

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

January to March 2016

All attendances:<sup>1</sup> 1,999 patients  
Emergency attendances:<sup>2</sup> 1,785 patients

Same period last year	Change since one year ago
2,041	-2%
1,760	1%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 167 patients

Median time to start treatment<sup>4</sup> 3 minutes  
95th percentile time to start treatment<sup>5</sup> 34 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 477 patients

Median time to start treatment<sup>4</sup> 7 minutes  
95th percentile time to start treatment<sup>5</sup> 66 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,049 patients

Median time to start treatment<sup>4</sup> 7 minutes  
95th percentile time to start treatment<sup>5</sup> 75 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 84 patients

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

Same period last year	NSW (this period)
159	
2 minutes	8 minutes
24 minutes	35 minutes
480	
4 minutes	20 minutes
35 minutes	99 minutes
966	
4 minutes	26 minutes
50 minutes	137 minutes
155	
4 minutes	23 minutes
52 minutes	135 minutes

## More 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> 1,999 patients

Percentage of patients who left the ED within four hours 88%

Same period last year	Change since one year ago
2,041	-2%
92%	

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

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

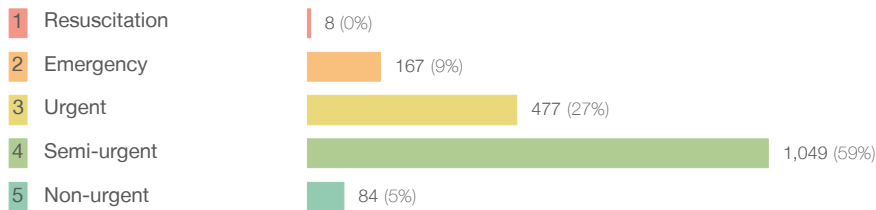
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Moree District Hospital: Patients attending the emergency department January to March 2016

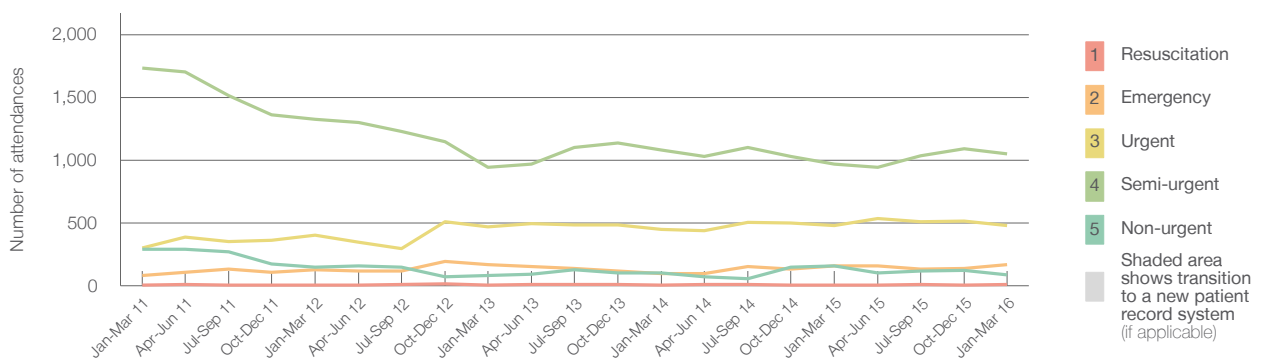
All attendances:<sup>1</sup> 1,999 patients

Emergency attendances<sup>2</sup> by triage category: 1,785 patients



Same period last year	Change since one year ago
2,041	-2%
1,760	1%
< 5	*
159	7%
480	-1%
966	9%
155	-46%

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	5	< 5	6	< 5	< 5	8
Emergency	82	131	166	100	159	167
Urgent	299	400	471	448	480	477
Semi-urgent	1,735	1,326	941	1,080	966	1,049
Non-urgent	288	147	83	100	155	84
All emergency attendances	2,409	2,004	1,667	1,728	1,760	1,785

## Moree District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 222 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
176 **	
5 minutes	-1 minute
21 minutes	1 minute

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

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

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

## Moree District Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 167

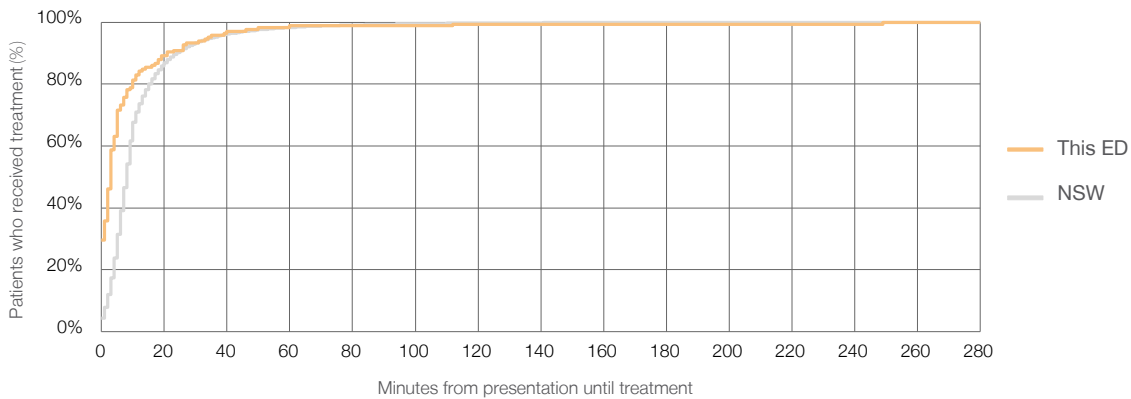
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 165

Median time to start treatment<sup>4</sup> 3 minutes

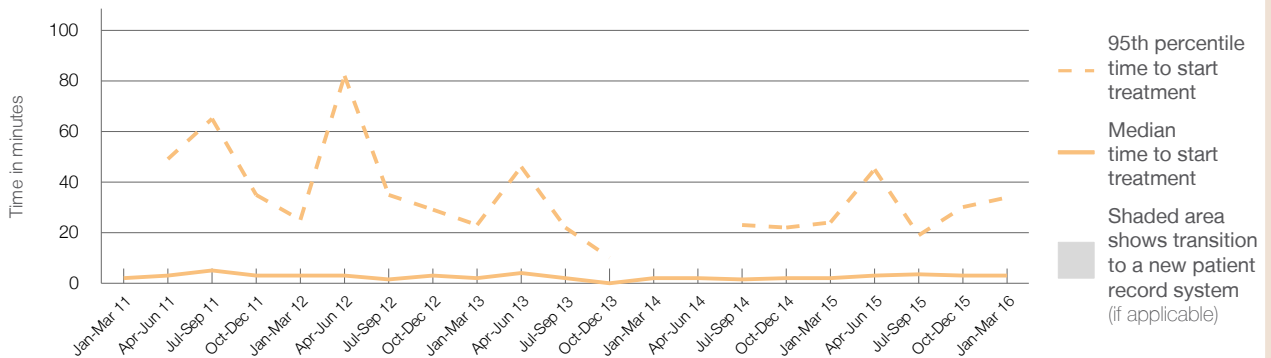
95th percentile time to start treatment<sup>5</sup> 34 minutes

Same period last year	NSW (this period)
159	
154	
2 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)	2	3	2	2	2	3
95th percentile time to start treatment <sup>5</sup> (minutes)	*	25	23	*	24	34

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

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

## Moree District Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 477

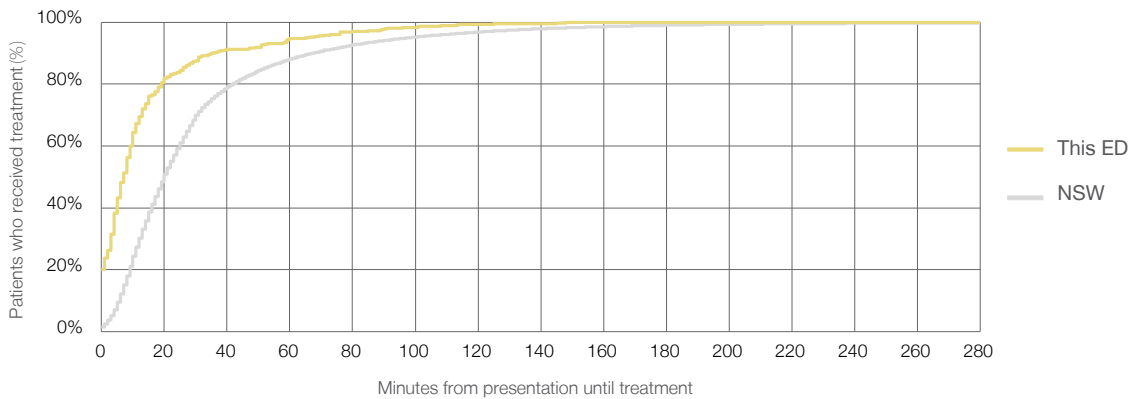
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 458

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

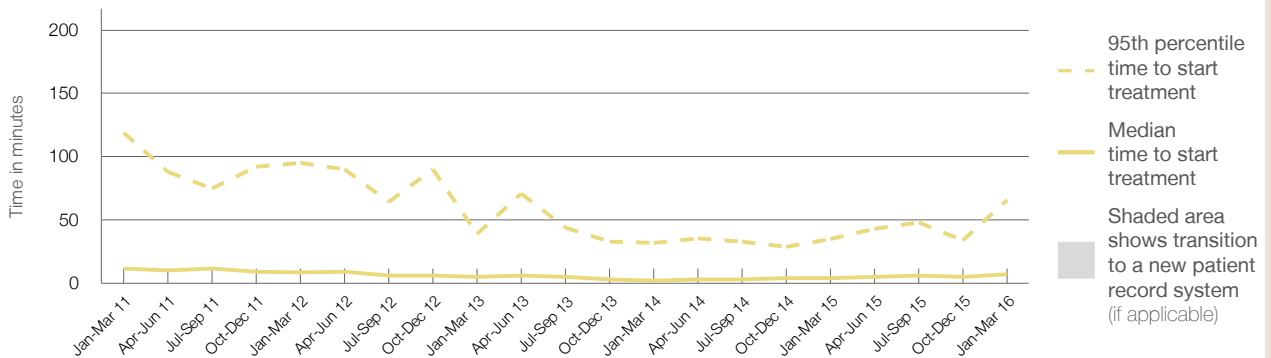
95th percentile time to start treatment<sup>5</sup> 66 minutes

Same period last year	NSW (this period)
480	
470	
4 minutes	20 minutes
35 minutes	99 minutes

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



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<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	9	5	2	4	7
95th percentile time to start treatment <sup>5</sup> (minutes)	119	95	39	32	35	66

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## Moree 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: 1,049

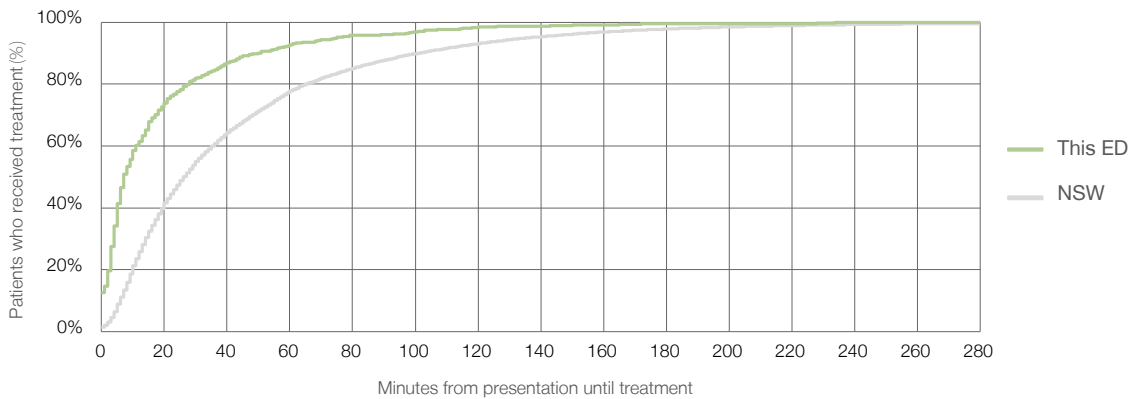
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 944

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

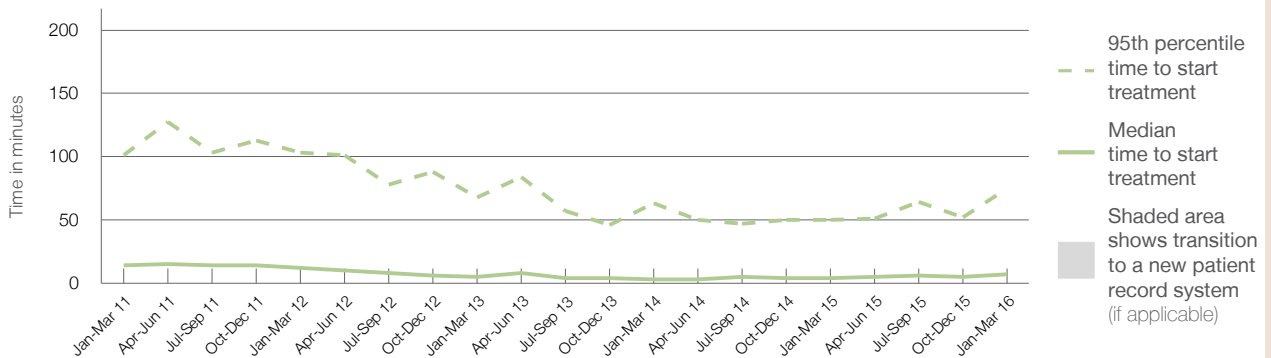
95th percentile time to start treatment<sup>5</sup> 75 minutes

Same period last year	NSW (this period)
966	915
4 minutes	26 minutes
50 minutes	137 minutes

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



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<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)	14	12	5	3	4	7
95th percentile time to start treatment <sup>5</sup> (minutes)	101	103	68	63	50	75

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## Moree 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: 84

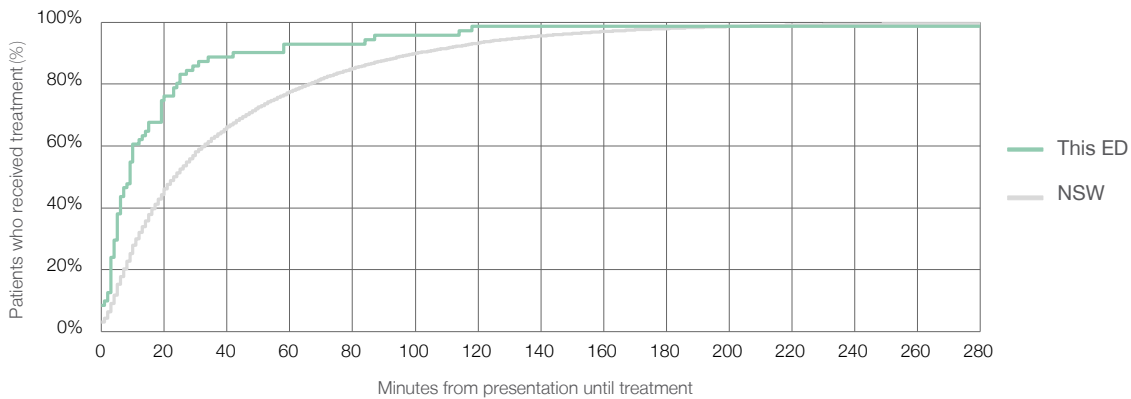
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 71

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

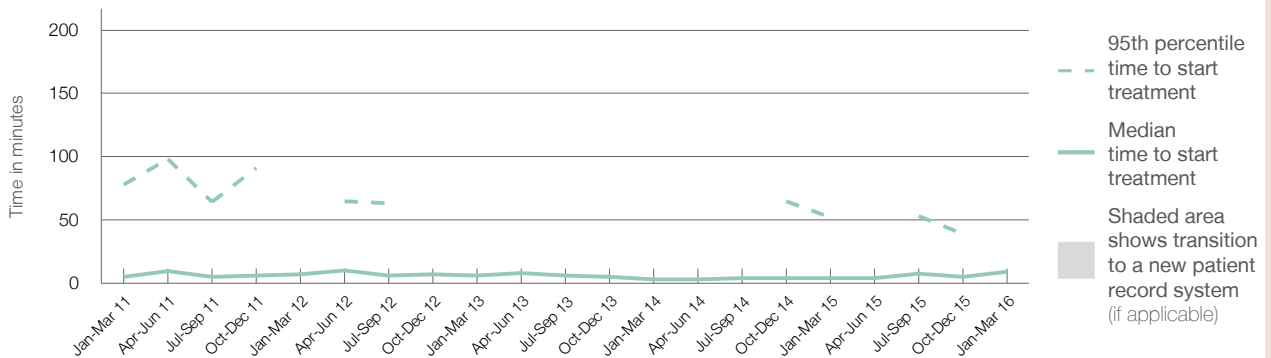
95th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
155	
143	
4 minutes	23 minutes
52 minutes	135 minutes

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



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<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	7	6	3	4	9
95th percentile time to start treatment <sup>5</sup> (minutes)	78	*	*	*	52	*

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

January to March 2016

All attendances:<sup>1</sup> 1,999 patients

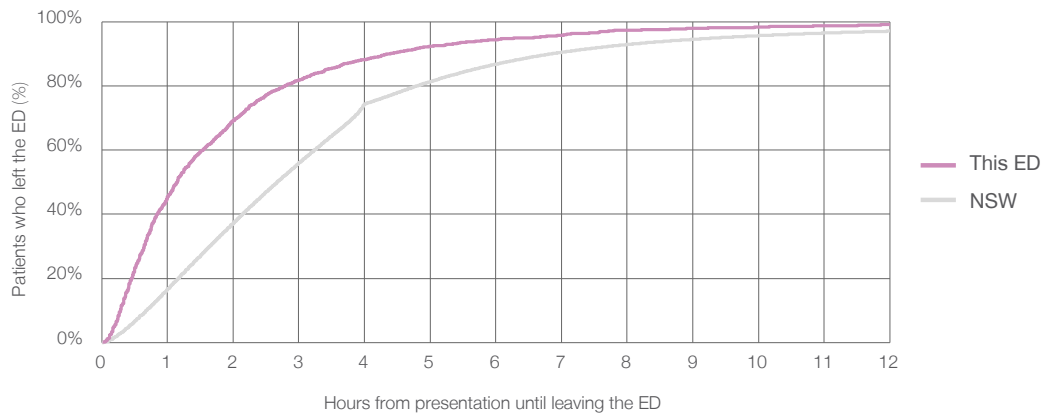
Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,999 patients

Median time to leaving the ED<sup>8</sup> 1 hours and 9 minutes

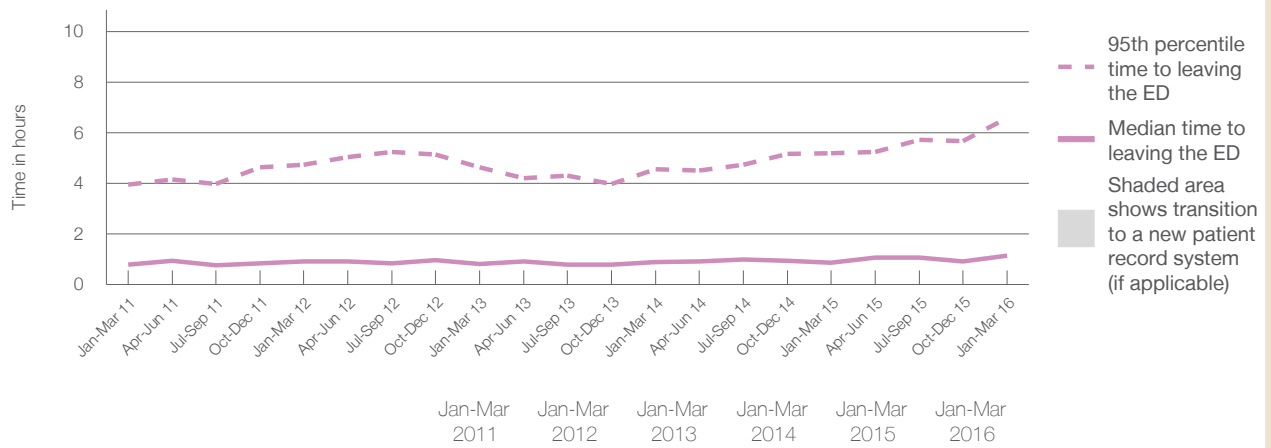
95th percentile time to leaving the ED<sup>9</sup> 6 hours and 35 minutes

Same period last year	NSW (this period)
2,041	2,041
0 hours and 53 minutes	2 hours and 40 minutes
5 hours and 11 minutes	9 hours and 25 minutes

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



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<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)	0h 47m	0h 55m	0h 49m	0h 54m	0h 53m	1h 9m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 57m	4h 45m	4h 39m	4h 34m	5h 11m	6h 35m

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

By mode of separation

January to March 2016

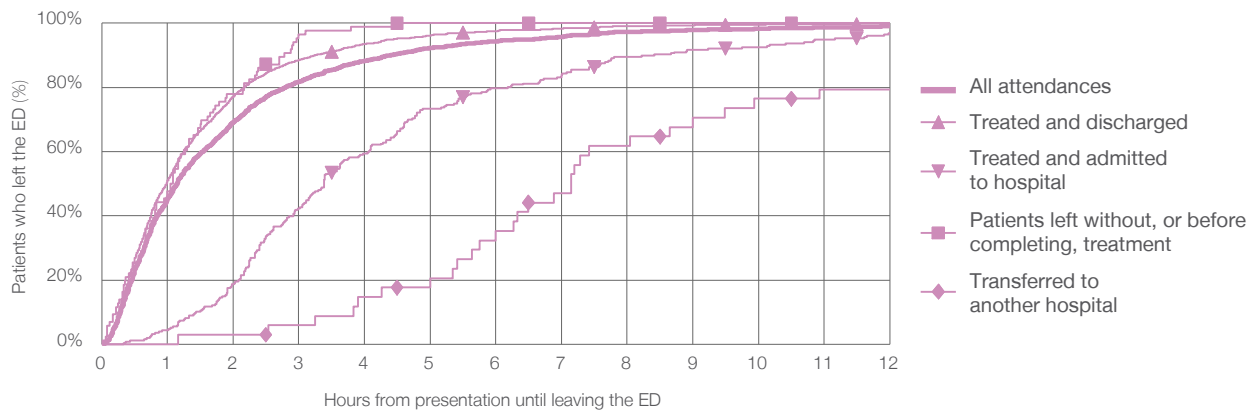
All attendances:<sup>1</sup> 1,999 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,999 patients

Treated and discharged	1,551 (78%)
Treated and admitted to hospital	256 (13%)
Patient left without, or before completing, treatment	86 (4%)
Transferred to another hospital	34 (2%)
Other	72 (4%)

Same period last year	Change since one year ago
2,041	-2%
1,641	-5%
249	3%
77	12%
26	31%
48	50%

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	51%	77%	89%	93%	98%	99%	99%	100%
Treated and admitted to hospital	4%	19%	42%	59%	80%	89%	93%	97%
Patient left without, or before completing, treatment	48%	78%	97%	99%	100%	100%	100%	100%
Transferred to another hospital	0%	3%	6%	15%	35%	62%	76%	79%
All attendances	45%	69%	82%	88%	94%	97%	98%	99%

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

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

All attendances: <sup>1</sup> 1,999 patients

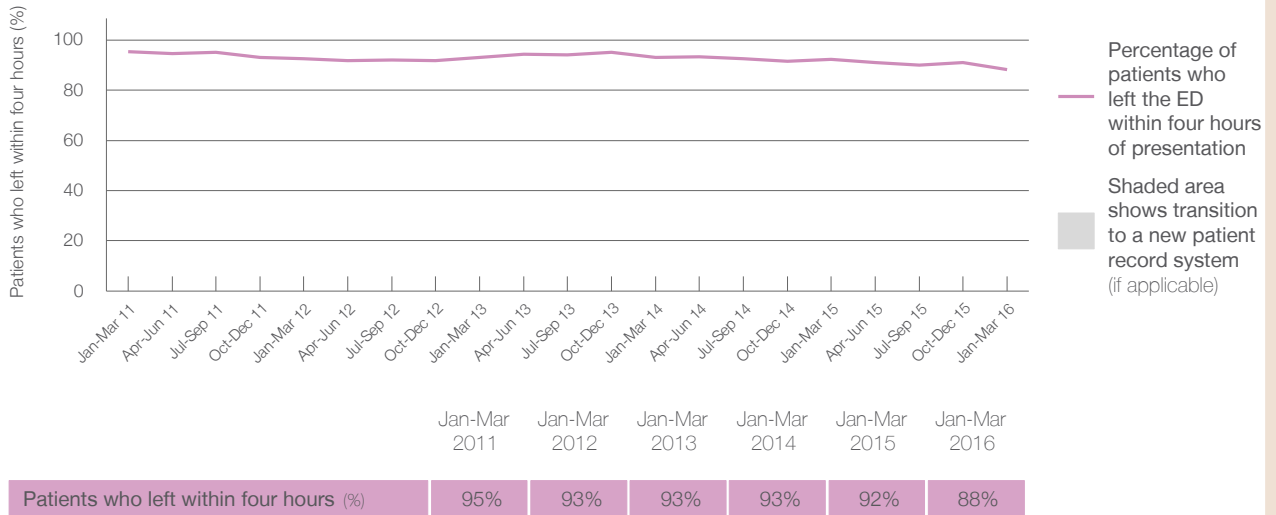
Attendances used to calculate time to leaving the ED: <sup>6</sup> 1,999 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	2,041	-2%
Attendances used to calculate time to leaving the ED	2,041	-2%
Percentage of patients who left the ED within four hours	92%	

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*.

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

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

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

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