

Parke's District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 2,948 patients
Emergency attendances:² 2,377 patients

Same period last year	Change since one year ago
2,472	19%
2,118	12%

Parke's District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 229 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 488 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,067 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 582 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
214	
5 minutes	8 minutes
24 minutes	35 minutes
405	
12 minutes	20 minutes
51 minutes	99 minutes
903	
17 minutes	26 minutes
67 minutes	137 minutes
591	
16 minutes	23 minutes
73 minutes	135 minutes

Parke's District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 2,948 patients

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

Same period last year	Change since one year ago
2,472	19%
91%	

* 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.

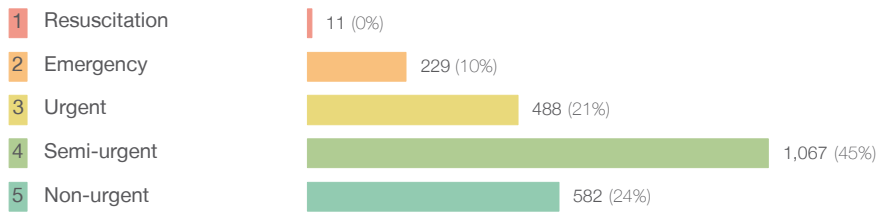
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

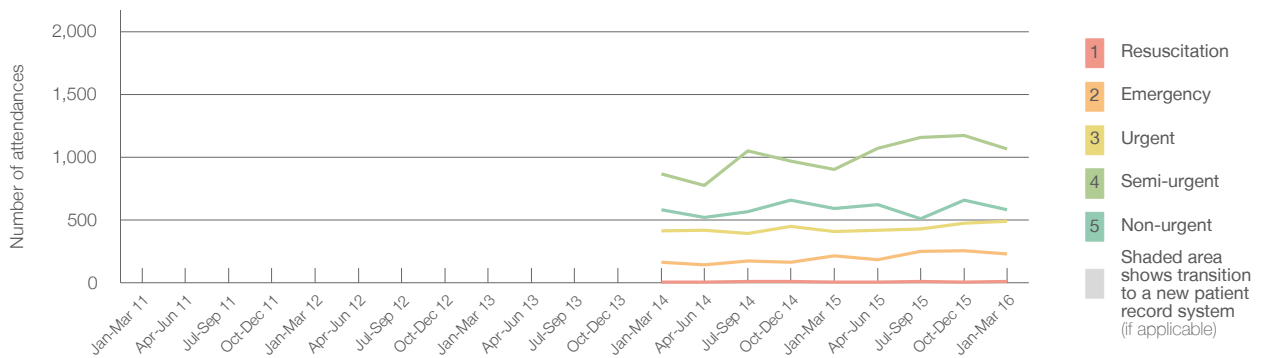
All attendances:¹ 2,948 patients

Emergency attendances² by triage category: 2,377 patients



Same period last year	Change since one year ago
2,472	19%
2,118	12%
5	120%
214	7%
405	20%
903	18%
591	-2%

Emergency attendances² 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
Resuscitation				< 5	5	11
Emergency				168	214	229
Urgent				413	405	488
Semi-urgent				864	903	1,067
Non-urgent				581	591	582
All emergency attendances				2,026	2,118	2,377

Parkes District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 115 patients^{**}

ED Transfer of care time[§]



Same period last year	Change since one year ago
131 ^{**}	
15 minutes	6 minutes
78 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

(§) 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.

Parkes 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: 229

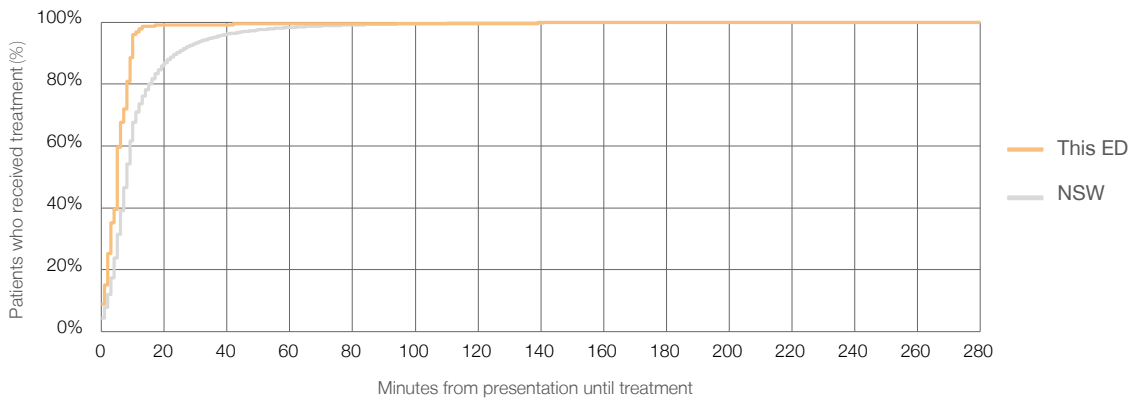
Number of triage 2 patients used to calculate waiting time:³ 225

Median time to start treatment⁴ 5 minutes

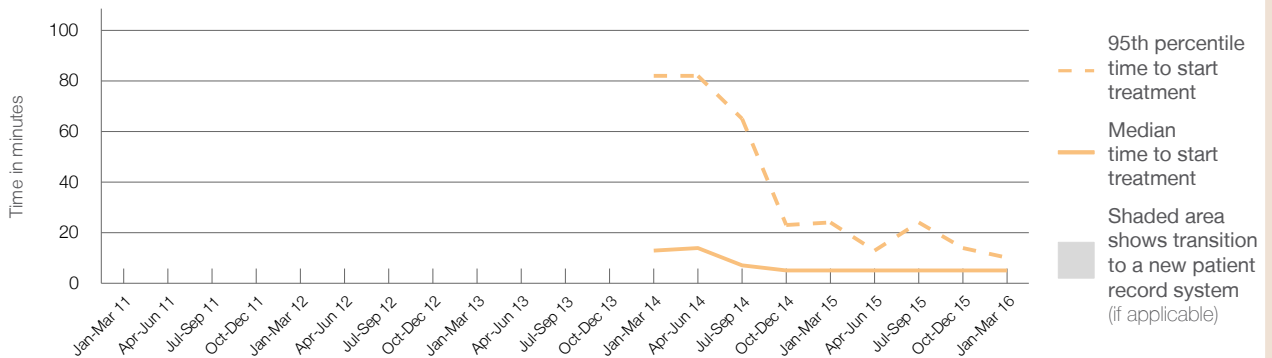
95th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
214	
213	
5 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^{†‡§}



	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)				13	5	5
95th percentile time to start treatment ⁵ (minutes)			82	24	24	10

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Parke 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: 488

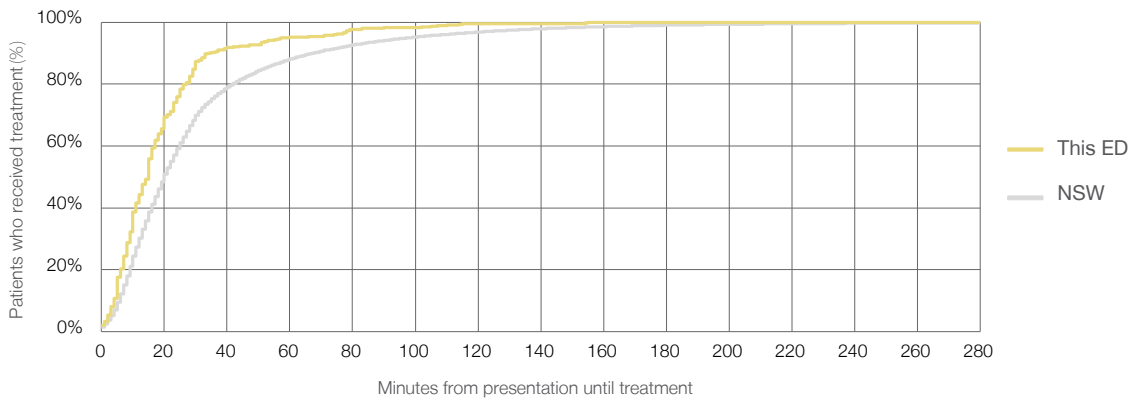
Number of triage 3 patients used to calculate waiting time:³ 478

Median time to start treatment⁴ 15 minutes

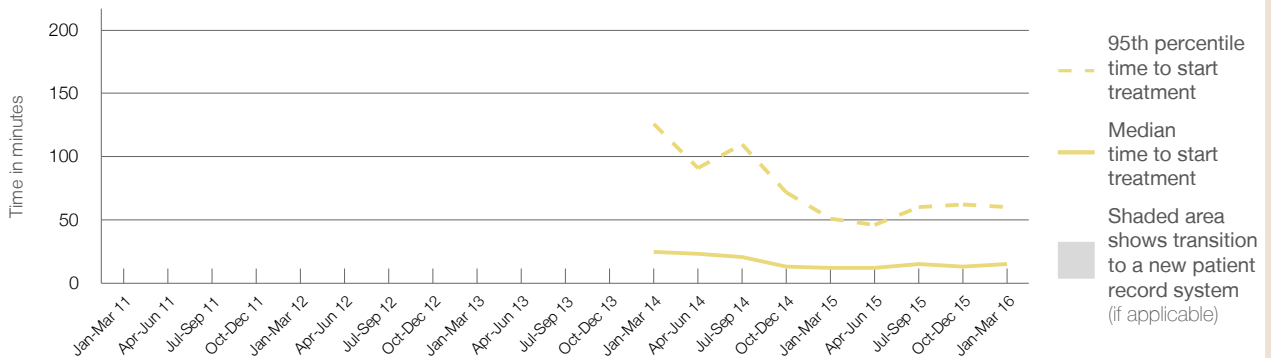
95th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
405	395
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^{†‡§}



	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)				25	12	15
95th percentile time to start treatment ⁵ (minutes)				126	51	60

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Parke 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: 1,067

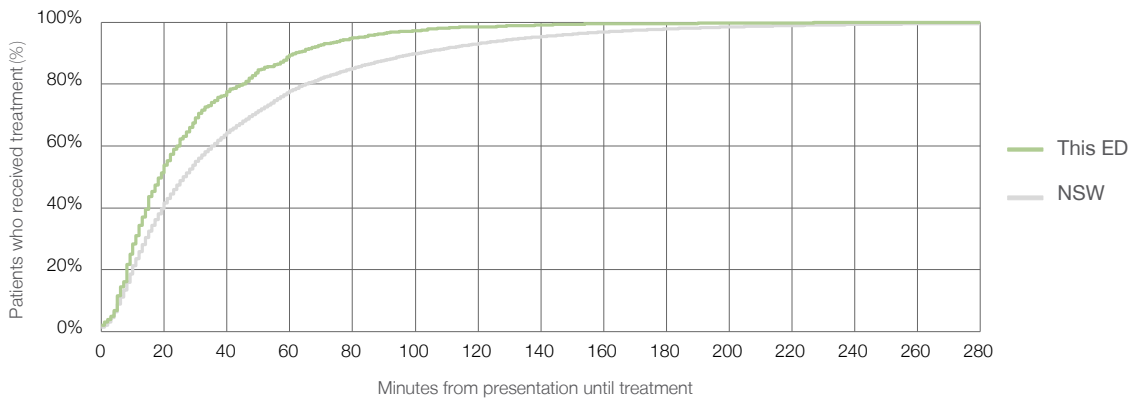
Number of triage 4 patients used to calculate waiting time:³ 1,010

Median time to start treatment⁴ 19 minutes

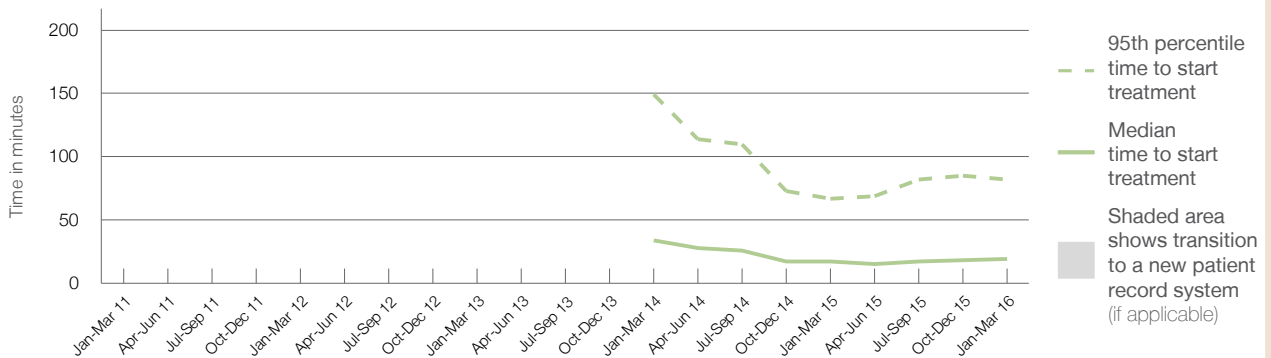
95th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
903	860
17 minutes	26 minutes
67 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	17	19
95th percentile time to start treatment ⁵ (minutes)				149	67	82

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Parkes 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: 582

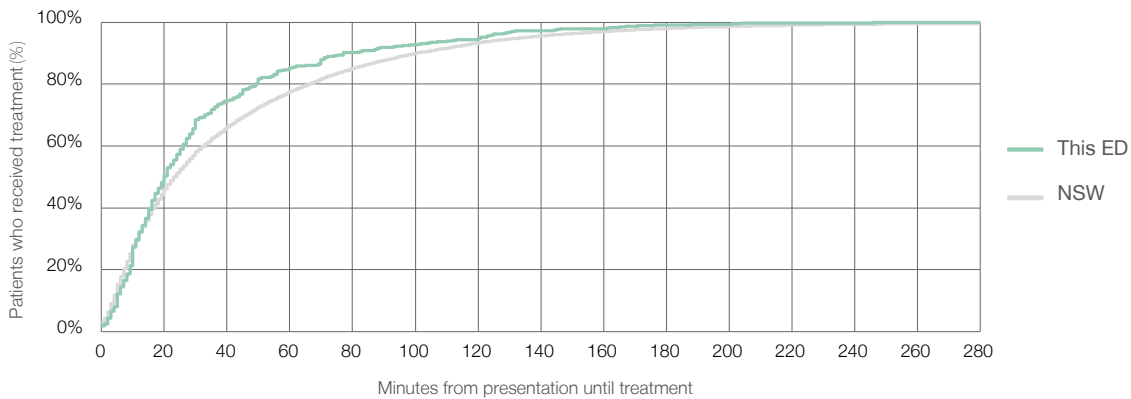
Number of triage 5 patients used to calculate waiting time:³ 491

Median time to start treatment⁴ 20 minutes

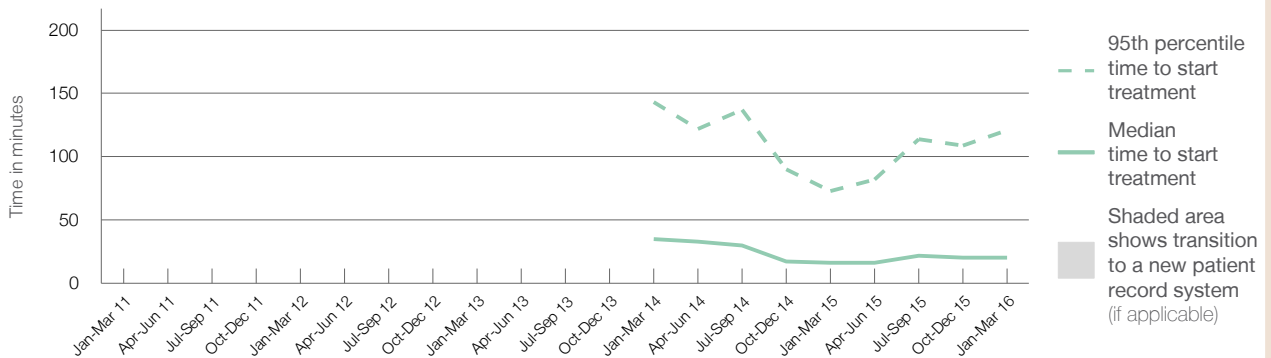
95th percentile time to start treatment⁵ 121 minutes

	Same period last year	NSW (this period)
	591	516
	16 minutes	23 minutes
	73 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)				35	16	20
95th percentile time to start treatment ⁵ (minutes)				143	73	121

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Parkes District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 2,948 patients

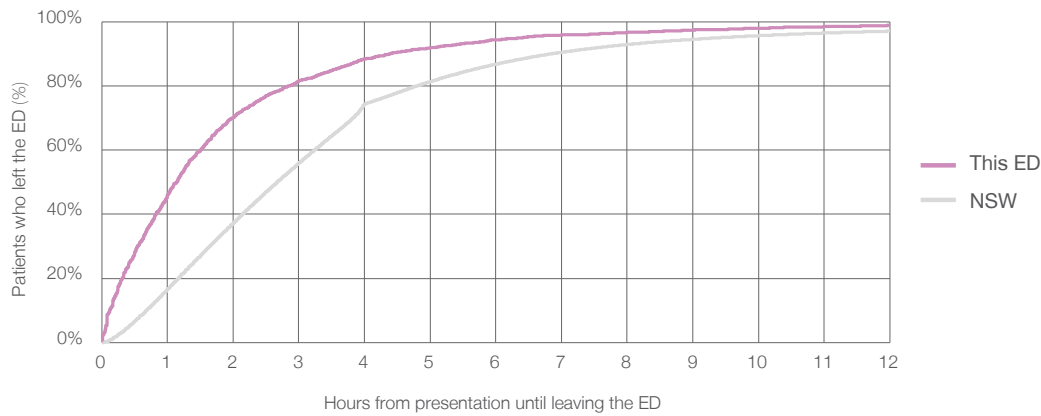
Attendances used to calculate time to leaving the ED:⁶ 2,948 patients

Median time to leaving the ED⁸ 1 hours and 8 minutes

95th percentile time to leaving the ED⁹ 6 hours and 24 minutes

Same period last year	NSW (this period)
2,472	2,472
1 hours and 0 minutes	2 hours and 40 minutes
6 hours and 4 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^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)				1h 5m	1h 0m	1h 8m
95th percentile time to leaving the ED ⁹ (hours, minutes)				6h 5m	6h 4m	6h 24m

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Parkes District Hospital: Time from presentation until leaving the ED

By mode of separation

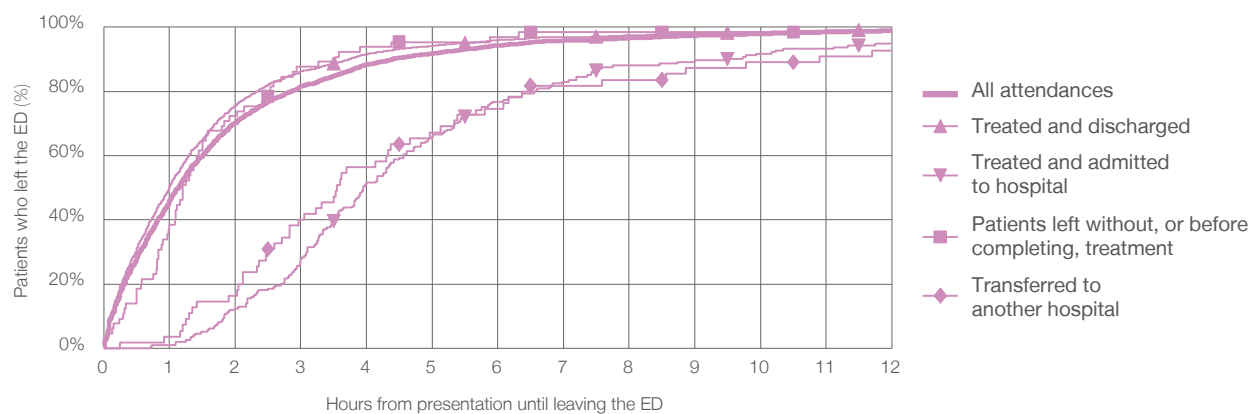
January to March 2016

All attendances:¹ 2,948 patients

Attendances used to calculate time to leaving the ED:⁶ 2,948 patients

		Same period last year	Change since one year ago
Treated and discharged	2,632 (89%)	2,155	22%
Treated and admitted to hospital	194 (7%)	224	-13%
Patient left without, or before completing, treatment	65 (2%)	48	35%
Transferred to another hospital	55 (2%)	42	31%
Other	2 (0%)	3	-33%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††§}



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

Treated and discharged	50%	76%	86%	92%	96%	97%	99%	99%
Treated and admitted to hospital	1%	12%	28%	52%	77%	88%	92%	95%
Patient left without, or before completing, treatment	38%	72%	88%	94%	97%	98%	98%	98%
Transferred to another hospital	4%	16%	40%	56%	75%	84%	89%	93%
All attendances	46%	70%	82%	88%	94%	97%	98%	99%

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Parkes 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: ¹ 2,948 patients

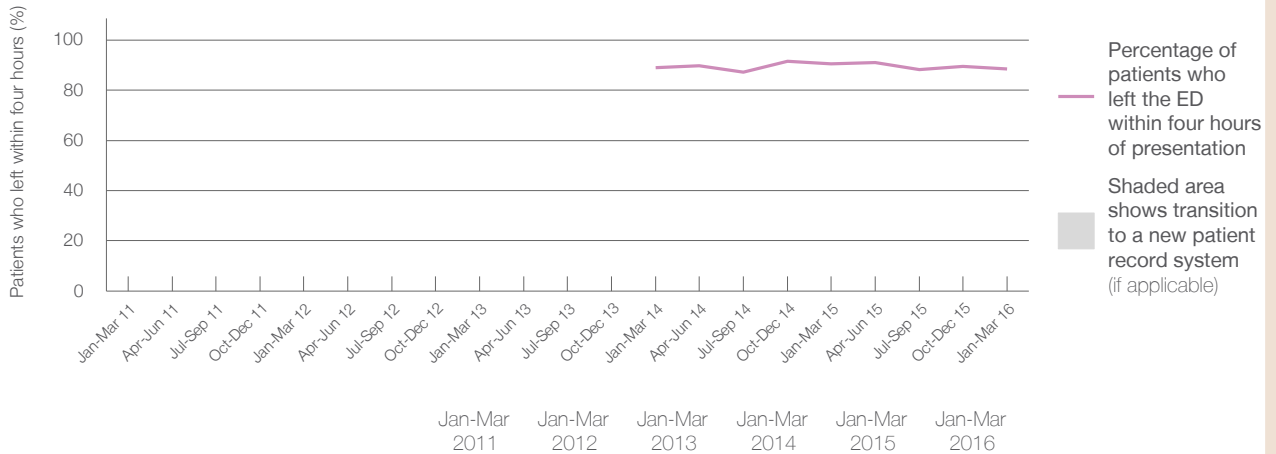
Attendances used to calculate time to leaving the ED: ⁶ 2,948 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	2,472	19%
Attendances used to calculate time to leaving the ED	2,472	19%
Percentage of patients who left the ED within four hours	91%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 ^{†‡§}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
				89%	91%	88%

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

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- 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).