

Hospital Quarterly

Performance Profiles

Emergency Department

Same period Change since

Same period

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

New South Wales: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 672,483 patients	645,542	4%
Emergency attendances: ² 645,832 patients	619,504	4%

New South Wales: Time from presentation to treatment³ January to March 2016

	last year
Triage 2 Emergency (e.g. chest pain, severe burns): 75,765 patients	
Median time to start treatment ⁴ 8 minutes	8 minutes
95th percentile time to start treatment ⁵ 35 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 214,764 patients	
Median time to start treatment ⁴ 20 minutes	20 minutes
95th percentile time to start treatment ⁵ 99 minutes	98 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 280,316 patients	
Median time to start treatment ⁴ 26 minutes	26 minutes
95th percentile time to start treatment ⁵	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 70,918 patients	
Median time to start treatment ⁴ 23 minutes	24 minutes
95th percentile time to start treatment ⁵ 135 minutes	134 minutes

New South Wales: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 672,359 patients

Percentage of patients who left the ED within four hours 74%

Same period last year 75%

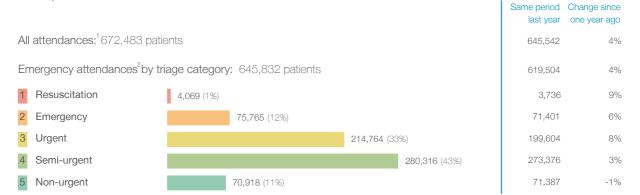
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

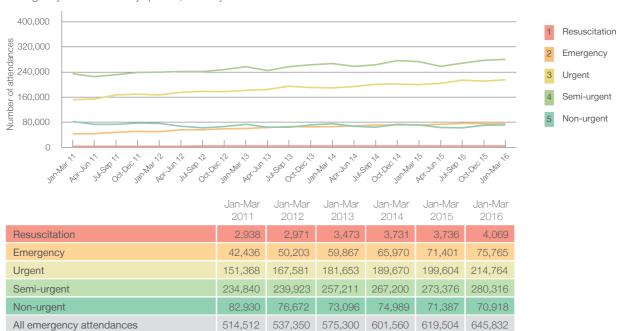
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

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New South Wales: Patients attending the emergency department January to March 2016



Emergency attendances by quarter, January 2011 to March 2016



New South Wales: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time: 7 127,339 patients

ED Transfer of care time

Median time

12 minutes

12 minutes

12 minutes

52 minutes

-10 minutes

Same period Change since

^(§) 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.

New South Wales: 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: 75,765

Number of triage 2 patients used to calculate waiting time: 74,863

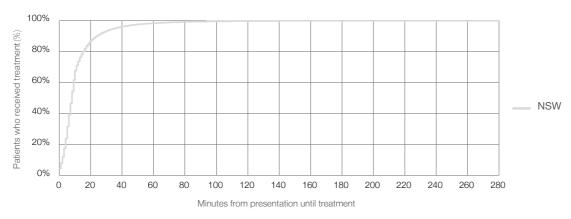
Median time to start treatment 8 minutes

8 minutes

95th percentile time to start treatment 35 minutes

35 minutes

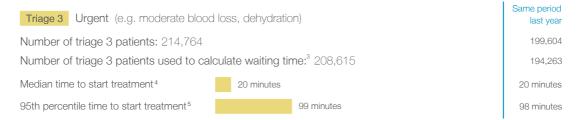
Percentage of triage 2 patients who received treatment by time, January to March 2016



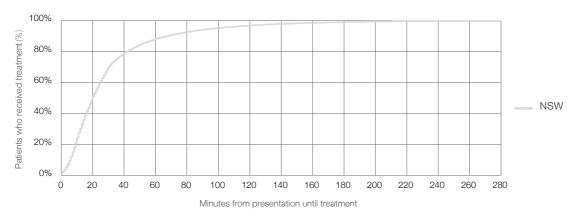
Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016



New South Wales: Time from presentation to treatment, triage 3 January to March 2016



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



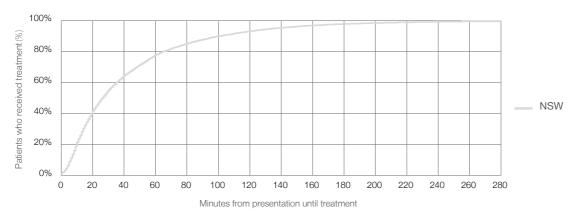
Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016



New South Wales: Time from presentation to treatment, triage 4 January to March 2016



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



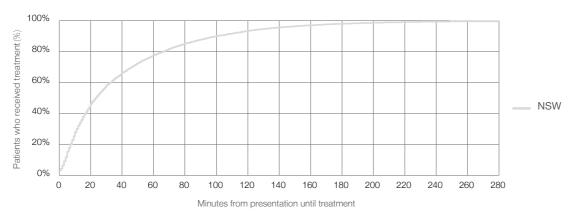
Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016



New South Wales: Time from presentation to treatment, triage 5 January to March 2016



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



New South Wales: Time from presentation until leaving the ED January to March 2016

All attendances: 1 672,483 patients

Attendances used to calculate time to leaving the ED: 6 672,359 patients

Median time to leaving the ED⁸ 2 hours and 40 minutes

95th percentile time to leaving the ED⁹ 9 hours and 25 minutes

Same period last vear

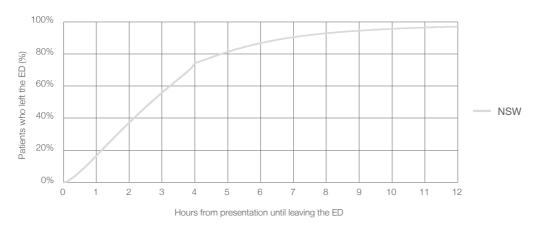
645,542

645,514

2 hours and 38 minutes

9 hours and 18 minutes

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



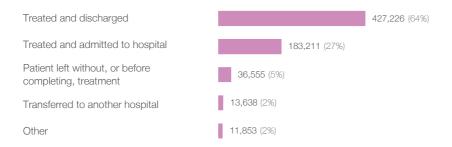
Time from presentation until leaving the ED, by quarter, January 2011 to March 2016 †‡



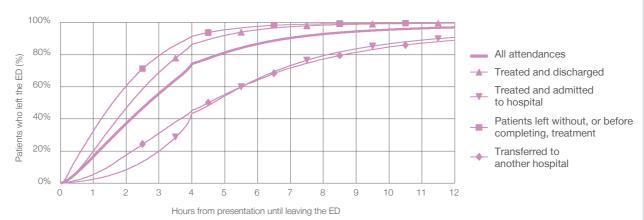
New South Wales: Time from presentation until leaving the ED By mode of separation January to March 2016

All attendances: 672,483 patients

Attendances used to calculate time to leaving the ED:6 672,359 patients



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	20%	47%	69%	86%	96%	98%	99%	100%
Treated and admitted to hospital	2%	8%	20%	43%	65%	79%	87%	91%
Patient left without, or before completing, treatment	33%	61%	80%	91%	98%	99%	100%	100%
Transferred to another hospital	6%	18%	31%	45%	64%	77%	85%	89%
All attendances	17%	37%	56%	74%	87%	93%	96%	97%

New South Wales: 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 at the emergency department: 1 672,483 patients

Attendances used to calculate time to leaving the ED: 6 672,359 patients

Percentage of patients who left the ED within four hours

74%

Same period last year 645,542 645,514

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED)
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Bankstown / Lidcombe Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 13,482 patients	13,057	3%
Emergency attendances: ² 13,364 patients	13,006	3%

Bankstown / Lidcombe Hospital: Time from presentation to treatment³ January to March 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 2,549 patients	2,456	
Median time to start treatment ⁴ 7 minutes	11 minutes	8 minutes
95th percentile time to start treatment ⁵	49 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,691 patients	4,934	
Median time to start treatment ⁴ 17 minutes	22 minutes	20 minutes
95th percentile time to start treatment ⁵ 88 minutes	105 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,464 patients	4,949	
Median time to start treatment ⁴	22 minutes	26 minutes
95th percentile time to start treatment ⁵	102 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 554 patients	581	
Median time to start treatment ⁴ 20 minutes	20 minutes	23 minutes
95th percentile time to start treatment ⁵	108 minutes	135 minutes

Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED:6 13,482 patients

Percentage of patients who	
0 1	78%
left the ED within four hours	1070

1	Change since one year ago
13,057	3%
79%	

Same period Change since

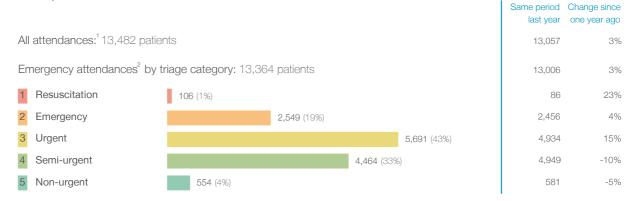
- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. 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.
- 5. 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.
- 6. 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).

Bankstown / Lidcombe Hospital: Patients attending the emergency department

January to March 2016



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



5,130

11,693

5,145

11,757

814

4.984

12,576

4.949

13,006

4.464

13,364

Same period Change since

Bankstown / Lidcombe Hospital: Patients arriving by ambulance

5,455

11,303

January to March 2016

All emergency attendances

Semi-urgent

Non-urgent

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

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

Approaches to reporting time measures of emergency department performance, December 2011.

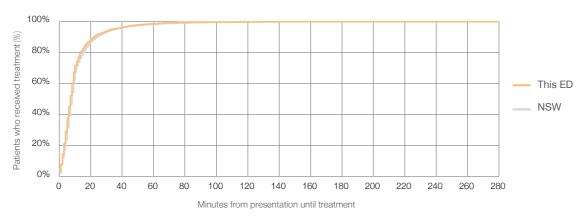
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Bankstown / Lidcombe Hospital: Time from presentation to treatment, triage 2

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 2,549	2,456	
Number of triage 2 patients used to calculate waiting time: 3 2,540	2,450	
Median time to start treatment ⁴ 7 minutes	11 minutes	8 minutes
95th percentile time to start treatment ⁵ 34 minutes	49 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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Bankstown / Lidcombe 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: 5,691

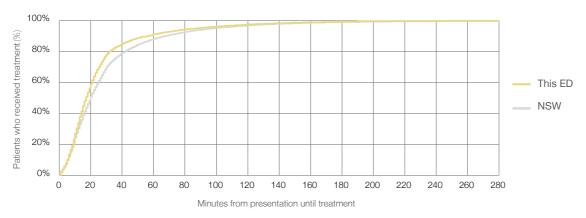
Number of triage 3 patients used to calculate waiting time: 3 5,594

Median time to start treatment 4 17 minutes

95th percentile time to start treatment⁵ 88 minutes

Same period last year (this period)
4,934
4,860
22 minutes 20 minutes
105 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	24	22	22	17
95th percentile time to start treatment ⁵ (minutes)	97	117	150	123	105	88

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

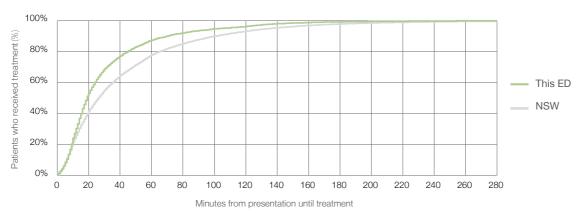
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Bankstown / Lidcombe Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankl	Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 4,464		4,949		
Number of triage 4 patients used to calcula	4,835			
Median time to start treatment ⁴	19 minutes	22 minutes	26 minutes	
95th percentile time to start treatment ⁵	105 minutes	102 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

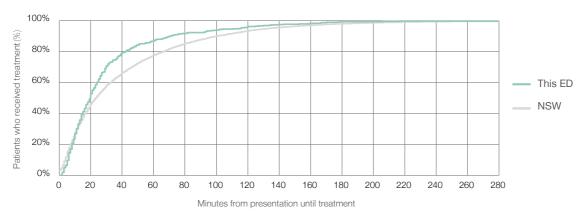
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Bankstown / Lidcombe Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 554	581	
Number of triage 5 patients used to calculate waiting time: 3 475	519	
Median time to start treatment ⁴ 20 minutes	20 minutes	23 minutes
95th percentile time to start treatment ⁵ 116 minutes	108 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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NSW

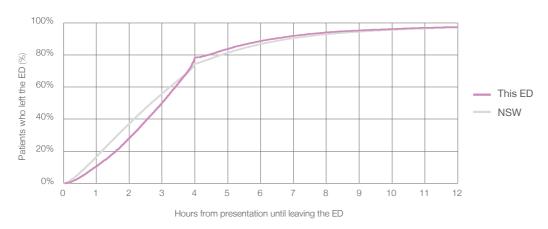
Same period

Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED

January to March 2016

(this period) last vear All attendances: 1 13,482 patients 13,057 Attendances used to calculate time to leaving the ED:6 13,482 patients 13,057 2 hours and 2 hours and Median time to leaving the ED⁸ 3 hours and 0 minutes 40 minutes 8 hours and 9 hours and 95th percentile time to leaving the ED9 8 hours and 45 minutes 29 minutes 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 †‡



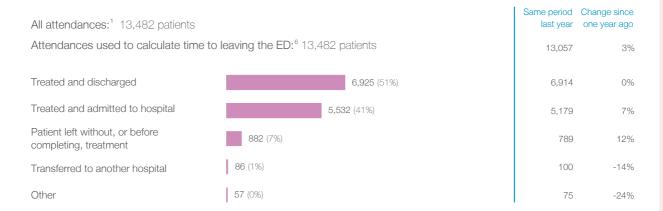
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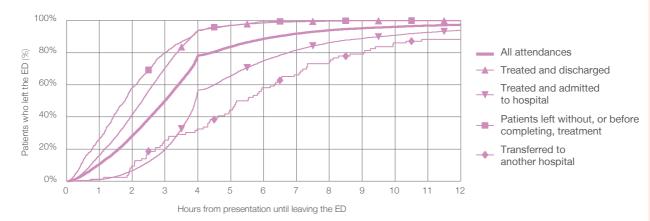
Approaches to reporting time measures of emergency department performance, December 2011.

Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016



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	16%	42%	71%	94%	99%	100%	100%	100%
Treated and admitted to hospital	1%	7%	20%	57%	75%	86%	91%	94%
Patient left without, or before completing, treatment	26%	58%	80%	94%	99%	100%	100%	100%
Transferred to another hospital	1%	9%	26%	33%	58%	74%	86%	88%
All attendances	11%	28%	50%	78%	89%	94%	96%	97%

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

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Bankstown / Lidcombe 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 13,482 patients

Attendances used to calculate time to leaving the ED:6 13,482 patients

Percentage of patients who left the ED within four hours

Same period last year one year ago
13,057 3%
13,057 3%

78%

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



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- 6. All attendances that have a departure time.
- 7. 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.
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- 9. 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.

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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).

Same period Change since

NSW

Same period

Concord Hospital: Emergency department (ED) overview January to March 2016

 All attendances: 1 9,758 patients
 9,586
 2%

 Emergency attendances: 2 9,736 patients
 9,565
 2%

Concord Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 957 patients	832	
Median time to start treatment ⁴ 8 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵	19 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,283 patients	3,279	
Median time to start treatment ⁴ 22 minutes	20 minutes	20 minutes
95th percentile time to start treatment ⁵ 92 minutes	90 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,952 patients	4,948	
Median time to start treatment ⁴ 34 minutes	30 minutes	26 minutes
95th percentile time to start treatment ⁵	141 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 510 patients	444	
Median time to start treatment ⁴ 24 minutes	24 minutes	23 minutes
95th percentile time to start treatment ⁵	127 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 9,758 patients

Percentage of patients who left the ED within four hours 71%

	one year ago
9,585	2%
70%	

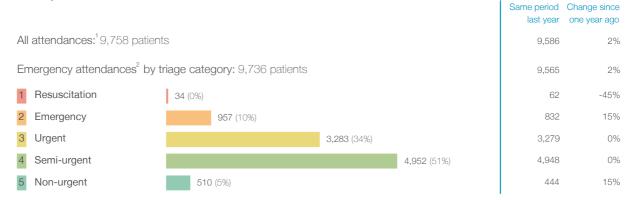
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
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- 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- 6. 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.

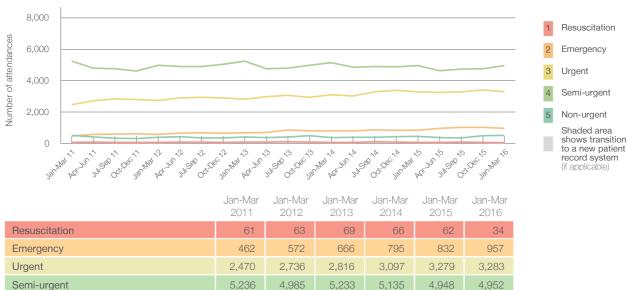
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Concord Hospital: Patients attending the emergency department

January to March 2016



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



406

9,465

9,190

Concord Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate transfer of care time: 7 2,087 patients		2,158	
ED Transfer of care time§			
Median time	12 minutes	13 minutes	-1 minute
95th percentile time	24 minutes	35 minutes	-11 minutes

8,744

8.731

444

9,565

510

Same period Change since

9,736

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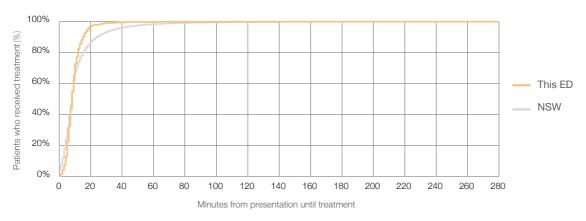
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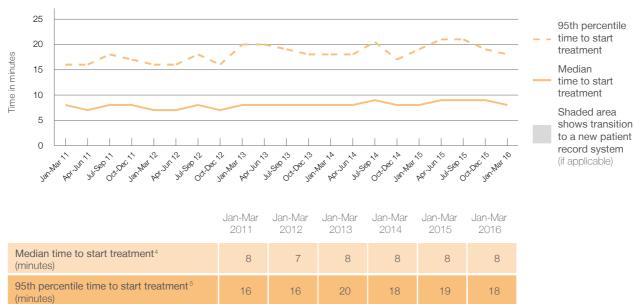
Concord Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 957		
Number of triage 2 patients used to calculate waiting time: 955		
Median time to start treatment ⁴ 8 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 18 minutes	19 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

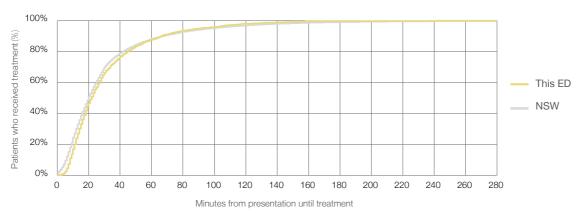
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

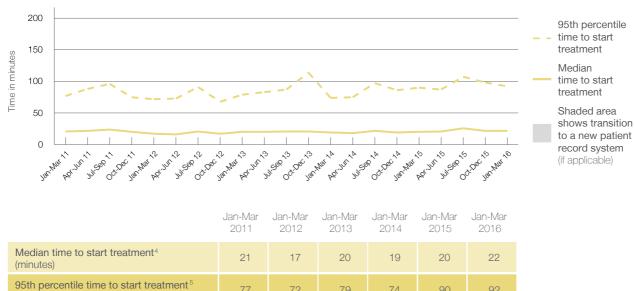
Concord Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 3,283	3,279	
Number of triage 3 patients used to calculate waiting time: 3,220	3,232	
Median time to start treatment ⁴ 22 minutes	20 minutes	20 minutes
95th percentile time to start treatment ⁵ 92 minutes	90 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 †‡



72

(minutes)

79

74

90

92

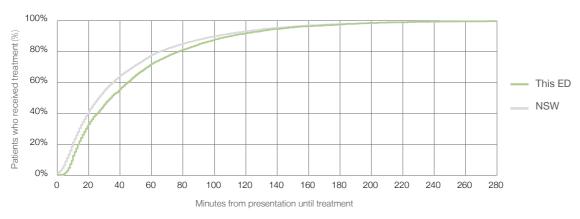
^(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)			Same period last year	NSW (this period)
Number of triage 4 patients: 4,952		4,948		
Number of triage 4 patients used to calculate waiting time: 3 4,730			4,712	
Median time to start treatment ⁴	34 minutes		30 minutes	26 minutes
95th percentile time to start treatment ⁵		144 minutes	141 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



(minutes)

145

141

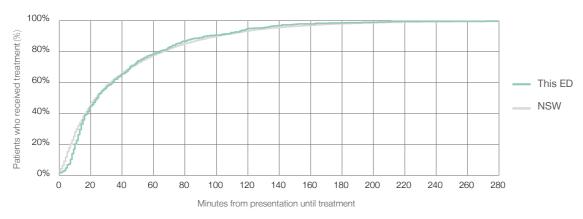
^(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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

Concord Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 510	444	
Number of triage 5 patients used to calculate waiting time: 435	387	
Median time to start treatment ⁴ 24 minutes	24 minutes	23 minutes
95th percentile time to start treatment ⁵ 124 minutes	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 **



 $^{(\}dagger)$ 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.

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

All attendances: 9,758 patients

Attendances used to calculate time to leaving the ED: 9,758 patients

Median time to leaving the ED⁸

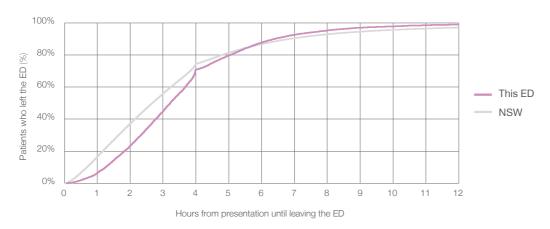
3 hours and 13 minutes

95th percentile time to leaving the ED⁹

7 hours and 55 minutes

NSW (this period)	Same period last year
	9,586
	9,585
2 hours and 40 minutes	3 hours and 11 minutes
9 hours and 25 minutes	8 hours and 38 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 †‡

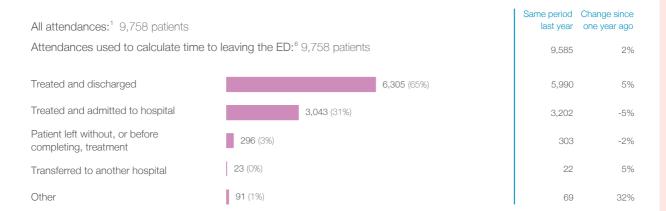


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

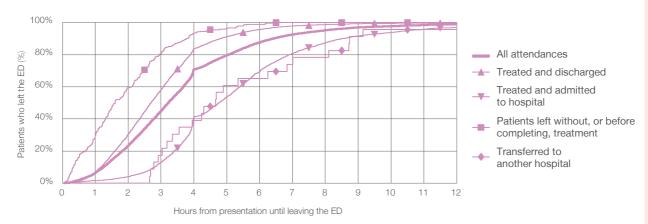
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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	7%	31%	58%	84%	96%	99%	100%	100%
Treated and admitted to hospital	2%	4%	13%	41%	70%	88%	94%	97%
Patient left without, or before completing, treatment	30%	59%	81%	94%	99%	100%	100%	100%
Transferred to another hospital	0%	0%	17%	39%	65%	78%	96%	96%
All attendances	6%	24%	45%	71%	88%	95%	98%	99%

 $^{(\}dagger)$ 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.

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

All attendances: 1 9,758 patients

Attendances used to calculate time to leaving the ED: 6 9,758 patients

Percentage of patients who left the ED within four hours

	Change since one year ago
9,586	2%
9,585	2%
70%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED)
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Gosford Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 16,617 patients	15,372	8%
Emergency attendances: ² 16,473 patients	15,239	8%

Gosford Hospital: Time from presentation to treatment³ January to March 2016

			Same period last year	(this period)
Triage 2 Emergency (e.g. chest	pain, severe burns): 2,093	oatients	2,004	
Median time to start treatment ⁴	6 minutes		6 minutes	8 minutes
95th percentile time to start treatments	27 minutes		33 minutes	35 minutes
Triage 3 Urgent (e.g. moderate	plood loss, dehydration): 6,4	62 patients	6,096	
Median time to start treatment ⁴	21 minutes		22 minutes	20 minutes
95th percentile time to start treatment	104 r	ninutes	105 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprai	ned ankle, earache): 7,182 p	patients	6,490	
Median time to start treatment ⁴	35 minutes		36 minutes	26 minutes
95th percentile time to start treatment		135 minutes	155 minutes	137 minutes
Triage 5 Non-urgent (e.g. small	cuts or abrasions): 532 pati	ents	450	
Median time to start treatment ⁴	28 minutes		28 minutes	23 minutes
95th percentile time to start treatment		134 minutes	149 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 16,617 patients

Percentage of patients who	
i crocinage of patients who	700/
left the ED within four hours	70%

Same period	Change since
last year	one year ago
15,372	8%
64%	

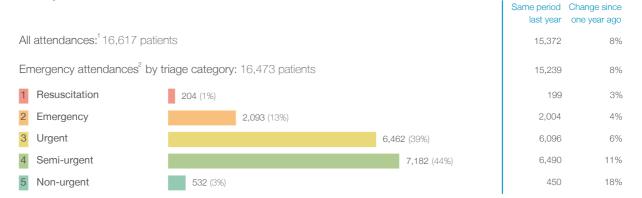
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

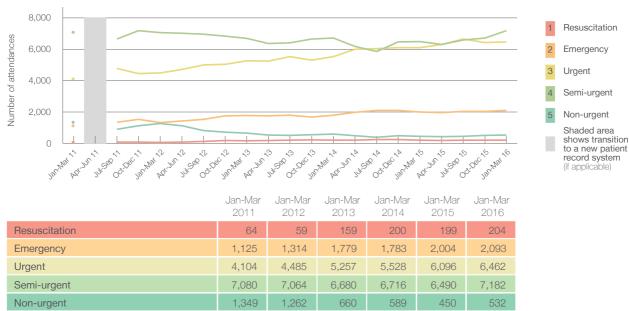
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Gosford Hospital: Patients attending the emergency department

January to March 2016



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



Gosford Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

			last year	one year ago
Arrivals used to calculate trans	sfer of care time: 7 4,624 patients		4,473	
ED Transfer of care time §				
Median time	10 minutes		12 minutes	-2 minutes
95th percentile time		89 minutes	132 minutes	-43 minutes

14,184

14,535

14,816

15,239

16,473

Same period Change since

13.722

^(†) 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:

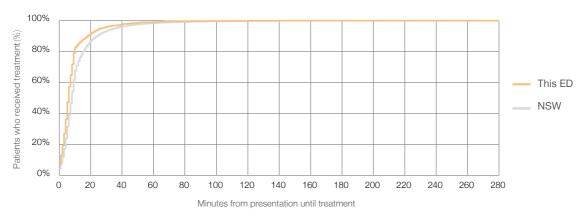
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

Gosford Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 2,093	2,004	
Number of triage 2 patients used to calculate waiting time: 3 2,085		
Median time to start treatment ⁴ 6 minutes		8 minutes
95th percentile time to start treatment ⁵ 27 minutes	33 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

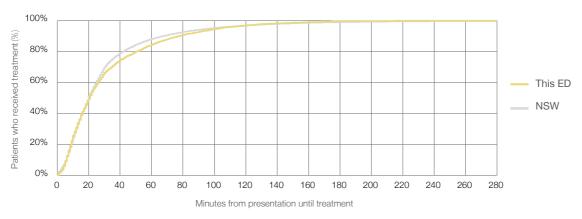
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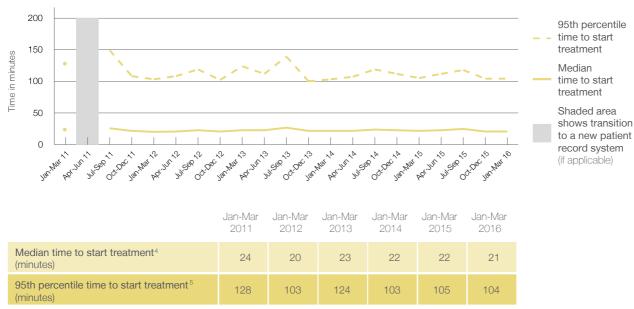
Gosford Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)			NSW (this period)
Number of triage 3 patients: 6,462	6,096		
Number of triage 3 patients used to calculate waiting time: 6,341			
Median time to start treatment ⁴	21 minutes	22 minutes	20 minutes
95th percentile time to start treatment ⁵	104 minutes	105 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

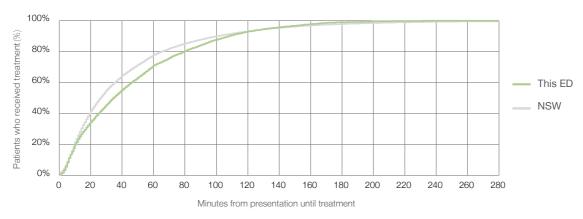
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)			Same period last year	NSW (this period)
Number of triage 4 patients: 7,182				
Number of triage 4 patients used to calculate waiting time: 6,799			6,116	
Median time to start treatment ⁴	35 minutes		36 minutes	26 minutes
95th percentile time to start treatment ⁵	135	5 minutes	155 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

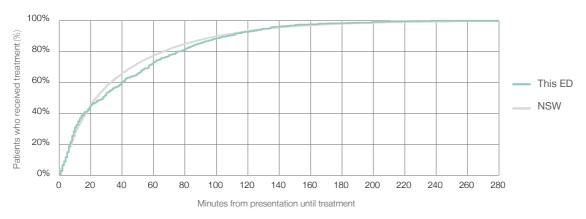
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Gosford Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)			Same period last year	NSW (this period)
Number of triage 5 patients: 532				
Number of triage 5 patients used to calculate waiting time: 3 440			369	
Median time to start treatment ⁴	28 minutes		28 minutes	23 minutes
95th percentile time to start treatment ⁵	1	34 minutes	149 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 11



 $^{(\}dagger)$ 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:

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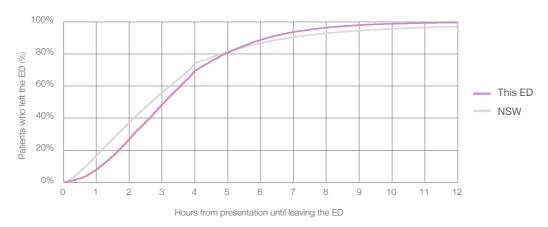
NSW

Same period

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

	last year	(this period)
All attendances: 16,617 patients	15,372	
Attendances used to calculate time to leaving the ED: ⁶ 16,617 patients	15,372	
Median time to leaving the ED ⁸ 3 hours and 4 minutes	3 hours and 14 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 7 hours and 28 minutes	8 hours and 25 minutes	9 hours and 25 minutes

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



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

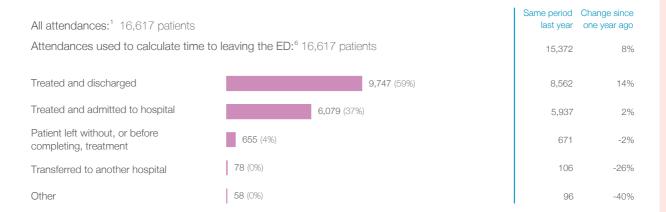


 $^{(\}dagger)$ $\;$ Data points are not shown in graphs for quarters when patient numbers are too small.

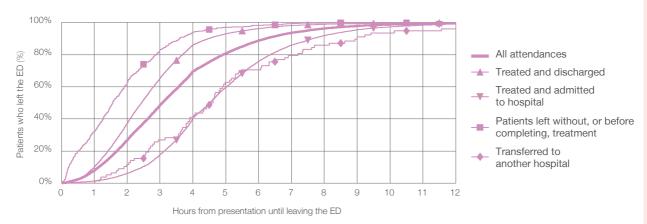
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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	10%	37%	65%	86%	96%	99%	100%	100%
Treated and admitted to hospital	1%	6%	18%	41%	76%	92%	97%	99%
Patient left without, or before completing, treatment	32%	63%	83%	94%	98%	100%	100%	100%
Transferred to another hospital	0%	12%	27%	41%	71%	86%	94%	96%
All attendances	8%	27%	49%	70%	89%	96%	99%	100%

 $^{(\}dagger)$ 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.

Gosford 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 16,617 patients

Attendances used to calculate time to leaving the ED:6 16,617 patients

Percentage of patients who left the ED within four hours



	Change since one year ago
15,372	8%
15,372	8%
64%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED)
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

John Hunter Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 19,359 patients	18,902	2%
Emergency attendances: ² 19,350 patients	18,893	2%

John Hunter Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,906 patients	1,826	
Median time to start treatment ⁴ 7 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 32 minutes	28 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,978 patients	5,137	
Median time to start treatment ⁴ 23 minutes	22 minutes	20 minutes
95th percentile time to start treatment ⁵		99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,755 patients	9,709	
Median time to start treatment ⁴ 32 minutes	33 minutes	26 minutes
95th percentile time to start treatment ⁵	156 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,597 patients	2,089	
Median time to start treatment ⁴ 36 minutes	38 minutes	23 minutes
95th percentile time to start treatment ⁵	170 minutes	135 minutes

John Hunter Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED:6 19,359 patients

Percentage of patients who	
i ercertage of patients with	000/
left the ED within four hours	69%

	Change since one year ago
18,901	2%
64%	

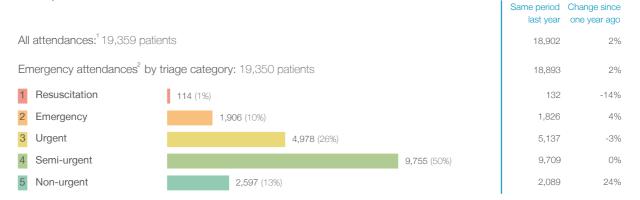
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

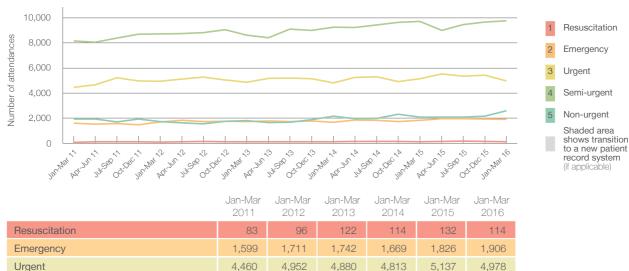
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

John Hunter Hospital: Patients attending the emergency department

January to March 2016



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



8,728

1.734

17,221

8,614

1.815

17,173

9,255

18,018

9,709

18.893

9,755

19.350

Same period Change since

John Hunter Hospital: Patients arriving by ambulance

8,169

1 928

16.239

January to March 2016

All emergency attendances

Semi-urgent

Non-urgent

		last year	one year ago
Arrivals used to calculate trans	fer of care time: 7 4,940 patients	5,140	
ED Transfer of care time§			
Median time	11 minutes	11 minutes	0 minutes
95th percentile time	29 minutes	32 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:

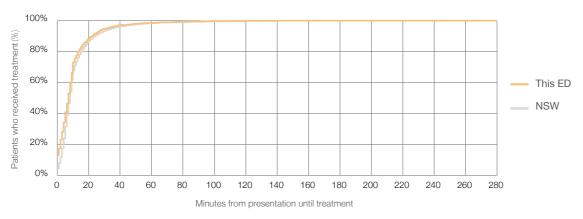
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

John Hunter Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 1,906		
Number of triage 2 patients used to calculate waiting time: 1,890		
Median time to start treatment ⁴ 7 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 32 minutes	28 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

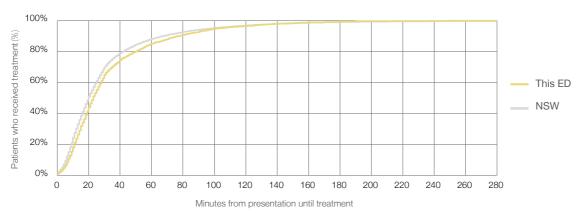
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

John Hunter Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)			NSW (this period)
Number of triage 3 patients: 4,978	5,137		
Number of triage 3 patients used to calculate waiting time: 4,874		5,031	
Median time to start treatment ⁴	23 minutes	22 minutes	20 minutes
95th percentile time to start treatment ⁵	104 minutes	105 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

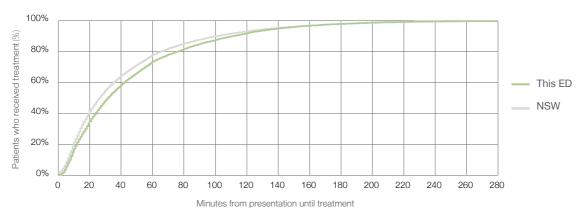
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

John Hunter Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)			NSW (this period)
Number of triage 4 patients: 9,755		9,709	
Number of triage 4 patients used to calculate waiting time: 9,093			
Median time to start treatment ⁴ 32 minutes		33 minutes	26 minutes
95th percentile time to start treatment ⁵	141 minutes	156 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

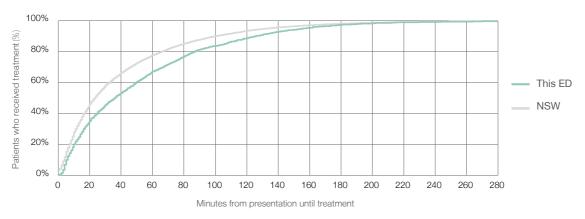
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Approaches to reporting time measures of emergency department performance, December 2011.

John Hunter Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts of	or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 2,597			2,089	
Number of triage 5 patients used to calculate waiting time: 3 2,163			1,700	
Median time to start treatment ⁴	36 minutes		38 minutes	23 minutes
95th percentile time to start treatment ⁵		157 minutes	170 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 11



 $^{(\}dagger)$ 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:

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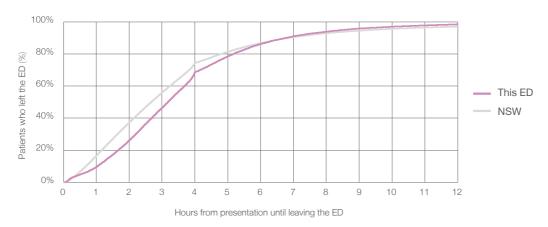
NSW

Same period

John Hunter Hospital: Time from presentation until leaving the ED January to March 2016

	last year	(this period)
All attendances: 19,359 patients	18,902	
Attendances used to calculate time to leaving the ED: ⁶ 19,359 patients	18,901	
Median time to leaving the ED ⁸ 3 hours and 11 minutes	3 hours and 26 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 8 hours and 31 minutes	9 hours and 9 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 †‡

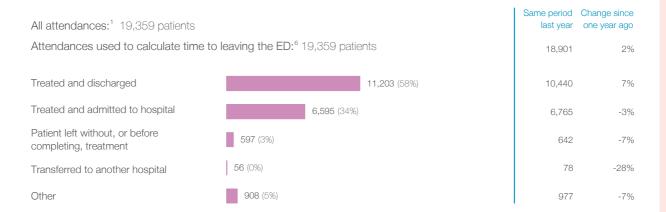


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

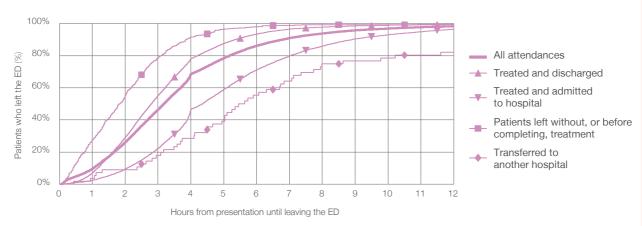
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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	7%	29%	55%	78%	93%	98%	99%	100%
Treated and admitted to hospital	2%	9%	22%	47%	71%	86%	93%	96%
Patient left without, or before completing, treatment	27%	55%	79%	92%	98%	99%	99%	100%
Transferred to another hospital	4%	9%	18%	29%	55%	75%	79%	82%
All attendances	10%	26%	46%	69%	86%	94%	97%	98%

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

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

John Hunter 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 19,359 patients

Attendances used to calculate time to leaving the ED:6 19,359 patients

Percentage of patients who left the ED within four hours



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

69%



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED)
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Liverpool Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 20,777 patients	19,750	5%
Emergency attendances: ² 20,469 patients	19,392	6%

Liverpool Hospital: Time from presentation to treatment³ January to March 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 3,403 patients	3,278	
Median time to start treatment ⁴	11 minutes	8 minutes
95th percentile time to start treatment ⁵ 55 minutes	52 minutes	35 minutes
Triage 2. Urgant (a.g. moderate blood loss debydration): 10.262 nationts	9,490	
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,362 patients	9,490	
Median time to start treatment ⁴ 22 minutes	23 minutes	20 minutes
95th percentile time to start treatment ⁵	106 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,133 patients	5,098	
Median time to start treatment ⁴ 30 minutes	29 minutes	26 minutes
95th percentile time to start treatment ⁵	130 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,445 patients	1,422	
Median time to start treatment ⁴ 25 minutes	27 minutes	23 minutes
95th percentile time to start treatment ⁵	112 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 20,777 patients

	Ü	,	
Percentage of patients who			
9 1			51%
left the ED within four hours			3176

	Change since one year ago
19,750	5%
56%	

- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.

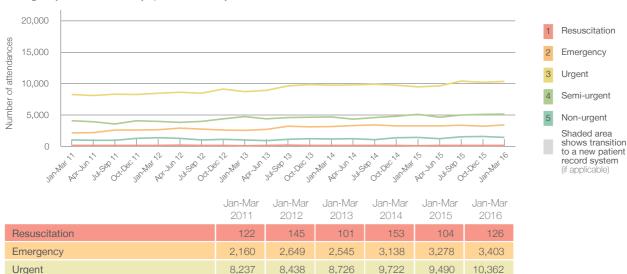
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Liverpool Hospital: Patients attending the emergency department January to March 2016

Same period Change since last year one year ago All attendances: 20,777 patients 19.750 5% Emergency attendances² by triage category: 20,469 patients 19,392 6% Resuscitation 126 (1%) 104 21% 3.278 4% Emergency 3,403 (17%) Urgent 10,362 (51%) 9.490 9% Semi-urgent 5,098 1% 5.133 (25%) 1,445 (7%) 1,422 2% Non-urgent

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



Liverpool Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Semi-urgent

Non-urgent

Arrivals used to calculate transfer of care time: ⁷ 6,765 patients

ED Transfer of care time

Median time

13 minutes

14 minutes

44 minutes

44 minutes

62 minutes

-18 minutes

4,080

15.610

3,996

16,621

4.740

17,111

999

4,662

1.144

18,819

5,098

1.422

19,392

5,133

1.445

20,469

Same period Change since

^(†) 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:

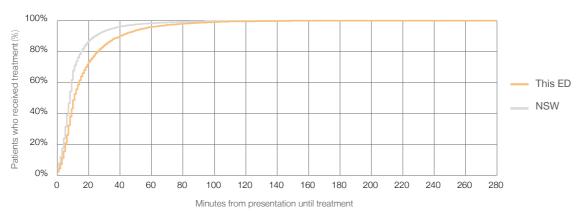
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

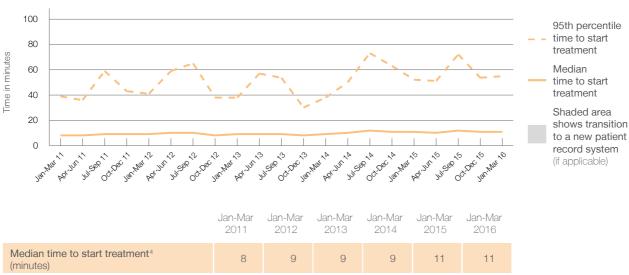
Liverpool Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, s	severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 3,403		3,278	
Number of triage 2 patients used to calculate	ulate waiting time:3 3,385	3,269	
Median time to start treatment ⁴	11 minutes	11 minutes	8 minutes
95th percentile time to start treatment ⁵	55 minutes	52 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 †‡



39

41

95th percentile time to start treatment⁵

55

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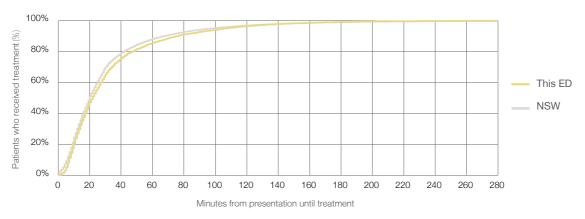
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Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 10,362	9,490	
Number of triage 3 patients used to calculate waiting time: 10,008	9,141	
Median time to start treatment ⁴ 22 minutes	23 minutes	20 minutes
95th percentile time to start treatment ⁵ 107 minutes	106 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

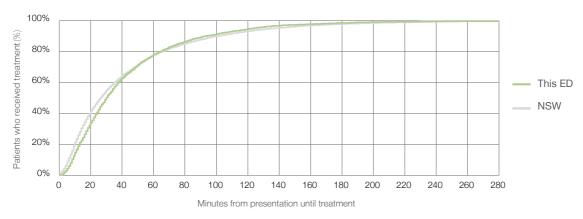
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Liverpool Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 5,133	5,098	
Number of triage 4 patients used to calculate waiting time: 4,596	4,610	
Median time to start treatment ⁴ 30 minutes	29 minutes	26 minutes
95th percentile time to start treatment ⁵	130 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



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

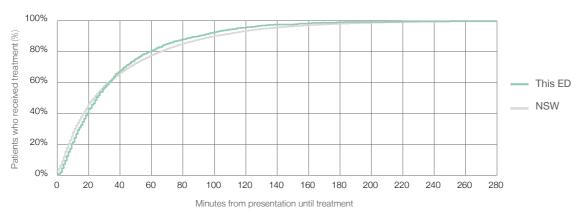
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Approaches to reporting time measures of emergency department performance, December 2011.

Liverpool Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 1,445	1,422	
Number of triage 5 patients used to calculate waiting time: 988	1,033	
Median time to start treatment ⁴ 25 minutes	27 minutes	23 minutes
95th percentile time to start treatment ⁵ 115 minutes	112 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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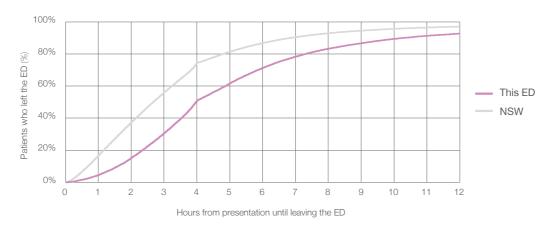
NSW

Same period

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

		last year	(this period)
All attendances: 20,777 patients		19,750	
Attendances used to calculate time to leaving the ED: ⁶ 20,777 patients		19,750	
Median time to leaving the ED ⁸	3 hours and 59 minutes	3 hours and 50 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹	14 hours and 21 minutes	13 hours and 17 minutes	9 hours and 25 minutes

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



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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

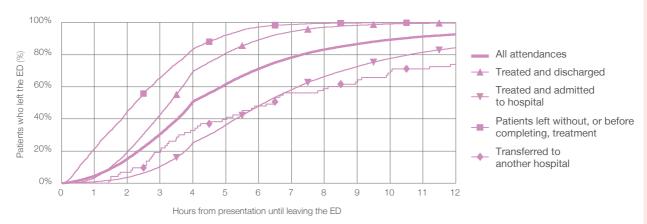
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Approaches to reporting time measures of emergency department performance, December 2011.

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

Same period Change since All attendances: 20,777 patients last year one year ago Attendances used to calculate time to leaving the ED:6 20,777 patients 19,750 Treated and discharged 8,998 (43%) 8.823 2% Treated and admitted to hospital 9,468 (46%) 8,993 5% Patient left without, or before 2,028 (10%) 27% 1.597 completing, treatment 22% Transferred to another hospital 210 (1%) Other 277 -24%

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	3%	19%	43%	70%	89%	97%	99%	100%
Treated and admitted to hospital	1%	4%	10%	25%	48%	66%	78%	84%
Patient left without, or before completing, treatment	22%	45%	66%	83%	97%	100%	100%	100%
Transferred to another hospital	0%	7%	19%	33%	48%	59%	68%	74%
All attendances	5%	15%	31%	51%	71%	83%	89%	93%

 $^{(\}dagger)$ 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.

Liverpool 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 20,777 patients

Attendances used to calculate time to leaving the ED:6 20,777 patients

Percentage of patients who left the ED within four hours 51%

	Change since one year ago
19,750	5%
19,750	5%
56%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

PERFORMANCE PROFILES: Emergency department care

Same period Change since

Nepean Hospital: Emergency department (ED) overview

January to March 2016

 All attendances: 1 17,004 patients
 16,851
 1%

 Emergency attendances: 2 16,888 patients
 16,810
 0%

Nepean Hospital: Time from presentation to treatment³

January to March 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 2,398 patients	2,428	
Median time to start treatment ⁴	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 60 minutes	43 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,774 patients	4,587	
Median time to start treatment ⁴ 40 minutes	30 minutes	20 minutes
95th percentile time to start treatment ⁵ 265 minutes	162 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,405 patients	7,691	
Median time to start treatment ⁴ 41 minutes	32 minutes	26 minutes
95th percentile time to start treatment ⁵ 257 minutes	167 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,224 patients	2,007	
Median time to start treatment ⁴ 37 minutes	31 minutes	23 minutes
95th percentile time to start treatment ⁵ 232 minutes	186 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 17,004 patients

Percentage of patients who		
left the FD within four hours	49	%
IEIT THE ELL WITHIN TOUR HOURS		

	Change since
last year	one year ago
16,851	1%
57%	

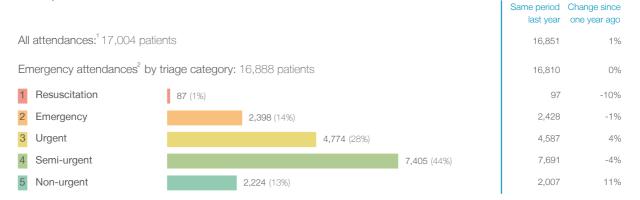
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

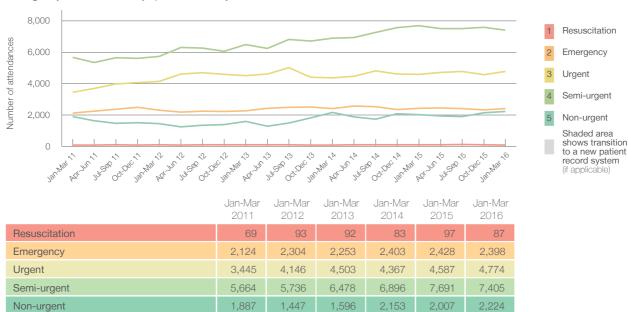
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Nepean Hospital: Patients attending the emergency department

January to March 2016



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



Nepean Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

		last year	one year ago
Arrivals used to calculate trans	sfer of care time: 7 4,739 patients	4,745	
ED Transfer of care time§			
Median time	11 minutes	11 minutes	0 minutes
95th percentile time	50 minutes	68 minutes	-18 minutes

13,726

14,922

15.902

16,810

16,888

Same period Change since

13,189

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

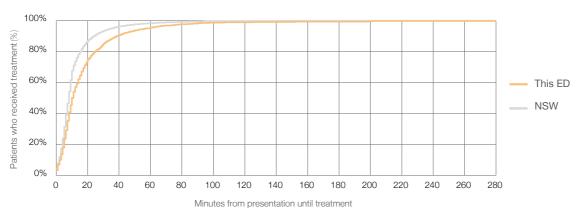
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^(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

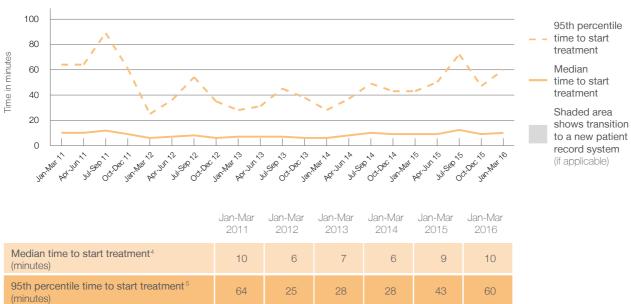
Nepean Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 2,398	2,428	
Number of triage 2 patients used to calculate waiting time: 3 2,330		
Median time to start treatment ⁴ 10 minutes	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 60 minutes	43 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

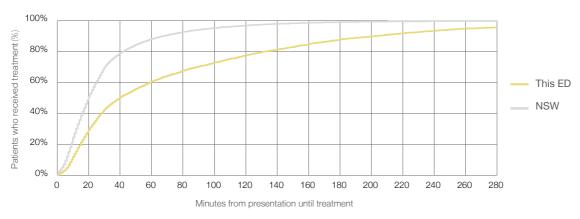
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

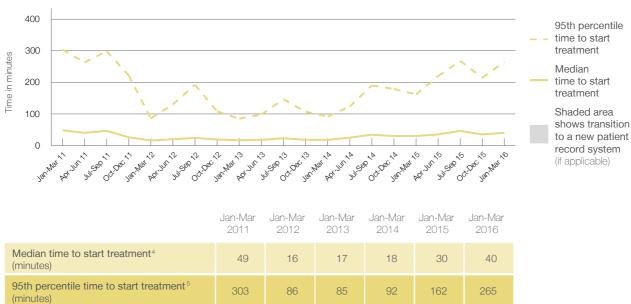
Nepean Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)			Same period last year	NSW (this period)
Number of triage 3 patients: 4,774				
Number of triage 3 patients used to calculate waiting time: 3 4,226			4,186	
Median time to start treatment ⁴	40 minutes		30 minutes	20 minutes
95th percentile time to start treatment ⁵		265 minutes	162 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

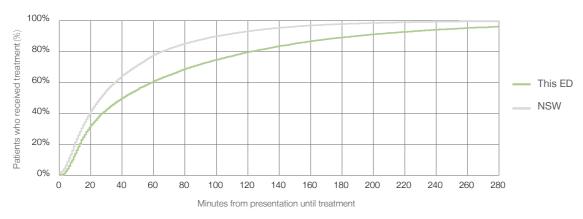
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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 **



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

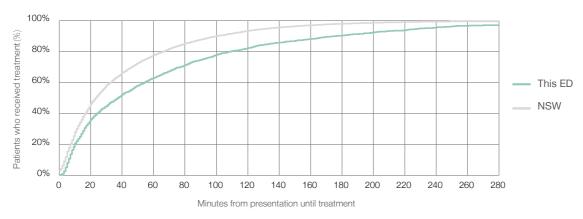
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Nepean Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)			Same period last year	NSW (this period)
Number of triage 5 patients: 2,224				
Number of triage 5 patients used to calculate waiting time:3 1,751			1,625	
Median time to start treatment ⁴	37 minutes		31 minutes	23 minutes
95th percentile time to start treatment ⁵		232 minutes	186 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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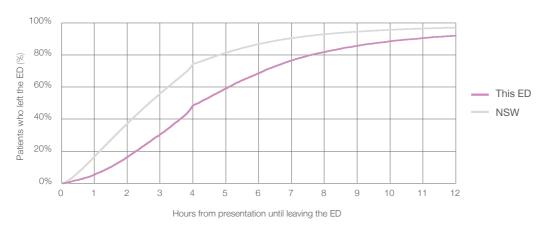
NSW

Same period

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

		last year	(this period)
All attendances: 1 17,004 patients		16,851	
Attendances used to calculate time to leaving the ED: ⁶ 17,004 patients		16,851	
Median time to leaving the ED ⁸ 4 hours and	d 10 minutes	3 hours and 46 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹	15 hours and 6 minutes	14 hours and 55 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

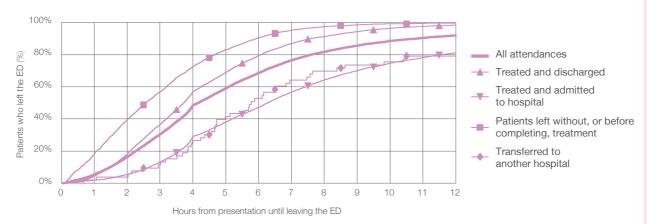
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

All attendances: 1 17,004 patients		Same period last year	Change since one year ago	
Attendances used to calculate time to leaving the ED: ⁶ 17,004 patients			1%	
Treated and discharged	8,187 (48%)	8,795	-7%	
Treated and admitted to hospital	6,454 (38%)	6,296	3%	
Patient left without, or before completing, treatment	2,243 (13%)	1,605	40%	
Transferred to another hospital	53 (0%)	47	13%	
Other	67 (0%)	108	-38%	

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	4%	18%	37%	57%	79%	91%	96%	98%
Treated and admitted to hospital	2%	5%	13%	29%	47%	64%	75%	81%
Patient left without, or before completing, treatment	18%	40%	57%	73%	91%	98%	99%	100%
Transferred to another hospital	2%	4%	11%	26%	53%	70%	75%	79%
All attendances	5%	16%	30%	49%	69%	82%	89%	92%

 $^{(\}dagger)$ 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.

Nepean 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 17,004 patients

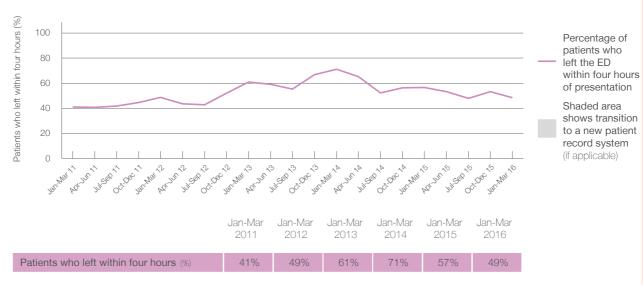
Attendances used to calculate time to leaving the ED:6 17,004 patients

Percentage of patients who left the ED within four hours

	Change since one year ago
16,851	1%
16,851	1%
57%	

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

49%



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED)
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Prince of Wales Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 15,350 patients	14,356	7%
Emergency attendances: ² 14,118 patients	13,358	6%

Prince of Wales Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,187 patients	1,180	
Median time to start treatment ⁴ 8 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 32 minutes	29 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,942 patients	6,544	
Median time to start treatment ⁴ 20 minutes	22 minutes	20 minutes
95th percentile time to start treatment ⁵ 99 minutes	82 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,227 patients	4,950	
Median time to start treatment ⁴ 20 minutes	21 minutes	26 minutes
95th percentile time to start treatment ⁵	108 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 605 patients	521	
Median time to start treatment ⁴ 31 minutes	24 minutes	23 minutes
95th percentile time to start treatment ⁵	159 minutes	135 minutes

Prince of Wales Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED:6 15,323 patients

64%

Change since one year ago	1
7%	14,355
	73%

- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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).

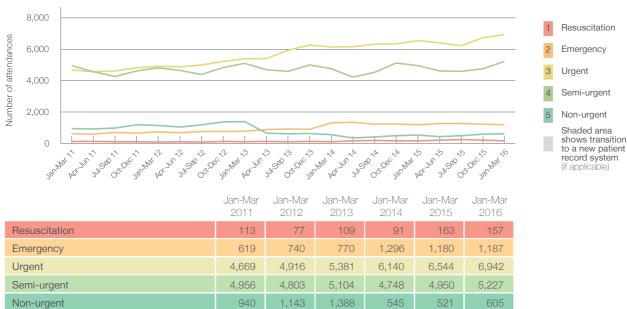
Same period Change since

Prince of Wales Hospital: Patients attending the emergency department

January to March 2016

				last year	one year ago
All attendances: 15,350 patier	nts			14,356	7%
Emergency attendances ² by the	riage category: 14,118 patients			13,358	6%
1 Resuscitation	157 (1%)			163	-4%
2 Emergency	1,187 (8%)			1,180	1%
3 Urgent			6,942 (49%)	6,544	6%
4 Semi-urgent		5,227 (37%)		4,950	6%
5 Non-urgent	605 (4%)			521	16%

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



Prince of Wales Hospital: Patients arriving by ambulance

11,297

January to March 2016

All emergency attendances

Arrivals used to calculate transfer of care time: 7 3,262 patients

ED Transfer of care time

Median time
10 minutes
12 minutes
-2 minutes
95th percentile time
33 minutes
-13 minutes

11,679

12,752

12,820

13,358

14,118

Same period Change since

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

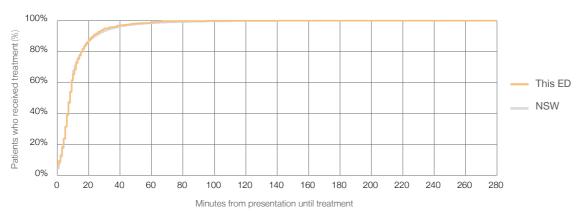
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Prince of Wales Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 1,187	1,180	
Number of triage 2 patients used to calculate waiting time: 3 1,161		
Median time to start treatment ⁴ 8 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 32 minutes	29 minutes	35 minutes

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



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016 11



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

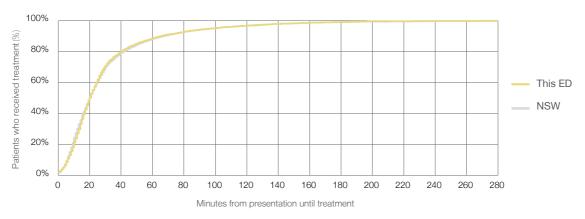
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Prince of Wales Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 6,942	6,544	
Number of triage 3 patients used to calculate waiting time: 6,780	6,433	
Median time to start treatment ⁴ 20 minutes	22 minutes	20 minutes
95th percentile time to start treatment ⁵ 99 minutes	82 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 † ‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

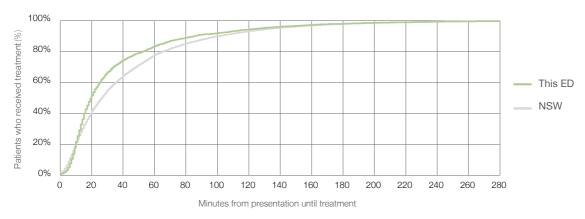
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Approaches to reporting time measures of emergency department performance, December 2011.

Prince of Wales Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)	
Number of triage 4 patients: 5,227		4,950	
Number of triage 4 patients used to calculate waiting time	e: ³ 5,016	4,802	
Median time to start treatment ⁴ 20 minutes		21 minutes	26 minutes
95th percentile time to start treatment ⁵	127 minutes	108 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 † ‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

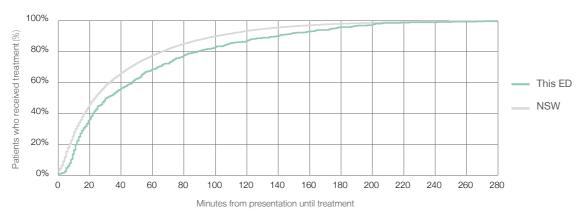
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Approaches to reporting time measures of emergency department performance, December 2011.

Prince of Wales Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 605		521	
Number of triage 5 patients used to calculate waiting time: 3 464		420	
Median time to start treatment ⁴ 31 minutes		24 minutes	23 minutes
95th percentile time to start treatment ⁵	175 minutes	159 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 **



 $^{(\}dagger)$ 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:

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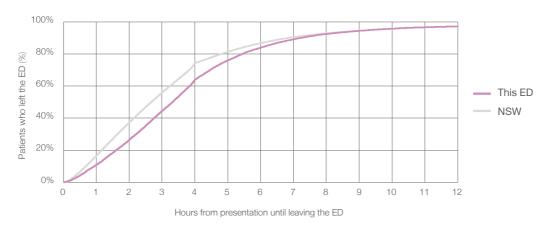
NSW

Same period

Prince of Wales Hospital: Time from presentation until leaving the ED January to March 2016

(this period) last vear All attendances: 1 15,350 patients 14,356 Attendances used to calculate time to leaving the ED:6 15,323 patients 14,355 2 hours and 2 hours and Median time to leaving the ED⁸ 3 hours and 19 minutes 40 minutes 8 hours and 9 hours and 95th percentile time to leaving the ED9 9 hours and 24 minutes 22 minutes 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

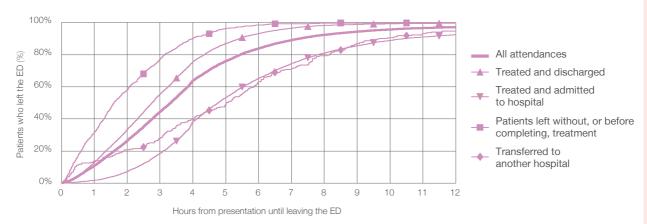
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Prince of Wales Hospital: Time from presentation until leaving the ED By mode of separation January to March 2016

Same period Change since All attendances: 1 15,350 patients last year one year ago Attendances used to calculate time to leaving the ED:6 15,323 patients 14,355 Treated and discharged 9,028 (59%) 8.446 7% Treated and admitted to hospital 4,978 (32%) 4,995 0% Patient left without, or before 949 (6%) 682 39% completing, treatment 224 (1%) 169 33% Transferred to another hospital 171 (1%) Other 64 167%

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	13%	33%	56%	76%	93%	98%	99%	100%
Treated and admitted to hospital	2%	7%	19%	38%	65%	81%	89%	93%
Patient left without, or before completing, treatment	32%	58%	77%	90%	98%	100%	100%	100%
Transferred to another hospital	14%	21%	28%	39%	63%	79%	91%	95%
All attendances	11%	26%	45%	64%	84%	92%	96%	97%

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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Prince of Wales 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 15,350 patients

Attendances used to calculate time to leaving the ED:6 15,323 patients

Percentage of patients who left the ED within four hours 64%

	Change since one year ago
14,356	7%
14,355	7%
73%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

PERFORMANCE PROFILES: Emergency department care

NSW

Same period Change since

Same period

Royal North Shore Hospital: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 20,329 patients	19,393	5%
Emergency attendances: ² 20,245 patients	19,325	5%

Royal North Shore Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 4,275 patients	3,892	
Median time to start treatment ⁴ 7 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 24 minutes	20 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,823 patients	5,537	
Median time to start treatment ⁴	17 minutes	20 minutes
95th percentile time to start treatment ⁵ 73 minutes	68 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,472 patients	7,293	
Median time to start treatment ⁴ 29 minutes	26 minutes	26 minutes
95th percentile time to start treatment ⁵	106 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,293 patients	2,264	
Median time to start treatment ⁴ 32 minutes	28 minutes	23 minutes
95th percentile time to start treatment ⁵	129 minutes	135 minutes

Royal North Shore Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED:6 20,329 patients

Percentage of patients who	
i ercertage of patients with	000/
left the ED within four hours	63%

	Change since one year ago
19,393	5%
68%	

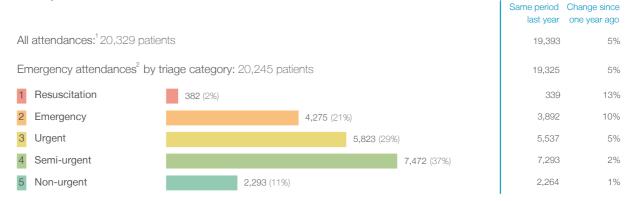
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

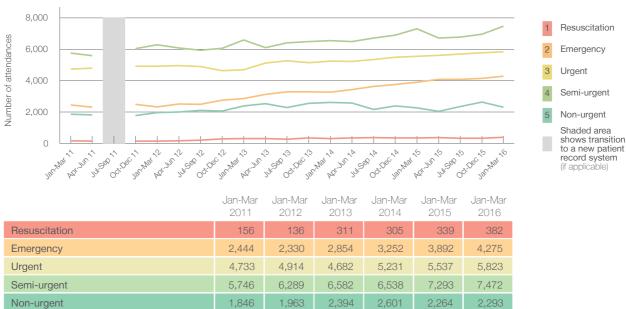
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Royal North Shore Hospital: Patients attending the emergency department

January to March 2016



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



Royal North Shore Hospital: Patients arriving by ambulance

14.925

January to March 2016

All emergency attendances

		last year	one year ago
Arrivals used to calculate trans	sfer of care time: 7 4,260 patients	4,005	
ED Transfer of care time§			
Median time	15 minutes	17 minutes	-2 minutes
95th percentile time	48 minutes	71 minutes	-23 minutes

15,632

16,823

17,927

19.325

20.245

Same period Change since

^(†) 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.

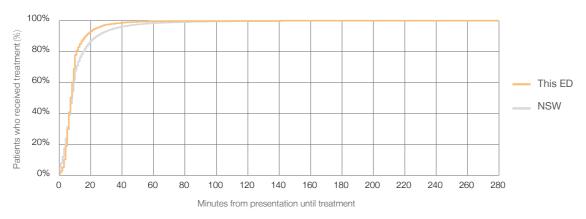
^(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Royal North Shore Hospital: Time from presentation to treatment, triage 2

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 4,275	3,892	
Number of triage 2 patients used to calculate waiting time: 4,259	3,881	
Median time to start treatment ⁴ 7 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 24 minutes	20 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 †‡



 $^{(\}dagger)$ 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.

Royal North Shore 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: 5,823

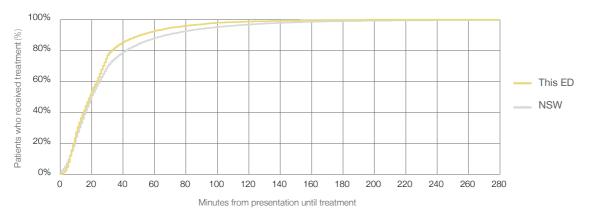
Number of triage 3 patients used to calculate waiting time: 5,708

Median time to start treatment 19 minutes

95th percentile time to start treatment⁵

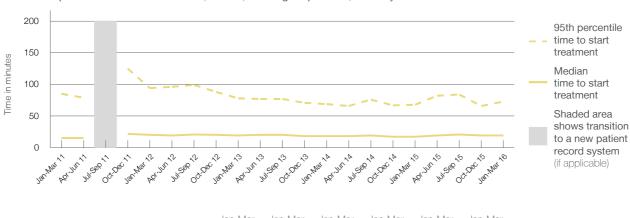
Same period last year (this period)
5,537
5,418
17 minutes 20 minutes
68 minutes 99 minutes

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



73 minutes

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)	15	20	19	18	17	19
95th percentile time to start treatment ⁵ (minutes)	85	94	78	69	68	73

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

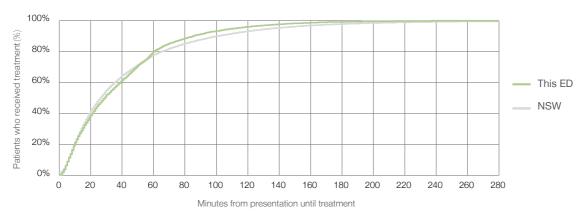
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Royal North Shore Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 7,472	7,293	
Number of triage 4 patients used to calculate waiting time: 3 7,134	6,907	
Median time to start treatment ⁴ 29 minutes	26 minutes	26 minutes
95th percentile time to start treatment ⁵ 112 minutes	106 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

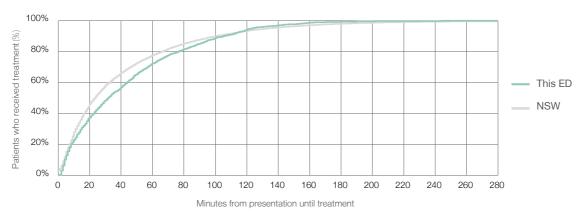
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Royal North Shore Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 2,293	2,264	
Number of triage 5 patients used to calculate waiting time: ³ 2,044	2,041	
Median time to start treatment ⁴ 32 minutes	28 minutes	23 minutes
95th percentile time to start treatment ⁵ 124 minutes	129 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 11



 $^{(\}dagger)$ 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:

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Royal North Shore Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances: 20,329 patients

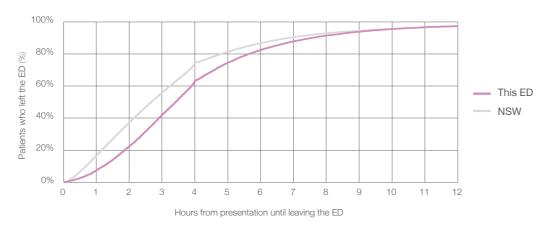
Attendances used to calculate time to leaving the ED:6 20,329 patients

Median time to leaving the ED⁸ 3 hours and 25 minutes

95th percentile time to leaving the ED⁹ 9 hours and 41 minutes

NSW (this period)	Same period last year
	19,393
	19,393
2 hours and 40 minutes	3 hours and 8 minutes
9 hours and 25 minutes	9 hours and 19 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 †‡



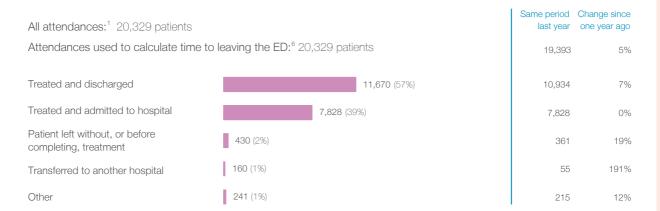
 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

^(‡) 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:

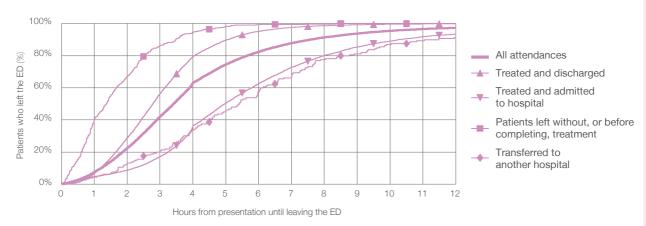
Approaches to reporting time measures of emergency department performance, December 2011.

Royal North Shore Hospital: Time from presentation until leaving the ED

By mode of separation January to March 2016



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	7%	29%	56%	80%	95%	99%	100%	100%
Treated and admitted to hospital	5%	9%	17%	36%	63%	80%	89%	94%
Patient left without, or before completing, treatment	41%	67%	86%	94%	99%	100%	100%	100%
Transferred to another hospital	4%	13%	21%	34%	58%	78%	87%	91%
All attendances	8%	23%	42%	63%	82%	91%	95%	97%

 $^{(\}dagger)$ 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.

Royal North Shore 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 20,329 patients

Attendances used to calculate time to leaving the ED:6 20,329 patients

Percentage of patients who left the ED within four hours

	Change since one year ago
19,393	5%
19,393	5%
68%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11

63%



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Royal Prince Alfred Hospital: Emergency department (ED) overview January to March 2016

 All attendances: 1 19,219 patients
 18,235
 5%

 Emergency attendances: 2 18,780 patients
 17,814
 5%

Royal Prince Alfred Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 2,585 patients	3,159	
Median time to start treatment ⁴	13 minutes	8 minutes
95th percentile time to start treatment ⁵ 30 minutes	44 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,284 patients	8,018	
Median time to start treatment ⁴ 24 minutes	29 minutes	20 minutes
95th percentile time to start treatment ⁵		99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,982 patients	5,764	
Median time to start treatment ⁴ 30 minutes	37 minutes	26 minutes
95th percentile time to start treatment ⁵	162 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 825 patients	768	
Median time to start treatment ⁴ 43 minutes	41 minutes	23 minutes
95th percentile time to start treatment ⁵	162 minutes	135 minutes

Royal Prince Alfred Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED:6 19,219 patients

Percentage of patients who left the ED within four hours 62%

Same period	Change since
last year	one year ago
18,235	5%
64%	

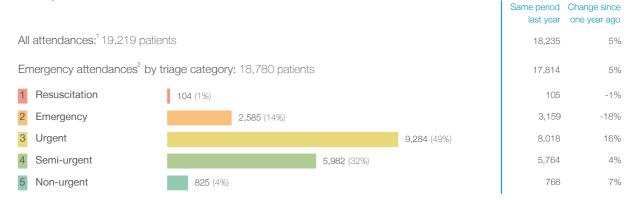
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

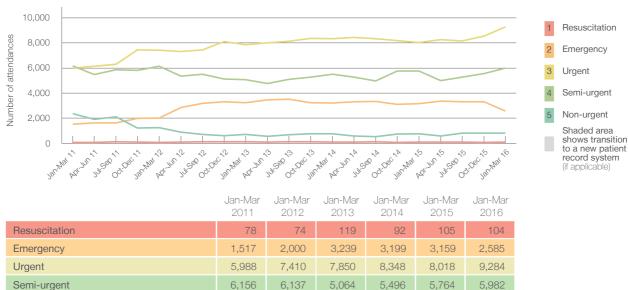
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Royal Prince Alfred Hospital: Patients attending the emergency department

January to March 2016



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



Royal Prince Alfred Hospital: Patients arriving by ambulance

16,102

16,867

16,991

17,898

17,814

18,780

Same period Change since

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate transfer of care time: 75,123 patients		4,756	
ED Transfer of care time§			
Median time	14 minutes	19 minutes	-5 minutes
95th percentile time	32 minutes	91 minutes	-59 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:

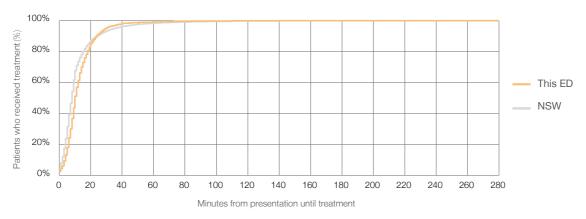
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

Royal Prince Alfred Hospital: Time from presentation to treatment, triage 2 January to March 2016

NSW Same period Triage 2 Emergency (e.g. chest pain, severe burns) (this period) last year Number of triage 2 patients: 2,585 3.159 Number of triage 2 patients used to calculate waiting time: 2,579 3,152 Median time to start treatment⁴ 10 minutes 13 minutes 8 minutes 95th percentile time to start treatment⁵ 30 minutes 35 minutes 44 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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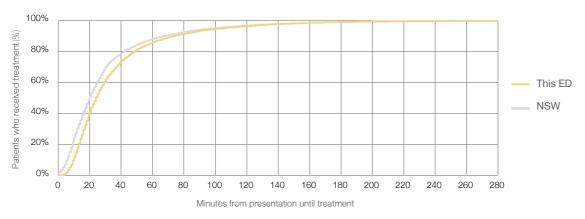
Approaches to reporting time measures of emergency department performance, December 2011.

Royal Prince Alfred Hospital: Time from presentation to treatment, triage 3

January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		Same period last year	NSW (this period)
Number of triage 3 patients: 9,284			
Number of triage 3 patients used to calculate waiting time: 9,109		7,857	
Median time to start treatment ⁴	24 minutes	29 minutes	20 minutes
95th percentile time to start treatment ⁵	105 minutes	130 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 **



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

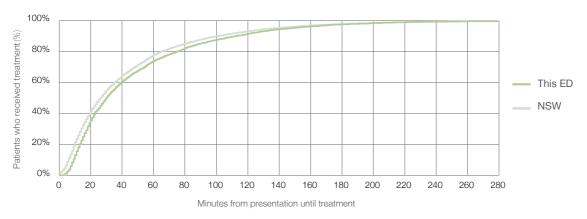
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Approaches to reporting time measures of emergency department performance, December 2011.

Royal Prince Alfred Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)			Same period last year	NSW (this period)
Number of triage 4 patients: 5,982			5,764	
Number of triage 4 patients used to calculate waiting time: 3 5,595			5,428	
Median time to start treatment ⁴	30 minutes	37 minutes	26 minutes	
95th percentile time to start treatment ⁵		147 minutes	162 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

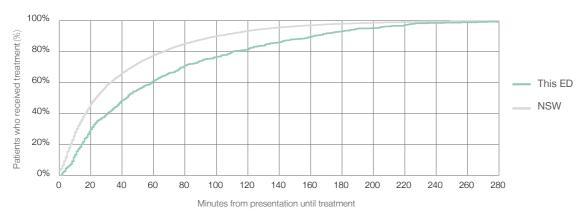
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Approaches to reporting time measures of emergency department performance, December 2011.

Royal Prince Alfred Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 825	768	
Number of triage 5 patients used to calculate waiting time: 570	572	
Median time to start treatment ⁴ 43 minutes	41 minutes	23 minutes
95th percentile time to start treatment ⁵ 199 minutes	162 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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11 hours and 55 minutes

Royal Prince Alfred Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances: 1 19,219 patients

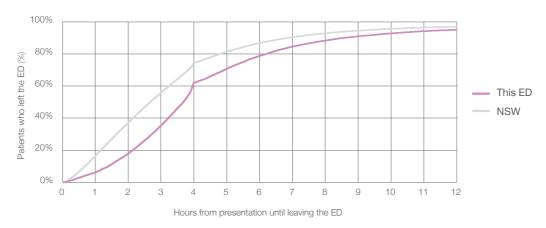
Attendances used to calculate time to leaving the ED:6 19,219 patients

Median time to leaving the ED⁸ 3 hours and 41 minutes

95th percentile time to leaving the ED9



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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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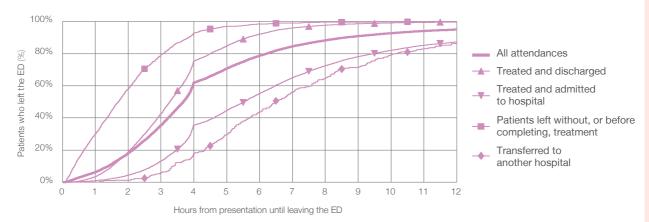
Approaches to reporting time measures of emergency department performance, December 2011.

Royal Prince Alfred Hospital: Time from presentation until leaving the ED

By mode of separation January to March 2016

Same period Change since All attendances: 1 19,219 patients last year one year ago Attendances used to calculate time to leaving the ED:6 19,219 patients 18,235 10,107 (53%) Treated and discharged 9.877 2% Treated and admitted to hospital 6,887 (36%) 6,655 3% Patient left without, or before 1,548 (8%) 25% 1.234 completing, treatment 328 (2%) 178 84% Transferred to another hospital 349 (2%) Other 291 20%

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	3%	19%	43%	75%	92%	98%	99%	100%
Treated and admitted to hospital	1%	4%	13%	35%	55%	73%	82%	87%
Patient left without, or before completing, treatment	30%	58%	79%	93%	98%	100%	100%	100%
Transferred to another hospital	0%	1%	6%	18%	44%	65%	79%	87%
All attendances	6%	18%	36%	62%	79%	88%	93%	95%

 $^{(\}dagger)$ 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.

Royal Prince Alfred 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 19,219 patients

Attendances used to calculate time to leaving the ED:6 19,219 patients

Percentage of patients who left the ED within four hours

	Change since one year ago
18,235	5%
18,235	5%
64%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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- 6. All attendances that have a departure time.
- 7. 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.
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- 9. 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).

Same period Change since

NSW

Same period

St George Hospital: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 1 19,537 patients	18,493	6%
Emergency attendances: ² 19,389 patients	18,350	6%

St George Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 2,571 patients	2,357	
Median time to start treatment ⁴	9 minutes	8 minutes
95th percentile time to start treatments 34 minutes	30 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,728 patients	6,972	
Median time to start treatment ⁴ 25 minutes	24 minutes	20 minutes
95th percentile time to start treatment ⁵ 83 minutes	86 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,419 patients	7,424	
Median time to start treatment ⁴ 33 minutes	31 minutes	26 minutes
95th percentile time to start treatment ⁵	106 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,488 patients	1,454	
Median time to start treatment ⁴ 35 minutes	34 minutes	23 minutes
95th percentile time to start treatment ⁵	123 minutes	135 minutes

St George Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED:6 19,537 patients

Percentage of patients who	
left the ED within four hours	68%

Same period	Change since
last year	one year ago
18,493	6%
70%	

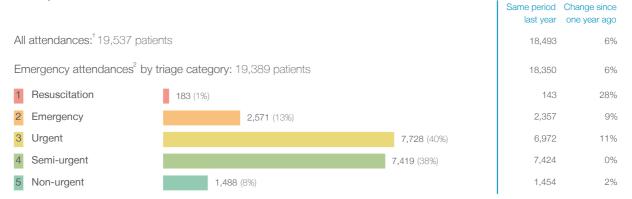
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

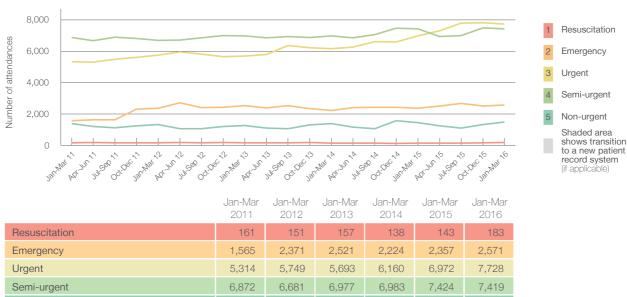
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

St George Hospital: Patients attending the emergency department

January to March 2016



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



1,393

16,898

1,454

18,350

1,488

19,389

Same period Change since

St George Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate tran	sfer of care time: 7 4,816 patients	4,860	
ED Transfer of care time §			
Median time	10 minutes	11 minutes	-1 minute
95th percentile time	22 minutes	24 minutes	-2 minutes

1.332

16,284

16,605

15.293

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

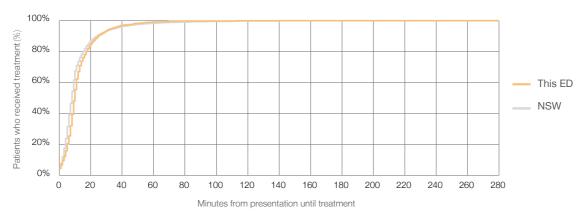
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

St George Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, s	severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 2,571			
Number of triage 2 patients used to calculate waiting time: 3 2,547			
Median time to start treatment ⁴ 10 minutes			8 minutes
95th percentile time to start treatment ⁵	34 minutes	30 minutes	35 minutes

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



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



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

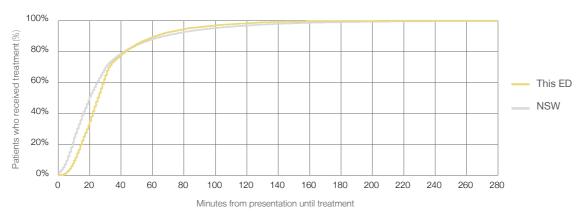
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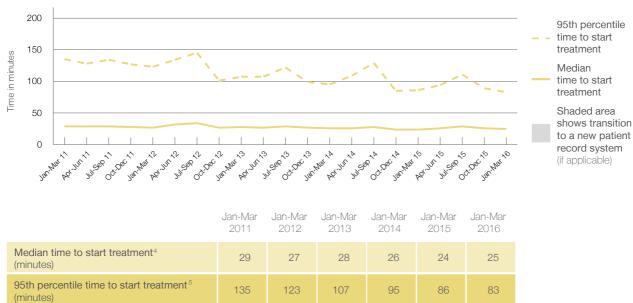
St George Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 7,728	6,972	
Number of triage 3 patients used to calculate waiting time: 3 7,614	6,918	
Median time to start treatment ⁴ 25 minutes		20 minutes
95th percentile time to start treatment ⁵ 83 minutes	86 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 **



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

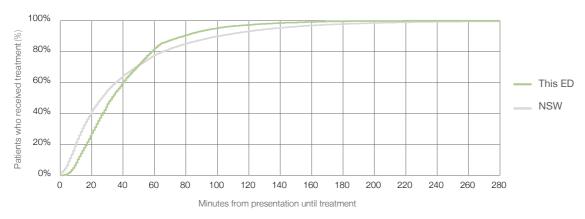
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

St George Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 7,419	7,424	
Number of triage 4 patients used to calculate waiting time: ³ 7,225	7,248	
Median time to start treatment ⁴ 33 minutes	31 minutes	26 minutes
95th percentile time to start treatment ⁵ 100 minutes	106 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

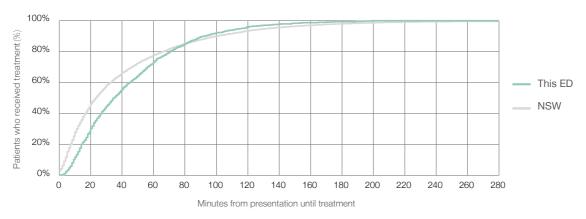
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Approaches to reporting time measures of emergency department performance, December 2011.

St George Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 1,488	1,454	
Number of triage 5 patients used to calculate waiting time:3 1,365	1,372	
Median time to start treatment ⁴ 35 minutes	34 minutes	23 minutes
95th percentile time to start treatment ⁵	123 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 11



 $^{(\}dagger)$ 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:

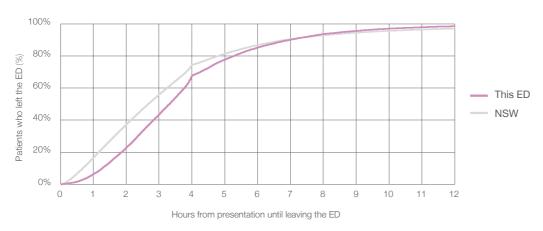
Approaches to reporting time measures of emergency department performance, December 2011.

St George Hospital: Time from presentation until leaving the ED January to March 2016

All attendances: ¹ 19,537 patients Attendances used to calculate time to I	eaving the ED:6 19,537 patients
Median time to leaving the ED ⁸	3 hours and 19 minutes
95th percentile time to leaving the ED9	8 hours and 39 minutes

Same period last year (this period) 18,493 18,493 3 hours and 15 minutes 8 hours and 23 minutes NSW (this period) 2 hours and 40 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 †‡

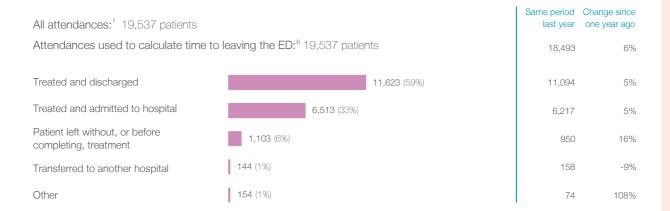


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

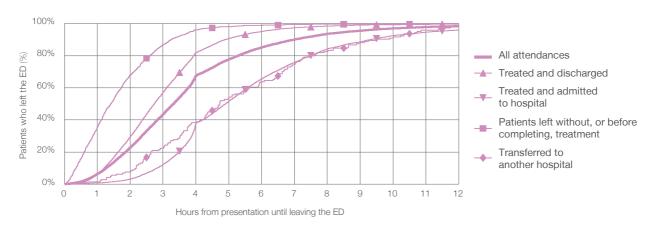
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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	6%	30%	57%	82%	95%	98%	99%	100%
Treated and admitted to hospital	1%	3%	12%	38%	66%	84%	92%	96%
Patient left without, or before completing, treatment	36%	68%	87%	96%	99%	100%	100%	100%
Transferred to another hospital	1%	8%	22%	38%	64%	83%	91%	98%
All attendances	6%	23%	44%	68%	85%	94%	97%	98%

 $^{(\}dagger)$ 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.

St George 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 19,537 patients

Attendances used to calculate time to leaving the ED:6 19,537 patients

Percentage of patients who left the ED within four hours

	Change since one year ago
18,493	6%
18,493	6%
70%	

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

68%



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED)
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

St Vincent's Hospital, Darlinghurst: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 12,812 patients	12,367	4%
Emergency attendances: ² 12,686 patients	12,194	4%

St Vincent's Hospital, Darlinghurst: Time from presentation to treatment³ January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,423 patients	1,340	
Median time to start treatment ⁴ 4 minutes	4 minutes	8 minutes
95th percentile time to start treatment ⁵ 21 minutes	20 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,659 patients	5,416	
Median time to start treatment ⁴ 14 minutes	14 minutes	20 minutes
95th percentile time to start treatment ⁵ 80 minutes	89 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,712 patients	4,426	
Median time to start treatment ⁴	20 minutes	26 minutes
95th percentile time to start treatment ⁵	141 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 616 patients	756	
Median time to start treatment ⁴	16 minutes	23 minutes
95th percentile time to start treatment ⁵	199 minutes	135 minutes

St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED Same period Change since

January to March 2016

Attendances used to calculate time to leaving the ED:6 12,812 patients 12.367 Percentage of patients who 67% left the ED within four hours

- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.

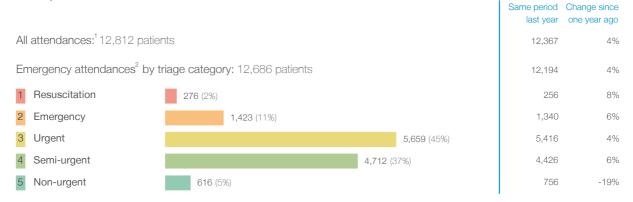
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

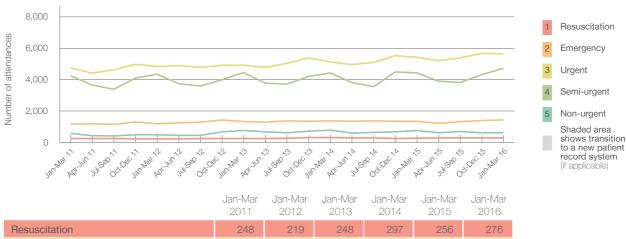
last year one year ago

St Vincent's Hospital, Darlinghurst: Patients attending the emergency department

January to March 2016



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



nesuscitation	240	219	240	291	230	210
Emergency	1,168	1,183	1,331	1,355	1,340	1,423
Urgent	4,749	4,838	4,919	5,121	5,416	5,659
Semi-urgent	4,248	4,351	4,437	4,434	4,426	4,712
Non-urgent	571	485	759	767	756	616
All emergency attendances	10,984	11,076	11,694	11,974	12,194	12,686

St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time: 7 3,741 patients

ED Transfer of care time

13 minutes

14 minutes

-1 minutes

95th percentile time

51 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.
- (§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. 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.

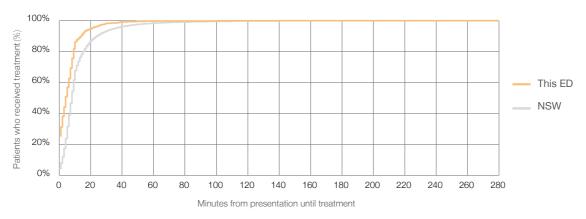
Same period Change since

St Vincent's Hospital, Darlinghurst: Time from presentation to treatment, triage 2

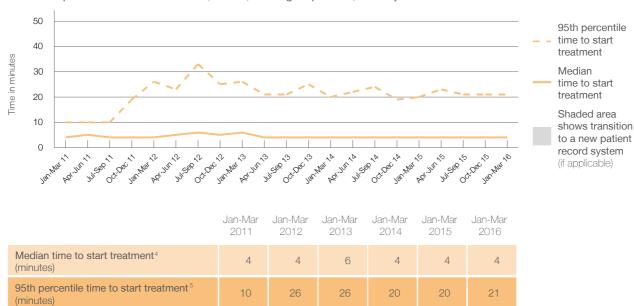
January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 1,423	1,340	
Number of triage 2 patients used to calculate waiting time: 3 1,420	1,339	
Median time to start treatment ⁴ 4 minutes	4 minutes	8 minutes
95th percentile time to start treatment ⁵ 21 minutes	20 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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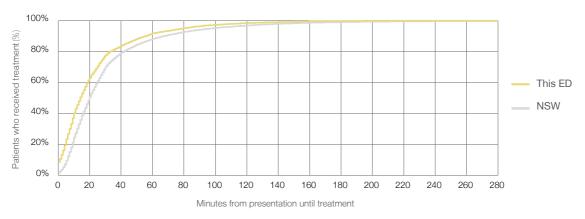
Approaches to reporting time measures of emergency department performance, December 2011.

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St Vincent's Hospital, Darlinghurst: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood	loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 5,659		5,416	
Number of triage 3 patients used to calc	5,316		
Median time to start treatment ⁴	14 minutes	14 minutes	20 minutes
95th percentile time to start treatment ⁵	80 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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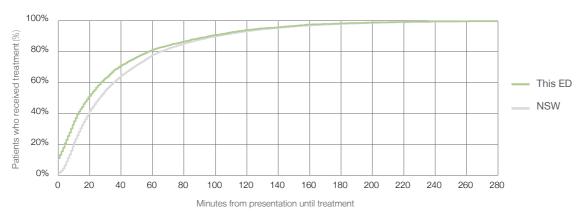
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St Vincent's Hospital, Darlinghurst: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 4,712	4,426	
Number of triage 4 patients used to calculate waiting time: 3 4,237	4,042	
Median time to start treatment ⁴ 19 minutes	20 minutes	26 minutes
95th percentile time to start treatment ⁵ 132 minutes	141 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 †*\$



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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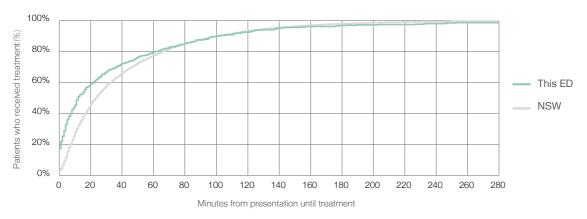
Approaches to reporting time measures of emergency department performance, December 2011.

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St Vincent's Hospital, Darlinghurst: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 616	756	
Number of triage 5 patients used to calculate waiting time: 3 487	651	
Median time to start treatment ⁴ 12 minutes	16 minutes	23 minutes
95th percentile time to start treatment ⁵	utes 199 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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NSW

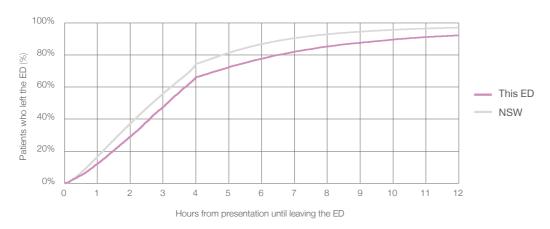
Same period

St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED

January to March 2016

			last year	(this period)
All attendances: 12,812 patients			12,367	
Attendances used to calculate time to le	eaving the ED:6 12,812	patients	12,367	
Median time to leaving the ED ⁸	3 hours and 8 minute	s	3 hours and 13 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED9		15 hours and 17 minutes	14 hours and 42 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 $^{\dagger \ddagger \$}$



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

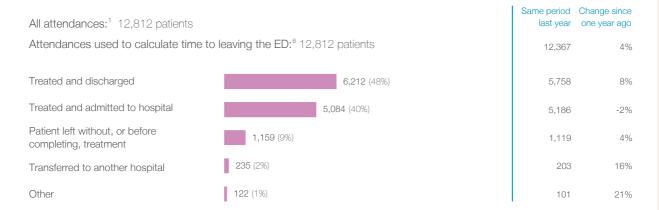
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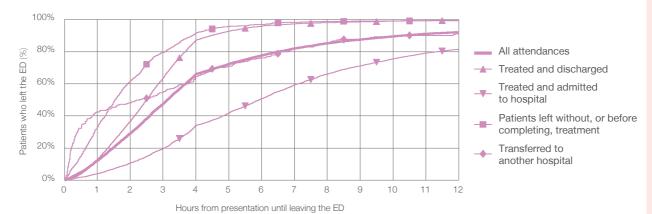
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St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED By mode of separation

January to March 2016



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



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

Treated and discharged	13%	37%	64%	87%	96%	98%	99%	99%
Treated and admitted to hospital	4%	11%	20%	34%	51%	66%	76%	82%
Patient left without, or before completing, treatment	33%	62%	80%	91%	97%	99%	99%	99%
Transferred to another hospital	43%	48%	55%	65%	76%	86%	89%	91%
All attendances	12%	29%	48%	66%	78%	85%	90%	92%

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

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

^(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Same period Change since

St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED

Percentage of patients who left the ED within four hours of presentation January to March 2016

		last year	one year ago
All attendances: 1 12,812 patients		12,367	4%
Attendances used to calculate time to leaving the ED:6 12,812 patients			4%
Percentage of patients who left the ED within four hours	66%	67%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

NSW

Same period

Westmead Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 18,845 patients	17,981	5%
Emergency attendances: ² 18,614 patients	17,681	5%

Westmead Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 5,208 patients	4,994	
Median time to start treatment ⁴	10 minutes	8 minutes
95th percentile time to start treatment ⁵ 70 minutes	74 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,585 patients	6,251	
Median time to start treatment ⁴ 31 minutes	31 minutes	20 minutes
95th percentile time to start treatment ⁵	197 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,702 patients	4,599	
Median time to start treatment ⁴ 40 minutes	40 minutes	26 minutes
95th percentile time to start treatment ⁵	181 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,641 patients	1,404	
Median time to start treatment ⁴ 30 minutes	32 minutes	23 minutes
95th percentile time to start treatment ⁵	141 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:⁶ 18,845 patients

	O .		
Percentage of patients who			
0 1			65%
left the ED within four hours			03 /

	Change since one year ago
17,981	5%
57%	

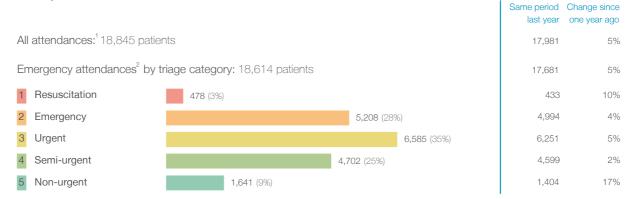
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

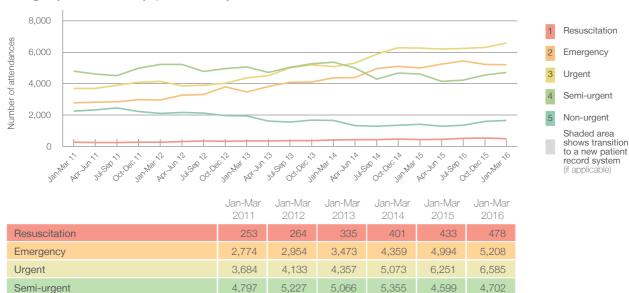
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Westmead Hospital: Patients attending the emergency department

January to March 2016



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



Westmead Hospital: Patients arriving by ambulance

13.751

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate transfer of care time: 75,629 patients		5,583	
ED Transfer of care time §			
Median time	11 minutes	13 minutes	-2 minutes
95th percentile time	31 minutes	51 minutes	-20 minutes

14,685

15,176

16,840

1,404

17,681

1,641

18,614

Same period Change since

^(†) 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:

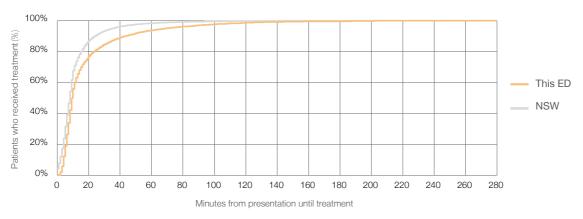
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

Westmead Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		Same period last year	NSW (this period)
Number of triage 2 patients: 5,208		4,994	
Number of triage 2 patients used to calculate waiting time: 5,130		4,929	
Median time to start treatment ⁴	10 minutes	10 minutes	8 minutes
95th percentile time to start treatment ⁵	70 minutes	74 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 †‡



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Approaches to reporting time measures of emergency department performance, December 2011.

158 minutes

Westmead 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: 6,585

Number of triage 3 patients used to calculate waiting time: 6,121

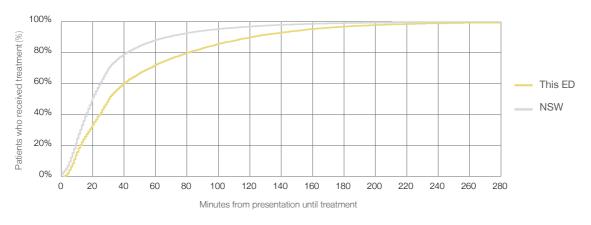
Median time to start treatment⁴

95th percentile time to start treatment⁵

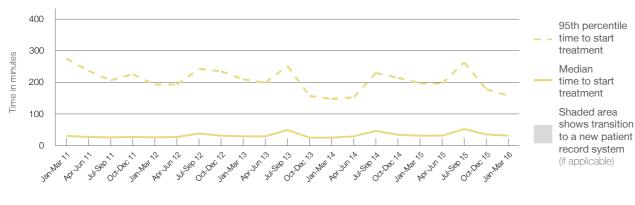
Same period last year (this period)
6,251
5,761
31 minutes 20 minutes
197 minutes 99 minutes

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

31 minutes



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)	30	26	29	25	31	31
95th percentile time to start treatment ⁵ (minutes)	275	193	209	148	197	158

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

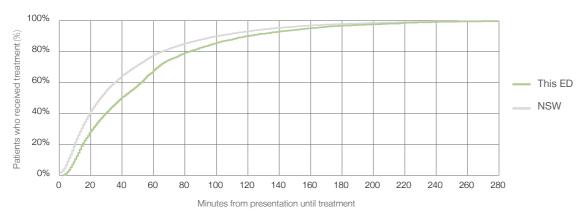
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Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)			NSW (this period)
Number of triage 4 patients: 4,702			
Number of triage 4 patients used to calculate waiting time: 3 4,232			
Median time to start treatment ⁴ 40	minutes	40 minutes	26 minutes
95th percentile time to start treatment ⁵	160 minutes	181 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

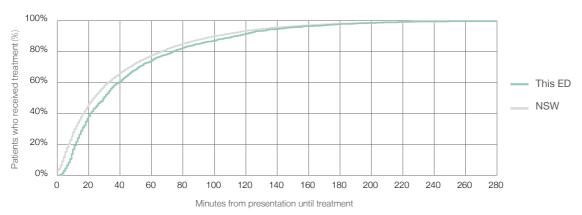
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Westmead Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)			Same period last year	NSW (this period)
Number of triage 5 patients: 1,641			1,404	
Number of triage 5 patients used to calculate waiting time:3 1,406			1,155	
Median time to start treatment ⁴	30 minutes		32 minutes	23 minutes
95th percentile time to start treatment ⁵		143 minutes	141 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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Approaches to reporting time measures of emergency department performance, December 2011.

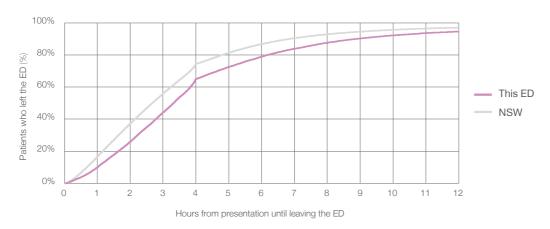
NSW

Same period

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

			last year	(this period)
All attendances: 18,845 patients			17,981	
Attendances used to calculate time to leaving the ED:6 18,845 patients		17,981		
Median time to leaving the ED ⁸	3 hours and 19	minutes	3 hours and 43 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED9		12 hours and 31 minutes	13 hours and 25 minutes	9 hours and 25 minutes

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



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



 $^{(\}dagger)$ 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.

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

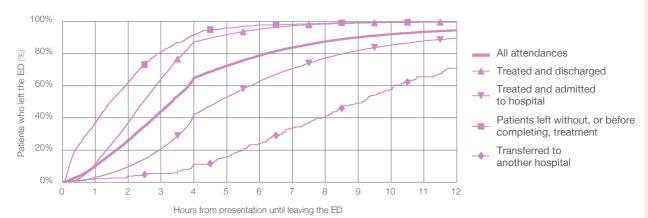
All attendances: 1 18,845 patients

Attendances used to calculate time to leaving the ED: 6 18,845 patients

Treated and discharged		7,909 (42%)
Treated and admitted to hospital		9,231 (49%)
Patient left without, or before completing, treatment	1,080 (6%)	
Transferred to another hospital	189 (1%)	
Other	436 (2%)	

Change since one year ago		
5%	17,981	
5%	7,547	
8%	8,519	
-14%	1,250	
7%	177	
-11%	488	

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	11%	37%	64%	87%	95%	98%	99%	100%
Treated and admitted to hospital	3%	10%	21%	42%	63%	77%	85%	90%
Patient left without, or before completing, treatment	37%	62%	81%	92%	98%	99%	100%	100%
Transferred to another hospital	2%	4%	5%	11%	24%	41%	58%	71%
All attendances	10%	26%	44%	65%	79%	88%	92%	95%

 $^{(\}dagger)$ 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.

Westmead 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 18,845 patients

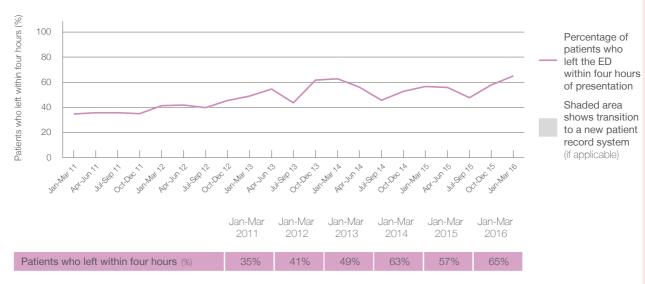
Attendances used to calculate time to leaving the ED:6 18,845 patients

Percentage of patients who left the ED within four hours

	Change since one year ago
17,981	5%
17,981	5%
57%	

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

65%



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Same period

NSW

Wollongong Hospital: Emergency department (ED) overview January to March 2016

 All attendances: 1 15,983 patients
 15,661
 2%

 Emergency attendances: 2 15,617 patients
 15,131
 3%

Wollongong Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,845 patients	1,809	
Median time to start treatment ⁴	10 minutes	8 minutes
95th percentile time to start treatment ⁵ 35 minutes	34 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,483 patients	6,012	
Median time to start treatment ⁴ 27 minutes	28 minutes	20 minutes
95th percentile time to start treatment ⁵	126 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,585 patients	6,684	
Median time to start treatment ⁴ 34 minutes	37 minutes	26 minutes
95th percentile time to start treatment ⁵	180 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 578 patients	507	
Median time to start treatment ⁴ 32 minutes	33 minutes	23 minutes
95th percentile time to start treatment ⁵	165 minutes	135 minutes

Wollongong Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:6 15,983 patients

Percentage of patients who left the ED within four hours 65%

Same period	Change since
last year	one year ago
15,661	2%
64%	

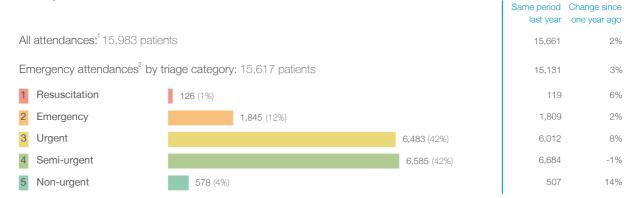
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

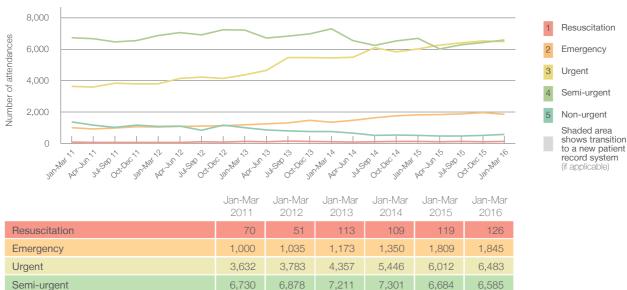
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Wollongong Hospital: Patients attending the emergency department

January to March 2016



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



Wollongong Hospital: Patients arriving by ambulance

12,788

January to March 2016

All emergency attendances

Non-urgent

Arrivals used to calculate transfer of care time: 7 5,301 patients

ED Transfer of care time

Median time

12 minutes

39 minutes

39 minutes

2 minutes

2 minutes

2 minutes

3 minutes

3 minutes

3 minutes

3 minutes

3 minutes

4 minutes

4

12,817

13,858

14,960

15,131

578

Same period Change since

15,617

^(†) 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:

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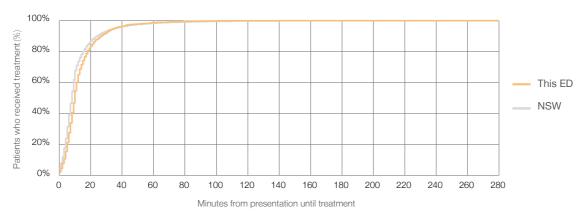
^(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Wollongong Hospital: Time from presentation to treatment, triage 2

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 1,845	1,809	
Number of triage 2 patients used to calculate waiting time: 3 1,845		
Median time to start treatment ⁴ 10 minutes	10 minutes	8 minutes
95th percentile time to start treatment ⁵ 35 minutes	34 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 †‡



36

30

(minutes)

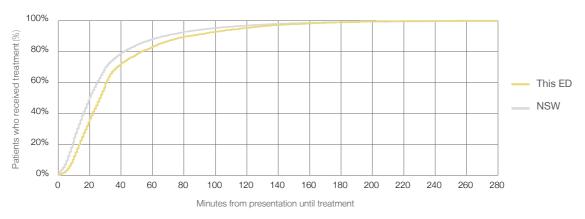
^(†) Data points are not shown in graphs for quarters when patient numbers are too small.

^(‡) 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.

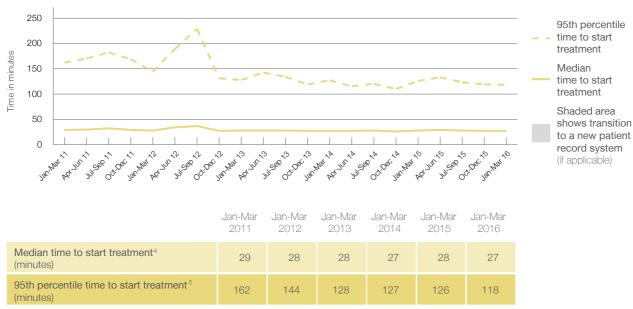
Wollongong Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)			NSW (this period)
Number of triage 3 patients: 6,483			
Number of triage 3 patients used to calculate waiting time: 6,361			
Median time to start treatment ⁴	27 minutes	28 minutes	20 minutes
95th percentile time to start treatment ⁵	118 minutes	126 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

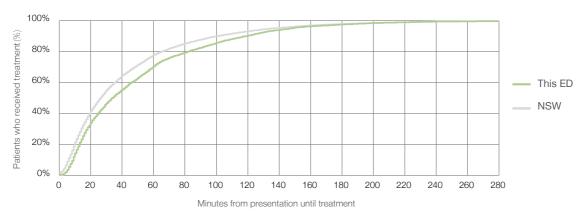
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)				NSW (this period)
Number of triage 4 patients: 6,585	6,684			
Number of triage 4 patients used to calculate waiting time: 6,203				
Median time to start treatment ⁴	34 minutes		37 minutes	26 minutes
95th percentile time to start treatment ⁵		148 minutes	180 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

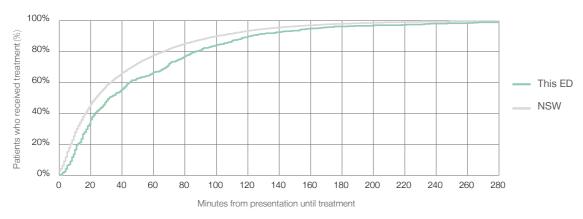
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Approaches to reporting time measures of emergency department performance, December 2011.

Wollongong Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)			NSW (this period)
Number of triage 5 patients: 578	507		
Number of triage 5 patients used to calculate waiting time: 3 503			
Median time to start treatment ⁴ 32 min	nutes	33 minutes	23 minutes
95th percentile time to start treatment ⁵	161 minutes	165 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 **



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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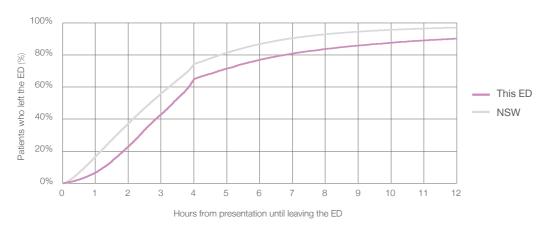
NSW

Same period

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

(this period) last vear All attendances: 1 15,983 patients 15,661 Attendances used to calculate time to leaving the ED:6 15,983 patients 15,661 3 hours and 2 hours and Median time to leaving the ED⁸ 3 hours and 22 minutes 24 minutes 40 minutes 13 hours and 9 hours and 95th percentile time to leaving the ED9 18 hours and 42 minutes 52 minutes 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 †‡

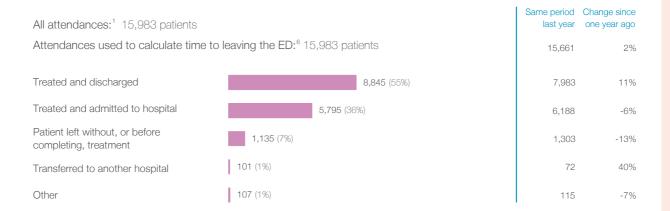


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

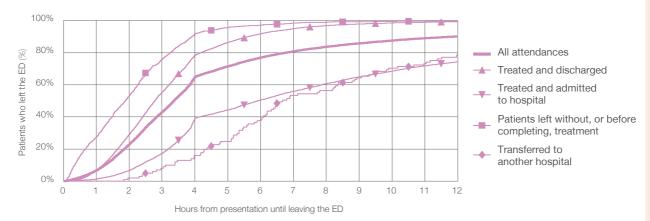
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Wollongong Hospital: Time from presentation until leaving the ED By mode of separation January to March 2016



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	7%	29%	55%	78%	92%	97%	99%	99%
Treated and admitted to hospital	1%	7%	17%	39%	51%	61%	68%	74%
Patient left without, or before completing, treatment	28%	53%	76%	92%	97%	99%	100%	100%
Transferred to another hospital	0%	2%	8%	16%	38%	56%	70%	79%
All attendances	7%	23%	43%	65%	77%	84%	88%	90%

 $^{(\}dagger)$ 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.

Wollongong 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 15,983 patients

Attendances used to calculate time to leaving the ED:6 15,983 patients

Percentage of patients who left the ED within four hours

	Change since one year ago
15,661	2%
15,661	2%
64%	

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

65%



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- † Data points are not shown in graphs for quarters when patient numbers were too small.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
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- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

PERFORMANCE PROFILES: Emergency department care

NSW

Same period Change since

Same period

Sydney Children's Hospital: Emergency department (ED) overview January to March 2016

All attendances: 9,458 patients 9,099 4%
Emergency attendances: 9,280 patients 8,946 4%

Sydney Children's Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 394 patients	432	
Median time to start treatment ⁴ 8 minutes	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 29 minutes	31 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,609 patients	1,609	
Median time to start treatment ⁴ 18 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 62 minutes	72 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,917 patients	6,584	
Median time to start treatment ⁴ 40 minutes	35 minutes	26 minutes
95th percentile time to start treatment ⁵	161 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 294 patients	260	
Median time to start treatment ⁴ 50 minutes	34 minutes	23 minutes
95th percentile time to start treatment ⁵	135 minutes	135 minutes

Sydney Children's Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED:6 9,457 patients

Percentage of patients who	
1 Creentage of patients who	7.407
left the ED within four hours	74%

Same period	Change since
last year	one year ago
9,099	4%
78%	

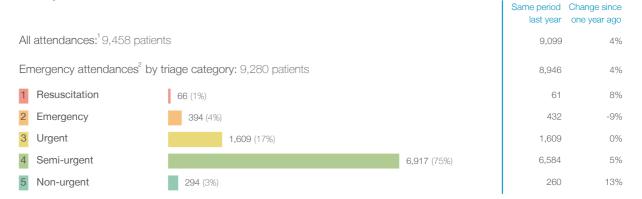
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

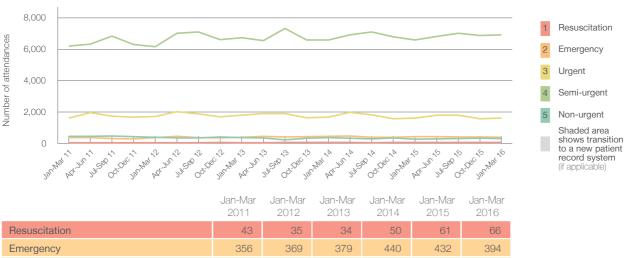
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Sydney Children's Hospital: Patients attending the emergency department

January to March 2016



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



1,708

6,157

8,650

1,796

6,724

9,301

368

1,664

6,594

9,114

1,609

6,584

8,946

1,609

6,917

9,280

Same period Change since

Sydney Children's Hospital: Patients arriving by ambulance

1,618

6,204

8.663

January to March 2016

All emergency attendances

Urgent

Semi-urgent

Non-urgent

		last year	one year ago
Arrivals used to calculate transfer of care time: 7 658 patients			
ED Transfer of care time §			
Median time	9 minutes	9 minutes	-1 minutes
95th percentile time	18 minutes	21 minutes	-3 minutes

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

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

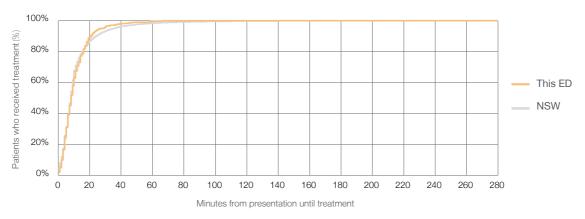
Approaches to reporting time measures of emergency department performance, December 2011.

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

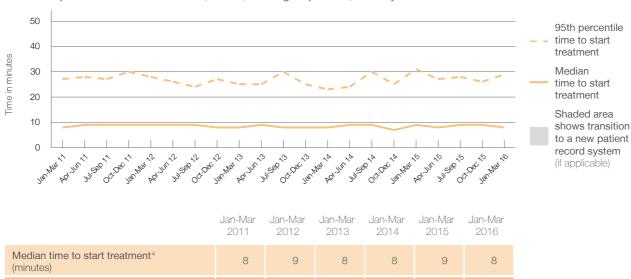
Sydney Children's Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 394		
Number of triage 2 patients used to calculate waiting time: 3 393		
Median time to start treatment ⁴ 8 minutes	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 29 minutes	31 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^{†‡}



27

28

95th percentile time to start treatment⁵

31

29

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

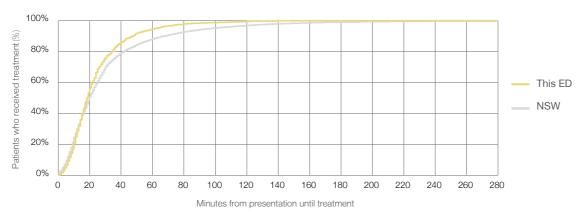
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Sydney Children's Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 1,609	1,609	
Number of triage 3 patients used to calculate waiting time: 3 1,608	1,605	
Median time to start treatment ⁴ 18 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 62 minutes	72 minutes	99 minutes

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



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

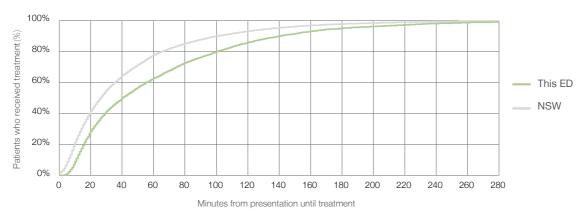
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Sydney Children's Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 6,917	6,584	
Number of triage 4 patients used to calculate waiting time: ³ 6,562	6,297	
Median time to start treatment ⁴ 40 minutes	35 minutes	26 minutes
95th percentile time to start treatment ⁵	161 minutes	137 minutes

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



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



167

95th percentile time to start treatment⁵

(minutes)

148

180

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

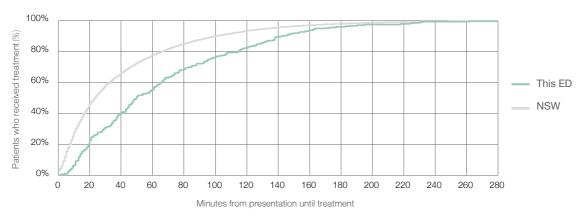
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Sydney Children's Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)	
Number of triage 5 patients: 294	260		
Number of triage 5 patients used to calculate waiting time: ³ 273	232		
Median time to start treatment ⁴ 50 minutes		34 minutes	23 minutes
95th percentile time to start treatment ⁵	171 minutes	135 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



(minutes)

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.

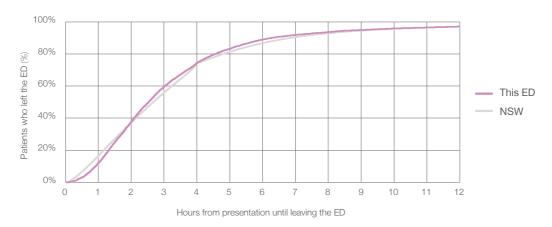
NSW

Same period

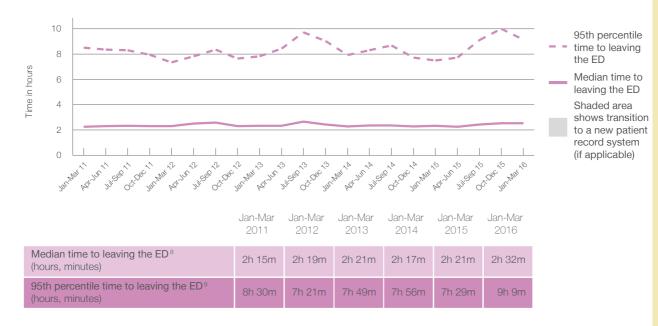
Sydney Children's Hospital: Time from presentation until leaving the ED January to March 2016

	last year	(this period)
All attendances: 9,458 patients	9,099	
Attendances used to calculate time to leaving the ED: ⁶ 9,457 patients	9,099	
Median time to leaving the ED ⁸ 2 hours and 32 minutes	2 hours and 21 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 9 hours and 9 minutes	7 hours and 29 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 †‡



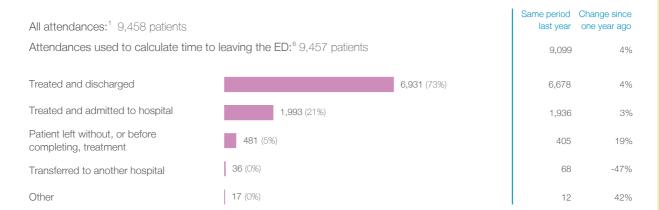
 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

^(‡) 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:

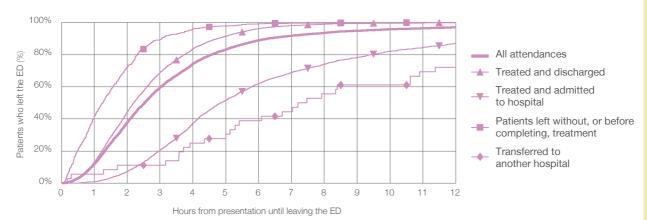
Approaches to reporting time measures of emergency department performance, December 2011.

Sydney Children's Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016



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	13%	44%	69%	84%	96%	99%	100%	100%
Treated and admitted to hospital	1%	7%	20%	37%	62%	74%	82%	87%
Patient left without, or before completing, treatment	42%	72%	90%	96%	99%	100%	100%	100%
Transferred to another hospital	6%	11%	11%	25%	39%	56%	61%	72%
All attendances	12%	38%	60%	74%	89%	94%	96%	97%

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

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

Sydney Children's Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

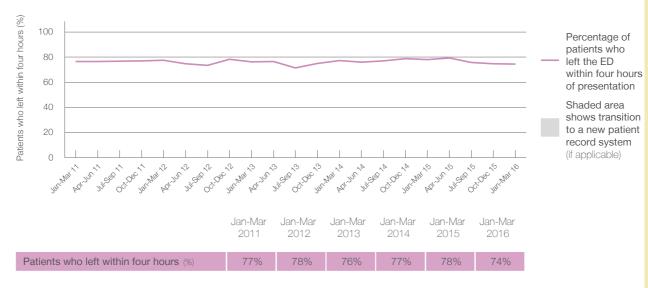
All attendances: 1 9,458 patients

Attendances used to calculate time to leaving the ED: 6 9,457 patients

Percentage of patients who left the ED within four hours



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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Same period Change since

last year one year ago

The Children's Hospital at Westmead: Emergency department (ED) overview

January to March 2016

last vear one vear ago All attendances: 1 13,955 patients 13,568 3% Emergency attendances:² 13,752 patients 13.326 3%

The Children's Hospital at Westmead: Time from presentation to treatment³

January to March 2016

January to March 2016

Canaday to March 2010	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 428 patients	415	
Median time to start treatment ⁴ 7 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵	17 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,391 patients	3,052	
Median time to start treatment ⁴ 21 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 71 minutes	80 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,699 patients	9,665	
Median time to start treatment ⁴ 43 minutes	34 minutes	26 minutes
95th percentile time to start treatment ⁵ 209 minutes	175 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 116 patients	114	
Median time to start treatment ⁴ 52 minutes	43 minutes	23 minutes
95th percentile time to start treatment ⁵ 174 minutes	154 minutes	135 minutes

The Children's Hospital at Westmead: Time from presentation until leaving the ED

Attendances used to calculate time to leaving the ED:6 13,955 patients 13.568 Percentage of patients who 75% left the ED within four hours

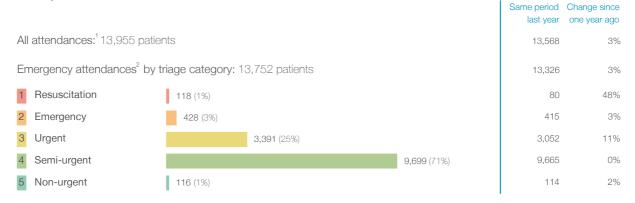
- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. 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.
- 5. 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.
- 6. 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.

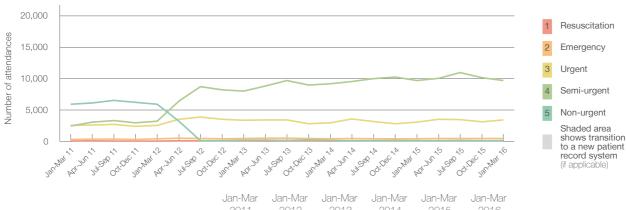
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

The Children's Hospital at Westmead: Patients attending the emergency department

January to March 2016



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



	2011	2012	2013	2014	2015	2016
Resuscitation	58	69	72	61	80	118
Emergency	309	411	462	388	415	428
Urgent	2,523	2,550	3,380	2,926	3,052	3,391
Semi-urgent	2,461	3,231	8,005	9,196	9,665	9,699
Non-urgent	5,901	5,905	184	161	114	116
All emergency attendances	11,252	12,166	12,103	12,732	13,326	13,752

The Children's Hospital at Westmead: Patients arriving by ambulance

January to March 2016

		last year	one year ago
Arrivals used to calculat	re transfer of care time: 7 959 patients	1,084	
ED Transfer of care time	e [§]		
Median time	6 minutes	7 minutes	-1 minute
95th percentile time	19 minutes	20 minutes	-1 minute

- (†) 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:

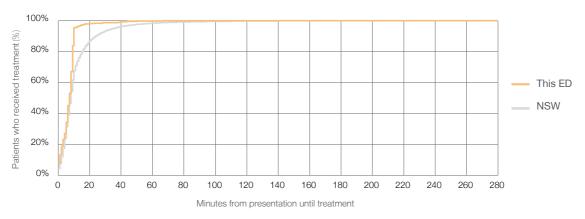
 Approaches to reporting time measures of emergency department performance, December 2011.
- (Ω) The Sydney Children's Hospitals Network (Randwick and Westmead) advise that application of ED triaging definitions has been standardised across their facilities. This has resulted in a reporting shift of some cases from category 5 to category 4 and from category 4 to category 3 at Children's Hospital Westmead from June 2012 onwards.
- (§) 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.

Same period Change since

The Children's Hospital at Westmead: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		Same period last year	NSW (this period)
Number of triage 2 patients: 428		415	
Number of triage 2 patients used to calc	ulate waiting time:3 428	415	
Median time to start treatment ⁴	7 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵	10 minutes	17 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 115



 $^{(\}dagger)$ 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:

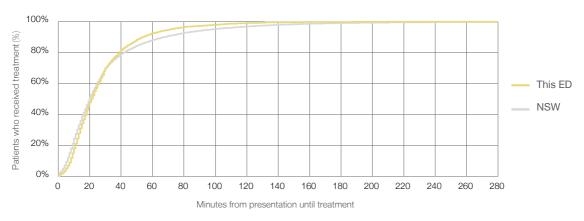
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 3,391	3,052	
Number of triage 3 patients used to calculate waiting time: 3,385		
Median time to start treatment ⁴ 21 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 71 minutes	80 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

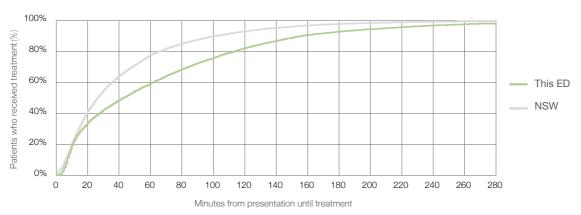
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

^(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		Same period last year	NSW (this period)
Number of triage 4 patients: 9,699		9,665	
Number of triage 4 patients used to calculate waiting time: 3 8,350		8,604	
Median time to start treatment ⁴ 43 minutes		34 minutes	26 minutes
95th percentile time to start treatment ⁵	209 minutes	175 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 115



 $^{(\}dagger)$ 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:

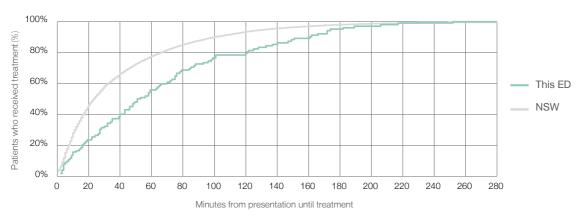
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 116		114	
Number of triage 5 patients used to calculate waiting time: 3 10	2	101	
Median time to start treatment ⁴ 52 minutes		43 minutes	23 minutes
95th percentile time to start treatment ⁵	174 minutes	154 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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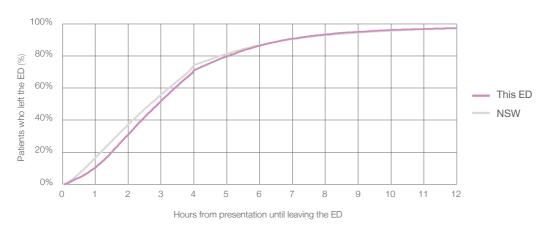
^(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time from presentation until leaving the ED

January to March 2016

NSW Same period last vear (this period) All attendances: 1 13,955 patients 13,568 Attendances used to calculate time to leaving the ED:6 13,955 patients 13,568 2 hours and 2 hours and Median time to leaving the ED⁸ 2 hours and 54 minutes 45 minutes 40 minutes 8 hours and 9 hours and 95th percentile time to leaving the ED9 9 hours and 1 minutes 13 minutes 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 $^{\dagger \ddagger \$}$



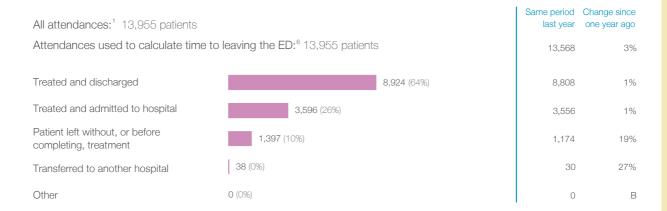
 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

^(‡) 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:

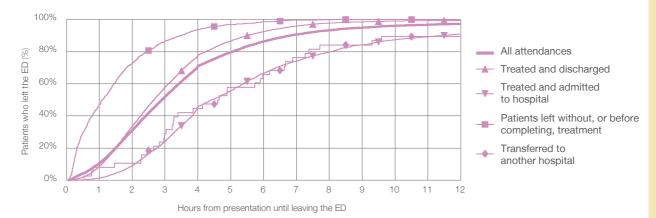
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time from presentation until leaving the ED By mode of separation January to March 2016



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	9%	34%	58%	78%	93%	98%	99%	100%
Treated and admitted to hospital	1%	9%	24%	46%	67%	80%	87%	91%
Patient left without, or before completing, treatment	47%	73%	87%	94%	99%	100%	100%	100%
Transferred to another hospital	8%	11%	29%	45%	66%	84%	89%	89%
All attendances	11%	31%	52%	71%	86%	93%	96%	97%

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

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

Approaches to reporting time measures of emergency department performance, December 2011.

^(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Same period Change since

The Children's Hospital at Westmead: Time from presentation until leaving the ED

Percentage of patients who left the ED within four hours of presentation January to March 2016

			last year	one year ago
All attendances: 1 13,955 patients			13,568	3%
Attendances used to calculate time to le	eaving the ED:6 13,955 patients		13,568	3%
Percentage of patients who left the ED within four hours		71%	75%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Calvary Mater Newcastle: Emergency department (ED) overview

January to March 2016

All attendances: 9,180 patients 8,684 6% Emergency attendances: 9,133 patients 8,603 6%

Calvary Mater Newcastle: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,214 patients	1,213	
Median time to start treatment ⁴ 9 minutes	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 45 minutes	38 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,294 patients	2,027	
Median time to start treatment ⁴ 21 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 75 minutes	88 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,423 patients	3,999	
Median time to start treatment ⁴ 28 minutes	28 minutes	26 minutes
95th percentile time to start treatment ⁵	133 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,157 patients	1,329	
Median time to start treatment ⁴ 28 minutes	30 minutes	23 minutes
95th percentile time to start treatment ⁵ 153 minutes	139 minutes	135 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 9,180 patients

Percentage of patients who
left the ED within four hours

75%

	Change since one year ago
8,684	6%
71%	

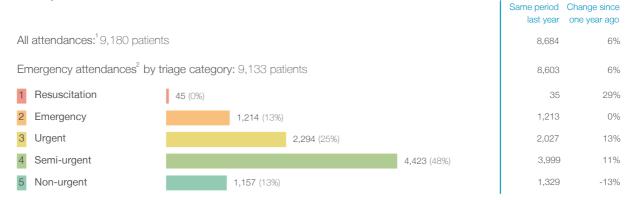
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

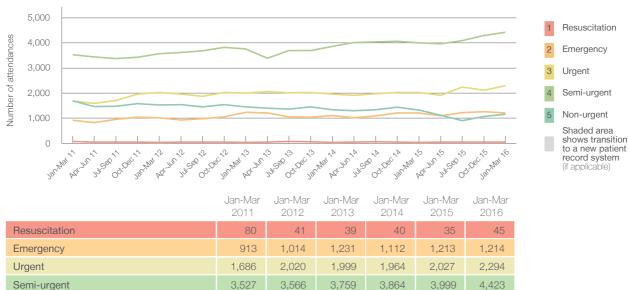
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Calvary Mater Newcastle: Patients attending the emergency department

January to March 2016



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



Calvary Mater Newcastle: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate tran	sfer of care time: 7 2,490 patients	2,399	
ED Transfer of care time §			
Median time	5 minutes	6 minutes	-1 minute
95th percentile time	41 minutes	64 minutes	-23 minutes

1.531

8,172

7.899

1.453

8,481

8.323

1,157

9,133

Same period Change since

1,329

8.603

^(†) 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.

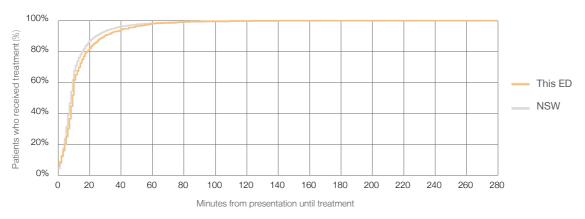
^(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Calvary Mater Newcastle: Time from presentation to treatment, triage 2

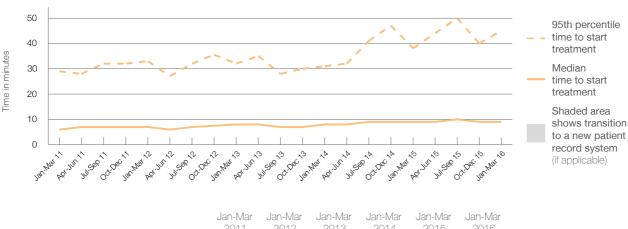
January to March 2016

NSW Same period Triage 2 Emergency (e.g. chest pain, severe burns) (this period) last year Number of triage 2 patients: 1,214 1.213 Number of triage 2 patients used to calculate waiting time: 950 Median time to start treatment⁴ 9 minutes 9 minutes 8 minutes 95th percentile time to start treatment⁵ 45 minutes 35 minutes 38 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	7	8	8	9	9
95th percentile time to start treatment ⁵ (minutes)	29	33	32	31	38	45

 $^{(\}dagger)$ 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:

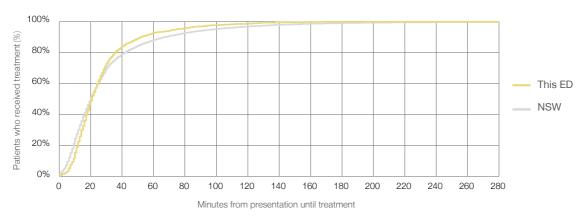
Approaches to reporting time measures of emergency department performance, December 2011.

Calvary Mater Newcastle: Time from presentation to treatment, triage 3

January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 2,294	2,027	
Number of triage 3 patients used to calculate waiting time: 3 1,934	1,766	
Median time to start treatment ⁴ 21 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 75 minutes	88 minutes	99 minutes

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



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



	2011	2012	2010	2011	2010	2010
Median time to start treatment ⁴ (minutes)	20	19	20	18	21	21
95th percentile time to start treatment ⁵ (minutes)	97	94	88	75	88	75

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

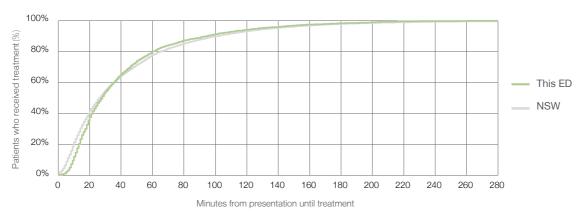
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Calvary Mater Newcastle: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ar	nkle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 4,423		3,999	
Number of triage 4 patients used to calc	ulate waiting time:3 3,982	3,596	
Median time to start treatment ⁴	28 minutes	28 minutes	26 minutes
95th percentile time to start treatment ⁵	128 minutes	133 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)	31	31	27	26	28	28
95th percentile time to start treatment ⁵ (minutes)	173	158	142	123	133	128

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

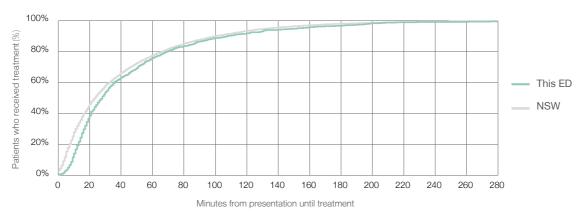
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Calvary Mater Newcastle: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or a	brasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 1,157			1,329	
Number of triage 5 patients used to calcula	te waiting time:3 955		1,096	
Median time to start treatment ⁴	28 minutes		30 minutes	23 minutes
95th percentile time to start treatment ⁵		153 minutes	139 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 11



	2011	2012	2013	2014	2015	2016
Median time to start treatment ⁴ (minutes)	33	35	30	26	30	28
95th percentile time to start treatment ⁵ (minutes)	182	190	164	131	139	153

 $^{(\}dagger)$ 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.

9 hours and 2 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

January to March 2016

All attendances: 9,180 patients

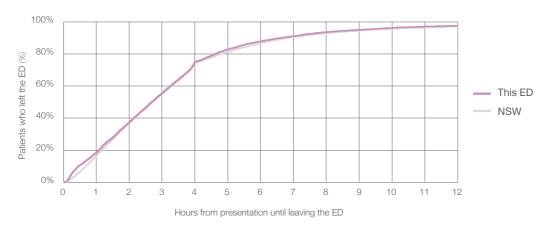
Attendances used to calculate time to leaving the ED:6 9,180 patients

Median time to leaving the ED⁸ 2 hours and 42 minutes

95th percentile time to leaving the ED⁹

NSW (this period)	Same period last year
	8,684
	8,684
2 hours and 40 minutes	2 hours and 41 minutes
9 hours and 25 minutes	9 hours and 47 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 ^{†‡}



 $^{(\}dagger)$ 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:

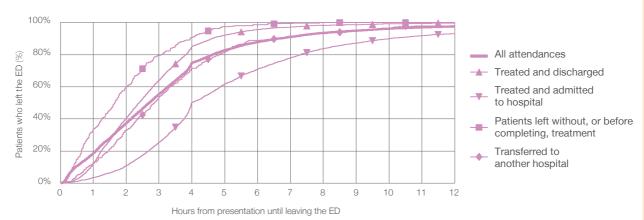
Approaches to reporting time measures of emergency department performance, December 2011.

Calvary Mater Newcastle: Time from presentation until leaving the ED

By mode of separation January to March 2016

Same period Change since All attendances: 9,180 patients last year one year ago Attendances used to calculate time to leaving the ED:6 9,180 patients 8.684 4,319 (47%) Treated and discharged 4.175 3% Treated and admitted to hospital 2,996 (33%) 2,796 7% Patient left without, or before 387 (4%) 375 3% completing, treatment 432 (5%) -8% Transferred to another hospital 1,046 (11%) Other 869 20%

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	12%	41%	64%	85%	96%	98%	99%	100%
Treated and admitted to hospital	4%	11%	25%	50%	71%	84%	90%	93%
Patient left without, or before completing, treatment	34%	60%	80%	91%	99%	100%	100%	100%
Transferred to another hospital	13%	33%	53%	72%	89%	93%	97%	98%
All attendances	19%	37%	55%	75%	88%	94%	96%	98%

 $^{(\}dagger)$ 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.

Calvary Mater Newcastle: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

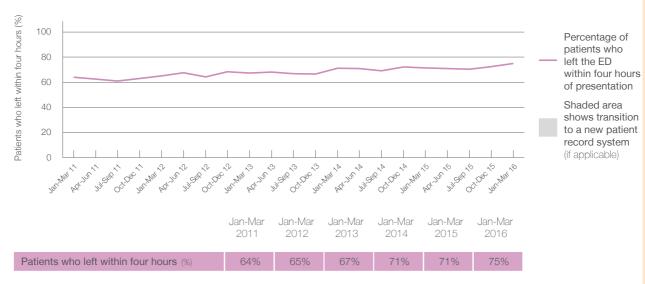
All attendances: 1 9,180 patients

Attendances used to calculate time to leaving the ED: 6 9,180 patients

Percentage of patients who left the ED within four hours

Change since one year ago
6%
6%

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

$\textbf{Sydney/Sydney Eye Hospital:} \ \textbf{Emergency department} \ (\texttt{ED}) \ \textbf{overview}$

January to March 2016

 All attendances: 1 10,504 patients
 last year one year ago

 Emergency attendances: 2 8,043 patients
 9,908 6%

 7,803 3%

Sydney/Sydney Eye Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 126 patients	104	
Median time to start treatment ⁴ 8 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 25 minutes	22 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,033 patients	772	
Median time to start treatment ⁴ 21 minutes	18 minutes	20 minutes
95th percentile time to start treatment ⁵ 56 minutes	55 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,497 patients	3,740	
Median time to start treatment ⁴ 28 minutes	25 minutes	26 minutes
95th percentile time to start treatment ⁵	86 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,387 patients	3,187	
Median time to start treatment ⁴ 29 minutes	25 minutes	23 minutes
95th percentile time to start treatment ⁵	102 minutes	135 minutes

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:6 10,502 patients

Percentage of patients who left the ED within four hours

•	Change since one year ago
9,908	6%
87%	

Same period Change since

Same period

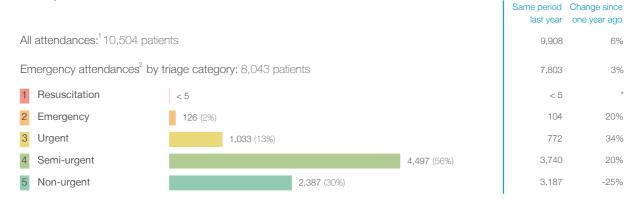
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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).

Sydney/Sydney Eye Hospital: Patients attending the emergency department

January to March 2016



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



	2011	2012	2013	2014	2015	2016
Resuscitation	5	6	9	0	< 5	< 5
Emergency	94	78	98	98	104	126
Urgent	823	791	609	595	772	1,033
Semi-urgent	4,126	3,910	3,821	3,543	3,740	4,497
Non-urgent	2,929	3,058	3,490	3,334	3,187	2,387
All emergency attendances	7,977	7,843	8,027	7,570	7,803	8,043

Sydney/Sydney Eye Hospital: Patients arriving by ambulance

January to March 2016

		last year	one year ago
Arrivals used to calculate transfer of care time: 7 759 patients		736	
ED Transfer of care time §			
Median time	8 minutes	10 minutes	-2 minutes
95th percentile time	21 minutes	26 minutes	-5 minutes

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

Same period Change since

^(±) 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.

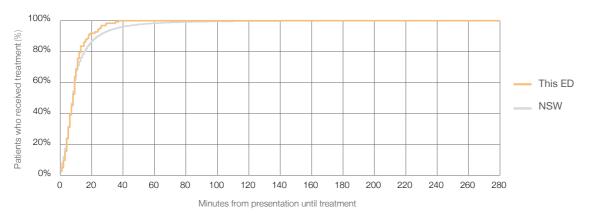
^(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Sydney/Sydney Eye Hospital: Time from presentation to treatment, triage 2

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 126		
Number of triage 2 patients used to calculate waiting time: 3 122		
Median time to start treatment ⁴ 8 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 25 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 †‡



		2011	2012	2013	2014	2015	2016
Media (minute	n time to start treatment ⁴ es)	8	5	8	6	8	8
95th p	ercentile time to start treatment ⁵	*	*	*	*	22	25

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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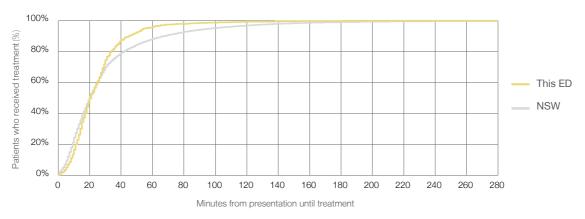
Approaches to reporting time measures of emergency department performance, December 2011.

Sydney/Sydney Eye Hospital: Time from presentation to treatment, triage 3

January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 1,033		
Number of triage 3 patients used to calculate waiting time: 3 1,020		
Median time to start treatment ⁴ 21 minutes	18 minutes	20 minutes
95th percentile time to start treatment ⁵ 56 minutes	55 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)	18	16	18	16	18	21
95th percentile time to start treatment ⁵ (minutes)	62	43	48	40	55	56

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

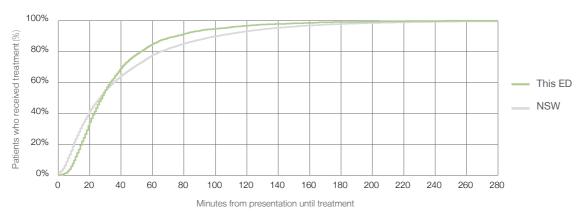
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

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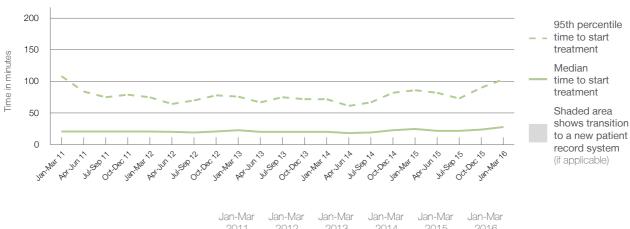
Sydney/Sydney Eye Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained an	Triage 4 Semi-urgent (e.g. sprained ankle, earache)		NSW (this period)
Number of triage 4 patients: 4,497		3,740	
Number of triage 4 patients used to calculate waiting time: 4,400			
Median time to start treatment ⁴	28 minutes	25 minutes	26 minutes
95th percentile time to start treatment ⁵	103 minutes	86 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 †‡



	2011	2012	2013	2014	2015	2016
Median time to start treatment ⁴ (minutes)	21	21	23	20	25	28
95th percentile time to start treatment ⁵ (minutes)	108	75	76	72	86	103

 $^{(\}dagger) \quad \text{Data points are not shown in graphs for quarters when patient numbers are too small}.$

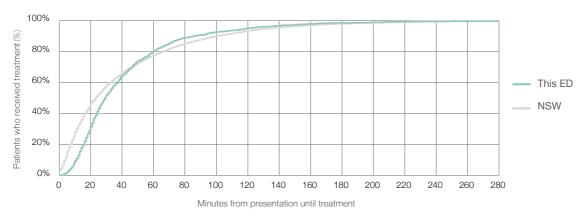
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Approaches to reporting time measures of emergency department performance, December 2011.

Sydney/Sydney Eye Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 2,387	3,187	
Number of triage 5 patients used to calculate waiting time: 3 2,146	2,957	
Median time to start treatment ⁴ 29 minutes	25 minutes	23 minutes
95th percentile time to start treatment ⁵ 120 minutes	102 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 †‡



	2011	2012	2013	2014	2015	2016
Median time to start treatment ⁴ (minutes)	21	27	26	24	25	29
95th percentile time to start treatment ⁵ (minutes)	93	102	104	107	102	120

 $^{(\}dagger) \quad \text{Data points are not shown in graphs for quarters when patient numbers are too small}.$

^(±) 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.

5 hours and 6 minutes

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED January to March 2016

All attendances: 1 10,504 patients

Attendances used to calculate time to leaving the ED: 6 10,502 patients

Median time to leaving the ED⁸

2 hours and 9 minutes

95th percentile time to leaving the ED9

Same period last year (this period)

9,908

9,908

2 hours and 21 minutes

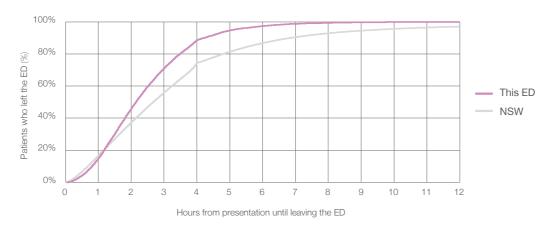
5 hours and 10 minutes

NSW (this period)

2 hours and 40 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 †‡



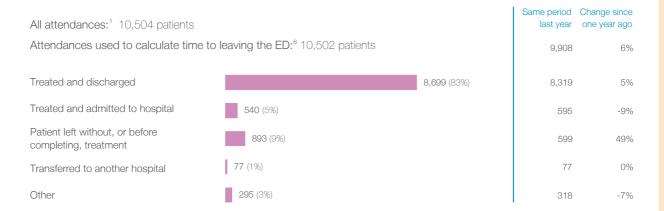
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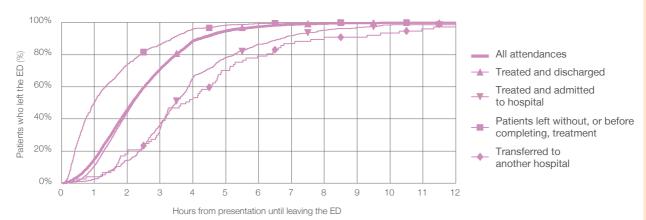
Approaches to reporting time measures of emergency department performance, December 2011.

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED

By mode of separation January to March 2016



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	11%	44%	71%	89%	98%	100%	100%	100%
Treated and admitted to hospital	2%	14%	37%	66%	86%	95%	99%	99%
Patient left without, or before completing, treatment	50%	74%	86%	96%	99%	100%	100%	100%
Transferred to another hospital	4%	18%	34%	53%	79%	91%	94%	97%
All attendances	15%	46%	71%	89%	97%	99%	100%	100%

 $^{(\}dagger)$ 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.

Sydney/Sydney Eye 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 10,504 patients

Attendances used to calculate time to leaving the ED:6 10,502 patients

Percentage of patients who left the ED within four hours

89%

	Change since one year ago
9,908	6%
9,908	6%
87%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED)
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Auburn Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 6,787 patients	6,380	6%
Emergency attendances: ² 6,591 patients	6,231	6%

Auburn Hospital: Time from presentation to treatment³

January to March 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 943 patients	753	
Median time to start treatment ⁴ 9 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 36 minutes	26 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,343 patients	2,109	
Median time to start treatment ⁴ 22 minutes	18 minutes	20 minutes
95th percentile time to start treatment ⁵ 93 minutes	74 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,839 patients	2,835	
Median time to start treatment ⁴ 31 minutes	27 minutes	26 minutes
95th percentile time to start treatment ⁵ 162 minutes	140 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 432 patients	518	
Median time to start treatment ⁴ 22 minutes	23 minutes	23 minutes
95th percentile time to start treatment ⁵ 143 minutes	142 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:⁶ 6,787 patients

Percentage of patients who		
8 1		82%
left the ED within four hours		02 /0

Same period	Change since
last year	one year ago
6,380	6%
89%	

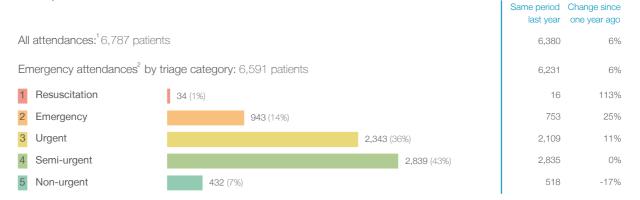
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

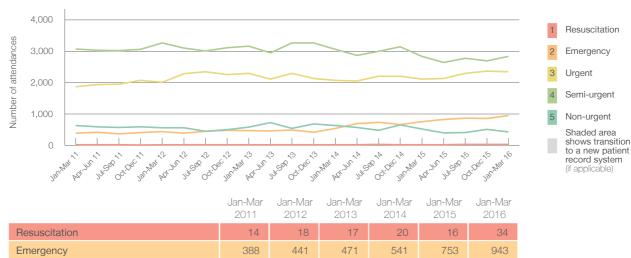
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Auburn Hospital: Patients attending the emergency department

January to March 2016



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



2,010

3,267

6,293

2,291

3,157

6,511

2,067

3,059

6.323

636

2,109

2,835

6,231

2,343

2,839

6,591

432

Same period Change since

1,861

3,067

5.965

Auburn Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Urgent

Semi-urgent

Non-urgent

		last year	one year ago
Arrivals used to calculate transfer of care time: 7 795 patients		1,022	
ED Transfer of care time §			
Median time	13 minutes	13 minutes	0 minutes
95th percentile time	28 minutes	26 minutes	2 minutes

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

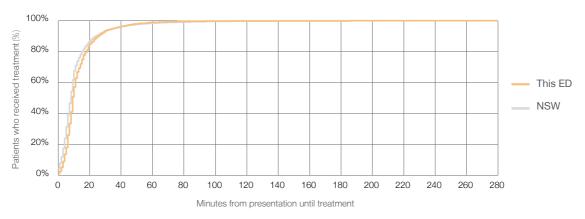
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

Auburn Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		Same period last year	NSW (this period)
Number of triage 2 patients: 943		753	
Number of triage 2 patients used to calculate waiting time: 928		746	
Median time to start treatment ⁴	9 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵	36 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

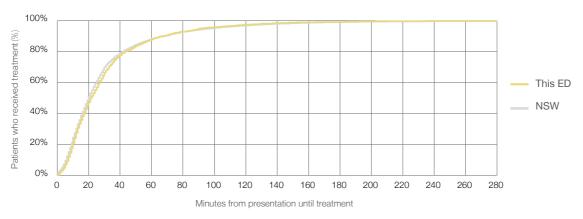
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

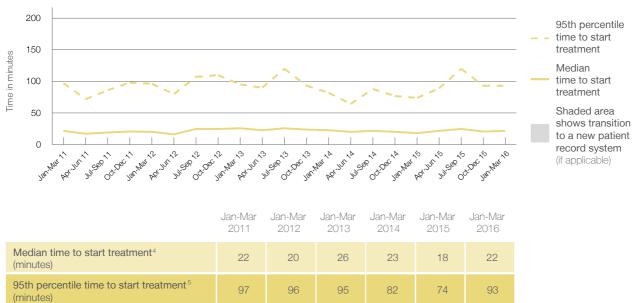
Auburn Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		Same period last year	NSW (this period)
Number of triage 3 patients: 2,343		2,109	
Number of triage 3 patients used to calculate waiting time: 3 2,215		2,019	
Median time to start treatment ⁴	22 minutes	18 minutes	20 minutes
95th percentile time to start treatment ⁵	93 minutes	74 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

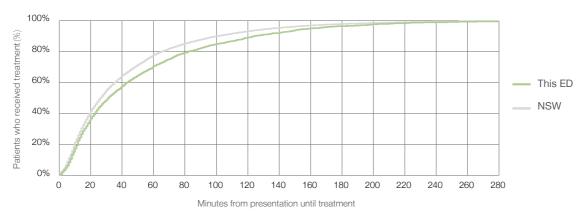
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)			NSW (this period)
Number of triage 4 patients: 2,839			
Number of triage 4 patients used to calculate waiting time: 3 2,461			
Median time to start treatment ⁴ 31 mi	nutes	27 minutes	26 minutes
95th percentile time to start treatment ⁵	162 minutes	140 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



(†) Data points are not shown in graphs for quarters when patient nur	nhare are too emall	

214

(minutes)

(minutes)

95th percentile time to start treatment

211

140

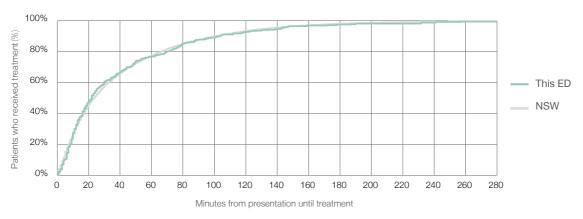
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Auburn Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)			(this period)
Number of triage 5 patients: 432			
Number of triage 5 patients used to calculate waiting time: 310			
Median time to start treatment ⁴ 22 minutes		23 minutes	23 minutes
95th percentile time to start treatment ⁵	143 minutes	142 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 11



 $^{(\}dagger)$ 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:

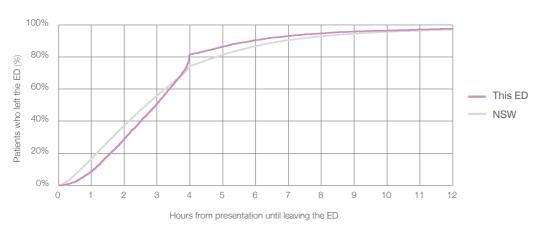
Approaches to reporting time measures of emergency department performance, December 2011.

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

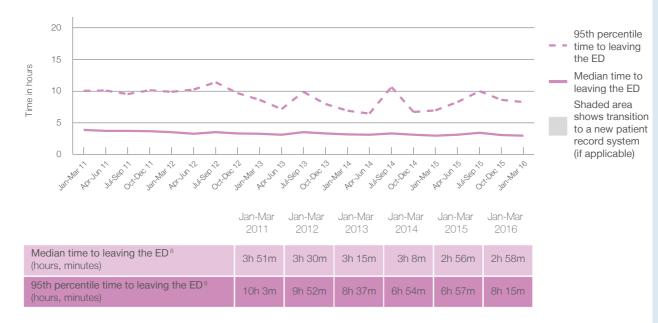
All attendances: ¹ 6,787 patients Attendances used to calculate time to le	eaving t	the ED: ⁶ 6,787 patients	
Median time to leaving the ED ⁸	2	hours and 58 minutes	:
95th percentile time to leaving the ED ⁹		8 hours and 15 minutes	1

Same period last year (this period) 6,380 6,380 2 hours and 56 minutes 6 hours and 57 minutes NSW (this period) 2 hours and 40 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 †‡

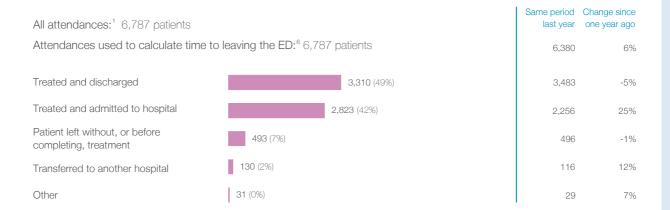


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

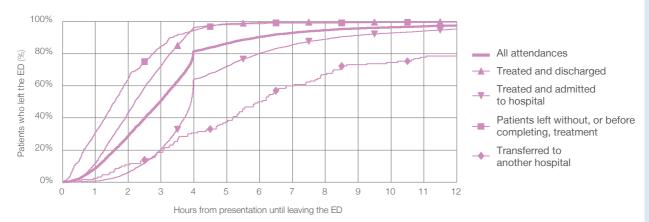
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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	12%	43%	73%	96%	99%	100%	100%	100%
Treated and admitted to hospital	1%	6%	21%	64%	80%	89%	93%	96%
Patient left without, or before completing, treatment	31%	65%	85%	95%	99%	99%	100%	100%
Transferred to another hospital	2%	11%	18%	31%	50%	67%	75%	78%
All attendances	9%	29%	51%	82%	90%	95%	96%	98%

 $^{(\}dagger)$ 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.

Auburn 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 6,787 patients

Attendances used to calculate time to leaving the ED:6 6,787 patients

Percentage of patients who left the ED within four hours



	Change since one year ago
6,380	6%
6,380	6%
89%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED)
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Same period

NSW

Blacktown Hospital: Emergency department (ED) overview January to March 2016

All attendances: 11,176 patients 10,255 9% Emergency attendances: 11,072 patients 10,198 9%

Blacktown Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 3,088 patients	2,457	
Median time to start treatment ⁴	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 42 minutes	24 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,777 patients	3,142	
Median time to start treatment ⁴ 27 minutes	24 minutes	20 minutes
95th percentile time to start treatment ⁵	110 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,358 patients	3,405	
Median time to start treatment ⁴ 35 minutes	31 minutes	26 minutes
95th percentile time to start treatment ⁵	127 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 737 patients	1,103	
Median time to start treatment ⁴ 35 minutes	29 minutes	23 minutes
95th percentile time to start treatment ⁵	135 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 11,175 patients

Percentage of patients who	
left the ED within four hours	63%

Same period	Change since
last year	one year ago
10,255	9%
56%	

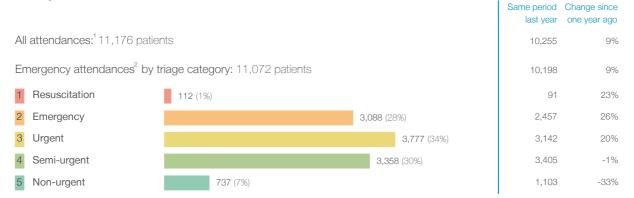
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

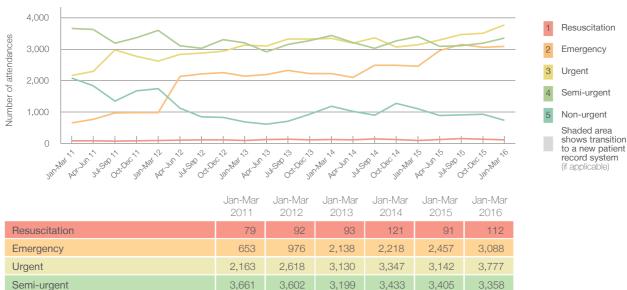
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Blacktown Hospital: Patients attending the emergency department

January to March 2016



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



1,185

10,304

1,103

10,198

11,072

Same period Change since

677

9,237

Blacktown Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

			last year	one year ago
Arrivals used to calculate trans	sfer of care time: 7	3,287 patients	3,001	
ED Transfer of care time §				
Median time	16 minutes		18 minutes	-2 minutes
95th percentile time		46 minutes	74 minutes	-28 minutes

1.741

9,029

8,632

^(†) 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:

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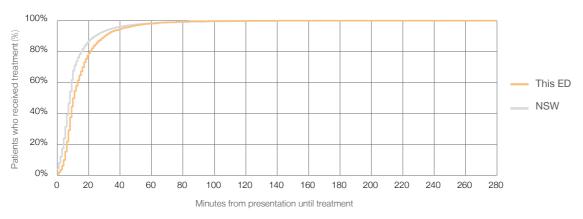
^(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Blacktown Hospital: Time from presentation to treatment, triage 2

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 3,088	2,457	
Number of triage 2 patients used to calculate waiting time: ³ 3,027		
Median time to start treatment ⁴ 11 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 42 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 †‡



	2011	2012	2013	2014	2015	2016
Median time to start treatment ⁴ (minutes)	7	7	6	6	7	11
95th percentile time to start treatment ⁵ (minutes)	21	21	11	11	24	42

 $^{(\}dagger)$ 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:

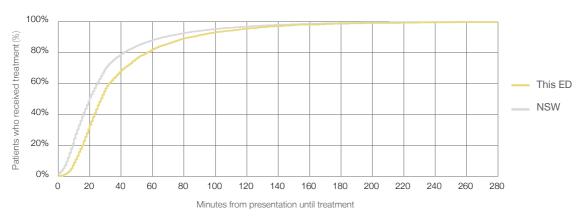
Approaches to reporting time measures of emergency department performance, December 2011.

Blacktown Hospital: Time from presentation to treatment, triage 3

January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 3,777	3,142	
Number of triage 3 patients used to calculate waiting time: 3,569	2,977	
Median time to start treatment ⁴ 27 minutes	24 minutes	20 minutes
95th percentile time to start treatment ⁵ 116 minutes	110 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



115

147

138

91

110

116

95th percentile time to start treatment⁵

(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

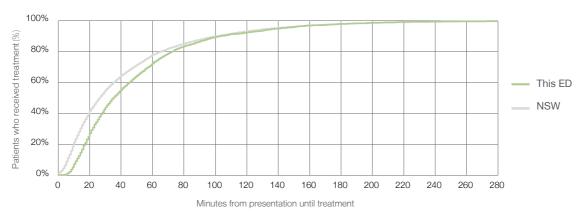
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Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)			NSW (this period)
Number of triage 4 patients: 3,358			
Number of triage 4 patients used to calculate waiting time: 3,120			
Median time to start treatment ⁴	35 minutes		26 minutes
95th percentile time to start treatment ⁵	142 minutes	127 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

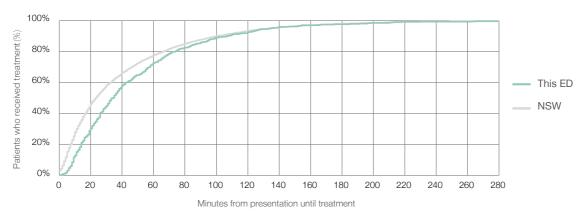
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Approaches to reporting time measures of emergency department performance, December 2011.

Blacktown Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)			NSW (this period)
Number of triage 5 patients: 737			
Number of triage 5 patients used to calculate waiting time: 620			
Median time to start treatment ⁴	35 minutes	29 minutes	23 minutes
95th percentile time to start treatment ⁵	135 minutes	135 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 †‡



 $^{(\}dagger)$ 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:

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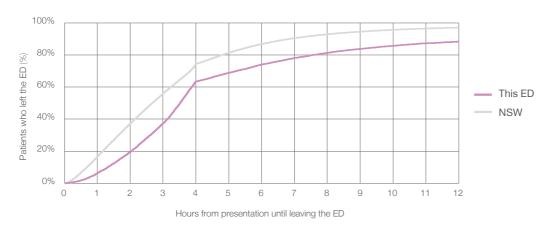
NSW

Same period

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

last vear (this period) All attendances: 11,176 patients 10,255 Attendances used to calculate time to leaving the ED:6 11,175 patients 10,255 3 hours and 2 hours and Median time to leaving the ED⁸ 3 hours and 31 minutes 47 minutes 40 minutes 23 hours and 9 hours and 95th percentile time to leaving the ED9 20 hours and 17 minutes 21 minutes 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

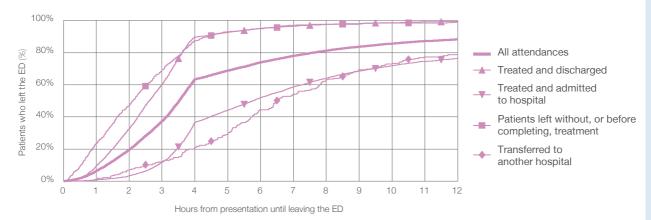
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Same period Change since All attendances: 11,176 patients last year one year ago Attendances used to calculate time to leaving the ED:6 11,175 patients 10,255 Treated and discharged 5,036 (45%) 5.380 -6% Treated and admitted to hospital 5,222 (47%) 4,025 30% Patient left without, or before 635 (6%) 620 2% completing, treatment 225 (2%) 203 11% Transferred to another hospital 58 (1%) Other 27 115%

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	10%	33%	61%	90%	95%	98%	99%	100%
Treated and admitted to hospital	1%	3%	12%	37%	52%	64%	72%	77%
Patient left without, or before completing, treatment	23%	47%	69%	88%	95%	98%	99%	99%
Transferred to another hospital	1%	7%	12%	21%	44%	63%	73%	79%
All attendances	6%	20%	37%	63%	74%	81%	86%	88%

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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Blacktown 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 11,176 patients

Attendances used to calculate time to leaving the ED:6 11,175 patients

Percentage of patients who left the ED within four hours 63%

	Change since one year ago		
10,255	9%		
10,255	9%		
56%			

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Campbelltown Hospital: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 1 16,722 patients	16,038	4%
Emergency attendances: ² 16,510 patients	15,818	4%

Campbelltown Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,735 patients	1,738	
Median time to start treatment ⁴ 6 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 30 minutes	29 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,928 patients	6,297	
Median time to start treatment ⁴	18 minutes	20 minutes
95th percentile time to start treatment ⁵	133 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,029 patients	5,979	
Median time to start treatment ⁴ 27 minutes	26 minutes	26 minutes
95th percentile time to start treatment ⁵	158 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,733 patients	1,723	
Median time to start treatment ⁴ 31 minutes	26 minutes	23 minutes
95th percentile time to start treatment ⁵	160 minutes	135 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:6 16,720 patients

Percentage of patients who	
i ercertage of patients with	050/
left the ED within four hours	65%

Same period	Change since
last year	one year ago
16,038	4%
64%	

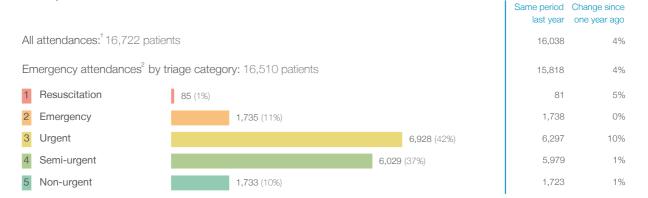
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

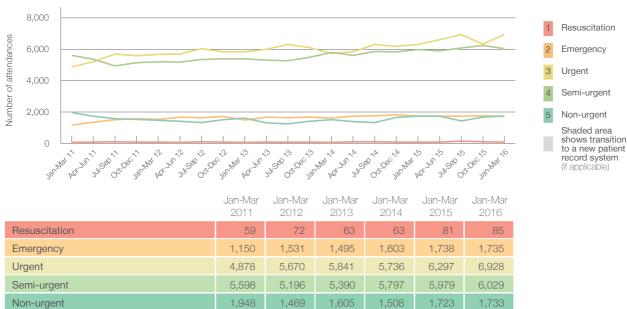
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Campbelltown Hospital: Patients attending the emergency department

January to March 2016



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



Campbelltown Hospital: Patients arriving by ambulance

13,633

January to March 2016

All emergency attendances

Arrivals used to calculate transfer of care time: 7 3,976 patients

ED Transfer of care time

13 minutes

14 minutes

-1 minutes

95th percentile time

33 minutes

43 minutes
-10 minutes

13,938

14,394

14.707

15,818

16.510

Same period Change since

^(†) 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:

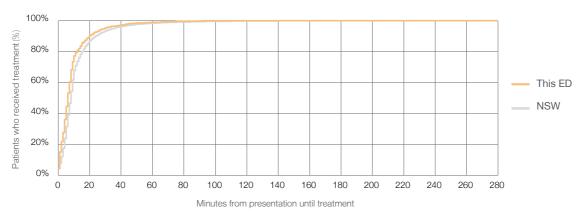
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

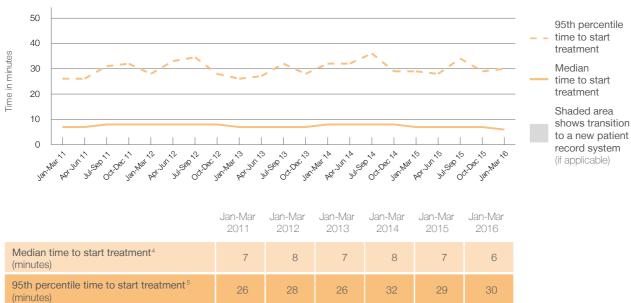
Campbelltown Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 1,735	1,738	
Number of triage 2 patients used to calculate waiting time: 3 1,732	1,726	
Median time to start treatment ⁴ 6 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 30 minutes	29 minutes	35 minutes

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



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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

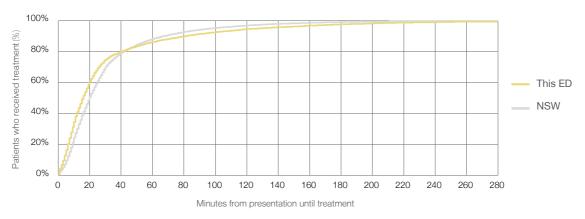
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 3 Urgent (e.g. moderate blood lo	oss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 6,928		6,297	
Number of triage 3 patients used to calcu	ulate waiting time: ³ 6,712	6,067	
Median time to start treatment ⁴	16 minutes	18 minutes	20 minutes
95th percentile time to start treatment ⁵	129 minutes	133 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

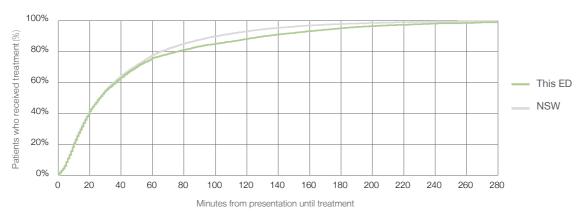
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		Same period last year	NSW (this period)
Number of triage 4 patients: 6,029		5,979	
Number of triage 4 patients used to calculate waiting time: 3 5,591		5,561	
Median time to start treatment ⁴ 27 minutes		26 minutes	26 minutes
95th percentile time to start treatment ⁵	179 minutes	158 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 †‡



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

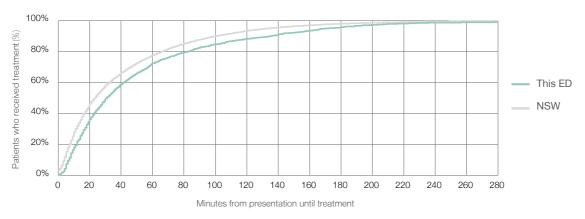
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Campbelltown Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts o	r abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 1,733			1,723	
Number of triage 5 patients used to calc	ulate waiting time:3 1,517		1,506	
Median time to start treatment ⁴	31 minutes		26 minutes	23 minutes
95th percentile time to start treatment ⁵		173 minutes	160 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 11



 $^{(\}dagger)$ 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:

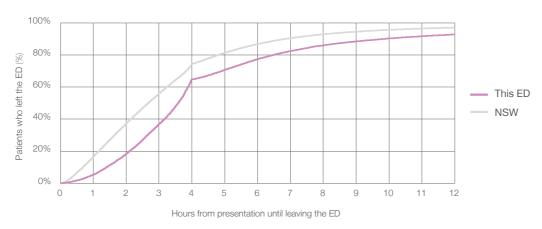
Approaches to reporting time measures of emergency department performance, December 2011.

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

All attendances: 1 16,722 patients Attendances used to calculate time to leaving the ED:6 16,720 patients Median time to leaving the ED⁸ 3 hours and 35 minutes 95th percentile time to leaving the ED9 15 hours and 5 minutes

NSW (this period)	Same period last year
	16,038
	16,038
2 hours and 40 minutes	3 hours and 30 minutes
9 hours and 25 minutes	14 hours and 46 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

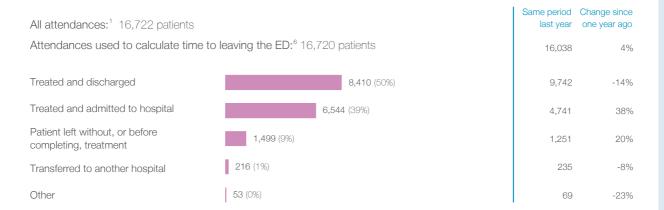


^(†) Data points are not shown in graphs for quarters when patient numbers are too small.

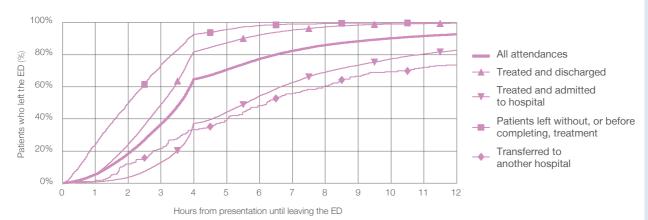
Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance,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

Campbelltown Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016



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	6%	24%	49%	82%	92%	97%	99%	100%
Treated and admitted to hospital	1%	4%	13%	37%	54%	69%	77%	83%
Patient left without, or before completing, treatment	24%	50%	74%	93%	98%	99%	100%	100%
Transferred to another hospital	1%	12%	22%	33%	48%	61%	69%	74%
All attendances	5%	18%	37%	65%	77%	86%	90%	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.

Campbelltown 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 16,722 patients

Attendances used to calculate time to leaving the ED:6 16,720 patients

Percentage of patients who left the ED within four hours

Change since one year ago	
4%	16,038
4%	16,038
	64%

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11

65%



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Canterbury Hospital: Emergency department (ED) overview January to March 2016

All attendances: 1 11,044 patients
Emergency attendances: 2 10,968 patients

	Change since one year ago
10,452	6%
10.381	6%

Same period

Canterbury Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,037 patients	1,243	
Median time to start treatment ⁴ 7 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵	21 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,662 patients	3,629	
Median time to start treatment ⁴ 16 minutes	18 minutes	20 minutes
95th percentile time to start treatment ⁵ 62 minutes	77 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,148 patients	4,731	
Median time to start treatment ⁴	24 minutes	26 minutes
95th percentile time to start treatment ⁵	122 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,083 patients	759	
Median time to start treatment ⁴ 18 minutes	23 minutes	23 minutes
95th percentile time to start treatment ⁵	115 minutes	135 minutes

Canterbury Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:6 11,035 patients

Percentage of patients who left the ED within four hours

	Change since one year ago
10,451	6%
80%	

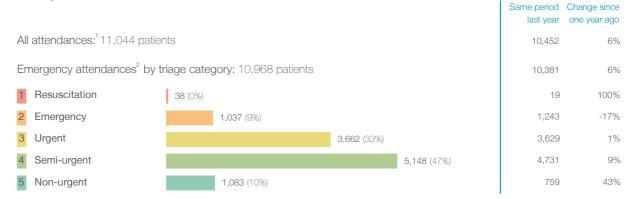
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

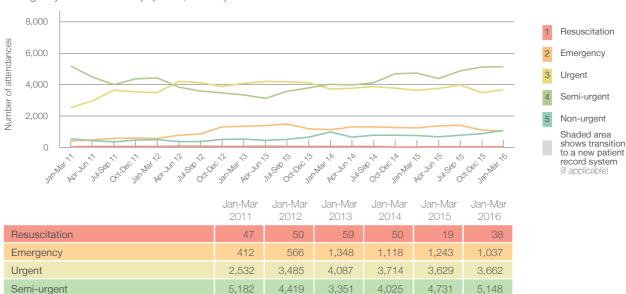
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Canterbury Hospital: Patients attending the emergency department

January to March 2016



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



968

10,381

9,875

1.083

10,968

Same period Change since

Canterbury Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

	last year	one year ago
Arrivals used to calculate transfer of care time: 7 1,652 patients	1,786	
ED Transfer of care time §		
Median time 10 minutes	11 minutes	-1 minute
95th percentile time 23 minutes	38 minutes	-15 minutes

9,008

8,730

9,367

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

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Approaches to reporting time measures of emergency department performance, December 2011.

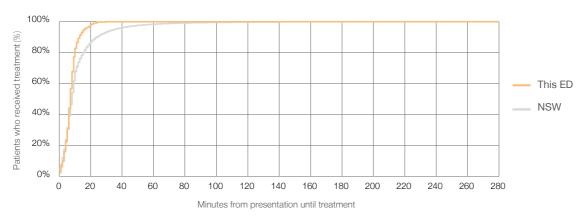
^(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Canterbury Hospital: Time from presentation to treatment, triage 2

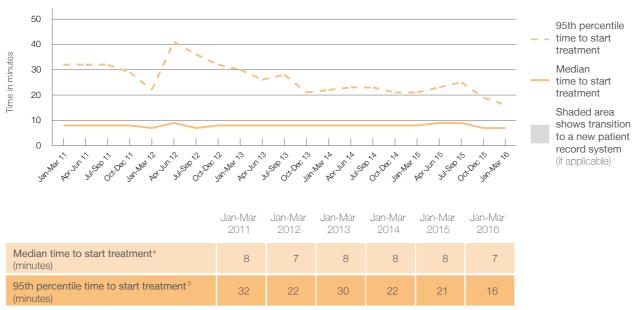
January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 1,037	1,243	
Number of triage 2 patients used to calculate waiting time: ³ 1,035		
Median time to start treatment ⁴ 7 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 16 minutes	21 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



 $^{(\}dagger)$ 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:

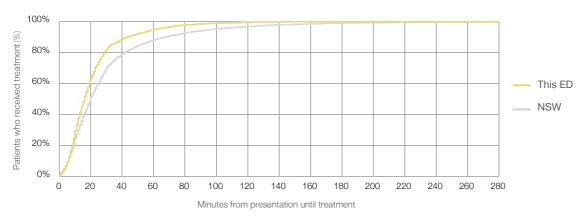
Approaches to reporting time measures of emergency department performance, December 2011.

Canterbury Hospital: Time from presentation to treatment, triage 3

January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 3,662	3,629	
Number of triage 3 patients used to calculate waiting time: 3,616		
Median time to start treatment ⁴ 16 minutes	18 minutes	20 minutes
95th percentile time to start treatment ⁵ 62 minutes	77 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

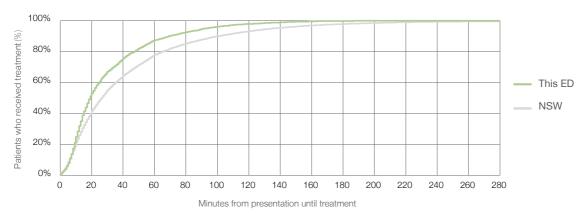
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 5,148	4,731	
Number of triage 4 patients used to calculate waiting time: 4,873	4,478	
Median time to start treatment ⁴ 19 minutes	24 minutes	26 minutes
95th percentile time to start treatment ⁵ 93 minutes	122 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

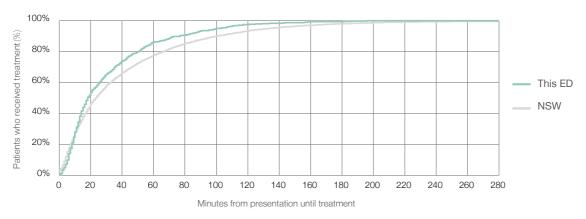
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Approaches to reporting time measures of emergency department performance, December 2011.

Canterbury Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 1,083	759	
Number of triage 5 patients used to calculate waiting time: 889	588	
Median time to start treatment ⁴ 18 minutes	23 minutes	23 minutes
95th percentile time to start treatment ⁵ 100 minutes	115 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 †‡



 $^{(\}dagger)$ 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:

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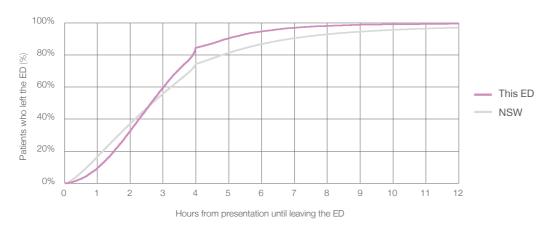
NSW

Same period

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

	last year	(this period)
All attendances: 11,044 patients	10,452	
Attendances used to calculate time to leaving the ED:6 11,035 patients		
Median time to leaving the ED ⁸ 2 hours and 38 minutes	2 hours and 50 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 6 hours and 9 minutes	6 hours and 28 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 †‡

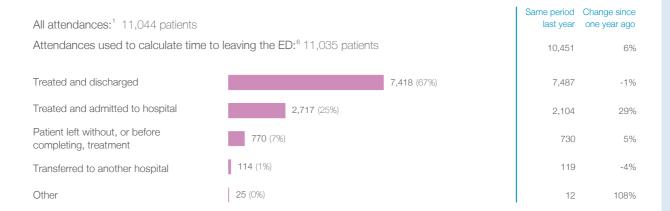


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

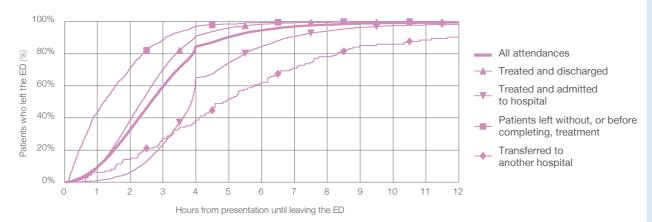
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Approaches to reporting time measures of emergency department performance, December 2011.

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



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	9%	39%	70%	91%	98%	100%	100%	100%
Treated and admitted to hospital	1%	6%	24%	65%	85%	94%	97%	98%
Patient left without, or before completing, treatment	44%	71%	89%	97%	99%	100%	100%	100%
Transferred to another hospital	6%	14%	27%	39%	62%	78%	86%	90%
All attendances	10%	33%	60%	84%	95%	98%	99%	99%

 $^{(\}dagger)$ 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.

Canterbury 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 11,044 patients

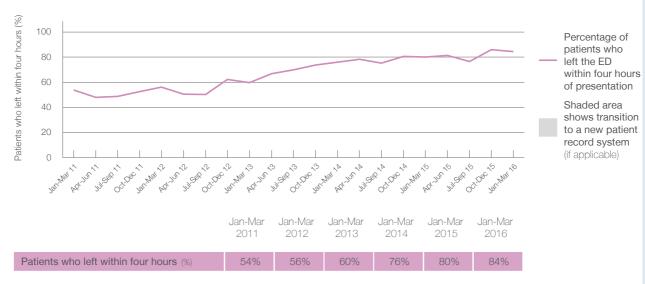
Attendances used to calculate time to leaving the ED:6 11,035 patients

Percentage of patients who left the ED within four hours

84%

	Change since one year ago
10,452	6%
10,451	6%
80%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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).

NSW

Same period Change since

Same period

$\textbf{Coffs Harbour Base Hospital:} \ \, \textbf{Emergency department} \ \, (\texttt{ED}) \ \, \textbf{overview}$

January to March 2016

	last year	one year ago
All attendances: 9,463 patients	9,587	-1%
Emergency attendances: ² 9,150 patients	9,277	-1%

Coffs Harbour Base Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,010 patients	874	
Median time to start treatment ⁴ 6 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵	12 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,805 patients	2,790	
Median time to start treatment ⁴	15 minutes	20 minutes
95th percentile time to start treatment ⁵ 65 minutes	52 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,713 patients	3,841	
Median time to start treatment ⁴ 25 minutes	22 minutes	26 minutes
95th percentile time to start treatment ⁵	119 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,564 patients	1,709	
Median time to start treatment ⁴ 34 minutes	22 minutes	23 minutes
95th percentile time to start treatment ⁵	140 minutes	135 minutes

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

January to March 2016

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

Percentage of patients who	
1 Creentage of patients who	700/
left the ED within four hours	73%

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

- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.

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

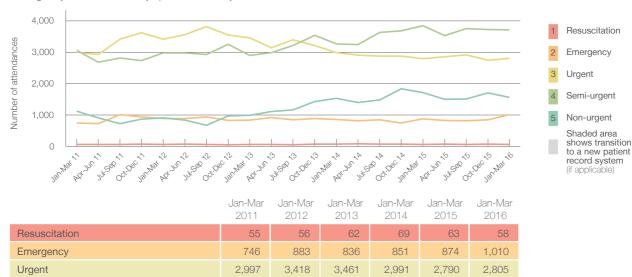
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Coffs Harbour Base Hospital: Patients attending the emergency department

January to March 2016



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



2,981

8,240

902

3,054

7.974

2,894

8,239

986

3,261

8,701

3,841

1,709

9,277

3,713

1,564

9,150

Same period Change since

Coffs Harbour Base Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Semi-urgent

Non-urgent

			last year	one year ago
Arrivals used to calculate trans	sfer of care tim	ne: 7 2,220 patients	2,105	
ED Transfer of care time §				
Median time	12 minute	s	12 minutes	0 minutes
95th percentile time		38 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:

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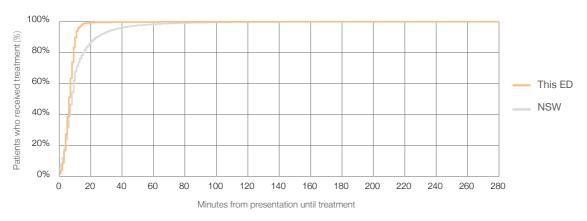
^(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Coffs Harbour Base Hospital: Time from presentation to treatment, triage 2

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 1,010	874	
Number of triage 2 patients used to calculate waiting time: 3 1,008	873	
Median time to start treatment ⁴ 6 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵ 12 minutes	12 minutes	35 minutes

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



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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

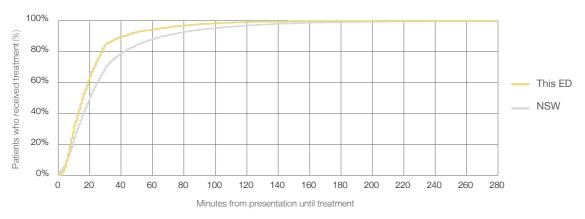
Approaches to reporting time measures of emergency department performance, December 2011.

Coffs Harbour Base Hospital: Time from presentation to treatment, triage 3

January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 2,805	2,790	
Number of triage 3 patients used to calculate waiting time: 3 2,760	2,755	
Median time to start treatment ⁴ 16 minutes	15 minutes	20 minutes
95th percentile time to start treatment ⁵ 65 minutes	52 minutes	99 minutes

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



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

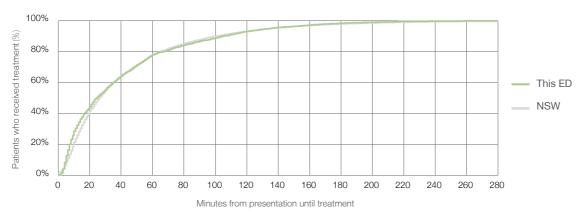
Approaches to reporting time measures of emergency department performance, December 2011.

Coffs Harbour Base Hospital: Time from presentation to treatment, triage 4

January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 3,713	3,841	
Number of triage 4 patients used to calculate waiting time: 3,461		
Median time to start treatment ⁴ 25 minutes	22 minutes	26 minutes
95th percentile time to start treatment ⁵ 136 minutes	119 minutes	137 minutes

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



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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

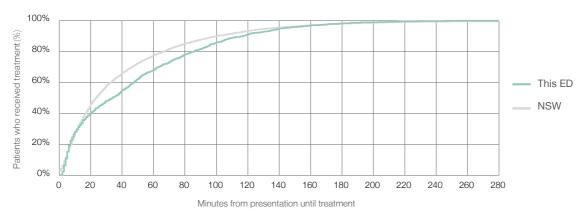
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Coffs Harbour Base Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 1,564		1,709	
Number of triage 5 patients used to calculate waiting time: 3 1,421		1,609	
Median time to start treatment ⁴	34 minutes	22 minutes	23 minutes
95th percentile time to start treatment ⁵	141 minutes	140 minutes	135 minutes

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



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016 11



 $^{(\}dagger)$ 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.

11 hours and 13 minutes

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

January to March 2016

95th percentile time to leaving the ED9

All attendances: 9,463 patients

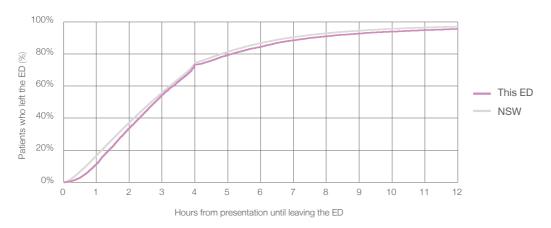
Attendances used to calculate time to leaving the ED: 9,461 patients

Median time to leaving the ED⁸

2 hours and 48 minutes

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



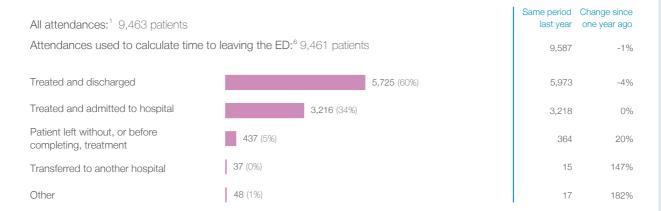
 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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

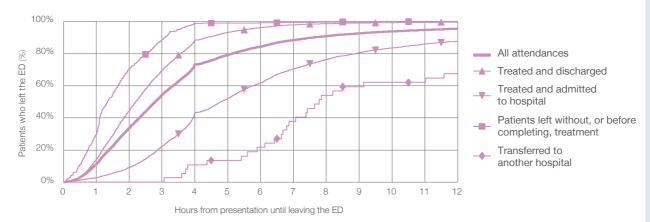
Approaches to reporting time measures of emergency department performance, December 2011.

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

By mode of separation January to March 2016



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

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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

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

All attendances: 1 9,463 patients

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

Percentage of patients who left the ED within four hours

	Change since one year ago
9,587	-1%
9,587	-1%
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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period Change since

Same period

Dubbo Base Hospital: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 7,622 patients	7,111	7%
Emergency attendances: ² 7,425 patients	6,873	8%

Dubbo Base Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 878 patients	744	
Median time to start treatment ⁴ 9 minutes	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 29 minutes	22 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,671 patients	2,388	
Median time to start treatment ⁴ 24 minutes	20 minutes	20 minutes
95th percentile time to start treatment ⁵ 93 minutes	89 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,275 patients	3,027	
Median time to start treatment ⁴ 28 minutes	24 minutes	26 minutes
95th percentile time to start treatment ⁵ 144 minutes	120 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 562 patients	690	
Median time to start treatment ⁴ 23 minutes	20 minutes	23 minutes
95th percentile time to start treatment ⁵	119 minutes	135 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to

Percentage of patients who	
0 1	70%
left the ED within four hours	7 0 70

			last year	one year ago
to calculate time to le	eaving the ED:6 7,619 patients		7,111	7%
ts who hours		70%	77%	

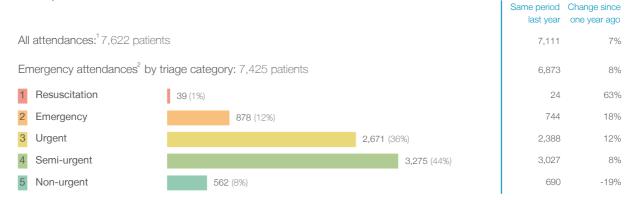
- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. 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.
- 5. 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.
- 6. 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.

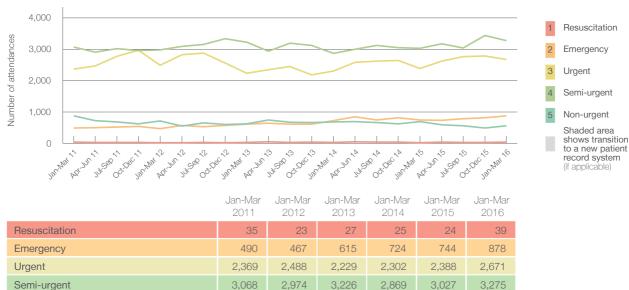
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Dubbo Base Hospital: Patients attending the emergency department

January to March 2016



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



Dubbo Base Hospital: Patients arriving by ambulance

877

6,839

January to March 2016

All emergency attendances

Non-urgent

			last year	one year ago
Arrivals used to calculate transfer of care time: 7 1,446 patients		959 **		
ED Transfer of care time §				
Median time	13 minutes		10 minutes	3 minutes
95th percentile time		53 minutes	30 minutes	23 minutes

6,669

6,717

6,598

690

7,425

Same period Change since

6,873

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

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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.

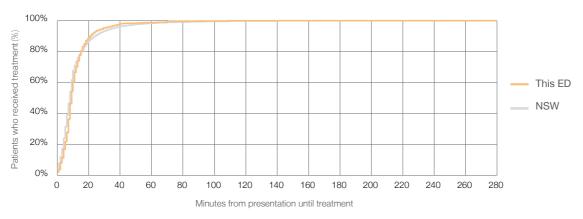
Dubbo Base Hospital: Time from presentation to treatment, triage 2 January to March 2016

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: 873 Median time to start treatment⁴ 9 minutes 29 minutes

95th percentile time to start treatment⁵

NSW (this period)	Same period last year
	744
	743
8 minutes	9 minutes
35 minutes	22 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



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

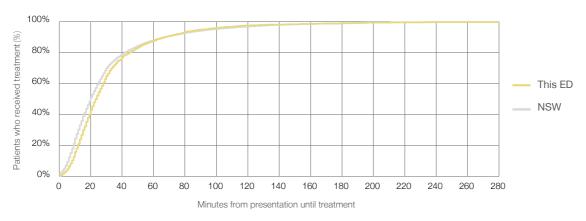
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Dubbo Base Hospital: Time from presentation to treatment, triage 3

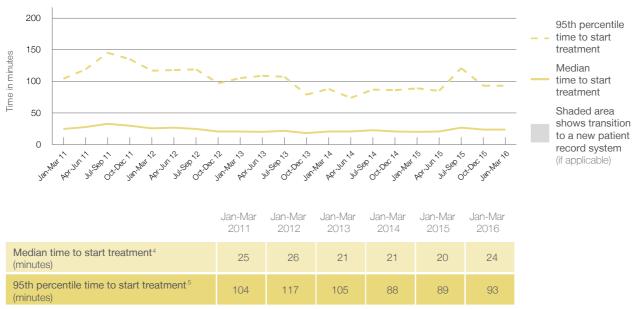
January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 2,671	2,388	
Number of triage 3 patients used to calculate waiting time: 2,604	2,348	
Median time to start treatment ⁴ 24 minutes	20 minutes	20 minutes
95th percentile time to start treatment ⁵ 93 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 †‡



 $^{(\}dagger)$ 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.

NSW

(this period)

26 minutes

137 minutes

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

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

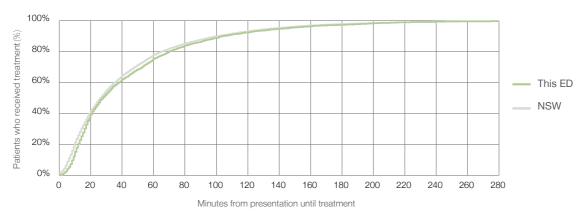
Number of triage 4 patients: 3,275

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

Median time to start treatment 2 28 minutes

95th percentile time to start treatment 5 144 minutes 120 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

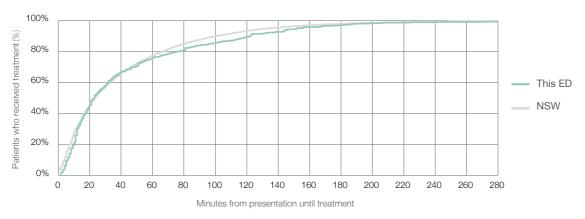
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

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)	Same period last year	NSW (this period)
Number of triage 5 patients: 562	690	
Number of triage 5 patients used to calculate waiting time: ³ 445	547	
Median time to start treatment ⁴ 23 minutes	20 minutes	23 minutes
95th percentile time to start treatment ⁵ 152 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 11



 $^{(\}dagger)$ 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

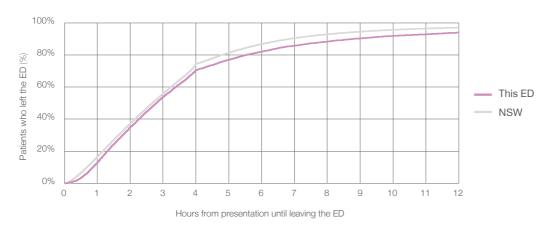
2 hours and 48 minutes

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 ^{†‡}

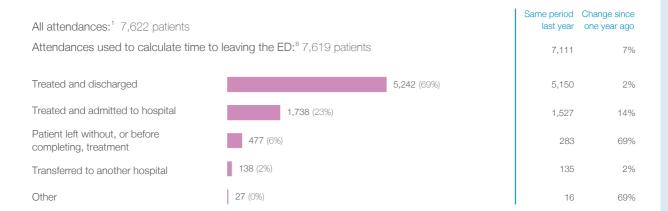


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

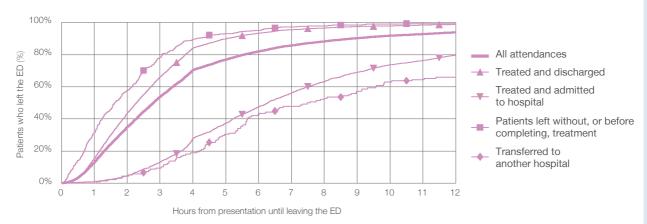
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Approaches to reporting time measures of emergency department performance, December 2011.

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



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	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: 67,619 patients

Percentage of patients who left the ED within four hours

1	Change since one year ago
7,111	7%
7,111	7%
77%	

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

70%



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- 1. All emergency and non-emergency attendances at the emergency department (ED)
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

NSW

Same period

Fairfield Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 8,752 patients	8,858	-1%
Emergency attendances: ² 8,730 patients	8,814	-1%

Fairfield Hospital: Time from presentation to treatment³ January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 652 patients	707	
Median time to start treatment ⁴ 9 minutes	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 32 minutes	32 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,855 patients	3,160	
Median time to start treatment ⁴ 17 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 88 minutes	87 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,536 patients	4,305	
Median time to start treatment ⁴	26 minutes	26 minutes
95th percentile time to start treatment ⁵	148 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 674 patients	623	
Median time to start treatment ⁴ 18 minutes	26 minutes	23 minutes
95th percentile time to start treatment ⁵	155 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 8,752 patients

Percentage of patients who		
left the ED within four hours		82%
IEIT THE ELL WITHIN TOLIF HOLIFS		

	Change since
last year	one year ago
8,858	-1%
83%	

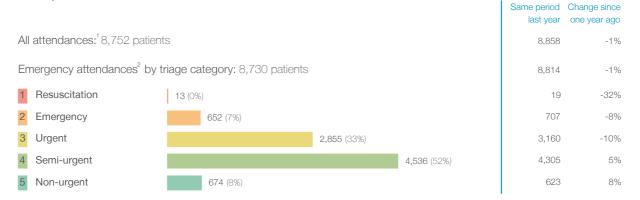
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

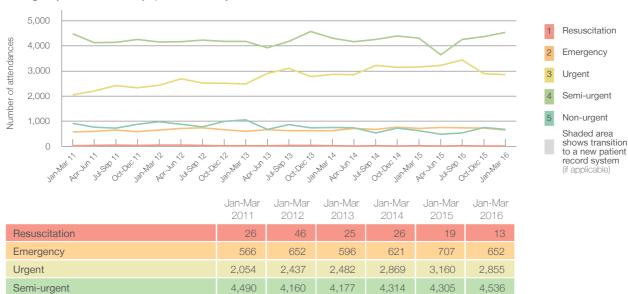
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Fairfield Hospital: Patients attending the emergency department

January to March 2016



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



Fairfield Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate transfe	er of care time: 7 1,210 patients	1,270	
ED Transfer of care time §			
Median time	11 minutes	13 minutes	-2 minutes
95th percentile time	36 minutes	43 minutes	-7 minutes

8,272

8.058

8,581

8,814

8,331

674

Same period Change since

8,730

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

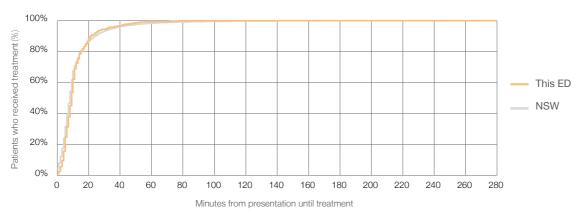
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Fairfield Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 652	707	
Number of triage 2 patients used to calculate waiting time: 651	705	
Median time to start treatment ⁴ 9 minutes	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 32 minutes	32 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



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

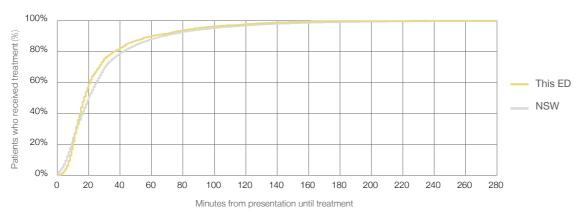
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 3 Urgent (e.g. moderate blood	loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 2,855		3,160	
Number of triage 3 patients used to calculate waiting time: 3 2,798		3,080	
Median time to start treatment ⁴	17 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵	88 minutes	87 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

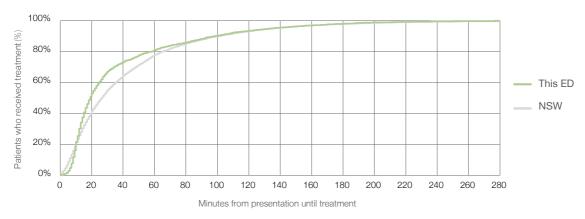
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained a	nkle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 4,536		4,305	
Number of triage 4 patients used to calculate waiting time: ³ 4,112			
Median time to start treatment ⁴	19 minutes	26 minutes	26 minutes
95th percentile time to start treatment ⁵	135 minutes	148 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

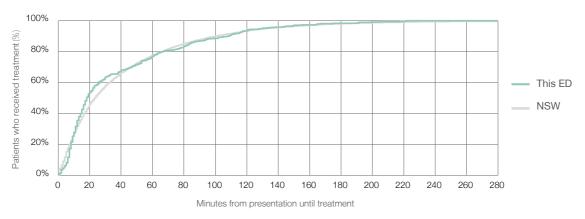
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Fairfield Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or a	abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 674		623	
Number of triage 5 patients used to calcula	ate waiting time:3 497	462	
Median time to start treatment ⁴	18 minutes	26 minutes	23 minutes
95th percentile time to start treatment ⁵	130 minutes	155 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 11



 $^{(\}dagger)$ 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:

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

Same period last year (this period)

8,858

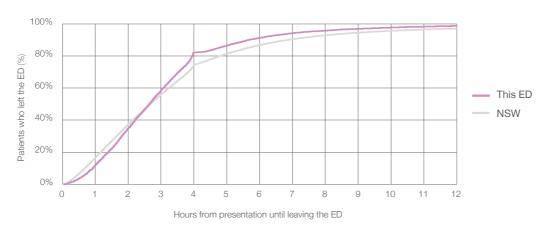
8,858

2 hours and 33 minutes

7 hours and 14 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 ^{†‡}



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

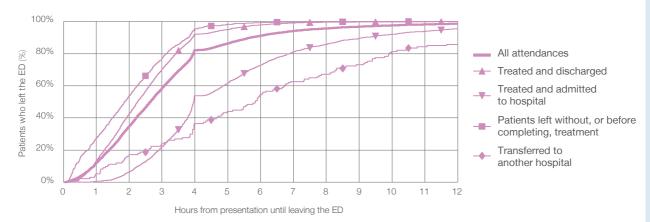
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

All attendances: ¹ 8,752 patients			Same period last year	Change since one year ago	
Attendances used to calculate time to le	eaving the ED:6 8,752 patients		8,858	-1%	
Treated and discharged		5,502 (63%)	5,614	-2%	
Treated and admitted to hospital	2,170 (25%)		2,331	-7%	
Patient left without, or before completing, treatment	864 (10%)		684	26%	
Transferred to another hospital	134 (2%)		164	-18%	
Other	82 (1%)		65	26%	

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	13%	43%	70%	92%	98%	100%	100%	100%
Treated and admitted to hospital	1%	6%	22%	54%	73%	86%	92%	96%
Patient left without, or before completing, treatment	27%	54%	77%	95%	99%	100%	100%	100%
Transferred to another hospital	5%	17%	24%	37%	54%	67%	81%	86%
All attendances	12%	35%	59%	82%	91%	96%	98%	99%

 $^{(\}dagger)$ 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.

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

All attendances: 1 8,752 patients

Attendances used to calculate time to leaving the ED:6 8,752 patients

Percentage of patients who left the ED within four hours

82%

Change since	Same period
one year ago	last year
-1%	8,858
-1%	8,858
	83%

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview January to March 2016

All attendances: 9,650 patients 9,386 3%
Emergency attendances: 9,596 patients 9,303 3%

Hornsby and Ku-Ring-Gai Hospital: Time from presentation to treatment³

January to March 2016

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,333 patients	1,241	
Median time to start treatment ⁴ 5 minutes	5 minutes	8 minutes
95th percentile time to start treatment ⁵ 15 minutes	10 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,121 patients	1,930	
Median time to start treatment ⁴ 15 minutes	12 minutes	20 minutes
95th percentile time to start treatment ⁵ 66 minutes	51 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,280 patients	4,375	
Median time to start treatment ⁴	15 minutes	26 minutes
95th percentile time to start treatment ⁵	86 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,830 patients	1,736	
Median time to start treatment ⁴	14 minutes	23 minutes
95th percentile time to start treatment ⁵	113 minutes	135 minutes

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

Attendances used to calculate time to leaving the ED:⁶ 9,650 patients

Percentage of patients who left the ED within four hours

71

Same period	Change since
last year	one year ago
9,386	3%
80%	

Same period Change since

Same period

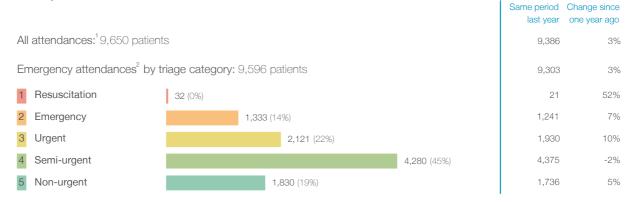
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

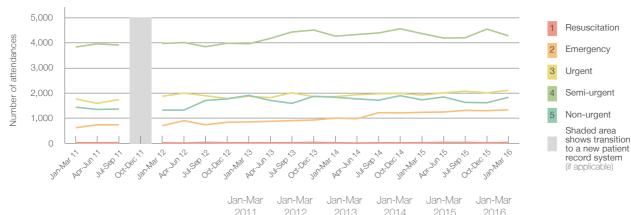
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Hornsby and Ku-Ring-Gai Hospital: Patients attending the emergency department

January to March 2016



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



Resuscitation	23	23	25	24	21	32
Emergency	621	695	854	1,003	1,241	1,333
Urgent	1,775	1,868	1,872	1,865	1,930	2,121
Semi-urgent	3,834	3,973	3,965	4,274	4,375	4,280
Non-urgent	1,445	1,323	1,908	1,839	1,736	1,830
All emergency attendances	7,698	7,882	8,624	9,005	9,303	9,596
All emergency attendances	7,698	7,882	8,624	9,005	9,303	9,596

Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time: 7 1,832 patients

ED Transfer of care time

12 minutes

12 minutes

40 minutes

41 minutes

13 minutes

41 minutes

14 minutes

15 minutes

16 minutes

17 minutes

18 minutes

19 minutes

19 minutes

10 minutes

11 minutes

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10 minut

Same period Change since

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

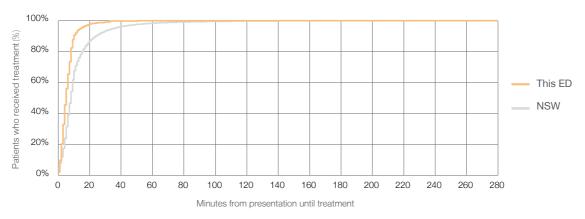
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Hornsby and Ku-Ring-Gai Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 1,333	1,241	
Number of triage 2 patients used to calculate waiting time: 3 1,331	1,240	
Median time to start treatment ⁴ 5 minutes	5 minutes	8 minutes
95th percentile time to start treatment ⁵ 15 minutes	10 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

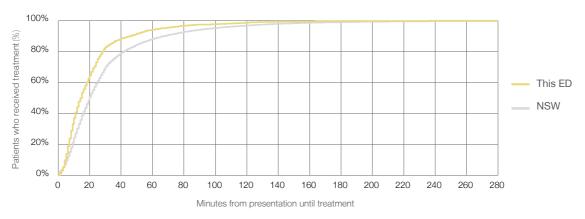
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Approaches to reporting time measures of emergency department performance, December 2011.

Hornsby and Ku-Ring-Gai Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 2,121		
Number of triage 3 patients used to calculate waiting time: 3 2,108		
Median time to start treatment ⁴ 15 minutes	12 minutes	20 minutes
95th percentile time to start treatment ⁵ 66 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

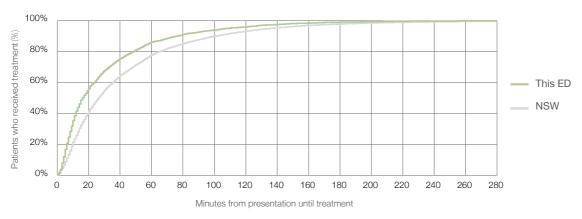
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Approaches to reporting time measures of emergency department performance, December 2011.

Hornsby and Ku-Ring-Gai Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		NSW (this period)
Number of triage 4 patients: 4,280	4,375	
Number of triage 4 patients used to calculate waiting time: 4,126		
Median time to start treatment ⁴ 16 minutes	15 minutes	26 minutes
95th percentile time to start treatment ⁵ 110 minutes	86 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

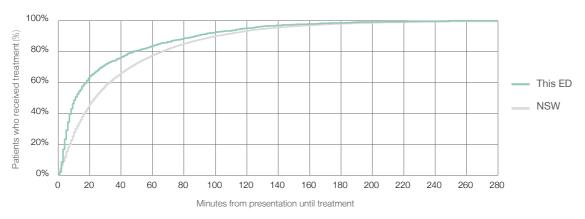
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Approaches to reporting time measures of emergency department performance, December 2011.

Hornsby and Ku-Ring-Gai Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		NSW (this period)
Number of triage 5 patients: 1,830		
Number of triage 5 patients used to calculate waiting time: ³ 1,712		
Median time to start treatment ⁴	14 minutes	23 minutes
95th percentile time to start treatment ⁵ 120 minutes	113 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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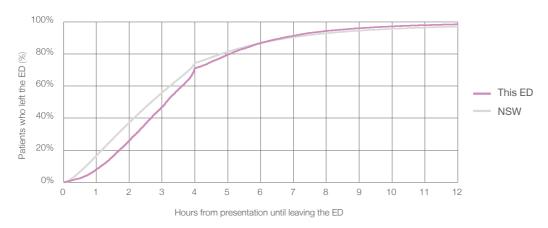
Approaches to reporting time measures of emergency department performance, December 2011.

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

January to March 2016

	Same period last year	NSW (this period)
All attendances: 9,650 patients	9,386	
Attendances used to calculate time to leaving the ED: ⁶ 9,650 patients		
Median time to leaving the ED ⁸ 3 hours and 8 minutes	2 hours and 39 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 8 hours and 23 minutes	7 hours and 22 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 ^{†‡}



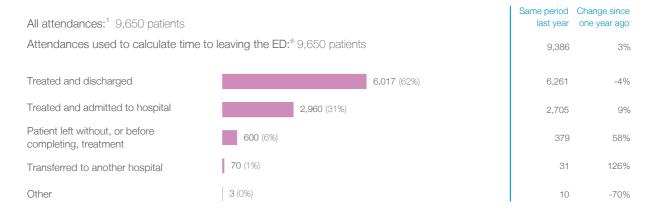
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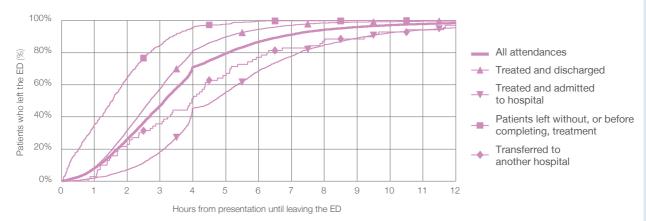
Approaches to reporting time measures of emergency department performance, December 2011.

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016



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	9%	32%	58%	81%	95%	99%	99%	100%
Treated and admitted to hospital	2%	7%	18%	45%	69%	85%	92%	96%
Patient left without, or before completing, treatment	35%	65%	85%	96%	100%	100%	100%	100%
Transferred to another hospital	3%	23%	36%	51%	77%	87%	93%	97%
All attendances	8%	26%	47%	71%	87%	94%	97%	98%

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

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

Same period Change since

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

Percentage of patients who left the ED within four hours of presentation January to March 2016

			last year	one year ago
All attendances: 1 9,650 patients			9,386	3%
Attendances used to calculate time to le	aving the ED:6 9,650 patients		9,386	3%
Percentage of patients who left the ED within four hours		71%	80%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

$\textbf{Lismore Base Hospital:} \ \, \textbf{Emergency department (ED) overview}$

January to March 2016

	last year	one year ago
All attendances: 7,802 patients	7,952	-2%
Emergency attendances: ² 7,495 patients	7,698	-3%

Lismore Base Hospital: Time from presentation to treatment³

January to March 2016

			last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 854 patients				
Median time to start treatment ⁴	6 minutes		6 minutes	8 minutes
95th percentile time to start treatment ⁵	20 minutes		20 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood	loss, dehydration): 2,635 p	patients	2,489	
Median time to start treatment ⁴	24 minutes		24 minutes	20 minutes
95th percentile time to start treatment ⁵	95th percentile time to start treatment ⁵			99 minutes
Triage 4 Semi-urgent (e.g. sprained ar	nkle, earache): 3,125 patie	nts	3,328	
Median time to start treatment ⁴	40 minutes		42 minutes	26 minutes
95th percentile time to start treatment ⁵		169 minutes	188 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts of	or abrasions): 829 patients		961	
Median time to start treatment ⁴	42 minutes		47 minutes	23 minutes
95th percentile time to start treatment ⁵		167 minutes	164 minutes	135 minutes

Lismore Base Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED⁶ 7 780 nationts

Attendances used to calculate time to le	saving the LD.	1,100 pallerilo	
Percentage of patients who			
left the ED within four hours			64%

	one year ago
7,952	-2%
64%	

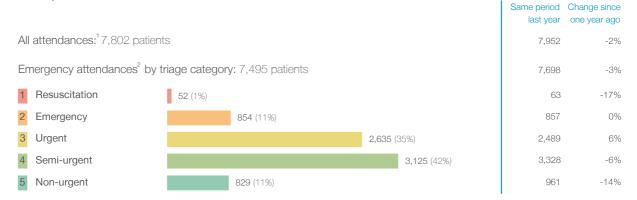
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

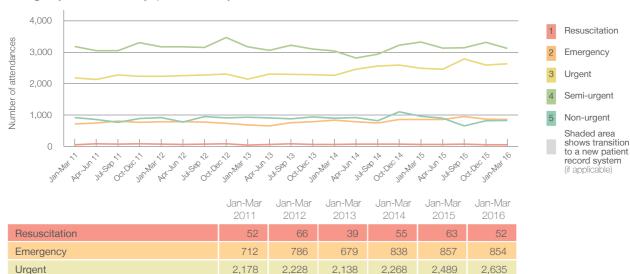
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Lismore Base Hospital: Patients attending the emergency department

January to March 2016



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



3,168

7,160

3,168

927

6,951

3,038

7,096

3,328

961

7,698

3,125

7,495

Same period Change since

Lismore Base Hospital: Patients arriving by ambulance

3,184

7.040

January to March 2016

All emergency attendances

Semi-urgent

Non-urgent

			last year	one year ago
Arrivals used to calculate trans	efer of care time: 7 1,593 patie	ents	1,657	
ED Transfer of care time §				
Median time	15 minutes		16 minutes	-1 minute
95th percentile time		77 minutes	80 minutes	-3 minutes

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

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

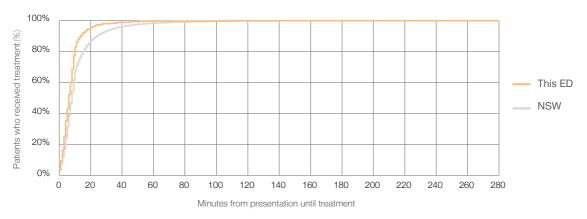
^(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Lismore Base Hospital: Time from presentation to treatment, triage 2

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		(this period)
Number of triage 2 patients: 854		
Number of triage 2 patients used to calculate waiting time: ³ 851		
Median time to start treatment ⁴ 6 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵ 20 minutes	20 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 †‡



 $^{(\}dagger)$ 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:

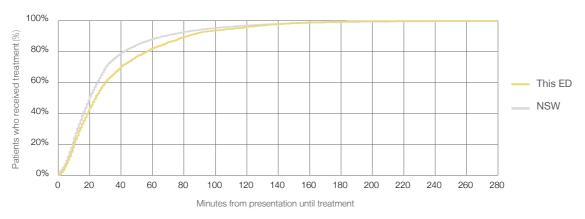
Approaches to reporting time measures of emergency department performance, December 2011.

Lismore Base Hospital: Time from presentation to treatment, triage 3

January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)			NSW (this period)
Number of triage 3 patients: 2,635	2,489		
Number of triage 3 patients used to calculate waiting time: 3 2,557			
Median time to start treatment ⁴ 24 minutes		24 minutes	20 minutes
95th percentile time to start treatment ⁵	113 minutes	115 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



 $^{(\}dagger)$ 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.

Lismore 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: 3,125

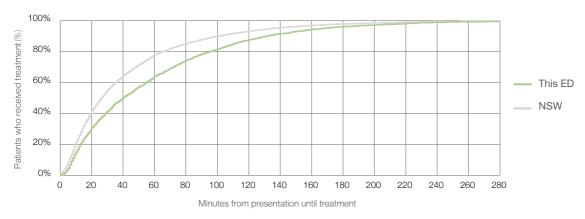
Number of triage 4 patients used to calculate waiting time: 3,2,846

Median time to start treatment 4 40 minutes

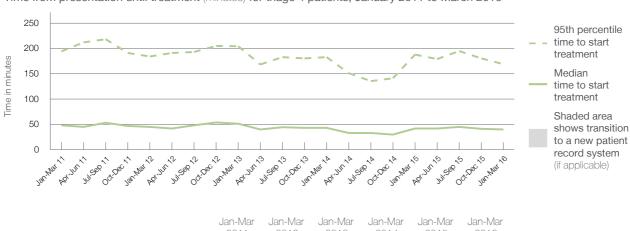
95th percentile time to start treatment 5 169 minutes

NSW (this period)	Same period last year
	3,328
	3,017
26 minutes	42 minutes
137 minutes	188 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)	48	45	51	43	42	40
95th percentile time to start treatment ⁵ (minutes)	194	184	204	183	188	169

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

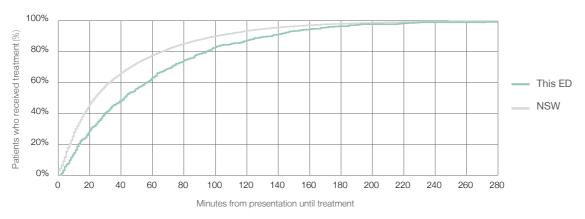
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

NSW Same period Triage 5 Non-urgent (e.g. small cuts or abrasions) (this period) last year Number of triage 5 patients: 829 961 Number of triage 5 patients used to calculate waiting time: 657 762 Median time to start treatment⁴ 42 minutes 47 minutes 23 minutes 95th percentile time to start treatment⁵ 167 minutes 135 minutes 164 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 11



 $^{(\}dagger)$ 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.

Lismore Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances: ¹ 7,802 patients

Attendances used to calculate time to leaving the ED: ⁶ 7,789 patients

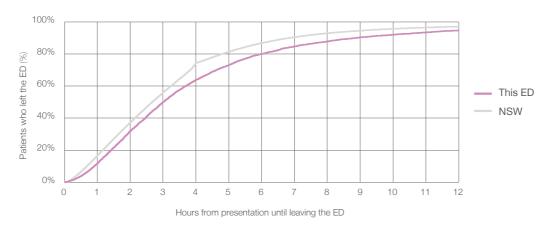
Median time to leaving the ED⁸

3 hours and 1 minutes

12 hours and 27 minutes

NSW (this period)	Same period last year
	7,952
	7,952
2 hours and 40 minutes	3 hours and 4 minutes
9 hours and 25 minutes	13 hours and 52 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 ^{†‡}



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

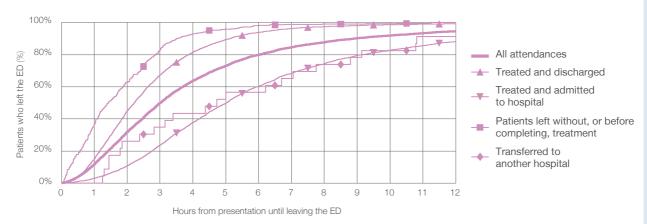
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Same period Change since All attendances: 7,802 patients last year one year ago Attendances used to calculate time to leaving the ED:6 7,789 patients 7.952 3,974 (51%) Treated and discharged 4.037 -2% Treated and admitted to hospital 3,287 (42%) 3,361 -2% Patient left without, or before 435 (6%) 461 -6% completing, treatment 23 (0%) 10% Transferred to another hospital 83 (1%) Other 72 15%

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	15%	45%	67%	82%	94%	97%	99%	99%
Treated and admitted to hospital	3%	11%	24%	38%	60%	74%	83%	88%
Patient left without, or before completing, treatment	37%	63%	83%	93%	98%	99%	99%	100%
Transferred to another hospital	0%	26%	35%	43%	57%	74%	83%	91%
All attendances	12%	32%	50%	64%	80%	88%	92%	95%

 $^{(\}dagger)$ 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.

Lismore 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 7,802 patients

Attendances used to calculate time to leaving the ED:6 7,789 patients

Percentage of patients who left the ED within four hours

Same period	Change since
last year	one year ago
7,952	-2%
7,952	-2%
64%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11

64%



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED)
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Maitland Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 12,242 patients	11,695	5%
Emergency attendances: ² 12,091 patients	11,593	4%

Maitland Hospital: Time from presentation to treatment³ January to March 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,491 patients	1,377	
Median time to start treatment ⁴ 8 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 28 minutes	35 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,830 patients	2,617	
Median time to start treatment ⁴ 23 minutes	26 minutes	20 minutes
95th percentile time to start treatment ⁵ 89 minutes	120 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,177 patients	5,759	
Median time to start treatment ⁴ 39 minutes	46 minutes	26 minutes
95th percentile time to start treatment ⁵ 138 minutes	167 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,575 patients	1,816	
Median time to start treatment ⁴ 44 minutes	56 minutes	23 minutes
95th percentile time to start treatment ⁵	173 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 12,242 patients

	0		
Percentage of patients who			
U 1			76%
left the ED within four hours			7070

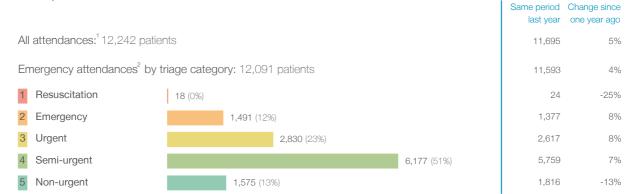
Same period	Change since
last year	one year ago
11,695	5%
68%	

- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer
- 5. 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.
- 6. All attendances that have a departure time.

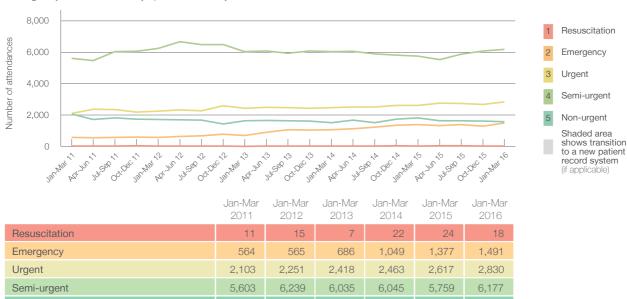
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Maitland Hospital: Patients attending the emergency department January to March 2016



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



1,816

11,593

1,575

Same period Change since

12.091

Maitland Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate transfer of care time: 7 1,968 patients		2,152	
ED Transfer of care time §			
Median time	9 minutes	10 minutes	-1 minute
95th percentile time	27 minutes	39 minutes	-12 minutes

10,786

10,782

11.089

10,330

^(†) 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:

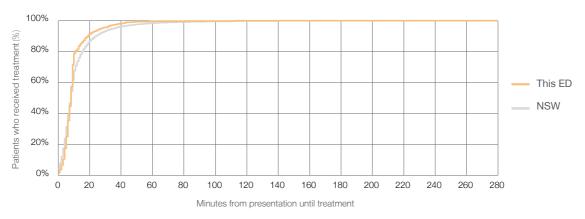
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

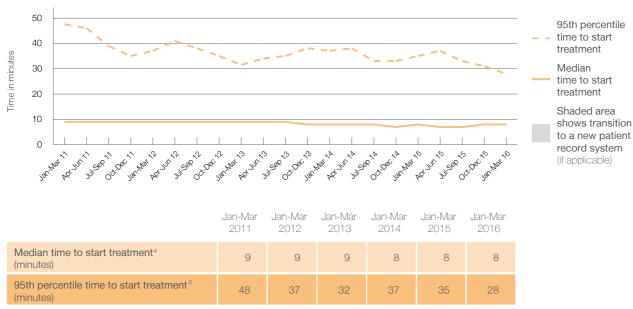
Maitland Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 1,491	1,377	
Number of triage 2 patients used to calculate waiting time: 3 1,475	1,364	
Median time to start treatment ⁴ 8 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 28 minutes	35 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

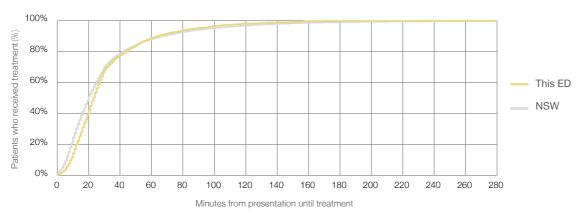
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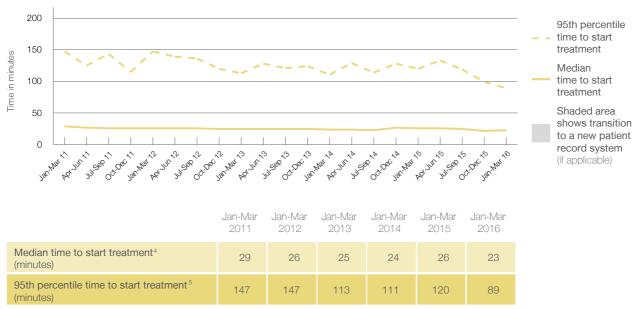
Maitland Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 2,830	2,617	
Number of triage 3 patients used to calculate waiting time: 3 2,751	2,537	
Median time to start treatment ⁴ 23 minutes	26 minutes	20 minutes
95th percentile time to start treatment ⁵ 89 minutes	120 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

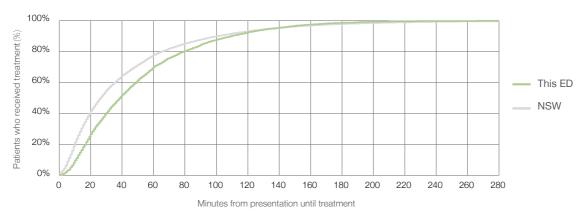
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained a	nkle, earache)		Same period last year	NSW (this period)
Number of triage 4 patients: 6,177			5,759	
Number of triage 4 patients used to calculate waiting time: 5,357				
Median time to start treatment ⁴	39 minutes		46 minutes	26 minutes
95th percentile time to start treatment ⁵		138 minutes	167 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 11



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

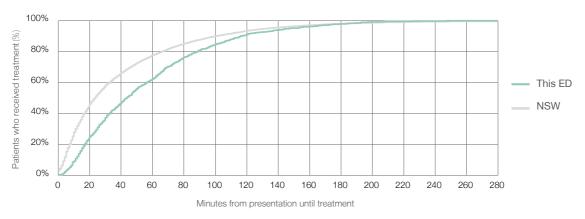
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Maitland Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts	or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 1,575			1,816	
Number of triage 5 patients used to calculate waiting time: ³ 1,177			1,431	
Median time to start treatment ⁴	44 minutes		56 minutes	23 minutes
95th percentile time to start treatment ⁵		148 minutes	173 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 11



 $^{(\}dagger)$ 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:

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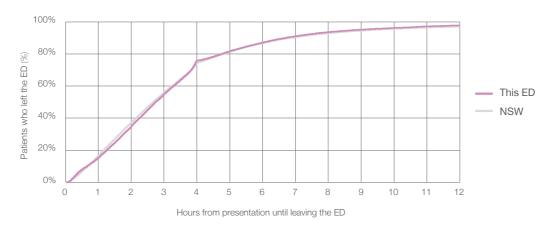
NSW

Same period

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

	last year	(this period)
All attendances: 1 12,242 patients	11,695	
Attendances used to calculate time to leaving the ED: ⁶ 12,242 patients	11,695	
Median time to leaving the ED ⁸ 2 hours and 45 minutes	3 hours and 3 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 8 hours and 54 minutes	12 hours and 41 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 $^{\dagger\sharp}$



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

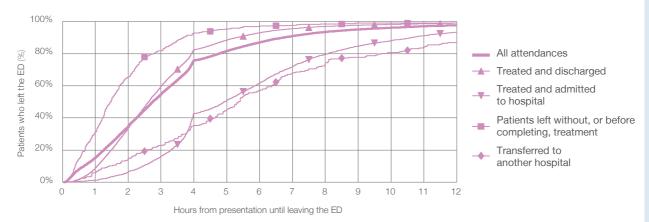
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Same period Change since All attendances: 1 12,242 patients last year one year ago Attendances used to calculate time to leaving the ED:6 12,242 patients 11.695 8,147 (67%) Treated and discharged 7.600 7% Treated and admitted to hospital 2,384 (19%) 2,353 1% Patient left without, or before 607 -33% completing, treatment 207 (2%) 265 -22% Transferred to another hospital 1,095 (9%) Other 870 26%

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	9%	34%	60%	82%	93%	97%	98%	99%
Treated and admitted to hospital	1%	6%	16%	43%	62%	80%	88%	93%
Patient left without, or before completing, treatment	31%	66%	82%	93%	97%	99%	99%	99%
Transferred to another hospital	6%	14%	23%	35%	57%	74%	81%	87%
All attendances	15%	35%	55%	76%	87%	94%	96%	98%

 $^{(\}dagger)$ 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.

Maitland 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 12,242 patients

Attendances used to calculate time to leaving the ED:6 12,242 patients

Percentage of patients who left the ED within four hours

	Change since one year ago
11,695	5%
11,695	5%
68%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Manly District Hospital: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 6,435 patients	6,492	-1%
Emergency attendances: ² 6,374 patients	6,409	-1%

Manly District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 851 patients	754	
Median time to start treatment ⁴ 6 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵	20 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,273 patients	2,439	
Median time to start treatment ⁴	14 minutes	20 minutes
95th percentile time to start treatment ⁵ 54 minutes	57 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,684 patients	2,665	
Median time to start treatment ⁴	15 minutes	26 minutes
95th percentile time to start treatment ⁵ 95 minutes	101 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 538 patients	518	
Median time to start treatment ⁴	14 minutes	23 minutes
95th percentile time to start treatment ⁵ 103 minutes	112 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:⁶ 6,435 patients

Percentage of patients who	
left the ED within four hours	86%

Change since	Same period
one year ago	last year
-1%	6,492
	87%

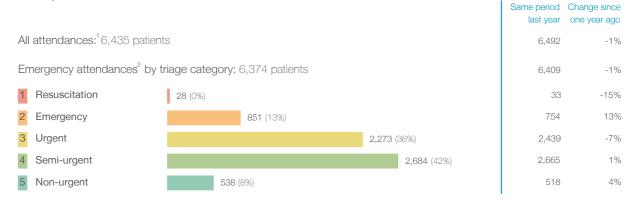
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

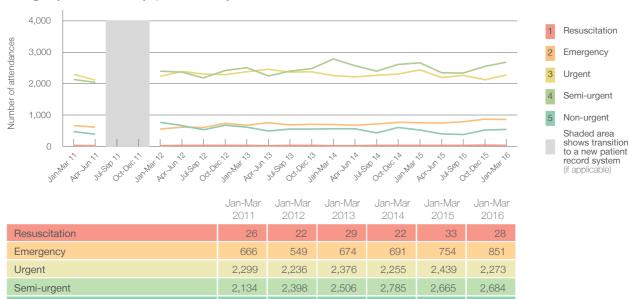
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Manly District Hospital: Patients attending the emergency department

January to March 2016



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



614

6,315

6,409

6,374

Same period Change since

6,199

Manly District Hospital: Patients arriving by ambulance

5,591

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate trans	sfer of care time: 7 1,221 patients	1,346	
ED Transfer of care time §			
Median time	10 minutes	11 minutes	-1 minute
95th percentile time	23 minutes	23 minutes	0 minutes

5,968

^(†) 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:

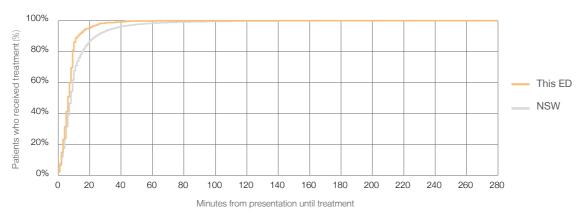
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

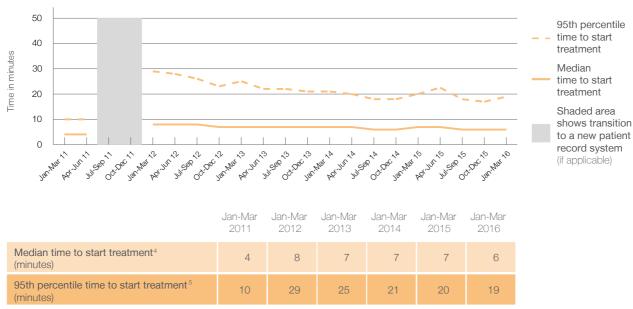
Manly District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	(this period)
Number of triage 2 patients: 851	754	
Number of triage 2 patients used to calculate waiting time: ³ 850	754	
Median time to start treatment ⁴ 6 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 19 minutes	20 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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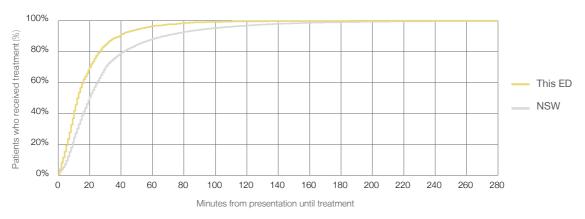
Approaches to reporting time measures of emergency department performance, December 2011.

Manly District Hospital: Time from presentation to treatment, triage 3

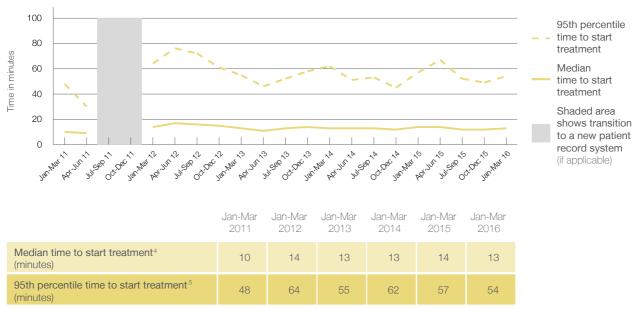
January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 2,273	2,439	
Number of triage 3 patients used to calculate waiting time: 3 2,256	2,406	
Median time to start treatment ⁴ 13 minutes	14 minutes	20 minutes
95th percentile time to start treatment ⁵ 54 minutes	57 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

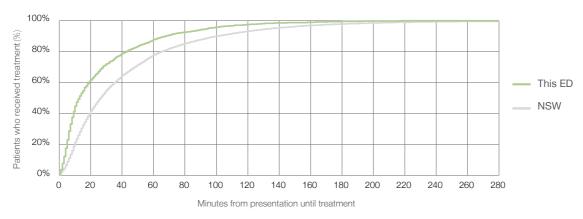
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 2,684	2,665	
Number of triage 4 patients used to calculate waiting time: 3 2,617	2,566	
Median time to start treatment ⁴ 13 minutes	15 minutes	26 minutes
95th percentile time to start treatment ⁵ 95 minutes	101 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

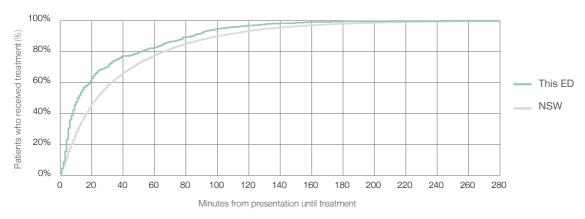
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Manly District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 538	518	
Number of triage 5 patients used to calculate waiting time: 3 512	476	
Median time to start treatment ⁴ 12 minutes	14 minutes	23 minutes
95th percentile time to start treatment ⁵ 103 minutes	112 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 11



 $^{(\}dagger)$ 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.

Manly District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances: 1 6,435 patients

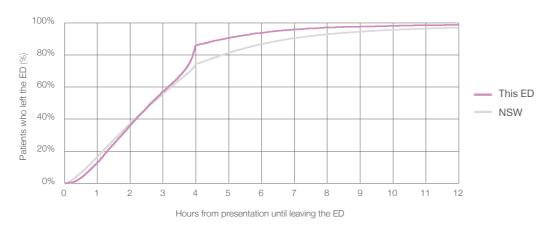
Attendances used to calculate time to leaving the ED: 6 6,435 patients

Median time to leaving the ED⁸ 2 hours and 38 minutes

95th percentile time to leaving the ED⁹ 6 hours and 30 minutes

NSW (this period)	Same period last year	
	6,492	
	6,492	
2 hours and 40 minutes	2 hours and 35 minutes	
9 hours and 25 minutes	6 hours and 36 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 †‡

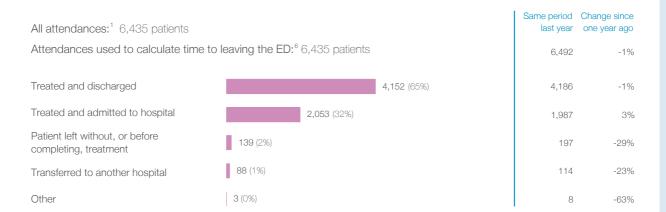


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

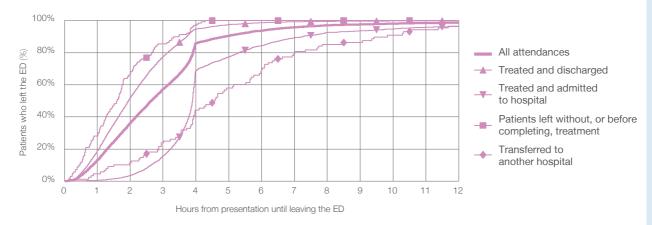
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Approaches to reporting time measures of emergency department performance, December 2011.

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



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	19%	52%	78%	95%	99%	100%	100%	100%
Treated and admitted to hospital	0%	4%	16%	69%	84%	93%	95%	96%
Patient left without, or before completing, treatment	28%	67%	86%	97%	100%	100%	100%	100%
Transferred to another hospital	5%	11%	24%	44%	69%	85%	91%	97%
All attendances	13%	36%	57%	86%	94%	97%	98%	99%

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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Manly 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 6,435 patients

Attendances used to calculate time to leaving the ED: 6,435 patients

Percentage of patients who left the ED within four hours

86%

Change sinc	Same period
one year ago	last year
-19	6,492
-19	6,492
	87%

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

$\textbf{Manning Base Hospital:} \ \mathsf{Emergency \ department} \ (\mathsf{ED}) \ \mathsf{overview}$

January to March 2016

	last year	one year ago
All attendances: 7,444 patients	7,310	2%
Emergency attendances: ² 7,342 patients	7,174	2%

Manning Base Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,293 patients	1,013	
Median time to start treatment ⁴ 7 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵ 27 minutes	11 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,106 patients	2,059	
Median time to start treatment ⁴ 21 minutes	22 minutes	20 minutes
95th percentile time to start treatment ⁵	135 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,468 patients	2,772	
Median time to start treatment ⁴ 30 minutes	34 minutes	26 minutes
95th percentile time to start treatment ⁵ 210 minutes	196 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,444 patients	1,310	
Median time to start treatment ⁴ 26 minutes	30 minutes	23 minutes
95th percentile time to start treatment ⁵	171 minutes	135 minutes

Manning Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:6 7,443 patients

Percentage of patients who	
1 Crocinage of patients with	740/
left the ED within four hours	71%

	Change since
last year	one year ago
7,310	2%
76%	

Same period Change since

Same period

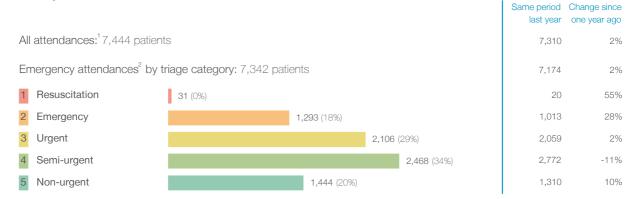
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

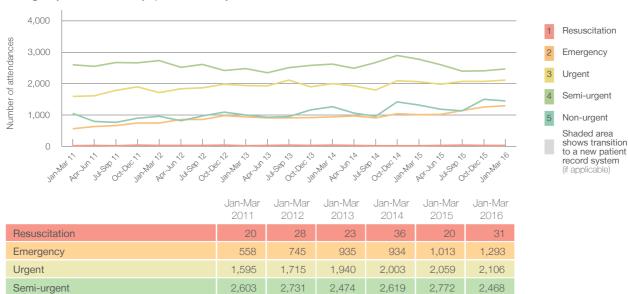
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Manning Base Hospital: Patients attending the emergency department

January to March 2016



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



994

6,852

6,366

Manning Base Hospital: Patients arriving by ambulance

5,824

January to March 2016

All emergency attendances

Non-urgent

			last year	one year ago
Arrivals used to calculate trans	sfer of care time: 7 1,8	372 patients	1,957	
ED Transfer of care time §				
Median time	6 minutes		6 minutes	0 minutes
95th percentile time		58 minutes	49 minutes	9 minutes

6,173

1,444

7,342

Same period Change since

1,310

7,174

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

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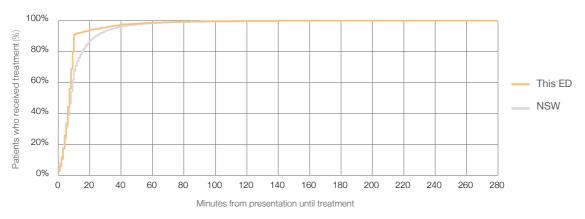
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

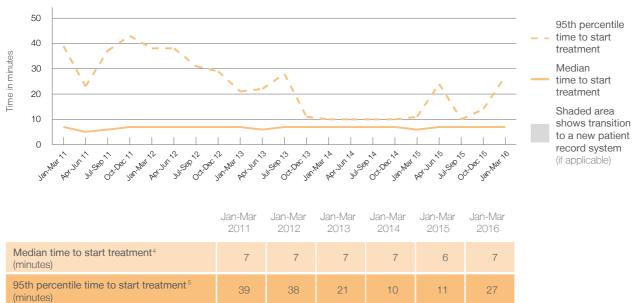
Manning Base Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 1,293	1,013	
Number of triage 2 patients used to calculate waiting time: 3 1,286	1,013	
Median time to start treatment ⁴ 7 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵ 27 minutes	11 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

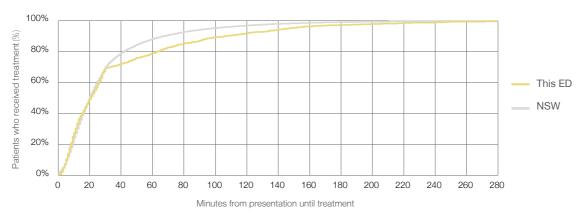
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Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 3 Urgent (e.g. moderate blood				NSW (this period)
Number of triage 3 patients: 2,106				
Number of triage 3 patients used to calculate waiting time: 3 2,031			1,998	
Median time to start treatment ⁴	21 minutes		22 minutes	20 minutes
95th percentile time to start treatment ⁵		148 minutes	135 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

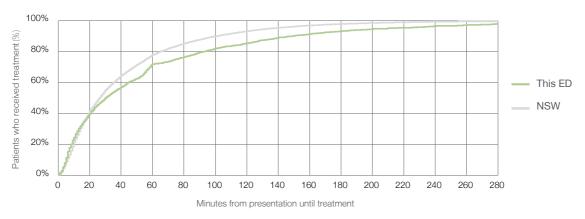
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Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		Same period last year	NSW (this period)
Number of triage 4 patients: 2,468		2,772	
Number of triage 4 patients used to calculate waiting time: 3 2,269		2,536	
Median time to start treatment ⁴ 30 minutes		34 minutes	26 minutes
95th percentile time to start treatment ⁵	210 minutes	196 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

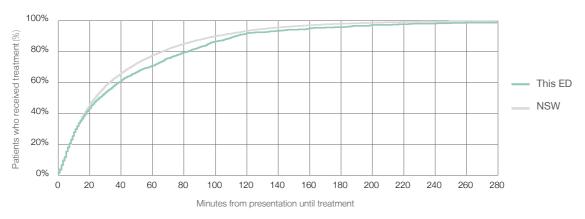
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Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 5 Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 1,444	1,310		
Number of triage 5 patients used to calculate waiting time	e: ³ 1,272	1,150	
Median time to start treatment ⁴ 26 minutes		30 minutes	23 minutes
95th percentile time to start treatment ⁵	161 minutes	171 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 †‡



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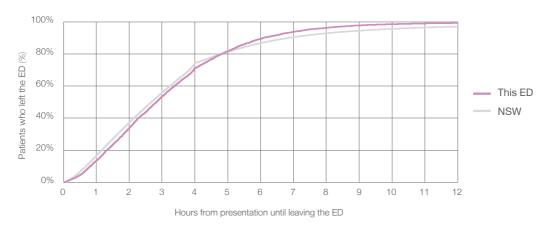
NSW

Same period

Manning Base Hospital: Time from presentation until leaving the ED January to March 2016

	last year	(this period)
All attendances: 7,444 patients	7,310	
Attendances used to calculate time to leaving the ED: ⁶ 7,443 patients	7,310	
Median time to leaving the ED ⁸ 2 hours and 50 minutes	2 hours and 41 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 7 hours and 24 minutes	6 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 †‡



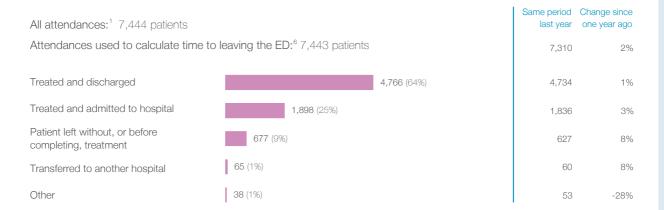
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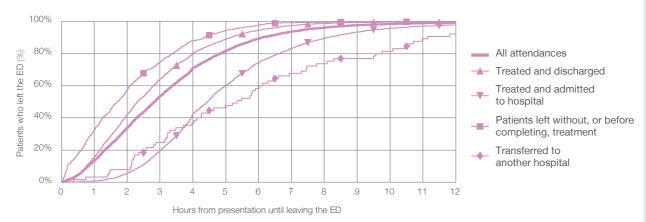
Approaches to reporting time measures of emergency department performance, December 2011.

Manning Base Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016



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	16%	42%	64%	80%	95%	99%	100%	100%
Treated and admitted to hospital	1%	5%	20%	43%	74%	90%	96%	98%
Patient left without, or before completing, treatment	33%	58%	75%	88%	98%	100%	100%	100%
Transferred to another hospital	3%	8%	25%	37%	58%	74%	82%	92%
All attendances	14%	34%	54%	71%	89%	96%	99%	99%

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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Manning 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 7,444 patients

Attendances used to calculate time to leaving the ED: 67,443 patients

Percentage of patients who left the ED within four hours 719

	Change since one year ago
7,310	2%
7,310	2%
76%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



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- 1. All emergency and non-emergency attendances at the emergency department (ED).
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- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
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- 9. 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).

NSW

Mona Vale and District Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 8,898 patients	8,576	4%
Emergency attendances: ² 8,816 patients	8,480	4%

Mona Vale and District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,087 patients	829	
Median time to start treatment ⁴ 6 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵	20 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,178 patients	2,829	
Median time to start treatment ⁴	17 minutes	20 minutes
95th percentile time to start treatment ⁵ 59 minutes	67 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,646 patients	3,955	
Median time to start treatment ⁴	22 minutes	26 minutes
95th percentile time to start treatment ⁵	124 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 871 patients	840	
Median time to start treatment ⁴	16 minutes	23 minutes
95th percentile time to start treatment ⁵ 128 minutes	120 minutes	135 minutes

Mona Vale and District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:6 8,898 patients

Percentage of patients who	
i ercertage of patients with	070/
left the ED within four hours	87%

ı	Same period	Change since
	last year	one year ago
	8,576	4%
	86%	

Same period Change since

Same period

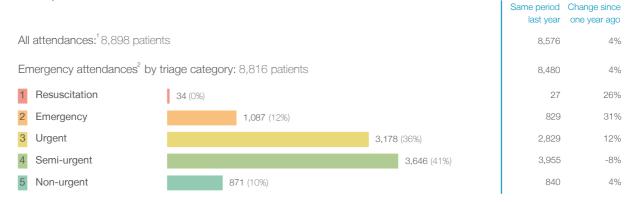
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

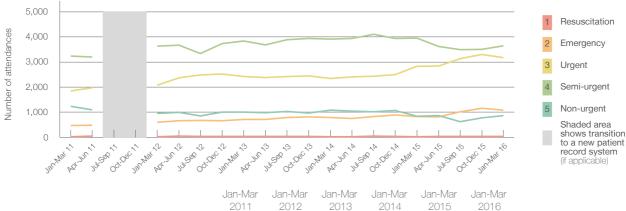
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Mona Vale and District Hospital: Patients attending the emergency department

January to March 2016



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



	2011	2012	2013	2014	2015	2016
Resuscitation	27	27	38	29	27	34
Emergency	476	595	717	787	829	1,087
Urgent	1,849	2,077	2,420	2,349	2,829	3,178
Semi-urgent	3,243	3,635	3,840	3,910	3,955	3,646
Non-urgent	1,234	953	1,007	1,085	840	871
All emergency attendances	6,829	7,287	8,022	8,160	8,480	8,816

Mona Vale and District Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time: 7 1,667 patients

ED Transfer of care time

Median time
10 minutes
11 minutes
-1 minute
95th percentile time
22 minutes
-6 minutes

Same period Change since

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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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.

Mona Vale and 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: 1,087

Number of triage 2 patients used to calculate waiting time: 3 1,084

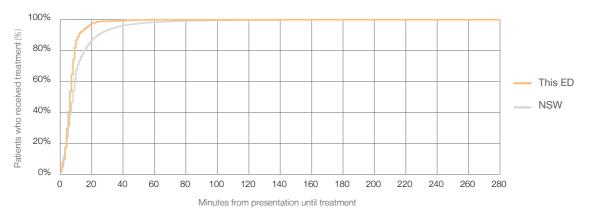
Median time to start treatment 4 6 minutes

17 minutes

	Same period last year
829	829
827	827
utes 8 minute	6 minutes
utes 35 minute	20 minutes

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

95th percentile time to start treatment⁵



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

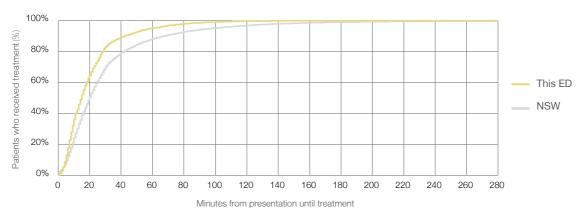
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Approaches to reporting time measures of emergency department performance, December 2011.

Mona Vale and District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood le	oss, dehydration)	Same period last year	NSW (this period)	
Number of triage 3 patients: 3,178	mber of triage 3 patients: 3,178 mber of triage 3 patients used to calculate waiting time: 3,154			
Number of triage 3 patients used to calcu	2,807			
Median time to start treatment ⁴	15 minutes	17 minutes	20 minutes	
95th percentile time to start treatment ⁵	59 minutes	67 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

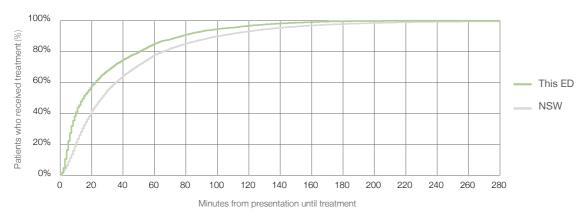
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Approaches to reporting time measures of emergency department performance, December 2011.

Mona Vale and District Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 3,646	3,955	
Number of triage 4 patients used to calculate waiting time: ³ 3,543		
Median time to start treatment ⁴ 15 minutes	22 minutes	26 minutes
95th percentile time to start treatment ⁵ 105 minutes	124 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

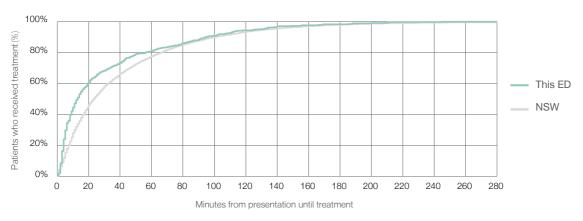
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Mona Vale and District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 871	840		
Number of triage 5 patients used to calculate waiting time: ³ 824		740	
Median time to start treatment ⁴ 13 minutes		16 minutes	23 minutes
95th percentile time to start treatment ⁵	128 minutes	120 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 11



 $^{(\}dagger)$ 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.

Mona Vale and District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances: 1 8,898 patients

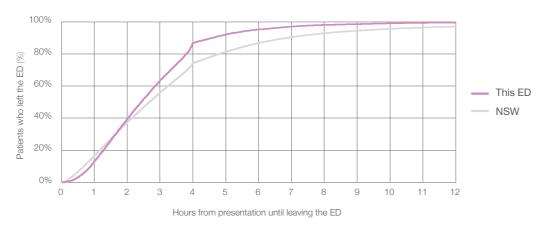
Attendances used to calculate time to leaving the ED: 6 8,898 patients

Median time to leaving the ED⁹ 2 hours and 26 minutes

95th percentile time to leaving the ED⁹ 5 hours and 55 minutes

NSW (this period)	Same period last year
	8,576
	8,576
2 hours and 40 minutes	2 hours and 28 minutes
9 hours and 25 minutes	6 hours and 2 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 ^{†‡}



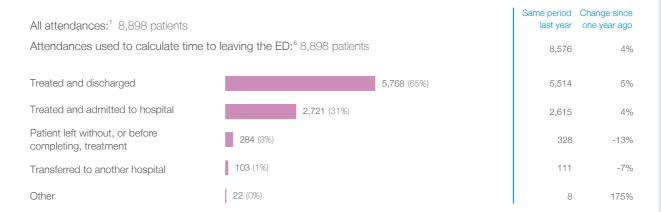
 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

^(‡) 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:

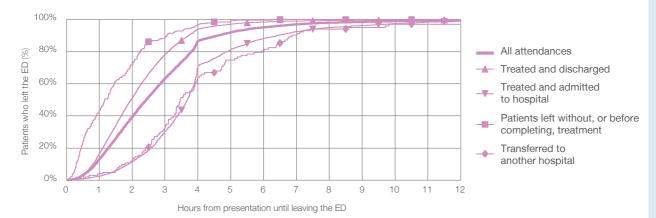
Approaches to reporting time measures of emergency department performance, December 2011.

Mona Vale and District Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016



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	17%	51%	78%	94%	99%	99%	100%	100%
Treated and admitted to hospital	2%	12%	31%	71%	88%	95%	98%	99%
Patient left without, or before completing, treatment	43%	72%	89%	97%	100%	100%	100%	100%
Transferred to another hospital	4%	13%	33%	64%	81%	94%	97%	97%
All attendances	13%	39%	64%	87%	95%	98%	99%	100%

 $^{(\}dagger)$ 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.

Mona Vale and 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

barrdary to March 2010

All attendances: 1 8,898 patients

Attendances used to calculate time to leaving the ED: 6 8,898 patients

Percentage of patients who left the ED within four hours

one year ago	last year	
4%	8,576	
4%	8,576	
	86%	

87%

Same period Change since

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Orange Health Service: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 7,126 patients	6,835	4%
Emergency attendances: ² 6,990 patients	6,693	4%

Orange Health Service: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 929 patients	860	
Median time to start treatment ⁴ 5 minutes	5 minutes	8 minutes
95th percentile time to start treatment ⁵	16 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,469 patients	1,475	
Median time to start treatment ⁴ 15 minutes	15 minutes	20 minutes
95th percentile time to start treatment ⁵ 62 minutes	51 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,676 patients	2,517	
Median time to start treatment ⁴ 20 minutes	21 minutes	26 minutes
95th percentile time to start treatment ⁵	105 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,872 patients	1,810	
Median time to start treatment ⁴	19 minutes	23 minutes
95th percentile time to start treatment ⁵	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

	0	,	'	
Percentage of patients who				
9 1				76%
left the ED within four hours				7070

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

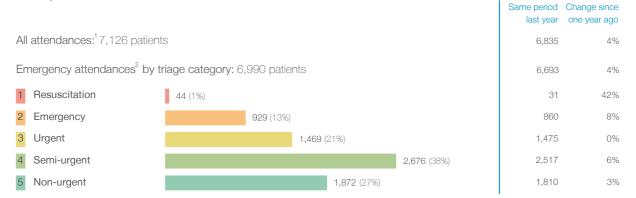
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

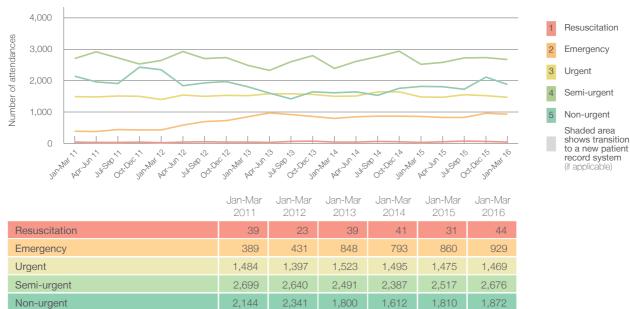
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Orange Health Service: Patients attending the emergency department

January to March 2016



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



Orange Health Service: Patients arriving by ambulance

January to March 2016

All emergency attendances

		last year	one year ago
Arrivals used to calculate trans	sfer of care time: 7 1,258 patients	1,217	
ED Transfer of care time§			
Median time	10 minutes	10 minutes	0 minutes
95th percentile time	28 minutes	33 minutes	-5 minutes

6,832

6.755

6,701

6.328

6.693

6,990

Same period Change since

^(†) 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.

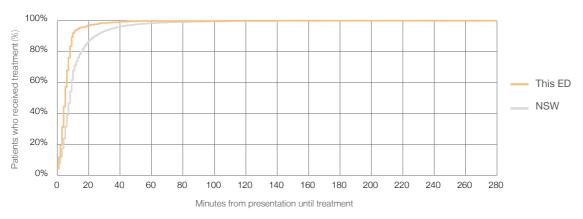
^(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

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

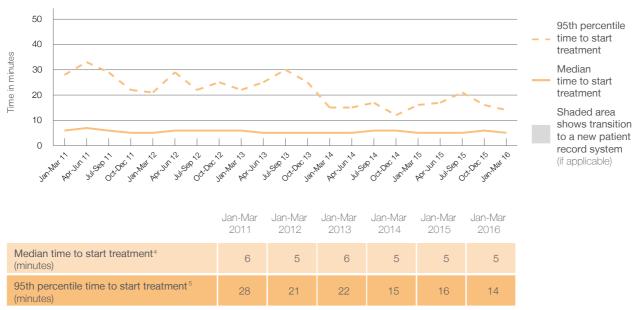
January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 929	860	
umber of triage 2 patients used to calculate waiting time: 922		
Median time to start treatment ⁴ 5 minutes	5 minutes	8 minutes
95th percentile time to start treatment ⁵ 14 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



 $^{(\}dagger)$ 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:

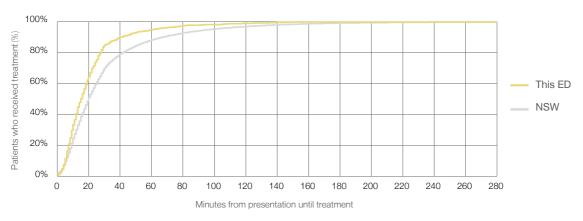
Approaches to reporting time measures of emergency department performance, December 2011.

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

January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 1,469	1,475	
Number of triage 3 patients used to calculate waiting time: 3 1,463		
Median time to start treatment ⁴ 15 minutes	15 minutes	20 minutes
95th percentile time to start treatment ⁵ 62 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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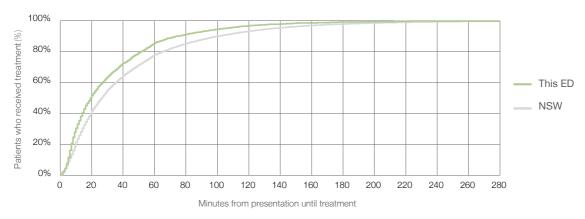
Approaches to reporting time measures of emergency department performance, December 2011.

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

January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	last year	(this period)
Number of triage 4 patients: 2,676	2,517	
Number of triage 4 patients used to calculate waiting time: 3 2,576	2,423	
Median time to start treatment ⁴ 20 minutes	21 minutes	26 minutes
95th percentile time to start treatment ⁵ 106 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

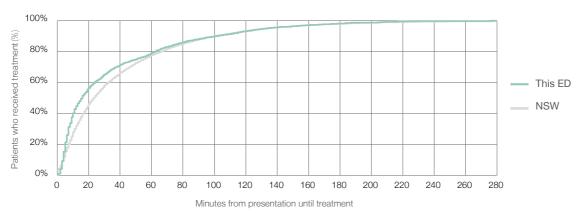
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Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 5 Non-urgent (e.g. small cuts or abr	asions)	Same period last year	NSW (this period)
Number of triage 5 patients: 1,872		1,810	
Number of triage 5 patients used to calculate waiting time: ³ 1,715			
Median time to start treatment ⁴	6 minutes	19 minutes	23 minutes
95th percentile time to start treatment ⁵	134 minutes	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 †‡



 $^{(\}dagger)$ 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:

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13 hours and 32 minutes

Orange Health Service: Time from presentation until leaving the ED

January to March 2016

95th percentile time to leaving the ED9

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

Same period last year (this period)

6,835

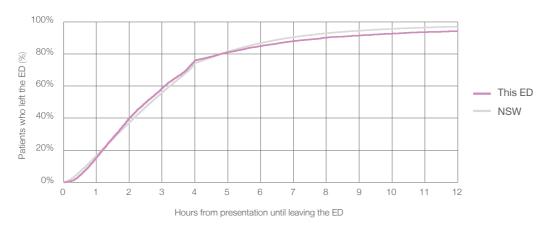
6,835

2 hours and 27 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 ^{†‡}



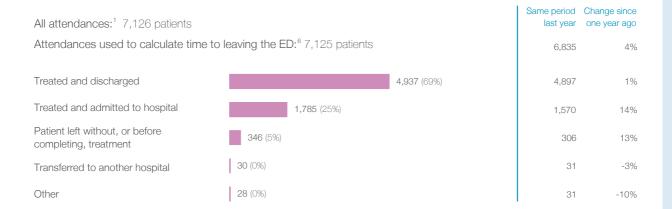
^(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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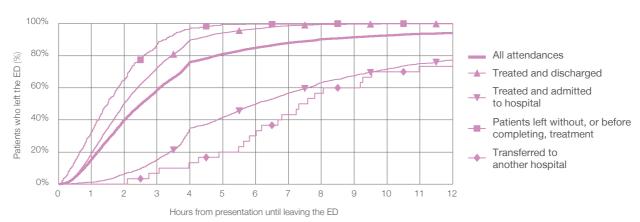
Approaches to reporting time measures of emergency department performance, December 2011.

Orange Health Service: Time from presentation until leaving the ED By mode of separation

January to March 2016



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	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%

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

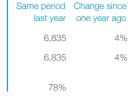
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Orange Health Service: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

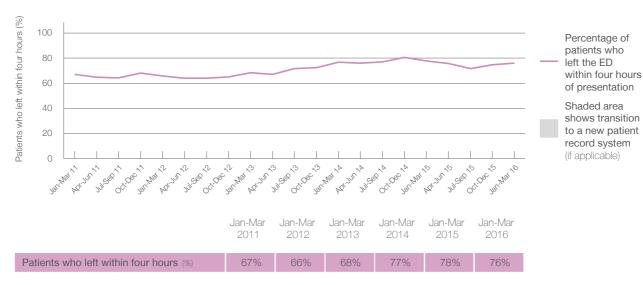
All attendances: 1 7,126 patients

Attendances used to calculate time to leaving the ED:67,125 patients

Percentage of patients who left the ED within four hours



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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
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- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Port Macquarie Base Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 8,185 patients	7,913	3%
Emergency attendances: ² 7,877 patients	7,717	2%

Port Macquarie Base Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,206 patients	1,207	
Median time to start treatment ⁴	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 31 minutes	30 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,047 patients	3,527	
Median time to start treatment ⁴ 18 minutes	18 minutes	20 minutes
95th percentile time to start treatment ⁵ 63 minutes	56 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,241 patients	2,707	
Median time to start treatment ⁴ 21 minutes	18 minutes	26 minutes
95th percentile time to start treatment ⁵ 97 minutes	89 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 337 patients	245	
Median time to start treatment ⁴	19 minutes	23 minutes
95th percentile time to start treatment ⁵	101 minutes	135 minutes

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

January to March 2016

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

Percentage of patients who	
i crecitage of patients who	750/
left the ED within four hours	75%

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

Same period Change since

Same period

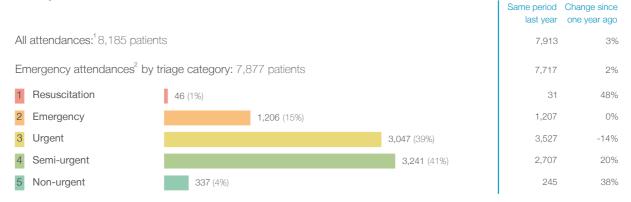
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.

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

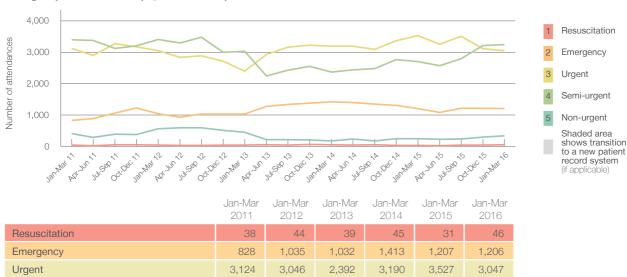
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Port Macquarie Base Hospital: Patients attending the emergency department

January to March 2016



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



3,403

8,087

2,367

7,189

7,717

449

6,943

3,241

7,877

Same period Change since

Port Macquarie Base Hospital: Patients arriving by ambulance

3,399

411

7.800

January to March 2016

All emergency attendances

Semi-urgent

Non-urgent

		last year	one year ago
Arrivals used to calculate tran	sfer of care time: 7 1,834 patients	1,817	
ED Transfer of care time §			
Median time	11 minutes	11 minutes	0 minutes
95th percentile time	46 minutes	44 minutes	2 minutes

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

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

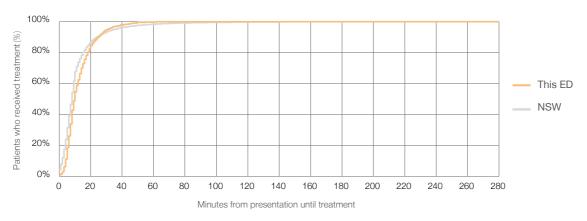
^(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Port Macquarie Base Hospital: Time from presentation to treatment, triage 2

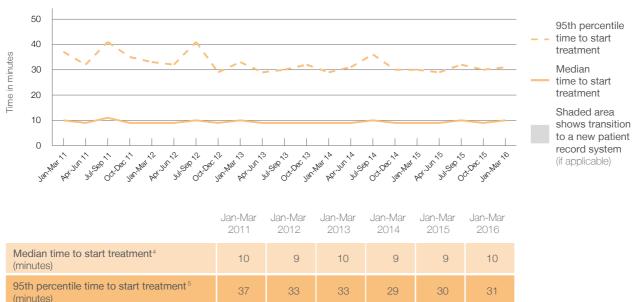
January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 1,206	1,207	
Number of triage 2 patients used to calculate waiting time: 3 1,202	1,204	
Median time to start treatment ⁴ 10 minutes	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 31 minutes	30 minutes	35 minutes

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



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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

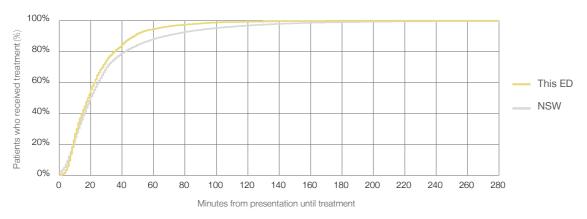
Approaches to reporting time measures of emergency department performance, December 2011.

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

January to March 2016

Triage 3 Urgent (e.g. moderate blood lo	Same period last year	NSW (this period)	
Number of triage 3 patients: 3,047	3,527		
Number of triage 3 patients used to calculate waiting time: 3 2,980			
Median time to start treatment ⁴ 18 minutes		18 minutes	20 minutes
95th percentile time to start treatment ⁵	63 minutes	56 minutes	99 minutes

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



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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

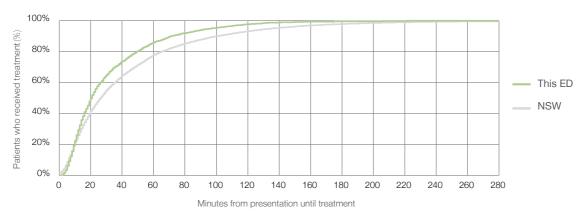
Approaches to reporting time measures of emergency department performance, December 2011.

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

January to March 2016

Triage 4 Semi-urgent (e.g. sprained a	nkle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 3,241		2,707	
Number of triage 4 patients used to calculate waiting time: 3 2,766		2,349	
Median time to start treatment ⁴	21 minutes	18 minutes	26 minutes
95th percentile time to start treatment ⁵	97 minutes	89 minutes	137 minutes

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



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

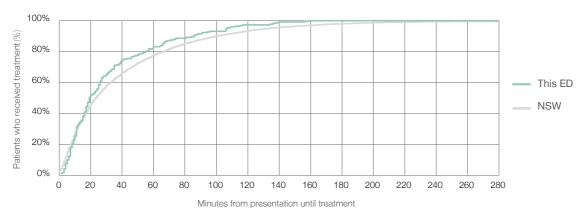
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Port Macquarie Base Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	(this period)
Number of triage 5 patients: 337	245	
Number of triage 5 patients used to calculate waiting time: 220	159	
Median time to start treatment ⁴ 19 minutes	19 minutes	23 minutes
95th percentile time to start treatment ⁵ 107 minutes	101 minutes	135 minutes

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



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016 11



 $^{(\}dagger)$ 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:

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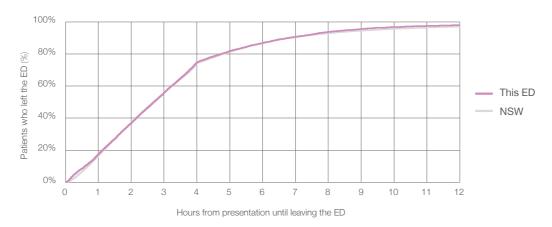
NSW

Same period

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

	last year	(this period)
All attendances: 8,185 patients	7,913	
Attendances used to calculate time to leaving the ED: ⁶ 8,183 patients	7,911	
Median time to leaving the ED ⁸ 2 hours and 42 minutes	2 hours and 35 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 8 hours and 44 minutes	8 hours and 44 minutes	9 hours and 25 minutes

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



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



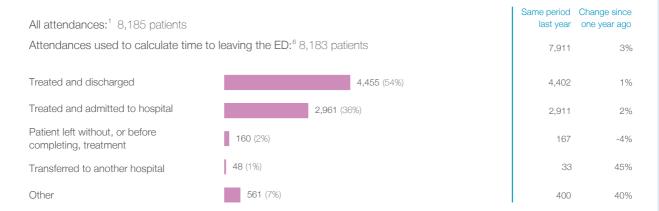
 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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

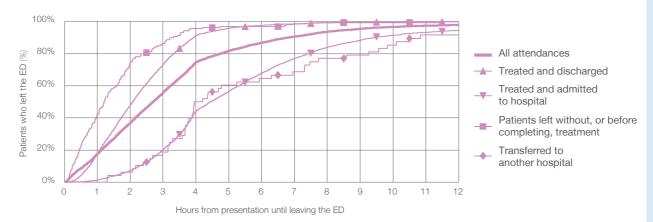
Approaches to reporting time measures of emergency department performance, December 2011.

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

By mode of separation January to March 2016



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

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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

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

All attendances: 1 8,185 patients

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

Percentage of patients who left the ED within four hours

7	5	0/6	
1	\circ	/0	

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

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Shoalhaven and District Memorial Hospital: Emergency department (ED) overview January to March 2016

		Change since one year ago
All attendances: 1 10,155 patients	9,166	11%
Emergency attendances: ² 10,022 patients	9,045	11%

Shoalhaven and District Memorial Hospital: Time from presentation to treatment³

January to March 2016

January to March 2016

canady to march 2010	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 763 patients	485	
Median time to start treatment ⁴	10 minutes	8 minutes
95th percentile time to start treatment ⁵ 53 minutes	47 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,019 patients	2,360	
Median time to start treatment ⁴ 30 minutes	30 minutes	20 minutes
95th percentile time to start treatment ⁵	ites 161 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,898 patients	4,233	
Median time to start treatment ⁴ 38 minutes	43 minutes	26 minutes
95th percentile time to start treatment ⁵	91 minutes 216 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,302 patients	1,933	
Median time to start treatment ⁴ 28 minutes	36 minutes	23 minutes
95th percentile time to start treatment ⁵	s 188 minutes	135 minutes

Shoalhaven and District Memorial Hospital: Time from presentation until leaving the ED

last year one year ago Attendances used to calculate time to leaving the ED:6 10,152 patients 9,166 Percentage of patients who 64% left the ED within four hours

- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer
- 5. 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.
- 6. All attendances that have a departure time.

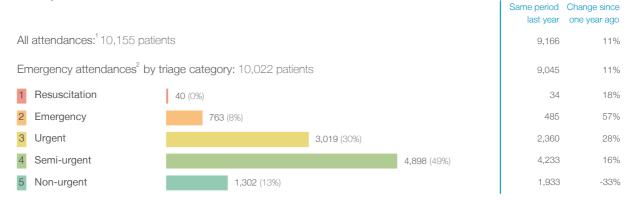
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

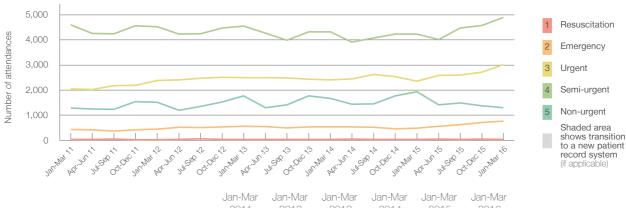
Same period Change since

Shoalhaven and District Memorial Hospital: Patients attending the emergency department

January to March 2016



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



	2011	2012	2013	2014	2015	2016
Resuscitation	41	27	31	33	34	40
Emergency	434	443	558	528	485	763
Urgent	2,056	2,377	2,495	2,406	2,360	3,019
Semi-urgent	4,605	4,526	4,549	4,323	4,233	4,898
Non-urgent	1,282	1,519	1,769	1,673	1,933	1,302
All emergency attendances	8,418	8,892	9,402	8,963	9,045	10,022

Shoalhaven and District Memorial Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time: 7 2,407 patients

ED Transfer of care time

Median time

17 minutes

91 minutes

14 minutes

14 minutes

14 minutes

14 minutes

Same period Change since

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

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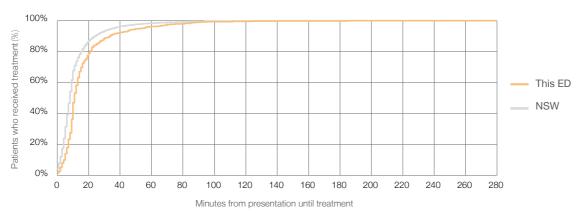
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

Shoalhaven and District Memorial Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 763	485	
Number of triage 2 patients used to calculate waiting time: ³ 763	482	
Median time to start treatment ⁴	10 minutes	8 minutes
95th percentile time to start treatment ⁵ 53 minutes	47 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

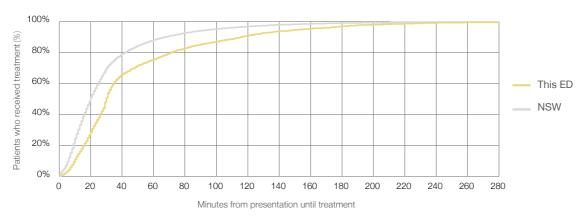
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Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven and District Memorial Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)			NSW (this period)
Number of triage 3 patients: 3,019		2,360	
Number of triage 3 patients used to calculate waiting time: 3 2,955			
Median time to start treatment ⁴	30 minutes	30 minutes	20 minutes
95th percentile time to start treatment ⁵	155 minutes	161 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

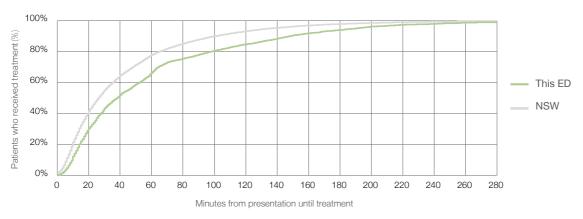
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Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven and District Memorial Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)			NSW (this period)
Number of triage 4 patients: 4,898		4,233	
Number of triage 4 patients used to calculate waiting time: 4,517		3,809	
Median time to start treatment ⁴ 38 minutes		43 minutes	26 minutes
95th percentile time to start treatment ⁵	191 minutes	216 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



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

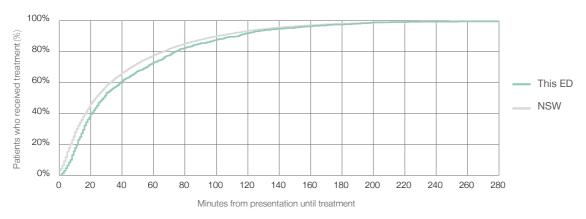
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Shoalhaven and District Memorial Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)			Same period last year	NSW (this period)
Number of triage 5 patients: 1,302			1,933	
Number of triage 5 patients used to calculate waiting time:3 1,153			1,614	
Median time to start treatment ⁴	28 minutes		36 minutes	23 minutes
95th percentile time to start treatment ⁵		145 minutes	188 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 11



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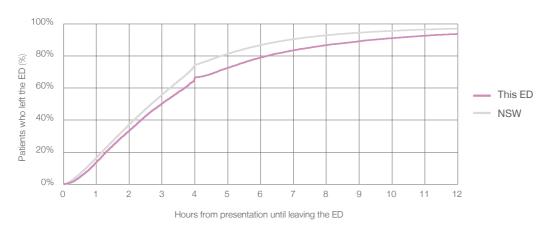
Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven and District Memorial Hospital: Time from presentation until leaving the ED

January to March 2016



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 ^{†‡}

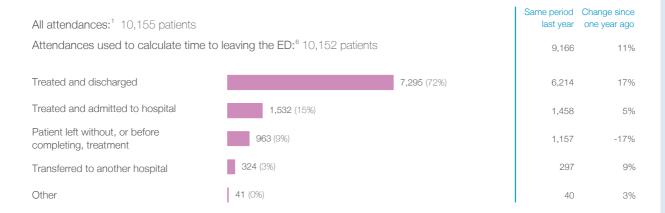


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

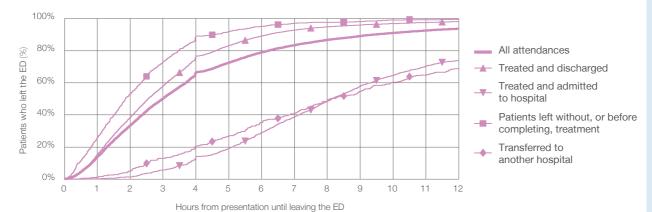
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Approaches to reporting time measures of emergency department performance, December 2011.

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



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	15%	39%	58%	77%	89%	95%	97%	98%
Treated and admitted to hospital	0%	1%	6%	14%	29%	49%	65%	74%
Patient left without, or before completing, treatment	26%	53%	73%	89%	95%	98%	99%	99%
Transferred to another hospital	1%	5%	13%	21%	35%	49%	60%	69%
All attendances	14%	33%	50%	67%	79%	87%	91%	94%

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

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Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven and District Memorial 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 10,155 patients

Attendances used to calculate time to leaving the ED: 6 10,152 patients

Percentage of patients who left the ED within four hours

Same period Change since one year ago 9,166 11% 9,166 11% 64%

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Sutherland Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 13,003 patients	12,505	4%
Emergency attendances: ² 12,910 patients	12,375	4%

Sutherland Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,587 patients	1,802	
Median time to start treatment ⁴	14 minutes	8 minutes
95th percentile time to start treatment ⁵ 41 minutes	42 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,063 patients	4,871	
Median time to start treatment ⁴ 28 minutes	28 minutes	20 minutes
95th percentile time to start treatment ⁵ 82 minutes	79 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,079 patients	4,629	
Median time to start treatment ⁴ 31 minutes	29 minutes	26 minutes
95th percentile time to start treatment ⁵ 93 minutes	91 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,140 patients	1,008	
Median time to start treatment ⁴ 29 minutes	26 minutes	23 minutes
95th percentile time to start treatment ⁵	98 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 13,003 patients

Percentage of patients who	
9 1	74%
left the ED within four hours	1 7 70

one year ago		
4%	12,505	
	74%	

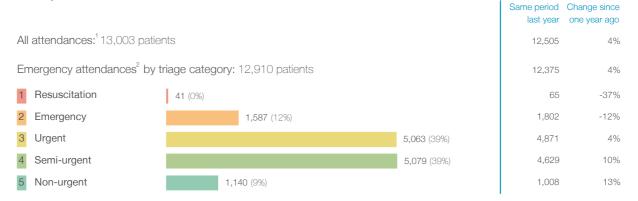
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

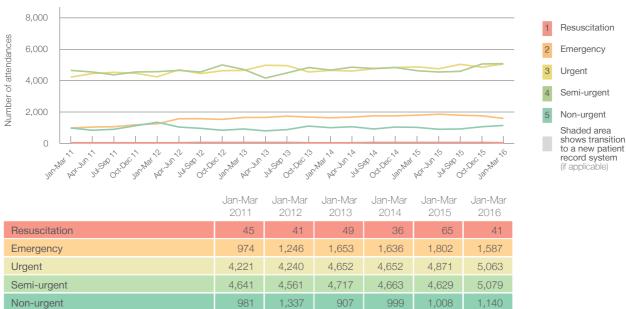
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Sutherland Hospital: Patients attending the emergency department

January to March 2016



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



Sutherland Hospital: Patients arriving by ambulance

10.862

January to March 2016

All emergency attendances

		last year	one year ago
Arrivals used to calculate tran	3,079		
ED Transfer of care time §			
Median time	13 minutes	14 minutes	-1 minute
95th percentile time	33 minutes	43 minutes	-10 minutes

11,425

11,978

11,986

12,375

12,910

Same period Change since

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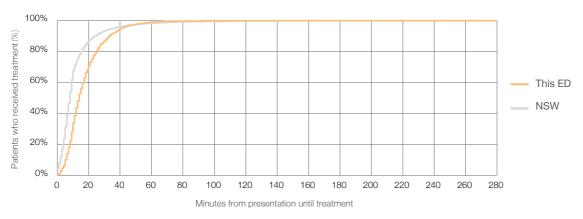
^(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Sutherland Hospital: Time from presentation to treatment, triage 2

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 1,587	1,802	
Number of triage 2 patients used to calculate waiting time: 3 1,580	1,799	
Median time to start treatment ⁴ 14 minutes	14 minutes	8 minutes
95th percentile time to start treatment ⁵ 41 minutes	42 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



	2011	2012	2013	2014	2015	2016
Median time to start treatment ⁴ (minutes)	12	11	12	12	14	14
95th percentile time to start treatment ⁵ (minutes)	41	35	36	37	42	41

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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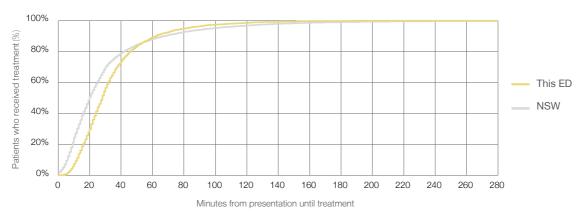
Approaches to reporting time measures of emergency department performance, December 2011.

Sutherland Hospital: Time from presentation to treatment, triage 3

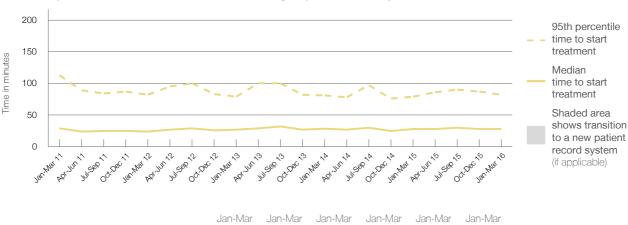
January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 5,063	4,871	
Number of triage 3 patients used to calculate waiting time: 5,002	4,817	
Median time to start treatment ⁴ 28 minutes	28 minutes	20 minutes
95th percentile time to start treatment ⁵ 82 minutes	79 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)	29	24	27	29	28	28
95th percentile time to start treatment ⁵ (minutes)	113	82	79	81	79	82

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

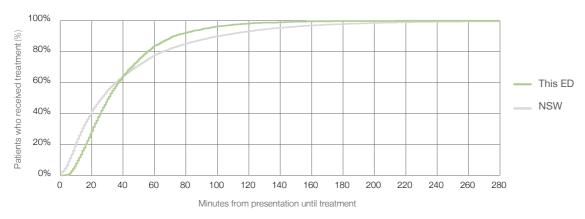
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Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 5,079	4,629	
Number of triage 4 patients used to calculate waiting time: 4,967	4,534	
Median time to start treatment ⁴ 31 minutes	29 minutes	26 minutes
95th percentile time to start treatment ⁵ 93 minutes	91 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 †‡



	2011	2012	2013	2014	2015	2016
Median time to start treatment ⁴ (minutes)	36	31	29	31	29	31
95th percentile time to start treatment ⁵ (minutes)	136	98	92	97	91	93

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

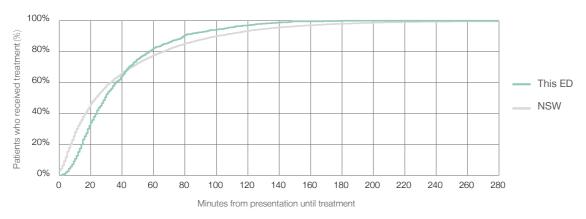
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Approaches to reporting time measures of emergency department performance, December 2011.

Sutherland Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 1,140	1,008	
Number of triage 5 patients used to calculate waiting time: 3 1,069	944	
Median time to start treatment ⁴ 29 minutes	26 minutes	23 minutes
95th percentile time to start treatment ⁵ 106 minutes	98 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 †‡



 $^{(\}dagger)$ 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.

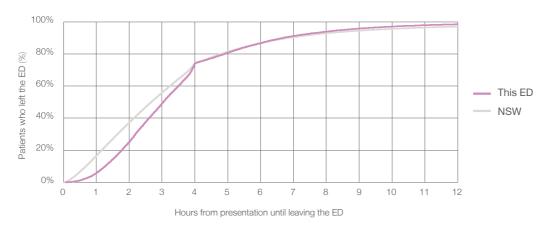
NSW

Same period

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

	last year	(this period)
All attendances: 13,003 patients	12,505	
Attendances used to calculate time to leaving the ED: ⁶ 13,003 patients	12,505	
Median time to leaving the ED ⁸ 3 hours and 3 minutes	3 hours and 4 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 8 hours and 32 minutes	8 hours and 26 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

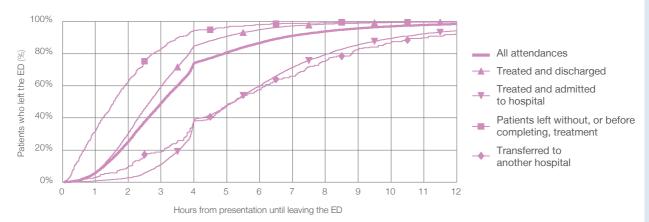
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Same period Change since All attendances: 1 13,003 patients last year one year ago Attendances used to calculate time to leaving the ED:6 13,003 patients 12,505 9,363 (72%) Treated and discharged 9.005 4% Treated and admitted to hospital 2,870 (22%) 2,777 3% Patient left without, or before 15% 441 completing, treatment 209 (2%) 227 -8% Transferred to another hospital 54 (0%) Other 55 -2%

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	6%	30%	60%	85%	95%	98%	99%	100%
Treated and admitted to hospital	1%	3%	11%	38%	60%	79%	89%	94%
Patient left without, or before completing, treatment	32%	63%	83%	94%	98%	99%	100%	100%
Transferred to another hospital	3%	10%	19%	38%	57%	76%	87%	92%
All attendances	6%	25%	49%	74%	87%	94%	97%	99%

 $^{(\}dagger)$ 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.

Sutherland 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 13,003 patients

Attendances used to calculate time to leaving the ED:6 13,003 patients

Percentage of patients who left the ED within four hours

	one year ago
12,505	4%
12,505	4%
74%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Tamworth Base Hospital: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 1 10,755 patients	10,482	3%
Emergency attendances: ² 9,952 patients	9,938	0%

Tamworth Base Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 863 patients	894	
Median time to start treatment ⁴ 9 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 55 minutes	46 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,486 patients	2,167	
Median time to start treatment ⁴ 24 minutes	24 minutes	20 minutes
95th percentile time to start treatment ⁵	121 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,634 patients	4,907	
Median time to start treatment ⁴ 39 minutes	38 minutes	26 minutes
95th percentile time to start treatment ⁵	172 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,925 patients	1,912	
Median time to start treatment ⁴ 40 minutes	36 minutes	23 minutes
95th percentile time to start treatment ⁵	141 minutes	135 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED:6 10,755 patients

Percentage of patients who	
i ercertage of patients with	700/
left the ED within four hours	73%

	Change since one year ago
10,482	3%
69%	

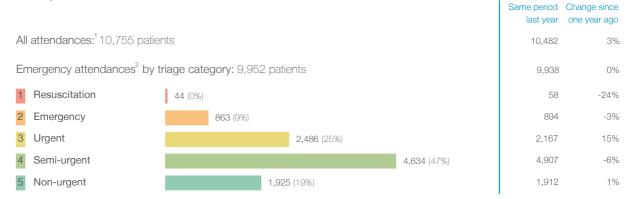
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

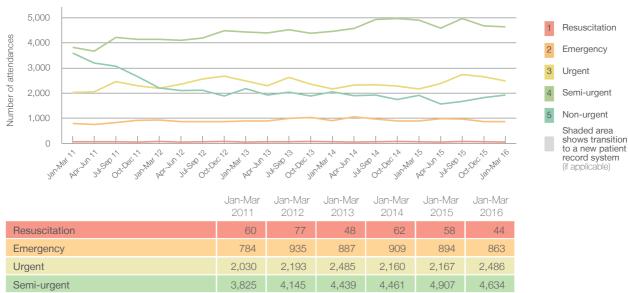
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Tamworth Base Hospital: Patients attending the emergency department

January to March 2016



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



Tamworth Base Hospital: Patients arriving by ambulance

10,291

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate tran	sfer of care time: 7 1,586 patients	1,533	
ED Transfer of care time §			
Median time	10 minutes	11 minutes	-1 minute
95th percentile time	38 minutes	56 minutes	-18 minutes

9,549

10,035

9,646

1,912

9.938

1,925

9,952

Same period Change since

^(†) 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:

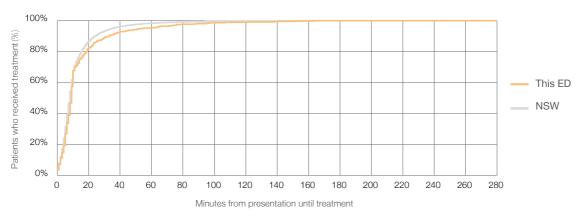
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

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

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 863	894	
Number of triage 2 patients used to calculate waiting time: ³ 854		
Median time to start treatment ⁴ 9 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 55 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 †‡



(+)	Data points	are not	shown in	graphs fo	or quarters	when	patient	numbers	are	too:	small.
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30

36

95th percentile time to start treatment⁵

30

46

55

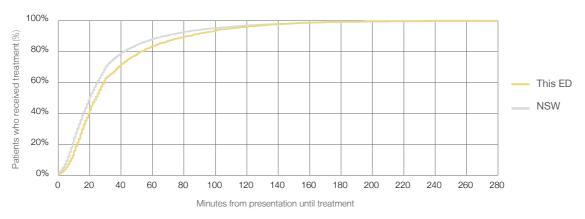
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 2,486	2,167	
Number of triage 3 patients used to calculate waiting time: 3 2,437	2,102	
Median time to start treatment ⁴ 24 minutes	24 minutes	20 minutes
95th percentile time to start treatment ⁵ 111 minutes	121 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

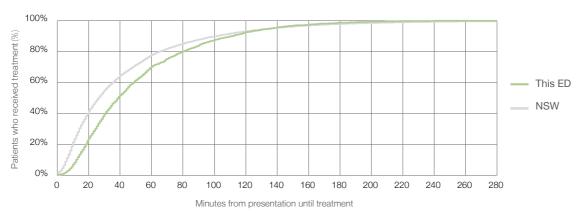
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained an	Same period last year	NSW (this period)	
Number of triage 4 patients: 4,634	4,907		
Number of triage 4 patients used to calcu	4,612		
Median time to start treatment ⁴	38 minutes	26 minutes	
95th percentile time to start treatment ⁵	137 minutes	172 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



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

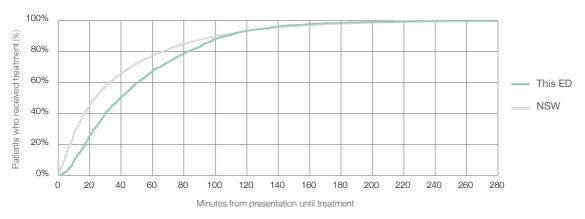
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 5 Non-urgent (e.g. small cuts or	Same period last year	NSW (this period)		
Number of triage 5 patients: 1,925	1,912			
Number of triage 5 patients used to calcu	1,823			
Median time to start treatment ⁴	o start treatment ⁴ 40 minutes			
95th percentile time to start treatment ⁵	132 minutes	141 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 11



 $^{(\}dagger)$ 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.

Tamworth Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances: 1 10,755 patients

Attendances used to calculate time to leaving the

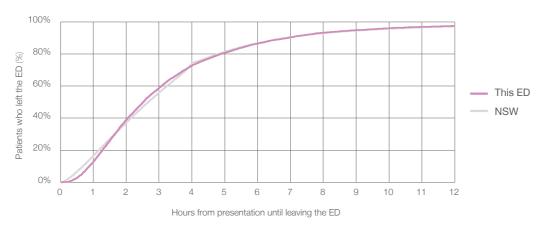
Attendances used to calculate time to leaving the ED:6 10,755 patients

Median time to leaving the ED⁸ 2 hours and 31 minutes

95th percentile time to leaving the ED⁹ 9 hours and 13 minutes

NSW	Same period
(this period)	last year
	10,482
	10,482
2 hours and 40 minutes	2 hours and 38 minutes
9 hours and 25 minutes	10 hours and 7 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 †‡



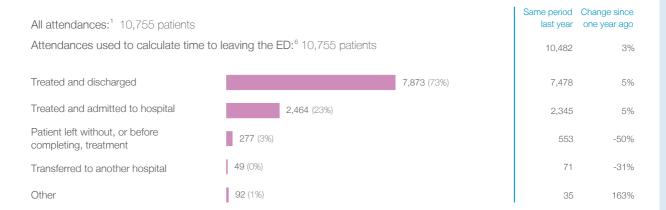
 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

^(‡) 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:

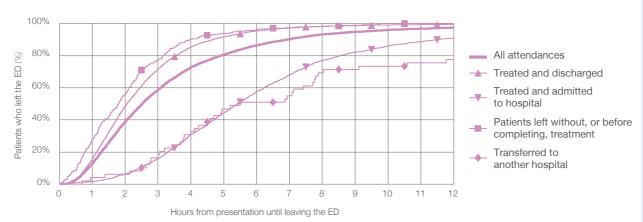
Approaches to reporting time measures of emergency department performance, December 2011.

Tamworth Base Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016



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	16%	49%	72%	85%	95%	98%	99%	100%
Treated and admitted to hospital	2%	6%	16%	31%	58%	77%	86%	91%
Patient left without, or before completing, treatment	28%	56%	77%	90%	96%	98%	100%	100%
Transferred to another hospital	4%	6%	18%	33%	51%	69%	73%	78%
All attendances	13%	39%	59%	73%	87%	93%	96%	97%

 $^{(\}dagger)$ 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.

Tamworth 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 10,755 patients

Attendances used to calculate time to leaving the ED:6 10,755 patients

Percentage of patients who left the ED within four hours

	Change since one year ago		
10,482	3%		
10,482	3%		
69%			

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

PERFORMANCE PROFILES: Emergency department care

NSW

Same period Change since

Same period

The Tweed Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 13,372 patients	12,260	9%
Emergency attendances: ² 12,937 patients	12,037	7%

The Tweed Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,541 patients	1,729	
Median time to start treatment ⁴ 5 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵	19 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,926 patients	5,362	
Median time to start treatment ⁴ 12 minutes	13 minutes	20 minutes
95th percentile time to start treatment ⁵ 48 minutes	54 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,347 patients	3,788	
Median time to start treatment ⁴	14 minutes	26 minutes
95th percentile time to start treatment ⁵ 79 minutes	82 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,062 patients	1,108	
Median time to start treatment ⁴	10 minutes	23 minutes
95th percentile time to start treatment ⁵ 76 minutes	75 minutes	135 minutes

The Tweed Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to le	eaving the ED:6 13,363 patients	
Percentage of patients who		
left the ED within four hours		84%

Same period	Change since			
last year	one year ago			
12,260	9%			
0.40/				
84%				

- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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).

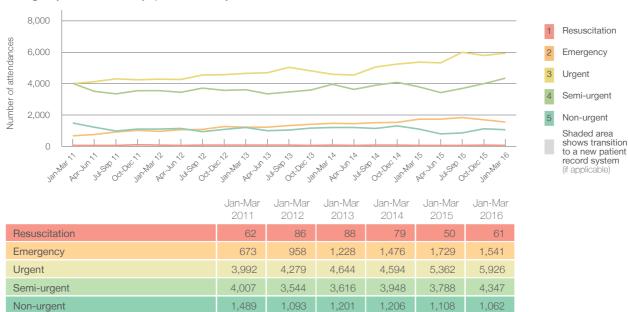
The Tweed Hospital: Patients attending the emergency department January to March 2016

1,062 (8%)

Same period Change since last year one year ago All attendances: 13,372 patients 12.260 9% Emergency attendances² by triage category: 12,937 patients 12,037 7% Resuscitation 61 (0%) 50 22% Emergency -11% 1,541 (12%) 1,729 Urgent 5,926 (46%) 5.362 11%

4,347 (34%)

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



9,960

10,777

11,303

12.037

12.937

The Tweed Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Semi-urgent

Non-urgent

Arrivals used to calculate transfer of care time: 7 1,989 patients

ED Transfer of care time §

Median time 8 minutes 7 1,989 patients

7 1,989 patients

26 minutes 26 minutes 26 minutes

10,223

	one year ago
2,032	
7 minutes	1 minute
26 minutes	0 minutes

Same period Change since

3,788

1,108

15%

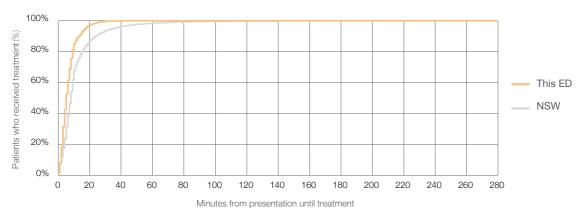
-4%

- (†) 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.

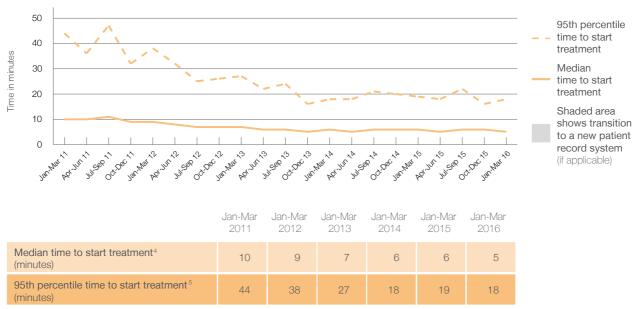
The Tweed Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 1,541	1,729	
Number of triage 2 patients used to calculate waiting time: ³ 1,538		
Median time to start treatment ⁴ 5 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵ 18 minutes	19 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

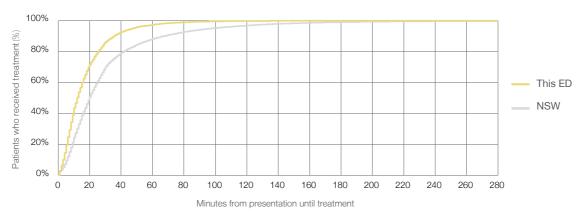
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

The Tweed Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 5,926	5,362	
Number of triage 3 patients used to calculate waiting time: \$5,889		
Median time to start treatment ⁴ 12 minutes	13 minutes	20 minutes
95th percentile time to start treatment ⁵ 48 minutes	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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

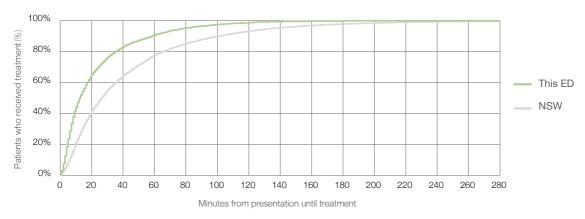
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

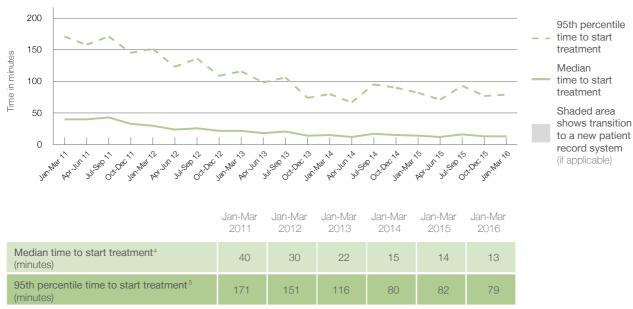
The Tweed Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		NSW (this period)
Number of triage 4 patients: 4,347	3,788	
Number of triage 4 patients used to calculate waiting time: 4,251		
Median time to start treatment ⁴ 13 minutes	14 minutes	26 minutes
95th percentile time to start treatment ⁵ 79 minutes	82 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

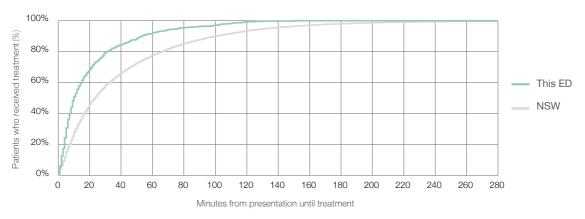
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

The Tweed Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		NSW (this period)
Number of triage 5 patients: 1,062	1,108	
Number of triage 5 patients used to calculate waiting time: 3 1,024		
Median time to start treatment ⁴	10 minutes	23 minutes
95th percentile time to start treatment ⁵ 76 minutes	75 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 †‡



 $^{(\}dagger)$ 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.

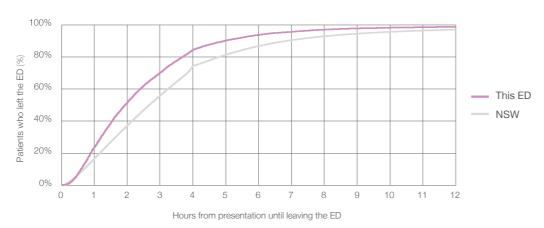
NSW

Same period

The Tweed Hospital: Time from presentation until leaving the ED January to March 2016

	last year	(this period)
All attendances: 13,372 patients	12,260	
Attendances used to calculate time to leaving the ED: ⁶ 13,363 patients	12,260	
Median time to leaving the ED ⁸ 1 hours and 56 minutes	1 hours and 51 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 6 hours and 35 minutes	6 hours and 60 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 †‡

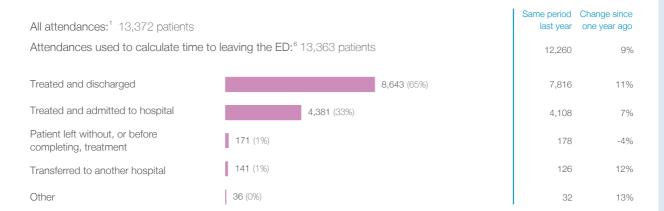


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

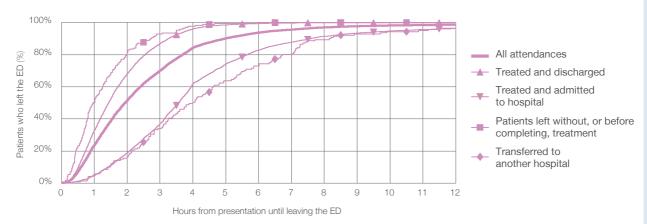
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

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



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	33%	68%	87%	96%	99%	100%	100%	100%
Treated and admitted to hospital	5%	19%	37%	62%	83%	91%	95%	96%
Patient left without, or before completing, treatment	50%	81%	93%	98%	100%	100%	100%	100%
Transferred to another hospital	6%	16%	34%	50%	73%	89%	94%	96%
All attendances	24%	52%	70%	84%	94%	97%	98%	99%

 $^{(\}dagger)$ 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.

The Tweed 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 13,372 patients

Attendances used to calculate time to leaving the ED:6 13,363 patients

Percentage of patients who left the ED within four hours



84%

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED)
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Wagga Wagga Base Hospital: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 1 9,793 patients	8,970	9%
Emergency attendances: ² 9,554 patients	8,642	11%

Wagga Wagga Base Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 799 patients	612	
Median time to start treatment ⁴ 7 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 33 minutes	23 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,870 patients	3,516	
Median time to start treatment ⁴ 21 minutes	17 minutes	20 minutes
95th percentile time to start treatment ⁵ 96 minutes	72 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,026 patients	3,788	
Median time to start treatment ⁴ 26 minutes	19 minutes	26 minutes
95th percentile time to start treatment ⁵	111 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 823 patients	703	
Median time to start treatment ⁴	13 minutes	23 minutes
95th percentile time to start treatment ⁵	106 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:6 9,792 patients

Percentage of patients who left the ED within four hours 699

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

Same period Change since

Same period

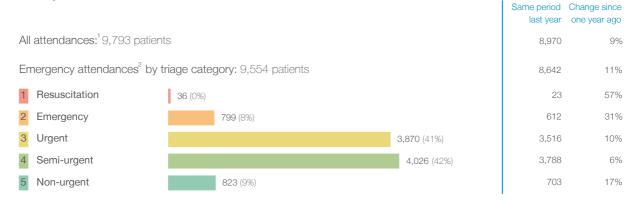
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.

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

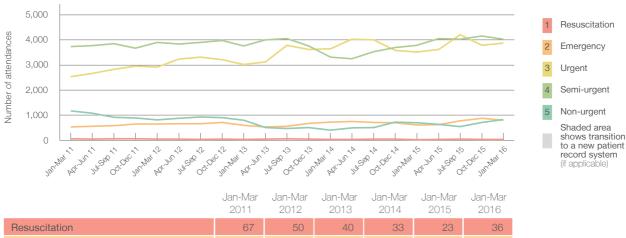
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Wagga Wagga Base Hospital: Patients attending the emergency department

January to March 2016



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



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

Wagga Wagga Base Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time: 7 1,903 patients

ED Transfer of care time

Median time

16 minutes

109 minutes

13 minutes

47 minutes

Same period Change since

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

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

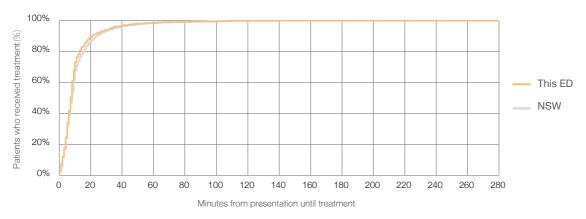
Approaches to reporting time measures of emergency department performance, December 2011.

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

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

Triage 2 Emergency (e.g. chest pain, severe burns)		Same period last year	NSW (this period)
Number of triage 2 patients: 799		612	
Number of triage 2 patients used to calc	ulate waiting time:3 796	612	
Median time to start treatment ⁴	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵	33 minutes	23 minutes	35 minutes

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



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

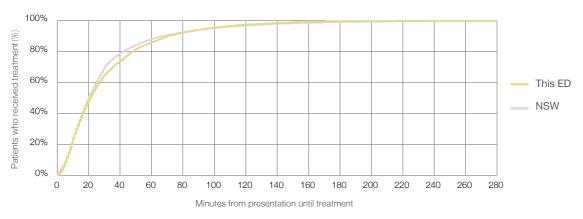
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Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration)			NSW (this period)
Number of triage 3 patients: 3,870		3,516	
Number of triage 3 patients used to calculate waiting time: 3,758		3,466	
Median time to start treatment ⁴	21 minutes	17 minutes	20 minutes
95th percentile time to start treatment ⁵	96 minutes	72 minutes	99 minutes

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



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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

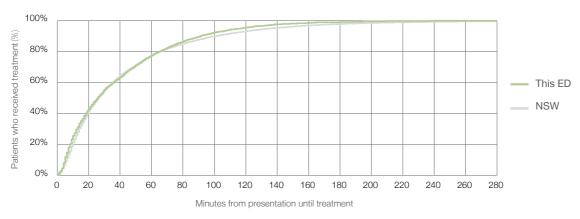
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)			NSW (this period)
Number of triage 4 patients: 4,026		3,788	
Number of triage 4 patients used to calculate	ate waiting time:3 3,800	3,618	
Median time to start treatment ⁴	26 minutes	19 minutes	26 minutes
95th percentile time to start treatment ⁵	118 minutes	111 minutes	137 minutes

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



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

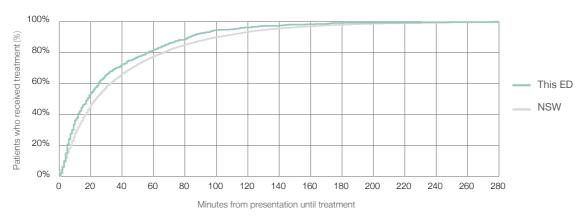
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 823	703	
Number of triage 5 patients used to calculate waiting time: 3 747	657	
Median time to start treatment ⁴ 18 minutes	13 minutes	23 minutes
95th percentile time to start treatment ⁵ 109 minutes	106 minutes	135 minutes

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



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016 11



 $^{(\}dagger)$ 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:

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10 hours and 12 minutes

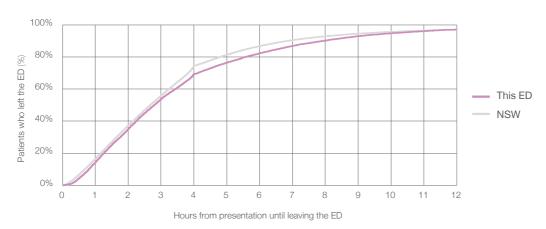
Wagga Wagga Base Hospital: Time from presentation until leaving the ED January to March 2016

All attendances: 9,793 patients				
Attendances used to calculate time to leaving the ED:6 9,792 patients				
Median time to leaving the ED ⁸	2 hours and 48 minutes			

Same period last year
8,970
8,970
2 hours and 47 minutes
10 hours and 47 minutes

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

95th percentile time to leaving the ED9



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



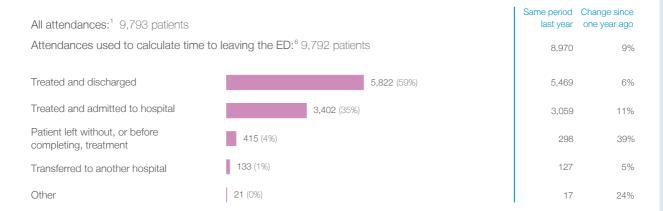
 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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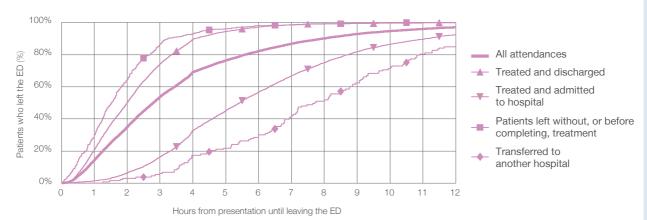
Approaches to reporting time measures of emergency department performance, December 2011.

Wagga Wagga Base Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016



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

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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

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

All attendances: 1 9,793 patients

Attendances used to calculate time to leaving the ED: 6 9,792 patients

Percentage of patients who left the ED within four hours



Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11

69%



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- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Same period

Wyong Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 16,198 patients	15,341	6%
Emergency attendances: ² 15,986 patients	15,127	6%

Wyong Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,748 patients	1,374	
Median time to start treatment ⁴ 7 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 43 minutes	35 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,679 patients	4,023	
Median time to start treatment ⁴ 21 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 93 minutes	88 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,339 patients	7,970	
Median time to start treatment ⁴ 27 minutes	29 minutes	26 minutes
95th percentile time to start treatment ⁵	116 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,152 patients	1,679	
Median time to start treatment ⁴ 20 minutes	23 minutes	23 minutes
95th percentile time to start treatment ⁵ 101 minutes	112 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 16,198 patients

Percentage of patients who	
1 creentage of patients who	740/
left the ED within four hours	74%

Same period	Change since
last year	one year ago
15,341	6%
71%	

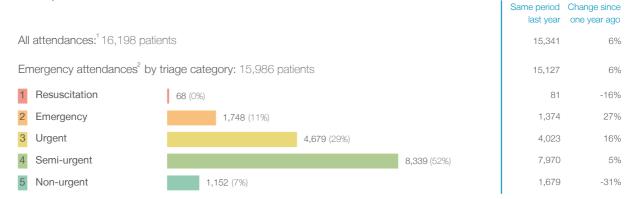
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

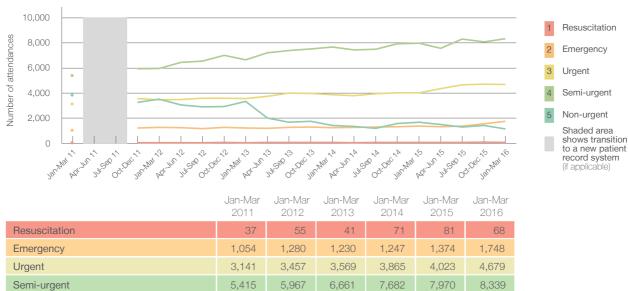
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Wyong Hospital: Patients attending the emergency department

January to March 2016



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



1.426

14.291

14,844

1.679

15,127

1,152

Same period Change since

15.986

Wyong Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate trans	sfer of care time: 7 3,766 patients	3,831	
ED Transfer of care time §			
Median time	10 minutes	11 minutes	-1 minute
95th percentile time	33 minutes	45 minutes	-12 minutes

13,494

14,270

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

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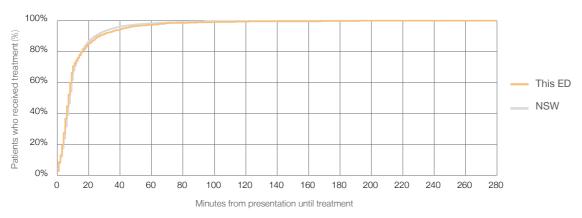
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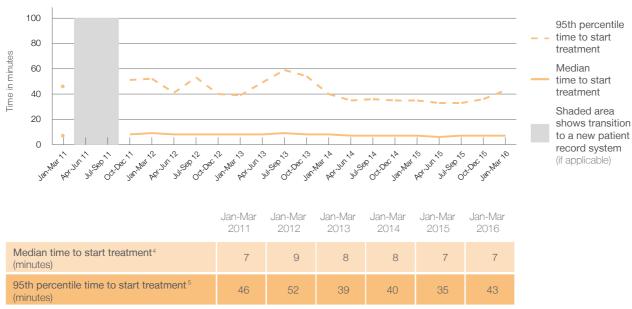
Wyong Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 1,748	1,374	
Number of triage 2 patients used to calculate waiting time: 3 1,733	1,367	
Median time to start treatment ⁴ 7 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 43 minutes	35 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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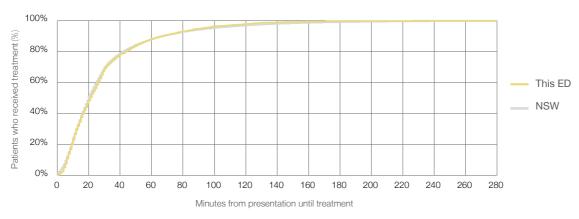
Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 3 Urgent (e.g. moderate blood	loss, dehydration)	Si
Number of triage 3 patients: 4,679		
Number of triage 3 patients used to calc	culate waiting time:3 4,634	
Median time to start treatment ⁴	21 minutes	
95th percentile time to start treatment ⁵	93 minutes	

Same period NSW (this period)
4,023
3,968
21 minutes 20 minutes
88 minutes 99 minutes

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



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



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

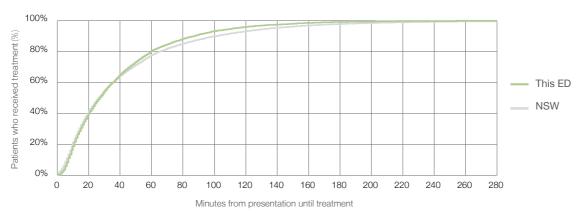
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		Same period last year	NSW (this period)
Number of triage 4 patients: 8,339		7,970	
Number of triage 4 patients used to calculate waiting time: 3 8	,083	7,725	
Median time to start treatment ⁴ 27 minutes		29 minutes	26 minutes
95th percentile time to start treatment ⁵	3 minutes	116 minutes	137 minutes

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



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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

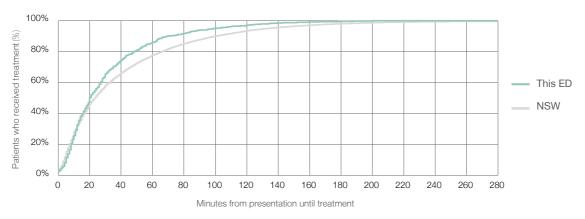
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Wyong Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		NSW (this period)
Number of triage 5 patients: 1,152	1,679	
Number of triage 5 patients used to calculate waiting time: 3 1,113	1,604	
Median time to start treatment ⁴ 20 minutes	23 minutes	23 minutes
95th percentile time to start treatment ⁵ 101 minutes	112 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 † †



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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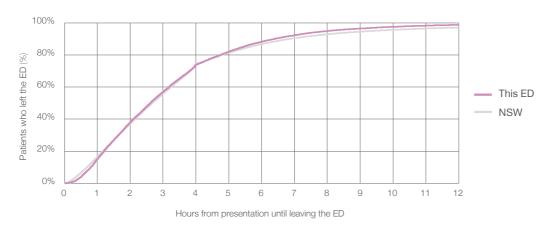
NSW

Same period

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

	last year	(this period)
All attendances: 1 16,198 patients	15,341	
Attendances used to calculate time to leaving the ED:6 16,198 patients	15,341	
Median time to leaving the ED ⁸ 2 hours and 37 minutes	2 hours and 42 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 8 hours and 3 minutes	8 hours and 32 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 †‡

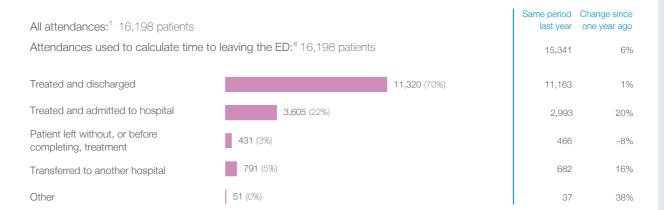


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

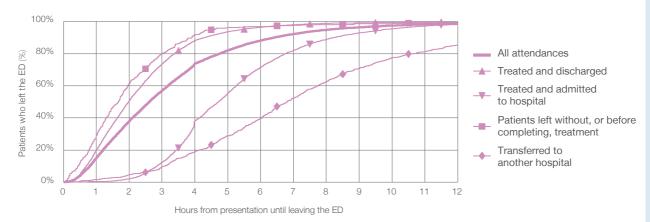
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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	20%	51%	74%	88%	96%	99%	100%	100%
Treated and admitted to hospital	0%	2%	12%	38%	72%	89%	96%	98%
Patient left without, or before completing, treatment	29%	61%	80%	92%	97%	98%	99%	99%
Transferred to another hospital	2%	5%	10%	19%	40%	62%	78%	85%
All attendances	15%	38%	57%	74%	88%	95%	98%	99%

 $^{(\}dagger)$ 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.

Wyong 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 16,198 patients

Attendances used to calculate time to leaving the ED:6 16,198 patients

Percentage of patients who left the ED within four hours

	Change since
last year	one year ago
15,341	6%
15,341	6%
71%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NICW

Armidale and New England Hospital: Emergency department (ED) overview January to March 2016

		Change since one year ago
All attendances: 4,266 patients	4,026	6%
Emergency attendances: ² 4,050 patients	3,871	5%

Armidale and New England Hospital: Time from presentation to treatment³

January to March 2016

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 255 patients	223	
Median time to start treatment ⁴ 8 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 57 minutes	47 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,232 patients	972	
Median time to start treatment ⁴ 26 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵	78 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,201 patients	2,321	
Median time to start treatment ⁴ 36 minutes	29 minutes	26 minutes
95th percentile time to start treatment ⁵	131 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 355 patients	348	
Median time to start treatment ⁴	19 minutes	23 minutes
95th percentile time to start treatment ⁵	111 minutes	135 minutes

Armidale and New England Hospital: Time from presentation until leaving the ED

last year one year ago Attendances used to calculate time to leaving the ED:6 4,266 patients 4,026 Percentage of patients who left the ED within four hours

- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer
- 5. 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.
- 6. All attendances that have a departure time.

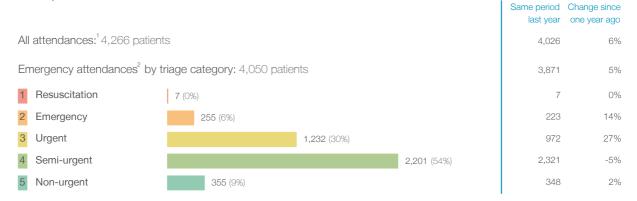
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

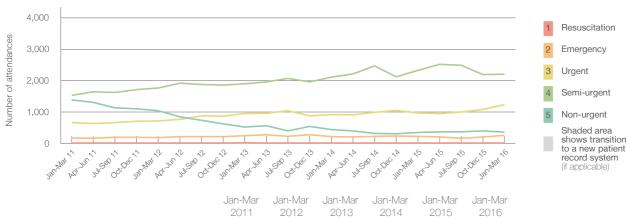
Same period Change since

Armidale and New England Hospital: Patients attending the emergency department

January to March 2016



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



189 712	241 946	208 914	223 972	255 1,232
712	946	914	972	1 222
		0	012	1,202
1,762	1,899	2,106	2,321	2,201
1,035	523	440	348	355
3,698	3,626	3,673	3,871	4,050
1	,035	,035 523	,035 523 440	,035 523 440 348

Armidale and New England Hospital: Patients arriving by ambulance

January to March 2016

			last year	one year ago
Arrivals used to calculate trans	sfer of care time: 7 392 pa	tients **	366 **	
ED Transfer of care time §				
Median time	6 minutes		7 minutes	-1 minute
95th percentile time		69 minutes	43 minutes	26 minutes

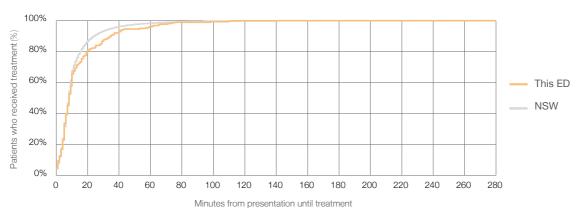
- (\dagger) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (**) 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.

Same period Change since

Armidale and New England Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	(this period)
Number of triage 2 patients: 255	223	
Number of triage 2 patients used to calculate waiting time: 3 255	219	
Median time to start treatment ⁴ 8 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 57 minutes	47 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

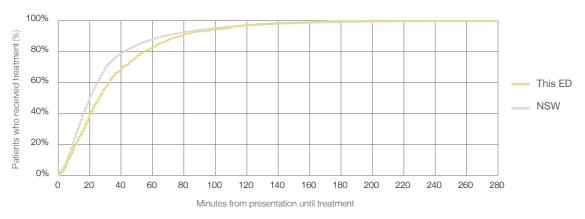
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Armidale and New England Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 1,232	972	
Number of triage 3 patients used to calculate waiting time: 3 1,195	937	
Median time to start treatment ⁴ 26 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 107 minutes	78 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

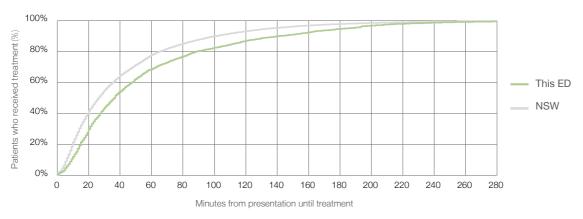
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

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Armidale and New England Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 2,201	2,321	
Number of triage 4 patients used to calculate waiting time: 3 2,004	2,163	
Median time to start treatment ⁴ 36 minutes	29 minutes	26 minutes
95th percentile time to start treatment ⁵	131 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



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

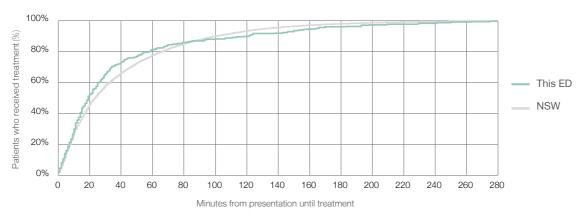
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Armidale and New England Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts of	or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 355			348	
Number of triage 5 patients used to calc	ulate waiting time:3 296		291	
Median time to start treatment ⁴	19 minutes		19 minutes	23 minutes
95th percentile time to start treatment ⁵		166 minutes	111 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 †‡



 $^{(\}dagger)$ 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.

NSW

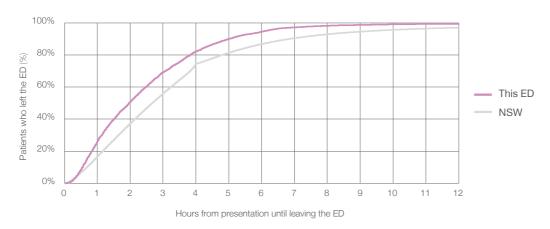
Same period

Armidale and New England Hospital: Time from presentation until leaving the ED

January to March 2016

last vear (this period) All attendances: 4,266 patients 4,026 Attendances used to calculate time to leaving the ED:6 4,266 patients 4,026 1 hours and 2 hours and Median time to leaving the ED⁸ 1 hours and 58 minutes 39 minutes 40 minutes 5 hours and 9 hours and 95th percentile time to leaving the ED9 6 hours and 7 minutes 42 minutes 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

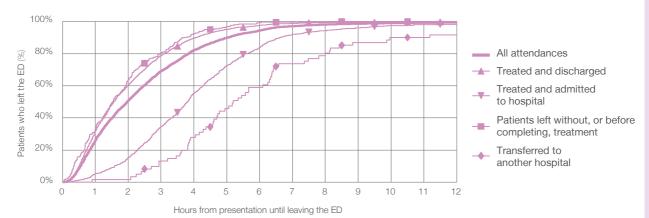
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Armidale and New England Hospital: Time from presentation until leaving the ED By mode of separation January to March 2016

Same period Change since All attendances: 4,266 patients last year one year ago Attendances used to calculate time to leaving the ED:6 4,266 patients 4.026 Treated and discharged 3,069 (72%) 3.023 2% Treated and admitted to hospital 855 (20%) 751 Patient left without, or before 266 (6%) 48% 180 completing, treatment 61 (1%) Transferred to another hospital 15 (0%) Other 20 -25%

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	32%	60%	79%	90%	98%	99%	100%	100%
Treated and admitted to hospital	5%	15%	35%	55%	84%	94%	97%	98%
Patient left without, or before completing, treatment	33%	64%	81%	92%	99%	100%	100%	100%
Transferred to another hospital	2%	2%	13%	28%	59%	80%	90%	92%
All attendances	26%	51%	69%	82%	94%	98%	99%	99%

 $^{(\}dagger)$ 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.

Same period Change since

Armidale and New England Hospital: Time from presentation until leaving the ED

Percentage of patients who left the ED within four hours of presentation January to March 2016

		last year	one year ago
All attendances: 1 4,266 patients		4,026	6%
Attendances used to calculate time to leaving the ED:6 4,266 patients		4,026	6%
Percentage of patients who left the ED within four hours	82%	87%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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%.

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).

NSW

Same period Change since

Same period

Bathurst Base Hospital: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 1 6,128 patients	5,931	3%
Emergency attendances: ² 6,057 patients	5,832	4%

Bathurst Base Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 645 patients	470	
Median time to start treatment ⁴ 6 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 24 minutes	26 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,700 patients	1,910	
Median time to start treatment ⁴	13 minutes	20 minutes
95th percentile time to start treatment ⁵ 60 minutes	62 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,717 patients	3,242	
Median time to start treatment ⁴	14 minutes	26 minutes
95th percentile time to start treatment ⁵	115 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 978 patients	197	
Median time to start treatment ⁴	9 minutes	23 minutes
95th percentile time to start treatment ⁵	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	
i ercertage of patients who	700/
left the ED within four hours	76%

	Change since one year ago
5,931	3%
79%	

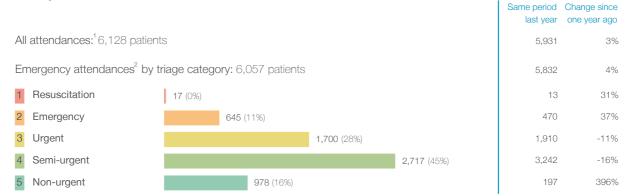
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

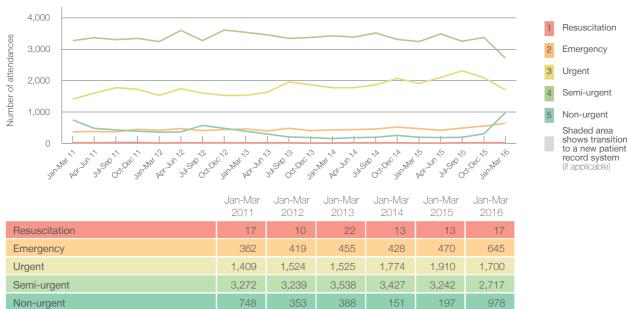
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Bathurst Base Hospital: Patients attending the emergency department

January to March 2016



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



Bathurst Base Hospital: Patients arriving by ambulance

5,808

January to March 2016

All emergency attendances

	last year	one year ago
offer of care time: 7 901 patients	643	
15 minutes	16 minutes	-1 minute
61 minutes	57 minutes	4 minutes
		efer of care time: ⁷ 901 patients 643 15 minutes 16 minutes

5,545

5,928

5,793

5.832

6.057

Same period Change since

^(†) 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:

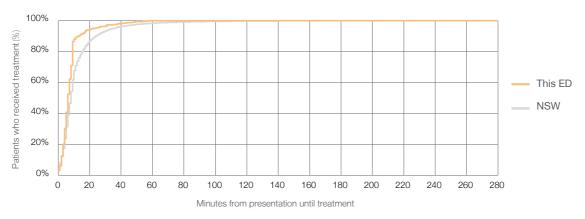
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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)	Same period last year	NSW (this period)
Number of triage 2 patients: 645	470	
Number of triage 2 patients used to calculate waiting time: 643	469	
Median time to start treatment ⁴ 6 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 24 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^{†‡}



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

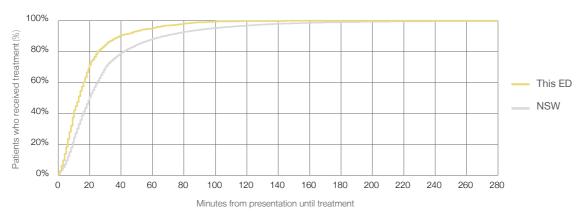
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

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)	Same period last year	NSW (this period)
Number of triage 3 patients: 1,700	1,910	
Number of triage 3 patients used to calculate waiting time: 3 1,682	1,899	
Median time to start treatment ⁴ 13 minutes	13 minutes	20 minutes
95th percentile time to start treatment ⁵ 60 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

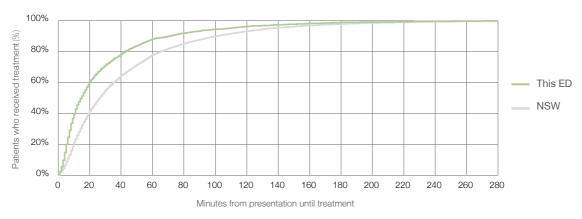
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 2,717	3,242	
Number of triage 4 patients used to calculate waiting time: 2,606	3,146	
Median time to start treatment ⁴ 15 minutes	14 minutes	26 minutes
95th percentile time to start treatment ⁵ 108 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

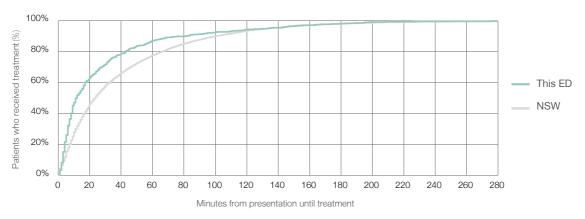
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 978	197	
Number of triage 5 patients used to calculate waiting time:3 903	178	
Median time to start treatment ⁴ 12 minutes	9 minutes	23 minutes
95th percentile time to start treatment ⁵ 133 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 11



 $^{(\}dagger)$ 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:

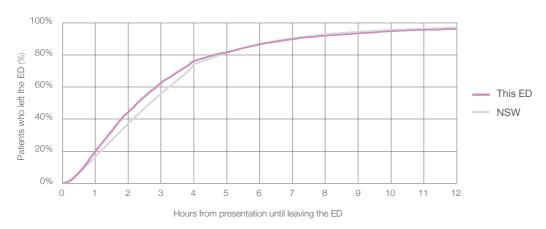
Approaches to reporting time measures of emergency department performance, December 2011.

Bathurst Base Hospital: Time from presentation until leaving the ED January to March 2016

All attendances: 6,128 patients	
Attendances used to calculate time to le	eaving the ED:6 6,128 patients
Median time to leaving the ED ⁸	2 hours and 17 minutes
95th percentile time to leaving the ED ⁹	10 hours and 13 minutes

NSW (this period)	Same period last year
	5,931
	5,931
2 hours and 40 minutes	2 hours and 5 minutes
9 hours and 25 minutes	8 hours and 51 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 †‡



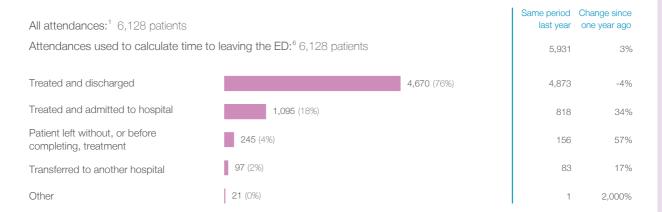
 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

^(‡) 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:

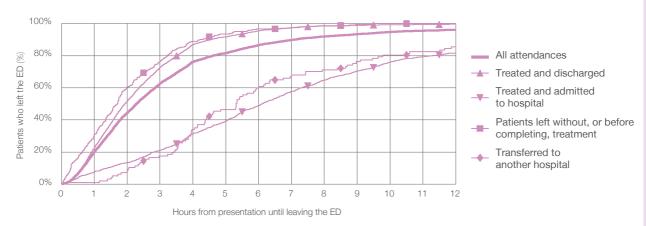
Approaches to reporting time measures of emergency department performance, December 2011.

Bathurst Base Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016



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%

^(†) 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 Percentage of patients who left the ED within four hours of presentation January to March 2016

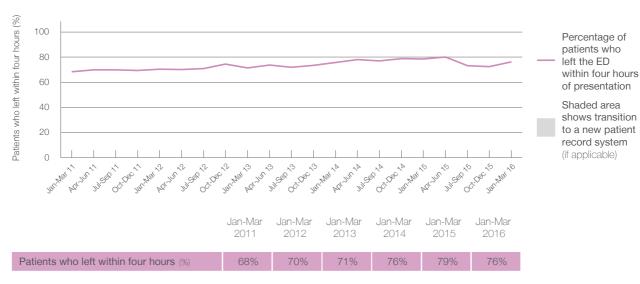
All attendances: 1 6,128 patients

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

Percentage of patients who left the ED within four hours



Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

$\textbf{Bega District Hospital:} \ \, \textbf{Emergency department (ED) overview}$

January to March 2016

	last year	one year ago
All attendances: 1 3,717 patients	3,222	15%
Emergency attendances: ² 3,466 patients	2,911	19%

Bega District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 268 patients	200	
Median time to start treatment ⁴ 7 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 46 minutes	24 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 856 patients	774	
Median time to start treatment ⁴ 21 minutes	17 minutes	20 minutes
95th percentile time to start treatment ⁵ 97 minutes	74 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,637 patients	1,527	
Median time to start treatment ⁴ 39 minutes	32 minutes	26 minutes
95th percentile time to start treatment ⁵ 153 minutes	131 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 693 patients	399	
Median time to start treatment ⁴ 43 minutes	33 minutes	23 minutes
95th percentile time to start treatment ⁵	152 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 3,717 patients

Percentage of patients who	
left the ED within four hours	81%

	one year ago
3,222	15%
84%	

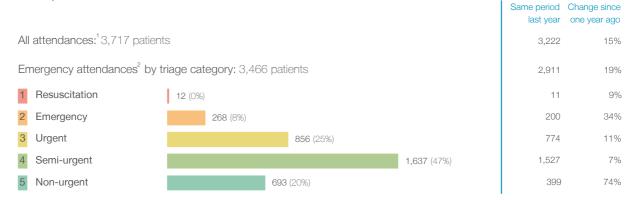
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

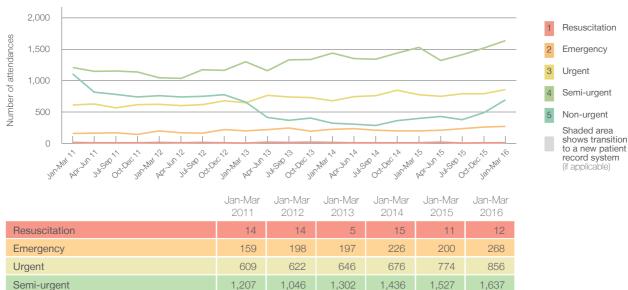
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Bega District Hospital: Patients attending the emergency department

January to March 2016



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



Bega District Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

	last year	one year ago
Arrivals used to calculate transfer of care time: 7 638 patients		
12 minutes	12 minutes	0 minutes
38 minutes	39 minutes	-1 minute
	12 minutes	sfer of care time: ⁷ 638 patients 565 12 minutes 12 minutes

2,638

3.096

2,808

2,673

2,911

3,466

Same period Change since

^(†) 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:

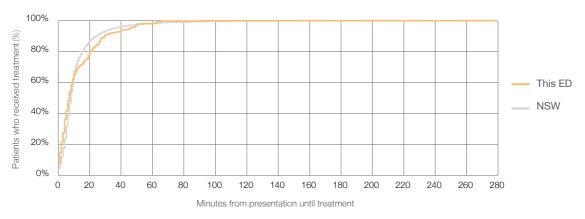
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

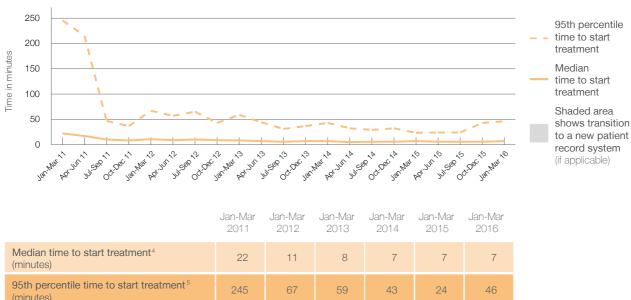
Bega District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 268	200	
Number of triage 2 patients used to calculate waiting time: 3 268	200	
Median time to start treatment ⁴ 7 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 46 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 11



 $^{(\}dagger)$ 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.

Bega 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: 856

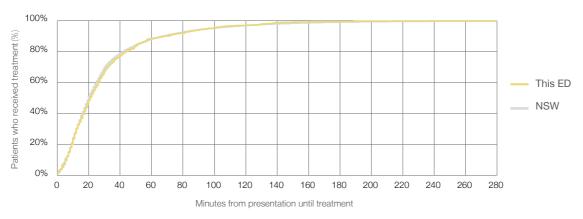
Number of triage 3 patients used to calculate waiting time: 843

Median time to start treatment 2 21 minutes

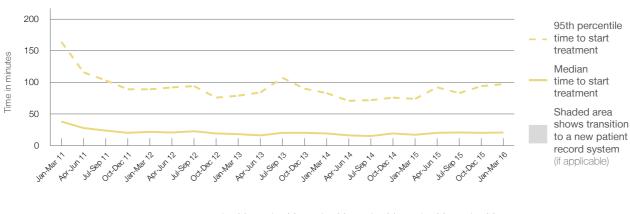
97 minutes

Same period last year (this period)
774
766
17 minutes 20 minutes
74 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)	38	22	18	19	17	21
95th percentile time to start treatment ⁵ (minutes)	164	89	79	83	74	97

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

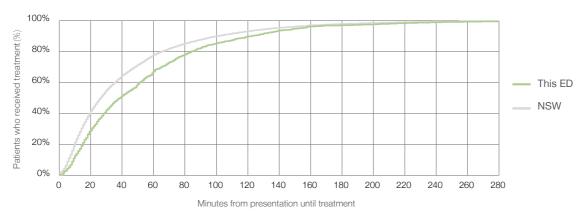
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Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained an	kle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 1,637		1,527	
Number of triage 4 patients used to calculate waiting time: ³ 1,522			
Median time to start treatment ⁴	39 minutes	32 minutes	26 minutes
95th percentile time to start treatment ⁵	153 minutes	131 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



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

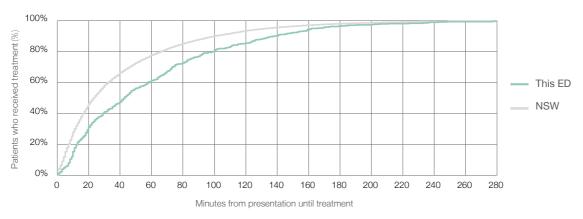
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Bega District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts of	or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 693			399	
Number of triage 5 patients used to calc	ulate waiting time:3 591		359	
Median time to start treatment ⁴	43 minutes		33 minutes	23 minutes
95th percentile time to start treatment ⁵		166 minutes	152 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



 $^{(\}dagger)$ 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.

NSW

(this period)

Same period last vear

Bega District Hospital: Time from presentation until leaving the ED

January to March 2016

95th percentile time to leaving the ED9

All attendances: ¹ 3,717 patients

Attendances used to calculate time to leaving the ED: ⁶ 3,717 patients

Median time to leaving the ED⁸

2 hours and 12 minutes

rs and 12 minutes

1 hours and 55 minutes

2 hours and 40 minutes

6 hours and 27 minutes

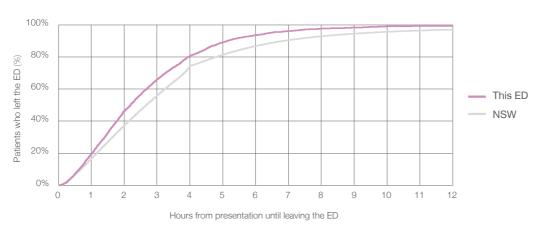
3,222

1 hours and 55 minutes

6 hours and 3 minutes

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 ^{†‡}



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

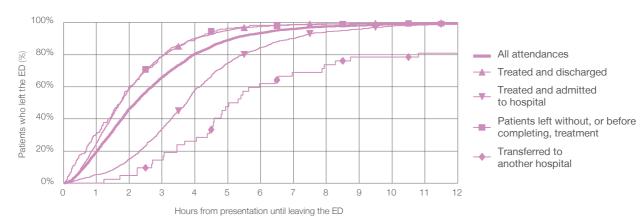
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Same period Change since All attendances: 1 3,717 patients last year one year ago Attendances used to calculate time to leaving the ED:6 3,717 patients 15% 3.222 Treated and discharged 2,427 (65%) 18% 2.056 Treated and admitted to hospital 1,021 (27%) 1,001 2% Patient left without, or before 223 (6%) 115 94% completing, treatment 42 (1%) 40 5% Transferred to another hospital Other 4 (0%) 10 -60%

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	25%	59%	79%	90%	97%	99%	100%	100%
Treated and admitted to hospital	5%	15%	34%	58%	85%	94%	98%	99%
Patient left without, or before completing, treatment	30%	61%	79%	90%	98%	99%	100%	100%
Transferred to another hospital	0%	5%	14%	26%	62%	74%	79%	81%
All attendances	20%	46%	66%	81%	94%	98%	99%	99%

 $^{(\}dagger)$ 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.

Bega 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 3,717 patients

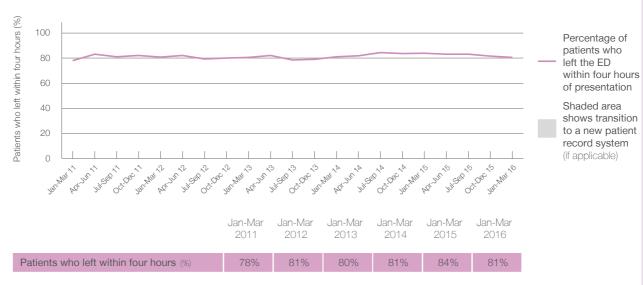
Attendances used to calculate time to leaving the ED:6 3,717 patients

Percentage of patients who left the ED within four hours



81%

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



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- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
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- 9. 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).

Same period Change since

NSW

Same period

Belmont Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 6,091 patients	6,078	0%
Emergency attendances: ² 6,007 patients	6,006	0%

Belmont Hospital: Time from presentation to treatment³ January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 489 patients	384	
Median time to start treatment ⁴ 7 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵	24 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,334 patients	1,402	
Median time to start treatment ⁴ 15 minutes	17 minutes	20 minutes
95th percentile time to start treatment ⁵ 47 minutes	67 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,915 patients	3,213	
Median time to start treatment ⁴	22 minutes	26 minutes
95th percentile time to start treatment ⁵ 95 minutes	119 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,264 patients	998	
Median time to start treatment ⁴	21 minutes	23 minutes
95th percentile time to start treatment ⁵	121 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 6,091 patients

	_	
Percentage of patients who		
1 Crocinage of patients with		700/
left the ED within four hours		76%

Change since	Same period	
one year ago	last year	
0%	6,078	
	72%	

- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.

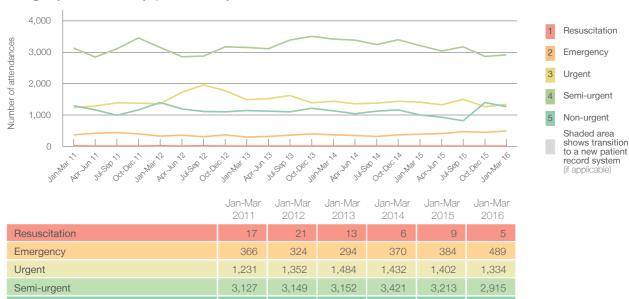
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Belmont Hospital: Patients attending the emergency department January to March 2016

Same period Change since last year one year ago All attendances: 6,091 patients 6.078 0% Emergency attendances² by triage category: 6,007 patients 6.006 0% Resuscitation 5 (0%) 9 -44% Emergency 384 27% 489 (8%) Urgent 1.334 (22%) 1.402 -5% Semi-urgent 2,915 (49%) 3,213 -9% 998 27% Non-urgent 1,264 (21%)

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



Belmont Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

Arrivals used to calculate transfer of care time: 7 1,259 patients

ED Transfer of care time

Median time

10 minutes

11 minutes

47 minutes

-22 minutes

1,401

6,247

6,085

6.355

6,034

998

6,007

Same period Change since

6.006

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

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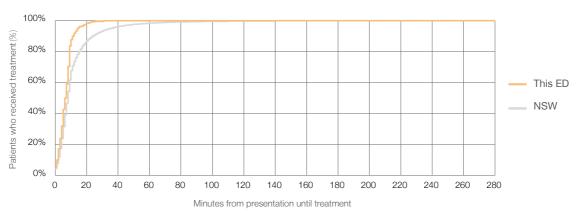
Approaches to reporting time measures of emergency department performance, December 2011.

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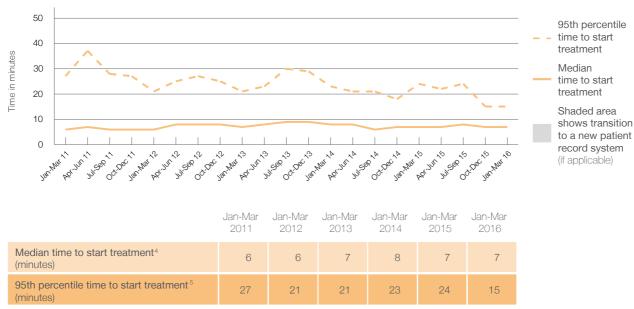
Belmont Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 489		
Number of triage 2 patients used to calculate waiting time: ³ 486		
Median time to start treatment ⁴ 7 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 15 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

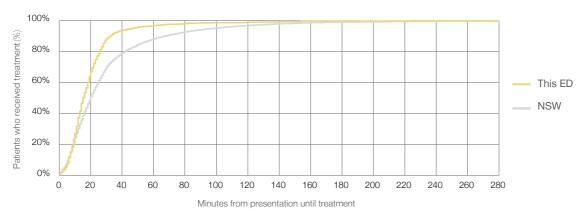
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Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 1,334	1,402	
Number of triage 3 patients used to calculate waiting time: 3 1,309		
Median time to start treatment ⁴ 15 minutes		20 minutes
95th percentile time to start treatment ⁵ 47 minutes	67 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

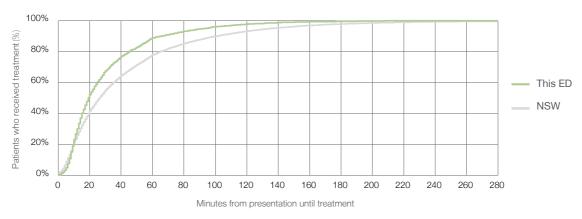
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		NSW (this period)
Number of triage 4 patients: 2,915		
Number of triage 4 patients used to calculate waiting time: 3 2,516		
Median time to start treatment ⁴ 19 minutes	22 minutes	26 minutes
95th percentile time to start treatment ⁵ 95 minutes	119 minutes	137 minutes

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



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

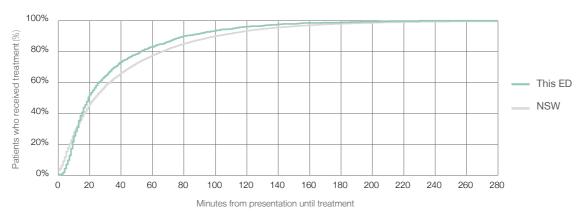
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Approaches to reporting time measures of emergency department performance, December 2011.

Belmont Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 1,264		998	
Number of triage 5 patients used to calculate waiting time: 976		722	
Median time to start treatment ⁴ 19 min	nutes	21 minutes	23 minutes
95th percentile time to start treatment ⁵	113 minutes	121 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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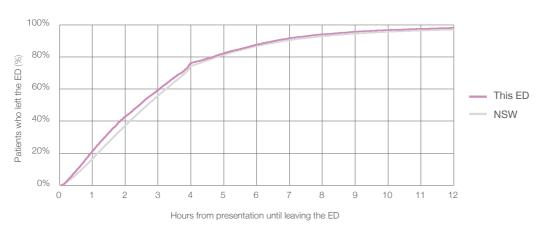
Approaches to reporting time measures of emergency department performance, December 2011.

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

	last ye
All attendances: 6,091 patients	6,07
Attendances used to calculate time to leaving the ED:6 6,091 patients	6,07
Median time to leaving the ED ⁸ 2 hours and 26 minutes	2 hours ar 34 minut
95th percentile time to leaving the ED ⁹ 8 hours and 34 minutes	9 hours ar 53 minut

Same period last year (this period) 6,078 6,078 2 hours and 34 minutes 9 hours and 53 minutes NSW (this period) 2 hours and 40 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 ^{†‡}

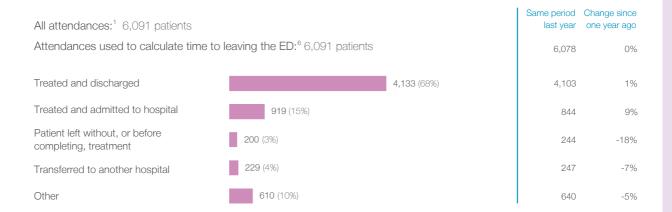


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

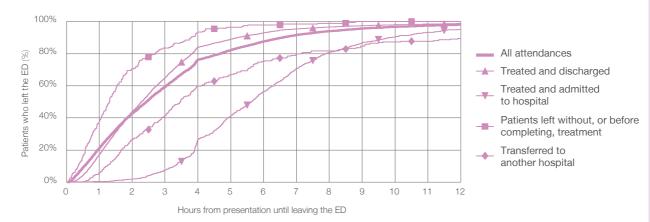
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Approaches to reporting time measures of emergency department performance, December 2011.

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



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	17%	44%	65%	84%	93%	97%	98%	99%
Treated and admitted to hospital	0%	2%	8%	27%	56%	81%	90%	95%
Patient left without, or before completing, treatment	38%	71%	84%	94%	98%	99%	100%	100%
Transferred to another hospital	6%	26%	41%	60%	75%	82%	87%	90%
All attendances	21%	43%	59%	76%	88%	94%	97%	98%

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

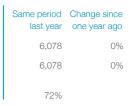
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Belmont 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 6,091 patients

Attendances used to calculate time to leaving the ED:6 6,091 patients

Percentage of patients who left the ED within four hours



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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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%.

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).

NSW

Same period Change since

Same period

Bowral and District Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 4,624 patients	4,335	7%
Emergency attendances: ² 4,465 patients	4,207	6%

Bowral and District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 322 patients	306	
Median time to start treatment ⁴ 8 minutes	10 minutes	8 minutes
95th percentile time to start treatment ⁵ 20 minutes	32 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,402 patients	1,320	
Median time to start treatment ⁴ 16 minutes	23 minutes	20 minutes
95th percentile time to start treatment ⁵ 70 minutes	103 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,161 patients	2,087	
Median time to start treatment ⁴	26 minutes	26 minutes
95th percentile time to start treatment ⁵	142 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 570 patients	475	
Median time to start treatment ⁴	25 minutes	23 minutes
95th percentile time to start treatment ⁵	127 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 4,624 patients

Percentage of patients who	
i erceritage of patients will	000/
left the ED within four hours	88%

Change since	Same period
one year ago	last year
7%	4,335
	83%

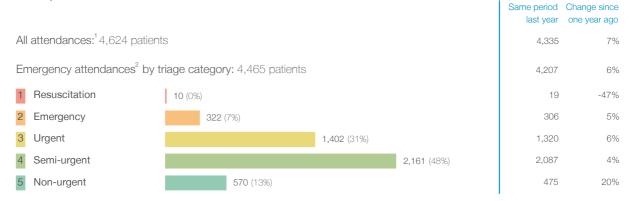
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

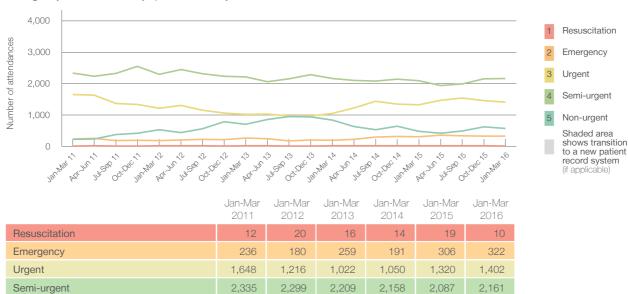
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Bowral and District Hospital: Patients attending the emergency department

January to March 2016



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



Bowral and District Hospital: Patients arriving by ambulance

4,452

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate transfe	er of care time: 7 700 patients	834	
ED Transfer of care time §			
Median time	11 minutes	14 minutes	-3 minutes
95th percentile time	26 minutes	40 minutes	-15 minutes

4,249

4,204

4,250

475

4.465

Same period Change since

4.207

^(†) 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:

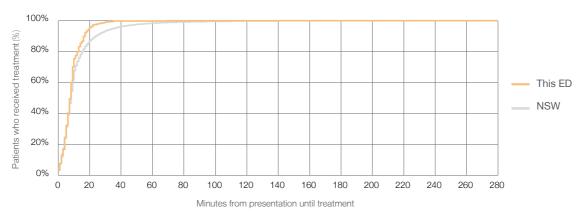
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

Bowral and District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 322	306	
Number of triage 2 patients used to calculate waiting time: 3 322	306	
Median time to start treatment ⁴ 8 minutes	10 minutes	8 minutes
95th percentile time to start treatment ⁵ 20 minutes	32 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

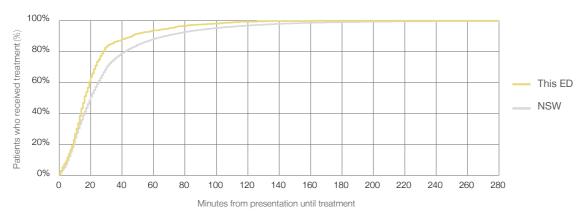
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

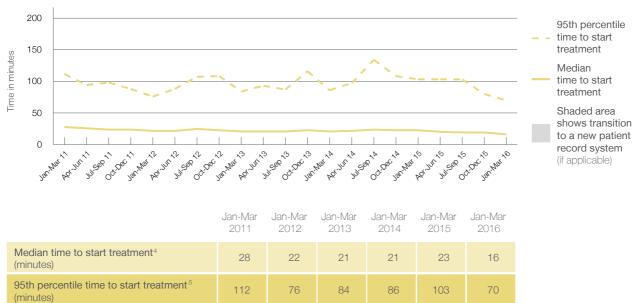
Bowral and District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood	Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 1,402		1,320	
Number of triage 3 patients used to calculate waiting time:3 1,385		1,293	
Median time to start treatment ⁴	16 minutes	23 minutes	20 minutes
95th percentile time to start treatment ⁵	70 minutes	103 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

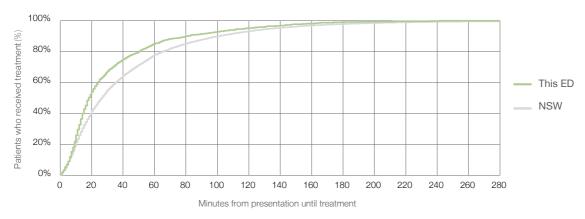
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 2,161	2,087	
Number of triage 4 patients used to calculate waiting time: 3 2,088	1,948	
Median time to start treatment ⁴ 18 minutes	26 minutes	26 minutes
95th percentile time to start treatment ⁵ 119 minutes	142 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

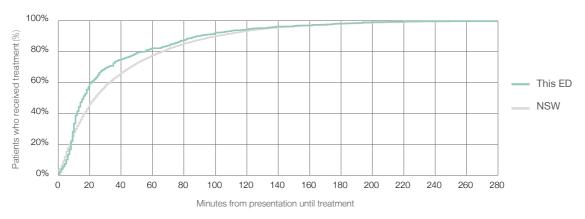
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Bowral and District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 570	475	
Number of triage 5 patients used to calculate waiting time: 3 523	415	
Median time to start treatment ⁴ 16 minutes	25 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 11



 $^{(\}dagger)$ 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.

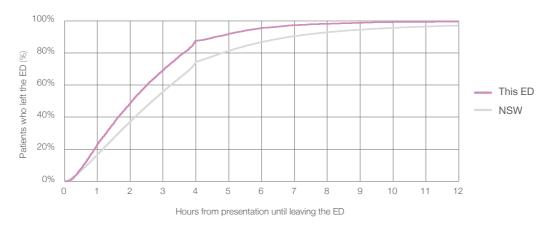
NSW

Same period

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

(this period) last vear All attendances: 4,624 patients 4,335 Attendances used to calculate time to leaving the ED:6 4,624 patients 4,335 2 hours and 2 hours and Median time to leaving the ED⁸ 2 hours and 4 minutes 22 minutes 40 minutes 6 hours and 9 hours and 95th percentile time to leaving the ED9 5 hours and 51 minutes 31 minutes 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 †‡



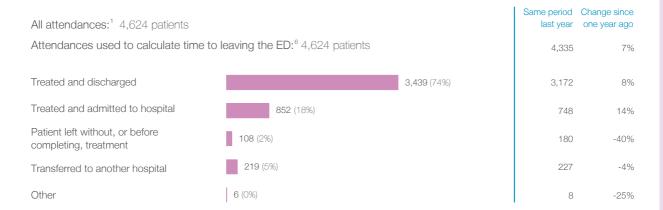
 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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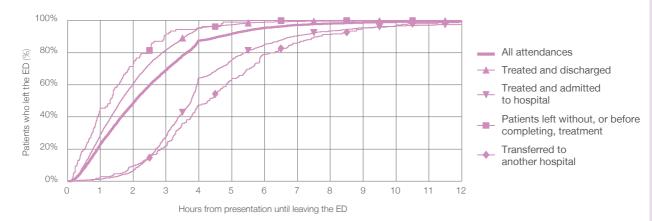
Approaches to reporting time measures of emergency department performance, December 2011.

Bowral and District Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016



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	29%	61%	82%	96%	99%	100%	100%	100%
Treated and admitted to hospital	1%	7%	28%	64%	85%	93%	97%	98%
Patient left without, or before completing, treatment	45%	73%	92%	95%	100%	100%	100%	100%
Transferred to another hospital	3%	10%	22%	47%	79%	91%	97%	99%
All attendances	23%	49%	69%	88%	96%	98%	99%	100%

 $^{(\}dagger)$ 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.

Bowral and 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 4,624 patients

Attendances used to calculate time to leaving the ED:6 4,624 patients

Percentage of patients who left the ED within four hours

88%

Same period	Change since
last year	one year ago
4,335	7%
4,335	7%
83%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED)
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Broken Hill Base Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 4,980 patients	5,114	-3%
Emergency attendances: ² 4,359 patients	4,265	2%

Broken Hill Base Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 349 patients	333	
Median time to start treatment ⁴ 5 minutes	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 25 minutes	33 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,074 patients	935	
Median time to start treatment ⁴	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 53 minutes	80 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,597 patients	1,584	
Median time to start treatment ⁴	32 minutes	26 minutes
95th percentile time to start treatment ⁵ 84 minutes	133 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,330 patients	1,401	
Median time to start treatment ⁴	36 minutes	23 minutes
95th percentile time to start treatment ⁵ 84 minutes	154 minutes	135 minutes

Broken Hill Base Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED:6 4,980 patients

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

	Change since one year ago
5,114	-3%
85%	

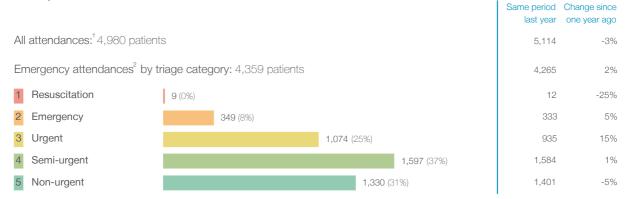
- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. 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.
- 5. 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.
- 6. 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.

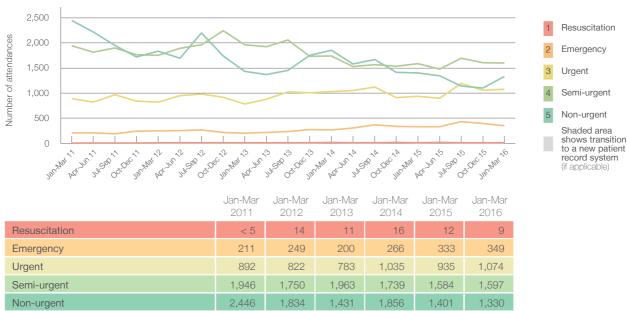
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Broken Hill Base Hospital: Patients attending the emergency department

January to March 2016



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



Broken Hill Base Hospital: Patients arriving by ambulance

5,495

January to March 2016

All emergency attendances

	last year	one year ago
of care time: 7 603 patients	633	
11 minutes	14 minutes	-3 minutes
32 minutes	53 minutes	-21 minutes
r		11 minutes 14 minutes

4,669

4,388

4,912

4,265

4,359

Same period Change since

^(†) 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:

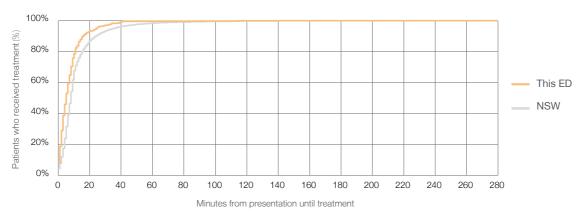
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

Broken Hill Base Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 349	333	
Number of triage 2 patients used to calculate waiting time: 338	328	
Median time to start treatment ⁴ 5 minutes	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 25 minutes	33 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 †‡



26

95th percentile time to start treatment⁵

(minutes)

34

25

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

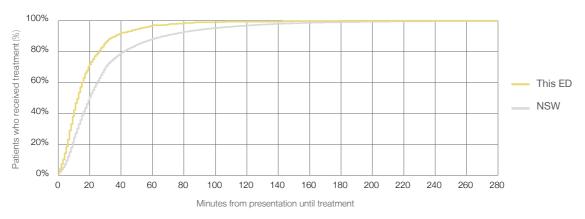
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 1,074	935	
Number of triage 3 patients used to calculate waiting time: 955	861	
Median time to start treatment ⁴ 13 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 53 minutes	80 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 † ‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

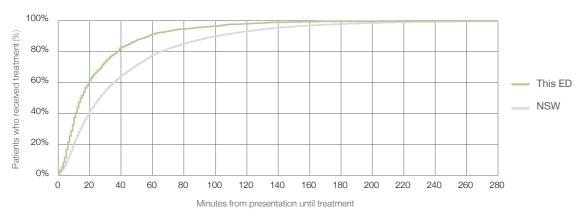
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 1,597	1,584	
Number of triage 4 patients used to calculate waiting time: 909	1,173	
Median time to start treatment ⁴ 15 minutes	32 minutes	26 minutes
95th percentile time to start treatment ⁵ 84 minutes	133 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

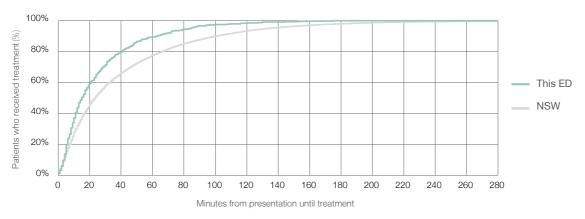
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Broken Hill Base Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 1,330	1,401	
Number of triage 5 patients used to calculate waiting time: 501	740	
Median time to start treatment ⁴ 15 minutes	36 minutes	23 minutes
95th percentile time to start treatment ⁵ 84 minutes	154 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 † ‡



 $^{(\}dagger)$ 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:

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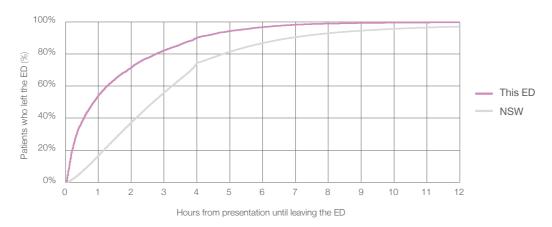
NSW

Same period

Broken Hill Base Hospital: Time from presentation until leaving the ED January to March 2016

	last year	(this period)
All attendances: 4,980 patients	5,114	
Attendances used to calculate time to leaving the ED:6 4,980 patients	5,114	
Median time to leaving the ED ⁸ 0 hours and 52 minutes	1 hours and 60 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 5 hours and 19 minutes	6 hours and 19 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

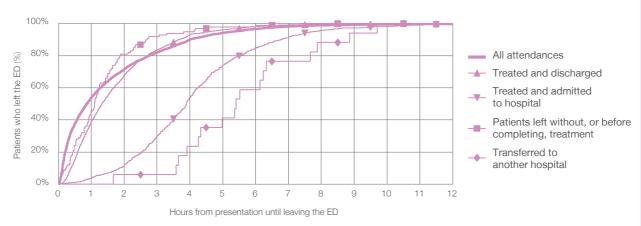
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

All attendances: 4,980 patients		Same period last year	Change since one year ago
Attendances used to calculate time to le	eaving the ED:6 4,980 patients	5,114	-3%
Treated and discharged	2,419 (49%)	2,840	-15%
Treated and admitted to hospital	626 (13%)	614	2%
Patient left without, or before completing, treatment	100 (2%)	281	-64%
Transferred to another hospital	17 (0%)	17	0%
Other	1,818 (37%)	1,362	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

Treated and discharged	39%	68%	84%	93%	98%	100%	100%	100%
Treated and admitted to hospital	4%	12%	30%	54%	85%	96%	98%	100%
Patient left without, or before completing, treatment	45%	81%	92%	95%	99%	100%	100%	100%
Transferred to another hospital	0%	6%	6%	24%	59%	88%	100%	100%
All attendances	54%	72%	82%	90%	97%	99%	99%	100%

 $^{(\}dagger)$ 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.

Broken Hill 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 4,980 patients

Attendances used to calculate time to leaving the ED:6 4,980 patients

Percentage of patients who left the ED within four hours

90%

Same period	Change since
last year	one year ago
5,114	-3%
5,114	-3%
85%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Goulburn Base Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 4,277 patients	4,110	4%
Emergency attendances: ² 4,023 patients	3,751	7%

Goulburn Base Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 515 patients	443	
Median time to start treatment ⁴	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 41 minutes	32 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,589 patients	1,452	
Median time to start treatment ⁴ 28 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵	106 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,640 patients	1,582	
Median time to start treatment ⁴ 39 minutes	26 minutes	26 minutes
95th percentile time to start treatment ⁵	142 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 255 patients	264	
Median time to start treatment ⁴ 32 minutes	16 minutes	23 minutes
95th percentile time to start treatment ⁵	102 minutes	135 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED:6 4,277 patients

	, , ,	
Percentage of patients who		
left the ED within four hours	78	8%
iore and ED That in Floding		

	Change since one year ago
4.110	4%
1,110	170
82%	

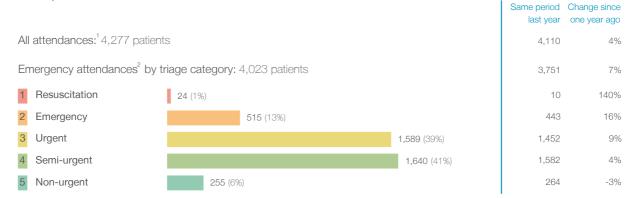
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

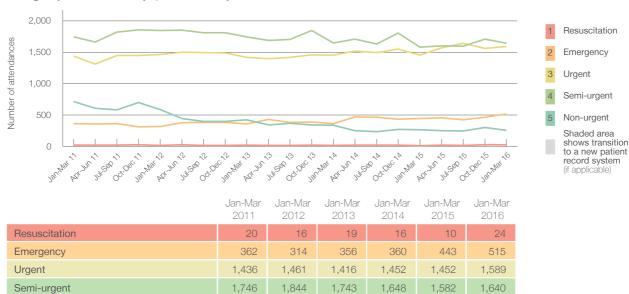
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Goulburn Base Hospital: Patients attending the emergency department

January to March 2016



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



423

3,814

3,751

4,023

Same period Change since

3,957

Goulburn Base Hospital: Patients arriving by ambulance

4,276

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate transfer of care time: 7 780 patients		732	
ED Transfer of care time §			
Median time	13 minutes	11 minutes	2 minutes
95th percentile time	45 minutes	35 minutes	10 minutes

4,223

^(†) 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:

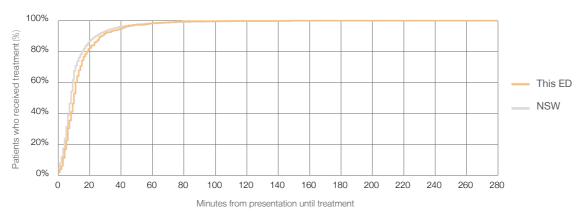
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

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

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 515	443	
Number of triage 2 patients used to calculate waiting time: ³ 515		
Median time to start treatment ⁴ 10 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 41 minutes	32 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^{†‡}



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

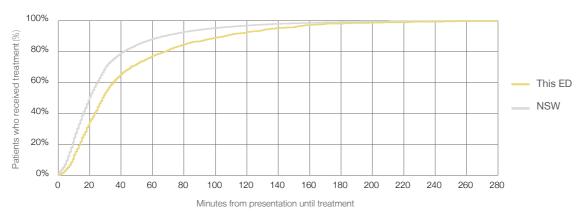
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 3 Urgent (e.g. moderate blood	l loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 1,589		1,452	
Number of triage 3 patients used to calculate waiting time: ³ 1,542		1,422	
Median time to start treatment ⁴	28 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵	138 minutes	106 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^{†‡}



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

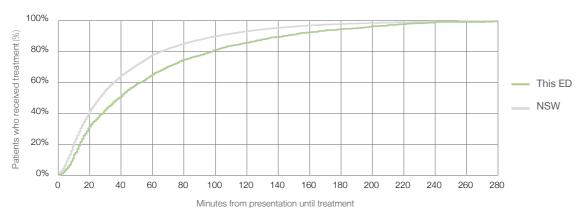
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		Same period last year	NSW (this period)
Number of triage 4 patients: 1,640		1,582	
Number of triage 4 patients used to calculate waiting time: 3 1,482		1,489	
Median time to start treatment ⁴ 39 minutes		26 minutes	26 minutes
95th percentile time to start treatment ⁵	189 minutes	142 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 †‡



141

181

95th percentile time to start treatment

(minutes)

142

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

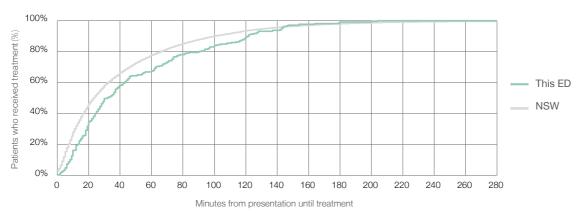
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 5 Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 255		264	
Number of triage 5 patients used to calculate waiting time: 205		227	
Median time to start treatment ⁴	32 minutes	16 minutes	23 minutes
95th percentile time to start treatment ⁵	143 minutes	102 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 †‡



 $^{(\}dagger)$ 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.

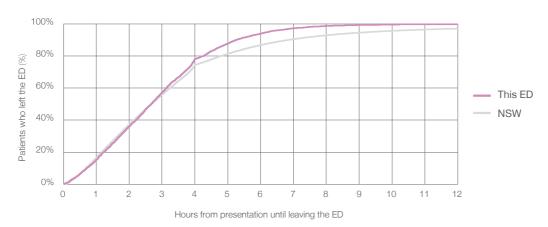
NSW

Same period

Goulburn Base Hospital: Time from presentation until leaving the ED January to March 2016

	last year	(this period)
All attendances: 4,277 patients	4,110	
Attendances used to calculate time to leaving the ED: ⁶ 4,277 patients		
Median time to leaving the ED ⁸ 2 hours and 40 minutes	2 hours and 17 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 6 hours and 15 minutes	6 hours and 9 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 ^{†‡}



 $^{(\}dagger)$ 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:

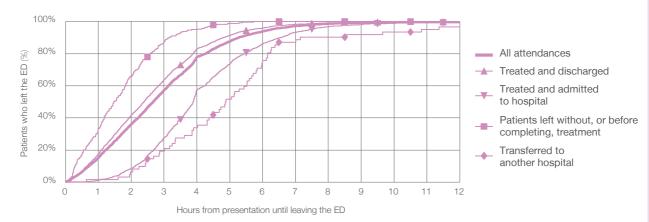
Approaches to reporting time measures of emergency department performance, December 2011.

Goulburn Base Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016

All attendances: 4,277 patients			Same period last year	Change since one year ago	
Attendances used to calculate time to le	eaving the ED: ⁶ 4,277 patients		4,110	4%	
Treated and discharged		3,027 (71%)	3,006	1%	
Treated and admitted to hospital	885 (21%)		822	8%	
Patient left without, or before completing, treatment	283 (7%)		212	33%	
Transferred to another hospital	62 (1%)		47	32%	
Other	20 (0%)		23	-13%	

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	18%	42%	64%	83%	96%	99%	100%	100%
Treated and admitted to hospital	1%	8%	27%	57%	86%	97%	99%	99%
Patient left without, or before completing, treatment	33%	66%	87%	95%	100%	100%	100%	100%
Transferred to another hospital	2%	6%	19%	34%	76%	90%	94%	97%
All attendances	15%	36%	57%	78%	94%	99%	100%	100%

 $^{(\}dagger)$ 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.

Goulburn 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 4,277 patients

Attendances used to calculate time to leaving the ED:6 4,277 patients

Percentage of patients who left the ED within four hours



Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11

78%



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- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

$\textbf{Grafton Base Hospital:} \ \, \textbf{Emergency department} \ \, (\texttt{ED}) \ \, \textbf{overview}$

January to March 2016

	last year	one year ago
All attendances: 6,017 patients	5,847	3%
Emergency attendances: ² 5,498 patients	5,399	2%

Grafton Base Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 496 patients	474	
Median time to start treatment ⁴ 9 minutes	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 50 minutes	52 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,832 patients	1,796	
Median time to start treatment ⁴ 22 minutes	26 minutes	20 minutes
95th percentile time to start treatment ⁵ 91 minutes	101 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,513 patients	2,366	
Median time to start treatment ⁴ 33 minutes	37 minutes	26 minutes
95th percentile time to start treatment ⁵	153 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 646 patients	749	
Median time to start treatment ⁴ 37 minutes	40 minutes	23 minutes
95th percentile time to start treatment ⁵	152 minutes	135 minutes

Grafton Base Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED:6 6,013 patients

75%

	Change since one year ago
5,847	3%
72%	

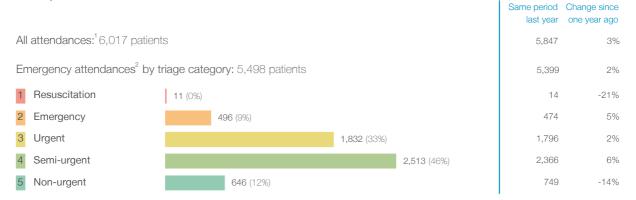
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

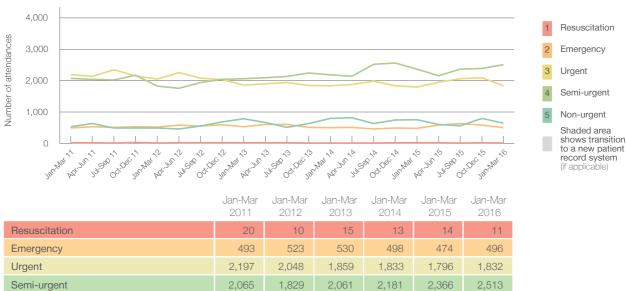
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Grafton Base Hospital: Patients attending the emergency department

January to March 2016



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



Grafton Base Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate tran	sfer of care time: 7 531 patients **	513 **	
ED Transfer of care time §			
Median time	15 minutes	16 minutes	-1 minute
95th percentile time	37 minutes	50 minutes	-13 minutes

490

5,244

5,315

5.399

4,900

5,303

- (†) 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.
- (**) 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.

646

Same period Change since

5,498

NSW

(this period)

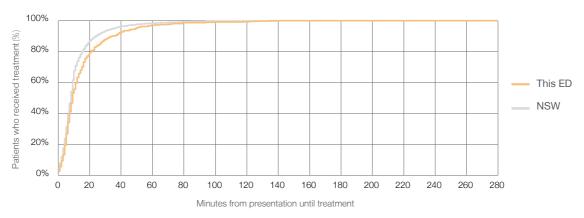
8 minutes

35 minutes

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

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year
Number of triage 2 patients: 496	474
Number of triage 2 patients used to calculate waiting time: 494	474
Median time to start treatment ⁴ 9 minutes	9 minutes
95th percentile time to start treatment ⁵ 50 minutes	52 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



 $^{(\}dagger)$ 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:

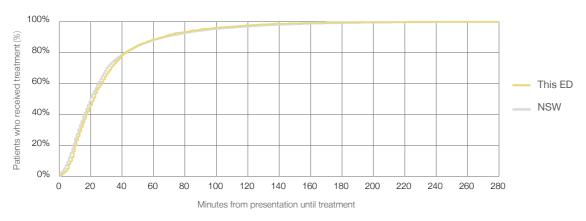
Approaches to reporting time measures of emergency department performance, December 2011.

Grafton Base Hospital: Time from presentation to treatment, triage 3

January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 1,832	1,796	
Number of triage 3 patients used to calculate waiting time: 3 1,808	1,760	
Median time to start treatment ⁴ 22 minutes	26 minutes	20 minutes
95th percentile time to start treatment ⁵ 91 minutes	101 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

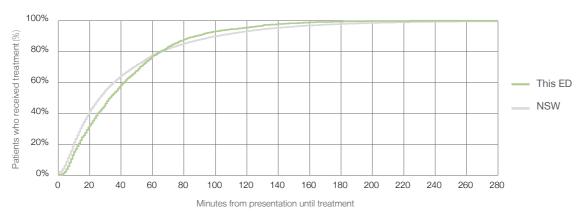
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 2,513	2,366	
Number of triage 4 patients used to calculate waiting time: 3 2,395	2,202	
Median time to start treatment ⁴ 33 minutes	37 minutes	26 minutes
95th percentile time to start treatment ⁵ 117 minutes	153 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

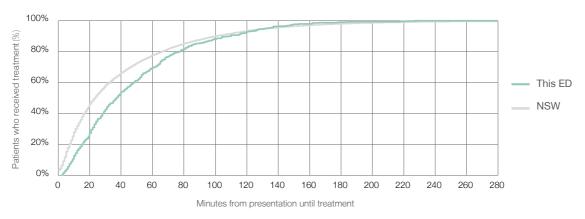
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 5 Non-urgent (e.g. small cuts o	r abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 646		749	
Number of triage 5 patients used to calculate	ulate waiting time:3 569	623	
Median time to start treatment ⁴	37 minutes	40 minutes	23 minutes
95th percentile time to start treatment ⁵	133 minutes	152 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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Approaches to reporting time measures of emergency department performance, December 2011.

Grafton Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances: 1 6,017 patients

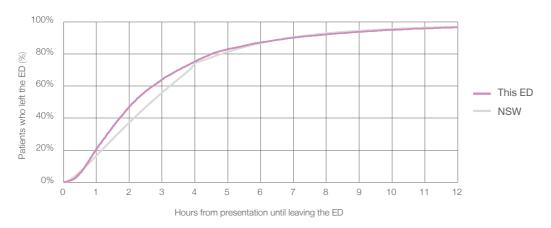
Attendances used to calculate time to leaving the ED: 6 6,013 patients

Median time to leaving the ED⁸ 2 hours and 9 minutes

95th percentile time to leaving the ED⁹ 10 hours and 1 minutes

NSW (this period)	Same period last year
	5,847
	5,847
2 hours and 40 minutes	2 hours and 22 minutes
9 hours and 25 minutes	10 hours and 3 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 †‡

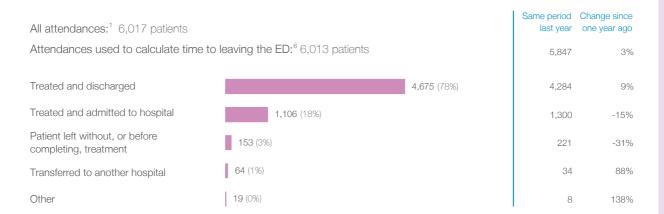


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

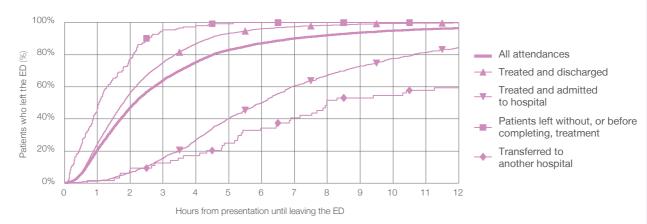
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Approaches to reporting time measures of emergency department performance, December 2011.

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



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	25%	56%	75%	87%	96%	98%	99%	100%
Treated and admitted to hospital	1%	7%	15%	27%	50%	67%	78%	84%
Patient left without, or before completing, treatment	46%	78%	95%	98%	100%	100%	100%	100%
Transferred to another hospital	2%	9%	13%	17%	34%	52%	55%	59%
All attendances	21%	47%	64%	75%	87%	92%	95%	97%

 $^{(\}dagger)$ 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.

Grafton 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

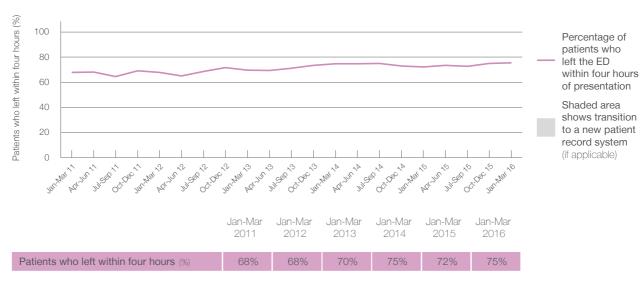
All attendances: 1 6,017 patients

Attendances used to calculate time to leaving the ED:6 6,013 patients

Percentage of patients who left the ED within four hours



Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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).

PERFORMANCE PROFILES: Emergency department care

Same period Change since

Same period

Griffith Base Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 5,033 patients	4,432	14%
Emergency attendances: ² 4,889 patients	4,272	14%

Griffith Base Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 351 patients	315	
Median time to start treatment ⁴ 6 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵ 25 minutes	29 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,726 patients	1,622	
Median time to start treatment ⁴ 17 minutes	17 minutes	20 minutes
95th percentile time to start treatment ⁵ 71 minutes	69 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,411 patients	1,987	
Median time to start treatment ⁴ 24 minutes	22 minutes	26 minutes
95th percentile time to start treatment ⁵	116 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 383 patients	330	
Median time to start treatment ⁴ 21 minutes	24 minutes	23 minutes
95th percentile time to start treatment ⁵	106 minutes	135 minutes

Griffith Base Hospital: Time from presentation until leaving the ED January to March 2016

Attack to the control of the live to the FD & F 000 or live to

Attendances	usea to	calculate	time to	ieaving	the ED:	5,033 p	alients
D							

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

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

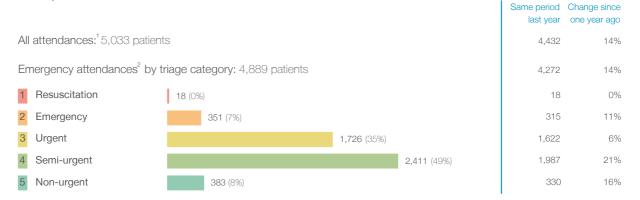
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.

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

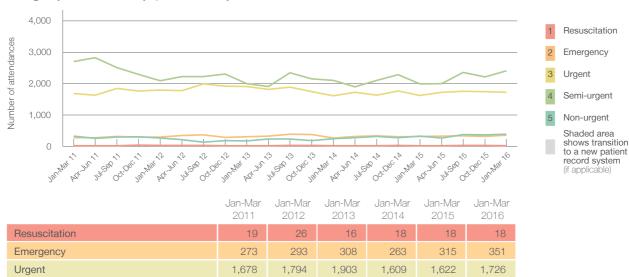
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Griffith Base Hospital: Patients attending the emergency department

January to March 2016



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



2,086

261

4,460

2,001

4,405

2,101

4,236

1,987

4,272

2,411

4,889

Same period Change since

Griffith Base Hospital: Patients arriving by ambulance

2,705

4,995

January to March 2016

All emergency attendances

Semi-urgent

Non-urgent

	last year	one year ago	
Arrivals used to calculate transfer of care time: 7757 patients			
10 minutes	11 minutes	-1 minute	
26 minutes	29 minutes	-3 minutes	
	10 minutes	er of care time: ⁷ 757 patients 754 10 minutes 11 minutes	

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

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

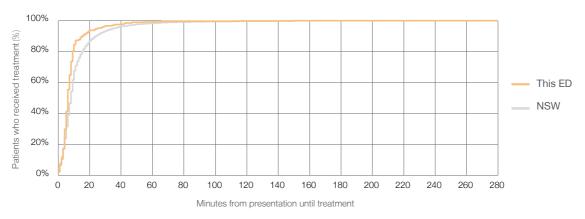
Approaches to reporting time measures of emergency department performance, December 2011.

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

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

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 351		
Number of triage 2 patients used to calculate waiting time: 348		
Median time to start treatment ⁴ 6 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵ 25 minutes	29 minutes	35 minutes

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



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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

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

Number of triage 3 patients: 1,726

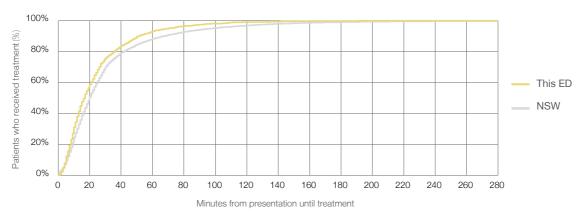
Number of triage 3 patients used to calculate waiting time: 1,703

Median time to start treatment 1 17 minutes

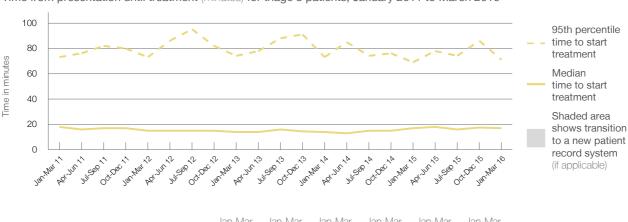
95th percentile time to start treatment 5 71 minutes

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

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



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016



	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)	18	15	14	14	17	17
95th percentile time to start treatment ⁵ (minutes)	73	73	74	73	69	71

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

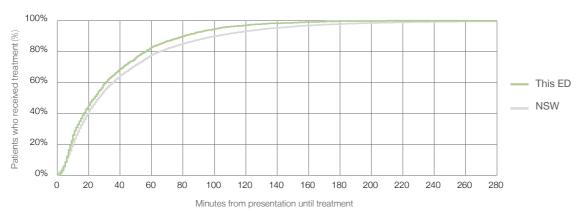
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		NSW (this period)
Number of triage 4 patients: 2,411	1,987	
Number of triage 4 patients used to calculate waiting time: 3 2,313		
Median time to start treatment ⁴ 24 minutes	22 minutes	26 minutes
95th percentile time to start treatment ⁵ 103 minutes	116 minutes	137 minutes

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



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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

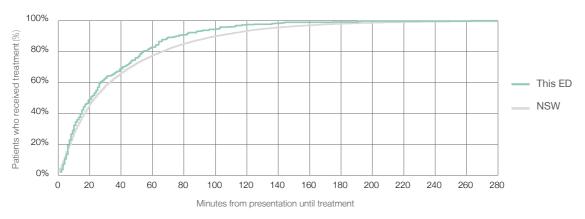
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 5 Non-urgent (e.g. small cuts or abrasions)		NSW (this period)
Number of triage 5 patients: 383		
Number of triage 5 patients used to calculate waiting time: 348	303	
Median time to start treatment ⁴ 21 minutes	24 minutes	23 minutes
95th percentile time to start treatment ⁵ 103 minutes	106 minutes	135 minutes

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



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016 11



 $^{(\}dagger)$ 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.

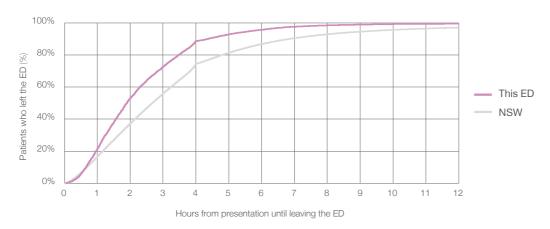
NSW

Same period

Griffith Base Hospital: Time from presentation until leaving the ED January to March 2016

	last year	(this period)
All attendances: 5,033 patients	4,432	
Attendances used to calculate time to leaving the ED:6 5,033 patients	4,432	
Median time to leaving the ED ⁸ 1 hours and 54 minutes	1 hours and 59 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 5 hours and 43 minutes	5 hours and 37 minutes	9 hours and 25 minutes

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



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

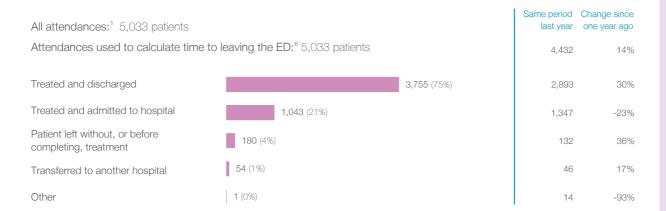


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

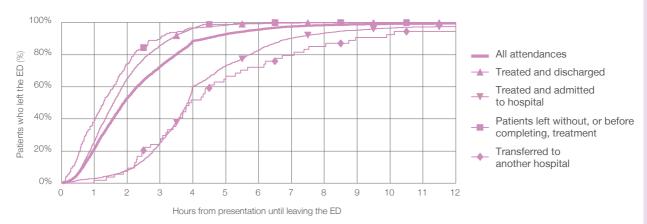
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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

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

All attendances: 1 5,033 patients

Attendances used to calculate time to leaving the ED:6 5,033 patients

Percentage of patients who left the ED within four hours

88%

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

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period Change since

Same period

Hawkesbury District Health Services: Emergency department (ED) overview January to March 2016

last vear one vear ago All attendances: 1 6,138 patients 5,680 8% Emergency attendances: 2 5,705 patients 4% 5.483

Hawkesbury District Health Services: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 554 patients	545	
Median time to start treatment ⁴	12 minutes	8 minutes
95th percentile time to start treatment ⁵ 35 minutes	37 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,514 patients	1,355	
Median time to start treatment ⁴ 20 minutes	18 minutes	20 minutes
95th percentile time to start treatment ⁵ 49 minutes	48 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,011 patients	2,846	
Median time to start treatment ⁴ 21 minutes	20 minutes	26 minutes
95th percentile time to start treatment ⁵ 77 minutes	77 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 618 patients	720	
Median time to start treatment ⁴ 20 minutes	22 minutes	23 minutes
95th percentile time to start treatment ⁵ 103 minutes	126 minutes	135 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

January to March 2016 last year one year ago Attendances used to calculate time to leaving the ED:6 6,138 patients 5.680 Percentage of patients who 83% left the ED within four hours

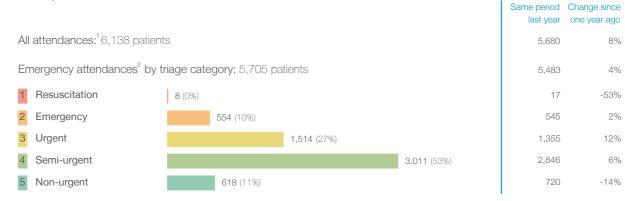
- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 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.
- 4. 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.
- 5. 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.
- 6. 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).

Hawkesbury District Health Services: Patients attending the emergency department

January to March 2016



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



	2011	2012	2013	2014	2015	2010
Resuscitation	25	21	17	20	17	8
Emergency	493	436	434	447	545	554
Urgent	2,541	2,087	1,949	1,322	1,355	1,514
Semi-urgent	1,766	1,775	2,290	2,745	2,846	3,011
Non-urgent	291	343	540	838	720	618
All emergency attendances	5,116	4,662	5,230	5,372	5,483	5,705

Hawkesbury District Health Services: Patients arriving by ambulance

January to March 2016

- (\dagger) 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:

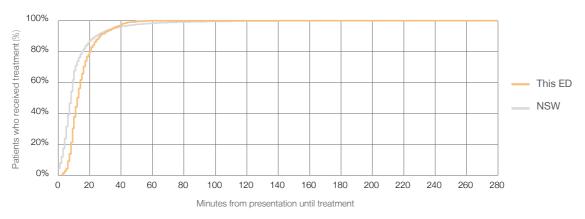
 Approaches to reporting time measures of emergency department performance, December 2011.
- (§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, 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.

Same period Change since

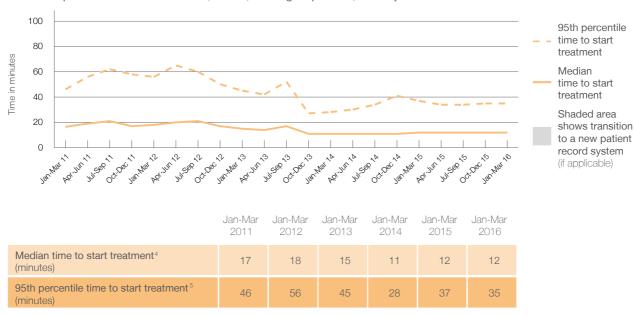
Hawkesbury District Health Services: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 554	545	
Number of triage 2 patients used to calculate waiting time: 3 554	545	
Median time to start treatment ⁴ 12 minutes	12 minutes	8 minutes
95th percentile time to start treatment ⁵ 35 minutes	37 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

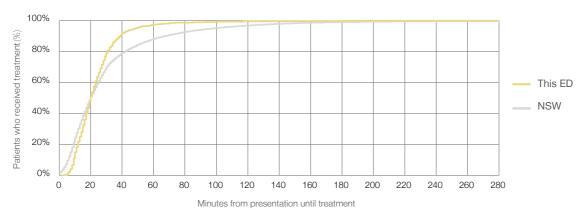
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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Hawkesbury District Health Services: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	(this period)
Number of triage 3 patients: 1,514	1,355	
Number of triage 3 patients used to calculate waiting time: 3 1,513	1,353	
Median time to start treatment ⁴ 20 minutes	18 minutes	20 minutes
95th percentile time to start treatment ⁵ 49 minutes	48 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 115



 $^{(\}dagger)$ 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:

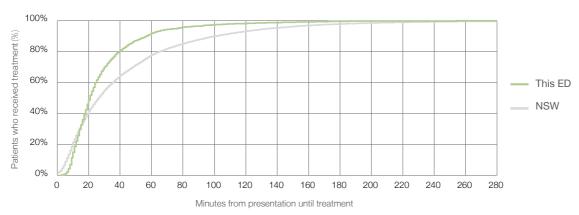
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Hawkesbury District Health Services: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 3,011	2,846	
Number of triage 4 patients used to calculate waiting time: 3 2,995	2,827	
Median time to start treatment ⁴ 21 minutes	20 minutes	26 minutes
95th percentile time to start treatment ⁵ 77 minutes	77 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 115



 $^{(\}dagger)$ 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:

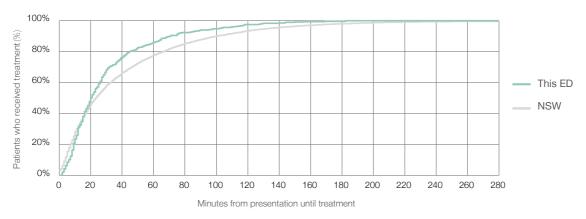
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Hawkesbury District Health Services: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 618	720	
Number of triage 5 patients used to calculate waiting time: 3 600	691	
Median time to start treatment ⁴ 20 minutes	22 minutes	23 minutes
95th percentile time to start treatment ⁵ 103 minutes	126 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 115



 $^{(\}dagger)$ 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:

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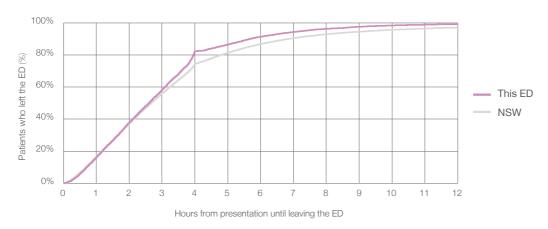
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Hawkesbury District Health Services: Time from presentation until leaving the ED

January to March 2016

Same period last vear (this period) All attendances: 6,138 patients 5,680 Attendances used to calculate time to leaving the ED:6 6,138 patients 5,680 2 hours and 2 hours and Median time to leaving the ED⁸ 2 hours and 36 minutes 40 minutes 7 hours and 9 hours and 95th percentile time to leaving the ED9 7 hours and 20 minutes 30 minutes 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 $^{\dagger \ddagger \$}$



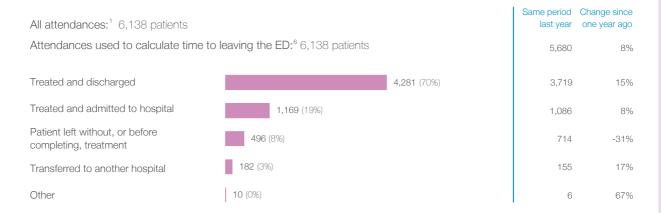
^(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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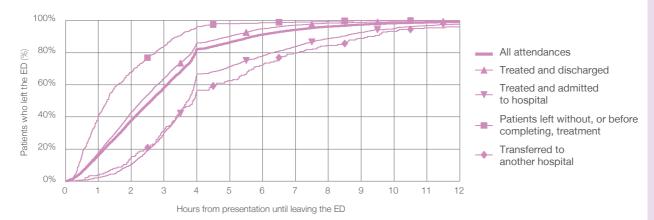
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Hawkesbury District Health Services: Time from presentation until leaving the ED By mode of separation

January to March 2016



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	18%	43%	64%	86%	95%	98%	99%	100%
Treated and admitted to hospital	2%	10%	30%	67%	78%	89%	95%	98%
Patient left without, or before completing, treatment	41%	68%	84%	96%	99%	100%	100%	100%
Transferred to another hospital	4%	15%	32%	57%	73%	85%	93%	96%
All attendances	16%	38%	58%	82%	91%	96%	98%	99%

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

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

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^(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Same period Change since

Hawkesbury District Health Services: 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 6,138 patients

Attendances used to calculate time to leaving the ED: 6 6,138 patients

5,680 8%

Percentage of patients who left the ED within four hours

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.
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- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

PERFORMANCE PROFILES: Emergency department care

NSW

Same period Change since

Same period

Mount Druitt Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 8,223 patients	7,921	4%
Emergency attendances: ² 8,170 patients	7,824	4%

Mount Druitt Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,176 patients	1,218	
Median time to start treatment ⁴ 9 minutes	9 minutes	8 minutes
95th percentile time to start treatments 30 minutes	27 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,282 patients	2,897	
Median time to start treatment ⁴ 28 minutes	29 minutes	20 minutes
95th percentile time to start treatment ⁵	120 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,698 patients	2,656	
Median time to start treatment ⁴ 38 minutes	42 minutes	26 minutes
95th percentile time to start treatment ⁵	146 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 992 patients	1,027	
Median time to start treatment ⁴ 38 minutes	43 minutes	23 minutes
95th percentile time to start treatment ⁵	145 minutes	135 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED:6 8,223 patients

Percentage of patients who	
i ercertage of patients with	740/
left the ED within four hours	74%

	one year ago
7,921	4%
67%	

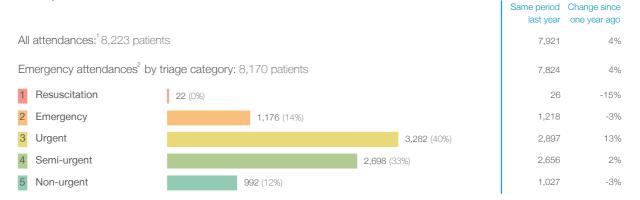
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

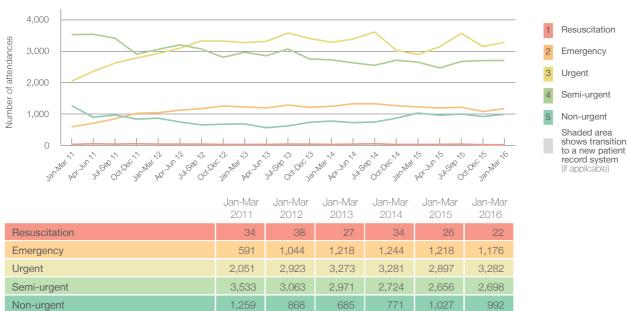
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Mount Druitt Hospital: Patients attending the emergency department

January to March 2016



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



8,054

7,824

8,170

Same period Change since

Mount Druitt Hospital: Patients arriving by ambulance

7.468

January to March 2016

All emergency attendances

		last year	one year ago
Arrivals used to calculate trans	ofer of care time: 7 911 patients	1,197	
ED Transfer of care time [§]			
Median time	13 minutes	15 minutes	-2 minutes
95th percentile time	32 minutes	44 minutes	-12 minutes

7,936

8,174

 $^{(\}dagger)$ 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:

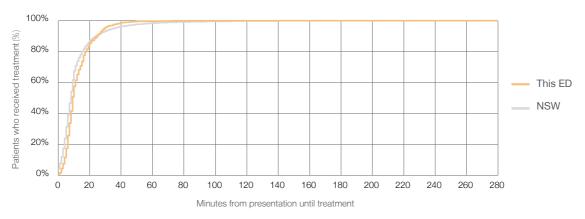
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

Mount Druitt Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 1,176	1,218	
Number of triage 2 patients used to calculate waiting time: 3 1,165	1,206	
Median time to start treatment ⁴ 9 minutes	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 30 minutes	27 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

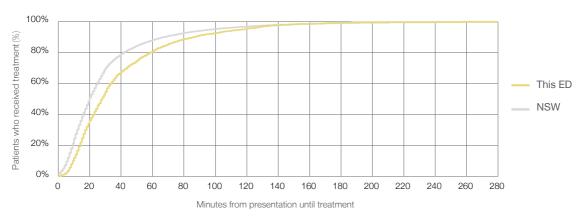
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Mount Druitt Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood I	oss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 3,282		2,897	
Number of triage 3 patients used to calculate	ge 3 patients used to calculate waiting time:3 3,120		
Median time to start treatment ⁴	28 minutes	29 minutes	20 minutes
95th percentile time to start treatment ⁵	119 minutes	120 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



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

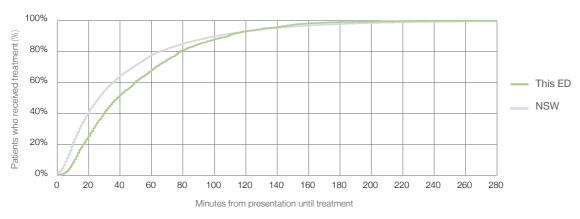
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Mount Druitt Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 2,698	2,656	
Number of triage 4 patients used to calculate waiting time: ³ 2,485	2,386	
Median time to start treatment ⁴ 38 minutes	42 minutes	26 minutes
95th percentile time to start treatment ⁵ 132 minutes	146 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 † ‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

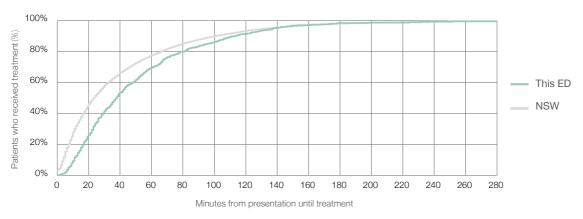
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Mount Druitt Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 992			
Number of triage 5 patients used to calculate waiting time: ³ 860			
Median time to start treatment ⁴ 38 minutes		43 minutes	23 minutes
95th percentile time to start treatment ⁵	138 minutes	145 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 †‡



 $^{(\}dagger)$ 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.

12 hours and 17 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED January to March 2016

All attendances: 8,223 patients

Attendances used to calculate time to leaving the ED: 8,223 patients

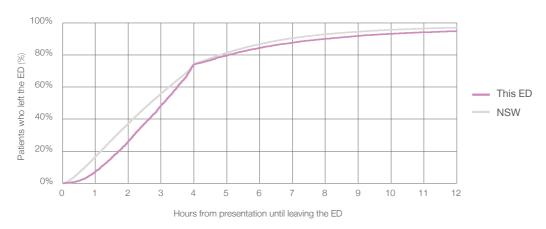
Median time to leaving the ED⁸

3 hours and 4 minutes

NSW (this period)	Same period last year
	7,921
	7,921
2 hours and 40 minutes	3 hours and 23 minutes
9 hours and 25 minutes	15 hours and 7 minutes

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

95th percentile time to leaving the ED9



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

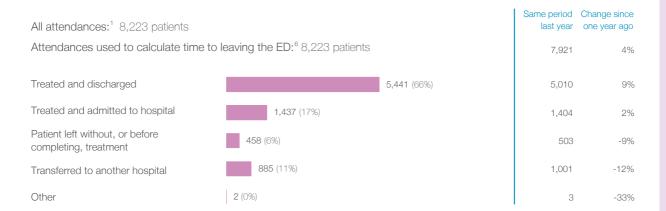


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

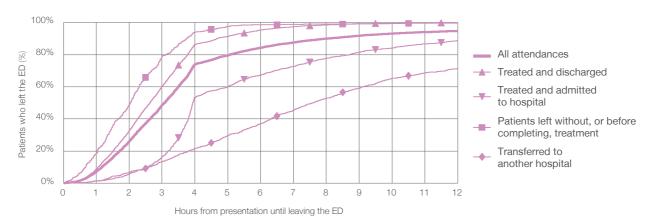
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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	9%	33%	60%	86%	95%	99%	100%	100%
Treated and admitted to hospital	1%	6%	16%	53%	67%	78%	84%	89%
Patient left without, or before completing, treatment	19%	49%	79%	94%	99%	99%	100%	100%
Transferred to another hospital	1%	7%	13%	22%	37%	53%	65%	72%
All attendances	7%	26%	49%	74%	84%	90%	93%	95%

 $^{(\}dagger)$ 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.

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

All attendances: 1 8,223 patients

Attendances used to calculate time to leaving the ED:6 8,223 patients

Percentage of patients who left the ED within four hours

1	Change since one year ago
7,921	4%
7,921	4%
67%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Murwillumbah District Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 4,506 patients	4,192	7%
Emergency attendances: ² 4,015 patients	3,824	5%

Murwillumbah District Hospital: Time from presentation to treatment³ January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 281 patients	265	
Median time to start treatment ⁴ 5 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵	15 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,200 patients	1,142	
Median time to start treatment ⁴	12 minutes	20 minutes
95th percentile time to start treatment ⁵ 51 minutes	49 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,167 patients	2,085	
Median time to start treatment ⁴ 18 minutes	15 minutes	26 minutes
95th percentile time to start treatment ⁵ 93 minutes	82 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 367 patients	326	
Median time to start treatment ⁴ 24 minutes	17 minutes	23 minutes
95th percentile time to start treatment ⁵	106 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 4,495 patients

Percentage of patients who	
i crocinage of patients will	
left the ED within four hours	

Change since one year ago		
7%	4,187	
	91%	

Same period Change since

Same period

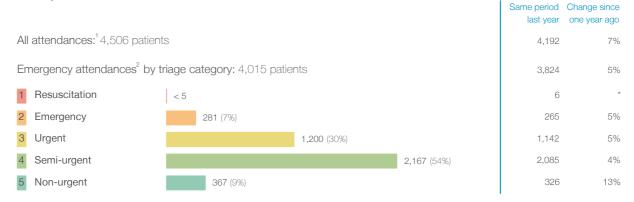
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

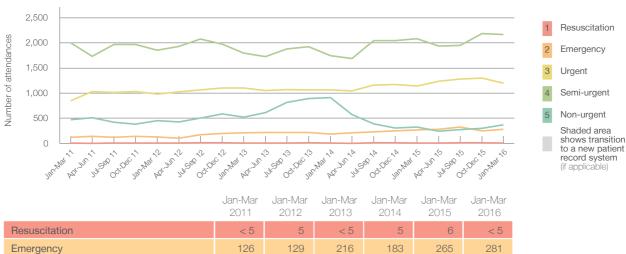
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Murwillumbah District Hospital: Patients attending the emergency department

January to March 2016



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



982

1,854

3,424

1,104

1,798

3,637

1,061

1,745

3.907

1,142

2,085

3,824

1,200 2,167

367

Same period Change since

4.015

Murwillumbah District Hospital: Patients arriving by ambulance

850

2,003

3,449

January to March 2016

All emergency attendances

Urgent

Semi-urgent

Non-urgent

		last year	one year ago
Arrivals used to calculate tran	sfer of care time: 7 182 patients **	256	
ED Transfer of care time §			
Median time	12 minutes	12 minutes	0 minutes
95th percentile time	35 minutes	41 minutes	-6 minutes

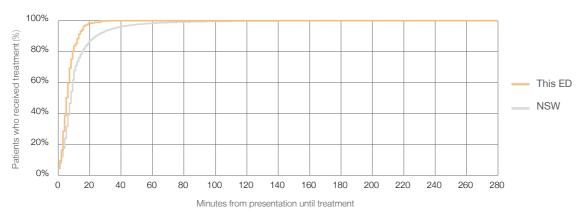
- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

 Approaches to reporting time measures of emergency department performance, December 2011.
- (**) 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.

Murwillumbah District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain,	severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 281		265	
Number of triage 2 patients used to calc	ulate waiting time: ³ 274	264	
Median time to start treatment ⁴	5 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵	16 minutes	15 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

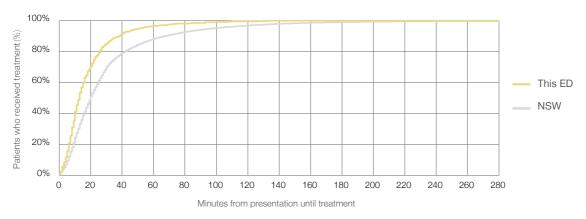
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Approaches to reporting time measures of emergency department performance, December 2011.

Murwillumbah District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood	loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 1,200	itients: 1,200		
Number of triage 3 patients used to calc	culate waiting time:3 1,182	1,133	
Median time to start treatment ⁴	13 minutes	12 minutes	20 minutes
95th percentile time to start treatment ⁵	51 minutes	49 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

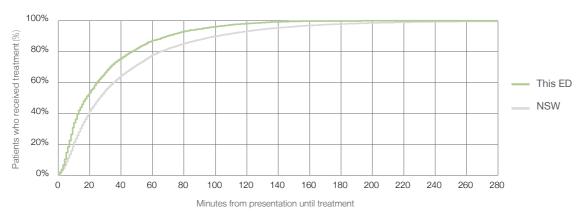
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 2,167	2,085	
Number of triage 4 patients used to calculate waiting time: 2,088	2,030	
Median time to start treatment ⁴ 18 minutes	15 minutes	26 minutes
95th percentile time to start treatment ⁵ 93 minutes	82 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

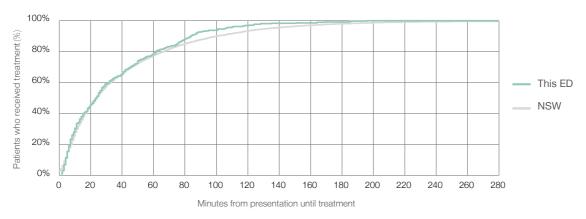
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Murwillumbah District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 367		326	
Number of triage 5 patients used to calculate waiting time	e: ³ 346	303	
Median time to start treatment ⁴ 24 minutes		17 minutes	23 minutes
95th percentile time to start treatment ⁵	106 minutes	106 minutes	135 minutes

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



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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Approaches to reporting time measures of emergency department performance, December 2011.

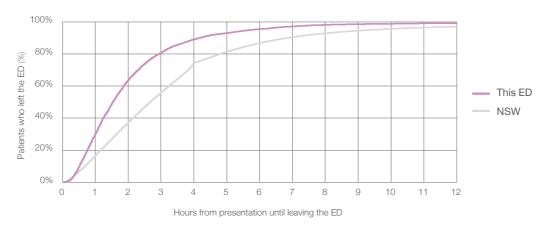
NSW

Same period

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

	last year	(this period)
All attendances: 4,506 patients	4,192	
Attendances used to calculate time to leaving the ED:6 4,495 patients		
Median time to leaving the ED ⁸ 1 hours and 32 minutes	1 hours and 18 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 5 hours and 45 minutes	5 hours and 11 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 ^{†‡}



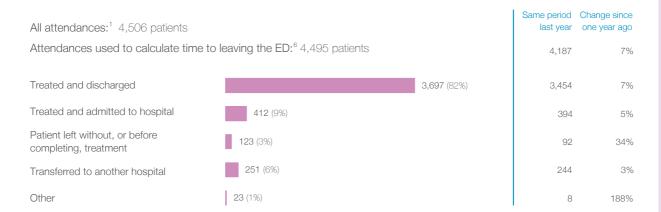
 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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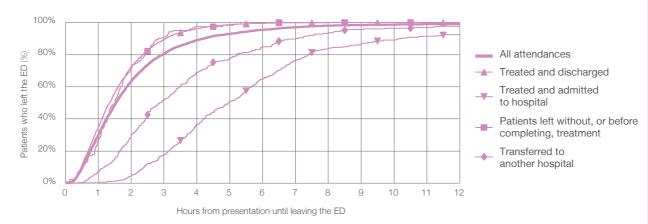
Approaches to reporting time measures of emergency department performance, December 2011.

Murwillumbah District Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016



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	35%	72%	89%	96%	100%	100%	100%	100%
Treated and admitted to hospital	0%	5%	18%	36%	65%	84%	89%	92%
Patient left without, or before completing, treatment	27%	72%	91%	98%	100%	100%	100%	100%
Transferred to another hospital	7%	30%	52%	69%	85%	93%	96%	98%
All attendances	30%	64%	81%	89%	96%	98%	99%	99%

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

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

Murwillumbah 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 4,506 patients

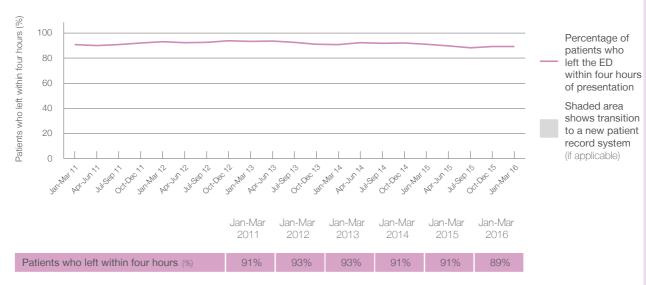
Attendances used to calculate time to leaving the ED:6 4,495 patients

Percentage of patients who left the ED within four hours

	Change since one year ago
4,192	7%
4,187	7%
91%	

89%

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Same period

Ryde Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 6,931 patients	6,811	2%
Emergency attendances: ² 6,814 patients	6,756	1%

Ryde Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 877 patients	804	
Median time to start treatment ⁴ 6 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵	16 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,688 patients	2,740	
Median time to start treatment ⁴ 12 minutes	13 minutes	20 minutes
95th percentile time to start treatment ⁵ 55 minutes	52 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,964 patients	2,910	
Median time to start treatment ⁴	15 minutes	26 minutes
95th percentile time to start treatment ⁵	102 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 260 patients	262	
Median time to start treatment ⁴ 18 minutes	17 minutes	23 minutes
95th percentile time to start treatment ⁵	121 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 6,931 patients

ercentage of patients who	
0 .	81%
ft the FD within four hours	

Change since one year ago		
one year age		
2%	6,810	
	81%	

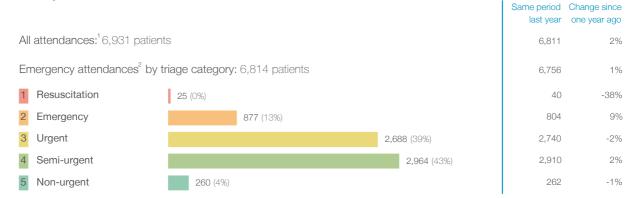
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

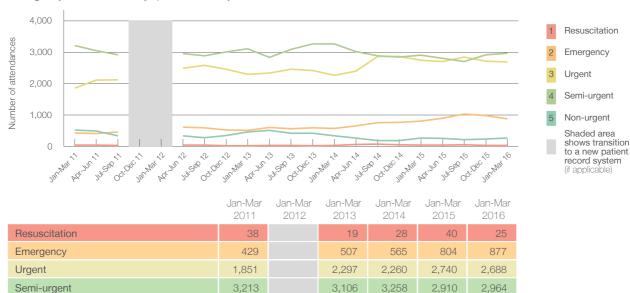
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Ryde Hospital: Patients attending the emergency department

January to March 2016



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



454

6,448

6,756

6,814

Same period Change since

6,383

Ryde Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate trans	sfer of care time: 7 1,536 patients	1,604	
ED Transfer of care time §			
Median time	10 minutes	10 minutes	0 minutes
95th percentile time	23 minutes	22 minutes	1 minute

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

6,050

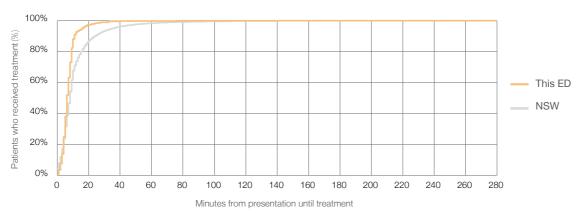
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

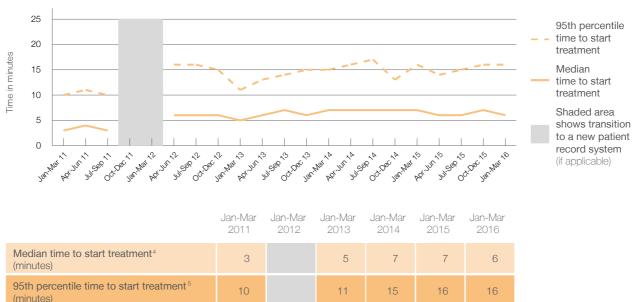
Ryde Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 877	804	
Number of triage 2 patients used to calculate waiting time: 877	802	
Median time to start treatment ⁴ 6 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 16 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



 $^{(\}dagger)$ 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.

NSW

(this period)

20 minutes

99 minutes

last year

2.740

2,717

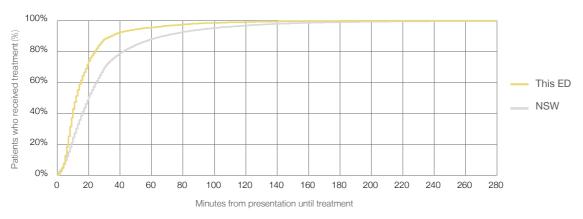
13 minutes

52 minutes

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

Same period Triage 3 Urgent (e.g. moderate blood loss, dehydration) Number of triage 3 patients: 2,688 Number of triage 3 patients used to calculate waiting time: 2,656 Median time to start treatment⁴ 12 minutes 95th percentile time to start treatment⁵ 55 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



(minutes)

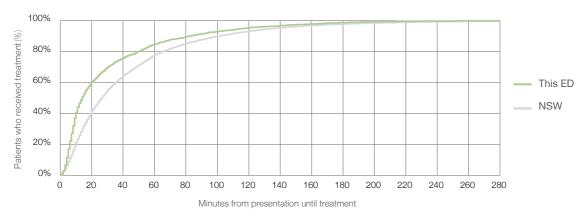
^(†) Data points are not shown in graphs for quarters when patient numbers are too small.

^(‡) 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.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 2,964	2,910	
Number of triage 4 patients used to calculate waiting time: 2,850	2,817	
Median time to start treatment ⁴ 14 minutes	15 minutes	26 minutes
95th percentile time to start treatment ⁵ 118 minutes	102 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

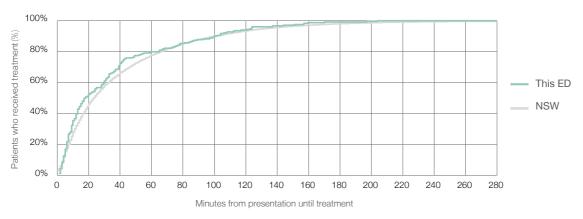
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 260	262	
Number of triage 5 patients used to calculate waiting time: 229	234	
Median time to start treatment ⁴ 18 minutes	17 minutes	23 minutes
95th percentile time to start treatment ⁵ 124 minutes	121 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



 $^{(\}dagger)$ 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.

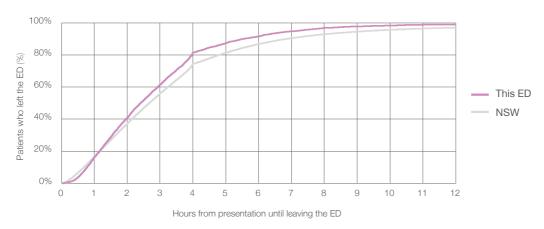
NSW

Same period

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

	last year	(this period)
All attendances: 6,931 patients	6,811	
Attendances used to calculate time to leaving the ED:6 6,931 patients	6,810	
Median time to leaving the ED ⁸ 2 hours and 25 minutes	2 hours and 32 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 7 hours and 11 minutes	6 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 †‡

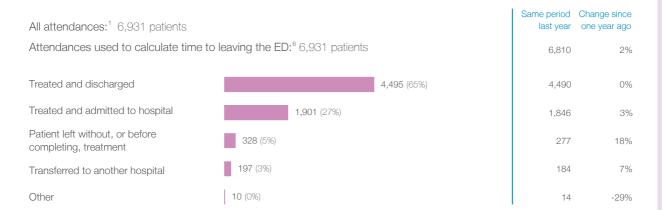


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

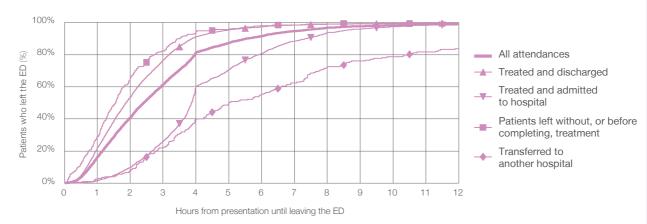
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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	22%	54%	77%	91%	97%	99%	100%	100%
Treated and admitted to hospital	2%	10%	26%	60%	81%	94%	97%	99%
Patient left without, or before completing, treatment	29%	65%	82%	94%	98%	99%	99%	100%
Transferred to another hospital	3%	8%	22%	40%	55%	72%	79%	84%
All attendances	16%	41%	61%	81%	92%	97%	98%	99%

 $^{(\}dagger)$ 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.

Ryde 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 6,931 patients

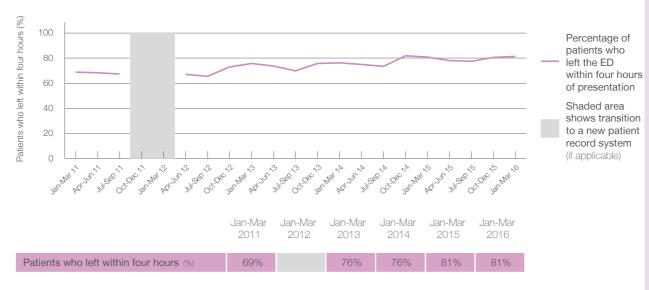
Attendances used to calculate time to leaving the ED:6 6,931 patients

Percentage of patients who left the ED within four hours

81%

	Change since one year ago
6,811	2%
6,810	2%
81%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED)
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Shellharbour Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 8,110 patients	7,573	7%
Emergency attendances: ² 7,733 patients	7,131	8%

Shellharbour Hospital: Time from presentation to treatment³

January to March 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 826 patients	654	
Median time to start treatment ⁴ 6 minutes	9 minutes	8 minutes
95th percentile time to start treatment ⁵	29 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,623 patients	2,446	
Median time to start treatment ⁴ 21 minutes	22 minutes	20 minutes
95th percentile time to start treatment ⁵	107 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,998 patients	3,775	
Median time to start treatment ⁴ 24 minutes	25 minutes	26 minutes
95th percentile time to start treatment ⁵	152 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 257 patients	242	
Median time to start treatment ⁴ 22 minutes	24 minutes	23 minutes
95th percentile time to start treatment ⁵	128 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:⁶ 8,110 patients

Percentage of patients who	
9 1	68%
left the FD within four hours	00 /0

Same period	Change since
last year	one year ago
7,573	7%
72%	

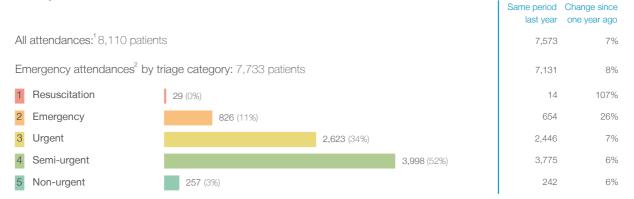
- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer
- 5. 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.
- 6. 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.

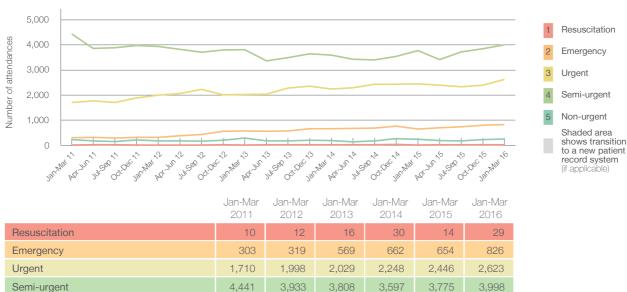
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Shellharbour Hospital: Patients attending the emergency department

January to March 2016



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



186

7,131

7,733

Same period Change since

6,723

Shellharbour Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate tran	sfer of care time: 7 1,600 patients	1,436	
ED Transfer of care time §			
Median time	11 minutes	11 minutes	0 minutes
95th percentile time	35 minutes	41 minutes	-6 minutes

6,434

6.690

6,709

^(†) 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:

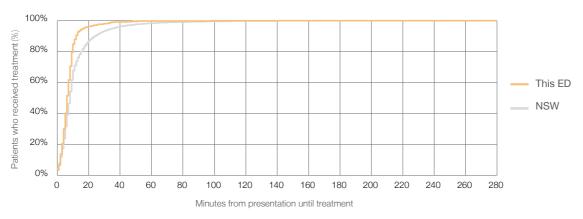
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

Shellharbour Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 826	654	
Number of triage 2 patients used to calculate waiting time: ³ 824		
Median time to start treatment ⁴ 6 minutes	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 17 minutes	29 minutes	35 minutes

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



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



 $^{(\}dagger)$ 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:

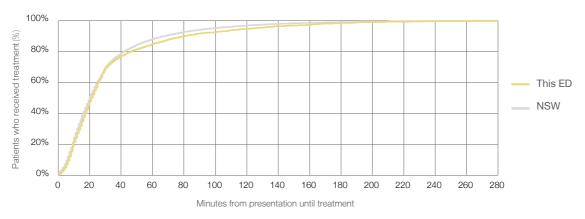
Approaches to reporting time measures of emergency department performance, December 2011.

Shellharbour Hospital: Time from presentation to treatment, triage 3

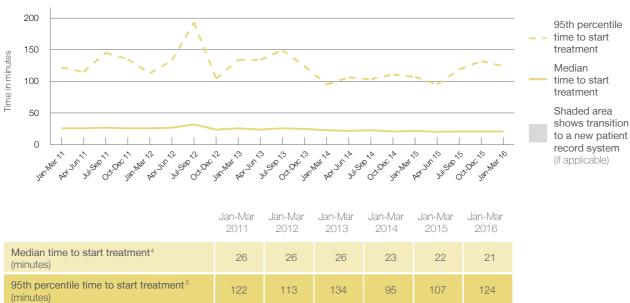
January to March 2016

Triage 3 Urgent (e.g. moderate blood	loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 2,623	2,446		
Number of triage 3 patients used to calc	culate waiting time: ³ 2,571	2,416	
Median time to start treatment ⁴	21 minutes	22 minutes	20 minutes
95th percentile time to start treatment ⁵	124 minutes	107 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

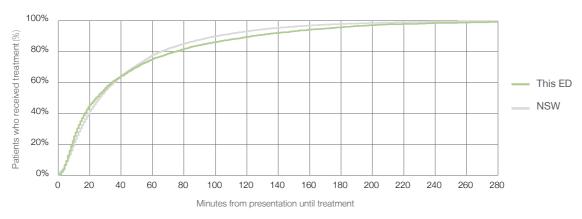
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		Same period last year	NSW (this period)
Number of triage 4 patients: 3,998		3,775	
Number of triage 4 patients used to calculate waiting time: $\!^{3}$ 3,657		3,509	
Median time to start treatment ⁴ 24 minutes		25 minutes	26 minutes
95th percentile time to start treatment ⁵	172 minutes	152 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

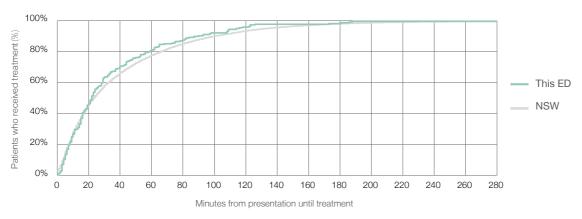
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Shellharbour Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	(this period)
Number of triage 5 patients: 257	242	
Number of triage 5 patients used to calculate waiting time: 214	185	
Median time to start treatment ⁴ 22 minutes	24 minutes	23 minutes
95th percentile time to start treatment ⁵ 116 minutes	128 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 †‡



 $^{(\}dagger)$ 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:

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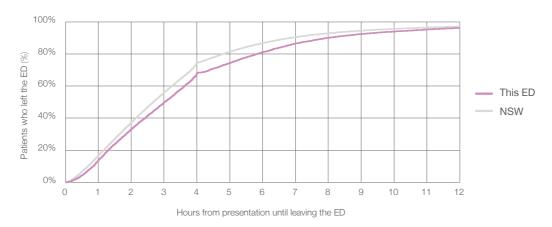
NSW

Same period

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

		last year	(this period)
All attendances: 8,110 patients		7,573	
Attendances used to calculate time to I	eaving the ED: ⁶ 8,110 patients	7,573	
Median time to leaving the ED ⁸	3 hours and 1 minutes	2 hours and 50 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED9	10 hours and 51 minutes	9 hours and 56 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 †‡

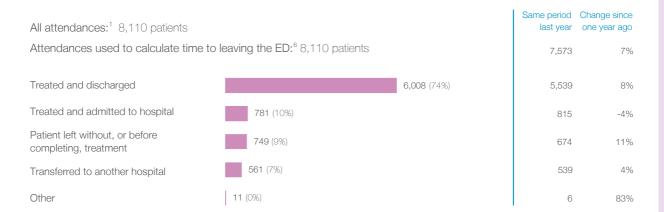


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

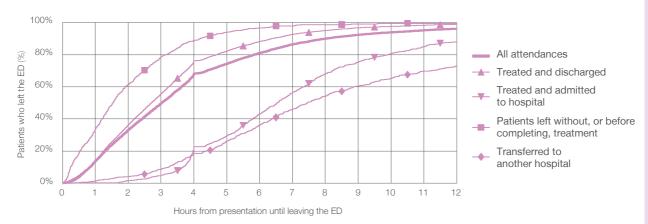
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Approaches to reporting time measures of emergency department performance, December 2011.

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



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	14%	36%	56%	76%	88%	95%	98%	99%
Treated and admitted to hospital	0%	2%	5%	23%	43%	68%	81%	88%
Patient left without, or before completing, treatment	34%	61%	79%	89%	97%	99%	99%	100%
Transferred to another hospital	1%	4%	9%	19%	36%	54%	65%	73%
All attendances	14%	33%	50%	68%	81%	90%	94%	96%

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

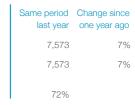
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

All attendances: 1 8,110 patients

Attendances used to calculate time to leaving the ED:6 8,110 patients

Percentage of patients who left the ED within four hours



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

68%



- 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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%.

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).

NSW

Same period Change since

Same period

Ballina District Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 4,483 patients	4,196	7%
Emergency attendances: ² 4,212 patients	4,002	5%

Ballina District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 330 patients	279	
Median time to start treatment ⁴ 8 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 29 minutes	38 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,247 patients	1,049	
Median time to start treatment ⁴ 18 minutes	25 minutes	20 minutes
95th percentile time to start treatment ⁵ 66 minutes	84 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,280 patients	2,261	
Median time to start treatment ⁴ 24 minutes	29 minutes	26 minutes
95th percentile time to start treatment ⁵	156 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 338 patients	400	
Median time to start treatment ⁴ 22 minutes	28 minutes	23 minutes
95th percentile time to start treatment ⁵	192 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:⁸ 4,483 patients

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Percentage of patients who left the ED within four hours			80%

Same period	Change since
last year	one year ago
4,195	7%
79%	

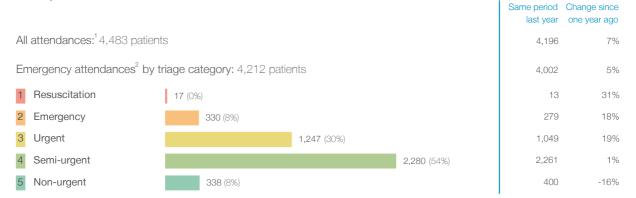
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

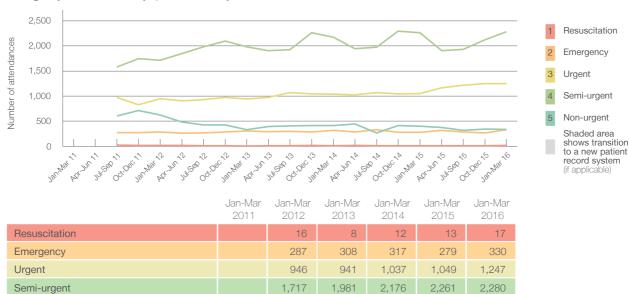
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Ballina District Hospital: Patients attending the emergency department

January to March 2016



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



411

3.953

400

4.212

Same period Change since

4.002

Ballina District Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate trans	fer of care time: 7 315 patients **	299 **	
ED Transfer of care time§			
Median time	13 minutes	14 minutes	-1 minute
95th percentile time	43 minutes	39 minutes	4 minutes

3.587

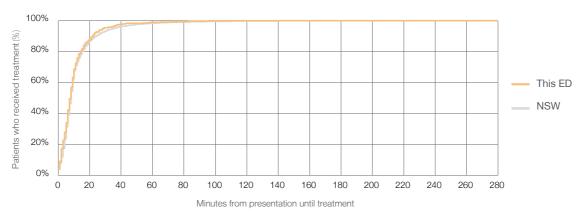
3.566

- (†) 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.
- (**) 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.

Ballina District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 330	279	
Number of triage 2 patients used to calculate waiting time: 329	271	
Median time to start treatment ⁴ 8 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 29 minutes	38 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

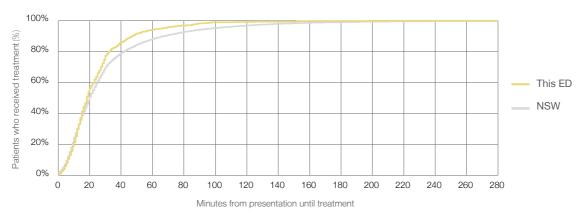
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Ballina District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 1,247		
Number of triage 3 patients used to calculate waiting time: ³ 1,221		
Median time to start treatment ⁴ 18 minutes	25 minutes	20 minutes
95th percentile time to start treatment ⁵ 66 minutes	84 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

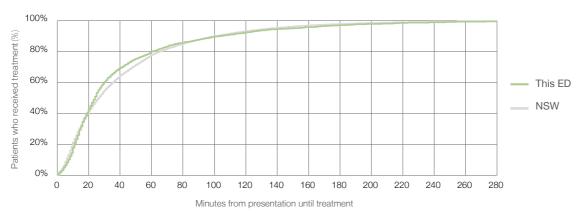
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)			NSW (this period)
Number of triage 4 patients: 2,280		2,261	
Number of triage 4 patients used to calculate waiting time: 2,060		2,002	
Median time to start treatment ⁴ 24 mi	inutes	29 minutes	26 minutes
95th percentile time to start treatment ⁵	150 minutes	156 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 115



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

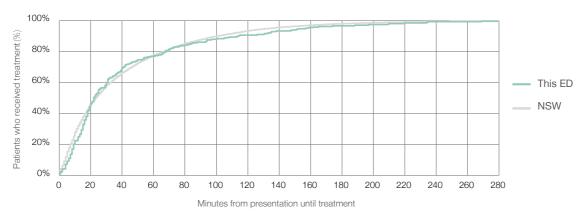
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Ballina District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 338	400	
Number of triage 5 patients used to calculate waiting time: ³ 265		
Median time to start treatment ⁴ 22 minutes	28 minutes	23 minutes
95th percentile time to start treatment ⁵ 157 minutes	192 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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

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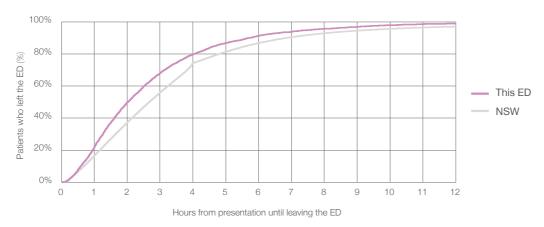
NSW

Same period

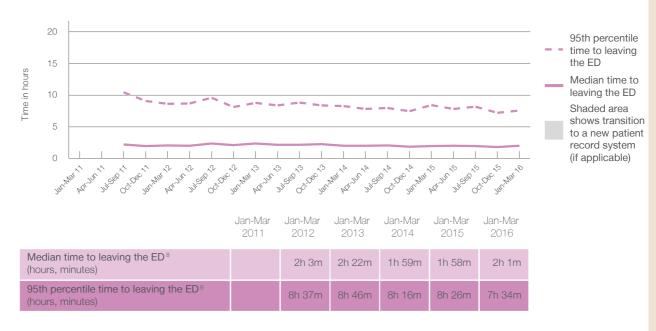
Ballina District Hospital: Time from presentation until leaving the ED January to March 2016

	last year	(this period)
All attendances: 4,483 patients	4,196	
Attendances used to calculate time to leaving the ED: ⁶ 4,483 patients		
Median time to leaving the ED ⁸ 2 hours and 1 minutes	1 hours and 58 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 7 hours and 34 minutes	8 hours and 26 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 $^{\dagger \ddagger \$}$



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

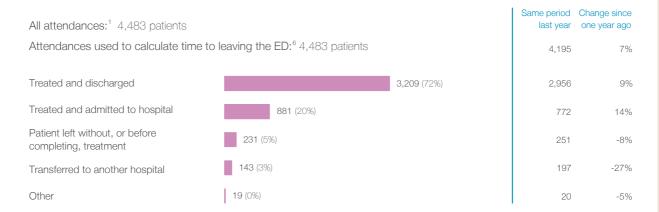
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

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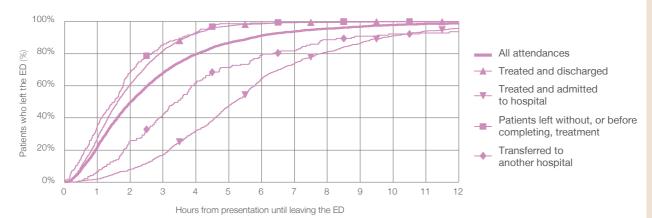
^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ballina District Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016



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



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

Treated and discharged	27%	61%	82%	93%	99%	100%	100%	100%
Treated and admitted to hospital	2%	8%	17%	32%	64%	81%	91%	96%
Patient left without, or before completing, treatment	35%	68%	85%	93%	99%	100%	100%	100%
Transferred to another hospital	6%	26%	42%	62%	79%	89%	92%	94%
All attendances	22%	50%	68%	80%	91%	96%	98%	99%

^(†) 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.

Ballina 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

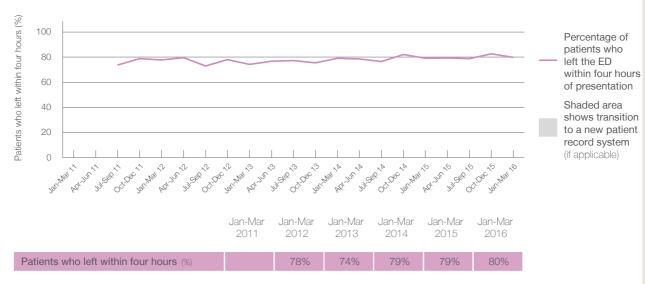
All attendances: 1 4,483 patients

Attendances used to calculate time to leaving the ED:6 4,483 patients

Percentage of patients who left the ED within four hours



80%



- * 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.
- § 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Bateman's Bay District Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 3,713 patients	3,584	4%
Emergency attendances: ² 3,582 patients	3,426	5%

Bateman's Bay District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 326 patients	355	
Median time to start treatment ⁴ 6 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 26 minutes	25 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,069 patients	1,103	
Median time to start treatment ⁴ 18 minutes	20 minutes	20 minutes
95th percentile time to start treatment ⁵	91 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,772 patients	1,584	
Median time to start treatment ⁴ 33 minutes	30 minutes	26 minutes
95th percentile time to start treatment ⁵	166 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 403 patients	377	
Median time to start treatment ⁴ 34 minutes	38 minutes	23 minutes
95th percentile time to start treatment ⁵ 152 minutes	184 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:6 3,713 patients

Percentage of patients who	
i ercertage of patients with	000/
left the ED within four hours	80%

Same period	Change since
last year	one year ago
3,583	4%
81%	

Same period Change since

Same period

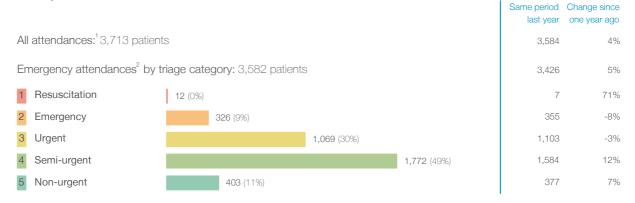
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

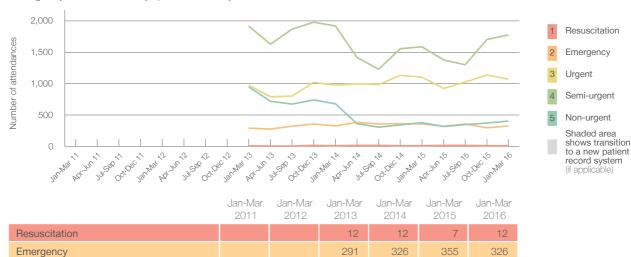
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Bateman's Bay District Hospital: Patients attending the emergency department

January to March 2016



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



Urgent		973	973	1,103	1,069
Semi-urgent		1,919	1,919	1,584	1,772
Non-urgent		946	679	377	403
All emergency attendances		4,141	3,909	3,426	3,582

Bateman's Bay District Hospital: Patients arriving by ambulance

January to March 2016

		last year	one year ago
Arrivals used to calculate transf	471		
ED Transfer of care time §			
Median time	11 minutes	10 minutes	1 minute
95th percentile time	35 minutes	30 minutes	5 minutes

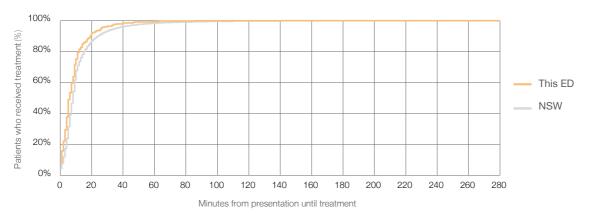
- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
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- For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Same period Change since

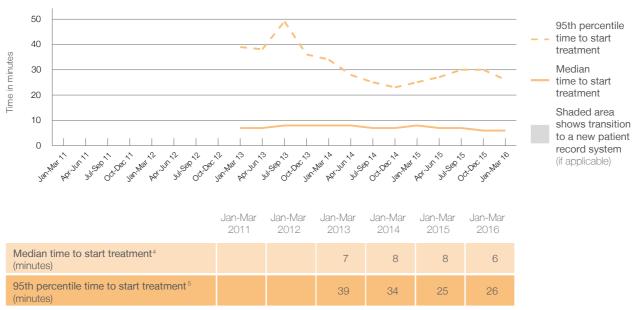
January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	(this period)
Number of triage 2 patients: 326	355	
Number of triage 2 patients used to calculate waiting time: 326	350	
Median time to start treatment ⁴ 6 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 26 minutes	25 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

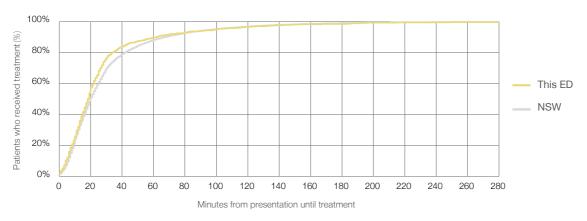
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^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance,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

January to March 2016

Triage 3 Urgent (e.g. moderate blood	Same period last year	NSW (this period)	
Number of triage 3 patients: 1,069	1,103		
Number of triage 3 patients used to calc	1,072		
Median time to start treatment ⁴	18 minutes	20 minutes	20 minutes
95th percentile time to start treatment ⁵	100 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

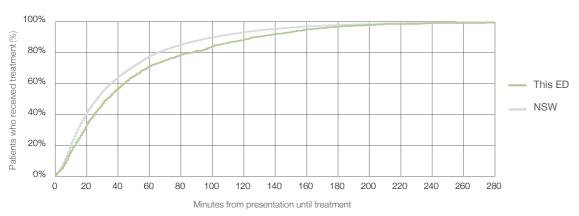
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^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance,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

January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, ea	Same period last year	NSW (this period)	
Number of triage 4 patients: 1,772	1,584		
Number of triage 4 patients used to calculate w	1,450		
Median time to start treatment ⁴	3 minutes	30 minutes	26 minutes
95th percentile time to start treatment ⁵	161 minutes	166 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 ***



 $^{(\}dagger)$ 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:

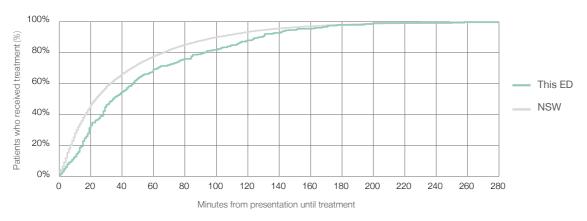
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)	
Number of triage 5 patients: 403	377		
Number of triage 5 patients used to calculate waiting time:3	294		
Median time to start treatment ⁴ 34 minutes		38 minutes	23 minutes
95th percentile time to start treatment ⁵	152 minutes	184 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 115



 $^{(\}dagger)$ 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.

7 hours and 19 minutes

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

January to March 2016

95th percentile time to leaving the ED9

All attendances: 3,713 patients

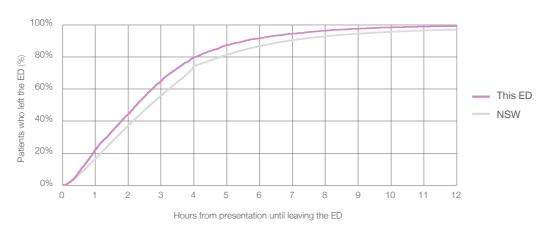
Attendances used to calculate time to leaving the ED: 63,713 patients

Median time to leaving the ED⁸

2 hours and 15 minutes

NSW (this period)	Same period last year
	3,584
	3,583
2 hours and 40 minutes	1 hours and 56 minutes
9 hours and 25 minutes	6 hours and 51 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 $^{\dagger \ddagger \$}$



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

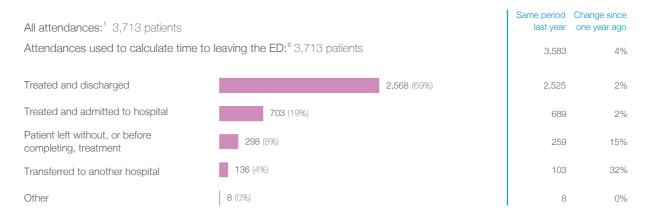
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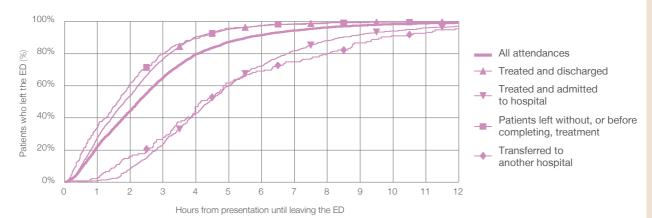
^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

By mode of separation January to March 2016



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



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

Treated and discharged	28%	54%	77%	91%	97%	99%	100%	100%
Treated and admitted to hospital	1%	8%	24%	43%	72%	88%	94%	97%
Patient left without, or before completing, treatment	34%	62%	80%	90%	98%	99%	100%	100%
Transferred to another hospital	2%	16%	28%	47%	69%	80%	91%	96%
All attendances	22%	44%	65%	80%	92%	96%	98%	99%

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

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

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Bateman's Bay 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

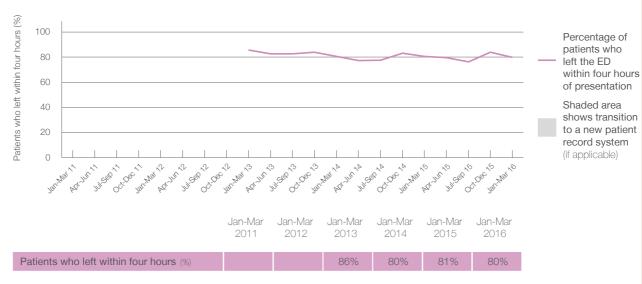
All attendances: 1 3,713 patients

Attendances used to calculate time to leaving the ED:6 3,713 patients

Percentage of patients who left the ED within four hours

	one year ago
3,584	4%
3,583	4%
81%	

80%



- * 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.
- 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Bellinger River District Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1,375 patients	1,270	8%
Emergency attendances: ² 1,299 patients	1,123	16%

Bellinger River District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 43 patients	26	
Median time to start treatment ⁴ 6 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵	*	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 333 patients	240	
Median time to start treatment ⁴ 7 minutes	11 minutes	20 minutes
95th percentile time to start treatment ⁵ 27 minutes	37 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 764 patients	705	
Median time to start treatment ⁴ 7 minutes	13 minutes	26 minutes
95th percentile time to start treatment ⁵ 37 minutes	49 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 159 patients	152	
Median time to start treatment ⁴ 4 minutes	8 minutes	23 minutes
95th percentile time to start treatment ⁵ 26 minutes	45 minutes	135 minutes

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

January to March 2016

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

Percentage of patients who left the ED within four hours

Same period	Change since
last year	one year ago
1,268	8%
95%	
95%	

Same period Change since

Same period

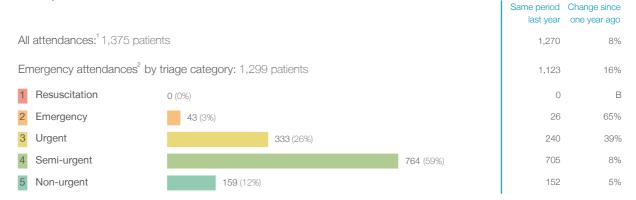
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.

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

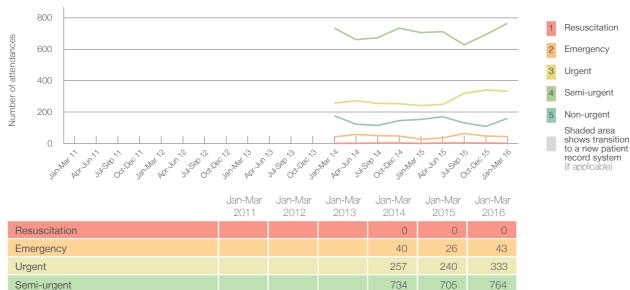
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Bellinger River District Hospital: Patients attending the emergency department

January to March 2016



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



1.207

1,123

Bellinger River District Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate trans	sfer of care time: 7 64 patients	61	
ED Transfer of care time§			
Median time	18 minutes	21 minutes	-4 minutes
95th percentile time	*	*	*

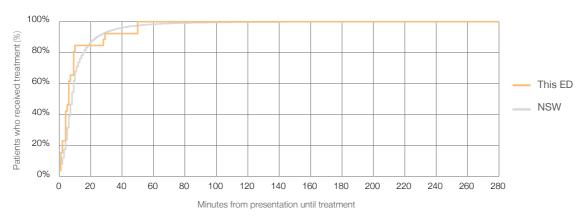
- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information,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

Same period Change since

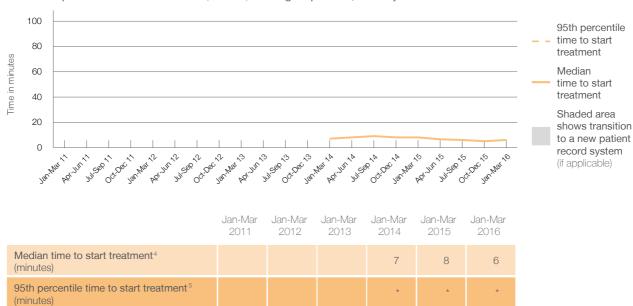
January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 43	26	
Number of triage 2 patients used to calculate waiting time: ³ 26	25	
Median time to start treatment ⁴ 6 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ *	*	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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

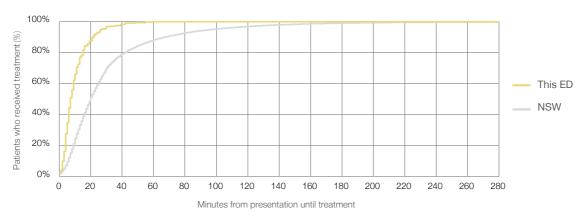
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 333	240	
Number of triage 3 patients used to calculate waiting time: ³ 305	232	
Median time to start treatment ⁴ 7 minutes	11 minutes	20 minutes
95th percentile time to start treatment ⁵ 27 minutes	37 minutes	99 minutes

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



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

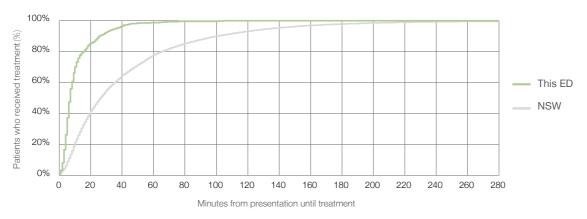
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

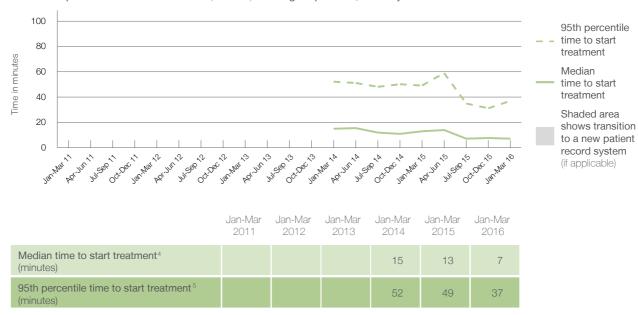
January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 764	705	
Number of triage 4 patients used to calculate waiting time: 3 747	691	
Median time to start treatment ⁴ 7 minutes	13 minutes	26 minutes
95th percentile time to start treatment ⁵ 37 minutes	49 minutes	137 minutes

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



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

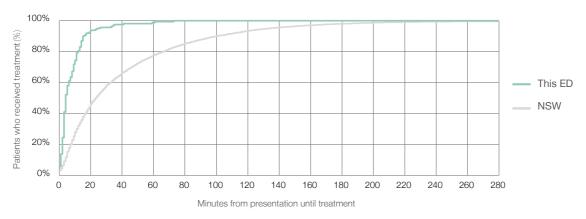
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 159	152	
Number of triage 5 patients used to calculate waiting time: 3 159	147	
Median time to start treatment ⁴ 4 minutes	8 minutes	23 minutes
95th percentile time to start treatment ⁵ 26 minutes	45 minutes	135 minutes

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



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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

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

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

January to March 2016

All attendances: 1,375 patients

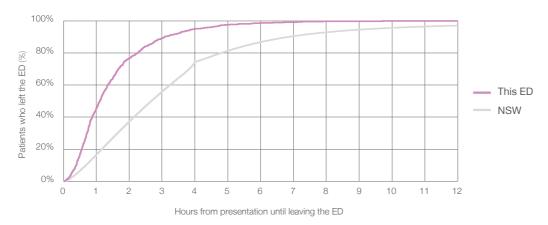
Attendances used to calculate time to leaving the ED:6 1,372 patients

Median time to leaving the ED⁸ 1 hours and 7 minutes

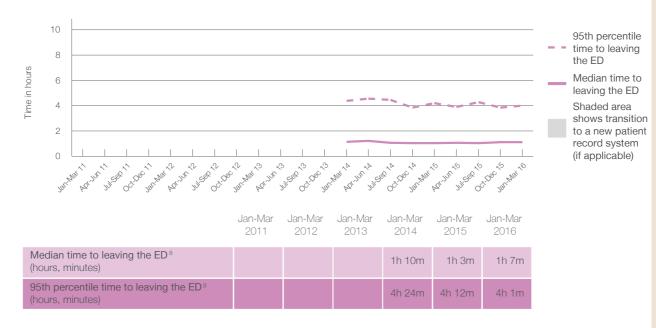
95th percentile time to leaving the ED9 4 hours and 1 minutes

NSW (this period)	Same period last year
	1,270
	1,268
2 hours and 40 minutes	1 hours and 3 minutes
9 hours and 25 minutes	4 hours and 12 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 $^{\dagger \ddagger \$}$



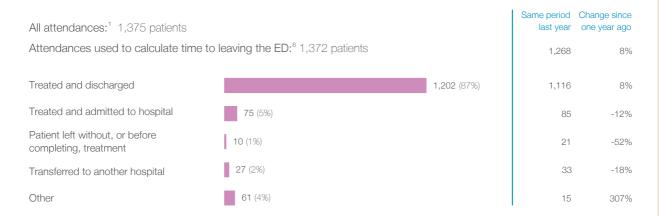
^(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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

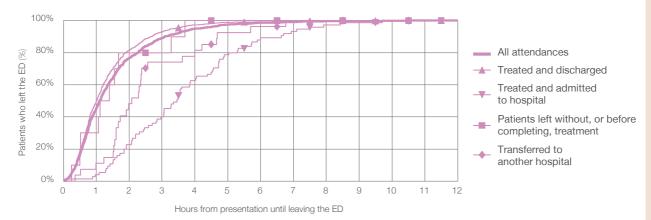
Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

By mode of separation January to March 2016



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

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

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

Approaches to reporting time measures of emergency department performance, December 2011.

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

Bellinger River District Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: 1 1,375 patients

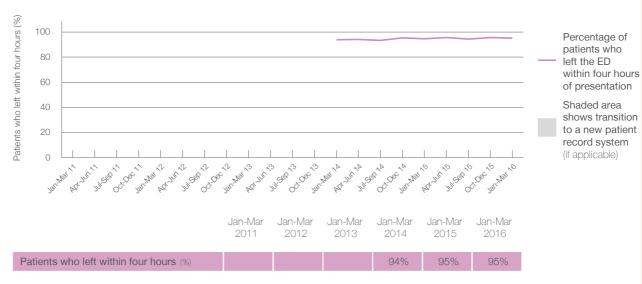
Attendances used to calculate time to leaving the ED:6 1,372 patients

Percentage of patients who left the ED within four hours

Same period last year one year ago
1,270 8%
1,268 8%

95%

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 † § 8



- * 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.
- 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview January to March 2016

Same period Change since last vear one vear ago All attendances: 1 4,295 patients 4.168 3% Emergency attendances:² 4,200 patients 4% 4.032

Blue Mountains District Anzac Memorial Hospital: Time from presentation to treatment³ January to March 2016

Canaday to March 2010	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 591 patients	488	
Median time to start treatment ⁴ 7 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 35 minutes	38 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,007 patients	1,042	
Median time to start treatment ⁴	16 minutes	20 minutes
95th percentile time to start treatment ⁵	81 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,961 patients	1,895	
Median time to start treatment ⁴ 28 minutes	27 minutes	26 minutes
95th percentile time to start treatment ⁵	147 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 619 patients	597	
Median time to start treatment ⁴ 29 minutes	25 minutes	23 minutes
95th percentile time to start treatment ⁵	151 minutes	135 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

Same period Change since January to March 2016 last year one year ago Attendances used to calculate time to leaving the ED:6 4,295 patients 4,168 Percentage of patients who 82% left the ED within four hours

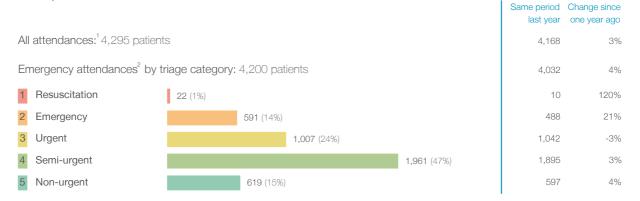
- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer
- 5. 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.
- 6. 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).

Blue Mountains District Anzac Memorial Hospital: Patients attending the emergency department

January to March 2016



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



447

977

2,351

4,351

375

919

2,243

4,127

415

902

2,068

3,971

488

1,042

1,895

4.032

591

1,007

1,961

619

Same period Change since

4.200

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance

357

1,224

2,137

4,217

January to March 2016

All emergency attendances

Emergency

Semi-urgent

Non-urgent

Urgent

		last year	one year ago
Arrivals used to calculate transfer of care time: 7 578 patients **			
ED Transfer of care time §			
Median time	12 minutes	14 minutes	-2 minutes
95th percentile time	29 minutes	35 minutes	-6 minutes

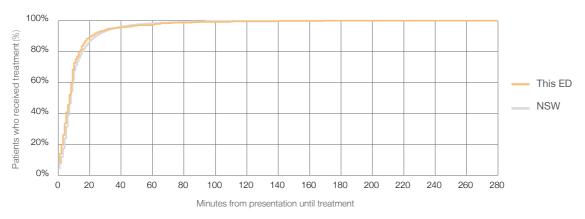
- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

 Approaches to reporting time measures of emergency department performance, December 2011.
- (**) 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.

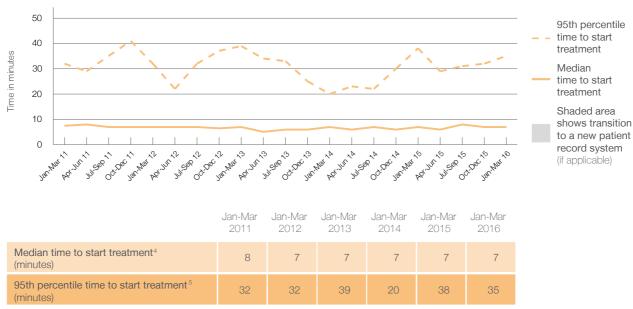
Blue Mountains District Anzac Memorial Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 591	488	
Number of triage 2 patients used to calculate waiting time: ³ 585	483	
Median time to start treatment ⁴ 7 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 35 minutes	38 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

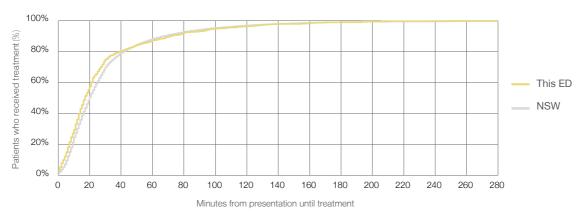
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 1,007	1,042	
Number of triage 3 patients used to calculate waiting time: 952	1,018	
Median time to start treatment ⁴ 17 minutes	16 minutes	20 minutes
95th percentile time to start treatment ⁵ 106 minutes	81 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

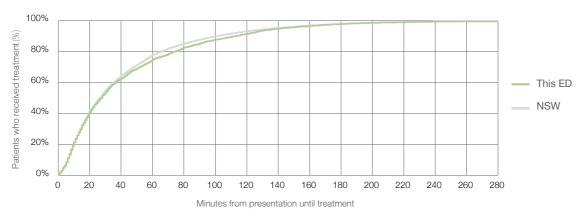
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)			NSW (this period)
Number of triage 4 patients: 1,961	1,895		
Number of triage 4 patients used to calculate waiting time: 3 1,804			
Median time to start treatment ⁴	28 minutes	27 minutes	26 minutes
95th percentile time to start treatment ⁵	143 minutes	147 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

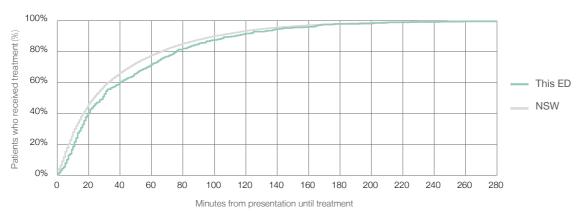
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	(this period)
Number of triage 5 patients: 619	597	
Number of triage 5 patients used to calculate waiting time: 3 527	520	
Median time to start treatment ⁴ 29 minutes	25 minutes	23 minutes
95th percentile time to start treatment ⁵ 144 minutes	151 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 †‡



 $^{(\}dagger)$ 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.

NSW

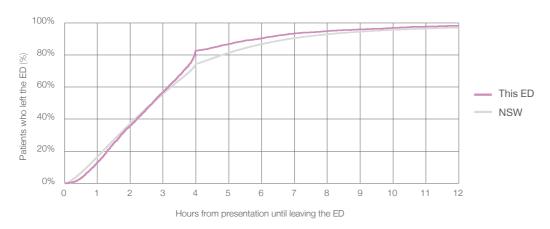
Same period

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

January to March 2016

last vear (this period) All attendances: 4,295 patients 4,168 Attendances used to calculate time to leaving the ED:6 4,295 patients 4,168 2 hours and 2 hours and Median time to leaving the ED⁸ 2 hours and 41 minutes 25 minutes 40 minutes 9 hours and 7 hours and 95th percentile time to leaving the ED9 8 hours and 6 minutes 37 minutes 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 ^{†‡}

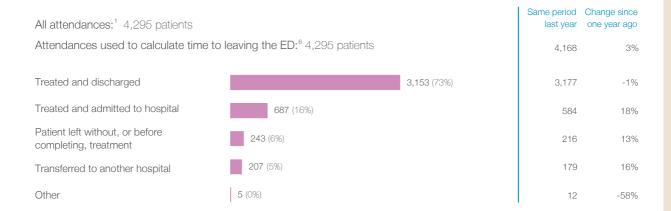


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

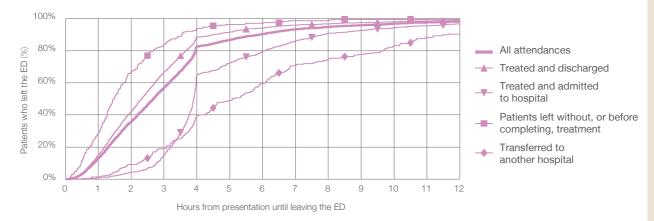
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED By mode of separation January to March 2016



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	15%	42%	67%	88%	94%	97%	98%	99%
Treated and admitted to hospital	1%	4%	15%	65%	79%	91%	94%	97%
Patient left without, or before completing, treatment	29%	67%	84%	94%	97%	99%	100%	100%
Transferred to another hospital	1%	9%	19%	40%	59%	75%	83%	90%
All attendances	13%	36%	57%	83%	90%	95%	97%	98%

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

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

Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial 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 4,295 patients

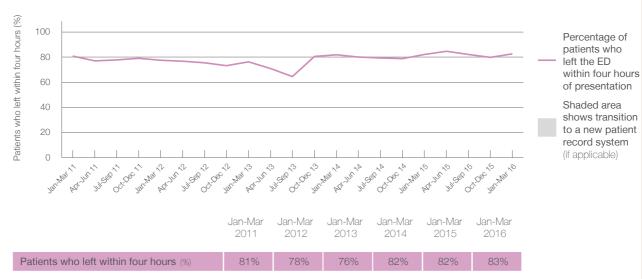
Attendances used to calculate time to leaving the ED:6 4,295 patients

Percentage of patients who left the ED within four hours

83%

Same period last year one year ago
4,168 3%
4,168 3%

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Bulli District Hospital: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 1,693 patients	1,522	11%
Emergency attendances: ² 1,401 patients	1,283	9%

Bulli District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 26 patients	22	
Median time to start treatment ⁴ 8 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵	*	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 122 patients	127	
Median time to start treatment ⁴ 16 minutes	17 minutes	20 minutes
95th percentile time to start treatment ⁵ 48 minutes	59 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 987 patients	911	
Median time to start treatment ⁴	16 minutes	26 minutes
95th percentile time to start treatment ⁵	81 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 266 patients	223	
Median time to start treatment ⁴	14 minutes	23 minutes
95th percentile time to start treatment ⁵ 74 minutes	83 minutes	135 minutes

Bulli District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:6 1,693 patients

Percentage of patients who left the ED within four hours

		one year ago	
	1,522	11%	
9%	99%		

- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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).

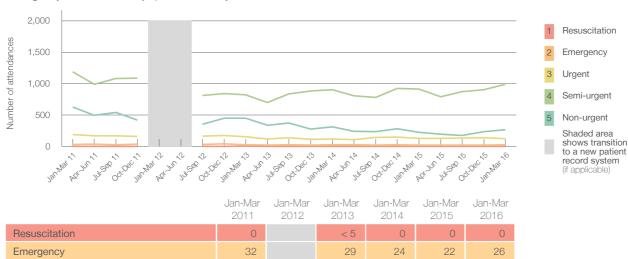
Same period Change since

Bulli District Hospital: Patients attending the emergency department

January to March 2016

				last year	one year ago
All attendances: 1,693 patients			1,522	11%	
Er	Emergency attendances ² by triage category: 1,401 patients			1,283	9%
1	Resuscitation	0 (0%)		0	В
2	Emergency	26 (2%)		22	18%
3	Urgent	122 (9%)		127	-4%
4	Semi-urgent		987 (70%)	911	8%
5	Non-urgent	266 (19%)		223	19%

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



153

823

1,455

115

901

1,348

127

911

1,283

122

987

1,401

186

1,189

2,036

Bulli District Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Urgent

Semi-urgent

Non-urgent

ED Transfer of care time is not currently available for this hospital. ⁷

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

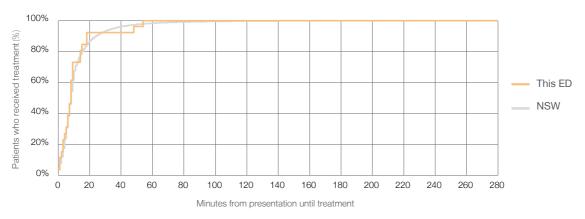
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Bulli District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 26	22	
Number of triage 2 patients used to calculate waiting time: ³ 26	22	
Median time to start treatment ⁴ 8 minutes	6 minutes	8 minutes
95th percentile time to start treatment ⁵ *	*	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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

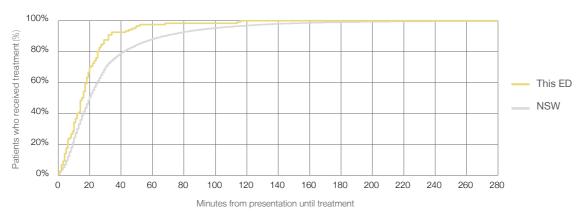
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Bulli District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 122		
Number of triage 3 patients used to calculate waiting time: ³ 120		
Median time to start treatment ⁴ 16 minutes	17 minutes	20 minutes
95th percentile time to start treatment ⁵ 48 minutes	59 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

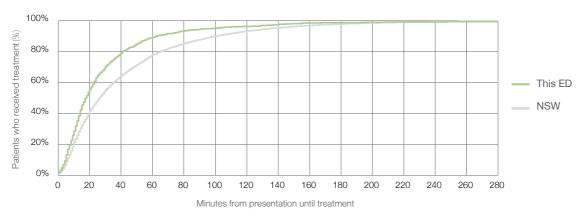
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 987	911	
Number of triage 4 patients used to calculate waiting time: 972	895	
Median time to start treatment ⁴ 18 minutes	16 minutes	26 minutes
95th percentile time to start treatment ⁵ 101 minutes	81 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

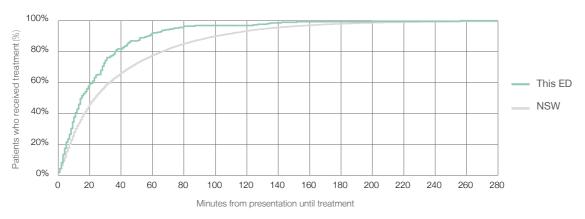
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Bulli District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 266	223	
Number of triage 5 patients used to calculate waiting time: 3 252		
Median time to start treatment ⁴ 15 minutes	14 minutes	23 minutes
95th percentile time to start treatment ⁵ 74 minutes	83 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 †‡



 $^{(\}dagger)$ 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.

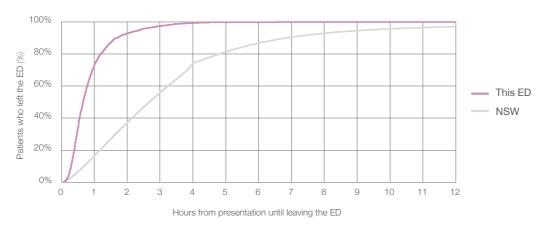
NSW

Same period

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

	last year	(this period)
All attendances: 1,693 patients	1,522	
Attendances used to calculate time to leaving the ED: ⁶ 1,693 patients		
Median time to leaving the ED ⁸ 0 hours and 40 minutes	0 hours and 42 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 2 hours and 23 minutes	2 hours and 20 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 †‡

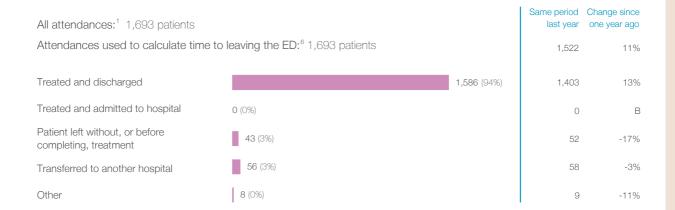


 $^{(\}dagger)$ $\;$ Data points are not shown in graphs for quarters when patient numbers are too small.

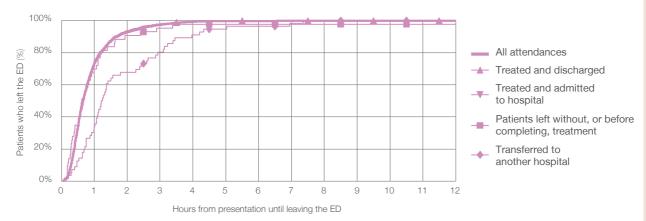
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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	75%	94%	98%	100%	100%	100%	100%	100%
Treated and admitted to hospital	*	*	*	*	*	*	*	*
Patient left without, or before completing, treatment	70%	91%	95%	98%	98%	98%	98%	98%
Transferred to another hospital	34%	68%	80%	91%	96%	100%	100%	100%
All attendances	73%	93%	97%	99%	100%	100%	100%	100%

 $^{(\}dagger)$ 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.

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

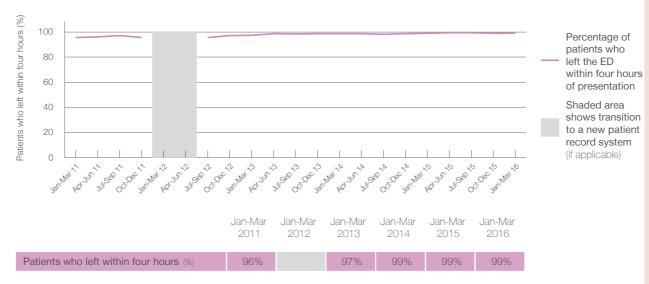
All attendances: 1 1,693 patients

Attendances used to calculate time to leaving the ED:6 1,693 patients

Percentage of patients who left the ED within four hours

		Change since one year ago
	1,522	11%
	1,522	11%
%	99%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Same period Change since

last year one year ago

Camden Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 3,463 patients	3,367	3%
Emergency attendances: ² 3,387 patients	3,297	3%

Camden Hospital: Time from presentation to treatment³

January to March 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 201 patients	222	
Median time to start treatment ⁴ 6 minutes	5 minutes	8 minutes
95th percentile time to start treatment ⁵	18 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 816 patients	747	
Median time to start treatment ⁴	12 minutes	20 minutes
95th percentile time to start treatment ⁵ 56 minutes	63 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,536 patients	1,517	
Median time to start treatment ⁴	15 minutes	26 minutes
95th percentile time to start treatment ⁵ 89 minutes	93 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 834 patients	804	
Median time to start treatment ⁴	14 minutes	23 minutes
95th percentile time to start treatment ⁵ 103 minutes	105 minutes	135 minutes

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

Λ++

Alteridances used to calculate time to le	saviriy trie LD.	0,402 pallel 115	
Percentage of patients who			

Attendances used to calculate time to l	eaving the ED:6 3,462 patients		3,366
Percentage of patients who left the ED within four hours		91%	92%

- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer
- 5. 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.
- 6. All attendances that have a departure time.

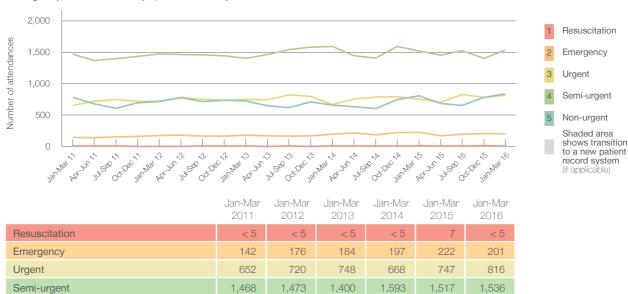
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Camden Hospital: Patients attending the emergency department January to March 2016

					1	Change since one year ago	
А	II attendances: 13,463 patients	S			3,367	3%	
Е	mergency attendances ² by tr	iage category: 3,387 pati	ients		3,297	3%	
1	Resuscitation	< 5			7	*	
2	Emergency	201 (6%)			222	-10%	
3	Urgent		816 (24%)		747	9%	
4	Semi-urgent			1,536 (45%)	1,517	1%	
5	Non-urgent		834 (25%)		804	4%	

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



Camden Hospital: Patients arriving by ambulance

3,043

3,080

3,055

January to March 2016

All emergency attendances

Non-urgent

ED Transfer of care time is not currently available for this hospital. ⁷

804

3,297

3,116

834

3,387

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

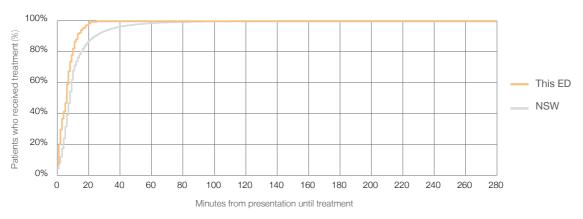
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Camden Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 201		
Number of triage 2 patients used to calculate waiting time: ³ 199		
Median time to start treatment ⁴ 6 minutes	5 minutes	8 minutes
95th percentile time to start treatment ⁵ 17 minutes	18 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 11



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

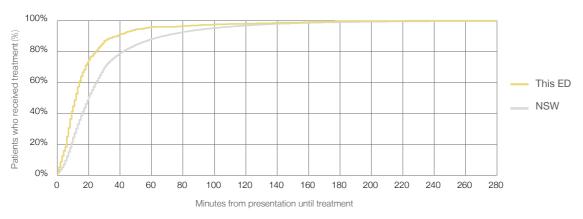
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		Same period last year	NSW (this period)
Number of triage 3 patients: 816		747	
Number of triage 3 patients used to calculate waiting time: 778		720	
Median time to start treatment ⁴	12 minutes	12 minutes	20 minutes
95th percentile time to start treatment ⁵	56 minutes	63 minutes	99 minutes

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



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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

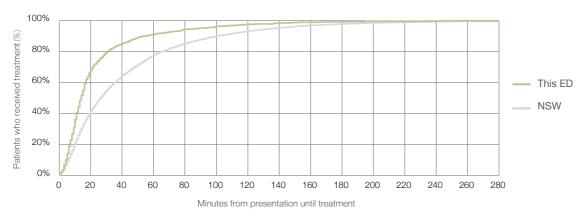
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		NSW (this period)
Number of triage 4 patients: 1,536		
Number of triage 4 patients used to calculate waiting time: ³ 1,452		
Median time to start treatment ⁴ 14 minutes	15 minutes	26 minutes
95th percentile time to start treatment ⁵ 89 minutes	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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

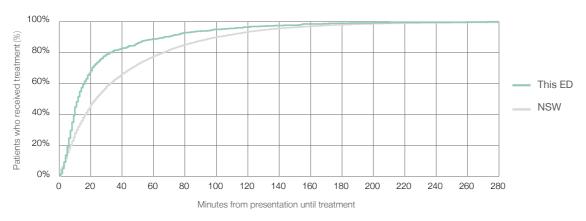
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Camden Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		NSW (this period)
Number of triage 5 patients: 834		
Number of triage 5 patients used to calculate waiting time: ³ 741		
Median time to start treatment ⁴ 12 minutes	14 minutes	23 minutes
95th percentile time to start treatment ⁵ 103 minutes	105 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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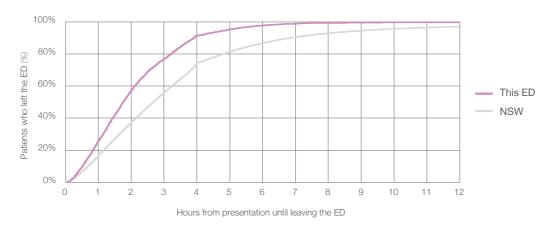
NSW

Same period

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

	last year	(this period)
All attendances: 3,463 patients	3,367	
Attendances used to calculate time to leaving the ED: ⁶ 3,462 patients		
Median time to leaving the ED ⁸ 1 hours and 45 minutes	1 hours and 41 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 4 hours and 58 minutes	4 hours and 48 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 †‡

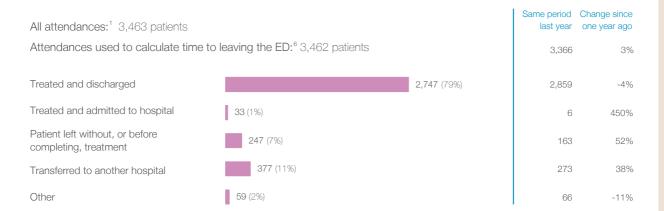


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

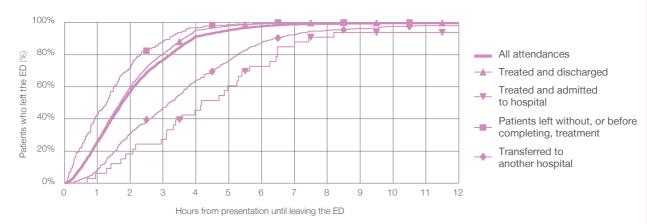
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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	27%	60%	80%	95%	99%	100%	100%	100%
Treated and admitted to hospital	6%	18%	27%	45%	73%	91%	94%	94%
Patient left without, or before completing, treatment	43%	72%	88%	97%	100%	100%	100%	100%
Transferred to another hospital	8%	31%	47%	64%	87%	95%	98%	98%
All attendances	26%	57%	77%	91%	98%	99%	100%	100%

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

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

Camden 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 3,463 patients

Attendances used to calculate time to leaving the ED:6 3,462 patients

Percentage of patients who left the ED within four hours

one year ago	
3%	3,367
3%	3,366
	92%

91%

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED)
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
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- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

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Casino and District Memorial Hospital: Emergency department (ED) overview

January to March 2016

		Change since one year ago
All attendances: 1 3,338 patients	3,371	-1%
Emergency attendances: ² 3,177 patients	3,180	0%

Casino and District Memorial Hospital: Time from presentation to treatment³

January to March 2016

January to March 2016

	Same period last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 193 patients	202	
Median time to start treatment ⁴ 9 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 49 minutes	35 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 908 patients Madien time to start treatments 21 minutes	776	
Median time to start treatment	22 minutes	20 minutes
95th percentile time to start treatment ⁵ 103 minutes	89 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,703 patients	1,680	
Median time to start treatment ⁴ 34 minutes	39 minutes	26 minutes
95th percentile time to start treatment ⁵ 153 minutes	157 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 368 patients	517	
Median time to start treatment ⁴ 28 minutes	31 minutes	23 minutes
95th percentile time to start treatment ⁵	158 minutes	135 minutes

Casino and District Memorial Hospital: Time from presentation until leaving the ED

			last year	one year ago
Attendances used to calculate time to I	eaving the ED:6 3,336 patients		3,370	-1%
Percentage of patients who left the ED within four hours		91%	92%	

- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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).

Same period Change since

Casino and District Memorial Hospital: Patients attending the emergency department

January to March 2016

Resuscitation

Emergency

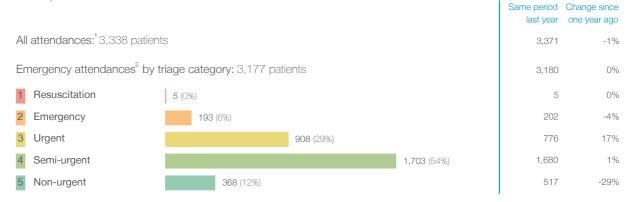
Semi-urgent

Non-urgent

All emergency attendances

January to March 2016

Urgent



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



< 5

145

651

1,626

3.059

175

871

1.448

3,127

6

844

1,741

3.334

5

202

776

1,680

3,180

5

193

908

1,703

3,177

368

Same period Change since

Casino and District Memorial Hospital: Patients arriving by ambulance

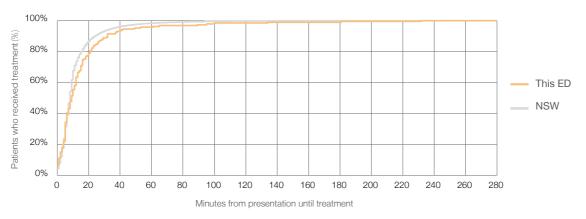
last year one year ago Arrivals used to calculate transfer of care time: 7 245 patients 283 ED Transfer of care time § Median time 17 minutes 20 minutes -3 minutes 74 minutes 95th percentile time 58 minutes 16 minutes

- 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.

Casino and District Memorial Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		Same period last year	NSW (this period)
Number of triage 2 patients: 193		202	
Number of triage 2 patients used to calculate waiting time: ³ 186		199	
Median time to start treatment ⁴	9 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵	49 minutes	35 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

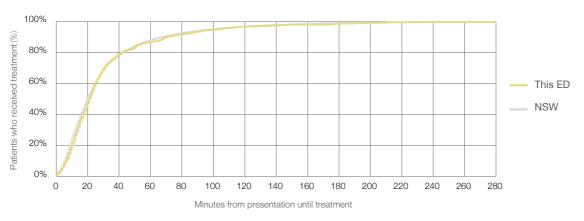
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Casino and District Memorial Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 908		
Number of triage 3 patients used to calculate waiting time: ³ 861		
Median time to start treatment ⁴ 21 minutes	22 minutes	20 minutes
95th percentile time to start treatment ⁵ 103 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

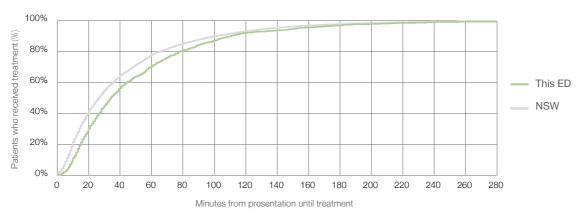
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Casino and District Memorial Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		Same period last year	NSW (this period)
Number of triage 4 patients: 1,703		1,680	
Number of triage 4 patients used to calculate waiting time: ³ 1,568		1,550	
Median time to start treatment ⁴	34 minutes	39 minutes	26 minutes
95th percentile time to start treatment ⁵	153 minutes	157 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 1#\$



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

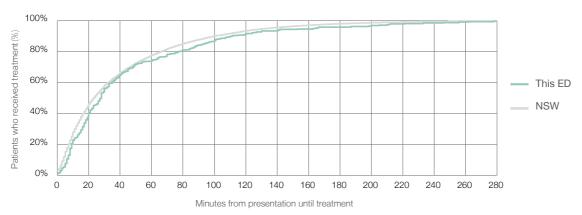
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Casino and District Memorial Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)			NSW (this period)
Number of triage 5 patients: 368	517		
Number of triage 5 patients used to calculate waiting time: 3 312			
Median time to start treatment ⁴	8 minutes	31 minutes	23 minutes
95th percentile time to start treatment ⁵	165 minutes	158 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 115



 $^{(\}dagger)$ 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.

NSW

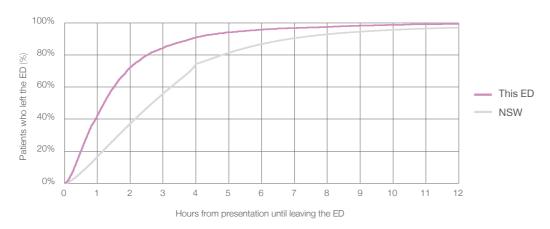
Same period

Casino and District Memorial Hospital: Time from presentation until leaving the ED

January to March 2016

last vear (this period) All attendances: 1 3,338 patients 3,371 Attendances used to calculate time to leaving the ED:6 3,336 patients 3,370 1 hours and 2 hours and Median time to leaving the ED⁸ 1 hours and 12 minutes 40 minutes 5 hours and 9 hours and 95th percentile time to leaving the ED9 5 hours and 32 minutes 16 minutes 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 $^{\mbox{\scriptsize t+\$}}$



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

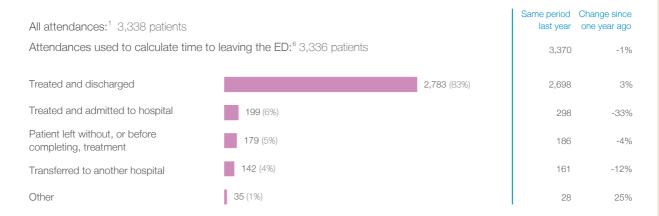
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

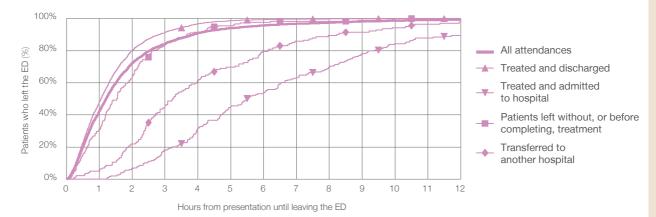
^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016



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



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

Treated and discharged	48%	80%	91%	97%	99%	100%	100%	100%
Treated and admitted to hospital	0%	7%	18%	32%	54%	70%	84%	89%
Patient left without, or before completing, treatment	31%	64%	84%	92%	98%	98%	100%	100%
Transferred to another hospital	5%	22%	46%	61%	80%	89%	94%	98%
All attendances	42%	72%	84%	91%	96%	98%	99%	99%

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

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

Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

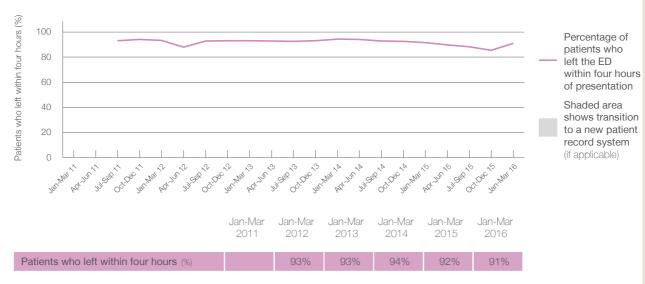
Same period Change since

Casino and District Memorial Hospital: Time from presentation until leaving the ED

Percentage of patients who left the ED within four hours of presentation January to March 2016

			last year	one year ago
All attendances: 1 3,338 patients			3,371	-1%
Attendances used to calculate time to le	eaving the ED:6 3,336 patients		3,370	-1%
Percentage of patients who		91%	92%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 † § 8



- * 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.
- 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Same period

Cessnock District Hospital: Emergency department (ED) overview January to March 2016

 All attendances: 1 4,283 patients
 4,219 2%

 Emergency attendances: 2 4,209 patients
 4,122 2%

Cessnock District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 267 patients	243	
Median time to start treatment ⁴ 6 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 30 minutes	32 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,094 patients	900	
Median time to start treatment ⁴	20 minutes	20 minutes
95th percentile time to start treatment ⁵ 63 minutes	69 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,138 patients	2,150	
Median time to start treatment ⁴ 33 minutes	35 minutes	26 minutes
95th percentile time to start treatment ⁵	119 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 703 patients	829	
Median time to start treatment ⁴ 34 minutes	39 minutes	23 minutes
95th percentile time to start treatment ⁵	145 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 4,283 patients

Percentage of patients who left the ED within four hours

Same period	Change since
last year	one year ago
4,219	2%
87%	

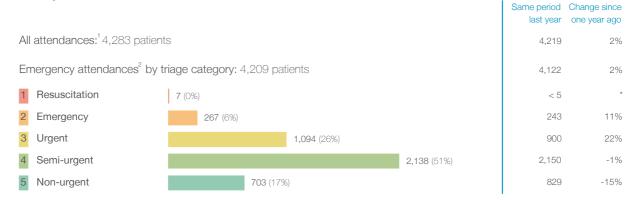
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

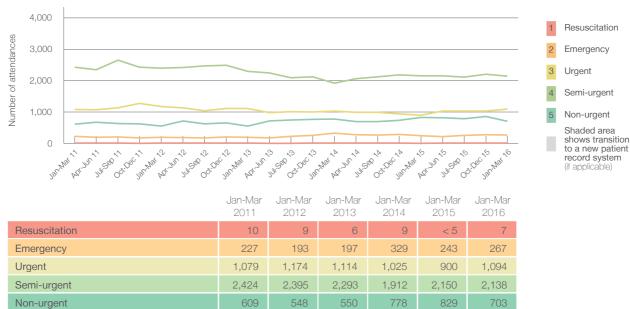
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Cessnock District Hospital: Patients attending the emergency department

January to March 2016



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



Cessnock District Hospital: Patients arriving by ambulance

4,349

January to March 2016

All emergency attendances

		last year	one year ago
Arrivals used to calculate transfe	er of care time: 7 380 patients	406	
ED Transfer of care time§			
Median time	10 minutes	13 minutes	-3 minutes
95th percentile time	29 minutes	58 minutes	-30 minutes

4,319

4,160

4,053

4,122

4,209

Same period Change since

^(†) 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:

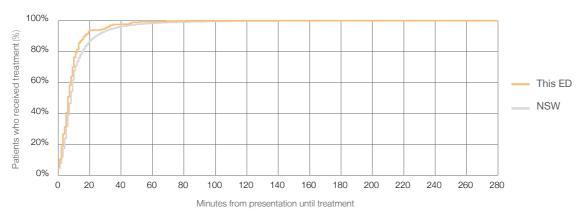
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

Cessnock District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 267	243	
Number of triage 2 patients used to calculate waiting time: 266	235	
Median time to start treatment ⁴ 6 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 30 minutes	32 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

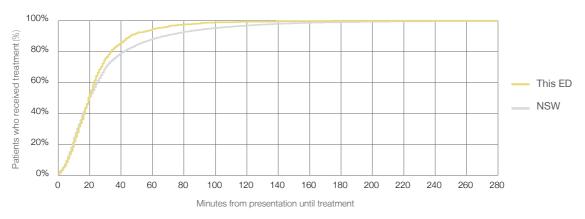
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 1,094	900	
Number of triage 3 patients used to calculate waiting time: 3 1,062	879	
Median time to start treatment ⁴ 19 minutes	20 minutes	20 minutes
95th percentile time to start treatment ⁵ 63 minutes	69 minutes	99 minutes

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



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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

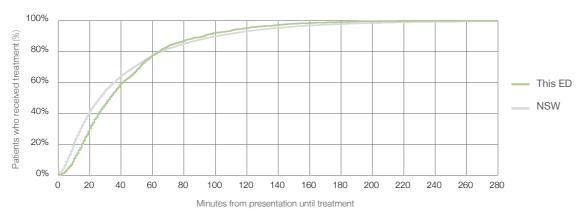
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 2,138	2,150	
Number of triage 4 patients used to calculate waiting time: 3 1,961	1,969	
Median time to start treatment ⁴ 33 minutes	35 minutes	26 minutes
95th percentile time to start treatment ⁵ 119 minutes	119 minutes	137 minutes

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



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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

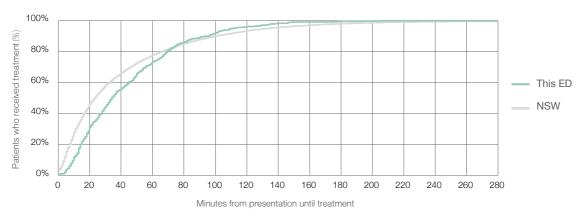
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Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		NSW (this period)
Number of triage 5 patients: 703	829	
Number of triage 5 patients used to calculate waiting time: ³ 604		
Median time to start treatment ⁴ 34 minutes	39 minutes	23 minutes
95th percentile time to start treatment ⁵ 112 minutes	145 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 **



 $^{(\}dagger)$ 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:

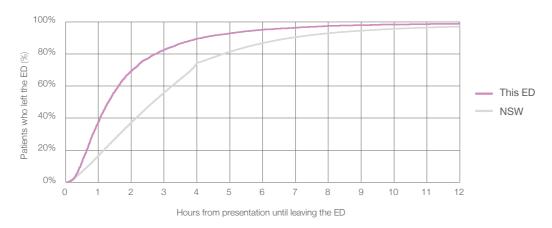
Approaches to reporting time measures of emergency department performance, December 2011.

Same period

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

	last year	(this period)
All attendances: 4,283 patients	4,219	
Attendances used to calculate time to leaving the ED:6 4,283 patients		
Median time to leaving the ED ⁸ 1 hours and 18 minutes	1 hours and 24 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 5 hours and 57 minutes	7 hours and 3 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 †‡

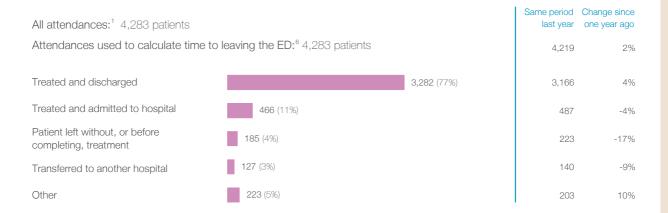


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

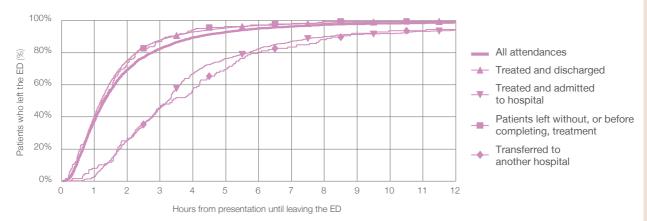
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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	41%	75%	88%	93%	97%	99%	99%	100%
Treated and admitted to hospital	3%	25%	45%	67%	82%	90%	92%	94%
Patient left without, or before completing, treatment	37%	74%	87%	94%	97%	99%	99%	99%
Transferred to another hospital	8%	27%	46%	57%	80%	88%	94%	94%
All attendances	38%	69%	83%	89%	95%	97%	98%	99%

 $^{(\}dagger)$ 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.

Cessnock 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 4,283 patients

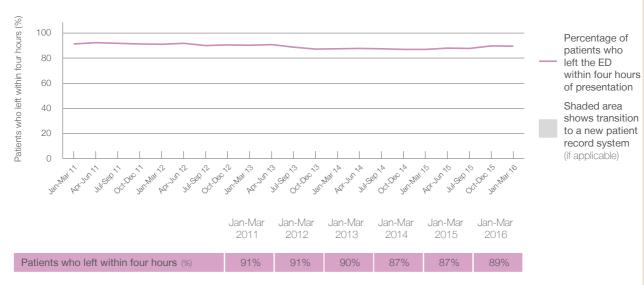
Attendances used to calculate time to leaving the ED:6 4,283 patients

Percentage of patients who left the ED within four hours

89%

Same period	Change since
last year	one year ago
4,219	2%
4,219	2%

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Same period

Deniliquin Health Service: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 2,038 patients	2,173	-6%
Emergency attendances: ² 1,705 patients	1,602	6%

Deniliquin Health Service: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 89 patients	98	
Median time to start treatment ⁴ 4 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵	*	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 501 patients Median time to start treatment ⁴ 8 minutes	484	
Median time to start treatment ⁴	7 minutes	20 minutes
95th percentile time to start treatment ⁵ 32 minutes	28 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 785 patients	747	
Median time to start treatment ⁴ 7 minutes	8 minutes	26 minutes
95th percentile time to start treatment ⁵ 37 minutes	41 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 330 patients	273	
Median time to start treatment ⁴ 7 minutes	7 minutes	23 minutes
95th percentile time to start treatment ⁵ 54 minutes	65 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 2,038 patients

Percentage of patients who

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

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

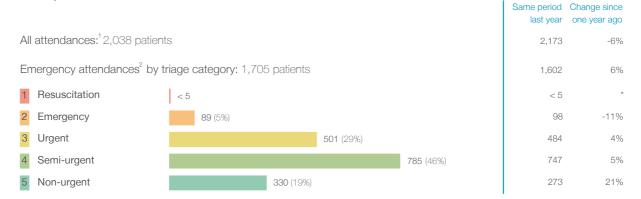
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.

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

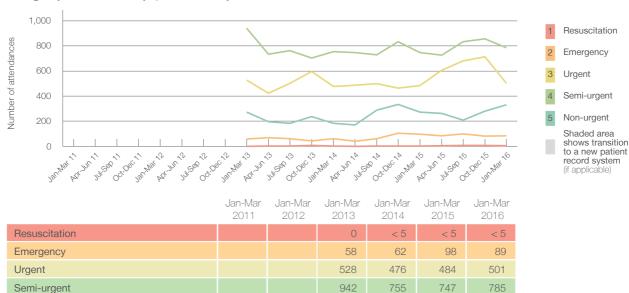
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Deniliquin Health Service: Patients attending the emergency department

January to March 2016



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



1.800

1.475

1.602

1.705

Same period Change since

Deniliquin Health Service: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

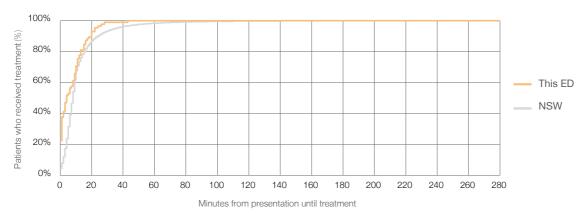
			last year	one year ago
Arrivals used to calculate trans	sfer of care time: 7 140 patients **		115 **	
ED Transfer of care time §				
Median time	16 minutes		13 minutes	3 minutes
95th percentile time		121 minutes	180 minutes	-59 minutes
(1) 5				

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

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

Triage 2 Emergency (e.g. chest pain, severe burns)	last year	(this period)
Number of triage 2 patients: 89	98	
Number of triage 2 patients used to calculate waiting time: ³ 85	94	
Median time to start treatment ⁴ 4 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ *	*	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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

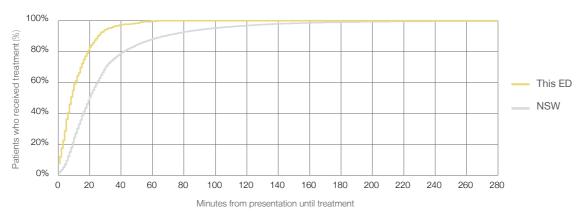
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 501	484	
Number of triage 3 patients used to calculate waiting time: 497		
Median time to start treatment ⁴ 8 minutes	7 minutes	20 minutes
95th percentile time to start treatment ⁵ 32 minutes	28 minutes	99 minutes

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



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

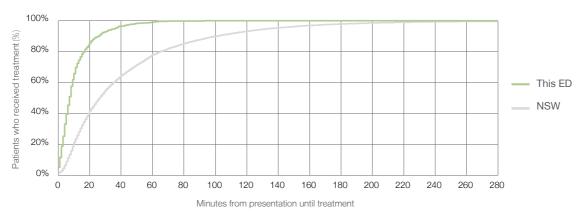
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 785	747	
Number of triage 4 patients used to calculate waiting time: ³ 767		
Median time to start treatment ⁴ 7 minutes	8 minutes	26 minutes
95th percentile time to start treatment ⁵ 37 minutes	41 minutes	137 minutes

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



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

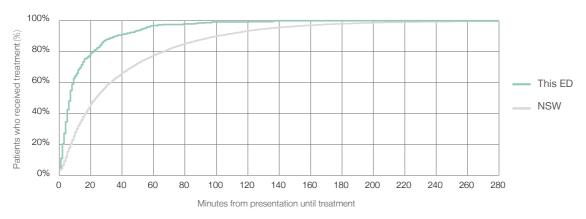
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

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

Triage 5 Non-urgent (e.g. small cuts or abrasions)		NSW (this period)
Number of triage 5 patients: 330	273	
Number of triage 5 patients used to calculate waiting time: 321		
Median time to start treatment ⁴ 7 minutes	7 minutes	23 minutes
95th percentile time to start treatment ⁵ 54 minutes	65 minutes	135 minutes

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



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016 115



 $^{(\}dagger)$ 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.

(this period)

2 hours and

40 minutes

9 hours and

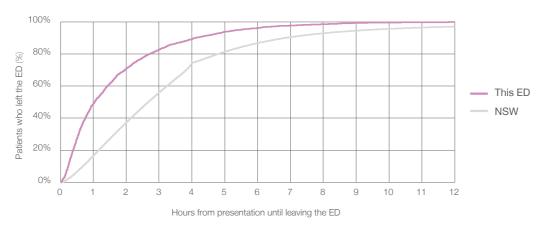
25 minutes

Same period

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

last vear All attendances: 2,038 patients 2,173 Attendances used to calculate time to leaving the ED:6 2,038 patients 2.172 0 hours and Median time to leaving the ED⁸ 1 hours and 2 minutes 5 hours and 95th percentile time to leaving the ED9 5 hours and 29 minutes 46 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 $^{\dagger \ddagger \$}$



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

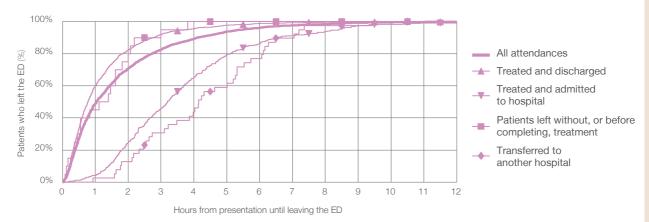
Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance,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

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

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

Same period Change since All attendances: 2,038 patients last year one year ago Attendances used to calculate time to leaving the ED:6 2,038 patients -6% 2.172 Treated and discharged 1.588 (78%) 1,743 -9% Treated and admitted to hospital 361 (18%) 300 20% Patient left without, or before 35 -43% completing, treatment 39 (2%) -25% Transferred to another hospital 30 (1%) Other 43 -30%

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

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

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

Approaches to reporting time measures of emergency department performance, December 2011.

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

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

All attendances: 1 2,038 patients

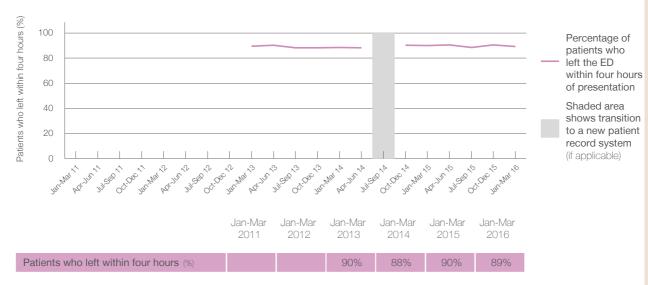
Attendances used to calculate time to leaving the ED:6 2,038 patients

Percentage of patients who left the ED within four hours



89%

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Same period

$\textbf{Forbes District Hospital:} \ \mathsf{Emergency department} \ (\mathsf{ED}) \ \mathsf{overview}$

January to March 2016

	last year	one year ago
All attendances: 2,358 patients	2,230	6%
Emergency attendances: ² 1,831 patients	1,773	3%

Forbes District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 93 patients	77	
Median time to start treatment ⁴ 4 minutes	5 minutes	8 minutes
95th percentile time to start treatment ⁵	*	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 291 patients	240	
Median time to start treatment ⁴	15 minutes	20 minutes
95th percentile time to start treatment ⁵ 50 minutes	54 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 636 patients	603	
Median time to start treatment ⁴ 25 minutes	25 minutes	26 minutes
95th percentile time to start treatment ⁵	93 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 811 patients	847	
Median time to start treatment ⁴ 22 minutes	21 minutes	23 minutes
95th percentile time to start treatment ⁵	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	
r crecitage of patients who	0.407
left the ED within four hours	94%

	one year ago
2,230	6%
96%	

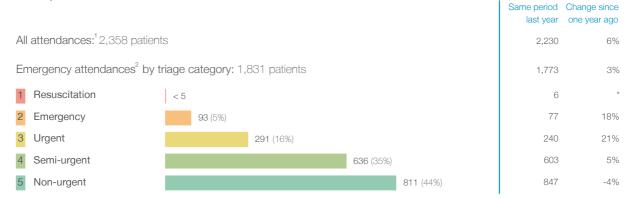
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

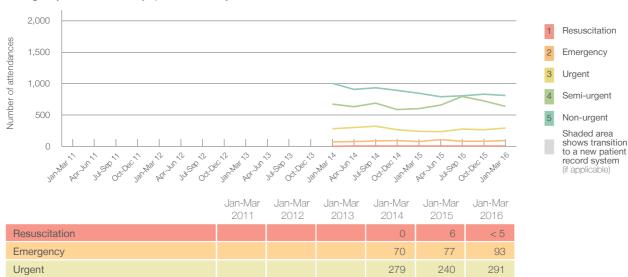
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Forbes District Hospital: Patients attending the emergency department

January to March 2016



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



671

603

1,773

636

Same period Change since

Forbes District Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Semi-urgent

Non-urgent

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

ED Transfer of care time

Median time

20 minutes

105 minutes

105 minutes

last year one year ago

86 **

107 minutes

108 minutes

109 minutes

109 minutes

100 minutes

100 minutes

100 minutes

100 minutes

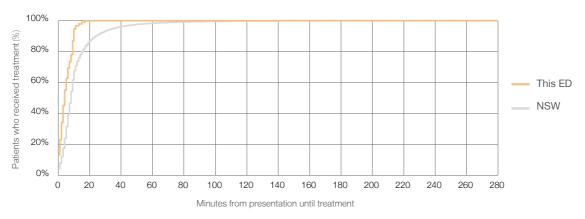
- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, 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)			NSW (this period)
Number of triage 2 patients: 93			
Number of triage 2 patients used to calculate waiting time: ³ 91			
Median time to start treatment ⁴ 4 minutes			8 minutes
95th percentile time to start treatment ⁵		*	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 ***



 $^{(\}dagger)$ 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.

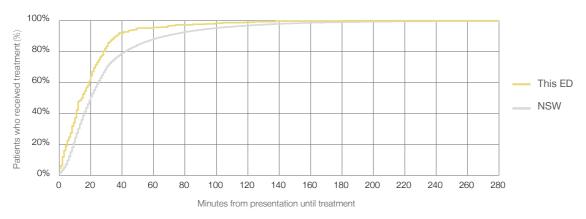
^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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: 289			
Median time to start treatment ⁴ 15 minutes			
95th percentile time to start treatment ⁵	50 minutes		

Same period last year	NSW (this period)
240	
236	
15 minutes	20 minutes
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 115



95th percentile time to start treatment⁵

(minutes)

50

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

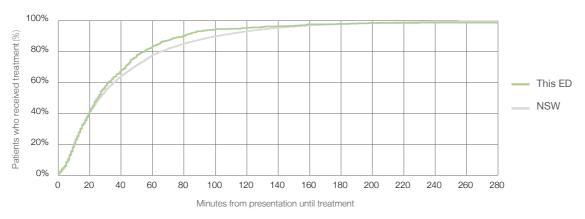
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department 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)	Same period last year	(this period)
Number of triage 4 patients: 636	603	
Number of triage 4 patients used to calculate waiting time: 3 617	583	
Median time to start treatment ⁴ 25 minutes	25 minutes	26 minutes
95th percentile time to start treatment ⁵ 117 minutes	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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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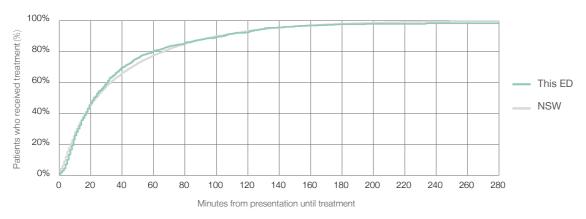
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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)	Same period last year	(this period)
Number of triage 5 patients: 811	847	
Number of triage 5 patients used to calculate waiting time: 3 762	786	
Median time to start treatment ⁴ 22 minutes	21 minutes	23 minutes
95th percentile time to start treatment ⁵ 131 minutes	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 115



 $^{(\}dagger)$ 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.

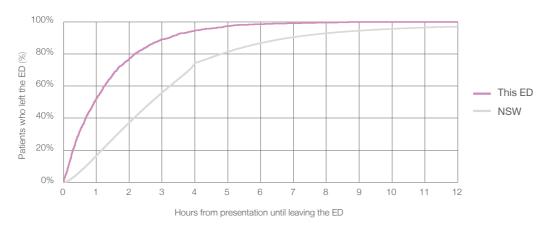
^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Same period

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

	last year	(this period)
All attendances: 2,358 patients	2,230	
Attendances used to calculate time to leaving the ED: ⁶ 2,357 patients	2,230	
Median time to leaving the ED ⁸ 0 hours and 56 minutes	0 hours and 46 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 4 hours and 10 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 $^{\mbox{\scriptsize t+\$}}$



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

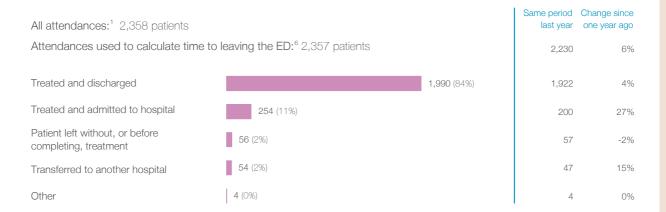
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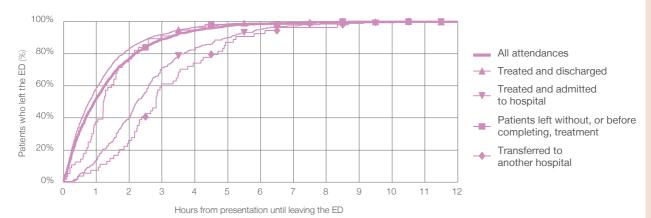
^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Forbes District Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016



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	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.

^(‡) 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 Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: 1 2,358 patients

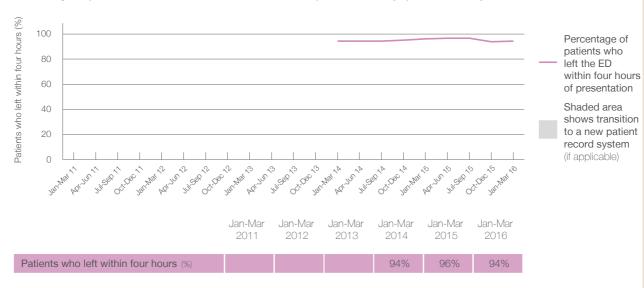
Attendances used to calculate time to leaving the ED:6 2,357 patients

Percentage of patients who left the ED within four hours

	Change since one year ago
2,230	6%
2,230	6%
96%	

94%

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.
- 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Same period

Gunnedah District Hospital: Emergency department (ED) overview January to March 2016

last year one year ago All attendances: 2,094 patients 1,989 5% Emergency attendances:² 1,922 patients -3% 1,983

Gunnedah District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 134 patients	130	
Median time to start treatment ⁴ 5 minutes	3 minutes	8 minutes
95th percentile time to start treatment ⁵ 37 minutes	25 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 430 patients	476	
Median time to start treatment ⁴ 22 minutes	15 minutes	20 minutes
95th percentile time to start treatment ⁵ 80 minutes	74 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,138 patients	1,168	
Median time to start treatment ⁴ 30 minutes	25 minutes	26 minutes
95th percentile time to start treatment ⁵	113 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 220 patients	209	
Median time to start treatment ⁴ 21 minutes	12 minutes	23 minutes
95th percentile time to start treatment ⁵	108 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 2,094 patients Р

Percentage of patients who	
left the ED within four hours	91%

	Change since one year ago
1,989	5%
91%	

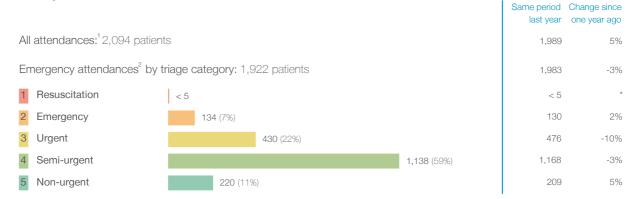
- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. 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.
- 5. 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.
- 6. 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.

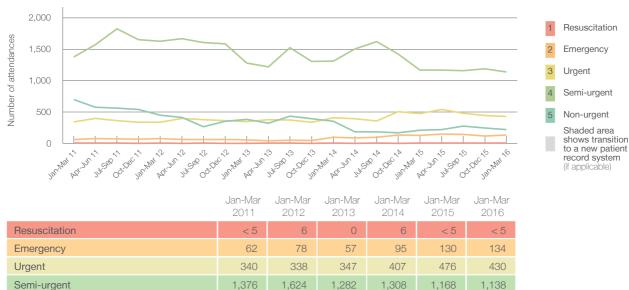
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Gunnedah District Hospital: Patients attending the emergency department

January to March 2016



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



Gunnedah District Hospital: Patients arriving by ambulance

2,474

January to March 2016

All emergency attendances

Non-urgent

Arrivals used to calculate transfer of care time: 7 83 patients **

ED Transfer of care time 9 minutes

Median time

9 minutes

*

40 minutes

*

2.495

2.066

2,168

- (\dagger) 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.
- (**) 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.

1,922

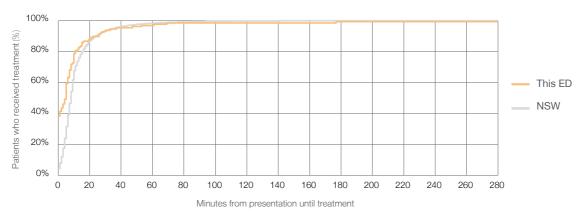
Same period Change since

1.983

Gunnedah District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 134	130	
Number of triage 2 patients used to calculate waiting time: 3 128	127	
Median time to start treatment ⁴ 5 minutes	3 minutes	8 minutes
95th percentile time to start treatment ⁵ 37 minutes	25 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

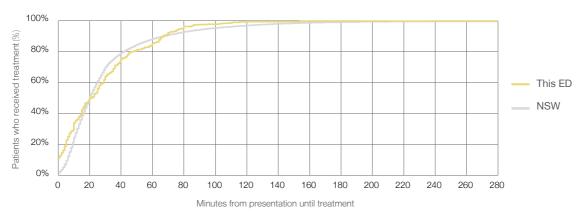
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

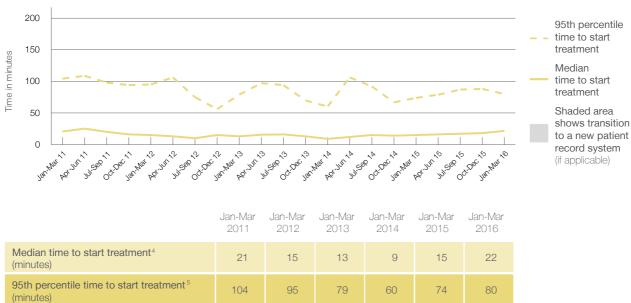
Gunnedah District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 430	476	
Number of triage 3 patients used to calculate waiting time: 3 419		
Median time to start treatment ⁴ 22 minutes	15 minutes	20 minutes
95th percentile time to start treatment ⁵ 80 minutes	74 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

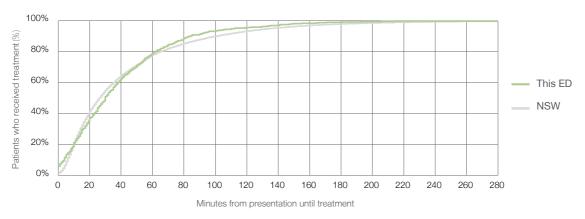
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 1,138	1,168	
Number of triage 4 patients used to calculate waiting time:3 1,068		
Median time to start treatment ⁴ 30 minutes	25 minutes	26 minutes
95th percentile time to start treatment ⁵ 113 minutes	113 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

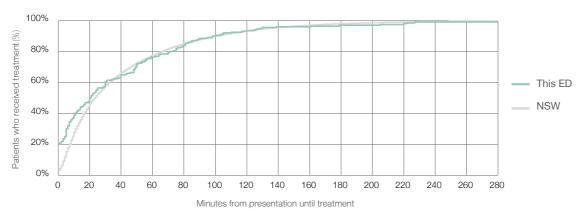
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 220	209	
Number of triage 5 patients used to calculate waiting time: 200	203	
Median time to start treatment ⁴ 21 minutes	12 minutes	23 minutes
95th percentile time to start treatment ⁵ 129 minutes	108 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 † †



 $^{(\}dagger)$ 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:

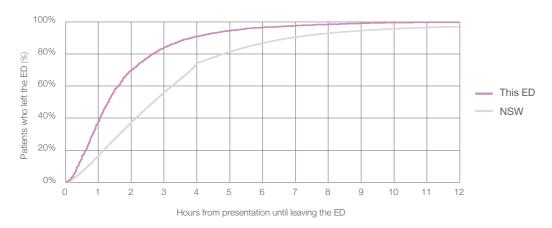
Approaches to reporting time measures of emergency department performance, December 2011.

Same period

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

	last year	(this period)
All attendances: 2,094 patients	1,989	
Attendances used to calculate time to leaving the ED:6 2,094 patients	1,989	
Median time to leaving the ED ⁸ 1 hours and 19 minutes	1 hours and 20 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 5 hours and 14 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 †‡



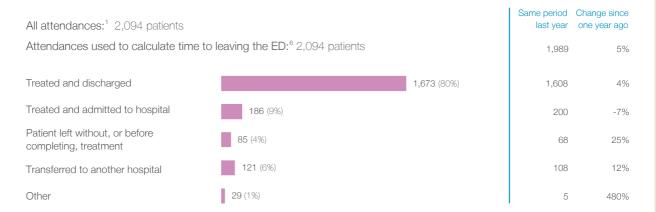
 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

^(‡) 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:

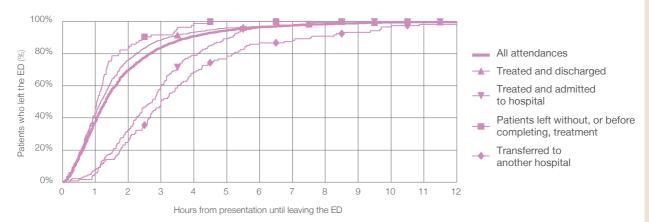
Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah District Hospital: Time from presentation until leaving the ED

By mode of separation January to March 2016



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	42%	76%	89%	93%	97%	99%	100%	100%
Treated and admitted to hospital	8%	32%	60%	79%	97%	99%	100%	100%
Patient left without, or before completing, treatment	46%	84%	92%	99%	100%	100%	100%	100%
Transferred to another hospital	6%	26%	50%	69%	87%	91%	97%	98%
All attendances	38%	70%	84%	91%	97%	98%	100%	100%

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

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

Gunnedah 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 2,094 patients

Attendances used to calculate time to leaving the ED:6 2,094 patients

Percentage of patients who left the ED within four hours

91%

	Change since one year ago
1,989	5%
1,989	5%
91%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED)
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Inverell District Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 2,115 patients	2,622	-19%
Emergency attendances: ² 1,994 patients	2,485	-20%

Inverell District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 253 patients	196	
Median time to start treatment ⁴ 5 minutes	5 minutes	8 minutes
95th percentile time to start treatment ⁵ 25 minutes	33 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 639 patients	585	
Median time to start treatment ⁴	10 minutes	20 minutes
95th percentile time to start treatment ⁵ 68 minutes	79 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 895 patients	1,232	
Median time to start treatment ⁴ 20 minutes	30 minutes	26 minutes
95th percentile time to start treatment ⁵ 95 minutes	140 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 207 patients	467	
Median time to start treatment ⁴	30 minutes	23 minutes
95th percentile time to start treatment ⁵ 87 minutes	177 minutes	135 minutes

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

Attendances used to calculate time to le	eaving the ED:6 2,115 patients		
Percentage of patients who left the ED within four hours		90%	

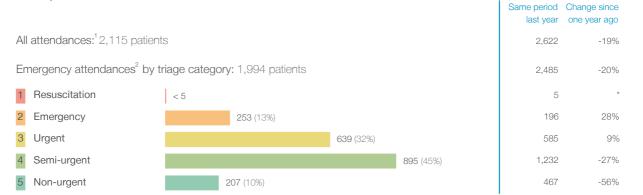
Same period	Change since
last year	one year ago
2,622	-19%
91%	

- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer
- 5. 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.
- 6. All attendances that have a departure time.

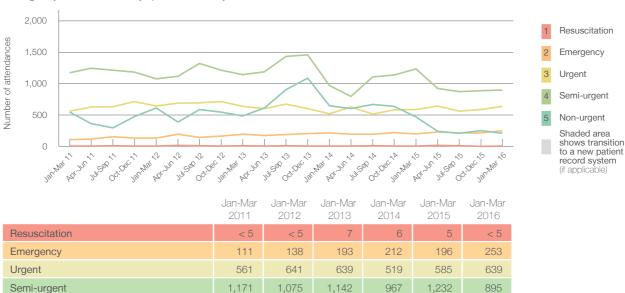
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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



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



Inverell District Hospital: Patients arriving by ambulance

2,390

January to March 2016

All emergency attendances

Non-urgent

Arrivals used to calculate transfer of care time: 7 296 patients **

ED Transfer of care time

Median time 6 minutes 28 minutes 20 minutes 8 minutes 8 minutes

2,467

2.466

2,352

2.485

1,994

Same period Change since

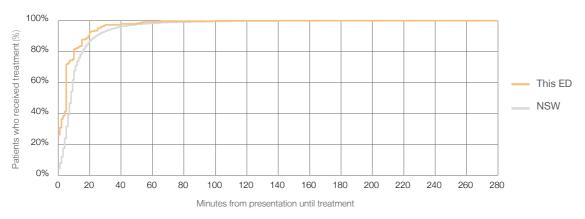
- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
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- (**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.
- (§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Inverell District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 253	196	
Number of triage 2 patients used to calculate waiting time: 3 244	196	
Median time to start treatment ⁴ 5 minutes	5 minutes	8 minutes
95th percentile time to start treatment ⁵ 25 minutes	33 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

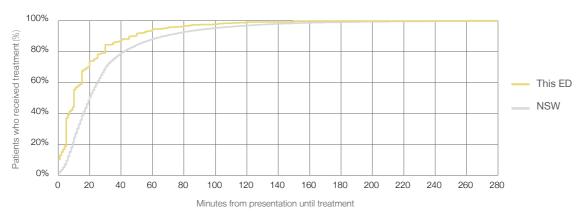
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Inverell District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 639	585	
Number of triage 3 patients used to calculate waiting time: 618	573	
Median time to start treatment ⁴ 10 minutes	10 minutes	20 minutes
95th percentile time to start treatment ⁵ 68 minutes	79 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

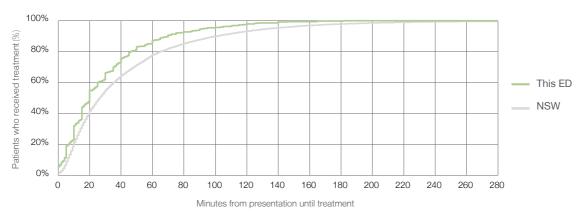
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Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 895	1,232	
Number of triage 4 patients used to calculate waiting time: ³ 816	1,150	
Median time to start treatment ⁴ 20 minutes	30 minutes	26 minutes
95th percentile time to start treatment ⁵ 95 minutes	140 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

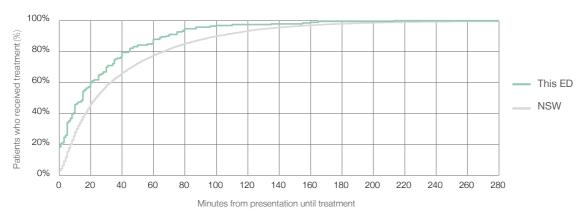
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Approaches to reporting time measures of emergency department performance, December 2011.

Inverell District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 207	467	
Number of triage 5 patients used to calculate waiting time: 190	415	
Median time to start treatment ⁴ 15 minutes	30 minutes	23 minutes
95th percentile time to start treatment ⁵ 87 minutes	177 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

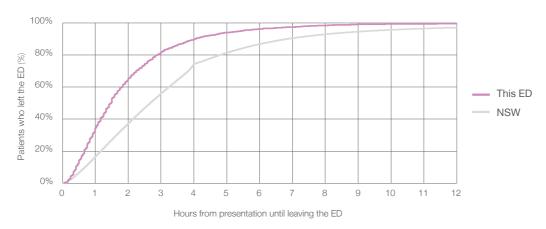
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

NSW (this period)	Same period last year
	2,622
	2,622
2 hours and 40 minutes	1 hours and 20 minutes
9 hours and 25 minutes	5 hours and 4 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 †‡

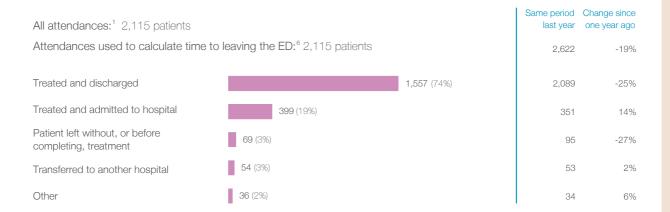


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

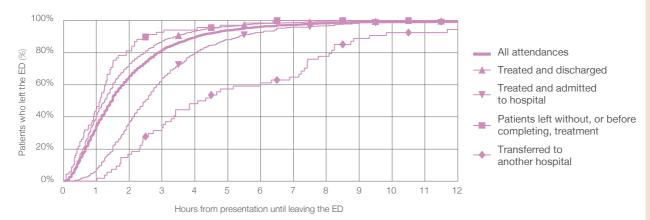
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Approaches to reporting time measures of emergency department performance, December 2011.

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



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	41%	73%	87%	93%	98%	99%	100%	100%
Treated and admitted to hospital	7%	37%	64%	80%	92%	97%	99%	99%
Patient left without, or before completing, treatment	45%	81%	93%	94%	99%	100%	100%	100%
Transferred to another hospital	0%	17%	33%	48%	61%	78%	93%	94%
All attendances	34%	65%	82%	90%	96%	98%	99%	99%

 $^{(\}dagger)$ 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.

Inverell 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 2,115 patients

Attendances used to calculate time to leaving the ED:6 2,115 patients

Percentage of patients who left the ED within four hours

90%

one year ago	last year
-19%	2,622
-19%	2,622

91%

Same period Change since

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
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- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Kempsey Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 6,640 patients	6,118	9%
Emergency attendances: ² 6,480 patients	5,896	10%

Kempsey Hospital: Time from presentation to treatment³

January to March 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 637 patients	557	
Median time to start treatment ⁴	10 minutes	8 minutes
95th percentile time to start treatment ⁵ 33 minutes	30 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,205 patients	1,998	
Median time to start treatment ⁴ 21 minutes	18 minutes	20 minutes
95th percentile time to start treatment ⁵ 71 minutes	63 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,839 patients	2,617	
Median time to start treatment ⁴ 24 minutes	19 minutes	26 minutes
95th percentile time to start treatment ⁵ 101 minutes	79 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 781 patients	708	
Median time to start treatment ⁴ 25 minutes	18 minutes	23 minutes
95th percentile time to start treatment ⁵	86 minutes	135 minutes

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

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

Percentage of patients who	
0 1	84%
left the ED within four hours	0470

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

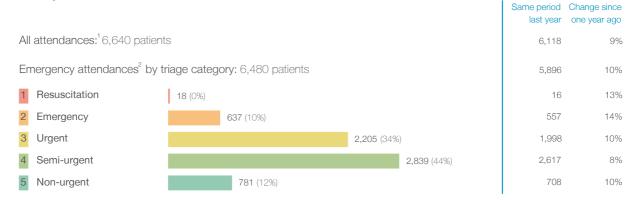
- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer
- 5. 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.
- 6. All attendances that have a departure time.

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

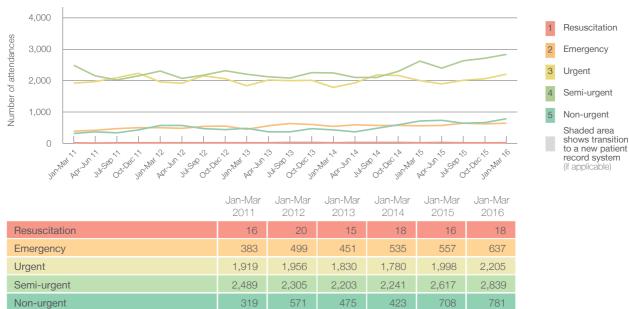
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Kempsey Hospital: Patients attending the emergency department

January to March 2016



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



Kempsey Hospital: Patients arriving by ambulance

5,126

January to March 2016

All emergency attendances

		last year	one year ago
Arrivals used to calculate trans	sfer of care time: 7 829 patients	774	
ED Transfer of care time §			
Median time	15 minutes	13 minutes	2 minutes
95th percentile time	57 minutes	40 minutes	17 minutes

5,351

4,974

4.997

5.896

6,480

Same period Change since

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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

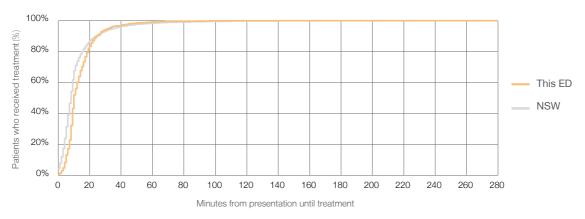
Approaches to reporting time measures of emergency department performance, December 2011.

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

Kempsey Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 637	557	
Number of triage 2 patients used to calculate waiting time: 635	557	
Median time to start treatment ⁴ 10 minutes	10 minutes	8 minutes
95th percentile time to start treatment ⁵ 33 minutes	30 minutes	35 minutes

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



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

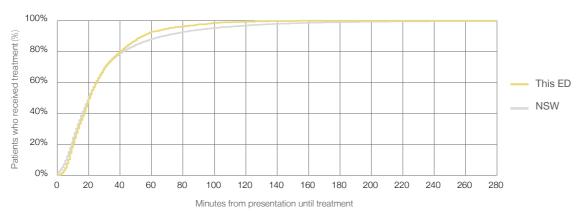
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 3 Urgent (e.g. moderate blood	Same period last year	NSW (this period)	
Number of triage 3 patients: 2,205	1,998		
Number of triage 3 patients used to calc	1,974		
Median time to start treatment ⁴	21 minutes	18 minutes	20 minutes
95th percentile time to start treatment ⁵	71 minutes	63 minutes	99 minutes

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



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016



97

72

91

59

63

71

95th percentile time to start treatment⁵

(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

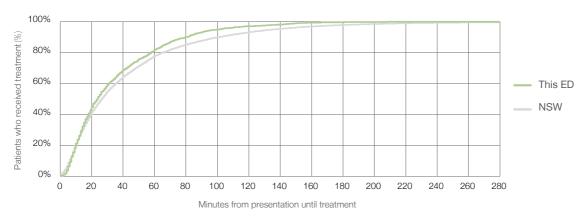
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 2,839	2,617	
Number of triage 4 patients used to calculate waiting time: 3 2,744	2,553	
Median time to start treatment ⁴ 24 minutes	19 minutes	26 minutes
95th percentile time to start treatment ⁵ 101 minutes	79 minutes	137 minutes

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



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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

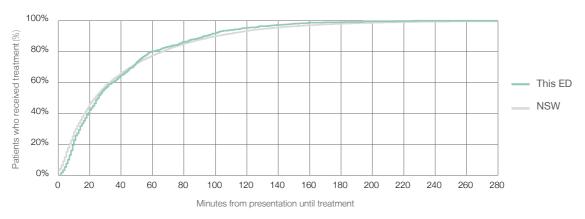
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 781	708	
Number of triage 5 patients used to calculate waiting time: ³ 716	660	
Median time to start treatment ⁴ 25 minutes	18 minutes	23 minutes
95th percentile time to start treatment ⁵ 117 minutes	86 minutes	135 minutes

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



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



 $^{(\}dagger)$ 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.

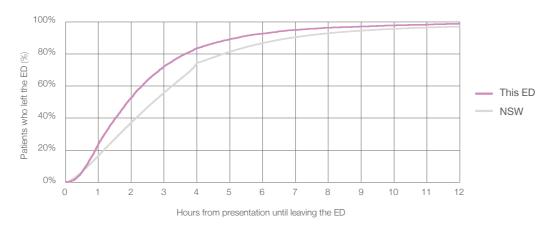
NSW

Same period

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

	last year	(this period)
All attendances: 6,640 patients	6,118	
Attendances used to calculate time to leaving the ED: ⁶ 6,638 patients	6,118	
Median time to leaving the ED ⁸ 1 hours and 53 minutes	1 hours and 34 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 7 hours and 3 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 †‡

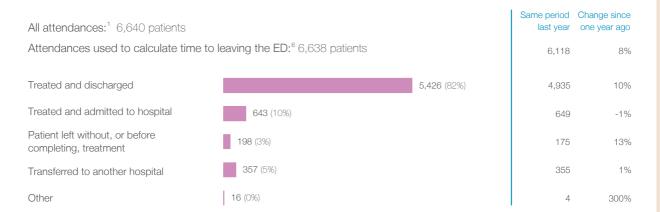


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

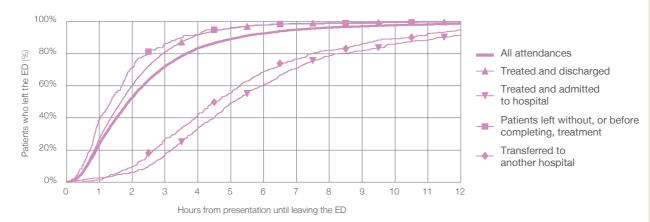
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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

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

All attendances: 1 6,640 patients

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

Percentage of patients who left the ED within four hours

84%

	Change since one year ago
6,118	9%
6,118	8%
88%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Kurri Kurri District Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1,257 patients	1,639	-23%
Emergency attendances: ² 1,224 patients	1,604	-24%

Kurri Kurri District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 83 patients	90	
Median time to start treatment ⁴ 3 minutes	4 minutes	8 minutes
95th percentile time to start treatment ⁵	*	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 336 patients	255	
Median time to start treatment ⁴ 10 minutes	13 minutes	20 minutes
95th percentile time to start treatment ⁵ 47 minutes	137 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 583 patients	958	
Median time to start treatment ⁴	19 minutes	26 minutes
95th percentile time to start treatment ⁵ 91 minutes	124 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 222 patients	301	
Median time to start treatment ⁴	15 minutes	23 minutes
95th percentile time to start treatment ⁵	113 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 1,257 patients

Percentage of patients who	
i ercertage of patients willo	000/
left the ED within four hours	93%

last year	one year ago
1,639	-23%
90%	

Same period Change since

- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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).

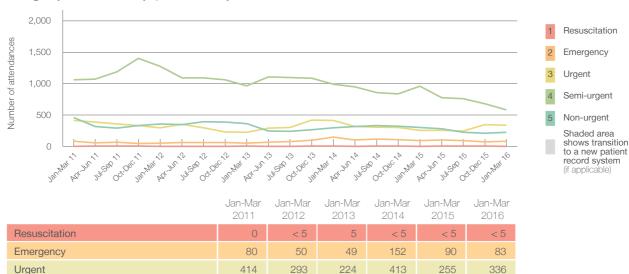
Same period Change since

Kurri Kurri District Hospital: Patients attending the emergency department

January to March 2016

				last year	one year ago
All attendances: 1,257 patient	S			1,639	-23%
Emergency attendances ² by the	riage category: 1,224 patier	nts		1,604	-24%
1 Resuscitation	< 5			< 5	*
2 Emergency	83 (7%)			90	-8%
3 Urgent		336 (27%)		255	32%
4 Semi-urgent			583 (48%)	958	-39%
5 Non-urgent	222 (189	%)		301	-26%

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



1,275

1,975

961

1,599

988

1,847

958

1,604

583

1,224

Kurri Kurri District Hospital: Patients arriving by ambulance

1,058

456 2,008

January to March 2016

All emergency attendances

Semi-urgent

Non-urgent

ED Transfer of care time is not currently available for this hospital. ⁷

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

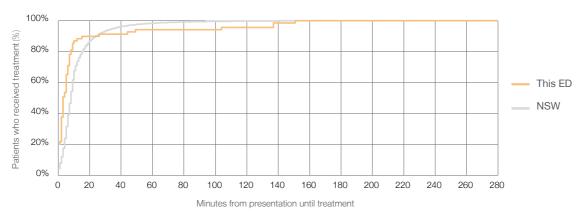
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

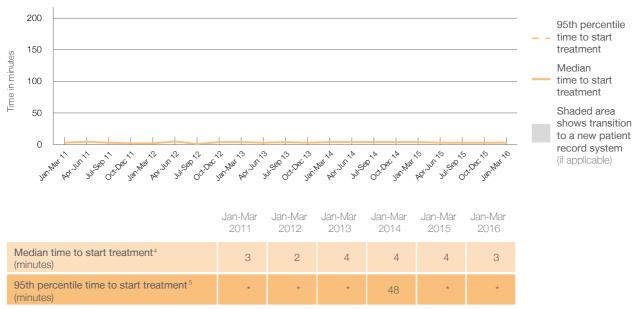
Kurri Kurri District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 83	90	
Number of triage 2 patients used to calculate waiting time: 69	73	
Median time to start treatment ⁴ 3 minutes	4 minutes	8 minutes
95th percentile time to start treatment ⁵ *	*	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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

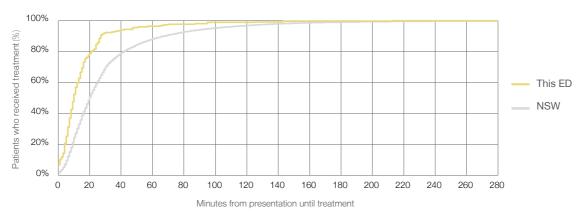
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 336	255	
Number of triage 3 patients used to calculate waiting time: ³ 246		
Median time to start treatment ⁴ 10 minutes	13 minutes	20 minutes
95th percentile time to start treatment ⁵ 47 minutes	137 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

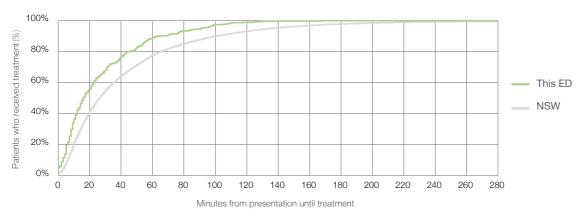
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 583	958	
Number of triage 4 patients used to calculate waiting time: 389	763	
Median time to start treatment ⁴ 16 minutes	19 minutes	26 minutes
95th percentile time to start treatment ⁵ 91 minutes	124 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

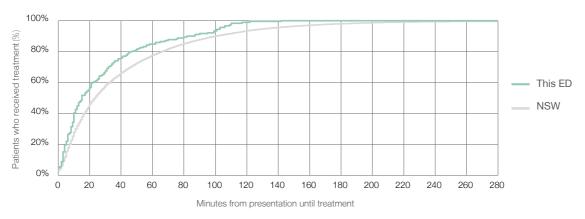
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		NSW (this period)
Number of triage 5 patients: 222	301	
Number of triage 5 patients used to calculate waiting time: 178		
Median time to start treatment ⁴ 15 minutes	15 minutes	23 minutes
95th percentile time to start treatment ⁵ 103 minutes	113 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 †‡



 $^{(\}dagger)$ 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:

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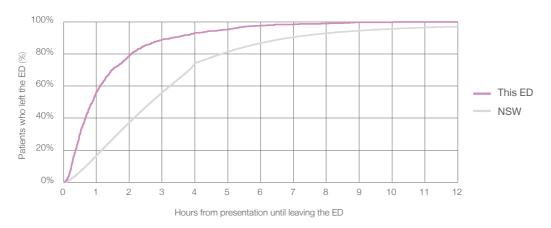
NSW

Same period

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

		last year	(this period)
All attendances: 1,257 patients		1,639	
Attendances used to calculate time to I	eaving the ED:6 1,257 patients	1,639	
Median time to leaving the ED ⁸	0 hours and 53 minutes	1 hours and 0 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED9	4 hours and 52 minutes	5 hours and 22 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 †‡

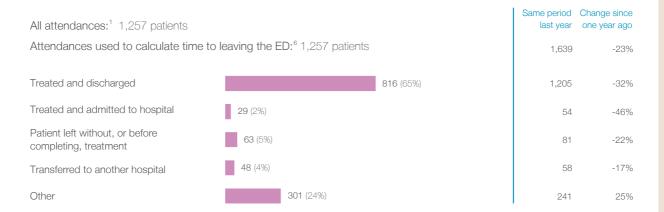


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

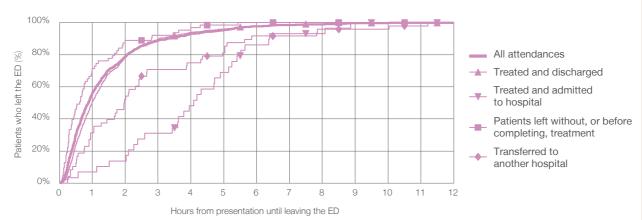
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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	51%	78%	90%	94%	98%	99%	100%	100%
Treated and admitted to hospital	7%	14%	31%	48%	86%	93%	100%	100%
Patient left without, or before completing, treatment	71%	89%	92%	97%	100%	100%	100%	100%
Transferred to another hospital	31%	52%	71%	75%	92%	96%	96%	100%
All attendances	56%	79%	89%	93%	98%	99%	100%	100%

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

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

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

All attendances: 1 1,257 patients

Attendances used to calculate time to leaving the ED:6 1,257 patients

Percentage of patients who left the ED within four hours

	Change since one year ago
1,639	-23%
1,639	-23%
90%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Lithgow Health Service: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 3,176 patients	3,145	1%
Emergency attendances: ² 3,027 patients	2,948	3%

Lithgow Health Service: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 324 patients	259	
Median time to start treatment ⁴ 4 minutes	4 minutes	8 minutes
95th percentile time to start treatment ⁵	13 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 906 patients	767	
Median time to start treatment ⁴	11 minutes	20 minutes
95th percentile time to start treatment ⁵ 55 minutes	52 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,303 patients	1,358	
Median time to start treatment ⁴	11 minutes	26 minutes
95th percentile time to start treatment ⁵ 82 minutes	79 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 476 patients	552	
Median time to start treatment ⁴ 8 minutes	9 minutes	23 minutes
95th percentile time to start treatment ⁵ 65 minutes	69 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 3,175 patients

Percentage of patients who	
i crocinage of patients with	000/
left the ED within four hours	88%

Same period	Change since
last year	one year ago
3,145	1%
87%	

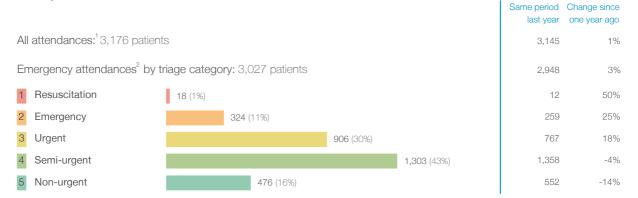
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

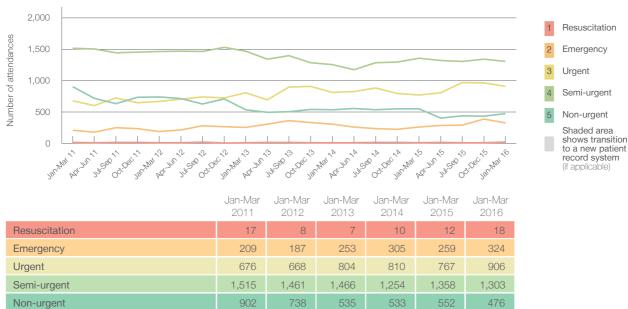
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Lithgow Health Service: Patients attending the emergency department

January to March 2016



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



Lithgow Health Service: Patients arriving by ambulance

3,319

January to March 2016

All emergency attendances

		last year	one year ago
Arrivals used to calculate transf	er of care time: 7 587 patients	562	
ED Transfer of care time §			
Median time	10 minutes	10 minutes	0 minutes
95th percentile time	26 minutes	31 minutes	-5 minutes

3,062

3,065

2,912

2,948

3,027

Same period Change since

 $^{(\}dagger)$ 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.

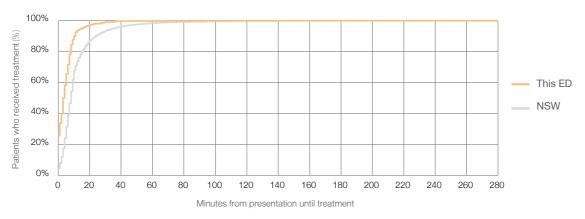
^(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

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

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	(this period)
Number of triage 2 patients: 324	259	
Number of triage 2 patients used to calculate waiting time: 320	256	
Median time to start treatment ⁴ 4 minutes	4 minutes	8 minutes
95th percentile time to start treatment ⁵ 16 minutes	13 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



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

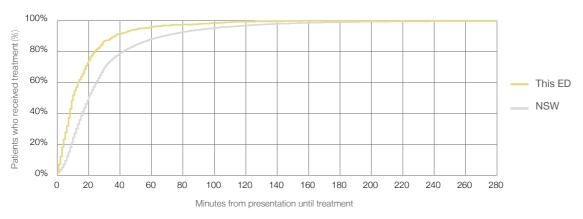
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 906	767	
Number of triage 3 patients used to calculate waiting time: ³ 875	749	
Median time to start treatment ⁴ 10 minutes	11 minutes	20 minutes
95th percentile time to start treatment ⁵ 55 minutes	52 minutes	99 minutes

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



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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

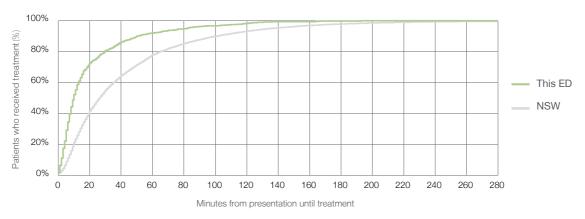
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 1,303	1,358	
Number of triage 4 patients used to calculate waiting time: 3 1,241	1,307	
Median time to start treatment ⁴ 10 minutes	11 minutes	26 minutes
95th percentile time to start treatment ⁵ 82 minutes	79 minutes	137 minutes

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



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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

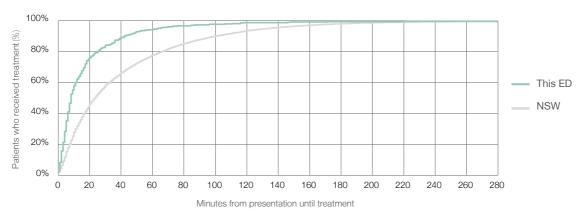
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 476	552	
Number of triage 5 patients used to calculate waiting time: 433	525	
Median time to start treatment ⁴ 8 minutes	9 minutes	23 minutes
95th percentile time to start treatment ⁵ 65 minutes	69 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 † ‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

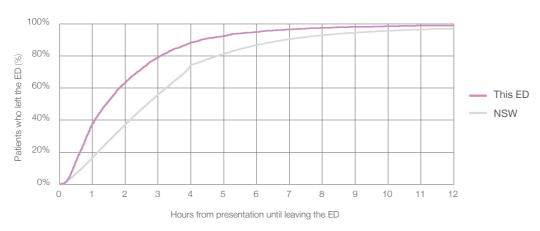
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

NSW (this period)	Same period last year
	3,145
	3,145
2 hours and 40 minutes	1 hours and 24 minutes
9 hours and 25 minutes	5 hours and 44 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

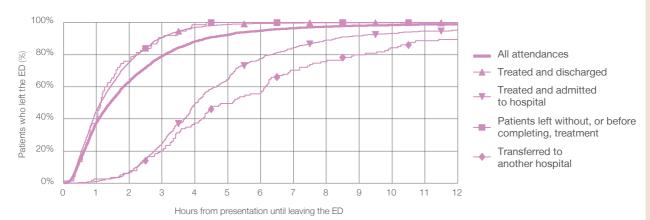
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Same period Change since All attendances: 1 3,176 patients last year one year ago Attendances used to calculate time to leaving the ED:6 3,175 patients 3.145 2,536 (80%) Treated and discharged 2.489 2% Treated and admitted to hospital 440 (14%) 487 -10% Patient left without, or before 10% 68 completing, treatment 115 (4%) 31% Transferred to another hospital 10 (0%) Other 13 -23%

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	45%	75%	91%	97%	99%	100%	100%	100%
Treated and admitted to hospital	1%	6%	25%	50%	78%	89%	93%	95%
Patient left without, or before completing, treatment	40%	76%	91%	99%	100%	100%	100%	100%
Transferred to another hospital	3%	7%	20%	37%	57%	76%	84%	90%
All attendances	38%	63%	79%	88%	95%	97%	98%	99%

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

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

Lithgow 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 3,176 patients

Attendances used to calculate time to leaving the ED:6 3,175 patients

Percentage of patients who left the ED within four hours

88%

Change since	Same period
one year ago	last year
1%	3,145
1%	3,145
	070/

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Same period

Macksville District Hospital: Emergency department (ED) overview January to March 2016

All attendances: 3,662 patients 3,216 14% Emergency attendances: 3,370 patients 3,068 10%

Macksville District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 357 patients	254	
Median time to start treatment ⁴	10 minutes	8 minutes
95th percentile time to start treatment ⁵ 40 minutes	40 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,142 patients	950	
Median time to start treatment ⁴ 24 minutes	23 minutes	20 minutes
95th percentile time to start treatment ⁵ 97 minutes	88 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,518 patients	1,517	
Median time to start treatment ⁴ 29 minutes	32 minutes	26 minutes
95th percentile time to start treatment ⁵	161 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 336 patients	332	
Median time to start treatment ⁴ 27 minutes	26 minutes	23 minutes
95th percentile time to start treatment ⁵	150 minutes	135 minutes

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

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

Percentage of patients who left the ED within four hours		
070/	Percentage of patients who	
	9 1	87%

	Change since one year ago
3,215	14%
86%	

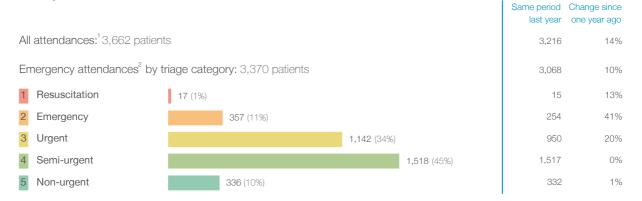
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.

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

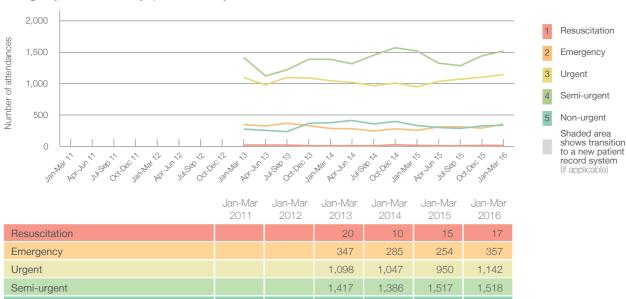
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Macksville District Hospital: Patients attending the emergency department

January to March 2016



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



3.157

3.105

3.068

3,370

Same period Change since

Macksville District Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

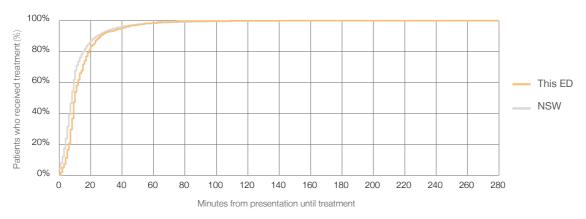
		last year	one year ago
Arrivals used to calculate trans	fer of care time: 7 470 patients	485	
ED Transfer of care time §			
Median time	16 minutes	14 minutes	2 minutes
95th percentile time	48 minutes	48 minutes	0 minutes

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

Macksville District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 357	254	
Number of triage 2 patients used to calculate waiting time: 347	240	
Median time to start treatment ⁴ 10 minutes	10 minutes	8 minutes
95th percentile time to start treatment ⁵ 40 minutes	40 minutes	35 minutes

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



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

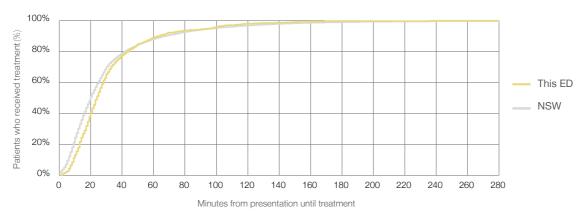
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^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance,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

Macksville District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood	loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 1,142		950	
Number of triage 3 patients used to calc	culate waiting time:3 1,087	908	
Median time to start treatment ⁴	24 minutes	23 minutes	20 minutes
95th percentile time to start treatment ⁵	97 minutes	88 minutes	99 minutes

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



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

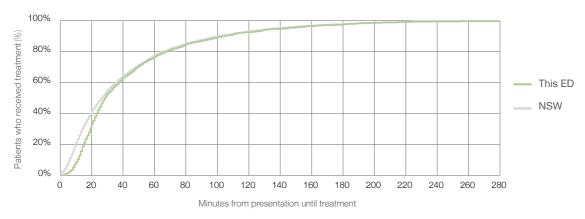
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^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance,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

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		Same period last year	(this period)
Number of triage 4 patients: 1,518		1,517	
Number of triage 4 patients used to calculate waiting time:3 1,	440	1,387	
Median time to start treatment ⁴ 29 minutes		32 minutes	26 minutes
95th percentile time to start treatment ⁵	145 minutes	161 minutes	137 minutes

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



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016 ***



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

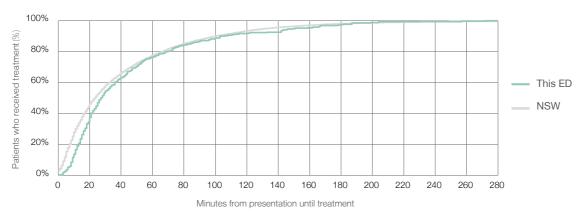
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^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance,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

Macksville District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 336		332	
Number of triage 5 patients used to calculate waiting time:3 309	9	260	
Median time to start treatment ⁴ 27 minutes		26 minutes	23 minutes
95th percentile time to start treatment ⁵	151 minutes	150 minutes	135 minutes

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



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016 †**



 $^{(\}dagger)$ 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.

(this period)

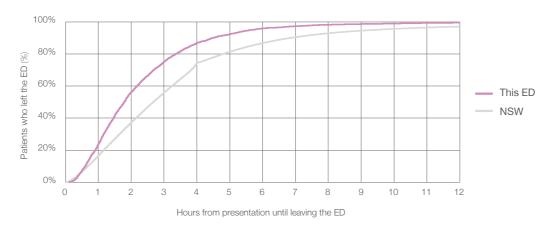
2 hours and 40 minutes 9 hours and 25 minutes

Same period

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

	last year
All attendances: 3,662 patients	3,216
Attendances used to calculate time to leaving the ED: ⁶ 3,657 patients	3,215
Median time to leaving the ED ⁸ 1 hours and 47 minutes	1 hours and 45 minutes
95th percentile time to leaving the ED ⁹ 5 hours and 42 minutes	6 hours and 17 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 $^{\dagger \ddagger \$}$



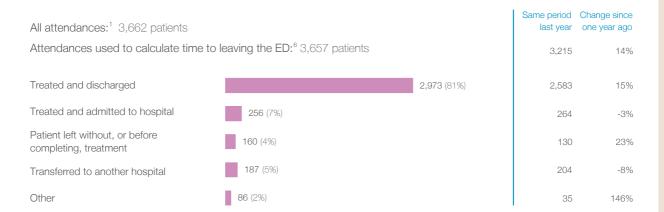
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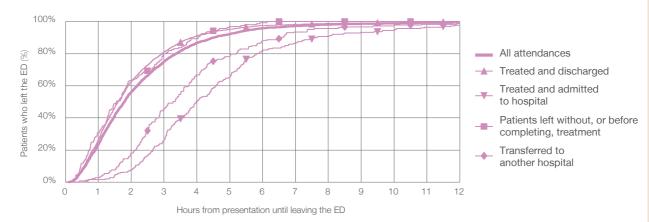
Approaches to reporting time measures of emergency department performance, December 2011.

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

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



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

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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.

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

All attendances: 1 3,662 patients

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

Percentage of patients who left the ED within four hours



87%

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 † § 8



- * 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.
- 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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).

Same period Change since

Same period

$\textbf{Maclean District Hospital:} \ \, \textbf{Emergency department (ED) overview}$

January to March 2016

	last year	one year ago
All attendances: 3,128 patients	3,225	-3%
Emergency attendances: ² 2,965 patients	3,028	-2%

Maclean District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 350 patients	329	
Median time to start treatment ⁴	13 minutes	8 minutes
95th percentile time to start treatment ⁵ 49 minutes	58 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,175 patients	1,117	
Median time to start treatment ⁴ 26 minutes	29 minutes	20 minutes
95th percentile time to start treatment ⁵	112 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,249 patients	1,283	
Median time to start treatment ⁴ 32 minutes	41 minutes	26 minutes
95th percentile time to start treatment ⁵	168 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 181 patients	287	
Median time to start treatment ⁴ 27 minutes	41 minutes	23 minutes
95th percentile time to start treatment ⁵	163 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 3,125 patients

Percentage of patients who		
000/	Percentage of patients who	
	left the FD within four hours	82%

	one year ago
3,224	-3%
82%	

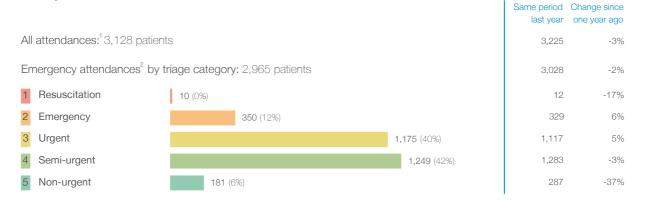
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

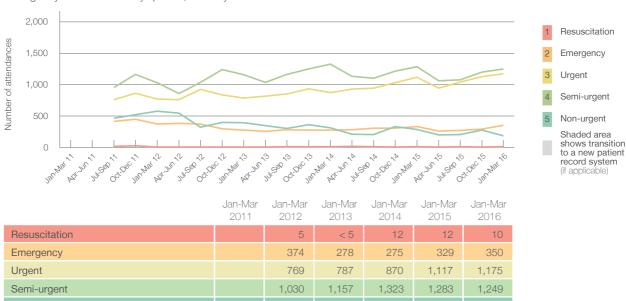
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Maclean District Hospital: Patients attending the emergency department

January to March 2016



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



Maclean District Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

			last year	one year ago
Arrivals used to calculate trans	sfer of care time: 7 37	3 patients	473	
ED Transfer of care time §				
Median time	13 minutes		14 minutes	-1 minute
95th percentile time		57 minutes	54 minutes	3 minutes

2.756

2,614

2.792

3.028

2.965

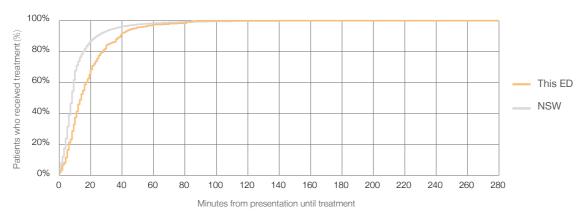
Same period Change since

- (†) 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.

Maclean District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 350	329	
Number of triage 2 patients used to calculate waiting time:3 350		
Median time to start treatment ⁴ 14 minutes	13 minutes	8 minutes
95th percentile time to start treatment ⁵ 49 minutes	58 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

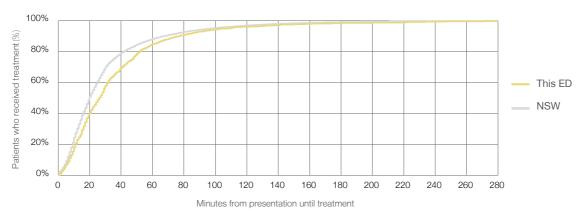
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

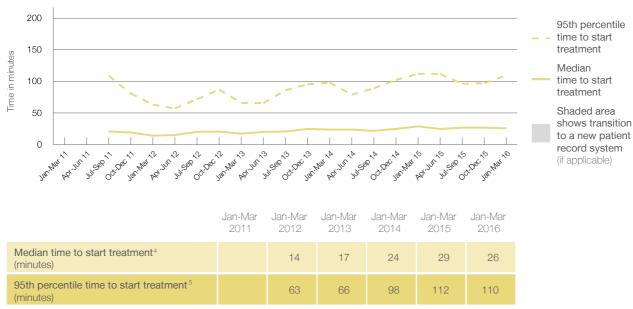
Maclean District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood	loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 1,175		1,117	
Number of triage 3 patients used to calculate waiting time:3 1,136		1,087	
Median time to start treatment ⁴	26 minutes	29 minutes	20 minutes
95th percentile time to start treatment ⁵	110 minutes	112 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 †*\$



 $^{(\}dagger)$ 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:

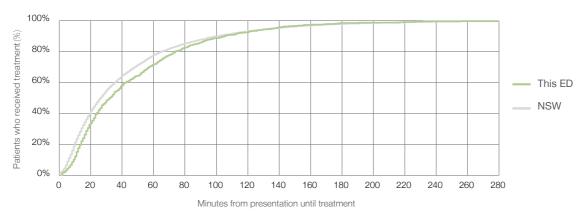
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		Same period last year	NSW (this period)
Number of triage 4 patients: 1,249			
Number of triage 4 patients used to calculate waiting time: 3 1,130			
Median time to start treatment ⁴ 32 minutes		41 minutes	26 minutes
95th percentile time to start treatment ⁵	136 minutes	168 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

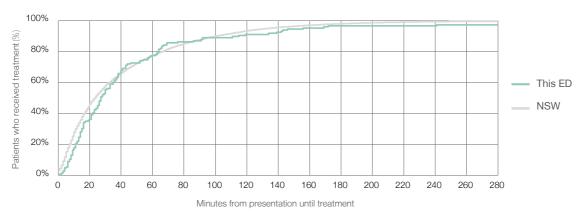
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Maclean District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 181		287	
Number of triage 5 patients used to calculate waiting time:3	146	199	
Median time to start treatment ⁴ 27 minutes		41 minutes	23 minutes
95th percentile time to start treatment ⁵	156 minutes	163 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 1 to March 2016



 $^{(\}dagger)$ 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.

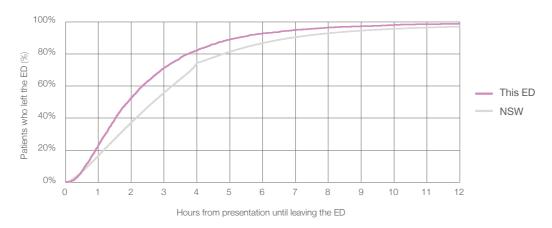
^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Same period

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

	last year	(this period)
All attendances: 3,128 patients	3,225	
Attendances used to calculate time to leaving the ED:6 3,125 patients		
Median time to leaving the ED ⁸ 1 hours and 54 minutes	1 hours and 56 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 7 hours and 2 minutes	7 hours and 0 minutes	9 hours and 25 minutes

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



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016 $^{\mbox{\scriptsize t+\$}}$



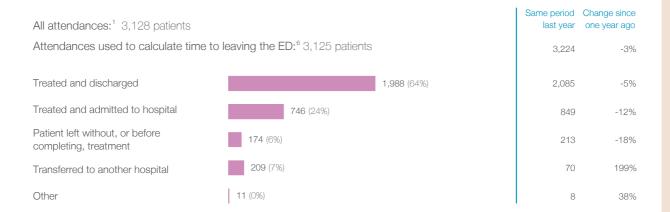
 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

^(‡) 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:

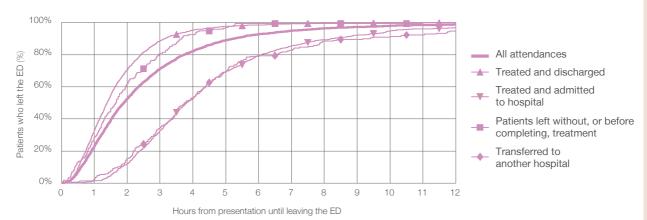
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

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



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



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

Treated and discharged	33%	71%	89%	95%	99%	100%	100%	100%
Treated and admitted to hospital	1%	12%	33%	53%	80%	89%	95%	97%
Patient left without, or before completing, treatment	29%	62%	81%	93%	99%	99%	99%	100%
Transferred to another hospital	2%	15%	34%	53%	79%	89%	91%	95%
All attendances	23%	53%	71%	82%	93%	96%	98%	99%

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

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

Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

Maclean 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 3,128 patients

Attendances used to calculate time to leaving the ED:6 3,125 patients

Percentage of patients who left the ED within four hours



82%

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 † § 8



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Milton and Ulladulla Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 4,293 patients	4,055	6%
Emergency attendances: ² 4,171 patients	3,890	7%

Milton and Ulladulla Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 205 patients	233	
Median time to start treatment ⁴ 9 minutes	5 minutes	8 minutes
95th percentile time to start treatment ⁵ 33 minutes	35 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,215 patients	1,094	
Median time to start treatment ⁴ 22 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 77 minutes	85 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,399 patients	2,211	
Median time to start treatment ⁴ 27 minutes	30 minutes	26 minutes
95th percentile time to start treatment ⁵ 94 minutes	104 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 339 patients	336	
Median time to start treatment ⁴ 28 minutes	23 minutes	23 minutes
95th percentile time to start treatment ⁵ 97 minutes	101 minutes	135 minutes

Milton and Ulladulla Hospital: Time from presentation until leaving the ED January to March 2016

Attendances used to calculate time to leaving the ED:6 4,293 patients

Percentage of patients who left the ED within four hours

Change since	Same period
one year ago	last year
6%	4,055
	070/
	87%

Same period Change since

Same period

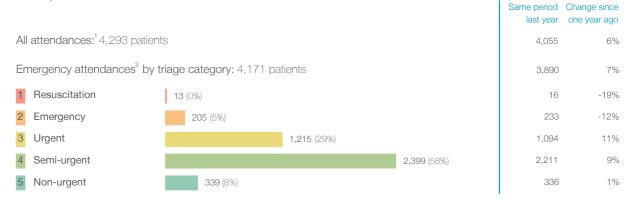
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

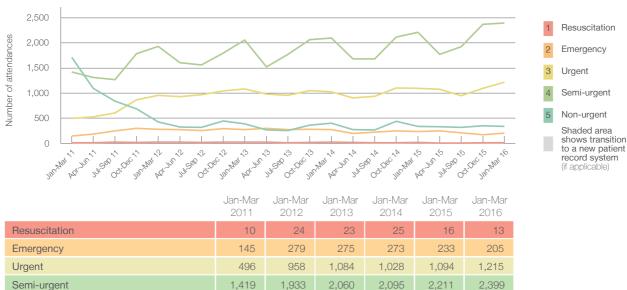
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Milton and Ulladulla Hospital: Patients attending the emergency department

January to March 2016



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



Milton and Ulladulla Hospital: Patients arriving by ambulance

3,783

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate transfer of care time: 7 386 patients		372	
ED Transfer of care time §			
Median time	13 minutes	13 minutes	0 minutes
95th percentile time	35 minutes	45 minutes	-10 minutes

3,620

3,828

339

Same period Change since

4,171

402

3.823

3,890

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

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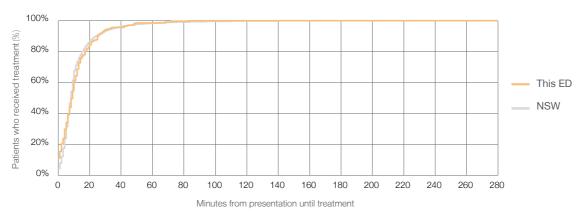
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

Milton and Ulladulla Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		Same period last year	NSW (this period)
Number of triage 2 patients: 205		233	
Number of triage 2 patients used to calculate waiting time:3 205		233	
Median time to start treatment ⁴	eatment ⁴ 9 minutes		8 minutes
95th percentile time to start treatment ⁵	33 minutes	35 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 †‡



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

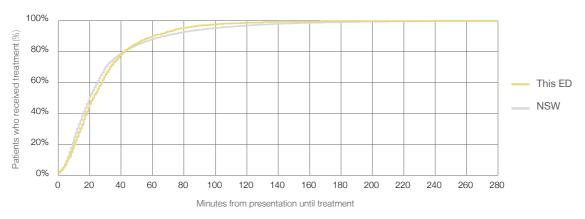
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Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 1,215		
Number of triage 3 patients used to calculate waiting time: 3 1,208		
Median time to start treatment ⁴ 22 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 77 minutes	85 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

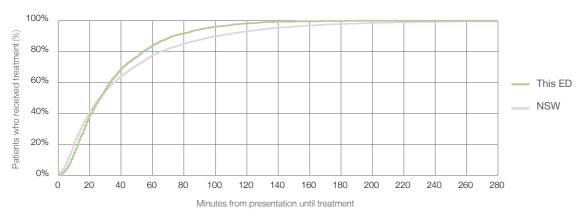
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

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Milton and Ulladulla Hospital: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		NSW (this period)
Number of triage 4 patients: 2,399		
Number of triage 4 patients used to calculate waiting time: 3 2,362		
Median time to start treatment ⁴ 27 minutes	30 minutes	26 minutes
95th percentile time to start treatment ⁵ 94 minutes	104 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 † ‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

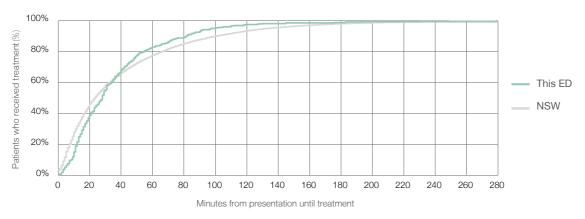
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		NSW (this period)
Number of triage 5 patients: 339		
Number of triage 5 patients used to calculate waiting time:3 322		
Median time to start treatment ⁴ 28 minutes	23 minutes	23 minutes
95th percentile time to start treatment ⁵ 97 minutes	101 minutes	135 minutes

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



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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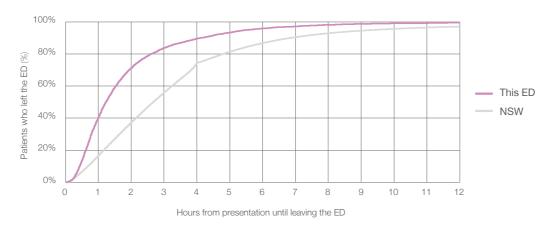
Approaches to reporting time measures of emergency department performance, December 2011.

Same period

Milton and Ulladulla Hospital: Time from presentation until leaving the ED January to March 2016

	last year	(this period)
All attendances: 4,293 patients	4,055	
Attendances used to calculate time to leaving the ED:6 4,293 patients		
Median time to leaving the ED ⁸ 1 hours and 14 minutes	1 hours and 24 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 5 hours and 33 minutes	6 hours and 15 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 †‡



 $^{(\}dagger)$ 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.

Milton and Ulladulla Hospital: Time from presentation until leaving the ED By mode of separation January to March 2016

All attendances: 4,293 patients

Attendances used to calculate time to leaving the ED:⁶ 4,293 patients

Treated and discharged		3,607 (84%)	3,40
Treated and admitted to hospital	314 (7%)		32
Patient left without, or before completing, treatment	182 (4%)		17
Transferred to another hospital	186 (4%)		14
Other	4 (0%)		

 Same period last year
 Change since one year ago

 4,055
 6%

 3,404
 6%

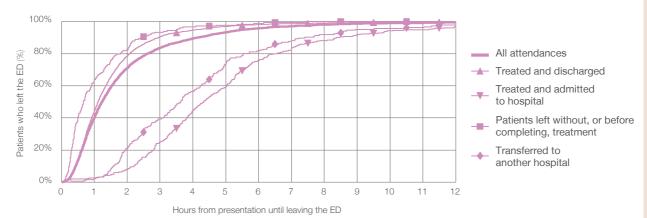
 327
 -4%

 170
 7%

 149
 25%

 5
 -20%

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	44%	79%	91%	95%	98%	99%	100%	100%
Treated and admitted to hospital	3%	8%	25%	45%	76%	88%	94%	97%
Patient left without, or before completing, treatment	64%	82%	93%	97%	99%	100%	100%	100%
Transferred to another hospital	2%	21%	39%	56%	82%	92%	96%	98%
All attendances	40%	71%	84%	89%	96%	98%	99%	99%

 $^{(\}dagger)$ 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.

Milton and Ulladulla 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 4,293 patients

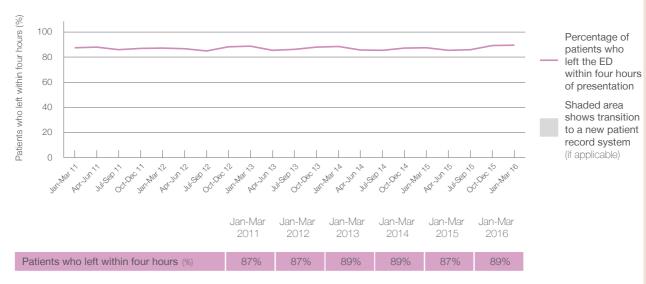
Attendances used to calculate time to leaving the ED:6 4,293 patients

Percentage of patients who left the ED within four hours

89%

	Change since one year ago
4,055	6%
4,055	6%
97%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



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- † Data points are not shown in graphs for quarters when patient numbers were too small.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
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- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
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- 9. 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).

Same period Change since

Same period

Moree District Hospital: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 1,999 patients	2,041	-2%
Emergency attendances: ² 1,785 patients	1,760	1%

Moree District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 167 patients	159	
Median time to start treatment ⁴ 3 minutes	2 minutes	8 minutes
95th percentile time to start treatment ⁵ 34 minutes	24 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 477 patients	480	
Median time to start treatment ⁴ 7 minutes	4 minutes	20 minutes
95th percentile time to start treatment ⁵ 66 minutes	35 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,049 patients	966	
Median time to start treatment ⁴ 7 minutes	4 minutes	26 minutes
95th percentile time to start treatment ⁵ 75 minutes	50 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 84 patients	155	
Median time to start treatment ⁴ 9 minutes	4 minutes	23 minutes
95th percentile time to start treatment ⁵	52 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 1,999 patients

Percentage of patients who	
9 1	2
left the ED within four hours	_

	_		
ercentage of patients who			
ft the ED within four hours			88%

	Change since one year ago
2,041	-2%
92%	

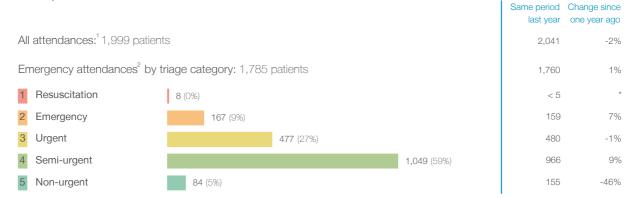
- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer
- 5. 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.
- 6. 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.

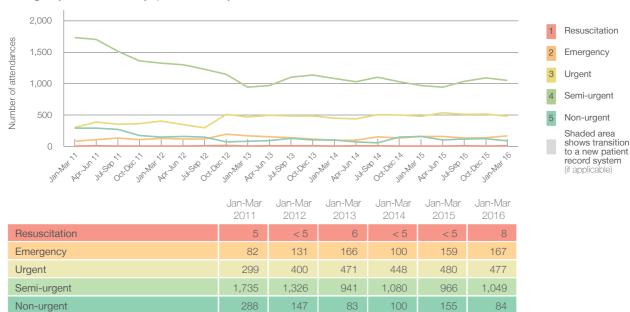
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Moree District Hospital: Patients attending the emergency department

January to March 2016



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



Moree District Hospital: Patients arriving by ambulance

2,409

January to March 2016

All emergency attendances

		last year	one year ago
Arrivals used to calculate tran	sfer of care time: 7 222 patients	176 **	
ED Transfer of care time §			
Median time	4 minutes	5 minutes	-1 minute
95th percentile time	22 minutes	21 minutes	1 minute

2,004

1,667

1.728

1,760

1,785

Same period Change since

^(†) 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:

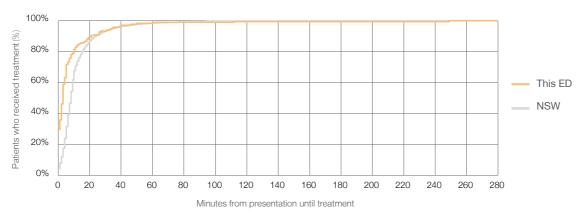
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

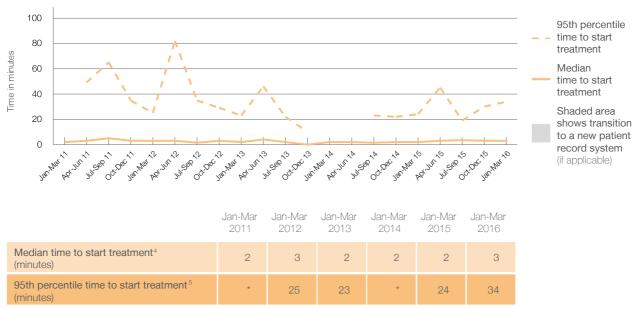
Moree District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 167	159	
Number of triage 2 patients used to calculate waiting time: 3 165	154	
Median time to start treatment ⁴ 3 minutes	2 minutes	8 minutes
95th percentile time to start treatment ⁵ 34 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

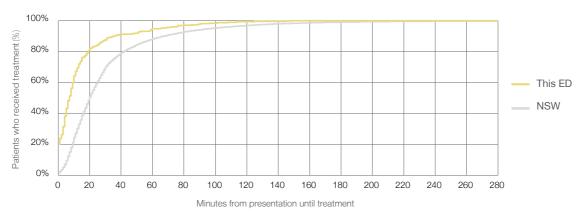
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

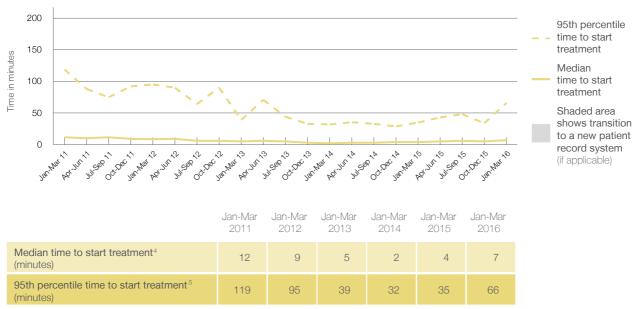
Moree District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood	loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 477		480	
Number of triage 3 patients used to calc	ulate waiting time:3 458	470	
Median time to start treatment ⁴	7 minutes	4 minutes	20 minutes
95th percentile time to start treatment ⁵	66 minutes	35 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

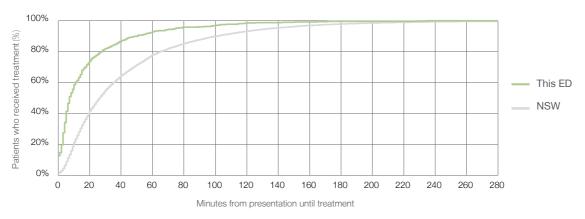
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 1,049	966	
Number of triage 4 patients used to calculate waiting time: 944	915	
Median time to start treatment ⁴ 7 minutes	4 minutes	26 minutes
95th percentile time to start treatment ⁵ 75 minutes	50 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 † ‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

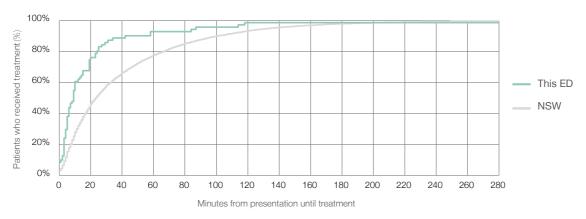
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Approaches to reporting time measures of emergency department performance, December 2011.

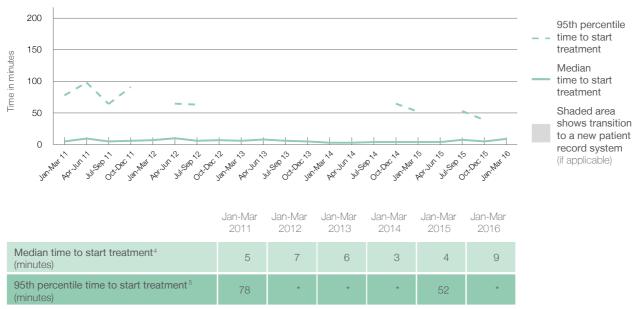
Moree District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 84	155	
Number of triage 5 patients used to calculate waiting time: 3 71	143	
Median time to start treatment ⁴ 9 minutes	4 minutes	23 minutes
95th percentile time to start treatment ⁵ *	52 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 **



 $^{(\}dagger)$ 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:

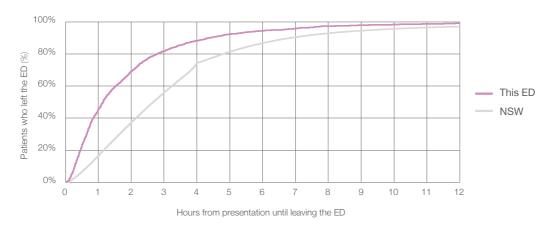
Approaches to reporting time measures of emergency department performance, December 2011.

Same period

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

	last year	(this period)
All attendances: 1,999 patients	2,041	
Attendances used to calculate time to leaving the ED: ⁶ 1,999 patients	2,041	
Median time to leaving the ED ⁸ 1 hours and 9 minutes	0 hours and 53 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 6 hours and 35 minutes	5 hours and 11 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 †‡

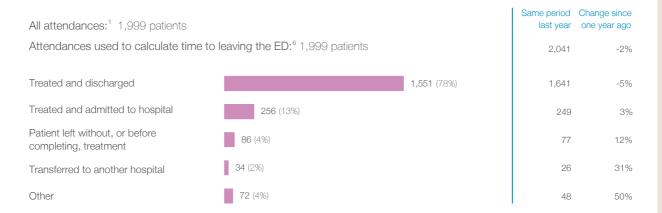


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

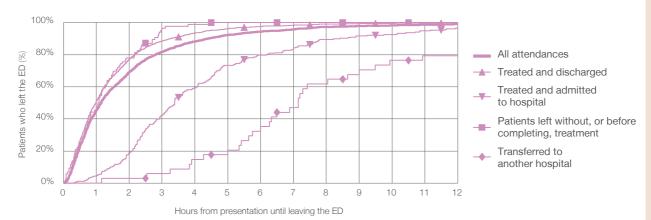
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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	51%	77%	89%	93%	98%	99%	99%	100%
Treated and admitted to hospital	4%	19%	42%	59%	80%	89%	93%	97%
Patient left without, or before completing, treatment	48%	78%	97%	99%	100%	100%	100%	100%
Transferred to another hospital	0%	3%	6%	15%	35%	62%	76%	79%
All attendances	45%	69%	82%	88%	94%	97%	98%	99%

 $^{(\}dagger)$ 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.

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

All attendances: 1 1,999 patients

Attendances used to calculate time to leaving the ED:6 1,999 patients

Percentage of patients who left the ED within four hours

88%

	one year ago
2,041	-2%
2,041	-2%
92%	

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Moruya District Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 1 2,794 patients	2,715	3%
Emergency attendances: ² 2,609 patients	2,592	1%

Moruya District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 260 patients	281	
Median time to start treatment ⁴ 5 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 23 minutes	43 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 785 patients	741	
Median time to start treatment ⁴ 18 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 88 minutes	92 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,107 patients	1,091	
Median time to start treatment ⁴ 27 minutes	31 minutes	26 minutes
95th percentile time to start treatment ⁵	157 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 436 patients	474	
Median time to start treatment ⁴ 29 minutes	37 minutes	23 minutes
95th percentile time to start treatment ⁵	180 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:⁶ 2,794 patients

	3 - , - , - , - ,	
Percentage of patients who		
left the ED within four hours	77	7%
TOTAL COLO ED WILLIAM FROM FROM FROM FROM FROM FROM FROM FRO		

Change since	Same period	
one year ago	last year	
3%	2,715	
	75%	

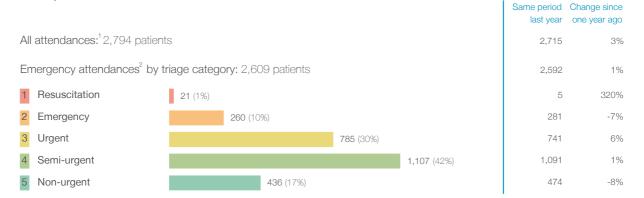
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

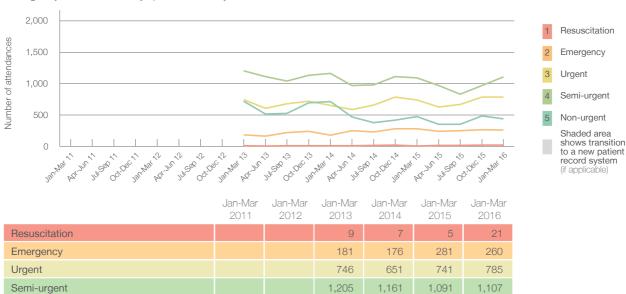
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Moruya District Hospital: Patients attending the emergency department

January to March 2016



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



2,862

Moruya District Hospital: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

		last year	one year ago
Arrivals used to calculate trans	er of care time: 7 514 patients	484	
ED Transfer of care time §			
Median time	13 minutes	13 minutes	0 minutes
95th percentile time	50 minutes	53 minutes	-3 minutes

- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

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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.
- (§) 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.

474

2.592

436

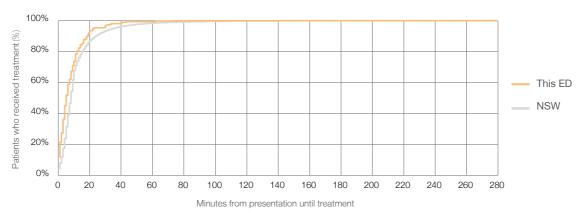
Same period Change since

2.609

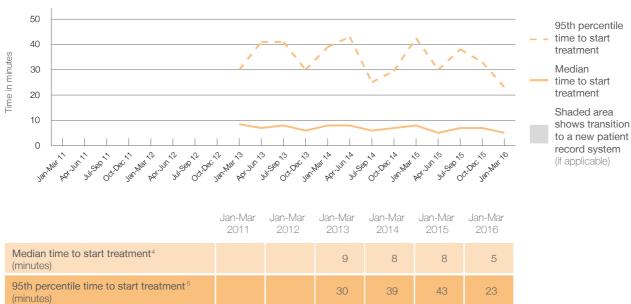
Moruya District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 260	281	
Number of triage 2 patients used to calculate waiting time: 259		
Median time to start treatment ⁴ 5 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 23 minutes	43 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 ***



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

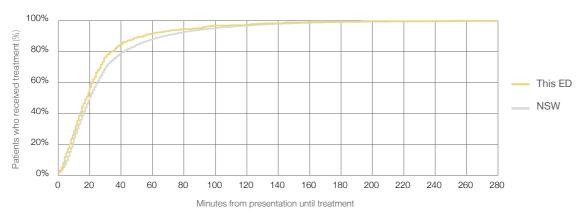
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^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance,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

Moruya District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 785	741	
Number of triage 3 patients used to calculate waiting time: ³ 761	721	
Median time to start treatment ⁴ 18 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 88 minutes	92 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 ***



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

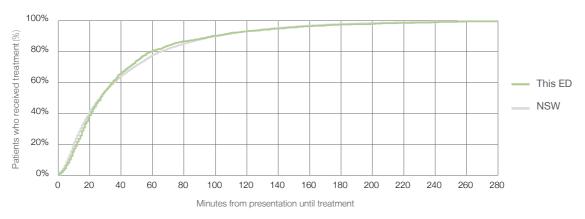
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^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance,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

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

Triage 4 Semi-urgent (e.g. sprained	ankle, earache)		Same period last year	NSW (this period)
Number of triage 4 patients: 1,107				
Number of triage 4 patients used to calculate waiting time: ³ 1,021		1,007		
Median time to start treatment ⁴	27 minutes		31 minutes	26 minutes
95th percentile time to start treatment ⁵	1	42 minutes	157 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

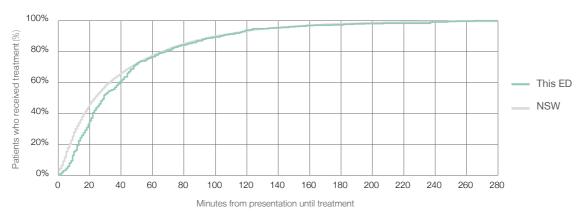
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^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance,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

Moruya District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 436	474	
Number of triage 5 patients used to calculate waiting time: 367	401	
Median time to start treatment ⁴ 29 minutes	37 minutes	23 minutes
95th percentile time to start treatment ⁵ 134 minutes	180 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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NSW

(this period)

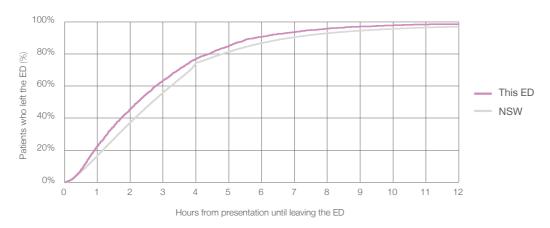
25 minutes

Same period

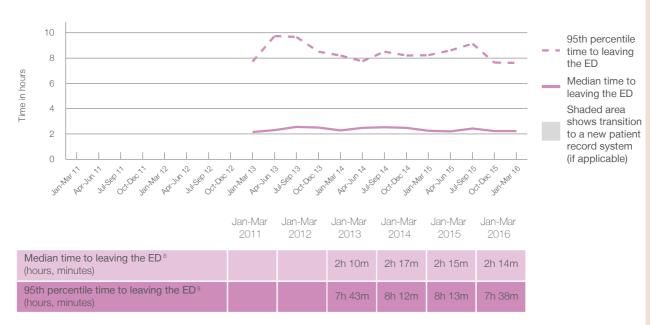
Moruya District Hospital: Time from presentation until leaving the ED January to March 2016

		last year	(this period)
All attendances: 2,794 patients		2,715	
Attendances used to calculate time	to leaving the ED:6 2,794 patients	2,715	
Median time to leaving the ED ⁸	2 hours and 14 minutes	2 hours and 15 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED9	7 hours and 38 minutes	8 hours and	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 $^{\dagger \ddagger \$}$



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

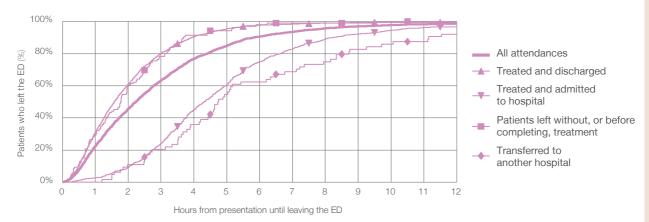
Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance,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

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

Same period Change since All attendances: 2,794 patients last year one year ago Attendances used to calculate time to leaving the ED:6 2,794 patients 2.715 Treated and discharged 1,854 (66%) 1,881 -1% Treated and admitted to hospital 768 (27%) 621 24% Patient left without, or before 106 (4%) 138 -23% completing, treatment 64 (2%) -10% Transferred to another hospital Other 2 (0%) -50%

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	31%	61%	80%	91%	98%	99%	99%	100%
Treated and admitted to hospital	3%	9%	24%	45%	75%	89%	95%	97%
Patient left without, or before completing, treatment	29%	60%	78%	92%	98%	99%	100%	100%
Transferred to another hospital	0%	11%	20%	36%	63%	75%	86%	92%
All attendances	23%	46%	63%	77%	91%	96%	98%	99%

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

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

Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

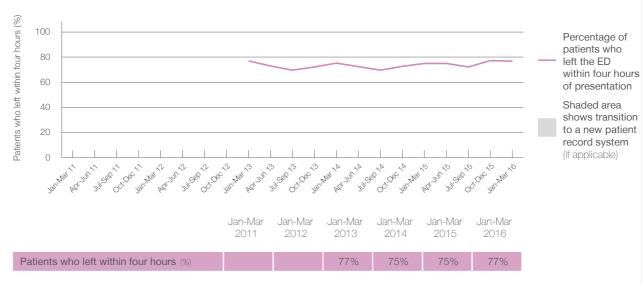
Moruya District Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: 1 2,794 patients

Attendances used to calculate time to leaving the ED:6 2,794 patients

Percentage of patients who left the ED within four hours





- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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- caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Mudgee District Hospital: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 1 3,308 patients	3,030	9%
Emergency attendances: ² 2,896 patients	2,758	5%

Mudgee District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 223 patients	171	
Median time to start treatment ⁴ 6 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 32 minutes	46 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 616 patients	565	
Median time to start treatment ⁴ 20 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 71 minutes	91 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,367 patients	1,348	
Median time to start treatment ⁴ 33 minutes	31 minutes	26 minutes
95th percentile time to start treatment ⁵	109 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 678 patients	665	
Median time to start treatment ⁴ 37 minutes	29 minutes	23 minutes
95th percentile time to start treatment ⁵ 182 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

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

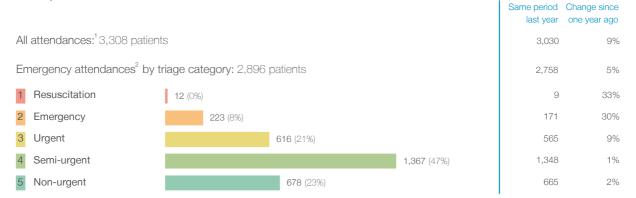
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

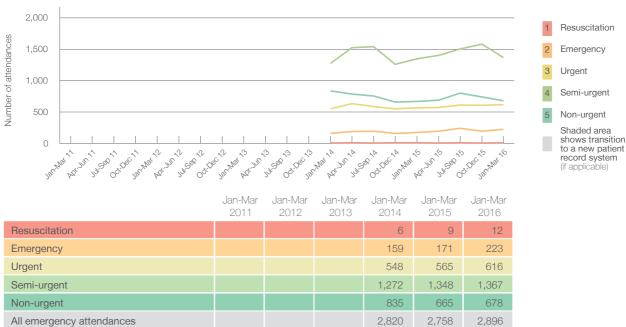
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Mudgee District Hospital: Patients attending the emergency department

January to March 2016



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



Mudgee District Hospital: Patients arriving by ambulance

January to March 2016

		last year	one year ago
Arrivals used to calculate tran	sfer of care time: 7 160 patients **	173	
ED Transfer of care time §			
Median time	13 minutes	20 minutes	-8 minutes
95th percentile time	60 minutes	95 minutes	-36 minutes

- (\dagger) 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:

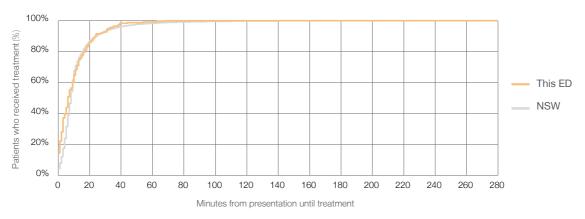
 Approaches to reporting time measures of emergency department performance, December 2011.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures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

Same period Change since

Mudgee District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 223		
Number of triage 2 patients used to calculate waiting time: 3 221		
Median time to start treatment ⁴ 6 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 32 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



 $^{(\}dagger)$ 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.

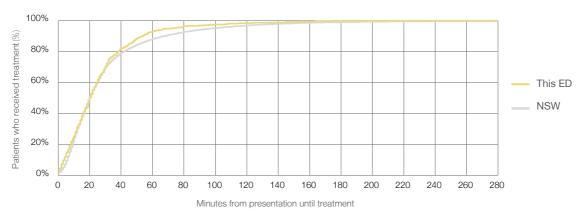
^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee District Hospital: Time from presentation to treatment, triage 3

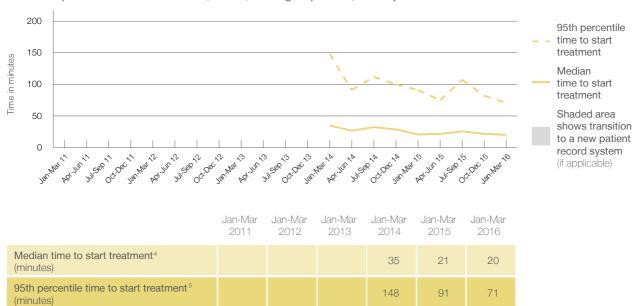
January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 616		
Number of triage 3 patients used to calculate waiting time: ³ 601		
Median time to start treatment ⁴ 20 minutes	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 71 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

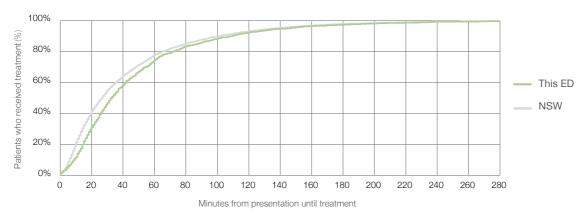
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department 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)			Same period last year	NSW (this period)
Number of triage 4 patients: 1,367			1,348	
Number of triage 4 patients used to calculate waiting time: 3 1,254			1,180	
Median time to start treatment ⁴	33 minutes		31 minutes	26 minutes
95th percentile time to start treatment ⁵		146 minutes	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 1#\$



 $^{(\}dagger)$ 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:

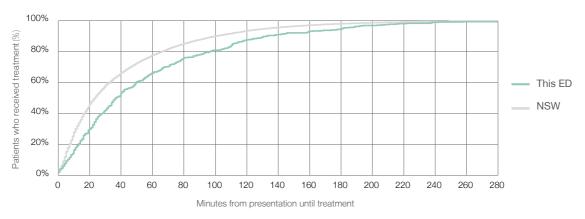
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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)				NSW (this period)
Number of triage 5 patients: 678				
Number of triage 5 patients used to calculate waiting time: 3 547			431	
Median time to start treatment ⁴	37 minutes		29 minutes	23 minutes
95th percentile time to start treatment ⁵		182 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



 $^{(\}dagger)$ 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.

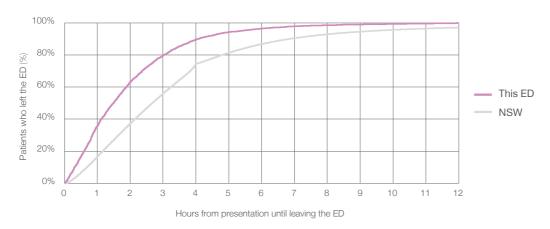
NSW

Same period

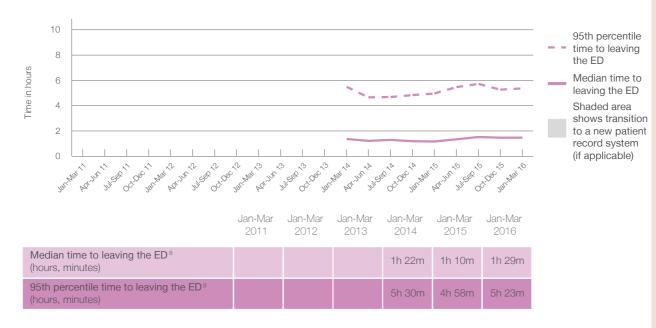
Mudgee District Hospital: Time from presentation until leaving the ED January to March 2016

		last year	(this period)
All attendances: 1 3,308 patients		3,030	
Attendances used to calculate time to leaving the ED:6 3,306 patients		3,030	
Median time to leaving the ED ⁸	ours and 29 minutes	1 hours and 10 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹	5 hours and 23 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 $^{\dagger \ddagger \$}$

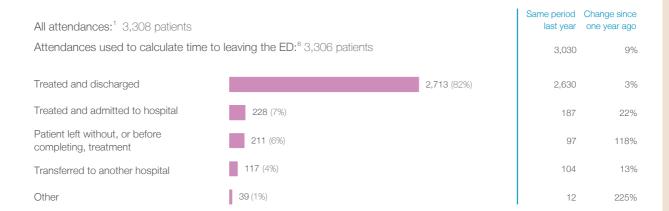


^(†) Data points are not shown in graphs for quarters when patient numbers are too small.

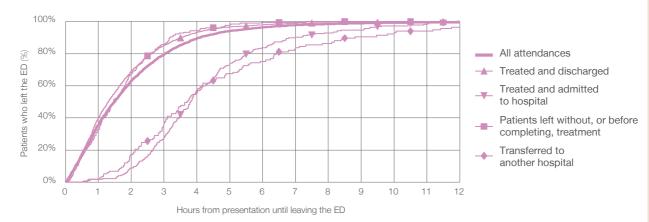
Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance,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



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	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

3,030

Same period Change since last year one year ago

3 030

9%

9%

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 118



- * 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.
- 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Muswellbrook District Hospital: Emergency department (ED) overview January to March 2016

	last year	one year ago
All attendances: 2,465 patients	2,103	17%
Emergency attendances: ² 2,330 patients	1,999	17%

Muswellbrook District Hospital: Time from presentation to treatment³ January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 130 patients	126	
Median time to start treatment ⁴ 6 minutes	5 minutes	8 minutes
95th percentile time to start treatment ⁵ 40 minutes	27 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 527 patients	493	
Median time to start treatment ⁴ 18 minutes	16 minutes	20 minutes
95th percentile time to start treatment ⁵ 92 minutes	96 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,255 patients	1,073	
Median time to start treatment ⁴ 34 minutes	27 minutes	26 minutes
95th percentile time to start treatment ⁵	113 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 418 patients	307	
Median time to start treatment ⁴ 32 minutes	22 minutes	23 minutes
95th percentile time to start treatment ⁵	105 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 2,465 patients

Percentage of patients who		
	Percentage of nationts who	
left the ED within four hours	i crecinage of patients who	
	left the ED within four hours	

one year ago	1		
17%	2,103		
	86%	89%	

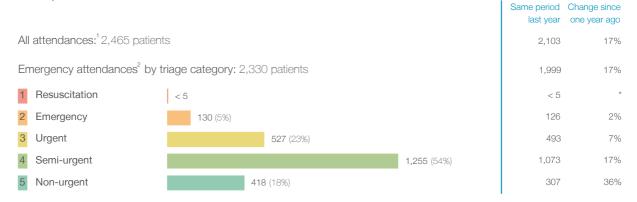
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

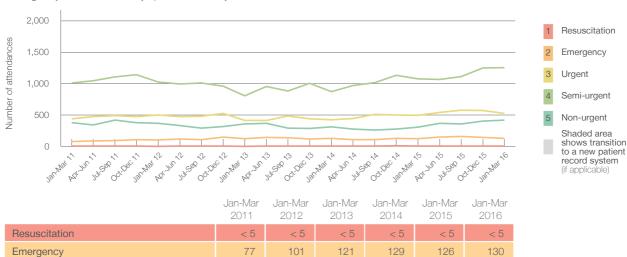
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Muswellbrook District Hospital: Patients attending the emergency department

January to March 2016



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



501

1,025

367

1,994

415

807

1.701

423

871

1.731

493

1,073

1,999

527 1,255

418

2,330

Same period Change since

Muswellbrook District Hospital: Patients arriving by ambulance

436

1,010

1.902

January to March 2016

All emergency attendances

Urgent

Semi-urgent

Non-urgent

Arrivals used to calculate transfer of care time: 7 409 patients

ED Transfer of care time

8 minutes

14 minutes

92 minutes

-66 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:

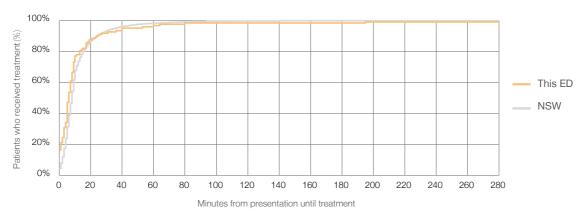
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

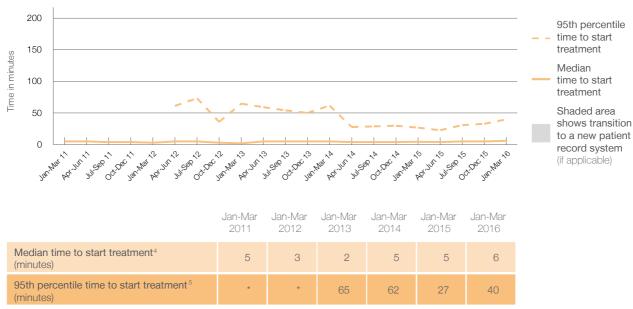
Muswellbrook District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 130	126	
Number of triage 2 patients used to calculate waiting time: ³ 123	122	
Median time to start treatment ⁴ 6 minutes	5 minutes	8 minutes
95th percentile time to start treatment ⁵ 40 minutes	27 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

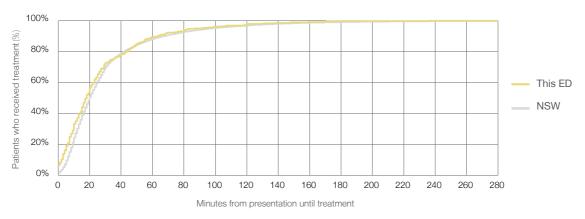
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)			NSW (this period)
Number of triage 3 patients: 527			
Number of triage 3 patients used to calculate waiting time: 493			
Median time to start treatment ⁴	start treatment ⁴ 18 minutes		20 minutes
95th percentile time to start treatment ⁵	92 minutes	96 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

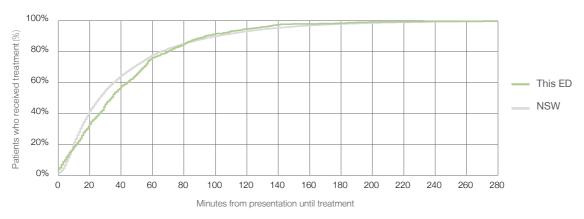
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earach	e)	Same period last year	NSW (this period)
Number of triage 4 patients: 1,255	1,073		
Number of triage 4 patients used to calculate waiting time: ³ 1,149			
Median time to start treatment ⁴ 34 min	nutes	27 minutes	26 minutes
95th percentile time to start treatment ⁵	125 minutes	113 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

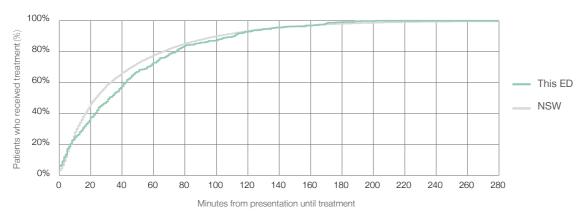
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)			NSW (this period)
Number of triage 5 patients: 418	307		
Number of triage 5 patients used to calcula	258		
Median time to start treatment ⁴	32 minutes	22 minutes	23 minutes
95th percentile time to start treatment ⁵	135 minutes	105 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 11



 $^{(\}dagger)$ 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.

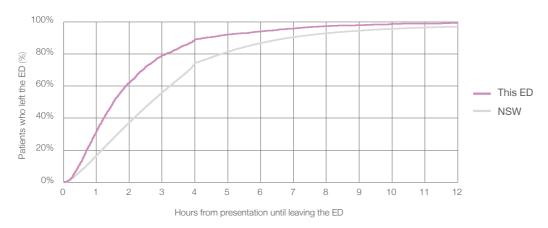
NSW

Same period

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

	last year	(this period)
All attendances: 2,465 patients	2,103	
Attendances used to calculate time to leaving the ED:6 2,465 patients		
Median time to leaving the ED ⁸ 1 hours and 31 minutes	1 hours and 27 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 6 hours and 30 minutes	6 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 †‡

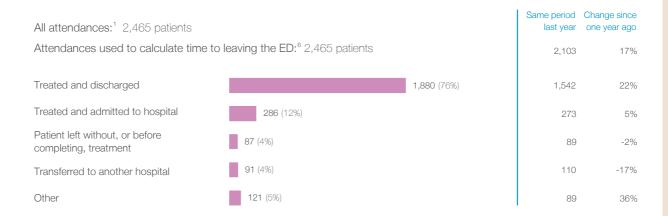


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

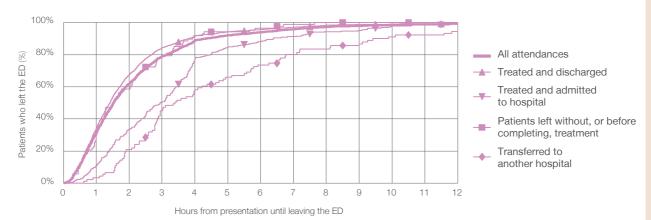
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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	34%	68%	84%	92%	96%	98%	99%	100%
Treated and admitted to hospital	11%	34%	51%	78%	88%	94%	98%	99%
Patient left without, or before completing, treatment	30%	59%	79%	92%	97%	100%	100%	100%
Transferred to another hospital	3%	21%	45%	58%	74%	84%	91%	95%
All attendances	32%	62%	79%	89%	94%	97%	99%	99%

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

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

Muswellbrook 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 2,465 patients

Attendances used to calculate time to leaving the ED:6 2,465 patients

Percentage of patients who left the ED within four hours

one year ago	
17%	2,103
17%	2,103
	86%

89%

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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Narrabri District Hospital: Emergency department (ED) overview January to March 2016

All attendances: 1,411 patients
Emergency attendances: 2,390 patients

	Change since one year ago
1,366	3%
1.358	2%

Same period

Narrabri District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 110 patients	82	
Median time to start treatment ⁴ 4 minutes	3 minutes	8 minutes
95th percentile time to start treatment ⁵	*	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 417 patients	451	
Median time to start treatment ⁴	10 minutes	20 minutes
95th percentile time to start treatment ⁵ 52 minutes	55 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 560 patients	518	
Median time to start treatment ⁴ 20 minutes	14 minutes	26 minutes
95th percentile time to start treatment ⁵ 68 minutes	65 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 303 patients	307	
Median time to start treatment ⁴	10 minutes	23 minutes
95th percentile time to start treatment ⁵ 84 minutes	75 minutes	135 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:6 1,411 patients

Percentage of patients who left the ED within four hours

	Change since one year ago
1,366	3%
91%	

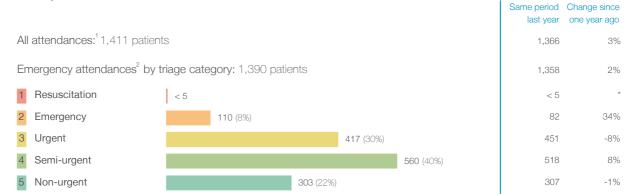
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

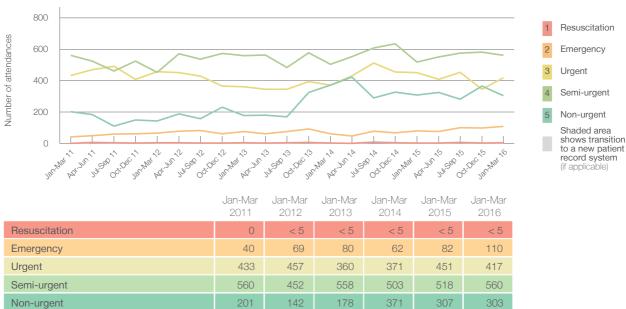
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Narrabri District Hospital: Patients attending the emergency department

January to March 2016



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



Narrabri District Hospital: Patients arriving by ambulance

1.234

January to March 2016

All emergency attendances

Arrivals used to calculate transfer of care time: 772 patients **

ED Transfer of care time

7 minutes

8 minutes

-1 minute

95th percentile time

* * *

1,120

1.176

1.307

1.358

1.390

Same period Change since

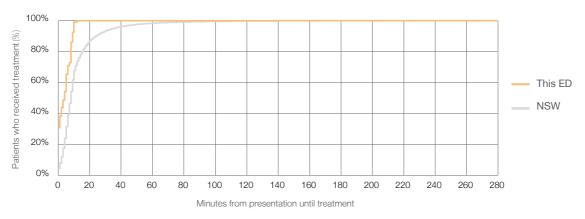
- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

 Approaches to reporting time measures of emergency department performance, December 2011.
- (**) 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.

Narrabri District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 110	82	
Number of triage 2 patients used to calculate waiting time: 3 107	79	
Median time to start treatment ⁴ 4 minutes	3 minutes	8 minutes
95th percentile time to start treatment ⁵ 10 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

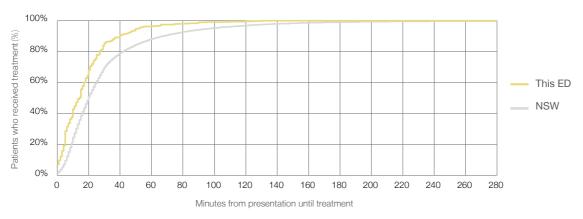
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 417	451	
Number of triage 3 patients used to calculate waiting time: 3 417	450	
Median time to start treatment ⁴ 14 minutes	10 minutes	20 minutes
95th percentile time to start treatment ⁵ 52 minutes	55 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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

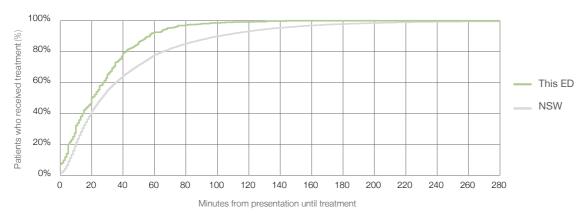
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 560	518	
Number of triage 4 patients used to calculate waiting time: 3 551		
Median time to start treatment ⁴ 20 minutes	14 minutes	26 minutes
95th percentile time to start treatment ⁵ 68 minutes	65 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 11



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

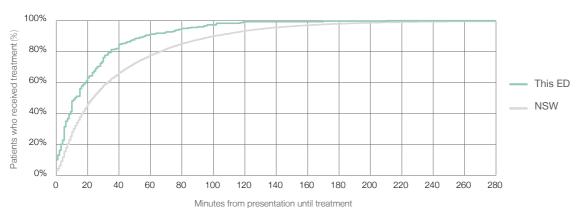
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 303	307	
Number of triage 5 patients used to calculate waiting time: 298	299	
Median time to start treatment ⁴ 12 minutes	10 minutes	23 minutes
95th percentile time to start treatment ⁵ 84 minutes	75 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 † †



 $^{(\}dagger)$ 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.

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

All attendances: 1,411 patients

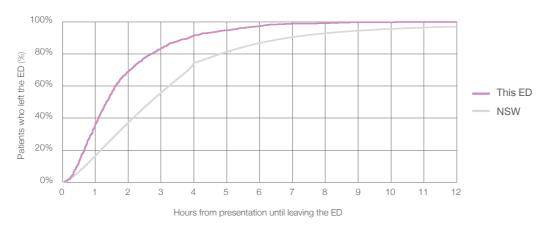
Attendances used to calculate time to leaving the ED: 6,411 patients

Median time to leaving the ED⁸ 1 hours and 20 minutes

95th percentile time to leaving the ED⁹ 5 hours and 8 minutes

NSW (this period)	Same period last year
	1,366
	1,366
2 hours and 40 minutes	1 hours and 24 minutes
9 hours and 25 minutes	5 hours and 0 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 ^{†‡}

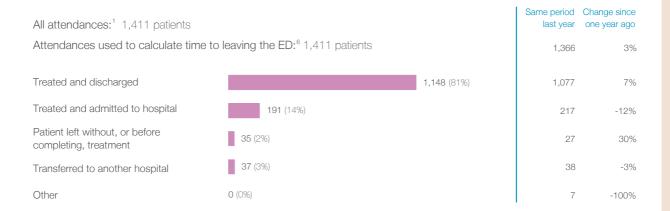


 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

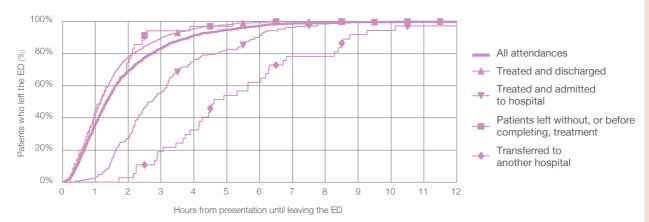
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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



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	43%	78%	90%	96%	99%	100%	100%	100%
Treated and admitted to hospital	3%	27%	56%	76%	91%	98%	99%	100%
Patient left without, or before completing, treatment	46%	74%	94%	97%	100%	100%	100%	100%
Transferred to another hospital	0%	3%	19%	32%	62%	78%	95%	97%
All attendances	36%	69%	84%	92%	97%	99%	100%	100%

 $^{(\}dagger)$ 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.

Narrabri 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: 1,411 patients

Attendances used to calculate time to leaving the ED:6 1,411 patients

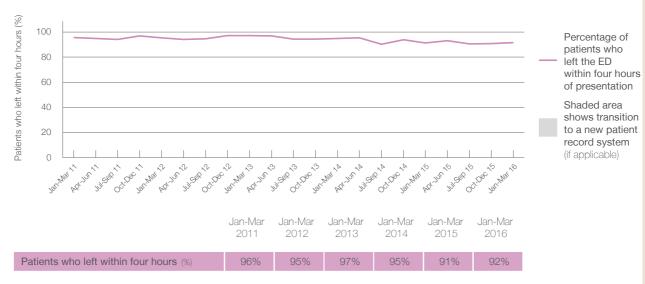
Percentage of patients who left the ED within four hours

1,366 3% 1,366 3%

92%

Same period Change since last year one year ago

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Parkes District Hospital: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 2,948 patients	2,472	19%
Emergency attendances: ² 2,377 patients	2,118	12%

Parkes District Hospital: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 229 patients	214	
Median time to start treatment ⁴ 5 minutes	5 minutes	8 minutes
95th percentile time to start treatment ⁵	24 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 488 patients	405	
Median time to start treatment ⁴ 15 minutes	12 minutes	20 minutes
95th percentile time to start treatment ⁵ 60 minutes	51 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,067 patients	903	
Median time to start treatment ⁴	17 minutes	26 minutes
95th percentile time to start treatment ⁵ 82 minutes	67 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 582 patients	591	
Median time to start treatment ⁴ 20 minutes	16 minutes	23 minutes
95th percentile time to start treatment ⁵	73 minutes	135 minutes

Parkes 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

	0			
Percentage of patients who				
r crocinage of patients who				88%
left the ED within four hours				88%
ion and EB Within roan mode				

	Change since one year ago
2,472	19%
91%	

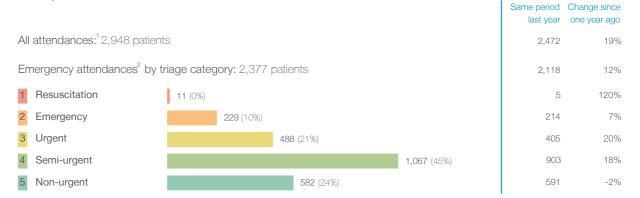
- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer
- 5. 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.
- 6. 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.

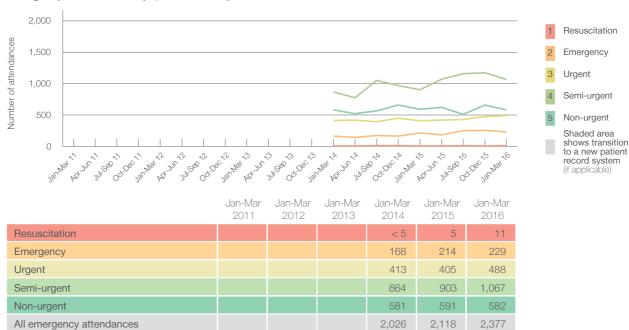
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Parkes District Hospital: Patients attending the emergency department

January to March 2016



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



Parkes District Hospital: Patients arriving by ambulance

January to March 2016

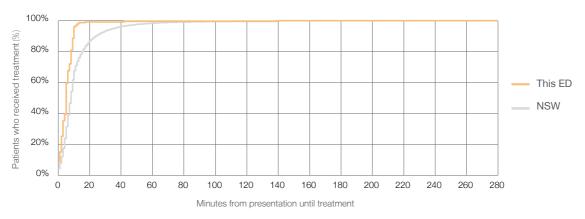
ouridary to maron 2010		The second secon	Change since one year ago
Arrivals used to calculate transf	er of care time: 7 115 patients **	131 **	
ED Transfer of care time §			
Median time	21 minutes	15 minutes	6 minutes
95th percentile time	66 minutes	78 minutes	-12 minutes

- (†) 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)		NSW (this period)
Number of triage 2 patients: 229		
Number of triage 2 patients used to calculate waiting time:3 225		
Median time to start treatment ⁴ 5 minutes	5 minutes	8 minutes
95th percentile time to start treatment ⁵ 10 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

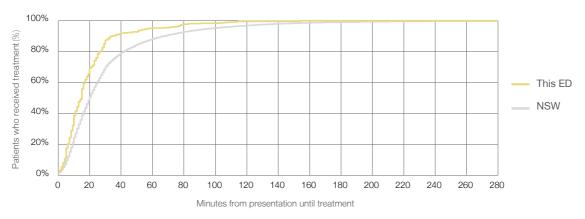
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department 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 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 488	405	
Number of triage 3 patients used to calculate waiting time: 3 478	395	
Median time to start treatment ⁴ 15 minutes	12 minutes	20 minutes
95th percentile time to start treatment ⁵ 60 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 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

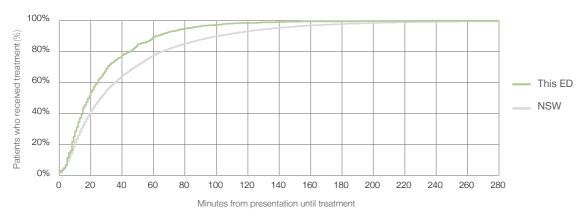
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department 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)		NSW (this period)
Number of triage 4 patients: 1,067	903	
Number of triage 4 patients used to calculate waiting time: 3 1,010	860	
Median time to start treatment ⁴ 19 minutes	17 minutes	26 minutes
95th percentile time to start treatment ⁵ 82 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 115



 $^{(\}dagger)$ 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:

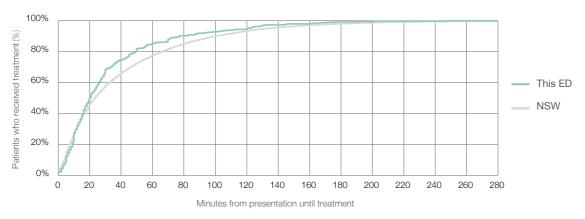
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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)		Same period last year	NSW (this period)
Number of triage 5 patients: 582	591		
Number of triage 5 patients used to calculate waiting time: 491			
Median time to start treatment ⁴ 20 minutes		16 minutes	23 minutes
95th percentile time to start treatment ⁵	121 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 ***



 $^{(\}dagger)$ 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:

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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.

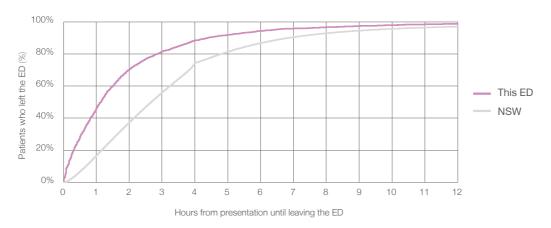
NSW

Same period

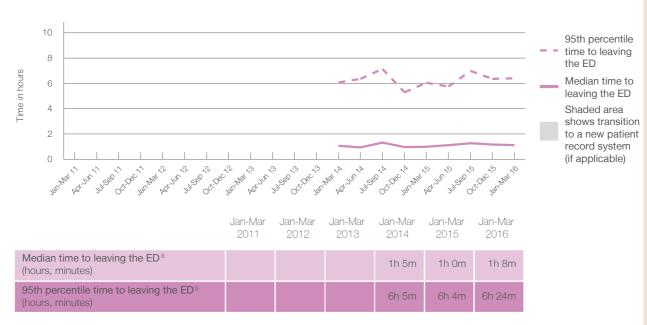
Parkes District Hospital: Time from presentation until leaving the ED January to March 2016

	last year	(this period)
All attendances: 2,948 patients	2,472	
Attendances used to calculate time to leaving the ED:6 2,948 patients		
Median time to leaving the ED ⁸ 1 hours and 8 minutes	1 hours and 0 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 6 hours and 24 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 $^{\mbox{\scriptsize t+\$}}$



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

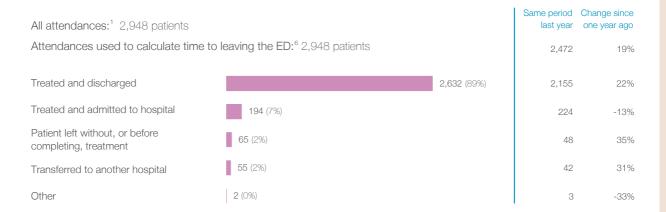
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

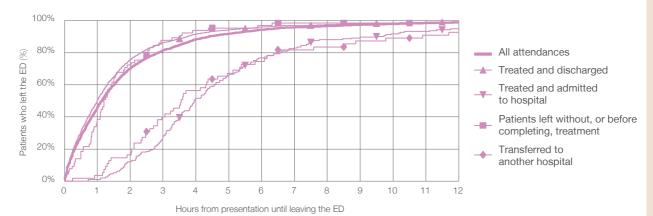
^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Parkes District Hospital: Time from presentation until leaving the ED By mode of separation

January to March 2016



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



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%

^(†) 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 Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: 1 2,948 patients

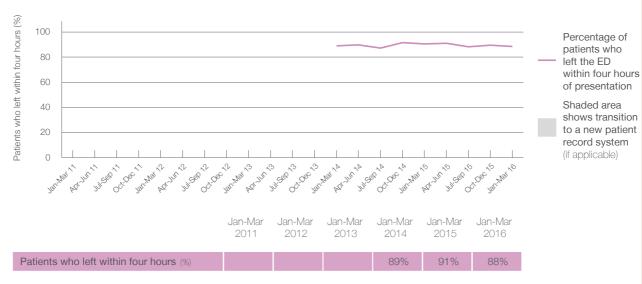
Attendances used to calculate time to leaving the ED:6 2,948 patients

Percentage of patients who left the ED within four hours

88%

	one year ago
2,472	19%
2,472	19%
91%	

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.
- 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

NSW

Same period Change since

Same period

Queanbeyan Health Service: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 4,621 patients	4,328	7%
Emergency attendances: ² 4,476 patients	4,189	7%

Queanbeyan Health Service: Time from presentation to treatment³

January to March 2016

	last year	(this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 255 patients	298	
Median time to start treatment ⁴ 8 minutes	9 minutes	8 minutes
95th percentile time to start treatment ⁵ 29 minutes	42 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,154 patients	1,100	
Median time to start treatment ⁴ 22 minutes	22 minutes	20 minutes
95th percentile time to start treatment ⁵ 90 minutes	98 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,236 patients	2,062	
Median time to start treatment ⁴ 30 minutes	29 minutes	26 minutes
95th percentile time to start treatment ⁵	165 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 831 patients	729	
Median time to start treatment ⁴ 30 minutes	29 minutes	23 minutes
95th percentile time to start treatment ⁵	182 minutes	135 minutes

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

Attendances used to calculate time to leaving the ED:6 4,621 patients

Percentage of patients who	
0 1	83%
left the FD within four hours	00/0

- 1	Same period	Change since
	last year	one year ago
	4,328	7%
	77%	

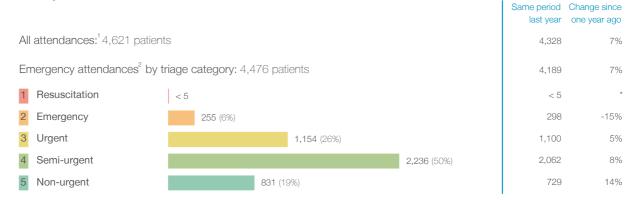
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

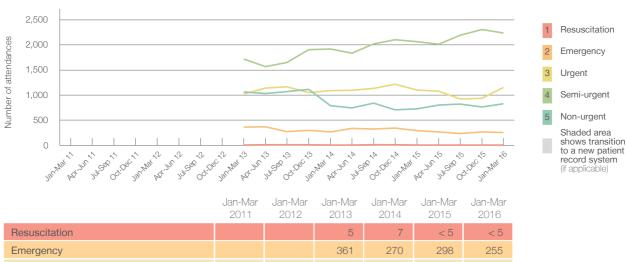
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Queanbeyan Health Service: Patients attending the emergency department

January to March 2016



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



1,019

1,722

1 064

4.17

1,090

1,919

4.076

1,100

2,062

4,189

1,154

2,236

4,476

Same period Change since

Queanbeyan Health Service: Patients arriving by ambulance

January to March 2016

All emergency attendances

Urgent

Semi-urgent

Non-urgent

		last year	one year ago
Arrivals used to calculate transfer of care time: 7 331 patients **		435	
ED Transfer of care time §			
Median time	12 minutes	12 minutes	0 minutes
95th percentile time	32 minutes	33 minutes	-1 minute
(1) [5]			

- (†) 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.

Queanbeyan 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: 255

Number of triage 2 patients used to calculate waiting time: 249

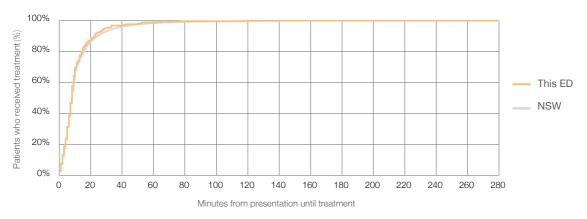
Median time to start treatment⁴

95th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
298	
294	
9 minutes	8 minutes
42 minutes	35 minutes

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

8 minutes



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016 115



 $^{(\}dagger)$ 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.

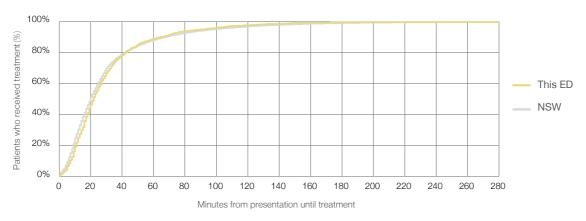
^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		NSW (this period)
Number of triage 3 patients: 1,154		
Number of triage 3 patients used to calculate waiting time: 3 1,107		
Median time to start treatment ⁴ 22 minutes	22 minutes	20 minutes
95th percentile time to start treatment ⁵ 90 minutes	98 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 115



 $^{(\}dagger)$ 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.

NSW

Same period

Queanbeyan 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: 2,236

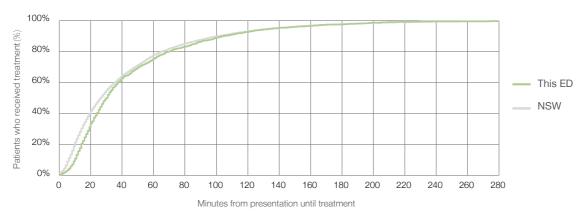
Number of triage 4 patients used to calculate waiting time: 2,022

Median time to start treatment⁴

95th percentile time to start treatment⁵



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 ***



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

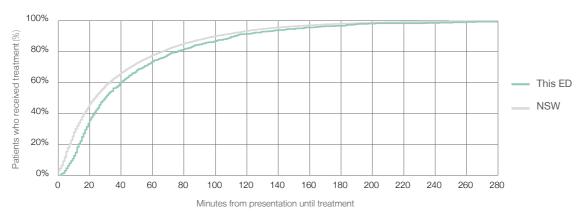
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

Triage 5 Non-urgent (e.g. small cuts or abrasions)			Same period last year	NSW (this period)
Number of triage 5 patients: 831			729	
Number of triage 5 patients used to calculate waiting time: 667			557	
Median time to start treatment ⁴	30 minutes		29 minutes	23 minutes
95th percentile time to start treatment ⁵		153 minutes	182 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 †*\$



 $^{(\}dagger)$ 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.

Queanbeyan Health Service: Time from presentation until leaving the ED

January to March 2016

All attendances: 4,621 patients

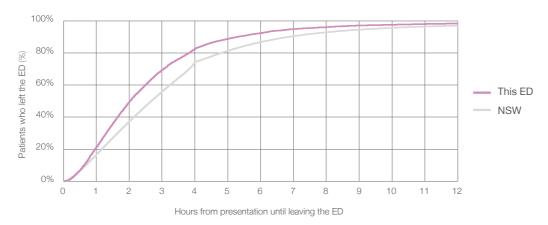
Attendances used to calculate time to leaving the ED:6 4,621 patients

Median time to leaving the ED⁸ 2 hours and 1 minutes

95th percentile time to leaving the ED⁹ 7 hours and 4 minutes

NSW (this period)	Same period last year
	4,328
	4,328
2 hours and 40 minutes	2 hours and 17 minutes
9 hours and 25 minutes	9 hours and 31 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 $^{\dagger \ddagger \$}$



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

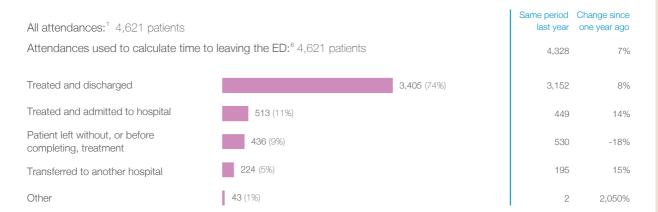
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

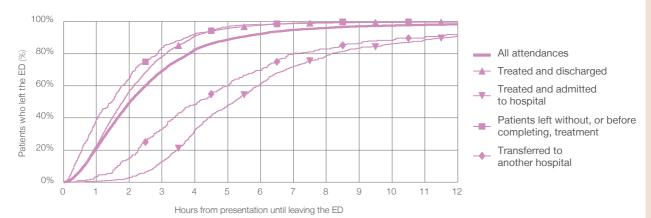
^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time from presentation until leaving the ED

By mode of separation January to March 2016



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



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

Treated and discharged	23%	57%	78%	91%	98%	99%	100%	100%
Treated and admitted to hospital	1%	3%	13%	32%	61%	79%	86%	91%
Patient left without, or before completing, treatment	39%	64%	84%	92%	98%	100%	100%	100%
Transferred to another hospital	3%	15%	33%	48%	70%	83%	88%	92%
All attendances	21%	49%	69%	83%	92%	96%	98%	98%

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

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

Approaches to reporting time measures of emergency department performance, December 2011.

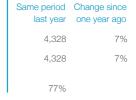
^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan 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 4,621 patients

Attendances used to calculate time to leaving the ED:6 4,621 patients

Percentage of patients who left the ED within four hours



83%

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 118



- * 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.
- 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since last year one year ago

8%

9%

NSW

2,669

2.589

Same period

Singleton District Hospital: Emergency department (ED) overview January to March 2016

All attendances: 2,879 patients

Emergency attendances: 2,811 patients

Singleton District Hospital: Time from presentation to treatment³

January to March 2016

last year	(this period)
160	
7 minutes	8 minutes
37 minutes	35 minutes
619	
24 minutes	20 minutes
85 minutes	99 minutes
1,646	
32 minutes	26 minutes
109 minutes	137 minutes
164	
23 minutes	23 minutes
93 minutes	135 minutes
	7 minutes 37 minutes 619 24 minutes 85 minutes 1,646 32 minutes 109 minutes 164 23 minutes

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

Attack to the control of the live to the FD 6 0 070 or live to

Attendances used to calculate time to leaving the ED:6 2,879 patients

Percentage of patients who	
left the ED within four hours	91%
iore and 25 main roar mode	

1	Change since one year ago
2,669	8%
93%	

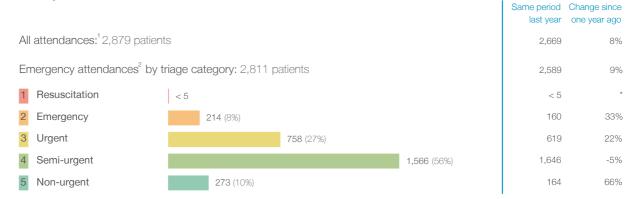
- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. 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.

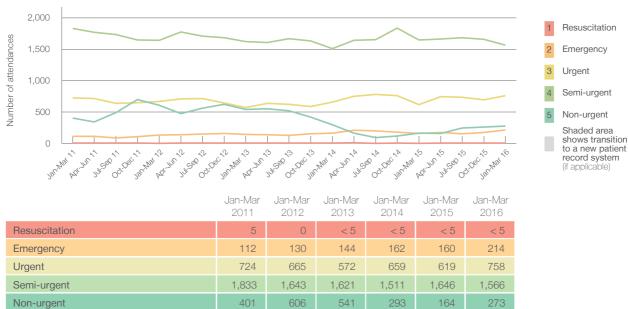
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Singleton District Hospital: Patients attending the emergency department

January to March 2016



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



Singleton District Hospital: Patients arriving by ambulance

3,075

January to March 2016

All emergency attendances

last year	one year ago
254	
6 minutes	1 minute
20 minutes	-3 minutes
	254 6 minutes

3,044

2,878

2,625

2,589

2,811

Same period Change since

^(†) 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:

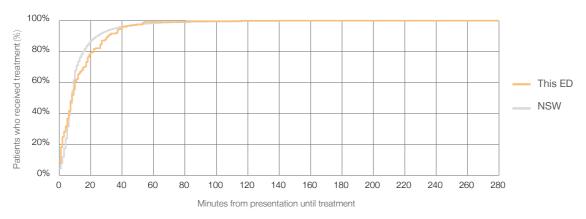
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) 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.

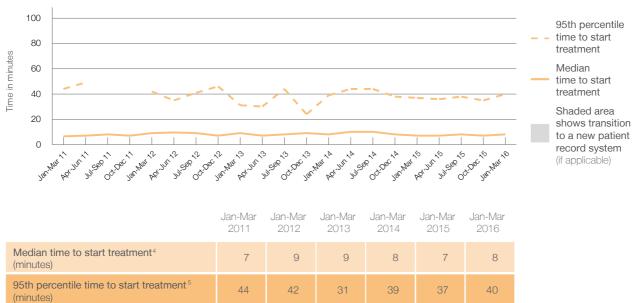
Singleton District Hospital: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 214	160	
Number of triage 2 patients used to calculate waiting time:3 202		
Median time to start treatment ⁴ 8 minutes	7 minutes	8 minutes
95th percentile time to start treatment ⁵ 40 minutes	37 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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

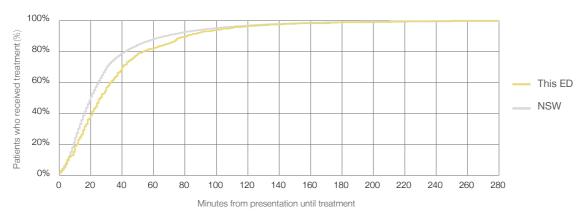
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)			NSW (this period)
Number of triage 3 patients: 758			
Number of triage 3 patients used to calculate waiting time: 3 724			
Median time to start treatment ⁴ 26 minutes			20 minutes
95th percentile time to start treatment ⁵	108 minutes	85 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 †‡



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

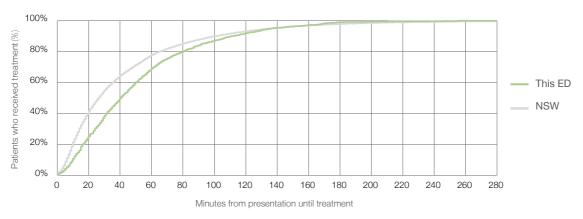
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache)			NSW (this period)
Number of triage 4 patients: 1,566			
Number of triage 4 patients used to calculate waiting time:3 1,485			
Median time to start treatment ⁴ 41 minutes			26 minutes
95th percentile time to start treatment ⁵	136 minutes	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 11



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

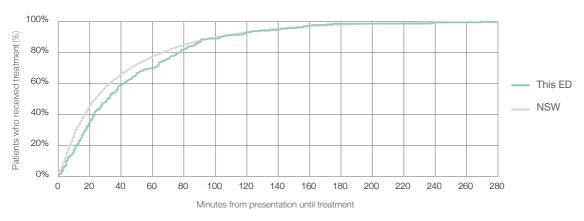
^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)			Same period last year	NSW (this period)
Number of triage 5 patients: 273			164	
Number of triage 5 patients used to calculate waiting time:3 235			149	
Median time to start treatment ⁴	32 minutes		23 minutes	23 minutes
95th percentile time to start treatment ⁵		142 minutes	93 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 †‡



 $^{(\}dagger)$ 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.

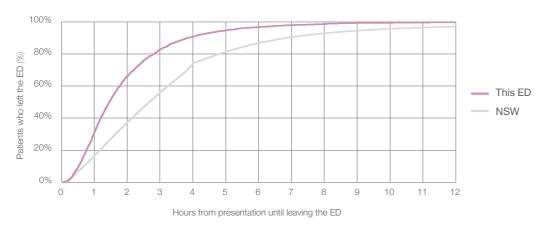
NSW

Same period

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

	last year	(this period)
All attendances: 2,879 patients	2,669	
Attendances used to calculate time to leaving the ED:6 2,879 patients		
Median time to leaving the ED ⁸ 1 hours and 27 minutes	1 hours and 17 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 5 hours and 7 minutes	4 hours and 41 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 †‡



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

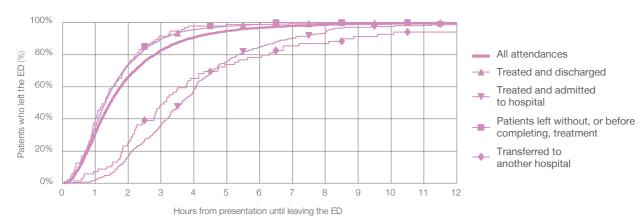
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time from presentation until leaving the ED By mode of separation January to March 2016

Same period Change since All attendances: 2,879 patients last year one year ago Attendances used to calculate time to leaving the ED:6 2,879 patients 2.669 2,343 (81%) Treated and discharged 6% 2.202 Treated and admitted to hospital 310 (11%) 288 8% Patient left without, or before 95 (3%) 86% 51 completing, treatment 69 (2%) 8% Transferred to another hospital Other 62 (2%) 64 -3%

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	35%	74%	90%	96%	99%	99%	100%	100%
Treated and admitted to hospital	2%	16%	36%	58%	85%	94%	98%	99%
Patient left without, or before completing, treatment	40%	74%	92%	98%	99%	100%	100%	100%
Transferred to another hospital	7%	25%	49%	65%	78%	87%	93%	94%
All attendances	31%	66%	83%	91%	97%	99%	99%	100%

 $^{(\}dagger)$ 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.

Singleton 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 2,879 patients

Attendances used to calculate time to leaving the ED:6 2,879 patients

Percentage of patients who left the ED within four hours

91%

	Change since one year ago
2,669	8%
2,669	8%
03%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 11



- * 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Tumut Health Service: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 1,798 patients	1,372	31%
Emergency attendances: ² 1,161 patients	809	44%

Tumut Health Service: Time from presentation to treatment³

January to March 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 44 patients	51	
Median time to start treatment ⁴ 8 minutes	1 minutes	8 minutes
95th percentile time to start treatment ⁵	*	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 350 patients	215	
Median time to start treatment ⁴ 6 minutes	0 minutes	20 minutes
95th percentile time to start treatment ⁵ 40 minutes	34 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 602 patients	411	
Median time to start treatment ⁴ 5 minutes	1 minutes	26 minutes
95th percentile time to start treatment ⁵ 49 minutes	33 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 165 patients	132	
Median time to start treatment ⁴ 4 minutes	1 minutes	23 minutes
95th percentile time to start treatment ⁵ 48 minutes	30 minutes	135 minutes

Tumut Health Service: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:6 1,798 patients

Percentage of patients who left the ED within four hours

		Change since one year ago
	1,372	31%
%	99%	

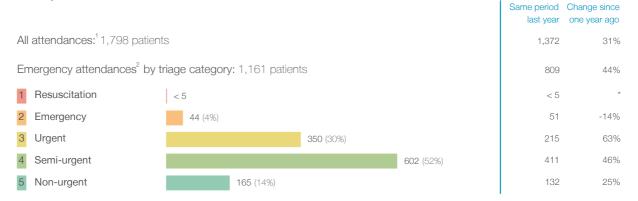
- Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, January to March 2016.
- 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer
- 5. 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.
- 6. All attendances that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

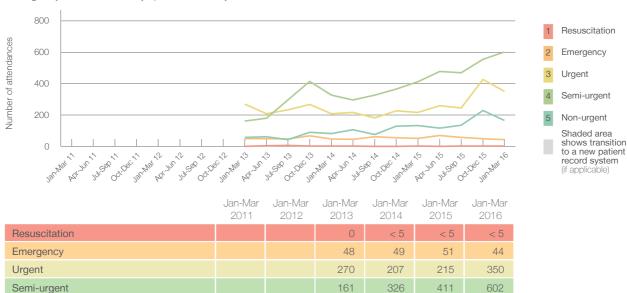
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Tumut Health Service: Patients attending the emergency department

January to March 2016



Emergency attendances² by quarter, January 2011 to March 2016^{‡§}



535

663

809

1,161

Same period Change since

Tumut Health Service: Patients arriving by ambulance

January to March 2016

All emergency attendances

Non-urgent

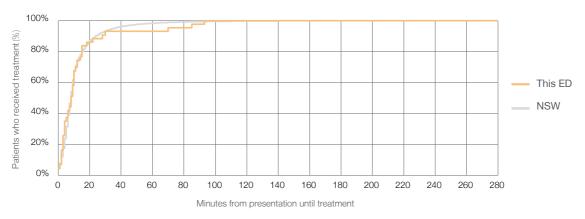
		last year	one year ago
Arrivals used to calculate tran	sfer of care time: 7 113 patients	0	
ED Transfer of care time §			
Median time	19 minutes	*	*
95th percentile time	55 minutes	*	*

- (†) 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.

Tumut Health Service: Time from presentation to treatment, triage 2 January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		NSW (this period)
Number of triage 2 patients: 44		
Number of triage 2 patients used to calculate waiting time: 3 43		
Median time to start treatment ⁴ 8 minutes	1 minutes	8 minutes
95th percentile time to start treatment ⁵ *	*	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



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

^(±) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

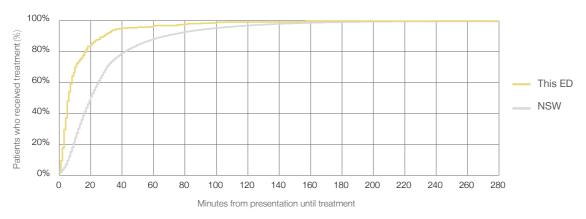
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Tumut Health Service: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)	Same period last year	NSW (this period)
Number of triage 3 patients: 350	215	
Number of triage 3 patients used to calculate waiting time: 348	214	
Median time to start treatment ⁴ 6 minutes	0 minutes	20 minutes
95th percentile time to start treatment ⁵ 40 minutes	34 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Tumut Health Service: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 602

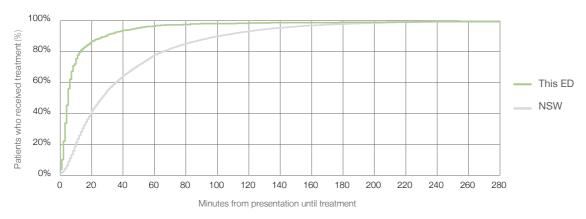
Number of triage 4 patients used to calculate waiting time: 596

Median time to start treatment⁴ 5 minutes

95th percentile time to start treatment⁵ 49 minutes

NSW (this period)	Same period last year
	411
	410
26 minutes	1 minutes
137 minutes	33 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 115



	2011	2012	2013	2014	2015	2016
Median time to start treatment ⁴ (minutes)			0	2	1	5
95th percentile time to start treatment ⁵ (minutes)			20	40	33	49

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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Approaches to reporting time measures of emergency department performance, December 2011.

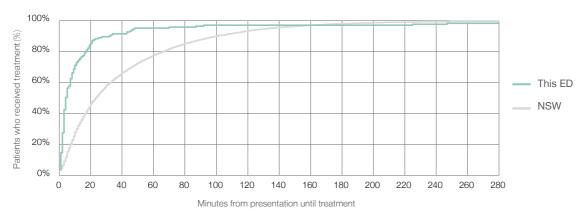
^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Tumut Health Service: Time from presentation to treatment, triage 5

January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	last year	(this period)
Number of triage 5 patients: 165	132	
Number of triage 5 patients used to calculate waiting time: 3 163	132	
Median time to start treatment ⁴ 4 minutes	1 minutes	23 minutes
95th percentile time to start treatment ⁵ 48 minutes	30 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016



(minutes)

 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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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.

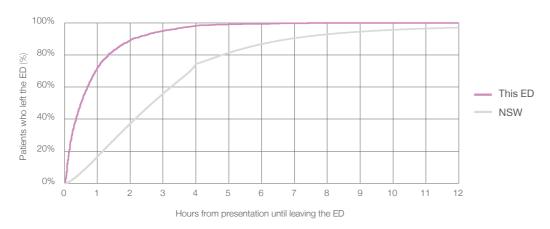
NSW

Same period

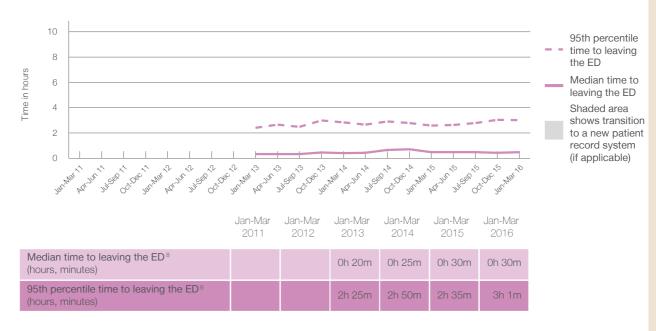
Tumut Health Service: Time from presentation until leaving the ED January to March 2016

	last year	(this period)
All attendances: 1,798 patients	1,372	
Attendances used to calculate time to leaving the ED: ⁶ 1,798 patients		
Median time to leaving the ED ⁸ 0 hours and 30 minutes	0 hours and 30 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 3 hours and 1 minutes	2 hours and 35 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016 $^{\mbox{\scriptsize t+\$}}$



^(†) Data points are not shown in graphs for quarters when patient numbers are too small.

^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

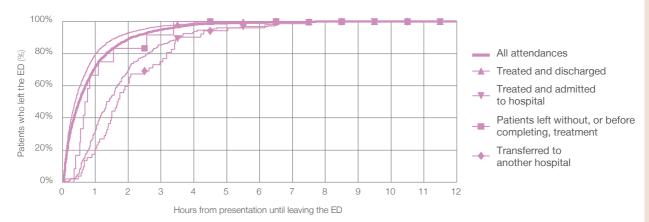
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Tumut Health Service: Time from presentation until leaving the ED By mode of separation January to March 2016

All attendances: 1,798 patients			Same period last year	Change since one year ago	
Attendances used to calculate time to	1,372	31%			
Treated and discharged		1,495 (83%)	1,104	35%	
Treated and admitted to hospital	227 (13%)		204	11%	
Patient left without, or before completing, treatment	12 (1%)		14	-14%	
Transferred to another hospital	52 (3%)		50	4%	
Other	12 (1%)		0	В	

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	80%	93%	97%	99%	100%	100%	100%	100%
Treated and admitted to hospital	32%	70%	85%	94%	97%	100%	100%	100%
Patient left without, or before completing, treatment	67%	83%	92%	100%	100%	100%	100%	100%
Transferred to another hospital	21%	62%	75%	90%	96%	100%	100%	100%
All attendances	72%	89%	95%	98%	99%	100%	100%	100%

^(†) Data points are not shown in graphs for quarters when patient numbers are too small.

^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

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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.

Tumut Health Service: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

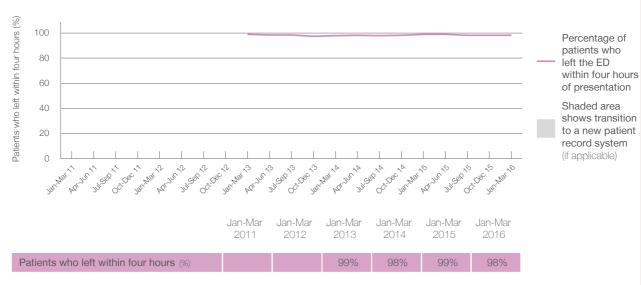
All attendances: 1 1,798 patients

Attendances used to calculate time to leaving the ED:6 1,798 patients

Percentage of patients who left the ED within four hours

		Change since one year ago
	1,372	31%
	1,372	31%
98%	99%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 118



- * 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.
- 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.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).

Same period Change since

Young Health Service: Emergency department (ED) overview

January to March 2016

	last year	one year ago
All attendances: 2,254 patients	2,228	1%
Emergency attendances: ² 1,961 patients	1,971	-1%

Young Health Service: Time from presentation to treatment³

January to March 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 130 patients	182	
Median time to start treatment ⁴ 6 minutes	0 minutes	8 minutes
95th percentile time to start treatment ⁵ 33 minutes	5 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 715 patients	765	
Median time to start treatment ⁴	5 minutes	20 minutes
95th percentile time to start treatment ⁵ 49 minutes	30 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 897 patients	886	
Median time to start treatment ⁴	10 minutes	26 minutes
95th percentile time to start treatment ⁵ 62 minutes	60 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 219 patients	132	
Median time to start treatment ⁴ 9 minutes	5 minutes	23 minutes
95th percentile time to start treatment ⁵ 62 minutes	41 minutes	135 minutes

Young Health Service: Time from presentation until leaving the ED January to March 2016

Allowed a constraints and a late through the FD 6.0.0FA and and

Attendances used to calculate time to leaving the ED:6 2,254 patier	nts

Percentage of patients who	
left the ED within four hours	97%

		one year ago
	2,228	1%
,	95%	

- * Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
- 1. All emergency and non-emergency attendances at the emergency department (ED).
- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Young Health Service: Patients attending the emergency department January to March 2016

Same period Change since last year one year ago All attendances: 2,254 patients 2.228 1% Emergency attendances² by triage category: 1,961 patients 1,971 -1% Resuscitation < 5 6 -31% Emergency 182 130 (6%) Urgent 715 (36%) 765 -7% Semi-urgent 886 1% 897 (46%) 219 (11%) 132 66% Non-urgent

Emergency attendances² by quarter, January 2011 to March 2016^{‡§}



1,920

1.827

1,971

Young Health Service: Patients arriving by ambulance

January to March 2016

All emergency attendances

ED Transfer of care time is not currently available for this hospital. ⁷

^(†) Data points are not shown in graphs for quarters when patient numbers are too small.

^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

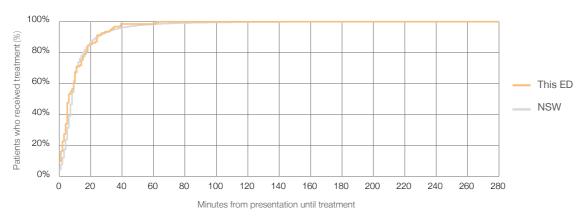
^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time from presentation to treatment, triage 2

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns)	Same period last year	NSW (this period)
Number of triage 2 patients: 130	182	
Number of triage 2 patients used to calculate waiting time: 3 124	182	
Median time to start treatment ⁴ 6 minutes	0 minutes	8 minutes
95th percentile time to start treatment ⁵ 33 minutes	5 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

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Young Health Service: Time from presentation to treatment, triage 3 January to March 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 715

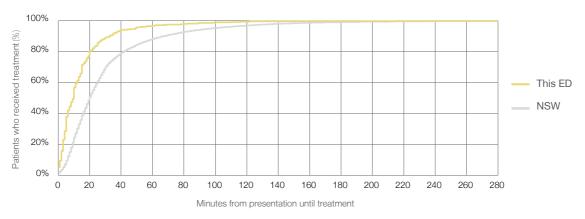
Number of triage 3 patients used to calculate waiting time: 685

Median time to start treatment 10 minutes

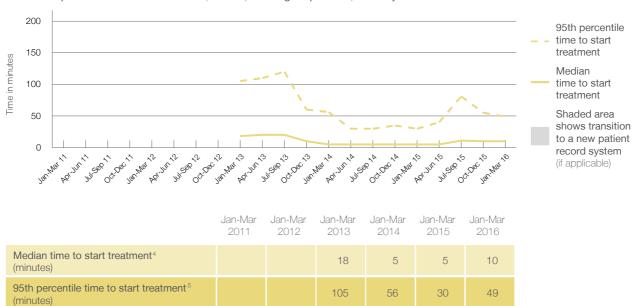
95th percentile time to start treatment 49 minutes

Same period last year	NSW (this period)
765	
751	
5 minutes	20 minutes
30 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016 115



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

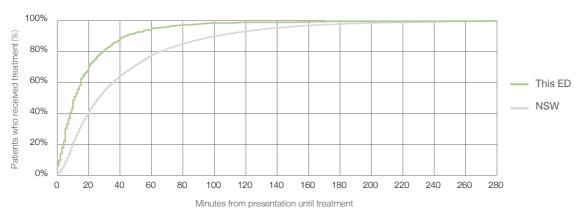
^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time from presentation to treatment, triage 4 January to March 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)	Same period last year	NSW (this period)
Number of triage 4 patients: 897	886	
Number of triage 4 patients used to calculate waiting time: ³ 836	861	
Median time to start treatment ⁴	10 minutes	26 minutes
95th percentile time to start treatment ⁵ 62 minutes	60 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016



 $^{(\}dagger)$ Data points are not shown in graphs for quarters when patient numbers are too small.

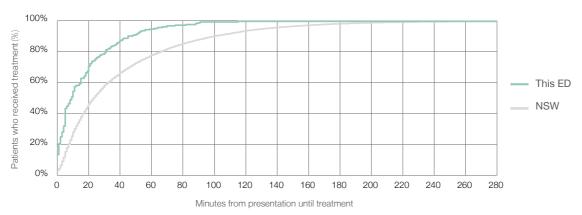
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^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time from presentation to treatment, triage 5 January to March 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)	Same period last year	NSW (this period)
Number of triage 5 patients: 219	132	
Number of triage 5 patients used to calculate waiting time: 3 201	128	
Median time to start treatment ⁴ 9 minutes	5 minutes	23 minutes
95th percentile time to start treatment ⁵ 62 minutes	41 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016 1#\$



 $^{(\}dagger)$ 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.

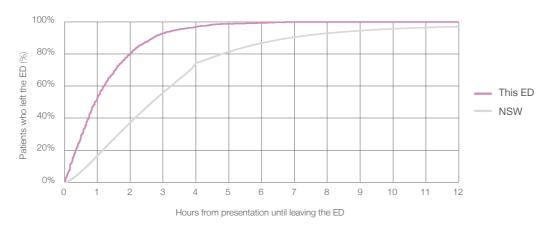
NSW

Same period

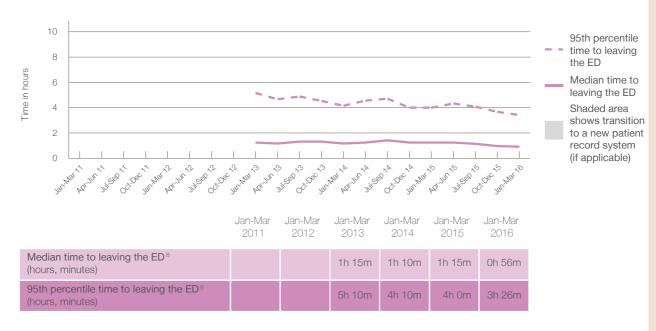
Young Health Service: Time from presentation until leaving the ED January to March 2016

	last year	(this period)
All attendances: 2,254 patients	2,228	
Attendances used to calculate time to leaving the ED: ⁶ 2,254 patients	2,228	
Median time to leaving the ED ⁸ 0 hours and 56 minutes	1 hours and 15 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED ⁹ 3 hours and 26 minutes	4 hours and 0 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016 $^{\dagger \ddagger \$}$



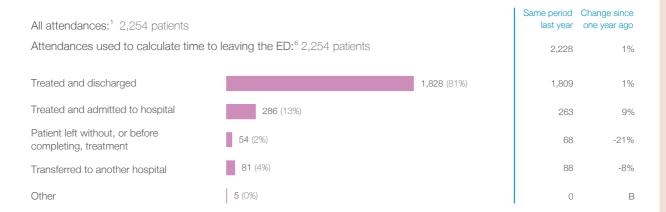
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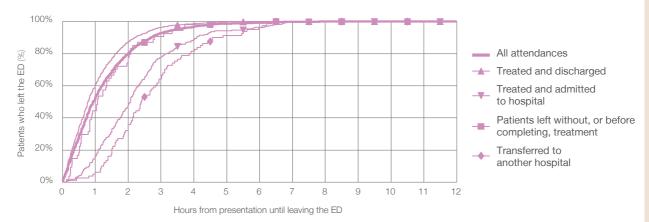
Approaches to reporting time measures of emergency department performance, December 2011.

^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time from presentation until leaving the ED By mode of separation January to March 2016



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	61%	87%	97%	99%	100%	100%	100%	100%
Treated and admitted to hospital	16%	48%	78%	89%	97%	100%	100%	100%
Patient left without, or before completing, treatment	44%	78%	91%	98%	100%	100%	100%	100%
Transferred to another hospital	6%	36%	64%	81%	96%	100%	100%	100%
All attendances	53%	80%	93%	97%	99%	100%	100%	100%

^(†) Data points are not shown in graphs for quarters when patient numbers are too small.

^(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper:

Approaches to reporting time measures of emergency department performance, December 2011.

^(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

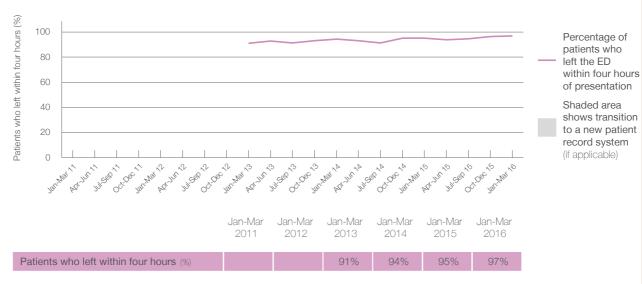
All attendances: 1 2,254 patients

Attendances used to calculate time to leaving the ED:6 2,254 patients

Percentage of patients who left the ED within four hours

		Change since one year ago
	2,228	1%
	2,228	1%
97%	95%	

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.
- 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.
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- 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
- 4. 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.
- 5. 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.
- 6. All attendances that have a departure time.
- 7. 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.
- 8. 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.
- 9. 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).