

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

January to March 2016

All attendances:<sup>1</sup> 10,755 patients  
Emergency attendances:<sup>2</sup> 9,938 patients

Same period last year	Change since one year ago
10,482	3%
9,938	0%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 863 patients

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 55 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,486 patients

Median time to start treatment<sup>4</sup> 24 minutes  
95th percentile time to start treatment<sup>5</sup> 111 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,634 patients

Median time to start treatment<sup>4</sup> 39 minutes  
95th percentile time to start treatment<sup>5</sup> 137 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,925 patients

Median time to start treatment<sup>4</sup> 40 minutes  
95th percentile time to start treatment<sup>5</sup> 132 minutes

Same period last year	NSW (this period)
894	
8 minutes	8 minutes
46 minutes	35 minutes
2,167	
24 minutes	20 minutes
121 minutes	99 minutes
4,907	
38 minutes	26 minutes
172 minutes	137 minutes
1,912	
36 minutes	23 minutes
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:<sup>6</sup> 10,755 patients

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

Same period last year	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.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

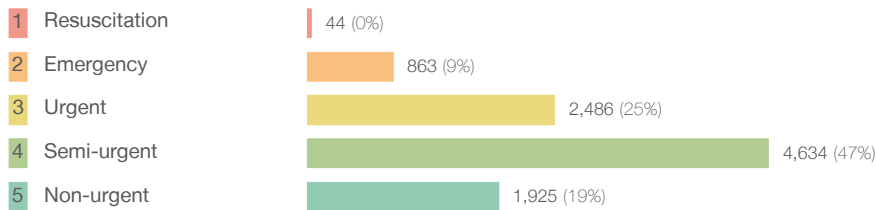
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

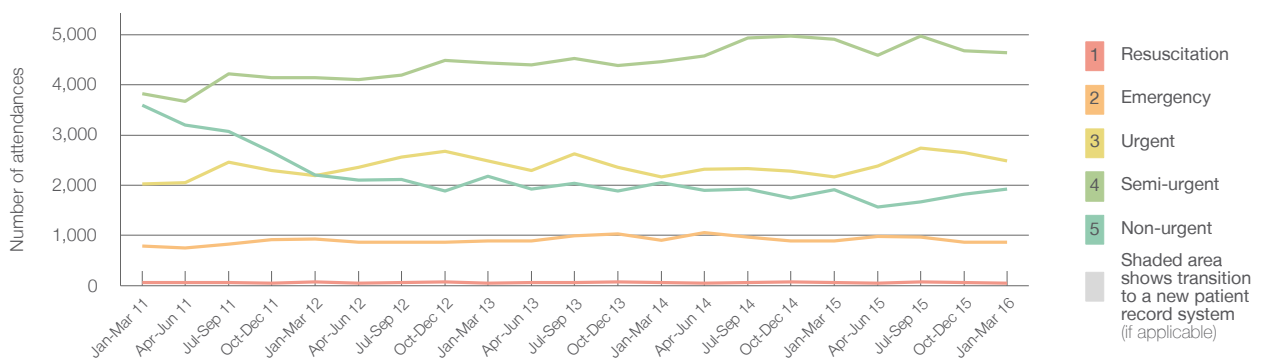
All attendances:<sup>1</sup> 10,755 patients

Emergency attendances<sup>2</sup> by triage category: 9,952 patients



Same period last year	Change since one year ago
10,482	3%
9,938	0%
58	-24%
894	-3%
2,167	15%
4,907	-6%
1,912	1%

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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	60	77	48	62	58	44
Emergency	784	935	887	909	894	863
Urgent	2,030	2,193	2,485	2,160	2,167	2,486
Semi-urgent	3,825	4,145	4,439	4,461	4,907	4,634
Non-urgent	3,592	2,199	2,176	2,054	1,912	1,925
All emergency attendances	10,291	9,549	10,035	9,646	9,938	9,952

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,586 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
1,533	
11 minutes	-1 minute
56 minutes	-18 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.

## Tamworth 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: 863

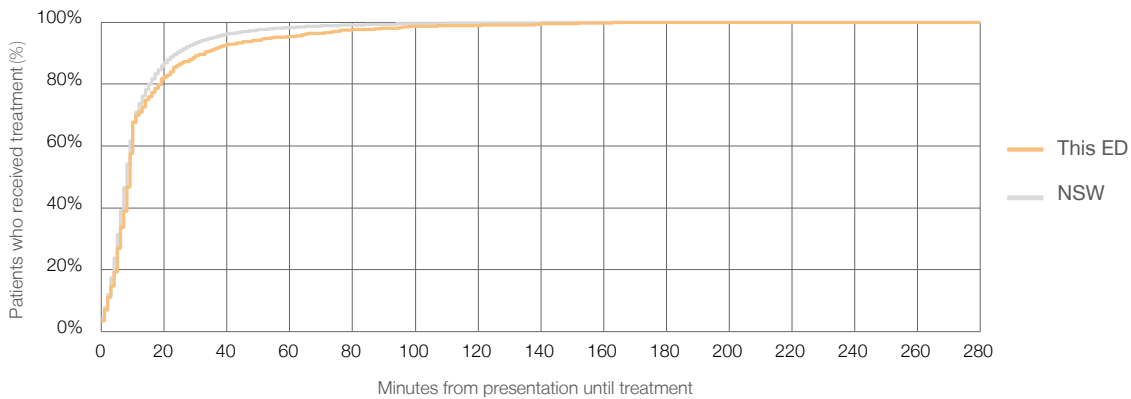
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 854

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

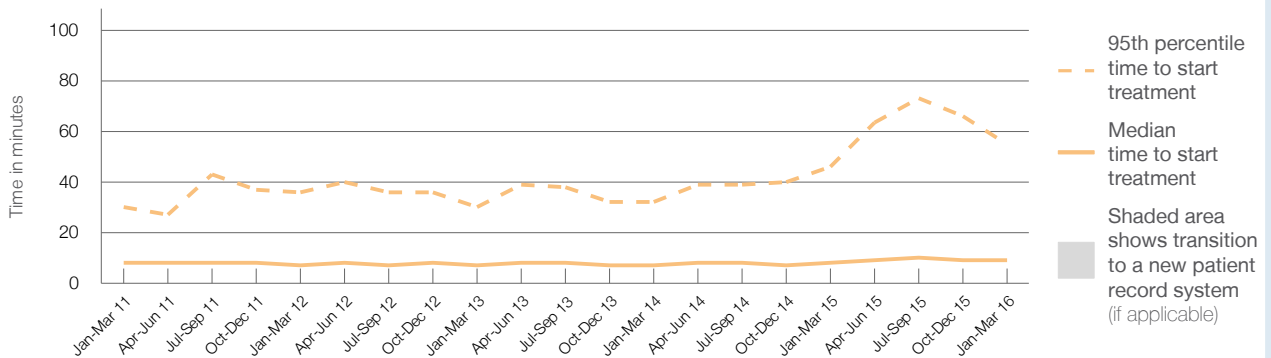
95th percentile time to start treatment<sup>5</sup> 55 minutes

Same period last year	NSW (this period)
894	
891	
8 minutes	8 minutes
46 minutes	35 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	8	7	7	7	8	9
95th percentile time to start treatment <sup>5</sup> (minutes)	30	36	30	32	46	55

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

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

Number of triage 3 patients: 2,486

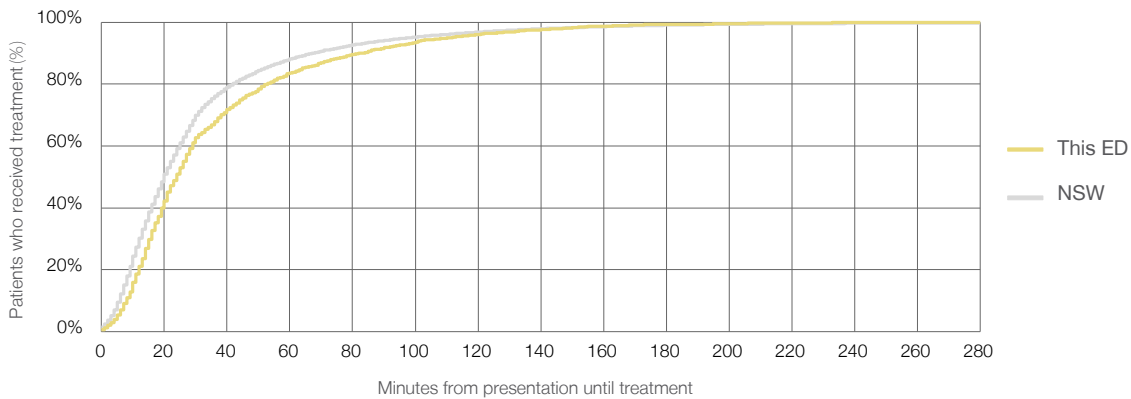
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,437

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

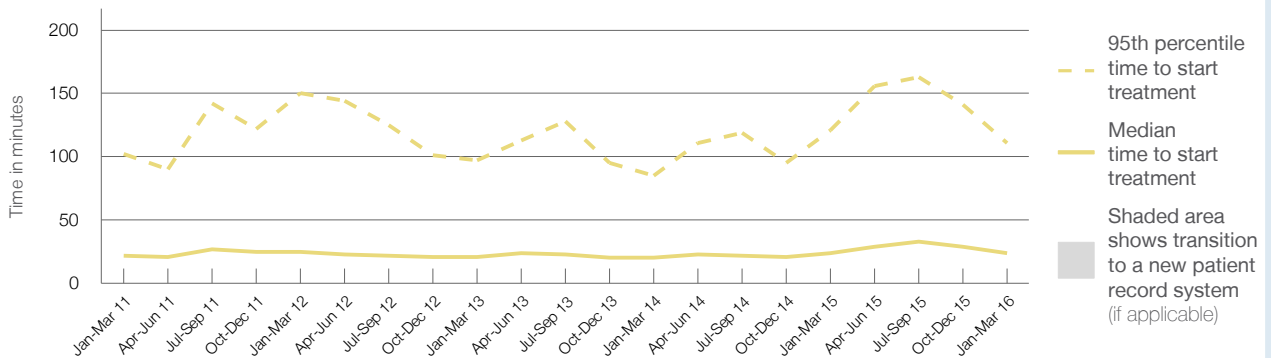
95th percentile time to start treatment<sup>5</sup> 111 minutes

Same period last year	NSW (this period)
2,167	2,102
24 minutes	20 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	22	25	21	20	24	24
95th percentile time to start treatment <sup>5</sup> (minutes)	102	150	97	85	121	111

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

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

Number of triage 4 patients: 4,634

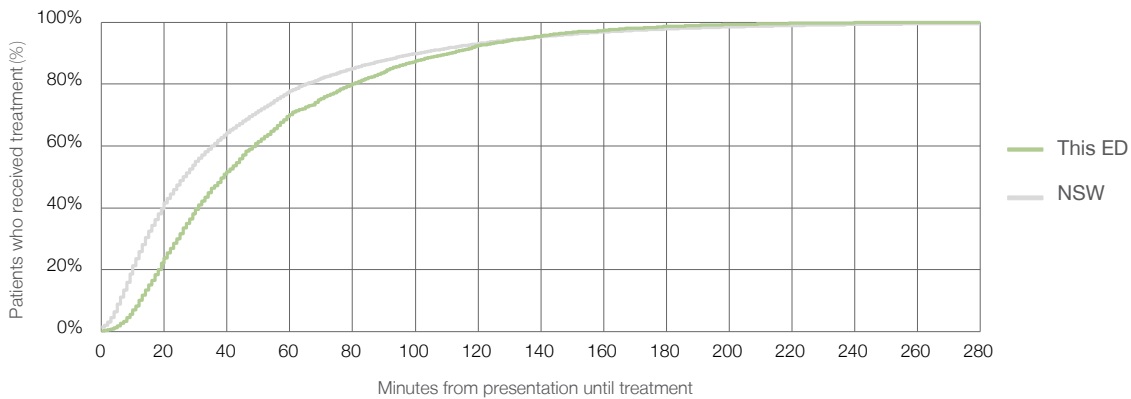
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,444

Median time to start treatment<sup>4</sup>  39 minutes

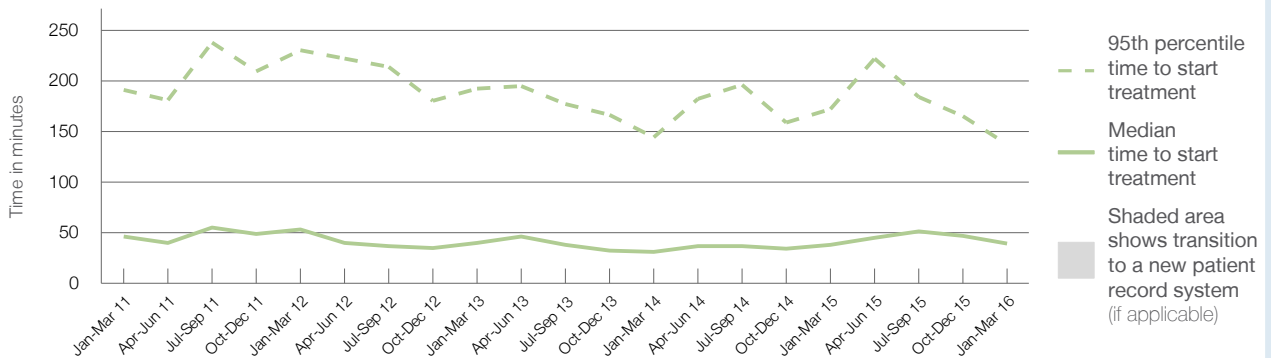
95th percentile time to start treatment<sup>5</sup>  137 minutes

Same period last year	NSW (this period)
4,907	4,612
38 minutes	26 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	46	53	40	31	38	39
95th percentile time to start treatment <sup>5</sup> (minutes)	191	230	192	144	172	137

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

January to March 2016

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

Number of triage 5 patients: 1,925

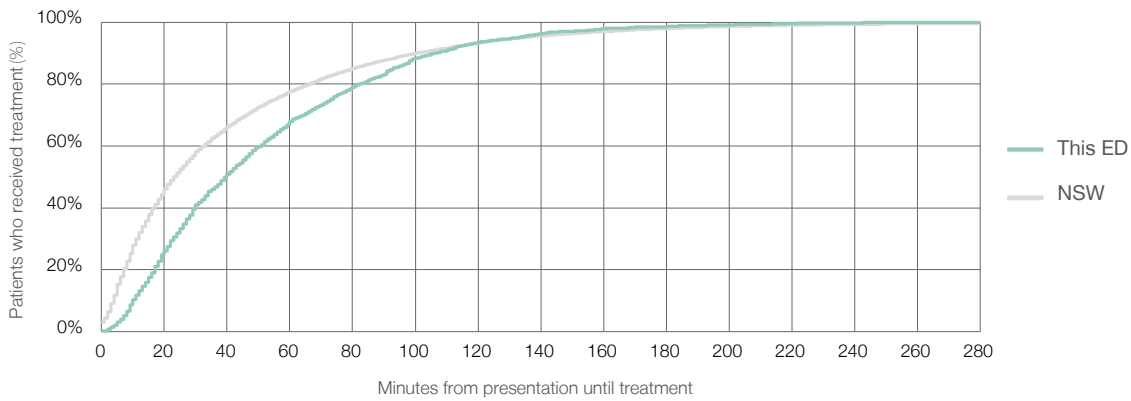
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,819

Median time to start treatment<sup>4</sup>  40 minutes

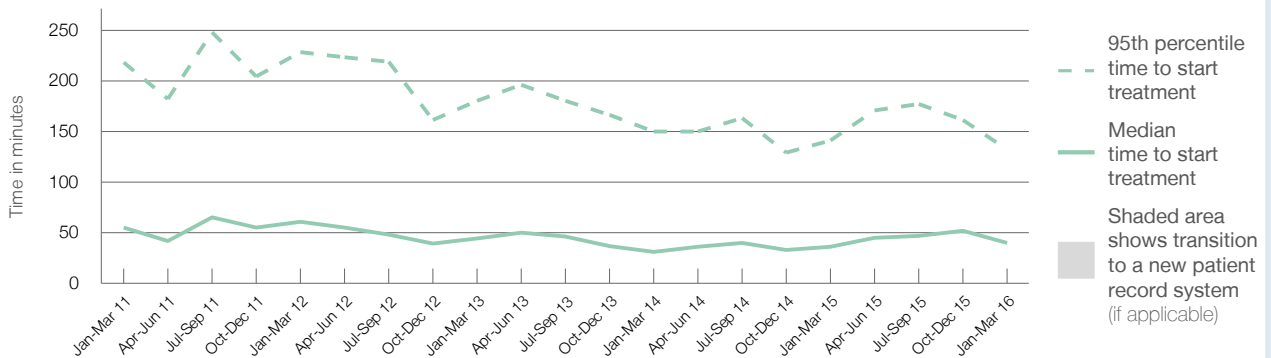
95th percentile time to start treatment<sup>5</sup>  132 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,912	
Number of triage 5 patients used to calculate waiting time <sup>3</sup>	1,823	
Median time to start treatment <sup>4</sup>	36 minutes	23 minutes
95th percentile time to start treatment <sup>5</sup>	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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	55	61	44	31	36	40
95th percentile time to start treatment <sup>5</sup> (minutes)	218	228	180	150	141	132

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

January to March 2016

All attendances:<sup>1</sup> 10,755 patients

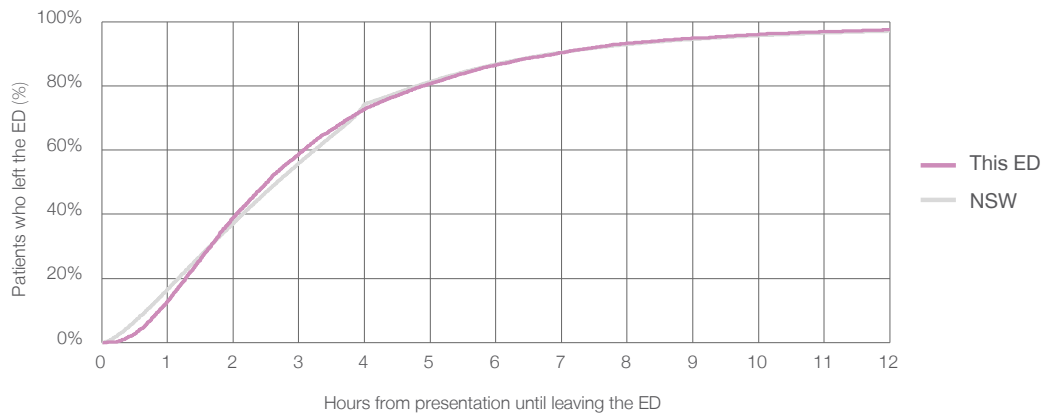
Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,755 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 31 minutes

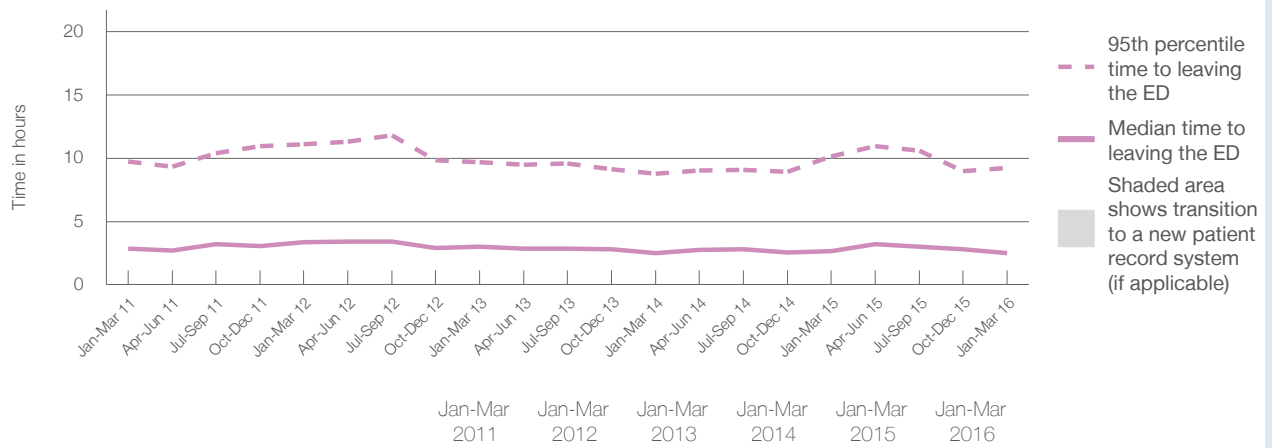
95th percentile time to leaving the ED<sup>9</sup> 9 hours and 13 minutes

Same period last year	NSW (this period)
10,482	10,482
2 hours and 38 minutes	2 hours and 40 minutes
10 hours and 7 minutes	9 hours and 25 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 52m	3h 23m	2h 59m	2h 30m	2h 38m	2h 31m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 43m	11h 7m	9h 42m	8h 45m	10h 7m	9h 13m

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

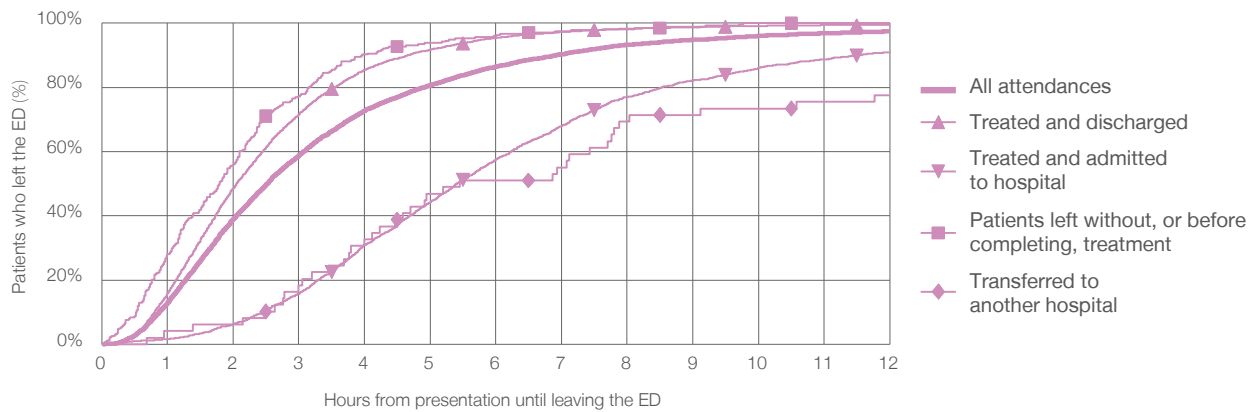
All attendances:<sup>1</sup> 10,755 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,755 patients

Treated and discharged	7,873 (73%)
Treated and admitted to hospital	2,464 (23%)
Patient left without, or before completing, treatment	277 (3%)
Transferred to another hospital	49 (0%)
Other	92 (1%)

Same period last year	Change since one year ago
10,482	3%
7,478	5%
2,345	5%
553	-50%
71	-31%
35	163%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	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%

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**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:<sup>1</sup> 10,755 patients

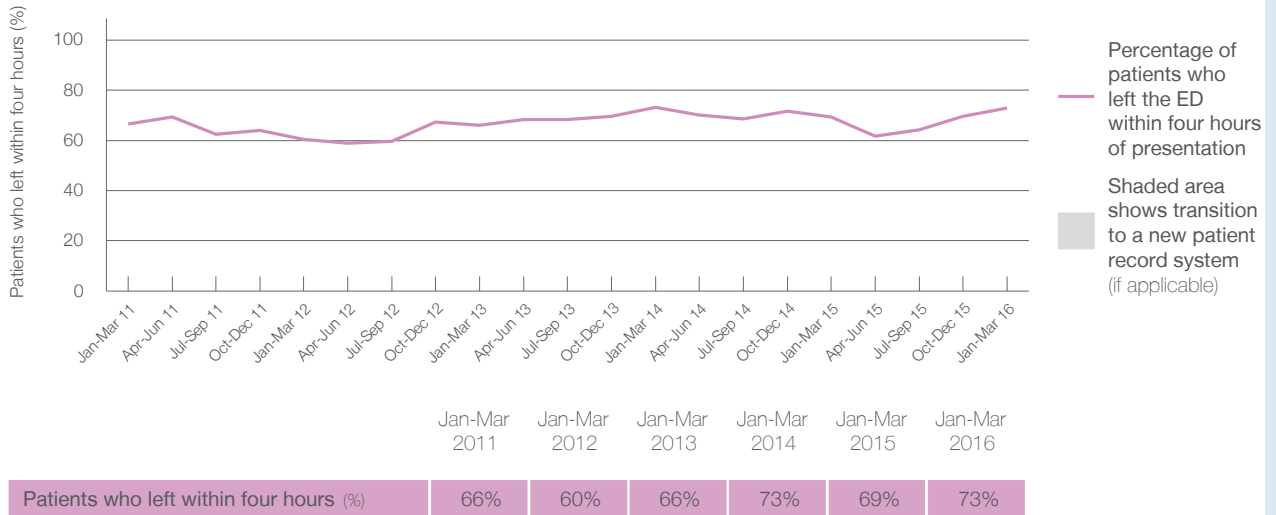
Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,755 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	10,482	3%
Attendances used to calculate time to leaving the ED	10,482	3%
Percentage of patients who left the ED within four hours	69%	

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



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	66%	60%	66%	73%	69%	73%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.  
 † Data points are not shown in graphs for quarters when patient numbers were too small.  
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.  
 Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.

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