

## Moree District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 2,188 patients  
 Emergency presentations:<sup>2</sup> 1,864 patients

Same period last year	Change since one year ago
1,904	14.9%
1,700	9.6%

## Moree District Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 189 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 646 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 45 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 901 patients

Median time to start treatment<sup>4</sup> 15 minutes  
 90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 128 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 56 minutes

Same period last year	NSW (this period)
143	
3 minutes	8 minutes
19 minutes	26 minutes
523	
8 minutes	20 minutes
40 minutes	67 minutes
916	
9 minutes	25 minutes
50 minutes	99 minutes
118	
9 minutes	23 minutes
*	101 minutes

## Moree District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,188 patients

Percentage of patients who spent four hours or less in the ED 87.2%

Same period last year	Change since one year ago
1,904	14.9%
86.7%	

\* 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.

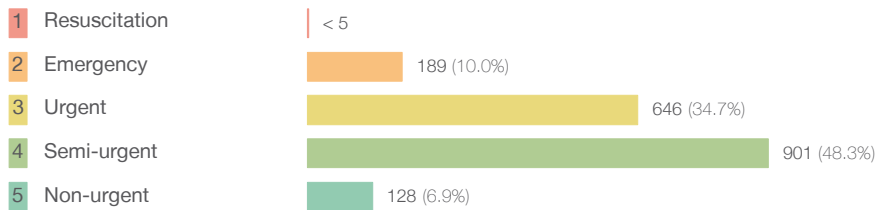
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Moree District Hospital: Patients presenting to the emergency department April to June 2017

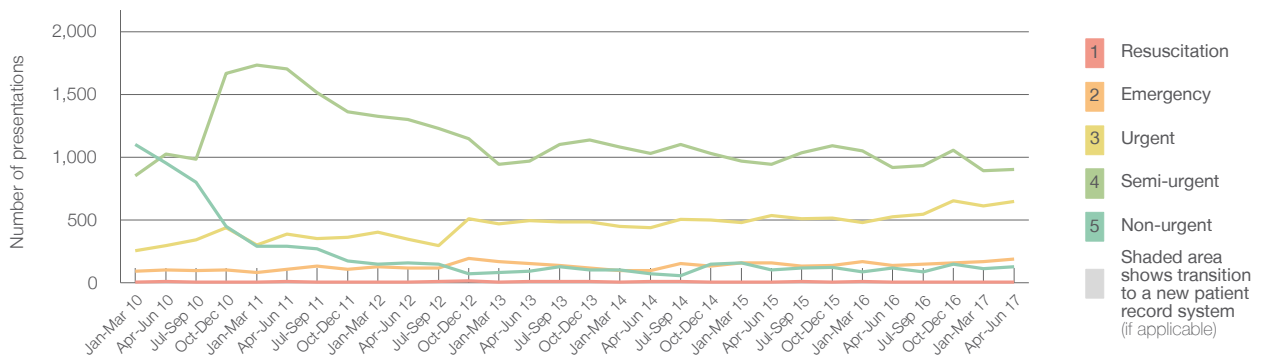
All presentations:<sup>1</sup> 2,188 patients

Emergency presentations<sup>2</sup> by triage category: 1,864 patients



	Same period last year	Change since one year ago
All presentations	1,904	14.9%
Emergency presentations	1,700	9.6%
1 Resuscitation	< 5	*
2 Emergency	143	33.8%
3 Urgent	523	23.5%
4 Semi-urgent	916	-1.6%
5 Non-urgent	118	8.5%

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	7	8	6	8	7	6	< 5	< 5
Emergency	100	107	117	154	98	156	143	189
Urgent	293	387	347	492	436	533	523	646
Semi-urgent	1,026	1,703	1,299	970	1,030	943	916	901
Non-urgent	955	291	158	90	69	100	118	128
All emergency presentations	2,381	2,496	1,927	1,714	1,640	1,738	1,700	1,864

## Moree District Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 215 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	198	
ED Transfer of care time		
Median time	3 minutes	0 minutes
90th percentile time	19 minutes	-4 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.

## Moree District Hospital: 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: 189

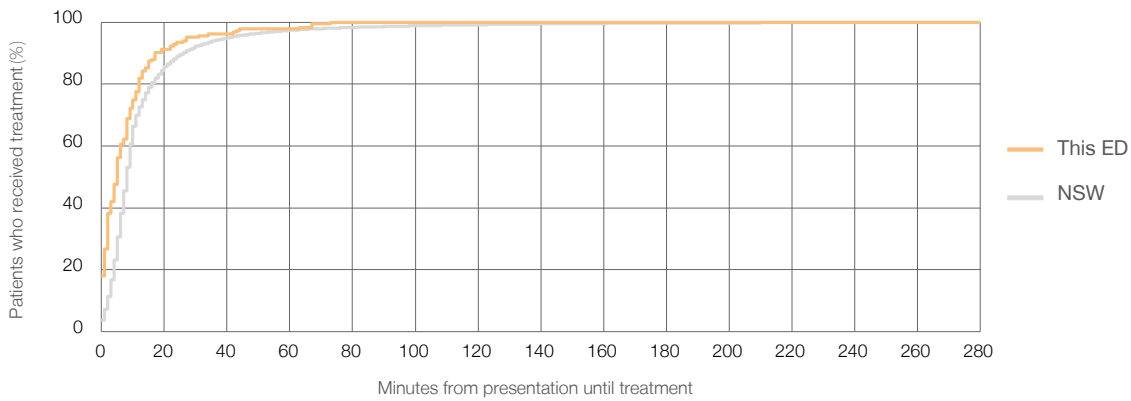
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 183

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

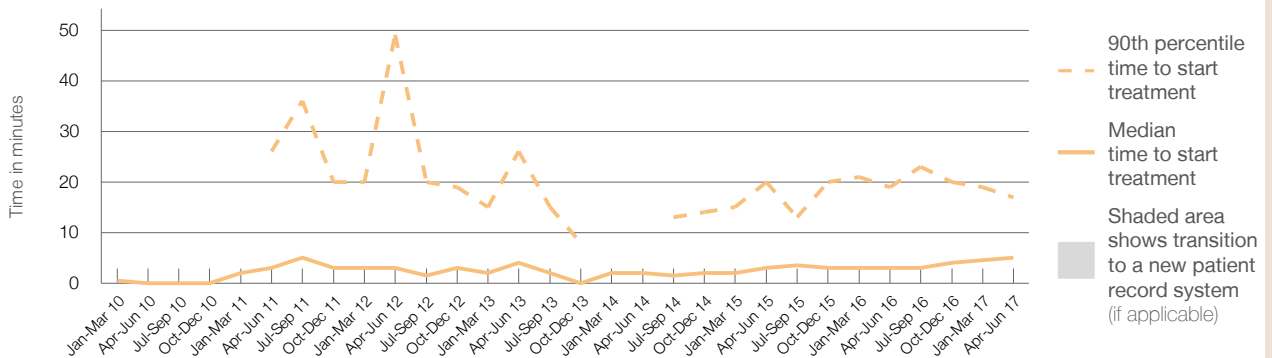
90th percentile time to start treatment<sup>5</sup>  17 minutes

Same period last year	NSW (this period)
143	
135	
3 minutes	8 minutes
19 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)	0	3	3	4	2	3	3	5
90th percentile time to start treatment <sup>5</sup> (minutes)	11	26	49	26	*	20	19	17

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## Moree District Hospital: 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: 646

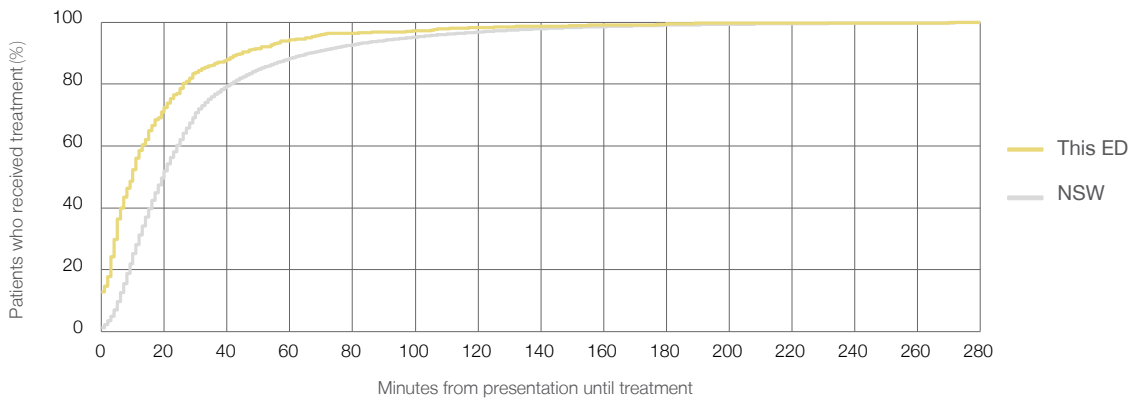
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 632

Median time to start treatment<sup>4</sup>  10 minutes

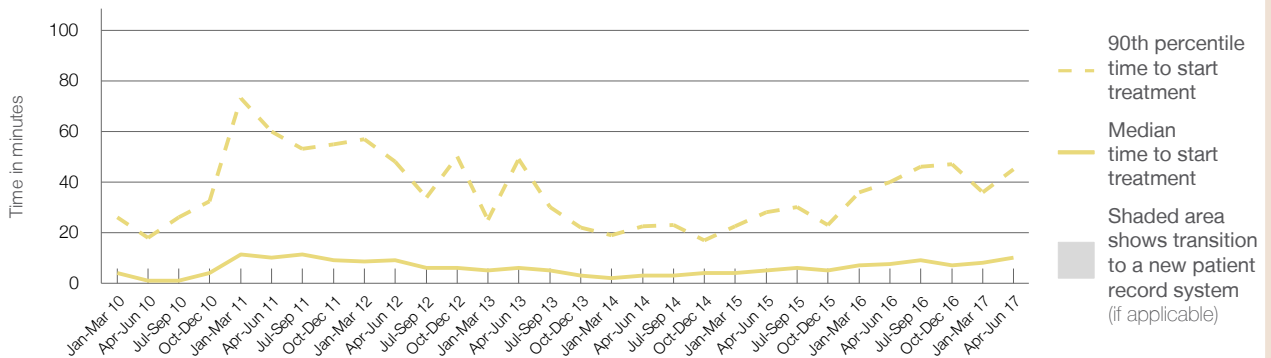
90th percentile time to start treatment<sup>5</sup>  45 minutes

Same period last year	NSW (this period)
523	
506	
8 minutes	20 minutes
40 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)	1	10	9	6	3	5	8	10
90th percentile time to start treatment <sup>5</sup> (minutes)	18	60	48	49	23	28	40	45

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## Moree District Hospital: 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: 901

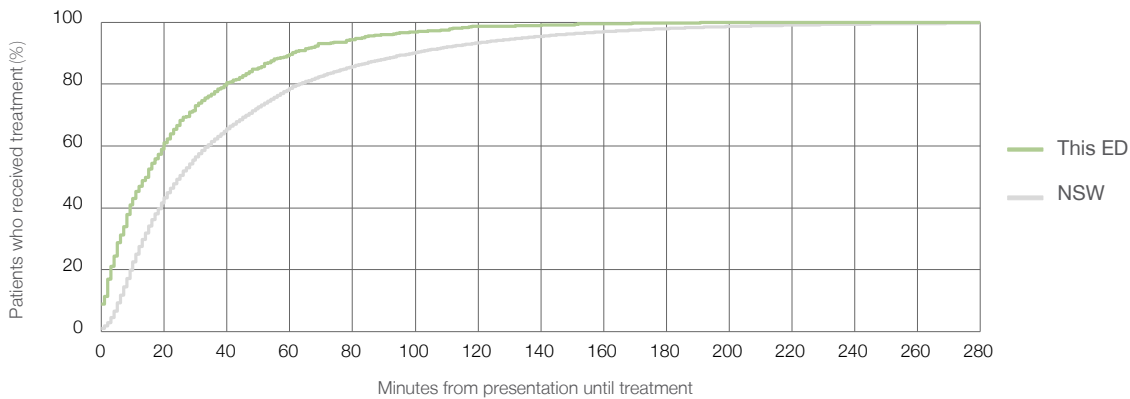
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 844

Median time to start treatment<sup>4</sup>  15 minutes

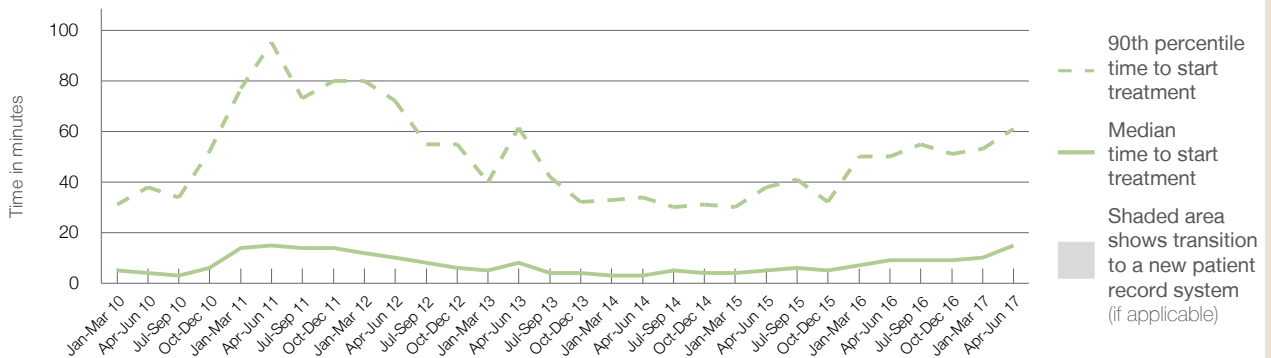
90th percentile time to start treatment<sup>5</sup>  61 minutes

Same period last year	NSW (this period)
916	
842	
9 minutes	25 minutes
50 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)	4	15	10	8	3	5	9	15
90th percentile time to start treatment <sup>5</sup> (minutes)	38	95	72	62	34	38	50	61

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## Moree District Hospital: 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: 128

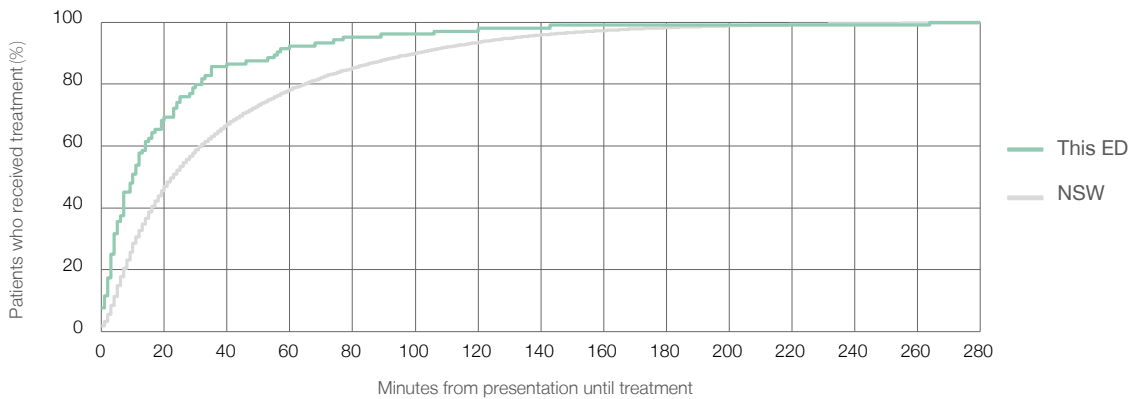
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 104

Median time to start treatment<sup>4</sup>  10 minutes

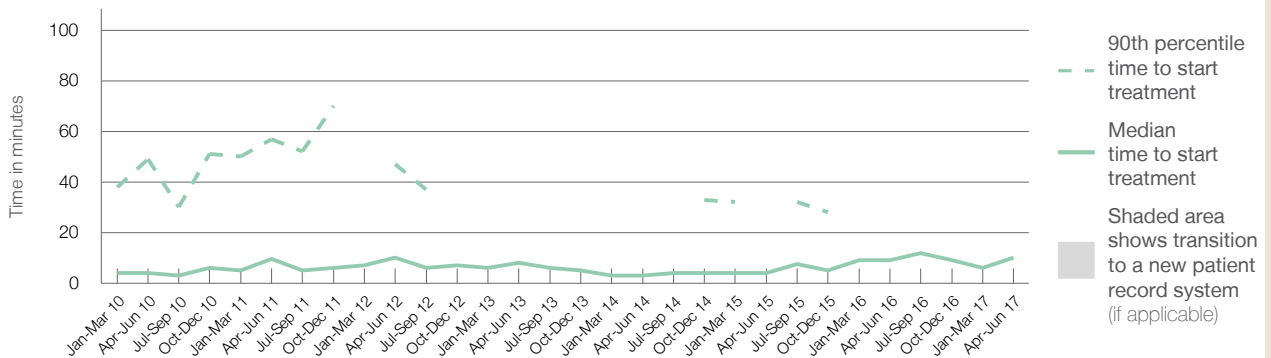
90th percentile time to start treatment<sup>5</sup>  56 minutes

Same period last year	NSW (this period)
118	97
9 minutes	23 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)	4	10	10	8	3	4	9	10
90th percentile time to start treatment <sup>5</sup> (minutes)	49	57	47	*	*	*	*	56

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## Moree District Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 2,188 patients

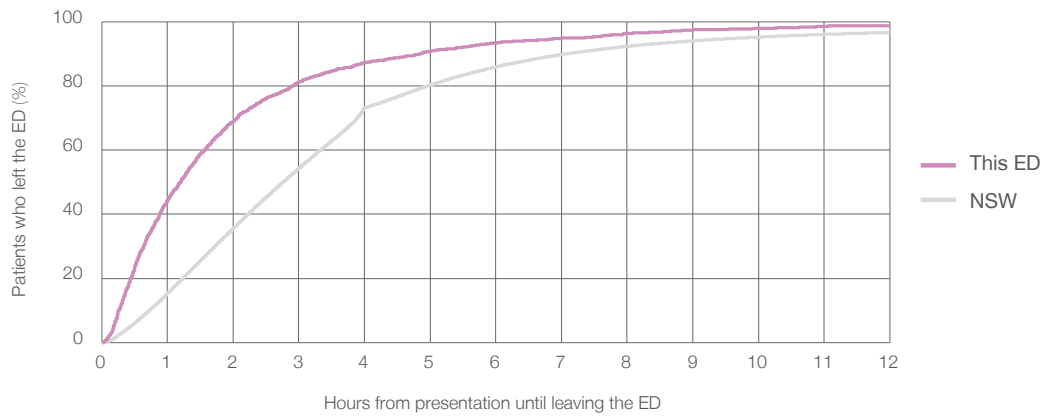
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,188 patients

Median time spent in the ED<sup>8</sup> 1 hours and 12 minutes

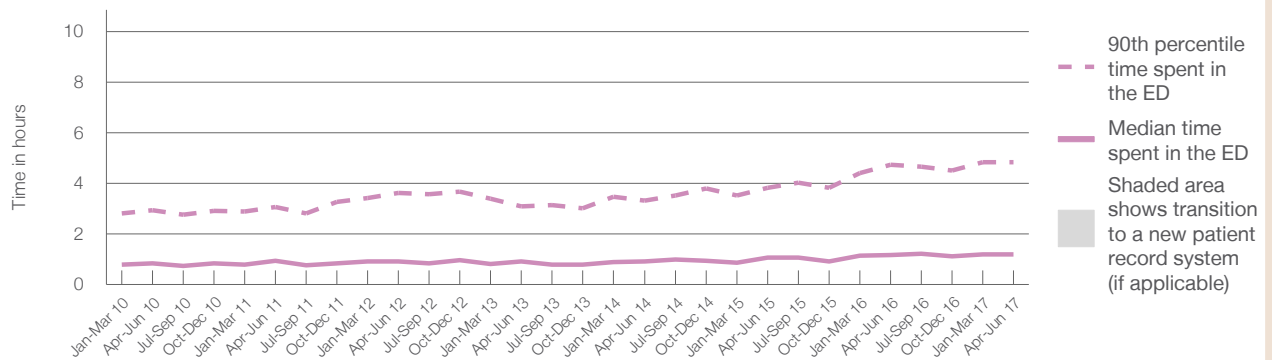
90th percentile time spent in the ED<sup>9</sup> 4 hours and 51 minutes

Same period last year	NSW (this period)
1,904	1,904
1 hours and 11 minutes	2 hours and 46 minutes
4 hours and 45 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)	0h 51m	0h 57m	0h 55m	0h 56m	0h 56m	1h 4m	1h 11m	1h 12m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	2h 56m	3h 4m	3h 37m	3h 5m	3h 19m	3h 50m	4h 45m	4h 51m

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**Moree District Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

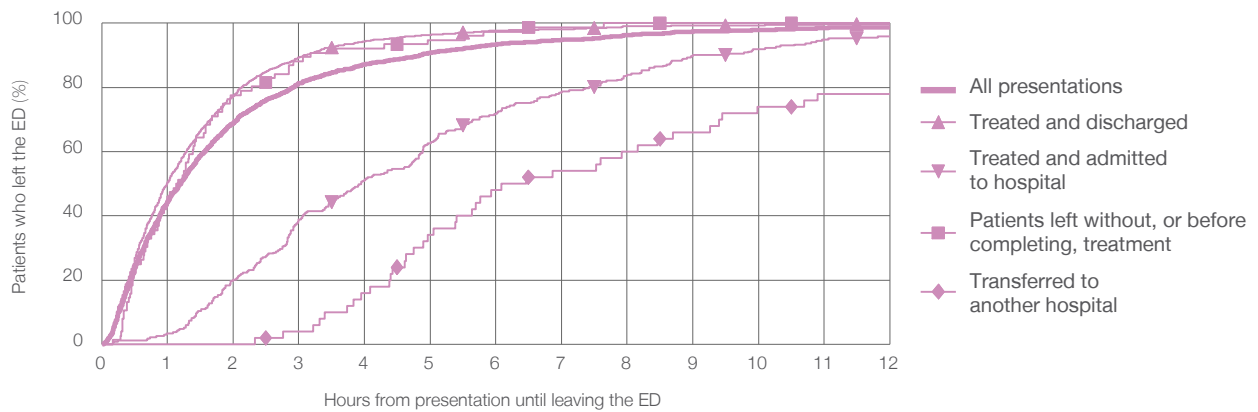
All presentations:<sup>1</sup> 2,188 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,188 patients

Treated and discharged	1,717 (78.5%)
Treated and admitted to hospital	273 (12.5%)
Patient left without, or before completing, treatment	76 (3.5%)
Transferred to another hospital	50 (2.3%)
Other	72 (3.3%)

Same period last year	Change since one year ago
1,904	14.9%
1,502	14.3%
234	16.7%
71	7.0%
40	25.0%
57	26.3%

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

Treated and discharged	50.4%	77.3%	89.4%	94.4%	97.7%	99.1%	99.4%	99.7%
Treated and admitted to hospital	3.3%	20.1%	38.8%	51.3%	71.8%	83.9%	91.9%	96.0%
Patient left without, or before completing, treatment	46.1%	77.6%	88.2%	92.1%	97.4%	100%	100%	100%
Transferred to another hospital	0%	0%	4.0%	16.0%	48.0%	60.0%	74.0%	78.0%
All presentations	44.5%	69.0%	81.3%	87.2%	93.4%	96.3%	97.9%	98.7%

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**Moree District Hospital: 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> 2,188 patients

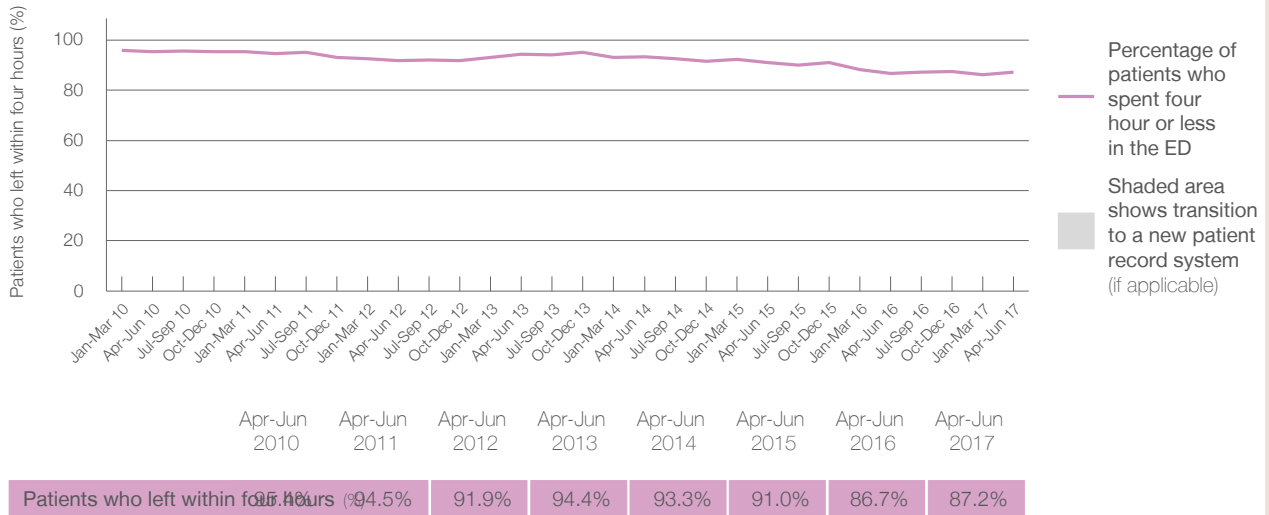
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,188 patients

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



Same period last year	Change since one year ago
1,904	14.9%
1,904	14.9%
86.7%	

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



Patients who left within four hours	95.4%	94.5%	91.9%	94.4%	93.3%	91.0%	86.7%	87.2%
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\* 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).