

Tamworth Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 12,366 patients

Emergency presentations:² 11,874 patients

Same period last year	Change since one year ago
10,881	13.6%
10,303	15.2%

Tamworth Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 917 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,888 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 110 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,315 patients

Median time to start treatment⁴ 49 minutes
 90th percentile time to start treatment⁵ 166 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,710 patients

Median time to start treatment⁴ 62 minutes
 90th percentile time to start treatment⁵ 176 minutes

Same period last year	NSW (this period)
862	
8 minutes	9 minutes
23 minutes	29 minutes
2,715	
22 minutes	23 minutes
73 minutes	83 minutes
4,901	
38 minutes	30 minutes
102 minutes	121 minutes
1,772	
41 minutes	26 minutes
107 minutes	118 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 12,365 patients

Percentage of patients who spent four hours or less in the ED 66.3%

Same period last year	Change since one year ago
10,880	13.6%
76.6%	

* 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.

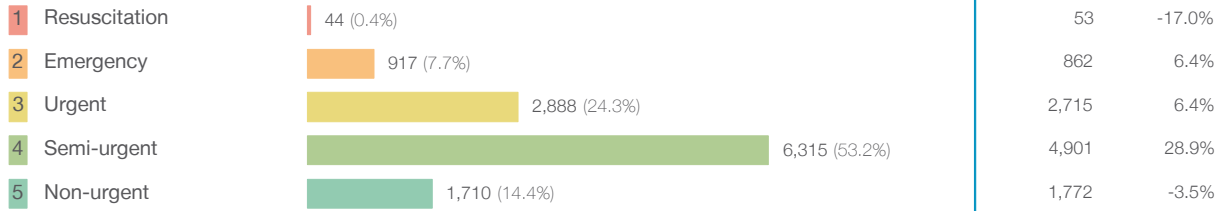
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

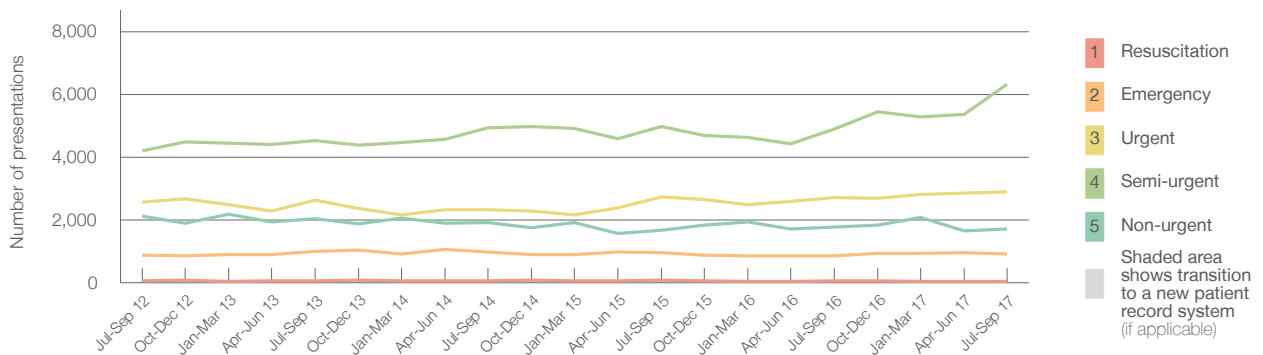
Tamworth Base Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 12,366 patients

Emergency presentations² by triage category: 11,874 patients



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	68	66	67	78	53	44
Emergency	867	987	973	963	862	917
Urgent	2,564	2,626	2,331	2,740	2,715	2,888
Semi-urgent	4,194	4,531	4,929	4,974	4,901	6,315
Non-urgent	2,111	2,034	1,918	1,671	1,772	1,710
All emergency presentations	9,804	10,244	10,218	10,426	10,303	11,874

Tamworth Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,886 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.

Tamworth Base 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: 917

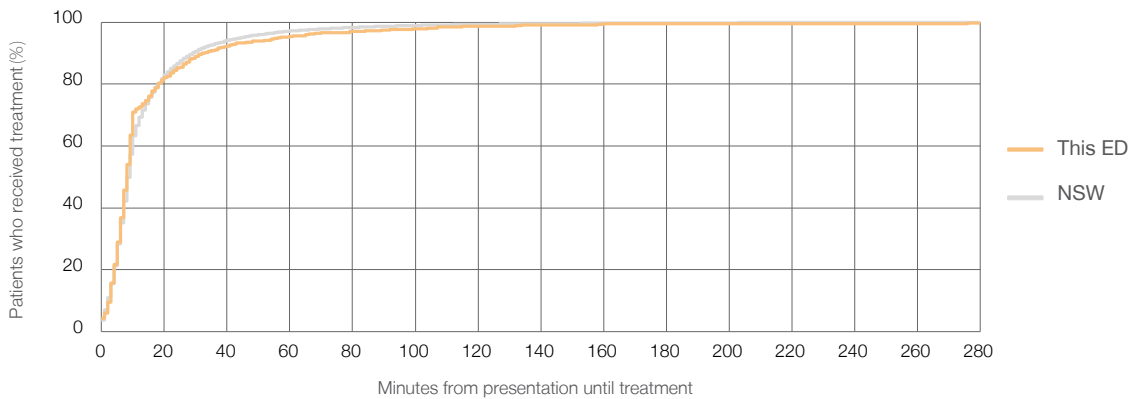
Number of triage 2 patients used to calculate waiting time:³ 912

Median time to start treatment⁴ 8 minutes

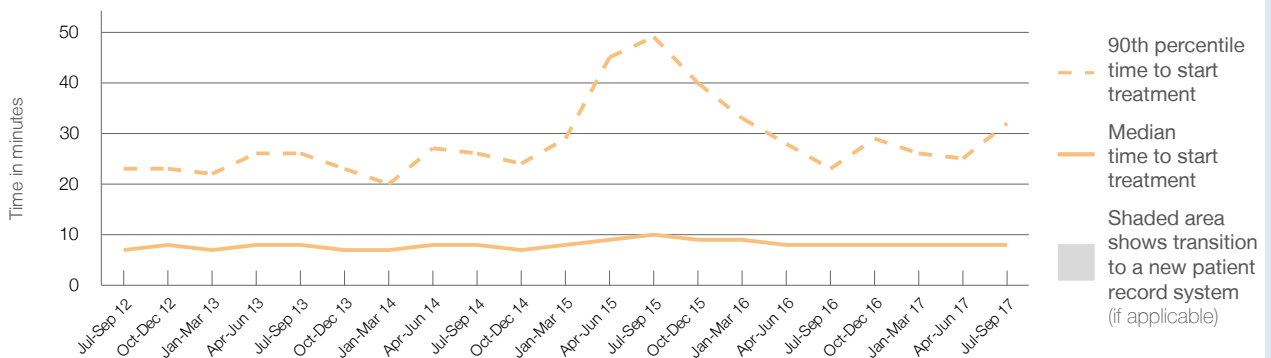
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
862	859
8 minutes	9 minutes
23 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)	7	8	8	10	8	8
90th percentile time to start treatment ⁵ (minutes)	23	26	26	49	23	32

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Tamworth Base 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: 2,888

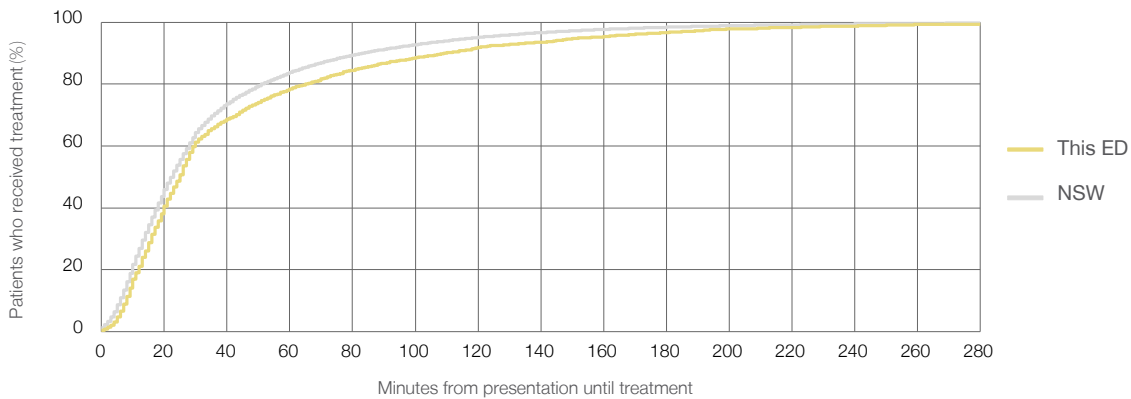
Number of triage 3 patients used to calculate waiting time:³ 2,804

Median time to start treatment⁴ 25 minutes

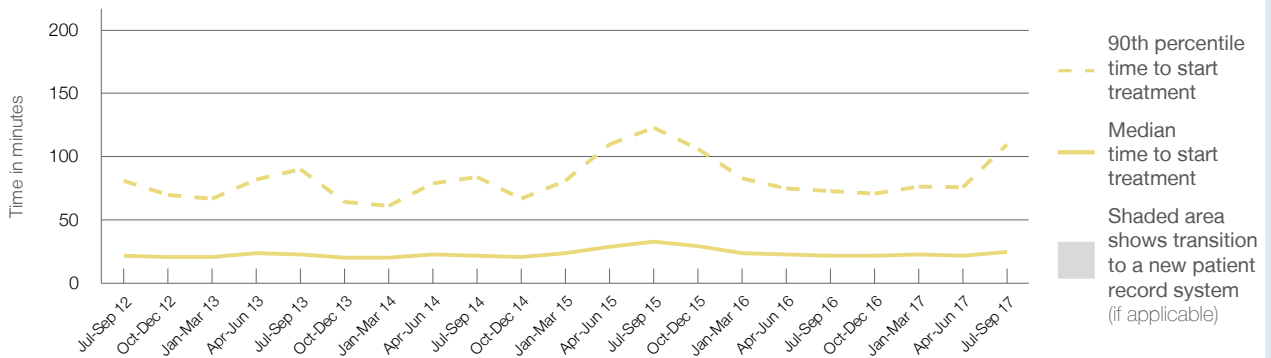
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,715	
2,677	
22 minutes	23 minutes
73 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)	22	23	22	33	22	25
90th percentile time to start treatment ⁵ (minutes)	81	90	84	123	73	110

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Tamworth Base 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: 6,315

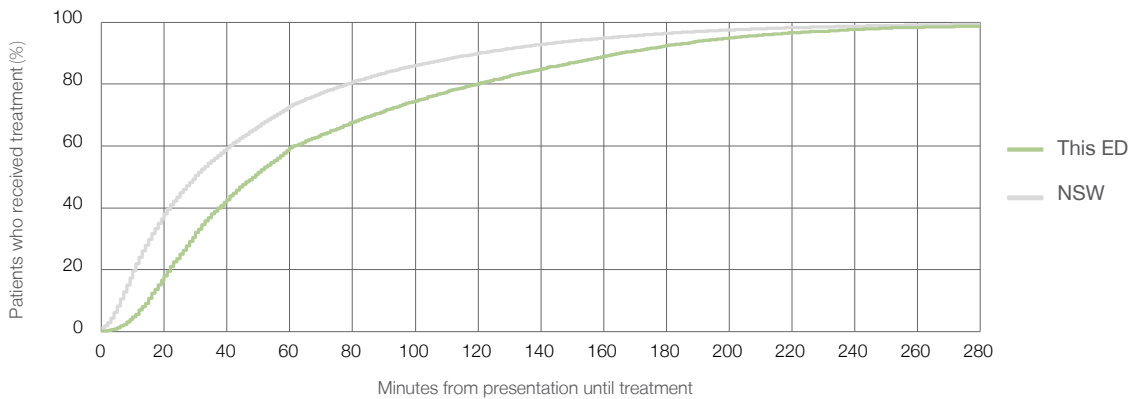
Number of triage 4 patients used to calculate waiting time:³ 5,839

Median time to start treatment⁴ 49 minutes

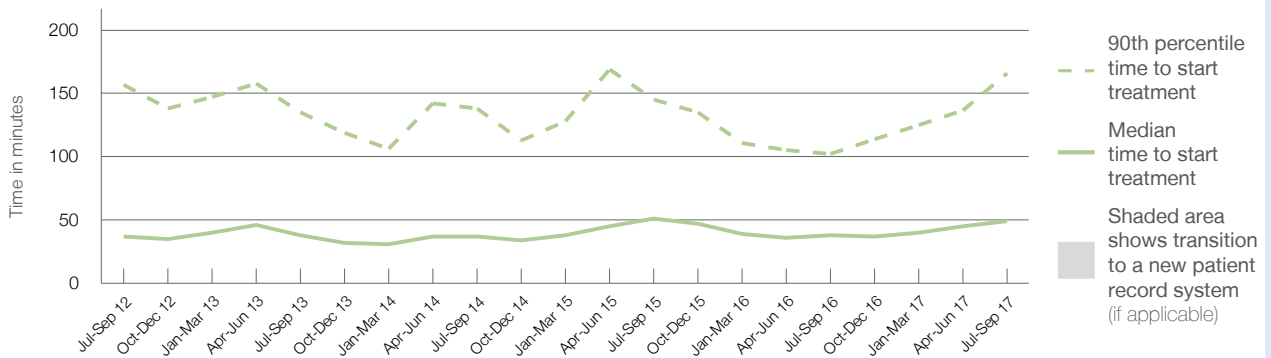
90th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
4,901	4,727
38 minutes	30 minutes
102 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)	37	38	37	51	38	49
90th percentile time to start treatment ⁵ (minutes)	157	135	138	145	102	166

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Tamworth Base 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: 1,710

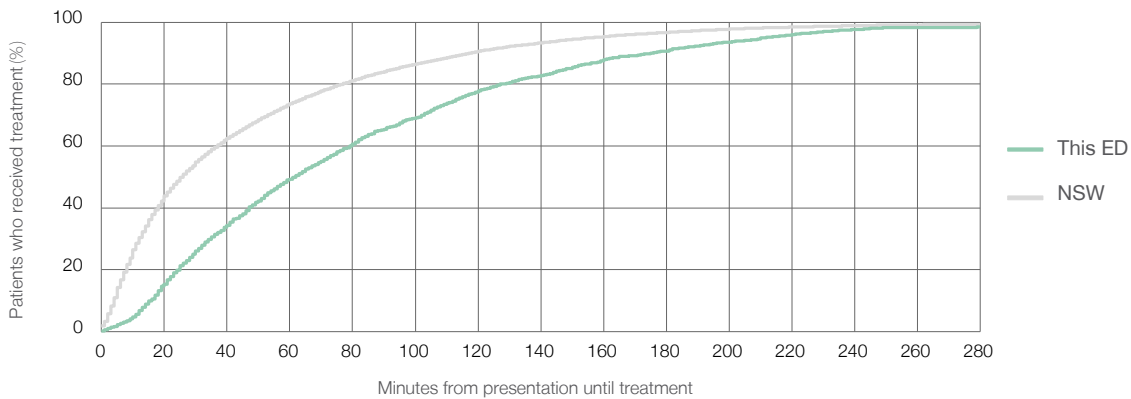
Number of triage 5 patients used to calculate waiting time:³ 1,529

Median time to start treatment⁴ 62 minutes

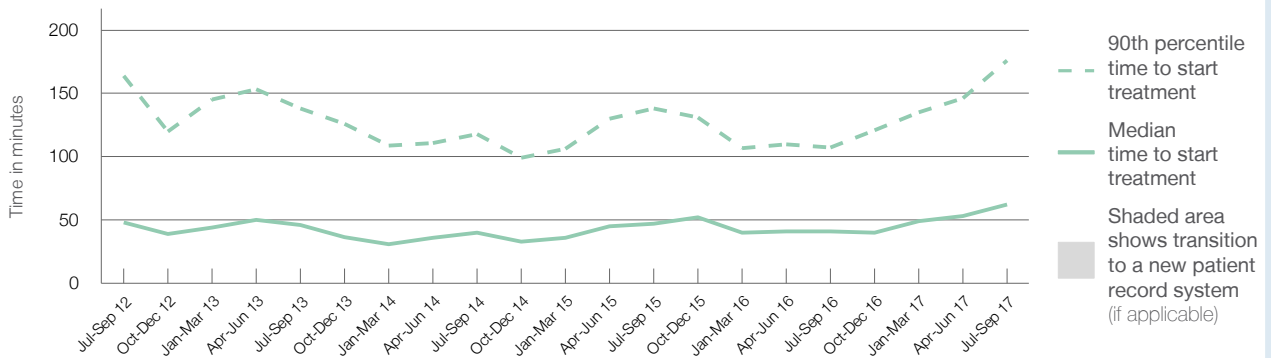
90th percentile time to start treatment⁵ 176 minutes

Same period last year	NSW (this period)
1,772	1,683
41 minutes	26 minutes
107 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)	48	46	40	47	41	62
90th percentile time to start treatment ⁵ (minutes)	164	138	118	138	107	176

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Tamworth Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 12,366 patients

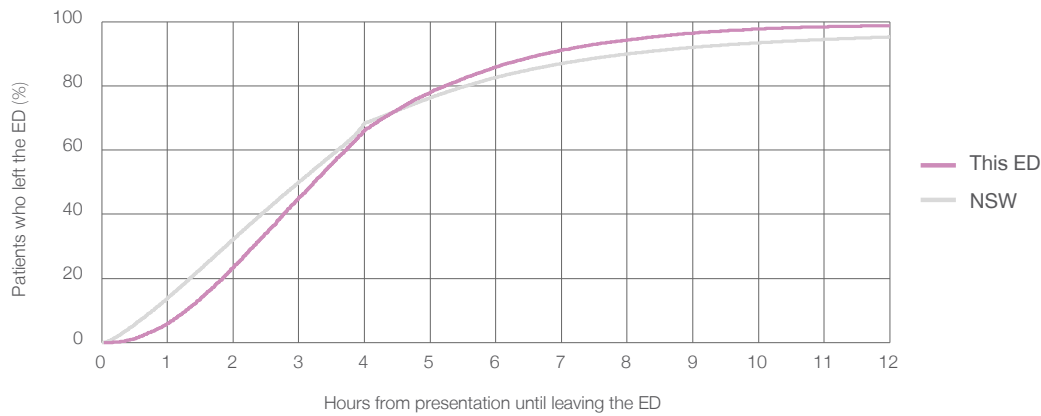
Presentations used to calculate time to leaving the ED:⁶ 12,365 patients

Median time spent in the ED⁸ 3 hours and 14 minutes

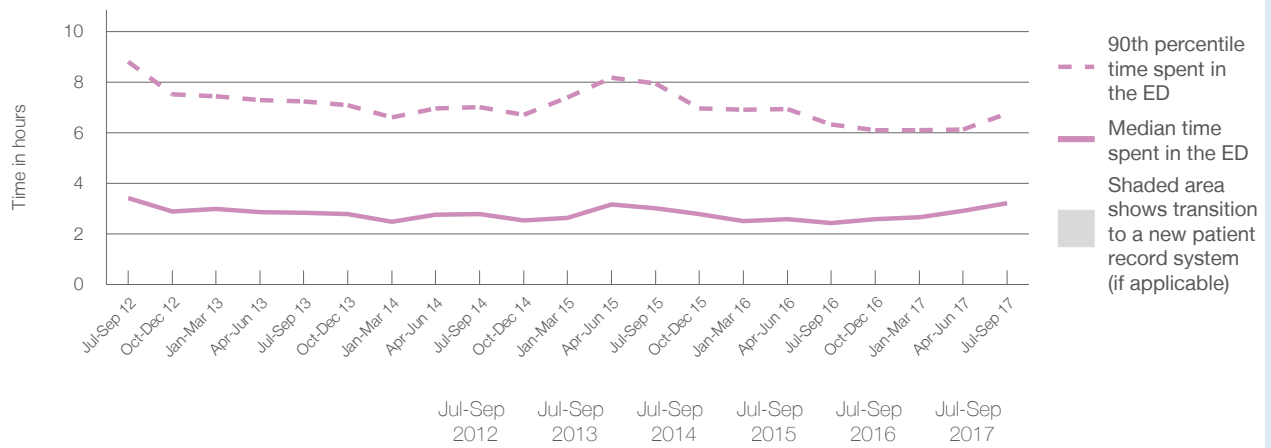
90th percentile time spent in the ED⁹ 6 hours and 45 minutes

Same period last year	NSW (this period)
10,881	10,880
2 hours and 26 minutes	3 hours and 0 minutes
6 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^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 26m	2h 51m	2h 48m	3h 1m	2h 26m	3h 14m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 48m	7h 15m	7h 1m	7h 57m	6h 20m	6h 45m

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Tamworth Base Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

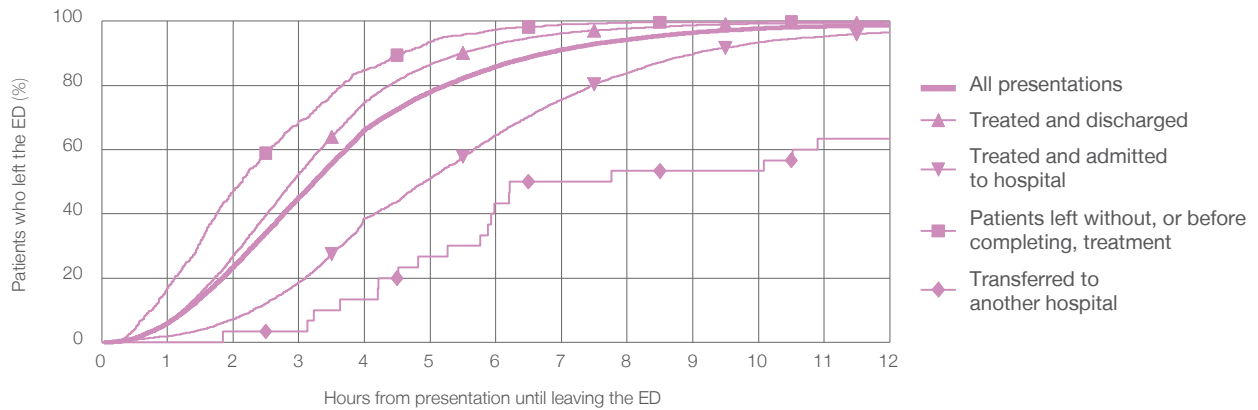
All presentations:¹ 12,366 patients

Presentations used to calculate time to leaving the ED:⁶ 12,365 patients

Treated and discharged	8,351 (67.5%)
Treated and admitted to hospital	3,102 (25.1%)
Patient left without, or before completing, treatment	731 (5.9%)
Transferred to another hospital	30 (0.2%)
Other	152 (1.2%)

Same period last year	Change since one year ago
10,880	13.6%
7,791	7.2%
2,705	14.7%
288	153.8%
35	-14.3%
62	145.2%

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	6.2%	27.0%	52.5%	74.7%	92.8%	97.7%	99.3%	99.6%
Treated and admitted to hospital	1.8%	7.2%	18.7%	38.6%	64.5%	83.8%	93.4%	96.6%
Patient left without, or before completing, treatment	16.8%	47.3%	68.9%	84.8%	97.4%	99.6%	99.7%	99.9%
Transferred to another hospital	0%	3.3%	3.3%	13.3%	43.3%	53.3%	53.3%	63.3%
All presentations	6.0%	23.6%	45.2%	66.3%	85.9%	94.2%	97.7%	98.8%

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Tamworth Base 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 12,366 patients

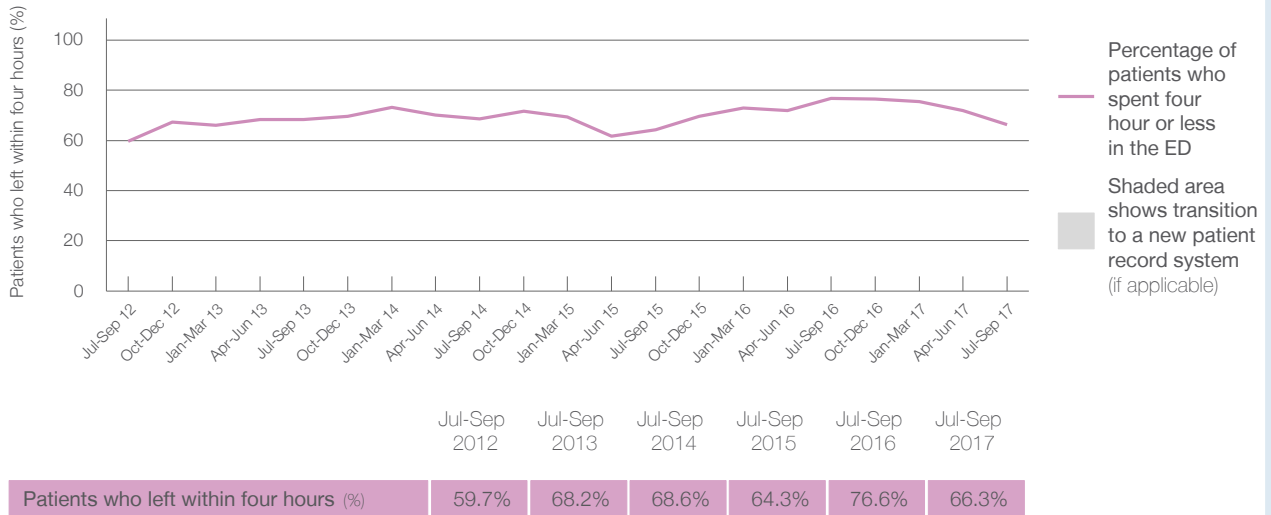
Presentations used to calculate time to leaving the ED:⁶ 12,365 patients

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	10,881	13.6%
Presentations used to calculate time to leaving the ED	10,880	13.6%
Percentage of patients who spent four hours or less in the ED	76.6%	

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
	59.7%	68.2%	68.6%	64.3%	76.6%	66.3%

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