

Hospital Quarterly

Performance Profiles

Emergency Department

Western NSW Local Health District

January to March 2016

Bathurst Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 6,128 patients
Emergency attendances:² 6,057 patients

Same period last year	Change since one year ago
5,931	3%
5,832	4%

Bathurst Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 645 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,700 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,717 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 978 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
470	
7 minutes	8 minutes
26 minutes	35 minutes
1,910	
13 minutes	20 minutes
62 minutes	99 minutes
3,242	
14 minutes	26 minutes
115 minutes	137 minutes
197	
9 minutes	23 minutes
66 minutes	135 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 6,128 patients

Percentage of patients who left the ED within four hours 76%

Same period last year	Change since one year ago
5,931	3%
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.

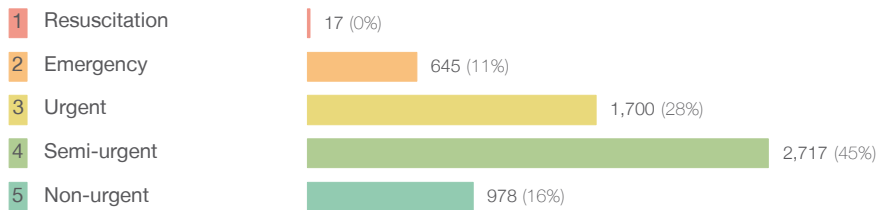
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

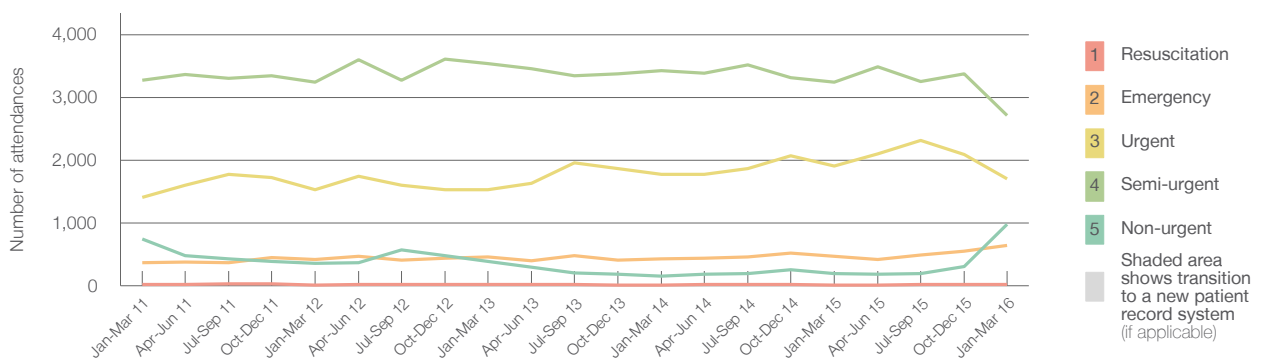
All attendances:¹ 6,128 patients

Emergency attendances² by triage category: 6,057 patients



Same period last year	Change since one year ago
5,931	3%
5,832	4%
13	31%
470	37%
1,910	-11%
3,242	-16%
197	396%

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	17	10	22	13	13	17
Emergency	362	419	455	428	470	645
Urgent	1,409	1,524	1,525	1,774	1,910	1,700
Semi-urgent	3,272	3,239	3,538	3,427	3,242	2,717
Non-urgent	748	353	388	151	197	978
All emergency attendances	5,808	5,545	5,928	5,793	5,832	6,057

Bathurst Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 901 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
643	
16 minutes	-1 minute
57 minutes	4 minutes

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

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

(§) 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.

Bathurst 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: 645

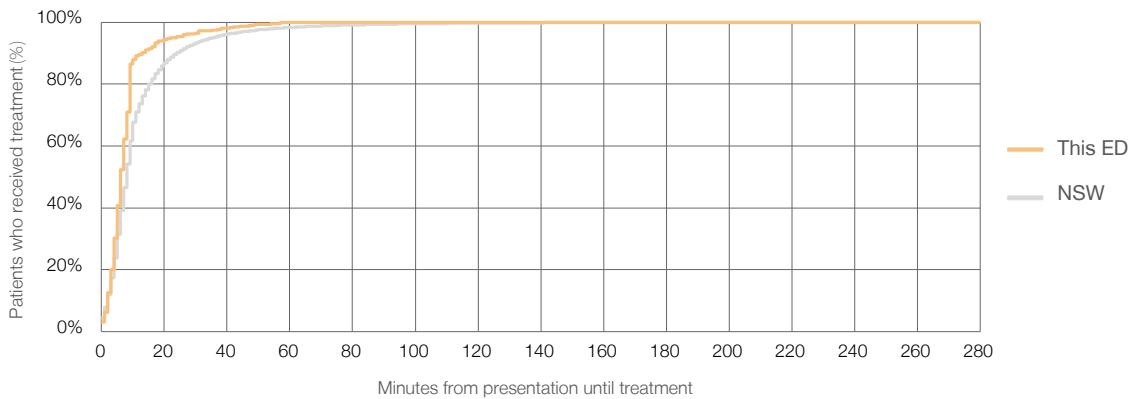
Number of triage 2 patients used to calculate waiting time:³ 643

Median time to start treatment⁴ 6 minutes

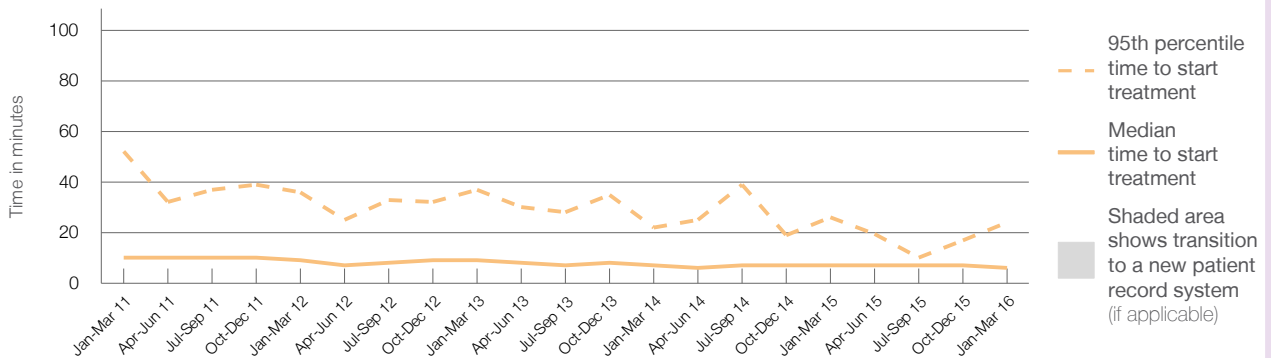
95th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
470	
469	
7 minutes	8 minutes
26 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	9	7	7	6
95th percentile time to start treatment ⁵ (minutes)	52	36	37	22	26	24

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

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

Bathurst Base Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 1,700

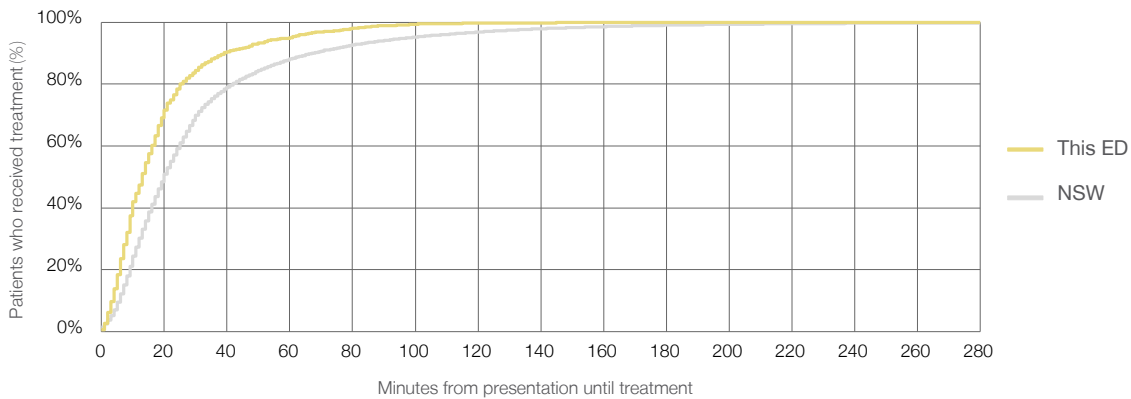
Number of triage 3 patients used to calculate waiting time:³ 1,682

Median time to start treatment⁴ 13 minutes

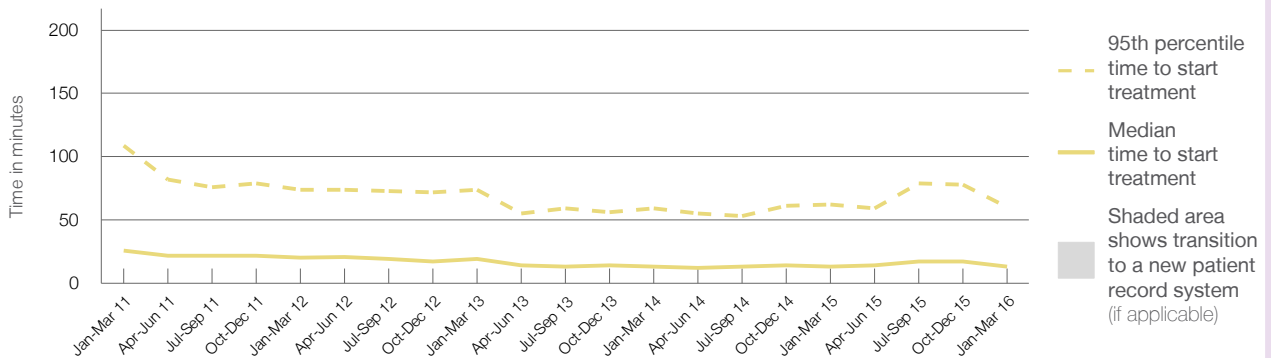
95th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,910	1,899
13 minutes	20 minutes
62 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	19	13	13	13
95th percentile time to start treatment ⁵ (minutes)	109	74	74	59	62	60

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

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

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

Number of triage 4 patients: 2,717

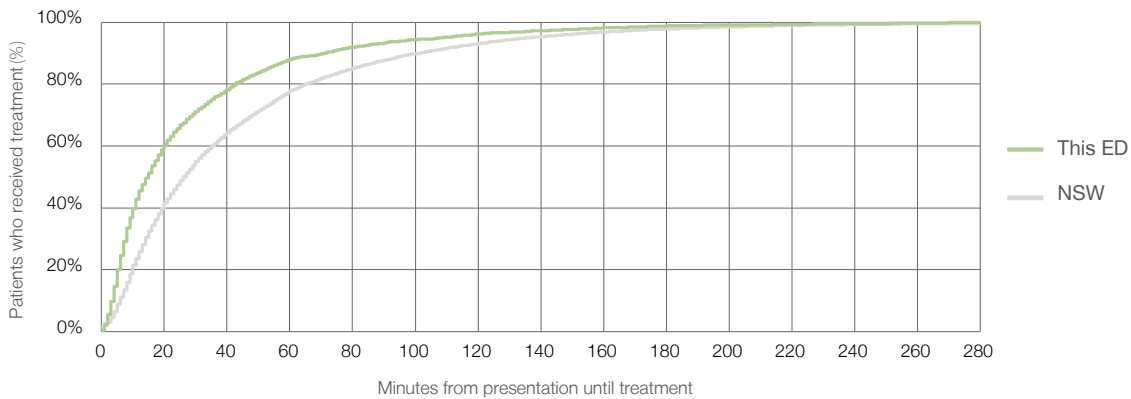
Number of triage 4 patients used to calculate waiting time:³ 2,606

Median time to start treatment⁴ 15 minutes

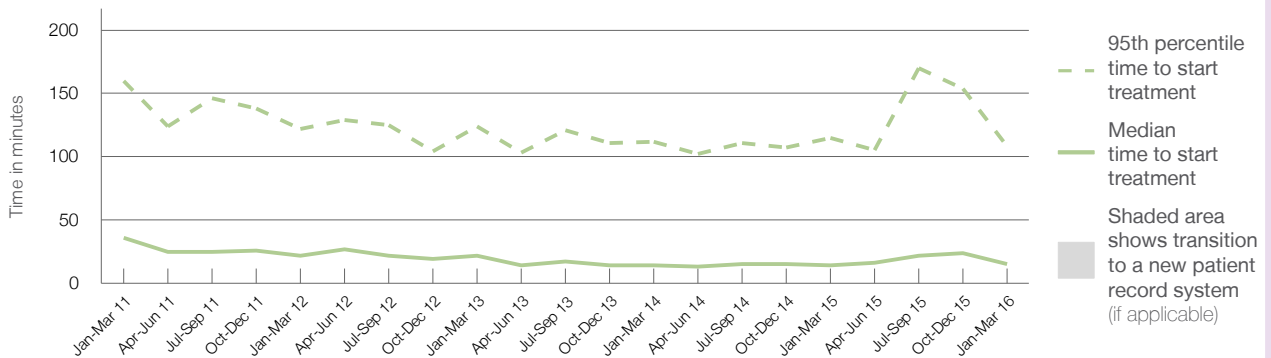
95th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
3,242	
3,146	
14 minutes	26 minutes
115 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)	36	22	22	14	14	15
95th percentile time to start treatment ⁵ (minutes)	160	122	124	112	115	108

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Bathurst 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: 978

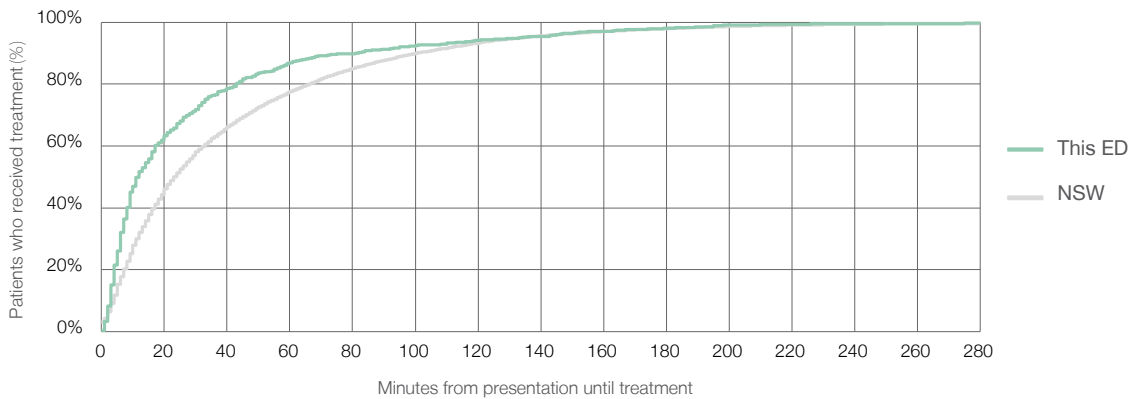
Number of triage 5 patients used to calculate waiting time:³ 903

Median time to start treatment⁴ 12 minutes

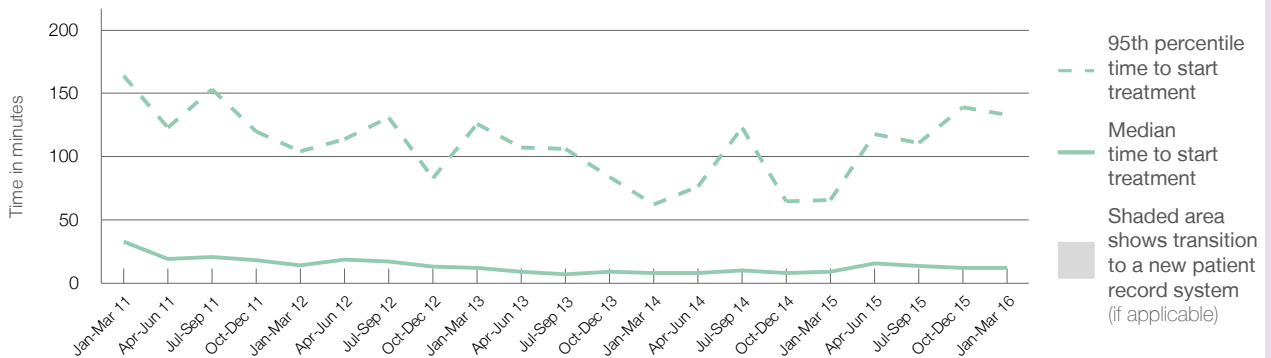
95th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
197	178
9 minutes	23 minutes
66 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	14	12	8	9	12
95th percentile time to start treatment ⁵ (minutes)	164	104	126	62	66	133

(†) 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.

Bathurst Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 6,128 patients

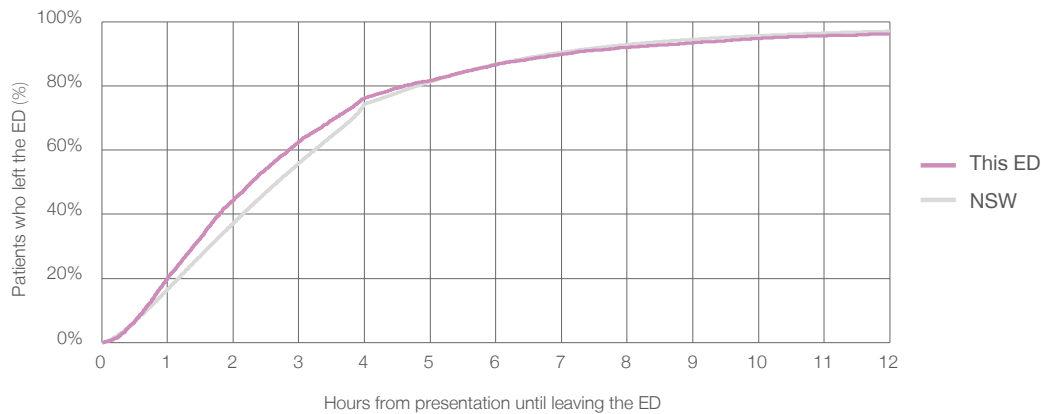
Attendances used to calculate time to leaving the ED:⁶ 6,128 patients

Median time to leaving the ED⁸ 2 hours and 17 minutes

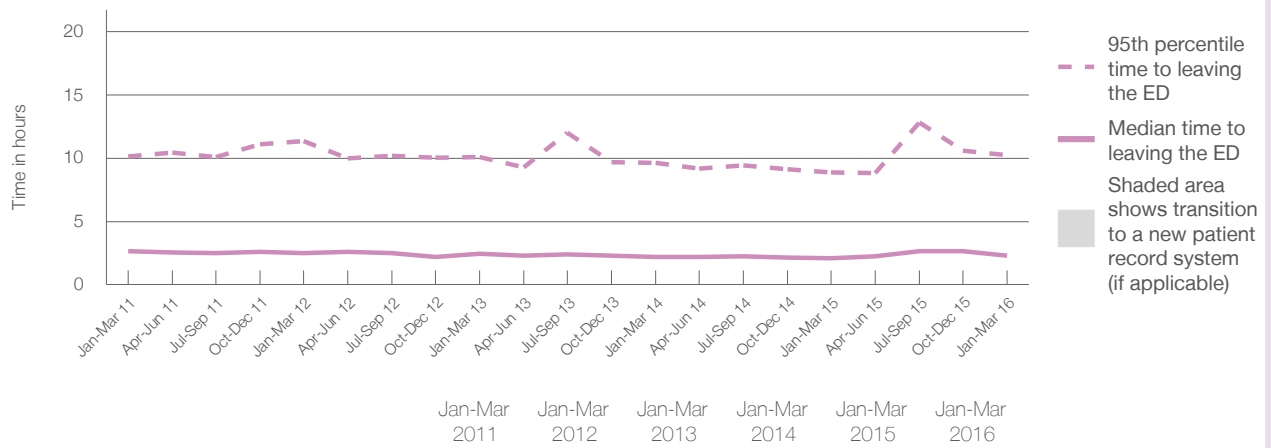
95th percentile time to leaving the ED⁹ 10 hours and 13 minutes

Same period last year	NSW (this period)
5,931	5,931
2 hours and 5 minutes	2 hours and 40 minutes
8 hours and 51 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 39m	2h 29m	2h 27m	2h 12m	2h 5m	2h 17m
95th percentile time to leaving the ED ⁹ (hours, minutes)	10h 7m	11h 20m	10h 4m	9h 37m	8h 51m	10h 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.

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

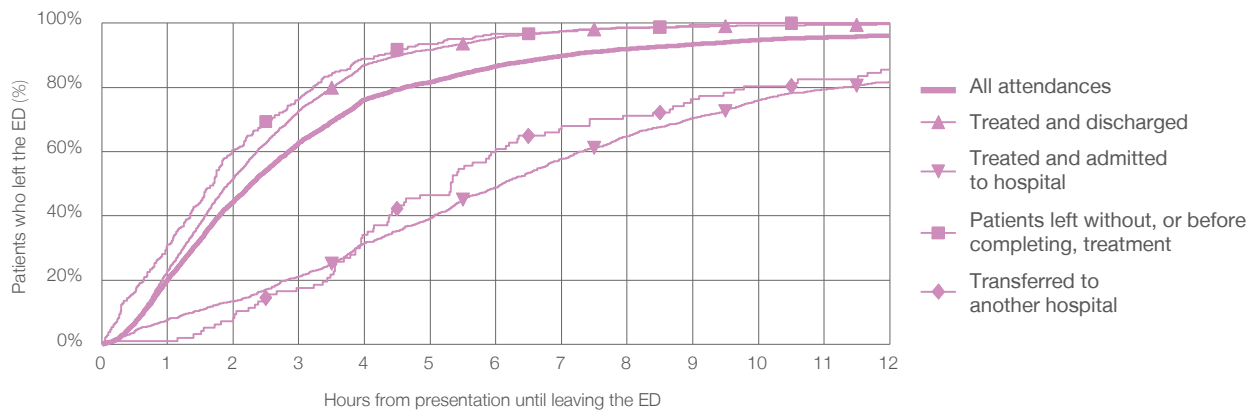
All attendances:¹ 6,128 patients

Attendances used to calculate time to leaving the ED:⁶ 6,128 patients

Treated and discharged	4,670 (76%)
Treated and admitted to hospital	1,095 (18%)
Patient left without, or before completing, treatment	245 (4%)
Transferred to another hospital	97 (2%)
Other	21 (0%)

Same period last year	Change since one year ago
5,931	3%
4,873	-4%
818	34%
156	57%
83	17%
1	2,000%

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

Treated and discharged	23%	52%	73%	87%	95%	99%	99%	100%
Treated and admitted to hospital	8%	13%	21%	31%	49%	65%	76%	82%
Patient left without, or before completing, treatment	31%	60%	76%	89%	97%	99%	100%	100%
Transferred to another hospital	1%	8%	18%	34%	61%	71%	80%	86%
All attendances	20%	44%	63%	76%	87%	92%	95%	96%

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Bathurst 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 6,128 patients

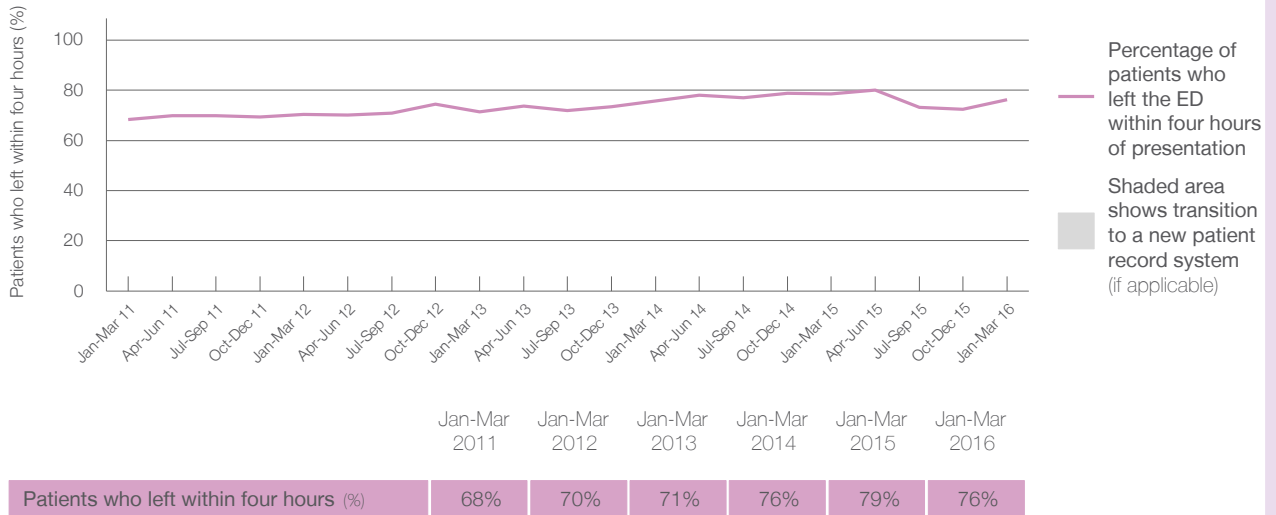
Attendances used to calculate time to leaving the ED: ⁶ 6,128 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
5,931	3%
5,931	3%
79%	

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



* 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).

Dubbo Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 7,622 patients
Emergency attendances:² 7,425 patients

Same period last year	Change since one year ago
7,111	7%
6,873	8%

Dubbo Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 878 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,671 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,275 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 144 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 562 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
744	
9 minutes	8 minutes
22 minutes	35 minutes
2,388	
20 minutes	20 minutes
89 minutes	99 minutes
3,027	
24 minutes	26 minutes
120 minutes	137 minutes
690	
20 minutes	23 minutes
119 minutes	135 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 7,619 patients

Percentage of patients who left the ED within four hours 70%

Same period last year	Change since one year ago
7,111	7%
77%	

* 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.

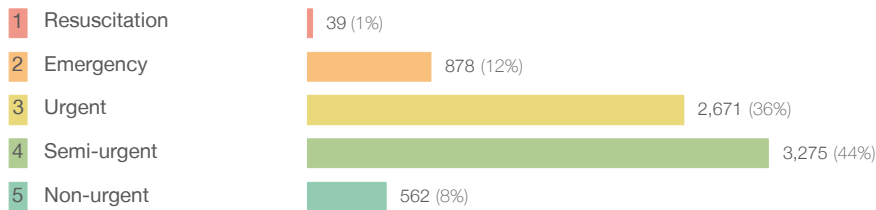
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

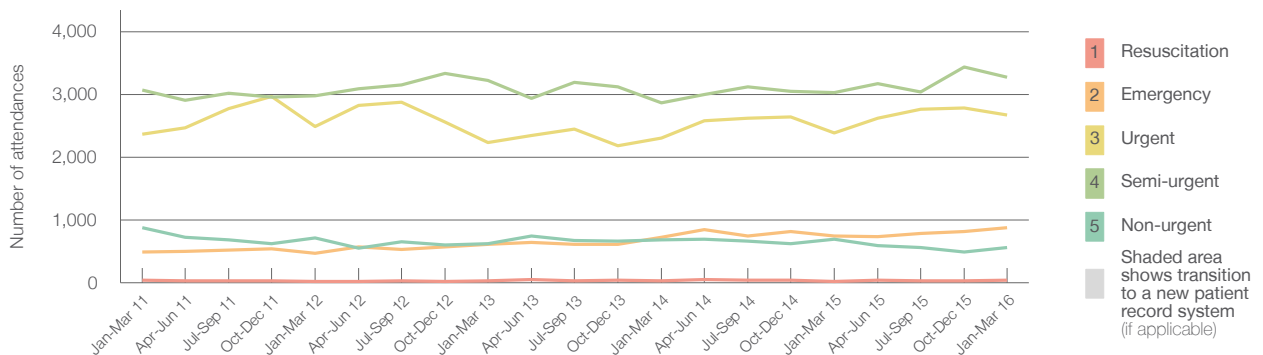
All attendances:¹ 7,622 patients

Emergency attendances² by triage category: 7,425 patients



Same period last year	Change since one year ago
7,111	7%
6,873	8%
24	63%
744	18%
2,388	12%
3,027	8%
690	-19%

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	35	23	27	25	24	39
Emergency	490	467	615	724	744	878
Urgent	2,369	2,488	2,229	2,302	2,388	2,671
Semi-urgent	3,068	2,974	3,226	2,869	3,027	3,275
Non-urgent	877	717	620	678	690	562
All emergency attendances	6,839	6,669	6,717	6,598	6,873	7,425

Dubbo Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,446 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
959 **	
10 minutes	3 minutes
30 minutes	23 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.

Dubbo 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: 878

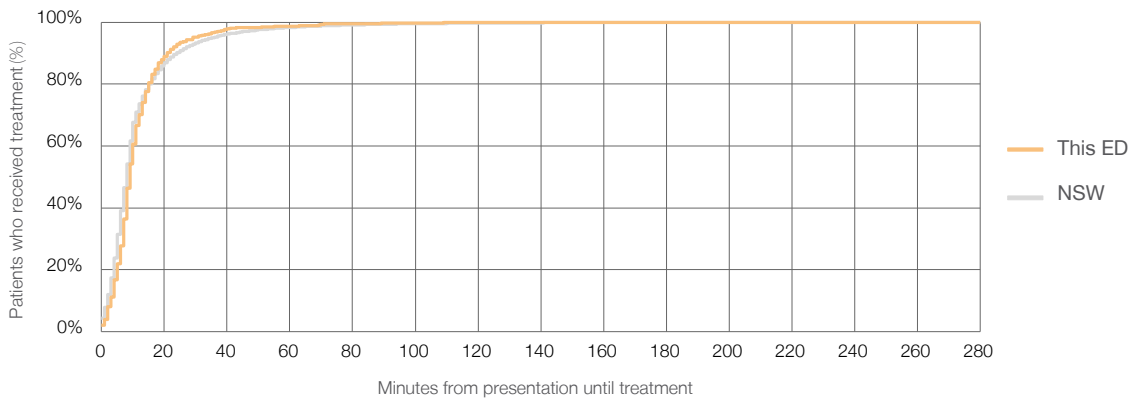
Number of triage 2 patients used to calculate waiting time:³ 873

Median time to start treatment⁴ 9 minutes

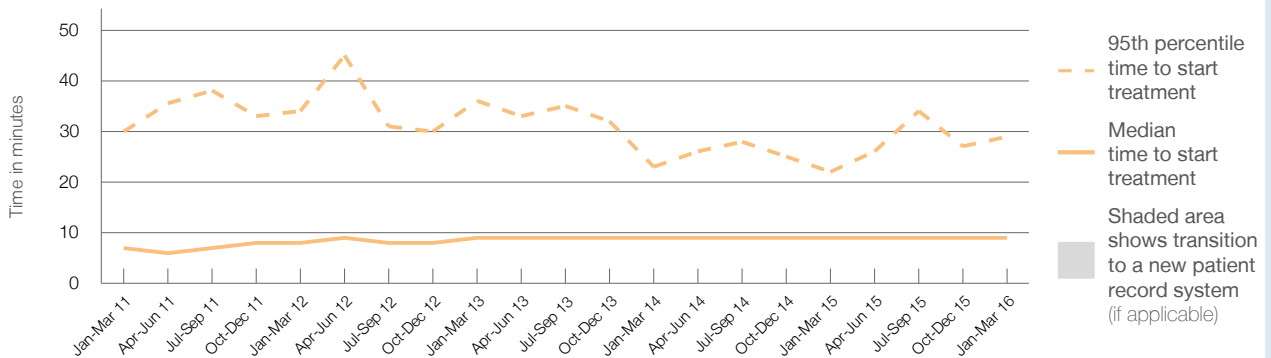
95th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
744	
743	
9 minutes	8 minutes
22 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	9	9	9	9
95th percentile time to start treatment ⁵ (minutes)	30	34	36	23	22	29

(†) 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.

Dubbo 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: 2,671

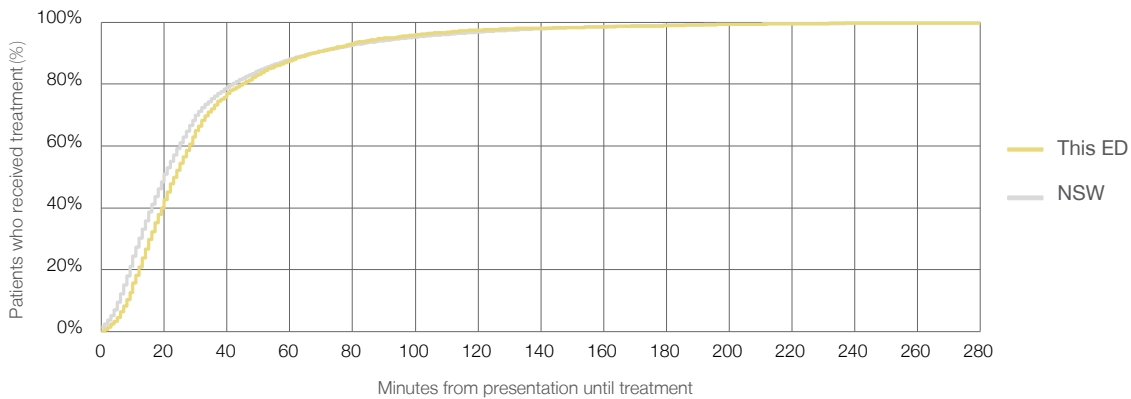
Number of triage 3 patients used to calculate waiting time:³ 2,604

Median time to start treatment⁴ 24 minutes

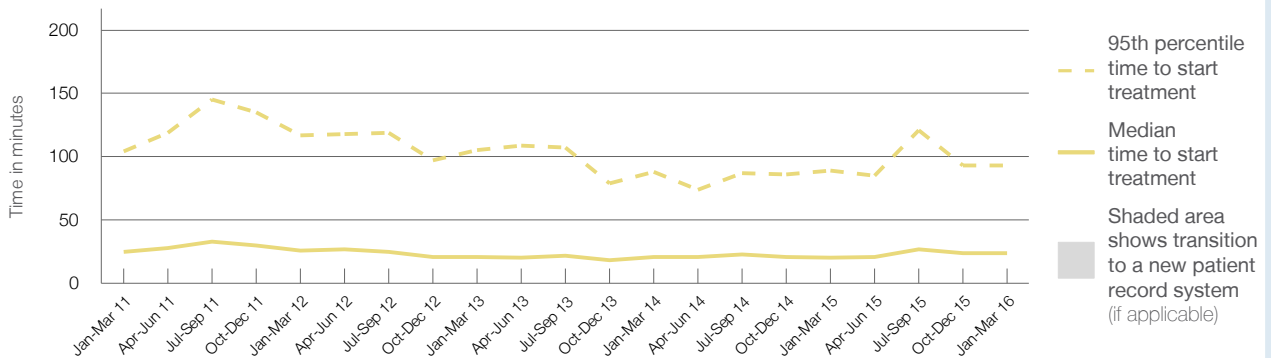
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
2,388	
2,348	
20 minutes	20 minutes
89 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	26	21	21	20	24
95th percentile time to start treatment ⁵ (minutes)	104	117	105	88	89	93

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

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

Dubbo 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: 3,275

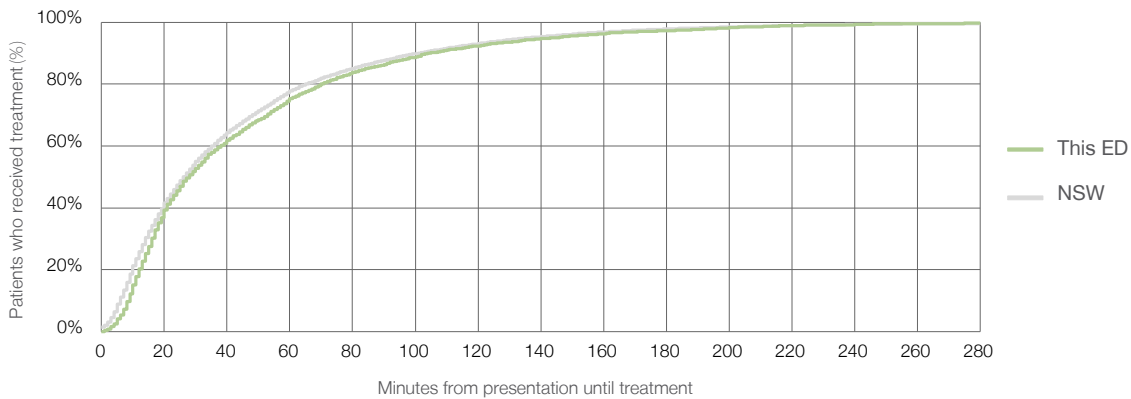
Number of triage 4 patients used to calculate waiting time:³ 3,002

Median time to start treatment⁴ 28 minutes

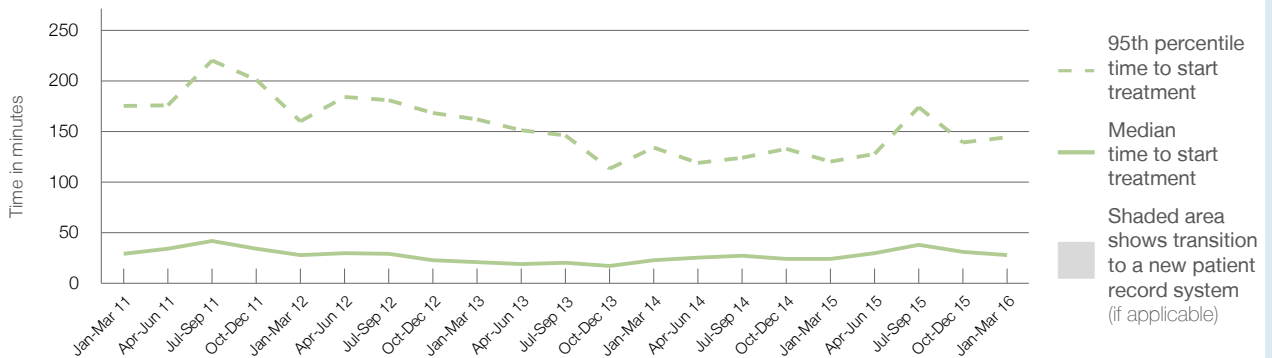
95th percentile time to start treatment⁵ 144 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	3,027	
Number of triage 4 patients used to calculate waiting time ³	2,848	
Median time to start treatment ⁴	24 minutes	26 minutes
95th percentile time to start treatment ⁵	120 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)	29	28	21	23	24	28
95th percentile time to start treatment ⁵ (minutes)	175	160	162	134	120	144

(†) 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.

Dubbo 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: 562

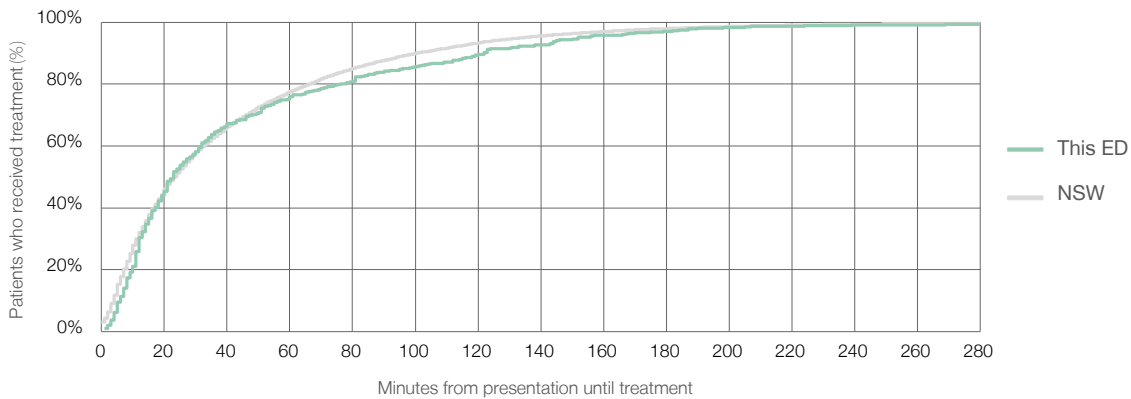
Number of triage 5 patients used to calculate waiting time:³ 445

Median time to start treatment⁴ 23 minutes

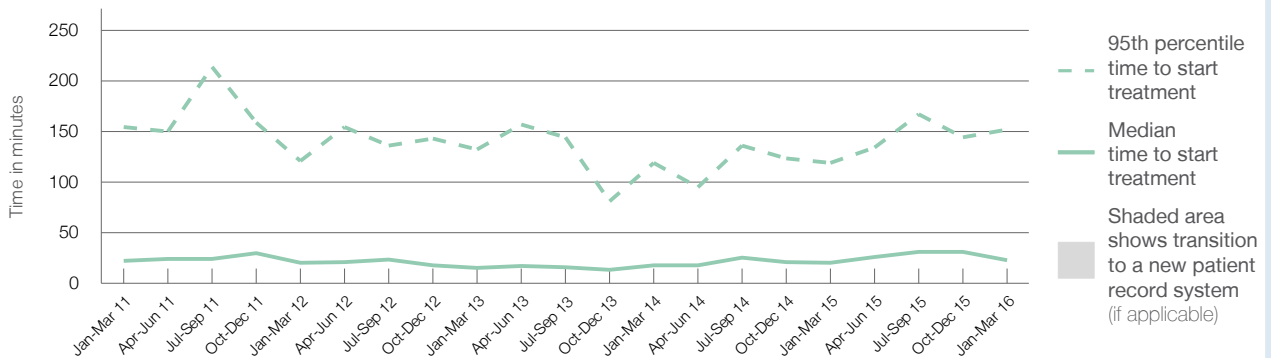
95th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
690	547
20 minutes	23 minutes
119 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)	22	20	15	18	20	23
95th percentile time to start treatment ⁵ (minutes)	155	121	132	119	119	152

(†) 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.

Dubbo Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 7,622 patients

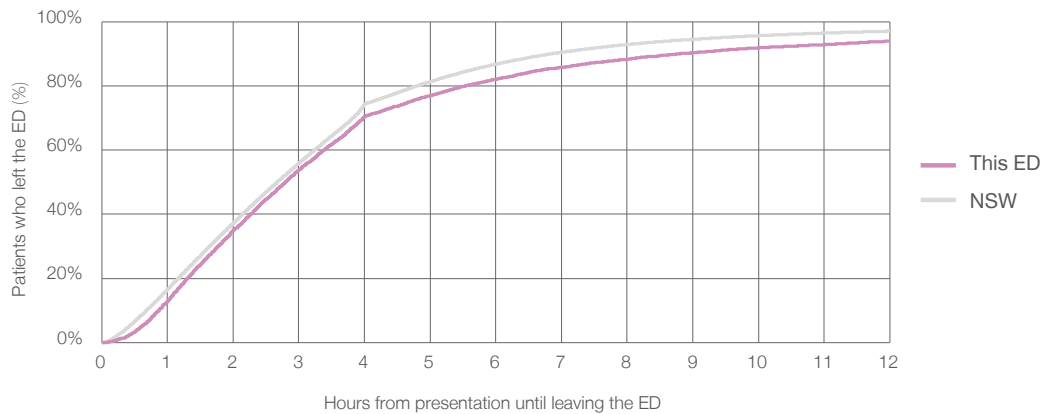
Attendances used to calculate time to leaving the ED:⁶ 7,619 patients

Median time to leaving the ED⁸ 2 hours and 48 minutes

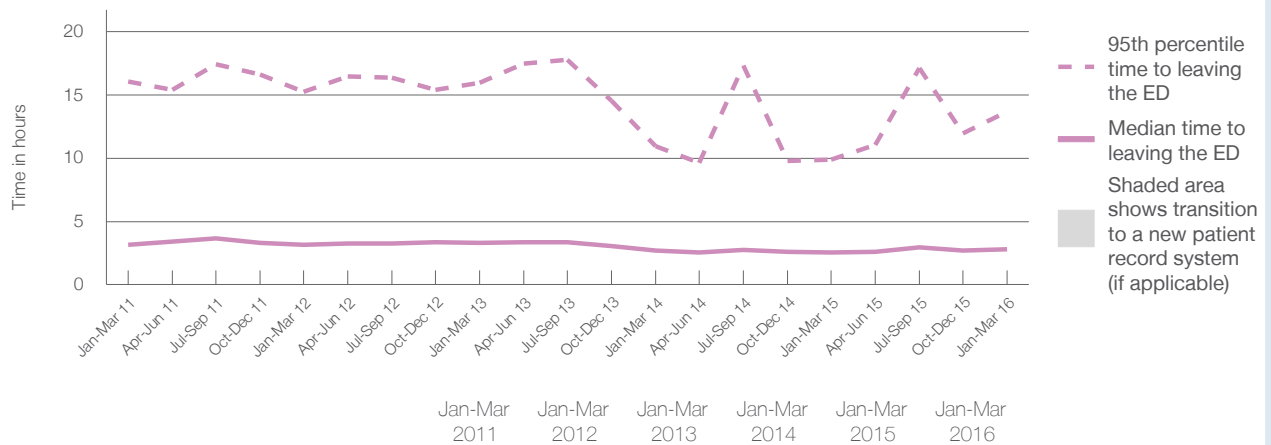
95th percentile time to leaving the ED⁹ 13 hours and 41 minutes

Same period last year	NSW (this period)
7,111	7,111
2 hours and 33 minutes	2 hours and 40 minutes
9 hours and 52 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 8m	3h 8m	3h 18m	2h 43m	2h 33m	2h 48m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 4m	15h 14m	15h 57m	10h 56m	9h 52m	13h 41m

(†) 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.

Dubbo Base Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

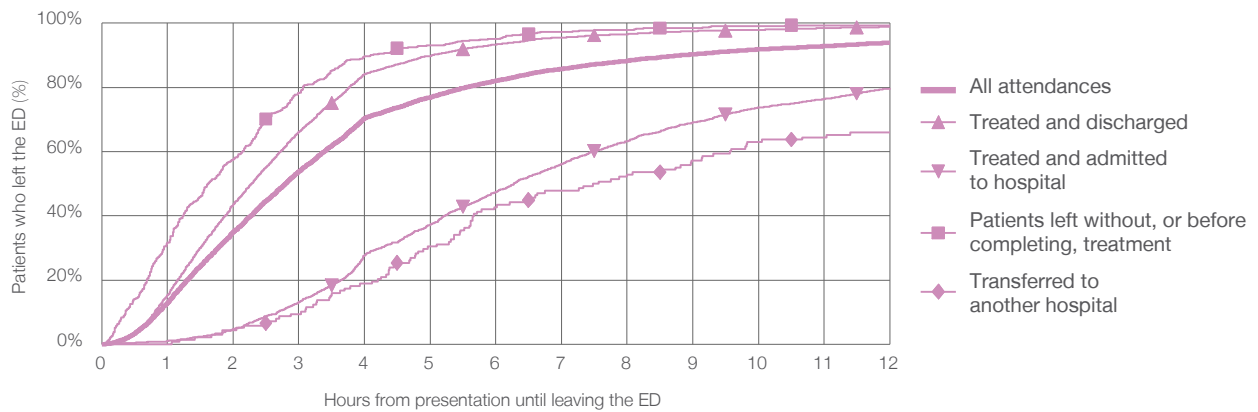
All attendances:¹ 7,622 patients

Attendances used to calculate time to leaving the ED:⁶ 7,619 patients

Treated and discharged	5,242 (69%)
Treated and admitted to hospital	1,738 (23%)
Patient left without, or before completing, treatment	477 (6%)
Transferred to another hospital	138 (2%)
Other	27 (0%)

Same period last year	Change since one year ago
7,111	7%
5,150	2%
1,527	14%
283	69%
135	2%
16	69%

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	15%	44%	66%	84%	93%	97%	98%	99%
Treated and admitted to hospital	1%	5%	13%	28%	47%	63%	74%	80%
Patient left without, or before completing, treatment	32%	58%	78%	90%	95%	98%	99%	99%
Transferred to another hospital	0%	4%	9%	19%	43%	53%	63%	66%
All attendances	13%	35%	54%	70%	82%	88%	92%	94%

(†) 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.

Dubbo 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 7,622 patients

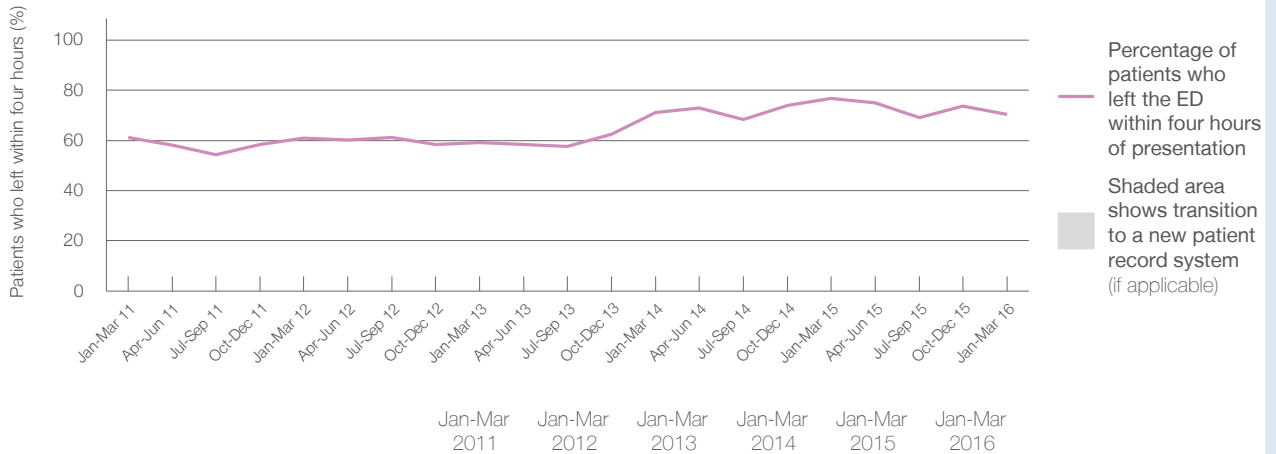
Attendances used to calculate time to leaving the ED:⁶ 7,619 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	7,111	7%
Attendances used to calculate time to leaving the ED	7,111	7%
Percentage of patients who left the ED within four hours	77%	

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
	61%	61%	59%	71%	77%	70%

* 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).

Forbes District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 2,358 patients
Emergency attendances:² 1,831 patients

Same period last year	Change since one year ago
2,230	6%
1,773	3%

Forbes District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 93 patients

Median time to start treatment⁴ 4 minutes

95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 291 patients

Median time to start treatment⁴ 15 minutes

95th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 636 patients

Median time to start treatment⁴ 25 minutes

95th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 811 patients

Median time to start treatment⁴ 22 minutes

95th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
77	
5 minutes	8 minutes
*	35 minutes
240	
15 minutes	20 minutes
54 minutes	99 minutes
603	
25 minutes	26 minutes
93 minutes	137 minutes
847	
21 minutes	23 minutes
118 minutes	135 minutes

Forbes District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 2,357 patients

Percentage of patients who left the ED within four hours 94%

Same period last year	Change since one year ago
2,230	6%
96%	

* 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.

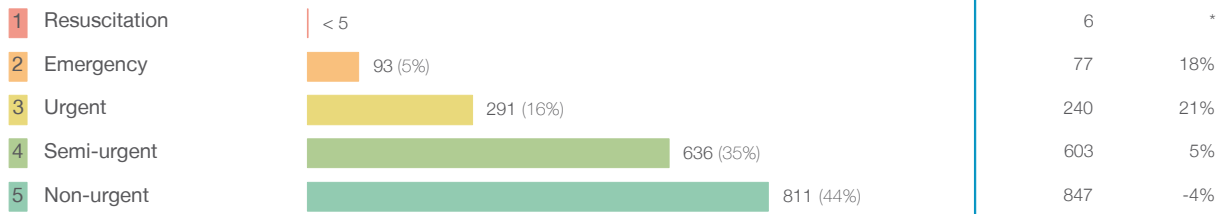
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

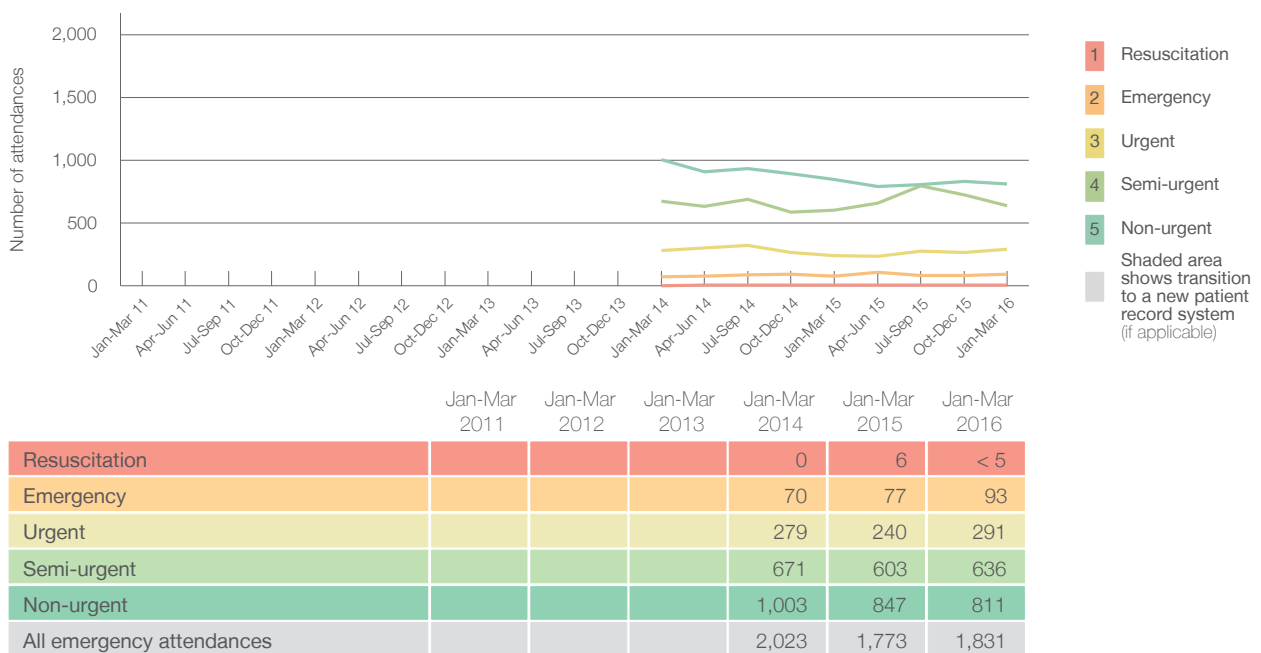
All attendances:¹ 2,358 patients

Emergency attendances² by triage category: 1,831 patients



Same period last year	Change since one year ago
2,230	6%
1,773	3%
6	*
77	18%
240	21%
603	5%
847	-4%

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



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

Arrivals used to calculate transfer of care time:⁷ 180 patients

ED Transfer of care time[§]

Median time: 20 minutes

95th percentile time: 105 minutes

Same period last year: 86 **

Change since one year ago: -1 minute

21 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.

Forbes 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: 93

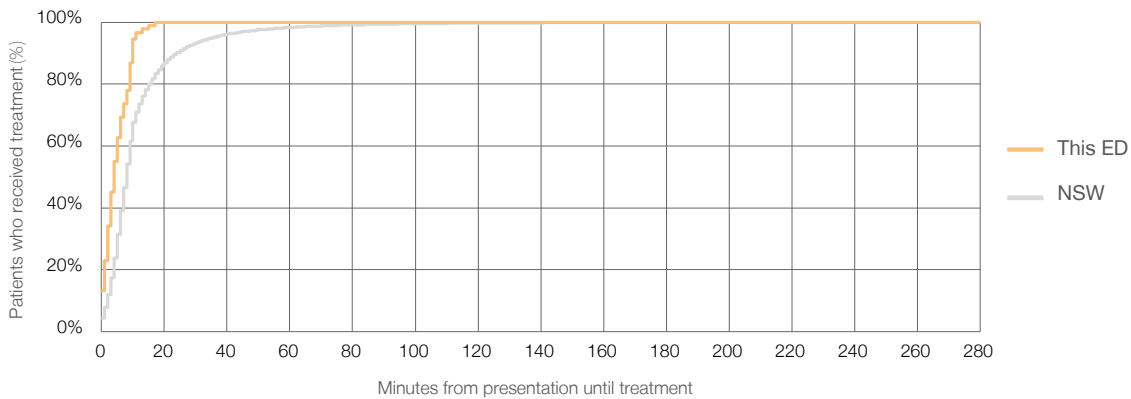
Number of triage 2 patients used to calculate waiting time:³ 91

Median time to start treatment⁴ 4 minutes

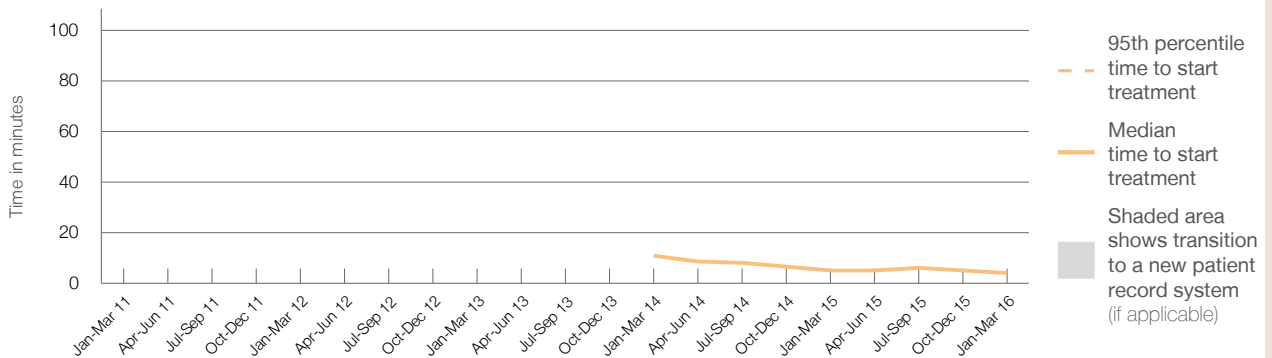
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
77	
76	
5 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)				11	5	4
95th percentile time to start treatment ⁵ (minutes)				*	*	*

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

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

(§) 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.

Forbes 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: 291

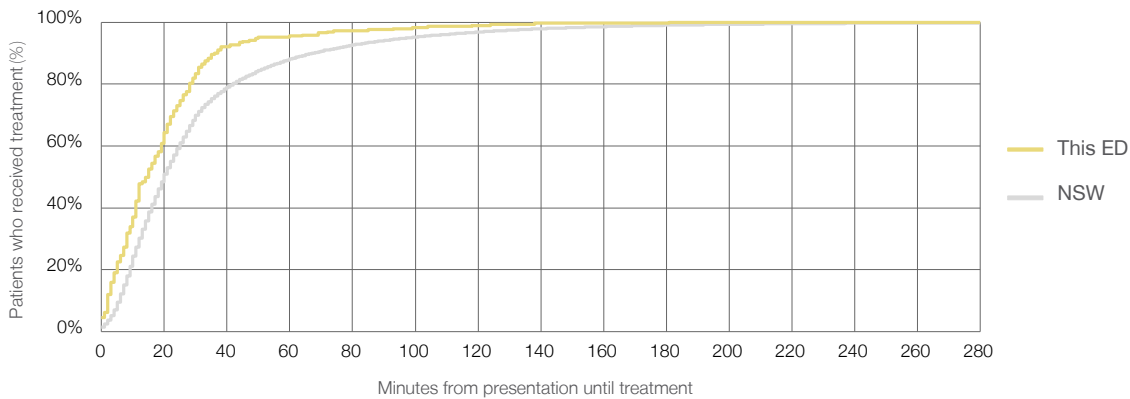
Number of triage 3 patients used to calculate waiting time:³ 289

Median time to start treatment⁴ 15 minutes

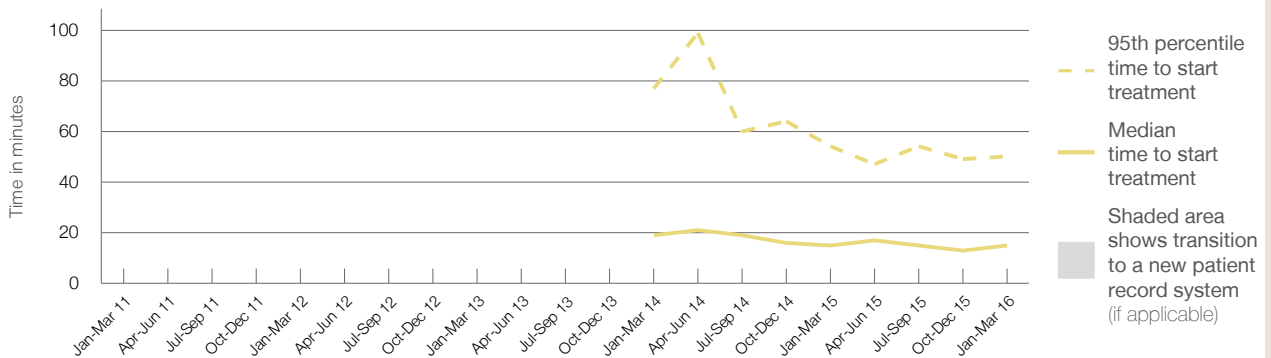
95th percentile time to start treatment⁵ 50 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	240	236
Median time to start treatment	15 minutes	20 minutes
95th percentile time to start treatment	54 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)				19	15	15
95th percentile time to start treatment ⁵ (minutes)				77	54	50

(†) 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.

Forbes 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: 636

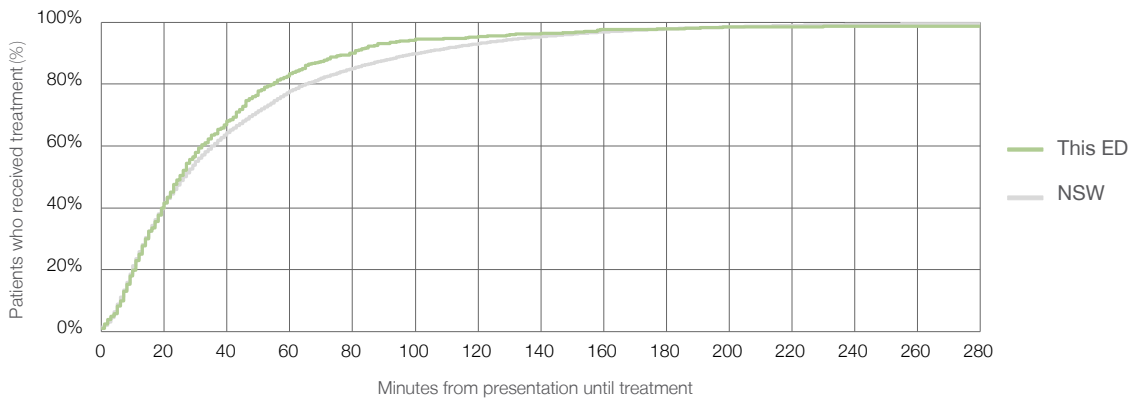
Number of triage 4 patients used to calculate waiting time:³ 617

Median time to start treatment⁴ 25 minutes

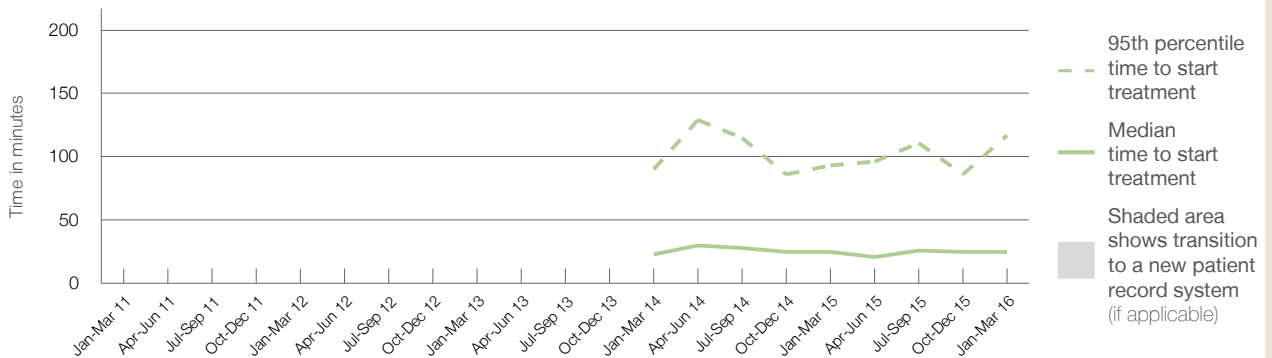
95th percentile time to start treatment⁵ 117 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	603	583
Median time to start treatment ⁴	25 minutes	26 minutes
95th percentile time to start treatment ⁵	93 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)				23	25	25
95th percentile time to start treatment ⁵ (minutes)				90	93	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.

(§) 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.

Forbes 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: 811

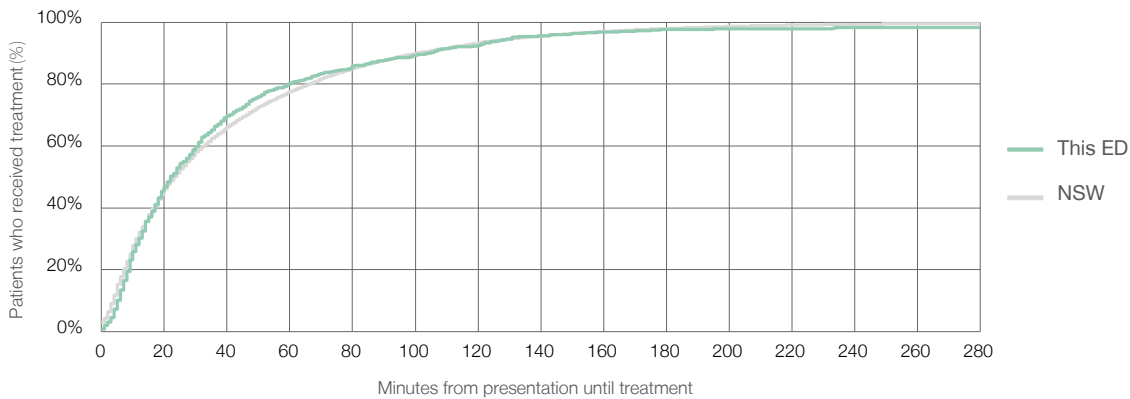
Number of triage 5 patients used to calculate waiting time:³ 762

Median time to start treatment⁴ 22 minutes

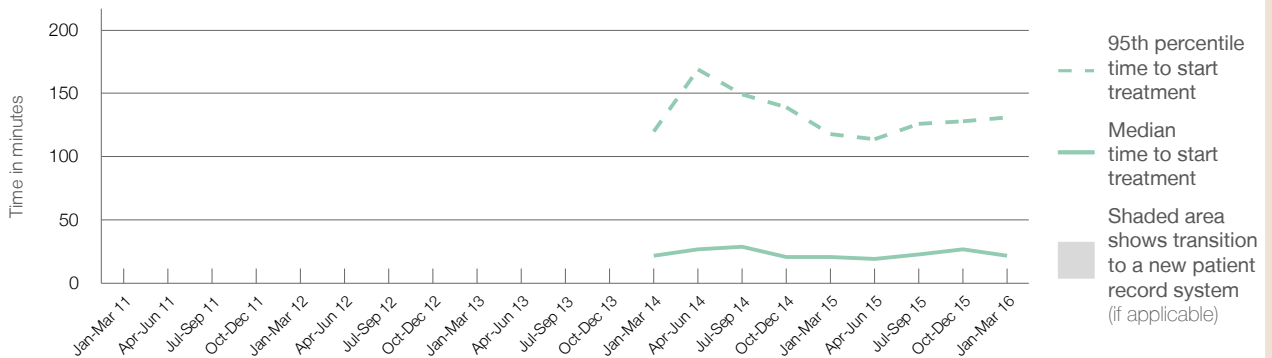
95th percentile time to start treatment⁵ 131 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	847	
Number of triage 5 patients used to calculate waiting time ³	786	
Median time to start treatment ⁴	21 minutes	23 minutes
95th percentile time to start treatment ⁵	118 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)				22	21	22
95th percentile time to start treatment ⁵ (minutes)				120	118	131

(†) 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.

Forbes District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 2,358 patients

Attendances used to calculate time to leaving the ED:⁶ 2,357 patients

Median time to leaving the ED⁸

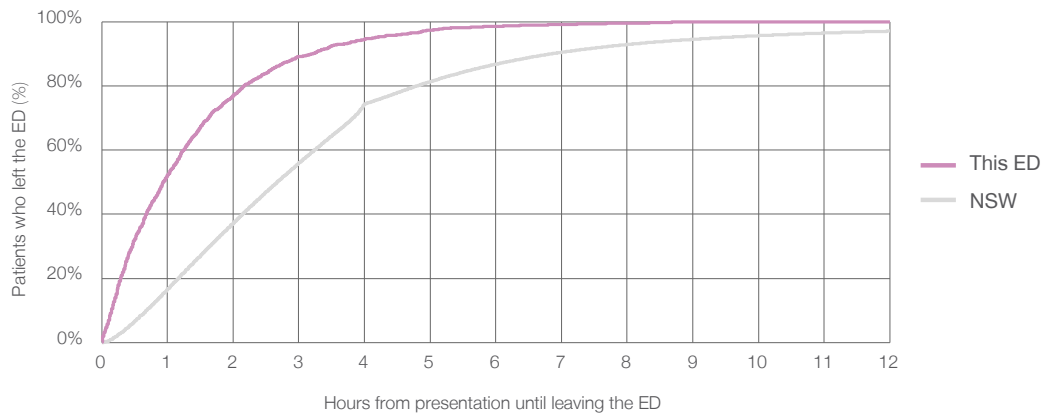
0 hours and 56 minutes

95th percentile time to leaving the ED⁹

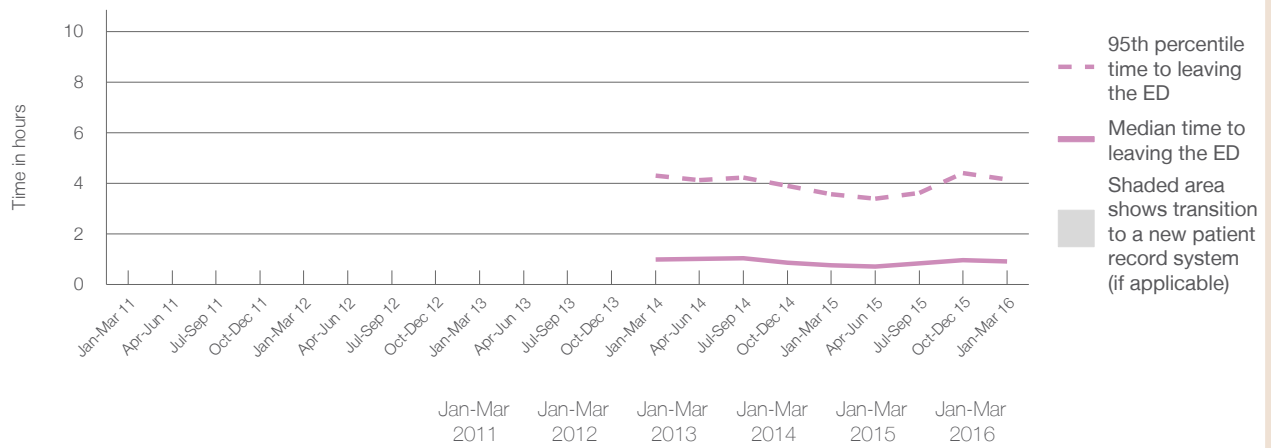
4 hours and 10 minutes

Same period last year	NSW (this period)
2,230	2,230
0 hours and 46 minutes	2 hours and 40 minutes
3 hours and 35 minutes	9 hours and 25 minutes

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



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)				1h 0m	0h 46m	0h 56m
95th percentile time to leaving the ED ⁹ (hours, minutes)				4h 18m	3h 35m	4h 10m

(†) 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.

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

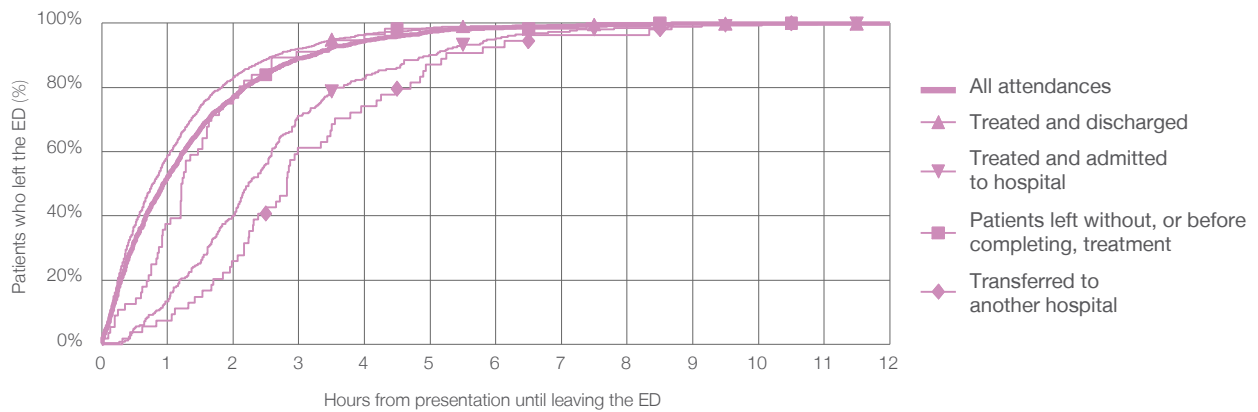
All attendances:¹ 2,358 patients

Attendances used to calculate time to leaving the ED:⁶ 2,357 patients

Treated and discharged	1,990 (84%)
Treated and admitted to hospital	254 (11%)
Patient left without, or before completing, treatment	56 (2%)
Transferred to another hospital	54 (2%)
Other	4 (0%)

	Same period last year	Change since one year ago
	2,230	6%
Treated and discharged	1,922	4%
Treated and admitted to hospital	200	27%
Patient left without, or before completing, treatment	57	-2%
Transferred to another hospital	47	15%
Other	4	0%

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	59%	83%	92%	96%	99%	100%	100%	100%
Treated and admitted to hospital	13%	40%	71%	83%	95%	98%	99%	100%
Patient left without, or before completing, treatment	38%	77%	91%	96%	98%	100%	100%	100%
Transferred to another hospital	7%	26%	61%	74%	93%	96%	100%	100%
All attendances	52%	77%	89%	94%	99%	100%	100%	100%

(†) 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.

Forbes 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 2,358 patients

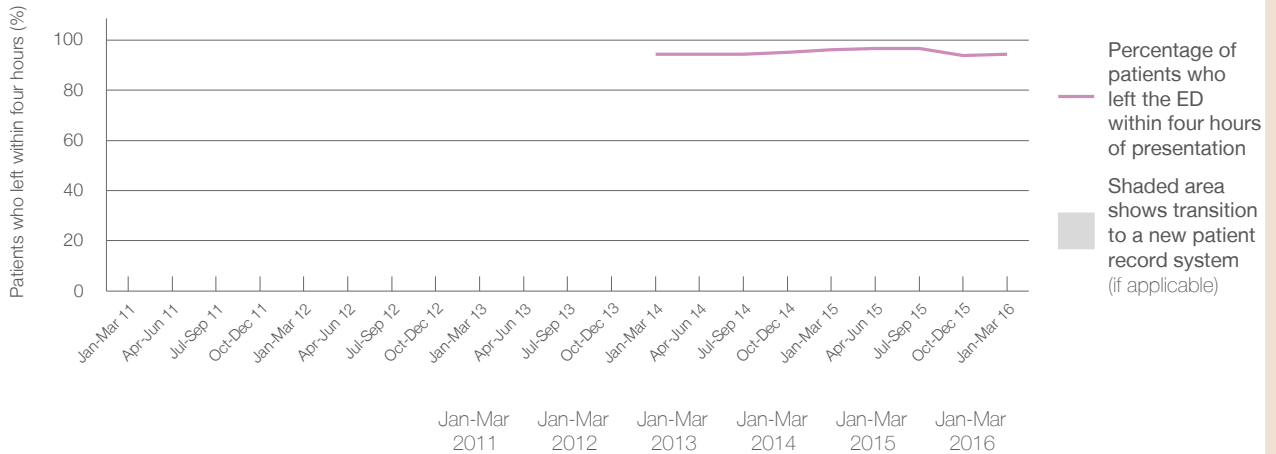
Attendances used to calculate time to leaving the ED: ⁶ 2,357 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	2,230	6%
Attendances used to calculate time to leaving the ED	2,230	6%
Percentage of patients who left the ED within four hours	96%	

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%	96%	94%

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

Mudgee District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 3,308 patients
Emergency attendances:² 2,896 patients

Same period last year	Change since one year ago
3,030	9%
2,758	5%

Mudgee District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 223 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 616 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,367 patients

Median time to start treatment⁴ 33 minutes
95th percentile time to start treatment⁵ 146 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 678 patients

Median time to start treatment⁴ 37 minutes
95th percentile time to start treatment⁵ 182 minutes

Same period last year	NSW (this period)
171	
8 minutes	8 minutes
46 minutes	35 minutes
565	
21 minutes	20 minutes
91 minutes	99 minutes
1,348	
31 minutes	26 minutes
109 minutes	137 minutes
665	
29 minutes	23 minutes
136 minutes	135 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 3,306 patients

Percentage of patients who left the ED within four hours 90%

Same period last year	Change since one year ago
3,030	9%
92%	

* 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.

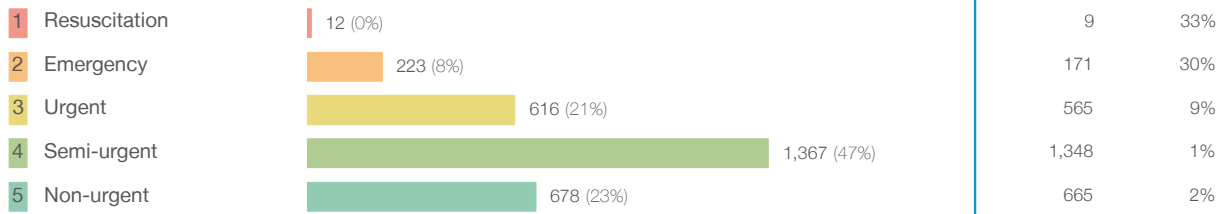
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

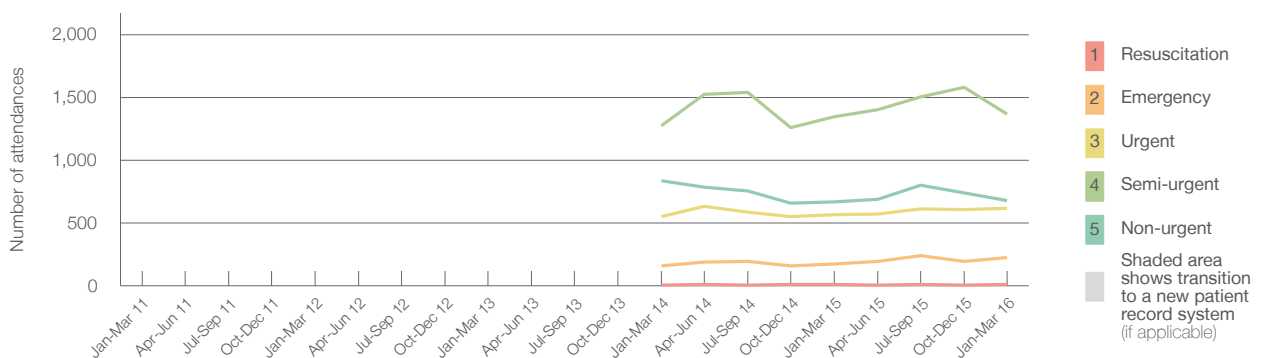
All attendances:¹ 3,308 patients

Emergency attendances² by triage category: 2,896 patients



Same period last year	Change since one year ago
3,030	9%
2,758	5%
9	33%
171	30%
565	9%
1,348	1%
665	2%

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				6	9	12
Emergency				159	171	223
Urgent				548	565	616
Semi-urgent				1,272	1,348	1,367
Non-urgent				835	665	678
All emergency attendances				2,820	2,758	2,896

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

Arrivals used to calculate transfer of care time:⁷ 160 patients^{**}

ED Transfer of care time[§]



Same period last year	Change since one year ago
173	
20 minutes	-8 minutes
95 minutes	-36 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

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

Mudgee 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: 223

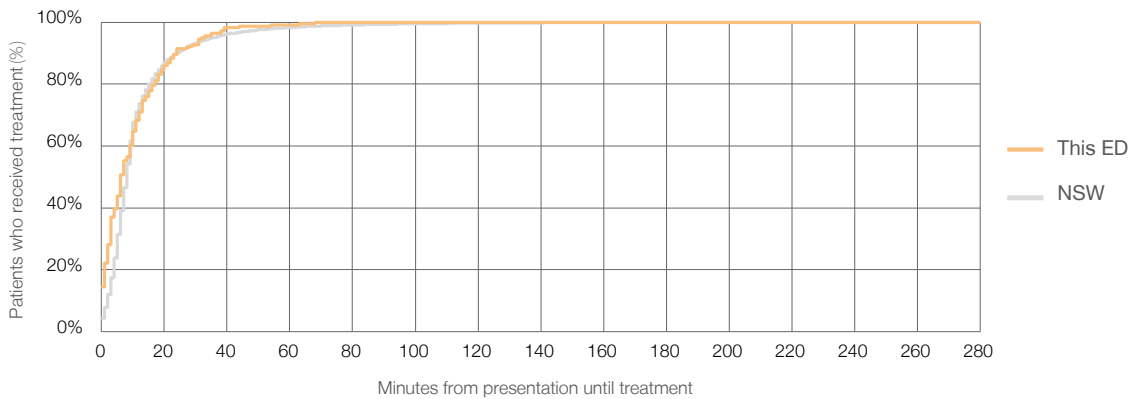
Number of triage 2 patients used to calculate waiting time:³ 221

Median time to start treatment⁴ 6 minutes

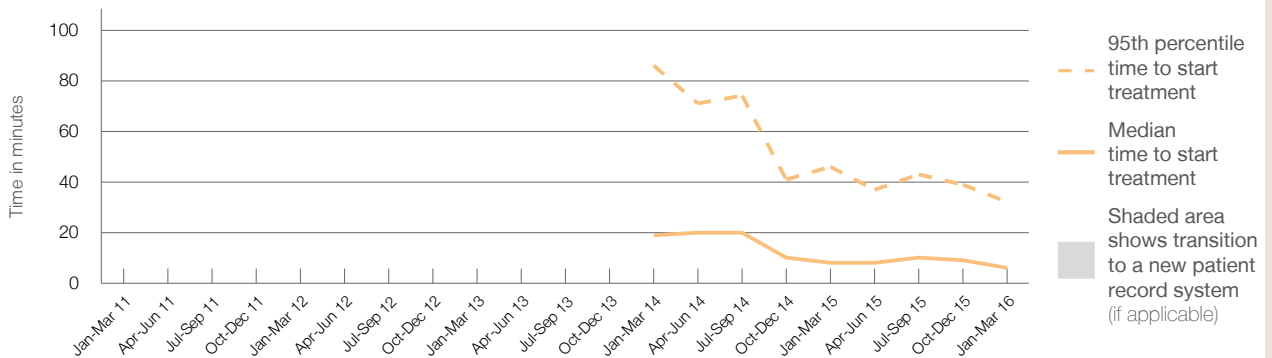
95th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
171	
168	
8 minutes	8 minutes
46 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)				19	8	6
95th percentile time to start treatment ⁵ (minutes)				86	46	32

(†) 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.

Mudgee 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: 616

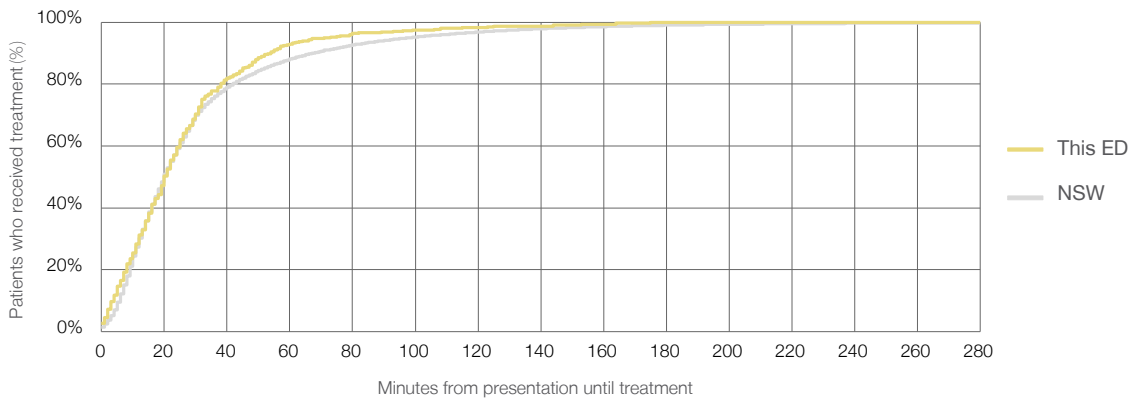
Number of triage 3 patients used to calculate waiting time:³ 601

Median time to start treatment⁴ 20 minutes

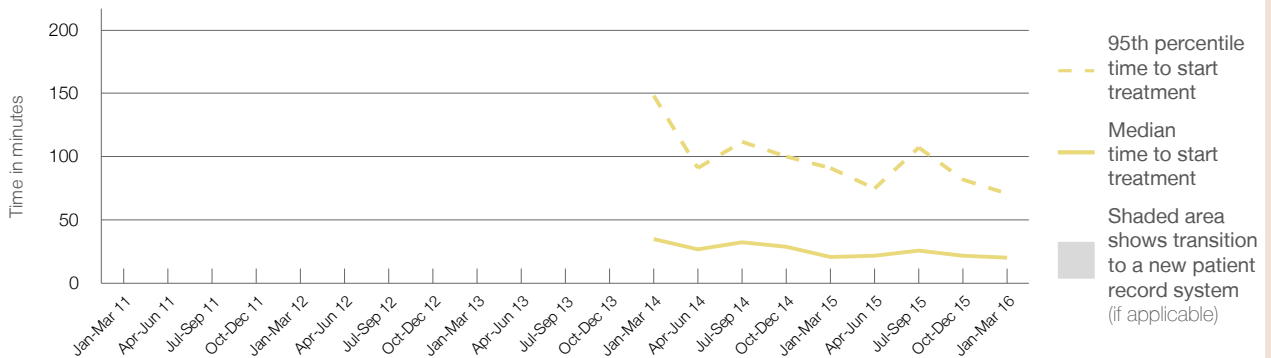
95th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
565	
544	
21 minutes	20 minutes
91 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	21	20
95th percentile time to start treatment ⁵ (minutes)				148	91	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.

(§) 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.

Mudgee 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: 1,367

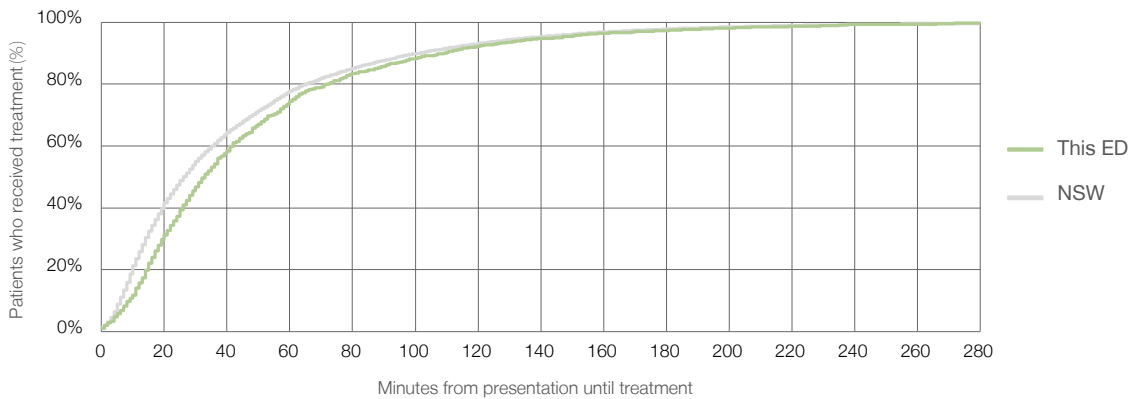
Number of triage 4 patients used to calculate waiting time:³ 1,254

Median time to start treatment⁴ 33 minutes

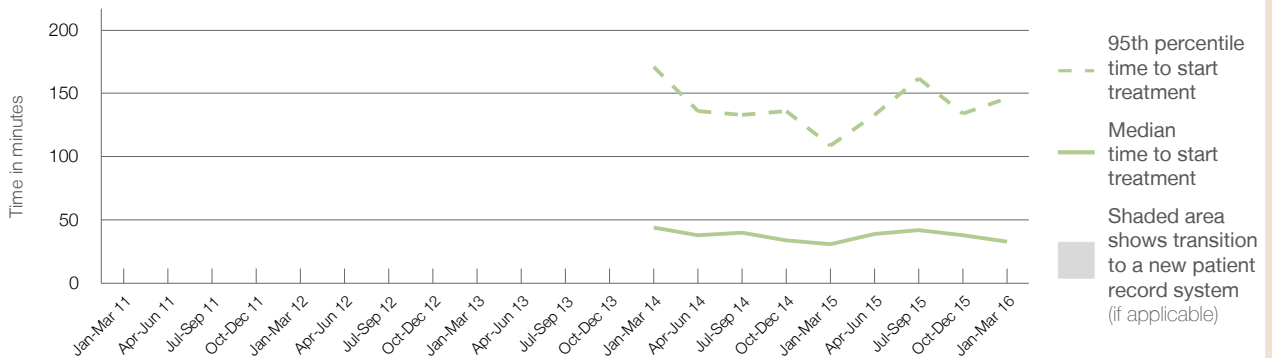
95th percentile time to start treatment⁵ 146 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,348	
Number of triage 4 patients used to calculate waiting time ³	1,180	
Median time to start treatment ⁴	31 minutes	26 minutes
95th percentile time to start treatment ⁵	109 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	31	33
95th percentile time to start treatment ⁵ (minutes)				171	109	146

(†) 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.

Mudgee 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: 678

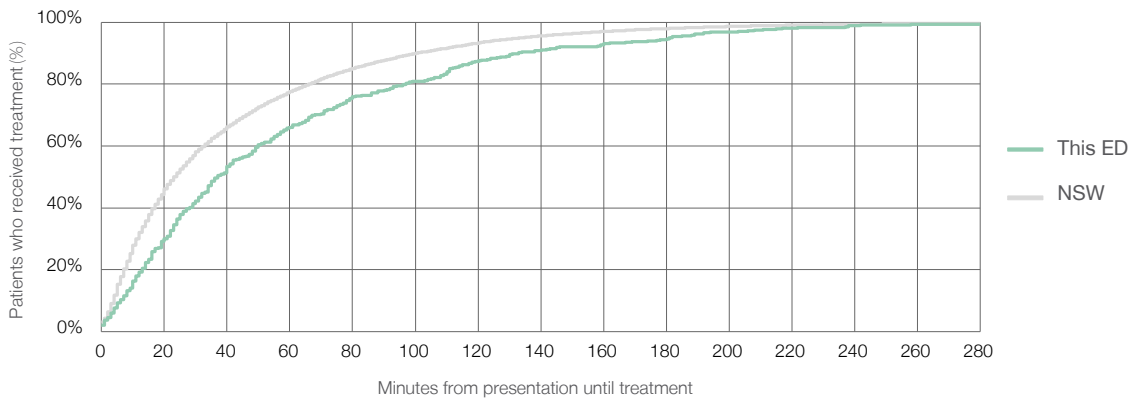
Number of triage 5 patients used to calculate waiting time:³ 547

Median time to start treatment⁴ 37 minutes

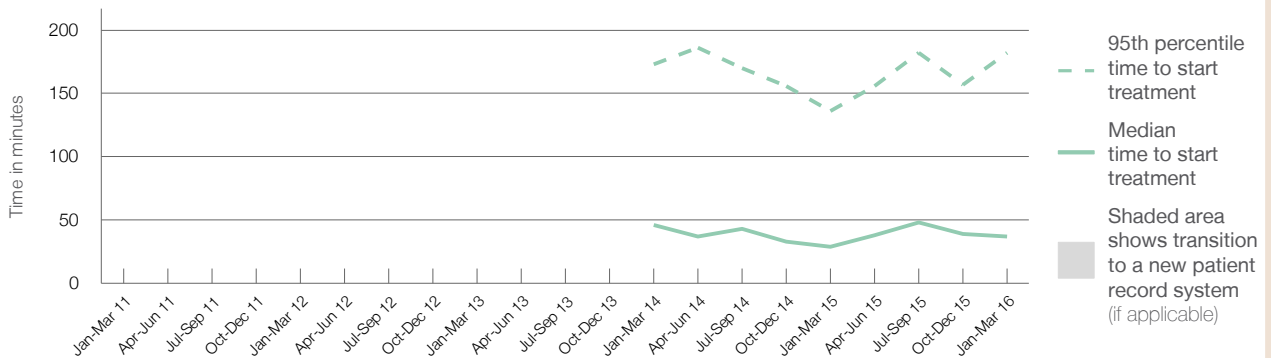
95th percentile time to start treatment⁵ 182 minutes

Same period last year	NSW (this period)
665	431
29 minutes	23 minutes
136 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)				46	29	37
95th percentile time to start treatment ⁵ (minutes)				173	136	182

(†) 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.

Mudgee District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 3,308 patients

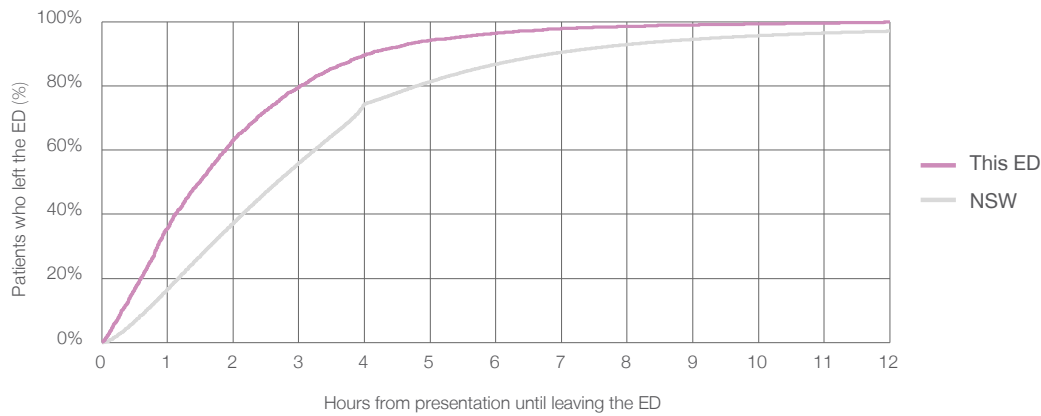
Attendances used to calculate time to leaving the ED:⁶ 3,306 patients

Median time to leaving the ED⁸ 1 hours and 29 minutes

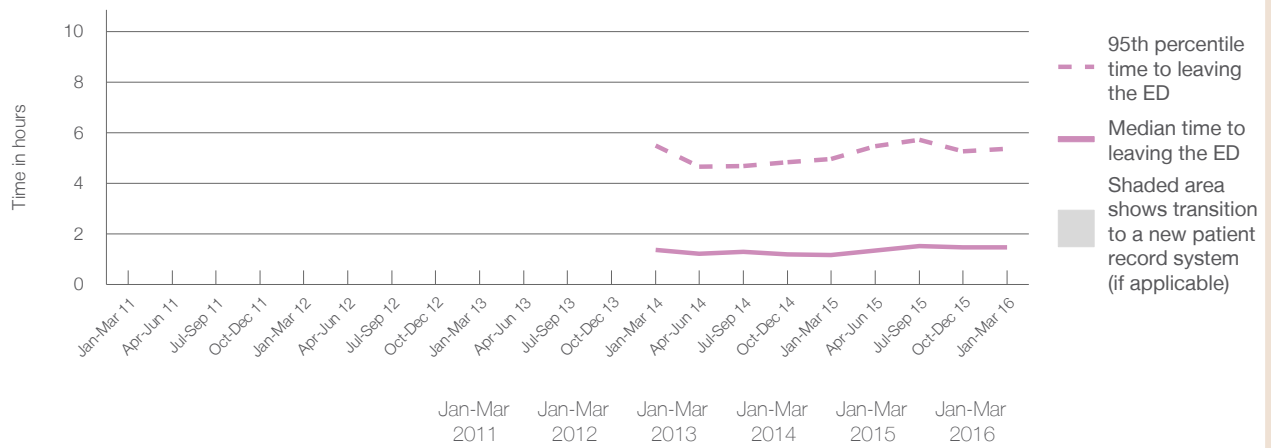
95th percentile time to leaving the ED⁹ 5 hours and 23 minutes

Same period last year	NSW (this period)
3,030	3,030
1 hours and 10 minutes	2 hours and 40 minutes
4 hours and 58 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)				1h 22m	1h 10m	1h 29m
95th percentile time to leaving the ED ⁹ (hours, minutes)				5h 30m	4h 58m	5h 23m

(†) 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.

Mudgee District Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

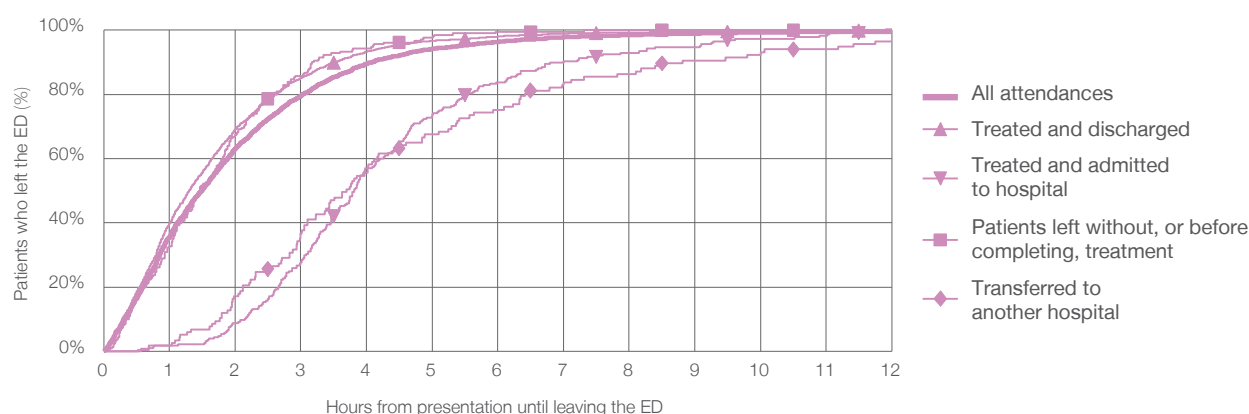
All attendances:¹ 3,308 patients

Attendances used to calculate time to leaving the ED:⁶ 3,306 patients

Treated and discharged	2,713 (82%)
Treated and admitted to hospital	228 (7%)
Patient left without, or before completing, treatment	211 (6%)
Transferred to another hospital	117 (4%)
Other	39 (1%)

	Same period last year	Change since one year ago
	3,030	9%
	2,630	3%
	187	22%
	97	118%
	104	13%
	12	225%

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	40%	69%	85%	93%	98%	99%	100%	100%
Treated and admitted to hospital	2%	9%	28%	57%	84%	93%	97%	99%
Patient left without, or before completing, treatment	33%	67%	86%	94%	100%	100%	100%	100%
Transferred to another hospital	2%	17%	37%	56%	75%	86%	93%	97%
All attendances	36%	63%	80%	90%	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.

Mudgee 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 3,308 patients

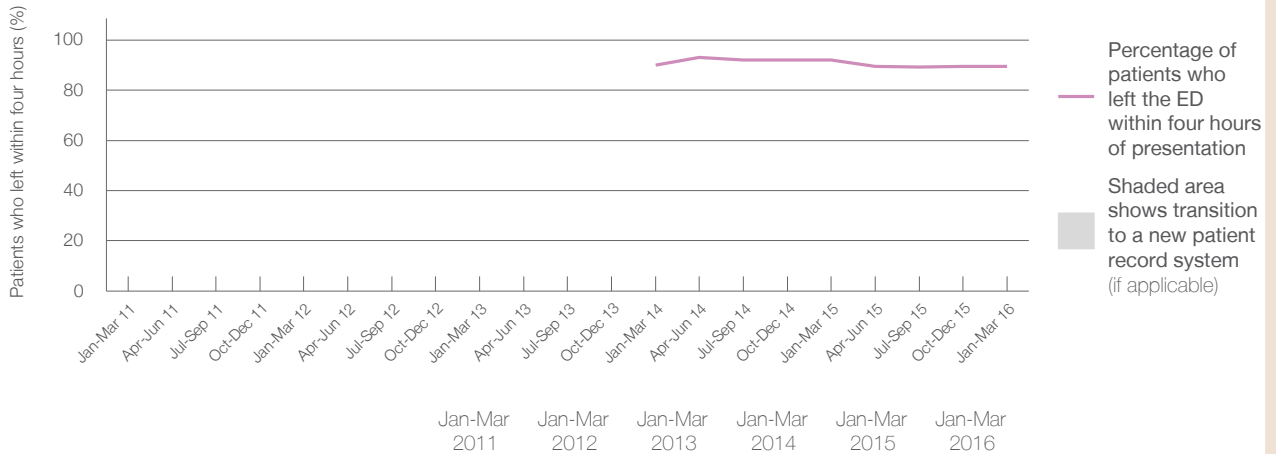
Attendances used to calculate time to leaving the ED: ⁶ 3,306 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
3,030	9%
3,030	9%
92%	

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
				90%	92%	90%

* 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).

Orange Health Service: Emergency department (ED) overview

January to March 2016



All attendances:¹ 7,126 patients
 Emergency attendances:² 6,990 patients

Same period last year	Change since one year ago
6,835	4%
6,693	4%



Orange Health Service: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 929 patients

Median time to start treatment⁴  5 minutes
 95th percentile time to start treatment⁵  14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,469 patients

Median time to start treatment⁴  15 minutes
 95th percentile time to start treatment⁵  62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,676 patients

Median time to start treatment⁴  20 minutes
 95th percentile time to start treatment⁵  106 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,872 patients

Median time to start treatment⁴  16 minutes
 95th percentile time to start treatment⁵  134 minutes

Same period last year	NSW (this period)
860	
5 minutes	8 minutes
16 minutes	35 minutes
1,475	
15 minutes	20 minutes
51 minutes	99 minutes
2,517	
21 minutes	26 minutes
105 minutes	137 minutes
1,810	
19 minutes	23 minutes
127 minutes	135 minutes

Orange Health Service: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 7,125 patients

Percentage of patients who left the ED within four hours  76%

Same period last year	Change since one year ago
6,835	4%
78%	

* 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.

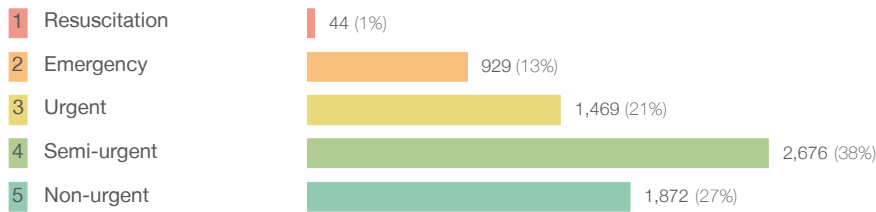
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Orange Health Service: Patients attending the emergency department

January to March 2016

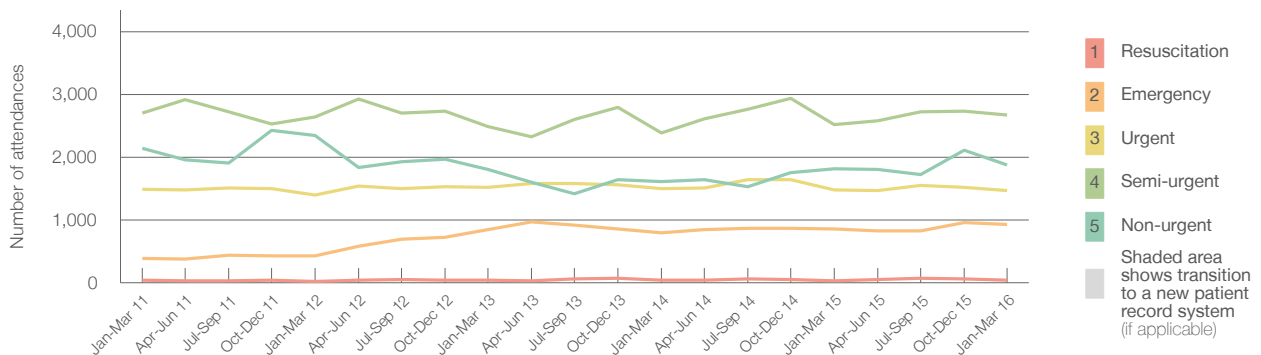
All attendances:¹ 7,126 patients

Emergency attendances² by triage category: 6,990 patients



Same period last year	Change since one year ago
6,835	4%
6,693	4%
31	42%
860	8%
1,475	0%
2,517	6%
1,810	3%

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	39	23	39	41	31	44
Emergency	389	431	848	793	860	929
Urgent	1,484	1,397	1,523	1,495	1,475	1,469
Semi-urgent	2,699	2,640	2,491	2,387	2,517	2,676
Non-urgent	2,144	2,341	1,800	1,612	1,810	1,872
All emergency attendances	6,755	6,832	6,701	6,328	6,693	6,990

Orange Health Service: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,258 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,217	
10 minutes	0 minutes
33 minutes	-5 minutes

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

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

(§) 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.

Orange Health Service: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 929

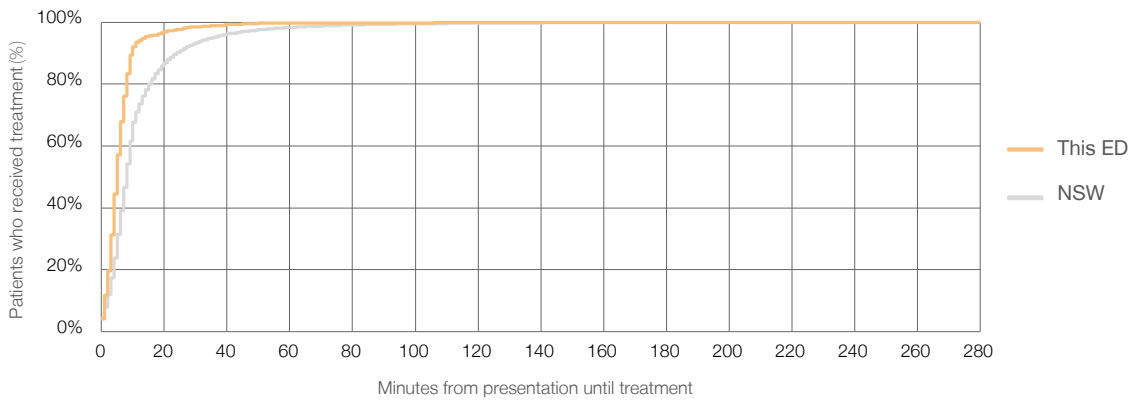
Number of triage 2 patients used to calculate waiting time:³ 922

Median time to start treatment⁴ 5 minutes

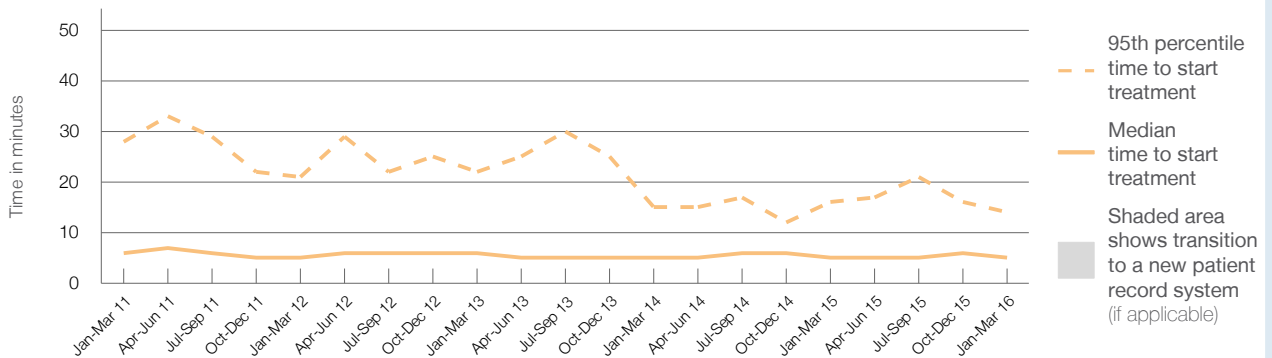
95th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
860	857
5 minutes	8 minutes
16 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)	6	5	6	5	5	5
95th percentile time to start treatment ⁵ (minutes)	28	21	22	15	16	14

(†) 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.

Orange Health Service: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 1,469

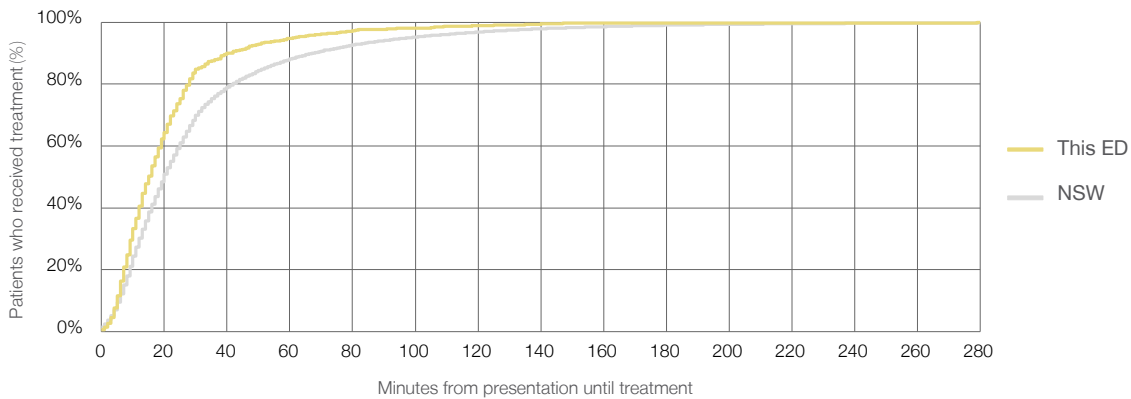
Number of triage 3 patients used to calculate waiting time:³ 1,463

Median time to start treatment⁴ 15 minutes

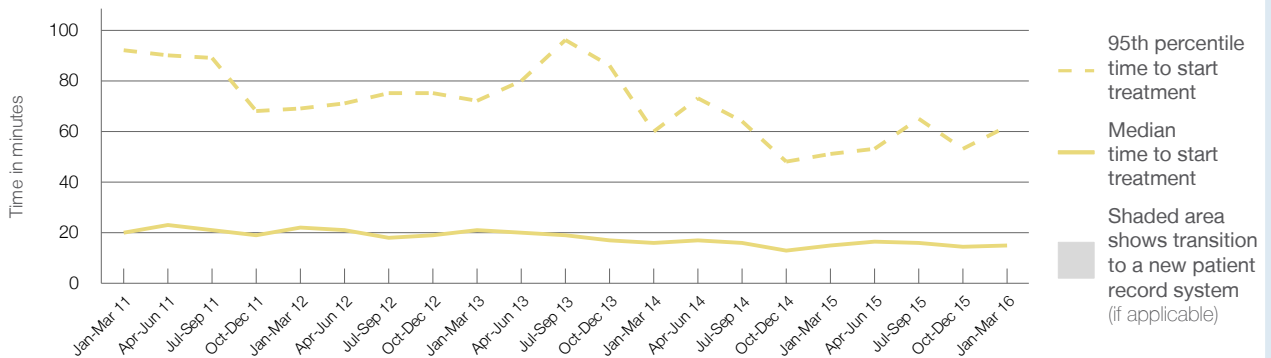
95th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
1,475	1,457
15 minutes	20 minutes
51 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)	20	22	21	16	15	15
95th percentile time to start treatment ⁵ (minutes)	92	69	72	60	51	62

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

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

Orange Health Service: Time from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 2,676

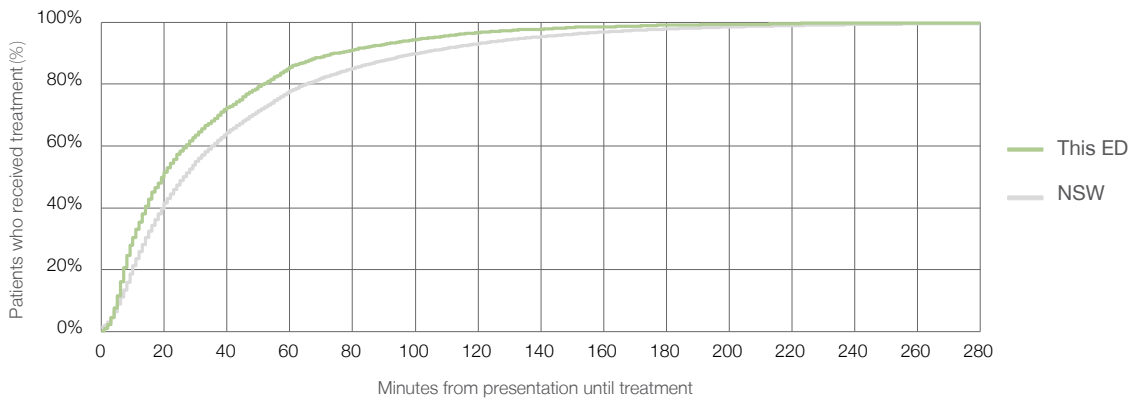
Number of triage 4 patients used to calculate waiting time:³ 2,576

Median time to start treatment⁴ 20 minutes

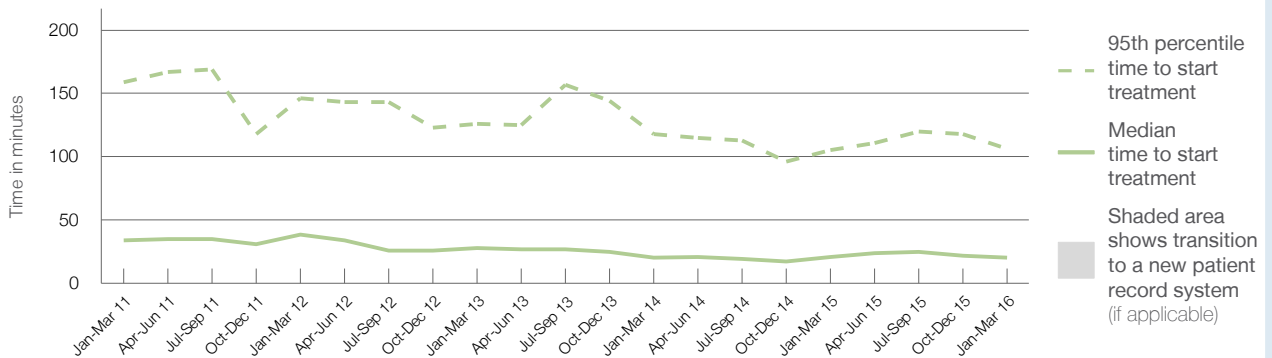
95th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
2,517	2,423
21 minutes	26 minutes
105 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)	34	39	28	20	21	20
95th percentile time to start treatment ⁵ (minutes)	159	146	126	118	105	106

(†) 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.

Orange Health Service: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 1,872

Number of triage 5 patients used to calculate waiting time:³ 1,715

Median time to start treatment⁴

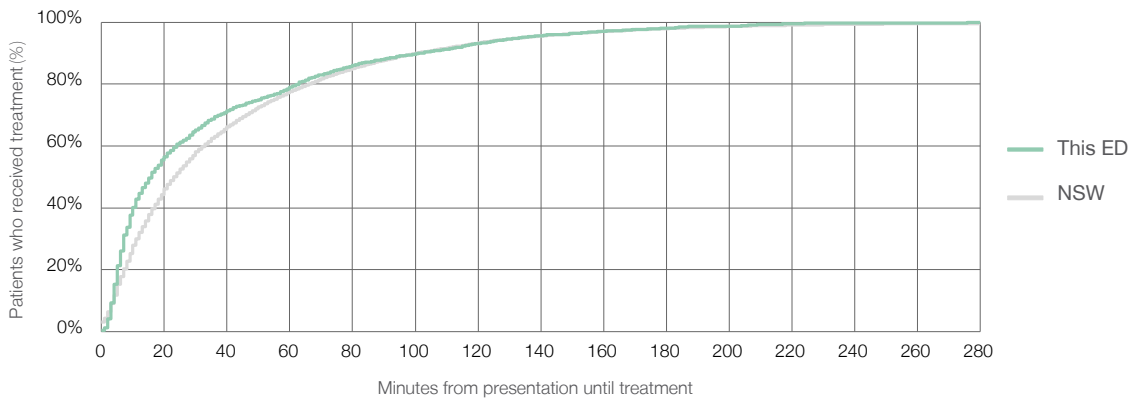
16 minutes

95th percentile time to start treatment⁵

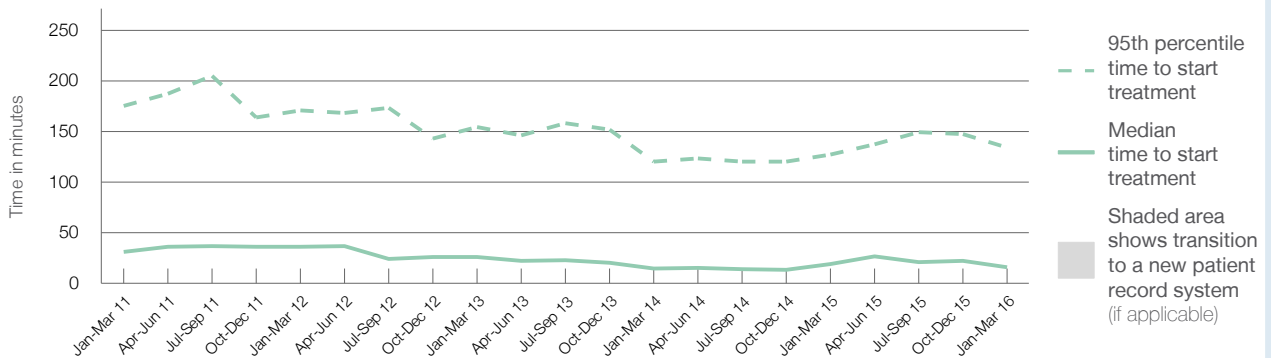
134 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,810	1,872
Number of triage 5 patients used to calculate waiting time ³	1,673	1,715
Median time to start treatment ⁴	19 minutes	23 minutes
95th percentile time to start treatment ⁵	127 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)	31	36	26	15	19	16
95th percentile time to start treatment ⁵ (minutes)	175	171	154	120	127	134

(†) 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.

Orange Health Service: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 7,126 patients

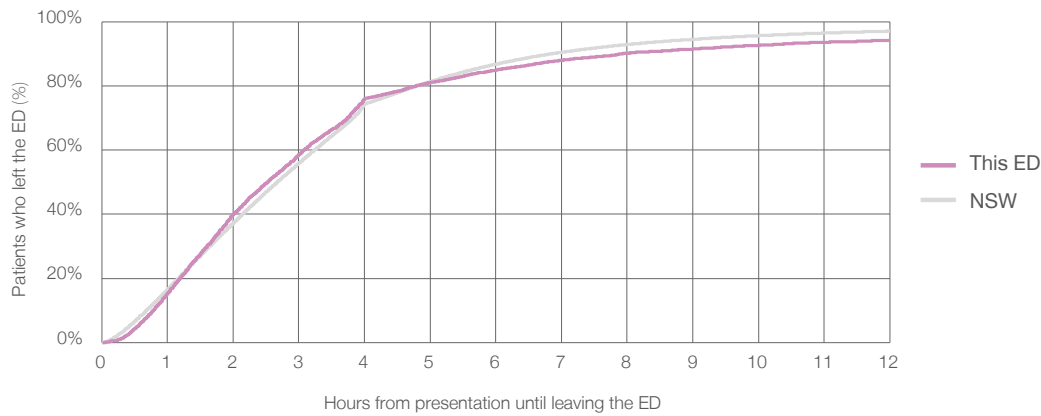
Attendances used to calculate time to leaving the ED:⁶ 7,125 patients

Median time to leaving the ED⁸ 2 hours and 31 minutes

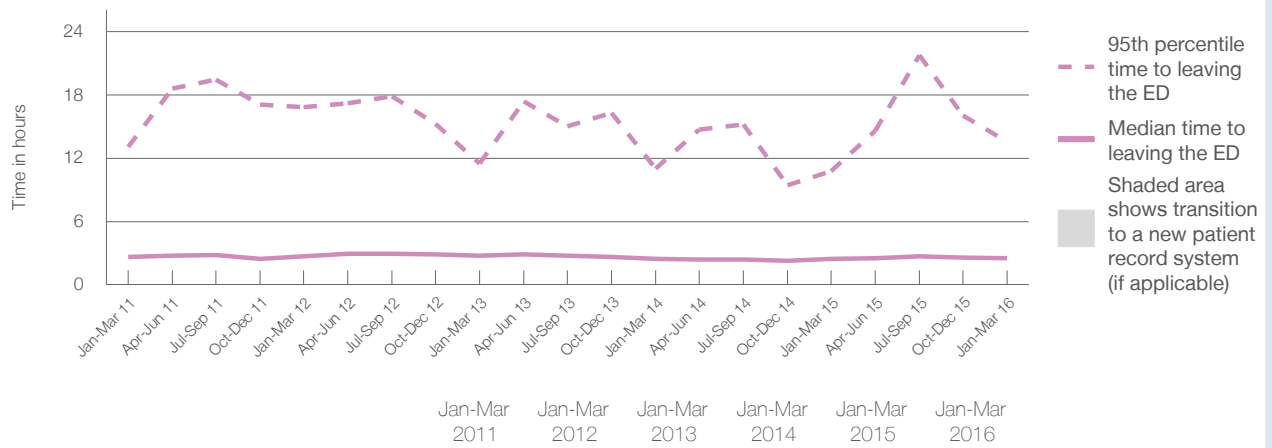
95th percentile time to leaving the ED⁹ 13 hours and 32 minutes

Same period last year	NSW (this period)
6,835	6,835
2 hours and 27 minutes	2 hours and 40 minutes
10 hours and 46 minutes	9 hours and 25 minutes

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



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	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 37m	2h 43m	2h 47m	2h 28m	2h 27m	2h 31m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 5m	16h 50m	11h 31m	11h 2m	10h 46m	13h 32m

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

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

Orange Health Service: Time from presentation until leaving the ED

By mode of separation

January to March 2016

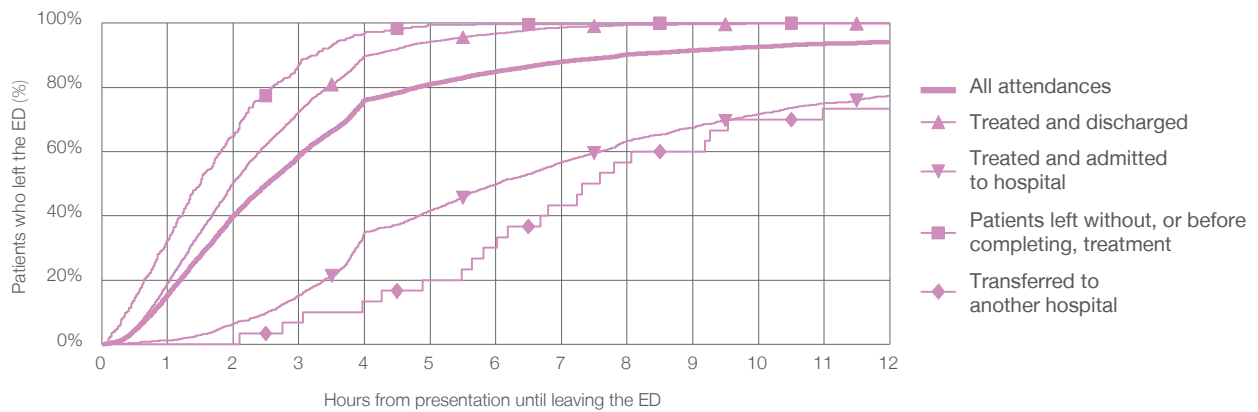
All attendances:¹ 7,126 patients

Attendances used to calculate time to leaving the ED:⁶ 7,125 patients

Treated and discharged	4,937 (69%)
Treated and admitted to hospital	1,785 (25%)
Patient left without, or before completing, treatment	346 (5%)
Transferred to another hospital	30 (0%)
Other	28 (0%)

Same period last year	Change since one year ago
6,835	4%
4,897	1%
1,570	14%
306	13%
31	-3%
31	-10%

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	19%	50%	72%	90%	97%	99%	100%	100%
Treated and admitted to hospital	1%	6%	15%	35%	50%	63%	72%	77%
Patient left without, or before completing, treatment	32%	65%	87%	97%	100%	100%	100%	100%
Transferred to another hospital	0%	0%	7%	13%	30%	57%	70%	73%
All attendances	15%	40%	59%	76%	85%	90%	93%	94%

(†) 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.

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

All attendances: ¹ 7,126 patients

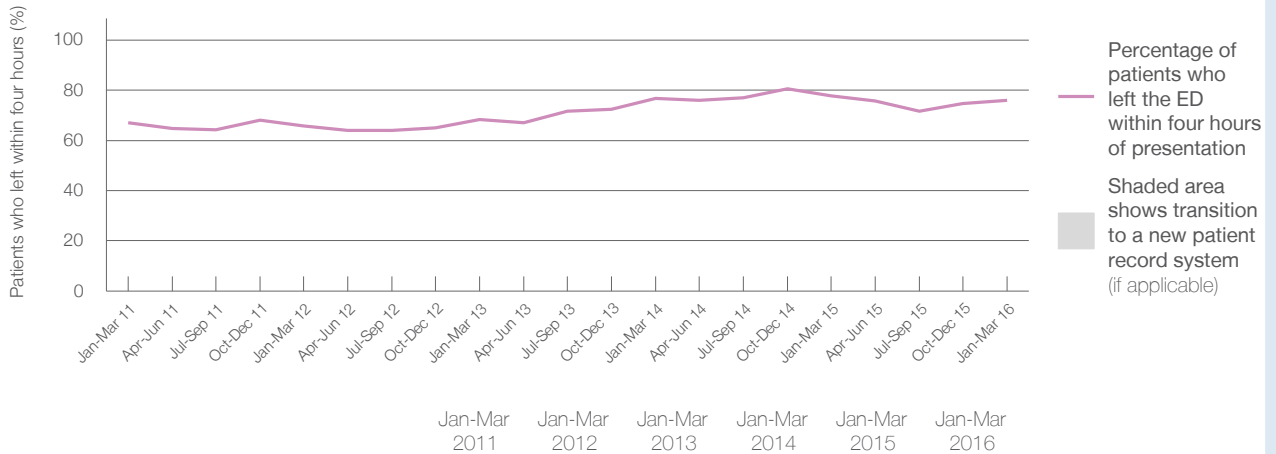
Attendances used to calculate time to leaving the ED: ⁶ 7,125 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	6,835	4%
Attendances used to calculate time to leaving the ED	6,835	4%
Percentage of patients who left the ED within four hours	78%	

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 (%)	67%	66%	68%	77%	78%	76%
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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).

Parke's District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 2,948 patients
Emergency attendances:² 2,377 patients

Same period last year	Change since one year ago
2,472	19%
2,118	12%

Parke's District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 229 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 488 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,067 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 582 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
214	
5 minutes	8 minutes
24 minutes	35 minutes
405	
12 minutes	20 minutes
51 minutes	99 minutes
903	
17 minutes	26 minutes
67 minutes	137 minutes
591	
16 minutes	23 minutes
73 minutes	135 minutes

Parke's District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 2,948 patients

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

Same period last year	Change since one year ago
2,472	19%
91%	

* 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.

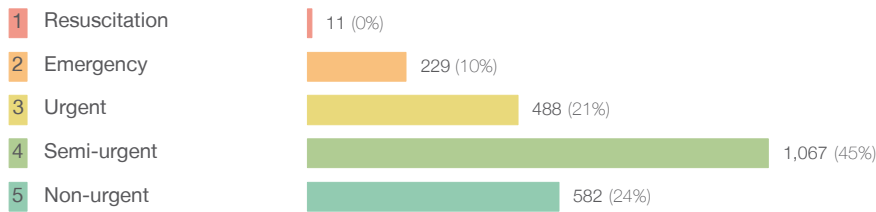
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

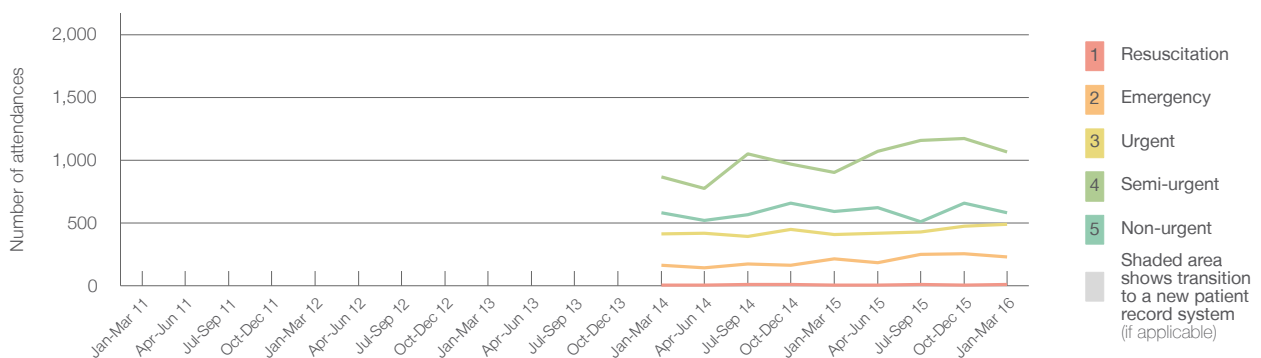
All attendances:¹ 2,948 patients

Emergency attendances² by triage category: 2,377 patients



Same period last year	Change since one year ago
2,472	19%
2,118	12%
5	120%
214	7%
405	20%
903	18%
591	-2%

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				< 5	5	11
Emergency				168	214	229
Urgent				413	405	488
Semi-urgent				864	903	1,067
Non-urgent				581	591	582
All emergency attendances				2,026	2,118	2,377

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

Arrivals used to calculate transfer of care time:⁷ 115 patients^{**}

ED Transfer of care time[§]



Same period last year	Change since one year ago
131 ^{**}	
15 minutes	6 minutes
78 minutes	-12 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

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

Parkes 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: 229

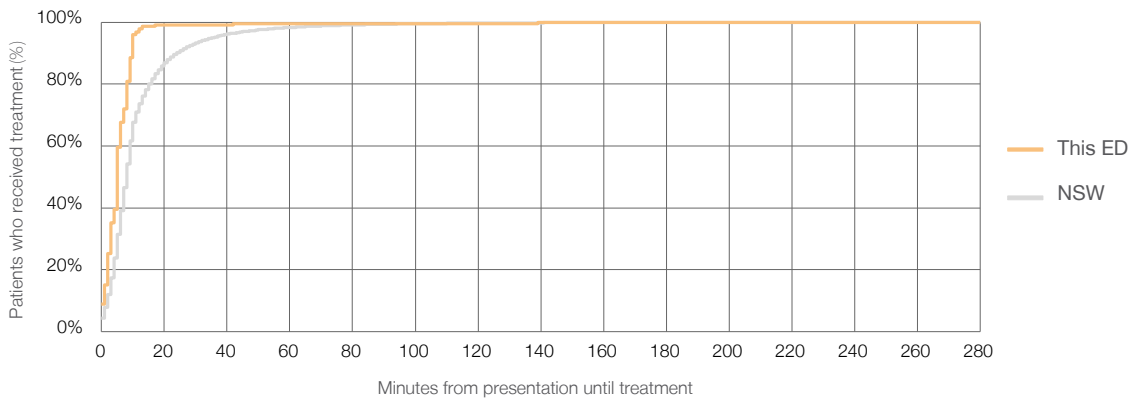
Number of triage 2 patients used to calculate waiting time:³ 225

Median time to start treatment⁴ 5 minutes

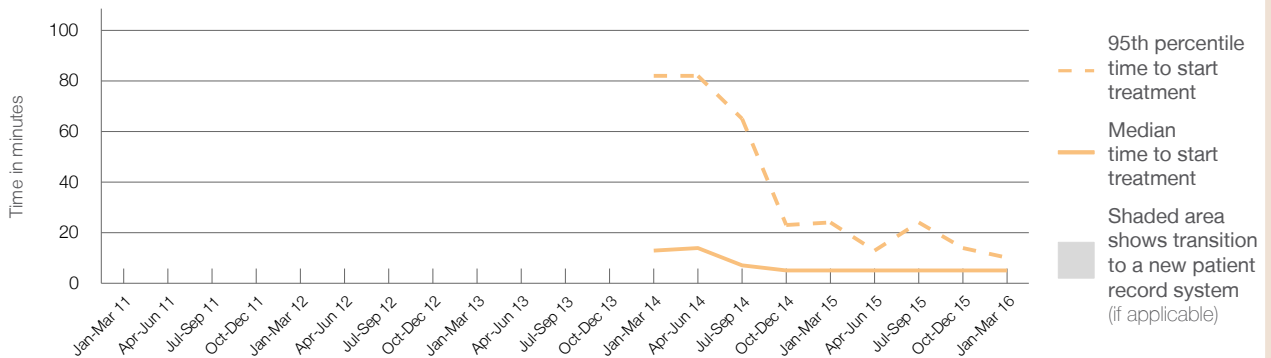
95th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
214	
213	
5 minutes	8 minutes
24 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)				13	5	5
95th percentile time to start treatment ⁵ (minutes)				82	24	10

(†) 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.

Parke 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: 488

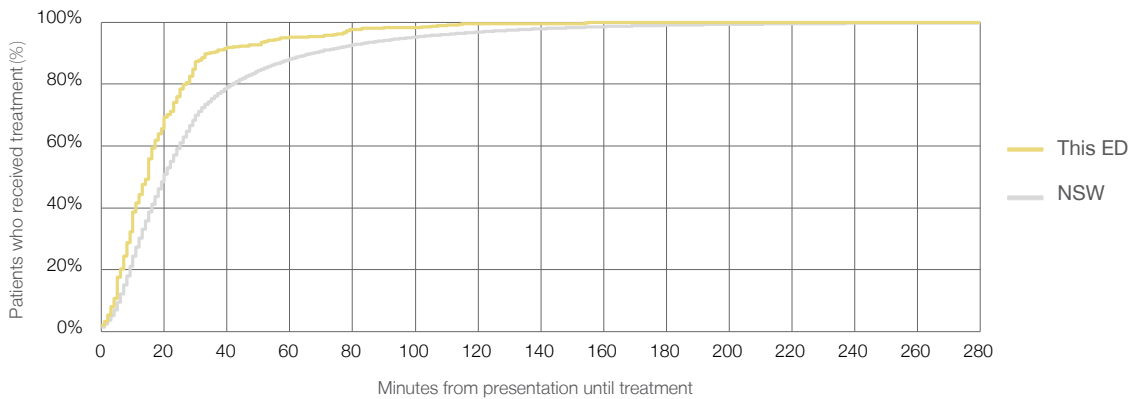
Number of triage 3 patients used to calculate waiting time:³ 478

Median time to start treatment⁴ 15 minutes

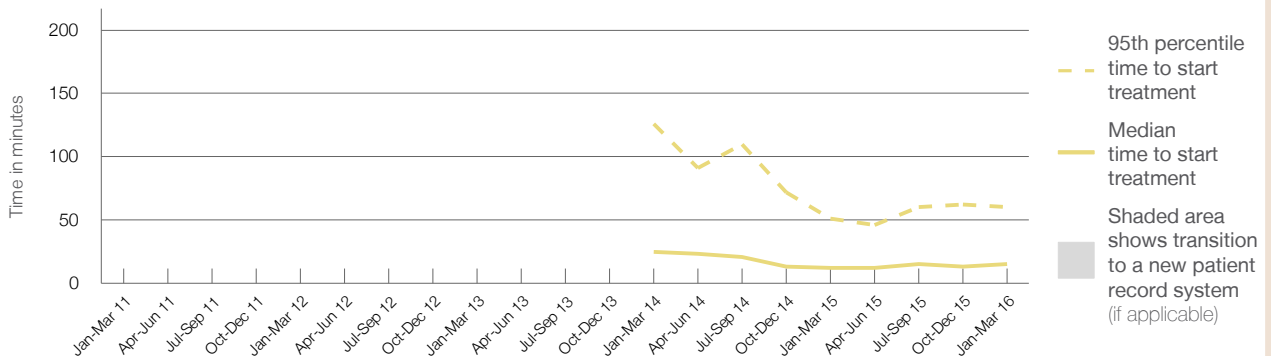
95th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
405	395
12 minutes	20 minutes
51 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	12	15
95th percentile time to start treatment ⁵ (minutes)				126	51	60

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

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

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

Parkes 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: 1,067

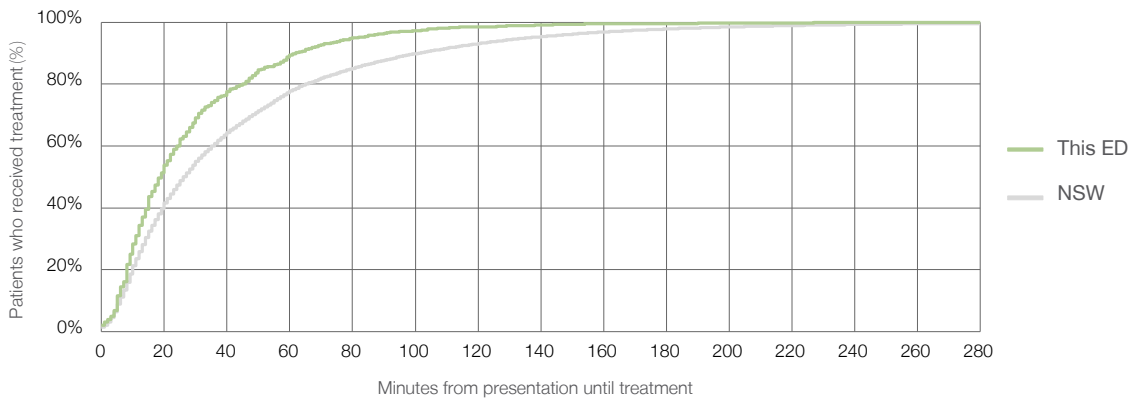
Number of triage 4 patients used to calculate waiting time:³ 1,010

Median time to start treatment⁴ 19 minutes

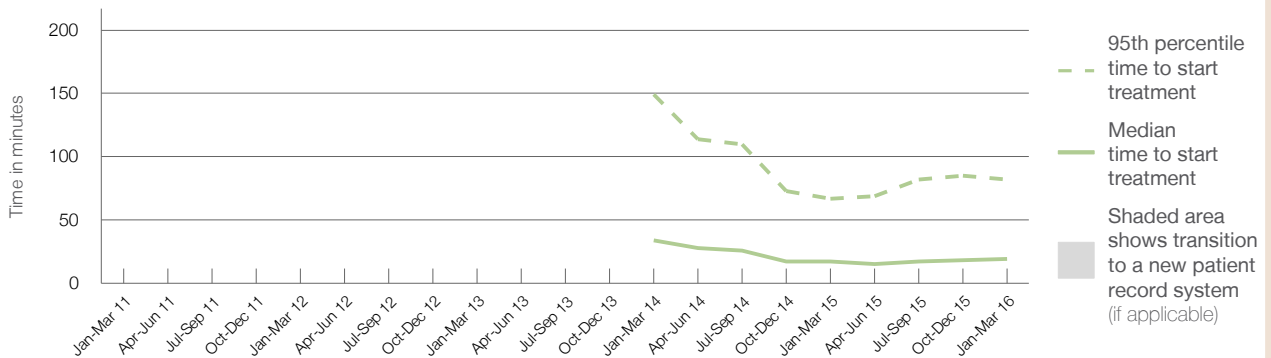
95th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
903	860
17 minutes	26 minutes
67 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)				34	17	19
95th percentile time to start treatment ⁵ (minutes)				149	67	82

(†) 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.

Parkes 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: 582

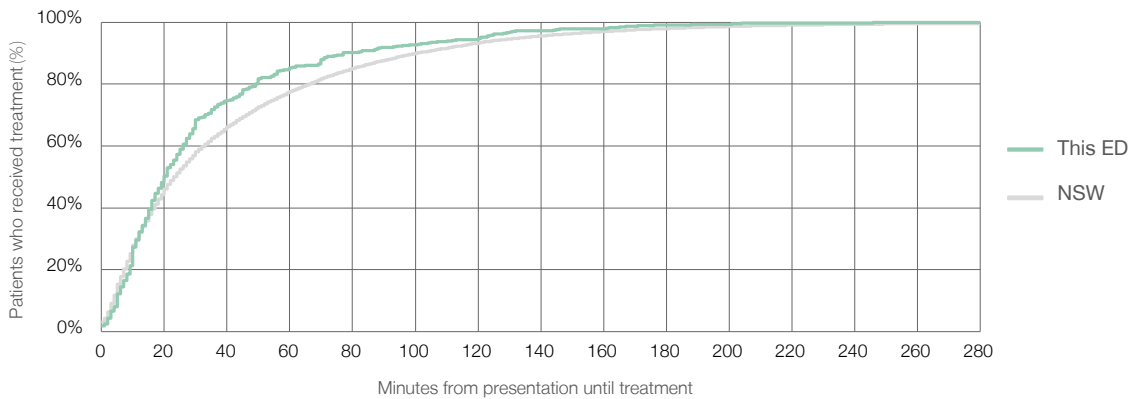
Number of triage 5 patients used to calculate waiting time:³ 491

Median time to start treatment⁴ 20 minutes

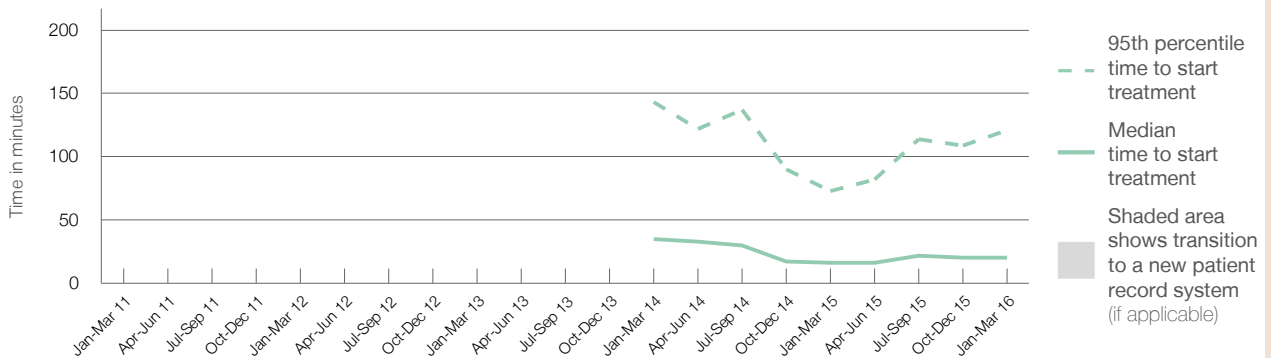
95th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
591	
516	
16 minutes	23 minutes
73 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)				35	16	20
95th percentile time to start treatment ⁵ (minutes)				143	73	121

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

(§) 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.

Parke District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 2,948 patients

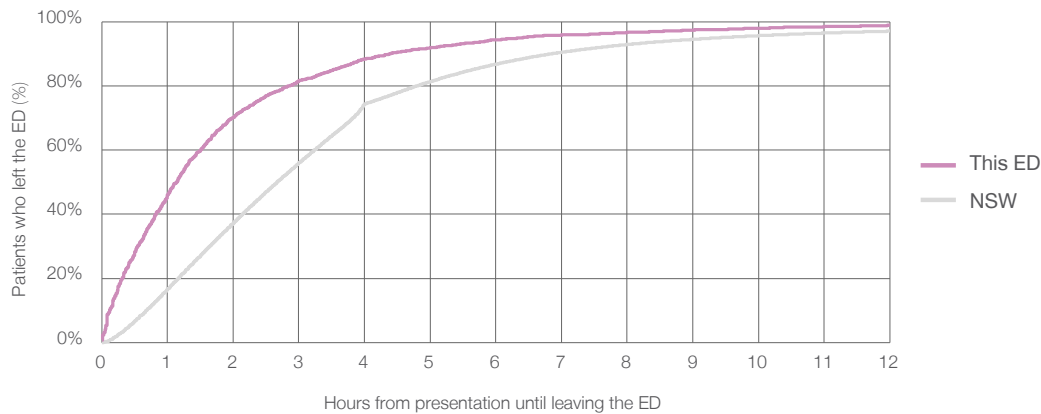
Attendances used to calculate time to leaving the ED:⁶ 2,948 patients

Median time to leaving the ED⁸ 1 hours and 8 minutes

95th percentile time to leaving the ED⁹ 6 hours and 24 minutes

Same period last year	NSW (this period)
2,472	2,472
1 hours and 0 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^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)				1h 5m	1h 0m	1h 8m
95th percentile time to leaving the ED ⁹ (hours, minutes)				6h 5m	6h 4m	6h 24m

(†) 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.

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

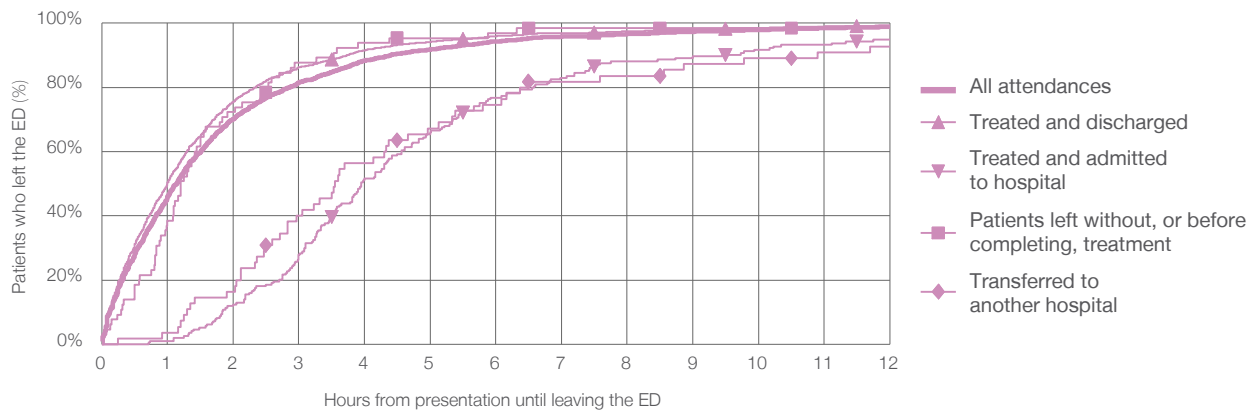
All attendances:¹ 2,948 patients

Attendances used to calculate time to leaving the ED:⁶ 2,948 patients

Treated and discharged	2,632 (89%)
Treated and admitted to hospital	194 (7%)
Patient left without, or before completing, treatment	65 (2%)
Transferred to another hospital	55 (2%)
Other	2 (0%)

Same period last year	Change since one year ago
2,472	19%
2,155	22%
224	-13%
48	35%
42	31%
3	-33%

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%	76%	86%	92%	96%	97%	99%	99%
Treated and admitted to hospital	1%	12%	28%	52%	77%	88%	92%	95%
Patient left without, or before completing, treatment	38%	72%	88%	94%	97%	98%	98%	98%
Transferred to another hospital	4%	16%	40%	56%	75%	84%	89%	93%
All attendances	46%	70%	82%	88%	94%	97%	98%	99%

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Parkes 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 2,948 patients

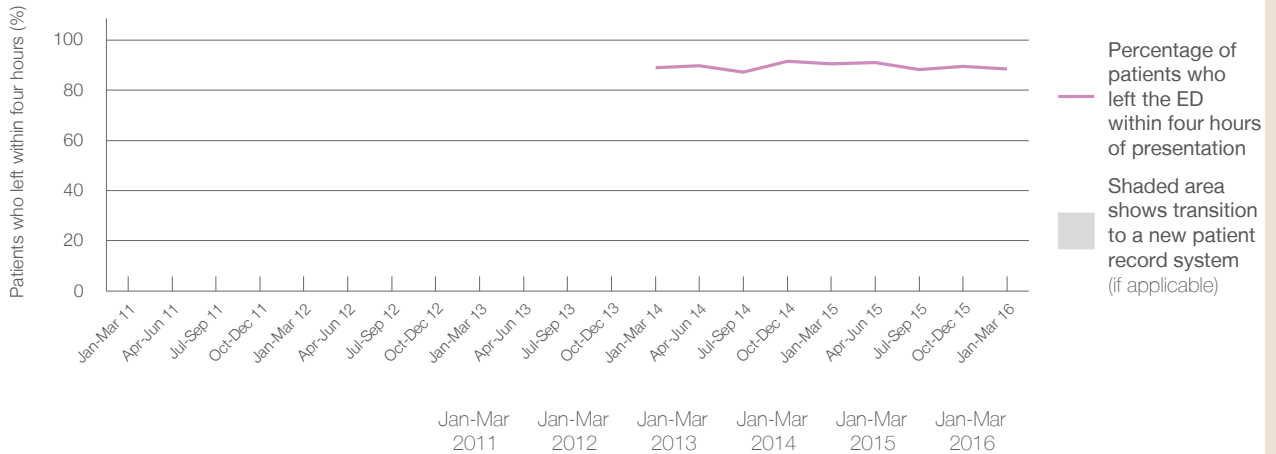
Attendances used to calculate time to leaving the ED: ⁶ 2,948 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	2,472	19%
Attendances used to calculate time to leaving the ED	2,472	19%
Percentage of patients who left the ED within four hours	91%	

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
	88	88	88	89	91	88

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