



Healthcare Quarterly

Performance Profiles

Emergency Department

Murrumbidgee Local Health District

April to June 2017

Deniliquin Health Service: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,196 patients
Emergency presentations:² 1,887 patients

Same period last year	Change since one year ago
2,066	6.3%
1,620	16.5%

Deniliquin Health Service: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 84 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 619 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 848 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 22 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 336 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
84	
4 minutes	8 minutes
*	26 minutes
510	
7 minutes	20 minutes
22 minutes	67 minutes
807	
8 minutes	25 minutes
26 minutes	99 minutes
219	
7 minutes	23 minutes
28 minutes	101 minutes

Deniliquin Health Service: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,195 patients

Percentage of patients who spent four hours or less in the ED 90.0%

Same period last year	Change since one year ago
2,066	6.2%
91.1%	

* 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.

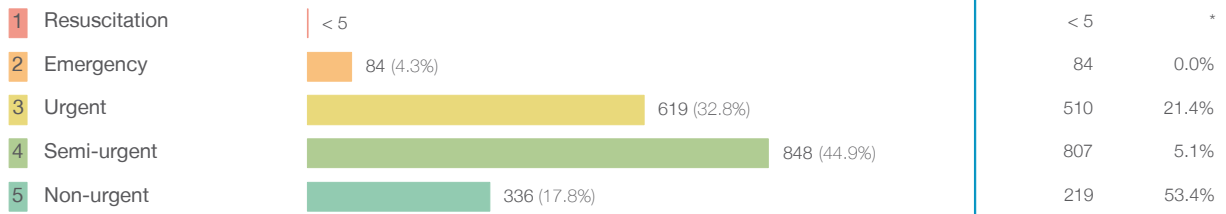
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

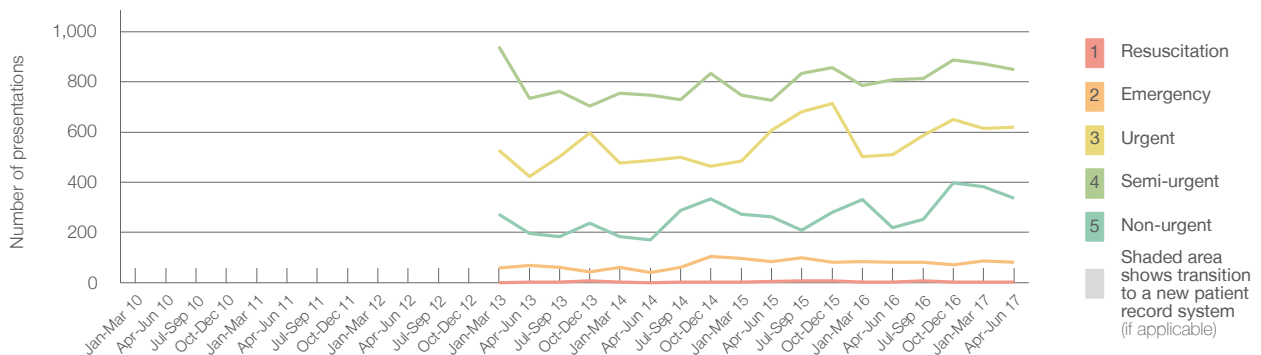
Deniliquin Health Service: Patients presenting to the emergency department April to June 2017

All presentations:¹ 2,196 patients

Emergency presentations² by triage category: 1,887 patients



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				< 5	0	< 5	< 5	< 5
Emergency				72	40	89	84	84
Urgent				423	487	607	510	619
Semi-urgent				733	748	727	807	848
Non-urgent				196	170	263	219	336
All emergency presentations				1,424	1,445	1,686	1,620	1,887

Deniliquin Health Service: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:⁷ 145 patients **

ED Transfer of care time



(†) 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 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: 84

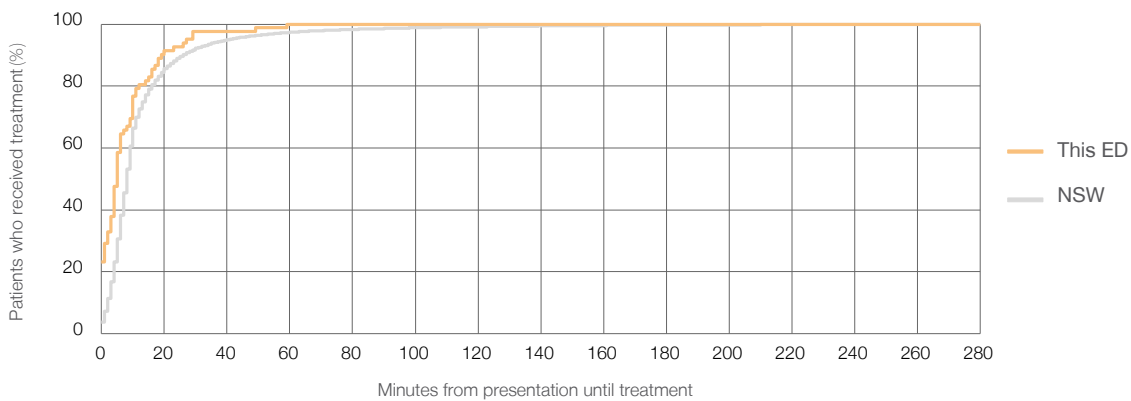
Number of triage 2 patients used to calculate waiting time:³ 82

Median time to start treatment⁴ 5 minutes

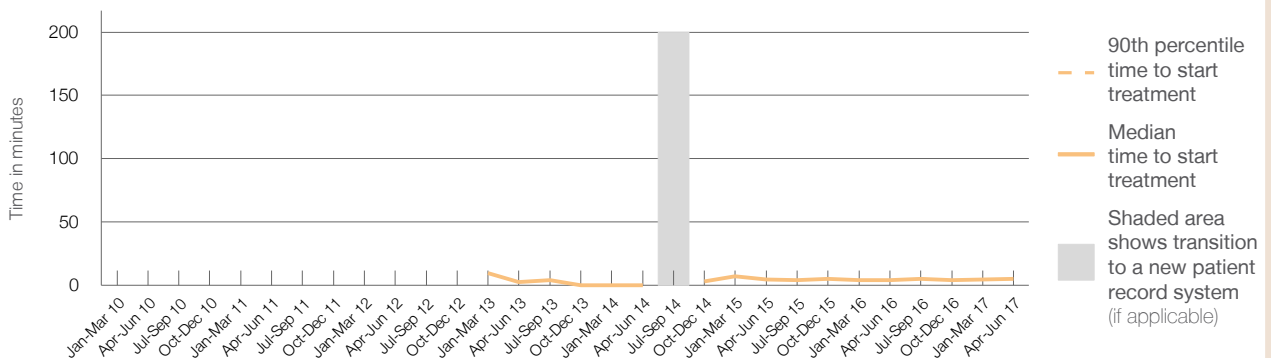
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
84	84
82	82
4 minutes	8 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)				3	0	5	4	5
90th percentile time to start treatment ⁵ (minutes)				*	*	*	*	*

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

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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 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: 619

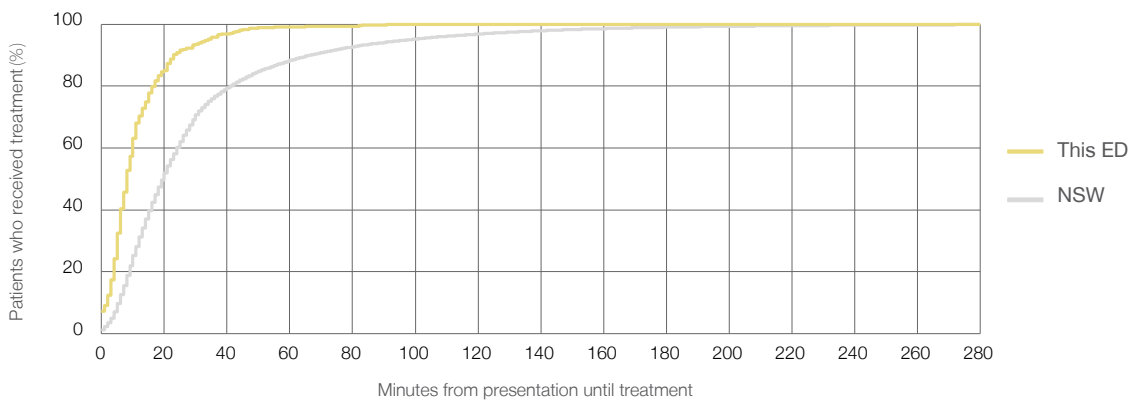
Number of triage 3 patients used to calculate waiting time:³ 603

Median time to start treatment⁴ 8 minutes

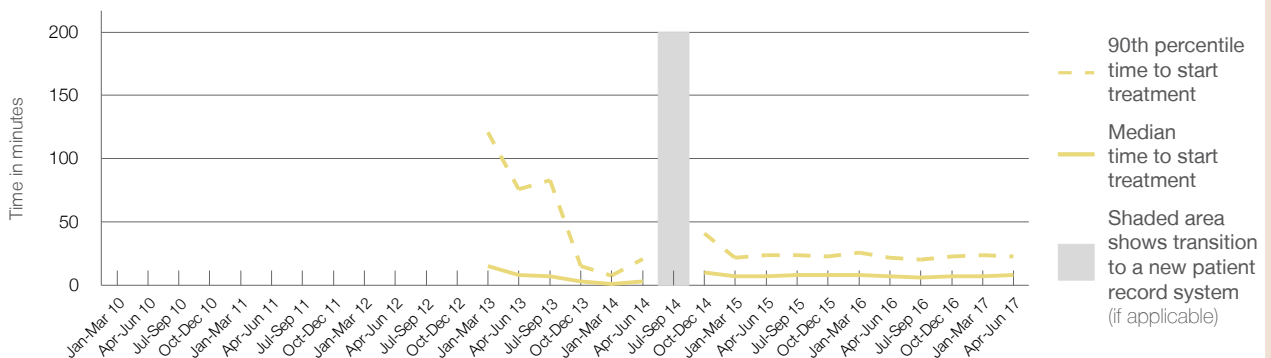
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
510	
502	
7 minutes	20 minutes
22 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)				8	3	7	7	8
90th percentile time to start treatment ⁵ (minutes)				76	21	24	22	23

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Deniliquin 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: 848

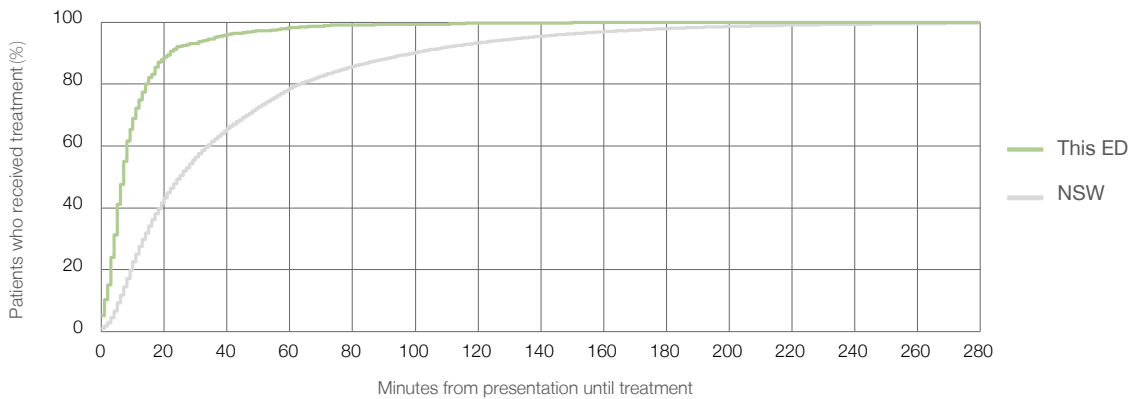
Number of triage 4 patients used to calculate waiting time:³ 815

Median time to start treatment⁴ 7 minutes

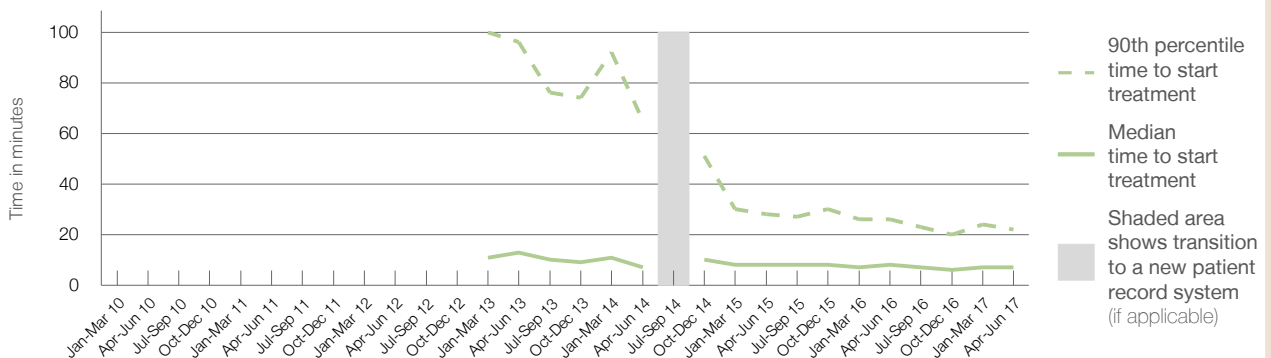
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
807	
776	
8 minutes	25 minutes
26 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)				13	7	8	8	7
90th percentile time to start treatment ⁵ (minutes)				96	65	28	26	22

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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 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: 336

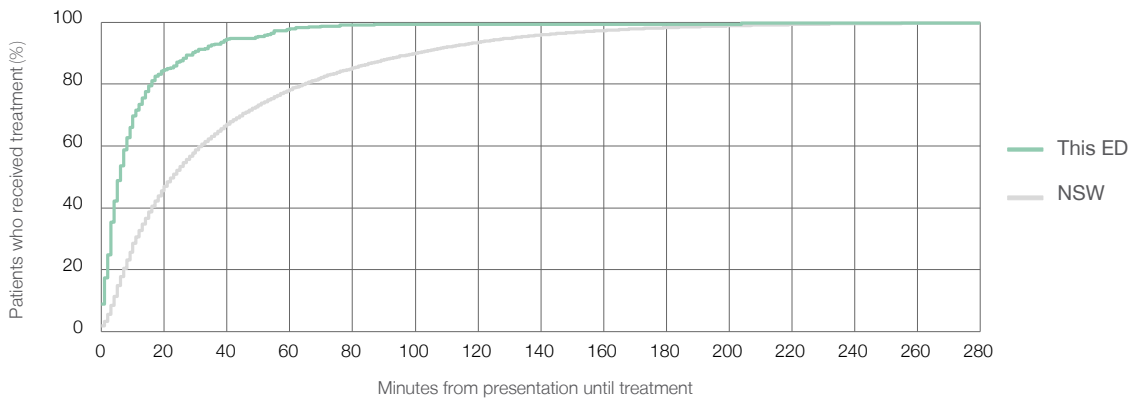
Number of triage 5 patients used to calculate waiting time:³ 327

Median time to start treatment⁴ ■ 6 minutes

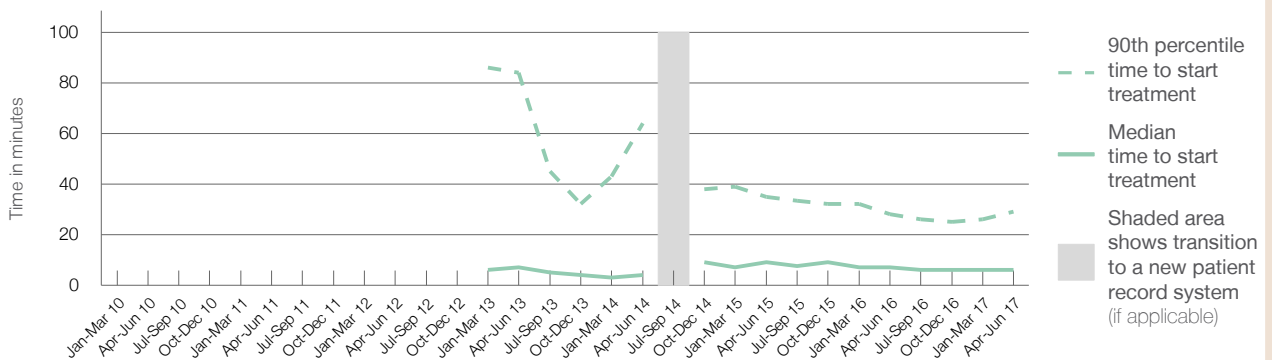
90th percentile time to start treatment⁵ ■ 29 minutes

Same period last year	NSW (this period)
219	
207	
7 minutes	23 minutes
28 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)				7	4	9	7	6
90th percentile time to start treatment ⁵ (minutes)				84	64	35	28	29

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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 Health Service: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,196 patients

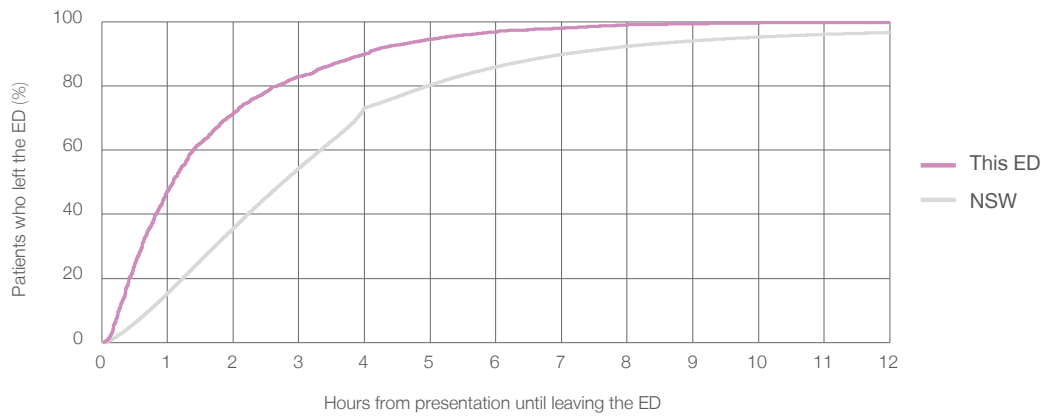
Presentations used to calculate time to leaving the ED:⁶ 2,195 patients

Median time spent in the ED⁸ 1 hours and 5 minutes

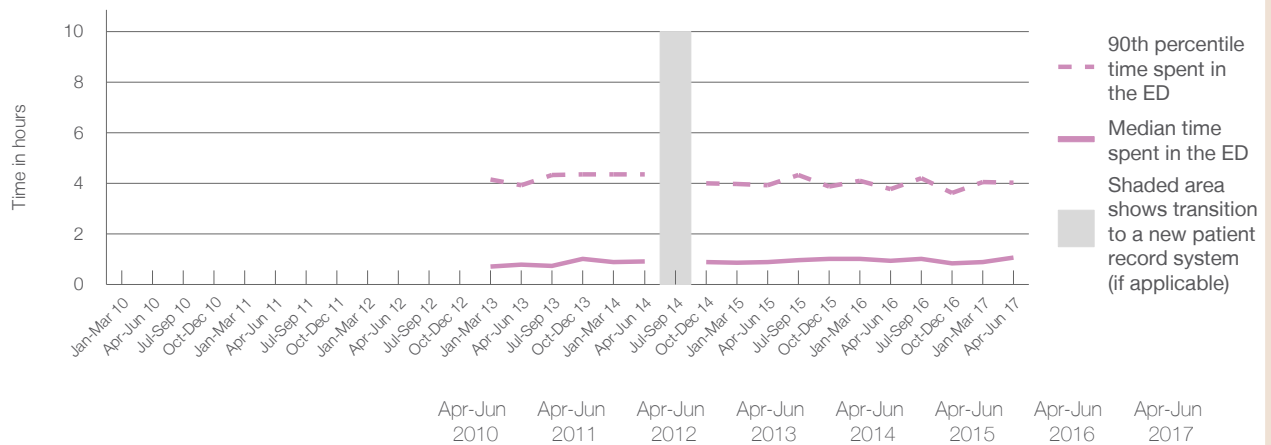
90th percentile time spent in the ED⁹ 4 hours and 2 minutes

Same period last year	NSW (this period)
2,066	2,066
0 hours and 57 minutes	2 hours and 46 minutes
3 hours and 47 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^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)				0h 48m	0h 55m	0h 54m	0h 57m	1h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)				3h 56m	4h 21m	3h 56m	3h 47m	4h 2m

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(‡) 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 Health Service: Time patients spent in the ED
 By mode of separation
 April to June 2017

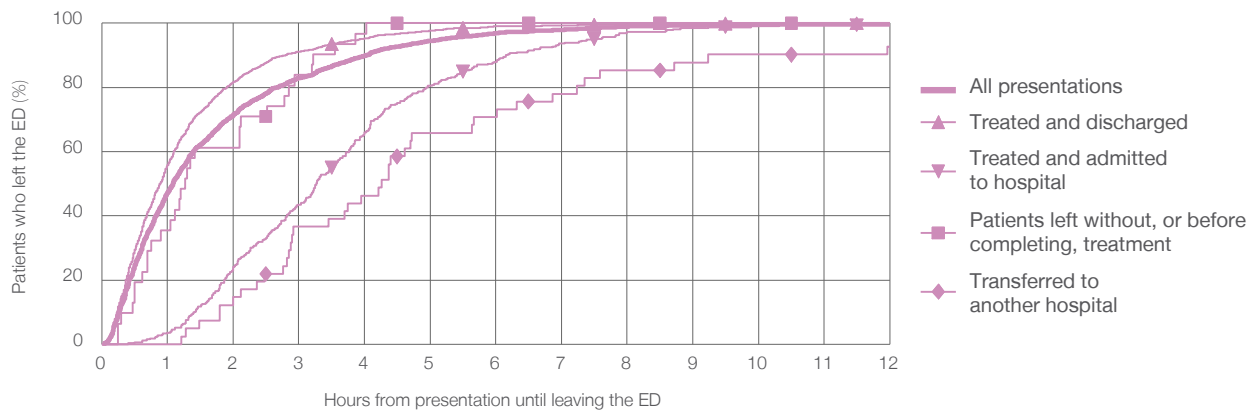
All presentations:¹ 2,196 patients

Presentations used to calculate time to leaving the ED:⁶ 2,195 patients

Treated and discharged	1,734 (79.0%)
Treated and admitted to hospital	333 (15.2%)
Patient left without, or before completing, treatment	31 (1.4%)
Transferred to another hospital	41 (1.9%)
Other	57 (2.6%)

Same period last year	Change since one year ago
2,066	6.2%
1,625	6.7%
333	0.0%
13	138.5%
43	-4.7%
52	9.6%

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	55.8%	81.7%	91.1%	95.3%	99.0%	99.7%	99.9%	100%
Treated and admitted to hospital	3.6%	24.0%	43.5%	66.1%	88.0%	97.3%	99.1%	99.4%
Patient left without, or before completing, treatment	35.5%	61.3%	83.9%	96.8%	100%	100%	100%	100%
Transferred to another hospital	0%	14.6%	36.6%	46.3%	70.7%	85.4%	90.2%	92.7%
All presentations	47.2%	71.7%	82.9%	90.0%	96.8%	99.0%	99.6%	99.8%

(†) 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 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:¹ 2,196 patients

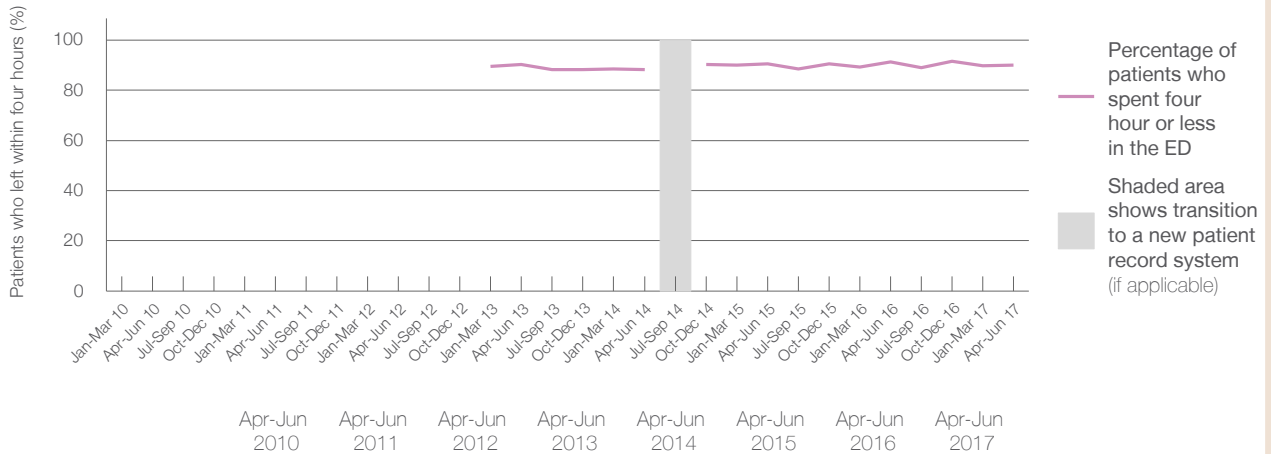
Presentations used to calculate time to leaving the ED:⁶ 2,195 patients

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	2,066	6.3%
Presentations used to calculate time to leaving the ED: ⁶	2,066	6.2%
Percentage of patients who spent four hours or less in the ED	91.1%	

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



Patients who left within four hours (%)	90.3%	88.3%	90.6%	91.1%	90.0%
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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*.

§ 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, 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).

Griffith Base Hospital: Emergency department (ED) overview

April to June 2017



All presentations:¹ 4,892 patients
 Emergency presentations:² 4,724 patients

Same period last year	Change since one year ago
4,721	3.6%
4,542	4.0%



Griffith Base Hospital: Time patients waited to start treatment³

April to June 2017



Triage 2 Emergency (e.g. chest pain, severe burns): 548 patients

Median time to start treatment⁴  7 minutes
 90th percentile time to start treatment⁵  19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,974 patients

Median time to start treatment⁴  15 minutes
 90th percentile time to start treatment⁵  49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,737 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 429 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  67 minutes

Same period last year	NSW (this period)
361	
6 minutes	8 minutes
13 minutes	26 minutes
1,842	
17 minutes	20 minutes
50 minutes	67 minutes
1,967	
22 minutes	25 minutes
79 minutes	99 minutes
345	
17 minutes	23 minutes
75 minutes	101 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 4,892 patients

Percentage of patients who spent four hours or less in the ED  81.5%

Same period last year	Change since one year ago
4,721	3.6%
84.1%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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.

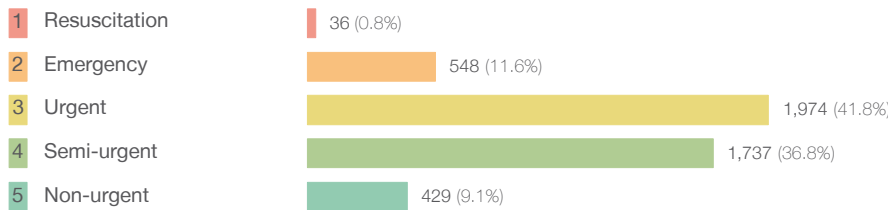
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Griffith Base Hospital: Patients presenting to the emergency department

April to June 2017

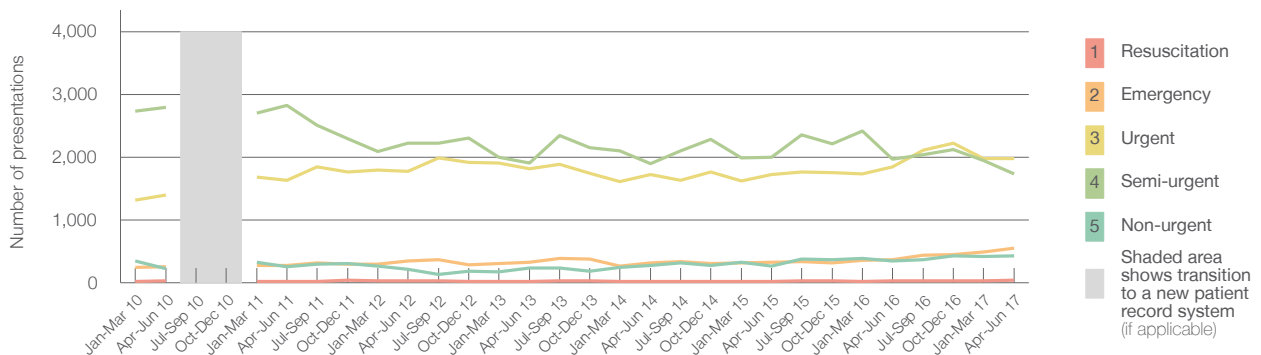
All presentations:¹ 4,892 patients

Emergency presentations² by triage category: 4,724 patients



	Same period last year	Change since one year ago
All presentations	4,721	3.6%
Emergency presentations	4,542	4.0%
Resuscitation	27	33.3%
Emergency	361	51.8%
Urgent	1,842	7.2%
Semi-urgent	1,967	-11.7%
Non-urgent	345	24.3%

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	25	21	29	23	21	19	27	36
Emergency	249	269	345	322	311	322	361	548
Urgent	1,401	1,633	1,771	1,817	1,718	1,723	1,842	1,974
Semi-urgent	2,792	2,821	2,222	1,902	1,894	2,002	1,967	1,737
Non-urgent	223	253	214	231	273	262	345	429
All emergency presentations	4,690	4,997	4,581	4,295	4,217	4,328	4,542	4,724

Griffith Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 659 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	796	
Median time	12 minutes	-1 minute
90th percentile time	26 minutes	-3 minutes

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

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Griffith 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: 548

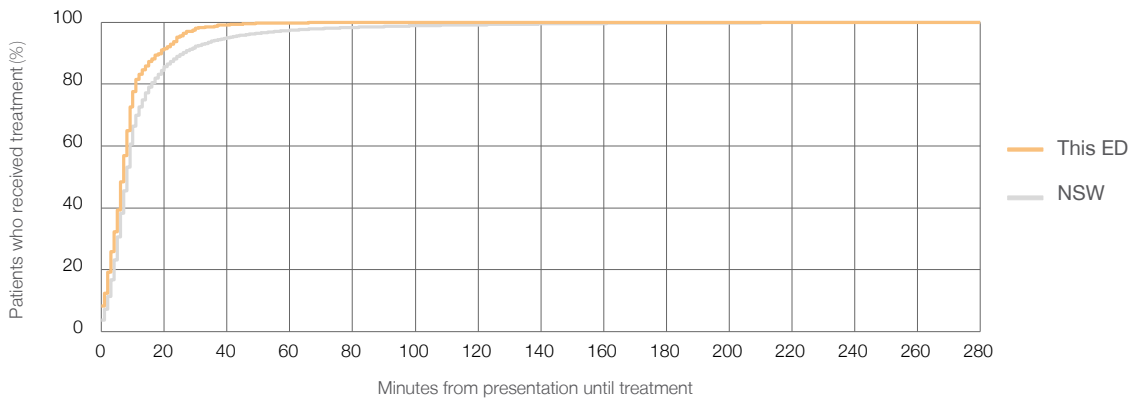
Number of triage 2 patients used to calculate waiting time:³ 548

Median time to start treatment⁴ 7 minutes

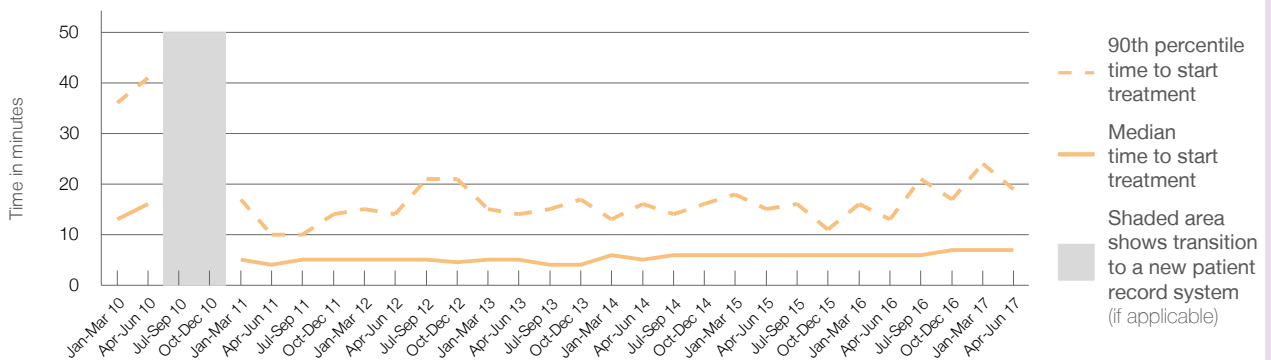
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
361	361
6 minutes	8 minutes
13 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)	16	4	5	5	5	6	6	7
90th percentile time to start treatment ⁵ (minutes)	41	10	14	14	16	15	13	19

(†) 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.

Griffith 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: 1,974

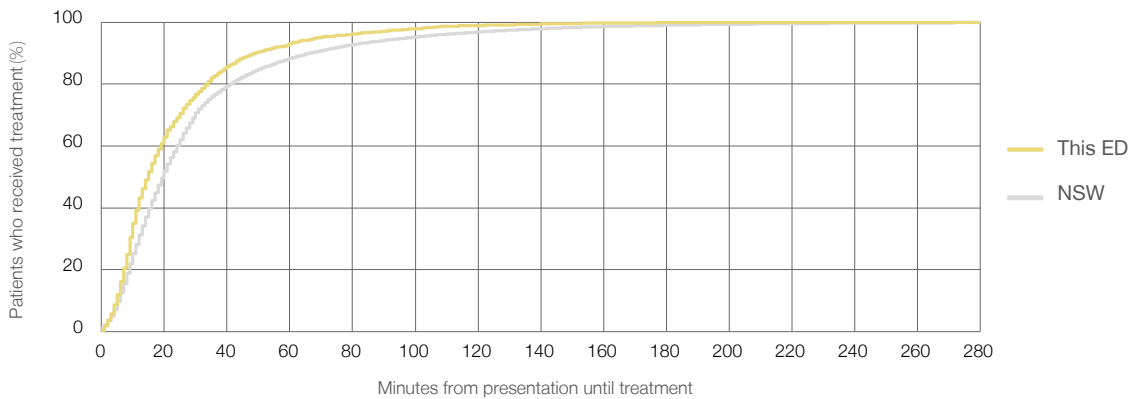
Number of triage 3 patients used to calculate waiting time:³ 1,942

Median time to start treatment⁴ 15 minutes

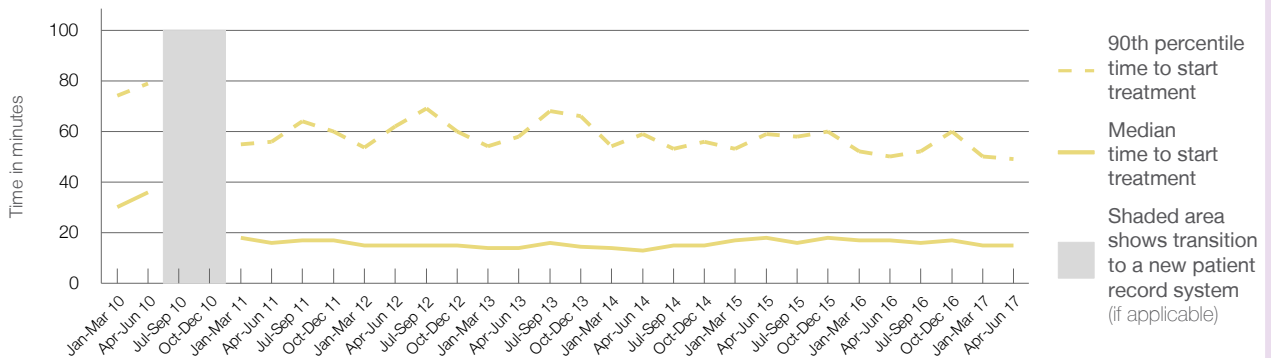
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
1,842	1,820
17 minutes	20 minutes
50 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)	36	16	15	14	13	18	17	15
90th percentile time to start treatment ⁵ (minutes)	79	56	62	58	59	59	50	49

(†) 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.

Griffith 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: 1,737

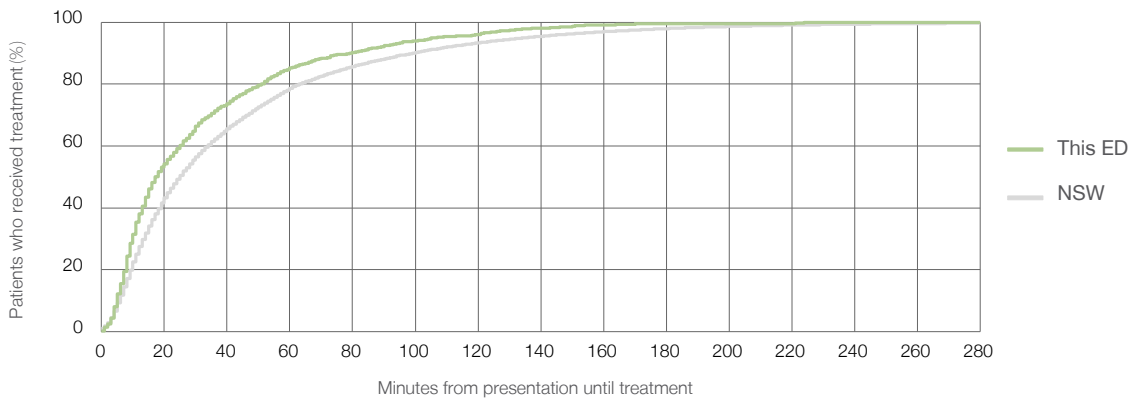
Number of triage 4 patients used to calculate waiting time:³ 1,676

Median time to start treatment⁴ 17 minutes

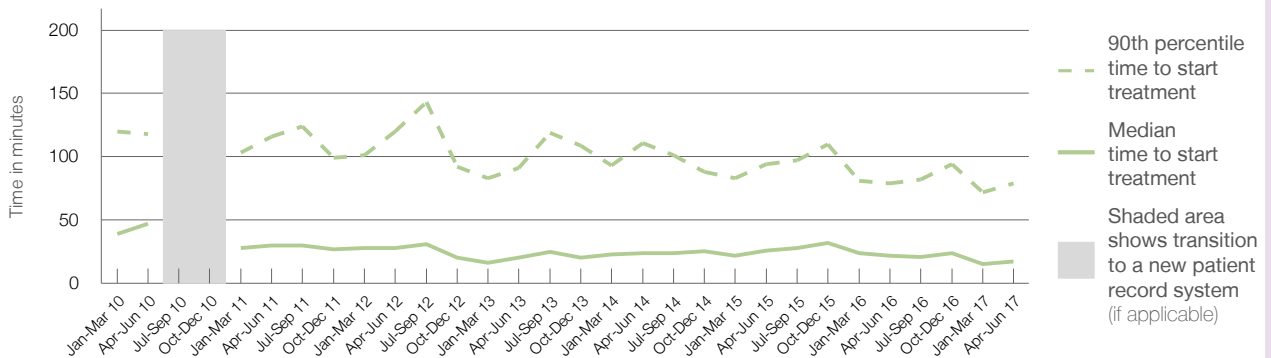
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
1,967	1,890
22 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^{†‡}



	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)	47	30	28	20	24	26	22	17
90th percentile time to start treatment ⁵ (minutes)	118	116	120	91	111	94	79	79

(†) 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.

Griffith 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: 429

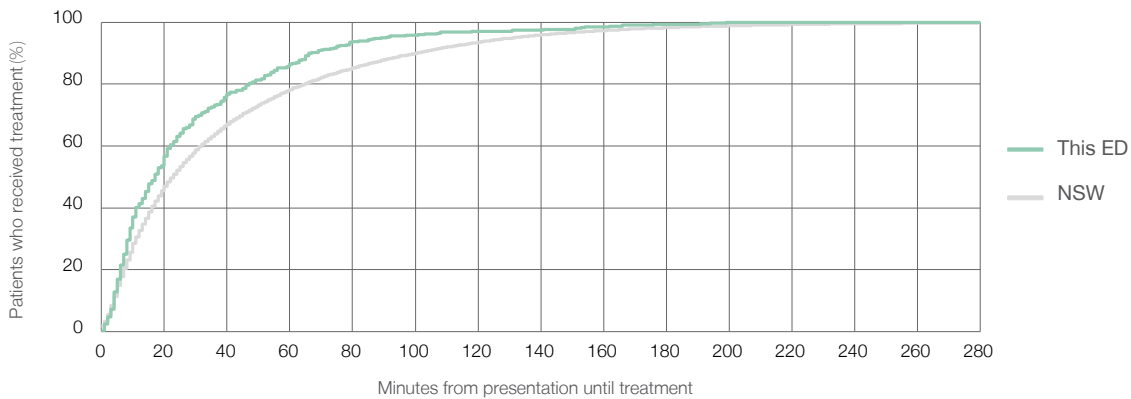
Number of triage 5 patients used to calculate waiting time:³ 399

Median time to start treatment⁴ 17 minutes

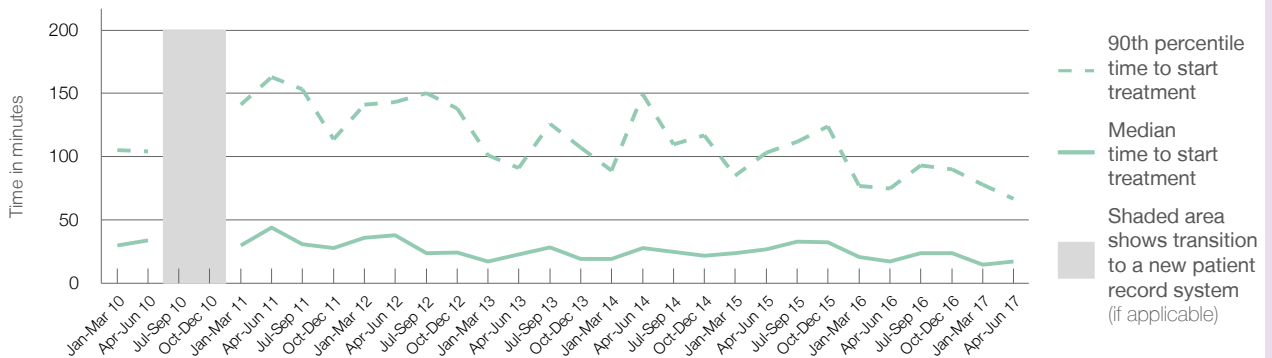
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
345	
314	
17 minutes	23 minutes
75 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)	34	44	38	23	28	27	17	17
90th percentile time to start treatment ⁵ (minutes)	104	163	143	91	149	103	75	67

(†) 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.

Griffith Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 4,892 patients

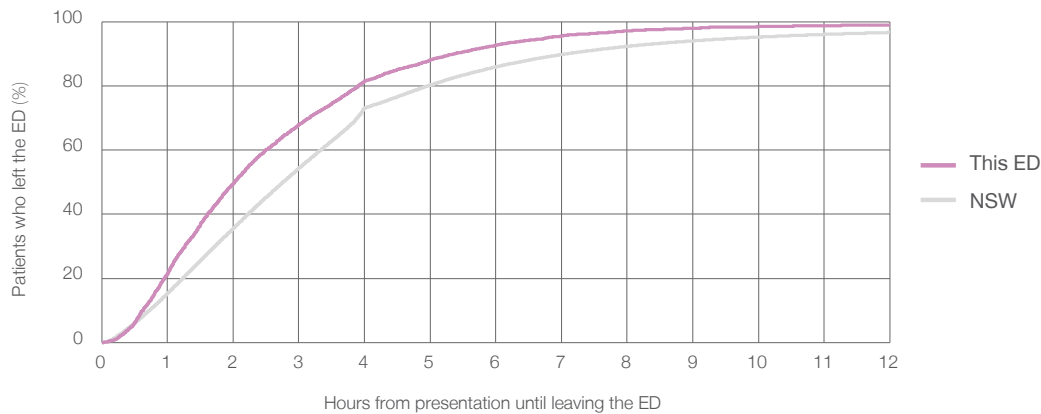
Presentations used to calculate time to leaving the ED:⁶ 4,892 patients

Median time spent in the ED⁸ 2 hours and 1 minutes

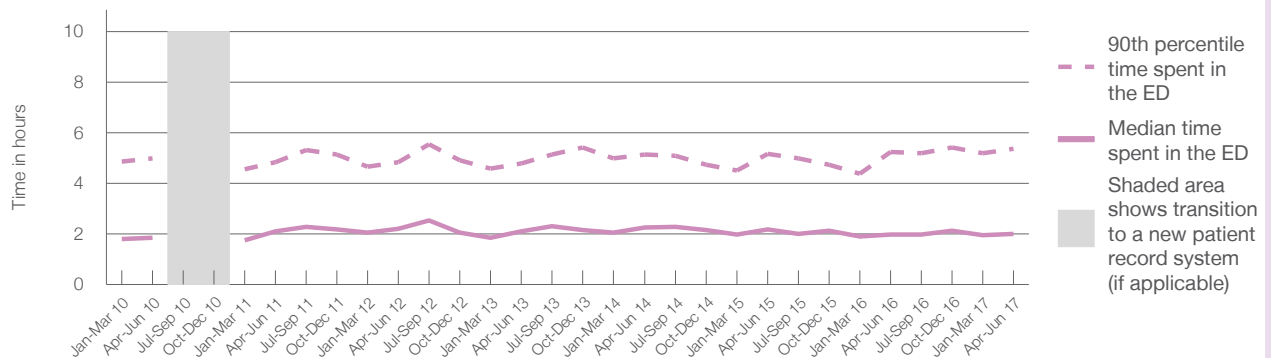
90th percentile time spent in the ED⁹ 5 hours and 23 minutes

Same period last year	NSW (this period)
4,721	4,721
1 hours and 59 minutes	2 hours and 46 minutes
5 hours and 14 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)	1h 52m	2h 6m	2h 13m	2h 6m	2h 15m	2h 11m	1h 59m	2h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 59m	4h 51m	4h 51m	4h 47m	5h 8m	5h 10m	5h 14m	5h 23m

(†) 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.

Griffith Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

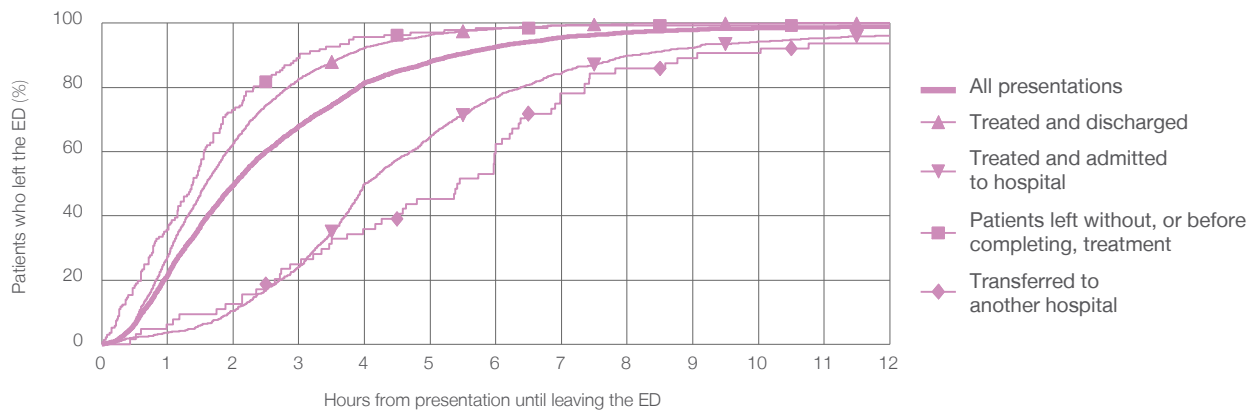
All presentations:¹ 4,892 patients

Presentations used to calculate time to leaving the ED:⁶ 4,892 patients

Treated and discharged	3,500 (71.5%)
Treated and admitted to hospital	1,180 (24.1%)
Patient left without, or before completing, treatment	137 (2.8%)
Transferred to another hospital	64 (1.3%)
Other	11 (0.2%)

Same period last year	Change since one year ago
4,721	3.6%
3,357	4.3%
1,131	4.3%
158	-13.3%
70	-8.6%
5	120.0%

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	27.3%	62.6%	82.7%	92.4%	98.3%	99.7%	99.9%	99.9%
Treated and admitted to hospital	3.6%	10.4%	24.2%	50.0%	76.9%	89.8%	94.2%	96.0%
Patient left without, or before completing, treatment	35.8%	73.0%	89.1%	95.6%	98.5%	99.3%	99.3%	100%
Transferred to another hospital	6.3%	12.5%	25.0%	35.9%	62.5%	85.9%	90.6%	93.8%
All presentations	21.6%	49.6%	67.9%	81.5%	92.7%	97.1%	98.4%	98.9%

(†) 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.

Griffith 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 4,892 patients

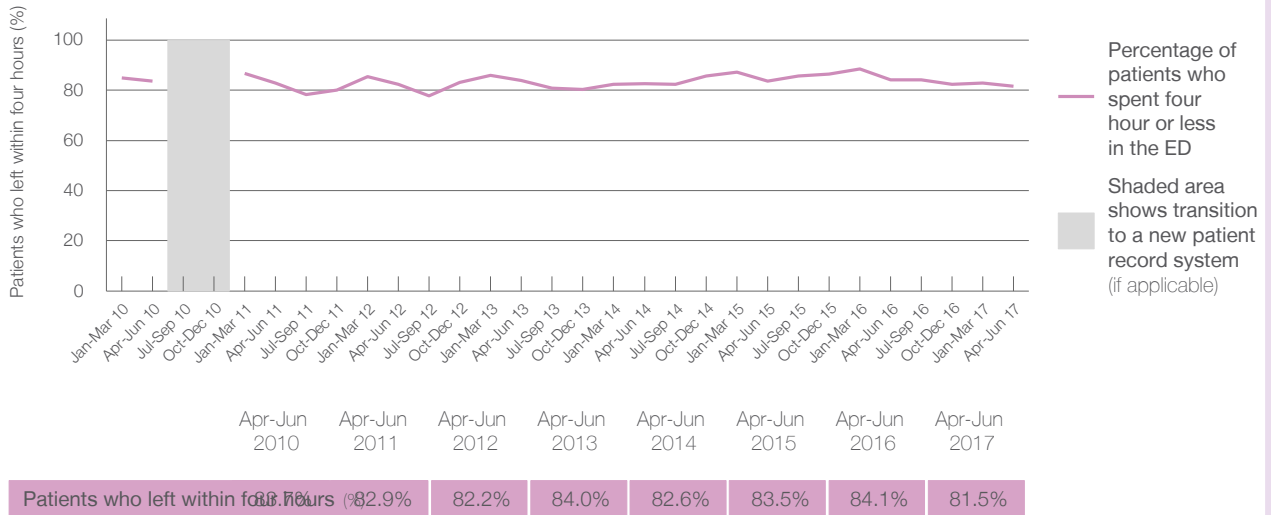
Presentations used to calculate time to leaving the ED:⁶ 4,892 patients

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



Same period last year	Change since one year ago
4,721	3.6%
4,721	3.6%
84.1%	

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).

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 10,013 patients
Emergency presentations:² 9,361 patients

Same period last year	Change since one year ago
9,836	1.8%
9,603	-2.5%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 708 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,897 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,697 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,025 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
728	
7 minutes	8 minutes
20 minutes	26 minutes
3,954	
20 minutes	20 minutes
62 minutes	67 minutes
4,078	
22 minutes	25 minutes
81 minutes	99 minutes
809	
15 minutes	23 minutes
74 minutes	101 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 10,013 patients

Percentage of patients who spent four hours or less in the ED 70.8%

Same period last year	Change since one year ago
9,836	1.8%
72.9%	

* 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.

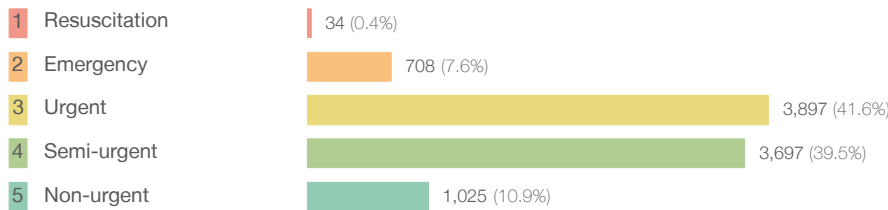
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

April to June 2017

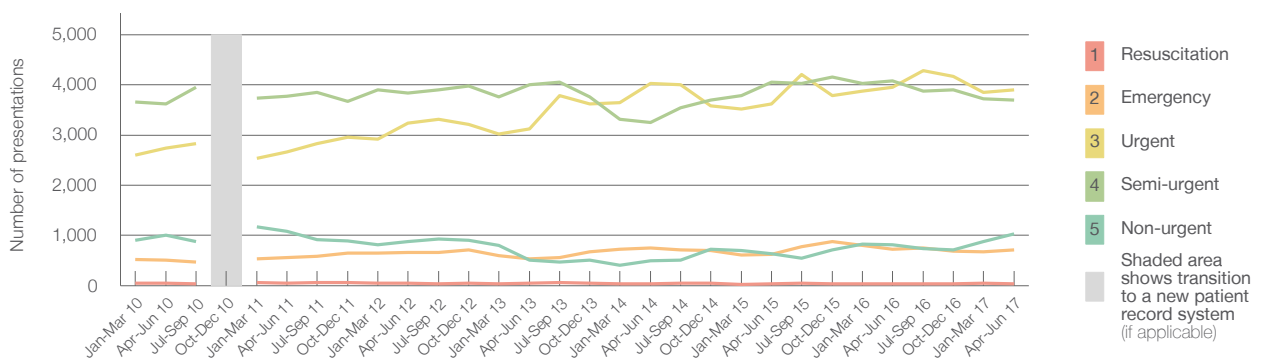
All presentations:¹ 10,013 patients

Emergency presentations² by triage category: 9,361 patients



	Same period last year	Change since one year ago
All presentations	9,836	1.8%
Emergency presentations	9,603	-2.5%
1 Resuscitation	34	0.0%
2 Emergency	728	-2.7%
3 Urgent	3,954	-1.4%
4 Semi-urgent	4,078	-9.3%
5 Non-urgent	809	26.7%

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	45	49	44	51	42	35	34	34
Emergency	505	556	657	529	746	623	728	708
Urgent	2,743	2,664	3,239	3,125	4,023	3,614	3,954	3,897
Semi-urgent	3,615	3,767	3,839	3,997	3,247	4,052	4,078	3,697
Non-urgent	1,011	1,083	882	505	494	642	809	1,025
All emergency presentations	7,919	8,119	8,661	8,207	8,552	8,966	9,603	9,361

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 2,083 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,950	
ED Transfer of care time	13 minutes	-4 minutes
90th percentile time	45 minutes	-23 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2 April to June 2017

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

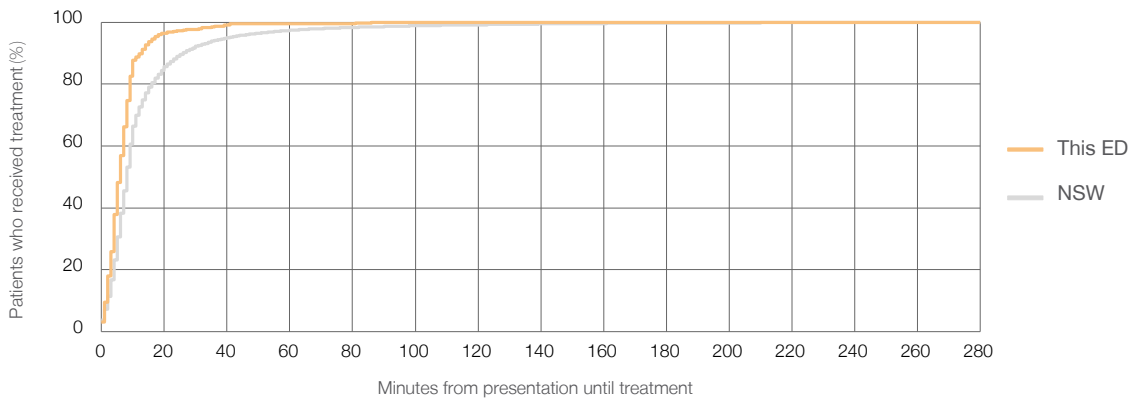
Number of triage 2 patients: 708

Number of triage 2 patients used to calculate waiting time:³ 706

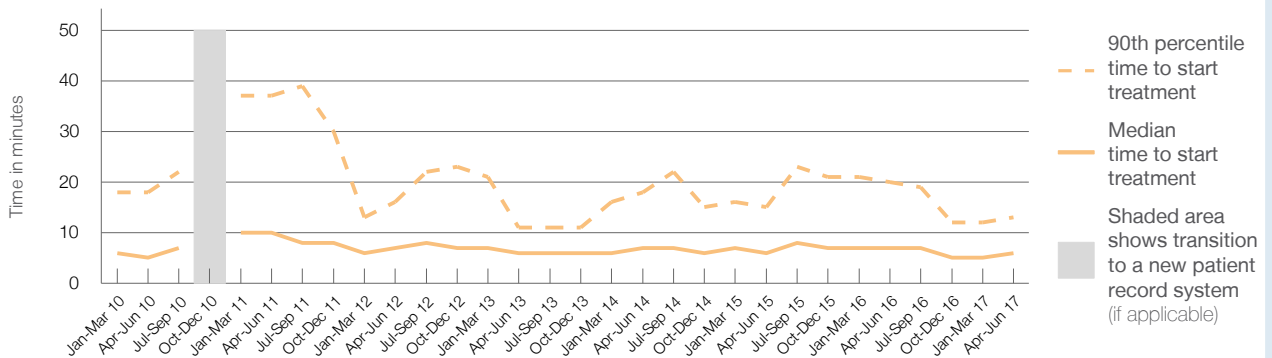
Median time to start treatment⁴ ■ 6 minutes
90th percentile time to start treatment⁵ ■ 13 minutes

Same period last year	NSW (this period)
728	725
7 minutes	8 minutes
20 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)	5	10	7	6	7	6	7	6
90th percentile time to start treatment ⁵ (minutes)	18	37	16	11	18	15	20	13

(†) 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.

Wagga Wagga Rural Referral 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: 3,897

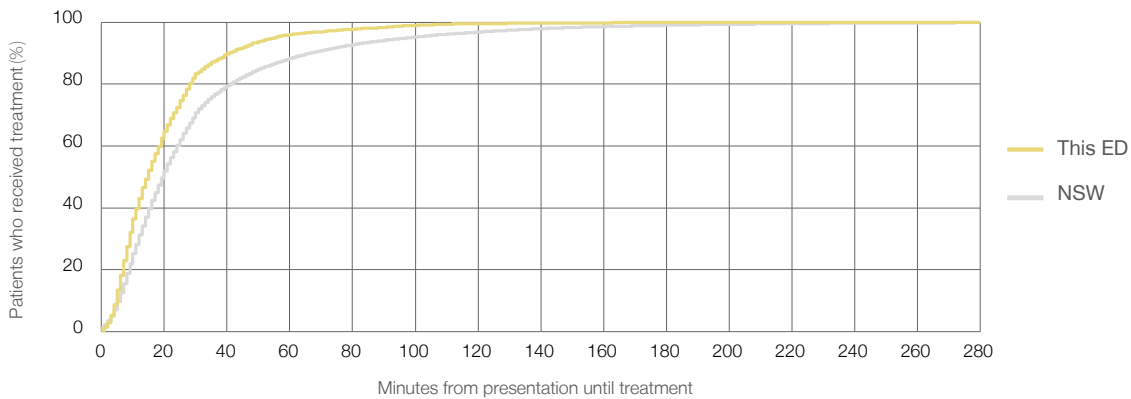
Number of triage 3 patients used to calculate waiting time:³ 3,856

Median time to start treatment⁴ 15 minutes

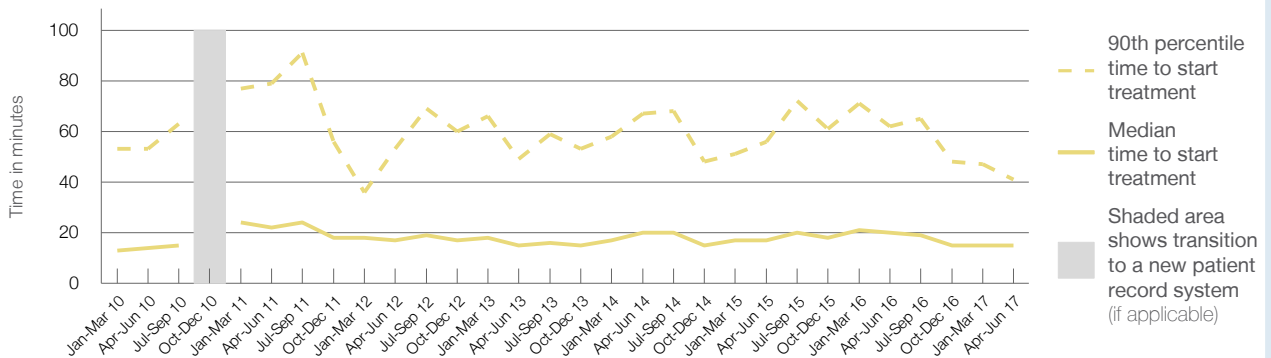
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
3,954	3,900
20 minutes	20 minutes
62 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)	14	22	17	15	20	17	20	15
90th percentile time to start treatment ⁵ (minutes)	53	79	53	49	67	56	62	41

(†) 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.

Wagga Wagga Rural Referral 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: 3,697

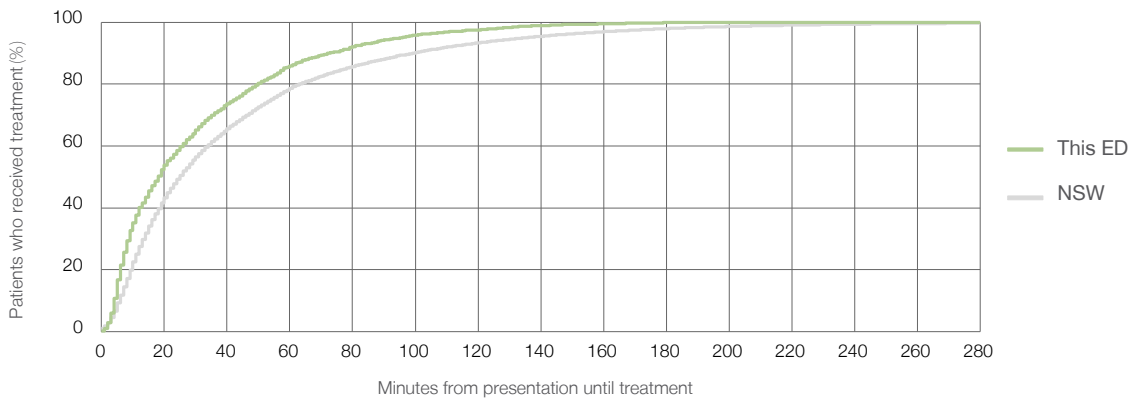
Number of triage 4 patients used to calculate waiting time:³ 3,609

Median time to start treatment⁴ 18 minutes

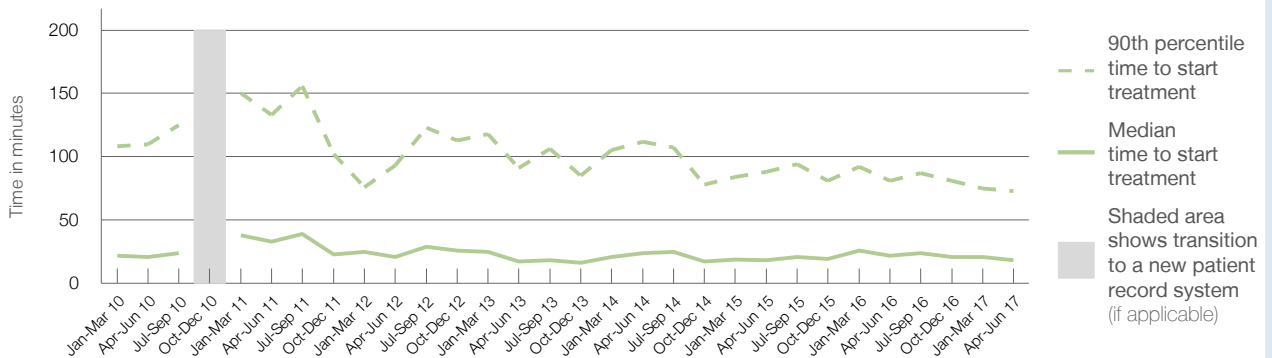
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
4,078	3,924
22 minutes	25 minutes
81 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)	21	33	21	17	24	18	22	18
90th percentile time to start treatment ⁵ (minutes)	110	133	93	91	112	88	81	73

(†) 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.

Wagga Wagga Rural Referral 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: 1,025

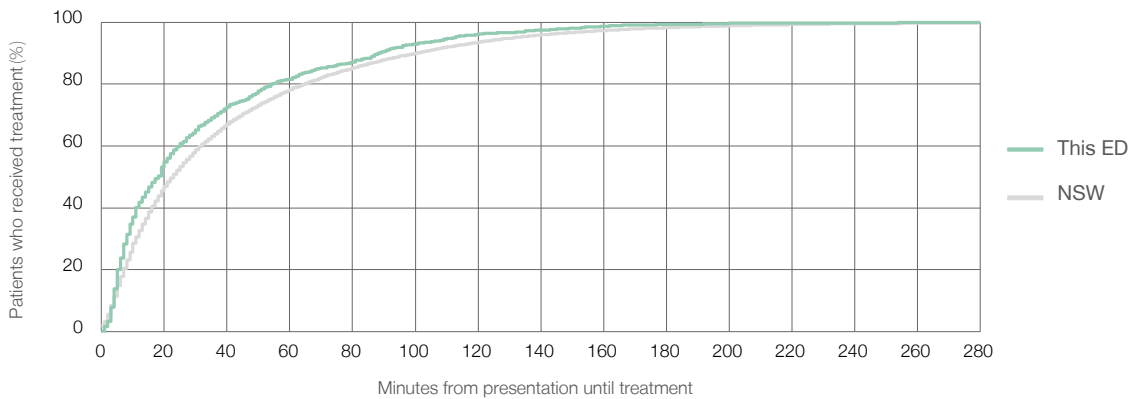
Number of triage 5 patients used to calculate waiting time:³ 980

Median time to start treatment⁴ 18 minutes

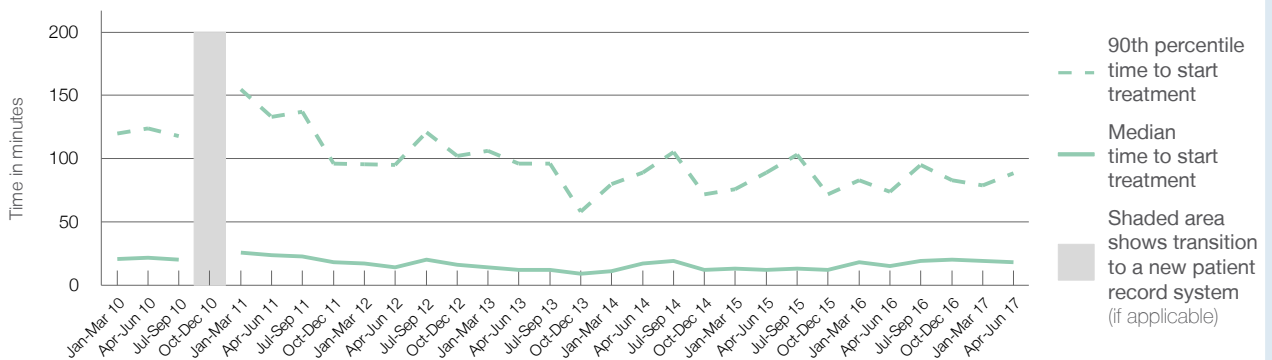
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
809	753
15 minutes	23 minutes
74 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)	22	24	14	12	17	12	15	18
90th percentile time to start treatment ⁵ (minutes)	124	133	95	96	89	89	74	89

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 10,013 patients

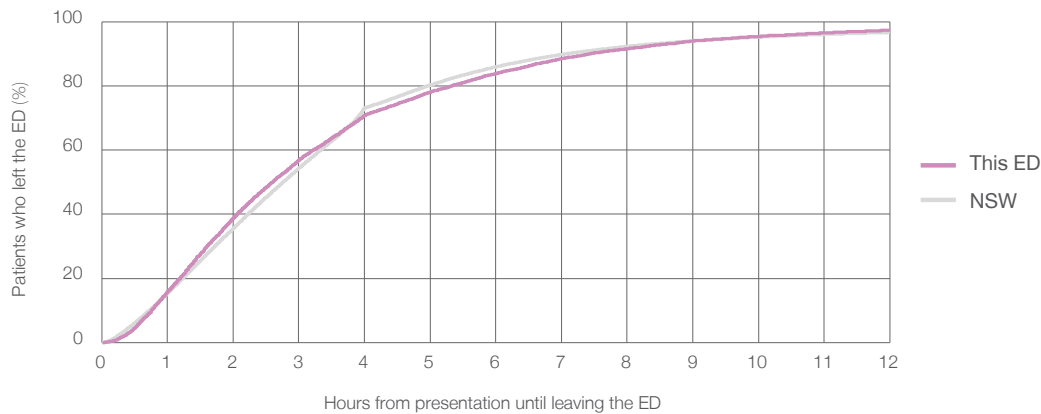
Presentations used to calculate time to leaving the ED:⁶ 10,013 patients

Median time spent in the ED⁸ 2 hours and 36 minutes

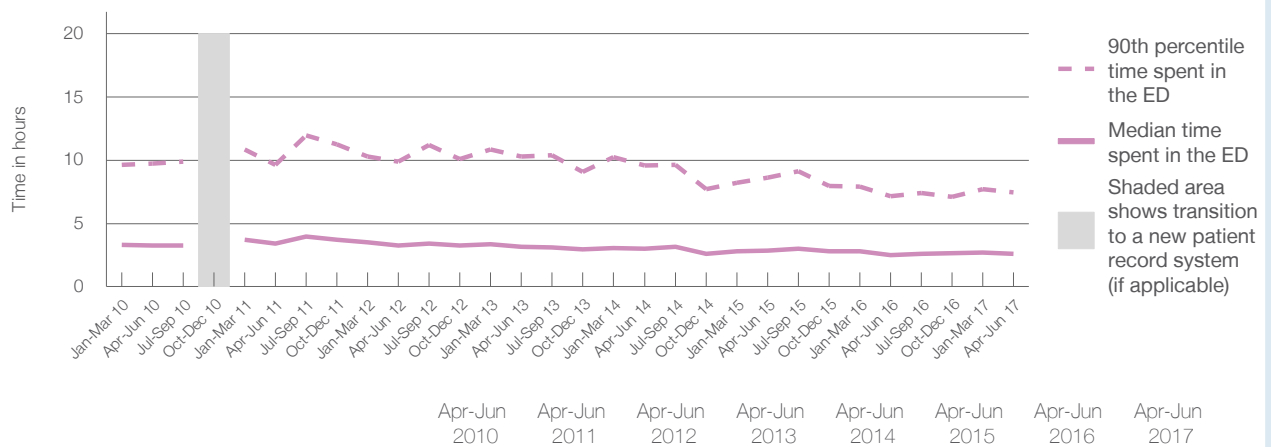
90th percentile time spent in the ED⁹ 7 hours and 26 minutes

Same period last year	NSW (this period)
9,836	9,836
2 hours and 30 minutes	2 hours and 46 minutes
7 hours and 8 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)	3h 17m	3h 24m	3h 15m	3h 9m	3h 1m	2h 52m	2h 30m	2h 36m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 43m	9h 38m	9h 52m	10h 16m	9h 34m	8h 38m	7h 8m	7h 26m

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

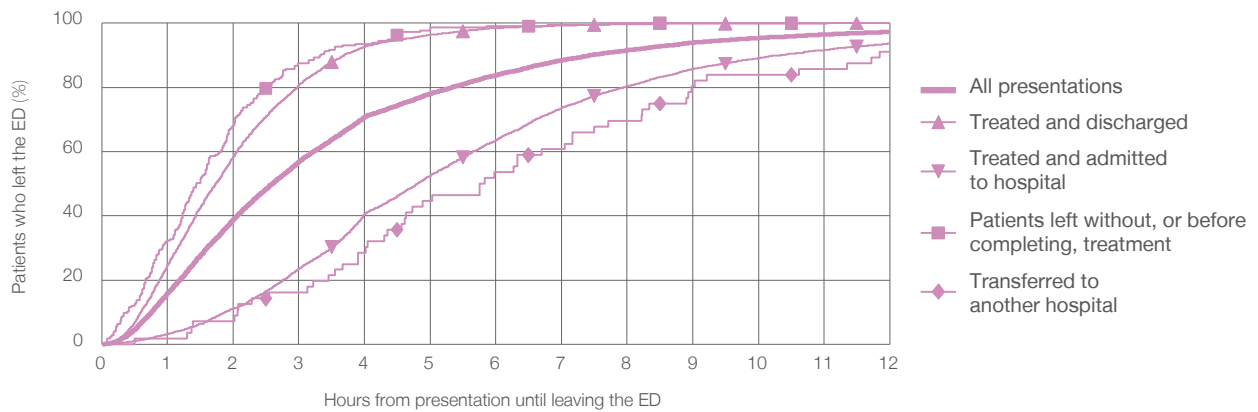
All presentations:¹ 10,013 patients

Presentations used to calculate time to leaving the ED:⁶ 10,013 patients

Treated and discharged	5,590 (55.8%)
Treated and admitted to hospital	4,139 (41.3%)
Patient left without, or before completing, treatment	217 (2.2%)
Transferred to another hospital	56 (0.6%)
Other	11 (0.1%)

Same period last year	Change since one year ago
9,836	1.8%
5,681	-1.6%
3,774	9.7%
270	-19.6%
94	-40.4%
17	-35.3%

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	24.6%	58.4%	80.7%	92.7%	98.5%	99.7%	100%	100%
Treated and admitted to hospital	3.3%	11.2%	23.6%	40.6%	63.5%	80.4%	89.1%	93.7%
Patient left without, or before completing, treatment	32.3%	68.2%	87.6%	93.5%	99.1%	100%	100%	100%
Transferred to another hospital	1.8%	7.1%	16.1%	28.6%	53.6%	69.6%	83.9%	91.1%
All presentations	15.9%	38.8%	56.9%	70.8%	83.8%	91.6%	95.4%	97.3%

(†) 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.

Wagga Wagga Rural Referral 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 10,013 patients

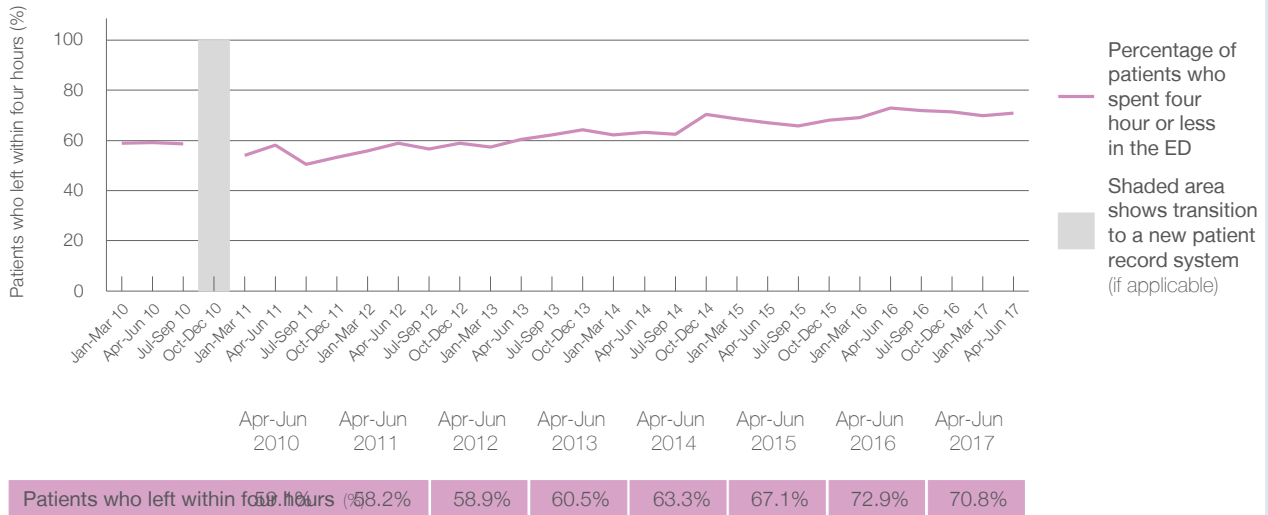
Presentations used to calculate time to leaving the ED:⁶ 10,013 patients

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	9,836	1.8%
Presentations used to calculate time to leaving the ED: ⁶	9,836	1.8%
Percentage of patients who spent four hours or less in the ED	72.9%	

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).

Young Health Service: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,371 patients
Emergency presentations:² 2,178 patients

Same period last year	Change since one year ago
2,265	4.7%
1,909	14.1%

Young Health Service: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 115 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 824 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 971 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 42 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 263 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
132	
5 minutes	8 minutes
25 minutes	26 minutes
701	
8 minutes	20 minutes
34 minutes	67 minutes
898	
9 minutes	25 minutes
35 minutes	99 minutes
173	
6 minutes	23 minutes
47 minutes	101 minutes

Young Health Service: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,371 patients

Percentage of patients who spent four hours or less in the ED 96.0%

Same period last year	Change since one year ago
2,265	4.7%
96.7%	

* 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.

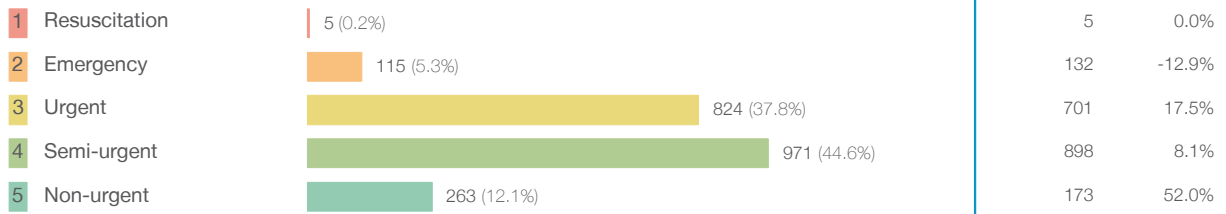
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Young Health Service: Patients presenting to the emergency department

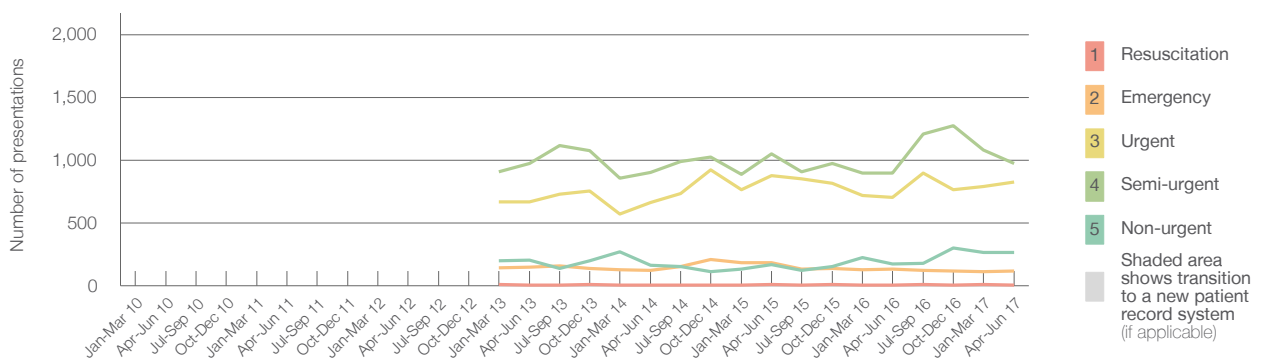
April to June 2017

All presentations:¹ 2,371 patients

Emergency presentations² by triage category: 2,178 patients



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				6	5	7	5	5
Emergency				147	122	181	132	115
Urgent				665	664	877	701	824
Semi-urgent				971	903	1,052	898	971
Non-urgent				205	160	166	173	263
All emergency presentations				1,994	1,854	2,283	1,909	2,178

Young Health Service: Patients arriving by ambulance

April to June 2017

ED Transfer of care time is not currently available for this hospital.⁷

(†) 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.

Young 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: 115

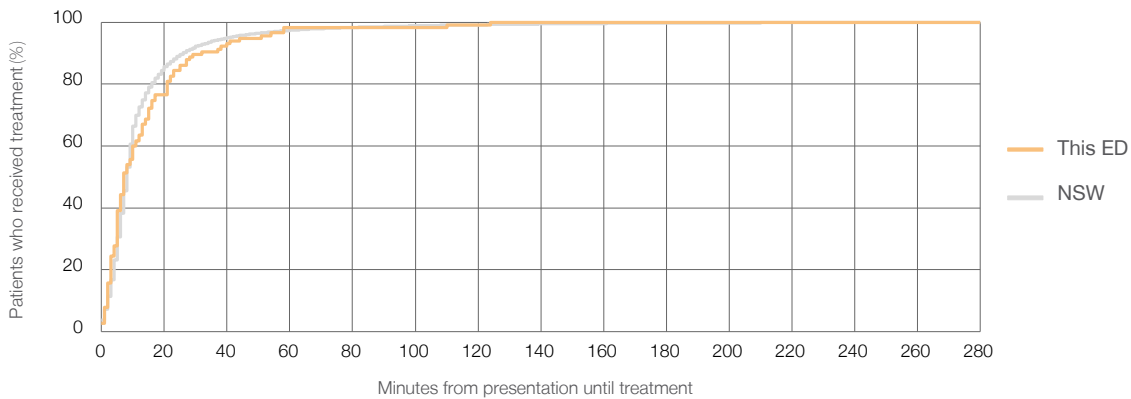
Number of triage 2 patients used to calculate waiting time:³ 115

Median time to start treatment⁴ 7 minutes

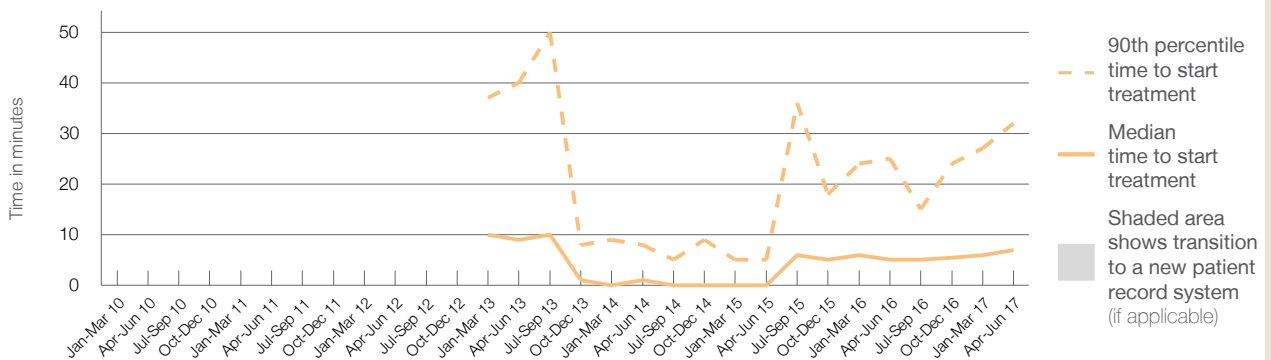
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
132	132
5 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)				9	1	0	5	7
90th percentile time to start treatment ⁵ (minutes)				40	8	5	25	32

(†) 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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Young 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: 824

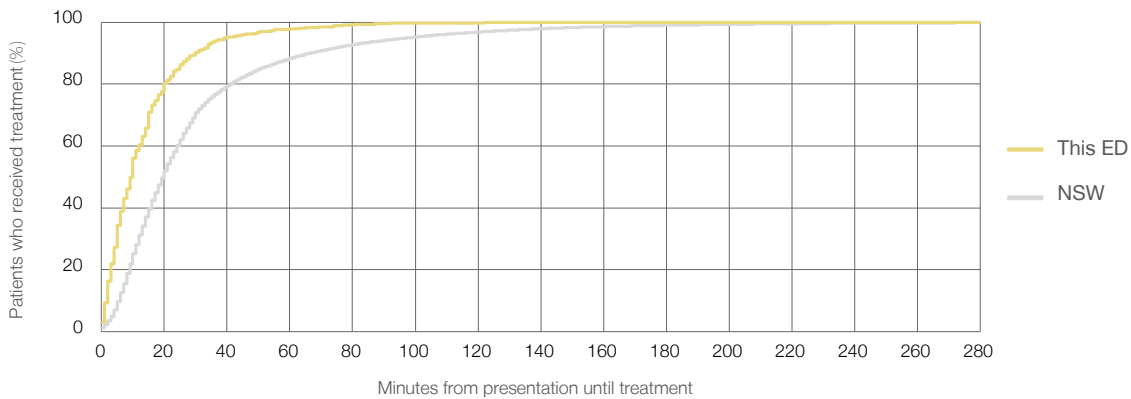
Number of triage 3 patients used to calculate waiting time:³ 823

Median time to start treatment⁴ 10 minutes

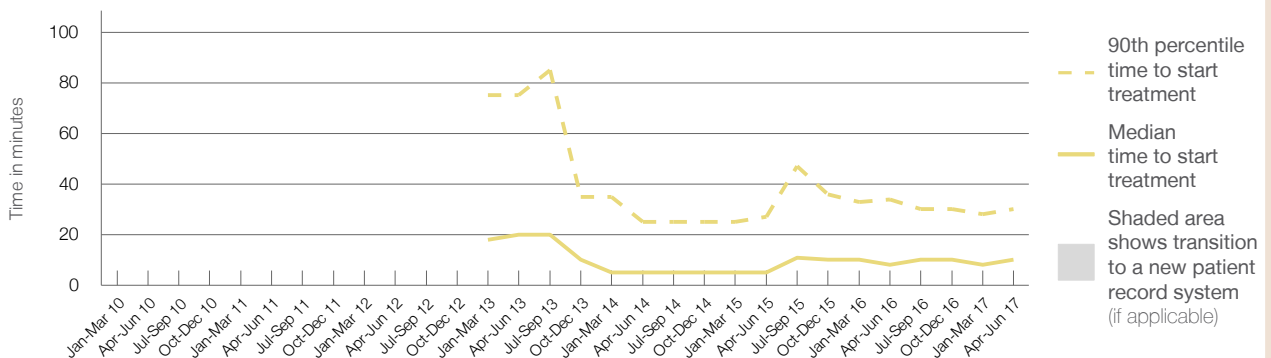
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
701	
691	
8 minutes	20 minutes
34 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)				20	5	5	8	10
90th percentile time to start treatment ⁵ (minutes)				75	25	27	34	30

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

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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.

Young 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: 971

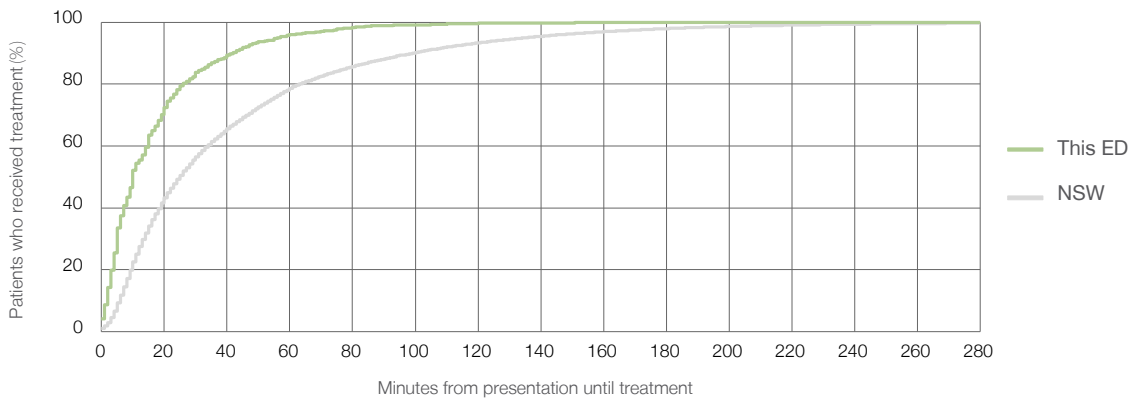
Number of triage 4 patients used to calculate waiting time:³ 967

Median time to start treatment⁴ 10 minutes

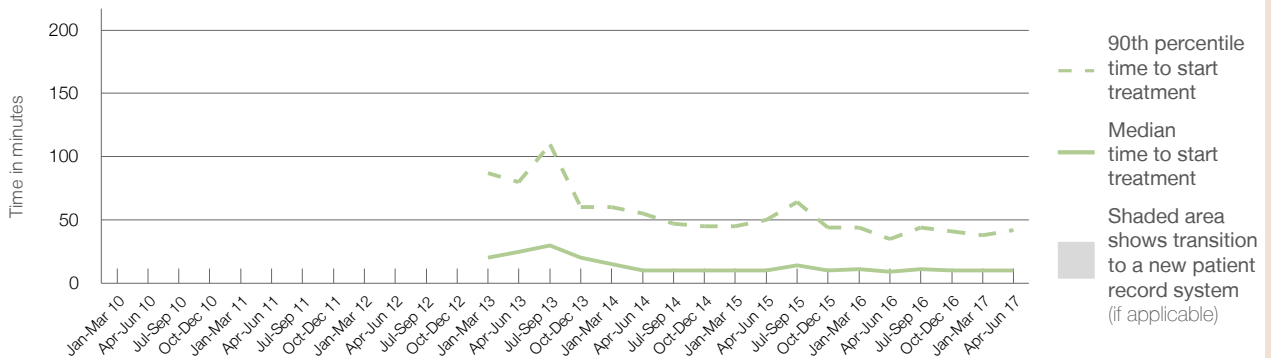
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
898	879
9 minutes	25 minutes
35 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)				25	10	10	9	10
90th percentile time to start treatment ⁵ (minutes)				80	55	50	35	42

(†) 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.

Young 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: 263

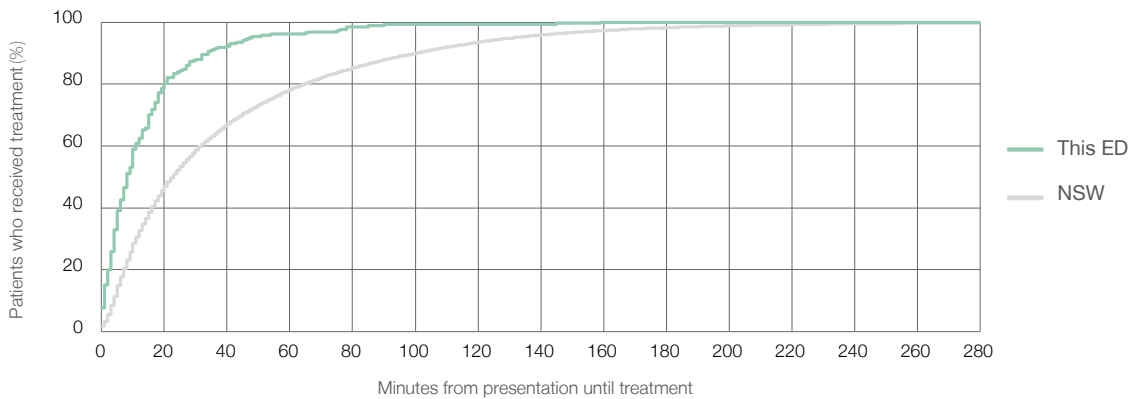
Number of triage 5 patients used to calculate waiting time:³ 258

Median time to start treatment⁴ 8 minutes

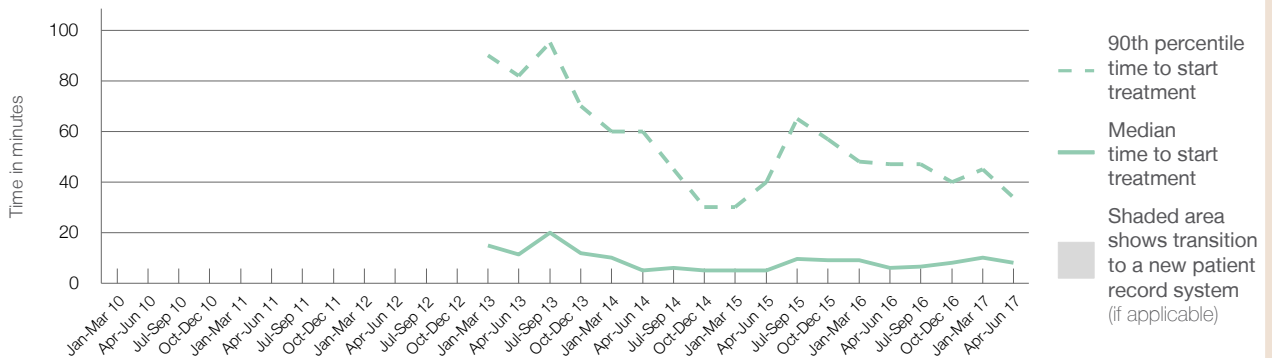
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
173	
169	
6 minutes	23 minutes
47 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)				12	5	5	6	8
90th percentile time to start treatment ⁵ (minutes)				82	60	40	47	34

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

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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.

Young Health Service: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,371 patients

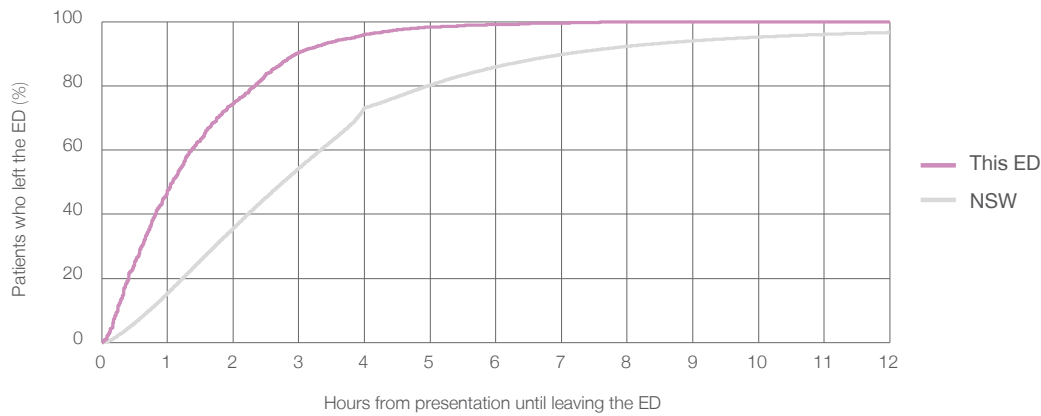
Presentations used to calculate time to leaving the ED:⁶ 2,371 patients

Median time spent in the ED⁸ 1 hours and 5 minutes

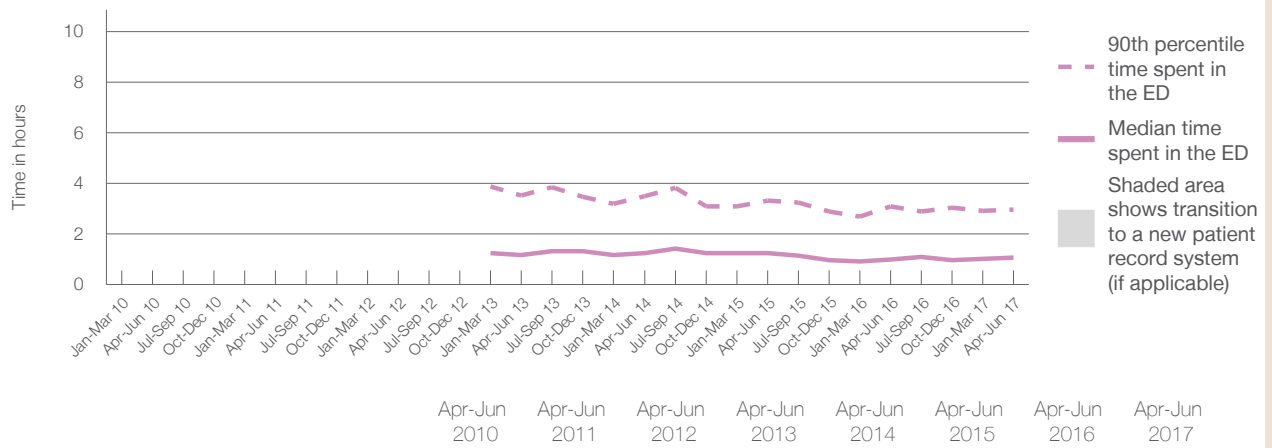
90th percentile time spent in the ED⁹ 2 hours and 58 minutes

Same period last year	NSW (this period)
2,265	2,265
1 hours and 0 minutes	2 hours and 46 minutes
3 hours and 5 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)				1h 10m	1h 15m	1h 15m	1h 0m	1h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)				3h 32m	3h 30m	3h 20m	3h 5m	2h 58m

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Young Health Service: Time patients spent in the ED

By mode of separation

April to June 2017

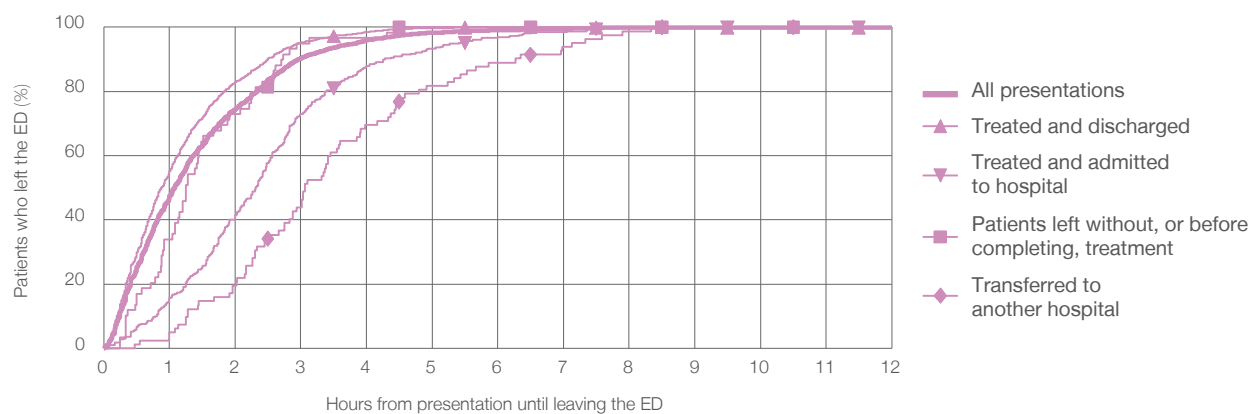
All presentations:¹ 2,371 patients

Presentations used to calculate time to leaving the ED:⁶ 2,371 patients

Treated and discharged	1,896 (80.0%)
Treated and admitted to hospital	330 (13.9%)
Patient left without, or before completing, treatment	59 (2.5%)
Transferred to another hospital	82 (3.5%)
Other	4 (0.2%)

Same period last year	Change since one year ago
2,265	4.7%
1,826	3.8%
326	1.2%
43	37.2%
70	17.1%
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	55.2%	82.9%	95.2%	98.5%	99.8%	99.9%	99.9%	99.9%
Treated and admitted to hospital	15.8%	41.5%	73.0%	87.9%	97.0%	100%	100%	100%
Patient left without, or before completing, treatment	33.9%	72.9%	94.9%	96.6%	100%	100%	100%	100%
Transferred to another hospital	4.9%	19.5%	43.9%	69.5%	89.0%	98.8%	100%	100%
All presentations	47.4%	74.7%	90.3%	96.0%	99.1%	99.9%	100%	100%

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Young 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:¹ 2,371 patients

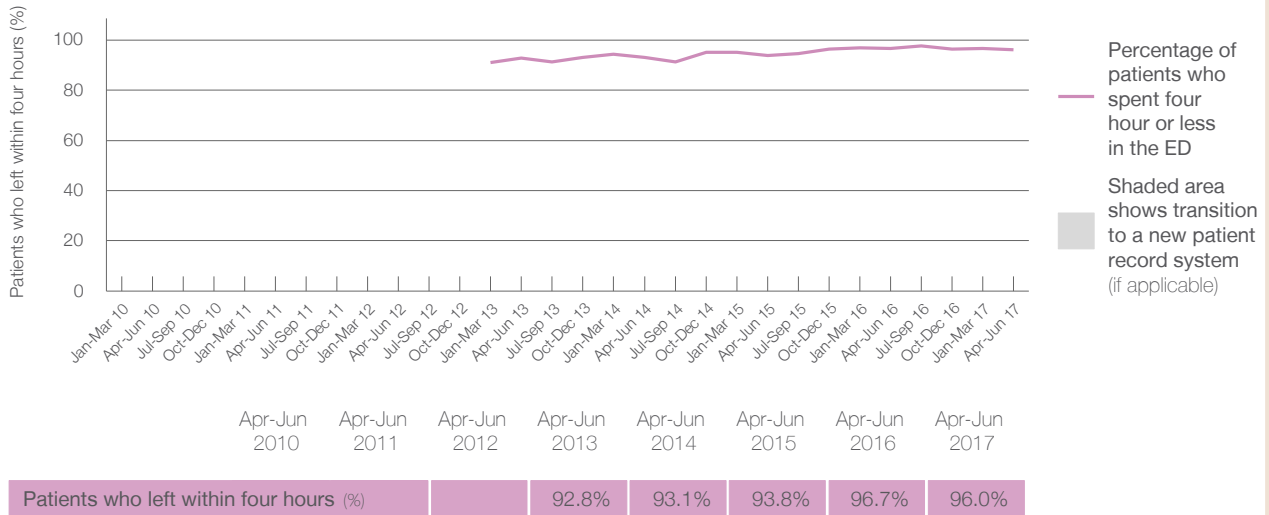
Presentations used to calculate time to leaving the ED:⁶ 2,371 patients

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 2,371 patients	2,265	4.7%
Presentations used to calculate time to leaving the ED: ⁶ 2,371 patients	2,265	4.7%
Percentage of patients who spent four hours or less in the ED	96.7%	

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*.
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- 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.

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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).