

Cooma Health Service: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,039 patients
Emergency presentations:² 2,785 patients

Same period last year	Change since one year ago
2,944	3.2%
2,759	0.9%

Cooma Health Service: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 349 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 833 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,138 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 450 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
299	
8 minutes	9 minutes
27 minutes	29 minutes
786	
19 minutes	23 minutes
66 minutes	83 minutes
1,241	
29 minutes	30 minutes
104 minutes	121 minutes
418	
28 minutes	26 minutes
123 minutes	118 minutes

Cooma Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,039 patients

Percentage of patients who spent four hours or less in the ED 85.8%

Same period last year	Change since one year ago
2,943	3.3%
85.0%	

* 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.

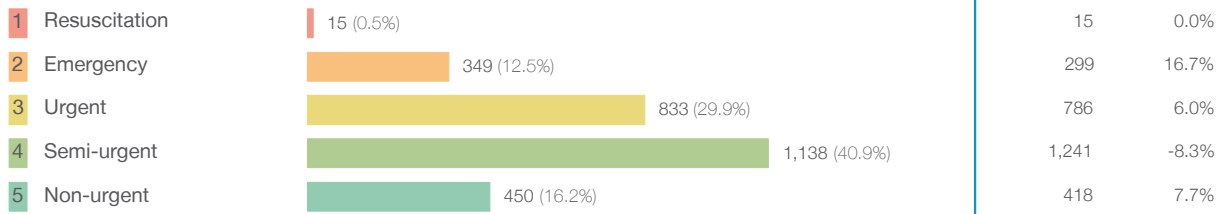
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

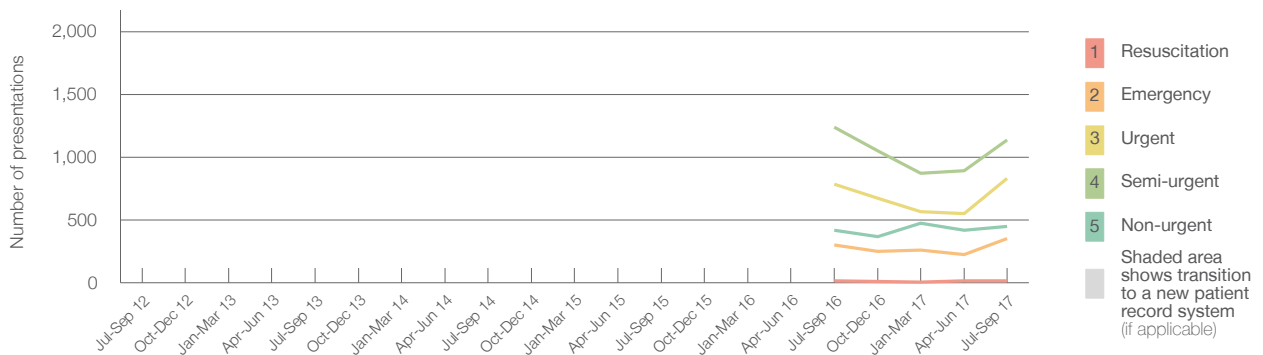
Cooma Health Service: Patients presenting to the emergency department July to September 2017

All presentations:¹ 3,039 patients

Emergency presentations² by triage category: 2,785 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					15	15
Emergency					299	349
Urgent					786	833
Semi-urgent					1,241	1,138
Non-urgent					418	450
All emergency presentations					2,759	2,785

Cooma Health Service: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 530 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.

Cooma Health Service: 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: 349

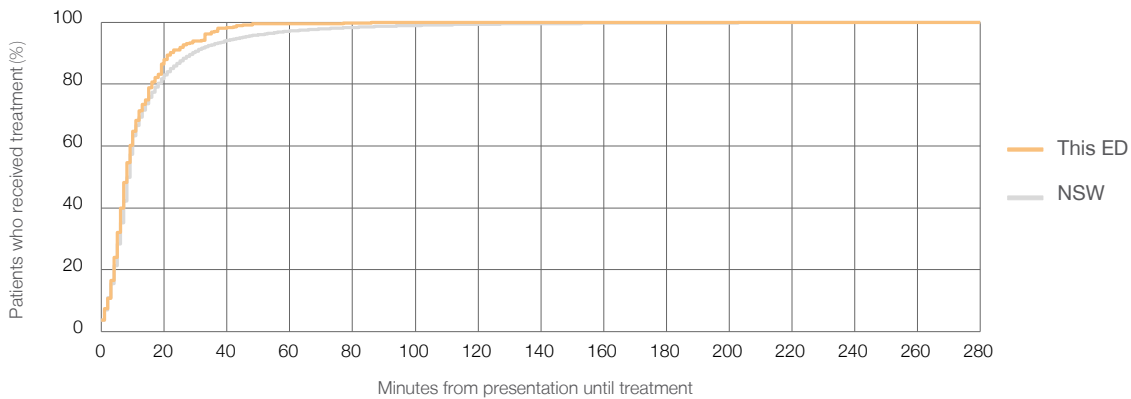
Number of triage 2 patients used to calculate waiting time:³ 346

Median time to start treatment⁴ 8 minutes

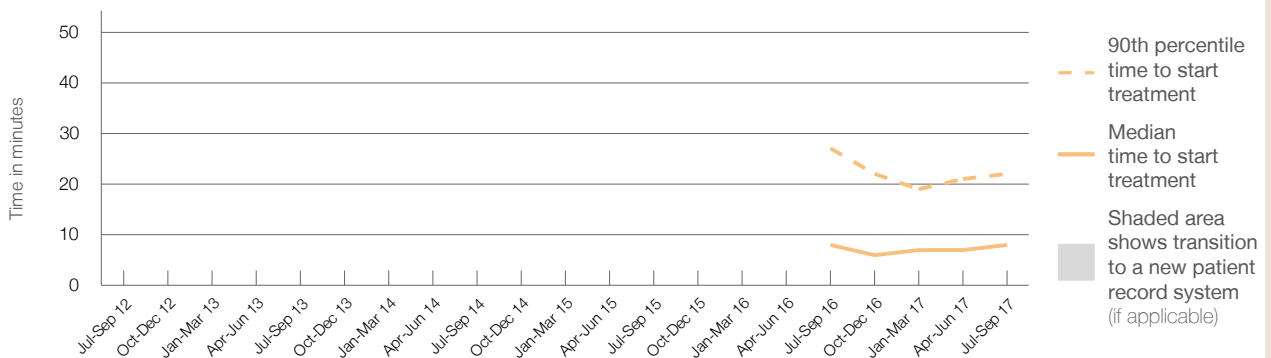
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
299	297
8 minutes	9 minutes
27 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	8
90th percentile time to start treatment ⁵ (minutes)					27	22

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Cooma Health Service: 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: 833

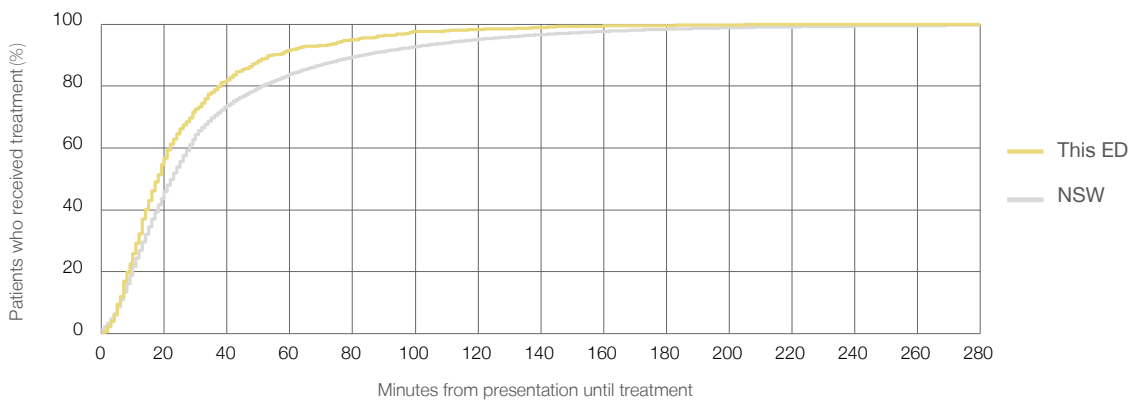
Number of triage 3 patients used to calculate waiting time:³ 821

Median time to start treatment⁴ 18 minutes

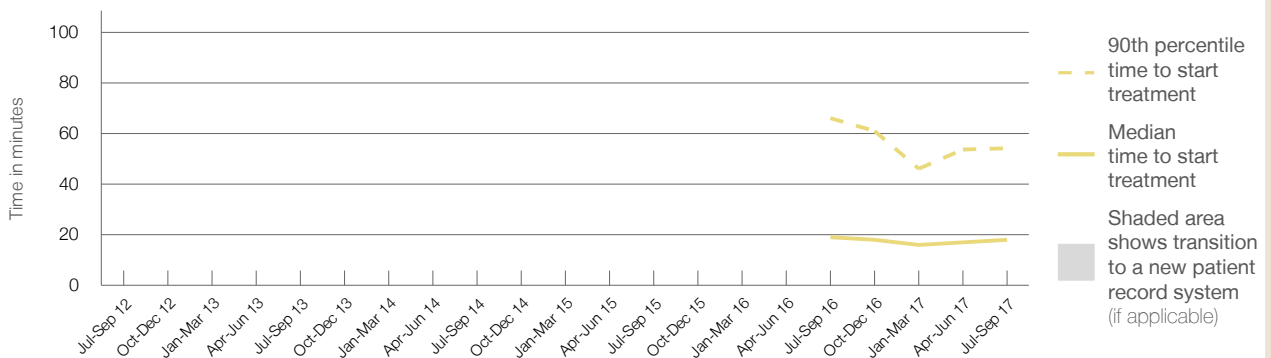
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
786	
776	
19 minutes	23 minutes
66 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	18
90th percentile time to start treatment ⁵ (minutes)					66	54

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Cooma Health Service: 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: 1,138

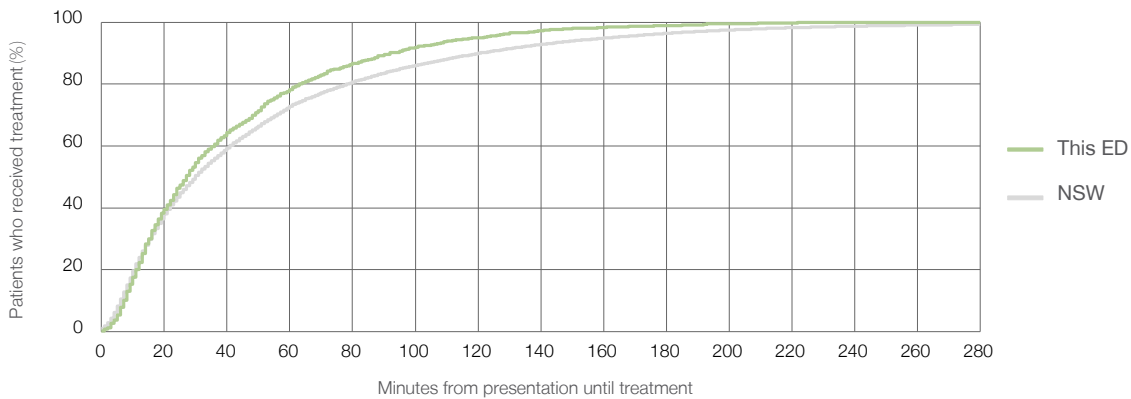
Number of triage 4 patients used to calculate waiting time:³ 1,070

Median time to start treatment⁴ 27 minutes

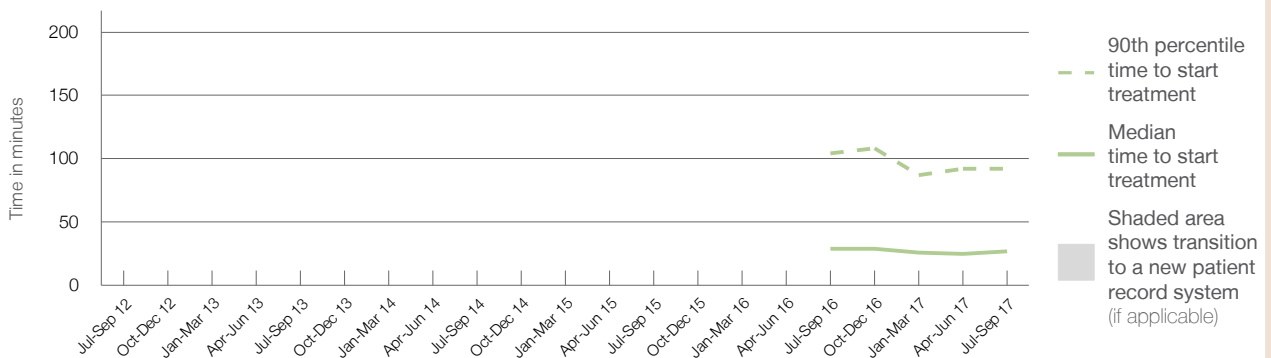
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
1,241	1,165
29 minutes	30 minutes
104 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)					29	27
90th percentile time to start treatment ⁵ (minutes)					104	92

(†) 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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Cooma Health Service: 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: 450

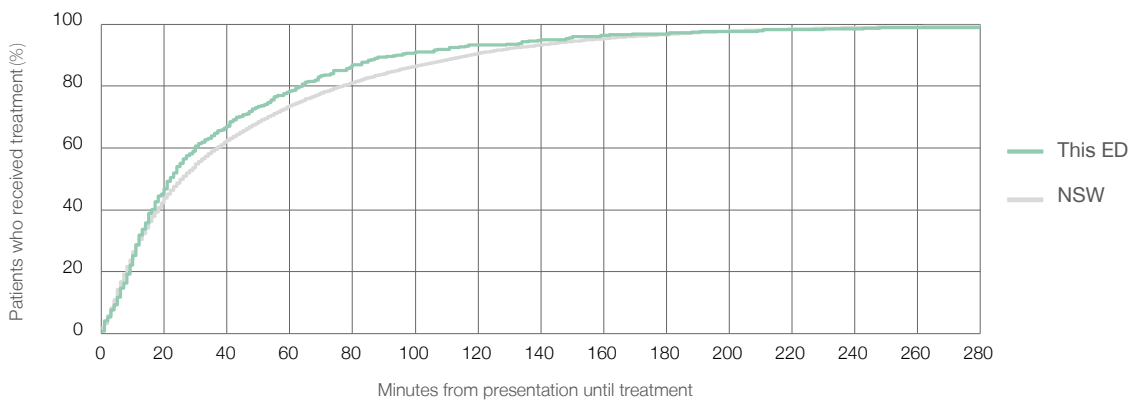
Number of triage 5 patients used to calculate waiting time:³ 383

Median time to start treatment⁴ 22 minutes

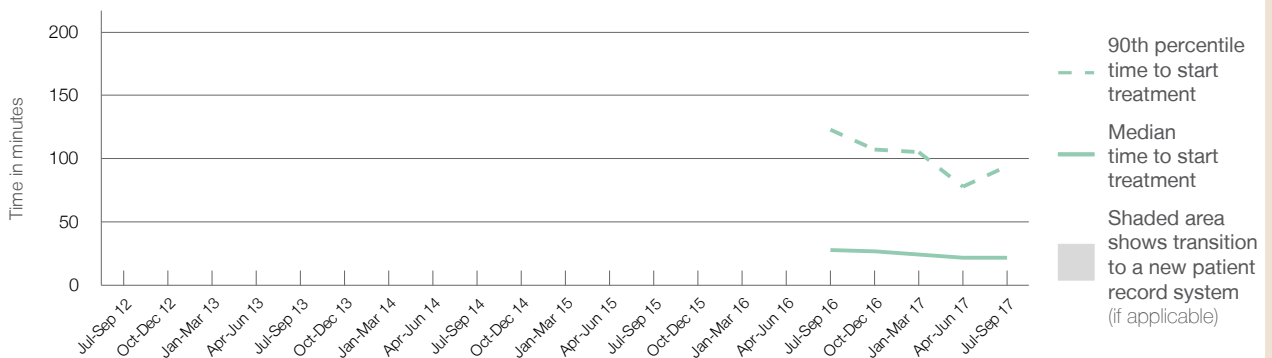
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
418	
370	
28 minutes	26 minutes
123 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)					28	22
90th percentile time to start treatment ⁵ (minutes)					123	94

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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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Cooma Health Service: Time patients spent in the ED

July to September 2017

All presentations:¹ 3,039 patients

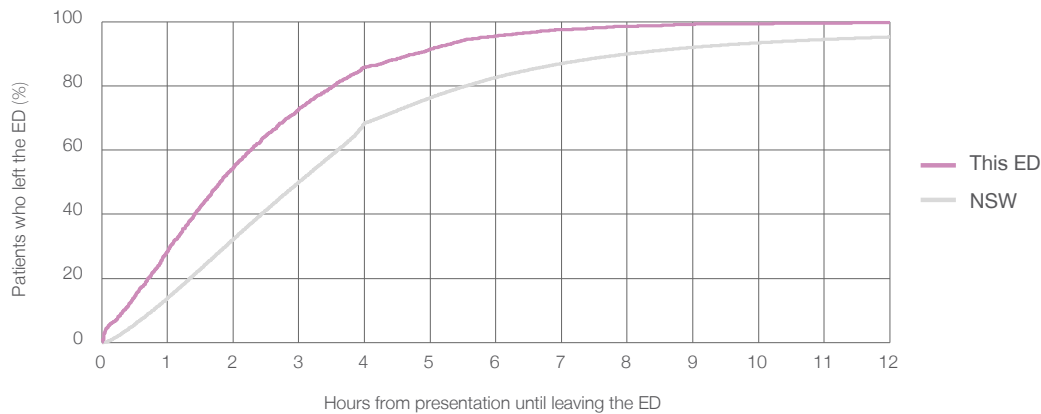
Presentations used to calculate time to leaving the ED:⁶ 3,039 patients

Median time spent in the ED⁸ 1 hours and 49 minutes

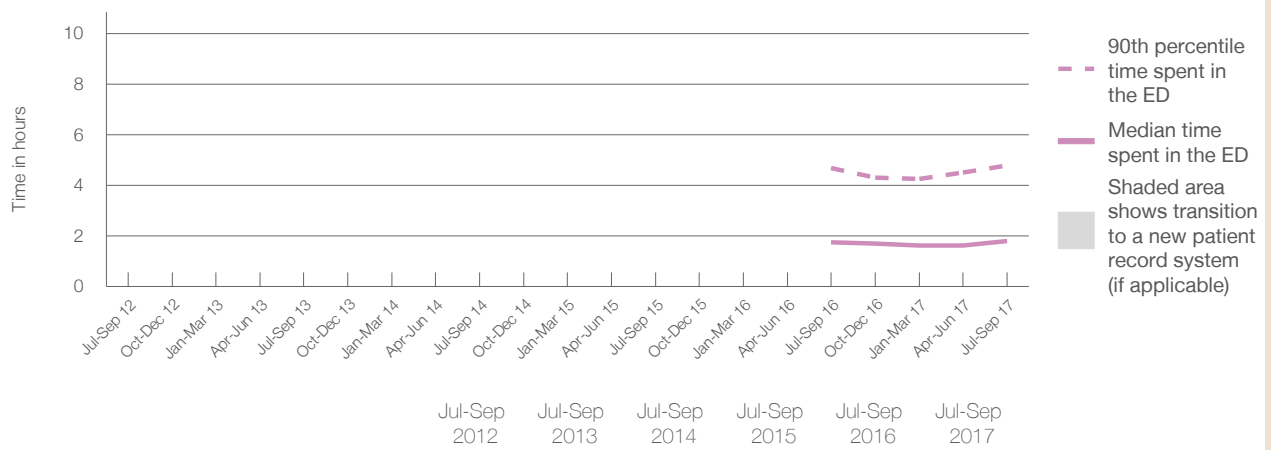
90th percentile time spent in the ED⁹ 4 hours and 47 minutes

Same period last year	NSW (this period)
2,944	
2,943	
1 hours and 46 minutes	3 hours and 0 minutes
4 hours and 42 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)					1h 46m	1h 49m
90th percentile time to leaving the ED ⁹ (hours, minutes)					4h 42m	4h 47m

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Cooma Health Service: Time patients spent in the ED
By mode of separation
July to September 2017

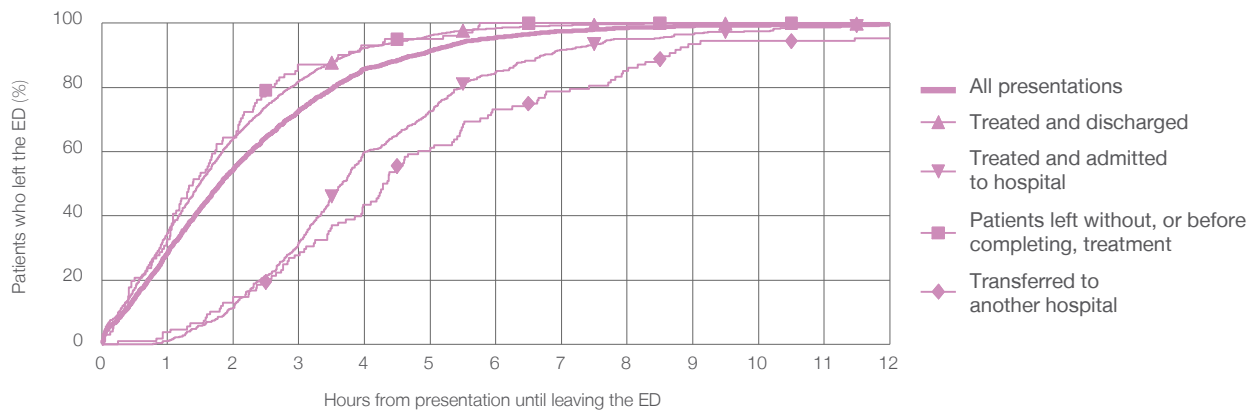
All presentations:¹ 3,039 patients

Presentations used to calculate time to leaving the ED:⁶ 3,039 patients

Treated and discharged	2,372 (78.1%)
Treated and admitted to hospital	449 (14.8%)
Patient left without, or before completing, treatment	101 (3.3%)
Transferred to another hospital	108 (3.6%)
Other	9 (0.3%)

Same period last year	Change since one year ago
2,943	3.3%
2,306	2.9%
402	11.7%
111	-9.0%
115	-6.1%
10	-10.0%

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	34.6%	64.2%	82.0%	92.3%	98.4%	99.8%	99.9%	100%
Treated and admitted to hospital	0.9%	11.4%	31.6%	59.9%	84.9%	95.1%	97.6%	99.6%
Patient left without, or before completing, treatment	32.7%	64.4%	87.1%	93.1%	100%	100%	100%	100%
Transferred to another hospital	3.7%	14.8%	27.8%	43.5%	73.1%	85.2%	94.4%	95.4%
All presentations	28.5%	54.6%	72.8%	85.8%	95.6%	98.6%	99.4%	99.7%

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

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Cooma Health Service: 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 3,039 patients

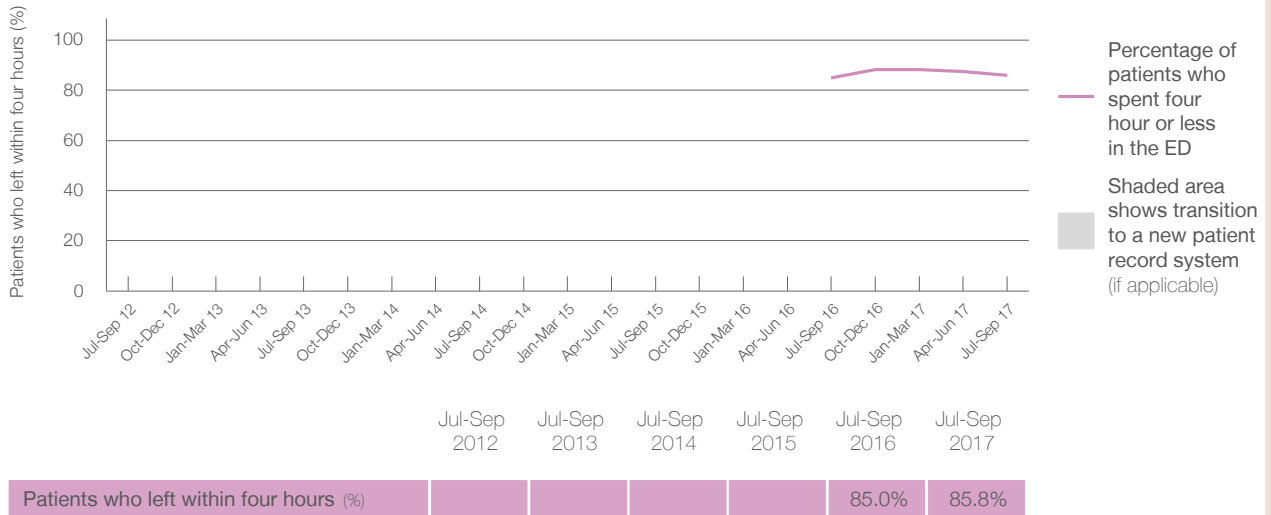
Presentations used to calculate time to leaving the ED:⁶ 3,039 patients

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	2,944	3.2%
Presentations used to calculate time to leaving the ED: ⁶	2,943	3.3%
Percentage of patients who spent four hours or less in the ED	85.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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).