

## Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Major hospitals  
(B) peer group

**January to March 2016**

## Auburn Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 6,787 patients  
Emergency attendances:<sup>2</sup> 6,591 patients

Same period last year	Change since one year ago
6,380	6%
6,231	6%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 943 patients

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 36 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,343 patients

Median time to start treatment<sup>4</sup> 22 minutes  
95th percentile time to start treatment<sup>5</sup> 93 minutes

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

Median time to start treatment<sup>4</sup> 31 minutes  
95th percentile time to start treatment<sup>5</sup> 162 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 432 patients

Median time to start treatment<sup>4</sup> 22 minutes  
95th percentile time to start treatment<sup>5</sup> 143 minutes

Same period last year	NSW (this period)
753	
8 minutes	8 minutes
26 minutes	35 minutes
2,109	
18 minutes	20 minutes
74 minutes	99 minutes
2,835	
27 minutes	26 minutes
140 minutes	137 minutes
518	
23 minutes	23 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:<sup>6</sup> 6,787 patients

Percentage of patients who left the ED within four hours 82%

Same period last year	Change since 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.

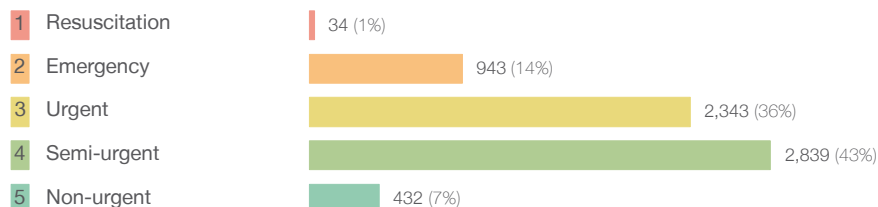
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Auburn Hospital: Patients attending the emergency department

January to March 2016

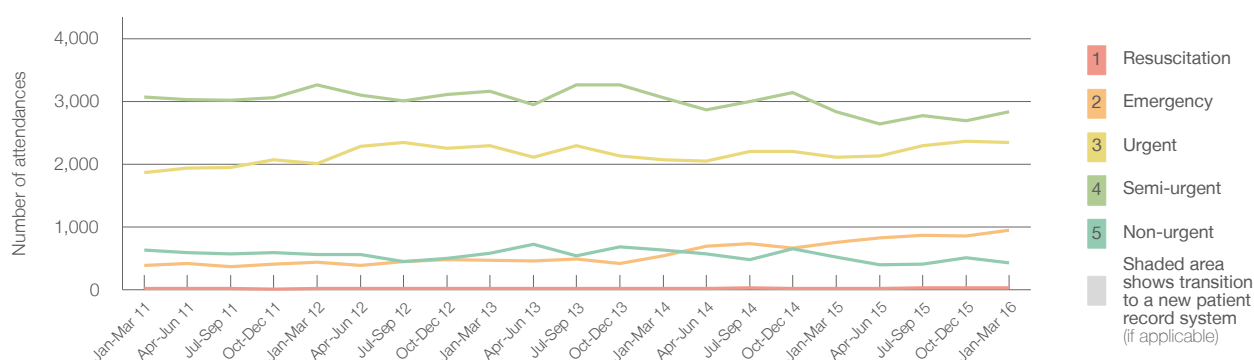
All attendances:<sup>1</sup> 6,787 patients

Emergency attendances<sup>2</sup> by triage category: 6,591 patients



Same period last year	Change since one year ago
6,380	6%
6,231	6%
16	113%
753	25%
2,109	11%
2,835	0%
518	-17%

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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	14	18	17	20	16	34
Emergency	388	441	471	541	753	943
Urgent	1,861	2,010	2,291	2,067	2,109	2,343
Semi-urgent	3,067	3,267	3,157	3,059	2,835	2,839
Non-urgent	635	557	575	636	518	432
All emergency attendances	5,965	6,293	6,511	6,323	6,231	6,591

## Auburn Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 795 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
1,022	
13 minutes	0 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)

Number of triage 2 patients: 943

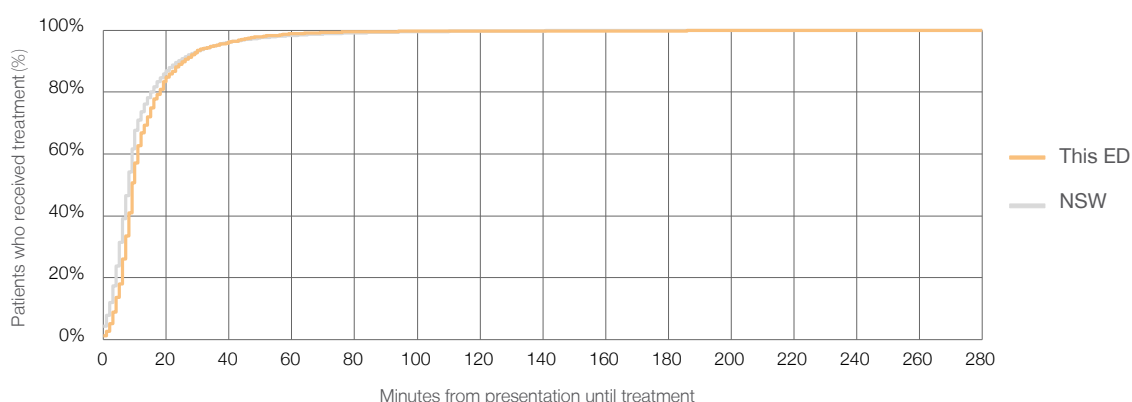
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 928

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

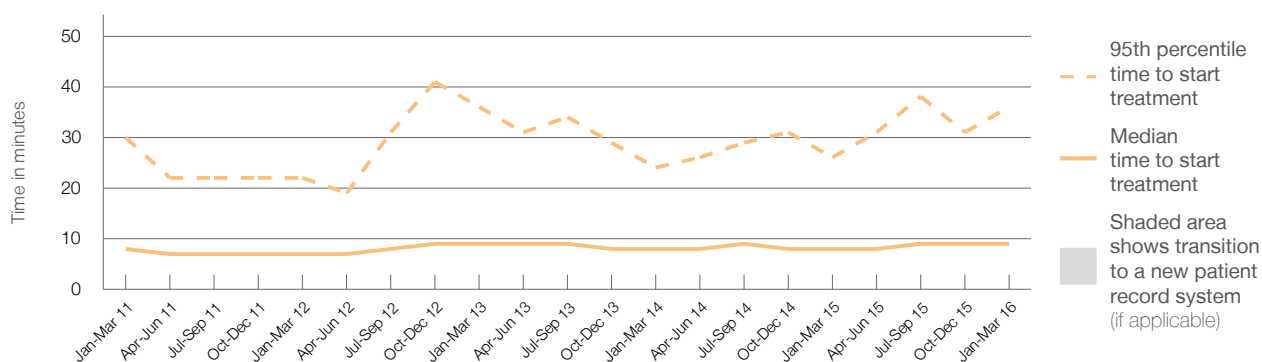
95th percentile time to start treatment<sup>5</sup> 36 minutes

Same period last year	NSW (this period)
753	
746	
8 minutes	8 minutes
26 minutes	35 minutes

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



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<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	9	8	8	9
95th percentile time to start treatment <sup>5</sup> (minutes)	30	22	36	24	26	36

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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)

Number of triage 3 patients: 2,343

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,215

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

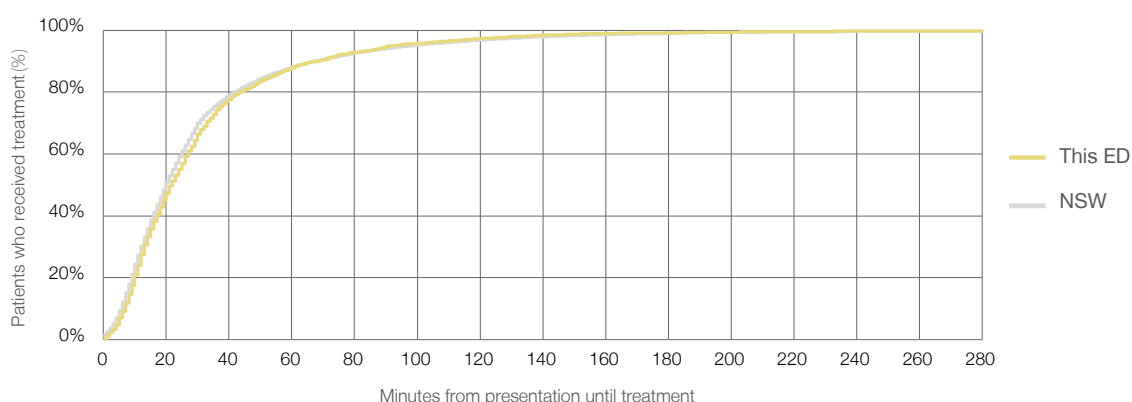
22 minutes

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

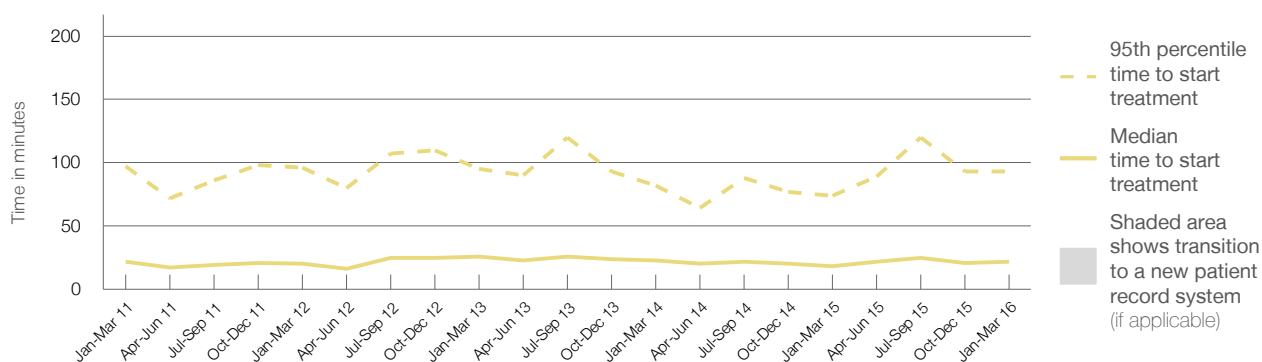
93 minutes

Same period last year	NSW (this period)
2,109	
2,019	
18 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<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	20	26	23	18	22
95th percentile time to start treatment <sup>5</sup> (minutes)	97	96	95	82	74	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.

## Auburn Hospital: Time from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 2,839

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,461

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

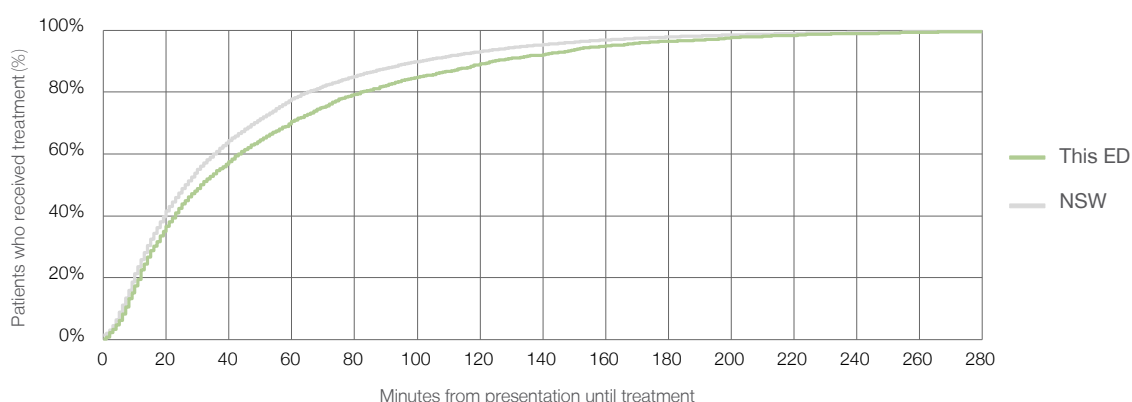
31 minutes

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

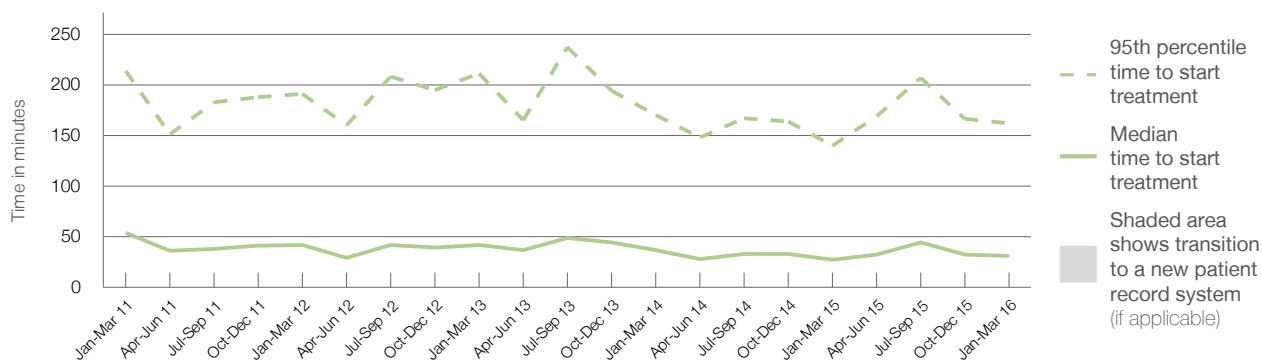
162 minutes

Same period last year	NSW (this period)
2,835	
2,502	
27 minutes	26 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<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)	54	42	42	37	27	31
95th percentile time to start treatment <sup>5</sup> (minutes)	214	191	211	170	140	162

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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)

Number of triage 5 patients: 432

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 310

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

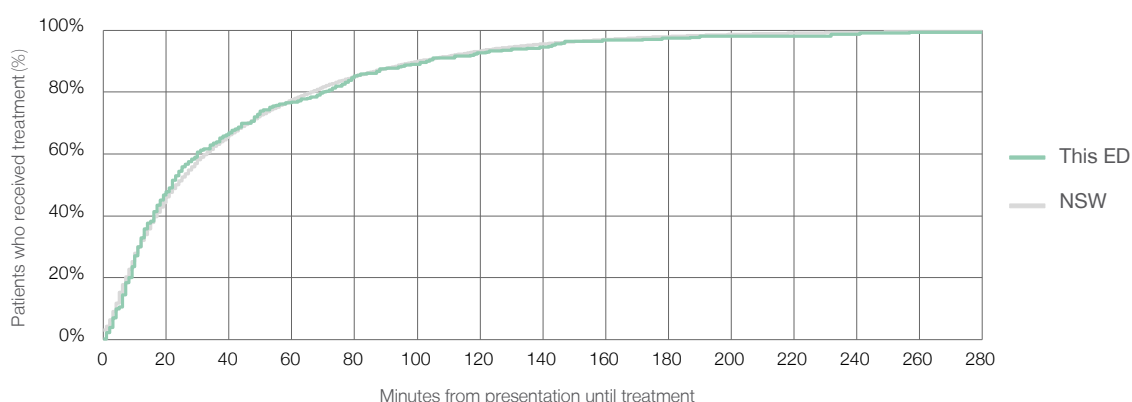
22 minutes

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

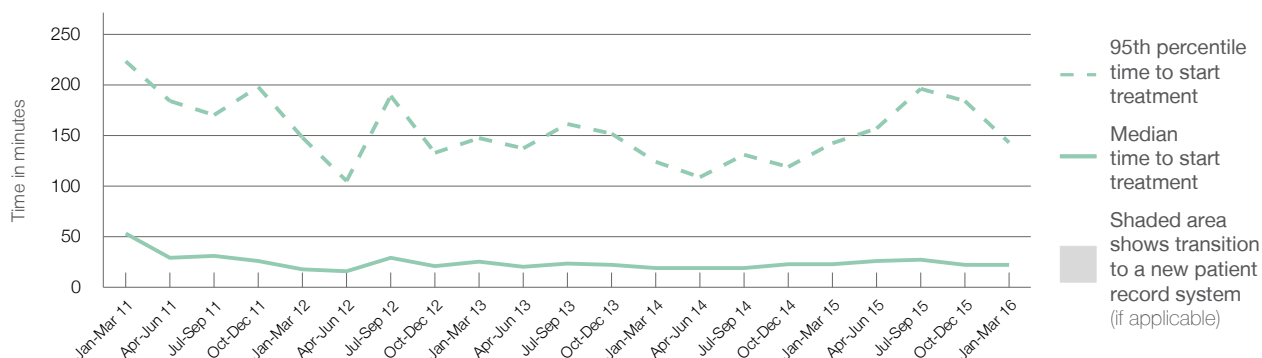
143 minutes

Same period last year	NSW (this period)
518	
392	
23 minutes	23 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<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)	53	18	26	19	23	22
95th percentile time to start treatment <sup>5</sup> (minutes)	223	148	147	124	142	143

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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:<sup>1</sup> 6,787 patients

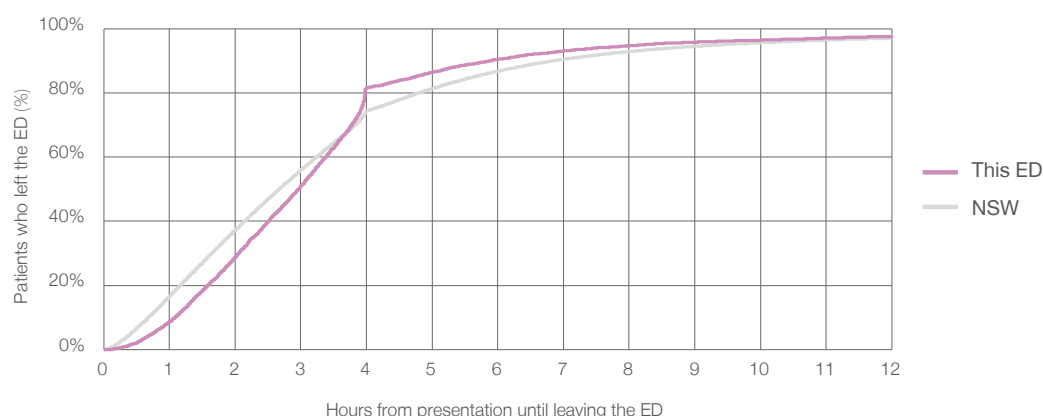
Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,787 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 58 minutes

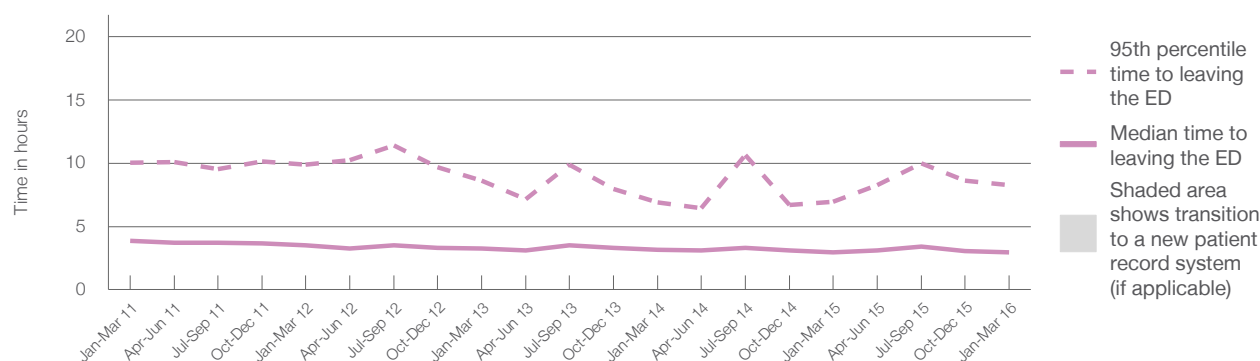
95th percentile time to leaving the ED<sup>9</sup> 8 hours and 15 minutes

Same period last year	NSW (this period)
6,380	
6,380	
2 hours and 56 minutes	2 hours and 40 minutes
6 hours and 57 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)	3h 51m	3h 30m	3h 15m	3h 8m	2h 56m	2h 58m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 3m	9h 52m	8h 37m	6h 54m	6h 57m	8h 15m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

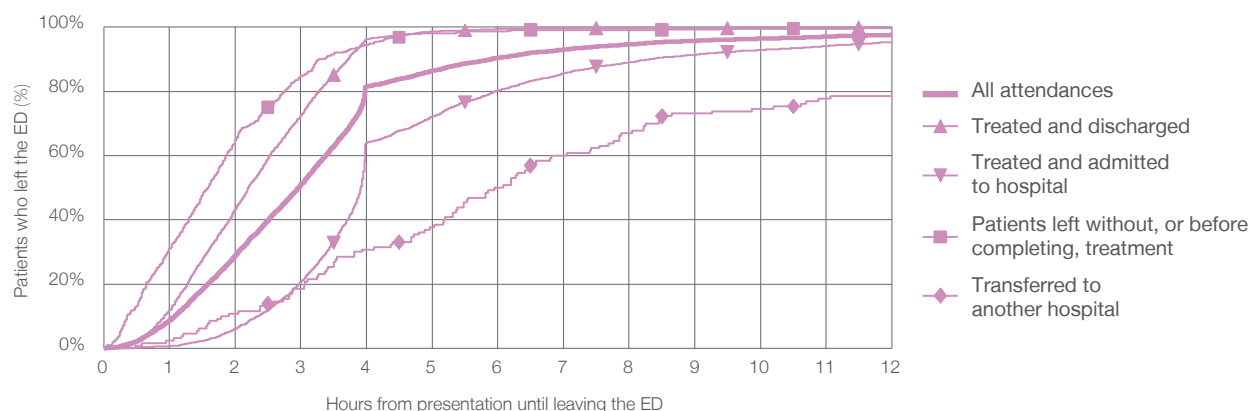
All attendances:<sup>1</sup> 6,787 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,787 patients

Treated and discharged	3,310 (49%)
Treated and admitted to hospital	2,823 (42%)
Patient left without, or before completing, treatment	493 (7%)
Transferred to another hospital	130 (2%)
Other	31 (0%)

Same period last year	Change since one year ago
6,380	6%
3,483	-5%
2,256	25%
496	-1%
116	12%
29	7%

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



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

Treated and discharged	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%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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: <sup>1</sup> 6,787 patients

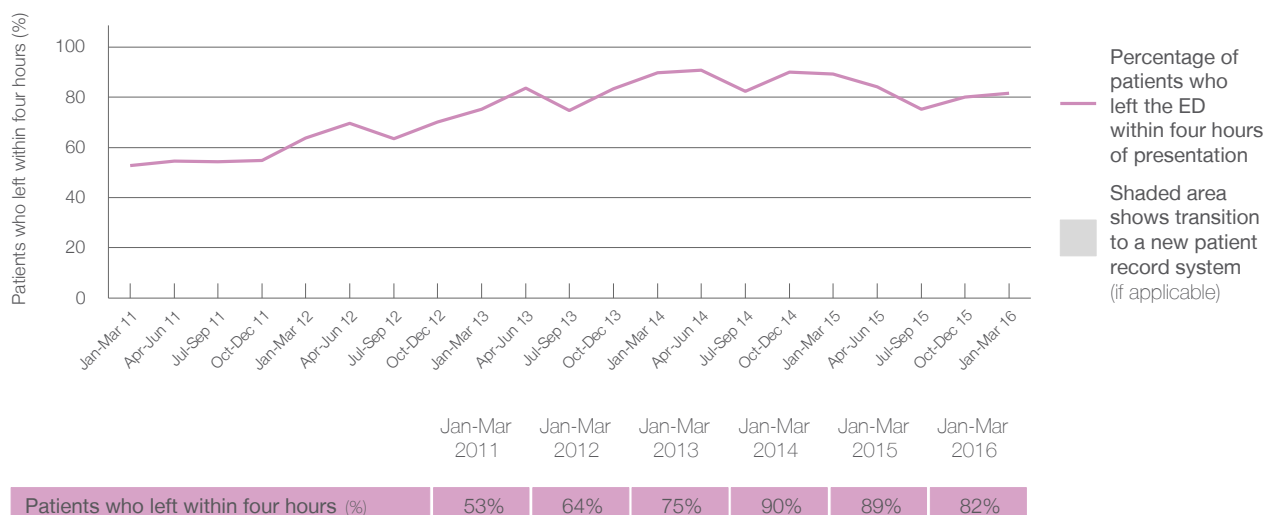
Attendances used to calculate time to leaving the ED: <sup>6</sup> 6,787 patients

Percentage of patients who left the ED within four hours



Same period last year	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 <sup>†‡</sup>



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

## Blacktown Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 11,176 patients

Emergency attendances:<sup>2</sup> 11,072 patients

Same period last year	Change since one year ago
10,255	9%
10,198	9%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,088 patients

Median time to start treatment<sup>4</sup> 11 minutes  
95th percentile time to start treatment<sup>5</sup> 42 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,777 patients

Median time to start treatment<sup>4</sup> 27 minutes  
95th percentile time to start treatment<sup>5</sup> 116 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,358 patients

Median time to start treatment<sup>4</sup> 35 minutes  
95th percentile time to start treatment<sup>5</sup> 142 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 737 patients

Median time to start treatment<sup>4</sup> 35 minutes  
95th percentile time to start treatment<sup>5</sup> 135 minutes

Same period last year	NSW (this period)
2,457	
7 minutes	8 minutes
24 minutes	35 minutes
3,142	
24 minutes	20 minutes
110 minutes	99 minutes
3,405	
31 minutes	26 minutes
127 minutes	137 minutes
1,103	
29 minutes	23 minutes
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:<sup>6</sup> 11,175 patients

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

Same period last year	Change since 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.

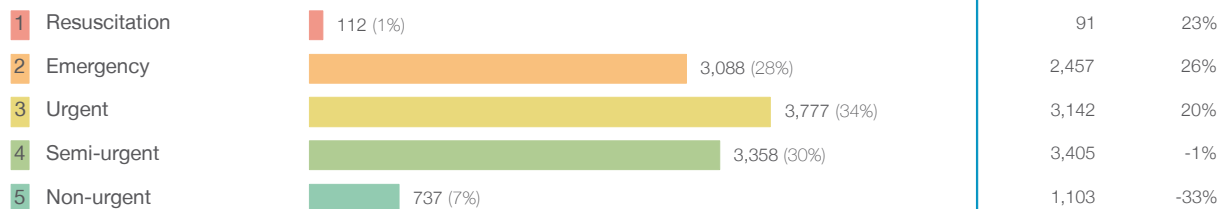
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Blacktown Hospital: Patients attending the emergency department

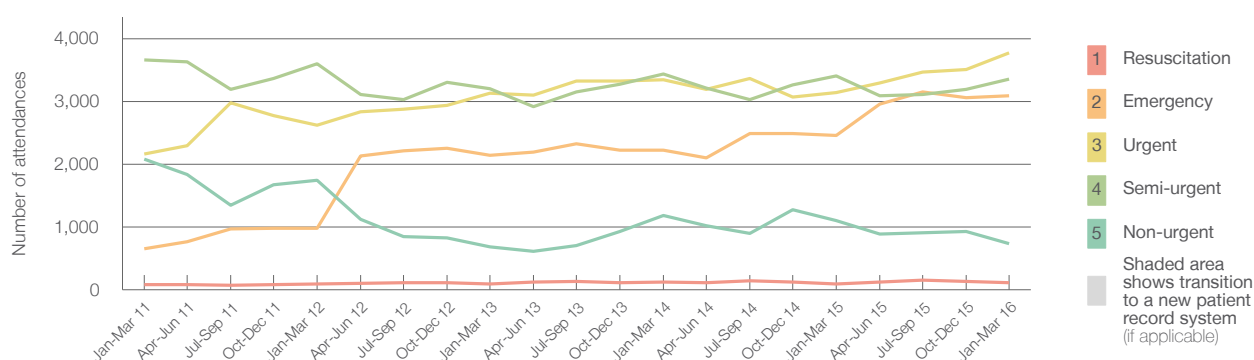
January to March 2016

All attendances:<sup>1</sup> 11,176 patients

Emergency attendances<sup>2</sup> by triage category: 11,072 patients



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	79	92	93	121	91	112
Emergency	653	976	2,138	2,218	2,457	3,088
Urgent	2,163	2,618	3,130	3,347	3,142	3,777
Semi-urgent	3,661	3,602	3,199	3,433	3,405	3,358
Non-urgent	2,076	1,741	677	1,185	1,103	737
All emergency attendances	8,632	9,029	9,237	10,304	10,198	11,072

## Blacktown Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,287 patients

ED Transfer of care time<sup>§</sup>



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

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

(§) 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)

Number of triage 2 patients: 3,088

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,027

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

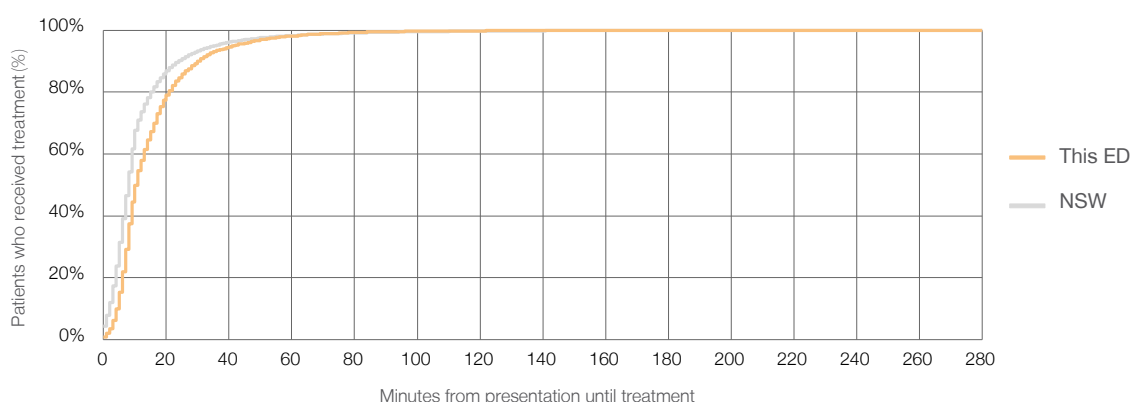
11 minutes

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

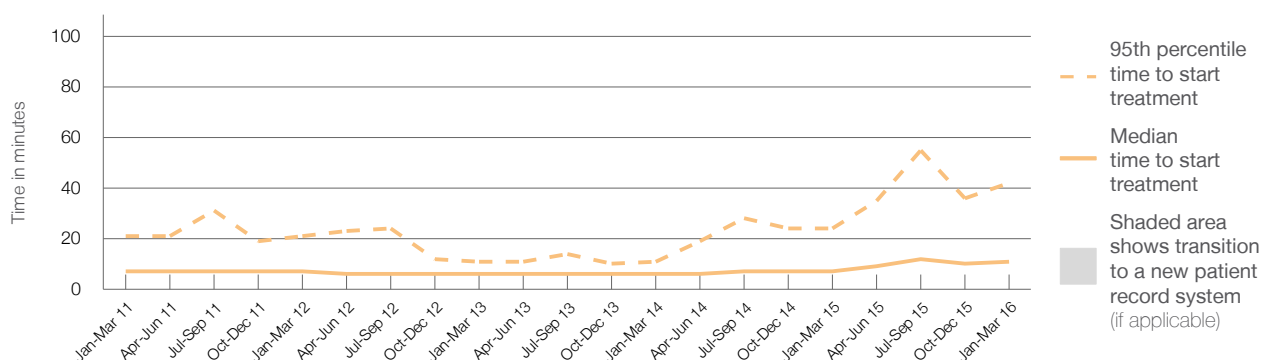
42 minutes

Same period last year	NSW (this period)
2,457	
2,396	
7 minutes	8 minutes
24 minutes	35 minutes

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



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<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)	7	7	6	6	7	11
95th percentile time to start treatment <sup>5</sup> (minutes)	21	21	11	11	24	42

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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)

Number of triage 3 patients: 3,777

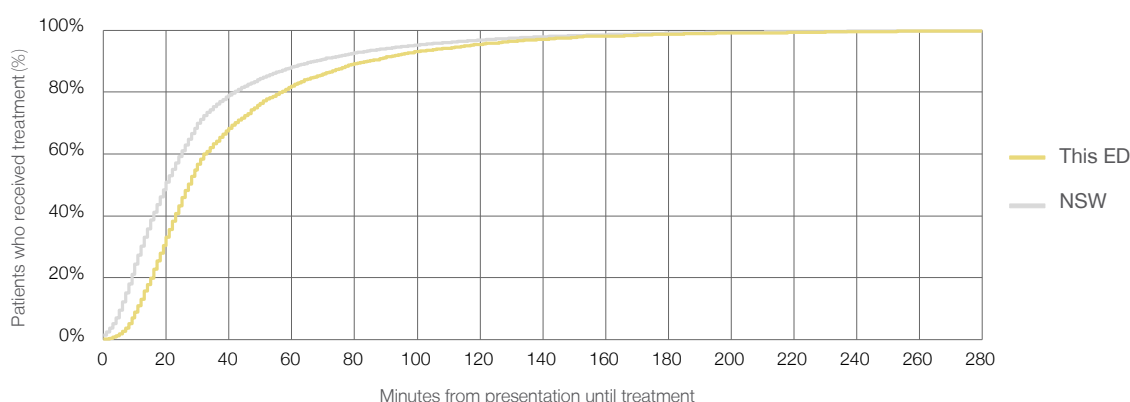
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,569

Median time to start treatment<sup>4</sup> 27 minutes

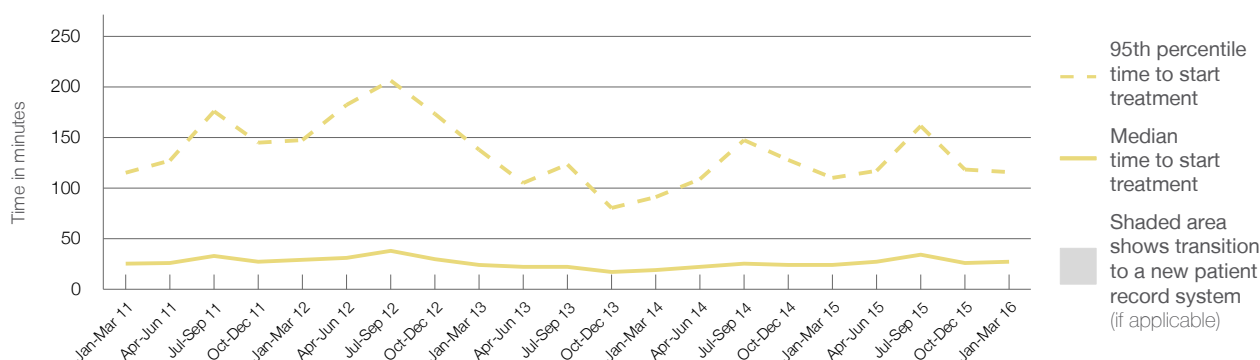
95th percentile time to start treatment<sup>5</sup> 116 minutes

Same period last year	NSW (this period)
3,142	
2,977	
24 minutes	20 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<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)	25	29	24	19	24	27
95th percentile time to start treatment <sup>5</sup> (minutes)	115	147	138	91	110	116

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 4

January to March 2016

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

Number of triage 4 patients: 3,358

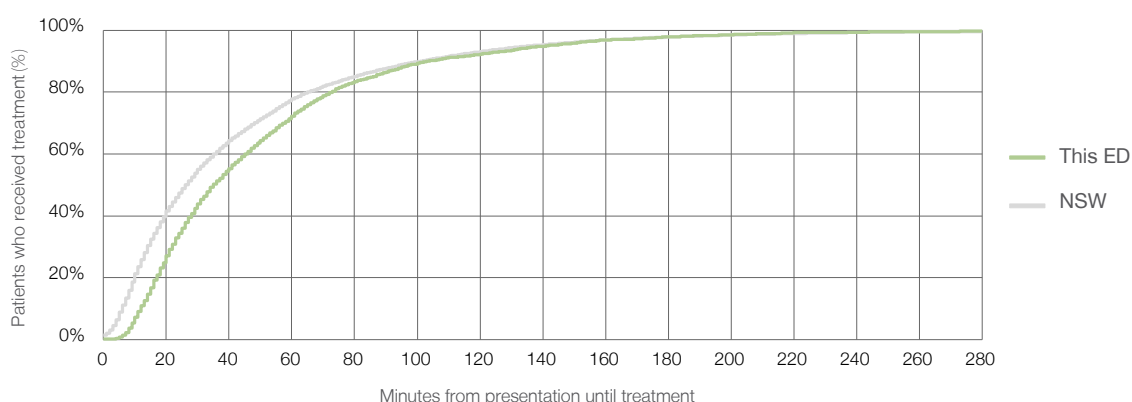
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,120

Median time to start treatment<sup>4</sup> 35 minutes

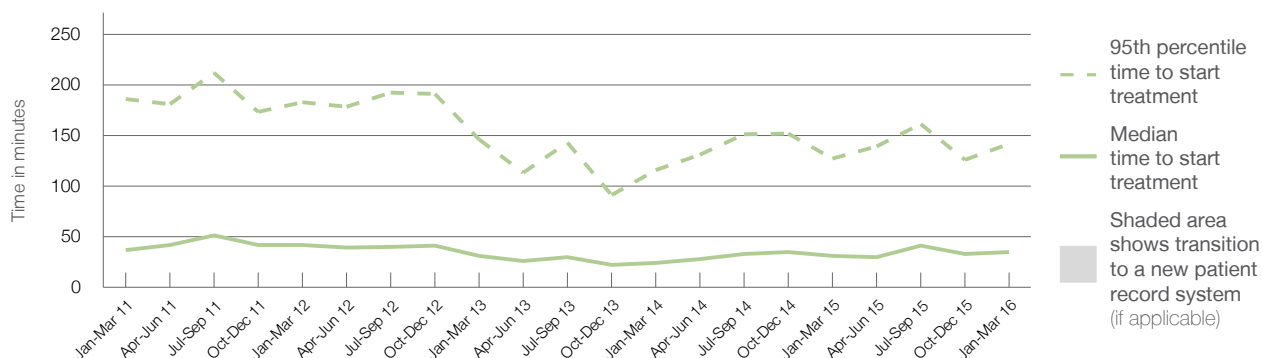
95th percentile time to start treatment<sup>5</sup> 142 minutes

Same period last year	NSW (this period)
3,405	
3,144	
31 minutes	26 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<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)	37	42	31	24	31	35
95th percentile time to start treatment <sup>5</sup> (minutes)	186	183	146	116	127	142

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 5

January to March 2016

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

Number of triage 5 patients: 737

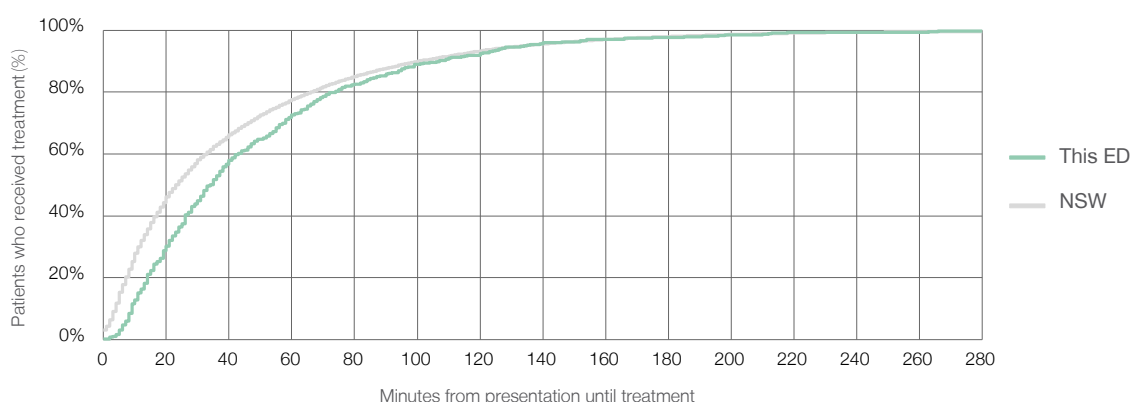
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 620

Median time to start treatment<sup>4</sup> 35 minutes

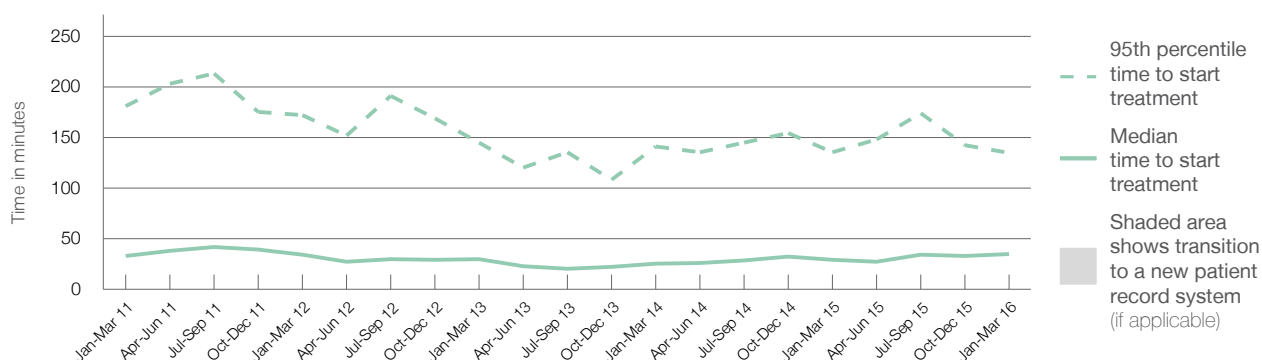
95th percentile time to start treatment<sup>5</sup> 135 minutes

Same period last year	NSW (this period)
1,103	
864	
29 minutes	23 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<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)	33	34	30	25	29	35
95th percentile time to start treatment <sup>5</sup> (minutes)	181	172	145	141	135	135

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

January to March 2016

All attendances:<sup>1</sup> 11,176 patients

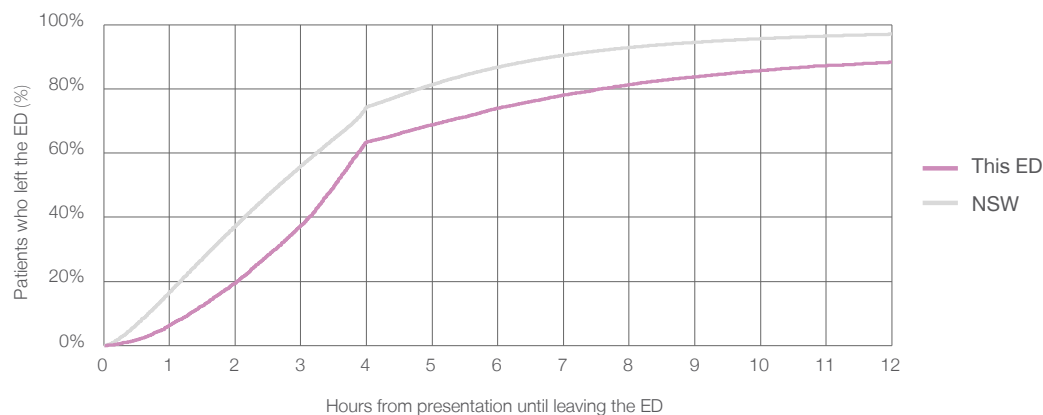
Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,175 patients

Median time to leaving the ED<sup>8</sup> 3 hours and 31 minutes

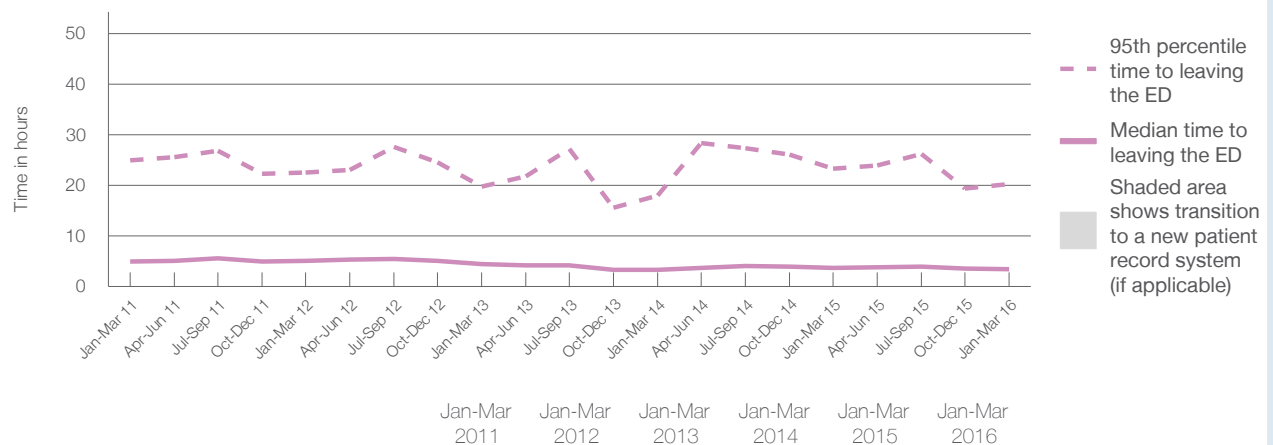
95th percentile time to leaving the ED<sup>9</sup> 20 hours and 17 minutes

Same period last year	NSW (this period)
10,255	10,255
3 hours and 47 minutes	2 hours and 40 minutes
23 hours and 21 minutes	9 hours and 25 minutes

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



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



Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 56m	5h 3m	4h 31m	3h 21m	3h 47m	3h 31m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	24h 57m	22h 32m	19h 49m	18h 2m	23h 21m	20h 17m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

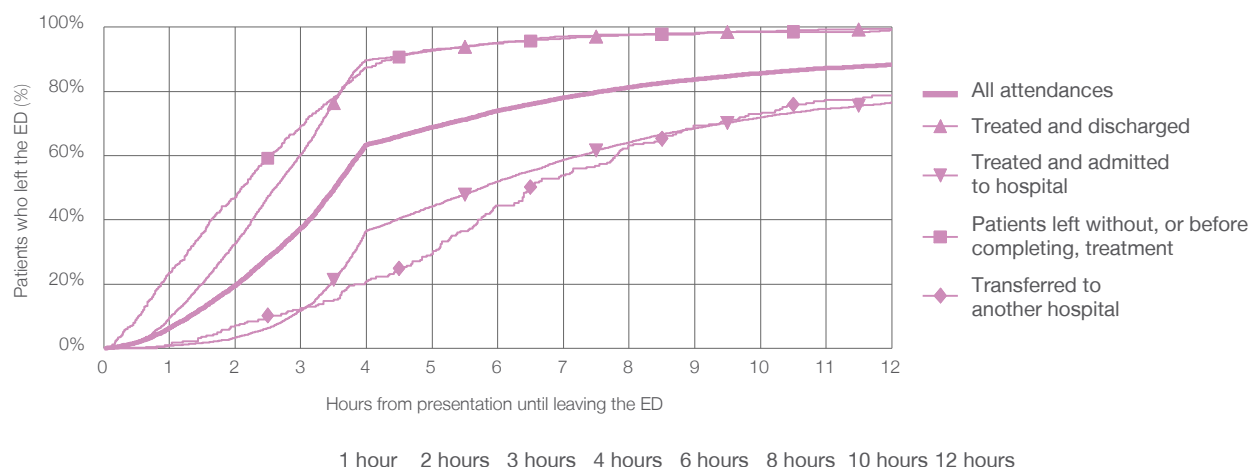
All attendances:<sup>†</sup> 11,176 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 11,175 patients

Treated and discharged	5,036 (45%)
Treated and admitted to hospital	5,222 (47%)
Patient left without, or before completing, treatment	635 (6%)
Transferred to another hospital	225 (2%)
Other	58 (1%)

Same period last year	Change since one year ago
10,255	9%
5,380	-6%
4,025	30%
620	2%
203	11%
27	115%

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



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%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

### Percentage of patients who left the ED within four hours of presentation

#### January to March 2016

All attendances: <sup>1</sup> 11,176 patients

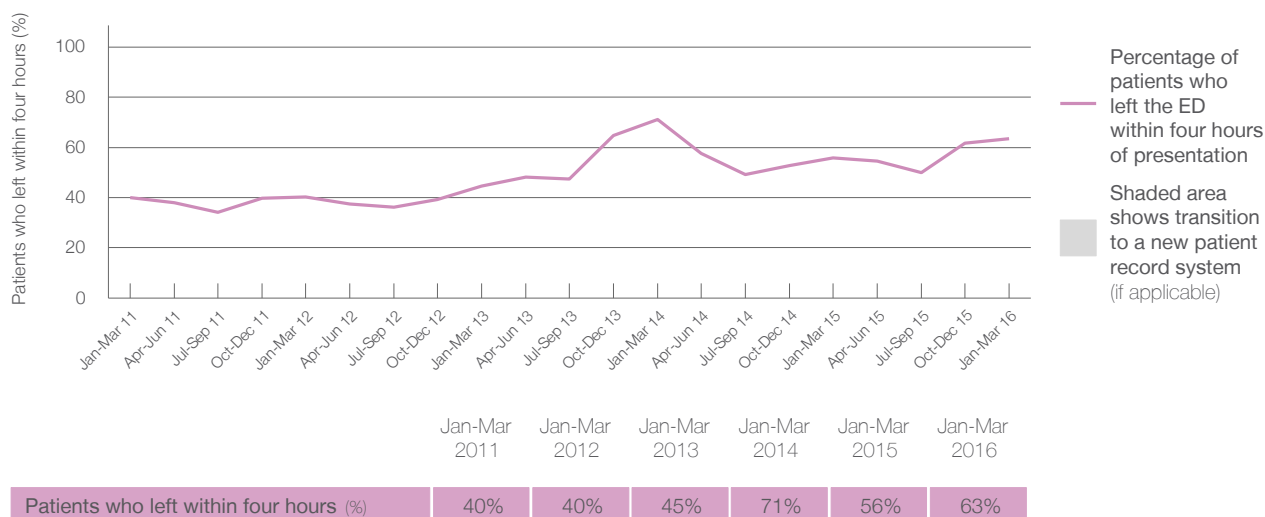
Attendances used to calculate time to leaving the ED: <sup>6</sup> 11,175 patients

Percentage of patients who left the ED within four hours



Same period last year	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 <sup>†‡</sup>



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

## Campbelltown Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 16,722 patients

Emergency attendances:<sup>2</sup> 16,510 patients

Same period last year	Change since one year ago
16,038	4%
15,818	4%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,735 patients

Median time to start treatment<sup>4</sup> 6 minutes  
95th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,928 patients

Median time to start treatment<sup>4</sup> 16 minutes  
95th percentile time to start treatment<sup>5</sup> 129 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,029 patients

Median time to start treatment<sup>4</sup> 27 minutes  
95th percentile time to start treatment<sup>5</sup> 179 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,733 patients

Median time to start treatment<sup>4</sup> 31 minutes  
95th percentile time to start treatment<sup>5</sup> 173 minutes

Same period last year	NSW (this period)
1,738	
7 minutes	8 minutes
29 minutes	35 minutes
6,297	
18 minutes	20 minutes
133 minutes	99 minutes
5,979	
26 minutes	26 minutes
158 minutes	137 minutes
1,723	
26 minutes	23 minutes
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:<sup>6</sup> 16,720 patients

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

Same period last year	Change since 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.

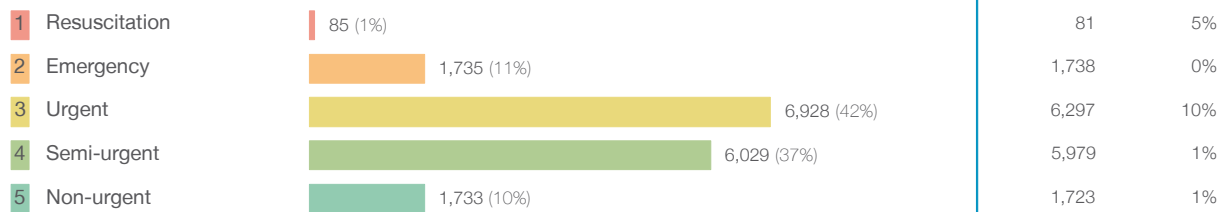
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Campbelltown Hospital: Patients attending the emergency department

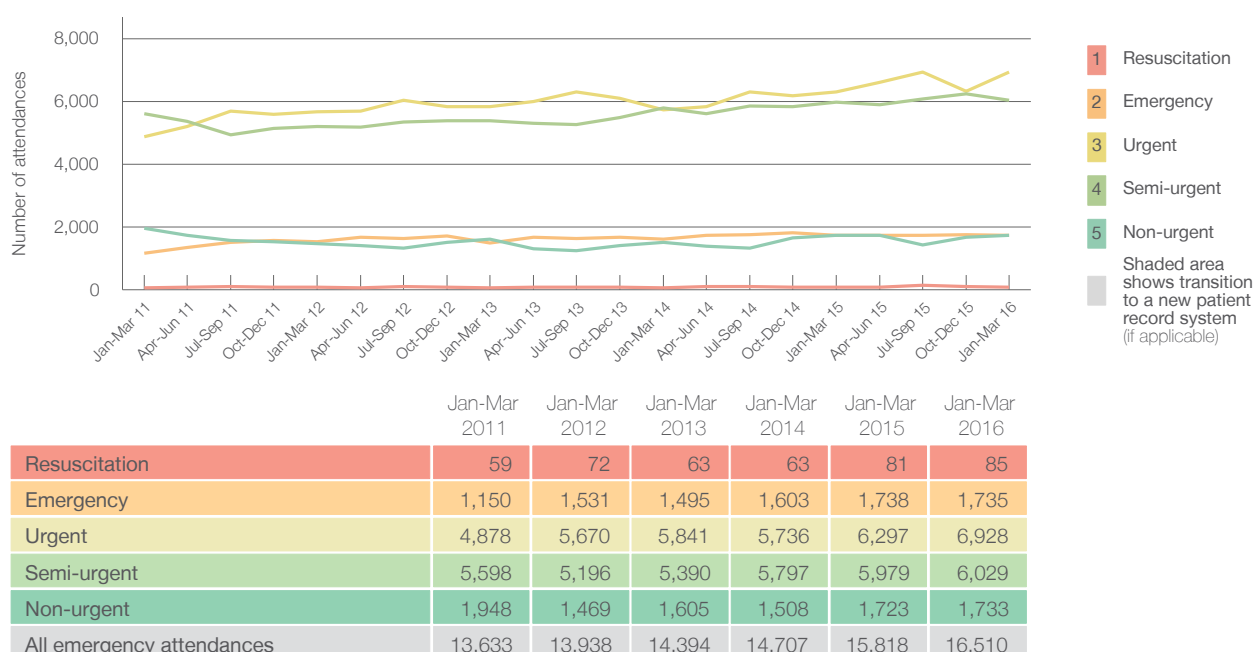
January to March 2016

All attendances:<sup>1</sup> 16,722 patients

Emergency attendances<sup>2</sup> by triage category: 16,510 patients



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



## Campbelltown Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,976 patients

ED Transfer of care time<sup>§</sup>



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

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

(§) 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)

Number of triage 2 patients: 1,735

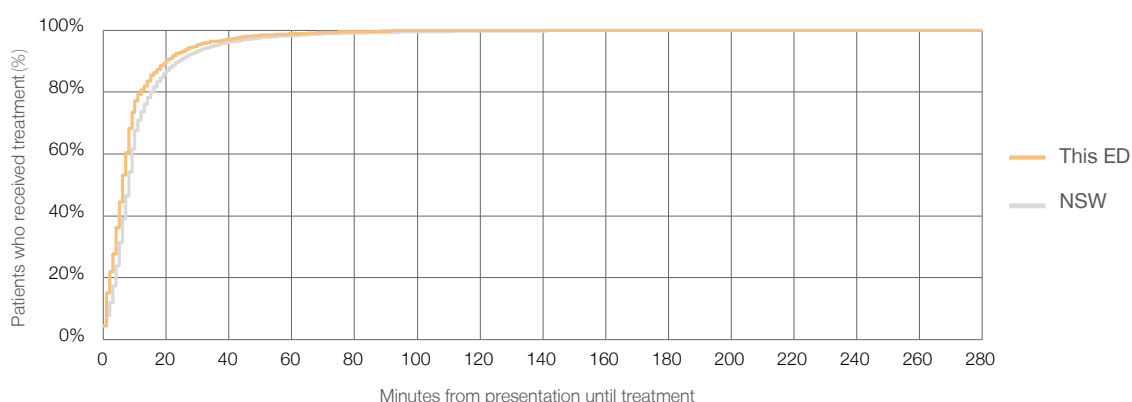
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,732

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

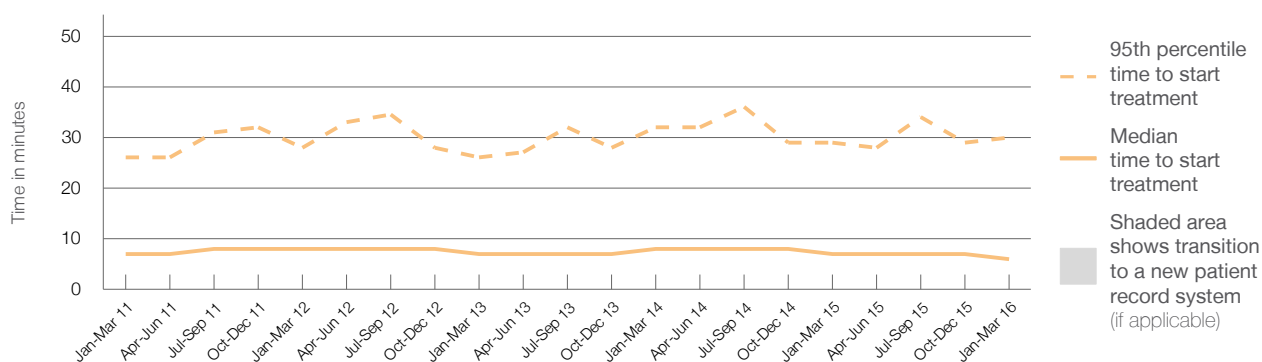
95th percentile time to start treatment<sup>5</sup> 30 minutes

Same period last year	NSW (this period)
1,738	
1,726	
7 minutes	8 minutes
29 minutes	35 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	7	8	7	8	7	6
95th percentile time to start treatment <sup>5</sup> (minutes)	26	28	26	32	29	30

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 loss, dehydration)

Number of triage 3 patients: 6,928

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,712

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

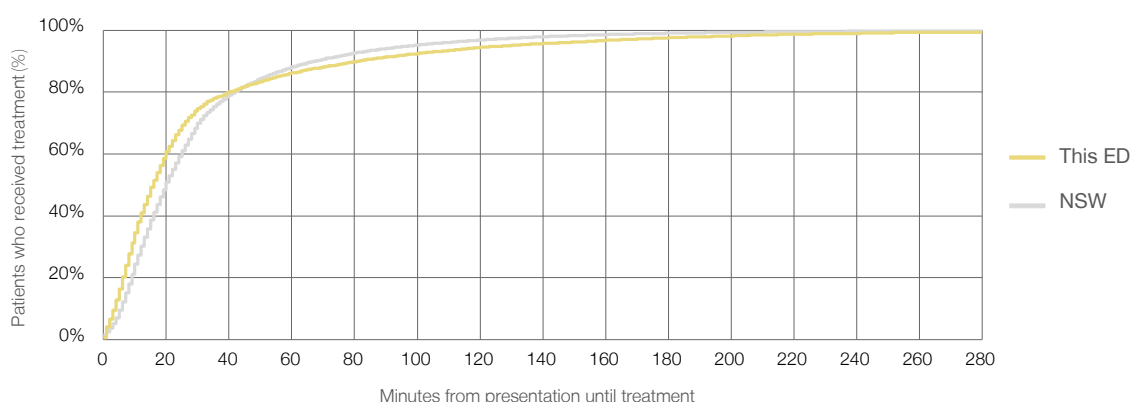
16 minutes

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

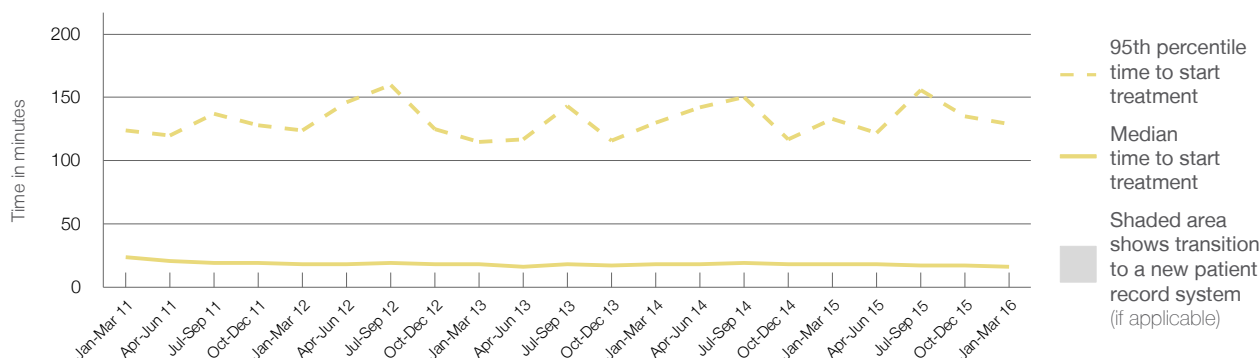
129 minutes

Same period last year	NSW (this period)
6,297	
6,067	
18 minutes	20 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	24	18	18	18	18	16
95th percentile time to start treatment <sup>5</sup> (minutes)	124	124	115	130	133	129

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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)

Number of triage 4 patients: 6,029

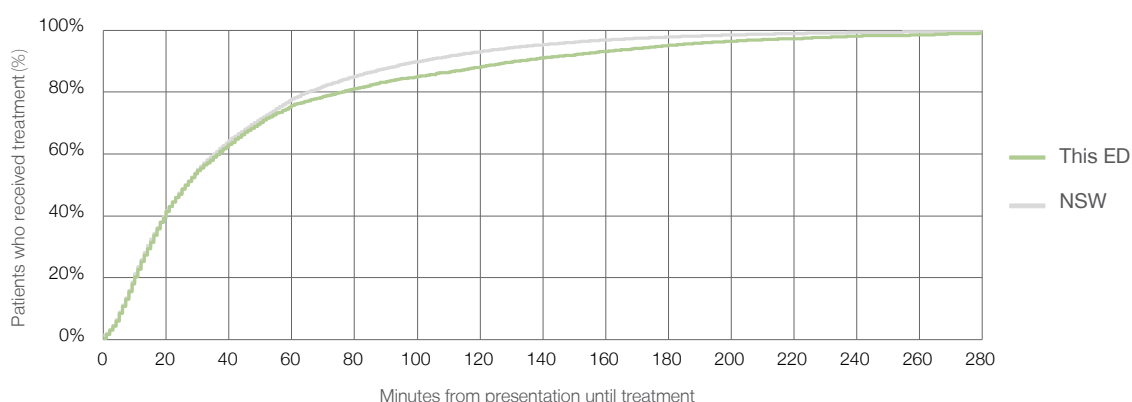
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,591

Median time to start treatment<sup>4</sup> 27 minutes

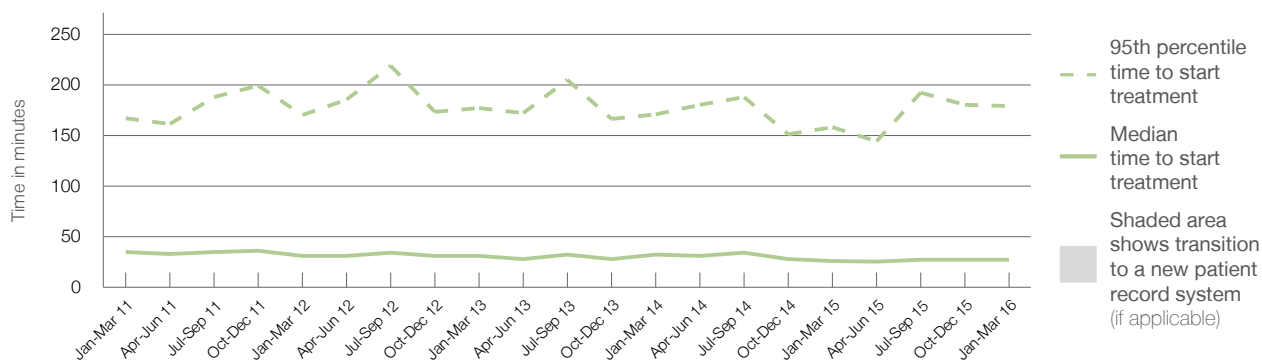
95th percentile time to start treatment<sup>5</sup> 179 minutes

Same period last year	NSW (this period)
5,979	
5,561	
26 minutes	26 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<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)	35	31	31	32	26	27
95th percentile time to start treatment <sup>5</sup> (minutes)	167	170	177	171	158	179

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 or abrasions)

Number of triage 5 patients: 1,733

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,517

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

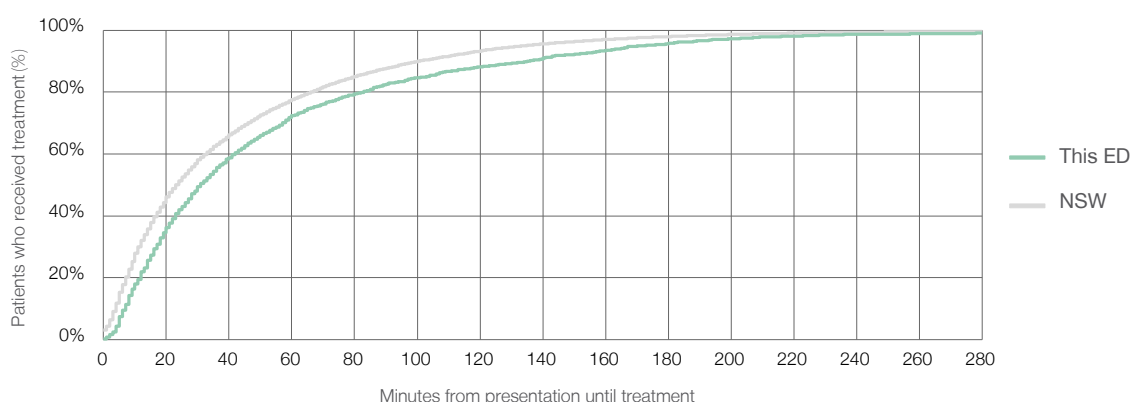
31 minutes

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

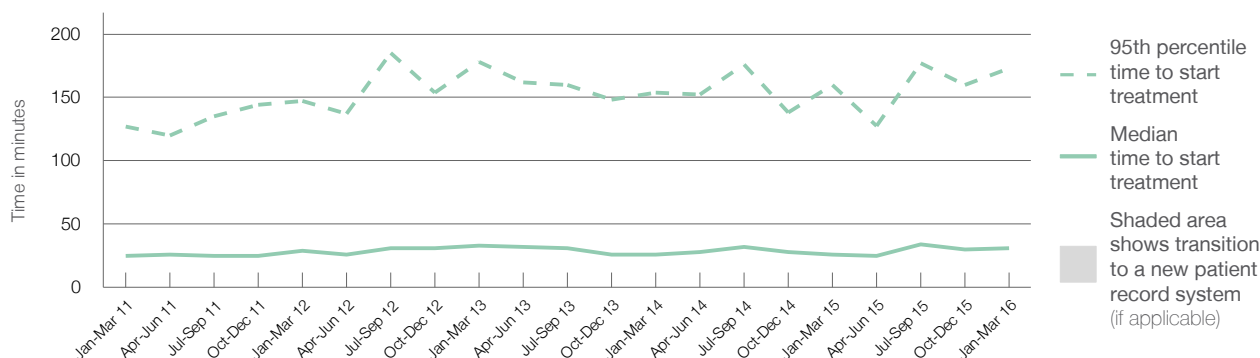
173 minutes

Same period last year	NSW (this period)
1,723	
1,506	
26 minutes	23 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<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)	25	29	33	26	26	31
95th percentile time to start treatment <sup>5</sup> (minutes)	127	147	178	154	160	173

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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:<sup>1</sup> 16,722 patients

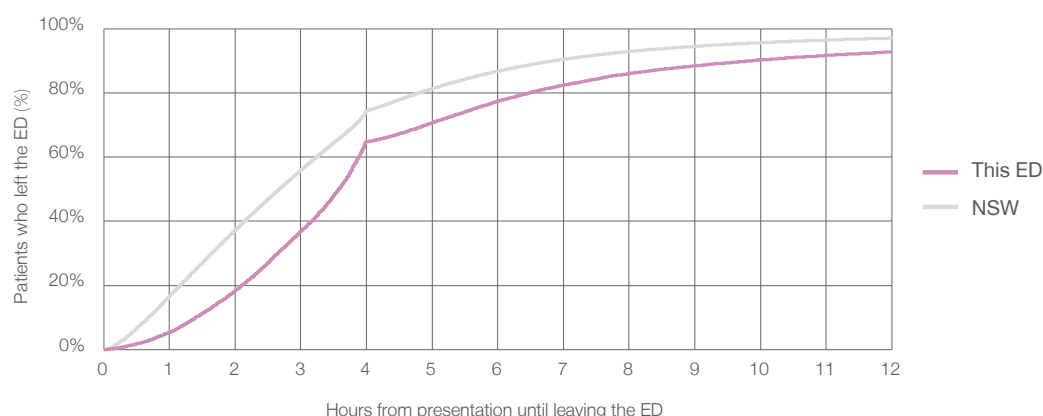
Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,720 patients

Median time to leaving the ED<sup>8</sup> 3 hours and 35 minutes

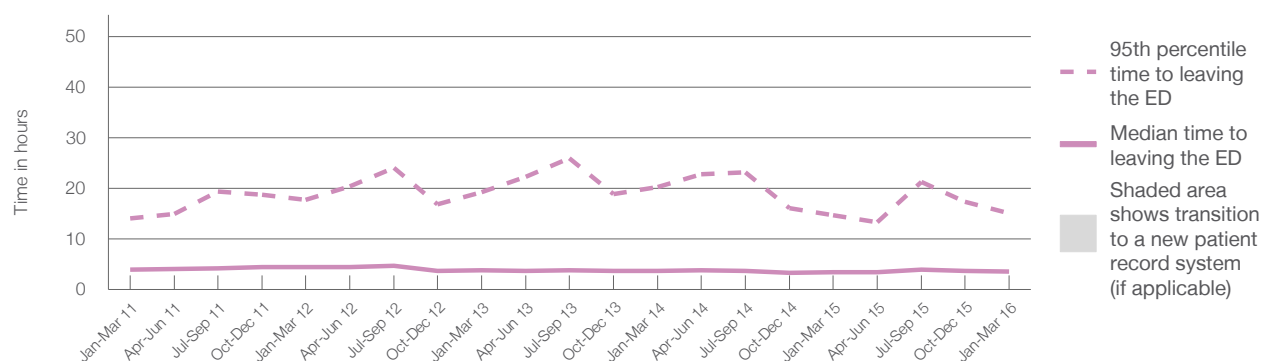
95th percentile time to leaving the ED<sup>9</sup> 15 hours and 5 minutes

Same period last year	NSW (this period)
16,038	
16,038	
3 hours and 30 minutes	2 hours and 40 minutes
14 hours and 46 minutes	9 hours and 25 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 0m	4h 27m	3h 50m	3h 43m	3h 30m	3h 35m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	14h 4m	17h 45m	19h 19m	20h 19m	14h 46m	15h 5m

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

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## Campbelltown Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

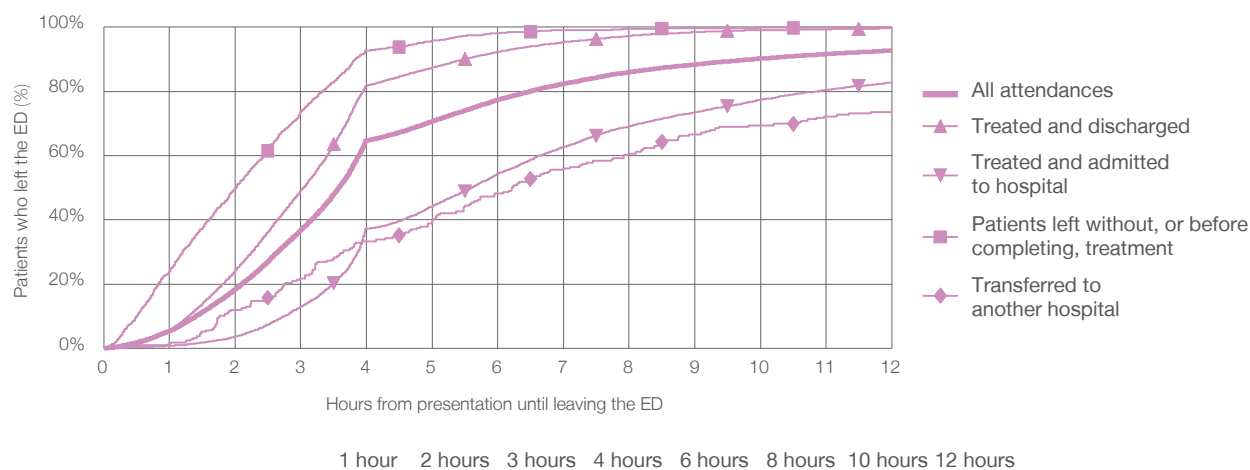
All attendances:<sup>†</sup> 16,722 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 16,720 patients

Treated and discharged	8,410 (50%)
Treated and admitted to hospital	6,544 (39%)
Patient left without, or before completing, treatment	1,499 (9%)
Transferred to another hospital	216 (1%)
Other	53 (0%)

Same period last year	Change since one year ago
16,038	4%
9,742	-14%
4,741	38%
1,251	20%
235	-8%
69	-23%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	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: <sup>1</sup> 16,722 patients

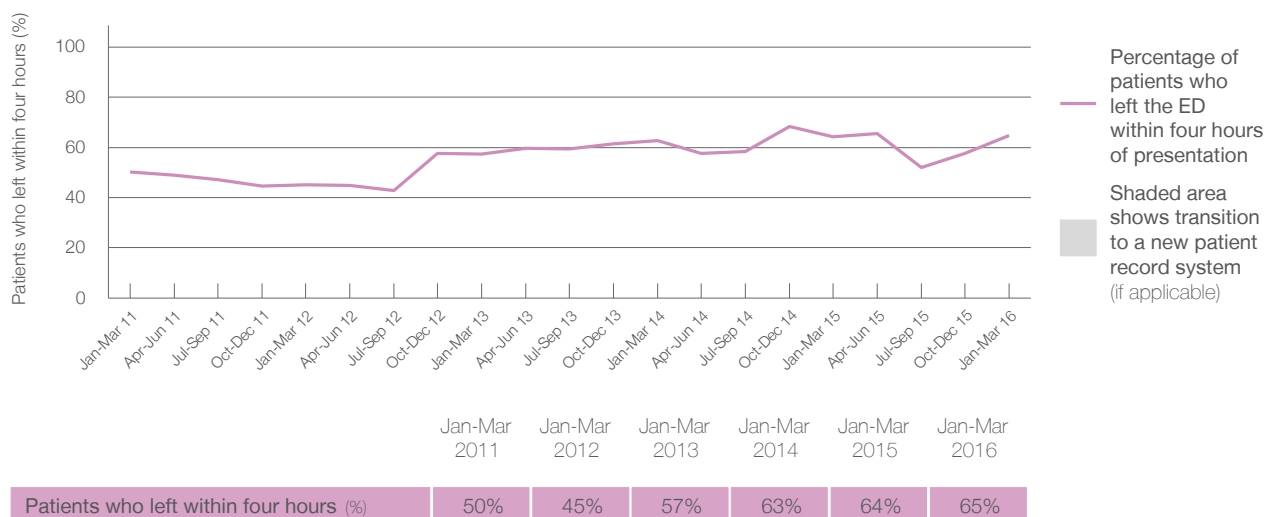
Attendances used to calculate time to leaving the ED: <sup>6</sup> 16,720 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
16,038	4%
16,038	4%
64%	

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



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

## Canterbury Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 11,044 patients

Emergency attendances:<sup>2</sup> 10,968 patients

Same period last year	Change since one year ago
10,452	6%
10,381	6%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,037 patients

Median time to start treatment<sup>4</sup> 7 minutes  
95th percentile time to start treatment<sup>5</sup> 16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,662 patients

Median time to start treatment<sup>4</sup> 16 minutes  
95th percentile time to start treatment<sup>5</sup> 62 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,148 patients

Median time to start treatment<sup>4</sup> 19 minutes  
95th percentile time to start treatment<sup>5</sup> 93 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,083 patients

Median time to start treatment<sup>4</sup> 18 minutes  
95th percentile time to start treatment<sup>5</sup> 100 minutes

Same period last year	NSW (this period)
1,243	
8 minutes	8 minutes
21 minutes	35 minutes
3,629	
18 minutes	20 minutes
77 minutes	99 minutes
4,731	
24 minutes	26 minutes
122 minutes	137 minutes
759	
23 minutes	23 minutes
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:<sup>6</sup> 11,035 patients

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

Same period last year	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.

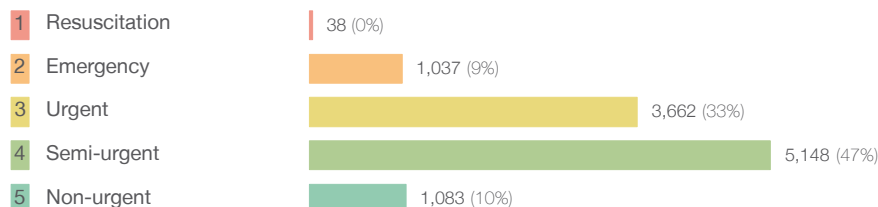
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Canterbury Hospital: Patients attending the emergency department

January to March 2016

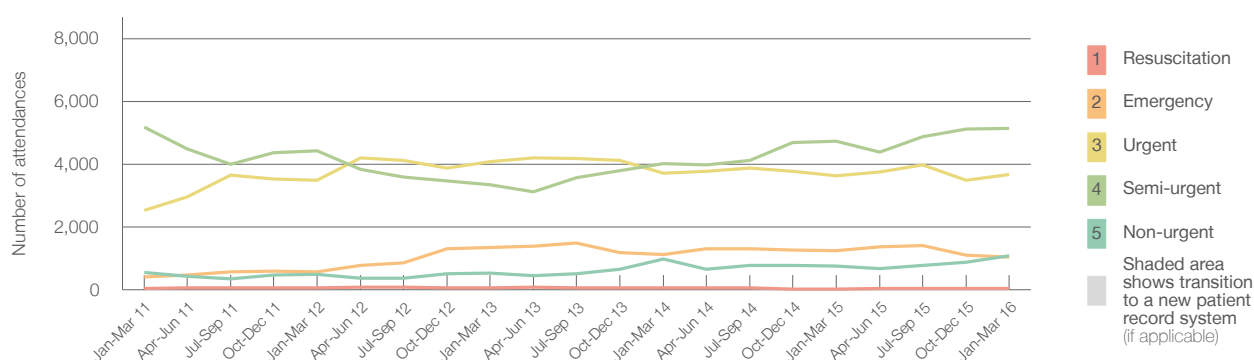
All attendances:<sup>1</sup> 11,044 patients

Emergency attendances<sup>2</sup> by triage category: 10,968 patients



Same period last year	Change since one year ago
10,452	6%
10,381	6%
19	100%
1,243	-17%
3,629	1%
4,731	9%
759	43%

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	47	50	59	50	19	38
Emergency	412	566	1,348	1,118	1,243	1,037
Urgent	2,532	3,485	4,087	3,714	3,629	3,662
Semi-urgent	5,182	4,419	3,351	4,025	4,731	5,148
Non-urgent	557	488	522	968	759	1,083
All emergency attendances	8,730	9,008	9,367	9,875	10,381	10,968

## Canterbury Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,652 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
1,786	
11 minutes	-1 minute
38 minutes	-15 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.

## Canterbury 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: 1,037

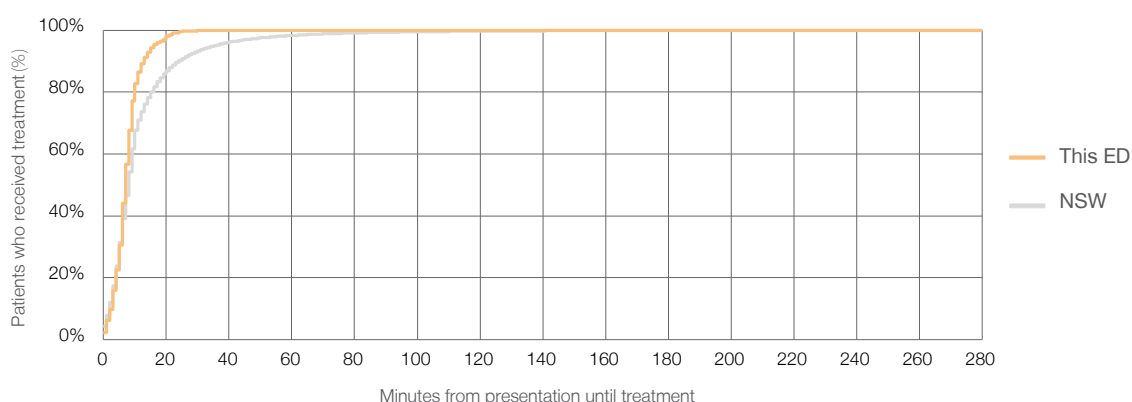
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,035

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

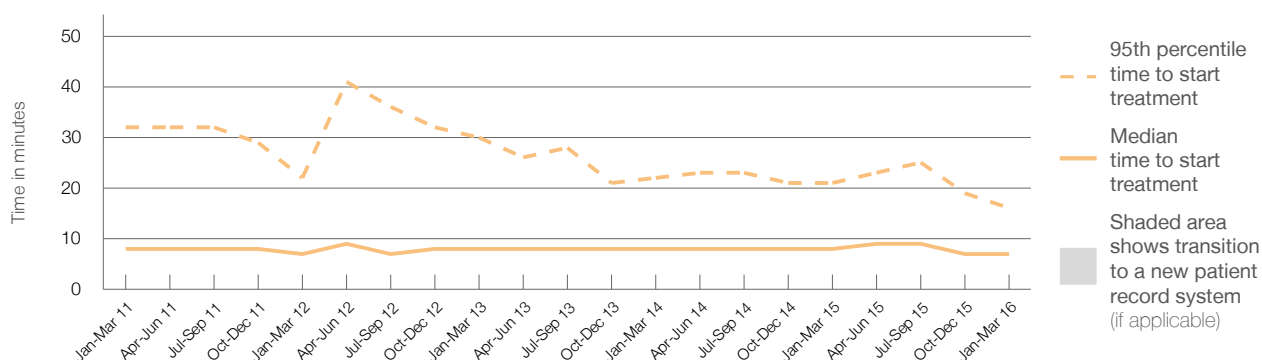
95th percentile time to start treatment<sup>5</sup> 16 minutes

Same period last year	NSW (this period)
1,243	
1,242	
8 minutes	8 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<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	8	8	8	7
95th percentile time to start treatment <sup>5</sup> (minutes)	32	22	30	22	21	16

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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)

Number of triage 3 patients: 3,662

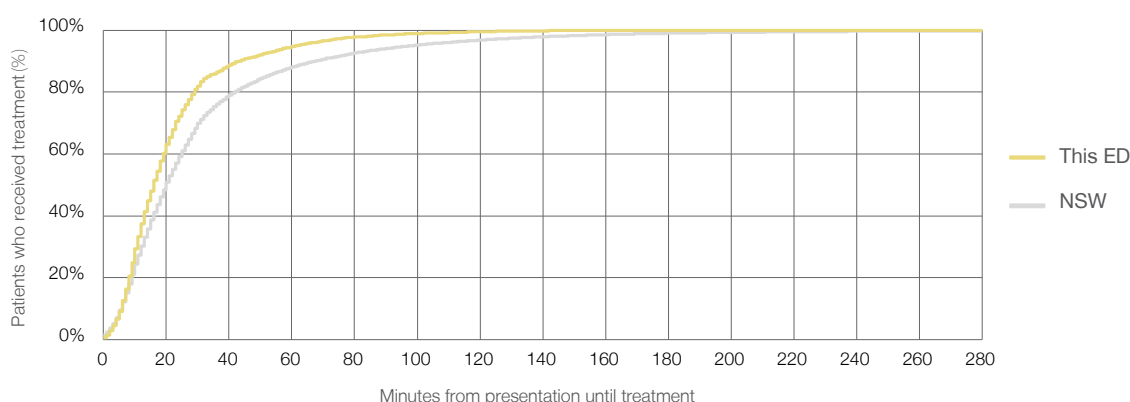
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,616

Median time to start treatment<sup>4</sup> 16 minutes

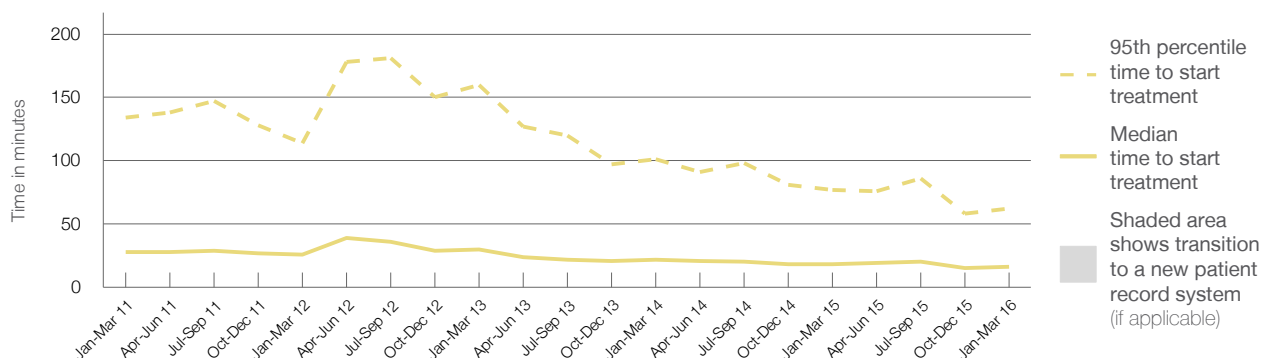
95th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
3,629	
3,584	
18 minutes	20 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	28	26	30	22	18	16
95th percentile time to start treatment <sup>5</sup> (minutes)	134	114	160	101	77	62

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

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



## Canterbury 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: 5,148

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,873

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

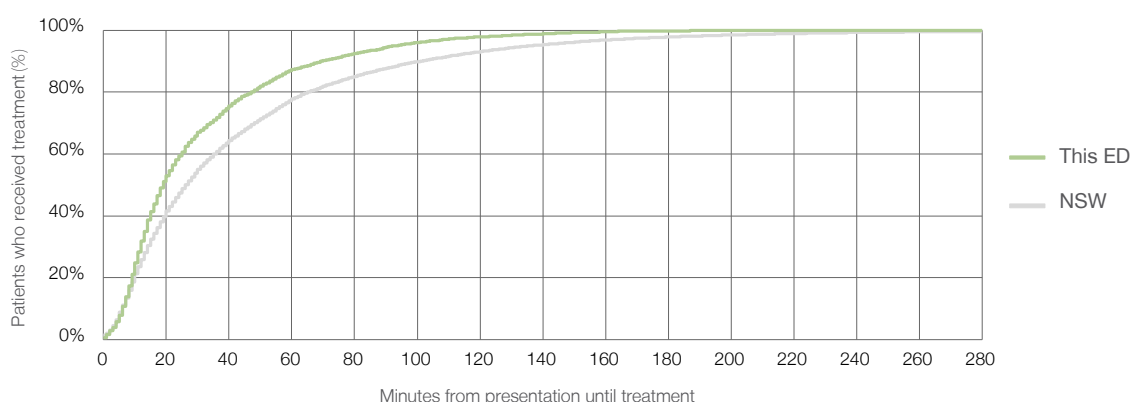
19 minutes

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

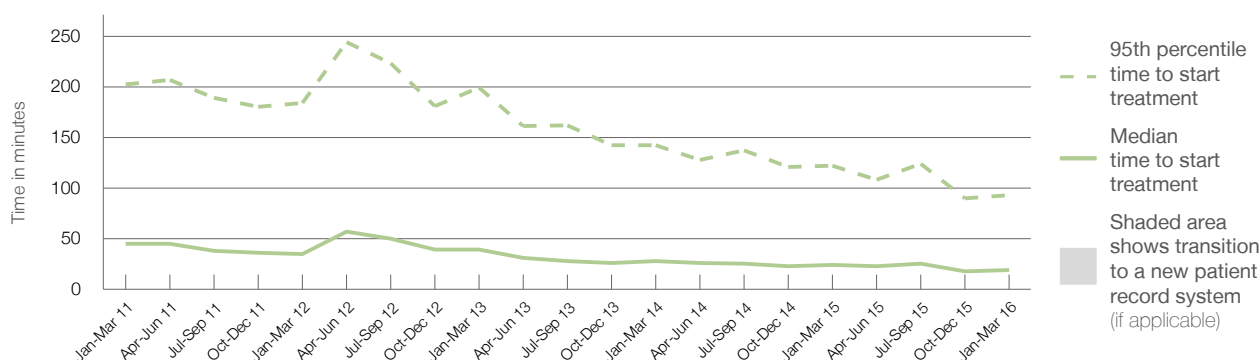
93 minutes

Same period last year	NSW (this period)
4,731	
4,478	
24 minutes	26 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<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)	45	35	39	28	24	19
95th percentile time to start treatment <sup>5</sup> (minutes)	202	184	199	142	122	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.

## Canterbury 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: 1,083

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 889

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

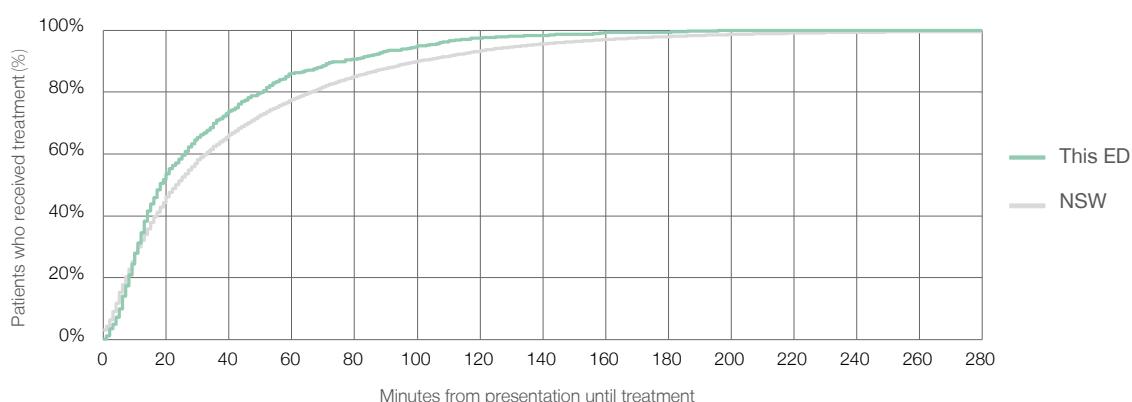
18 minutes

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

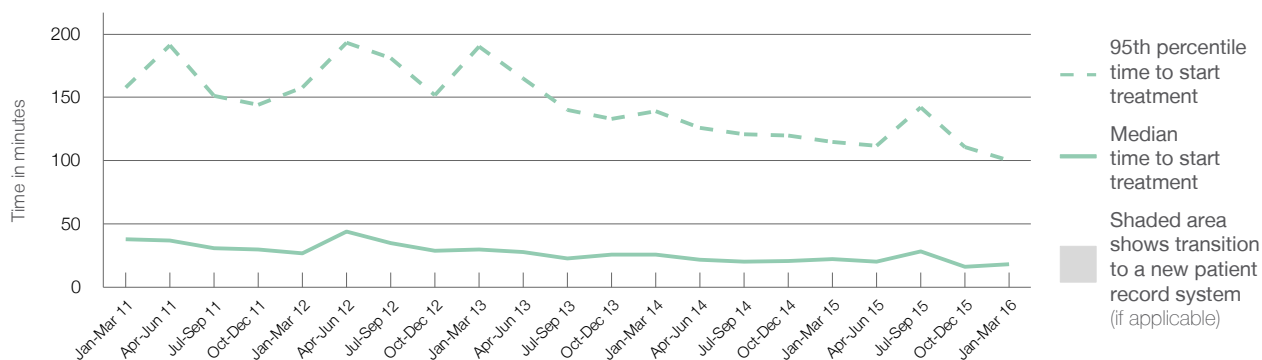
100 minutes

Same period last year	NSW (this period)
759	
588	
23 minutes	23 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	38	27	30	26	23	18
95th percentile time to start treatment <sup>5</sup> (minutes)	158	158	190	139	115	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.

## Canterbury Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 11,044 patients

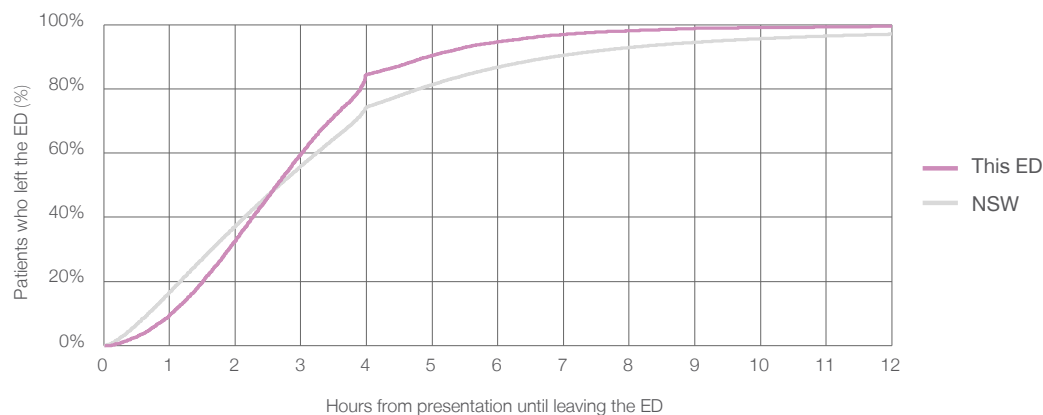
Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,035 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 38 minutes

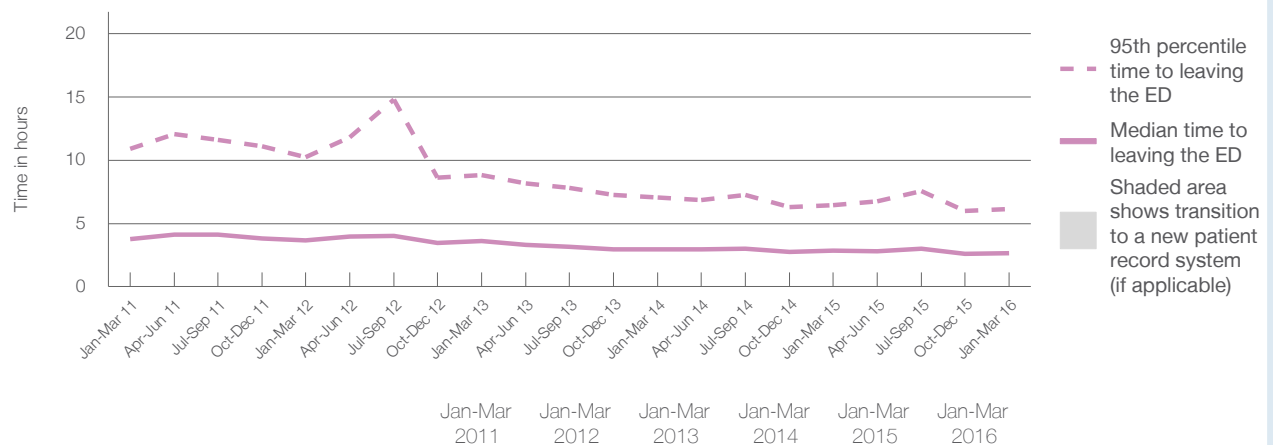
95th percentile time to leaving the ED<sup>9</sup> 6 hours and 9 minutes

Same period last year	NSW (this period)
10,452	
10,451	
2 hours and 50 minutes	2 hours and 40 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<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)	3h 46m	3h 40m	3h 36m	2h 57m	2h 50m	2h 38m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 53m	10h 13m	8h 49m	7h 3m	6h 28m	6h 9m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

By mode of separation

January to March 2016

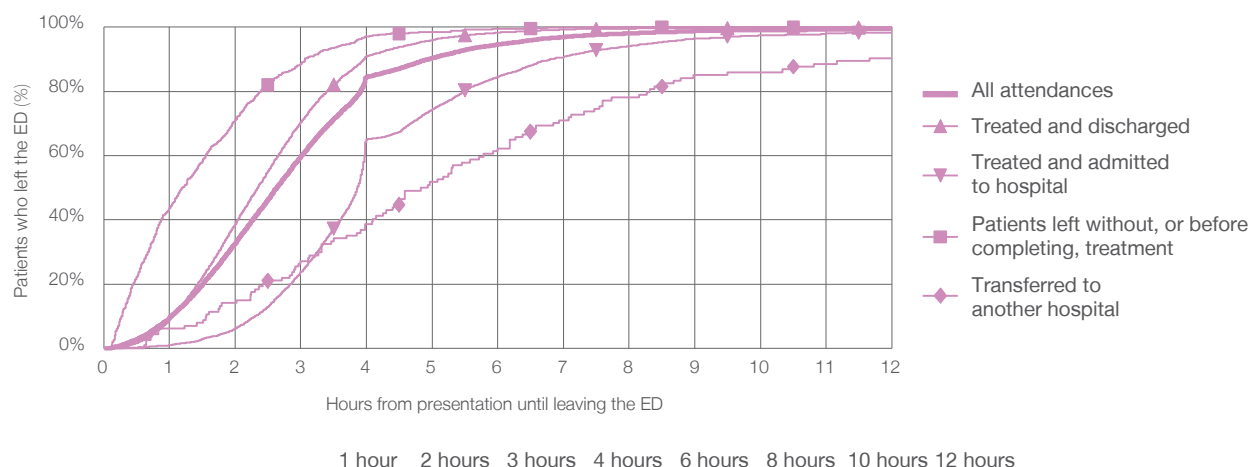
All attendances:<sup>†</sup> 11,044 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 11,035 patients

Treated and discharged	7,418 (67%)
Treated and admitted to hospital	2,717 (25%)
Patient left without, or before completing, treatment	770 (7%)
Transferred to another hospital	114 (1%)
Other	25 (0%)

Same period last year	Change since one year ago
10,451	6%
7,487	-1%
2,104	29%
730	5%
119	-4%
12	108%

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



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%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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: <sup>1</sup> 11,044 patients

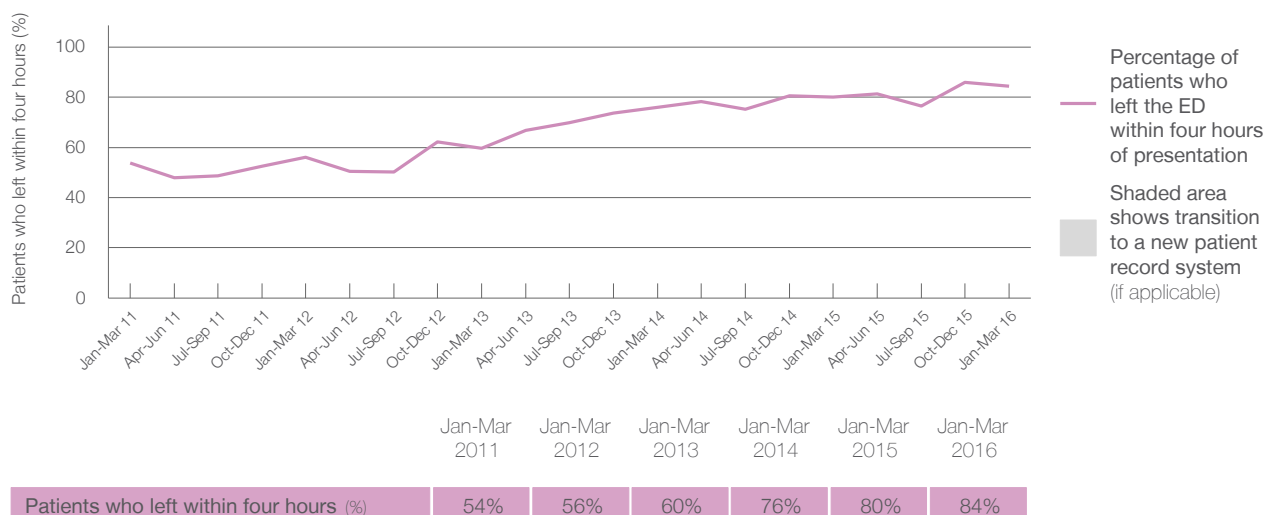
Attendances used to calculate time to leaving the ED: <sup>6</sup> 11,035 patients

Percentage of patients who left the ED within four hours



Same period last year	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 <sup>†‡</sup>



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

## Coffs Harbour Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 9,463 patients  
Emergency attendances:<sup>2</sup> 9,150 patients

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

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

January to March 2016

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

Median time to start treatment<sup>4</sup> 6 minutes  
95th percentile time to start treatment<sup>5</sup> 12 minutes

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

Median time to start treatment<sup>4</sup> 16 minutes  
95th percentile time to start treatment<sup>5</sup> 65 minutes

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

Median time to start treatment<sup>4</sup> 25 minutes  
95th percentile time to start treatment<sup>5</sup> 136 minutes

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

Median time to start treatment<sup>4</sup> 34 minutes  
95th percentile time to start treatment<sup>5</sup> 141 minutes

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

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,461 patients

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

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

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

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.

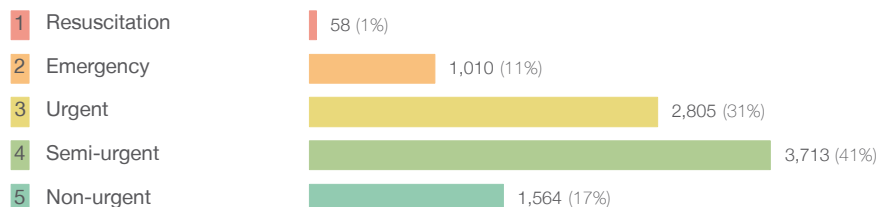
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Coffs Harbour Base Hospital: Patients attending the emergency department

January to March 2016

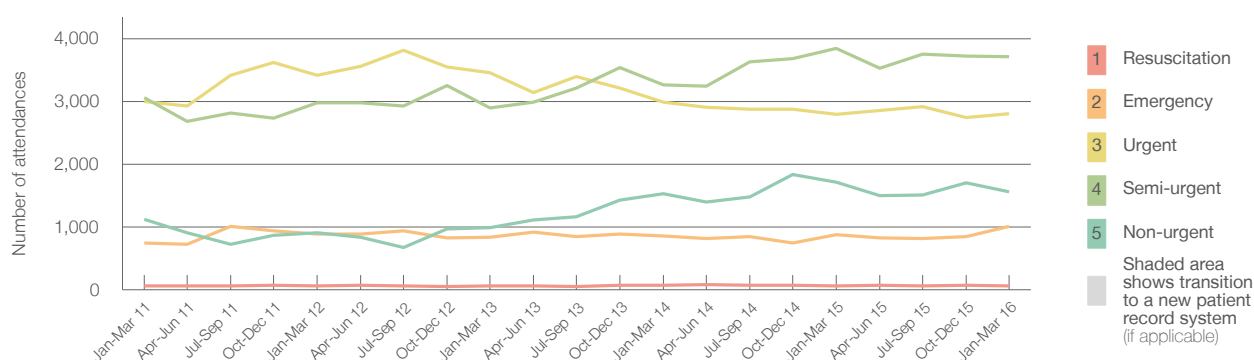
All attendances:<sup>1</sup> 9,463 patients

Emergency attendances<sup>2</sup> by triage category: 9,150 patients



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

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

## Coffs Harbour Base Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,220 patients

ED Transfer of care time<sup>§</sup>



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

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

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

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

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

January to March 2016

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

Number of triage 2 patients: 1,010

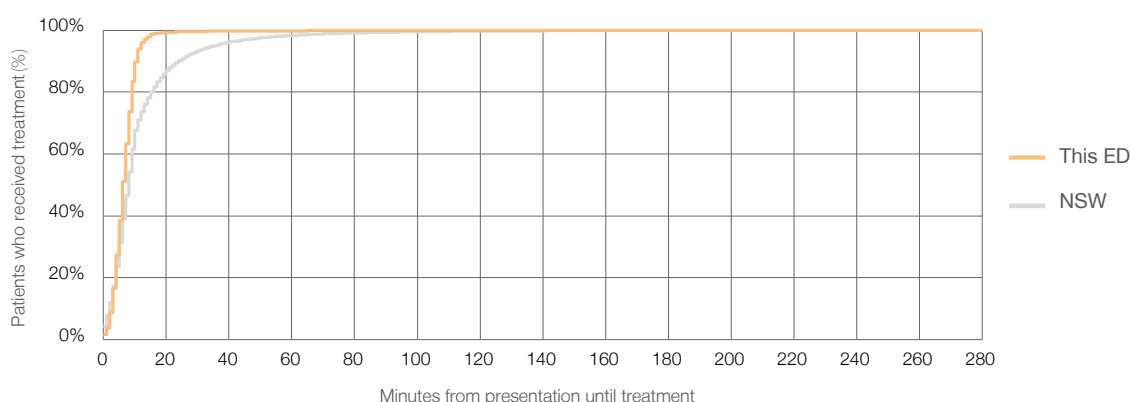
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,008

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

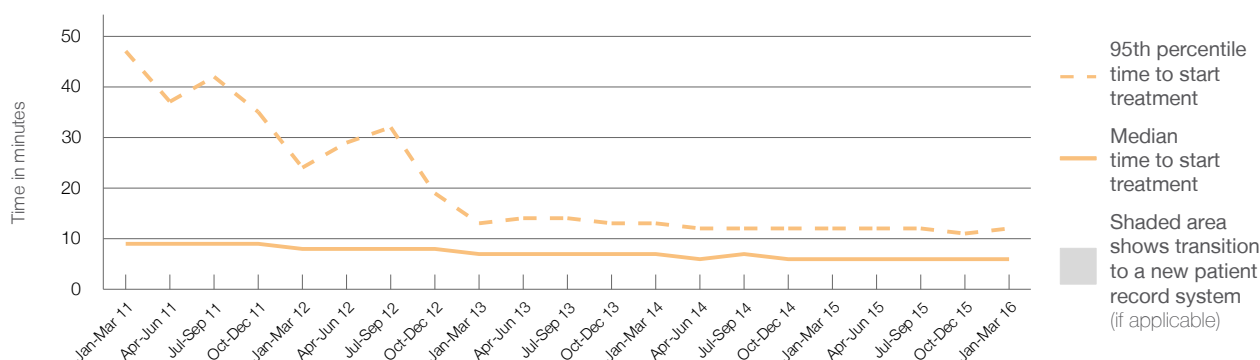
95th percentile time to start treatment<sup>5</sup> 12 minutes

Same period last year	NSW (this period)
874	
873	
6 minutes	8 minutes
12 minutes	35 minutes

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



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<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)	9	8	7	7	6	6
95th percentile time to start treatment <sup>5</sup> (minutes)	47	24	13	13	12	12

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

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



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

January to March 2016

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

Number of triage 3 patients: 2,805

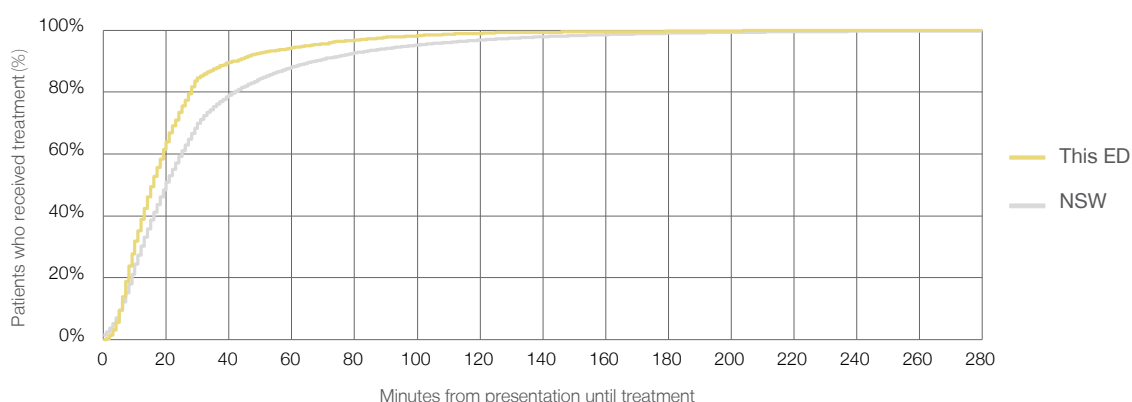
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,760

Median time to start treatment<sup>4</sup> 16 minutes

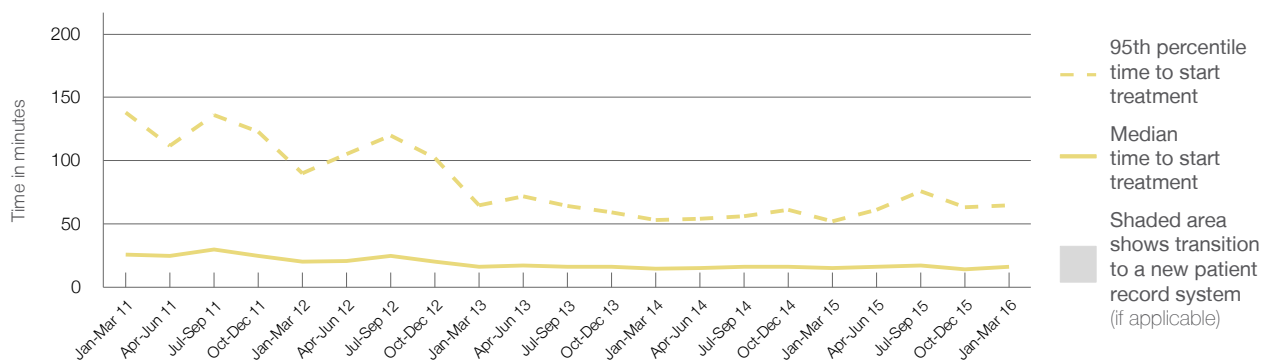
95th percentile time to start treatment<sup>5</sup> 65 minutes

Same period last year	NSW (this period)
2,790	
2,755	
15 minutes	20 minutes
52 minutes	99 minutes

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



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



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

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

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

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

January to March 2016

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

Number of triage 4 patients: 3,713

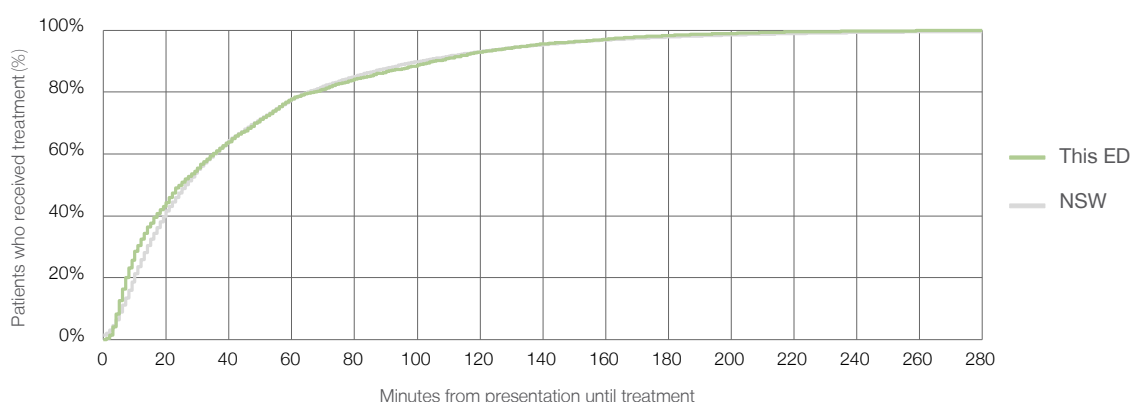
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,461

Median time to start treatment<sup>4</sup> 25 minutes

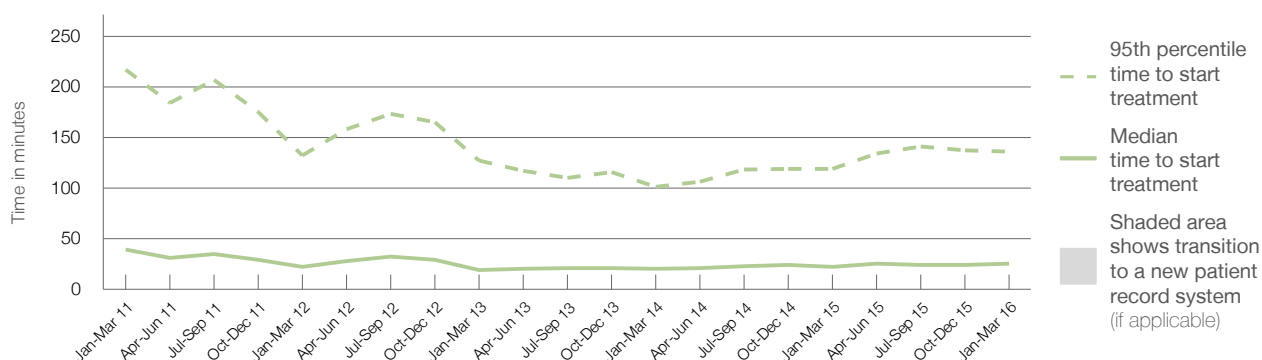
95th percentile time to start treatment<sup>5</sup> 136 minutes

Same period last year	NSW (this period)
3,841	
3,636	
22 minutes	26 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<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)	39	22	19	20	22	25
95th percentile time to start treatment <sup>5</sup> (minutes)	217	132	127	101	119	136

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

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

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

January to March 2016

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

Number of triage 5 patients: 1,564

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,421

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

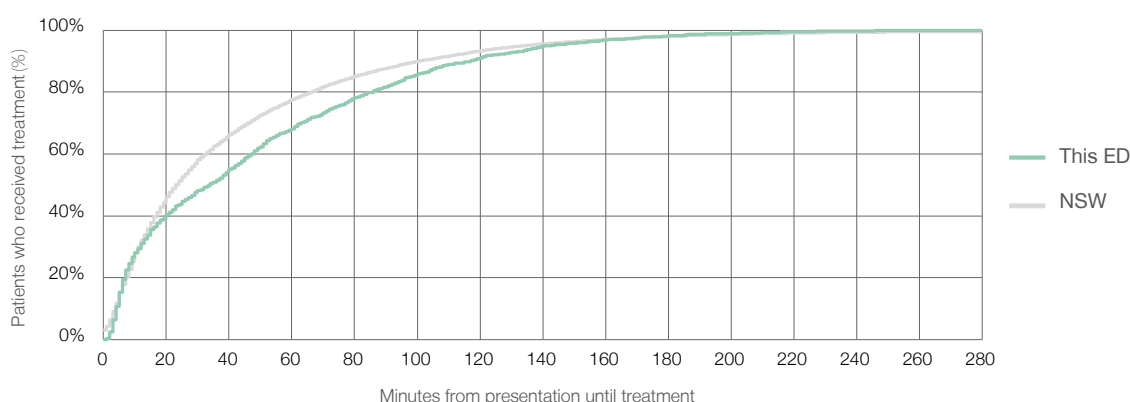
34 minutes

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

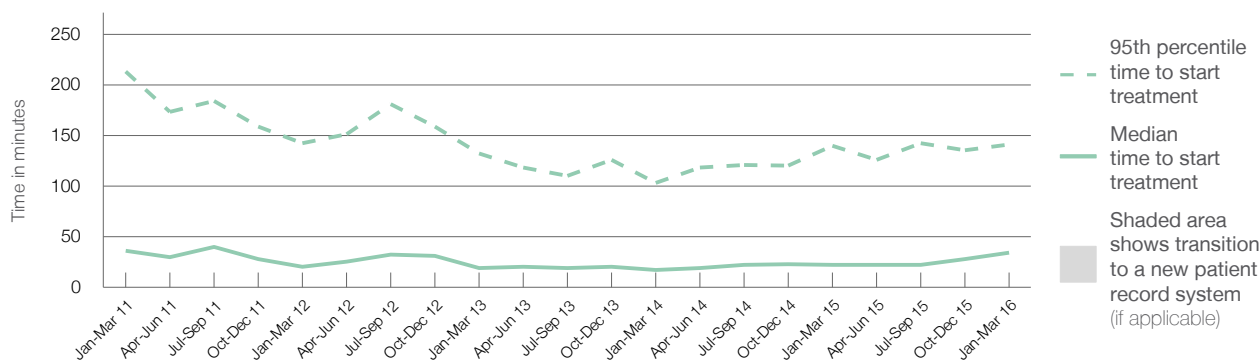
141 minutes

Same period last year	NSW (this period)
1,709	
1,609	
22 minutes	23 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<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)	36	20	19	17	22	34
95th percentile time to start treatment <sup>5</sup> (minutes)	213	142	132	103	140	141

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

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

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

January to March 2016

All attendances:<sup>1</sup> 9,463 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,461 patients

Median time to leaving the ED<sup>8</sup>

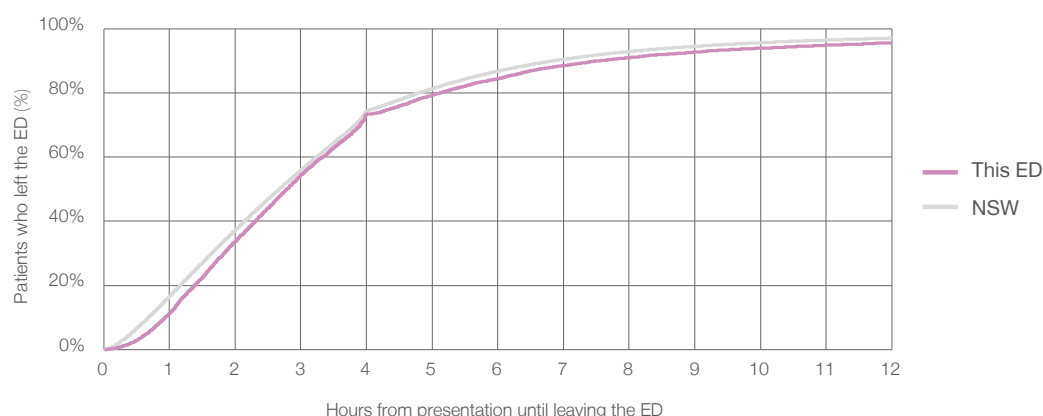
2 hours and 48 minutes

95th percentile time to leaving the ED<sup>9</sup>

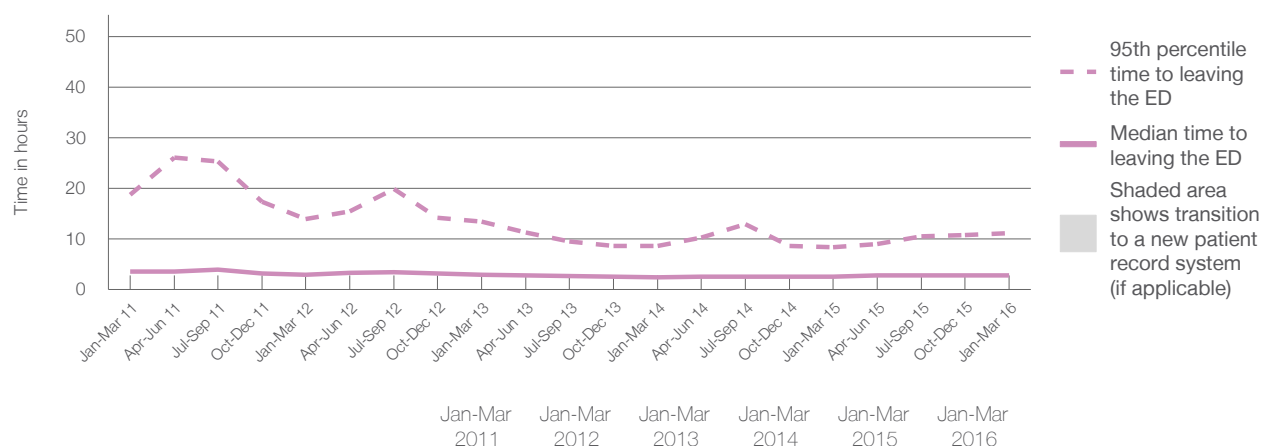
11 hours and 13 minutes

Same period last year	NSW (this period)
9,587	
9,587	
2 hours and 34 minutes	2 hours and 40 minutes
8 hours and 25 minutes	9 hours and 25 minutes

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



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<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)	3h 40m	3h 0m	2h 59m	2h 29m	2h 34m	2h 48m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	18h 49m	13h 58m	13h 30m	8h 36m	8h 25m	11h 13m

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

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

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

By mode of separation

January to March 2016

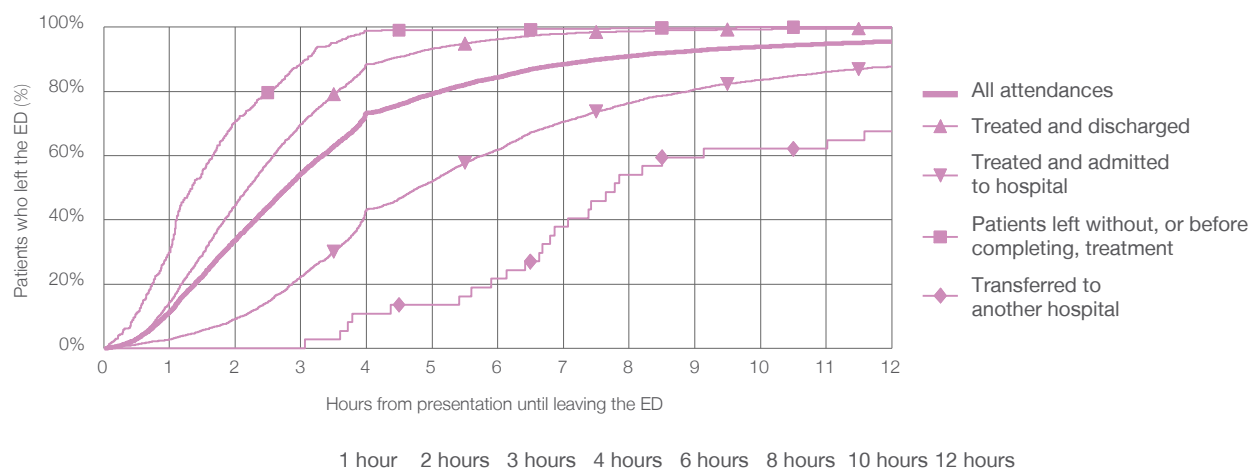
All attendances:<sup>†</sup> 9,463 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 9,461 patients

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

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

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



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

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

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

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

### Percentage of patients who left the ED within four hours of presentation

#### January to March 2016

All attendances: <sup>1</sup> 9,463 patients

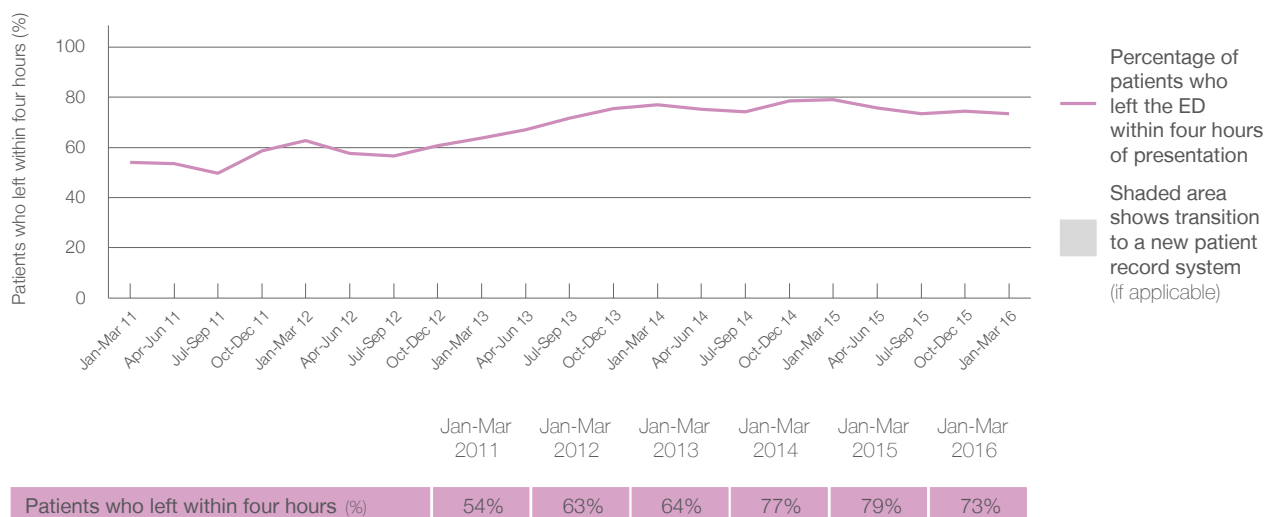
Attendances used to calculate time to leaving the ED: <sup>6</sup> 9,461 patients

Percentage of patients who left the ED within four hours



Same period last year	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 <sup>†‡</sup>



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

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

January to March 2016

All attendances:<sup>1</sup> 7,622 patients  
Emergency attendances:<sup>2</sup> 7,425 patients

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

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

January to March 2016

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

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 29 minutes

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

Median time to start treatment<sup>4</sup> 24 minutes  
95th percentile time to start treatment<sup>5</sup> 93 minutes

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

Median time to start treatment<sup>4</sup> 28 minutes  
95th percentile time to start treatment<sup>5</sup> 144 minutes

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

Median time to start treatment<sup>4</sup> 23 minutes  
95th percentile time to start treatment<sup>5</sup> 152 minutes

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

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,619 patients

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

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

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

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.

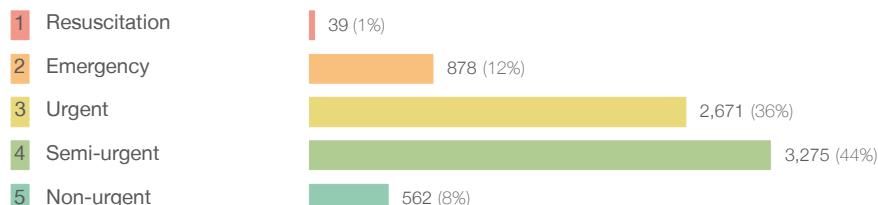
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Dubbo Base Hospital: Patients attending the emergency department

January to March 2016

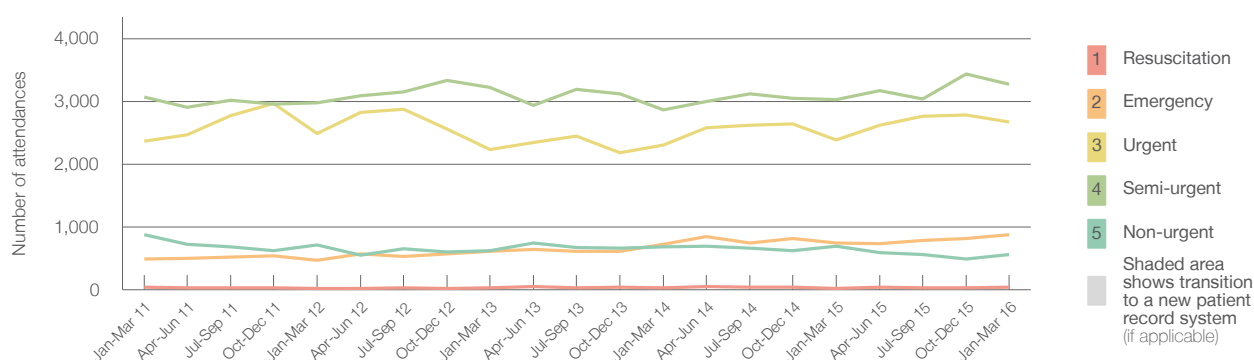
All attendances:<sup>1</sup> 7,622 patients

Emergency attendances<sup>2</sup> by triage category: 7,425 patients



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

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

## Dubbo Base Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,446 patients

ED Transfer of care time<sup>§</sup>



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



## 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

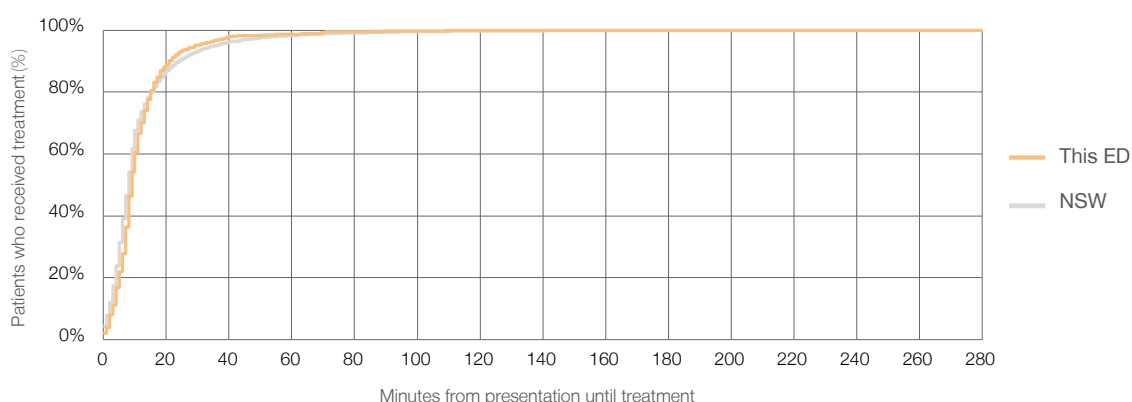
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 873

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

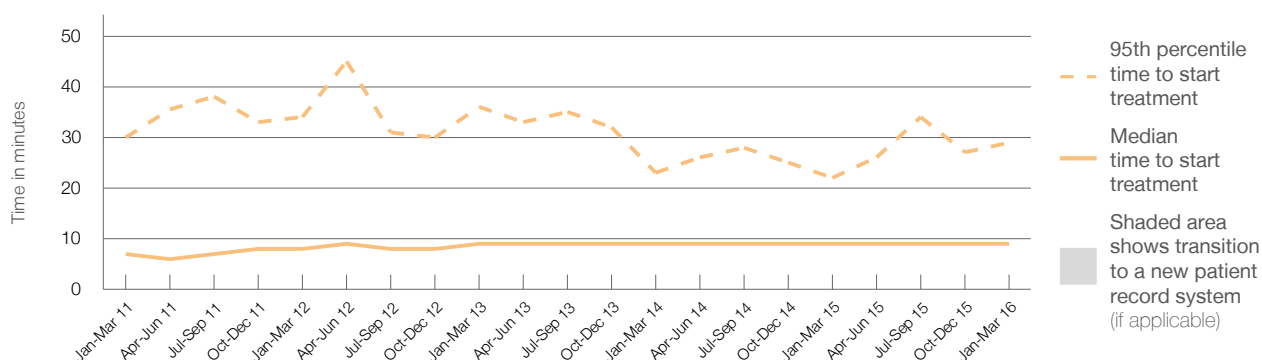
95th percentile time to start treatment<sup>5</sup> 29 minutes

Same period last year	NSW (this period)
744	
743	
9 minutes	8 minutes
22 minutes	35 minutes

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



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<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)	7	8	9	9	9	9
95th percentile time to start treatment <sup>5</sup> (minutes)	30	34	36	23	22	29

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

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

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

January to March 2016

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

Number of triage 3 patients: 2,671

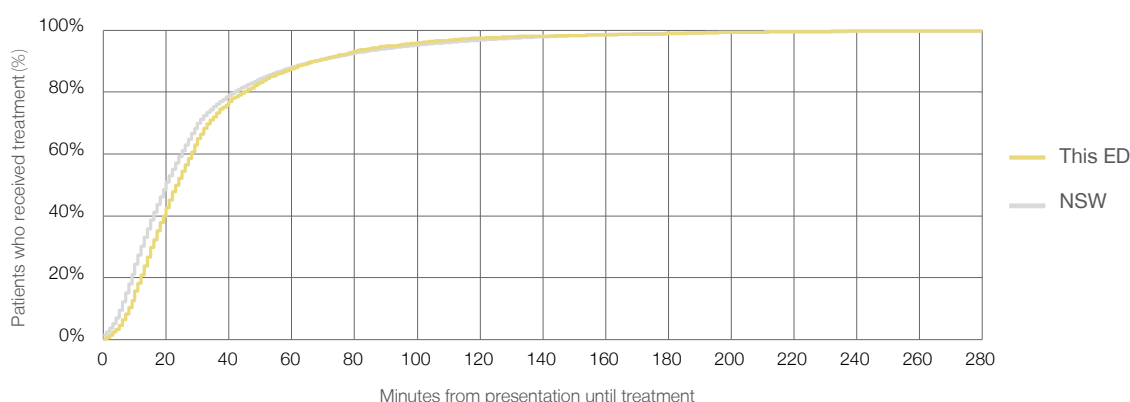
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,604

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

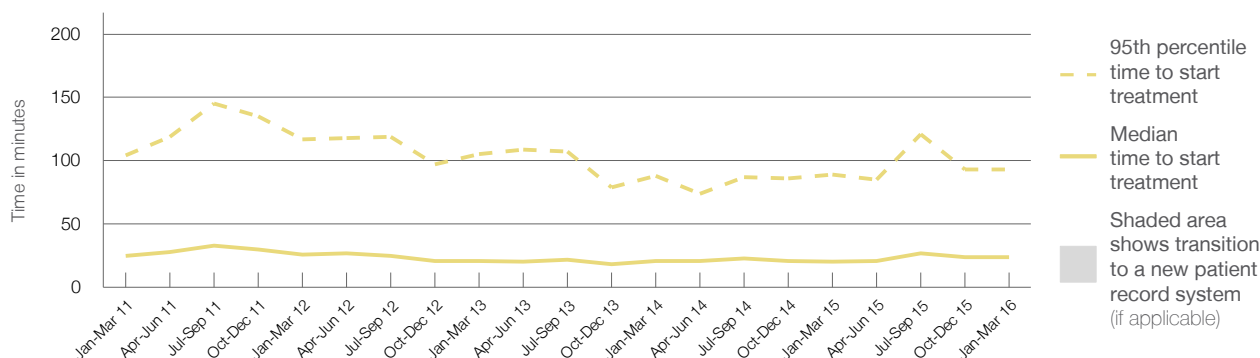
95th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
2,388	
2,348	
20 minutes	20 minutes
89 minutes	99 minutes

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



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<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)	25	26	21	21	20	24
95th percentile time to start treatment <sup>5</sup> (minutes)	104	117	105	88	89	93

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

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

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

January to March 2016

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

Number of triage 4 patients: 3,275

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,002

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

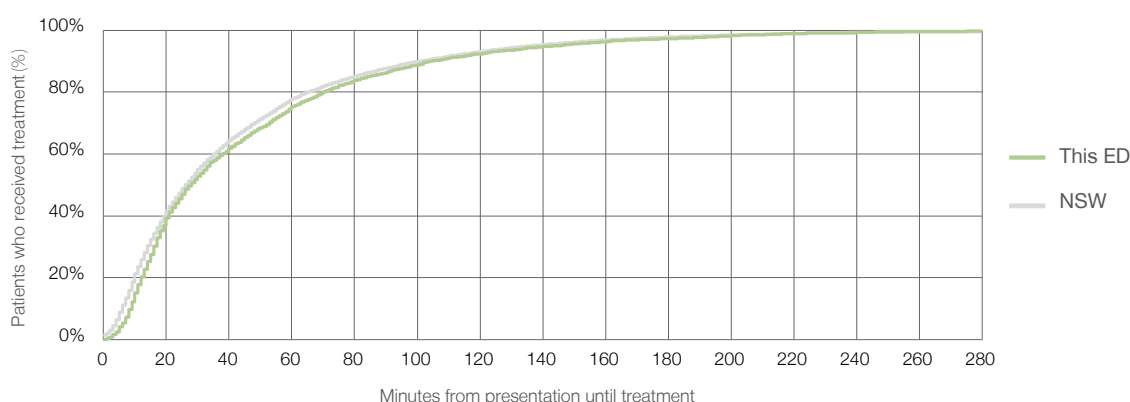
28 minutes

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

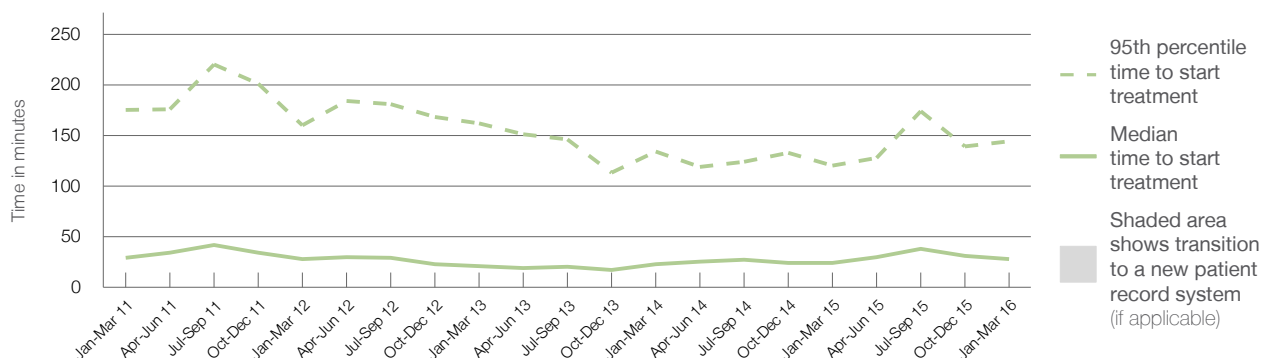
144 minutes

Same period last year	NSW (this period)
3,027	
2,848	
24 minutes	26 minutes
120 minutes	137 minutes

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



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<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)	29	28	21	23	24	28
95th percentile time to start treatment <sup>5</sup> (minutes)	175	160	162	134	120	144

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

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

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

January to March 2016

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

Number of triage 5 patients: 562

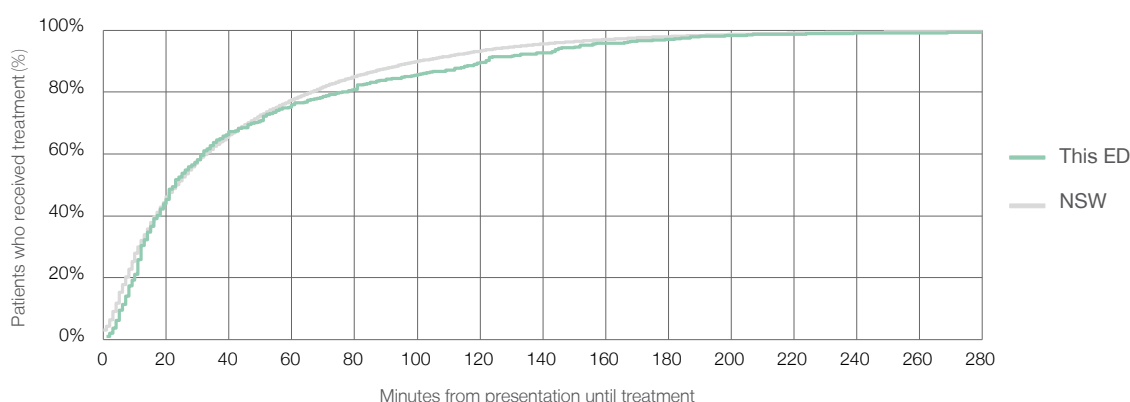
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 445

Median time to start treatment<sup>4</sup> 23 minutes

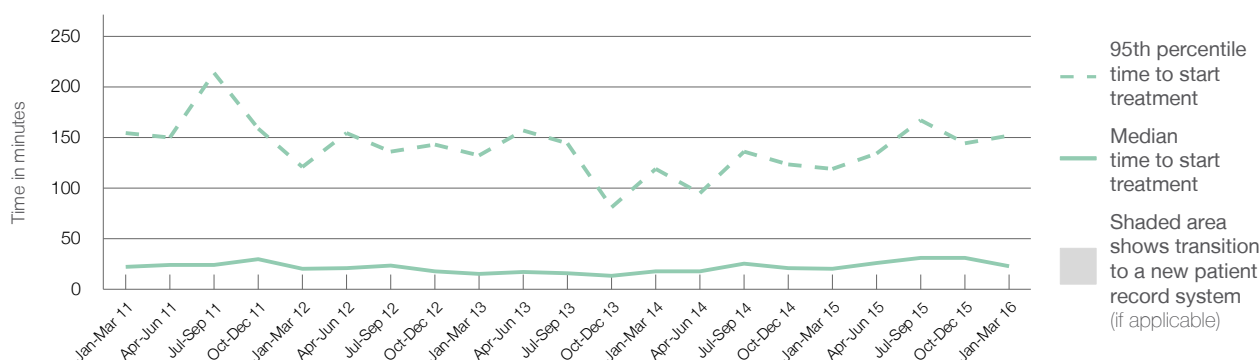
95th percentile time to start treatment<sup>5</sup> 152 minutes

Same period last year	NSW (this period)
690	
547	
20 minutes	23 minutes
119 minutes	135 minutes

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



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<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	20	15	18	20	23
95th percentile time to start treatment <sup>5</sup> (minutes)	155	121	132	119	119	152

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

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

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

January to March 2016

All attendances:<sup>1</sup> 7,622 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,619 patients

Median time to leaving the ED<sup>8</sup>

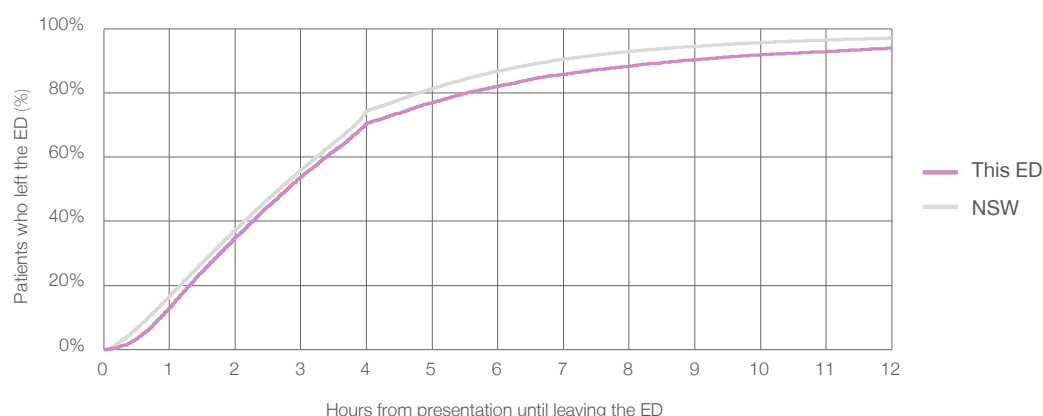
2 hours and 48 minutes

95th percentile time to leaving the ED<sup>9</sup>

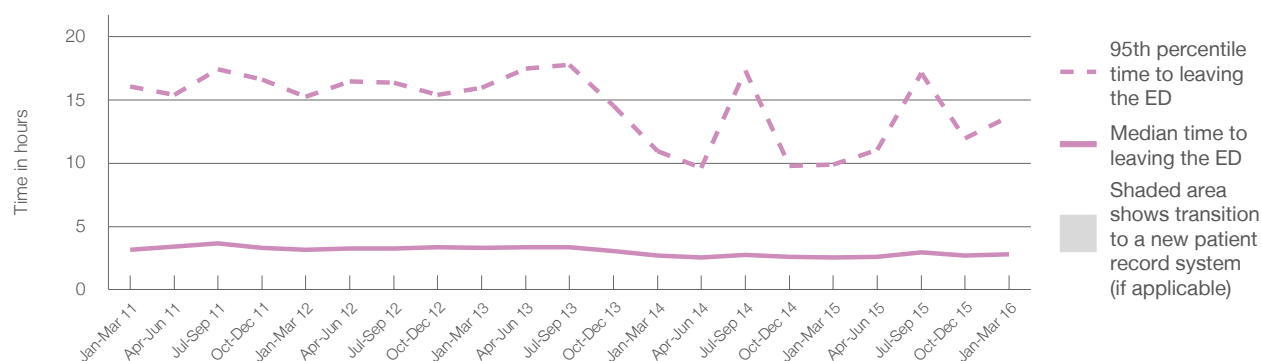
13 hours and 41 minutes

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<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)	3h 8m	3h 8m	3h 18m	2h 43m	2h 33m	2h 48m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	16h 4m	15h 14m	15h 57m	10h 56m	9h 52m	13h 41m

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

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

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

By mode of separation

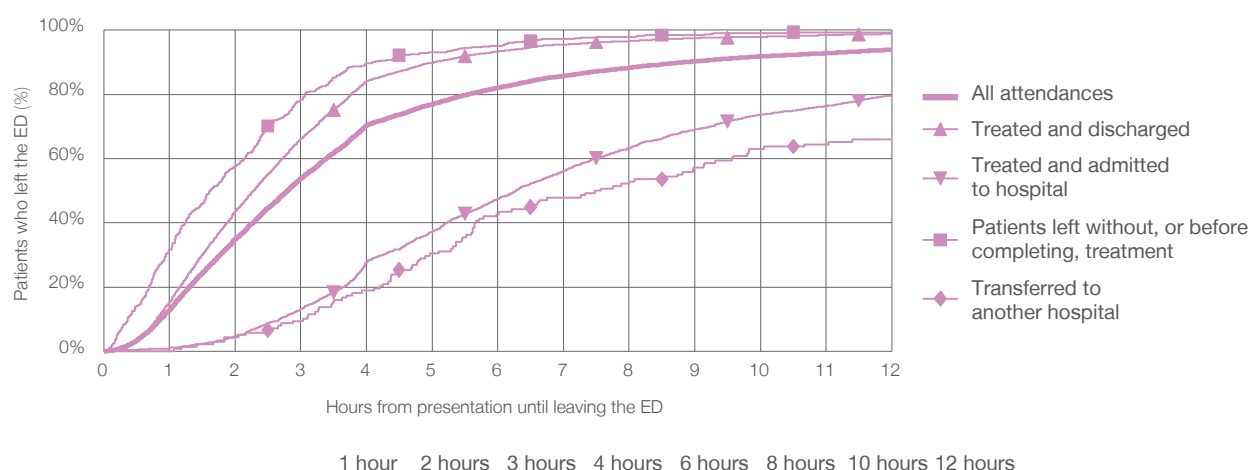
January to March 2016

All attendances:<sup>†</sup> 7,622 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 7,619 patients

		Same period last year	Change since one year ago
Treated and discharged	5,242 (69%)	5,150	2%
Treated and admitted to hospital	1,738 (23%)	1,527	14%
Patient left without, or before completing, treatment	477 (6%)	283	69%
Transferred to another hospital	138 (2%)	135	2%
Other	27 (0%)	16	69%

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



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: <sup>1</sup> 7,622 patients

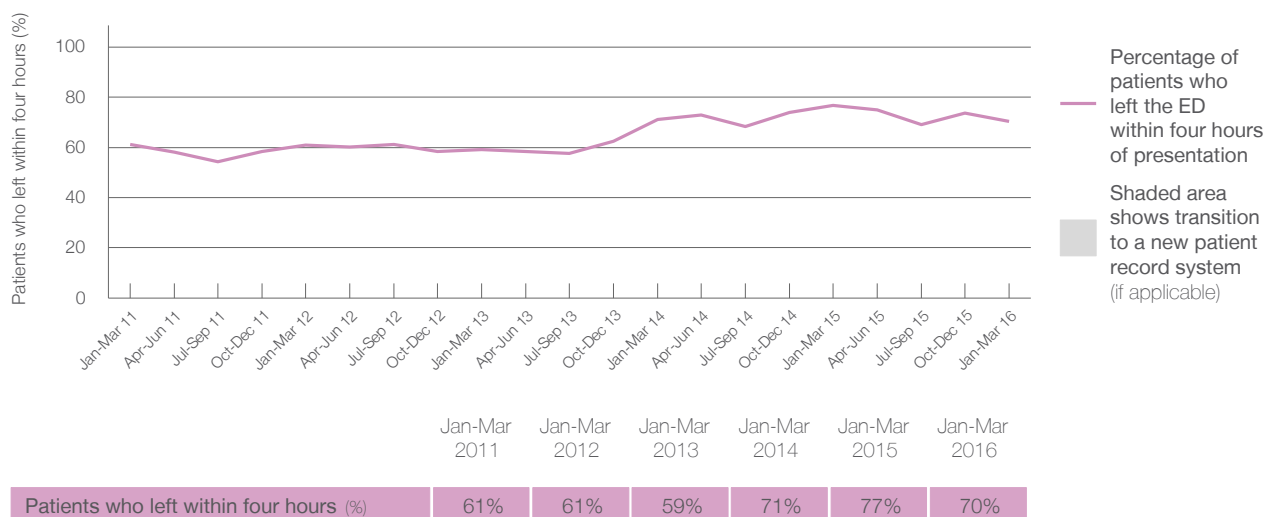
Attendances used to calculate time to leaving the ED: <sup>6</sup> 7,619 patients

Percentage of patients who left the ED within four hours



Same period last year	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 <sup>†‡</sup>



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

## Fairfield Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 8,752 patients  
Emergency attendances:<sup>2</sup> 8,730 patients

Same period last year	Change since one year ago
8,858	-1%
8,814	-1%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 652 patients

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,855 patients

Median time to start treatment<sup>4</sup> 17 minutes  
95th percentile time to start treatment<sup>5</sup> 88 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,536 patients

Median time to start treatment<sup>4</sup> 19 minutes  
95th percentile time to start treatment<sup>5</sup> 135 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 674 patients

Median time to start treatment<sup>4</sup> 18 minutes  
95th percentile time to start treatment<sup>5</sup> 130 minutes

Same period last year	NSW (this period)
707	
9 minutes	8 minutes
32 minutes	35 minutes
3,160	
21 minutes	20 minutes
87 minutes	99 minutes
4,305	
26 minutes	26 minutes
148 minutes	137 minutes
623	
26 minutes	23 minutes
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:<sup>6</sup> 8,752 patients

Percentage of patients who left the ED within four hours 82%

Same period last year	Change since 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).

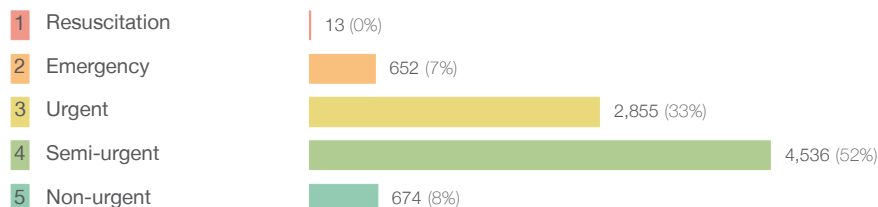


## Fairfield Hospital: Patients attending the emergency department

January to March 2016

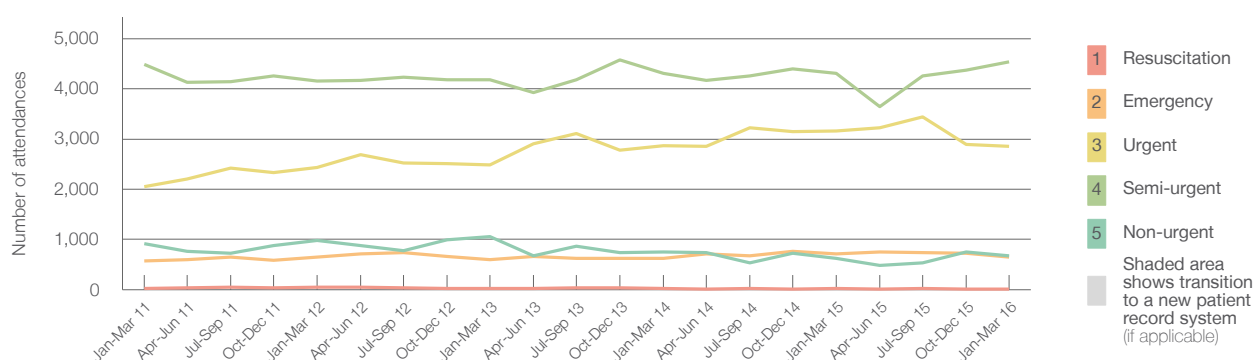
All attendances:<sup>1</sup> 8,752 patients

Emergency attendances<sup>2</sup> by triage category: 8,730 patients



Same period last year	Change since one year ago
8,858	-1%
8,814	-1%
19	-32%
707	-8%
3,160	-10%
4,305	5%
623	8%

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	26	46	25	26	19	13
Emergency	566	652	596	621	707	652
Urgent	2,054	2,437	2,482	2,869	3,160	2,855
Semi-urgent	4,490	4,160	4,177	4,314	4,305	4,536
Non-urgent	922	977	1,051	751	623	674
All emergency attendances	8,058	8,272	8,331	8,581	8,814	8,730

## Fairfield Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,210 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
1,270	
13 minutes	-2 minutes
43 minutes	-7 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.

## Fairfield 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: 652

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 651

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

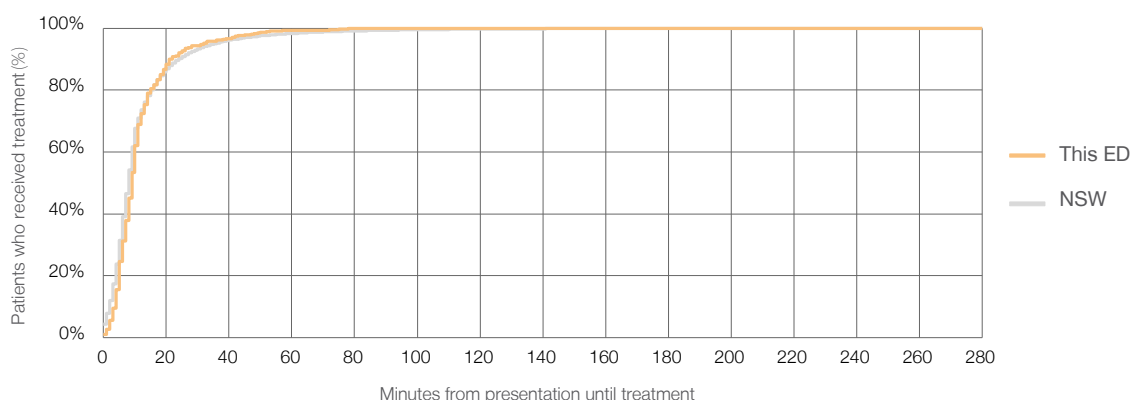
9 minutes

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

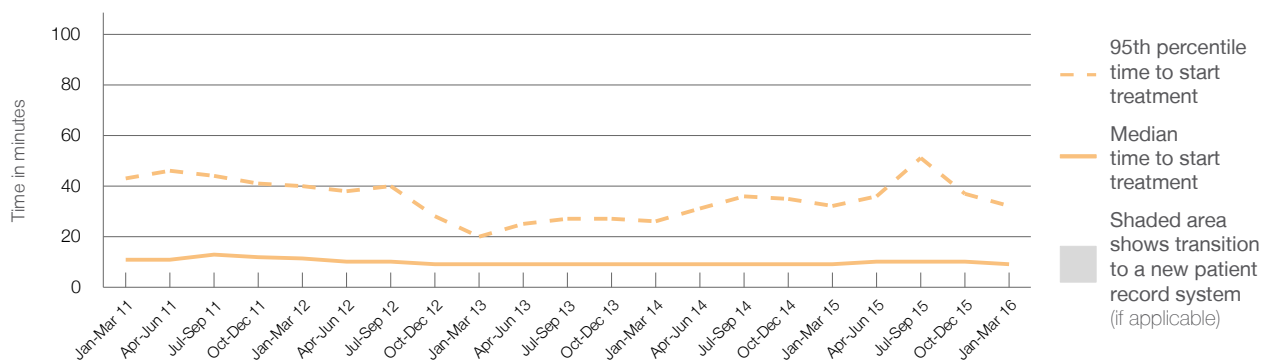
32 minutes

Same period last year	NSW (this period)
707	
705	
9 minutes	8 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	11	12	9	9	9	9
95th percentile time to start treatment <sup>5</sup> (minutes)	43	40	20	26	32	32

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

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

## Fairfield 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: 2,855

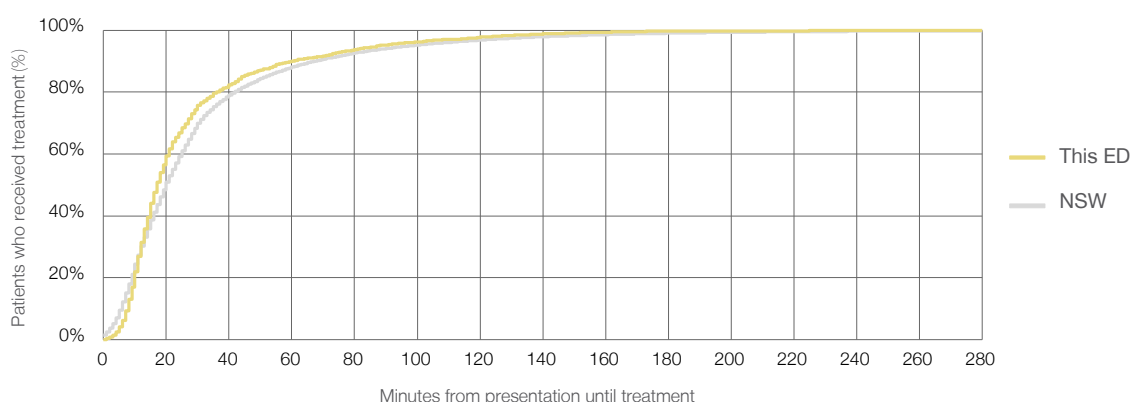
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,798

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

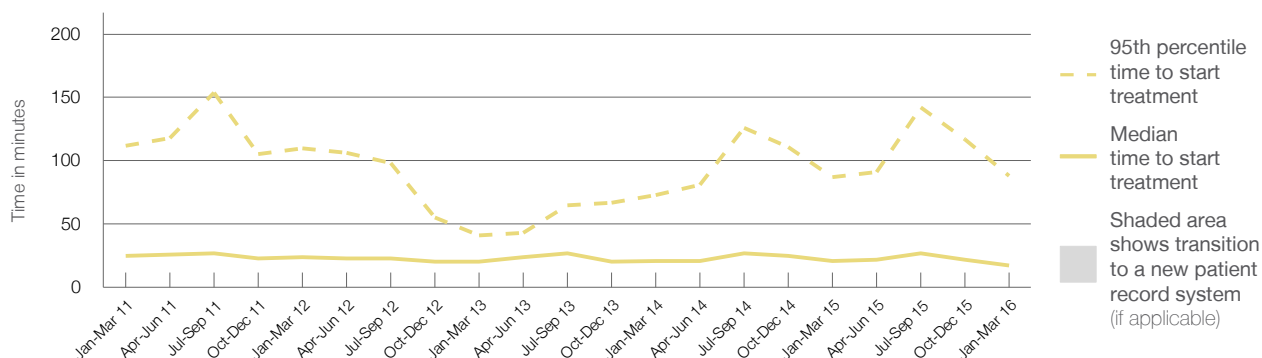
95th percentile time to start treatment<sup>5</sup> 88 minutes

Same period last year	NSW (this period)
3,160	
3,080	
21 minutes	20 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<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)	25	24	20	21	21	17
95th percentile time to start treatment <sup>5</sup> (minutes)	112	110	41	73	87	88

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 ankle, earache)

Number of triage 4 patients: 4,536

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,112

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

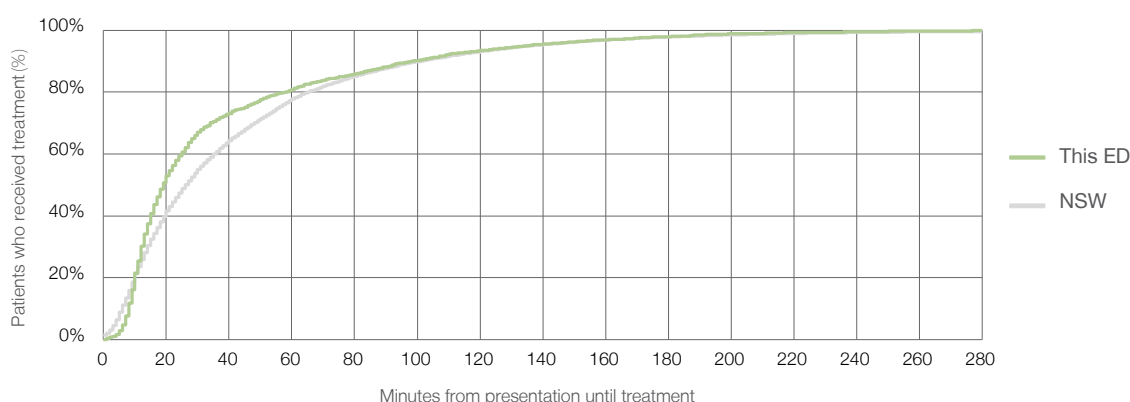
19 minutes

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

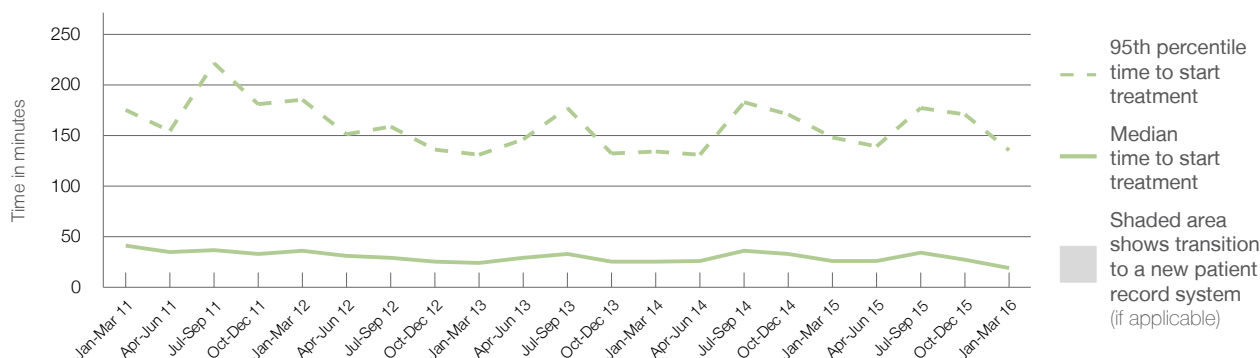
135 minutes

Same period last year	NSW (this period)
4,305	
3,995	
26 minutes	26 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<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)	41	36	24	25	26	19
95th percentile time to start treatment <sup>5</sup> (minutes)	175	185	131	134	148	135

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 abrasions)

Number of triage 5 patients: 674

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 497

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

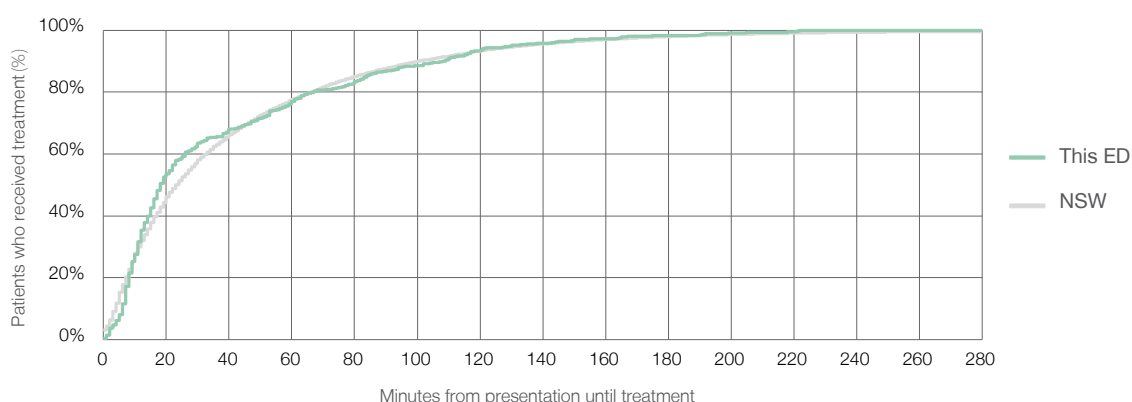
18 minutes

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

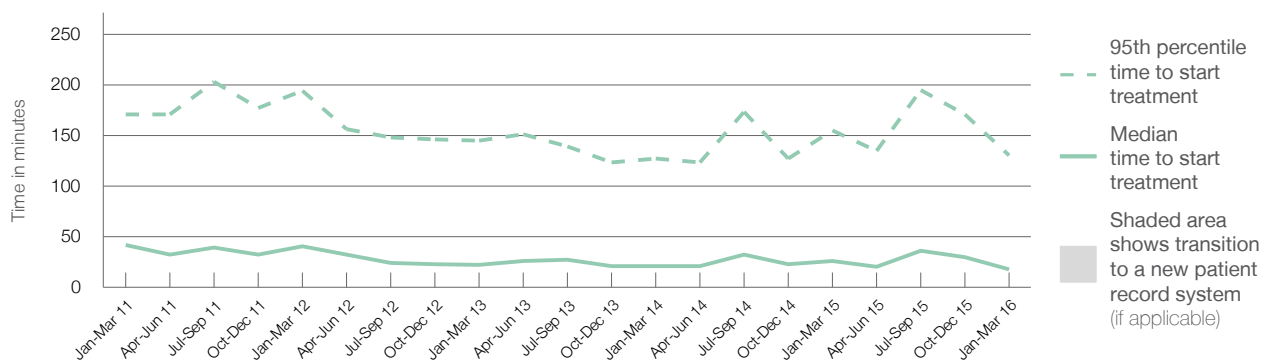
130 minutes

Same period last year	NSW (this period)
623	
462	
26 minutes	23 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<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)	42	41	22	21	26	18
95th percentile time to start treatment <sup>5</sup> (minutes)	171	194	145	127	155	130

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

January to March 2016

All attendances:<sup>1</sup> 8,752 patients

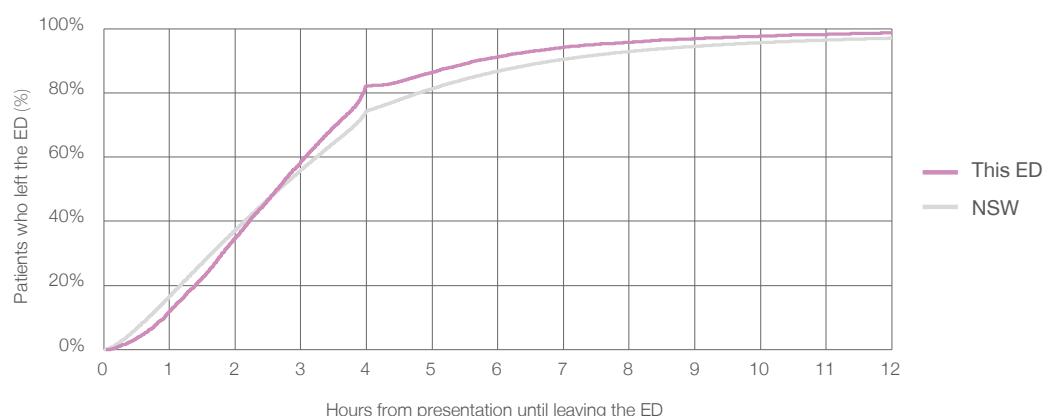
Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,752 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 39 minutes

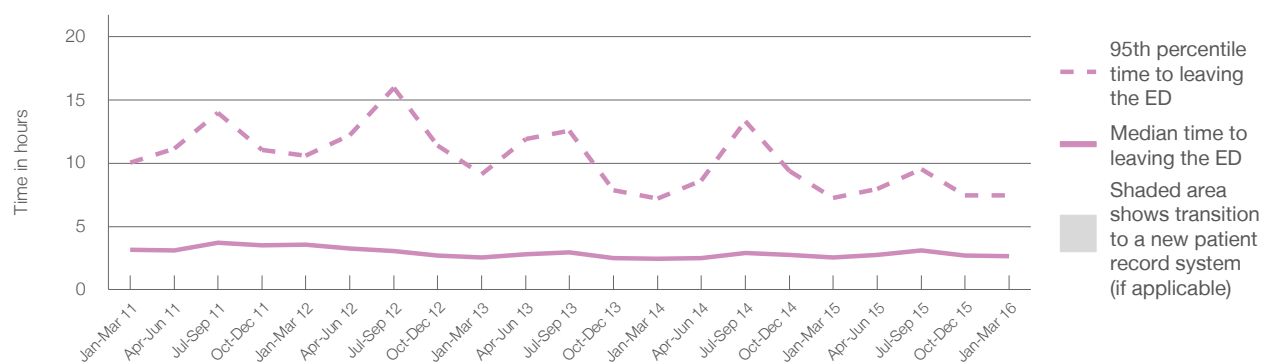
95th percentile time to leaving the ED<sup>9</sup> 7 hours and 27 minutes

Same period last year	NSW (this period)
8,858	
8,858	
2 hours and 33 minutes	2 hours and 40 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<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)	3h 8m	3h 34m	2h 32m	2h 26m	2h 33m	2h 39m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 2m	10h 34m	9h 9m	7h 11m	7h 14m	7h 27m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

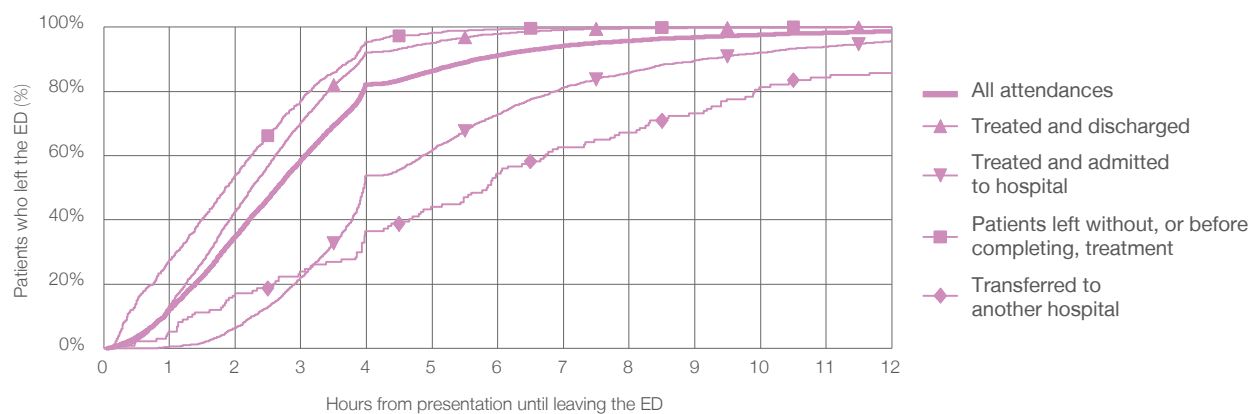
All attendances:<sup>†</sup> 8,752 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 8,752 patients

Treated and discharged	5,502 (63%)
Treated and admitted to hospital	2,170 (25%)
Patient left without, or before completing, treatment	864 (10%)
Transferred to another hospital	134 (2%)
Other	82 (1%)

Same period last year	Change since one year ago
8,858	-1%
5,614	-2%
2,331	-7%
684	26%
164	-18%
65	26%

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



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

Treated and discharged	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%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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: <sup>1</sup> 8,752 patients

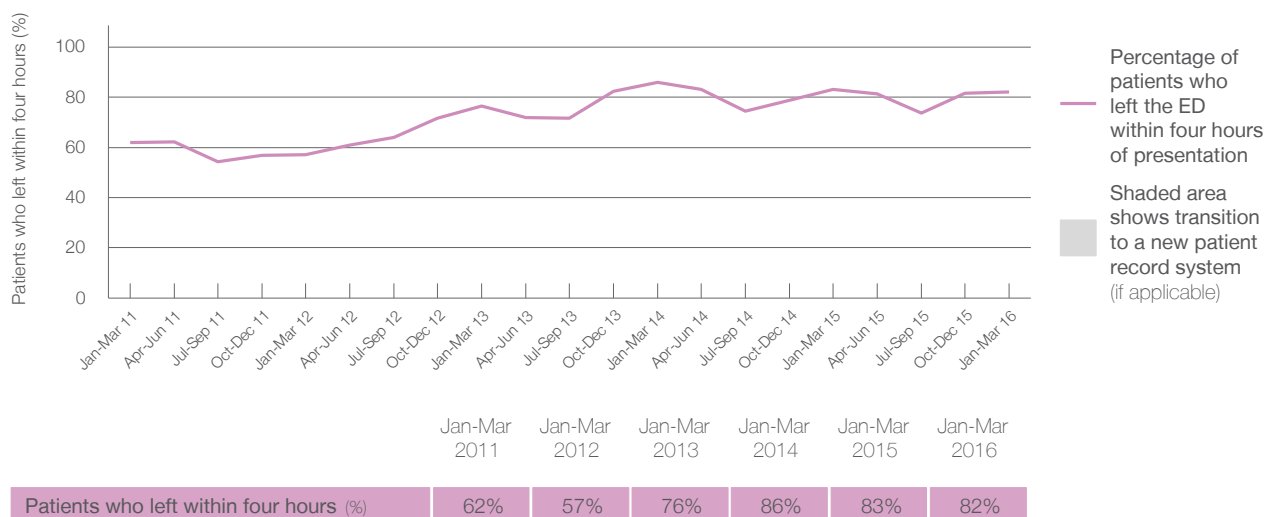
Attendances used to calculate time to leaving the ED: <sup>6</sup> 8,752 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
8,858	-1%
8,858	-1%
83%	

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



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



## Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 9,650 patients  
Emergency attendances:<sup>2</sup> 9,596 patients

Same period last year	Change since one year ago
9,386	3%
9,303	3%

## Hornsby and Ku-Ring-Gai Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,333 patients

Median time to start treatment<sup>4</sup> 5 minutes  
95th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,121 patients

Median time to start treatment<sup>4</sup> 15 minutes  
95th percentile time to start treatment<sup>5</sup> 66 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,280 patients

Median time to start treatment<sup>4</sup> 16 minutes  
95th percentile time to start treatment<sup>5</sup> 110 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,830 patients

Median time to start treatment<sup>4</sup> 11 minutes  
95th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
1,241	
5 minutes	8 minutes
10 minutes	35 minutes
1,930	
12 minutes	20 minutes
51 minutes	99 minutes
4,375	
15 minutes	26 minutes
86 minutes	137 minutes
1,736	
14 minutes	23 minutes
113 minutes	135 minutes

## Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,650 patients

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

Same period last year	Change since one year ago
9,386	3%
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.

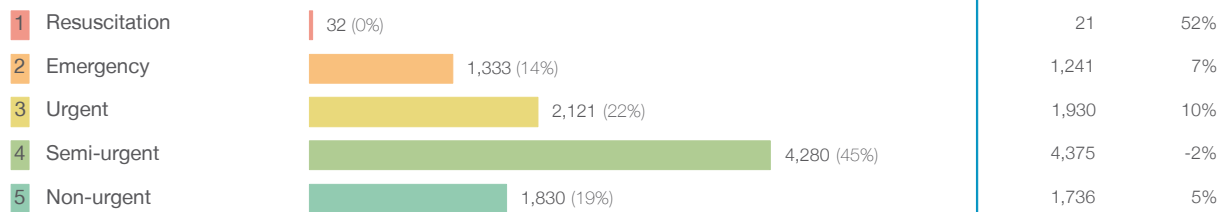
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Hornsby and Ku-Ring-Gai Hospital: Patients attending the emergency department

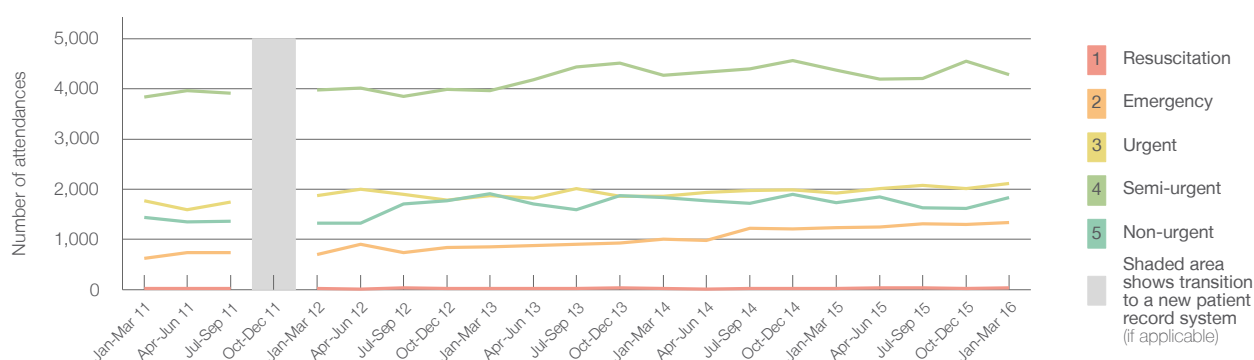
January to March 2016

All attendances:<sup>1</sup> 9,650 patients

Emergency attendances<sup>2</sup> by triage category: 9,596 patients



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	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

## Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,832 patients

ED Transfer of care time<sup>§</sup>



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

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

(§) 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)

Number of triage 2 patients: 1,333

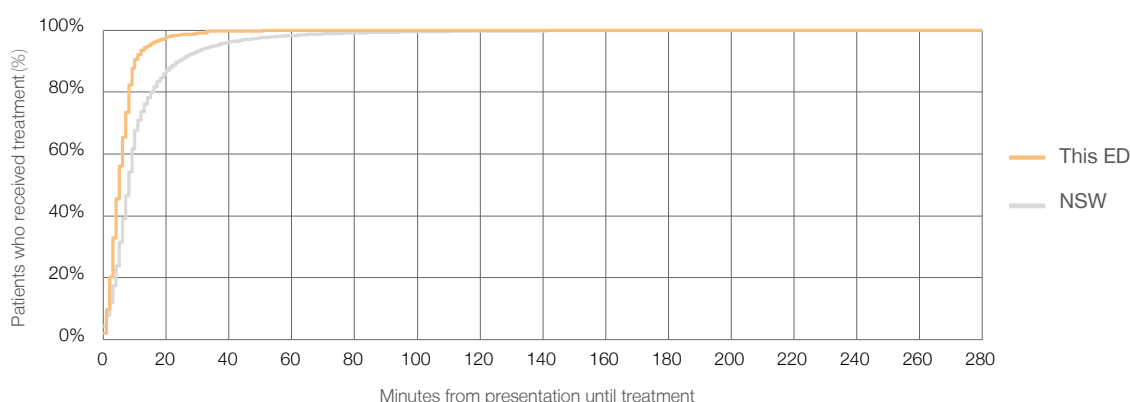
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,331

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

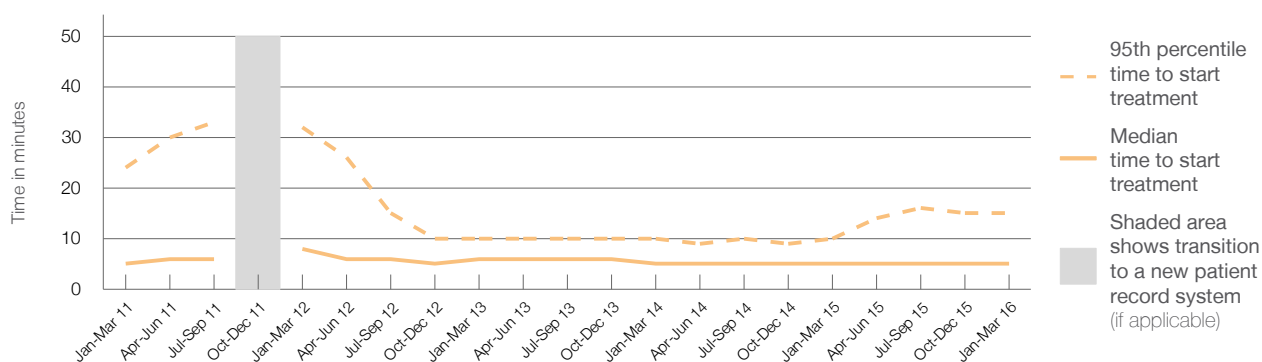
95th percentile time to start treatment<sup>5</sup> 15 minutes

Same period last year	NSW (this period)
1,241	
1,240	
5 minutes	8 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	5	8	6	5	5	5
95th percentile time to start treatment <sup>5</sup> (minutes)	24	32	10	10	10	15

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

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

Number of triage 3 patients: 2,121

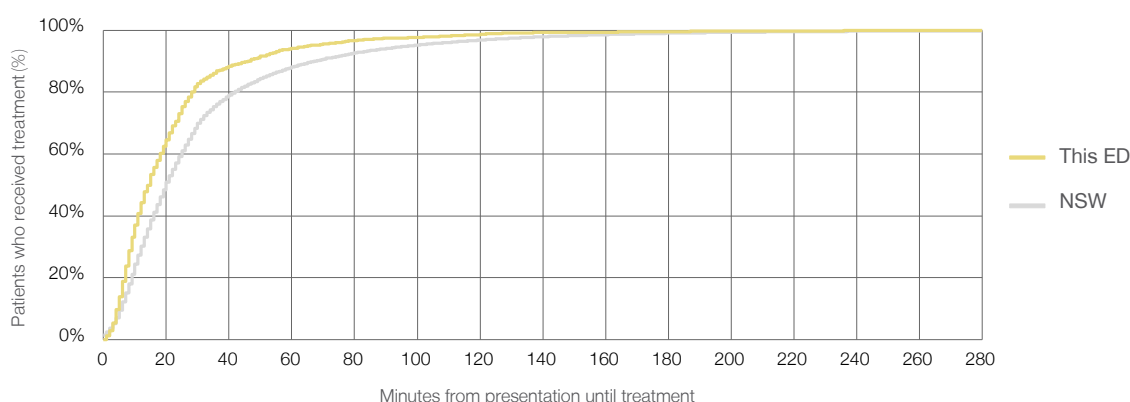
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,108

Median time to start treatment<sup>4</sup> 15 minutes

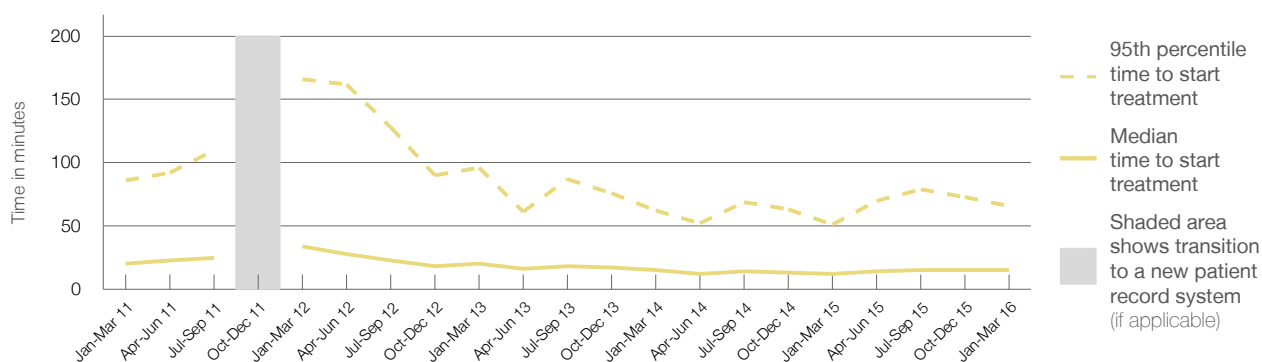
95th percentile time to start treatment<sup>5</sup> 66 minutes

Same period last year	NSW (this period)
1,930	
1,923	
12 minutes	20 minutes
51 minutes	99 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	20	34	20	15	12	15
95th percentile time to start treatment <sup>5</sup> (minutes)	86	166	96	62	51	66

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

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

Number of triage 4 patients: 4,280

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,126

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

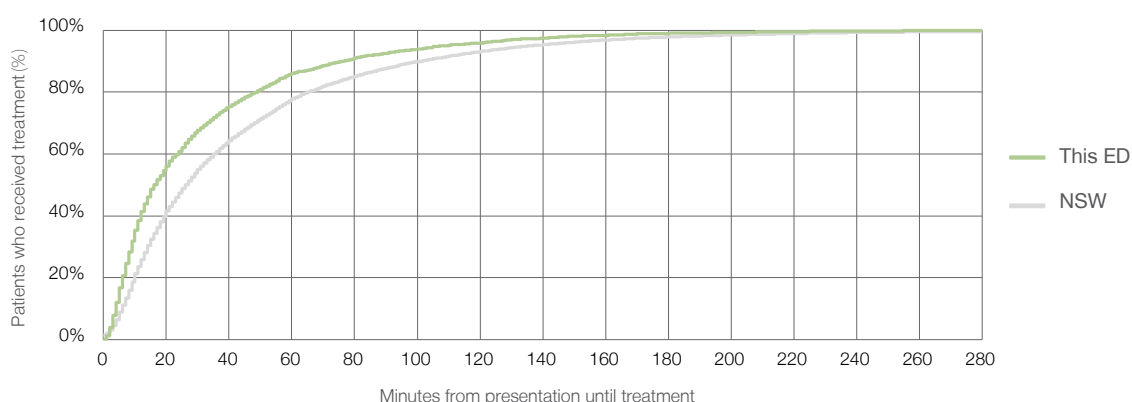
16 minutes

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

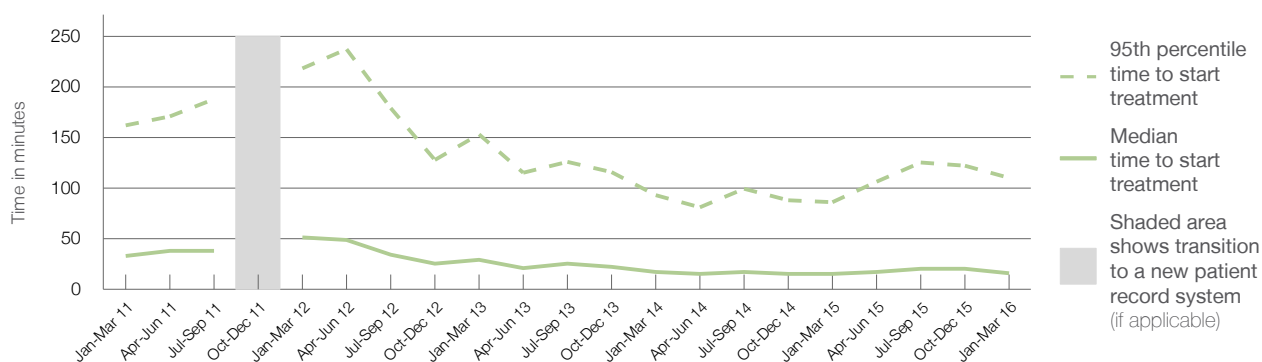
110 minutes

Same period last year	NSW (this period)
4,375	
4,308	
15 minutes	26 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<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)	33	51	29	17	15	16
95th percentile time to start treatment <sup>5</sup> (minutes)	162	218	153	93	86	110

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

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

Number of triage 5 patients: 1,830

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,712

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

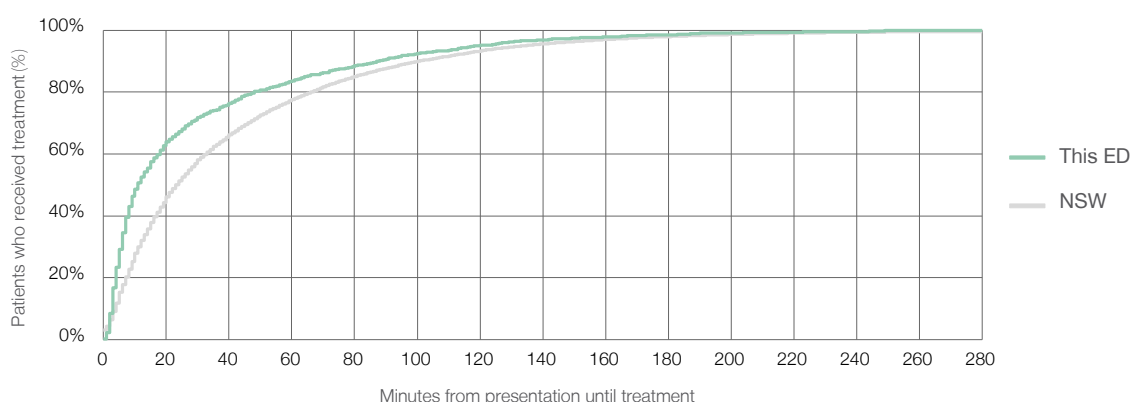
11 minutes

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

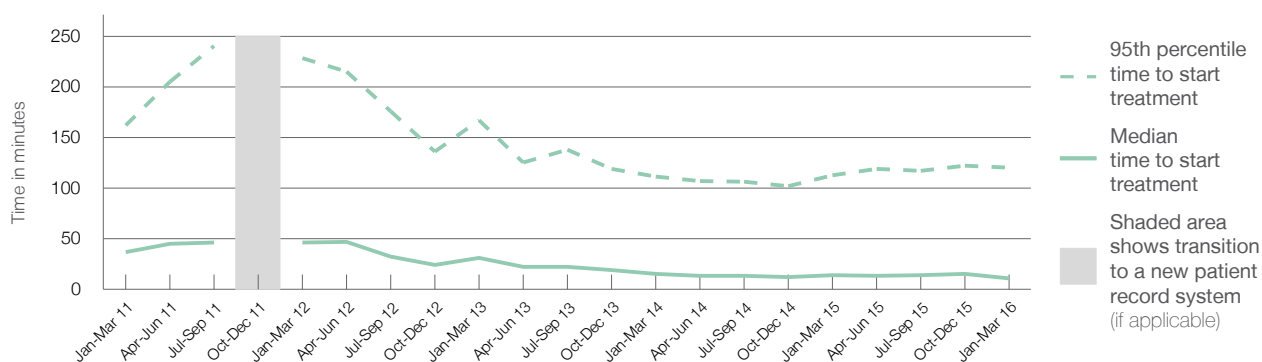
120 minutes

Same period last year	NSW (this period)
1,736	
1,660	
14 minutes	23 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<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)	37	46	31	15	14	11
95th percentile time to start treatment <sup>5</sup> (minutes)	162	228	167	111	113	120

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

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

All attendances:<sup>1</sup> 9,650 patients

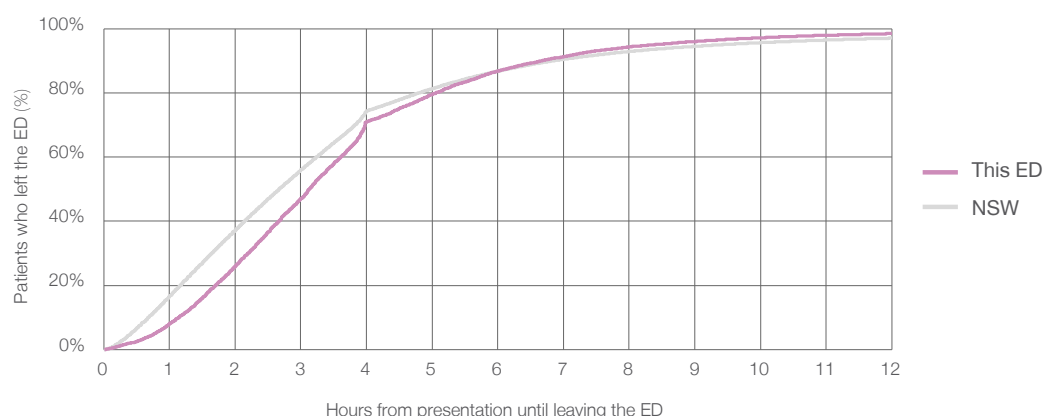
Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,650 patients

Median time to leaving the ED<sup>8</sup> 3 hours and 8 minutes

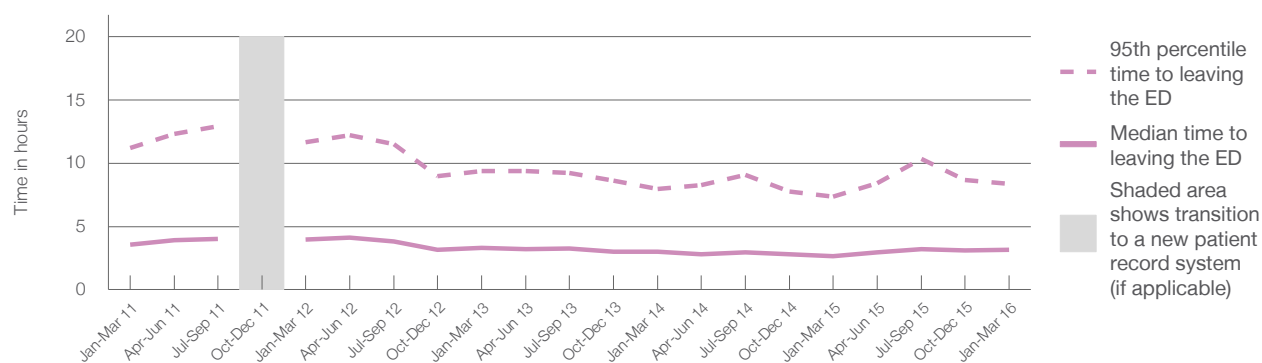
95th percentile time to leaving the ED<sup>9</sup> 8 hours and 23 minutes

Same period last year	NSW (this period)
9,386	
9,386	
2 hours and 39 minutes	2 hours and 40 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<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)	3h 34m	3h 57m	3h 18m	2h 59m	2h 39m	3h 8m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 11m	11h 39m	9h 24m	7h 57m	7h 22m	8h 23m

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

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

## Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

By mode of separation

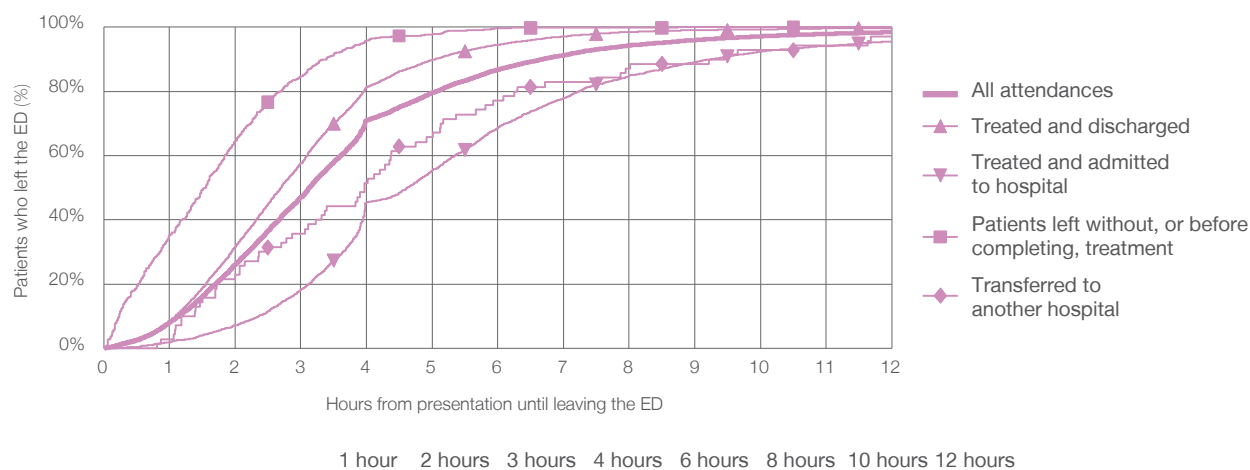
January to March 2016

All attendances:<sup>†</sup> 9,650 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 9,650 patients

		Same period last year	Change since one year ago
Treated and discharged	6,017 (62%)	9,386	3%
Treated and admitted to hospital	2,960 (31%)	2,705	9%
Patient left without, or before completing, treatment	600 (6%)	379	58%
Transferred to another hospital	70 (1%)	31	126%
Other	3 (0%)	10	-70%

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



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.



## 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

All attendances: <sup>1</sup> 9,650 patients

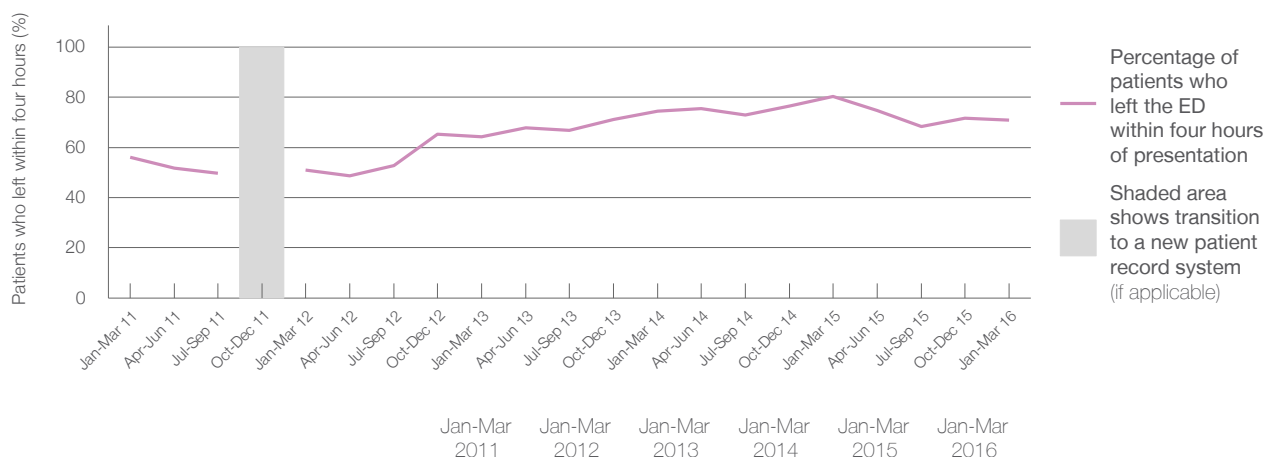
Attendances used to calculate time to leaving the ED: <sup>6</sup> 9,650 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
9,386	3%
9,386	3%
80%	

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 (%)	56%	51%	64%	75%	80%	71%
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- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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).

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

January to March 2016

All attendances:<sup>1</sup> 7,802 patients  
Emergency attendances:<sup>2</sup> 7,495 patients

Same period last year	Change since one year ago
7,952	-2%
7,698	-3%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 854 patients

Median time to start treatment<sup>4</sup> 6 minutes  
95th percentile time to start treatment<sup>5</sup> 20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,635 patients

Median time to start treatment<sup>4</sup> 24 minutes  
95th percentile time to start treatment<sup>5</sup> 113 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,125 patients

Median time to start treatment<sup>4</sup> 40 minutes  
95th percentile time to start treatment<sup>5</sup> 169 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 829 patients

Median time to start treatment<sup>4</sup> 42 minutes  
95th percentile time to start treatment<sup>5</sup> 167 minutes

Same period last year	NSW (this period)
857	
6 minutes	8 minutes
20 minutes	35 minutes
2,489	
24 minutes	20 minutes
115 minutes	99 minutes
3,328	
42 minutes	26 minutes
188 minutes	137 minutes
961	
47 minutes	23 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 ED:<sup>6</sup> 7,789 patients

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

Same period last year	Change since 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.

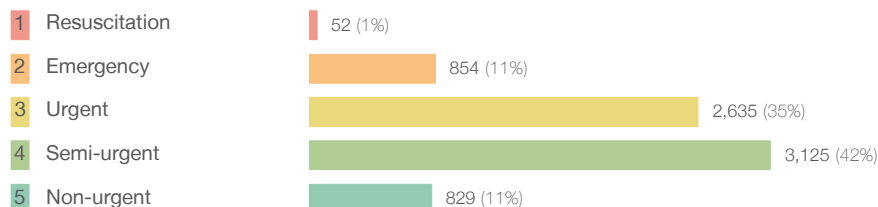
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Lismore Base Hospital: Patients attending the emergency department

January to March 2016

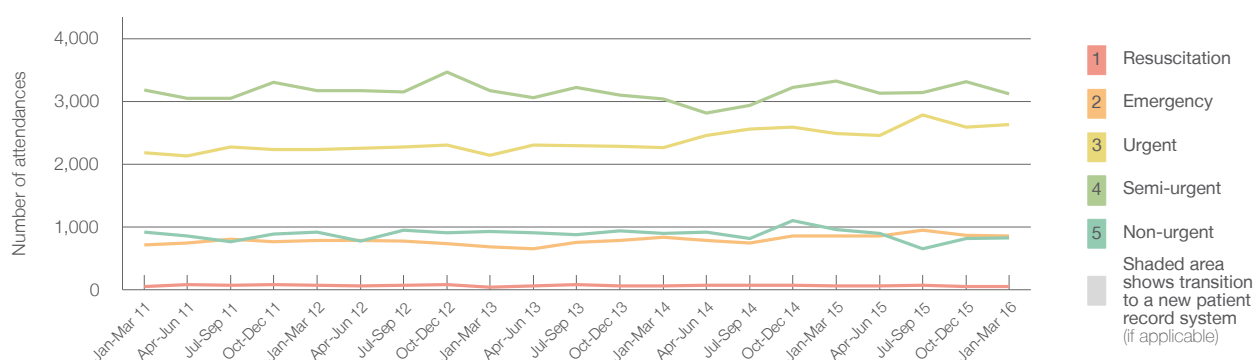
All attendances:<sup>1</sup> 7,802 patients

Emergency attendances<sup>2</sup> by triage category: 7,495 patients



Same period last year	Change since one year ago
7,952	-2%
7,698	-3%
63	-17%
857	0%
2,489	6%
3,328	-6%
961	-14%

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	52	66	39	55	63	52
Emergency	712	786	679	838	857	854
Urgent	2,178	2,228	2,138	2,268	2,489	2,635
Semi-urgent	3,184	3,168	3,168	3,038	3,328	3,125
Non-urgent	914	912	927	897	961	829
All emergency attendances	7,040	7,160	6,951	7,096	7,698	7,495

## Lismore Base Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,593 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
1,657	
16 minutes	-1 minute
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)

Number of triage 2 patients: 854

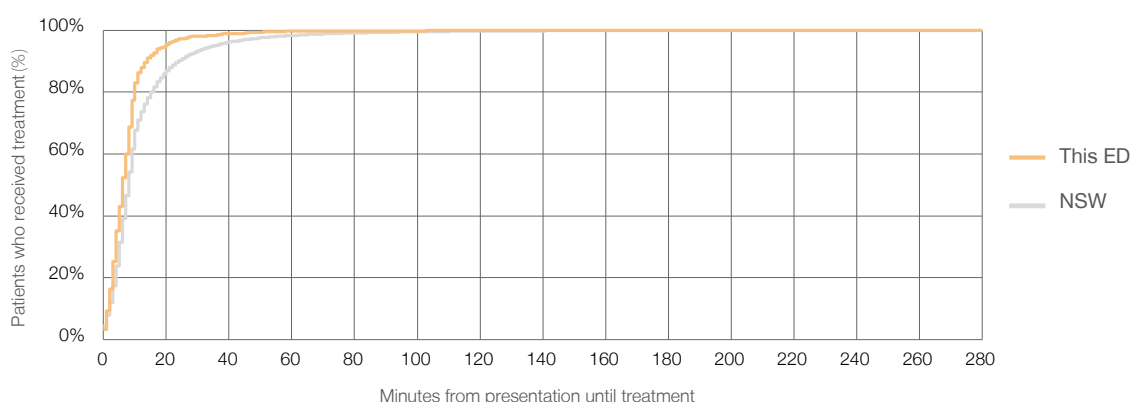
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 851

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

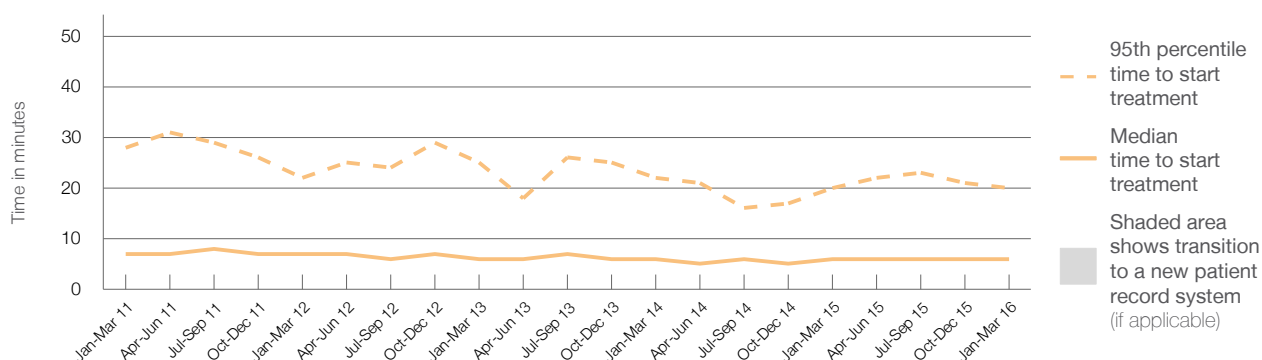
95th percentile time to start treatment<sup>5</sup> 20 minutes

Same period last year	NSW (this period)
857	
856	
6 minutes	8 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<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)	7	7	6	6	6	6
95th percentile time to start treatment <sup>5</sup> (minutes)	28	22	25	22	20	20

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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)

Number of triage 3 patients: 2,635

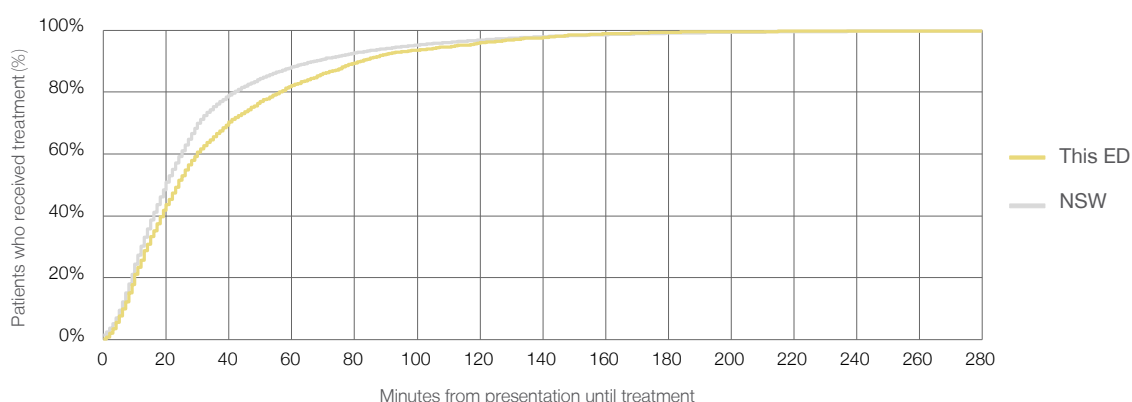
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,557

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

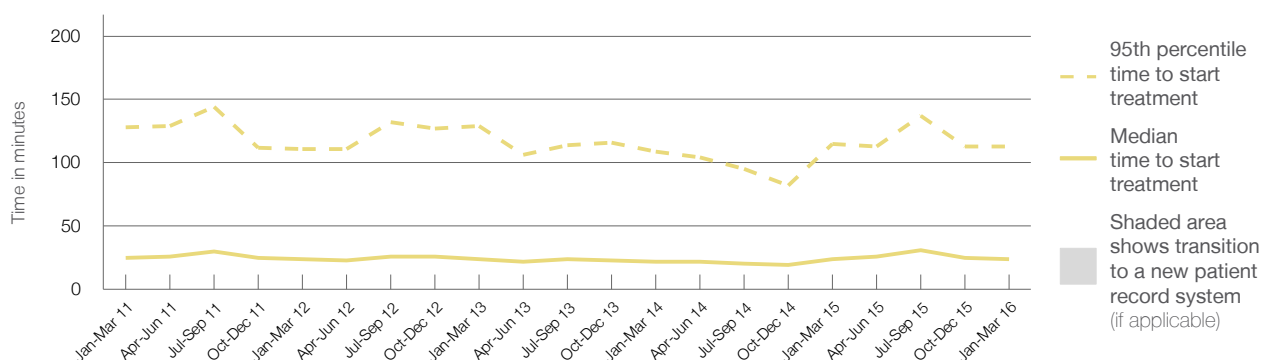
95th percentile time to start treatment<sup>5</sup> 113 minutes

Same period last year	NSW (this period)
2,489	
2,427	
24 minutes	20 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<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)	25	24	24	22	24	24
95th percentile time to start treatment <sup>5</sup> (minutes)	128	111	129	109	115	113

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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:<sup>3</sup> 2,846

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

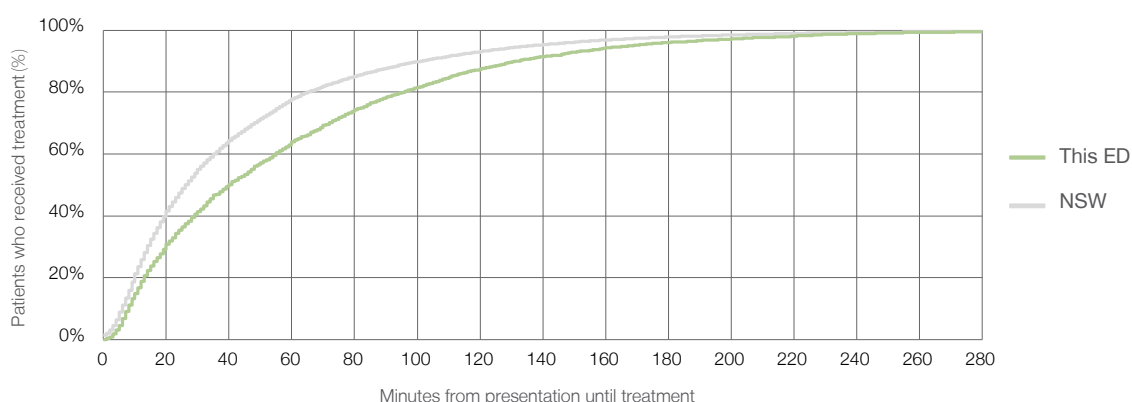
40 minutes

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

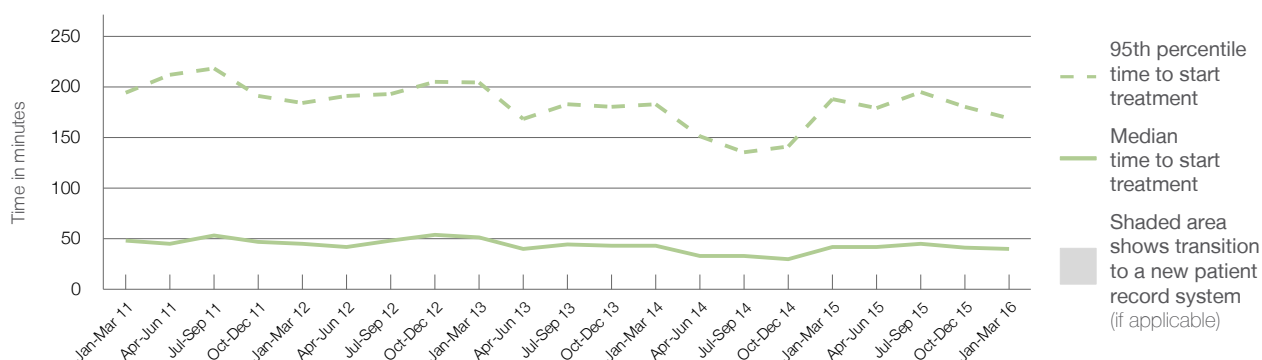
169 minutes

Same period last year	NSW (this period)
3,328	
3,017	
42 minutes	26 minutes
188 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)	48	45	51	43	42	40
95th percentile time to start treatment <sup>5</sup> (minutes)	194	184	204	183	188	169

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

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

Number of triage 5 patients: 829

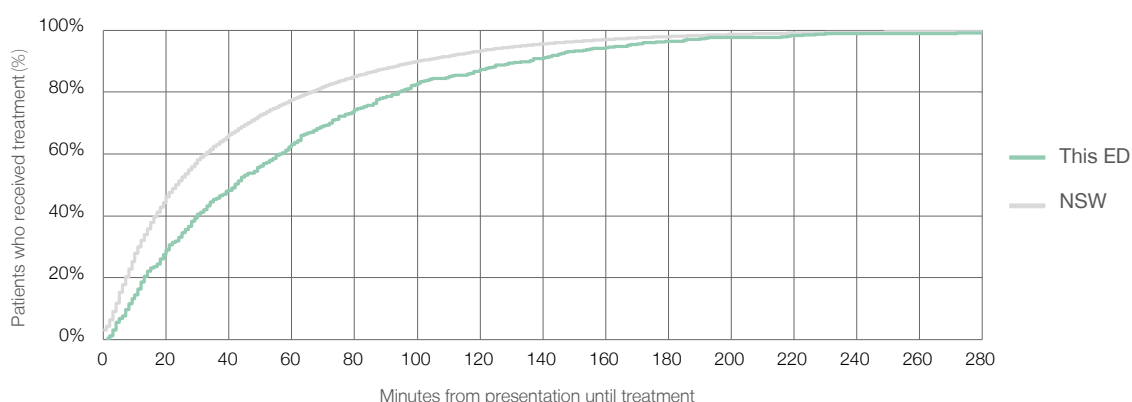
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 657

Median time to start treatment<sup>4</sup> 42 minutes

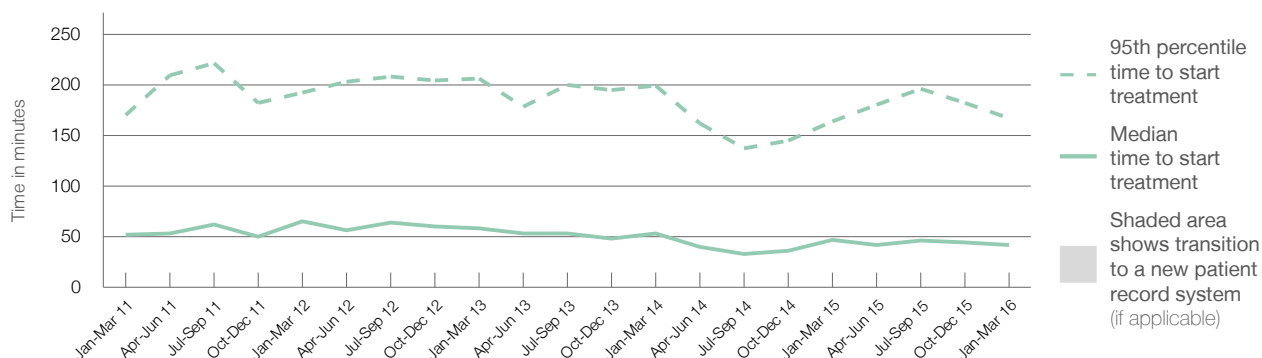
95th percentile time to start treatment<sup>5</sup> 167 minutes

Same period last year	NSW (this period)
961	
762	
47 minutes	23 minutes
164 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)	52	65	58	53	47	42
95th percentile time to start treatment <sup>5</sup> (minutes)	170	192	206	199	164	167

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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:<sup>1</sup> 7,802 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,789 patients

Median time to leaving the ED<sup>8</sup>

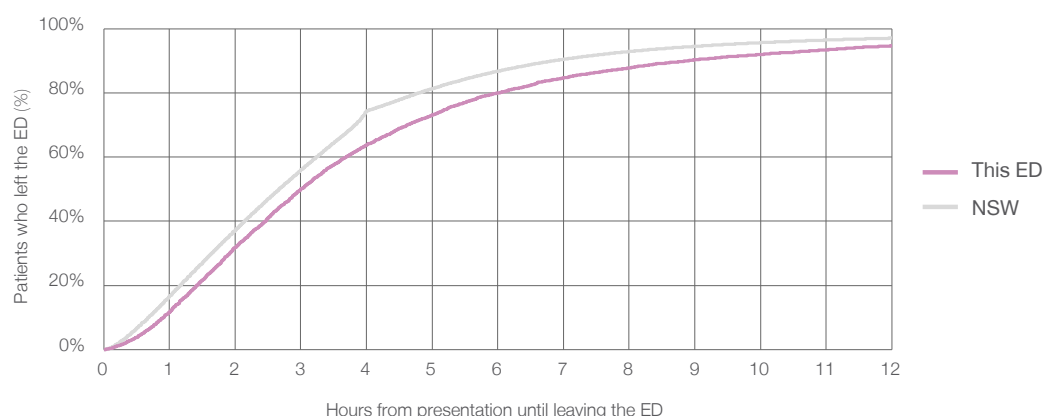
3 hours and 1 minutes

95th percentile time to leaving the ED<sup>9</sup>

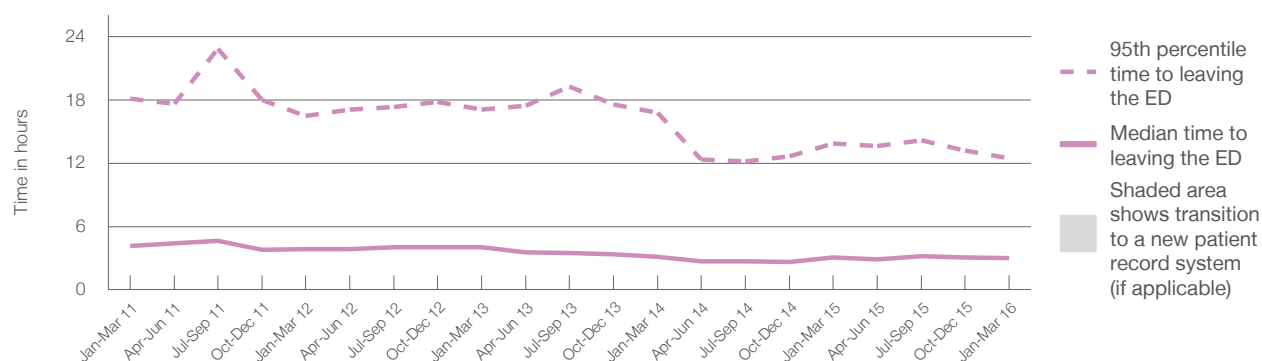
12 hours and 27 minutes

Same period last year	NSW (this period)
7,952	7,952
3 hours and 4 minutes	2 hours and 40 minutes
13 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<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)	4h 10m	3h 51m	4h 2m	3h 8m	3h 4m	3h 1m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	18h 7m	16h 28m	17h 3m	16h 45m	13h 52m	12h 27m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

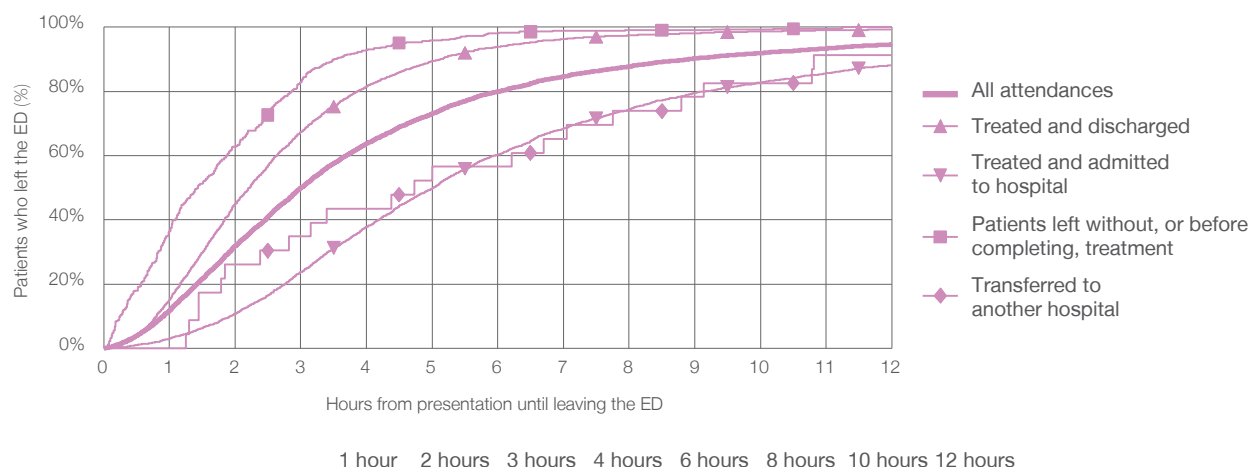
All attendances:<sup>†</sup> 7,802 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 7,789 patients

Treated and discharged	3,974 (51%)
Treated and admitted to hospital	3,287 (42%)
Patient left without, or before completing, treatment	435 (6%)
Transferred to another hospital	23 (0%)
Other	83 (1%)

Same period last year	Change since one year ago
7,952	-2%
4,037	-2%
3,361	-2%
461	-6%
21	10%
72	15%

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



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

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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: <sup>1</sup> 7,802 patients

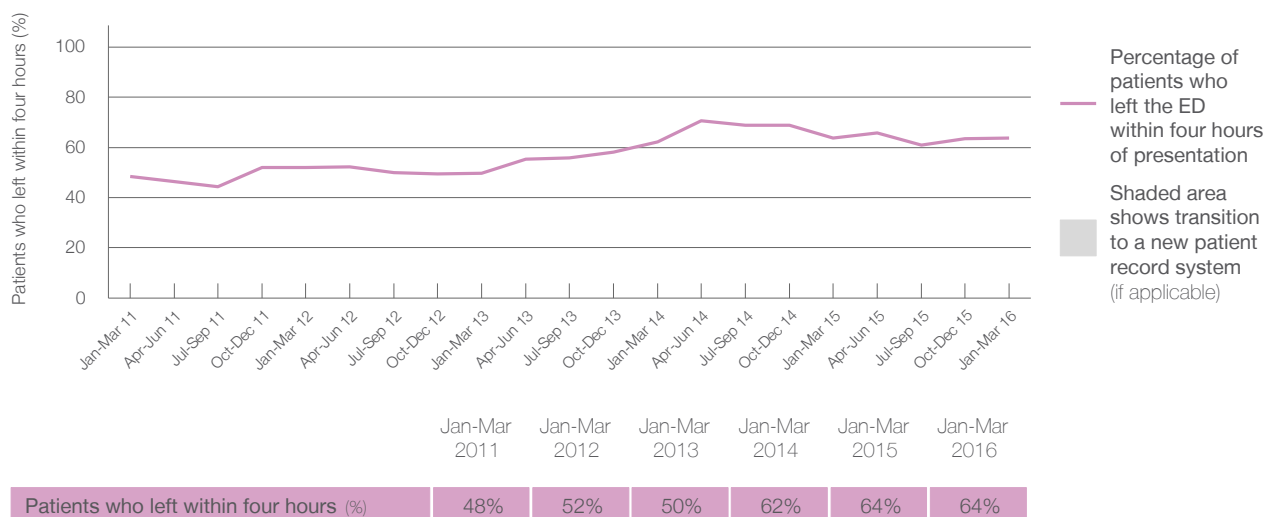
Attendances used to calculate time to leaving the ED: <sup>6</sup> 7,789 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since 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 <sup>†‡</sup>



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

## Maitland Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 12,242 patients

Emergency attendances:<sup>2</sup> 12,091 patients

Same period last year	Change since one year ago
11,695	5%
11,593	4%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,491 patients

Median time to start treatment<sup>4</sup> 8 minutes  
95th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,830 patients

Median time to start treatment<sup>4</sup> 23 minutes  
95th percentile time to start treatment<sup>5</sup> 89 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,177 patients

Median time to start treatment<sup>4</sup> 39 minutes  
95th percentile time to start treatment<sup>5</sup> 138 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,575 patients

Median time to start treatment<sup>4</sup> 44 minutes  
95th percentile time to start treatment<sup>5</sup> 148 minutes

Same period last year	NSW (this period)
1,377	
8 minutes	8 minutes
35 minutes	35 minutes
2,617	
26 minutes	20 minutes
120 minutes	99 minutes
5,759	
46 minutes	26 minutes
167 minutes	137 minutes
1,816	
56 minutes	23 minutes
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:<sup>6</sup> 12,242 patients

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

Same period last year	Change since 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 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.

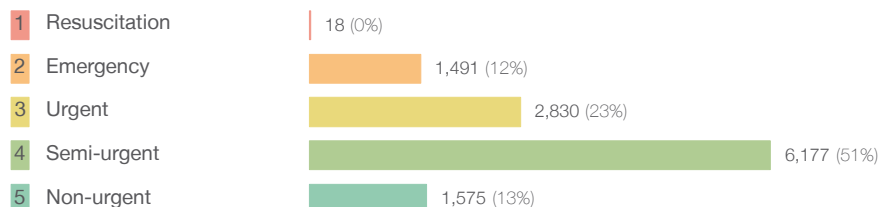
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Maitland Hospital: Patients attending the emergency department

January to March 2016

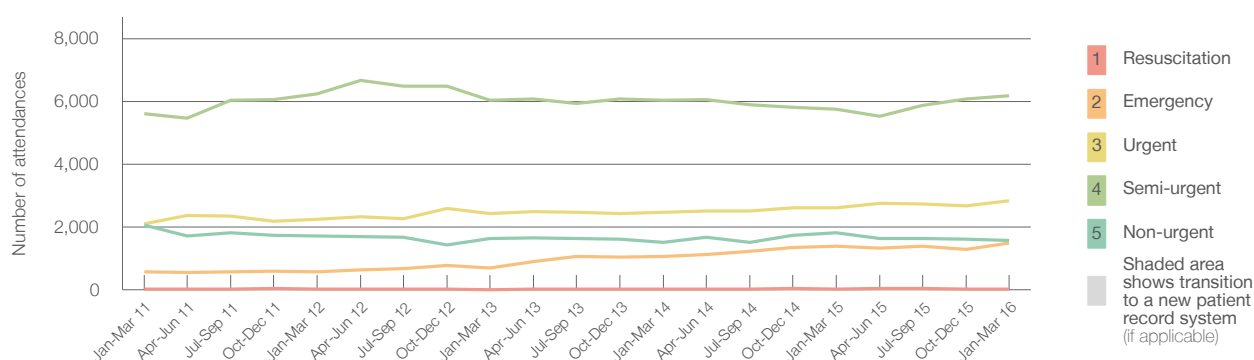
All attendances:<sup>1</sup> 12,242 patients

Emergency attendances<sup>2</sup> by triage category: 12,091 patients



Same period last year	Change since one year ago
11,695	5%
11,593	4%
24	-25%
1,377	8%
2,617	8%
5,759	7%
1,816	-13%

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	11	15	7	22	24	18
Emergency	564	565	686	1,049	1,377	1,491
Urgent	2,103	2,251	2,418	2,463	2,617	2,830
Semi-urgent	5,603	6,239	6,035	6,045	5,759	6,177
Non-urgent	2,049	1,716	1,636	1,510	1,816	1,575
All emergency attendances	10,330	10,786	10,782	11,089	11,593	12,091

## Maitland Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,968 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
2,152	
10 minutes	-1 minute
39 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.

(§) 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)

Number of triage 2 patients: 1,491

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,475

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

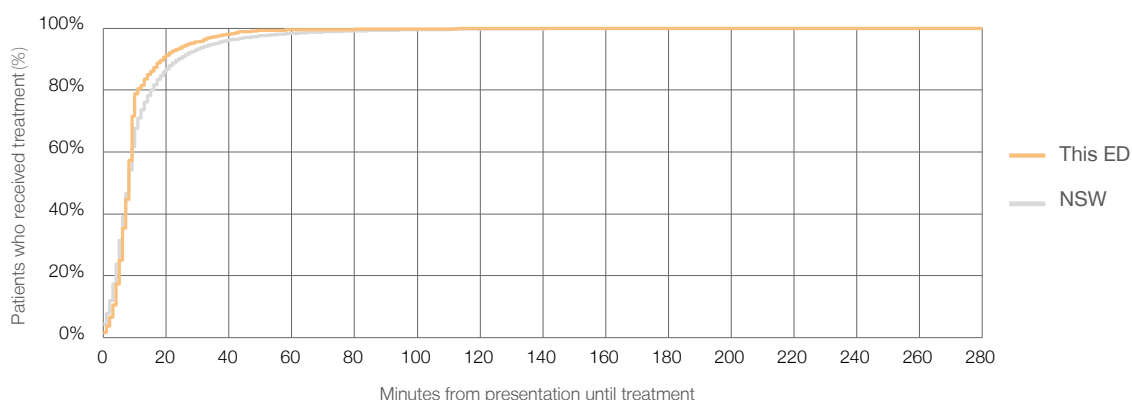
8 minutes

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

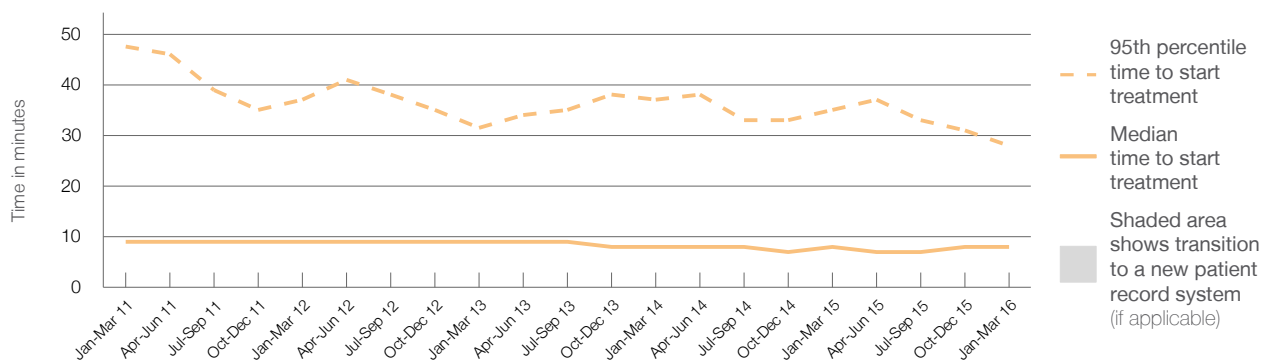
28 minutes

Same period last year	NSW (this period)
1,377	
1,364	
8 minutes	8 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<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)	9	9	9	8	8	8
95th percentile time to start treatment <sup>5</sup> (minutes)	48	37	32	37	35	28

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 3

January to March 2016

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

Number of triage 3 patients: 2,830

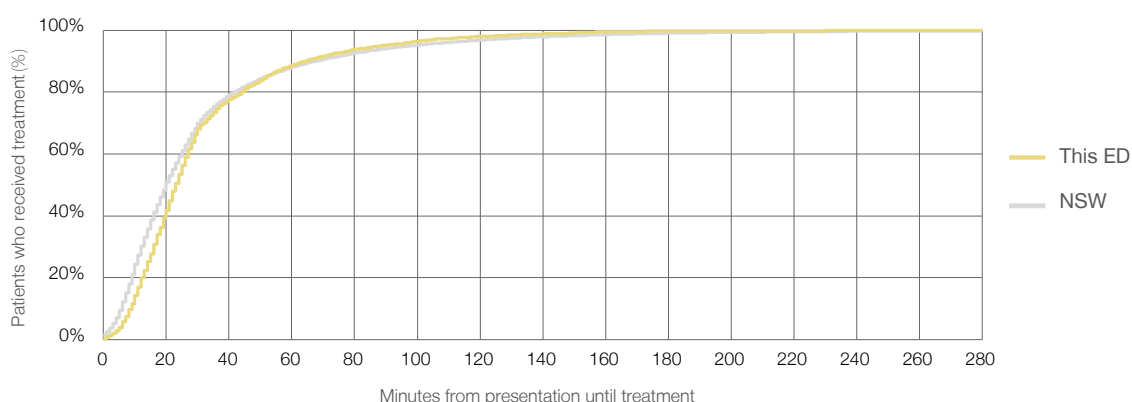
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,751

Median time to start treatment<sup>4</sup> 23 minutes

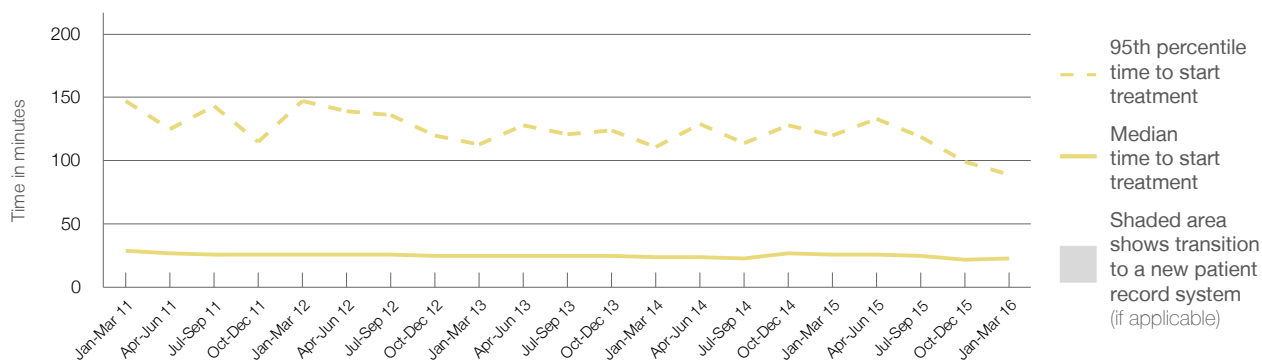
95th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
2,617	
2,537	
26 minutes	20 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<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)	29	26	25	24	26	23
95th percentile time to start treatment <sup>5</sup> (minutes)	147	147	113	111	120	89

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 ankle, earache)

Number of triage 4 patients: 6,177

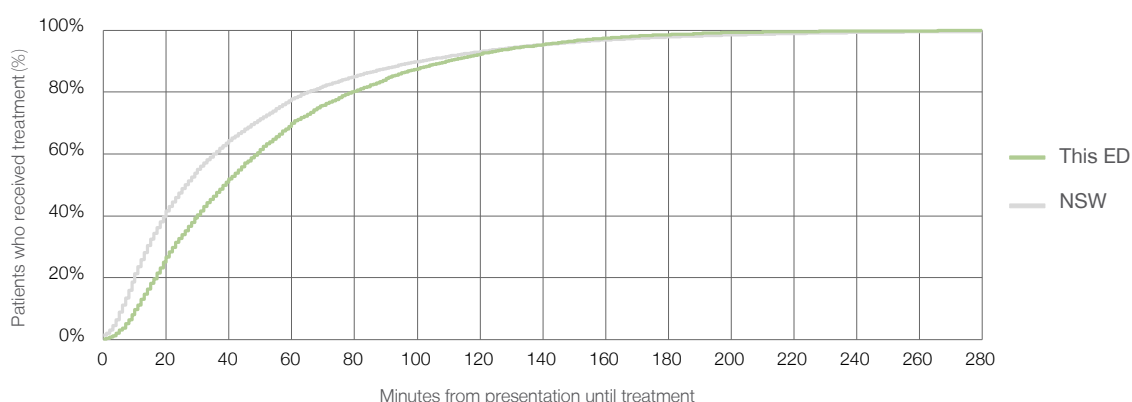
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,357

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

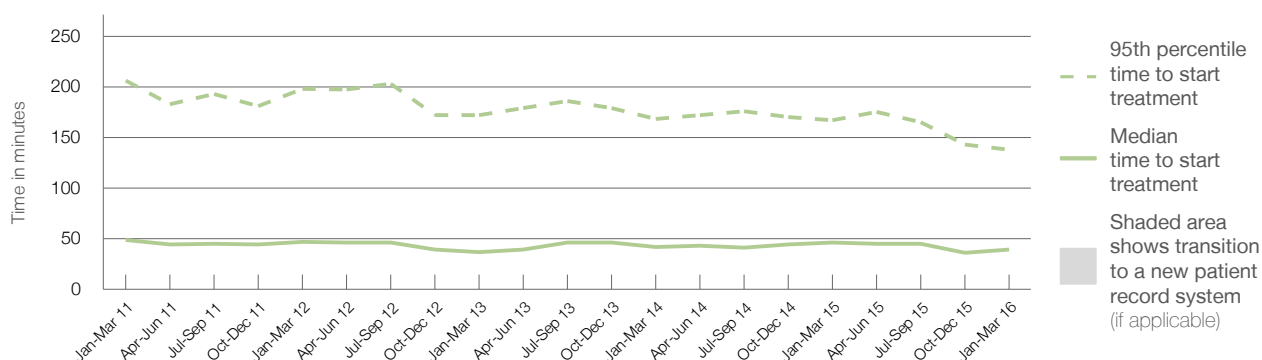
95th percentile time to start treatment<sup>5</sup> 138 minutes

Same period last year	NSW (this period)
5,759	
5,020	
46 minutes	26 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<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)	49	47	37	42	46	39
95th percentile time to start treatment <sup>5</sup> (minutes)	206	198	172	168	167	138

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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)

Number of triage 5 patients: 1,575

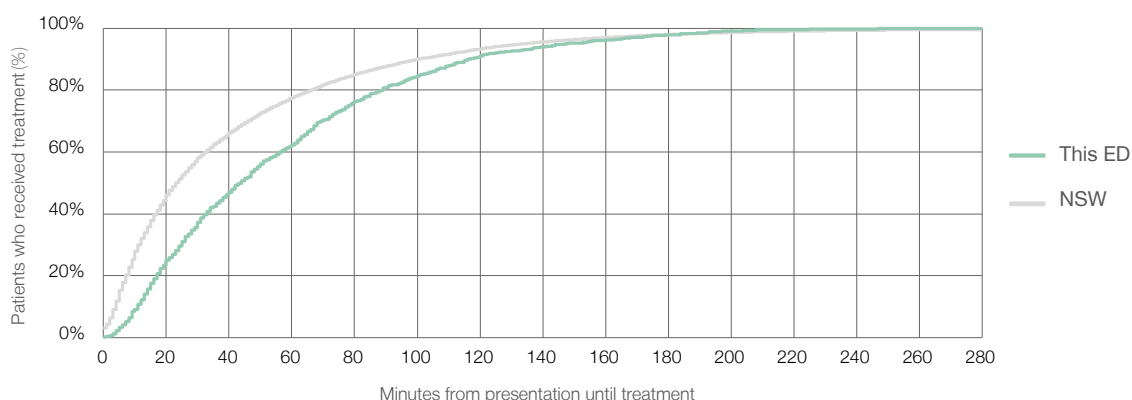
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,177

Median time to start treatment<sup>4</sup> 44 minutes

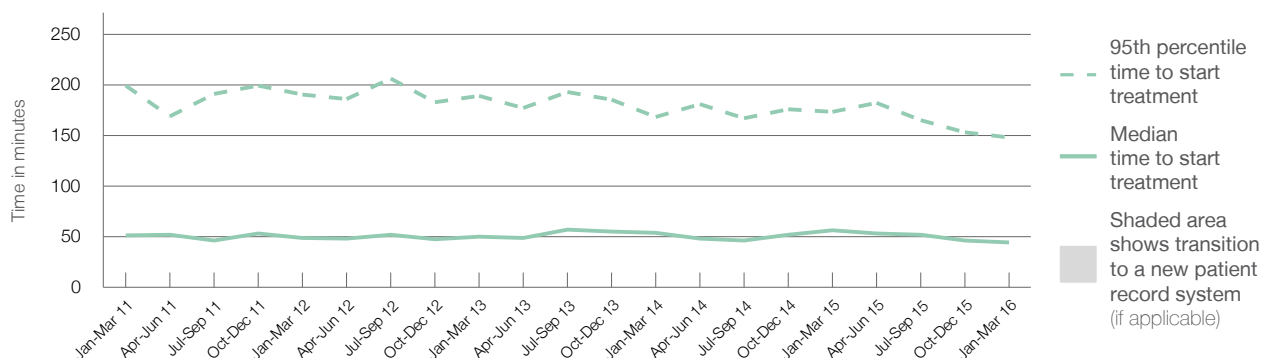
95th percentile time to start treatment<sup>5</sup> 148 minutes

Same period last year	NSW (this period)
1,816	
1,431	
56 minutes	23 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<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)	51	49	50	54	56	44
95th percentile time to start treatment <sup>5</sup> (minutes)	199	190	189	168	173	148

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

January to March 2016

All attendances:<sup>1</sup> 12,242 patients

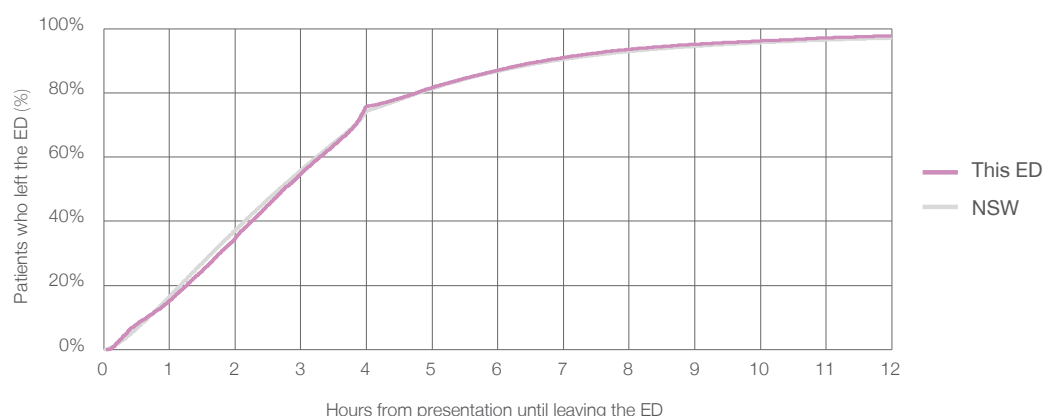
Attendances used to calculate time to leaving the ED:<sup>6</sup> 12,242 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 45 minutes

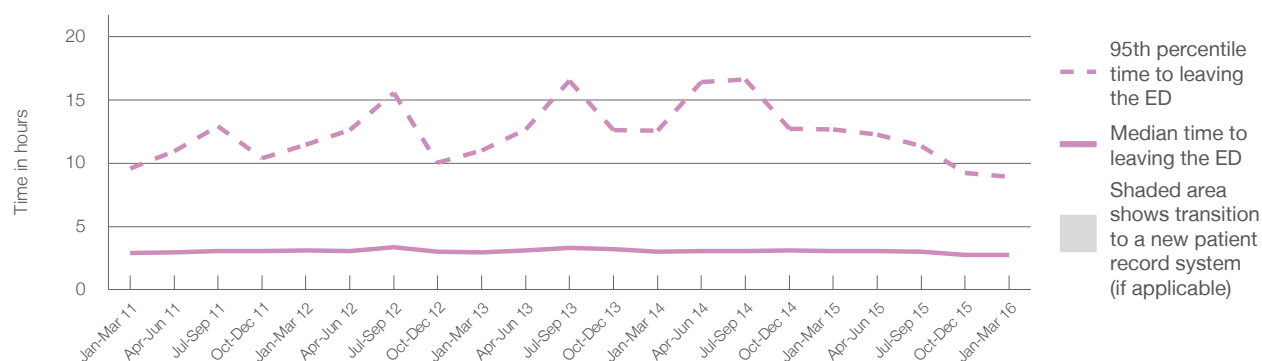
95th percentile time to leaving the ED<sup>9</sup> 8 hours and 54 minutes

Same period last year	NSW (this period)
11,695	
11,695	
3 hours and 3 minutes	2 hours and 40 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<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 54m	3h 6m	2h 58m	3h 1m	3h 3m	2h 45m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 36m	11h 28m	11h 0m	12h 33m	12h 41m	8h 54m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

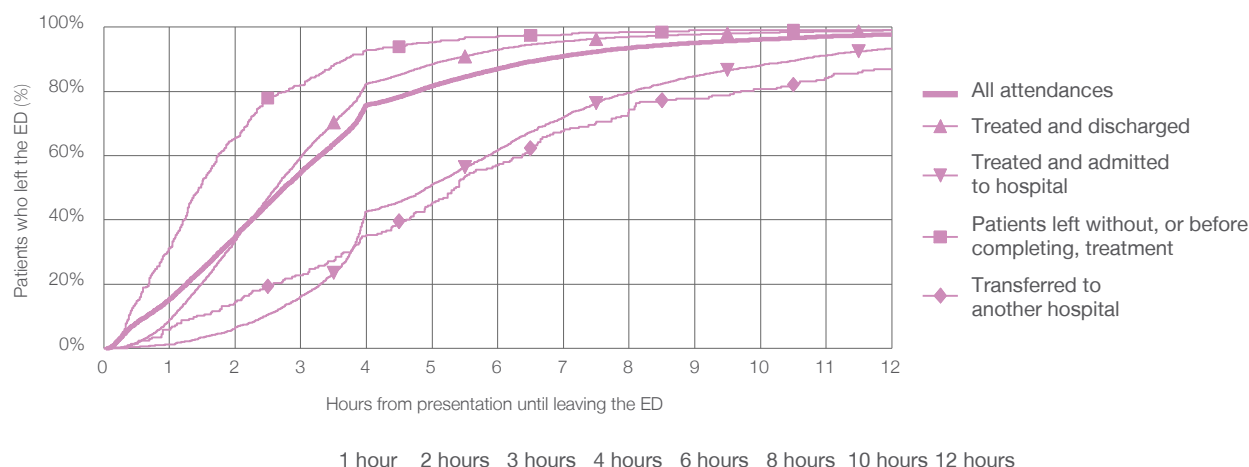
All attendances:<sup>†</sup> 12,242 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 12,242 patients

Treated and discharged	8,147 (67%)
Treated and admitted to hospital	2,384 (19%)
Patient left without, or before completing, treatment	409 (3%)
Transferred to another hospital	207 (2%)
Other	1,095 (9%)

Same period last year	Change since one year ago
11,695	5%
7,600	7%
2,353	1%
607	-33%
265	-22%
870	26%

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



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%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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: <sup>1</sup> 12,242 patients

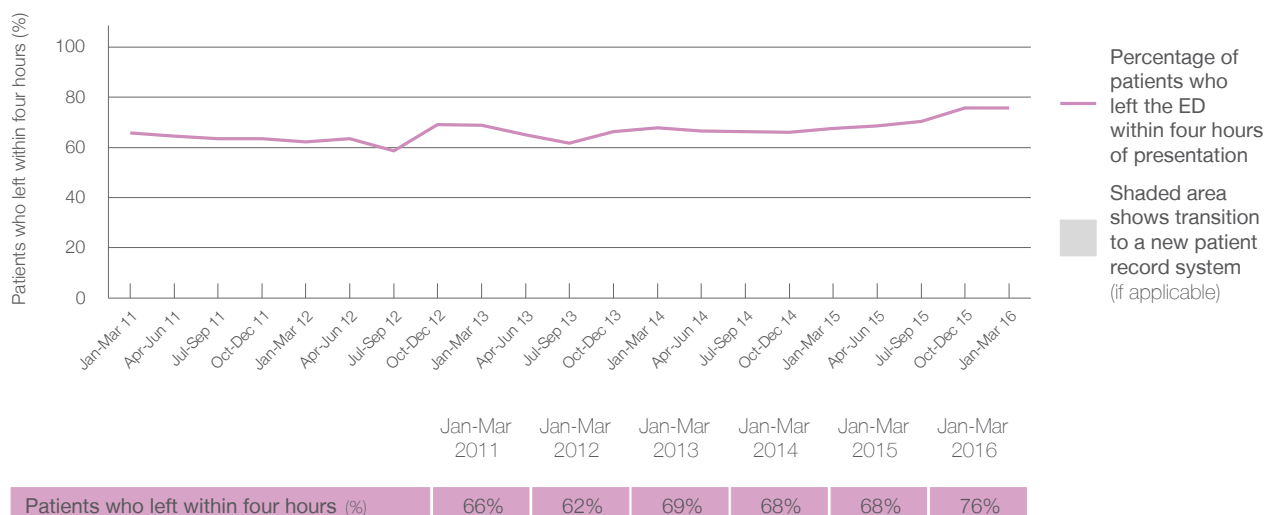
Attendances used to calculate time to leaving the ED: <sup>6</sup> 12,242 patients

Percentage of patients who left the ED within four hours



Same period last year	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 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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  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.
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- 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).

## Manly District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 6,435 patients  
Emergency attendances:<sup>2</sup> 6,374 patients

Same period last year	Change since one year ago
6,492	-1%
6,409	-1%

## Manly District Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 851 patients

Median time to start treatment<sup>4</sup> 6 minutes  
95th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,273 patients

Median time to start treatment<sup>4</sup> 13 minutes  
95th percentile time to start treatment<sup>5</sup> 54 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,684 patients

Median time to start treatment<sup>4</sup> 13 minutes  
95th percentile time to start treatment<sup>5</sup> 95 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 538 patients

Median time to start treatment<sup>4</sup> 12 minutes  
95th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
754	
7 minutes	8 minutes
20 minutes	35 minutes
2,439	
14 minutes	20 minutes
57 minutes	99 minutes
2,665	
15 minutes	26 minutes
101 minutes	137 minutes
518	
14 minutes	23 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:<sup>6</sup> 6,435 patients

Percentage of patients who left the ED within four hours 86%

Same period last year	Change since one year ago
6,492	-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.

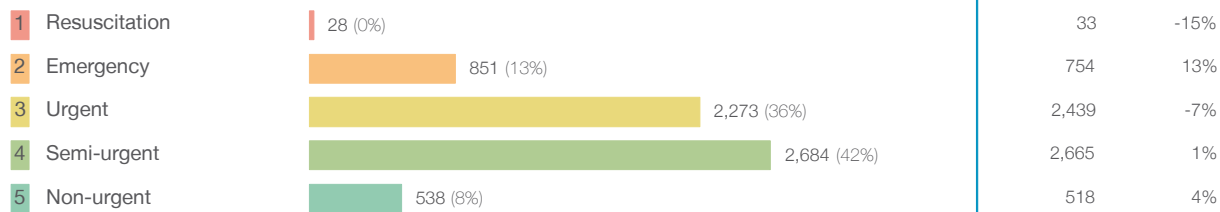
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Manly District Hospital: Patients attending the emergency department

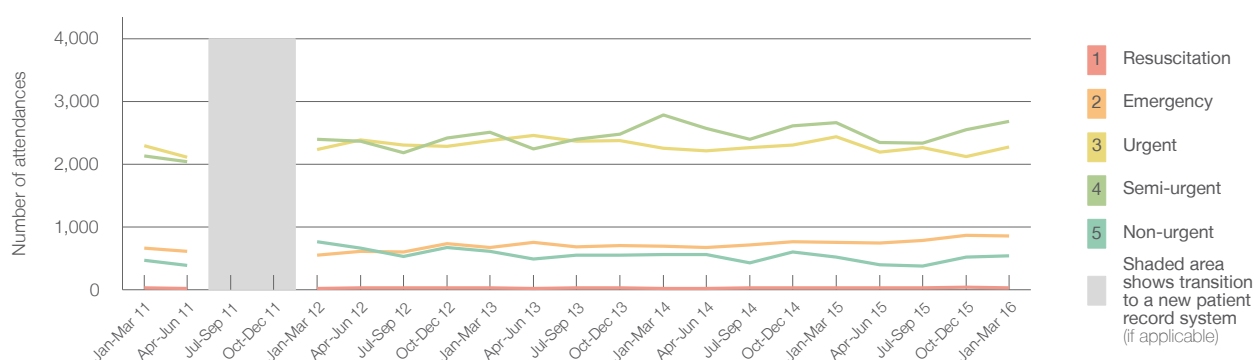
January to March 2016

All attendances:<sup>1</sup> 6,435 patients

Emergency attendances<sup>2</sup> by triage category: 6,374 patients



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	26	22	29	22	33	28
Emergency	666	549	674	691	754	851
Urgent	2,299	2,236	2,376	2,255	2,439	2,273
Semi-urgent	2,134	2,398	2,506	2,785	2,665	2,684
Non-urgent	466	763	614	562	518	538
All emergency attendances	5,591	5,968	6,199	6,315	6,409	6,374

## Manly District Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,221 patients

ED Transfer of care time<sup>§</sup>



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

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

(§) 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)

Number of triage 2 patients: 851

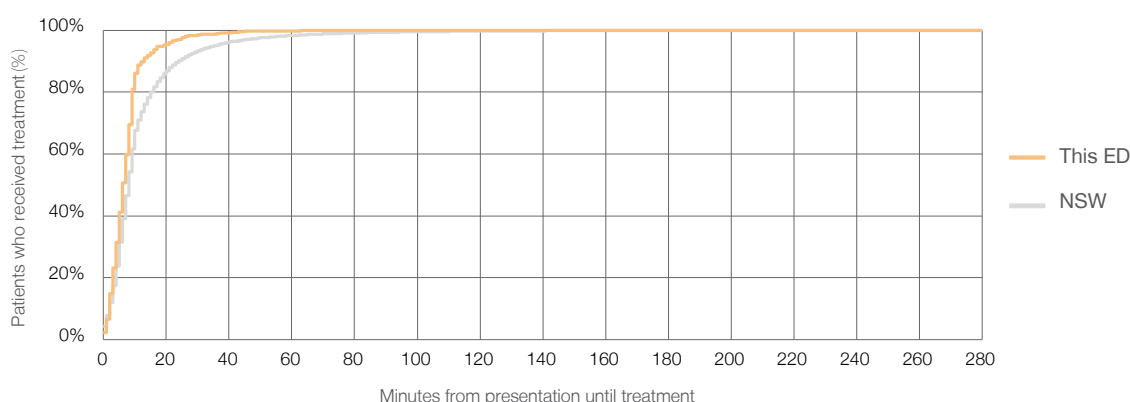
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 850

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

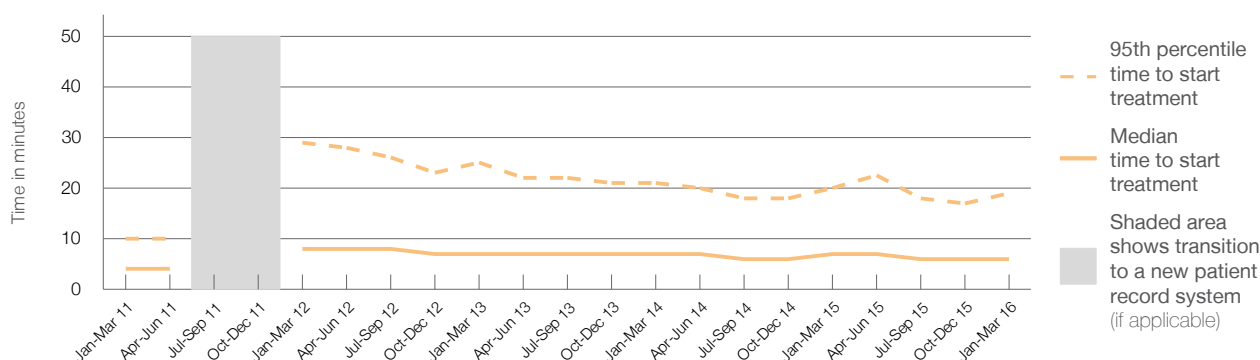
95th percentile time to start treatment<sup>5</sup> 19 minutes

Same period last year	NSW (this period)
754	754
7 minutes	8 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<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)	4	8	7	7	7	6
95th percentile time to start treatment <sup>5</sup> (minutes)	10	29	25	21	20	19

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 3

January to March 2016

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

Number of triage 3 patients: 2,273

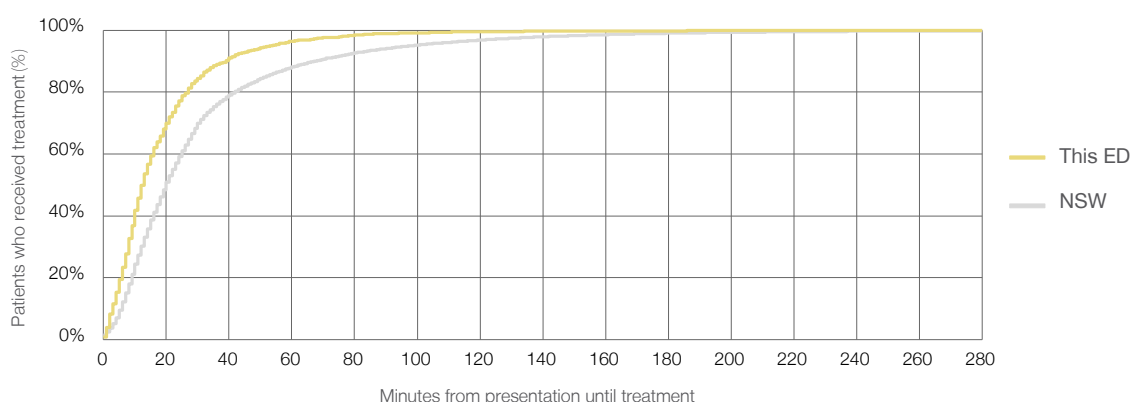
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,256

Median time to start treatment<sup>4</sup> 13 minutes

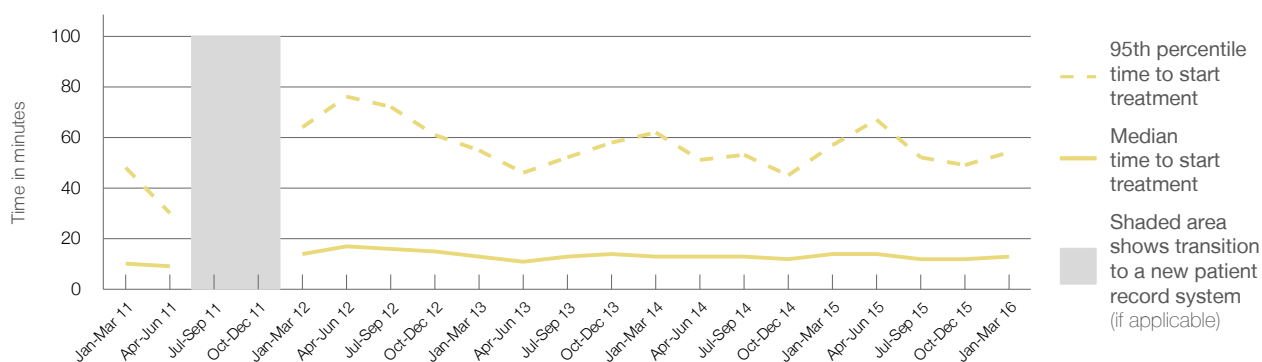
95th percentile time to start treatment<sup>5</sup> 54 minutes

Same period last year	NSW (this period)
2,439	
2,406	
14 minutes	20 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	10	14	13	13	14	13
95th percentile time to start treatment <sup>5</sup> (minutes)	48	64	55	62	57	54

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

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

## Manly District Hospital: Time from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 2,684

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,617

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

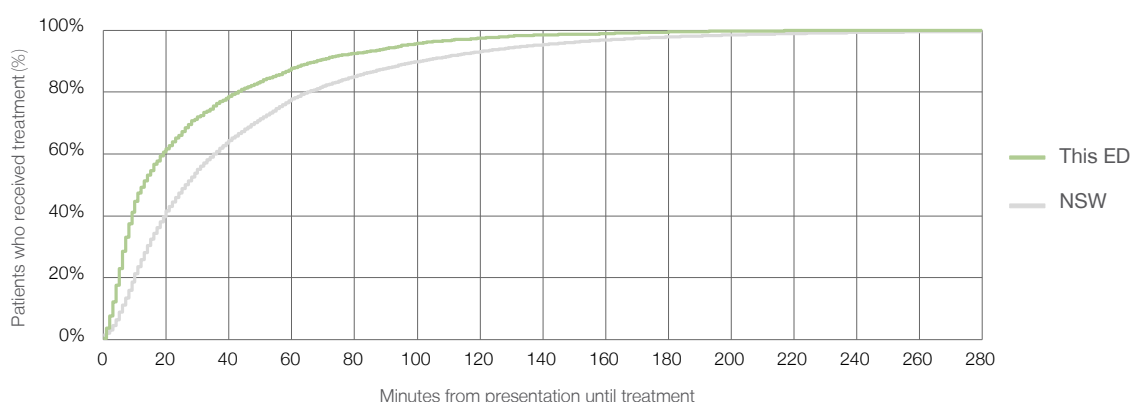
13 minutes

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

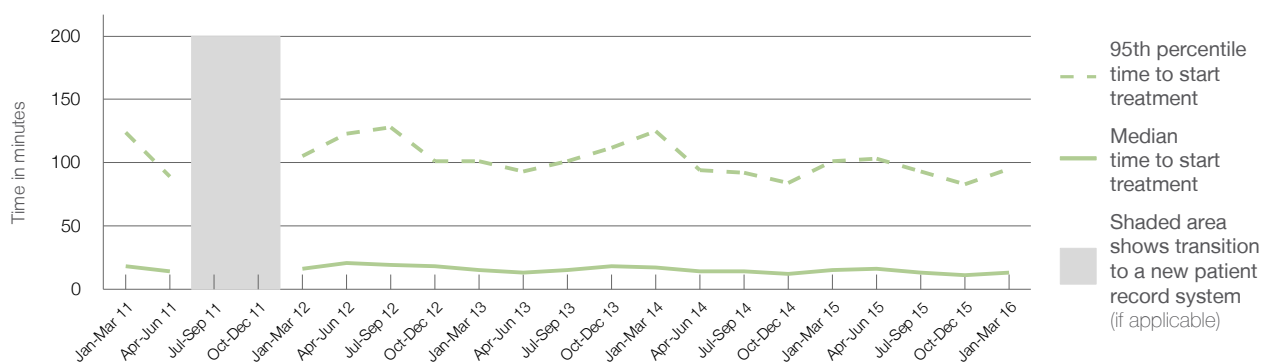
95 minutes

Same period last year	NSW (this period)
2,665	
2,566	
15 minutes	26 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	18	16	15	17	15	13
95th percentile time to start treatment <sup>5</sup> (minutes)	124	105	101	125	101	95

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 5

January to March 2016

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

Number of triage 5 patients: 538

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 512

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

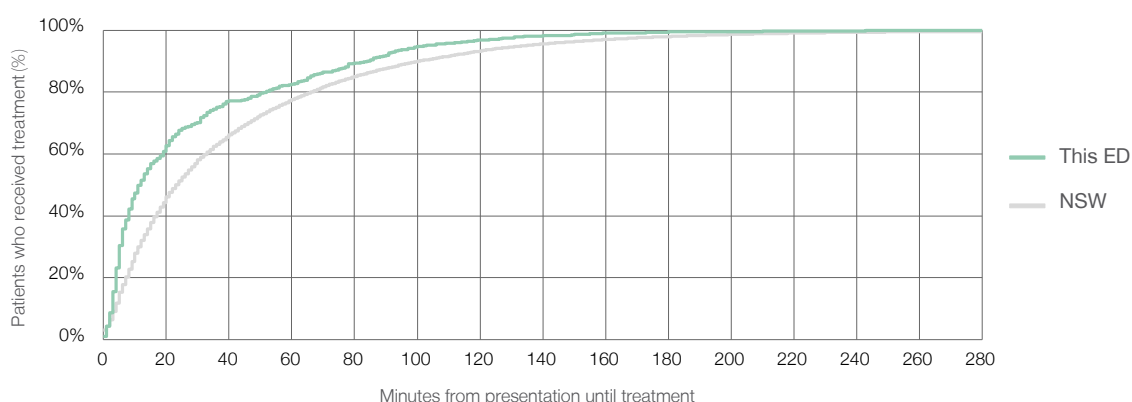
12 minutes

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

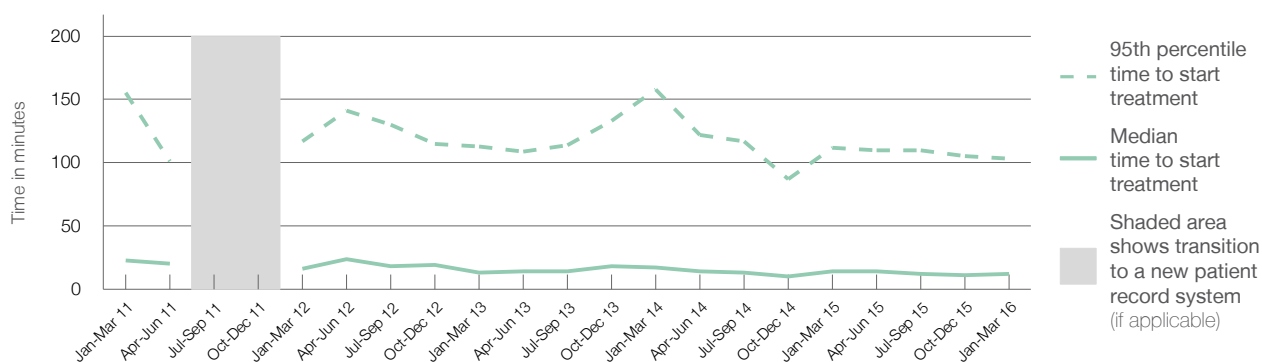
103 minutes

Same period last year	NSW (this period)
518	
476	
14 minutes	23 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<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)	23	16	13	17	14	12
95th percentile time to start treatment <sup>5</sup> (minutes)	156	117	113	158	112	103

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

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

## Manly District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 6,435 patients

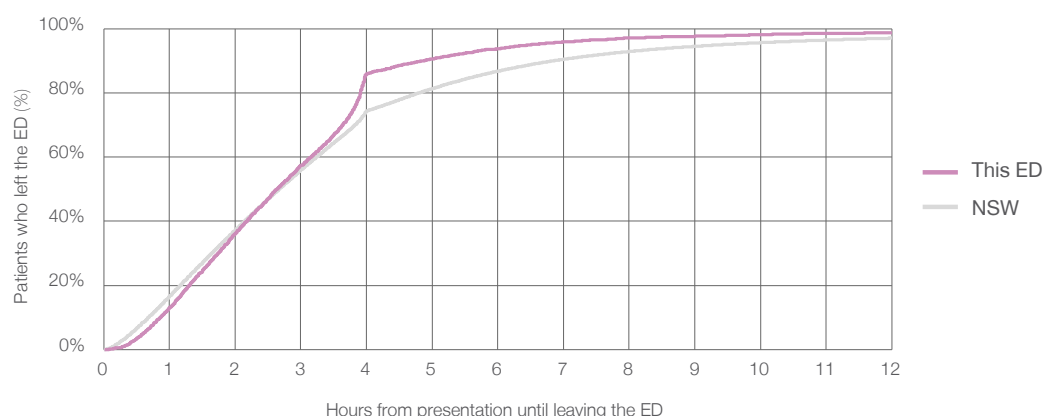
Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,435 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 38 minutes

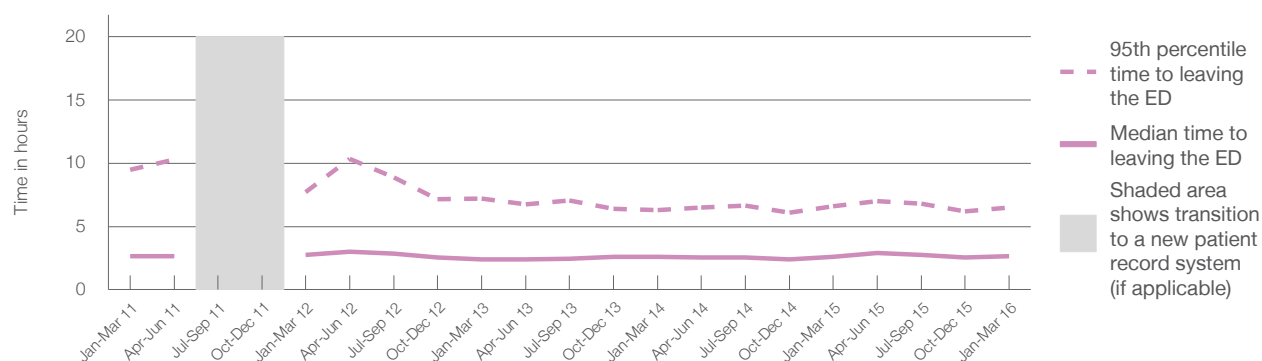
95th percentile time to leaving the ED<sup>9</sup> 6 hours and 30 minutes

Same period last year	NSW (this period)
6,492	
6,492	
2 hours and 35 minutes	2 hours and 40 minutes
6 hours and 36 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 38m	2h 44m	2h 23m	2h 35m	2h 35m	2h 38m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 28m	7h 42m	7h 11m	6h 17m	6h 36m	6h 30m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

By mode of separation

January to March 2016

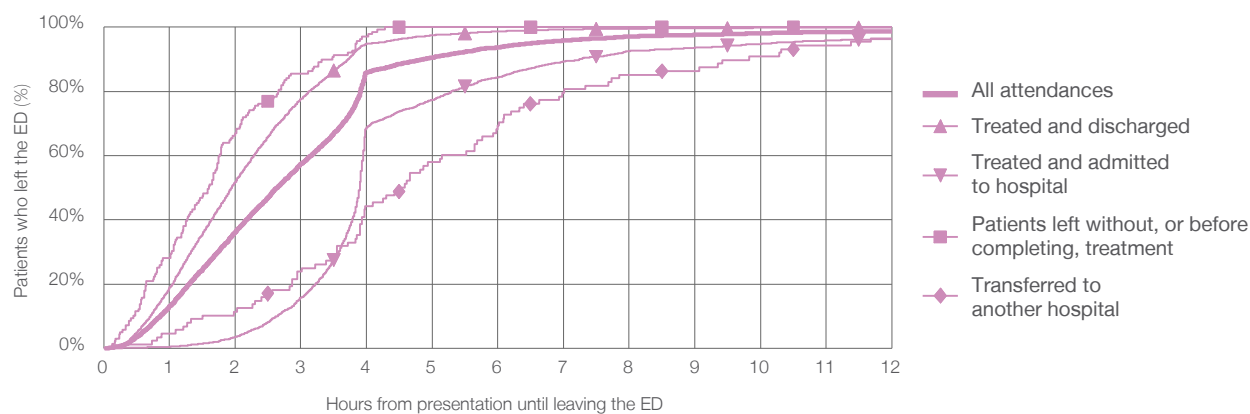
All attendances:<sup>†</sup> 6,435 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 6,435 patients

Treated and discharged	4,152 (65%)
Treated and admitted to hospital	2,053 (32%)
Patient left without, or before completing, treatment	139 (2%)
Transferred to another hospital	88 (1%)
Other	3 (0%)

Same period last year	Change since one year ago
6,492	-1%
4,186	-1%
1,987	3%
197	-29%
114	-23%
8	-63%

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



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

Treated and discharged	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%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: <sup>1</sup> 6,435 patients

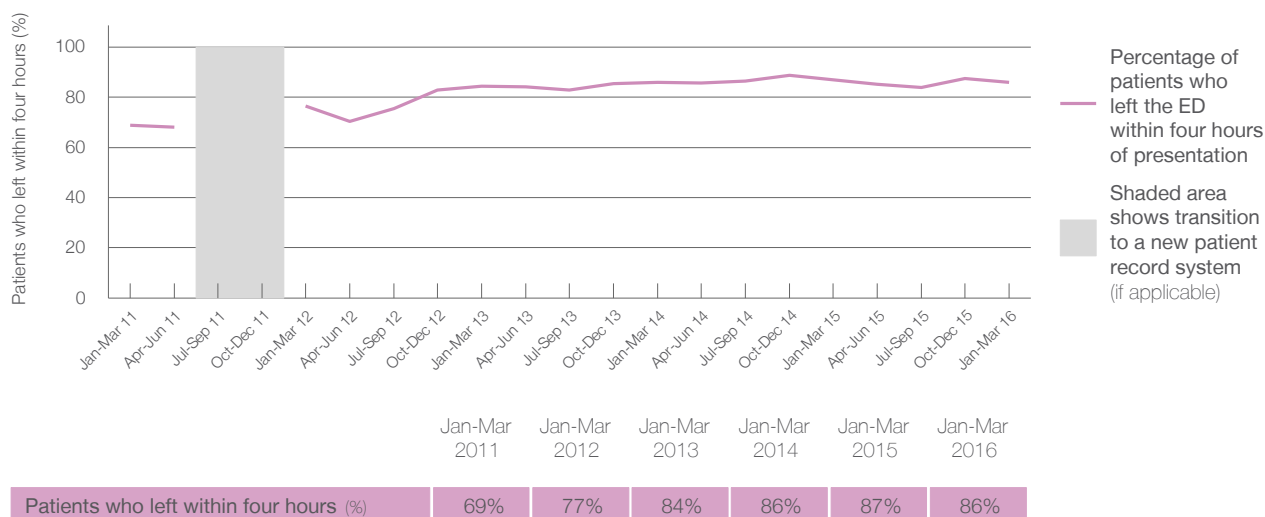
Attendances used to calculate time to leaving the ED: <sup>6</sup> 6,435 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
6,492	-1%
6,492	-1%
87%	

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



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

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

January to March 2016

All attendances:<sup>1</sup> 7,444 patients  
Emergency attendances:<sup>2</sup> 7,342 patients

Same period last year	Change since one year ago
7,310	2%
7,174	2%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,293 patients

Median time to start treatment<sup>4</sup> 7 minutes  
95th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,106 patients

Median time to start treatment<sup>4</sup> 21 minutes  
95th percentile time to start treatment<sup>5</sup> 148 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,468 patients

Median time to start treatment<sup>4</sup> 30 minutes  
95th percentile time to start treatment<sup>5</sup> 210 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,444 patients

Median time to start treatment<sup>4</sup> 26 minutes  
95th percentile time to start treatment<sup>5</sup> 161 minutes

Same period last year	NSW (this period)
1,013	
6 minutes	8 minutes
11 minutes	35 minutes
2,059	
22 minutes	20 minutes
135 minutes	99 minutes
2,772	
34 minutes	26 minutes
196 minutes	137 minutes
1,310	
30 minutes	23 minutes
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:<sup>6</sup> 7,443 patients

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

Same period last year	Change since one year ago
7,310	2%
76%	

\* 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.

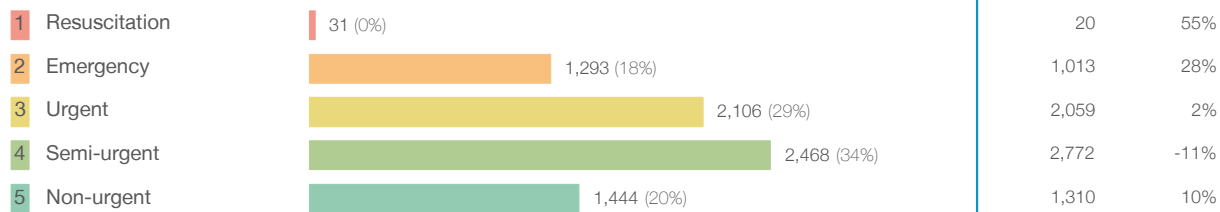
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Manning Base Hospital: Patients attending the emergency department

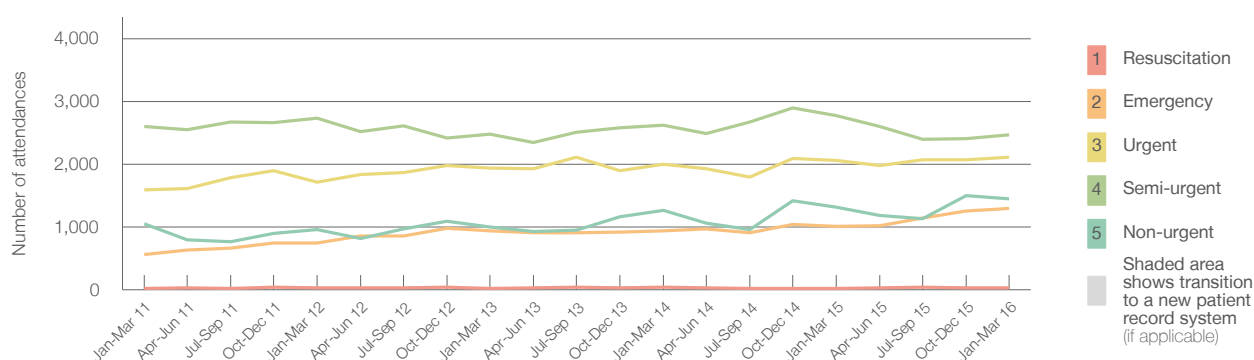
January to March 2016

All attendances:<sup>1</sup> 7,444 patients

Emergency attendances<sup>2</sup> by triage category: 7,342 patients



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	20	28	23	36	20	31
Emergency	558	745	935	934	1,013	1,293
Urgent	1,595	1,715	1,940	2,003	2,059	2,106
Semi-urgent	2,603	2,731	2,474	2,619	2,772	2,468
Non-urgent	1,048	954	994	1,260	1,310	1,444
All emergency attendances	5,824	6,173	6,366	6,852	7,174	7,342

## Manning Base Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,872 patients

ED Transfer of care time<sup>§</sup>



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

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

(§) 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)

Number of triage 2 patients: 1,293

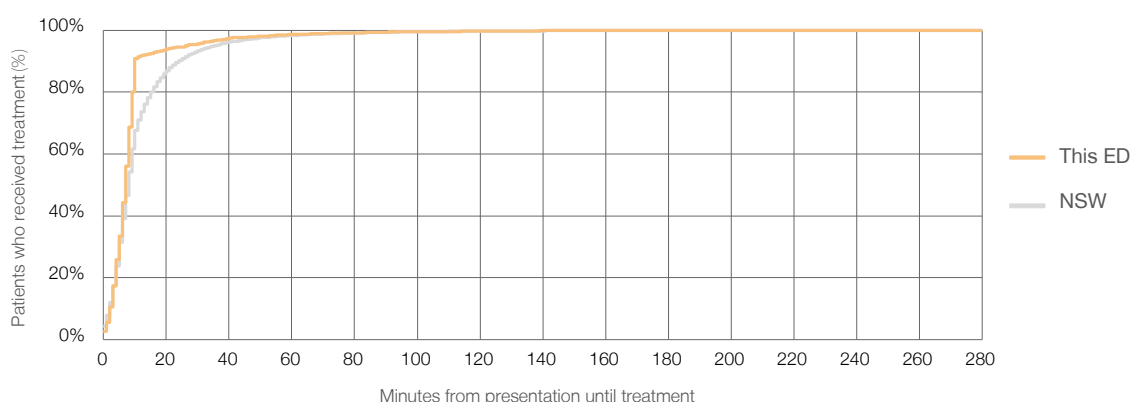
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,286

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

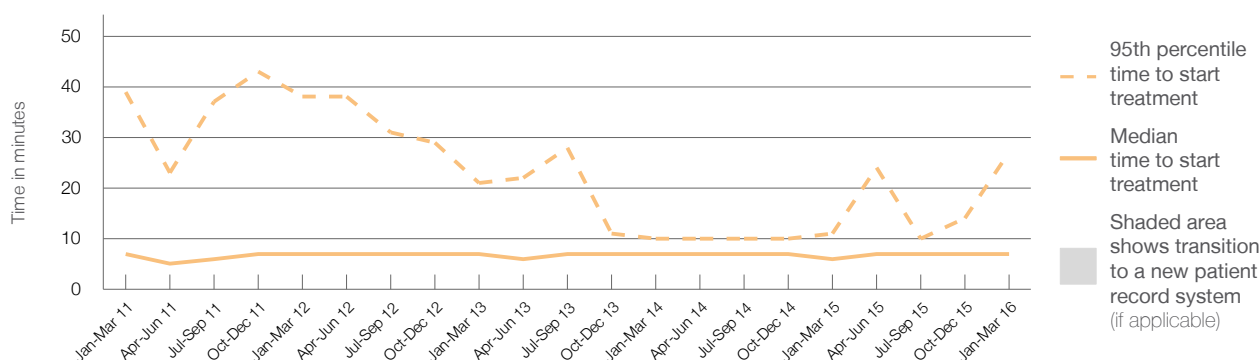
95th percentile time to start treatment<sup>5</sup> 27 minutes

Same period last year	NSW (this period)
1,013	
1,013	
6 minutes	8 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<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)	7	7	7	7	6	7
95th percentile time to start treatment <sup>5</sup> (minutes)	39	38	21	10	11	27

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

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

## Manning 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: 2,106

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,031

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

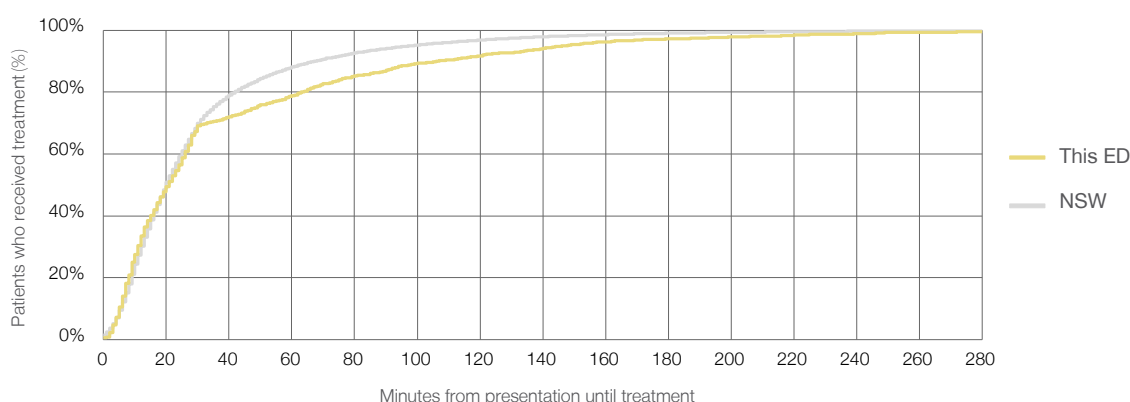
21 minutes

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

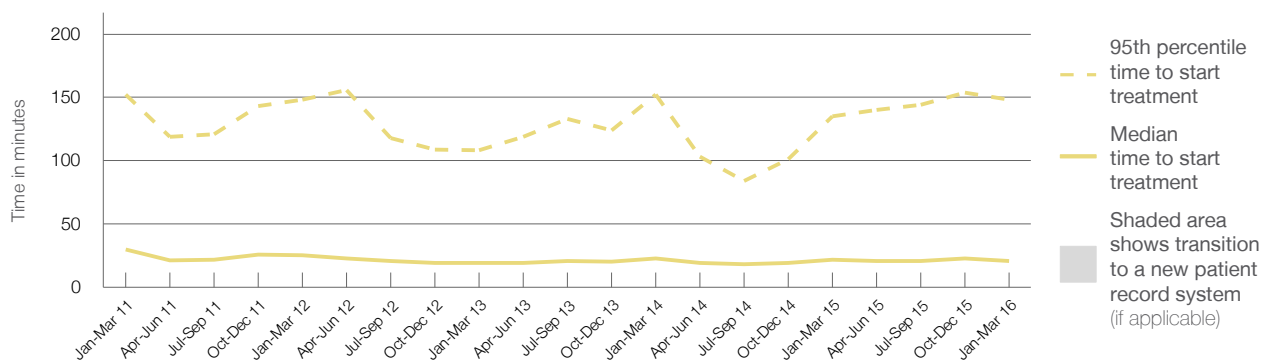
148 minutes

Same period last year	NSW (this period)
2,059	
1,998	
22 minutes	20 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	30	26	19	23	22	21
95th percentile time to start treatment <sup>5</sup> (minutes)	152	148	108	152	135	148

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

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

Number of triage 4 patients: 2,468

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,269

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

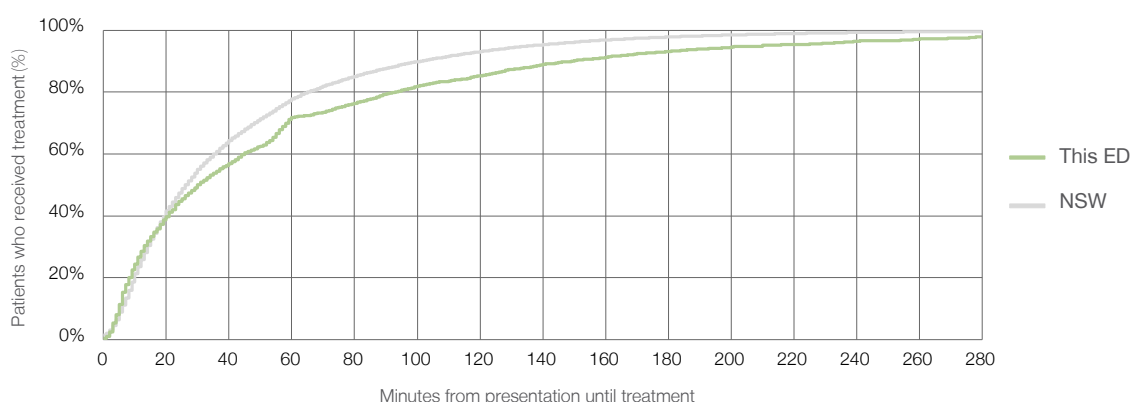
30 minutes

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

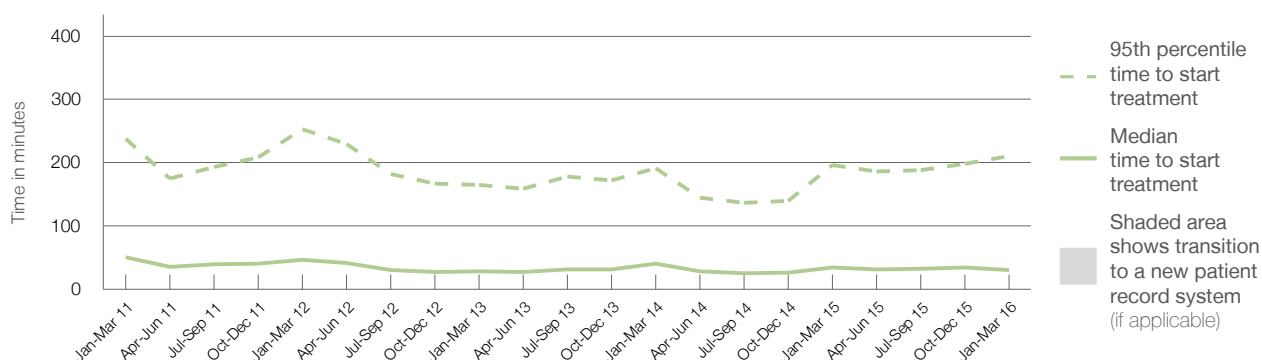
210 minutes

Same period last year	NSW (this period)
2,772	
2,536	
34 minutes	26 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<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)	51	47	28	40	34	30
95th percentile time to start treatment <sup>5</sup> (minutes)	238	253	165	191	196	210

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

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

Number of triage 5 patients: 1,444

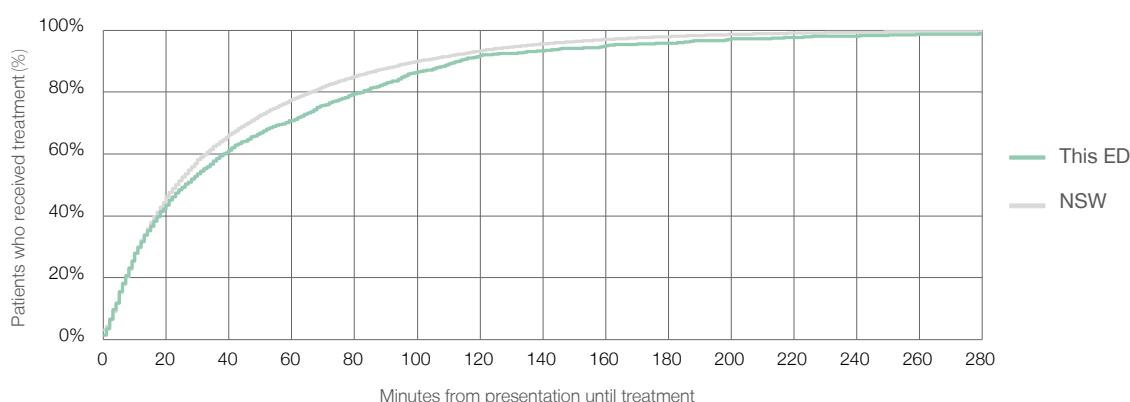
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,272

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

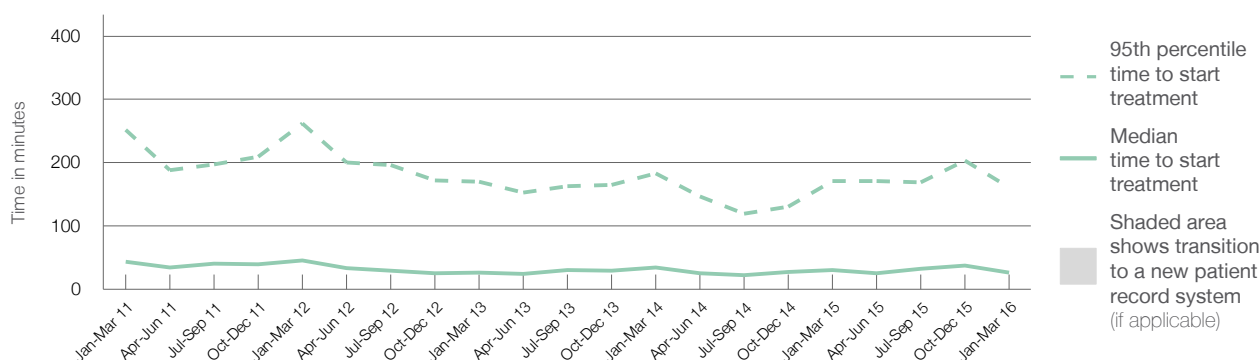
95th percentile time to start treatment<sup>5</sup> 161 minutes

Same period last year	NSW (this period)
1,310	
1,150	
30 minutes	23 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<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)	44	46	26	34	30	26
95th percentile time to start treatment <sup>5</sup> (minutes)	252	262	170	183	171	161

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

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

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

January to March 2016

All attendances:<sup>1</sup> 7,444 patients

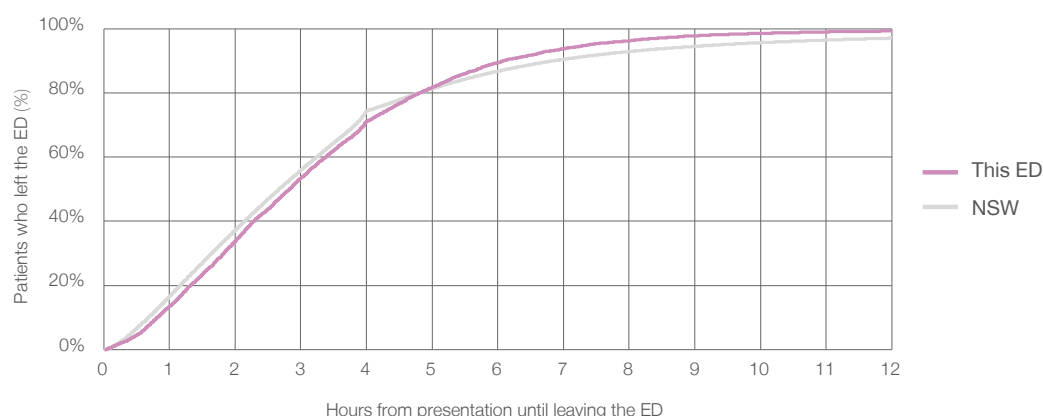
Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,443 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 50 minutes

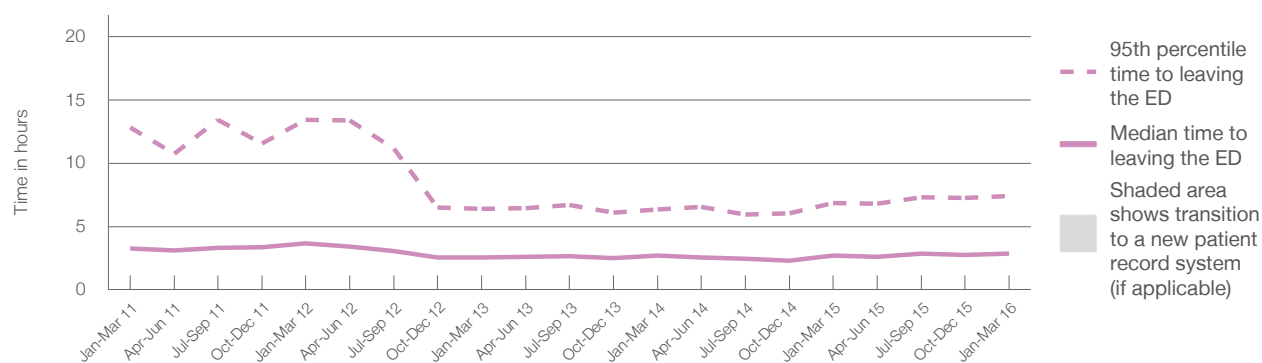
95th percentile time to leaving the ED<sup>9</sup> 7 hours and 24 minutes

Same period last year	NSW (this period)
7,310	7,310
2 hours and 41 minutes	2 hours and 40 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<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)	3h 16m	3h 39m	2h 34m	2h 42m	2h 41m	2h 50m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 49m	13h 24m	6h 23m	6h 20m	6h 51m	7h 24m

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

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

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

By mode of separation

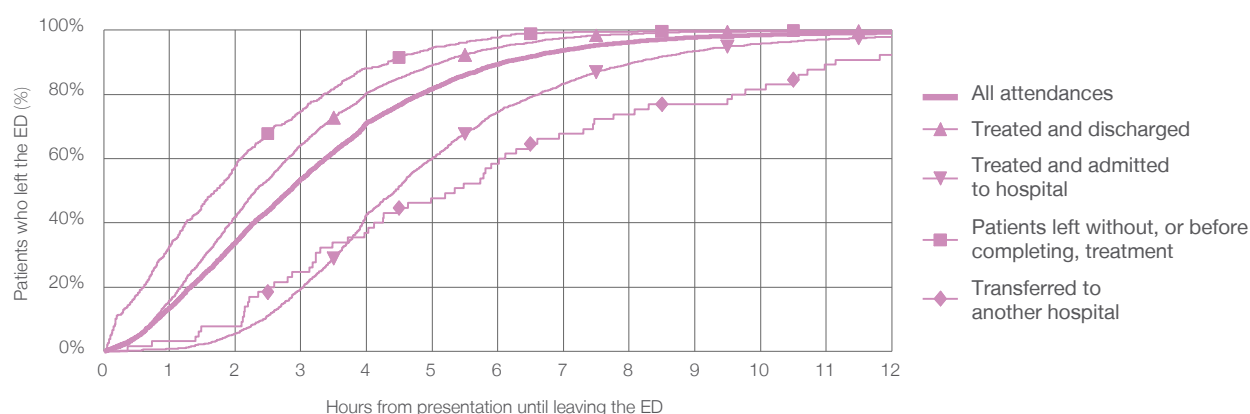
January to March 2016

All attendances:<sup>†</sup> 7,444 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 7,443 patients

		Same period last year	Change since one year ago
Treated and discharged	4,766 (64%)	4,734	1%
Treated and admitted to hospital	1,898 (25%)	1,836	3%
Patient left without, or before completing, treatment	677 (9%)	627	8%
Transferred to another hospital	65 (1%)	60	8%
Other	38 (1%)	53	-28%

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



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

Treated and discharged	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%

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

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

## 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: <sup>1</sup> 7,444 patients

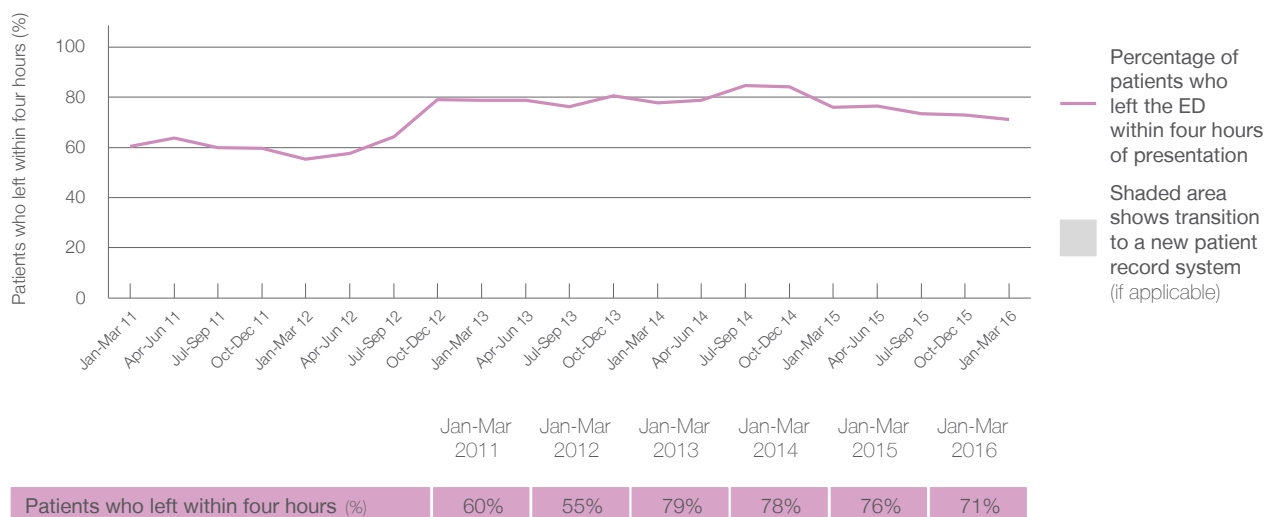
Attendances used to calculate time to leaving the ED: <sup>6</sup> 7,443 patients

Percentage of patients who left the ED within four hours



Same period last year	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 <sup>†‡</sup>



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

## Mona Vale and District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 8,898 patients  
Emergency attendances:<sup>2</sup> 8,816 patients

Same period last year	Change since one year ago
8,576	4%
8,480	4%

## Mona Vale and District Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,087 patients

Median time to start treatment<sup>4</sup> 6 minutes  
95th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,178 patients

Median time to start treatment<sup>4</sup> 15 minutes  
95th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,646 patients

Median time to start treatment<sup>4</sup> 15 minutes  
95th percentile time to start treatment<sup>5</sup> 105 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 871 patients

Median time to start treatment<sup>4</sup> 13 minutes  
95th percentile time to start treatment<sup>5</sup> 128 minutes

Same period last year	NSW (this period)
829	
6 minutes	8 minutes
20 minutes	35 minutes
2,829	
17 minutes	20 minutes
67 minutes	99 minutes
3,955	
22 minutes	26 minutes
124 minutes	137 minutes
840	
16 minutes	23 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:<sup>6</sup> 8,898 patients

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

Same period last year	Change since one year ago
8,576	4%
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.

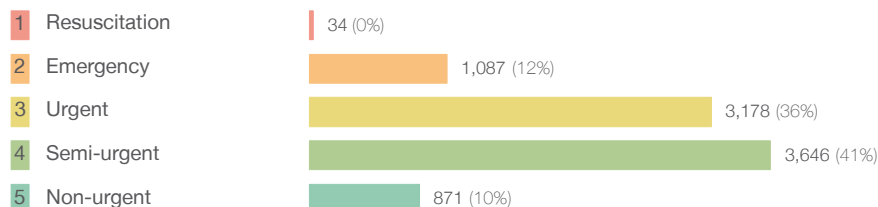
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Mona Vale and District Hospital: Patients attending the emergency department

January to March 2016

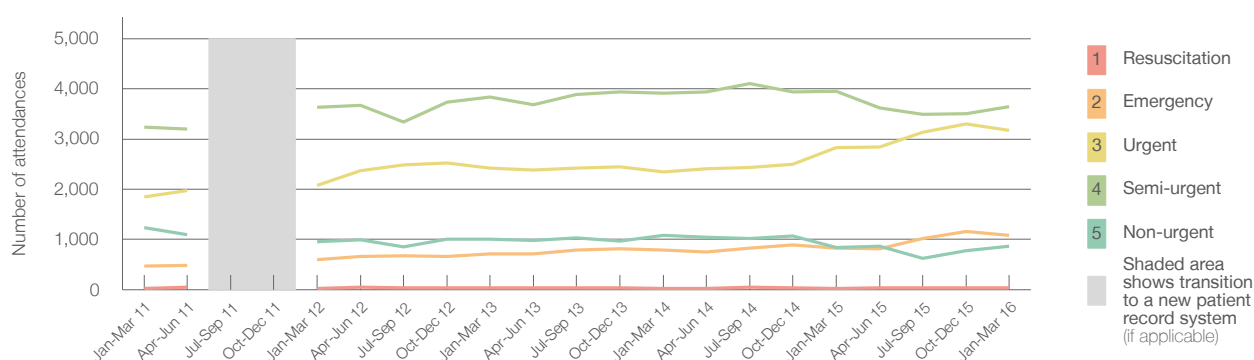
All attendances:<sup>1</sup> 8,898 patients

Emergency attendances<sup>2</sup> by triage category: 8,816 patients



Same period last year	Change since one year ago
8,576	4%
8,480	4%
27	26%
829	31%
2,829	12%
3,955	-8%
840	4%

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	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:<sup>7</sup> 1,667 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
1,532	
11 minutes	-1 minute
28 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.

(§) 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

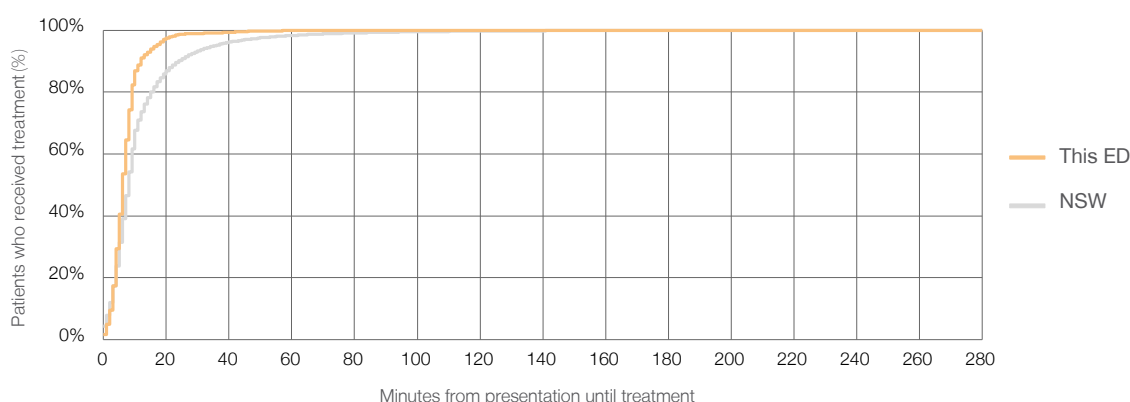
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,084

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

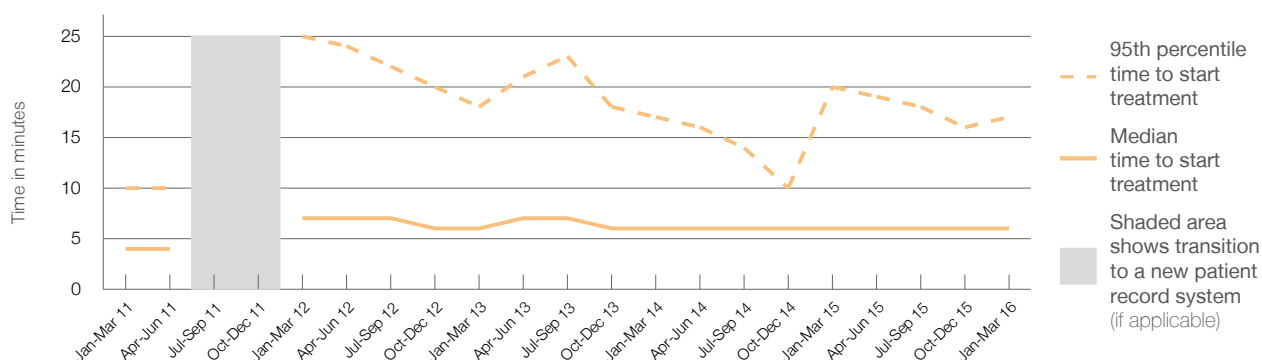
95th percentile time to start treatment<sup>5</sup> 17 minutes

Same period last year	NSW (this period)
829	
827	
6 minutes	8 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<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)	4	7	6	6	6	6
95th percentile time to start treatment <sup>5</sup> (minutes)	10	25	18	17	20	17

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 3

January to March 2016

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

Number of triage 3 patients: 3,178

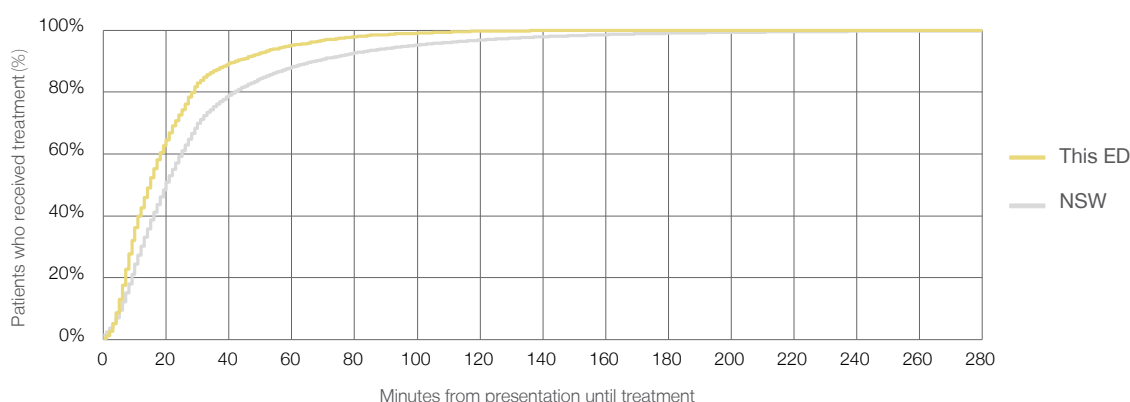
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,154

Median time to start treatment<sup>4</sup> 15 minutes

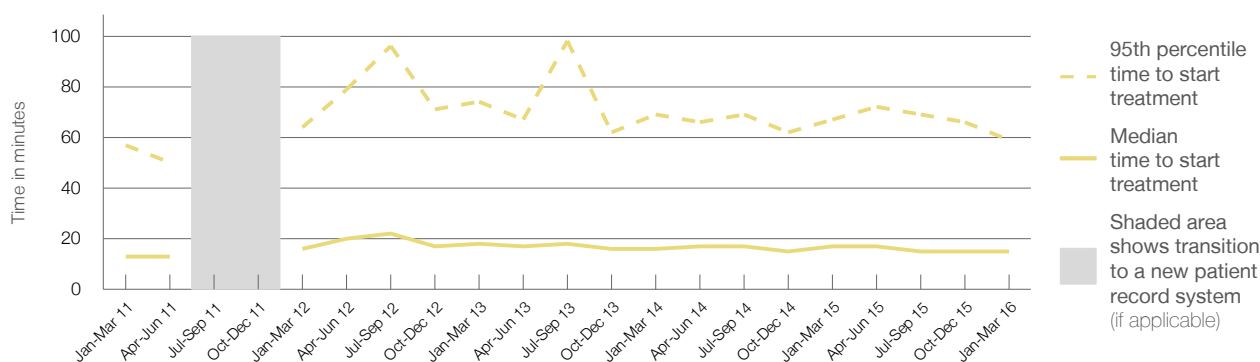
95th percentile time to start treatment<sup>5</sup> 59 minutes

Same period last year	NSW (this period)
2,829	
2,807	
17 minutes	20 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<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)	13	16	18	16	17	15
95th percentile time to start treatment <sup>5</sup> (minutes)	57	64	74	69	67	59

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 4

January to March 2016

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

Number of triage 4 patients: 3,646

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,543

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

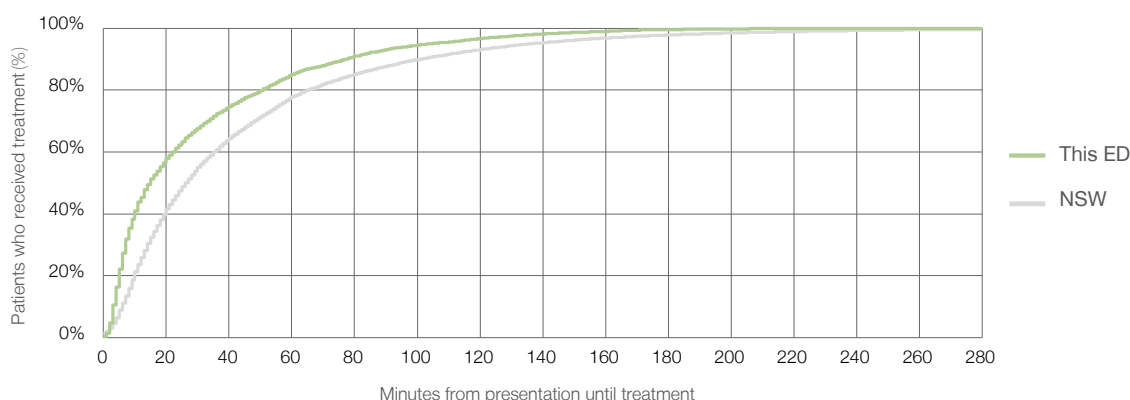
15 minutes

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

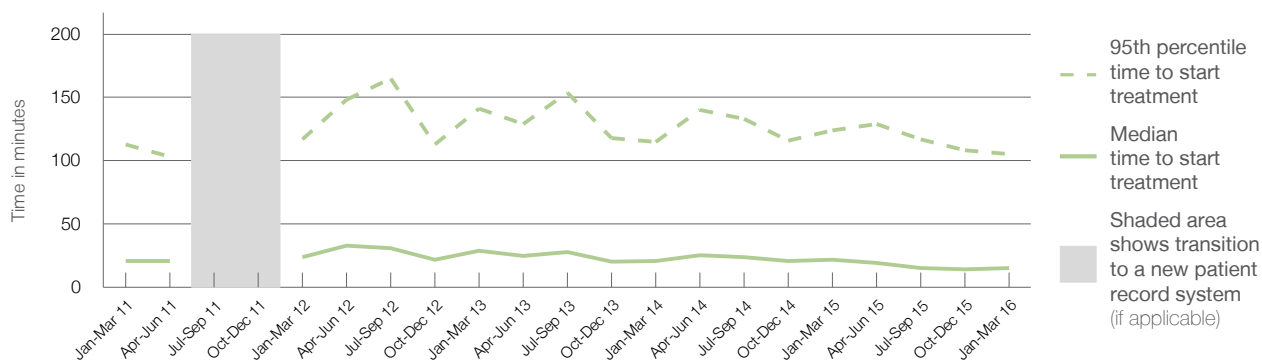
105 minutes

Same period last year	NSW (this period)
3,955	
3,744	
22 minutes	26 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<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)	21	24	29	21	22	15
95th percentile time to start treatment <sup>5</sup> (minutes)	113	117	141	115	124	105

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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)

Number of triage 5 patients: 871

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 824

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

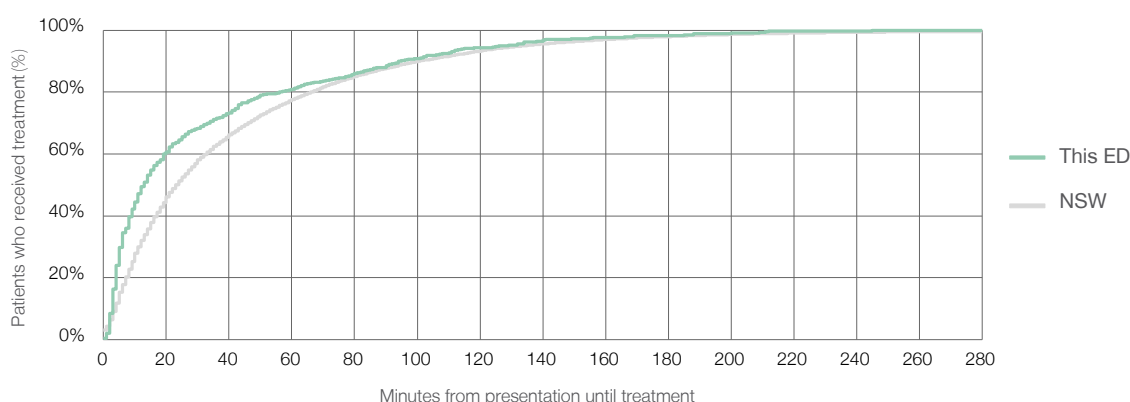
13 minutes

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

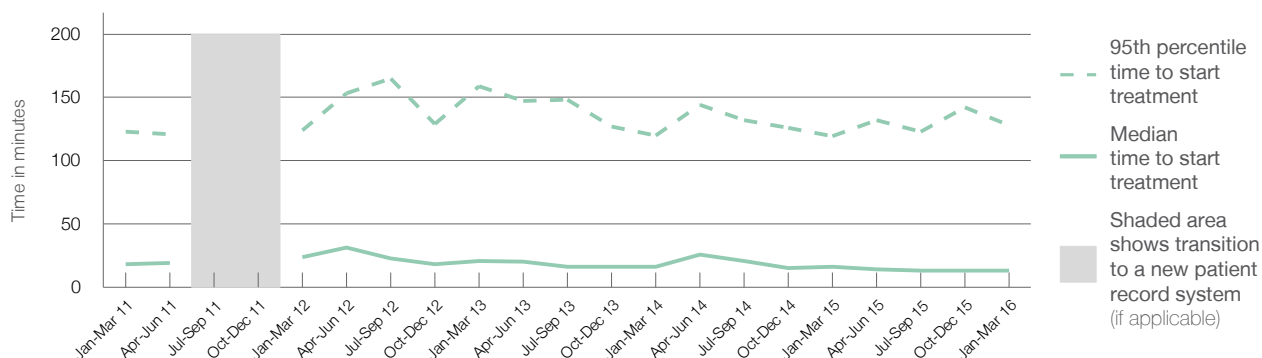
128 minutes

Same period last year	NSW (this period)
840	
740	
16 minutes	23 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	18	24	21	16	16	13
95th percentile time to start treatment <sup>5</sup> (minutes)	123	124	159	120	120	128

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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:<sup>1</sup> 8,898 patients

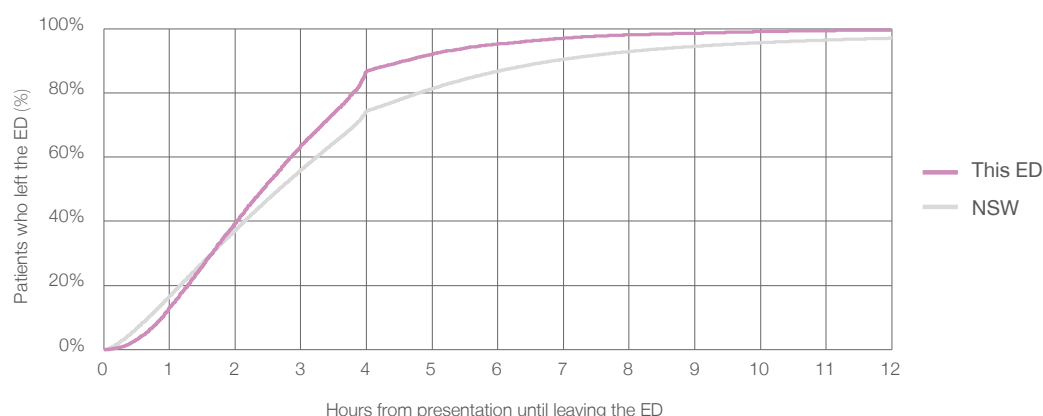
Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,898 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 26 minutes

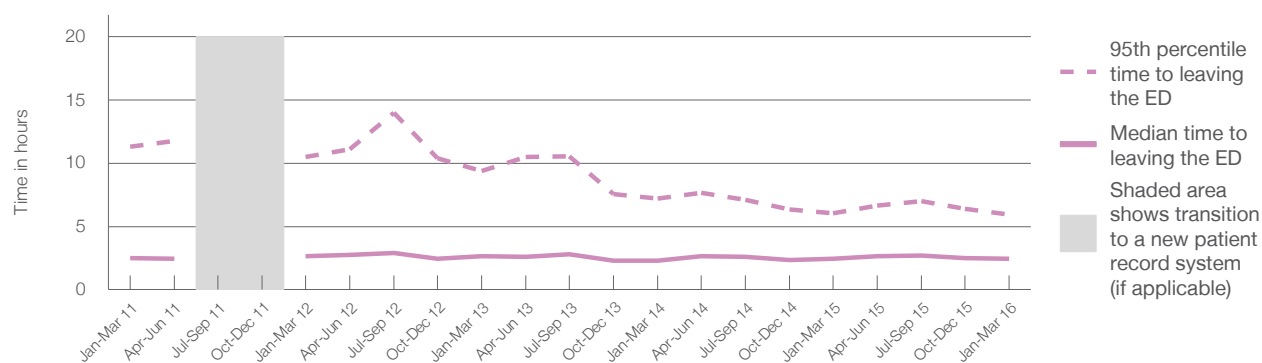
95th percentile time to leaving the ED<sup>9</sup> 5 hours and 55 minutes

Same period last year	NSW (this period)
8,576	
8,576	
2 hours and 28 minutes	2 hours and 40 minutes
6 hours and 2 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 29m	2h 38m	2h 39m	2h 18m	2h 28m	2h 26m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 19m	10h 30m	9h 23m	7h 12m	6h 2m	5h 55m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

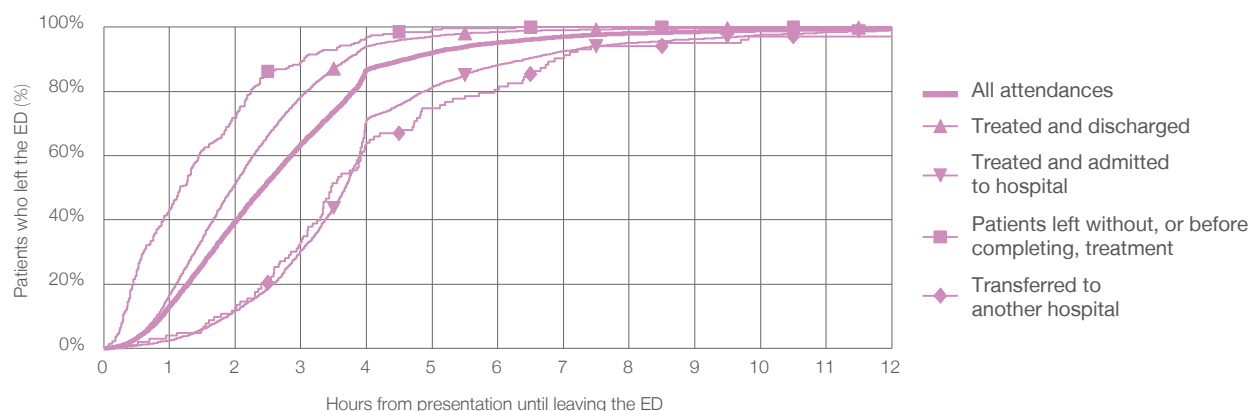
January to March 2016

All attendances:<sup>1</sup> 8,898 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,898 patients

		Same period last year	Change since one year ago
Treated and discharged	5,768 (65%)	5,514	4%
Treated and admitted to hospital	2,721 (31%)	2,615	4%
Patient left without, or before completing, treatment	284 (3%)	328	-13%
Transferred to another hospital	103 (1%)	111	-7%
Other	22 (0%)	8	175%

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



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

Treated and discharged	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%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

All attendances: <sup>1</sup> 8,898 patients

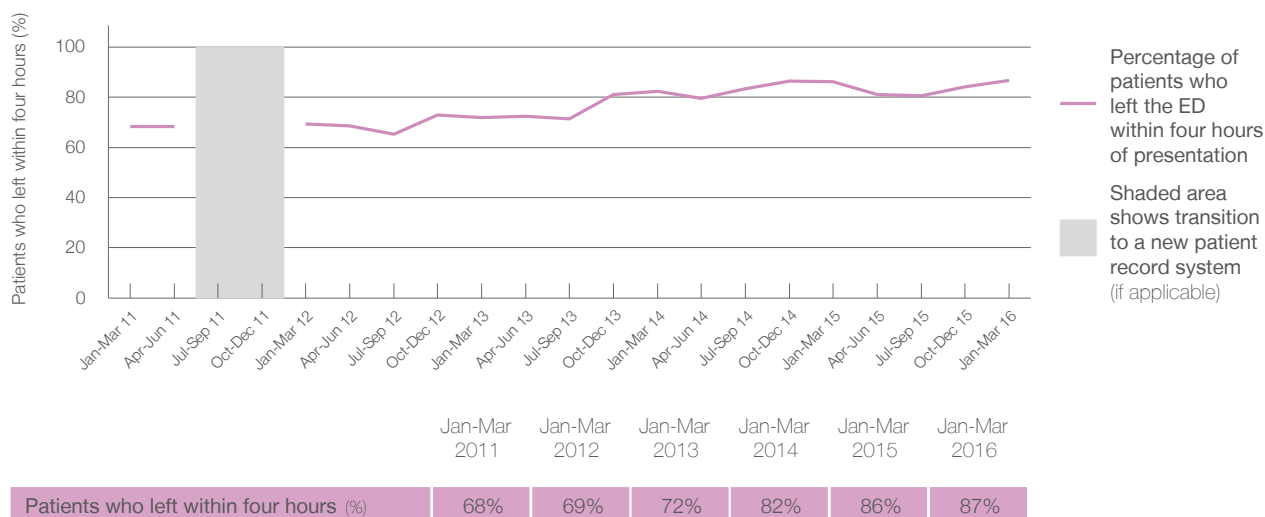
Attendances used to calculate time to leaving the ED: <sup>6</sup> 8,898 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
8,576	4%
8,576	4%
86%	

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



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
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  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).

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

January to March 2016

All attendances:<sup>1</sup> 7,126 patients  
Emergency attendances:<sup>2</sup> 6,990 patients

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

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

January to March 2016

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

Median time to start treatment<sup>4</sup> 5 minutes  
95th percentile time to start treatment<sup>5</sup> 14 minutes

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

Median time to start treatment<sup>4</sup> 15 minutes  
95th percentile time to start treatment<sup>5</sup> 62 minutes

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

Median time to start treatment<sup>4</sup> 20 minutes  
95th percentile time to start treatment<sup>5</sup> 106 minutes

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

Median time to start treatment<sup>4</sup> 16 minutes  
95th percentile time to start treatment<sup>5</sup> 134 minutes

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

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,125 patients

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

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

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

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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.

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

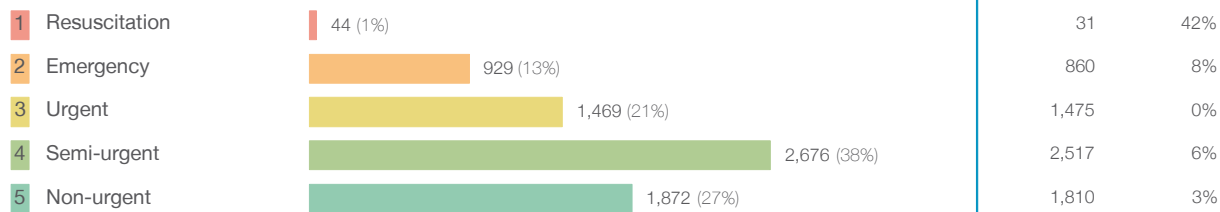
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Orange Health Service: Patients attending the emergency department

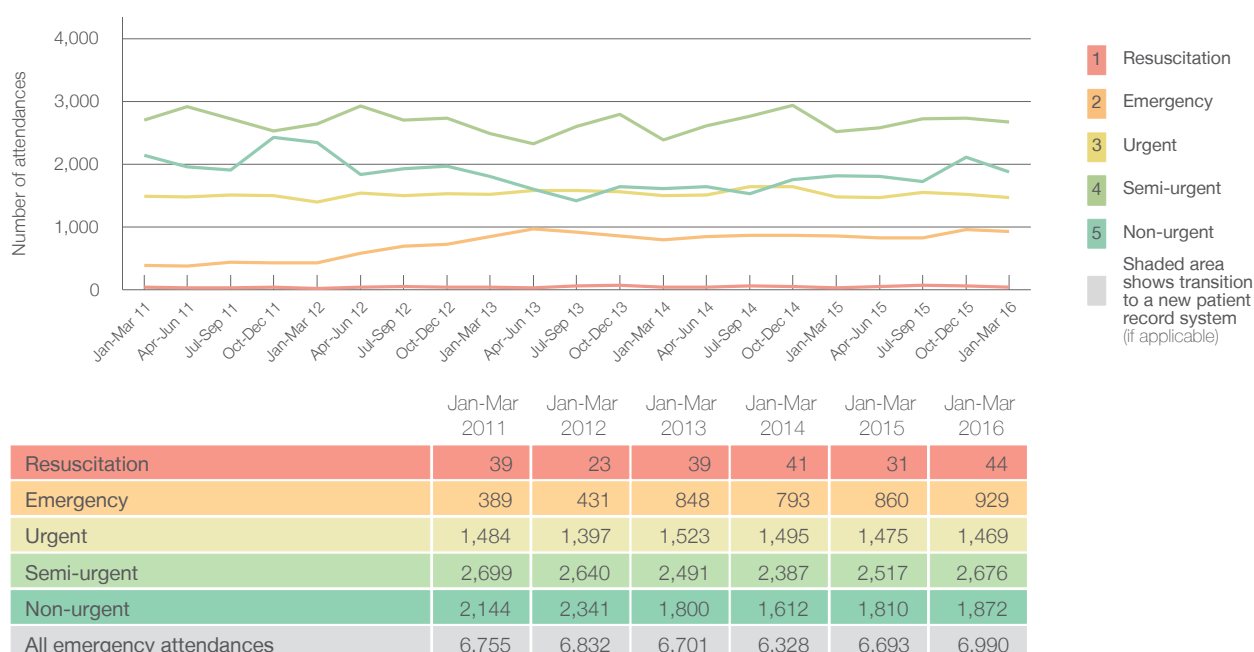
January to March 2016

All attendances:<sup>1</sup> 7,126 patients

Emergency attendances<sup>2</sup> by triage category: 6,990 patients



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



## Orange Health Service: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,258 patients

ED Transfer of care time<sup>§</sup>



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

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

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



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

January to March 2016

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

Number of triage 2 patients: 929

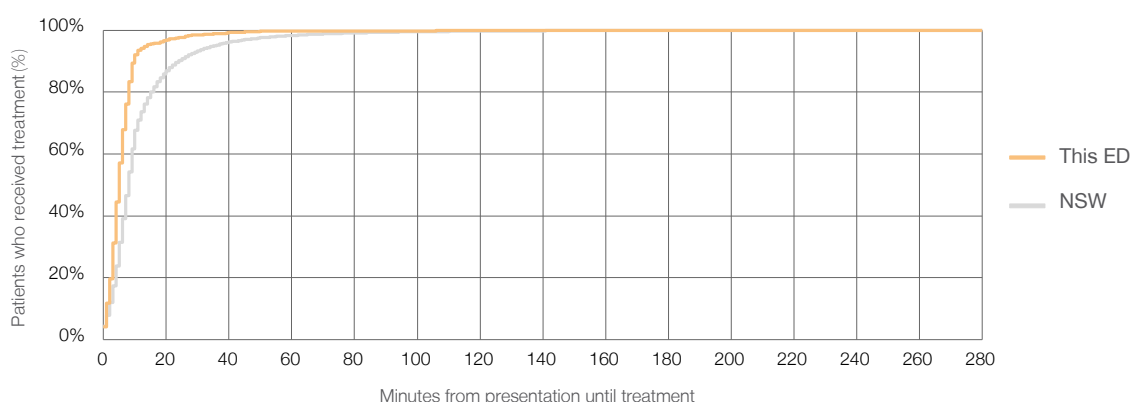
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 922

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

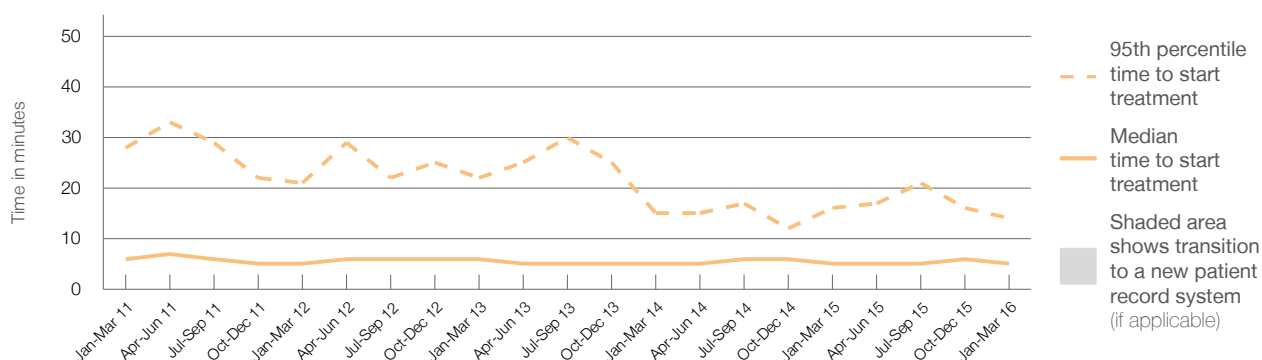
95th percentile time to start treatment<sup>5</sup> 14 minutes

Same period last year	NSW (this period)
860	
857	
5 minutes	8 minutes
16 minutes	35 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	6	5	6	5	5	5
95th percentile time to start treatment <sup>5</sup> (minutes)	28	21	22	15	16	14

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

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

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

January to March 2016

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

Number of triage 3 patients: 1,469

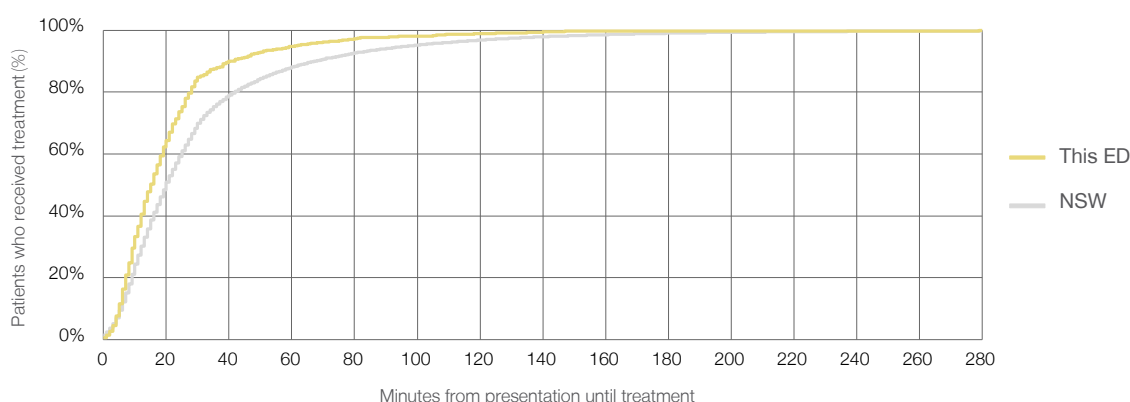
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,463

Median time to start treatment<sup>4</sup> 15 minutes

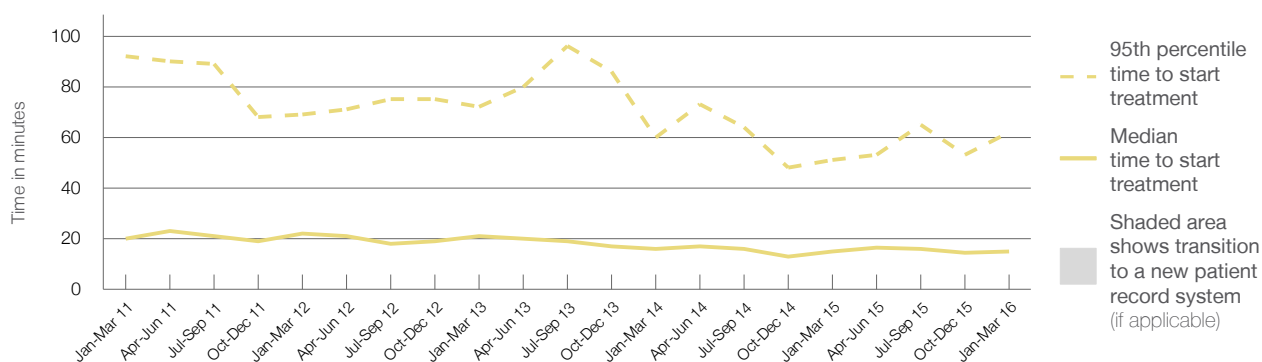
95th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
1,475	
1,457	
15 minutes	20 minutes
51 minutes	99 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	20	22	21	16	15	15
95th percentile time to start treatment <sup>5</sup> (minutes)	92	69	72	60	51	62

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

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

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

January to March 2016

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

Number of triage 4 patients: 2,676

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,576

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

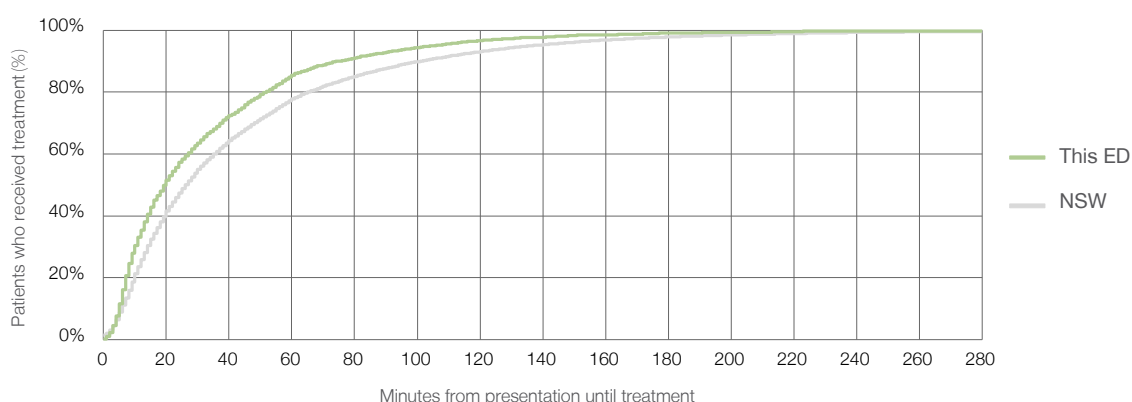
20 minutes

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

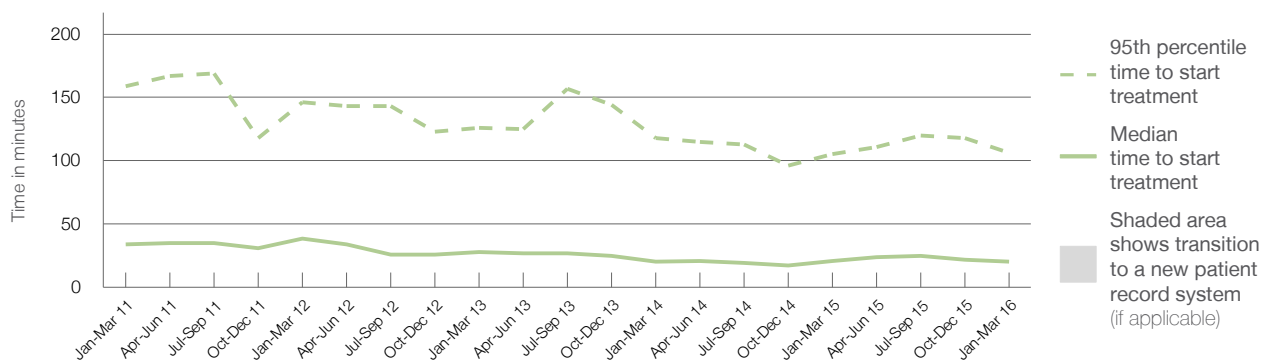
106 minutes

Same period last year	NSW (this period)
2,517	
2,423	
21 minutes	26 minutes
105 minutes	137 minutes

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



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<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)	34	39	28	20	21	20
95th percentile time to start treatment <sup>5</sup> (minutes)	159	146	126	118	105	106

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

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

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

January to March 2016

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

Number of triage 5 patients: 1,872

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,715

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

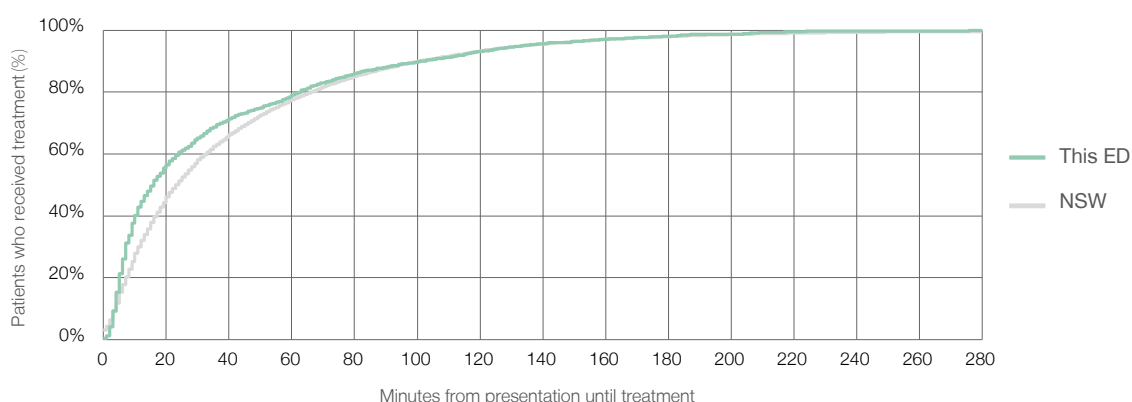
16 minutes

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

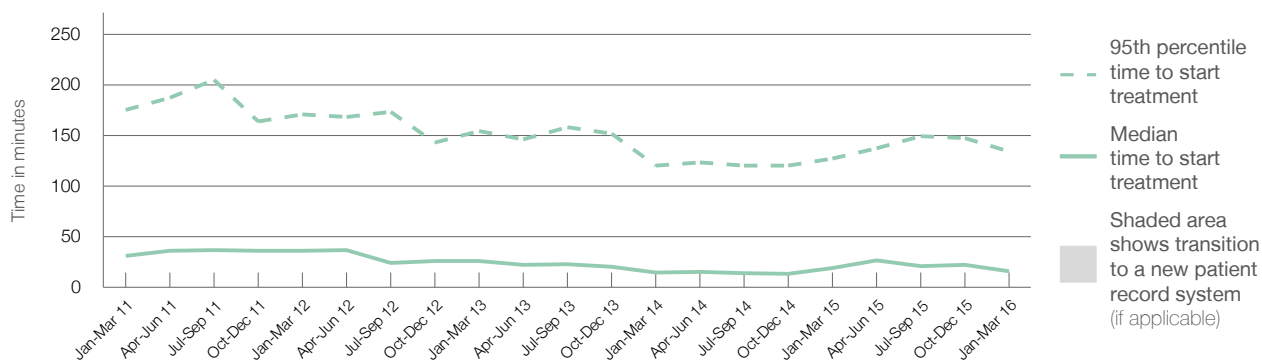
134 minutes

Same period last year	NSW (this period)
1,810	
1,673	
19 minutes	23 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<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)	31	36	26	15	19	16
95th percentile time to start treatment <sup>5</sup> (minutes)	175	171	154	120	127	134

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

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

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

January to March 2016

All attendances:<sup>1</sup> 7,126 patients

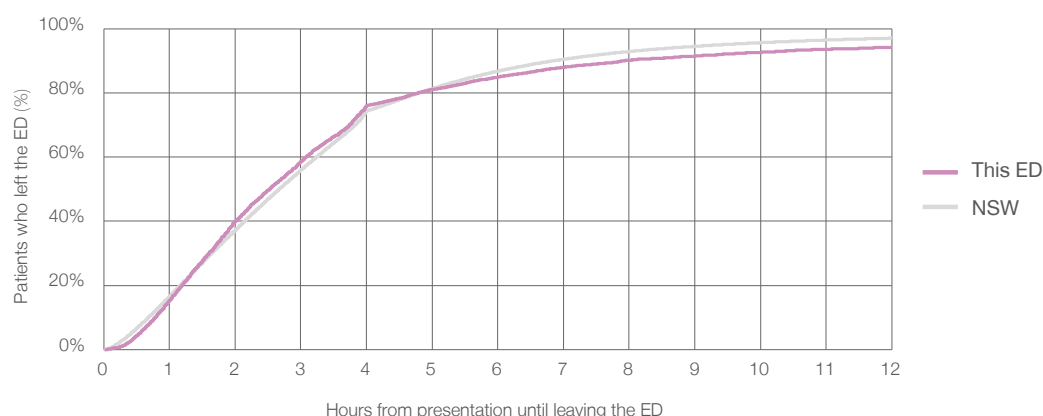
Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,125 patients

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

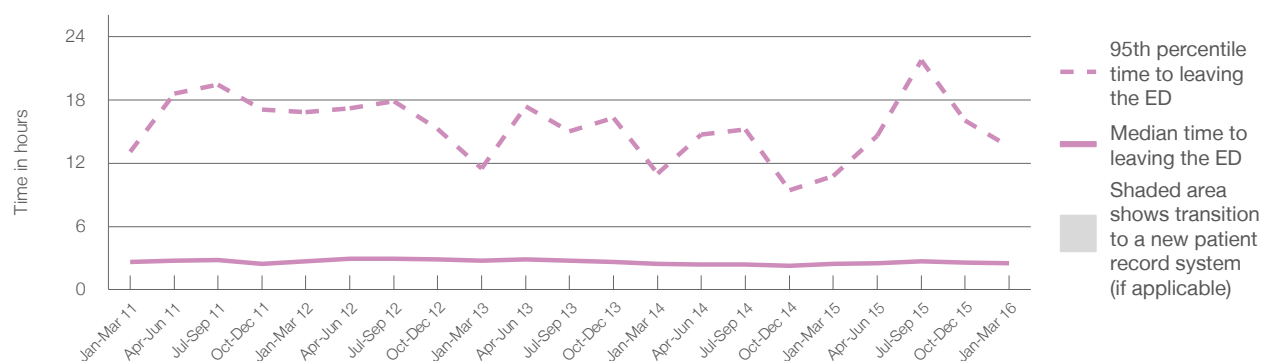
95th percentile time to leaving the ED<sup>9</sup> 13 hours and 32 minutes

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

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



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<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 37m	2h 43m	2h 47m	2h 28m	2h 27m	2h 31m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	13h 5m	16h 50m	11h 31m	11h 2m	10h 46m	13h 32m

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

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

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

By mode of separation

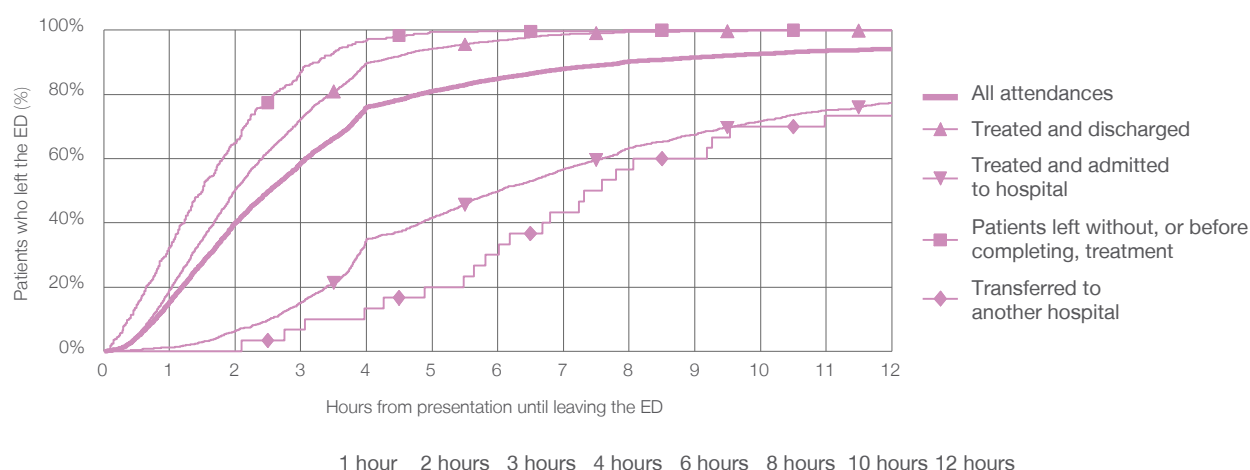
January to March 2016

All attendances:<sup>†</sup> 7,126 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 7,125 patients

		Same period last year	Change since one year ago
Treated and discharged	4,937 (69%)	6,835	4%
Treated and admitted to hospital	1,785 (25%)	4,897	1%
Patient left without, or before completing, treatment	346 (5%)	1,570	14%
Transferred to another hospital	30 (0%)	306	13%
Other	28 (0%)	31	-3%
		31	-10%

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



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

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

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

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

### Percentage of patients who left the ED within four hours of presentation

#### January to March 2016

All attendances: <sup>1</sup> 7,126 patients

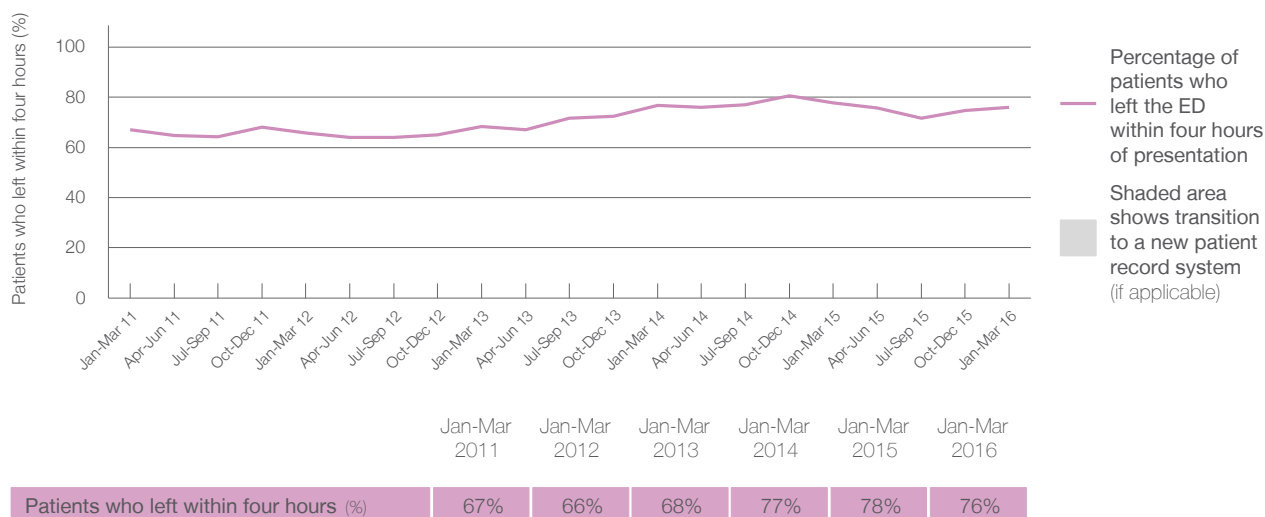
Attendances used to calculate time to leaving the ED: <sup>6</sup> 7,125 patients

Percentage of patients who left the ED within four hours



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

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



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

## Port Macquarie Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 8,185 patients  
Emergency attendances:<sup>2</sup> 7,877 patients

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

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

January to March 2016

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

Median time to start treatment<sup>4</sup> 10 minutes  
95th percentile time to start treatment<sup>5</sup> 31 minutes

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

Median time to start treatment<sup>4</sup> 18 minutes  
95th percentile time to start treatment<sup>5</sup> 63 minutes

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

Median time to start treatment<sup>4</sup> 21 minutes  
95th percentile time to start treatment<sup>5</sup> 97 minutes

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

Median time to start treatment<sup>4</sup> 19 minutes  
95th percentile time to start treatment<sup>5</sup> 107 minutes

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

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,183 patients

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

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

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

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).

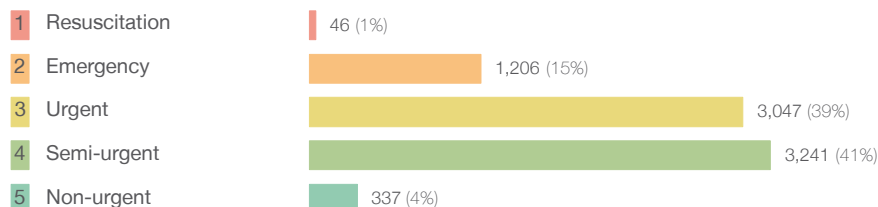


## Port Macquarie Base Hospital: Patients attending the emergency department

January to March 2016

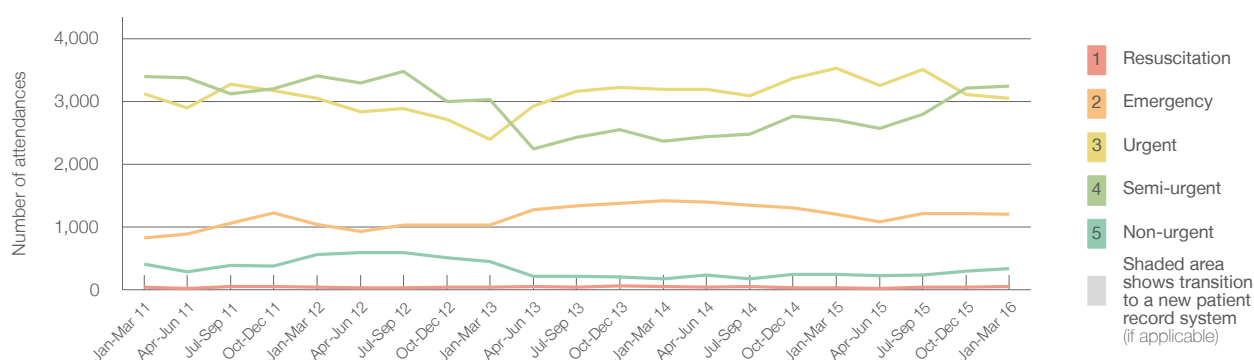
All attendances:<sup>1</sup> 8,185 patients

Emergency attendances<sup>2</sup> by triage category: 7,877 patients



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

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

## Port Macquarie Base Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,834 patients

ED Transfer of care time<sup>§</sup>



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

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

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

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

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

January to March 2016

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

Number of triage 2 patients: 1,206

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,202

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

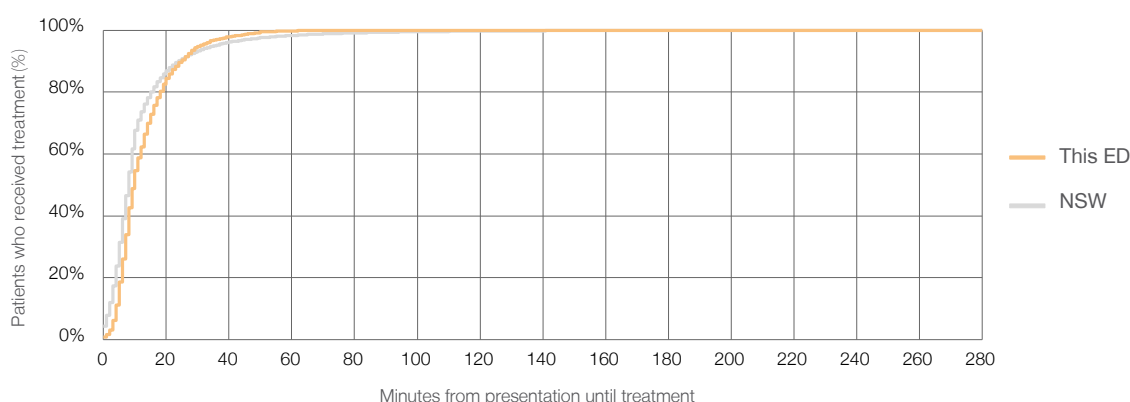
10 minutes

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

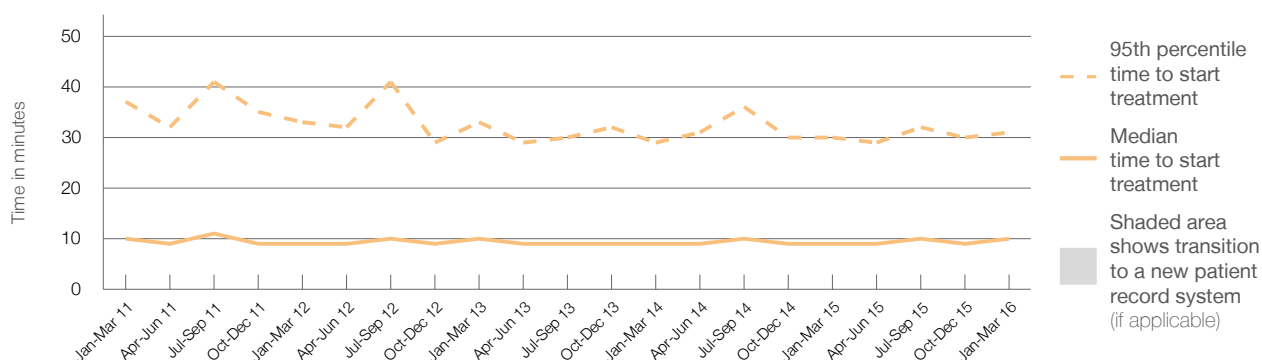
31 minutes

Same period last year	NSW (this period)
1,207	
1,204	
9 minutes	8 minutes
30 minutes	35 minutes

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



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



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

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

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

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

January to March 2016

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

Number of triage 3 patients: 3,047

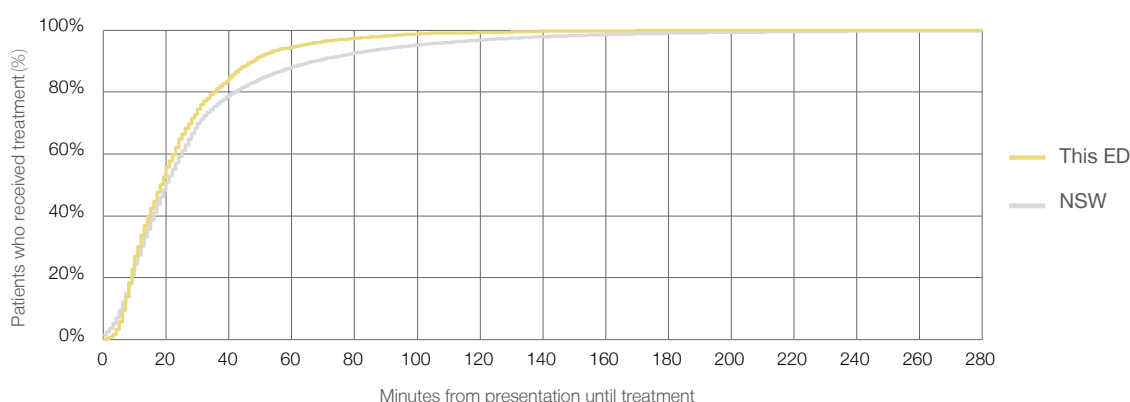
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,980

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

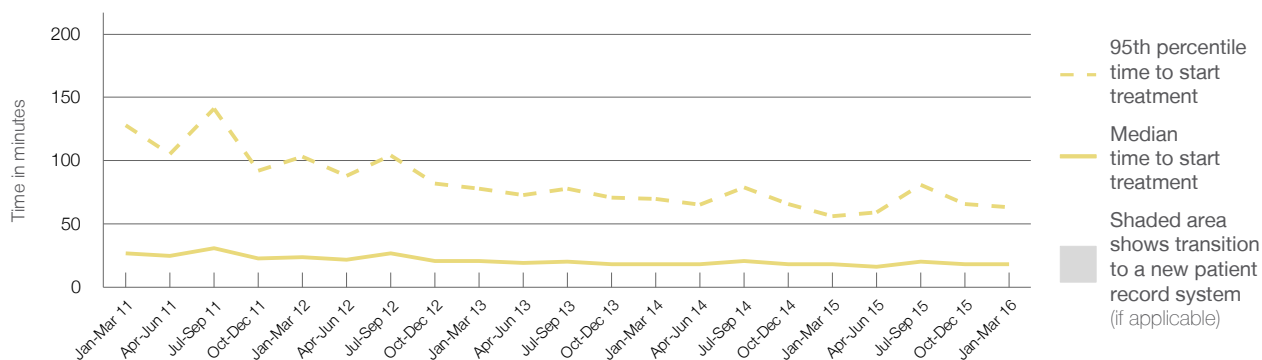
95th percentile time to start treatment<sup>5</sup> 63 minutes

Same period last year	NSW (this period)
3,527	
3,446	
18 minutes	20 minutes
56 minutes	99 minutes

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



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<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)	27	24	21	18	18	18
95th percentile time to start treatment <sup>5</sup> (minutes)	128	103	78	70	56	63

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

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

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

January to March 2016

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

Number of triage 4 patients: 3,241

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,766

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

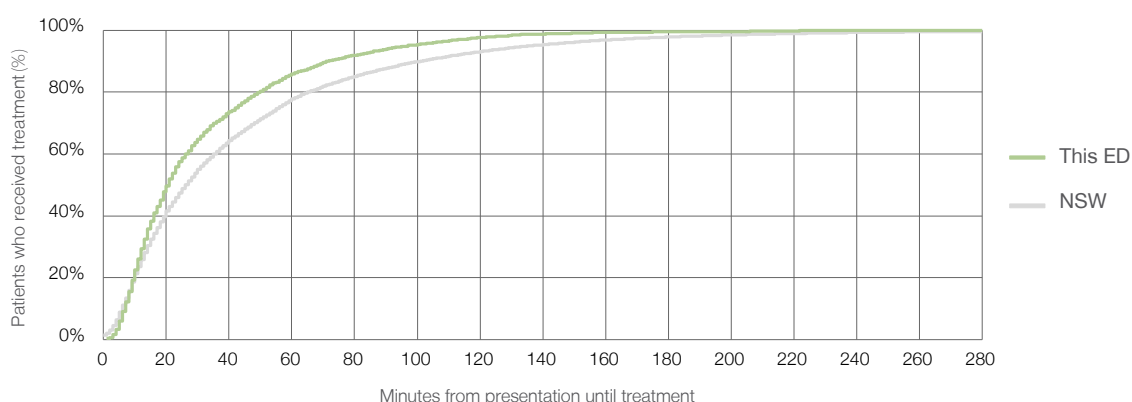
21 minutes

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

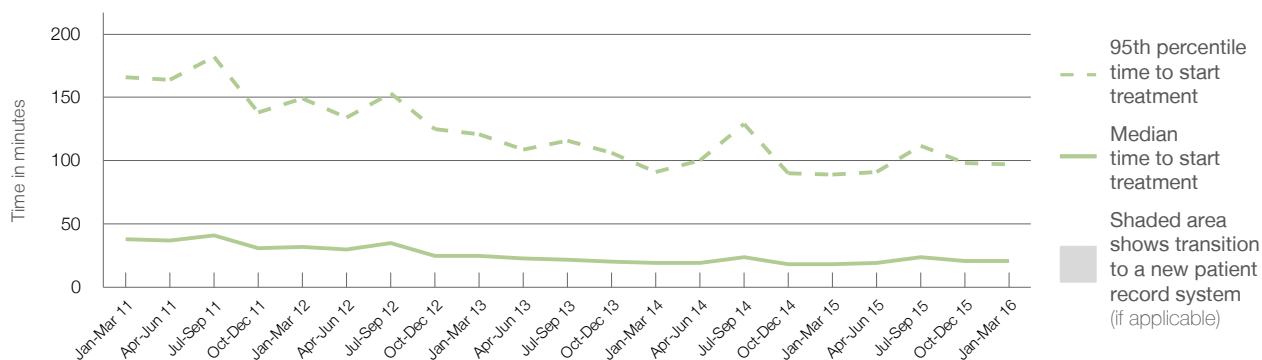
97 minutes

Same period last year	NSW (this period)
2,707	
2,349	
18 minutes	26 minutes
89 minutes	137 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	38	32	25	19	18	21
95th percentile time to start treatment <sup>5</sup> (minutes)	166	149	121	91	89	97

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

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

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

January to March 2016

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

Number of triage 5 patients: 337

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 220

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

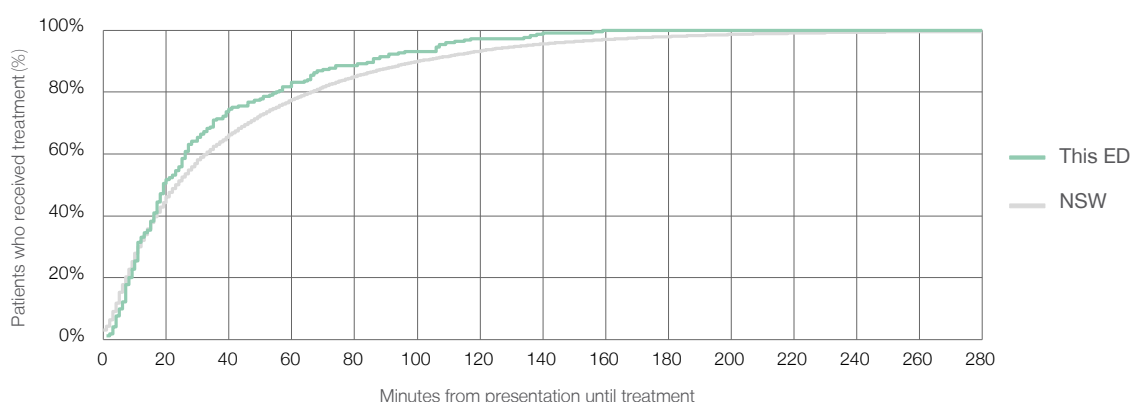
19 minutes

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

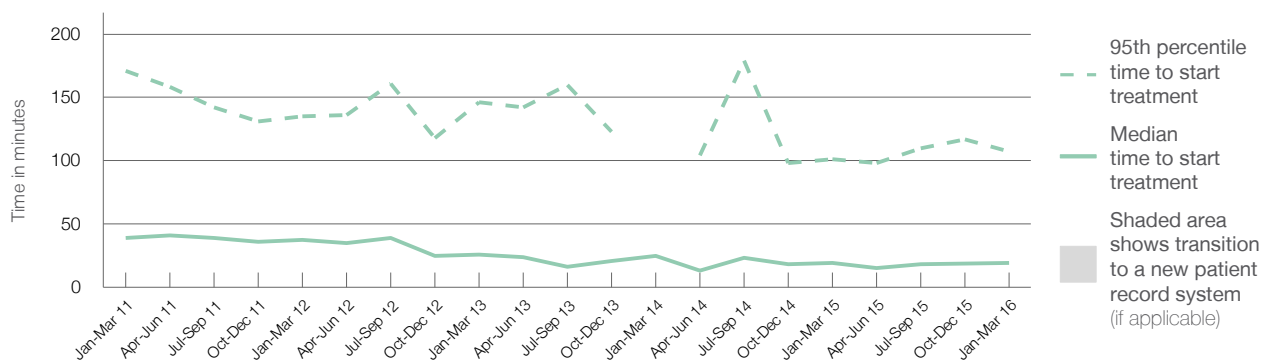
107 minutes

Same period last year	NSW (this period)
245	
159	
19 minutes	23 minutes
101 minutes	135 minutes

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



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<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)	39	38	26	25	19	19
95th percentile time to start treatment <sup>5</sup> (minutes)	171	135	146	*	101	107

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

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

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

January to March 2016

All attendances:<sup>1</sup> 8,185 patients

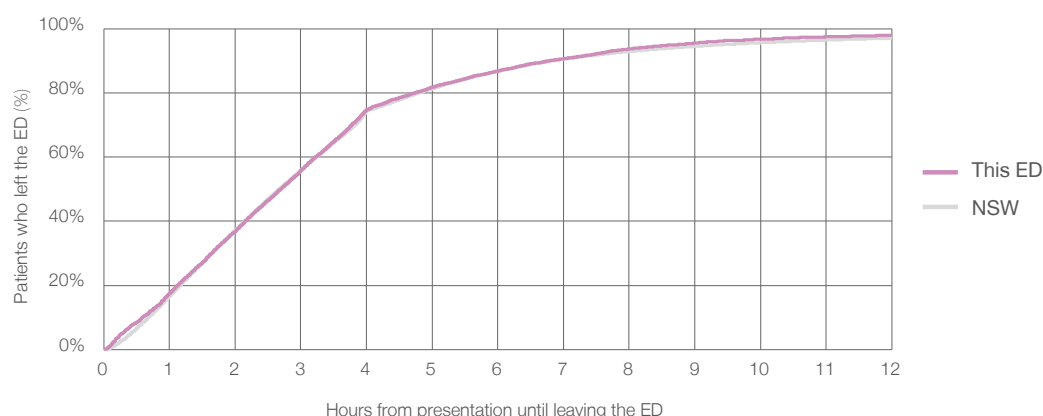
Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,183 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 42 minutes

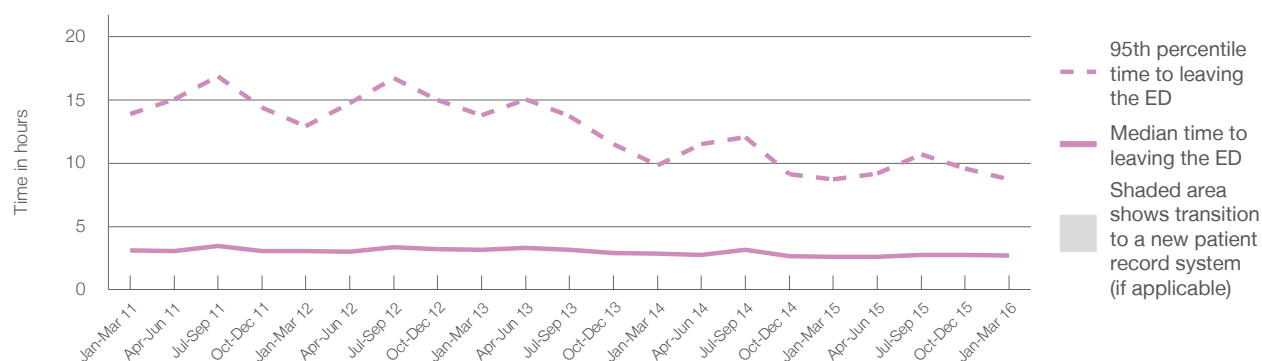
95th percentile time to leaving the ED<sup>9</sup> 8 hours and 44 minutes

Same period last year	NSW (this period)
7,913	
7,911	
2 hours and 35 minutes	2 hours and 40 minutes
8 hours and 44 minutes	9 hours and 25 minutes

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



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<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)	3h 6m	3h 3m	3h 9m	2h 50m	2h 35m	2h 42m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	13h 54m	12h 54m	13h 48m	9h 49m	8h 44m	8h 44m

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

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

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

By mode of separation

January to March 2016

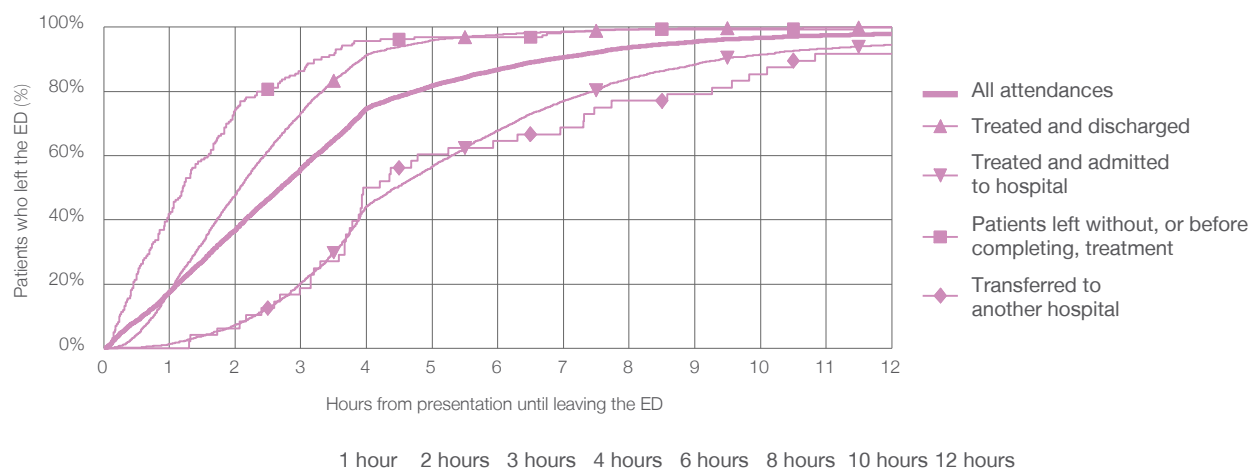
All attendances:<sup>†</sup> 8,185 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 8,183 patients

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

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

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18%	48%	73%	91%	98%	99%	100%	100%
Treated and admitted to hospital	1%	7%	20%	44%	68%	84%	91%	94%
Patient left without, or before completing, treatment	42%	74%	86%	96%	97%	99%	99%	100%
Transferred to another hospital	0%	6%	19%	50%	65%	77%	85%	92%
All attendances	18%	37%	56%	75%	87%	94%	97%	98%

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

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

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

### Percentage of patients who left the ED within four hours of presentation

January to March 2016

All attendances: <sup>1</sup> 8,185 patients

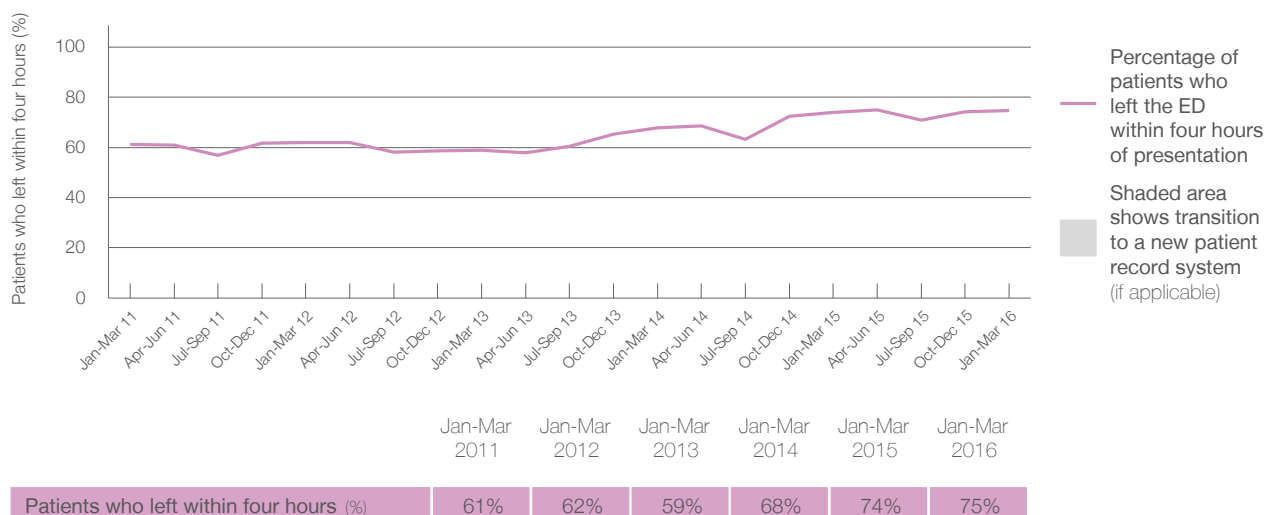
Attendances used to calculate time to leaving the ED: <sup>6</sup> 8,183 patients

Percentage of patients who left the ED within four hours



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

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



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

All attendances:<sup>1</sup> 10,155 patients  
Emergency attendances:<sup>2</sup> 10,022 patients

Same period last year	Change since one year ago
9,166	11%
9,045	11%

## Shoalhaven and District Memorial Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 763 patients

Median time to start treatment<sup>4</sup> 11 minutes  
95th percentile time to start treatment<sup>5</sup> 53 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,019 patients

Median time to start treatment<sup>4</sup> 30 minutes  
95th percentile time to start treatment<sup>5</sup> 155 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,898 patients

Median time to start treatment<sup>4</sup> 38 minutes  
95th percentile time to start treatment<sup>5</sup> 191 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,302 patients

Median time to start treatment<sup>4</sup> 28 minutes  
95th percentile time to start treatment<sup>5</sup> 145 minutes

Same period last year	NSW (this period)
485	
10 minutes	8 minutes
47 minutes	35 minutes
2,360	
30 minutes	20 minutes
161 minutes	99 minutes
4,233	
43 minutes	26 minutes
216 minutes	137 minutes
1,933	
36 minutes	23 minutes
188 minutes	135 minutes

## Shoalhaven and District Memorial Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,152 patients

Percentage of patients who left the ED within four hours 67%

Same period last year	Change since one year ago
9,166	11%
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.

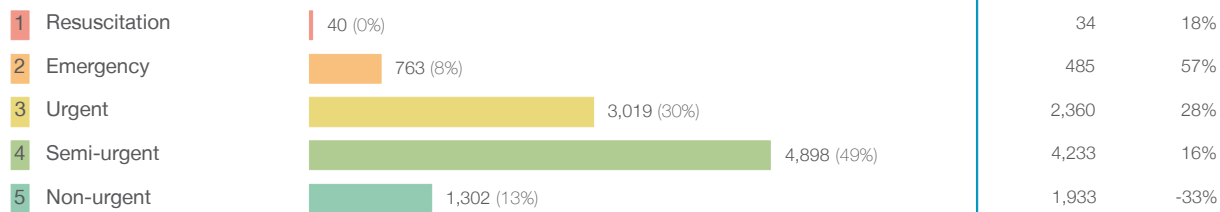
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Shoalhaven and District Memorial Hospital: Patients attending the emergency department

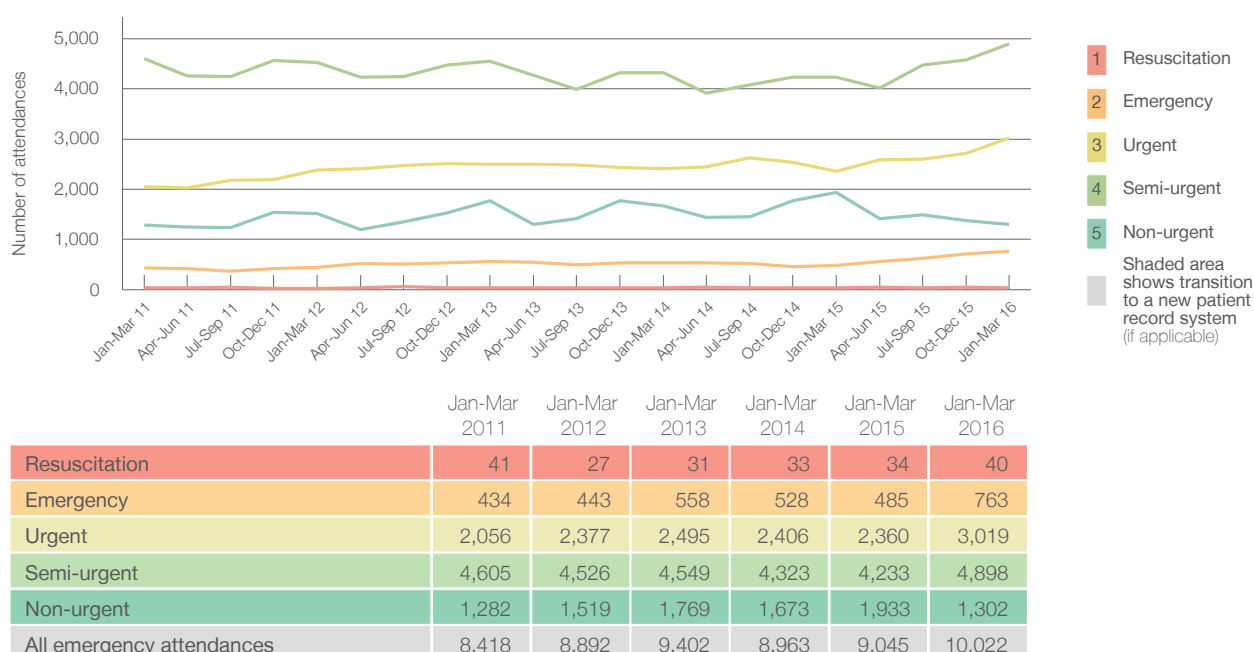
January to March 2016

All attendances:<sup>1</sup> 10,155 patients

Emergency attendances<sup>2</sup> by triage category: 10,022 patients



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



## Shoalhaven and District Memorial Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,407 patients

ED Transfer of care time<sup>§</sup>



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

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

(§) 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)

Number of triage 2 patients: 763

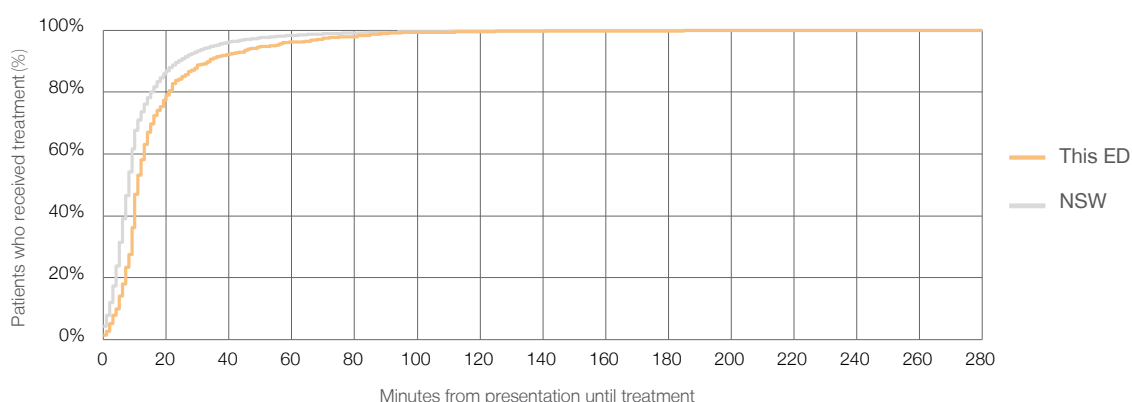
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 763

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

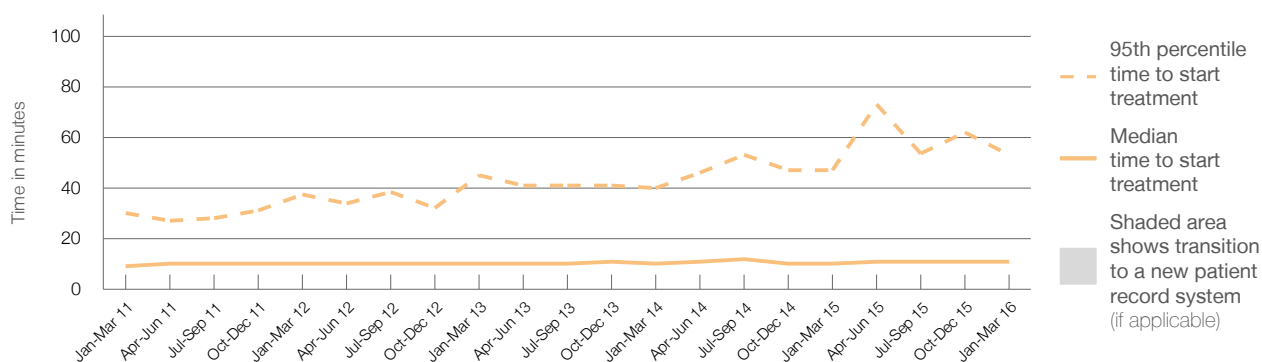
95th percentile time to start treatment<sup>5</sup> 53 minutes

Same period last year	NSW (this period)
485	
482	
10 minutes	8 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<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)	9	10	10	10	10	11
95th percentile time to start treatment <sup>5</sup> (minutes)	30	38	45	40	47	53

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

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

Number of triage 3 patients: 3,019

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,955

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

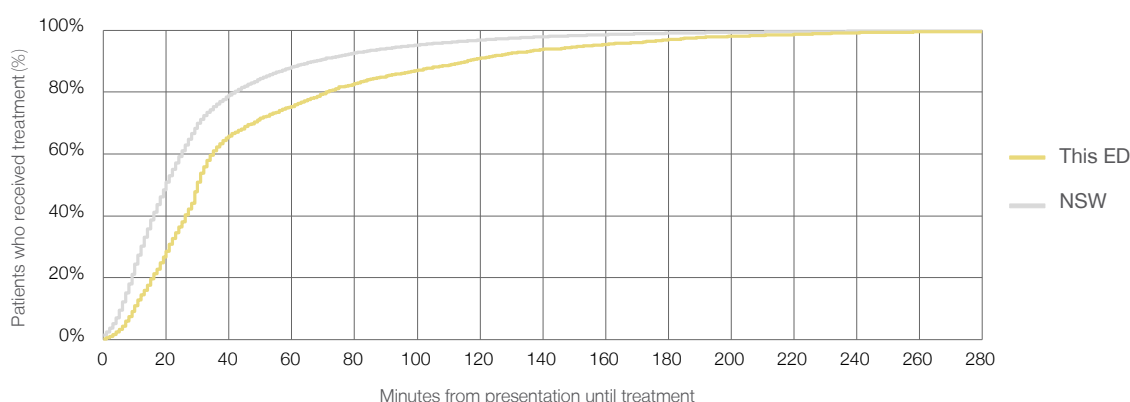
30 minutes

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

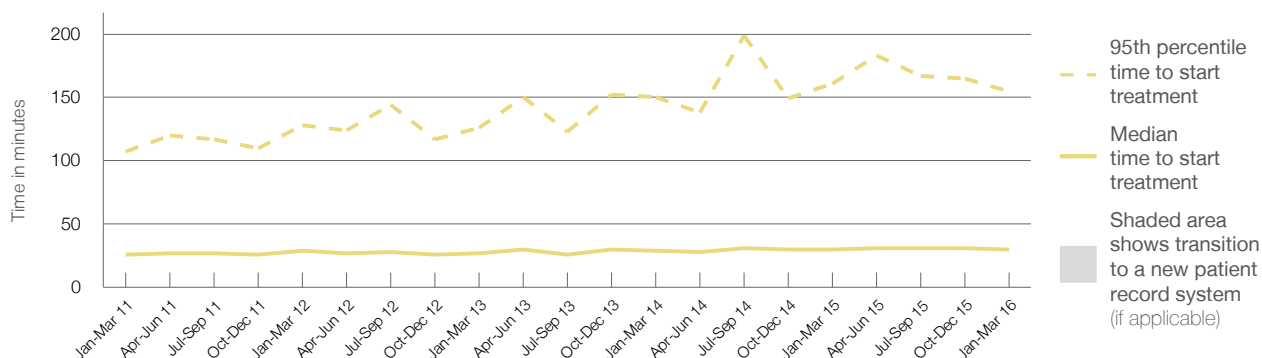
155 minutes

Same period last year	NSW (this period)
2,360	
2,296	
30 minutes	20 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	26	29	27	29	30	30
95th percentile time to start treatment <sup>5</sup> (minutes)	107	128	126	150	161	155

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

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

Number of triage 4 patients: 4,898

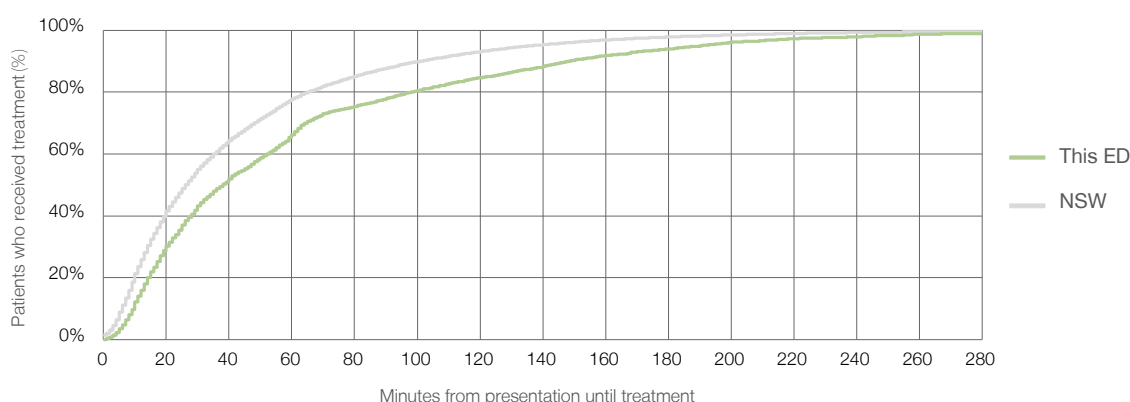
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,517

Median time to start treatment<sup>4</sup> 38 minutes

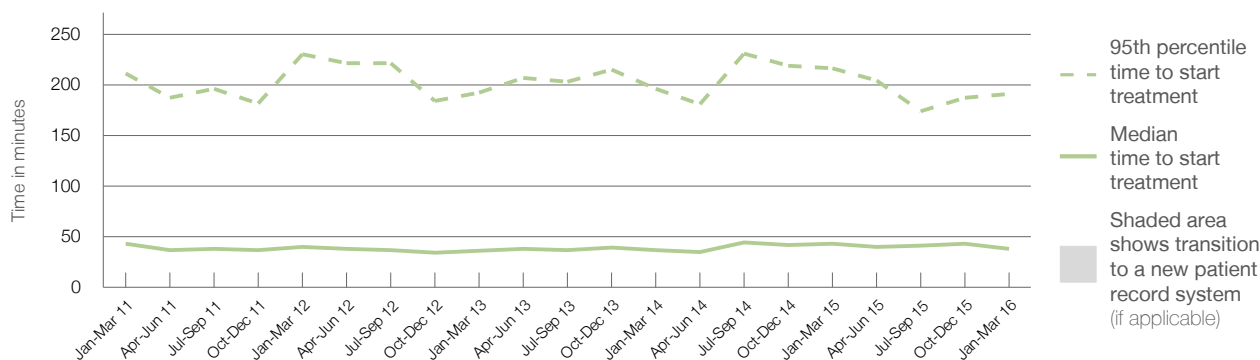
95th percentile time to start treatment<sup>5</sup> 191 minutes

Same period last year	NSW (this period)
4,233	
3,809	
43 minutes	26 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<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)	43	40	36	37	43	38
95th percentile time to start treatment <sup>5</sup> (minutes)	211	230	192	196	216	191

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

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

## 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)

Number of triage 5 patients: 1,302

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,153

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

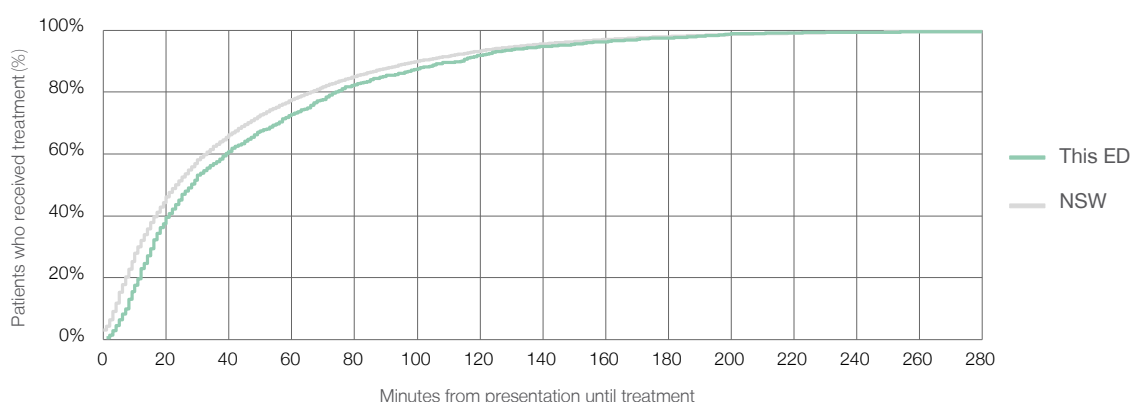
28 minutes

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

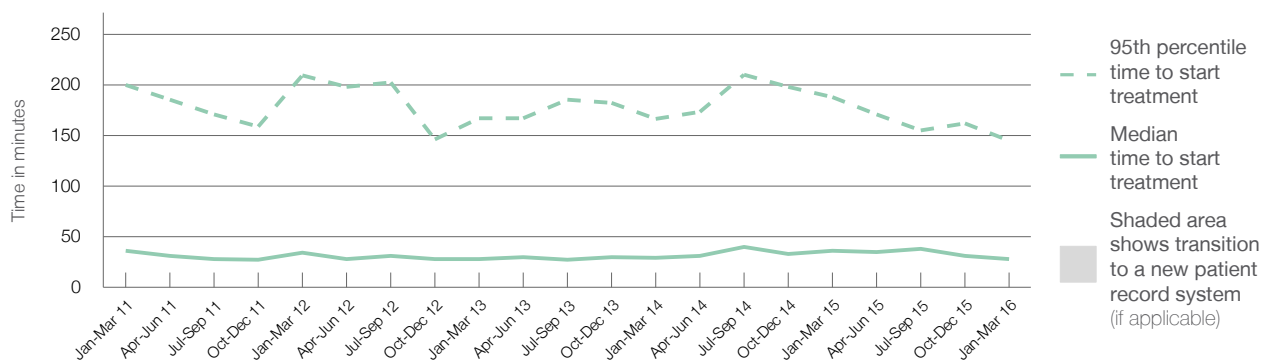
145 minutes

Same period last year	NSW (this period)
1,933	
1,614	
36 minutes	23 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<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)	36	34	28	29	36	28
95th percentile time to start treatment <sup>5</sup> (minutes)	200	209	167	166	188	145

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

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

## Shoalhaven and District Memorial Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 10,155 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,152 patients

Median time to leaving the ED<sup>8</sup>

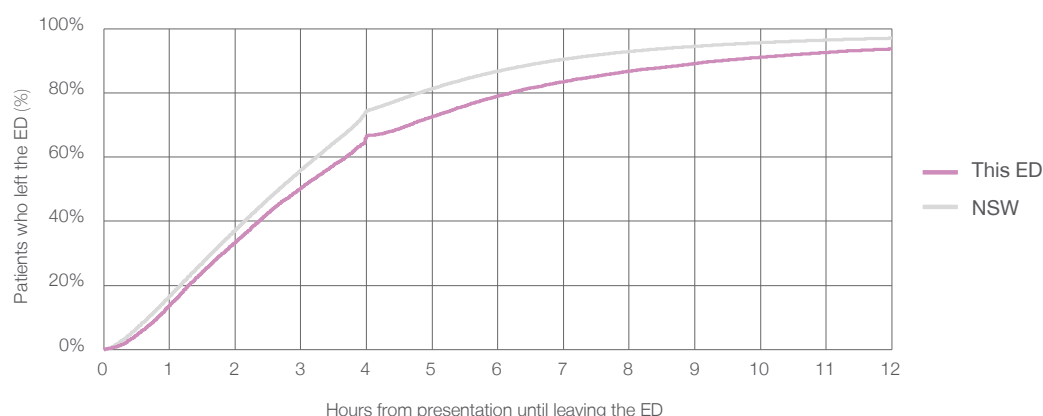
3 hours and 0 minutes

95th percentile time to leaving the ED<sup>9</sup>

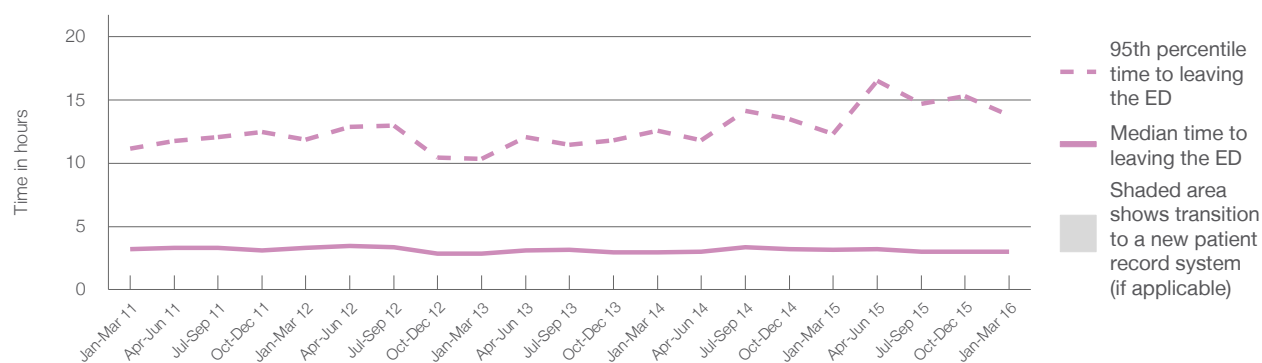
13 hours and 46 minutes

Same period last year	NSW (this period)
9,166	
9,166	
3 hours and 8 minutes	2 hours and 40 minutes
12 hours and 18 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)	3h 12m	3h 19m	2h 50m	2h 57m	3h 8m	3h 0m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 8m	11h 52m	10h 19m	12h 35m	12h 18m	13h 46m

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

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

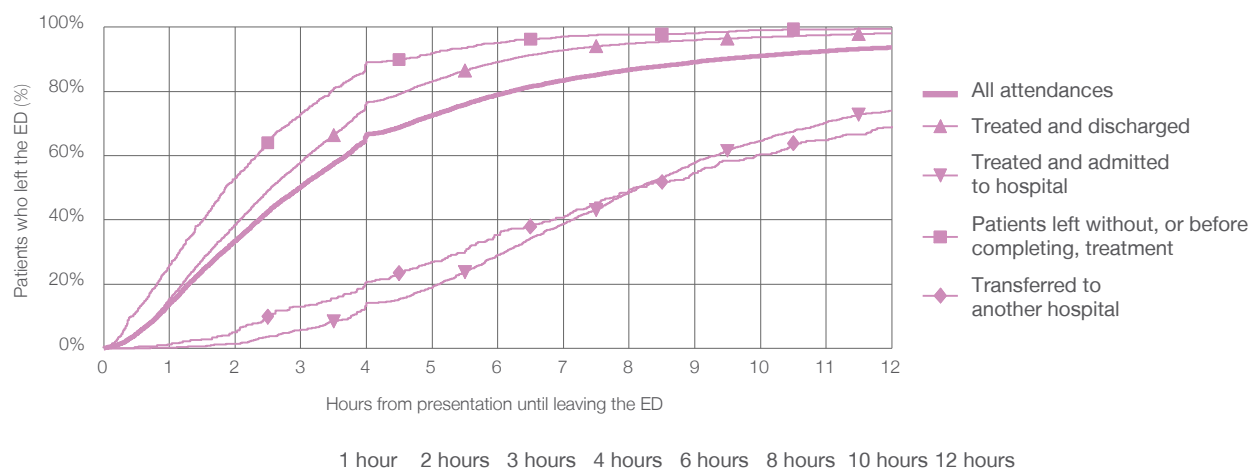
January to March 2016

All attendances:<sup>†</sup> 10,155 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 10,152 patients

		Same period last year	Change since one year ago
Treated and discharged	7,295 (72%)	9,166	11%
Treated and admitted to hospital	1,532 (15%)	6,214	17%
Patient left without, or before completing, treatment	963 (9%)	1,458	5%
Transferred to another hospital	324 (3%)	1,157	-17%
Other	41 (0%)	297	9%
		40	3%

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



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.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: 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: <sup>1</sup> 10,155 patients

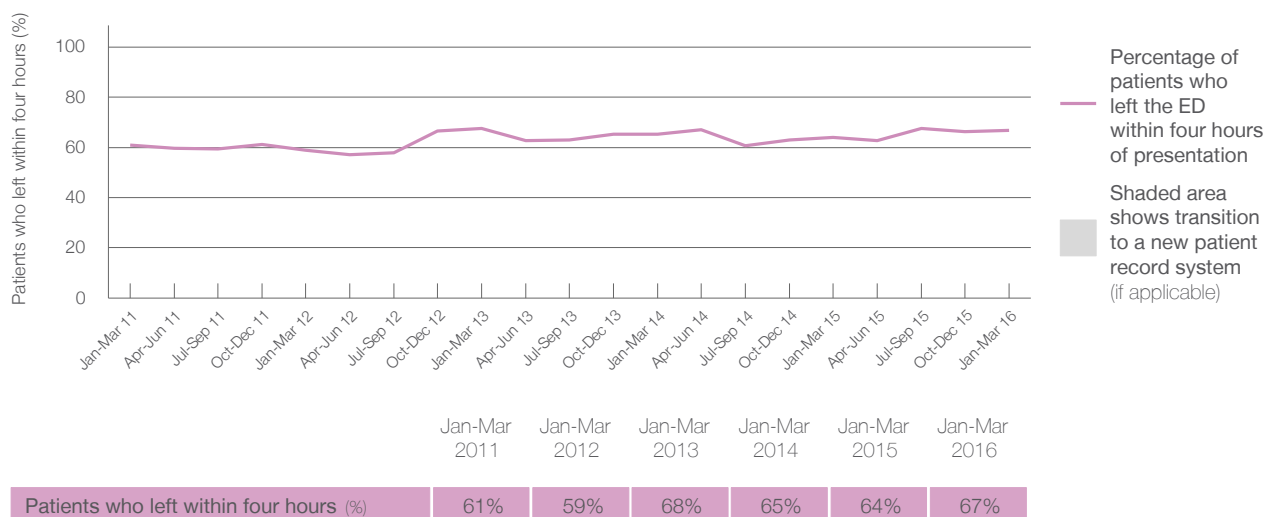
Attendances used to calculate time to leaving the ED: <sup>6</sup> 10,152 patients

Percentage of patients who left the ED within four hours



Same period last year	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 <sup>†‡</sup>



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

## Sutherland Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 13,003 patients

Emergency attendances:<sup>2</sup> 12,910 patients

Same period last year	Change since one year ago
12,505	4%
12,375	4%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,587 patients

Median time to start treatment<sup>4</sup> 14 minutes  
95th percentile time to start treatment<sup>5</sup> 41 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,063 patients

Median time to start treatment<sup>4</sup> 28 minutes  
95th percentile time to start treatment<sup>5</sup> 82 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,079 patients

Median time to start treatment<sup>4</sup> 31 minutes  
95th percentile time to start treatment<sup>5</sup> 93 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,140 patients

Median time to start treatment<sup>4</sup> 29 minutes  
95th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
1,802	
14 minutes	8 minutes
42 minutes	35 minutes
4,871	
28 minutes	20 minutes
79 minutes	99 minutes
4,629	
29 minutes	26 minutes
91 minutes	137 minutes
1,008	
26 minutes	23 minutes
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:<sup>6</sup> 13,003 patients

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

Same period last year	Change since one year ago
12,505	4%
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.

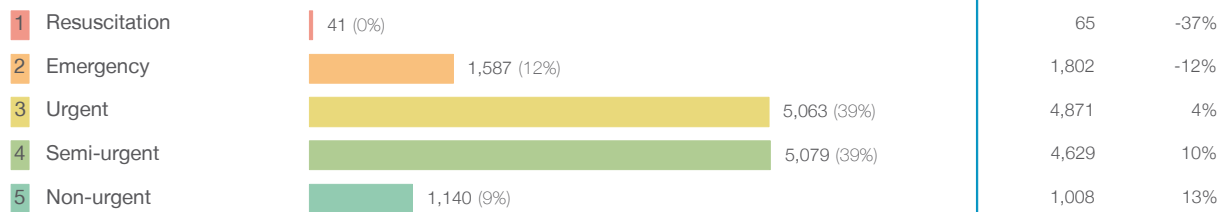
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Sutherland Hospital: Patients attending the emergency department

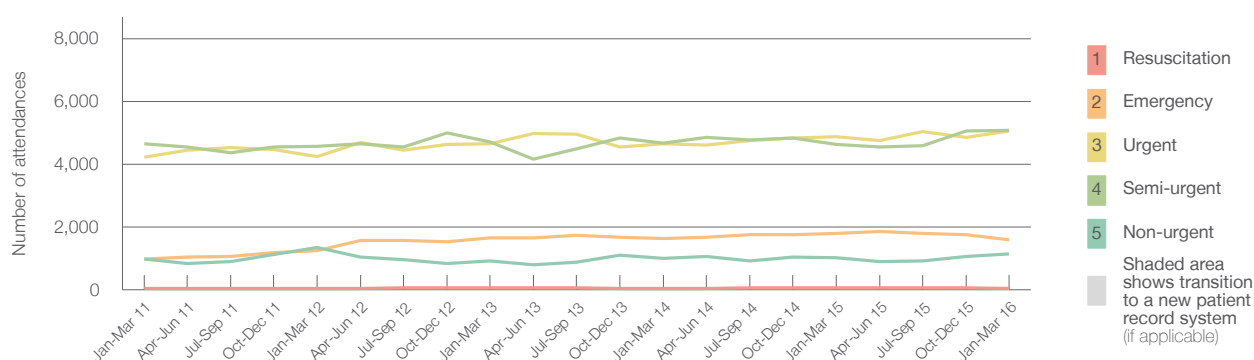
January to March 2016

All attendances:<sup>1</sup> 13,003 patients

Emergency attendances<sup>2</sup> by triage category: 12,910 patients



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	45	41	49	36	65	41
Emergency	974	1,246	1,653	1,636	1,802	1,587
Urgent	4,221	4,240	4,652	4,652	4,871	5,063
Semi-urgent	4,641	4,561	4,717	4,663	4,629	5,079
Non-urgent	981	1,337	907	999	1,008	1,140
All emergency attendances	10,862	11,425	11,978	11,986	12,375	12,910

## Sutherland Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,205 patients

ED Transfer of care time<sup>§</sup>



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

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

(§) 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)

Number of triage 2 patients: 1,587

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,580

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

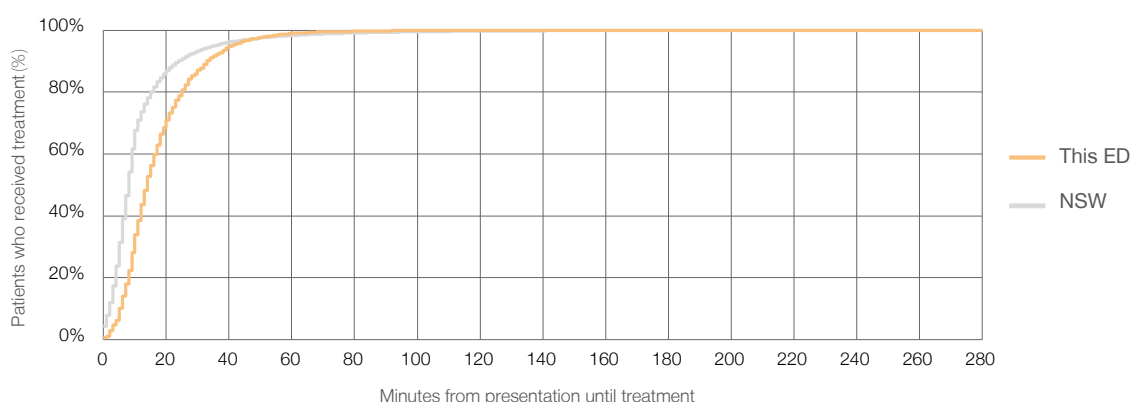
14 minutes

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

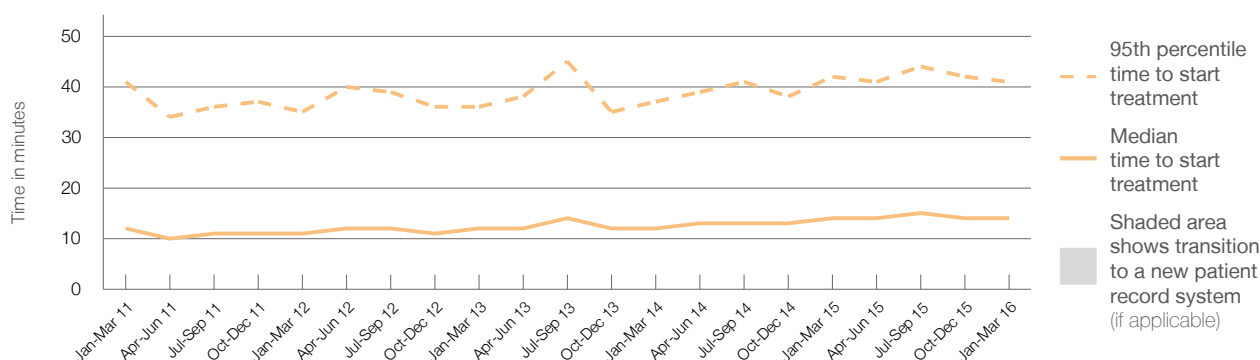
41 minutes

Same period last year	NSW (this period)
1,802	
1,799	
14 minutes	8 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<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)	12	11	12	12	14	14
95th percentile time to start treatment <sup>5</sup> (minutes)	41	35	36	37	42	41

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 5,063

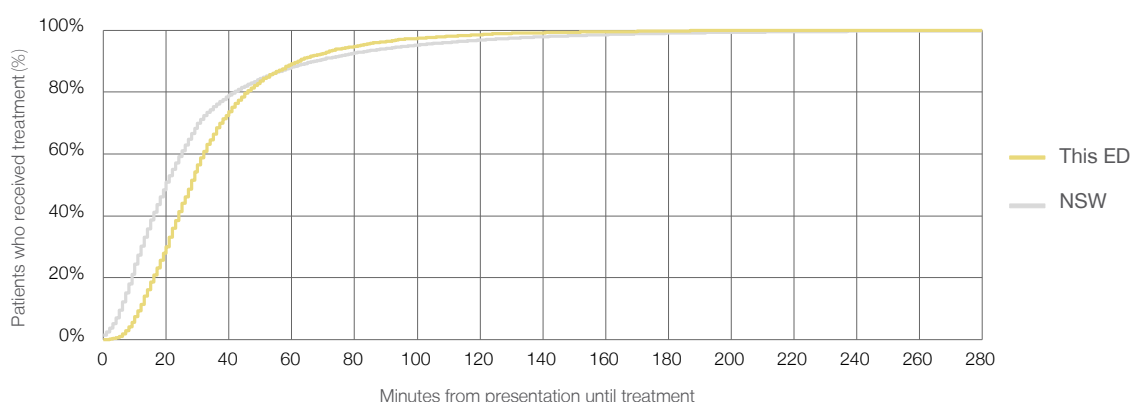
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,002

Median time to start treatment<sup>4</sup> 28 minutes

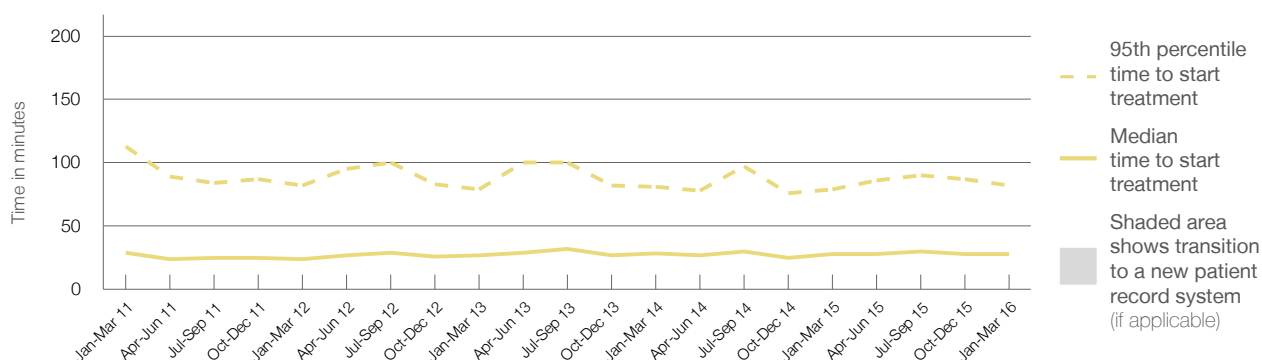
95th percentile time to start treatment<sup>5</sup> 82 minutes

Same period last year	NSW (this period)
4,871	
4,817	
28 minutes	20 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<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)	29	24	27	29	28	28
95th percentile time to start treatment <sup>5</sup> (minutes)	113	82	79	81	79	82

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

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

## Sutherland 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: 5,079

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,967

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

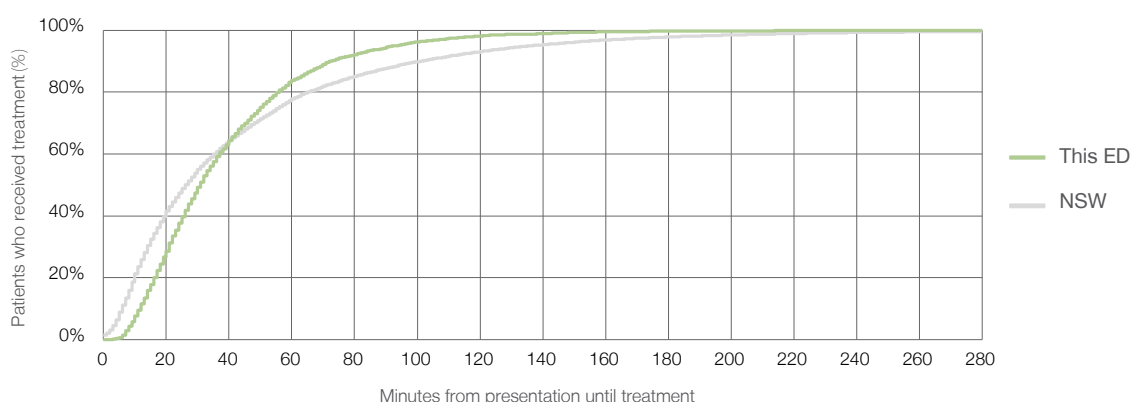
31 minutes

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

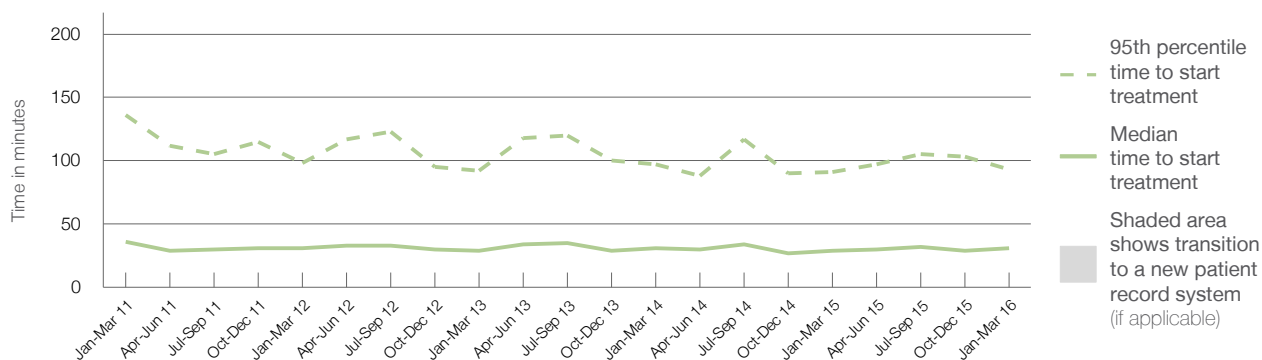
93 minutes

Same period last year	NSW (this period)
4,629	
4,534	
29 minutes	26 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<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)	36	31	29	31	29	31
95th percentile time to start treatment <sup>5</sup> (minutes)	136	98	92	97	91	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.

## Sutherland 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: 1,140

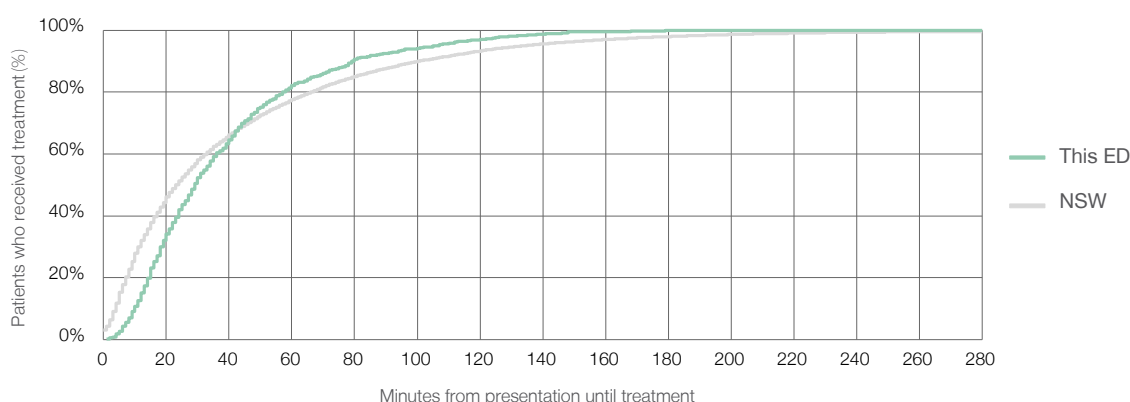
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,069

Median time to start treatment<sup>4</sup> 29 minutes

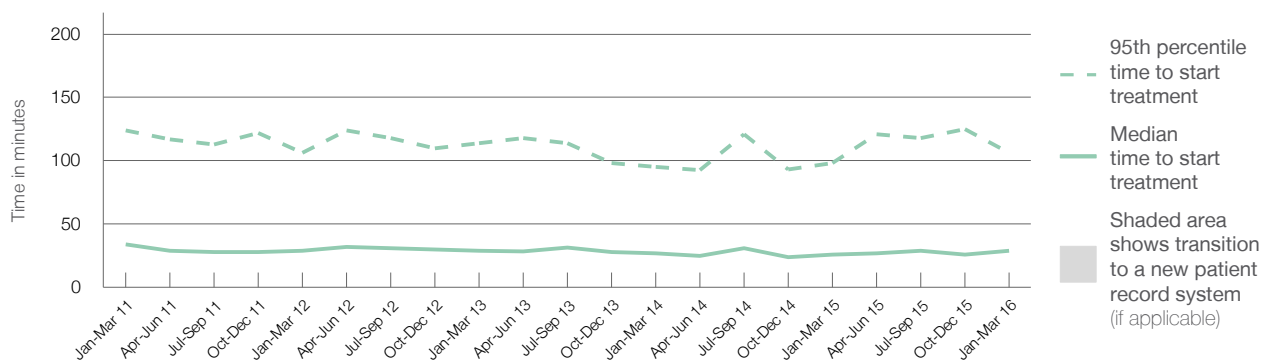
95th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
1,008	
944	
26 minutes	23 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<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)	34	29	29	27	26	29
95th percentile time to start treatment <sup>5</sup> (minutes)	124	106	114	95	98	106

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

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

## Sutherland Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 13,003 patients

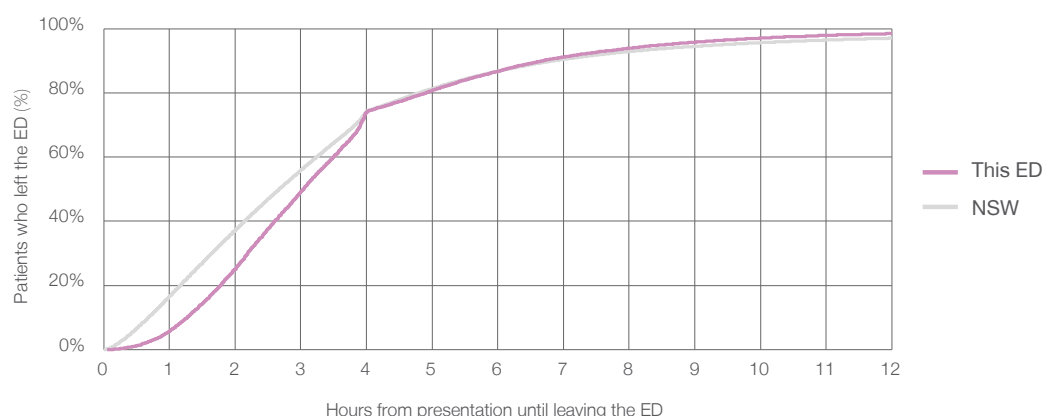
Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,003 patients

Median time to leaving the ED<sup>8</sup> 3 hours and 3 minutes

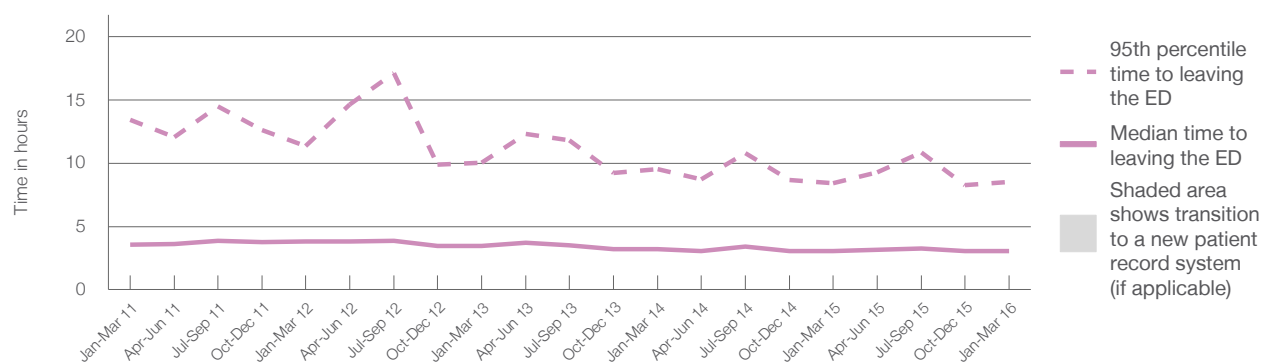
95th percentile time to leaving the ED<sup>9</sup> 8 hours and 32 minutes

Same period last year	NSW (this period)
12,505	
12,505	
3 hours and 4 minutes	2 hours and 40 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<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)	3h 34m	3h 48m	3h 27m	3h 12m	3h 4m	3h 3m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	13h 24m	11h 20m	10h 1m	9h 33m	8h 26m	8h 32m

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

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



## Sutherland Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

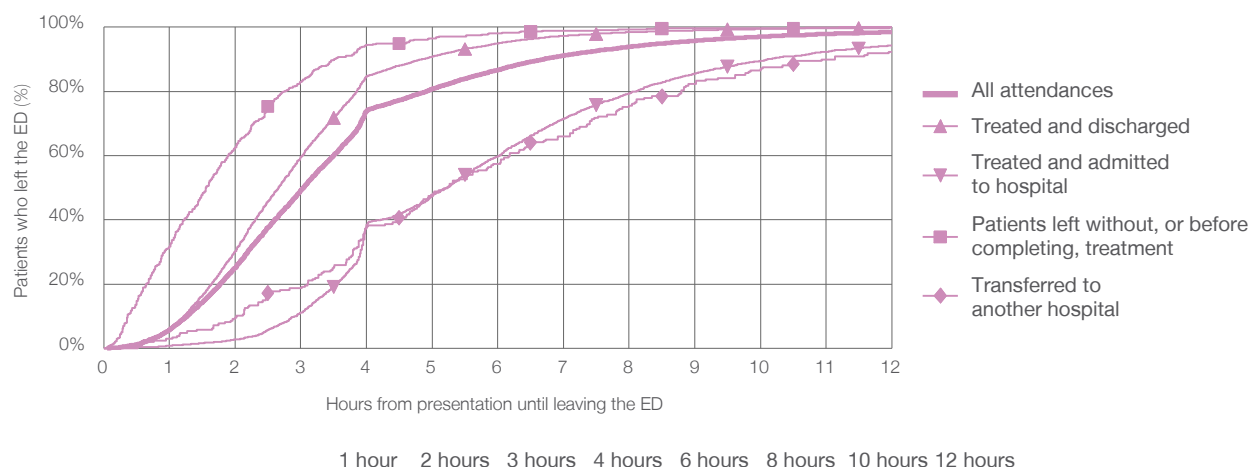
All attendances:<sup>†</sup> 13,003 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 13,003 patients

Treated and discharged	9,363 (72%)
Treated and admitted to hospital	2,870 (22%)
Patient left without, or before completing, treatment	507 (4%)
Transferred to another hospital	209 (2%)
Other	54 (0%)

Same period last year	Change since one year ago
12,505	4%
9,005	4%
2,777	3%
441	15%
227	-8%
55	-2%

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



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%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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: <sup>1</sup> 13,003 patients

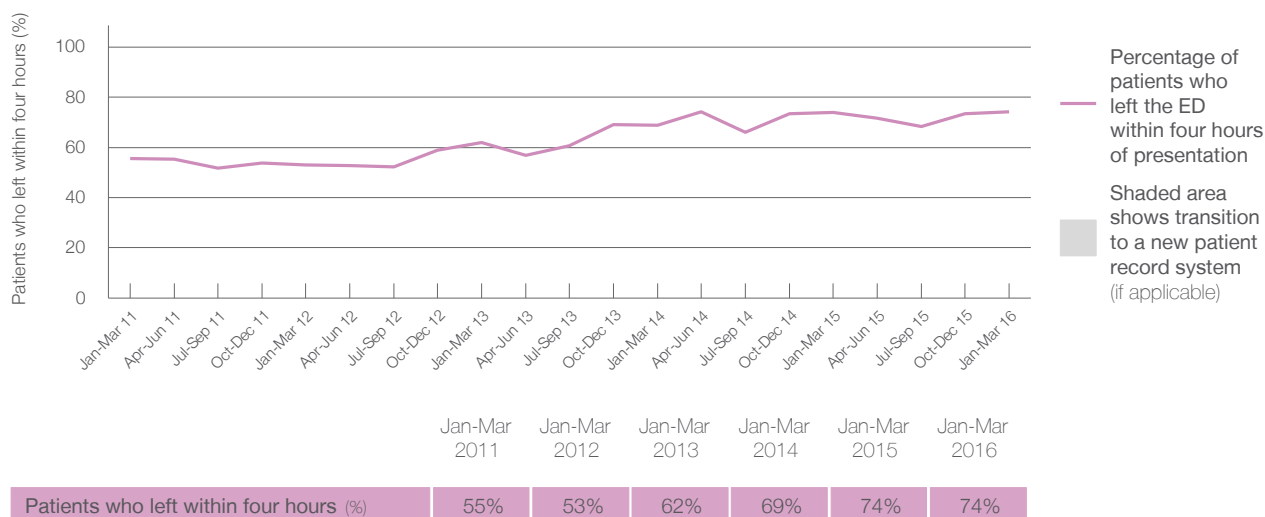
Attendances used to calculate time to leaving the ED: <sup>6</sup> 13,003 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since 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 <sup>†‡</sup>



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

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

January to March 2016

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

Emergency attendances:<sup>2</sup> 9,952 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.

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.

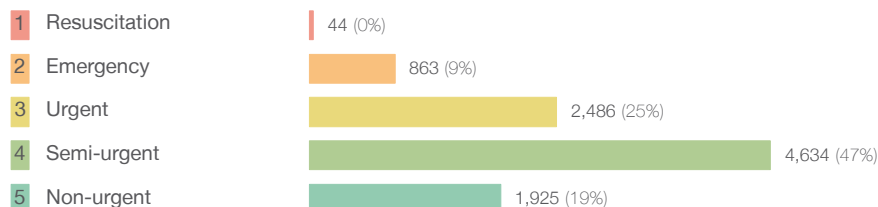
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Tamworth Base Hospital: Patients attending the emergency department

January to March 2016

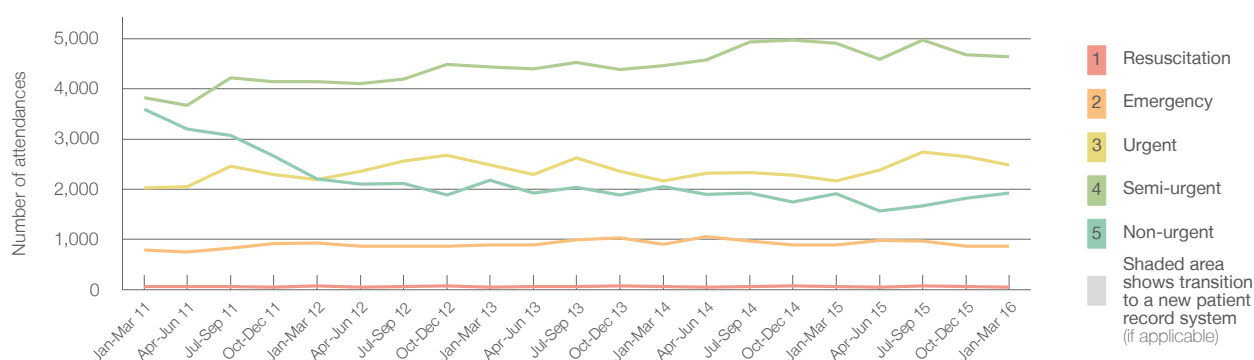
All attendances:<sup>1</sup> 10,755 patients

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

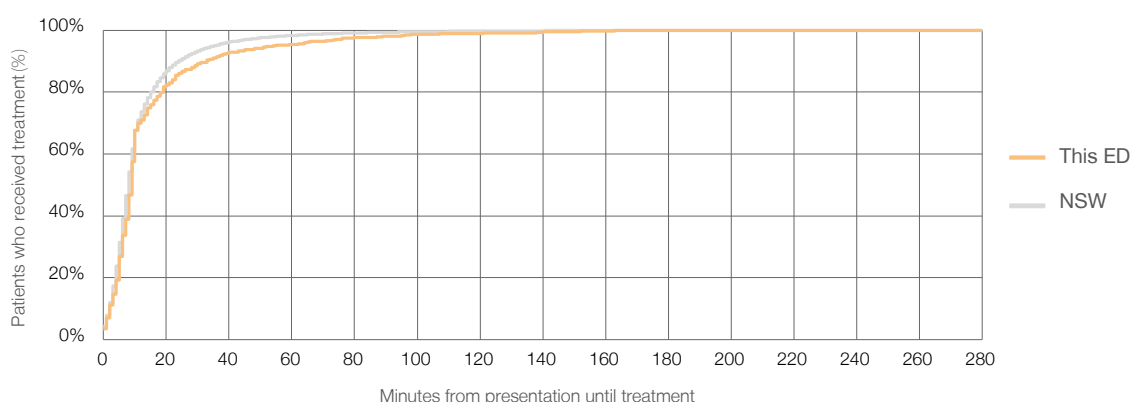
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 854

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

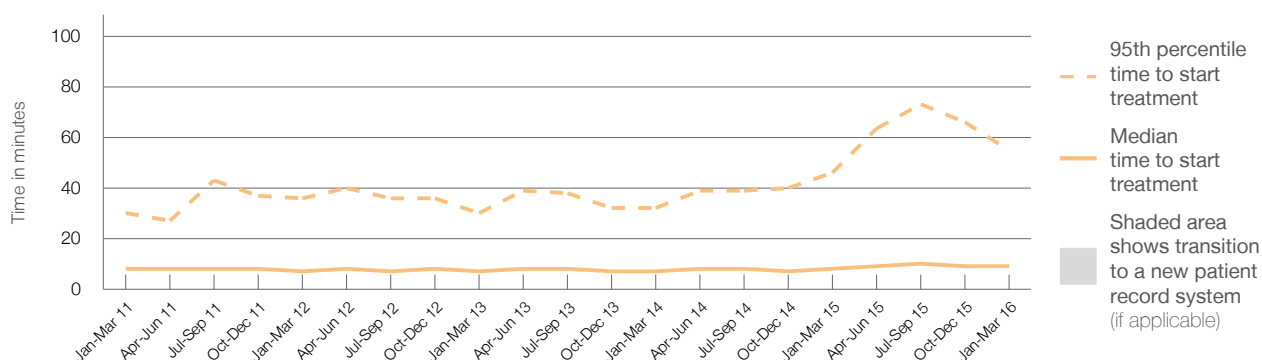
95th percentile time to start treatment<sup>5</sup> 55 minutes

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

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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)

Number of triage 3 patients: 2,486

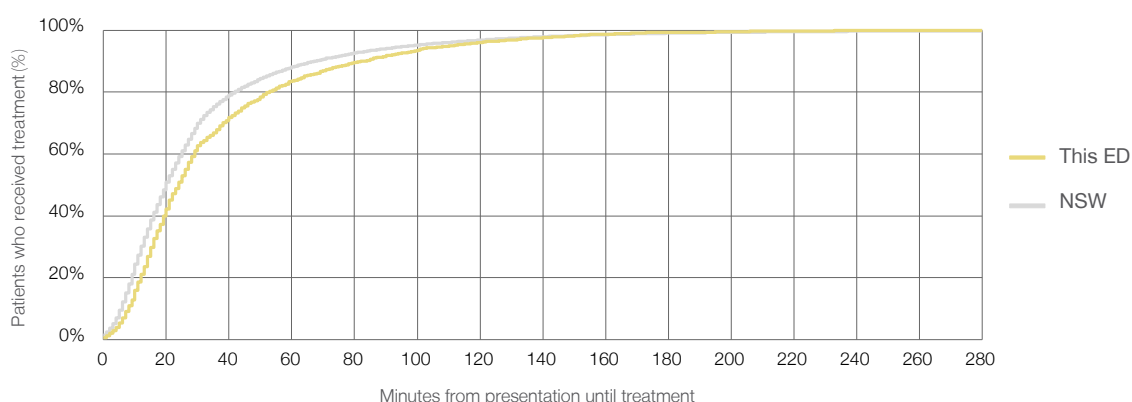
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,437

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

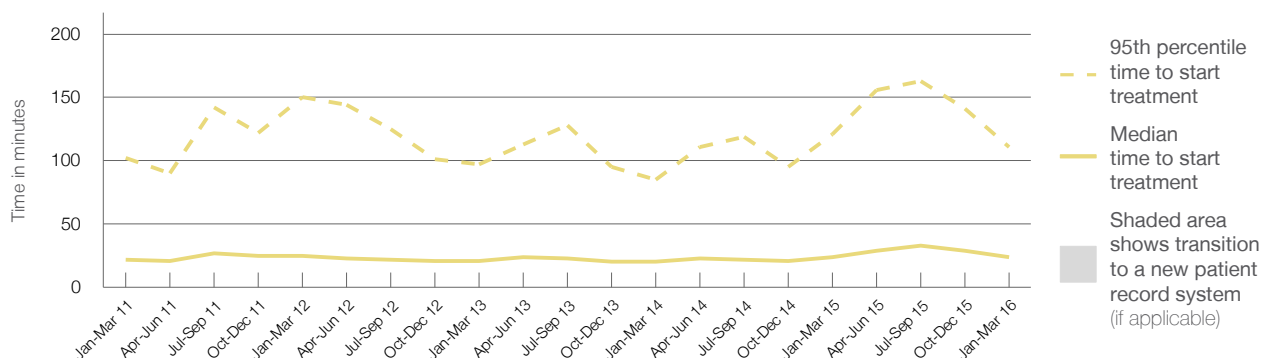
95th percentile time to start treatment<sup>5</sup> 111 minutes

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

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 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>

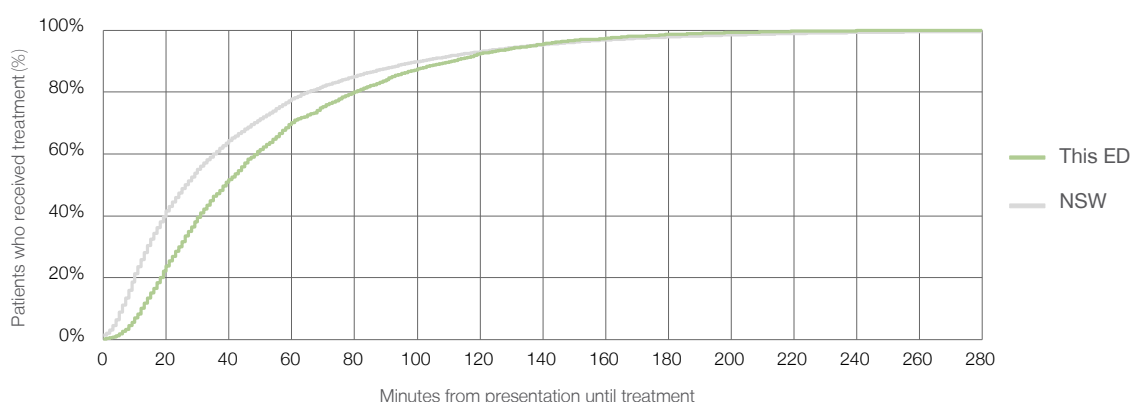
39 minutes

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

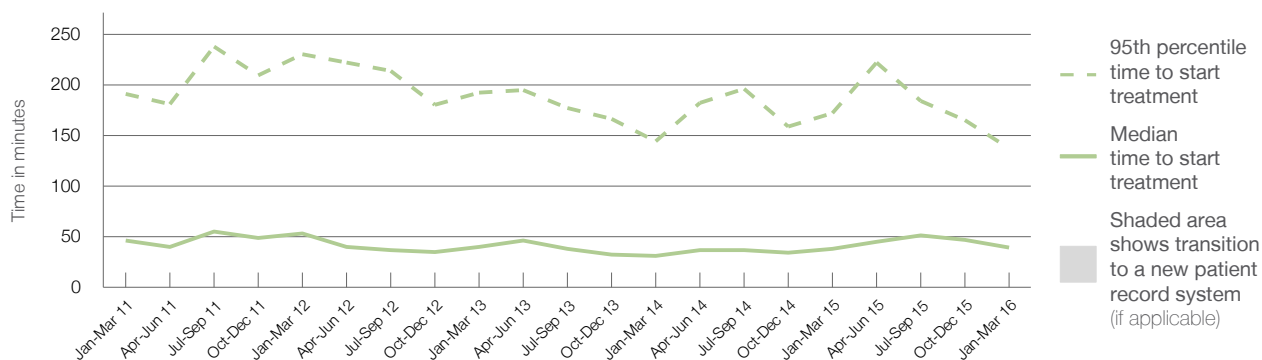
137 minutes

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

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 abrasions)

Number of triage 5 patients: 1,925

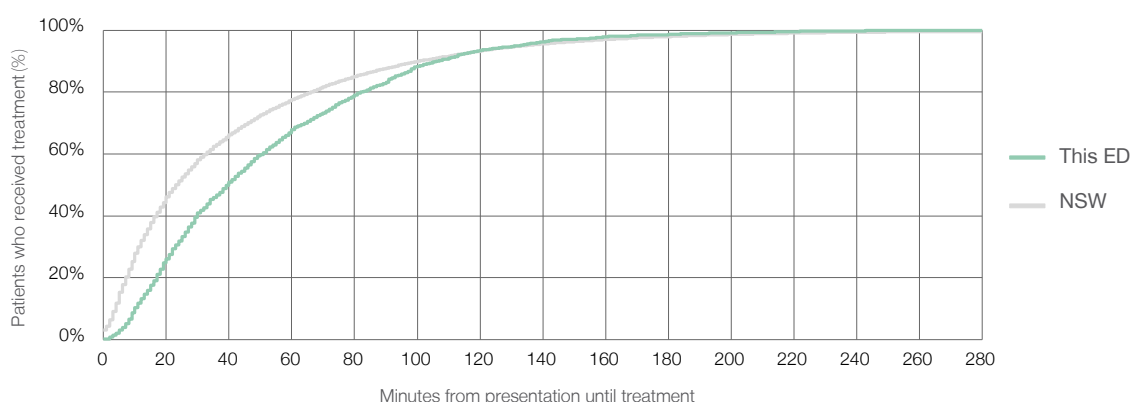
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,819

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

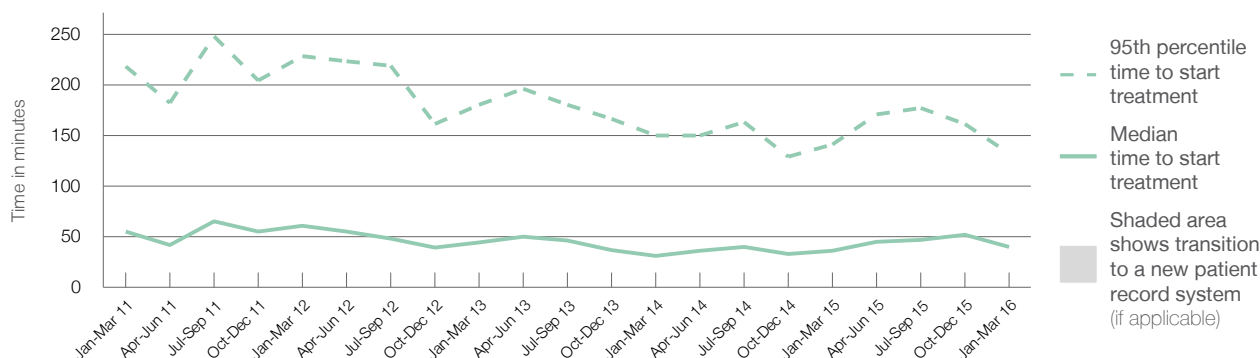
95th percentile time to start treatment<sup>5</sup> 132 minutes

Same period last year	NSW (this period)
1,912	
1,823	
36 minutes	23 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<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

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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:<sup>1</sup> 10,755 patients

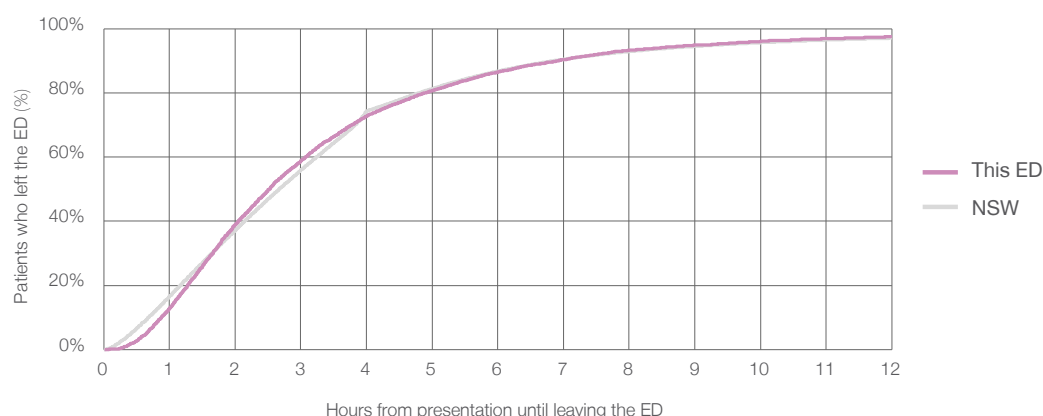
Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,755 patients

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

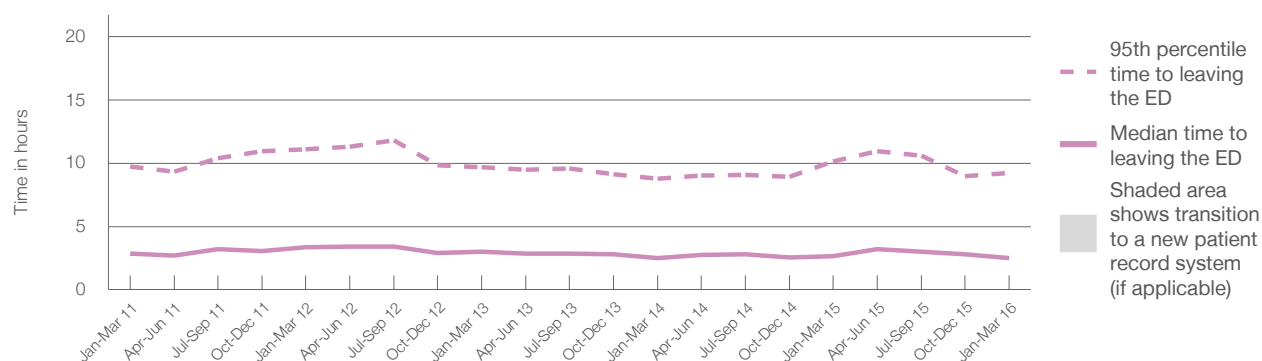
95th percentile time to leaving the ED<sup>9</sup> 9 hours and 13 minutes

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

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

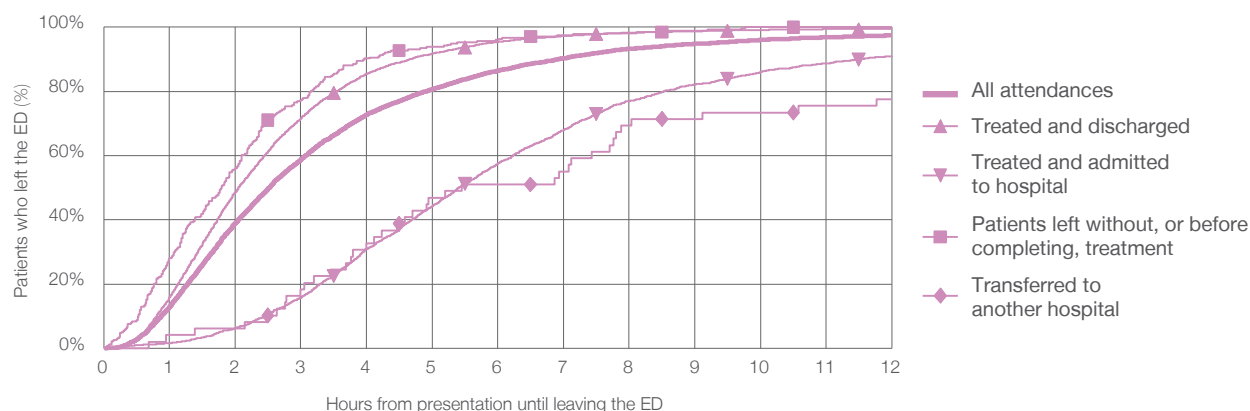
All attendances:<sup>†</sup> 10,755 patients

Attendances used to calculate time to leaving the ED:<sup>‡</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

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%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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: <sup>1</sup> 10,755 patients

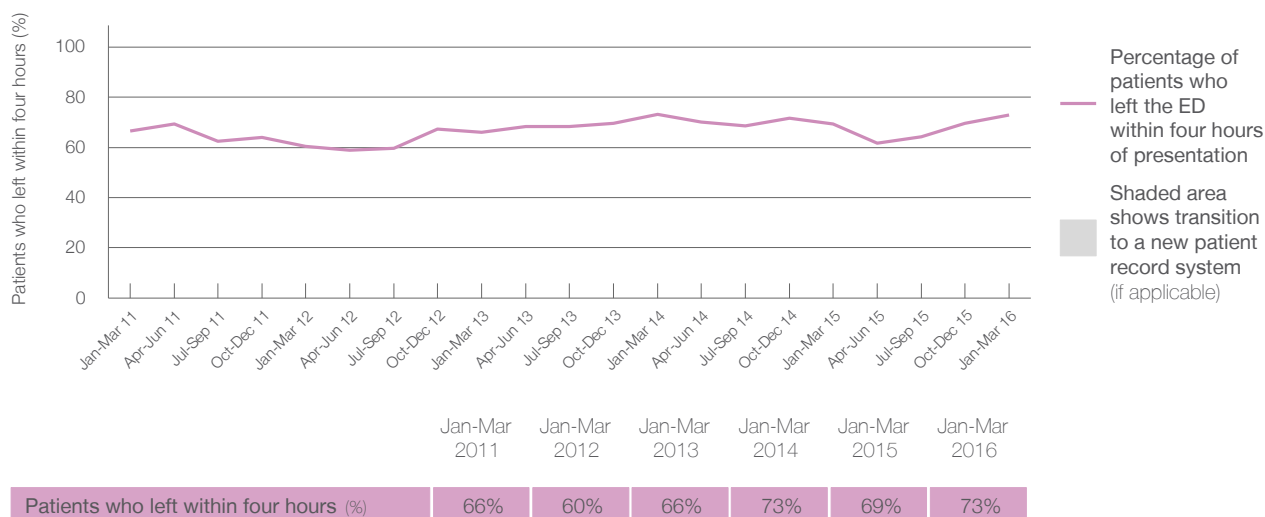
Attendances used to calculate time to leaving the ED: <sup>6</sup> 10,755 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
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 <sup>†‡</sup>



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

## The Tweed Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 13,372 patients

Emergency attendances:<sup>2</sup> 12,937 patients

Same period last year	Change since one year ago
12,260	9%
12,037	7%

## The Tweed Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,541 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,926 patients

Median time to start treatment<sup>4</sup> 12 minutes  
95th percentile time to start treatment<sup>5</sup> 48 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,347 patients

Median time to start treatment<sup>4</sup> 13 minutes  
95th percentile time to start treatment<sup>5</sup> 79 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,062 patients

Median time to start treatment<sup>4</sup> 10 minutes  
95th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
1,729	
6 minutes	8 minutes
19 minutes	35 minutes
5,362	
13 minutes	20 minutes
54 minutes	99 minutes
3,788	
14 minutes	26 minutes
82 minutes	137 minutes
1,108	
10 minutes	23 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 leaving the ED:<sup>6</sup> 13,363 patients

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

Same period last year	Change since one year ago
12,260	9%
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.

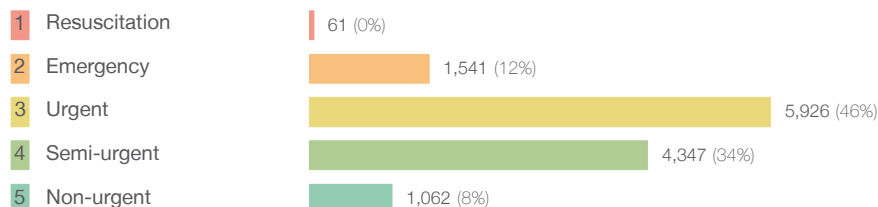
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## The Tweed Hospital: Patients attending the emergency department

January to March 2016

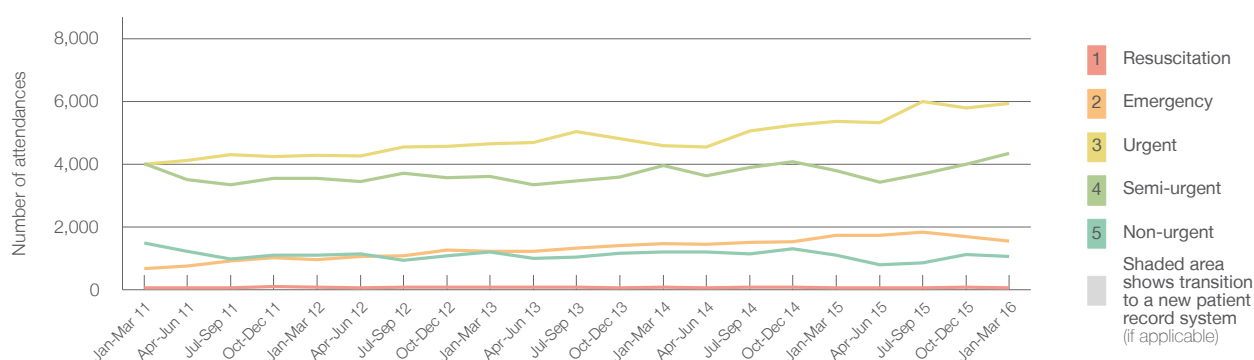
All attendances:<sup>1</sup> 13,372 patients

Emergency attendances<sup>2</sup> by triage category: 12,937 patients



Same period last year	Change since one year ago
12,260	9%
12,037	7%
50	22%
1,729	-11%
5,362	11%
3,788	15%
1,108	-4%

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	62	86	88	79	50	61
Emergency	673	958	1,228	1,476	1,729	1,541
Urgent	3,992	4,279	4,644	4,594	5,362	5,926
Semi-urgent	4,007	3,544	3,616	3,948	3,788	4,347
Non-urgent	1,489	1,093	1,201	1,206	1,108	1,062
All emergency attendances	10,223	9,960	10,777	11,303	12,037	12,937

## The Tweed Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,989 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
2,032	
7 minutes	1 minute
26 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.

(§) 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)

Number of triage 2 patients: 1,541

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,538

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

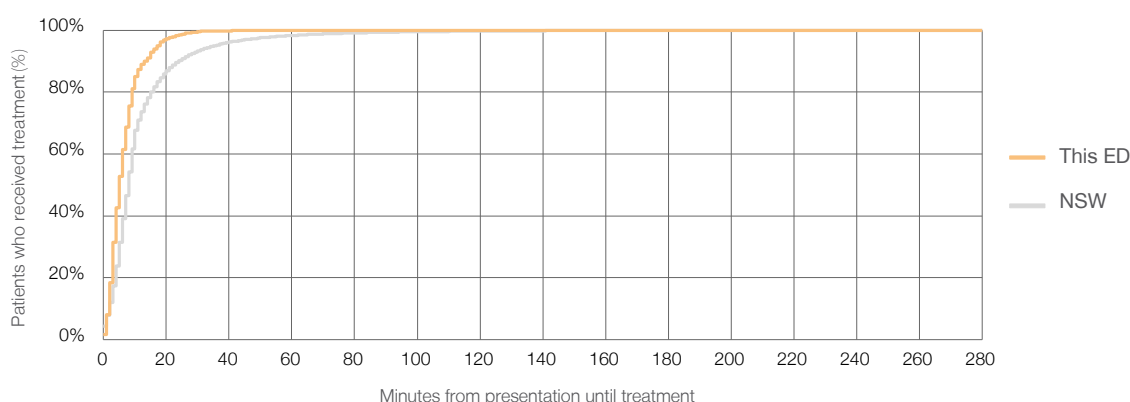
5 minutes

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

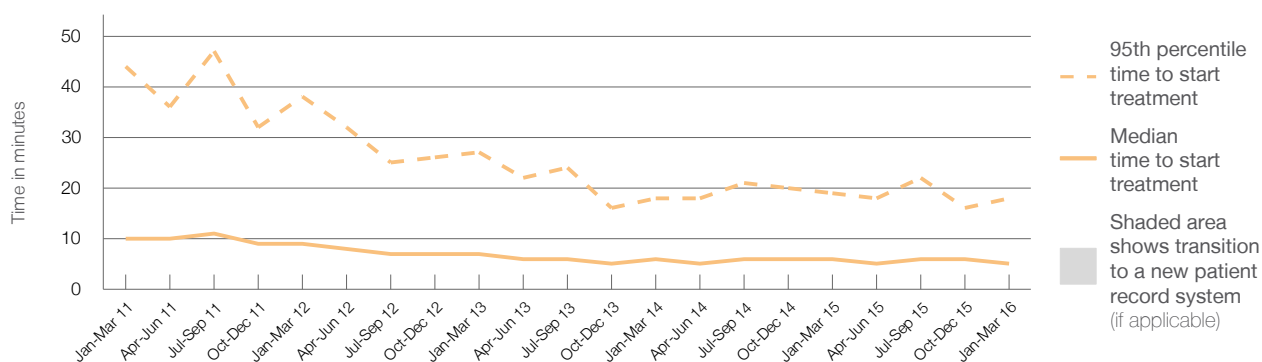
18 minutes

Same period last year	NSW (this period)
1,729	
1,726	
6 minutes	8 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<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	10	9	7	6	6	5
95th percentile time to start treatment <sup>5</sup> (minutes)	44	38	27	18	19	18

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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)

Number of triage 3 patients: 5,926

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,889

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

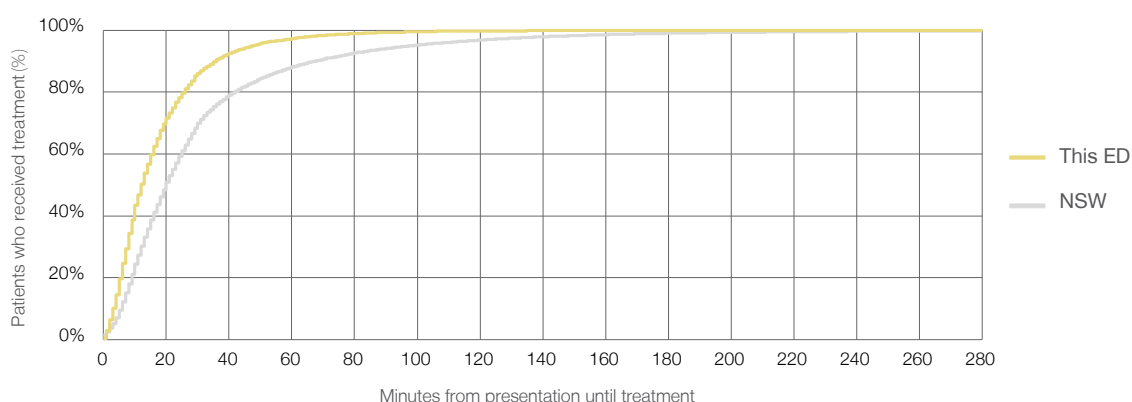
12 minutes

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

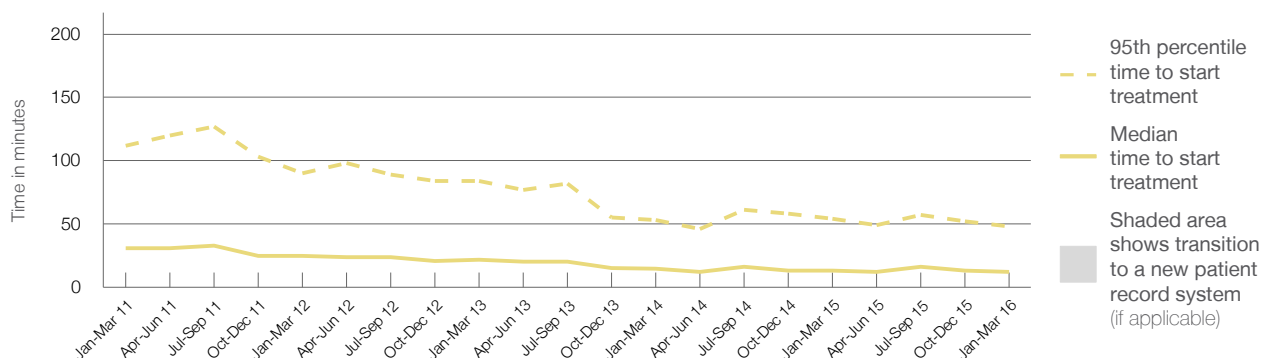
48 minutes

Same period last year	NSW (this period)
5,362	
5,316	
13 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<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)	31	25	22	15	13	12
95th percentile time to start treatment <sup>5</sup> (minutes)	112	90	84	53	54	48

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

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

## The Tweed 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: 4,347

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,251

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

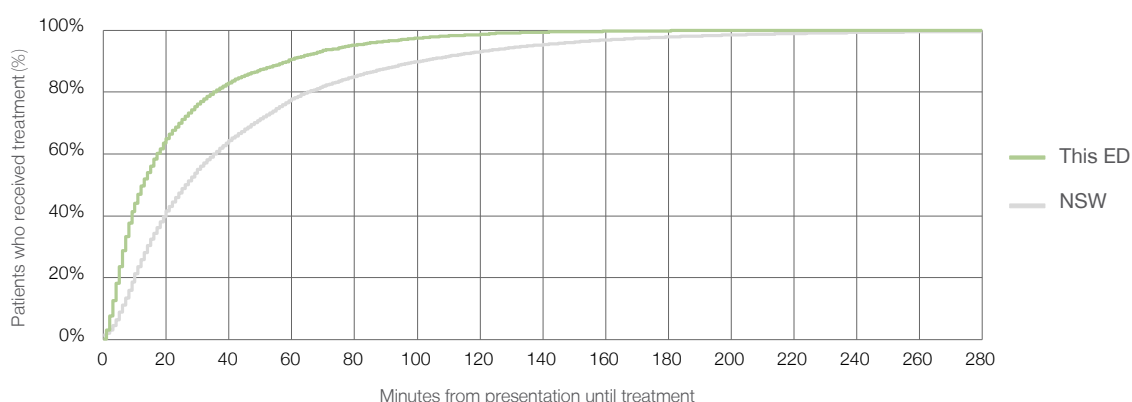
13 minutes

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

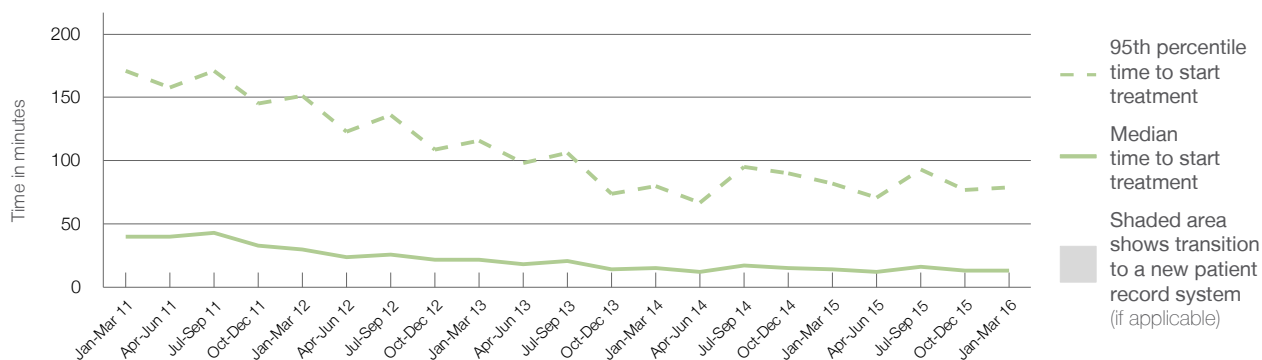
79 minutes

Same period last year	NSW (this period)
3,788	
3,698	
14 minutes	26 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<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)	40	30	22	15	14	13
95th percentile time to start treatment <sup>5</sup> (minutes)	171	151	116	80	82	79

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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)

Number of triage 5 patients: 1,062

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,024

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

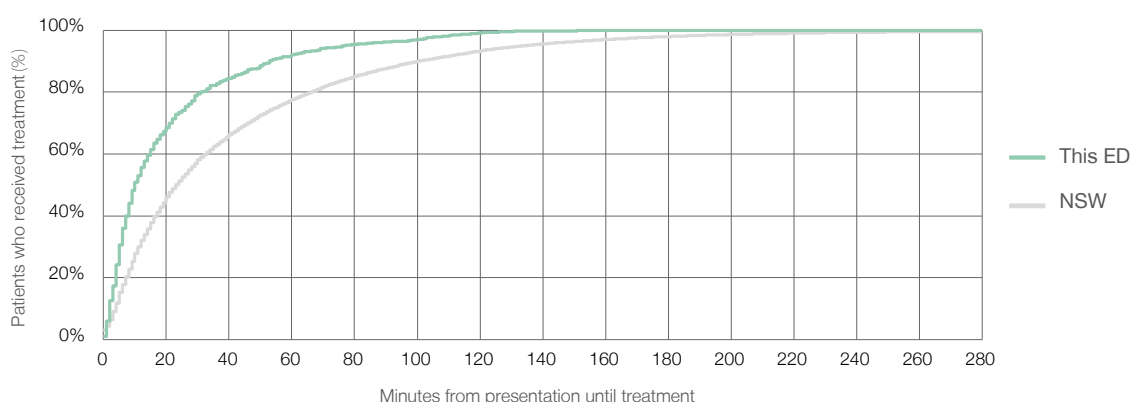
10 minutes

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

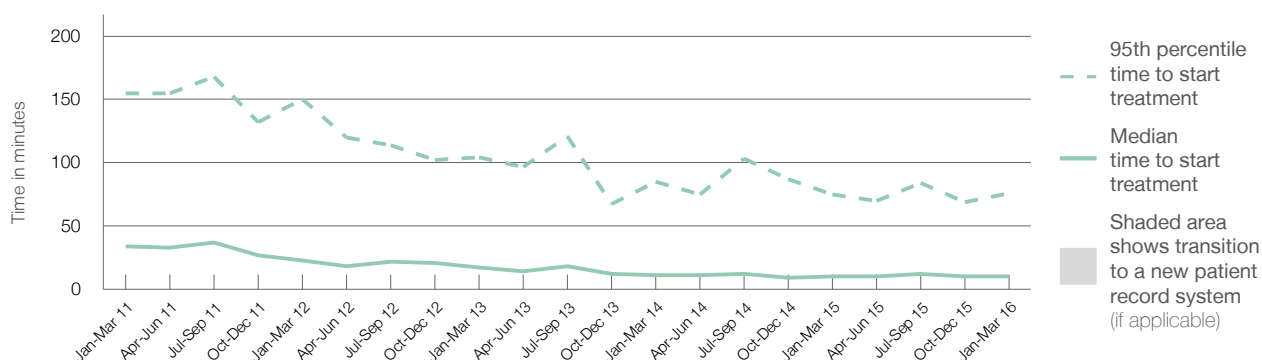
76 minutes

Same period last year	NSW (this period)
1,108	
1,071	
10 minutes	23 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<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)	34	23	17	11	10	10
95th percentile time to start treatment <sup>5</sup> (minutes)	155	150	104	85	75	76

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

January to March 2016

All attendances:<sup>1</sup> 13,372 patients

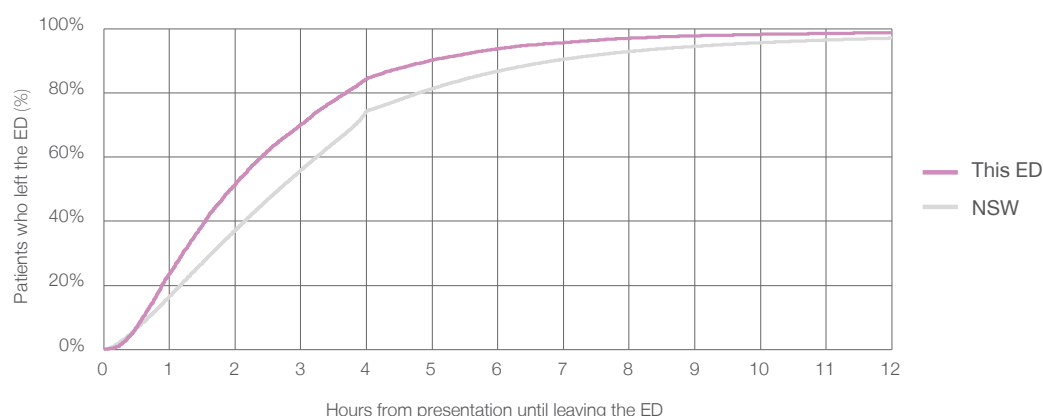
Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,363 patients

Median time to leaving the ED<sup>8</sup> 1 hours and 56 minutes

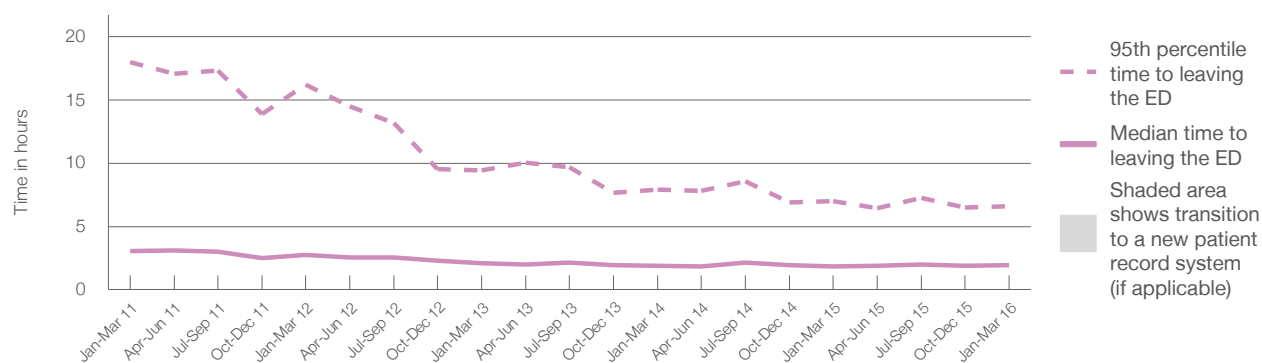
95th percentile time to leaving the ED<sup>9</sup> 6 hours and 35 minutes

Same period last year	NSW (this period)
12,260	12,260
1 hours and 51 minutes	2 hours and 40 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<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)	3h 4m	2h 46m	2h 7m	1h 55m	1h 51m	1h 56m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	17h 58m	16h 11m	9h 26m	7h 55m	6h 60m	6h 35m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

By mode of separation

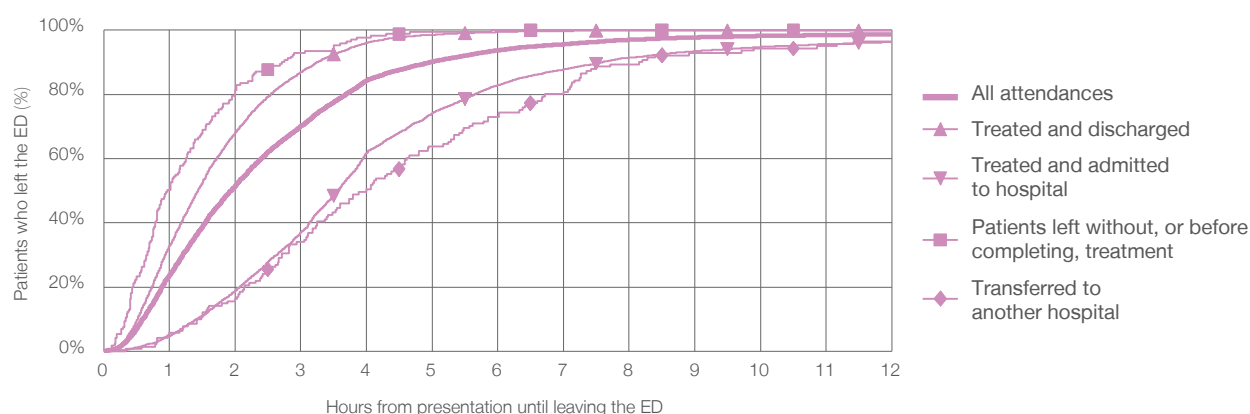
January to March 2016

All attendances:<sup>†</sup> 13,372 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 13,363 patients

		Same period last year	Change since one year ago
Treated and discharged	8,643 (65%)	12,260	9%
Treated and admitted to hospital	4,381 (33%)	7,816	11%
Patient left without, or before completing, treatment	171 (1%)	4,108	7%
Transferred to another hospital	141 (1%)	178	-4%
Other	36 (0%)	126	12%
		32	13%

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



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

Treated and discharged	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%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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: <sup>1</sup> 13,372 patients

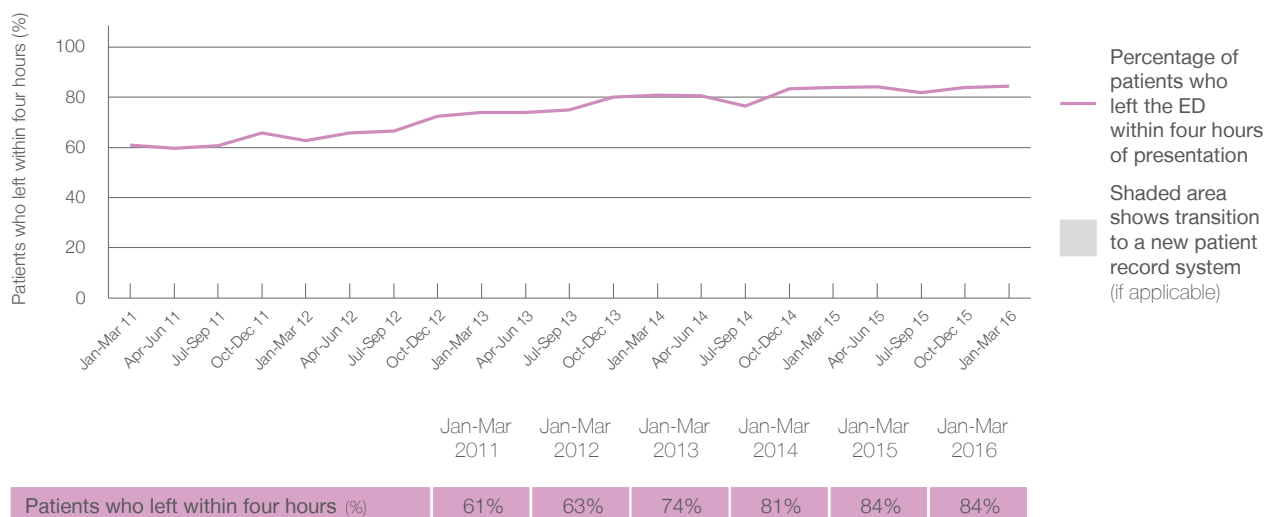
Attendances used to calculate time to leaving the ED: <sup>6</sup> 13,363 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
12,260	9%
12,260	9%
84%	

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



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

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

January to March 2016

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

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

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

January to March 2016

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

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

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

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

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

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

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

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

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

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

January to March 2016

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

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

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

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

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.

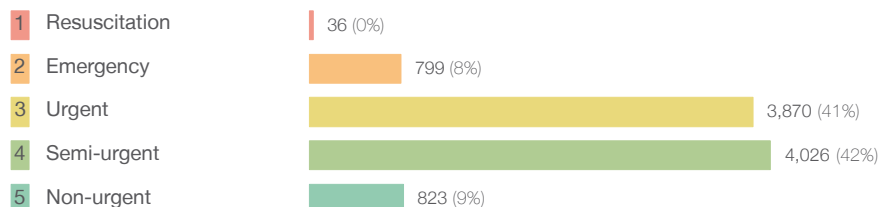
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Wagga Wagga Base Hospital: Patients attending the emergency department

January to March 2016

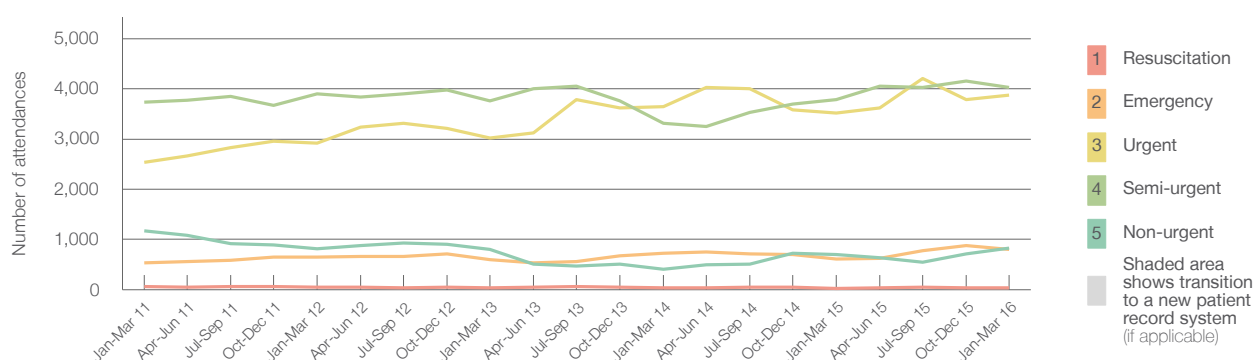
All attendances:<sup>1</sup> 9,793 patients

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



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

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



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

## Wagga Wagga Base Hospital: Patients arriving by ambulance

January to March 2016

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

ED Transfer of care time<sup>§</sup>



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

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

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

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

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

January to March 2016

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

Number of triage 2 patients: 799

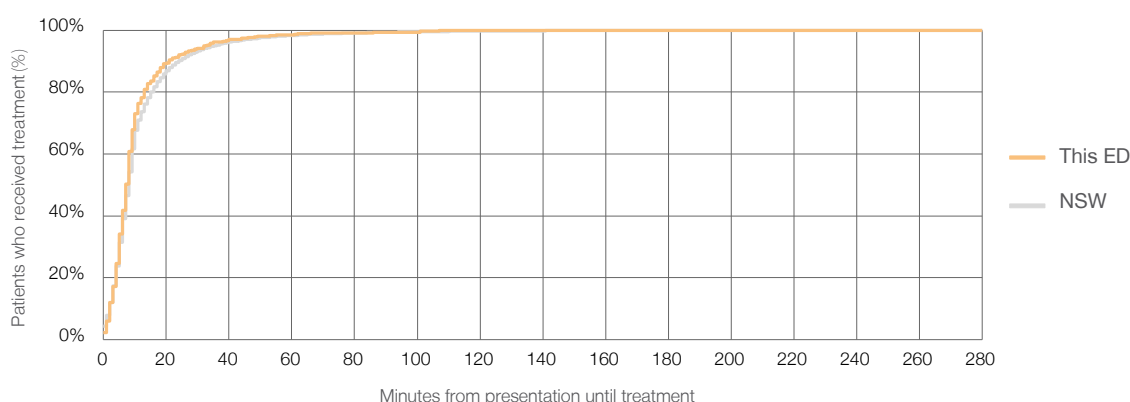
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 796

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

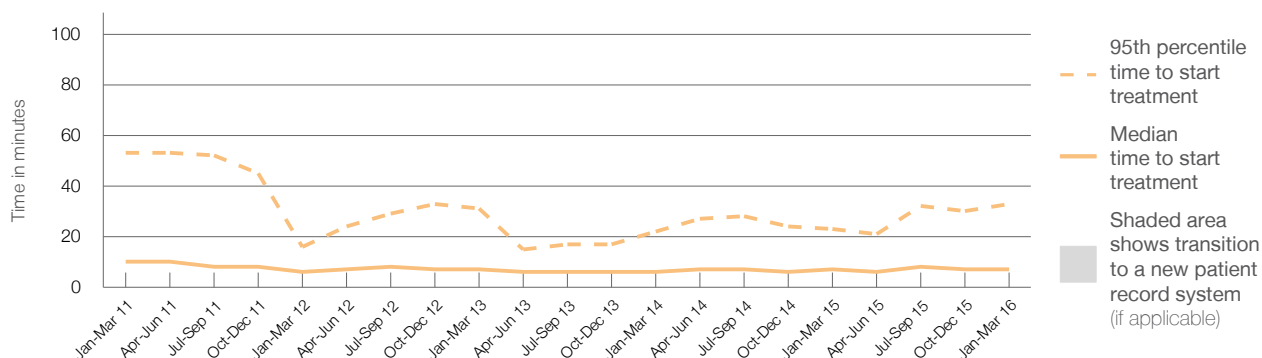
95th percentile time to start treatment<sup>5</sup> 33 minutes

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

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



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



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

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

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

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

January to March 2016

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

Number of triage 3 patients: 3,870

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

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

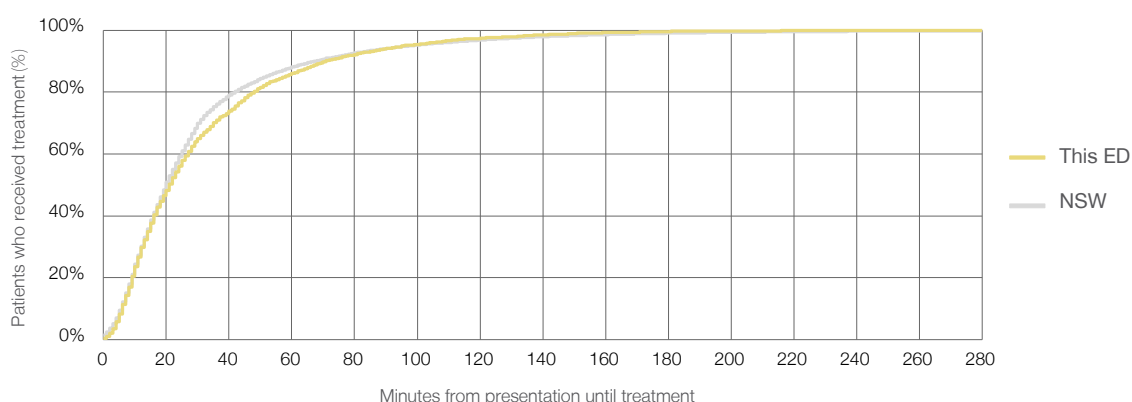
21 minutes

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

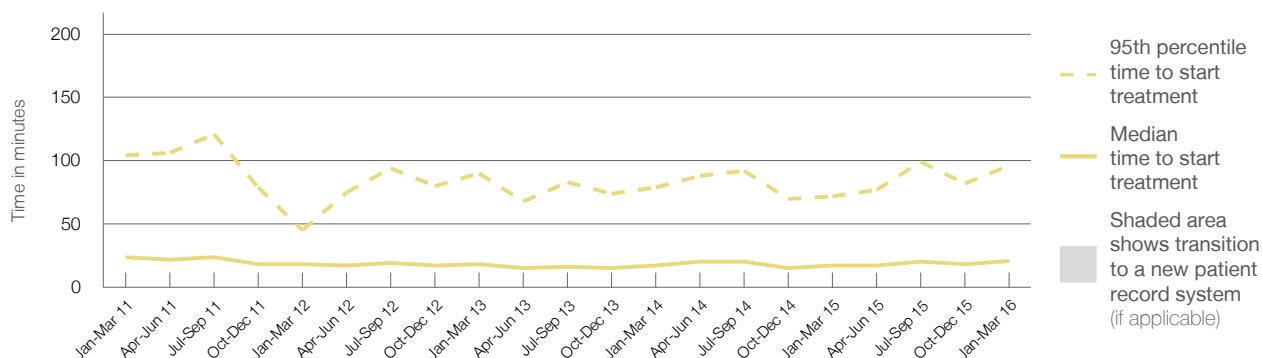
96 minutes

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

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



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



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

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

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



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

January to March 2016

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

Number of triage 4 patients: 4,026

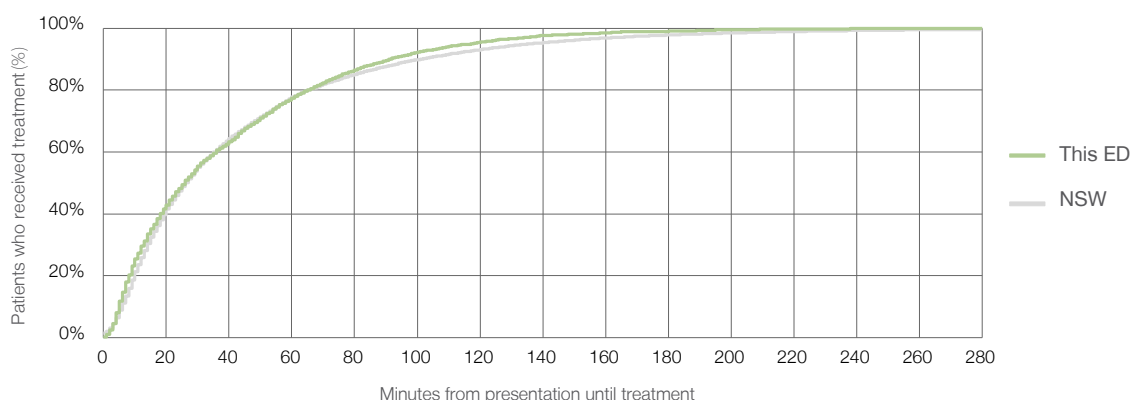
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,800

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

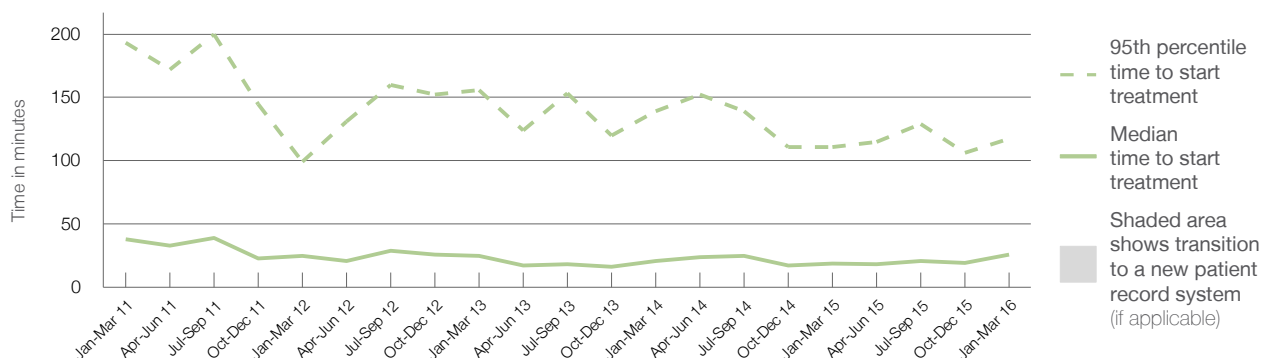
95th percentile time to start treatment<sup>5</sup> 118 minutes

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

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



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



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

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

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

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

January to March 2016

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

Number of triage 5 patients: 823

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

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

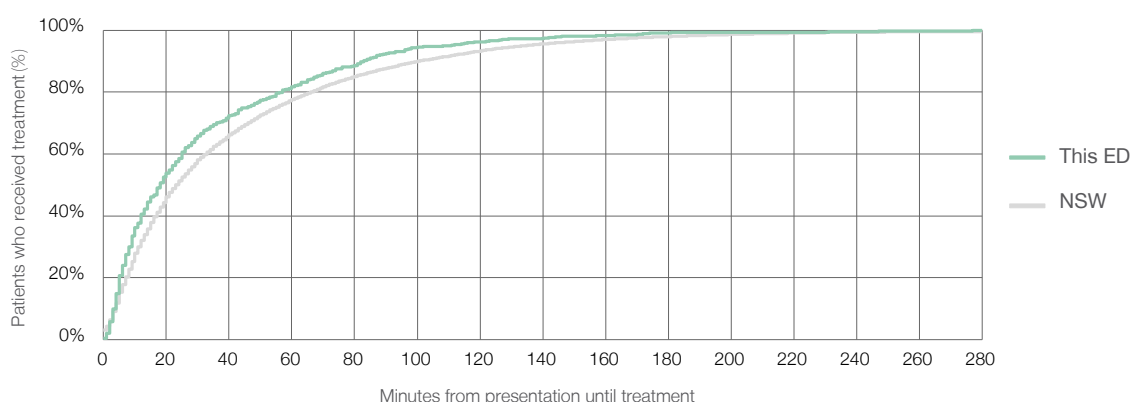
18 minutes

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

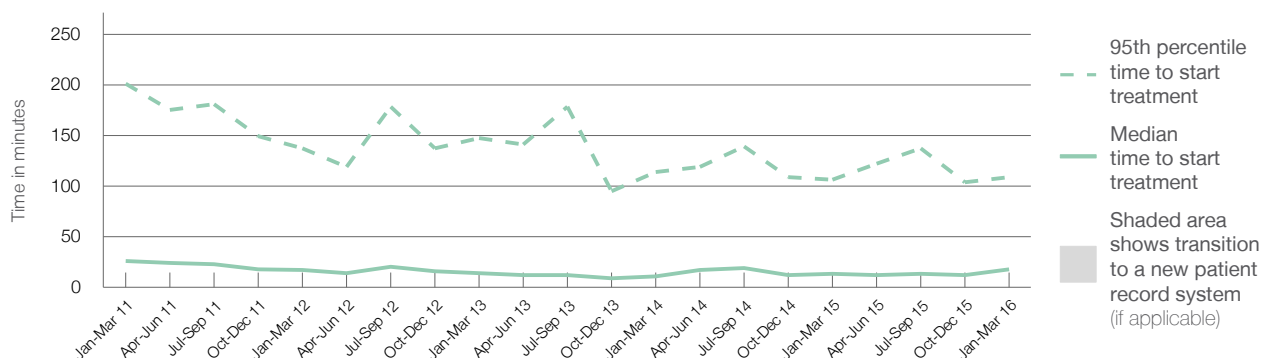
109 minutes

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

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



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



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

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

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

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

January to March 2016

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

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

Median time to leaving the ED<sup>8</sup>

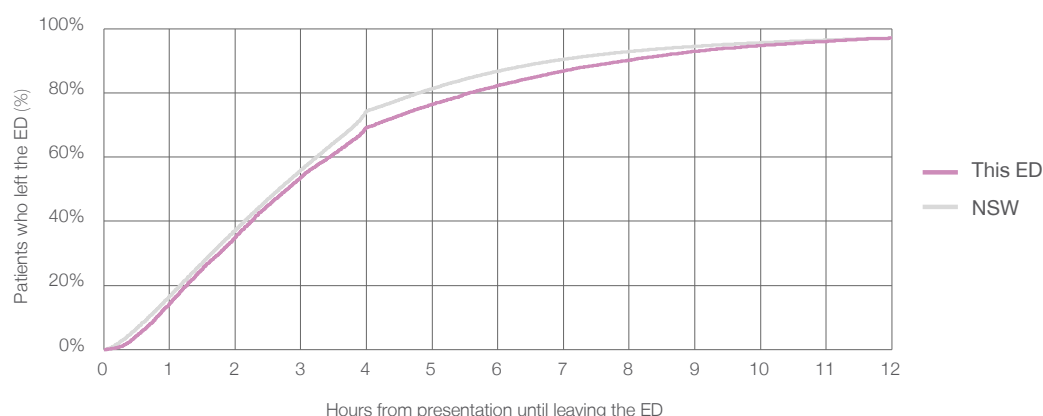
2 hours and 48 minutes

95th percentile time to leaving the ED<sup>9</sup>

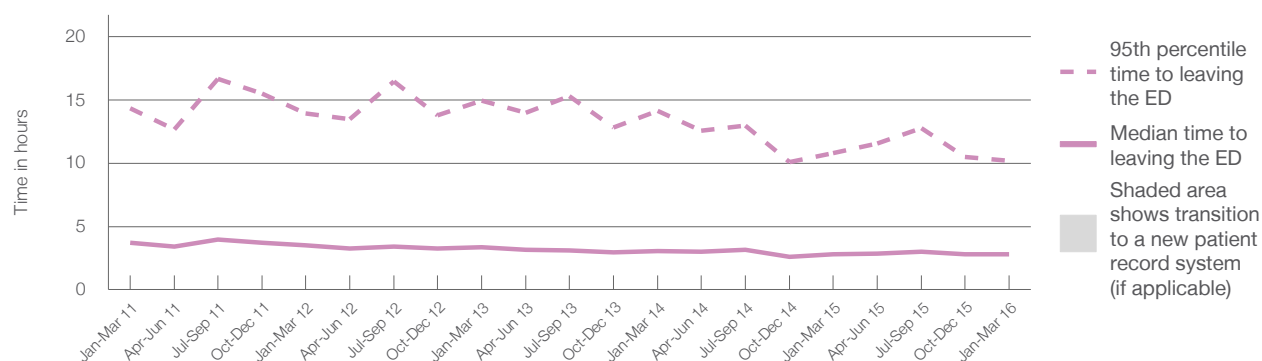
10 hours and 12 minutes

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

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



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



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

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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

By mode of separation

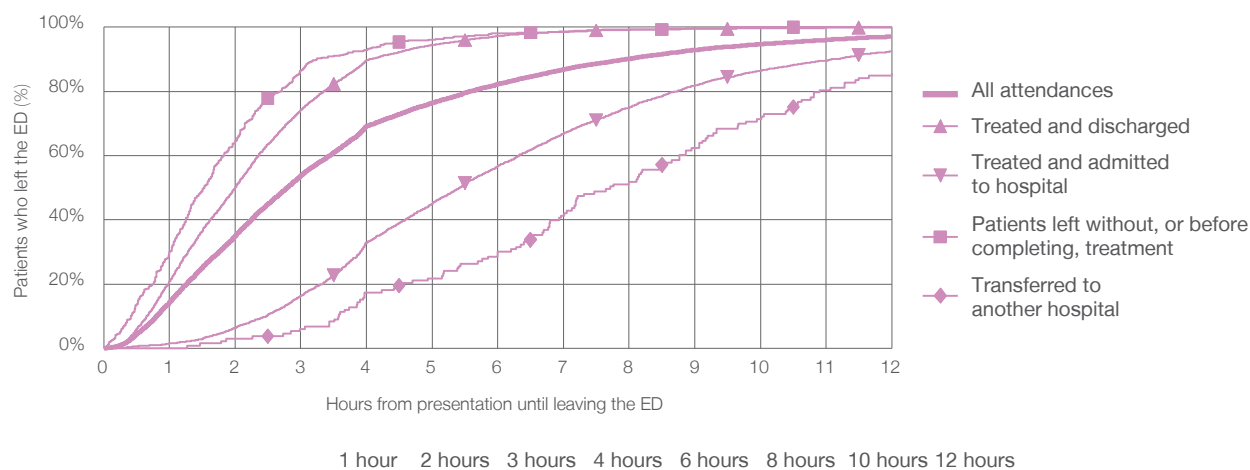
January to March 2016

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

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

		Same period last year	Change since one year ago
Treated and discharged	5,822 (59%)	8,970	9%
Treated and admitted to hospital	3,402 (35%)	5,469	6%
Patient left without, or before completing, treatment	415 (4%)	3,059	11%
Transferred to another hospital	133 (1%)	298	39%
Other	21 (0%)	127	5%
		17	24%

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



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

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

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

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

### Percentage of patients who left the ED within four hours of presentation

#### January to March 2016

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

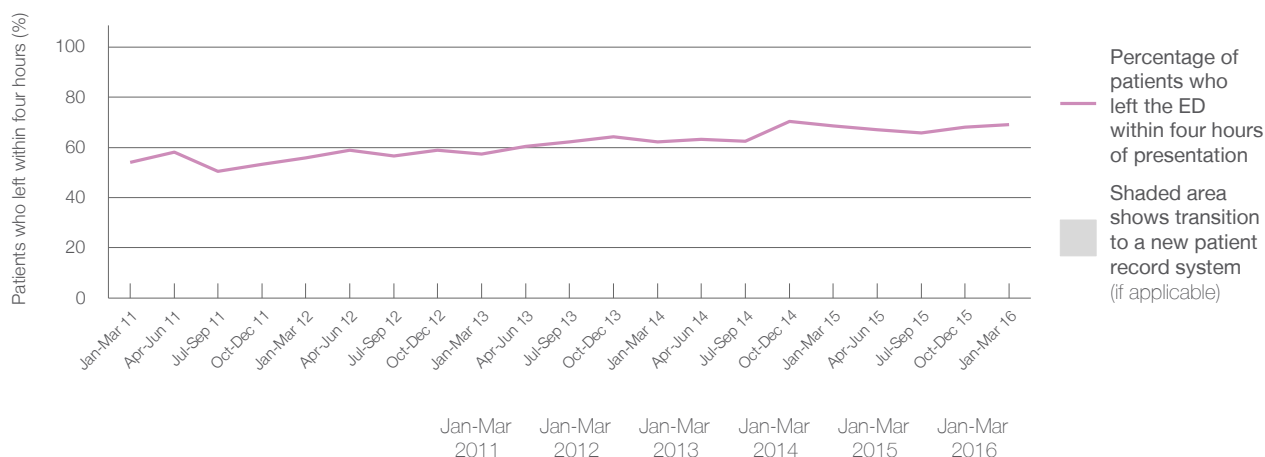
Attendances used to calculate time to leaving the ED: <sup>6</sup> 9,792 patients

Percentage of patients who left the ED within four hours



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

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



Patients who left within four hours (%)	54%	56%	57%	62%	69%	69%
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- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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).

## Wyong Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 16,198 patients

Emergency attendances:<sup>2</sup> 15,986 patients

Same period last year	Change since one year ago
15,341	6%
15,127	6%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,748 patients

Median time to start treatment<sup>4</sup> 7 minutes  
95th percentile time to start treatment<sup>5</sup> 43 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,679 patients

Median time to start treatment<sup>4</sup> 21 minutes  
95th percentile time to start treatment<sup>5</sup> 93 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,339 patients

Median time to start treatment<sup>4</sup> 27 minutes  
95th percentile time to start treatment<sup>5</sup> 113 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,152 patients

Median time to start treatment<sup>4</sup> 20 minutes  
95th percentile time to start treatment<sup>5</sup> 101 minutes

Same period last year	NSW (this period)
1,374	
7 minutes	8 minutes
35 minutes	35 minutes
4,023	
21 minutes	20 minutes
88 minutes	99 minutes
7,970	
29 minutes	26 minutes
116 minutes	137 minutes
1,679	
23 minutes	23 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:<sup>6</sup> 16,198 patients

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

Same period last year	Change since 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.

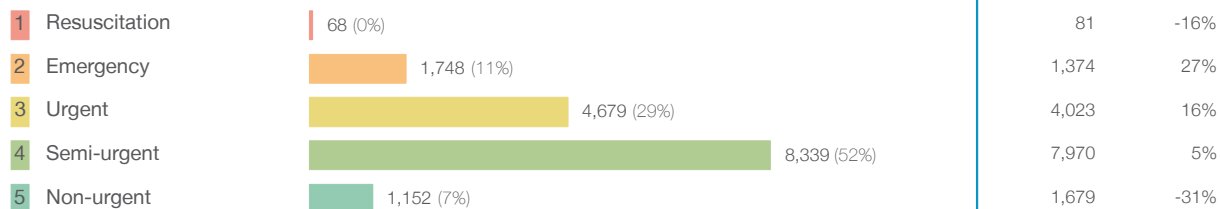
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Wyong Hospital: Patients attending the emergency department

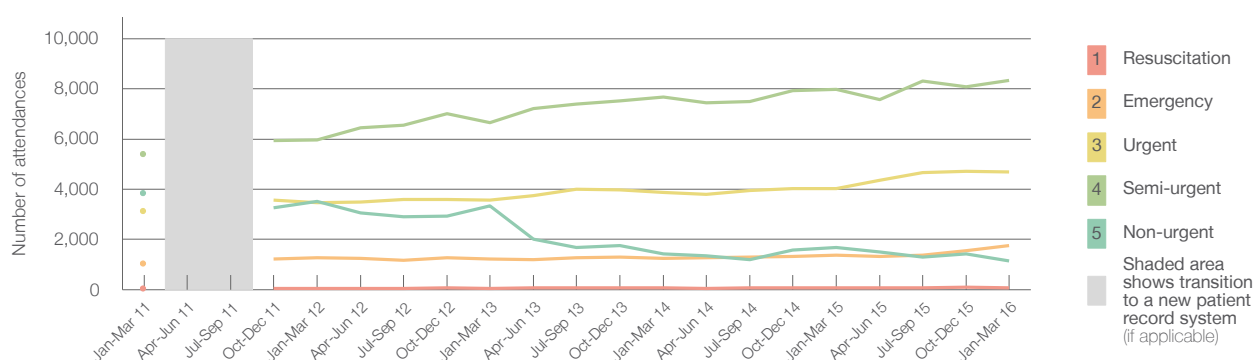
January to March 2016

All attendances:<sup>1</sup> 16,198 patients

Emergency attendances<sup>2</sup> by triage category: 15,986 patients



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	37	55	41	71	81	68
Emergency	1,054	1,280	1,230	1,247	1,374	1,748
Urgent	3,141	3,457	3,569	3,865	4,023	4,679
Semi-urgent	5,415	5,967	6,661	7,682	7,970	8,339
Non-urgent	3,847	3,511	3,343	1,426	1,679	1,152
All emergency attendances	13,494	14,270	14,844	14,291	15,127	15,986

## Wyong Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,766 patients

ED Transfer of care time<sup>§</sup>



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

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

(§) 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.

## Wyong 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: 1,748

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,733

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

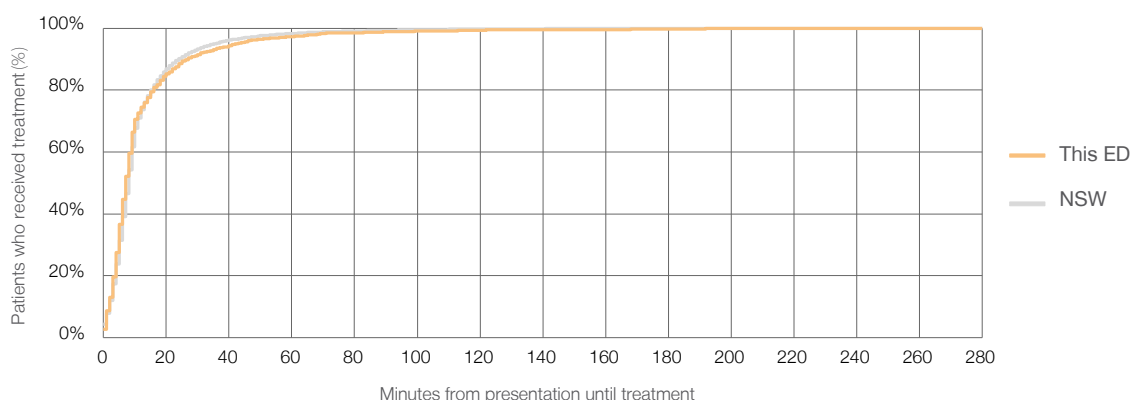
7 minutes

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

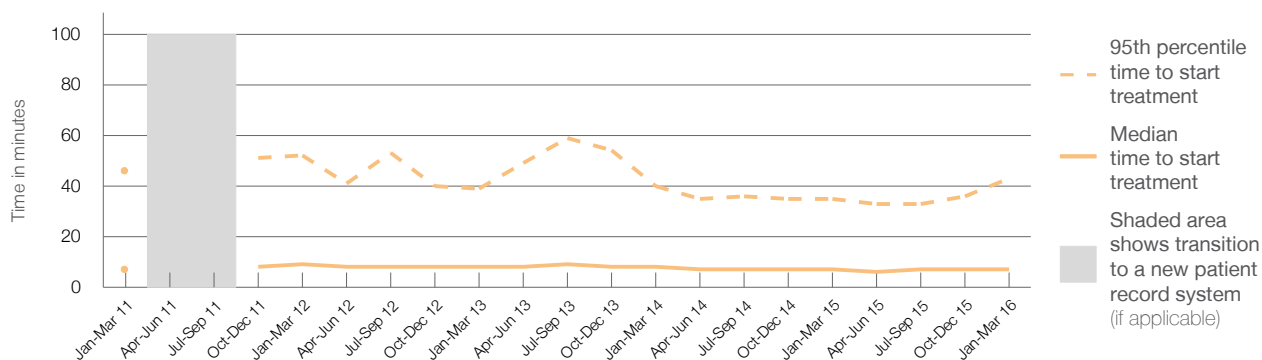
43 minutes

Same period last year	NSW (this period)
1,374	
1,367	
7 minutes	8 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<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)	7	9	8	8	7	7
95th percentile time to start treatment <sup>5</sup> (minutes)	46	52	39	40	35	43

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 3

January to March 2016

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

Number of triage 3 patients: 4,679

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,634

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

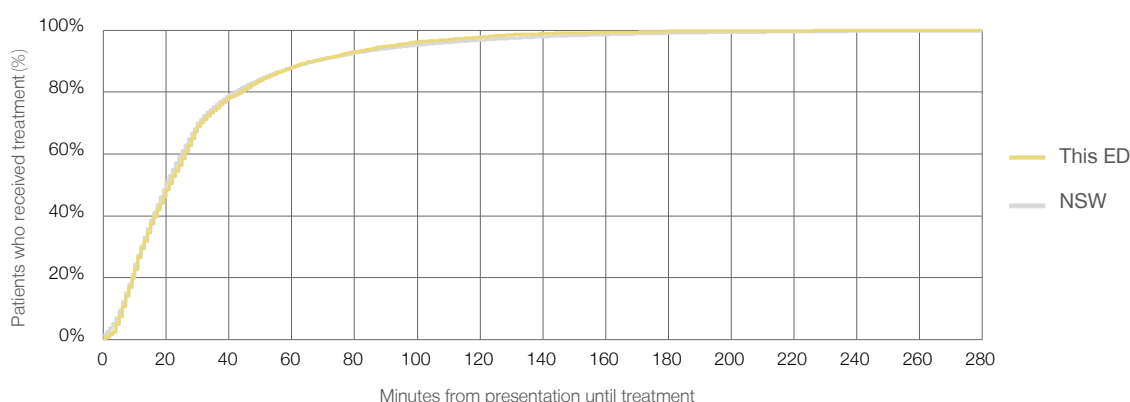
21 minutes

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

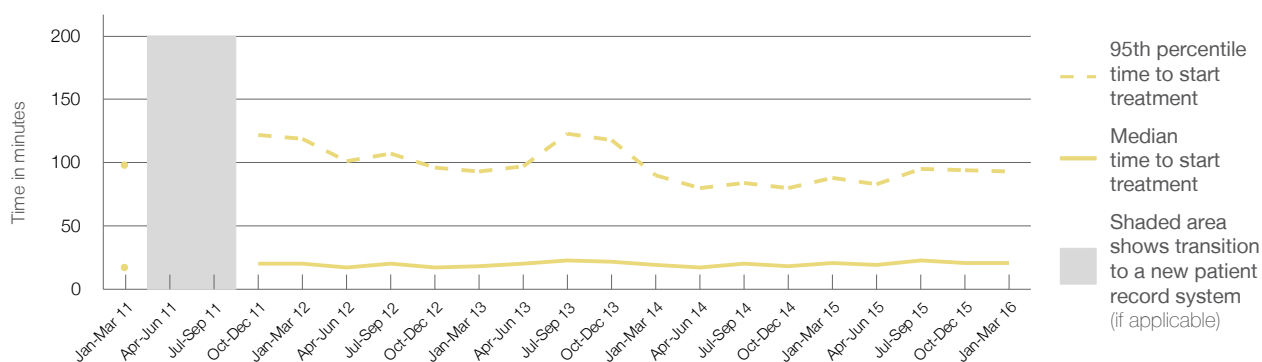
93 minutes

Same period last year	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<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)	17	20	18	19	21	21
95th percentile time to start treatment <sup>5</sup> (minutes)	98	119	93	90	88	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.

## Wyong 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: 8,339

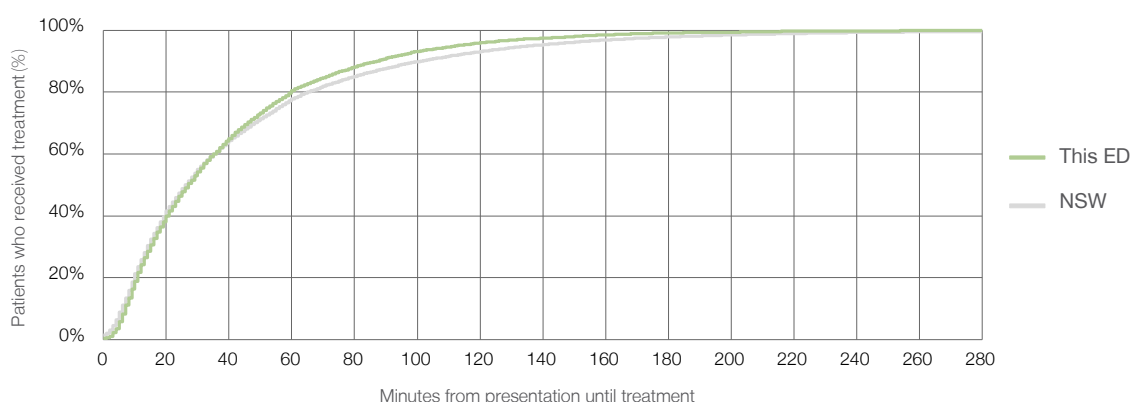
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 8,083

Median time to start treatment<sup>4</sup> 27 minutes

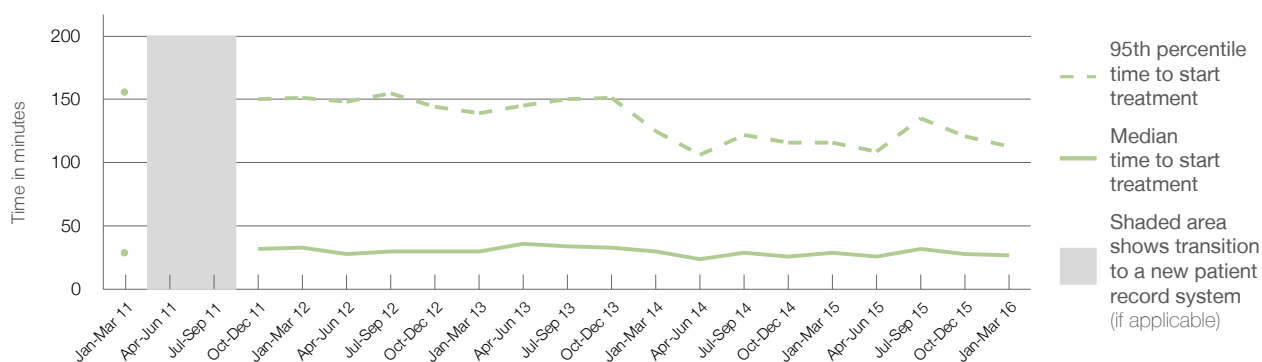
95th percentile time to start treatment<sup>5</sup> 113 minutes

Same period last year	NSW (this period)
7,970	
7,725	
29 minutes	26 minutes
116 minutes	137 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	29	33	30	30	29	27
95th percentile time to start treatment <sup>5</sup> (minutes)	156	151	139	125	116	113

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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)

Number of triage 5 patients: 1,152

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,113

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

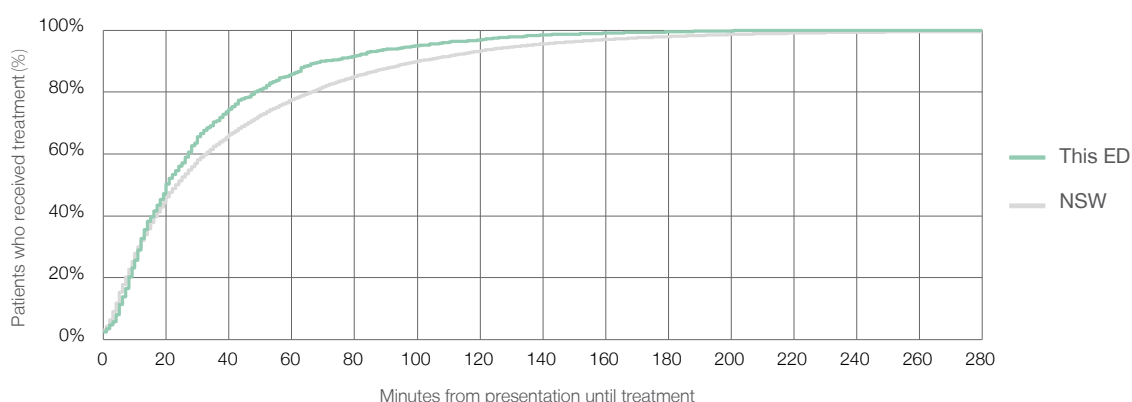
20 minutes

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

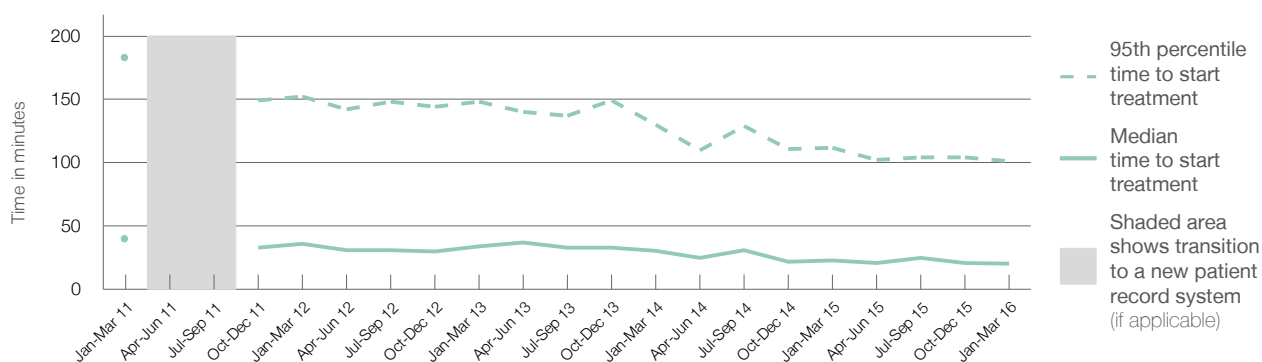
101 minutes

Same period last year	NSW (this period)
1,679	
1,604	
23 minutes	23 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<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)	40	36	34	31	23	20
95th percentile time to start treatment <sup>5</sup> (minutes)	183	152	148	130	112	101

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

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

## Wyong Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 16,198 patients

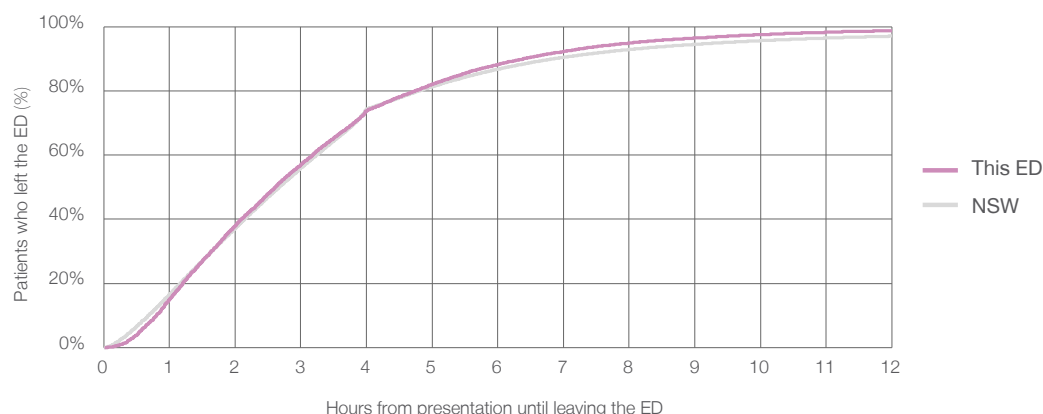
Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,198 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 37 minutes

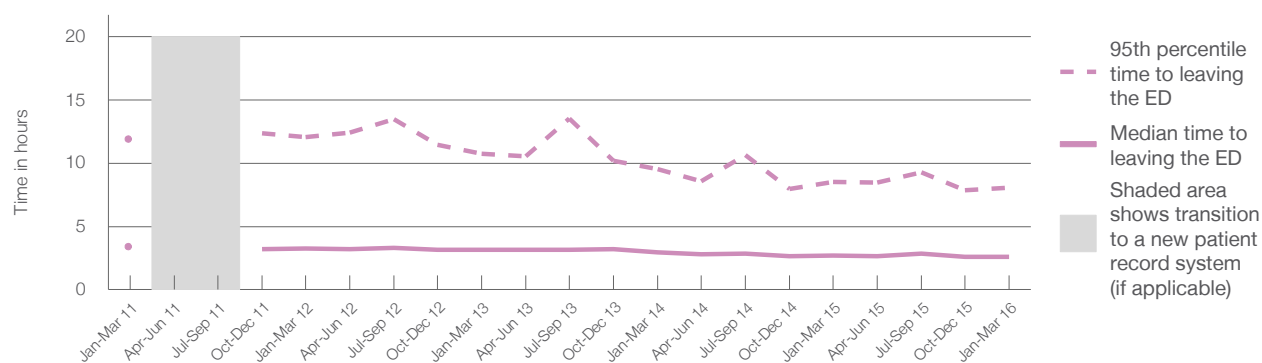
95th percentile time to leaving the ED<sup>9</sup> 8 hours and 3 minutes

Same period last year	NSW (this period)
15,341	15,341
2 hours and 42 minutes	2 hours and 40 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<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)	3h 26m	3h 16m	3h 9m	2h 58m	2h 42m	2h 37m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 53m	12h 3m	10h 46m	9h 31m	8h 32m	8h 3m

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

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

## Wyong Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

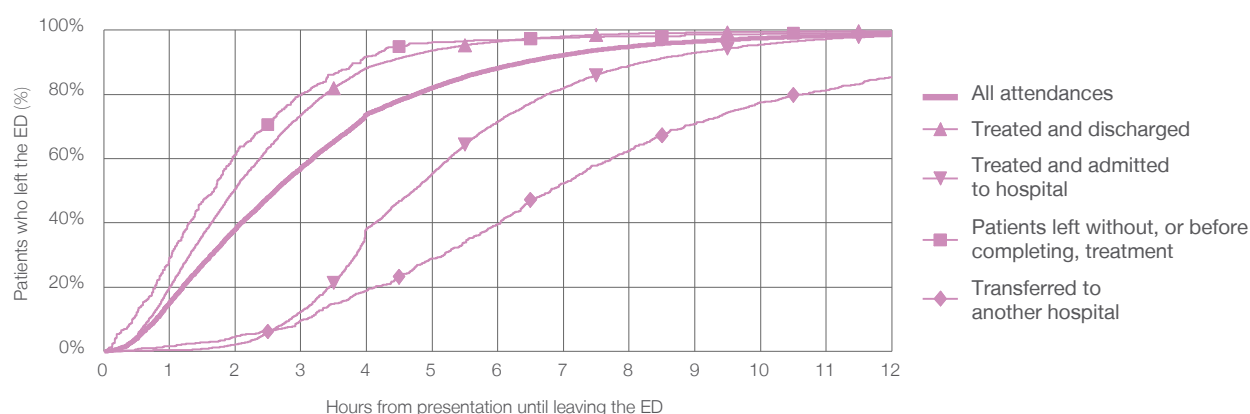
All attendances:<sup>†</sup> 16,198 patients

Attendances used to calculate time to leaving the ED:<sup>‡</sup> 16,198 patients

Treated and discharged	11,320 (70%)
Treated and admitted to hospital	3,605 (22%)
Patient left without, or before completing, treatment	431 (3%)
Transferred to another hospital	791 (5%)
Other	51 (0%)

Same period last year	Change since one year ago
15,341	6%
11,163	1%
2,993	20%
466	-8%
682	16%
37	38%

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



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

Treated and discharged	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%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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: <sup>1</sup> 16,198 patients

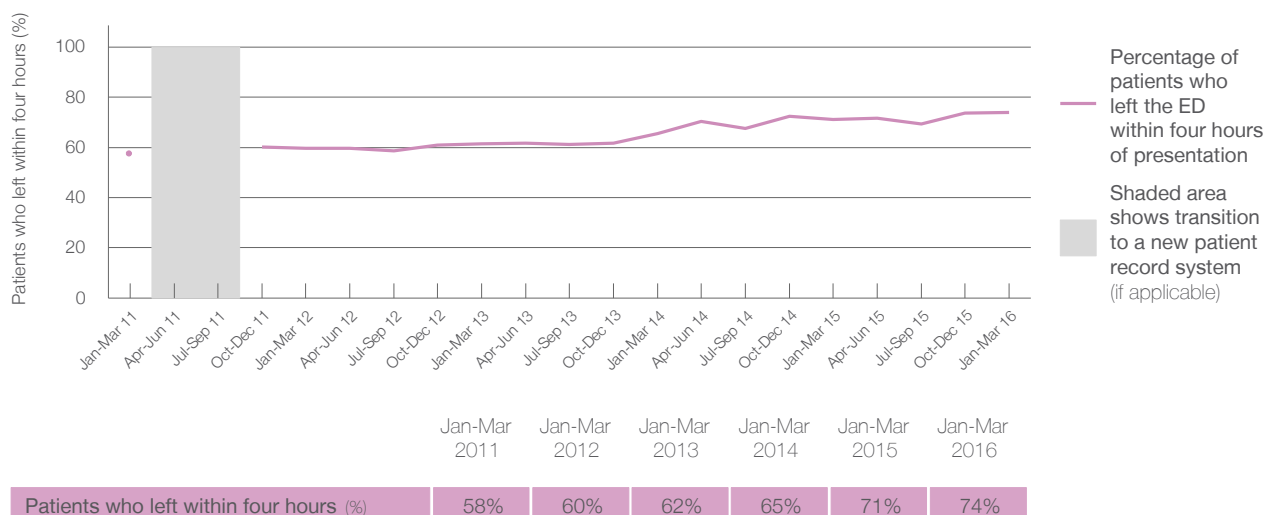
Attendances used to calculate time to leaving the ED: <sup>6</sup> 16,198 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since 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 <sup>†‡</sup>



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