



Hospital Quarterly

Performance Profiles

Emergency Department

Hunter New England Local Health District

January to March 2016

Armidale and New England Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,266 patients
Emergency attendances:² 4,050 patients

Same period last year	Change since one year ago
4,026	6%
3,871	5%

Armidale and New England Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 255 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 57 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,232 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 107 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,201 patients

Median time to start treatment⁴ 36 minutes
95th percentile time to start treatment⁵ 185 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 355 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
223	
8 minutes	8 minutes
47 minutes	35 minutes
972	
21 minutes	20 minutes
78 minutes	99 minutes
2,321	
29 minutes	26 minutes
131 minutes	137 minutes
348	
19 minutes	23 minutes
111 minutes	135 minutes

Armidale and New England Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,266 patients

Percentage of patients who left the ED within four hours 82%

Same period last year	Change since one year ago
4,026	6%
87%	

* 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).

Armidales and New England Hospital: Patients attending the emergency department January to March 2016

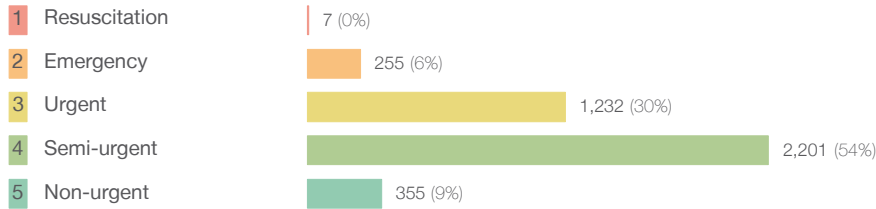
All attendances:¹ 4,266 patients

Same period last year
Change since one year ago

4,026 6%

Emergency attendances² by triage category: 4,050 patients

3,871 5%



7 0%

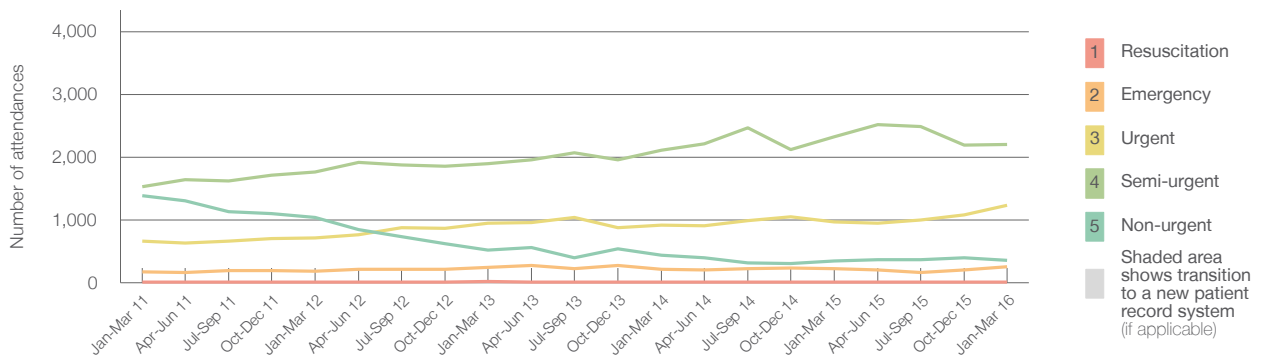
223 14%

972 27%

2,321 -5%

348 2%

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	5	< 5	17	5	7	7
Emergency	171	189	241	208	223	255
Urgent	658	712	946	914	972	1,232
Semi-urgent	1,533	1,762	1,899	2,106	2,321	2,201
Non-urgent	1,382	1,035	523	440	348	355
All emergency attendances	3,749	3,698	3,626	3,673	3,871	4,050

Armidales and New England Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 392 patients^{**}

Same period last year
Change since one year ago

366^{**}

ED Transfer of care time[§]

Median time 6 minutes

7 minutes -1 minute

95th percentile time 69 minutes

43 minutes 26 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

(§) 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.

Armidale and New England 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: 255

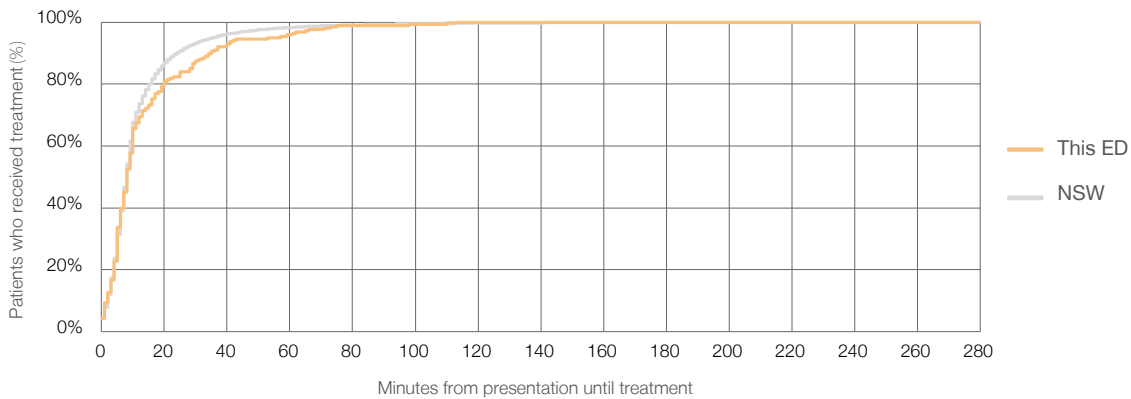
Number of triage 2 patients used to calculate waiting time:³ 255

Median time to start treatment⁴ 8 minutes

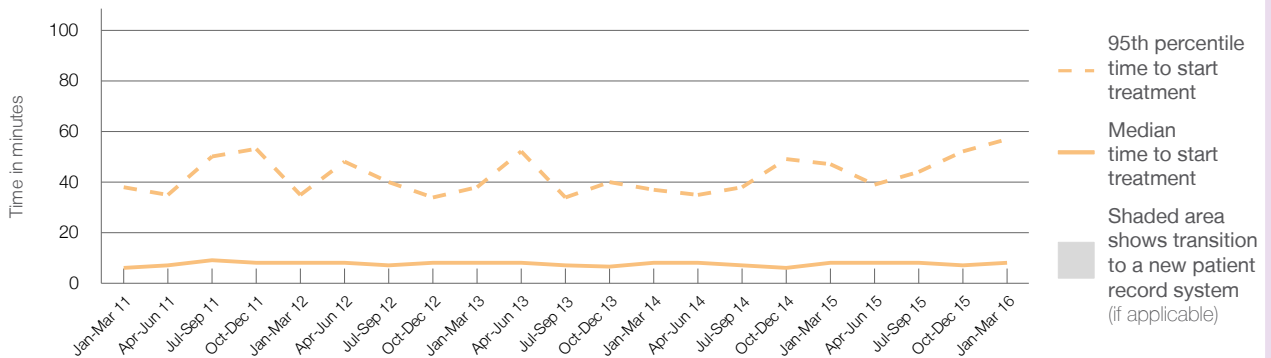
95th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
223	219
8 minutes	8 minutes
47 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)	6	8	8	8	8	8
95th percentile time to start treatment ⁵ (minutes)	38	35	38	37	47	57

(†) 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.

Armidale and New England 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: 1,232

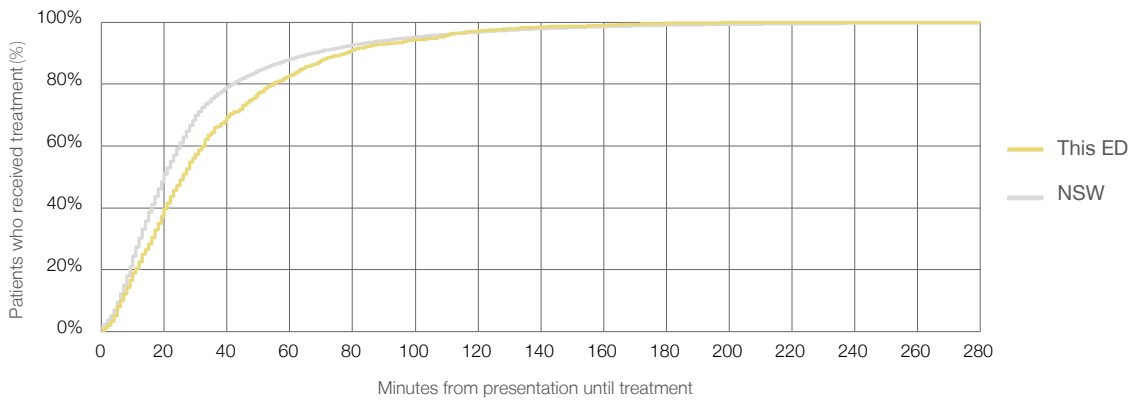
Number of triage 3 patients used to calculate waiting time:³ 1,195

Median time to start treatment⁴ 26 minutes

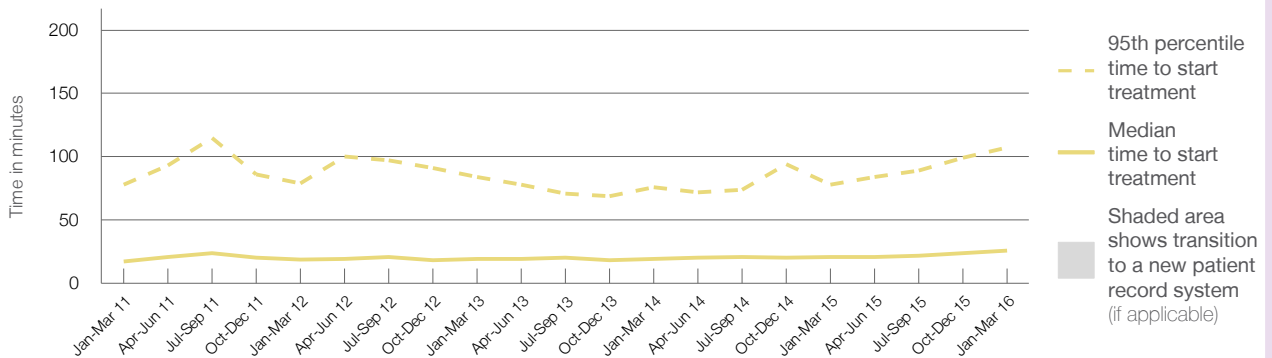
95th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
972	937
21 minutes	20 minutes
78 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)	17	19	19	19	21	26
95th percentile time to start treatment ⁵ (minutes)	78	79	84	76	78	107

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

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Armidale and New England 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: 2,201

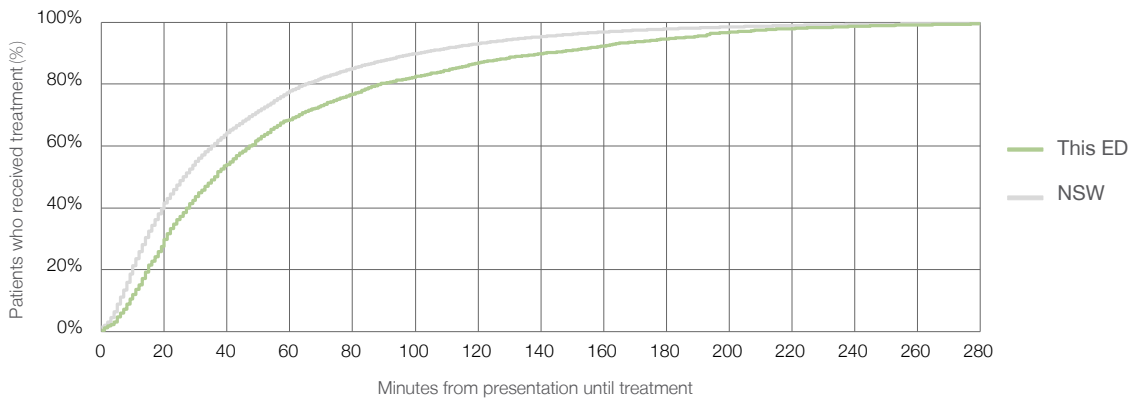
Number of triage 4 patients used to calculate waiting time:³ 2,004

Median time to start treatment⁴ 36 minutes

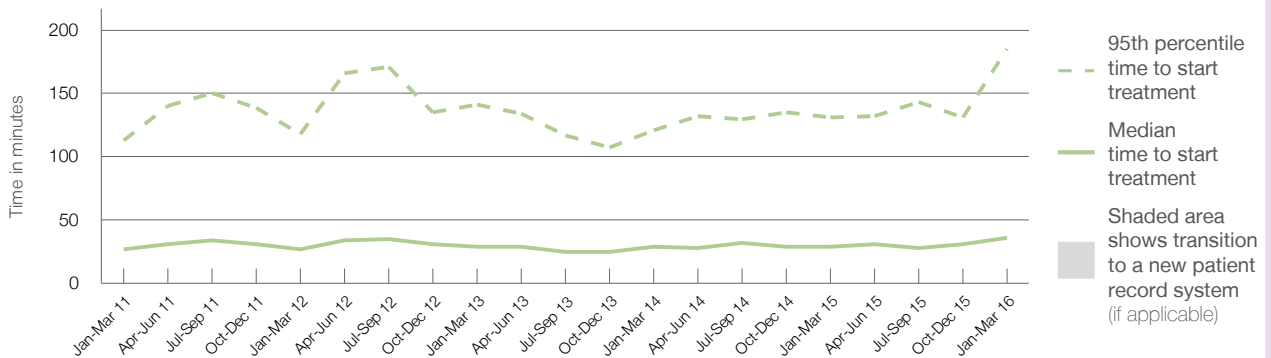
95th percentile time to start treatment⁵ 185 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,321	2,163
Median time to start treatment ⁴	29 minutes	26 minutes
95th percentile time to start treatment ⁵	131 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)	27	27	29	29	29	36
95th percentile time to start treatment ⁵ (minutes)	113	118	141	121	131	185

(†) 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.

Armidale and New England 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: 355

Number of triage 5 patients used to calculate waiting time:³ 296

Median time to start treatment⁴

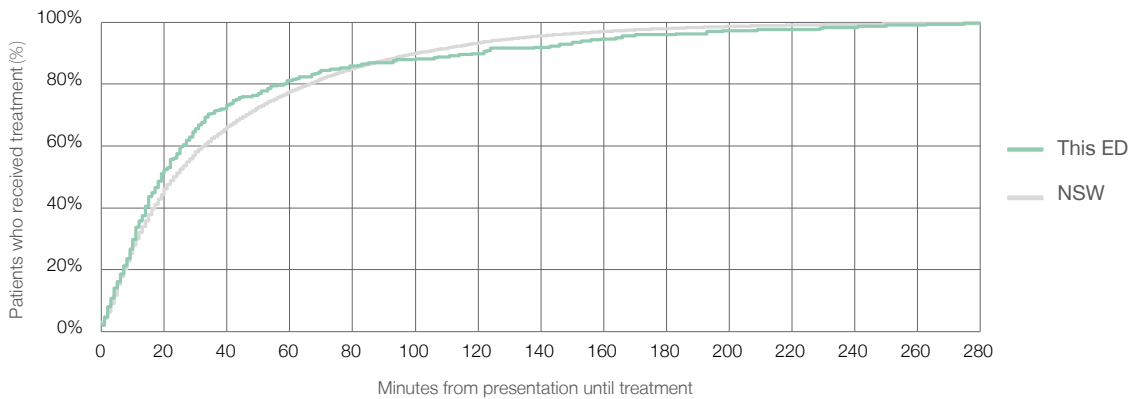
19 minutes

95th percentile time to start treatment⁵

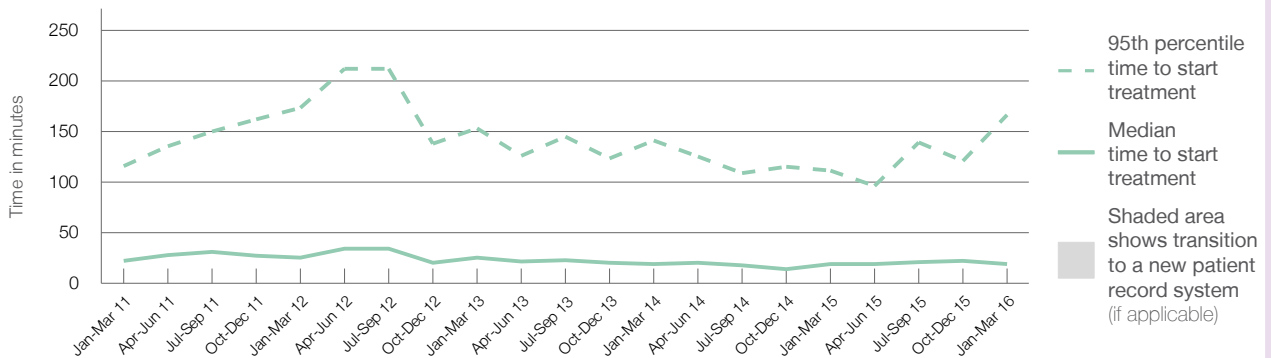
166 minutes

Same period last year	NSW (this period)
348	291
19 minutes	23 minutes
111 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)	22	25	25	19	19	19
95th percentile time to start treatment ⁵ (minutes)	116	173	153	141	111	166

(†) 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.

Armidale and New England Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 4,266 patients

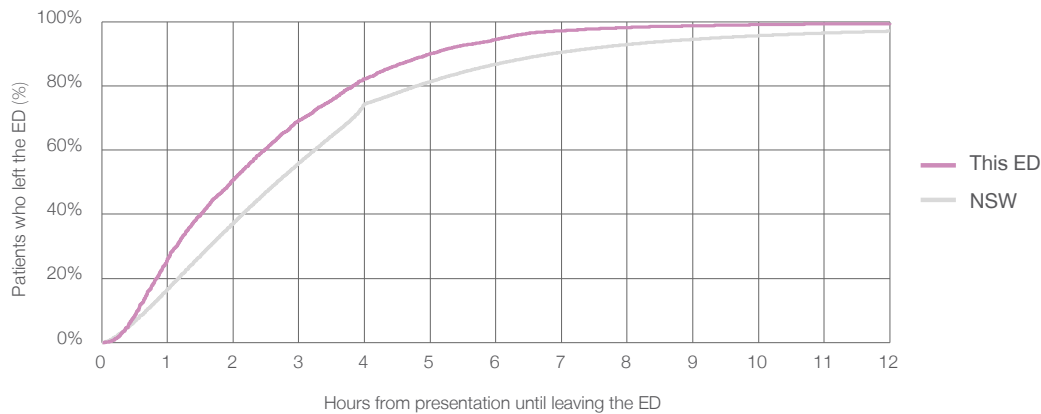
Attendances used to calculate time to leaving the ED:⁶ 4,266 patients

Median time to leaving the ED⁸ 1 hours and 58 minutes

95th percentile time to leaving the ED⁹ 6 hours and 7 minutes

Same period last year	NSW (this period)
4,026	4,026
1 hours and 39 minutes	2 hours and 40 minutes
5 hours and 42 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 18m	1h 25m	1h 33m	1h 31m	1h 39m	1h 58m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 5m	5h 15m	5h 43m	5h 21m	5h 42m	6h 7m

(†) 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.

Armidale and New England Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

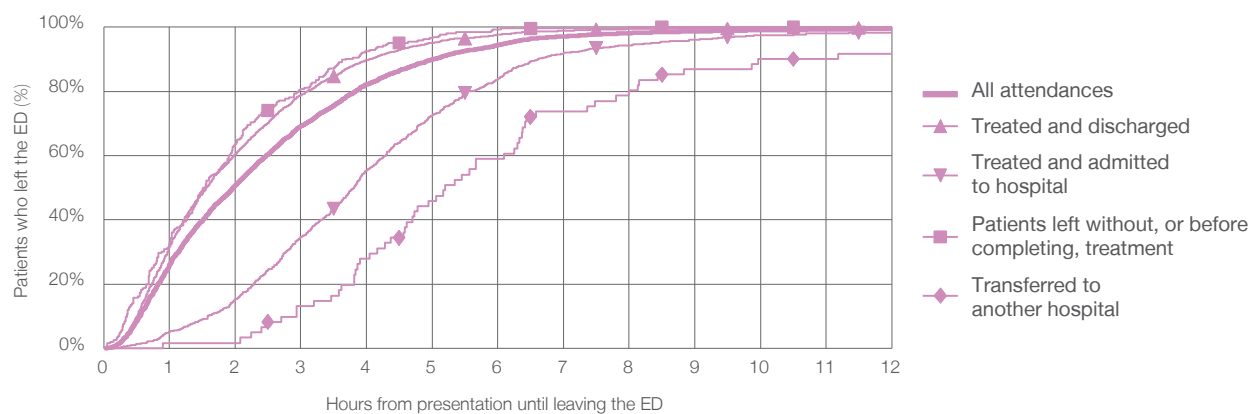
All attendances:¹ 4,266 patients

Attendances used to calculate time to leaving the ED:⁶ 4,266 patients

Treated and discharged	3,069 (72%)
Treated and admitted to hospital	855 (20%)
Patient left without, or before completing, treatment	266 (6%)
Transferred to another hospital	61 (1%)
Other	15 (0%)

Same period last year	Change since one year ago
4,026	6%
3,023	2%
751	14%
180	48%
52	17%
20	-25%

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	32%	60%	79%	90%	98%	99%	100%	100%
Treated and admitted to hospital	5%	15%	35%	55%	84%	94%	97%	98%
Patient left without, or before completing, treatment	33%	64%	81%	92%	99%	100%	100%	100%
Transferred to another hospital	2%	2%	13%	28%	59%	80%	90%	92%
All attendances	26%	51%	69%	82%	94%	98%	99%	99%

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Armidale and New England 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:¹ 4,266 patients

Attendances used to calculate time to leaving the ED:⁶ 4,266 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances: ¹ 4,266 patients	4,026	6%
Attendances used to calculate time to leaving the ED: ⁶ 4,266 patients	4,026	6%
Percentage of patients who left the ED within four hours	87%	

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



Patients who left within four hours (%)	90%	90%	87%	89%	87%	82%
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016

* 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).

Belmont Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 6,091 patients
Emergency attendances:² 6,007 patients

Same period last year	Change since one year ago
6,078	0%
6,006	0%

Belmont Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 489 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,334 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,915 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,264 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
384	
7 minutes	8 minutes
24 minutes	35 minutes
1,402	
17 minutes	20 minutes
67 minutes	99 minutes
3,213	
22 minutes	26 minutes
119 minutes	137 minutes
998	
21 minutes	23 minutes
121 minutes	135 minutes

Belmont Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 6,091 patients

Percentage of patients who left the ED within four hours 76%

Same period last year	Change since one year ago
6,078	0%
72%	

* 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.

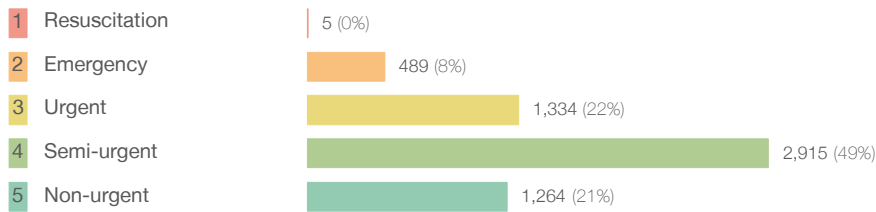
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Belmont Hospital: Patients attending the emergency department January to March 2016

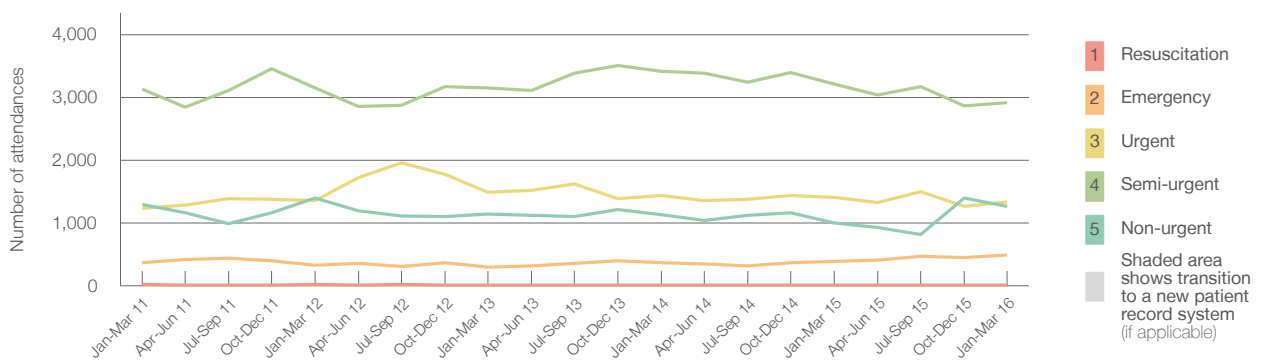
All attendances:¹ 6,091 patients

Emergency attendances² by triage category: 6,007 patients



Same period last year	Change since one year ago
6,078	0%
6,006	0%
9	-44%
384	27%
1,402	-5%
3,213	-9%
998	27%

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	17	21	13	6	9	5
Emergency	366	324	294	370	384	489
Urgent	1,231	1,352	1,484	1,432	1,402	1,334
Semi-urgent	3,127	3,149	3,152	3,421	3,213	2,915
Non-urgent	1,293	1,401	1,142	1,126	998	1,264
All emergency attendances	6,034	6,247	6,085	6,355	6,006	6,007

Belmont Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,259 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,325	
11 minutes	-1 minute
47 minutes	-22 minutes

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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.

(§) 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.

Belmont 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: 489

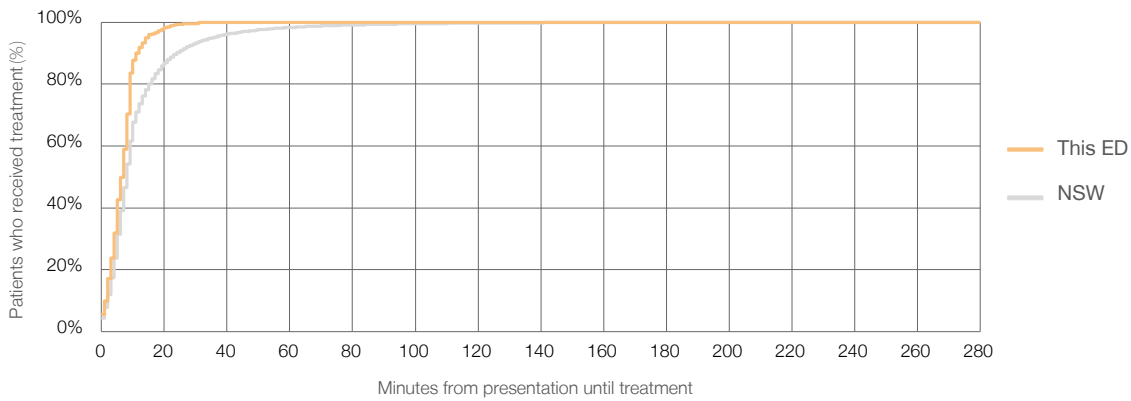
Number of triage 2 patients used to calculate waiting time:³ 486

Median time to start treatment⁴ ■ 7 minutes

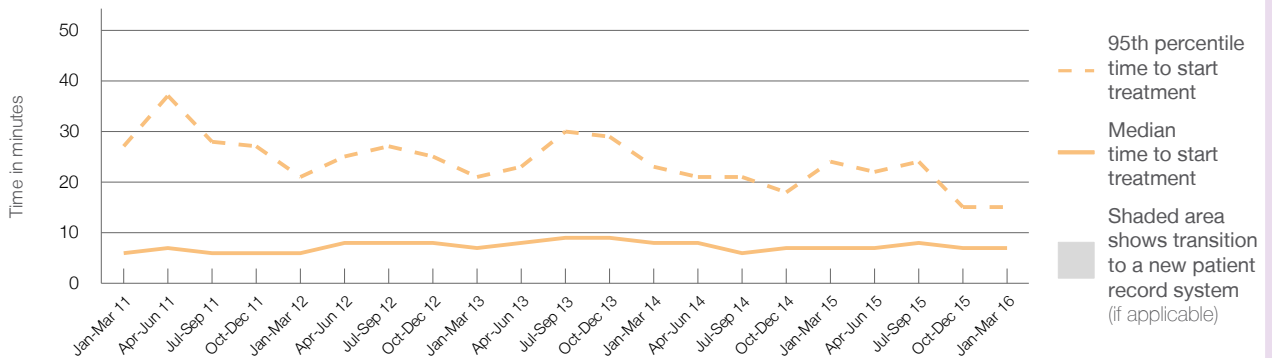
95th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
384	383
7 minutes	8 minutes
24 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)	6	6	7	8	7	7
95th percentile time to start treatment ⁵ (minutes)	27	21	21	23	24	15

(†) 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.

Belmont 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: 1,334

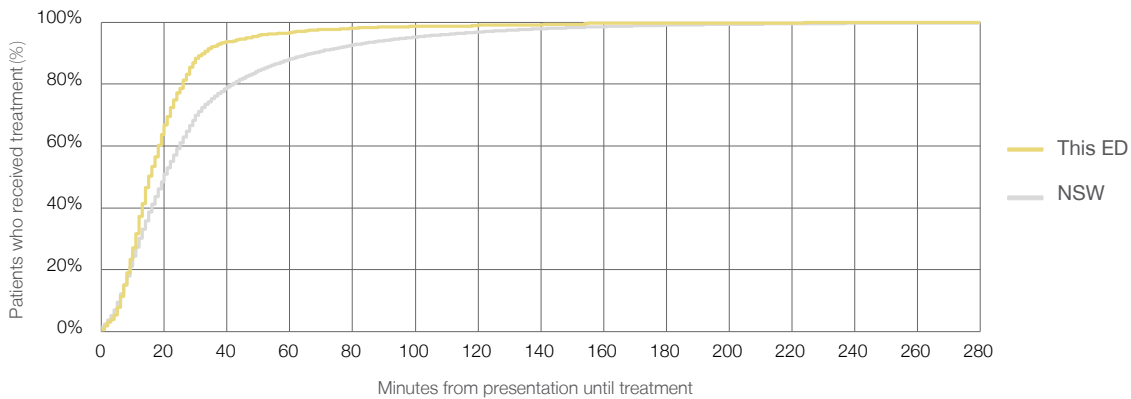
Number of triage 3 patients used to calculate waiting time:³ 1,309

Median time to start treatment⁴ 15 minutes

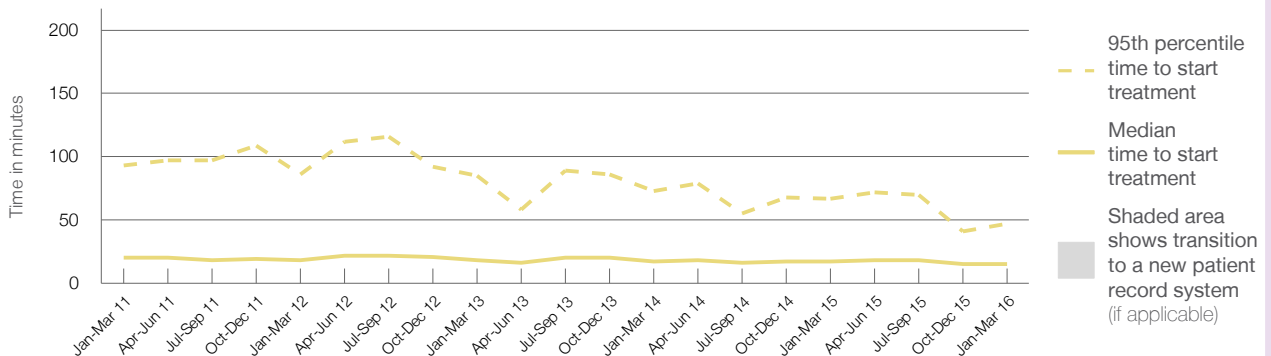
95th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
1,402	1,363
17 minutes	20 minutes
67 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)	20	18	18	17	17	15
95th percentile time to start treatment ⁵ (minutes)	93	86	85	73	67	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.

Belmont 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: 2,915

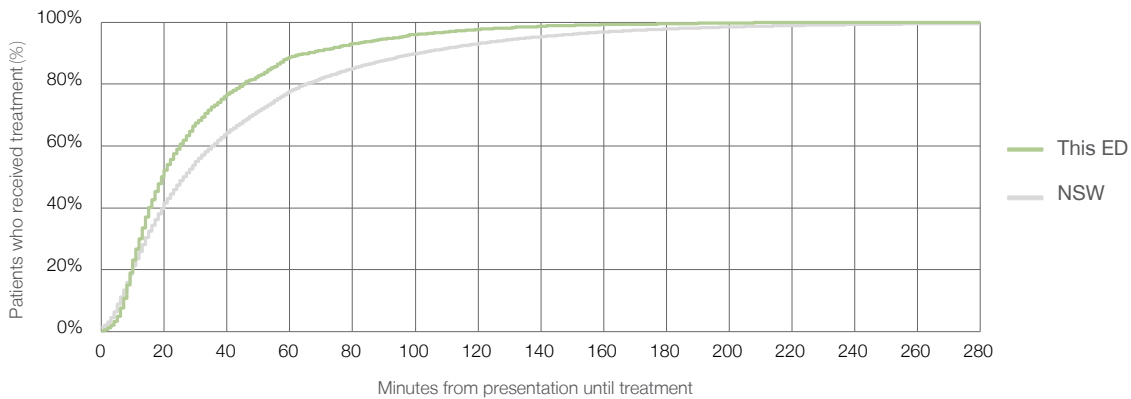
Number of triage 4 patients used to calculate waiting time:³ 2,516

Median time to start treatment⁴ 19 minutes

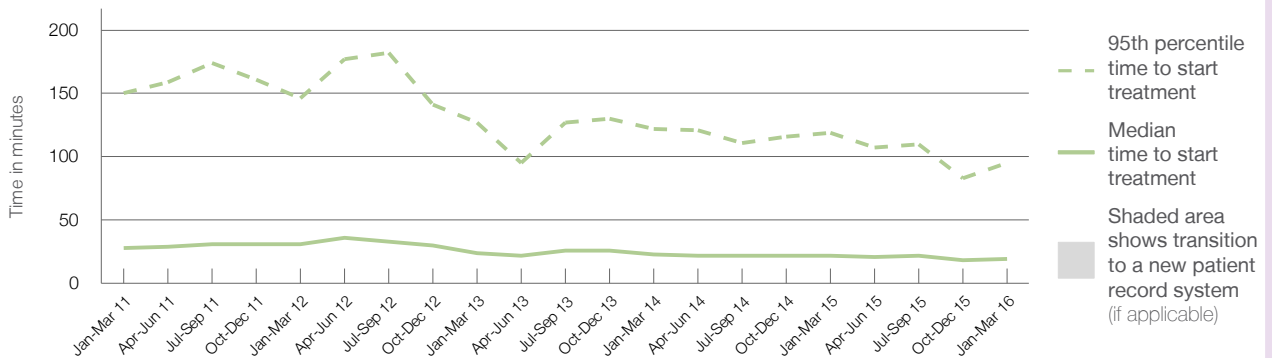
95th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
3,213	
2,752	
22 minutes	26 minutes
119 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)	28	31	24	23	22	19
95th percentile time to start treatment ⁵ (minutes)	150	146	127	122	119	95

(†) 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.

Belmont 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: 1,264

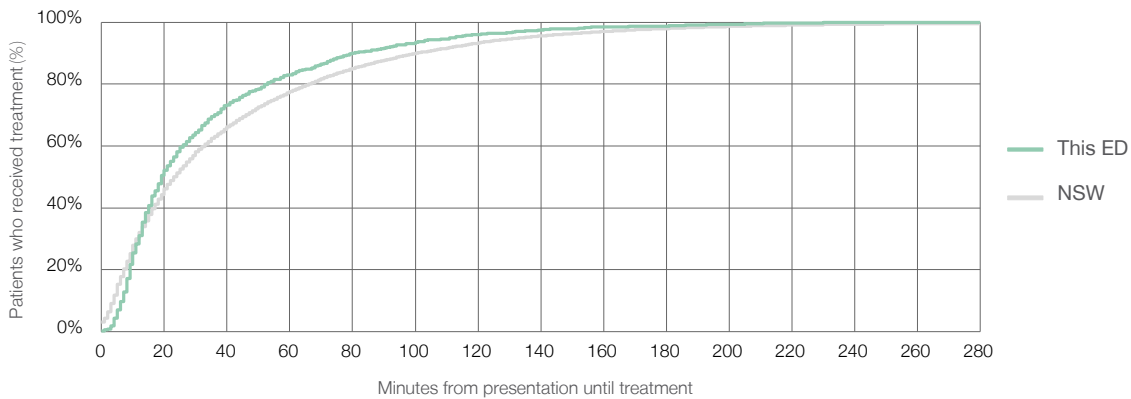
Number of triage 5 patients used to calculate waiting time:³ 976

Median time to start treatment⁴ 19 minutes

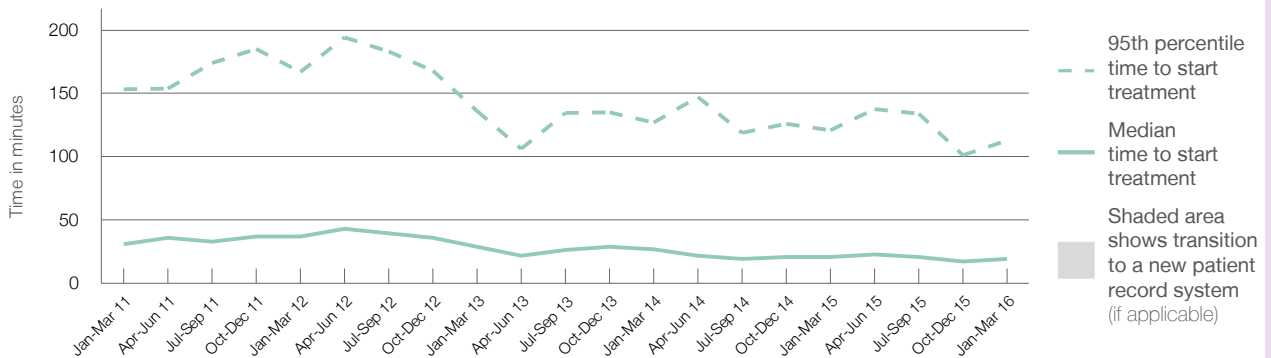
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
998	722
21 minutes	23 minutes
121 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)	31	37	29	27	21	19
95th percentile time to start treatment ⁵ (minutes)	153	167	136	127	121	113

(†) 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.

Belmont Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 6,091 patients

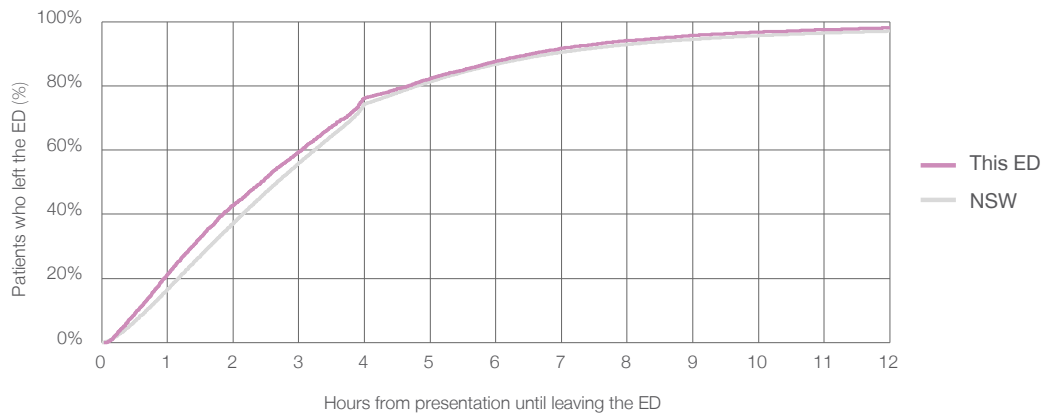
Attendances used to calculate time to leaving the ED:⁶ 6,091 patients

Median time to leaving the ED⁸ 2 hours and 26 minutes

95th percentile time to leaving the ED⁹ 8 hours and 34 minutes

Same period last year	NSW (this period)
6,078	6,078
2 hours and 34 minutes	2 hours and 40 minutes
9 hours and 53 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 48m	2h 51m	2h 29m	2h 23m	2h 34m	2h 26m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 35m	9h 37m	8h 55m	9h 14m	9h 53m	8h 34m

(†) 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.

Belmont Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

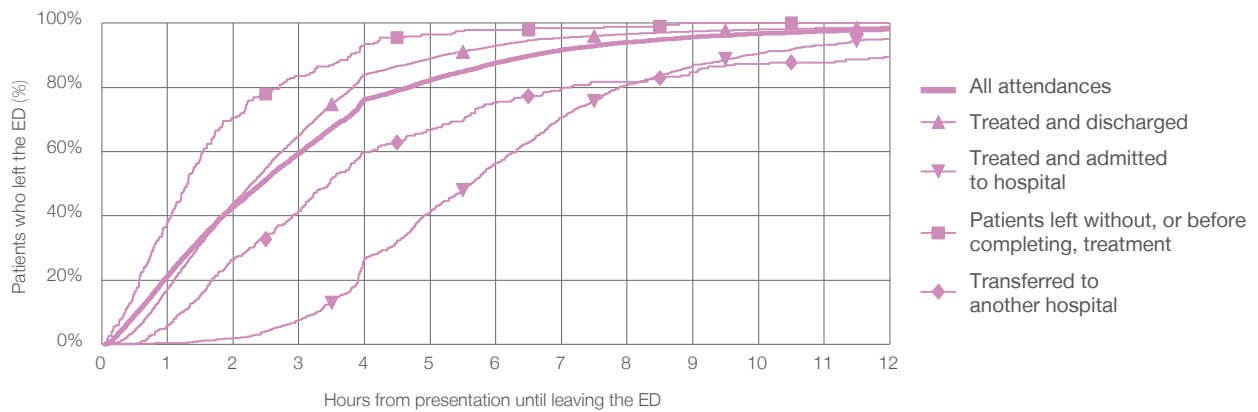
All attendances:¹ 6,091 patients

Attendances used to calculate time to leaving the ED:⁶ 6,091 patients

Treated and discharged	4,133 (68%)
Treated and admitted to hospital	919 (15%)
Patient left without, or before completing, treatment	200 (3%)
Transferred to another hospital	229 (4%)
Other	610 (10%)

Same period last year	Change since one year ago
6,078	0%
4,103	1%
844	9%
244	-18%
247	-7%
640	-5%

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

Treated and discharged	17%	44%	65%	84%	93%	97%	98%	99%
Treated and admitted to hospital	0%	2%	8%	27%	56%	81%	90%	95%
Patient left without, or before completing, treatment	38%	71%	84%	94%	98%	99%	100%	100%
Transferred to another hospital	6%	26%	41%	60%	75%	82%	87%	90%
All attendances	21%	43%	59%	76%	88%	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.

Belmont 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:¹ 6,091 patients

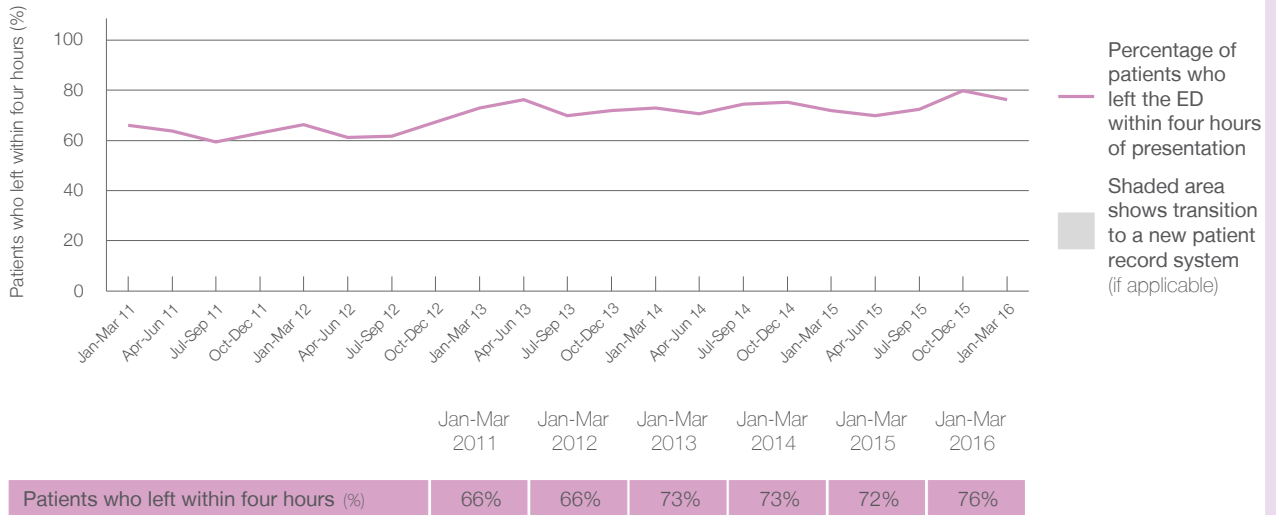
Attendances used to calculate time to leaving the ED:⁶ 6,091 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	6,078	0%
Attendances used to calculate time to leaving the ED	6,078	0%
Percentage of patients who left the ED within four hours	72%	

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.

† 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).

Calvary Mater Newcastle: Emergency department (ED) overview

January to March 2016

All attendances:¹ 9,180 patients
Emergency attendances:² 9,133 patients

Same period last year	Change since one year ago
8,684	6%
8,603	6%

Calvary Mater Newcastle: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,214 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 45 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,294 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,423 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 128 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,157 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
1,213	
9 minutes	8 minutes
38 minutes	35 minutes
2,027	
21 minutes	20 minutes
88 minutes	99 minutes
3,999	
28 minutes	26 minutes
133 minutes	137 minutes
1,329	
30 minutes	23 minutes
139 minutes	135 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 9,180 patients

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

Same period last year	Change since one year ago
8,684	6%
71%	

* 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.

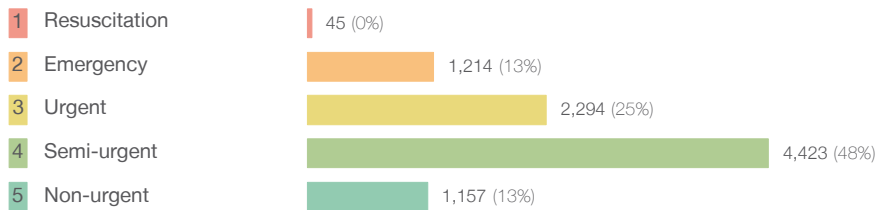
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Calvary Mater Newcastle: Patients attending the emergency department January to March 2016

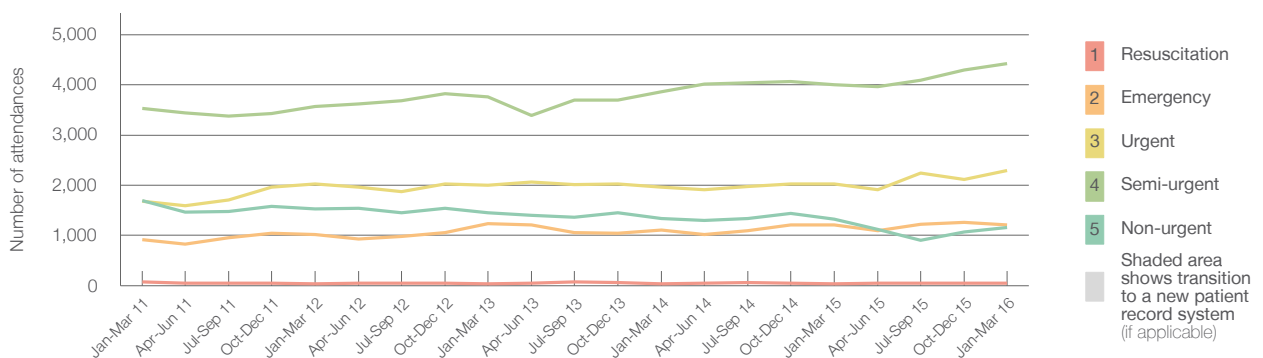
All attendances:¹ 9,180 patients

Emergency attendances² by triage category: 9,133 patients



Same period last year	Change since one year ago
8,684	6%
8,603	6%
35	29%
1,213	0%
2,027	13%
3,999	11%
1,329	-13%

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	80	41	39	40	35	45
Emergency	913	1,014	1,231	1,112	1,213	1,214
Urgent	1,686	2,020	1,999	1,964	2,027	2,294
Semi-urgent	3,527	3,566	3,759	3,864	3,999	4,423
Non-urgent	1,693	1,531	1,453	1,343	1,329	1,157
All emergency attendances	7,899	8,172	8,481	8,323	8,603	9,133

Calvary Mater Newcastle: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 2,490 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
2,399	
6 minutes	-1 minute
64 minutes	-23 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.

Calvary Mater Newcastle: 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: 1,214

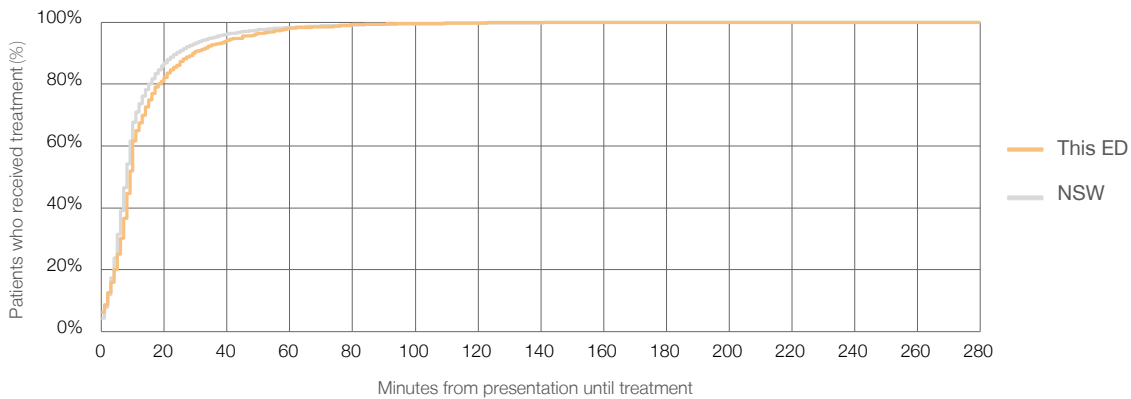
Number of triage 2 patients used to calculate waiting time:³ 950

Median time to start treatment⁴ 9 minutes

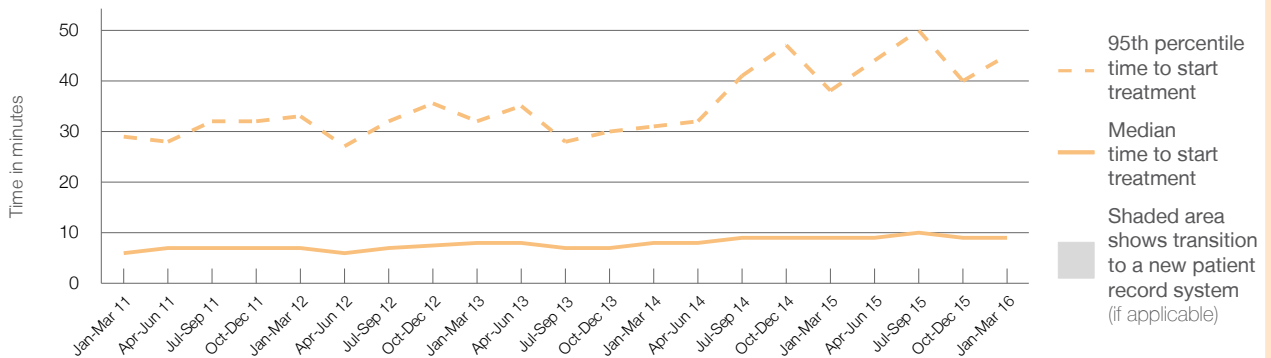
95th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
1,213	
940	
9 minutes	8 minutes
38 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)	6	7	8	8	9	9
95th percentile time to start treatment ⁵ (minutes)	29	33	32	31	38	45

(†) 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.

Calvary Mater Newcastle: 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: 2,294

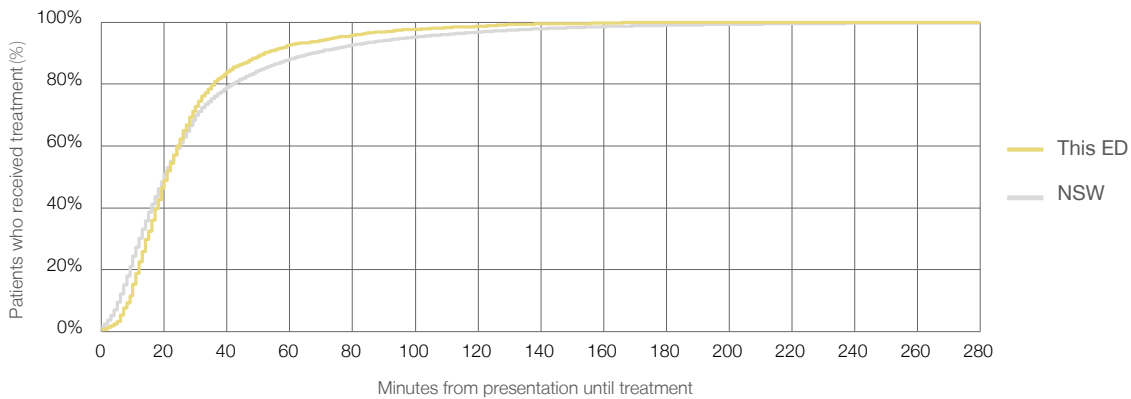
Number of triage 3 patients used to calculate waiting time:³ 1,934

Median time to start treatment⁴ 21 minutes

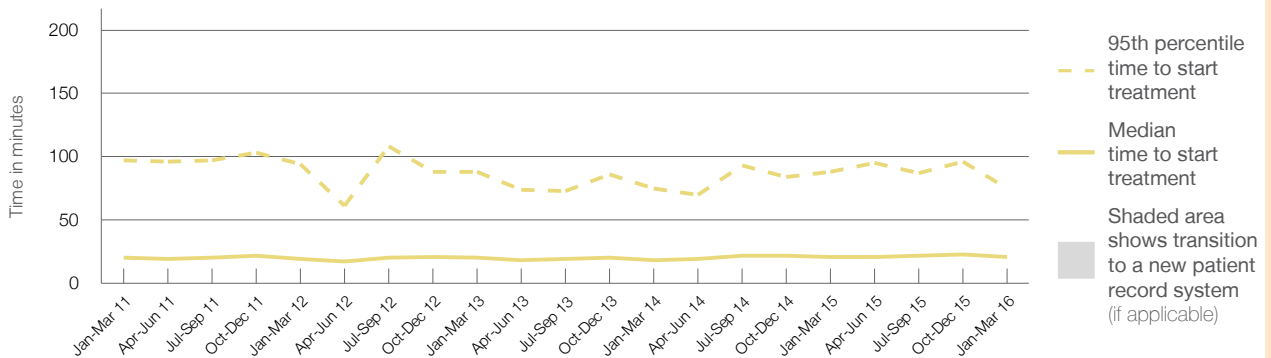
95th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
2,027	1,766
21 minutes	20 minutes
88 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)	20	19	20	18	21	21
95th percentile time to start treatment ⁵ (minutes)	97	94	88	75	88	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.

Calvary Mater Newcastle: 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: 4,423

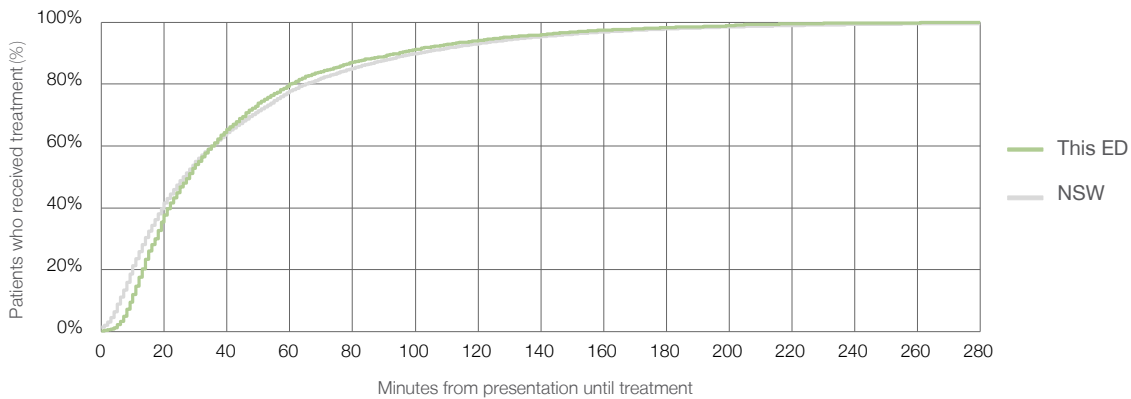
Number of triage 4 patients used to calculate waiting time:³ 3,982

Median time to start treatment⁴ 28 minutes

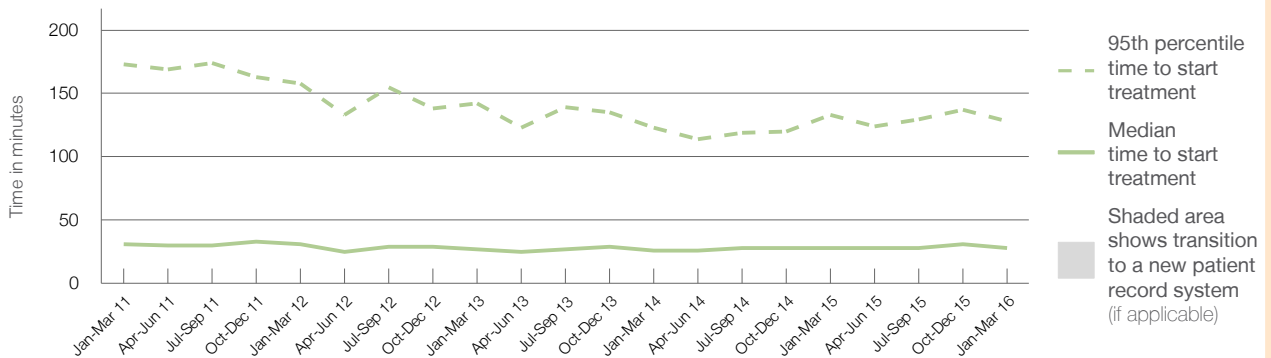
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
3,999	
3,596	
28 minutes	26 minutes
133 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)	31	31	27	26	28	28
95th percentile time to start treatment ⁵ (minutes)	173	158	142	123	133	128

(†) 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.

Calvary Mater Newcastle: 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: 1,157

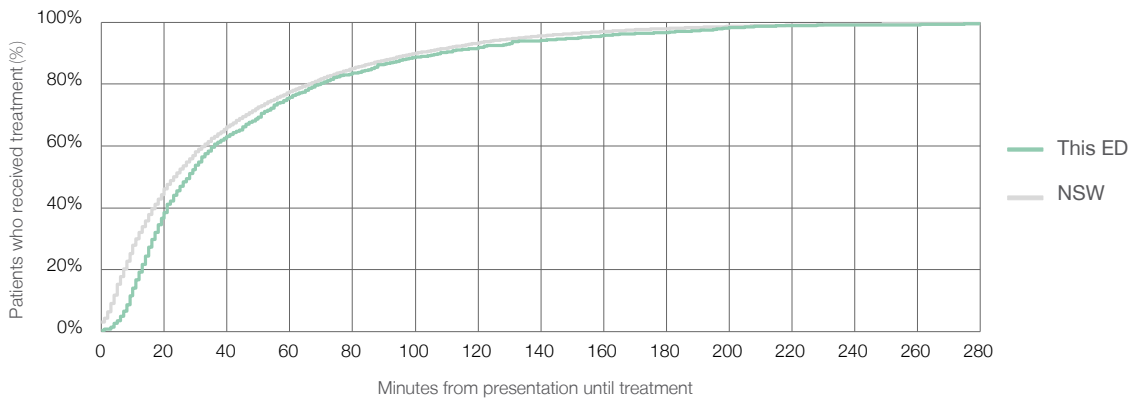
Number of triage 5 patients used to calculate waiting time:³ 955

Median time to start treatment⁴ 28 minutes

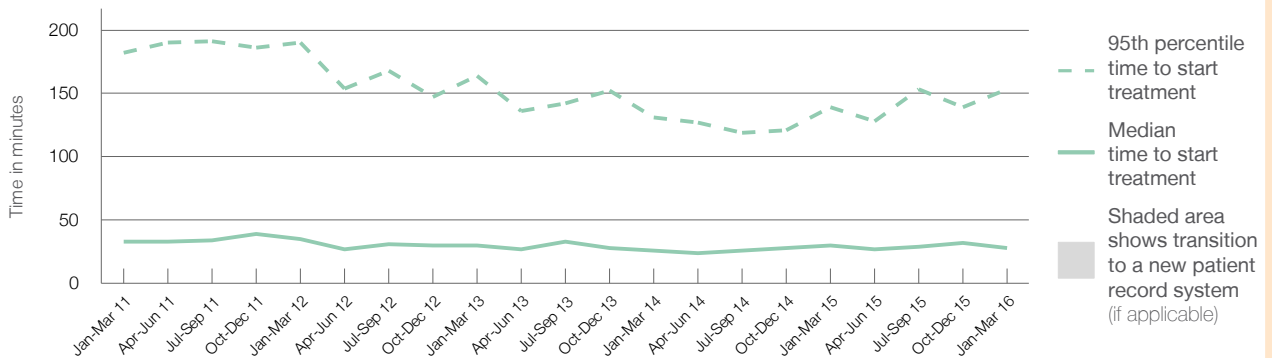
95th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
1,329	1,096
30 minutes	23 minutes
139 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)	33	35	30	26	30	28
95th percentile time to start treatment ⁵ (minutes)	182	190	164	131	139	153

(†) 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.

Calvary Mater Newcastle: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 9,180 patients

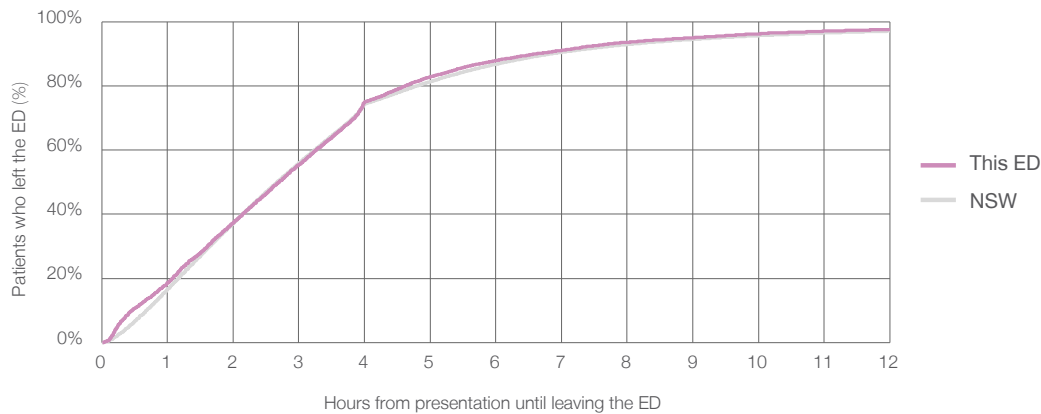
Attendances used to calculate time to leaving the ED:⁶ 9,180 patients

Median time to leaving the ED⁸ 2 hours and 42 minutes

95th percentile time to leaving the ED⁹ 9 hours and 2 minutes

Same period last year	NSW (this period)
8,684	8,684
2 hours and 41 minutes	2 hours and 40 minutes
9 hours and 47 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 55m	2h 55m	2h 44m	2h 30m	2h 41m	2h 42m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 25m	12h 15m	11h 9m	10h 50m	9h 47m	9h 2m

(†) 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.

Calvary Mater Newcastle: Time from presentation until leaving the ED

By mode of separation

January to March 2016

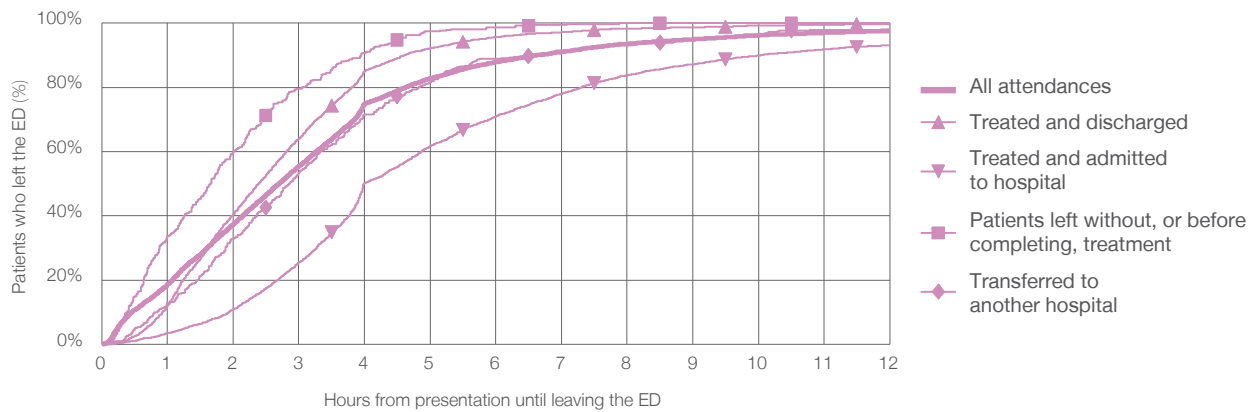
All attendances:¹ 9,180 patients

Attendances used to calculate time to leaving the ED:⁶ 9,180 patients

Treated and discharged	4,319 (47%)
Treated and admitted to hospital	2,996 (33%)
Patient left without, or before completing, treatment	387 (4%)
Transferred to another hospital	432 (5%)
Other	1,046 (11%)

Same period last year	Change since one year ago
8,684	6%
4,175	3%
2,796	7%
375	3%
469	-8%
869	20%

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	12%	41%	64%	85%	96%	98%	99%	100%
Treated and admitted to hospital	4%	11%	25%	50%	71%	84%	90%	93%
Patient left without, or before completing, treatment	34%	60%	80%	91%	99%	100%	100%	100%
Transferred to another hospital	13%	33%	53%	72%	89%	93%	97%	98%
All attendances	19%	37%	55%	75%	88%	94%	96%	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.

Calvary Mater Newcastle: 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 9,180 patients

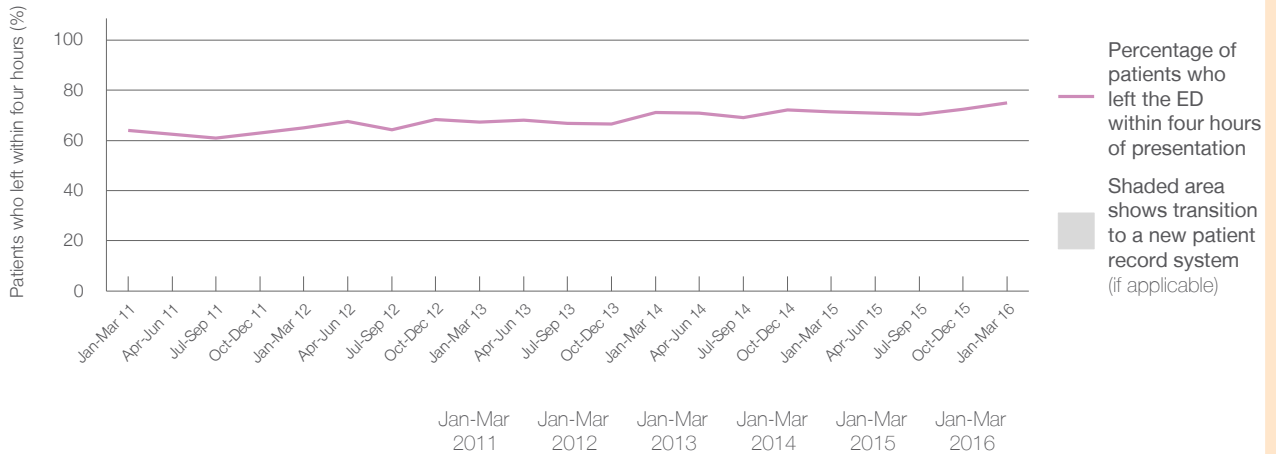
Attendances used to calculate time to leaving the ED: ⁶ 9,180 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	8,684	6%
Attendances used to calculate time to leaving the ED	8,684	6%
Percentage of patients who left the ED within four hours	71%	

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



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	64%	65%	67%	71%	71%	75%

* 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).

Cessnock District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,283 patients
Emergency attendances:² 4,209 patients

Same period last year	Change since one year ago
4,219	2%
4,122	2%

Cessnock District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 267 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,094 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,138 patients

Median time to start treatment⁴ 33 minutes
95th percentile time to start treatment⁵ 119 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 703 patients

Median time to start treatment⁴ 34 minutes
95th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
243	
7 minutes	8 minutes
32 minutes	35 minutes
900	
20 minutes	20 minutes
69 minutes	99 minutes
2,150	
35 minutes	26 minutes
119 minutes	137 minutes
829	
39 minutes	23 minutes
145 minutes	135 minutes

Cessnock District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,283 patients

Percentage of patients who left the ED within four hours 89%

Same period last year	Change since one year ago
4,219	2%
87%	

* 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.

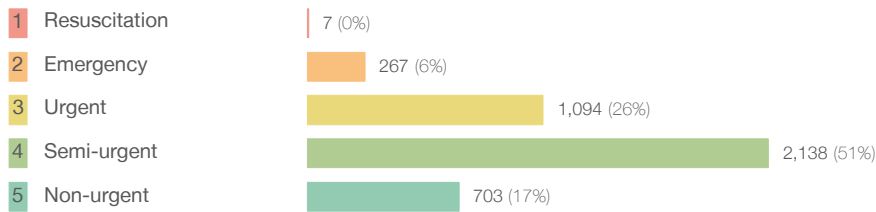
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Cessnock District Hospital: Patients attending the emergency department January to March 2016

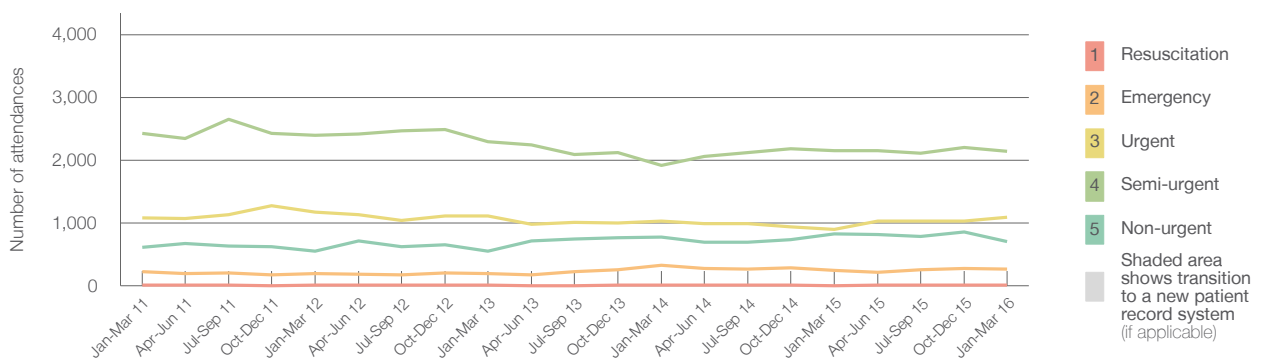
All attendances:¹ 4,283 patients

Emergency attendances² by triage category: 4,209 patients



Same period last year	Change since one year ago
4,219	2%
4,122	2%
< 5	*
243	11%
900	22%
2,150	-1%
829	-15%

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	10	9	6	9	< 5	7
Emergency	227	193	197	329	243	267
Urgent	1,079	1,174	1,114	1,025	900	1,094
Semi-urgent	2,424	2,395	2,293	1,912	2,150	2,138
Non-urgent	609	548	550	778	829	703
All emergency attendances	4,349	4,319	4,160	4,053	4,122	4,209

Cessnock District Hospital: Patients arriving by ambulance January to March 2016

January to March 2016

Arrivals used to calculate transfer of care time:⁷ 380 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
406	
13 minutes	-3 minutes
58 minutes	-30 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.

Cessnock District 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: 267

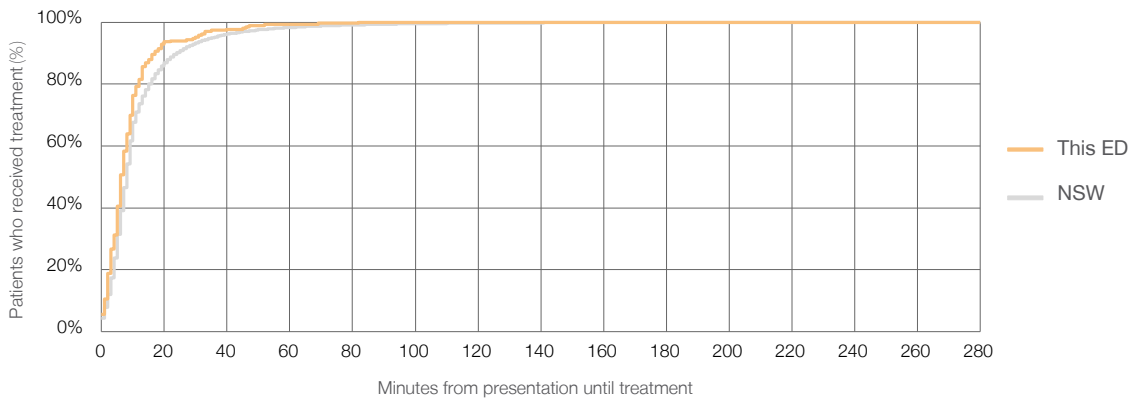
Number of triage 2 patients used to calculate waiting time:³ 266

Median time to start treatment⁴ 6 minutes

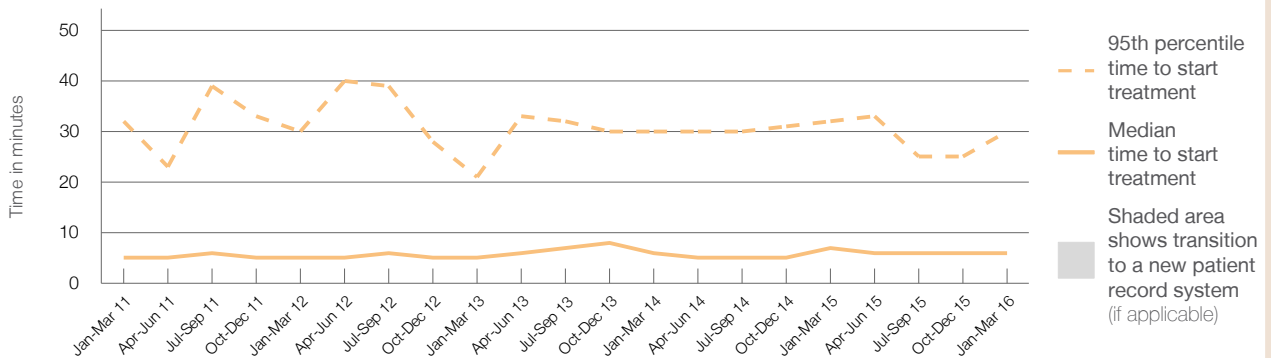
95th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
243	
235	
7 minutes	8 minutes
32 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)	5	5	5	6	7	6
95th percentile time to start treatment ⁵ (minutes)	32	30	21	30	32	30

(†) 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.

Cessnock District 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: 1,094

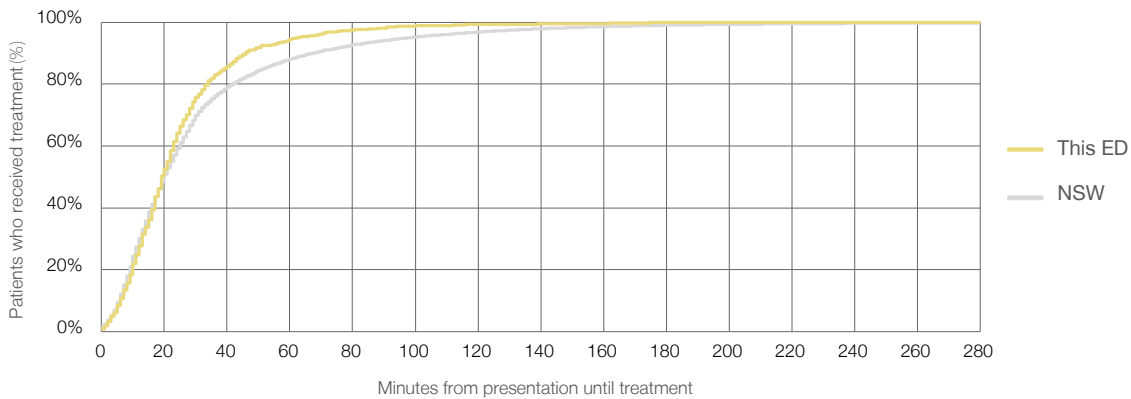
Number of triage 3 patients used to calculate waiting time:³ 1,062

Median time to start treatment⁴ 19 minutes

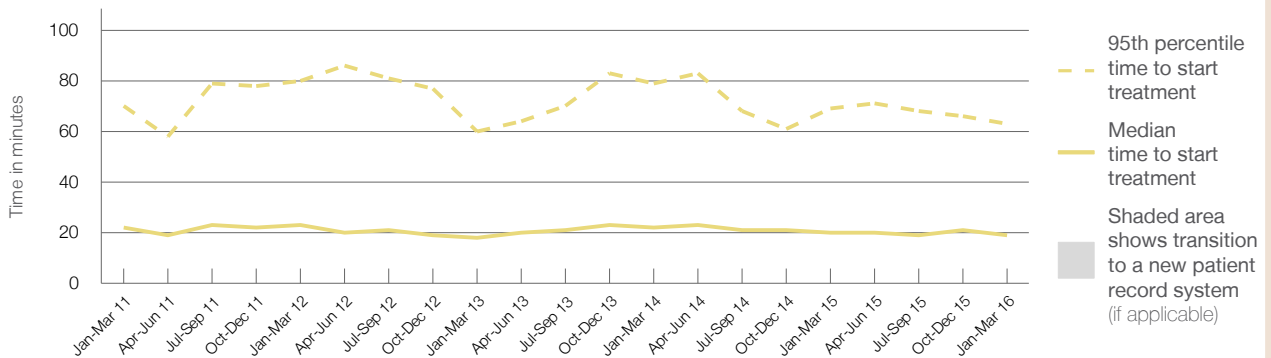
95th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
900	879
20 minutes	20 minutes
69 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)	22	23	18	22	20	19
95th percentile time to start treatment ⁵ (minutes)	70	80	60	79	69	63

(†) 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.

Cessnock District 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: 2,138

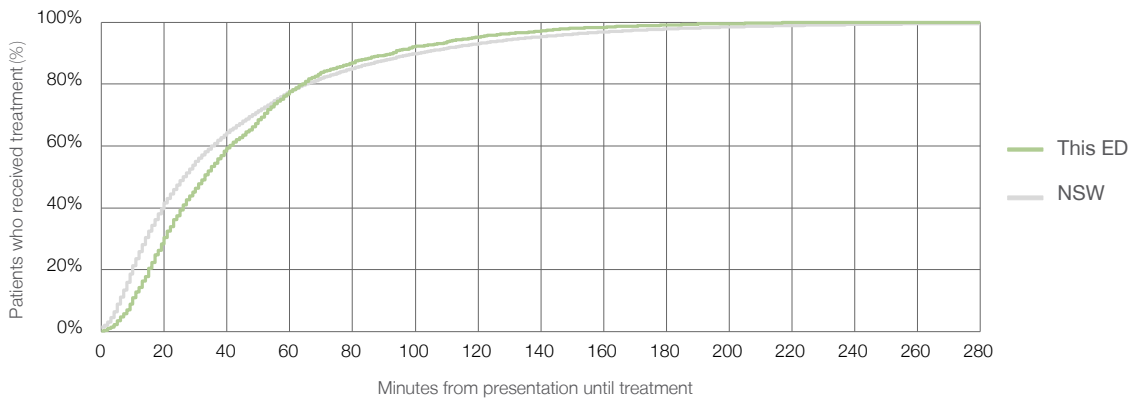
Number of triage 4 patients used to calculate waiting time:³ 1,961

Median time to start treatment⁴ 33 minutes

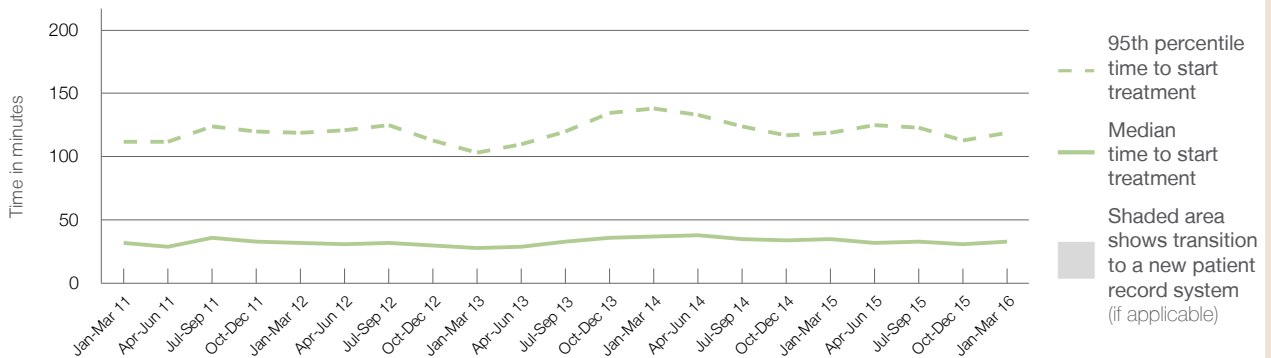
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
2,150	1,969
35 minutes	26 minutes
119 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)	32	32	28	37	35	33
95th percentile time to start treatment ⁵ (minutes)	112	119	103	138	119	119

(†) 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.

Cessnock District 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: 703

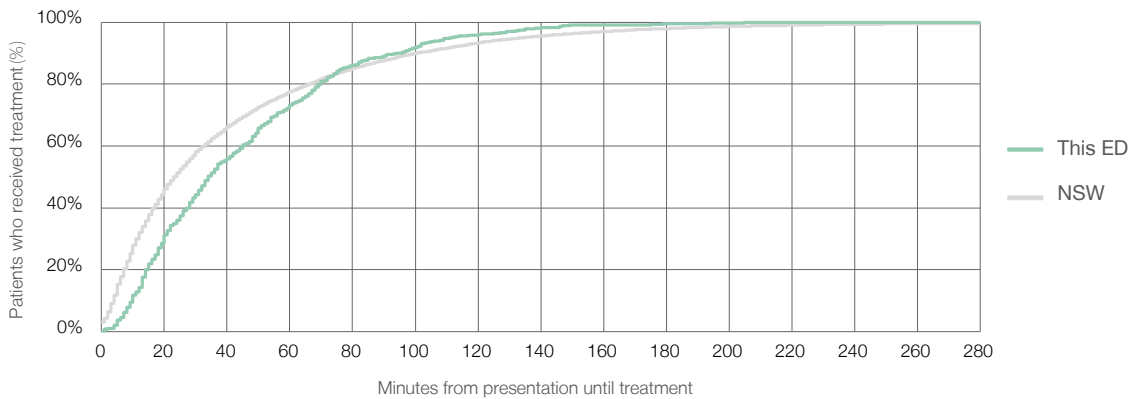
Number of triage 5 patients used to calculate waiting time:³ 604

Median time to start treatment⁴ 34 minutes

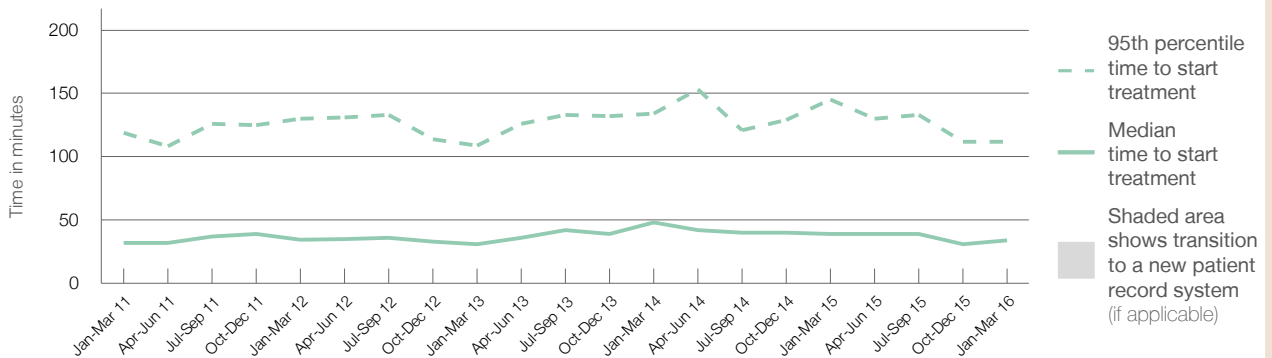
95th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
829	
715	
39 minutes	23 minutes
145 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)	32	35	31	48	39	34
95th percentile time to start treatment ⁵ (minutes)	119	130	109	134	145	112

(†) 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.

Cessnock District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 4,283 patients

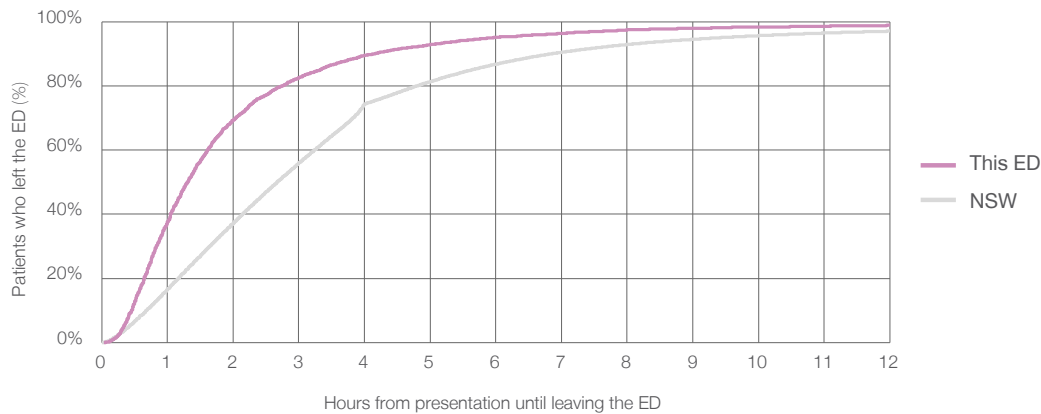
Attendances used to calculate time to leaving the ED:⁶ 4,283 patients

Median time to leaving the ED⁸ 1 hours and 18 minutes

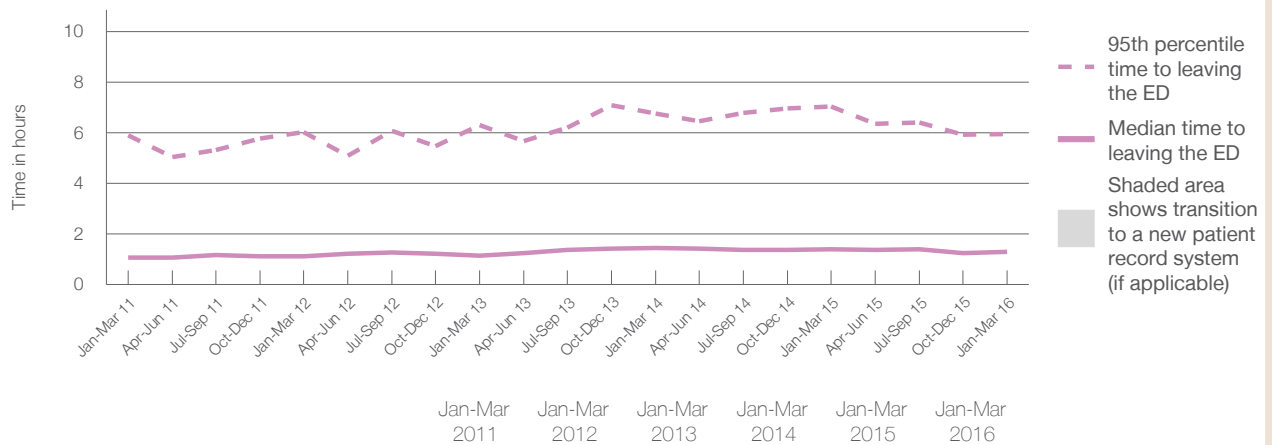
95th percentile time to leaving the ED⁹ 5 hours and 57 minutes

Same period last year	NSW (this period)
4,219	4,219
1 hours and 24 minutes	2 hours and 40 minutes
7 hours and 3 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 4m	1h 8m	1h 9m	1h 27m	1h 24m	1h 18m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 54m	6h 2m	6h 19m	6h 46m	7h 3m	5h 57m

(†) 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.

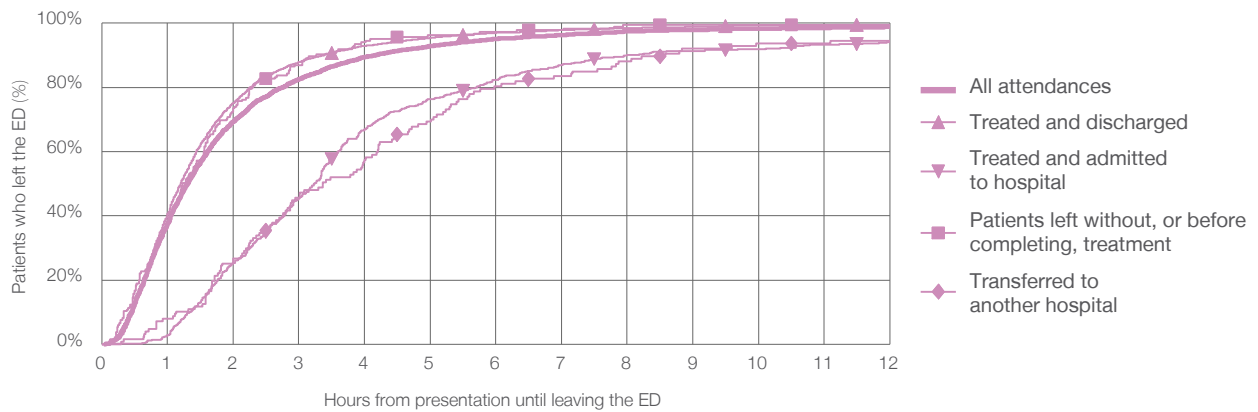
Cessnock District Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

All attendances:¹ 4,283 patients

Attendances used to calculate time to leaving the ED:⁶ 4,283 patients

		Same period last year	Change since one year ago
Treated and discharged	3,282 (77%)	3,166	4%
Treated and admitted to hospital	466 (11%)	487	-4%
Patient left without, or before completing, treatment	185 (4%)	223	-17%
Transferred to another hospital	127 (3%)	140	-9%
Other	223 (5%)	203	10%

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

Treated and discharged	41%	75%	88%	93%	97%	99%	99%	100%
Treated and admitted to hospital	3%	25%	45%	67%	82%	90%	92%	94%
Patient left without, or before completing, treatment	37%	74%	87%	94%	97%	99%	99%	99%
Transferred to another hospital	8%	27%	46%	57%	80%	88%	94%	94%
All attendances	38%	69%	83%	89%	95%	97%	98%	99%

(†) 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.

Cessnock District 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: ¹ 4,283 patients

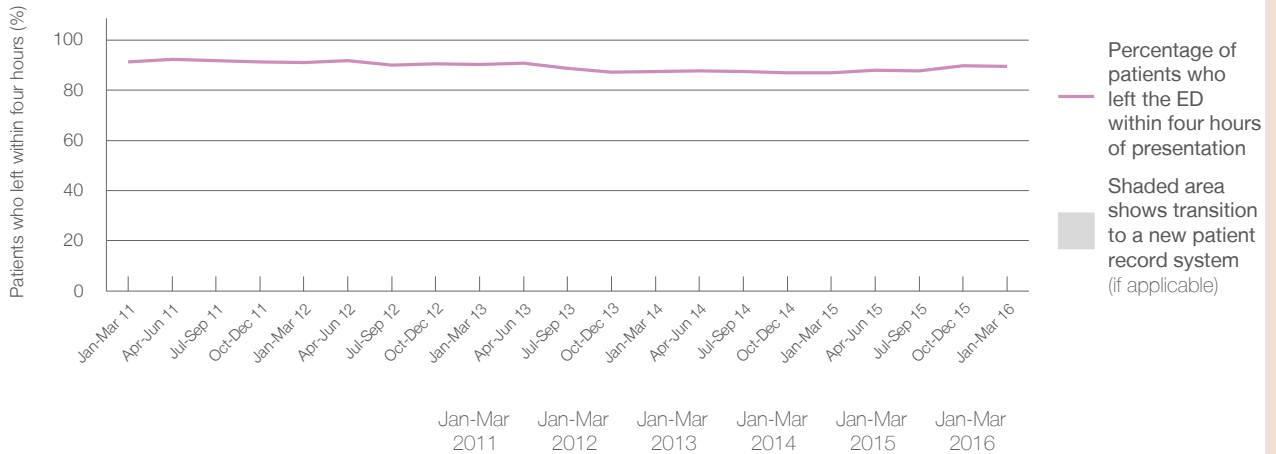
Attendances used to calculate time to leaving the ED: ⁶ 4,283 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	4,219	2%
Attendances used to calculate time to leaving the ED	4,219	2%
Percentage of patients who left the ED within four hours	87%	

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



Patients who left within four hours (%)	91%	91%	90%	87%	87%	89%
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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).

Gunnedah District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 2,094 patients
Emergency attendances:² 1,922 patients

Same period last year	Change since one year ago
1,989	5%
1,983	-3%

Gunnedah District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 134 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 37 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 430 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,138 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 220 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
130	
3 minutes	8 minutes
25 minutes	35 minutes
476	
15 minutes	20 minutes
74 minutes	99 minutes
1,168	
25 minutes	26 minutes
113 minutes	137 minutes
209	
12 minutes	23 minutes
108 minutes	135 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 2,094 patients

Percentage of patients who left the ED within four hours 91%

Same period last year	Change since one year ago
1,989	5%
91%	

* 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.

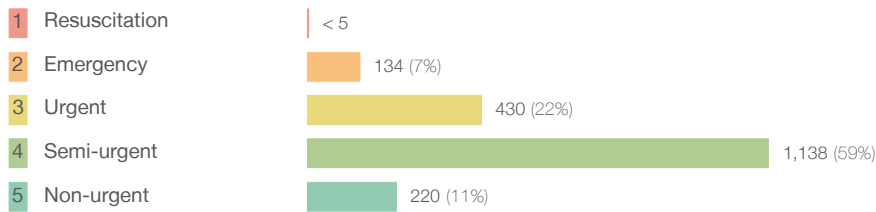
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Gunnedah District Hospital: Patients attending the emergency department January to March 2016

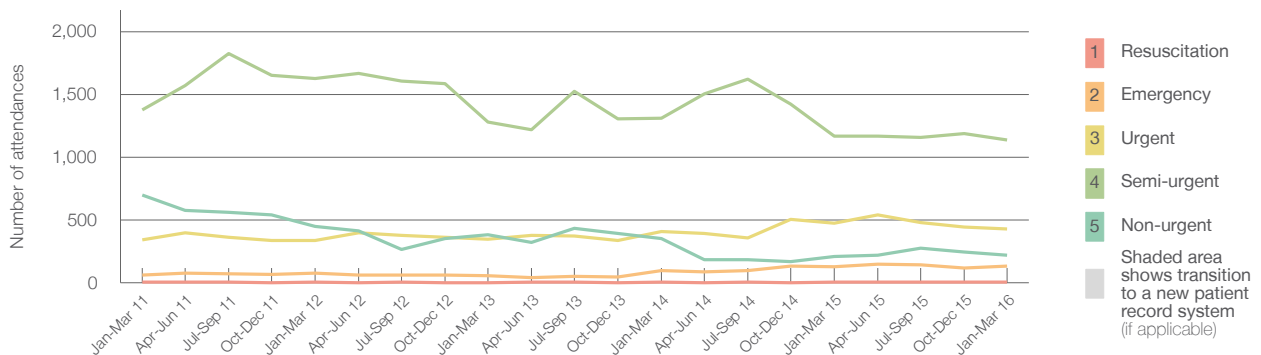
All attendances:¹ 2,094 patients

Emergency attendances² by triage category: 1,922 patients



Same period last year	Change since one year ago
1,989	5%
1,983	-3%
< 5	*
130	2%
476	-10%
1,168	-3%
209	5%

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	< 5	6	0	6	< 5	< 5
Emergency	62	78	57	95	130	134
Urgent	340	338	347	407	476	430
Semi-urgent	1,376	1,624	1,282	1,308	1,168	1,138
Non-urgent	696	449	380	352	209	220
All emergency attendances	2,474	2,495	2,066	2,168	1,983	1,922

Gunnedah District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 83 patients **

ED Transfer of care time[§]

Median time 9 minutes

95th percentile time *

Same period last year	Change since one year ago
113 **	
10 minutes	-1 minute
40 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

(§) 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.

Gunnedah District 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: 134

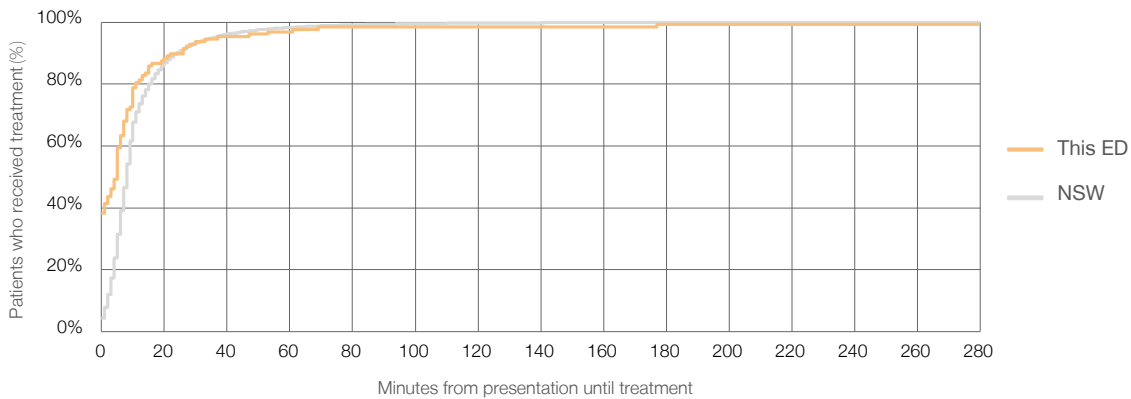
Number of triage 2 patients used to calculate waiting time:³ 128

Median time to start treatment⁴ 5 minutes

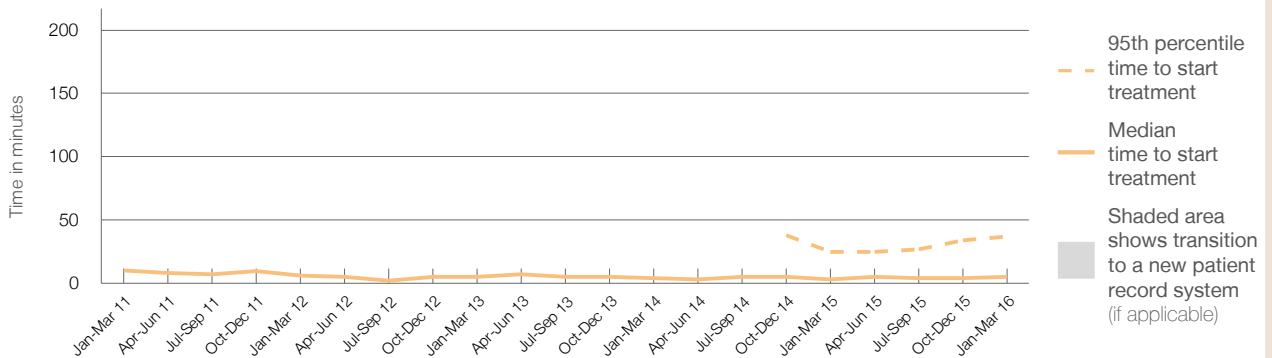
95th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
130	
127	
3 minutes	8 minutes
25 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)	10	6	5	4	3	5
95th percentile time to start treatment ⁵ (minutes)	*	*	*	*	25	37

(†) 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 District 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: 430

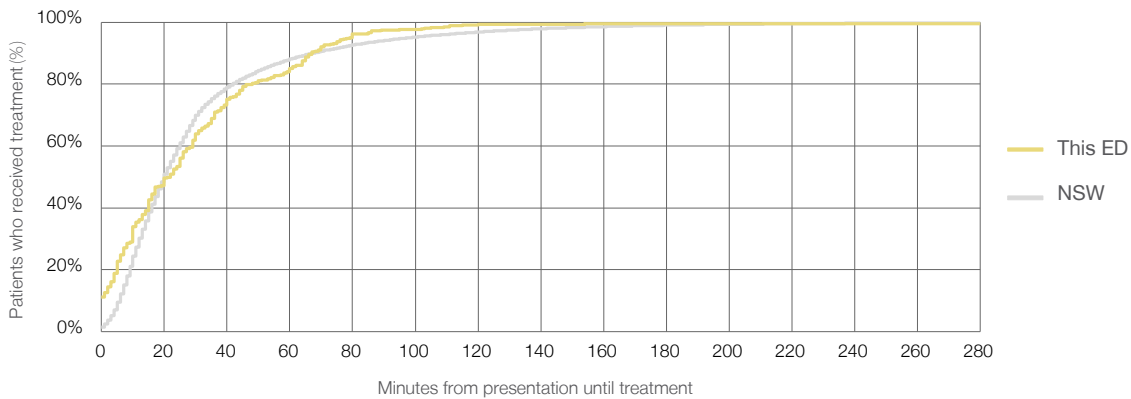
Number of triage 3 patients used to calculate waiting time:³ 419

Median time to start treatment⁴ 22 minutes

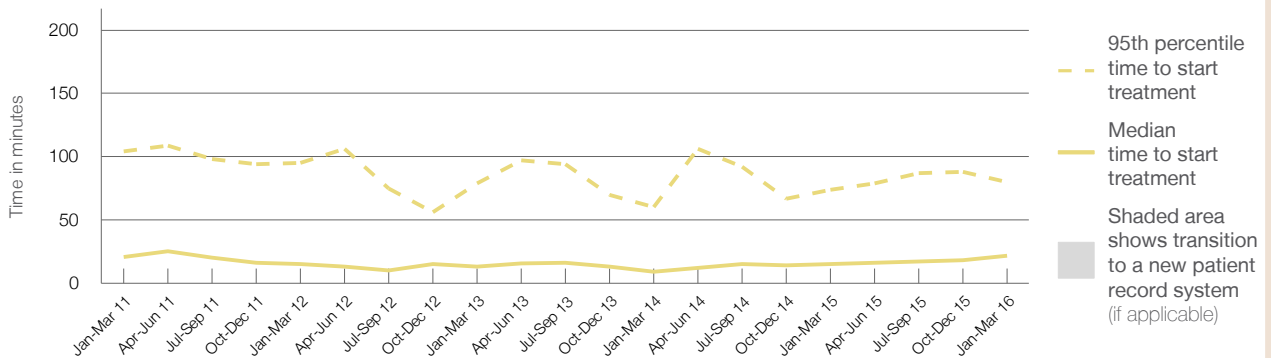
95th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
476	
467	
15 minutes	20 minutes
74 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)	21	15	13	9	15	22
95th percentile time to start treatment ⁵ (minutes)	104	95	79	60	74	80

(†) 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 District 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: 1,138

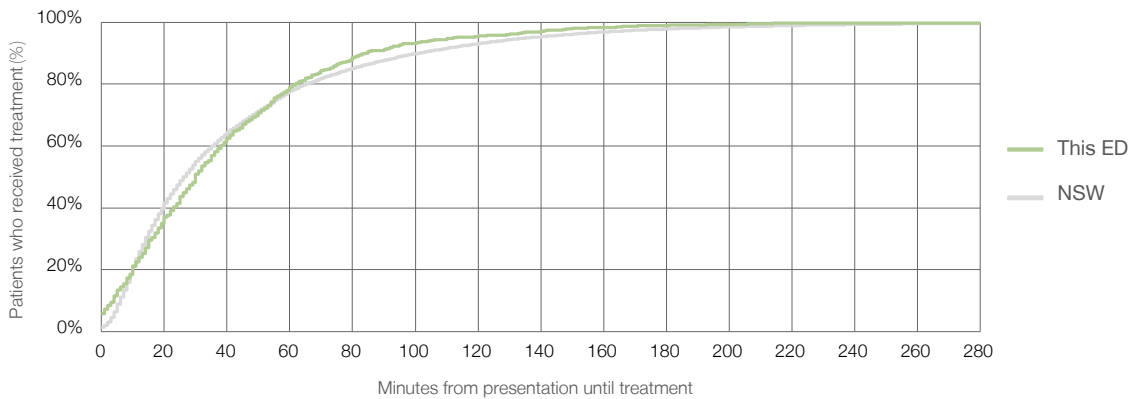
Number of triage 4 patients used to calculate waiting time:³ 1,068

Median time to start treatment⁴ 30 minutes

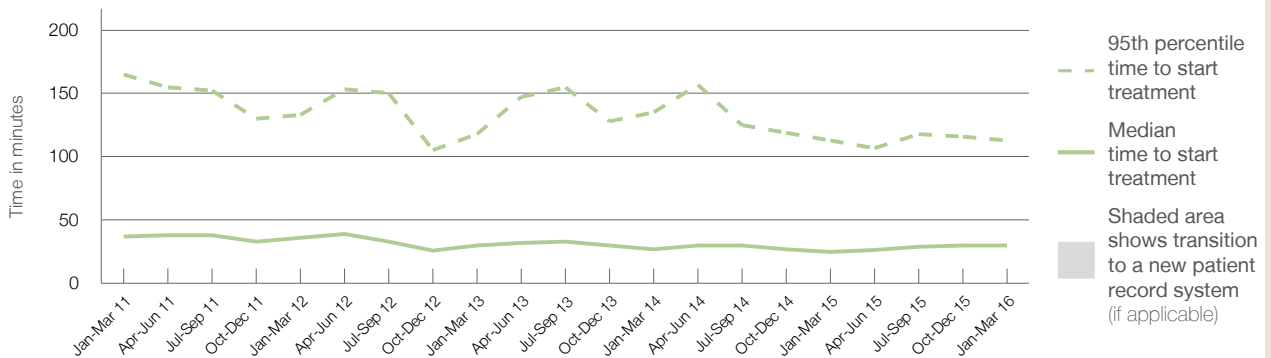
95th percentile time to start treatment⁵ 113 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,168	1,129
Median time to start treatment ⁴	25 minutes	26 minutes
95th percentile time to start treatment ⁵	113 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)	37	36	30	27	25	30
95th percentile time to start treatment ⁵ (minutes)	165	133	118	135	113	113

(†) 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 District 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: 220

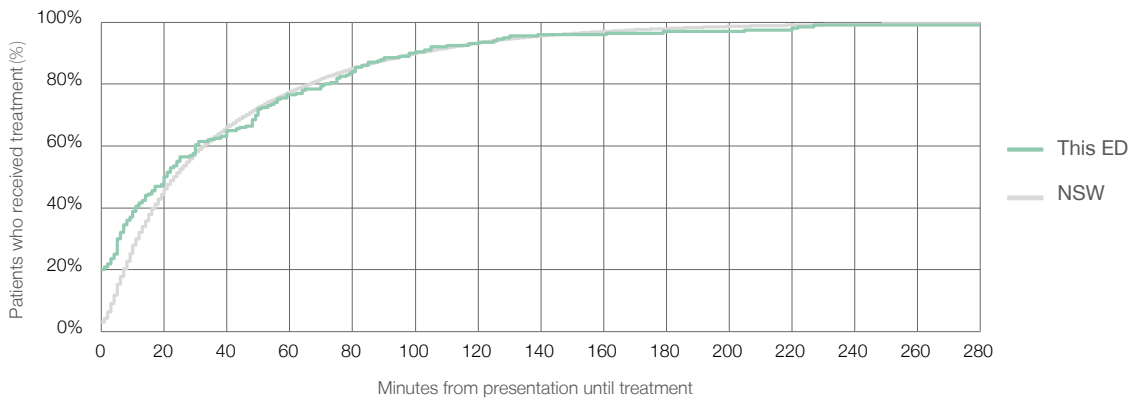
Number of triage 5 patients used to calculate waiting time:³ 200

Median time to start treatment⁴ 21 minutes

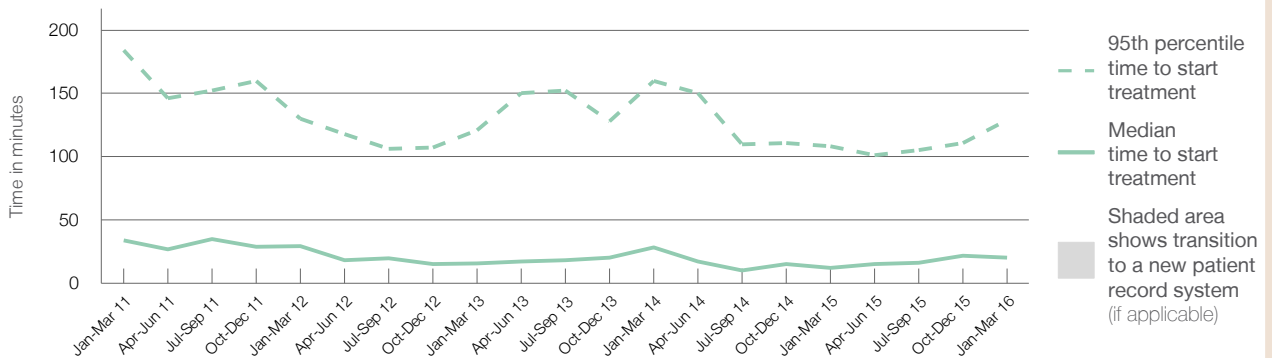
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
209	
203	
12 minutes	23 minutes
108 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)	34	30	16	29	12	21
95th percentile time to start treatment ⁵ (minutes)	184	130	121	160	108	129

(†) 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 District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 2,094 patients

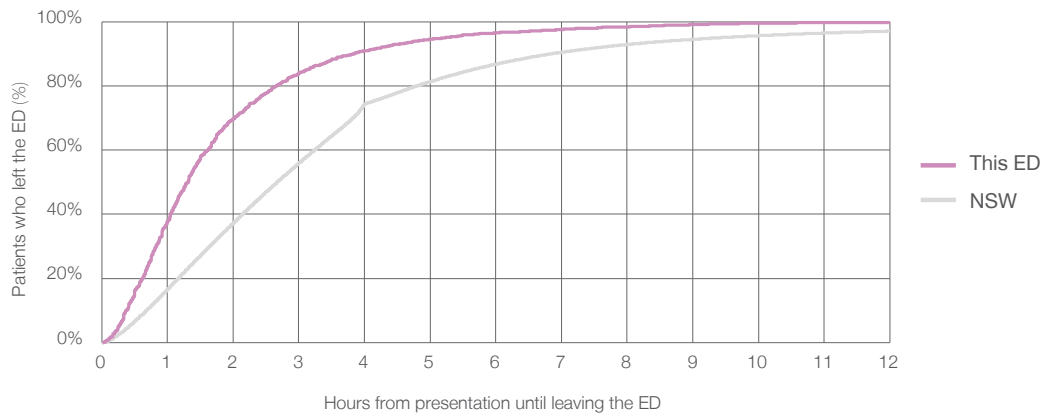
Attendances used to calculate time to leaving the ED:⁶ 2,094 patients

Median time to leaving the ED⁸ 1 hours and 19 minutes

95th percentile time to leaving the ED⁹ 5 hours and 14 minutes

Same period last year	NSW (this period)
1,989	1,989
1 hours and 20 minutes	2 hours and 40 minutes
4 hours and 58 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 9m	1h 12m	1h 4m	1h 15m	1h 20m	1h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 8m	3h 57m	4h 4m	5h 45m	4h 58m	5h 14m

(†) 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 District Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

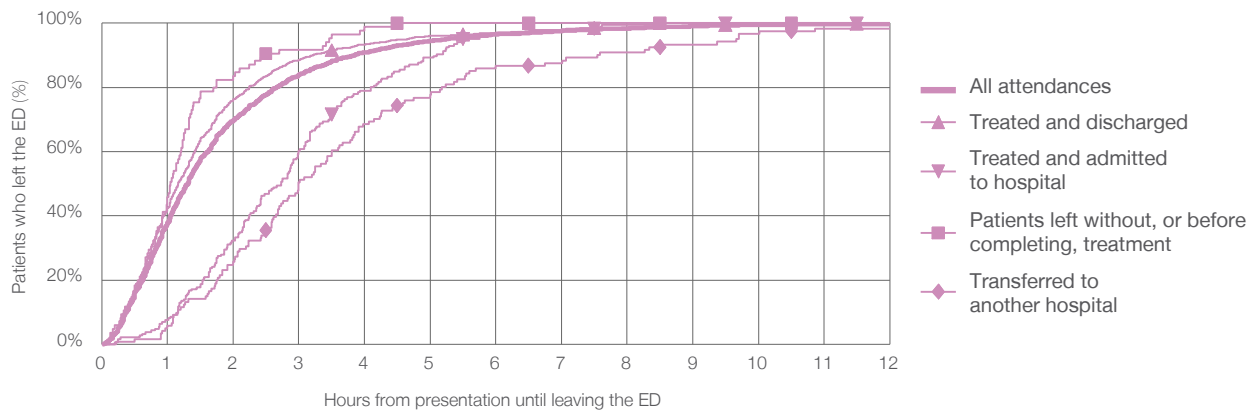
All attendances:¹ 2,094 patients

Attendances used to calculate time to leaving the ED:⁶ 2,094 patients

Treated and discharged	1,673 (80%)
Treated and admitted to hospital	186 (9%)
Patient left without, or before completing, treatment	85 (4%)
Transferred to another hospital	121 (6%)
Other	29 (1%)

Same period last year	Change since one year ago
1,989	5%
1,608	4%
200	-7%
68	25%
108	12%
5	480%

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	42%	76%	89%	93%	97%	99%	100%	100%
Treated and admitted to hospital	8%	32%	60%	79%	97%	99%	100%	100%
Patient left without, or before completing, treatment	46%	84%	92%	99%	100%	100%	100%	100%
Transferred to another hospital	6%	26%	50%	69%	87%	91%	97%	98%
All attendances	38%	70%	84%	91%	97%	98%	100%	100%

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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.

Gunnedah District 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: ¹ 2,094 patients

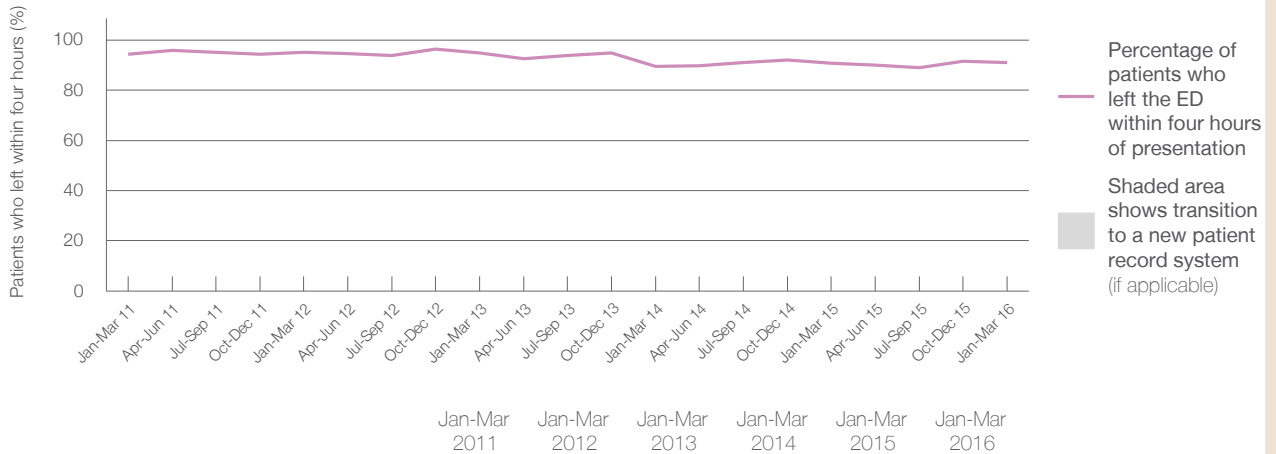
Attendances used to calculate time to leaving the ED: ⁶ 2,094 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	1,989	5%
Attendances used to calculate time to leaving the ED	1,989	5%
Percentage of patients who left the ED within four hours	91%	

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



Patients who left within four hours (%)	94%	95%	95%	89%	91%	91%
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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).

Inverell District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 2,115 patients
 Emergency attendances:² 1,994 patients

Same period last year	Change since one year ago
2,622	-19%
2,485	-20%

Inverell District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 253 patients

Median time to start treatment⁴ 5 minutes
 95th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 639 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 895 patients

Median time to start treatment⁴ 20 minutes
 95th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 207 patients

Median time to start treatment⁴ 15 minutes
 95th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
196	
5 minutes	8 minutes
33 minutes	35 minutes
585	
10 minutes	20 minutes
79 minutes	99 minutes
1,232	
30 minutes	26 minutes
140 minutes	137 minutes
467	
30 minutes	23 minutes
177 minutes	135 minutes

Inverell District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 2,115 patients

Percentage of patients who left the ED within four hours 90%

Same period last year	Change since one year ago
2,622	-19%
91%	

* 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.

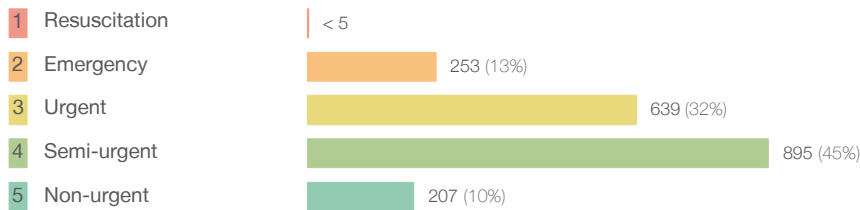
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Inverell District Hospital: Patients attending the emergency department January to March 2016

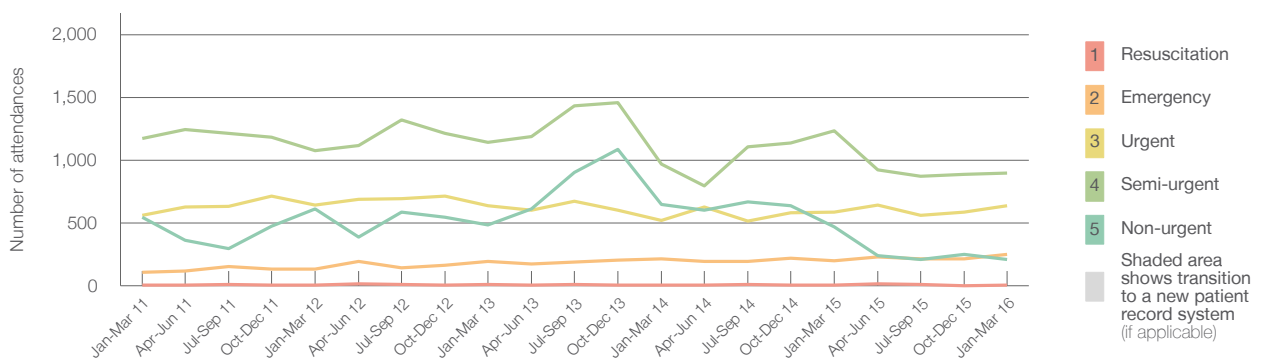
All attendances:¹ 2,115 patients

Emergency attendances² by triage category: 1,994 patients



Same period last year	Change since one year ago
2,622	-19%
2,485	-20%
5	*
196	28%
585	9%
1,232	-27%
467	-56%

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	< 5	< 5	7	6	5	< 5
Emergency	111	138	193	212	196	253
Urgent	561	641	639	519	585	639
Semi-urgent	1,171	1,075	1,142	967	1,232	895
Non-urgent	547	613	485	648	467	207
All emergency attendances	2,390	2,467	2,466	2,352	2,485	1,994

Inverell District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 296 patients^{**}

ED Transfer of care time[§]



Same period last year	Change since one year ago
242 ^{**}	
5 minutes	2 minutes
20 minutes	8 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

(§) 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.

Inverell District 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: 253

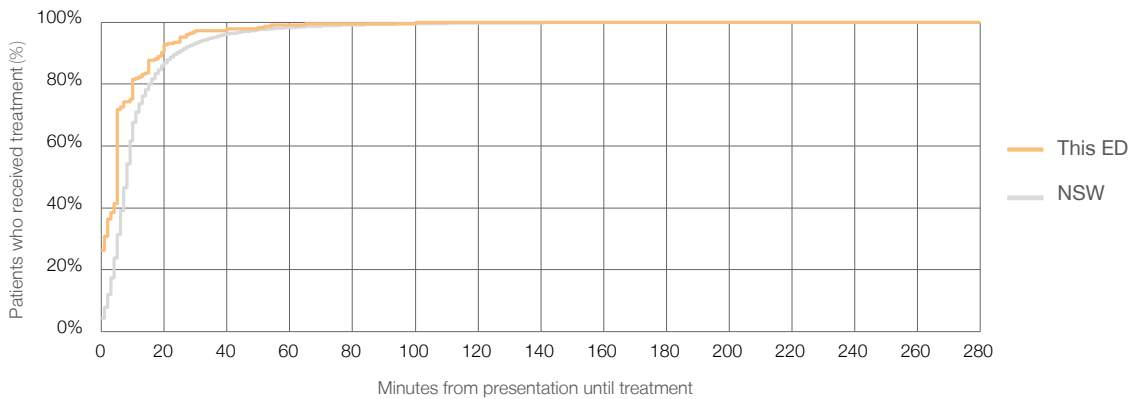
Number of triage 2 patients used to calculate waiting time:³ 244

Median time to start treatment⁴ 5 minutes

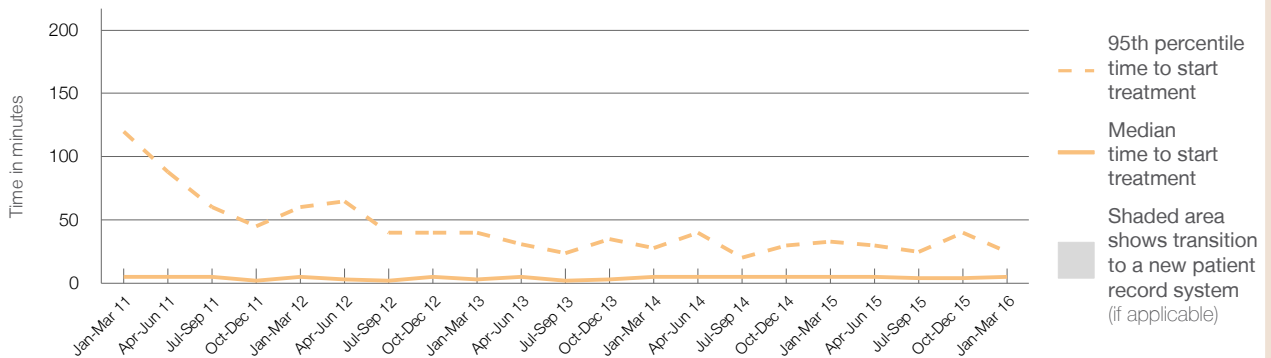
95th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
196	196
5 minutes	8 minutes
33 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)	5	5	3	5	5	5
95th percentile time to start treatment ⁵ (minutes)	120	60	40	28	33	25

(†) 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.

Inverell District 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: 639

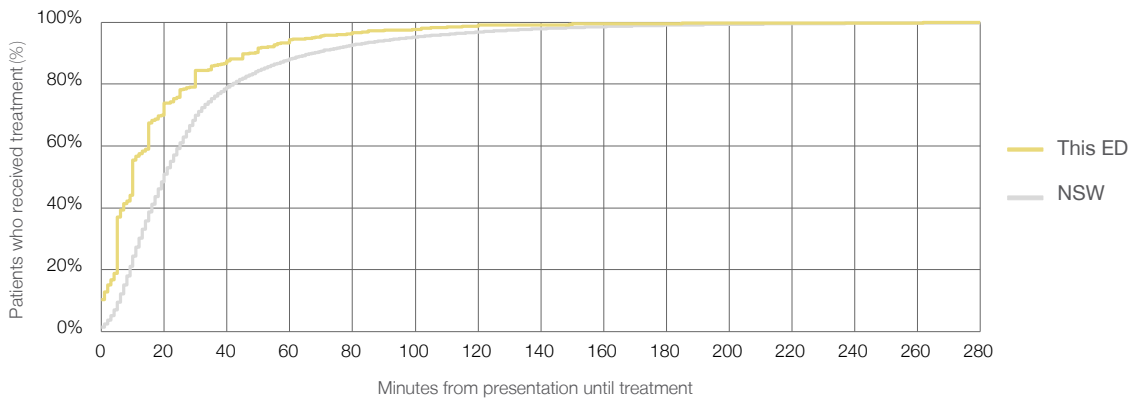
Number of triage 3 patients used to calculate waiting time:³ 618

Median time to start treatment⁴ 10 minutes

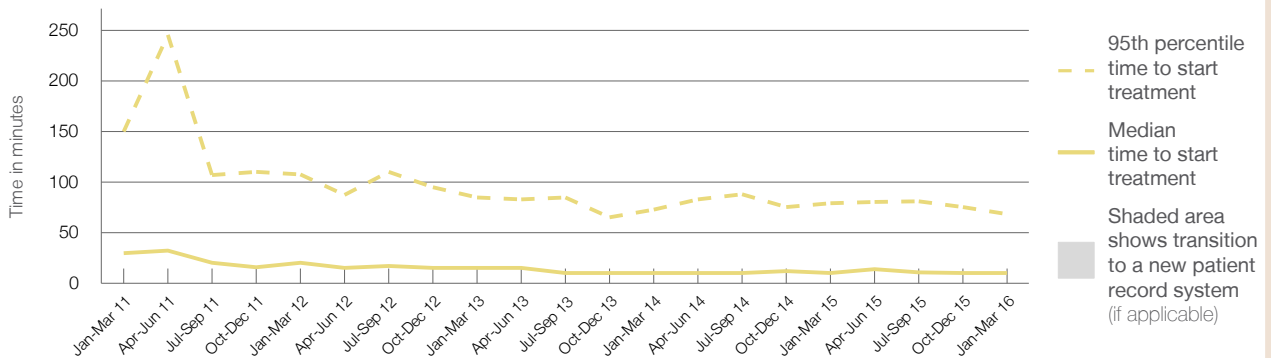
95th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
585	573
10 minutes	20 minutes
79 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)	30	20	15	10	10	10
95th percentile time to start treatment ⁵ (minutes)	150	108	85	73	79	68

(†) 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.

Inverell District 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: 895

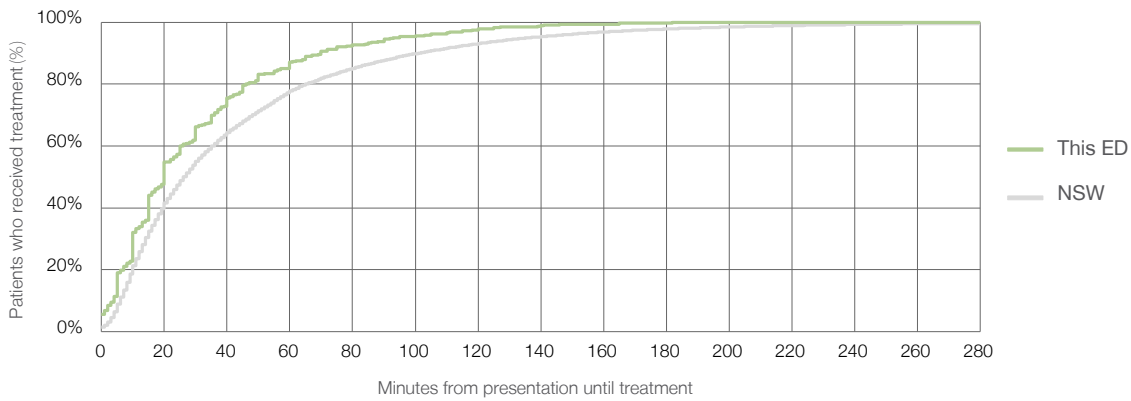
Number of triage 4 patients used to calculate waiting time:³ 816

Median time to start treatment⁴ 20 minutes

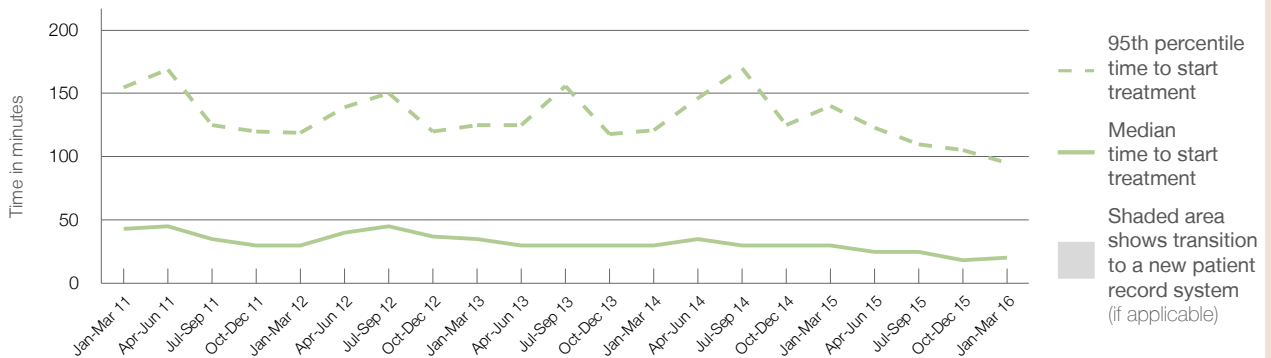
95th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
1,232	1,150
30 minutes	26 minutes
140 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)	43	30	35	30	30	20
95th percentile time to start treatment ⁵ (minutes)	155	119	125	121	140	95

(†) 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.

Inverell District 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: 207

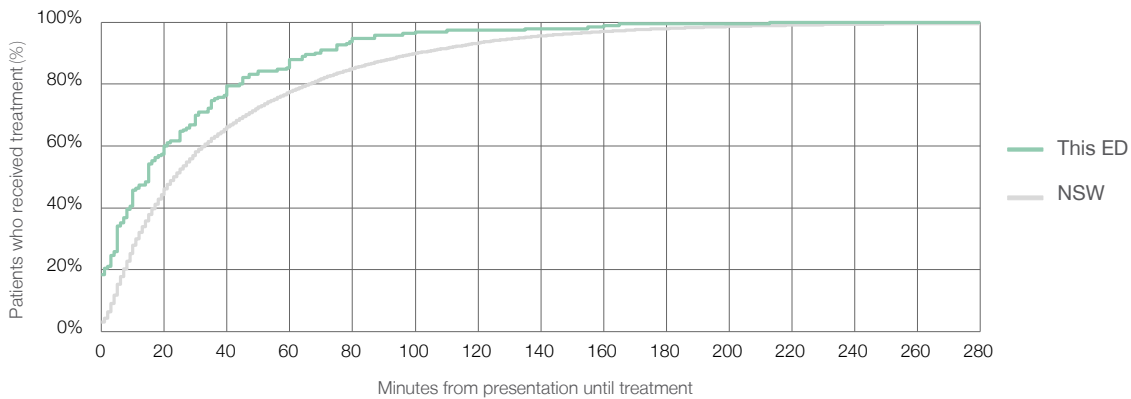
Number of triage 5 patients used to calculate waiting time:³ 190

Median time to start treatment⁴ 15 minutes

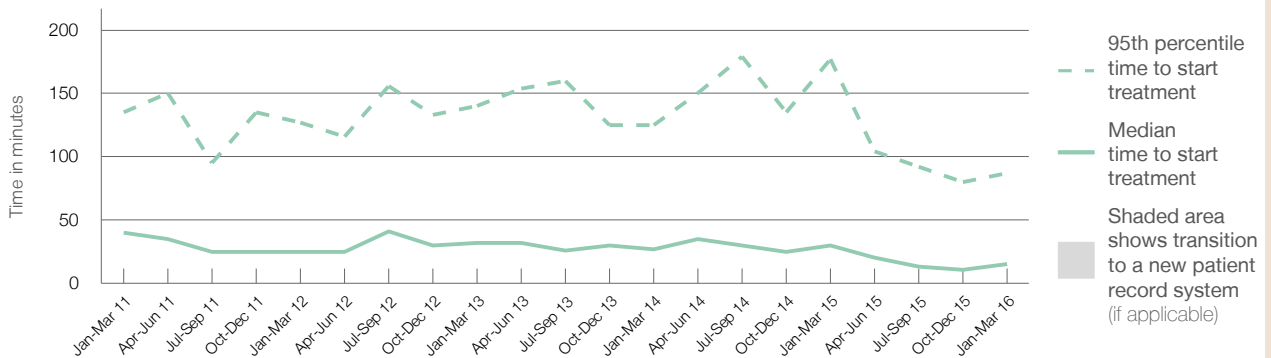
95th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
467	415
30 minutes	23 minutes
177 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)	40	25	32	27	30	15
95th percentile time to start treatment ⁵ (minutes)	135	127	140	125	177	87

(†) 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.

Inverell District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 2,115 patients

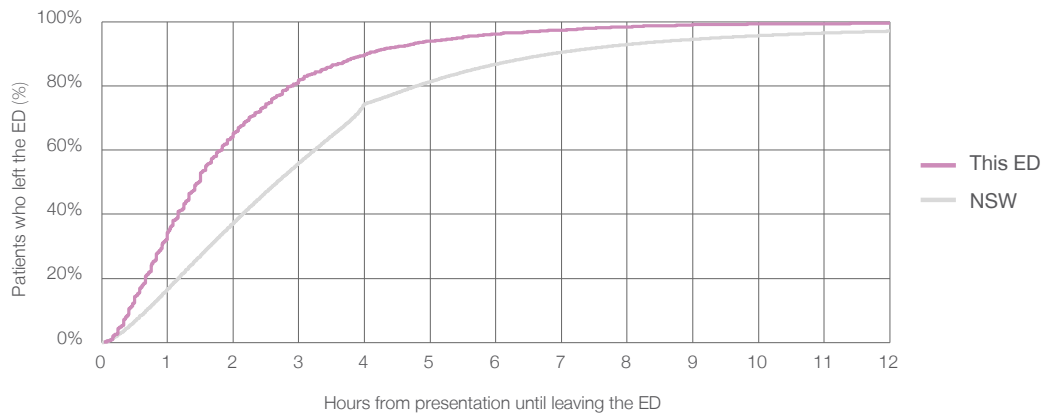
Attendances used to calculate time to leaving the ED:⁶ 2,115 patients

Median time to leaving the ED⁸ 1 hours and 29 minutes

95th percentile time to leaving the ED⁹ 5 hours and 30 minutes

Same period last year	NSW (this period)
2,622	2,622
1 hours and 20 minutes	2 hours and 40 minutes
5 hours and 4 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 15m	1h 0m	1h 15m	1h 15m	1h 20m	1h 29m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 55m	4h 30m	4h 15m	4h 30m	5h 4m	5h 30m

(†) 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.

Inverell District Hospital: Time from presentation until leaving the ED
 By mode of separation
 January to March 2016

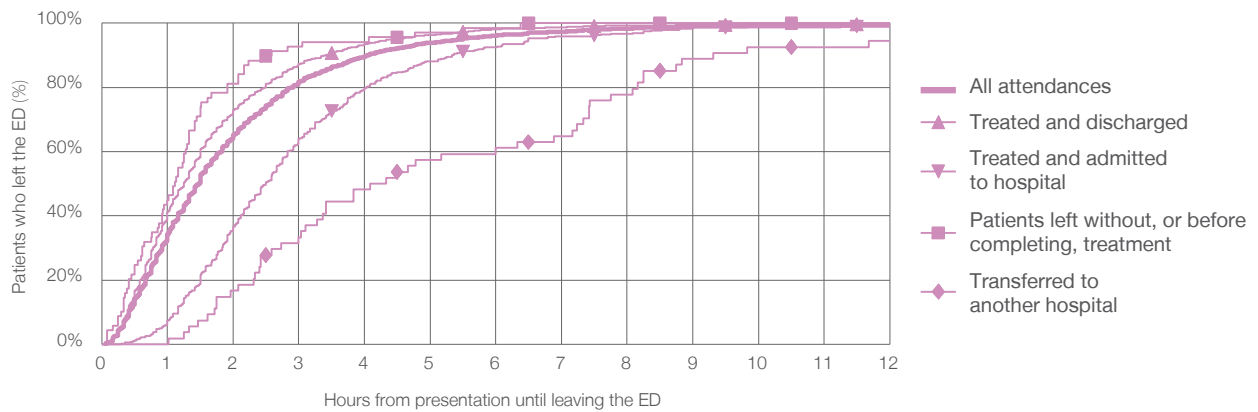
All attendances:¹ 2,115 patients

Attendances used to calculate time to leaving the ED:⁶ 2,115 patients

Treated and discharged	1,557 (74%)
Treated and admitted to hospital	399 (19%)
Patient left without, or before completing, treatment	69 (3%)
Transferred to another hospital	54 (3%)
Other	36 (2%)

Same period last year	Change since one year ago
2,622	-19%
2,089	-25%
351	14%
95	-27%
53	2%
34	6%

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	41%	73%	87%	93%	98%	99%	100%	100%
Treated and admitted to hospital	7%	37%	64%	80%	92%	97%	99%	99%
Patient left without, or before completing, treatment	45%	81%	93%	94%	99%	100%	100%	100%
Transferred to another hospital	0%	17%	33%	48%	61%	78%	93%	94%
All attendances	34%	65%	82%	90%	96%	98%	99%	99%

(†) 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.

Inverell District 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: ¹ 2,115 patients

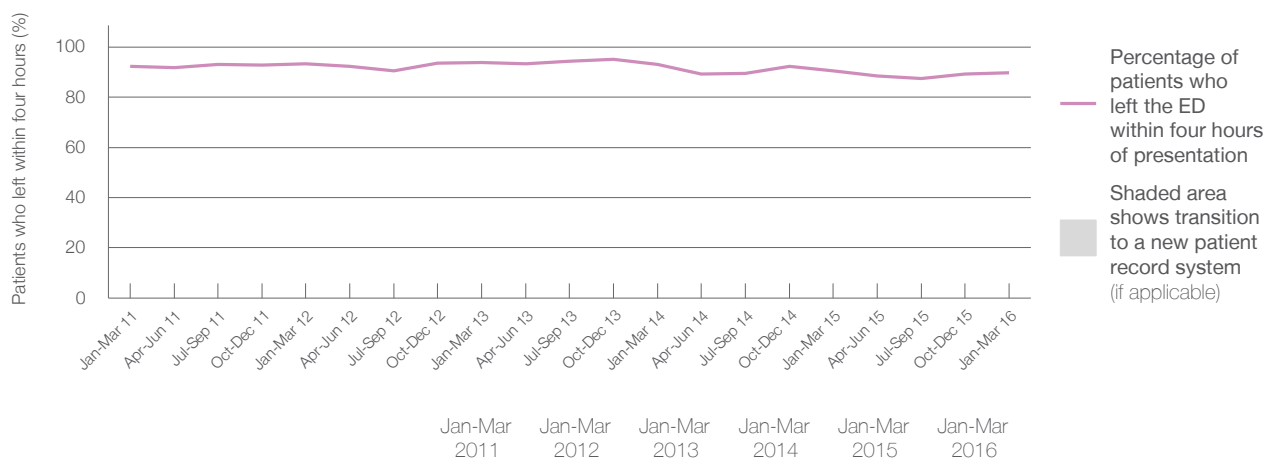
Attendances used to calculate time to leaving the ED: ⁶ 2,115 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	2,622	-19%
Attendances used to calculate time to leaving the ED	2,622	-19%
Percentage of patients who left the ED within four hours	91%	

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



Patients who left within four hours (%)	92%	93%	94%	93%	91%	90%
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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).
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- 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).

John Hunter Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 19,359 patients
 Emergency attendances:² 19,350 patients

Same period last year	Change since one year ago
18,902	2%
18,893	2%

John Hunter Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,906 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,978 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,755 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 141 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,597 patients

Median time to start treatment⁴ 36 minutes
 95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
1,826	
7 minutes	8 minutes
28 minutes	35 minutes
5,137	
22 minutes	20 minutes
105 minutes	99 minutes
9,709	
33 minutes	26 minutes
156 minutes	137 minutes
2,089	
38 minutes	23 minutes
170 minutes	135 minutes

John Hunter Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 19,359 patients

Percentage of patients who left the ED within four hours 69%

Same period last year	Change since one year ago
18,901	2%
64%	

* 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.

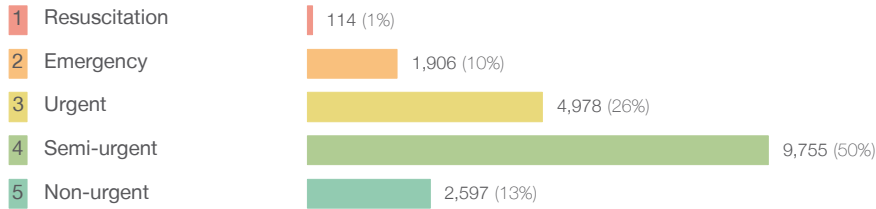
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

John Hunter Hospital: Patients attending the emergency department January to March 2016

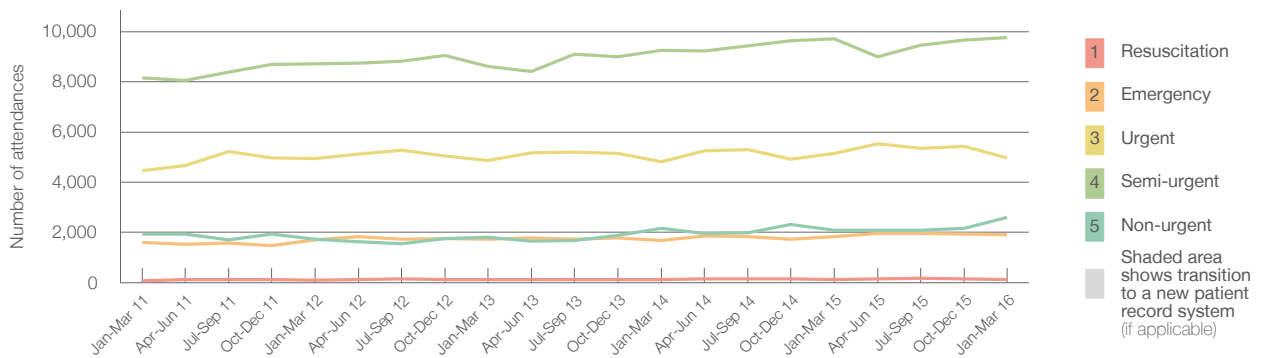
All attendances:¹ 19,359 patients

Emergency attendances² by triage category: 19,350 patients



Same period last year	Change since one year ago
18,902	2%
18,893	2%
132	-14%
1,826	4%
5,137	-3%
9,709	0%
2,089	24%

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	83	96	122	114	132	114
Emergency	1,599	1,711	1,742	1,669	1,826	1,906
Urgent	4,460	4,952	4,880	4,813	5,137	4,978
Semi-urgent	8,169	8,728	8,614	9,255	9,709	9,755
Non-urgent	1,928	1,734	1,815	2,167	2,089	2,597
All emergency attendances	16,239	17,221	17,173	18,018	18,893	19,350

John Hunter Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 4,940 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
5,140	
11 minutes	0 minutes
32 minutes	-4 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.

John Hunter 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: 1,906

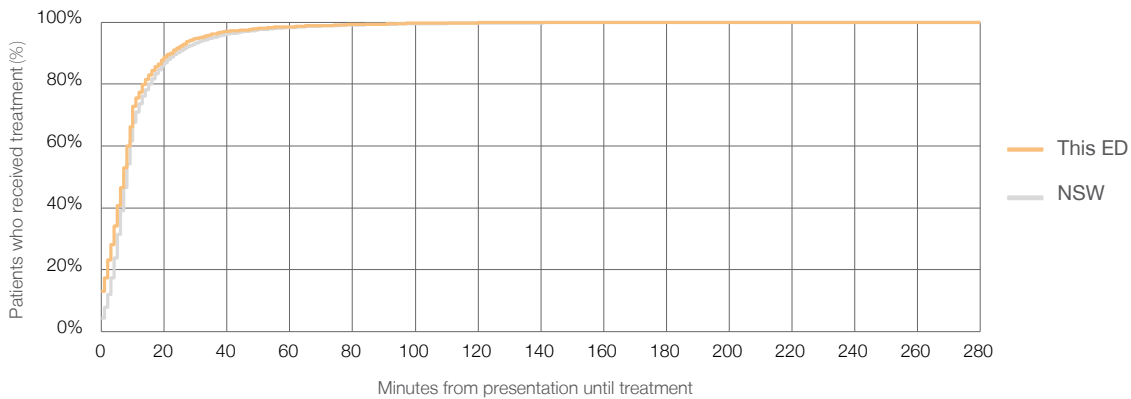
Number of triage 2 patients used to calculate waiting time:³ 1,890

Median time to start treatment⁴ 7 minutes

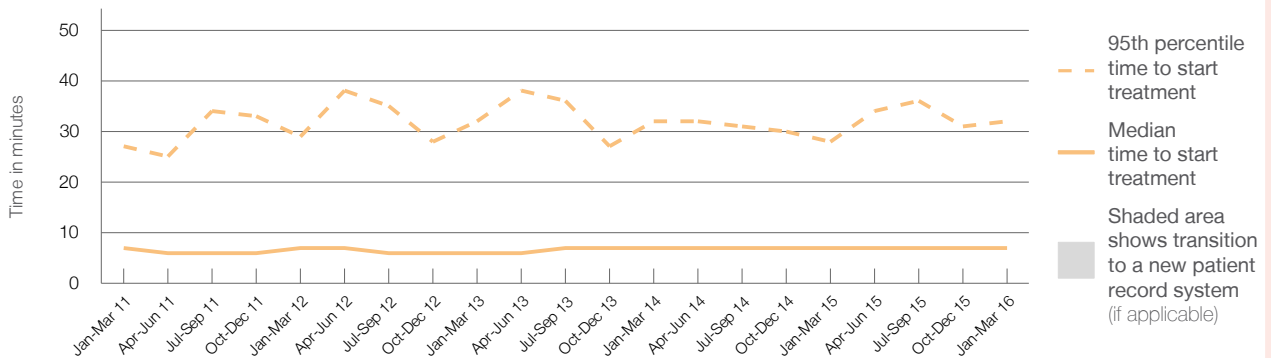
95th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
1,826	1,812
7 minutes	8 minutes
28 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)	7	7	6	7	7	7
95th percentile time to start treatment ⁵ (minutes)	27	29	32	32	28	32

(†) 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.

John Hunter 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: 4,978

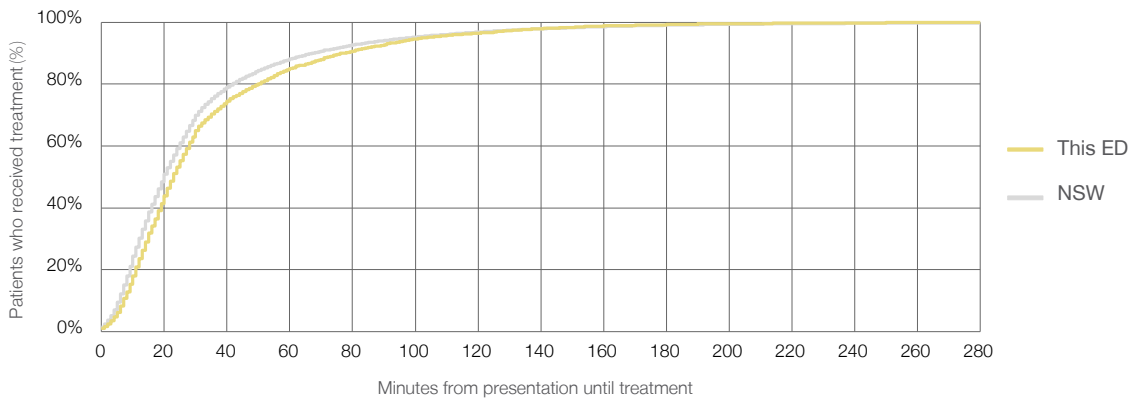
Number of triage 3 patients used to calculate waiting time:³ 4,874

Median time to start treatment⁴ 23 minutes

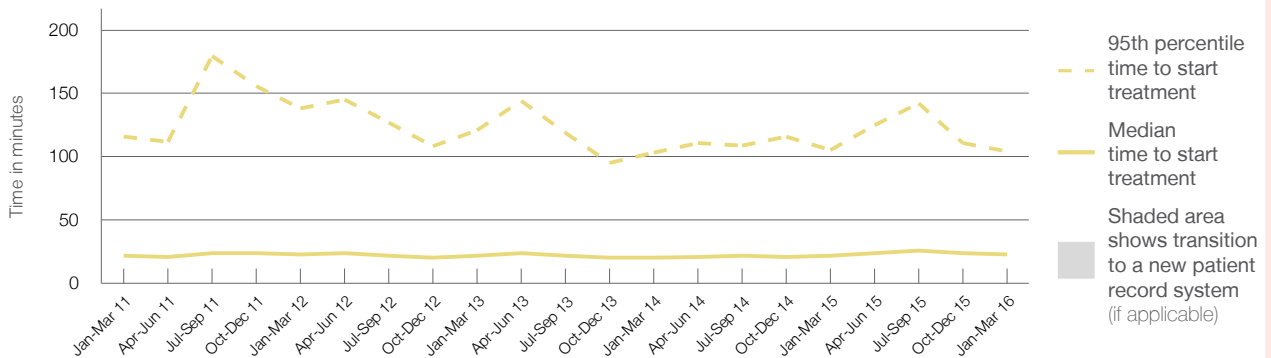
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
5,137	
5,031	
22 minutes	20 minutes
105 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)	22	23	22	20	22	23
95th percentile time to start treatment ⁵ (minutes)	116	138	121	103	105	104

(†) 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.

John Hunter 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: 9,755

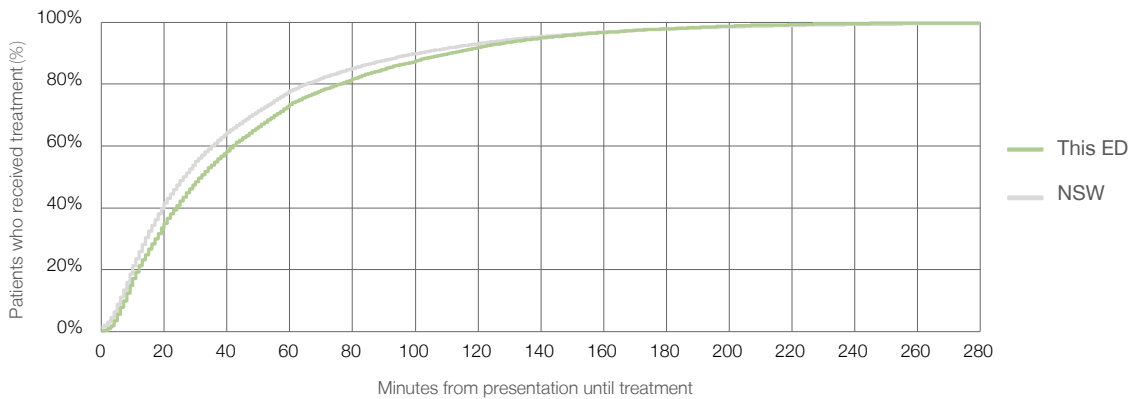
Number of triage 4 patients used to calculate waiting time:³ 9,093

Median time to start treatment⁴ 32 minutes

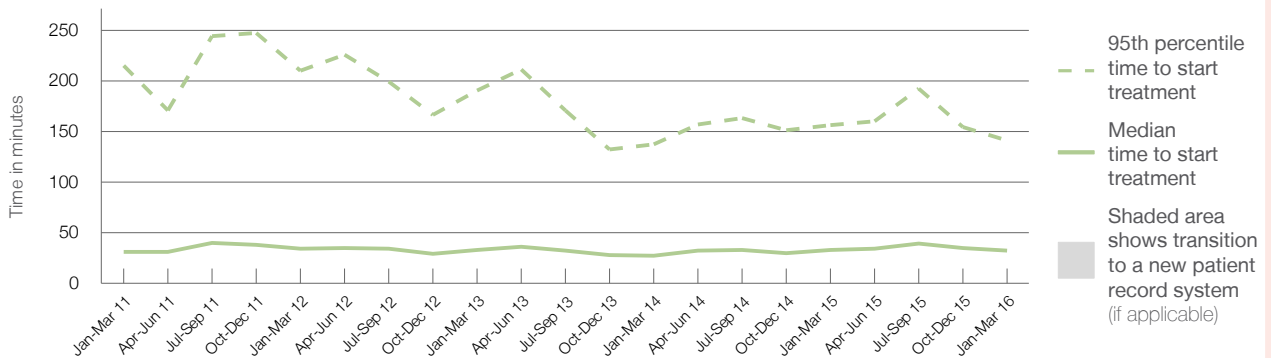
95th percentile time to start treatment⁵ 141 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	9,709	8,895
Median time to start treatment ⁴	33 minutes	26 minutes
95th percentile time to start treatment ⁵	156 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)	31	34	33	27	33	32
95th percentile time to start treatment ⁵ (minutes)	215	210	190	137	156	141

(†) 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.

John Hunter 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: 2,597

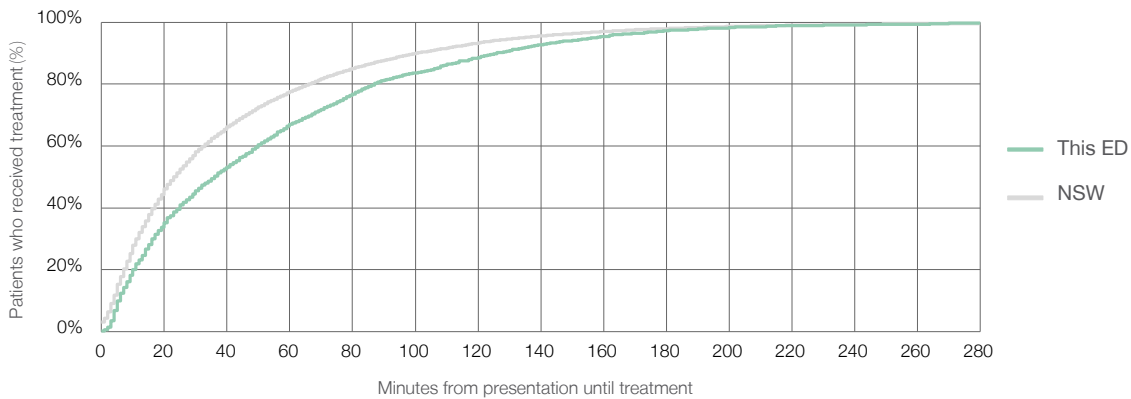
Number of triage 5 patients used to calculate waiting time:³ 2,163

Median time to start treatment⁴ 36 minutes

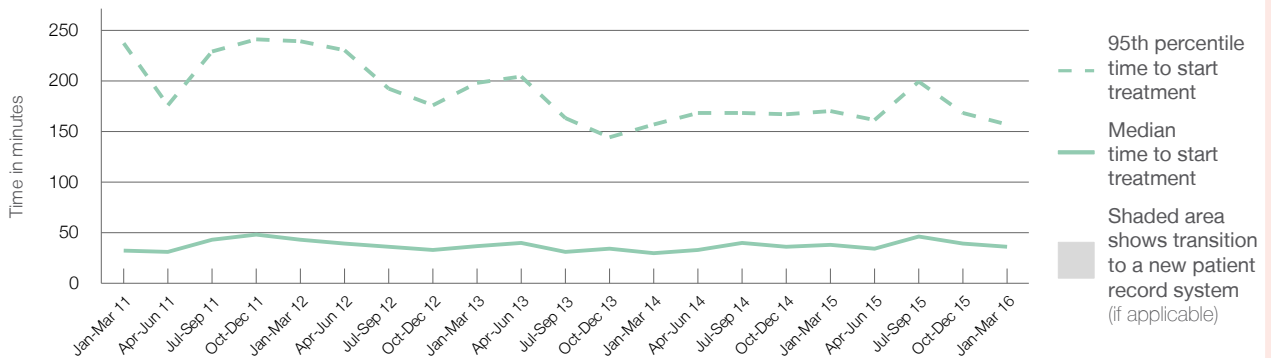
95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
2,089	1,700
38 minutes	23 minutes
170 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)	32	43	37	30	38	36
95th percentile time to start treatment ⁵ (minutes)	237	239	198	157	170	157

(†) 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.

John Hunter Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 19,359 patients

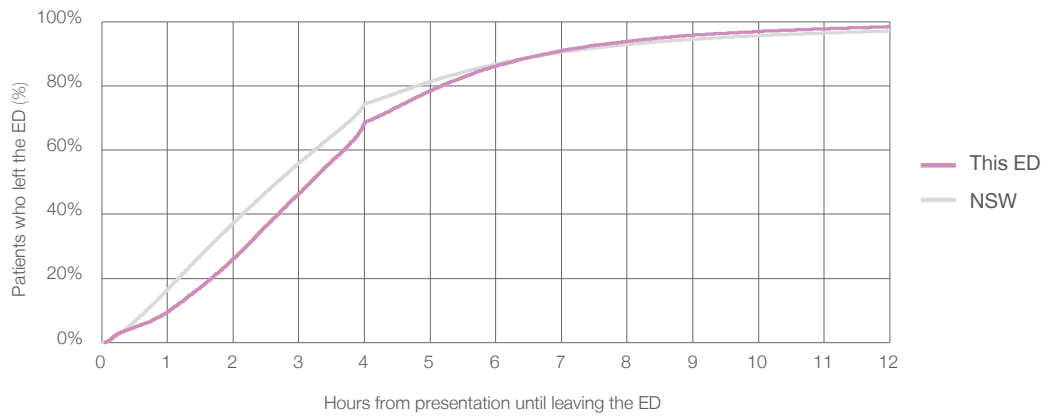
Attendances used to calculate time to leaving the ED:⁶ 19,359 patients

Median time to leaving the ED⁸ 3 hours and 11 minutes

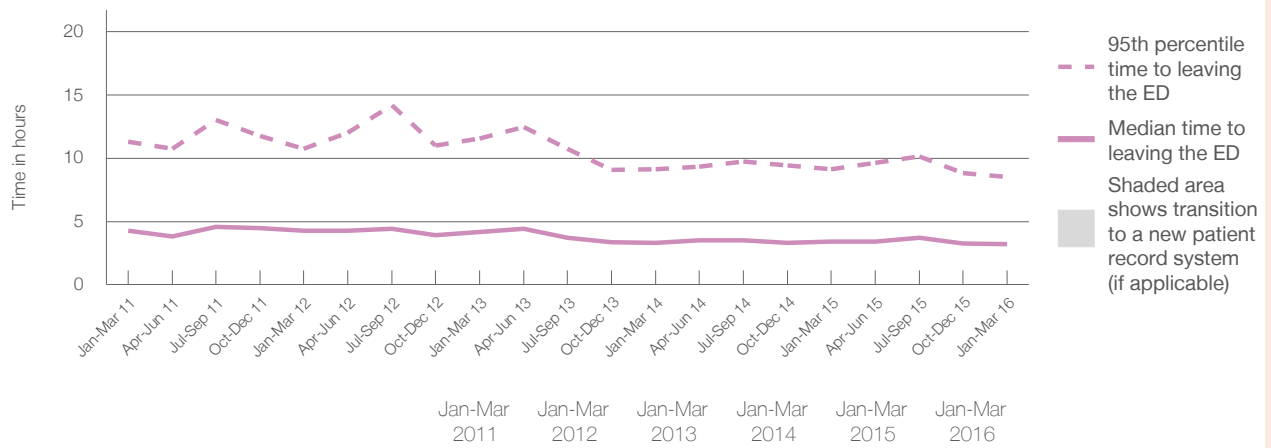
95th percentile time to leaving the ED⁹ 8 hours and 31 minutes

Same period last year	NSW (this period)
18,902	
18,901	
3 hours and 26 minutes	2 hours and 40 minutes
9 hours and 9 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)	4h 15m	4h 16m	4h 10m	3h 19m	3h 26m	3h 11m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 17m	10h 45m	11h 33m	9h 9m	9h 9m	8h 31m

(†) 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.

John Hunter Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

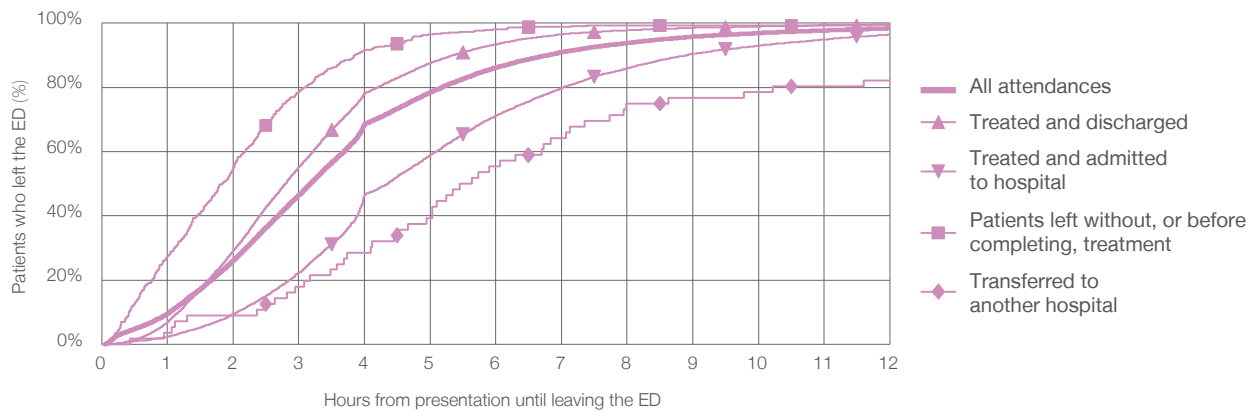
All attendances:¹ 19,359 patients

Attendances used to calculate time to leaving the ED:⁶ 19,359 patients

Treated and discharged	11,203 (58%)
Treated and admitted to hospital	6,595 (34%)
Patient left without, or before completing, treatment	597 (3%)
Transferred to another hospital	56 (0%)
Other	908 (5%)

Same period last year	Change since one year ago
18,901	2%
10,440	7%
6,765	-3%
642	-7%
78	-28%
977	-7%

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

Treated and discharged	7%	29%	55%	78%	93%	98%	99%	100%
Treated and admitted to hospital	2%	9%	22%	47%	71%	86%	93%	96%
Patient left without, or before completing, treatment	27%	55%	79%	92%	98%	99%	99%	100%
Transferred to another hospital	4%	9%	18%	29%	55%	75%	79%	82%
All attendances	10%	26%	46%	69%	86%	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.

John Hunter 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:¹ 19,359 patients

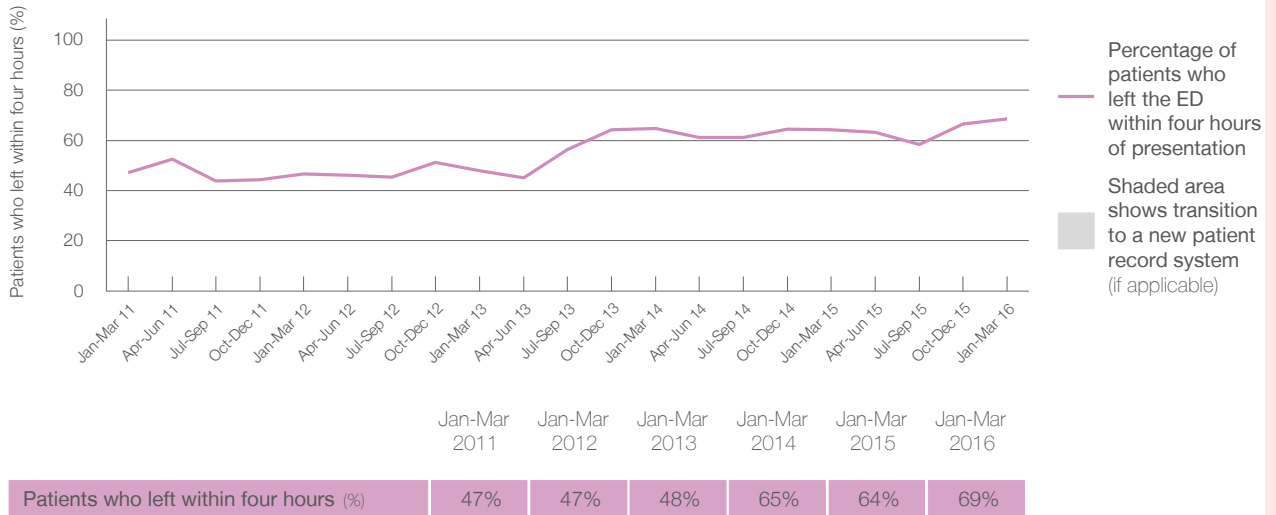
Attendances used to calculate time to leaving the ED:⁶ 19,359 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
18,902	2%
18,901	2%
64%	

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.

† 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).

Kurri Kurri District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 1,257 patients
Emergency attendances:² 1,224 patients

Same period last year	Change since one year ago
1,639	-23%
1,604	-24%

Kurri Kurri District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 83 patients

Median time to start treatment⁴ 3 minutes
95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 336 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 583 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 91 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 222 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
90	
4 minutes	8 minutes
*	35 minutes
255	
13 minutes	20 minutes
137 minutes	99 minutes
958	
19 minutes	26 minutes
124 minutes	137 minutes
301	
15 minutes	23 minutes
113 minutes	135 minutes

Kurri Kurri District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 1,257 patients

Percentage of patients who left the ED within four hours 93%

Same period last year	Change since one year ago
1,639	-23%
90%	

* 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.

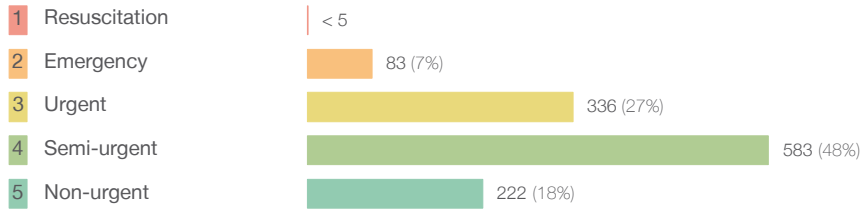
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Kurri Kurri District Hospital: Patients attending the emergency department January to March 2016

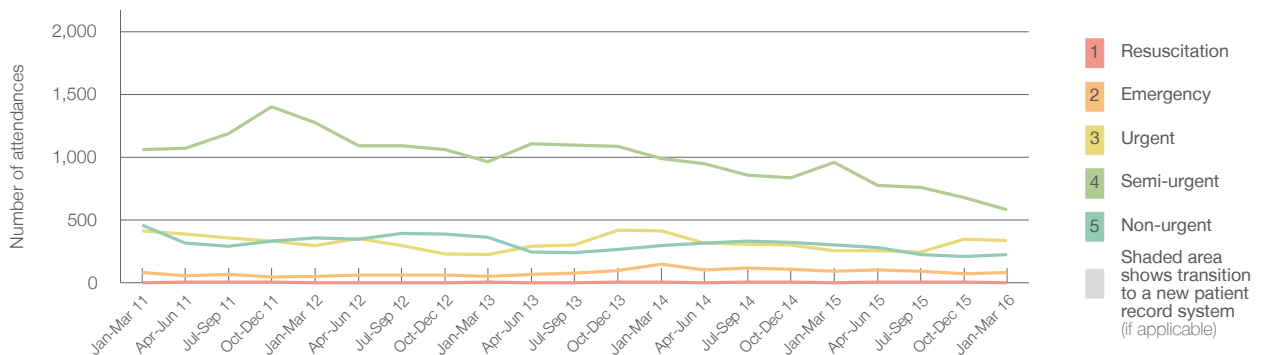
All attendances:¹ 1,257 patients

Emergency attendances² by triage category: 1,224 patients



Same period last year	Change since one year ago
1,639	-23%
1,604	-24%
< 5	*
90	-8%
255	32%
958	-39%
301	-26%

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	< 5	< 5
Emergency	80	50	49	152	90	83
Urgent	414	293	224	413	255	336
Semi-urgent	1,058	1,275	961	988	958	583
Non-urgent	456	357	360	294	301	222
All emergency attendances	2,008	1,975	1,599	1,847	1,604	1,224

Kurri Kurri District Hospital: Patients arriving by ambulance January to March 2016

ED Transfer of care time is not currently available for this hospital.⁷

(†) 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.

Kurri Kurri District 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: 83

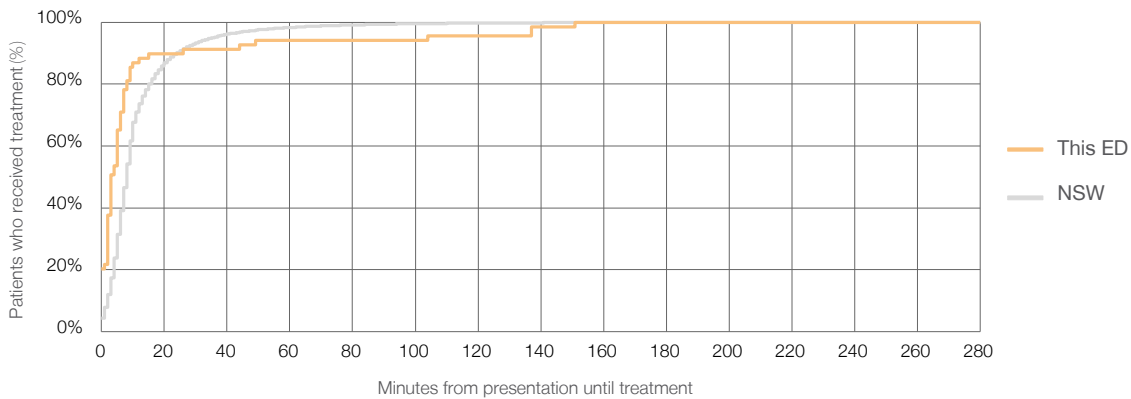
Number of triage 2 patients used to calculate waiting time:³ 69

Median time to start treatment⁴ 3 minutes

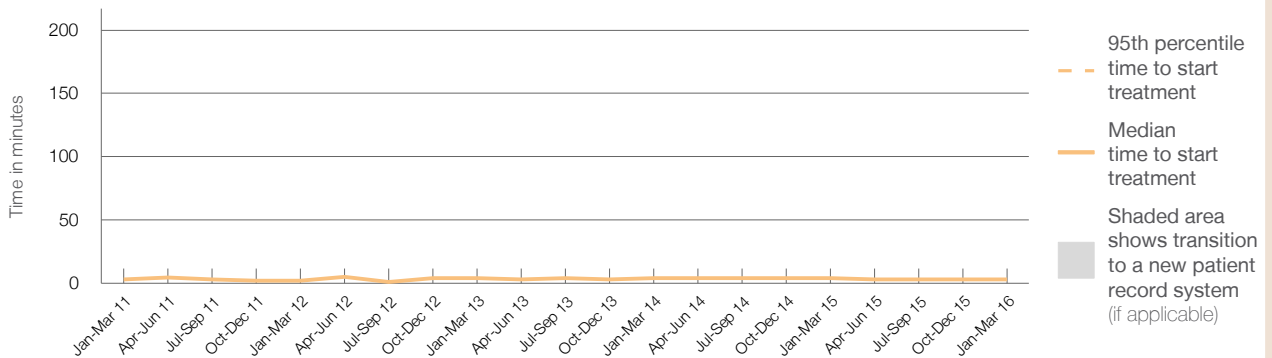
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
90	73
4 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)	3	2	4	4	4	3
95th percentile time to start treatment ⁵ (minutes)	*	*	*	48	*	*

(†) 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.

Kurri Kurri District 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: 336

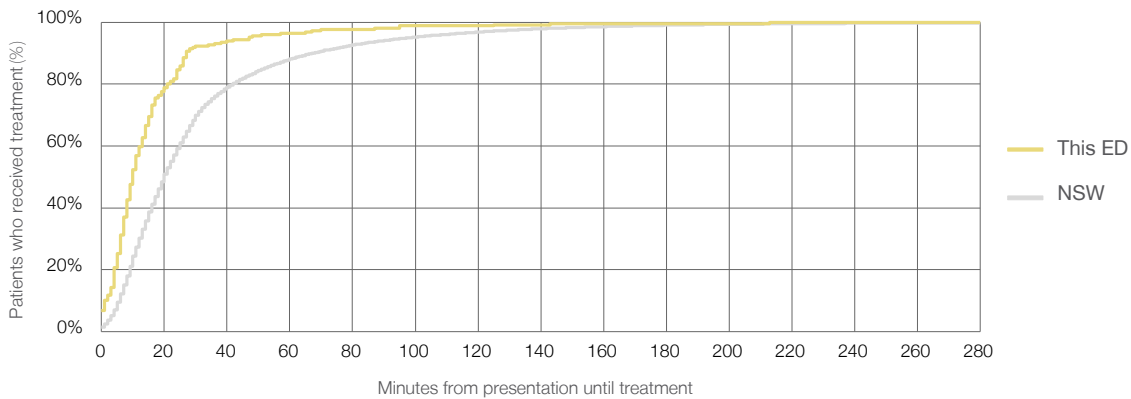
Number of triage 3 patients used to calculate waiting time:³ 246

Median time to start treatment⁴ 10 minutes

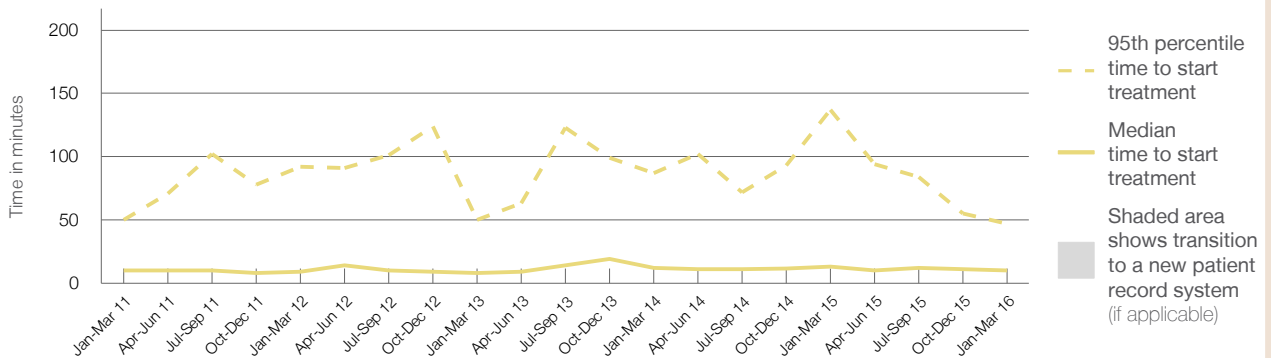
95th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
255	
209	
13 minutes	20 minutes
137 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)	10	9	8	12	13	10
95th percentile time to start treatment ⁵ (minutes)	50	92	50	87	137	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.

Kurri Kurri District 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: 583

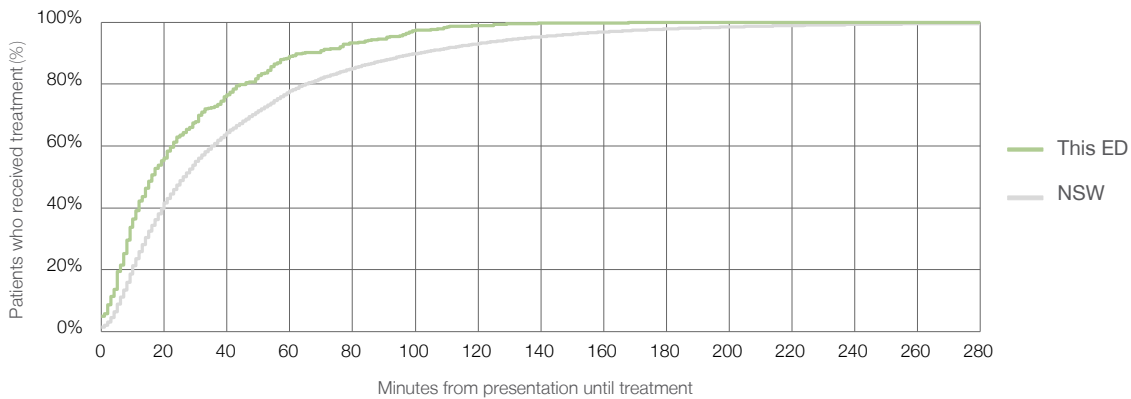
Number of triage 4 patients used to calculate waiting time:³ 389

Median time to start treatment⁴ 16 minutes

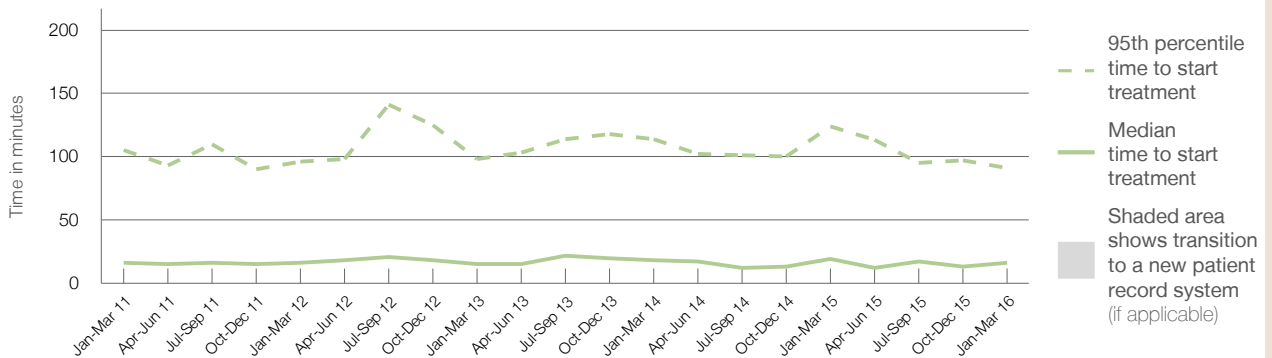
95th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
958	
763	
19 minutes	26 minutes
124 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)	16	16	15	18	19	16
95th percentile time to start treatment ⁵ (minutes)	105	96	98	114	124	91

(†) 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.

Kurri Kurri District 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: 222

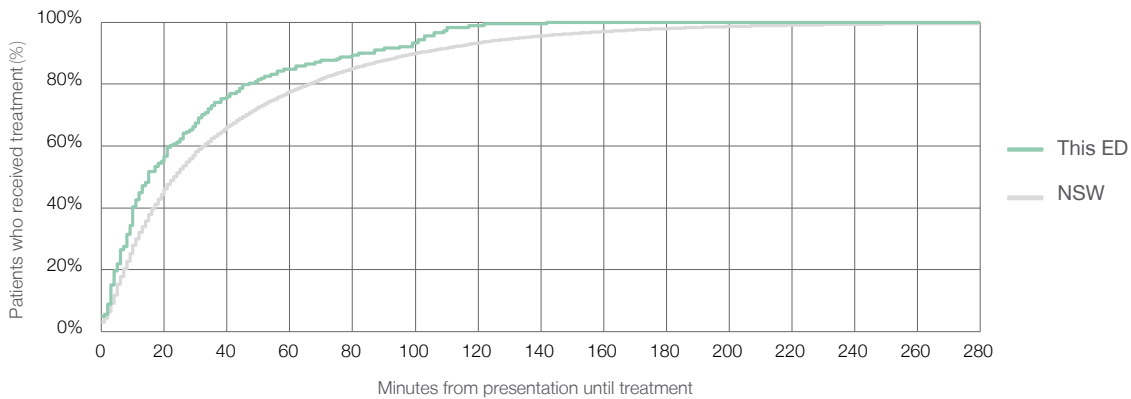
Number of triage 5 patients used to calculate waiting time:³ 178

Median time to start treatment⁴ 15 minutes

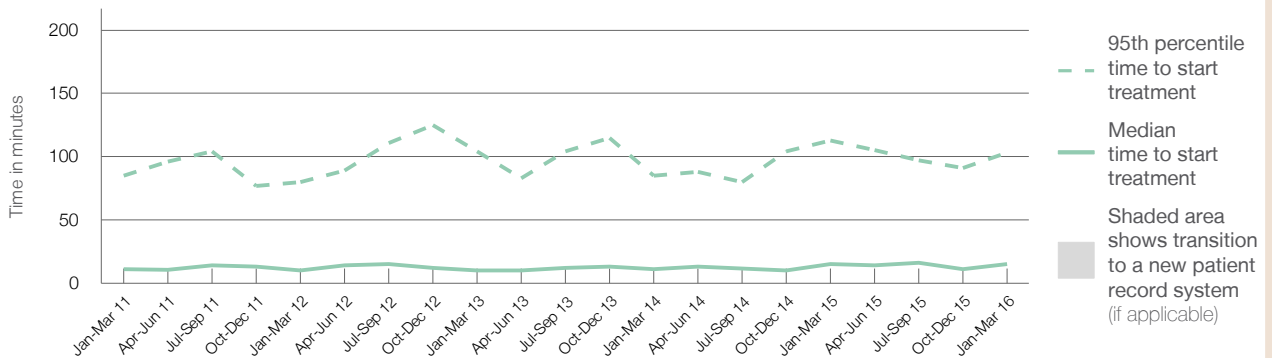
95th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
301	
254	
15 minutes	23 minutes
113 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)	11	10	10	11	15	15
95th percentile time to start treatment ⁵ (minutes)	85	80	104	85	113	103

(†) 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.

Kurri Kurri District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 1,257 patients

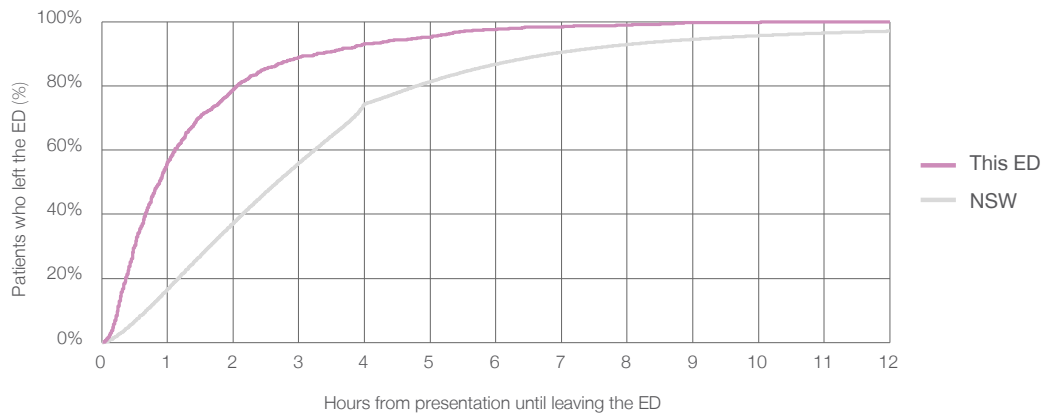
Attendances used to calculate time to leaving the ED:⁶ 1,257 patients

Median time to leaving the ED⁸ 0 hours and 53 minutes

95th percentile time to leaving the ED⁹ 4 hours and 52 minutes

Same period last year	NSW (this period)
1,639	1,639
1 hours and 0 minutes	2 hours and 40 minutes
5 hours and 22 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 46m	0h 49m	0h 55m	1h 6m	1h 0m	0h 53m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 24m	4h 42m	5h 28m	5h 23m	5h 22m	4h 52m

(†) 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.

Kurri Kurri District Hospital: Time from presentation until leaving the ED
 By mode of separation
 January to March 2016

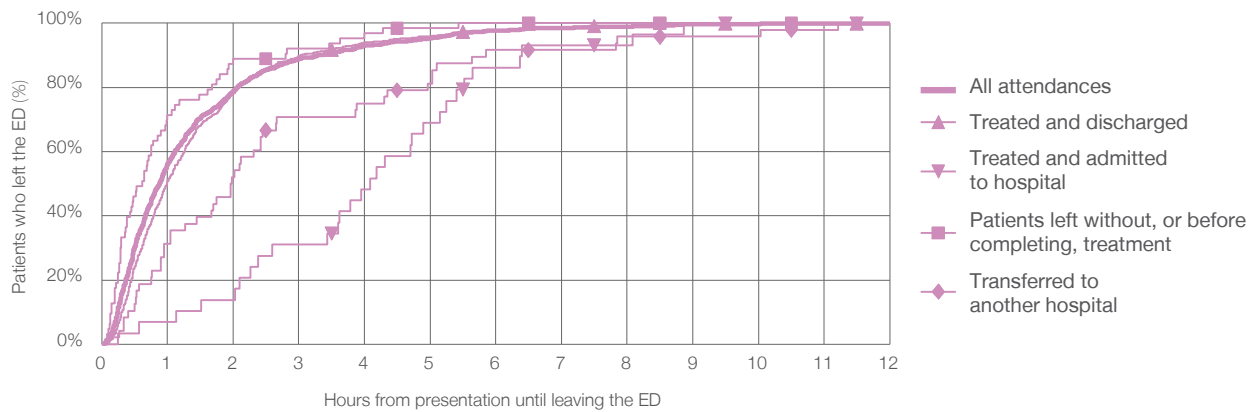
All attendances:¹ 1,257 patients

Attendances used to calculate time to leaving the ED:⁶ 1,257 patients

Treated and discharged	816 (65%)
Treated and admitted to hospital	29 (2%)
Patient left without, or before completing, treatment	63 (5%)
Transferred to another hospital	48 (4%)
Other	301 (24%)

Same period last year	Change since one year ago
1,639	-23%
1,205	-32%
54	-46%
81	-22%
58	-17%
241	25%

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	51%	78%	90%	94%	98%	99%	100%	100%
Treated and admitted to hospital	7%	14%	31%	48%	86%	93%	100%	100%
Patient left without, or before completing, treatment	71%	89%	92%	97%	100%	100%	100%	100%
Transferred to another hospital	31%	52%	71%	75%	92%	96%	96%	100%
All attendances	56%	79%	89%	93%	98%	99%	100%	100%

(†) 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.

Kurri Kurri District 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: ¹ 1,257 patients

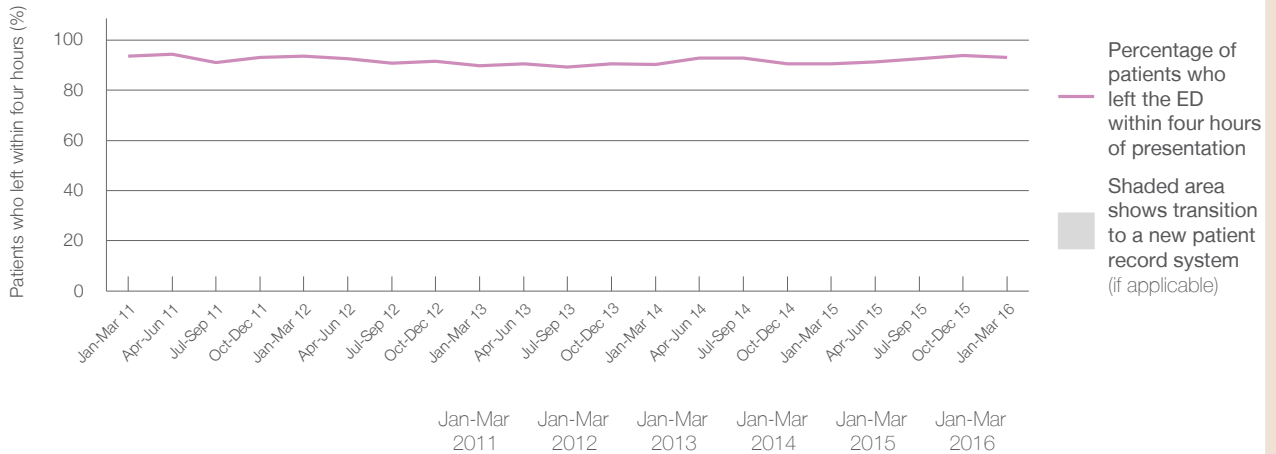
Attendances used to calculate time to leaving the ED: ⁶ 1,257 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	1,639	-23%
Attendances used to calculate time to leaving the ED	1,639	-23%
Percentage of patients who left the ED within four hours	90%	

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



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	94%	94%	90%	90%	90%	93%

* 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).

Maitland Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 12,242 patients
Emergency attendances:² 12,091 patients

Same period last year	Change since one year ago
11,695	5%
11,593	4%

Maitland Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,491 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,830 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 89 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,177 patients

Median time to start treatment⁴ 39 minutes
95th percentile time to start treatment⁵ 138 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,575 patients

Median time to start treatment⁴ 44 minutes
95th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
1,377	
8 minutes	8 minutes
35 minutes	35 minutes
2,617	
26 minutes	20 minutes
120 minutes	99 minutes
5,759	
46 minutes	26 minutes
167 minutes	137 minutes
1,816	
56 minutes	23 minutes
173 minutes	135 minutes

Maitland Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 12,242 patients

Percentage of patients who left the ED within four hours 76%

Same period last year	Change since one year ago
11,695	5%
68%	

* 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).

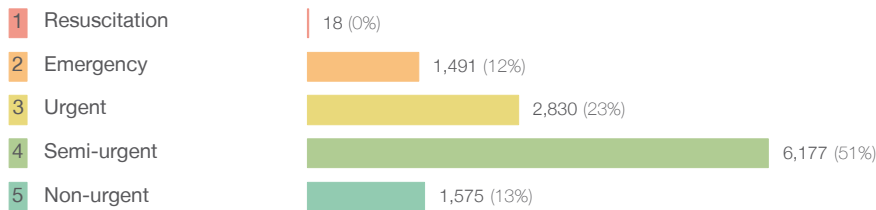
Maitland Hospital: Patients attending the emergency department January to March 2016

All attendances:¹ 12,242 patients

Same period last year	Change since one year ago
11,695	5%

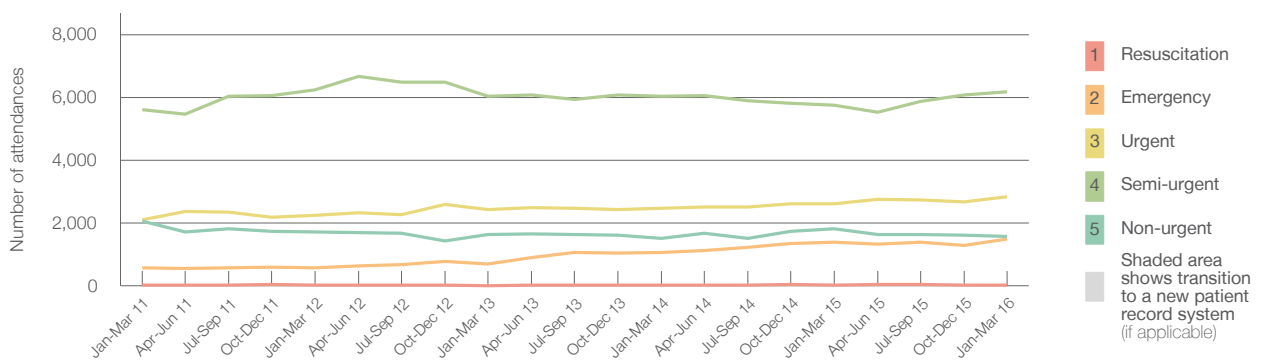
Emergency attendances² by triage category: 12,091 patients

Same period last year	Change since one year ago
11,593	4%



Same period last year	Change since one year ago
24	-25%
1,377	8%
2,617	8%
5,759	7%
1,816	-13%

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	11	15	7	22	24	18
Emergency	564	565	686	1,049	1,377	1,491
Urgent	2,103	2,251	2,418	2,463	2,617	2,830
Semi-urgent	5,603	6,239	6,035	6,045	5,759	6,177
Non-urgent	2,049	1,716	1,636	1,510	1,816	1,575
All emergency attendances	10,330	10,786	10,782	11,089	11,593	12,091

Maitland Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,968 patients

Same period last year	Change since one year ago
2,152	

ED Transfer of care time[§]



Same period last year	Change since one year ago
10 minutes	-1 minute
39 minutes	-12 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.

Maitland 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: 1,491

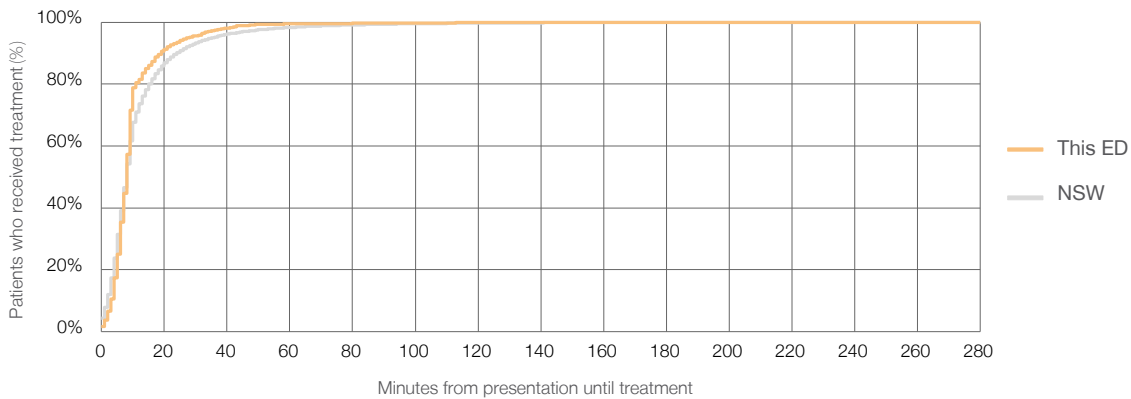
Number of triage 2 patients used to calculate waiting time:³ 1,475

Median time to start treatment⁴ 8 minutes

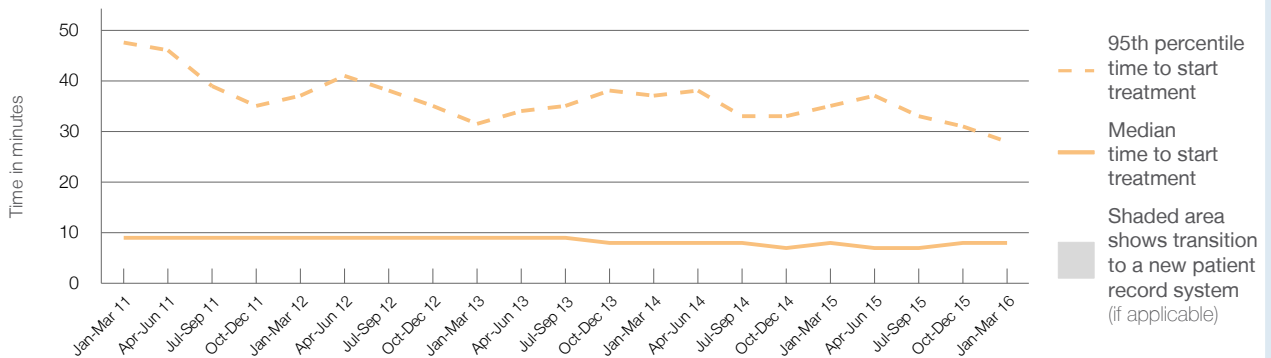
95th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
1,377	
1,364	
8 minutes	8 minutes
35 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)	9	9	9	8	8	8
95th percentile time to start treatment ⁵ (minutes)	48	37	32	37	35	28

(†) 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.

Maitland 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: 2,830

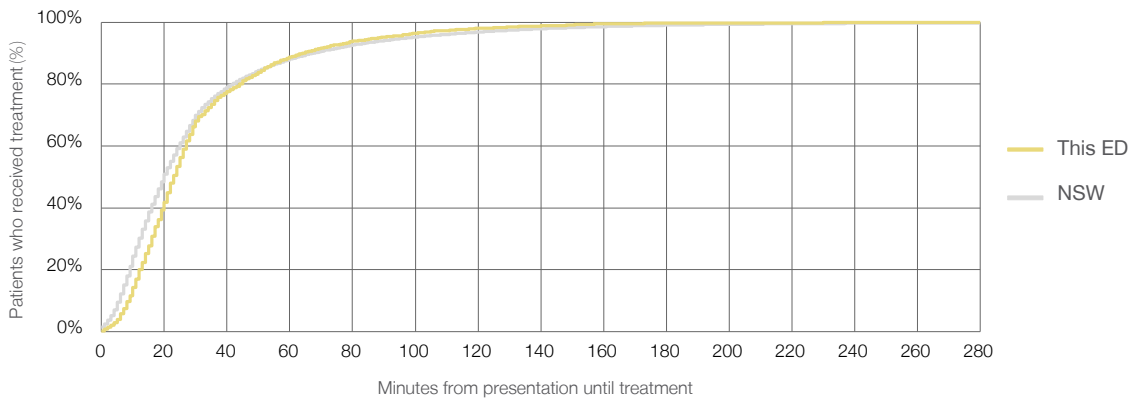
Number of triage 3 patients used to calculate waiting time:³ 2,751

Median time to start treatment⁴ 23 minutes

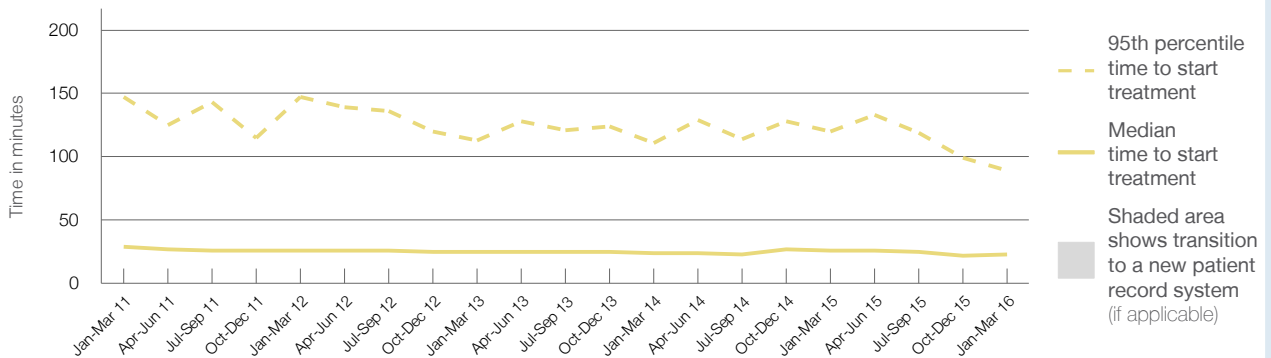
95th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
2,617	
2,537	
26 minutes	20 minutes
120 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)	29	26	25	24	26	23
95th percentile time to start treatment ⁵ (minutes)	147	147	113	111	120	89

(†) 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.

Maitland 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: 6,177

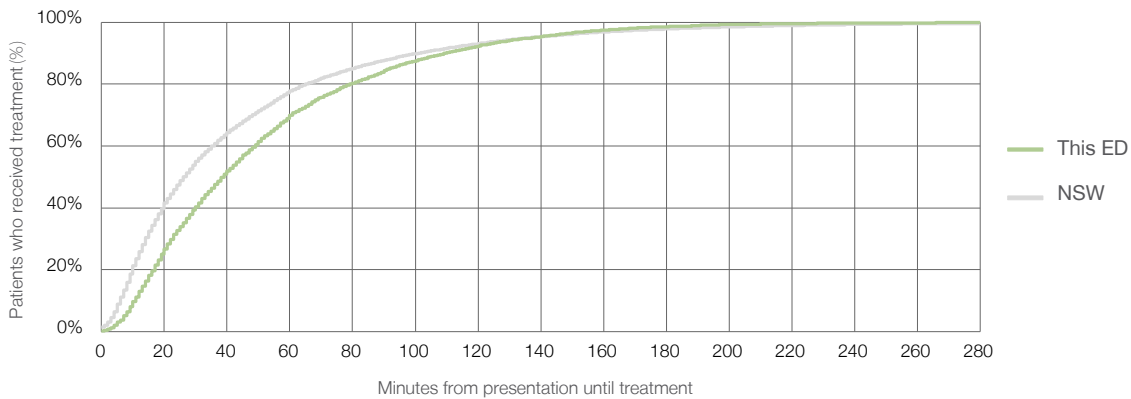
Number of triage 4 patients used to calculate waiting time:³ 5,357

Median time to start treatment⁴ 39 minutes

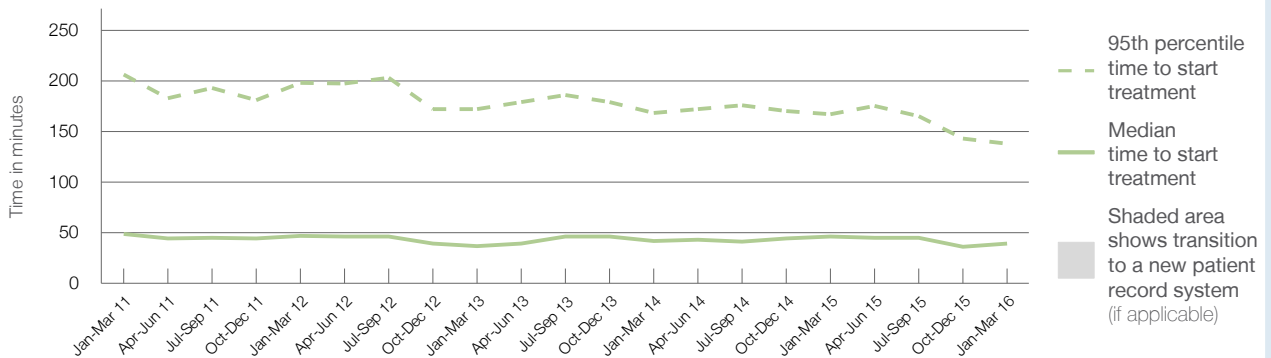
95th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
5,759	
5,020	
46 minutes	26 minutes
167 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)	49	47	37	42	46	39
95th percentile time to start treatment ⁵ (minutes)	206	198	172	168	167	138

(†) 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.

Maitland 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: 1,575

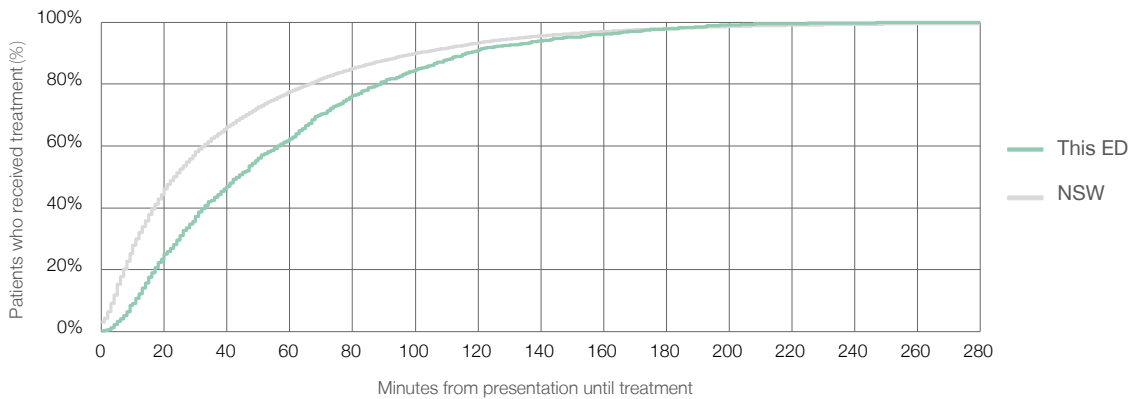
Number of triage 5 patients used to calculate waiting time:³ 1,177

Median time to start treatment⁴ 44 minutes

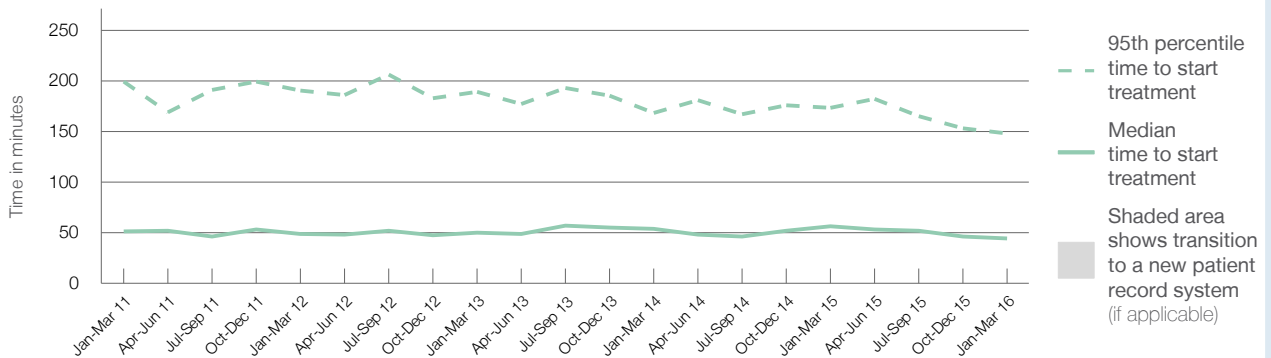
95th percentile time to start treatment⁵ 148 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,816	
Number of triage 5 patients used to calculate waiting time: ³	1,431	
Median time to start treatment ⁴	56 minutes	23 minutes
95th percentile time to start treatment ⁵	173 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)	51	49	50	54	56	44
95th percentile time to start treatment ⁵ (minutes)	199	190	189	168	173	148

(†) 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.

Maitland Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 12,242 patients

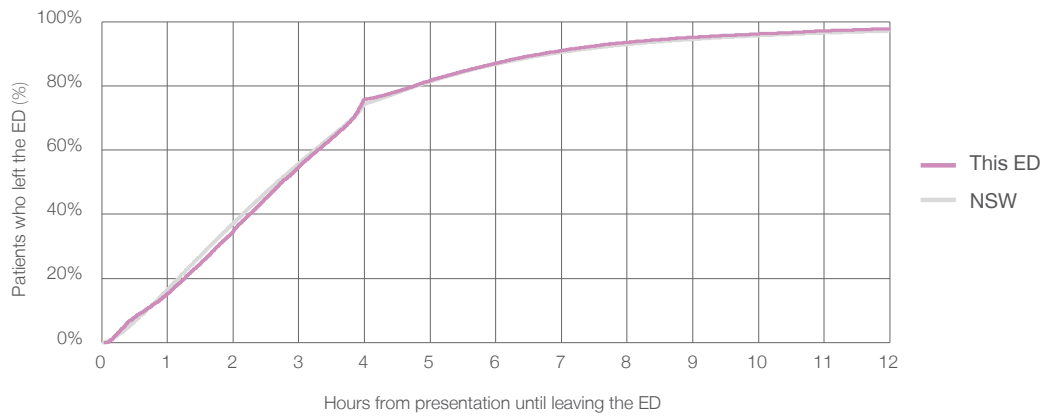
Attendances used to calculate time to leaving the ED:⁶ 12,242 patients

Median time to leaving the ED⁸ 2 hours and 45 minutes

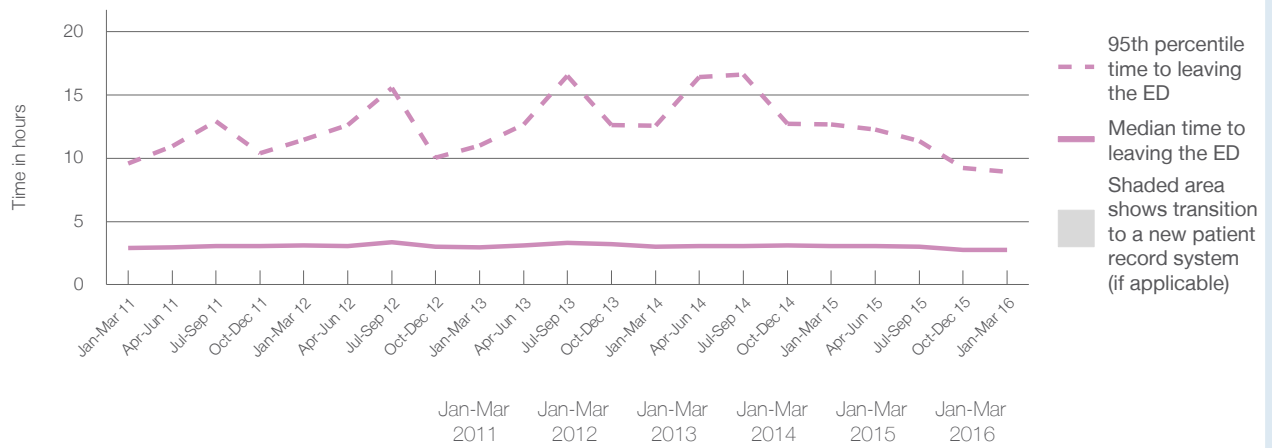
95th percentile time to leaving the ED⁹ 8 hours and 54 minutes

Same period last year	NSW (this period)
11,695	11,695
3 hours and 3 minutes	2 hours and 40 minutes
12 hours and 41 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 54m	3h 6m	2h 58m	3h 1m	3h 3m	2h 45m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 36m	11h 28m	11h 0m	12h 33m	12h 41m	8h 54m

(†) 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.

Maitland Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

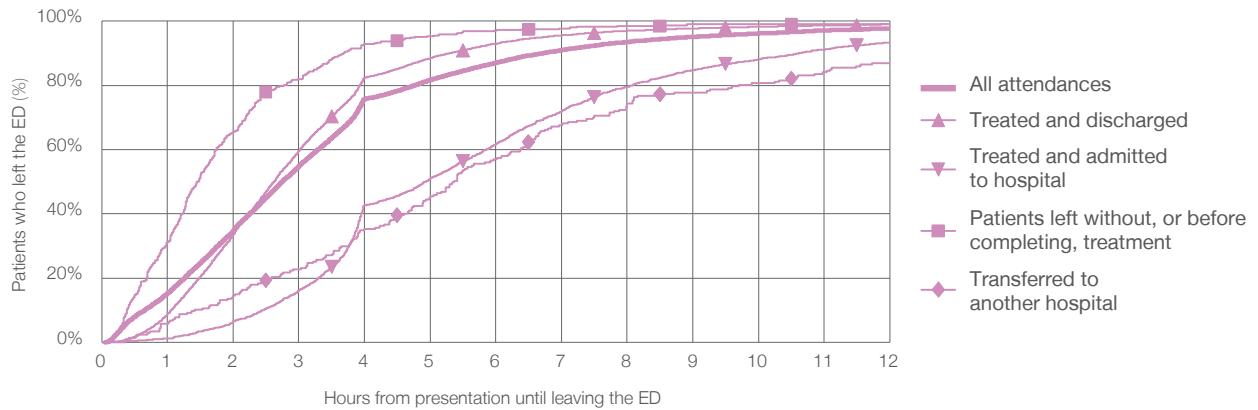
All attendances:¹ 12,242 patients

Attendances used to calculate time to leaving the ED:⁶ 12,242 patients

Treated and discharged	8,147 (67%)
Treated and admitted to hospital	2,384 (19%)
Patient left without, or before completing, treatment	409 (3%)
Transferred to another hospital	207 (2%)
Other	1,095 (9%)

Same period last year	Change since one year ago
11,695	5%
7,600	7%
2,353	1%
607	-33%
265	-22%
870	26%

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

Treated and discharged	9%	34%	60%	82%	93%	97%	98%	99%
Treated and admitted to hospital	1%	6%	16%	43%	62%	80%	88%	93%
Patient left without, or before completing, treatment	31%	66%	82%	93%	97%	99%	99%	99%
Transferred to another hospital	6%	14%	23%	35%	57%	74%	81%	87%
All attendances	15%	35%	55%	76%	87%	94%	96%	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.

Maitland 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:¹ 12,242 patients

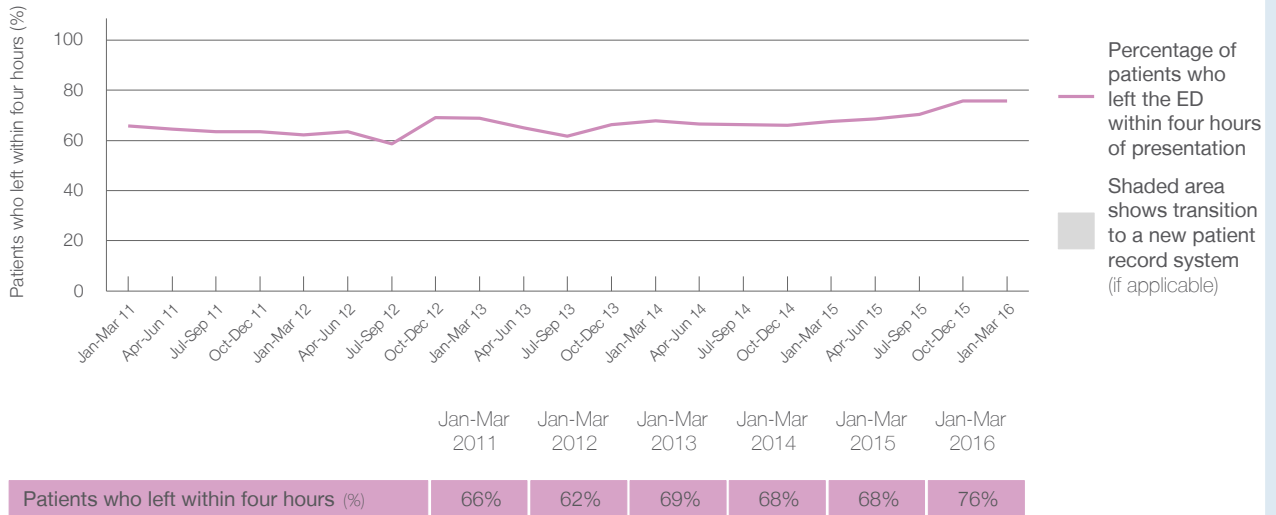
Attendances used to calculate time to leaving the ED:⁶ 12,242 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
11,695	5%
11,695	5%
68%	

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.

† 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).

Manning Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 7,444 patients
Emergency attendances:² 7,342 patients

Same period last year	Change since one year ago
7,310	2%
7,174	2%

Manning Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,293 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,106 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 148 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,468 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 210 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,444 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 161 minutes

Same period last year	NSW (this period)
1,013	
6 minutes	8 minutes
11 minutes	35 minutes
2,059	
22 minutes	20 minutes
135 minutes	99 minutes
2,772	
34 minutes	26 minutes
196 minutes	137 minutes
1,310	
30 minutes	23 minutes
171 minutes	135 minutes

Manning Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 7,443 patients

Percentage of patients who left the ED within four hours 71%

Same period last year	Change since one year ago
7,310	2%
76%	

* 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.

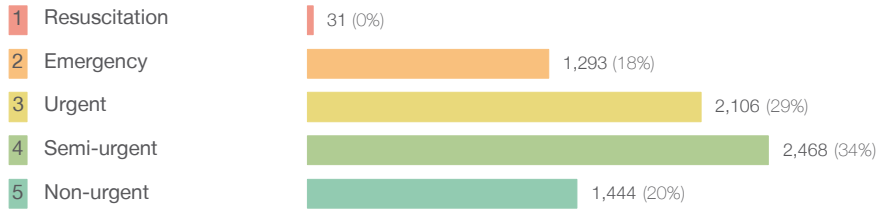
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Manning Base Hospital: Patients attending the emergency department January to March 2016

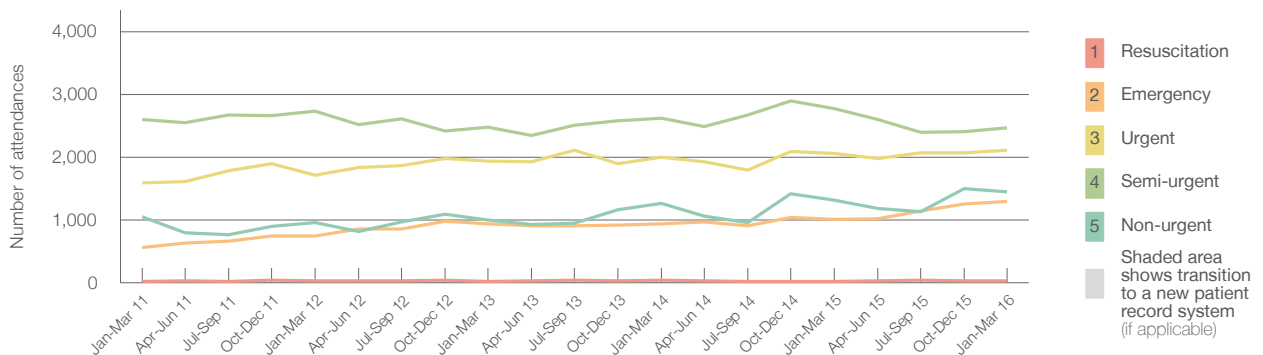
All attendances:¹ 7,444 patients

Emergency attendances² by triage category: 7,342 patients



Same period last year	Change since one year ago
7,310	2%
7,174	2%
20	55%
1,013	28%
2,059	2%
2,772	-11%
1,310	10%

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	20	28	23	36	20	31
Emergency	558	745	935	934	1,013	1,293
Urgent	1,595	1,715	1,940	2,003	2,059	2,106
Semi-urgent	2,603	2,731	2,474	2,619	2,772	2,468
Non-urgent	1,048	954	994	1,260	1,310	1,444
All emergency attendances	5,824	6,173	6,366	6,852	7,174	7,342

Manning Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,872 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,957	
6 minutes	0 minutes
49 minutes	9 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.

Manning 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: 1,293

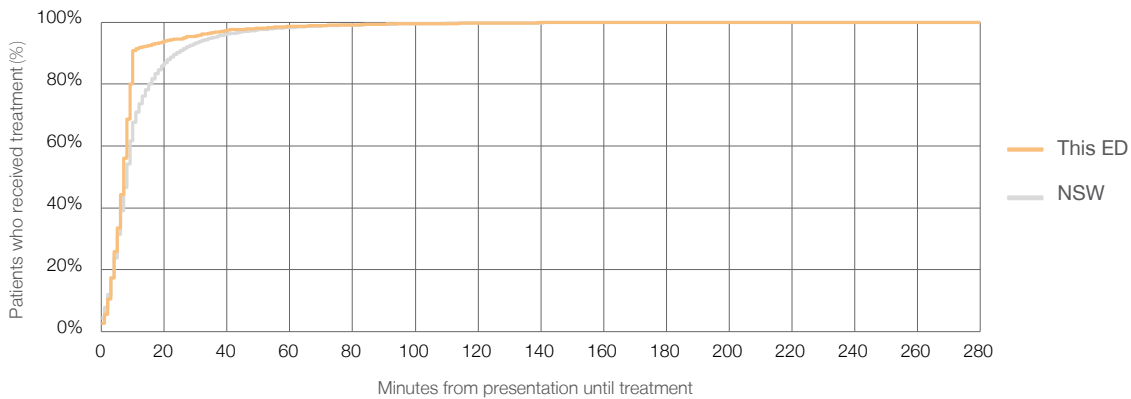
Number of triage 2 patients used to calculate waiting time:³ 1,286

Median time to start treatment⁴ 7 minutes

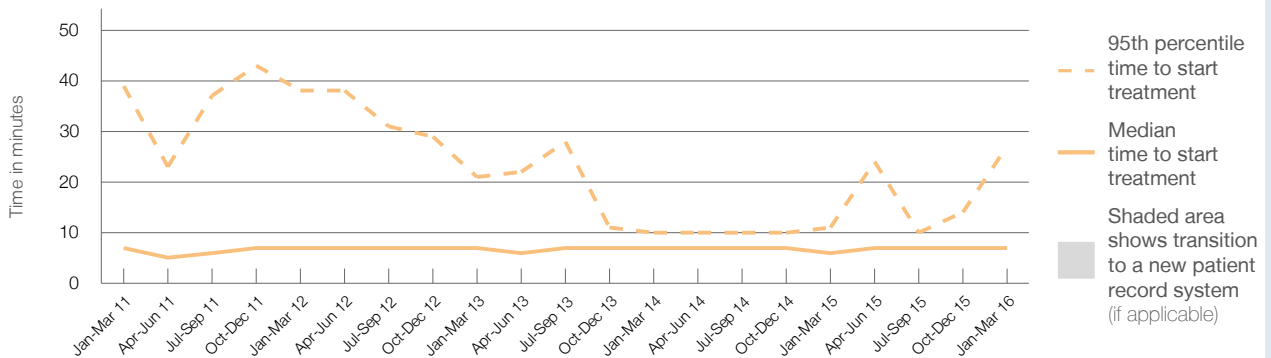
95th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
1,013	1,013
6 minutes	8 minutes
11 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)	7	7	7	7	6	7
95th percentile time to start treatment ⁵ (minutes)	39	38	21	10	11	27

(†) 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.

Manning 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: 2,106

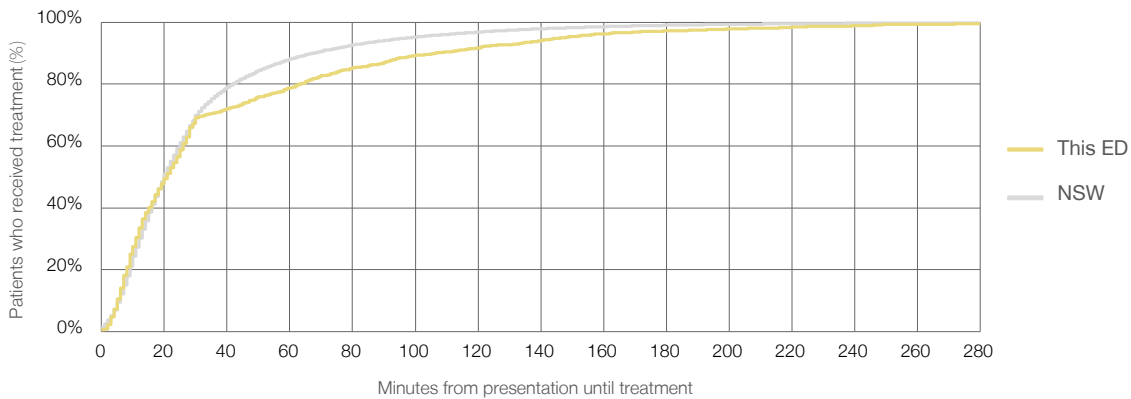
Number of triage 3 patients used to calculate waiting time:³ 2,031

Median time to start treatment⁴ 21 minutes

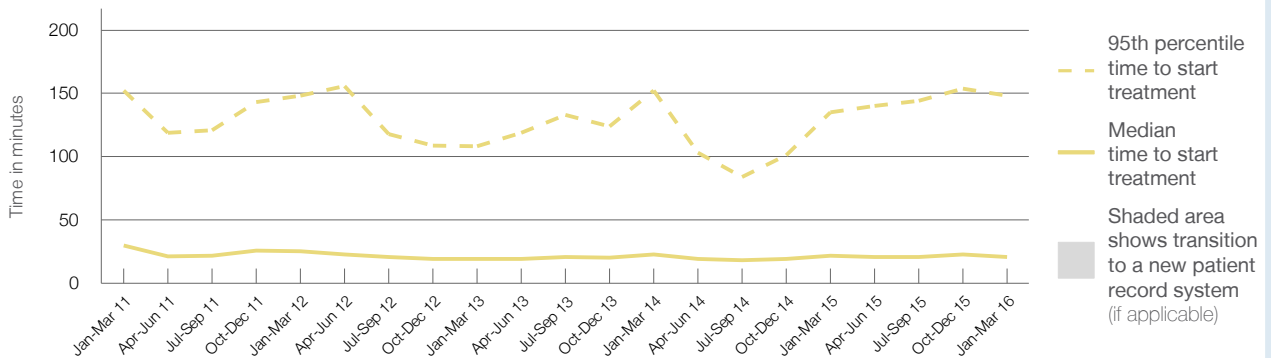
95th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
2,059	1,998
22 minutes	20 minutes
135 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)	30	26	19	23	22	21
95th percentile time to start treatment ⁵ (minutes)	152	148	108	152	135	148

(†) 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.

Manning 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: 2,468

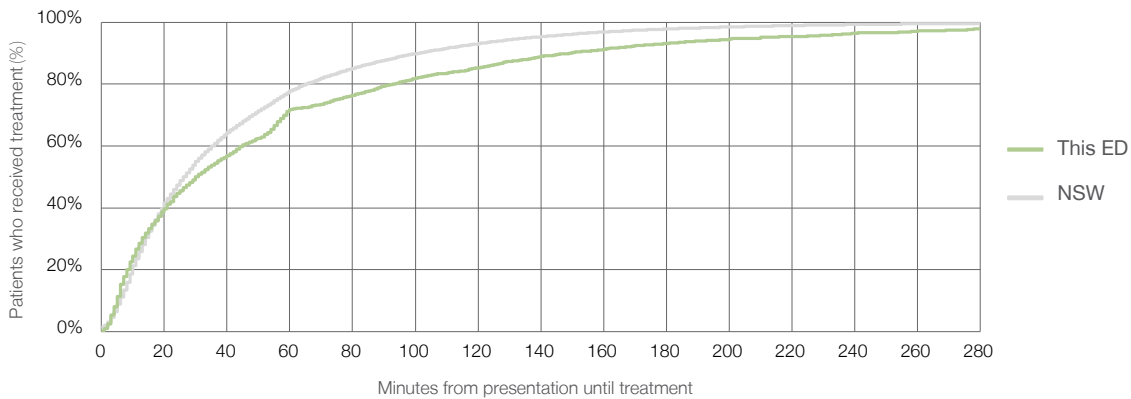
Number of triage 4 patients used to calculate waiting time:³ 2,269

Median time to start treatment⁴ 30 minutes

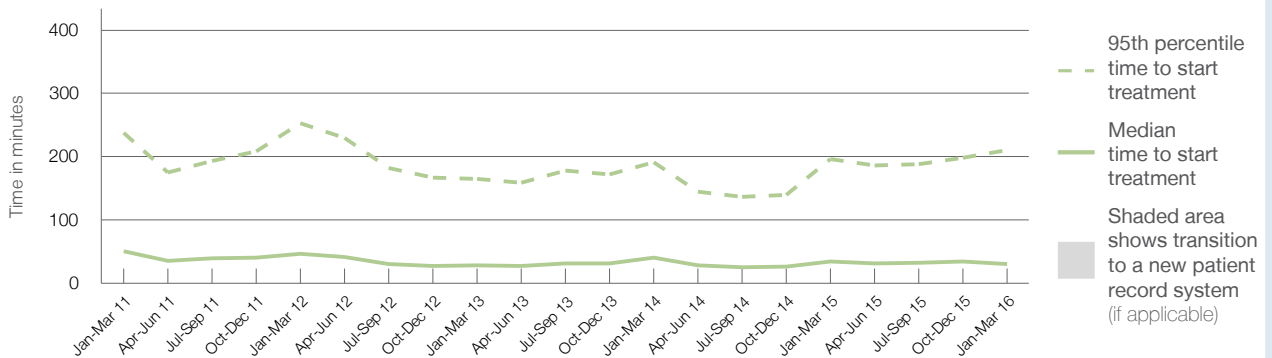
95th percentile time to start treatment⁵ 210 minutes

Same period last year	NSW (this period)
2,772	2,536
34 minutes	26 minutes
196 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)	51	47	28	40	34	30
95th percentile time to start treatment ⁵ (minutes)	238	253	165	191	196	210

(†) 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.

Manning 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: 1,444

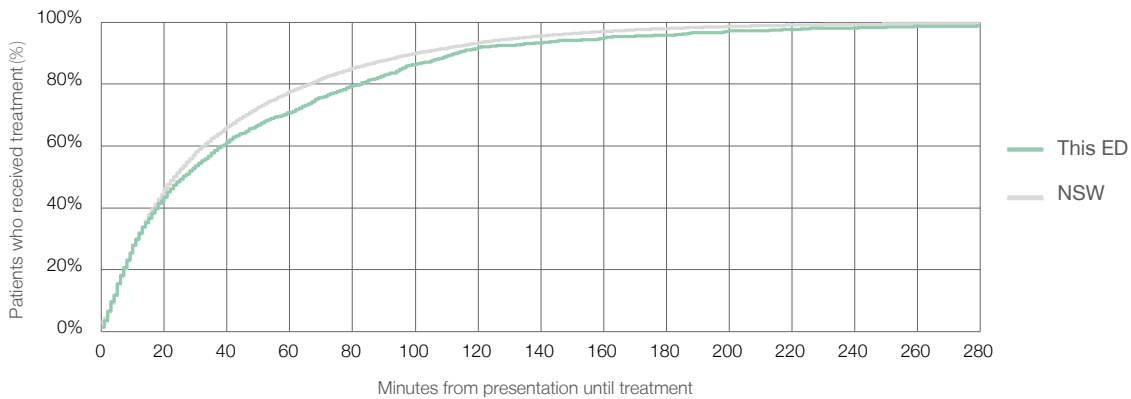
Number of triage 5 patients used to calculate waiting time:³ 1,272

Median time to start treatment⁴ 26 minutes

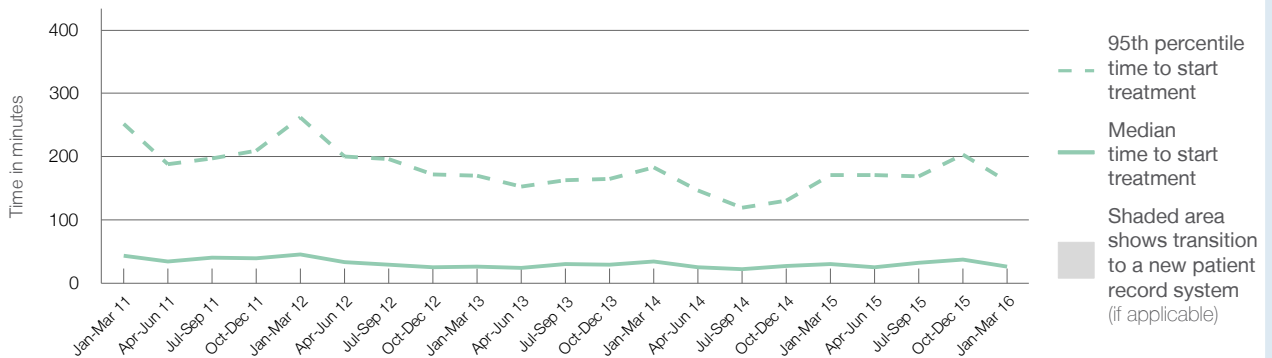
95th percentile time to start treatment⁵ 161 minutes

Same period last year	NSW (this period)
1,310	1,150
30 minutes	23 minutes
171 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)	44	46	26	34	30	26
95th percentile time to start treatment ⁵ (minutes)	252	262	170	183	171	161

(†) 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.

Manning Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 7,444 patients

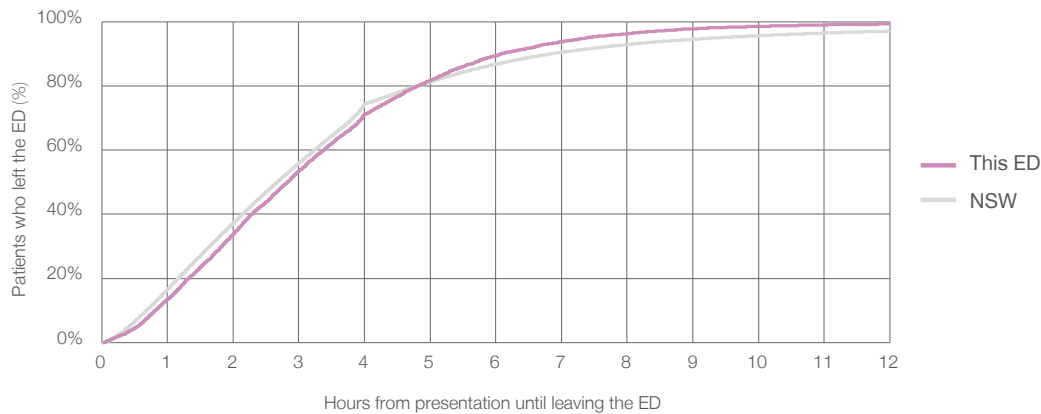
Attendances used to calculate time to leaving the ED:⁶ 7,443 patients

Median time to leaving the ED⁸ 2 hours and 50 minutes

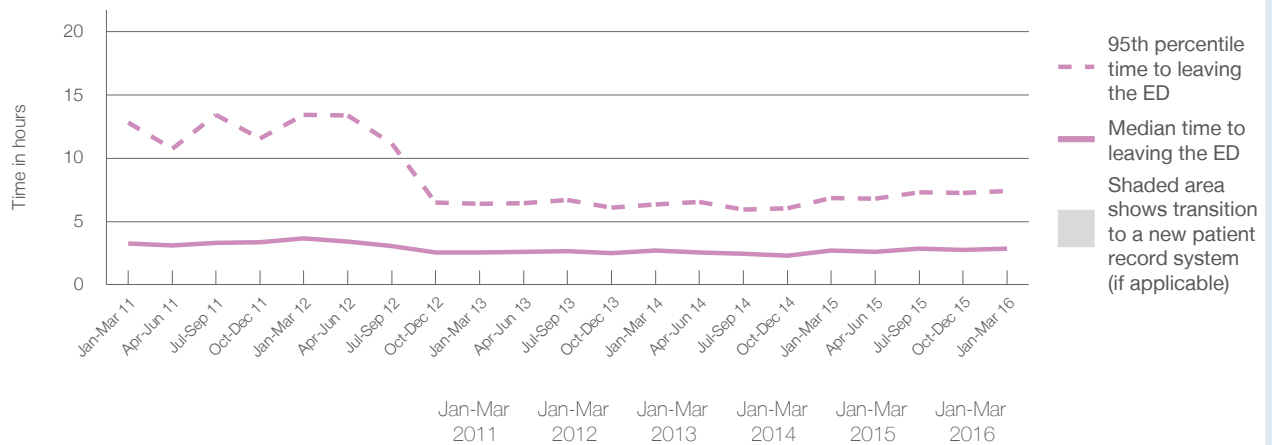
95th percentile time to leaving the ED⁹ 7 hours and 24 minutes

Same period last year	NSW (this period)
7,310	7,310
2 hours and 41 minutes	2 hours and 40 minutes
6 hours and 51 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 16m	3h 39m	2h 34m	2h 42m	2h 41m	2h 50m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 49m	13h 24m	6h 23m	6h 20m	6h 51m	7h 24m

(†) 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.

Manning Base Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

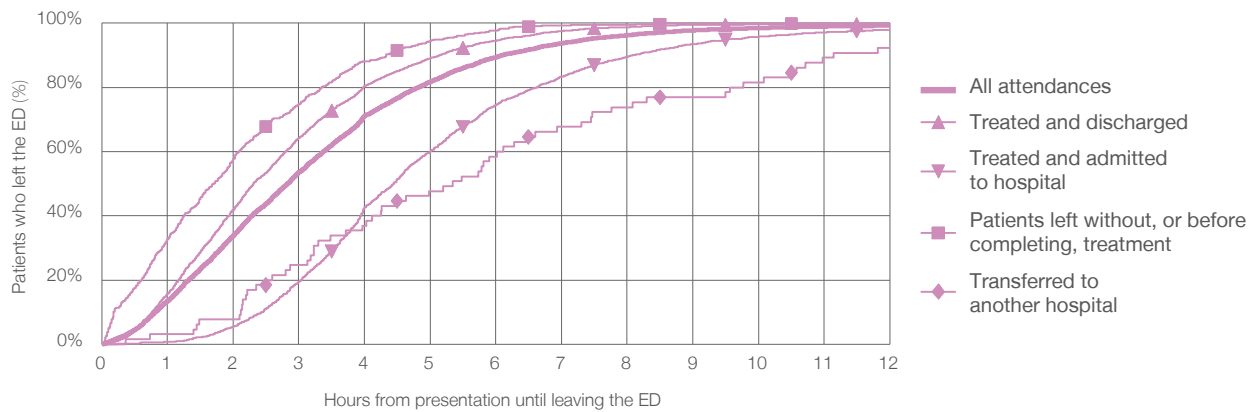
All attendances:¹ 7,444 patients

Attendances used to calculate time to leaving the ED:⁶ 7,443 patients

Treated and discharged	4,766 (64%)
Treated and admitted to hospital	1,898 (25%)
Patient left without, or before completing, treatment	677 (9%)
Transferred to another hospital	65 (1%)
Other	38 (1%)

Same period last year	Change since one year ago
7,310	2%
4,734	1%
1,836	3%
627	8%
60	8%
53	-28%

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	16%	42%	64%	80%	95%	99%	100%	100%
Treated and admitted to hospital	1%	5%	20%	43%	74%	90%	96%	98%
Patient left without, or before completing, treatment	33%	58%	75%	88%	98%	100%	100%	100%
Transferred to another hospital	3%	8%	25%	37%	58%	74%	82%	92%
All attendances	14%	34%	54%	71%	89%	96%	99%	99%

(†) 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.

Manning 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: ¹ 7,444 patients

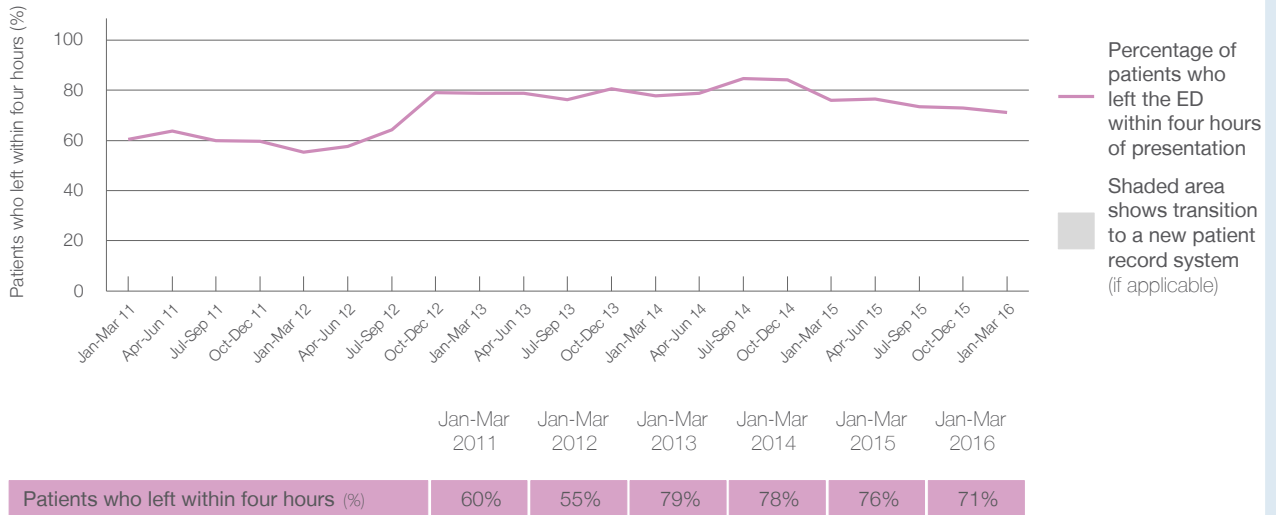
Attendances used to calculate time to leaving the ED: ⁶ 7,443 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
7,310	2%
7,310	2%
76%	

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



Patients who left within four hours (%)	60%	55%	79%	78%	76%	71%
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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).

More District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 1,999 patients
Emergency attendances:² 1,785 patients

Same period last year	Change since one year ago
2,041	-2%
1,760	1%

More District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 167 patients

Median time to start treatment⁴ 3 minutes
95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 477 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,049 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 84 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
159	
2 minutes	8 minutes
24 minutes	35 minutes
480	
4 minutes	20 minutes
35 minutes	99 minutes
966	
4 minutes	26 minutes
50 minutes	137 minutes
155	
4 minutes	23 minutes
52 minutes	135 minutes

More District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 1,999 patients

Percentage of patients who left the ED within four hours 88%

Same period last year	Change since one year ago
2,041	-2%
92%	

* 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.

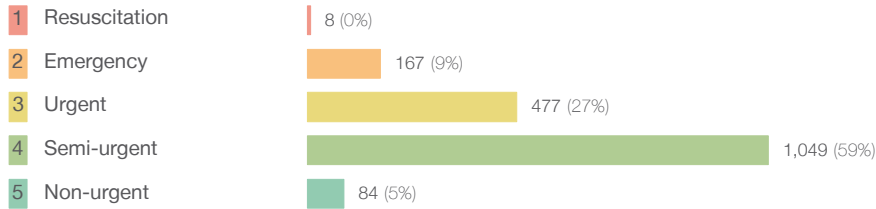
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Moree District Hospital: Patients attending the emergency department January to March 2016

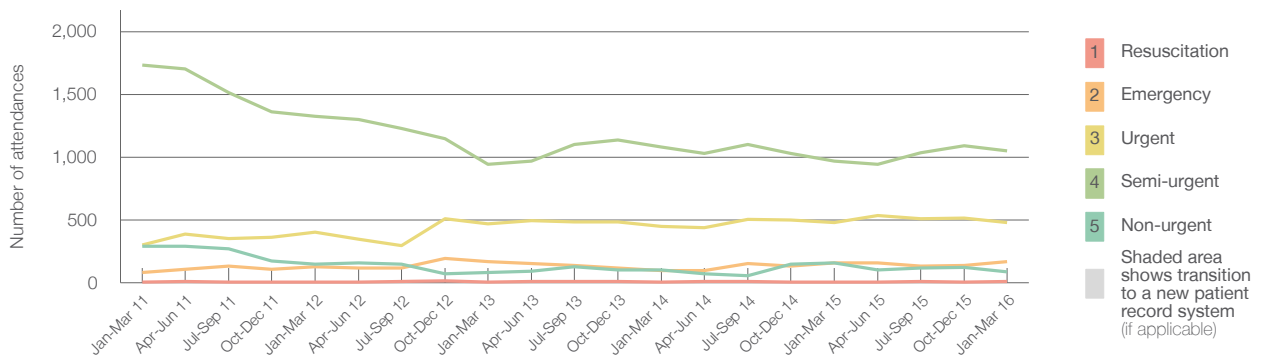
All attendances:¹ 1,999 patients

Emergency attendances² by triage category: 1,785 patients



	Same period last year	Change since one year ago
All attendances	2,041	-2%
Emergency attendances	1,760	1%
Resuscitation	< 5	*
Emergency	159	7%
Urgent	480	-1%
Semi-urgent	966	9%
Non-urgent	155	-46%

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	5	< 5	6	< 5	< 5	8
Emergency	82	131	166	100	159	167
Urgent	299	400	471	448	480	477
Semi-urgent	1,735	1,326	941	1,080	966	1,049
Non-urgent	288	147	83	100	155	84
All emergency attendances	2,409	2,004	1,667	1,728	1,760	1,785

Moree District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 222 patients

ED Transfer of care time[§]



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	176 **	
Median time	5 minutes	-1 minute
95th percentile time	21 minutes	1 minute

(†) 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.

Moree District 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: 167

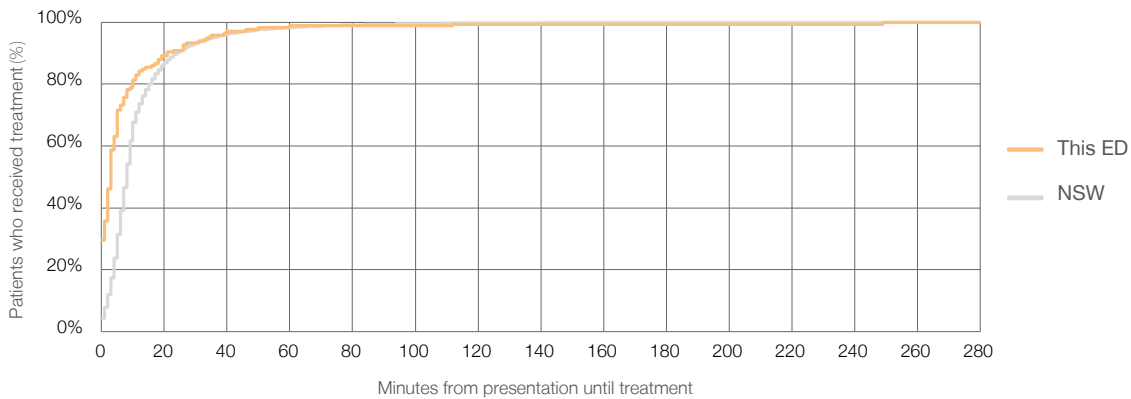
Number of triage 2 patients used to calculate waiting time:³ 165

Median time to start treatment⁴ 3 minutes

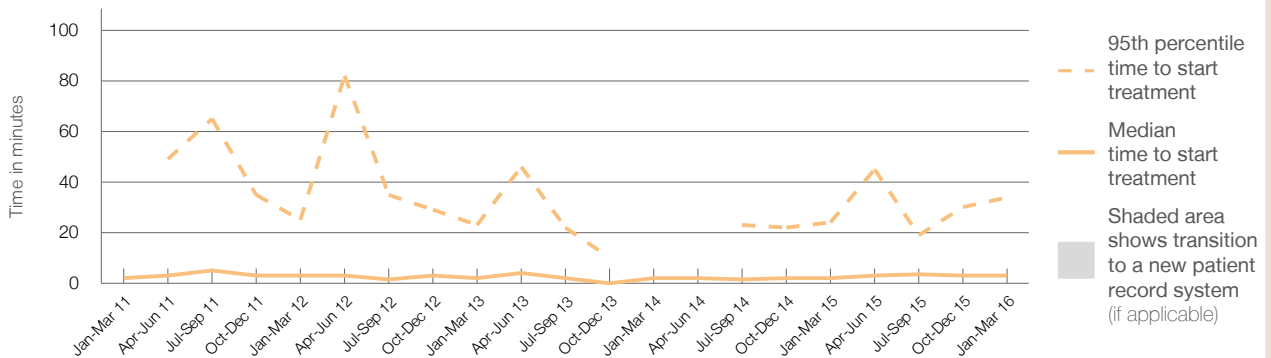
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
159	
154	
2 minutes	8 minutes
24 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)	2	3	2	2	2	3
95th percentile time to start treatment ⁵ (minutes)	*	25	23	*	24	34

(†) 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.

Moree District 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: 477

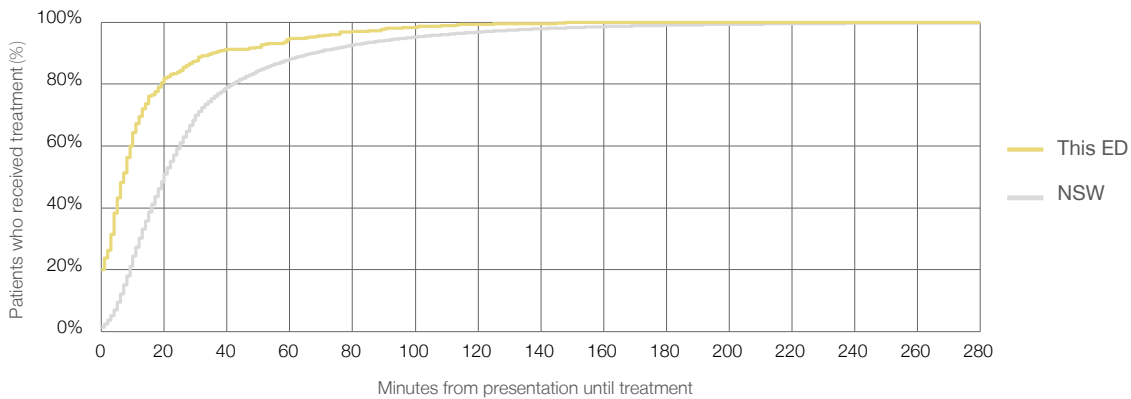
Number of triage 3 patients used to calculate waiting time:³ 458

Median time to start treatment⁴ 7 minutes

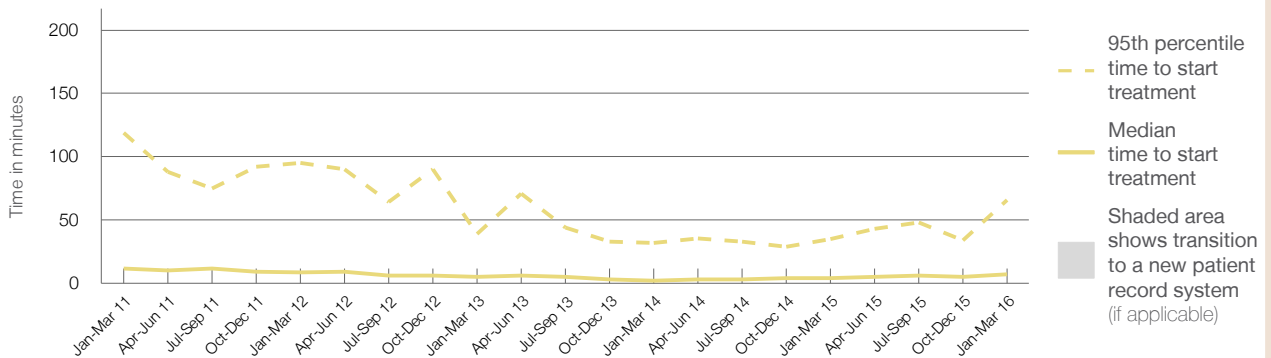
95th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
480	
470	
4 minutes	20 minutes
35 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)	12	9	5	2	4	7
95th percentile time to start treatment ⁵ (minutes)	119	95	39	32	35	66

(†) 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.

Moree District 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: 1,049

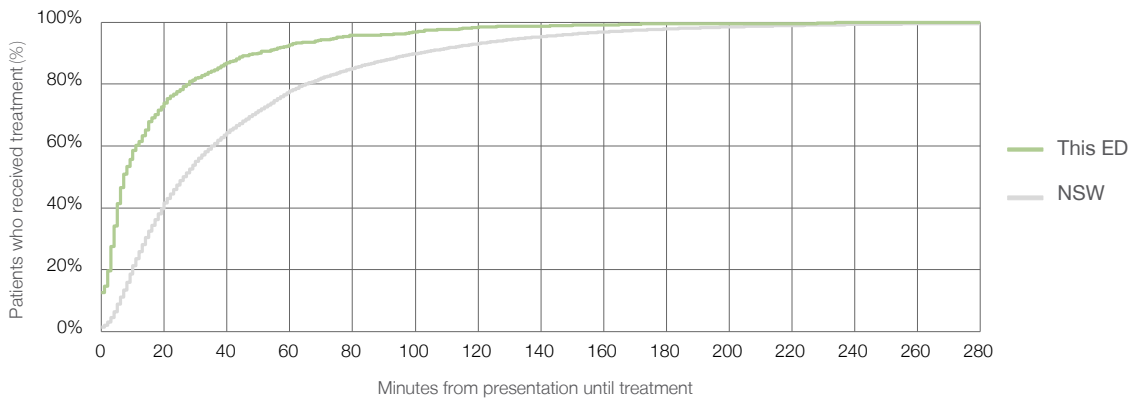
Number of triage 4 patients used to calculate waiting time:³ 944

Median time to start treatment⁴ 7 minutes

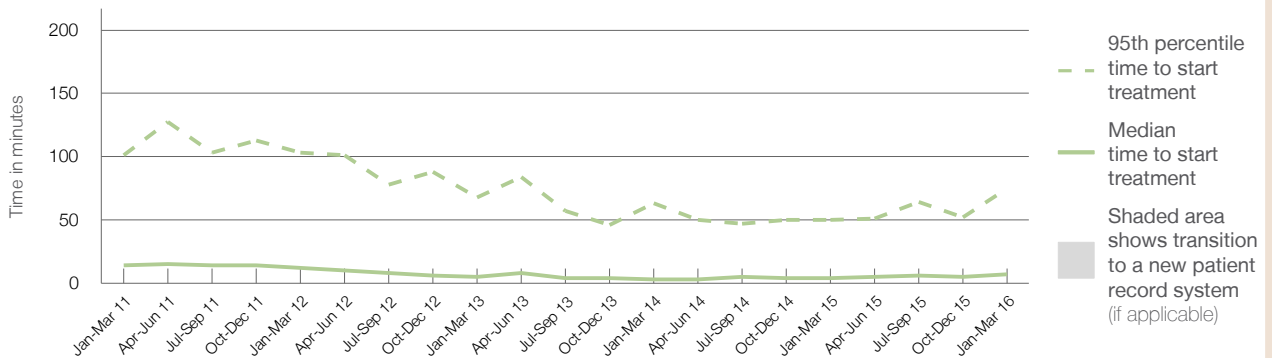
95th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
966	915
4 minutes	26 minutes
50 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)	14	12	5	3	4	7
95th percentile time to start treatment ⁵ (minutes)	101	103	68	63	50	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.

Moree District 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: 84

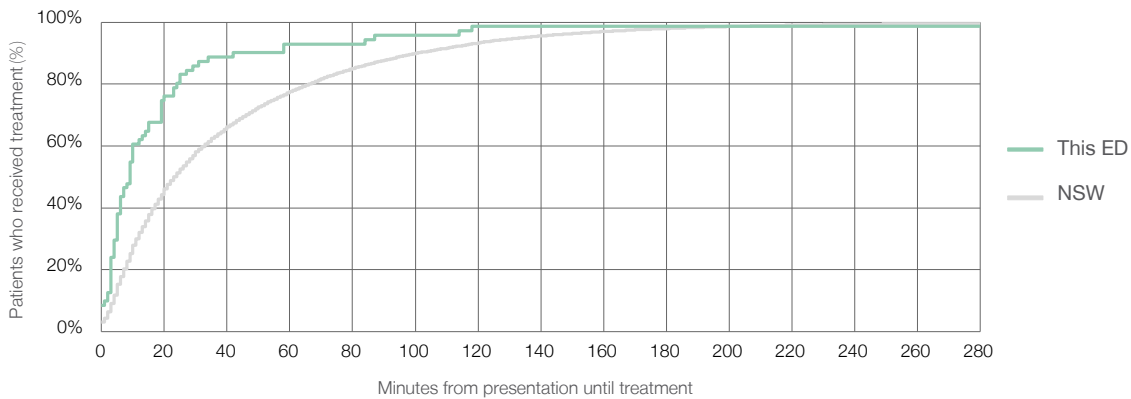
Number of triage 5 patients used to calculate waiting time:³ 71

Median time to start treatment⁴ 9 minutes

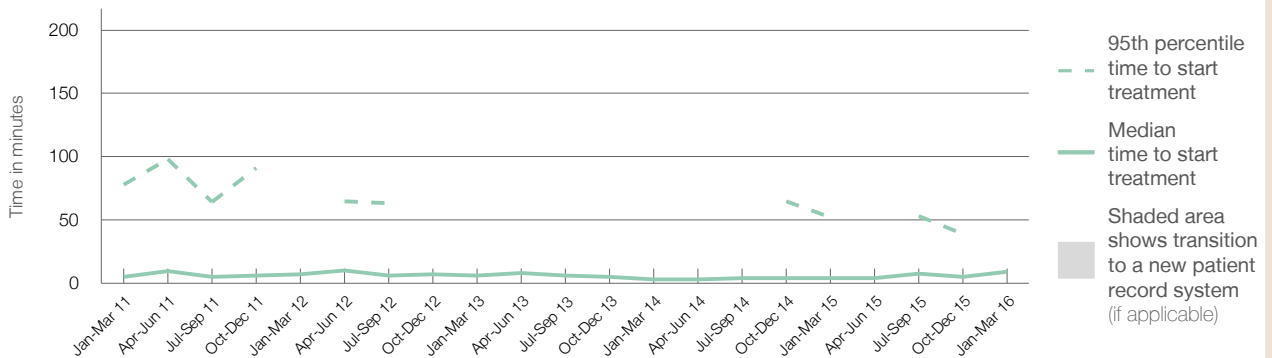
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
155	
143	
4 minutes	23 minutes
52 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)	5	7	6	3	4	9
95th percentile time to start treatment ⁵ (minutes)	78	*	*	*	52	*

(†) 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.

Moree District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 1,999 patients

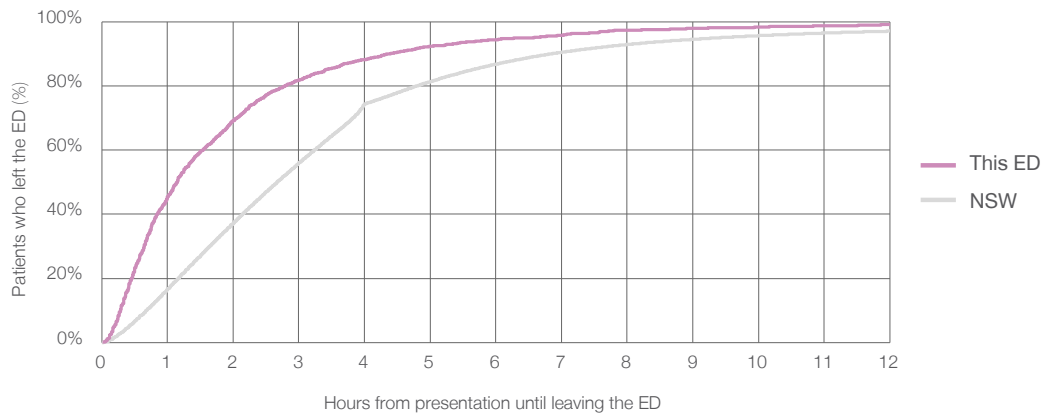
Attendances used to calculate time to leaving the ED:⁶ 1,999 patients

Median time to leaving the ED⁸ 1 hours and 9 minutes

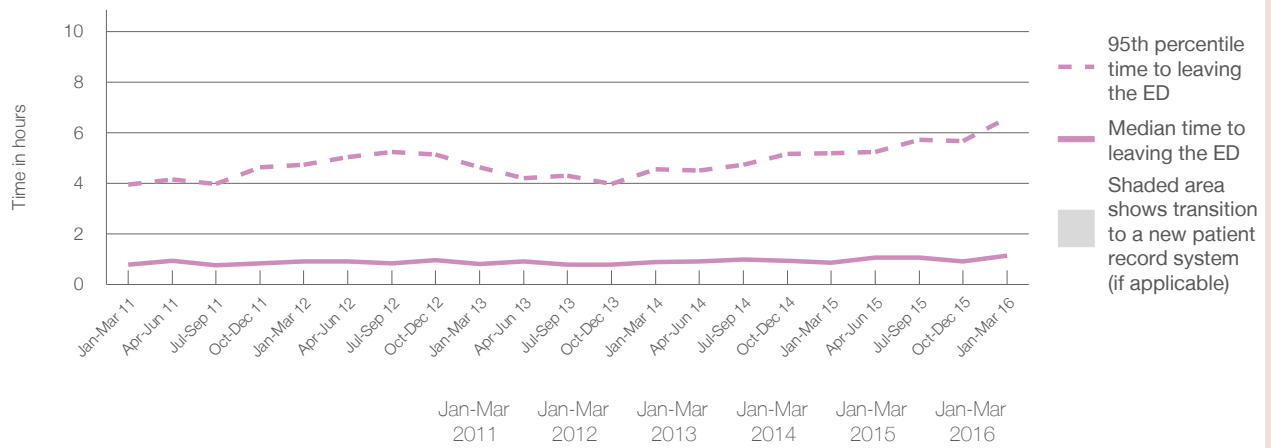
95th percentile time to leaving the ED⁹ 6 hours and 35 minutes

Same period last year	NSW (this period)
2,041	2,041
0 hours and 53 minutes	2 hours and 40 minutes
5 hours and 11 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 47m	0h 55m	0h 49m	0h 54m	0h 53m	1h 9m
95th percentile time to leaving the ED ⁹ (hours, minutes)	3h 57m	4h 45m	4h 39m	4h 34m	5h 11m	6h 35m

(†) 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.

Moree District Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

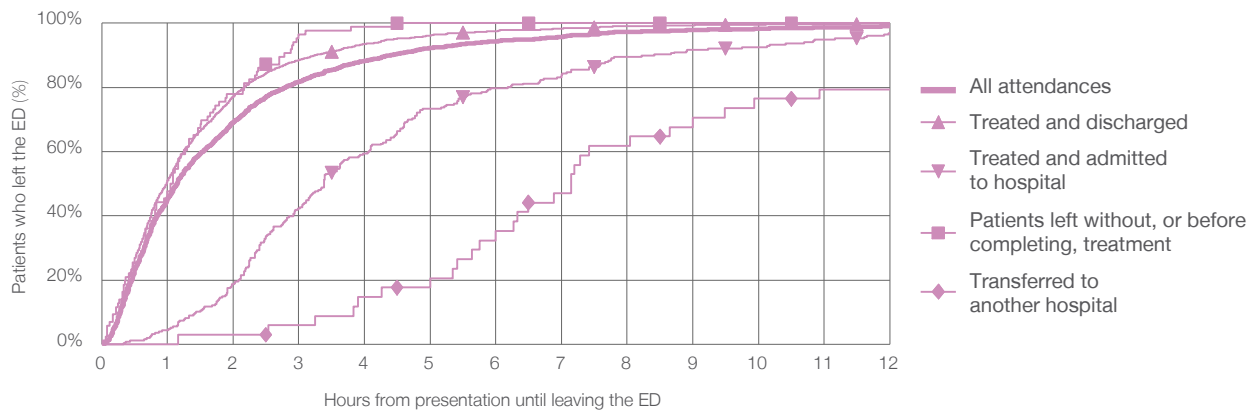
All attendances:¹ 1,999 patients

Attendances used to calculate time to leaving the ED:⁶ 1,999 patients

Treated and discharged	1,551 (78%)
Treated and admitted to hospital	256 (13%)
Patient left without, or before completing, treatment	86 (4%)
Transferred to another hospital	34 (2%)
Other	72 (4%)

Same period last year	Change since one year ago
2,041	-2%
1,641	-5%
249	3%
77	12%
26	31%
48	50%

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

Treated and discharged	51%	77%	89%	93%	98%	99%	99%	100%
Treated and admitted to hospital	4%	19%	42%	59%	80%	89%	93%	97%
Patient left without, or before completing, treatment	48%	78%	97%	99%	100%	100%	100%	100%
Transferred to another hospital	0%	3%	6%	15%	35%	62%	76%	79%
All attendances	45%	69%	82%	88%	94%	97%	98%	99%

(†) 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.

Moree District 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: ¹ 1,999 patients

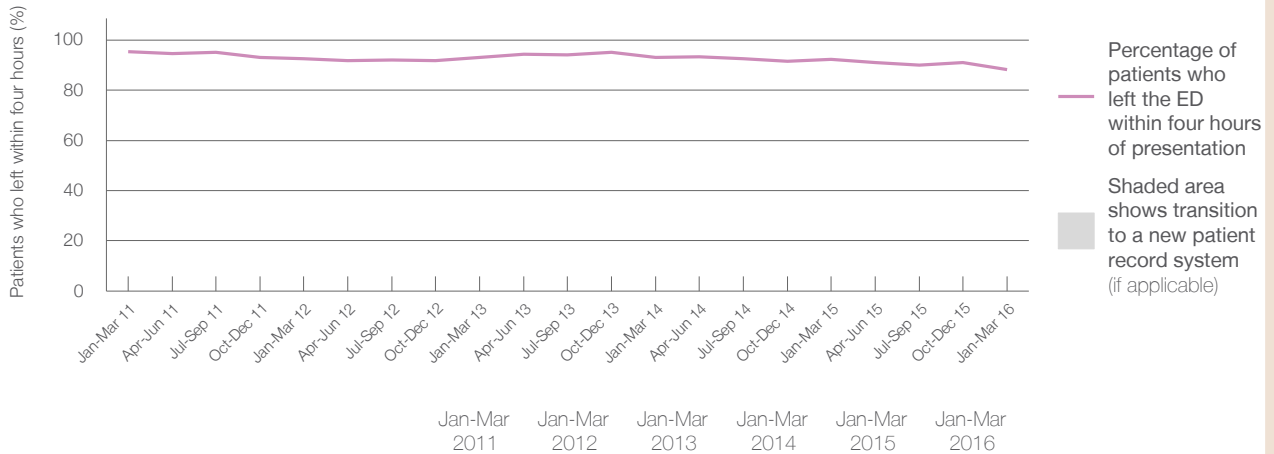
Attendances used to calculate time to leaving the ED: ⁶ 1,999 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	2,041	-2%
Attendances used to calculate time to leaving the ED	2,041	-2%
Percentage of patients who left the ED within four hours	92%	

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



Patients who left within four hours (%)	95%	93%	93%	93%	93%	92%	88%
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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).

Muswellbrook District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 2,465 patients
Emergency attendances:² 2,330 patients

Same period last year	Change since one year ago
2,103	17%
1,999	17%

Muswellbrook District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 130 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 40 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 527 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 92 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,255 patients

Median time to start treatment⁴ 34 minutes
95th percentile time to start treatment⁵ 125 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 418 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
126	
5 minutes	8 minutes
27 minutes	35 minutes
493	
16 minutes	20 minutes
96 minutes	99 minutes
1,073	
27 minutes	26 minutes
113 minutes	137 minutes
307	
22 minutes	23 minutes
105 minutes	135 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 2,465 patients

Percentage of patients who left the ED within four hours 89%

Same period last year	Change since one year ago
2,103	17%
86%	

* 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.

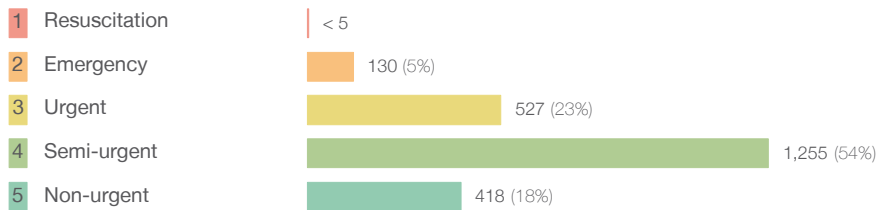
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Muswellbrook District Hospital: Patients attending the emergency department January to March 2016

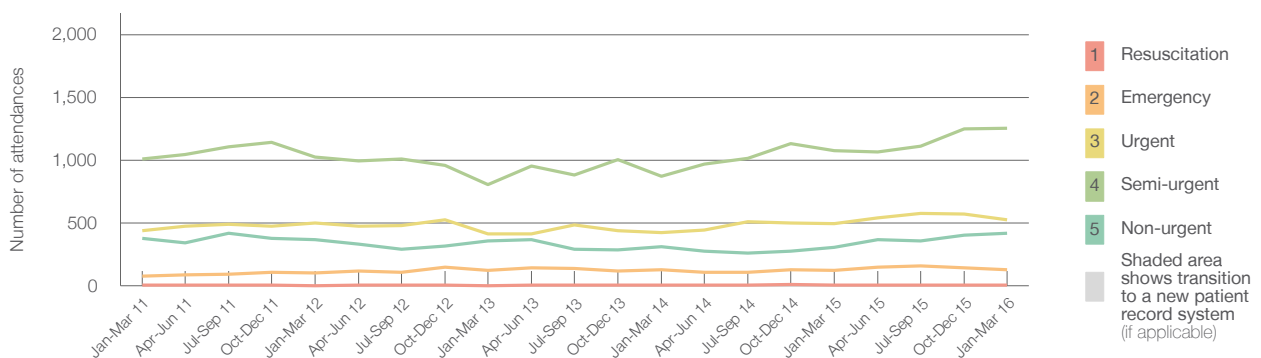
All attendances:¹ 2,465 patients

Emergency attendances² by triage category: 2,330 patients



Same period last year	Change since one year ago
2,103	17%
1,999	17%
< 5	*
126	2%
493	7%
1,073	17%
307	36%

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	< 5	< 5	< 5	< 5	< 5	< 5
Emergency	77	101	121	129	126	130
Urgent	436	501	415	423	493	527
Semi-urgent	1,010	1,025	807	871	1,073	1,255
Non-urgent	379	367	358	308	307	418
All emergency attendances	1,902	1,994	1,701	1,731	1,999	2,330

Muswellbrook District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 409 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
149 **	
14 minutes	-6 minutes
92 minutes	-66 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.

Muswellbrook District 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: 130

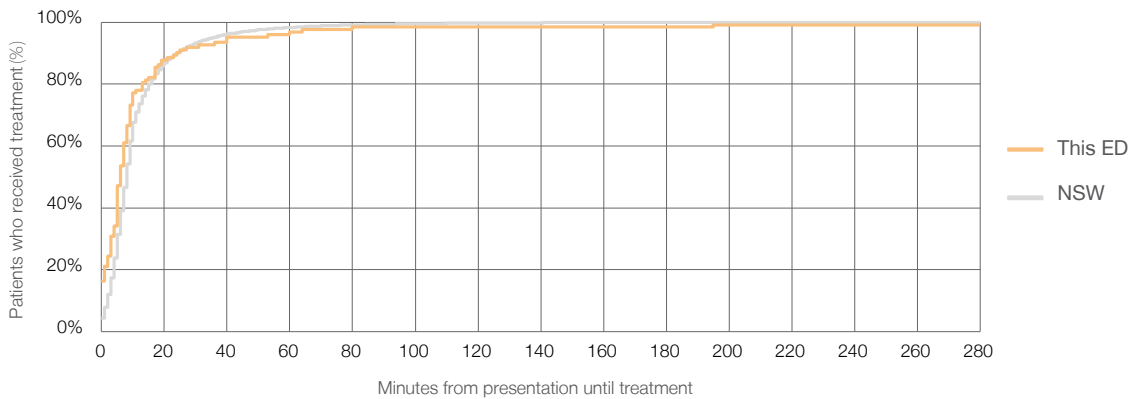
Number of triage 2 patients used to calculate waiting time:³ 123

Median time to start treatment⁴ 6 minutes

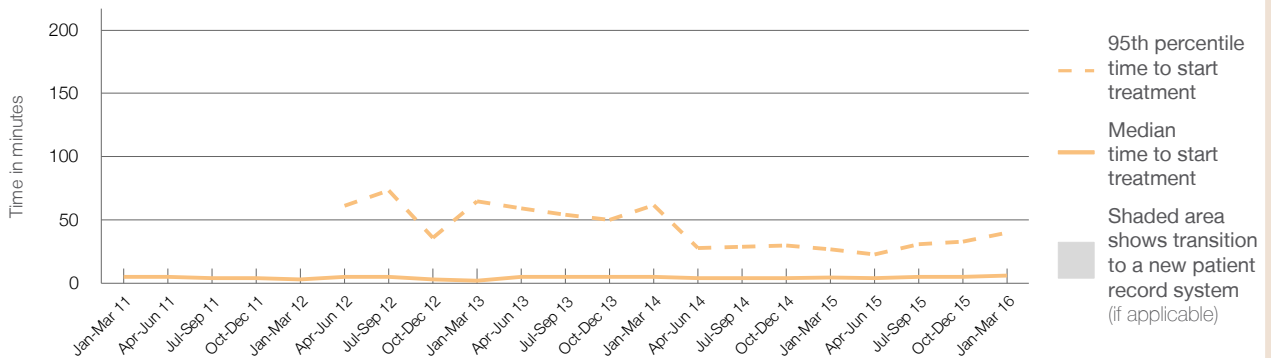
95th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
126	122
5 minutes	8 minutes
27 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)	5	3	2	5	5	6
95th percentile time to start treatment ⁵ (minutes)	*	*	65	62	27	40

(†) 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.

Muswellbrook District 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: 527

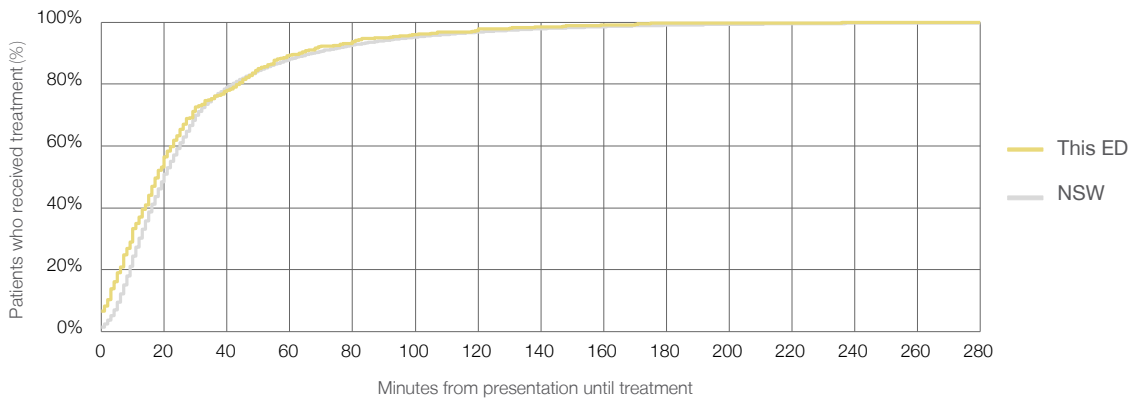
Number of triage 3 patients used to calculate waiting time:³ 493

Median time to start treatment⁴ 18 minutes

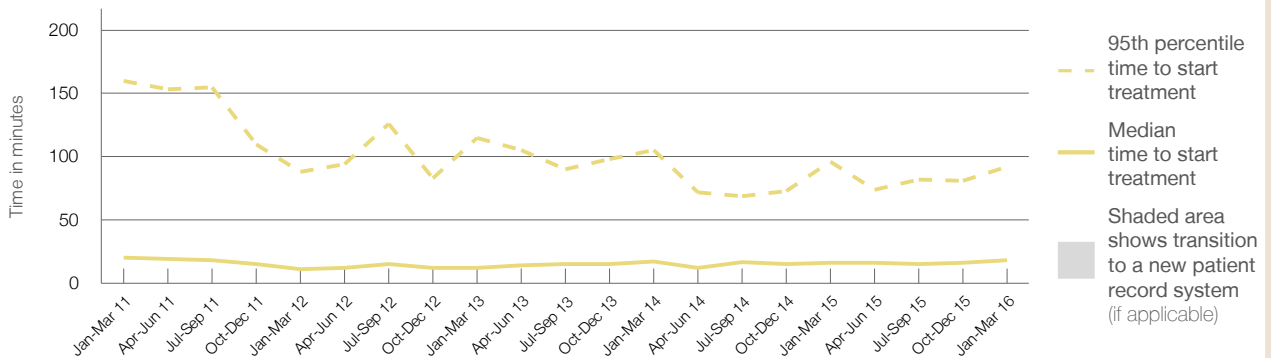
95th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
493	
468	
16 minutes	20 minutes
96 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)	20	11	12	17	16	18
95th percentile time to start treatment ⁵ (minutes)	160	88	115	105	96	92

(†) 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.

Muswellbrook District 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: 1,255

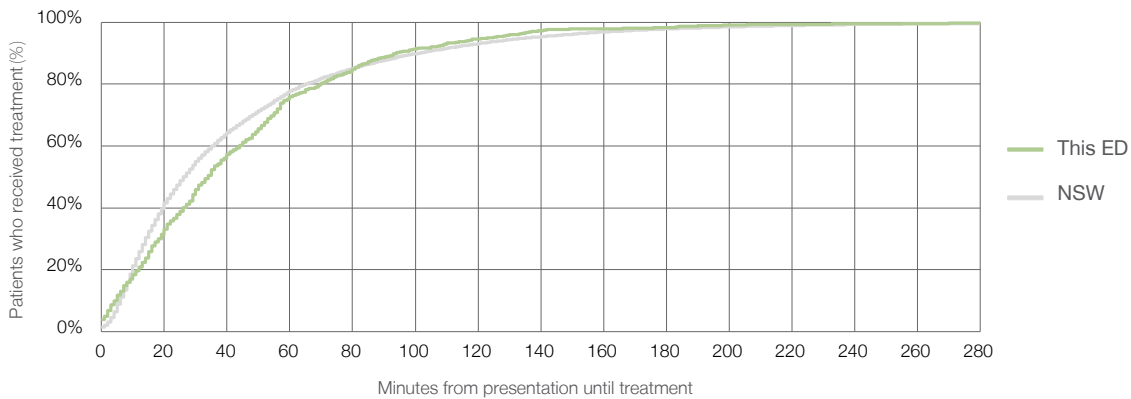
Number of triage 4 patients used to calculate waiting time:³ 1,149

Median time to start treatment⁴ 34 minutes

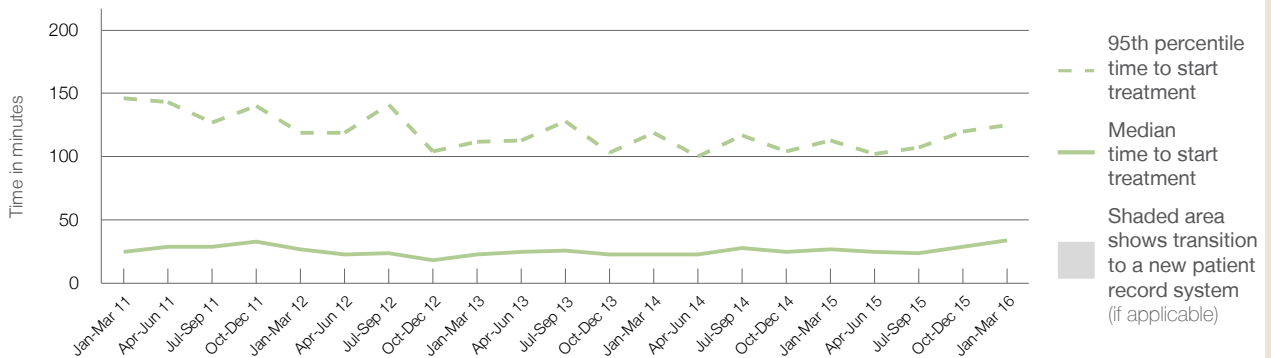
95th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
1,073	957
27 minutes	26 minutes
113 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)	25	27	23	23	27	34
95th percentile time to start treatment ⁵ (minutes)	146	119	112	119	113	125

(†) 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.

Muswellbrook District 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: 418

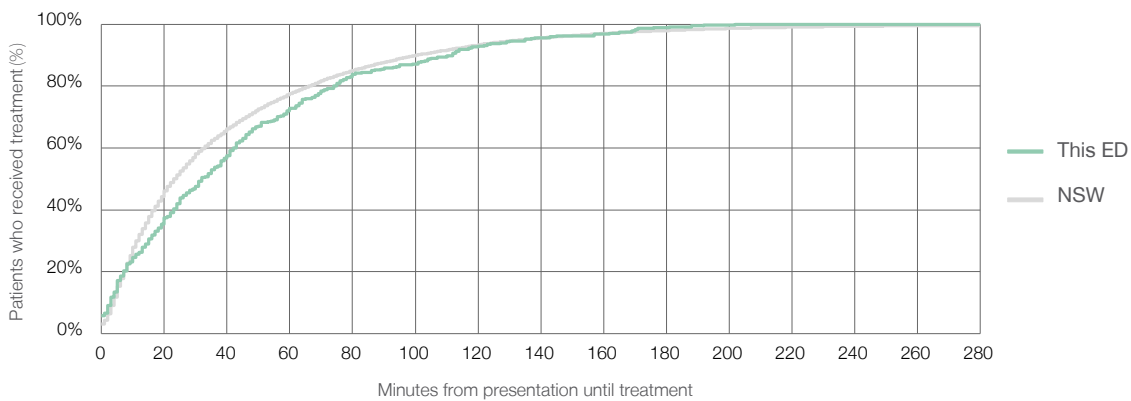
Number of triage 5 patients used to calculate waiting time:³ 365

Median time to start treatment⁴ 32 minutes

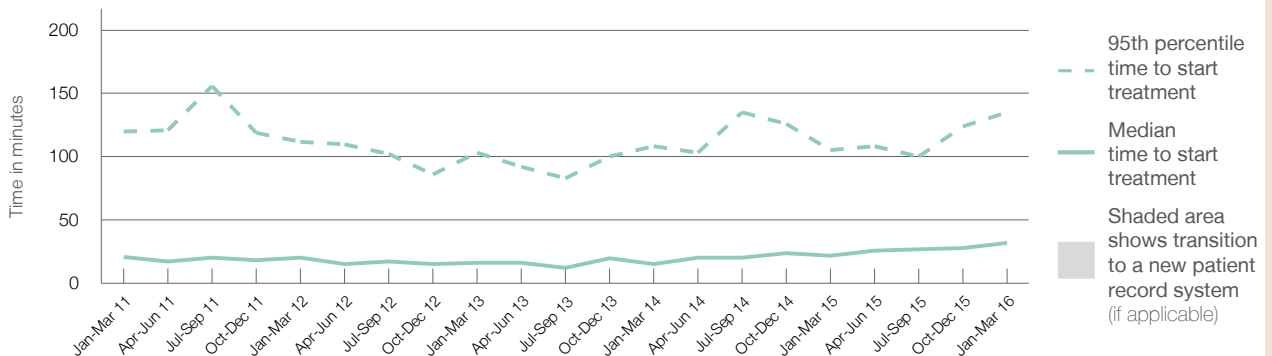
95th percentile time to start treatment⁵ 135 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	307	
Number of triage 5 patients used to calculate waiting time ³	258	
Median time to start treatment ⁴	22 minutes	23 minutes
95th percentile time to start treatment ⁵	105 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)	21	20	16	15	22	32
95th percentile time to start treatment ⁵ (minutes)	120	112	103	108	105	135

(†) 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.

Muswellbrook District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 2,465 patients

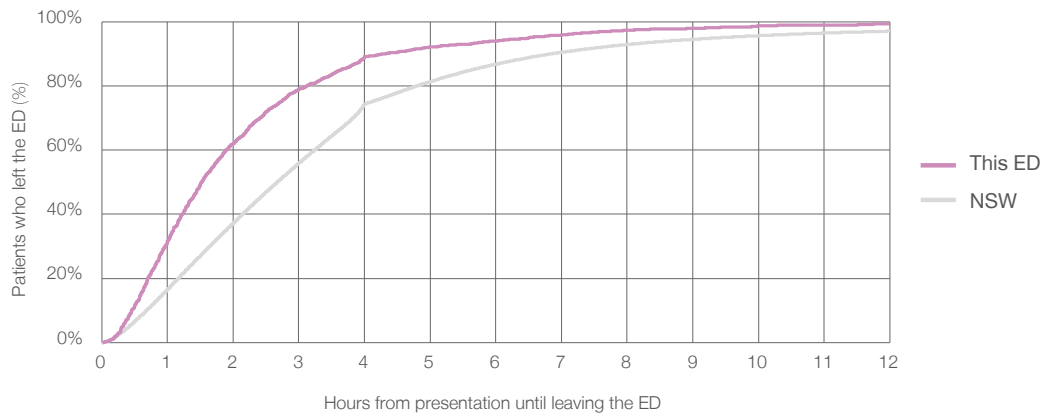
Attendances used to calculate time to leaving the ED:⁶ 2,465 patients

Median time to leaving the ED⁸ 1 hours and 31 minutes

95th percentile time to leaving the ED⁹ 6 hours and 30 minutes

Same period last year	NSW (this period)
2,103	2,103
1 hours and 27 minutes	2 hours and 40 minutes
6 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)	1h 7m	1h 15m	1h 13m	1h 13m	1h 27m	1h 31m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 27m	6h 33m	6h 14m	5h 37m	6h 35m	6h 30m

(†) 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.

Muswellbrook District Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

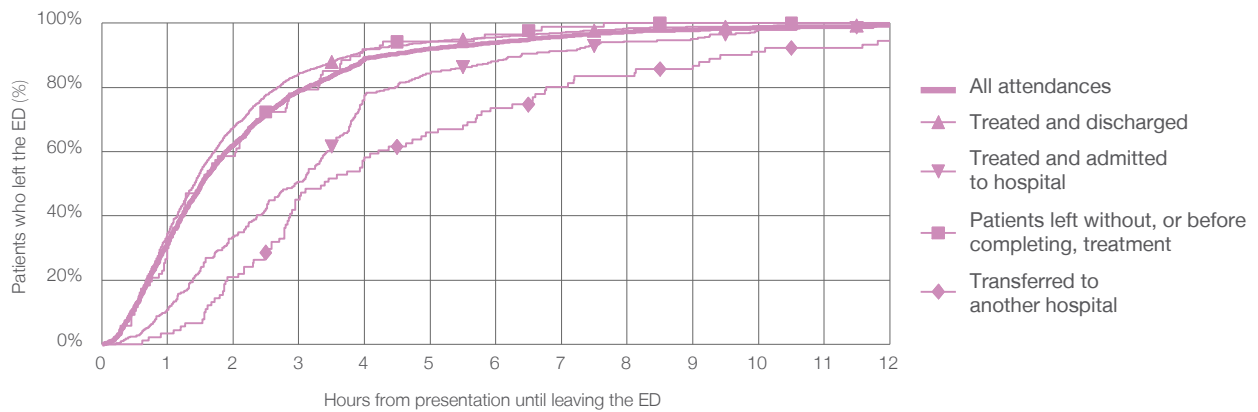
All attendances:¹ 2,465 patients

Attendances used to calculate time to leaving the ED:⁶ 2,465 patients

Treated and discharged	1,880 (76%)
Treated and admitted to hospital	286 (12%)
Patient left without, or before completing, treatment	87 (4%)
Transferred to another hospital	91 (4%)
Other	121 (5%)

	Same period last year	Change since one year ago
	2,103	17%
	1,542	22%
	273	5%
	89	-2%
	110	-17%
	89	36%

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

Treated and discharged	34%	68%	84%	92%	96%	98%	99%	100%
Treated and admitted to hospital	11%	34%	51%	78%	88%	94%	98%	99%
Patient left without, or before completing, treatment	30%	59%	79%	92%	97%	100%	100%	100%
Transferred to another hospital	3%	21%	45%	58%	74%	84%	91%	95%
All attendances	32%	62%	79%	89%	94%	97%	99%	99%

(†) 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.

Muswellbrook District 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: ¹ 2,465 patients

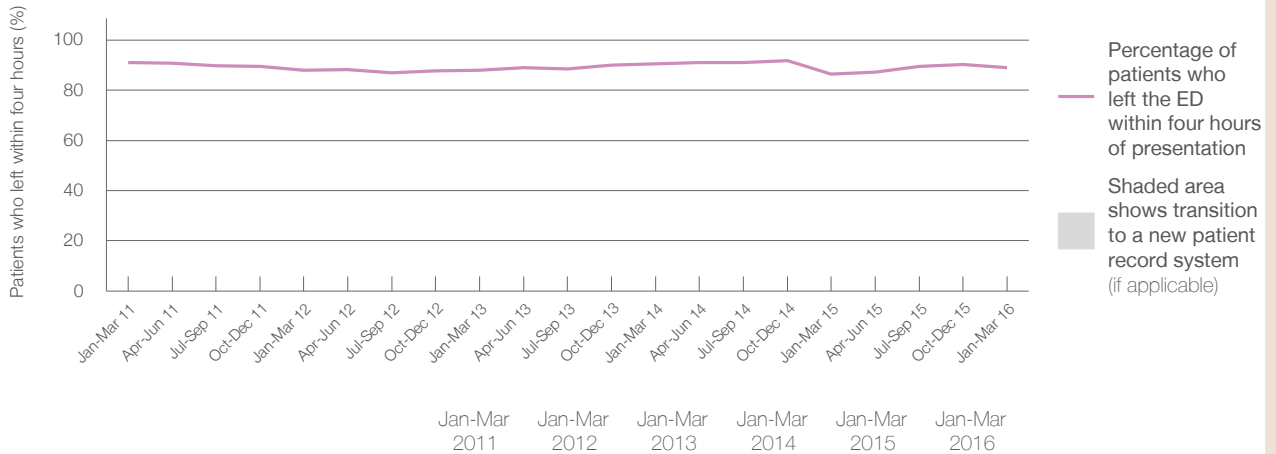
Attendances used to calculate time to leaving the ED: ⁶ 2,465 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	2,103	17%
Attendances used to calculate time to leaving the ED	2,103	17%
Percentage of patients who left the ED within four hours	86%	

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



Patients who left within four hours (%)	91%	88%	88%	90%	86%	89%
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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).

Narrabri District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 1,411 patients
Emergency attendances:² 1,390 patients

Same period last year	Change since one year ago
1,366	3%
1,358	2%

Narrabri District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 110 patients

Median time to start treatment⁴ 4 minutes
95th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 417 patients

Median time to start treatment⁴ 14 minutes
95th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 560 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 303 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
82	
3 minutes	8 minutes
*	35 minutes
451	
10 minutes	20 minutes
55 minutes	99 minutes
518	
14 minutes	26 minutes
65 minutes	137 minutes
307	
10 minutes	23 minutes
75 minutes	135 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 1,411 patients

Percentage of patients who left the ED within four hours 92%

Same period last year	Change since one year ago
1,366	3%
91%	

* 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.

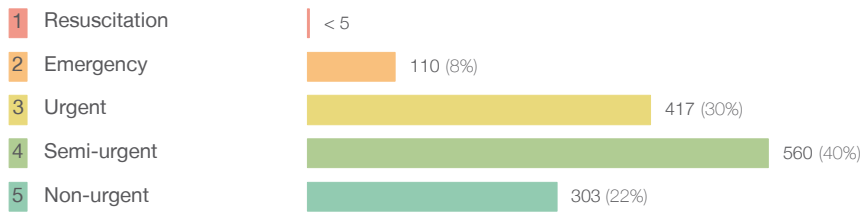
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Narrabri District Hospital: Patients attending the emergency department January to March 2016

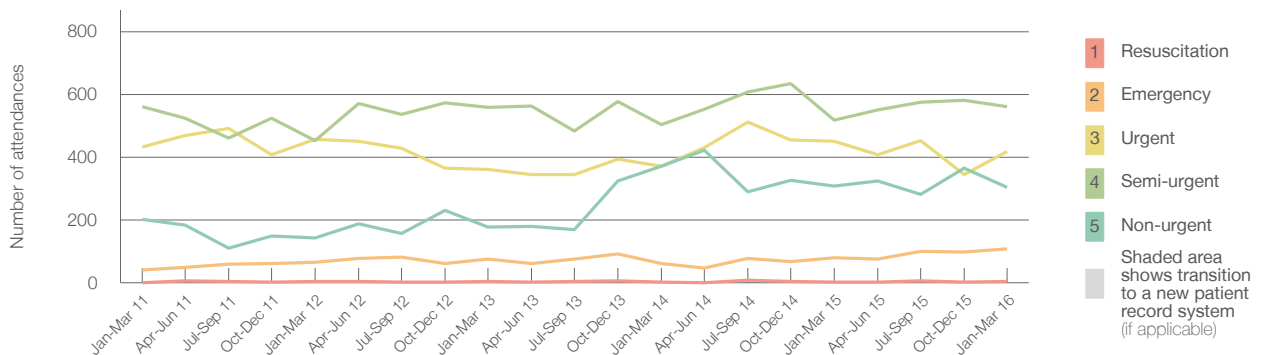
All attendances:¹ 1,411 patients

Emergency attendances² by triage category: 1,390 patients



Same period last year	Change since one year ago
1,366	3%
1,358	2%
< 5	*
82	34%
451	-8%
518	8%
307	-1%

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	< 5	< 5
Emergency	40	69	80	62	82	110
Urgent	433	457	360	371	451	417
Semi-urgent	560	452	558	503	518	560
Non-urgent	201	142	178	371	307	303
All emergency attendances	1,234	1,120	1,176	1,307	1,358	1,390

Narrabri District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 72 patients^{**}

ED Transfer of care time[§]

Median time: 7 minutes

95th percentile time: *

Same period last year	Change since one year ago
73 ^{**}	
8 minutes	-1 minute
*	*

(†) 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

(§) 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.

Narrabri District 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: 110

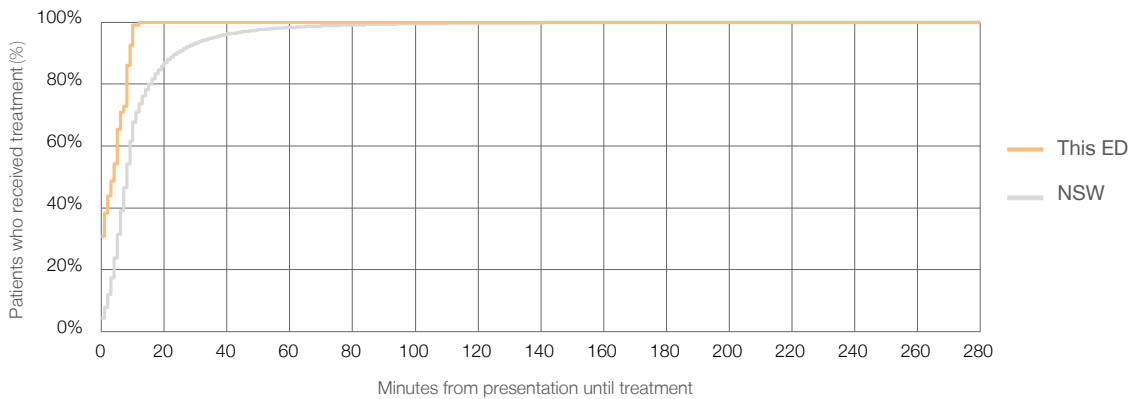
Number of triage 2 patients used to calculate waiting time:³ 107

Median time to start treatment⁴ 4 minutes

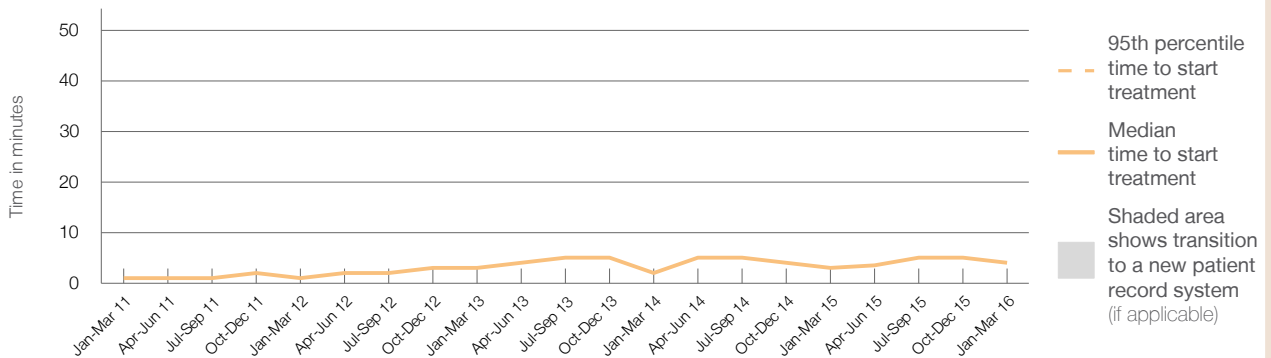
95th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
82	
79	
3 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)	1	1	3	2	3	4
95th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	10

(†) 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.

Narrabri District 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: 417

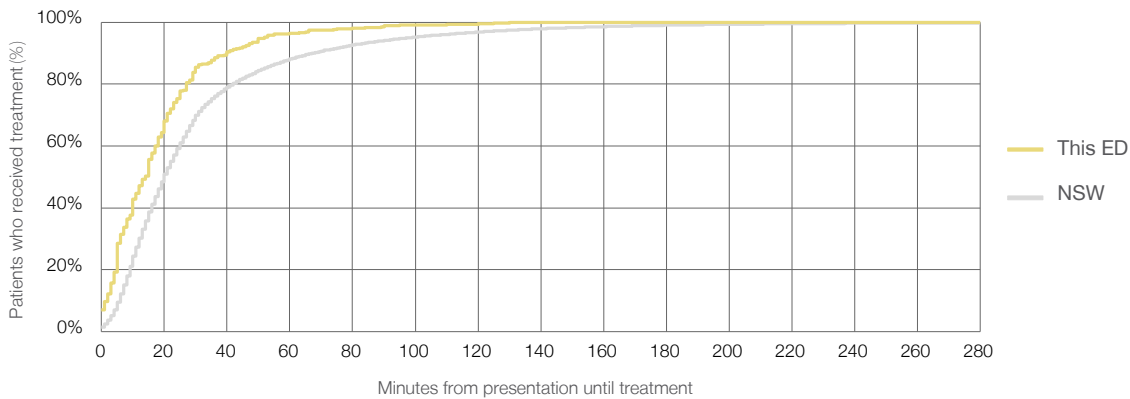
Number of triage 3 patients used to calculate waiting time:³ 417

Median time to start treatment⁴ 14 minutes

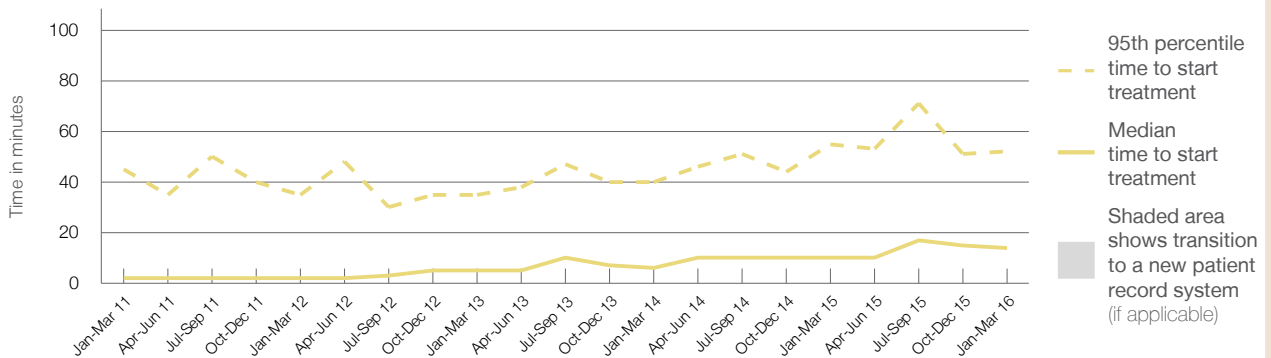
95th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
451	450
10 minutes	20 minutes
55 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)	2	2	5	6	10	14
95th percentile time to start treatment ⁵ (minutes)	45	35	35	40	55	52

(†) 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.

Narrabri District 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: 560

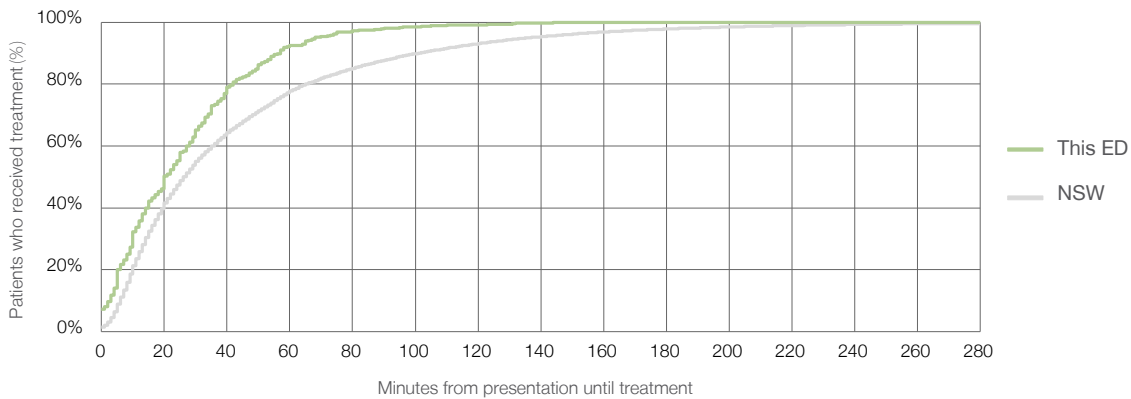
Number of triage 4 patients used to calculate waiting time:³ 551

Median time to start treatment⁴ 20 minutes

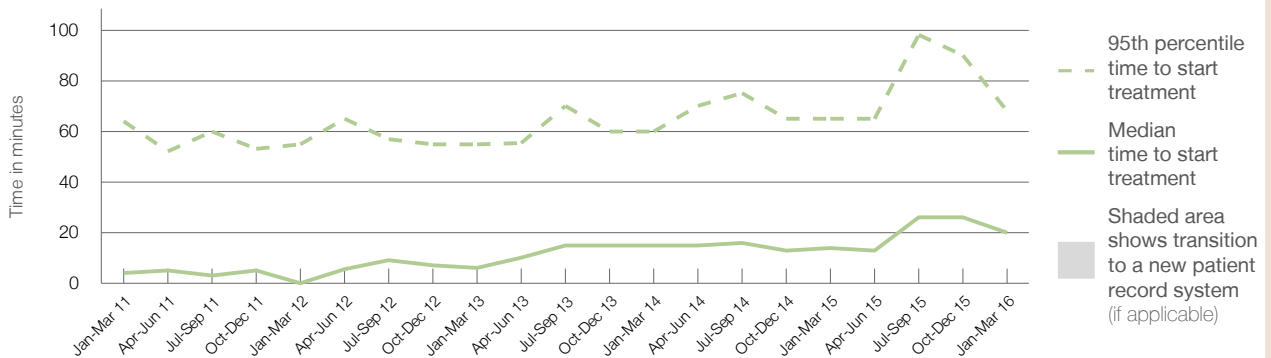
95th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
518	
512	
14 minutes	26 minutes
65 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)	4	0	6	15	14	20
95th percentile time to start treatment ⁵ (minutes)	64	55	55	60	65	68

(†) 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.

Narrabri District 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: 303

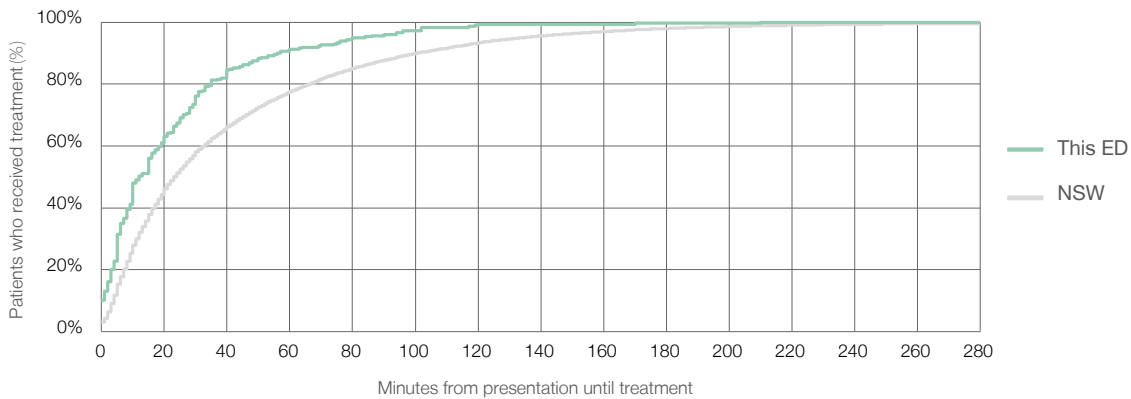
Number of triage 5 patients used to calculate waiting time:³ 298

Median time to start treatment⁴ 12 minutes

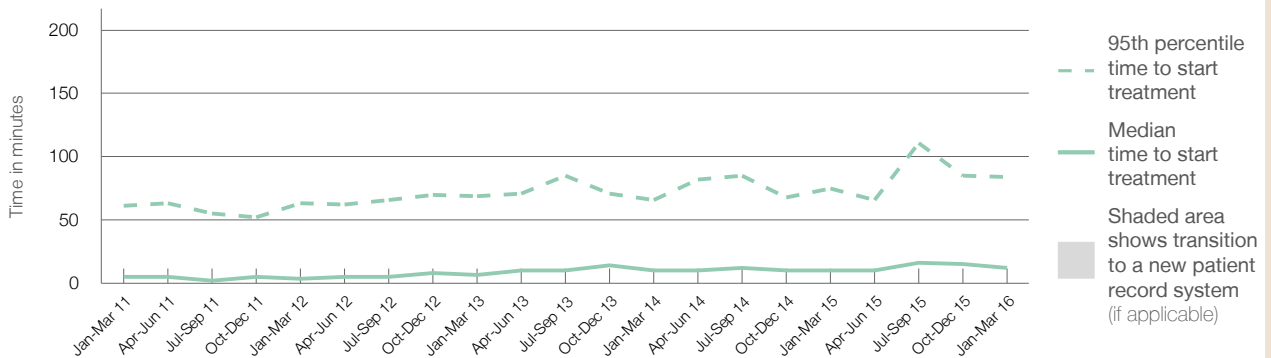
95th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
307	
299	
10 minutes	23 minutes
75 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)	5	4	7	10	10	12
95th percentile time to start treatment ⁵ (minutes)	61	63	69	66	75	84

(†) 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.

Narrabri District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 1,411 patients

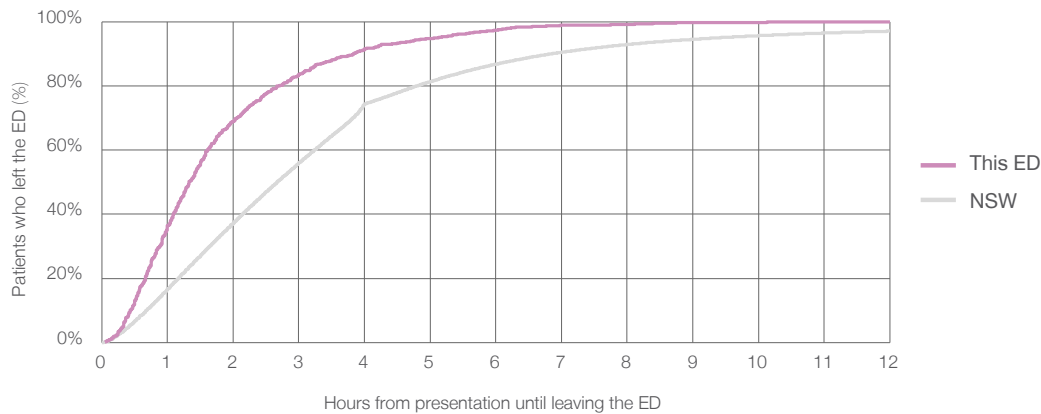
Attendances used to calculate time to leaving the ED:⁶ 1,411 patients

Median time to leaving the ED⁸ 1 hours and 20 minutes

95th percentile time to leaving the ED⁹ 5 hours and 8 minutes

Same period last year	NSW (this period)
1,366	1,366
1 hours and 24 minutes	2 hours and 40 minutes
5 hours and 0 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 15m	1h 9m	1h 6m	1h 7m	1h 24m	1h 20m
95th percentile time to leaving the ED ⁹ (hours, minutes)	3h 55m	3h 55m	3h 25m	4h 3m	5h 0m	5h 8m

(†) 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.

Narrabri District Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

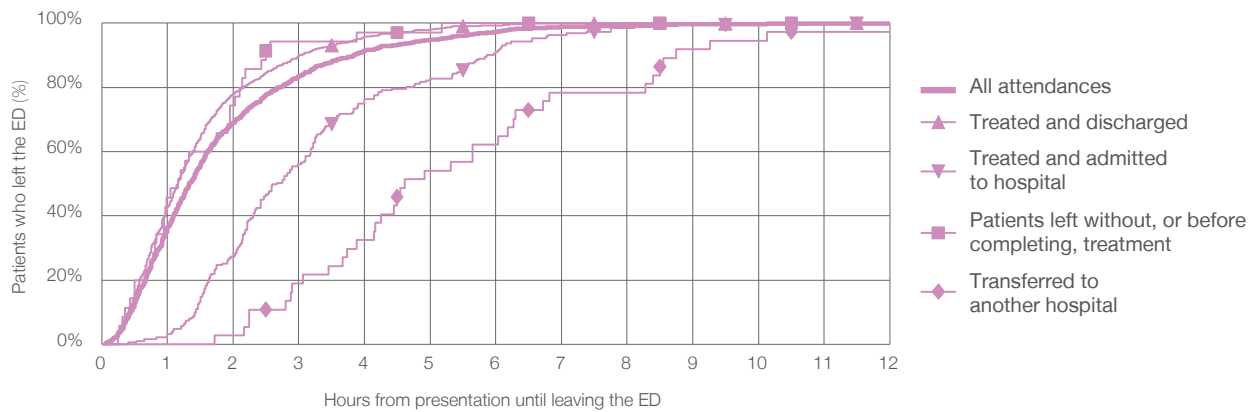
All attendances:¹ 1,411 patients

Attendances used to calculate time to leaving the ED:⁶ 1,411 patients

Treated and discharged	1,148 (81%)
Treated and admitted to hospital	191 (14%)
Patient left without, or before completing, treatment	35 (2%)
Transferred to another hospital	37 (3%)
Other	0 (0%)

Same period last year	Change since one year ago
1,366	3%
1,077	7%
217	-12%
27	30%
38	-3%
7	-100%

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

Treated and discharged	43%	78%	90%	96%	99%	100%	100%	100%
Treated and admitted to hospital	3%	27%	56%	76%	91%	98%	99%	100%
Patient left without, or before completing, treatment	46%	74%	94%	97%	100%	100%	100%	100%
Transferred to another hospital	0%	3%	19%	32%	62%	78%	95%	97%
All attendances	36%	69%	84%	92%	97%	99%	100%	100%

(†) 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.

Narrabri District 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:¹ 1,411 patients

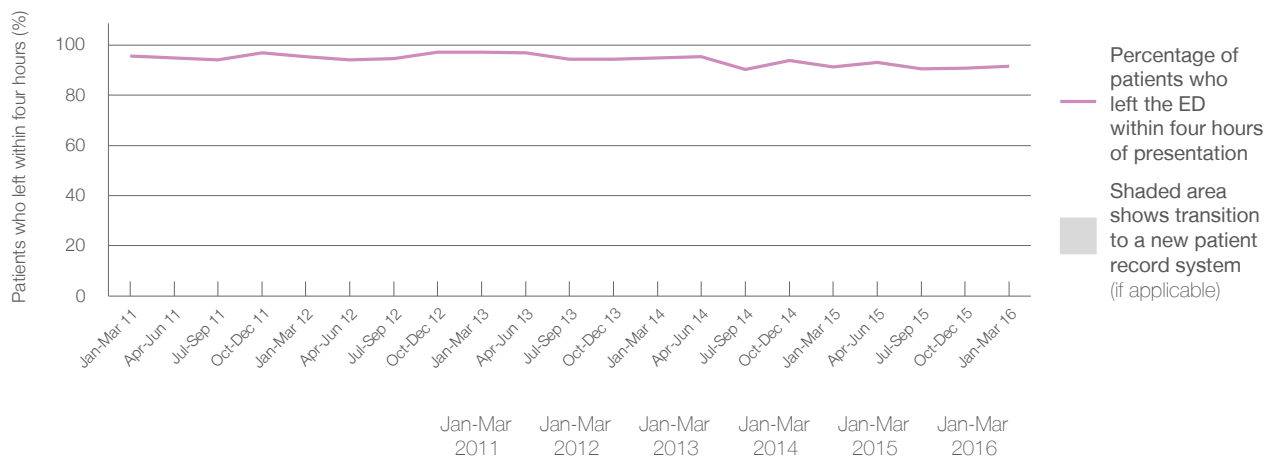
Attendances used to calculate time to leaving the ED:⁶ 1,411 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	1,366	3%
Attendances used to calculate time to leaving the ED	1,366	3%
Percentage of patients who left the ED within four hours	91%	

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



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	96%	95%	97%	95%	91%	92%

* 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).

Singleton District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 2,879 patients
Emergency attendances:² 2,811 patients

Same period last year	Change since one year ago
2,669	8%
2,589	9%

Singleton District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 214 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 40 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 758 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 108 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,566 patients

Median time to start treatment⁴ 41 minutes
95th percentile time to start treatment⁵ 136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 273 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 142 minutes

Same period last year	NSW (this period)
160	
7 minutes	8 minutes
37 minutes	35 minutes
619	
24 minutes	20 minutes
85 minutes	99 minutes
1,646	
32 minutes	26 minutes
109 minutes	137 minutes
164	
23 minutes	23 minutes
93 minutes	135 minutes

Singleton District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 2,879 patients

Percentage of patients who left the ED within four hours 91%

Same period last year	Change since one year ago
2,669	8%
93%	

* 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.

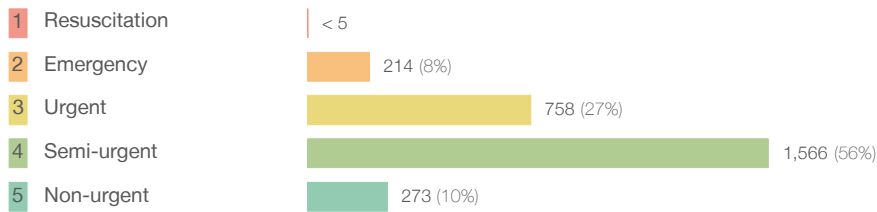
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Singleton District Hospital: Patients attending the emergency department January to March 2016

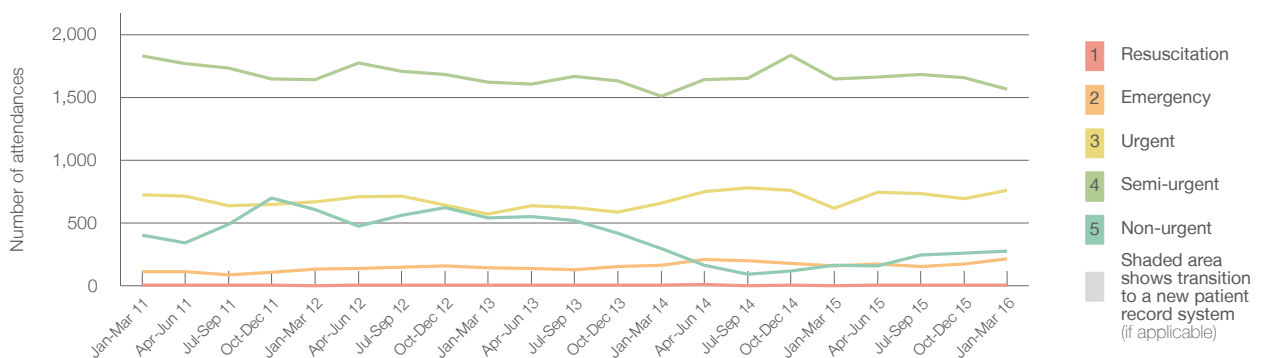
All attendances:¹ 2,879 patients

Emergency attendances² by triage category: 2,811 patients



Same period last year	Change since one year ago
2,669	8%
2,589	9%
< 5	*
160	33%
619	22%
1,646	-5%
164	66%

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	5	0	< 5	< 5	< 5	< 5
Emergency	112	130	144	162	160	214
Urgent	724	665	572	659	619	758
Semi-urgent	1,833	1,643	1,621	1,511	1,646	1,566
Non-urgent	401	606	541	293	164	273
All emergency attendances	3,075	3,044	2,878	2,625	2,589	2,811

Singleton District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 239 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
254	
6 minutes	1 minute
20 minutes	-3 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.

Singleton District 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: 214

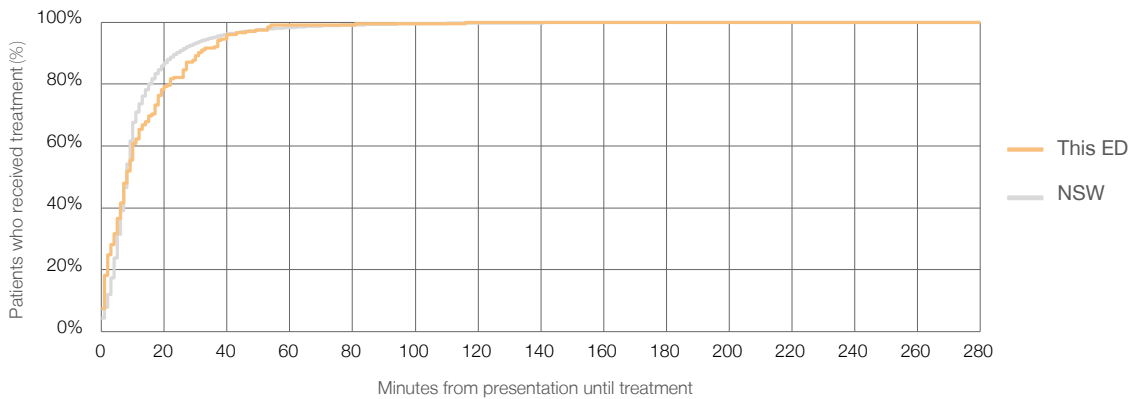
Number of triage 2 patients used to calculate waiting time:³ 202

Median time to start treatment⁴ 8 minutes

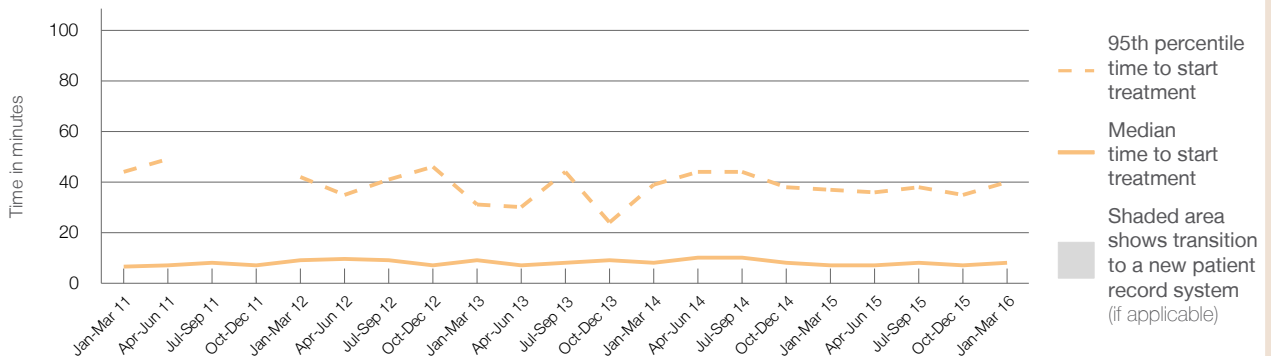
95th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
160	
158	
7 minutes	8 minutes
37 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)	7	9	9	8	7	8
95th percentile time to start treatment ⁵ (minutes)	44	42	31	39	37	40

(†) 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.

Singleton District 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: 758

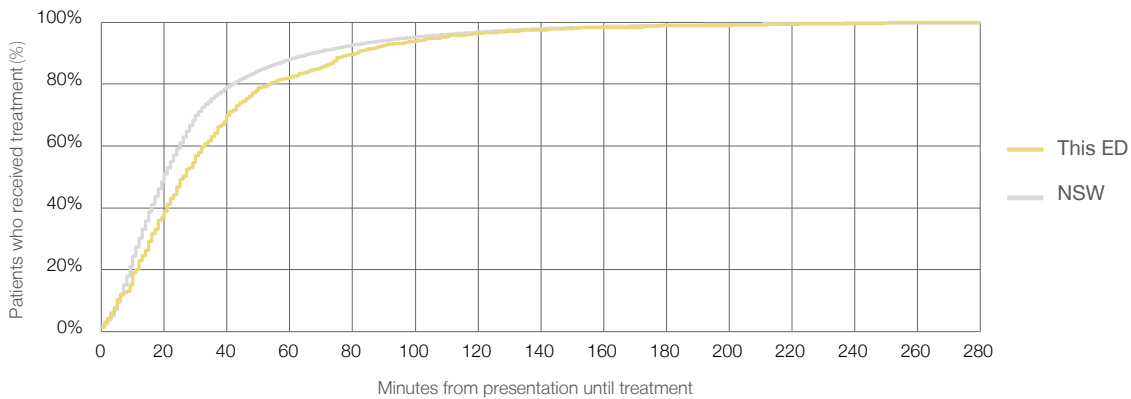
Number of triage 3 patients used to calculate waiting time:³ 724

Median time to start treatment⁴ 26 minutes

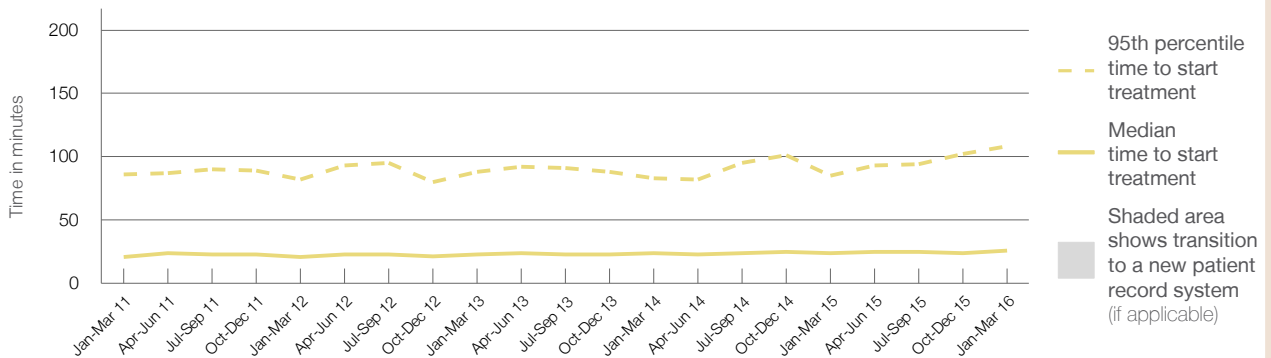
95th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
619	
604	
24 minutes	20 minutes
85 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)	21	21	23	24	24	26
95th percentile time to start treatment ⁵ (minutes)	86	82	88	83	85	108

(†) 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.

Singleton District 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: 1,566

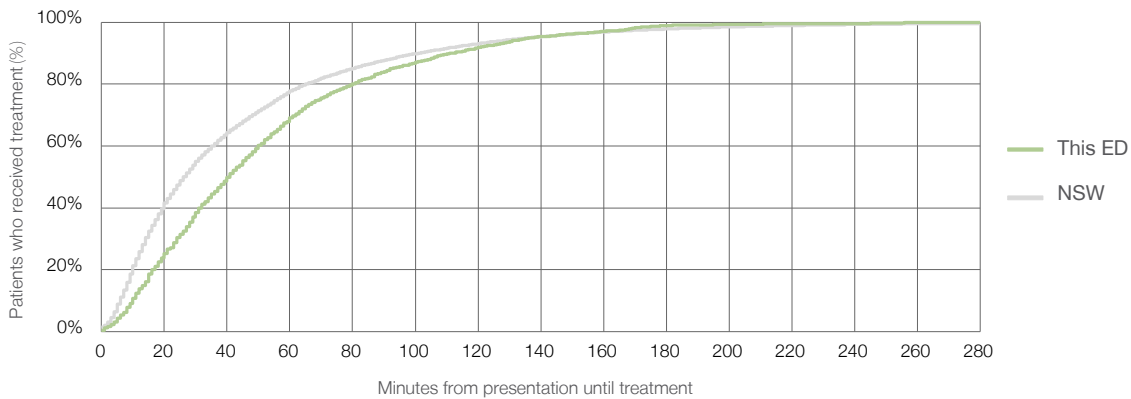
Number of triage 4 patients used to calculate waiting time:³ 1,485

Median time to start treatment⁴ 41 minutes

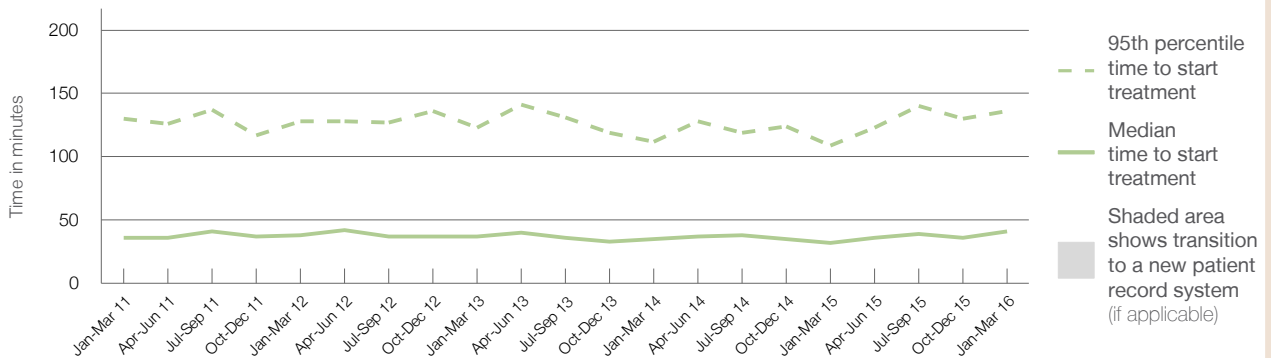
95th percentile time to start treatment⁵ 136 minutes

Same period last year	NSW (this period)
1,646	1,542
32 minutes	26 minutes
109 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)	36	38	37	35	32	41
95th percentile time to start treatment ⁵ (minutes)	130	128	123	112	109	136

(†) 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.

Singleton District 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: 273

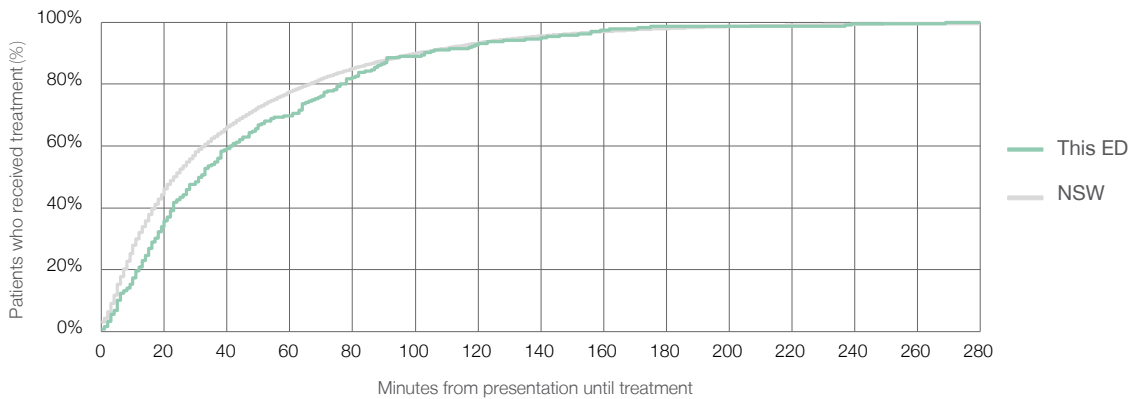
Number of triage 5 patients used to calculate waiting time:³ 235

Median time to start treatment⁴ 32 minutes

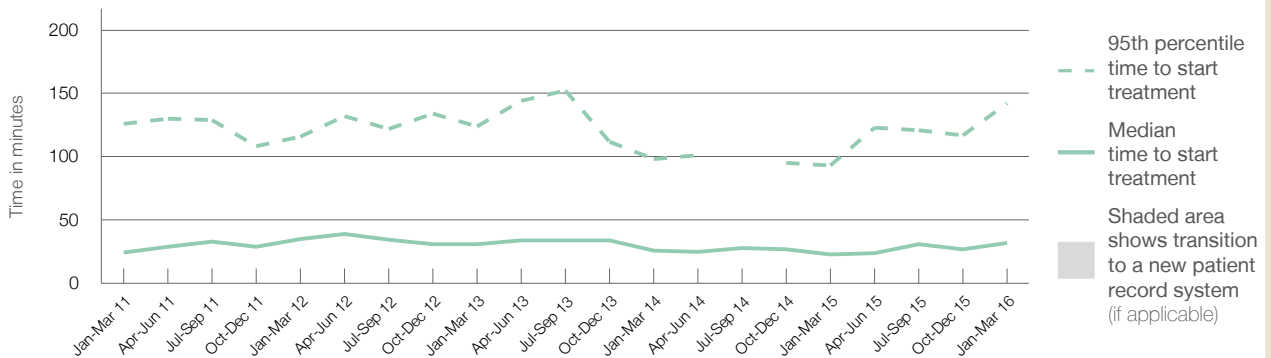
95th percentile time to start treatment⁵ 142 minutes

Same period last year	NSW (this period)
164	149
23 minutes	23 minutes
93 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)	25	35	31	26	23	32
95th percentile time to start treatment ⁵ (minutes)	126	116	124	98	93	142

(†) 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.

Singleton District Hospital: Time from presentation until leaving the ED January to March 2016

All attendances:¹ 2,879 patients

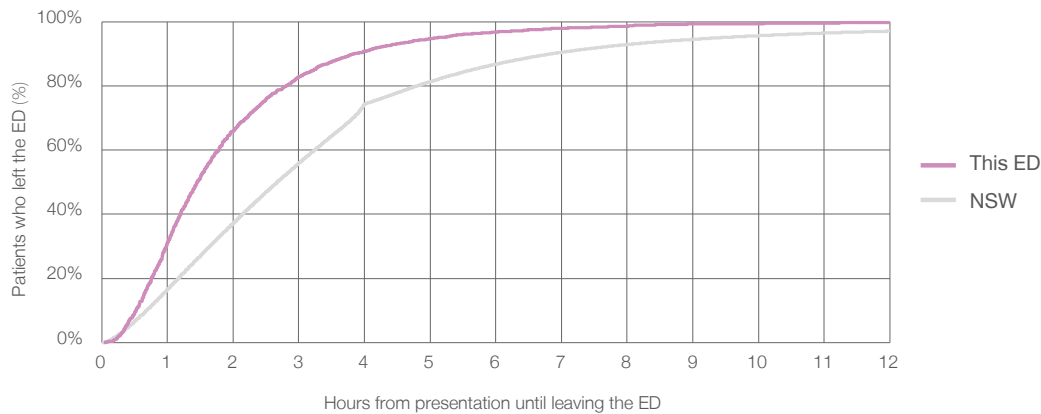
Attendances used to calculate time to leaving the ED:⁶ 2,879 patients

Median time to leaving the ED⁸ 1 hours and 27 minutes

95th percentile time to leaving the ED⁹ 5 hours and 7 minutes

Same period last year	NSW (this period)
2,669	2,669
1 hours and 17 minutes	2 hours and 40 minutes
4 hours and 41 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 7m	1h 11m	1h 11m	1h 17m	1h 17m	1h 27m
95th percentile time to leaving the ED ⁹ (hours, minutes)	3h 37m	3h 36m	3h 31m	4h 35m	4h 41m	5h 7m

(†) 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.

Singleton District Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

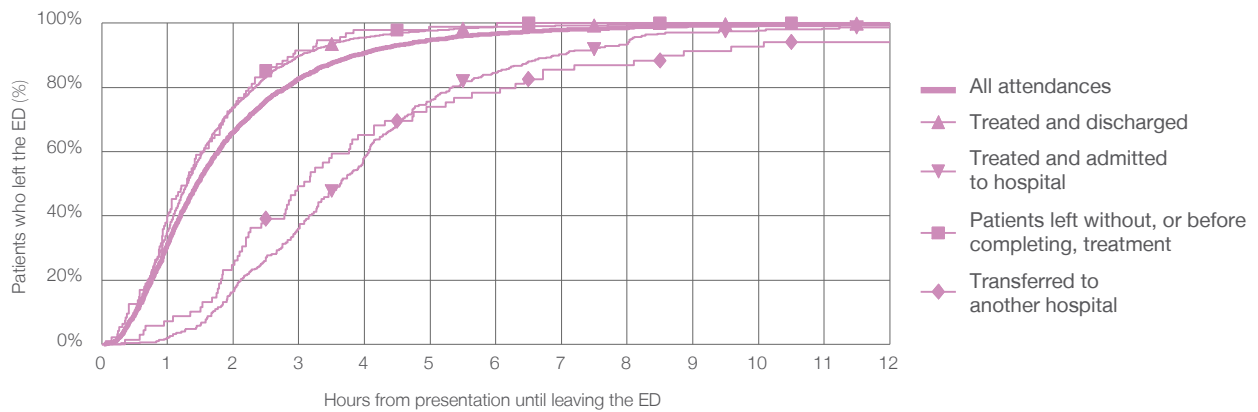
All attendances:¹ 2,879 patients

Attendances used to calculate time to leaving the ED:⁶ 2,879 patients

Treated and discharged	2,343 (81%)
Treated and admitted to hospital	310 (11%)
Patient left without, or before completing, treatment	95 (3%)
Transferred to another hospital	69 (2%)
Other	62 (2%)

Same period last year	Change since one year ago
2,669	8%
2,202	6%
288	8%
51	86%
64	8%
64	-3%

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

Treated and discharged	35%	74%	90%	96%	99%	99%	100%	100%
Treated and admitted to hospital	2%	16%	36%	58%	85%	94%	98%	99%
Patient left without, or before completing, treatment	40%	74%	92%	98%	99%	100%	100%	100%
Transferred to another hospital	7%	25%	49%	65%	78%	87%	93%	94%
All attendances	31%	66%	83%	91%	97%	99%	99%	100%

(†) 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.

Singleton District 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: ¹ 2,879 patients

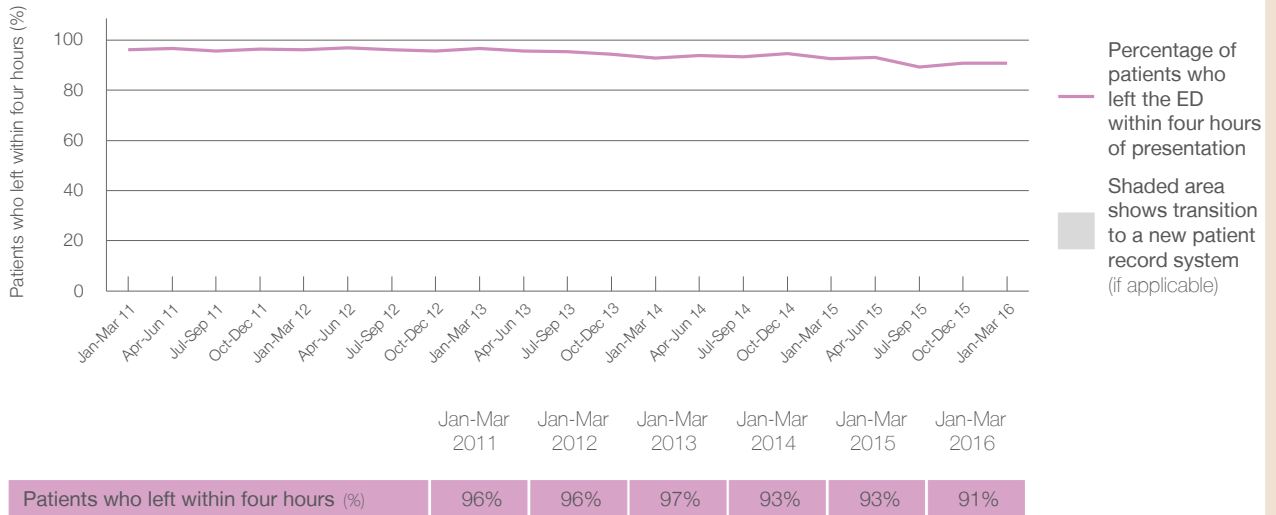
Attendances used to calculate time to leaving the ED: ⁶ 2,879 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	2,669	8%
Attendances used to calculate time to leaving the ED	2,669	8%
Percentage of patients who left the ED within four hours	93%	

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



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	96%	96%	97%	93%	93%	91%

* 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).

Tamworth Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 10,755 patients
Emergency attendances:² 9,938 patients

Same period last year	Change since one year ago
10,482	3%
9,938	0%

Tamworth Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 863 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 55 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,486 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 111 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,634 patients

Median time to start treatment⁴ 39 minutes
95th percentile time to start treatment⁵ 137 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,925 patients

Median time to start treatment⁴ 40 minutes
95th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
894	
8 minutes	8 minutes
46 minutes	35 minutes
2,167	
24 minutes	20 minutes
121 minutes	99 minutes
4,907	
38 minutes	26 minutes
172 minutes	137 minutes
1,912	
36 minutes	23 minutes
141 minutes	135 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 10,755 patients

Percentage of patients who left the ED within four hours 73%

Same period last year	Change since one year ago
10,482	3%
69%	

* 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.

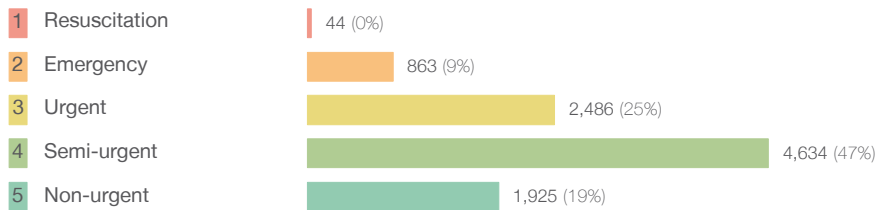
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Tamworth Base Hospital: Patients attending the emergency department January to March 2016

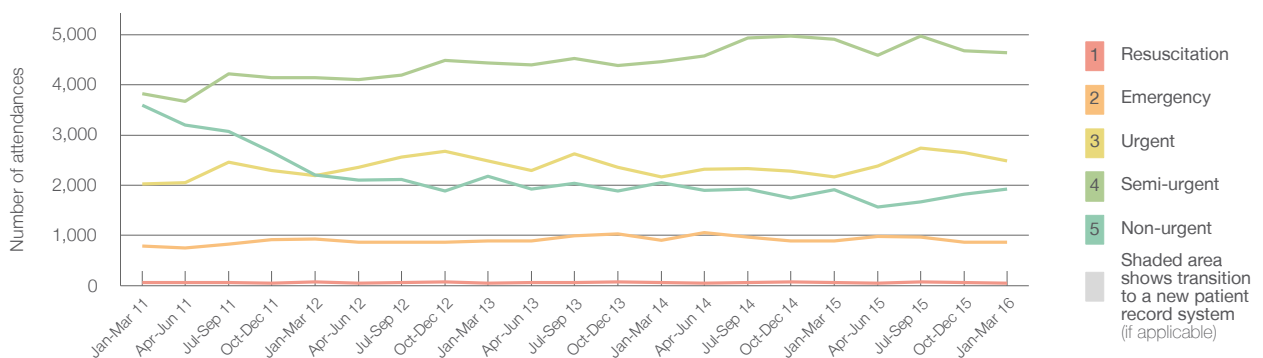
All attendances:¹ 10,755 patients

Emergency attendances² by triage category: 9,952 patients



Same period last year	Change since one year ago
10,482	3%
9,938	0%
58	-24%
894	-3%
2,167	15%
4,907	-6%
1,912	1%

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	60	77	48	62	58	44
Emergency	784	935	887	909	894	863
Urgent	2,030	2,193	2,485	2,160	2,167	2,486
Semi-urgent	3,825	4,145	4,439	4,461	4,907	4,634
Non-urgent	3,592	2,199	2,176	2,054	1,912	1,925
All emergency attendances	10,291	9,549	10,035	9,646	9,938	9,952

Tamworth Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,586 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,533	
11 minutes	-1 minute
56 minutes	-18 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.

Tamworth 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: 863

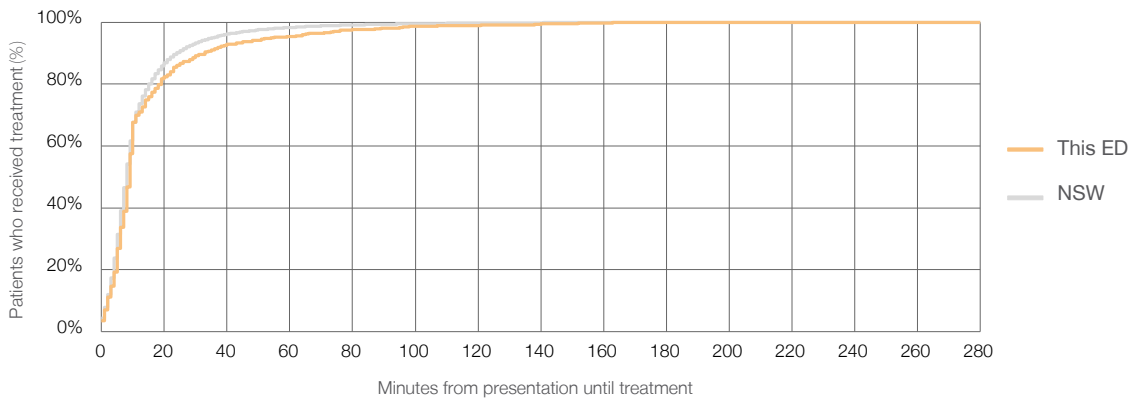
Number of triage 2 patients used to calculate waiting time:³ 854

Median time to start treatment⁴ 9 minutes

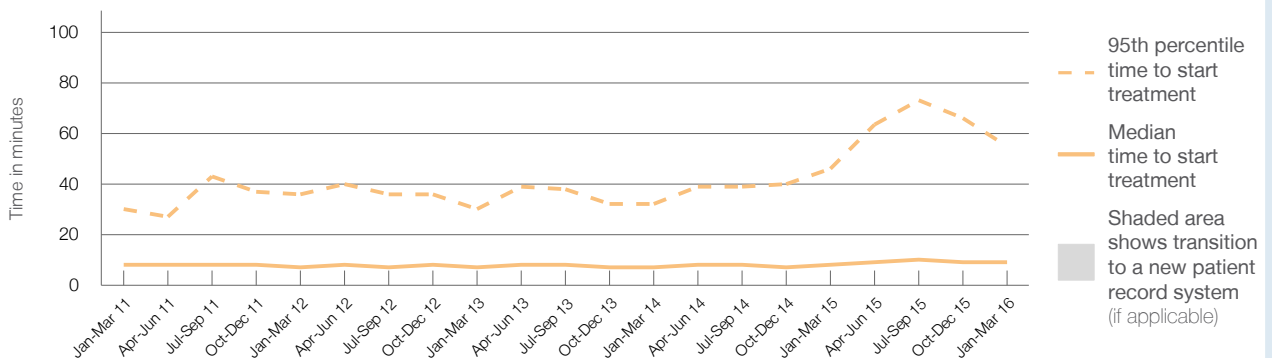
95th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
894	
891	
8 minutes	8 minutes
46 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)	8	7	7	7	8	9
95th percentile time to start treatment ⁵ (minutes)	30	36	30	32	46	55

(†) 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.

Tamworth 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: 2,486

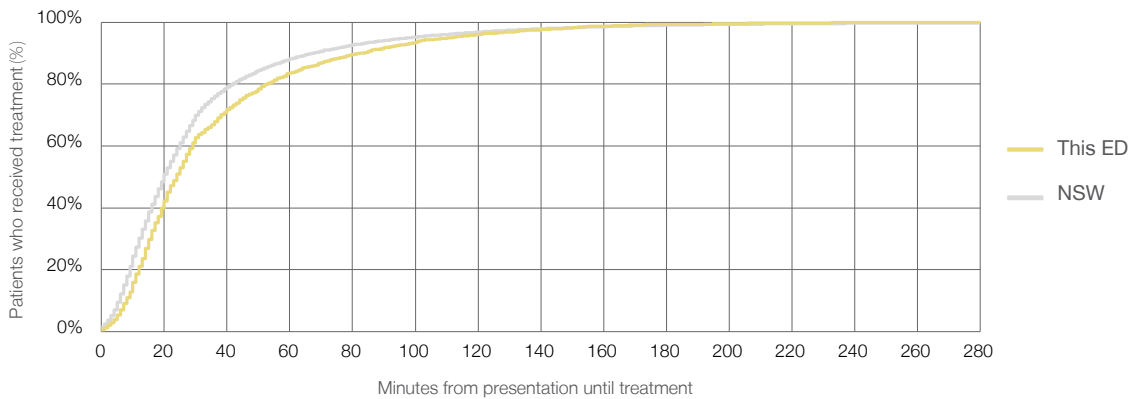
Number of triage 3 patients used to calculate waiting time:³ 2,437

Median time to start treatment⁴ 24 minutes

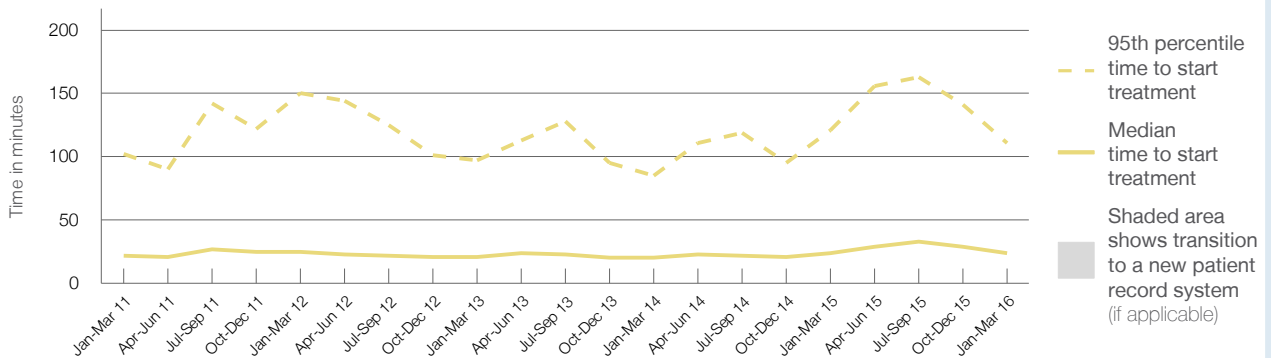
95th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
2,167	2,102
24 minutes	20 minutes
121 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)	22	25	21	20	24	24
95th percentile time to start treatment ⁵ (minutes)	102	150	97	85	121	111

(†) 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.

Tamworth 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: 4,634

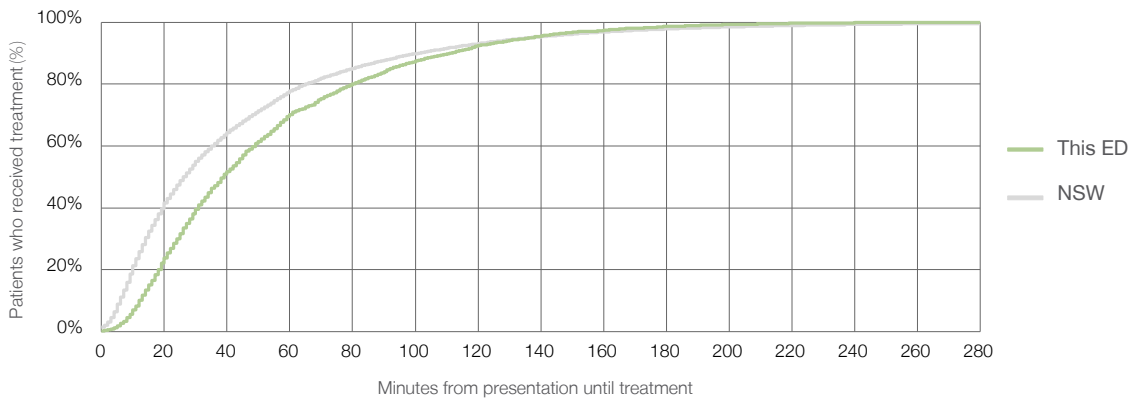
Number of triage 4 patients used to calculate waiting time:³ 4,444

Median time to start treatment⁴ 39 minutes

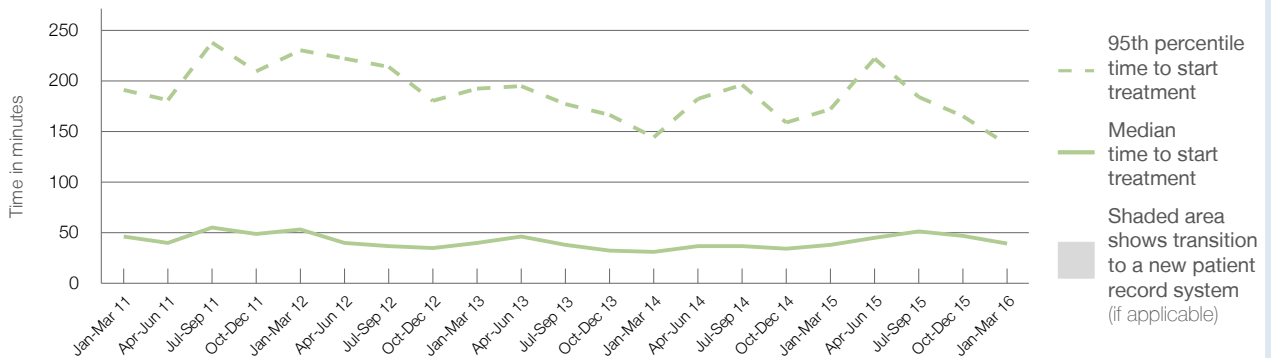
95th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
4,907	4,612
38 minutes	26 minutes
172 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)	46	53	40	31	38	39
95th percentile time to start treatment ⁵ (minutes)	191	230	192	144	172	137

(†) 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.

Tamworth 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: 1,925

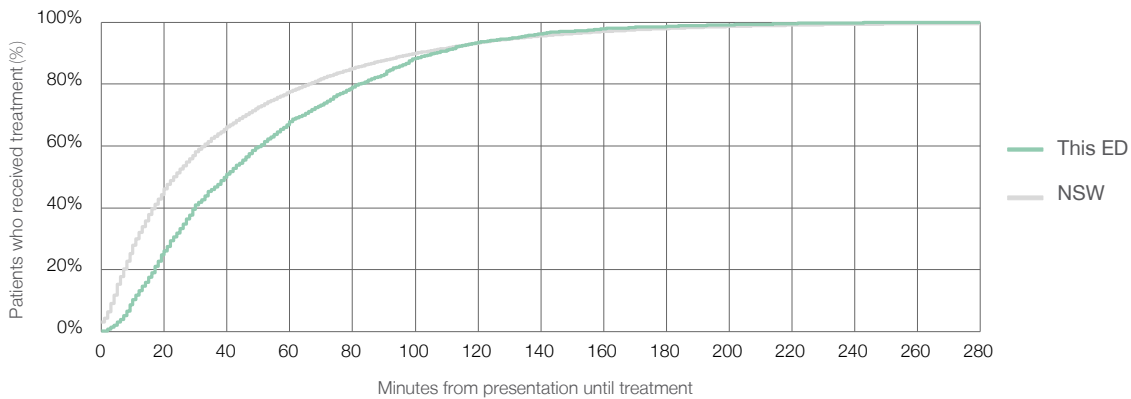
Number of triage 5 patients used to calculate waiting time:³ 1,819

Median time to start treatment⁴ 40 minutes

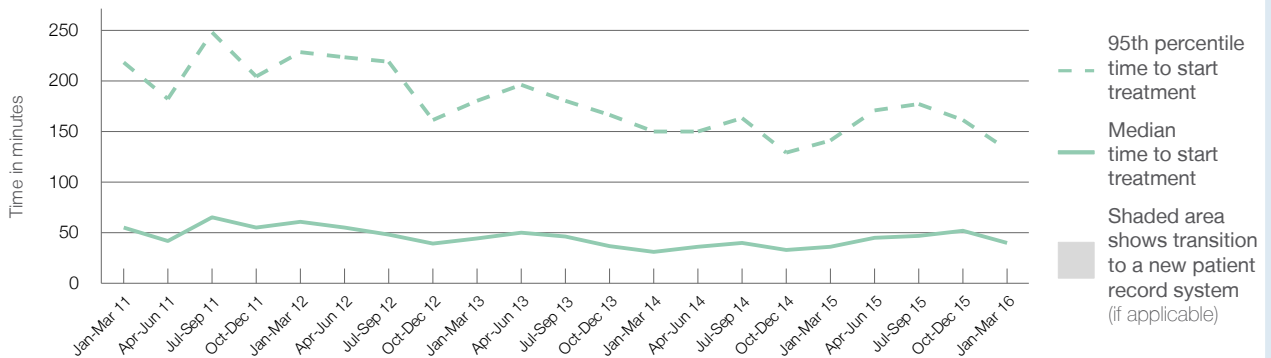
95th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
1,912	
1,823	
36 minutes	23 minutes
141 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)	55	61	44	31	36	40
95th percentile time to start treatment ⁵ (minutes)	218	228	180	150	141	132

(†) 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.

Tamworth Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 10,755 patients

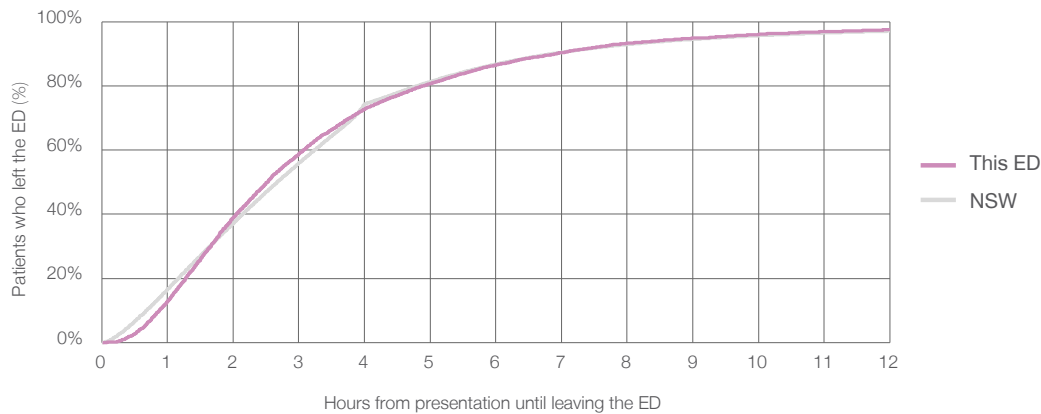
Attendances used to calculate time to leaving the ED:⁶ 10,755 patients

Median time to leaving the ED⁸ 2 hours and 31 minutes

95th percentile time to leaving the ED⁹ 9 hours and 13 minutes

Same period last year	NSW (this period)
10,482	10,482
2 hours and 38 minutes	2 hours and 40 minutes
10 hours and 7 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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 52m	3h 23m	2h 59m	2h 30m	2h 38m	2h 31m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 43m	11h 7m	9h 42m	8h 45m	10h 7m	9h 13m

(†) 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.

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

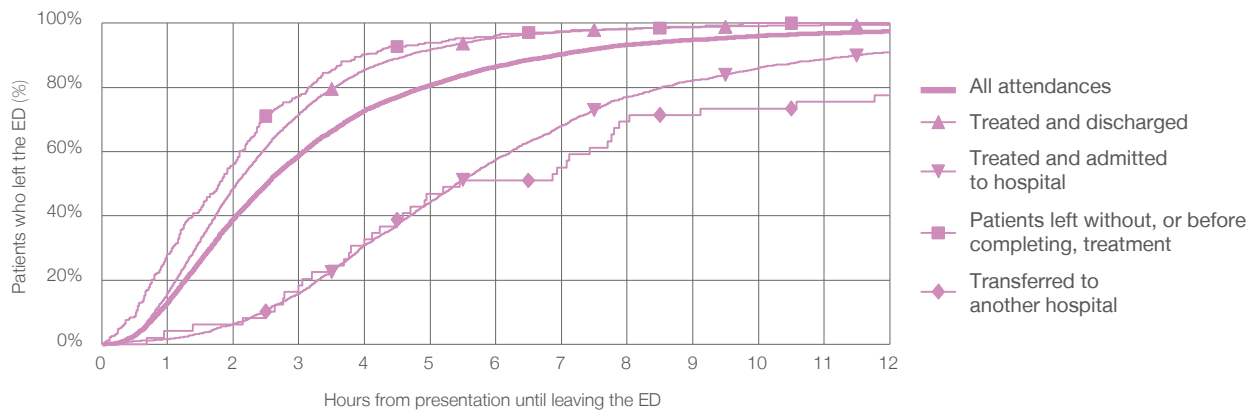
All attendances:¹ 10,755 patients

Attendances used to calculate time to leaving the ED:⁶ 10,755 patients

Treated and discharged	7,873 (73%)
Treated and admitted to hospital	2,464 (23%)
Patient left without, or before completing, treatment	277 (3%)
Transferred to another hospital	49 (0%)
Other	92 (1%)

Same period last year	Change since one year ago
10,482	3%
7,478	5%
2,345	5%
553	-50%
71	-31%
35	163%

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	16%	49%	72%	85%	95%	98%	99%	100%
Treated and admitted to hospital	2%	6%	16%	31%	58%	77%	86%	91%
Patient left without, or before completing, treatment	28%	56%	77%	90%	96%	98%	100%	100%
Transferred to another hospital	4%	6%	18%	33%	51%	69%	73%	78%
All attendances	13%	39%	59%	73%	87%	93%	96%	97%

(†) 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.

Tamworth 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: ¹ 10,755 patients

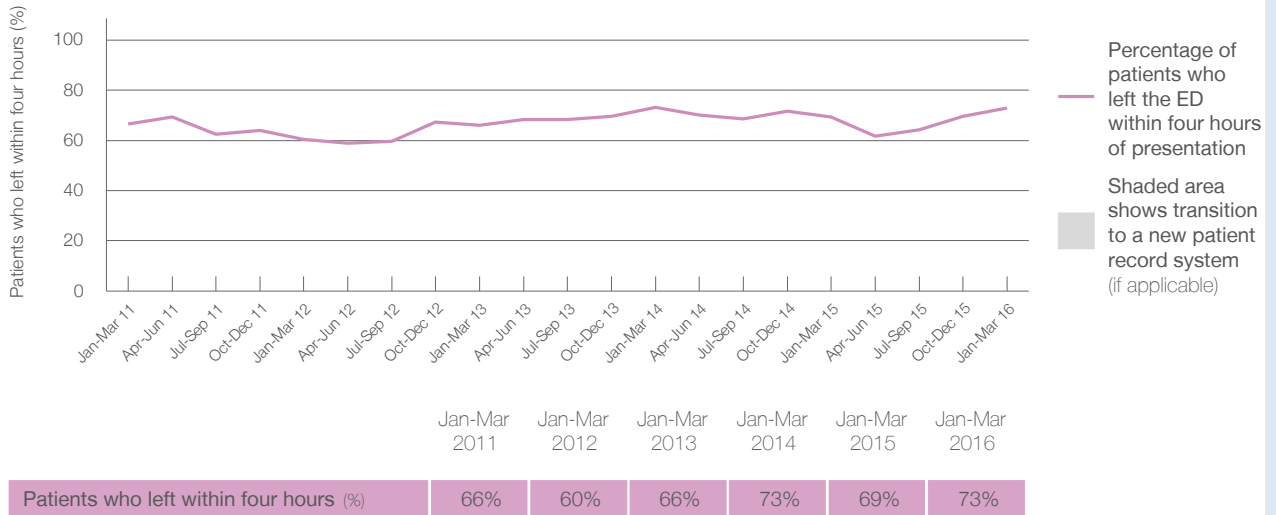
Attendances used to calculate time to leaving the ED: ⁶ 10,755 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	10,482	3%
Attendances used to calculate time to leaving the ED	10,482	3%
Percentage of patients who left the ED within four hours	69%	

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



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	66%	60%	66%	73%	69%	73%

* 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.
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- 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*.
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- 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).