

Cowra Health Service: Emergency department (ED) overview

July to September 2018



All presentations:¹ 1,776 patients
 Emergency presentations:² 1,694 patients

Same period last year	Change since one year ago
1,691	5%
1,659	2%



Cowra Health Service: Time patients waited to start treatment³

July to September 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 180 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  30 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 459 patients

Median time to start treatment⁴  11 minutes
 90th percentile time to start treatment⁵  35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 723 patients

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

Triage 5 Non-urgent (e.g. small cuts or abrasions): 308 patients

Median time to start treatment⁴  10 minutes
 90th percentile time to start treatment⁵  41 minutes

Same period last year	NSW (this period)
179	
5 minutes	8 minutes
24 minutes	28 minutes
470	
7 minutes	21 minutes
26 minutes	72 minutes
702	
7 minutes	26 minutes
30 minutes	105 minutes
299	
7 minutes	22 minutes
36 minutes	103 minutes

Cowra Health Service: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 1,776 patients

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

Same period last year	Change since one year ago
1,691	5%
87%	

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

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

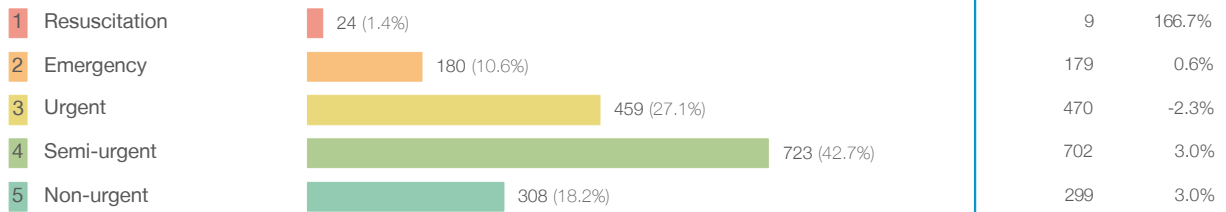
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

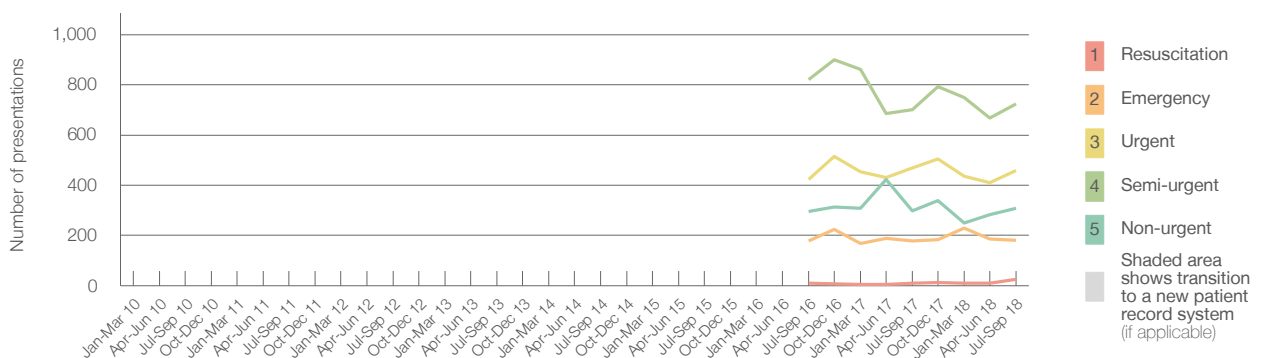
Cowra Health Service: Patients presenting to the emergency department July to September 2018

All presentations:¹ 1,776 patients

Emergency presentations² by triage category: 1,694 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							10	9	24
Emergency							179	179	180
Urgent							424	470	459
Semi-urgent							821	702	723
Non-urgent							295	299	308
All emergency presentations							1,729	1,659	1,694

Cowra Health Service: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 326 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.

Cowra 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: 180

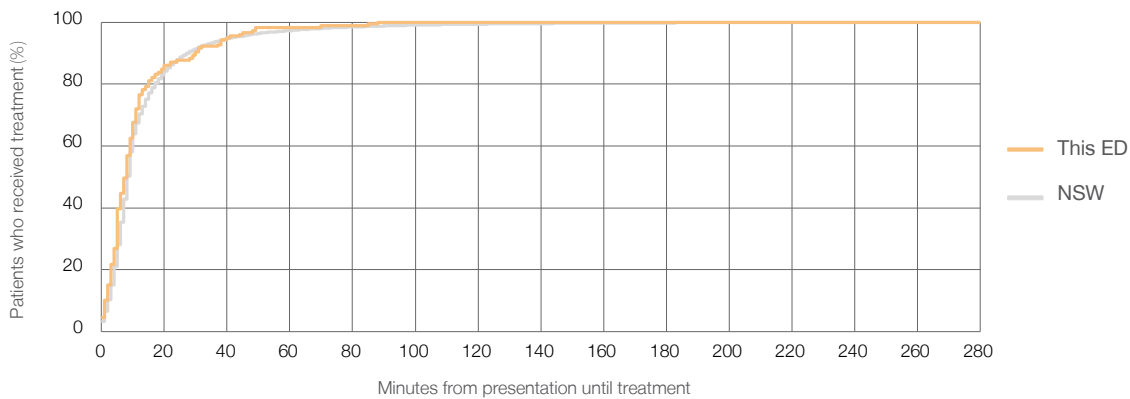
Number of triage 2 patients used to calculate waiting time:³ 179

Median time to start treatment⁴ 8 minutes

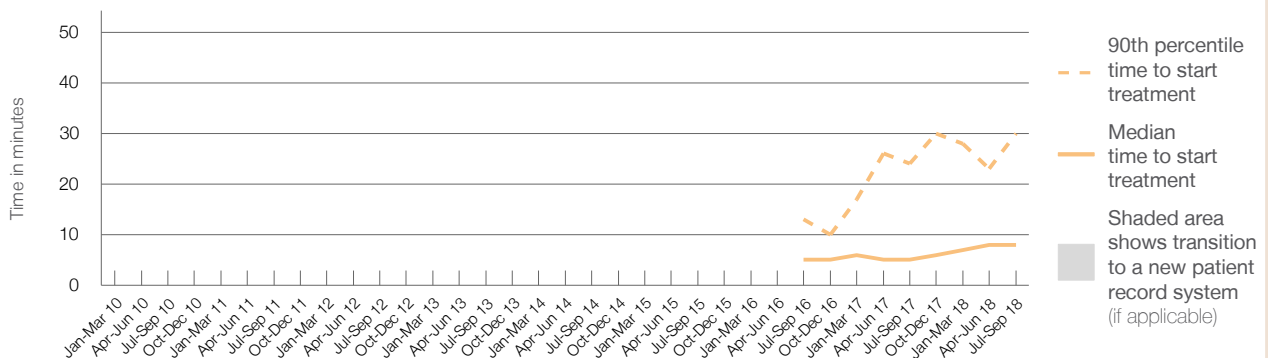
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
179	178
5 minutes	8 minutes
24 minutes	28 minutes

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



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)							5	5	8
90th percentile time to start treatment ⁵ (minutes)							13	24	30

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Cowra 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: 459

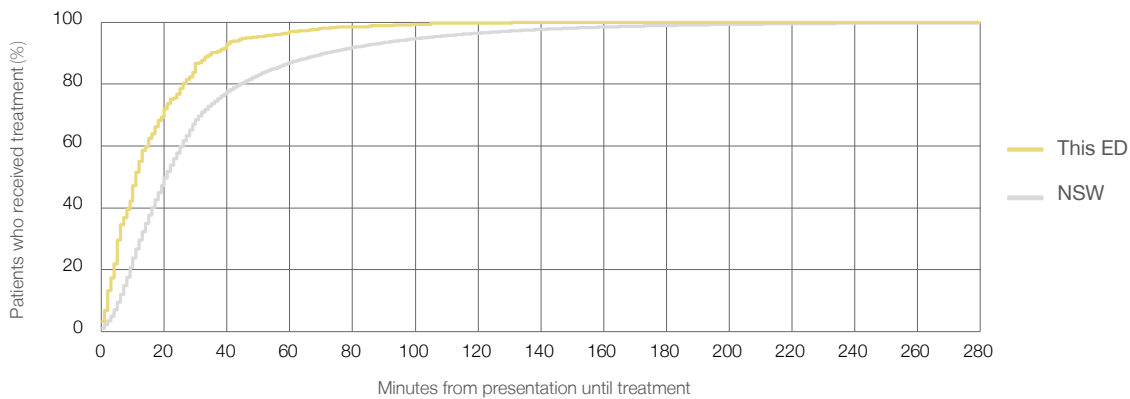
Number of triage 3 patients used to calculate waiting time:³ 455

Median time to start treatment⁴ 11 minutes

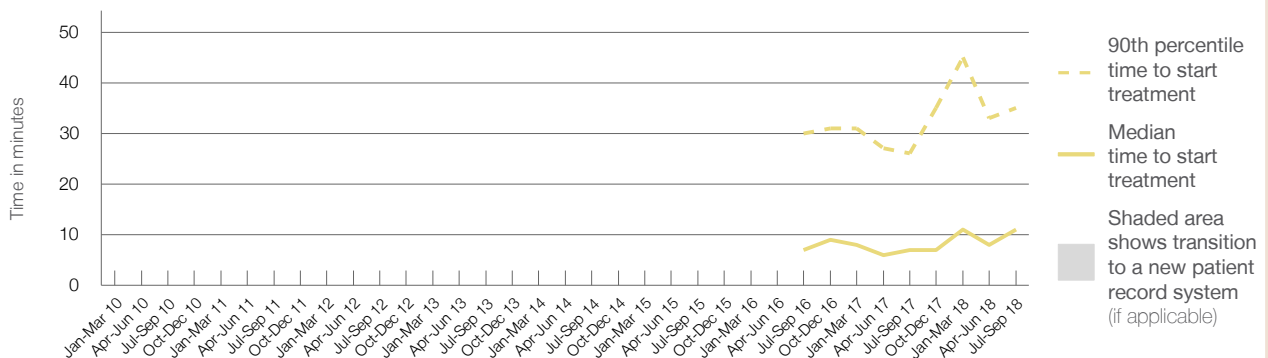
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
470	
466	
7 minutes	21 minutes
26 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)							7	7	11
90th percentile time to start treatment ⁵ (minutes)							30	26	35

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Cowra 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: 723

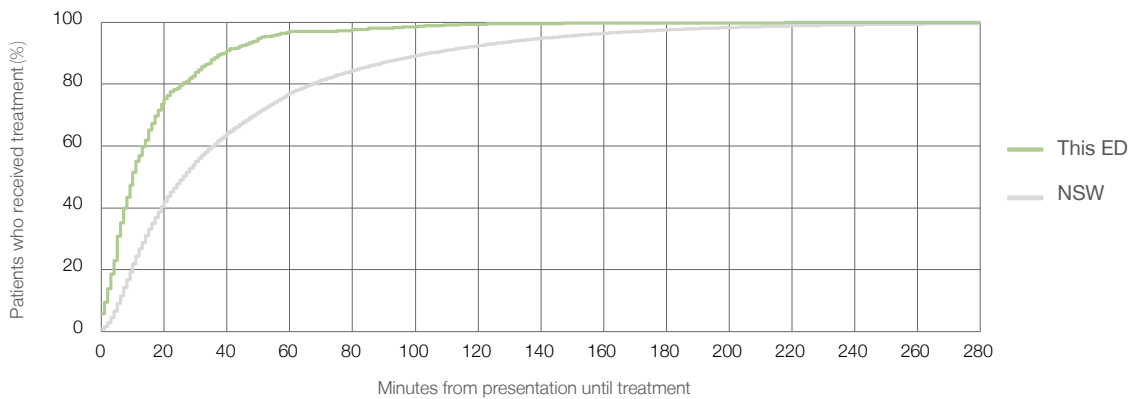
Number of triage 4 patients used to calculate waiting time:³ 695

Median time to start treatment⁴ 10 minutes

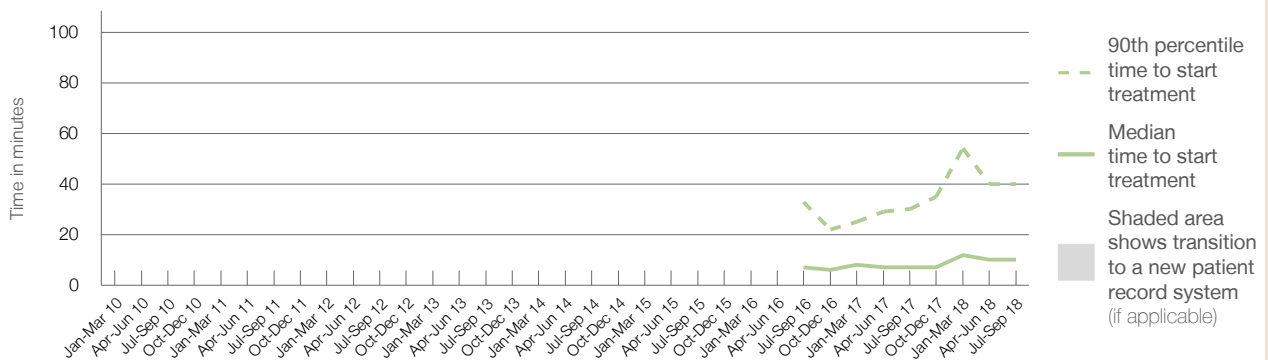
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
702	656
7 minutes	26 minutes
30 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)							7	7	10
90th percentile time to start treatment ⁵ (minutes)							33	30	40

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Cowra 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: 308

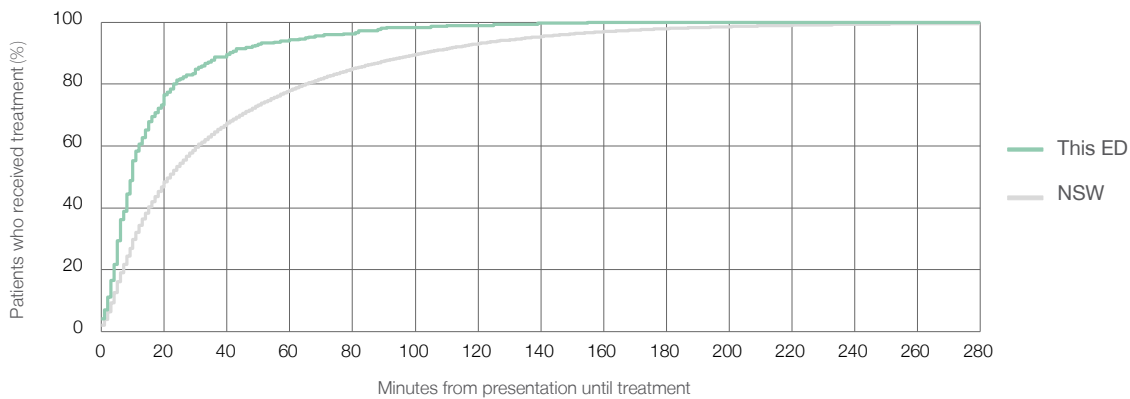
Number of triage 5 patients used to calculate waiting time:³ 295

Median time to start treatment⁴ 10 minutes

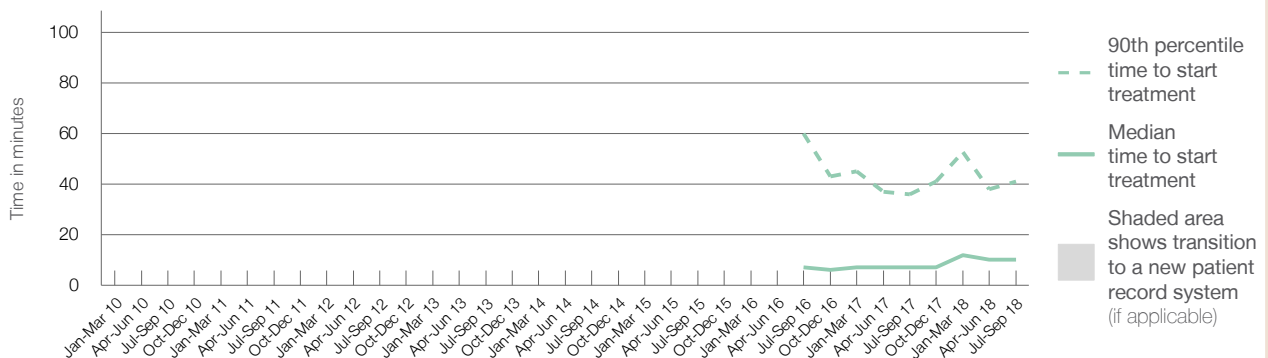
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
299	
260	
7 minutes	22 minutes
36 minutes	103 minutes

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



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)							7	7	10
90th percentile time to start treatment ⁵ (minutes)							60	36	41

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Cowra Health Service: Time patients spent in the ED

July to September 2018

All presentations:¹ 1,776 patients

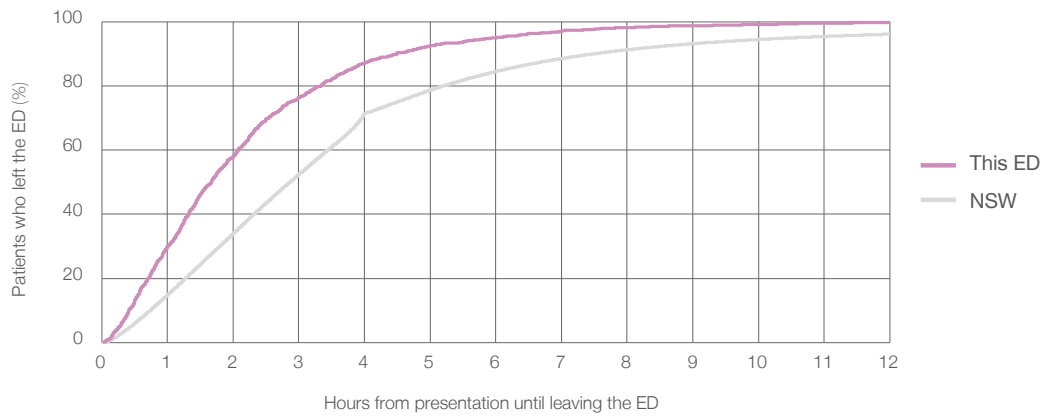
Presentations used to calculate time to leaving the ED:⁶ 1,776 patients

Median time spent in the ED⁸ 1 hours and 40 minutes

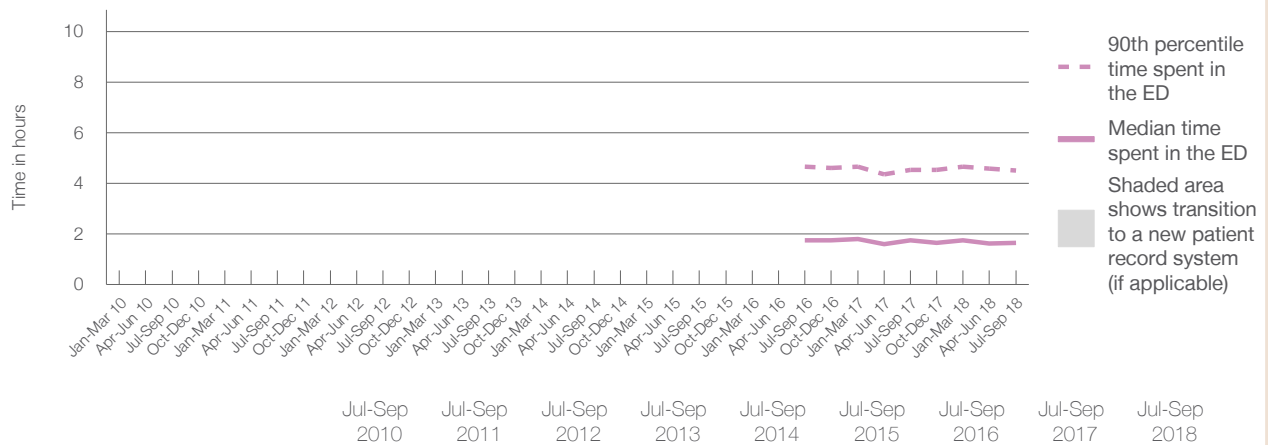
90th percentile time spent in the ED⁹ 4 hours and 30 minutes

Same period last year	NSW (this period)
1,691	1,691
1 hours and 45 minutes	2 hours and 52 minutes
4 hours and 32 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 45m	1h 45m	1h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)							4h 40m	4h 32m	4h 30m

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Cowra Health Service: Time patients spent in the ED

By mode of separation

July to September 2018

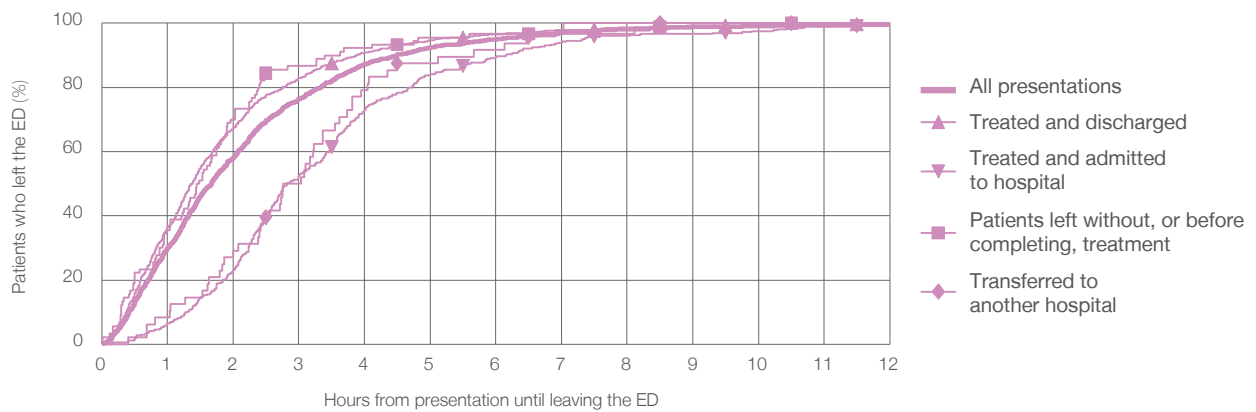
All presentations:¹ 1,776 patients

Presentations used to calculate time to leaving the ED:⁶ 1,776 patients

Treated and discharged	1,295 (72.9%)
Treated and admitted to hospital	334 (18.8%)
Patient left without, or before completing, treatment	90 (5.1%)
Transferred to another hospital	48 (2.7%)
Other	9 (0.5%)

Same period last year	Change since one year ago
1,691	5%
1,211	6.9%
356	-6.2%
70	28.6%
48	0.0%
6	50.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	36.4%	67.3%	82.9%	90.9%	96.4%	98.7%	99.4%	99.8%
Treated and admitted to hospital	6.6%	23.1%	52.4%	73.1%	89.5%	96.1%	97.6%	99.1%
Patient left without, or before completing, treatment	35.6%	70.0%	86.7%	92.2%	96.7%	96.7%	100%	100%
Transferred to another hospital	8.3%	29.2%	50.0%	79.2%	91.7%	100%	100%	100%
All presentations	30.1%	58.2%	76.4%	87.2%	95.0%	98.1%	99.1%	99.7%

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Cowra 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 1,776 patients

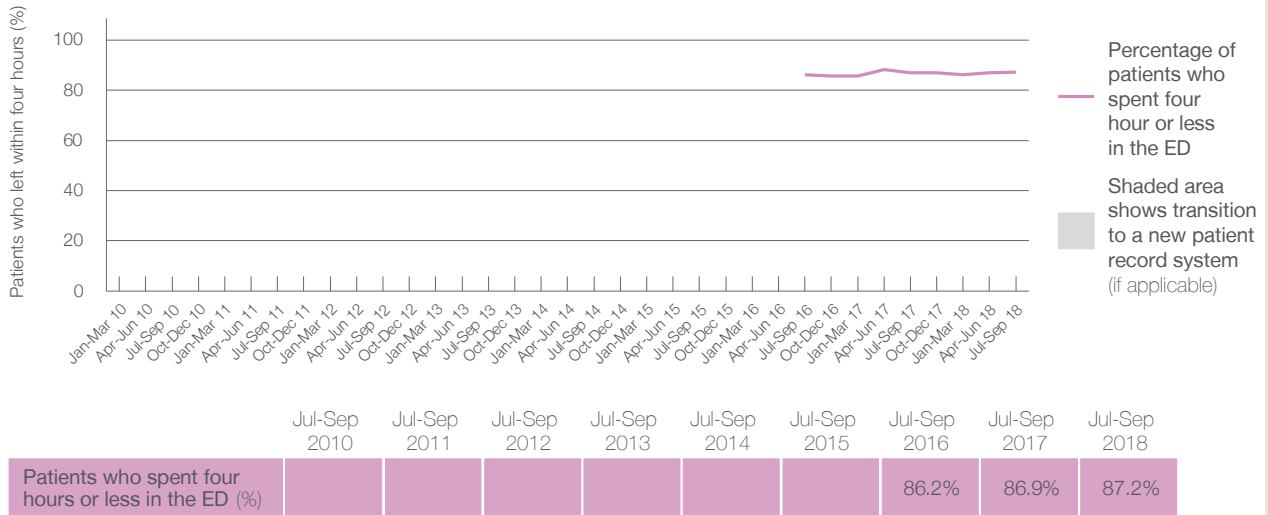
Presentations used to calculate time to leaving the ED: ⁶ 1,776 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 1,776 patients	1,691	5%
Presentations used to calculate time to leaving the ED: ⁶ 1,776 patients	1,691	5%
Percentage of patients who spent four hours or less in the ED	86.9%	

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



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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- 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).