



Hospital Quarterly

Performance Profiles

Emergency Department

Mid North Coast Local Health District

January to March 2016

Bellinger River District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 1,375 patients
Emergency attendances:² 1,299 patients

Same period last year	Change since one year ago
1,270	8%
1,123	16%

Bellinger River District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 43 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 333 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 27 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 764 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 37 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 159 patients

Median time to start treatment⁴ 4 minutes
95th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
26	
8 minutes	8 minutes
*	35 minutes
240	
11 minutes	20 minutes
37 minutes	99 minutes
705	
13 minutes	26 minutes
49 minutes	137 minutes
152	
8 minutes	23 minutes
45 minutes	135 minutes

Bellinger River District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 1,372 patients

Percentage of patients who left the ED within four hours 95%

Same period last year	Change since one year ago
1,268	8%
95%	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*.
- 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).

Bellinger River District Hospital: Patients attending the emergency department January to March 2016

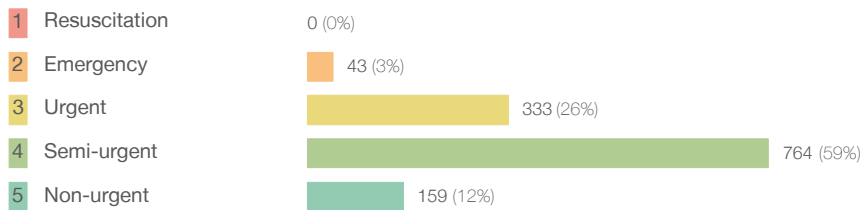
All attendances:¹ 1,375 patients

Same period last year
Change since one year ago

1,270 8%

Emergency attendances² by triage category: 1,299 patients

1,123 16%



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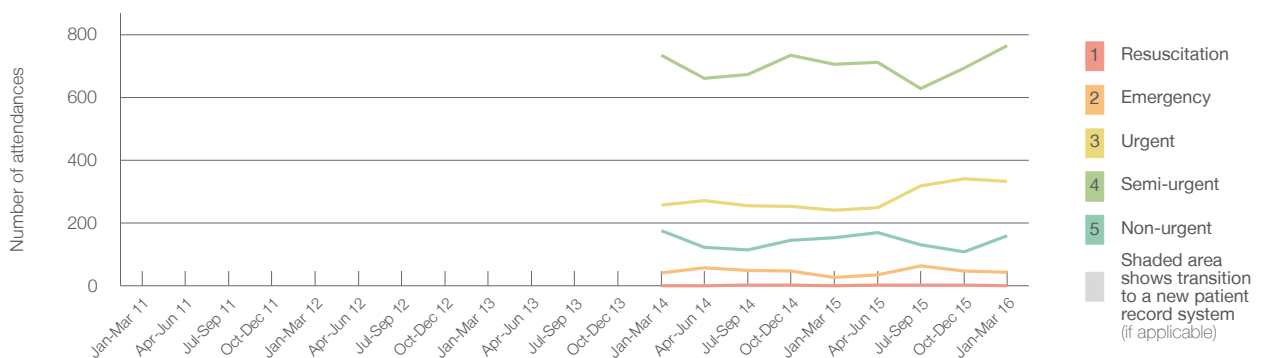
26 65%

240 39%

705 8%

152 5%

Emergency attendances² by quarter, January 2011 to March 2016^{‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation				0	0	0
Emergency				40	26	43
Urgent				257	240	333
Semi-urgent				734	705	764
Non-urgent				176	152	159
All emergency attendances				1,207	1,123	1,299

Bellinger River District Hospital: Patients arriving by ambulance January to March 2016

January to March 2016

Arrivals used to calculate transfer of care time:⁷ 64 patients

Same period last year
Change since one year ago

61

ED Transfer of care time[§]

Median time 18 minutes

21 minutes -4 minutes

95th percentile time *

* *

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

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

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

(§) 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.

Bellinger River District 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: 43

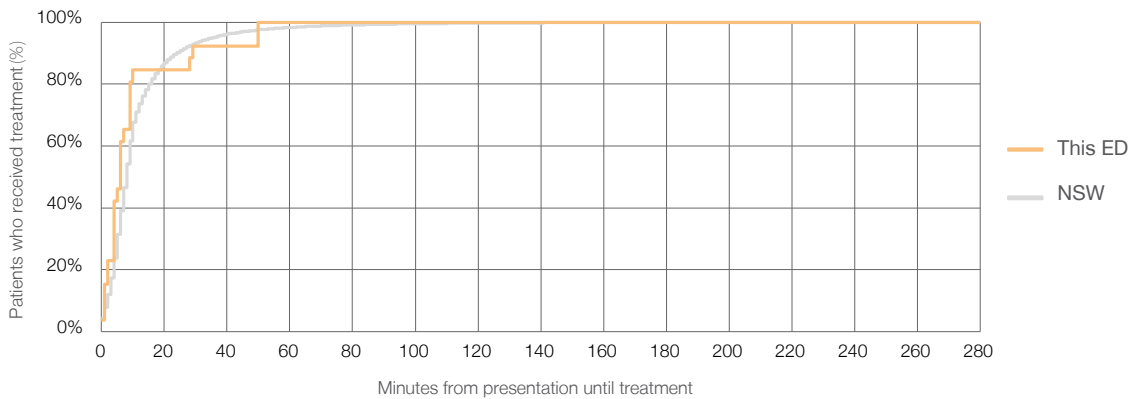
Number of triage 2 patients used to calculate waiting time:³ 26

Median time to start treatment⁴ 6 minutes

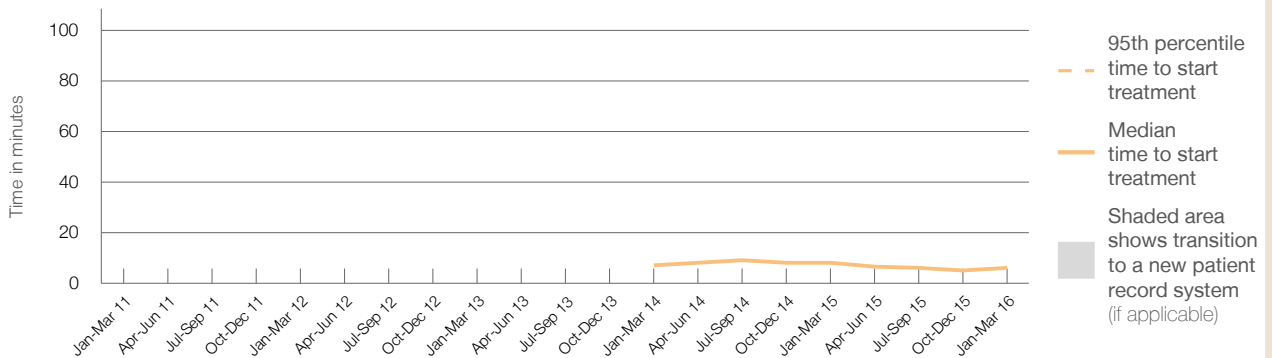
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
26	25
8 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^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)				7	8	6
95th percentile time to start treatment ⁵ (minutes)				*	*	*

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

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Bellinger River District 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: 333

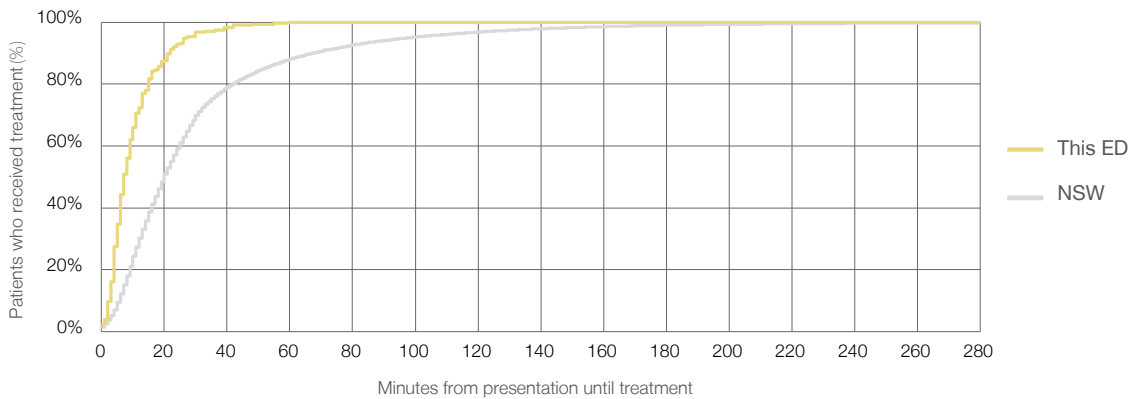
Number of triage 3 patients used to calculate waiting time:³ 305

Median time to start treatment⁴ 7 minutes

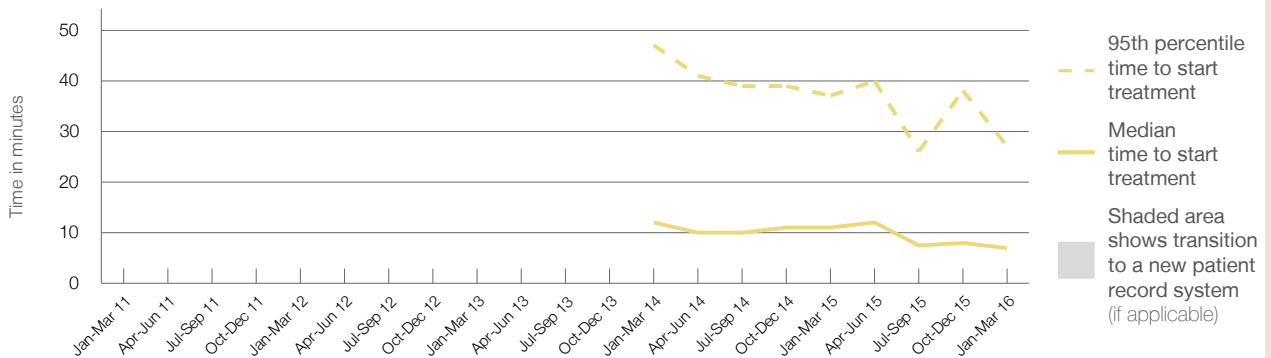
95th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
240	
232	
11 minutes	20 minutes
37 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^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)				12	11	7
95th percentile time to start treatment ⁵ (minutes)				47	37	27

(†) 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.

Bellinger River District 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: 764

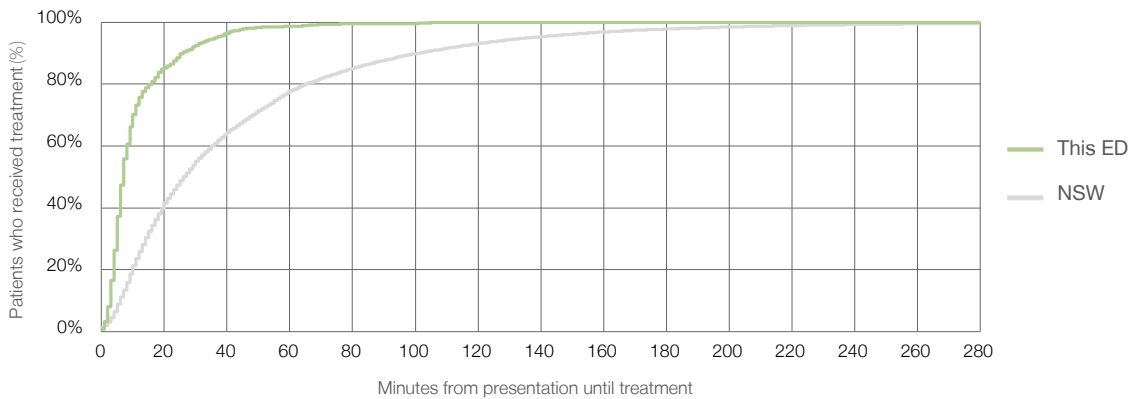
Number of triage 4 patients used to calculate waiting time:³ 747

Median time to start treatment⁴ 7 minutes

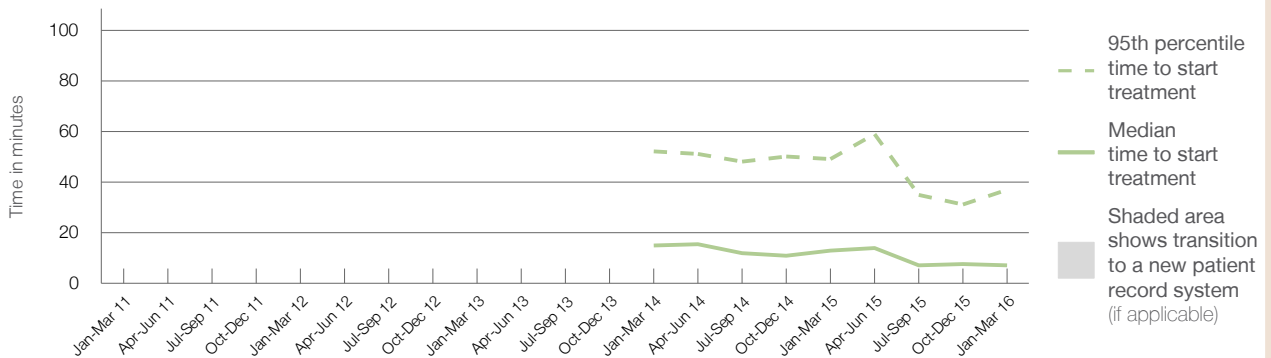
95th percentile time to start treatment⁵ 37 minutes

	Same period last year	NSW (this period)
	705	691
	13 minutes	26 minutes
	49 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^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)				15	13	7
95th percentile time to start treatment ⁵ (minutes)				52	49	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.

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Bellinger River District 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: 159

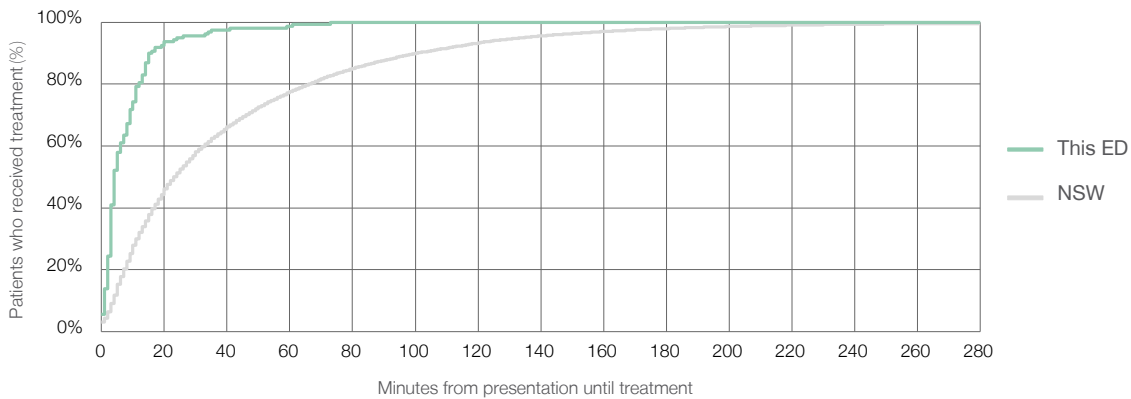
Number of triage 5 patients used to calculate waiting time:³ 159

Median time to start treatment⁴ 4 minutes

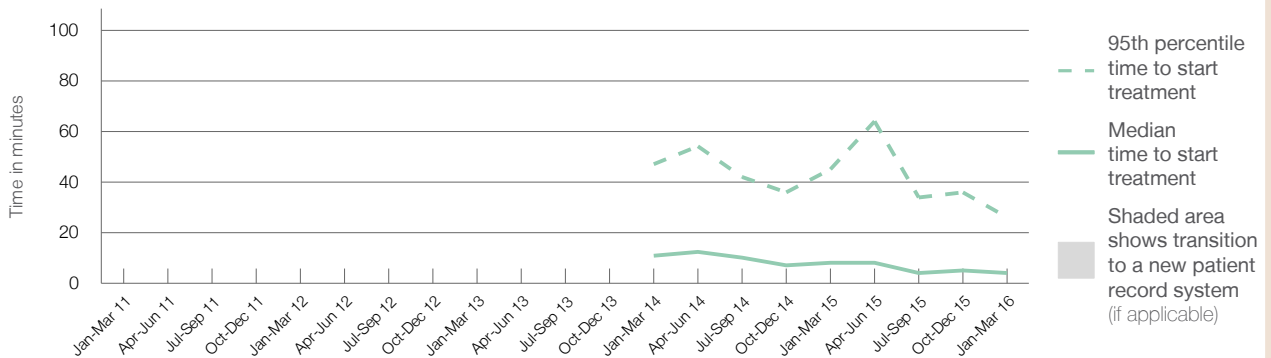
95th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
152	
147	
8 minutes	23 minutes
45 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^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)				11	8	4
95th percentile time to start treatment ⁵ (minutes)				47	45	26

(†) 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.

Bellinger River District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 1,375 patients

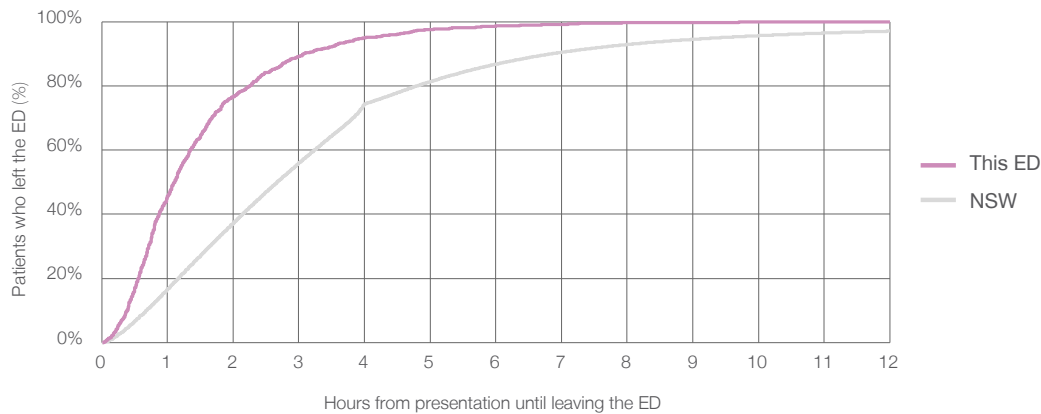
Attendances used to calculate time to leaving the ED:⁶ 1,372 patients

Median time to leaving the ED⁸ 1 hours and 7 minutes

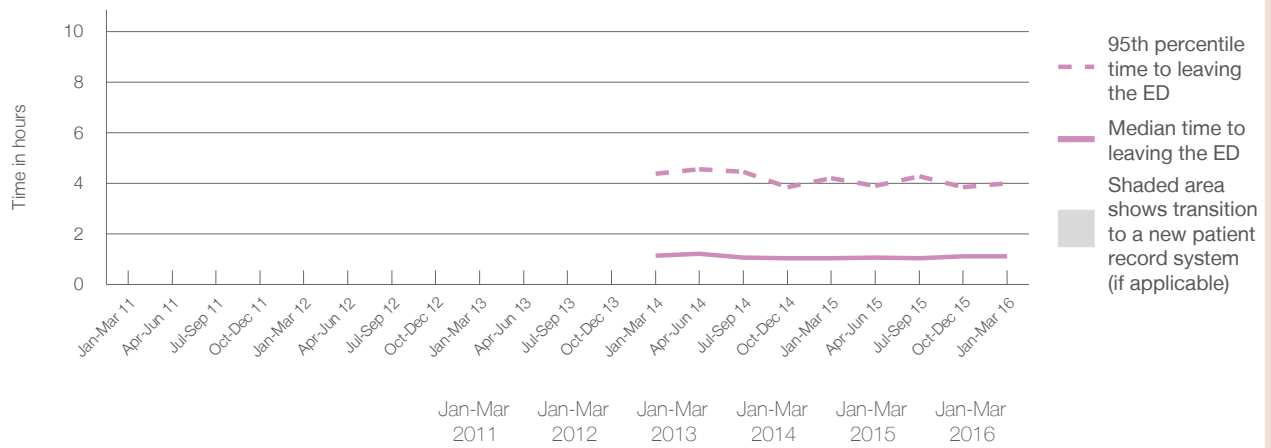
95th percentile time to leaving the ED⁹ 4 hours and 1 minutes

Same period last year	NSW (this period)
1,270	
1,268	
1 hours and 3 minutes	2 hours and 40 minutes
4 hours and 12 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^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)				1h 10m	1h 3m	1h 7m
95th percentile time to leaving the ED ⁹ (hours, minutes)				4h 24m	4h 12m	4h 1m

(†) 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.

Bellinger River District Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

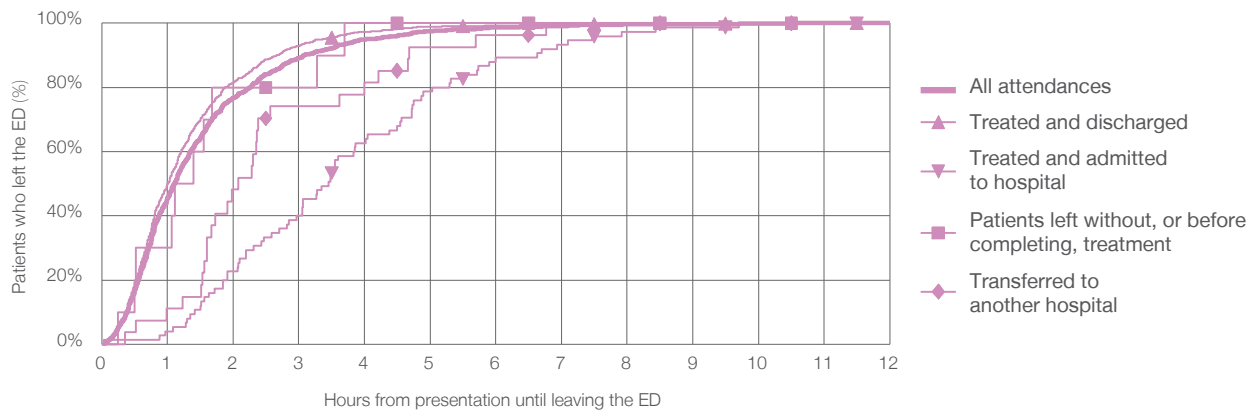
All attendances:¹ 1,375 patients

Attendances used to calculate time to leaving the ED:⁶ 1,372 patients

Treated and discharged	1,202 (87%)
Treated and admitted to hospital	75 (5%)
Patient left without, or before completing, treatment	10 (1%)
Transferred to another hospital	27 (2%)
Other	61 (4%)

Same period last year	Change since one year ago
1,268	8%
1,116	8%
85	-12%
21	-52%
33	-18%
15	307%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††§}



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	50%	82%	93%	97%	99%	100%	100%	100%
Treated and admitted to hospital	4%	23%	40%	63%	89%	97%	100%	100%
Patient left without, or before completing, treatment	30%	80%	80%	100%	100%	100%	100%	100%
Transferred to another hospital	11%	48%	74%	81%	96%	100%	100%	100%
All attendances	46%	77%	89%	95%	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.

Bellinger River District 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: ¹ 1,375 patients

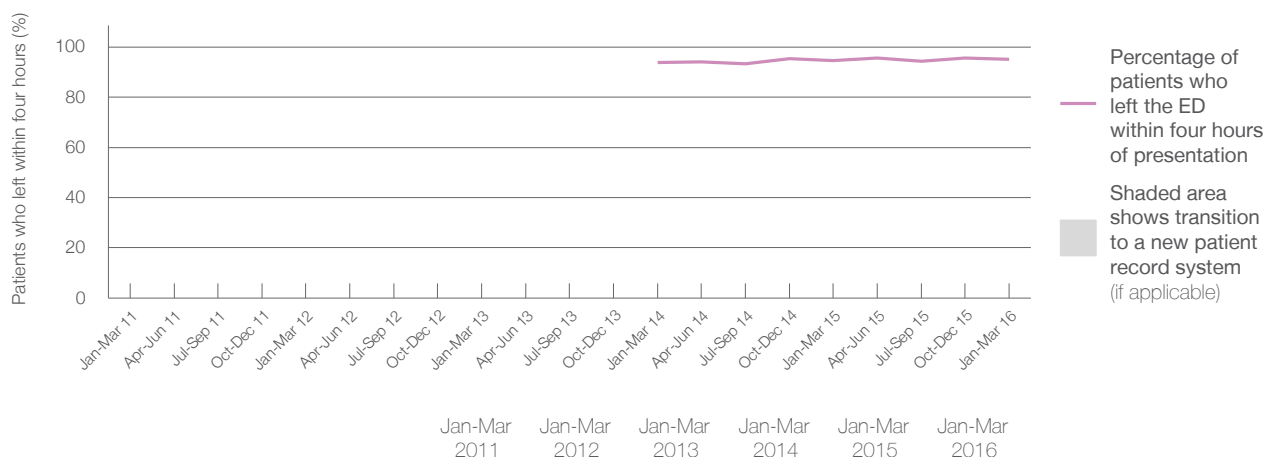
Attendances used to calculate time to leaving the ED: ⁶ 1,372 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances: ¹ 1,375 patients	1,270	8%
Attendances used to calculate time to leaving the ED: ⁶ 1,372 patients	1,268	8%
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 ^{†‡§}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	94%	94%	94%	94%	95%	95%

* 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).

Coffs Harbour Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 9,463 patients
 Emergency attendances:² 9,150 patients

Same period last year	Change since one year ago
9,587	-1%
9,277	-1%

Coffs Harbour Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,010 patients

Median time to start treatment⁴ 6 minutes
 95th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,805 patients

Median time to start treatment⁴ 16 minutes
 95th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,713 patients

Median time to start treatment⁴ 25 minutes
 95th percentile time to start treatment⁵ 136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,564 patients

Median time to start treatment⁴ 34 minutes
 95th percentile time to start treatment⁵ 141 minutes

Same period last year	NSW (this period)
874	
6 minutes	8 minutes
12 minutes	35 minutes
2,790	
15 minutes	20 minutes
52 minutes	99 minutes
3,841	
22 minutes	26 minutes
119 minutes	137 minutes
1,709	
22 minutes	23 minutes
140 minutes	135 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 9,461 patients

Percentage of patients who left the ED within four hours 73%

Same period last year	Change since one year ago
9,587	-1%
79%	

* 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.

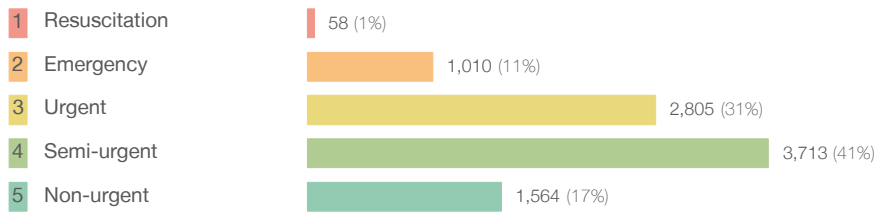
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Coffs Harbour Base Hospital: Patients attending the emergency department January to March 2016

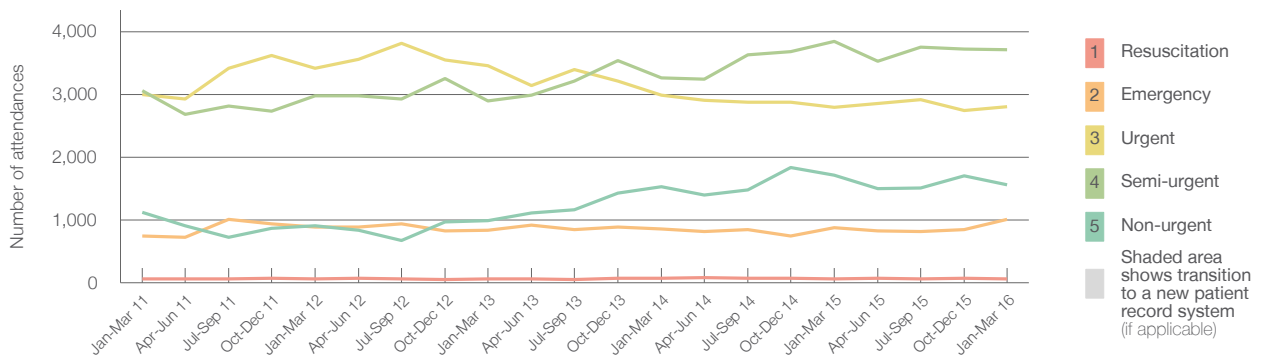
All attendances:¹ 9,463 patients

Emergency attendances² by triage category: 9,150 patients



Same period last year	Change since one year ago
9,587	-1%
9,277	-1%
63	-8%
874	16%
2,790	1%
3,841	-3%
1,709	-8%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	55	56	62	69	63	58
Emergency	746	883	836	851	874	1,010
Urgent	2,997	3,418	3,461	2,991	2,790	2,805
Semi-urgent	3,054	2,981	2,894	3,261	3,841	3,713
Non-urgent	1,122	902	986	1,529	1,709	1,564
All emergency attendances	7,974	8,240	8,239	8,701	9,277	9,150

Coffs Harbour Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 2,220 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
2,105	
12 minutes	0 minutes
33 minutes	5 minutes

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 (§) 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.

Coffs Harbour 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: 1,010

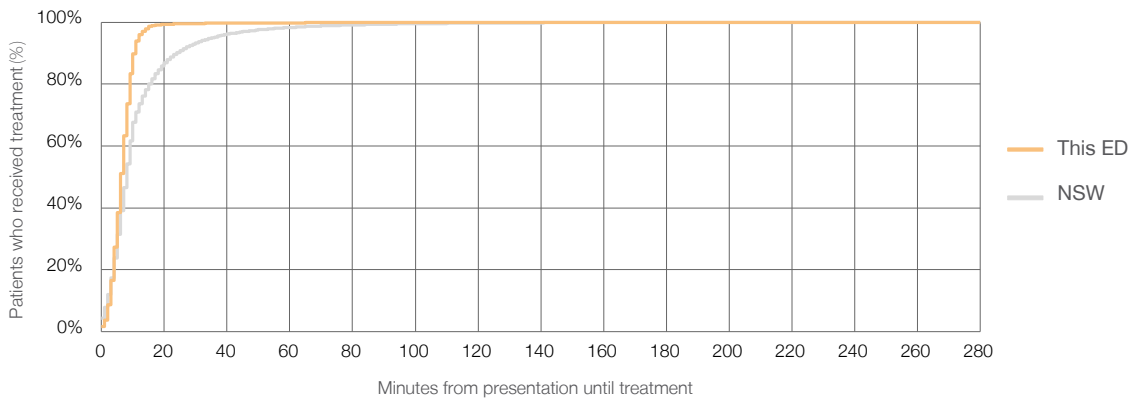
Number of triage 2 patients used to calculate waiting time:³ 1,008

Median time to start treatment⁴ 6 minutes

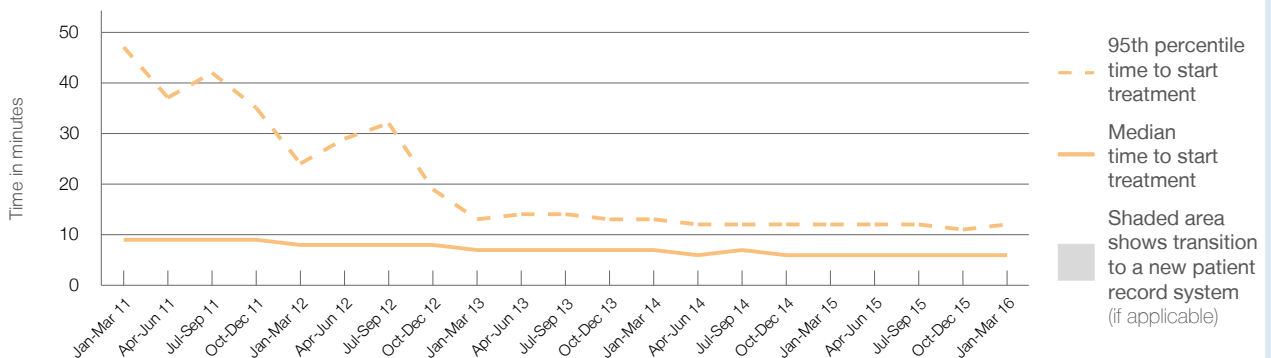
95th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
874	
873	
6 minutes	8 minutes
12 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	9	8	7	7	6	6
95th percentile time to start treatment ⁵ (minutes)	47	24	13	13	12	12

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

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

Coffs Harbour 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: 2,805

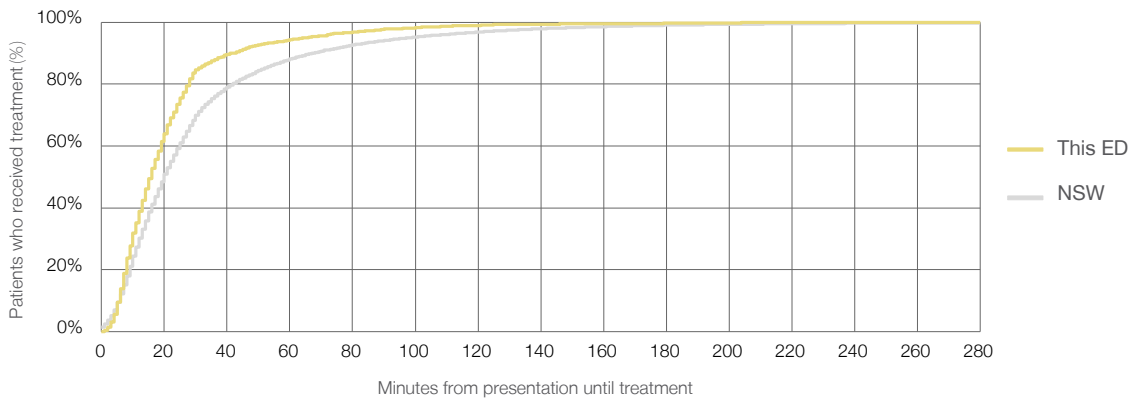
Number of triage 3 patients used to calculate waiting time:³ 2,760

Median time to start treatment⁴ 16 minutes

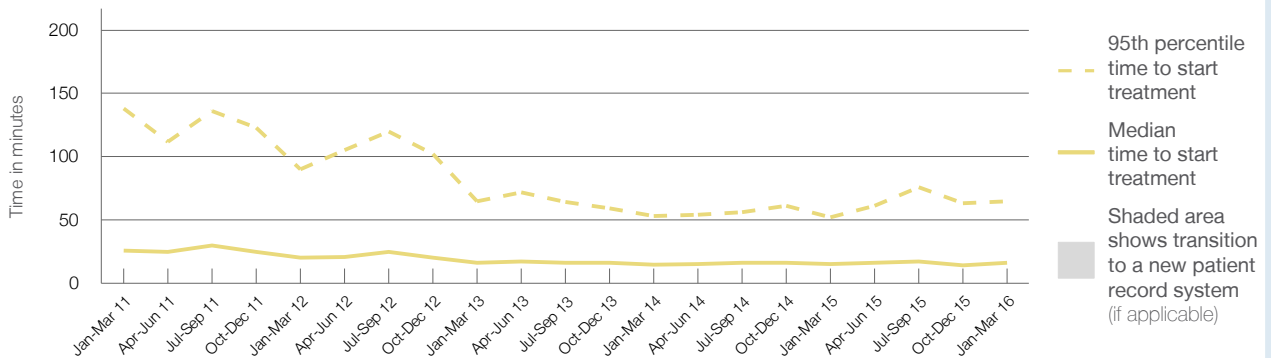
95th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
2,790	
2,755	
15 minutes	20 minutes
52 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	26	20	16	15	15	16
95th percentile time to start treatment ⁵ (minutes)	138	90	65	53	52	65

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

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

Coffs Harbour 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: 3,713

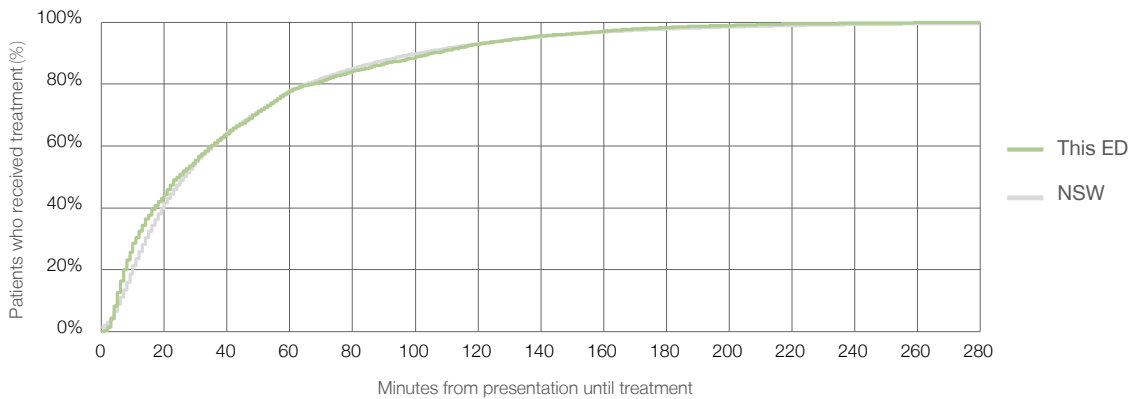
Number of triage 4 patients used to calculate waiting time:³ 3,461

Median time to start treatment⁴ 25 minutes

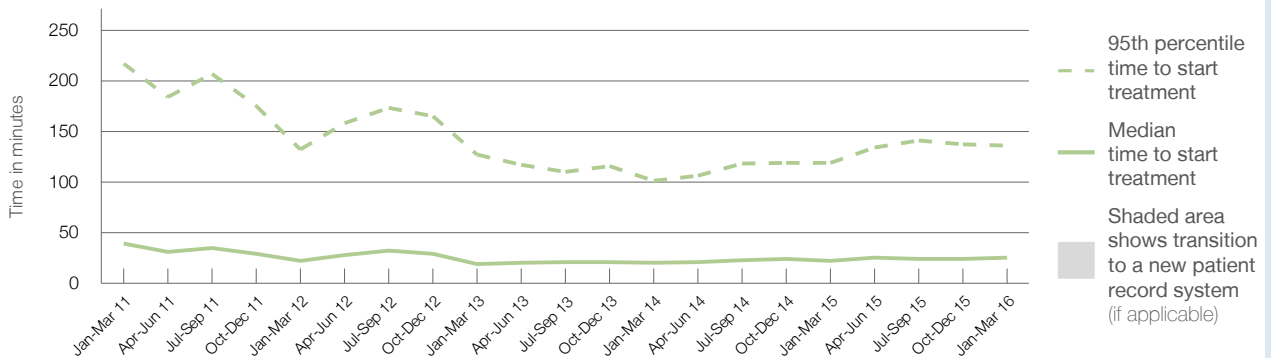
95th percentile time to start treatment⁵ 136 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	3,841	3,636
Median time to start treatment ⁴	22 minutes	26 minutes
95th percentile time to start treatment ⁵	119 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	39	22	19	20	22	25
95th percentile time to start treatment ⁵ (minutes)	217	132	127	101	119	136

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

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

Coffs Harbour 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: 1,564

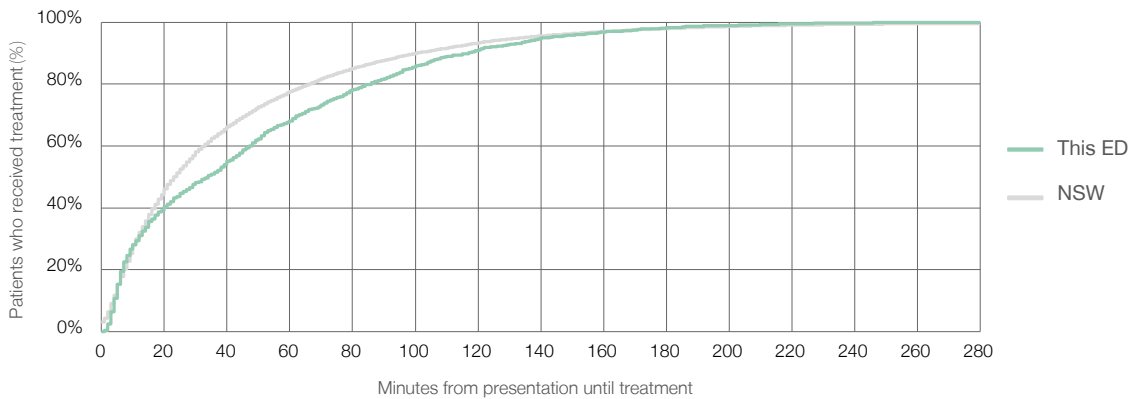
Number of triage 5 patients used to calculate waiting time:³ 1,421

Median time to start treatment⁴ 34 minutes

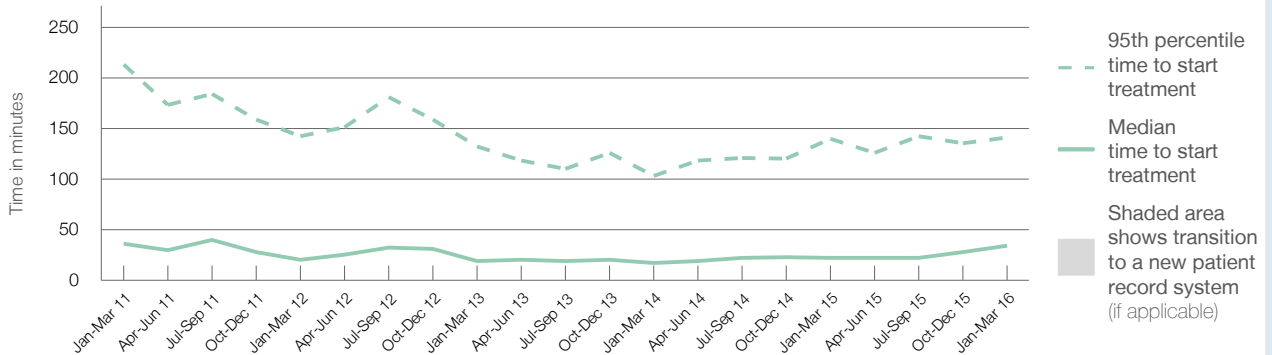
95th percentile time to start treatment⁵ 141 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,709	1,609
Median time to start treatment ⁴	22 minutes	23 minutes
95th percentile time to start treatment ⁵	140 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	36	20	19	17	22	34
95th percentile time to start treatment ⁵ (minutes)	213	142	132	103	140	141

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

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

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 9,463 patients

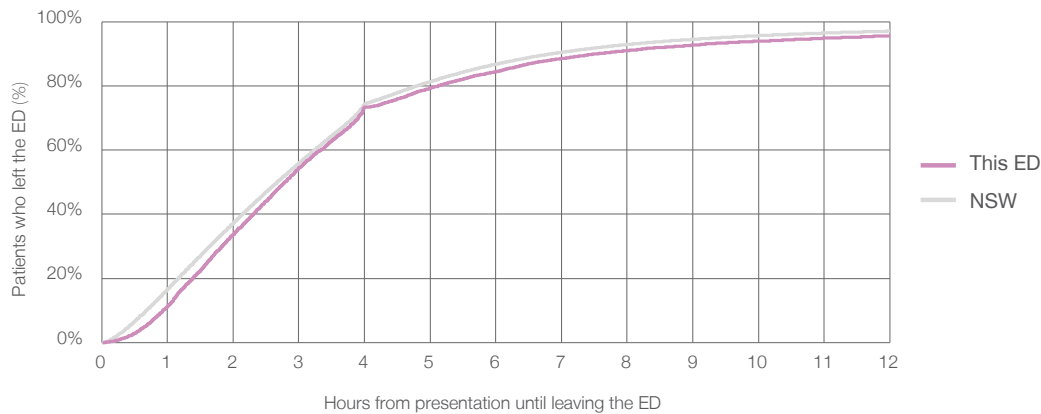
Attendances used to calculate time to leaving the ED:⁶ 9,461 patients

Median time to leaving the ED⁸ 2 hours and 48 minutes

95th percentile time to leaving the ED⁹ 11 hours and 13 minutes

Same period last year	NSW (this period)
9,587	9,587
2 hours and 34 minutes	2 hours and 40 minutes
8 hours and 25 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 40m	3h 0m	2h 59m	2h 29m	2h 34m	2h 48m
95th percentile time to leaving the ED ⁹ (hours, minutes)	18h 49m	13h 58m	13h 30m	8h 36m	8h 25m	11h 13m

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

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

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

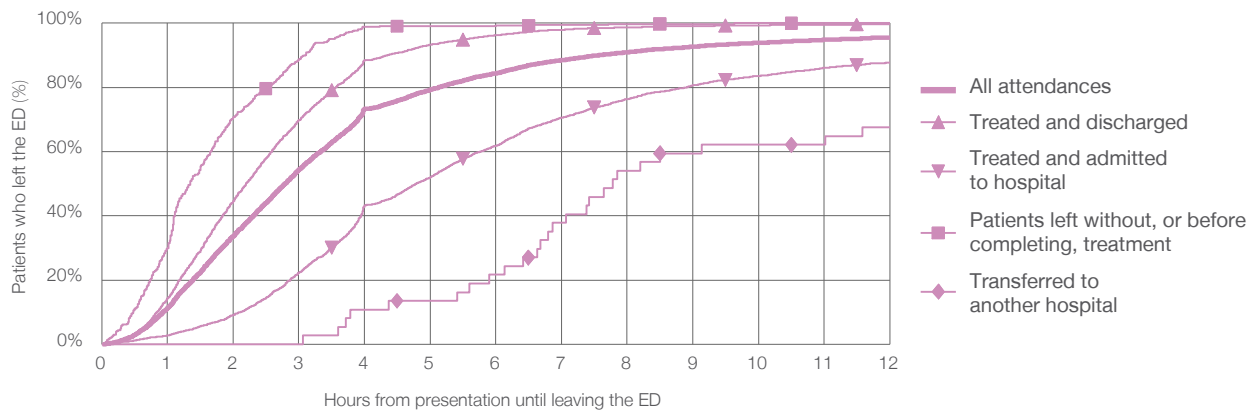
All attendances:¹ 9,463 patients

Attendances used to calculate time to leaving the ED:⁶ 9,461 patients

Treated and discharged	5,725 (60%)
Treated and admitted to hospital	3,216 (34%)
Patient left without, or before completing, treatment	437 (5%)
Transferred to another hospital	37 (0%)
Other	48 (1%)

Same period last year	Change since one year ago
9,587	-1%
5,973	-4%
3,218	0%
364	20%
15	147%
17	182%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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	14%	45%	70%	88%	96%	99%	99%	100%
Treated and admitted to hospital	3%	9%	22%	43%	62%	76%	84%	88%
Patient left without, or before completing, treatment	30%	71%	89%	99%	99%	100%	100%	100%
Transferred to another hospital	0%	0%	0%	11%	22%	54%	62%	68%
All attendances	11%	34%	54%	73%	84%	91%	94%	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.

Coffs Harbour 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: ¹ 9,463 patients

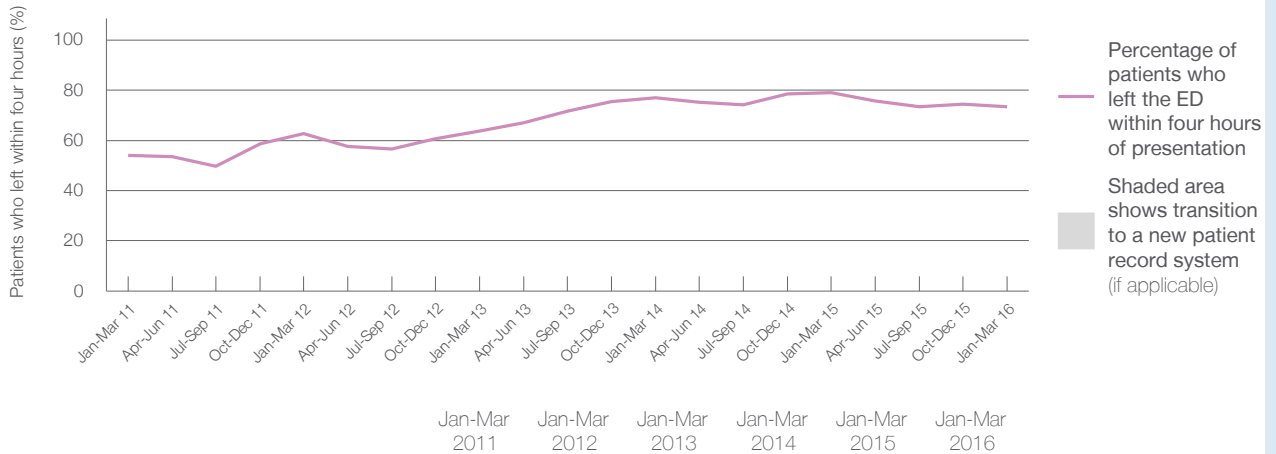
Attendances used to calculate time to leaving the ED: ⁶ 9,461 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	9,587	-1%
Attendances used to calculate time to leaving the ED	9,587	-1%
Percentage of patients who left the ED within four hours	79%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	54%	63%	64%	77%	79%	73%

* 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).

Kempsey Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 6,640 patients
Emergency attendances:² 6,480 patients

Same period last year	Change since one year ago
6,118	9%
5,896	10%

Kempsey Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 637 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,205 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,839 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 781 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
557	
10 minutes	8 minutes
30 minutes	35 minutes
1,998	
18 minutes	20 minutes
63 minutes	99 minutes
2,617	
19 minutes	26 minutes
79 minutes	137 minutes
708	
18 minutes	23 minutes
86 minutes	135 minutes

Kempsey Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 6,638 patients

Percentage of patients who left the ED within four hours 84%

Same period last year	Change since one year ago
6,118	8%
88%	

* 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.

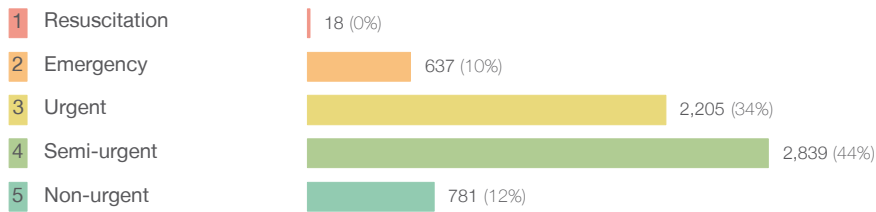
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Kempsey Hospital: Patients attending the emergency department

January to March 2016

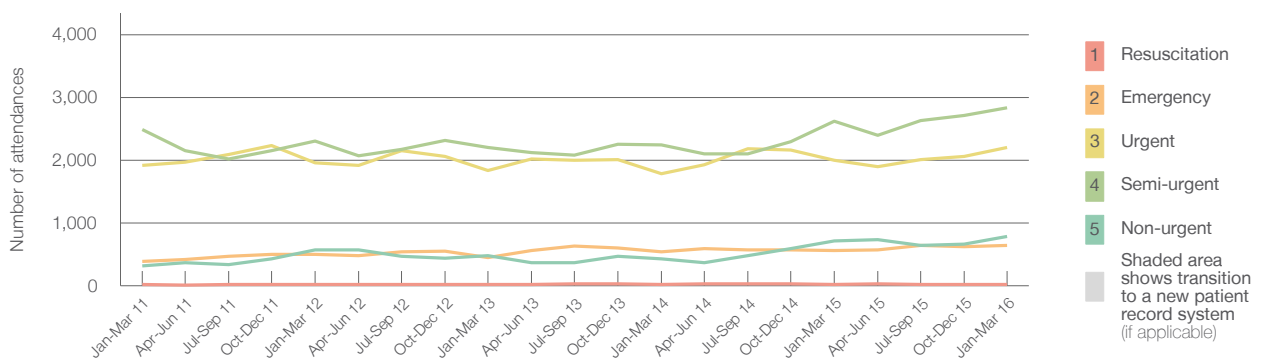
All attendances:¹ 6,640 patients

Emergency attendances² by triage category: 6,480 patients



Same period last year	Change since one year ago
6,118	9%
5,896	10%
16	13%
557	14%
1,998	10%
2,617	8%
708	10%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	16	20	15	18	16	18
Emergency	383	499	451	535	557	637
Urgent	1,919	1,956	1,830	1,780	1,998	2,205
Semi-urgent	2,489	2,305	2,203	2,241	2,617	2,839
Non-urgent	319	571	475	423	708	781
All emergency attendances	5,126	5,351	4,974	4,997	5,896	6,480

Kempsey Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:⁷ 829 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
774	
13 minutes	2 minutes
40 minutes	17 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.

Kempsey 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: 637

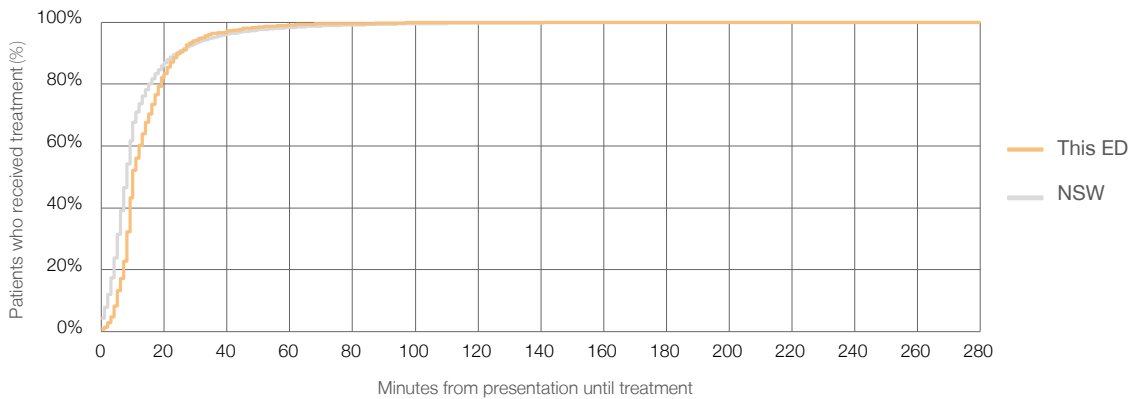
Number of triage 2 patients used to calculate waiting time:³ 635

Median time to start treatment⁴ 10 minutes

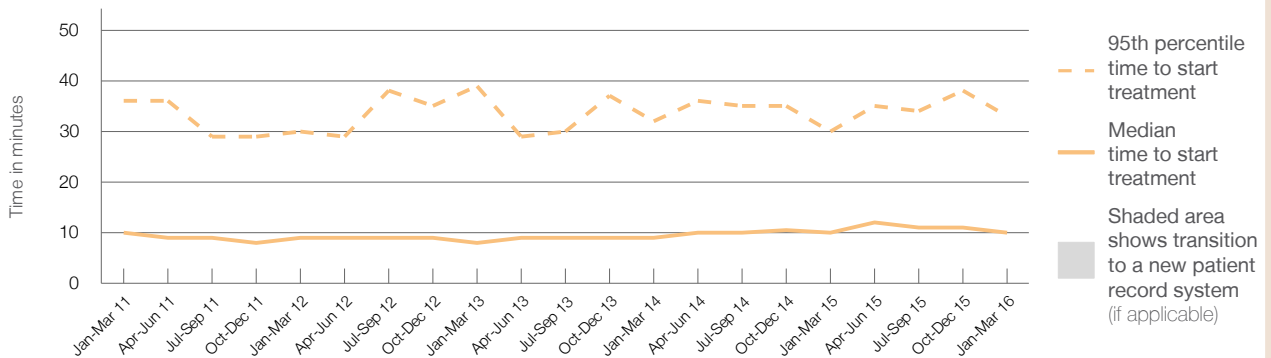
95th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
557	557
10 minutes	8 minutes
30 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	10	9	8	9	10	10
95th percentile time to start treatment ⁵ (minutes)	36	30	39	32	30	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.

Kempsey 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: 2,205

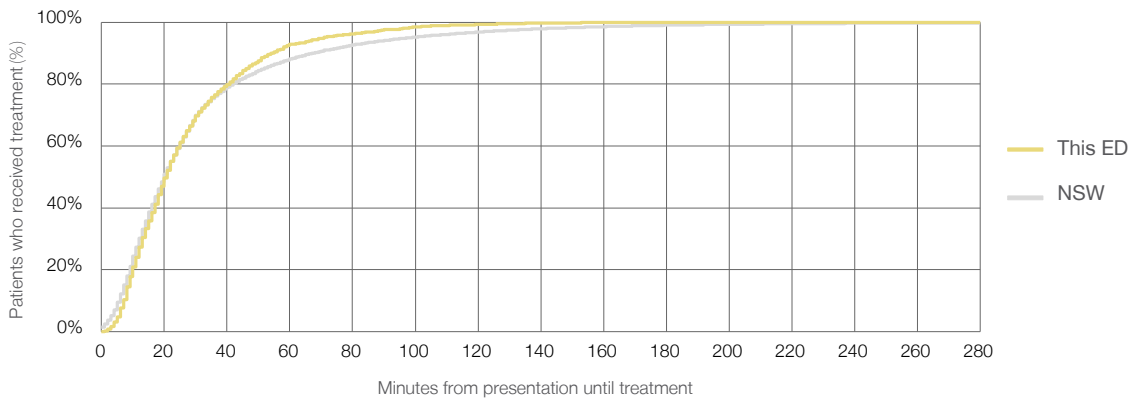
Number of triage 3 patients used to calculate waiting time:³ 2,166

Median time to start treatment⁴ 21 minutes

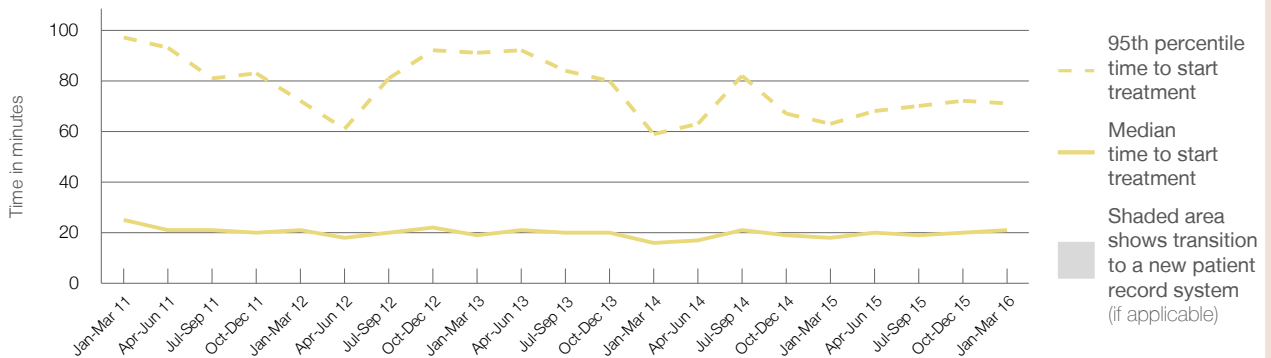
95th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
1,998	1,974
18 minutes	20 minutes
63 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	25	21	19	16	18	21
95th percentile time to start treatment ⁵ (minutes)	97	72	91	59	63	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.

Kempsey 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: 2,839

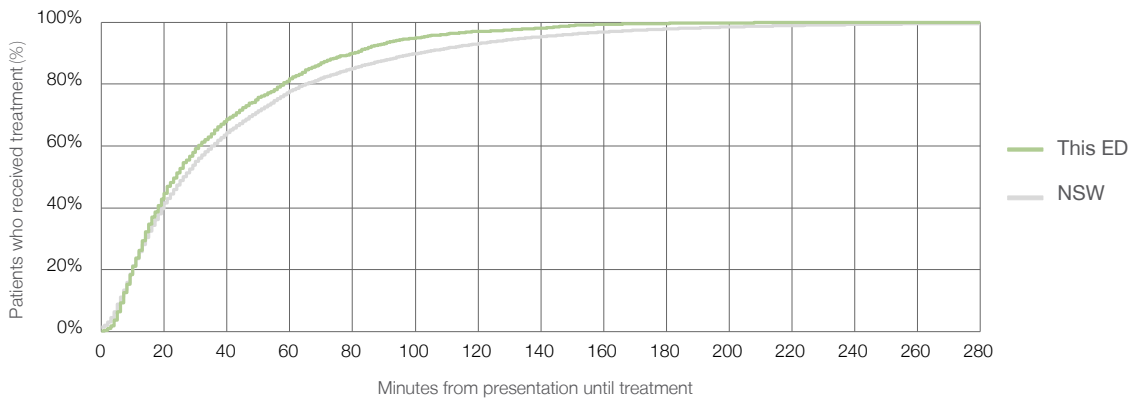
Number of triage 4 patients used to calculate waiting time:³ 2,744

Median time to start treatment⁴ 24 minutes

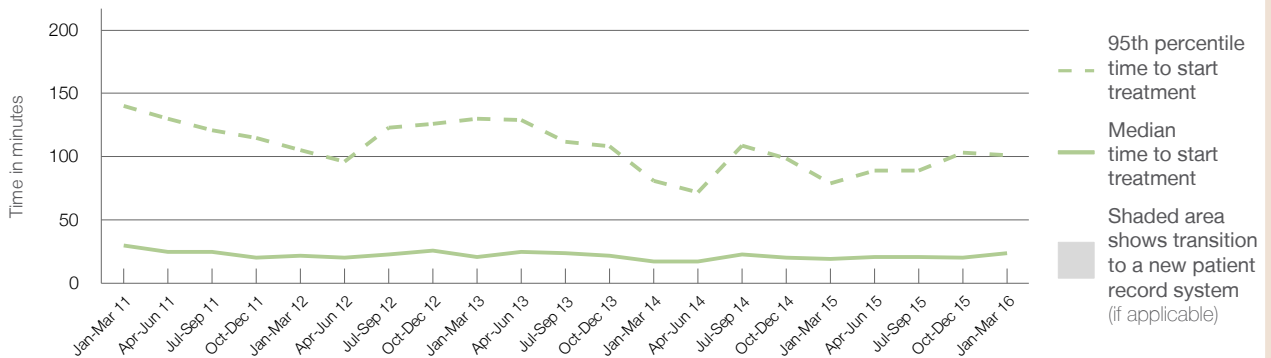
95th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
2,617	2,553
19 minutes	26 minutes
79 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	30	22	21	17	19	24
95th percentile time to start treatment ⁵ (minutes)	140	105	130	81	79	101

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

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

Kempsey 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: 781

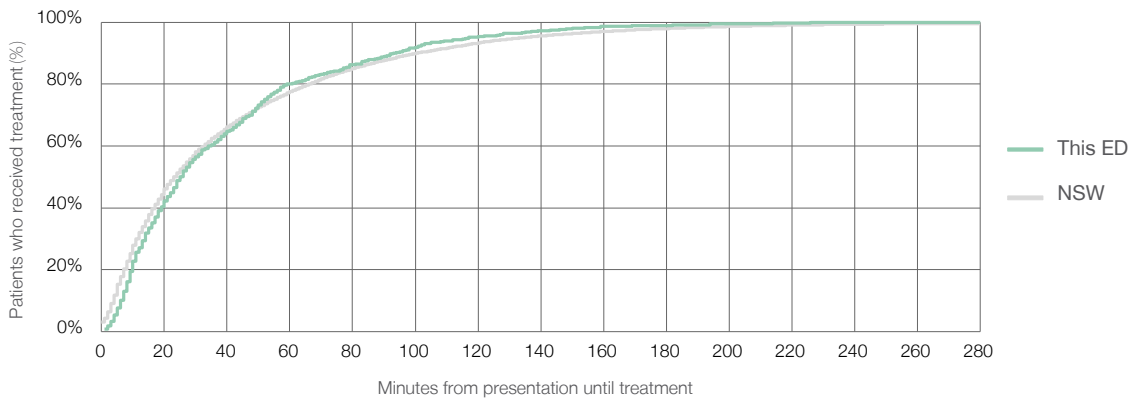
Number of triage 5 patients used to calculate waiting time:³ 716

Median time to start treatment⁴ 25 minutes

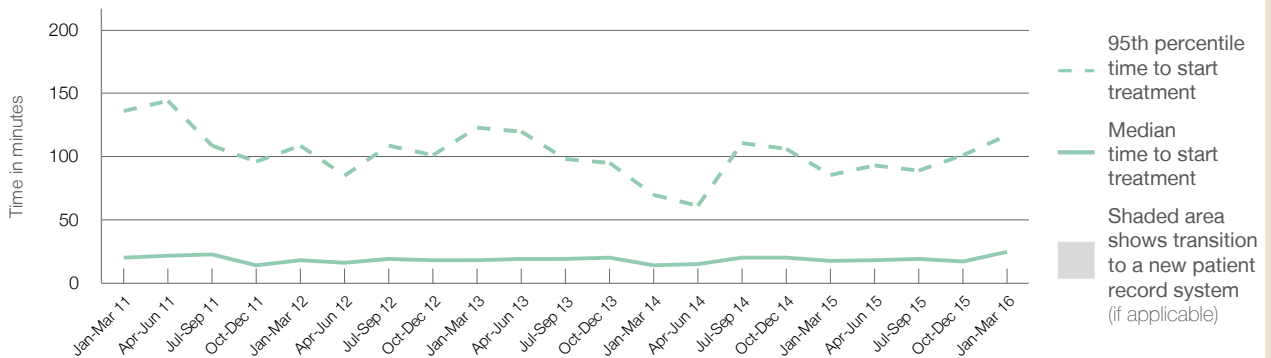
95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
708	
660	
18 minutes	23 minutes
86 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	20	18	18	14	18	25
95th percentile time to start treatment ⁵ (minutes)	136	109	123	70	86	117

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

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

Kempsey Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 6,640 patients

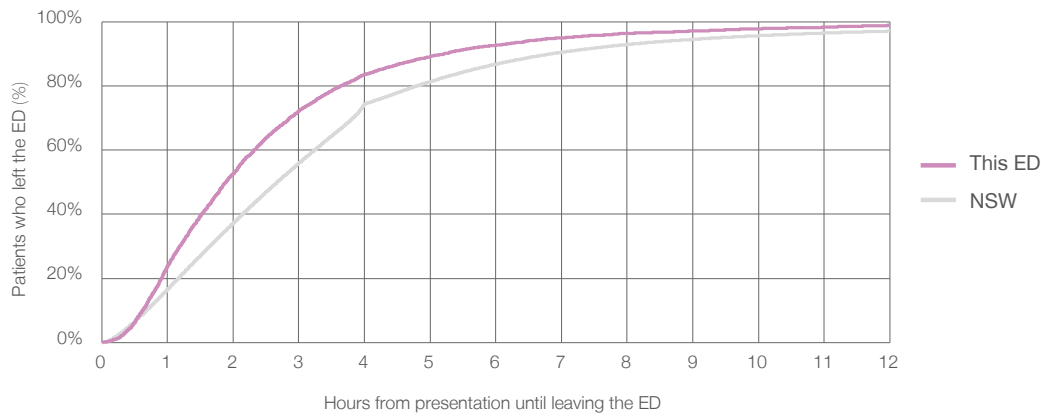
Attendances used to calculate time to leaving the ED:⁶ 6,638 patients

Median time to leaving the ED⁸ 1 hours and 53 minutes

95th percentile time to leaving the ED⁹ 7 hours and 3 minutes

Same period last year	NSW (this period)
6,118	6,118
1 hours and 34 minutes	2 hours and 40 minutes
6 hours and 4 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 12m	2h 0m	1h 57m	1h 41m	1h 34m	1h 53m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 17m	8h 6m	7h 51m	7h 17m	6h 4m	7h 3m

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

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

Kempsey Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

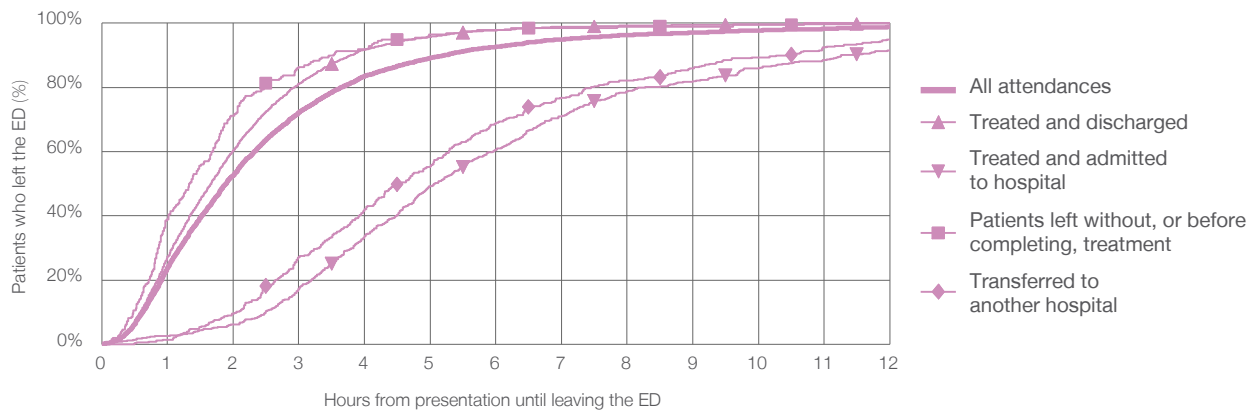
All attendances:¹ 6,640 patients

Attendances used to calculate time to leaving the ED:⁶ 6,638 patients

Treated and discharged	5,426 (82%)
Treated and admitted to hospital	643 (10%)
Patient left without, or before completing, treatment	198 (3%)
Transferred to another hospital	357 (5%)
Other	16 (0%)

Same period last year	Change since one year ago
6,118	8%
4,935	10%
649	-1%
175	13%
355	1%
4	300%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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	27%	60%	81%	92%	98%	99%	100%	100%
Treated and admitted to hospital	3%	6%	17%	34%	61%	79%	86%	92%
Patient left without, or before completing, treatment	39%	71%	86%	92%	98%	99%	99%	100%
Transferred to another hospital	1%	10%	27%	42%	69%	82%	89%	95%
All attendances	24%	53%	72%	84%	93%	96%	98%	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.

Kempsey 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:¹ 6,640 patients

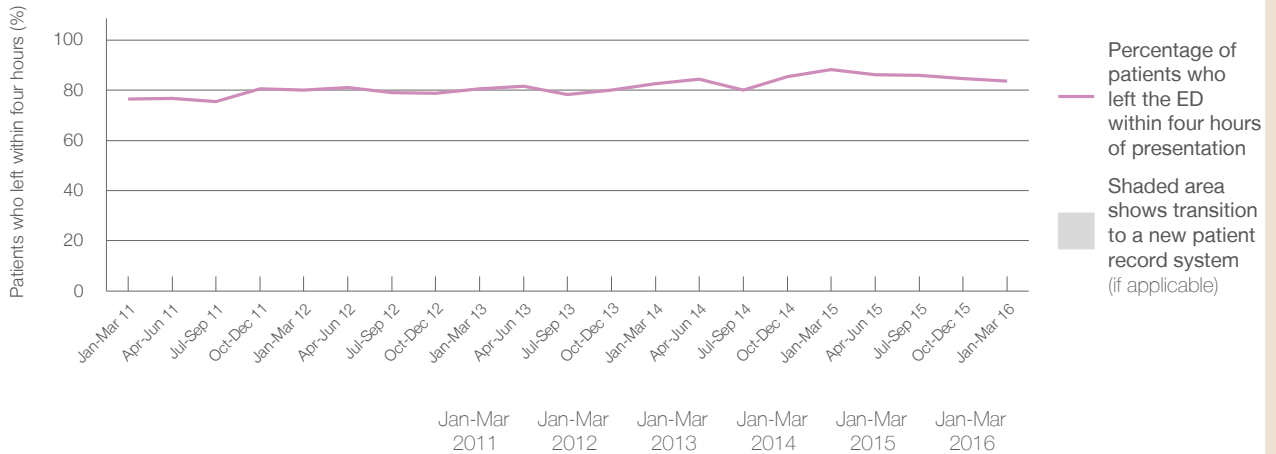
Attendances used to calculate time to leaving the ED:⁶ 6,638 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	6,118	9%
Attendances used to calculate time to leaving the ED	6,118	8%
Percentage of patients who left the ED within four hours	88%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	76%	80%	81%	83%	88%	84%
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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).

Macksville District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 3,662 patients
Emergency attendances:² 3,370 patients

Same period last year	Change since one year ago
3,216	14%
3,068	10%

Macksville District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 357 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 40 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,142 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 97 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,518 patients

Median time to start treatment⁴ 29 minutes
95th percentile time to start treatment⁵ 145 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 336 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 151 minutes

Same period last year	NSW (this period)
254	
10 minutes	8 minutes
40 minutes	35 minutes
950	
23 minutes	20 minutes
88 minutes	99 minutes
1,517	
32 minutes	26 minutes
161 minutes	137 minutes
332	
26 minutes	23 minutes
150 minutes	135 minutes

Macksville District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 3,657 patients

Percentage of patients who left the ED within four hours 87%

Same period last year	Change since one year ago
3,215	14%
86%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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.

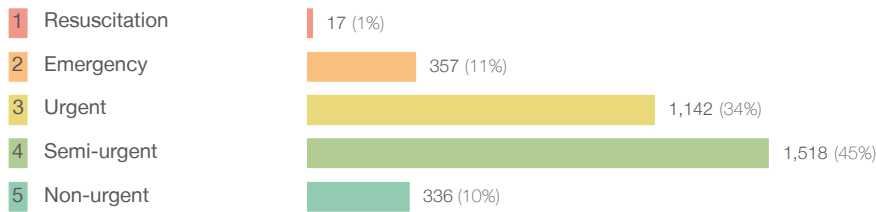
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Macksville District Hospital: Patients attending the emergency department January to March 2016

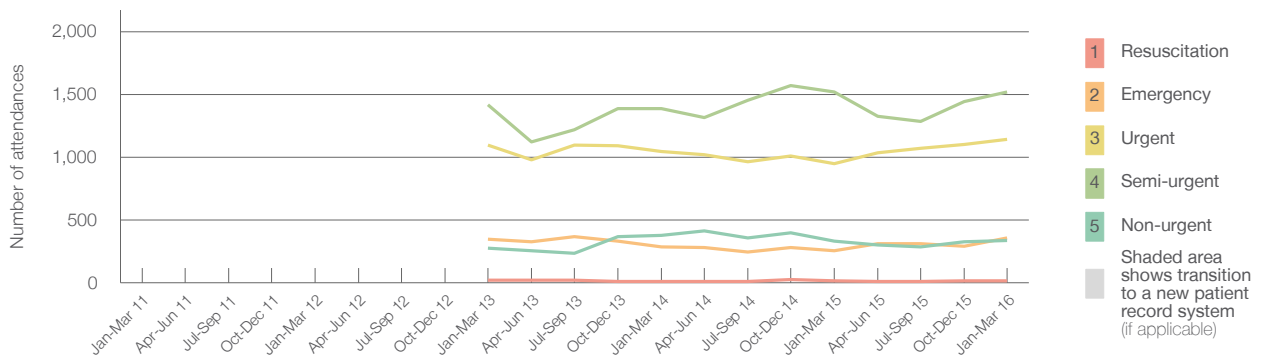
All attendances:¹ 3,662 patients

Emergency attendances² by triage category: 3,370 patients



Same period last year	Change since one year ago
3,216	14%
3,068	10%
15	13%
254	41%
950	20%
1,517	0%
332	1%

Emergency attendances² by quarter, January 2011 to March 2016^{‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation			20	10	15	17
Emergency			347	285	254	357
Urgent			1,098	1,047	950	1,142
Semi-urgent			1,417	1,386	1,517	1,518
Non-urgent			275	377	332	336
All emergency attendances			3,157	3,105	3,068	3,370

Macksville District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 470 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
485	
14 minutes	2 minutes
48 minutes	0 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.

(§) 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.

Macksville District 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: 357

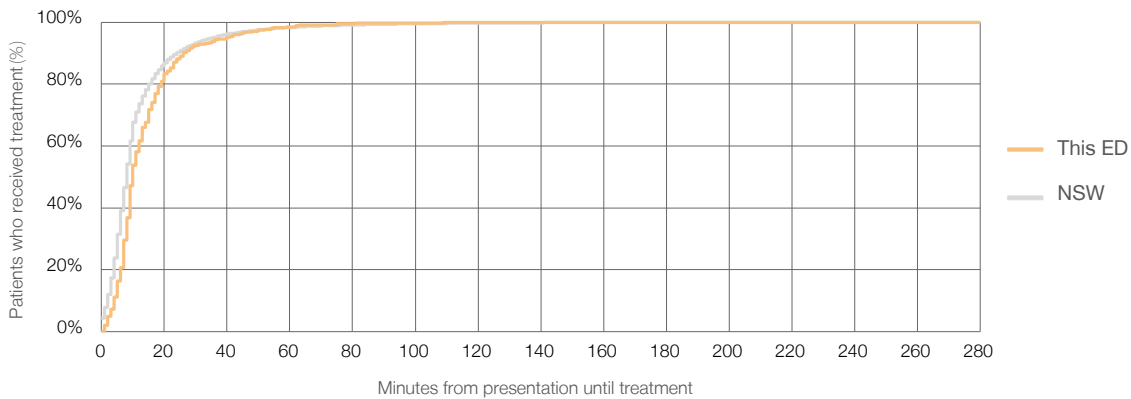
Number of triage 2 patients used to calculate waiting time:³ 347

Median time to start treatment⁴ 10 minutes

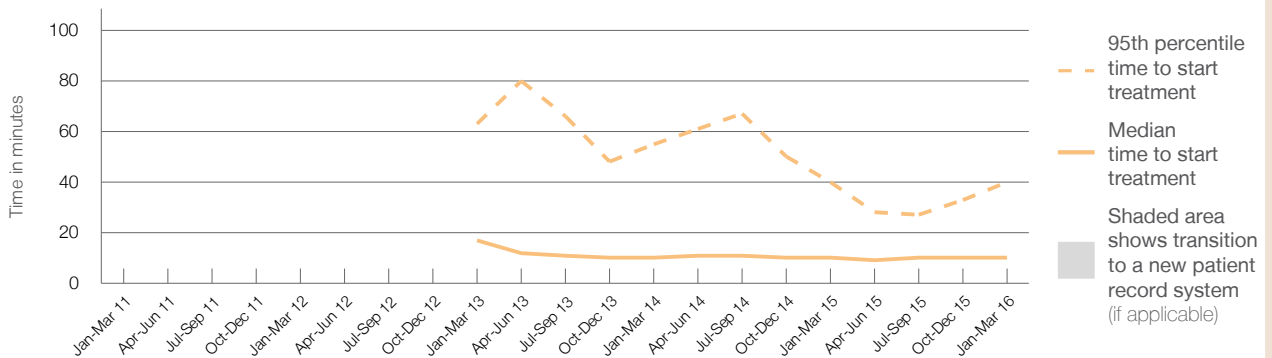
95th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
254	240
10 minutes	8 minutes
40 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^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)			17	10	10	10
95th percentile time to start treatment ⁵ (minutes)			63	55	40	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.

Macksville District 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: 1,142

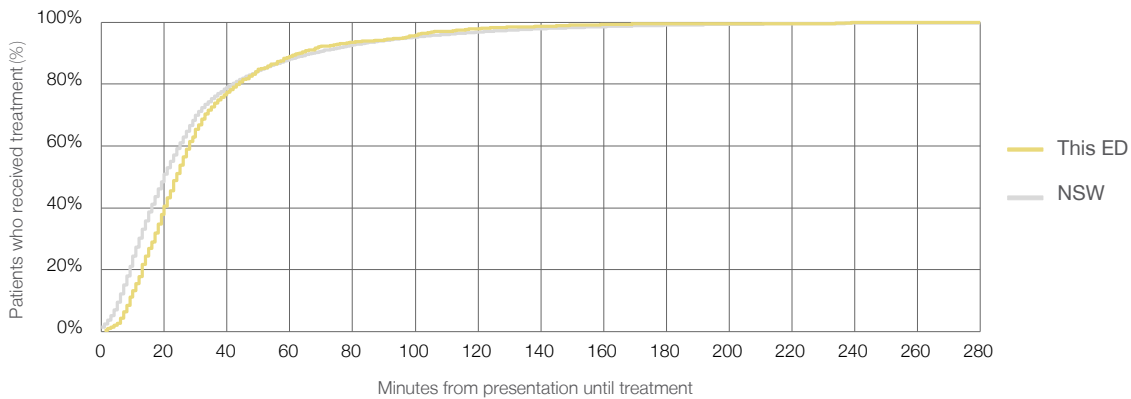
Number of triage 3 patients used to calculate waiting time:³ 1,087

Median time to start treatment⁴ 24 minutes

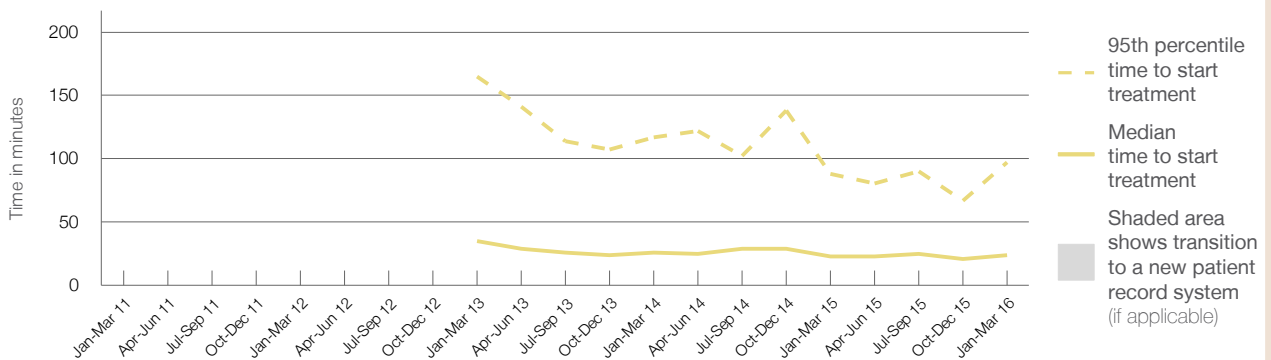
95th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
950	908
23 minutes	20 minutes
88 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^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)			35	26	23	24
95th percentile time to start treatment ⁵ (minutes)			165	117	88	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.

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

Macksville District Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 1,518

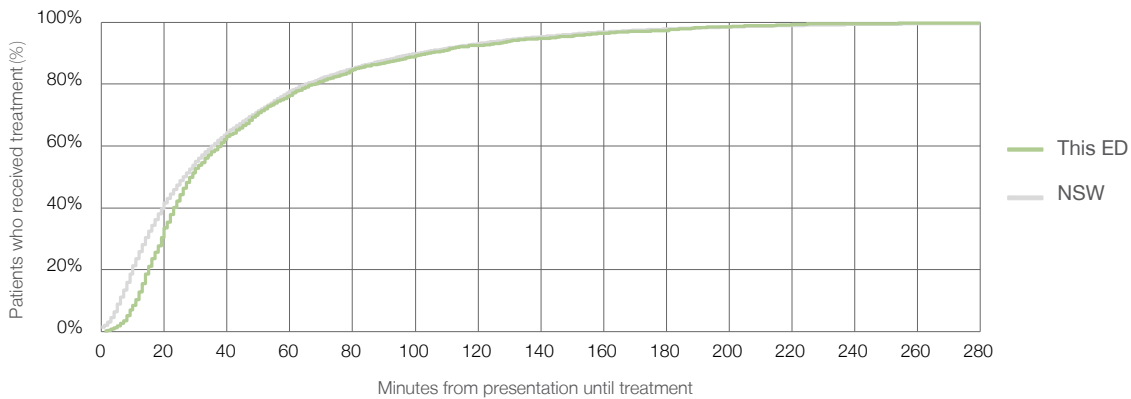
Number of triage 4 patients used to calculate waiting time:³ 1,440

Median time to start treatment⁴ 29 minutes

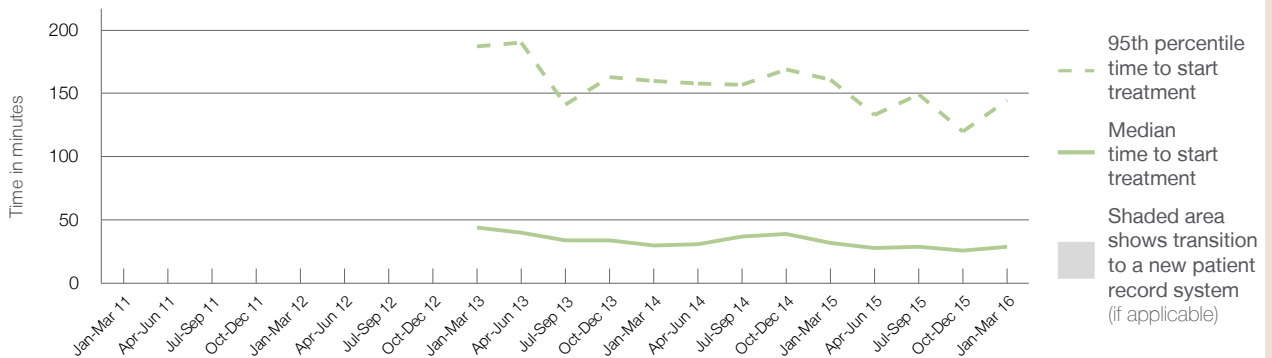
95th percentile time to start treatment⁵ 145 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,517	
Number of triage 4 patients used to calculate waiting time ³	1,387	
Median time to start treatment ⁴	32 minutes	26 minutes
95th percentile time to start treatment ⁵	161 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^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)			44	30	32	29
95th percentile time to start treatment ⁵ (minutes)			187	160	161	145

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

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

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

Macksville District Hospital: Time 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: 336

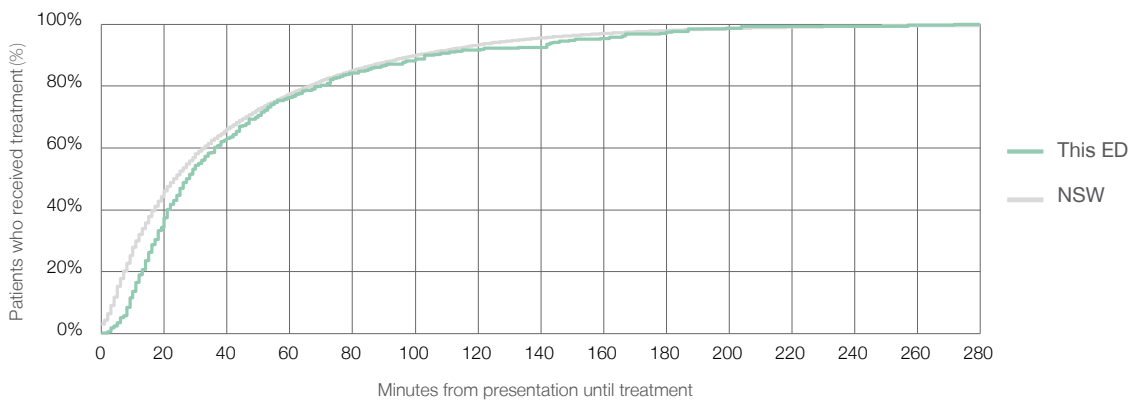
Number of triage 5 patients used to calculate waiting time:³ 309

Median time to start treatment⁴ 27 minutes

95th percentile time to start treatment⁵ 151 minutes

Same period last year	NSW (this period)
332	
260	
26 minutes	23 minutes
150 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^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)			33	26	26	27
95th percentile time to start treatment ⁵ (minutes)			215	130	150	151

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

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

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

Macksville District Hospital: Time from presentation until leaving the ED January to March 2016

All attendances:¹ 3,662 patients

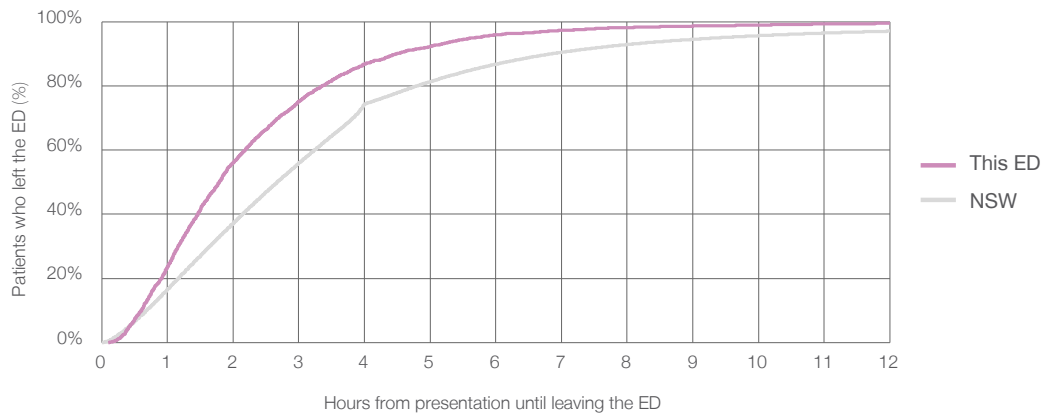
Attendances used to calculate time to leaving the ED:⁶ 3,657 patients

Median time to leaving the ED⁸ 1 hours and 47 minutes

95th percentile time to leaving the ED⁹ 5 hours and 42 minutes

Same period last year	NSW (this period)
3,216	
3,215	
1 hours and 45 minutes	2 hours and 40 minutes
6 hours and 17 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^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			2h 33m	1h 46m	1h 45m	1h 47m
95th percentile time to leaving the ED ⁹ (hours, minutes)			10h 52m	7h 20m	6h 17m	5h 42m

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

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

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

Macksville District Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

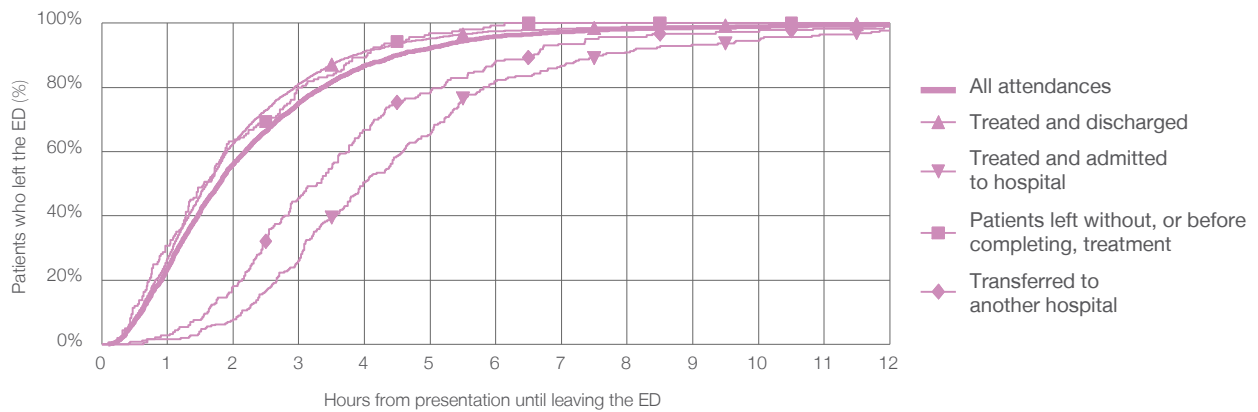
All attendances:¹ 3,662 patients

Attendances used to calculate time to leaving the ED:⁶ 3,657 patients

Treated and discharged	2,973 (81%)
Treated and admitted to hospital	256 (7%)
Patient left without, or before completing, treatment	160 (4%)
Transferred to another hospital	187 (5%)
Other	86 (2%)

Same period last year	Change since one year ago
3,215	14%
2,583	15%
264	-3%
130	23%
204	-8%
35	146%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††§}



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	27%	63%	81%	91%	98%	99%	99%	100%
Treated and admitted to hospital	2%	8%	26%	50%	82%	91%	95%	98%
Patient left without, or before completing, treatment	31%	63%	80%	89%	99%	100%	100%	100%
Transferred to another hospital	3%	18%	45%	67%	88%	96%	97%	99%
All attendances	24%	56%	75%	87%	96%	98%	99%	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.

Macksville District 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: ¹ 3,662 patients

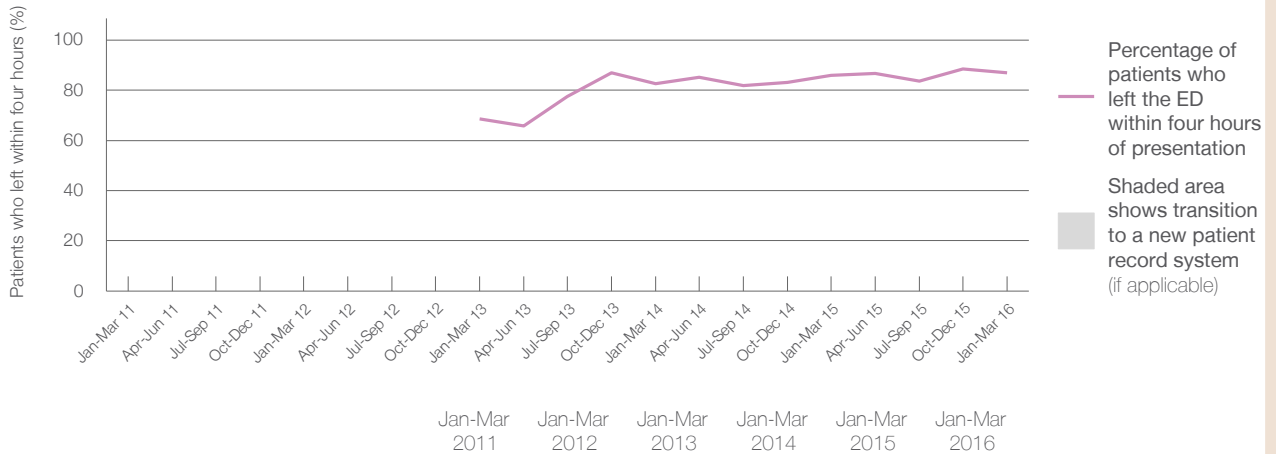
Attendances used to calculate time to leaving the ED: ⁶ 3,657 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	3,216	14%
Attendances used to calculate time to leaving the ED	3,215	14%
Percentage of patients who left the ED within four hours	86%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 ^{†‡§}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	69%	83%	86%	86%	87%	87%

* 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).

Port Macquarie Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 8,185 patients
Emergency attendances:² 7,877 patients

Same period last year	Change since one year ago
7,913	3%
7,717	2%

Port Macquarie Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,206 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,047 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,241 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 97 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 337 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
1,207	
9 minutes	8 minutes
30 minutes	35 minutes
3,527	
18 minutes	20 minutes
56 minutes	99 minutes
2,707	
18 minutes	26 minutes
89 minutes	137 minutes
245	
19 minutes	23 minutes
101 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 8,183 patients

Percentage of patients who left the ED within four hours 75%

Same period last year	Change since one year ago
7,911	3%
74%	

* 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.

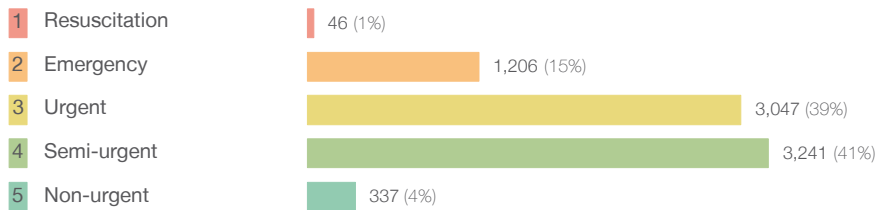
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Port Macquarie Base Hospital: Patients attending the emergency department January to March 2016

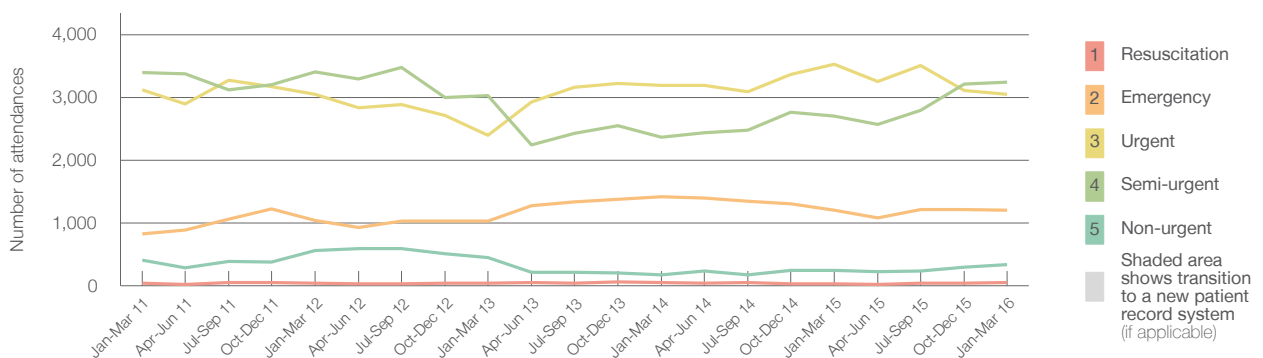
All attendances:¹ 8,185 patients

Emergency attendances² by triage category: 7,877 patients



Same period last year	Change since one year ago
7,913	3%
7,717	2%
31	48%
1,207	0%
3,527	-14%
2,707	20%
245	38%

Emergency attendances² by quarter, January 2011 to March 2016[†]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	38	44	39	45	31	46
Emergency	828	1,035	1,032	1,413	1,207	1,206
Urgent	3,124	3,046	2,392	3,190	3,527	3,047
Semi-urgent	3,399	3,403	3,031	2,367	2,707	3,241
Non-urgent	411	559	449	174	245	337
All emergency attendances	7,800	8,087	6,943	7,189	7,717	7,877

Port Macquarie Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,834 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,817	
11 minutes	0 minutes
44 minutes	2 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.

Port Macquarie 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: 1,206

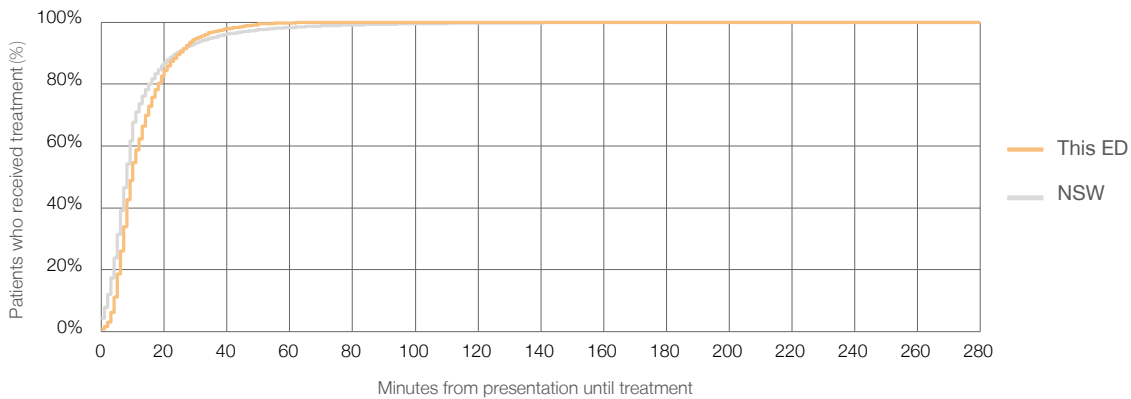
Number of triage 2 patients used to calculate waiting time:³ 1,202

Median time to start treatment⁴ 10 minutes

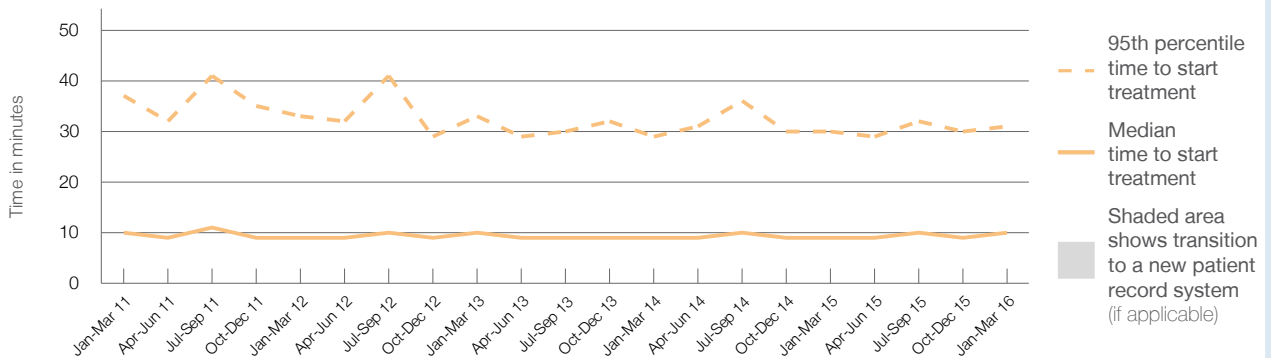
95th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
1,207	
1,204	
9 minutes	8 minutes
30 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	10	9	10	9	9	10
95th percentile time to start treatment ⁵ (minutes)	37	33	33	29	30	31

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

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

Port Macquarie Base Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 3,047

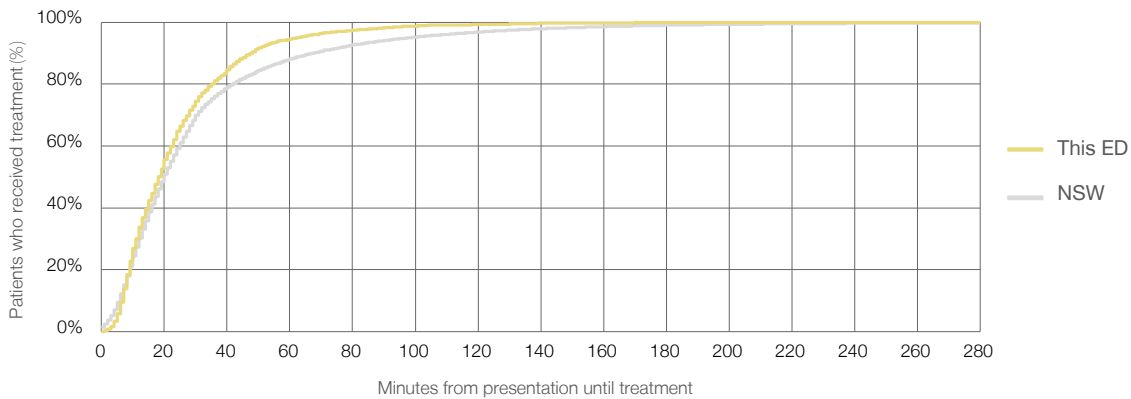
Number of triage 3 patients used to calculate waiting time:³ 2,980

Median time to start treatment⁴ 18 minutes

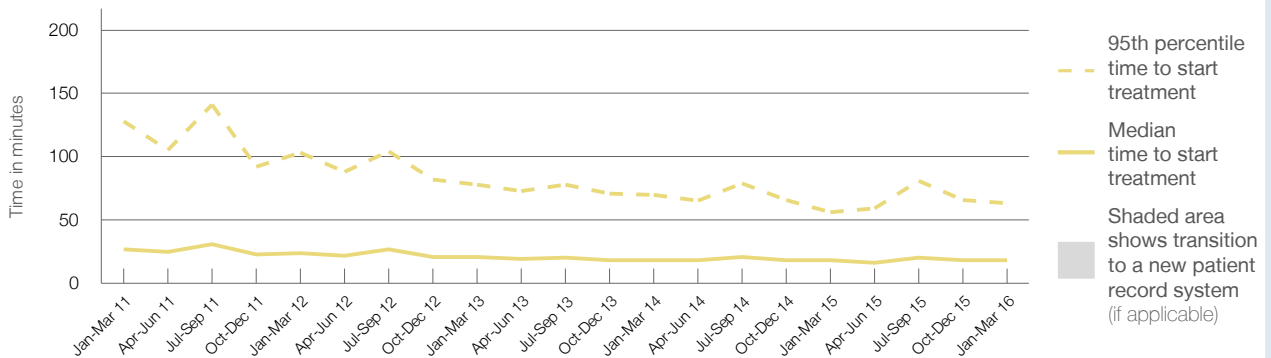
95th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
3,527	3,446
18 minutes	20 minutes
56 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	27	24	21	18	18	18
95th percentile time to start treatment ⁵ (minutes)	128	103	78	70	56	63

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

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

Port Macquarie Base Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 3,241

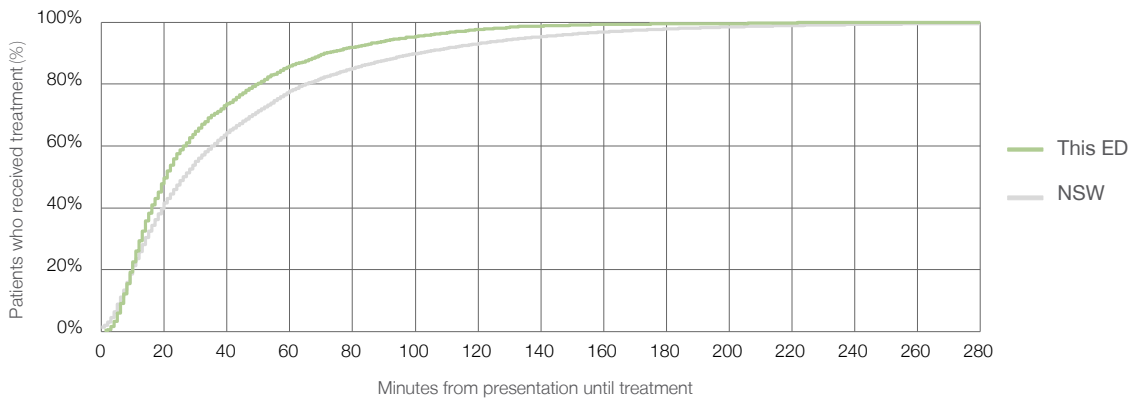
Number of triage 4 patients used to calculate waiting time:³ 2,766

Median time to start treatment⁴ 21 minutes

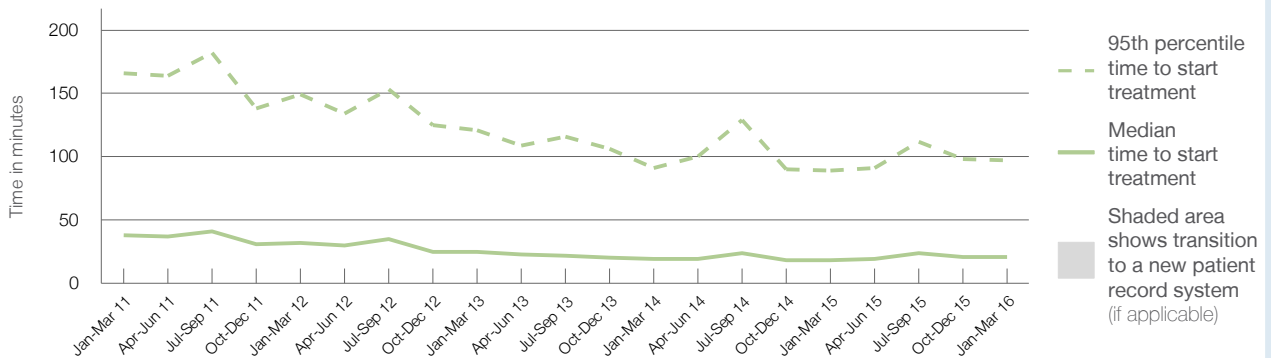
95th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
2,707	2,349
18 minutes	26 minutes
89 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	38	32	25	19	18	21
95th percentile time to start treatment ⁵ (minutes)	166	149	121	91	89	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.

Port Macquarie 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: 337

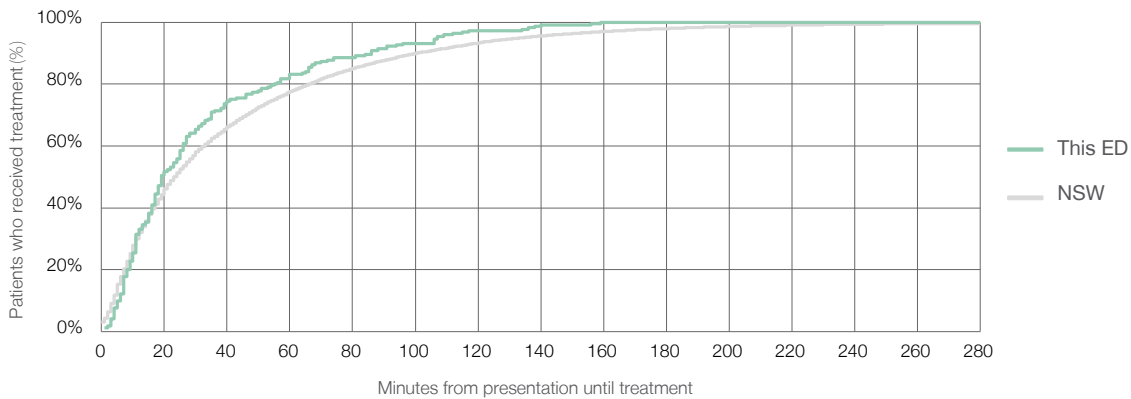
Number of triage 5 patients used to calculate waiting time:³ 220

Median time to start treatment⁴ 19 minutes

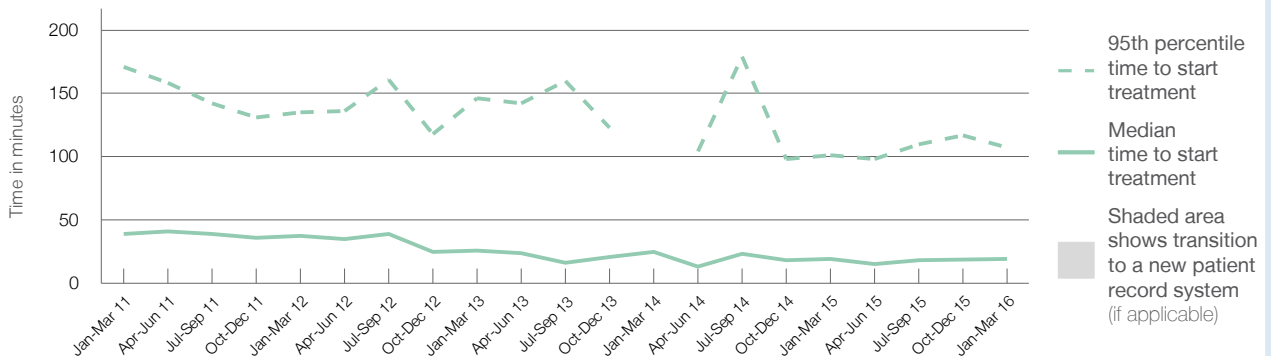
95th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
245	
159	
19 minutes	23 minutes
101 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	39	38	26	25	19	19
95th percentile time to start treatment ⁵ (minutes)	171	135	146	*	101	107

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

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

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

January to March 2016

All attendances:¹ 8,185 patients

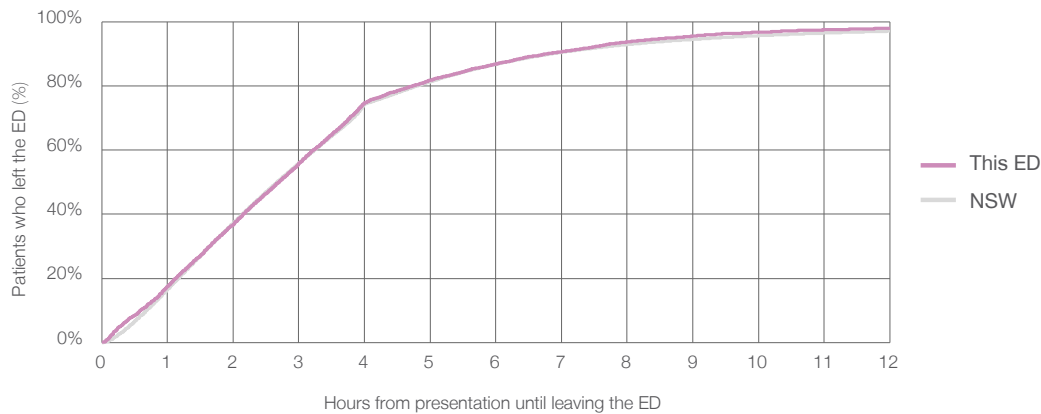
Attendances used to calculate time to leaving the ED:⁶ 8,183 patients

Median time to leaving the ED⁸ 2 hours and 42 minutes

95th percentile time to leaving the ED⁹ 8 hours and 44 minutes

Same period last year	NSW (this period)
7,913	
7,911	
2 hours and 35 minutes	2 hours and 40 minutes
8 hours and 44 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 6m	3h 3m	3h 9m	2h 50m	2h 35m	2h 42m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 54m	12h 54m	13h 48m	9h 49m	8h 44m	8h 44m

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

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

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

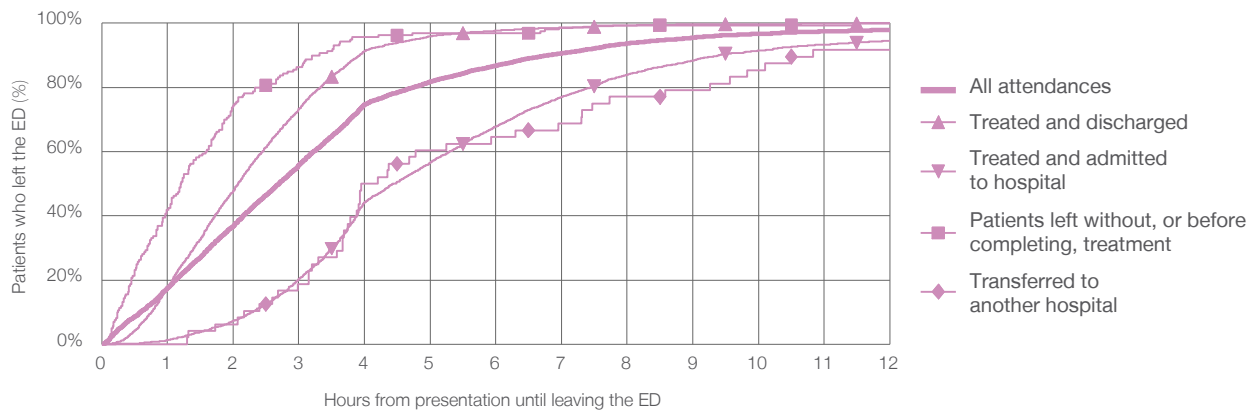
All attendances:¹ 8,185 patients

Attendances used to calculate time to leaving the ED:⁶ 8,183 patients

Treated and discharged	4,455 (54%)
Treated and admitted to hospital	2,961 (36%)
Patient left without, or before completing, treatment	160 (2%)
Transferred to another hospital	48 (1%)
Other	561 (7%)

Same period last year	Change since one year ago
7,911	3%
4,402	1%
2,911	2%
167	-4%
33	45%
400	40%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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	18%	48%	73%	91%	98%	99%	100%	100%
Treated and admitted to hospital	1%	7%	20%	44%	68%	84%	91%	94%
Patient left without, or before completing, treatment	42%	74%	86%	96%	97%	99%	99%	100%
Transferred to another hospital	0%	6%	19%	50%	65%	77%	85%	92%
All attendances	18%	37%	56%	75%	87%	94%	97%	98%

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

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

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

All attendances: ¹ 8,185 patients

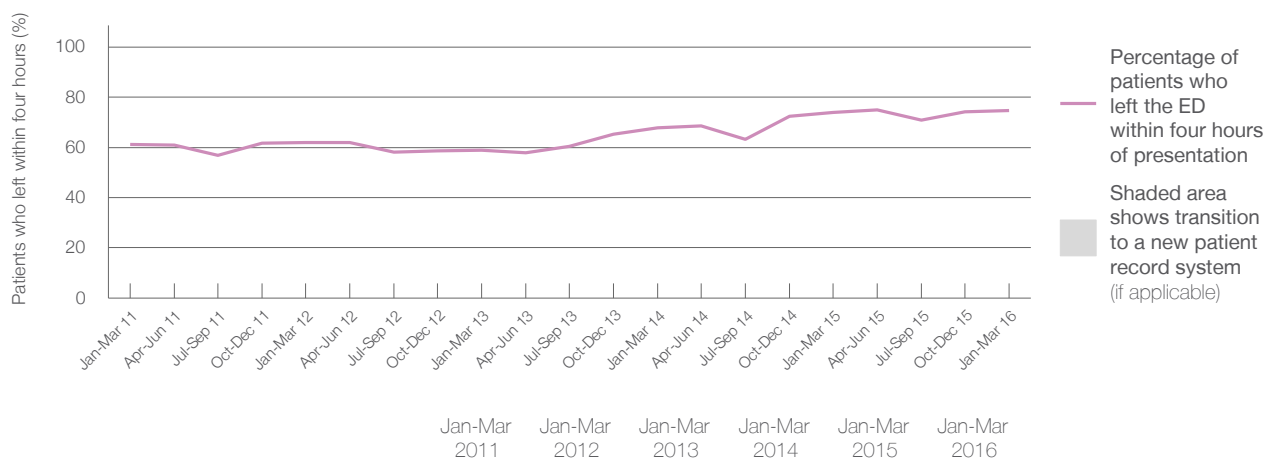
Attendances used to calculate time to leaving the ED: ⁶ 8,183 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
7,913	3%
7,911	3%
74%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	61%	62%	59%	68%	74%	75%
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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).