

## Queanbeyan Hospital and Health Service: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 5,585 patients  
Emergency presentations:<sup>2</sup> 5,485 patients

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 5,585 patients	5,261	6%
Emergency presentations: <sup>2</sup> 5,485 patients	5,076	8%

## Queanbeyan Hospital and Health Service: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 371 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,558 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,810 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 107 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 710 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 132 minutes

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 371 patients	384	
Median time to start treatment <sup>4</sup> 8 minutes	9 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup> 21 minutes	29 minutes	28 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,558 patients	1,446	
Median time to start treatment <sup>4</sup> 21 minutes	23 minutes	21 minutes
90th percentile time to start treatment <sup>5</sup> 59 minutes	68 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,810 patients	2,307	
Median time to start treatment <sup>4</sup> 28 minutes	29 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup> 107 minutes	111 minutes	105 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 710 patients	909	
Median time to start treatment <sup>4</sup> 33 minutes	30 minutes	22 minutes
90th percentile time to start treatment <sup>5</sup> 132 minutes	113 minutes	103 minutes

## Queanbeyan Hospital and Health Service: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,585 patients

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

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 5,585 patients	5,257	6%
Percentage of patients who spent four hours or less in the ED 87%	84%	

\* 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.

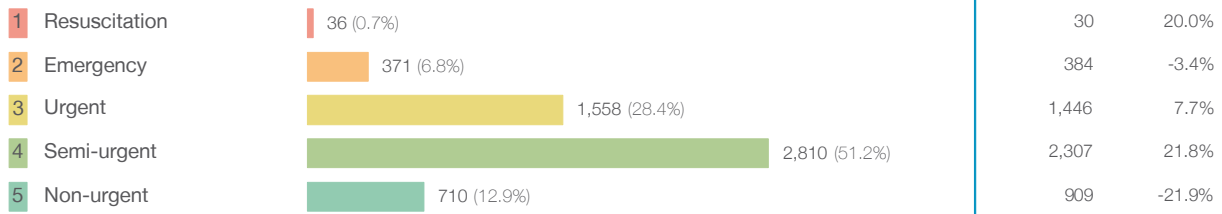
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Queanbeyan Hospital and Health Service: Patients presenting to the emergency department July to September 2018

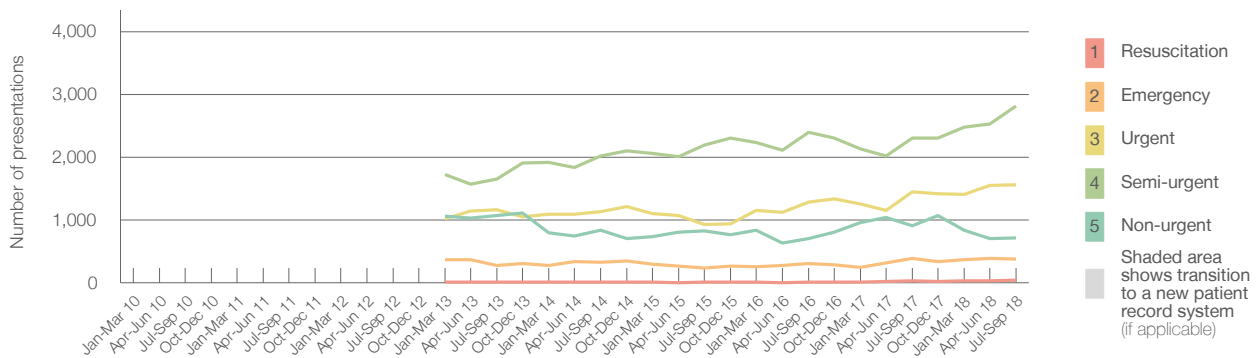
All presentations:<sup>1</sup> 5,585 patients

Emergency presentations<sup>2</sup> by triage category: 5,485 patients



	Same period last year	Change since one year ago
All presentations	5,261	6%
Emergency presentations	5,076	8%
1 Resuscitation	30	20.0%
2 Emergency	384	-3.4%
3 Urgent	1,446	7.7%
4 Semi-urgent	2,307	21.8%
5 Non-urgent	909	-21.9%

Emergency presentations<sup>2</sup> 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				13	9	5	9	30	36
Emergency				272	327	235	301	384	371
Urgent				1,164	1,135	925	1,283	1,446	1,558
Semi-urgent				1,650	2,021	2,194	2,395	2,307	2,810
Non-urgent				1,068	838	823	701	909	710
All emergency presentations				4,167	4,330	4,182	4,689	5,076	5,485

## Queanbeyan Hospital and Health Service: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 601 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	551	
Median time	10 minutes	-1 minute
90th percentile time	18 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.

(§) 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.

## Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 2 July to September 2018

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

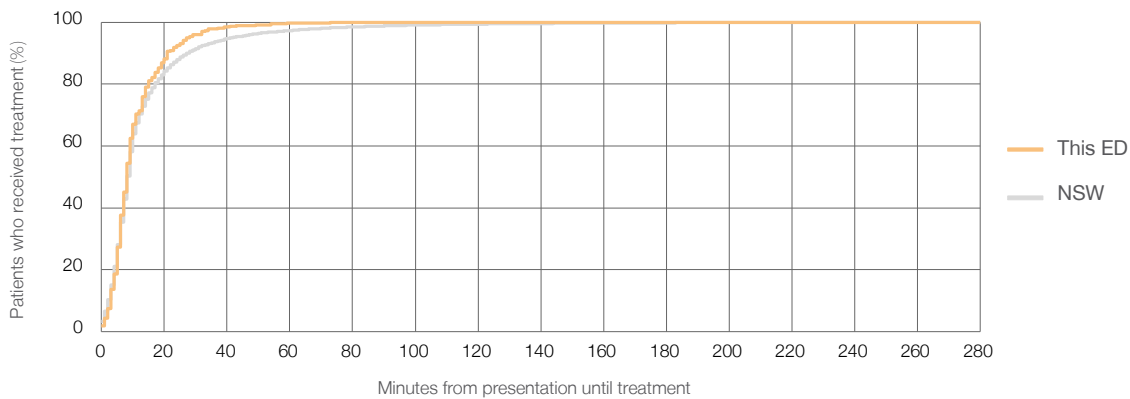
Number of triage 2 patients: 371

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 371

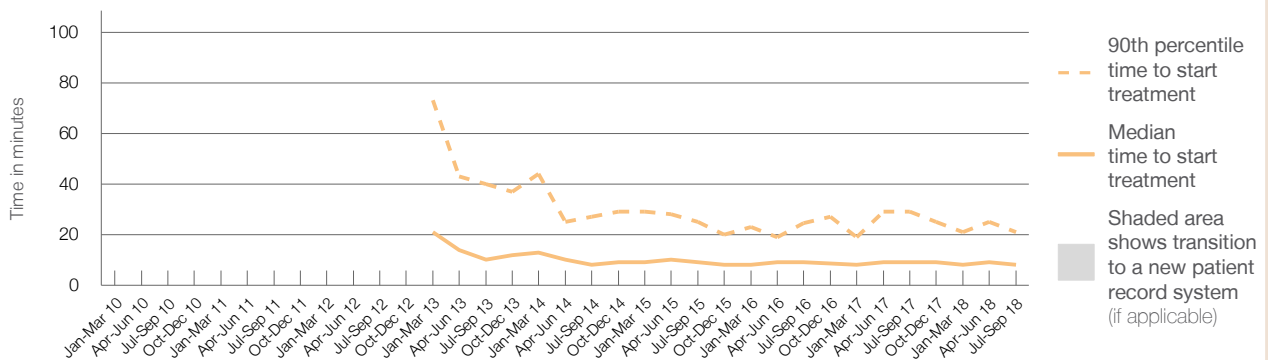
Median time to start treatment<sup>4</sup> ■ 8 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 21 minutes

Same period last year	NSW (this period)
384	
378	
9 minutes	8 minutes
29 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				10	8	9	9	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)				40	27	25	25	29	21

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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.

## Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,558

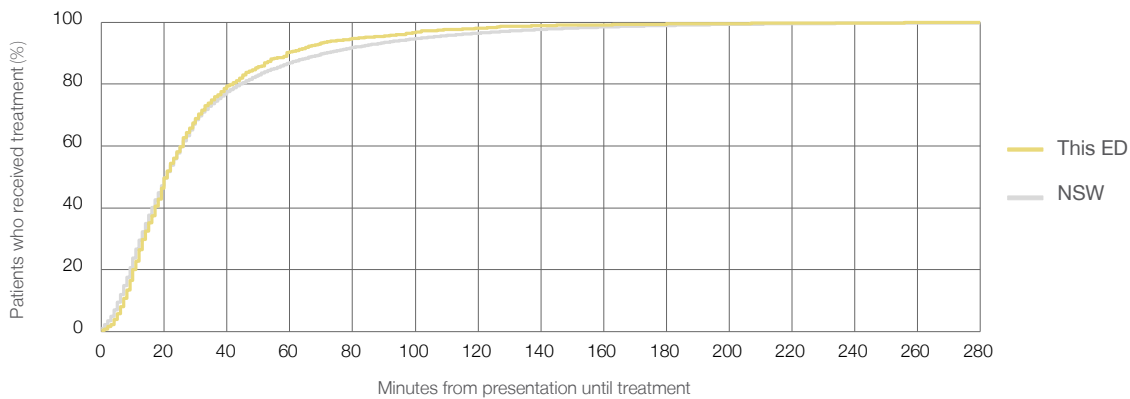
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,507

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

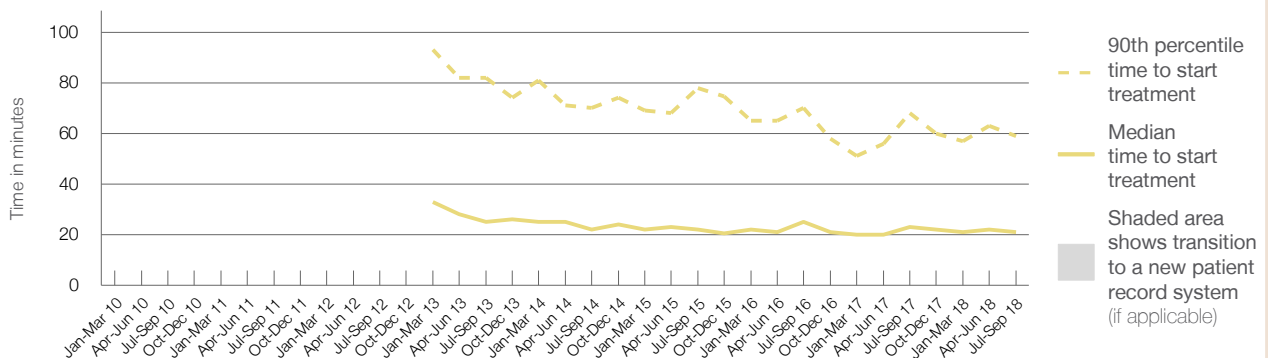
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
1,446	
1,407	
23 minutes	21 minutes
68 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				25	22	22	25	23	21
90th percentile time to start treatment <sup>5</sup> (minutes)				82	70	78	70	68	59

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## Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,810

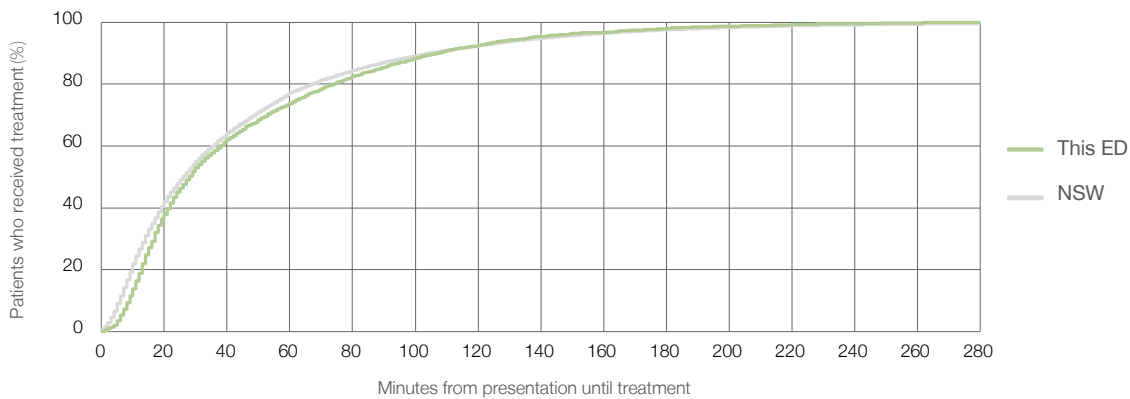
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,514

Median time to start treatment<sup>4</sup>  28 minutes

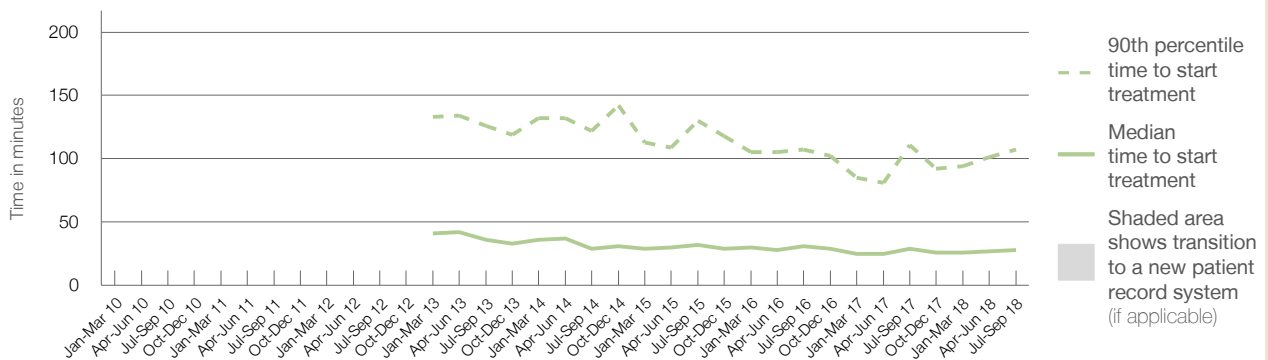
90th percentile time to start treatment<sup>5</sup>  107 minutes

Same period last year	NSW (this period)
2,307	2,071
29 minutes	26 minutes
111 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				36	29	32	31	29	28
90th percentile time to start treatment <sup>5</sup> (minutes)				126	122	130	107	111	107

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## Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 710

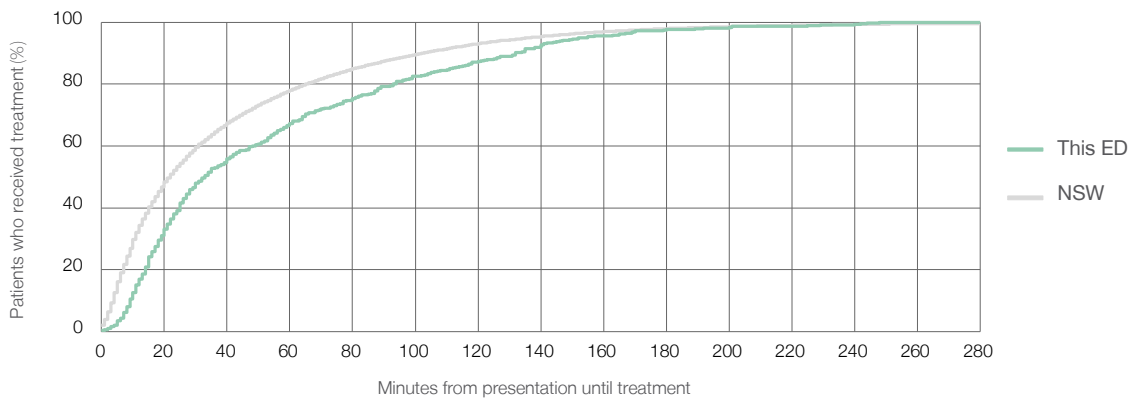
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 566

Median time to start treatment<sup>4</sup>  33 minutes

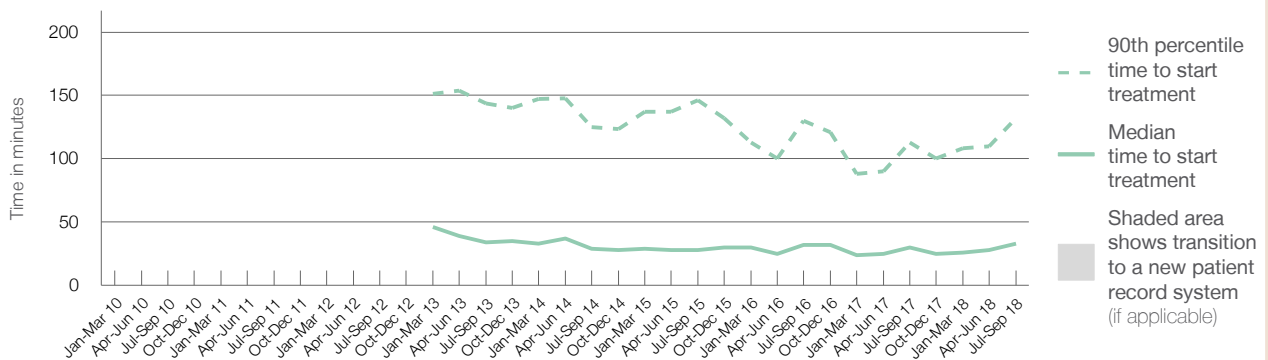
90th percentile time to start treatment<sup>5</sup>  132 minutes

Same period last year	NSW (this period)
909	761
30 minutes	22 minutes
113 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)				34	29	28	32	30	33
90th percentile time to start treatment <sup>5</sup> (minutes)				144	125	146	130	113	132

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## Queanbeyan Hospital and Health Service: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 5,585 patients

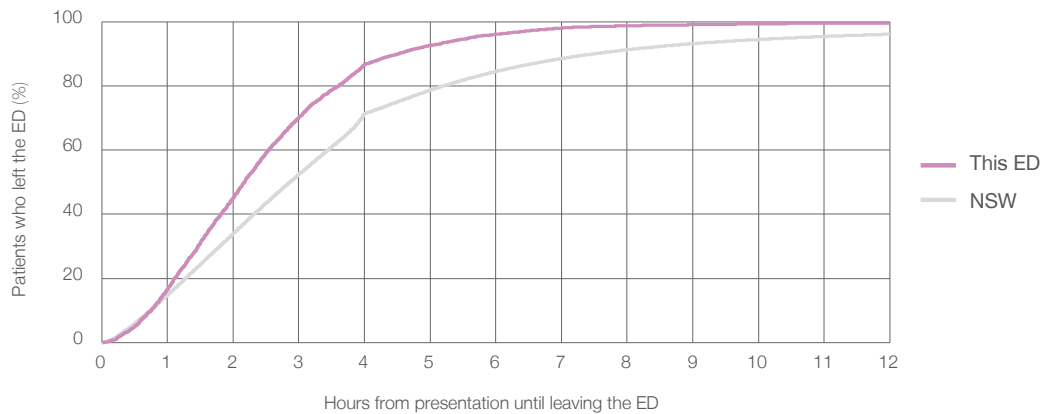
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,585 patients

Median time spent in the ED<sup>8</sup> 2 hours and 10 minutes

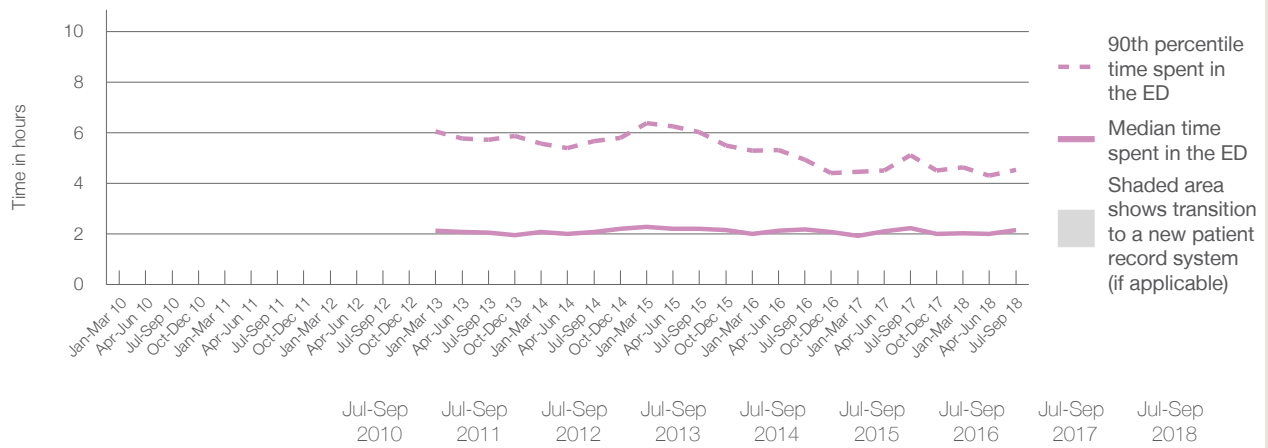
90th percentile time spent in the ED<sup>9</sup> 4 hours and 32 minutes

Same period last year	NSW (this period)
5,261	
5,257	
2 hours and 14 minutes	2 hours and 52 minutes
5 hours and 7 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<sup>††§</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)				2h 3m	2h 5m	2h 12m	2h 11m	2h 14m	2h 10m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)				5h 43m	5h 40m	6h 2m	4h 57m	5h 7m	4h 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.

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## Queanbeyan Hospital and Health Service: Time patients spent in the ED

### By mode of separation

July to September 2018

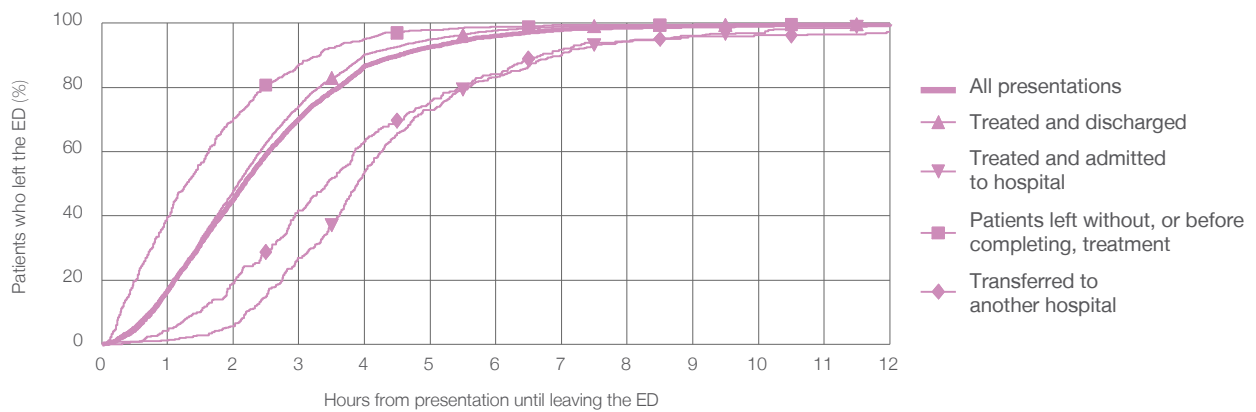
All presentations:<sup>1</sup> 5,585 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,585 patients

Treated and discharged	4,378 (78.4%)
Treated and admitted to hospital	428 (7.7%)
Patient left without, or before completing, treatment	504 (9.0%)
Transferred to another hospital	264 (4.7%)
Other	11 (0.2%)

Same period last year	Change since one year ago
5,257	6%
4,150	5.5%
377	13.5%
428	17.8%
271	-2.6%
35	-68.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<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	16.3%	47.8%	74.2%	90.3%	97.7%	99.3%	99.7%	99.8%
Treated and admitted to hospital	1.2%	5.6%	26.9%	53.7%	83.2%	94.4%	97.0%	99.1%
Patient left without, or before completing, treatment	39.7%	70.4%	87.1%	95.0%	98.8%	99.4%	99.6%	99.6%
Transferred to another hospital	4.2%	18.9%	41.7%	63.3%	84.1%	94.3%	96.2%	97.3%
All presentations	16.8%	45.3%	70.2%	86.7%	96.1%	98.7%	99.3%	99.6%

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## Queanbeyan Hospital and Health Service: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2018

All presentations at the emergency department: <sup>1</sup> 5,585 patients

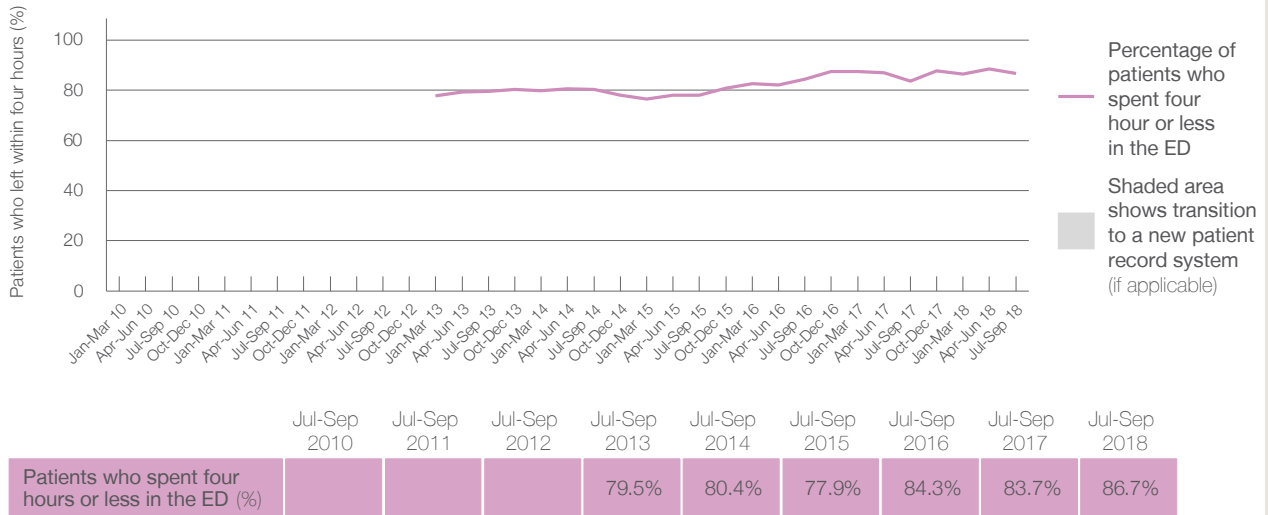
Presentations used to calculate time to leaving the ED: <sup>6</sup> 5,585 patients

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	5,261	6%
Presentations used to calculate time to leaving the ED	5,257	6%
Percentage of patients who spent four hours or less in the ED	83.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <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*.

§ 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).