

Tumut Health Service: Emergency department (ED) overview

January to March 2016

All attendances:¹ 1,798 patients
Emergency attendances:² 1,161 patients

Same period last year	Change since one year ago
1,372	31%
809	44%

Tumut Health Service: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 44 patients

Median time to start treatment⁴ 8 minutes

95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 350 patients

Median time to start treatment⁴ 6 minutes

95th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 602 patients

Median time to start treatment⁴ 5 minutes

95th percentile time to start treatment⁵ 49 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 165 patients

Median time to start treatment⁴ 4 minutes

95th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
51	
1 minutes	8 minutes
*	35 minutes
215	
0 minutes	20 minutes
34 minutes	99 minutes
411	
1 minutes	26 minutes
33 minutes	137 minutes
132	
1 minutes	23 minutes
30 minutes	135 minutes

Tumut Health Service: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 1,798 patients

Percentage of patients who left the ED within four hours 98%

Same period last year	Change since one year ago
1,372	31%
99%	

* 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.

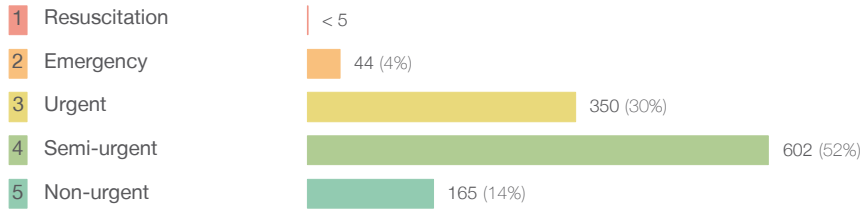
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

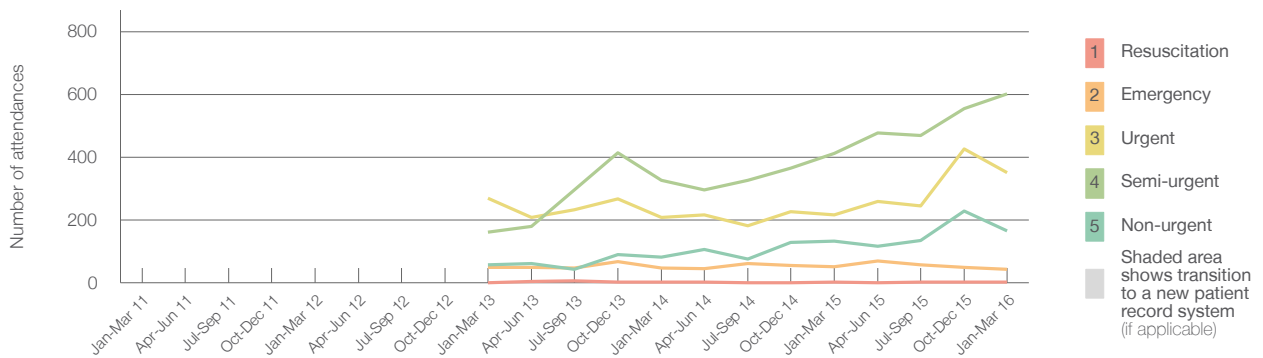
All attendances:¹ 1,798 patients

Emergency attendances² by triage category: 1,161 patients



	Same period last year	Change since one year ago
All attendances	1,372	31%
Emergency attendances	809	44%
1 Resuscitation	< 5	*
2 Emergency	51	-14%
3 Urgent	215	63%
4 Semi-urgent	411	46%
5 Non-urgent	132	25%

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			48	49	51	44
Urgent			270	207	215	350
Semi-urgent			161	326	411	602
Non-urgent			56	81	132	165
All emergency attendances			535	663	809	1,161

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

Arrivals used to calculate transfer of care time:⁷ 113 patients

ED Transfer of care time[§]



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	0	

(†) 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.

(§) 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.

Tumut 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: 44

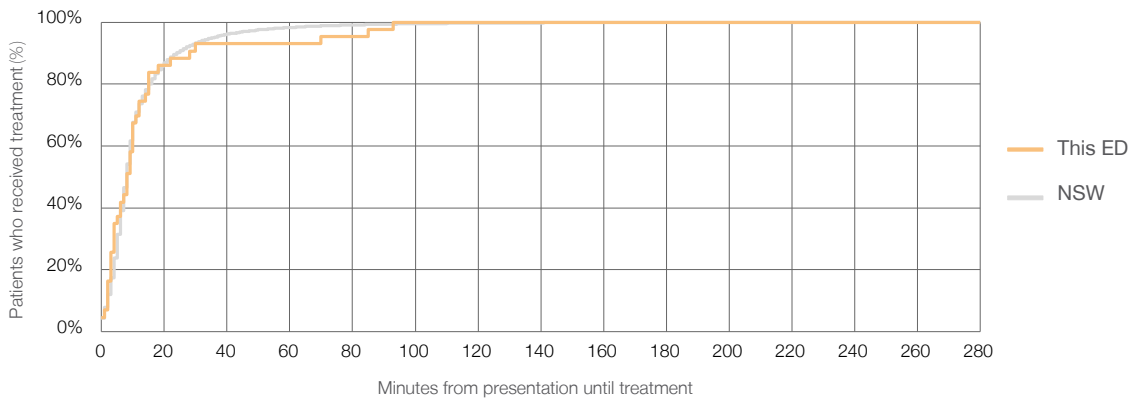
Number of triage 2 patients used to calculate waiting time:³ 43

Median time to start treatment⁴ 8 minutes

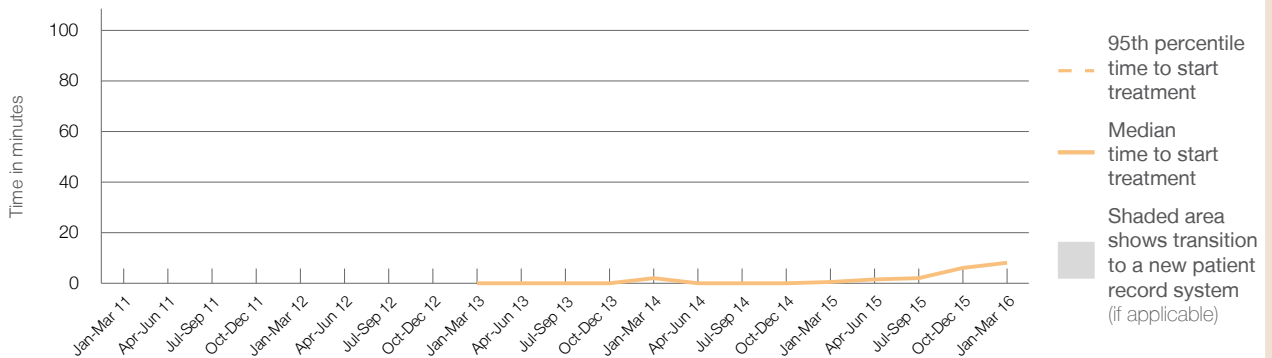
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
51	
50	
1 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)			0	2	1	8
95th percentile time to start treatment ⁵ (minutes)			*	*	*	*

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Tumut 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: 350

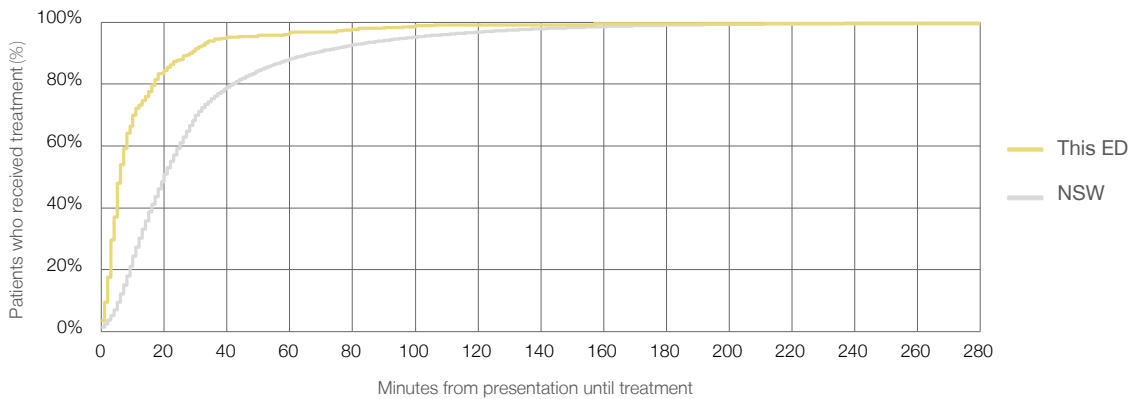
Number of triage 3 patients used to calculate waiting time:³ 348

Median time to start treatment⁴ 6 minutes

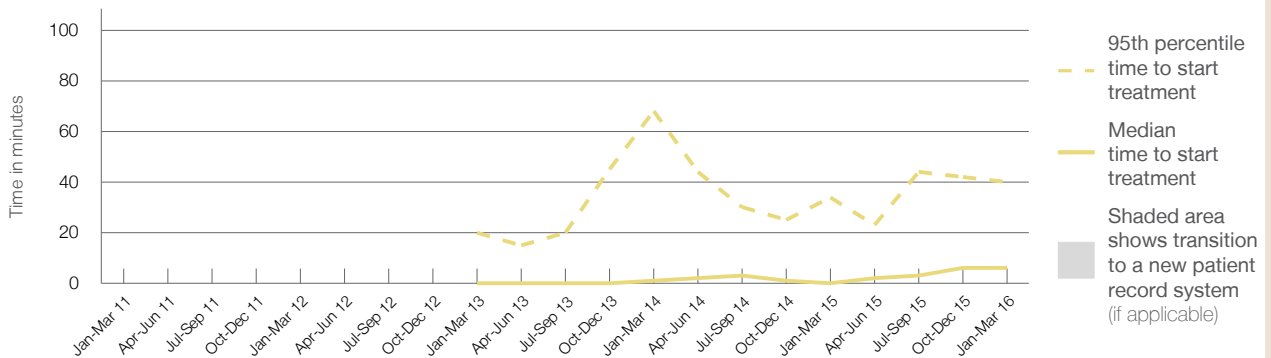
95th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
215	
214	
0 minutes	20 minutes
34 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)			0	1	0	6
95th percentile time to start treatment ⁵ (minutes)			20	68	34	40

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Tumut 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: 602

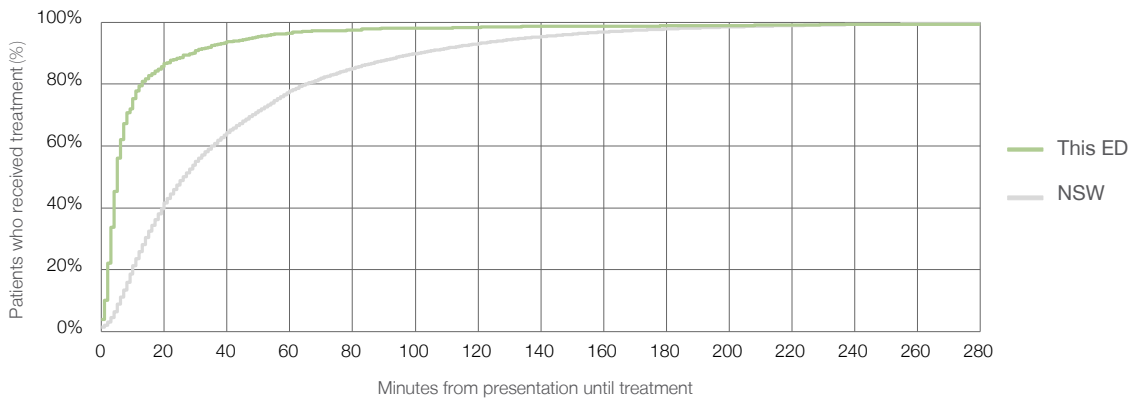
Number of triage 4 patients used to calculate waiting time:³ 596

Median time to start treatment⁴ 5 minutes

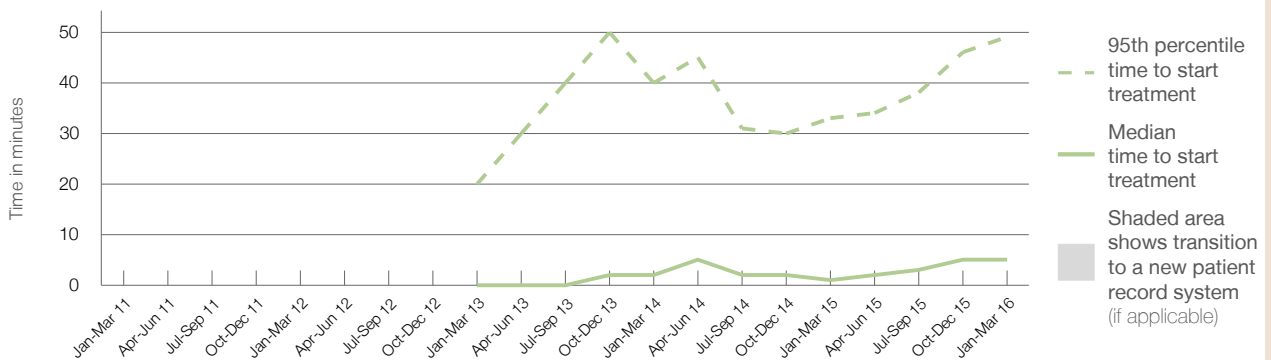
95th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
411	
410	
1 minutes	26 minutes
33 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)			0	2	1	5
95th percentile time to start treatment ⁵ (minutes)			20	40	33	49

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Tumut 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: 165

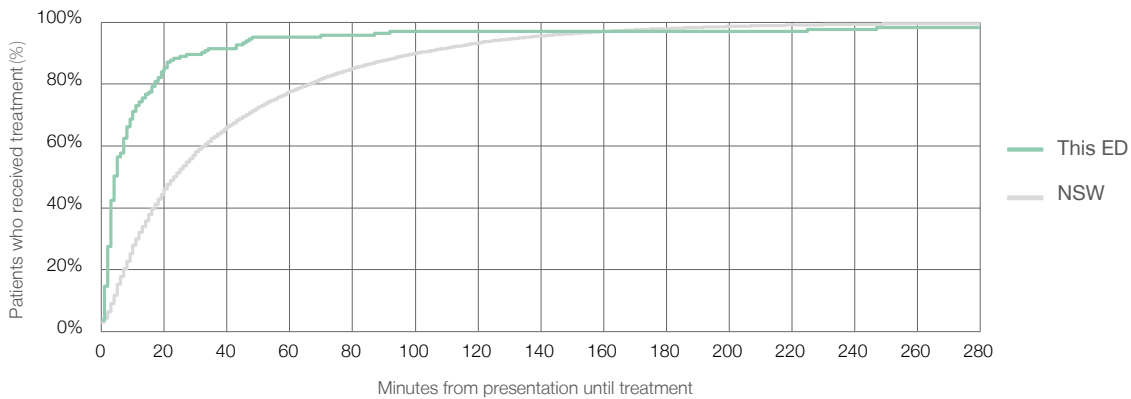
Number of triage 5 patients used to calculate waiting time:³ 163

Median time to start treatment⁴ 4 minutes

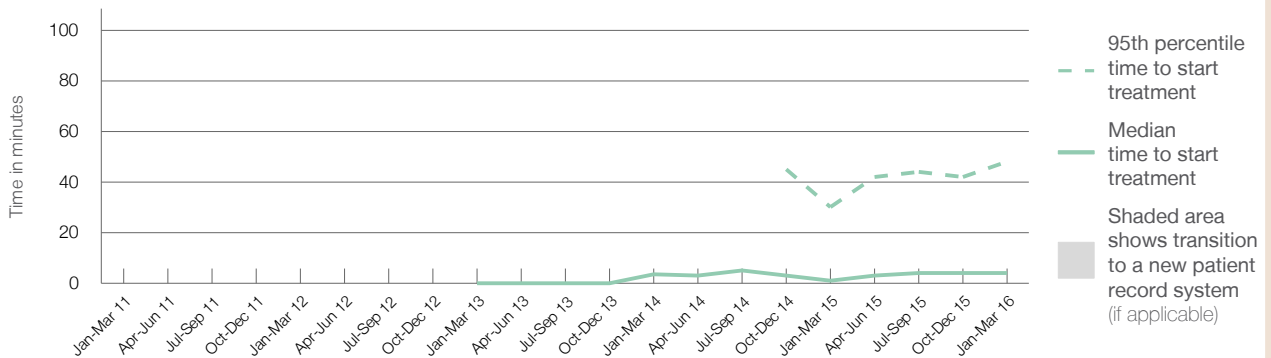
95th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
132	132
1 minutes	23 minutes
30 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)			0	4	1	4
95th percentile time to start treatment ⁵ (minutes)			*	*	30	48

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Tumut Health Service: Time from presentation until leaving the ED

January to March 2016

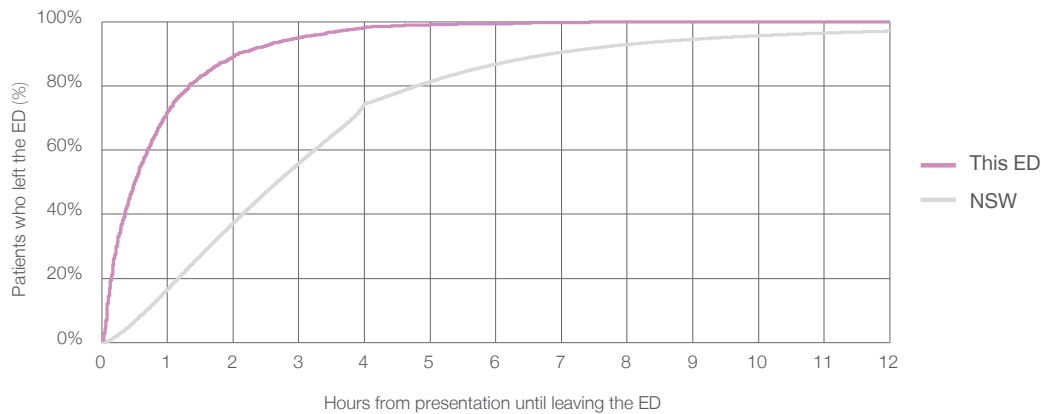
All attendances:¹ 1,798 patients

Attendances used to calculate time to leaving the ED:⁶ 1,798 patients

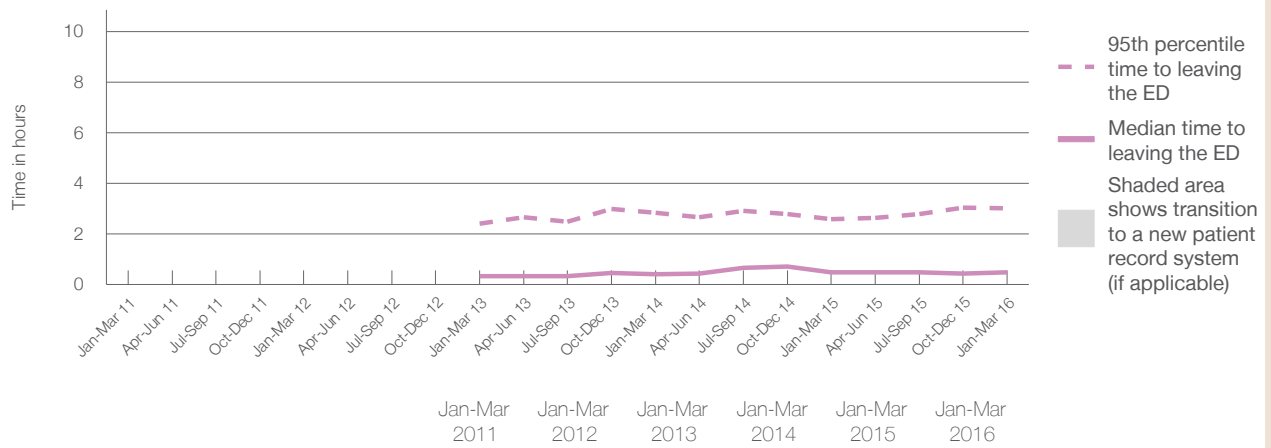
Median time to leaving the ED⁸ 0 hours and 30 minutes
 95th percentile time to leaving the ED⁹ 3 hours and 1 minutes

Same period last year	NSW (this period)
1,372	1,372
0 hours and 30 minutes	2 hours and 40 minutes
2 hours and 35 minutes	9 hours and 25 minutes

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



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



Median time to leaving the ED ⁸ (hours, minutes)			0h 20m	0h 25m	0h 30m	0h 30m
95th percentile time to leaving the ED ⁹ (hours, minutes)			2h 25m	2h 50m	2h 35m	3h 1m

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Tumut Health Service: Time from presentation until leaving the ED
By mode of separation
January to March 2016

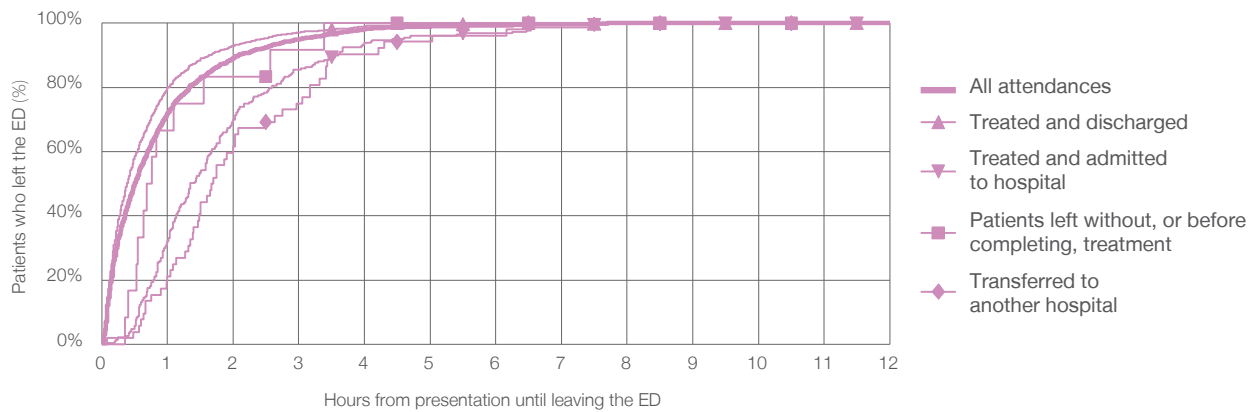
All attendances:¹ 1,798 patients

Attendances used to calculate time to leaving the ED:⁶ 1,798 patients

Treated and discharged	1,495 (83%)
Treated and admitted to hospital	227 (13%)
Patient left without, or before completing, treatment	12 (1%)
Transferred to another hospital	52 (3%)
Other	12 (1%)

Same period last year	Change since one year ago
1,372	31%
1,104	35%
204	11%
14	-14%
50	4%
0	B

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	80%	93%	97%	99%	100%	100%	100%	100%
Treated and admitted to hospital	32%	70%	85%	94%	97%	100%	100%	100%
Patient left without, or before completing, treatment	67%	83%	92%	100%	100%	100%	100%	100%
Transferred to another hospital	21%	62%	75%	90%	96%	100%	100%	100%
All attendances	72%	89%	95%	98%	99%	100%	100%	100%

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Tumut 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 1,798 patients

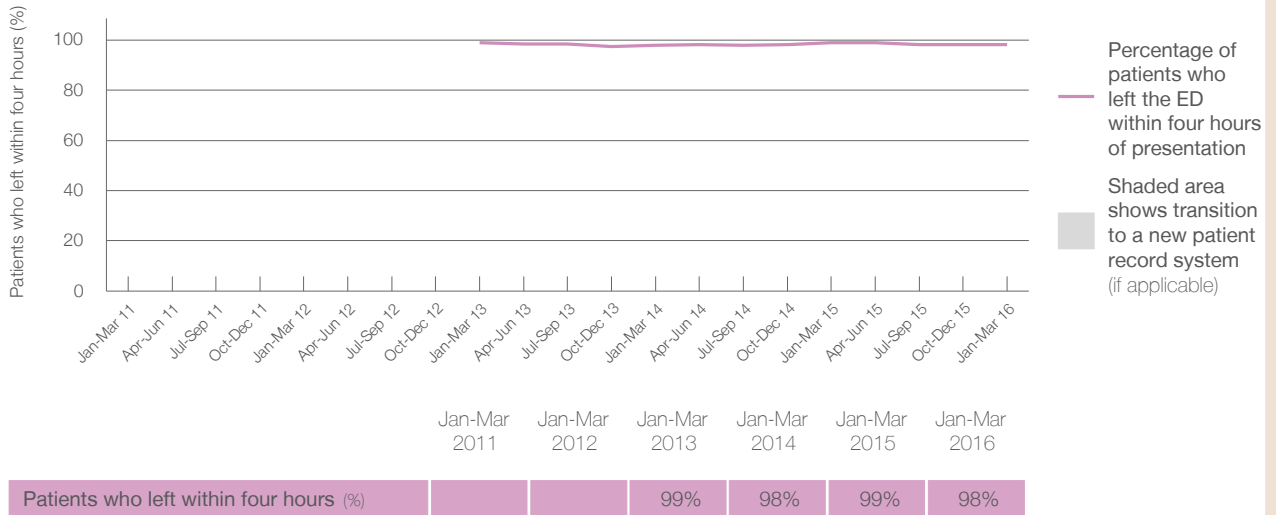
Attendances used to calculate time to leaving the ED: ⁶ 1,798 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	1,372	31%
Attendances used to calculate time to leaving the ED	1,372	31%
Percentage of patients who left the ED within four hours	99%	

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



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

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‡ 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*.

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

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

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

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