

## Port Macquarie Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 8,185 patients  
Emergency attendances:<sup>2</sup> 7,877 patients

Same period last year	Change since one year ago
7,913	3%
7,717	2%

## Port Macquarie Base Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,206 patients

Median time to start treatment<sup>4</sup> 10 minutes  
95th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,047 patients

Median time to start treatment<sup>4</sup> 18 minutes  
95th percentile time to start treatment<sup>5</sup> 63 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,241 patients

Median time to start treatment<sup>4</sup> 21 minutes  
95th percentile time to start treatment<sup>5</sup> 97 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 337 patients

Median time to start treatment<sup>4</sup> 19 minutes  
95th percentile time to start treatment<sup>5</sup> 107 minutes

Same period last year	NSW (this period)
1,207	
9 minutes	8 minutes
30 minutes	35 minutes
3,527	
18 minutes	20 minutes
56 minutes	99 minutes
2,707	
18 minutes	26 minutes
89 minutes	137 minutes
245	
19 minutes	23 minutes
101 minutes	135 minutes

## Port Macquarie Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,183 patients

Percentage of patients who left the ED within four hours 75%

Same period last year	Change since one year ago
7,911	3%
74%	

\* 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.

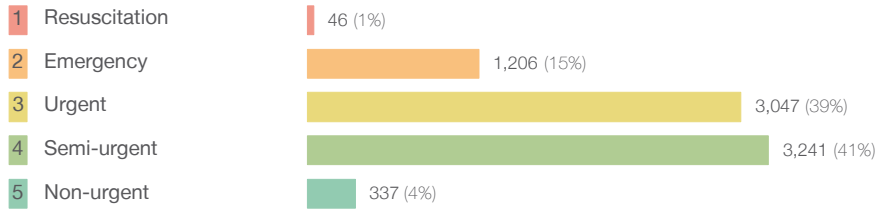
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Port Macquarie Base Hospital: Patients attending the emergency department January to March 2016

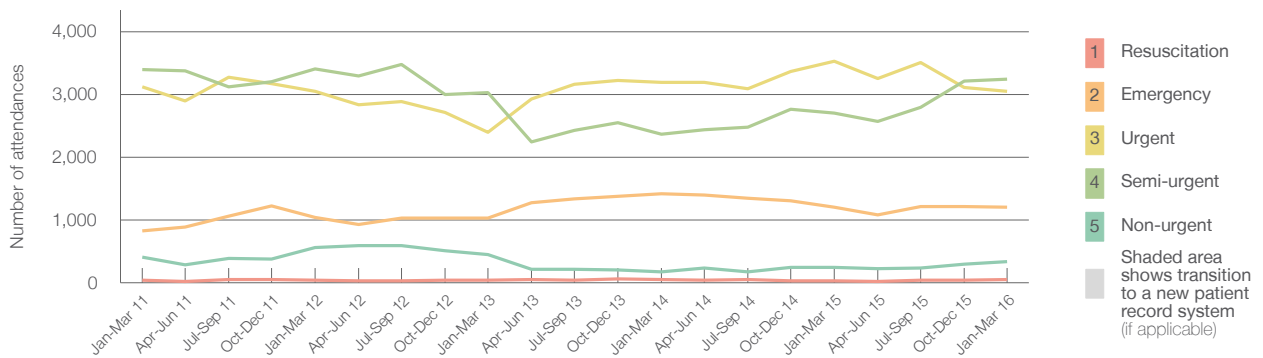
All attendances:<sup>1</sup> 8,185 patients

Emergency attendances<sup>2</sup> by triage category: 7,877 patients



Same period last year	Change since one year ago
7,913	3%
7,717	2%
31	48%
1,207	0%
3,527	-14%
2,707	20%
245	38%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	38	44	39	45	31	46
Emergency	828	1,035	1,032	1,413	1,207	1,206
Urgent	3,124	3,046	2,392	3,190	3,527	3,047
Semi-urgent	3,399	3,403	3,031	2,367	2,707	3,241
Non-urgent	411	559	449	174	245	337
All emergency attendances	7,800	8,087	6,943	7,189	7,717	7,877

## Port Macquarie Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,834 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
1,817	
11 minutes	0 minutes
44 minutes	2 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.

(§) 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.

## Port Macquarie Base Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 1,206

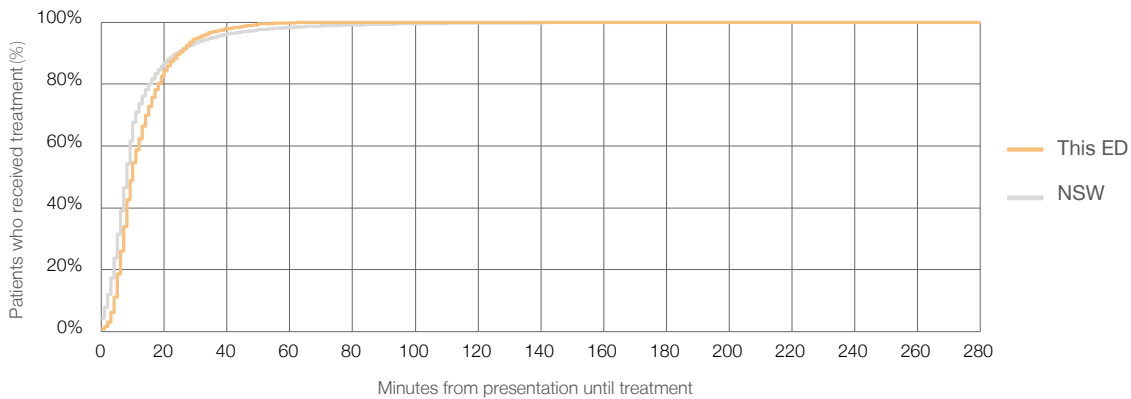
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,202

Median time to start treatment<sup>4</sup>  10 minutes

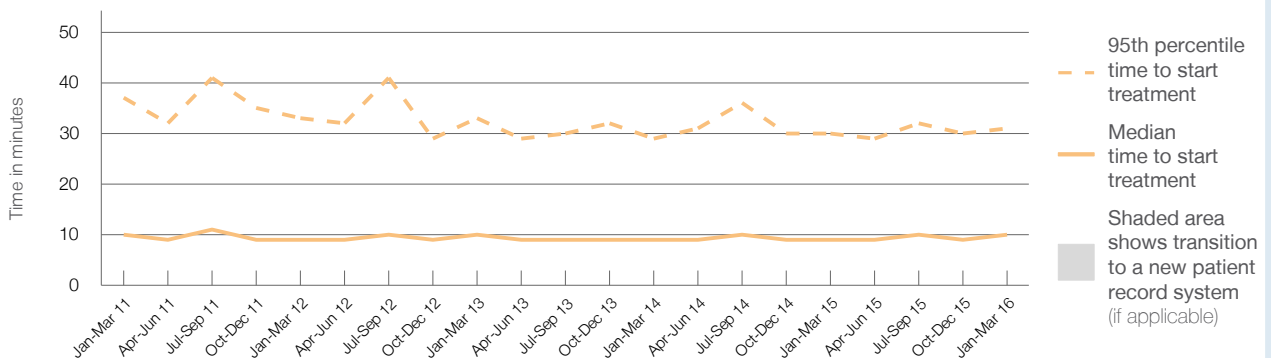
95th percentile time to start treatment<sup>5</sup>  31 minutes

Same period last year	NSW (this period)
1,207	
1,204	
9 minutes	8 minutes
30 minutes	35 minutes

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



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	10	9	10	9	9	10
95th percentile time to start treatment <sup>5</sup> (minutes)	37	33	33	29	30	31

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

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## Port Macquarie Base Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 3,047

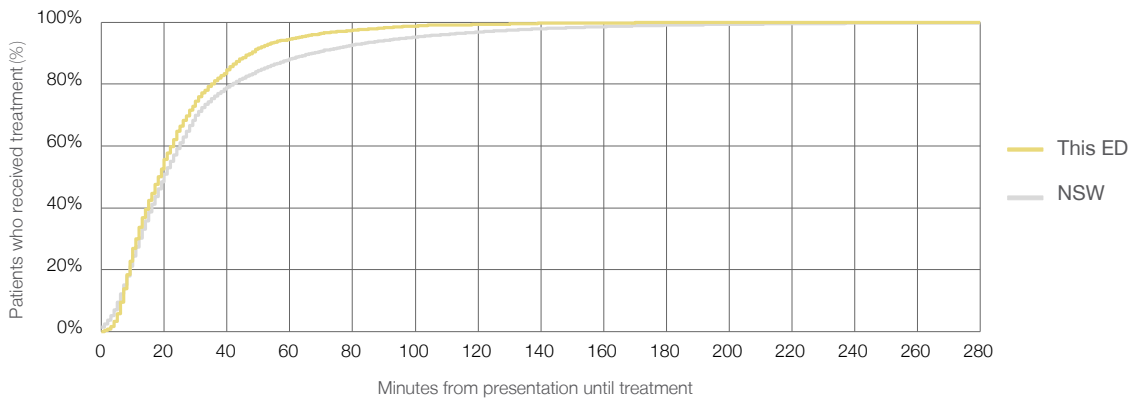
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,980

Median time to start treatment<sup>4</sup> 18 minutes

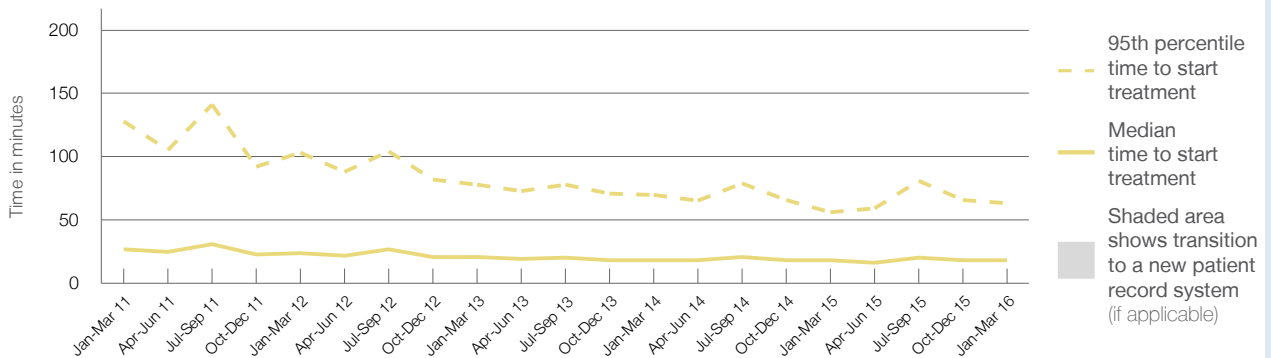
95th percentile time to start treatment<sup>5</sup> 63 minutes

Same period last year	NSW (this period)
3,527	3,446
18 minutes	20 minutes
56 minutes	99 minutes

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



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	27	24	21	18	18	18
95th percentile time to start treatment <sup>5</sup> (minutes)	128	103	78	70	56	63

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## Port Macquarie Base Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 3,241

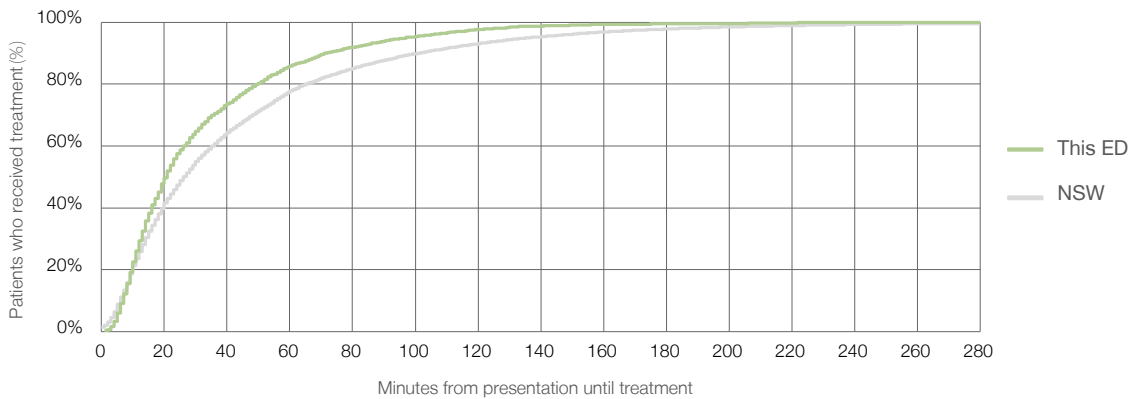
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,766

Median time to start treatment<sup>4</sup>  21 minutes

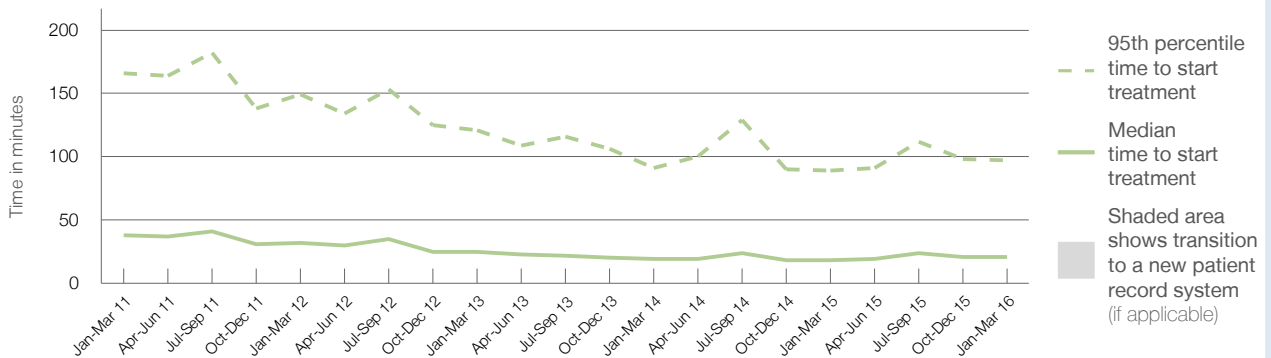
95th percentile time to start treatment<sup>5</sup>  97 minutes

Same period last year	NSW (this period)
2,707	2,349
18 minutes	26 minutes
89 minutes	137 minutes

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



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	38	32	25	19	18	21
95th percentile time to start treatment <sup>5</sup> (minutes)	166	149	121	91	89	97

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

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## Port Macquarie Base Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 337

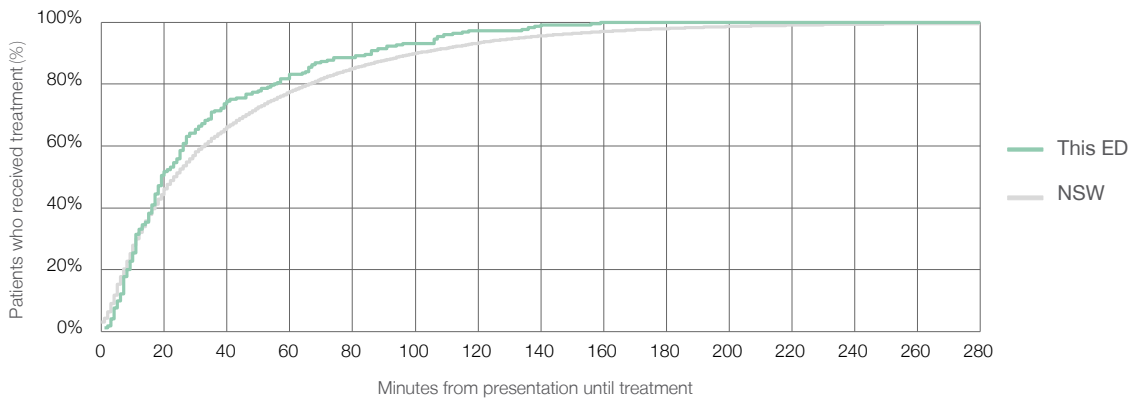
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 220

Median time to start treatment<sup>4</sup> 19 minutes

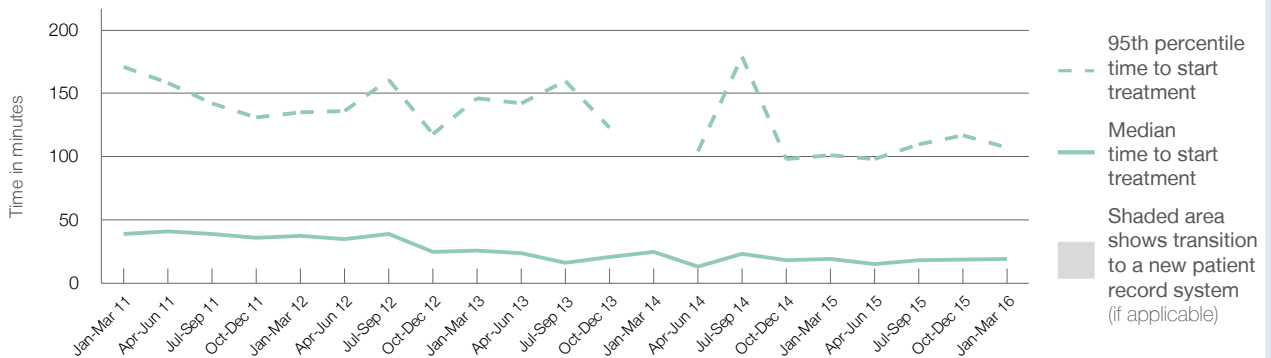
95th percentile time to start treatment<sup>5</sup> 107 minutes

Same period last year	NSW (this period)
245	
159	
19 minutes	23 minutes
101 minutes	135 minutes

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



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	39	38	26	25	19	19
95th percentile time to start treatment <sup>5</sup> (minutes)	171	135	146	*	101	107

(†) 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.

## Port Macquarie Base Hospital: Time from presentation until leaving the ED January to March 2016

All attendances:<sup>1</sup> 8,185 patients

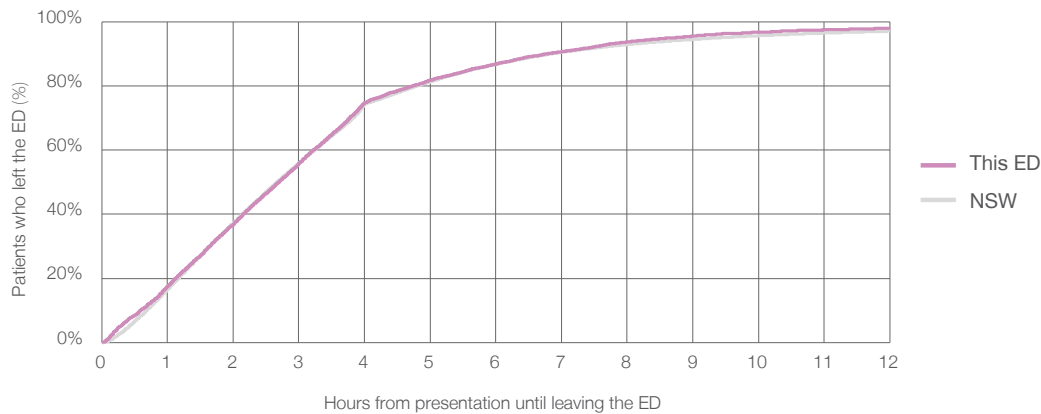
Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,183 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 42 minutes

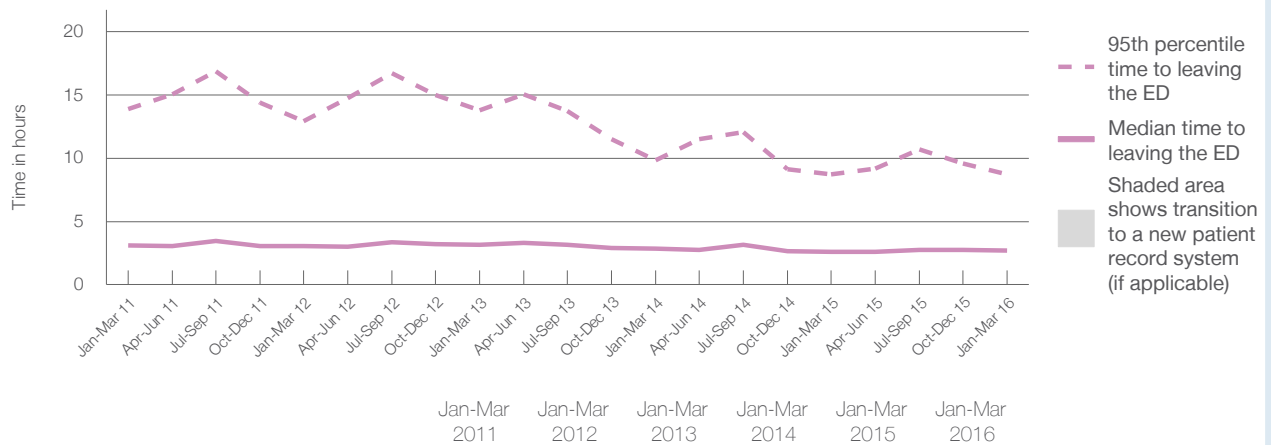
95th percentile time to leaving the ED<sup>9</sup> 8 hours and 44 minutes

Same period last year	NSW (this period)
7,913	
7,911	
2 hours and 35 minutes	2 hours and 40 minutes
8 hours and 44 minutes	9 hours and 25 minutes

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



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 6m	3h 3m	3h 9m	2h 50m	2h 35m	2h 42m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	13h 54m	12h 54m	13h 48m	9h 49m	8h 44m	8h 44m

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

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## Port Macquarie Base Hospital: Time from presentation until leaving the ED By mode of separation January to March 2016

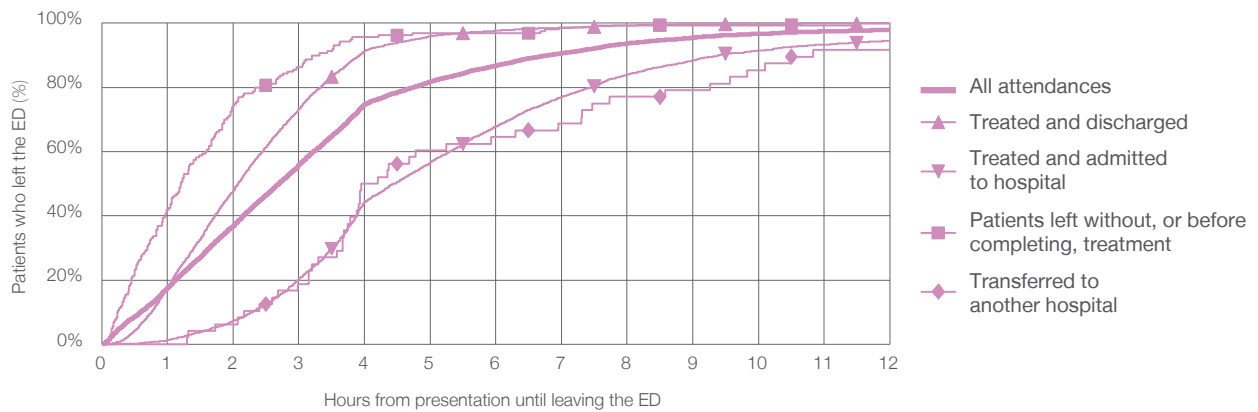
All attendances:<sup>1</sup> 8,185 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,183 patients

Treated and discharged	4,455 (54%)
Treated and admitted to hospital	2,961 (36%)
Patient left without, or before completing, treatment	160 (2%)
Transferred to another hospital	48 (1%)
Other	561 (7%)

Same period last year	Change since one year ago
7,911	3%
4,402	1%
2,911	2%
167	-4%
33	45%
400	40%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18%	48%	73%	91%	98%	99%	100%	100%
Treated and admitted to hospital	1%	7%	20%	44%	68%	84%	91%	94%
Patient left without, or before completing, treatment	42%	74%	86%	96%	97%	99%	99%	100%
Transferred to another hospital	0%	6%	19%	50%	65%	77%	85%	92%
All attendances	18%	37%	56%	75%	87%	94%	97%	98%

(†) 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.



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

All attendances: <sup>1</sup> 8,185 patients

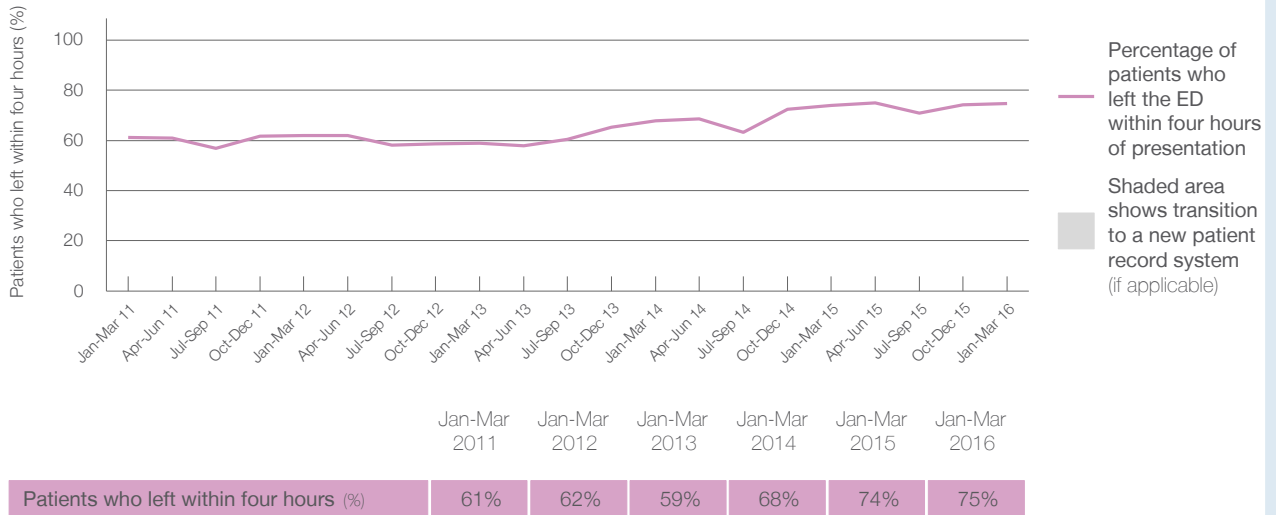
Attendances used to calculate time to leaving the ED: <sup>6</sup> 8,183 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	7,913	3%
Attendances used to calculate time to leaving the ED	7,911	3%
Percentage of patients who left the ED within four hours	74%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<sup>†‡</sup>



Patients who left within four hours (%)	61%	62%	59%	68%	74%	75%
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\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.  
 † Data points are not shown in graphs for quarters when patient numbers were too small.  
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

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

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

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

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