

Deniliquin Hospital and Health Services: Emergency department (ED) overview

July to September 2018

All presentations:¹ 2,370 patients
Emergency presentations:² 1,865 patients

Same period last year	Change since one year ago
2,262	5%
1,925	-3%

Deniliquin Hospital and Health Services: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 120 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 554 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 834 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 35 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 357 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
99	
4 minutes	8 minutes
*	28 minutes
602	
10 minutes	21 minutes
39 minutes	72 minutes
828	
10 minutes	26 minutes
39 minutes	105 minutes
396	
13 minutes	22 minutes
45 minutes	103 minutes

Deniliquin Hospital and Health Services: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 2,370 patients

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

Same period last year	Change since one year ago
2,262	5%
89%	

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

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

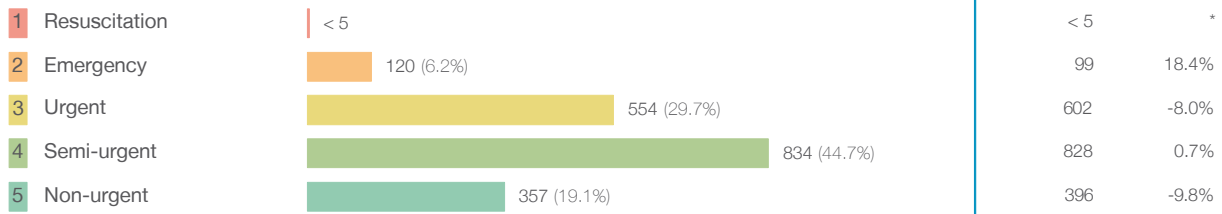
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

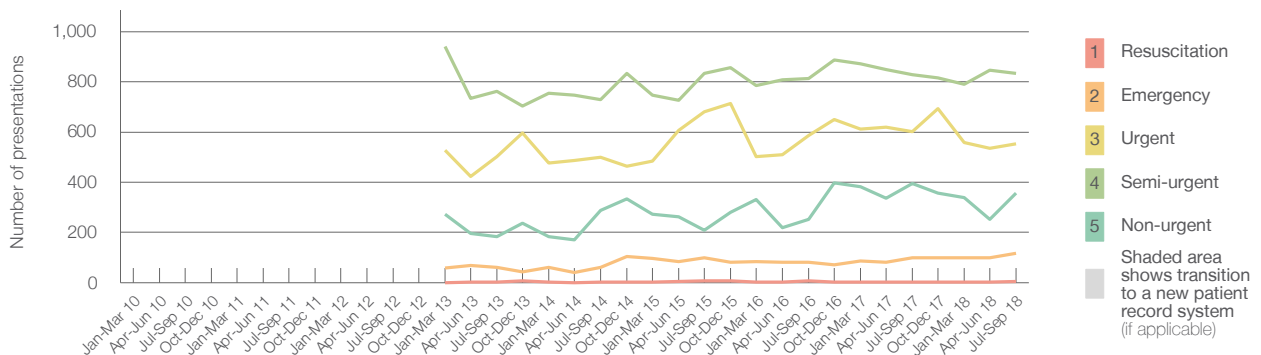
Deniliquin Hospital and Health Services: Patients presenting to the emergency department July to September 2018

All presentations:¹ 2,370 patients

Emergency presentations² by triage category: 1,865 patients



Emergency presentations² by quarter, January 2010 to September 2018 † §



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation				< 5	< 5	8	7	< 5	< 5
Emergency				63	63	99	81	99	120
Urgent				501	500	681	586	602	554
Semi-urgent				762	728	833	813	828	834
Non-urgent				183	289	210	251	396	357
All emergency presentations				1,509	1,580	1,831	1,738	1,925	1,865

Deniliquin Hospital and Health Services: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time: ⁷ 90 patients **

ED Transfer of care time

Median time: 9 minutes

90th percentile time: *

Same period last year

Change since one year ago

93

8 minutes 1 minute

* *

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

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

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

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

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

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

Number of triage 2 patients: 120

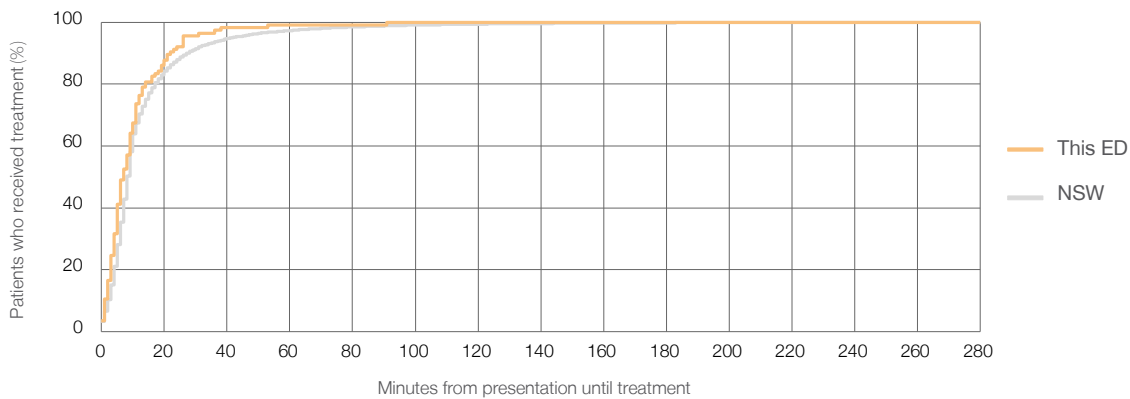
Number of triage 2 patients used to calculate waiting time:³ 114

Median time to start treatment⁴ 7 minutes

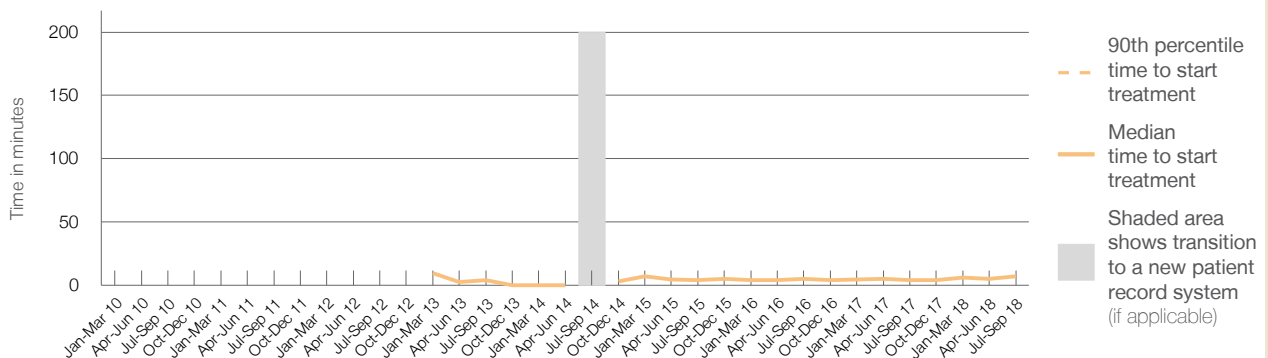
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
99	95
4 minutes	8 minutes
*	28 minutes

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



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				4		4	5	4	7
90th percentile time to start treatment ⁵ (minutes)				*		*	*	*	22

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

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

Number of triage 3 patients: 554

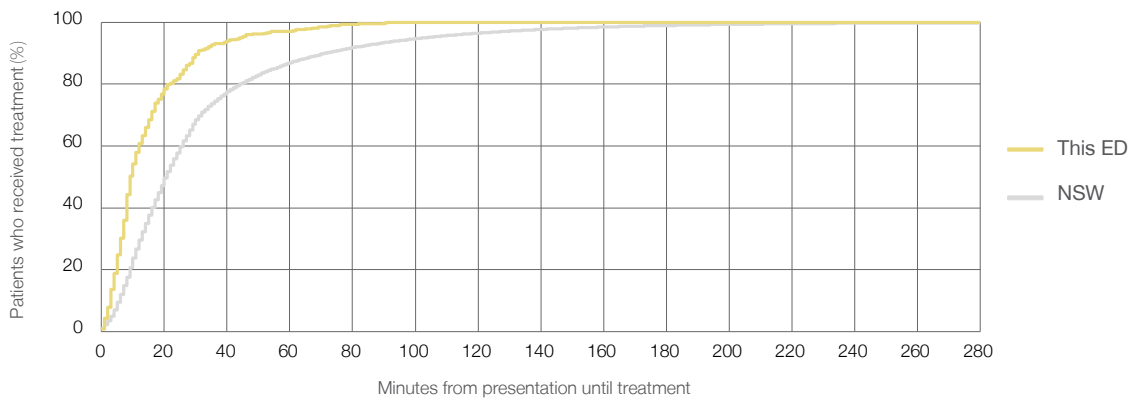
Number of triage 3 patients used to calculate waiting time:³ 540

Median time to start treatment⁴ 9 minutes

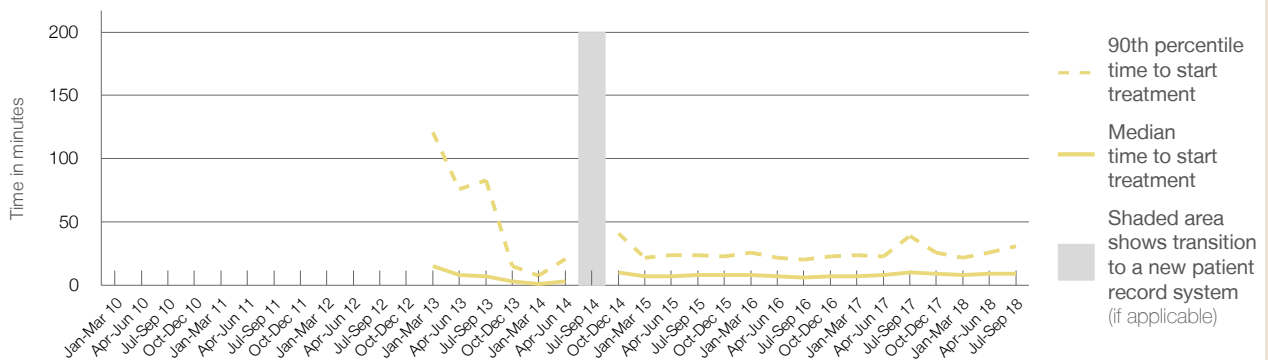
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
602	
586	
10 minutes	21 minutes
39 minutes	72 minutes

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



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				7		8	6	10	9
90th percentile time to start treatment ⁵ (minutes)				83		24	20	39	31

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

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

Number of triage 4 patients: 834

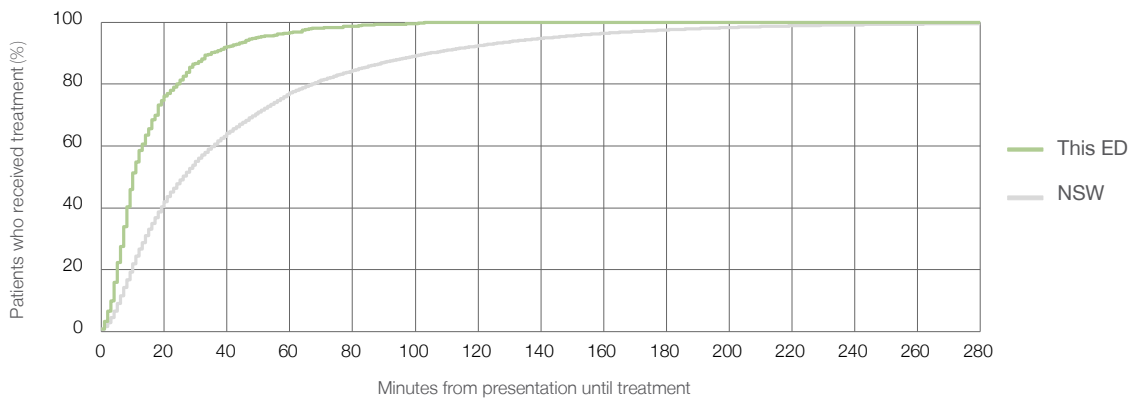
Number of triage 4 patients used to calculate waiting time:³ 794

Median time to start treatment⁴ 10 minutes

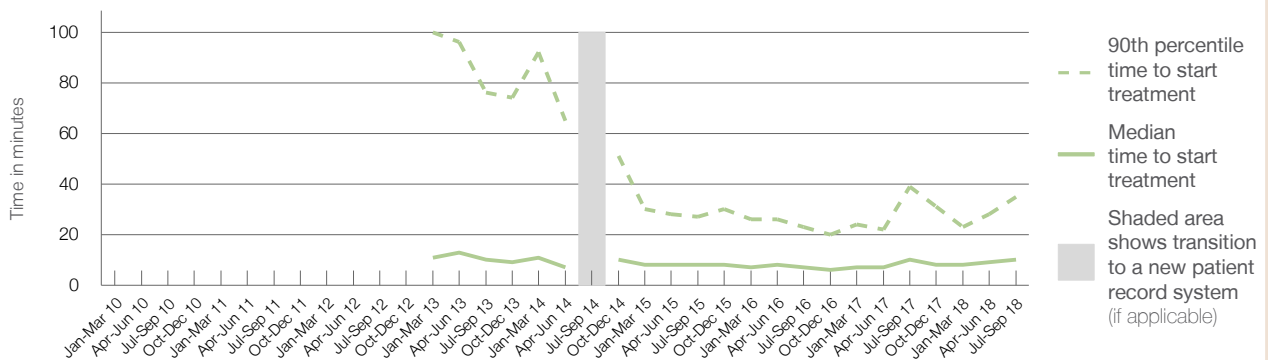
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
828	786
10 minutes	26 minutes
39 minutes	105 minutes

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



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				10		8	7	10	10
90th percentile time to start treatment ⁵ (minutes)				76		27	23	39	35

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

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

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

Number of triage 5 patients: 357

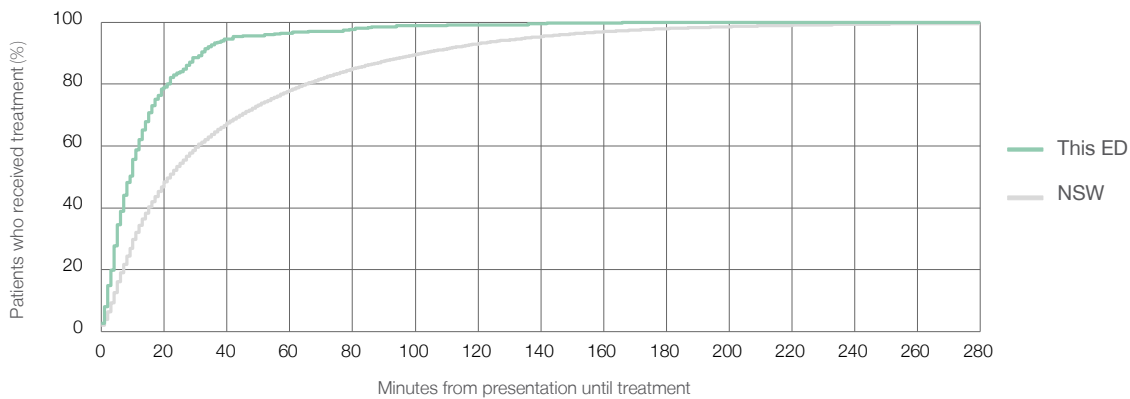
Number of triage 5 patients used to calculate waiting time:³ 342

Median time to start treatment⁴ 9 minutes

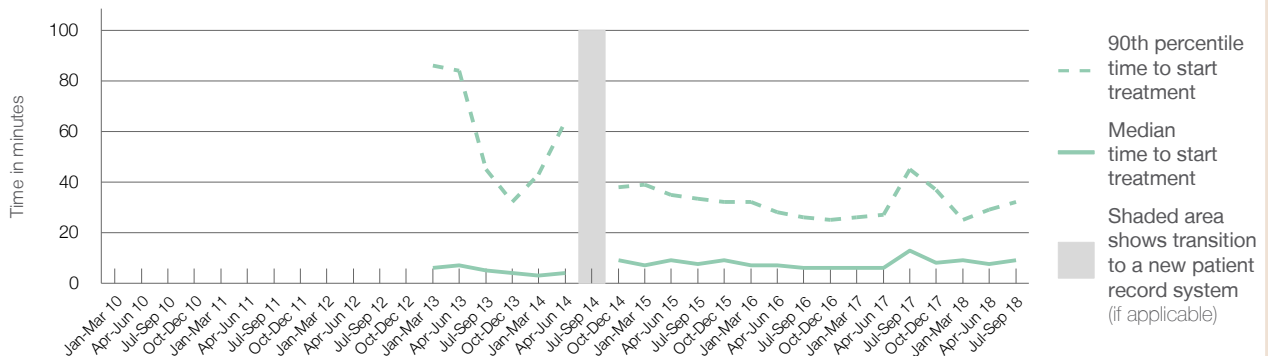
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
396	
380	
13 minutes	22 minutes
45 minutes	103 minutes

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



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				5		8	6	13	9
90th percentile time to start treatment ⁵ (minutes)				45		34	26	45	32

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

Deniliquin Hospital and Health Services: Time patients spent in the ED July to September 2018

All presentations:¹ 2,370 patients

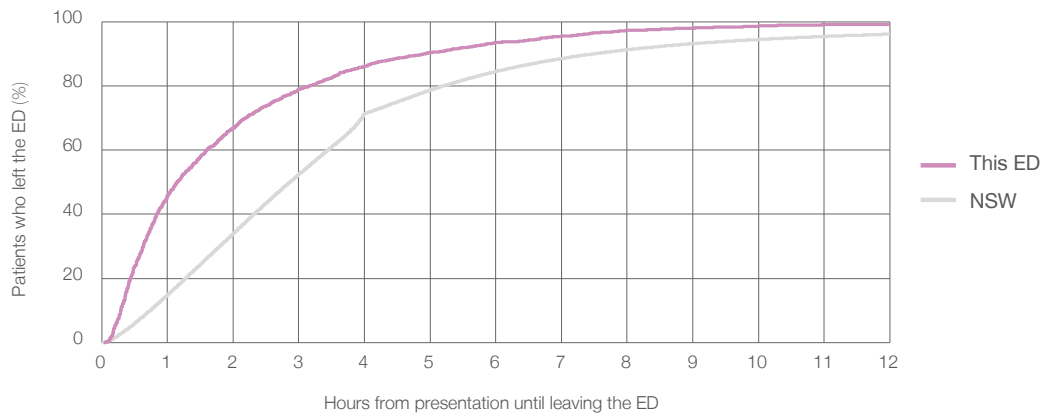
Presentations used to calculate time to leaving the ED:⁶ 2,370 patients

Median time spent in the ED⁸ 1 hours and 9 minutes

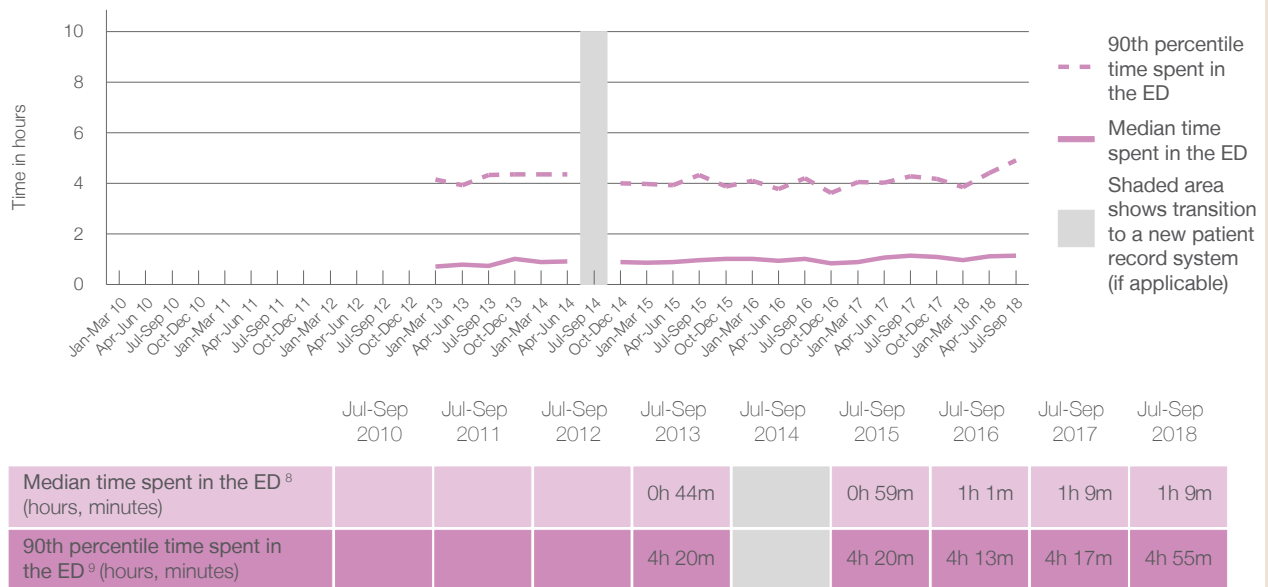
90th percentile time spent in the ED⁹ 4 hours and 55 minutes

Same period last year	NSW (this period)
2,262	2,262
1 hours and 9 minutes	2 hours and 52 minutes
4 hours and 17 minutes	7 hours and 30 minutes

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



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



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Deniliquin Hospital and Health Services: Time patients spent in the ED By mode of separation July to September 2018

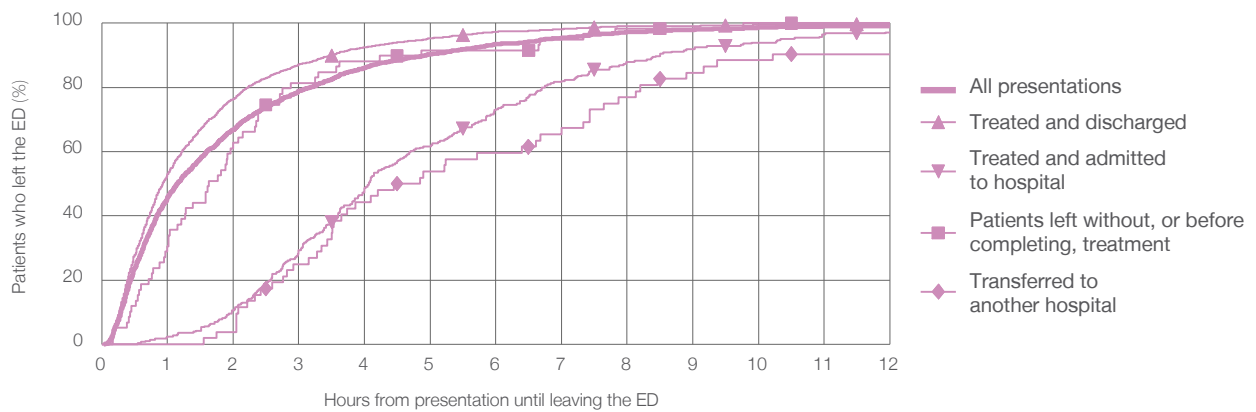
All presentations:¹ 2,370 patients

Presentations used to calculate time to leaving the ED:⁶ 2,370 patients

Mode of separation	Number of patients	Percentage
Treated and discharged	1,920	(81.0%)
Treated and admitted to hospital	284	(12.0%)
Patient left without, or before completing, treatment	59	(2.5%)
Transferred to another hospital	52	(2.2%)
Other	55	(2.3%)

Mode of separation	Same period last year	Change since one year ago
All presentations	2,262	5%
Treated and discharged	1,816	5.7%
Treated and admitted to hospital	283	0.4%
Patient left without, or before completing, treatment	31	90.3%
Transferred to another hospital	53	-1.9%
Other	79	-30.4%

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



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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	53.1%	76.4%	87.2%	92.6%	97.4%	99.1%	99.5%	99.7%
Treated and admitted to hospital	2.5%	10.6%	29.2%	48.6%	73.2%	88.0%	94.0%	97.2%
Patient left without, or before completing, treatment	30.5%	62.7%	81.4%	88.1%	91.5%	98.3%	100%	100%
Transferred to another hospital	0%	3.8%	25.0%	44.2%	59.6%	76.9%	88.5%	90.4%
All presentations	45.8%	66.9%	78.9%	86.2%	93.5%	97.3%	98.6%	99.2%

(†) 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.

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Deniliquin Hospital and Health Services: Time spent in the ED

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

July to September 2018

All presentations at the emergency department: ¹ 2,370 patients

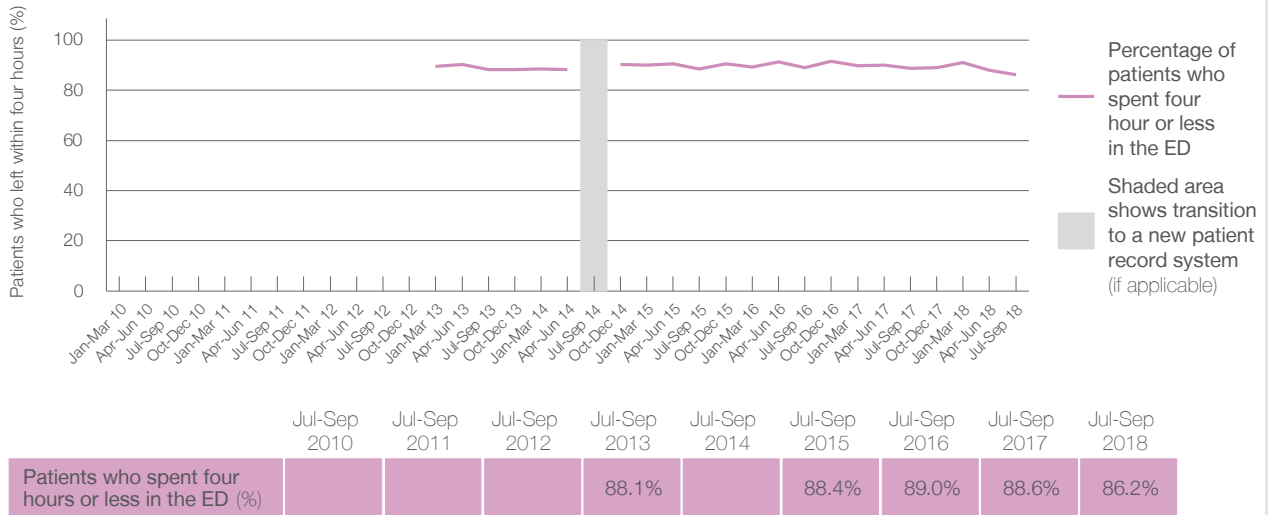
Presentations used to calculate time to leaving the ED: ⁶ 2,370 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	2,262	5%
Presentations used to calculate time to leaving the ED	2,262	5%
Percentage of patients who spent four hours or less in the ED	88.6%	

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



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

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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).