

Port Macquarie Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 8,690 patients
 Emergency presentations:² 8,480 patients

Same period last year	Change since one year ago
7,953	9.3%
7,737	9.6%

Port Macquarie Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,178 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,369 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,491 patients

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

Triage 5 Non-urgent (e.g. small cuts or abrasions): 408 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,122	
10 minutes	8 minutes
25 minutes	26 minutes
3,179	
18 minutes	20 minutes
54 minutes	67 minutes
3,095	
20 minutes	25 minutes
83 minutes	99 minutes
301	
19 minutes	23 minutes
92 minutes	101 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 8,690 patients

Percentage of patients who spent four hours or less in the ED 73.1%

Same period last year	Change since one year ago
7,953	9.3%
73.6%	

* 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.

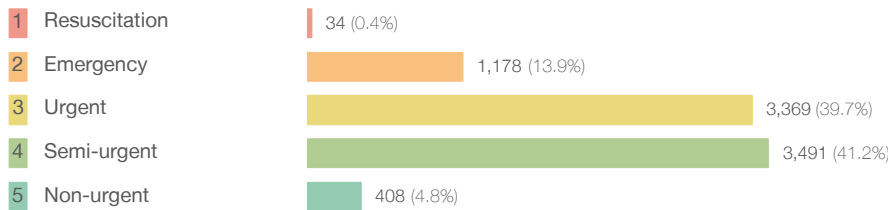
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Port Macquarie Base Hospital: Patients presenting to the emergency department

April to June 2017

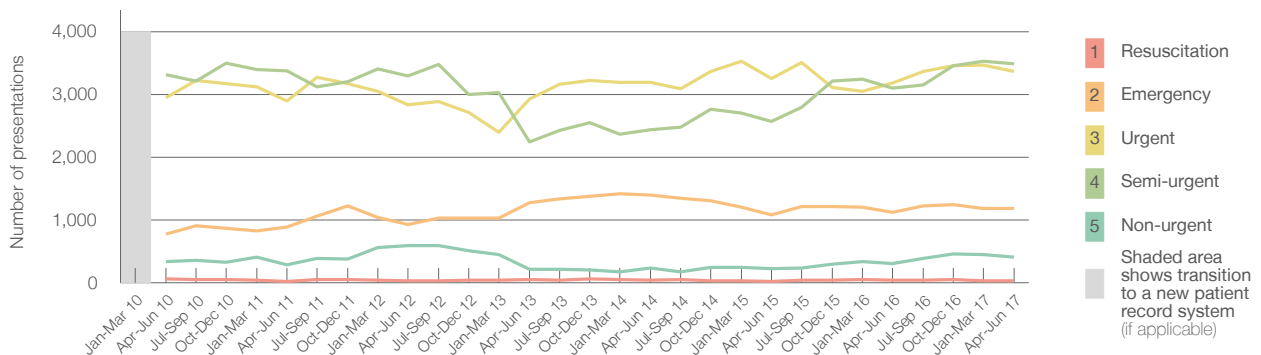
All presentations:¹ 8,690 patients

Emergency presentations² by triage category: 8,480 patients



Same period last year	Change since one year ago
7,953	9.3%
7,737	9.6%
40	-15.0%
1,122	5.0%
3,179	6.0%
3,095	12.8%
301	35.5%

Emergency presentations² by quarter, April 2012 to June 2017 †



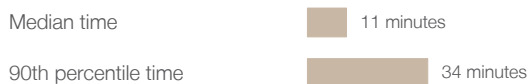
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	56	22	28	46	42	22	40	34
Emergency	771	887	931	1,273	1,396	1,081	1,122	1,178
Urgent	2,942	2,897	2,836	2,923	3,189	3,248	3,179	3,369
Semi-urgent	3,310	3,377	3,295	2,240	2,440	2,571	3,095	3,491
Non-urgent	334	284	595	214	234	222	301	408
All emergency presentations	7,413	7,467	7,685	6,696	7,301	7,144	7,737	8,480

Port Macquarie Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 2,238 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,721	
11 minutes	0 minutes
32 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.

Port Macquarie Base 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: 1,178

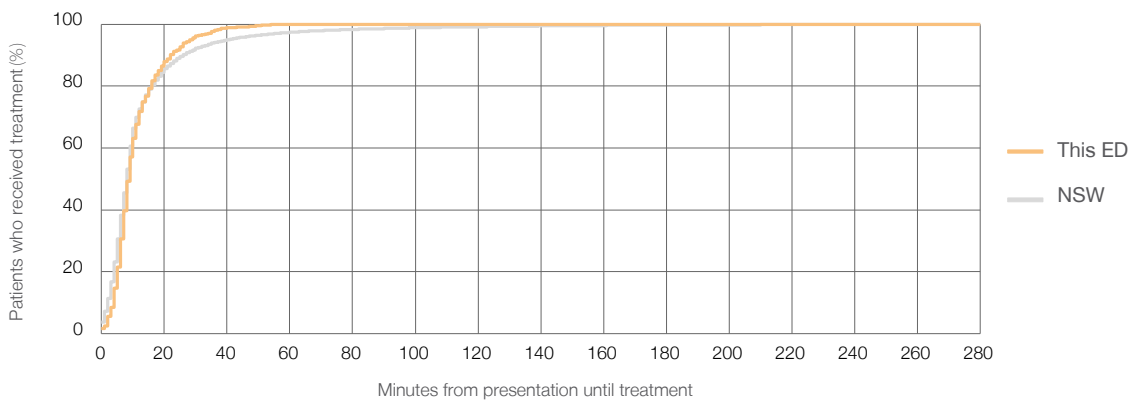
Number of triage 2 patients used to calculate waiting time:³ 1,175

Median time to start treatment⁴ 9 minutes

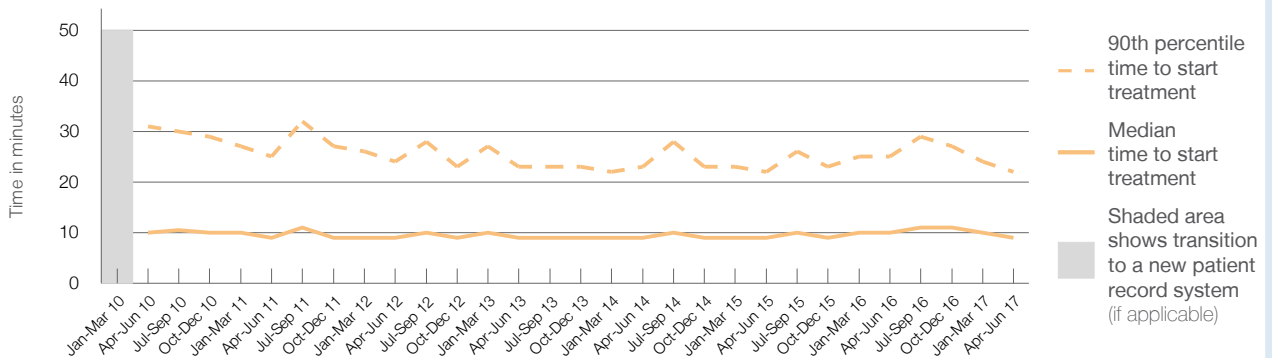
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
1,122	1,120
10 minutes	8 minutes
25 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^{†‡}



	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 ⁴ (minutes)	10	9	9	9	9	9	10	9
90th percentile time to start treatment ⁵ (minutes)	31	25	24	23	23	22	25	22

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Port Macquarie Base 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: 3,369

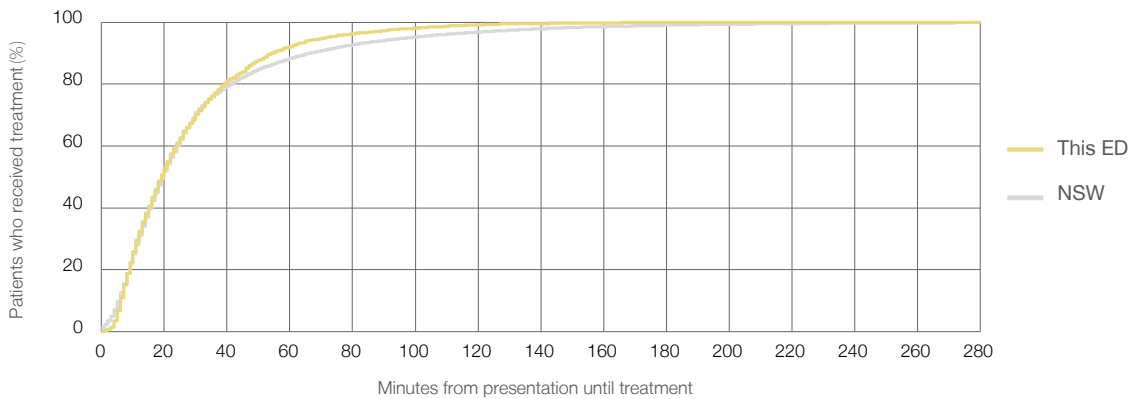
Number of triage 3 patients used to calculate waiting time:³ 3,286

Median time to start treatment⁴ 19 minutes

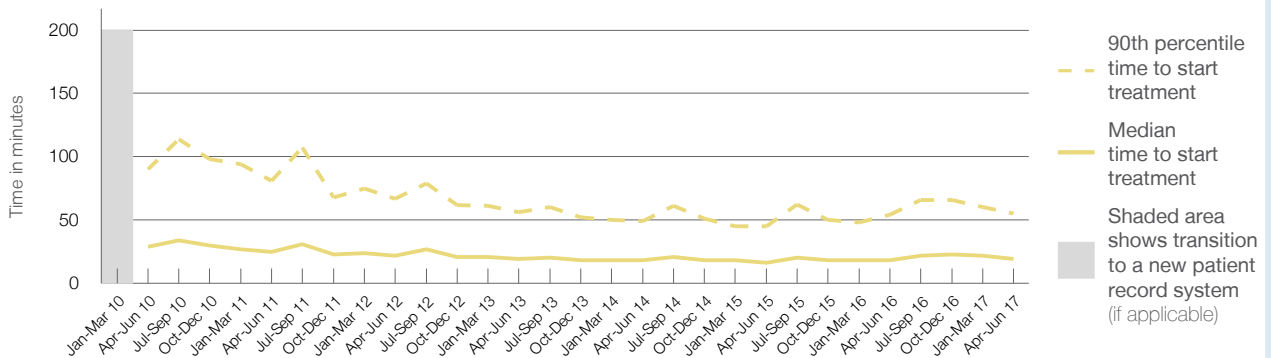
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
3,179	3,105
18 minutes	20 minutes
54 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^{†‡}



	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 ⁴ (minutes)	29	25	22	19	18	16	18	19
90th percentile time to start treatment ⁵ (minutes)	90	81	67	56	49	45	54	55

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Port Macquarie Base 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: 3,491

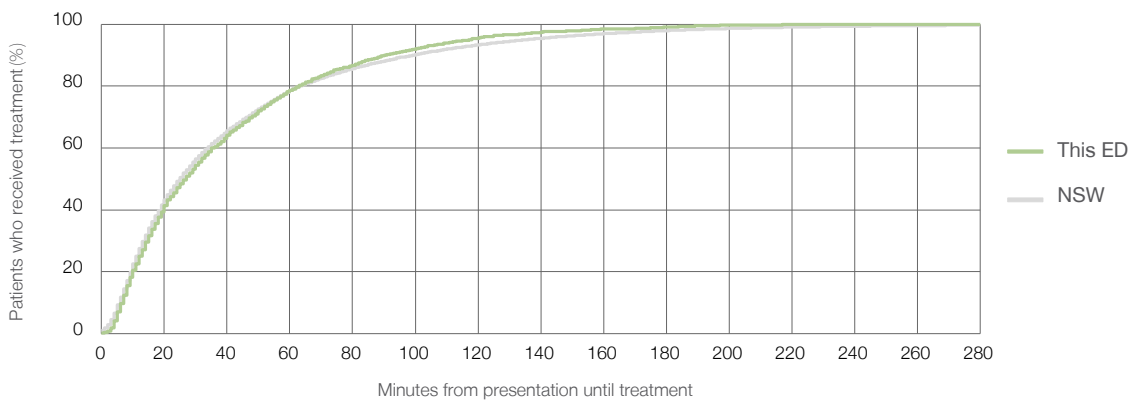
Number of triage 4 patients used to calculate waiting time:³ 2,891

Median time to start treatment⁴ 27 minutes

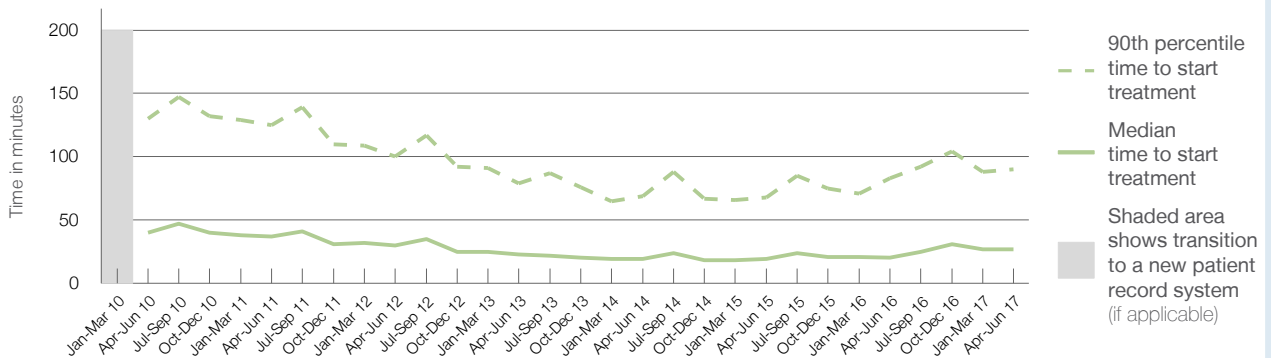
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
3,095	2,592
20 minutes	25 minutes
83 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^{†‡}



	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 ⁴ (minutes)	40	37	30	23	19	19	20	27
90th percentile time to start treatment ⁵ (minutes)	130	125	100	79	69	68	83	90

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Port Macquarie Base 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: 408

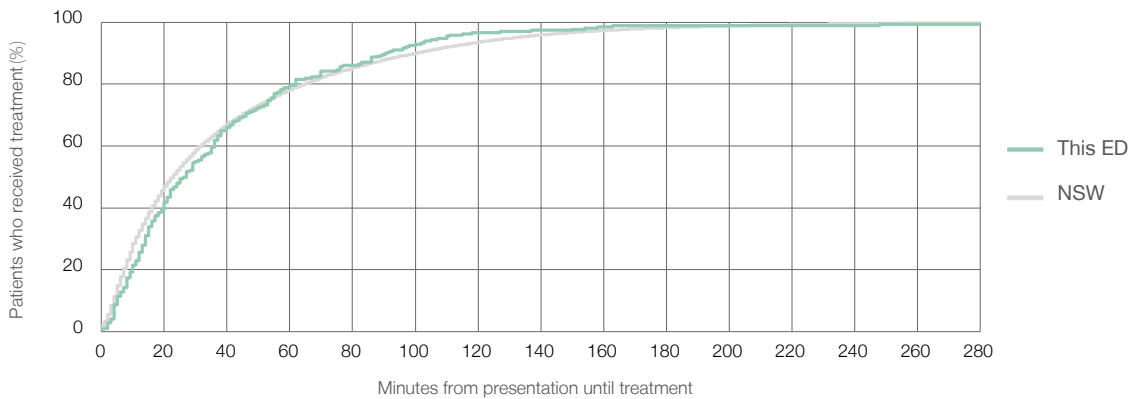
Number of triage 5 patients used to calculate waiting time:³ 265

Median time to start treatment⁴ 27 minutes

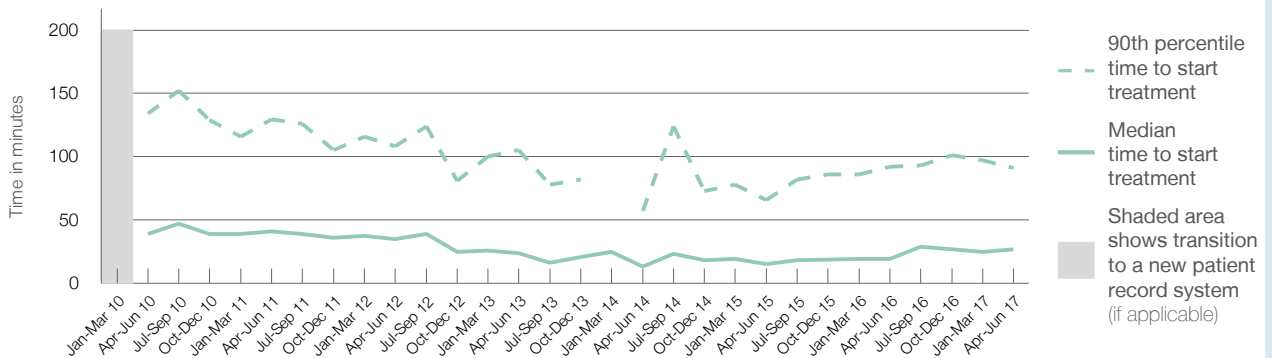
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
301	
175	
19 minutes	23 minutes
92 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^{†‡}



	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 ⁴ (minutes)	39	41	35	24	13	15	19	27
90th percentile time to start treatment ⁵ (minutes)	134	130	108	105	57	66	92	91

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Port Macquarie Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 8,690 patients

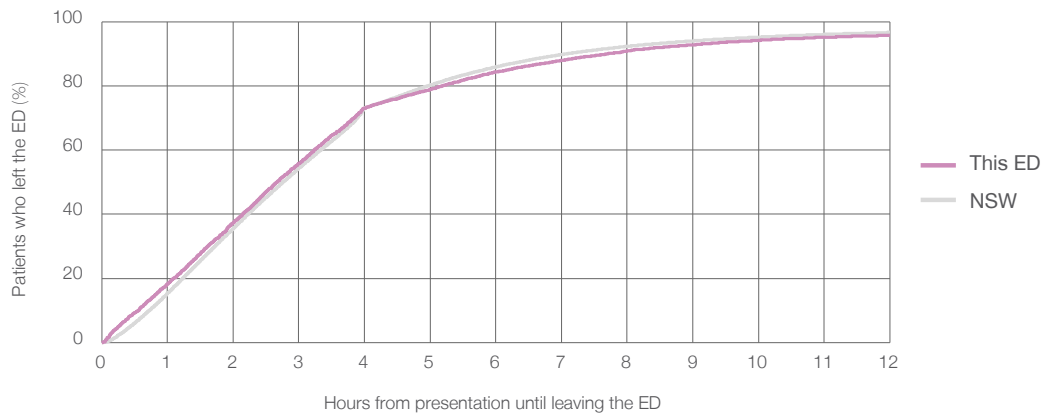
Presentations used to calculate time to leaving the ED:⁶ 8,690 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

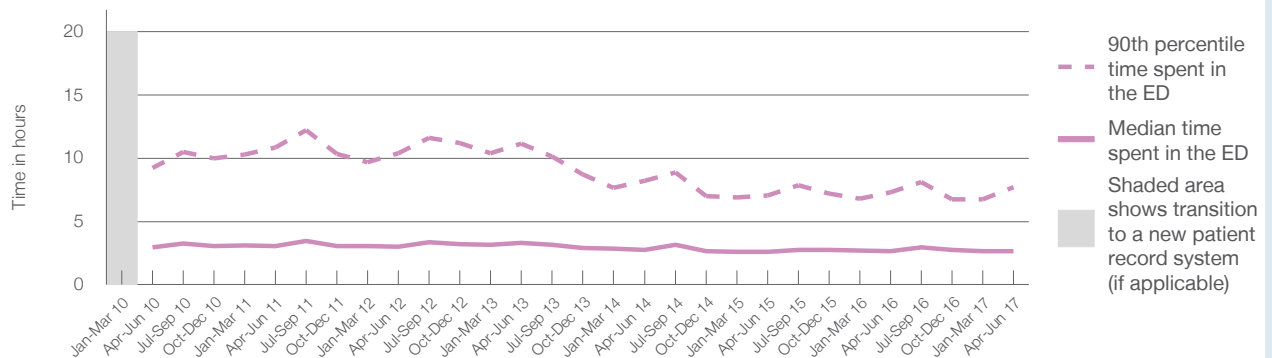
90th percentile time spent in the ED⁹ 7 hours and 42 minutes

Same period last year	NSW (this period)
7,953	7,953
2 hours and 39 minutes	2 hours and 46 minutes
7 hours and 19 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^{†‡}



	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 ⁸ (hours, minutes)	2h 56m	3h 3m	3h 0m	3h 20m	2h 44m	2h 35m	2h 39m	2h 40m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 13m	10h 51m	10h 24m	11h 8m	8h 13m	7h 4m	7h 19m	7h 42m

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Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

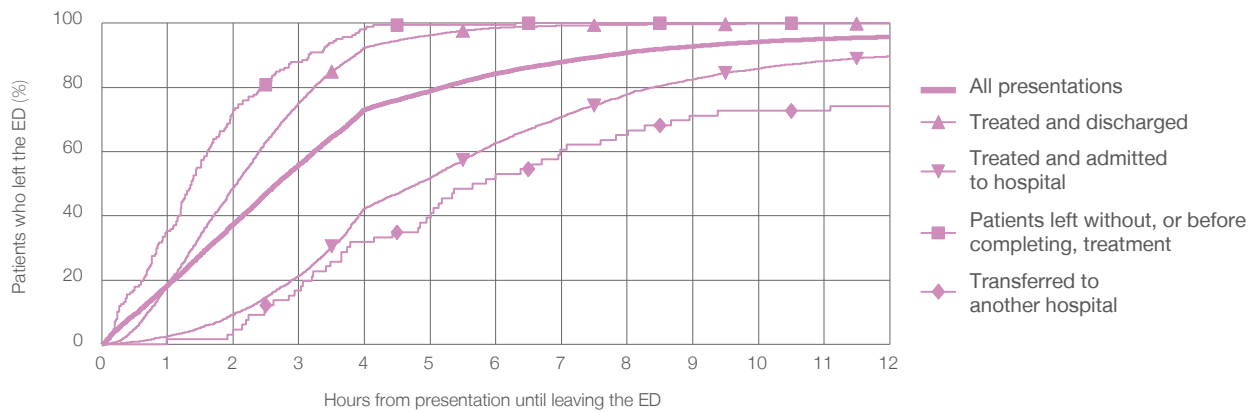
All presentations:¹ 8,690 patients

Presentations used to calculate time to leaving the ED:⁶ 8,690 patients

Treated and discharged	4,397 (50.6%)
Treated and admitted to hospital	3,380 (38.9%)
Patient left without, or before completing, treatment	167 (1.9%)
Transferred to another hospital	66 (0.8%)
Other	680 (7.8%)

Same period last year	Change since one year ago
7,953	9.3%
4,170	5.4%
2,985	13.2%
142	17.6%
54	22.2%
602	13.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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	18.5%	48.8%	75.2%	92.4%	98.5%	99.5%	99.8%	99.9%
Treated and admitted to hospital	2.5%	9.2%	21.3%	42.2%	62.7%	77.9%	85.9%	89.7%
Patient left without, or before completing, treatment	35.3%	73.1%	88.0%	98.2%	99.4%	100%	100%	100%
Transferred to another hospital	1.5%	4.5%	16.7%	31.8%	53.0%	65.2%	72.7%	74.2%
All presentations	18.4%	37.4%	55.9%	73.1%	84.4%	90.9%	94.2%	95.7%

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Port Macquarie Base 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:¹ 8,690 patients

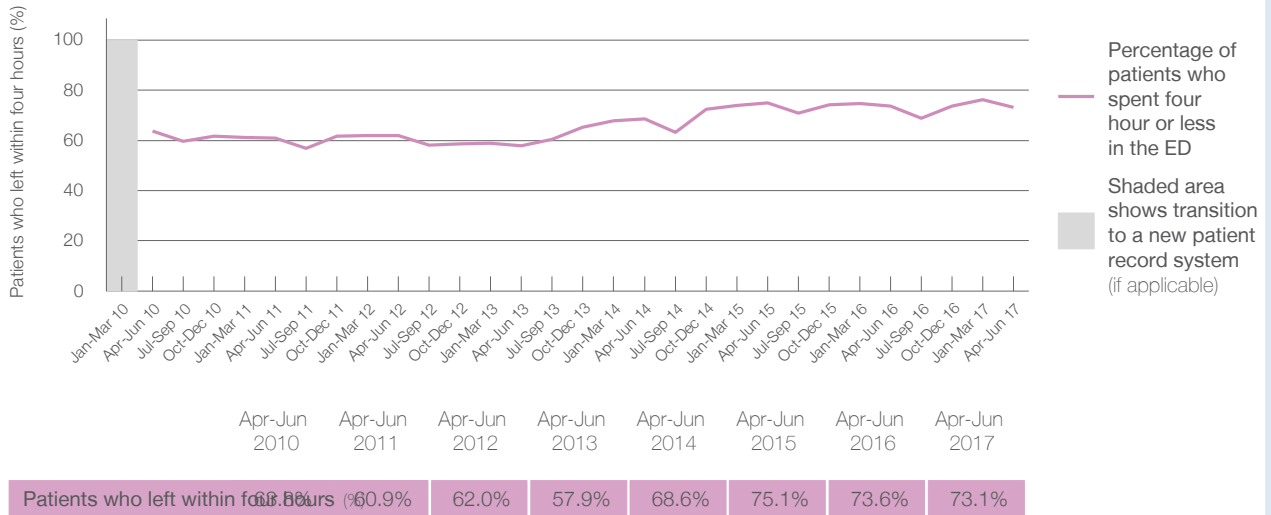
Presentations used to calculate time to leaving the ED:⁶ 8,690 patients

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: ¹ 8,690 patients	7,953	9.3%
Presentations used to calculate time to leaving the ED: ⁶ 8,690 patients	7,953	9.3%
Percentage of patients who spent four hours or less in the ED	73.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



* 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).