

Gunnedah Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,048 patients

Emergency presentations:² 1,977 patients

Same period last year	Change since one year ago
1,906	7%
1,823	8%

Gunnedah Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 146 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 589 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,016 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 226 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
99	
3 minutes	8 minutes
*	23 minutes
441	
17 minutes	20 minutes
69 minutes	65 minutes
990	
31 minutes	25 minutes
106 minutes	98 minutes
293	
29 minutes	22 minutes
91 minutes	97 minutes

Gunnedah Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,048 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
1,906	7%
89%	

* 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.

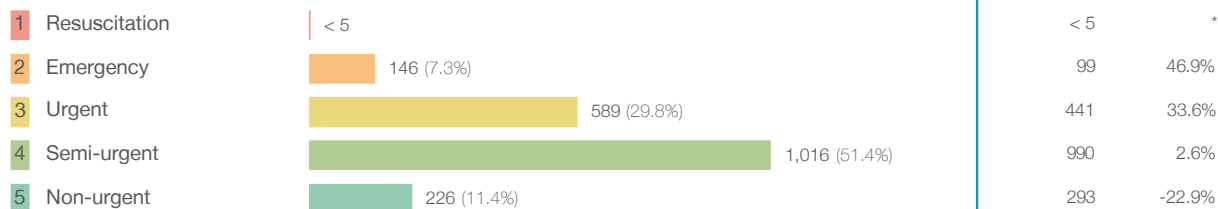
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Gunnedah Hospital: Patients presenting to the emergency department

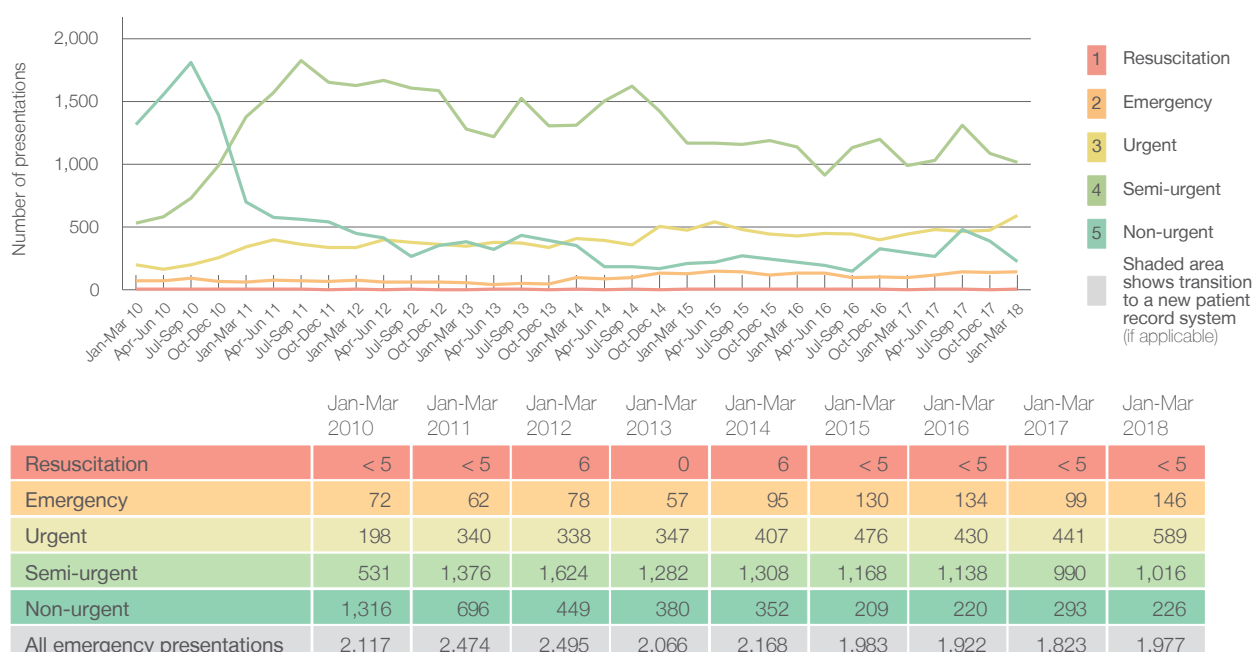
January to March 2018

All presentations:¹ 2,048 patients

Emergency presentations² by triage category: 1,977 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Gunnedah Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 162 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.

Gunnedah Hospital: 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: 146

Number of triage 2 patients used to calculate waiting time: ³ 143

Median time to start treatment ⁴

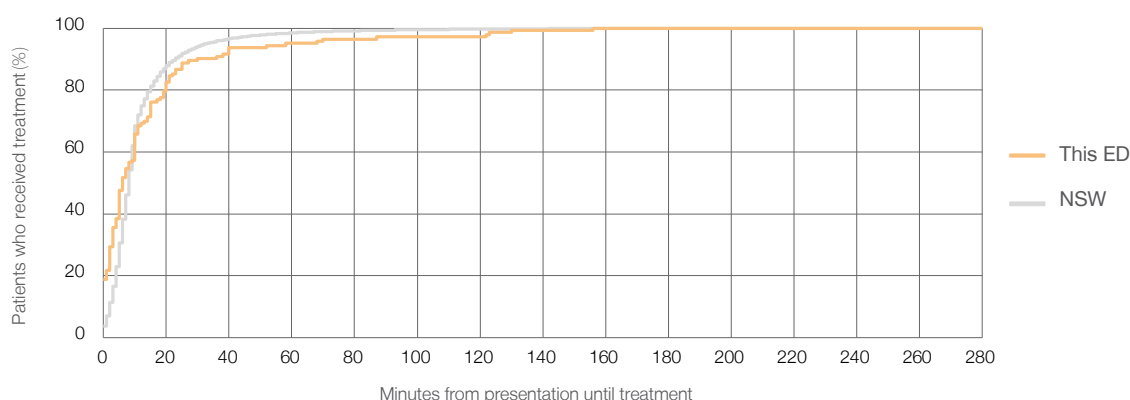
6 minutes

90th percentile time to start treatment ⁵

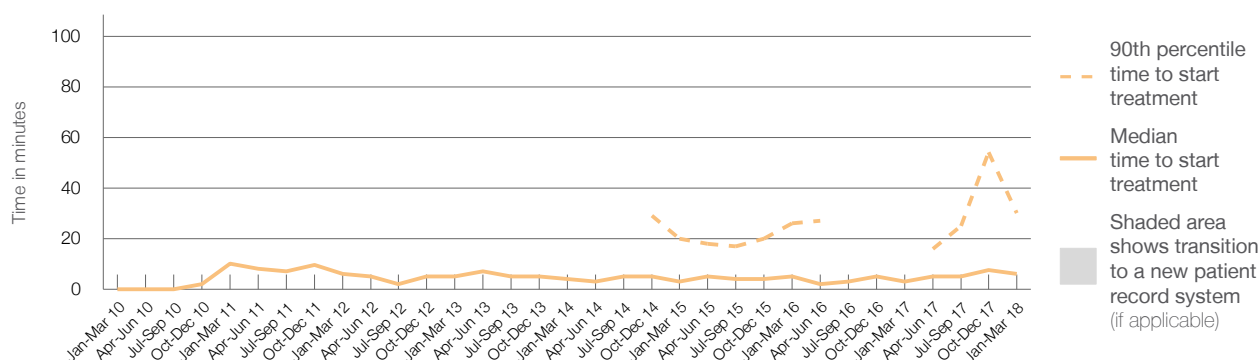
30 minutes

Same period last year	NSW (this period)
99	
98	
3 minutes	8 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)	0	10	6	5	4	3	5	3	6
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	20	26	*	30

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Gunnedah Hospital: 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: 589

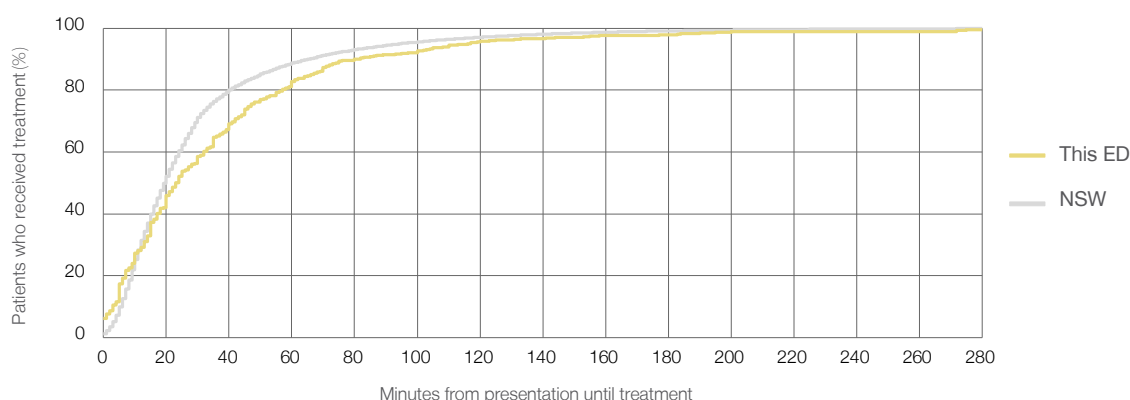
Number of triage 3 patients used to calculate waiting time:³ 580

Median time to start treatment⁴ 23 minutes

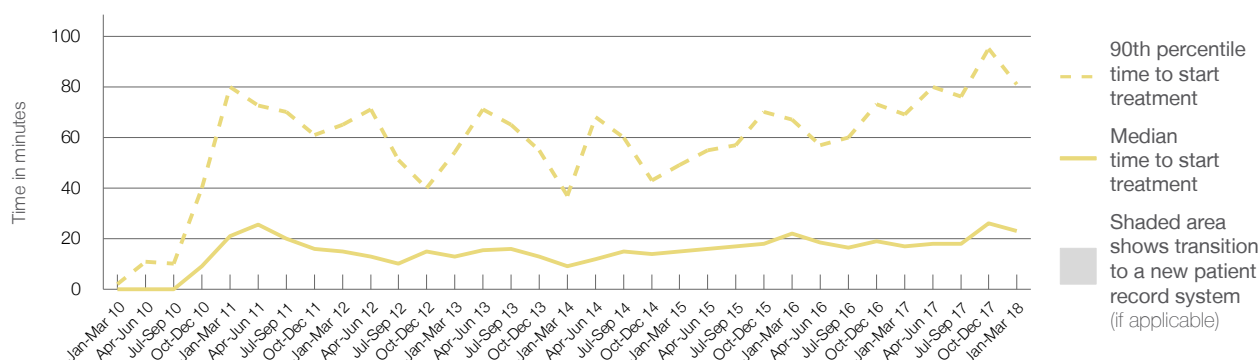
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
441	
435	
17 minutes	20 minutes
69 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)	0	21	15	13	9	15	22	17	23
90th percentile time to start treatment ⁵ (minutes)	2	80	65	54	37	49	67	69	81

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Gunnedah Hospital: 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: 1,016

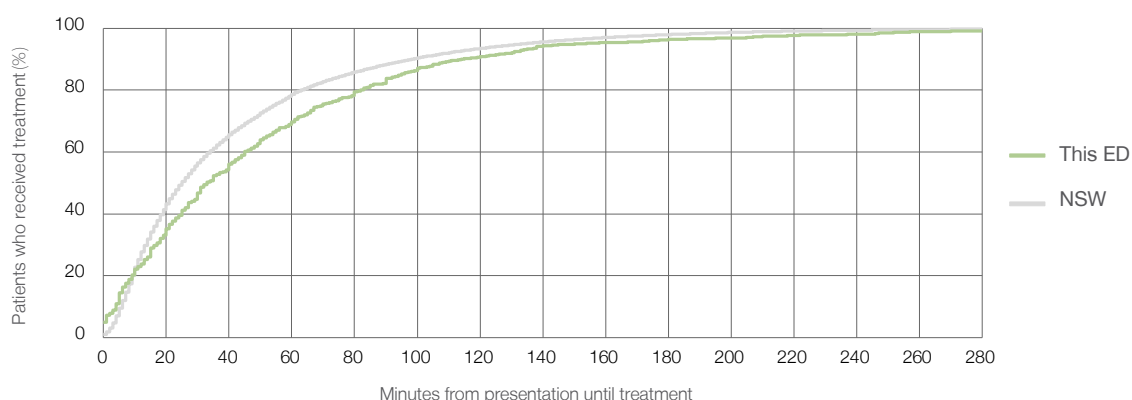
Number of triage 4 patients used to calculate waiting time:³ 954

Median time to start treatment⁴ 33 minutes

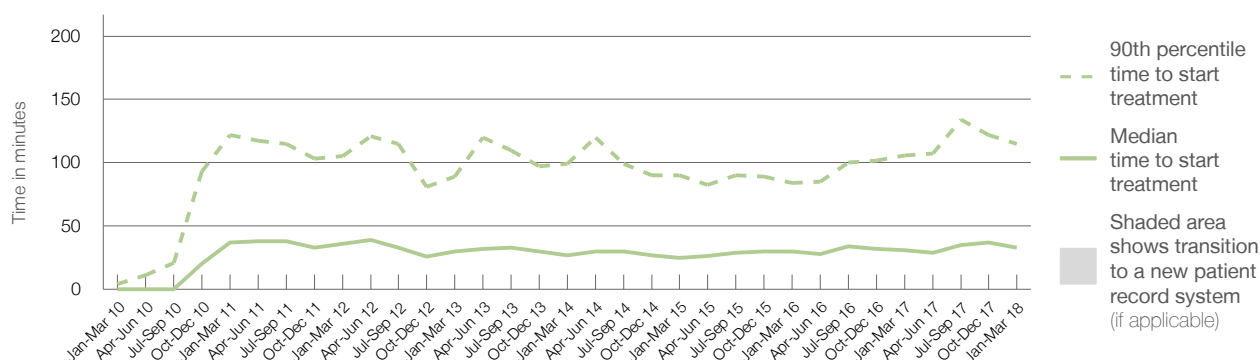
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
990	
940	
31 minutes	25 minutes
106 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)	0	37	36	30	27	25	30	31	33
90th percentile time to start treatment ⁵ (minutes)	4	122	105	89	99	90	84	106	115

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Gunnedah Hospital: 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: 226

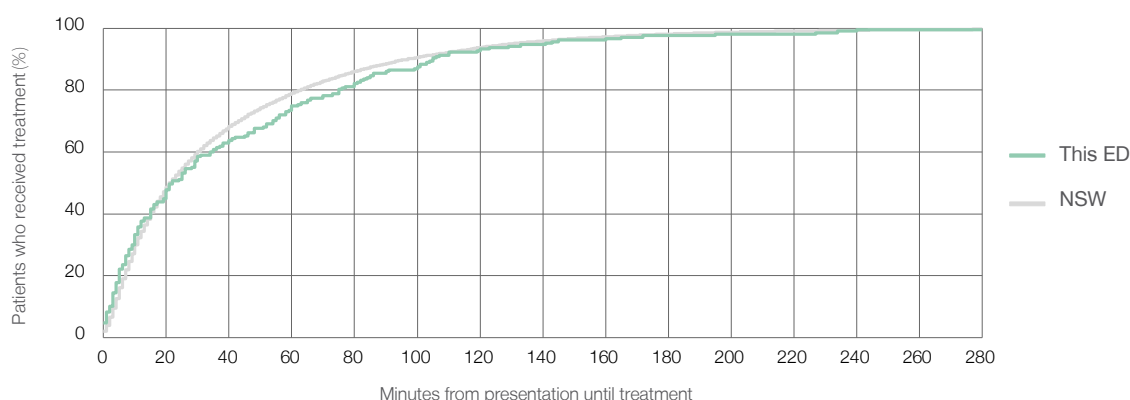
Number of triage 5 patients used to calculate waiting time:³ 207

Median time to start treatment⁴ 22 minutes

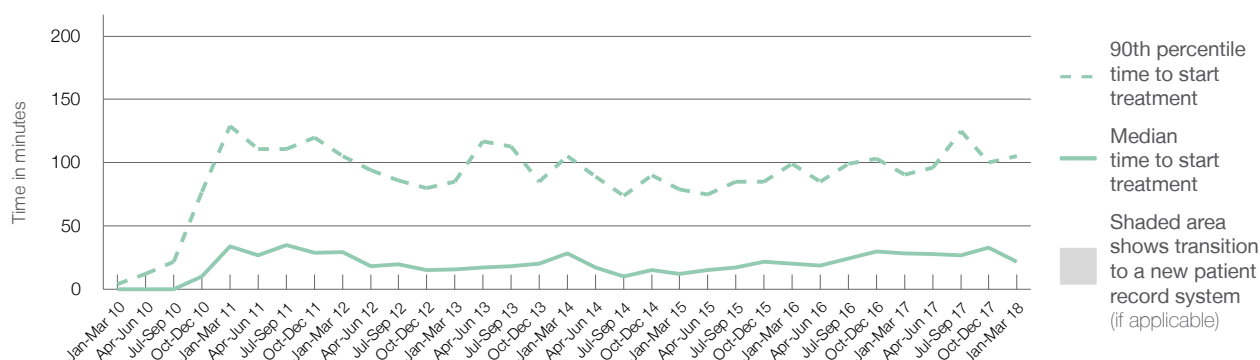
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
293	
280	
29 minutes	22 minutes
91 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)	0	34	30	16	29	12	21	29	22
90th percentile time to start treatment ⁵ (minutes)	4	129	105	85	105	79	99	91	105

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Gunnedah Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,048 patients

Presentations used to calculate time to leaving the ED:⁶ 2,048 patients

Median time spent in the ED⁸

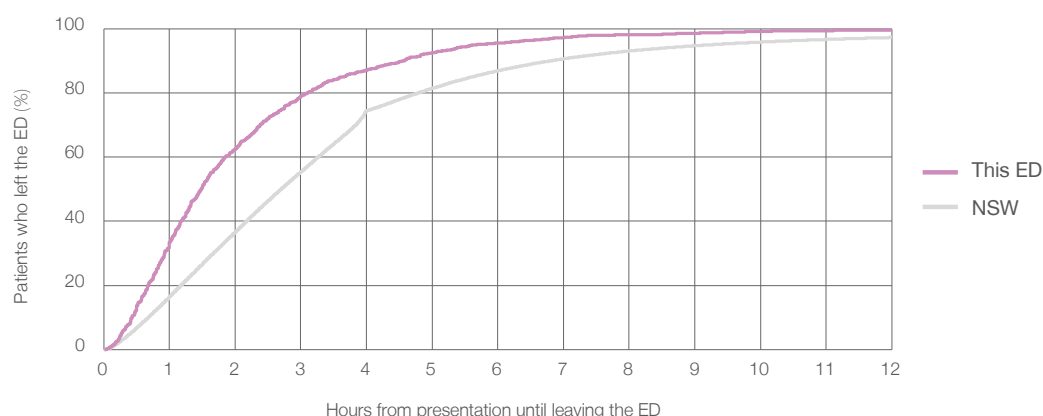
1 hours and 29 minutes

90th percentile time spent in the ED⁹

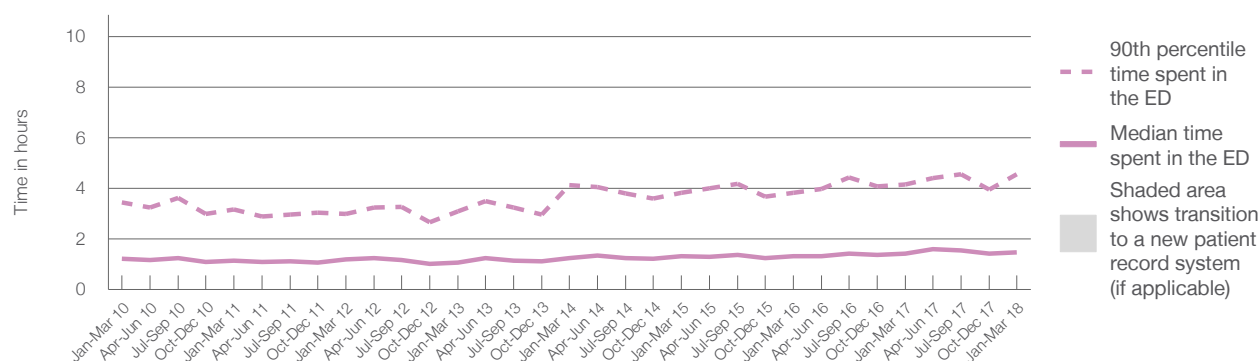
4 hours and 34 minutes

Same period last year	NSW (this period)
1,906	
1,906	
1 hours and 25 minutes	2 hours and 42 minutes
4 hours and 10 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 14m	1h 9m	1h 12m	1h 4m	1h 15m	1h 20m	1h 19m	1h 25m	1h 29m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 27m	3h 11m	3h 0m	3h 5m	4h 8m	3h 50m	3h 50m	4h 10m	4h 34m

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

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Gunnedah Hospital: Time patients spent in the ED

By mode of separation

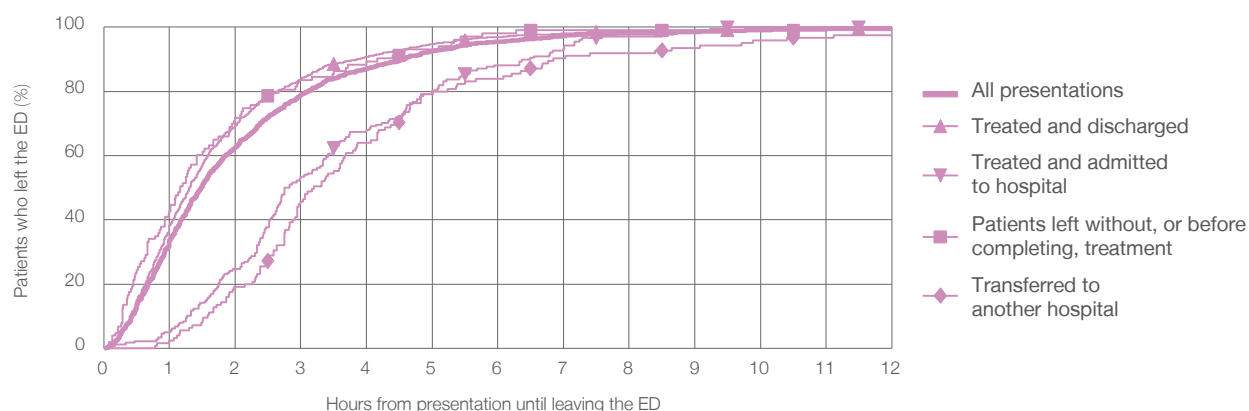
January to March 2018

All presentations:[†] 2,048 patients

Presentations used to calculate time to leaving the ED:[‡] 2,048 patients

		Same period last year	Change since one year ago
Treated and discharged	1,634 (79.8%)	1,906	7%
Treated and admitted to hospital	178 (8.7%)	152	7.1%
Patient left without, or before completing, treatment	103 (5.0%)	172	3.5%
Transferred to another hospital	125 (6.1%)	70	47.1%
Other	8 (0.4%)	125	0.0%
		14	-42.9%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	38.2%	69.3%	84.0%	90.8%	97.0%	98.6%	99.3%	99.6%
Treated and admitted to hospital	5.1%	24.7%	53.4%	68.0%	88.2%	97.2%	100%	100%
Patient left without, or before completing, treatment	42.7%	71.8%	83.5%	89.3%	98.1%	99.0%	99.0%	100%
Transferred to another hospital	2.4%	19.2%	45.6%	64.0%	84.0%	92.0%	96.0%	97.6%
All presentations	33.6%	62.6%	79.0%	87.1%	95.5%	98.1%	99.1%	99.5%

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Gunnedah Hospital: 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 2,048 patients

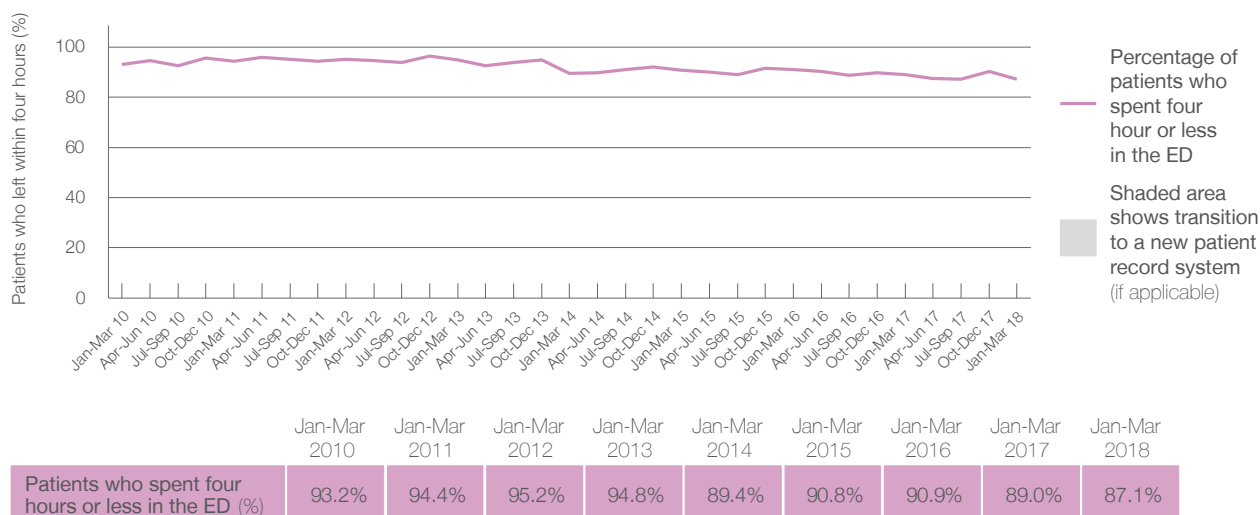
Presentations used to calculate time to leaving the ED: ⁶ 2,048 patients

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



Same period last year	Change since one year ago
1,906	7%
1,906	7%
89.0%	

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.

† 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*.

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2. All presentations 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 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).