

Gunnedah Hospital: Emergency department (ED) overview

July to September 2018

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

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

Gunnedah Hospital: Time patients waited to start treatment³

July to September 2018

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

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

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

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

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

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

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

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

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

Gunnedah Hospital: Time from presentation until leaving the ED

July to September 2018

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

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

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

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

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

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

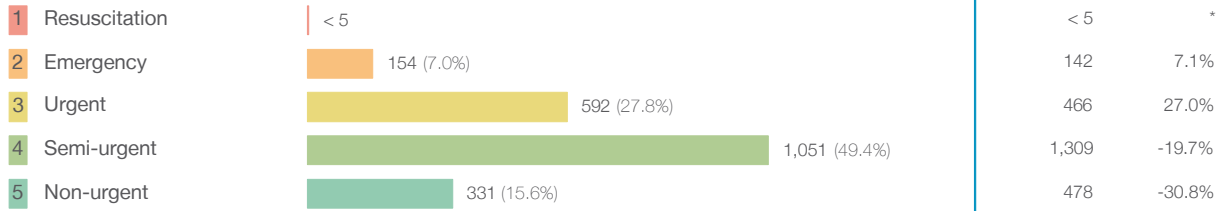
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Gunnedah Hospital: Patients presenting to the emergency department

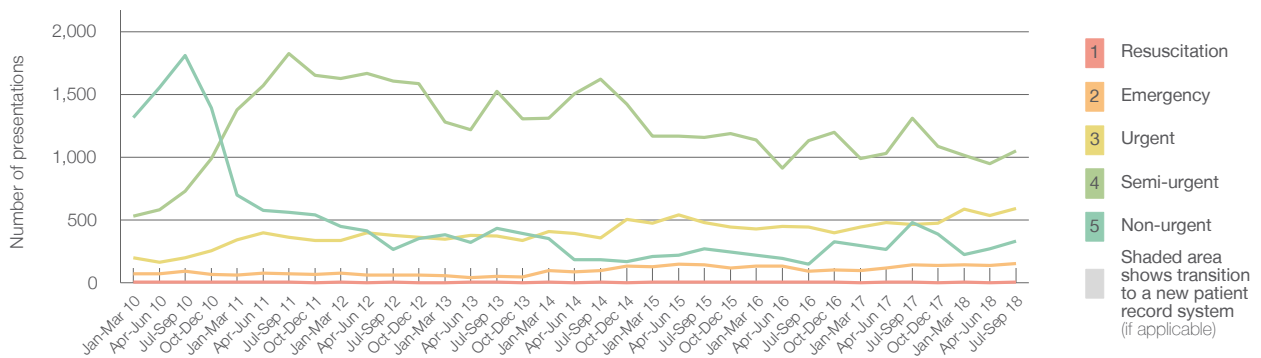
July to September 2018

All presentations:¹ 2,201 patients

Emergency presentations² by triage category: 2,128 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



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

Gunnedah Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 202 patients

ED Transfer of care time



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

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

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

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

Number of triage 2 patients: 154

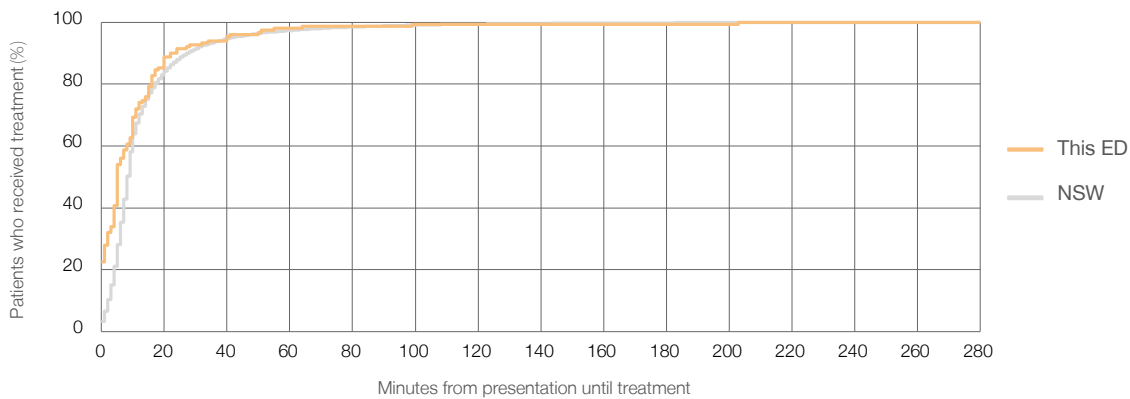
Number of triage 2 patients used to calculate waiting time:³ 150

Median time to start treatment⁴ 5 minutes

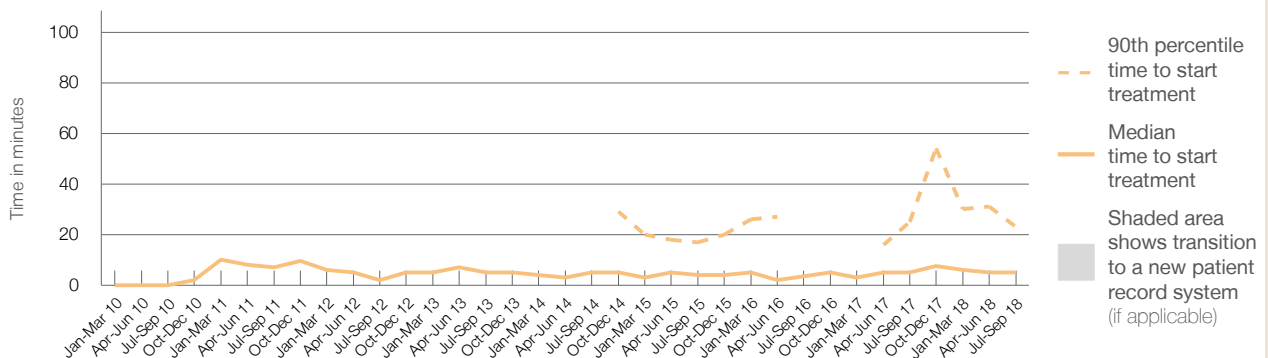
90th percentile time to start treatment⁵ 23 minutes

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

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



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	0	7	2	5	5	4	4	5	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	17	*	25	23

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

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

Number of triage 3 patients: 592

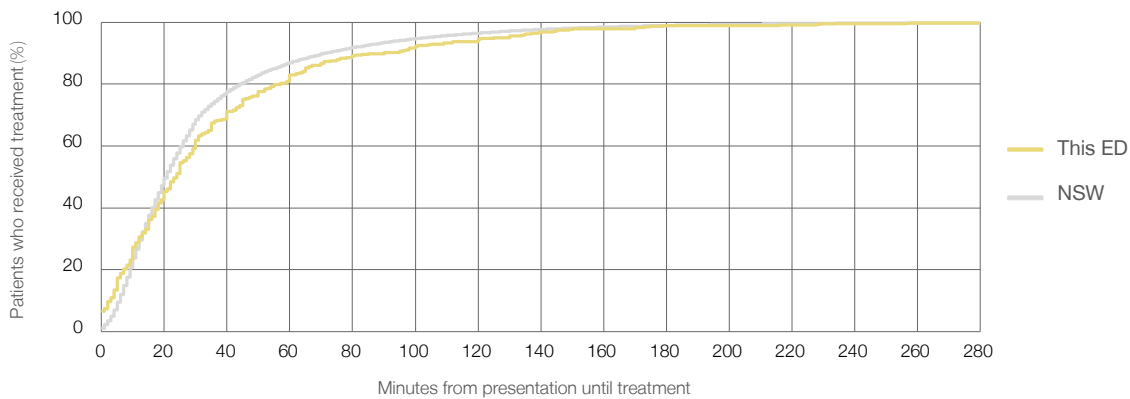
Number of triage 3 patients used to calculate waiting time:³ 581

Median time to start treatment⁴ 24 minutes

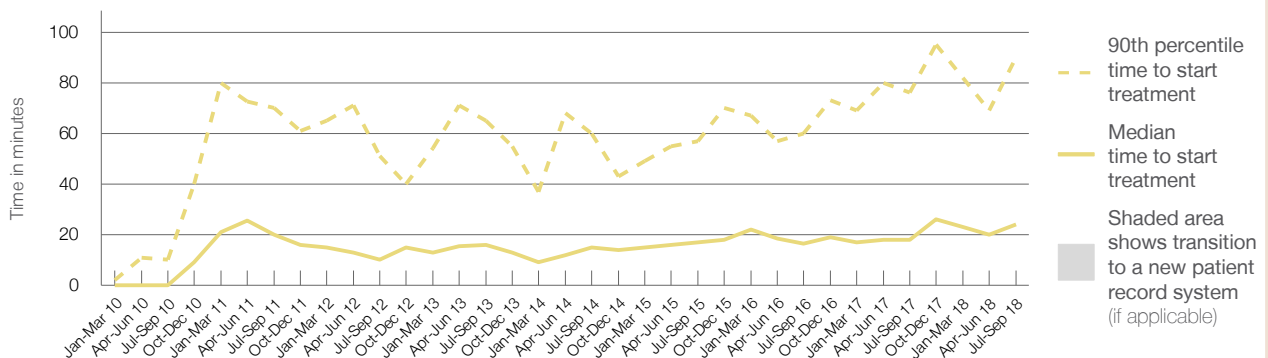
90th percentile time to start treatment⁵ 90 minutes

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

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



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



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

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

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

Number of triage 4 patients: 1,051

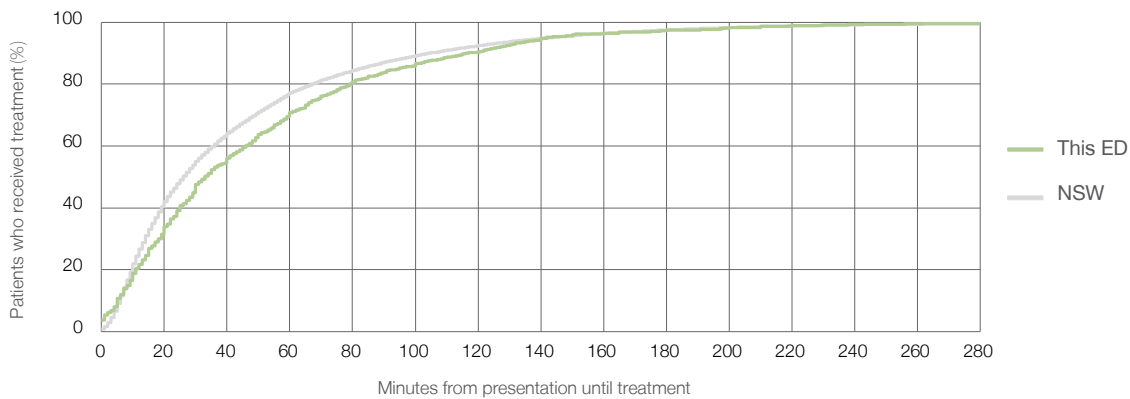
Number of triage 4 patients used to calculate waiting time:³ 993

Median time to start treatment⁴ 33 minutes

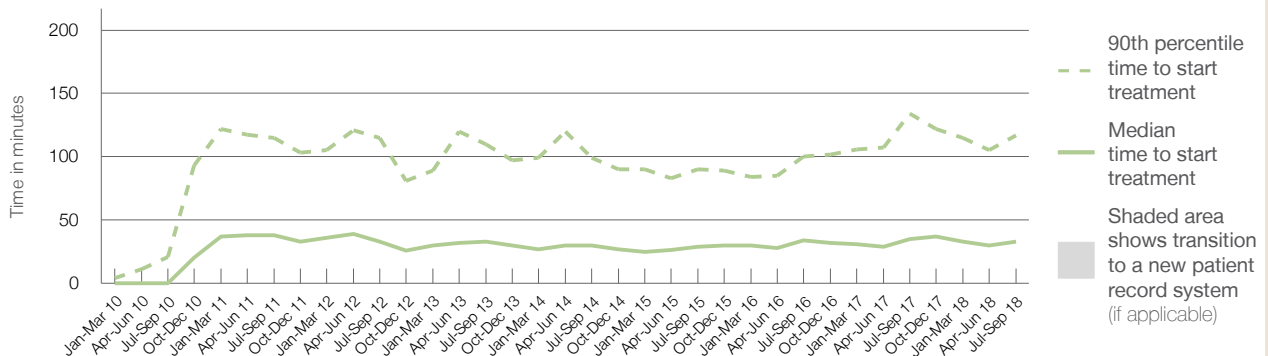
90th percentile time to start treatment⁵ 117 minutes

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

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



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



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

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

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

Number of triage 5 patients: 331

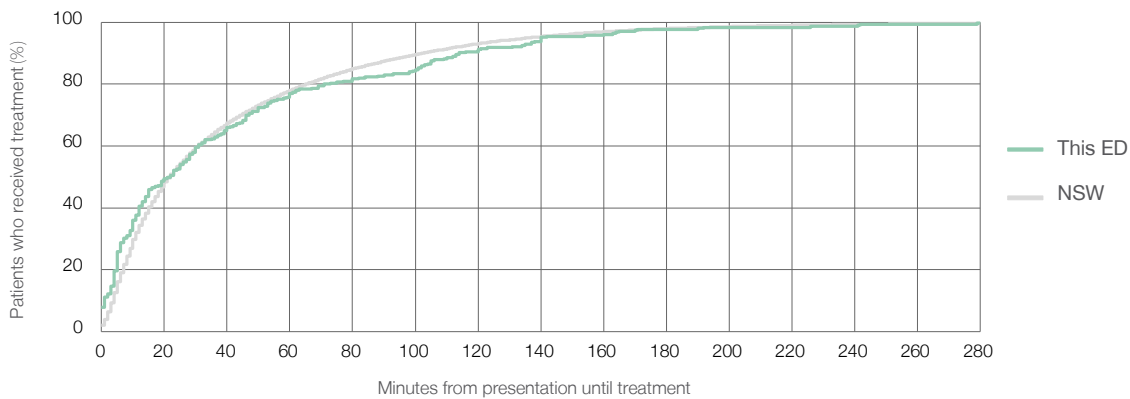
Number of triage 5 patients used to calculate waiting time:³ 305

Median time to start treatment⁴ 22 minutes

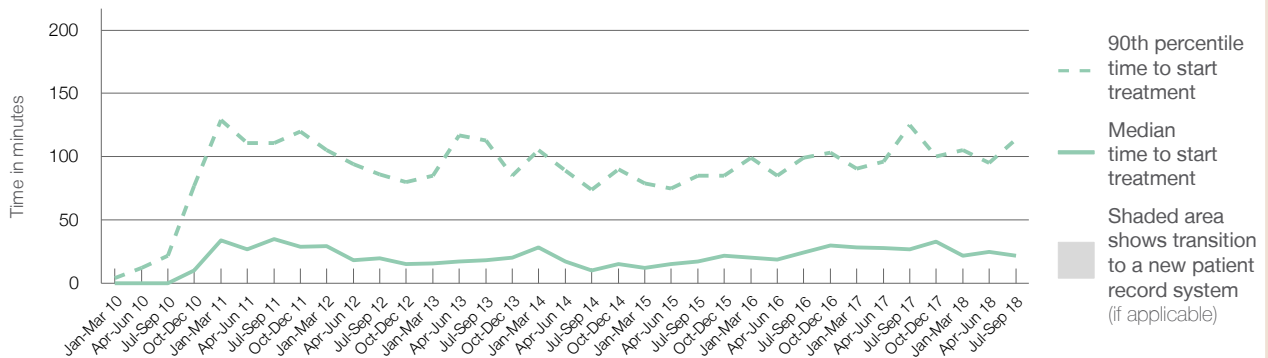
90th percentile time to start treatment⁵ 114 minutes

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

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



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



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

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Gunnedah Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 2,201 patients

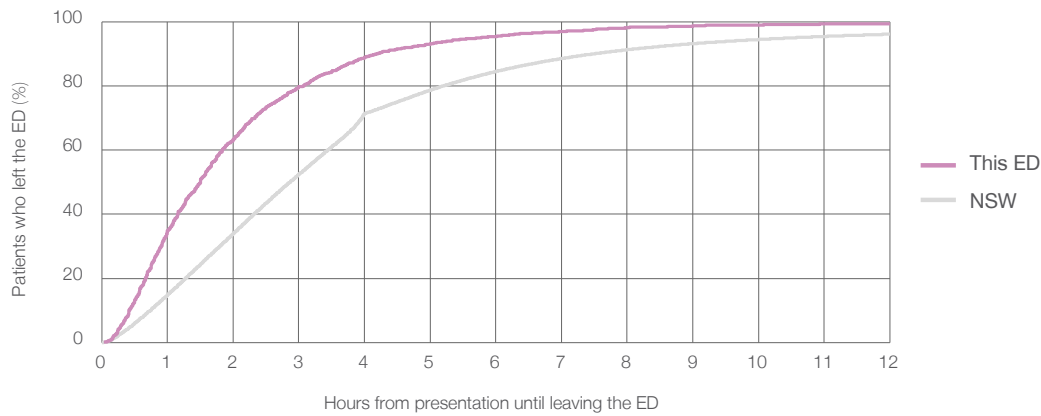
Presentations used to calculate time to leaving the ED:⁶ 2,201 patients

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

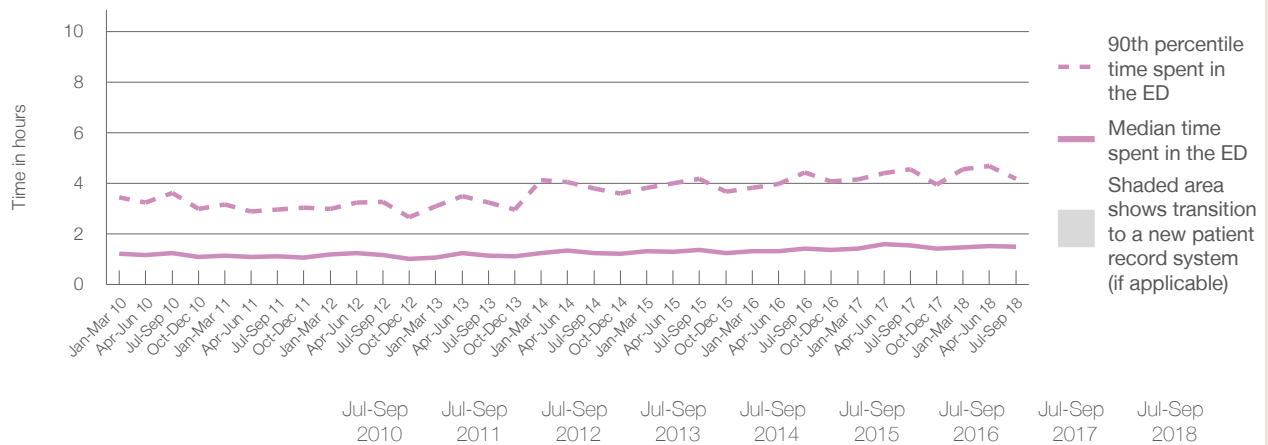
90th percentile time spent in the ED⁹ ■ 4 hours and 11 minutes

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

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



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



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

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Gunnedah Hospital: Time patients spent in the ED

By mode of separation

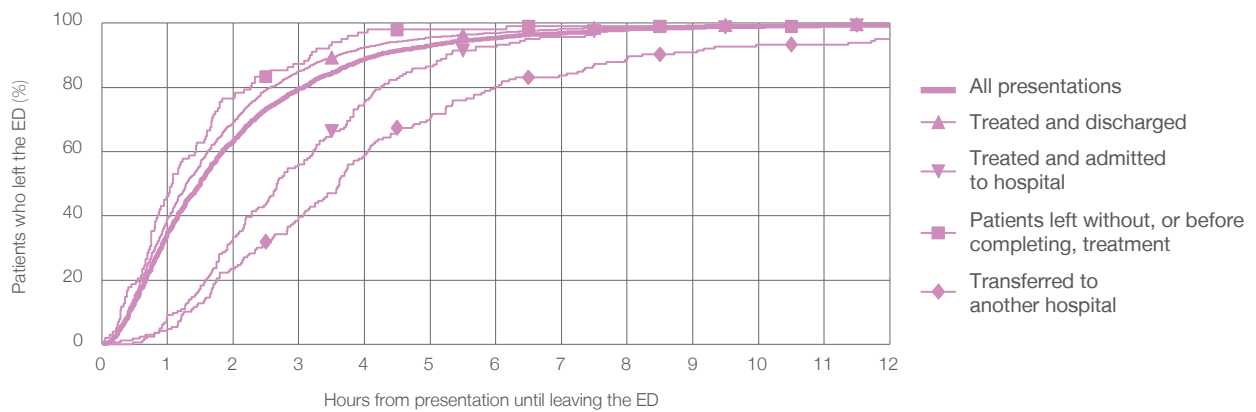
July to September 2018

All presentations:¹ 2,201 patients

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

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

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



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

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

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

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

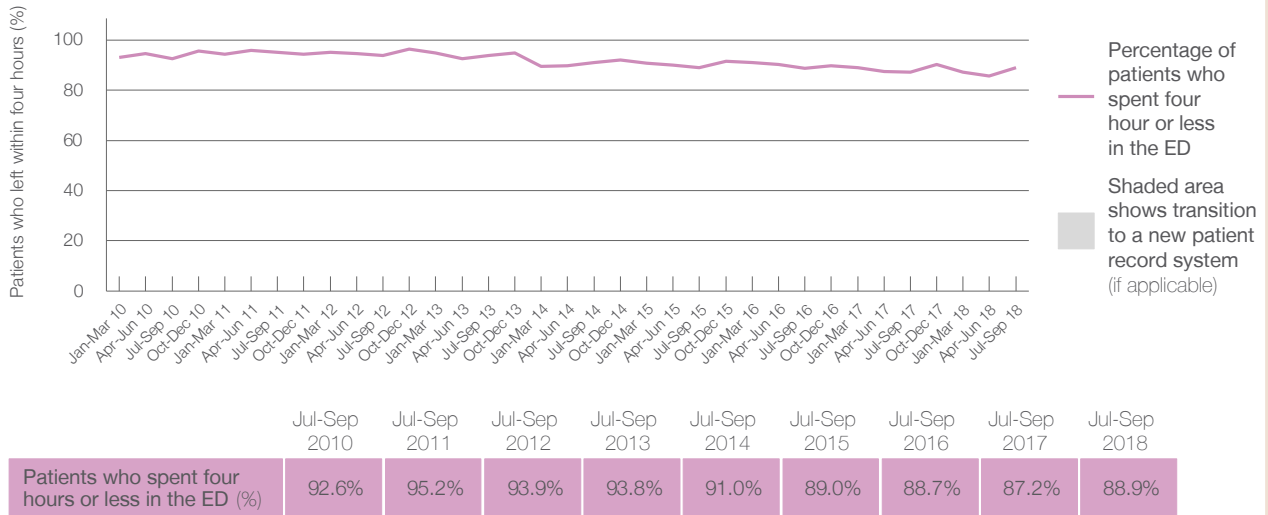
Presentations used to calculate time to leaving the ED: ⁶ 2,201 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 2,201 patients	2,457	-10%
Presentations used to calculate time to leaving the ED: ⁶ 2,201 patients	2,457	-10%
Percentage of patients who spent four hours or less in the ED	87.2%	

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



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

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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).