

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.

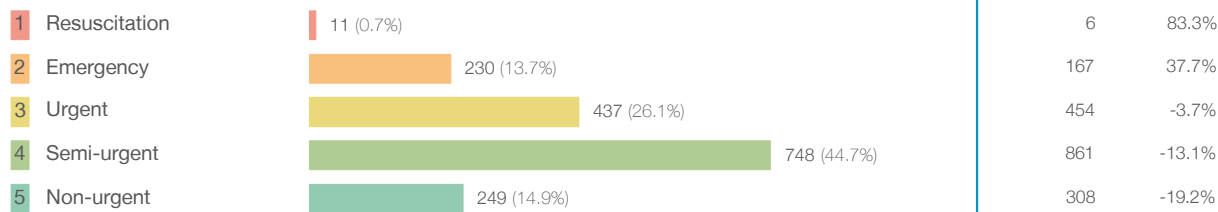
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Cowra Health Service: Patients presenting to the emergency department

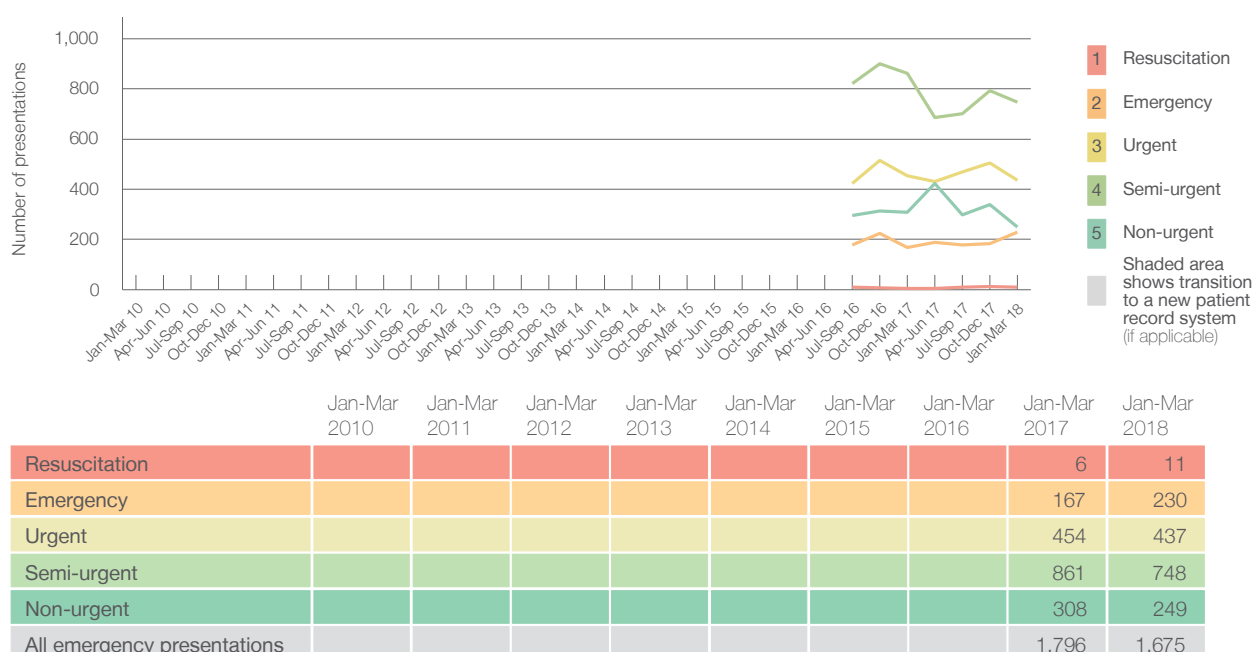
January to March 2018

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

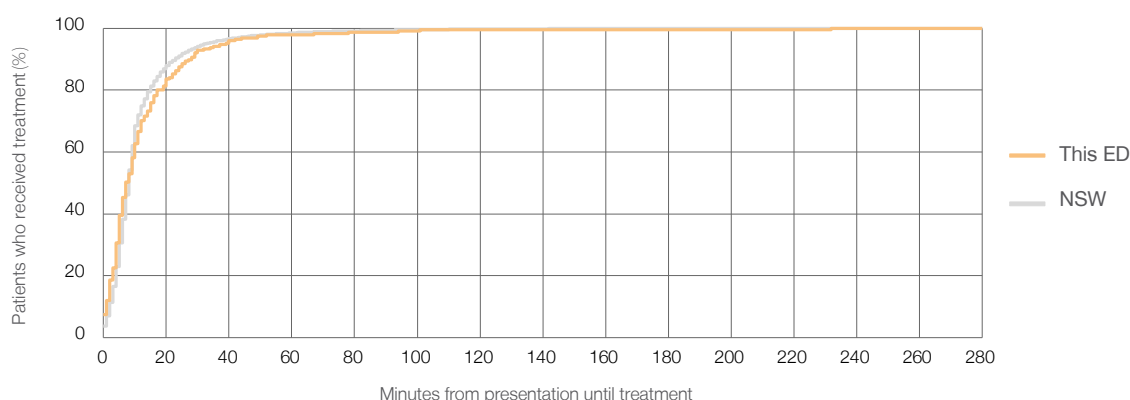
Number of triage 2 patients used to calculate waiting time:³ 225

Median time to start treatment⁴ 7 minutes

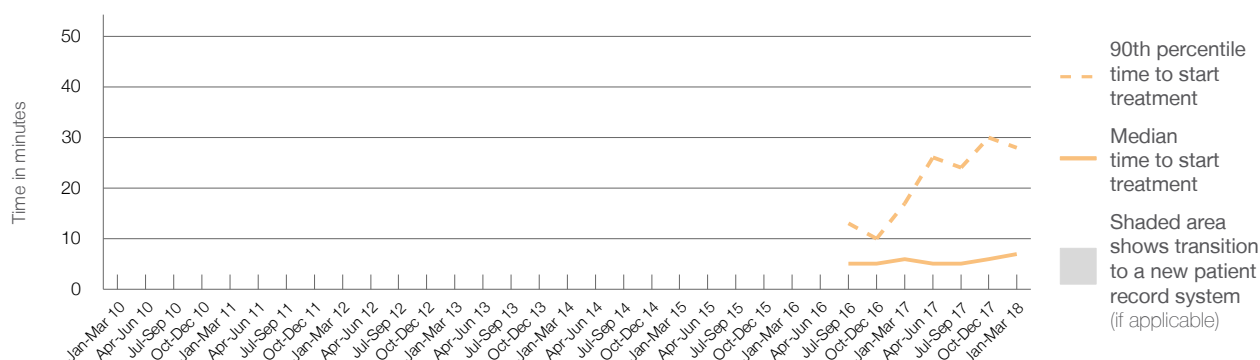
90th percentile time to start treatment⁵ 28 minutes

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

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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

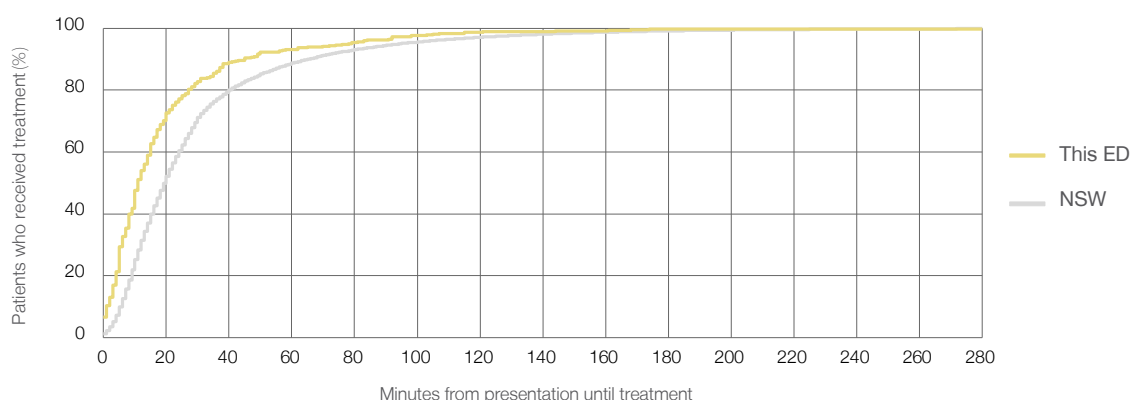
11 minutes

90th percentile time to start treatment⁵

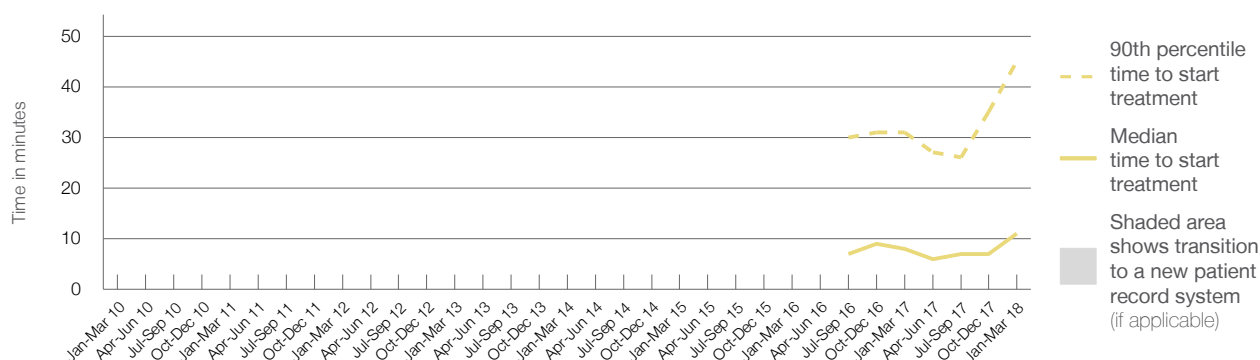
45 minutes

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.

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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

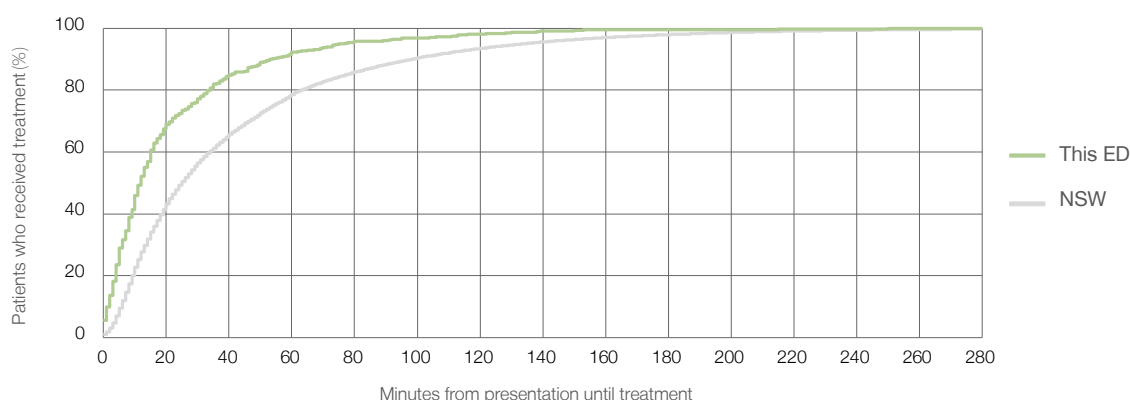
12 minutes

90th percentile time to start treatment⁵

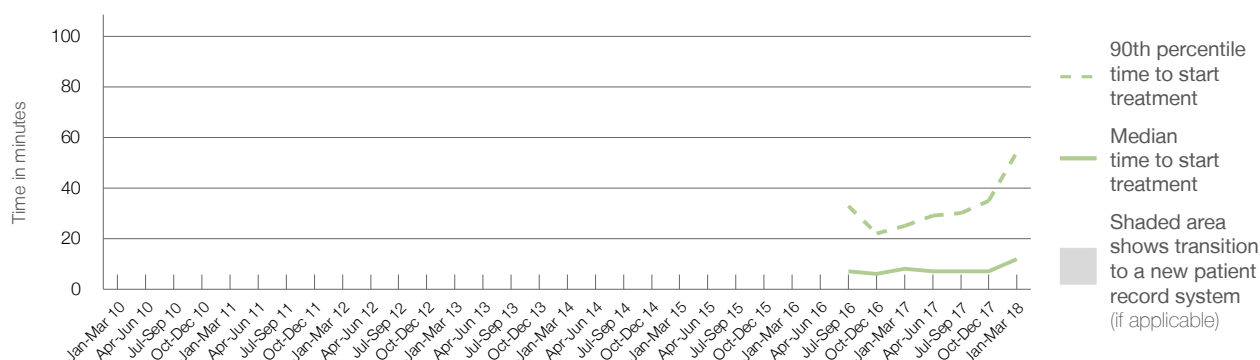
54 minutes

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.

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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 treatment ⁴

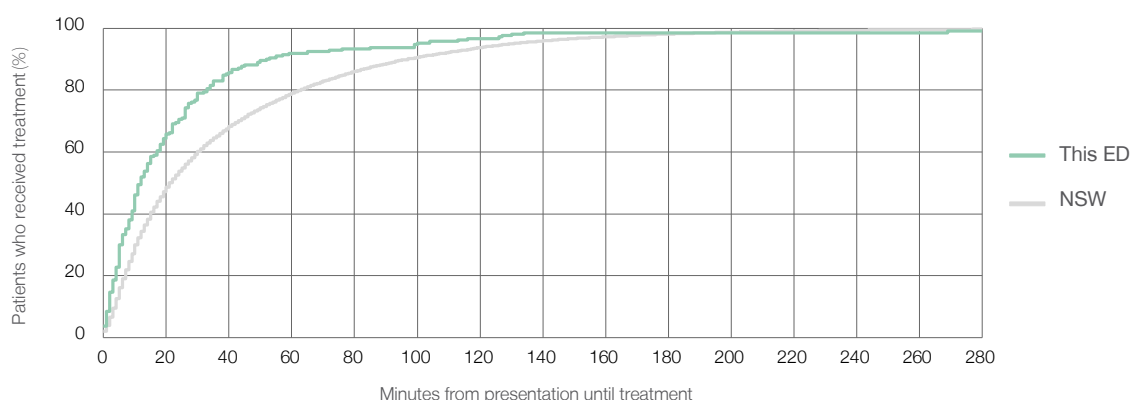
12 minutes

90th percentile time to start treatment ⁵

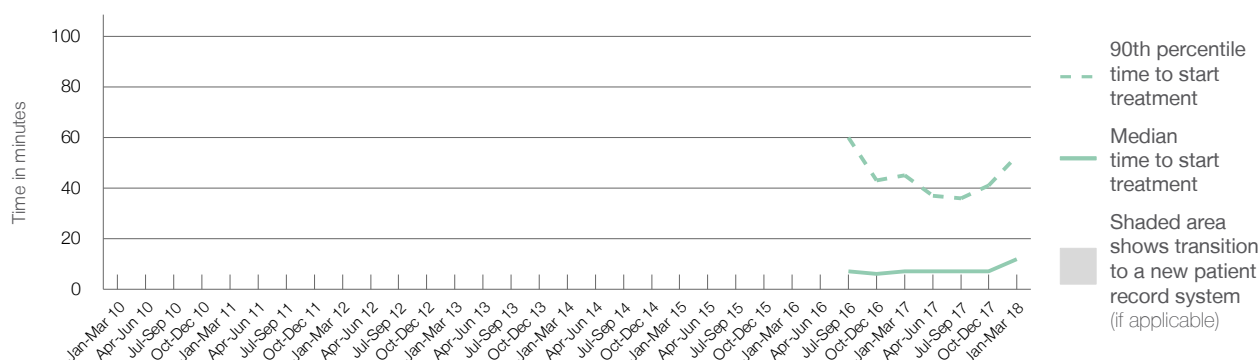
53 minutes

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.

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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

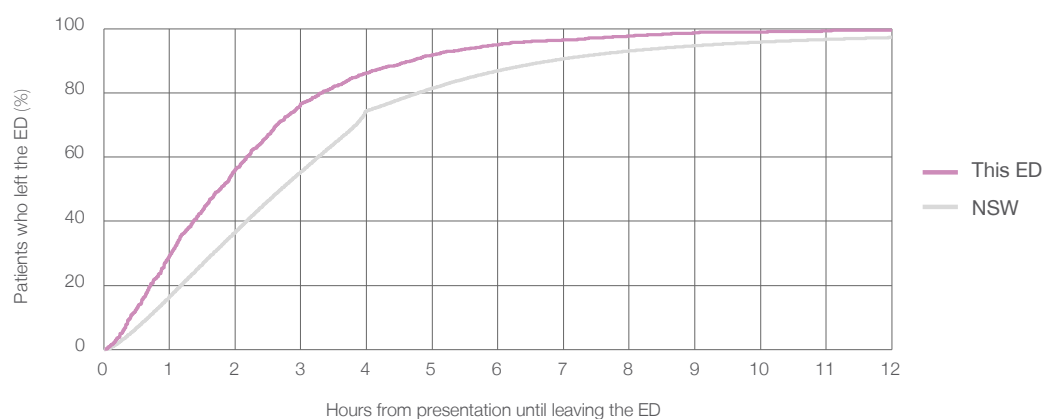
1 hours and 46 minutes

90th percentile time spent in the ED⁹

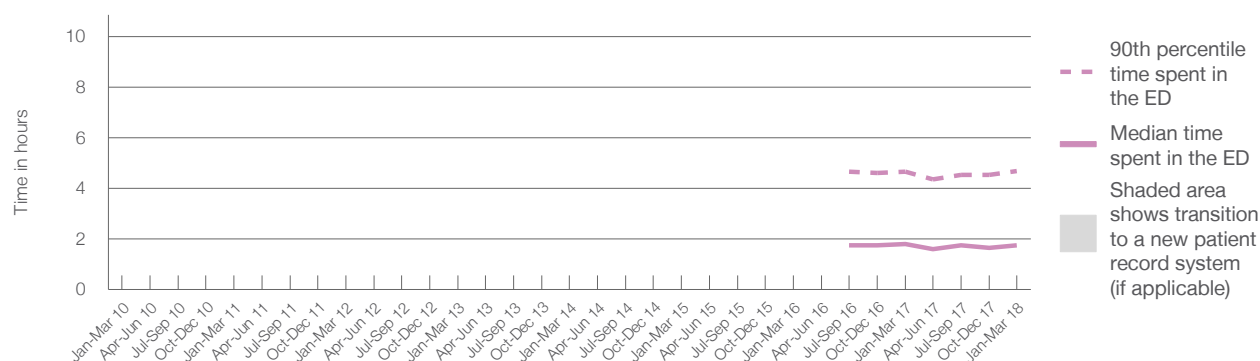
4 hours and 41 minutes

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

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Cowra Health Service: Time patients spent in the ED

By mode of separation

January to March 2018

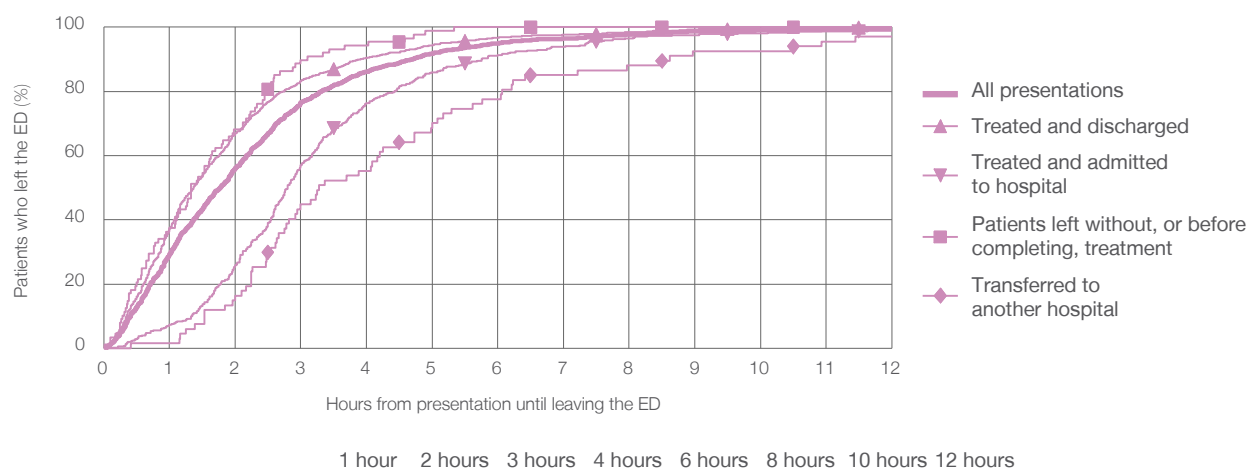
All presentations:[†] 1,720 patients

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%

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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

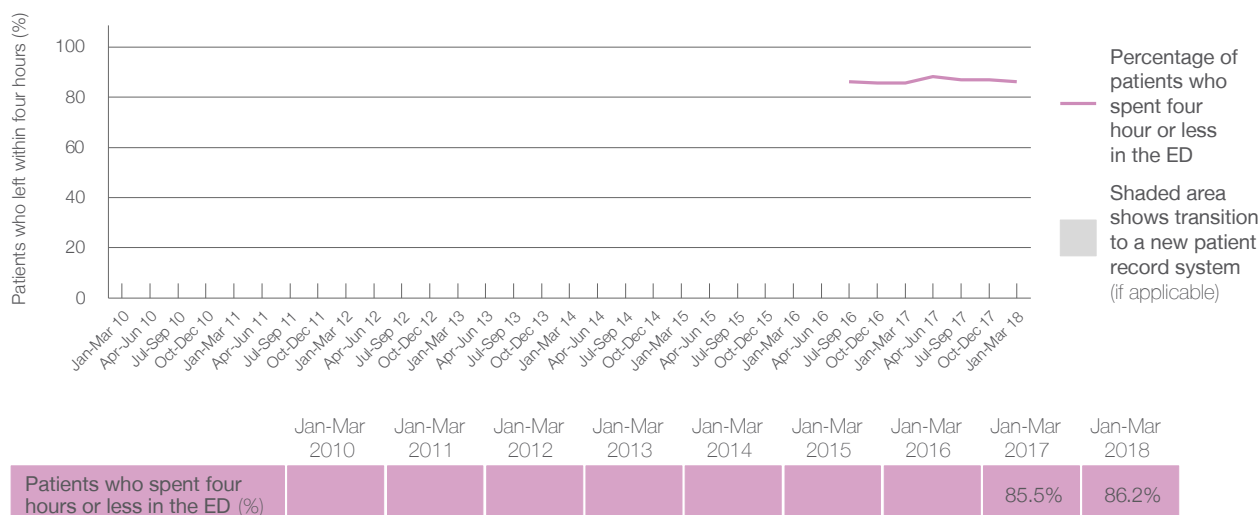
Presentations used to calculate time to leaving the ED: ⁶ 1,720 patients

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.
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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*.
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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).