

Orange Health Service: Emergency department (ED) overview

January to March 2016

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

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

Orange Health Service: Time from presentation to treatment³

January to March 2016

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

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

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

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

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

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

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

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

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

Orange Health Service: Time from presentation until leaving the ED

January to March 2016

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

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

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

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

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

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

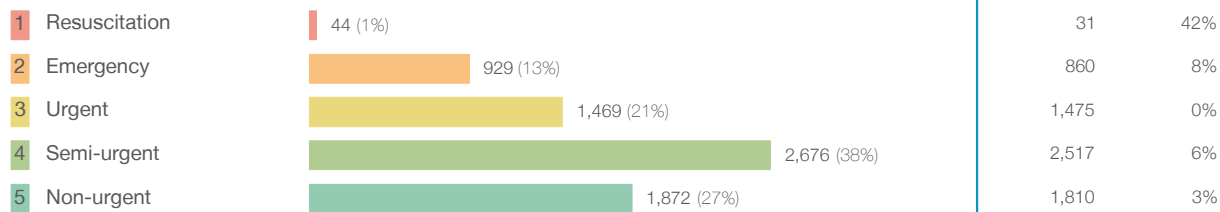
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Orange Health Service: Patients attending the emergency department

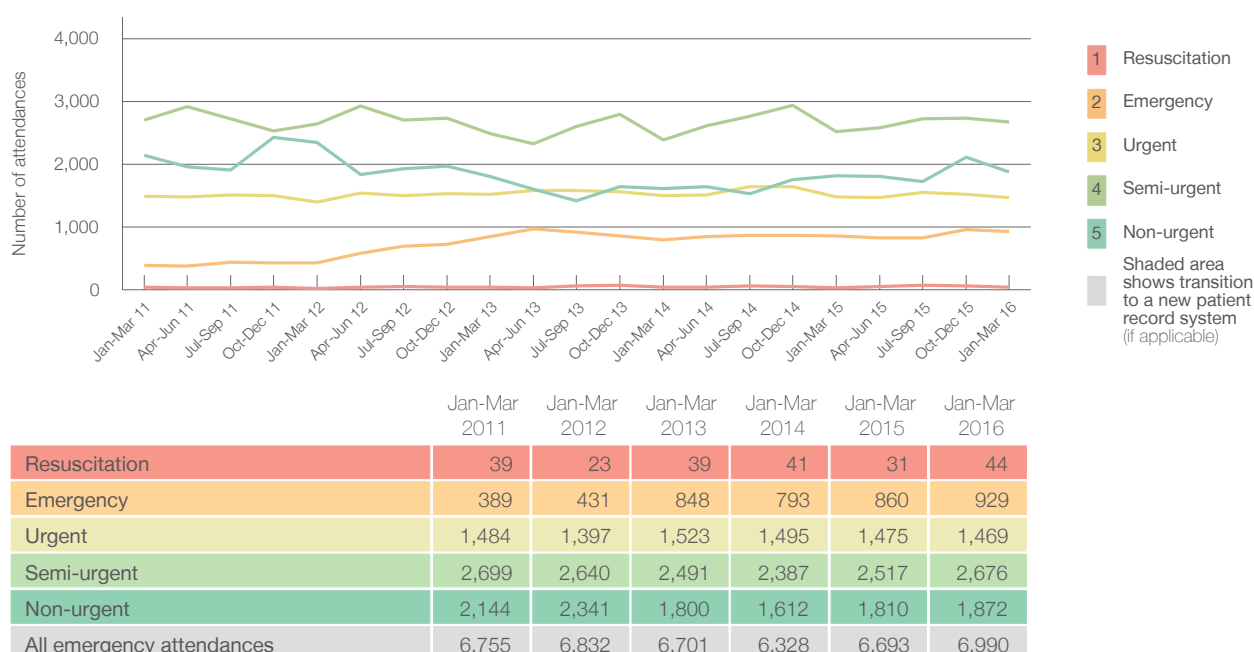
January to March 2016

All attendances:¹ 7,126 patients

Emergency attendances² by triage category: 6,990 patients



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

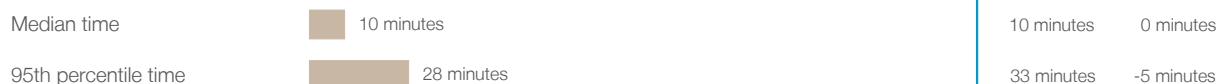


Orange Health Service: Patients arriving by ambulance

January to March 2016

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

ED Transfer of care time[§]



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

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

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

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

January to March 2016

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

Number of triage 2 patients: 929

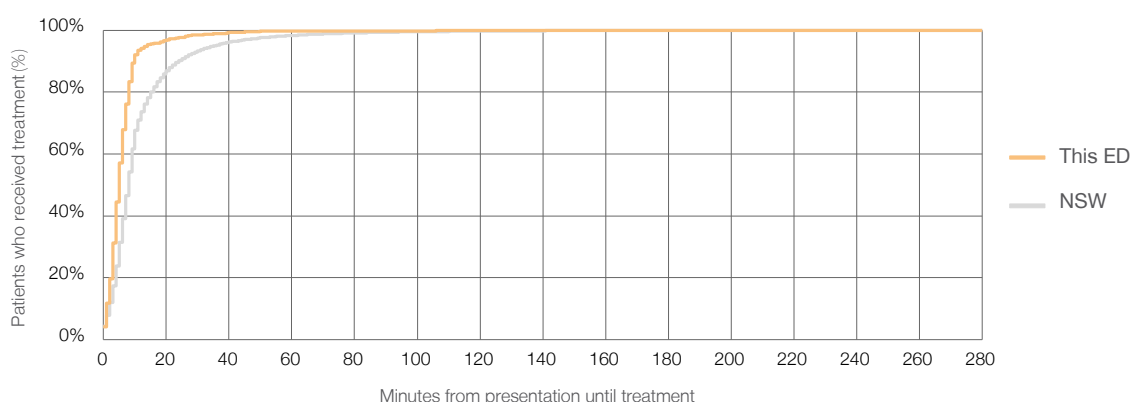
Number of triage 2 patients used to calculate waiting time:³ 922

Median time to start treatment⁴ 5 minutes

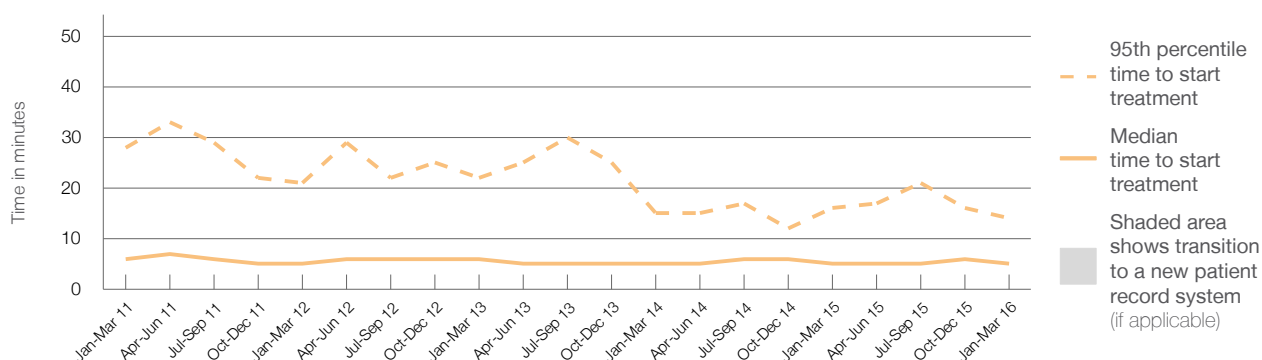
95th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
860	
857	
5 minutes	8 minutes
16 minutes	35 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	6	5	6	5	5	5
95th percentile time to start treatment ⁵ (minutes)	28	21	22	15	16	14

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

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

January to March 2016

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

Number of triage 3 patients: 1,469

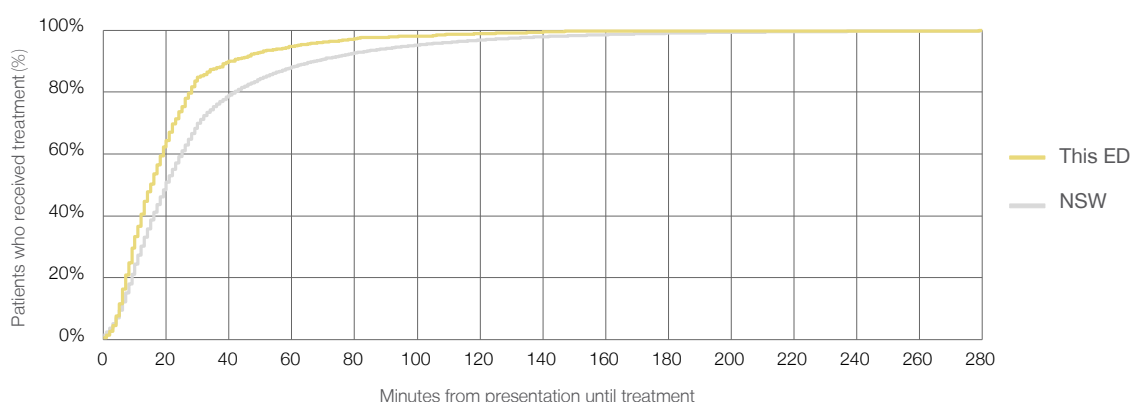
Number of triage 3 patients used to calculate waiting time:³ 1,463

Median time to start treatment⁴ 15 minutes

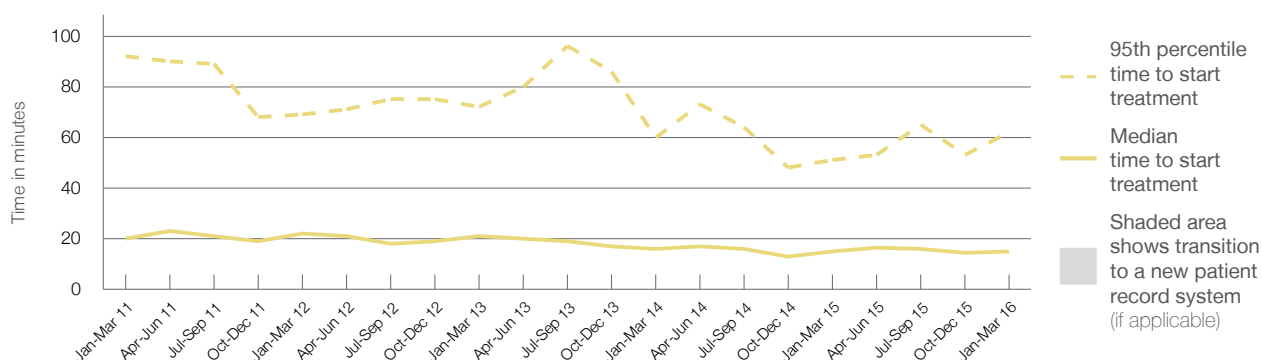
95th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
1,475	
1,457	
15 minutes	20 minutes
51 minutes	99 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	20	22	21	16	15	15
95th percentile time to start treatment ⁵ (minutes)	92	69	72	60	51	62

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

January to March 2016

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

Number of triage 4 patients: 2,676

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

Median time to start treatment⁴

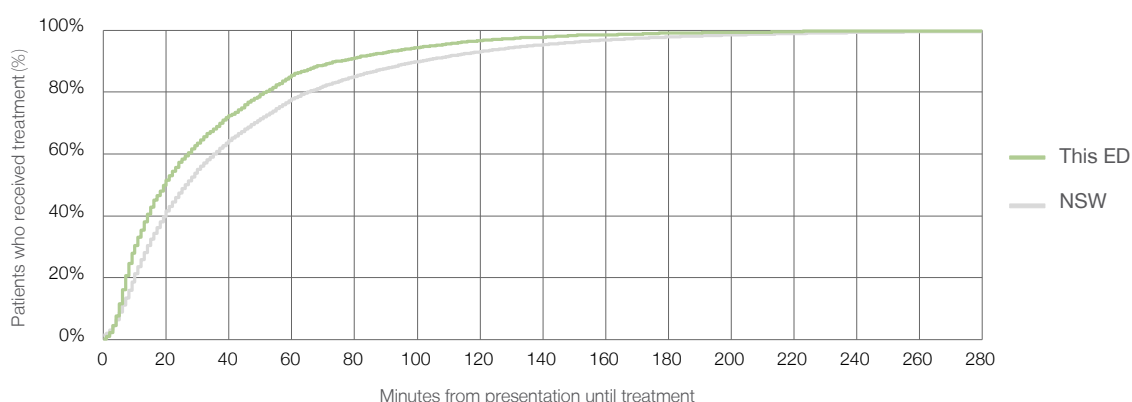
20 minutes

95th percentile time to start treatment⁵

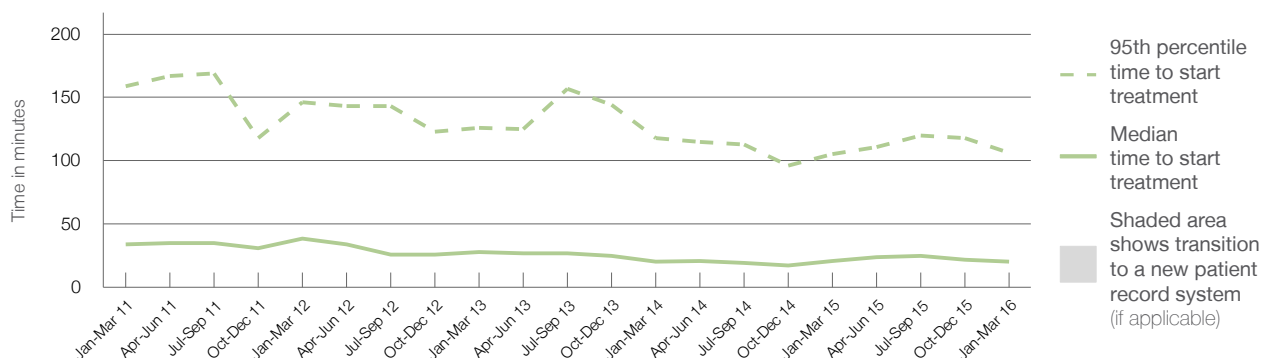
106 minutes

Same period last year	NSW (this period)
2,517	
2,423	
21 minutes	26 minutes
105 minutes	137 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	34	39	28	20	21	20
95th percentile time to start treatment ⁵ (minutes)	159	146	126	118	105	106

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

January to March 2016

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

Number of triage 5 patients: 1,872

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

Median time to start treatment⁴

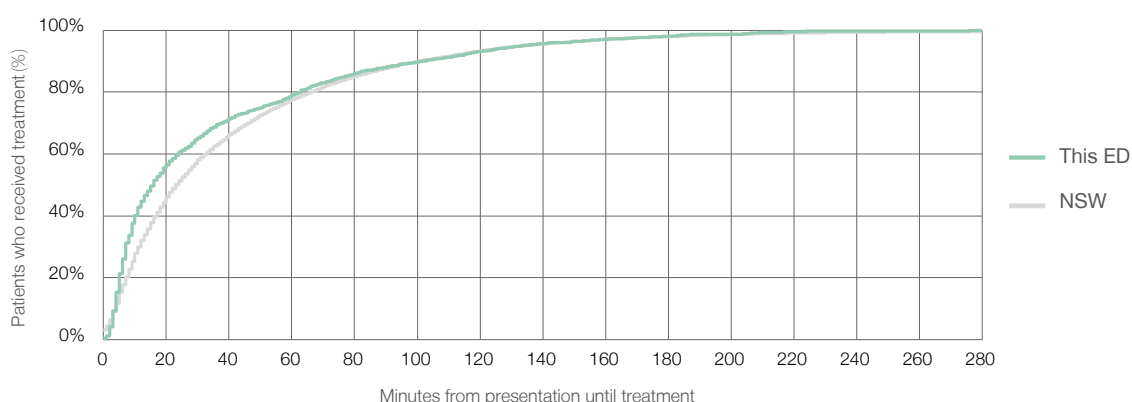
16 minutes

95th percentile time to start treatment⁵

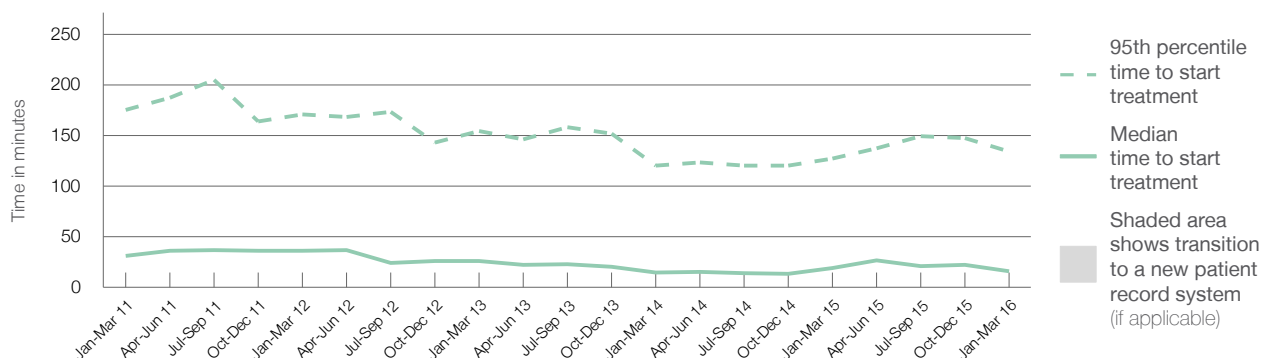
134 minutes

Same period last year	NSW (this period)
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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	31	36	26	15	19	16
95th percentile time to start treatment ⁵ (minutes)	175	171	154	120	127	134

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Orange Health Service: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 7,126 patients

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

Median time to leaving the ED⁸

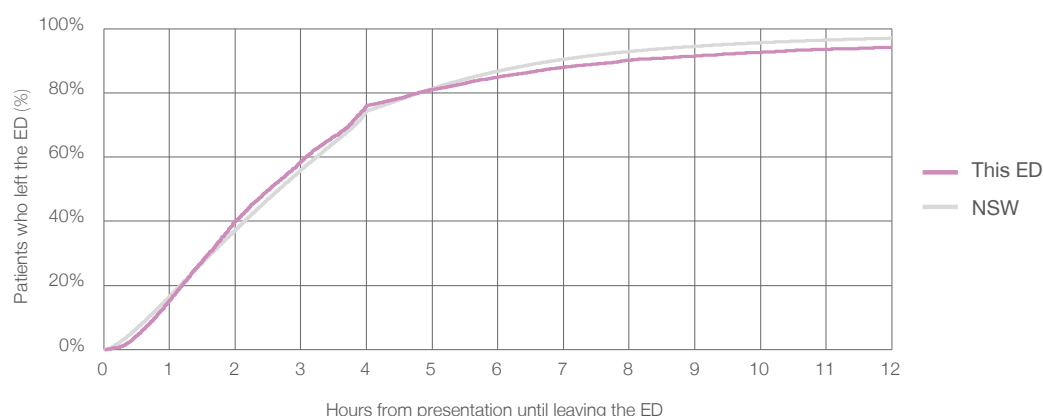
2 hours and 31 minutes

95th percentile time to leaving the ED⁹

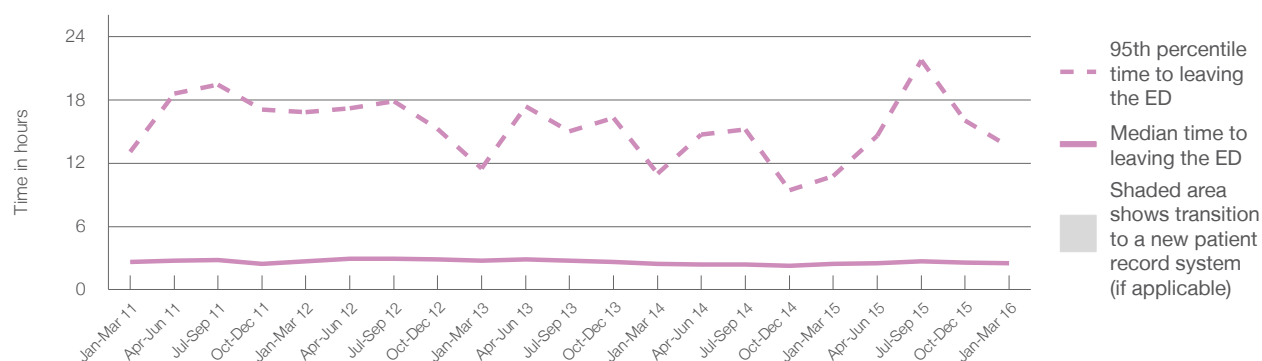
13 hours and 32 minutes

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

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 37m	2h 43m	2h 47m	2h 28m	2h 27m	2h 31m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 5m	16h 50m	11h 31m	11h 2m	10h 46m	13h 32m

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Orange Health Service: Time from presentation until leaving the ED

By mode of separation

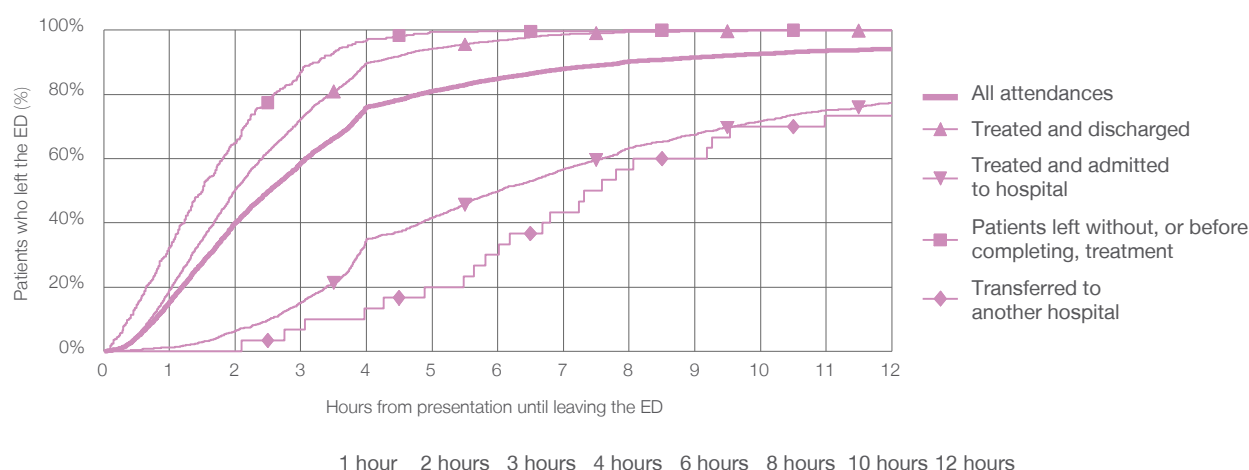
January to March 2016

All attendances:[†] 7,126 patients

Attendances used to calculate time to leaving the ED:[‡] 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^{†‡}



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%

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Orange Health Service: Time from presentation until leaving the ED

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

January to March 2016

All attendances: ¹ 7,126 patients

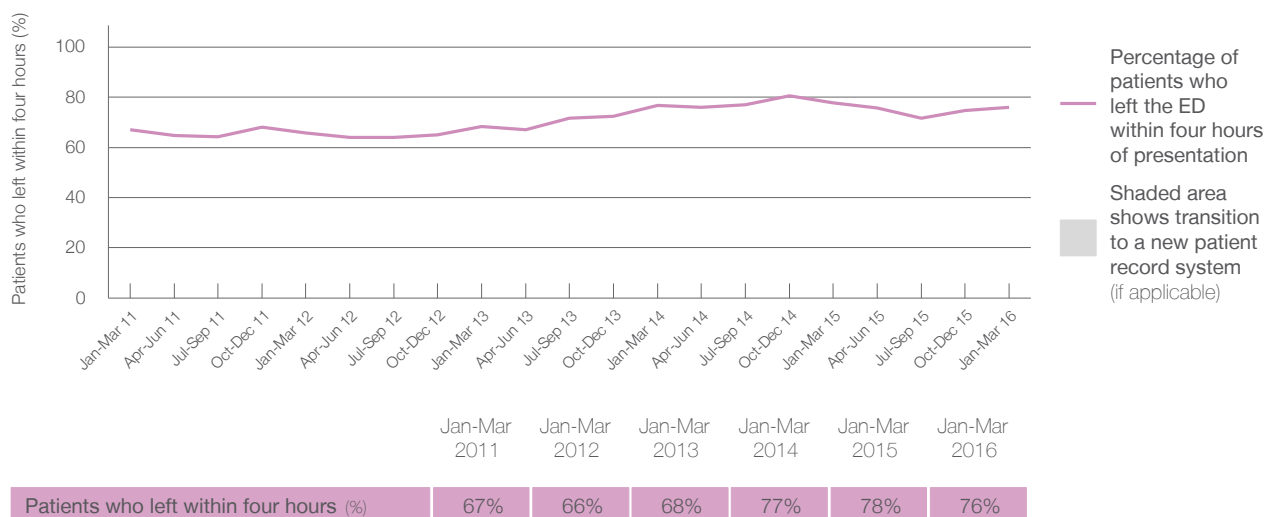
Attendances used to calculate time to leaving the ED: ⁶ 7,125 patients

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^{†‡}



- * 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).
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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).