

Healthcare Quarterly

Emergency department

Mid North Coast Local Health District
Performance Profiles

July to September 2018

Coffs Harbour Health Campus: Emergency department (ED) overview

July to September 2018

All presentations:¹ 9,945 patients
Emergency presentations:² 9,332 patients

Same period last year	Change since one year ago
10,514	-5%
10,208	-9%

Coffs Harbour Health Campus: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,037 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,303 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,777 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,160 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
1,123	
6 minutes	8 minutes
10 minutes	28 minutes
3,416	
17 minutes	21 minutes
75 minutes	72 minutes
4,135	
32 minutes	26 minutes
147 minutes	105 minutes
1,470	
32 minutes	22 minutes
140 minutes	103 minutes

Coffs Harbour Health Campus: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 9,944 patients

Percentage of patients who spent four hours or less in the ED 72%

Same period last year	Change since one year ago
10,513	-5%
69%	

* 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, January to March 2018*.
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.

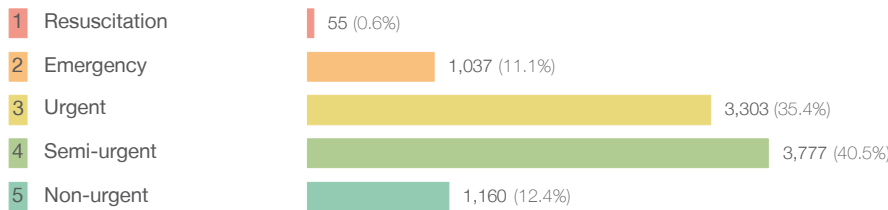
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Coffs Harbour Health Campus: Patients presenting to the emergency department

July to September 2018

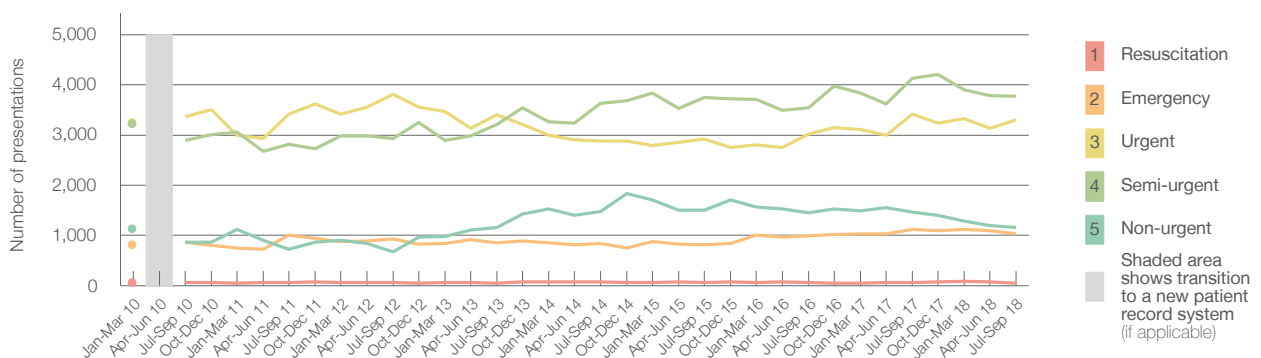
All presentations:¹ 9,945 patients

Emergency presentations² by triage category: 9,332 patients



Same period last year	Change since one year ago
10,514	-5%
10,208	-9%
64	-14.1%
1,123	-7.7%
3,416	-3.3%
4,135	-8.7%
1,470	-21.1%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	64	63	61	51	69	57	63	64	55
Emergency	862	1,010	935	850	843	813	999	1,123	1,037
Urgent	3,364	3,419	3,810	3,398	2,879	2,915	3,019	3,416	3,303
Semi-urgent	2,887	2,818	2,928	3,211	3,629	3,753	3,537	4,135	3,777
Non-urgent	861	726	675	1,164	1,473	1,505	1,457	1,470	1,160
All emergency presentations	8,038	8,036	8,409	8,674	8,893	9,043	9,075	10,208	9,332

Coffs Harbour Health Campus: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 2,359 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,523	
12 minutes	0 minutes
31 minutes	-4 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.

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,037

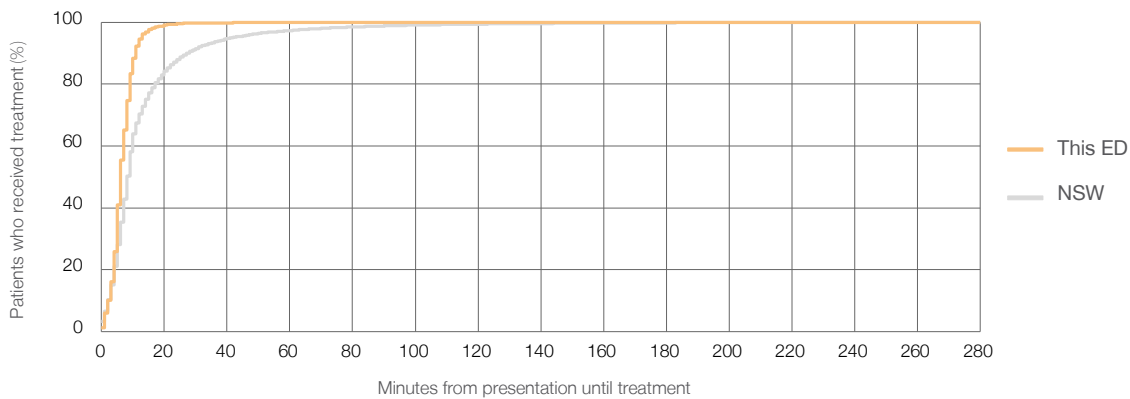
Number of triage 2 patients used to calculate waiting time:³ 1,034

Median time to start treatment⁴ 6 minutes

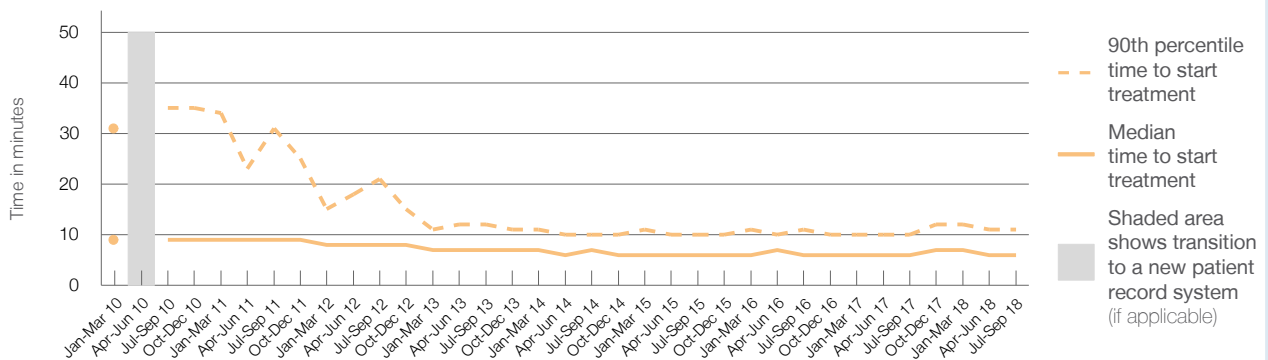
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
1,123	1,120
6 minutes	8 minutes
10 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	9	9	8	7	7	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	35	31	21	12	10	10	11	10	11

(†) 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.

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 3,303

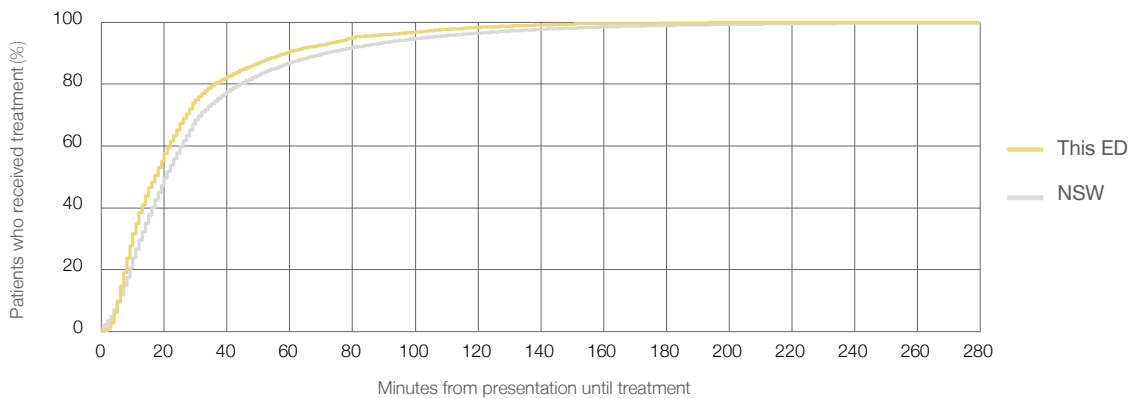
Number of triage 3 patients used to calculate waiting time:³ 3,236

Median time to start treatment⁴ 17 minutes

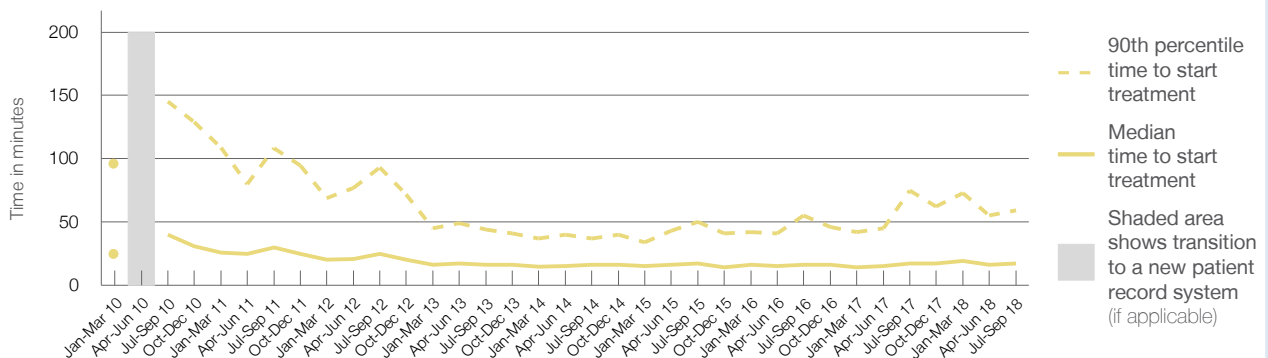
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
3,416	
3,318	
17 minutes	21 minutes
75 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	40	30	25	16	16	17	16	17	17
90th percentile time to start treatment ⁵ (minutes)	145	108	93	44	37	50	55	75	59

(†) 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.

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,777

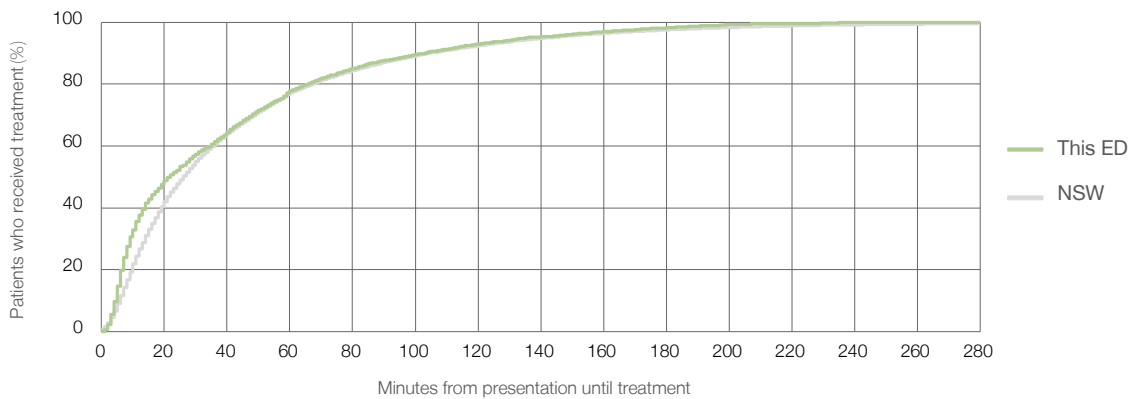
Number of triage 4 patients used to calculate waiting time:³ 3,543

Median time to start treatment⁴ 22 minutes

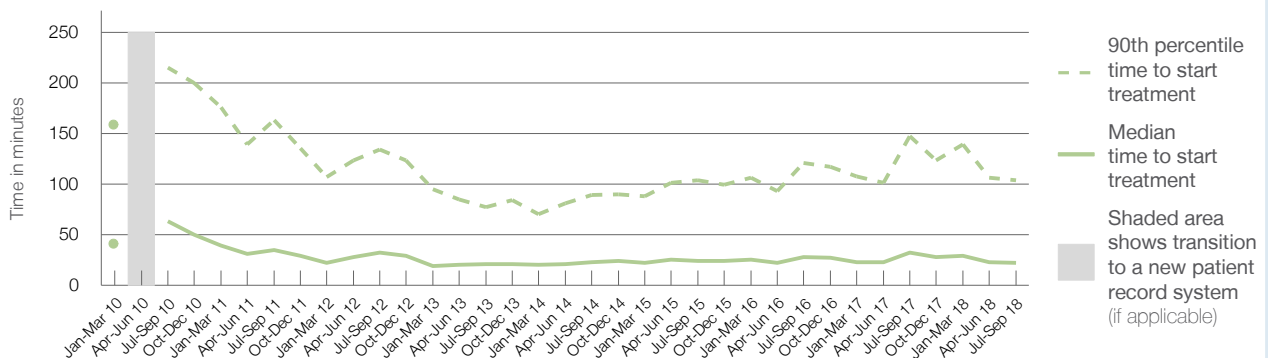
90th percentile time to start treatment⁵ 104 minutes

	Same period last year	NSW (this period)
Number of patients	4,135	3,570
Median time to start treatment	32 minutes	26 minutes
90th percentile time to start treatment	147 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	63	35	32	21	23	24	28	32	22
90th percentile time to start treatment ⁵ (minutes)	215	163	134	77	89	104	121	147	104

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Coffs Harbour Health Campus: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 1,160

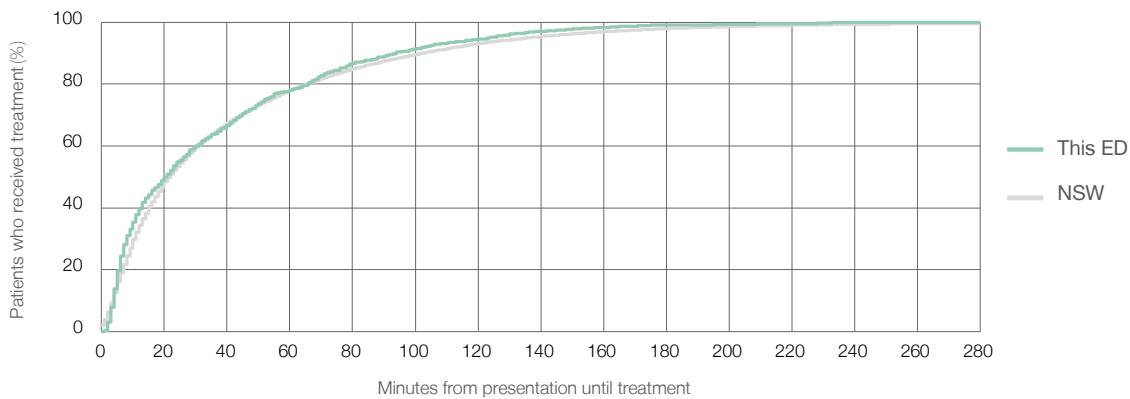
Number of triage 5 patients used to calculate waiting time:³ 1,084

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
1,470	1,296
32 minutes	22 minutes
140 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	57	40	32	19	22	22	35	32	21
90th percentile time to start treatment ⁵ (minutes)	218	142	130	82	95	108	122	140	94

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Coffs Harbour Health Campus: Time patients spent in the ED

July to September 2018

All presentations:¹ 9,945 patients

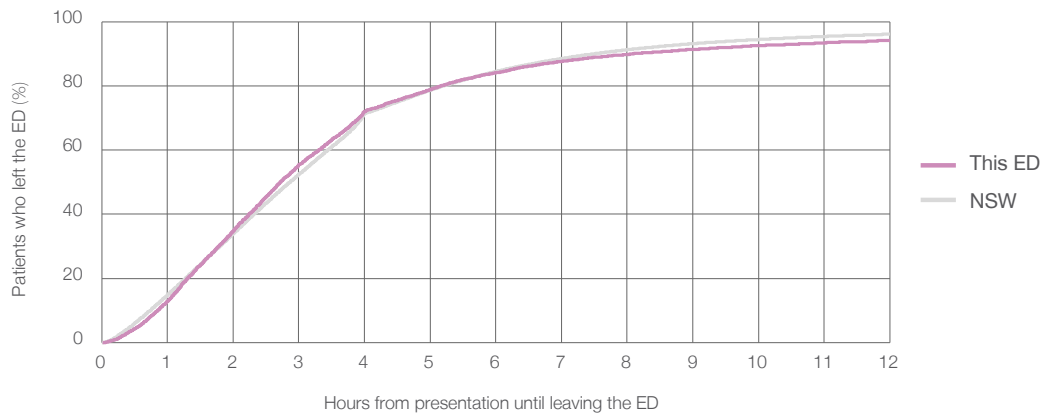
Presentations used to calculate time to leaving the ED:⁶ 9,944 patients

Median time spent in the ED⁸ 2 hours and 43 minutes

90th percentile time spent in the ED⁹ 8 hours and 5 minutes

Same period last year	NSW (this period)
10,514	10,513
3 hours and 5 minutes	2 hours and 52 minutes
7 hours and 59 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 9m	4h 2m	3h 28m	2h 44m	2h 37m	2h 53m	3h 2m	3h 5m	2h 43m
90th percentile time spent in the ED ⁹ (hours, minutes)	14h 9m	18h 16m	13h 33m	7h 8m	8h 17m	7h 24m	7h 49m	7h 59m	8h 5m

(†) 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.

Coffs Harbour Health Campus: Time patients spent in the ED By mode of separation July to September 2018

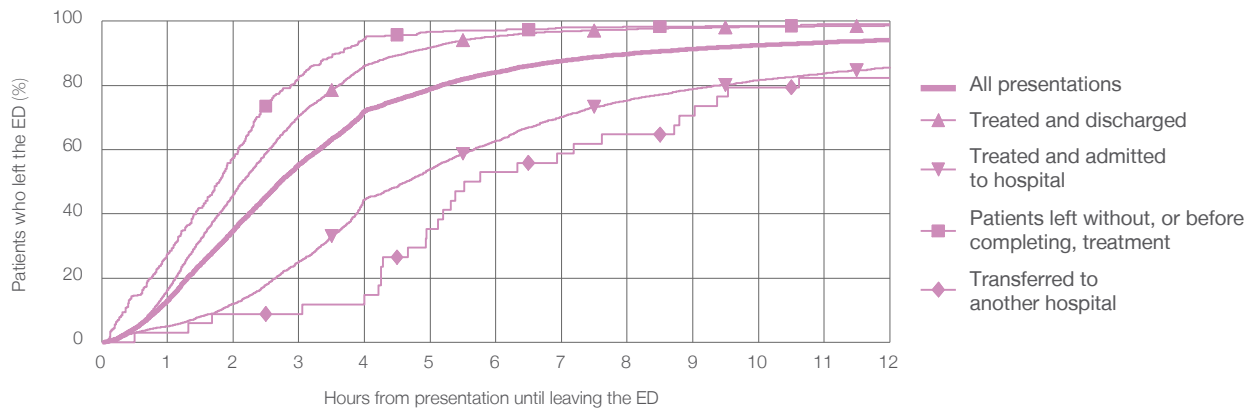
All presentations:¹ 9,945 patients

Presentations used to calculate time to leaving the ED:⁶ 9,944 patients

Treated and discharged	6,052 (60.9%)
Treated and admitted to hospital	3,406 (34.2%)
Patient left without, or before completing, treatment	427 (4.3%)
Transferred to another hospital	34 (0.3%)
Other	26 (0.3%)

Same period last year	Change since one year ago
10,513	-5%
6,023	0.5%
3,576	-4.8%
858	-50.2%
35	-2.9%
22	18.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	16.3%	46.0%	70.6%	86.1%	95.3%	97.5%	98.3%	98.7%
Treated and admitted to hospital	4.9%	12.0%	25.0%	44.5%	62.8%	75.3%	81.7%	85.7%
Patient left without, or before completing, treatment	27.4%	57.4%	82.7%	94.6%	97.2%	98.4%	98.6%	99.1%
Transferred to another hospital	2.9%	8.8%	8.8%	14.7%	52.9%	64.7%	79.4%	82.4%
All presentations	13.0%	34.8%	55.3%	72.0%	84.1%	89.8%	92.6%	94.2%

(†) 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.

Coffs Harbour Health Campus: Time spent in the ED

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

July to September 2018

All presentations at the emergency department: ¹ 9,945 patients

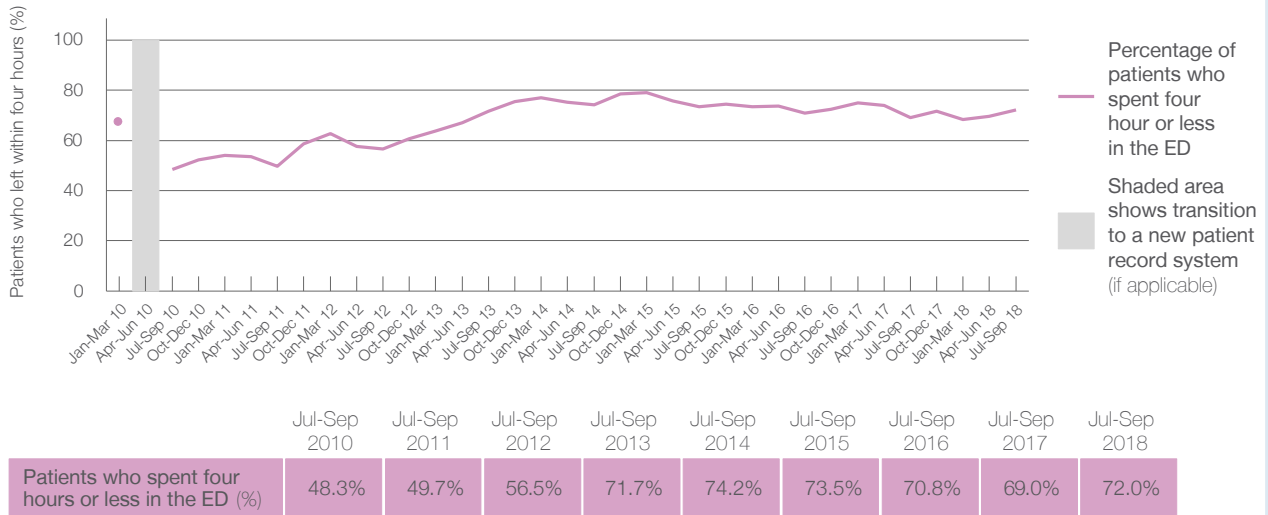
Presentations used to calculate time to leaving the ED: ⁶ 9,944 patients

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	10,514	-5%
Presentations used to calculate time to leaving the ED	10,513	-5%
Percentage of patients who spent four hours or less in the ED	69.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Kempsey District Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 7,056 patients
Emergency presentations:² 6,767 patients

Same period last year	Change since one year ago
7,565	-7%
7,321	-8%

Kempsey District Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 850 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,474 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,977 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 100 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 449 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
879	
13 minutes	8 minutes
32 minutes	28 minutes
2,556	
26 minutes	21 minutes
75 minutes	72 minutes
3,391	
34 minutes	26 minutes
122 minutes	105 minutes
460	
29 minutes	22 minutes
105 minutes	103 minutes

Kempsey District Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 7,056 patients

Percentage of patients who spent four hours or less in the ED 83%

Same period last year	Change since one year ago
7,565	-7%
82%	

* 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, January to March 2018*.
- 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.

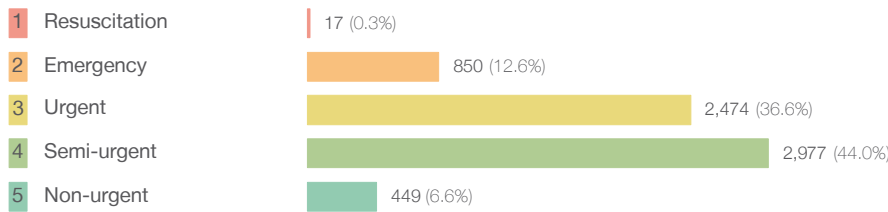
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Kempsey District Hospital: Patients presenting to the emergency department July to September 2018

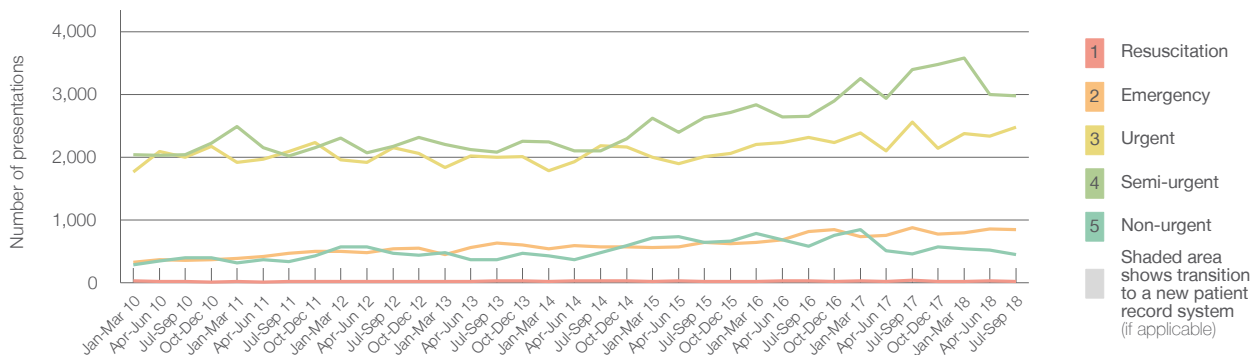
All presentations:¹ 7,056 patients

Emergency presentations² by triage category: 6,767 patients



Same period last year	Change since one year ago
7,565	-7%
7,321	-8%
35	-51.4%
879	-3.3%
2,556	-3.2%
3,391	-12.2%
460	-2.4%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	21	21	22	32	34	22	25	35	17
Emergency	357	469	540	631	566	646	813	879	850
Urgent	1,999	2,092	2,153	1,999	2,180	2,011	2,317	2,556	2,474
Semi-urgent	2,041	2,022	2,169	2,076	2,098	2,631	2,649	3,391	2,977
Non-urgent	395	337	471	363	474	642	584	460	449
All emergency presentations	4,813	4,941	5,355	5,101	5,352	5,952	6,388	7,321	6,767

Kempsey District Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 868 patients

ED Transfer of care time



Same period last year	Change since one year ago
893	
13 minutes	-2 minutes
28 minutes	-5 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.

Kempsey District Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 850

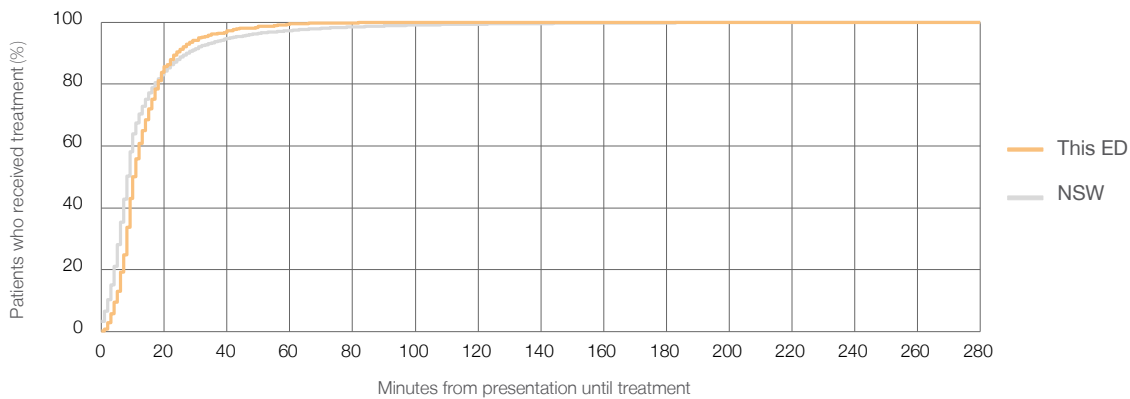
Number of triage 2 patients used to calculate waiting time:³ 849

Median time to start treatment⁴ 10 minutes

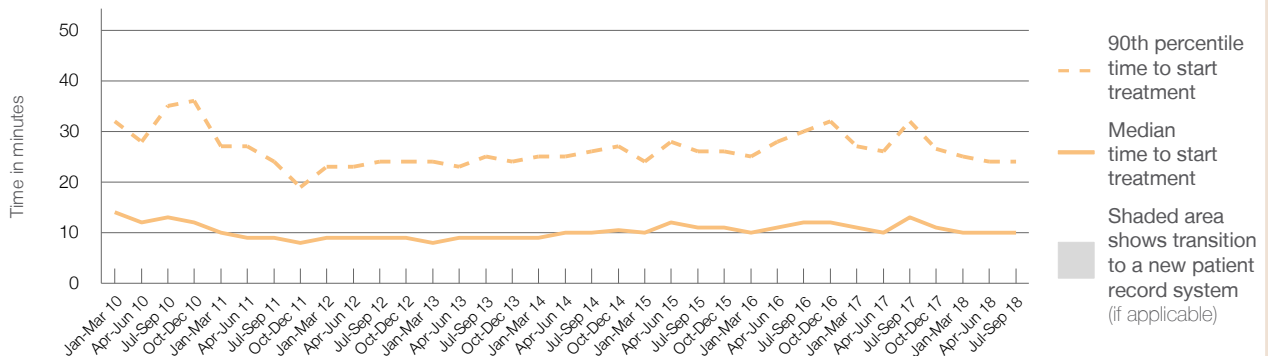
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
879	879
13 minutes	8 minutes
32 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	13	9	9	9	10	11	12	13	10
90th percentile time to start treatment ⁵ (minutes)	35	24	24	25	26	26	30	32	24

(†) 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.

Kempsey District Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,474

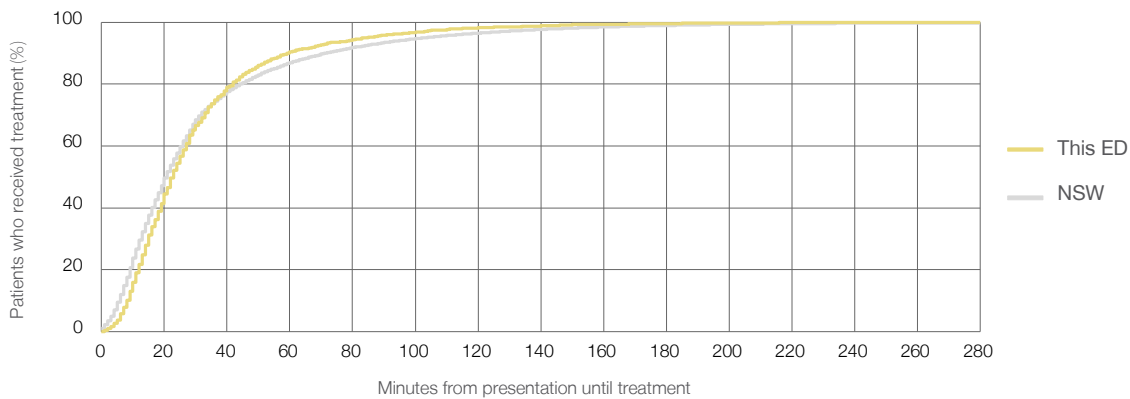
Number of triage 3 patients used to calculate waiting time:³ 2,445

Median time to start treatment⁴ 23 minutes

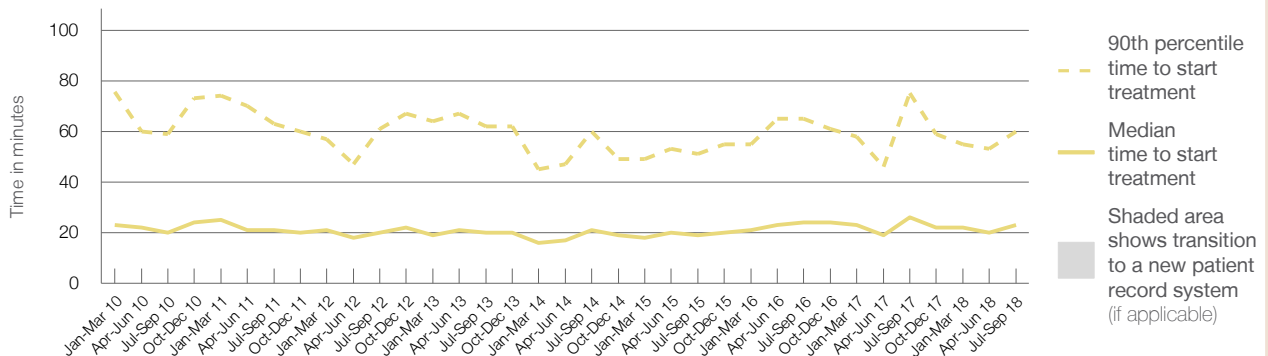
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
2,556	2,517
26 minutes	21 minutes
75 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	20	21	20	20	21	19	24	26	23
90th percentile time to start treatment ⁵ (minutes)	59	63	61	62	60	51	65	75	60

(†) 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.

Kempsey District Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,977

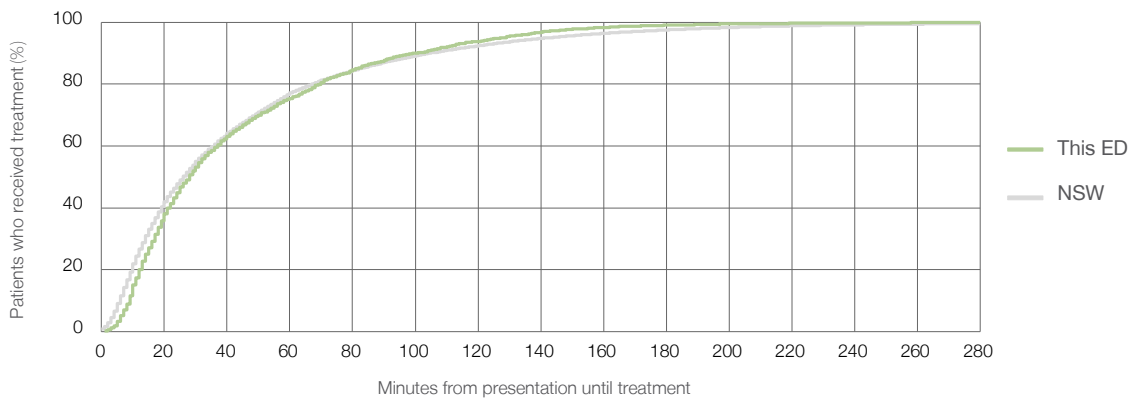
Number of triage 4 patients used to calculate waiting time:³ 2,876

Median time to start treatment⁴ 28 minutes

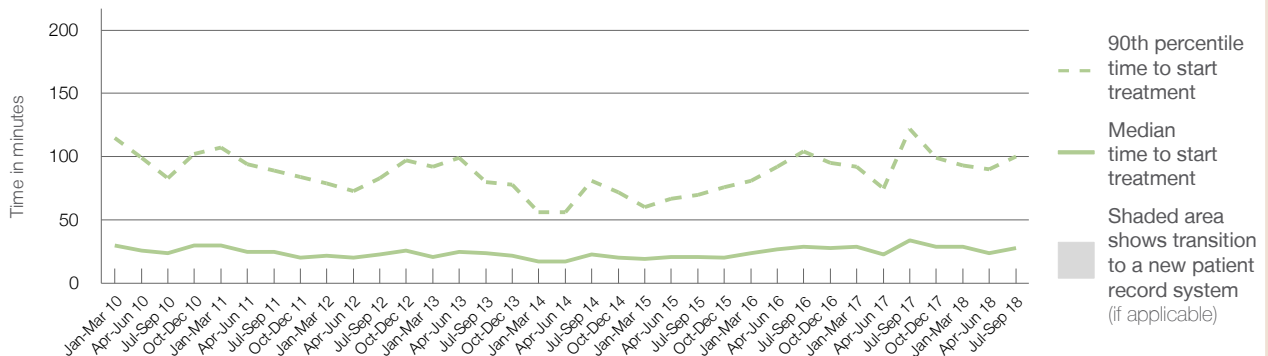
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
3,391	3,222
34 minutes	26 minutes
122 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	24	25	23	24	23	21	29	34	28
90th percentile time to start treatment ⁵ (minutes)	83	89	83	80	81	70	104	122	100

(†) 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.

Kempsey District Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 449

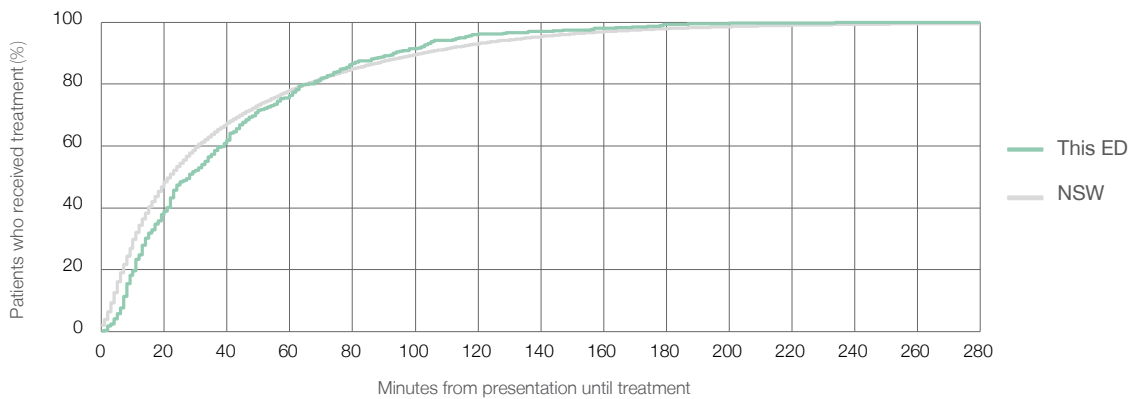
Number of triage 5 patients used to calculate waiting time:³ 393

Median time to start treatment⁴ 28 minutes

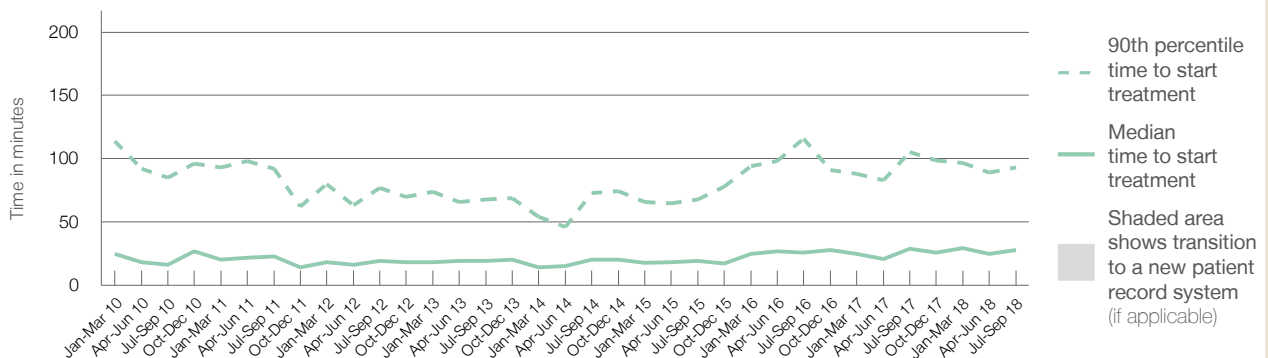
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
460	
368	
29 minutes	22 minutes
105 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	16	23	19	19	20	19	26	29	28
90th percentile time to start treatment ⁵ (minutes)	85	92	77	68	73	68	116	105	93

(†) 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.

Kempsey District Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 7,056 patients

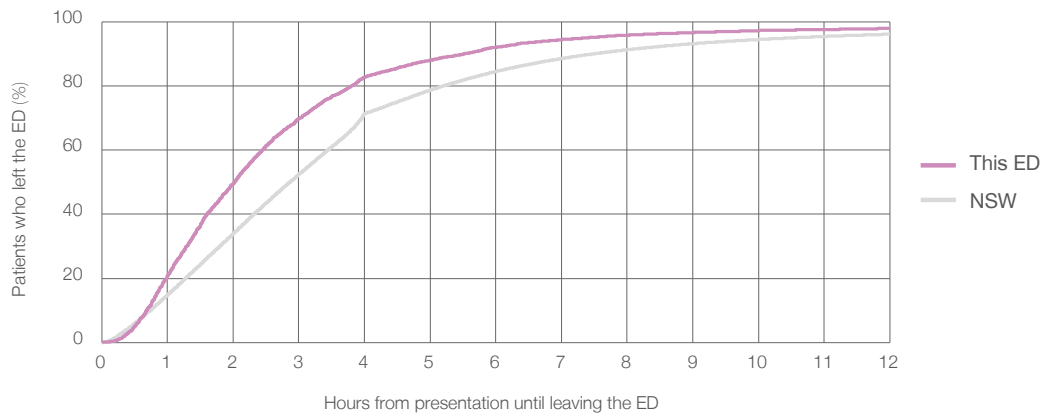
Presentations used to calculate time to leaving the ED:⁶ 7,056 patients

Median time spent in the ED⁸ 2 hours and 1 minutes

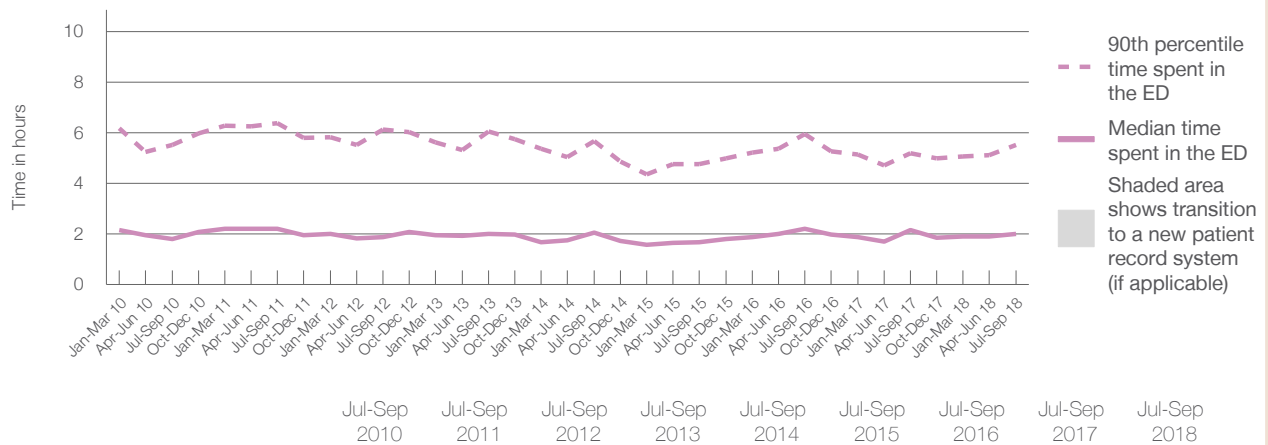
90th percentile time spent in the ED⁹ 5 hours and 32 minutes

Same period last year	NSW (this period)
7,565	7,565
2 hours and 9 minutes	2 hours and 52 minutes
5 hours and 12 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 48m	2h 12m	1h 53m	2h 1m	2h 3m	1h 41m	2h 13m	2h 9m	2h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 31m	6h 23m	6h 8m	6h 3m	5h 40m	4h 46m	5h 57m	5h 12m	5h 32m

(†) 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.

Kempsey District Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

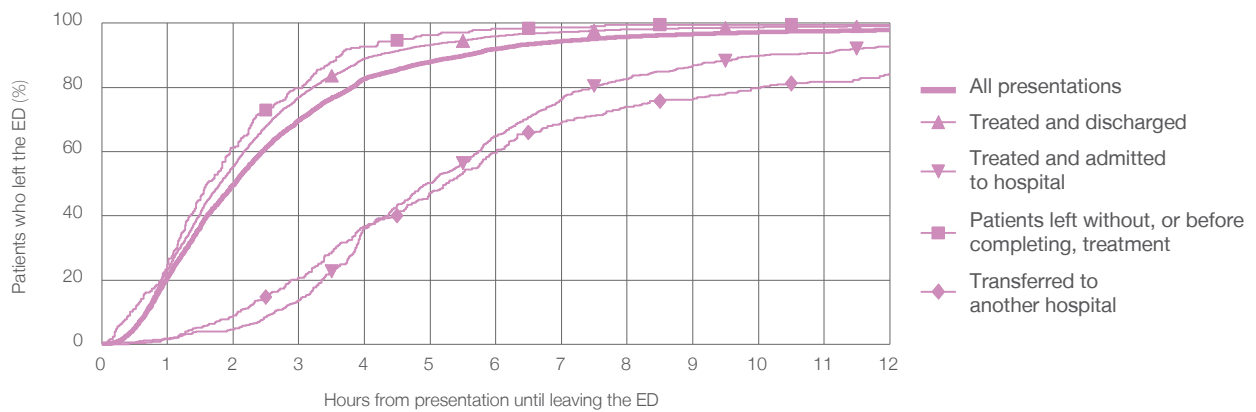
All presentations:¹ 7,056 patients

Presentations used to calculate time to leaving the ED:⁶ 7,056 patients

Treated and discharged	5,937 (84.1%)
Treated and admitted to hospital	512 (7.3%)
Patient left without, or before completing, treatment	248 (3.5%)
Transferred to another hospital	347 (4.9%)
Other	12 (0.2%)

Same period last year	Change since one year ago
7,565	-7%
6,207	-4.3%
611	-16.2%
342	-27.5%
396	-12.4%
9	33.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	23.3%	55.4%	77.0%	88.9%	96.0%	98.0%	98.8%	99.1%
Treated and admitted to hospital	1.6%	4.5%	13.7%	36.1%	64.8%	82.6%	89.8%	92.8%
Patient left without, or before completing, treatment	25.0%	61.3%	79.8%	92.7%	98.4%	99.6%	99.6%	99.6%
Transferred to another hospital	1.7%	8.9%	20.7%	36.6%	59.7%	74.1%	79.8%	84.1%
All presentations	20.8%	49.7%	69.8%	82.7%	92.0%	95.8%	97.2%	97.9%

(†) 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.

Kempsey District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 7,056 patients

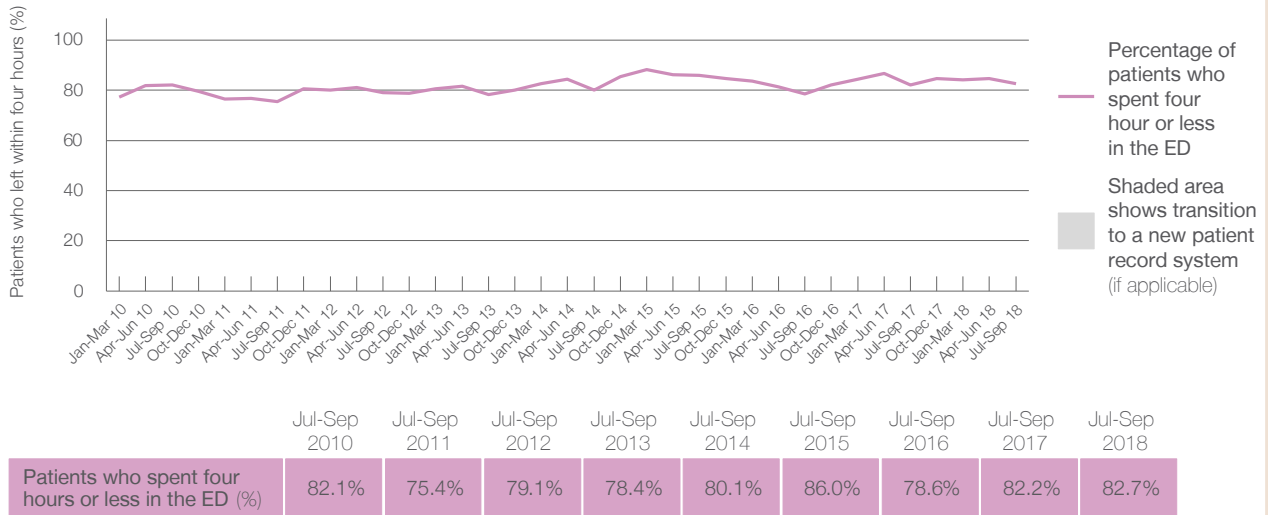
Presentations used to calculate time to leaving the ED: ⁶ 7,056 patients

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	7,565	-7%
Presentations used to calculate time to leaving the ED	7,565	-7%
Percentage of patients who spent four hours or less in the ED	82.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Macksville District Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 3,431 patients
 Emergency presentations:² 3,287 patients

Same period last year	Change since one year ago
3,884	-12%
3,738	-12%

Macksville District Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 387 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,028 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,312 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 548 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
392	
9 minutes	8 minutes
22 minutes	28 minutes
1,124	
21 minutes	21 minutes
63 minutes	72 minutes
1,677	
27 minutes	26 minutes
133 minutes	105 minutes
534	
31 minutes	22 minutes
129 minutes	103 minutes

Macksville District Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 3,431 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
3,884	-12%
86%	

* 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, January to March 2018*.
- 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 16 October 2018).

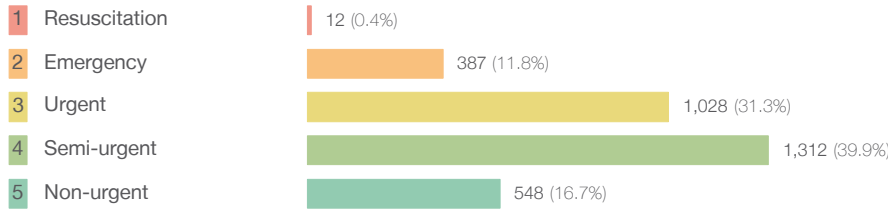
Macksville District Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 3,431 patients

Same period last year	Change since one year ago
3,884	-12%

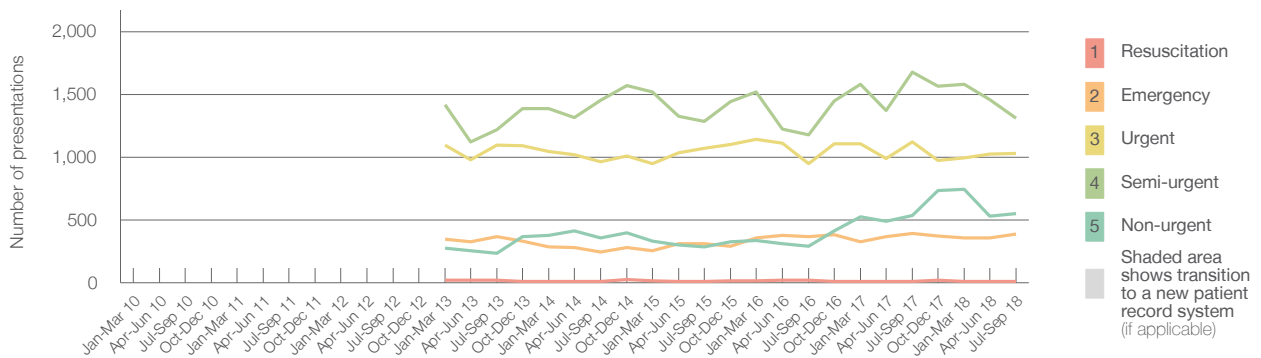
Emergency presentations² by triage category: 3,287 patients

3,738	-12%
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11	9.1%
392	-1.3%
1,124	-8.5%
1,677	-21.8%
534	2.6%

Emergency presentations² by quarter, January 2010 to September 2018 ^{† §}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation				21	7	11	19	11	12
Emergency				365	244	309	369	392	387
Urgent				1,094	965	1,072	948	1,124	1,028
Semi-urgent				1,218	1,454	1,287	1,178	1,677	1,312
Non-urgent				232	356	287	289	534	548
All emergency presentations				2,930	3,026	2,966	2,803	3,738	3,287

Macksville District Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 495 patients

535	
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ED Transfer of care time



11 minutes	0 minutes
29 minutes	-6 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.

Macksville District Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 387

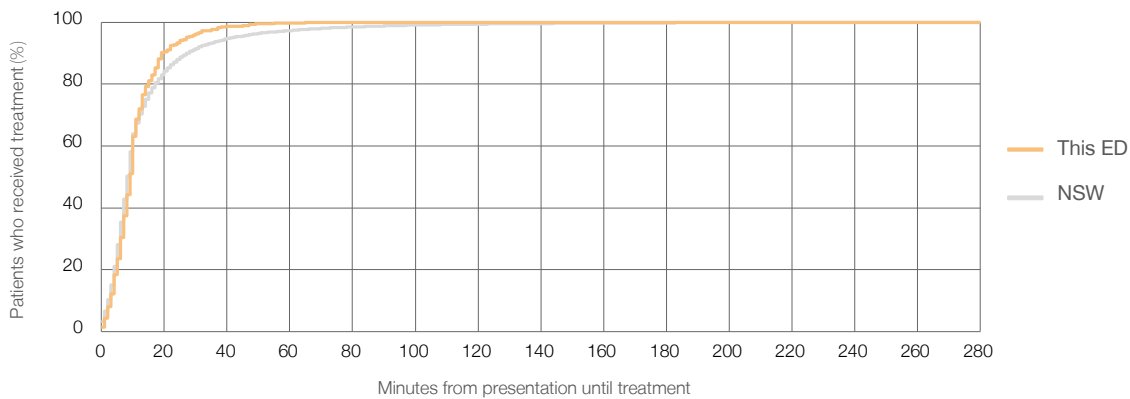
Number of triage 2 patients used to calculate waiting time:³ 387

Median time to start treatment⁴ 9 minutes

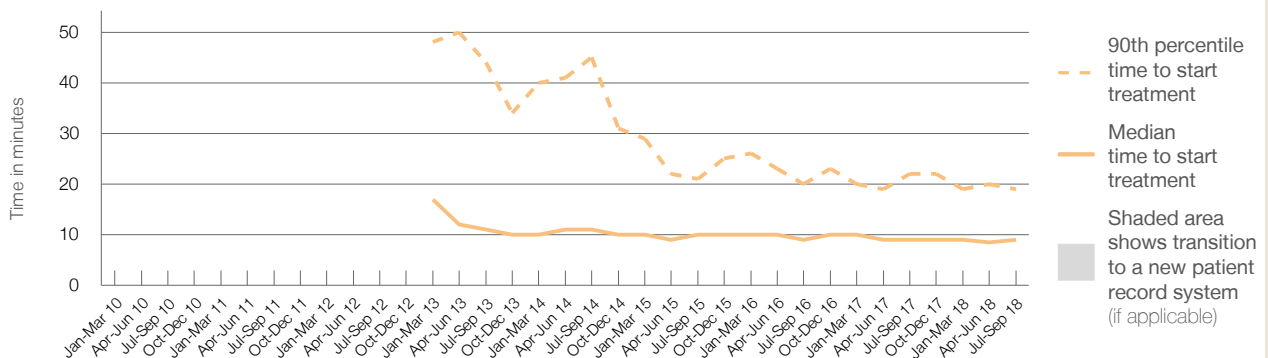
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
392	383
9 minutes	8 minutes
22 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				11	11	10	9	9	9
90th percentile time to start treatment ⁵ (minutes)				44	45	21	20	22	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.

(§) 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.

Macksville District Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,028

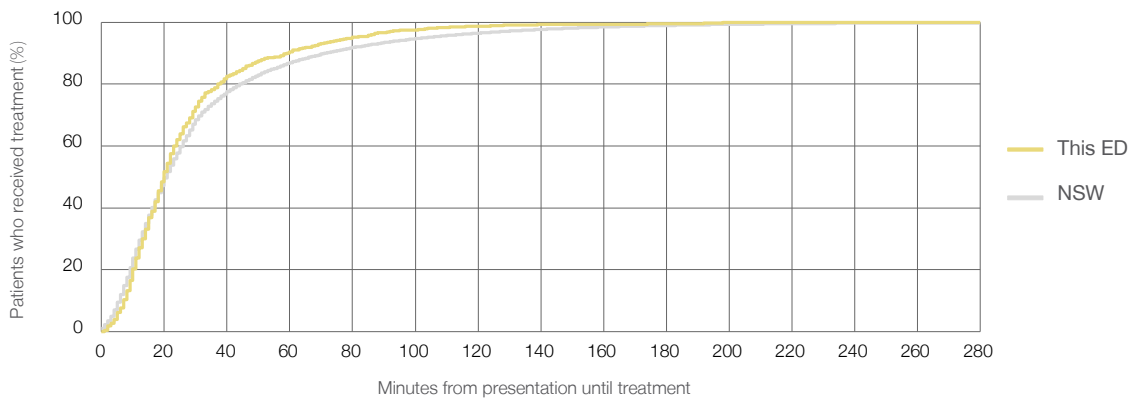
Number of triage 3 patients used to calculate waiting time:³ 1,013

Median time to start treatment⁴ 20 minutes

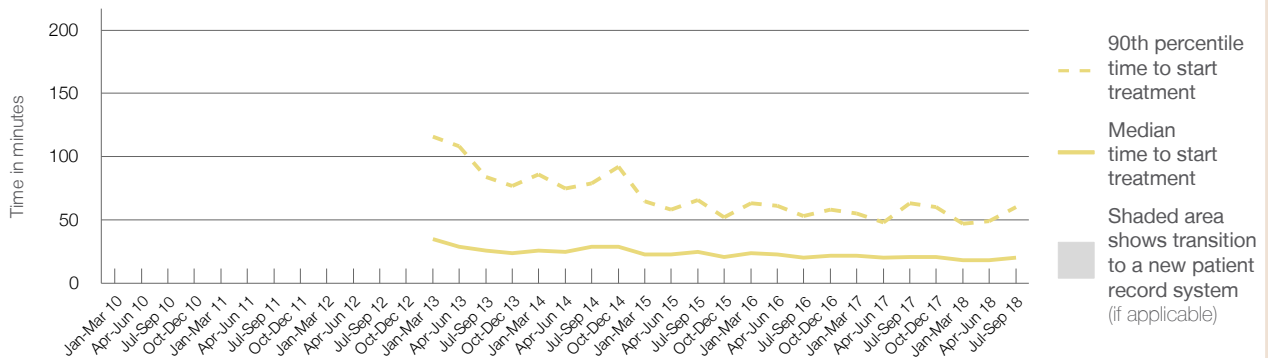
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,124	1,078
21 minutes	21 minutes
63 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				26	29	25	20	21	20
90th percentile time to start treatment ⁵ (minutes)				84	79	66	53	63	60

(†) 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.

Macksville District Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,312

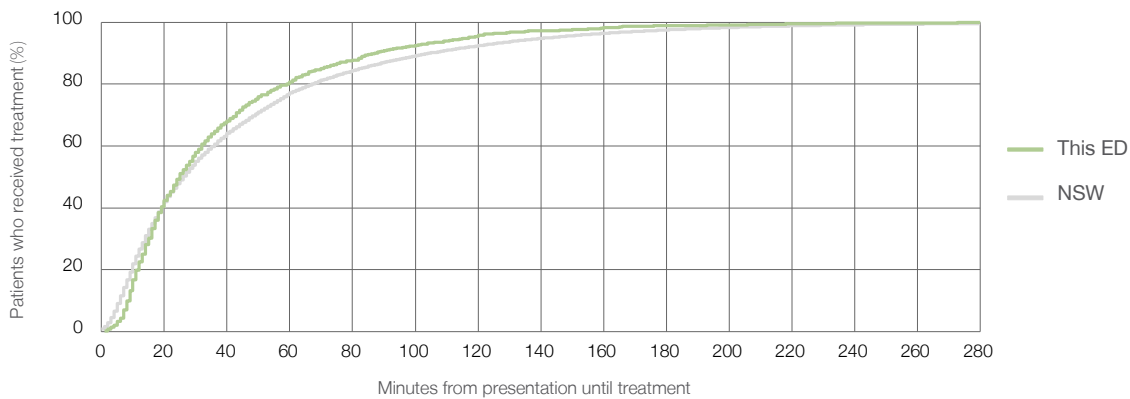
Number of triage 4 patients used to calculate waiting time:³ 1,254

Median time to start treatment⁴ 25 minutes

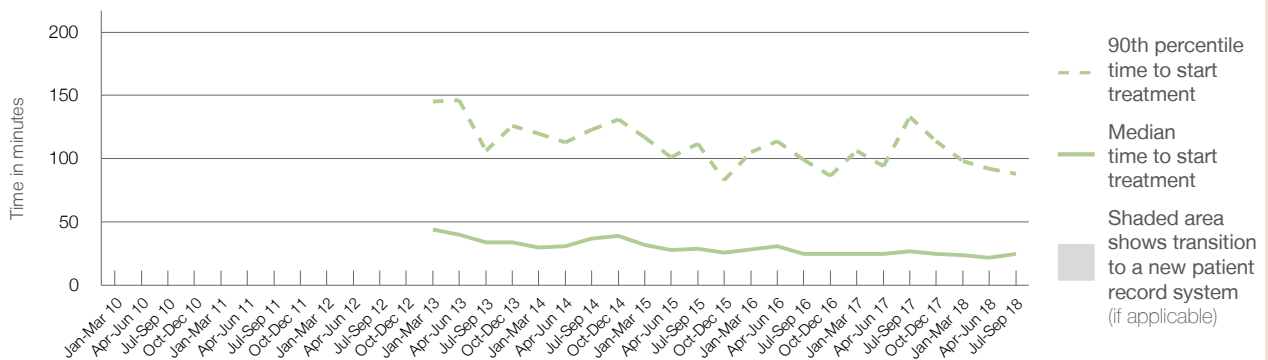
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,677	1,557
27 minutes	26 minutes
133 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				34	37	29	25	27	25
90th percentile time to start treatment ⁵ (minutes)				106	123	112	99	133	88

(†) 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.

Macksville District Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 548

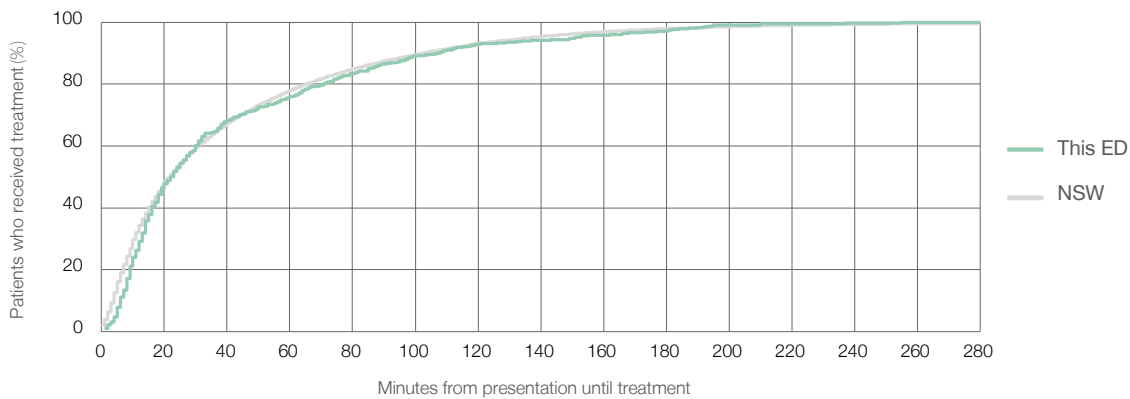
Number of triage 5 patients used to calculate waiting time:³ 503

Median time to start treatment⁴ 22 minutes

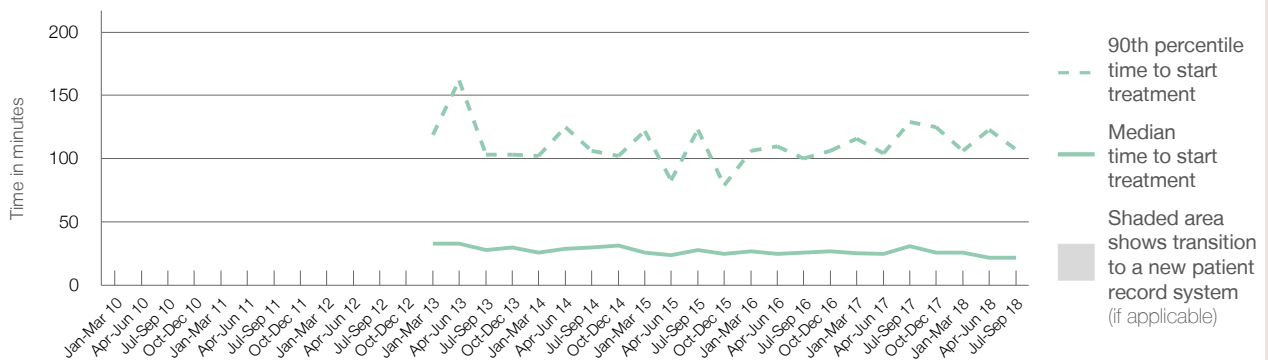
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
534	
483	
31 minutes	22 minutes
129 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				28	30	28	26	31	22
90th percentile time to start treatment ⁵ (minutes)				103	106	123	100	129	107

(†) 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.

Macksville District Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 3,431 patients

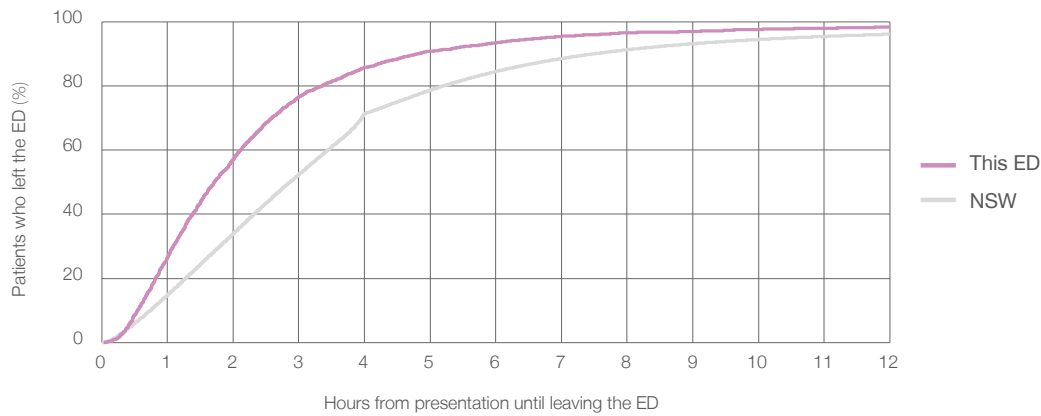
Presentations used to calculate time to leaving the ED:⁶ 3,431 patients

Median time spent in the ED⁸ ■ 1 hours and 43 minutes

90th percentile time spent in the ED⁹ ■ 4 hours and 49 minutes

Same period last year	NSW (this period)
3,884	3,884
1 hours and 51 minutes	2 hours and 52 minutes
4 hours and 38 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{††§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)				2h 14m	1h 54m	1h 58m	1h 48m	1h 51m	1h 43m
90th percentile time spent in the ED ⁹ (hours, minutes)				6h 3m	5h 25m	5h 2m	4h 35m	4h 38m	4h 49m

(†) 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.

Macksville District Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

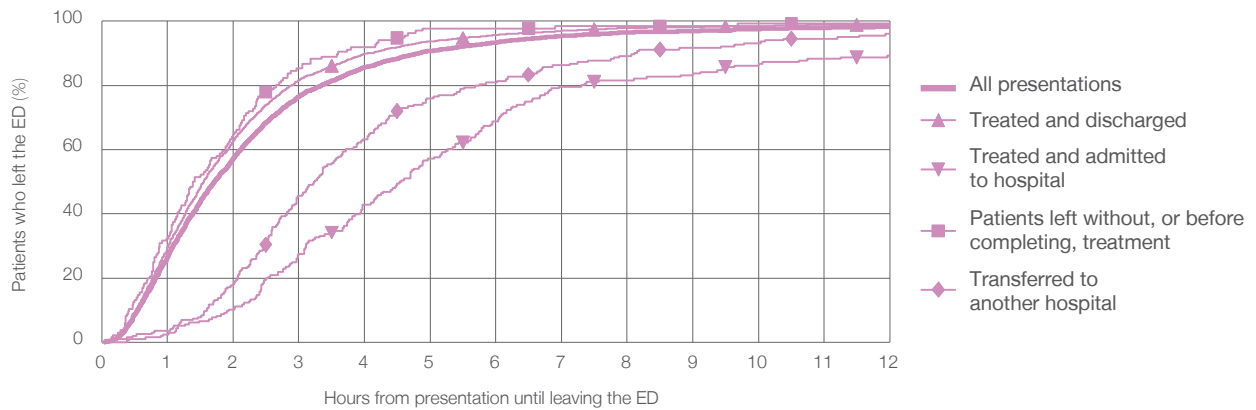
All presentations:¹ 3,431 patients

Presentations used to calculate time to leaving the ED:⁶ 3,431 patients

Treated and discharged	2,885 (84.1%)
Treated and admitted to hospital	196 (5.7%)
Patient left without, or before completing, treatment	136 (4.0%)
Transferred to another hospital	204 (5.9%)
Other	10 (0.3%)

Same period last year	Change since one year ago
3,884	-12%
3,088	-6.6%
282	-30.5%
238	-42.9%
205	-0.5%
71	-85.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2018 ^{†‡§}



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	29.6%	62.8%	81.6%	89.9%	95.7%	97.9%	98.5%	99.1%
Treated and admitted to hospital	3.6%	10.2%	27.6%	42.9%	68.9%	81.6%	86.7%	89.3%
Patient left without, or before completing, treatment	32.4%	64.7%	85.3%	91.9%	97.8%	98.5%	99.3%	99.3%
Transferred to another hospital	2.5%	18.1%	45.6%	63.2%	80.9%	89.2%	93.1%	96.1%
All presentations	26.8%	57.3%	76.6%	85.7%	93.4%	96.5%	97.6%	98.3%

(†) 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.

(§) 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.

Macksville District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 3,431 patients

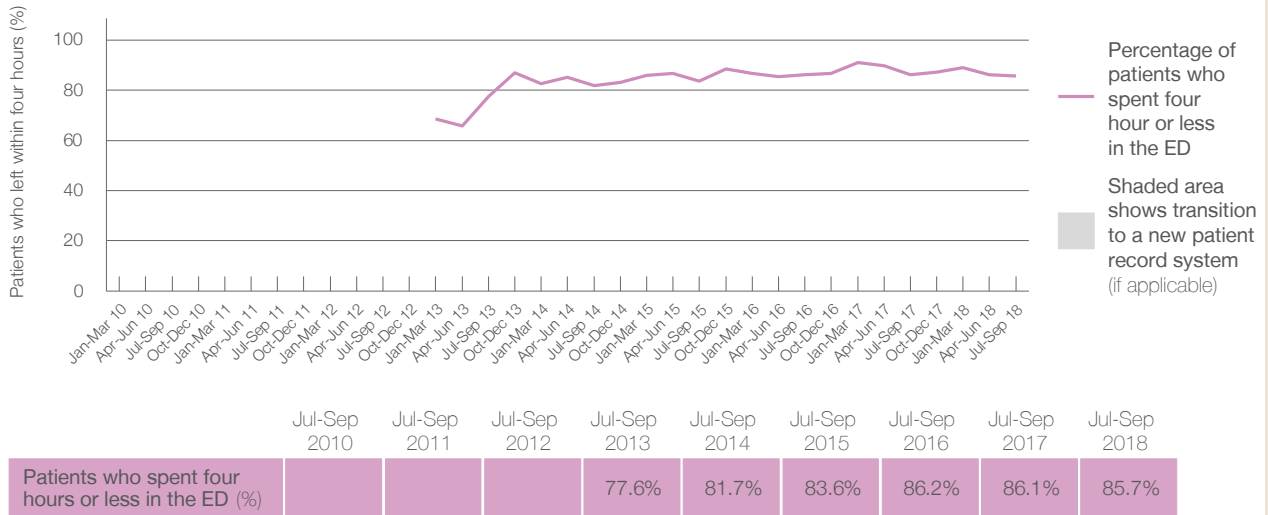
Presentations used to calculate time to leaving the ED: ⁶ 3,431 patients

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	3,884	-12%
Presentations used to calculate time to leaving the ED	3,884	-12%
Percentage of patients who spent four hours or less in the ED	86.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡§}



* 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, January to March 2018*.
- 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 16 October 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Port Macquarie Base Hospital: Emergency department (ED) overview

July to September 2018


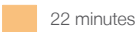
All presentations:¹ 8,918 patients
Emergency presentations:² 8,830 patients

Same period last year	Change since one year ago
8,832	1%
8,707	1%



Port Macquarie Base Hospital: Time patients waited to start treatment³

July to September 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 1,183 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): 3,345 patients

Median time to start treatment⁴  18 minutes
90th percentile time to start treatment⁵  55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,838 patients

Median time to start treatment⁴  20 minutes
90th percentile time to start treatment⁵  75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 414 patients

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  85 minutes

Same period last year	NSW (this period)
1,167	
9 minutes	8 minutes
22 minutes	28 minutes
3,526	
21 minutes	21 minutes
63 minutes	72 minutes
3,591	
28 minutes	26 minutes
93 minutes	105 minutes
357	
26 minutes	22 minutes
122 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 8,918 patients

Percentage of patients who spent four hours or less in the ED  72%

Same period last year	Change since one year ago
8,832	1%
69%	

* 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, January to March 2018*.
- 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.

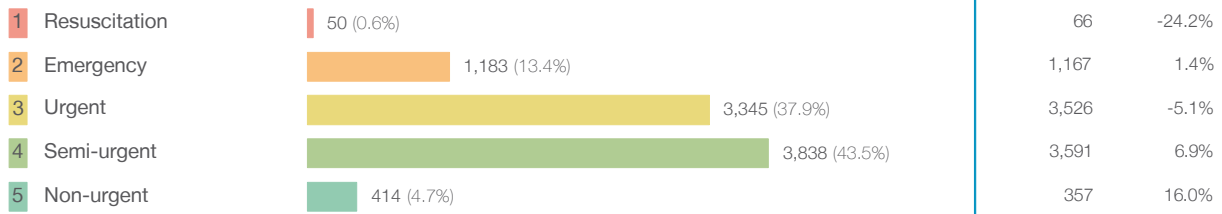
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Port Macquarie Base Hospital: Patients presenting to the emergency department

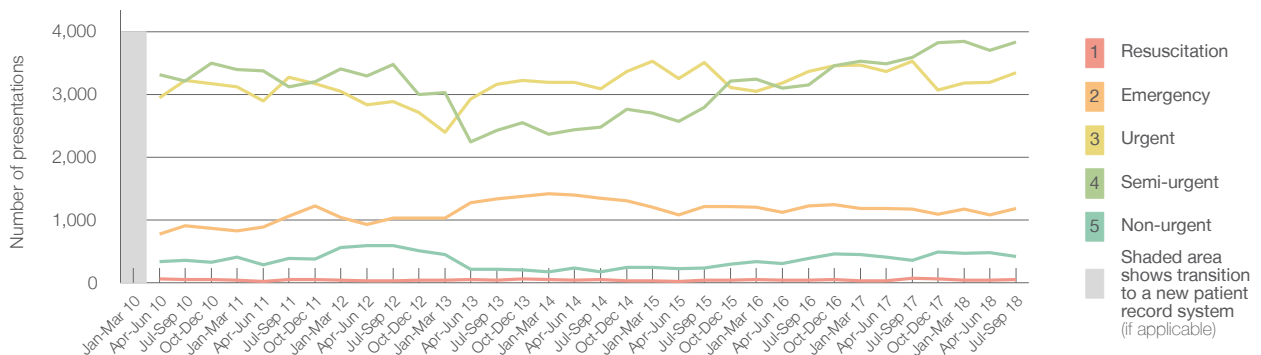
July to September 2018

All presentations:¹ 8,918 patients

Emergency presentations² by triage category: 8,830 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	51	52	34	44	50	40	44	66	50
Emergency	902	1,063	1,030	1,336	1,349	1,216	1,224	1,167	1,183
Urgent	3,225	3,277	2,883	3,156	3,093	3,506	3,362	3,526	3,345
Semi-urgent	3,216	3,125	3,480	2,427	2,476	2,796	3,147	3,591	3,838
Non-urgent	352	391	590	211	176	230	383	357	414
All emergency presentations	7,746	7,908	8,017	7,174	7,144	7,788	8,160	8,707	8,830

Port Macquarie Base Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 2,147 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,183

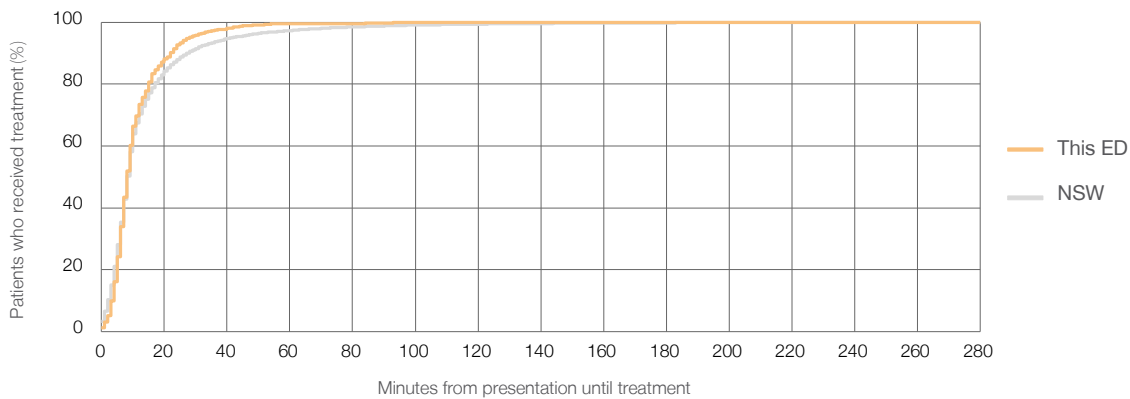
Number of triage 2 patients used to calculate waiting time:³ 1,178

Median time to start treatment⁴ 8 minutes

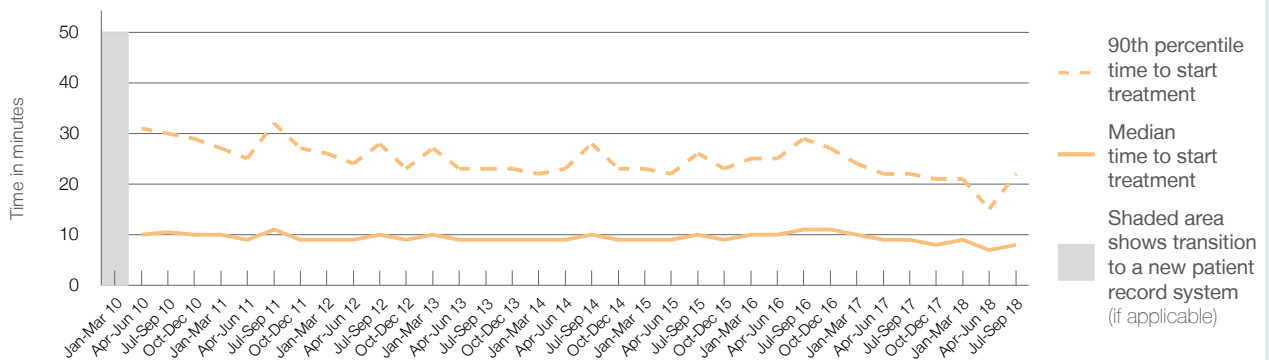
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
1,167	
1,162	
9 minutes	8 minutes
22 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	11	11	10	9	10	10	11	9	8
90th percentile time to start treatment ⁵ (minutes)	30	32	28	23	28	26	29	22	22

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 3,345

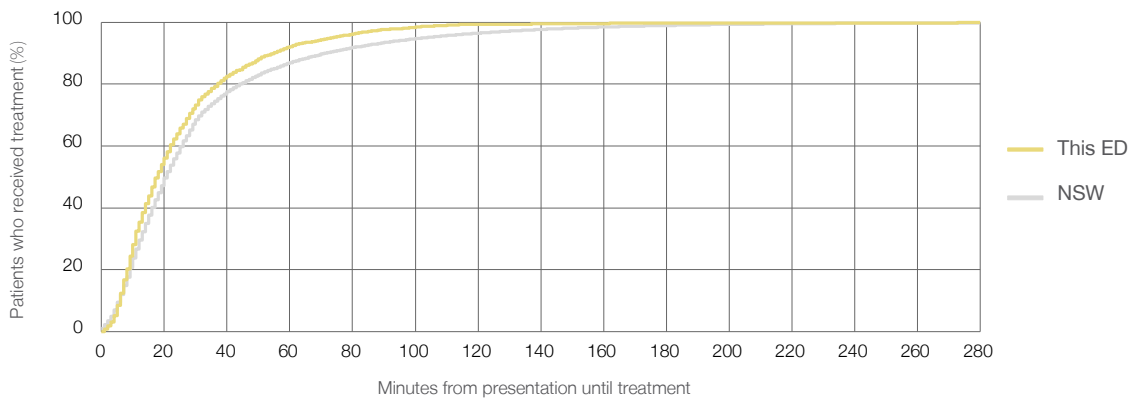
Number of triage 3 patients used to calculate waiting time:³ 3,276

Median time to start treatment⁴ 18 minutes

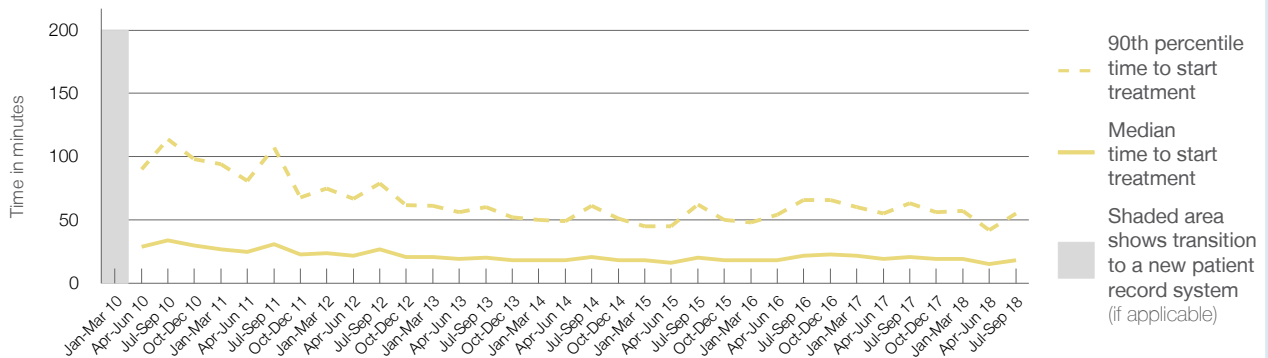
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
3,526	
3,430	
21 minutes	21 minutes
63 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	34	31	27	20	21	20	22	21	18
90th percentile time to start treatment ⁵ (minutes)	114	107	79	60	61	62	66	63	55

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Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,838

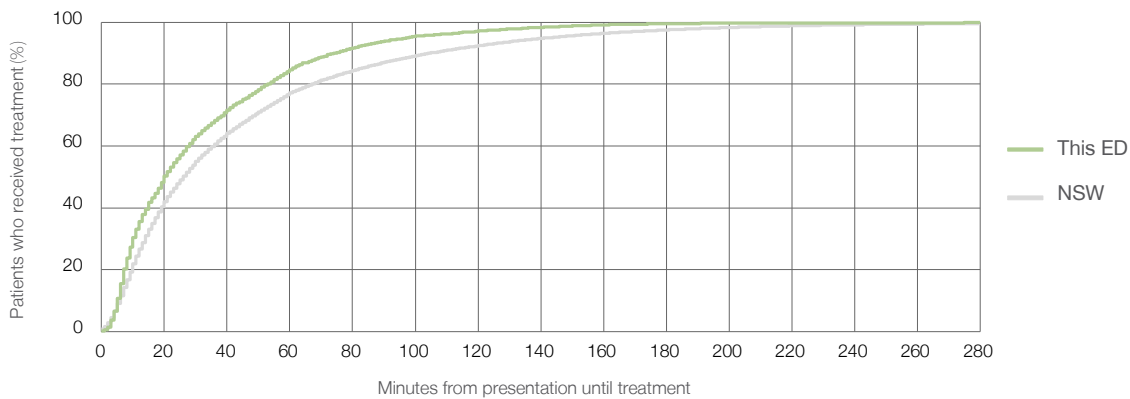
Number of triage 4 patients used to calculate waiting time:³ 3,384

Median time to start treatment⁴ 20 minutes

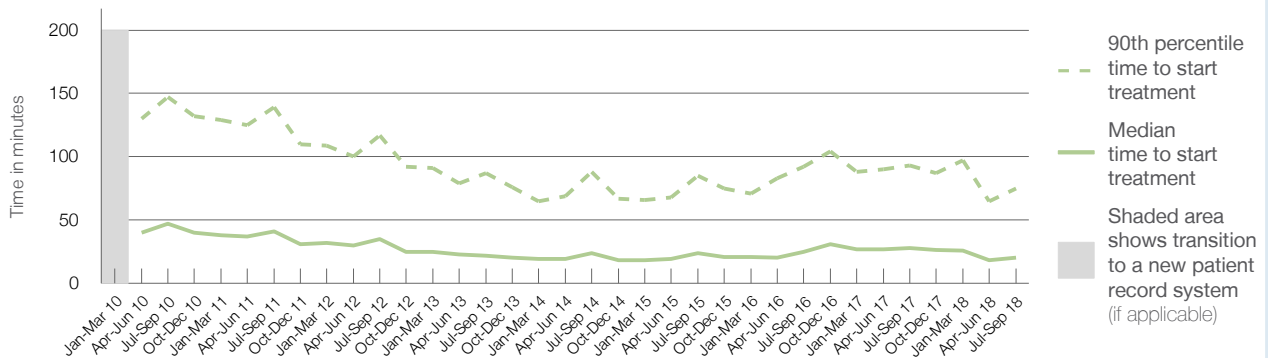
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
3,591	
3,002	
28 minutes	26 minutes
93 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	47	41	35	22	24	24	25	28	20
90th percentile time to start treatment ⁵ (minutes)	147	139	117	87	88	85	92	93	75

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Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 414

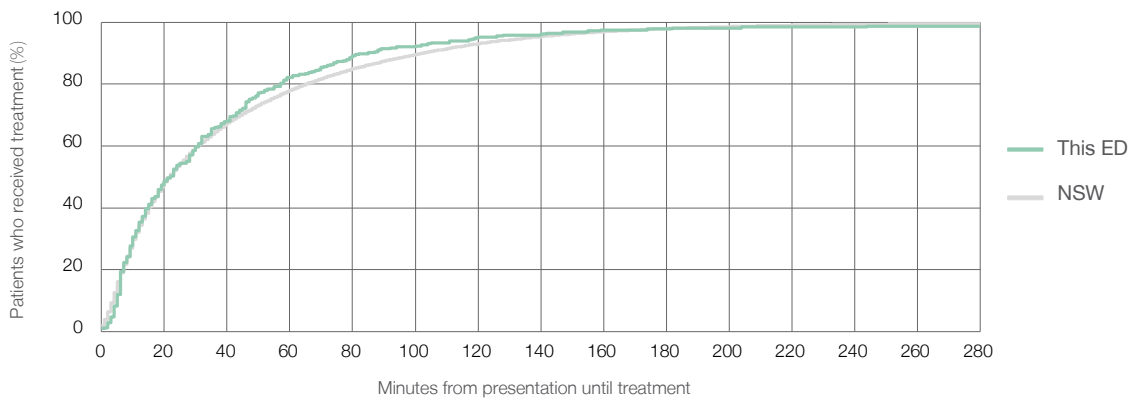
Number of triage 5 patients used to calculate waiting time:³ 314

Median time to start treatment⁴ 22 minutes

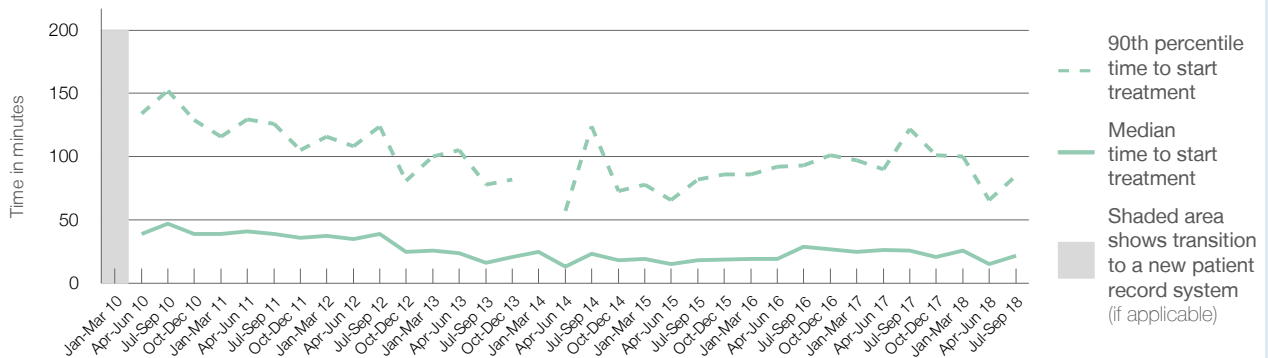
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
357	237
26 minutes	22 minutes
122 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	47	39	39	16	24	18	29	26	22
90th percentile time to start treatment ⁵ (minutes)	152	126	124	78	124	82	93	122	85

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Port Macquarie Base Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 8,918 patients

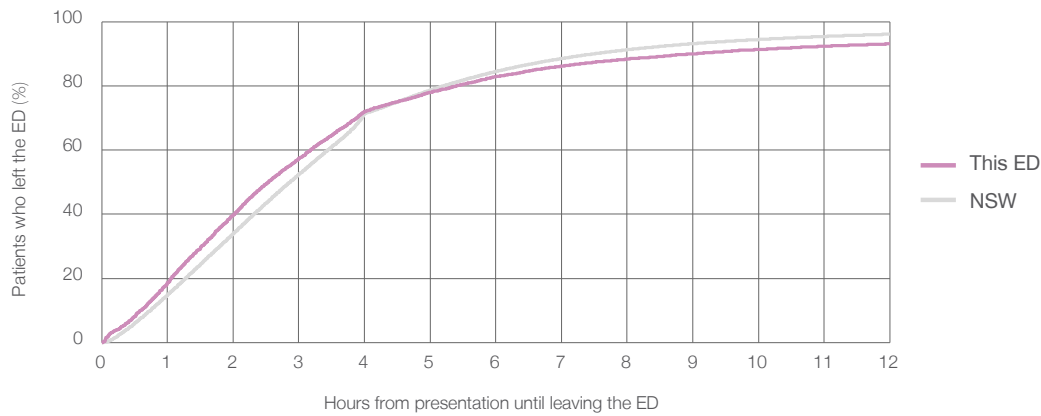
Presentations used to calculate time to leaving the ED:⁶ 8,918 patients

Median time spent in the ED⁸ 2 hours and 32 minutes

90th percentile time spent in the ED⁹ 9 hours and 2 minutes

Same period last year	NSW (this period)
8,832	8,832
2 hours and 53 minutes	2 hours and 52 minutes
9 hours and 36 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 15m	3h 27m	3h 21m	3h 10m	3h 8m	2h 46m	2h 56m	2h 53m	2h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 28m	12h 12m	11h 35m	10h 8m	8h 53m	7h 53m	8h 7m	9h 36m	9h 2m

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Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

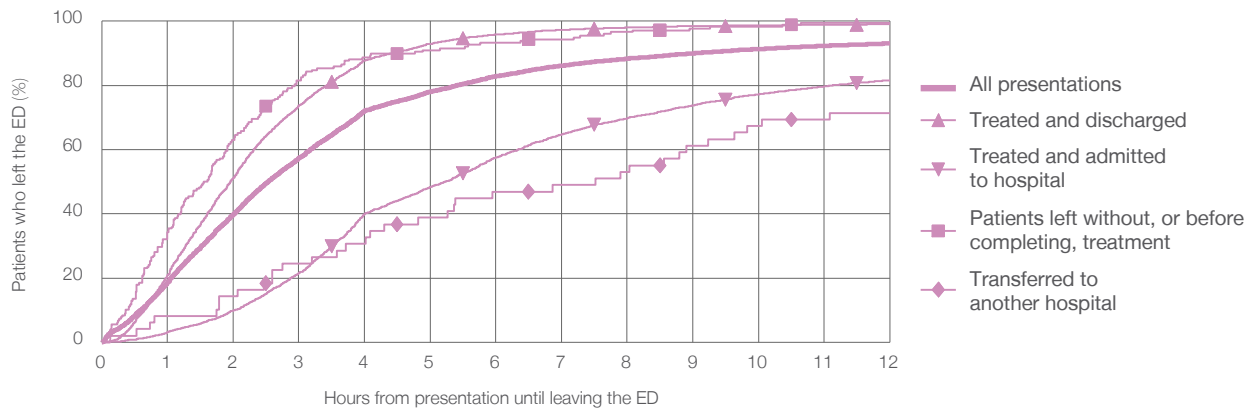
All presentations:¹ 8,918 patients

Presentations used to calculate time to leaving the ED:⁶ 8,918 patients

Treated and discharged	5,242 (58.8%)
Treated and admitted to hospital	2,979 (33.4%)
Patient left without, or before completing, treatment	178 (2.0%)
Transferred to another hospital	49 (0.5%)
Other	470 (5.3%)

Same period last year	Change since one year ago
8,832	1%
4,855	8.0%
3,129	-4.8%
230	-22.6%
54	-9.3%
564	-16.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	20.9%	51.3%	73.8%	87.8%	95.9%	98.0%	98.7%	99.1%
Treated and admitted to hospital	3.1%	10.0%	21.5%	40.0%	57.6%	69.8%	77.2%	81.6%
Patient left without, or before completing, treatment	34.3%	62.9%	81.5%	88.8%	93.3%	96.6%	98.3%	99.4%
Transferred to another hospital	8.2%	14.3%	24.5%	30.6%	46.9%	53.1%	67.3%	71.4%
All presentations	18.7%	39.9%	57.4%	72.1%	82.9%	88.3%	91.3%	93.1%

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Port Macquarie Base Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 8,918 patients

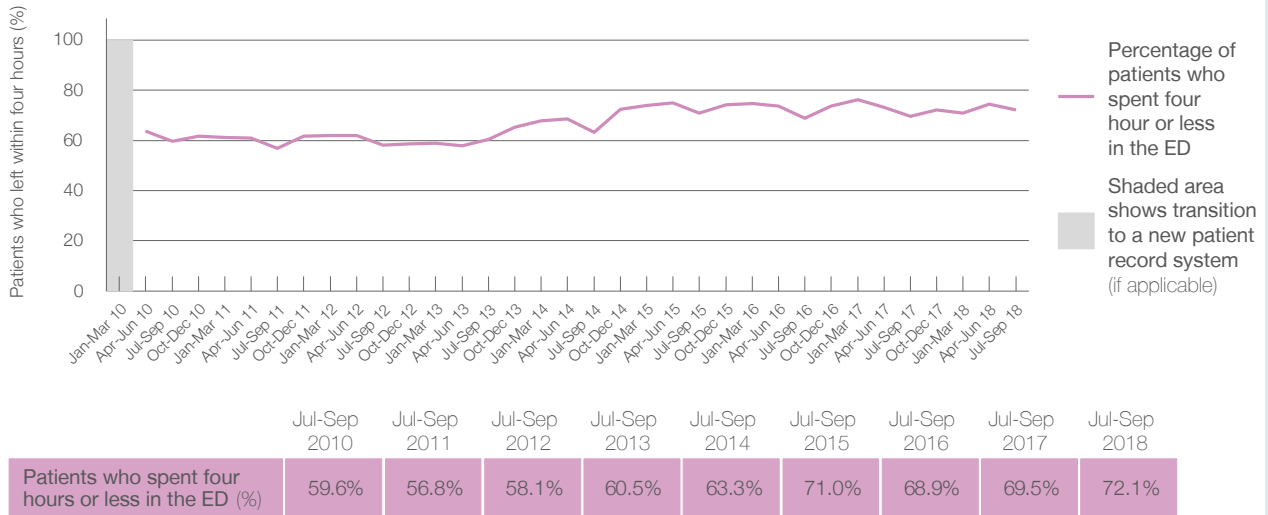
Presentations used to calculate time to leaving the ED: ⁶ 8,918 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 8,918 patients	8,832	1%
Presentations used to calculate time to leaving the ED: ⁶ 8,918 patients	8,832	1%
Percentage of patients who spent four hours or less in the ED	69.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



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

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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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).