

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

All presentations:<sup>1</sup> 11,787 patients

Emergency presentations:<sup>2</sup> 11,172 patients

Same period last year	Change since one year ago
10,756	9.6%
9,953	12.2%

## Tamworth Base Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 944 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,818 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,284 patients

Median time to start treatment<sup>4</sup> 40 minutes  
 90th percentile time to start treatment<sup>5</sup> 125 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,087 patients

Median time to start treatment<sup>4</sup> 49 minutes  
 90th percentile time to start treatment<sup>5</sup> 135 minutes

Same period last year	NSW (this period)
863	
9 minutes	8 minutes
33 minutes	26 minutes
2,486	
24 minutes	20 minutes
83 minutes	69 minutes
4,634	
39 minutes	26 minutes
111 minutes	101 minutes
1,926	
40 minutes	23 minutes
107 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,787 patients

Percentage of patients who spent four hours or less in the ED 75.3%

Same period last year	Change since one year ago
10,756	9.6%
72.8%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations 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.

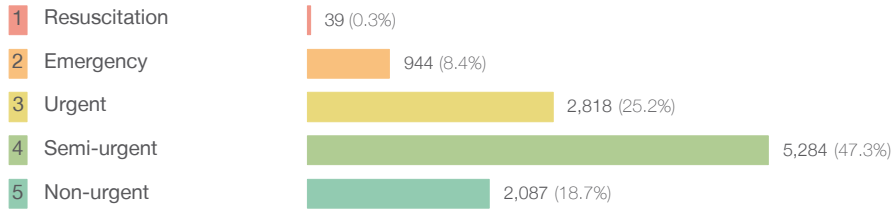
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Tamworth Base Hospital: Patients presenting to the emergency department January to March 2017

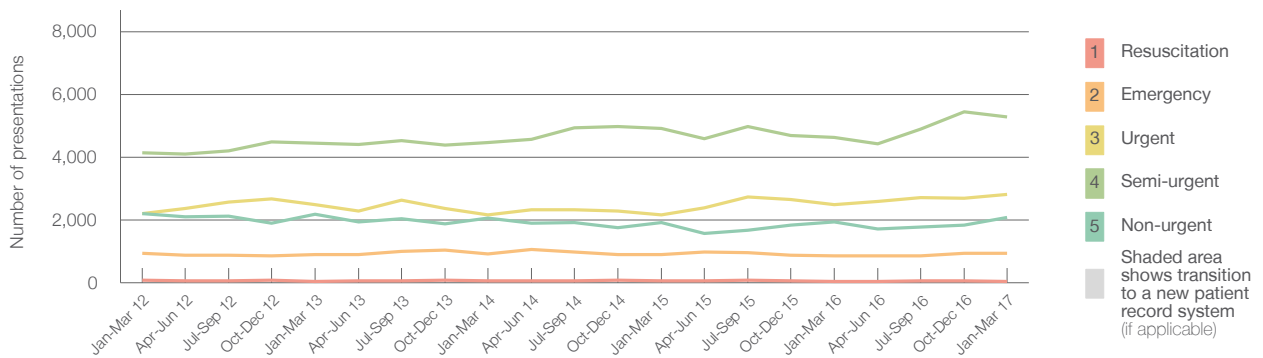
All presentations:<sup>1</sup> 11,787 patients

Emergency presentations<sup>2</sup> by triage category: 11,172 patients



Same period last year	Change since one year ago
10,756	9.6%
9,953	12.2%
44	-11.4%
863	9.4%
2,486	13.4%
4,634	14.0%
1,926	8.4%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	77	48	62	58	44	39
Emergency	935	887	909	894	863	944
Urgent	2,193	2,485	2,160	2,167	2,486	2,818
Semi-urgent	4,145	4,439	4,461	4,907	4,634	5,284
Non-urgent	2,199	2,176	2,054	1,912	1,926	2,087
All emergency presentations	9,549	10,035	9,646	9,938	9,953	11,172

## Tamworth Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,726 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,586	
10 minutes	-1 minute
28 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.

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## Tamworth Base Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 944

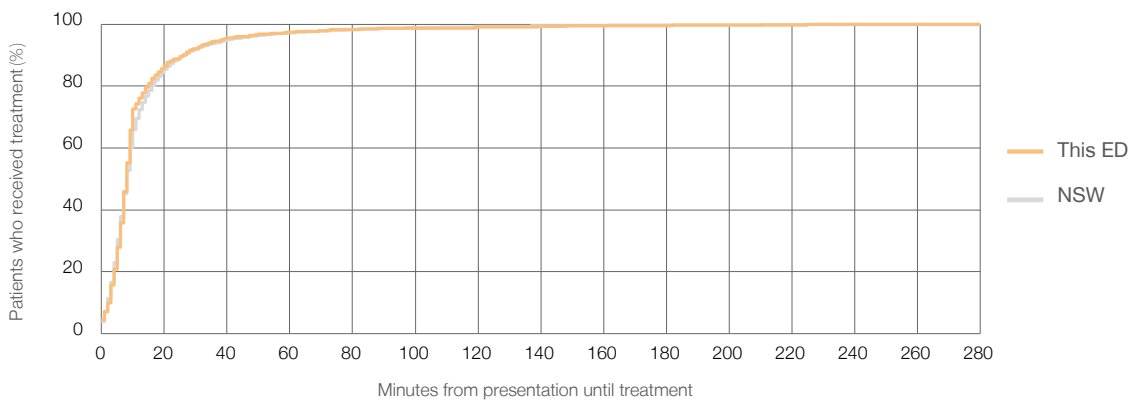
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 938

Median time to start treatment<sup>4</sup>  8 minutes

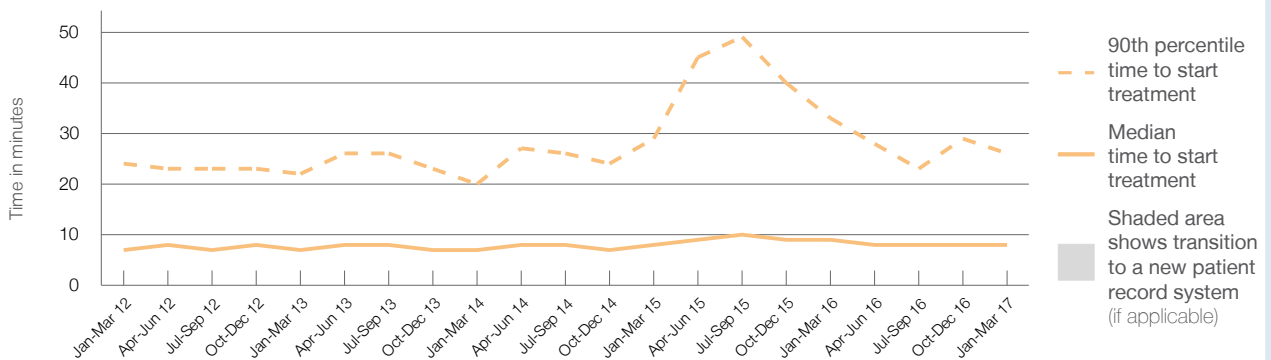
90th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
863	
854	
9 minutes	8 minutes
33 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	7	8	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)	24	22	20	29	33	26

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### Tamworth Base Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 2,818

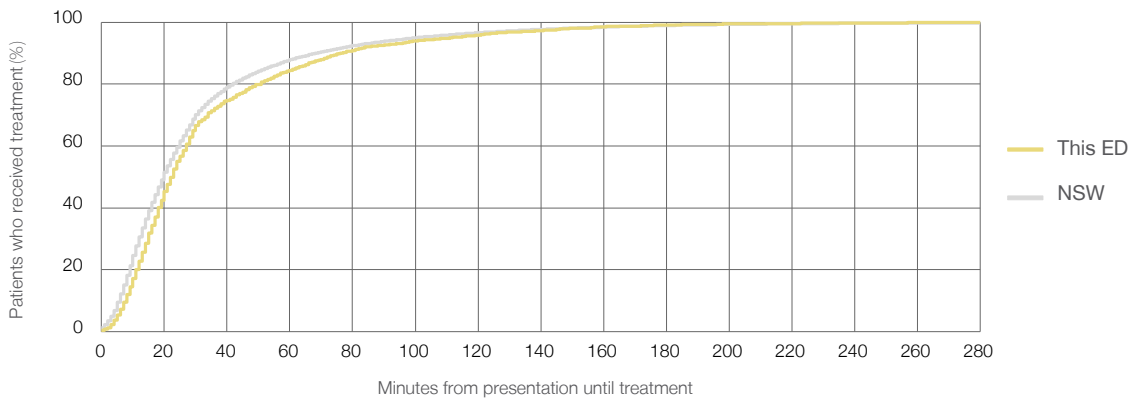
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,761

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

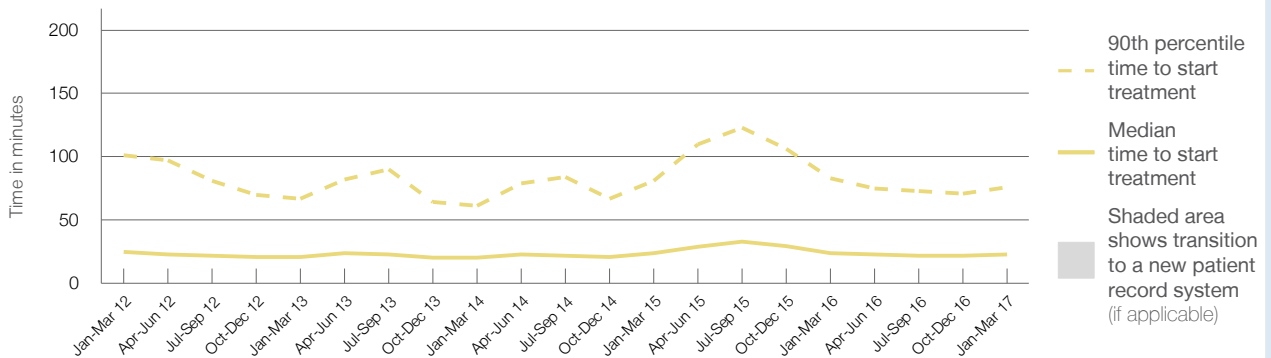
90th percentile time to start treatment<sup>5</sup>  76 minutes

Same period last year	NSW (this period)
2,486	
2,437	
24 minutes	20 minutes
83 minutes	69 minutes

#### Percentage of triage 3 patients who received treatment by time, January to March 2017



#### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	25	21	20	24	24	23
90th percentile time to start treatment <sup>5</sup> (minutes)	101	67	61	81	83	76

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Tamworth Base Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 5,284

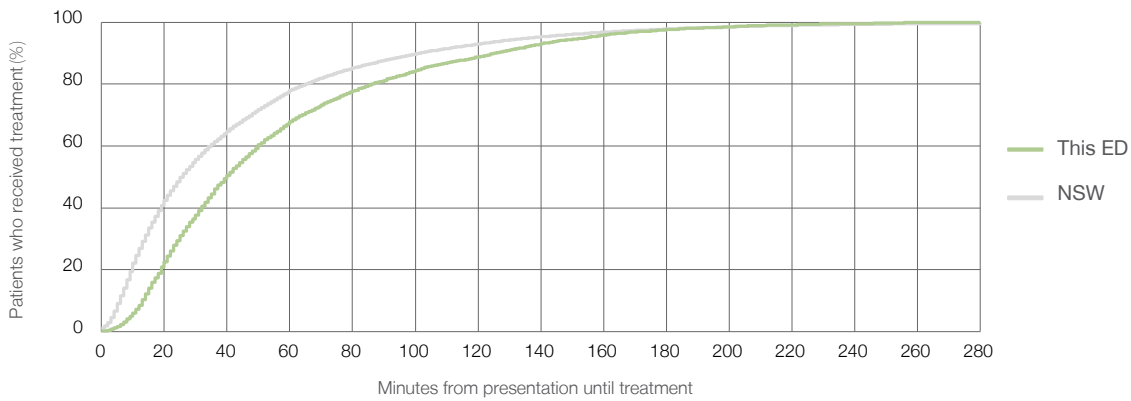
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,056

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

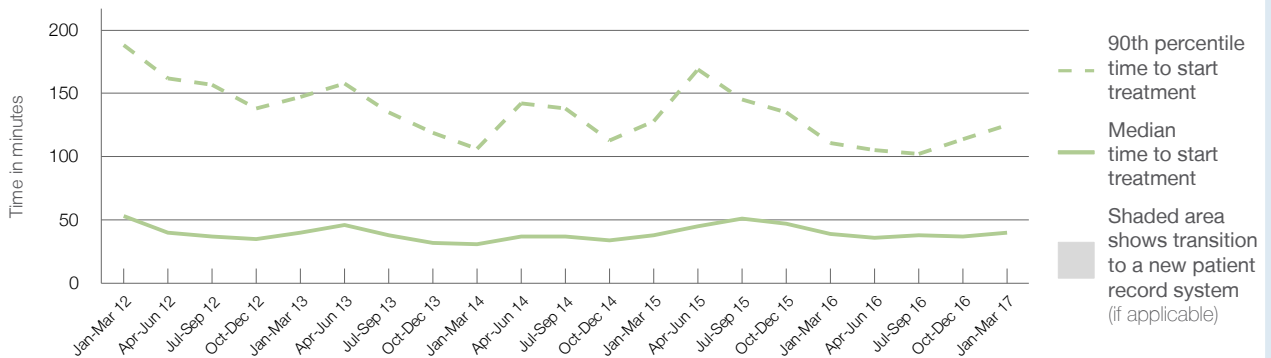
90th percentile time to start treatment<sup>5</sup> 125 minutes

Same period last year	NSW (this period)
4,634	
4,444	
39 minutes	26 minutes
111 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	53	40	31	38	39	40
90th percentile time to start treatment <sup>5</sup> (minutes)	188	147	106	128	111	125

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## Tamworth Base Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 2,087

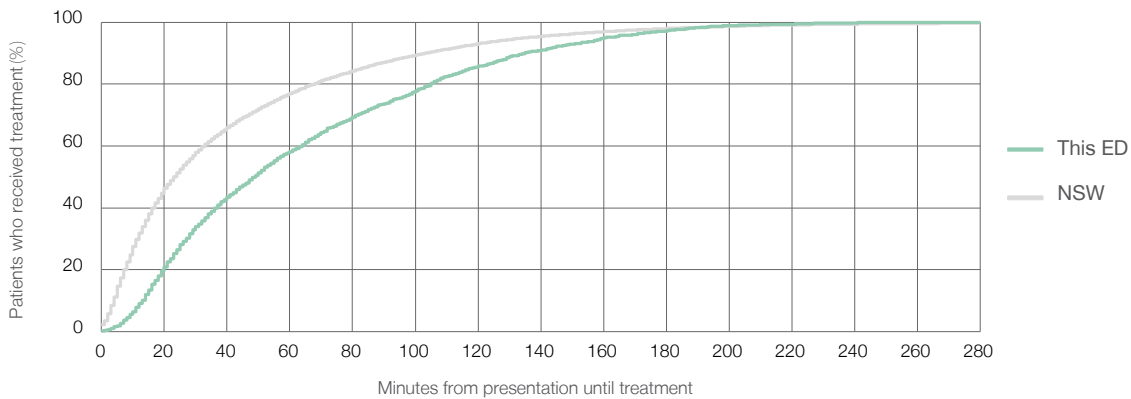
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,942

Median time to start treatment<sup>4</sup> 49 minutes

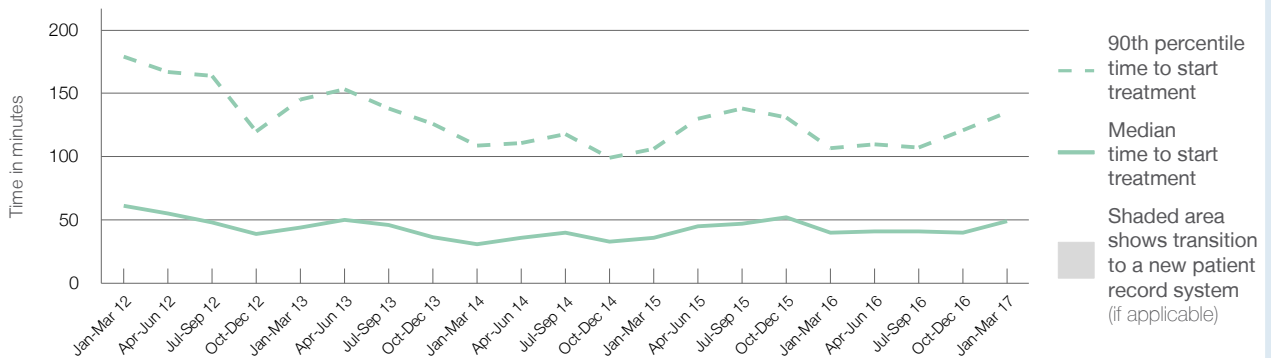
90th percentile time to start treatment<sup>5</sup> 135 minutes

Same period last year	NSW (this period)
1,926	
1,820	
40 minutes	23 minutes
107 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	61	44	31	36	40	49
90th percentile time to start treatment <sup>5</sup> (minutes)	179	145	109	106	107	135

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## Tamworth Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 11,787 patients

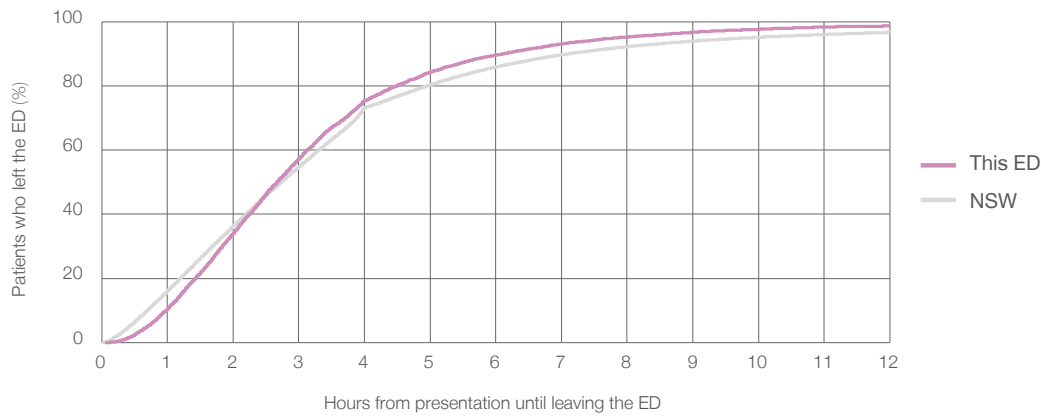
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,787 patients

Median time spent in the ED<sup>8</sup>  2 hours and 40 minutes

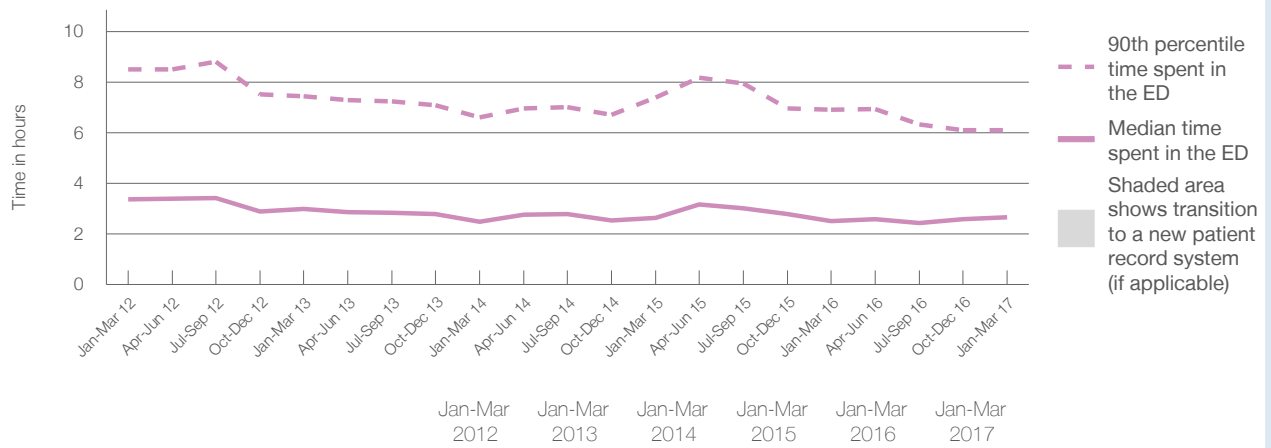
90th percentile time spent in the ED<sup>9</sup>  6 hours and 7 minutes

Same period last year	NSW (this period)
10,756	10,756
2 hours and 31 minutes	2 hours and 44 minutes
6 hours and 55 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 23m	2h 59m	2h 30m	2h 38m	2h 31m	2h 40m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 30m	7h 27m	6h 36m	7h 23m	6h 55m	6h 7m

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## Tamworth Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

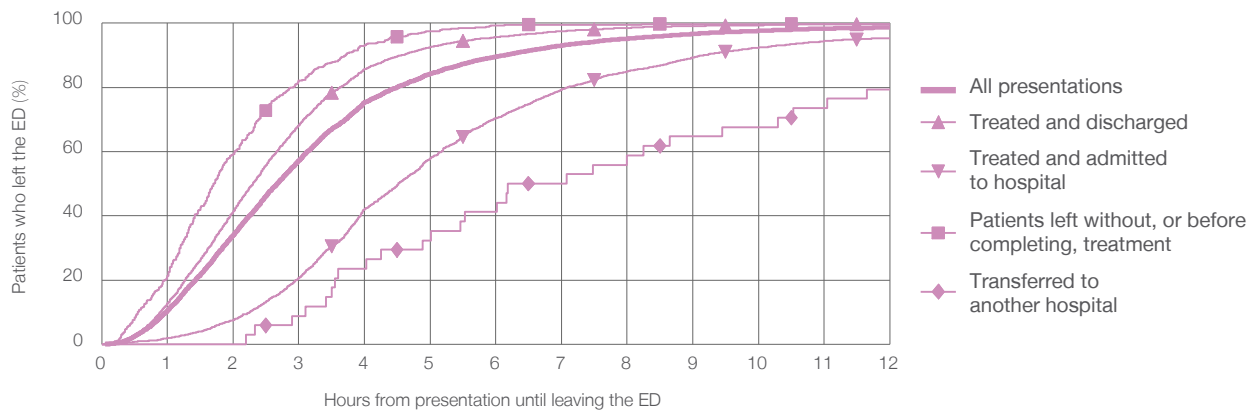
All presentations:<sup>1</sup> 11,787 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,787 patients

Treated and discharged	8,352 (70.9%)
Treated and admitted to hospital	2,842 (24.1%)
Patient left without, or before completing, treatment	474 (4.0%)
Transferred to another hospital	34 (0.3%)
Other	85 (0.7%)

Same period last year	Change since one year ago
10,756	9.6%
7,874	6.1%
2,464	15.3%
277	71.1%
49	-30.6%
92	-7.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>†‡</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.8%	41.4%	68.3%	85.7%	95.7%	98.6%	99.4%	99.7%
Treated and admitted to hospital	1.9%	7.5%	20.7%	42.2%	70.3%	84.9%	92.4%	95.4%
Patient left without, or before completing, treatment	21.3%	59.3%	82.1%	93.0%	99.4%	99.6%	99.8%	99.8%
Transferred to another hospital	0%	0%	8.8%	23.5%	41.2%	58.8%	67.6%	79.4%
All presentations	10.6%	34.0%	57.3%	75.3%	89.6%	95.2%	97.6%	98.6%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Tamworth Base Hospital: Time spent in the ED

### Percentage of patients who spent four hours or less in the ED

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 11,787 patients

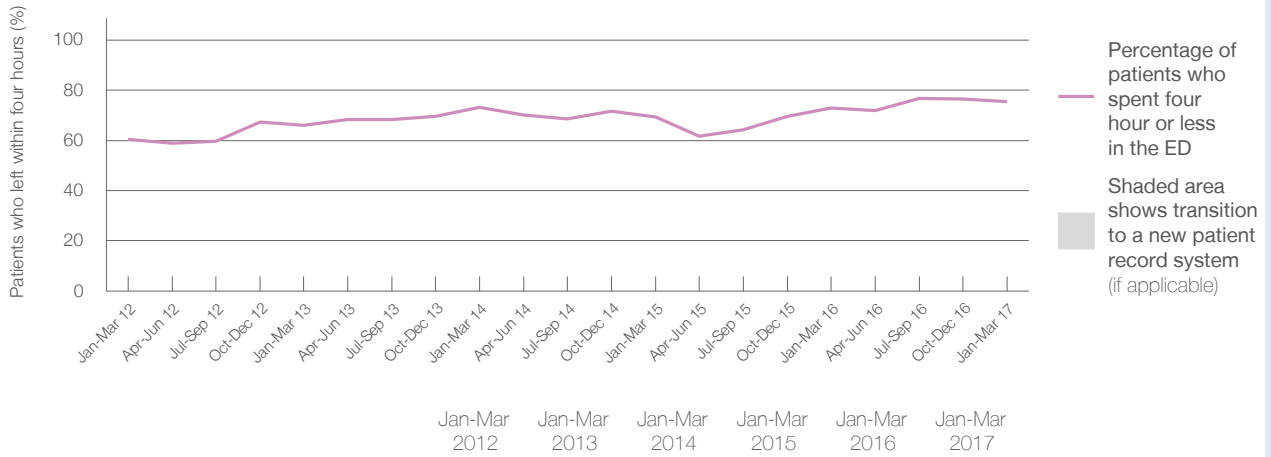
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,787 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup> 11,787 patients	10,756	9.6%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 11,787 patients	10,756	9.6%
Percentage of patients who spent four hours or less in the ED	72.8%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	60.4%	66.0%	73.1%	69.3%	72.8%	75.3%

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).