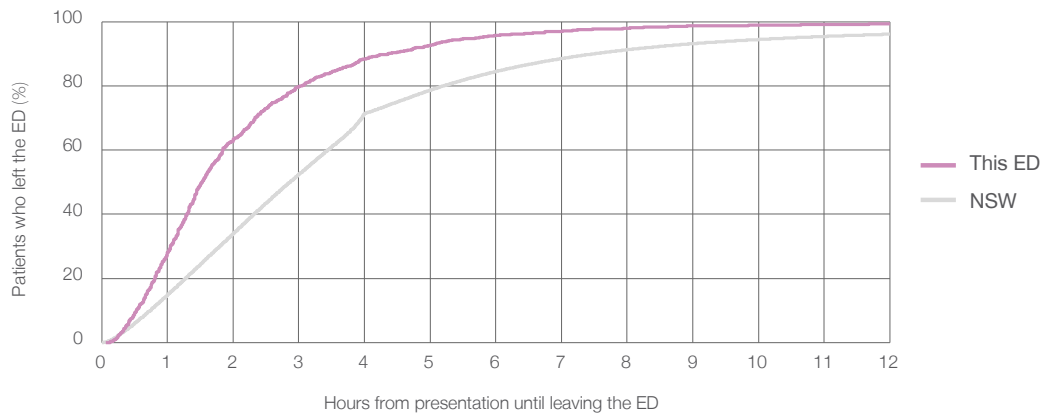
Presentations used to calculate time to leaving the ED:⁶ 1,392 patients

Median time spent in the ED⁸ 1 hours and 32 minutes

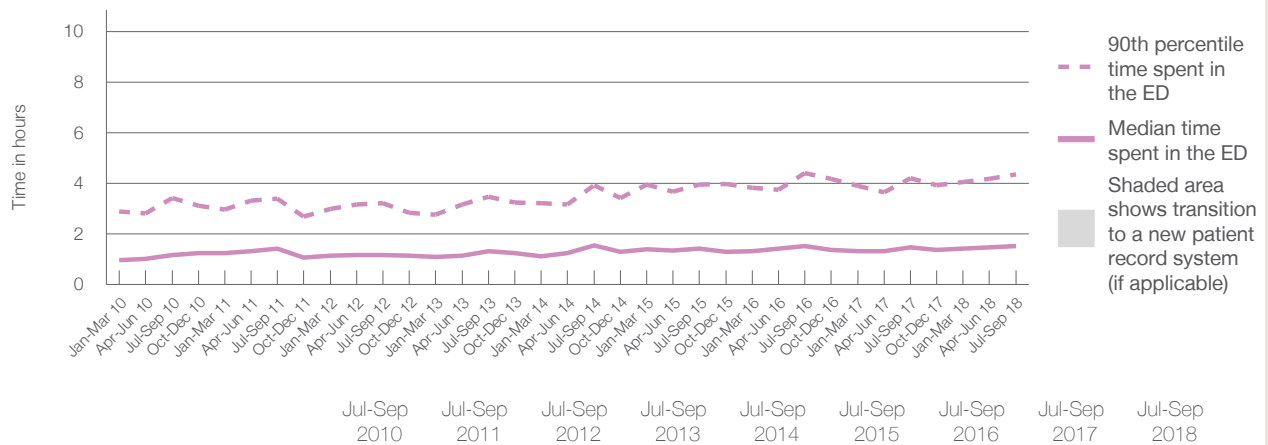
90th percentile time spent in the ED⁹ 4 hours and 22 minutes

Same period last year	NSW (this period)
1,696	1,696
1 hours and 29 minutes	2 hours and 52 minutes
4 hours and 13 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 11m	1h 25m	1h 10m	1h 20m	1h 33m	1h 26m	1h 32m	1h 29m	1h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 25m	3h 24m	3h 13m	3h 29m	3h 56m	3h 58m	4h 24m	4h 13m	4h 22m

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

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

Narrabri Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

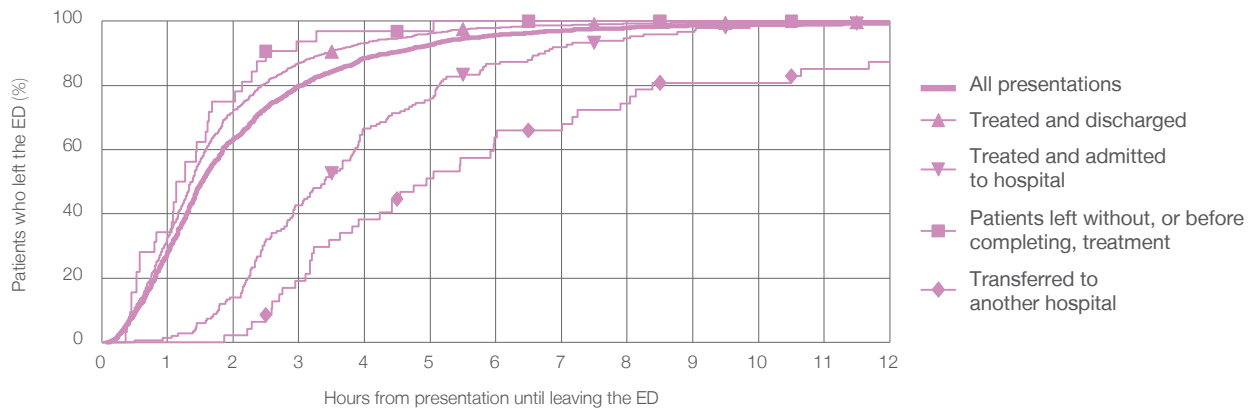
All presentations:¹ 1,392 patients

Presentations used to calculate time to leaving the ED:⁶ 1,392 patients

Treated and discharged	1,148 (82.5%)
Treated and admitted to hospital	150 (10.8%)
Patient left without, or before completing, treatment	32 (2.3%)
Transferred to another hospital	47 (3.4%)
Other	15 (1.1%)

Same period last year	Change since one year ago
1,696	-18%
1,439	-20.2%
174	-13.8%
54	-40.7%
29	62.1%
0	

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	32.7%	72.3%	87.0%	93.1%	98.0%	99.2%	99.7%	99.7%
Treated and admitted to hospital	1.3%	14.0%	42.7%	66.7%	86.7%	94.7%	98.7%	99.3%
Patient left without, or before completing, treatment	34.4%	75.0%	93.8%	96.9%	100%	100%	100%	100%
Transferred to another hospital	0%	2.1%	19.1%	38.3%	63.8%	74.5%	80.9%	87.2%
All presentations	28.2%	63.4%	79.8%	88.4%	95.7%	97.9%	98.9%	99.3%

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

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

Narrabri Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 1,392 patients

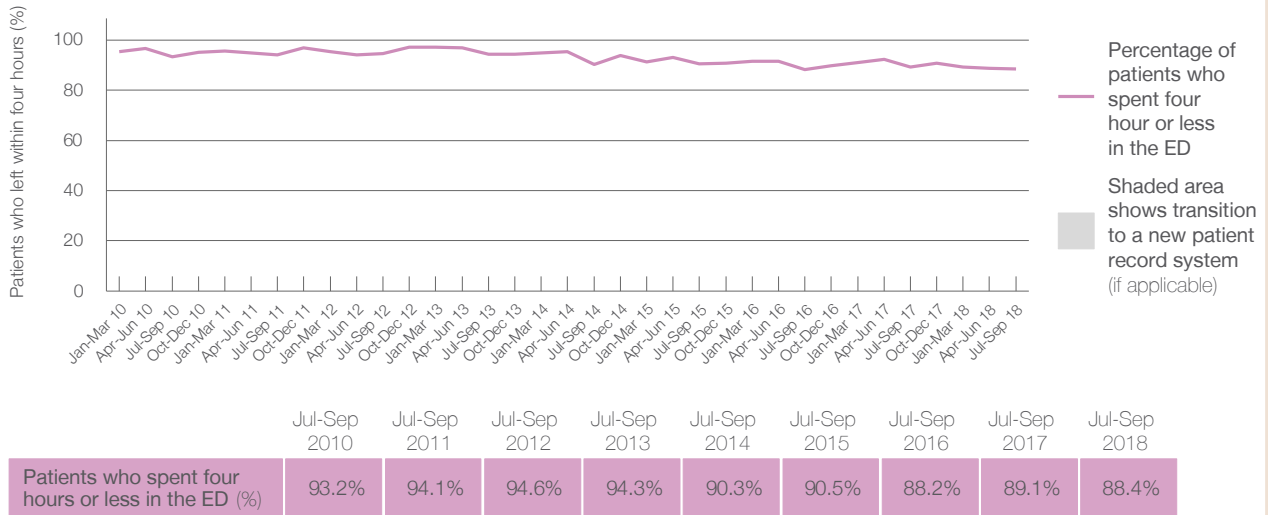
Presentations used to calculate time to leaving the ED: ⁶ 1,392 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 1,392 patients	1,696	-18%
Presentations used to calculate time to leaving the ED: ⁶ 1,392 patients	1,696	-18%
Percentage of patients who spent four hours or less in the ED	89.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Singleton Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 3,034 patients
Emergency presentations:² 2,976 patients

Same period last year	Change since one year ago
3,050	-1%
2,973	0%

Singleton Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 210 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): 779 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,758 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 224 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
216	
8 minutes	8 minutes
31 minutes	28 minutes
844	
26 minutes	21 minutes
81 minutes	72 minutes
1,785	
38 minutes	26 minutes
110 minutes	105 minutes
122	
27 minutes	22 minutes
84 minutes	103 minutes

Singleton Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 3,034 patients

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

Same period last year	Change since one year ago
3,050	-1%
87%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

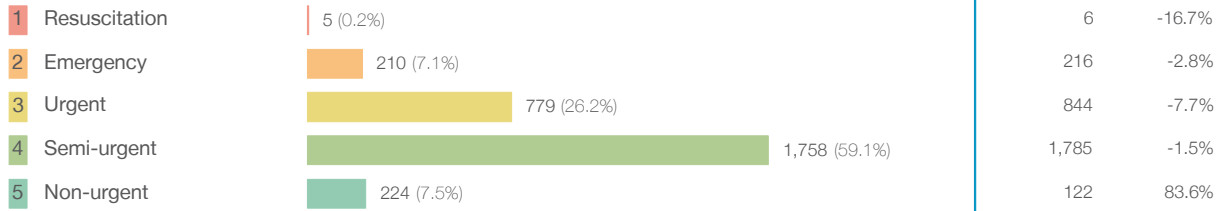
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Singleton Hospital: Patients presenting to the emergency department July to September 2018

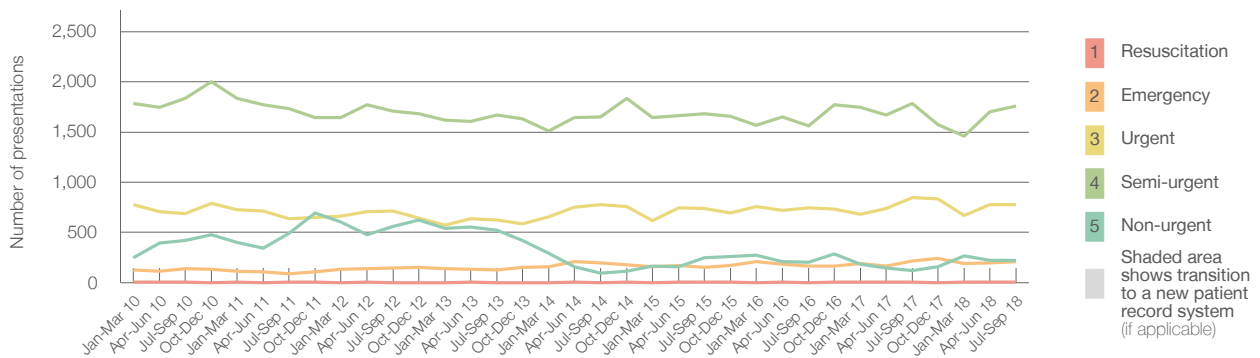
All presentations:¹ 3,034 patients

Emergency presentations² by triage category: 2,976 patients



	Same period last year	Change since one year ago
All presentations	3,050	-1%
Emergency presentations	2,973	0%
Resuscitation	6	-16.7%
Emergency	216	-2.8%
Urgent	844	-7.7%
Semi-urgent	1,785	-1.5%
Non-urgent	122	83.6%

Emergency presentations² by quarter, January 2010 to September 2018 †

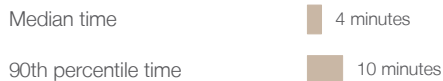


	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	< 5	6	< 5	< 5	< 5	< 5	< 5	6	5
Emergency	142	87	147	127	199	155	170	216	210
Urgent	690	638	711	621	780	736	743	844	779
Semi-urgent	1,837	1,736	1,709	1,669	1,653	1,683	1,562	1,785	1,758
Non-urgent	419	489	558	519	92	245	200	122	224
All emergency presentations	3,088	2,956	3,125	2,936	2,724	2,819	2,675	2,973	2,976

Singleton Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 305 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	303	
Median time	7 minutes	-3 minutes
90th percentile time	148 minutes	-138 minutes

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

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

Singleton Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 210

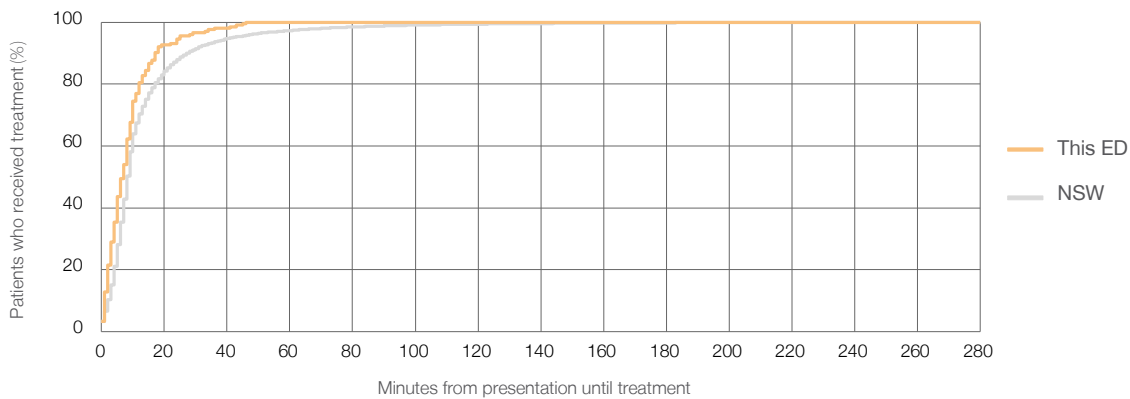
Number of triage 2 patients used to calculate waiting time:³ 204

Median time to start treatment⁴ 7 minutes

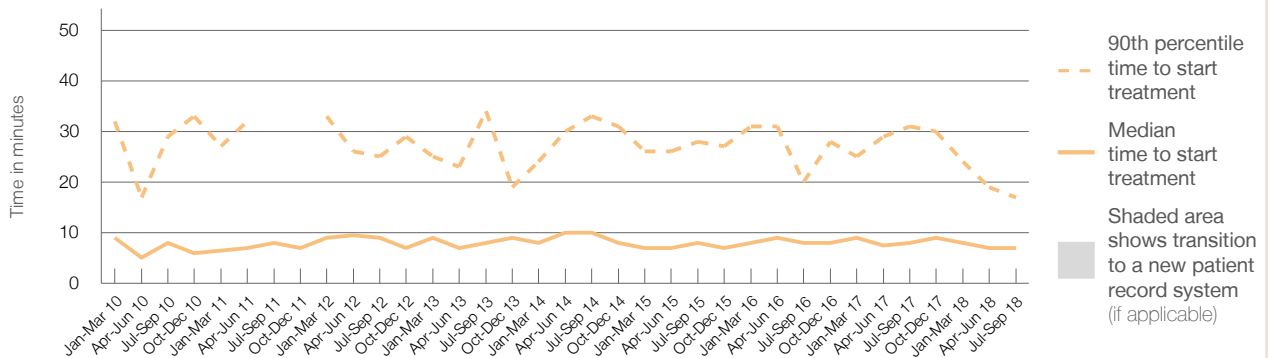
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
216	
206	
8 minutes	8 minutes
31 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	8	8	9	8	10	8	8	8	7
90th percentile time to start treatment ⁵ (minutes)	29	*	25	34	33	28	20	31	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.

Singleton Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 779

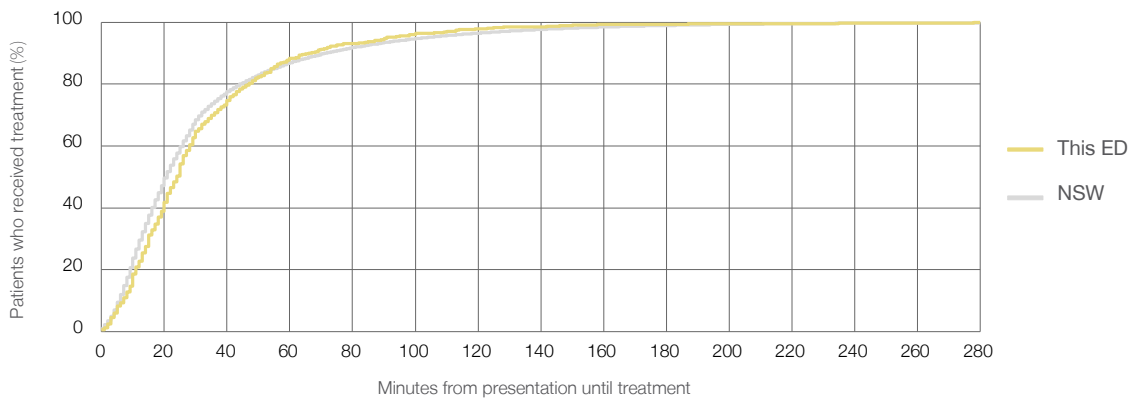
Number of triage 3 patients used to calculate waiting time:³ 757

Median time to start treatment⁴ 24 minutes

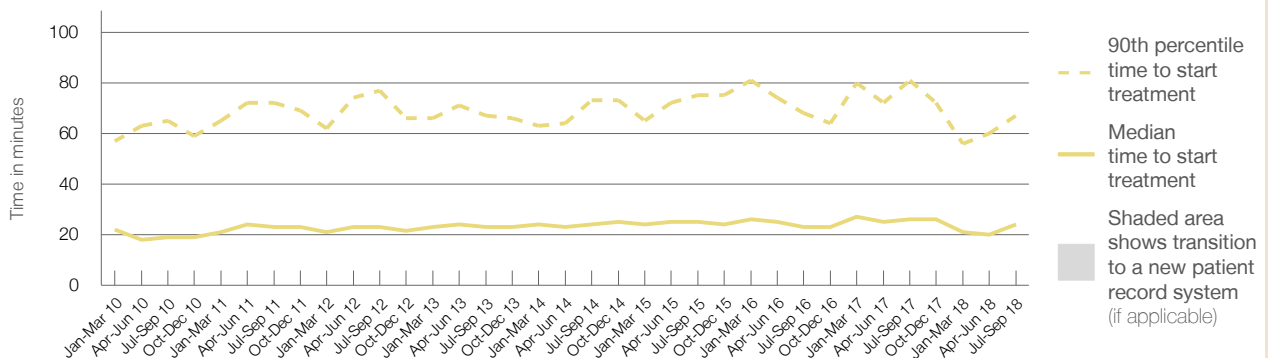
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
844	
815	
26 minutes	21 minutes
81 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	19	23	23	23	24	25	23	26	24
90th percentile time to start treatment ⁵ (minutes)	65	72	77	67	73	75	68	81	67

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 July to September 2018

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

Number of triage 4 patients: 1,758

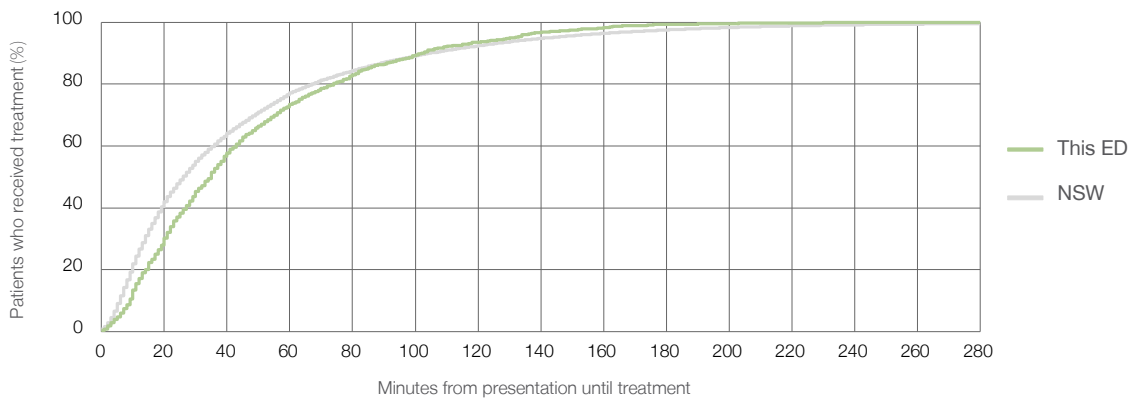
Number of triage 4 patients used to calculate waiting time:³ 1,689

Median time to start treatment⁴ 35 minutes

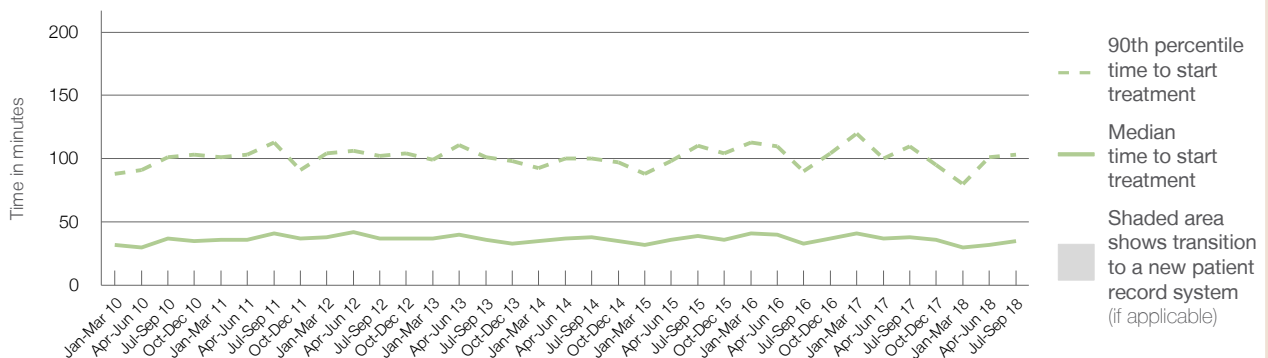
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
1,785	1,704
38 minutes	26 minutes
110 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	37	41	37	36	38	39	33	38	35
90th percentile time to start treatment ⁵ (minutes)	101	113	102	101	100	111	90	110	103

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 July to September 2018

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

Number of triage 5 patients: 224

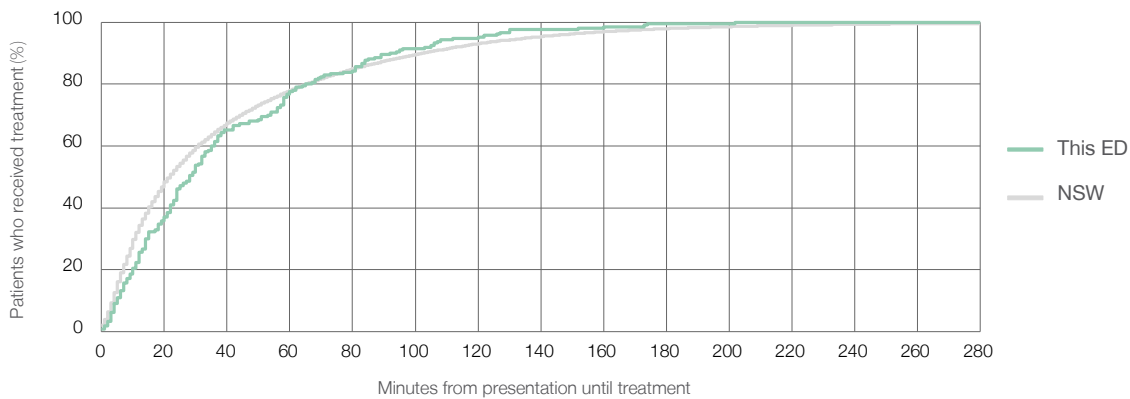
Number of triage 5 patients used to calculate waiting time:³ 210

Median time to start treatment⁴ 28 minutes

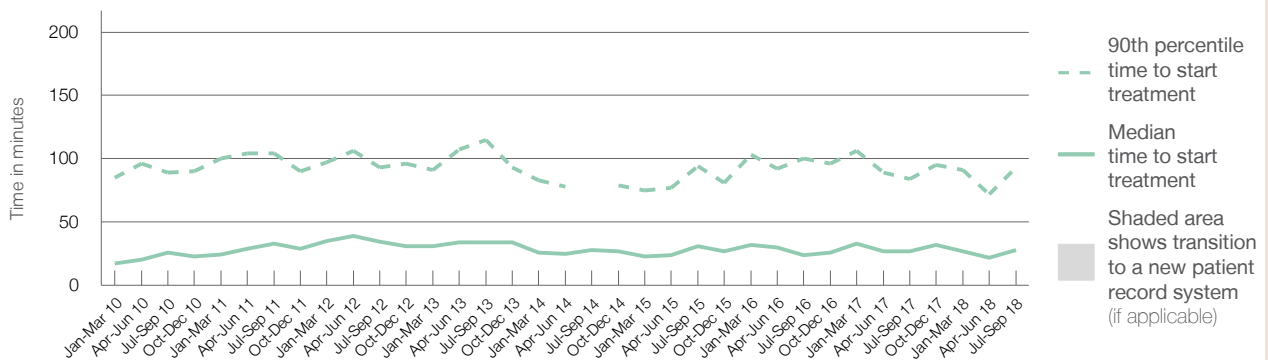
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
122	
111	
27 minutes	22 minutes
84 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	26	33	35	34	28	31	24	27	28
90th percentile time to start treatment ⁵ (minutes)	89	104	93	115	*	94	100	84	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.

Singleton Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 3,034 patients

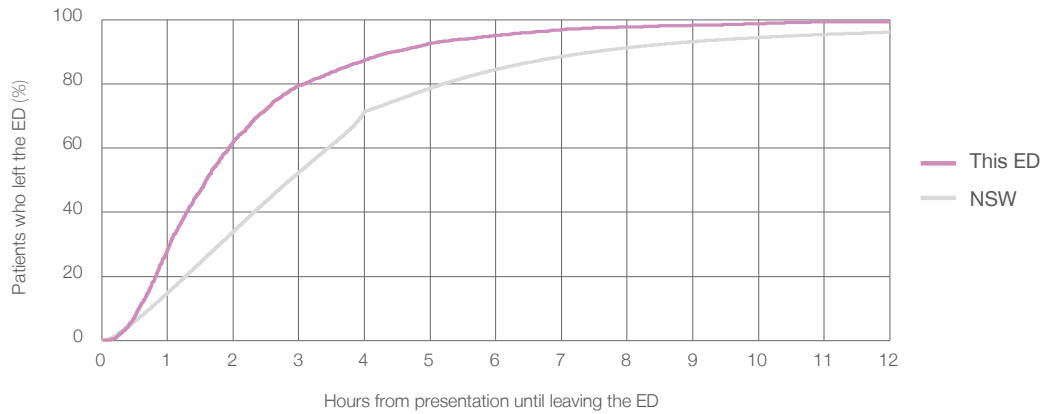
Presentations used to calculate time to leaving the ED:⁶ 3,034 patients

Median time spent in the ED⁸ 1 hours and 35 minutes

90th percentile time spent in the ED⁹ 4 hours and 27 minutes

Same period last year	NSW (this period)
3,050	3,050
1 hours and 34 minutes	2 hours and 52 minutes
4 hours and 33 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 9m	1h 10m	1h 9m	1h 16m	1h 20m	1h 26m	1h 23m	1h 34m	1h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 47m	2h 56m	2h 53m	3h 4m	3h 19m	4h 6m	4h 0m	4h 33m	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.

Singleton Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

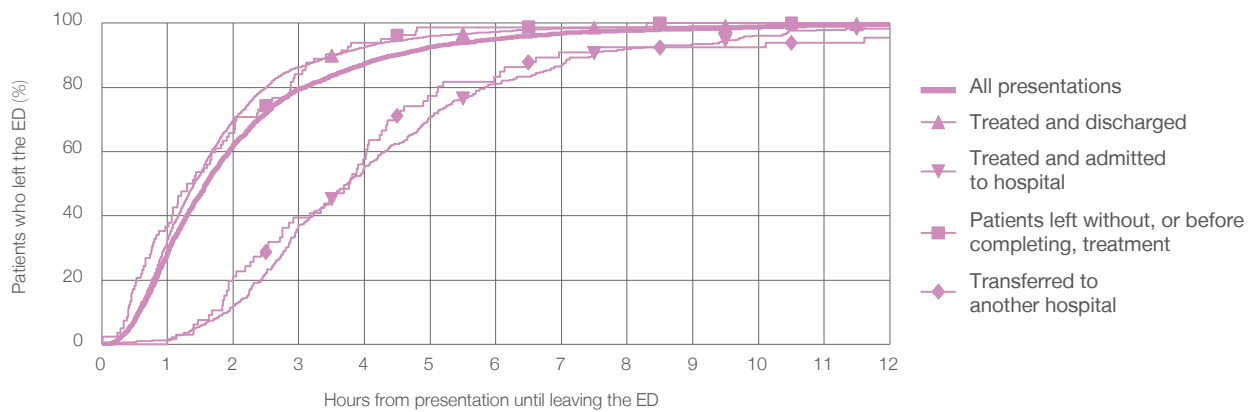
All presentations:¹ 3,034 patients

Presentations used to calculate time to leaving the ED:⁶ 3,034 patients

Treated and discharged	2,505 (82.6%)
Treated and admitted to hospital	336 (11.1%)
Patient left without, or before completing, treatment	82 (2.7%)
Transferred to another hospital	66 (2.2%)
Other	45 (1.5%)

Same period last year	Change since one year ago
3,050	-1%
2,510	-0.2%
298	12.8%
101	-18.8%
86	-23.3%
55	-18.2%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	32.6%	70.0%	86.3%	92.7%	97.4%	98.7%	99.3%	99.7%
Treated and admitted to hospital	1.2%	11.9%	37.2%	55.4%	81.3%	92.0%	96.1%	98.2%
Patient left without, or before completing, treatment	36.6%	65.9%	84.1%	93.9%	98.8%	98.8%	100%	100%
Transferred to another hospital	1.5%	21.2%	39.4%	57.6%	83.3%	92.4%	92.4%	95.5%
All presentations	28.5%	62.1%	79.5%	87.5%	95.1%	97.7%	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
 July to September 2018

All presentations at the emergency department: ¹ 3,034 patients

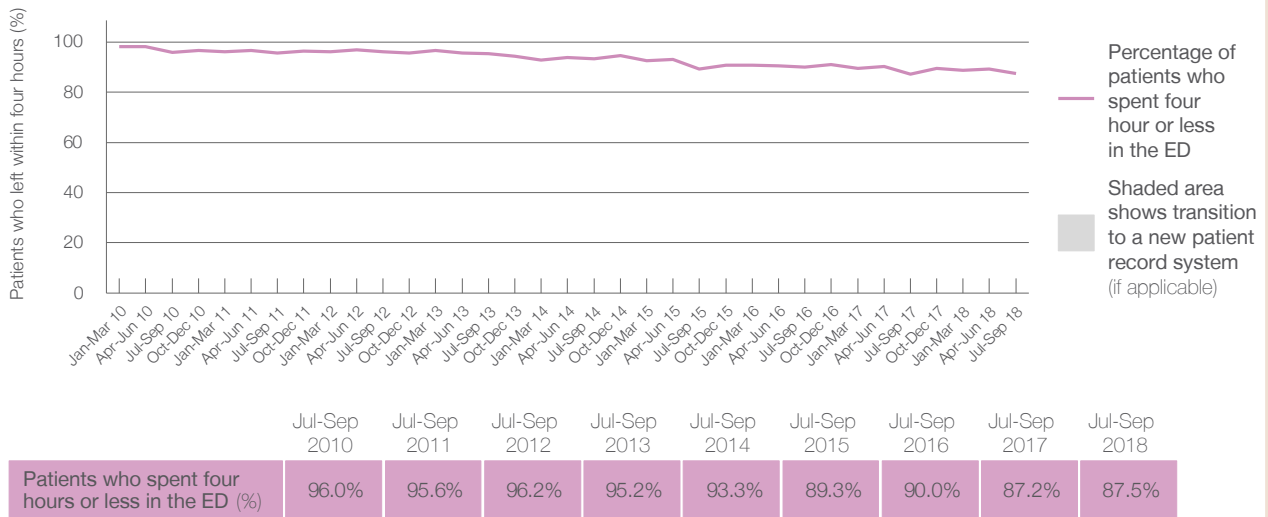
Presentations used to calculate time to leaving the ED: ⁶ 3,034 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	3,050	-1%
Presentations used to calculate time to leaving the ED	3,050	-1%
Percentage of patients who spent four hours or less in the ED	87.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Tamworth Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 10,795 patients


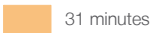
Emergency presentations:² 10,300 patients

Same period last year	Change since one year ago
12,366	-13%
11,867	-13%



Tamworth Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 891 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,756 patients

Median time to start treatment⁴  25 minutes
90th percentile time to start treatment⁵  89 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,160 patients

Median time to start treatment⁴  46 minutes
90th percentile time to start treatment⁵  143 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,446 patients

Median time to start treatment⁴  56 minutes
90th percentile time to start treatment⁵  146 minutes

Same period last year	NSW (this period)
917	
8 minutes	8 minutes
32 minutes	28 minutes
2,888	
25 minutes	21 minutes
110 minutes	72 minutes
6,315	
49 minutes	26 minutes
166 minutes	105 minutes
1,703	
62 minutes	22 minutes
176 minutes	103 minutes

Tamworth Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 10,795 patients

Percentage of patients who spent four hours or less in the ED  66%

Same period last year	Change since one year ago
12,366	-13%
66%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

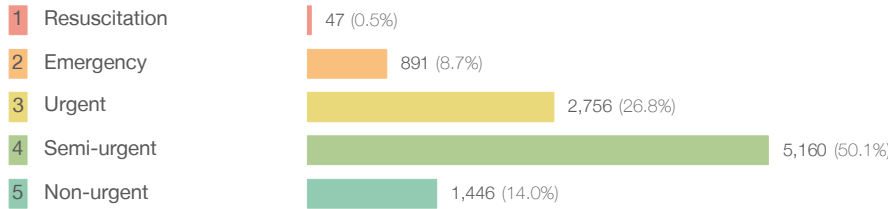
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Tamworth Hospital: Patients presenting to the emergency department July to September 2018

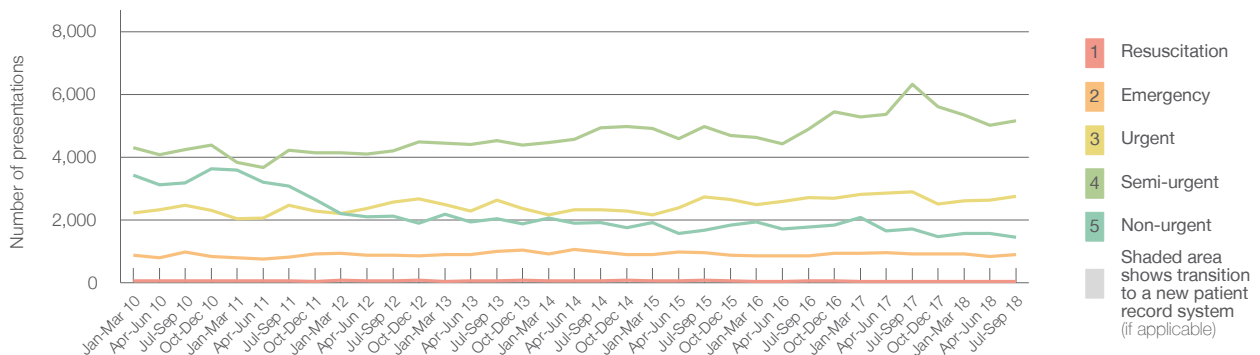
All presentations:¹ 10,795 patients

Emergency presentations² by triage category: 10,300 patients



	Same period last year	Change since one year ago
All presentations	12,366	-13%
Emergency presentations	11,867	-13%
1 Resuscitation	44	6.8%
2 Emergency	917	-2.8%
3 Urgent	2,888	-4.6%
4 Semi-urgent	6,315	-18.3%
5 Non-urgent	1,703	-15.1%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	52	61	68	66	67	78	53	44	47
Emergency	972	822	867	987	973	963	862	917	891
Urgent	2,472	2,457	2,564	2,626	2,331	2,740	2,714	2,888	2,756
Semi-urgent	4,243	4,225	4,194	4,531	4,929	4,974	4,901	6,315	5,160
Non-urgent	3,184	3,070	2,111	2,034	1,918	1,671	1,772	1,703	1,446
All emergency presentations	10,923	10,635	9,804	10,244	10,218	10,426	10,302	11,867	10,300

Tamworth Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,838 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,795	
Median time	10 minutes	-1 minute
90th percentile time	30 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.

Tamworth Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 891

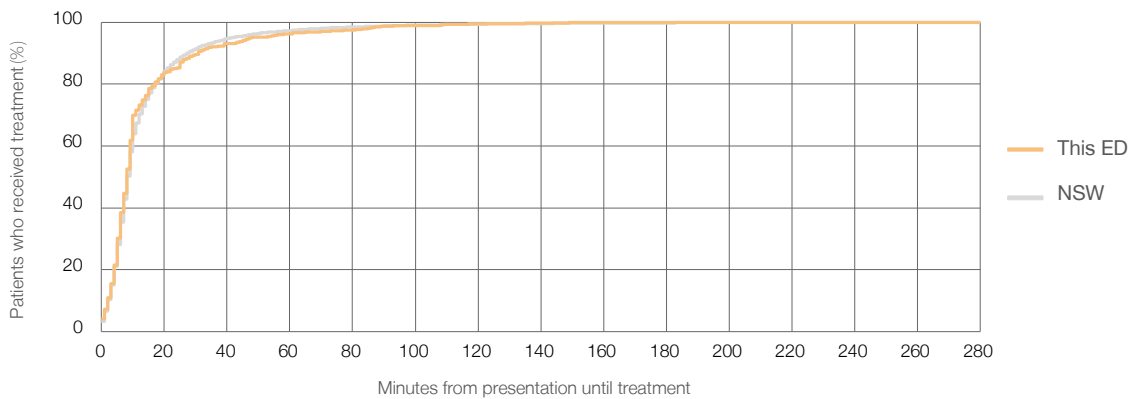
Number of triage 2 patients used to calculate waiting time:³ 885

Median time to start treatment⁴ 8 minutes

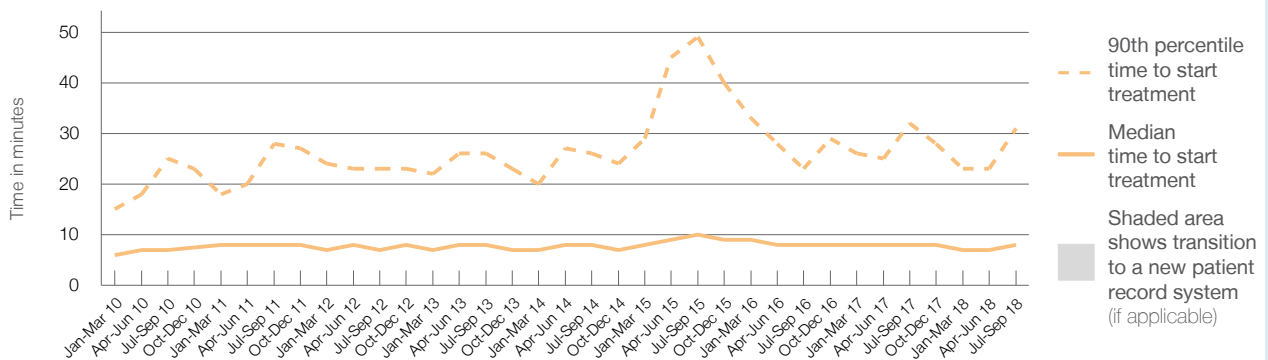
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
917	
912	
8 minutes	8 minutes
32 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	7	8	7	8	8	10	8	8	8
90th percentile time to start treatment ⁵ (minutes)	25	28	23	26	26	49	23	32	31

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

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

Tamworth Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,756

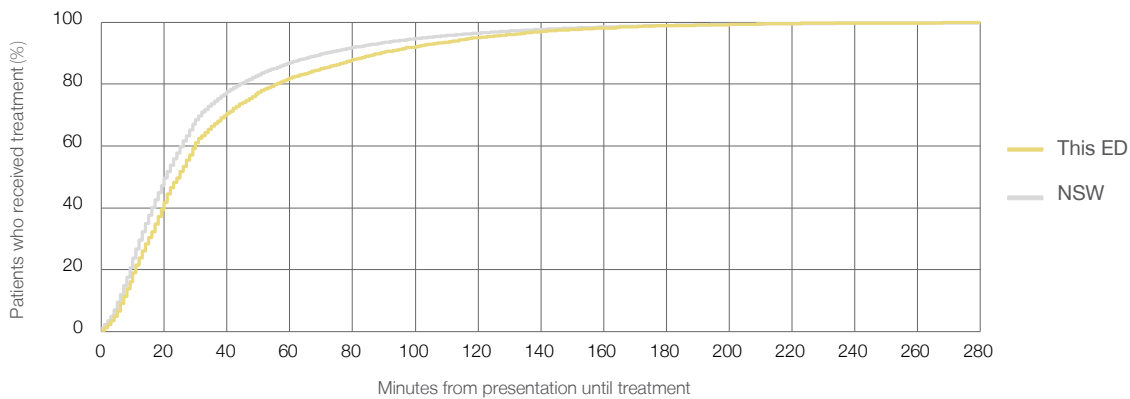
Number of triage 3 patients used to calculate waiting time:³ 2,707

Median time to start treatment⁴ 25 minutes

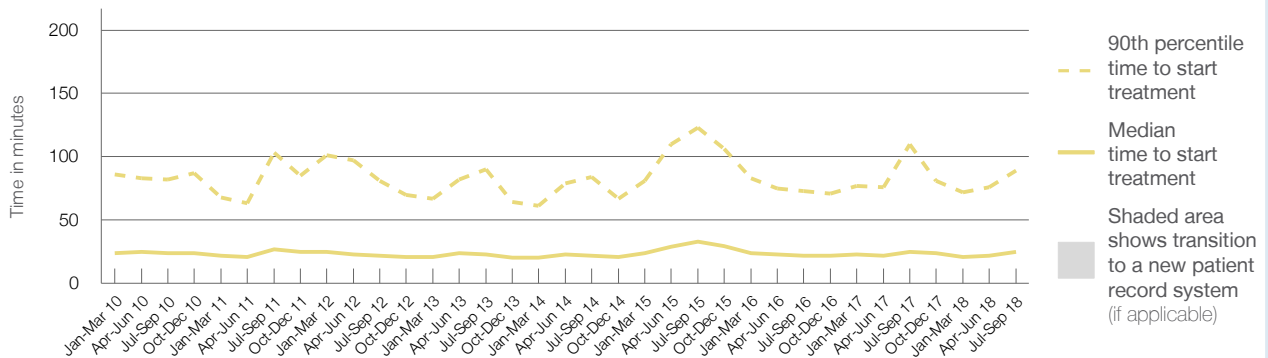
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
2,888	2,804
25 minutes	21 minutes
110 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	24	27	22	23	22	33	22	25	25
90th percentile time to start treatment ⁵ (minutes)	82	103	81	90	84	123	73	110	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.

Tamworth Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 5,160

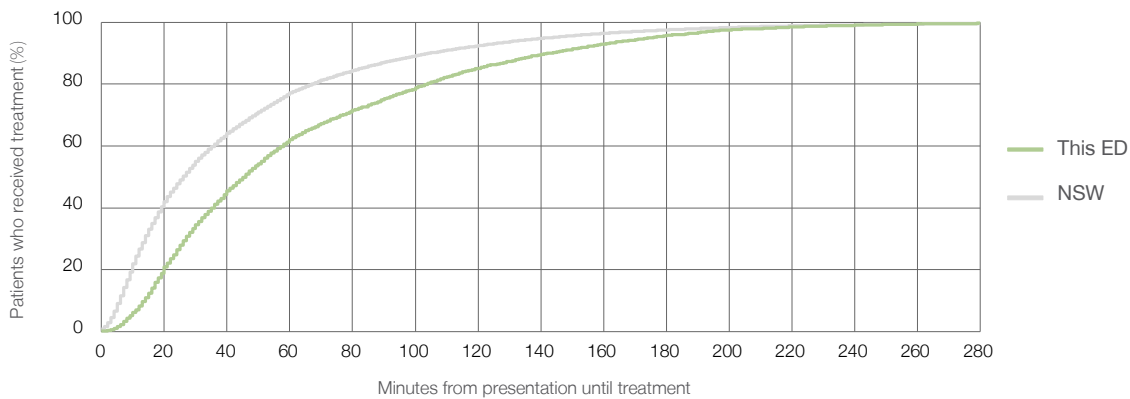
Number of triage 4 patients used to calculate waiting time:³ 4,831

Median time to start treatment⁴ 46 minutes

90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
6,315	5,840
49 minutes	26 minutes
166 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	56	55	37	38	37	51	38	49	46
90th percentile time to start treatment ⁵ (minutes)	178	180	157	135	138	145	102	166	143

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

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

Tamworth Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 1,446

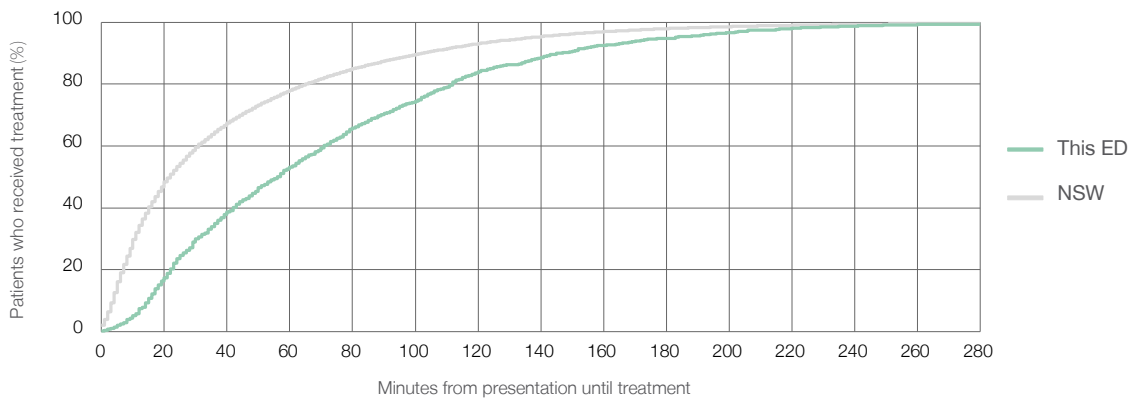
Number of triage 5 patients used to calculate waiting time:³ 1,317

Median time to start treatment⁴ 56 minutes

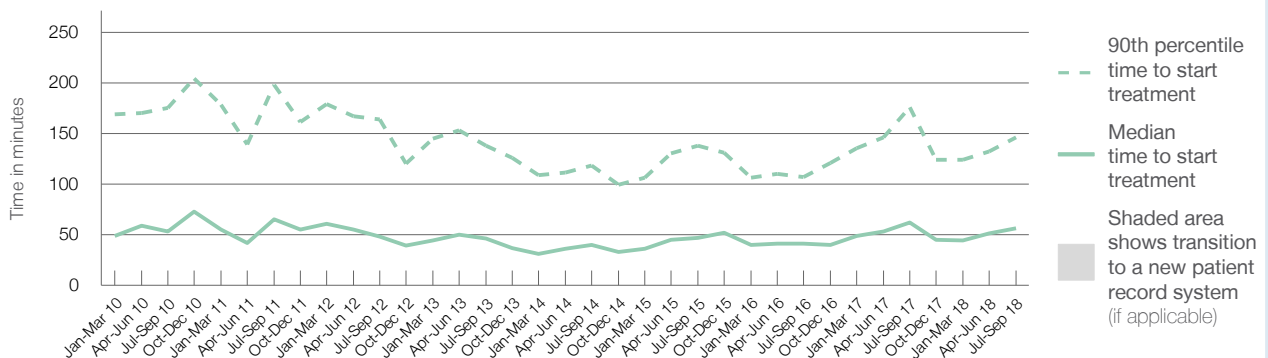
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
1,703	1,529
62 minutes	22 minutes
176 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	53	65	48	46	40	47	41	62	56
90th percentile time to start treatment ⁵ (minutes)	175	198	164	138	118	138	107	176	146

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

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

Tamworth Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 10,795 patients

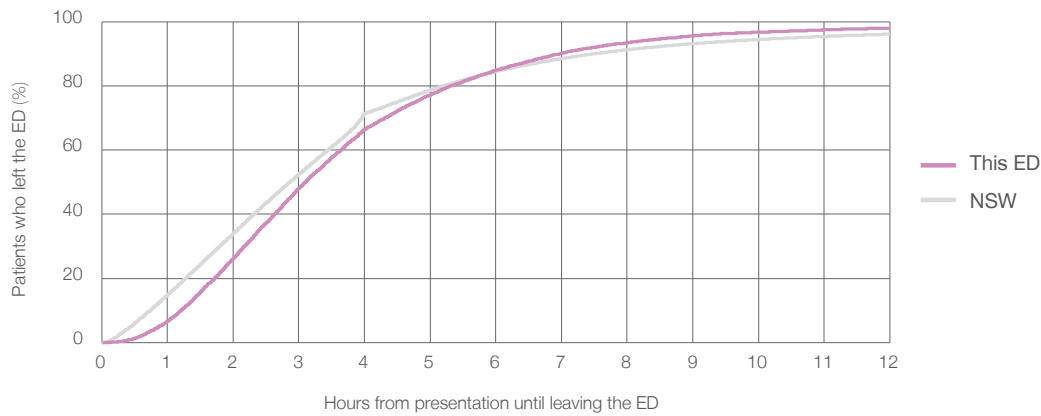
Presentations used to calculate time to leaving the ED:⁶ 10,795 patients

Median time spent in the ED⁸ 3 hours and 6 minutes

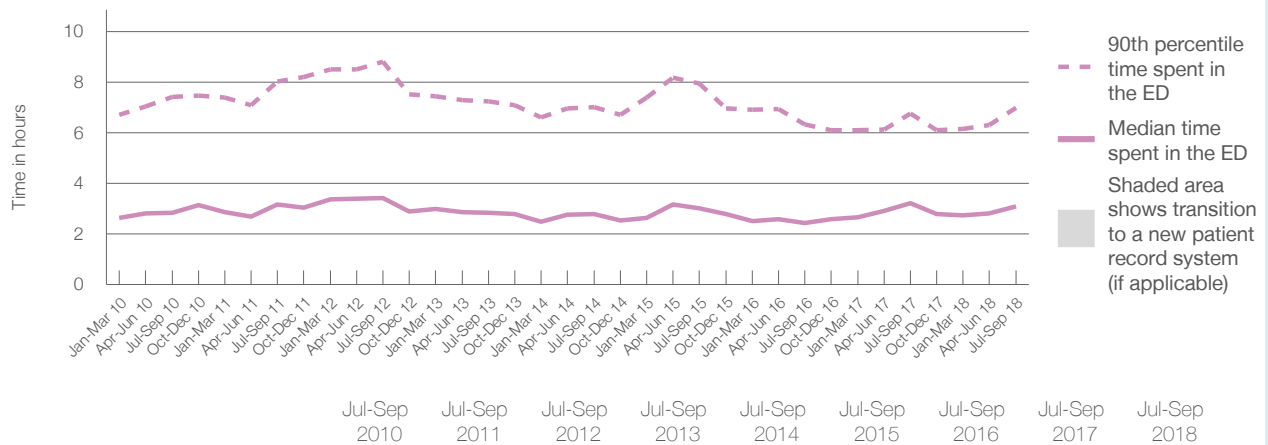
90th percentile time spent in the ED⁹ 6 hours and 59 minutes

Same period last year	NSW (this period)
12,366	12,366
3 hours and 14 minutes	2 hours and 52 minutes
6 hours and 45 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 50m	3h 11m	3h 26m	2h 51m	2h 48m	3h 1m	2h 26m	3h 14m	3h 6m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 25m	8h 2m	8h 48m	7h 15m	7h 1m	7h 57m	6h 20m	6h 45m	6h 59m

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

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

Tamworth Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

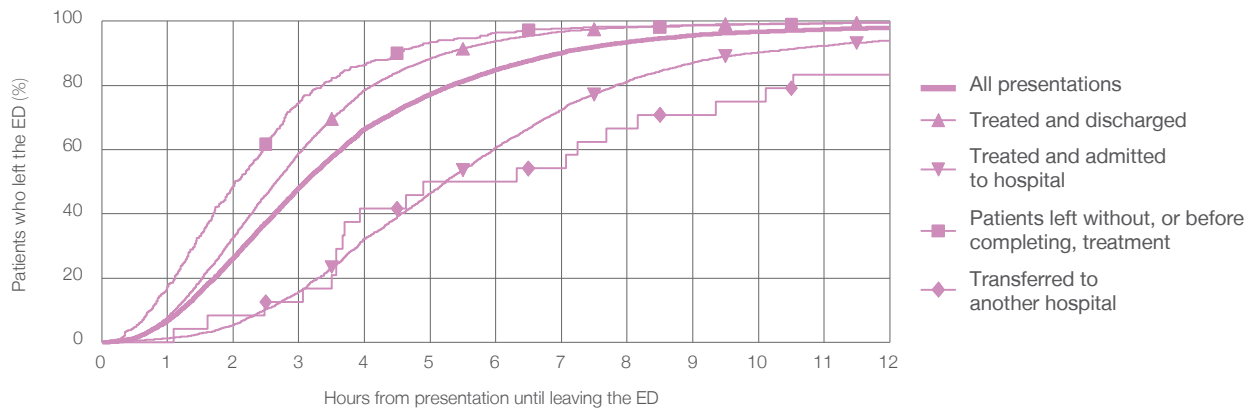
All presentations:¹ 10,795 patients

Presentations used to calculate time to leaving the ED:⁶ 10,795 patients

Treated and discharged	7,262 (67.3%)
Treated and admitted to hospital	2,910 (27.0%)
Patient left without, or before completing, treatment	512 (4.7%)
Transferred to another hospital	24 (0.2%)
Other	87 (0.8%)

Same period last year	Change since one year ago
12,366	-13%
8,396	-13.5%
3,057	-4.8%
731	-30.0%
30	-20.0%
152	-42.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.0%	32.7%	59.0%	78.6%	93.9%	98.1%	99.2%	99.5%
Treated and admitted to hospital	1.2%	5.4%	15.7%	32.2%	60.7%	81.1%	90.2%	94.0%
Patient left without, or before completing, treatment	17.4%	48.6%	74.6%	86.3%	96.5%	98.2%	99.0%	99.6%
Transferred to another hospital	0%	8.3%	12.5%	41.7%	50.0%	66.7%	75.0%	83.3%
All presentations	6.8%	26.3%	48.1%	66.4%	85.0%	93.4%	96.7%	98.0%

(†) 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.

Tamworth Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 10,795 patients

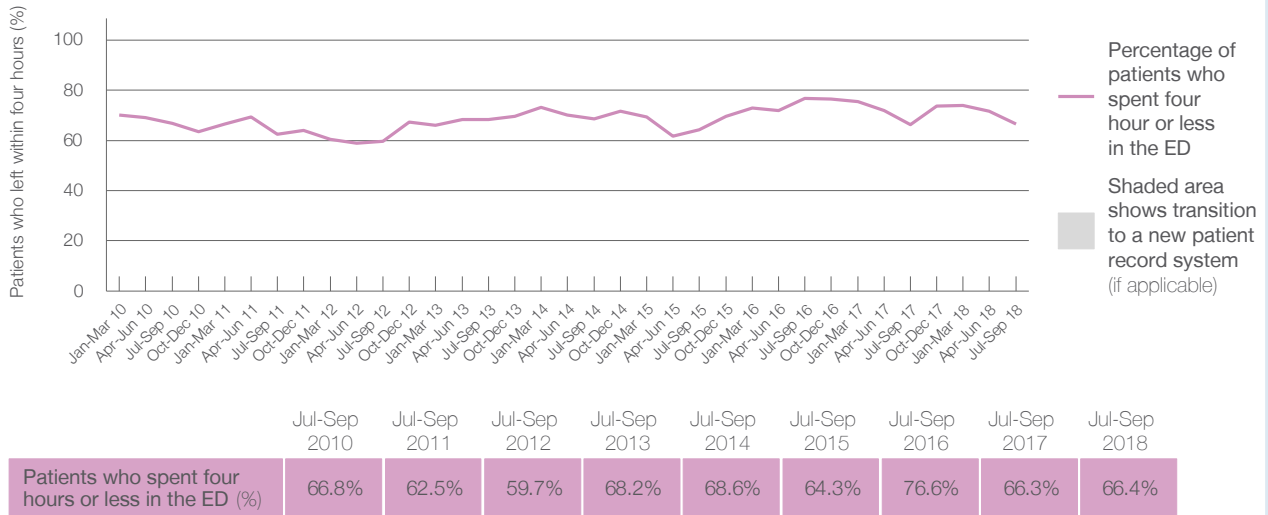
Presentations used to calculate time to leaving the ED: ⁶ 10,795 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	12,366	-13%
Presentations used to calculate time to leaving the ED	12,366	-13%
Percentage of patients who spent four hours or less in the ED	66.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).