

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 9,682 patients
 Emergency presentations:² 9,182 patients

Same period last year	Change since one year ago
9,795	-1.2%
9,554	-3.9%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 680 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,843 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,728 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 884 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
799	
7 minutes	8 minutes
21 minutes	26 minutes
3,870	
21 minutes	20 minutes
71 minutes	69 minutes
4,025	
26 minutes	26 minutes
92 minutes	101 minutes
823	
18 minutes	23 minutes
83 minutes	104 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 9,682 patients

Percentage of patients who spent four hours or less in the ED 69.9%

Same period last year	Change since one year ago
9,794	-1.1%
69.1%	

* 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, July to September 2016*.
- 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.
- 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.
- 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.

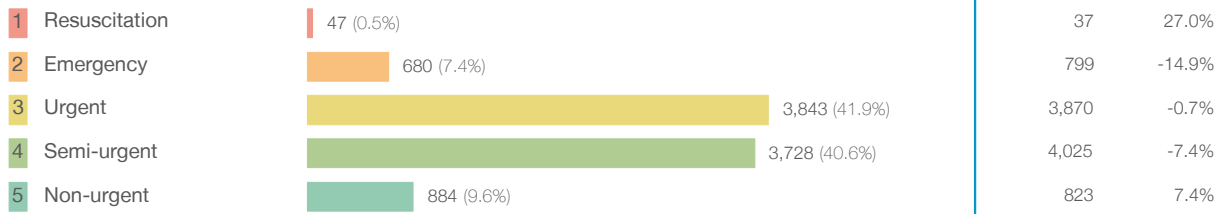
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

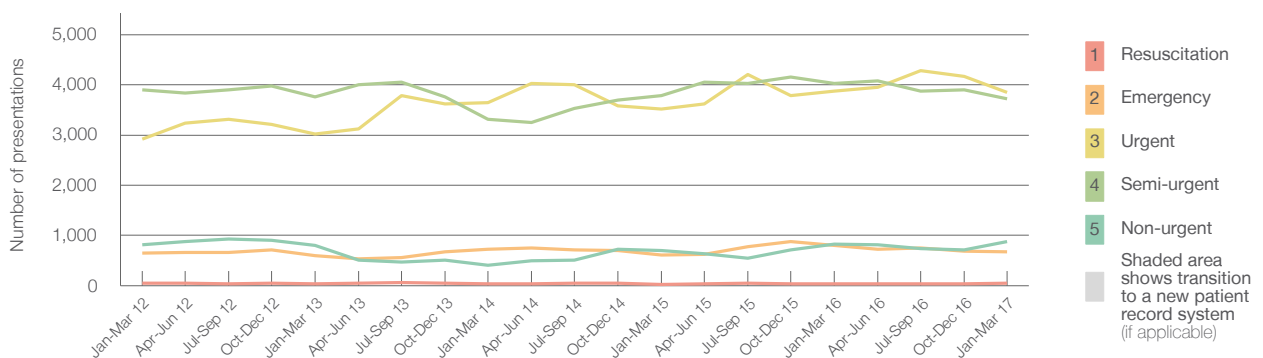
Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department January to March 2017

All presentations:¹ 9,682 patients

Emergency presentations² by triage category: 9,182 patients



Emergency presentations² by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	50	40	33	23	37	47
Emergency	651	592	724	612	799	680
Urgent	2,915	3,015	3,645	3,516	3,870	3,843
Semi-urgent	3,895	3,764	3,313	3,788	4,025	3,728
Non-urgent	820	799	411	703	823	884
All emergency presentations	8,331	8,210	8,126	8,642	9,554	9,182

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,030 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 680

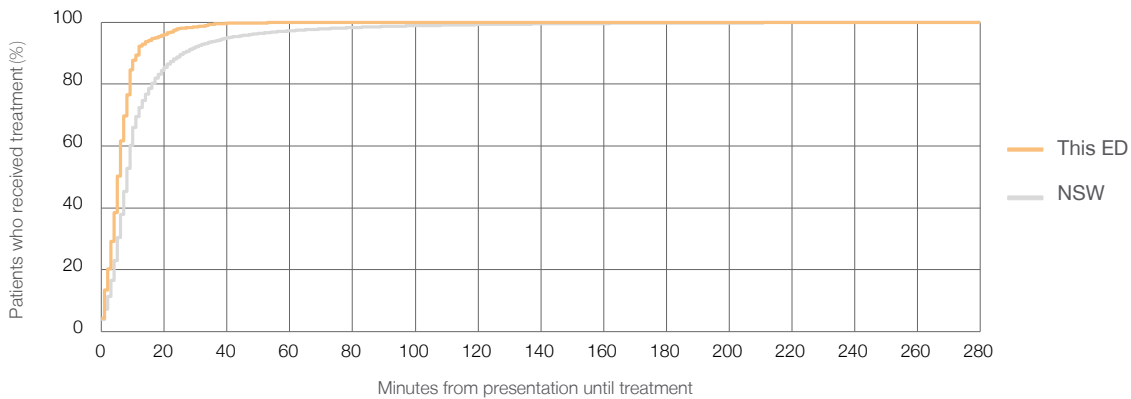
Number of triage 2 patients used to calculate waiting time:³ 679

Median time to start treatment⁴ ■ 5 minutes

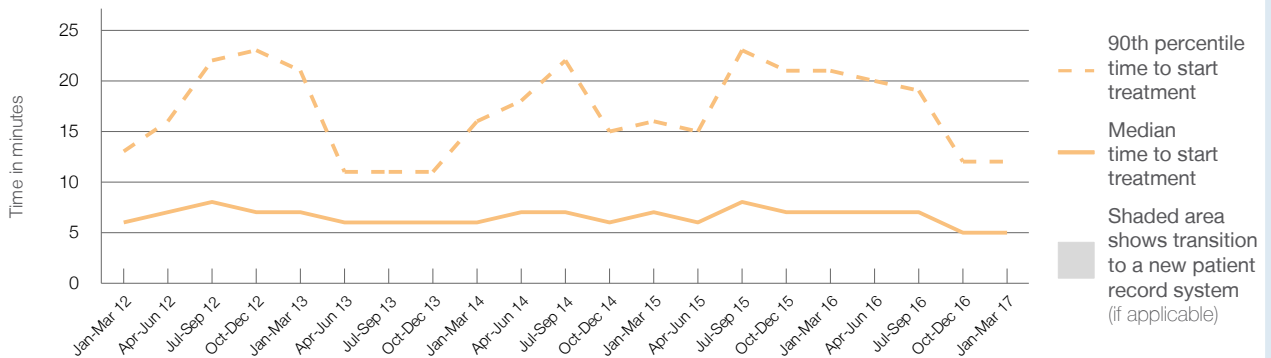
90th percentile time to start treatment⁵ ■ 12 minutes

Same period last year	NSW (this period)
799	
796	
7 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	6	7	6	7	7	5
90th percentile time to start treatment ⁵ (minutes)	13	21	16	16	21	12

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 3,843

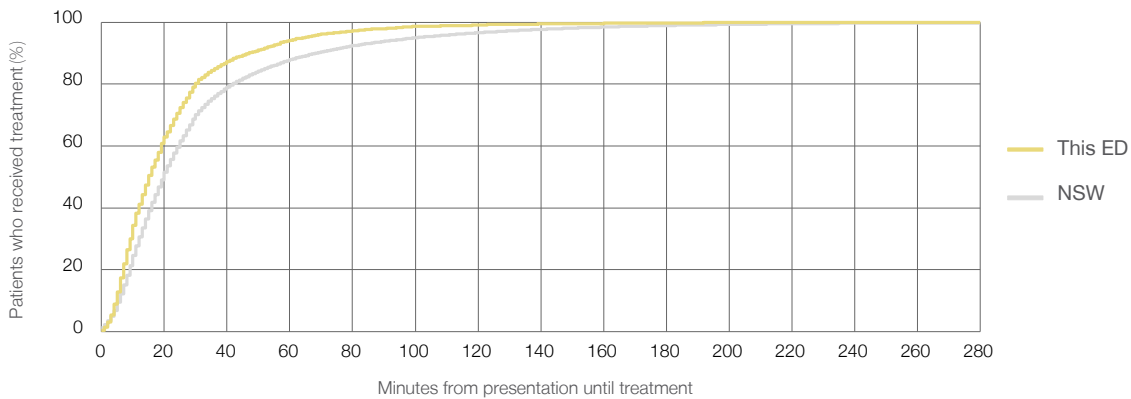
Number of triage 3 patients used to calculate waiting time:³ 3,799

Median time to start treatment⁴ 15 minutes

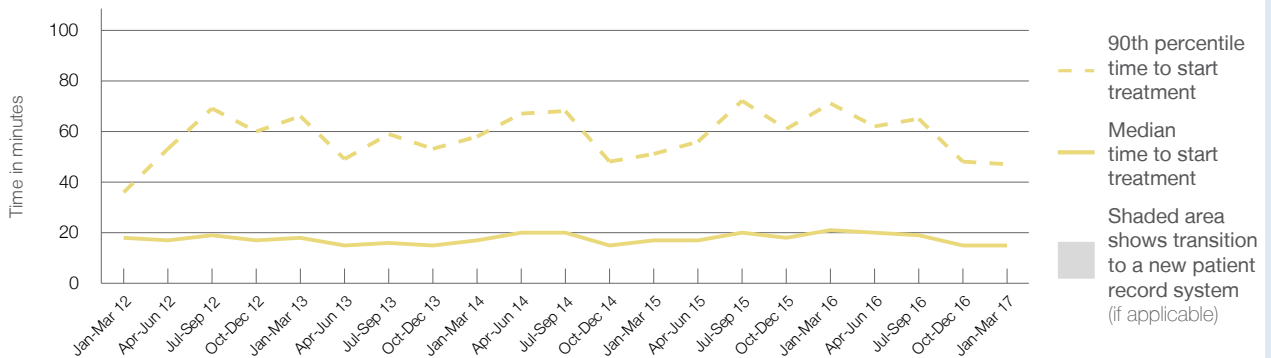
90th percentile time to start treatment⁵ 47 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	3,870	
Number of triage 3 patients used to calculate waiting time ³	3,758	
Median time to start treatment ⁴	21 minutes	20 minutes
90th percentile time to start treatment ⁵	71 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	18	18	17	17	21	15
90th percentile time to start treatment ⁵ (minutes)	36	66	58	51	71	47

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 3,728

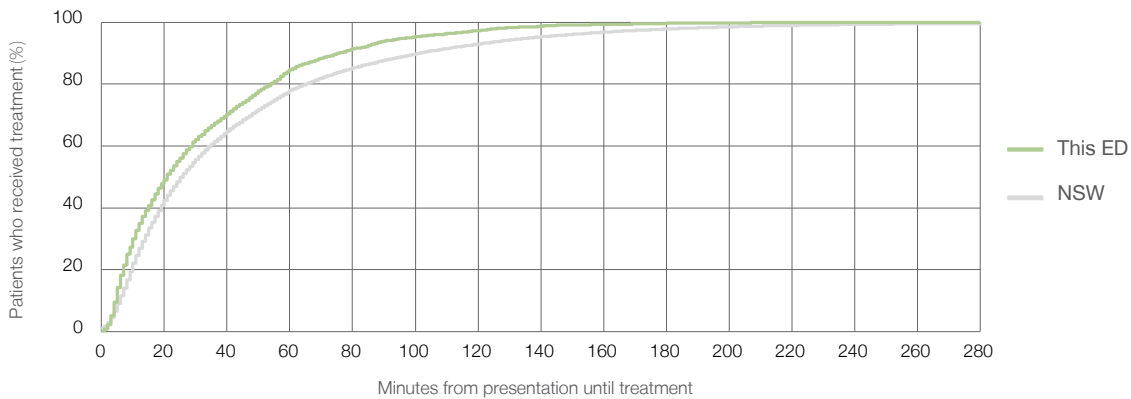
Number of triage 4 patients used to calculate waiting time:³ 3,608

Median time to start treatment⁴ 21 minutes

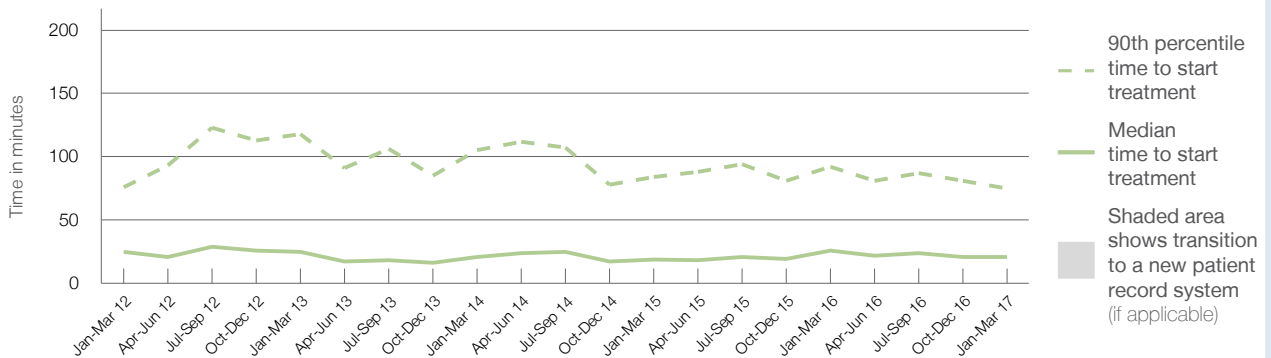
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
4,025	
3,799	
26 minutes	26 minutes
92 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	25	25	21	19	26	21
90th percentile time to start treatment ⁵ (minutes)	76	118	105	84	92	75

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 884

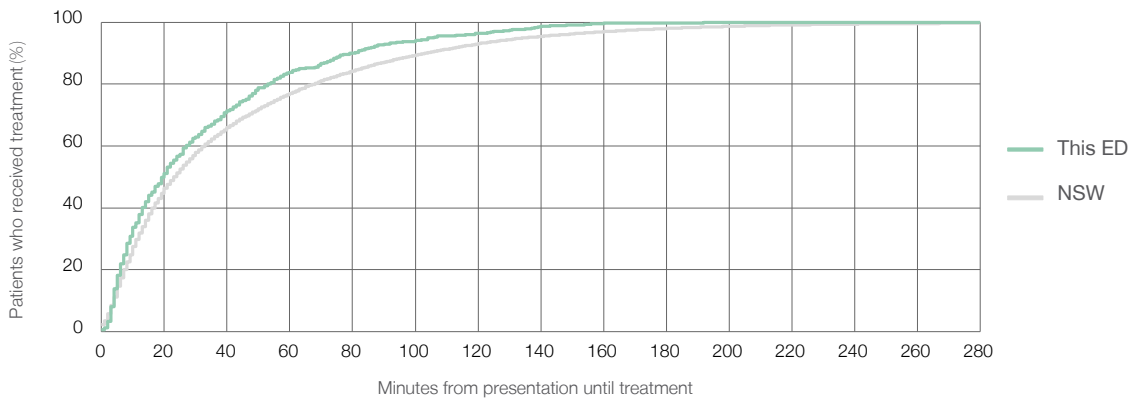
Number of triage 5 patients used to calculate waiting time:³ 823

Median time to start treatment⁴ 20 minutes

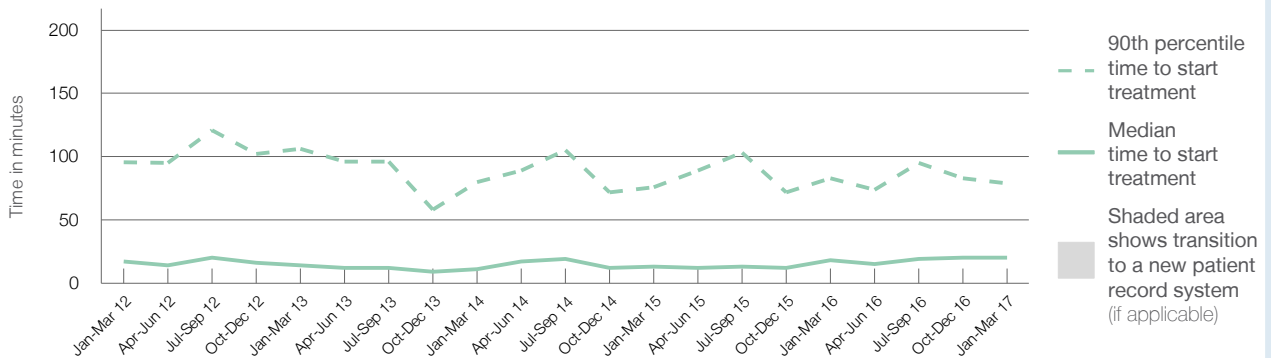
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
823	747
18 minutes	23 minutes
83 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	17	14	11	13	18	20
90th percentile time to start treatment ⁵ (minutes)	96	106	80	76	83	79

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED January to March 2017

All presentations:¹ 9,682 patients

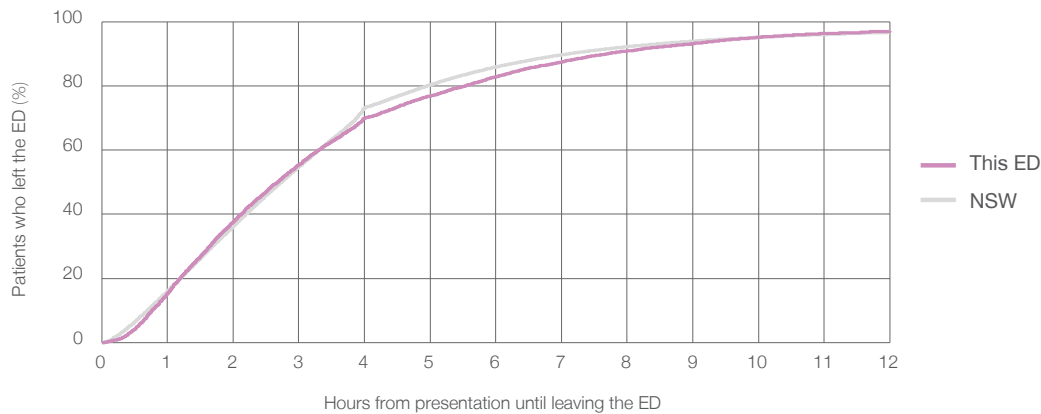
Presentations used to calculate time to leaving the ED:⁶ 9,682 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

90th percentile time spent in the ED⁹ 7 hours and 42 minutes

Same period last year	NSW (this period)
9,795	
9,794	
2 hours and 48 minutes	2 hours and 44 minutes
7 hours and 56 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	3h 32m	3h 22m	3h 2m	2h 47m	2h 48m	2h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 16m	10h 50m	10h 14m	8h 13m	7h 56m	7h 42m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

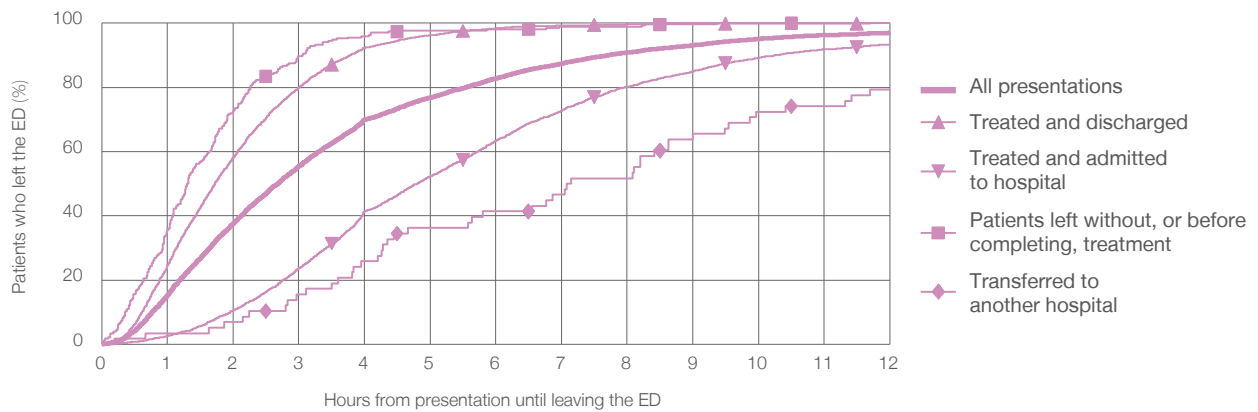
All presentations:¹ 9,682 patients

Presentations used to calculate time to leaving the ED:⁶ 9,682 patients

Treated and discharged	5,134 (53.0%)
Treated and admitted to hospital	4,203 (43.4%)
Patient left without, or before completing, treatment	272 (2.8%)
Transferred to another hospital	58 (0.6%)
Other	15 (0.2%)

Same period last year	Change since one year ago
9,794	-1.1%
5,821	-11.8%
3,404	23.5%
416	-34.6%
133	-56.4%
21	-28.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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	24.7%	58.2%	79.9%	92.4%	98.4%	99.6%	99.9%	100%
Treated and admitted to hospital	2.5%	10.6%	23.7%	41.4%	63.3%	80.2%	89.3%	93.4%
Patient left without, or before completing, treatment	35.7%	72.8%	89.7%	96.0%	98.2%	98.9%	100%	100%
Transferred to another hospital	3.4%	6.9%	15.5%	25.9%	41.4%	51.7%	72.4%	79.3%
All presentations	15.4%	37.7%	55.4%	69.9%	82.8%	90.9%	95.1%	97.0%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED January to March 2017

All presentations at the emergency department:¹ 9,682 patients

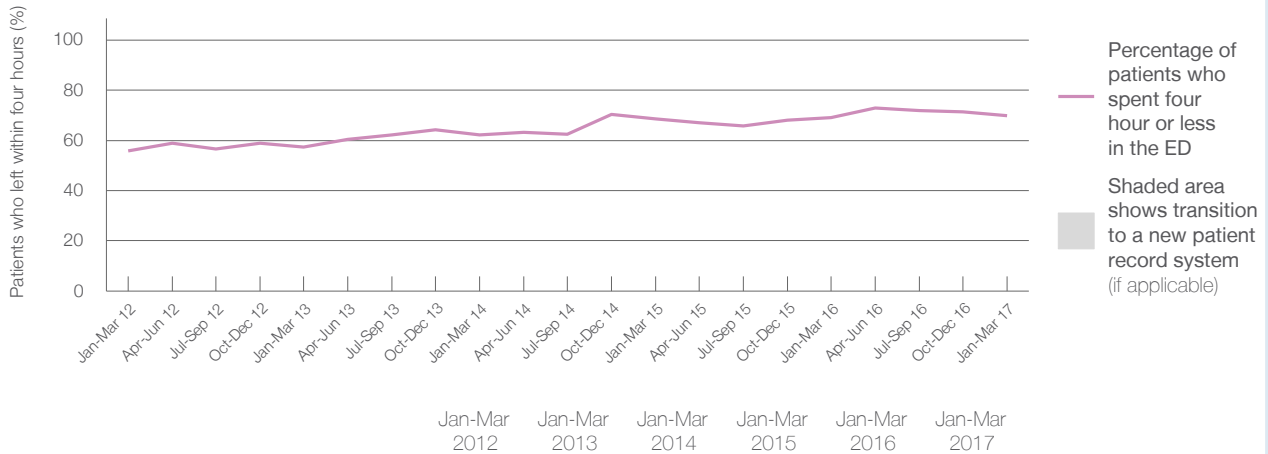
Presentations used to calculate time to leaving the ED:⁶ 9,682 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	9,795	-1.2%
Presentations used to calculate time to leaving the ED	9,794	-1.1%
Percentage of patients who spent four hours or less in the ED	69.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	55.7%	57.5%	62.1%	68.7%	69.1%	69.9%

* 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 presentations at the emergency department (ED).
- All presentations 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, July to September 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 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.
- All presentations 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 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).