



Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Murrumbidgee Local Health District

**January to March 2016**

## Deniliquin Health Service: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 2,038 patients  
Emergency attendances:<sup>2</sup> 1,705 patients

Same period last year	Change since one year ago
2,173	-6%
1,602	6%

## Deniliquin Health Service: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 89 patients

Median time to start treatment<sup>4</sup> 4 minutes  
95th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 501 patients

Median time to start treatment<sup>4</sup> 8 minutes  
95th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 785 patients

Median time to start treatment<sup>4</sup> 7 minutes  
95th percentile time to start treatment<sup>5</sup> 37 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 330 patients

Median time to start treatment<sup>4</sup> 7 minutes  
95th percentile time to start treatment<sup>5</sup> 54 minutes

Same period last year	NSW (this period)
98	
7 minutes	8 minutes
*	35 minutes
484	
7 minutes	20 minutes
28 minutes	99 minutes
747	
8 minutes	26 minutes
41 minutes	137 minutes
273	
7 minutes	23 minutes
65 minutes	135 minutes

## Deniliquin Health Service: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,038 patients

Percentage of patients who left the ED within four hours 89%

Same period last year	Change since one year ago
2,172	-6%
90%	

\* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

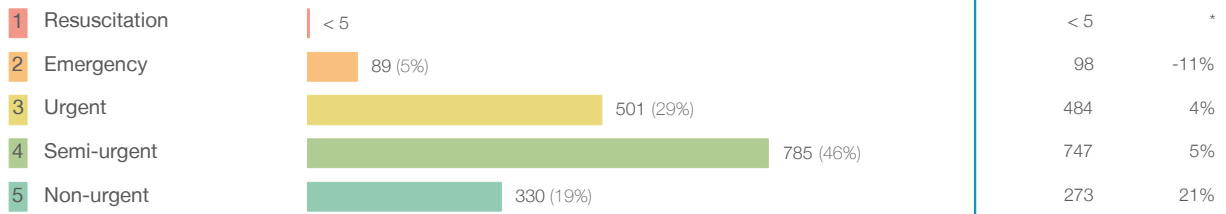
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

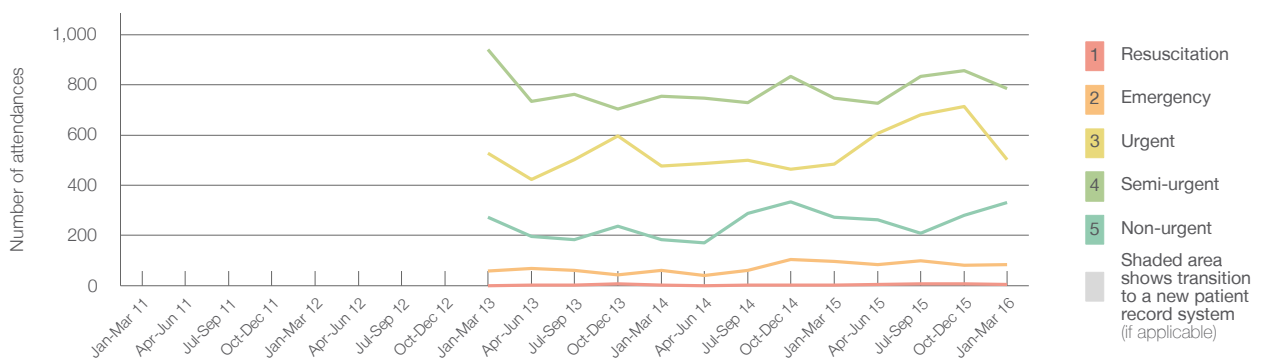
## Deniliquin Health Service: Patients attending the emergency department January to March 2016

All attendances:<sup>1</sup> 2,038 patients

Emergency attendances<sup>2</sup> by triage category: 1,705 patients



Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation			0	< 5	< 5	< 5
Emergency			58	62	98	89
Urgent			528	476	484	501
Semi-urgent			942	755	747	785
Non-urgent			272	182	273	330
All emergency attendances			1,800	1,475	1,602	1,705

## Deniliquin Health Service: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 140 patients<sup>\*\*</sup>

ED Transfer of care time<sup>§</sup>



- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.
- (§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

## Deniliquin Health Service: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 89

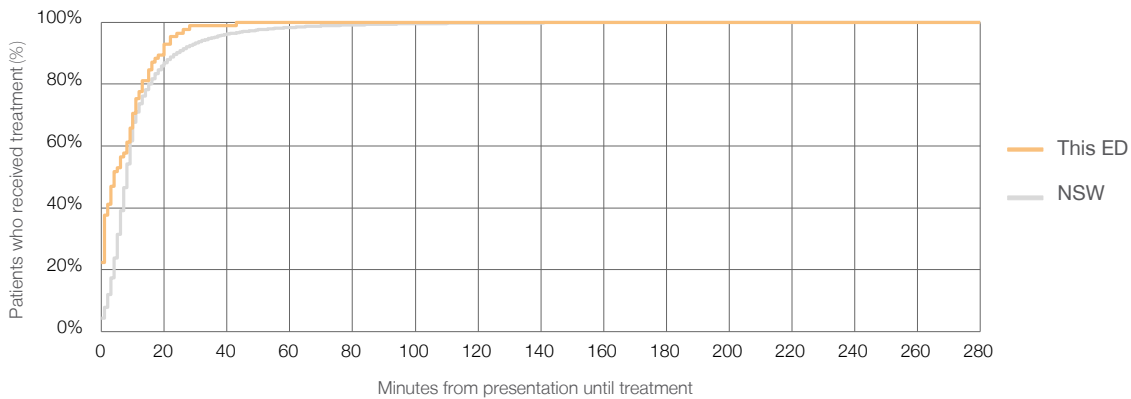
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 85

Median time to start treatment<sup>4</sup> 4 minutes

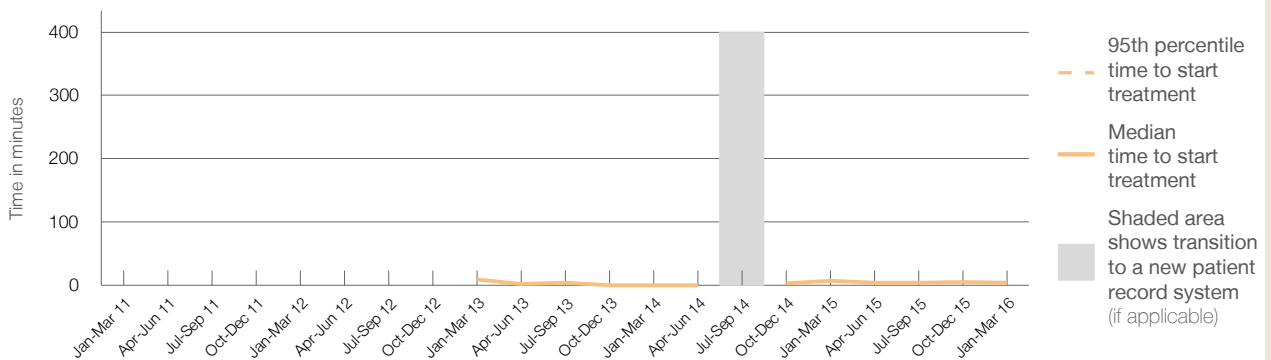
95th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
98	94
7 minutes	8 minutes
*	35 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			10	0	7	4
95th percentile time to start treatment <sup>5</sup> (minutes)			*	*	*	*

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

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Deniliquin Health Service: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 501

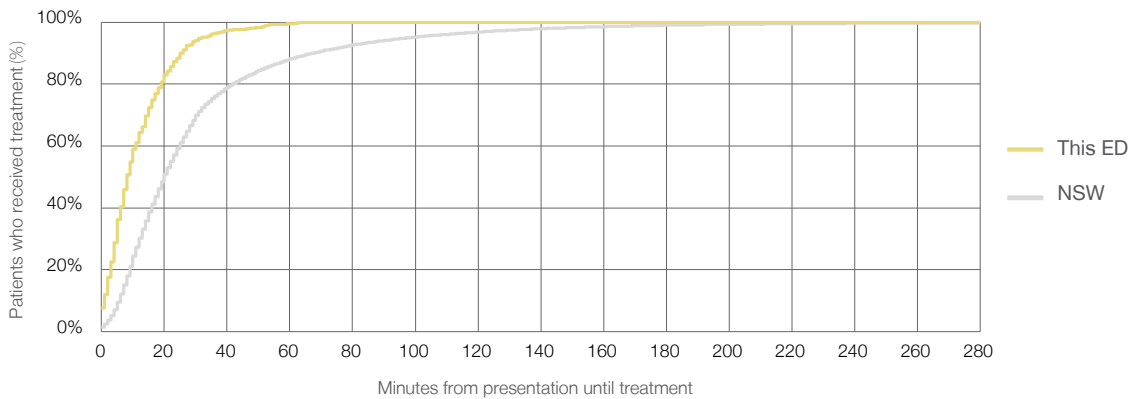
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 497

Median time to start treatment<sup>4</sup> 8 minutes

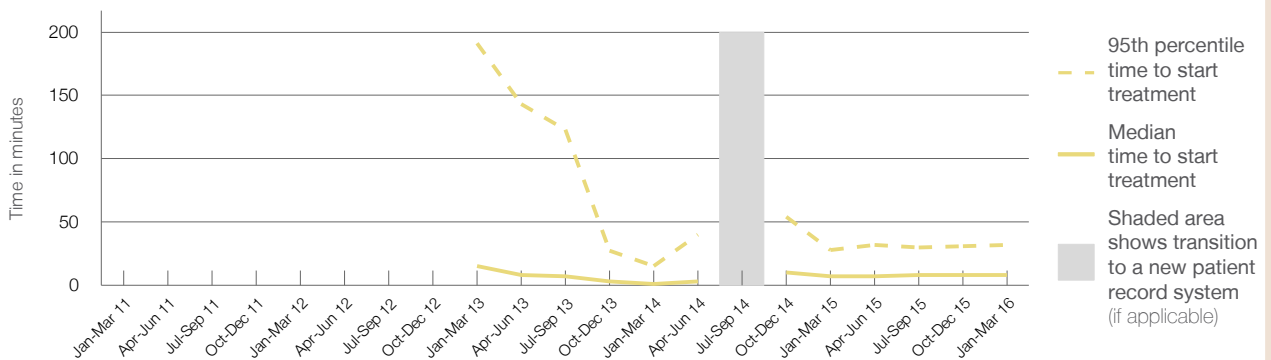
95th percentile time to start treatment<sup>5</sup> 32 minutes

Same period last year	NSW (this period)
484	
478	
7 minutes	20 minutes
28 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			15	1	7	8
95th percentile time to start treatment <sup>5</sup> (minutes)			191	15	28	32

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

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Deniliquin Health Service: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 785

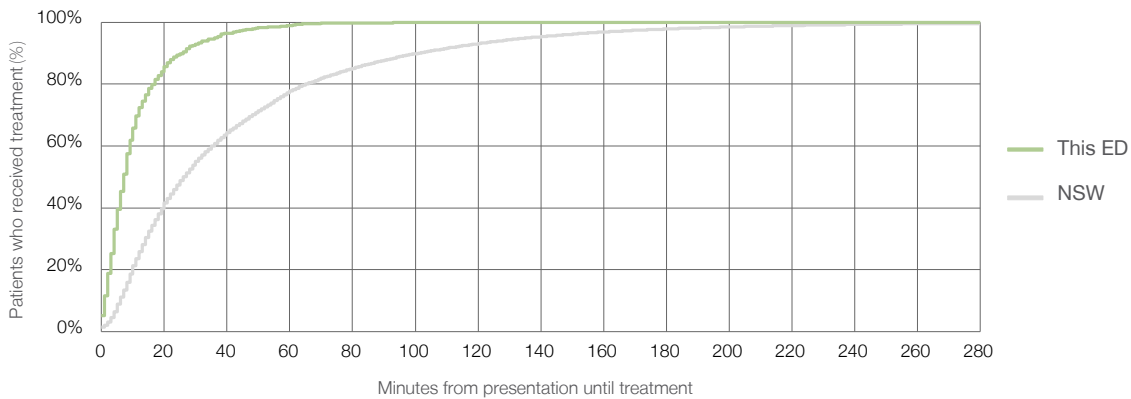
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 767

Median time to start treatment<sup>4</sup>  7 minutes

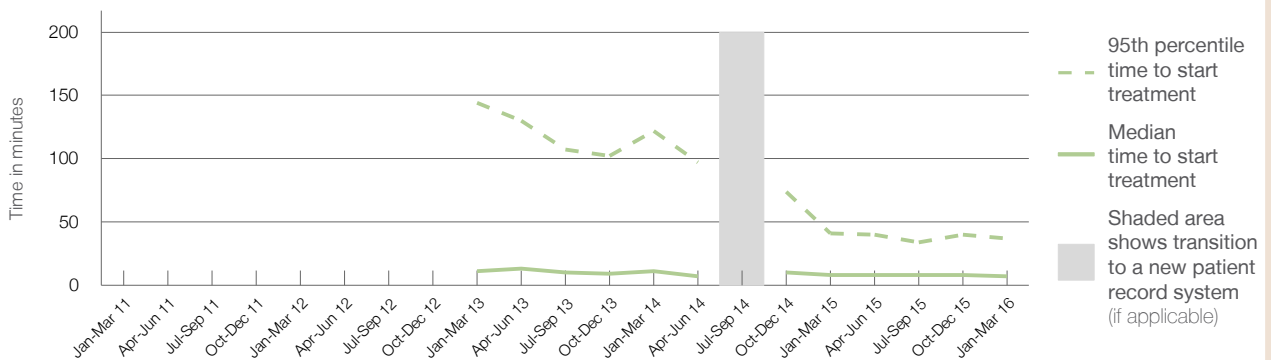
95th percentile time to start treatment<sup>5</sup>  37 minutes

Same period last year	NSW (this period)
747	
722	
8 minutes	26 minutes
41 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			11	11	8	7
95th percentile time to start treatment <sup>5</sup> (minutes)			144	122	41	37

(†) 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.

## Deniliquin Health Service: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 330

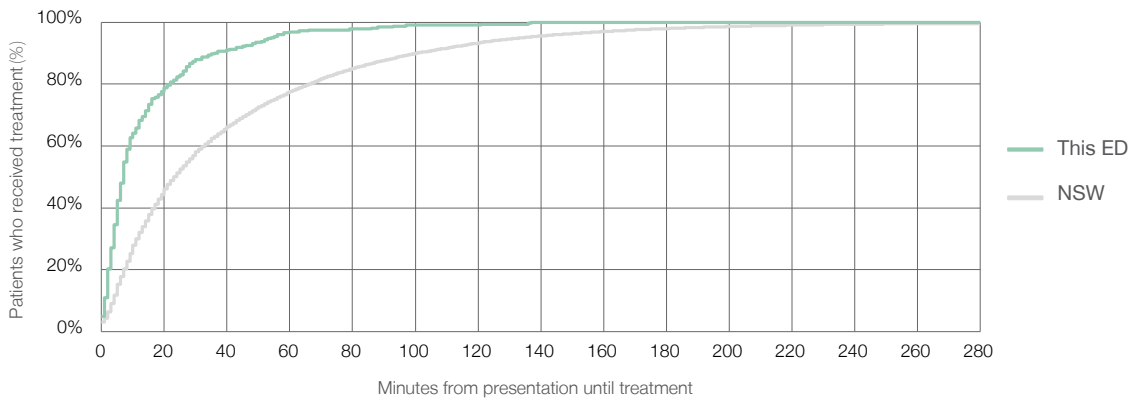
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 321

Median time to start treatment<sup>4</sup> 7 minutes

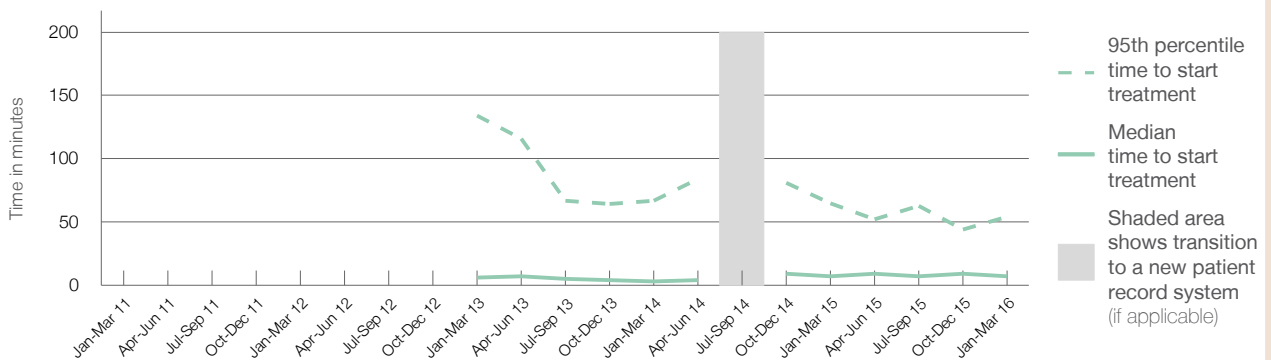
95th percentile time to start treatment<sup>5</sup> 54 minutes

Same period last year	NSW (this period)
273	
266	
7 minutes	23 minutes
65 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			6	3	7	7
95th percentile time to start treatment <sup>5</sup> (minutes)			134	67	65	54

(†) 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.

## Deniliquin Health Service: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 2,038 patients

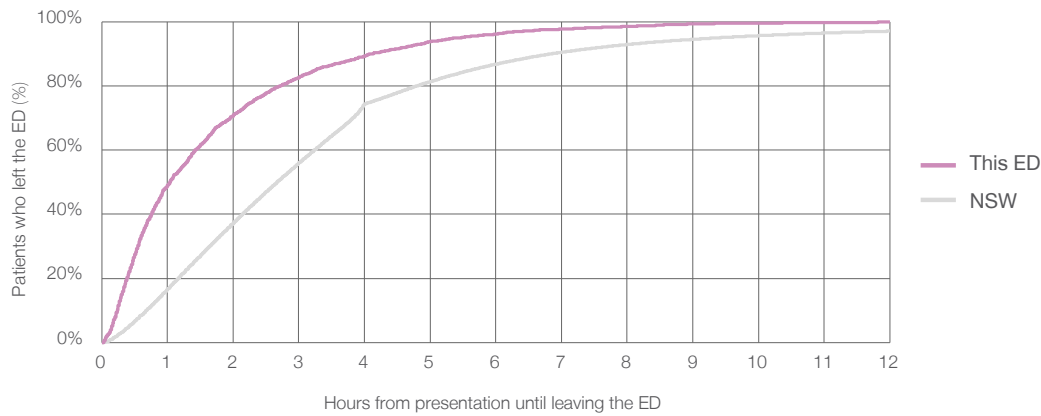
Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,038 patients

Median time to leaving the ED<sup>8</sup> 1 hours and 2 minutes

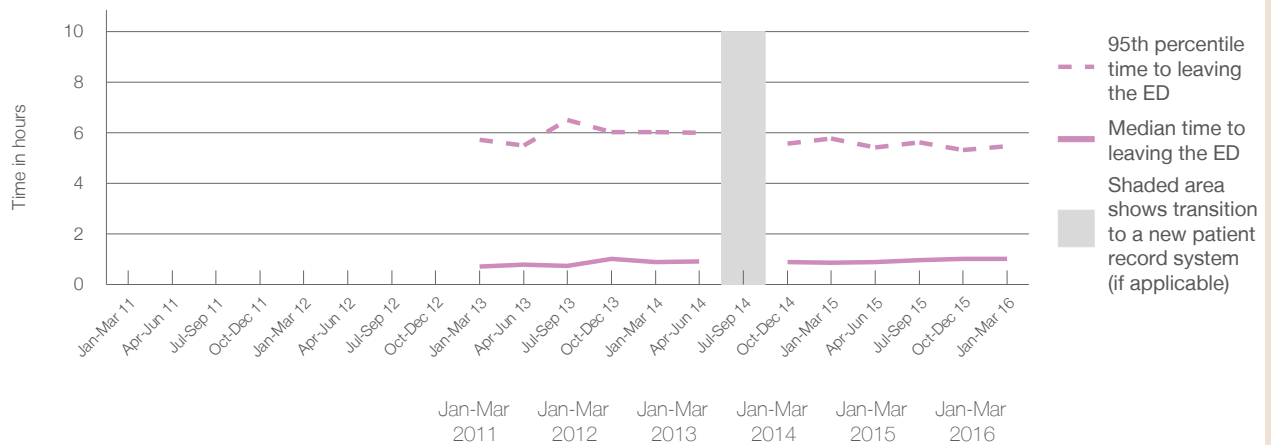
95th percentile time to leaving the ED<sup>9</sup> 5 hours and 29 minutes

Same period last year	NSW (this period)
2,173	2,172
0 hours and 53 minutes	2 hours and 40 minutes
5 hours and 46 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)			0h 43m	0h 54m	0h 53m	1h 2m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			5h 44m	6h 1m	5h 46m	5h 29m

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**Deniliquin Health Service: Time from presentation until leaving the ED**  
By mode of separation  
January to March 2016

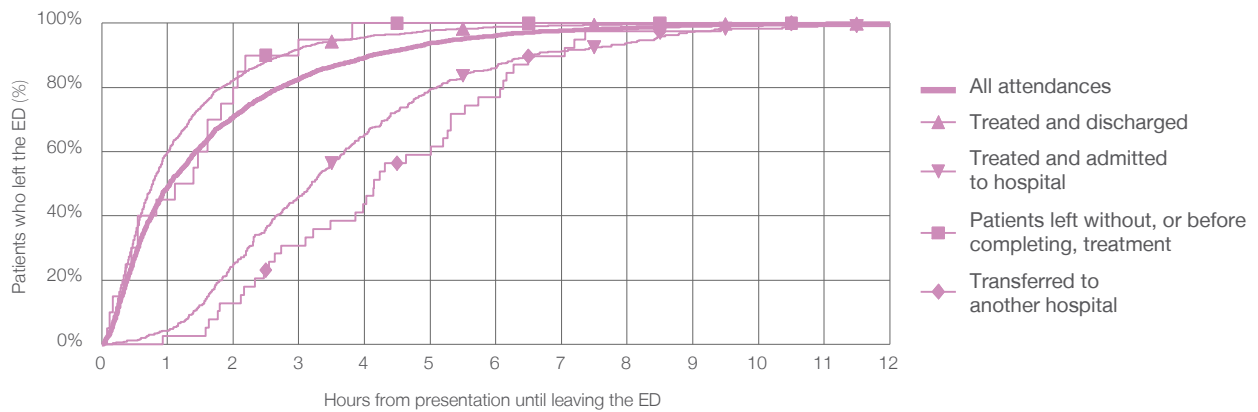
All attendances:<sup>1</sup> 2,038 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,038 patients

Treated and discharged	1,588 (78%)
Treated and admitted to hospital	361 (18%)
Patient left without, or before completing, treatment	20 (1%)
Transferred to another hospital	39 (2%)
Other	30 (1%)

Same period last year	Change since one year ago
2,172	-6%
1,743	-9%
300	20%
35	-43%
52	-25%
43	-30%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††§</sup>



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	60%	82%	92%	96%	99%	100%	100%	100%
Treated and admitted to hospital	4%	25%	46%	65%	86%	94%	98%	99%
Patient left without, or before completing, treatment	45%	80%	95%	100%	100%	100%	100%	100%
Transferred to another hospital	3%	13%	31%	44%	77%	97%	100%	100%
All attendances	49%	71%	83%	89%	96%	99%	100%	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Deniliquin Health Service: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: <sup>1</sup> 2,038 patients

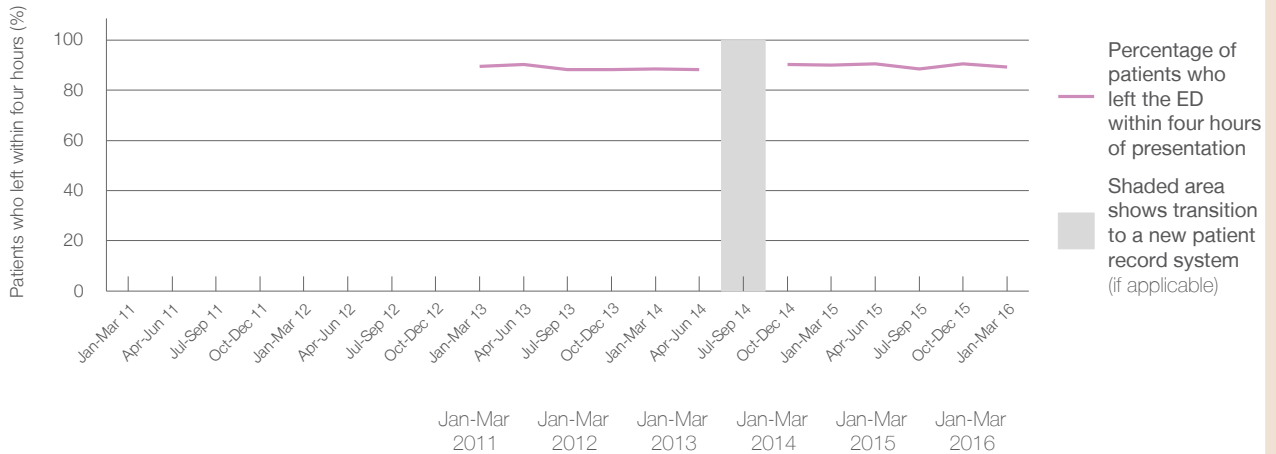
Attendances used to calculate time to leaving the ED: <sup>6</sup> 2,038 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	2,173	-6%
Attendances used to calculate time to leaving the ED	2,172	-6%
Percentage of patients who left the ED within four hours	90%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	90	90	90	88	90	89

\* 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.

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- 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

## Griffith Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 5,033 patients  
Emergency attendances:<sup>2</sup> 4,889 patients

Same period last year	Change since one year ago
4,432	14%
4,272	14%

## Griffith Base Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 351 patients

Median time to start treatment<sup>4</sup> 6 minutes  
95th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,726 patients

Median time to start treatment<sup>4</sup> 17 minutes  
95th percentile time to start treatment<sup>5</sup> 71 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,411 patients

Median time to start treatment<sup>4</sup> 24 minutes  
95th percentile time to start treatment<sup>5</sup> 103 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 383 patients

Median time to start treatment<sup>4</sup> 21 minutes  
95th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
315	
6 minutes	8 minutes
29 minutes	35 minutes
1,622	
17 minutes	20 minutes
69 minutes	99 minutes
1,987	
22 minutes	26 minutes
116 minutes	137 minutes
330	
24 minutes	23 minutes
106 minutes	135 minutes

## Griffith Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,033 patients

Percentage of patients who left the ED within four hours 88%

Same period last year	Change since one year ago
4,432	14%
87%	

\* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

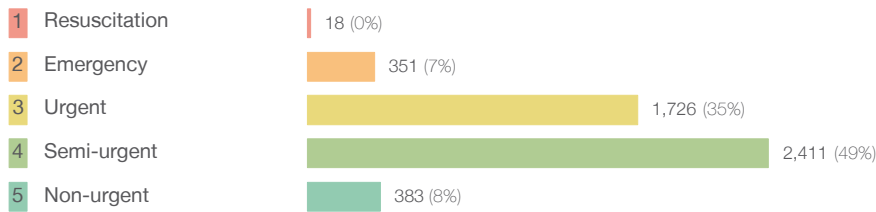
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Griffith Base Hospital: Patients attending the emergency department January to March 2016

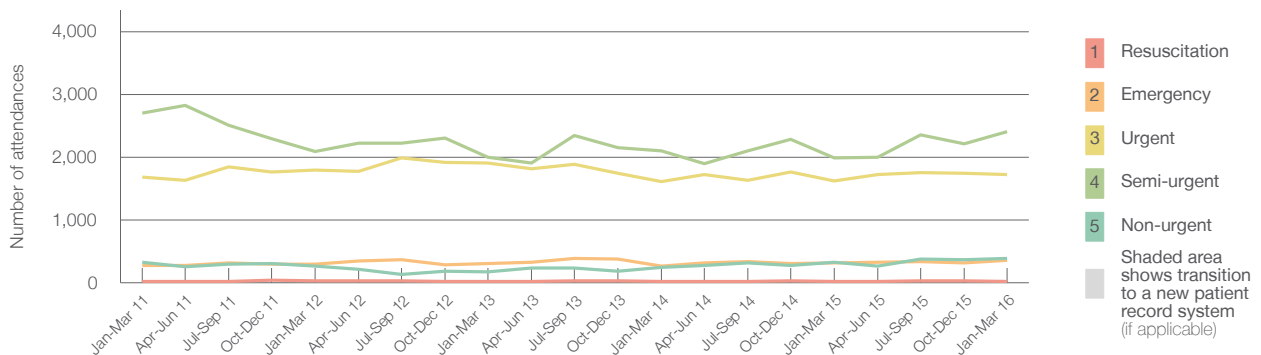
All attendances:<sup>1</sup> 5,033 patients

Emergency attendances<sup>2</sup> by triage category: 4,889 patients



Same period last year	Change since one year ago
4,432	14%
4,272	14%
18	0%
315	11%
1,622	6%
1,987	21%
330	16%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	19	26	16	18	18	18
Emergency	273	293	308	263	315	351
Urgent	1,678	1,794	1,903	1,609	1,622	1,726
Semi-urgent	2,705	2,086	2,001	2,101	1,987	2,411
Non-urgent	320	261	177	245	330	383
All emergency attendances	4,995	4,460	4,405	4,236	4,272	4,889

## Griffith Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 757 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
754	
11 minutes	-1 minute
29 minutes	-3 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

## Griffith Base Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 351

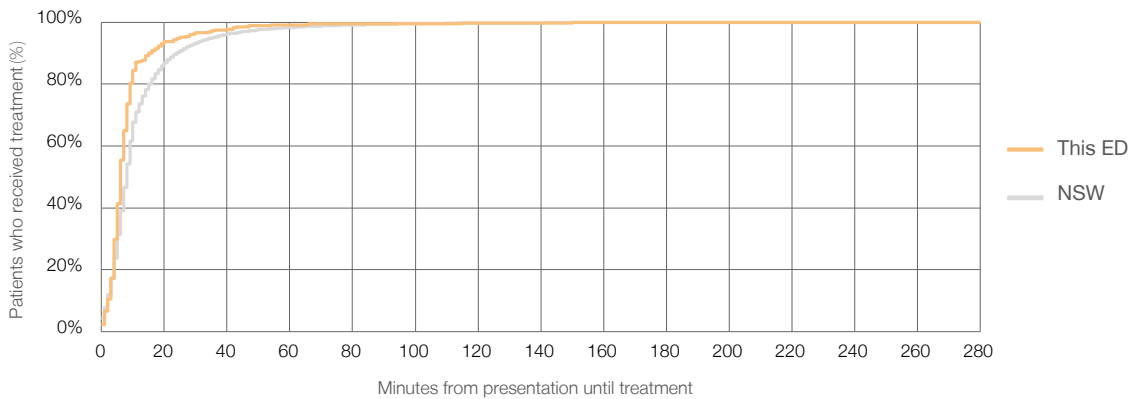
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 348

Median time to start treatment<sup>4</sup>  6 minutes

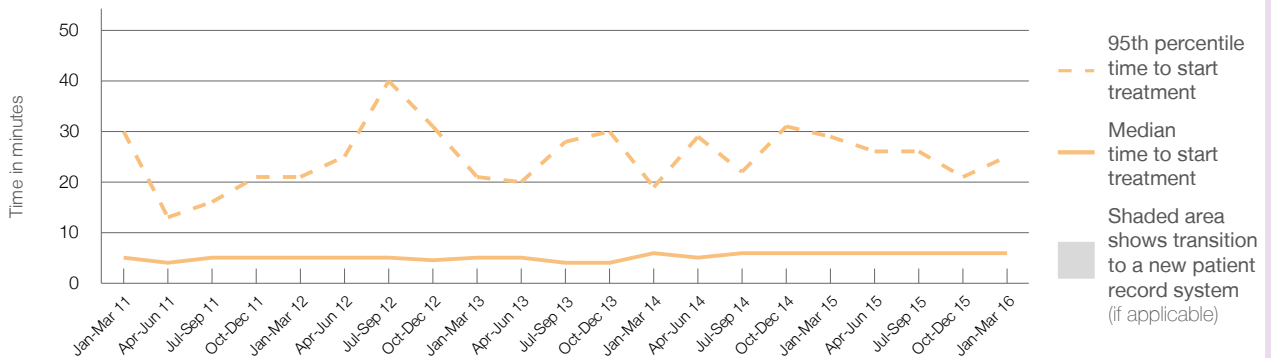
95th percentile time to start treatment<sup>5</sup>  25 minutes

Same period last year	NSW (this period)
315	
314	
6 minutes	8 minutes
29 minutes	35 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	5	5	5	6	6	6
95th percentile time to start treatment <sup>5</sup> (minutes)	30	21	21	19	29	25

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

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

## Griffith Base Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 1,726

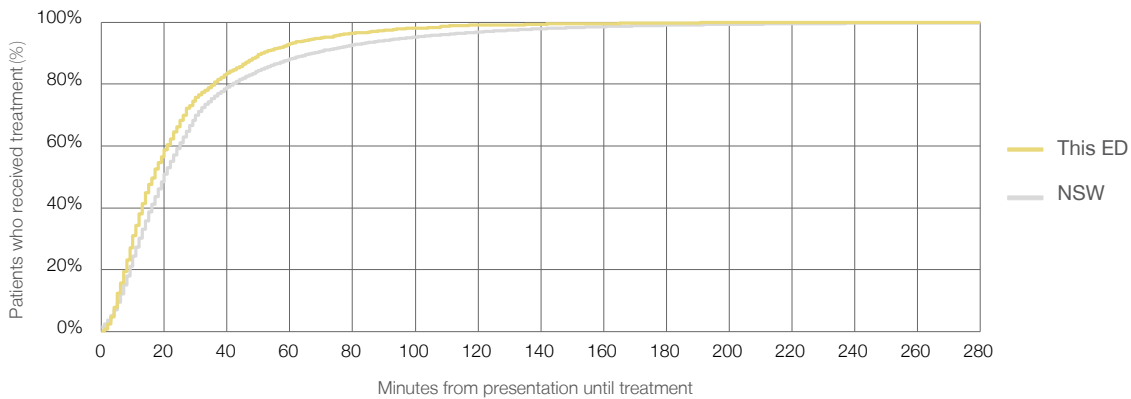
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,703

Median time to start treatment<sup>4</sup> 17 minutes

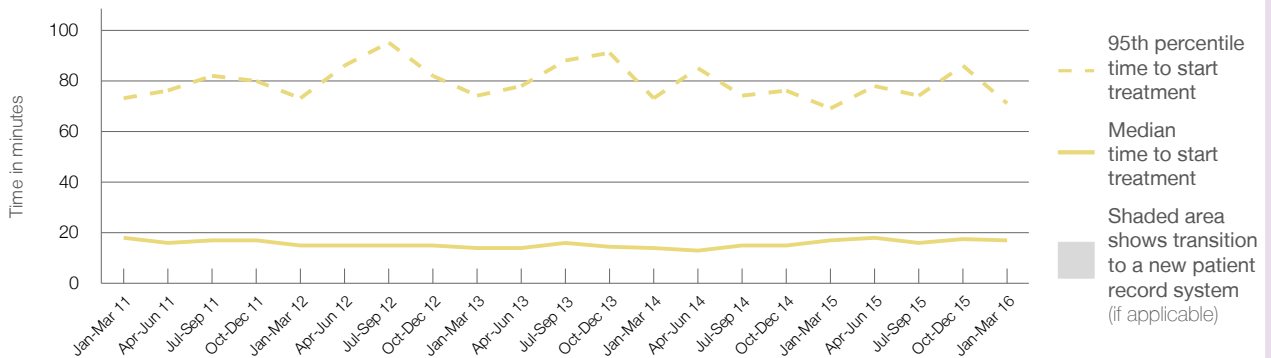
95th percentile time to start treatment<sup>5</sup> 71 minutes

Same period last year	NSW (this period)
1,622	1,609
17 minutes	20 minutes
69 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	18	15	14	14	17	17
95th percentile time to start treatment <sup>5</sup> (minutes)	73	73	74	73	69	71

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

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

## Griffith Base Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 2,411

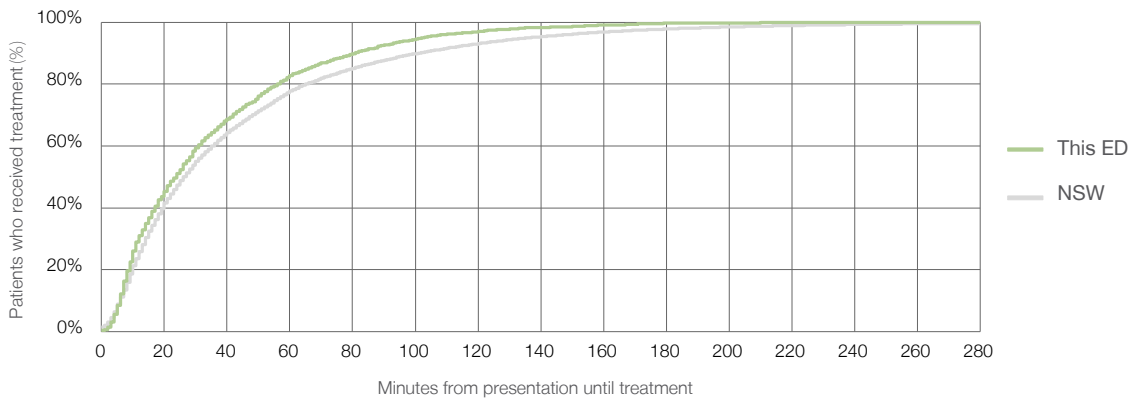
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,313

Median time to start treatment<sup>4</sup> 24 minutes

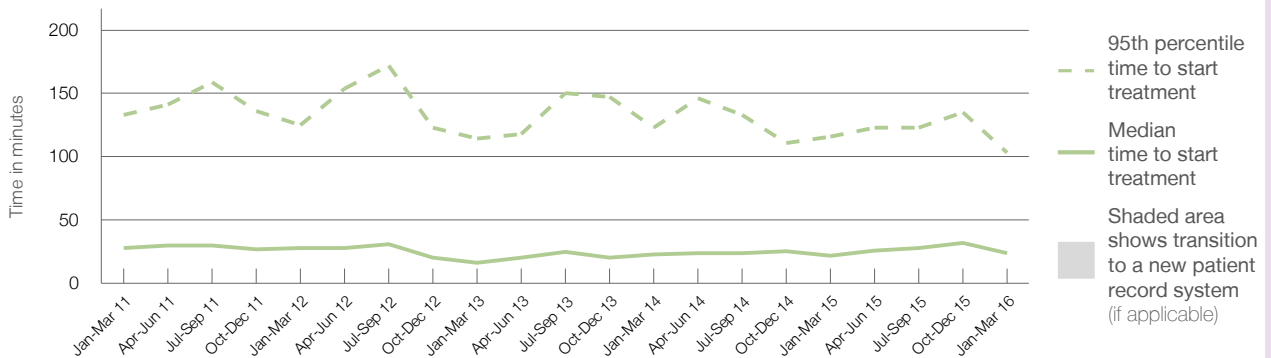
95th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
1,987	
1,903	
22 minutes	26 minutes
116 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	28	28	16	23	22	24
95th percentile time to start treatment <sup>5</sup> (minutes)	133	125	115	123	116	103

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

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

## Griffith Base Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 383

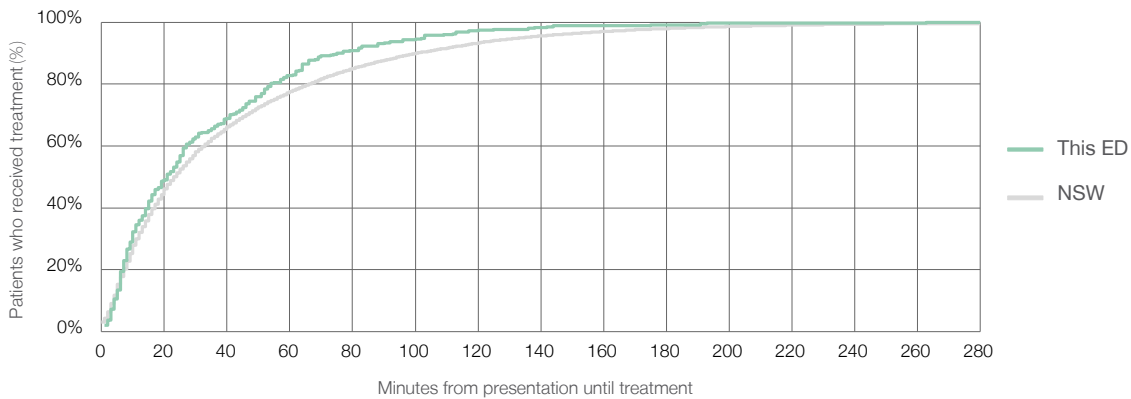
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 348

Median time to start treatment<sup>4</sup> 21 minutes

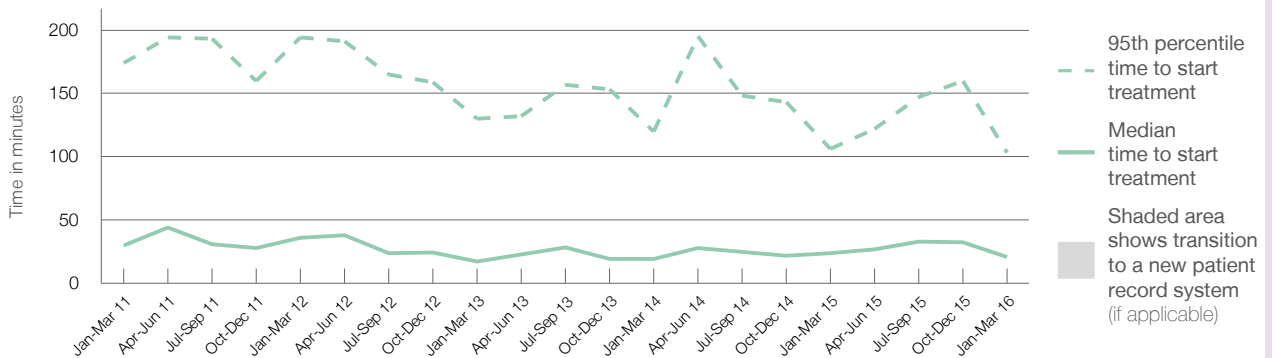
95th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
330	303
24 minutes	23 minutes
106 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	30	36	17	19	24	21
95th percentile time to start treatment <sup>5</sup> (minutes)	174	194	130	120	106	103

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

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



## Griffith Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 5,033 patients

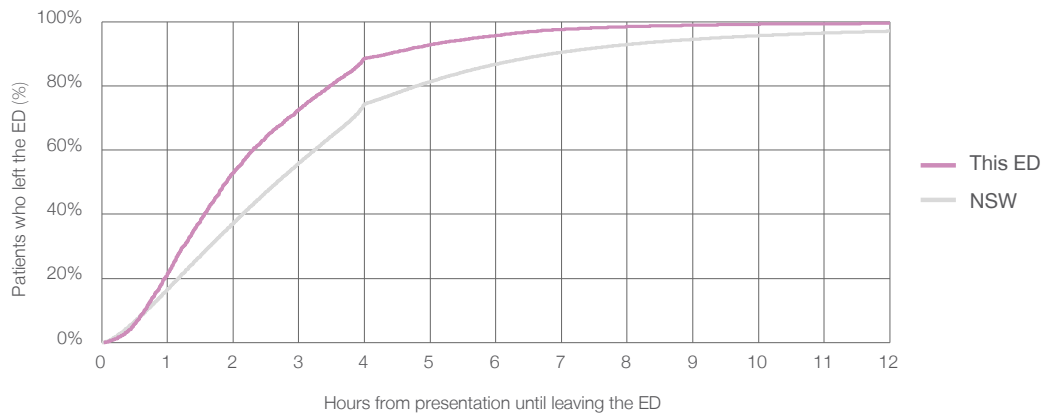
Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,033 patients

Median time to leaving the ED<sup>8</sup> 1 hours and 54 minutes

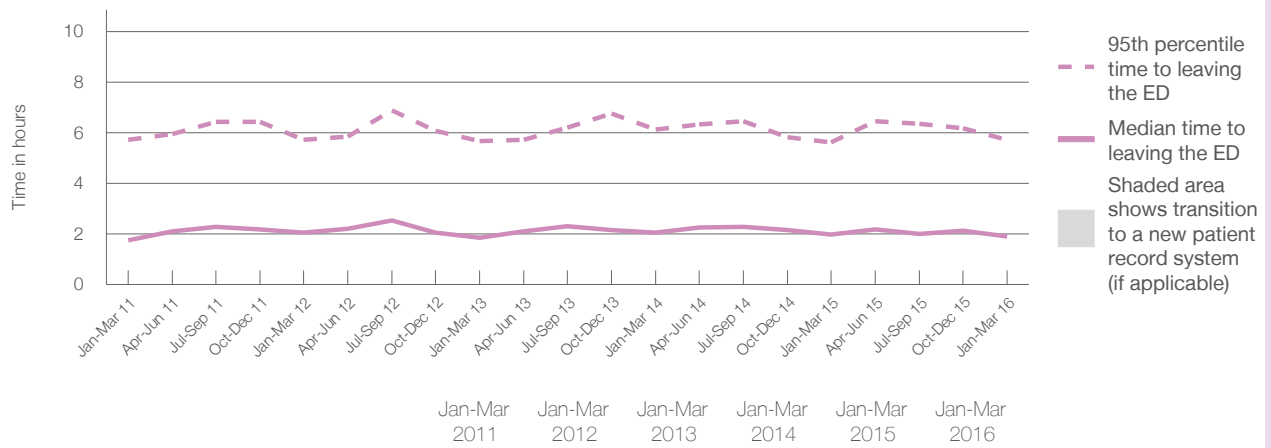
95th percentile time to leaving the ED<sup>9</sup> 5 hours and 43 minutes

Same period last year	NSW (this period)
4,432	4,432
1 hours and 59 minutes	2 hours and 40 minutes
5 hours and 37 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>††</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 46m	2h 4m	1h 51m	2h 3m	1h 59m	1h 54m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 44m	5h 44m	5h 40m	6h 8m	5h 37m	5h 43m

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

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

**Griffith Base Hospital: Time from presentation until leaving the ED**  
By mode of separation  
January to March 2016

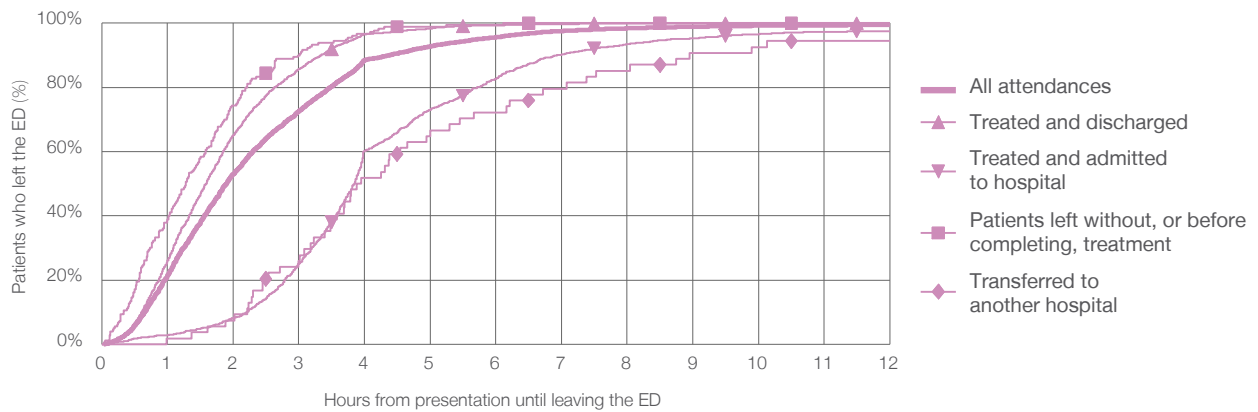
All attendances:<sup>1</sup> 5,033 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,033 patients

Treated and discharged	3,755 (75%)
Treated and admitted to hospital	1,043 (21%)
Patient left without, or before completing, treatment	180 (4%)
Transferred to another hospital	54 (1%)
Other	1 (0%)

Same period last year	Change since one year ago
4,432	14%
2,893	30%
1,347	-23%
132	36%
46	17%
14	-93%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>†‡</sup>



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	26%	65%	86%	97%	99%	100%	100%	100%
Treated and admitted to hospital	3%	8%	25%	60%	83%	93%	97%	98%
Patient left without, or before completing, treatment	39%	74%	90%	97%	99%	100%	100%	100%
Transferred to another hospital	2%	7%	26%	52%	72%	85%	93%	94%
All attendances	21%	53%	73%	88%	96%	98%	99%	99%

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

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

**Griffith Base Hospital: Time from presentation until leaving the ED**  
**Percentage of patients who left the ED within four hours of presentation**  
 January to March 2016

All attendances: <sup>1</sup> 5,033 patients

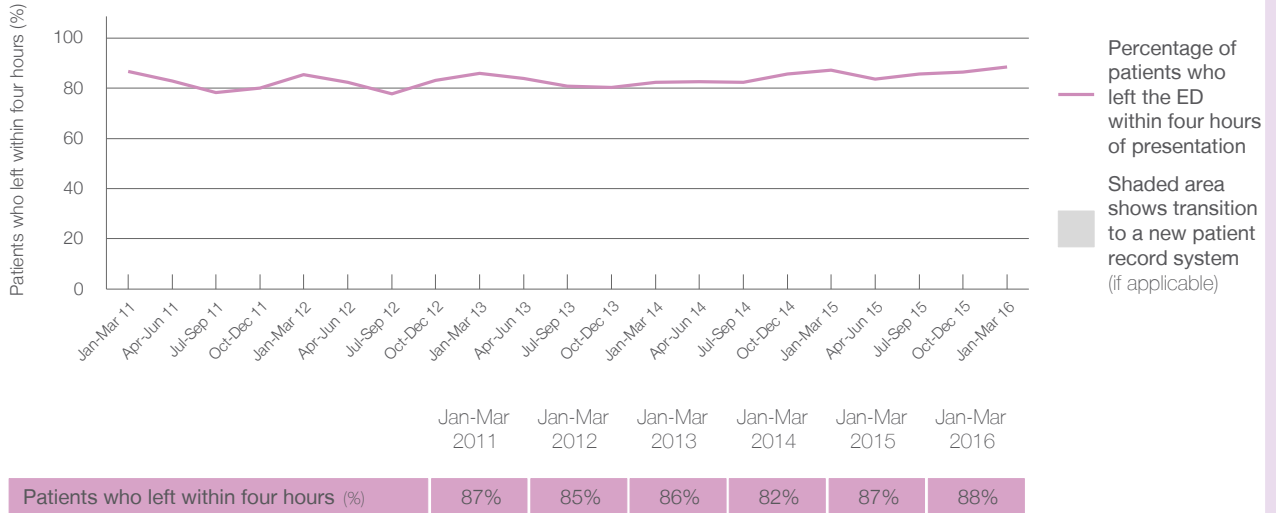
Attendances used to calculate time to leaving the ED: <sup>6</sup> 5,033 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	4,432	14%
Attendances used to calculate time to leaving the ED	4,432	14%
Percentage of patients who left the ED within four hours	87%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<sup>†‡</sup>



Patients who left within four hours (%)	87%	85%	86%	82%	87%	88%
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\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016). Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

## Tumut Health Service: Emergency department (ED) overview

January to March 2016


All attendances:<sup>1</sup> 1,798 patients  
 Emergency attendances:<sup>2</sup> 1,161 patients

Same period last year	Change since one year ago
1,372	31%
809	44%



## Tumut Health Service: Time from presentation to treatment<sup>3</sup>

January to March 2016



**Triage 2** Emergency (e.g. chest pain, severe burns): 44 patients

Median time to start treatment<sup>4</sup>  8 minutes  
 95th percentile time to start treatment<sup>5</sup> \*



**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 350 patients

Median time to start treatment<sup>4</sup>  6 minutes  
 95th percentile time to start treatment<sup>5</sup>  40 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 602 patients

Median time to start treatment<sup>4</sup>  5 minutes  
 95th percentile time to start treatment<sup>5</sup>  49 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 165 patients

Median time to start treatment<sup>4</sup>  4 minutes  
 95th percentile time to start treatment<sup>5</sup>  48 minutes

Same period last year	NSW (this period)
51	
1 minutes	8 minutes
*	35 minutes
215	
0 minutes	20 minutes
34 minutes	99 minutes
411	
1 minutes	26 minutes
33 minutes	137 minutes
132	
1 minutes	23 minutes
30 minutes	135 minutes

## Tumut Health Service: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,798 patients

Percentage of patients who left the ED within four hours  98%

Same period last year	Change since one year ago
1,372	31%
99%	

\* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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.

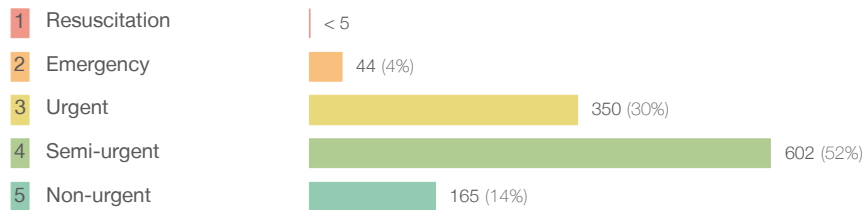
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Tumut Health Service: Patients attending the emergency department

January to March 2016

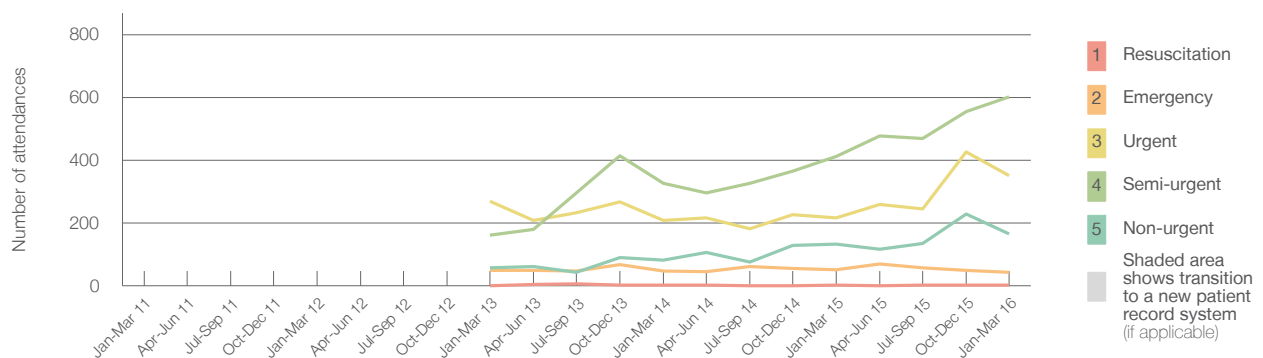
All attendances:<sup>1</sup> 1,798 patients

Emergency attendances<sup>2</sup> by triage category: 1,161 patients



	Same period last year	Change since one year ago
All attendances	1,372	31%
Emergency attendances	809	44%
1 Resuscitation	< 5	*
2 Emergency	51	-14%
3 Urgent	215	63%
4 Semi-urgent	411	46%
5 Non-urgent	132	25%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation			0	< 5	< 5	< 5
Emergency			48	49	51	44
Urgent			270	207	215	350
Semi-urgent			161	326	411	602
Non-urgent			56	81	132	165
All emergency attendances			535	663	809	1,161

## Tumut Health Service: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 113 patients

ED Transfer of care time<sup>§</sup>



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	0	

(†) 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

## Tumut Health Service: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 44

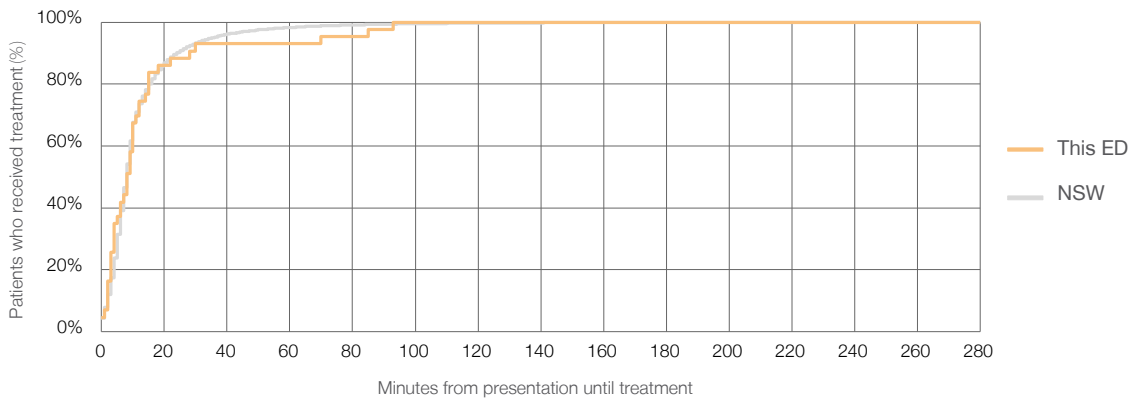
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 43

Median time to start treatment<sup>4</sup> 8 minutes

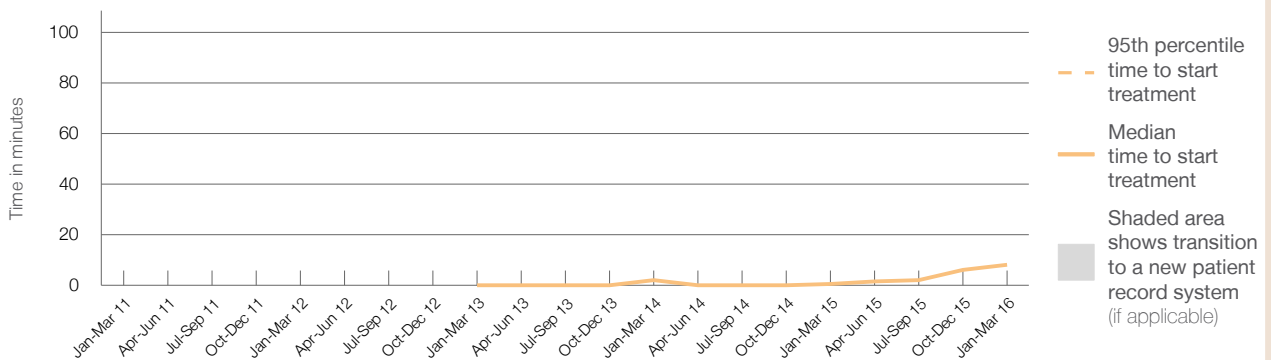
95th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
51	
50	
1 minutes	8 minutes
*	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			0	2	1	8
95th percentile time to start treatment <sup>5</sup> (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.

## Tumut Health Service: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 350

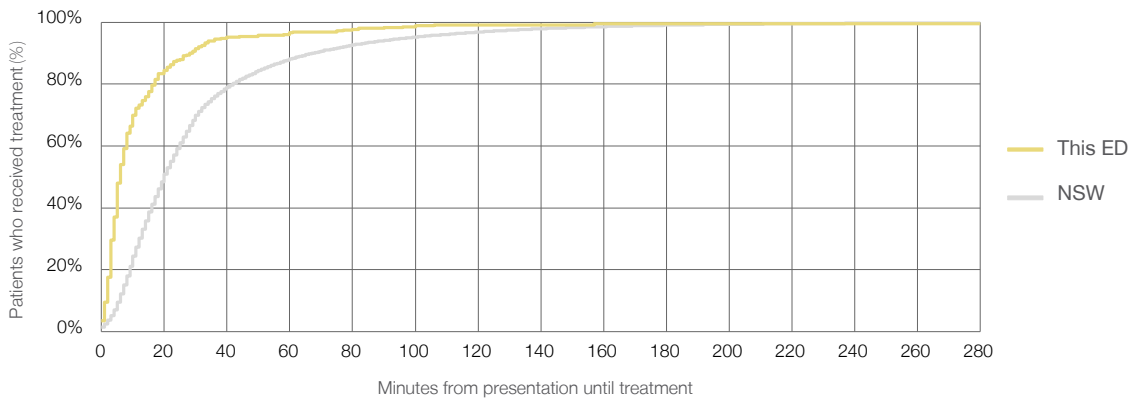
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 348

Median time to start treatment<sup>4</sup> 6 minutes

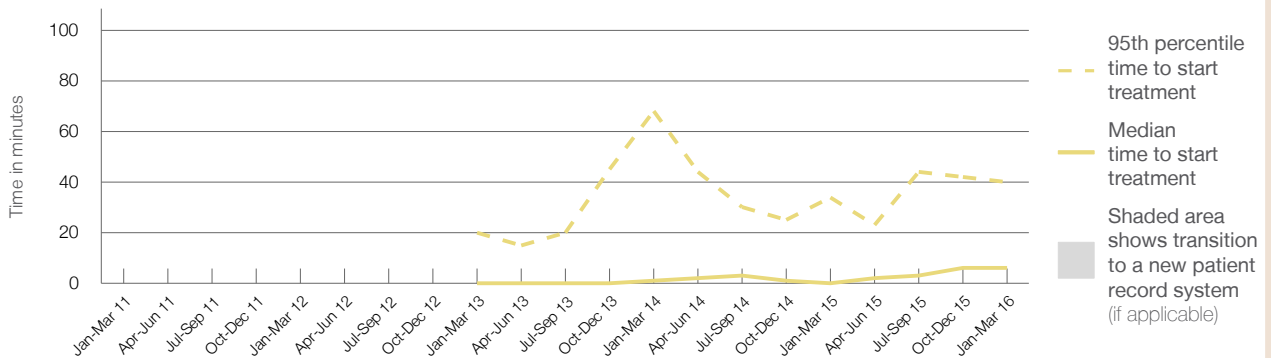
95th percentile time to start treatment<sup>5</sup> 40 minutes

Same period last year	NSW (this period)
215	
214	
0 minutes	20 minutes
34 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			0	1	0	6
95th percentile time to start treatment <sup>5</sup> (minutes)			20	68	34	40

(†) 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.

## Tumut Health Service: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 602

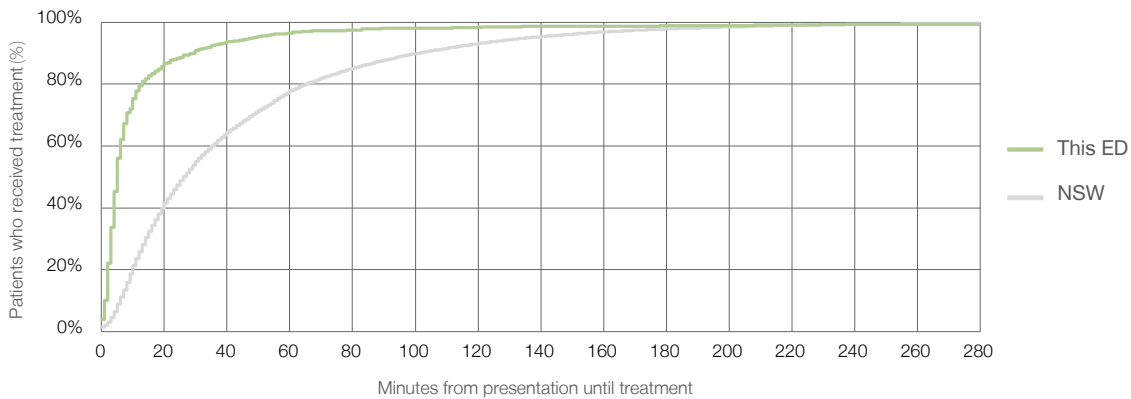
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 596

Median time to start treatment<sup>4</sup> 5 minutes

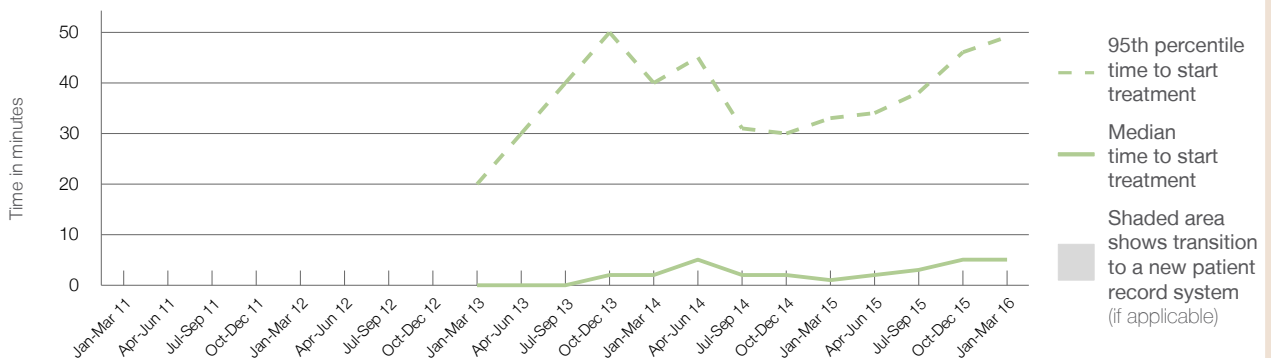
95th percentile time to start treatment<sup>5</sup> 49 minutes

Same period last year	NSW (this period)
411	
410	
1 minutes	26 minutes
33 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			0	2	1	5
95th percentile time to start treatment <sup>5</sup> (minutes)			20	40	33	49

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

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

(§) 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.



## Tumut Health Service: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 165

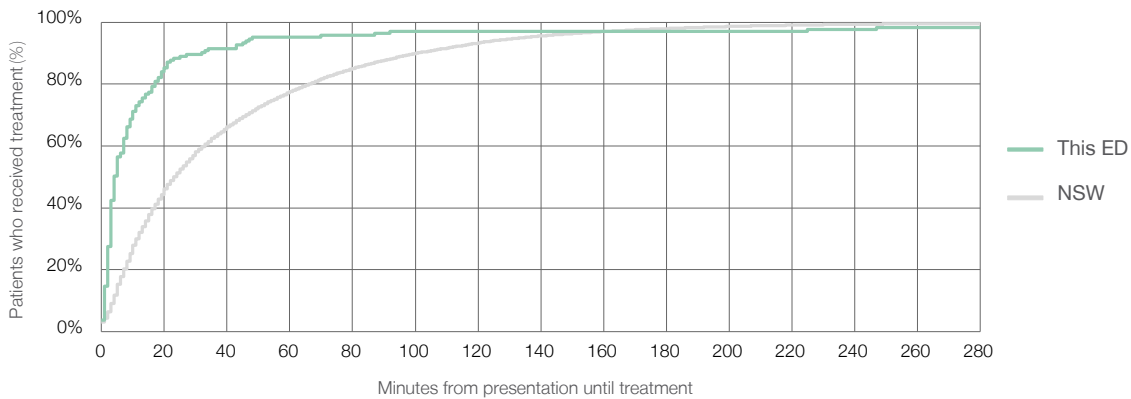
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 163

Median time to start treatment<sup>4</sup> 4 minutes

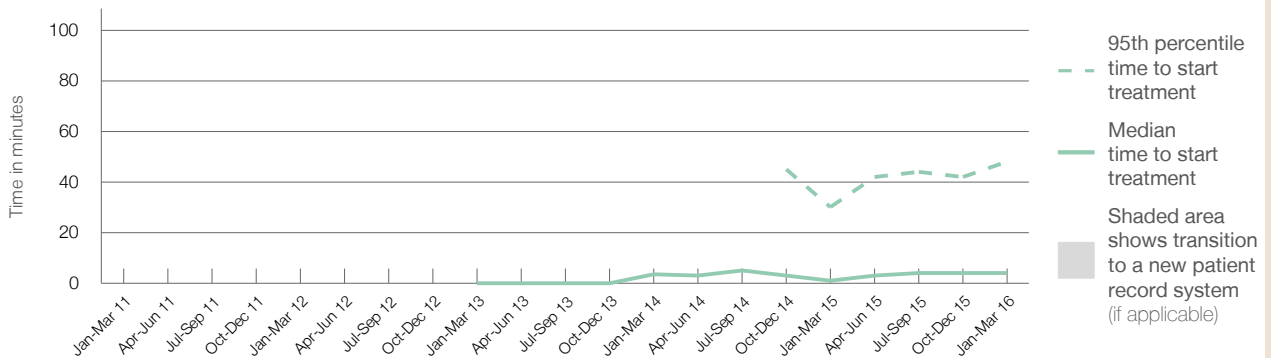
95th percentile time to start treatment<sup>5</sup> 48 minutes

Same period last year	NSW (this period)
132	132
1 minutes	23 minutes
30 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			0	4	1	4
95th percentile time to start treatment <sup>5</sup> (minutes)			*	*	30	48

(†) 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.

## Tumut Health Service: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 1,798 patients

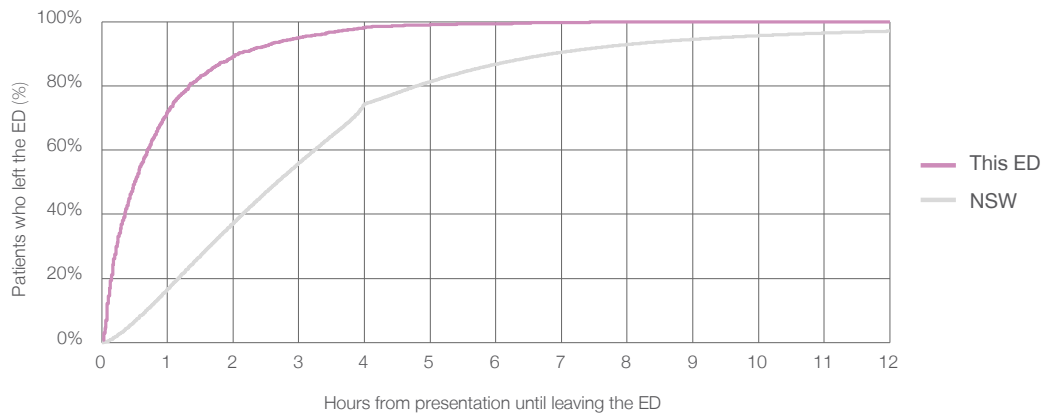
Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,798 patients

Median time to leaving the ED<sup>8</sup> 0 hours and 30 minutes

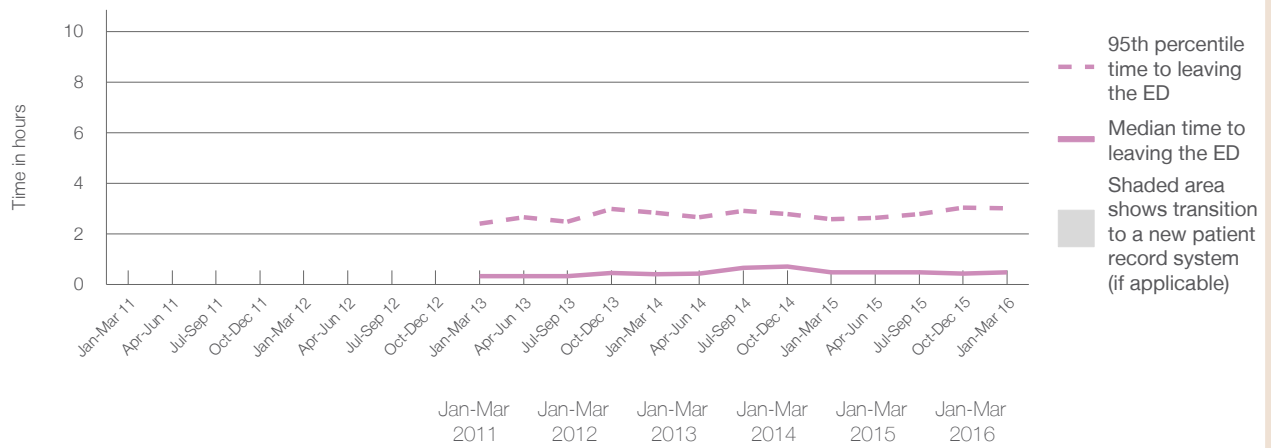
95th percentile time to leaving the ED<sup>9</sup> 3 hours and 1 minutes

Same period last year	NSW (this period)
1,372	1,372
0 hours and 30 minutes	2 hours and 40 minutes
2 hours and 35 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)			0h 20m	0h 25m	0h 30m	0h 30m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			2h 25m	2h 50m	2h 35m	3h 1m

(†) 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.

**Tumut Health Service: Time from presentation until leaving the ED**  
By mode of separation  
January to March 2016

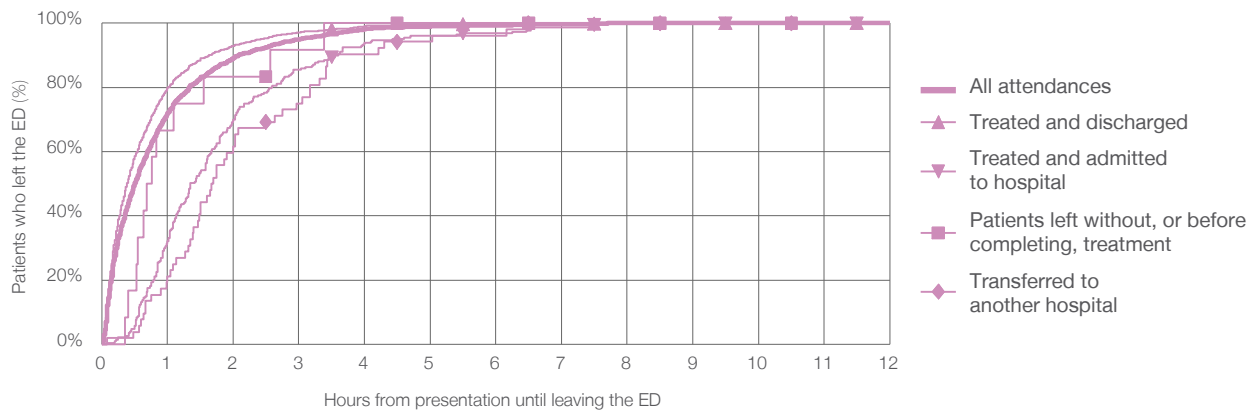
All attendances:<sup>1</sup> 1,798 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,798 patients

Treated and discharged	1,495 (83%)
Treated and admitted to hospital	227 (13%)
Patient left without, or before completing, treatment	12 (1%)
Transferred to another hospital	52 (3%)
Other	12 (1%)

Same period last year	Change since one year ago
1,372	31%
1,104	35%
204	11%
14	-14%
50	4%
0	B

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††§</sup>



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	80%	93%	97%	99%	100%	100%	100%	100%
Treated and admitted to hospital	32%	70%	85%	94%	97%	100%	100%	100%
Patient left without, or before completing, treatment	67%	83%	92%	100%	100%	100%	100%	100%
Transferred to another hospital	21%	62%	75%	90%	96%	100%	100%	100%
All attendances	72%	89%	95%	98%	99%	100%	100%	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.

(§) 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.

**Tumut Health Service: Time from presentation until leaving the ED**  
**Percentage of patients who left the ED within four hours of presentation**  
 January to March 2016

All attendances: <sup>1</sup> 1,798 patients

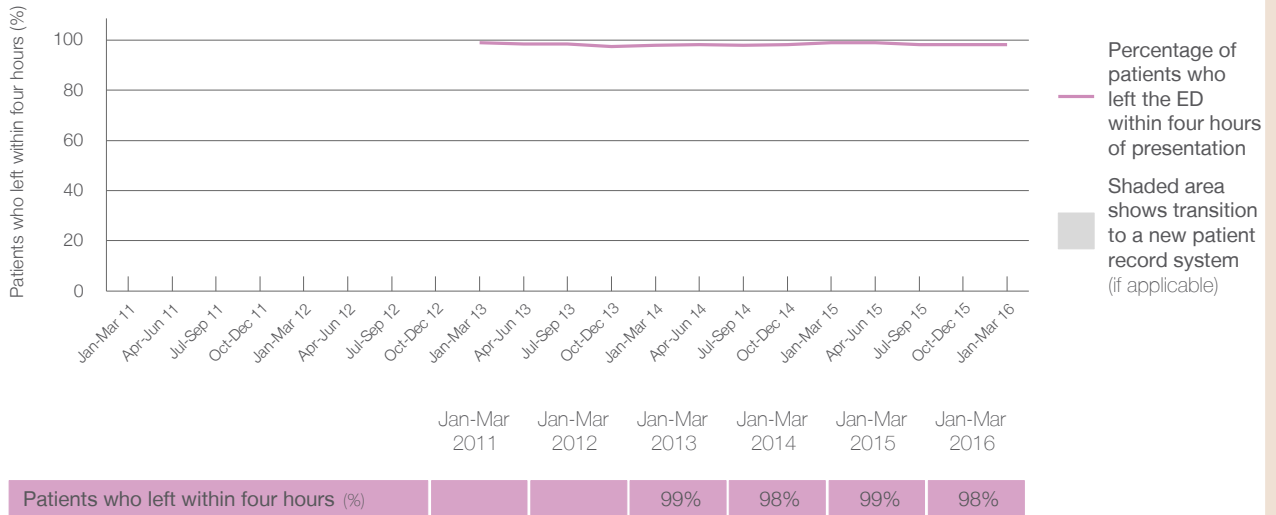
Attendances used to calculate time to leaving the ED: <sup>6</sup> 1,798 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	1,372	31%
Attendances used to calculate time to leaving the ED	1,372	31%
Percentage of patients who left the ED within four hours	99%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 <sup>†‡§</sup>



\* 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 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

## Wagga Wagga Base Hospital: Emergency department (ED) overview

January to March 2016



All attendances:<sup>1</sup> 9,793 patients  
Emergency attendances:<sup>2</sup> 9,554 patients

Same period last year	Change since one year ago
8,970	9%
8,642	11%

## Wagga Wagga Base Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 799 patients

Median time to start treatment<sup>4</sup>  7 minutes  
95th percentile time to start treatment<sup>5</sup>  33 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,870 patients

Median time to start treatment<sup>4</sup>  21 minutes  
95th percentile time to start treatment<sup>5</sup>  96 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,026 patients

Median time to start treatment<sup>4</sup>  26 minutes  
95th percentile time to start treatment<sup>5</sup>  118 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 823 patients

Median time to start treatment<sup>4</sup>  18 minutes  
95th percentile time to start treatment<sup>5</sup>  109 minutes

Same period last year	NSW (this period)
612	
7 minutes	8 minutes
23 minutes	35 minutes
3,516	
17 minutes	20 minutes
72 minutes	99 minutes
3,788	
19 minutes	26 minutes
111 minutes	137 minutes
703	
13 minutes	23 minutes
106 minutes	135 minutes

## Wagga Wagga Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,792 patients

Percentage of patients who left the ED within four hours  69%

Same period last year	Change since one year ago
8,970	9%
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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

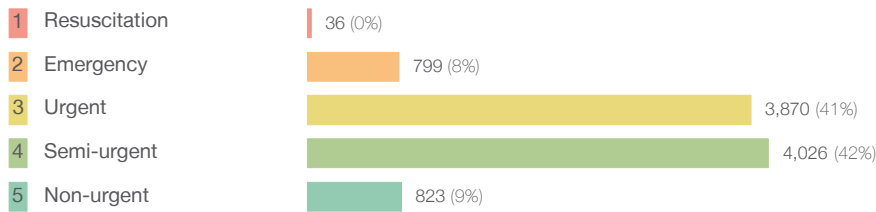
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Wagga Wagga Base Hospital: Patients attending the emergency department January to March 2016

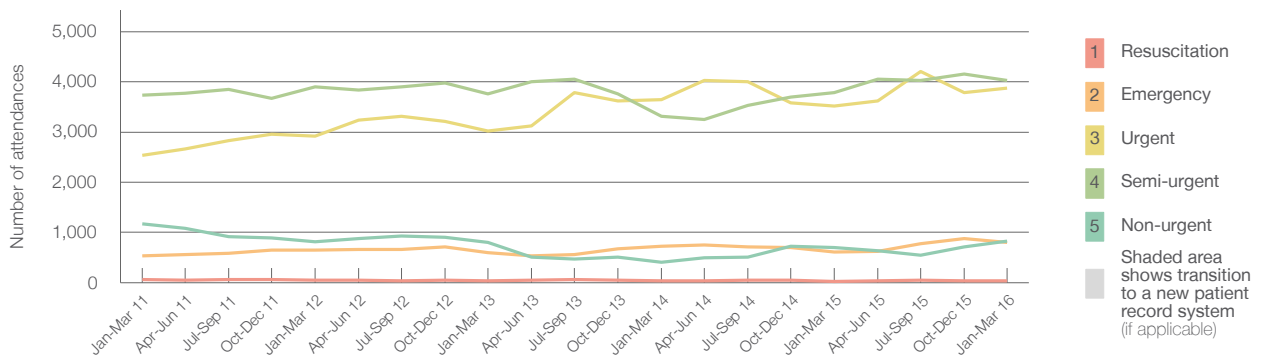
All attendances:<sup>1</sup> 9,793 patients

Emergency attendances<sup>2</sup> by triage category: 9,554 patients



Same period last year	Change since one year ago
8,970	9%
8,642	11%
23	57%
612	31%
3,516	10%
3,788	6%
703	17%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	67	50	40	33	23	36
Emergency	539	651	592	724	612	799
Urgent	2,540	2,915	3,015	3,645	3,516	3,870
Semi-urgent	3,731	3,895	3,764	3,313	3,788	4,026
Non-urgent	1,172	820	799	411	703	823
All emergency attendances	8,049	8,331	8,210	8,126	8,642	9,554

## Wagga Wagga Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,903 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
1,219 **	
13 minutes	3 minutes
62 minutes	47 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

## Wagga Wagga Base Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 799

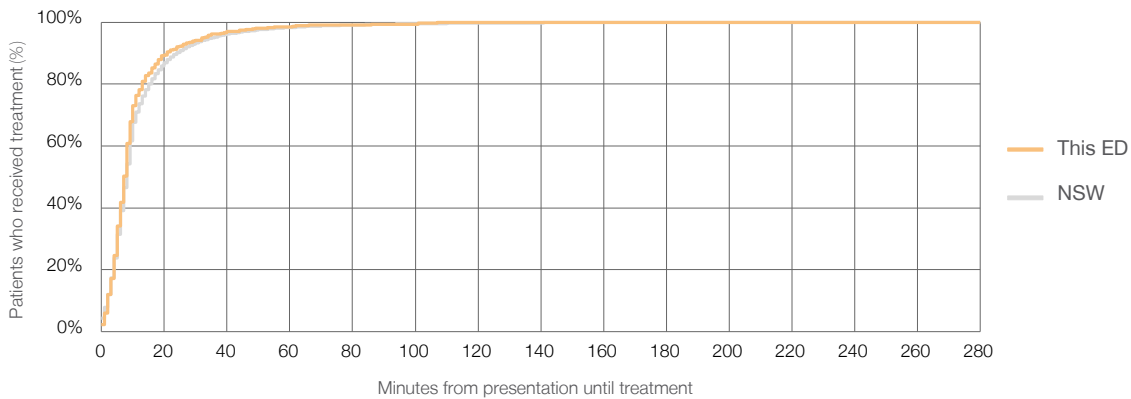
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 796

Median time to start treatment<sup>4</sup>  7 minutes

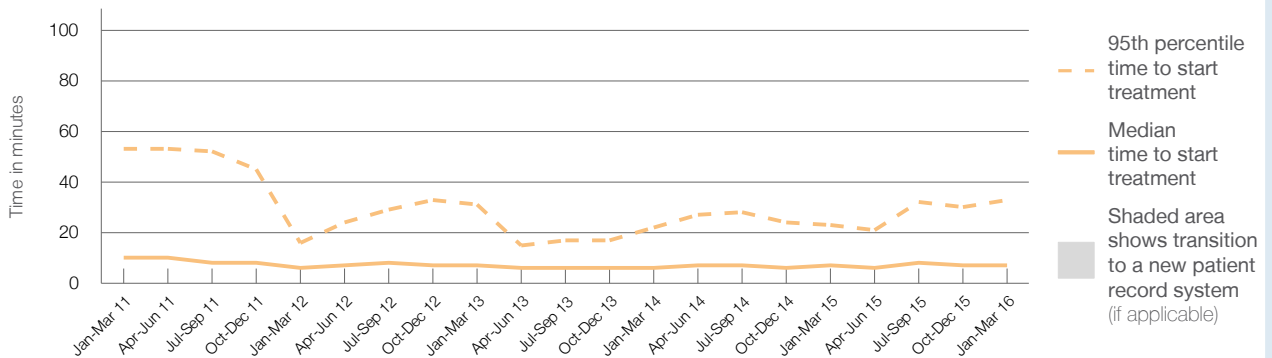
95th percentile time to start treatment<sup>5</sup>  33 minutes

Same period last year	NSW (this period)
612	612
7 minutes	8 minutes
23 minutes	35 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	10	6	7	6	7	7
95th percentile time to start treatment <sup>5</sup> (minutes)	53	16	31	22	23	33

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

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

## Wagga Wagga Base Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 3,870

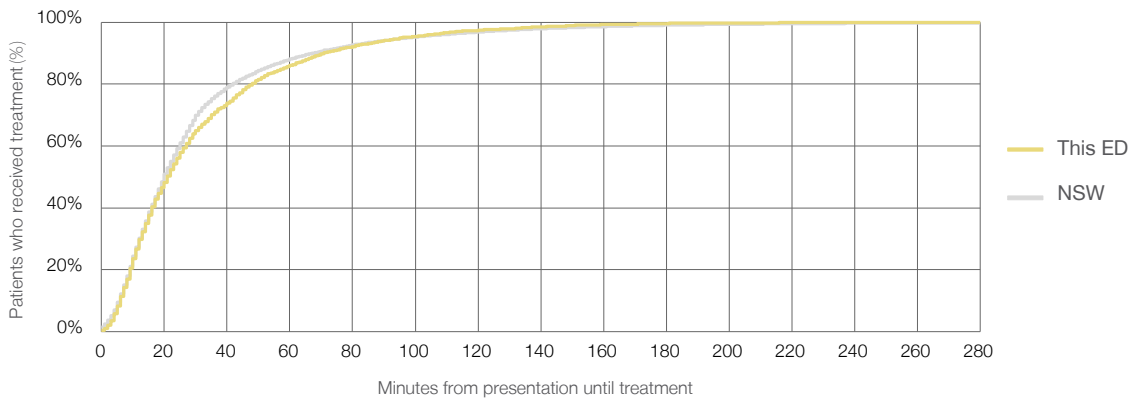
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,758

Median time to start treatment<sup>4</sup> 21 minutes

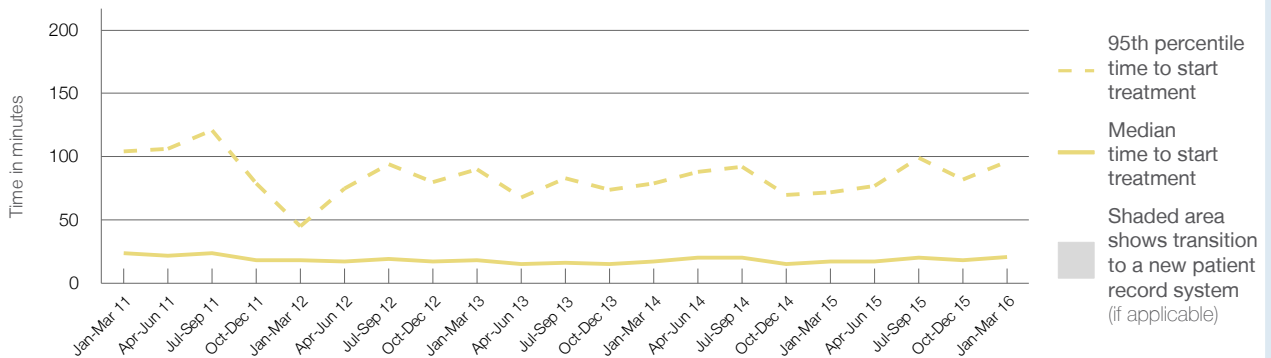
95th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
3,516	
3,466	
17 minutes	20 minutes
72 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	24	18	18	17	17	21
95th percentile time to start treatment <sup>5</sup> (minutes)	104	45	90	79	72	96

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

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



## Wagga Wagga Base Hospital: Time from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 4,026

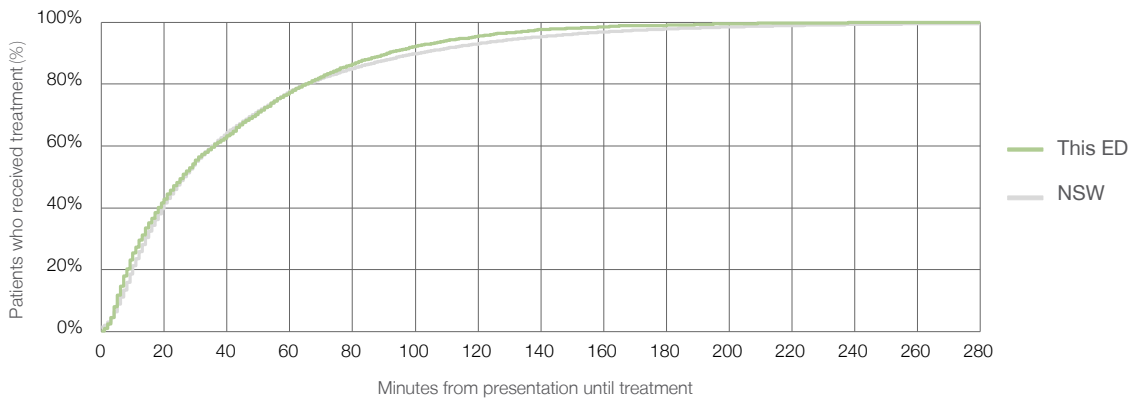
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,800

Median time to start treatment<sup>4</sup>  26 minutes

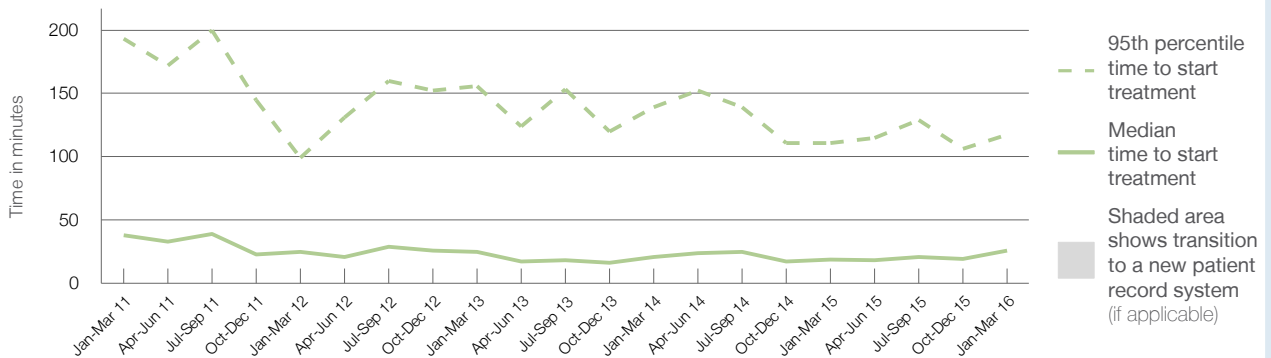
95th percentile time to start treatment<sup>5</sup>  118 minutes

Same period last year	NSW (this period)
3,788	
3,618	
19 minutes	26 minutes
111 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	38	25	25	21	19	26
95th percentile time to start treatment <sup>5</sup> (minutes)	193	99	156	139	111	118

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

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

## Wagga Wagga Base Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 823

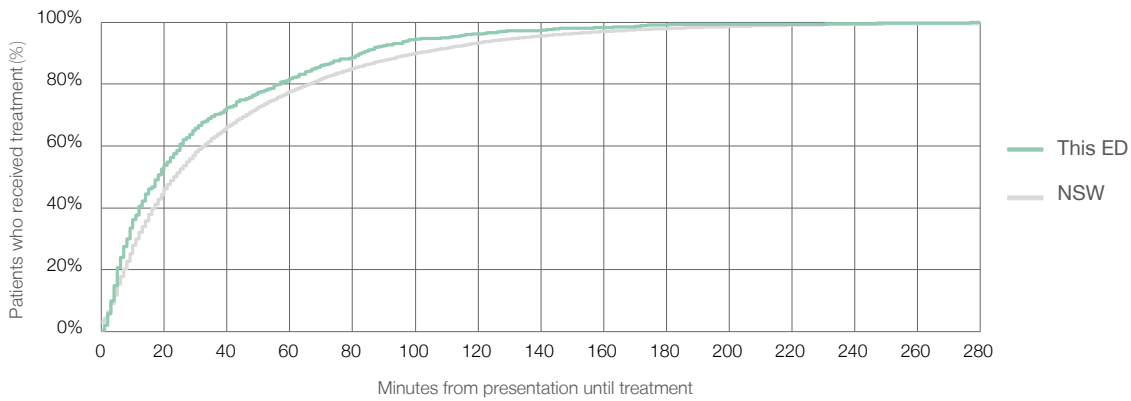
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 747

Median time to start treatment<sup>4</sup> 18 minutes

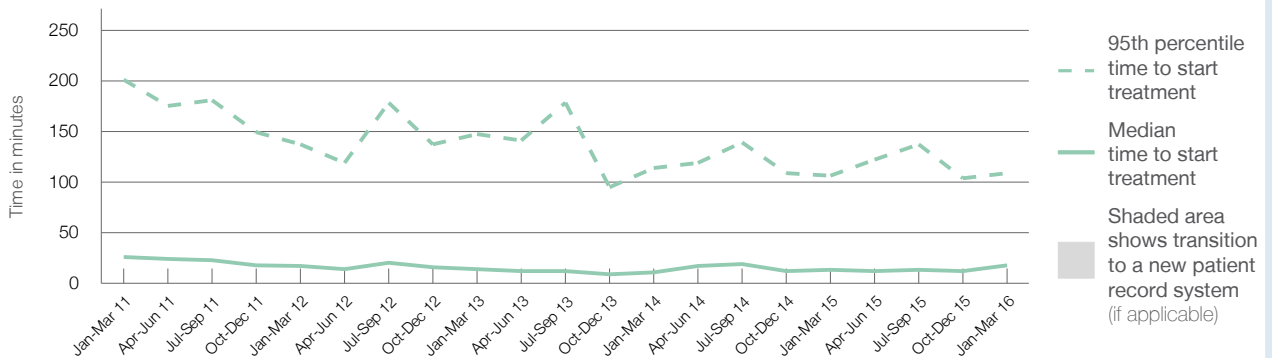
95th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
703	
657	
13 minutes	23 minutes
106 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	26	17	14	11	13	18
95th percentile time to start treatment <sup>5</sup> (minutes)	201	137	147	114	106	109

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

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

## Wagga Wagga Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 9,793 patients

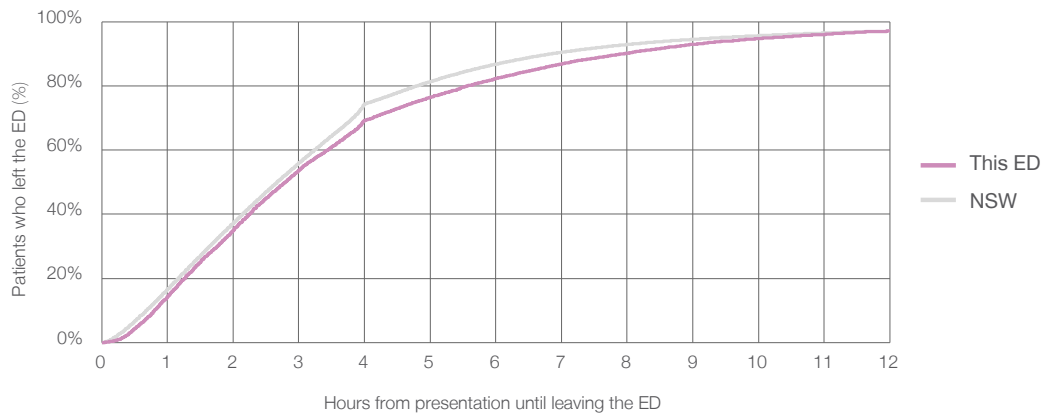
Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,792 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 48 minutes

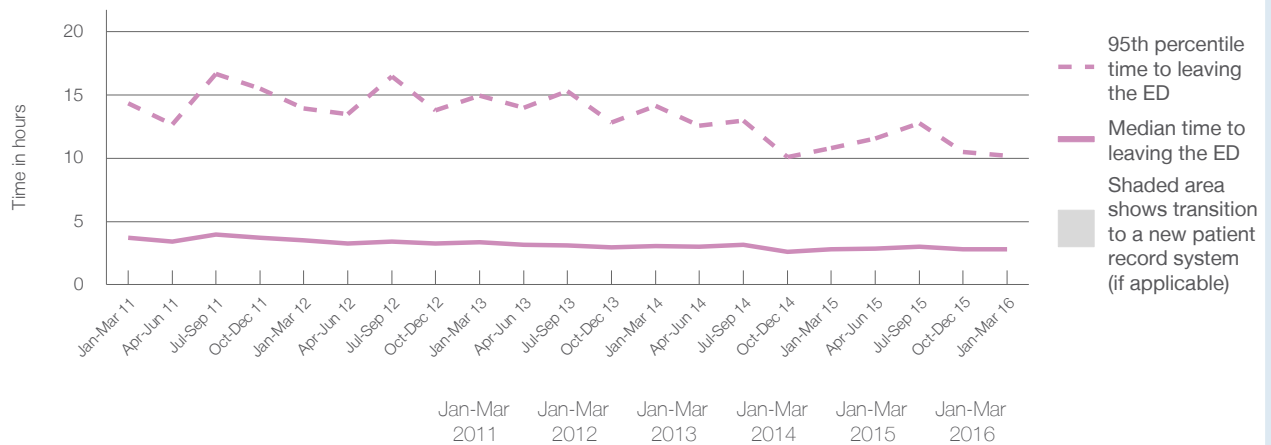
95th percentile time to leaving the ED<sup>9</sup> 10 hours and 12 minutes

Same period last year	NSW (this period)
8,970	8,970
2 hours and 47 minutes	2 hours and 40 minutes
10 hours and 47 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 42m	3h 32m	3h 22m	3h 2m	2h 47m	2h 48m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	14h 20m	13h 56m	14h 56m	14h 7m	10h 47m	10h 12m

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

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## Wagga Wagga Base Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

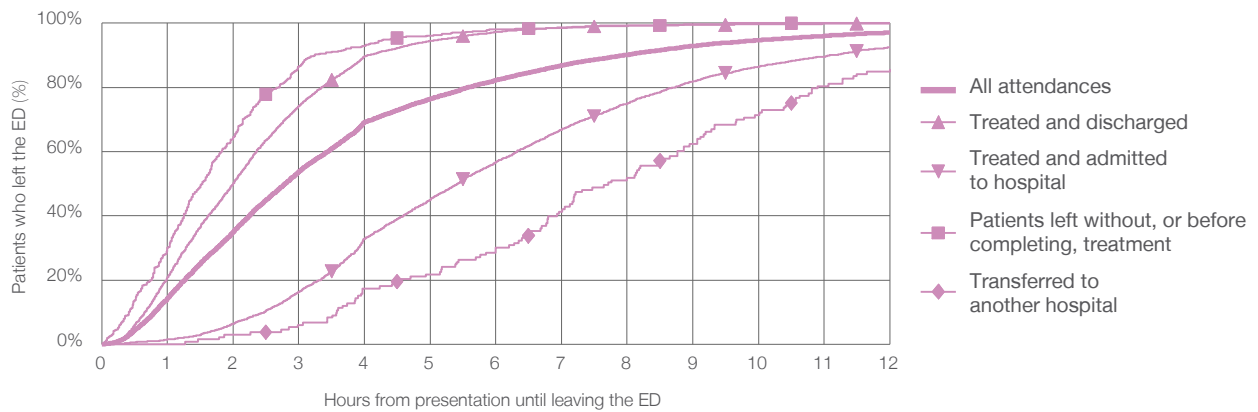
All attendances:<sup>1</sup> 9,793 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,792 patients

Treated and discharged	5,822 (59%)
Treated and admitted to hospital	3,402 (35%)
Patient left without, or before completing, treatment	415 (4%)
Transferred to another hospital	133 (1%)
Other	21 (0%)

	Same period last year	Change since one year ago
	8,970	9%
	5,469	6%
	3,059	11%
	298	39%
	127	5%
	17	24%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††</sup>



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

Treated and discharged	21%	50%	74%	90%	97%	99%	100%	100%
Treated and admitted to hospital	1%	6%	16%	33%	57%	75%	87%	93%
Patient left without, or before completing, treatment	30%	65%	87%	93%	98%	99%	100%	100%
Transferred to another hospital	0%	3%	6%	17%	30%	52%	71%	86%
All attendances	14%	35%	54%	69%	82%	90%	95%	97%

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

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

**Wagga Wagga Base Hospital: Time from presentation until leaving the ED**  
 Percentage of patients who left the ED within four hours of presentation  
 January to March 2016

All attendances: <sup>1</sup> 9,793 patients

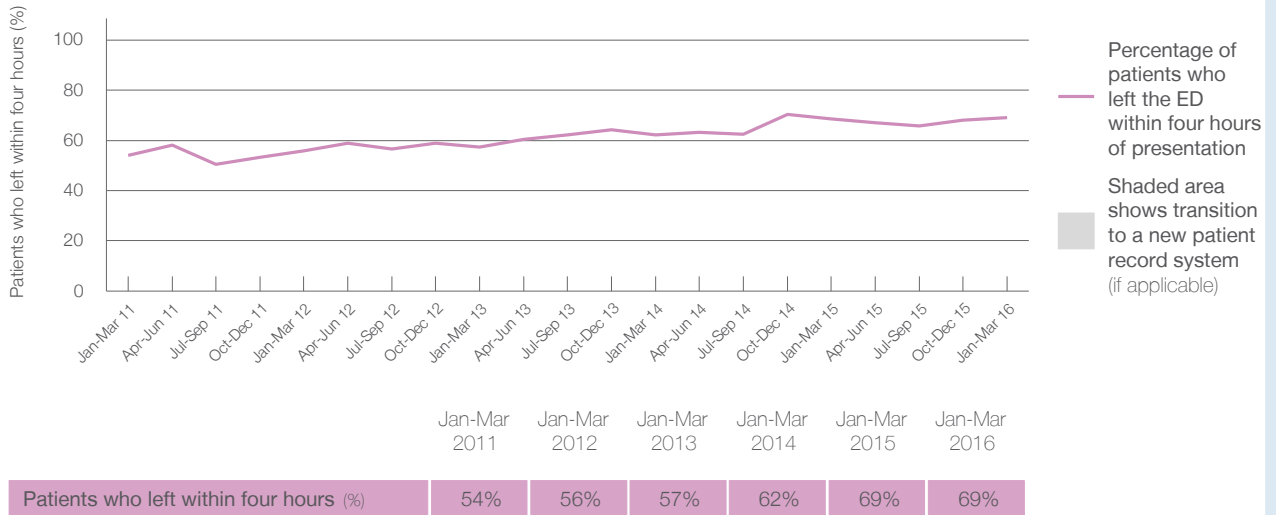
Attendances used to calculate time to leaving the ED: <sup>6</sup> 9,792 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
8,970	9%
8,970	9%
69%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<sup>†‡</sup>



\* 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.

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- 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 2016*.
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- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
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- 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

## Young Health Service: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 2,254 patients  
Emergency attendances:<sup>2</sup> 1,961 patients

Same period last year	Change since one year ago
2,228	1%
1,971	-1%

## Young Health Service: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 130 patients

Median time to start treatment<sup>4</sup> 6 minutes  
95th percentile time to start treatment<sup>5</sup> 33 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 715 patients

Median time to start treatment<sup>4</sup> 10 minutes  
95th percentile time to start treatment<sup>5</sup> 49 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 897 patients

Median time to start treatment<sup>4</sup> 11 minutes  
95th percentile time to start treatment<sup>5</sup> 62 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 219 patients

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
182	
0 minutes	8 minutes
5 minutes	35 minutes
765	
5 minutes	20 minutes
30 minutes	99 minutes
886	
10 minutes	26 minutes
60 minutes	137 minutes
132	
5 minutes	23 minutes
41 minutes	135 minutes

## Young Health Service: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,254 patients

Percentage of patients who left the ED within four hours 97%

Same period last year	Change since one year ago
2,228	1%
95%	

\* 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 2016*.
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- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

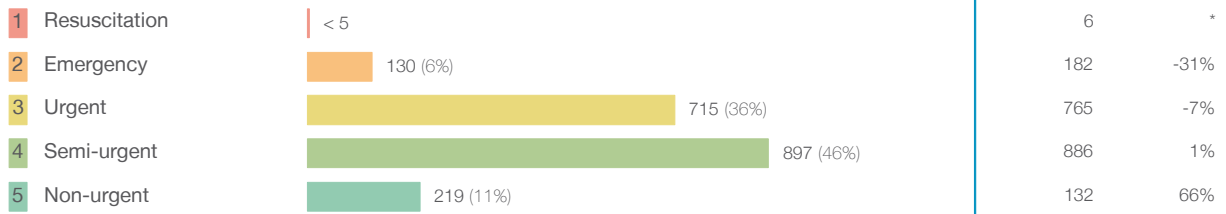
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

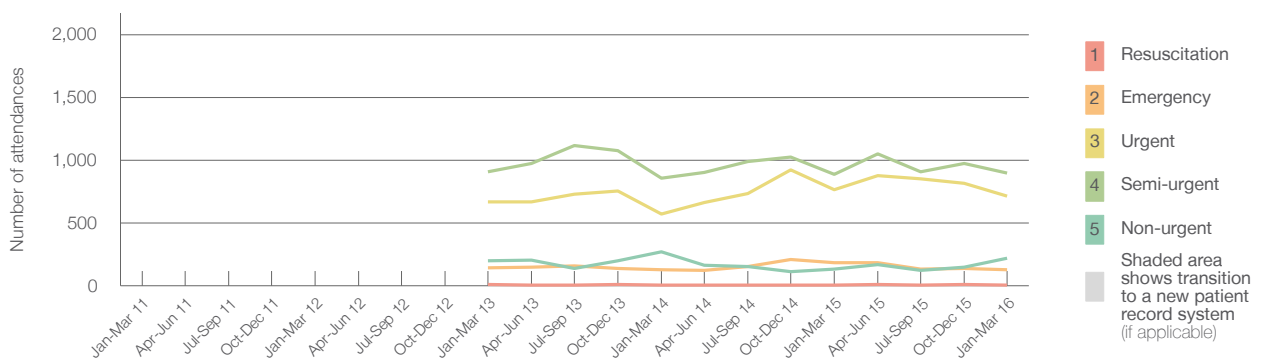
## Young Health Service: Patients attending the emergency department January to March 2016

All attendances:<sup>1</sup> 2,254 patients

Emergency attendances<sup>2</sup> by triage category: 1,961 patients



Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>†§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation			7	5	6	< 5
Emergency			140	126	182	130
Urgent			667	571	765	715
Semi-urgent			907	857	886	897
Non-urgent			199	268	132	219
All emergency attendances			1,920	1,827	1,971	1,961

## Young Health Service: Patients arriving by ambulance January to March 2016

ED Transfer of care time is not currently available for this hospital.<sup>7</sup>

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Young Health Service: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 130

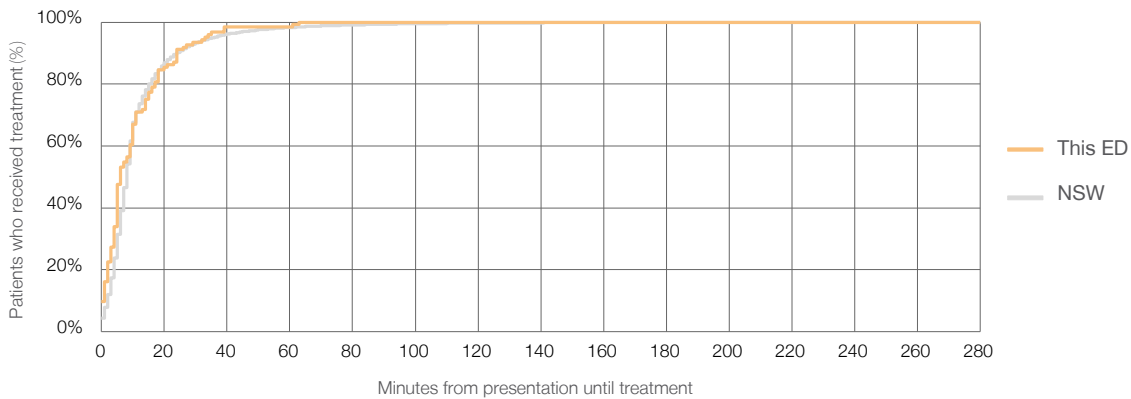
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 124

Median time to start treatment<sup>4</sup> 6 minutes

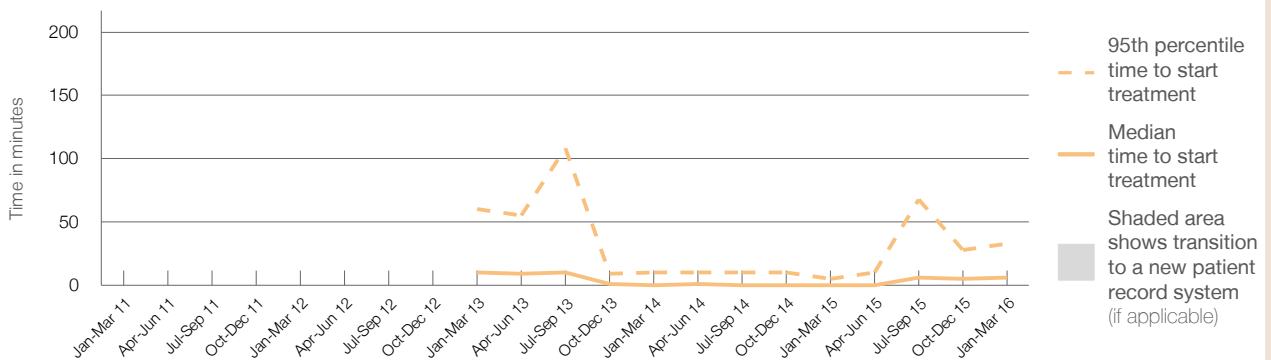
95th percentile time to start treatment<sup>5</sup> 33 minutes

Same period last year	NSW (this period)
182	182
0 minutes	8 minutes
5 minutes	35 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			10	0	0	6
95th percentile time to start treatment <sup>5</sup> (minutes)			60	10	5	33

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## Young Health Service: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 715

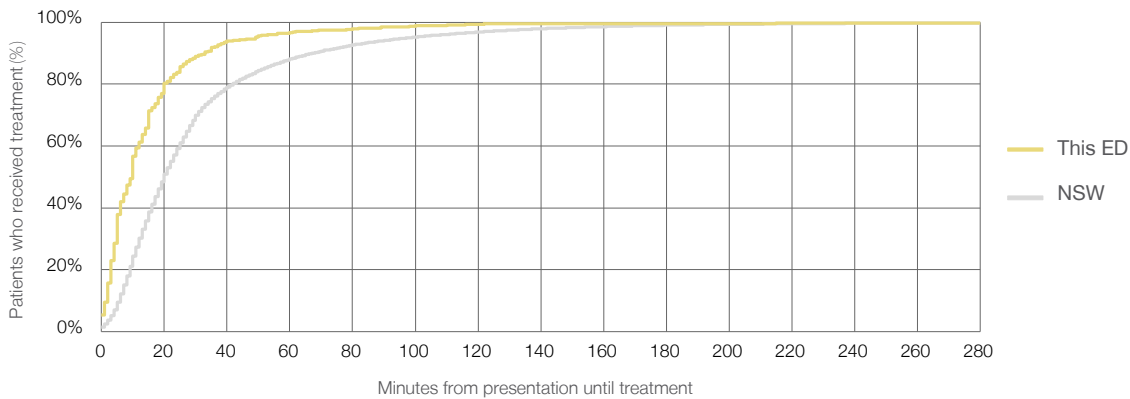
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 685

Median time to start treatment<sup>4</sup> 10 minutes

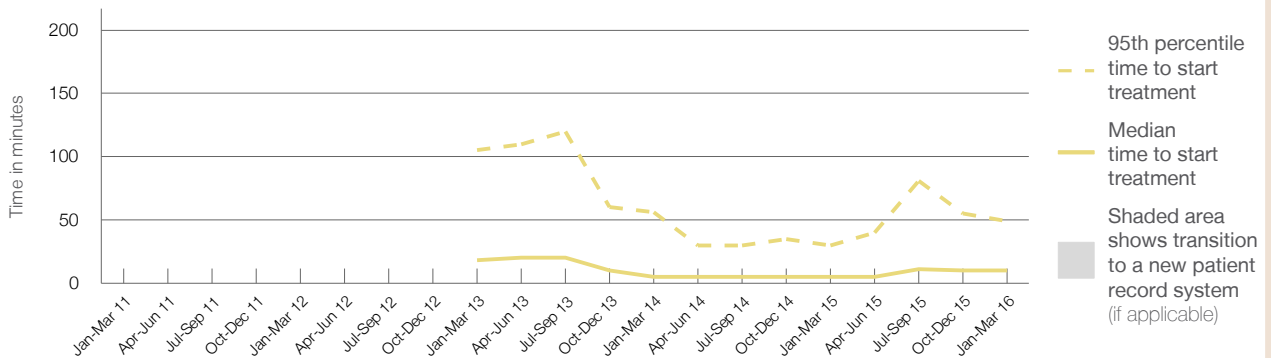
95th percentile time to start treatment<sup>5</sup> 49 minutes

Same period last year	NSW (this period)
765	
751	
5 minutes	20 minutes
30 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			18	5	5	10
95th percentile time to start treatment <sup>5</sup> (minutes)			105	56	30	49

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Young Health Service: Time from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 897

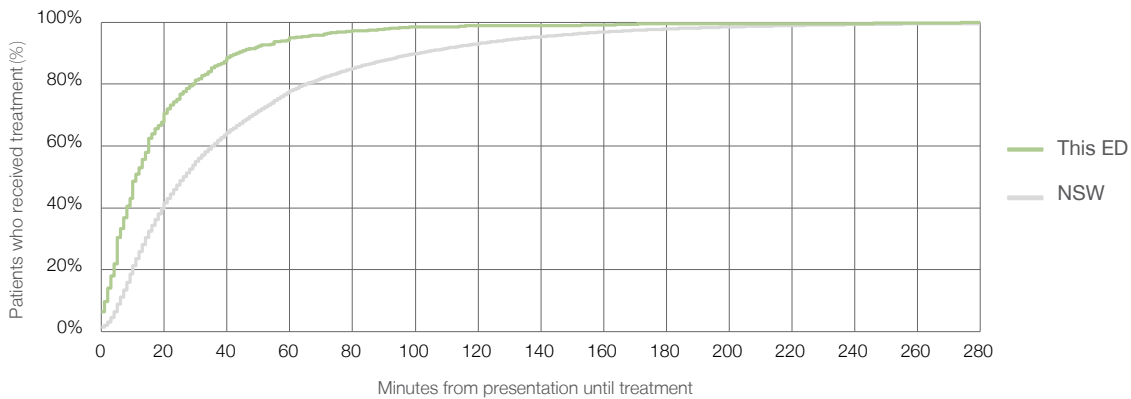
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 836

Median time to start treatment<sup>4</sup>  11 minutes

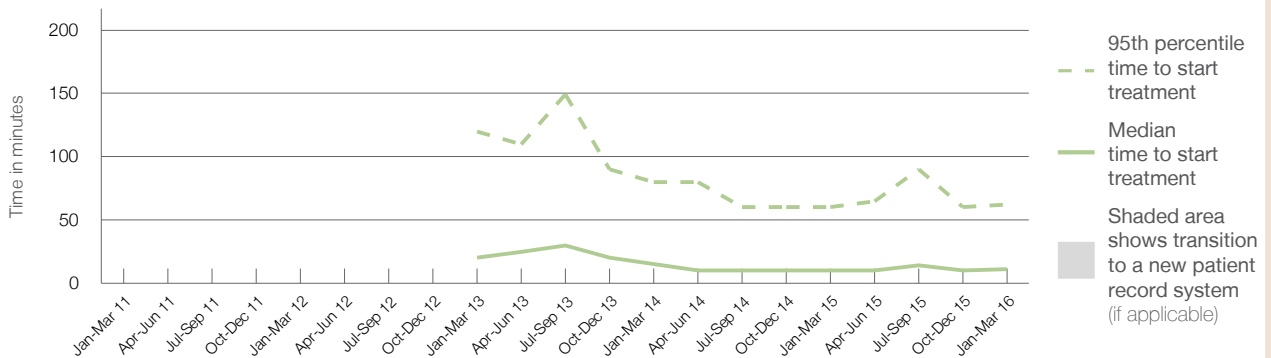
95th percentile time to start treatment<sup>5</sup>  62 minutes

	Same period last year	NSW (this period)
	886	861
	10 minutes	26 minutes
	60 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			20	15	10	11
95th percentile time to start treatment <sup>5</sup> (minutes)			120	80	60	62

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Young Health Service: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 219

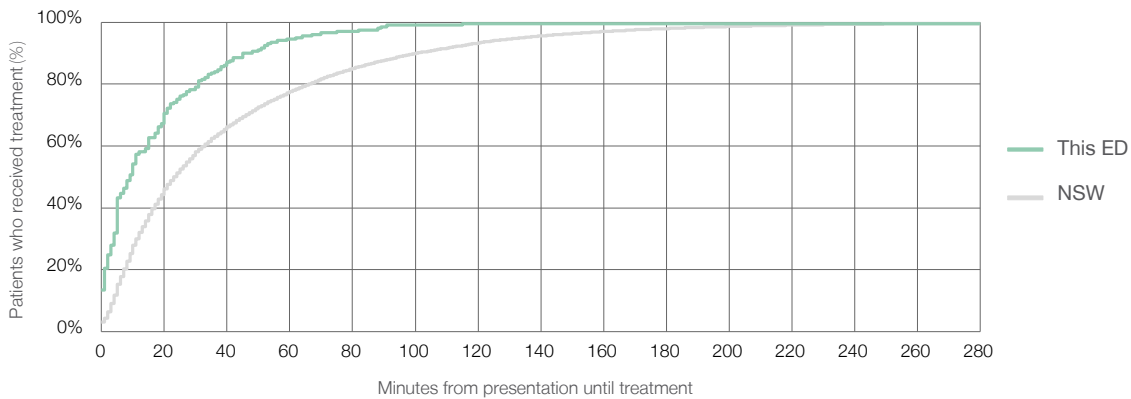
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 201

Median time to start treatment<sup>4</sup> 9 minutes

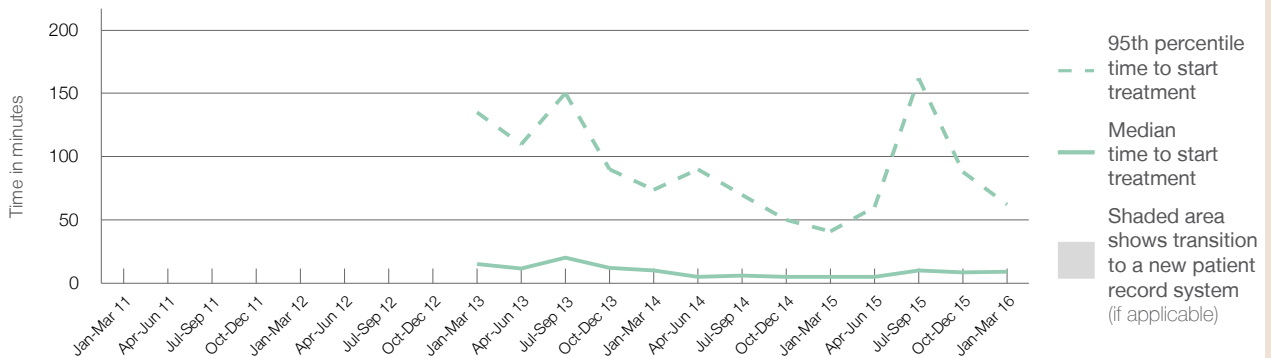
95th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
132	
128	
5 minutes	23 minutes
41 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			15	10	5	9
95th percentile time to start treatment <sup>5</sup> (minutes)			135	74	41	62

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Young Health Service: Time from presentation until leaving the ED January to March 2016

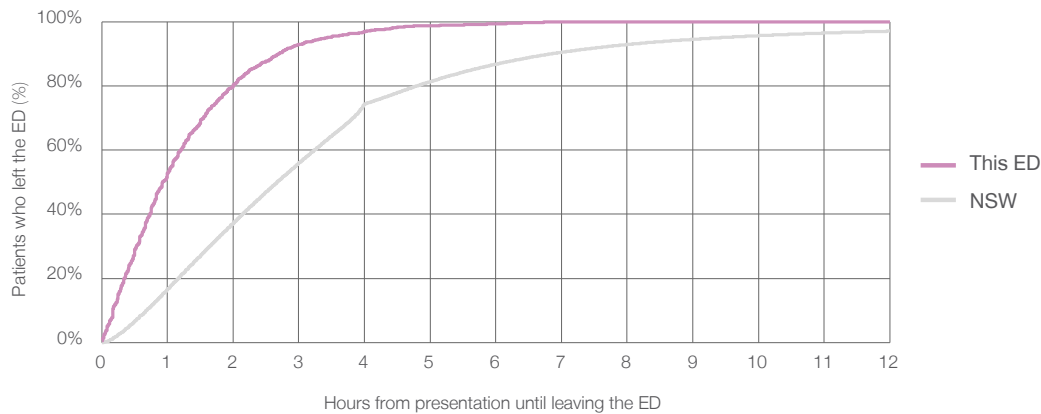
All attendances:<sup>1</sup> 2,254 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,254 patients

Median time to leaving the ED<sup>8</sup> 0 hours and 56 minutes  
95th percentile time to leaving the ED<sup>9</sup> 3 hours and 26 minutes

Same period last year	NSW (this period)
2,228	2,228
1 hours and 15 minutes	2 hours and 40 minutes
4 hours and 0 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)			1h 15m	1h 10m	1h 15m	0h 56m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			5h 10m	4h 10m	4h 0m	3h 26m

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

**Young Health Service: Time from presentation until leaving the ED**  
By mode of separation  
January to March 2016

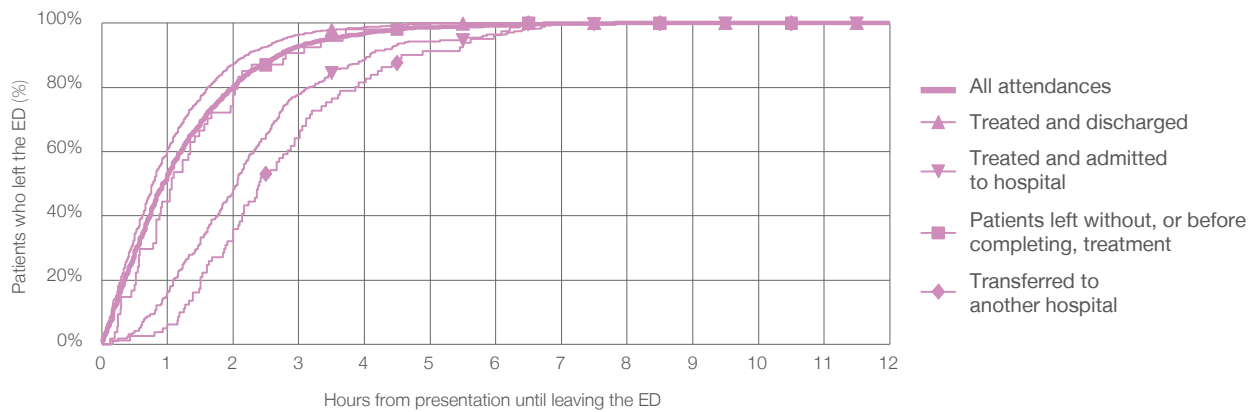
All attendances:<sup>1</sup> 2,254 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,254 patients

Treated and discharged	1,828 (81%)
Treated and admitted to hospital	286 (13%)
Patient left without, or before completing, treatment	54 (2%)
Transferred to another hospital	81 (4%)
Other	5 (0%)

Same period last year	Change since one year ago
2,228	1%
1,809	1%
263	9%
68	-21%
88	-8%
0	B

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††§</sup>



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	61%	87%	97%	99%	100%	100%	100%	100%
Treated and admitted to hospital	16%	48%	78%	89%	97%	100%	100%	100%
Patient left without, or before completing, treatment	44%	78%	91%	98%	100%	100%	100%	100%
Transferred to another hospital	6%	36%	64%	81%	96%	100%	100%	100%
All attendances	53%	80%	93%	97%	99%	100%	100%	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

**Young Health Service: Time from presentation until leaving the ED**  
**Percentage of patients who left the ED within four hours of presentation**  
 January to March 2016

All attendances: <sup>1</sup> 2,254 patients

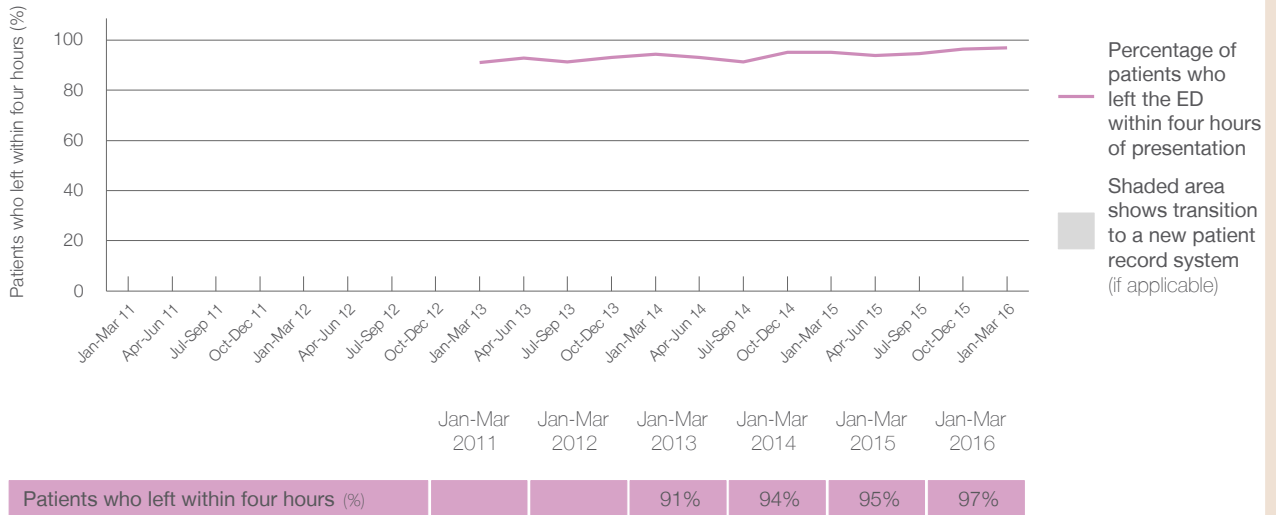
Attendances used to calculate time to leaving the ED: <sup>6</sup> 2,254 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances: <sup>1</sup> 2,254 patients	2,228	1%
Attendances used to calculate time to leaving the ED: <sup>6</sup> 2,254 patients	2,228	1%
Percentage of patients who left the ED within four hours	95%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 <sup>†‡§</sup>



\* 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 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).