

Deniliquin Health Service: Emergency department (ED) overview

January to March 2016

All attendances:¹ 2,038 patients
Emergency attendances:² 1,705 patients

Same period last year	Change since one year ago
2,173	-6%
1,602	6%

Deniliquin Health Service: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 89 patients

Median time to start treatment⁴ 4 minutes
95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 501 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 32 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 785 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 37 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 330 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
98	
7 minutes	8 minutes
*	35 minutes
484	
7 minutes	20 minutes
28 minutes	99 minutes
747	
8 minutes	26 minutes
41 minutes	137 minutes
273	
7 minutes	23 minutes
65 minutes	135 minutes

Deniliquin Health Service: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 2,038 patients

Percentage of patients who left the ED within four hours 89%

Same period last year	Change since one year ago
2,172	-6%
90%	

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

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

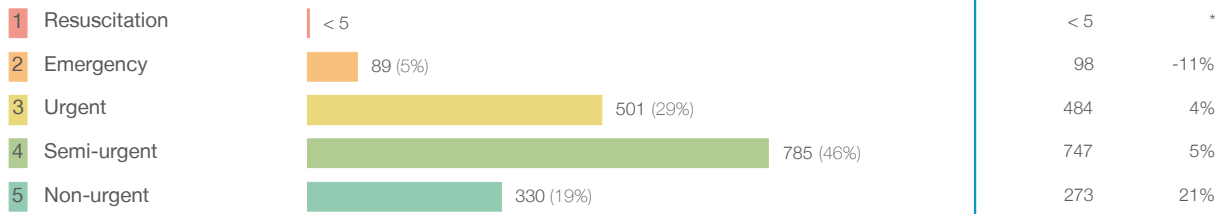
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

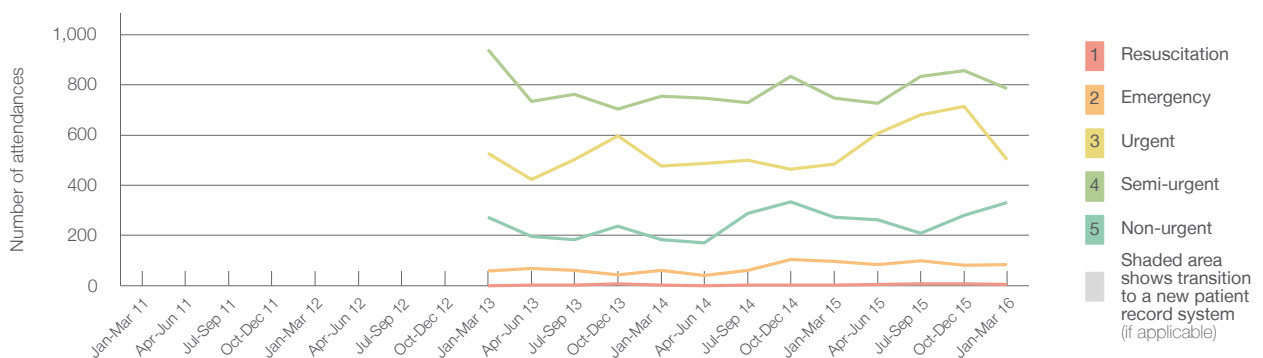
Deniliquin Health Service: Patients attending the emergency department January to March 2016

All attendances:¹ 2,038 patients

Emergency attendances² by triage category: 1,705 patients



Emergency attendances² by quarter, January 2011 to March 2016^{‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation			0	< 5	< 5	< 5
Emergency			58	62	98	89
Urgent			528	476	484	501
Semi-urgent			942	755	747	785
Non-urgent			272	182	273	330
All emergency attendances			1,800	1,475	1,602	1,705

Deniliquin Health Service: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 140 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.

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

Deniliquin Health Service: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 89

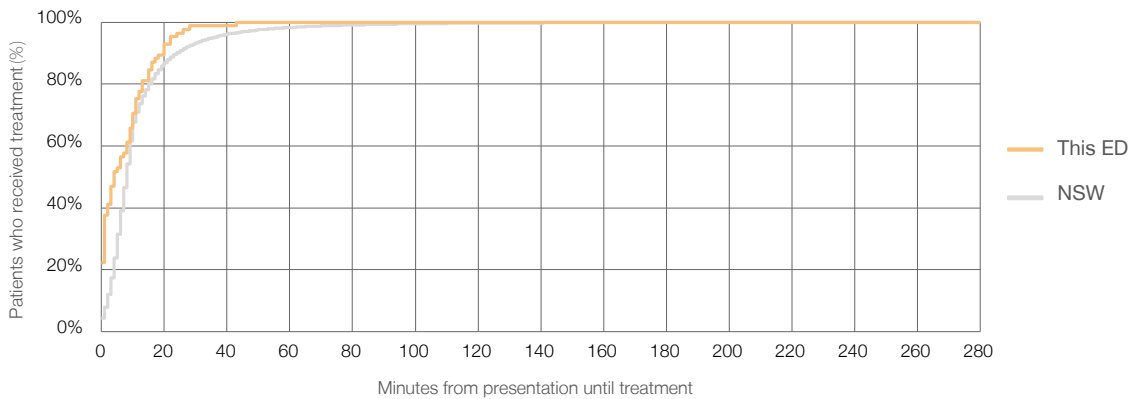
Number of triage 2 patients used to calculate waiting time:³ 85

Median time to start treatment⁴ 4 minutes

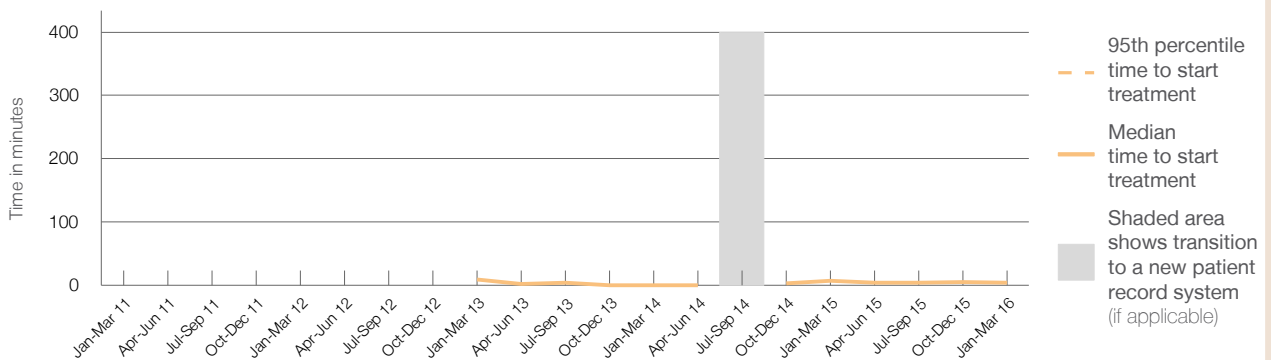
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
98	94
7 minutes	8 minutes
*	35 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)			10	0	7	4
95th percentile time to start treatment ⁵ (minutes)			*	*	*	*

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Deniliquin Health Service: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 501

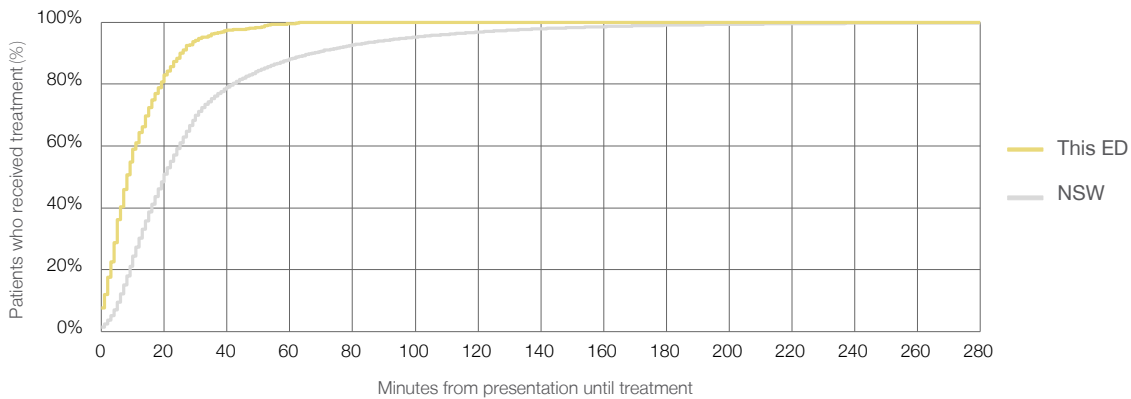
Number of triage 3 patients used to calculate waiting time:³ 497

Median time to start treatment⁴ 8 minutes

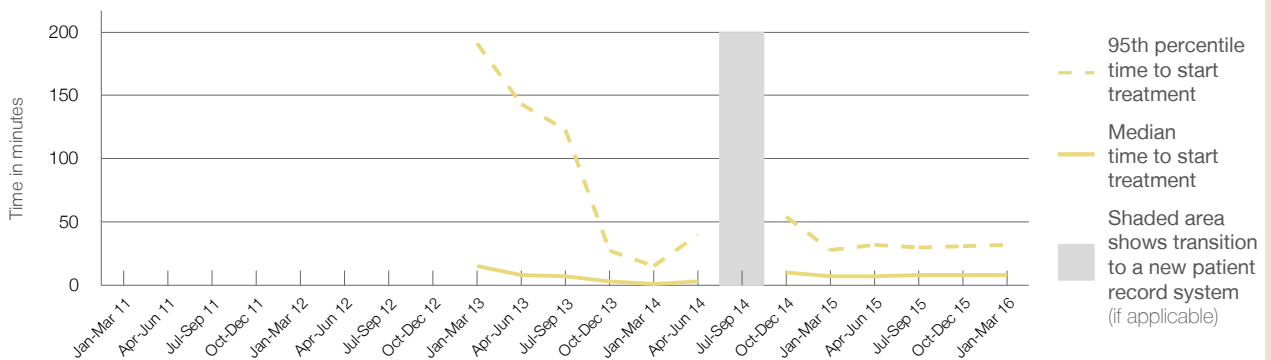
95th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
484	
478	
7 minutes	20 minutes
28 minutes	99 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)			15	1	7	8
95th percentile time to start treatment ⁵ (minutes)			191	15	28	32

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Deniliquin Health Service: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 785

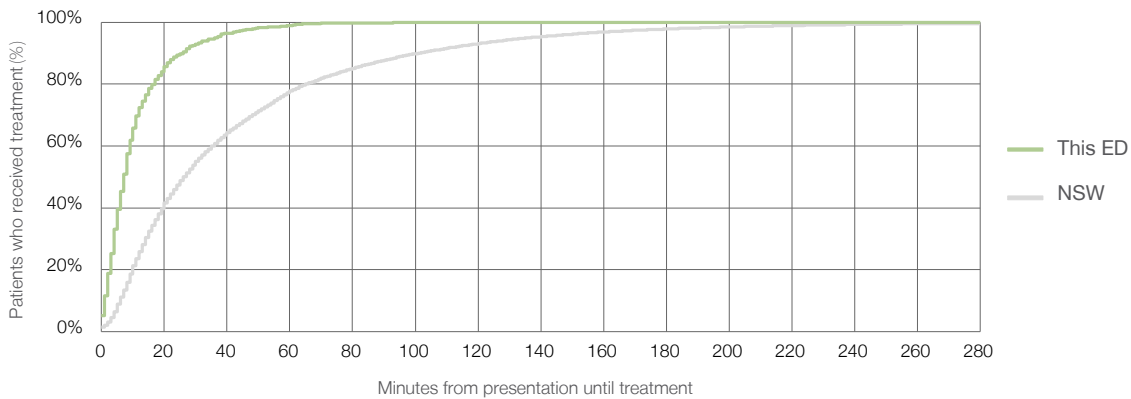
Number of triage 4 patients used to calculate waiting time:³ 767

Median time to start treatment⁴ 7 minutes

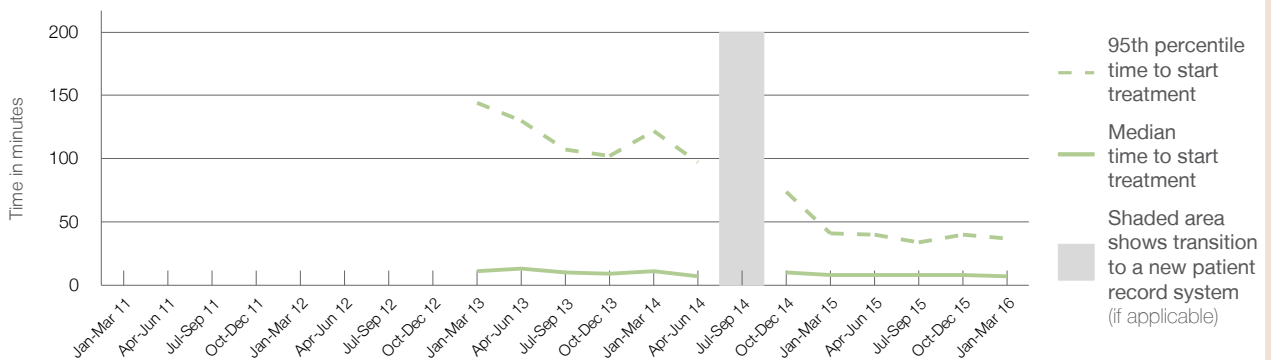
95th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
747	
722	
8 minutes	26 minutes
41 minutes	137 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)			11	11	8	7
95th percentile time to start treatment ⁵ (minutes)			144	122	41	37

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(§) 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.

Deniliquin Health Service: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 330

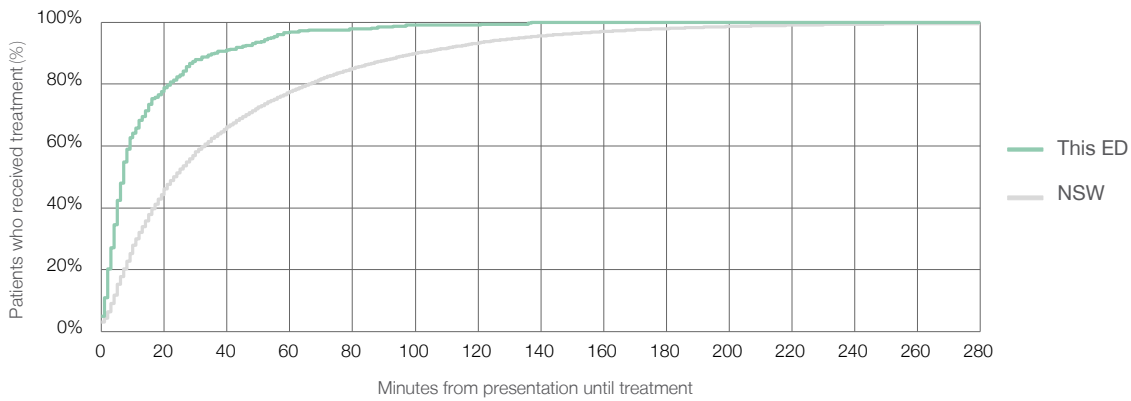
Number of triage 5 patients used to calculate waiting time:³ 321

Median time to start treatment⁴ 7 minutes

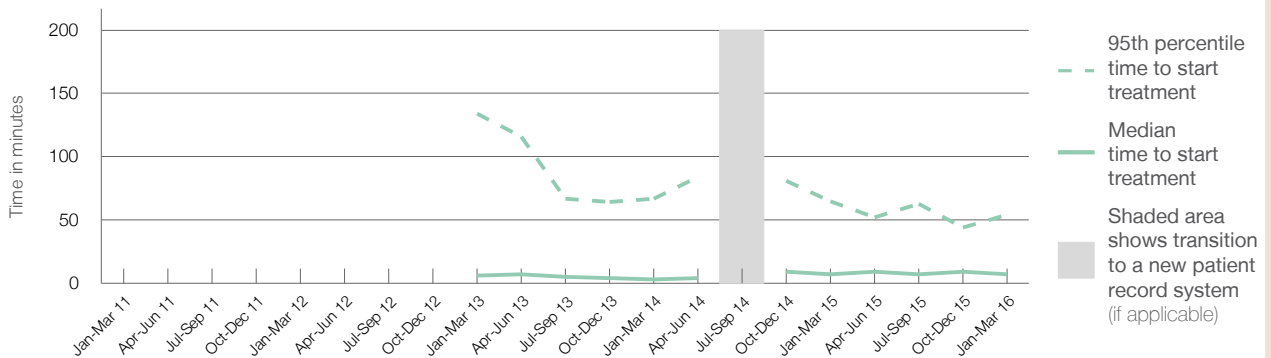
95th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
273	
266	
7 minutes	23 minutes
65 minutes	135 minutes

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



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)			6	3	7	7
95th percentile time to start treatment ⁵ (minutes)			134	67	65	54

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Deniliquin Health Service: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 2,038 patients

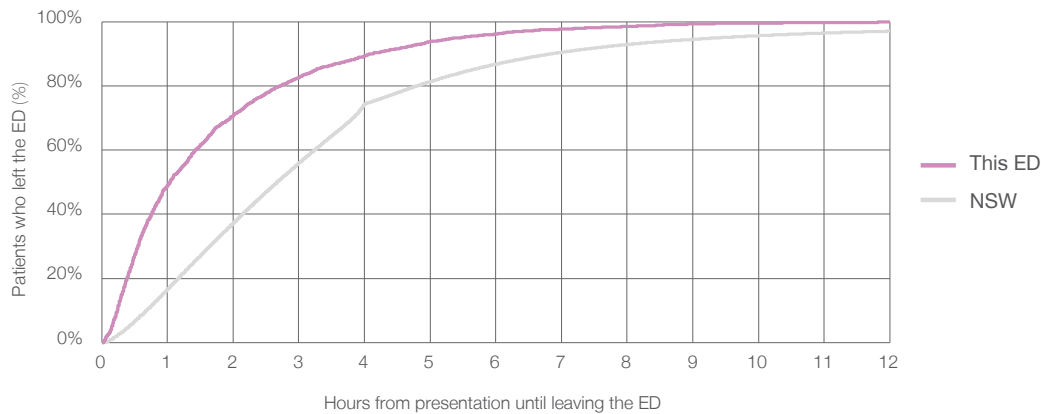
Attendances used to calculate time to leaving the ED:⁶ 2,038 patients

Median time to leaving the ED⁸ 1 hours and 2 minutes

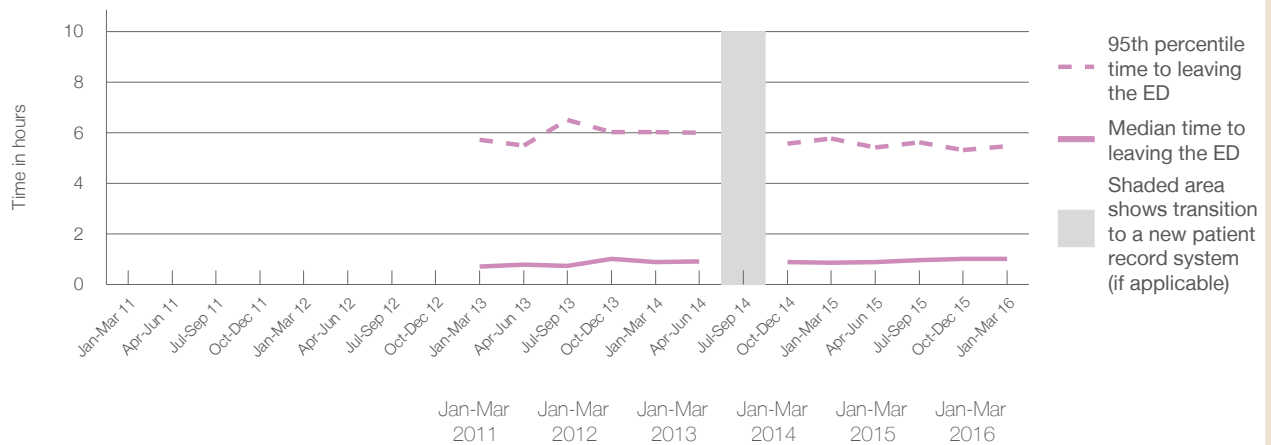
95th percentile time to leaving the ED⁹ 5 hours and 29 minutes

Same period last year	NSW (this period)
2,173	2,172
0 hours and 53 minutes	2 hours and 40 minutes
5 hours and 46 minutes	9 hours and 25 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)			0h 43m	0h 54m	0h 53m	1h 2m
95th percentile time to leaving the ED ⁹ (hours, minutes)			5h 44m	6h 1m	5h 46m	5h 29m

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Deniliquin Health Service: Time from presentation until leaving the ED

By mode of separation

January to March 2016

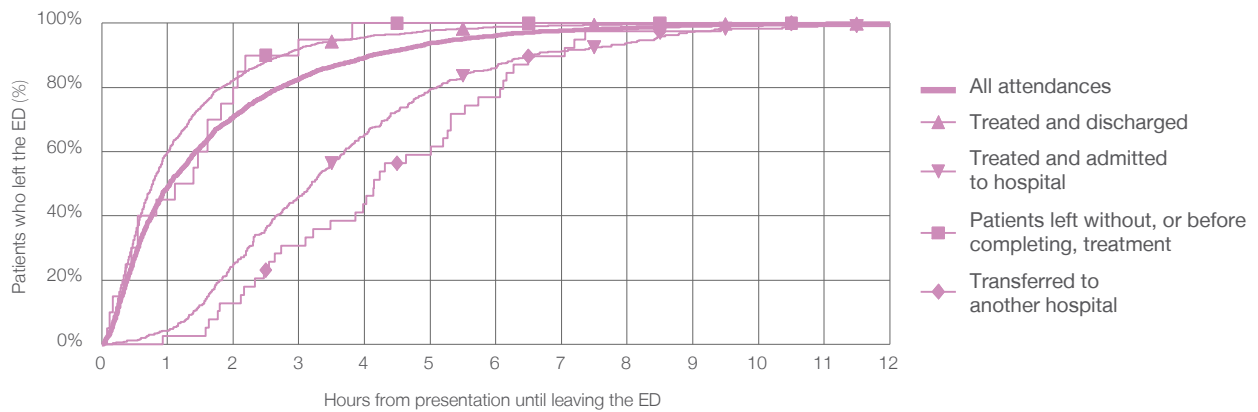
All attendances:¹ 2,038 patients

Attendances used to calculate time to leaving the ED:⁶ 2,038 patients

Treated and discharged	1,588 (78%)
Treated and admitted to hospital	361 (18%)
Patient left without, or before completing, treatment	20 (1%)
Transferred to another hospital	39 (2%)
Other	30 (1%)

Same period last year	Change since one year ago
2,172	-6%
1,743	-9%
300	20%
35	-43%
52	-25%
43	-30%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	60%	82%	92%	96%	99%	100%	100%	100%
Treated and admitted to hospital	4%	25%	46%	65%	86%	94%	98%	99%
Patient left without, or before completing, treatment	45%	80%	95%	100%	100%	100%	100%	100%
Transferred to another hospital	3%	13%	31%	44%	77%	97%	100%	100%
All attendances	49%	71%	83%	89%	96%	99%	100%	100%

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Deniliquin Health Service: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 2,038 patients

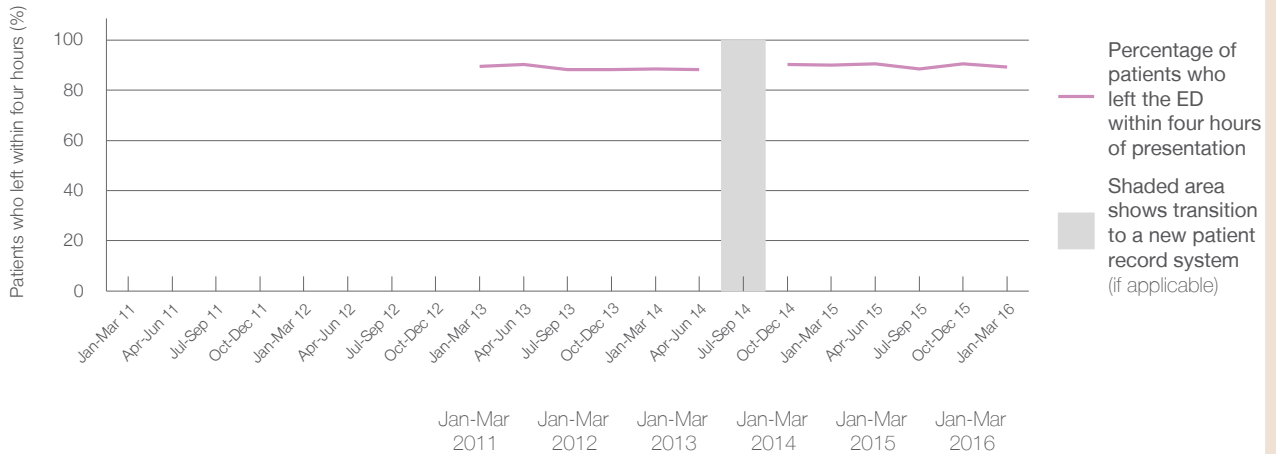
Attendances used to calculate time to leaving the ED: ⁶ 2,038 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
2,173	-6%
2,172	-6%
90%	

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



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	90%	90%	90%	88%	90%	89%

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

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

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

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

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