

Healthcare Quarterly

Emergency department

Southern NSW Local Health District
Performance Profiles

July to September 2018

Batemans Bay District Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 4,363 patients
 Emergency presentations:² 4,295 patients

Same period last year	Change since one year ago
4,039	8%
3,854	11%

Batemans Bay District Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 395 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,255 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): 2,080 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 541 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
347	
9 minutes	8 minutes
32 minutes	28 minutes
1,166	
24 minutes	21 minutes
87 minutes	72 minutes
1,933	
24 minutes	26 minutes
93 minutes	105 minutes
397	
26 minutes	22 minutes
93 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,363 patients

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

Same period last year	Change since one year ago
4,037	8%
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).

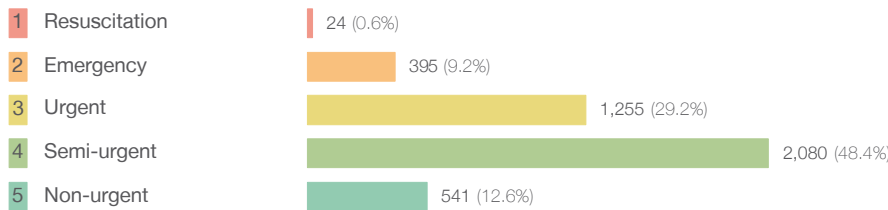
Batemans Bay District Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 4,363 patients

Same period last year: 4,039
Change since one year ago: 8%

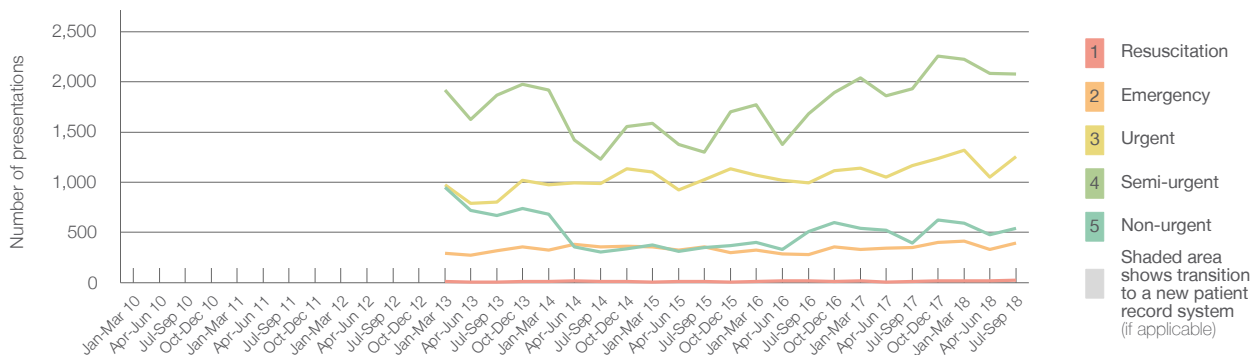
Emergency presentations² by triage category: 4,295 patients

3,854 11%



11 118.2%
347 13.8%
1,166 7.6%
1,933 7.6%
397 36.3%

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	13	13	16	11	24
Emergency				319	355	358	281	347	395
Urgent				800	985	1,025	995	1,166	1,255
Semi-urgent				1,867	1,231	1,299	1,685	1,933	2,080
Non-urgent				671	304	347	510	397	541
All emergency presentations				3,662	2,888	3,042	3,487	3,854	4,295

Batemans Bay District Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 514 patients

Same period last year: 499
Change since one year ago:

ED Transfer of care time



9 minutes -1 minute
22 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Batemans Bay District Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 395

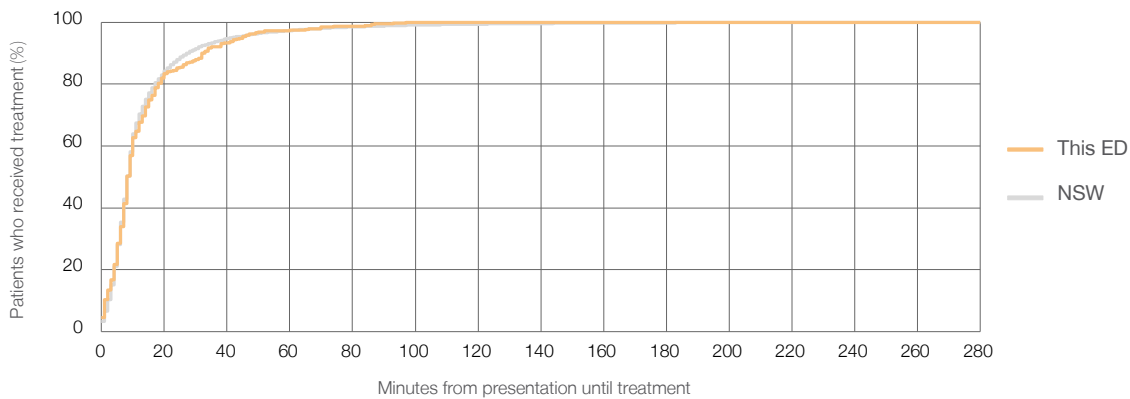
Number of triage 2 patients used to calculate waiting time:³ 386

Median time to start treatment⁴ 8 minutes

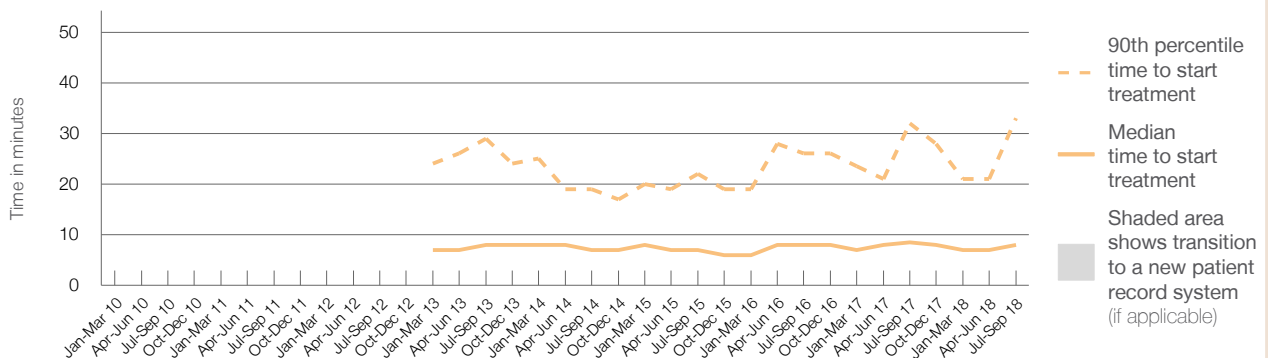
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
347	
340	
9 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)				8	7	7	8	9	8
90th percentile time to start treatment ⁵ (minutes)				29	19	22	26	32	33

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

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

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

Batemans Bay District Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,255

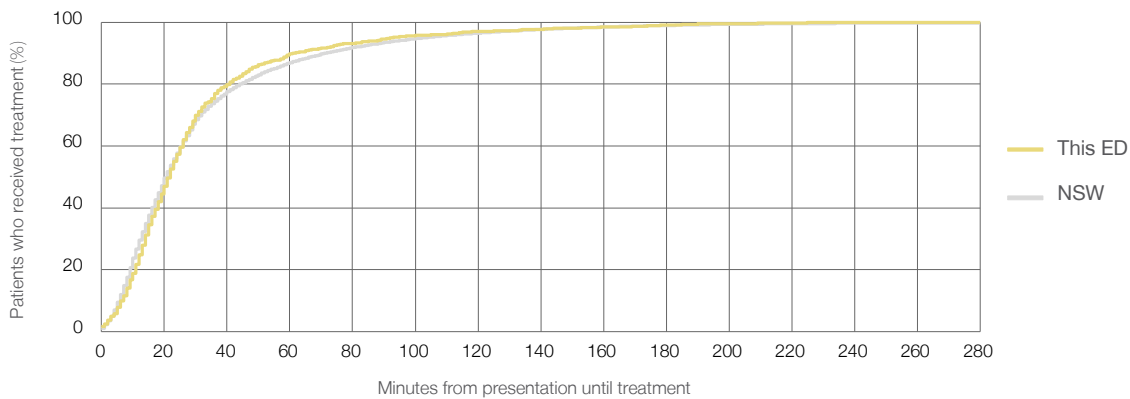
Number of triage 3 patients used to calculate waiting time:³ 1,186

Median time to start treatment⁴ 22 minutes

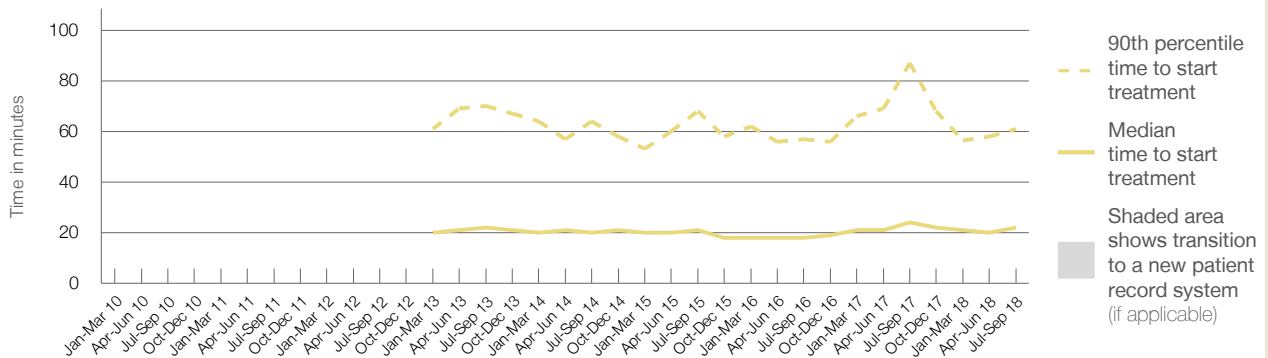
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
1,166	
1,101	
24 minutes	21 minutes
87 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	20	21	18	24	22
90th percentile time to start treatment ⁵ (minutes)				70	64	68	57	87	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.

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

Batemans Bay District Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,080

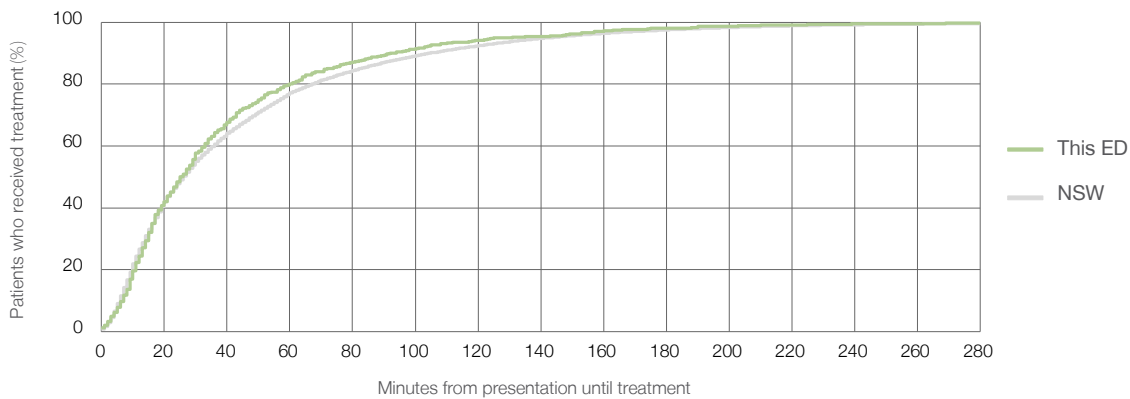
Number of triage 4 patients used to calculate waiting time:³ 734

Median time to start treatment⁴ 25 minutes

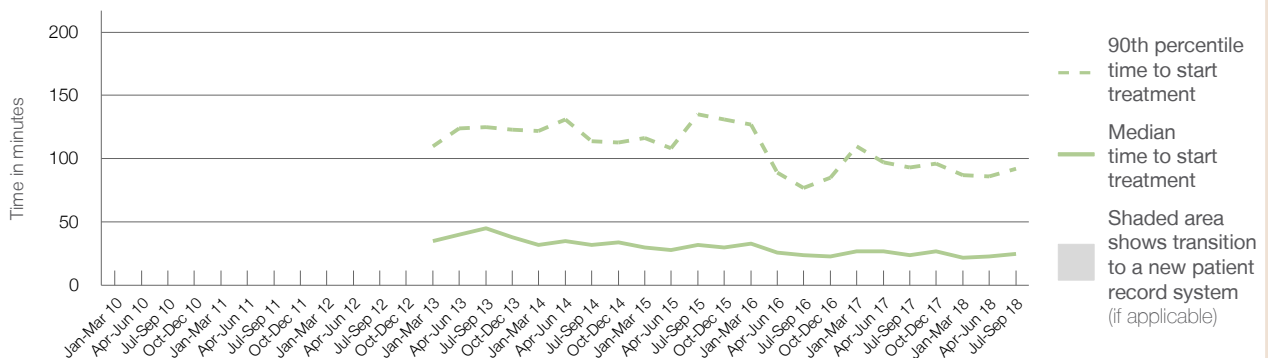
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
1,933	728
24 minutes	26 minutes
93 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)				45	32	32	24	24	25
90th percentile time to start treatment ⁵ (minutes)				125	114	135	77	93	92

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

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

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

Batemans Bay District Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 541

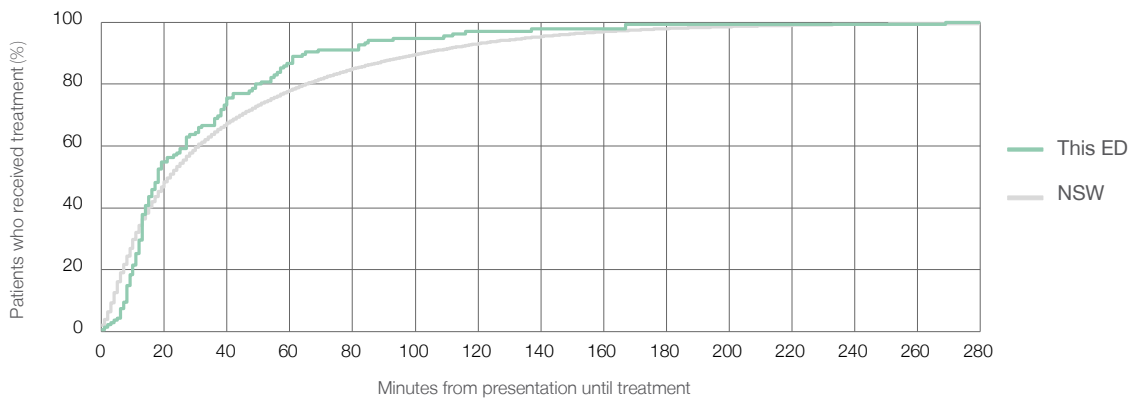
Number of triage 5 patients used to calculate waiting time:³ 135

Median time to start treatment⁴ 18 minutes

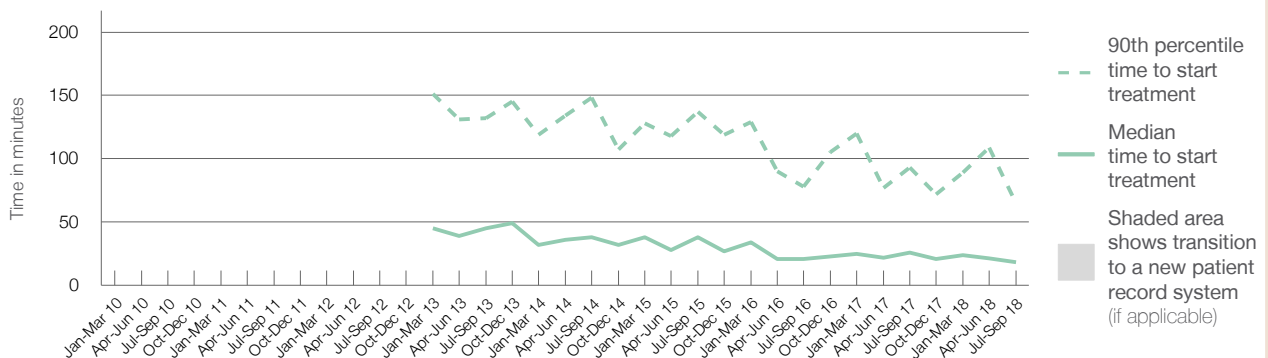
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
397	105
26 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)				45	38	38	21	26	18
90th percentile time to start treatment ⁵ (minutes)				132	148	137	78	93	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.

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

Batemans Bay District Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,363 patients

Presentations used to calculate time to leaving the ED:⁶ 4,363 patients

Median time spent in the ED⁸

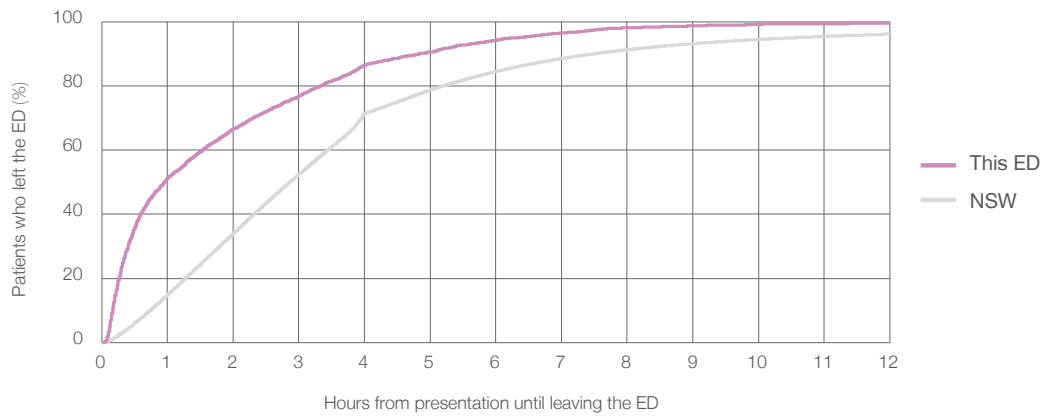
0 hours and 57 minutes

90th percentile time spent in the ED⁹

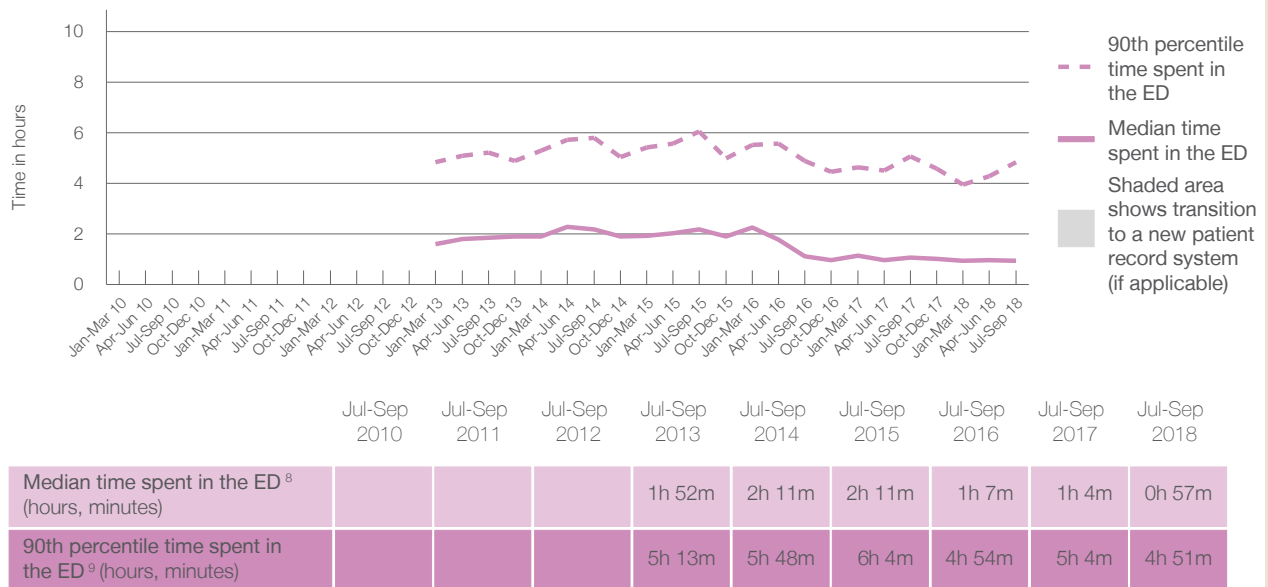
4 hours and 51 minutes

Same period last year	NSW (this period)
4,039	4,037
1 hours and 4 minutes	2 hours and 52 minutes
5 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^{†‡§}



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

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

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

Batemans Bay District Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

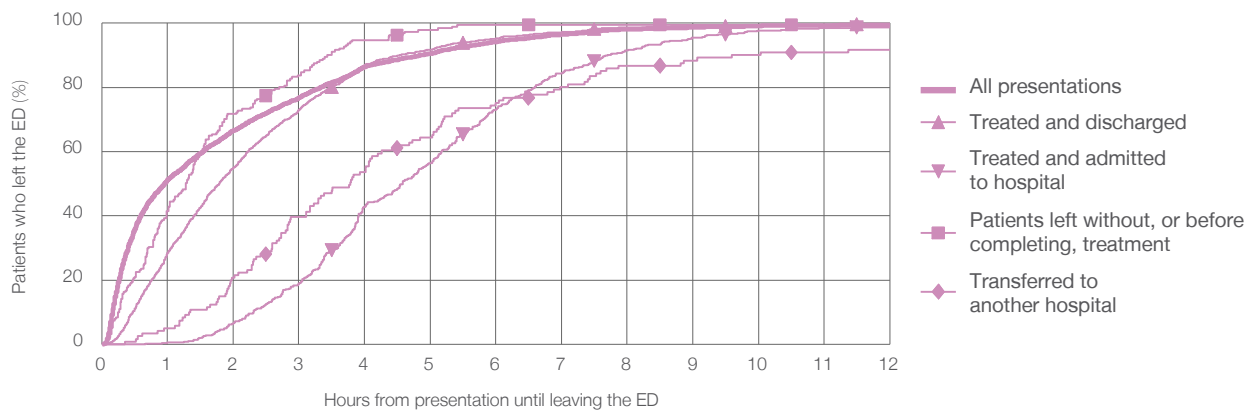
All presentations:¹ 4,363 patients

Presentations used to calculate time to leaving the ED:⁶ 4,363 patients

Treated and discharged	1,850 (42.4%)
Treated and admitted to hospital	485 (11.1%)
Patient left without, or before completing, treatment	191 (4.4%)
Transferred to another hospital	121 (2.8%)
Other	1,716 (39.3%)

Same period last year	Change since one year ago
4,037	8%
1,809	2.3%
463	4.8%
127	50.4%
97	24.7%
1,543	11.2%

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	28.5%	55.1%	73.0%	87.0%	95.2%	98.8%	99.4%	99.8%
Treated and admitted to hospital	0.6%	6.6%	19.0%	42.9%	73.2%	91.5%	97.7%	98.8%
Patient left without, or before completing, treatment	41.4%	71.7%	83.8%	94.8%	99.5%	99.5%	99.5%	99.5%
Transferred to another hospital	5.0%	20.7%	39.7%	53.7%	75.2%	86.8%	90.1%	91.7%
All presentations	51.2%	66.5%	76.8%	86.4%	94.2%	98.1%	99.2%	99.5%

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

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

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

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

All presentations at the emergency department: ¹ 4,363 patients

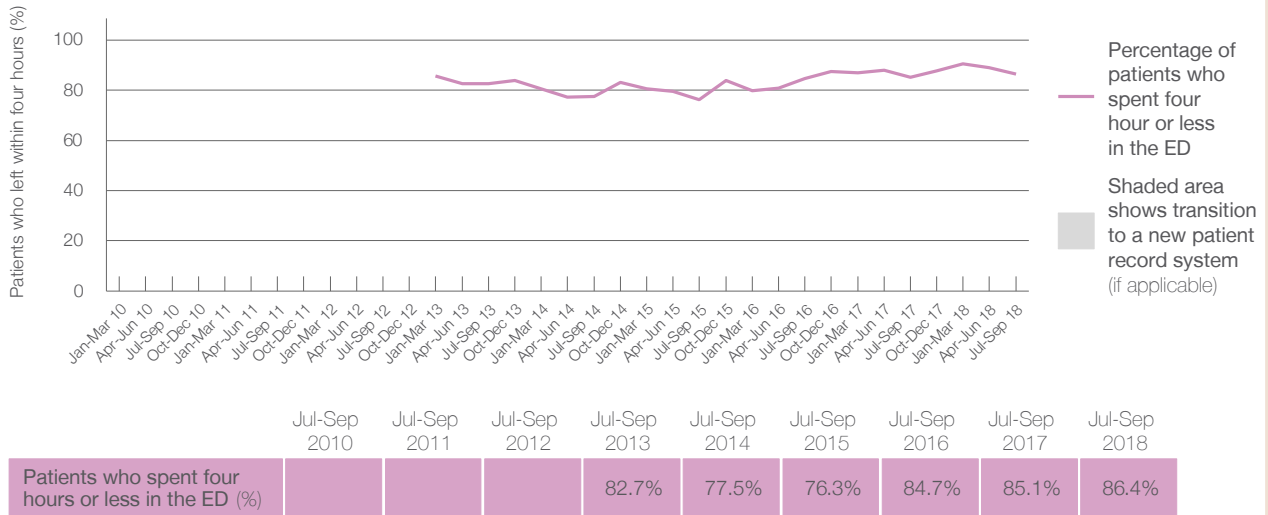
Presentations used to calculate time to leaving the ED: ⁶ 4,363 patients

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 4,363 patients	4,039	8%
Presentations used to calculate time to leaving the ED: ⁶ 4,363 patients	4,037	8%
Percentage of patients who spent four hours or less in the ED	85.1%	

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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).









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

July to September 2018

	Same period last year	Change since one year ago
All presentations: ¹ 2,957 patients	3,039	-3%
Emergency presentations: ² 2,736 patients	2,785	-2%

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

July to September 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 367 patients	349	
Median time to start treatment ⁴  8 minutes	8 minutes	8 minutes
90th percentile time to start treatment ⁵  27 minutes	22 minutes	28 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 846 patients	833	
Median time to start treatment ⁴  18 minutes	18 minutes	21 minutes
90th percentile time to start treatment ⁵  52 minutes	54 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,092 patients	1,138	
Median time to start treatment ⁴  29 minutes	27 minutes	26 minutes
90th percentile time to start treatment ⁵  104 minutes	92 minutes	105 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 423 patients	450	
Median time to start treatment ⁴  28 minutes	22 minutes	22 minutes
90th percentile time to start treatment ⁵  105 minutes	94 minutes	103 minutes

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

July to September 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 2,957 patients	3,039	-3%
Percentage of patients who spent four hours or less in the ED  84%	86%	

* 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).

Cooma Hospital and Health Service: Patients presenting to the emergency department July to September 2018

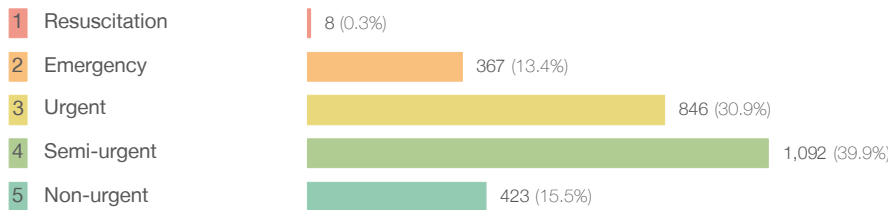
All presentations:¹ 2,957 patients

Same period last year
Change since one year ago

3,039 -3%

Emergency presentations² by triage category: 2,736 patients

2,785 -2%



15 -46.7%

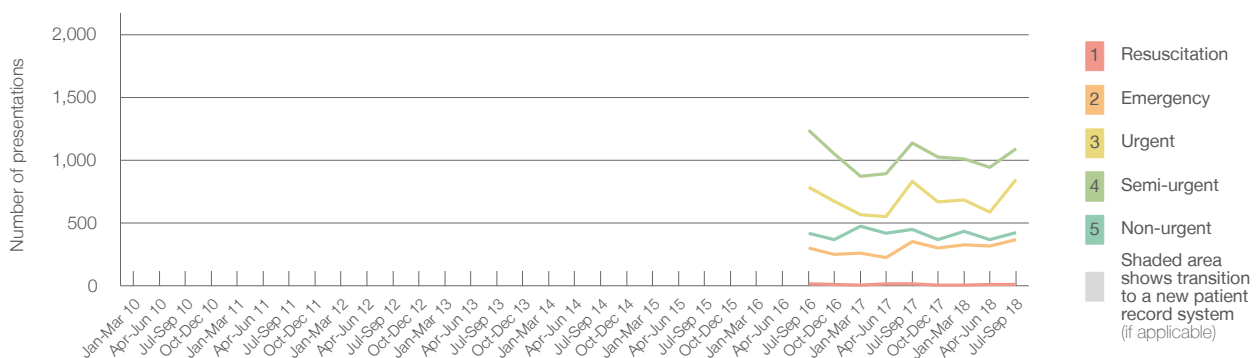
349 5.2%

833 1.6%

1,138 -4.0%

450 -6.0%

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							15	15	8
Emergency							299	349	367
Urgent							786	833	846
Semi-urgent							1,241	1,138	1,092
Non-urgent							418	450	423
All emergency presentations							2,759	2,785	2,736

Cooma Hospital and Health Service: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 468 patients

Same period last year
Change since one year ago

520

ED Transfer of care time

Median time 7 minutes

7 minutes 0 minutes

90th percentile time 17 minutes

17 minutes 0 minutes

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

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

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

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 367

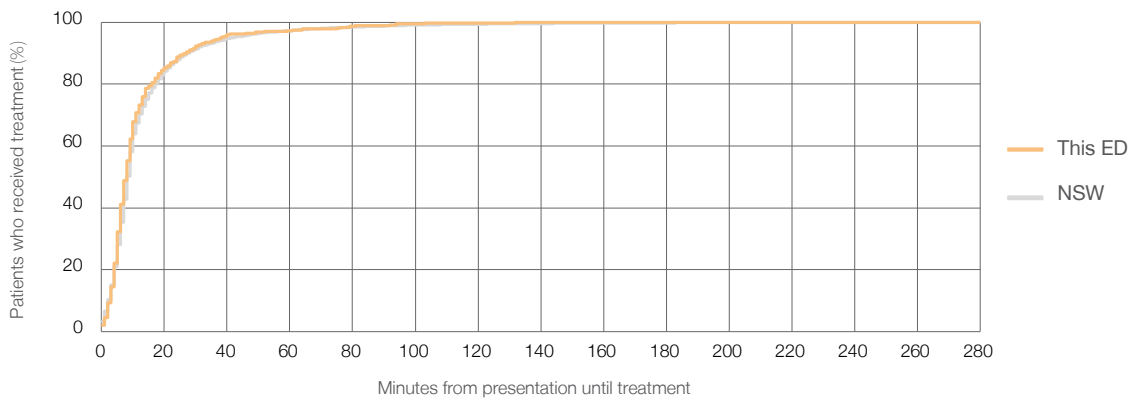
Number of triage 2 patients used to calculate waiting time:³ 365

Median time to start treatment⁴ 8 minutes

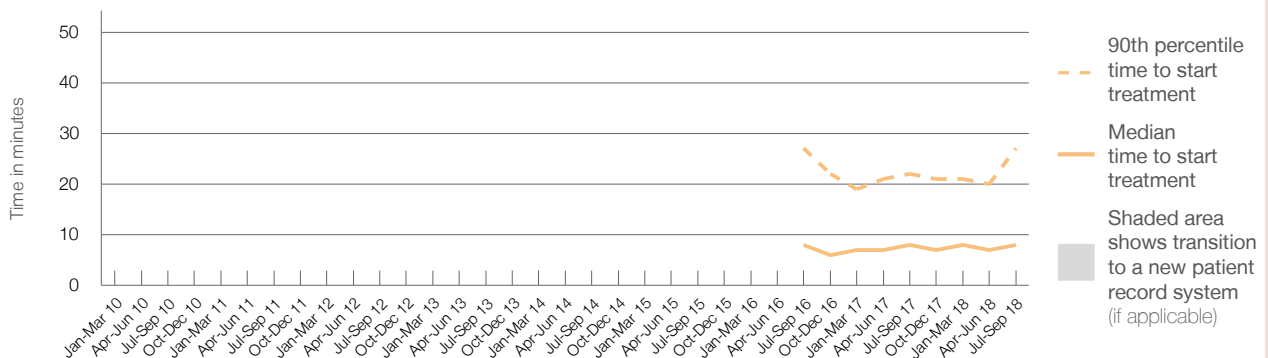
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
349	
346	
8 minutes	8 minutes
22 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	8
90th percentile time to start treatment ⁵ (minutes)							27	22	27

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

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

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

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 846

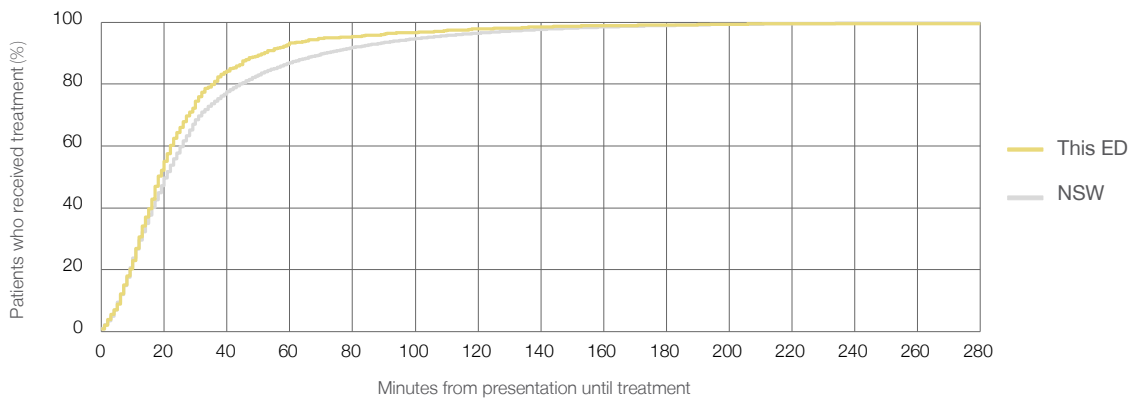
Number of triage 3 patients used to calculate waiting time:³ 843

Median time to start treatment⁴ 18 minutes

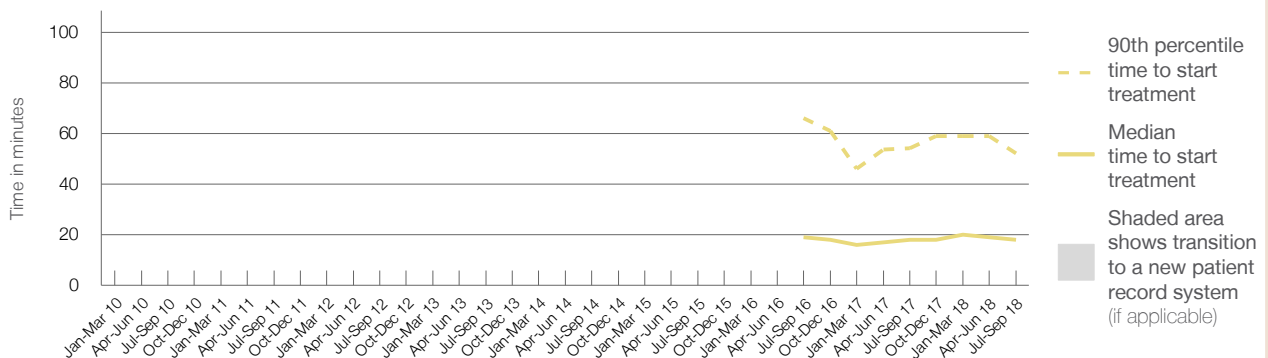
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
833	
821	
18 minutes	21 minutes
54 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	18	18
90th percentile time to start treatment ⁵ (minutes)							66	54	52

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

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

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

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,092

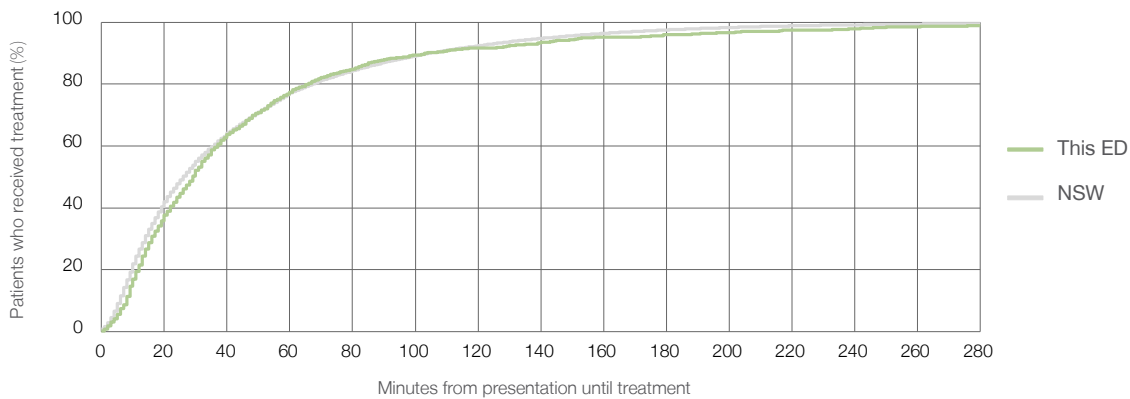
Number of triage 4 patients used to calculate waiting time:³ 1,054

Median time to start treatment⁴ 29 minutes

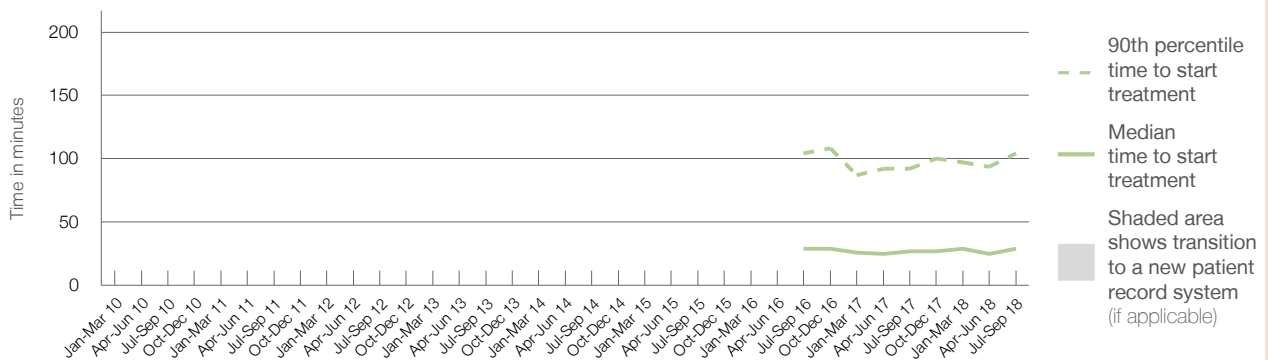
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
1,138	1,070
27 minutes	26 minutes
92 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	27	29
90th percentile time to start treatment ⁵ (minutes)							104	92	104

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

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

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

Cooma Hospital and Health Service: 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: 423

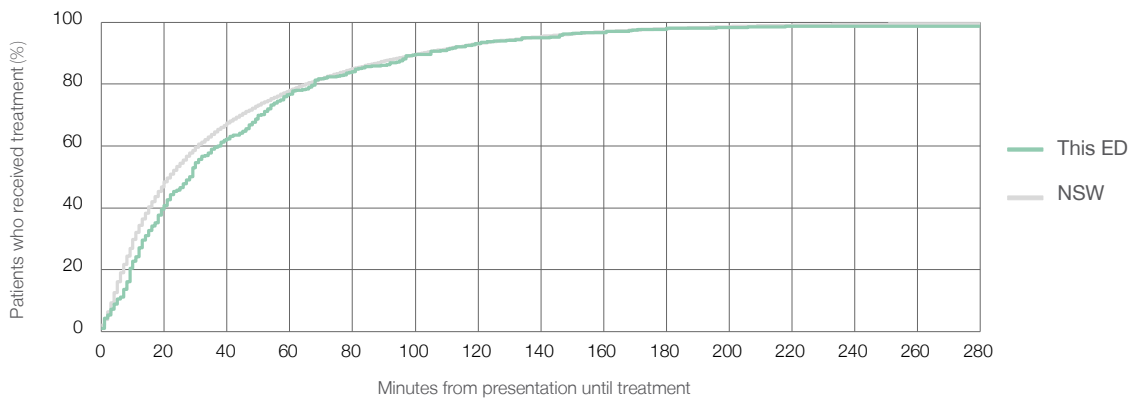
Number of triage 5 patients used to calculate waiting time:³ 395

Median time to start treatment⁴ 28 minutes

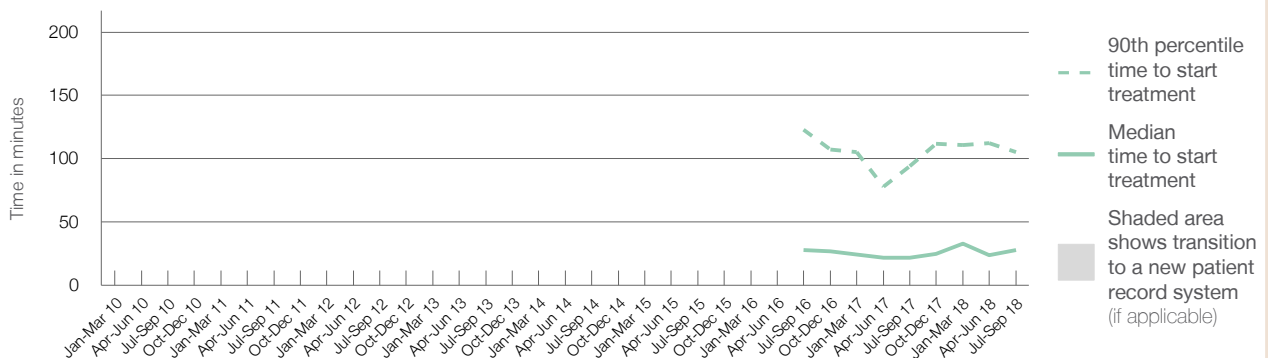
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
450	
383	
22 minutes	22 minutes
94 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	22	28
90th percentile time to start treatment ⁵ (minutes)							123	94	105

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

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

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

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

July to September 2018

All presentations:¹ 2,957 patients

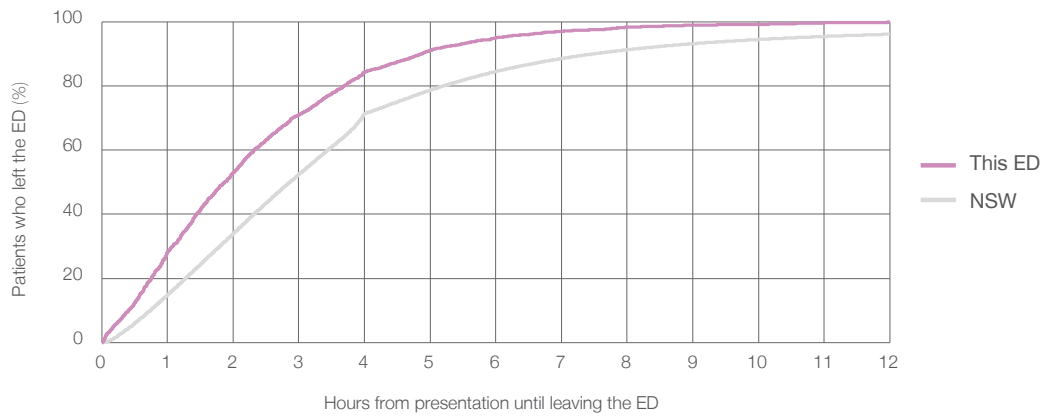
Presentations used to calculate time to leaving the ED:⁶ 2,957 patients

Median time spent in the ED⁸ 1 hours and 52 minutes

90th percentile time spent in the ED⁹ 4 hours and 53 minutes

Same period last year	NSW (this period)
3,039	3,039
1 hours and 49 minutes	2 hours and 52 minutes
4 hours and 47 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 46m	1h 49m	1h 52m
90th percentile time spent in the ED ⁹ (hours, minutes)							4h 42m	4h 47m	4h 53m

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

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

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

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

By mode of separation

July to September 2018

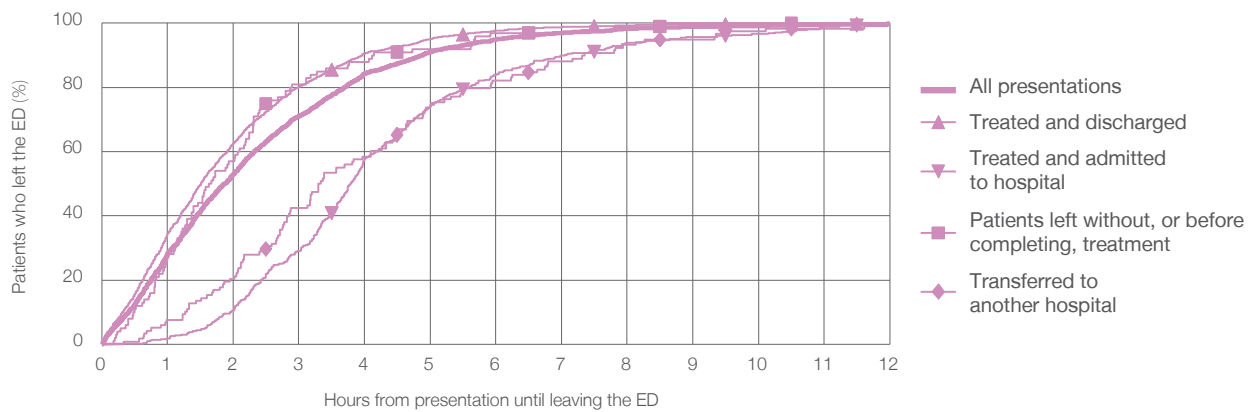
All presentations:¹ 2,957 patients

Presentations used to calculate time to leaving the ED:⁶ 2,957 patients

Mode of separation	Count	Percentage
Treated and discharged	2,292	77.5%
Treated and admitted to hospital	443	15.0%
Patient left without, or before completing, treatment	100	3.4%
Transferred to another hospital	118	4.0%
Other	4	0.1%

Mode of separation	Same period last year	Change since one year ago
All presentations	3,039	-3%
Treated and discharged	2,371	-3.3%
Treated and admitted to hospital	450	-1.6%
Patient left without, or before completing, treatment	101	-1.0%
Transferred to another hospital	108	9.3%
Other	9	-55.6%

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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	34.5%	62.7%	80.2%	90.6%	97.7%	99.4%	99.7%	100%
Treated and admitted to hospital	1.8%	10.6%	29.1%	57.8%	84.0%	93.9%	96.6%	99.3%
Patient left without, or before completing, treatment	27.0%	57.0%	81.0%	88.0%	97.0%	99.0%	100%	100%
Transferred to another hospital	7.6%	20.3%	42.4%	58.5%	82.2%	93.2%	97.5%	100%
All presentations	28.2%	53.0%	71.0%	84.3%	95.0%	98.3%	99.2%	99.9%

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

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

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

Cooma Hospital and Health Service: 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 2,957 patients

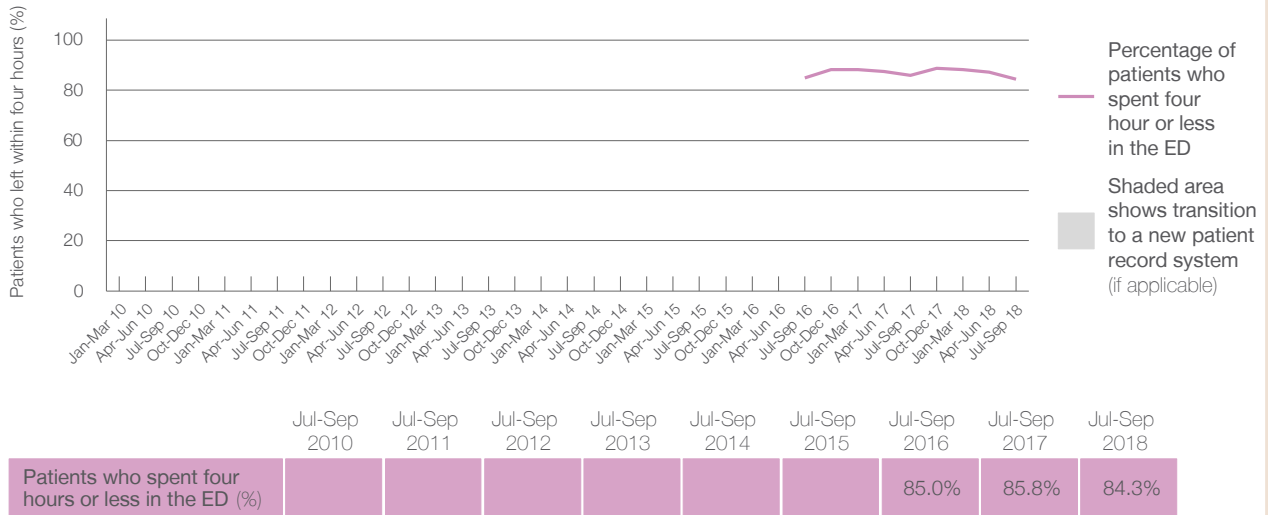
Presentations used to calculate time to leaving the ED: ⁶ 2,957 patients

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	3,039	-3%
Presentations used to calculate time to leaving the ED	3,039	-3%
Percentage of patients who spent four hours or less in the ED	85.8%	

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*.

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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).

Goulburn Base Hospital and Health Service: Emergency department (ED) overview

July to September 2018

All presentations:¹ 4,832 patients
 Emergency presentations:² 4,673 patients

Same period last year	Change since one year ago
4,658	4%
4,460	5%

Goulburn Base Hospital and Health Service: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 598 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,911 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 101 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,827 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): 321 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
530	
9 minutes	8 minutes
21 minutes	28 minutes
1,918	
22 minutes	21 minutes
81 minutes	72 minutes
1,746	
32 minutes	26 minutes
116 minutes	105 minutes
243	
26 minutes	22 minutes
114 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,832 patients

Percentage of patients who spent four hours or less in the ED 76%

Same period last year	Change since one year ago
4,658	4%
79%	

* 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.

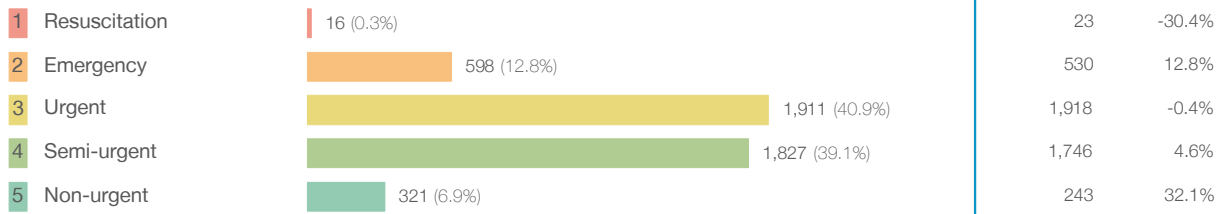
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

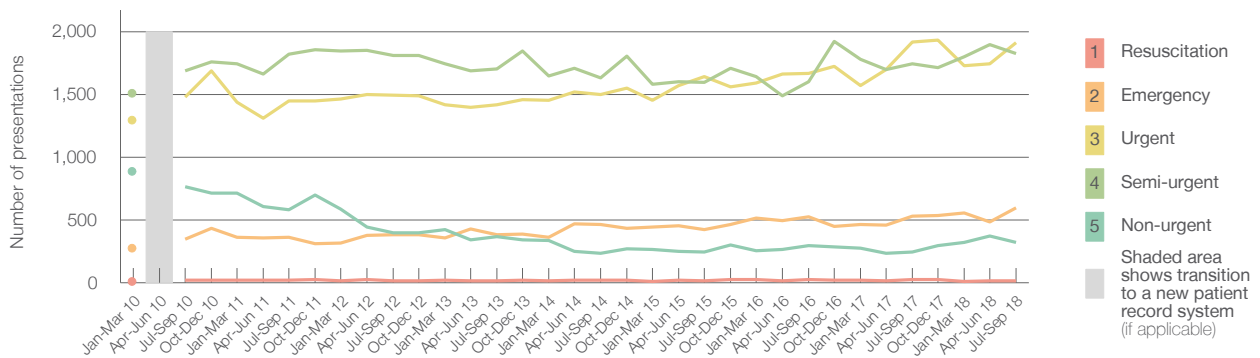
Goulburn Base Hospital and Health Service: Patients presenting to the emergency department July to September 2018

All presentations:¹ 4,832 patients

Emergency presentations² by triage category: 4,673 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	18	22	16	17	21	17	23	23	16
Emergency	345	362	382	384	464	425	523	530	598
Urgent	1,476	1,447	1,493	1,415	1,497	1,641	1,666	1,918	1,911
Semi-urgent	1,690	1,822	1,811	1,701	1,634	1,597	1,602	1,746	1,827
Non-urgent	765	583	396	366	234	243	297	243	321
All emergency presentations	4,294	4,236	4,098	3,883	3,850	3,923	4,111	4,460	4,673

Goulburn Base Hospital and Health Service: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 881 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.

Goulburn Base Hospital and Health Service: 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: 598

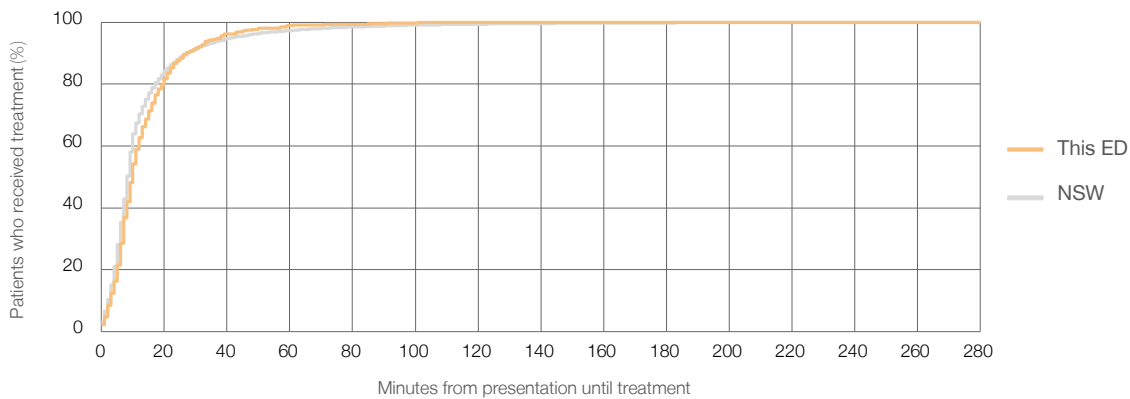
Number of triage 2 patients used to calculate waiting time:³ 597

Median time to start treatment⁴ 10 minutes

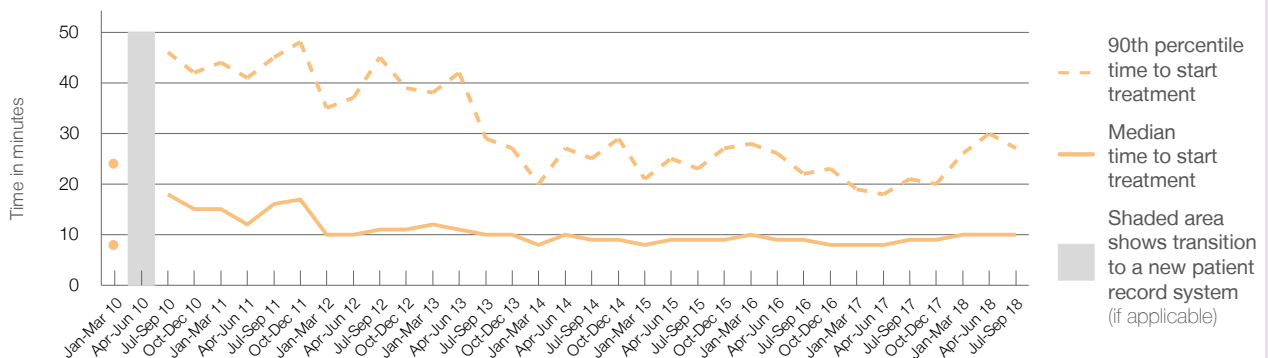
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
530	
529	
9 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)	18	16	11	10	9	9	9	9	10
90th percentile time to start treatment ⁵ (minutes)	46	45	45	29	25	23	22	21	27

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

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

Goulburn Base Hospital and Health Service: 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: 1,911

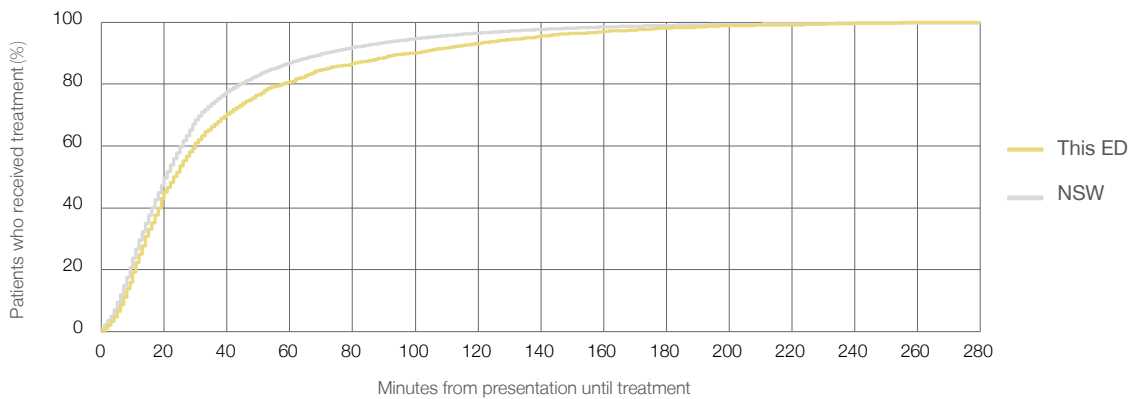
Number of triage 3 patients used to calculate waiting time:³ 1,862

Median time to start treatment⁴ 23 minutes

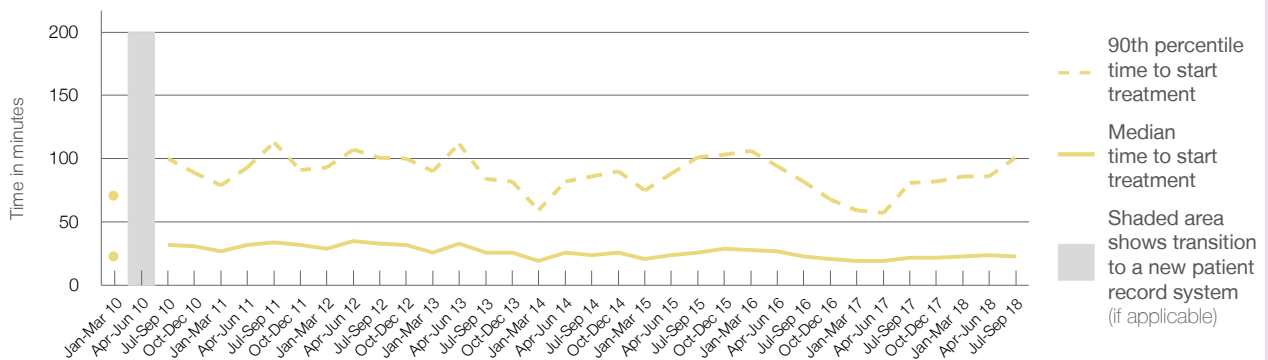
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,918	
1,884	
22 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)	32	34	33	26	24	26	23	22	23
90th percentile time to start treatment ⁵ (minutes)	100	113	101	84	86	101	82	81	101

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

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

Goulburn Base Hospital and Health Service: 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: 1,827

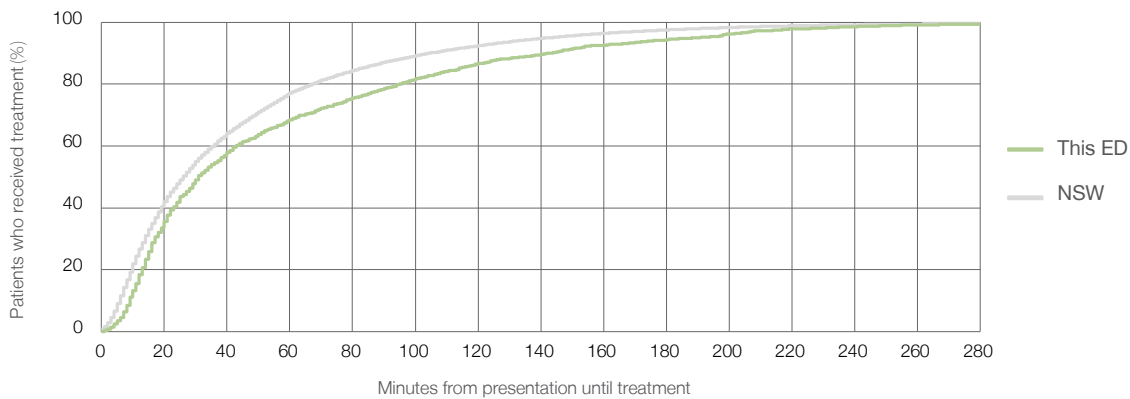
Number of triage 4 patients used to calculate waiting time:³ 1,679

Median time to start treatment⁴ 31 minutes

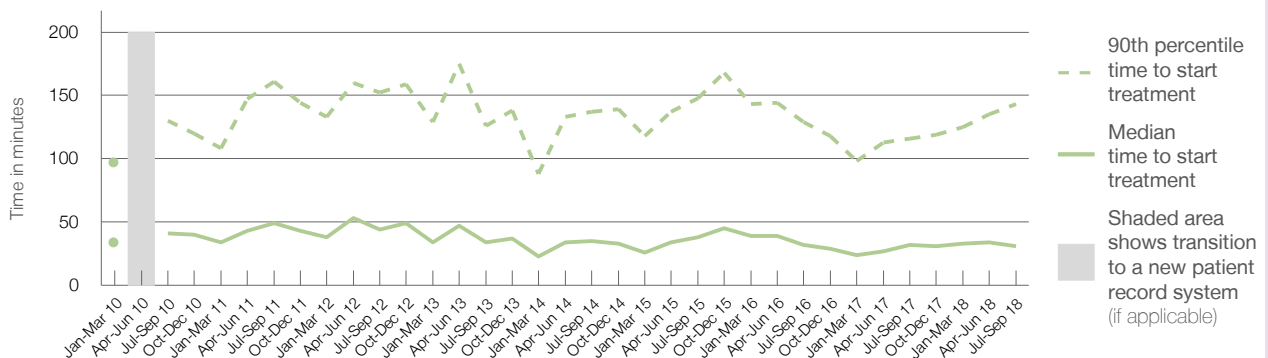
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
1,746	1,630
32 minutes	26 minutes
116 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)	41	49	44	34	35	38	32	32	31
90th percentile time to start treatment ⁵ (minutes)	130	161	152	126	137	148	129	116	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.

Goulburn Base Hospital and Health Service: 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: 321

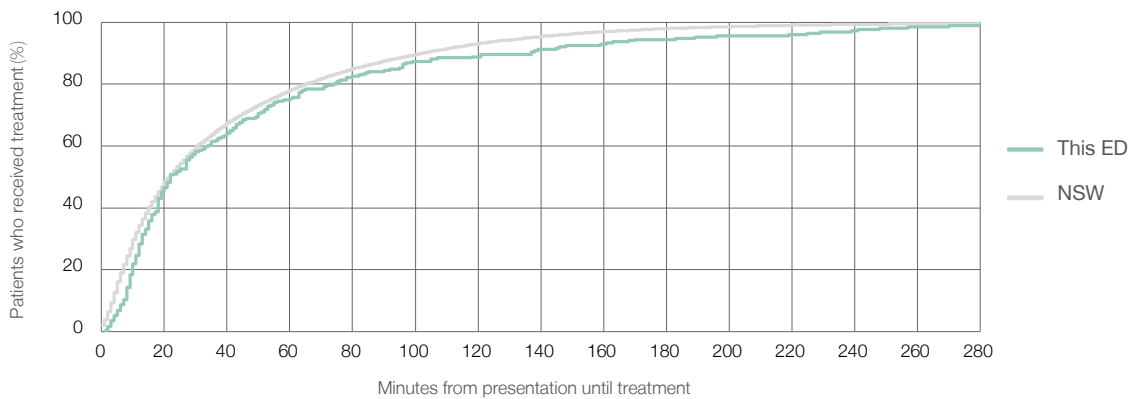
Number of triage 5 patients used to calculate waiting time:³ 251

Median time to start treatment⁴ 22 minutes

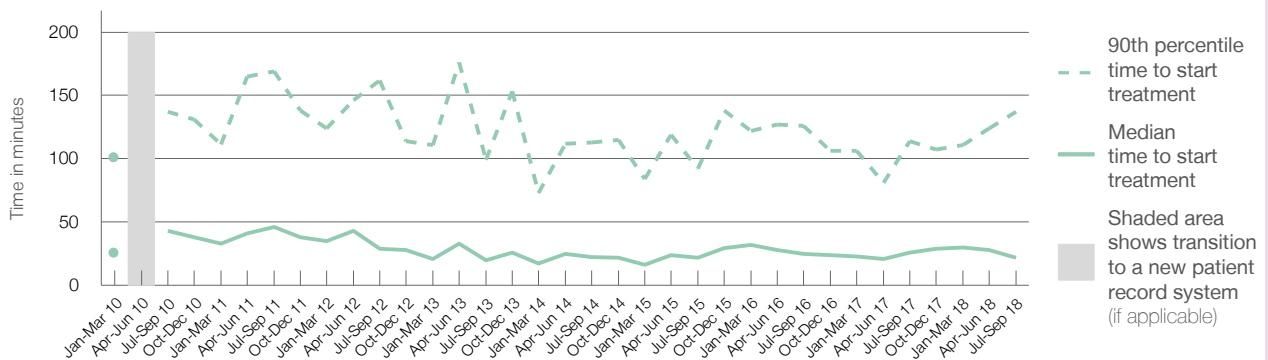
90th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
243	
205	
26 minutes	22 minutes
114 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)	43	46	29	20	23	22	25	26	22
90th percentile time to start treatment ⁵ (minutes)	137	169	162	99	113	92	126	114	137

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

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

Goulburn Base Hospital and Health Service: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,832 patients

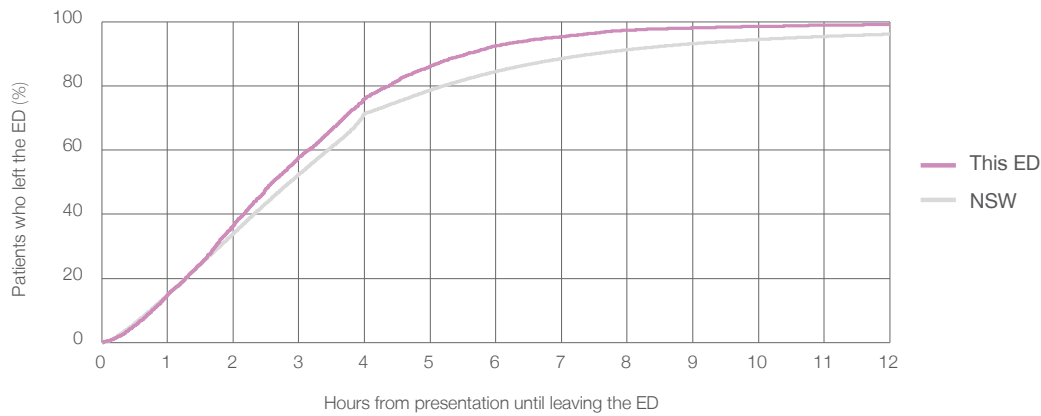
Presentations used to calculate time to leaving the ED:⁶ 4,832 patients

Median time spent in the ED⁸ 2 hours and 36 minutes

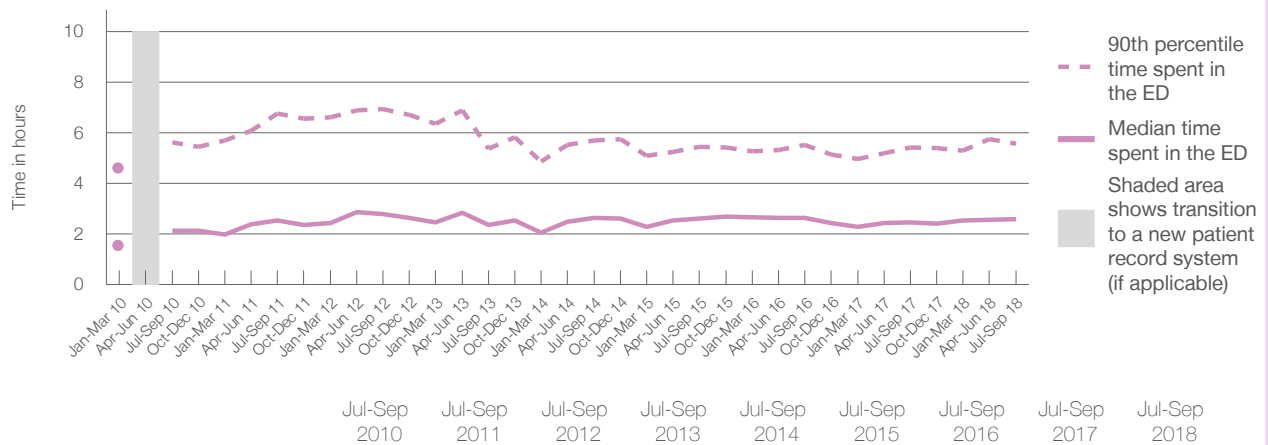
90th percentile time spent in the ED⁹ 5 hours and 34 minutes

Same period last year	NSW (this period)
4,658	4,658
2 hours and 28 minutes	2 hours and 52 minutes
5 hours and 26 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 8m	2h 32m	2h 48m	2h 22m	2h 39m	2h 37m	2h 38m	2h 28m	2h 36m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 38m	6h 45m	6h 57m	5h 23m	5h 42m	5h 27m	5h 31m	5h 26m	5h 34m

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

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

Goulburn Base Hospital and Health Service: Time patients spent in the ED

By mode of separation

July to September 2018

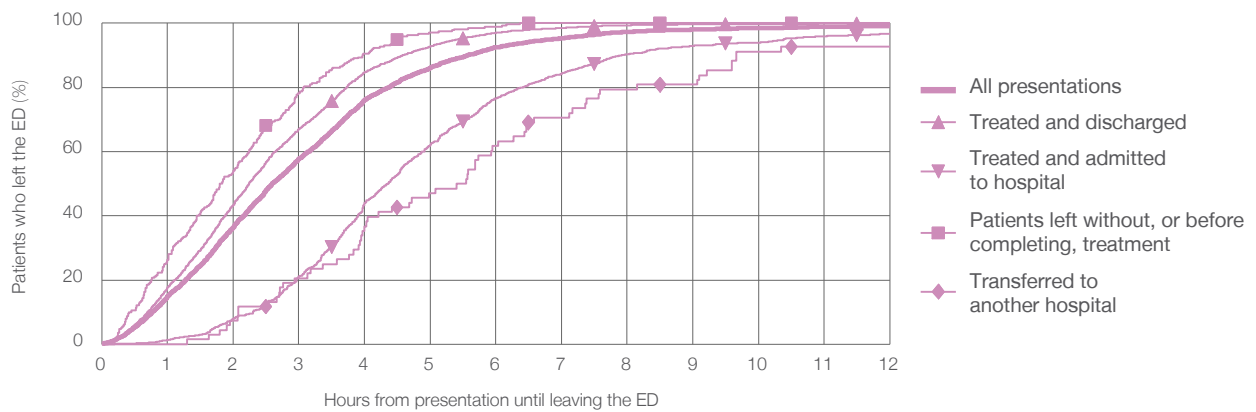
All presentations:¹ 4,832 patients

Presentations used to calculate time to leaving the ED:⁶ 4,832 patients

Treated and discharged	3,484 (72.1%)
Treated and admitted to hospital	985 (20.4%)
Patient left without, or before completing, treatment	274 (5.7%)
Transferred to another hospital	68 (1.4%)
Other	21 (0.4%)

Same period last year	Change since one year ago
4,658	4%
3,310	5.3%
1,053	-6.5%
226	21.2%
47	44.7%
22	-4.5%

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	17.7%	43.5%	67.0%	84.7%	97.0%	99.4%	99.7%	99.9%
Treated and admitted to hospital	1.3%	7.9%	21.1%	44.0%	76.5%	90.4%	94.0%	96.8%
Patient left without, or before completing, treatment	26.3%	54.0%	78.1%	90.5%	98.9%	100%	100%	100%
Transferred to another hospital	0%	7.4%	20.6%	36.8%	61.8%	79.4%	91.2%	92.6%
All presentations	14.9%	36.5%	57.7%	76.1%	92.4%	97.3%	98.4%	99.1%

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

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

Goulburn Base Hospital and Health Service: 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 4,832 patients

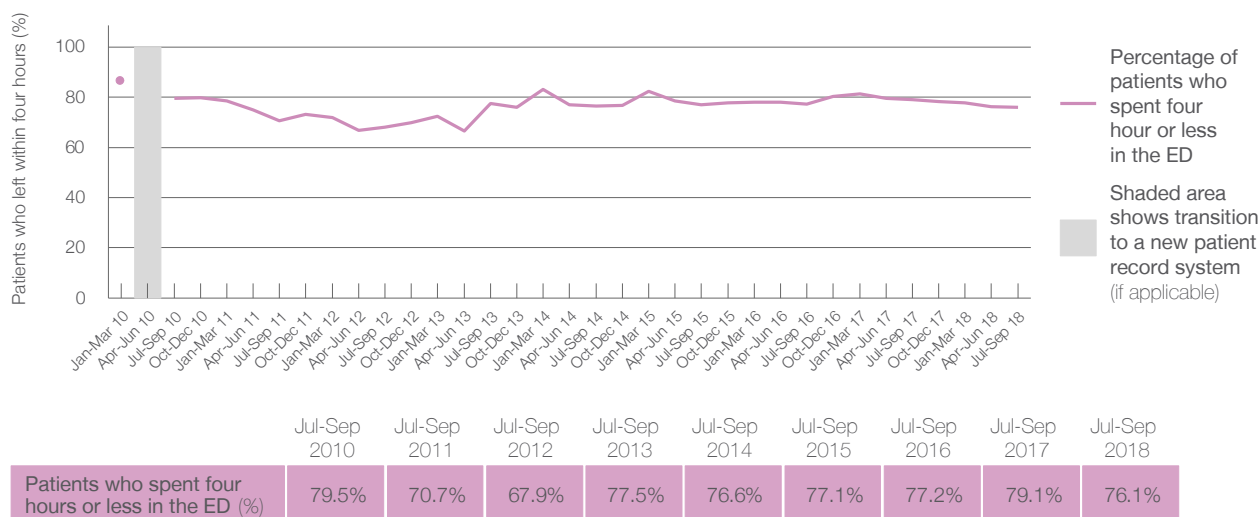
Presentations used to calculate time to leaving the ED: ⁶ 4,832 patients

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 4,832 patients	4,658	4%
Presentations used to calculate time to leaving the ED: ⁶ 4,832 patients	4,658	4%
Percentage of patients who spent four hours or less in the ED	79.1%	

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).

Moruya District Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 2,531 patients
 Emergency presentations:² 2,377 patients

Same period last year	Change since one year ago
2,628	-4%
2,471	-4%

Moruya District Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 383 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 922 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 782 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 266 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
318	
8 minutes	8 minutes
30 minutes	28 minutes
896	
16 minutes	21 minutes
68 minutes	72 minutes
904	
24 minutes	26 minutes
98 minutes	105 minutes
332	
23 minutes	22 minutes
99 minutes	103 minutes

Moruya District Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 2,530 patients

Percentage of patients who spent four hours or less in the ED 76%

Same period last year	Change since one year ago
2,624	-4%
77%	

* 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.

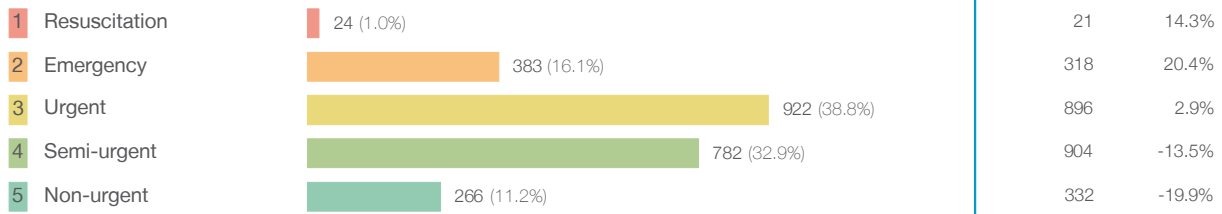
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

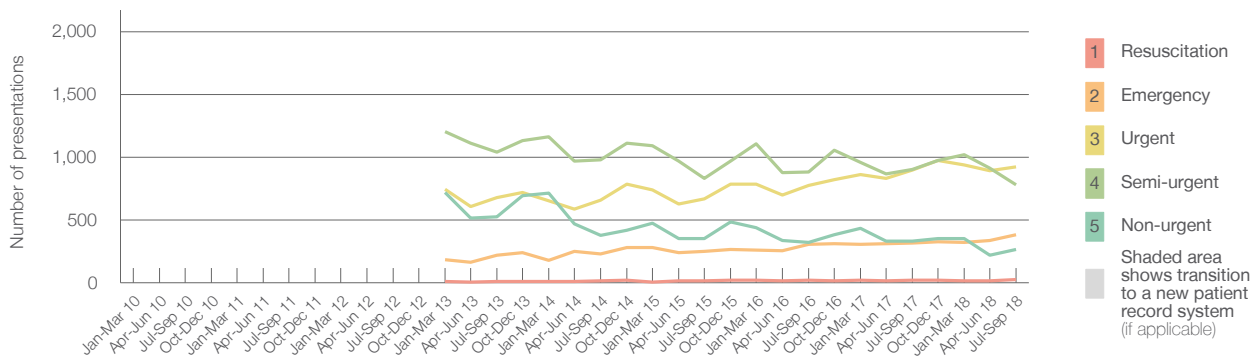
Moruya District Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 2,531 patients

Emergency presentations² by triage category: 2,377 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				7	13	14	21	21	24
Emergency				219	227	251	307	318	383
Urgent				679	658	669	774	896	922
Semi-urgent				1,038	981	832	880	904	782
Non-urgent				527	378	352	321	332	266
All emergency presentations				2,470	2,257	2,118	2,303	2,471	2,377

Moruya District Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 515 patients

ED Transfer of care time



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

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

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

Number of triage 2 patients: 383

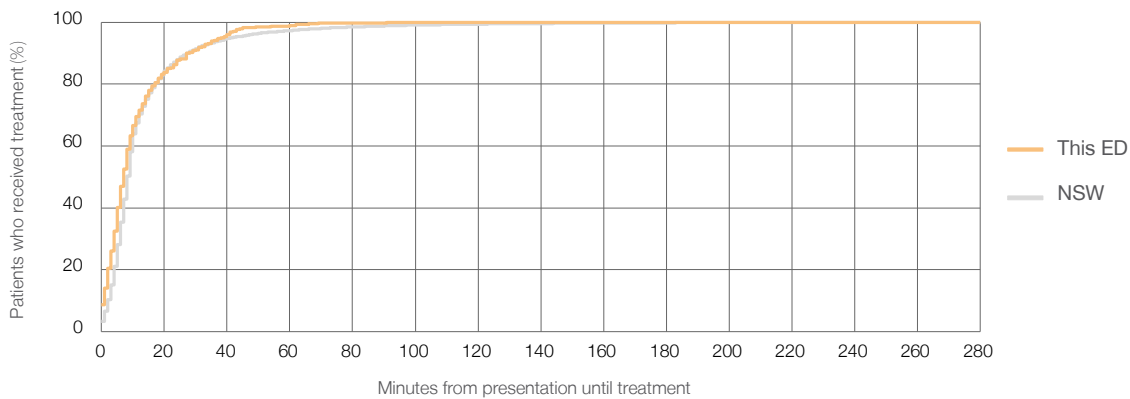
Number of triage 2 patients used to calculate waiting time:³ 381

Median time to start treatment⁴ 7 minutes

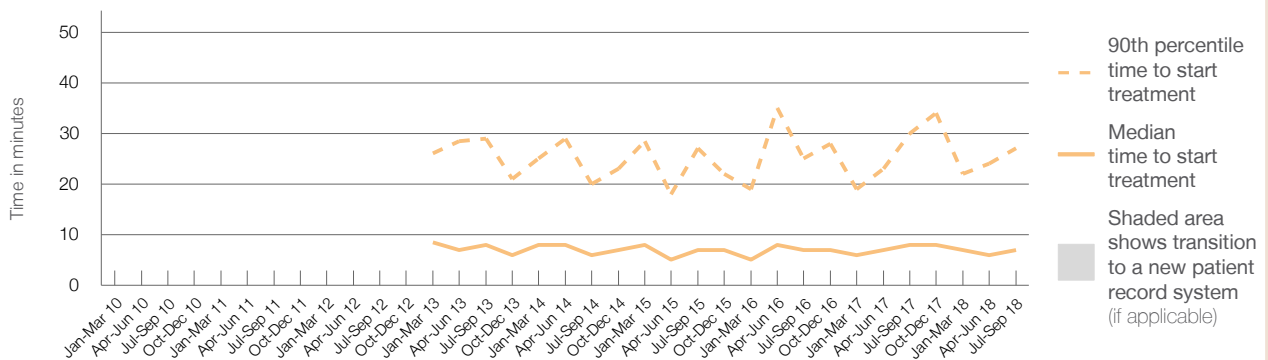
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
318	309
8 minutes	8 minutes
30 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	6	7	7	8	7
90th percentile time to start treatment ⁵ (minutes)				29	20	27	25	30	27

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

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

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

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

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

Number of triage 3 patients: 922

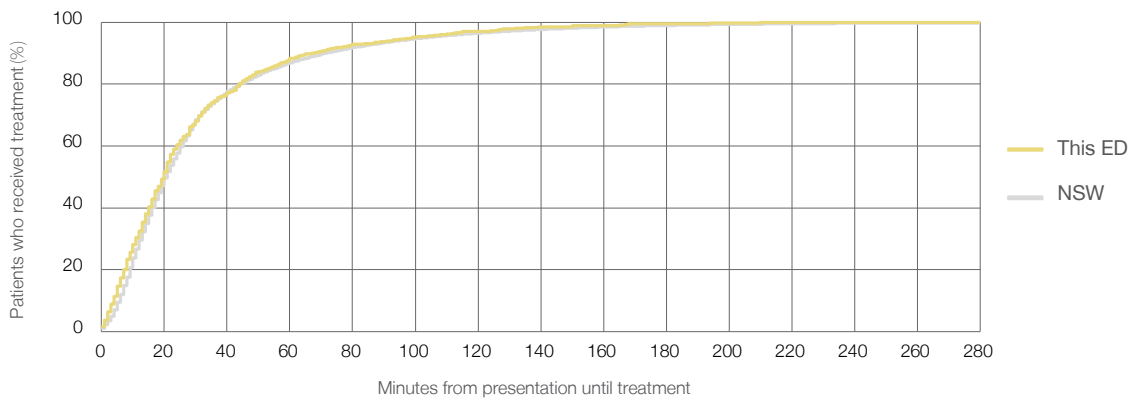
Number of triage 3 patients used to calculate waiting time:³ 903

Median time to start treatment⁴ 20 minutes

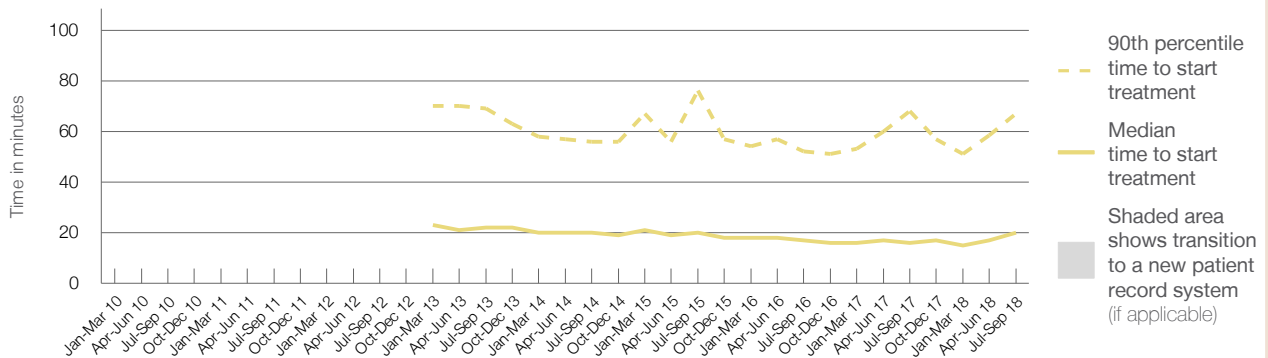
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
896	
861	
16 minutes	21 minutes
68 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	20	20	17	16	20
90th percentile time to start treatment ⁵ (minutes)				69	56	76	52	68	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.

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

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

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

Number of triage 4 patients: 782

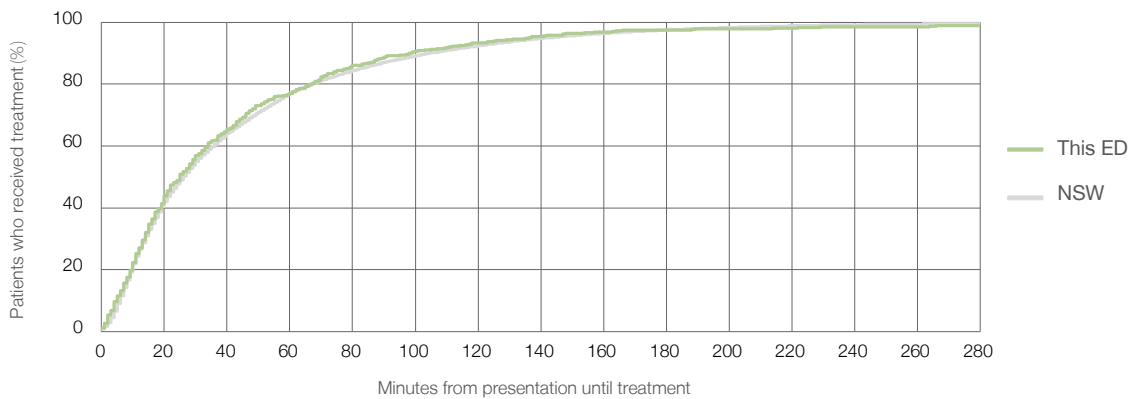
Number of triage 4 patients used to calculate waiting time:³ 677

Median time to start treatment⁴ 25 minutes

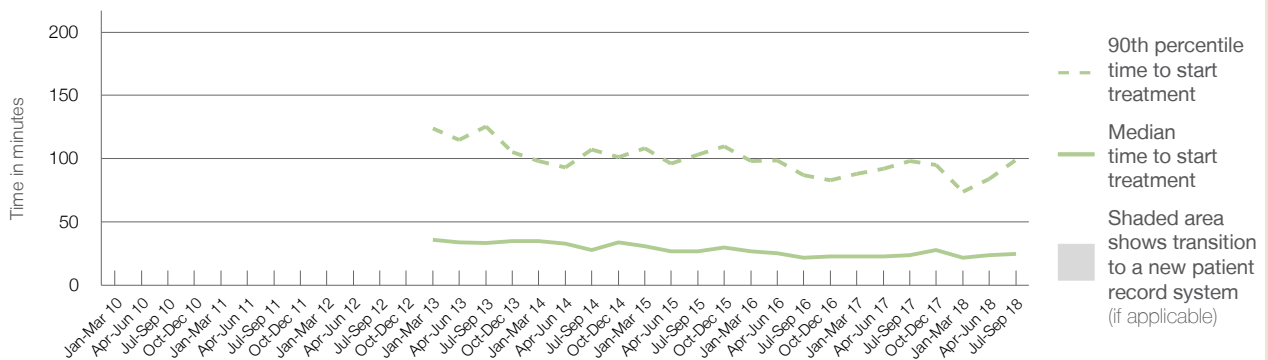
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
904	785
24 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)				34	28	27	22	24	25
90th percentile time to start treatment ⁵ (minutes)				126	107	103	87	98	99

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

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

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

Moruya District 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: 266

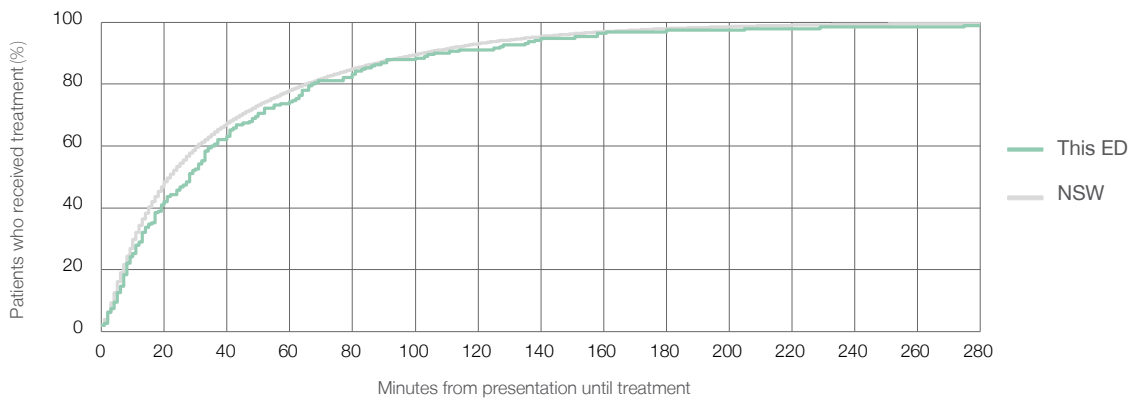
Number of triage 5 patients used to calculate waiting time:³ 190

Median time to start treatment⁴ 28 minutes

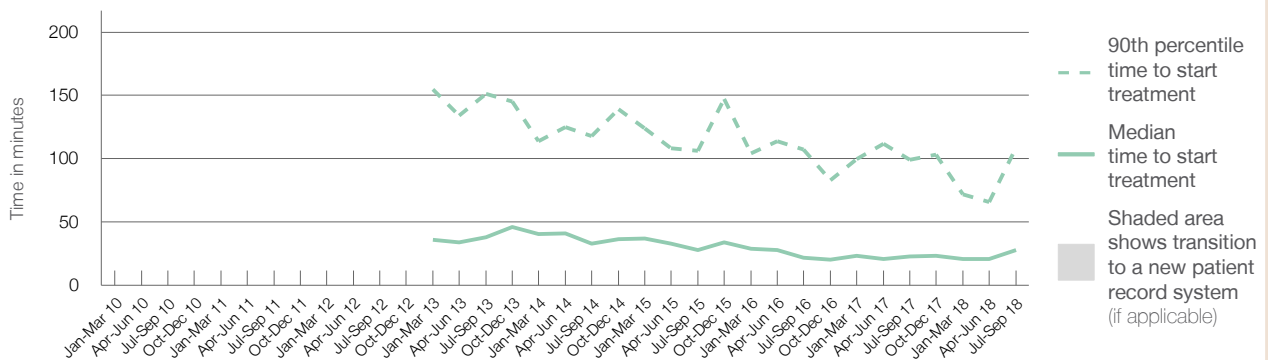
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
332	238
23 minutes	22 minutes
99 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)				38	33	28	22	23	28
90th percentile time to start treatment ⁵ (minutes)				151	118	106	107	99	109

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

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

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

Moruya District Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 2,531 patients

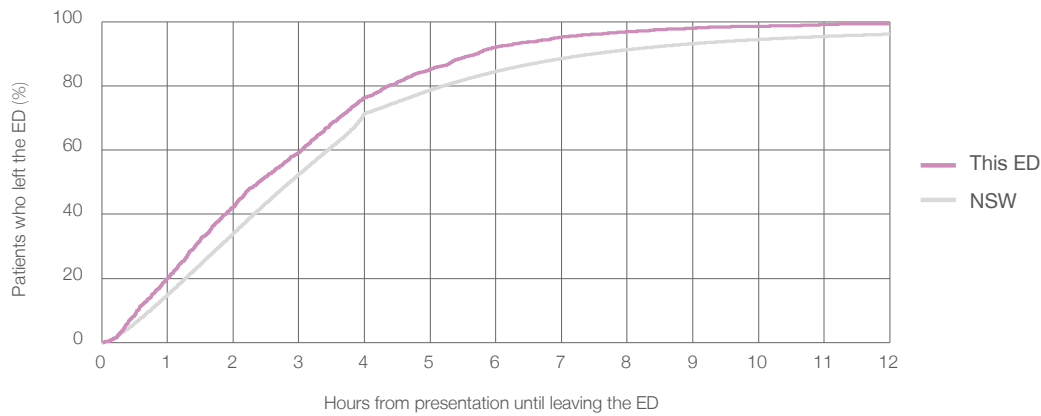
Presentations used to calculate time to leaving the ED:⁶ 2,530 patients

Median time spent in the ED⁸ 2 hours and 24 minutes

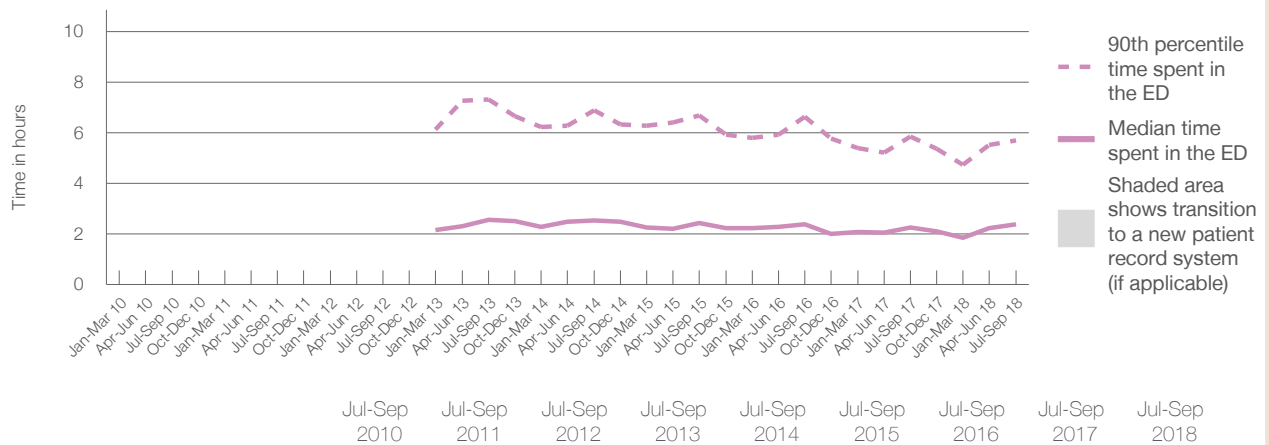
90th percentile time spent in the ED⁹ 5 hours and 43 minutes

Same period last year	NSW (this period)
2,628	
2,624	
2 hours and 15 minutes	2 hours and 52 minutes
5 hours and 51 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 34m	2h 32m	2h 27m	2h 24m	2h 15m	2h 24m
90th percentile time spent in the ED ⁹ (hours, minutes)				7h 19m	6h 53m	6h 42m	6h 38m	5h 51m	5h 43m

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

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

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

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

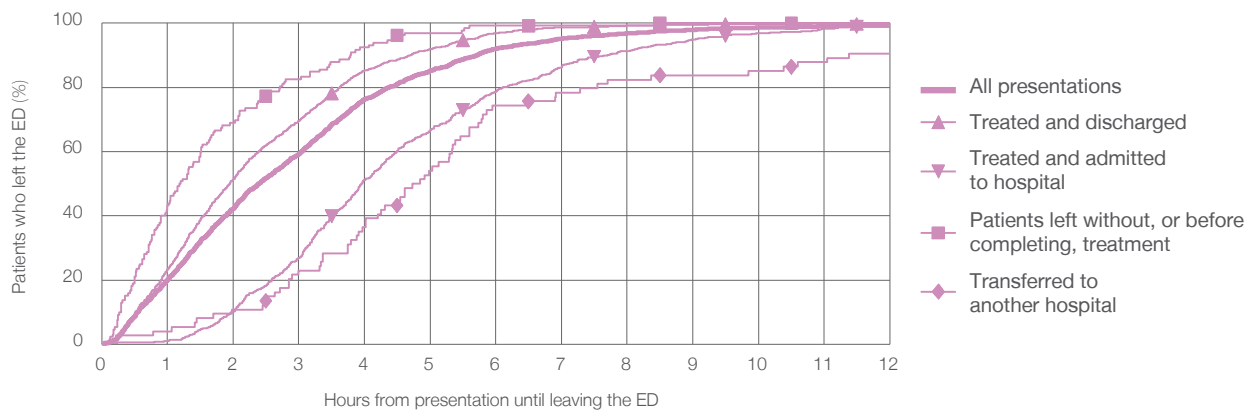
All presentations:¹ 2,531 patients

Presentations used to calculate time to leaving the ED:⁶ 2,530 patients

Treated and discharged	1,632 (64.5%)
Treated and admitted to hospital	618 (24.4%)
Patient left without, or before completing, treatment	132 (5.2%)
Transferred to another hospital	74 (2.9%)
Other	75 (3.0%)

Same period last year	Change since one year ago
2,624	-4%
1,848	-11.7%
498	24.1%
111	18.9%
70	5.7%
101	-25.7%

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	23.4%	51.3%	69.5%	85.3%	96.9%	99.2%	99.7%	99.8%
Treated and admitted to hospital	1.0%	10.0%	26.9%	51.2%	78.8%	91.4%	96.9%	98.9%
Patient left without, or before completing, treatment	43.2%	68.9%	82.6%	92.4%	99.2%	99.2%	100%	100%
Transferred to another hospital	4.1%	10.8%	23.0%	36.5%	74.3%	82.4%	85.1%	90.5%
All presentations	20.2%	42.3%	59.2%	76.3%	92.1%	96.8%	98.6%	99.3%

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

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

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

Moruya District 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 2,531 patients

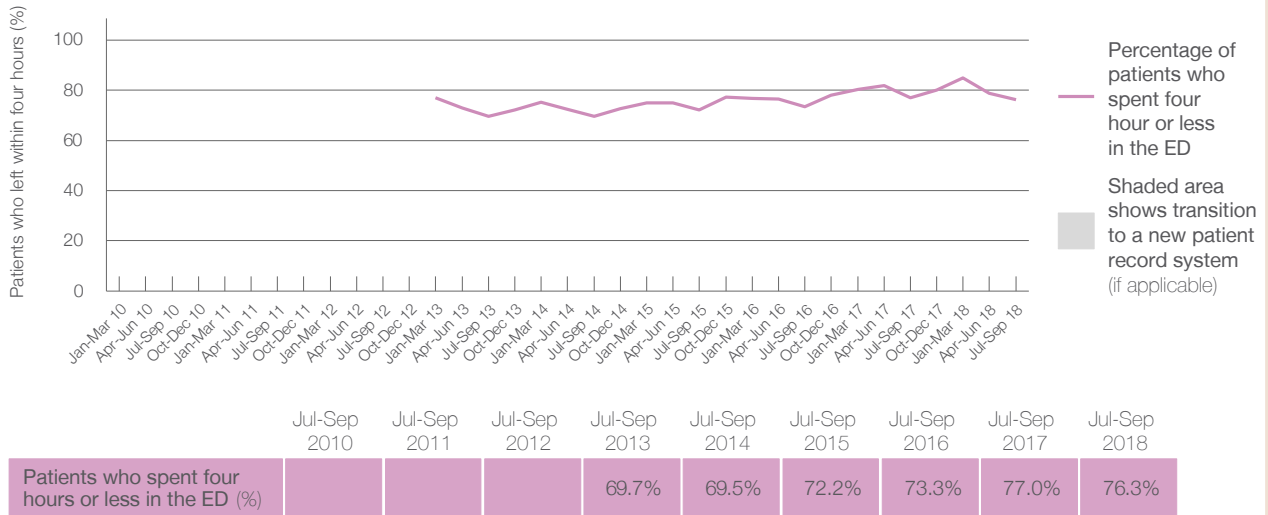
Presentations used to calculate time to leaving the ED: ⁶ 2,530 patients

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	2,628	-4%
Presentations used to calculate time to leaving the ED	2,624	-4%
Percentage of patients who spent four hours or less in the ED	77.0%	

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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).

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

July to September 2018

	Same period last year	Change since one year ago
All presentations: ¹ 5,585 patients	5,261	6%
Emergency presentations: ² 5,485 patients	5,076	8%

Queanbeyan Hospital and Health Service: Time patients waited to start treatment³

July to September 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 371 patients	384	
Median time to start treatment ⁴ 8 minutes	9 minutes	8 minutes
90th percentile time to start treatment ⁵ 21 minutes	29 minutes	28 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,558 patients	1,446	
Median time to start treatment ⁴ 21 minutes	23 minutes	21 minutes
90th percentile time to start treatment ⁵ 59 minutes	68 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,810 patients	2,307	
Median time to start treatment ⁴ 28 minutes	29 minutes	26 minutes
90th percentile time to start treatment ⁵ 107 minutes	111 minutes	105 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 710 patients	909	
Median time to start treatment ⁴ 33 minutes	30 minutes	22 minutes
90th percentile time to start treatment ⁵ 132 minutes	113 minutes	103 minutes

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

July to September 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 5,585 patients	5,257	6%
Percentage of patients who spent four hours or less in the ED 87%	84%	

* 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.

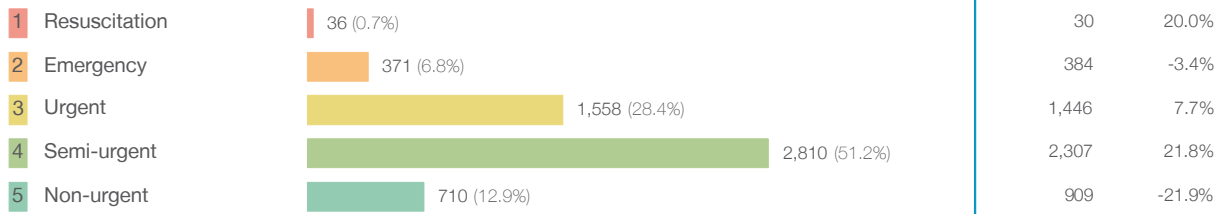
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

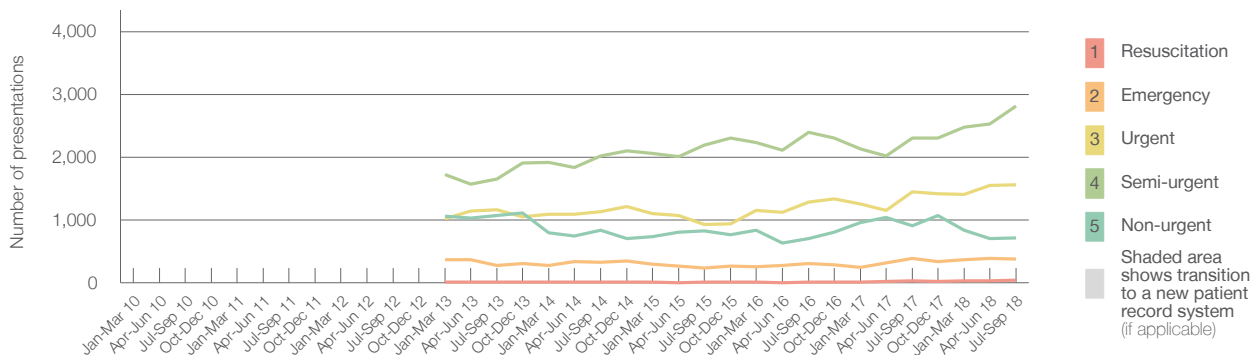
Queanbeyan Hospital and Health Service: Patients presenting to the emergency department July to September 2018

All presentations:¹ 5,585 patients

Emergency presentations² by triage category: 5,485 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				13	9	5	9	30	36
Emergency				272	327	235	301	384	371
Urgent				1,164	1,135	925	1,283	1,446	1,558
Semi-urgent				1,650	2,021	2,194	2,395	2,307	2,810
Non-urgent				1,068	838	823	701	909	710
All emergency presentations				4,167	4,330	4,182	4,689	5,076	5,485

Queanbeyan Hospital and Health Service: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 601 patients

ED Transfer of care time



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

Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 2 July to September 2018

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

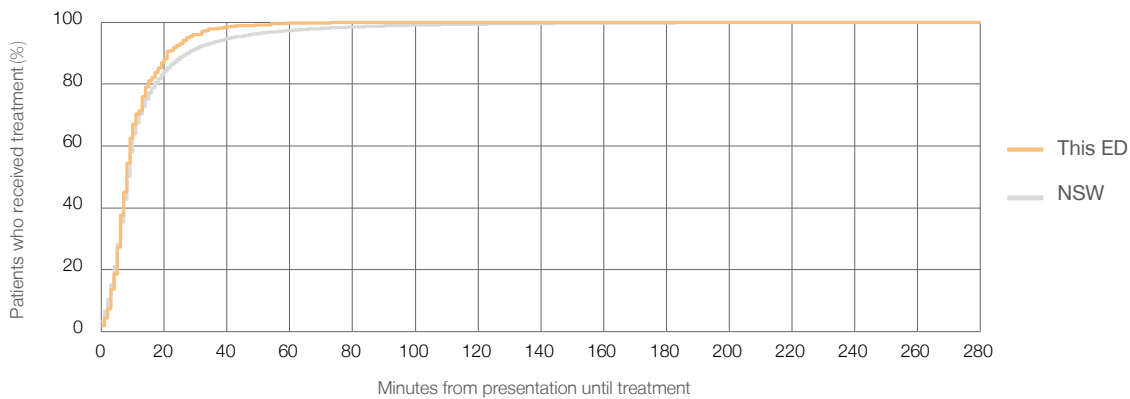
Number of triage 2 patients: 371

Number of triage 2 patients used to calculate waiting time:³ 371

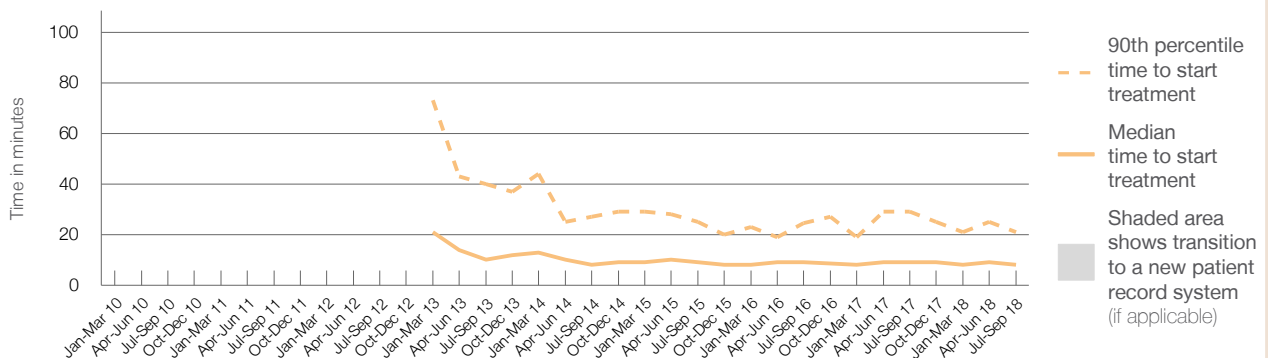
Median time to start treatment⁴ ■ 8 minutes
90th percentile time to start treatment⁵ ■ 21 minutes

Same period last year	NSW (this period)
384	
378	
9 minutes	8 minutes
29 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	8	9	9	9	8
90th percentile time to start treatment ⁵ (minutes)				40	27	25	25	29	21

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

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

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

Queanbeyan Hospital and Health Service: 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: 1,558

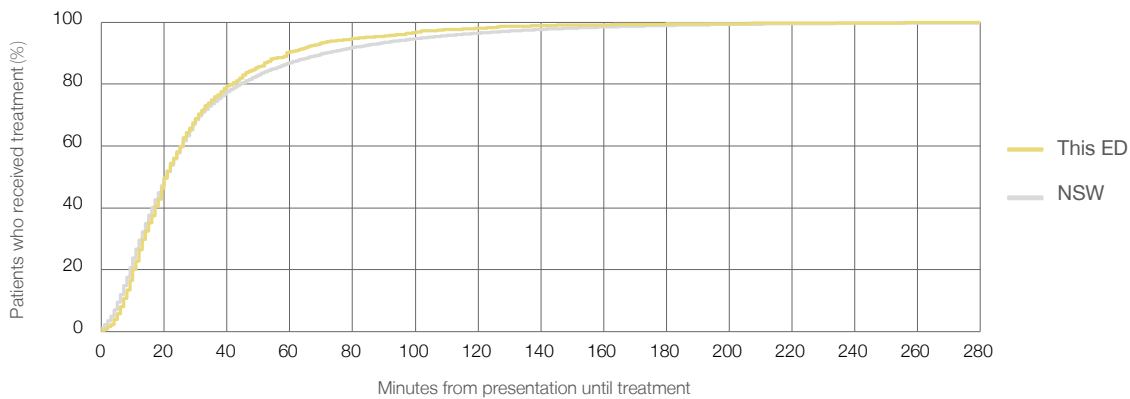
Number of triage 3 patients used to calculate waiting time:³ 1,507

Median time to start treatment⁴ 21 minutes

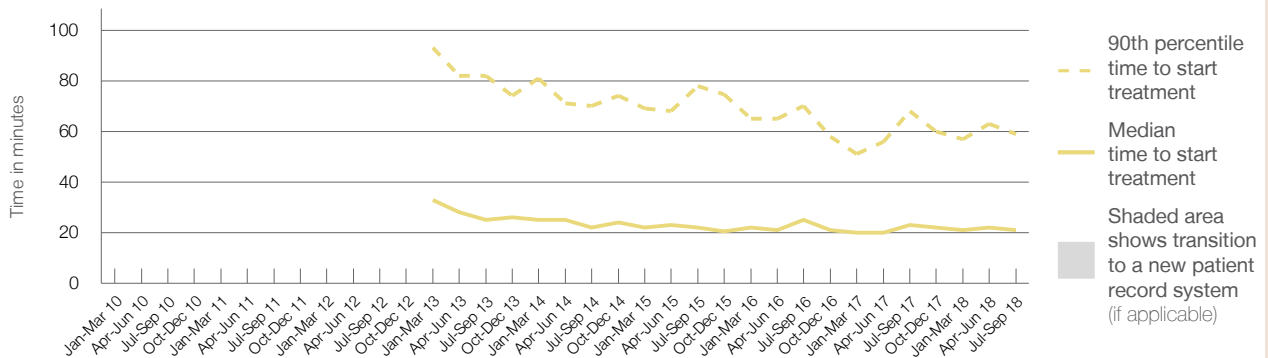
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,446	
1,407	
23 minutes	21 minutes
68 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	22	22	25	23	21
90th percentile time to start treatment ⁵ (minutes)				82	70	78	70	68	59

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

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

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

Queanbeyan Hospital and Health Service: 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: 2,810

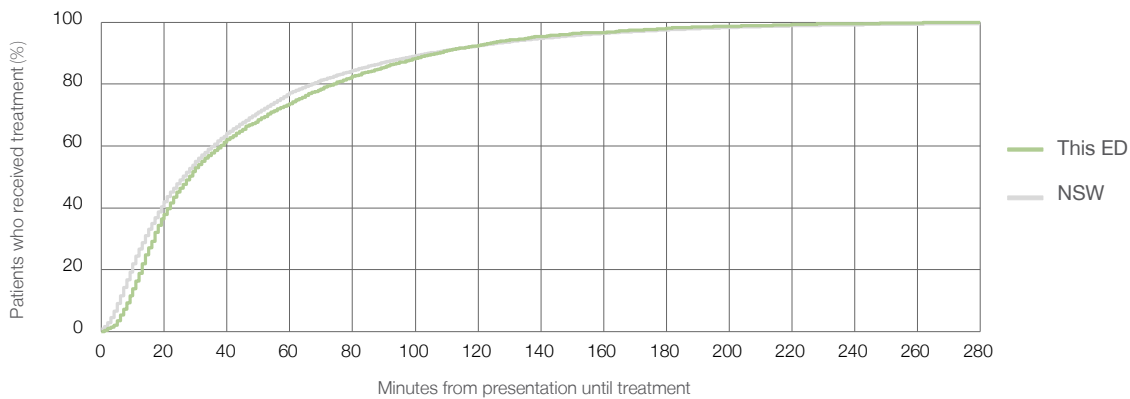
Number of triage 4 patients used to calculate waiting time:³ 2,514

Median time to start treatment⁴ 28 minutes

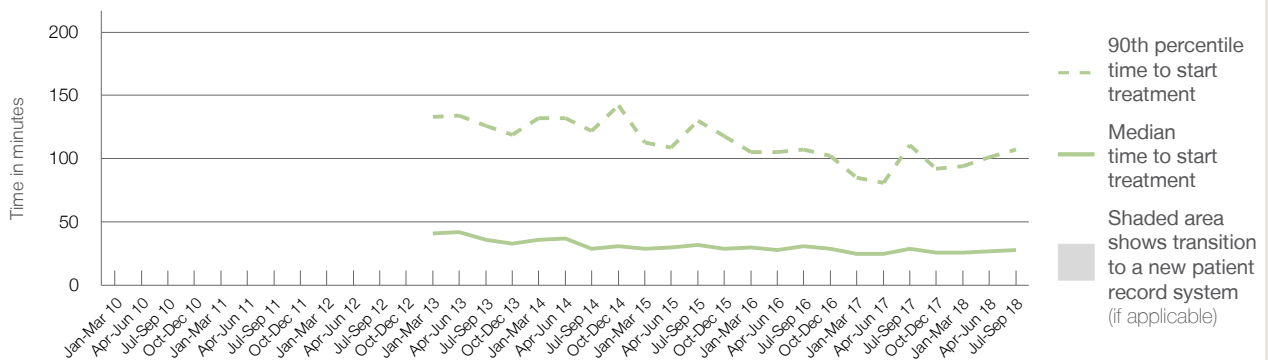
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
2,307	2,071
29 minutes	26 minutes
111 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)				36	29	32	31	29	28
90th percentile time to start treatment ⁵ (minutes)				126	122	130	107	111	107

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

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

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

Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 710

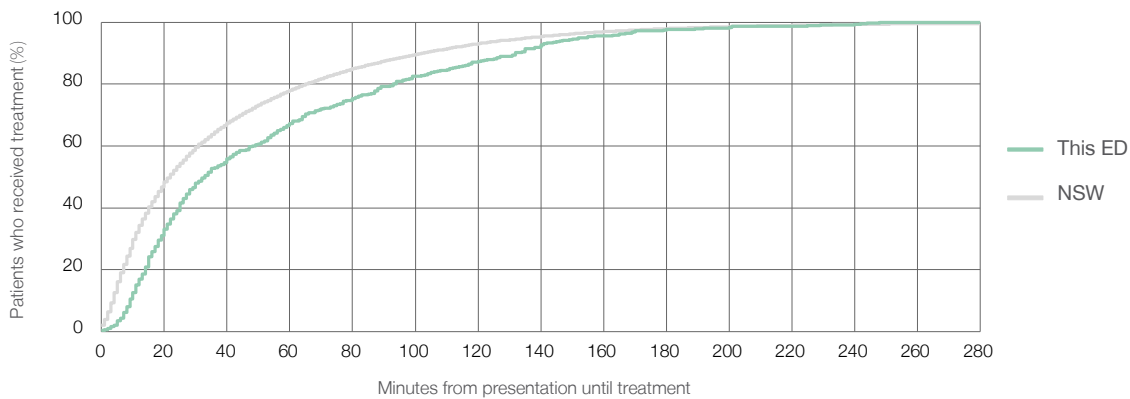
Number of triage 5 patients used to calculate waiting time:³ 566

Median time to start treatment⁴ 33 minutes

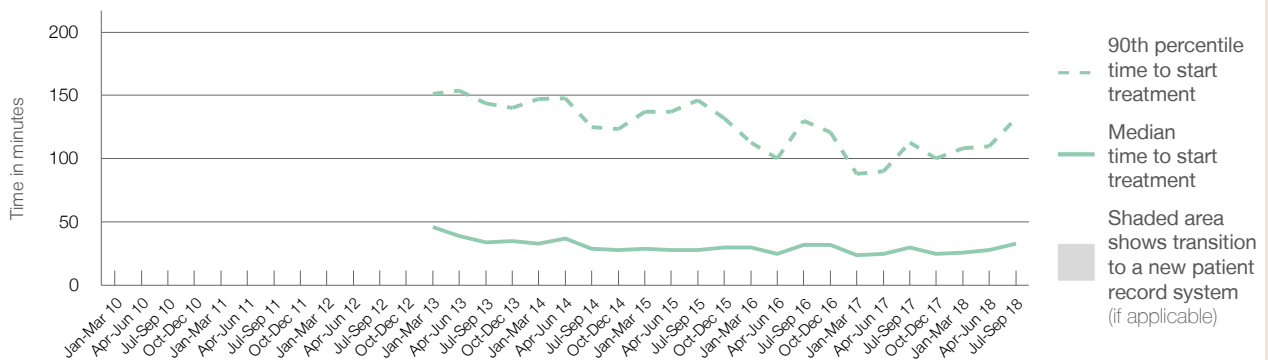
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
909	761
30 minutes	22 minutes
113 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)				34	29	28	32	30	33
90th percentile time to start treatment ⁵ (minutes)				144	125	146	130	113	132

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

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

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

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

July to September 2018

All presentations:¹ 5,585 patients

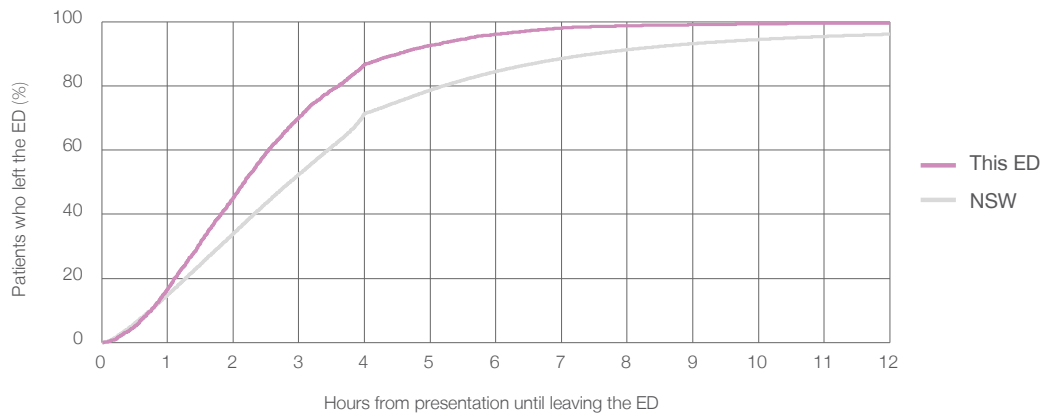
Presentations used to calculate time to leaving the ED:⁶ 5,585 patients

Median time spent in the ED⁸ 2 hours and 10 minutes

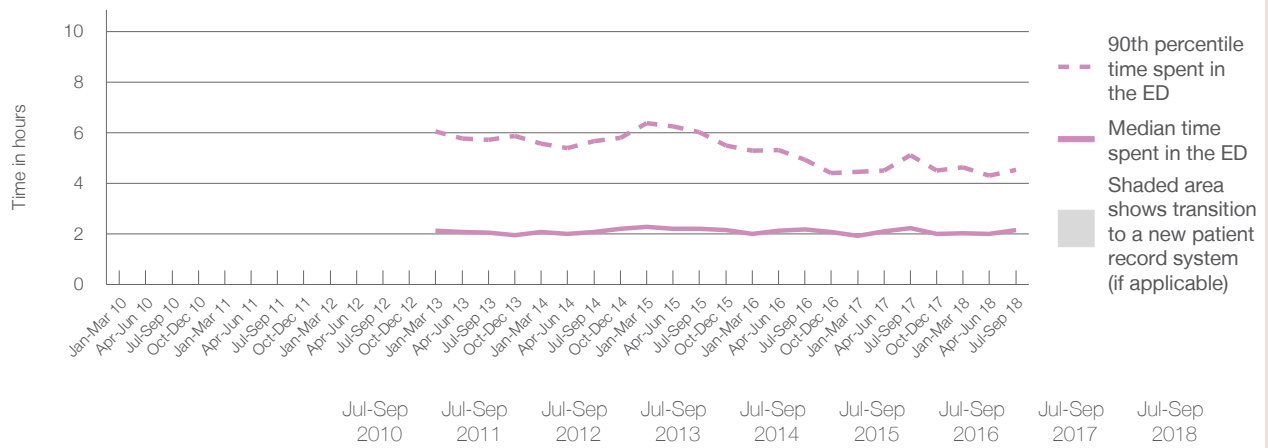
90th percentile time spent in the ED⁹ 4 hours and 32 minutes

Same period last year	NSW (this period)
5,261	
5,257	
2 hours and 14 minutes	2 hours and 52 minutes
5 hours and 7 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 3m	2h 5m	2h 12m	2h 11m	2h 14m	2h 10m
90th percentile time spent in the ED ⁹ (hours, minutes)				5h 43m	5h 40m	6h 2m	4h 57m	5h 7m	4h 32m

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

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

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

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

By mode of separation

July to September 2018

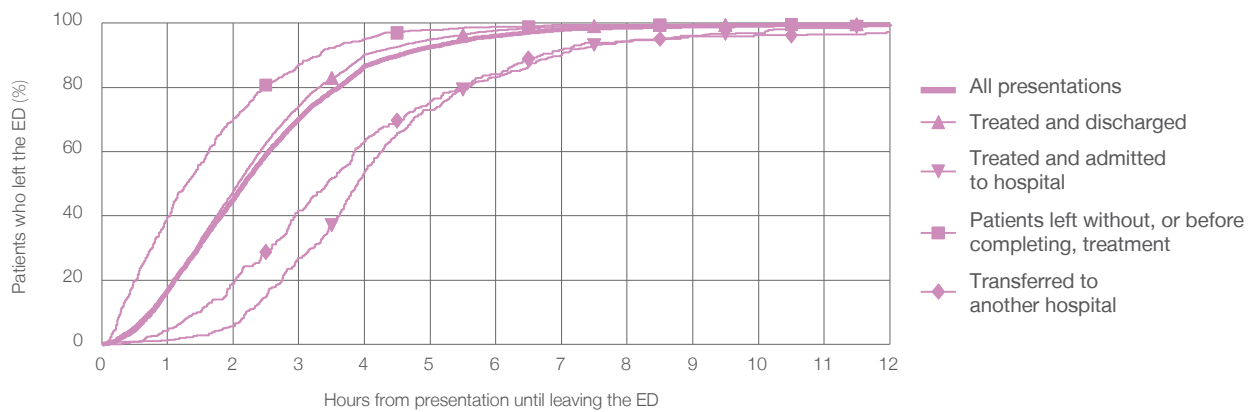
All presentations:¹ 5,585 patients

Presentations used to calculate time to leaving the ED:⁶ 5,585 patients

Mode of separation	Count	Percentage
Treated and discharged	4,378	78.4%
Treated and admitted to hospital	428	7.7%
Patient left without, or before completing, treatment	504	9.0%
Transferred to another hospital	264	4.7%
Other	11	0.2%

Mode of separation	Same period last year	Change since one year ago
All presentations	5,257	6%
Treated and discharged	4,150	5.5%
Treated and admitted to hospital	377	13.5%
Patient left without, or before completing, treatment	428	17.8%
Transferred to another hospital	271	-2.6%
Other	35	-68.6%

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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.3%	47.8%	74.2%	90.3%	97.7%	99.3%	99.7%	99.8%
Treated and admitted to hospital	1.2%	5.6%	26.9%	53.7%	83.2%	94.4%	97.0%	99.1%
Patient left without, or before completing, treatment	39.7%	70.4%	87.1%	95.0%	98.8%	99.4%	99.6%	99.6%
Transferred to another hospital	4.2%	18.9%	41.7%	63.3%	84.1%	94.3%	96.2%	97.3%
All presentations	16.8%	45.3%	70.2%	86.7%	96.1%	98.7%	99.3%	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.

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

Queanbeyan Hospital and Health Service: Time 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 5,585 patients

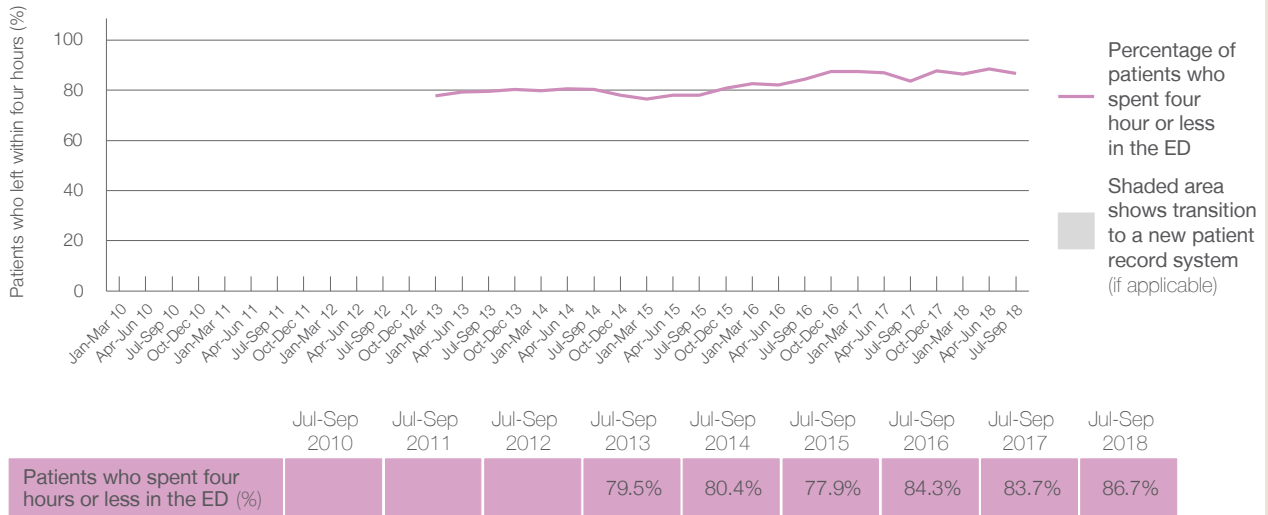
Presentations used to calculate time to leaving the ED: ⁶ 5,585 patients

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	5,261	6%
Presentations used to calculate time to leaving the ED	5,257	6%
Percentage of patients who spent four hours or less in the ED	83.7%	

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*.

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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).

South East Regional Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 4,285 patients
 Emergency presentations:² 4,097 patients

Same period last year	Change since one year ago
4,342	-1%
4,123	-1%



South East Regional Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 428 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,397 patients

Median time to start treatment⁴  20 minutes
 90th percentile time to start treatment⁵  57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,618 patients

Median time to start treatment⁴  26 minutes
 90th percentile time to start treatment⁵  108 minutes

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

Median time to start treatment⁴  26 minutes
 90th percentile time to start treatment⁵  112 minutes

Same period last year	NSW (this period)
479	
9 minutes	8 minutes
25 minutes	28 minutes
1,450	
20 minutes	21 minutes
66 minutes	72 minutes
1,679	
32 minutes	26 minutes
124 minutes	105 minutes
497	
35 minutes	22 minutes
145 minutes	103 minutes

South East Regional Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,283 patients

Percentage of patients who spent four hours or less in the ED  74%

Same period last year	Change since one year ago
4,338	-1%
72%	

* 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.

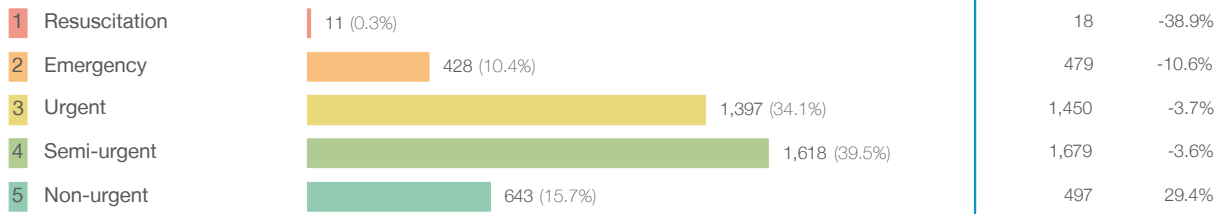
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

South East Regional Hospital: Patients presenting to the emergency department

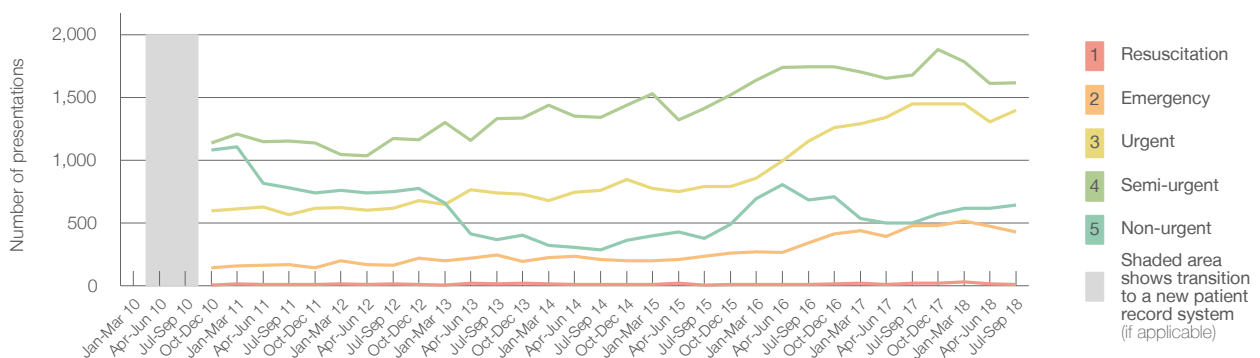
July to September 2018

All presentations:¹ 4,285 patients

Emergency presentations² by triage category: 4,097 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		8	14	16	7	< 5	10	18	11
Emergency		169	163	242	208	239	340	479	428
Urgent		568	616	738	760	792	1,153	1,450	1,397
Semi-urgent		1,152	1,170	1,332	1,341	1,410	1,746	1,679	1,618
Non-urgent		780	747	365	286	378	684	497	643
All emergency presentations		2,677	2,710	2,693	2,602	2,819	3,933	4,123	4,097

South East Regional Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 927 patients

ED Transfer of care time



Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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

South East Regional Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

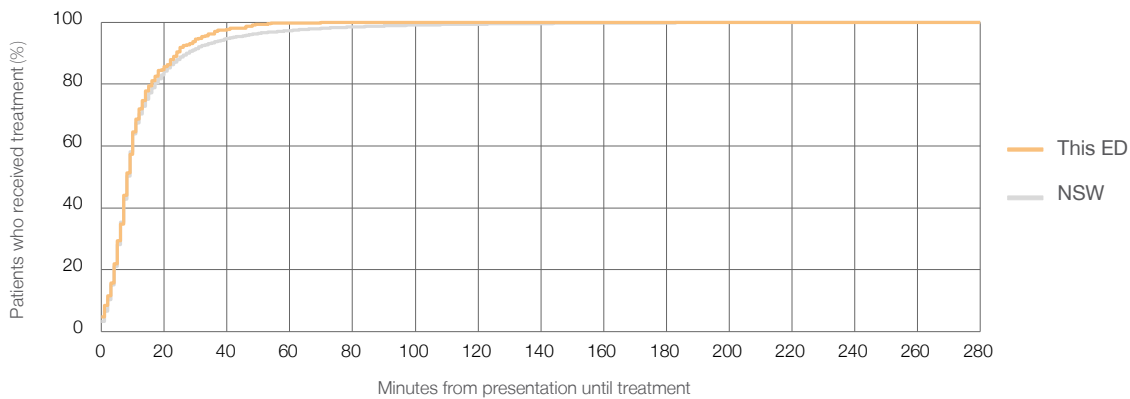
Number of triage 2 patients: 428

Number of triage 2 patients used to calculate waiting time:³ 425

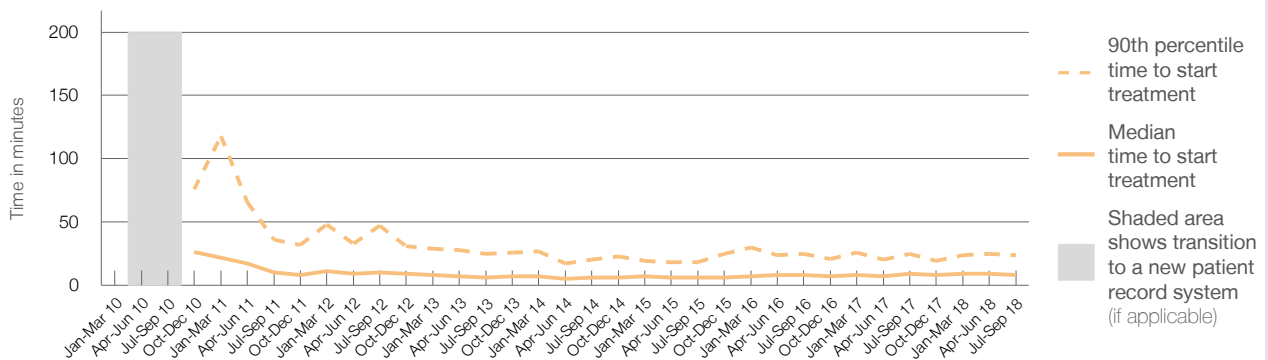
Median time to start treatment⁴ ■ 8 minutes
90th percentile time to start treatment⁵ ■ 24 minutes

Same period last year	NSW (this period)
479	
477	
9 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)		10	10	6	6	6	8	9	8
90th percentile time to start treatment ⁵ (minutes)		36	47	25	20	18	25	25	24

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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

South East Regional 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: 1,397

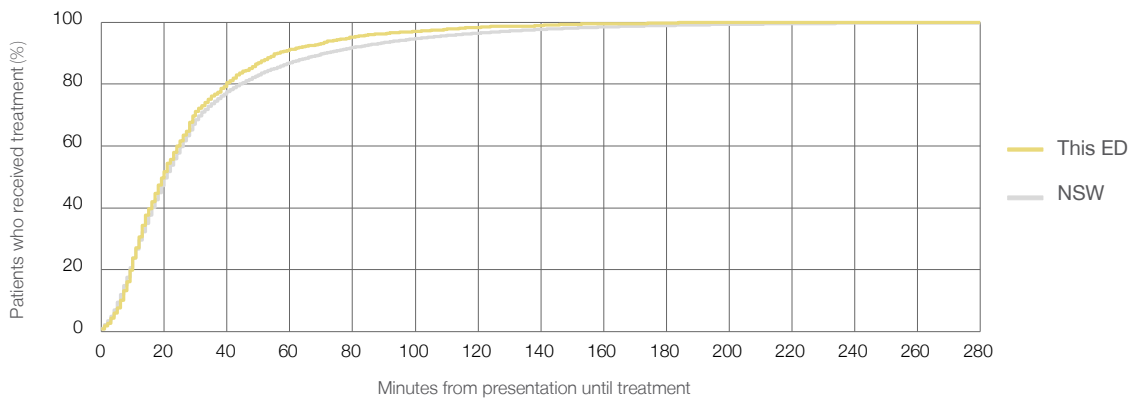
Number of triage 3 patients used to calculate waiting time:³ 1,378

Median time to start treatment⁴ 20 minutes

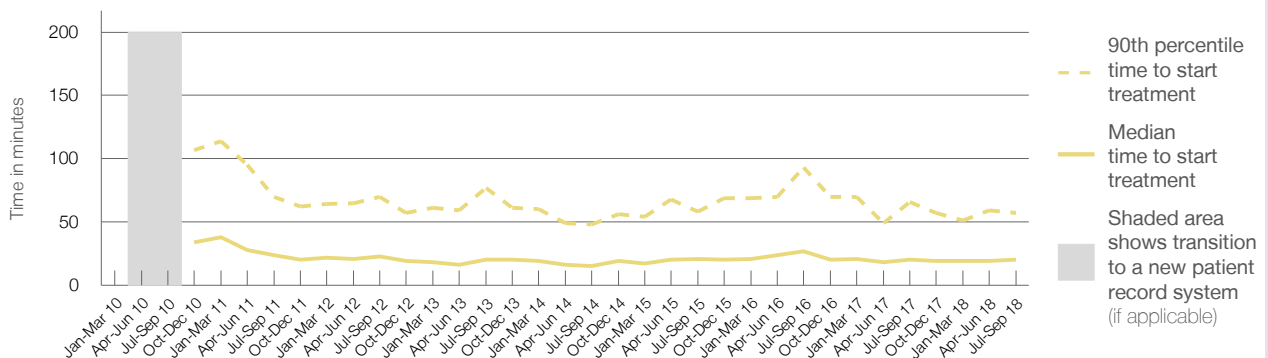
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
1,450	1,419
20 minutes	21 minutes
66 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	23	20	15	21	27	20	20
90th percentile time to start treatment ⁵ (minutes)		70	70	77	48	58	93	66	57

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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

South East Regional 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: 1,618

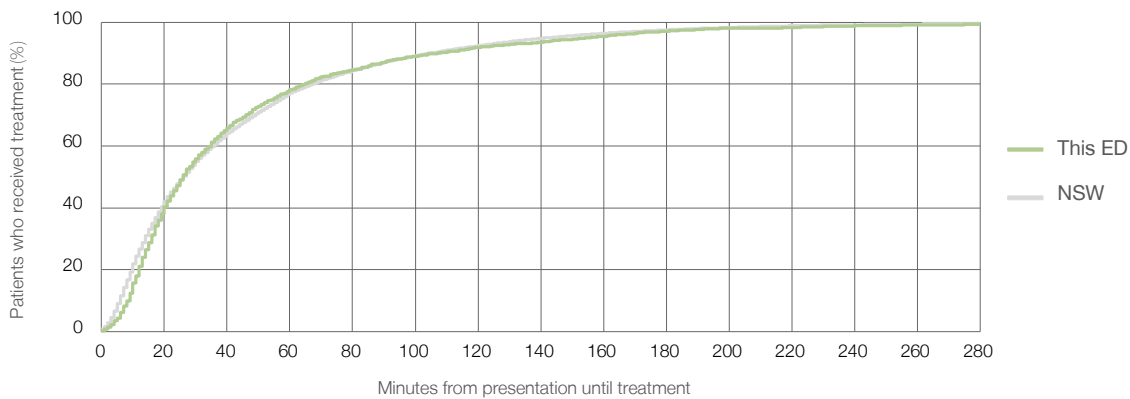
Number of triage 4 patients used to calculate waiting time:³ 1,542

Median time to start treatment⁴ 26 minutes

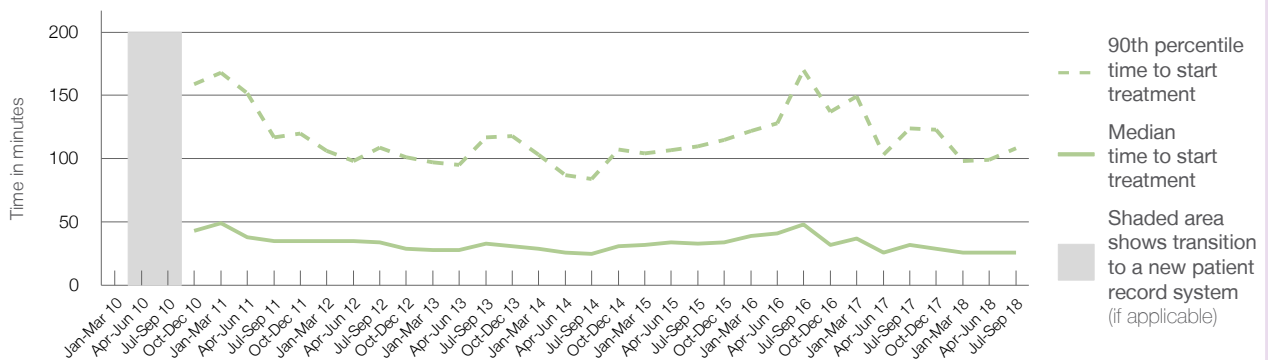
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
1,679	1,564
32 minutes	26 minutes
124 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	34	33	25	33	48	32	26
90th percentile time to start treatment ⁵ (minutes)		117	109	117	84	110	170	124	108

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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

South East Regional 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: 643

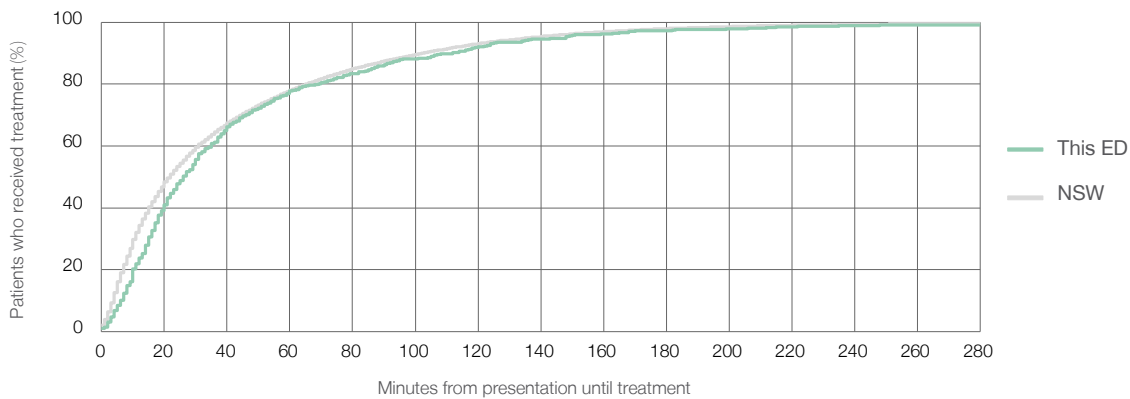
Number of triage 5 patients used to calculate waiting time:³ 562

Median time to start treatment⁴ 26 minutes

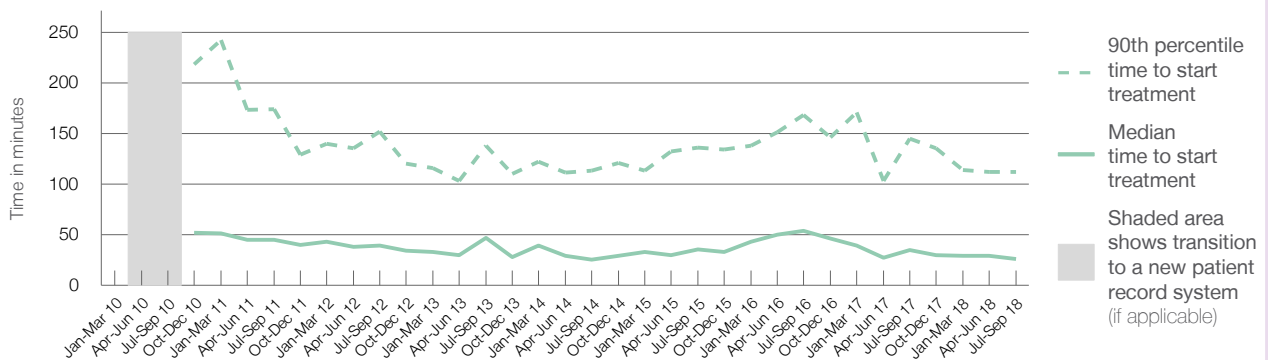
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
497	
417	
35 minutes	22 minutes
145 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)		45	39	47	25	36	54	35	26
90th percentile time to start treatment ⁵ (minutes)		174	152	138	113	136	168	145	112

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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

South East Regional Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,285 patients

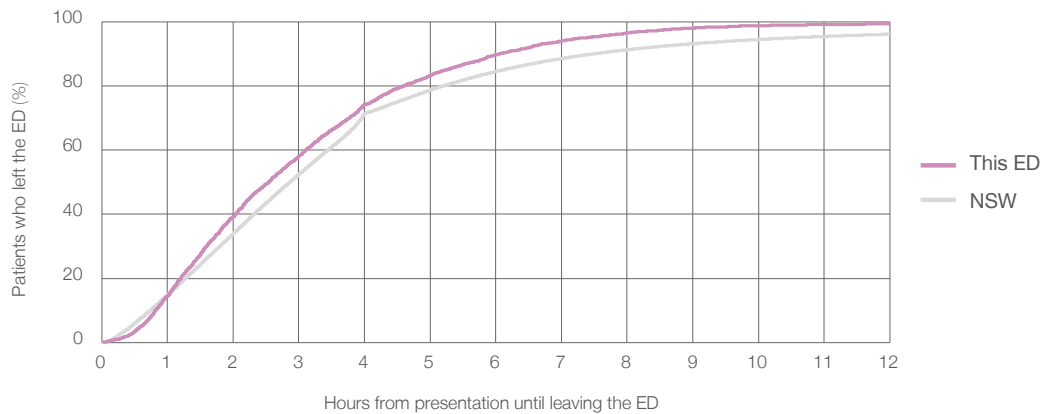
Presentations used to calculate time to leaving the ED:⁶ 4,283 patients

Median time spent in the ED⁸ 2 hours and 33 minutes

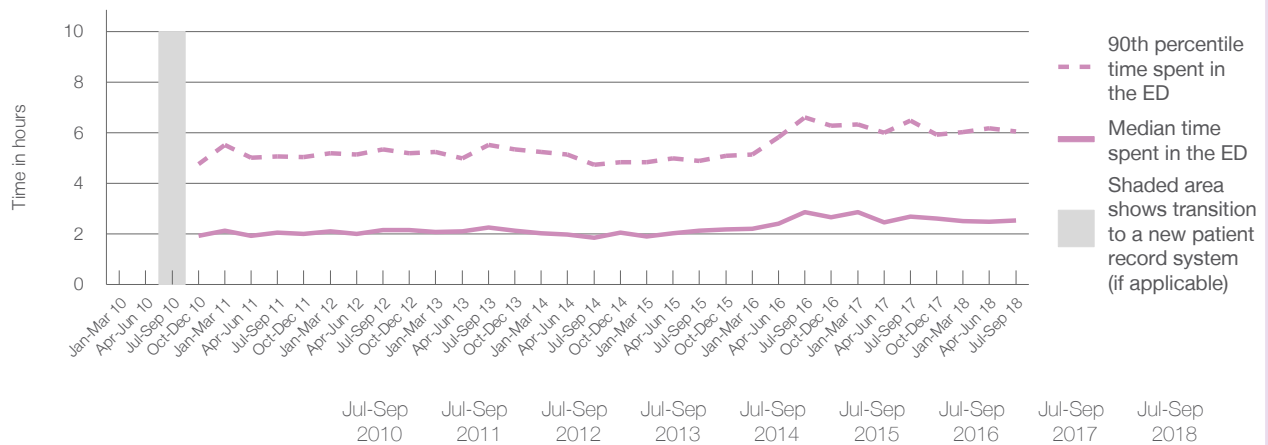
90th percentile time spent in the ED⁹ 6 hours and 3 minutes

Same period last year	NSW (this period)
4,342	
4,338	
2 hours and 42 minutes	2 hours and 52 minutes
6 hours and 29 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 4m	2h 9m	2h 15m	1h 52m	2h 8m	2h 52m	2h 42m	2h 33m
90th percentile time spent in the ED ⁹ (hours, minutes)		5h 4m	5h 21m	5h 32m	4h 45m	4h 54m	6h 37m	6h 29m	6h 3m

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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

South East Regional Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

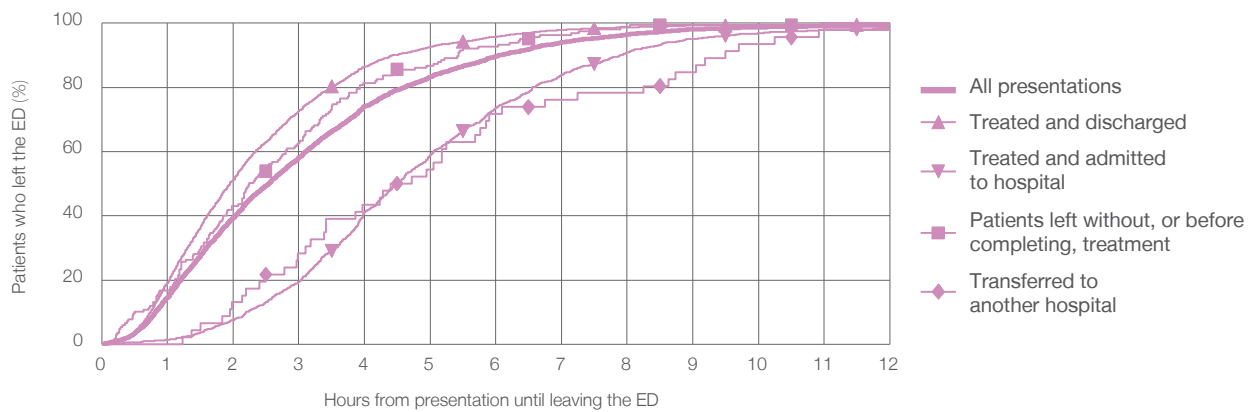
All presentations:¹ 4,285 patients

Presentations used to calculate time to leaving the ED:⁶ 4,283 patients

Treated and discharged	2,940 (68.6%)
Treated and admitted to hospital	1,115 (26.0%)
Patient left without, or before completing, treatment	167 (3.9%)
Transferred to another hospital	46 (1.1%)
Other	17 (0.4%)

Same period last year	Change since one year ago
4,338	-1%
3,065	-4.1%
1,035	7.7%
190	-12.1%
34	35.3%
18	-5.6%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.2%	51.3%	72.8%	86.5%	95.8%	98.7%	99.4%	99.7%
Treated and admitted to hospital	1.4%	7.5%	19.5%	41.2%	73.6%	90.8%	96.9%	98.5%
Patient left without, or before completing, treatment	16.8%	43.1%	62.9%	81.4%	92.8%	98.8%	99.4%	100%
Transferred to another hospital	0%	13.0%	28.3%	43.5%	71.7%	78.3%	93.5%	97.8%
All presentations	14.6%	39.4%	58.2%	74.1%	89.7%	96.5%	98.7%	99.4%

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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

South East Regional 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 4,285 patients

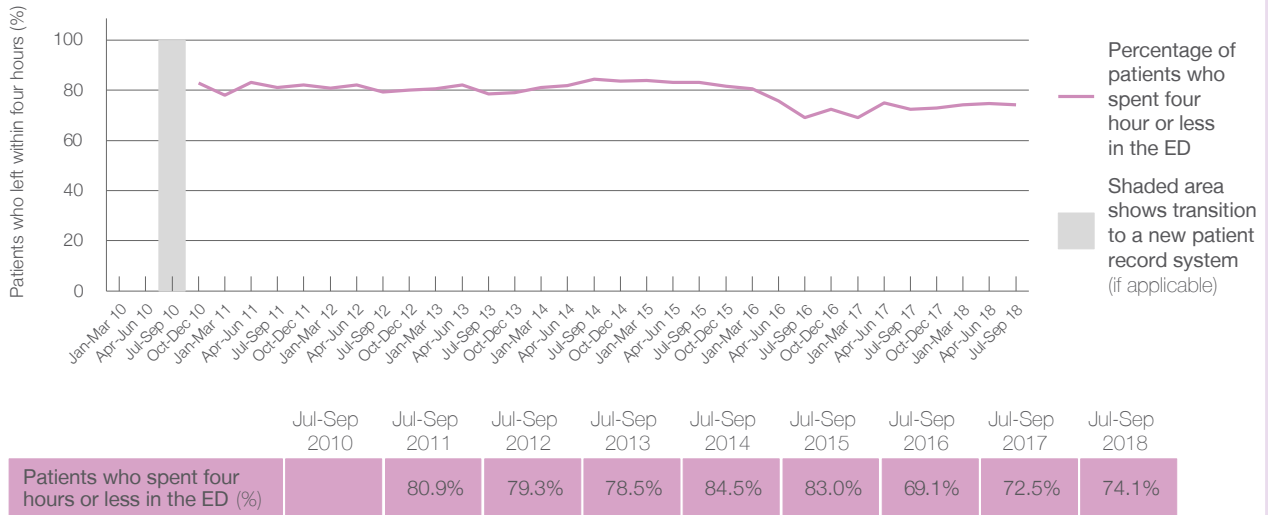
Presentations used to calculate time to leaving the ED: ⁶ 4,283 patients

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	4,342	-1%
Presentations used to calculate time to leaving the ED	4,338	-1%
Percentage of patients who spent four hours or less in the ED	72.5%	

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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).