

Healthcare Quarterly

Emergency department

Hunter New England Local Health District
Performance Profiles

October to December 2018

Armida Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 4,154 patients

Emergency presentations:² 4,055 patients

Same period last year	Change since one year ago
3,790	10%
3,687	10%

Armida Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 198 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 921 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,454 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 470 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
255	
8 minutes	8 minutes
29 minutes	26 minutes
953	
23 minutes	20 minutes
69 minutes	72 minutes
2,166	
27 minutes	26 minutes
101 minutes	104 minutes
302	
22 minutes	23 minutes
91 minutes	104 minutes

Armida Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 4,154 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
3,790	10%
81%	

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

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

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

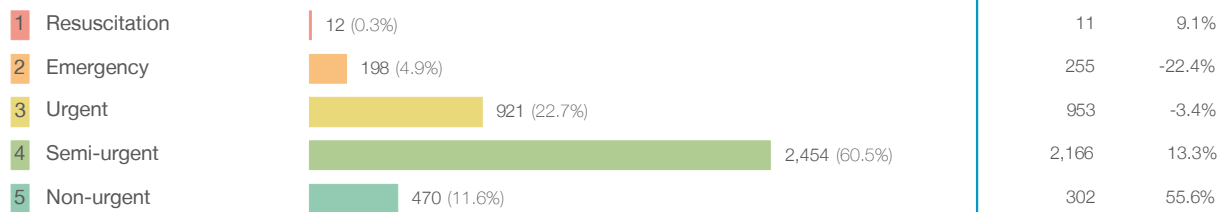
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Armidaire Hospital: Patients presenting to the emergency department

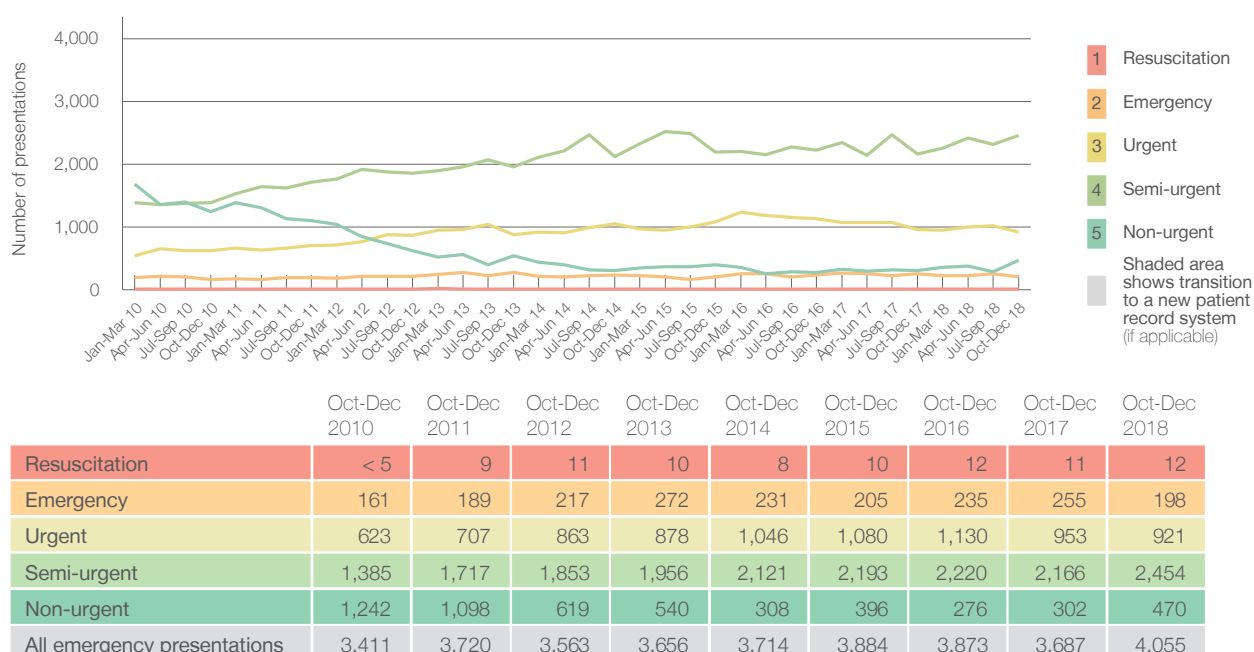
October to December 2018

All presentations:¹ 4,154 patients

Emergency presentations² by triage category: 4,055 patients



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



Armidaire Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 560 patients ^{**}

ED Transfer of care time



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

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

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

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

October to December 2018

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

Number of triage 2 patients: 198

Number of triage 2 patients used to calculate waiting time:³ 195

Median time to start treatment⁴

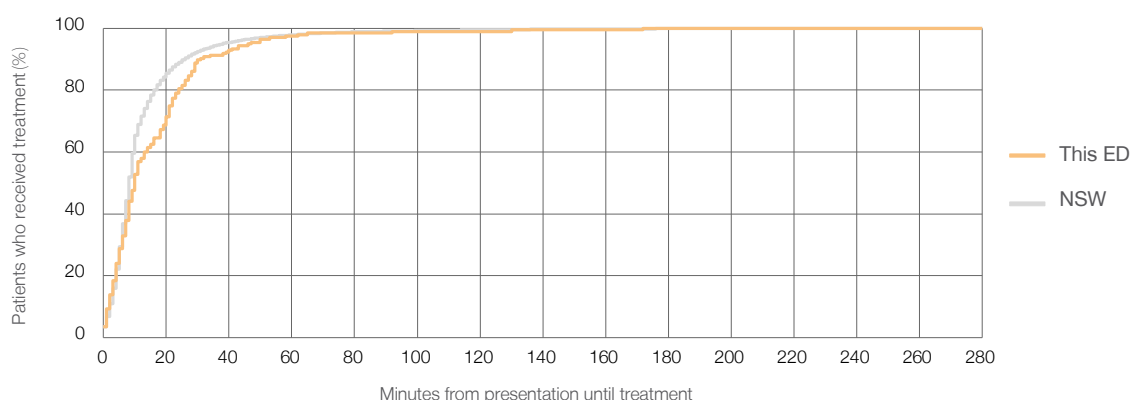
10 minutes

90th percentile time to start treatment⁵

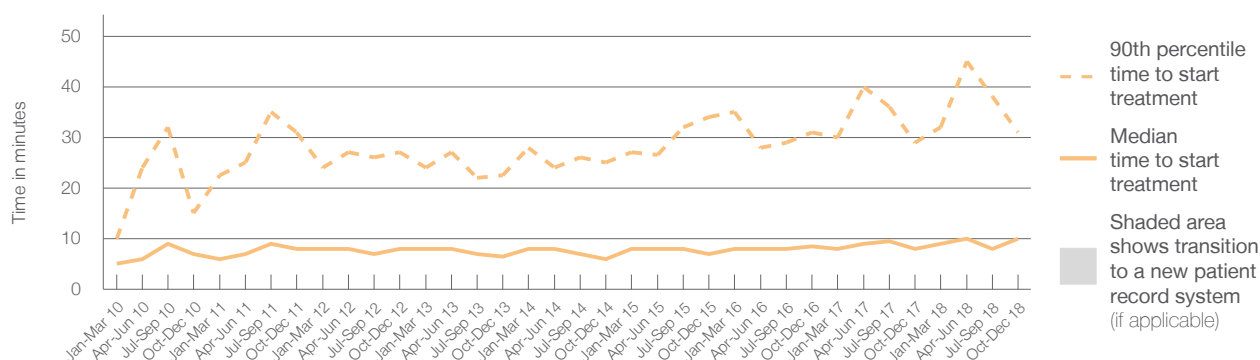
31 minutes

Same period last year	NSW (this period)
255	
253	
8 minutes	8 minutes
29 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	8	8	7	6	7	9	8	10
90th percentile time to start treatment ⁵ (minutes)	15	31	27	23	25	34	31	29	31

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

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

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

October to December 2018

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

Number of triage 3 patients: 921

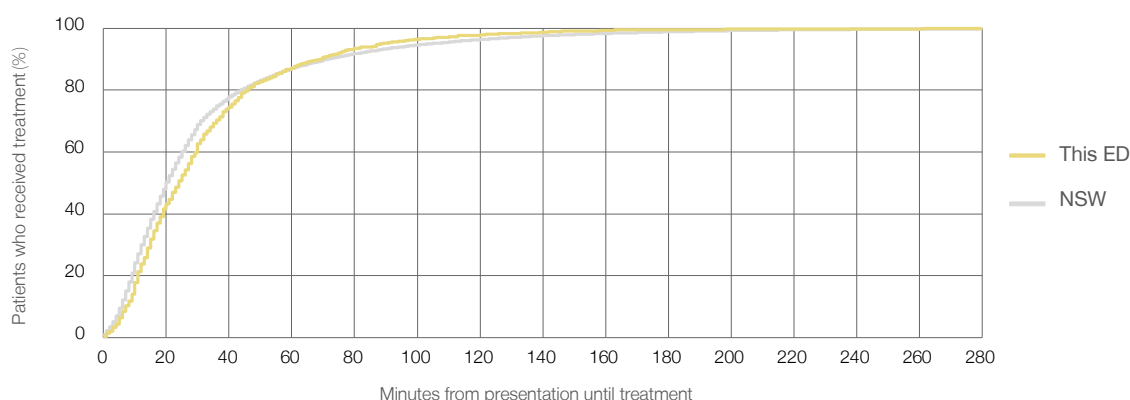
Number of triage 3 patients used to calculate waiting time:³ 896

Median time to start treatment⁴ 24 minutes

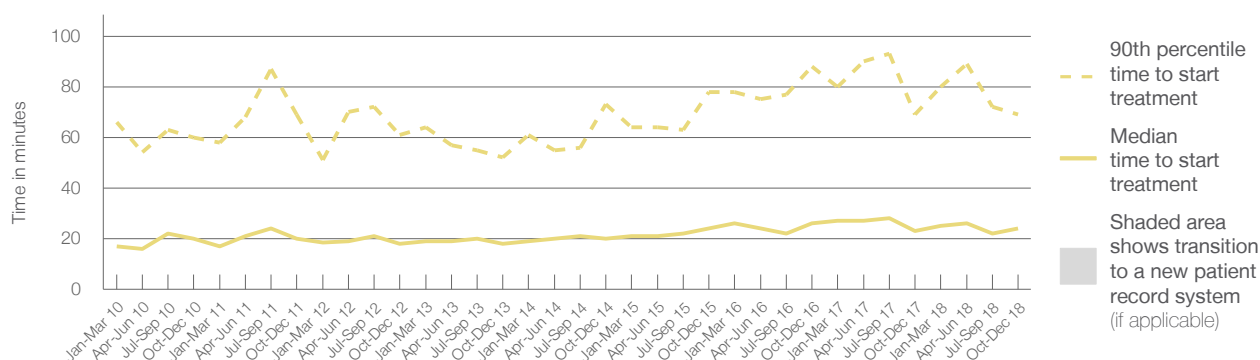
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
953	
929	
23 minutes	20 minutes
69 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	20	18	18	20	24	26	23	24
90th percentile time to start treatment ⁵ (minutes)	60	69	61	52	73	78	88	69	69

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

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

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

October to December 2018

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

Number of triage 4 patients: 2,454

Number of triage 4 patients used to calculate waiting time:³ 2,275

Median time to start treatment⁴

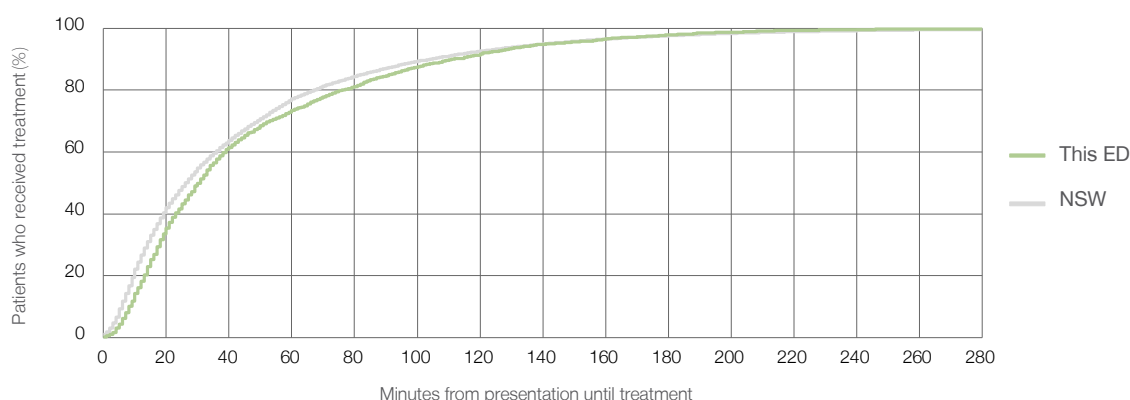
31 minutes

90th percentile time to start treatment⁵

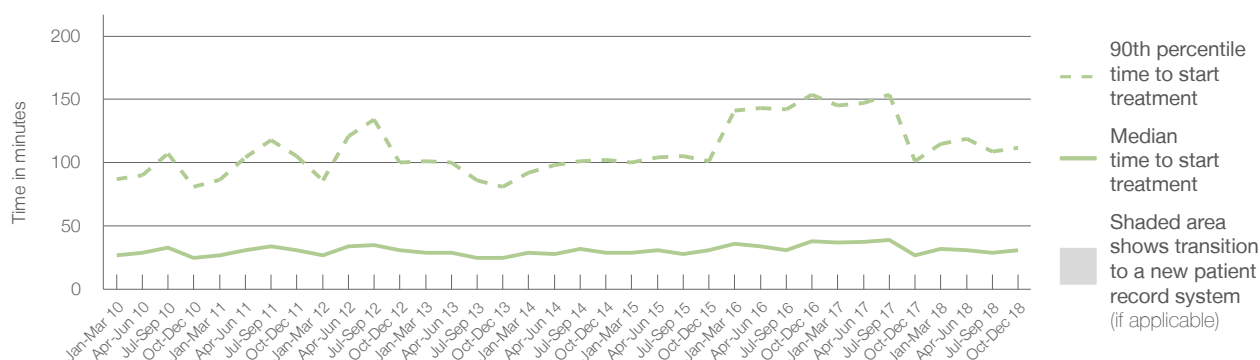
112 minutes

Same period last year	NSW (this period)
2,166	
2,008	
27 minutes	26 minutes
101 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	25	31	31	25	29	31	38	27	31
90th percentile time to start treatment ⁵ (minutes)	81	105	100	81	102	101	154	101	112

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

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

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

October to December 2018

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

Number of triage 5 patients: 470

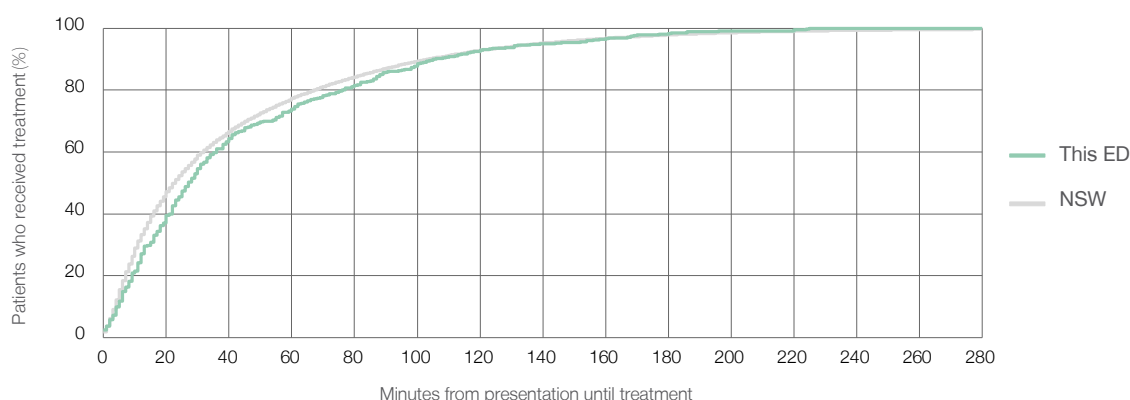
Number of triage 5 patients used to calculate waiting time:³ 416

Median time to start treatment⁴ 27 minutes

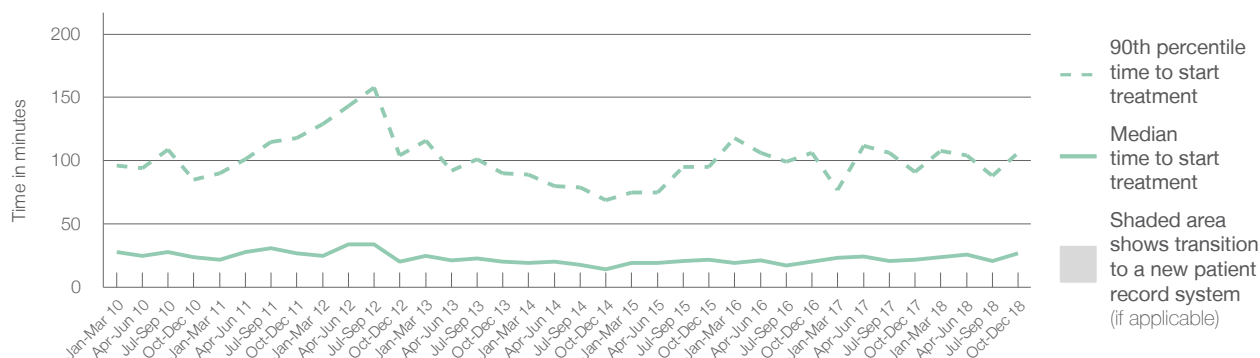
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
302	
251	
22 minutes	23 minutes
91 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	24	27	20	20	14	22	20	22	27
90th percentile time to start treatment ⁵ (minutes)	85	118	104	90	69	95	106	91	106

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

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

Armidaire Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 4,154 patients

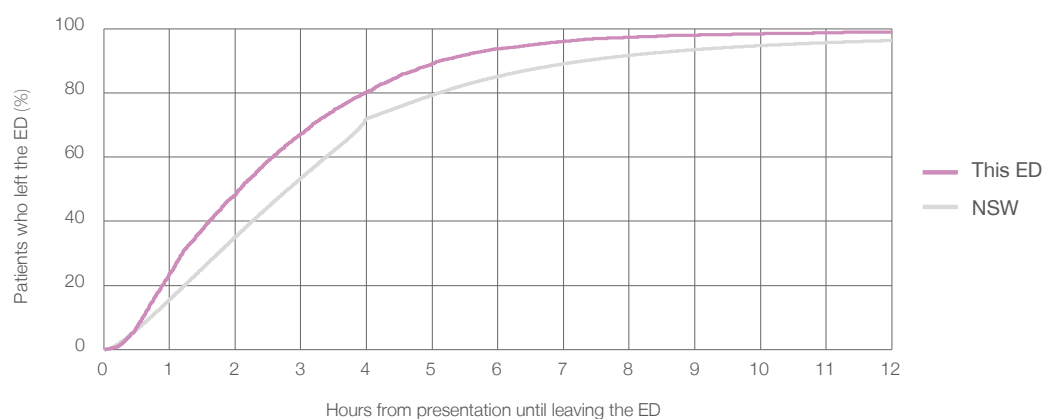
Presentations used to calculate time to leaving the ED:⁶ 4,154 patients

Median time spent in the ED⁸ 2 hours and 5 minutes

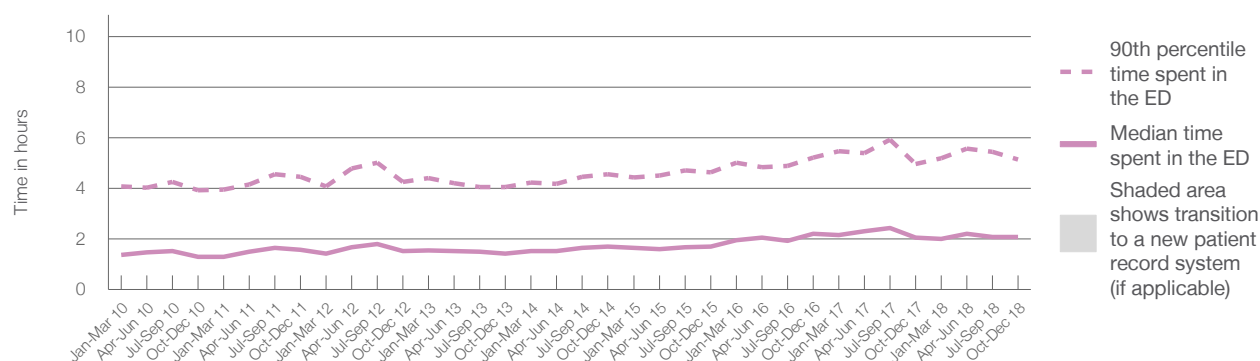
90th percentile time spent in the ED⁹ 5 hours and 8 minutes

Same period last year	NSW (this period)
3,790	
3,790	
2 hours and 4 minutes	2 hours and 49 minutes
4 hours and 59 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 18m	1h 35m	1h 32m	1h 26m	1h 43m	1h 42m	2h 12m	2h 4m	2h 5m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 56m	4h 27m	4h 16m	4h 3m	4h 34m	4h 38m	5h 13m	4h 59m	5h 8m

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

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

Armidaire Hospital: Time patients spent in the ED

By mode of separation

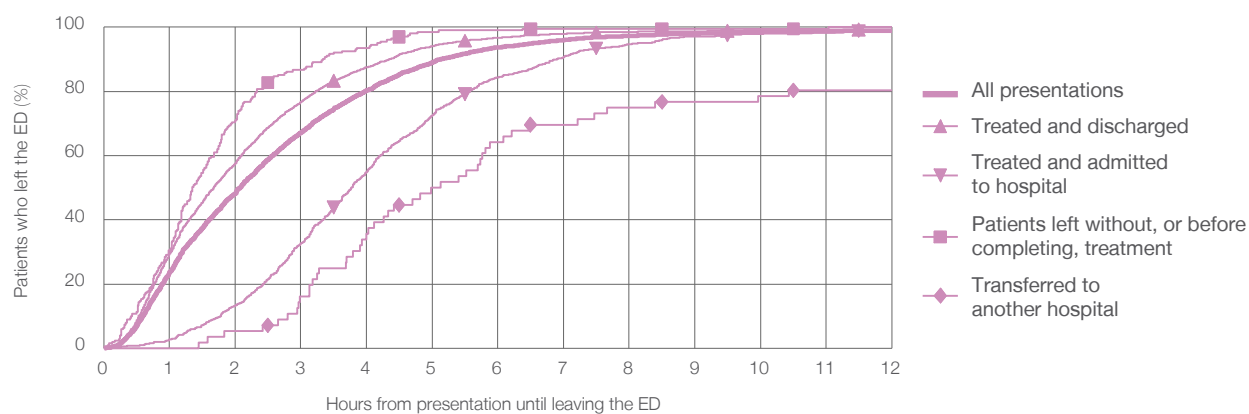
October to December 2018

All presentations:[†] 4,154 patients

Presentations used to calculate time to leaving the ED:[‡] 4,154 patients

		Same period last year	Change since one year ago
Treated and discharged	3,020 (72.7%)	3,790	10%
Treated and admitted to hospital	852 (20.5%)	2,626	15.0%
Patient left without, or before completing, treatment	203 (4.9%)	885	-3.7%
Transferred to another hospital	56 (1.3%)	201	1.0%
Other	23 (0.6%)	55	1.8%
		23	0.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	29.5%	57.6%	76.7%	87.5%	96.8%	98.5%	99.0%	99.4%
Treated and admitted to hospital	2.7%	13.3%	32.6%	54.9%	84.4%	94.7%	97.9%	99.2%
Patient left without, or before completing, treatment	30.5%	70.9%	86.7%	93.6%	99.0%	99.5%	99.5%	100%
Transferred to another hospital	0%	5.4%	16.1%	35.7%	64.3%	75.0%	78.6%	80.4%
All presentations	23.6%	48.3%	67.2%	80.3%	93.7%	97.3%	98.4%	98.9%

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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.

Armidaire Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 4,154 patients

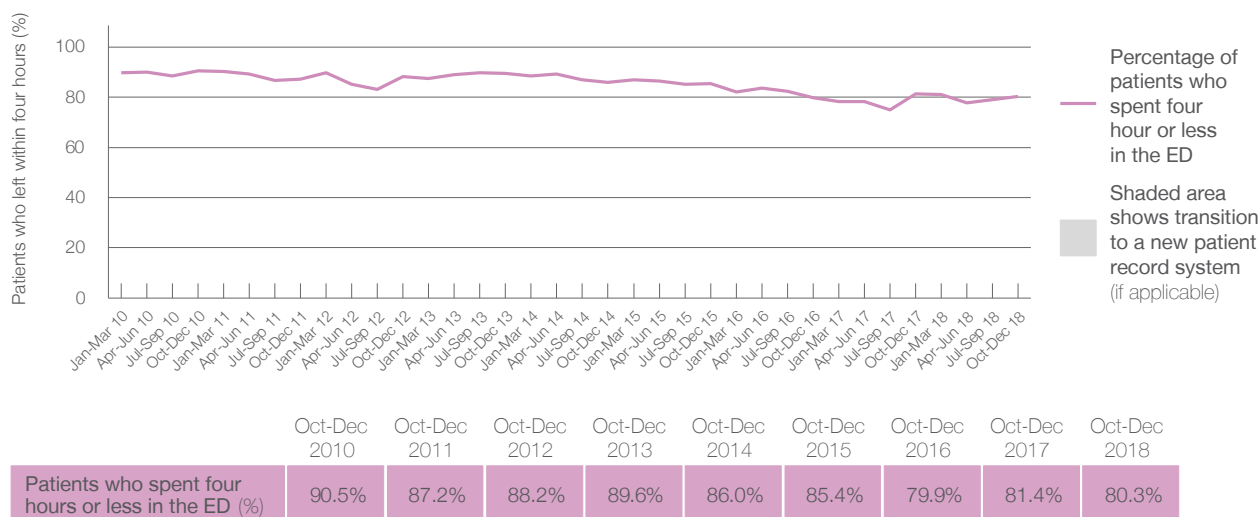
Presentations used to calculate time to leaving the ED: ⁶ 4,154 patients

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



Same period last year	Change since one year ago
3,790	10%
3,790	10%
81.4%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Belmont Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 6,931 patients

Emergency presentations:² 6,877 patients

Same period last year	Change since one year ago
6,300	10%
6,273	10%

Belmont Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 661 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,546 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,476 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,180 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
492	
8 minutes	8 minutes
15 minutes	26 minutes
1,243	
16 minutes	20 minutes
38 minutes	72 minutes
3,026	
22 minutes	26 minutes
75 minutes	104 minutes
1,499	
24 minutes	23 minutes
99 minutes	104 minutes

Belmont Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Percentage of patients who spent four hours or less in the ED 75%

Same period last year	Change since one year ago
6,300	10%
73%	

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

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

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

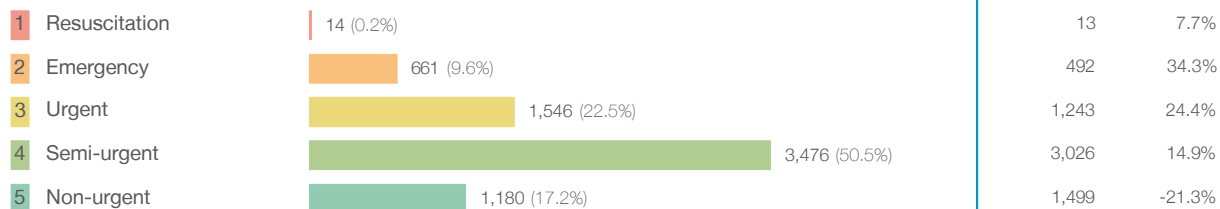
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Belmont Hospital: Patients presenting to the emergency department

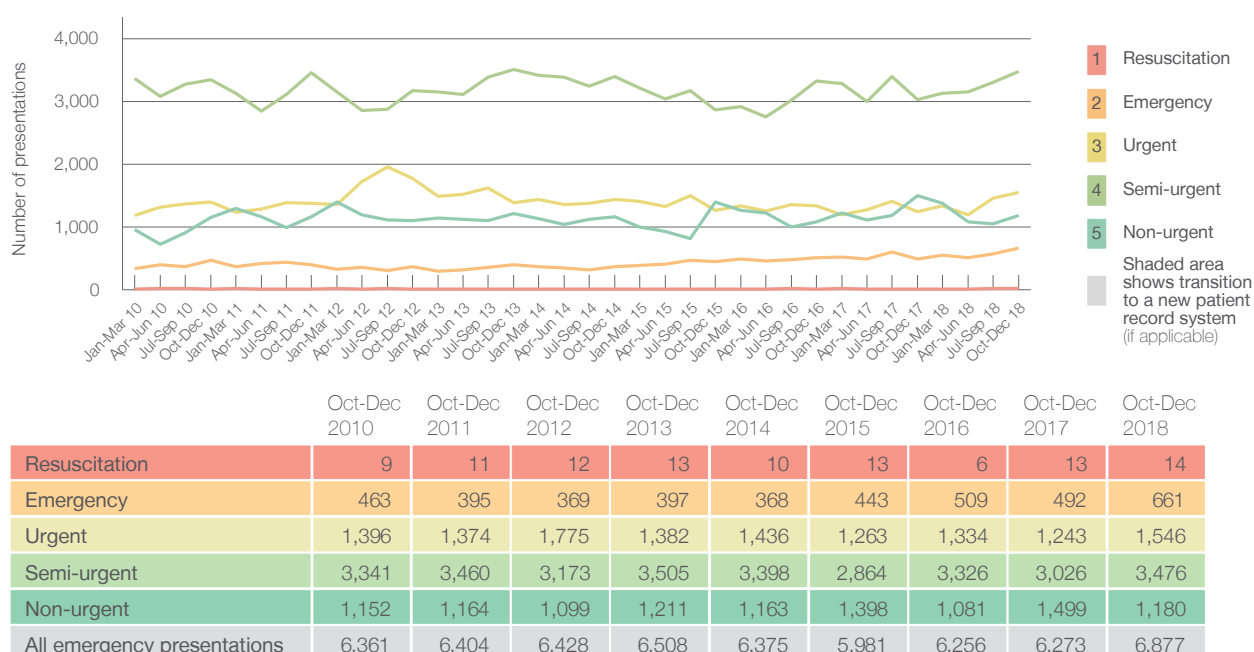
October to December 2018

All presentations:¹ 6,931 patients

Emergency presentations² by triage category: 6,877 patients



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



Belmont Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,435 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.

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

October to December 2018

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

Number of triage 2 patients: 661

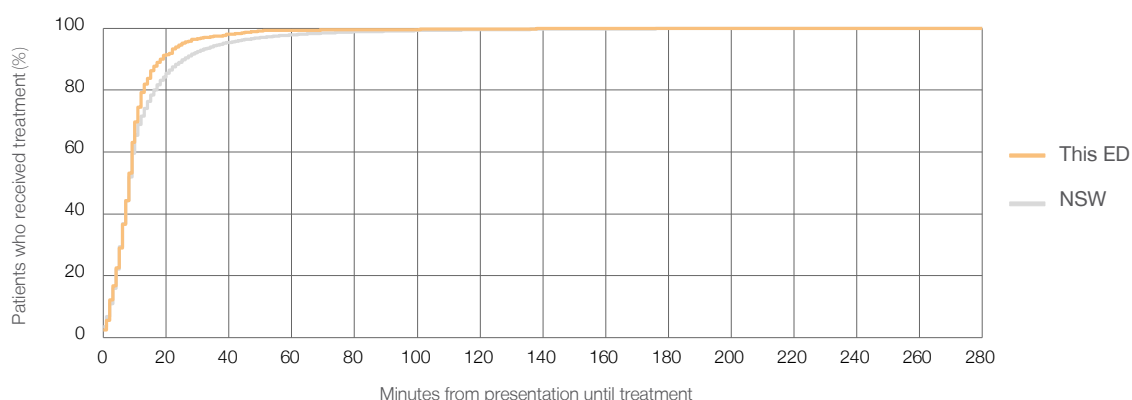
Number of triage 2 patients used to calculate waiting time:³ 649

Median time to start treatment⁴ 8 minutes

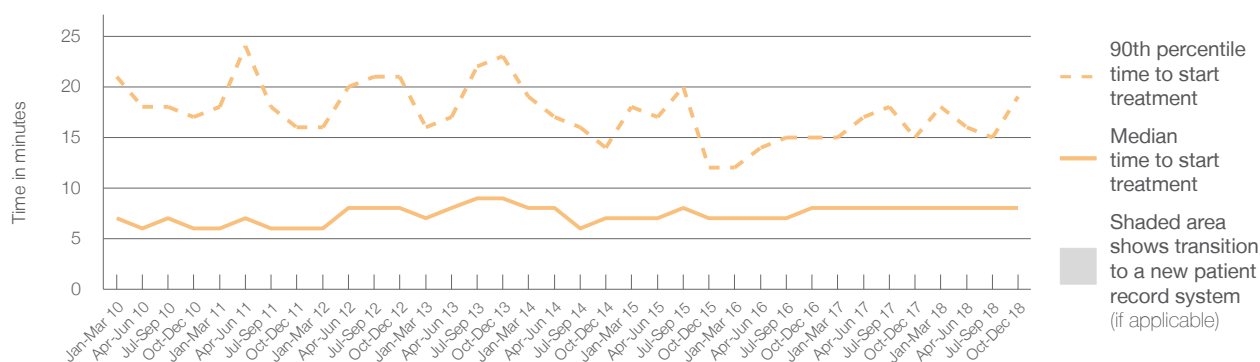
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
492	
485	
8 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	6	8	9	7	7	8	8	8
90th percentile time to start treatment ⁵ (minutes)	17	16	21	23	14	12	15	15	19

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

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

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

October to December 2018

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

Number of triage 3 patients: 1,546

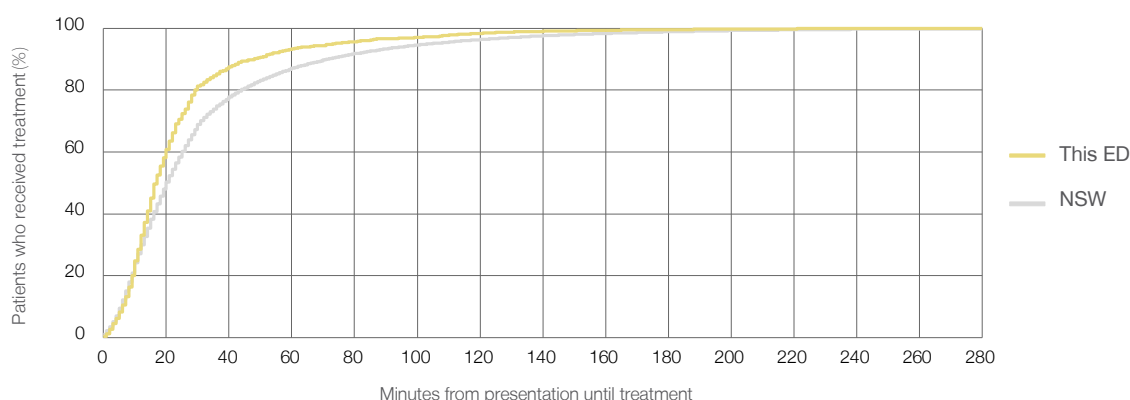
Number of triage 3 patients used to calculate waiting time:³ 1,484

Median time to start treatment⁴ 17 minutes

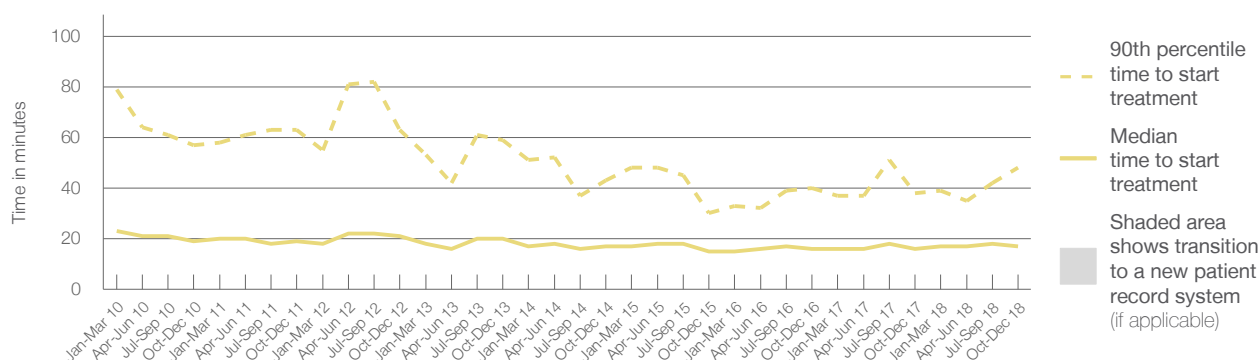
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
1,243	
1,199	
16 minutes	20 minutes
38 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	19	21	20	17	15	16	16	17
90th percentile time to start treatment ⁵ (minutes)	57	63	63	59	43	30	40	38	48

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

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

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

October to December 2018

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

Number of triage 4 patients: 3,476

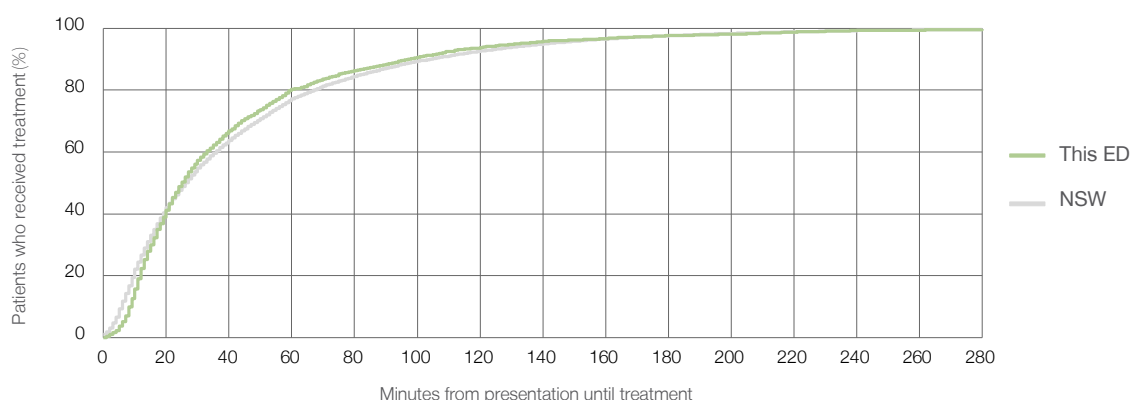
Number of triage 4 patients used to calculate waiting time:³ 2,902

Median time to start treatment⁴ 25 minutes

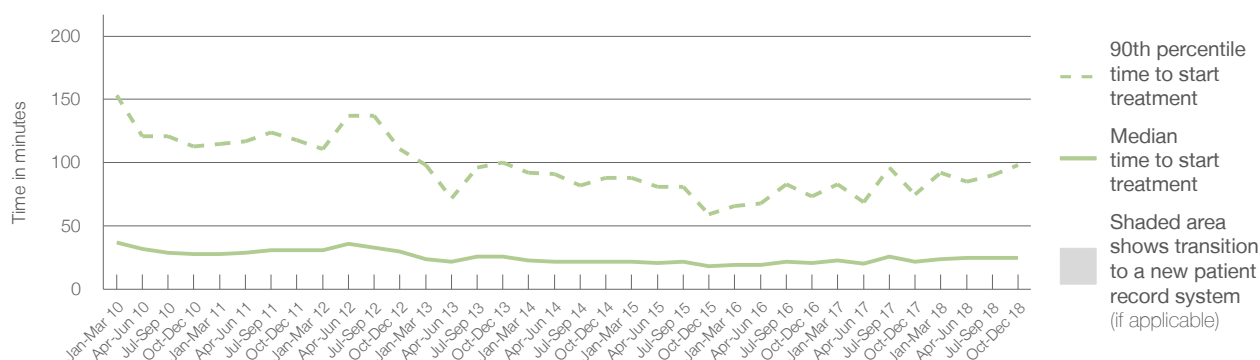
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
3,026	
2,628	
22 minutes	26 minutes
75 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	28	31	30	26	22	18	21	22	25
90th percentile time to start treatment ⁵ (minutes)	113	118	111	100	88	59	74	75	98

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

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

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

October to December 2018

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

Number of triage 5 patients: 1,180

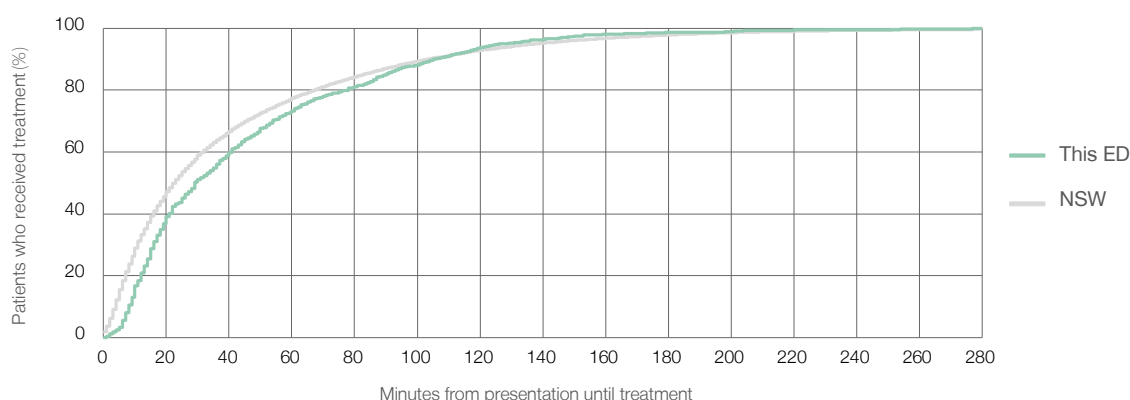
Number of triage 5 patients used to calculate waiting time: ³ 845

Median time to start treatment ⁴ 29 minutes

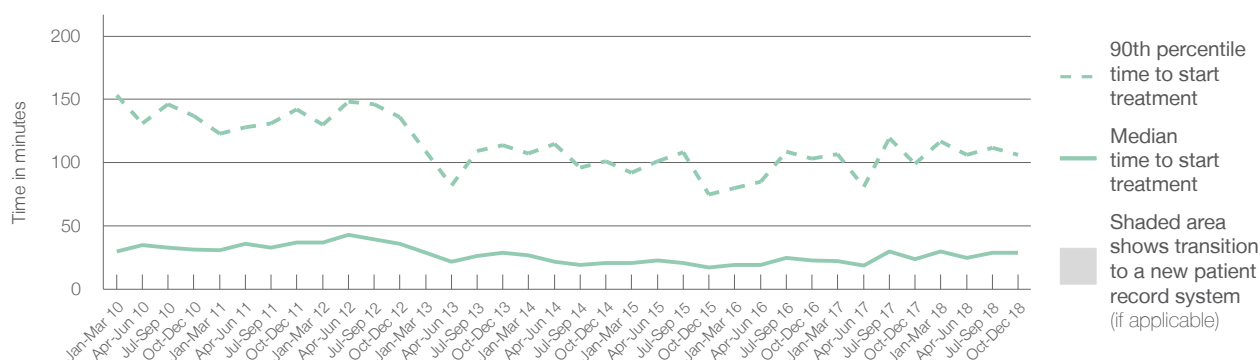
90th percentile time to start treatment ⁵ 106 minutes

Same period last year	NSW (this period)
1,499	
1,134	
24 minutes	23 minutes
99 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	32	37	36	29	21	17	23	24	29
90th percentile time to start treatment ⁵ (minutes)	137	142	136	114	101	75	103	99	106

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

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

Belmont Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 6,931 patients

Presentations used to calculate time to leaving the ED:⁶ 6,931 patients

Median time spent in the ED⁸

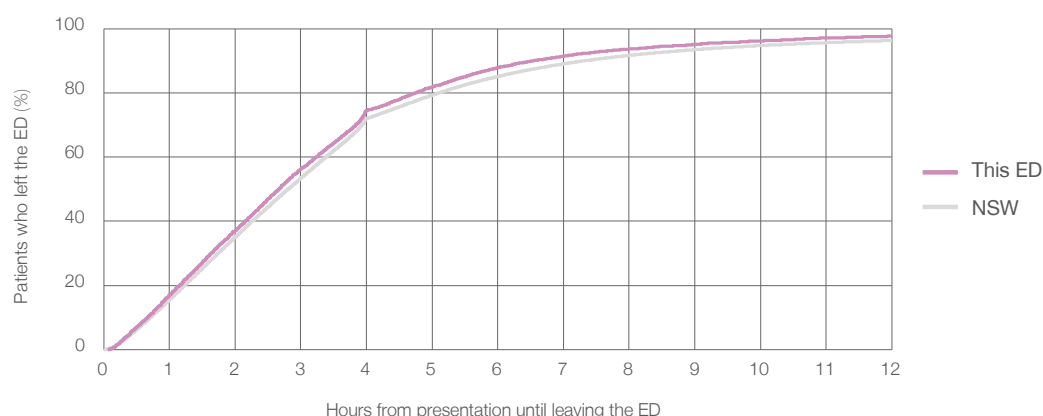
2 hours and 40 minutes

90th percentile time spent in the ED⁹

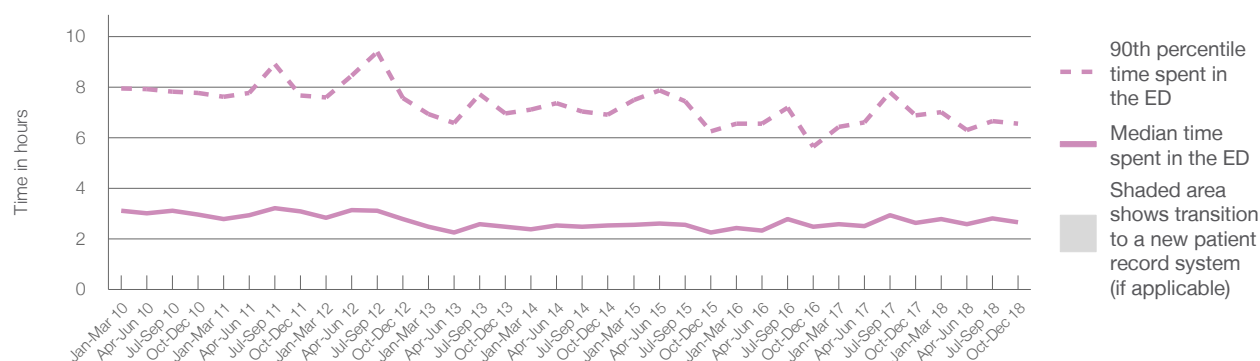
6 hours and 33 minutes

Same period last year	NSW (this period)
6,300	
6,300	
2 hours and 39 minutes	2 hours and 49 minutes
6 hours and 54 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 58m	3h 5m	2h 47m	2h 30m	2h 33m	2h 16m	2h 29m	2h 39m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 47m	7h 41m	7h 34m	6h 58m	6h 55m	6h 15m	5h 39m	6h 54m	6h 33m

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

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

Belmont Hospital: Time patients spent in the ED

By mode of separation

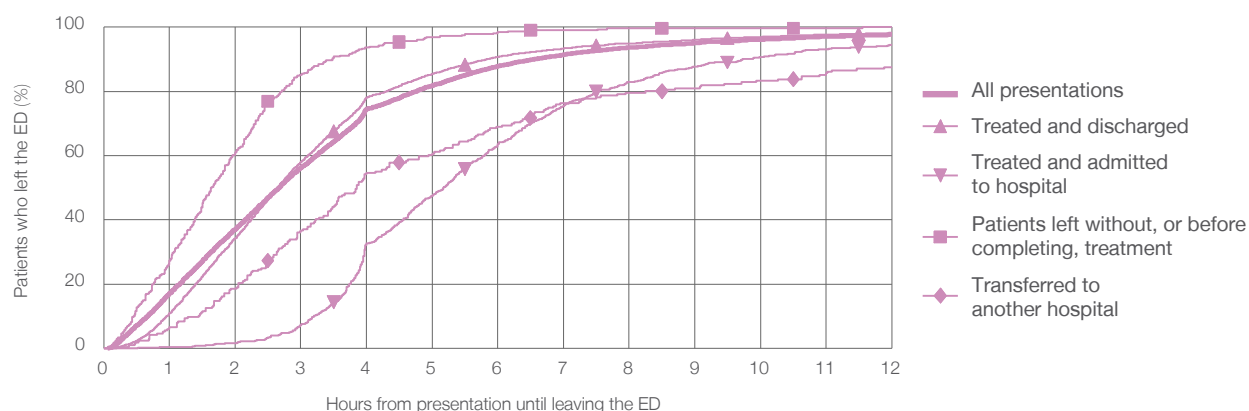
October to December 2018

All presentations:[†] 6,931 patients

Presentations used to calculate time to leaving the ED:[‡] 6,931 patients

		Same period last year	Change since one year ago
Treated and discharged	4,801 (69.3%)	4,332	10.8%
Treated and admitted to hospital	867 (12.5%)	833	4.1%
Patient left without, or before completing, treatment	330 (4.8%)	254	29.9%
Transferred to another hospital	216 (3.1%)	273	-20.9%
Other	717 (10.3%)	608	17.9%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.9%	34.2%	58.0%	78.1%	90.8%	95.0%	97.0%	98.3%
Treated and admitted to hospital	0.3%	1.6%	7.4%	32.6%	63.7%	82.9%	90.7%	94.6%
Patient left without, or before completing, treatment	27.3%	60.9%	85.2%	93.6%	98.5%	99.7%	99.7%	100%
Transferred to another hospital	6.5%	18.5%	36.6%	54.6%	69.0%	79.6%	83.3%	87.5%
All presentations	17.1%	37.1%	56.3%	74.5%	87.9%	93.7%	96.1%	97.7%

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

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

Belmont Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 6,931 patients

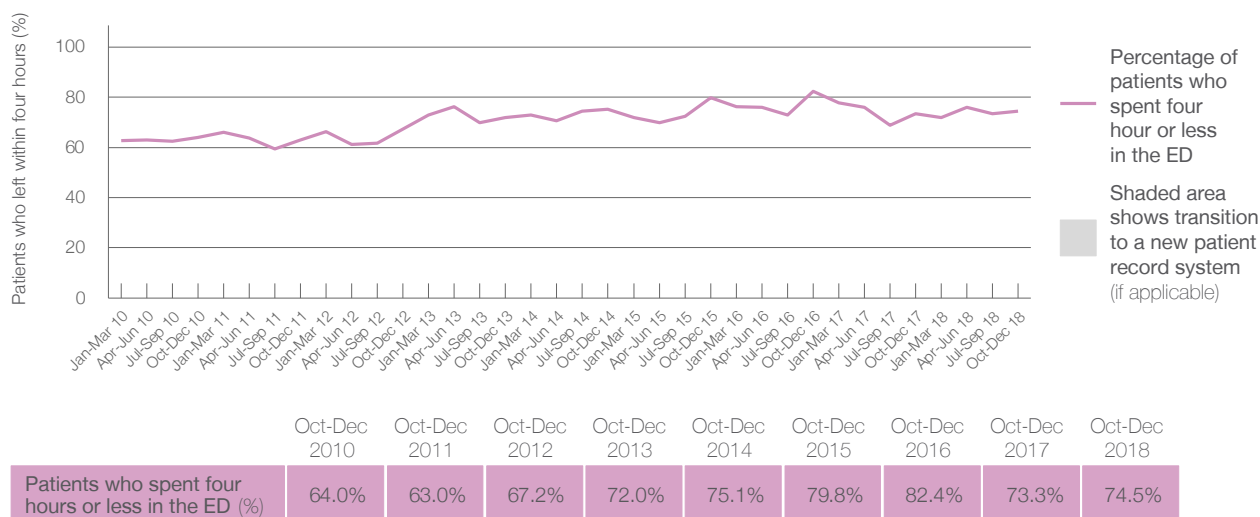
Presentations used to calculate time to leaving the ED: ⁶ 6,931 patients

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



Same period last year	Change since one year ago
6,300	10%
6,300	10%
73.3%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Calvary Mater Newcastle: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,269 patients

Emergency presentations:² 10,207 patients

Same period last year	Change since one year ago
9,511	8%
9,504	7%

Calvary Mater Newcastle: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,739 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,893 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,866 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 632 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
1,633	
6 minutes	8 minutes
15 minutes	26 minutes
2,718	
16 minutes	20 minutes
43 minutes	72 minutes
4,429	
21 minutes	26 minutes
89 minutes	104 minutes
649	
26 minutes	23 minutes
113 minutes	104 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,269 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
9,511	8%
73%	

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

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

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

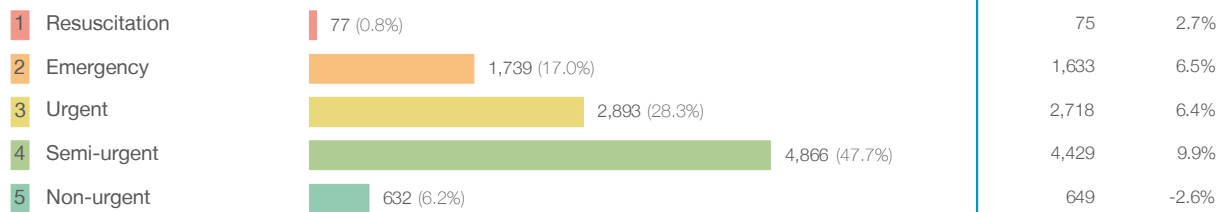
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Calvary Mater Newcastle: Patients presenting to the emergency department

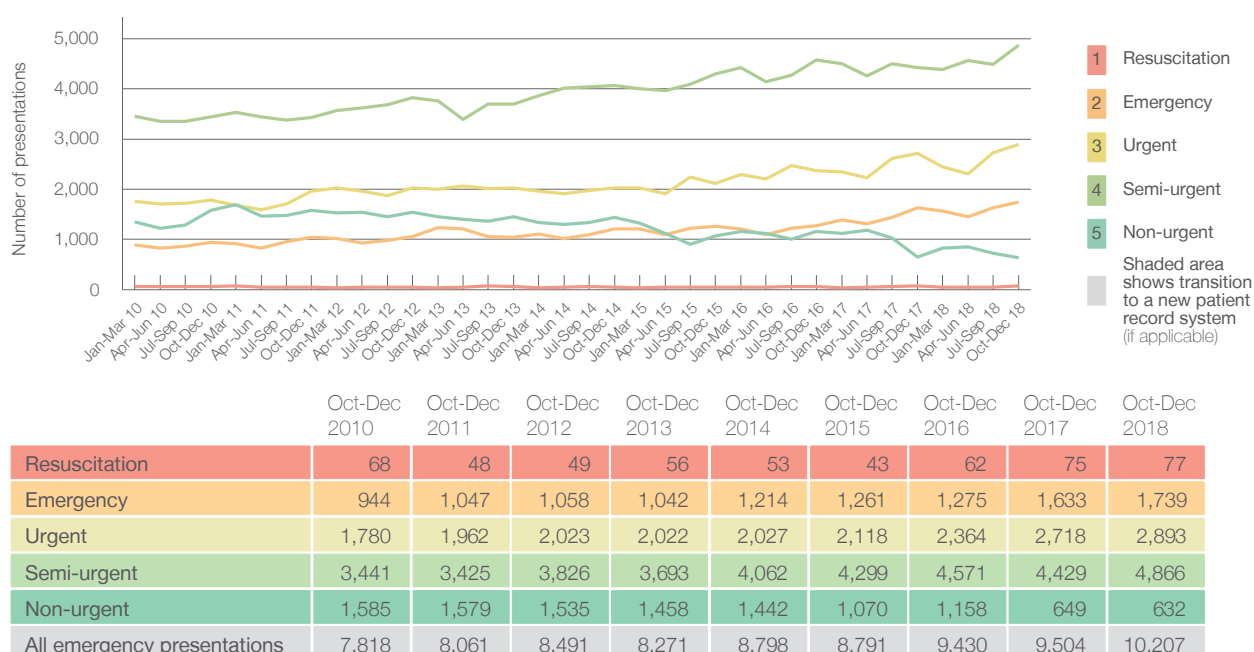
October to December 2018

All presentations:¹ 10,269 patients

Emergency presentations² by triage category: 10,207 patients



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



Calvary Mater Newcastle: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 3,242 patients

ED Transfer of care time



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

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

October to December 2018

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

Number of triage 2 patients: 1,739

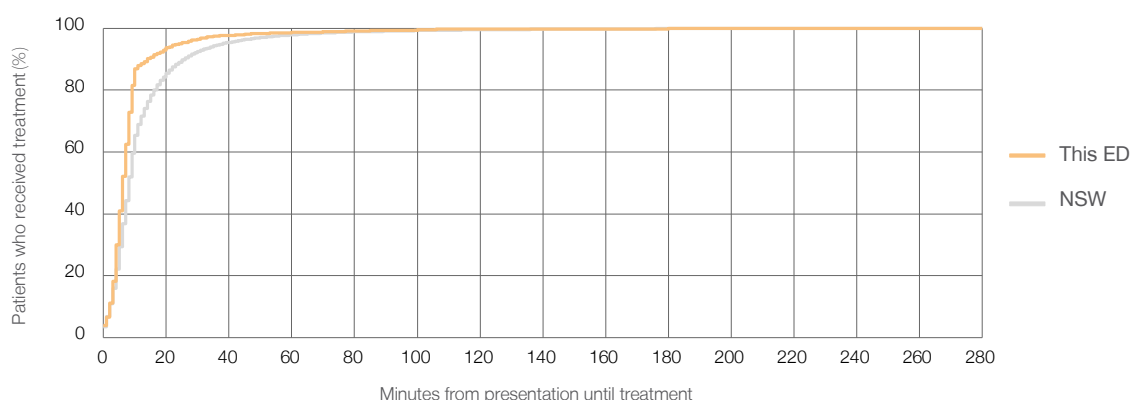
Number of triage 2 patients used to calculate waiting time: ³ 1,317

Median time to start treatment ⁴ 6 minutes

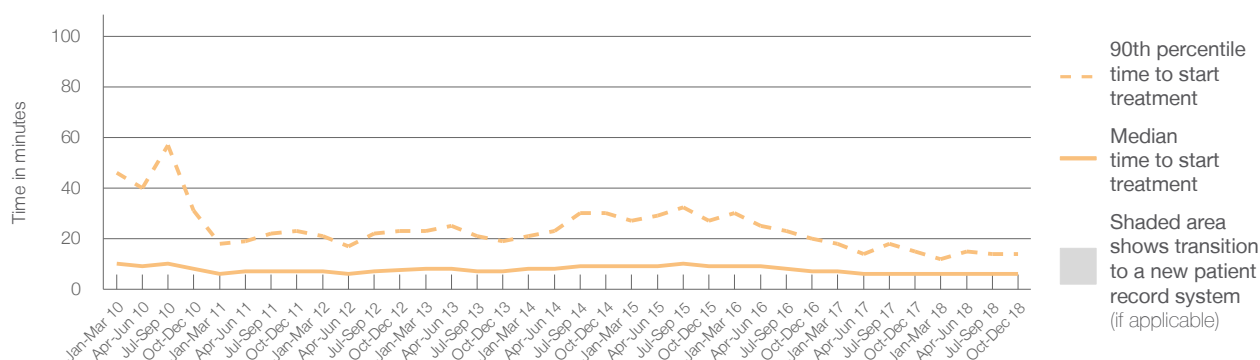
90th percentile time to start treatment ⁵ 14 minutes

Same period last year	NSW (this period)
1,633	
1,237	
6 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	7	8	7	9	9	7	6	6
90th percentile time to start treatment ⁵ (minutes)	31	23	23	19	30	27	20	15	14

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

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

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

October to December 2018

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

Number of triage 3 patients: 2,893

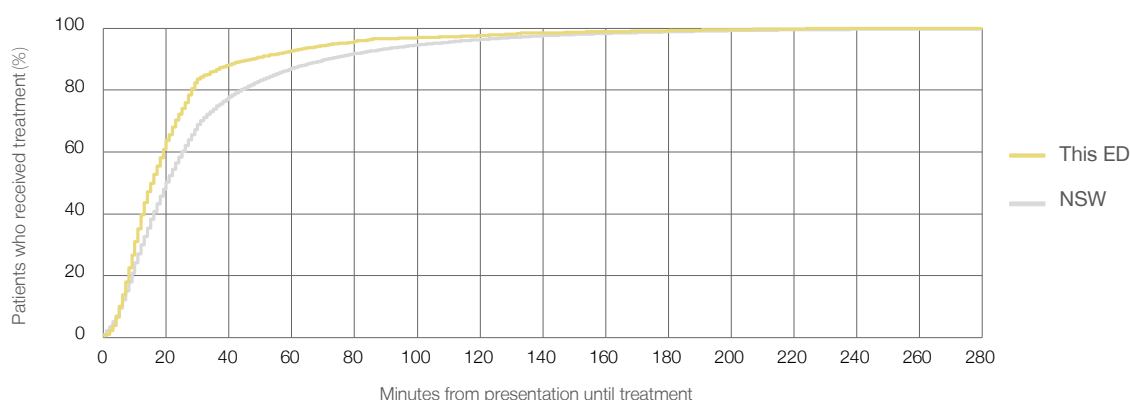
Number of triage 3 patients used to calculate waiting time:³ 2,579

Median time to start treatment⁴ 16 minutes

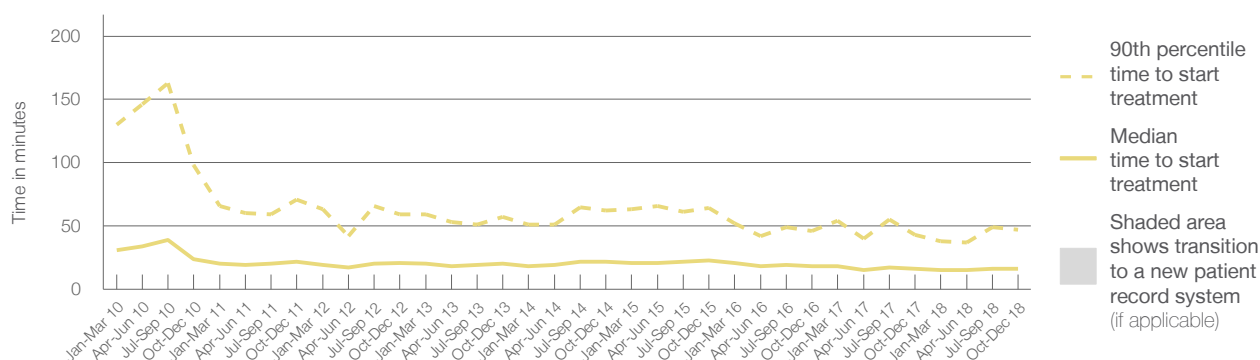
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
2,718	
2,444	
16 minutes	20 minutes
43 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	24	22	21	20	22	23	18	16	16
90th percentile time to start treatment ⁵ (minutes)	98	71	59	57	62	64	46	43	47

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

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

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

October to December 2018

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

Number of triage 4 patients: 4,866

Number of triage 4 patients used to calculate waiting time:³ 4,195

Median time to start treatment⁴

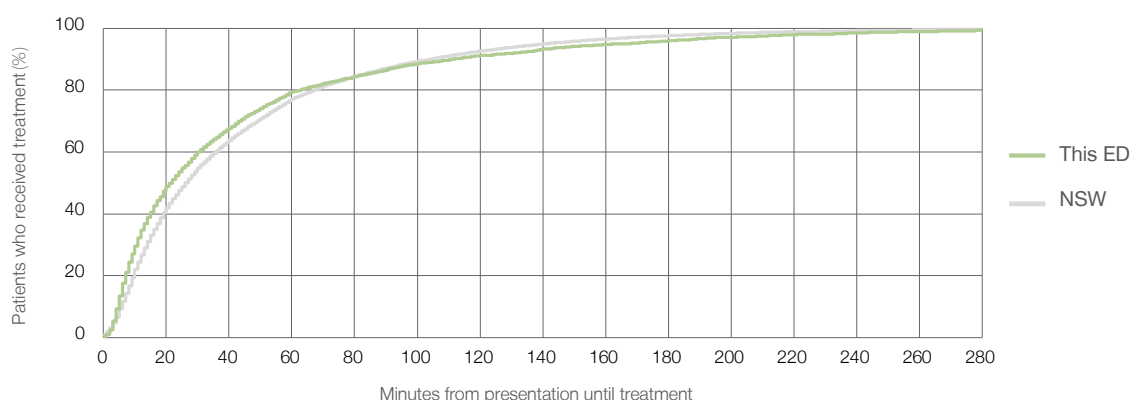
22 minutes

90th percentile time to start treatment⁵

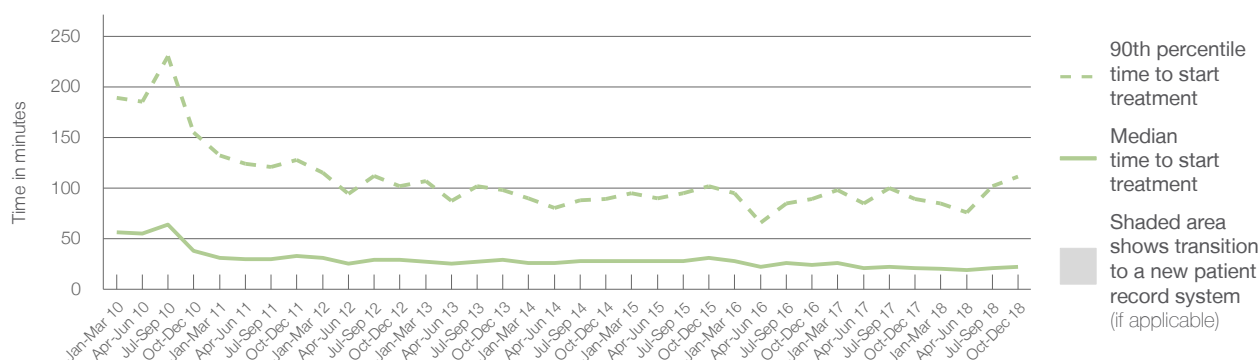
111 minutes

Same period last year	NSW (this period)
4,429	
3,936	
21 minutes	26 minutes
89 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	38	33	29	29	28	31	24	21	22
90th percentile time to start treatment ⁵ (minutes)	155	128	102	98	89	102	89	89	111

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

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

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

October to December 2018

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

Number of triage 5 patients: 632

Number of triage 5 patients used to calculate waiting time:³ 459

Median time to start treatment⁴

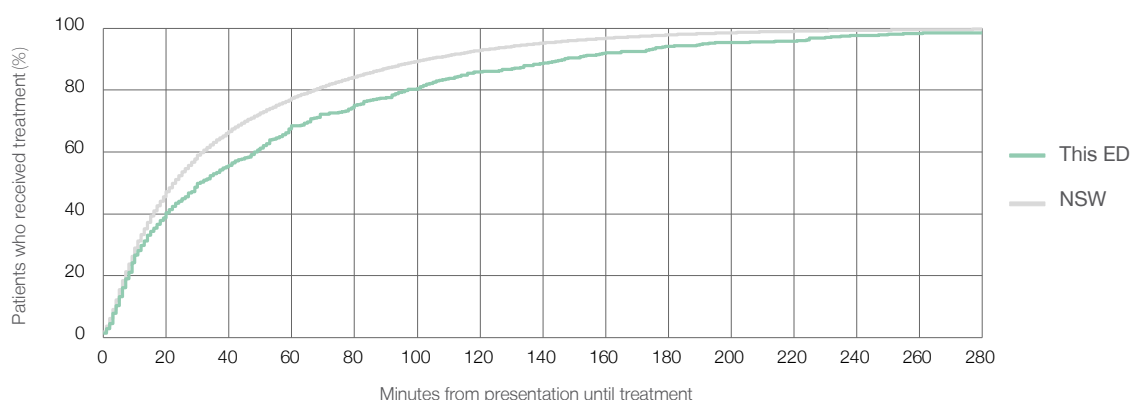
31 minutes

90th percentile time to start treatment⁵

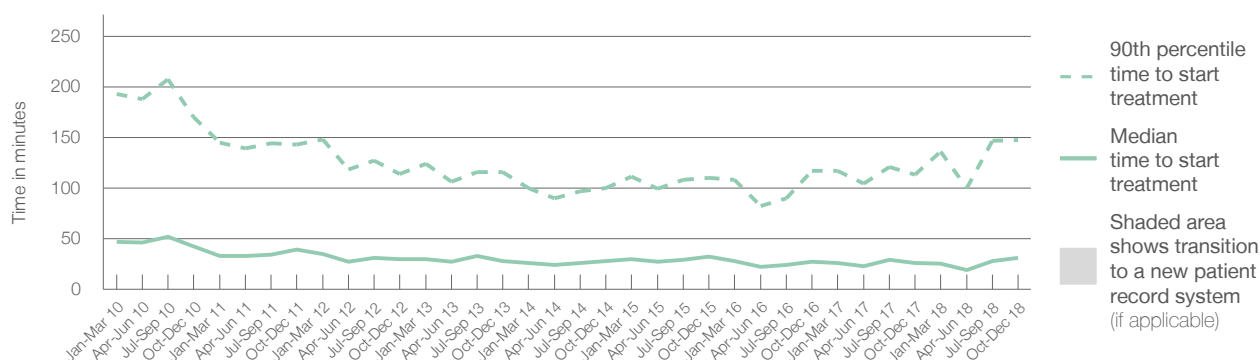
147 minutes

Same period last year	NSW (this period)
649	
529	
26 minutes	23 minutes
113 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	43	39	30	28	28	32	27	26	31
90th percentile time to start treatment ⁵ (minutes)	170	143	114	116	100	110	117	113	147

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

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

Calvary Mater Newcastle: Time patients spent in the ED

October to December 2018

All presentations:¹ 10,269 patients

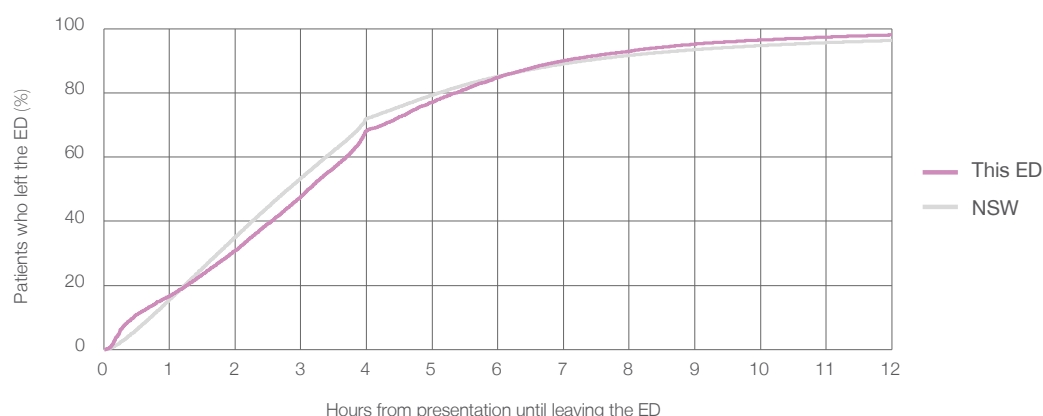
Presentations used to calculate time to leaving the ED:⁶ 10,269 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

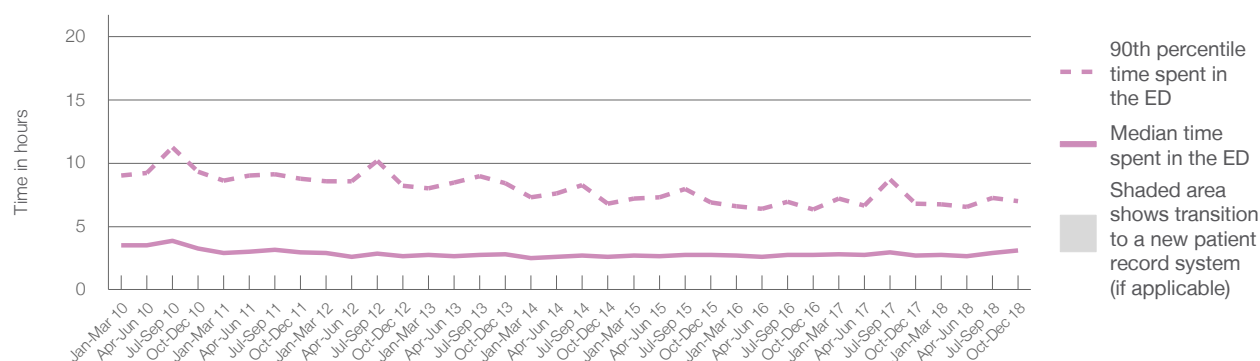
90th percentile time spent in the ED⁹ 7 hours and 1 minutes

Same period last year	NSW (this period)
9,511	
9,511	
2 hours and 43 minutes	2 hours and 49 minutes
6 hours and 47 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 16m	2h 57m	2h 38m	2h 49m	2h 37m	2h 45m	2h 44m	2h 43m	3h 7m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 21m	8h 47m	8h 13m	8h 25m	6h 47m	6h 55m	6h 20m	6h 47m	7h 1m

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

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

Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

October to December 2018

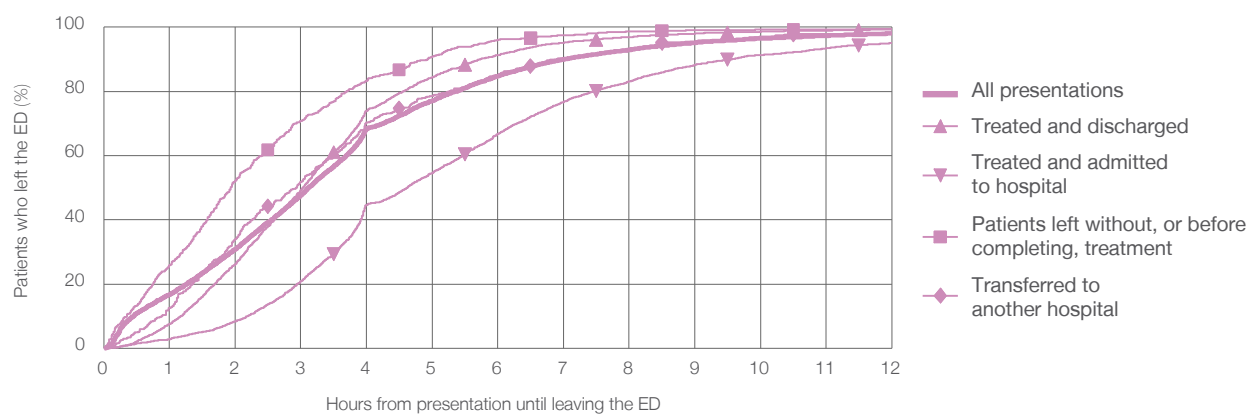
All presentations:[†] 10,269 patients

Presentations used to calculate time to leaving the ED:[‡] 10,269 patients

Treated and discharged	4,715 (45.9%)
Treated and admitted to hospital	3,166 (30.8%)
Patient left without, or before completing, treatment	704 (6.9%)
Transferred to another hospital	463 (4.5%)
Other	1,221 (11.9%)

Same period last year	Change since one year ago
9,511	8%
4,499	4.8%
3,009	5.2%
431	63.3%
508	-8.9%
1,064	14.8%

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



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

Treated and discharged	7.6%	26.3%	49.3%	74.1%	91.4%	96.9%	98.6%	99.3%
Treated and admitted to hospital	2.8%	8.4%	20.8%	44.7%	66.7%	83.1%	91.4%	95.1%
Patient left without, or before completing, treatment	26.0%	52.1%	70.7%	83.4%	96.0%	98.7%	99.3%	99.4%
Transferred to another hospital	12.5%	34.1%	51.8%	70.4%	85.1%	93.3%	97.2%	98.3%
All presentations	16.8%	30.9%	47.7%	68.3%	84.8%	93.0%	96.5%	98.1%

(†) 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.

Calvary Mater Newcastle: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 10,269 patients

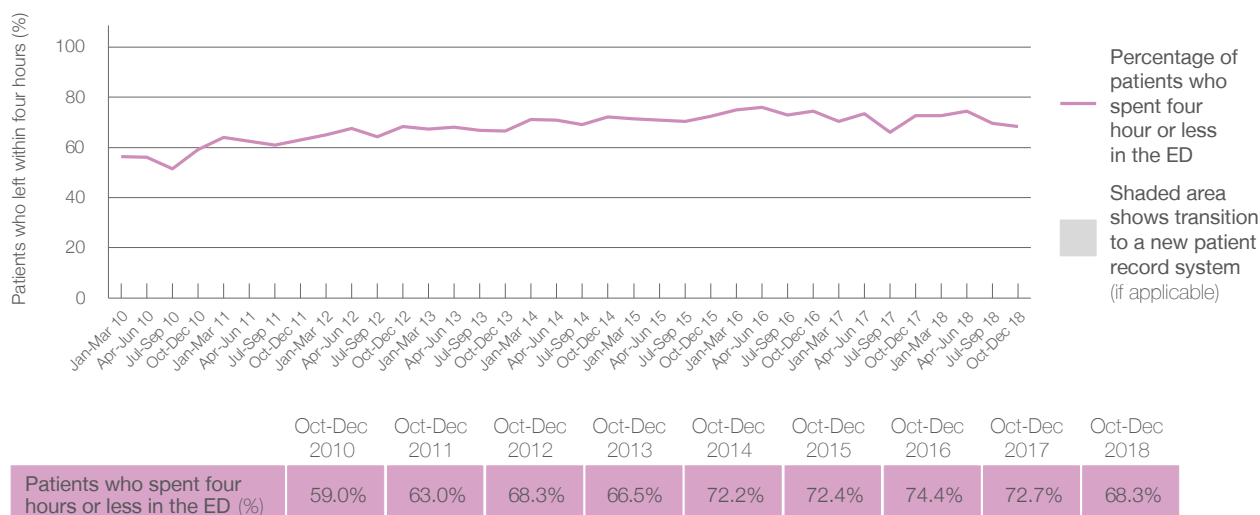
Presentations used to calculate time to leaving the ED: ⁶ 10,269 patients

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



Same period last year	Change since one year ago
9,511	8%
9,511	8%
72.7%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
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- 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Cessnock Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 4,729 patients

Emergency presentations:² 4,632 patients

Same period last year	Change since one year ago
4,430	7%
4,335	7%

Cessnock Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 321 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,281 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,342 patients

Median time to start treatment⁴ 42 minutes
90th percentile time to start treatment⁵ 127 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 674 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
339	
8 minutes	8 minutes
22 minutes	26 minutes
1,135	
23 minutes	20 minutes
64 minutes	72 minutes
2,309	
34 minutes	26 minutes
105 minutes	104 minutes
547	
32 minutes	23 minutes
99 minutes	104 minutes

Cessnock Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 4,729 patients

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

Same period last year	Change since one year ago
4,430	7%
86%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
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6. All presentations that have a departure time.

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

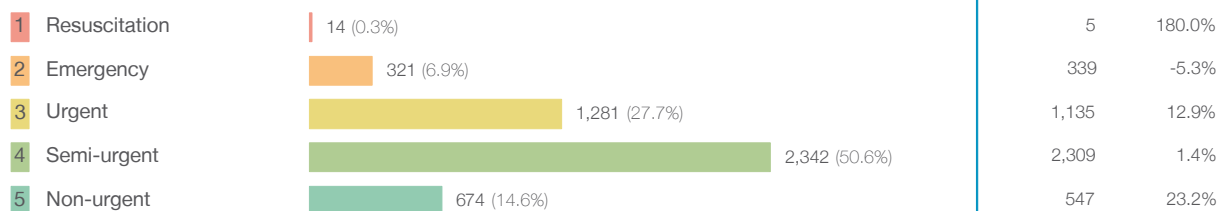
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Cessnock Hospital: Patients presenting to the emergency department

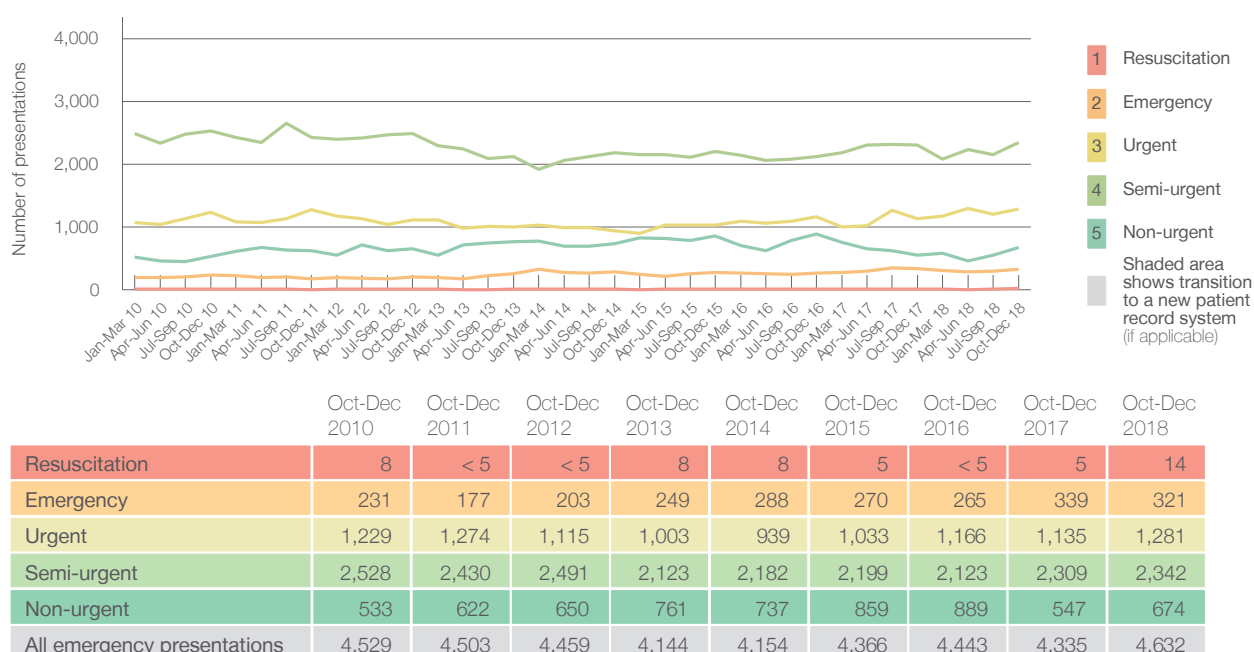
October to December 2018

All presentations:¹ 4,729 patients

Emergency presentations² by triage category: 4,632 patients



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



Cessnock Hospital: Patients arriving by ambulance

October to December 2018

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

ED Transfer of care time



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

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

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

October to December 2018

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

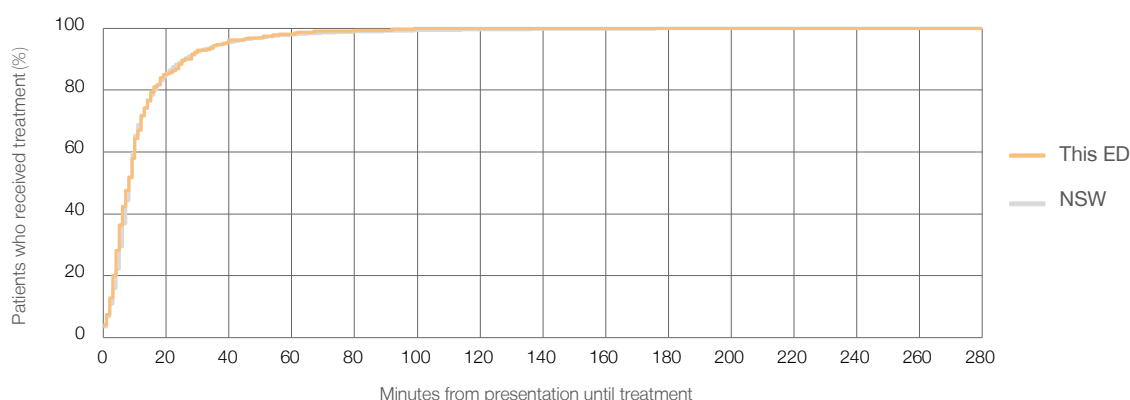
Number of triage 2 patients: 321

Number of triage 2 patients used to calculate waiting time: ³ 319

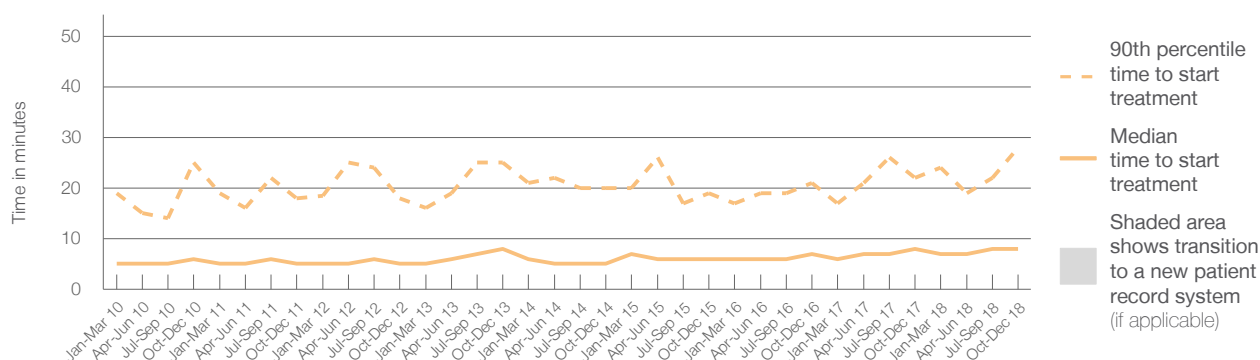
Median time to start treatment ⁴ 8 minutes
90th percentile time to start treatment ⁵ 28 minutes

Same period last year	NSW (this period)
339	
338	
8 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	5	5	8	5	6	7	8	8
90th percentile time to start treatment ⁵ (minutes)	25	18	18	25	20	19	21	22	28

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

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

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

October to December 2018

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

Number of triage 3 patients: 1,281

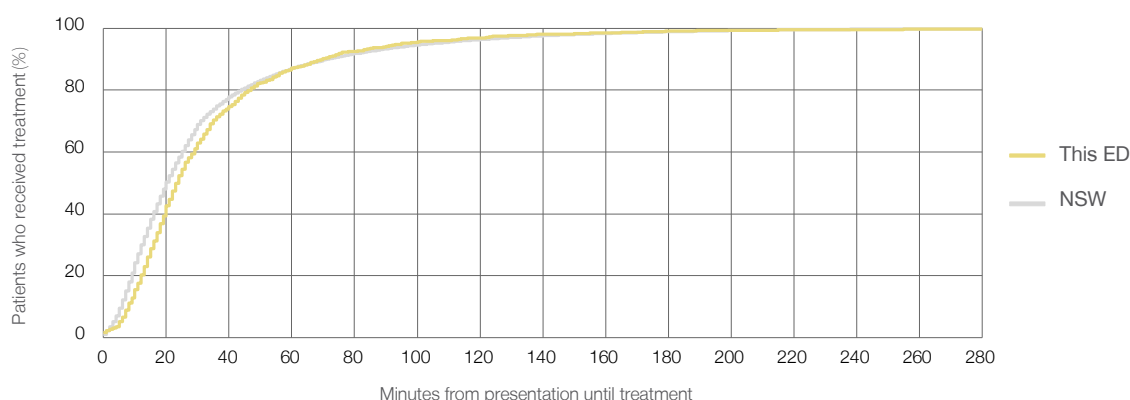
Number of triage 3 patients used to calculate waiting time:³ 1,252

Median time to start treatment⁴ 24 minutes

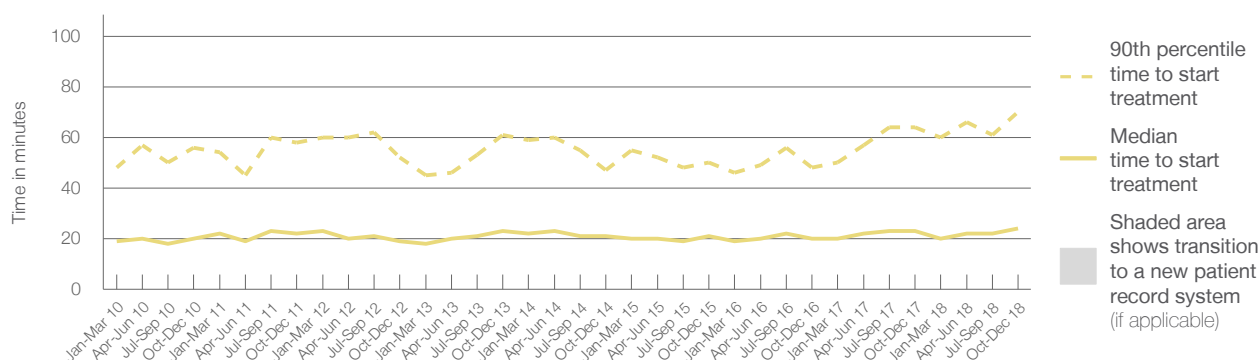
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
1,135	
1,118	
23 minutes	20 minutes
64 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	22	19	23	21	21	20	23	24
90th percentile time to start treatment ⁵ (minutes)	56	58	52	61	47	50	48	64	70

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

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

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

October to December 2018

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

Number of triage 4 patients: 2,342

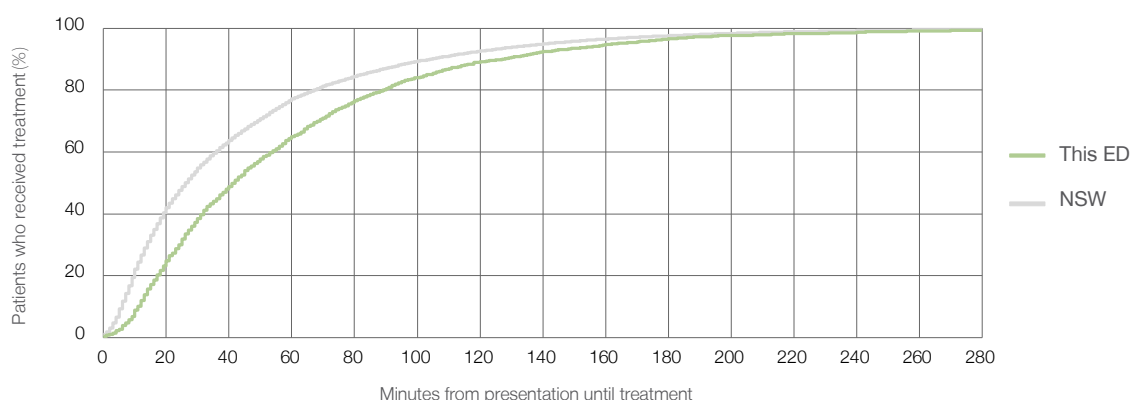
Number of triage 4 patients used to calculate waiting time:³ 2,169

Median time to start treatment⁴ 42 minutes

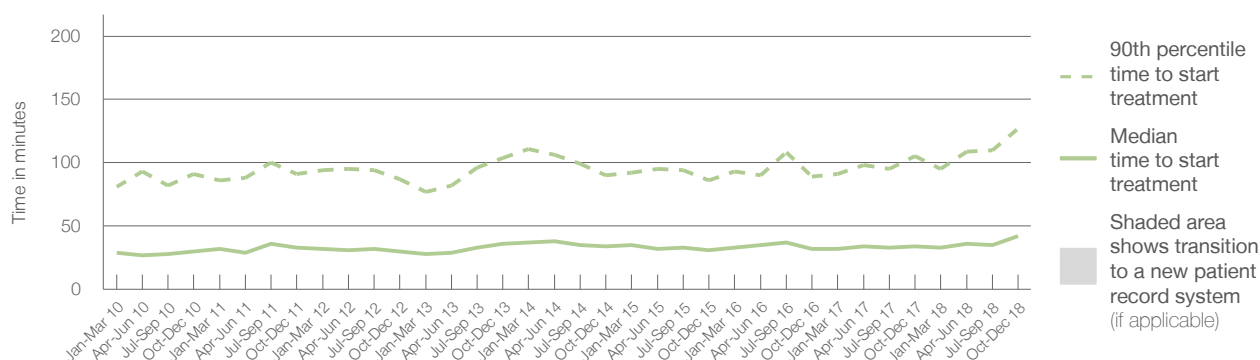
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
2,309	
2,173	
34 minutes	26 minutes
105 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	33	30	36	34	31	32	34	42
90th percentile time to start treatment ⁵ (minutes)	91	91	87	104	90	86	89	105	127

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

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

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

October to December 2018

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

Number of triage 5 patients: 674

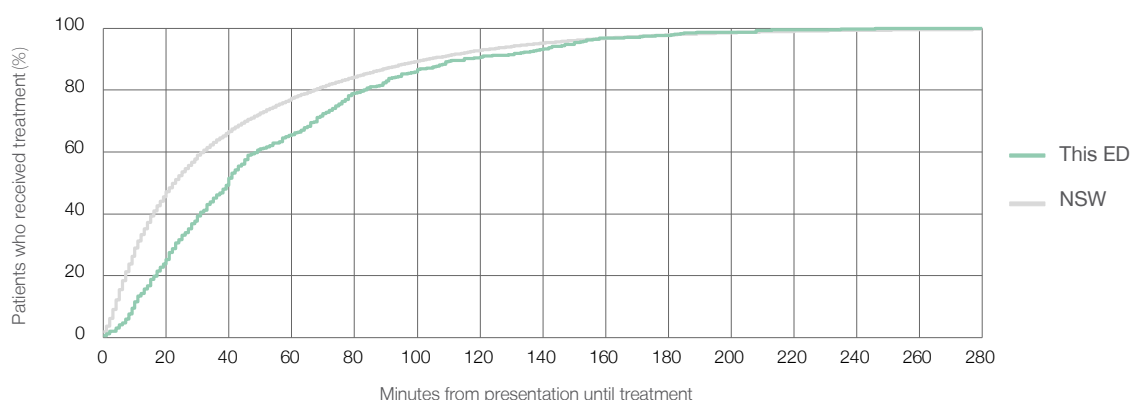
Number of triage 5 patients used to calculate waiting time:³ 553

Median time to start treatment⁴ 40 minutes

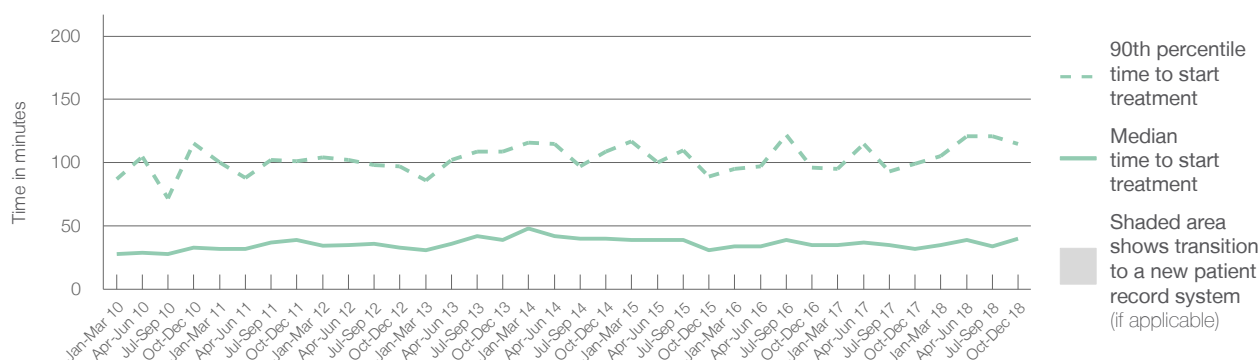
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
547	
477	
32 minutes	23 minutes
99 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	33	39	33	39	40	31	35	32	40
90th percentile time to start treatment ⁵ (minutes)	116	101	97	109	109	89	96	99	115

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

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

Cessnock Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 4,729 patients

Presentations used to calculate time to leaving the ED:⁶ 4,729 patients

Median time spent in the ED⁸

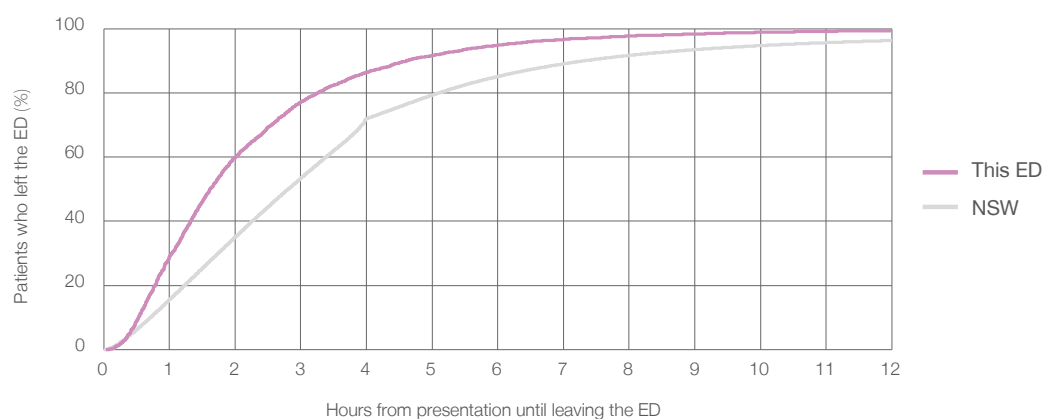
1 hours and 37 minutes

90th percentile time spent in the ED⁹

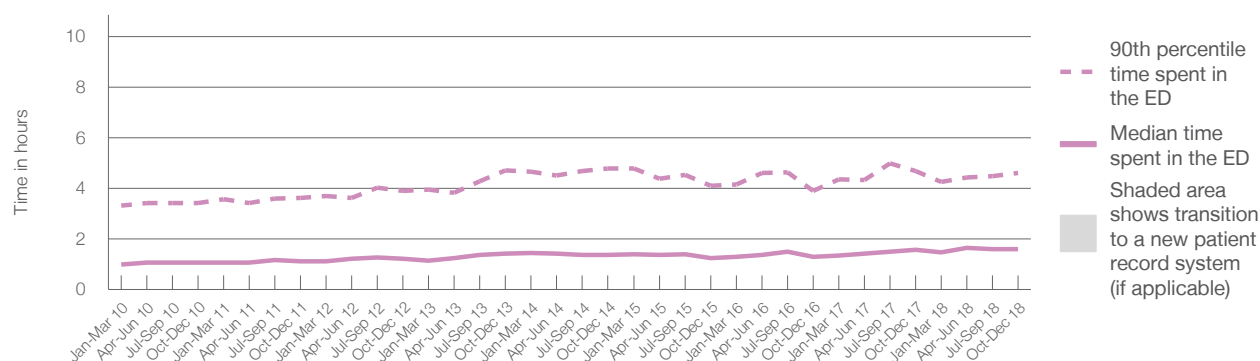
4 hours and 37 minutes

Same period last year	NSW (this period)
4,430	
4,430	
1 hours and 34 minutes	2 hours and 49 minutes
4 hours and 42 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 5m	1h 7m	1h 13m	1h 25m	1h 22m	1h 15m	1h 18m	1h 34m	1h 37m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 26m	3h 38m	3h 54m	4h 43m	4h 48m	4h 6m	3h 54m	4h 42m	4h 37m

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

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

Cessnock Hospital: Time patients spent in the ED

By mode of separation

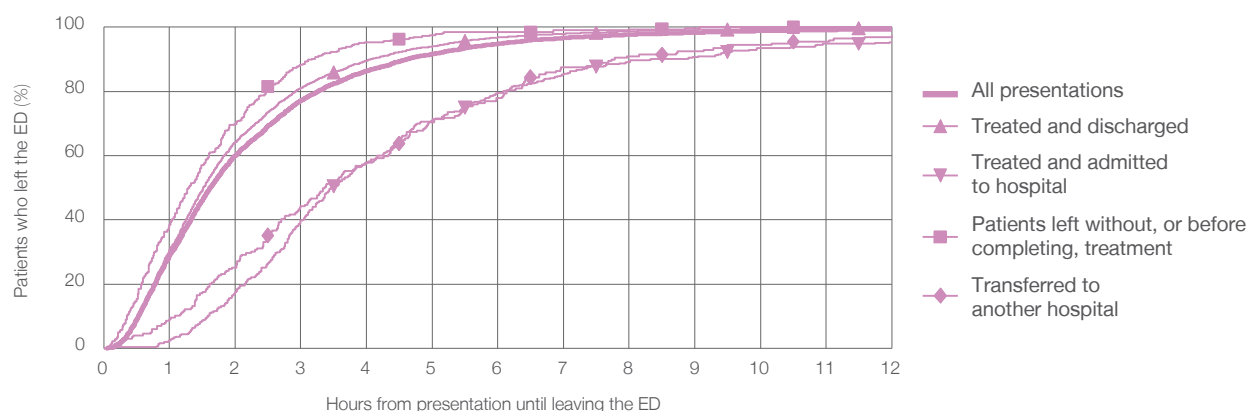
October to December 2018

All presentations:[†] 4,729 patients

Presentations used to calculate time to leaving the ED:[‡] 4,729 patients

		Same period last year	Change since one year ago
Treated and discharged	3,736 (79.0%)	4,430	7%
Treated and admitted to hospital	367 (7.8%)	3,497	6.8%
Patient left without, or before completing, treatment	325 (6.9%)	415	-11.6%
Transferred to another hospital	199 (4.2%)	249	30.5%
Other	102 (2.2%)	197	1.0%
		72	41.7%

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



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

Treated and discharged	30.8%	64.2%	81.1%	89.6%	96.8%	98.7%	99.6%	99.8%
Treated and admitted to hospital	2.5%	17.4%	39.8%	57.8%	79.6%	89.1%	93.5%	95.4%
Patient left without, or before completing, treatment	38.5%	69.8%	88.3%	95.4%	98.5%	99.4%	100%	100%
Transferred to another hospital	9.0%	25.1%	44.2%	57.8%	77.9%	91.0%	94.5%	97.5%
All presentations	29.1%	59.9%	77.2%	86.4%	94.9%	97.7%	98.9%	99.3%

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

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

Cessnock Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 4,729 patients

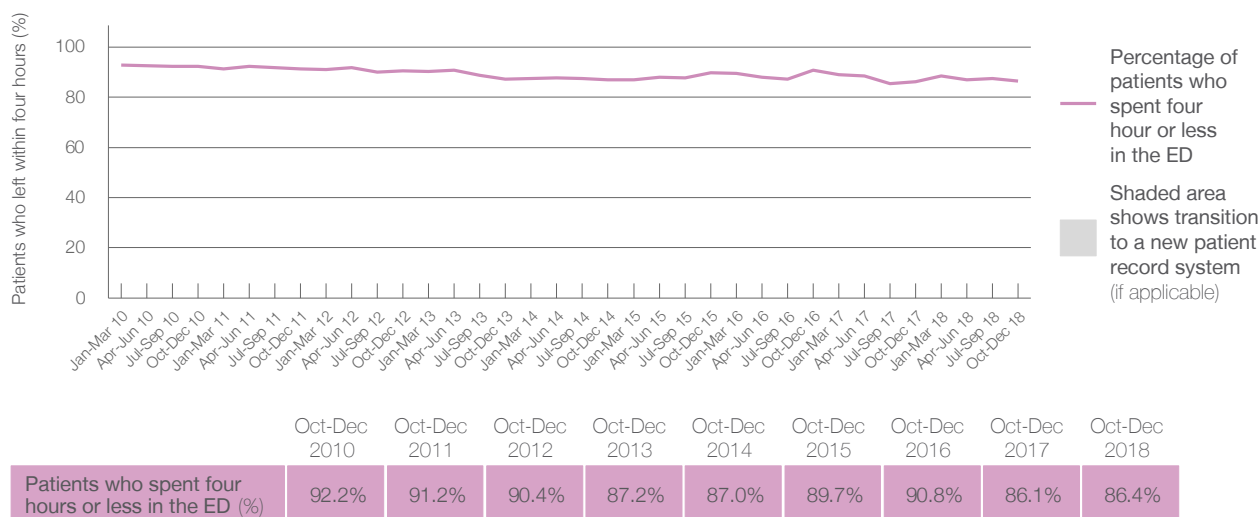
Presentations used to calculate time to leaving the ED: ⁶ 4,729 patients

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



Same period last year	Change since one year ago
4,430	7%
4,430	7%
86.1%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Gunnedah Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 1,925 patients

Emergency presentations:² 1,867 patients

Same period last year	Change since one year ago
2,153	-11%
2,086	-10%

Gunnedah Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 109 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 522 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 965 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 264 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
139	
8 minutes	8 minutes
54 minutes	26 minutes
472	
26 minutes	20 minutes
95 minutes	72 minutes
1,086	
37 minutes	26 minutes
122 minutes	104 minutes
389	
33 minutes	23 minutes
100 minutes	104 minutes

Gunnedah Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 1,925 patients

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

Same period last year	Change since one year ago
2,153	-11%
90%	

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

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

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

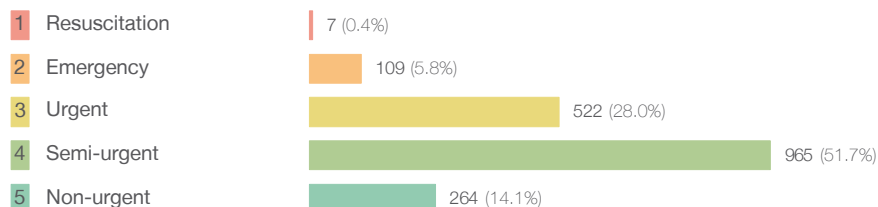
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Gunnedah Hospital: Patients presenting to the emergency department

October to December 2018

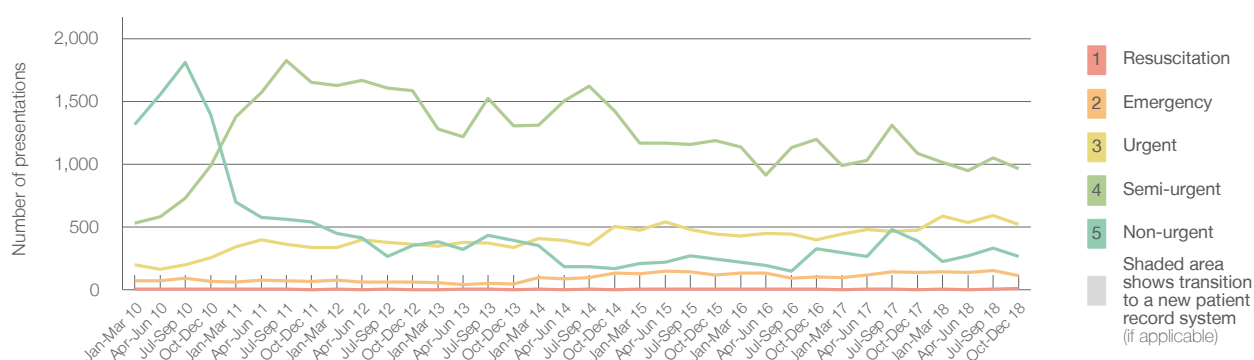
All presentations:¹ 1,925 patients

Emergency presentations² by triage category: 1,867 patients



Same period last year	Change since one year ago
2,153	-11%
2,086	-10%
< 5	*
139	-21.0%
472	10.6%
1,086	-11.1%
389	-32.1%

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



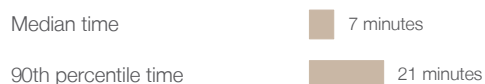
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	< 5	< 5	< 5	< 5	< 5	5	< 5	< 5	7
Emergency	70	69	62	44	131	115	102	139	109
Urgent	254	334	363	334	502	442	398	472	522
Semi-urgent	987	1,650	1,585	1,303	1,422	1,186	1,197	1,086	965
Non-urgent	1,391	542	351	392	166	244	328	389	264
All emergency presentations	2,702	2,595	2,361	2,073	2,221	1,992	2,025	2,086	1,867

Gunnedah Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 135 patients ^{**}

ED Transfer of care time



Same period last year	Change since one year ago
158	
7 minutes	0 minutes
19 minutes	2 minutes

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

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

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

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

October to December 2018

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

Number of triage 2 patients: 109

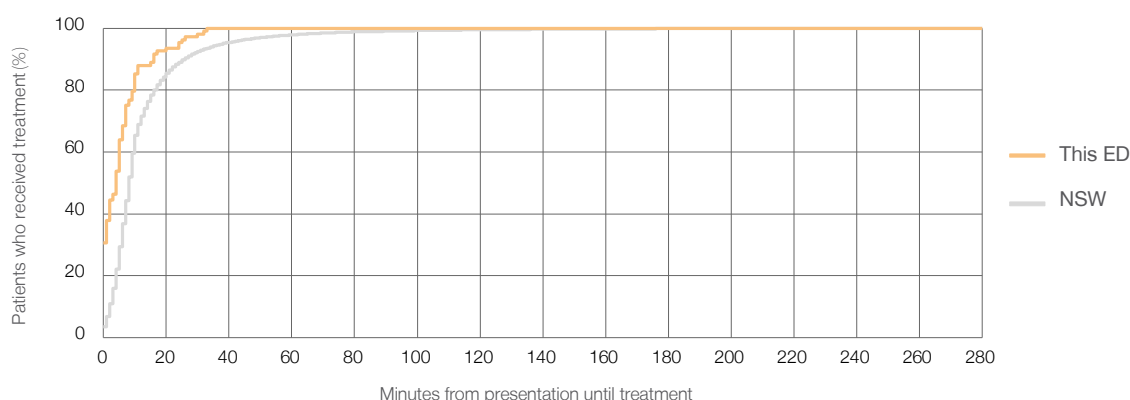
Number of triage 2 patients used to calculate waiting time:³ 108

Median time to start treatment⁴ 4 minutes

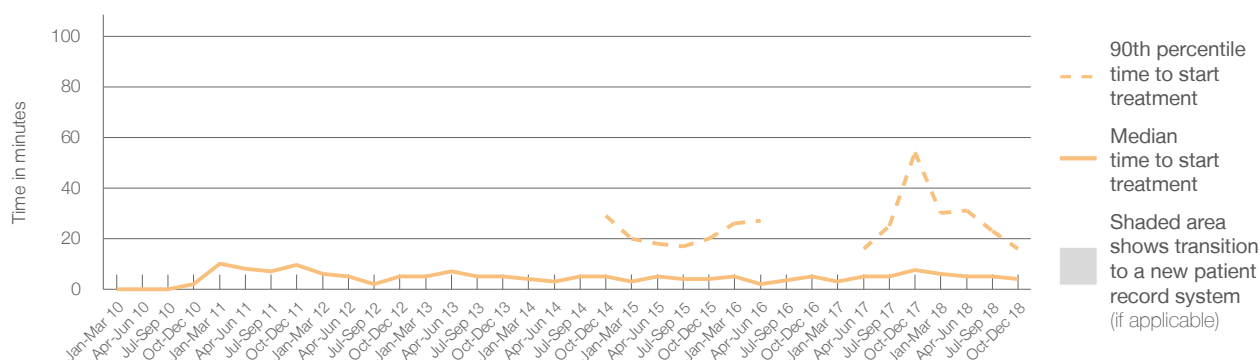
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
139	
138	
8 minutes	8 minutes
54 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	2	10	5	5	5	4	5	8	4
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	29	20	*	54	16

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

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

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

October to December 2018

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

Number of triage 3 patients: 522

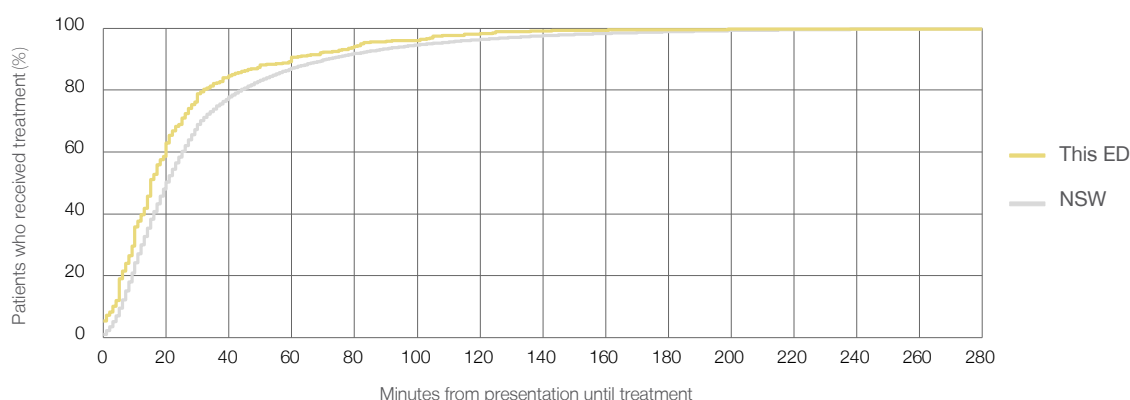
Number of triage 3 patients used to calculate waiting time:³ 507

Median time to start treatment⁴ 15 minutes

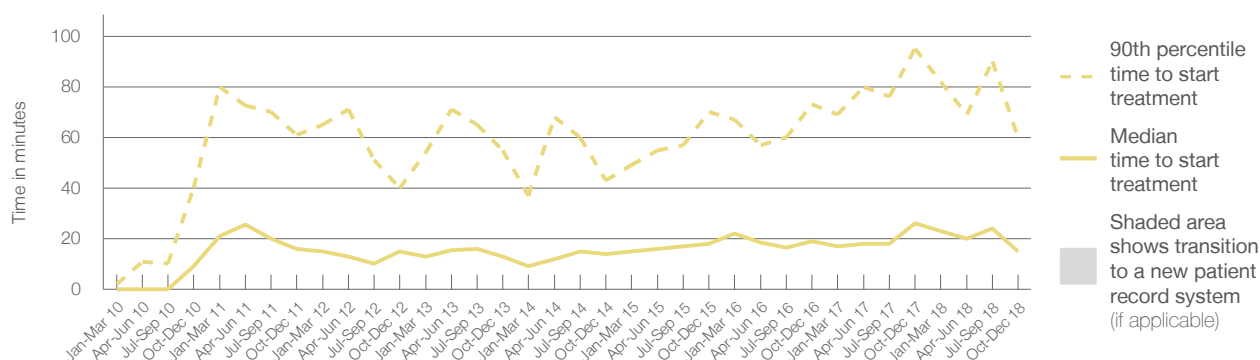
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
472	
458	
26 minutes	20 minutes
95 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	16	15	13	14	18	19	26	15
90th percentile time to start treatment ⁵ (minutes)	40	61	40	55	43	70	73	95	60

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

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

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

October to December 2018

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

Number of triage 4 patients: 965

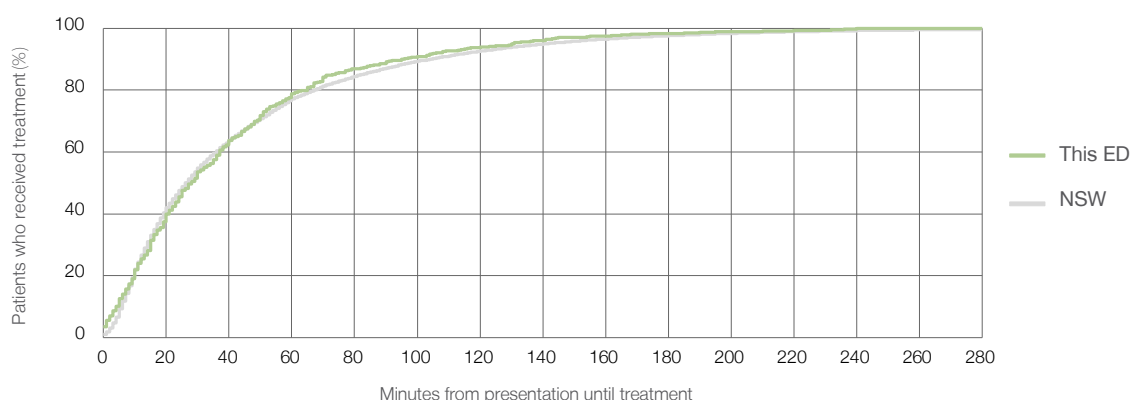
Number of triage 4 patients used to calculate waiting time:³ 917

Median time to start treatment⁴ 28 minutes

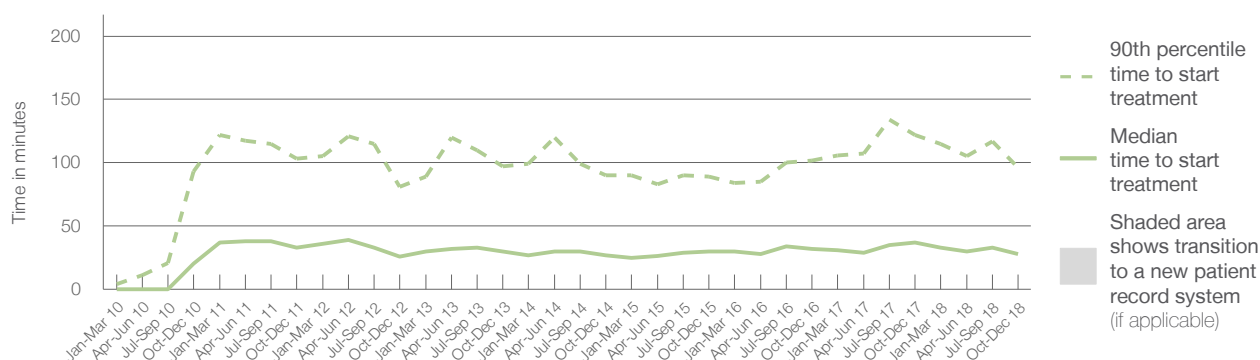
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,086	
996	
37 minutes	26 minutes
122 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	33	26	30	27	30	32	37	28
90th percentile time to start treatment ⁵ (minutes)	93	103	81	97	90	89	102	122	96

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

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

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

October to December 2018

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

Number of triage 5 patients: 264

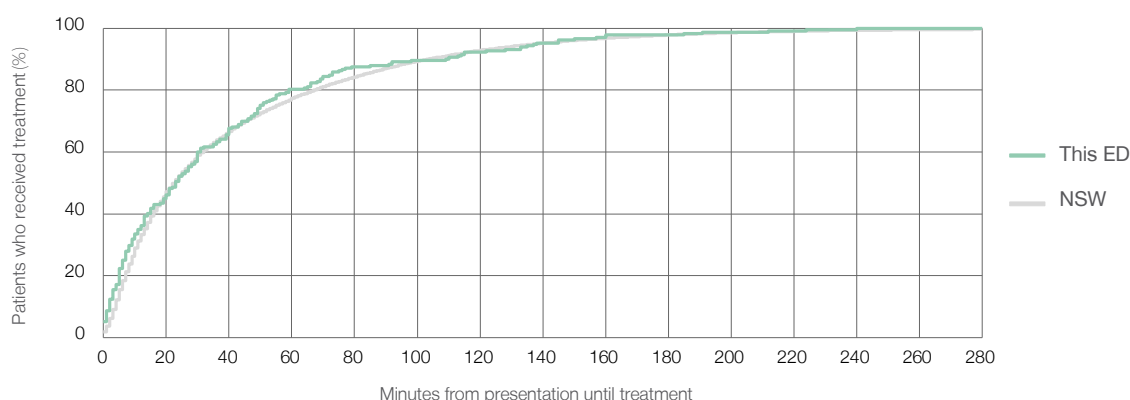
Number of triage 5 patients used to calculate waiting time:³ 232

Median time to start treatment⁴ 23 minutes

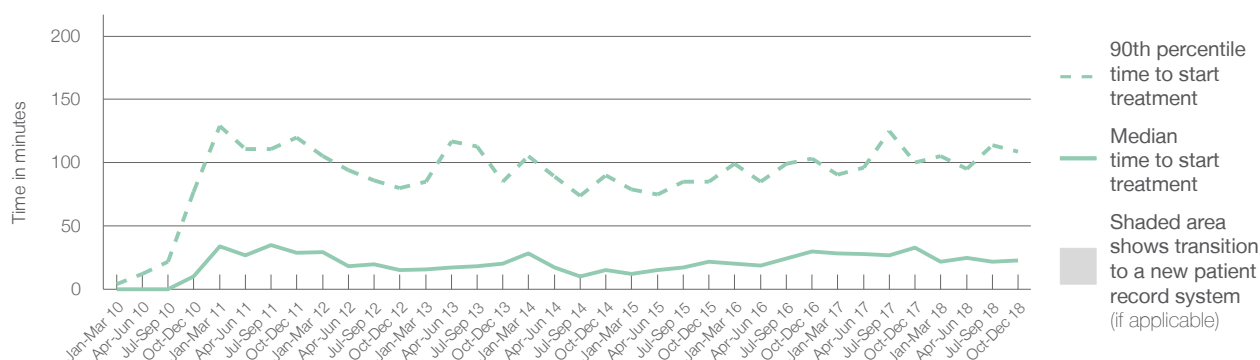
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
389	
351	
33 minutes	23 minutes
100 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	10	29	15	20	15	22	30	33	23
90th percentile time to start treatment ⁵ (minutes)	77	120	80	85	90	85	103	100	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.

Gunnedah Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 1,925 patients

Presentations used to calculate time to leaving the ED:⁶ 1,925 patients

Median time spent in the ED⁸

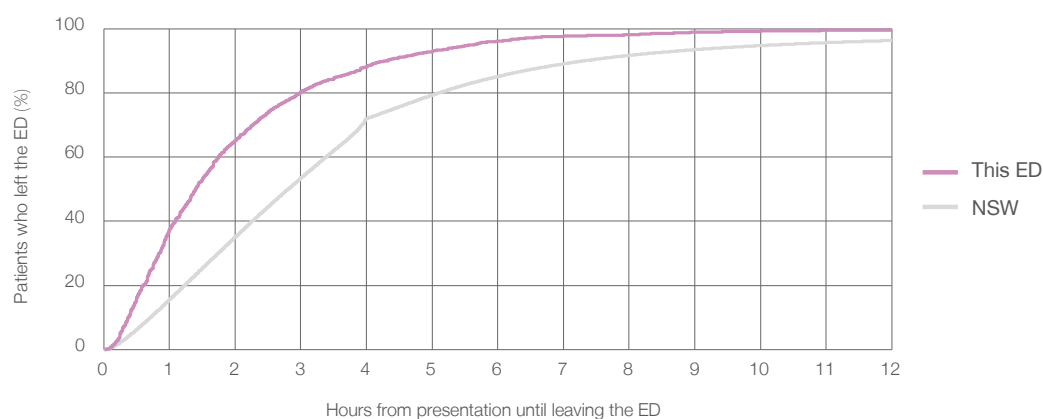
1 hours and 24 minutes

90th percentile time spent in the ED⁹

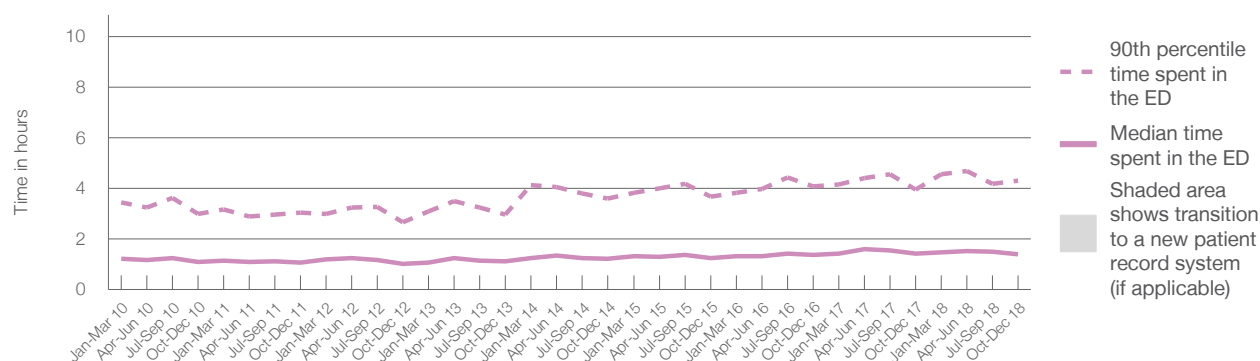
4 hours and 18 minutes

Same period last year	NSW (this period)
2,153	
2,153	
1 hours and 26 minutes	2 hours and 49 minutes
3 hours and 58 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 6m	1h 5m	1h 1m	1h 7m	1h 14m	1h 15m	1h 22m	1h 26m	1h 24m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 0m	3h 2m	2h 40m	2h 58m	3h 36m	3h 41m	4h 5m	3h 58m	4h 18m

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

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

Gunnedah Hospital: Time patients spent in the ED

By mode of separation

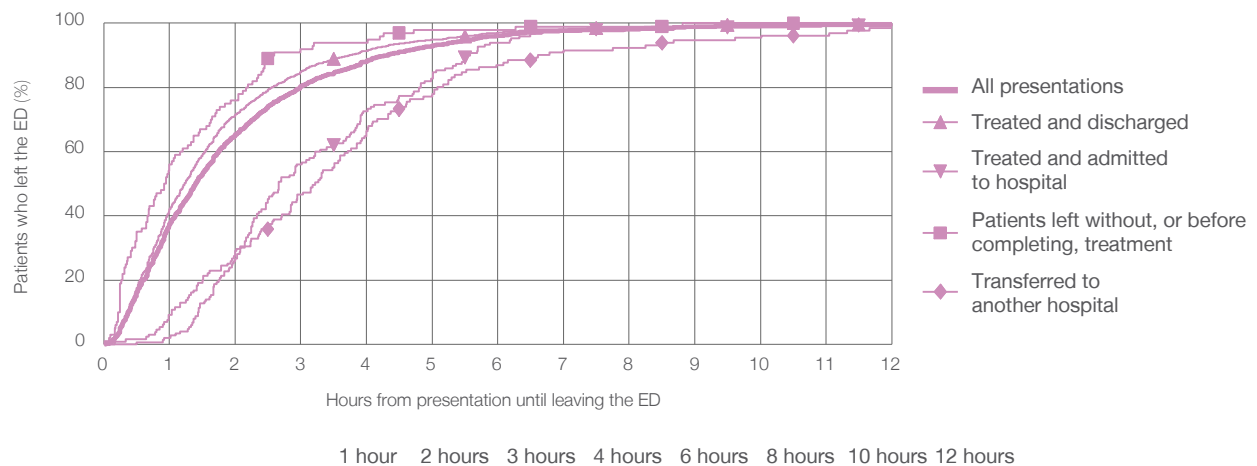
October to December 2018

All presentations:[†] 1,925 patients

Presentations used to calculate time to leaving the ED:[‡] 1,925 patients

		Same period last year	Change since one year ago
Treated and discharged	1,529 (79.4%)	2,153	-11%
Treated and admitted to hospital	150 (7.8%)	1,707	-10.4%
Patient left without, or before completing, treatment	100 (5.2%)	166	-9.6%
Transferred to another hospital	131 (6.8%)	145	-31.0%
Other	15 (0.8%)	103	27.2%
		32	-53.1%

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



Treated and discharged	42.0%	71.6%	85.0%	91.4%	97.1%	98.6%	99.5%	99.8%
Treated and admitted to hospital	2.0%	26.7%	56.0%	72.7%	94.0%	98.0%	98.7%	99.3%
Patient left without, or before completing, treatment	56.0%	76.0%	92.0%	94.0%	98.0%	99.0%	100%	100%
Transferred to another hospital	9.2%	29.0%	46.6%	66.4%	87.0%	92.4%	95.4%	98.5%
All presentations	37.5%	65.3%	80.4%	88.2%	96.1%	98.1%	99.2%	99.7%

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

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

Gunnedah Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 1,925 patients

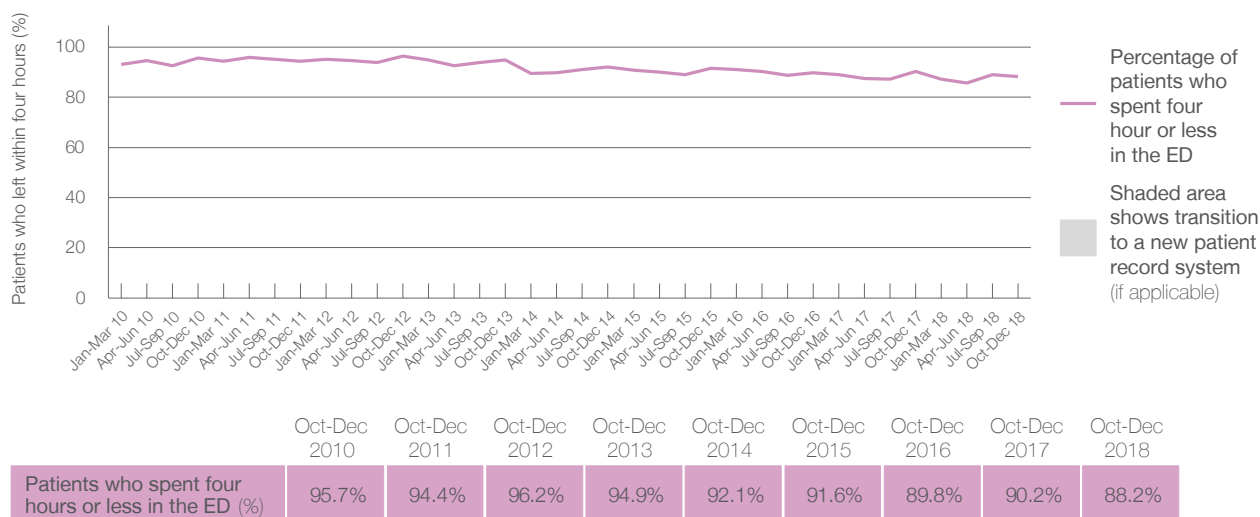
Presentations used to calculate time to leaving the ED: ⁶ 1,925 patients

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

88.2%

Same period last year	Change since one year ago
2,153	-11%
2,153	-11%
90.2%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Inverell Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,272 patients

Emergency presentations:² 2,052 patients

Same period last year	Change since one year ago
2,278	0%
2,081	-1%

Inverell Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 224 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 683 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,015 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 123 patients

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

Same period last year	NSW (this period)
220	
3 minutes	8 minutes
27 minutes	26 minutes
694	
10 minutes	20 minutes
50 minutes	72 minutes
989	
25 minutes	26 minutes
87 minutes	104 minutes
166	
15 minutes	23 minutes
85 minutes	104 minutes

Inverell Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,272 patients

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

Same period last year	Change since one year ago
2,278	0%
87%	

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

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

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

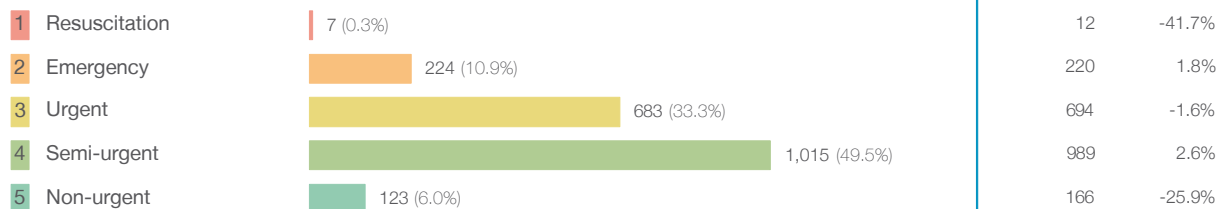
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Inverell Hospital: Patients presenting to the emergency department

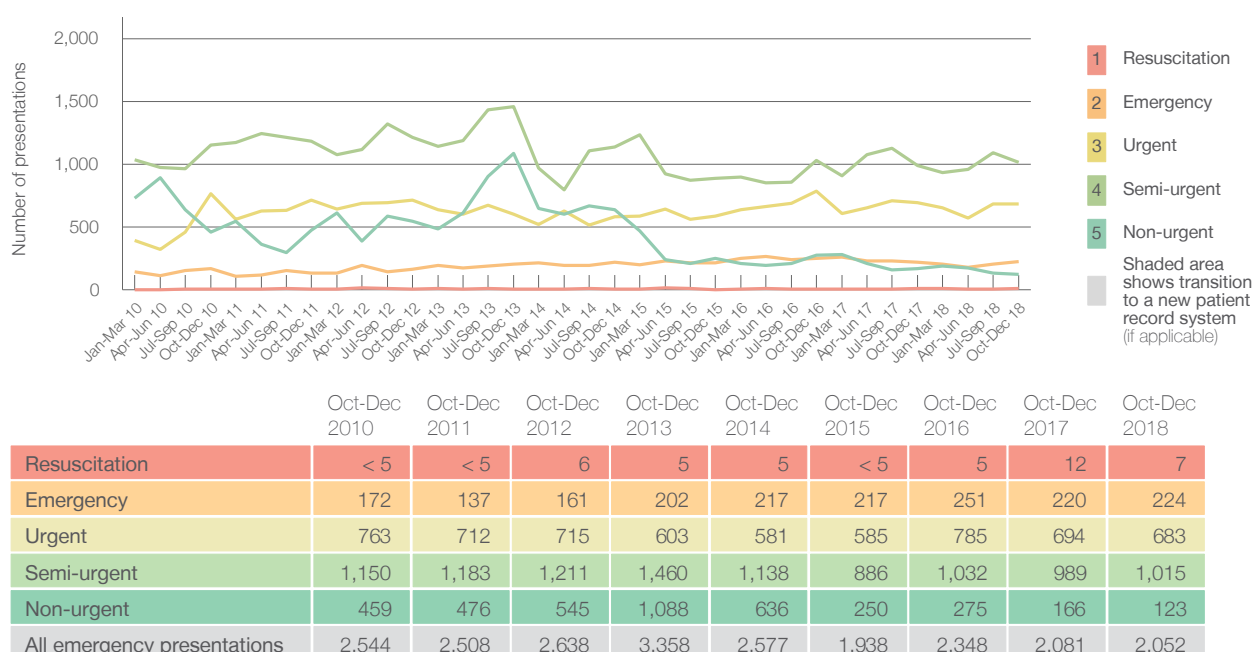
October to December 2018

All presentations:¹ 2,272 patients

Emergency presentations² by triage category: 2,052 patients



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



Inverell Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 237 patients ^{**}

ED Transfer of care time



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

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

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

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

October to December 2018

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

Number of triage 2 patients: 224

Number of triage 2 patients used to calculate waiting time:³ 220

Median time to start treatment⁴

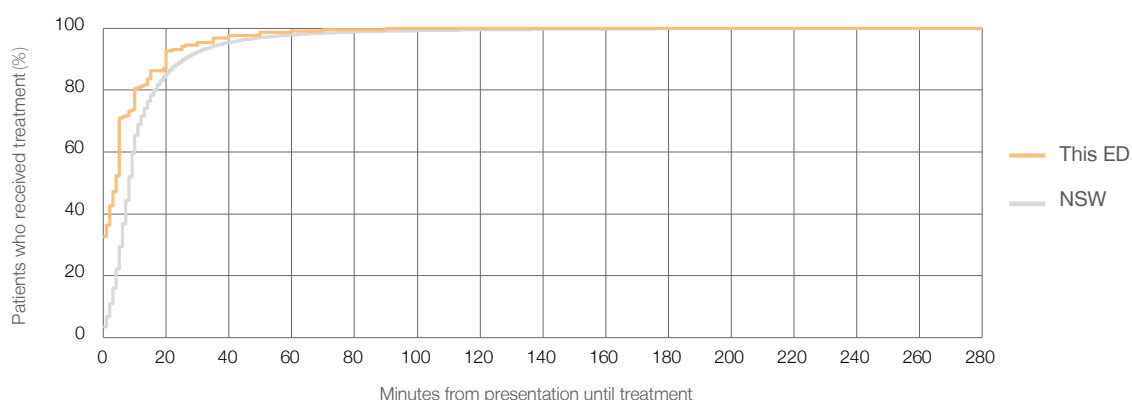
4 minutes

90th percentile time to start treatment⁵

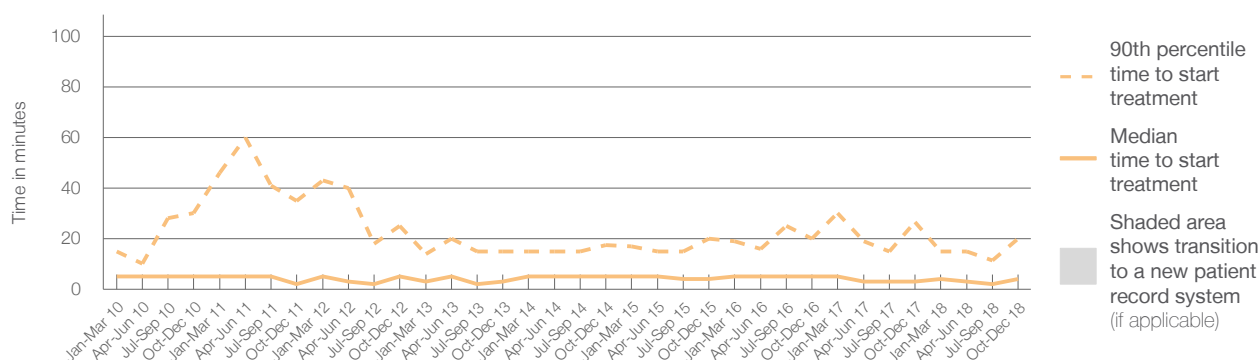
20 minutes

Same period last year	NSW (this period)
220	220
3 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	5	2	5	3	5	4	5	3	4
90th percentile time to start treatment ⁵ (minutes)	30	35	25	15	18	20	20	27	20

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

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

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

October to December 2018

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

Number of triage 3 patients: 683

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

Median time to start treatment⁴

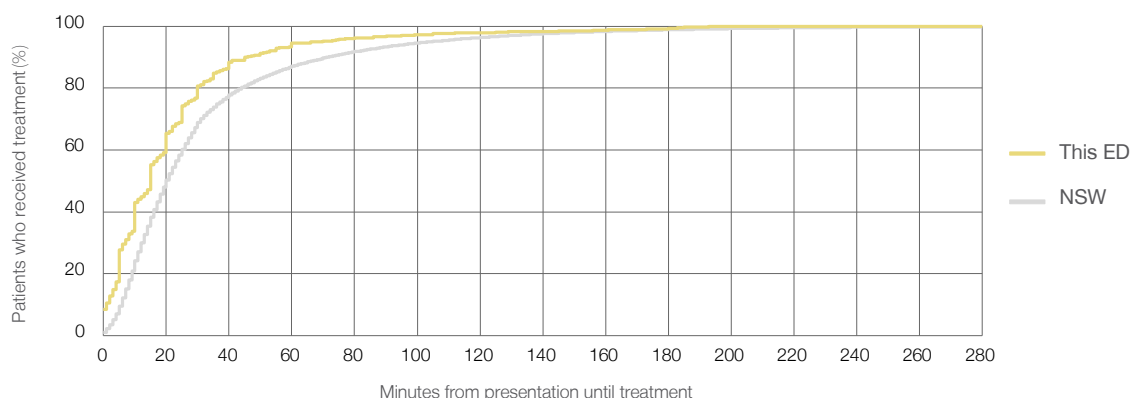
15 minutes

90th percentile time to start treatment⁵

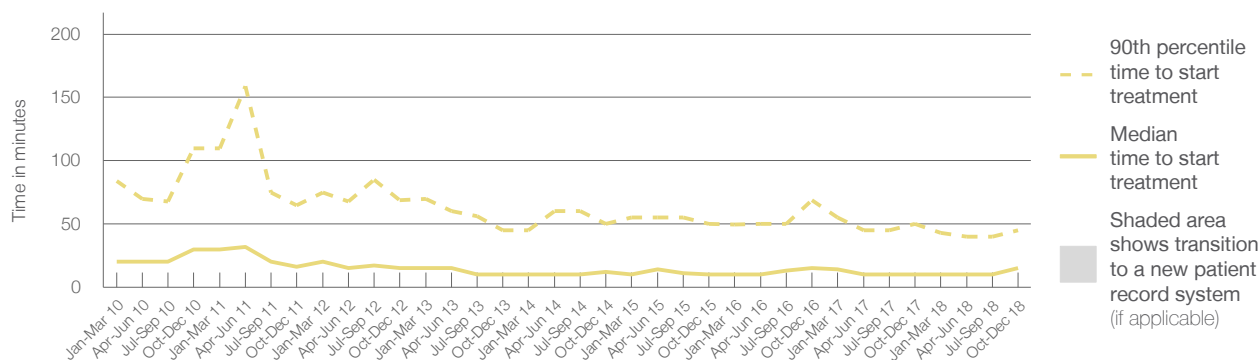
45 minutes

Same period last year	NSW (this period)
694	
658	
10 minutes	20 minutes
50 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	16	15	10	12	10	15	10	15
90th percentile time to start treatment ⁵ (minutes)	110	65	69	45	50	50	69	50	45

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

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

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

October to December 2018

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

Number of triage 4 patients: 1,015

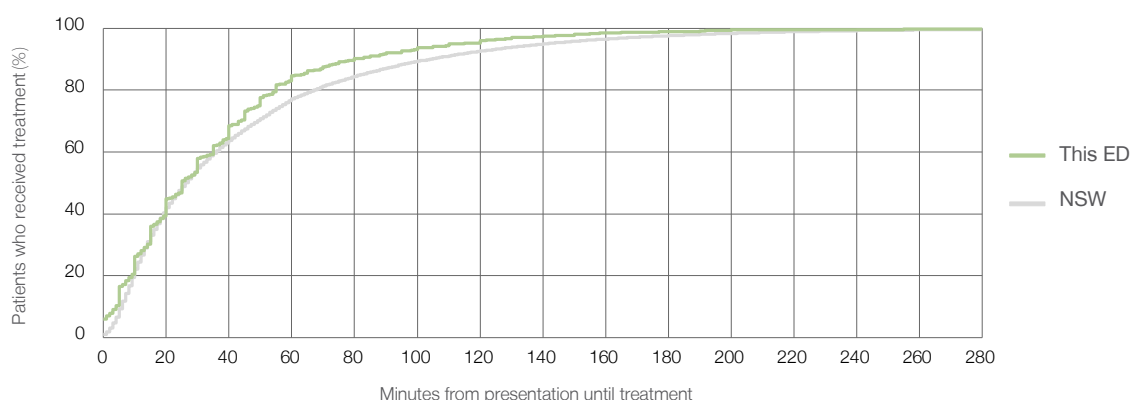
Number of triage 4 patients used to calculate waiting time:³ 916

Median time to start treatment⁴ 25 minutes

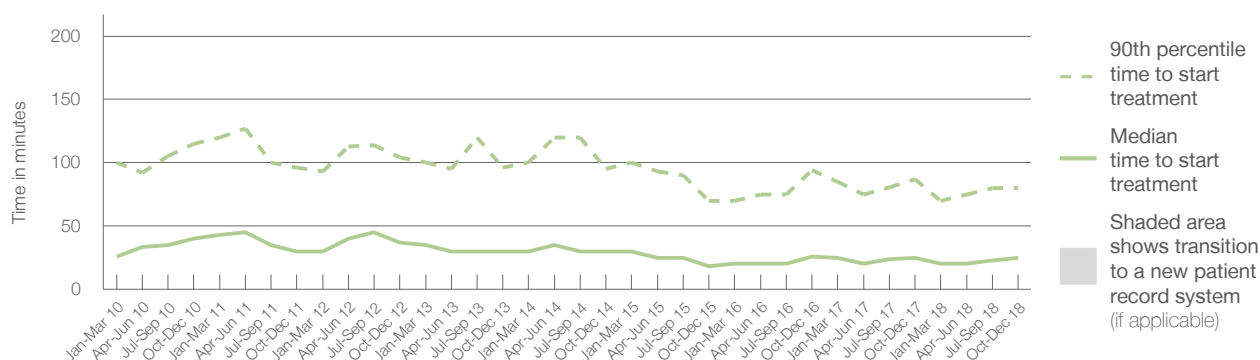
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
989	
857	
25 minutes	26 minutes
87 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	30	37	30	30	18	26	25	25
90th percentile time to start treatment ⁵ (minutes)	115	96	104	96	95	70	94	87	80

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

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

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

October to December 2018

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

Number of triage 5 patients: 123

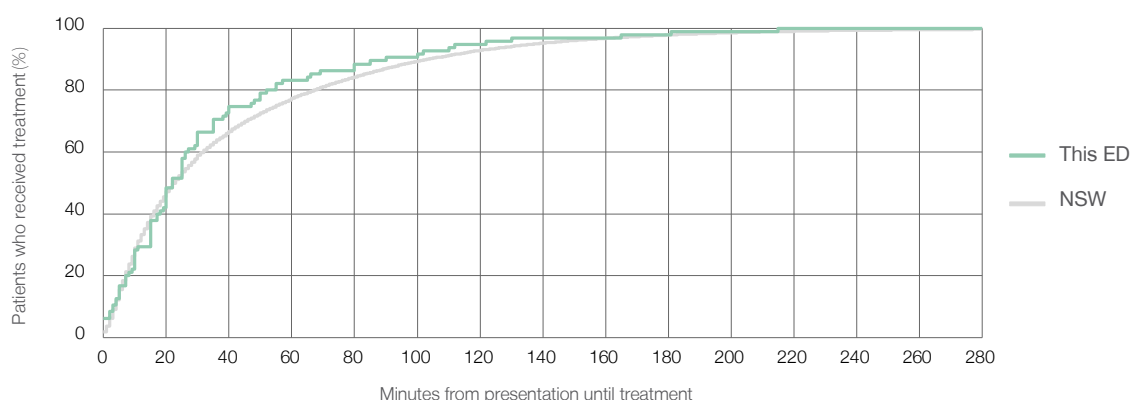
Number of triage 5 patients used to calculate waiting time:³ 95

Median time to start treatment⁴ 22 minutes

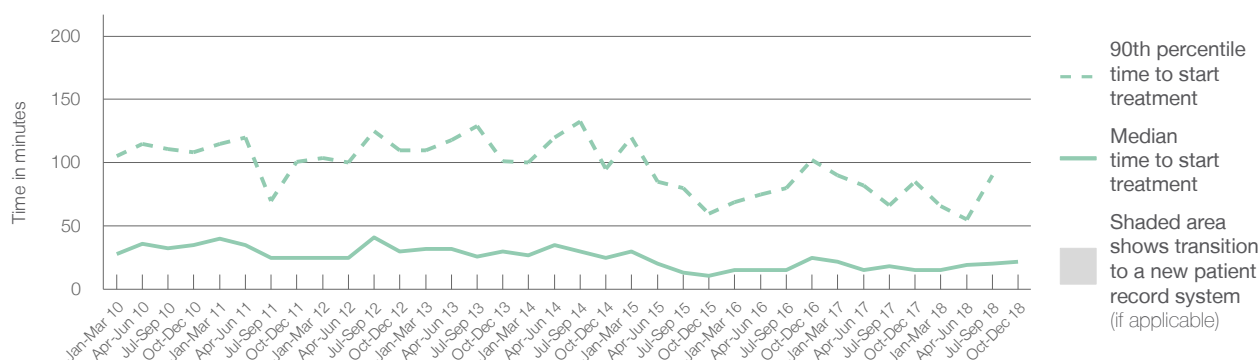
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
166	
142	
15 minutes	23 minutes
85 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	35	25	30	30	25	11	25	15	22
90th percentile time to start treatment ⁵ (minutes)	108	101	110	101	95	60	102	85	*

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

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

Inverell Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,272 patients

Presentations used to calculate time to leaving the ED:⁶ 2,272 patients

Median time spent in the ED⁸

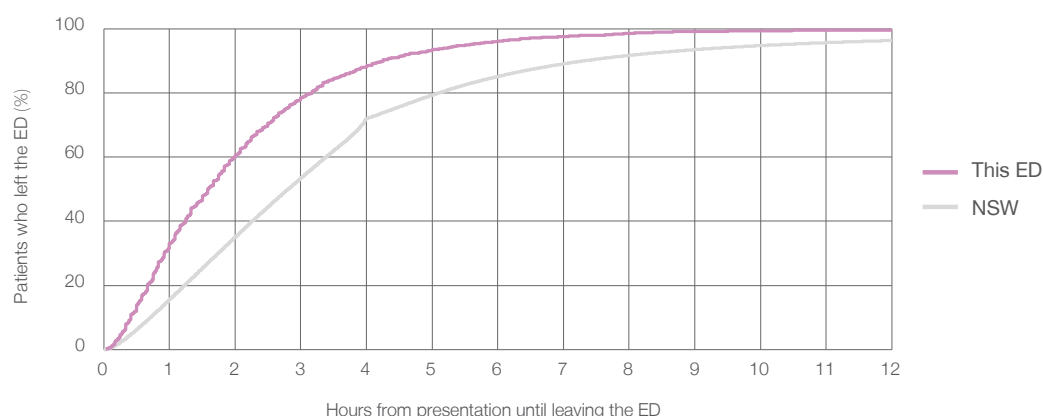
1 hours and 35 minutes

90th percentile time spent in the ED⁹

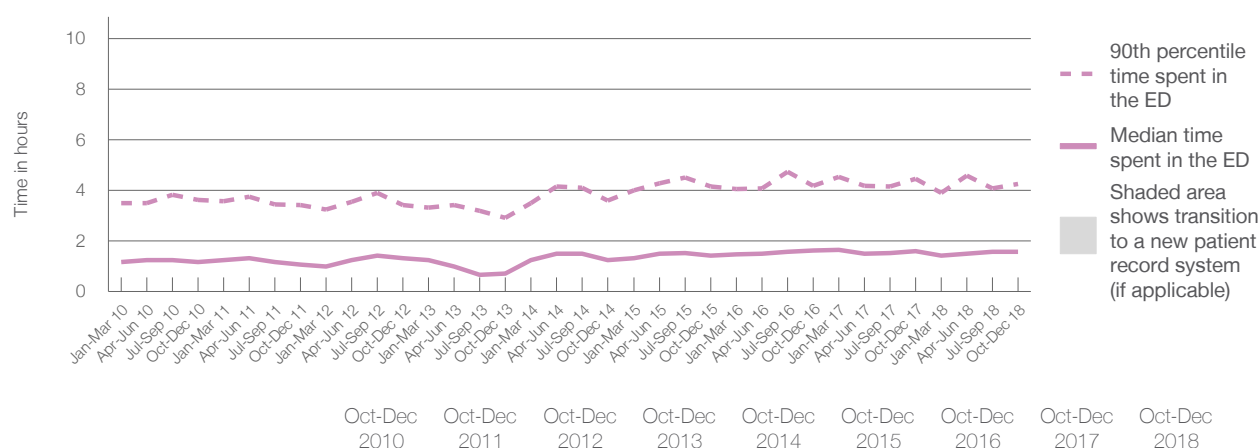
4 hours and 15 minutes

Same period last year	NSW (this period)
2,278	
2,278	
1 hours and 37 minutes	2 hours and 49 minutes
4 hours and 27 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 11m	1h 5m	1h 20m	0h 43m	1h 15m	1h 25m	1h 38m	1h 37m	1h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 37m	3h 25m	3h 25m	2h 55m	3h 36m	4h 10m	4h 11m	4h 27m	4h 15m

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

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

Inverell Hospital: Time patients spent in the ED

By mode of separation

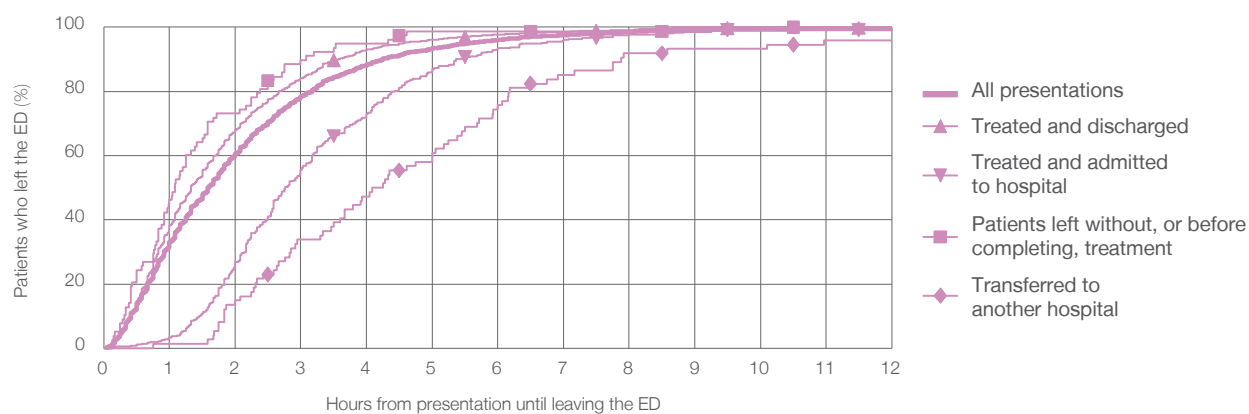
October to December 2018

All presentations:[†] 2,272 patients

Presentations used to calculate time to leaving the ED:[‡] 2,272 patients

		Same period last year	Change since one year ago
		2,278	0%
Treated and discharged	1,681 (74.0%)	1,637	2.7%
Treated and admitted to hospital	354 (15.6%)	361	-1.9%
Patient left without, or before completing, treatment	78 (3.4%)	79	-1.3%
Transferred to another hospital	74 (3.3%)	95	-22.1%
Other	85 (3.7%)	106	-19.8%

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



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

Treated and discharged	38.3%	68.1%	84.1%	93.1%	97.7%	99.2%	99.8%	99.8%
Treated and admitted to hospital	3.4%	26.8%	55.6%	72.9%	93.5%	97.7%	99.2%	99.4%
Patient left without, or before completing, treatment	46.2%	73.1%	89.7%	94.9%	98.7%	98.7%	100%	100%
Transferred to another hospital	1.4%	14.9%	33.8%	47.3%	75.7%	91.9%	93.2%	95.9%
All presentations	33.1%	60.7%	78.4%	88.4%	96.1%	98.5%	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.

Inverell Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 2,272 patients

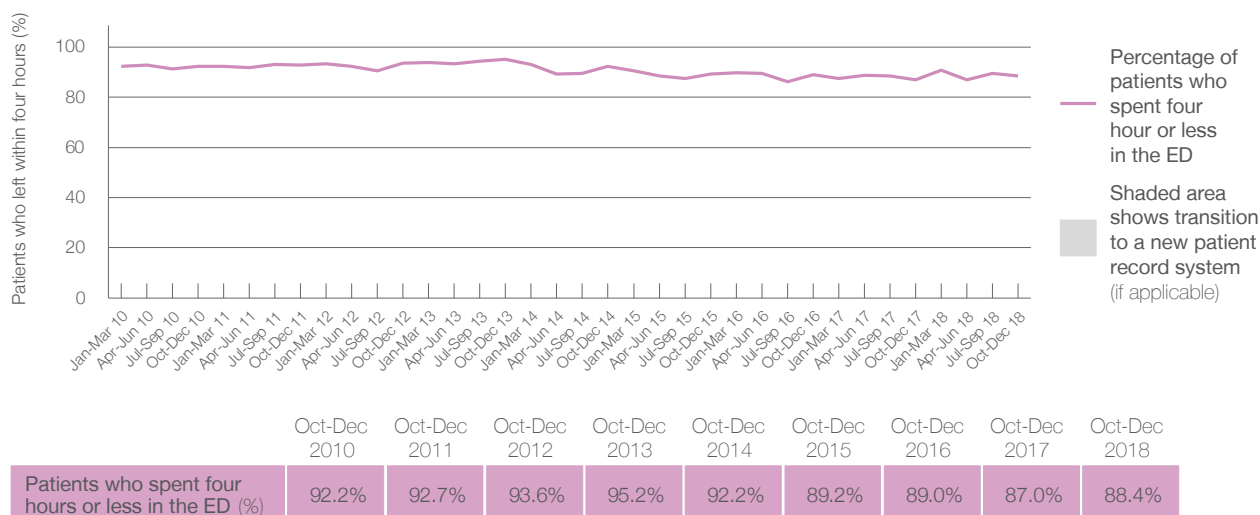
Presentations used to calculate time to leaving the ED: ⁶ 2,272 patients

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



Same period last year	Change since one year ago
2,278	0%
2,278	0%
87.0%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

John Hunter Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 21,151 patients

Emergency presentations:² 20,987 patients

Same period last year	Change since one year ago
19,789	7%
19,493	8%

John Hunter Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,255 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,331 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,484 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,797 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
1,751	
6 minutes	8 minutes
16 minutes	26 minutes
4,409	
20 minutes	20 minutes
62 minutes	72 minutes
10,252	
32 minutes	26 minutes
111 minutes	104 minutes
2,981	
42 minutes	23 minutes
157 minutes	104 minutes

John Hunter Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 21,151 patients

Percentage of patients who spent four hours or less in the ED 63%

Same period last year	Change since one year ago
19,789	7%
61%	

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

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

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

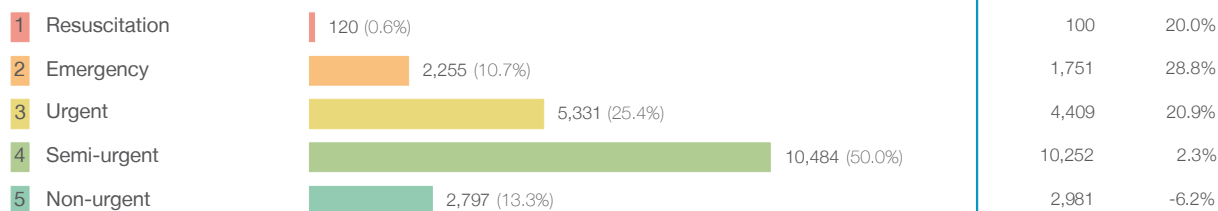
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

John Hunter Hospital: Patients presenting to the emergency department

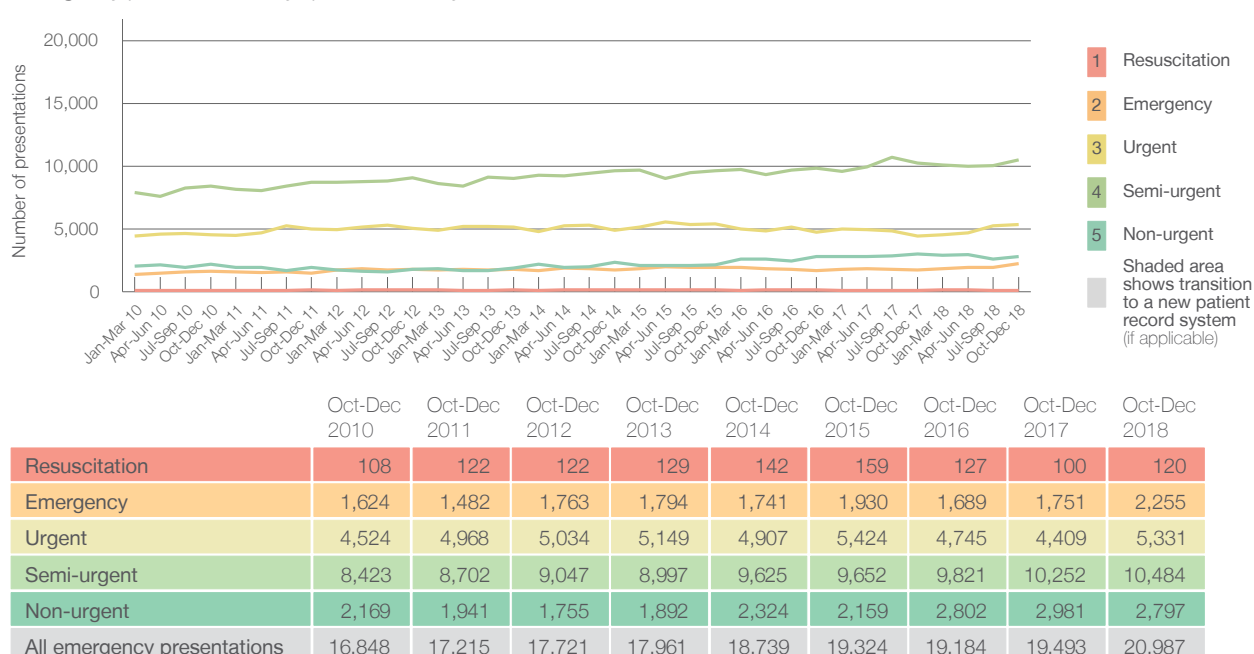
October to December 2018

All presentations:¹ 21,151 patients

Emergency presentations² by triage category: 20,987 patients



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



John Hunter Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 4,885 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.

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

October to December 2018

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

Number of triage 2 patients: 2,255

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

Median time to start treatment ⁴

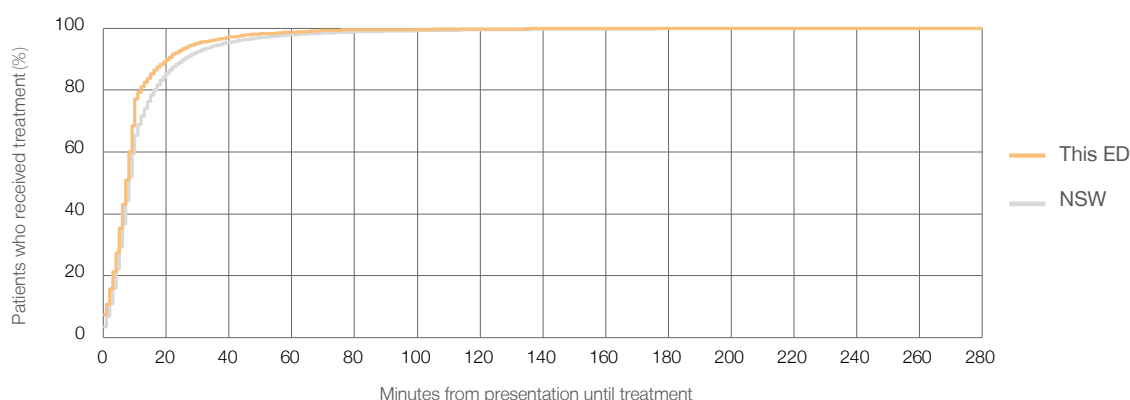
7 minutes

90th percentile time to start treatment ⁵

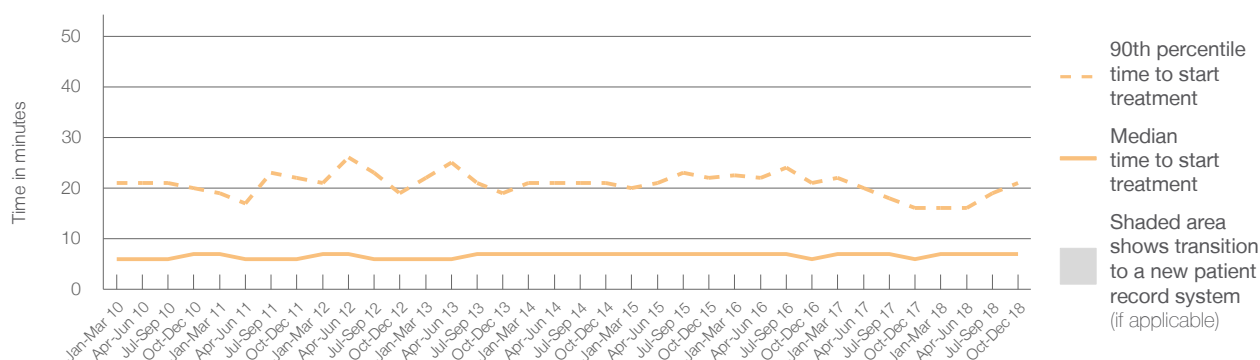
21 minutes

Same period last year	NSW (this period)
1,751	
1,734	
6 minutes	8 minutes
16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	6	6	7	7	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)	20	22	19	19	21	22	21	16	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.

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

October to December 2018

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

Number of triage 3 patients: 5,331

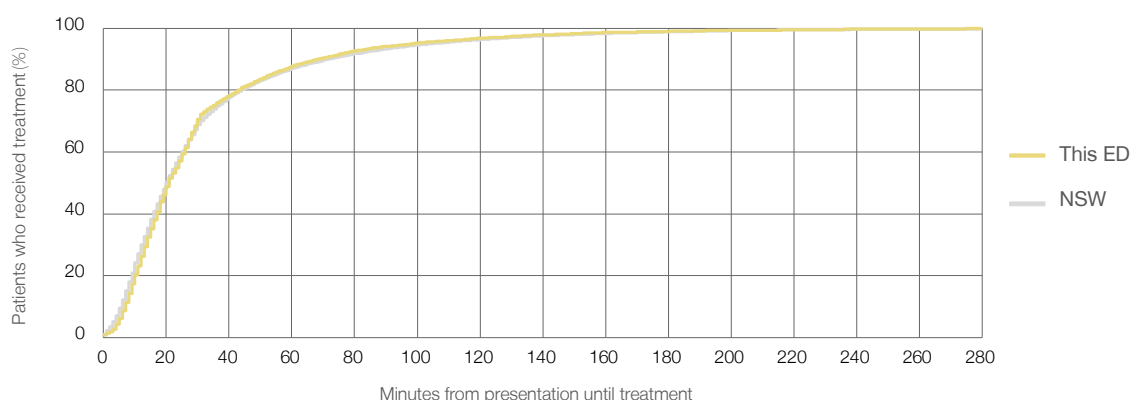
Number of triage 3 patients used to calculate waiting time:³ 5,203

Median time to start treatment⁴ 21 minutes

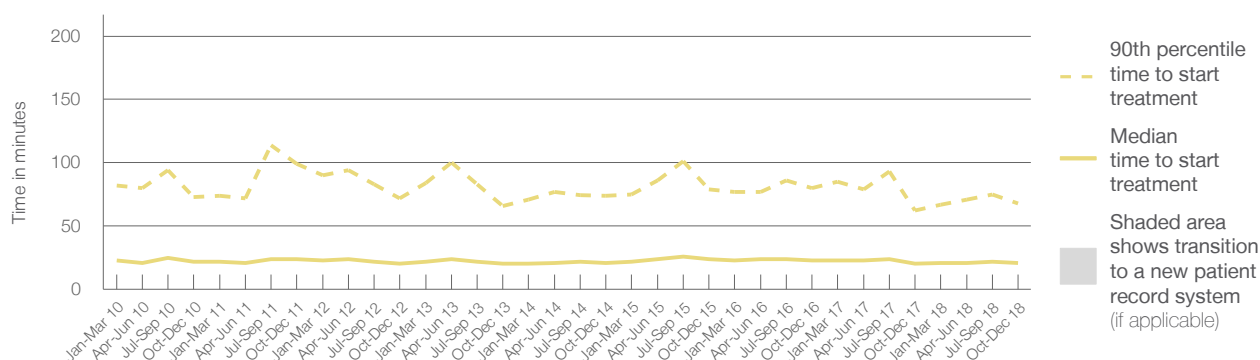
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
4,409	
4,293	
20 minutes	20 minutes
62 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	22	24	20	20	21	24	23	20	21
90th percentile time to start treatment ⁵ (minutes)	73	99	72	66	74	79	80	62	68

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

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

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

October to December 2018

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

Number of triage 4 patients: 10,484

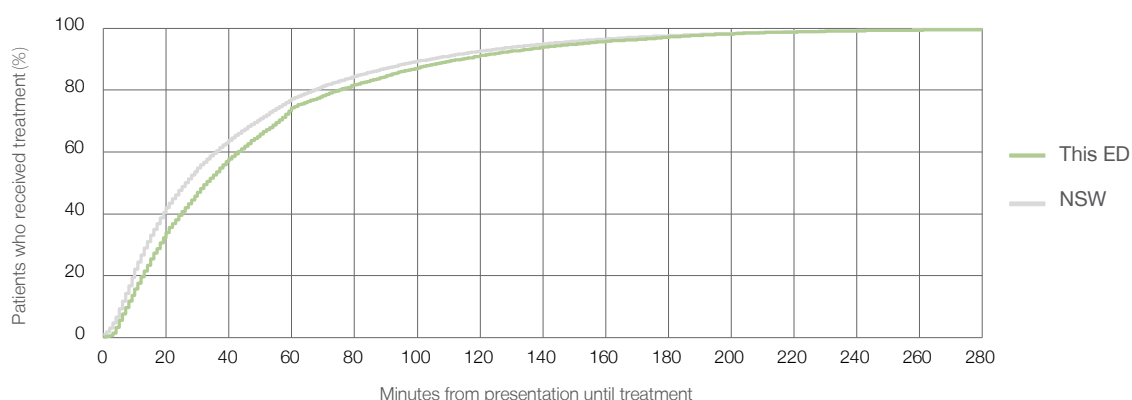
Number of triage 4 patients used to calculate waiting time:³ 9,445

Median time to start treatment⁴ 33 minutes

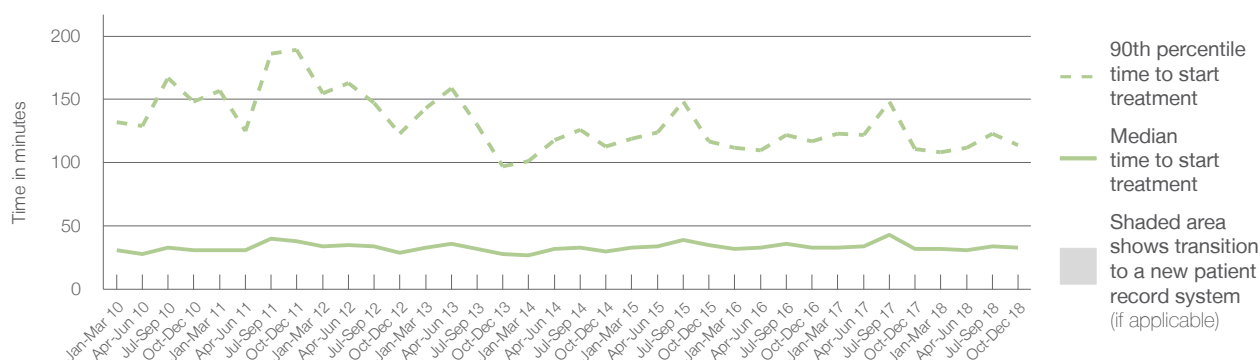
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
10,252	
9,206	
32 minutes	26 minutes
111 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	31	38	29	28	30	35	33	32	33
90th percentile time to start treatment ⁵ (minutes)	148	189	123	97	113	117	117	111	114

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

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

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

October to December 2018

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

Number of triage 5 patients: 2,797

Number of triage 5 patients used to calculate waiting time:³ 2,235

Median time to start treatment⁴

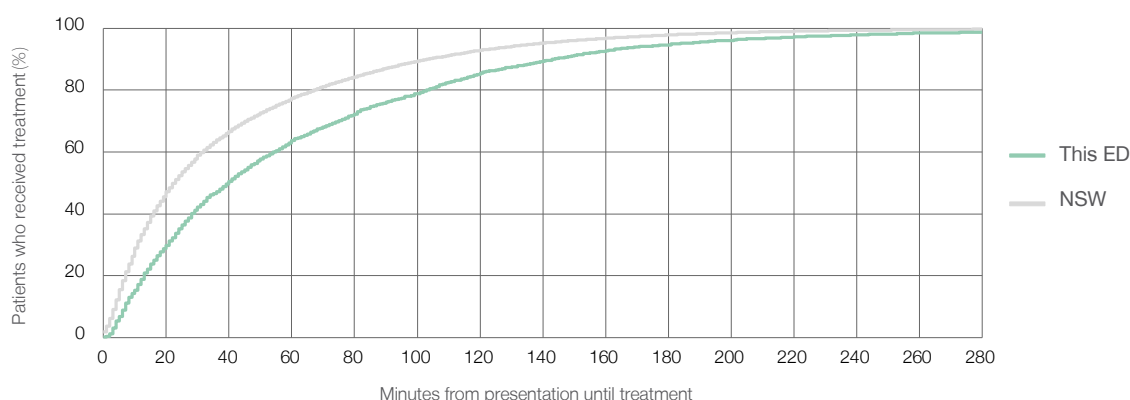
40 minutes

90th percentile time to start treatment⁵

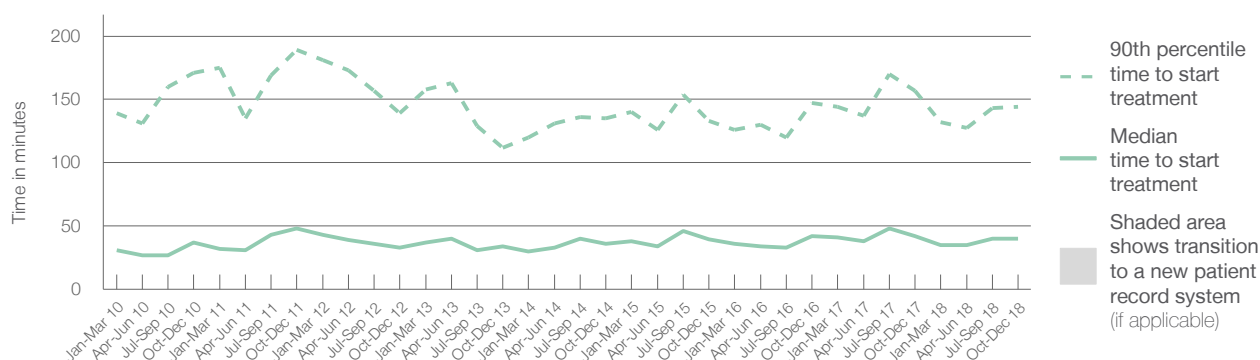
144 minutes

Same period last year	NSW (this period)
2,981	
2,291	
42 minutes	23 minutes
157 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	48	33	34	36	40	42	42	40
90th percentile time to start treatment ⁵ (minutes)	171	189	139	112	135	133	147	157	144

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

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

John Hunter Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 21,151 patients

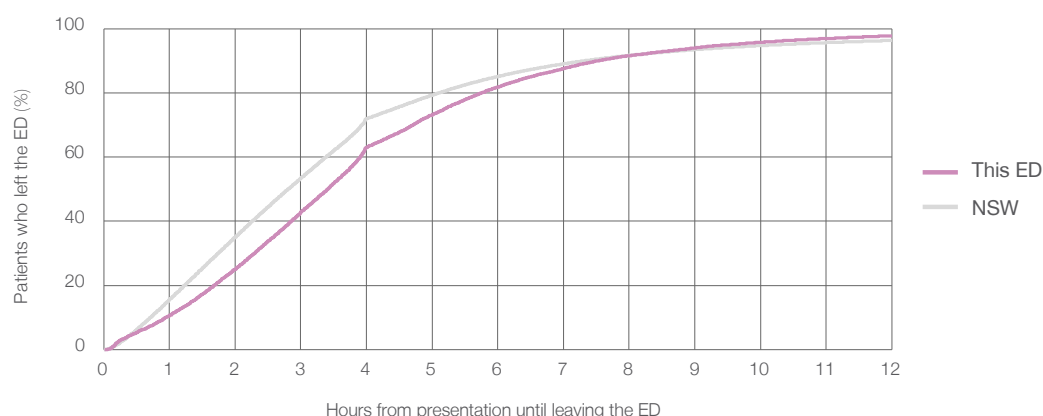
Presentations used to calculate time to leaving the ED:⁶ 21,151 patients

Median time spent in the ED⁸ 3 hours and 25 minutes

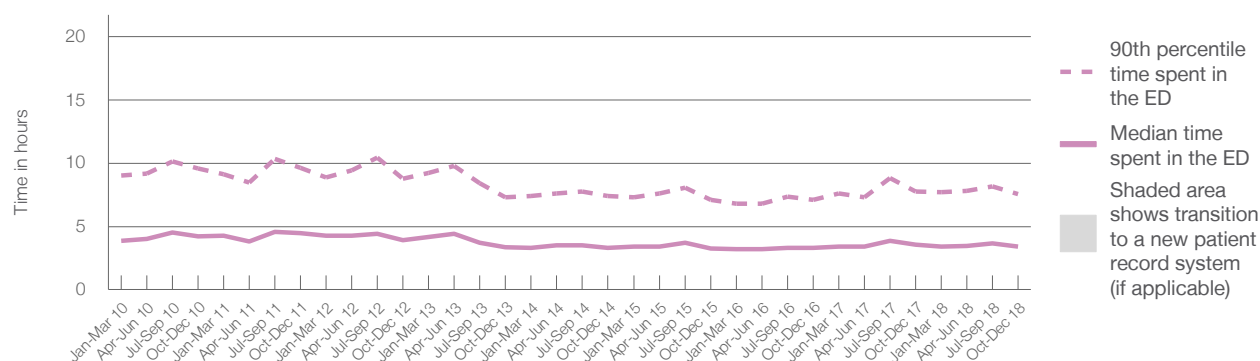
90th percentile time spent in the ED⁹ 7 hours and 32 minutes

Same period last year	NSW (this period)
19,789	
19,789	
3 hours and 33 minutes	2 hours and 49 minutes
7 hours and 45 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 12m	4h 28m	3h 56m	3h 22m	3h 20m	3h 17m	3h 19m	3h 33m	3h 25m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 36m	9h 38m	8h 45m	7h 18m	7h 25m	7h 5m	7h 5m	7h 45m	7h 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.

John Hunter Hospital: Time patients spent in the ED

By mode of separation

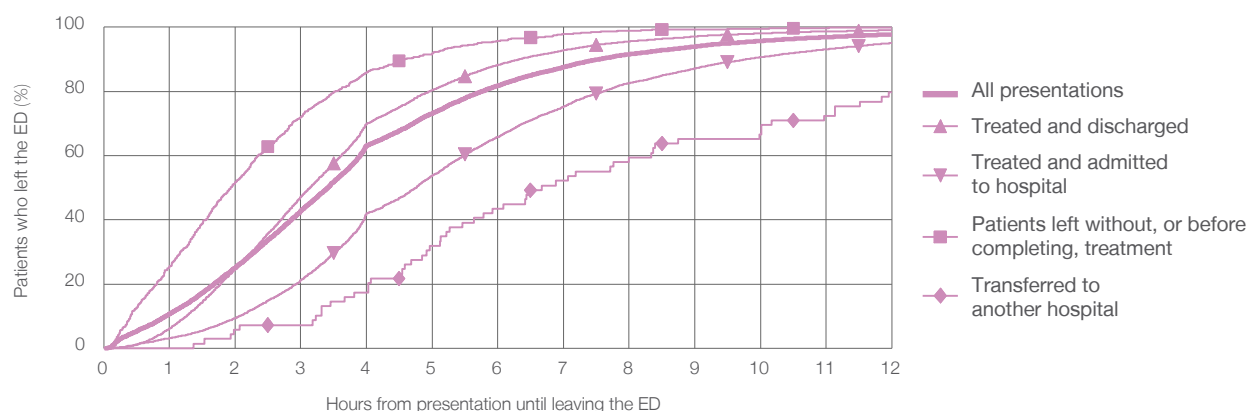
October to December 2018

All presentations:[†] 21,151 patients

Presentations used to calculate time to leaving the ED:[‡] 21,151 patients

		Same period last year	Change since one year ago
		19,789	7%
Treated and discharged	11,653 (55.1%)	10,764	8.3%
Treated and admitted to hospital	6,970 (33.0%)	6,490	7.4%
Patient left without, or before completing, treatment	1,217 (5.8%)	1,114	9.2%
Transferred to another hospital	69 (0.3%)	46	50.0%
Other	1,242 (5.9%)	1,375	-9.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.2%	24.7%	47.3%	69.9%	88.3%	95.6%	98.1%	99.1%
Treated and admitted to hospital	3.1%	9.4%	21.3%	42.0%	65.9%	82.6%	90.7%	95.1%
Patient left without, or before completing, treatment	25.6%	51.8%	72.1%	85.9%	95.6%	98.8%	99.5%	99.9%
Transferred to another hospital	0%	5.8%	7.2%	17.4%	43.5%	59.4%	66.7%	79.7%
All presentations	10.7%	25.1%	42.9%	63.1%	81.8%	91.6%	95.8%	97.8%

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

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

John Hunter Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 21,151 patients

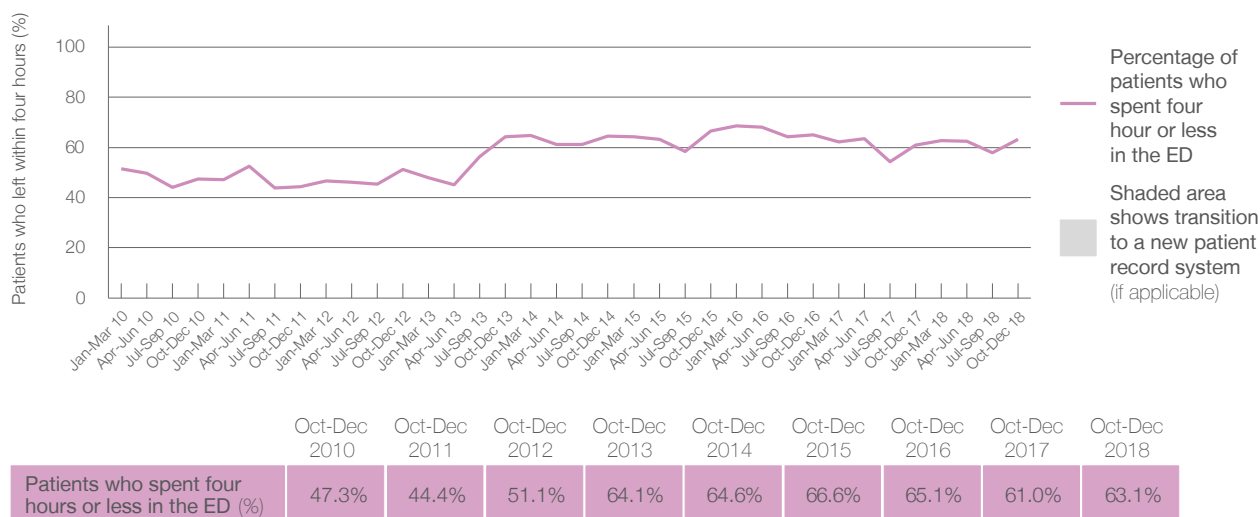
Presentations used to calculate time to leaving the ED: ⁶ 21,151 patients

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



Same period last year	Change since one year ago
19,789	7%
19,789	7%
61.0%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Kurri Kurri Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 899 patients

Emergency presentations:² 832 patients

Same period last year	Change since one year ago
1,032	-13%
963	-14%

Kurri Kurri Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 59 patients

Median time to start treatment⁴ 3 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 145 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 415 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 45 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 213 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
66	
6 minutes	8 minutes
*	26 minutes
193	
11 minutes	20 minutes
51 minutes	72 minutes
524	
16 minutes	26 minutes
56 minutes	104 minutes
180	
11 minutes	23 minutes
47 minutes	104 minutes

Kurri Kurri Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 899 patients

Percentage of patients who spent four hours or less in the ED 94%

Same period last year	Change since one year ago
1,032	-13%
94%	

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

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

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

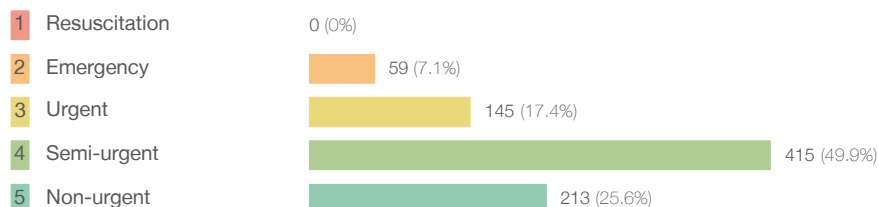
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Kurri Kurri Hospital: Patients presenting to the emergency department

October to December 2018

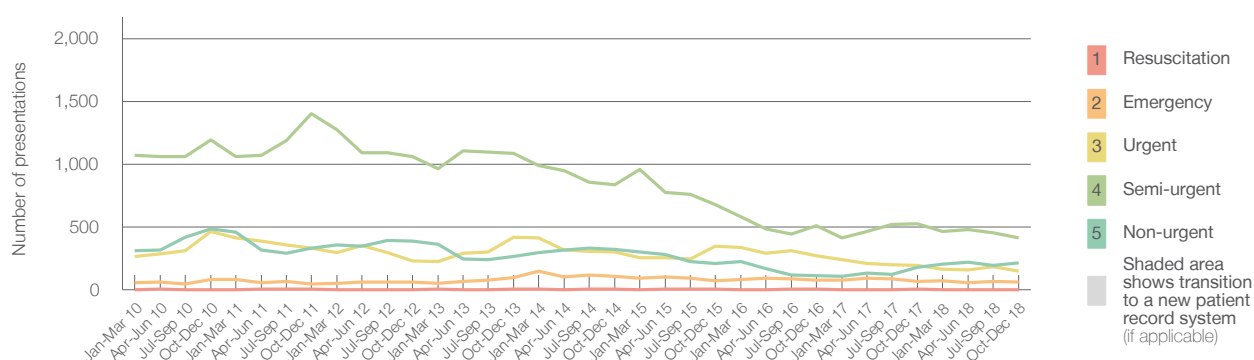
All presentations:¹ 899 patients

Emergency presentations² by triage category: 832 patients



Same period last year	Change since one year ago
1,032	-13%
963	-14%
< 5	*
66	-7.8%
193	-24.9%
524	-20.8%
180	18.3%

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	0	< 5	0	< 5	5	< 5	< 5	< 5	0
Emergency	80	48	58	98	105	75	78	66	59
Urgent	461	330	230	416	299	344	270	193	145
Semi-urgent	1,195	1,402	1,062	1,085	836	676	509	524	415
Non-urgent	483	333	385	265	322	208	111	180	213
All emergency presentations	2,219	2,113	1,735	1,864	1,567	1,303	968	963	832

Kurri Kurri Hospital: Patients arriving by ambulance

October to December 2018

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

ED Transfer of care time

	Same period last year	Change since one year ago
Median time	*	4 minutes
90th percentile 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.

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

October to December 2018

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

Number of triage 2 patients: 59

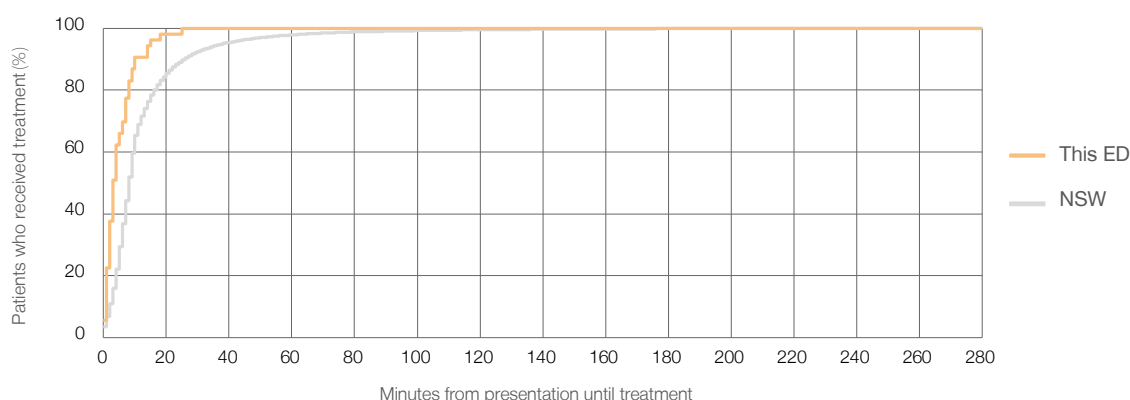
Number of triage 2 patients used to calculate waiting time: ³ 53

Median time to start treatment ⁴ 3 minutes

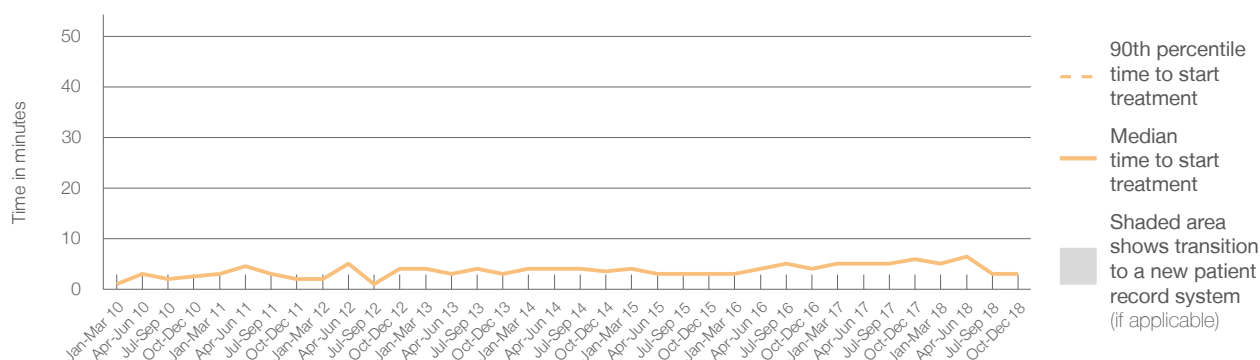
90th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
66	
48	
6 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	3	2	4	3	4	3	4	6	3
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	*	*	*	*

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

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

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

October to December 2018

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

Number of triage 3 patients: 145

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

Median time to start treatment⁴

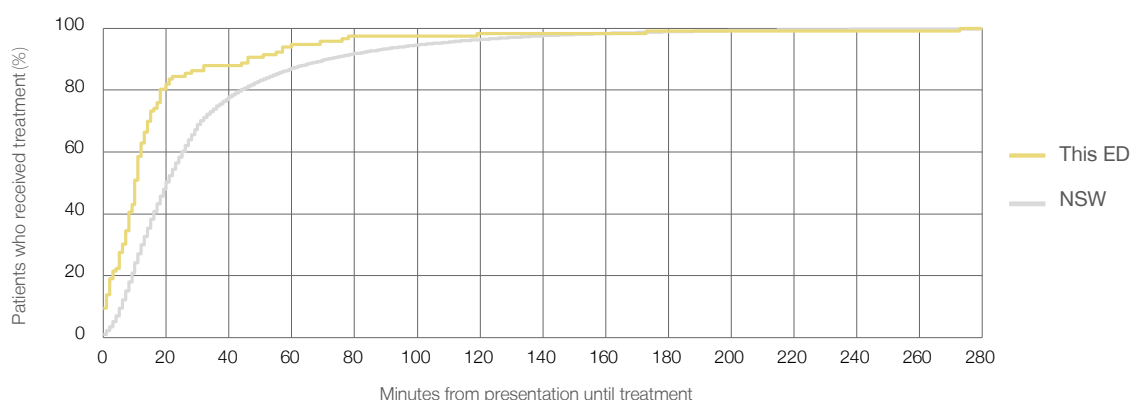
10 minutes

90th percentile time to start treatment⁵

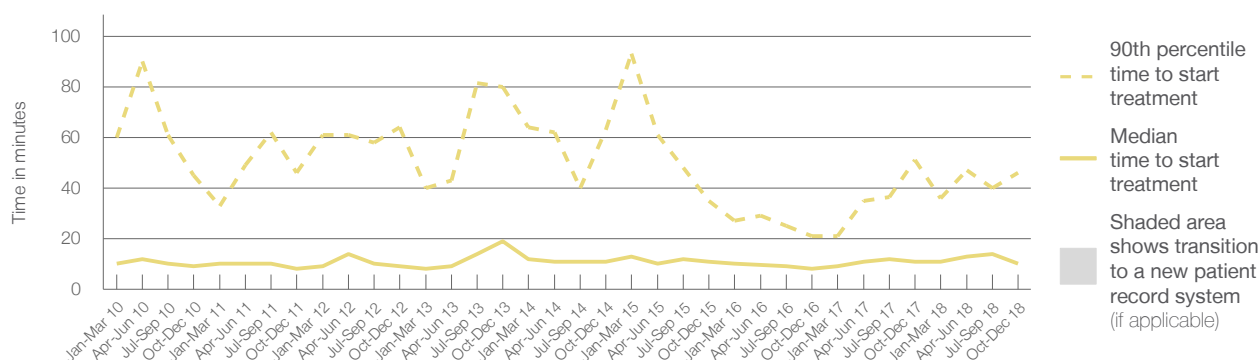
46 minutes

Same period last year	NSW (this period)
193	
128	
11 minutes	20 minutes
51 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	8	9	19	11	11	8	11	10
90th percentile time to start treatment ⁵ (minutes)	45	46	64	80	63	35	21	51	46

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

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

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

October to December 2018

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

Number of triage 4 patients: 415

Number of triage 4 patients used to calculate waiting time:³ 308

Median time to start treatment⁴

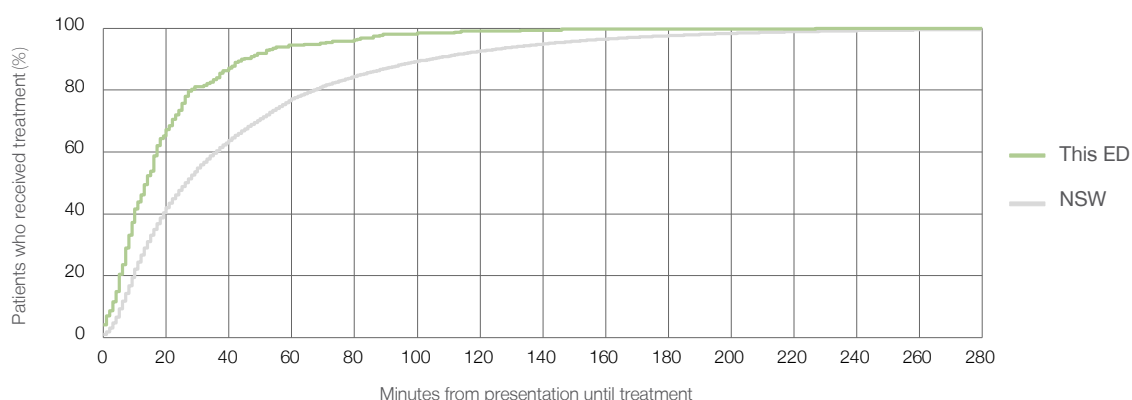
14 minutes

90th percentile time to start treatment⁵

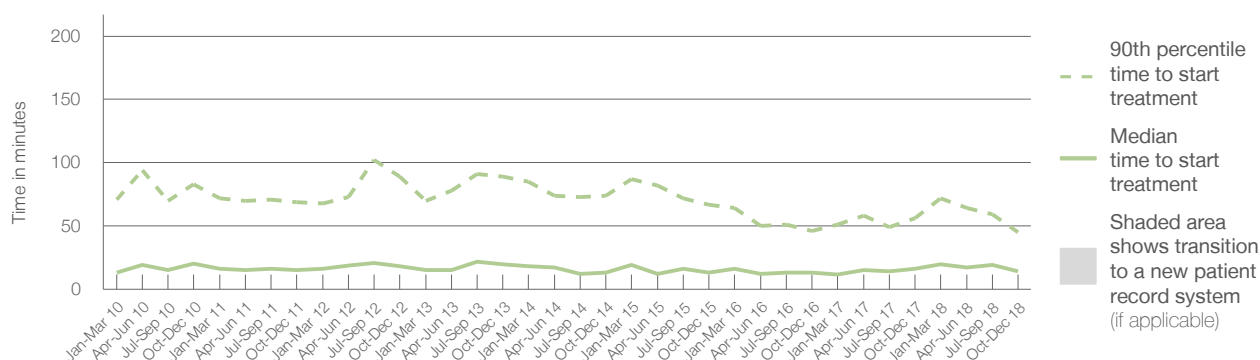
45 minutes

Same period last year	NSW (this period)
524	
316	
16 minutes	26 minutes
56 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	15	18	20	13	13	13	16	14
90th percentile time to start treatment ⁵ (minutes)	83	69	89	89	74	67	46	56	45

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

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

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

October to December 2018

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

Number of triage 5 patients: 213

Number of triage 5 patients used to calculate waiting time:³ 144

Median time to start treatment⁴

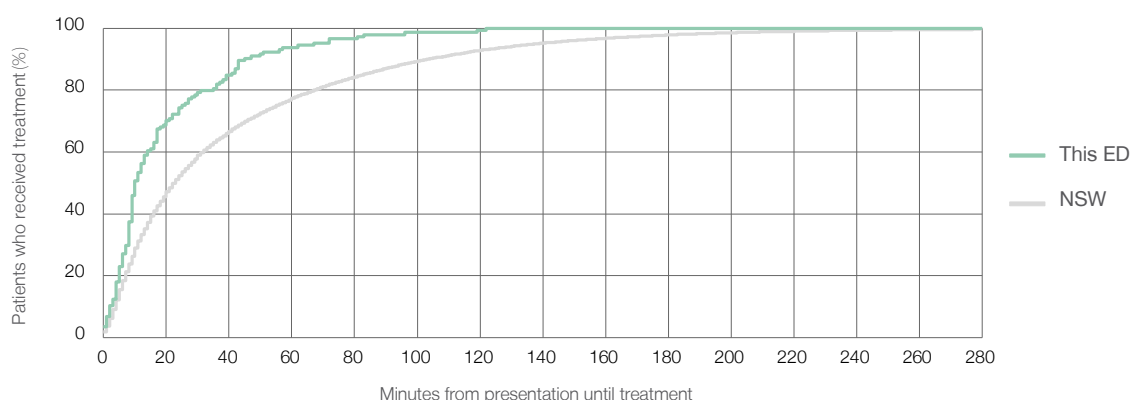
10 minutes

90th percentile time to start treatment⁵

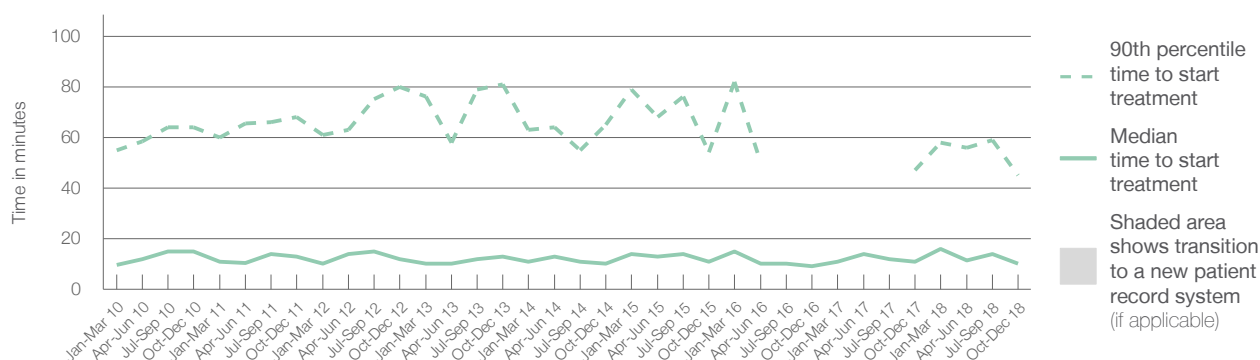
45 minutes

Same period last year	NSW (this period)
180	
127	
11 minutes	23 minutes
47 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	15	13	12	13	10	11	9	11	10
90th percentile time to start treatment ⁵ (minutes)	64	68	80	81	65	54	*	47	45

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

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

Kurri Kurri Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 899 patients

Presentations used to calculate time to leaving the ED:⁶ 899 patients

Median time spent in the ED⁸

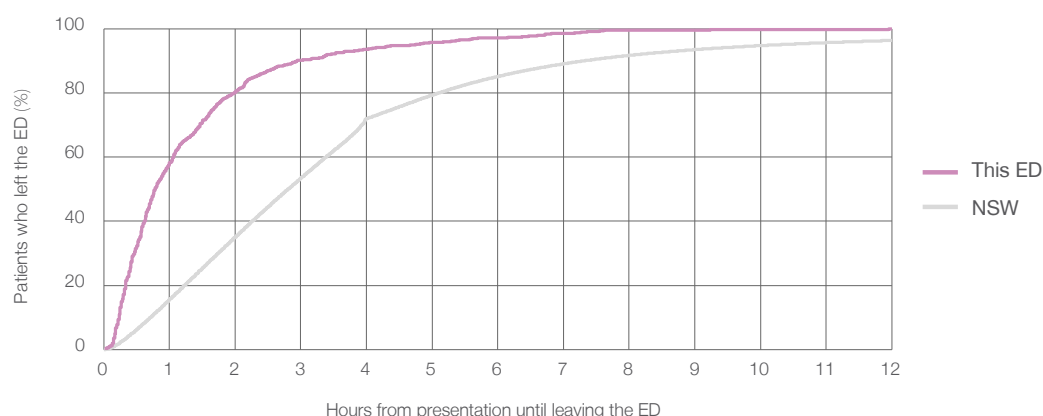
0 hours and 47 minutes

90th percentile time spent in the ED⁹

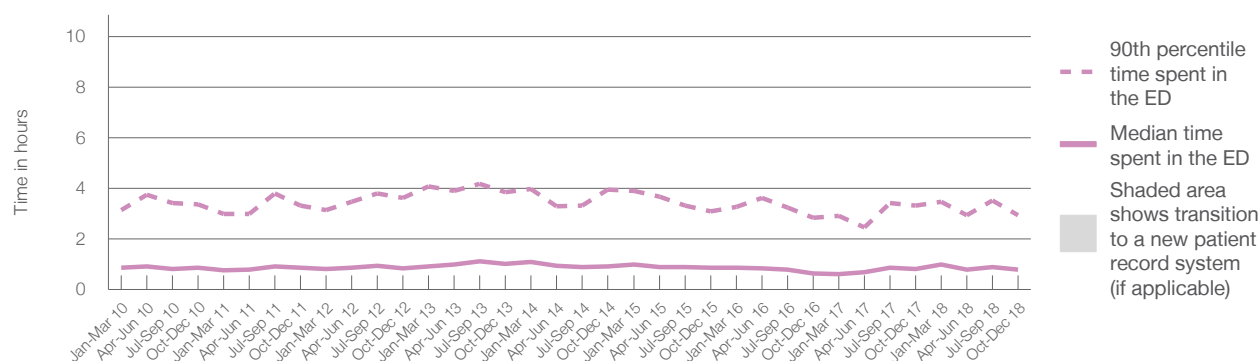
2 hours and 57 minutes

Same period last year	NSW (this period)
1,032	
1,032	
0 hours and 50 minutes	2 hours and 49 minutes
3 hours and 19 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	0h 52m	0h 53m	0h 51m	1h 2m	0h 56m	0h 52m	0h 39m	0h 50m	0h 47m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 23m	3h 20m	3h 38m	3h 51m	3h 57m	3h 6m	2h 50m	3h 19m	2h 57m

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

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

Kurri Kurri Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

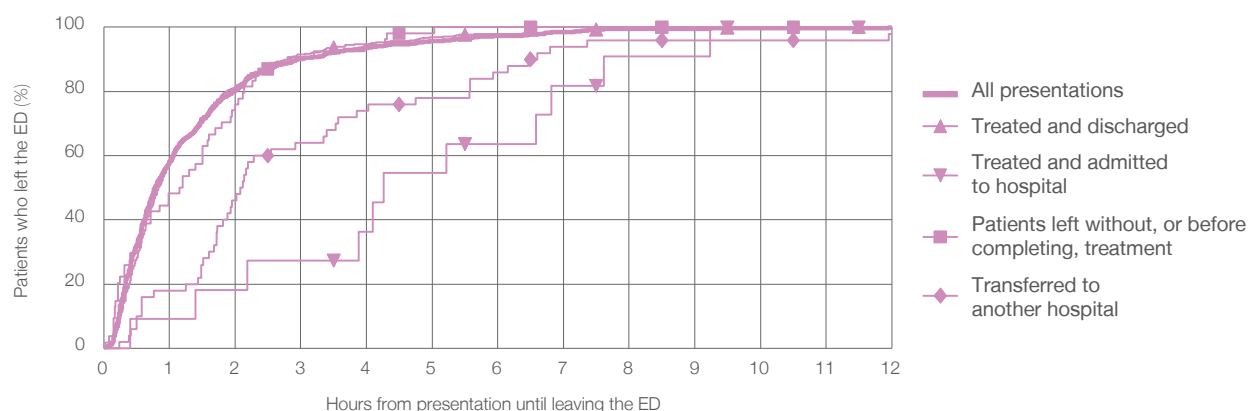
All presentations:[†] 899 patients

Presentations used to calculate time to leaving the ED:[‡] 899 patients

Treated and discharged	595 (66.2%)
Treated and admitted to hospital	11 (1.2%)
Patient left without, or before completing, treatment	54 (6.0%)
Transferred to another hospital	50 (5.6%)
Other	189 (21.0%)

Same period last year	Change since one year ago
1,032	-13%
589	1.0%
30	-63.3%
40	35.0%
46	8.7%
327	-42.2%

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



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

Treated and discharged	57.5%	81.5%	91.4%	94.8%	98.0%	99.7%	100%	100%
Treated and admitted to hospital	9.1%	18.2%	27.3%	36.4%	63.6%	90.9%	100%	100%
Patient left without, or before completing, treatment	48.1%	75.9%	90.7%	94.4%	100%	100%	100%	100%
Transferred to another hospital	18.0%	46.0%	64.0%	74.0%	86.0%	96.0%	96.0%	98.0%
All presentations	58.2%	80.3%	90.1%	93.5%	97.2%	99.4%	99.8%	99.9%

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

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

Kurri Kurri Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 899 patients

Presentations used to calculate time to leaving the ED: ⁶ 899 patients

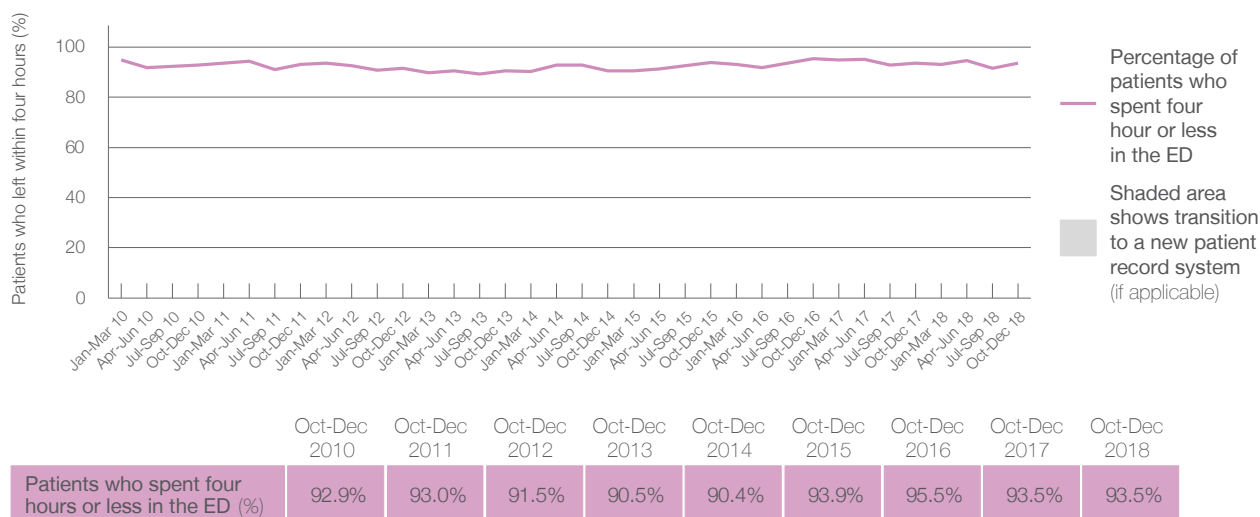
Percentage of patients who spent four hours or less in the ED



93.5%

Same period last year	Change since one year ago
1,032	-13%
1,032	-13%
93.5%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Maitland Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 12,841 patients

Emergency presentations:² 12,774 patients

Same period last year	Change since one year ago
12,136	6%
12,056	6%

Maitland Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,109 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): 3,707 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,647 patients

Median time to start treatment⁴ 44 minutes
90th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,280 patients

Median time to start treatment⁴ 57 minutes
90th percentile time to start treatment⁵ 165 minutes

Same period last year	NSW (this period)
2,109	
8 minutes	8 minutes
33 minutes	26 minutes
3,181	
25 minutes	20 minutes
99 minutes	72 minutes
5,458	
45 minutes	26 minutes
146 minutes	104 minutes
1,283	
57 minutes	23 minutes
167 minutes	104 minutes

Maitland Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 12,841 patients

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

Same period last year	Change since one year ago
12,136	6%
68%	

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

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

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

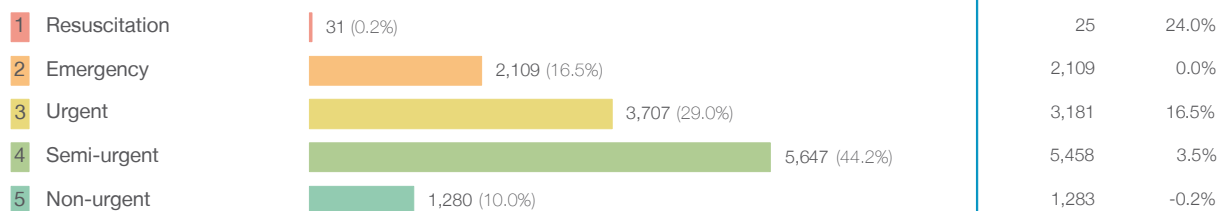
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Maitland Hospital: Patients presenting to the emergency department

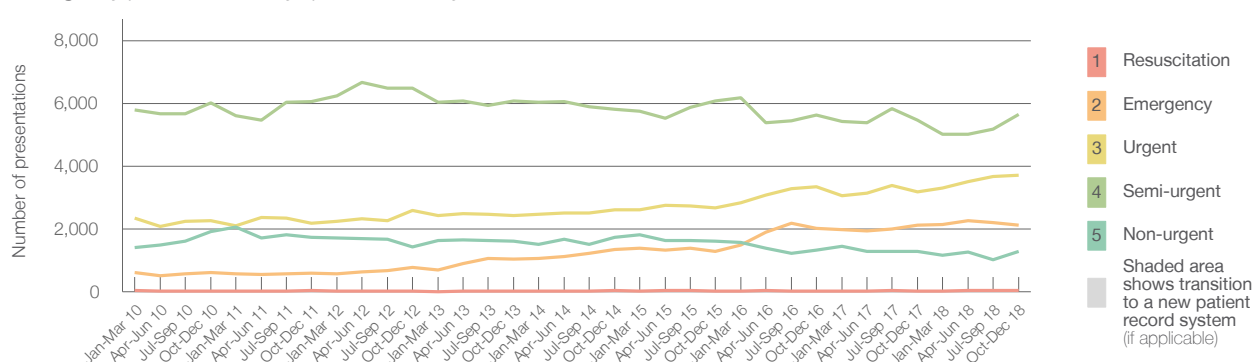
October to December 2018

All presentations:¹ 12,841 patients

Emergency presentations² by triage category: 12,774 patients



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	24	34	22	23	30	18	19	25	31
Emergency	619	579	765	1,040	1,334	1,279	2,021	2,109	2,109
Urgent	2,263	2,175	2,583	2,434	2,610	2,679	3,349	3,181	3,707
Semi-urgent	6,016	6,059	6,485	6,069	5,816	6,070	5,623	5,458	5,647
Non-urgent	1,905	1,722	1,426	1,607	1,737	1,618	1,332	1,283	1,280
All emergency presentations	10,827	10,569	11,281	11,173	11,527	11,664	12,344	12,056	12,774

Maitland Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,420 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.

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

October to December 2018

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

Number of triage 2 patients: 2,109

Number of triage 2 patients used to calculate waiting time:³ 2,069

Median time to start treatment⁴

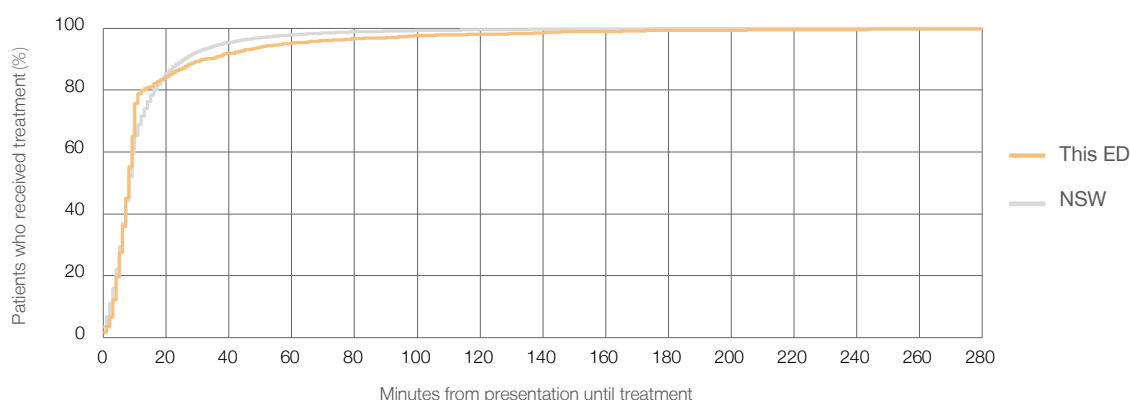
8 minutes

90th percentile time to start treatment⁵

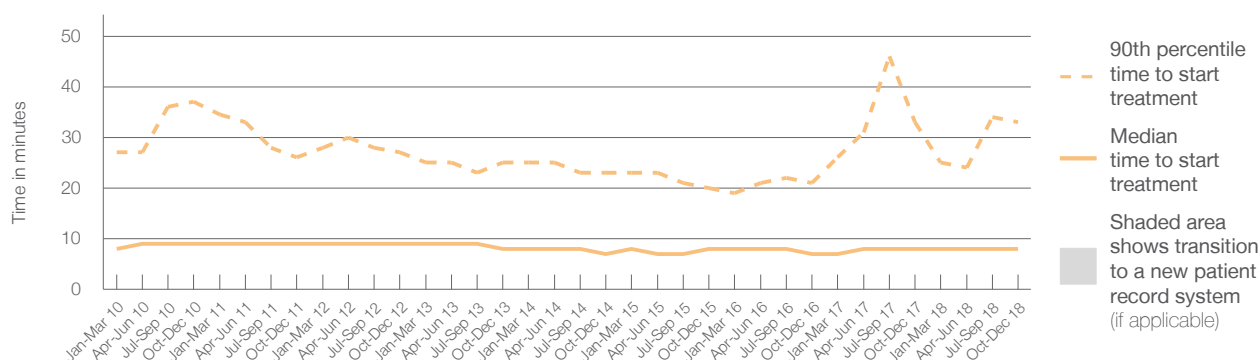
33 minutes

Same period last year	NSW (this period)
2,109	
2,054	
8 minutes	8 minutes
33 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	9	8	7	8	7	8	8
90th percentile time to start treatment ⁵ (minutes)	37	26	27	25	23	20	21	33	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.

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

October to December 2018

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

Number of triage 3 patients: 3,707

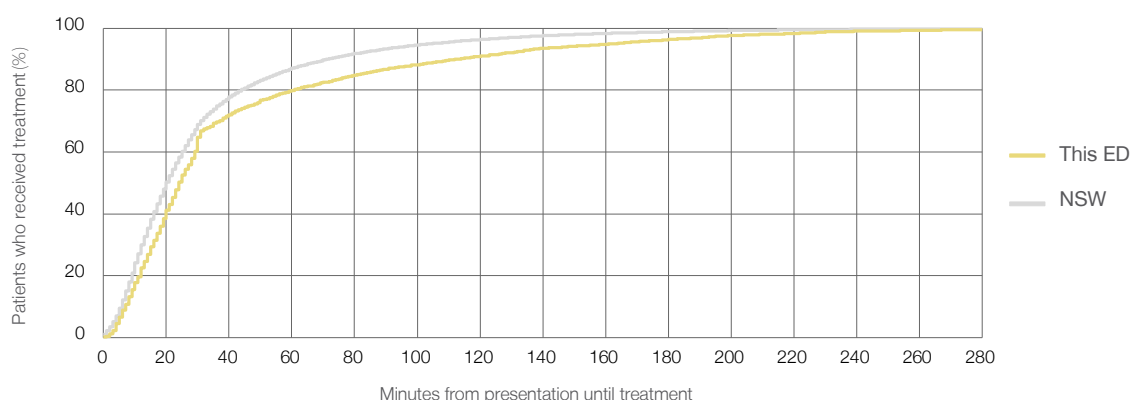
Number of triage 3 patients used to calculate waiting time:³ 3,501

Median time to start treatment⁴ 24 minutes

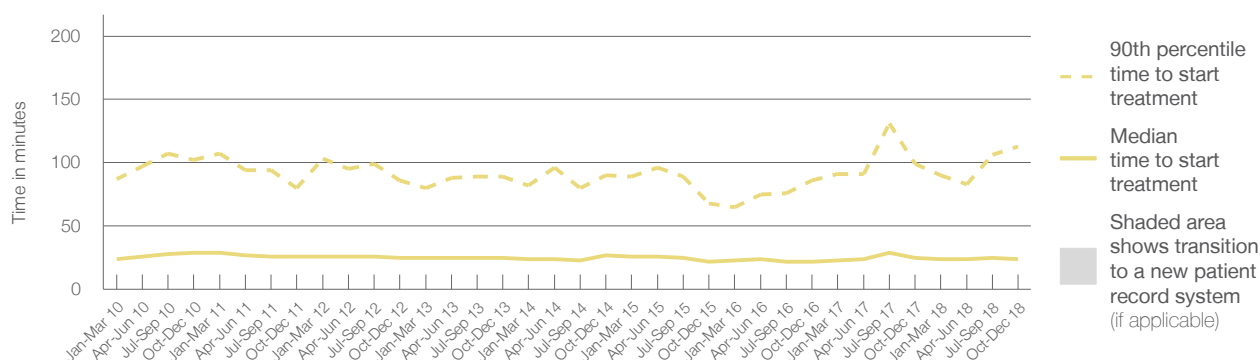
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
3,181	
3,012	
25 minutes	20 minutes
99 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	29	26	25	25	27	22	22	25	24
90th percentile time to start treatment ⁵ (minutes)	102	80	86	89	90	68	86	99	113

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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.

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

October to December 2018

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

Number of triage 4 patients: 5,647

Number of triage 4 patients used to calculate waiting time:³ 4,520

Median time to start treatment⁴

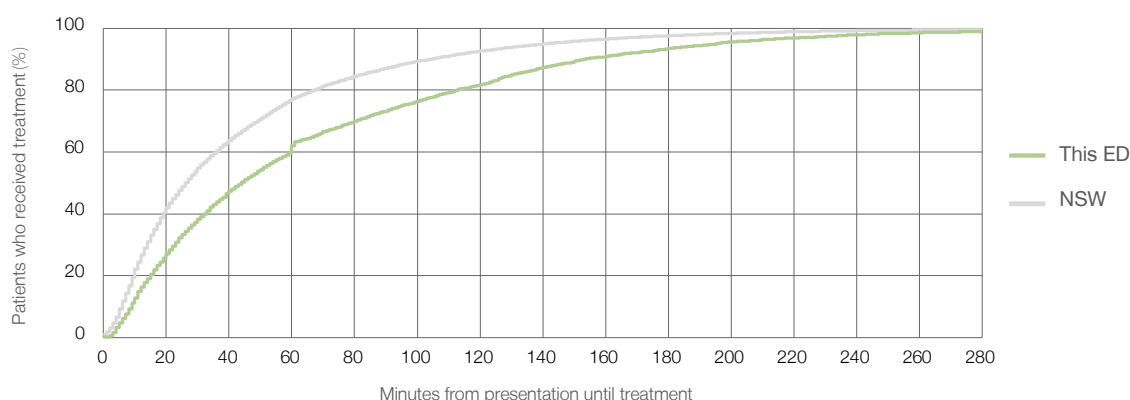
44 minutes

90th percentile time to start treatment⁵

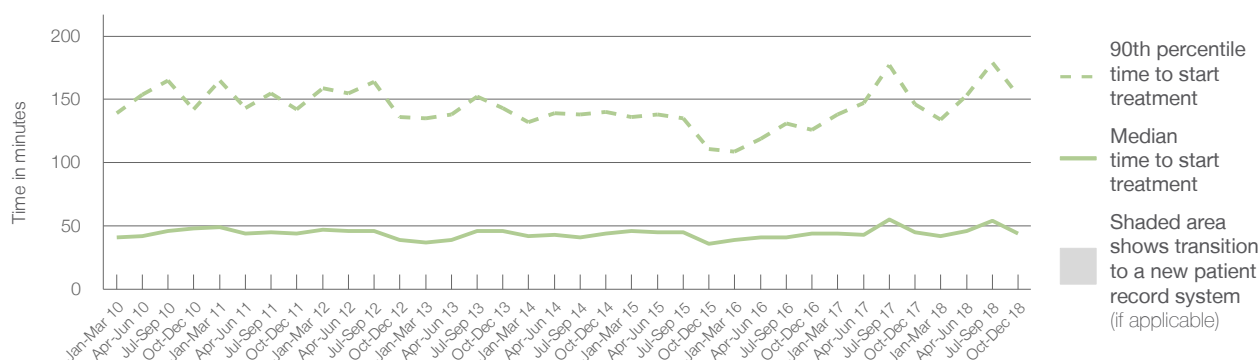
153 minutes

Same period last year	NSW (this period)
5,458	
4,411	
45 minutes	26 minutes
146 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	48	44	39	46	44	36	44	45	44
90th percentile time to start treatment ⁵ (minutes)	142	142	136	143	140	111	126	146	153

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

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

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

October to December 2018

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

Number of triage 5 patients: 1,280

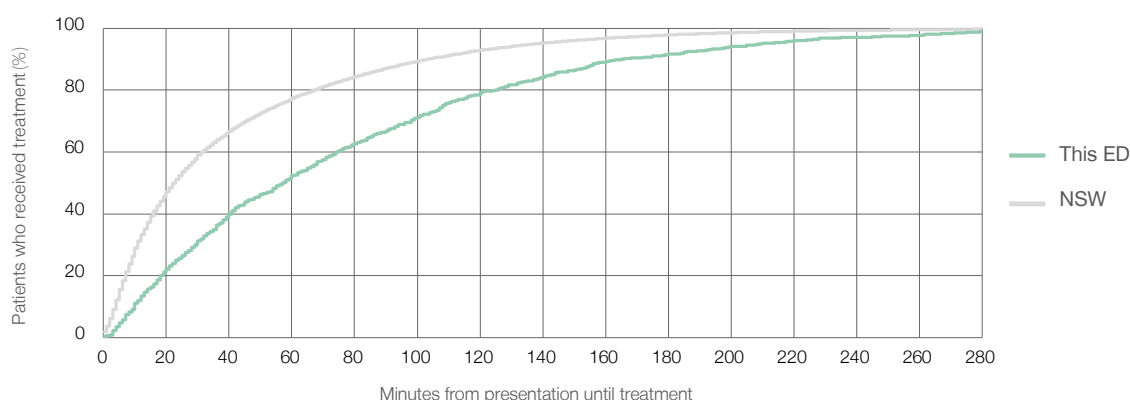
Number of triage 5 patients used to calculate waiting time:³ 882

Median time to start treatment⁴ 57 minutes

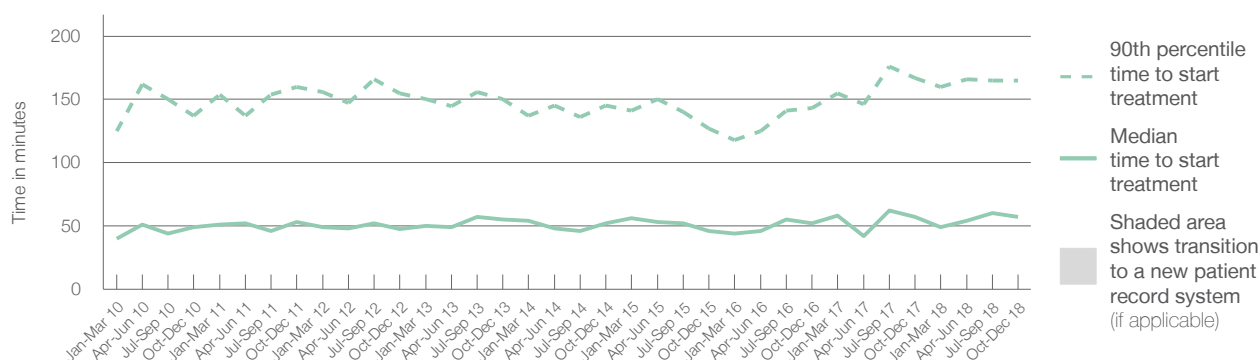
90th percentile time to start treatment⁵ 165 minutes

Same period last year	NSW (this period)
1,283	
872	
57 minutes	23 minutes
167 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	49	53	48	55	52	46	52	57	57
90th percentile time to start treatment ⁵ (minutes)	137	160	155	150	145	127	143	167	165

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

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

Maitland Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 12,841 patients

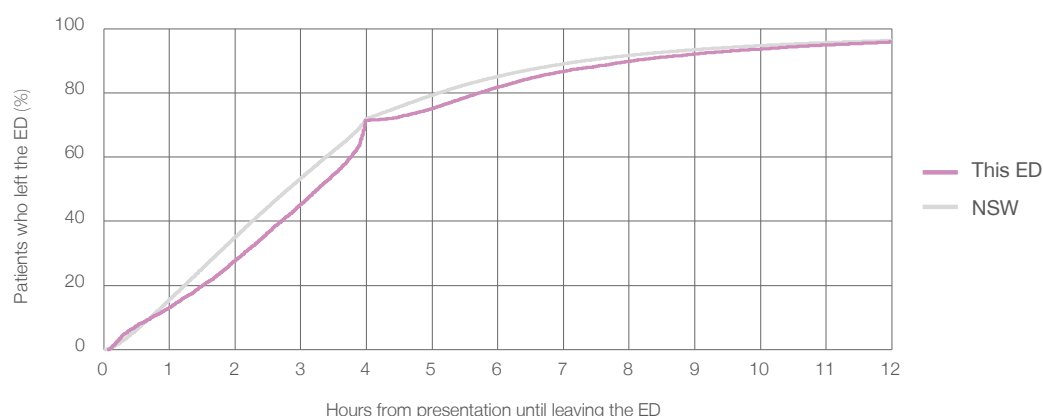
Presentations used to calculate time to leaving the ED:⁶ 12,841 patients

Median time spent in the ED⁸ 3 hours and 16 minutes

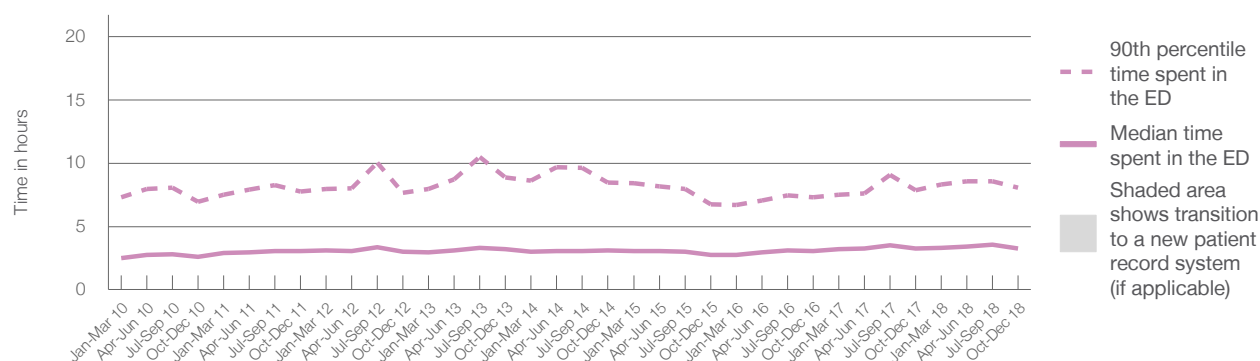
90th percentile time spent in the ED⁹ 8 hours and 4 minutes

Same period last year	NSW (this period)
12,136	
12,136	
3 hours and 17 minutes	2 hours and 49 minutes
7 hours and 51 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 37m	3h 3m	2h 59m	3h 11m	3h 6m	2h 45m	3h 4m	3h 17m	3h 16m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 57m	7h 45m	7h 40m	8h 53m	8h 29m	6h 45m	7h 19m	7h 51m	8h 4m

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

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

Maitland Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

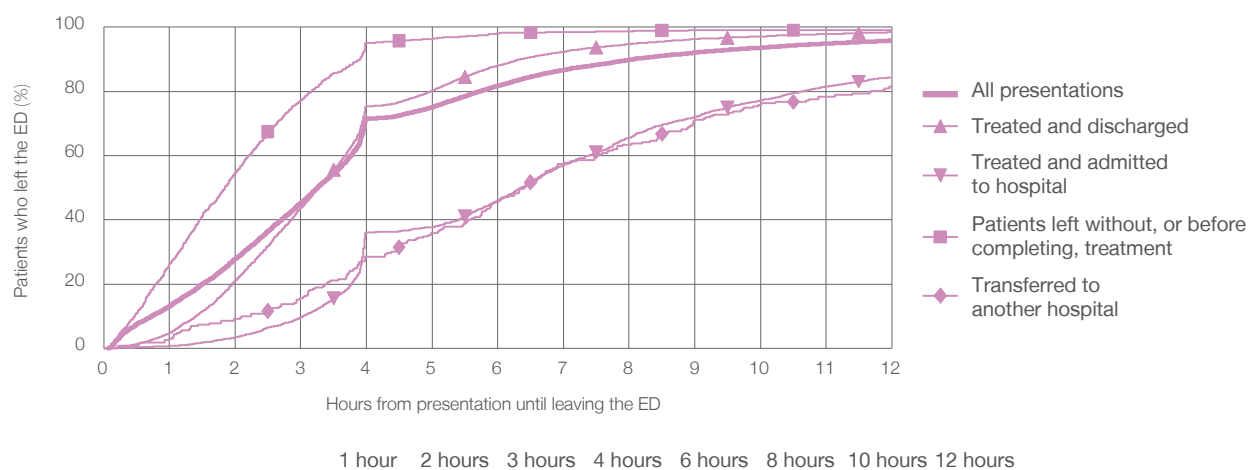
All presentations:[†] 12,841 patients

Presentations used to calculate time to leaving the ED:[‡] 12,841 patients

Treated and discharged	7,960 (62.0%)
Treated and admitted to hospital	2,294 (17.9%)
Patient left without, or before completing, treatment	1,068 (8.3%)
Transferred to another hospital	232 (1.8%)
Other	1,287 (10.0%)

Same period last year	Change since one year ago
12,136	6%
7,403	7.5%
2,363	-2.9%
945	13.0%
229	1.3%
1,196	7.6%

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



Treated and discharged	4.7%	21.1%	43.7%	75.3%	88.1%	94.8%	97.1%	98.5%
Treated and admitted to hospital	0.7%	3.4%	9.6%	36.1%	46.2%	65.6%	77.2%	84.4%
Patient left without, or before completing, treatment	26.3%	54.6%	77.2%	95.0%	98.1%	98.8%	99.2%	99.2%
Transferred to another hospital	3.0%	9.1%	15.5%	28.4%	45.7%	63.4%	75.9%	81.9%
All presentations	13.2%	27.9%	45.3%	71.5%	81.8%	89.8%	93.6%	95.9%

(†) 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.

Maitland Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 12,841 patients

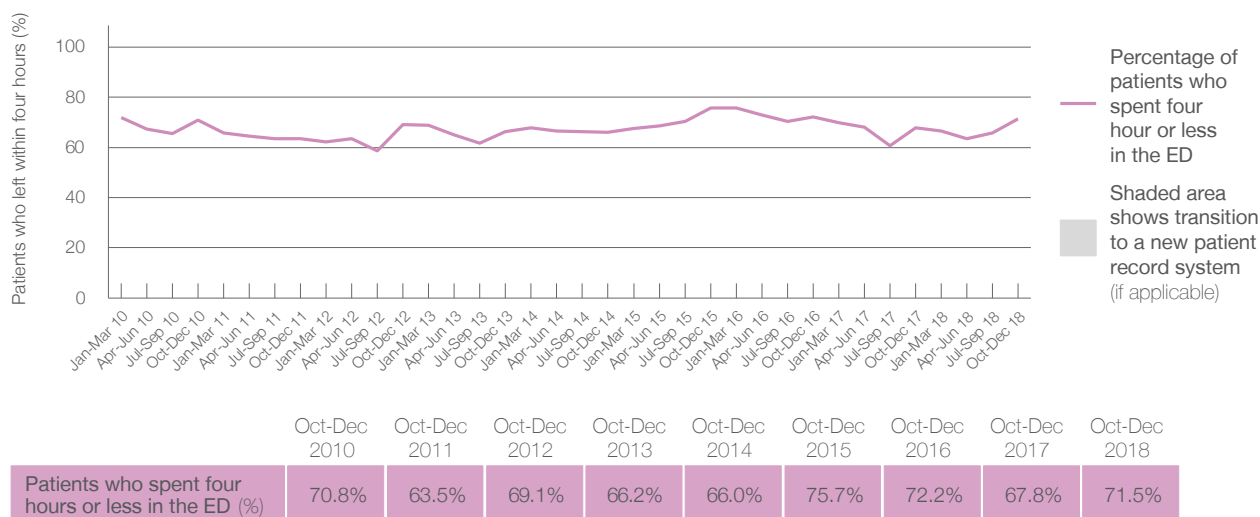
Presentations used to calculate time to leaving the ED: ⁶ 12,841 patients

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



Same period last year	Change since one year ago
12,136	6%
12,136	6%
67.8%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Manning Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 8,671 patients

Emergency presentations:² 8,512 patients

Same period last year	Change since one year ago
8,145	6%
7,992	7%

Manning Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,379 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): 2,642 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 109 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,945 patients

Median time to start treatment⁴ 34 minutes

90th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,503 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
1,284	
7 minutes	8 minutes
22 minutes	26 minutes
2,165	
19 minutes	20 minutes
97 minutes	72 minutes
2,878	
36 minutes	26 minutes
154 minutes	104 minutes
1,625	
32 minutes	23 minutes
137 minutes	104 minutes

Manning Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 8,671 patients

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

Same period last year	Change since one year ago
8,145	6%
77%	

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

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

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

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Manning Hospital: Patients presenting to the emergency department

October to December 2018

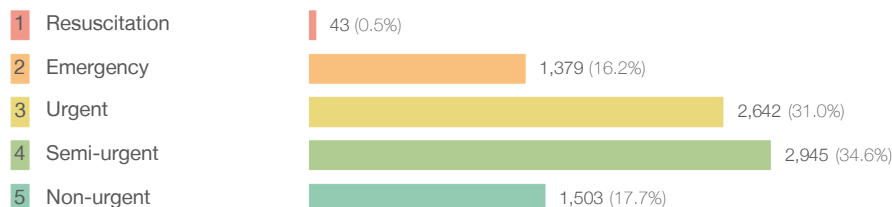
All presentations:¹ 8,671 patients

Same period last year Change since one year ago

8,145 6%

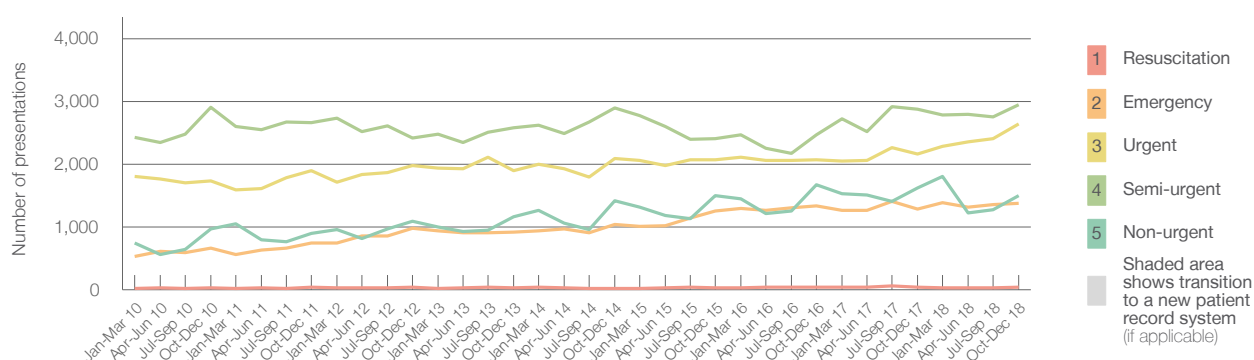
Emergency presentations² by triage category: 8,512 patients

7,992 7%



40 7.5%
1,284 7.4%
2,165 22.0%
2,878 2.3%
1,625 -7.5%

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	29	35	40	32	17	34	35	40	43
Emergency	663	739	973	916	1,042	1,255	1,333	1,284	1,379
Urgent	1,729	1,901	1,979	1,899	2,089	2,071	2,072	2,165	2,642
Semi-urgent	2,911	2,659	2,412	2,575	2,900	2,403	2,469	2,878	2,945
Non-urgent	964	892	1,088	1,166	1,413	1,494	1,675	1,625	1,503
All emergency presentations	6,296	6,226	6,492	6,588	7,461	7,257	7,584	7,992	8,512

Manning Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,081 patients

Same period last year Change since one year ago

1,938

ED Transfer of care time

Median time 6 minutes

5 minutes 1 minute

90th percentile time 28 minutes

22 minutes 6 minutes

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

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

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

October to December 2018

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

Number of triage 2 patients: 1,379

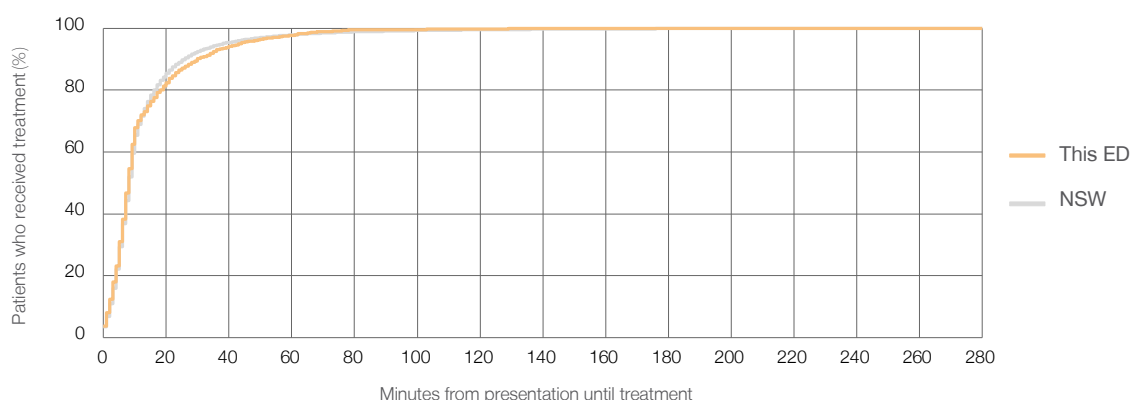
Number of triage 2 patients used to calculate waiting time: ³ 1,371

Median time to start treatment ⁴ 8 minutes

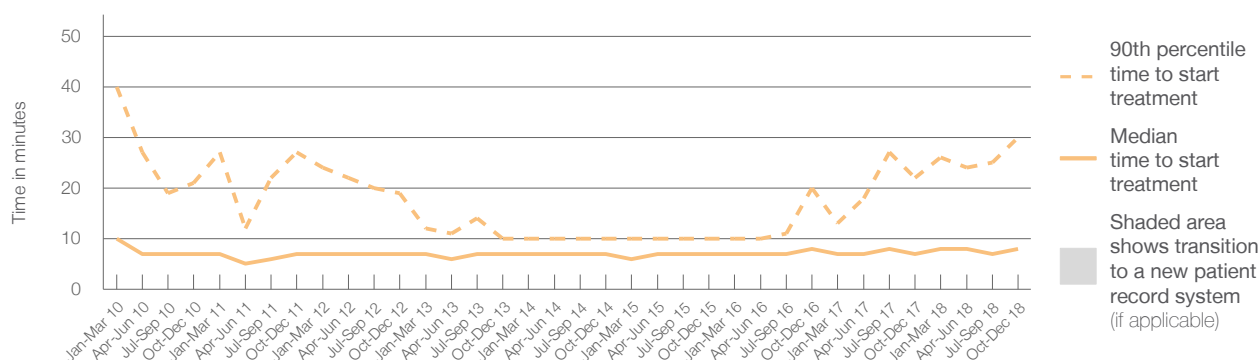
90th percentile time to start treatment ⁵ 30 minutes

Same period last year	NSW (this period)
1,284	
1,274	
7 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	7	7	7	7	7	8	7	8
90th percentile time to start treatment ⁵ (minutes)	21	27	19	10	10	10	20	22	30

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

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

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

October to December 2018

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

Number of triage 3 patients: 2,642

Number of triage 3 patients used to calculate waiting time:³ 2,545

Median time to start treatment⁴

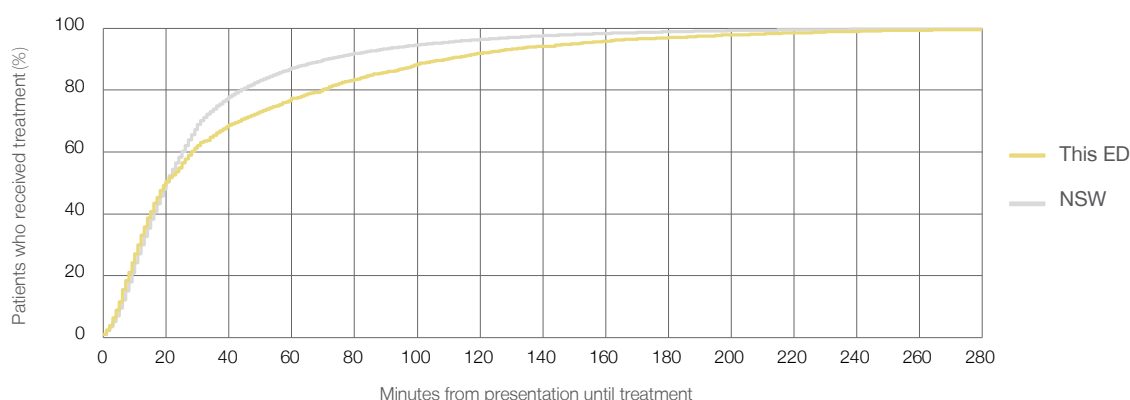
20 minutes

90th percentile time to start treatment⁵

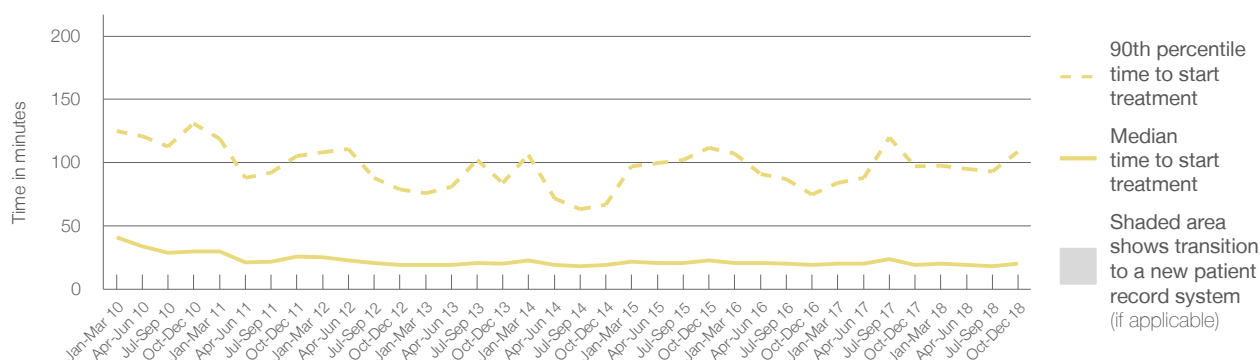
109 minutes

Same period last year	NSW (this period)
2,165	
2,116	
19 minutes	20 minutes
97 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	26	19	20	19	23	19	19	20
90th percentile time to start treatment ⁵ (minutes)	131	105	79	84	67	112	75	97	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.

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

October to December 2018

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

Number of triage 4 patients: 2,945

Number of triage 4 patients used to calculate waiting time:³ 2,727

Median time to start treatment⁴

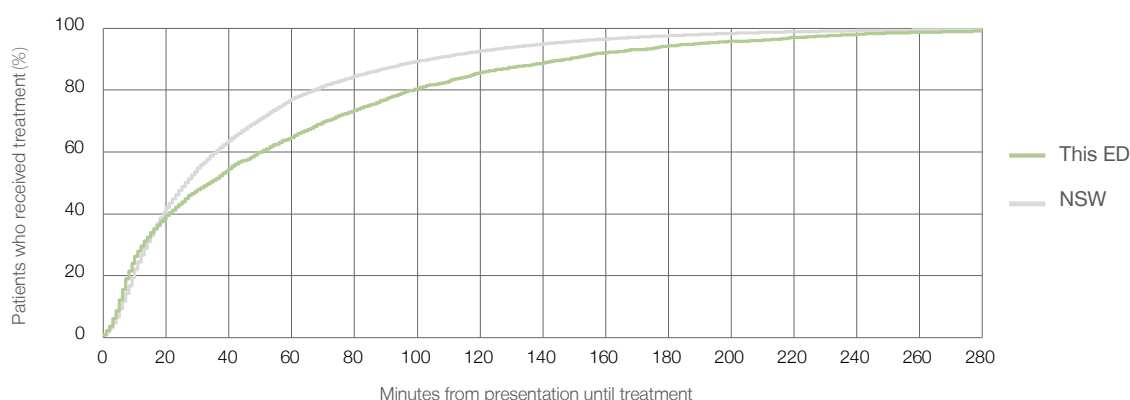
34 minutes

90th percentile time to start treatment⁵

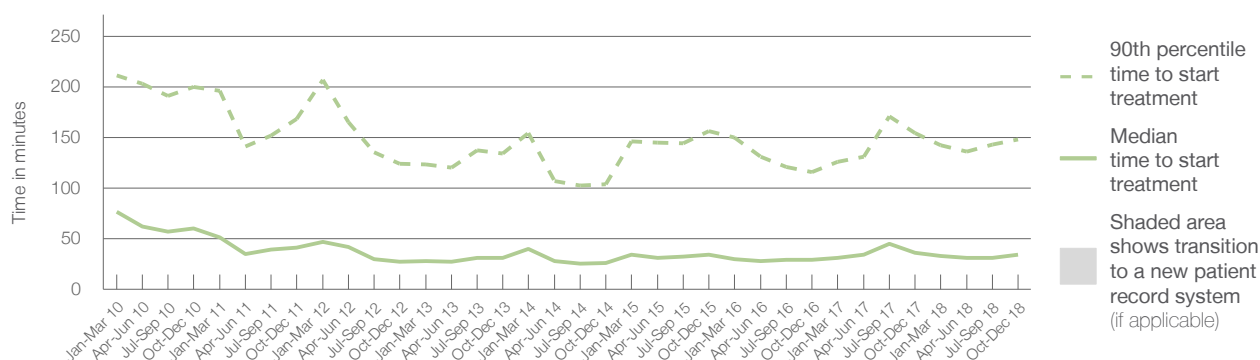
148 minutes

Same period last year	NSW (this period)
2,878	
2,682	
36 minutes	26 minutes
154 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	60	41	27	31	26	34	29	36	34
90th percentile time to start treatment ⁵ (minutes)	200	168	124	134	104	156	116	154	148

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

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

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

October to December 2018

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

Number of triage 5 patients: 1,503

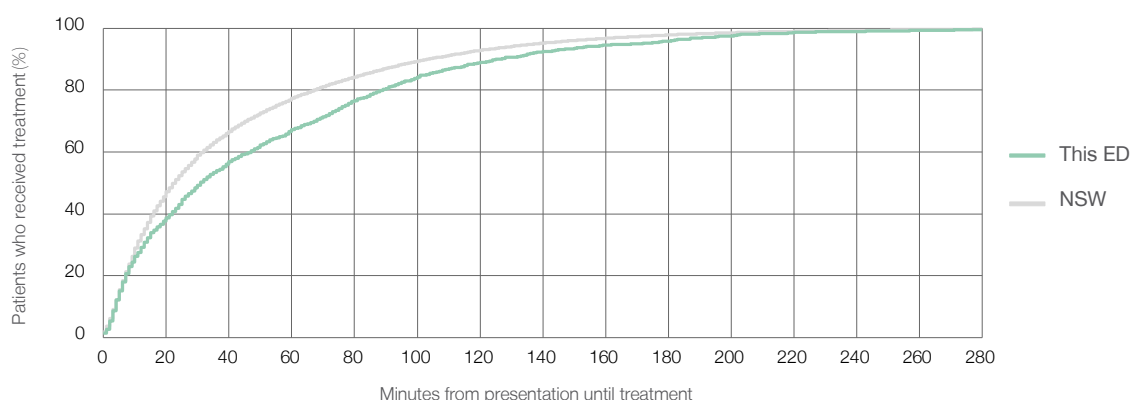
Number of triage 5 patients used to calculate waiting time:³ 1,330

Median time to start treatment⁴ 31 minutes

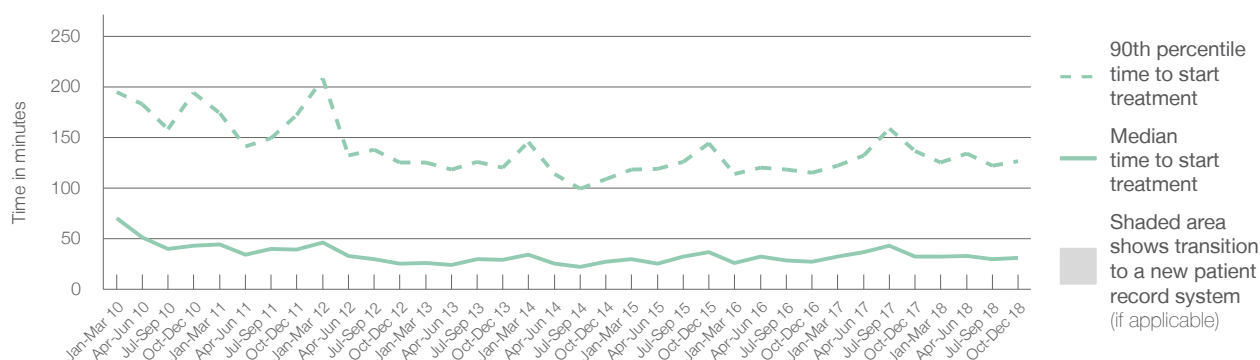
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
1,625	
1,460	
32 minutes	23 minutes
137 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	43	39	25	29	27	37	27	32	31
90th percentile time to start treatment ⁵ (minutes)	194	172	125	120	109	144	115	137	127

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

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

Manning Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 8,671 patients

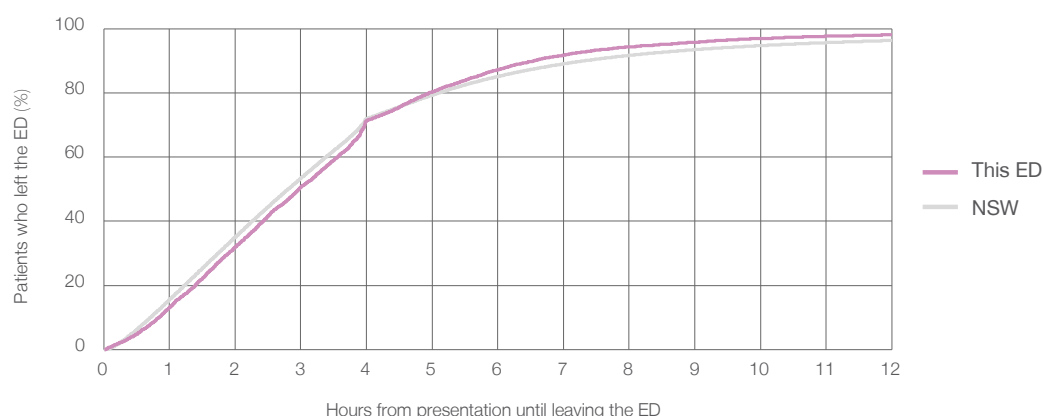
Presentations used to calculate time to leaving the ED:⁶ 8,671 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

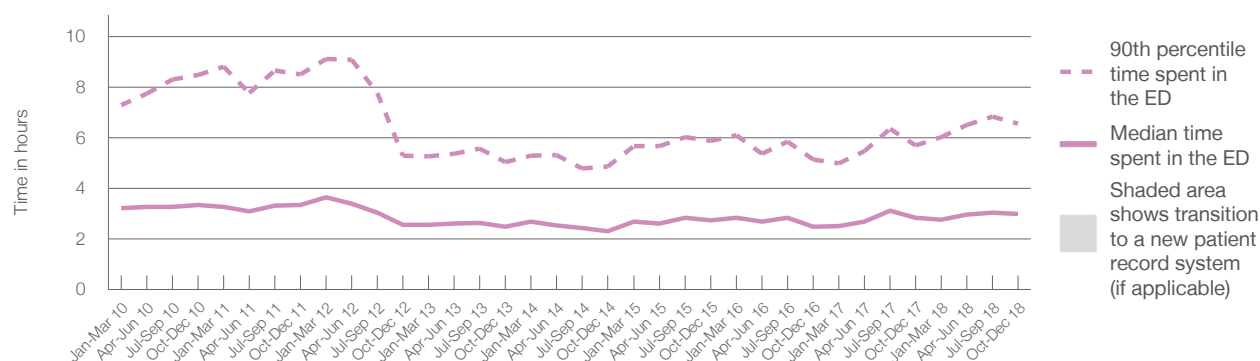
90th percentile time spent in the ED⁹ 6 hours and 33 minutes

Same period last year	NSW (this period)
8,145	
8,145	
2 hours and 50 minutes	2 hours and 49 minutes
5 hours and 42 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 21m	3h 21m	2h 34m	2h 30m	2h 18m	2h 45m	2h 29m	2h 50m	2h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 29m	8h 30m	5h 17m	5h 2m	4h 52m	5h 53m	5h 8m	5h 42m	6h 33m

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

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

Manning Hospital: Time patients spent in the ED

By mode of separation

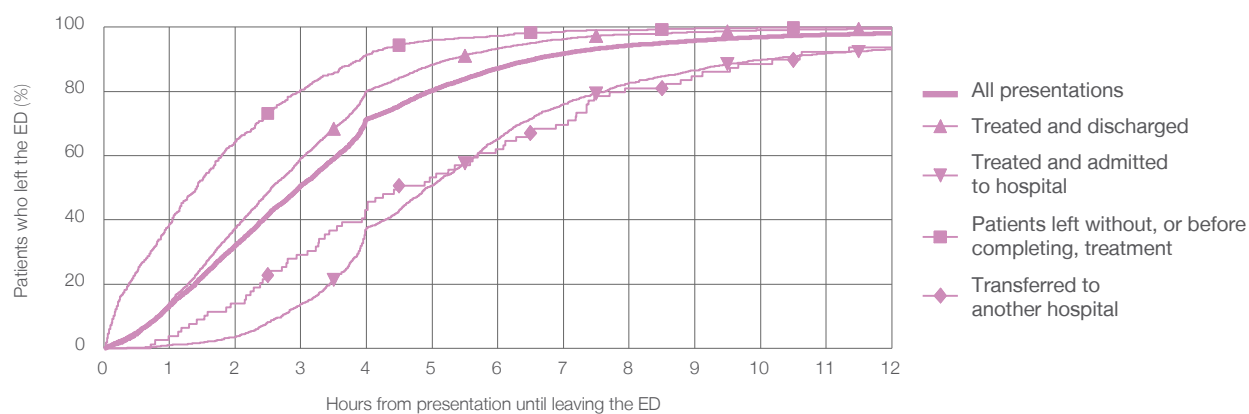
October to December 2018

All presentations:[†] 8,671 patients

Presentations used to calculate time to leaving the ED:[‡] 8,671 patients

		Same period last year	Change since one year ago
		8,145	6%
Treated and discharged	5,877 (67.8%)	5,508	6.7%
Treated and admitted to hospital	1,892 (21.8%)	1,842	2.7%
Patient left without, or before completing, treatment	713 (8.2%)	657	8.5%
Transferred to another hospital	79 (0.9%)	81	-2.5%
Other	110 (1.3%)	57	93.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.2%	37.4%	59.2%	80.2%	93.4%	97.8%	99.0%	99.5%
Treated and admitted to hospital	1.0%	3.5%	13.7%	37.5%	65.3%	82.7%	89.8%	93.1%
Patient left without, or before completing, treatment	38.7%	64.4%	80.6%	91.6%	97.3%	99.2%	99.9%	99.9%
Transferred to another hospital	3.8%	13.9%	29.1%	43.0%	62.0%	81.0%	88.6%	93.7%
All presentations	13.2%	32.0%	50.7%	71.4%	87.2%	94.4%	96.9%	98.1%

(†) 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.

Manning Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 8,671 patients

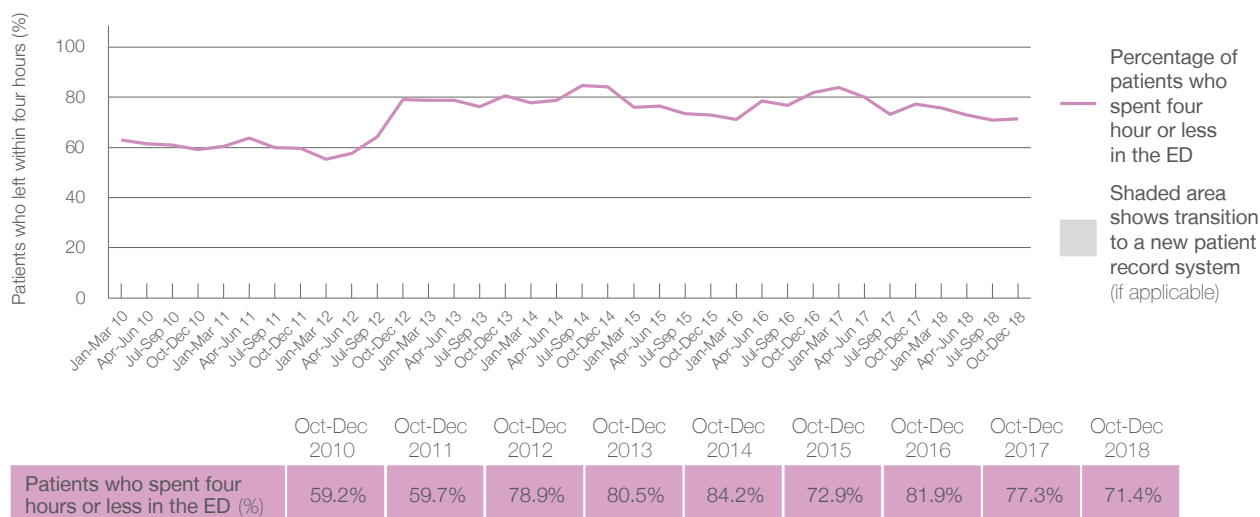
Presentations used to calculate time to leaving the ED: ⁶ 8,671 patients

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



Same period last year	Change since one year ago
8,145	6%
8,145	6%
77.3%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Moree Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,181 patients

Emergency presentations:² 1,891 patients

Same period last year	Change since one year ago
2,474	-12%
2,082	-9%

Moree Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 167 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 613 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,009 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 96 patients

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

Same period last year	NSW (this period)
171	
4 minutes	8 minutes
22 minutes	26 minutes
585	
8 minutes	20 minutes
36 minutes	72 minutes
1,137	
11 minutes	26 minutes
54 minutes	104 minutes
181	
13 minutes	23 minutes
53 minutes	104 minutes

Moree Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,181 patients

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

Same period last year	Change since one year ago
2,474	-12%
87%	

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

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

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

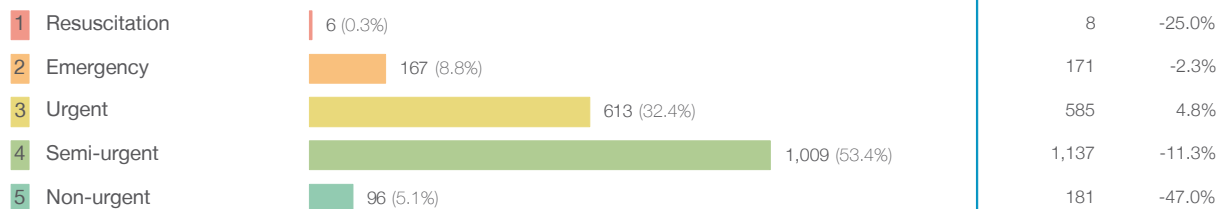
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Moree Hospital: Patients presenting to the emergency department

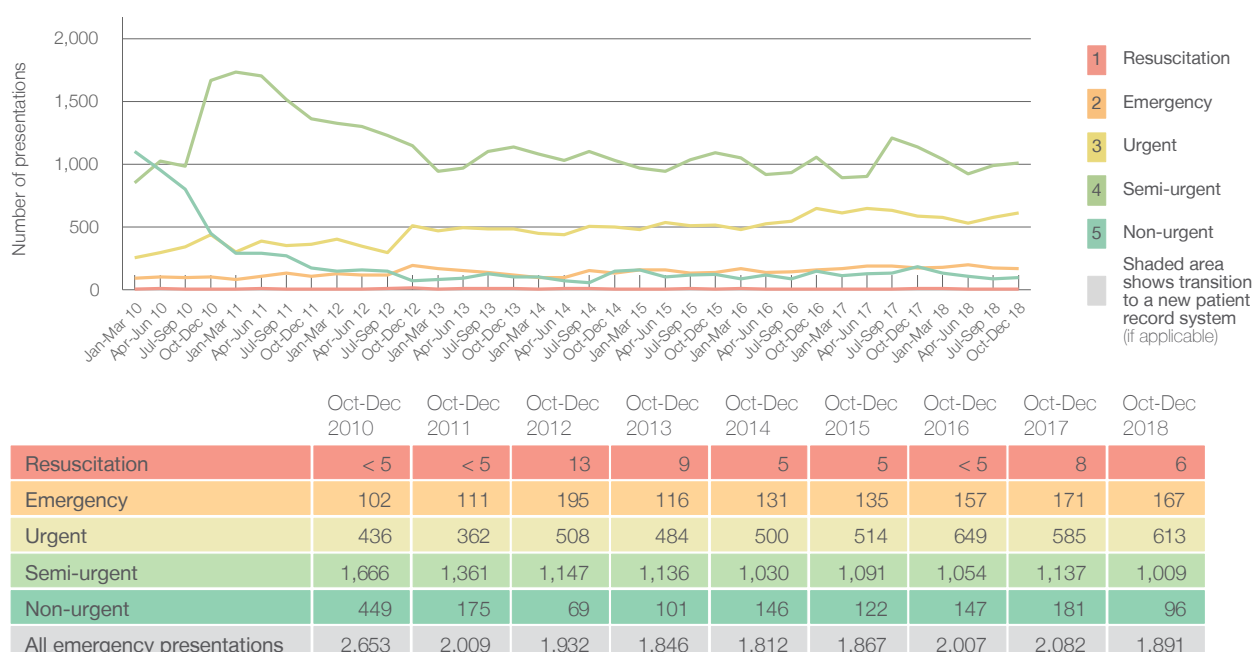
October to December 2018

All presentations:¹ 2,181 patients

Emergency presentations² by triage category: 1,891 patients



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



Moree Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 217 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.

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

October to December 2018

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

Number of triage 2 patients: 167

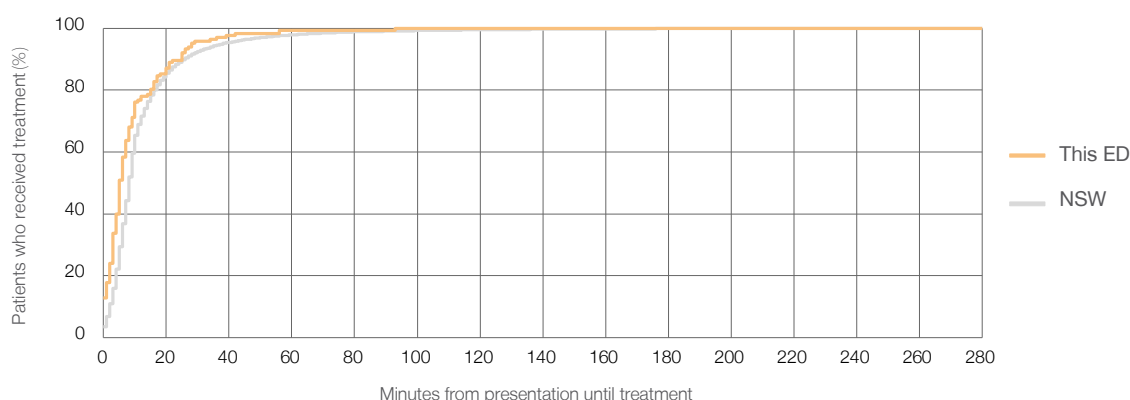
Number of triage 2 patients used to calculate waiting time:³ 163

Median time to start treatment⁴ 5 minutes

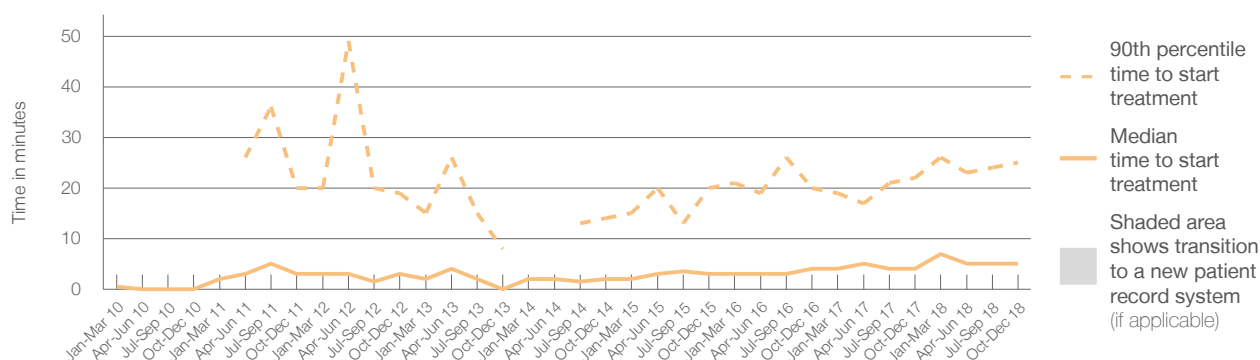
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
171	
168	
4 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	0	3	3	0	2	3	4	4	5
90th percentile time to start treatment ⁵ (minutes)	*	20	19	8	14	20	20	22	25

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

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

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

October to December 2018

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

Number of triage 3 patients: 613

Number of triage 3 patients used to calculate waiting time:³ 598

Median time to start treatment⁴

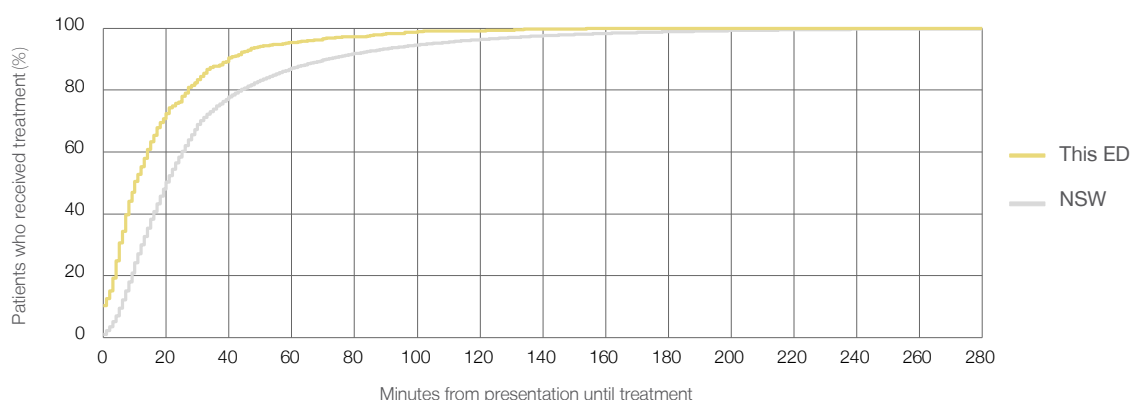
10 minutes

90th percentile time to start treatment⁵

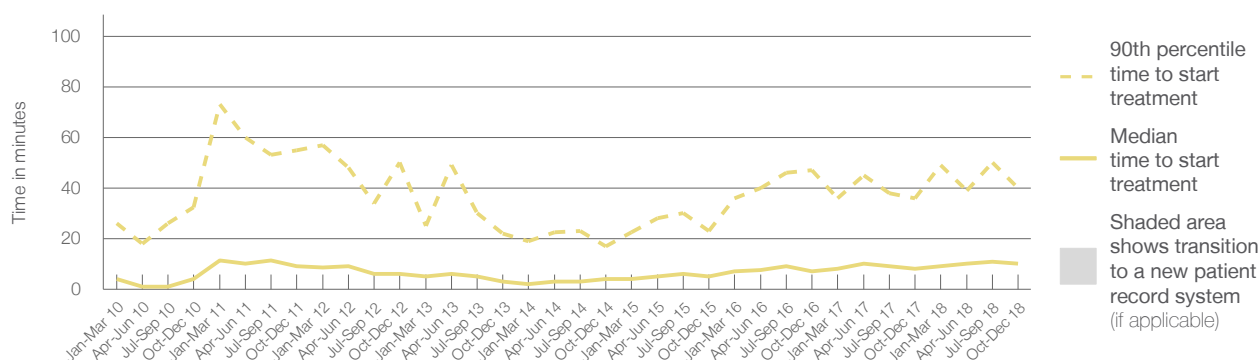
40 minutes

Same period last year	NSW (this period)
585	
572	
8 minutes	20 minutes
36 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4	9	6	3	4	5	7	8	10
90th percentile time to start treatment ⁵ (minutes)	33	55	50	22	17	23	47	36	40

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

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

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

October to December 2018

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

Number of triage 4 patients: 1,009

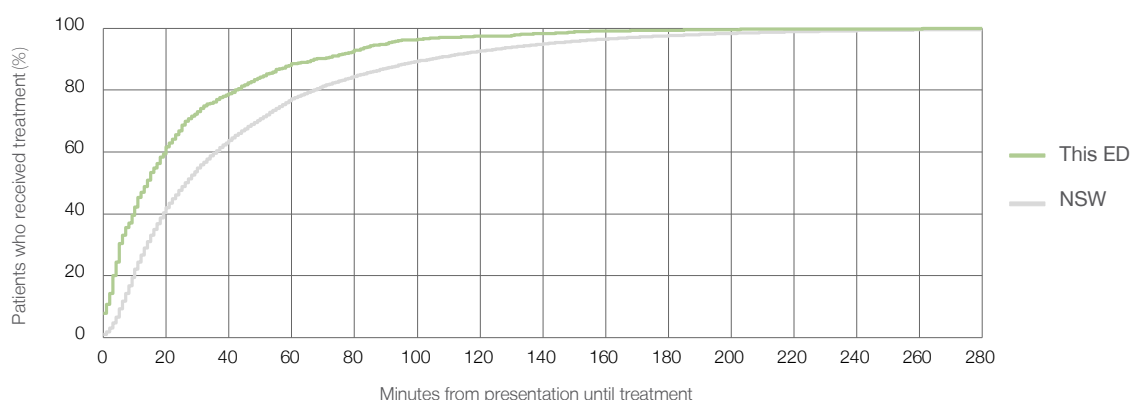
Number of triage 4 patients used to calculate waiting time:³ 929

Median time to start treatment⁴ 14 minutes

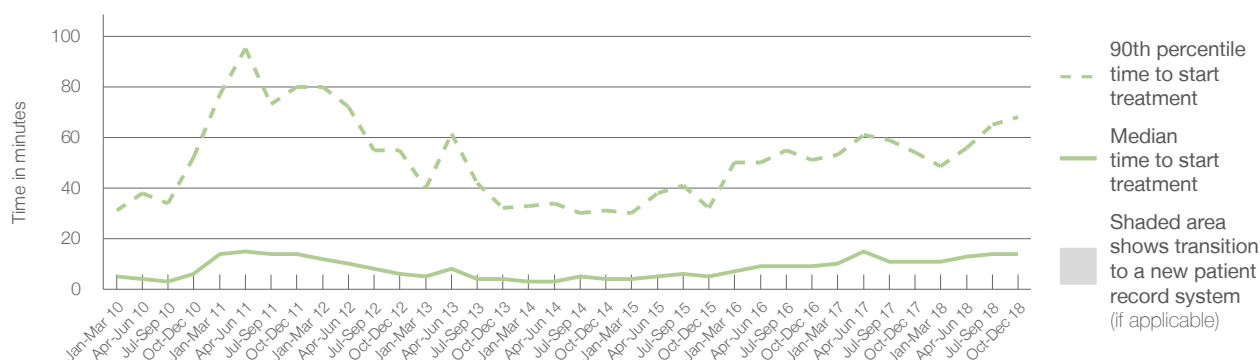
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
1,137	
1,053	
11 minutes	26 minutes
54 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	14	6	4	4	5	9	11	14
90th percentile time to start treatment ⁵ (minutes)	52	80	55	32	31	32	51	54	68

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

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

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

October to December 2018

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

Number of triage 5 patients: 96

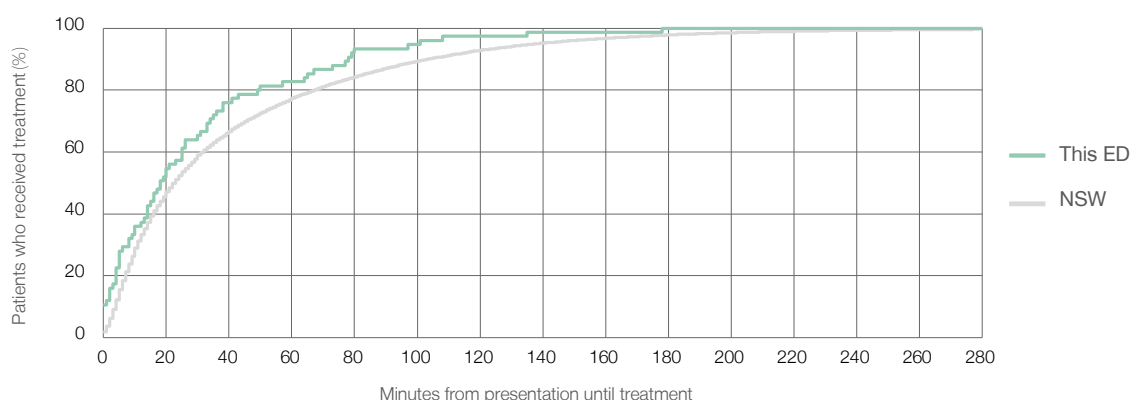
Number of triage 5 patients used to calculate waiting time:³ 75

Median time to start treatment⁴ 18 minutes

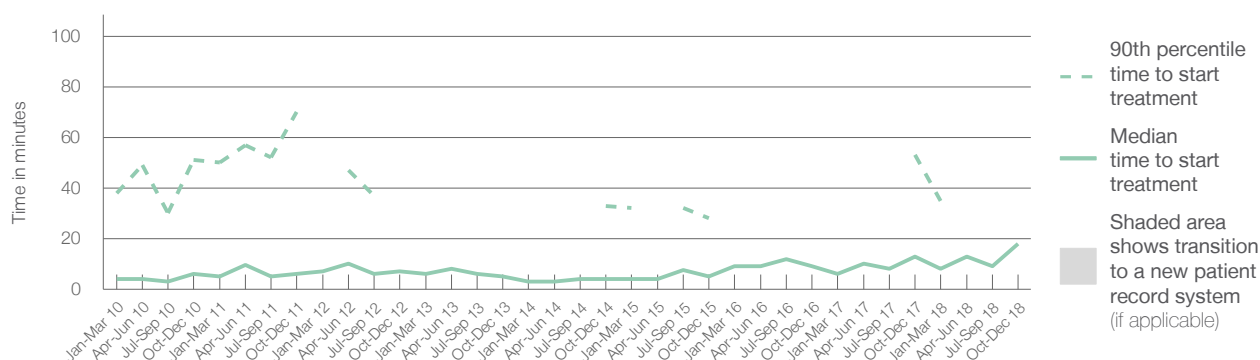
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
181	
146	
13 minutes	23 minutes
53 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	6	7	5	4	5	9	13	18
90th percentile time to start treatment ⁵ (minutes)	51	70	*	*	33	28	35	53	*

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

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

Moree Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,181 patients

Presentations used to calculate time to leaving the ED:⁶ 2,181 patients

Median time spent in the ED⁸

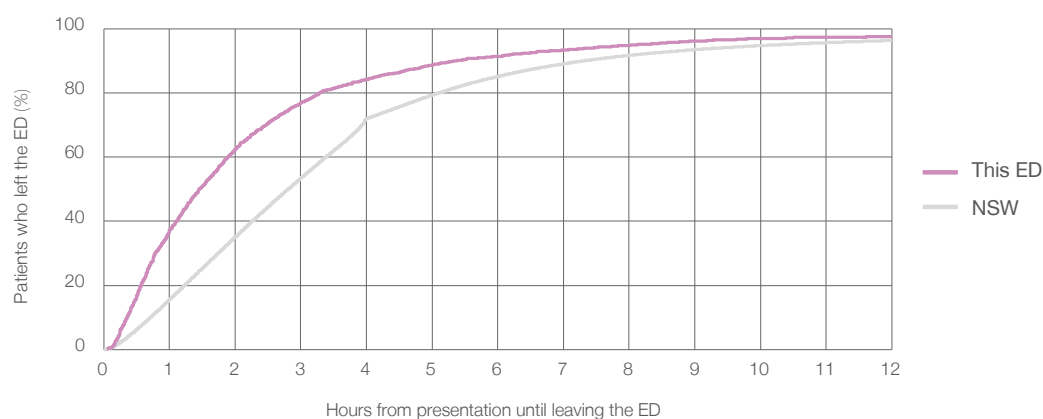
1 hours and 27 minutes

90th percentile time spent in the ED⁹

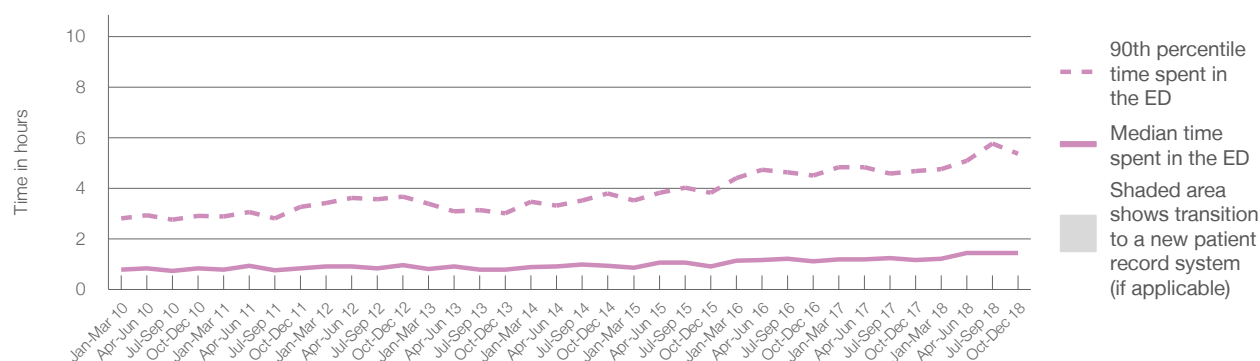
5 hours and 23 minutes

Same period last year	NSW (this period)
2,474	
2,474	
1 hours and 10 minutes	2 hours and 49 minutes
4 hours and 41 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	0h 50m	0h 50m	0h 58m	0h 48m	0h 57m	0h 56m	1h 7m	1h 10m	1h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 55m	3h 17m	3h 40m	3h 1m	3h 49m	3h 50m	4h 31m	4h 41m	5h 23m

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

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

Moree Hospital: Time patients spent in the ED

By mode of separation

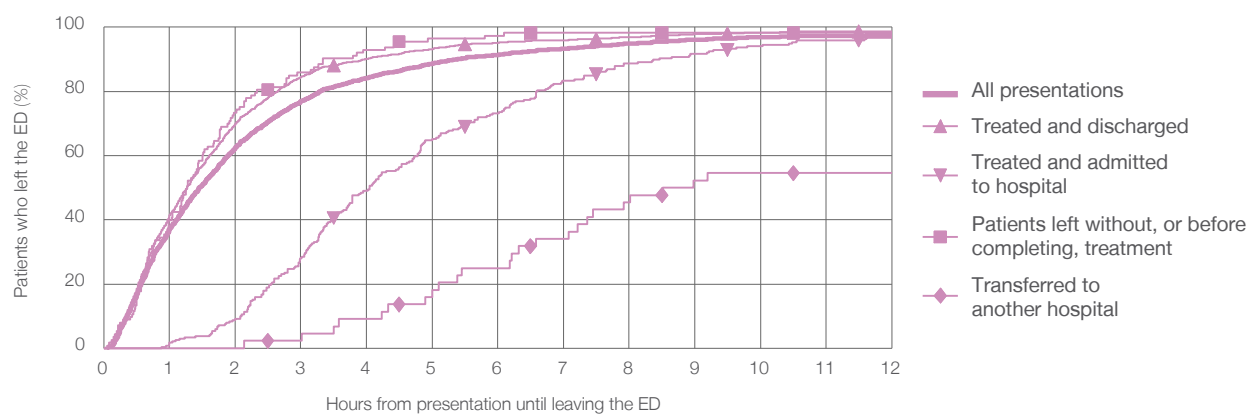
October to December 2018

All presentations:[†] 2,181 patients

Presentations used to calculate time to leaving the ED:[‡] 2,181 patients

		Same period last year	Change since one year ago
Treated and discharged	1,724 (79.0%)	1,972	-12.6%
Treated and admitted to hospital	239 (11.0%)	256	-6.6%
Patient left without, or before completing, treatment	113 (5.2%)	127	-11.0%
Transferred to another hospital	44 (2.0%)	54	-18.5%
Other	61 (2.8%)	65	-6.2%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	41.4%	70.1%	84.5%	90.1%	95.2%	96.8%	98.4%	98.8%
Treated and admitted to hospital	1.7%	9.2%	28.0%	49.0%	73.2%	88.7%	94.1%	96.7%
Patient left without, or before completing, treatment	39.8%	73.5%	85.8%	92.9%	97.3%	98.2%	98.2%	98.2%
Transferred to another hospital	0%	0%	2.3%	9.1%	25.0%	45.5%	54.5%	54.5%
All presentations	37.2%	62.6%	76.9%	84.1%	91.3%	94.8%	96.9%	97.5%

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

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

Moree Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 2,181 patients

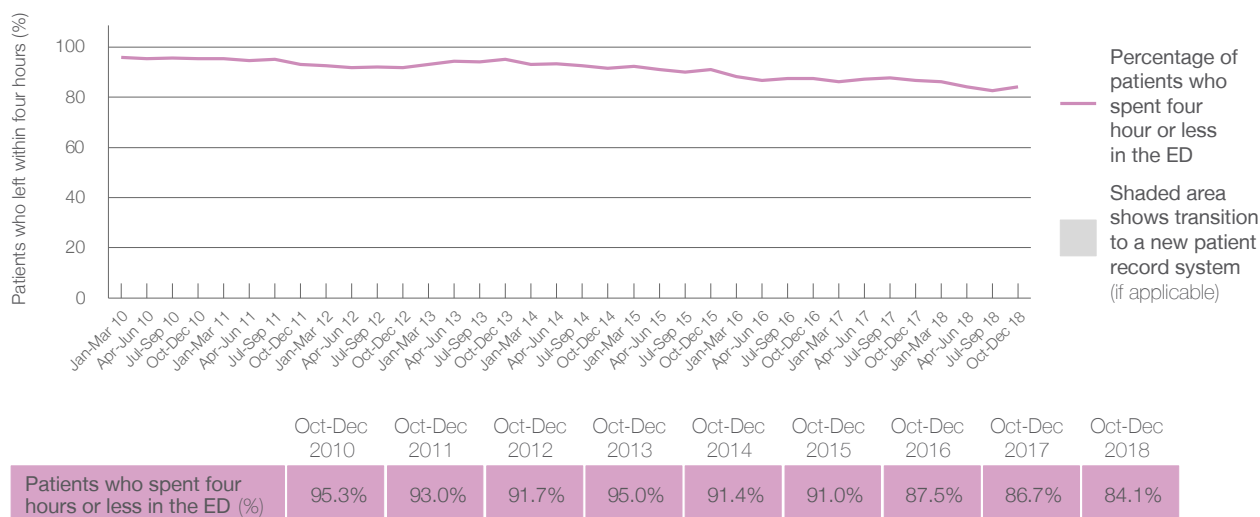
Presentations used to calculate time to leaving the ED: ⁶ 2,181 patients

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



Same period last year	Change since one year ago
2,474	-12%
2,474	-12%
86.7%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Muswellbrook Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,726 patients

Emergency presentations:² 2,576 patients

Same period last year	Change since one year ago
2,489	10%
2,376	8%

Muswellbrook Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 195 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 28 minutes

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

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,163 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 447 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
166	
5 minutes	8 minutes
20 minutes	26 minutes
672	
19 minutes	20 minutes
76 minutes	72 minutes
1,062	
32 minutes	26 minutes
87 minutes	104 minutes
476	
33 minutes	23 minutes
84 minutes	104 minutes

Muswellbrook Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,726 patients

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

Same period last year	Change since one year ago
2,489	10%
89%	

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

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

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

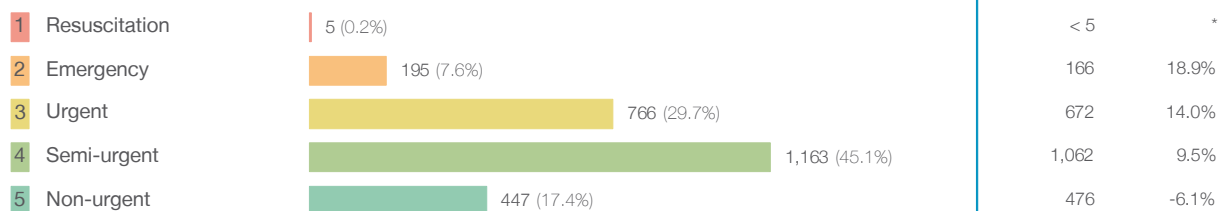
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Muswellbrook Hospital: Patients presenting to the emergency department

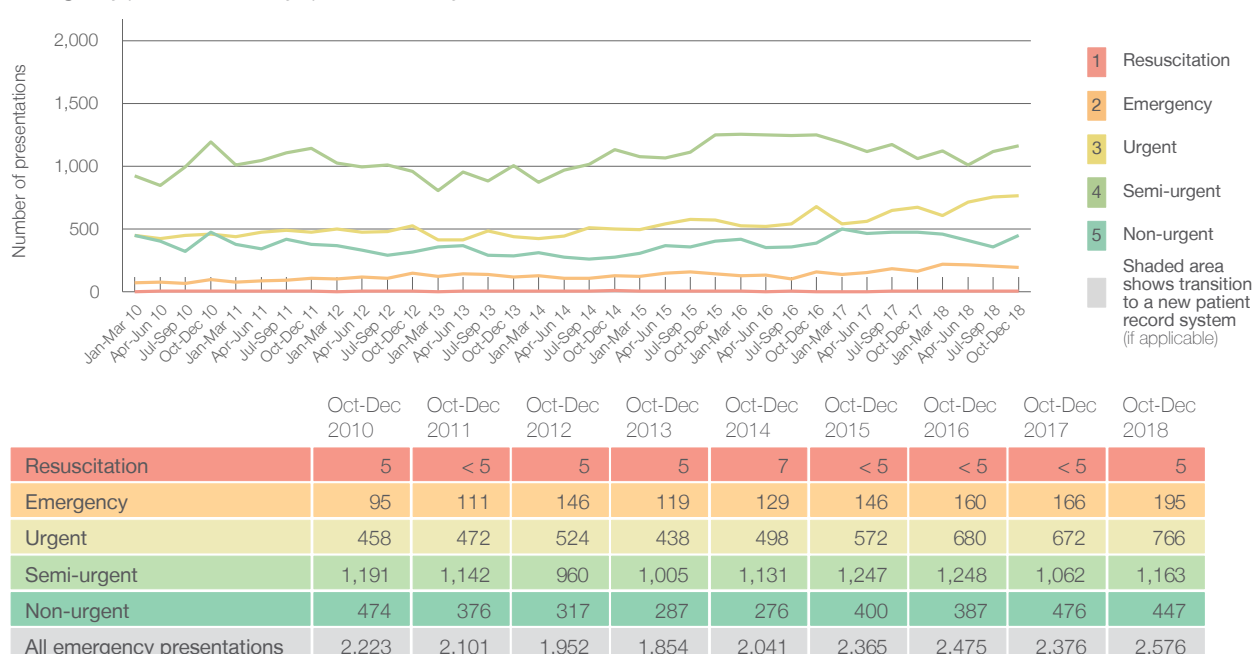
October to December 2018

All presentations:¹ 2,726 patients

Emergency presentations² by triage category: 2,576 patients



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



Muswellbrook Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 341 patients

ED Transfer of care time



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

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

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

October to December 2018

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

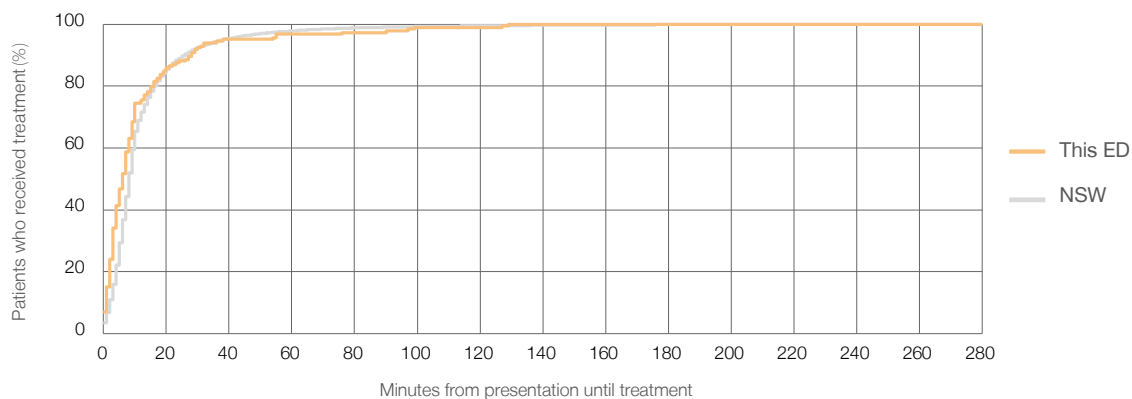
Number of triage 2 patients: 195

Number of triage 2 patients used to calculate waiting time:³ 184

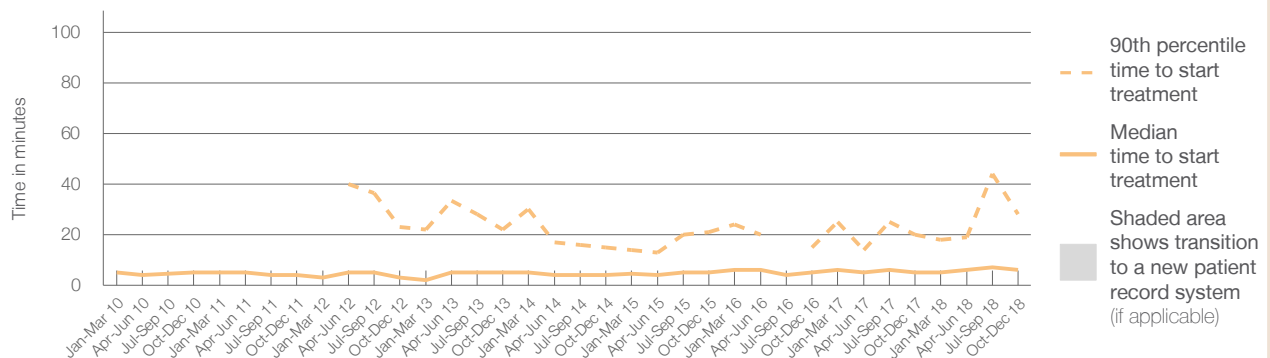
Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
166	
158	
5 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	5	4	3	5	4	5	5	5	6
90th percentile time to start treatment ⁵ (minutes)	*	51	23	22	15	21	15	20	28

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

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

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

October to December 2018

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

Number of triage 3 patients: 766

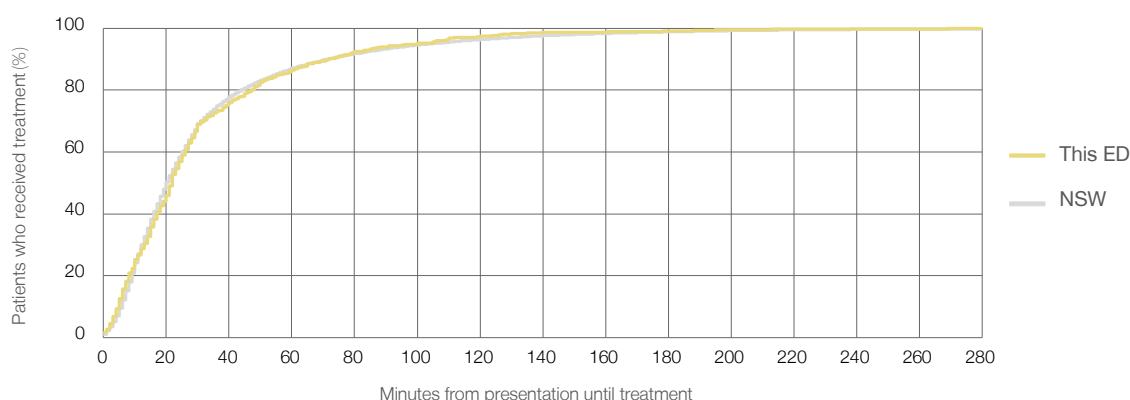
Number of triage 3 patients used to calculate waiting time:³ 711

Median time to start treatment⁴ 22 minutes

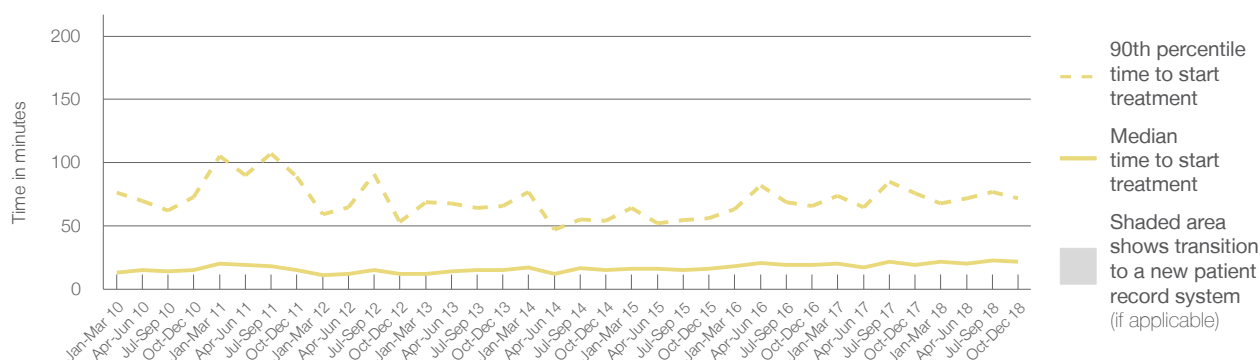
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
672	
636	
19 minutes	20 minutes
76 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	15	15	12	15	15	16	19	19	22
90th percentile time to start treatment ⁵ (minutes)	73	89	53	66	54	56	66	76	72

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

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

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

October to December 2018

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

Number of triage 4 patients: 1,163

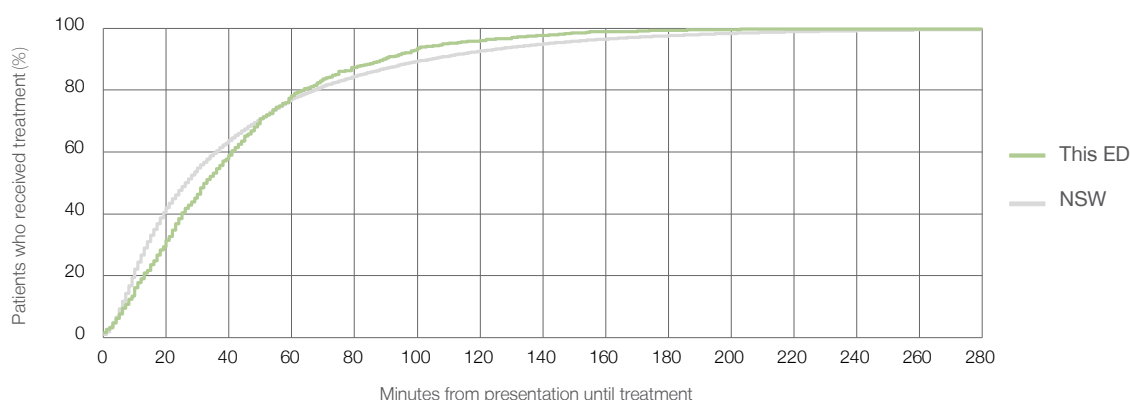
Number of triage 4 patients used to calculate waiting time:³ 1,055

Median time to start treatment⁴ 33 minutes

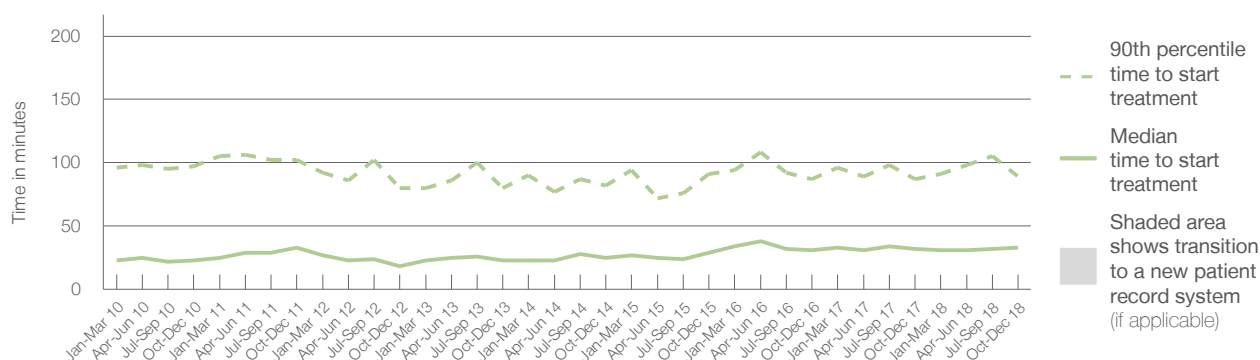
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,062	
977	
32 minutes	26 minutes
87 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	23	33	18	23	25	29	31	32	33
90th percentile time to start treatment ⁵ (minutes)	97	102	80	80	82	91	87	87	89

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

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

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

October to December 2018

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

Number of triage 5 patients: 447

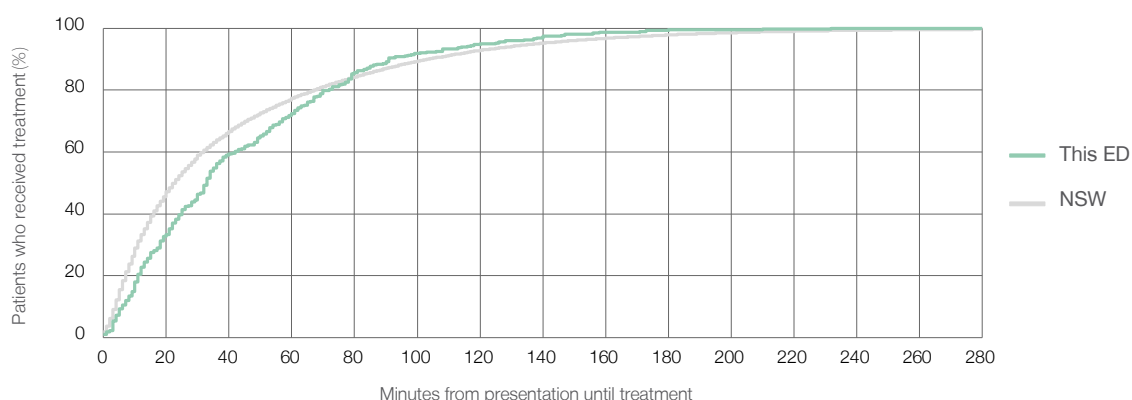
Number of triage 5 patients used to calculate waiting time:³ 377

Median time to start treatment⁴ 33 minutes

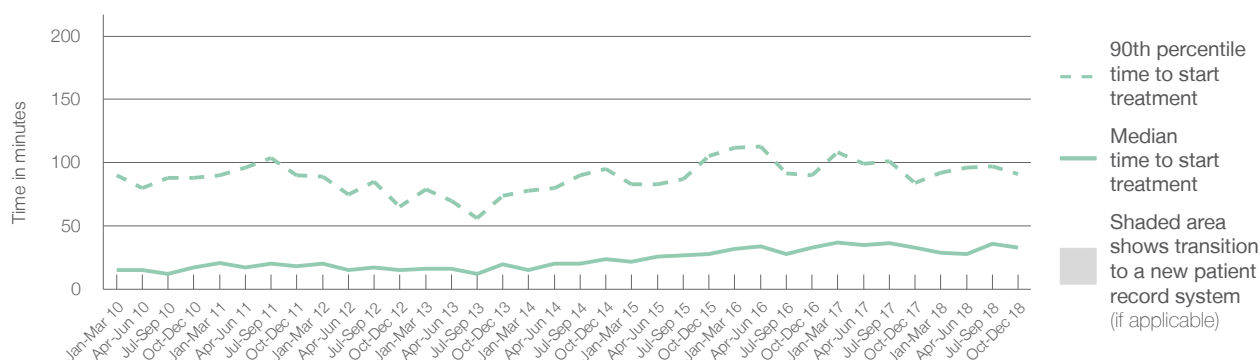
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
476	
395	
33 minutes	23 minutes
84 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	17	18	15	20	24	28	33	33	33
90th percentile time to start treatment ⁵ (minutes)	88	90	66	74	95	105	90	84	91

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

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

Muswellbrook Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,726 patients

Presentations used to calculate time to leaving the ED:⁶ 2,726 patients

Median time spent in the ED⁸

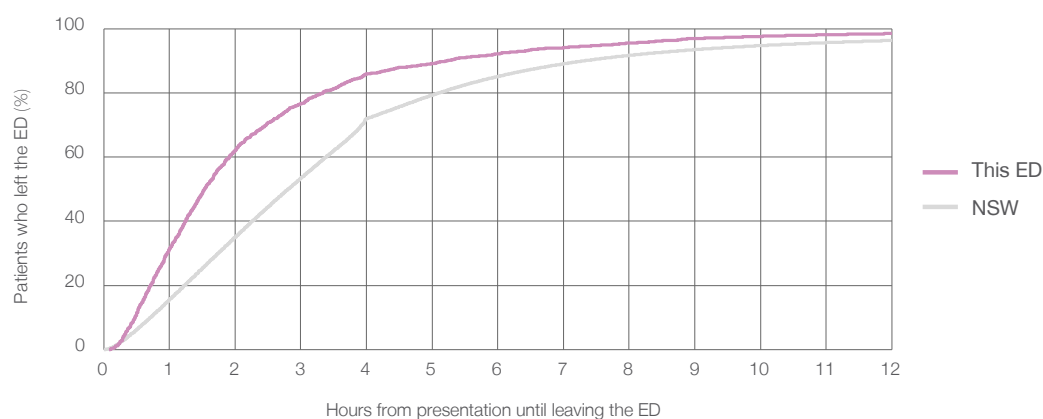
1 hours and 32 minutes

90th percentile time spent in the ED⁹

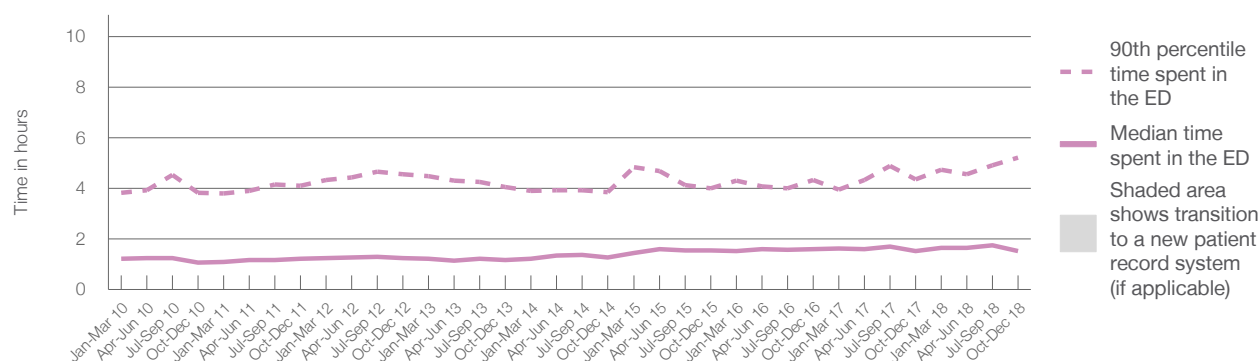
5 hours and 13 minutes

Same period last year	NSW (this period)
2,489	
2,489	
1 hours and 31 minutes	2 hours and 49 minutes
4 hours and 22 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 5m	1h 14m	1h 15m	1h 10m	1h 17m	1h 33m	1h 36m	1h 31m	1h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 50m	4h 7m	4h 33m	4h 3m	3h 52m	4h 0m	4h 20m	4h 22m	5h 13m

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

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Muswellbrook Hospital: Time patients spent in the ED

By mode of separation

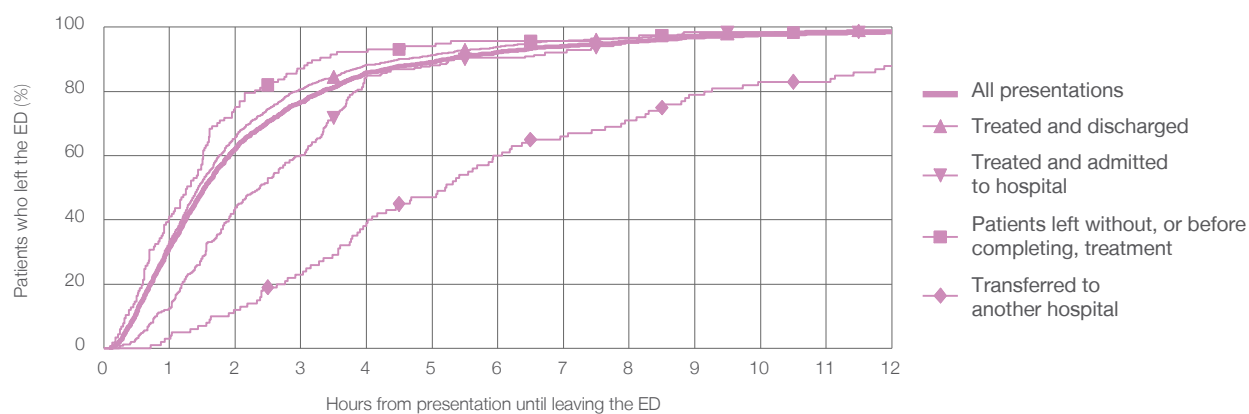
October to December 2018

All presentations:[†] 2,726 patients

Presentations used to calculate time to leaving the ED:[‡] 2,726 patients

		Same period last year	Change since one year ago
		2,489	10%
Treated and discharged	2,126 (78.0%)	1,887	12.7%
Treated and admitted to hospital	251 (9.2%)	278	-9.7%
Patient left without, or before completing, treatment	117 (4.3%)	128	-8.6%
Transferred to another hospital	100 (3.7%)	109	-8.3%
Other	132 (4.8%)	87	51.7%

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



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

Treated and discharged	33.3%	65.8%	80.8%	88.2%	93.9%	96.8%	98.3%	99.1%
Treated and admitted to hospital	12.4%	43.8%	60.2%	84.9%	90.4%	95.6%	98.4%	98.4%
Patient left without, or before completing, treatment	41.0%	75.2%	87.2%	92.3%	95.7%	96.6%	98.3%	98.3%
Transferred to another hospital	3.0%	12.0%	23.0%	39.0%	60.0%	71.0%	83.0%	88.0%
All presentations	31.5%	62.3%	76.7%	85.9%	92.2%	95.5%	97.6%	98.4%

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

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

Muswellbrook Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 2,726 patients

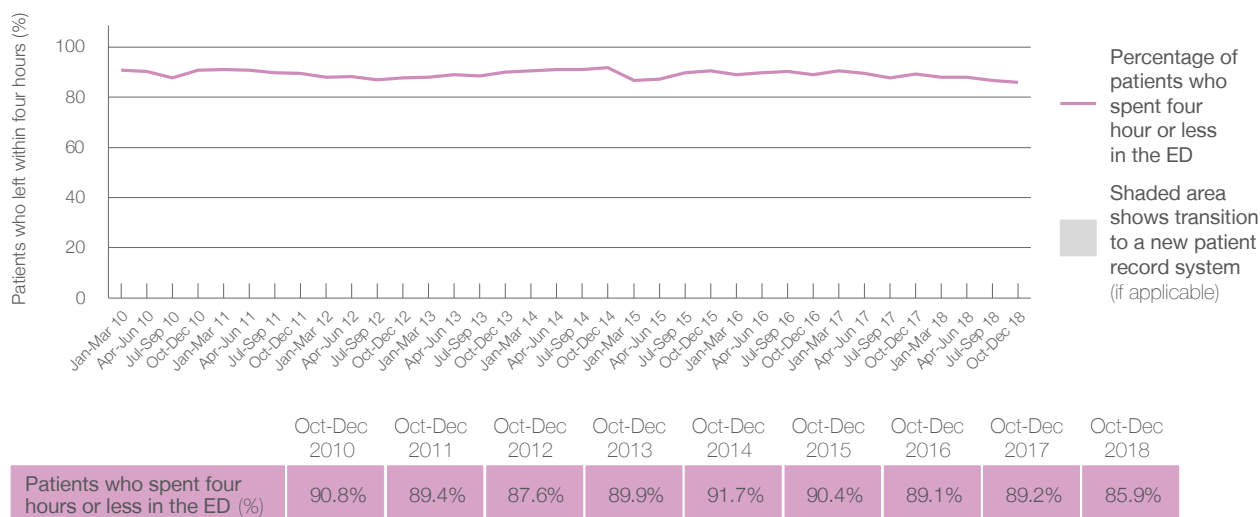
Presentations used to calculate time to leaving the ED: ⁶ 2,726 patients

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



Same period last year	Change since one year ago
2,489	10%
2,489	10%
89.2%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Narrabri Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 1,531 patients

Emergency presentations:² 1,344 patients

Same period last year	Change since one year ago
1,484	3%
1,312	2%

Narrabri Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 127 patients

Median time to start treatment⁴ 4 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 362 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 34 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 561 patients

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 60 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 294 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
104	
4 minutes	8 minutes
10 minutes	26 minutes
313	
15 minutes	20 minutes
33 minutes	72 minutes
611	
21 minutes	26 minutes
54 minutes	104 minutes
284	
19 minutes	23 minutes
82 minutes	104 minutes

Narrabri Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 1,531 patients

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

Same period last year	Change since one year ago
1,484	3%
91%	

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

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

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

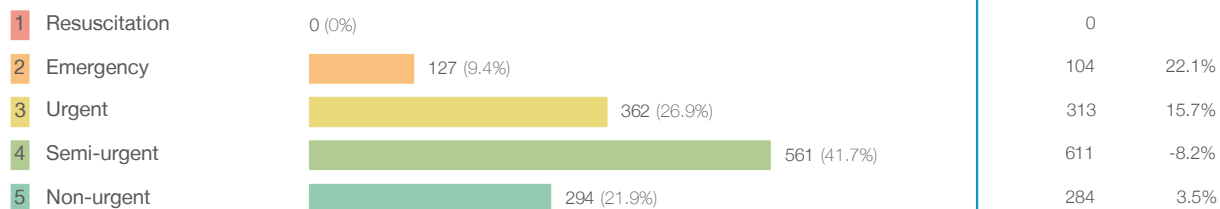
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Narrabri Hospital: Patients presenting to the emergency department

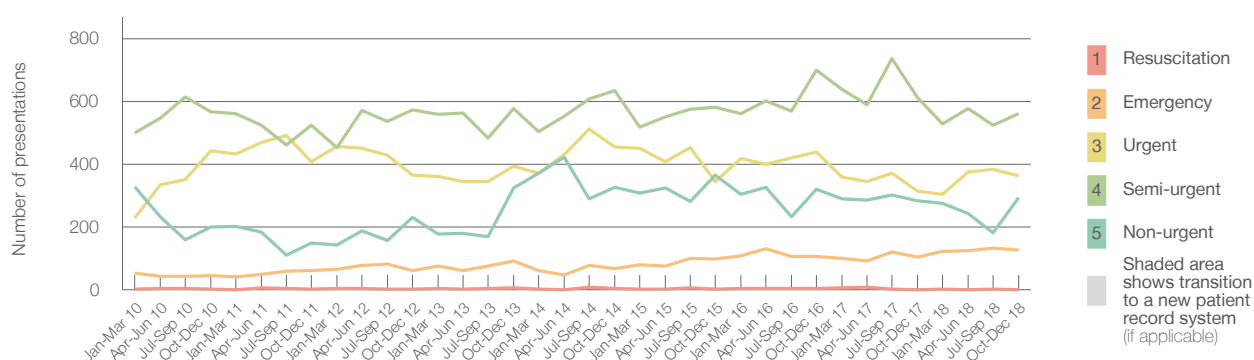
October to December 2018

All presentations:¹ 1,531 patients

Emergency presentations² by triage category: 1,344 patients



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	< 5	< 5	< 5	5	< 5	< 5	< 5	0	0
Emergency	45	61	61	91	72	99	109	104	127
Urgent	442	407	365	394	454	345	439	313	362
Semi-urgent	566	524	574	577	634	582	699	611	561
Non-urgent	200	149	230	324	327	365	320	284	294
All emergency presentations	1,253	1,141	1,230	1,391	1,487	1,391	1,567	1,312	1,344

Narrabri Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 99 patients ^{**}

ED Transfer of care time

Median time: 1 minutes

90th percentile time: *

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	121	
Median time	3 minutes	-2 minutes
90th percentile time	14 minutes	*

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

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

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

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

October to December 2018

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

Number of triage 2 patients: 127

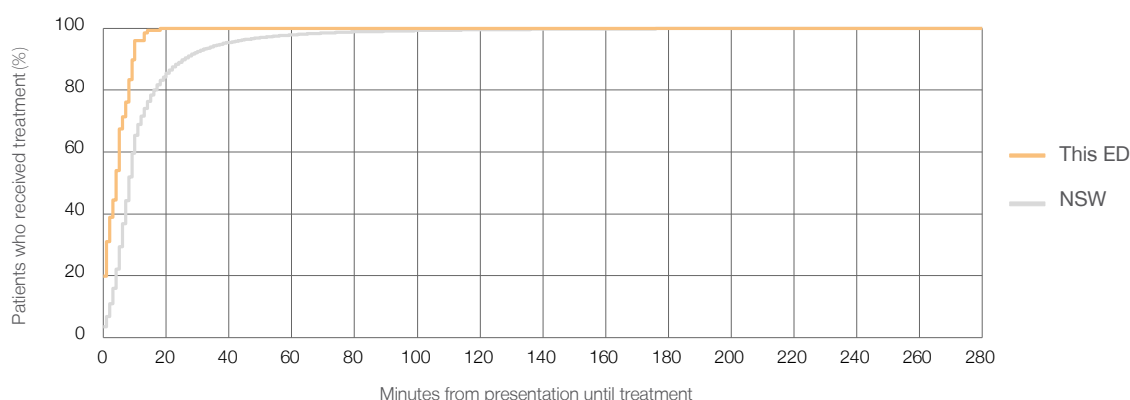
Number of triage 2 patients used to calculate waiting time:³ 126

Median time to start treatment⁴ 4 minutes

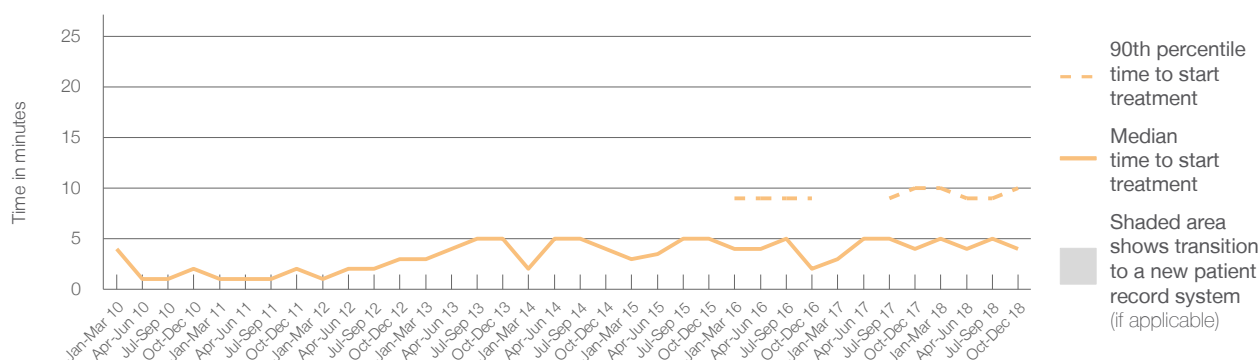
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
104	
103	
4 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	2	2	3	5	4	5	2	4	4
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	*	9	10	10

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

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

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

October to December 2018

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

Number of triage 3 patients: 362

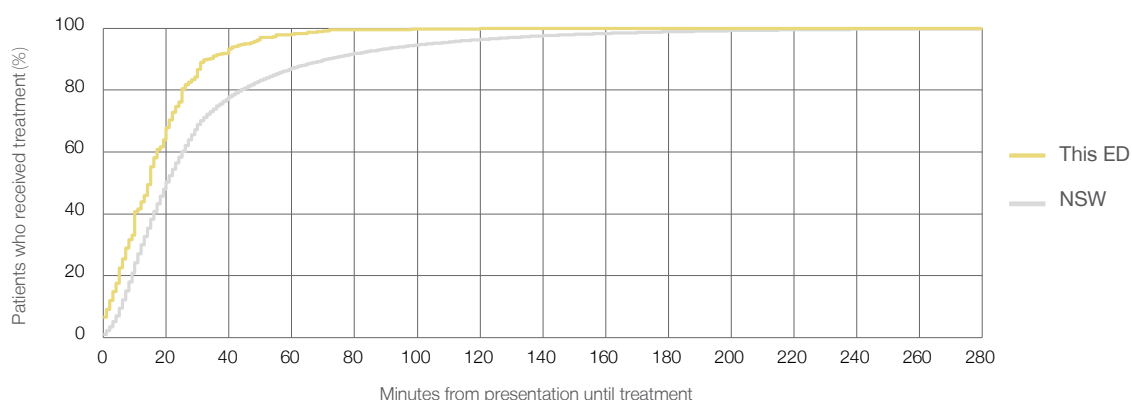
Number of triage 3 patients used to calculate waiting time:³ 360

Median time to start treatment⁴ 15 minutes

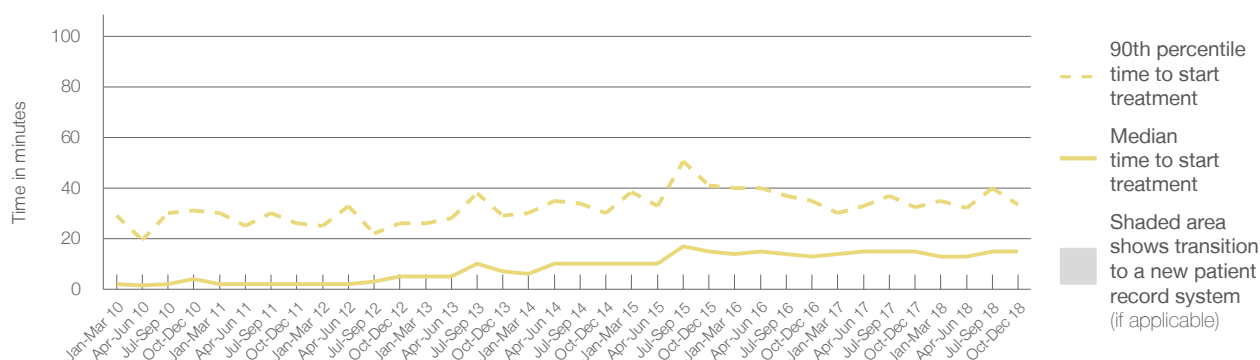
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
313	
310	
15 minutes	20 minutes
33 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4	2	5	7	10	15	13	15	15
90th percentile time to start treatment ⁵ (minutes)	31	26	26	29	30	41	35	33	34

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

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

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

October to December 2018

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

Number of triage 4 patients: 561

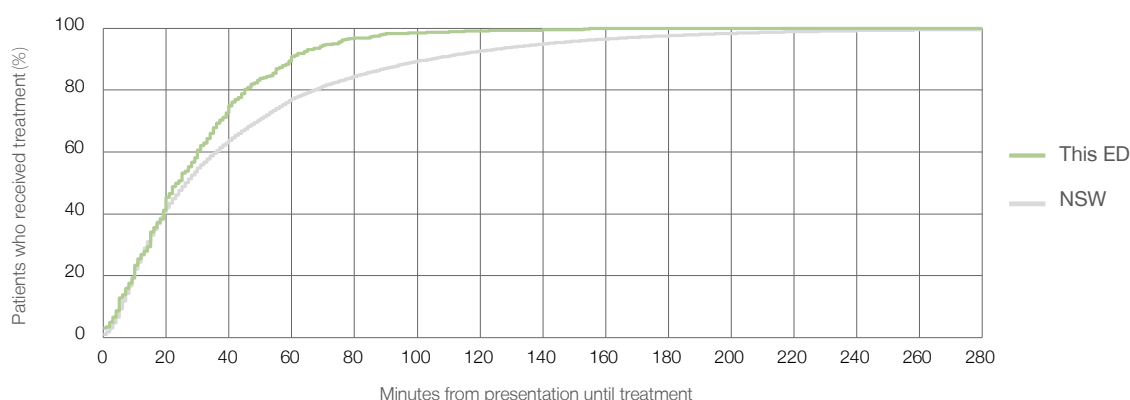
Number of triage 4 patients used to calculate waiting time:³ 546

Median time to start treatment⁴ 24 minutes

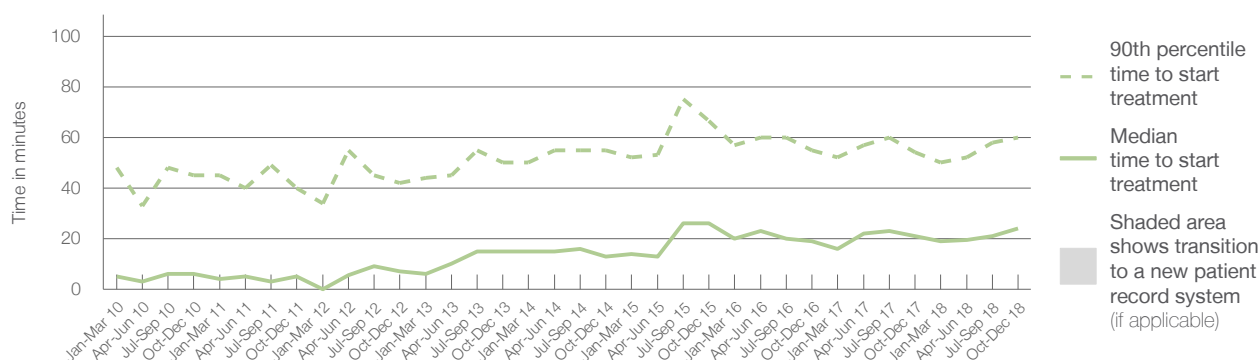
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
611	
595	
21 minutes	26 minutes
54 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	5	7	15	13	26	19	21	24
90th percentile time to start treatment ⁵ (minutes)	45	40	42	50	55	67	55	54	60

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

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

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

October to December 2018

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

Number of triage 5 patients: 294

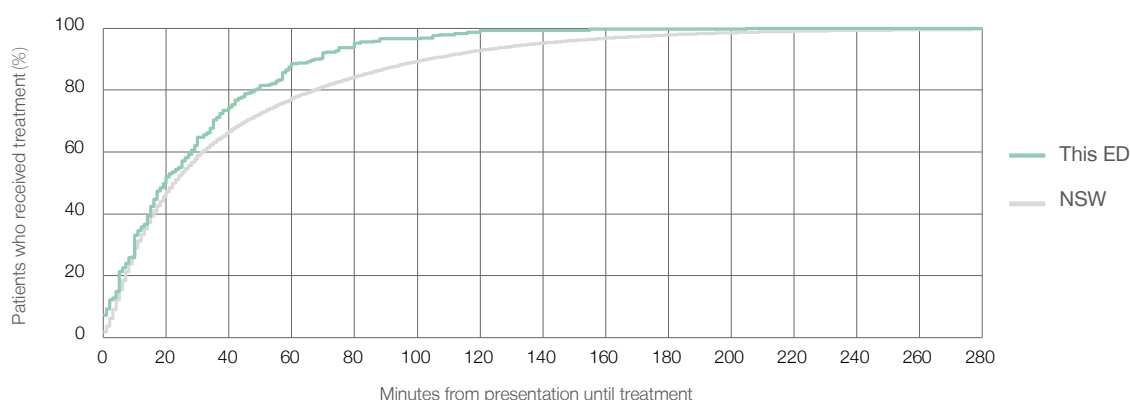
Number of triage 5 patients used to calculate waiting time:³ 287

Median time to start treatment⁴ 20 minutes

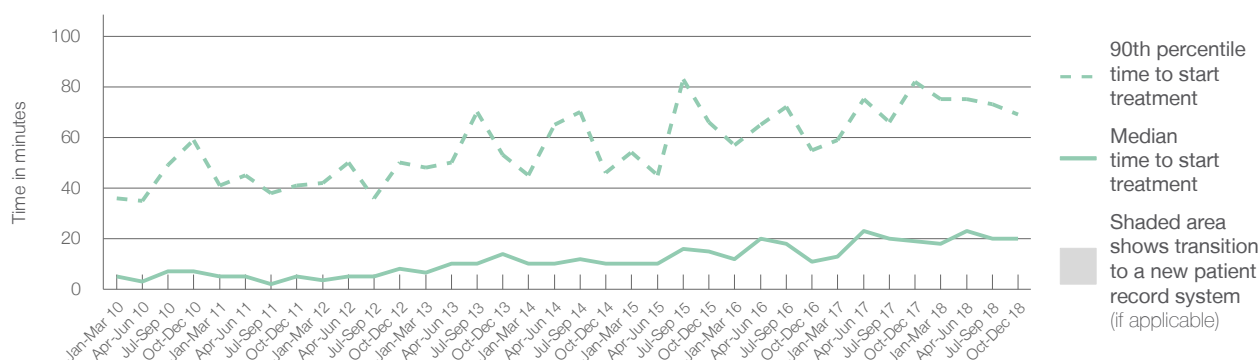
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
284	
266	
19 minutes	23 minutes
82 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	5	8	14	10	15	11	19	20
90th percentile time to start treatment ⁵ (minutes)	59	41	50	53	46	66	55	82	69

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

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

Narrabri Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 1,531 patients

Presentations used to calculate time to leaving the ED:⁶ 1,531 patients

Median time spent in the ED⁸

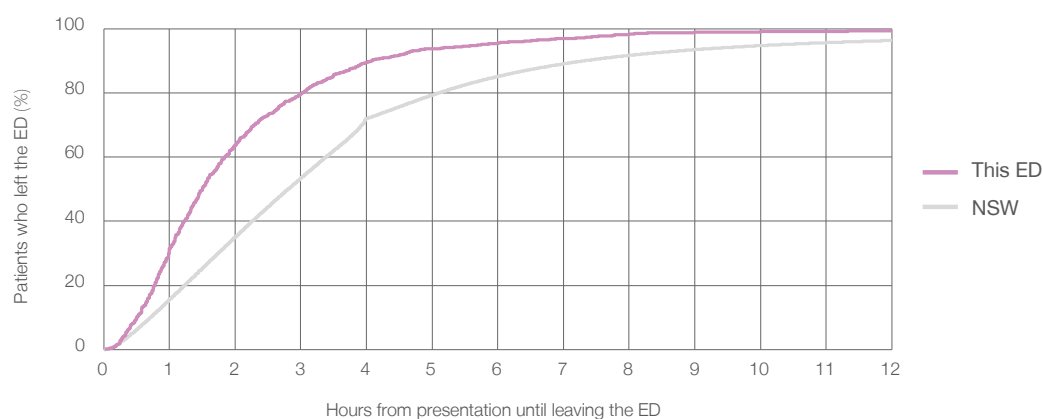
1 hours and 30 minutes

90th percentile time spent in the ED⁹

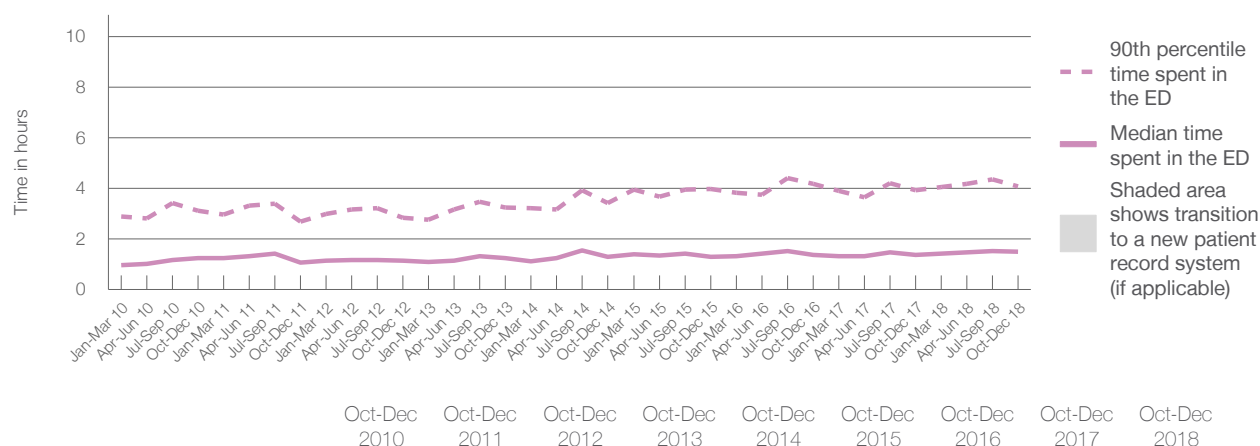
4 hours and 5 minutes

Same period last year	NSW (this period)
1,484	
1,484	
1 hours and 22 minutes	2 hours and 49 minutes
3 hours and 56 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 15m	1h 5m	1h 9m	1h 15m	1h 18m	1h 18m	1h 23m	1h 22m	1h 30m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 8m	2h 41m	2h 50m	3h 15m	3h 26m	3h 59m	4h 11m	3h 56m	4h 5m

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

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

Narrabri Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

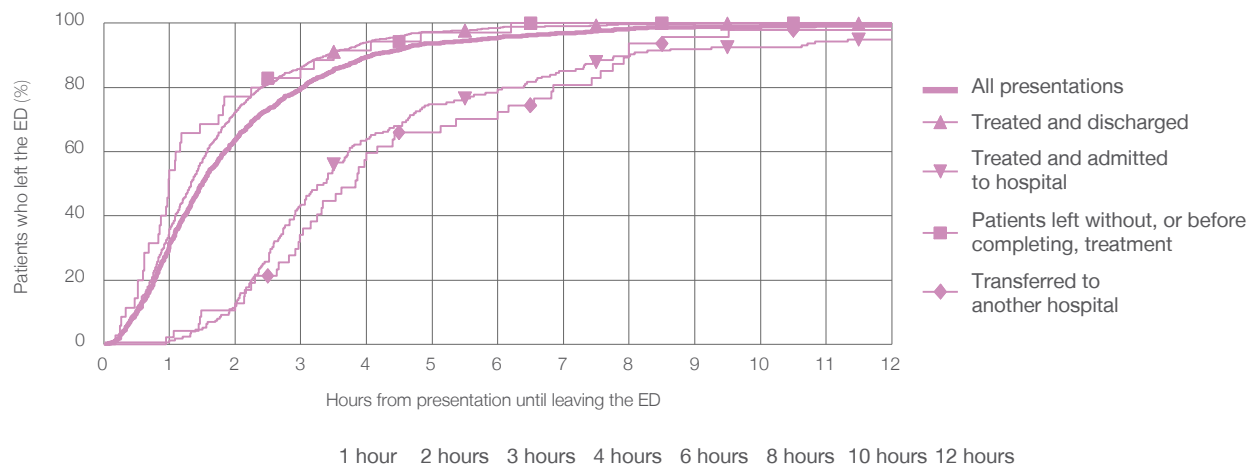
All presentations:[†] 1,531 patients

Presentations used to calculate time to leaving the ED:[‡] 1,531 patients

Treated and discharged	1,269 (82.9%)
Treated and admitted to hospital	175 (11.4%)
Patient left without, or before completing, treatment	35 (2.3%)
Transferred to another hospital	47 (3.1%)
Other	5 (0.3%)

Same period last year	Change since one year ago
1,484	3%
1,221	3.9%
153	14.4%
58	-39.7%
48	-2.1%
4	25.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	35.9%	72.4%	86.2%	94.1%	98.6%	99.6%	99.9%	99.9%
Treated and admitted to hospital	1.1%	12.0%	43.4%	64.0%	79.4%	89.7%	92.6%	94.9%
Patient left without, or before completing, treatment	54.3%	77.1%	85.7%	91.4%	97.1%	100%	100%	100%
Transferred to another hospital	2.1%	12.8%	34.0%	59.6%	72.3%	93.6%	97.9%	97.9%
All presentations	31.4%	63.8%	79.8%	89.5%	95.6%	98.3%	99.0%	99.3%

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

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

Narrabri Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 1,531 patients

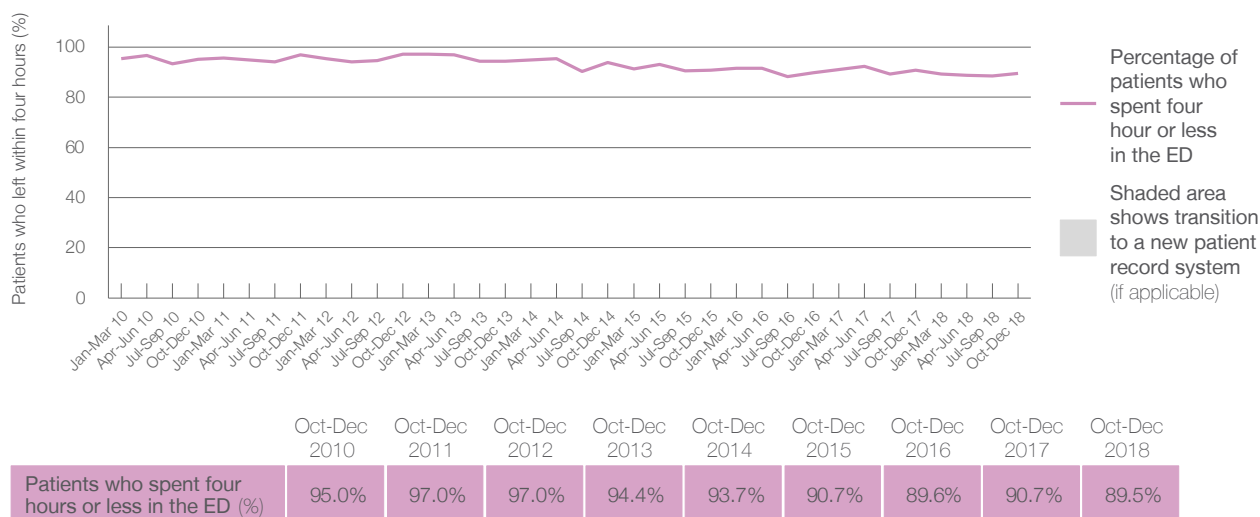
Presentations used to calculate time to leaving the ED: ⁶ 1,531 patients

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



Same period last year	Change since one year ago
1,484	3%
1,484	3%
90.7%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Singleton Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,981 patients

Emergency presentations:² 2,855 patients

Same period last year	Change since one year ago
2,918	2%
2,805	2%

Singleton Hospital: Time patients waited to start treatment³

October to December 2018

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

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

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

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,700 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 181 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
242	
9 minutes	8 minutes
30 minutes	26 minutes
834	
26 minutes	20 minutes
72 minutes	72 minutes
1,571	
36 minutes	26 minutes
95 minutes	104 minutes
158	
32 minutes	23 minutes
95 minutes	104 minutes

Singleton Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,981 patients

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

Same period last year	Change since one year ago
2,918	2%
89%	

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

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

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

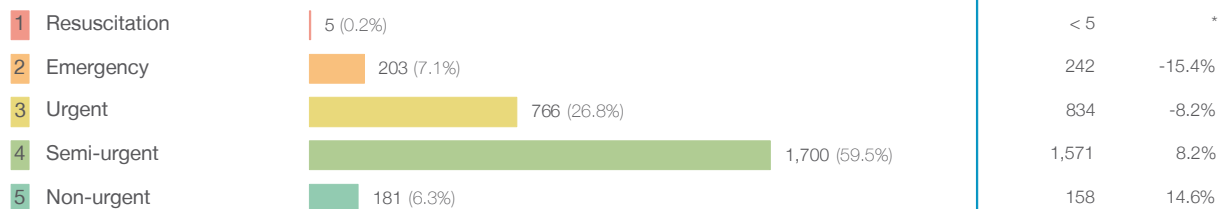
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Singleton Hospital: Patients presenting to the emergency department

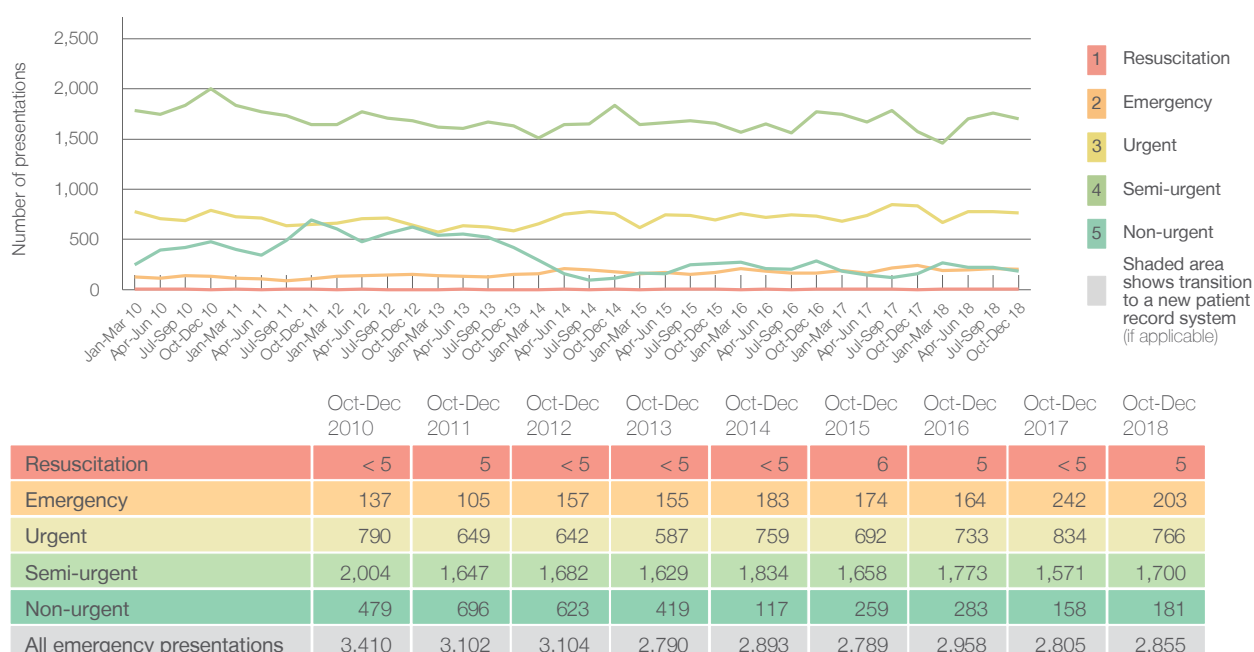
October to December 2018

All presentations:¹ 2,981 patients

Emergency presentations² by triage category: 2,855 patients



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



Singleton Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 306 patients

ED Transfer of care time



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

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

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

October to December 2018

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

Number of triage 2 patients: 203

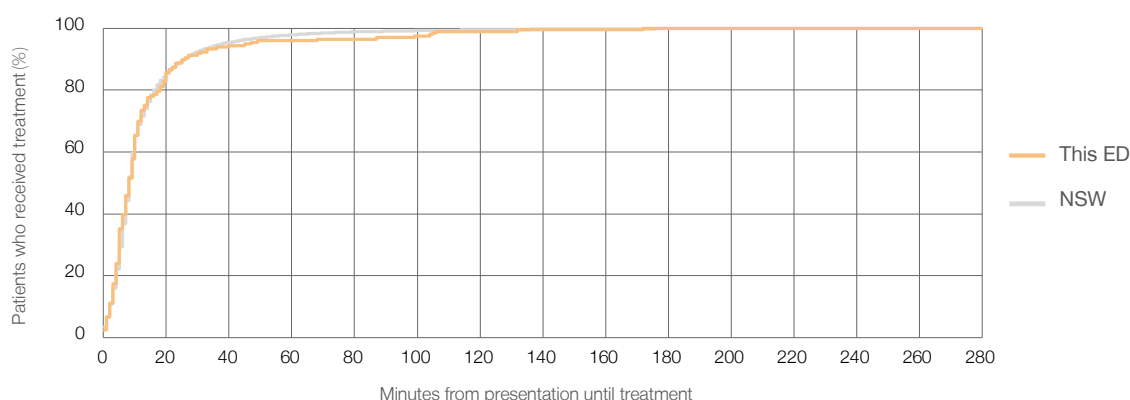
Number of triage 2 patients used to calculate waiting time:³ 196

Median time to start treatment⁴ 8 minutes

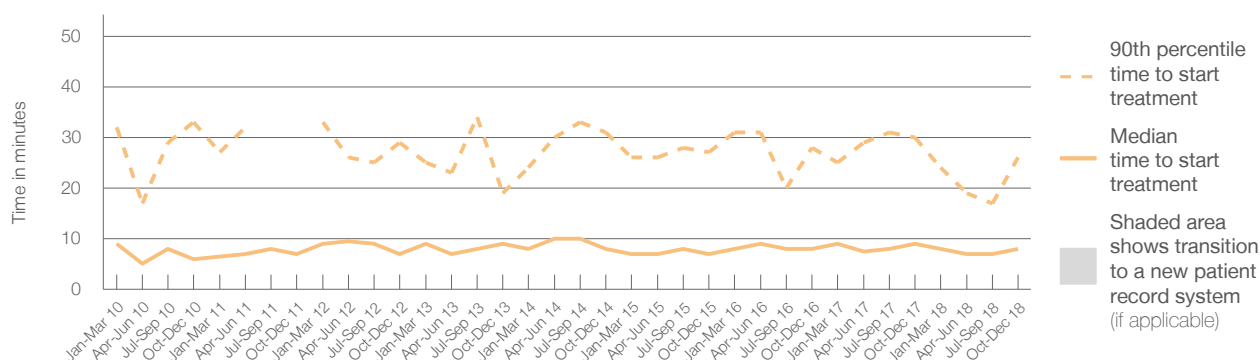
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
242	
228	
9 minutes	8 minutes
30 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	7	7	9	8	7	8	9	8
90th percentile time to start treatment ⁵ (minutes)	33	*	29	19	31	27	28	30	26

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

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

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

October to December 2018

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

Number of triage 3 patients: 766

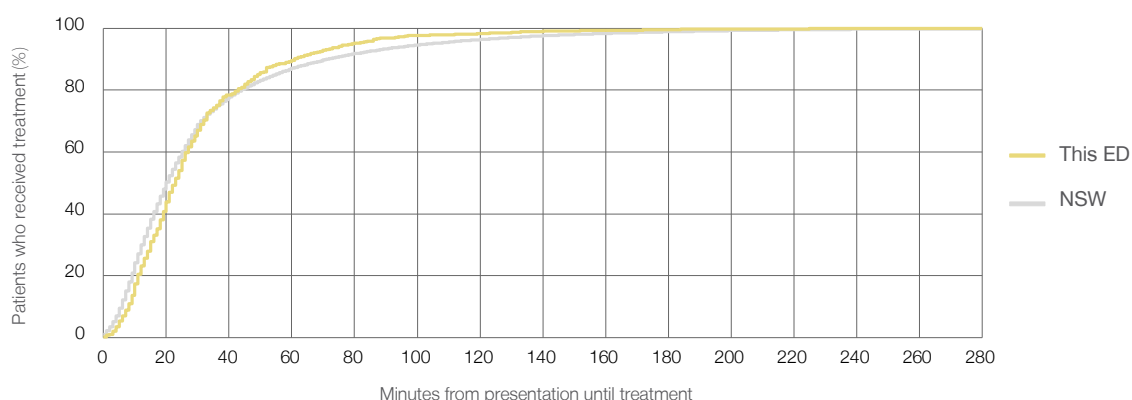
Number of triage 3 patients used to calculate waiting time:³ 744

Median time to start treatment⁴ 23 minutes

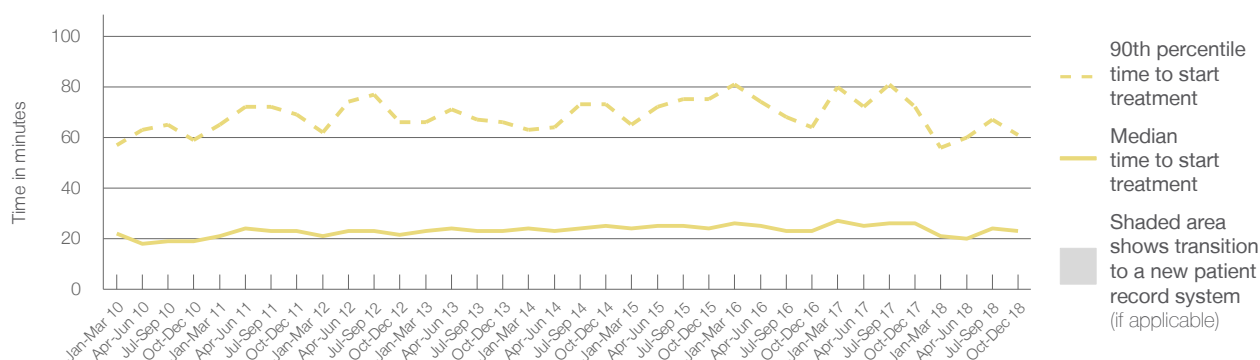
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
834	
814	
26 minutes	20 minutes
72 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	23	22	23	25	24	23	26	23
90th percentile time to start treatment ⁵ (minutes)	59	69	66	66	73	75	64	72	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.

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

October to December 2018

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

Number of triage 4 patients: 1,700

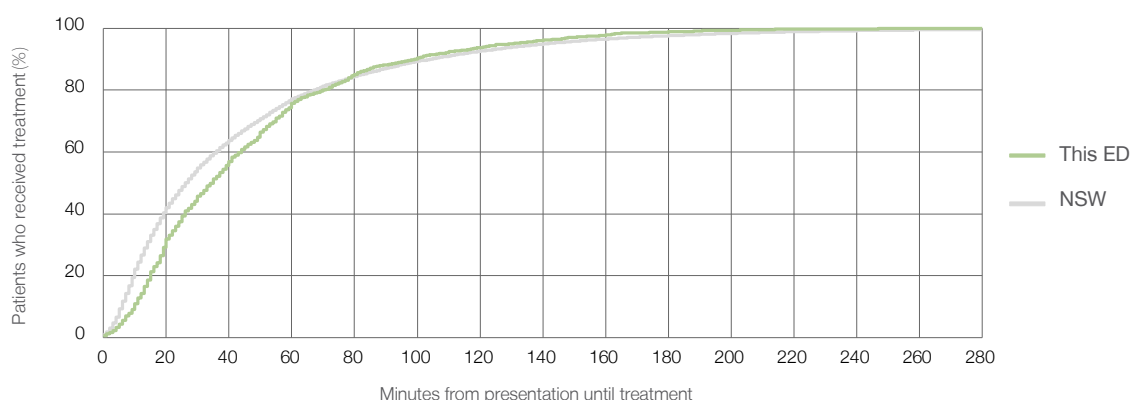
Number of triage 4 patients used to calculate waiting time:³ 1,630

Median time to start treatment⁴ 35 minutes

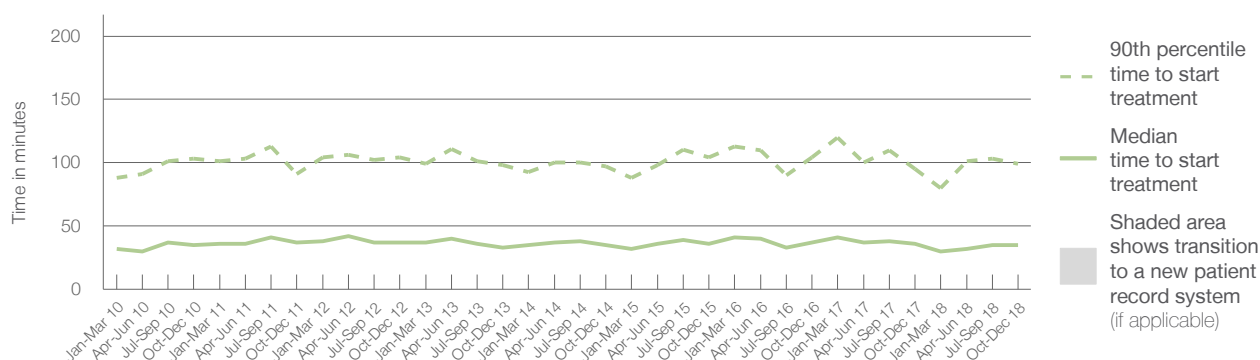
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
1,571	
1,524	
36 minutes	26 minutes
95 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	35	37	37	33	35	36	37	36	35
90th percentile time to start treatment ⁵ (minutes)	103	91	104	98	97	104	104	95	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.

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

October to December 2018

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

Number of triage 5 patients: 181

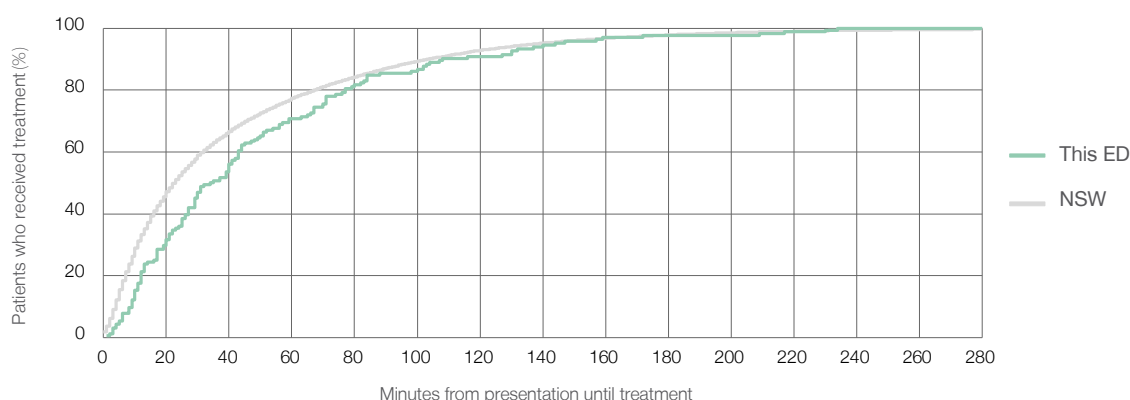
Number of triage 5 patients used to calculate waiting time:³ 164

Median time to start treatment⁴ 35 minutes

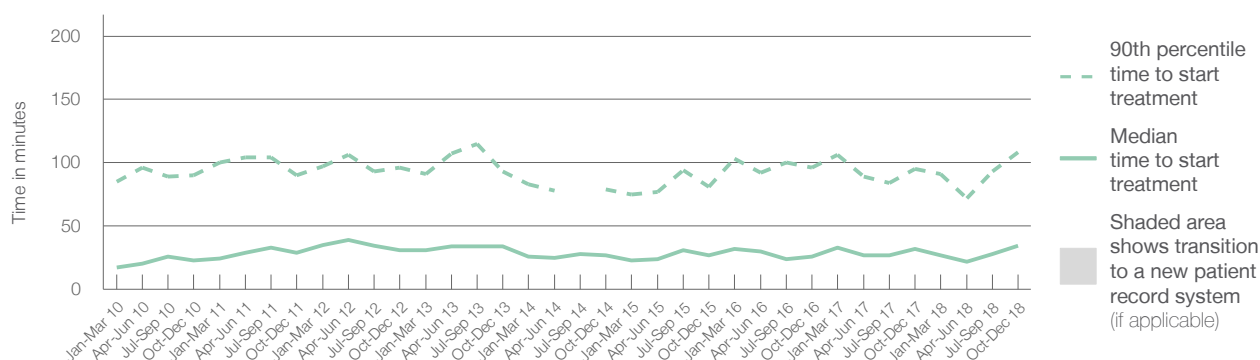
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
158	
142	
32 minutes	23 minutes
95 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	23	29	31	34	27	27	26	32	35
90th percentile time to start treatment ⁵ (minutes)	90	90	96	93	79	81	96	95	108

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

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

Singleton Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,981 patients

Presentations used to calculate time to leaving the ED:⁶ 2,981 patients

Median time spent in the ED⁸

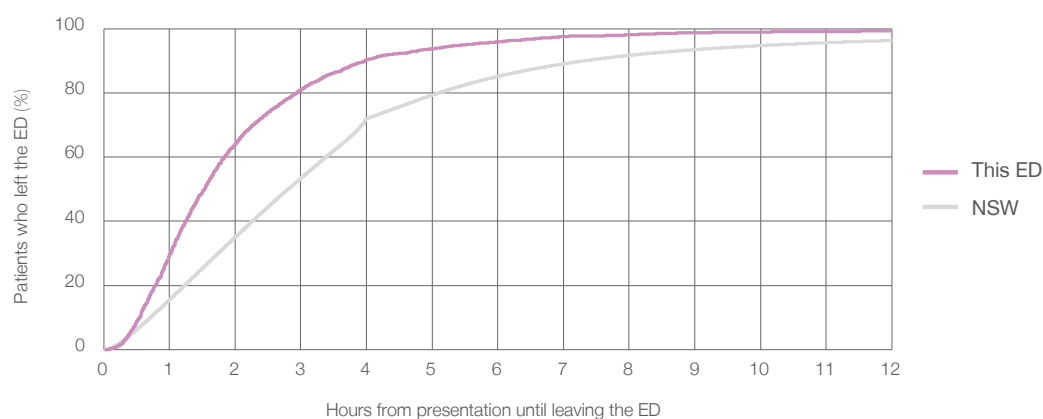
1 hours and 32 minutes

90th percentile time spent in the ED⁹

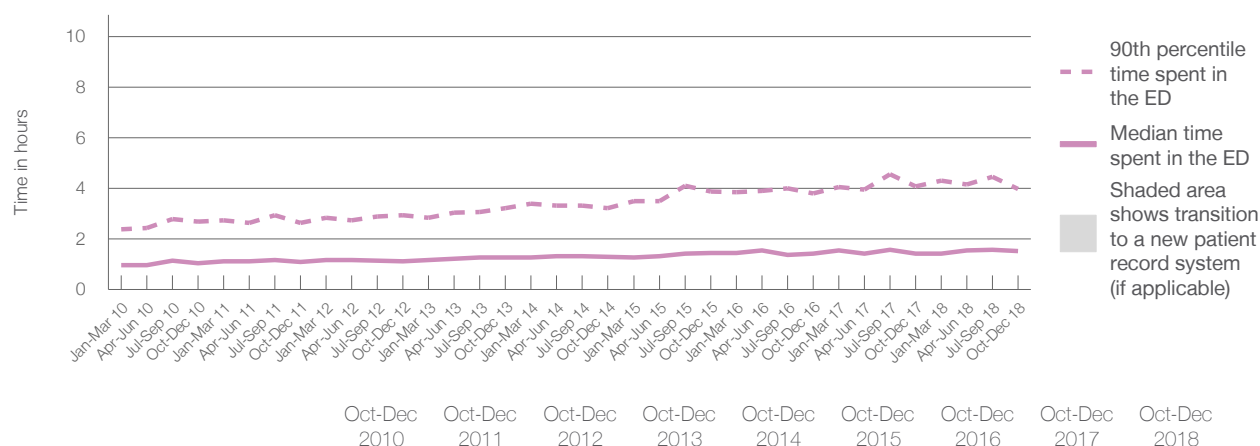
3 hours and 59 minutes

Same period last year	NSW (this period)
2,918	
2,918	
1 hours and 26 minutes	2 hours and 49 minutes
4 hours and 5 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 3m	1h 6m	1h 8m	1h 17m	1h 18m	1h 27m	1h 25m	1h 26m	1h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 41m	2h 39m	2h 57m	3h 14m	3h 14m	3h 53m	3h 48m	4h 5m	3h 59m

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

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

Singleton Hospital: Time patients spent in the ED

By mode of separation

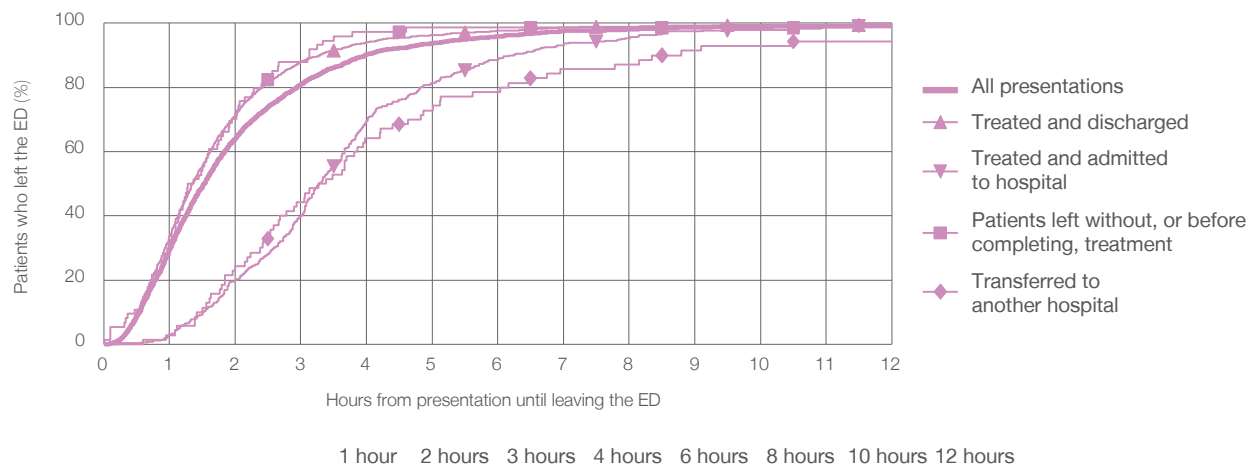
October to December 2018

All presentations:[†] 2,981 patients

Presentations used to calculate time to leaving the ED:[‡] 2,981 patients

		Same period last year	Change since one year ago
		2,918	2%
Treated and discharged	2,432 (81.6%)	2,422	0.4%
Treated and admitted to hospital	348 (11.7%)	296	17.6%
Patient left without, or before completing, treatment	74 (2.5%)	56	32.1%
Transferred to another hospital	70 (2.3%)	91	-23.1%
Other	57 (1.9%)	53	7.5%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	33.8%	71.5%	87.9%	94.1%	97.6%	98.9%	99.5%	99.7%
Treated and admitted to hospital	3.2%	19.8%	39.9%	69.5%	88.8%	95.4%	98.0%	99.7%
Patient left without, or before completing, treatment	31.1%	70.3%	87.8%	97.3%	98.6%	98.6%	98.6%	98.6%
Transferred to another hospital	2.9%	24.3%	44.3%	64.3%	78.6%	87.1%	92.9%	94.3%
All presentations	29.7%	64.1%	80.9%	90.3%	95.9%	98.1%	99.0%	99.4%

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

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

Singleton Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 2,981 patients

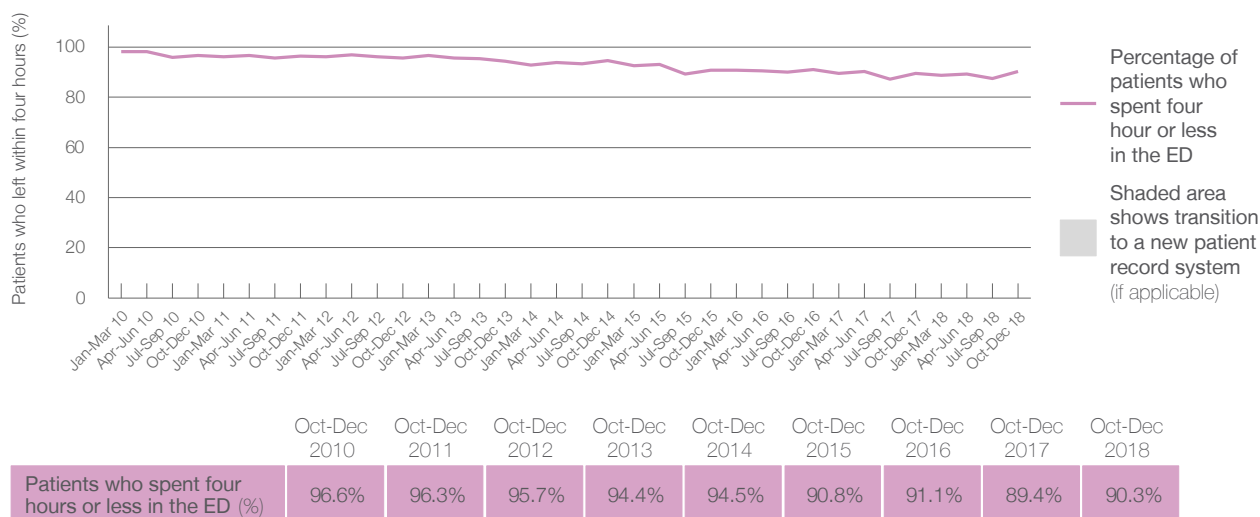
Presentations used to calculate time to leaving the ED: ⁶ 2,981 patients

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



Same period last year	Change since one year ago
2,918	2%
2,918	2%
89.4%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Tamworth Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,827 patients

Emergency presentations:² 10,247 patients

Same period last year	Change since one year ago
11,018	-2%
10,525	-3%

Tamworth Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 917 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): 2,684 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 84 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,138 patients

Median time to start treatment⁴ 39 minutes

90th percentile time to start treatment⁵ 132 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,456 patients

Median time to start treatment⁴ 46 minutes

90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
916	
8 minutes	8 minutes
28 minutes	26 minutes
2,510	
24 minutes	20 minutes
81 minutes	72 minutes
5,607	
41 minutes	26 minutes
133 minutes	104 minutes
1,456	
45 minutes	23 minutes
124 minutes	104 minutes

Tamworth Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,827 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
11,018	-2%
74%	

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

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

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

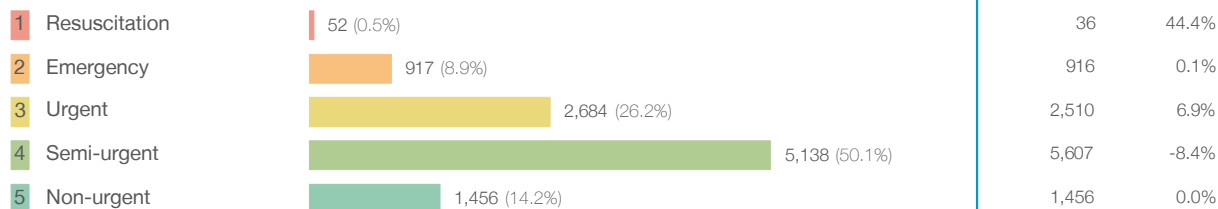
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Tamworth Hospital: Patients presenting to the emergency department

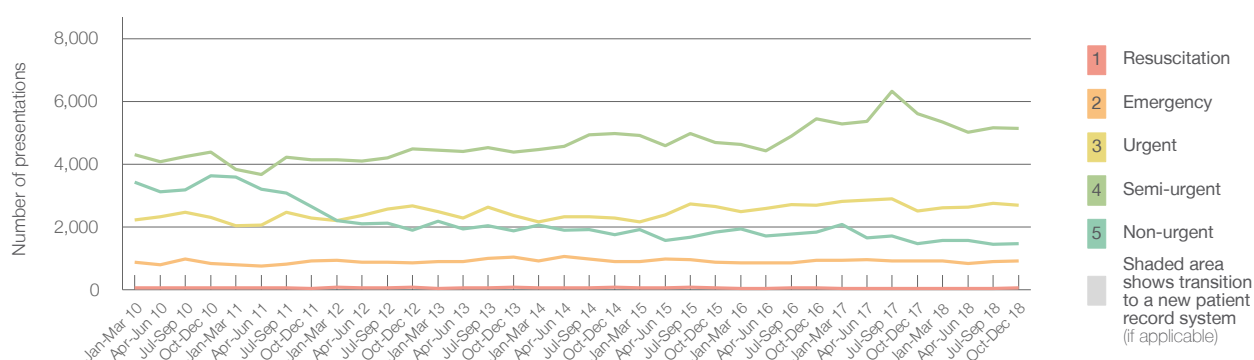
October to December 2018

All presentations:¹ 10,827 patients

Emergency presentations² by triage category: 10,247 patients



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	63	48	69	74	76	65	59	36	52
Emergency	826	911	859	1,035	885	871	932	916	917
Urgent	2,299	2,291	2,673	2,360	2,280	2,645	2,699	2,510	2,684
Semi-urgent	4,387	4,140	4,487	4,383	4,970	4,684	5,438	5,607	5,138
Non-urgent	3,634	2,659	1,890	1,884	1,748	1,827	1,836	1,456	1,456
All emergency presentations	11,209	10,049	9,978	9,736	9,959	10,092	10,964	10,525	10,247

Tamworth Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,912 patients

ED Transfer of care time



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

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

October to December 2018

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

Number of triage 2 patients: 917

Number of triage 2 patients used to calculate waiting time: ³ 905

Median time to start treatment ⁴

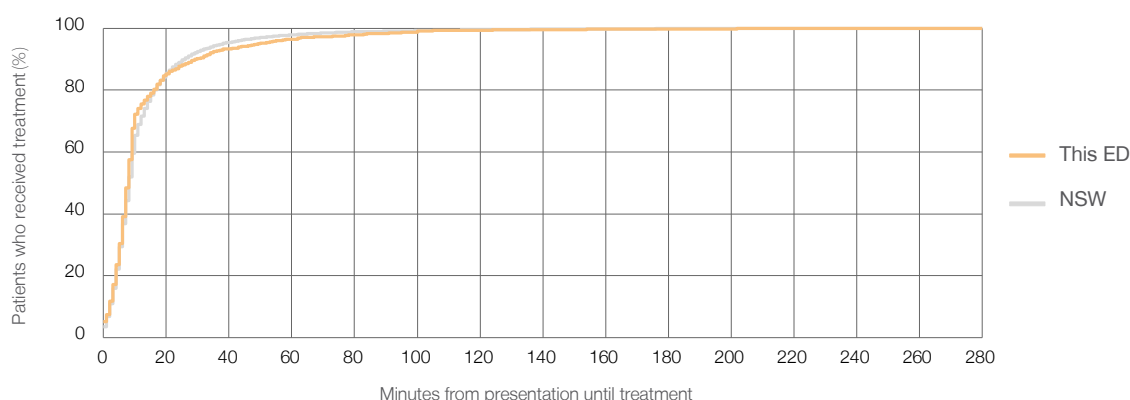
8 minutes

90th percentile time to start treatment ⁵

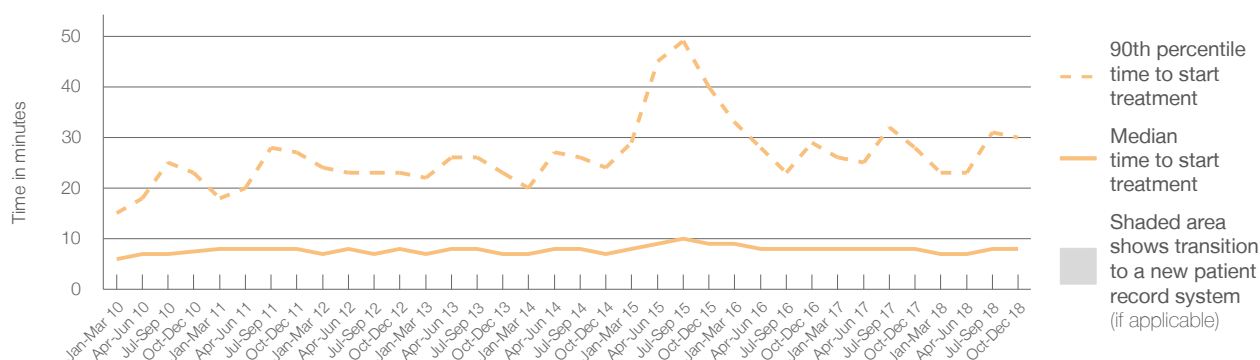
30 minutes

Same period last year	NSW (this period)
916	
909	
8 minutes	8 minutes
28 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	8	8	7	7	9	8	8	8
90th percentile time to start treatment ⁵ (minutes)	23	27	23	23	24	40	29	28	30

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

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

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

October to December 2018

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

Number of triage 3 patients: 2,684

Number of triage 3 patients used to calculate waiting time: ³ 2,600

Median time to start treatment ⁴

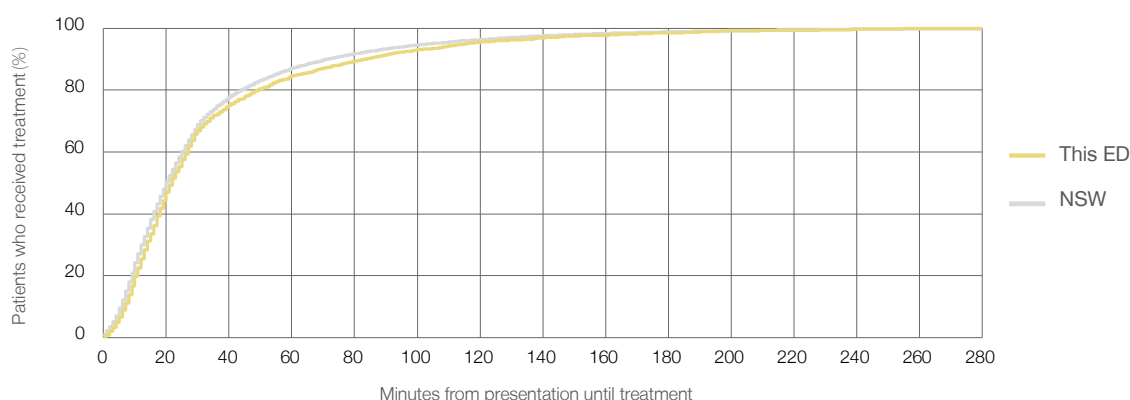
22 minutes

90th percentile time to start treatment ⁵

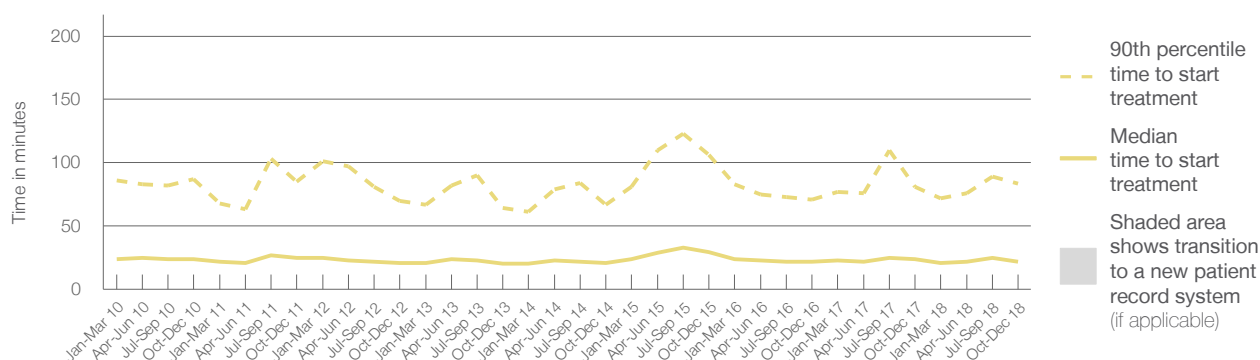
84 minutes

Same period last year	NSW (this period)
2,510	
2,454	
24 minutes	20 minutes
81 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	24	25	21	20	21	30	22	24	22
90th percentile time to start treatment ⁵ (minutes)	87	85	70	64	67	106	71	81	84

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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.

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

October to December 2018

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

Number of triage 4 patients: 5,138

Number of triage 4 patients used to calculate waiting time:³ 4,746

Median time to start treatment⁴

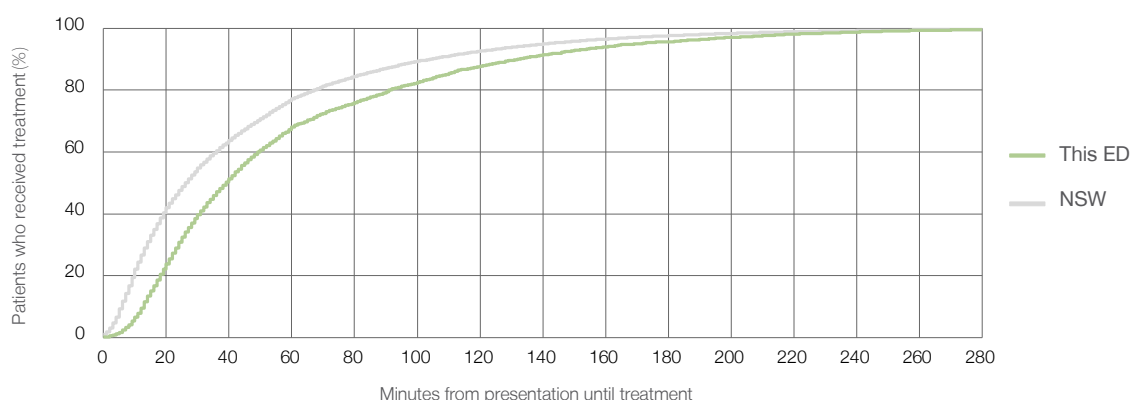
39 minutes

90th percentile time to start treatment⁵

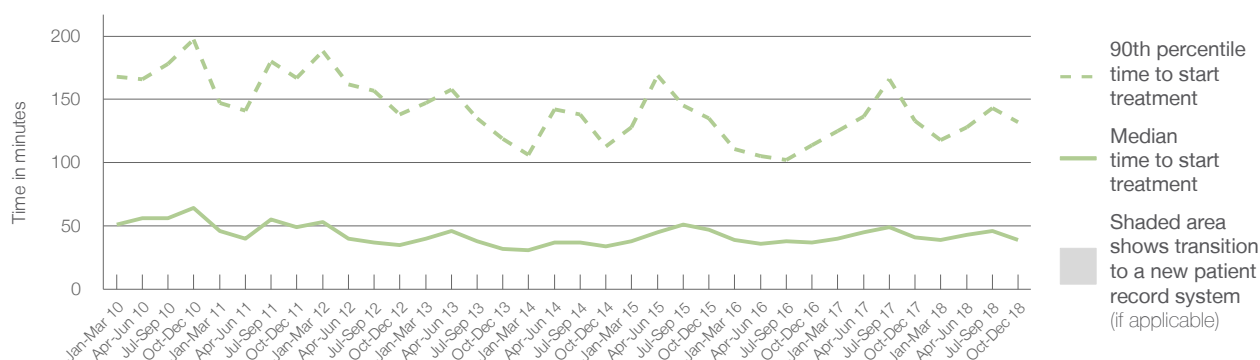
132 minutes

Same period last year	NSW (this period)
5,607	
5,335	
41 minutes	26 minutes
133 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	64	49	35	32	34	47	37	41	39
90th percentile time to start treatment ⁵ (minutes)	197	167	138	119	113	135	114	133	132

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

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

October to December 2018

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

Number of triage 5 patients: 1,456

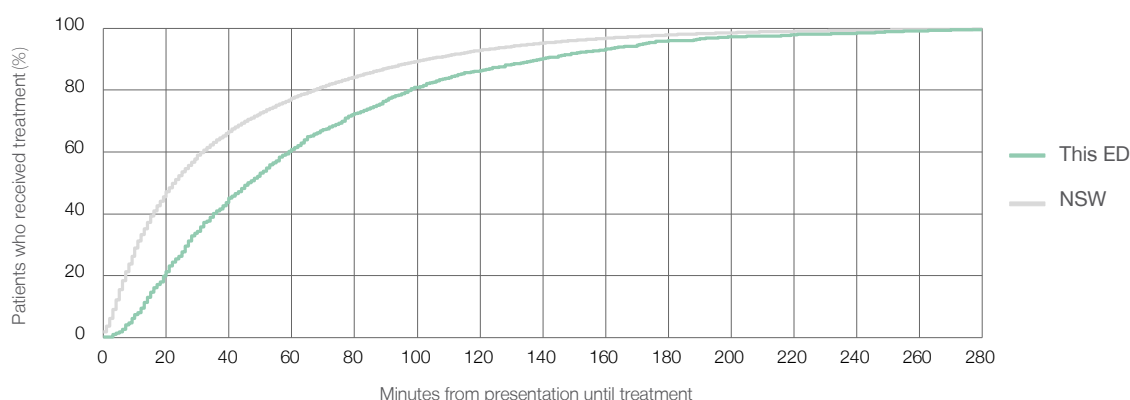
Number of triage 5 patients used to calculate waiting time:³ 1,297

Median time to start treatment⁴ 46 minutes

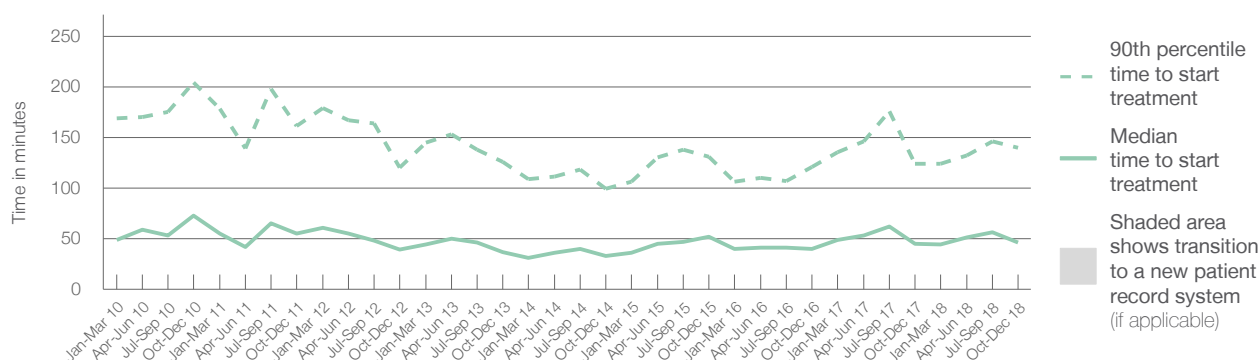
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
1,456	
1,353	
45 minutes	23 minutes
124 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	73	55	39	37	33	52	40	45	46
90th percentile time to start treatment ⁵ (minutes)	204	161	120	126	99	131	121	124	140

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Tamworth Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 10,827 patients

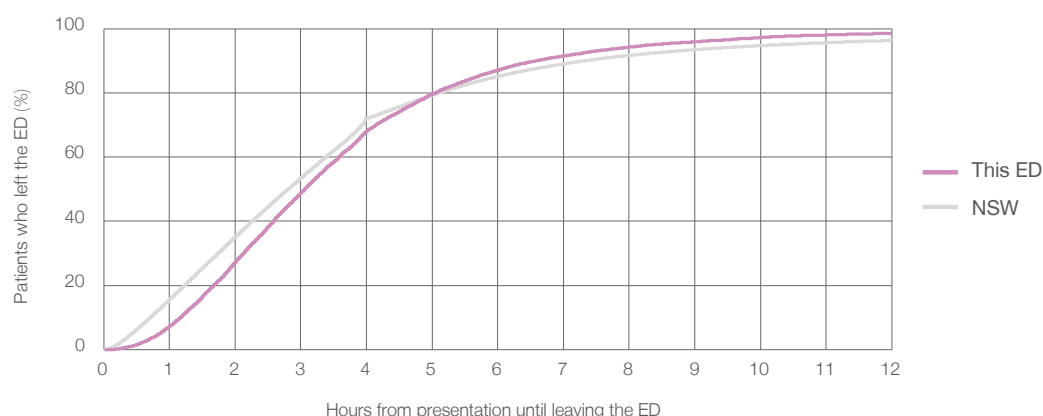
Presentations used to calculate time to leaving the ED:⁶ 10,827 patients

Median time spent in the ED⁸ 3 hours and 4 minutes

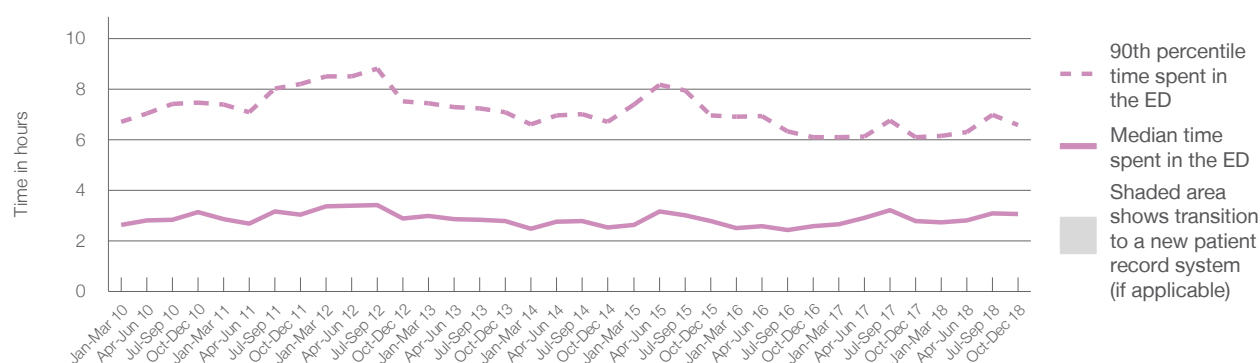
90th percentile time spent in the ED⁹ 6 hours and 35 minutes

Same period last year	NSW (this period)
11,018	
11,018	
2 hours and 48 minutes	2 hours and 49 minutes
6 hours and 7 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 9m	3h 3m	2h 54m	2h 47m	2h 33m	2h 47m	2h 35m	2h 48m	3h 4m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 28m	8h 12m	7h 32m	7h 6m	6h 42m	6h 58m	6h 6m	6h 7m	6h 35m

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Tamworth Hospital: Time patients spent in the ED

By mode of separation

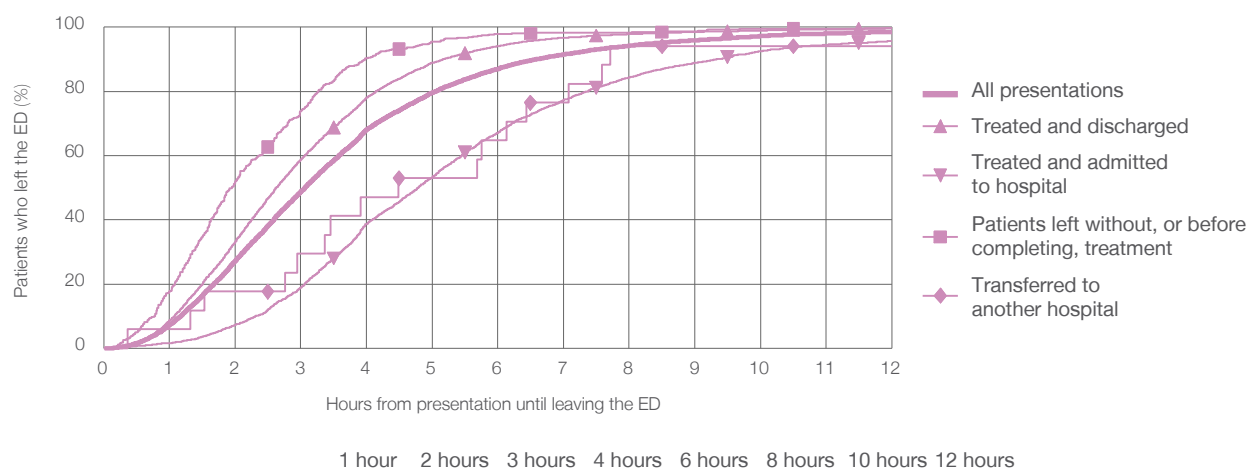
October to December 2018

All presentations:[†] 10,827 patients

Presentations used to calculate time to leaving the ED:[‡] 10,827 patients

		Same period last year	Change since one year ago
		11,018	-2%
Treated and discharged	7,193 (66.4%)	7,666	-6.2%
Treated and admitted to hospital	2,909 (26.9%)	2,826	2.9%
Patient left without, or before completing, treatment	475 (4.4%)	359	32.3%
Transferred to another hospital	17 (0.2%)	34	-50.0%
Other	233 (2.2%)	133	75.2%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.7%	33.4%	58.9%	78.1%	94.1%	97.9%	99.0%	99.6%
Treated and admitted to hospital	1.6%	7.3%	19.0%	38.7%	67.1%	84.4%	92.5%	95.8%
Patient left without, or before completing, treatment	17.7%	52.0%	73.9%	90.3%	97.9%	98.3%	99.6%	99.8%
Transferred to another hospital	5.9%	17.6%	29.4%	47.1%	64.7%	94.1%	94.1%	94.1%
All presentations	7.3%	27.3%	48.9%	68.1%	87.0%	94.3%	97.2%	98.6%

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Tamworth Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 10,827 patients

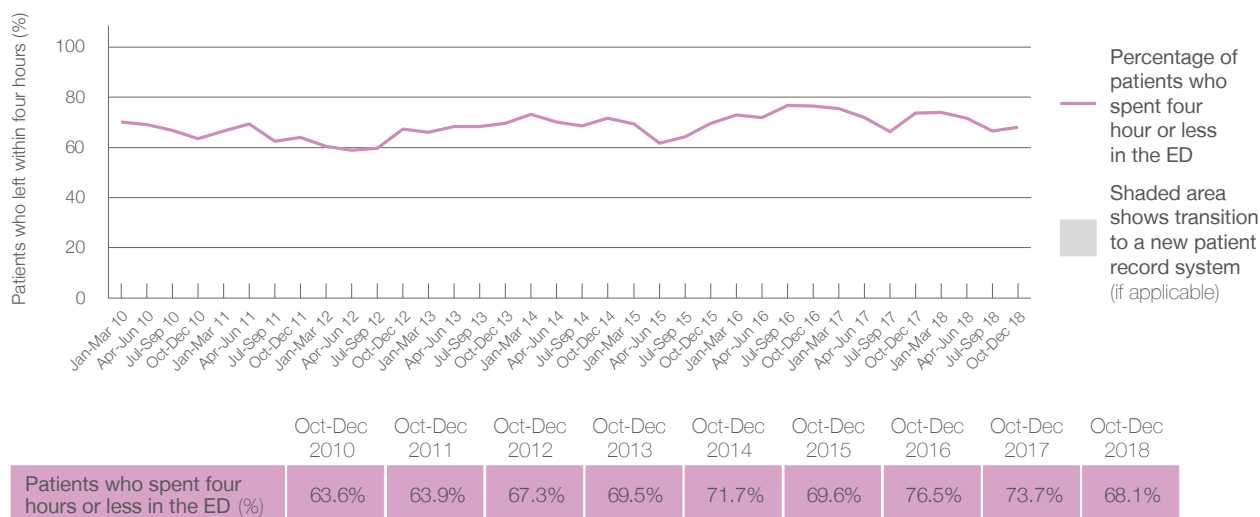
Presentations used to calculate time to leaving the ED: ⁶ 10,827 patients

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



Same period last year	Change since one year ago
11,018	-2%
11,018	-2%
73.7%	

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



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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).