

Forbes District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 2,031 patients
 Emergency presentations:² 1,866 patients

Same period last year	Change since one year ago
1,855	9.5%
1,619	15.3%

Forbes District Hospital: Time patients waited to start treatment³

July to September 2017

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

Median time to start treatment⁴ 4 minutes
 90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 317 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 39 minutes

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

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 728 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
87	
5 minutes	9 minutes
*	29 minutes
270	
16 minutes	23 minutes
50 minutes	83 minutes
526	
25 minutes	30 minutes
95 minutes	121 minutes
731	
31 minutes	26 minutes
140 minutes	118 minutes

Forbes District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,030 patients

Percentage of patients who spent four hours or less in the ED 86.4%

Same period last year	Change since one year ago
1,855	9.4%
88.0%	

* 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.

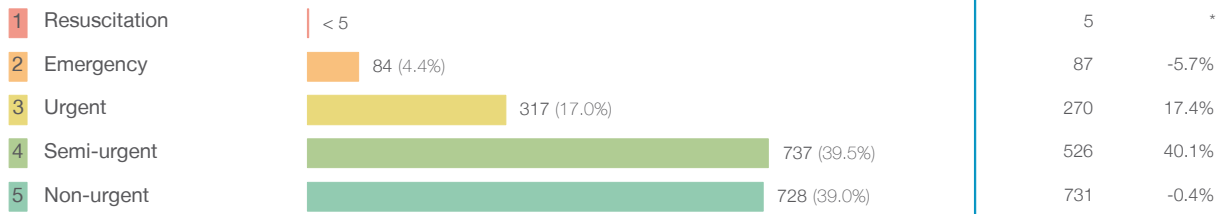
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Forbes District Hospital: Patients presenting to the emergency department July to September 2017

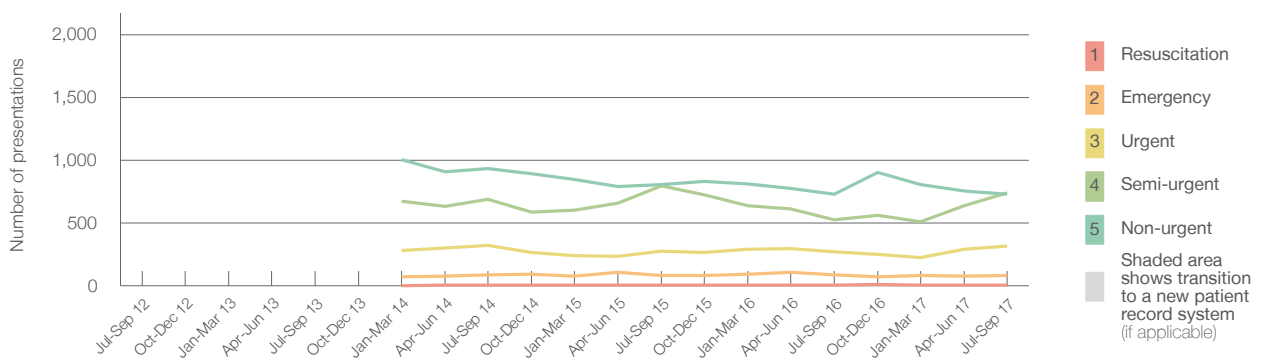
All presentations:¹ 2,031 patients

Emergency presentations² by triage category: 1,866 patients



	Same period last year	Change since one year ago
All presentations	1,855	9.5%
Emergency presentations	1,619	15.3%
1 Resuscitation	5	*
2 Emergency	87	-5.7%
3 Urgent	270	17.4%
4 Semi-urgent	526	40.1%
5 Non-urgent	731	-0.4%

Emergency presentations² by quarter, July 2012 to September 2017 ^{† §}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation			6	5	5	< 5
Emergency			86	81	87	84
Urgent			322	275	270	317
Semi-urgent			687	797	526	737
Non-urgent			933	806	731	728
All emergency presentations			2,034	1,964	1,619	1,866

Forbes District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 218 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	145	
Median time	11 minutes	-3 minutes
90th percentile time	44 minutes	-21 minutes

- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Forbes District Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 84

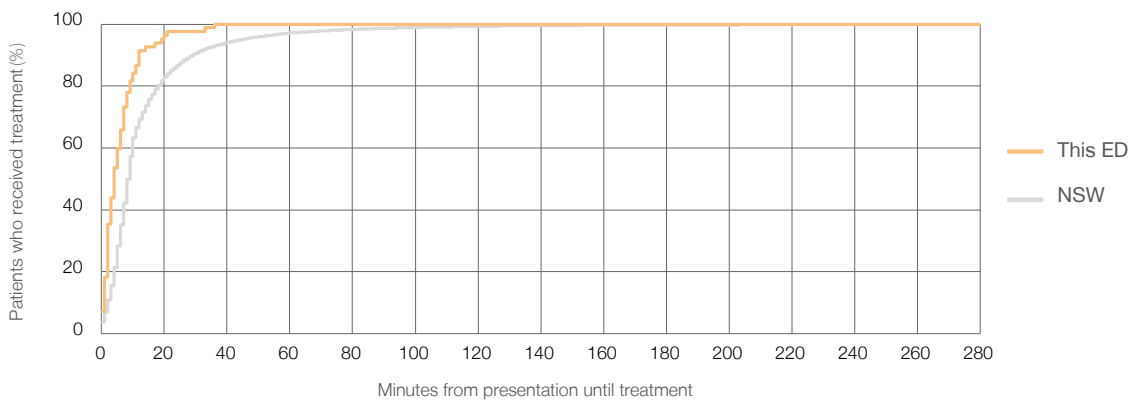
Number of triage 2 patients used to calculate waiting time:³ 82

Median time to start treatment⁴ 4 minutes

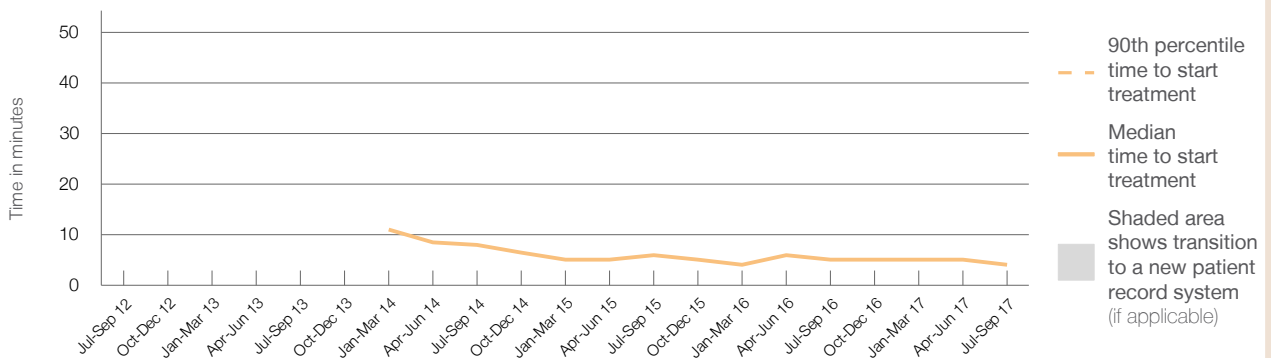
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
87	87
5 minutes	9 minutes
*	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)			8	6	5	4
90th percentile time to start treatment ⁵ (minutes)			*	*	*	*

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Forbes District Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 317

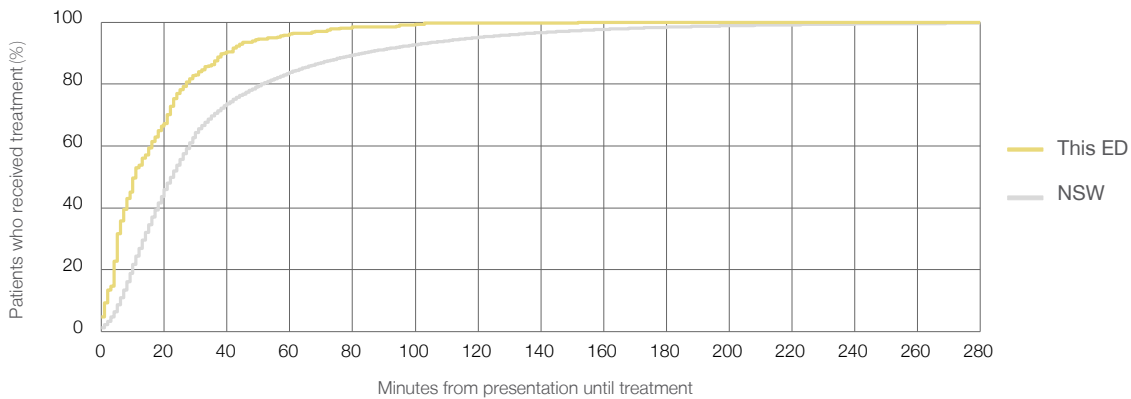
Number of triage 3 patients used to calculate waiting time:³ 312

Median time to start treatment⁴ 11 minutes

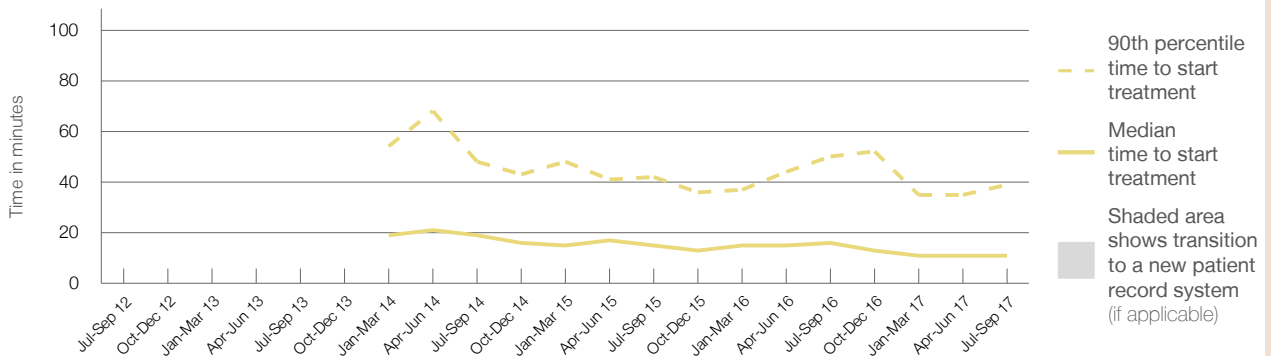
90th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
270	
269	
16 minutes	23 minutes
50 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)			19	15	16	11
90th percentile time to start treatment ⁵ (minutes)			48	42	50	39

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Forbes District Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 737

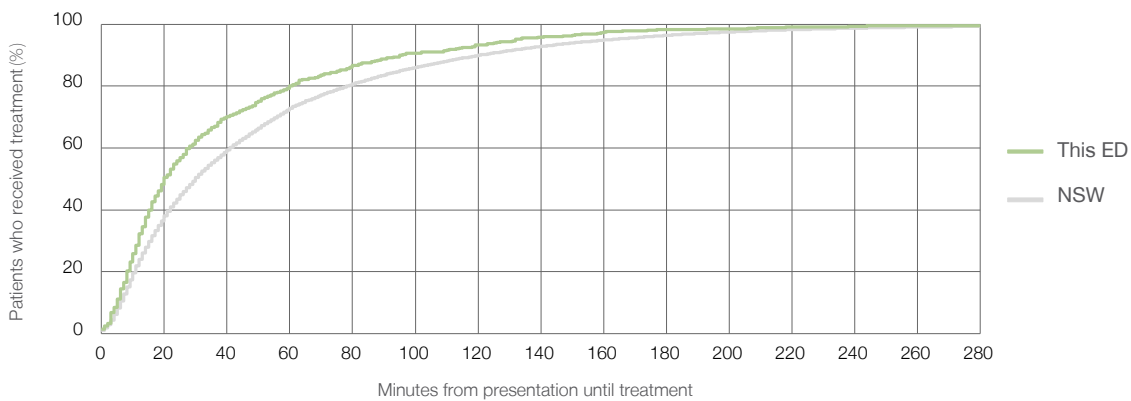
Number of triage 4 patients used to calculate waiting time:³ 708

Median time to start treatment⁴ 20 minutes

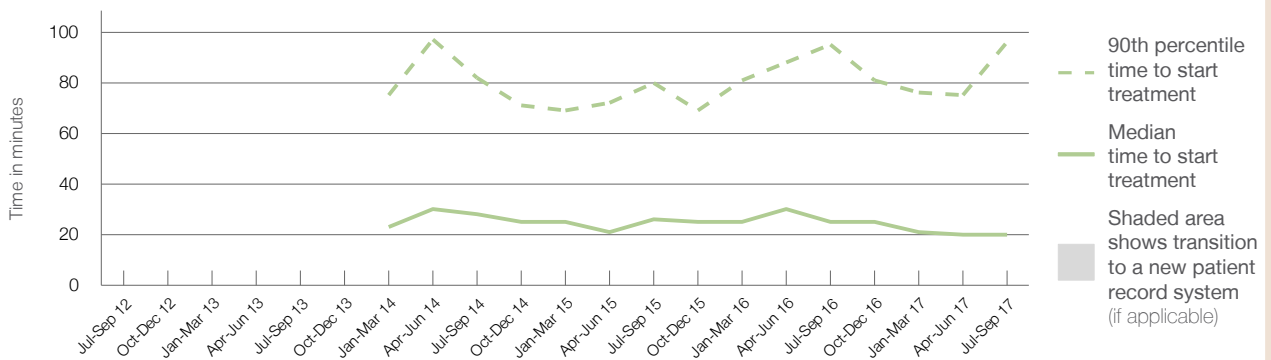
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
526	494
25 minutes	30 minutes
95 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)			28	26	25	20
90th percentile time to start treatment ⁵ (minutes)			82	80	95	96

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Forbes District Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 728

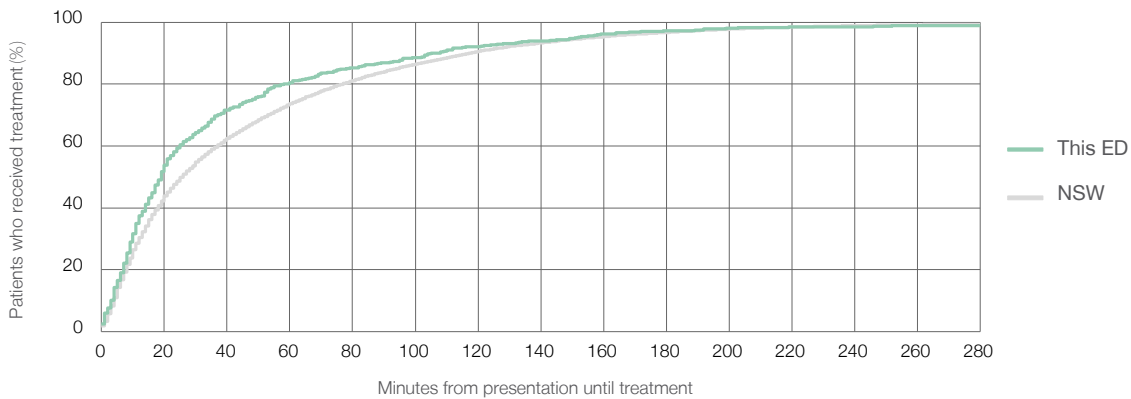
Number of triage 5 patients used to calculate waiting time:³ 674

Median time to start treatment⁴ 19 minutes

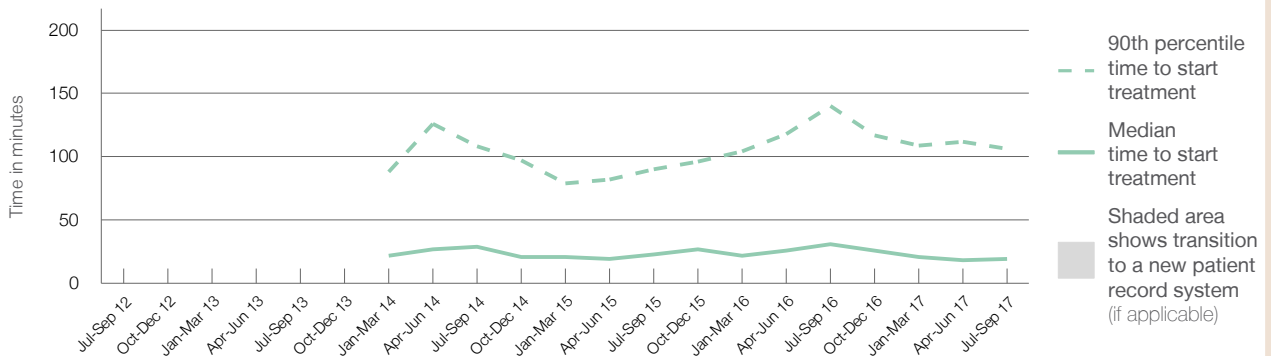
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
731	
641	
31 minutes	26 minutes
140 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)			29	23	31	19
90th percentile time to start treatment ⁵ (minutes)			108	90	140	106

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Forbes District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 2,031 patients

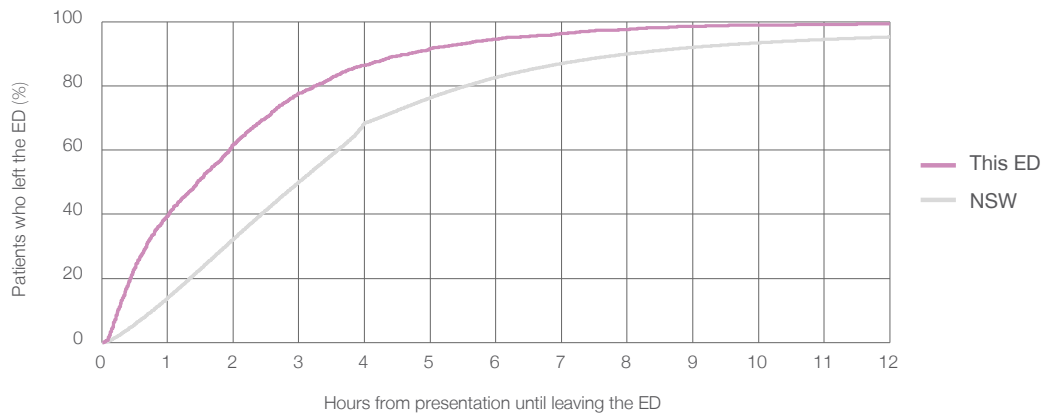
Presentations used to calculate time to leaving the ED:⁶ 2,030 patients

Median time spent in the ED⁸ 1 hours and 28 minutes

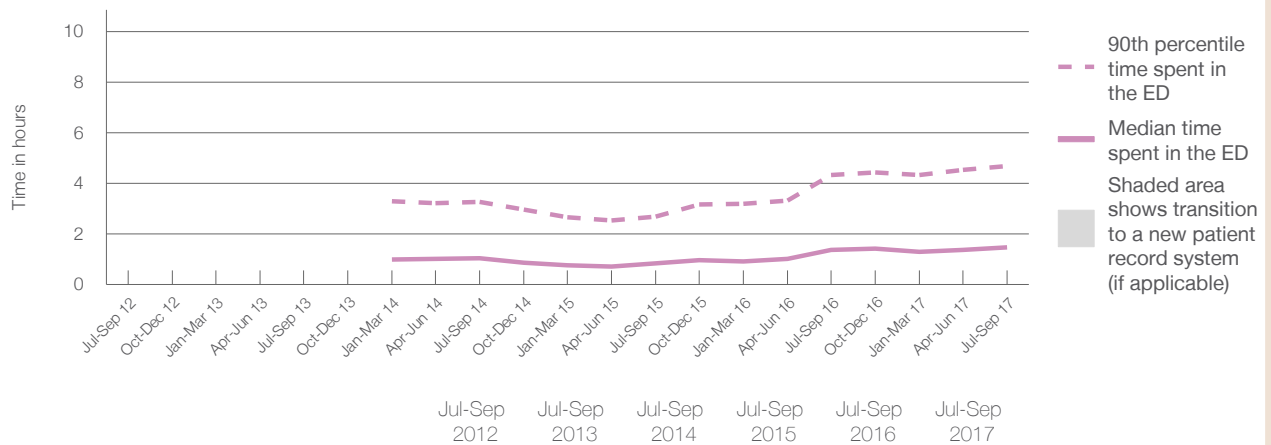
90th percentile time spent in the ED⁹ 4 hours and 41 minutes

Same period last year	NSW (this period)
1,855	1,855
1 hours and 22 minutes	3 hours and 0 minutes
4 hours and 20 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			1h 3m	0h 51m	1h 22m	1h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)			3h 16m	2h 42m	4h 20m	4h 41m

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Forbes District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

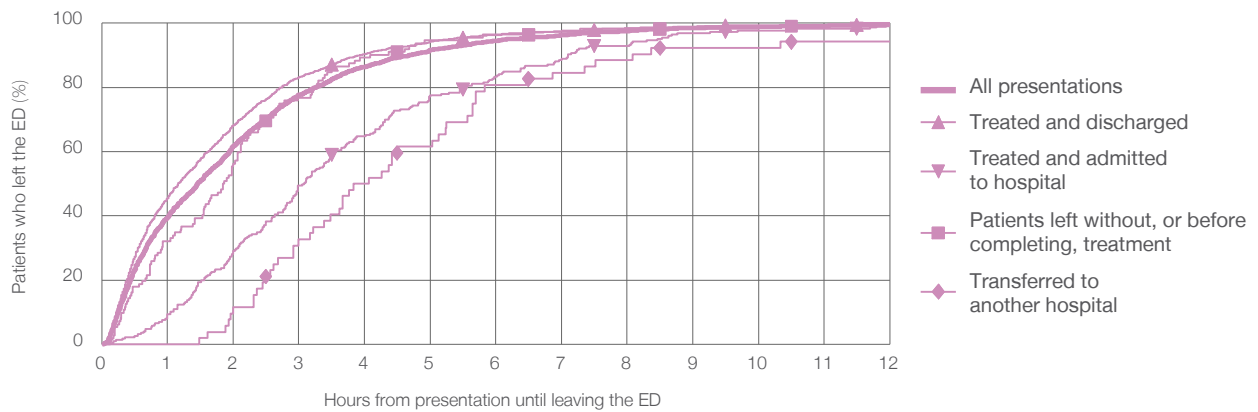
All presentations:¹ 2,031 patients

Presentations used to calculate time to leaving the ED:⁶ 2,030 patients

Treated and discharged	1,625 (80.0%)
Treated and admitted to hospital	227 (11.2%)
Patient left without, or before completing, treatment	112 (5.5%)
Transferred to another hospital	52 (2.6%)
Other	15 (0.7%)

Same period last year	Change since one year ago
1,855	9.4%
1,429	13.7%
215	5.6%
138	-18.8%
64	-18.8%
9	66.7%

Percentage of patients who left the ED by time and mode of separation, July to September 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	45.5%	68.2%	83.2%	90.3%	96.4%	98.5%	99.3%	99.6%
Treated and admitted to hospital	9.3%	29.1%	49.3%	64.8%	83.3%	93.0%	97.8%	99.1%
Patient left without, or before completing, treatment	32.1%	56.3%	76.8%	89.3%	96.4%	98.2%	99.1%	100%
Transferred to another hospital	0%	11.5%	32.7%	50.0%	80.8%	88.5%	92.3%	94.2%
All presentations	39.6%	61.8%	77.7%	86.4%	94.5%	97.6%	99.0%	99.4%

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Forbes District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

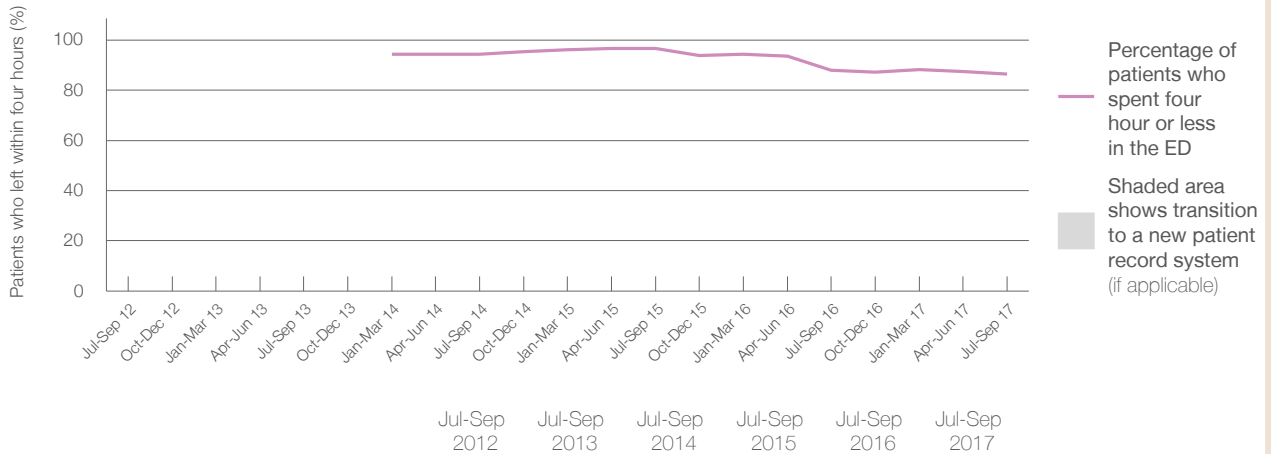
All presentations at the emergency department:¹ 2,031 patients
 Presentations used to calculate time to leaving the ED:⁶ 2,030 patients

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	1,855	9.5%
Presentations used to calculate time to leaving the ED: ⁶	1,855	9.4%
Percentage of patients who spent four hours or less in the ED	88.0%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	94.2%	96.6%	96.6%	96.6%	88.0%	86.4%

* 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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- 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).