

Healthcare Quarterly

Performance Profiles

Emergency Department

Western NSW Local Health District

January to March 2018

Bathurst Health Service: Emergency department (ED) overview

January to March 2018

All presentations:¹ 6,261 patients

Emergency presentations:² 6,182 patients

Same period last year	Change since one year ago
6,185	1%
6,107	1%

Bathurst Health Service: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 630 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,085 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,864 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 577 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
684	
6 minutes	8 minutes
9 minutes	23 minutes
2,002	
15 minutes	20 minutes
47 minutes	65 minutes
2,749	
16 minutes	25 minutes
70 minutes	98 minutes
643	
13 minutes	22 minutes
83 minutes	97 minutes

Bathurst Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 6,260 patients

Percentage of patients who spent four hours or less in the ED 82%

Same period last year	Change since one year ago
6,185	1%
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 2018*.
4. 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.
5. 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.
6. 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.

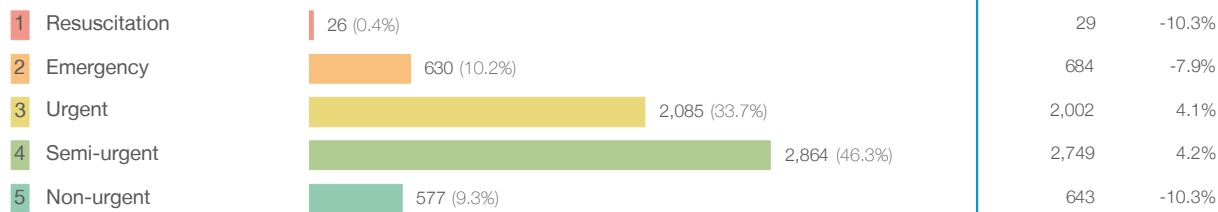
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Bathurst Health Service: Patients presenting to the emergency department

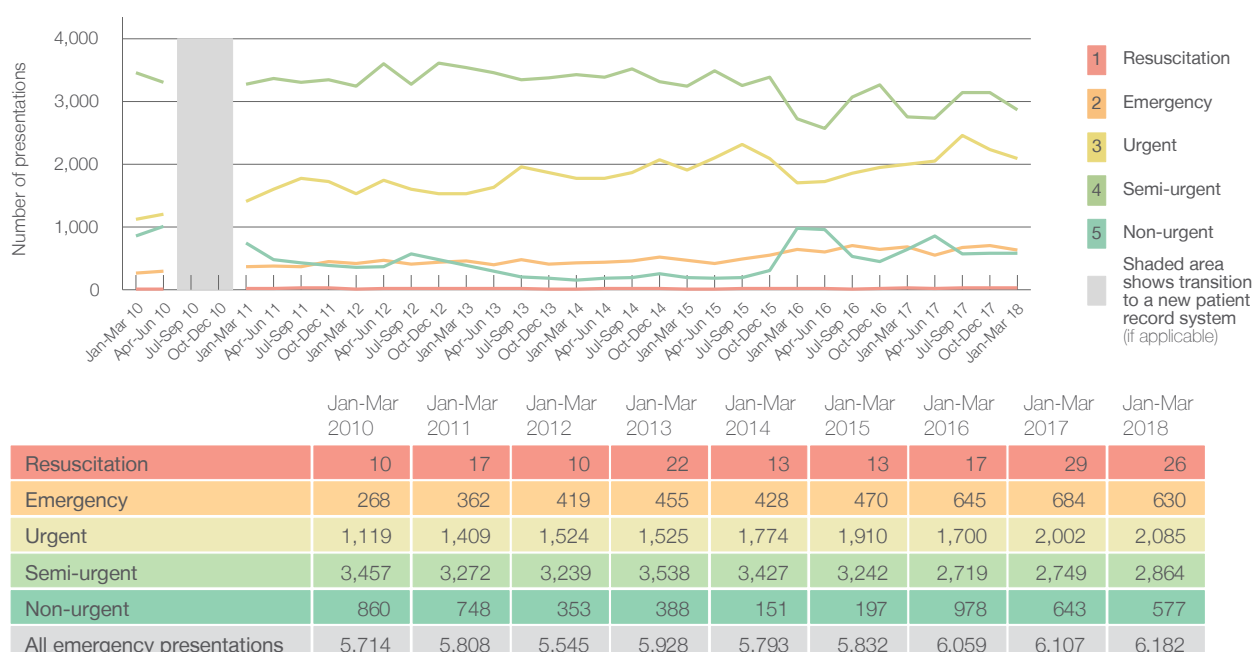
January to March 2018

All presentations:¹ 6,261 patients

Emergency presentations² by triage category: 6,182 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Bathurst Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 922 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.

Bathurst Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 630

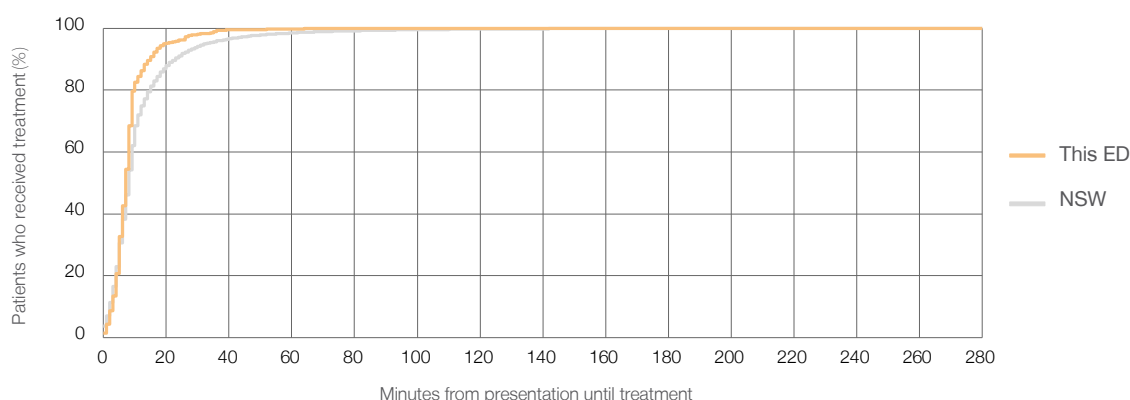
Number of triage 2 patients used to calculate waiting time:³ 627

Median time to start treatment⁴ 7 minutes

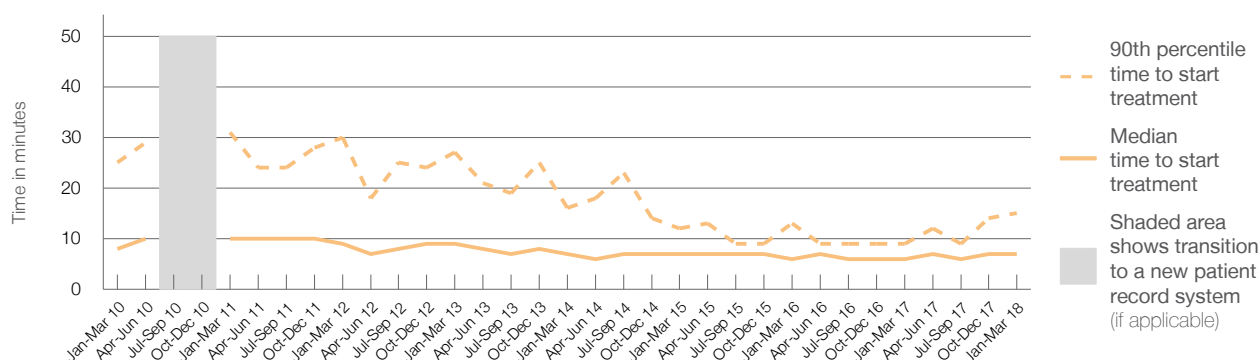
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
684	684
6 minutes	8 minutes
9 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	8	10	9	9	7	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)	25	31	30	27	16	12	13	9	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.

Bathurst Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 2,085

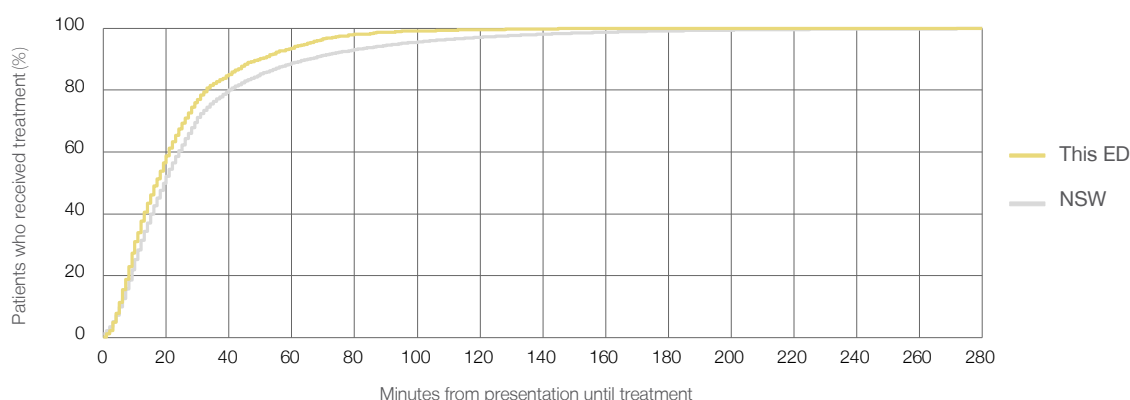
Number of triage 3 patients used to calculate waiting time:³ 2,071

Median time to start treatment⁴ 17 minutes

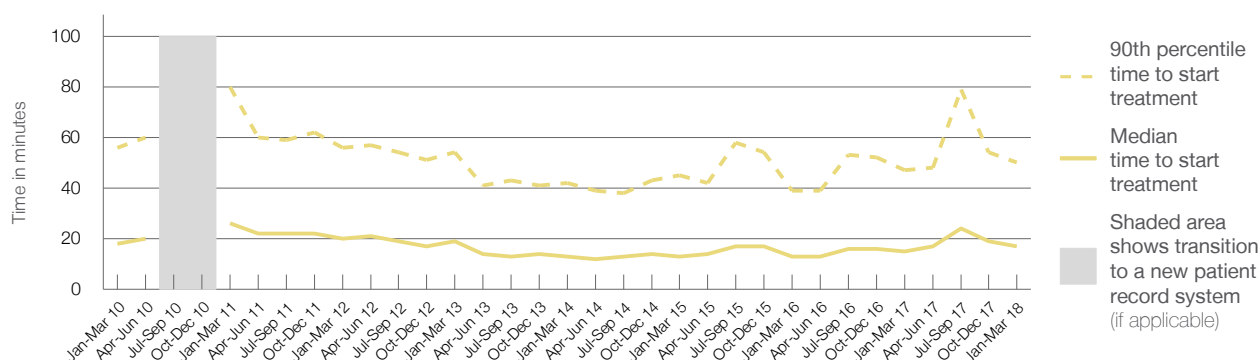
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
2,002	1,979
15 minutes	20 minutes
47 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	18	26	20	19	13	13	13	15	17
90th percentile time to start treatment ⁵ (minutes)	56	80	56	54	42	45	39	47	50

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

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Bathurst Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,864

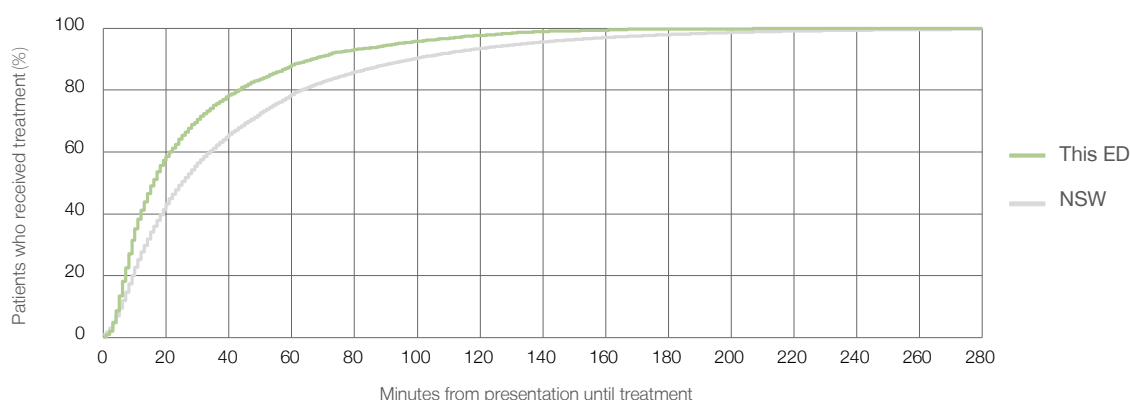
Number of triage 4 patients used to calculate waiting time:³ 2,811

Median time to start treatment⁴ 16 minutes

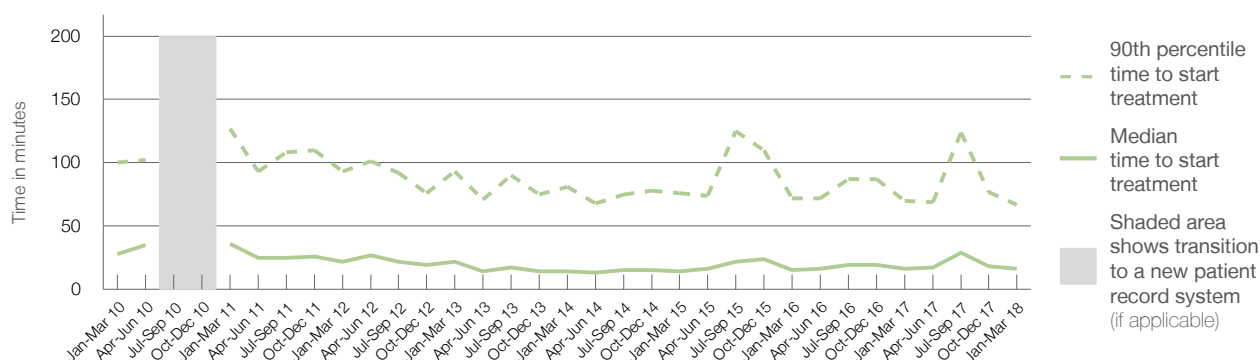
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
2,749	
2,638	
16 minutes	25 minutes
70 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	28	36	22	22	14	14	15	16	16
90th percentile time to start treatment ⁵ (minutes)	100	127	93	93	81	76	72	70	67

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Bathurst Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 577

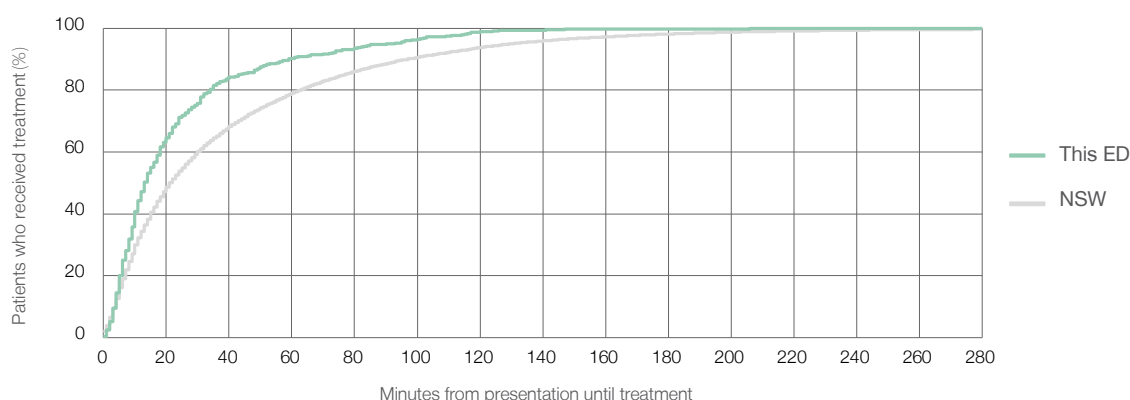
Number of triage 5 patients used to calculate waiting time:³ 560

Median time to start treatment⁴ 13 minutes

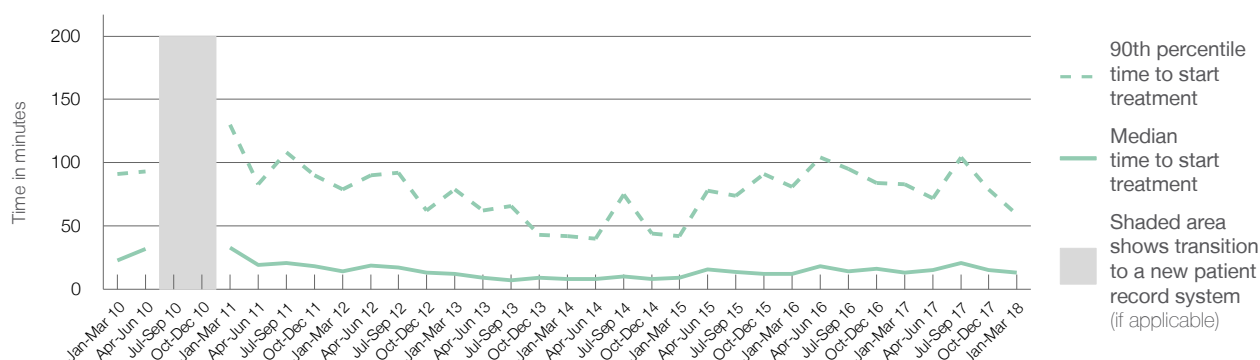
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
643	
575	
13 minutes	22 minutes
83 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	23	33	14	12	8	9	12	13	13
90th percentile time to start treatment ⁵ (minutes)	91	130	79	79	42	42	81	83	59

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

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Bathurst Health Service: Time patients spent in the ED

January to March 2018

All presentations:¹ 6,261 patients

Presentations used to calculate time to leaving the ED:⁶ 6,260 patients

Median time spent in the ED⁸

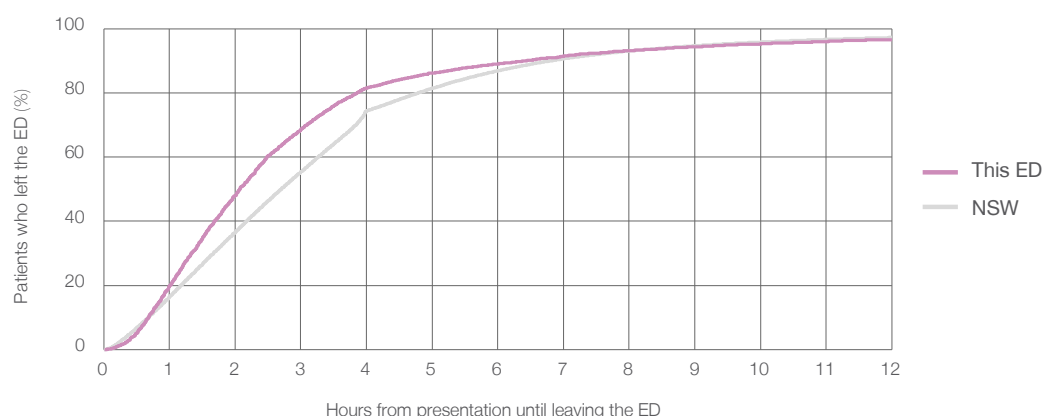
2 hours and 5 minutes

90th percentile time spent in the ED⁹

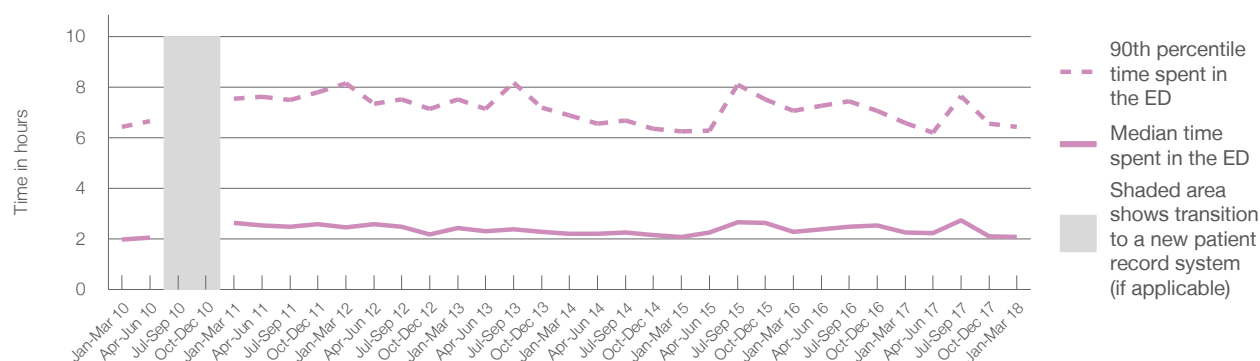
6 hours and 26 minutes

Same period last year	NSW (this period)
6,185	6,185
2 hours and 15 minutes	2 hours and 42 minutes
6 hours and 35 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 59m	2h 39m	2h 29m	2h 27m	2h 12m	2h 5m	2h 17m	2h 15m	2h 5m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 26m	7h 33m	8h 9m	7h 31m	6h 54m	6h 16m	7h 5m	6h 35m	6h 26m

(†) 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.

Bathurst Health Service: Time patients spent in the ED

By mode of separation

January to March 2018

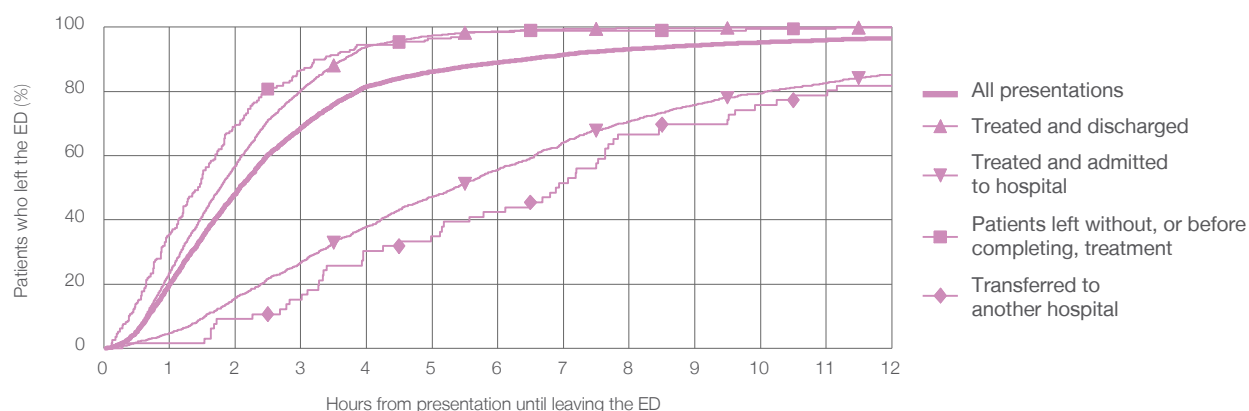
All presentations:[†] 6,261 patients

Presentations used to calculate time to leaving the ED:[‡] 6,260 patients

Treated and discharged	4,668 (74.6%)
Treated and admitted to hospital	1,304 (20.8%)
Patient left without, or before completing, treatment	197 (3.1%)
Transferred to another hospital	66 (1.1%)
Other	26 (0.4%)

Same period last year	Change since one year ago
6,185	1%
4,598	1.5%
1,162	12.2%
318	-38.1%
96	-31.3%
11	136.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	23.5%	56.8%	80.3%	94.0%	98.7%	99.6%	99.9%	99.9%
Treated and admitted to hospital	4.7%	15.6%	26.8%	37.9%	55.6%	70.6%	79.4%	85.1%
Patient left without, or before completing, treatment	35.5%	69.5%	86.8%	94.4%	98.5%	99.0%	99.5%	100%
Transferred to another hospital	1.5%	9.1%	15.2%	30.3%	42.4%	66.7%	75.8%	81.8%
All presentations	19.9%	48.1%	68.6%	81.5%	89.0%	93.1%	95.2%	96.6%

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Bathurst Health Service: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 6,261 patients

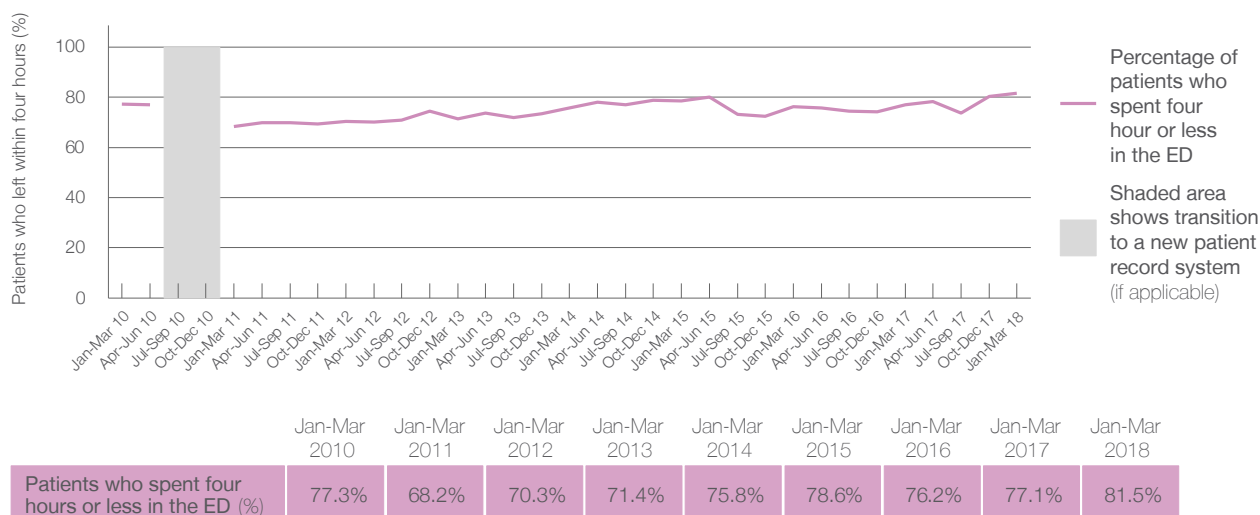
Presentations used to calculate time to leaving the ED: ⁶ 6,260 patients

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



Same period last year	Change since one year ago
6,185	1%
6,185	1%
77.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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 presentations at the emergency department (ED).
 2. All presentations 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 2018*.
 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 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.
 6. All presentations 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 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Cowra Health Service: Emergency department (ED) overview

January to March 2018

All presentations:¹ 1,720 patients

Emergency presentations:² 1,675 patients

Same period last year	Change since one year ago
1,863	-8%
1,796	-7%

Cowra Health Service: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 230 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 437 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 748 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 54 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 249 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
167	
6 minutes	8 minutes
17 minutes	23 minutes
454	
8 minutes	20 minutes
31 minutes	65 minutes
861	
8 minutes	25 minutes
25 minutes	98 minutes
308	
7 minutes	22 minutes
45 minutes	97 minutes

Cowra Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 1,720 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
1,861	-8%
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 2018*.
4. 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.
5. 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.
6. 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.

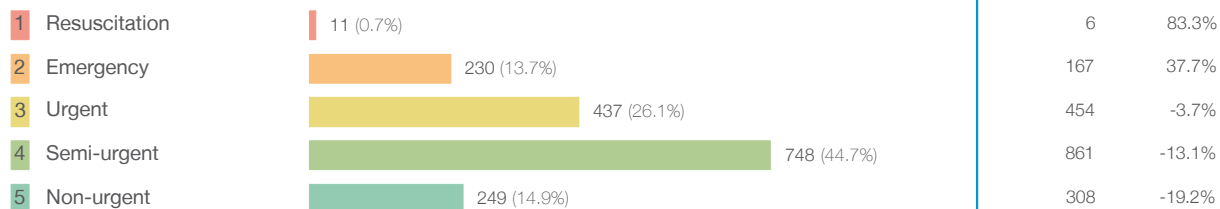
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Cowra Health Service: Patients presenting to the emergency department

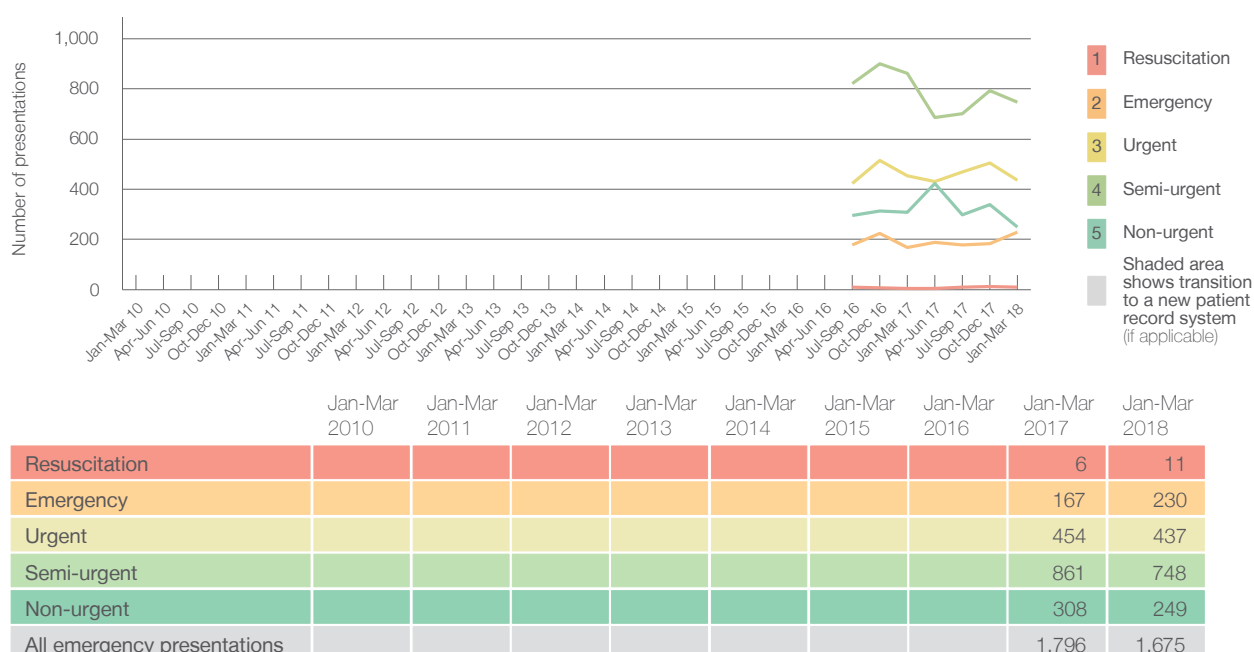
January to March 2018

All presentations:¹ 1,720 patients

Emergency presentations² by triage category: 1,675 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{† §}



Cowra Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 252 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.

(§) 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.

Cowra Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 230

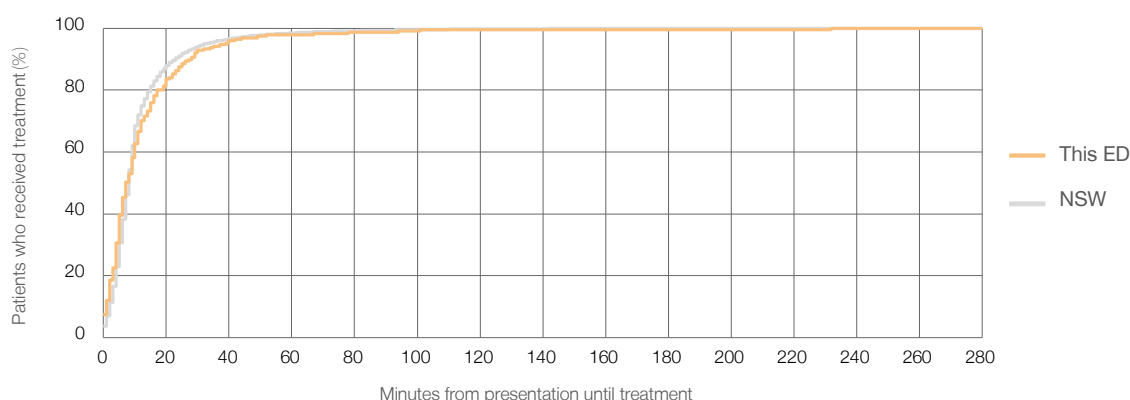
Number of triage 2 patients used to calculate waiting time:³ 225

Median time to start treatment⁴ 7 minutes

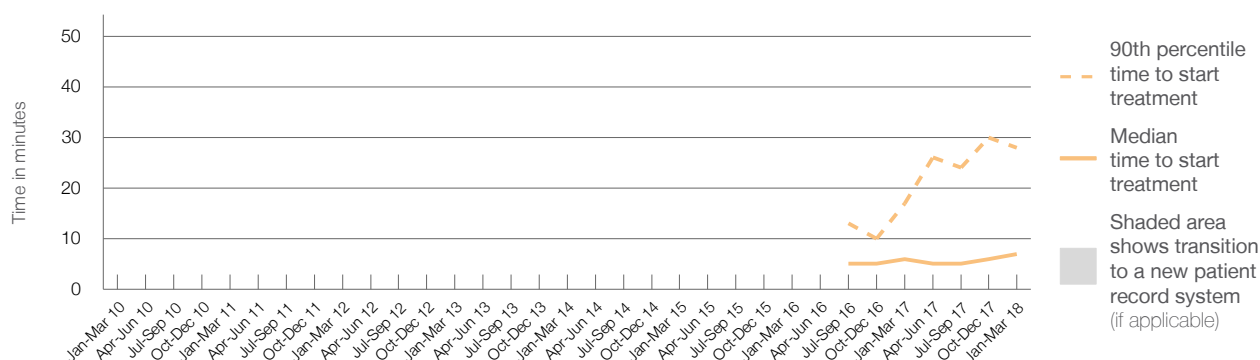
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
167	
162	
6 minutes	8 minutes
17 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								6	7
90th percentile time to start treatment ⁵ (minutes)								17	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.

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Cowra Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 437

Number of triage 3 patients used to calculate waiting time:³ 424

Median time to start treatment⁴

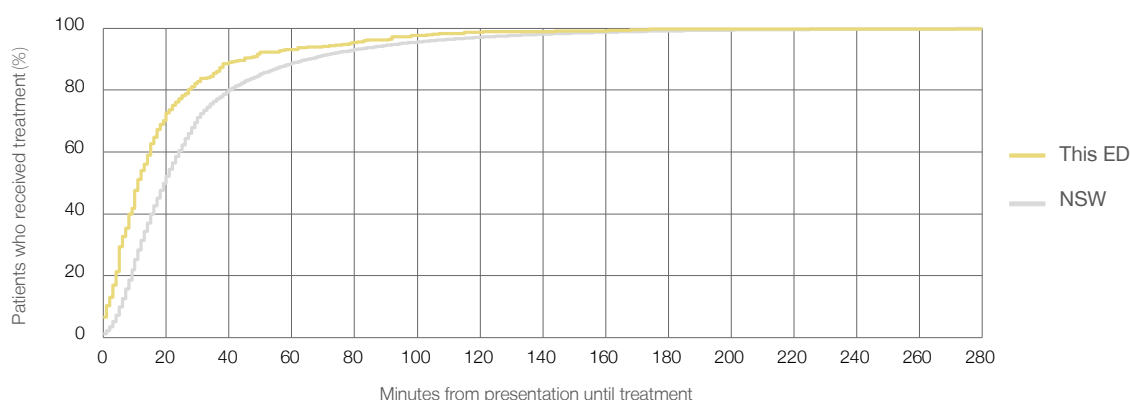
11 minutes

90th percentile time to start treatment⁵

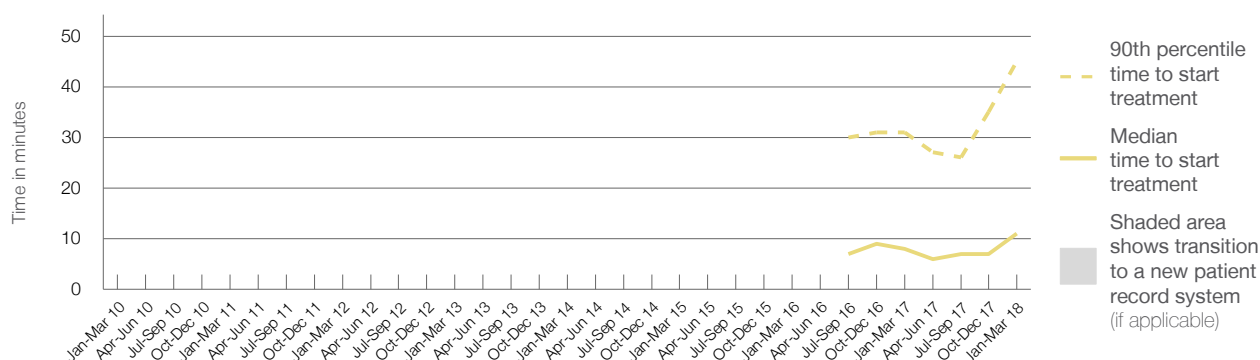
45 minutes

Same period last year	NSW (this period)
454	
444	
8 minutes	20 minutes
31 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								8	11
90th percentile time to start treatment ⁵ (minutes)								31	45

(†) 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.

Cowra Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 748

Number of triage 4 patients used to calculate waiting time:³ 702

Median time to start treatment⁴

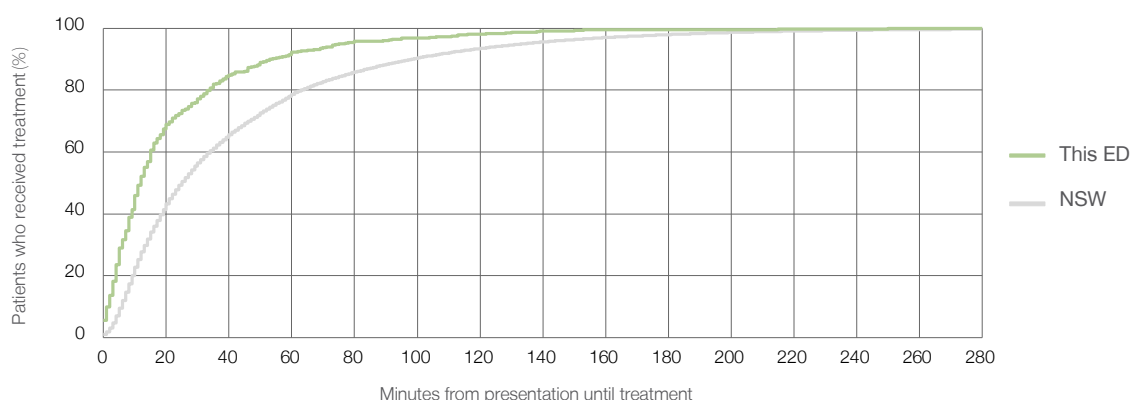
12 minutes

90th percentile time to start treatment⁵

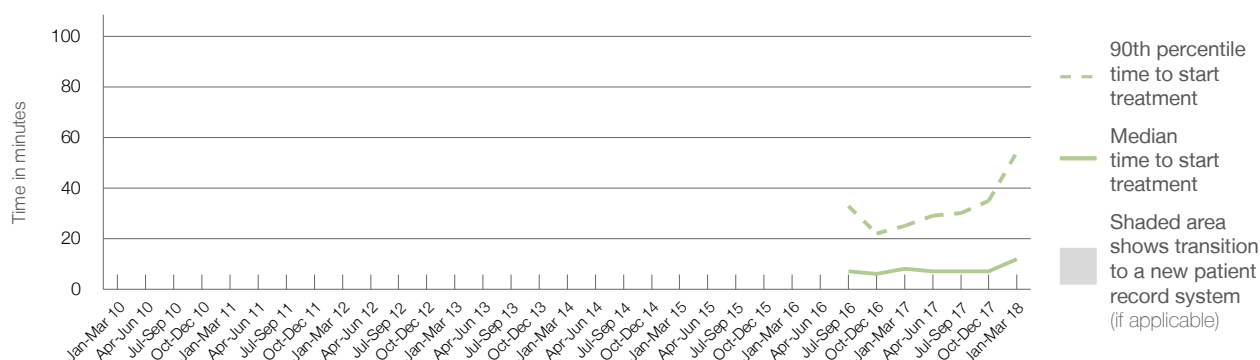
54 minutes

Same period last year	NSW (this period)
861	
813	
8 minutes	25 minutes
25 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								8	12
90th percentile time to start treatment ⁵ (minutes)								25	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.

(§) 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.

Cowra Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 249

Number of triage 5 patients used to calculate waiting time:³ 210

Median time to start treatment⁴

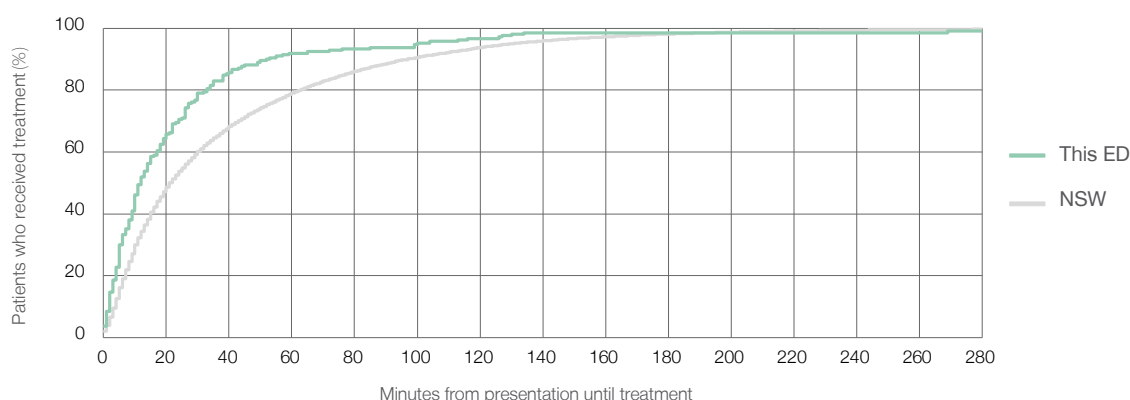
12 minutes

90th percentile time to start treatment⁵

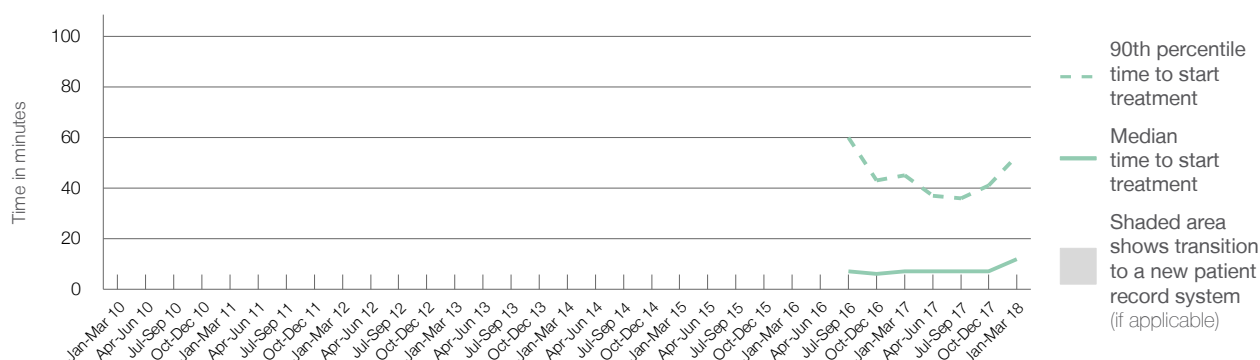
53 minutes

Same period last year	NSW (this period)
308	
278	
7 minutes	22 minutes
45 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)								7	12
90th percentile time to start treatment ⁵ (minutes)								45	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.

(§) 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.

Cowra Health Service: Time patients spent in the ED

January to March 2018

All presentations:¹ 1,720 patients

Presentations used to calculate time to leaving the ED:⁶ 1,720 patients

Median time spent in the ED⁸

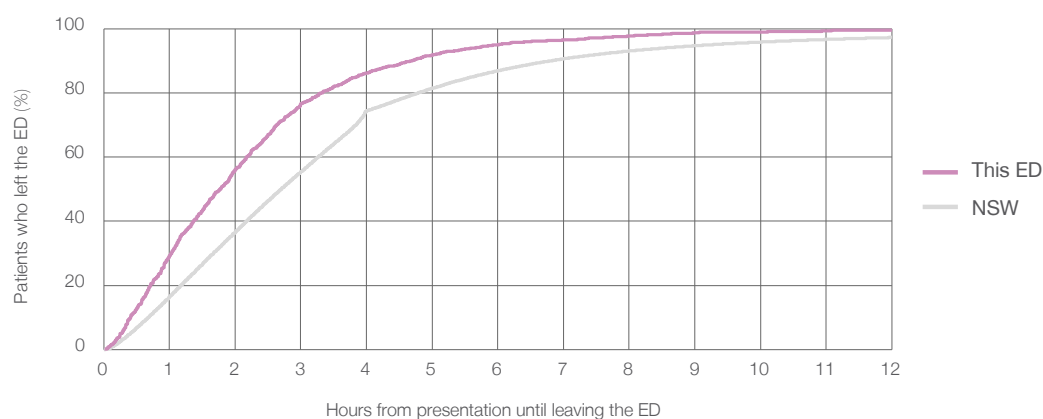
1 hours and 46 minutes

90th percentile time spent in the ED⁹

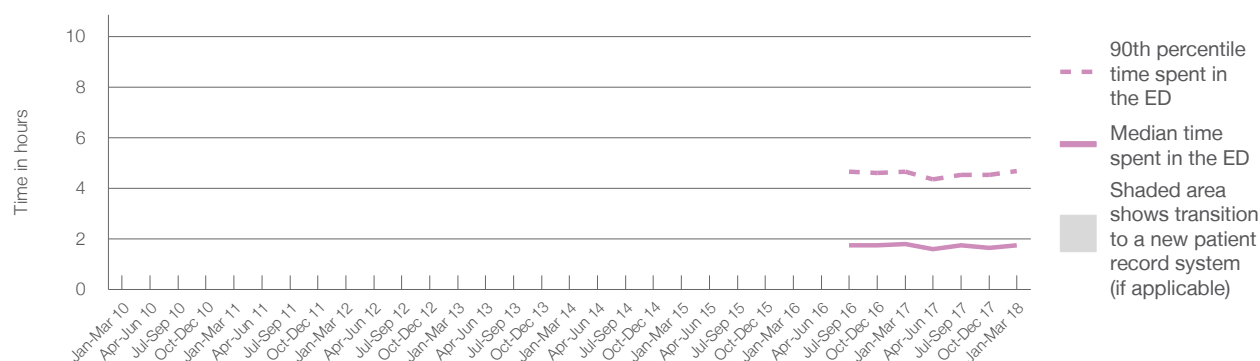
4 hours and 41 minutes

Same period last year	NSW (this period)
1,863	
1,861	
1 hours and 48 minutes	2 hours and 42 minutes
4 hours and 40 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)								1h 48m	1h 46m
90th percentile time spent in the ED ⁹ (hours, minutes)								4h 40m	4h 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.

(§) 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.

Cowra Health Service: Time patients spent in the ED

By mode of separation

January to March 2018

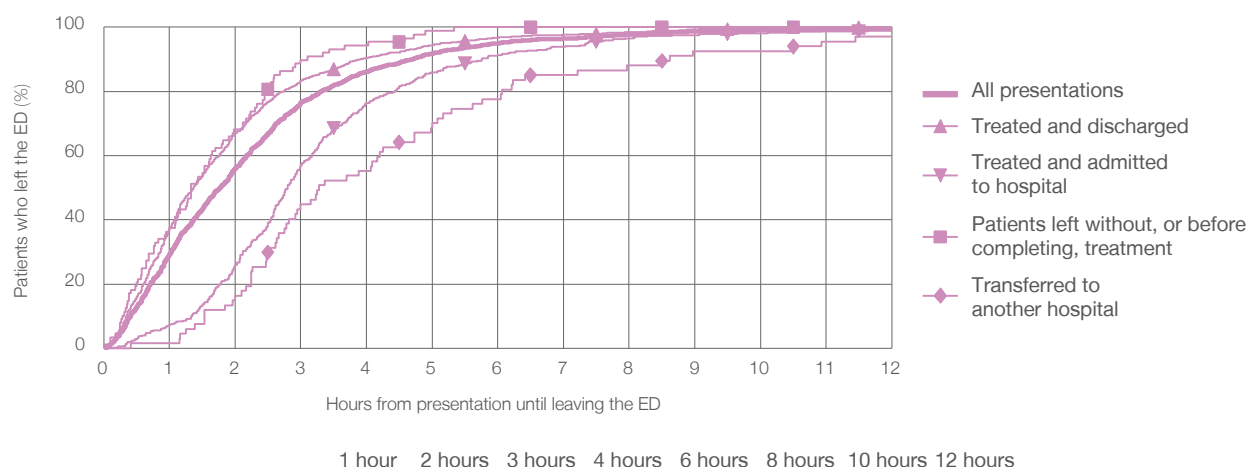
All presentations:[†] 1,720 patients

Presentations used to calculate time to leaving the ED:[‡] 1,720 patients

Treated and discharged	1,191 (69.2%)
Treated and admitted to hospital	372 (21.6%)
Patient left without, or before completing, treatment	88 (5.1%)
Transferred to another hospital	67 (3.9%)
Other	2 (0.1%)

Same period last year	Change since one year ago
1,861	-8%
1,400	-14.9%
314	18.5%
80	10.0%
63	6.3%
6	-66.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



Treated and discharged	37.2%	67.0%	83.4%	90.4%	96.7%	98.4%	99.6%	99.8%
Treated and admitted to hospital	7.3%	25.8%	57.0%	76.3%	91.4%	96.5%	98.1%	98.9%
Patient left without, or before completing, treatment	37.5%	68.2%	89.8%	94.3%	100%	100%	100%	100%
Transferred to another hospital	1.5%	16.4%	44.8%	55.2%	77.6%	88.1%	92.5%	97.0%
All presentations	29.4%	56.2%	76.5%	86.2%	95.0%	97.7%	99.0%	99.5%

(†) 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.

Cowra Health Service: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 1,720 patients

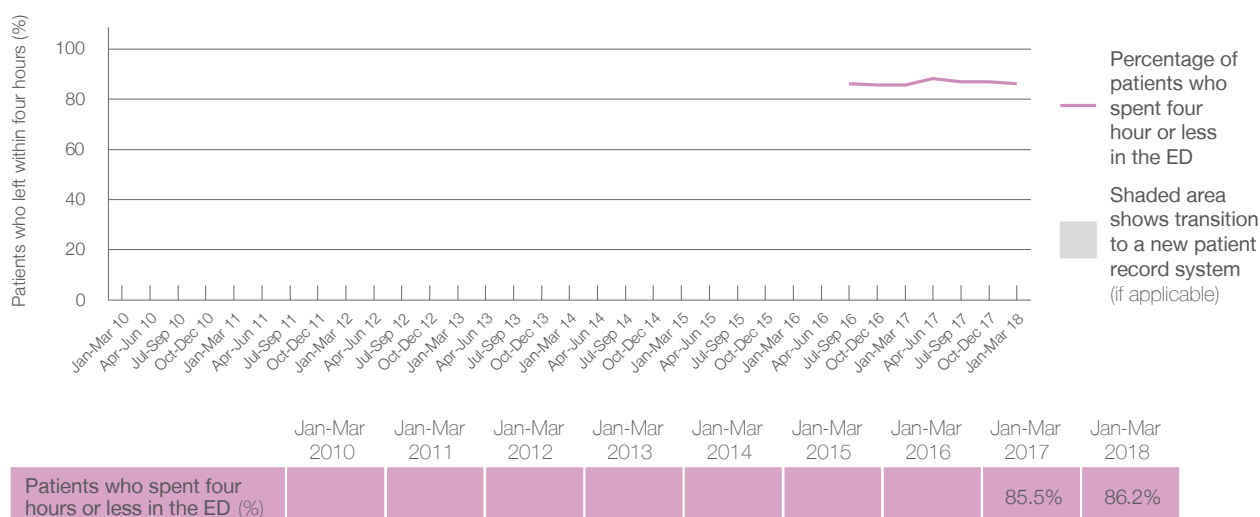
Presentations used to calculate time to leaving the ED: ⁶ 1,720 patients

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



Same period last year	Change since one year ago
1,863	-8%
1,861	-8%
85.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * 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*.
 - § 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*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations 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 2018*.
 - 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 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.
 - 6. All presentations 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 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Dubbo Base Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 8,085 patients

Emergency presentations:² 7,641 patients

Same period last year	Change since one year ago
8,178	-1%
7,797	-2%

Dubbo Base Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 920 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,711 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,256 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 86 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 727 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
931	
9 minutes	8 minutes
20 minutes	23 minutes
2,756	
24 minutes	20 minutes
76 minutes	65 minutes
3,064	
28 minutes	25 minutes
111 minutes	98 minutes
1,013	
28 minutes	22 minutes
120 minutes	97 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 8,083 patients

Percentage of patients who spent four hours or less in the ED 73%

Same period last year	Change since one year ago
8,177	-1%
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 2018*.
4. 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.
5. 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.
6. 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.

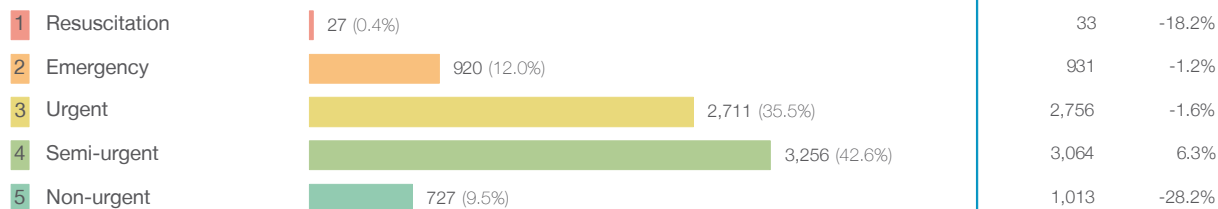
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Dubbo Base Hospital: Patients presenting to the emergency department

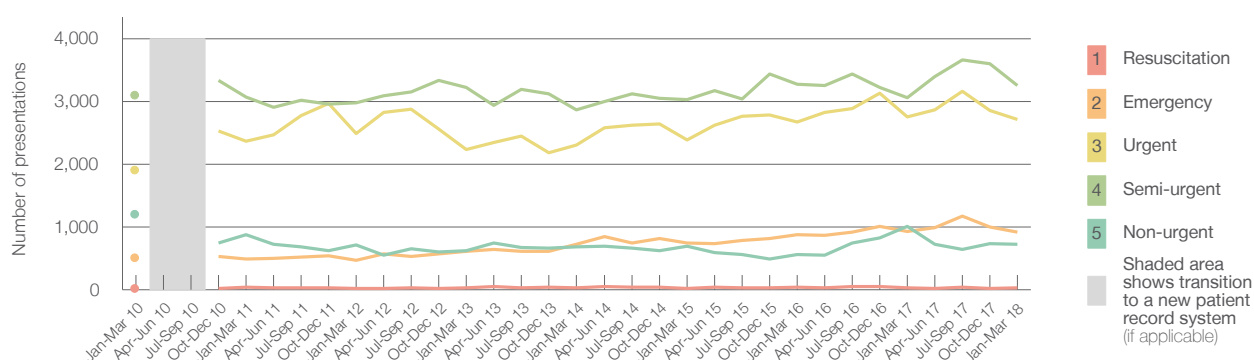
January to March 2018

All presentations:¹ 8,085 patients

Emergency presentations² by triage category: 7,641 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	22	35	23	27	25	24	39	33	27
Emergency	505	490	467	615	724	744	878	931	920
Urgent	1,904	2,369	2,488	2,229	2,302	2,388	2,670	2,756	2,711
Semi-urgent	3,100	3,068	2,974	3,226	2,869	3,027	3,275	3,064	3,256
Non-urgent	1,205	877	717	620	678	689	562	1,013	727
All emergency presentations	6,736	6,839	6,669	6,717	6,598	6,872	7,424	7,797	7,641

Dubbo Base Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,433 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 920

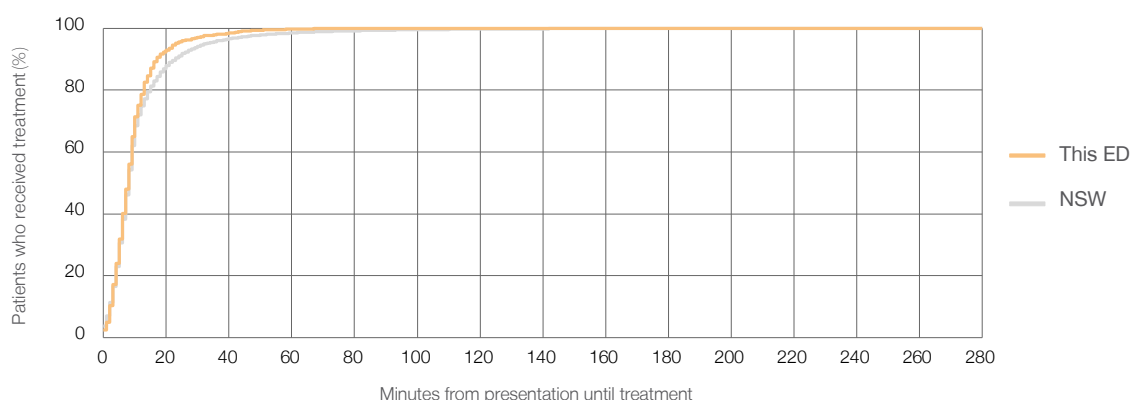
Number of triage 2 patients used to calculate waiting time: ³ 917

Median time to start treatment ⁴ 8 minutes

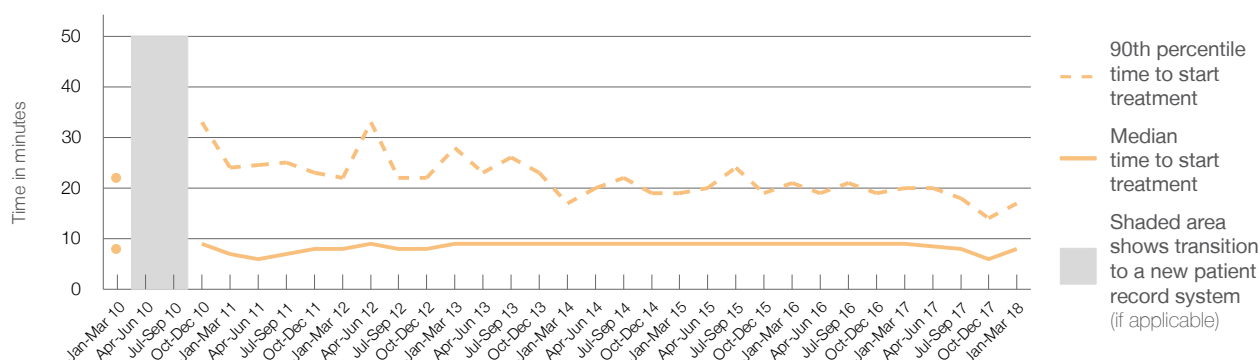
90th percentile time to start treatment ⁵ 17 minutes

Same period last year	NSW (this period)
931	
925	
9 minutes	8 minutes
20 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	8	7	8	9	9	9	9	9	8
90th percentile time to start treatment ⁵ (minutes)	22	24	22	28	17	19	21	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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 2,711

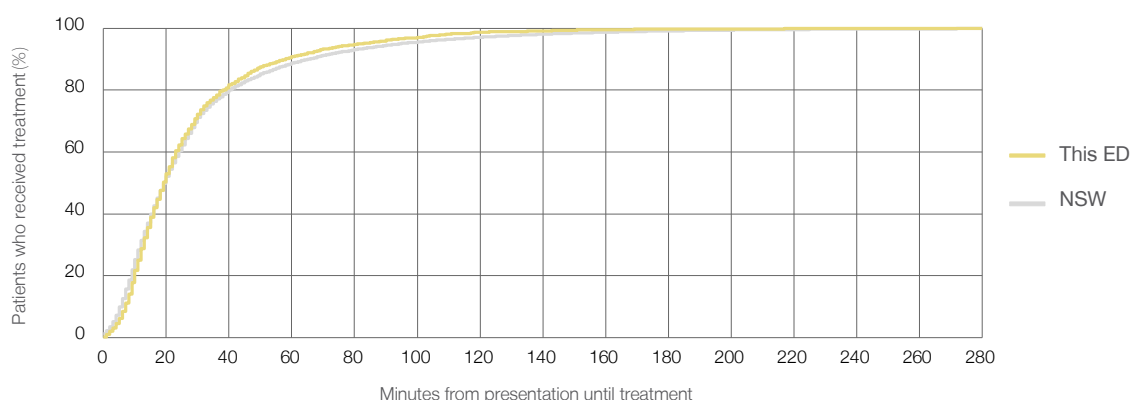
Number of triage 3 patients used to calculate waiting time:³ 2,689

Median time to start treatment⁴ 19 minutes

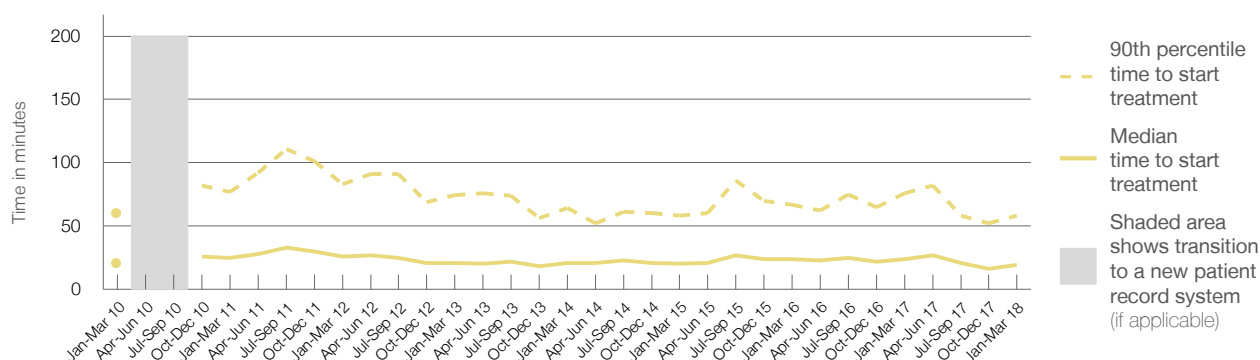
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
2,756	
2,685	
24 minutes	20 minutes
76 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	21	25	26	21	21	20	24	24	19
90th percentile time to start treatment ⁵ (minutes)	60	77	83	75	64	58	67	76	58

(†) 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 patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 3,256

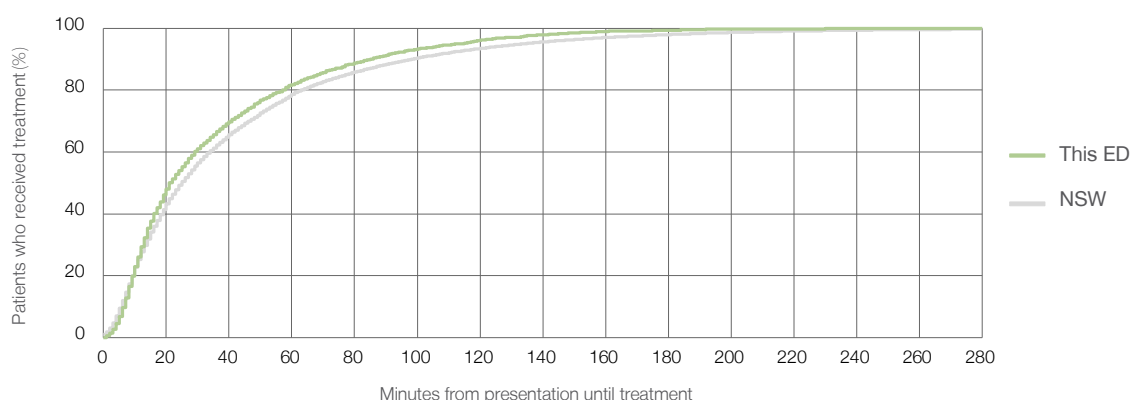
Number of triage 4 patients used to calculate waiting time:³ 3,150

Median time to start treatment⁴ 22 minutes

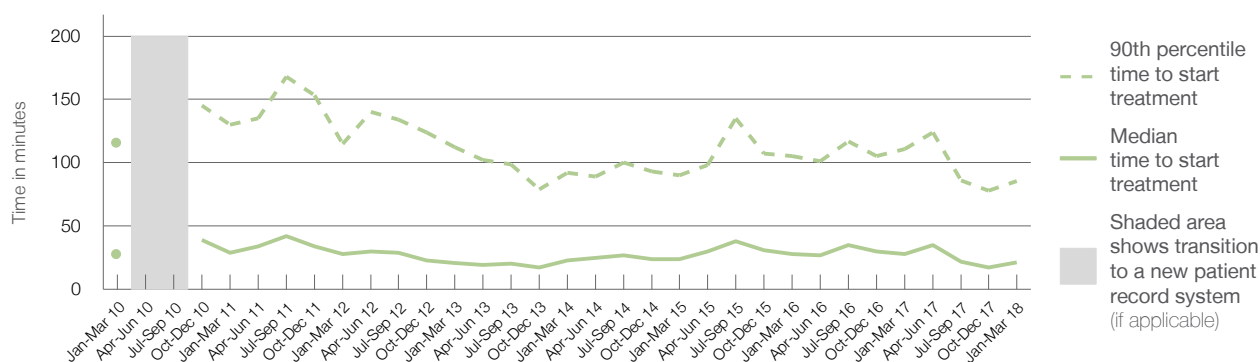
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
3,064	
2,835	
28 minutes	25 minutes
111 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	28	29	28	21	23	24	28	28	22
90th percentile time to start treatment ⁵ (minutes)	116	130	115	113	92	90	105	111	86

(†) 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 patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 727

Number of triage 5 patients used to calculate waiting time:³ 663

Median time to start treatment⁴

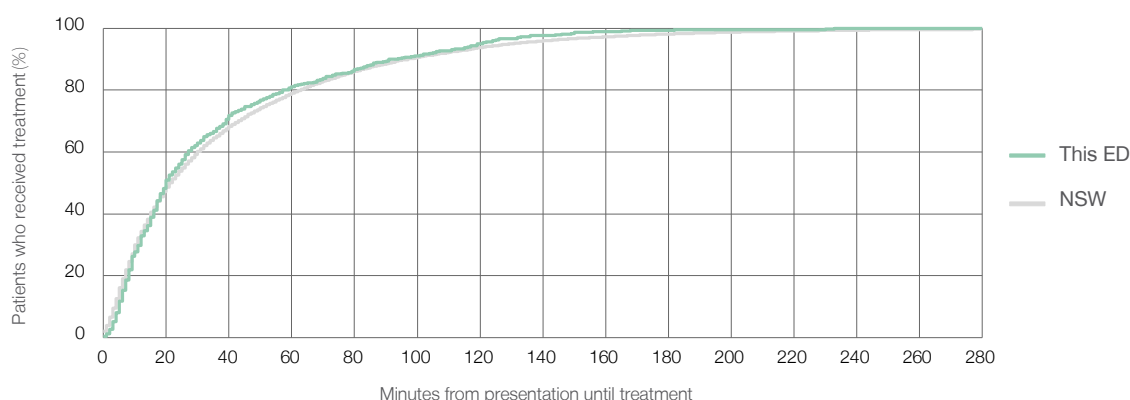
20 minutes

90th percentile time to start treatment⁵

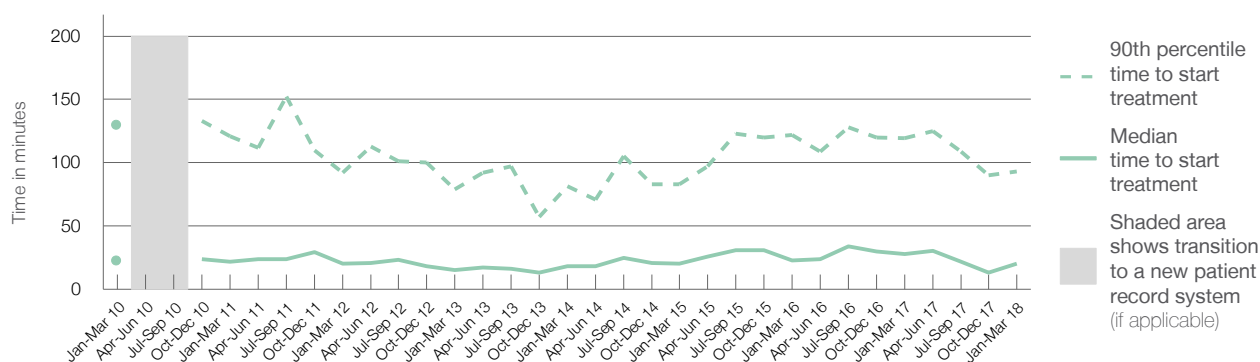
93 minutes

Same period last year	NSW (this period)
1,013	
850	
28 minutes	22 minutes
120 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	23	22	20	15	18	20	23	28	20
90th percentile time to start treatment ⁵ (minutes)	130	121	92	79	82	83	122	120	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 patients spent in the ED

January to March 2018

All presentations:¹ 8,085 patients

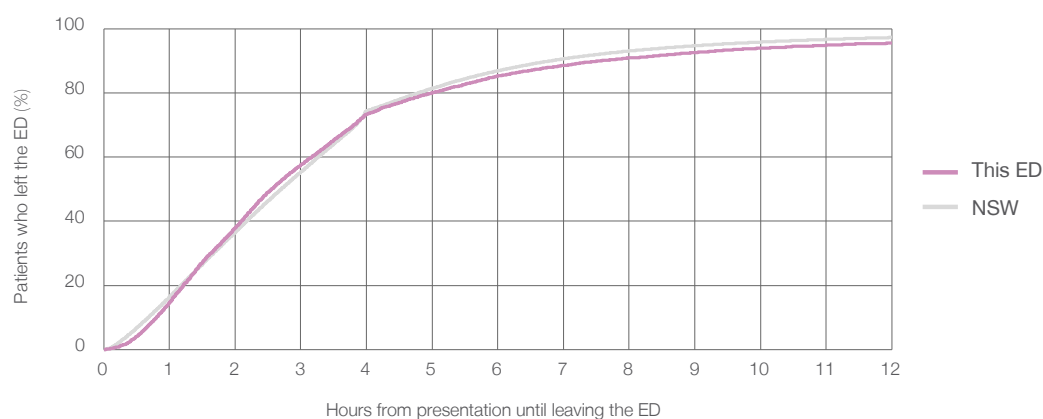
Presentations used to calculate time to leaving the ED:⁶ 8,083 patients

Median time spent in the ED⁸ 2 hours and 34 minutes

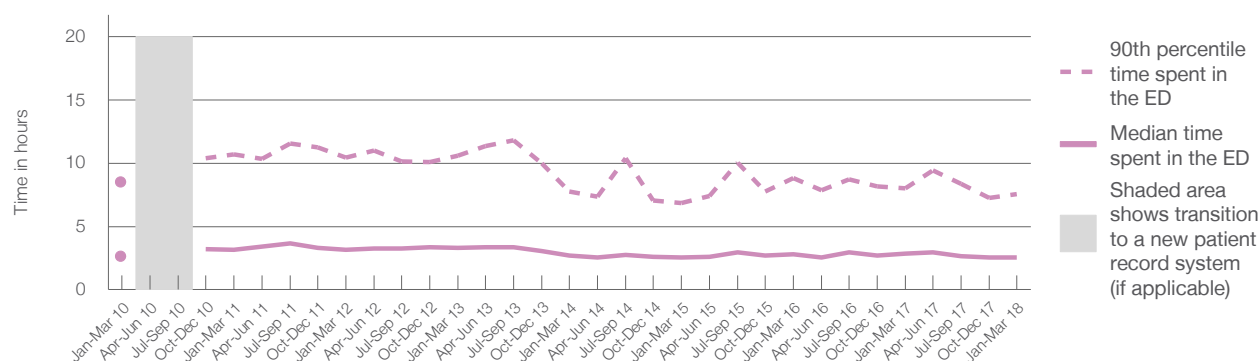
90th percentile time spent in the ED⁹ 7 hours and 34 minutes

Same period last year	NSW (this period)
8,178	
8,177	
2 hours and 51 minutes	2 hours and 42 minutes
8 hours and 0 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 40m	3h 8m	3h 8m	3h 18m	2h 43m	2h 33m	2h 48m	2h 51m	2h 34m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 30m	10h 42m	10h 27m	10h 36m	7h 46m	6h 50m	8h 48m	8h 0m	7h 34m

(†) 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 patients spent in the ED

By mode of separation

January to March 2018

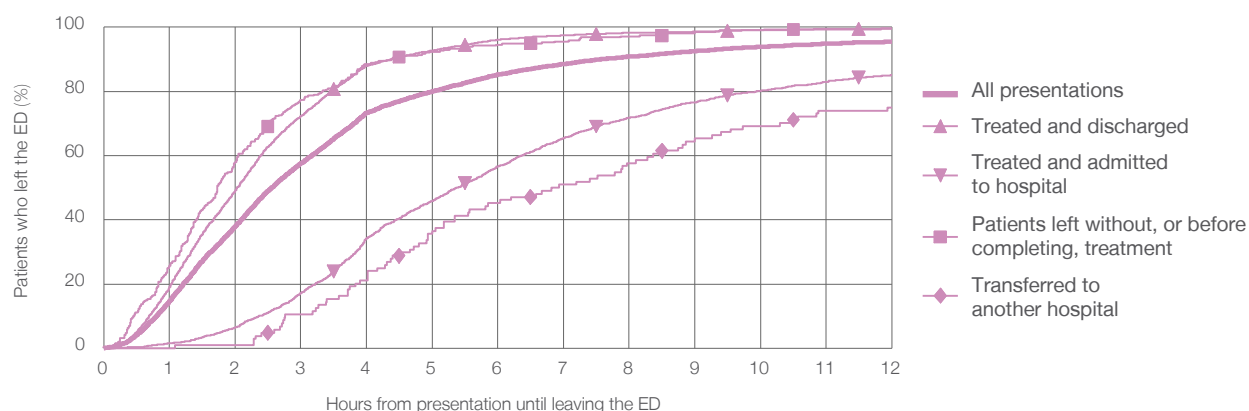
All presentations:[†] 8,085 patients

Presentations used to calculate time to leaving the ED:[‡] 8,083 patients

Treated and discharged	5,582 (69.0%)
Treated and admitted to hospital	2,067 (25.6%)
Patient left without, or before completing, treatment	314 (3.9%)
Transferred to another hospital	104 (1.3%)
Other	18 (0.2%)

Same period last year	Change since one year ago
8,177	-1%
5,465	2.1%
2,022	2.2%
536	-41.4%
126	-17.5%
29	-37.9%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	19.2%	49.3%	72.3%	87.9%	96.1%	98.2%	99.2%	99.5%
Treated and admitted to hospital	1.5%	6.5%	17.2%	34.3%	56.7%	71.8%	80.1%	85.1%
Patient left without, or before completing, treatment	25.8%	58.0%	77.4%	88.5%	94.6%	97.1%	99.0%	99.7%
Transferred to another hospital	0%	1.0%	10.6%	21.2%	45.2%	57.7%	69.2%	75.0%
All presentations	14.7%	38.1%	57.6%	73.3%	85.3%	90.9%	93.9%	95.5%

(†) 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 spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 8,085 patients

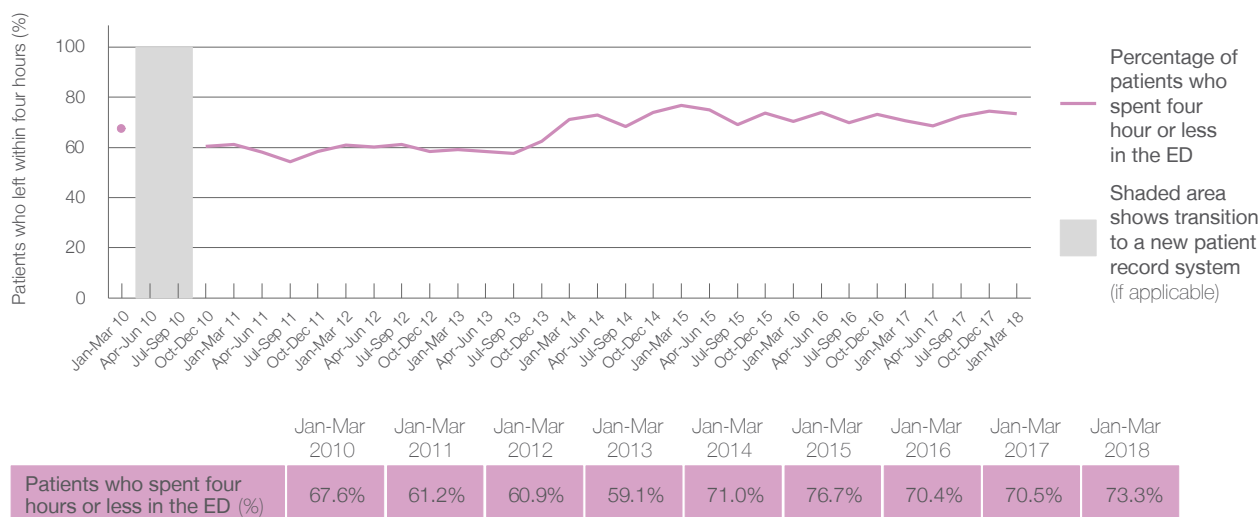
Presentations used to calculate time to leaving the ED: ⁶ 8,083 patients

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



Same period last year	Change since one year ago
8,178	-1%
8,177	-1%
70.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



* 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 presentations at the emergency department (ED).
2. All presentations 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 2018*.
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 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.
6. All presentations 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 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 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Lachlan Health Service - Forbes: Emergency department (ED) overview

January to March 2018

All presentations:¹ 1,664 patients

Emergency presentations:² 1,477 patients

Same period last year	Change since one year ago
1,788	-7%
1,615	-9%

Lachlan Health Service - Forbes: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 88 patients

Median time to start treatment⁴  6 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 305 patients

Median time to start treatment⁴  16 minutes

90th percentile time to start treatment⁵  55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 565 patients

Median time to start treatment⁴  23 minutes

90th percentile time to start treatment⁵  78 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 514 patients

Median time to start treatment⁴  16 minutes

90th percentile time to start treatment⁵  71 minutes

Same period last year	NSW (this period)
81	
5 minutes	8 minutes
*	23 minutes
223	
11 minutes	20 minutes
35 minutes	65 minutes
507	
21 minutes	25 minutes
76 minutes	98 minutes
804	
21 minutes	22 minutes
109 minutes	97 minutes

Lachlan Health Service - Forbes: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 1,664 patients

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



Same period last year	Change since one year ago
1,788	-7%
88%	

* 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 2018*.
4. 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.
5. 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.
6. 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.

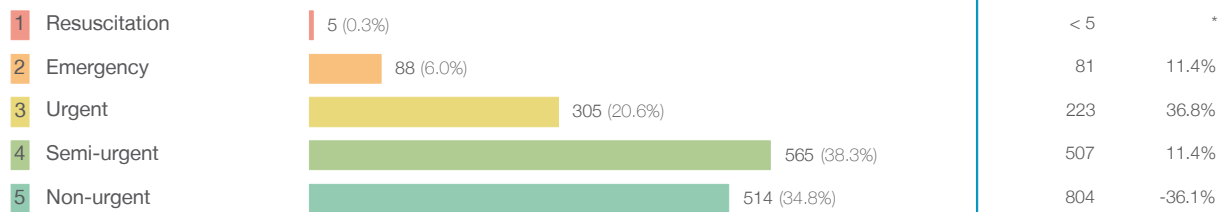
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Lachlan Health Service - Forbes: Patients presenting to the emergency department

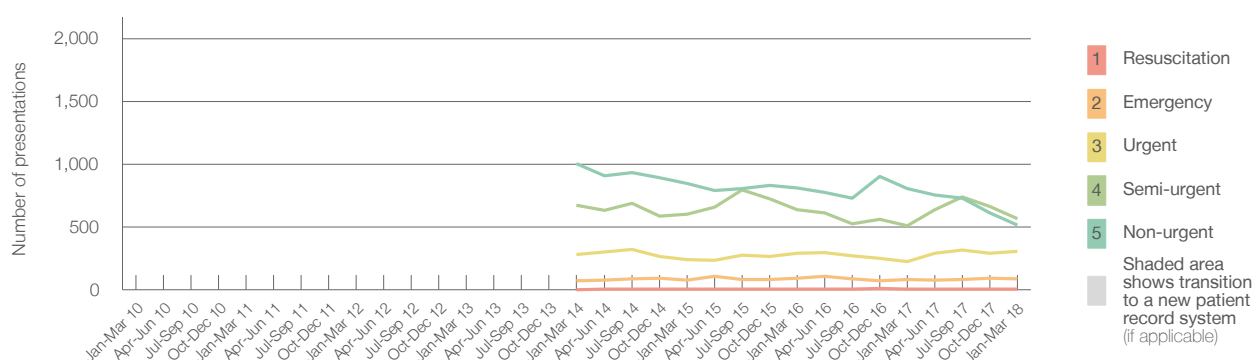
January to March 2018

All presentations:¹ 1,664 patients

Emergency presentations² by triage category: 1,477 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{†§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation					0	6	< 5	< 5	5
Emergency					70	77	93	81	88
Urgent					279	240	291	223	305
Semi-urgent					671	603	636	507	565
Non-urgent					1,003	847	811	804	514
All emergency presentations					2,023	1,773	1,831	1,615	1,477

Lachlan Health Service - Forbes: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 174 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.

(§) 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 88

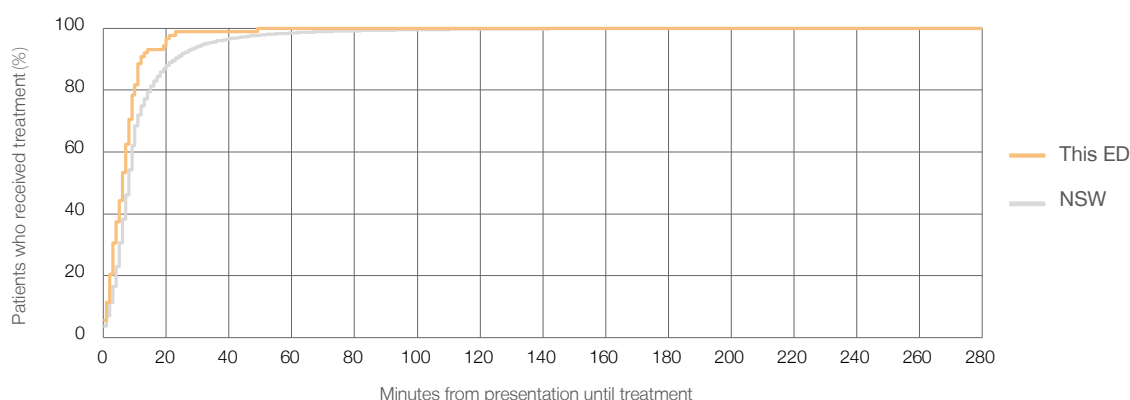
Number of triage 2 patients used to calculate waiting time: ³ 88

Median time to start treatment ⁴ 6 minutes

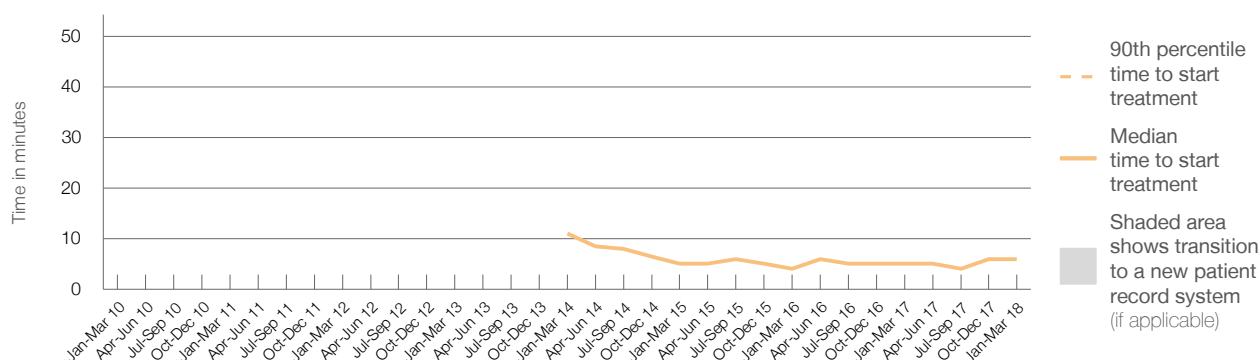
90th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
81	
79	
5 minutes	8 minutes
*	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					11	5	4	5	6
90th percentile time to start treatment 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.

(§) 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 305

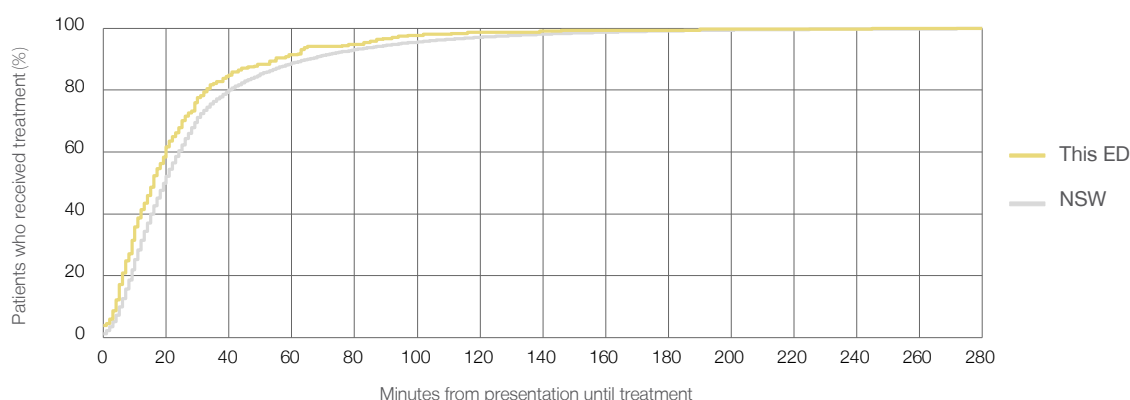
Number of triage 3 patients used to calculate waiting time:³ 302

Median time to start treatment⁴ 16 minutes

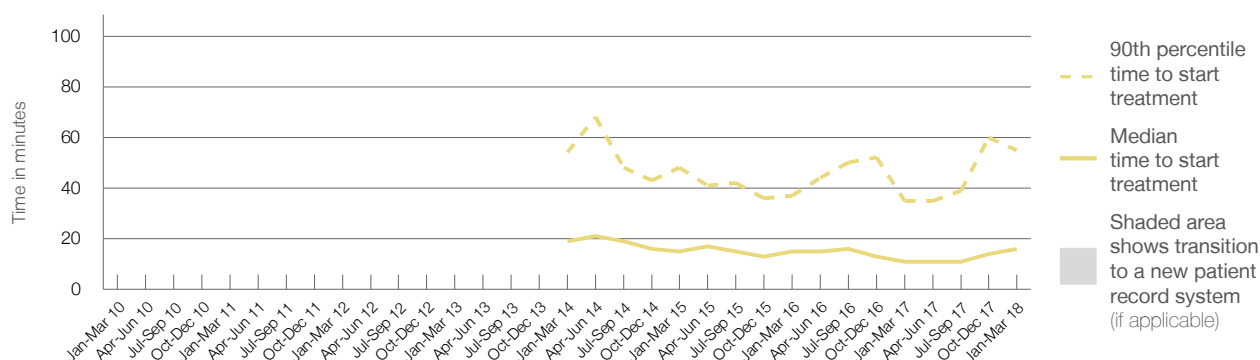
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
223	
221	
11 minutes	20 minutes
35 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					19	15	15	11	16
90th percentile time to start treatment ⁵ (minutes)					54	48	37	35	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.

(§) 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 565

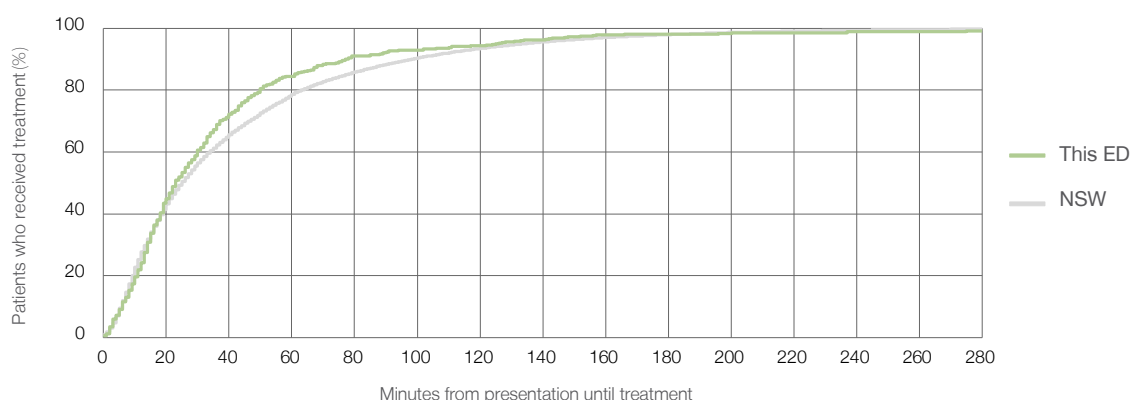
Number of triage 4 patients used to calculate waiting time:³ 555

Median time to start treatment⁴ 23 minutes

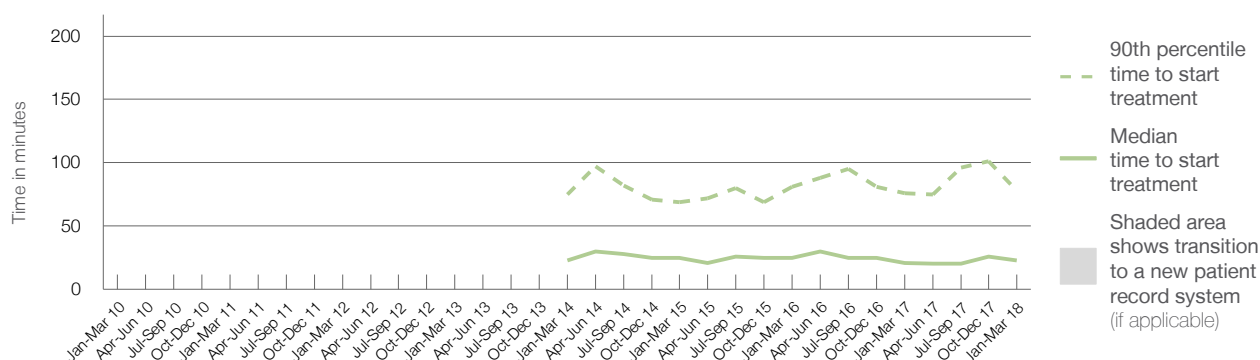
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
507	
491	
21 minutes	25 minutes
76 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					23	25	25	21	23
90th percentile time to start treatment ⁵ (minutes)					75	69	81	76	78

(†) 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 514

Number of triage 5 patients used to calculate waiting time: ³ 502

Median time to start treatment ⁴

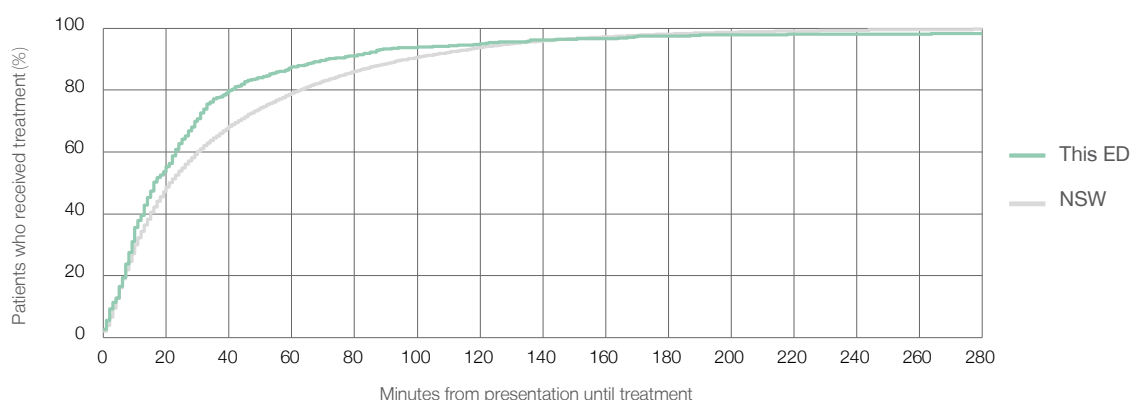
16 minutes

90th percentile time to start treatment ⁵

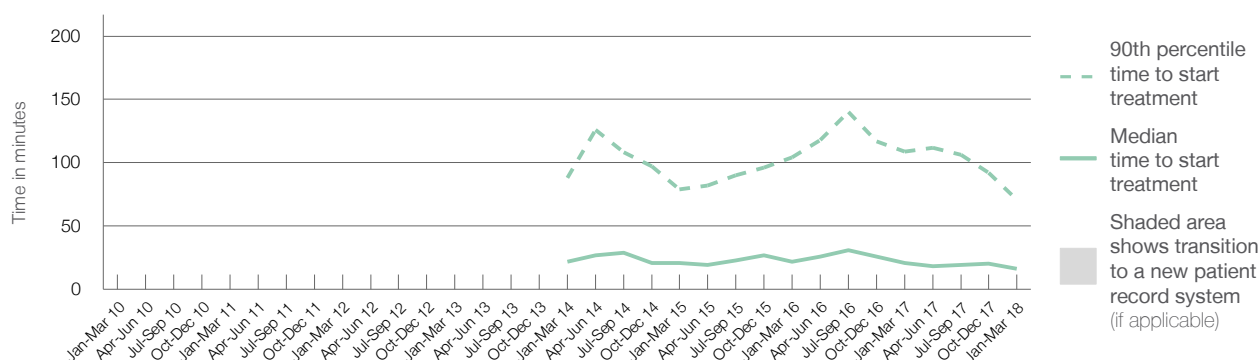
71 minutes

Same period last year	NSW (this period)
804	
773	
21 minutes	22 minutes
109 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 ^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					22	21	22	21	16
90th percentile time to start treatment ⁵ (minutes)					88	79	104	109	71

(†) 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.

Lachlan Health Service - Forbes: Time patients spent in the ED

January to March 2018

All presentations:¹ 1,664 patients

Presentations used to calculate time to leaving the ED:⁶ 1,664 patients

Median time spent in the ED⁸

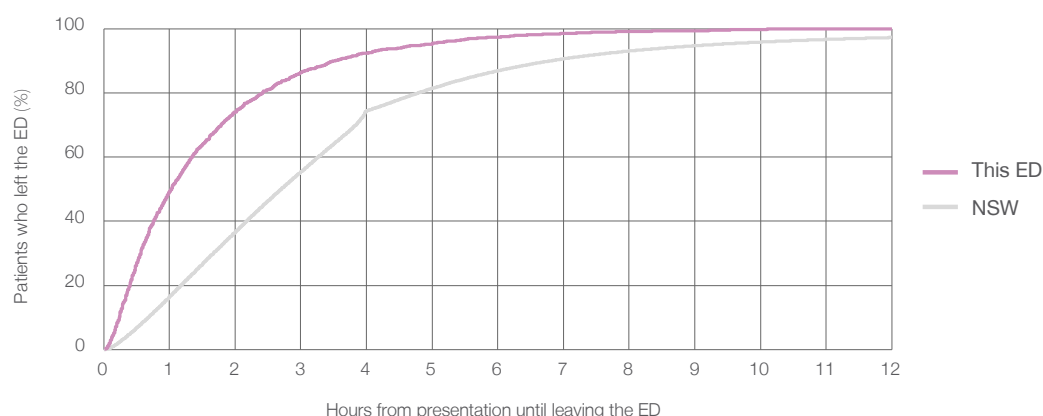
1 hours and 2 minutes

90th percentile time spent in the ED⁹

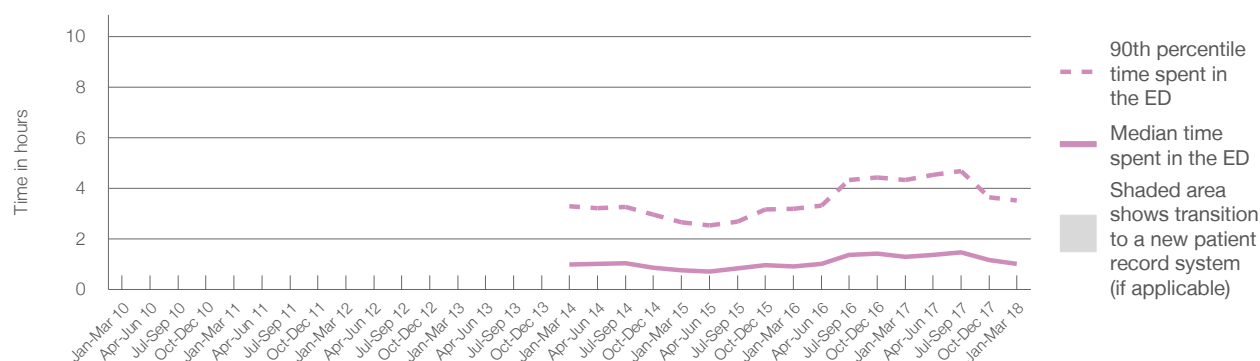
3 hours and 31 minutes

Same period last year	NSW (this period)
1,788	
1,788	
1 hours and 18 minutes	2 hours and 42 minutes
4 hours and 20 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)					1h 0m	0h 46m	0h 56m	1h 18m	1h 2m
90th percentile time spent in the ED ⁹ (hours, minutes)					3h 18m	2h 40m	3h 12m	4h 20m	3h 31m

(†) 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.

Lachlan Health Service - Forbes: Time patients spent in the ED

By mode of separation

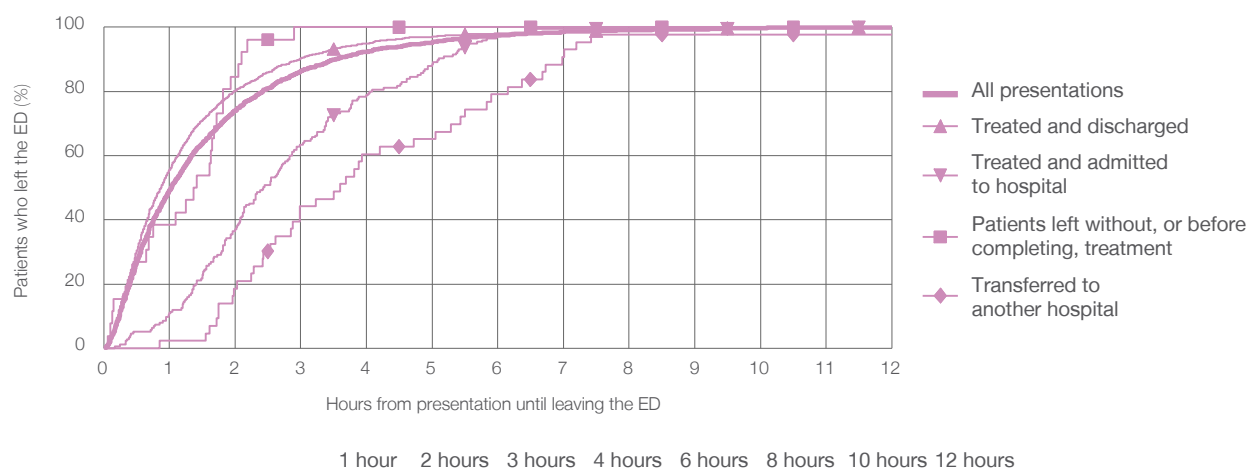
January to March 2018

All presentations:[†] 1,664 patients

Presentations used to calculate time to leaving the ED:[‡] 1,664 patients

		Same period last year	Change since one year ago
Treated and discharged	1,416 (85.1%)	1,450	-2.3%
Treated and admitted to hospital	175 (10.5%)	216	-19.0%
Patient left without, or before completing, treatment	26 (1.6%)	74	-64.9%
Transferred to another hospital	43 (2.6%)	38	13.2%
Other	4 (0.2%)	10	-60.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	55.6%	80.2%	90.3%	94.8%	98.0%	99.2%	99.7%	100%
Treated and admitted to hospital	10.9%	37.1%	63.4%	78.9%	97.1%	99.4%	100%	100%
Patient left without, or before completing, treatment	38.5%	84.6%	100%	100%	100%	100%	100%	100%
Transferred to another hospital	2.3%	18.6%	44.2%	60.5%	79.1%	97.7%	97.7%	97.7%
All presentations	49.3%	74.0%	86.4%	92.3%	97.4%	99.1%	99.7%	99.9%

(†) 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.

Lachlan Health Service - Forbes: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 1,664 patients

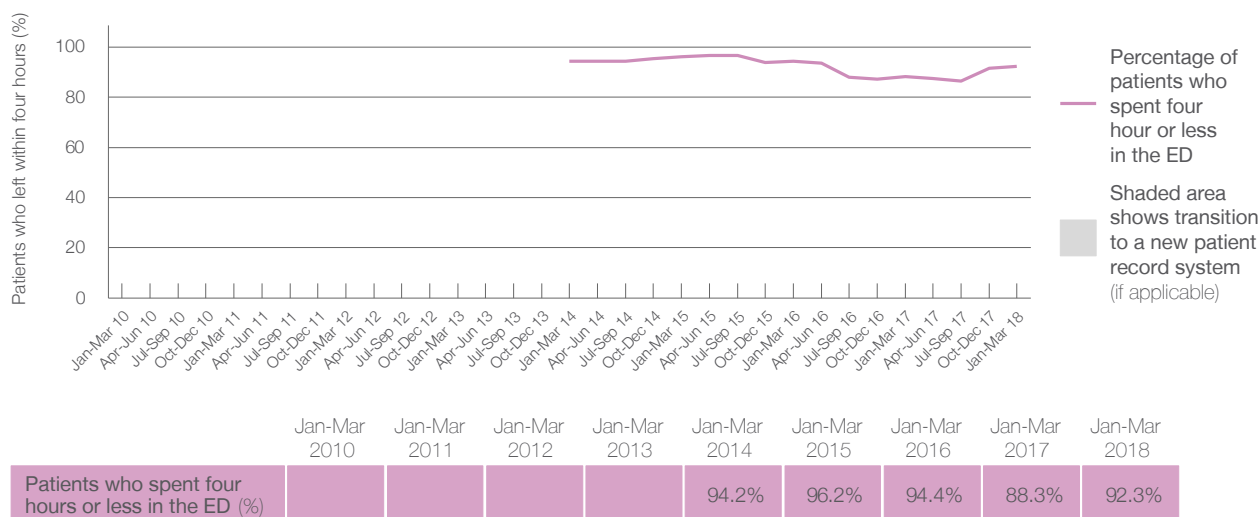
Presentations used to calculate time to leaving the ED: ⁶ 1,664 patients

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



Same period last year	Change since one year ago
1,788	-7%
1,788	-7%
88.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * 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*.
 - § 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*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations 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 2018*.
 - 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 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.
 - 6. All presentations 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 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Mudgee Health Service: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,699 patients

Emergency presentations:² 2,588 patients

Same period last year	Change since one year ago
2,706	0%
2,567	1%

Mudgee Health Service: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 206 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 598 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,381 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 394 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
181	
10 minutes	8 minutes
27 minutes	23 minutes
644	
23 minutes	20 minutes
51 minutes	65 minutes
1,325	
32 minutes	25 minutes
95 minutes	98 minutes
412	
31 minutes	22 minutes
108 minutes	97 minutes

Mudgee Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,699 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
2,706	0%
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 2018*.
4. 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.
5. 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.
6. 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.

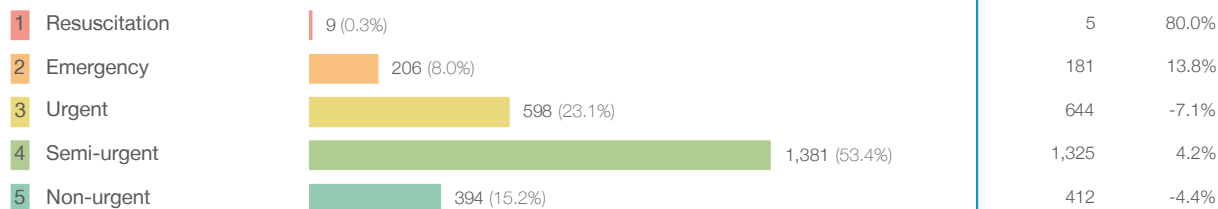
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Mudgee Health Service: Patients presenting to the emergency department

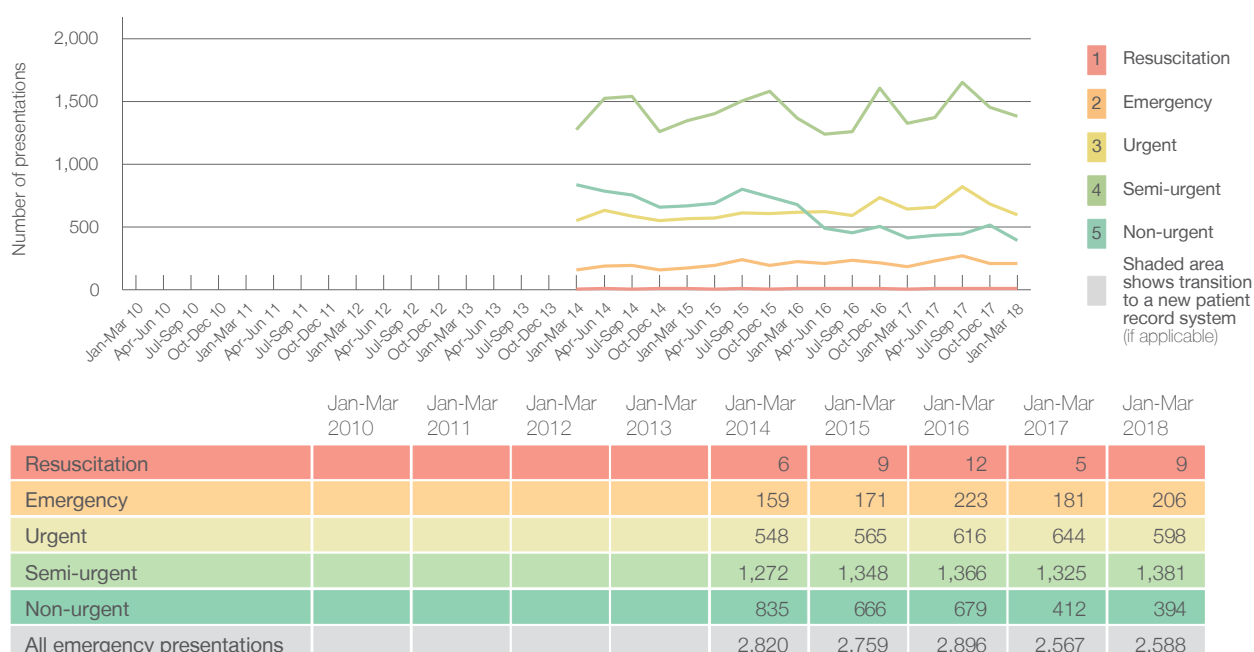
January to March 2018

All presentations:¹ 2,699 patients

Emergency presentations² by triage category: 2,588 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{†§}

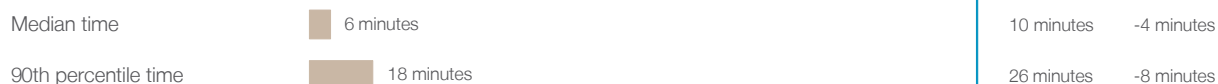


Mudgee Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 241 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.

(§) 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.

Mudgee Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 206

Number of triage 2 patients used to calculate waiting time:³ 203

Median time to start treatment⁴

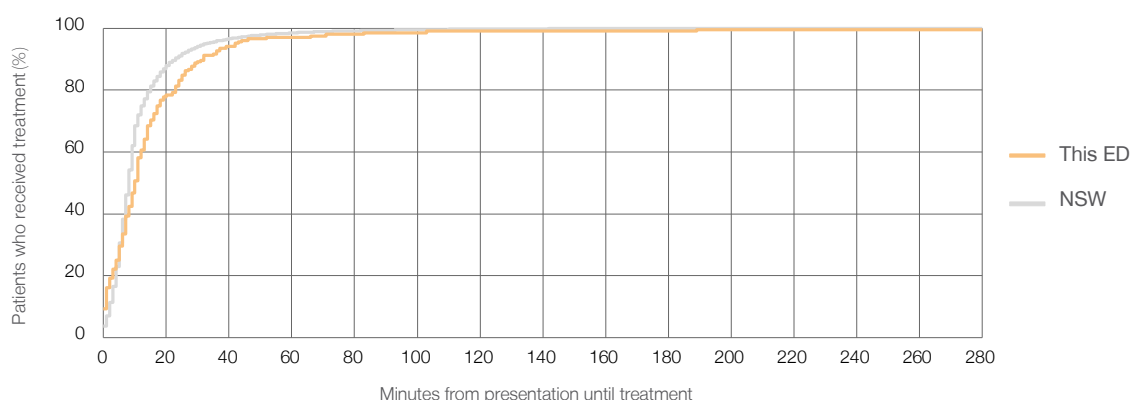
10 minutes

90th percentile time to start treatment⁵

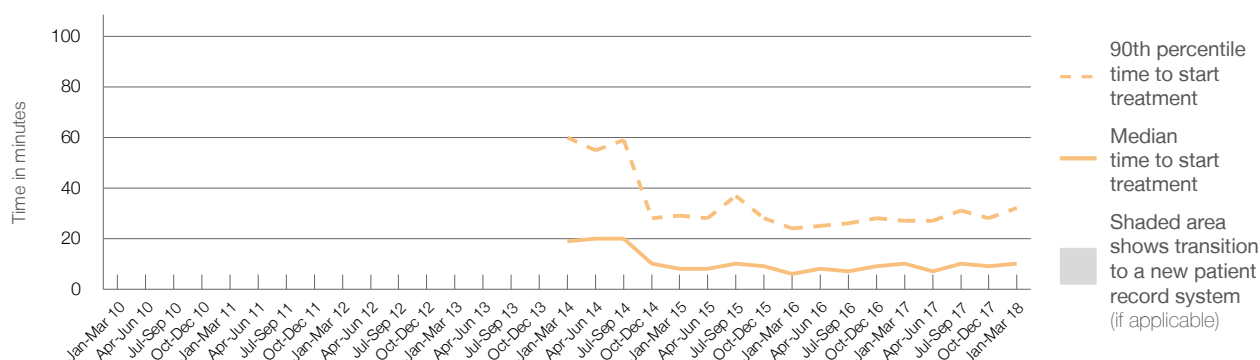
32 minutes

Same period last year	NSW (this period)
181	
181	
10 minutes	8 minutes
27 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					19	8	6	10	10
90th percentile time to start treatment ⁵ (minutes)					60	29	24	27	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.

(§) 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.

Mudgee Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 598

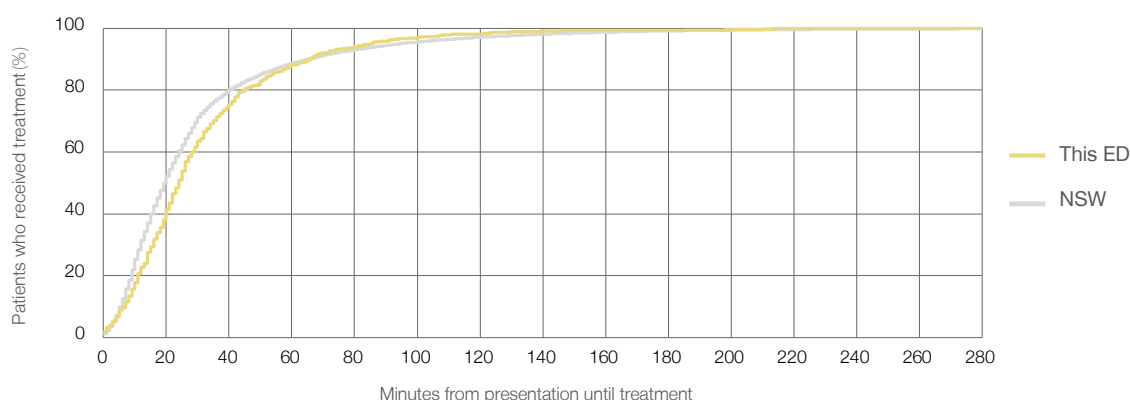
Number of triage 3 patients used to calculate waiting time:³ 581

Median time to start treatment⁴ 24 minutes

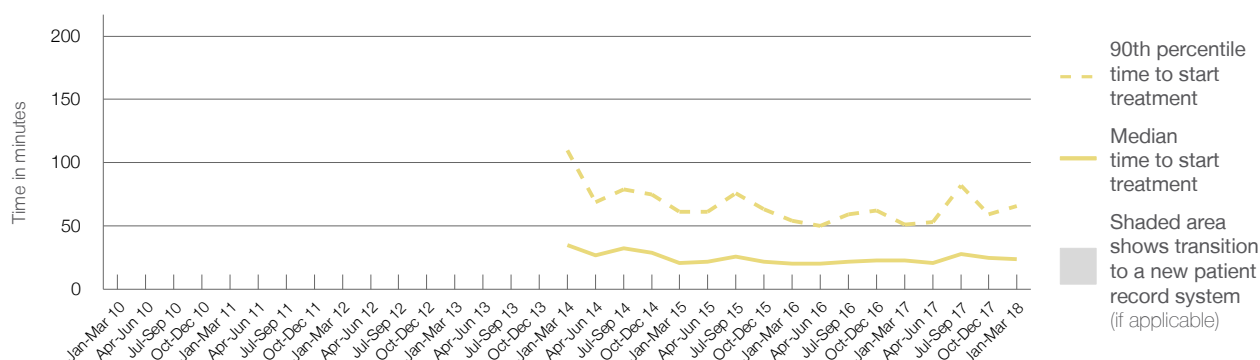
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
644	
635	
23 minutes	20 minutes
51 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					35	21	20	23	24
90th percentile time to start treatment ⁵ (minutes)					110	61	54	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.

(§) 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.

Mudgee Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,381

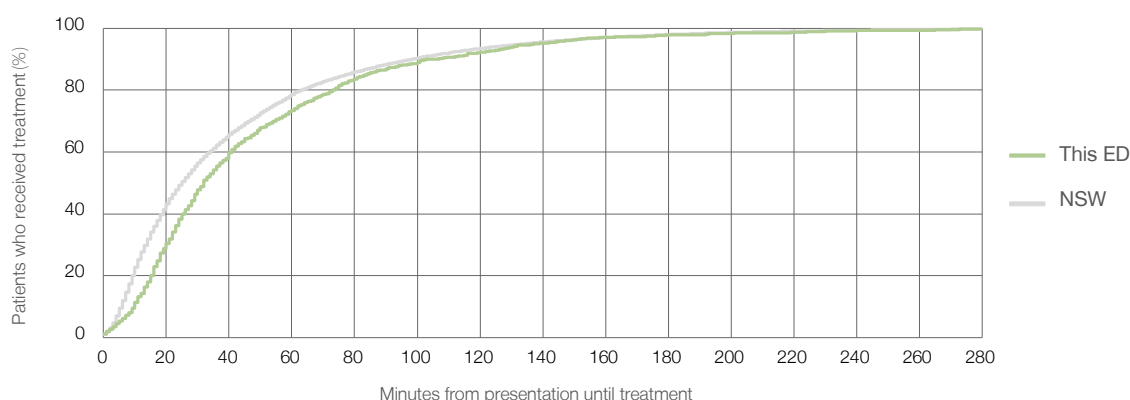
Number of triage 4 patients used to calculate waiting time:³ 1,250

Median time to start treatment⁴ 32 minutes

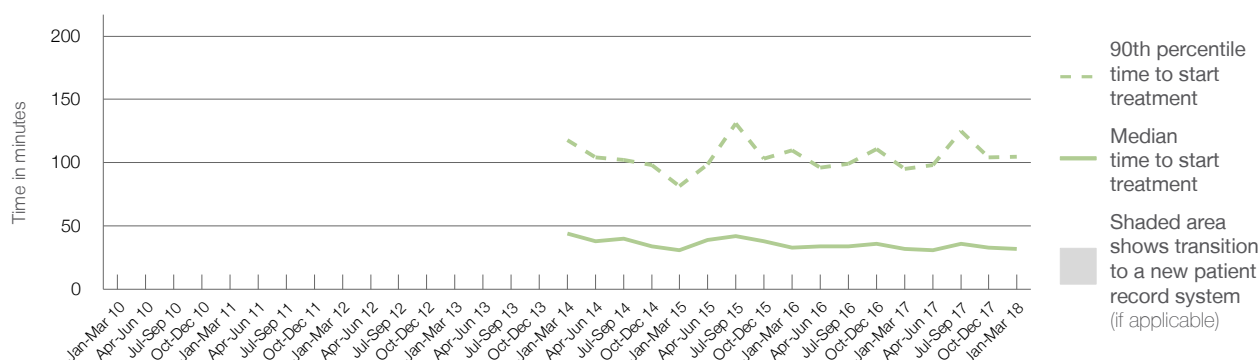
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
1,325	
1,247	
32 minutes	25 minutes
95 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					44	31	33	32	32
90th percentile time to start treatment ⁵ (minutes)					118	82	110	95	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.

(§) 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.

Mudgee Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 394

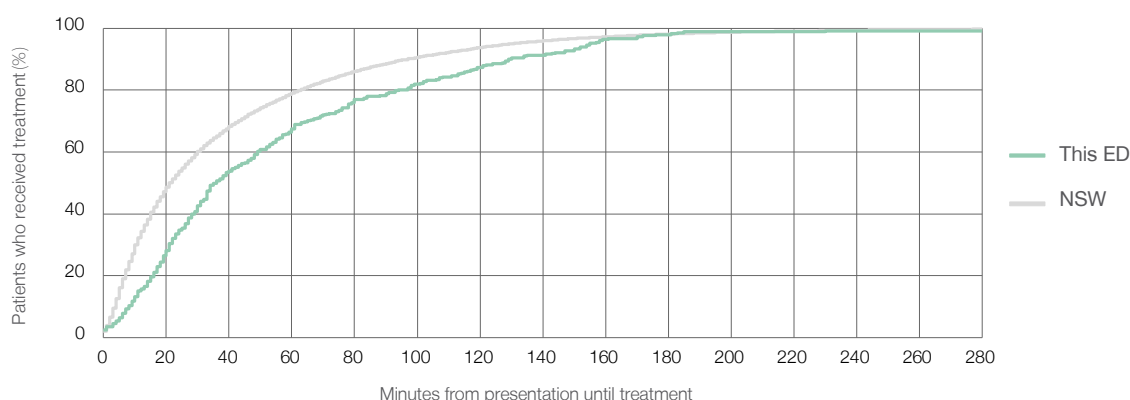
Number of triage 5 patients used to calculate waiting time:³ 331

Median time to start treatment⁴ 36 minutes

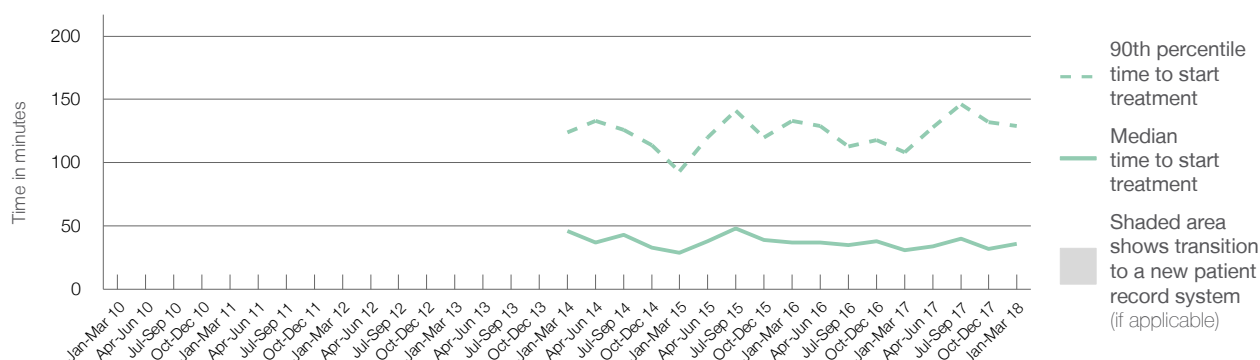
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
412	
362	
31 minutes	22 minutes
108 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)					46	29	37	31	36
90th percentile time to start treatment ⁵ (minutes)					124	93	133	108	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.

(§) 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.

Mudgee Health Service: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,699 patients

Presentations used to calculate time to leaving the ED:⁶ 2,699 patients

Median time spent in the ED⁸

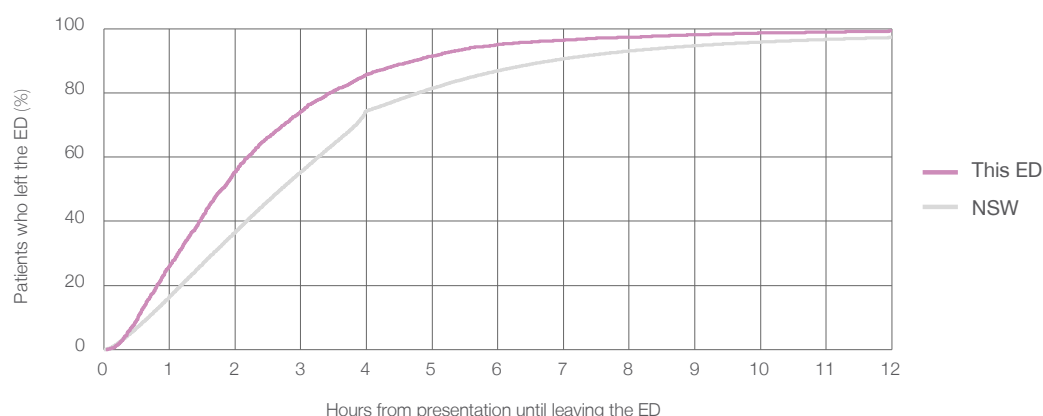
1 hours and 48 minutes

90th percentile time spent in the ED⁹

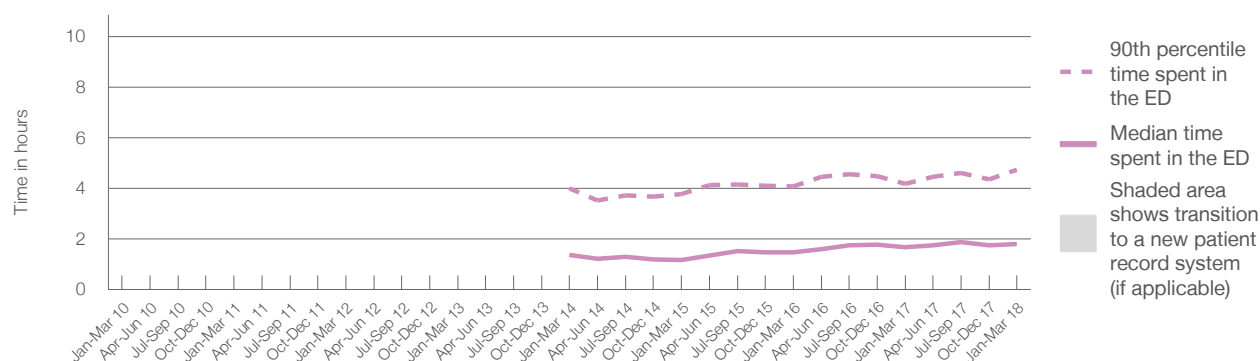
4 hours and 44 minutes

Same period last year	NSW (this period)
2,706	
2,706	
1 hours and 41 minutes	2 hours and 42 minutes
4 hours and 11 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)					1h 22m	1h 10m	1h 29m	1h 41m	1h 48m
90th percentile time spent in the ED ⁹ (hours, minutes)					4h 1m	3h 47m	4h 5m	4h 11m	4h 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.

(§) 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.

Mudgee Health Service: Time patients spent in the ED

By mode of separation

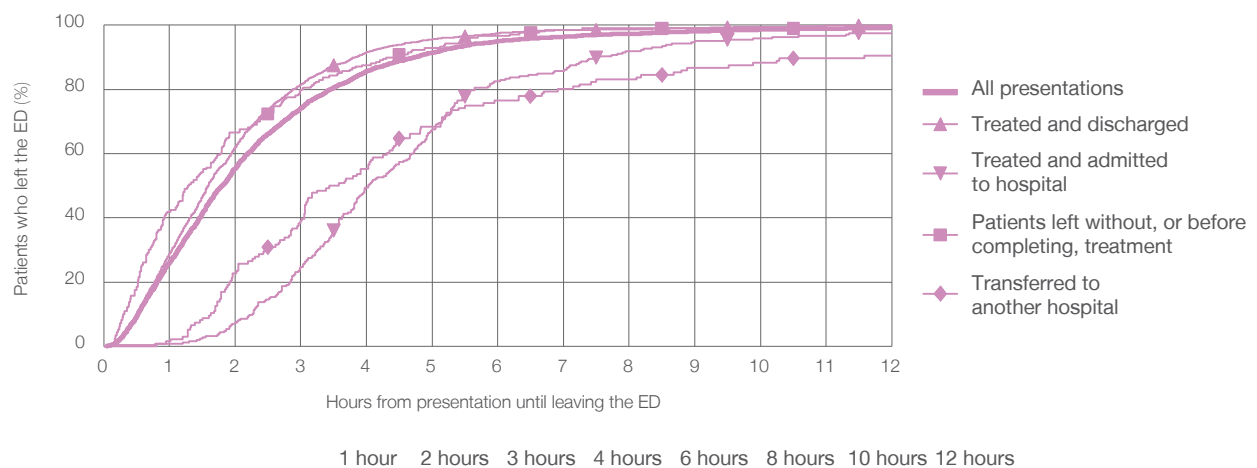
January to March 2018

All presentations:[†] 2,699 patients

Presentations used to calculate time to leaving the ED:[‡] 2,699 patients

		Same period last year	Change since one year ago
Treated and discharged	2,082 (77.1%)	2,170	-4.1%
Treated and admitted to hospital	247 (9.2%)	228	8.3%
Patient left without, or before completing, treatment	210 (7.8%)	174	20.7%
Transferred to another hospital	136 (5.0%)	117	16.2%
Other	24 (0.9%)	17	41.2%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	28.8%	62.0%	81.5%	91.6%	97.6%	98.7%	99.6%	99.9%
Treated and admitted to hospital	0.8%	7.3%	24.7%	49.4%	82.6%	91.9%	96.0%	97.6%
Patient left without, or before completing, treatment	41.9%	66.7%	80.0%	87.6%	96.7%	99.0%	99.0%	100%
Transferred to another hospital	1.5%	22.8%	39.0%	55.1%	76.5%	83.1%	88.2%	90.4%
All presentations	26.2%	55.5%	74.2%	85.7%	95.1%	97.3%	98.6%	99.2%

(†) 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.

Mudgee Health Service: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 2,699 patients

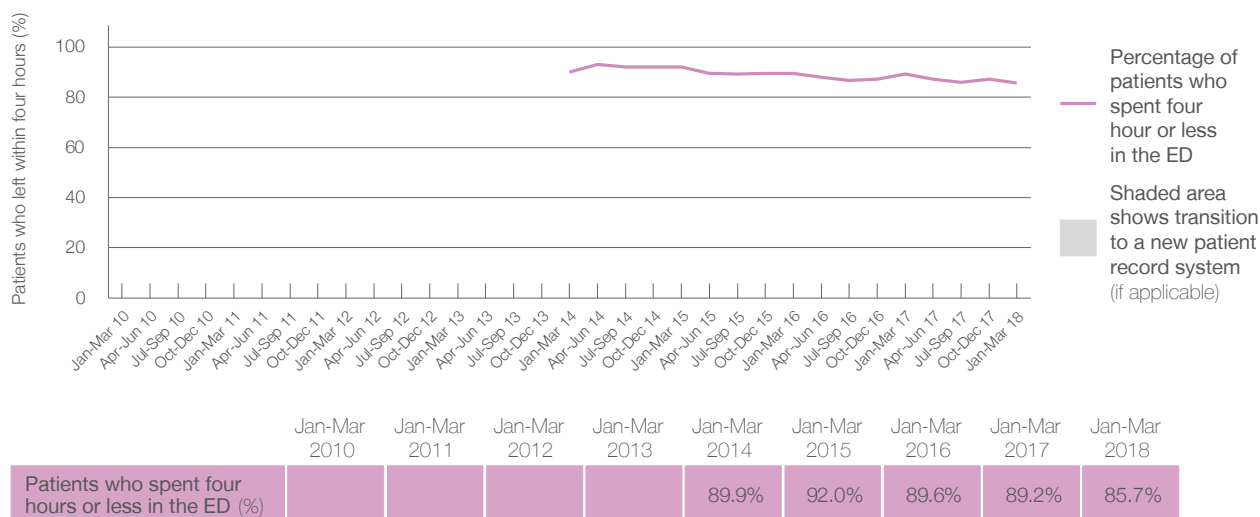
Presentations used to calculate time to leaving the ED: ⁶ 2,699 patients

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



Same period last year	Change since one year ago
2,706	0%
2,706	0%
89.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * 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*.
 - § 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*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations 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 2018*.
 - 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 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.
 - 6. All presentations 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 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Orange Health Service: Emergency department (ED) overview

January to March 2018

All presentations:¹ 7,295 patients

Emergency presentations:² 7,228 patients

Same period last year	Change since one year ago
7,309	0%
7,197	0%

Orange Health Service: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,013 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,729 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,731 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 67 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,661 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
976	
5 minutes	8 minutes
10 minutes	23 minutes
1,482	
17 minutes	20 minutes
41 minutes	65 minutes
2,757	
22 minutes	25 minutes
69 minutes	98 minutes
1,915	
20 minutes	22 minutes
90 minutes	97 minutes

Orange Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 7,289 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
7,309	0%
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 2018*.
4. 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.
5. 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.
6. 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.

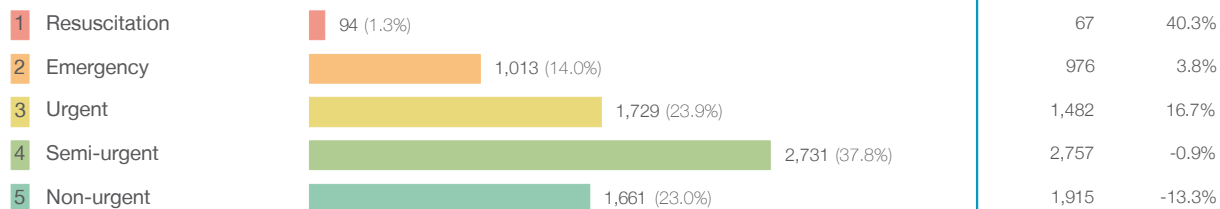
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Orange Health Service: Patients presenting to the emergency department

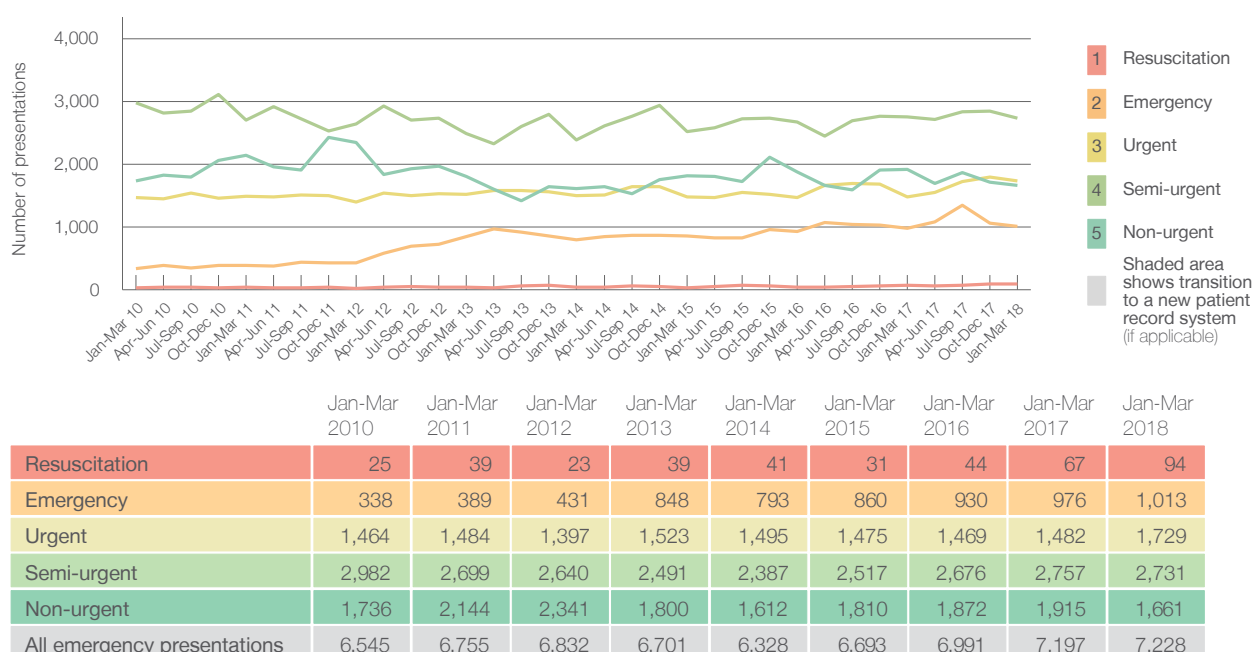
January to March 2018

All presentations:¹ 7,295 patients

Emergency presentations² by triage category: 7,228 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]

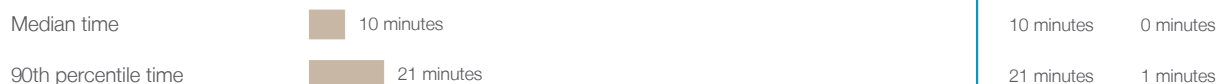


Orange Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,358 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.

Orange Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,013

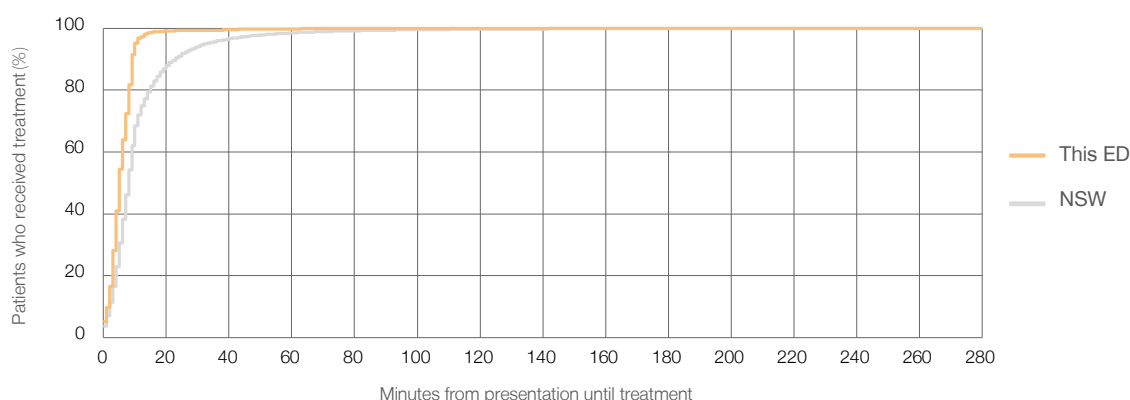
Number of triage 2 patients used to calculate waiting time: ³ 1,009

Median time to start treatment ⁴ 5 minutes

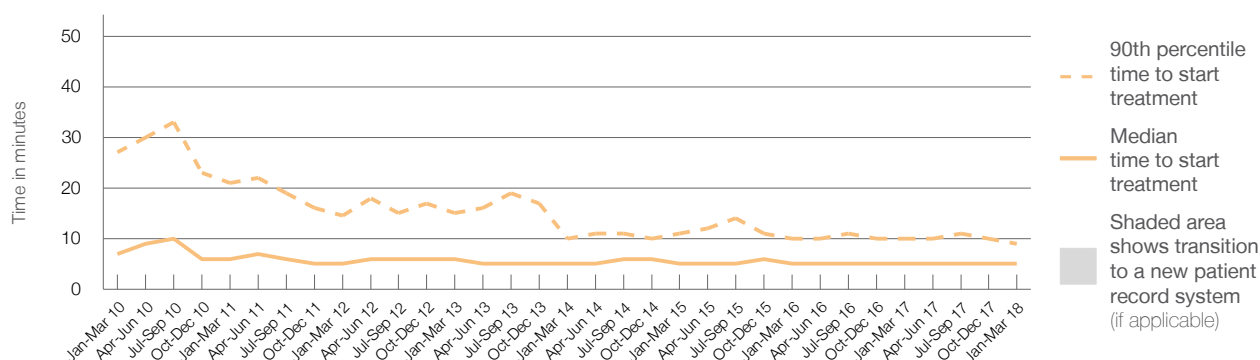
90th percentile time to start treatment ⁵ 9 minutes

Same period last year	NSW (this period)
976	
974	
5 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	7	6	5	6	5	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	27	21	15	15	10	11	10	10	9

(†) 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 patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,729

Number of triage 3 patients used to calculate waiting time: ³ 1,707

Median time to start treatment ⁴

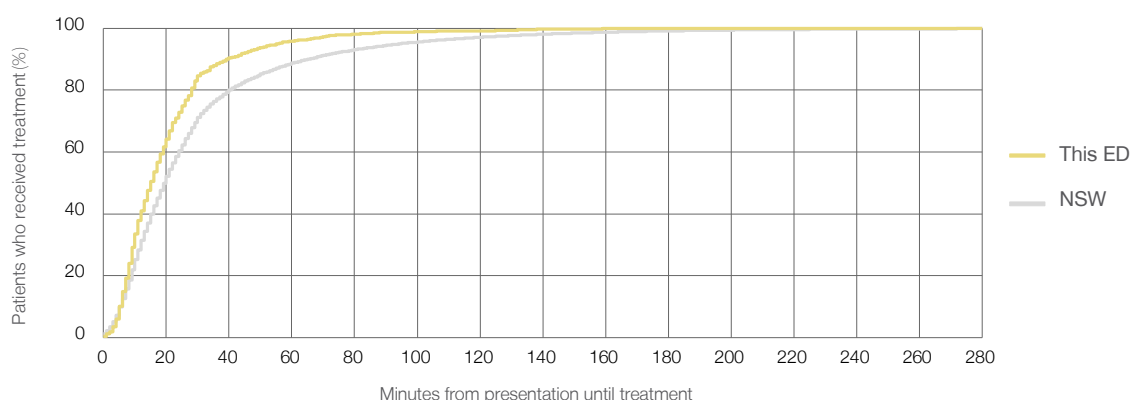
15 minutes

90th percentile time to start treatment ⁵

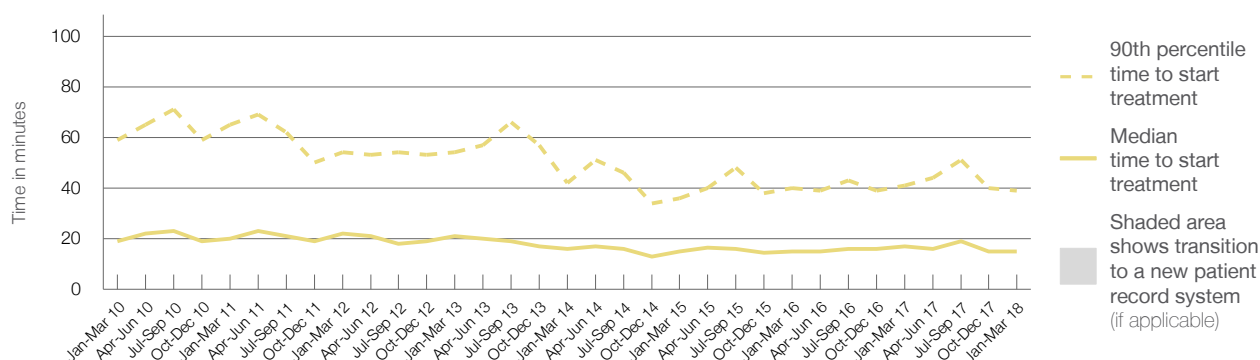
39 minutes

Same period last year	NSW (this period)
1,482	
1,465	
17 minutes	20 minutes
41 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	19	20	22	21	16	15	15	17	15
90th percentile time to start treatment ⁵ (minutes)	59	65	54	54	42	36	40	41	39

(†) 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 patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,731

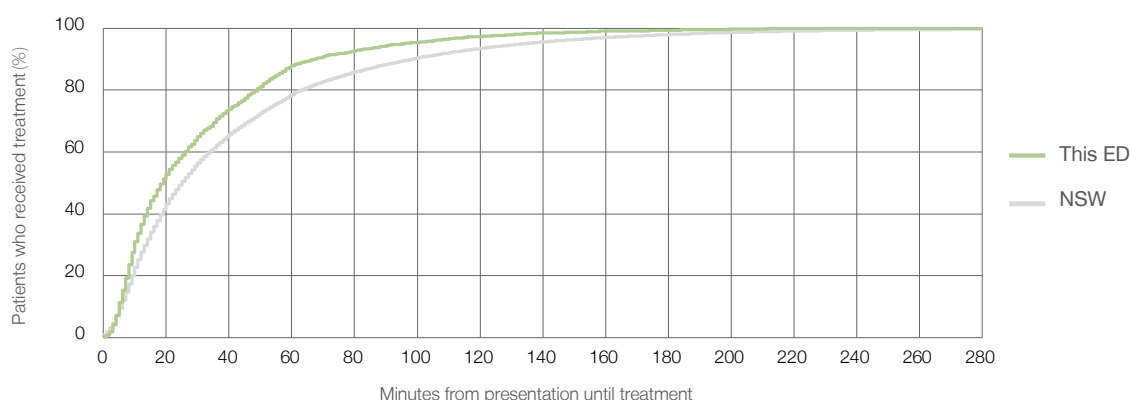
Number of triage 4 patients used to calculate waiting time:³ 2,640

Median time to start treatment⁴ 19 minutes

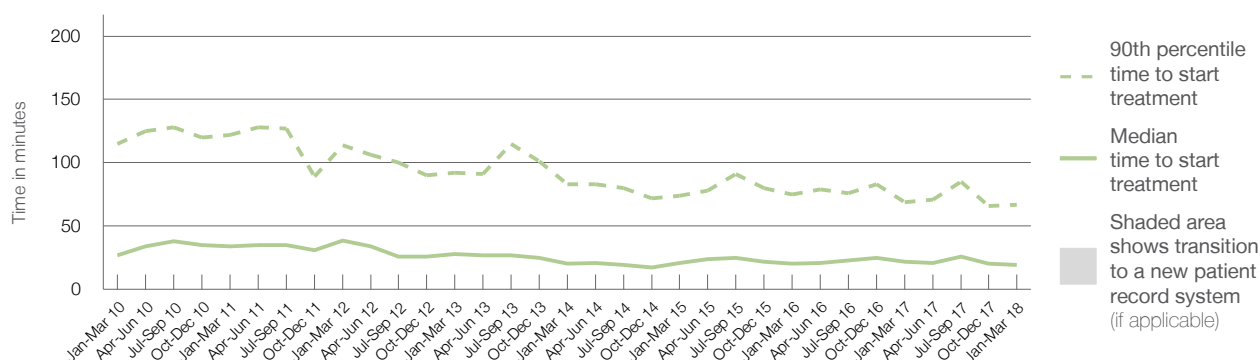
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
2,757	
2,653	
22 minutes	25 minutes
69 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	27	34	39	28	20	21	20	22	19
90th percentile time to start treatment ⁵ (minutes)	115	122	114	92	83	74	75	69	67

(†) 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 patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,661

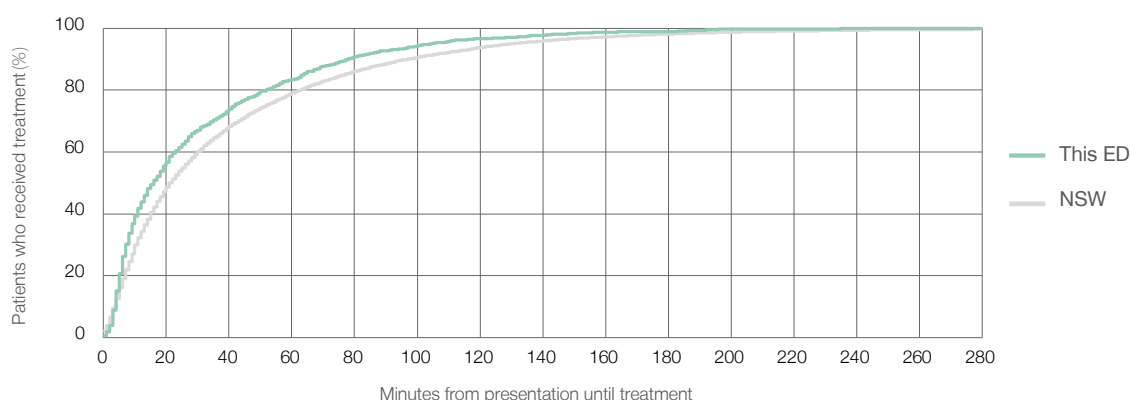
Number of triage 5 patients used to calculate waiting time: ³ 1,563

Median time to start treatment ⁴ 16 minutes

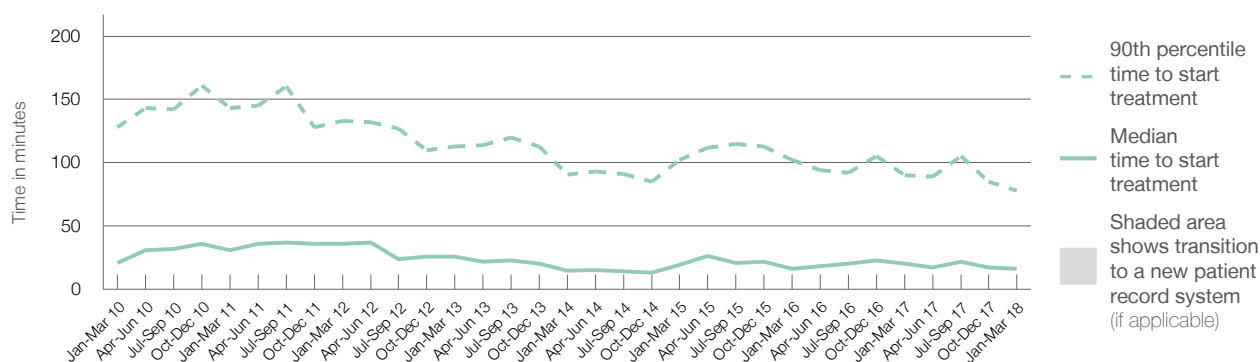
90th percentile time to start treatment ⁵ 78 minutes

Same period last year	NSW (this period)
1,915	
1,790	
20 minutes	22 minutes
90 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	21	31	36	26	15	19	16	20	16
90th percentile time to start treatment ⁵ (minutes)	128	143	133	113	91	102	102	90	78

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Orange Health Service: Time patients spent in the ED

January to March 2018

All presentations:¹ 7,295 patients

Presentations used to calculate time to leaving the ED:⁶ 7,289 patients

Median time spent in the ED⁸

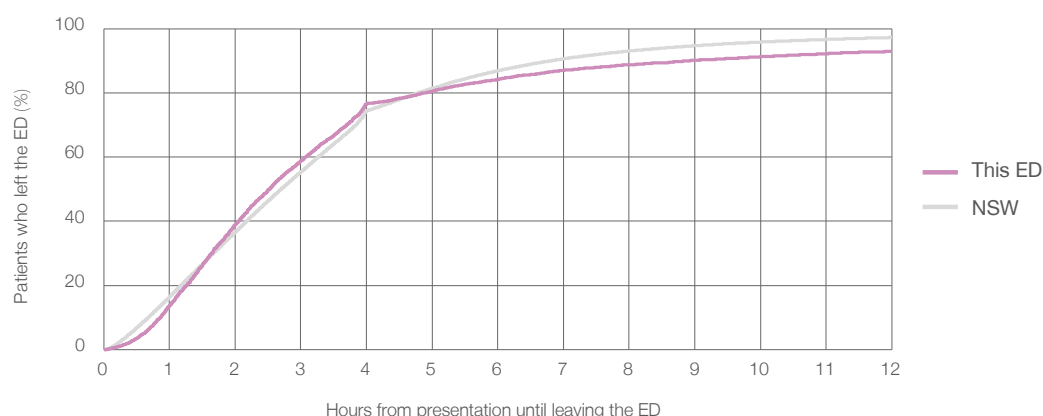
2 hours and 31 minutes

90th percentile time spent in the ED⁹

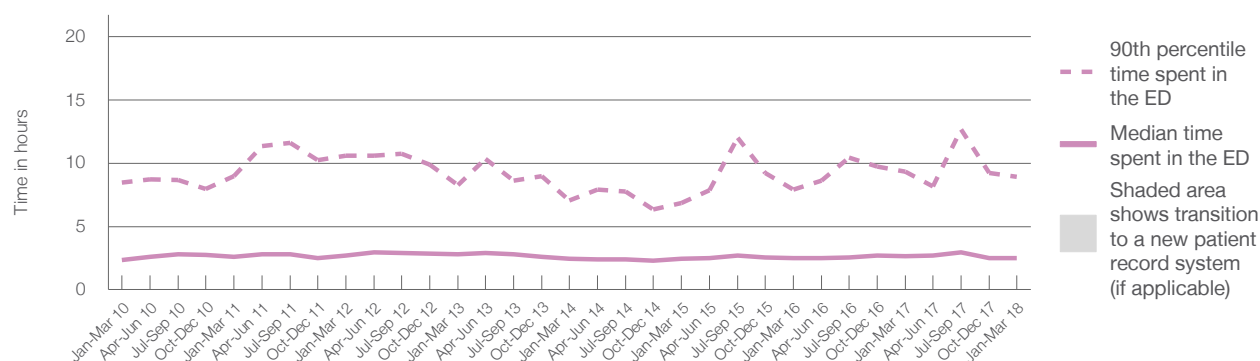
8 hours and 56 minutes

Same period last year	NSW (this period)
7,309	
7,309	
2 hours and 38 minutes	2 hours and 42 minutes
9 hours and 20 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 21m	2h 37m	2h 43m	2h 47m	2h 28m	2h 27m	2h 31m	2h 38m	2h 31m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 28m	8h 58m	10h 37m	8h 15m	7h 3m	6h 50m	7h 55m	9h 20m	8h 56m

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Orange Health Service: Time patients spent in the ED

By mode of separation

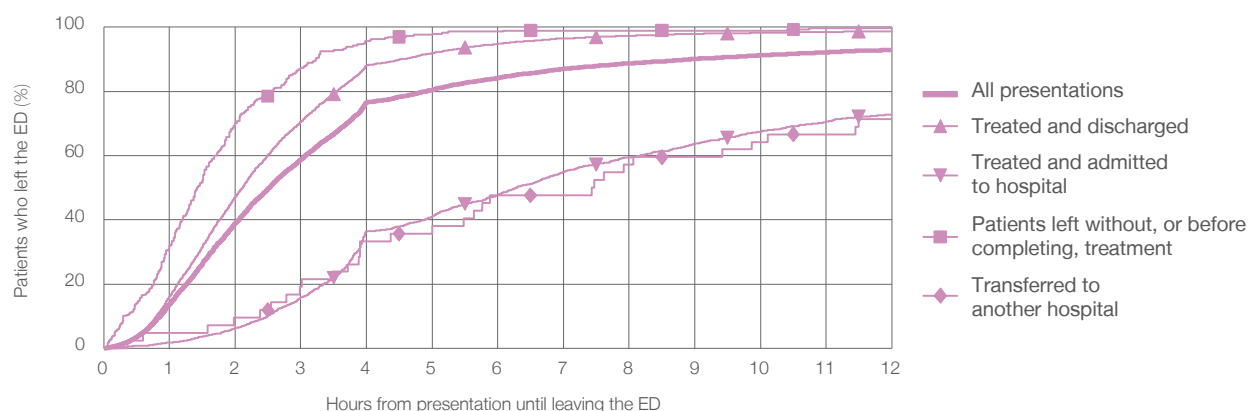
January to March 2018

All presentations:[†] 7,295 patients

Presentations used to calculate time to leaving the ED:[‡] 7,289 patients

		Same period last year	Change since one year ago
		7,309	0%
Treated and discharged	5,284 (72.4%)	5,205	1.5%
Treated and admitted to hospital	1,613 (22.1%)	1,655	-2.5%
Patient left without, or before completing, treatment	298 (4.1%)	354	-15.8%
Transferred to another hospital	42 (0.6%)	44	-4.5%
Other	58 (0.8%)	51	13.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.2%	47.3%	70.5%	88.2%	94.8%	97.4%	98.3%	98.8%
Treated and admitted to hospital	1.7%	6.3%	15.9%	36.5%	47.7%	59.5%	67.5%	72.8%
Patient left without, or before completing, treatment	31.9%	70.1%	87.2%	95.6%	98.7%	99.0%	99.0%	99.7%
Transferred to another hospital	4.8%	9.5%	19.0%	33.3%	47.6%	57.1%	64.3%	71.4%
All presentations	13.8%	39.1%	58.8%	76.6%	84.2%	88.7%	91.2%	92.9%

(†) 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 spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 7,295 patients

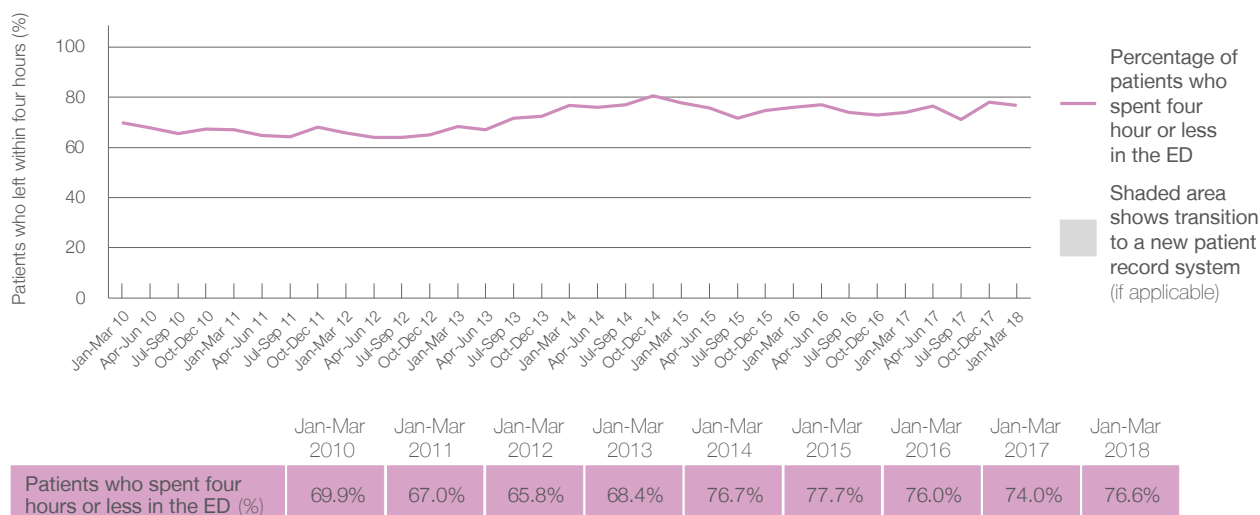
Presentations used to calculate time to leaving the ED: ⁶ 7,289 patients

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



Same period last year	Change since one year ago
7,309	0%
7,309	0%
74.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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 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.
 6. All presentations 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 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).