

## Orange Health Service: Emergency department (ED) overview

April to June 2017



All presentations:<sup>1</sup> 7,160 patients  
 Emergency presentations:<sup>2</sup> 7,089 patients

Same period last year	Change since one year ago
6,990	2.4%
6,891	2.9%



## Orange Health Service: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,079 patients

Median time to start treatment<sup>4</sup>  5 minutes  
 90th percentile time to start treatment<sup>5</sup>  10 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,544 patients

Median time to start treatment<sup>4</sup>  16 minutes  
 90th percentile time to start treatment<sup>5</sup>  44 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,716 patients

Median time to start treatment<sup>4</sup>  21 minutes  
 90th percentile time to start treatment<sup>5</sup>  71 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,692 patients

Median time to start treatment<sup>4</sup>  17 minutes  
 90th percentile time to start treatment<sup>5</sup>  89 minutes

Same period last year	NSW (this period)
1,073	
5 minutes	8 minutes
10 minutes	26 minutes
1,665	
15 minutes	20 minutes
39 minutes	67 minutes
2,450	
21 minutes	25 minutes
79 minutes	99 minutes
1,659	
18 minutes	23 minutes
94 minutes	101 minutes

## Orange Health Service: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,160 patients

Percentage of patients who spent four hours or less in the ED  76.5%

Same period last year	Change since one year ago
6,986	2.5%
77.0%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

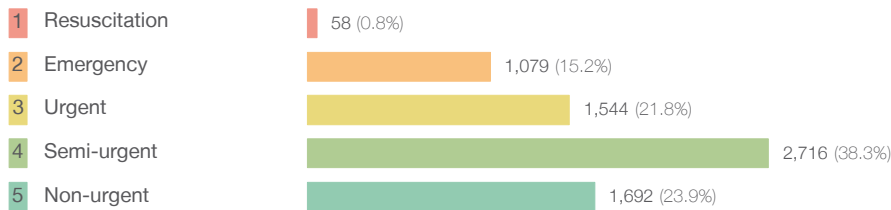
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Orange Health Service: Patients presenting to the emergency department

April to June 2017

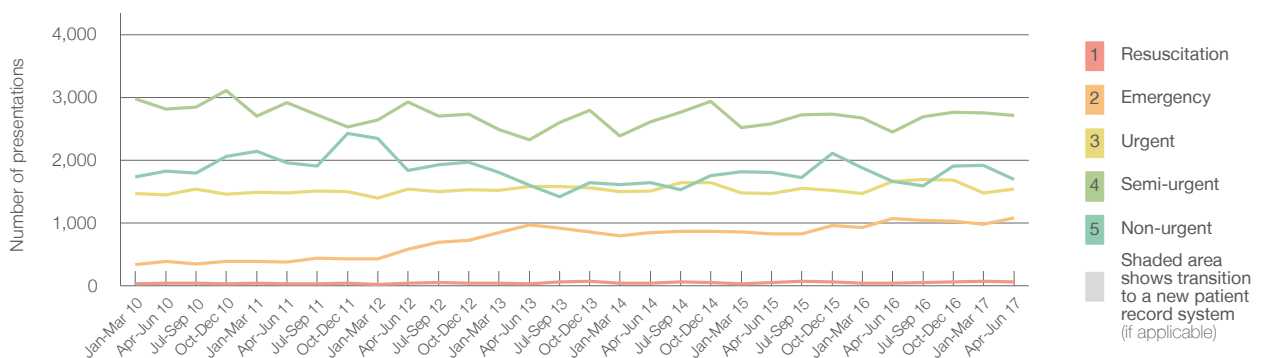
All presentations:<sup>1</sup> 7,160 patients

Emergency presentations<sup>2</sup> by triage category: 7,089 patients



Same period last year	Change since one year ago
6,990	2.4%
6,891	2.9%
44	31.8%
1,073	0.6%
1,665	-7.3%
2,450	10.9%
1,659	2.0%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	36	32	39	31	43	53	44	58
Emergency	387	381	585	963	848	827	1,073	1,079
Urgent	1,446	1,474	1,541	1,578	1,513	1,471	1,665	1,544
Semi-urgent	2,819	2,916	2,929	2,329	2,613	2,580	2,450	2,716
Non-urgent	1,827	1,961	1,838	1,597	1,636	1,805	1,659	1,692
All emergency presentations	6,515	6,764	6,932	6,498	6,653	6,736	6,891	7,089

## Orange Health Service: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,292 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,365	
10 minutes	0 minutes
24 minutes	-3 minutes

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

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

## Orange Health Service: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 1,079

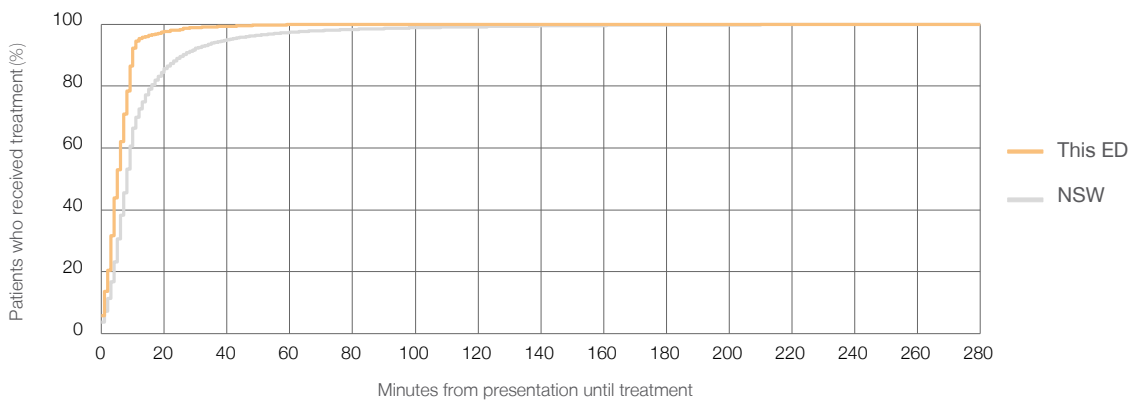
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,078

Median time to start treatment<sup>4</sup>  5 minutes

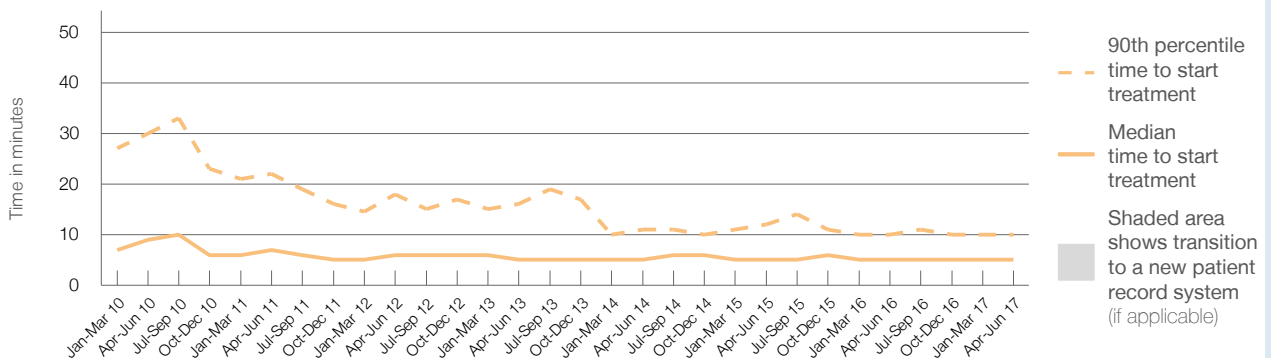
90th percentile time to start treatment<sup>5</sup>  10 minutes

Same period last year	NSW (this period)
1,073	
1,072	
5 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	9	7	6	5	5	5	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	30	22	18	16	11	12	10	10

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## Orange Health Service: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 1,544

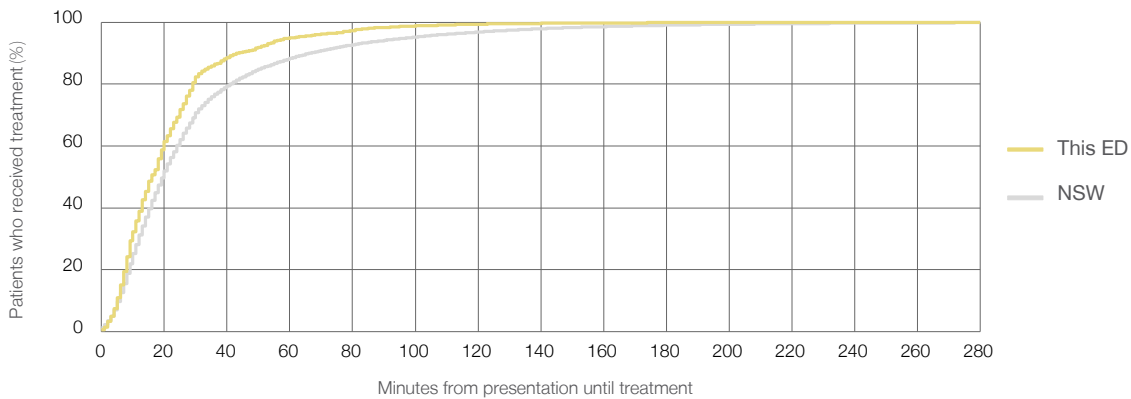
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,526

Median time to start treatment<sup>4</sup> 16 minutes

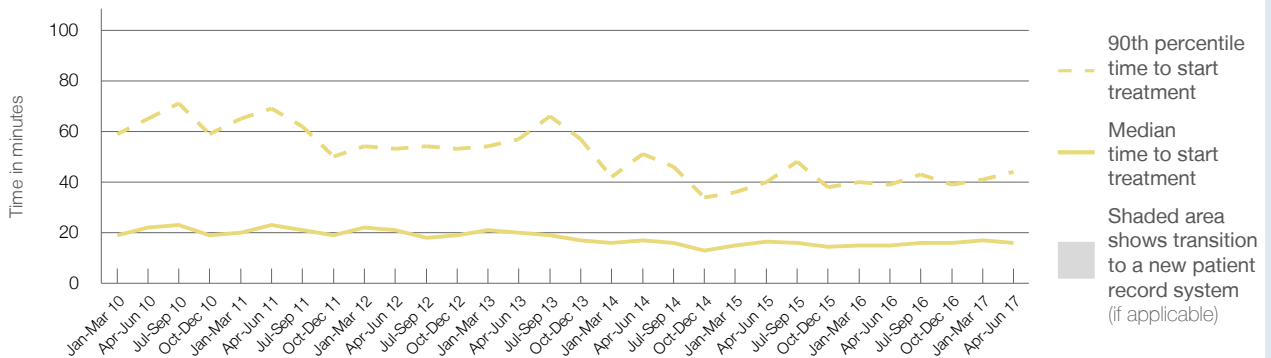
90th percentile time to start treatment<sup>5</sup> 44 minutes

Same period last year	NSW (this period)
1,665	1,654
15 minutes	20 minutes
39 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	22	23	21	20	17	17	15	16
90th percentile time to start treatment <sup>5</sup> (minutes)	65	69	53	57	51	40	39	44

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## Orange Health Service: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 2,716

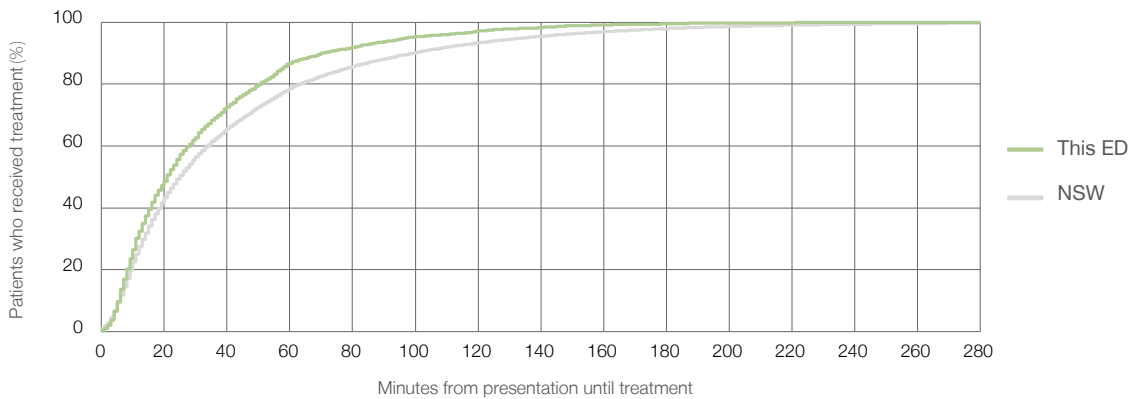
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,642

Median time to start treatment<sup>4</sup> 21 minutes

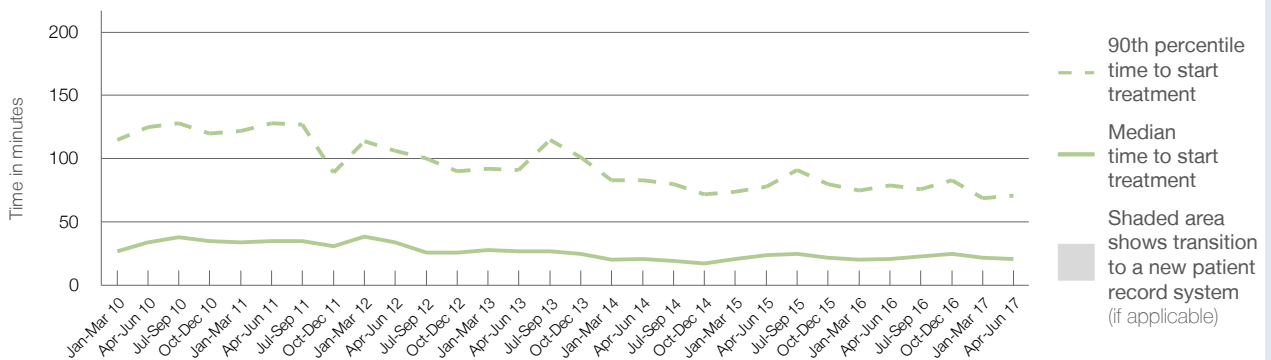
90th percentile time to start treatment<sup>5</sup> 71 minutes

Same period last year	NSW (this period)
2,450	2,365
21 minutes	25 minutes
79 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	34	35	34	27	21	24	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)	125	128	106	91	83	78	79	71

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## Orange Health Service: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 1,692

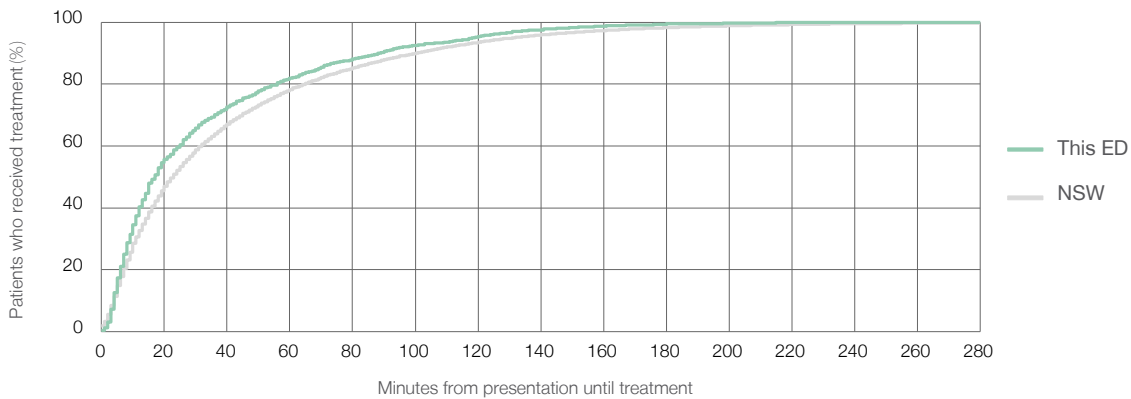
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,575

Median time to start treatment<sup>4</sup> 17 minutes

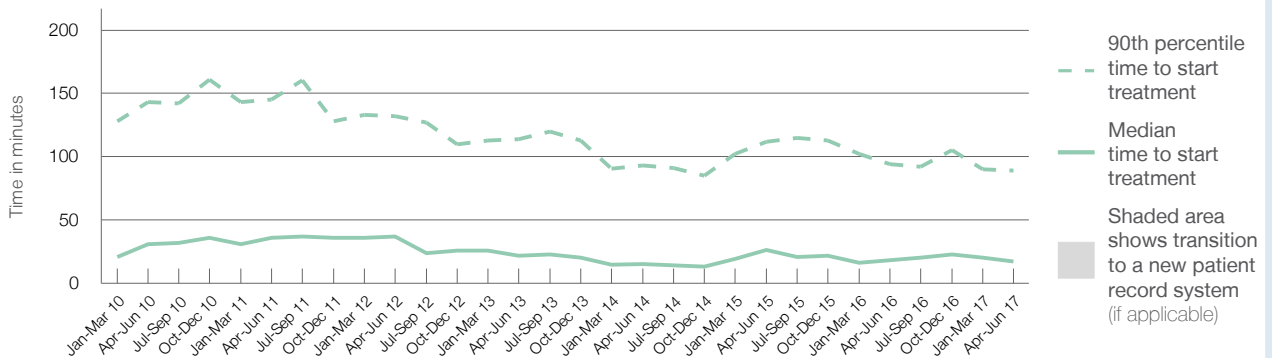
90th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
1,659	1,544
18 minutes	23 minutes
94 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	31	36	37	22	15	27	18	17
90th percentile time to start treatment <sup>5</sup> (minutes)	143	145	132	114	93	112	94	89

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## Orange Health Service: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 7,160 patients

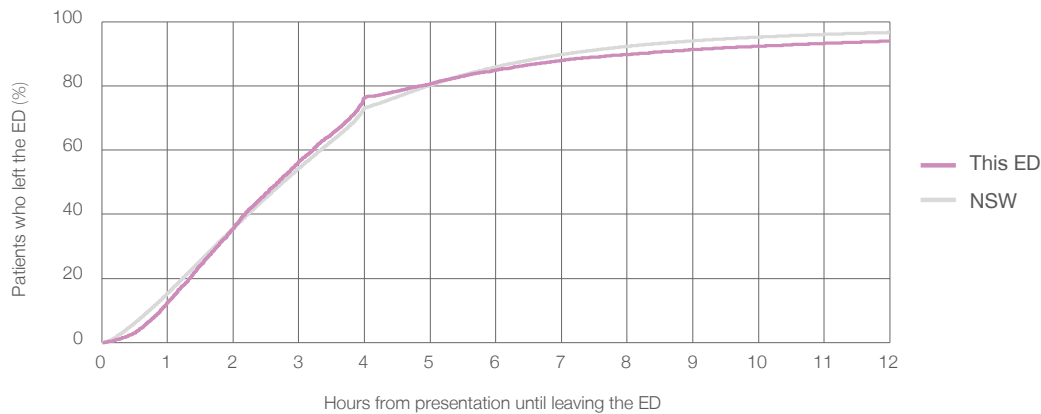
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,160 patients

Median time spent in the ED<sup>8</sup> 2 hours and 41 minutes

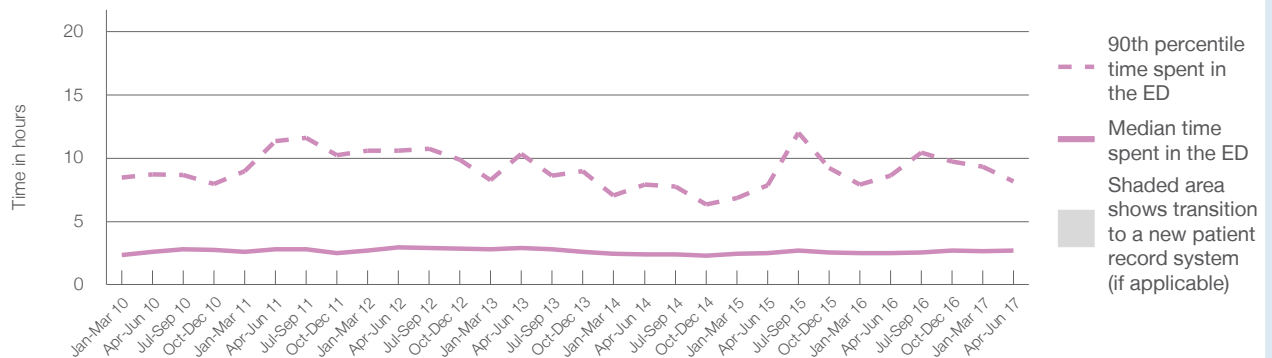
90th percentile time spent in the ED<sup>9</sup> 8 hours and 10 minutes

Same period last year	NSW (this period)
6,990	
6,986	
2 hours and 31 minutes	2 hours and 46 minutes
8 hours and 36 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 35m	2h 47m	2h 57m	2h 53m	2h 24m	2h 31m	2h 31m	2h 41m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 43m	11h 22m	10h 36m	10h 19m	7h 56m	7h 51m	8h 36m	8h 10m

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## Orange Health Service: Time patients spent in the ED

By mode of separation

April to June 2017

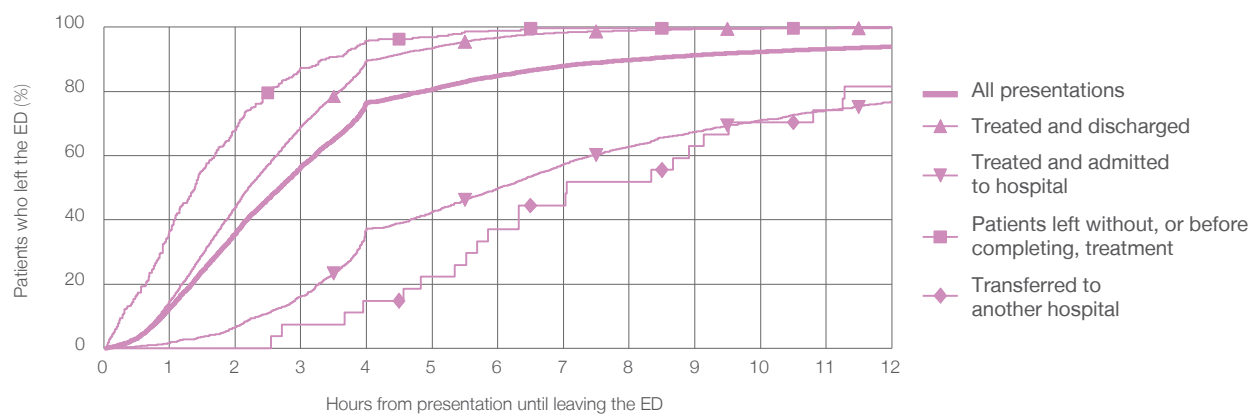
All presentations:<sup>1</sup> 7,160 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,160 patients

Treated and discharged	4,999 (69.8%)
Treated and admitted to hospital	1,790 (25.0%)
Patient left without, or before completing, treatment	299 (4.2%)
Transferred to another hospital	27 (0.4%)
Other	45 (0.6%)

Same period last year	Change since one year ago
6,986	2.5%
4,823	3.6%
1,789	0.1%
301	-0.7%
30	-10.0%
47	-4.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.6%	43.9%	68.9%	89.5%	96.7%	99.0%	99.6%	99.8%
Treated and admitted to hospital	1.6%	6.5%	16.2%	37.2%	49.8%	62.8%	70.9%	76.7%
Patient left without, or before completing, treatment	36.5%	67.9%	87.3%	95.7%	99.0%	99.7%	99.7%	100%
Transferred to another hospital	0%	0%	7.4%	14.8%	37.0%	51.9%	70.4%	81.5%
All presentations	12.5%	35.6%	56.4%	76.5%	84.9%	89.8%	92.3%	94.0%

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## Orange Health Service: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:<sup>1</sup> 7,160 patients

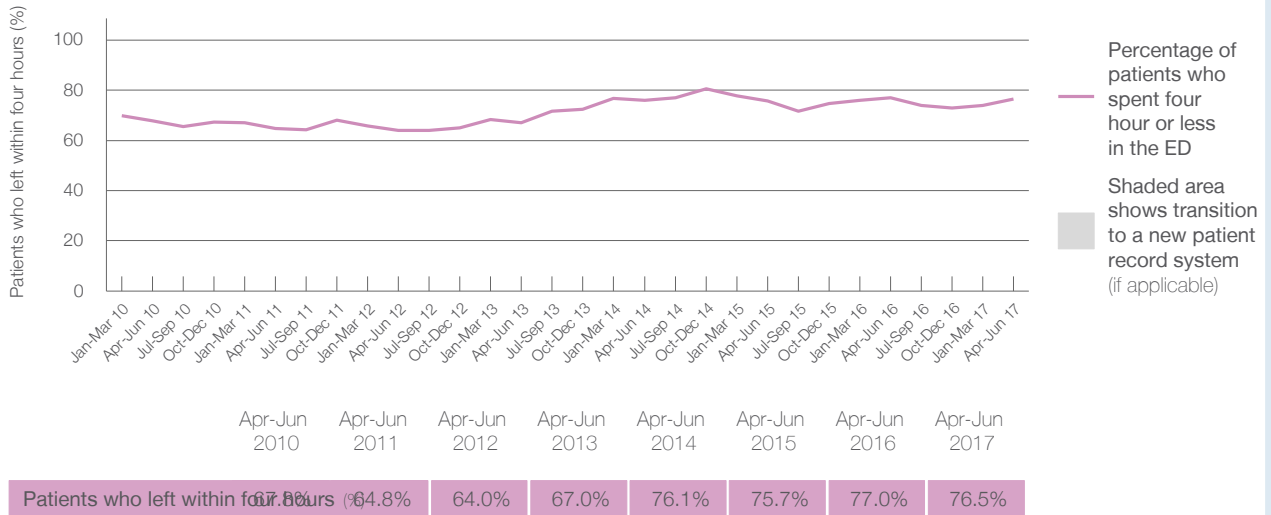
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,160 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	6,990	2.4%
Presentations used to calculate time to leaving the ED	6,986	2.5%
Percentage of patients who spent four hours or less in the ED	77.0%	

### Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).