



Hospital Quarterly

Performance Profiles

Emergency Department

Southern NSW Local Health District

January to March 2016

Bateman's Bay District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 3,713 patients
Emergency attendances:² 3,582 patients

Same period last year	Change since one year ago
3,584	4%
3,426	5%

Bateman's Bay District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 326 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,069 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 100 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,772 patients

Median time to start treatment⁴ 33 minutes
95th percentile time to start treatment⁵ 161 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 403 patients

Median time to start treatment⁴ 34 minutes
95th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
355	
8 minutes	8 minutes
25 minutes	35 minutes
1,103	
20 minutes	20 minutes
91 minutes	99 minutes
1,584	
30 minutes	26 minutes
166 minutes	137 minutes
377	
38 minutes	23 minutes
184 minutes	135 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 3,713 patients

Percentage of patients who left the ED within four hours 80%

Same period last year	Change since one year ago
3,583	4%
81%	

* 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.

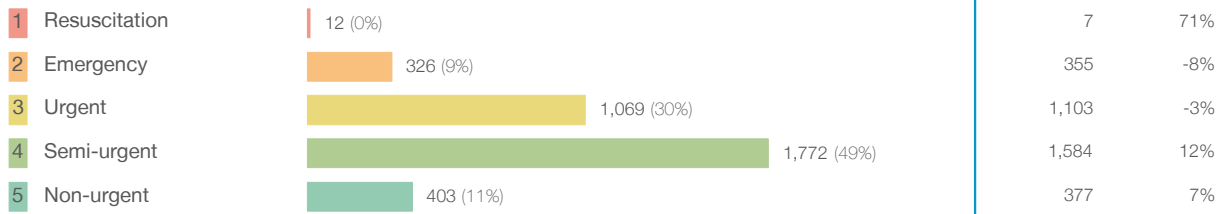
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Bateman's Bay District Hospital: Patients attending the emergency department

January to March 2016

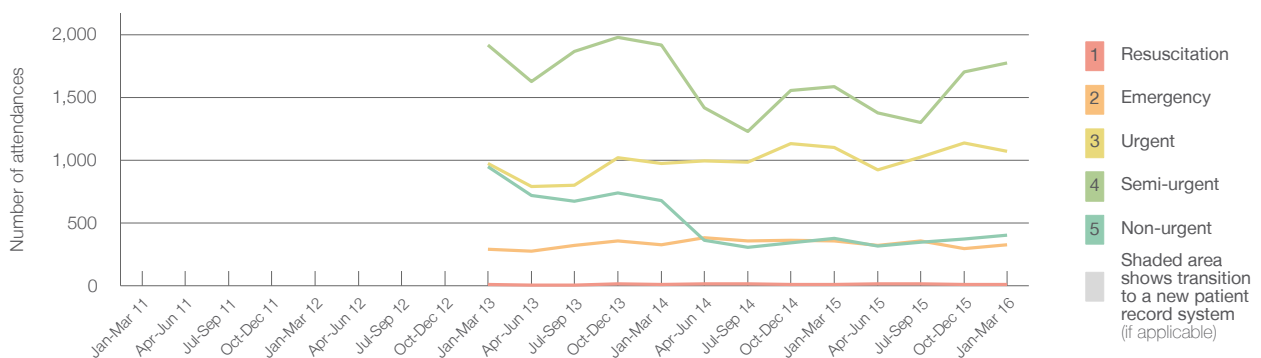
All attendances:¹ 3,713 patients

Emergency attendances² by triage category: 3,582 patients



	Same period last year	Change since one year ago
All attendances	3,584	4%
Emergency attendances	3,426	5%
Resuscitation	7	71%
Emergency	355	-8%
Urgent	1,103	-3%
Semi-urgent	1,584	12%
Non-urgent	377	7%

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			12	12	7	12
Emergency			291	326	355	326
Urgent			973	973	1,103	1,069
Semi-urgent			1,919	1,919	1,584	1,772
Non-urgent			946	679	377	403
All emergency attendances			4,141	3,909	3,426	3,582

Bateman's Bay District Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:⁷ 464 patients

ED Transfer of care time[§]



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	471	
ED Transfer of care time	10 minutes	1 minute
95th percentile time	30 minutes	5 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Bateman's Bay 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: 326

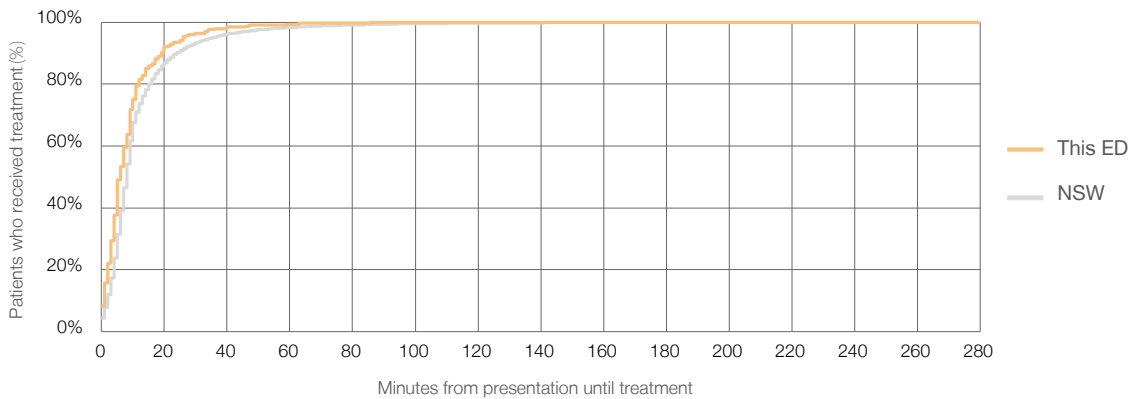
Number of triage 2 patients used to calculate waiting time:³ 326

Median time to start treatment⁴ 6 minutes

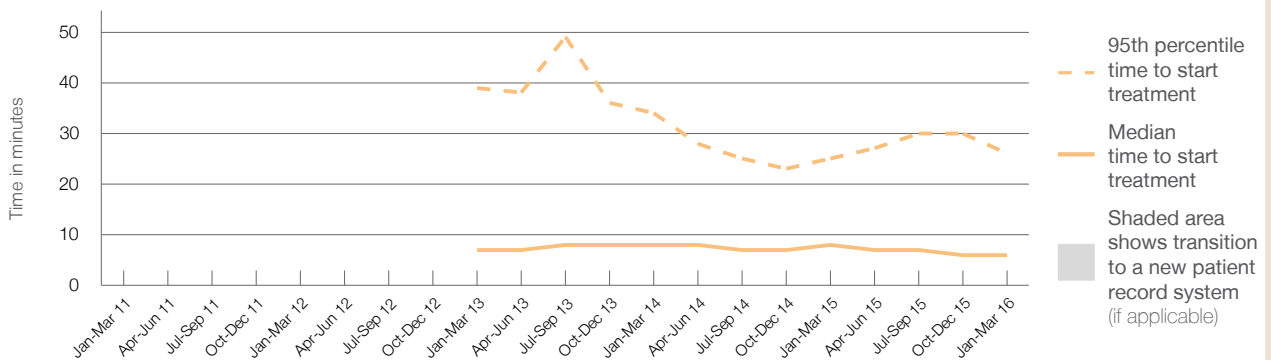
95th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
355	
350	
8 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)			7	8	8	6
95th percentile time to start treatment ⁵ (minutes)			39	34	25	26

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay 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: 1,069

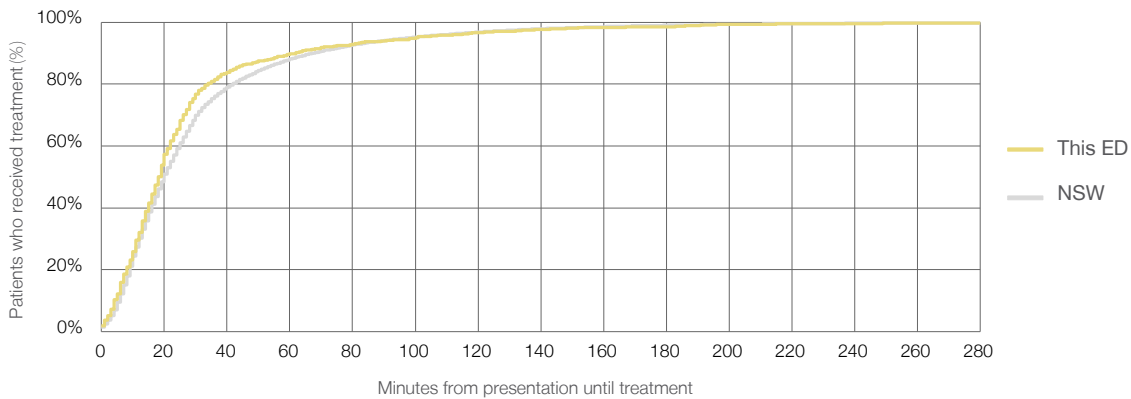
Number of triage 3 patients used to calculate waiting time:³ 1,041

Median time to start treatment⁴ 18 minutes

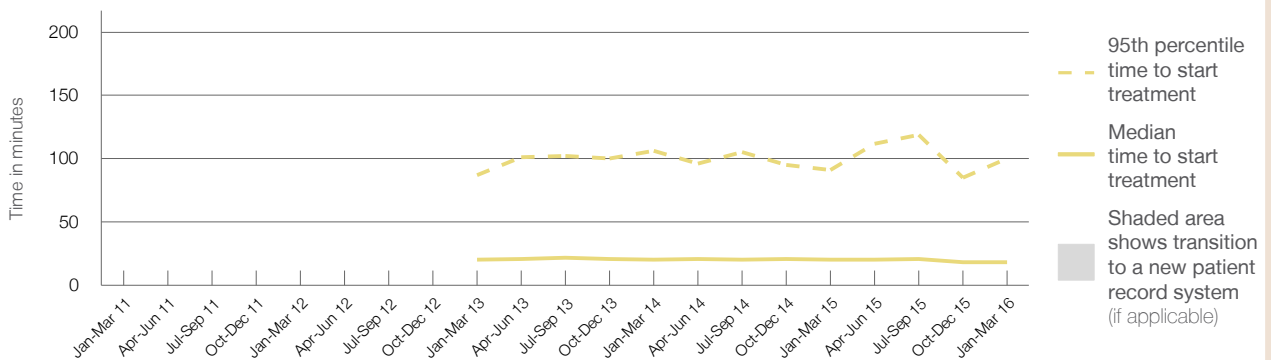
95th percentile time to start treatment⁵ 100 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,103	1,072
Median time to start treatment ⁴	20 minutes	20 minutes
95th percentile time to start treatment ⁵	91 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	20	20	18
95th percentile time to start treatment ⁵ (minutes)			87	106	91	100

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Bateman's Bay 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: 1,772

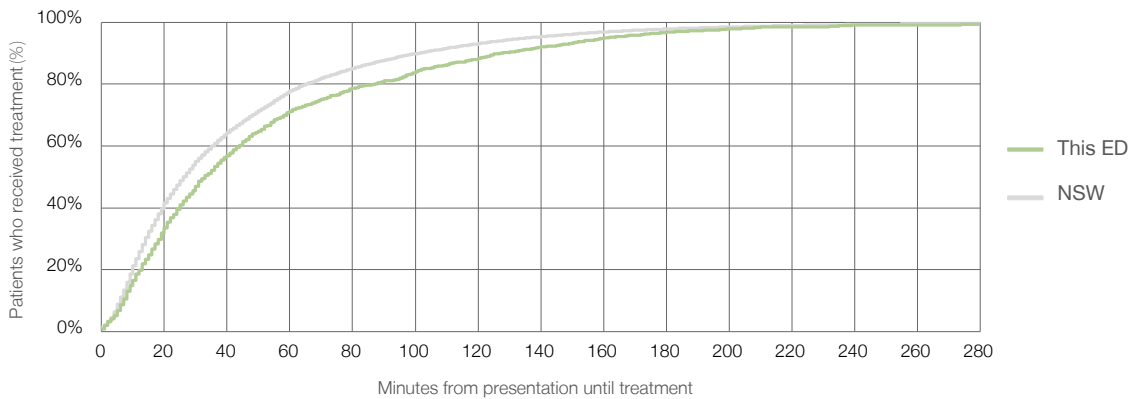
Number of triage 4 patients used to calculate waiting time:³ 1,600

Median time to start treatment⁴ 33 minutes

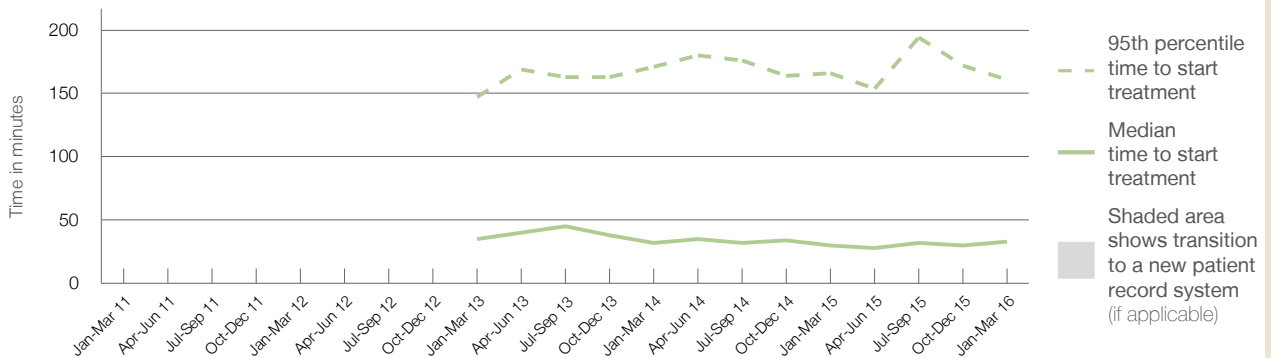
95th percentile time to start treatment⁵ 161 minutes

Same period last year	NSW (this period)
1,584	1,450
30 minutes	26 minutes
166 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)			35	32	30	33
95th percentile time to start treatment ⁵ (minutes)			147	171	166	161

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

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Bateman's Bay 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: 403

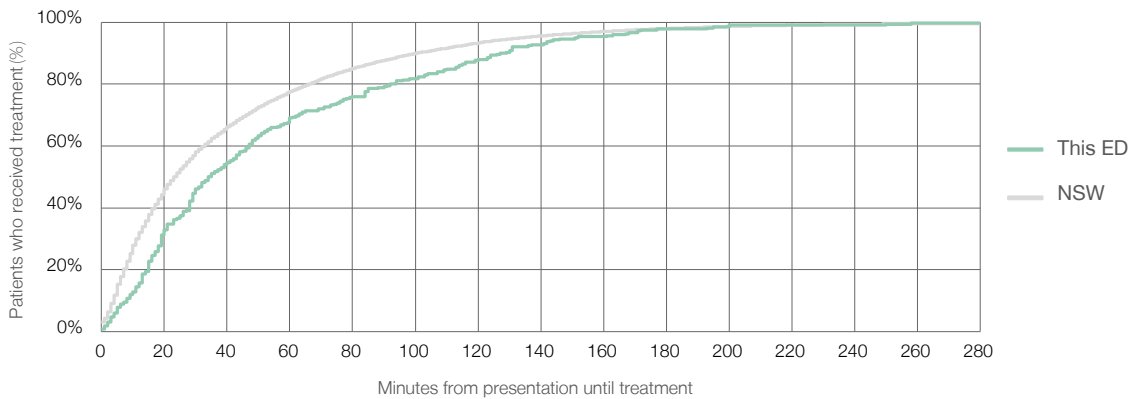
Number of triage 5 patients used to calculate waiting time:³ 317

Median time to start treatment⁴ 34 minutes

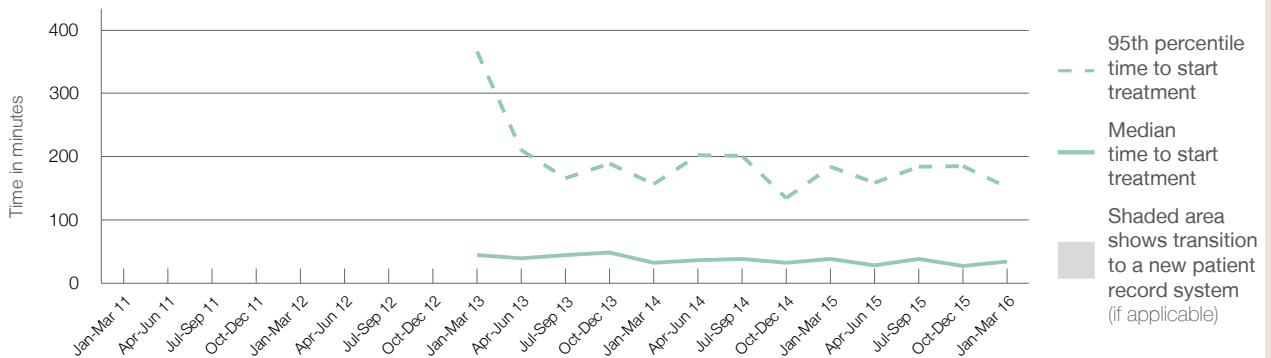
95th percentile time to start treatment⁵ 152 minutes

	Same period last year	NSW (this period)
	377	
	294	
	38 minutes	23 minutes
	184 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)			45	32	38	34
95th percentile time to start treatment ⁵ (minutes)			366	157	184	152

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Bateman's Bay District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 3,713 patients

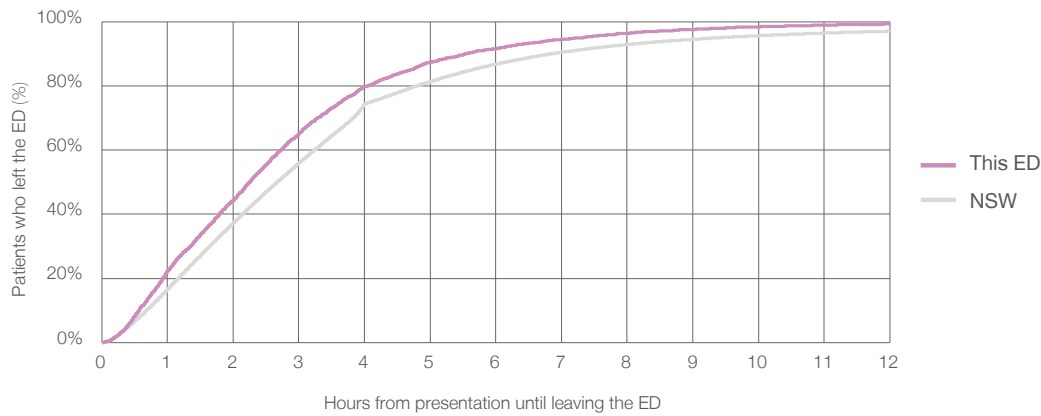
Attendances used to calculate time to leaving the ED:⁶ 3,713 patients

Median time to leaving the ED⁸ 2 hours and 15 minutes

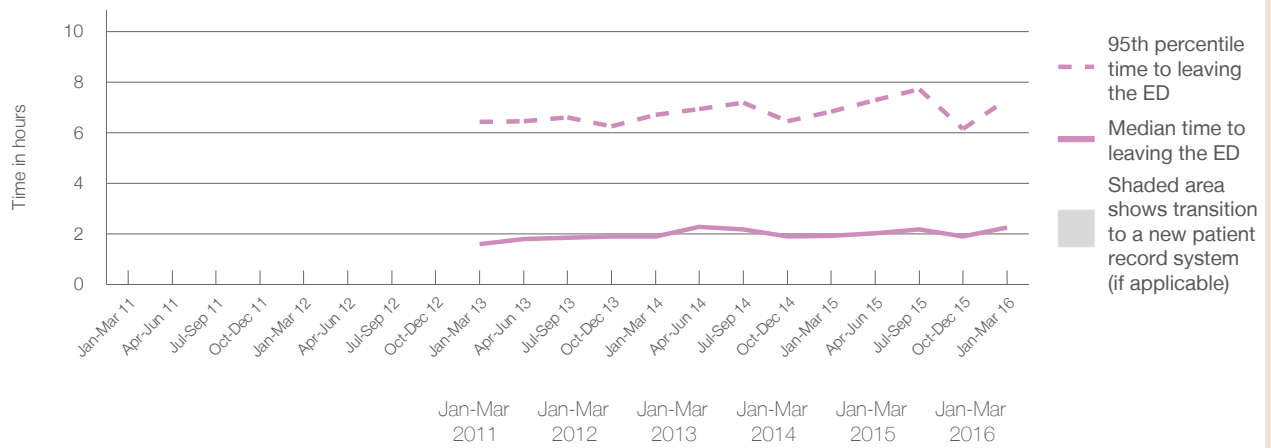
95th percentile time to leaving the ED⁹ 7 hours and 19 minutes

Same period last year	NSW (this period)
3,584	
3,583	
1 hours and 56 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^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			1h 37m	1h 54m	1h 56m	2h 15m
95th percentile time to leaving the ED ⁹ (hours, minutes)			6h 26m	6h 43m	6h 51m	7h 19m

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Bateman's Bay District Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

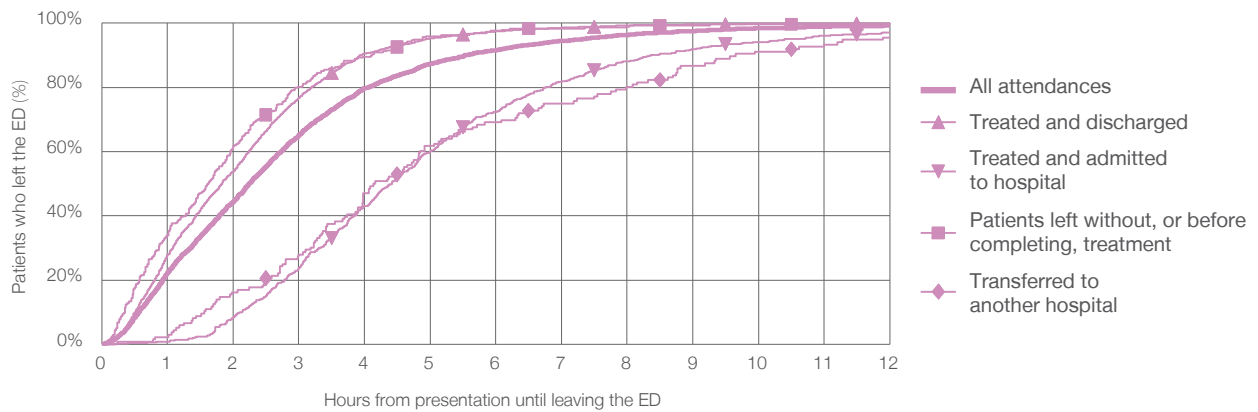
All attendances:¹ 3,713 patients

Attendances used to calculate time to leaving the ED:⁶ 3,713 patients

Treated and discharged	2,568 (69%)
Treated and admitted to hospital	703 (19%)
Patient left without, or before completing, treatment	298 (8%)
Transferred to another hospital	136 (4%)
Other	8 (0%)

	Same period last year	Change since one year ago
	3,583	4%
Treated and discharged	2,525	2%
Treated and admitted to hospital	689	2%
Patient left without, or before completing, treatment	259	15%
Transferred to another hospital	103	32%
Other	8	0%

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	28%	54%	77%	91%	97%	99%	100%	100%
Treated and admitted to hospital	1%	8%	24%	43%	72%	88%	94%	97%
Patient left without, or before completing, treatment	34%	62%	80%	90%	98%	99%	100%	100%
Transferred to another hospital	2%	16%	28%	47%	69%	80%	91%	96%
All attendances	22%	44%	65%	80%	92%	96%	98%	99%

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Bateman's Bay 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 3,713 patients

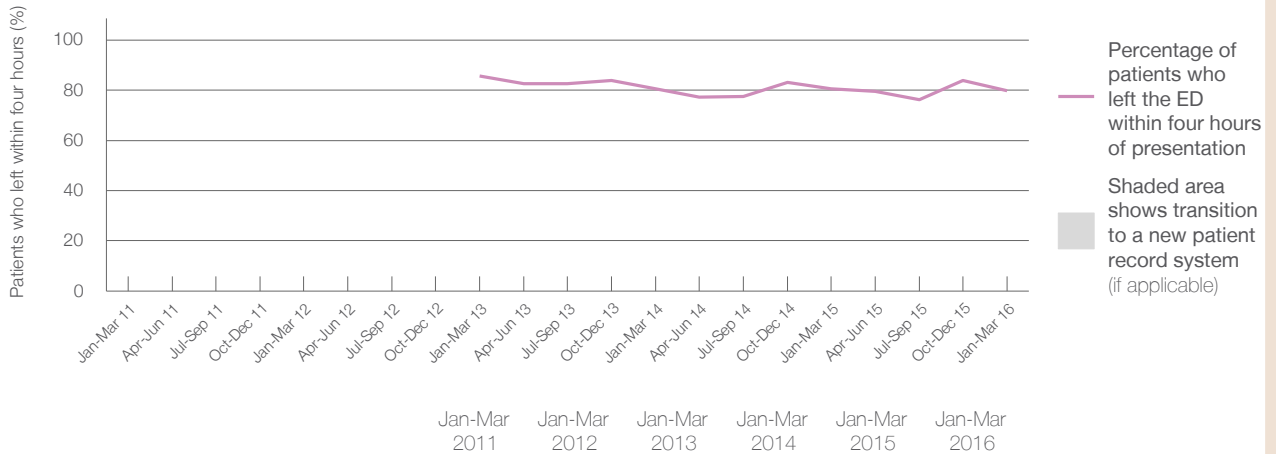
Attendances used to calculate time to leaving the ED: ⁶ 3,713 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
3,584	4%
3,583	4%
81%	

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
	86%	86%	86%	80%	81%	80%

* 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*.
[§] Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- 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).

Bega District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 3,717 patients
Emergency attendances:² 3,466 patients

Same period last year	Change since one year ago
3,222	15%
2,911	19%

Bega District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 268 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 46 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 856 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 97 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,637 patients

Median time to start treatment⁴ 39 minutes
95th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 693 patients

Median time to start treatment⁴ 43 minutes
95th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
200	
7 minutes	8 minutes
24 minutes	35 minutes
774	
17 minutes	20 minutes
74 minutes	99 minutes
1,527	
32 minutes	26 minutes
131 minutes	137 minutes
399	
33 minutes	23 minutes
152 minutes	135 minutes

Bega District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 3,717 patients

Percentage of patients who left the ED within four hours 81%

Same period last year	Change since one year ago
3,222	15%
84%	

* 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.

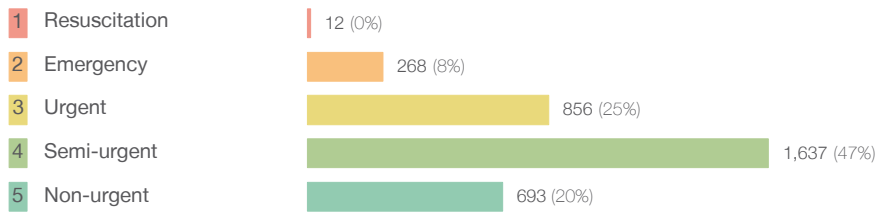
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

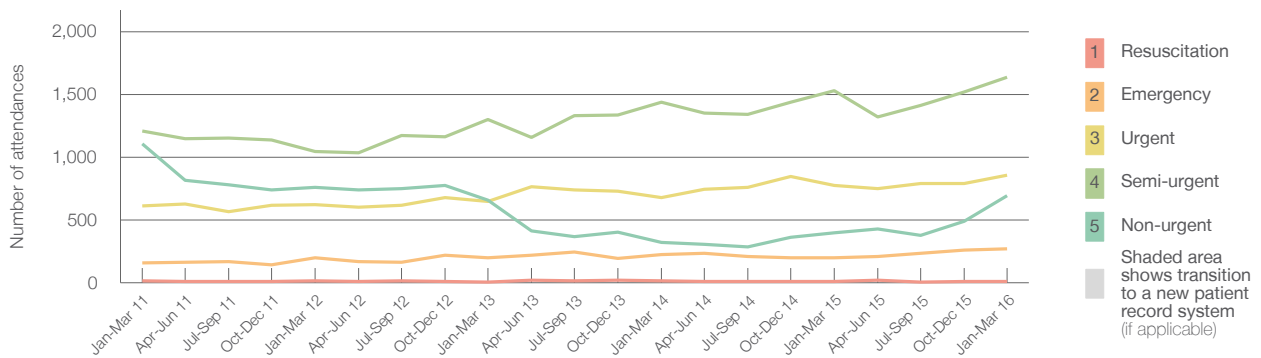
All attendances:¹ 3,717 patients

Emergency attendances² by triage category: 3,466 patients



Same period last year	Change since one year ago
3,222	15%
2,911	19%
11	9%
200	34%
774	11%
1,527	7%
399	74%

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	14	14	5	15	11	12
Emergency	159	198	197	226	200	268
Urgent	609	622	646	676	774	856
Semi-urgent	1,207	1,046	1,302	1,436	1,527	1,637
Non-urgent	1,107	758	658	320	399	693
All emergency attendances	3,096	2,638	2,808	2,673	2,911	3,466

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

Arrivals used to calculate transfer of care time:⁷ 638 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
565	
12 minutes	0 minutes
39 minutes	-1 minute

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(§) 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.

Bega 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: 268

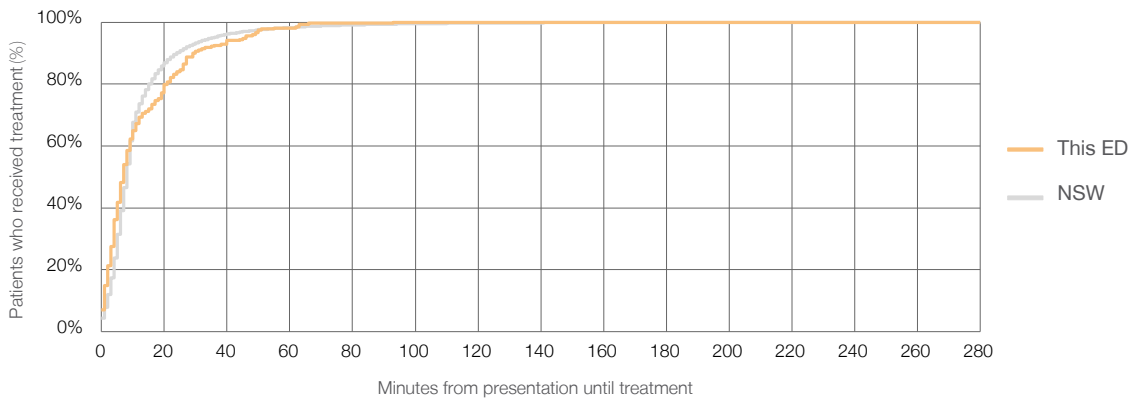
Number of triage 2 patients used to calculate waiting time:³ 268

Median time to start treatment⁴ 7 minutes

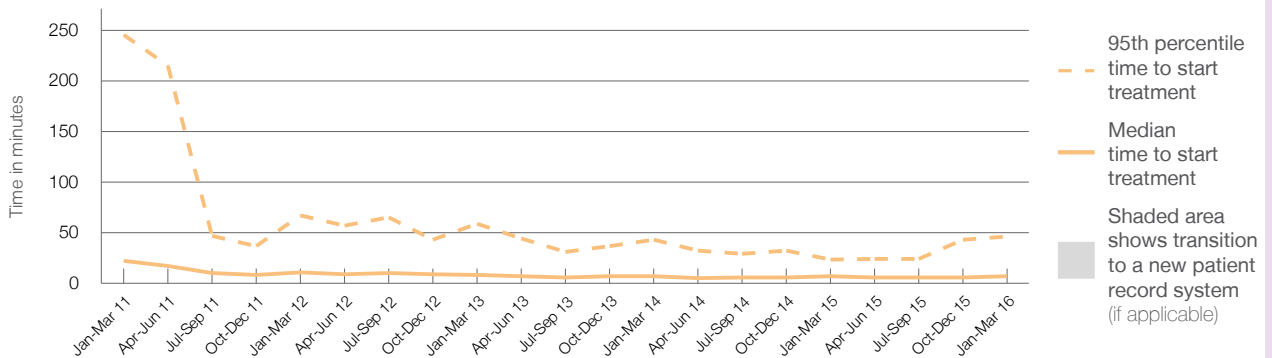
95th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
200	200
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)	22	11	8	7	7	7
95th percentile time to start treatment ⁵ (minutes)	245	67	59	43	24	46

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Bega 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: 856

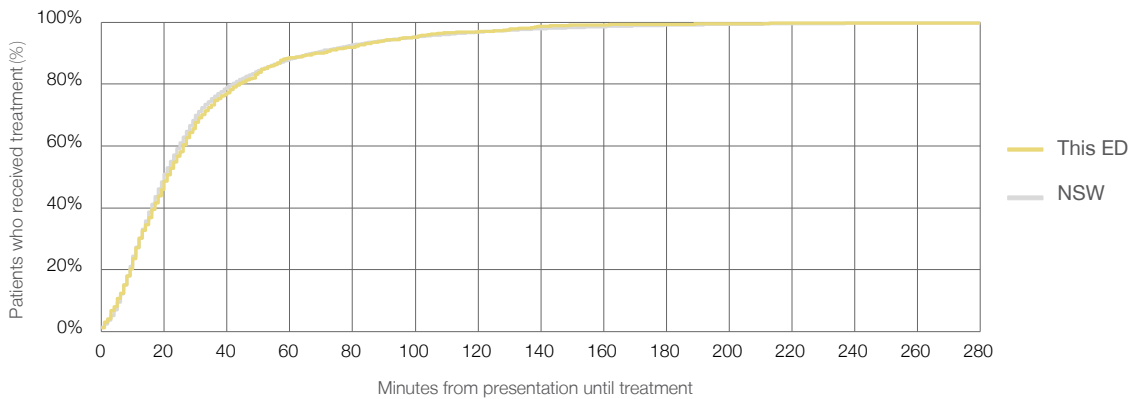
Number of triage 3 patients used to calculate waiting time:³ 843

Median time to start treatment⁴ 21 minutes

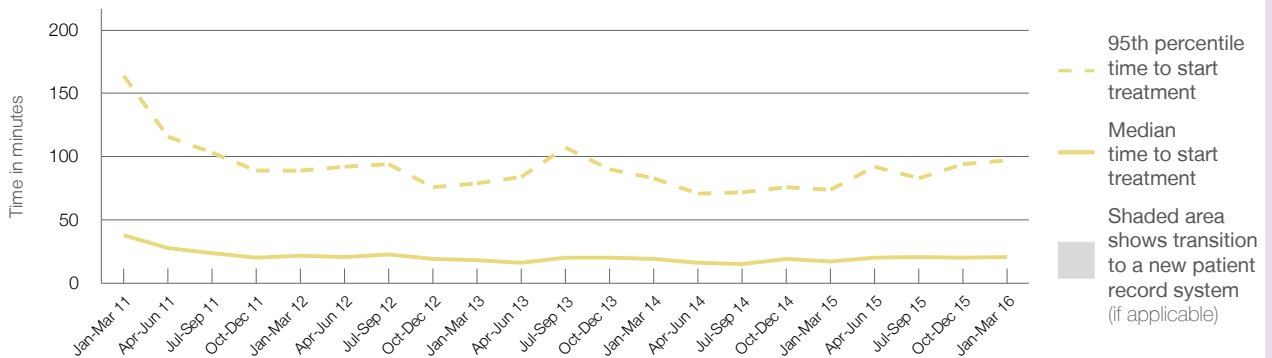
95th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
774	
766	
17 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)	38	22	18	19	17	21
95th percentile time to start treatment ⁵ (minutes)	164	89	79	83	74	97

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

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Bega 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: 1,637

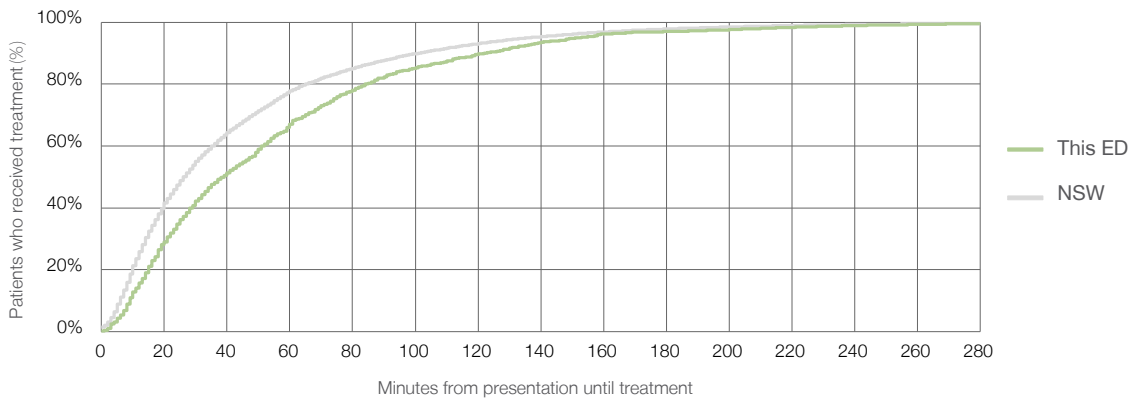
Number of triage 4 patients used to calculate waiting time:³ 1,522

Median time to start treatment⁴ 39 minutes

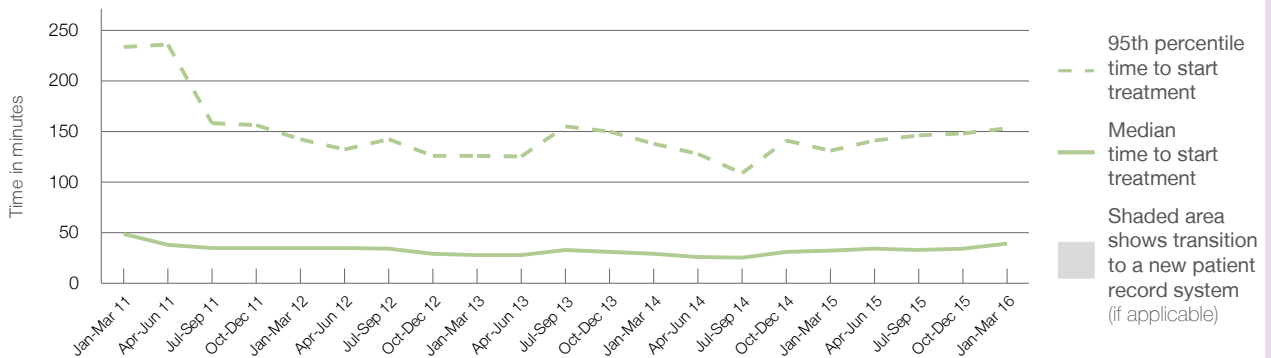
95th percentile time to start treatment⁵ 153 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,527	1,461
Median time to start treatment ⁴	32 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)	49	35	28	29	32	39
95th percentile time to start treatment ⁵ (minutes)	233	142	126	138	131	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.

Bega 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: 693

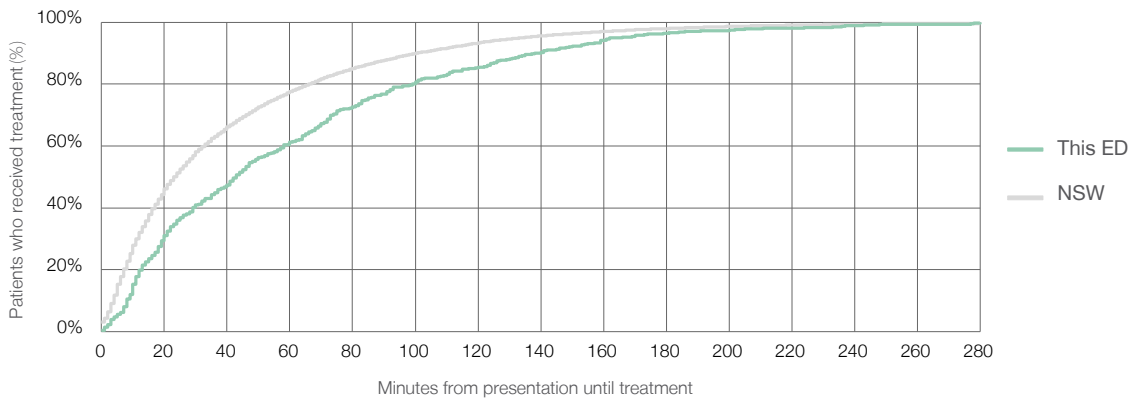
Number of triage 5 patients used to calculate waiting time:³ 591

Median time to start treatment⁴ 43 minutes

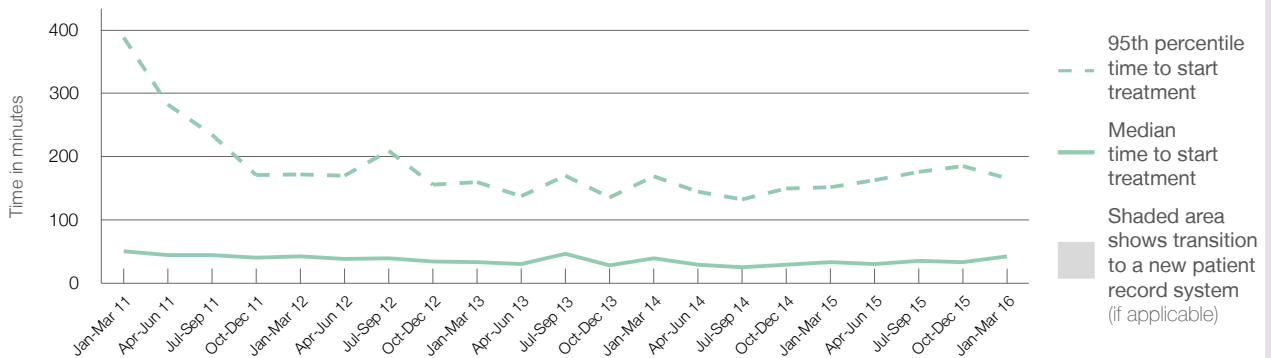
95th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
399	
359	
33 minutes	23 minutes
152 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	43	33	39	33	43
95th percentile time to start treatment ⁵ (minutes)	388	172	160	169	152	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.

Bega District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 3,717 patients

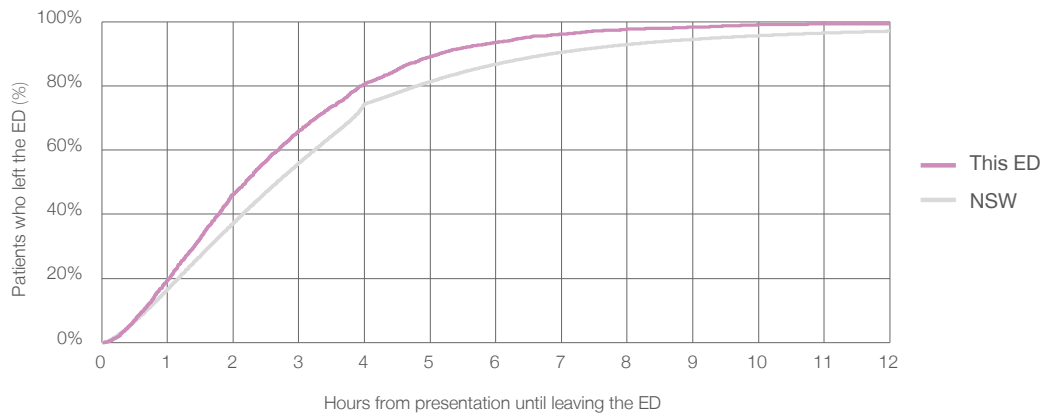
Attendances used to calculate time to leaving the ED:⁶ 3,717 patients

Median time to leaving the ED⁸ 2 hours and 12 minutes

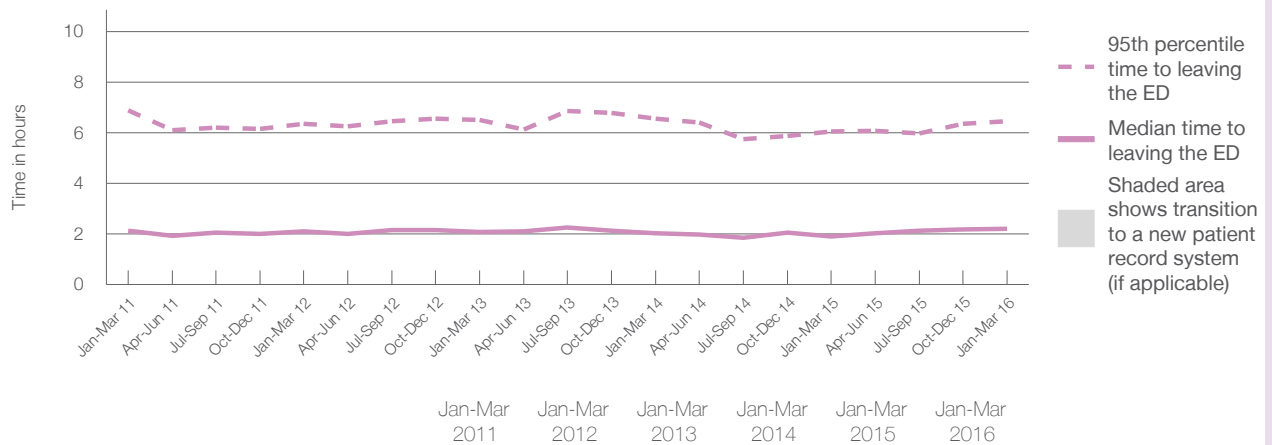
95th percentile time to leaving the ED⁹ 6 hours and 27 minutes

Same period last year	NSW (this period)
3,222	3,222
1 hours and 55 minutes	2 hours and 40 minutes
6 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)	2h 8m	2h 7m	2h 5m	2h 2m	1h 55m	2h 12m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 53m	6h 21m	6h 30m	6h 34m	6h 3m	6h 27m

(†) 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.

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

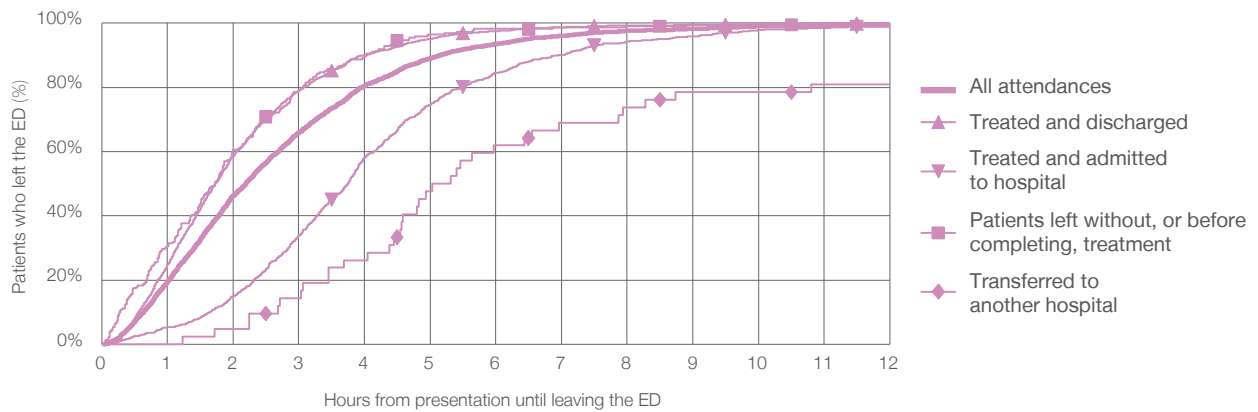
All attendances:¹ 3,717 patients

Attendances used to calculate time to leaving the ED:⁶ 3,717 patients

Treated and discharged	2,427 (65%)
Treated and admitted to hospital	1,021 (27%)
Patient left without, or before completing, treatment	223 (6%)
Transferred to another hospital	42 (1%)
Other	4 (0%)

Same period last year	Change since one year ago
3,222	15%
2,056	18%
1,001	2%
115	94%
40	5%
10	-60%

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	25%	59%	79%	90%	97%	99%	100%	100%
Treated and admitted to hospital	5%	15%	34%	58%	85%	94%	98%	99%
Patient left without, or before completing, treatment	30%	61%	79%	90%	98%	99%	100%	100%
Transferred to another hospital	0%	5%	14%	26%	62%	74%	79%	81%
All attendances	20%	46%	66%	81%	94%	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.

Bega 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 3,717 patients

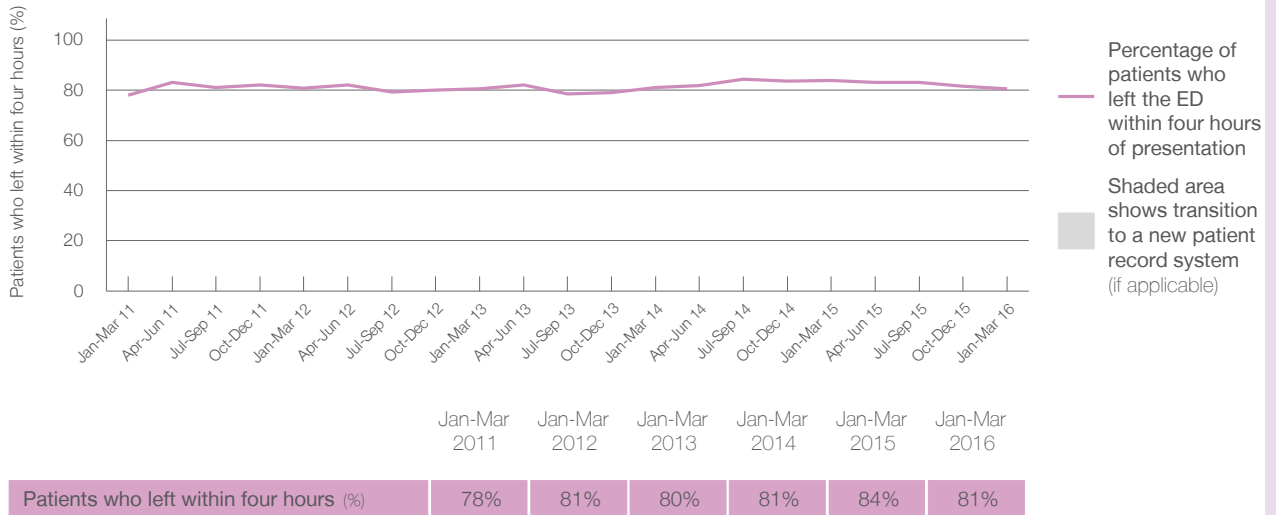
Attendances used to calculate time to leaving the ED:⁶ 3,717 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	3,222	15%
Attendances used to calculate time to leaving the ED	3,222	15%
Percentage of patients who left the ED within four hours	84%	

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).

Goulburn Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,277 patients
 Emergency attendances:² 4,023 patients

Same period last year	Change since one year ago
4,110	4%
3,751	7%

Goulburn Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 515 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,589 patients

Median time to start treatment⁴ 28 minutes
 95th percentile time to start treatment⁵ 138 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,640 patients

Median time to start treatment⁴ 39 minutes
 95th percentile time to start treatment⁵ 189 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 255 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
443	
8 minutes	8 minutes
32 minutes	35 minutes
1,452	
21 minutes	20 minutes
106 minutes	99 minutes
1,582	
26 minutes	26 minutes
142 minutes	137 minutes
264	
16 minutes	23 minutes
102 minutes	135 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,277 patients

Percentage of patients who left the ED within four hours 78%

Same period last year	Change since one year ago
4,110	4%
82%	

* 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.

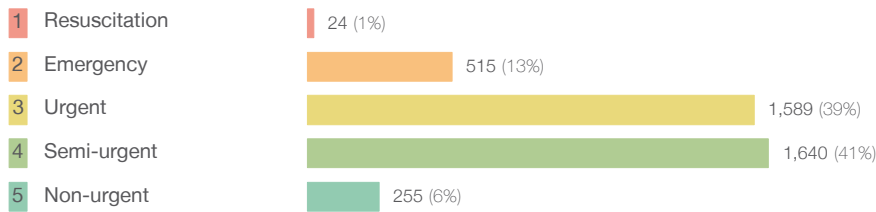
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

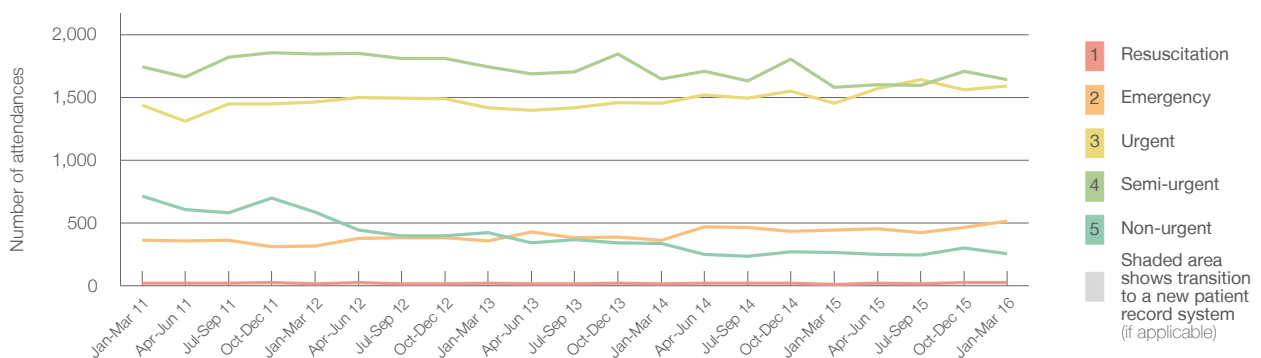
All attendances:¹ 4,277 patients

Emergency attendances² by triage category: 4,023 patients



Same period last year	Change since one year ago
4,110	4%
3,751	7%
10	140%
443	16%
1,452	9%
1,582	4%
264	-3%

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	16	19	16	10	24
Emergency	362	314	356	360	443	515
Urgent	1,436	1,461	1,416	1,452	1,452	1,589
Semi-urgent	1,746	1,844	1,743	1,648	1,582	1,640
Non-urgent	712	588	423	338	264	255
All emergency attendances	4,276	4,223	3,957	3,814	3,751	4,023

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

Arrivals used to calculate transfer of care time:⁷ 780 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
732	
11 minutes	2 minutes
35 minutes	10 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.

Goulburn 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: 515

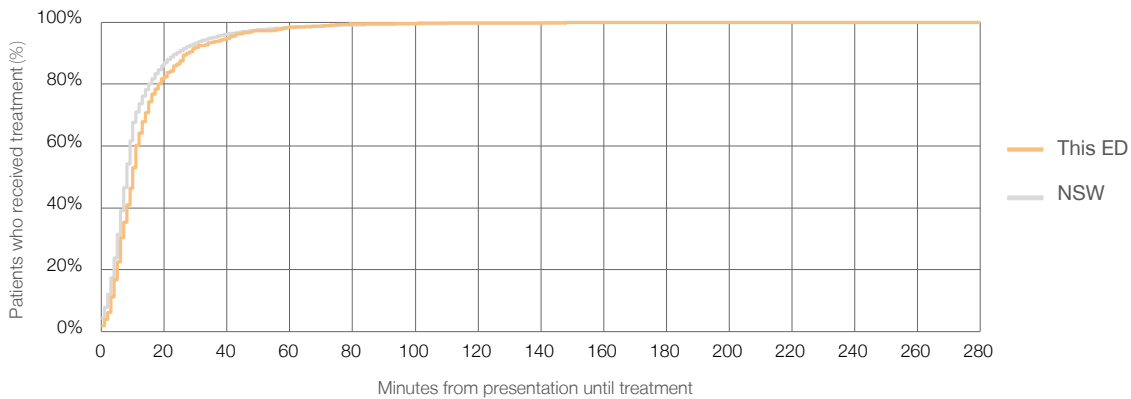
Number of triage 2 patients used to calculate waiting time:³ 515

Median time to start treatment⁴ 10 minutes

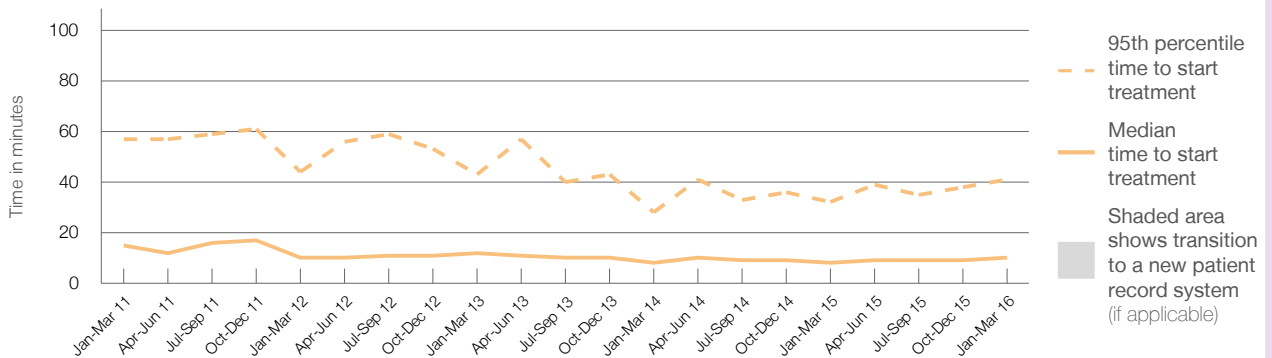
95th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
443	
439	
8 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)	15	10	12	8	8	10
95th percentile time to start treatment ⁵ (minutes)	57	44	43	28	32	41

(†) 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.

Goulburn 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: 1,589

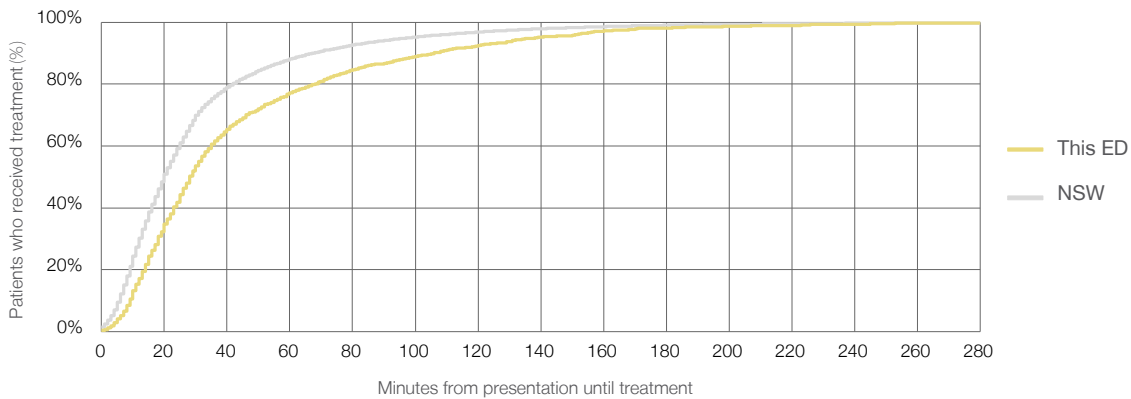
Number of triage 3 patients used to calculate waiting time:³ 1,542

Median time to start treatment⁴ 28 minutes

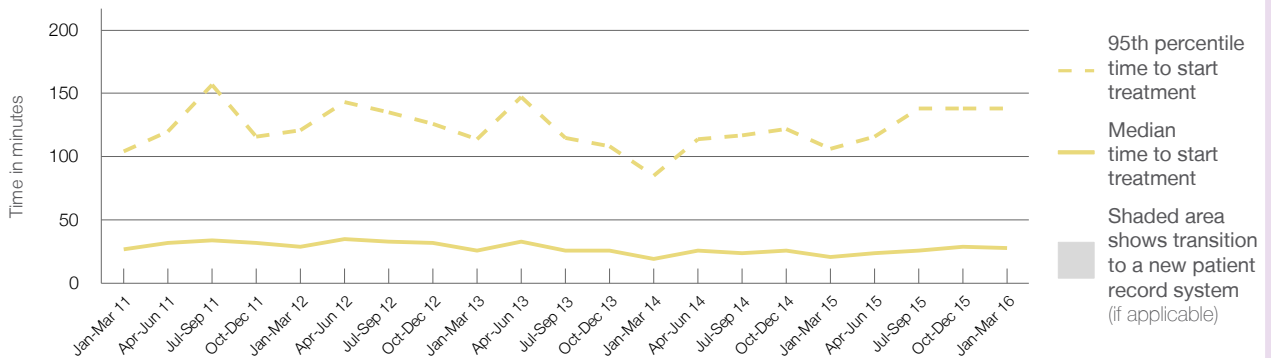
95th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
1,452	1,422
21 minutes	20 minutes
106 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)	27	29	26	19	21	28
95th percentile time to start treatment ⁵ (minutes)	104	121	114	85	106	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.

Goulburn 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: 1,640

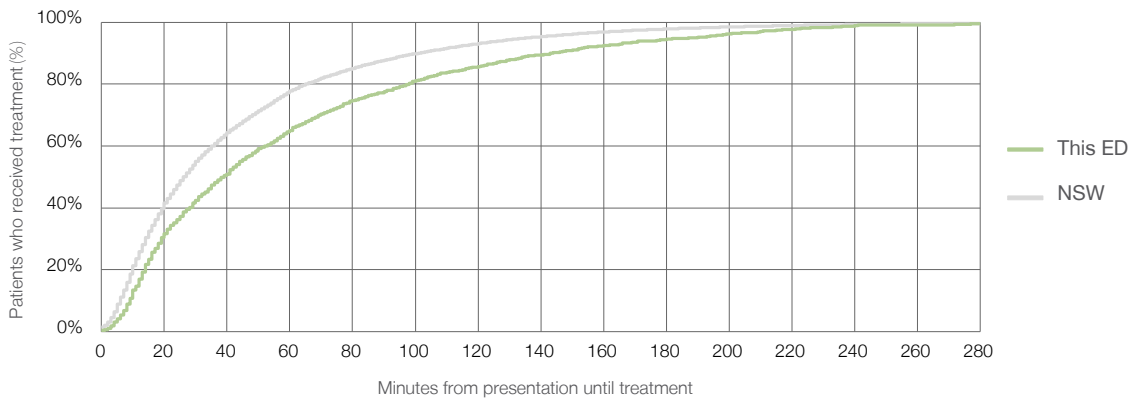
Number of triage 4 patients used to calculate waiting time:³ 1,482

Median time to start treatment⁴ 39 minutes

95th percentile time to start treatment⁵ 189 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,582	1,489
Median time to start treatment ⁴	26 minutes	26 minutes
95th percentile time to start treatment ⁵	142 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)	34	38	34	23	26	39
95th percentile time to start treatment ⁵ (minutes)	141	181	167	123	142	189

(†) 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.

Goulburn 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: 255

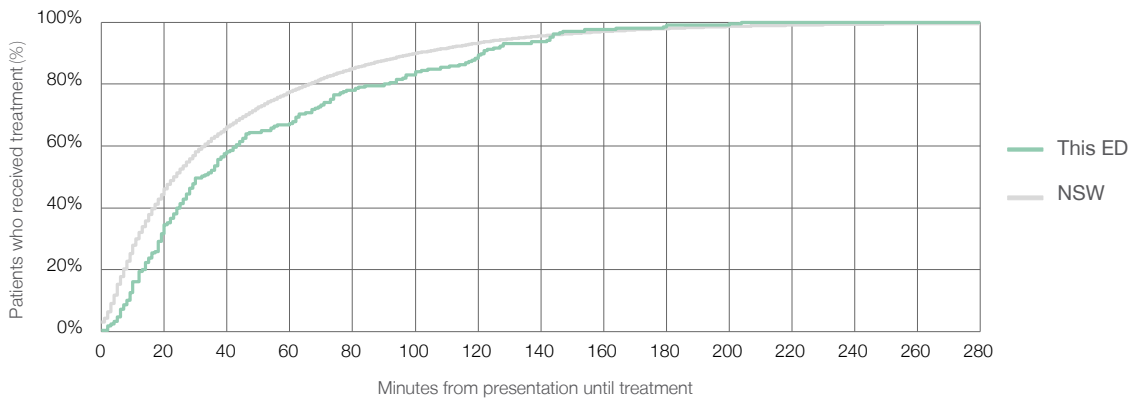
Number of triage 5 patients used to calculate waiting time:³ 205

Median time to start treatment⁴ 32 minutes

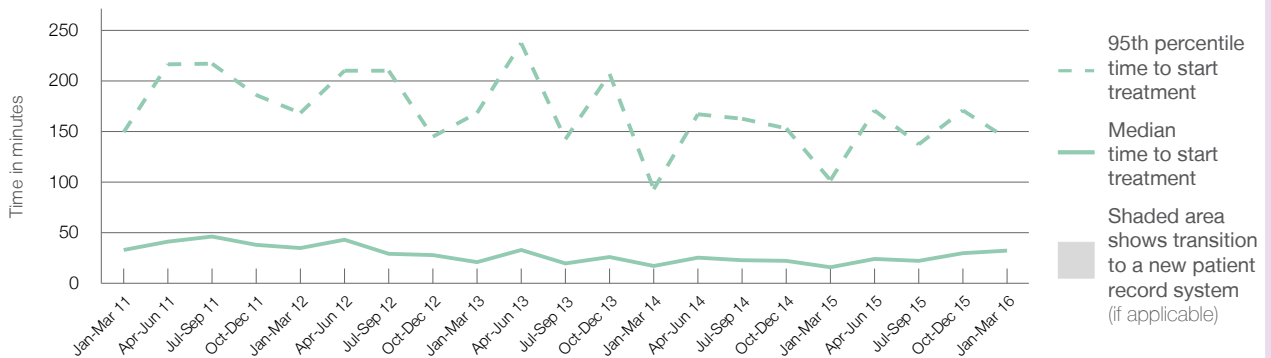
95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
264	
227	
16 minutes	23 minutes
102 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	21	17	16	32
95th percentile time to start treatment ⁵ (minutes)	149	168	168	93	102	143

(†) 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.

Goulburn Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 4,277 patients

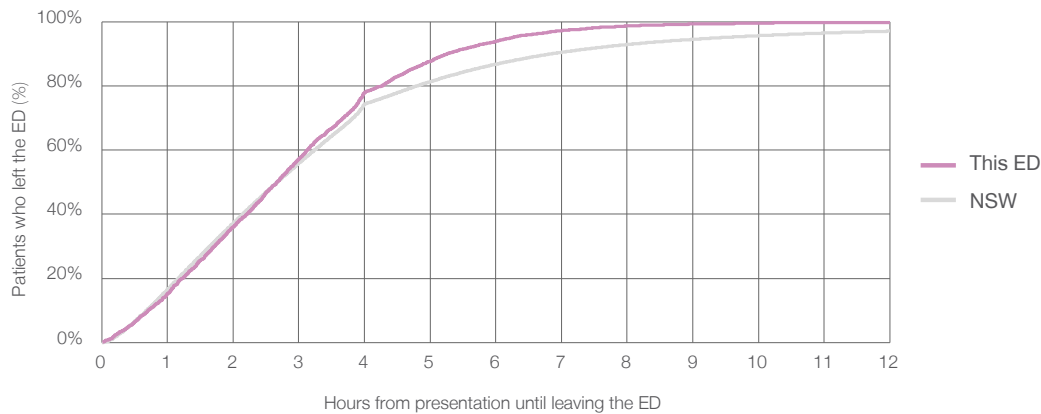
Attendances used to calculate time to leaving the ED:⁶ 4,277 patients

Median time to leaving the ED⁸ 2 hours and 40 minutes

95th percentile time to leaving the ED⁹ 6 hours and 15 minutes

Same period last year	NSW (this period)
4,110	4,110
2 hours and 17 minutes	2 hours and 40 minutes
6 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^{†‡}



	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 59m	2h 26m	2h 28m	2h 4m	2h 17m	2h 40m
95th percentile time to leaving the ED ⁹ (hours, minutes)	7h 16m	8h 41m	7h 58m	6h 8m	6h 9m	6h 15m

(†) 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.

Goulburn Base Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

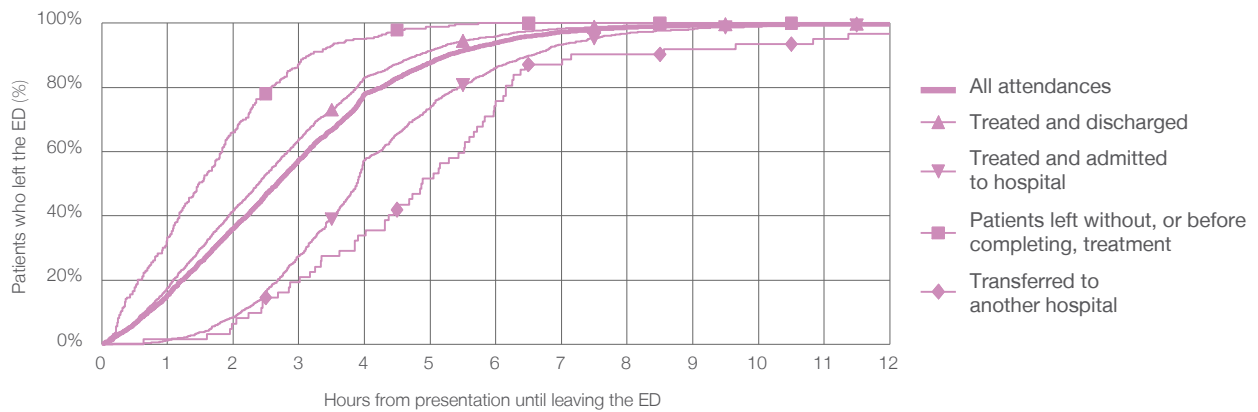
All attendances:¹ 4,277 patients

Attendances used to calculate time to leaving the ED:⁶ 4,277 patients

Treated and discharged	3,027 (71%)
Treated and admitted to hospital	885 (21%)
Patient left without, or before completing, treatment	283 (7%)
Transferred to another hospital	62 (1%)
Other	20 (0%)

Same period last year	Change since one year ago
4,110	4%
3,006	1%
822	8%
212	33%
47	32%
23	-13%

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	18%	42%	64%	83%	96%	99%	100%	100%
Treated and admitted to hospital	1%	8%	27%	57%	86%	97%	99%	99%
Patient left without, or before completing, treatment	33%	66%	87%	95%	100%	100%	100%	100%
Transferred to another hospital	2%	6%	19%	34%	76%	90%	94%	97%
All attendances	15%	36%	57%	78%	94%	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.

Goulburn 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 4,277 patients

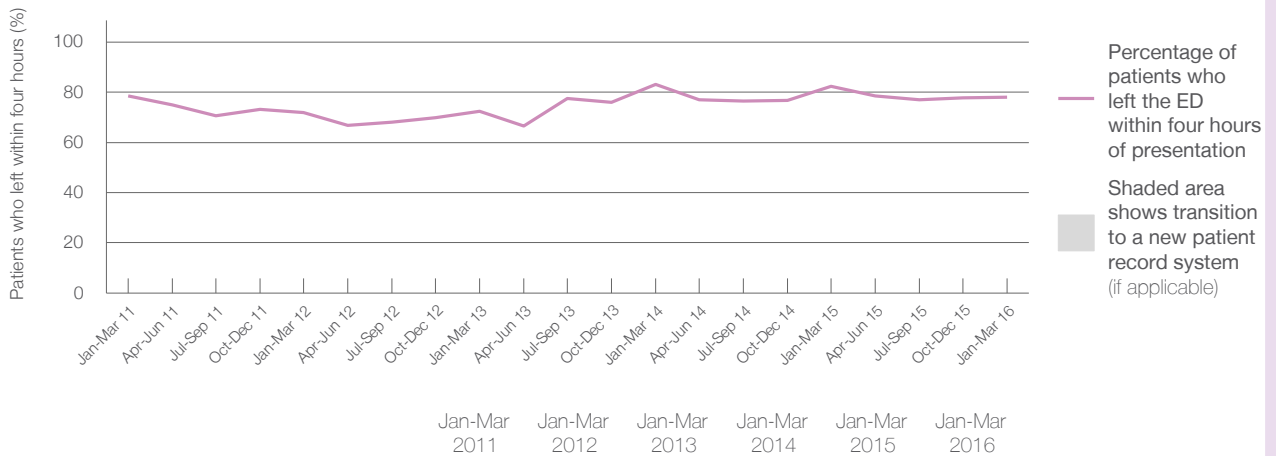
Attendances used to calculate time to leaving the ED:⁶ 4,277 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	4,110	4%
Attendances used to calculate time to leaving the ED	4,110	4%
Percentage of patients who left the ED within four hours	82%	

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 (%)	78%	72%	72%	83%	82%	78%
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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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- 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*.
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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*.
- 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).

Moruya District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 2,794 patients
Emergency attendances:² 2,609 patients

Same period last year	Change since one year ago
2,715	3%
2,592	1%

Moruya District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 260 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 785 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 88 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,107 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 142 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 436 patients

Median time to start treatment⁴ 29 minutes
95th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
281	
8 minutes	8 minutes
43 minutes	35 minutes
741	
21 minutes	20 minutes
92 minutes	99 minutes
1,091	
31 minutes	26 minutes
157 minutes	137 minutes
474	
37 minutes	23 minutes
180 minutes	135 minutes

Moruya District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 2,794 patients

Percentage of patients who left the ED within four hours 77%

Same period last year	Change since one year ago
2,715	3%
75%	

* 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.

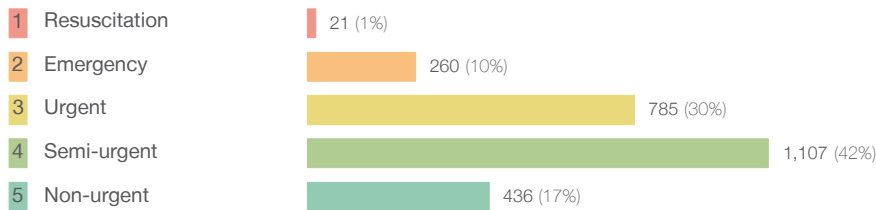
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

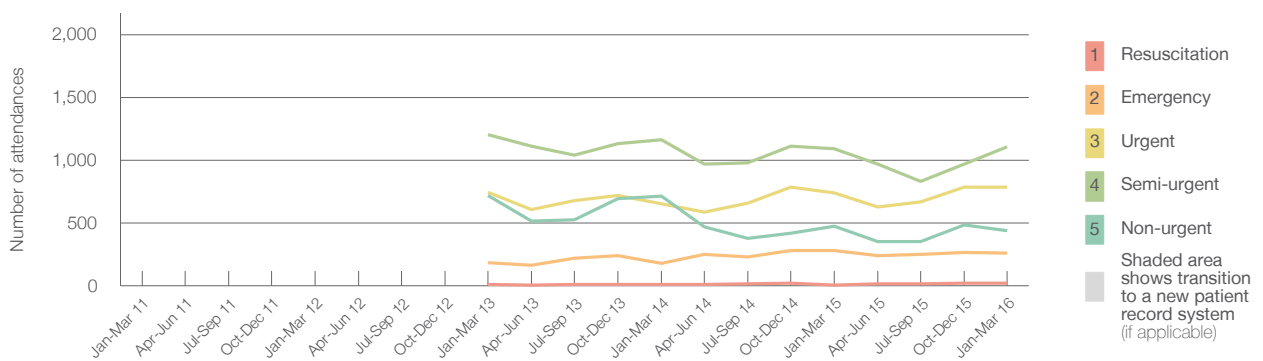
All attendances:¹ 2,794 patients

Emergency attendances² by triage category: 2,609 patients



Same period last year	Change since one year ago
2,715	3%
2,592	1%
5	320%
281	-7%
741	6%
1,091	1%
474	-8%

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			9	7	5	21
Emergency			181	176	281	260
Urgent			746	651	741	785
Semi-urgent			1,205	1,161	1,091	1,107
Non-urgent			721	715	474	436
All emergency attendances			2,862	2,710	2,592	2,609

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

Arrivals used to calculate transfer of care time:⁷ 514 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
484	
13 minutes	0 minutes
53 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Moruya 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: 260

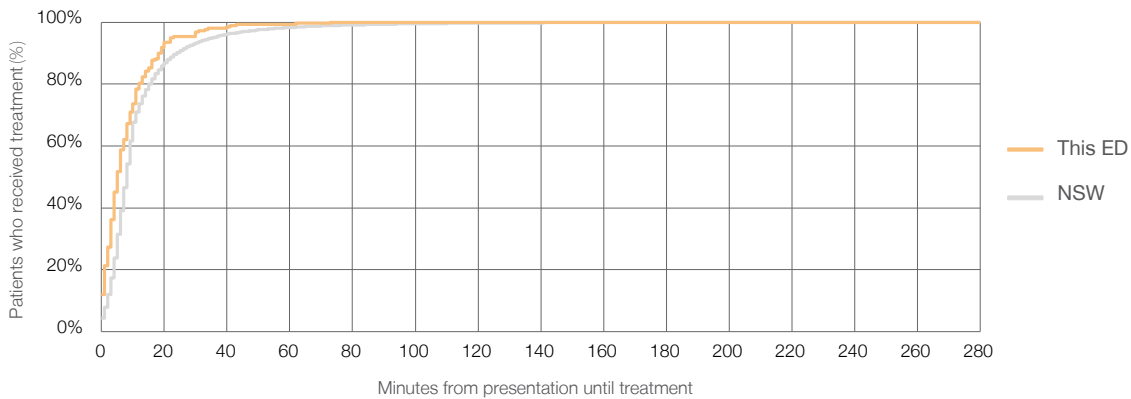
Number of triage 2 patients used to calculate waiting time:³ 259

Median time to start treatment⁴ ■ 5 minutes

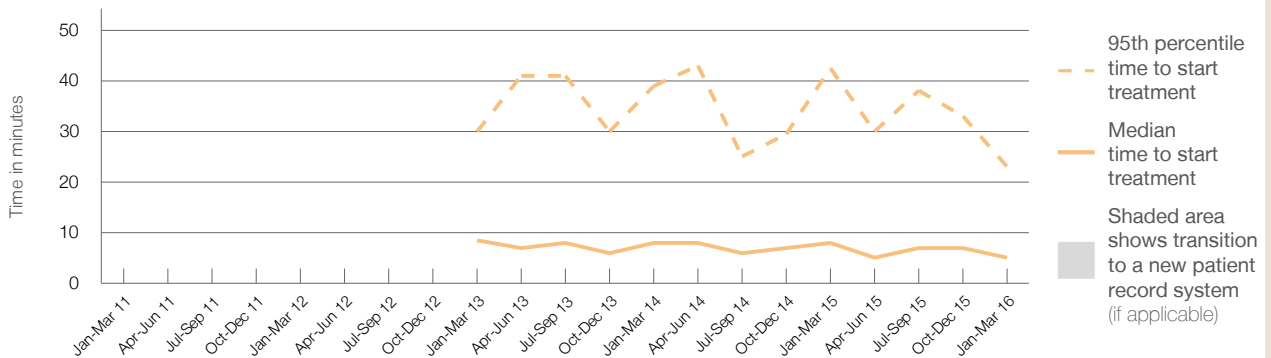
95th percentile time to start treatment⁵ ■ 23 minutes

Same period last year	NSW (this period)
281	
280	
8 minutes	8 minutes
43 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	8	8	5
95th percentile time to start treatment ⁵ (minutes)			30	39	43	23

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya 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: 785

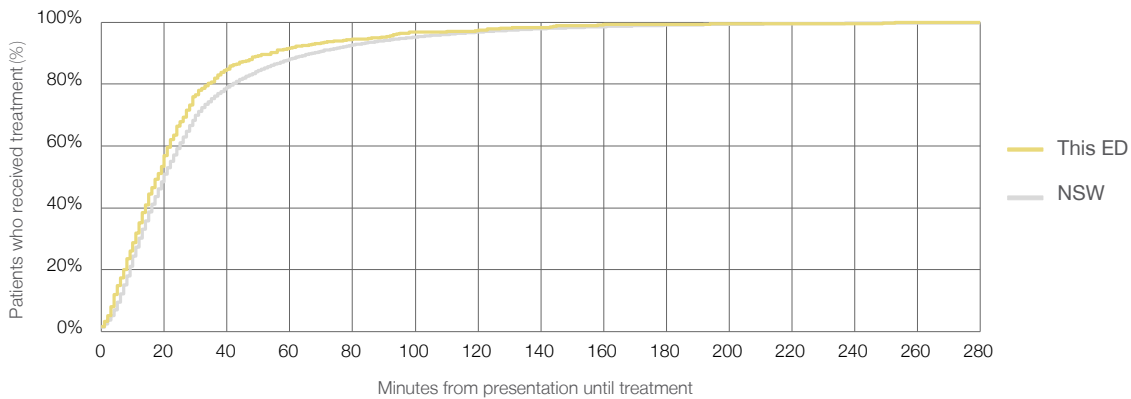
Number of triage 3 patients used to calculate waiting time:³ 761

Median time to start treatment⁴ 18 minutes

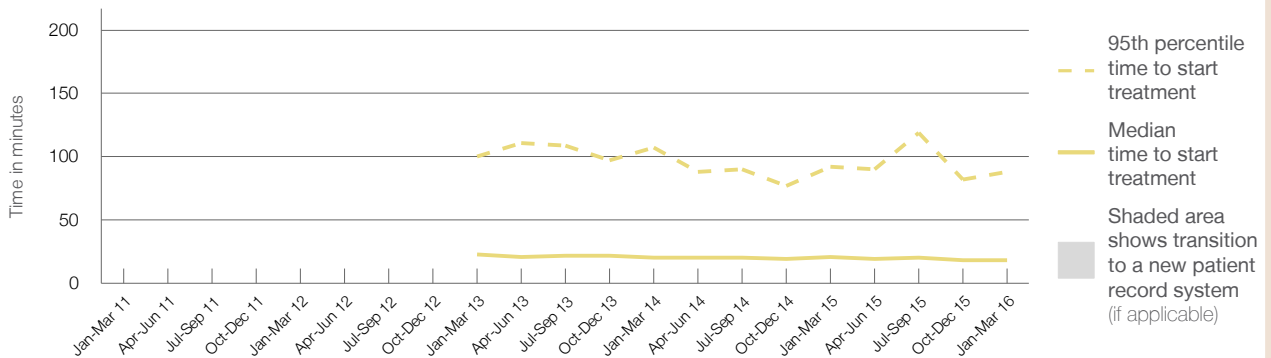
95th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
741	
721	
21 minutes	20 minutes
92 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)			23	20	21	18
95th percentile time to start treatment ⁵ (minutes)			100	107	92	88

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya 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: 1,107

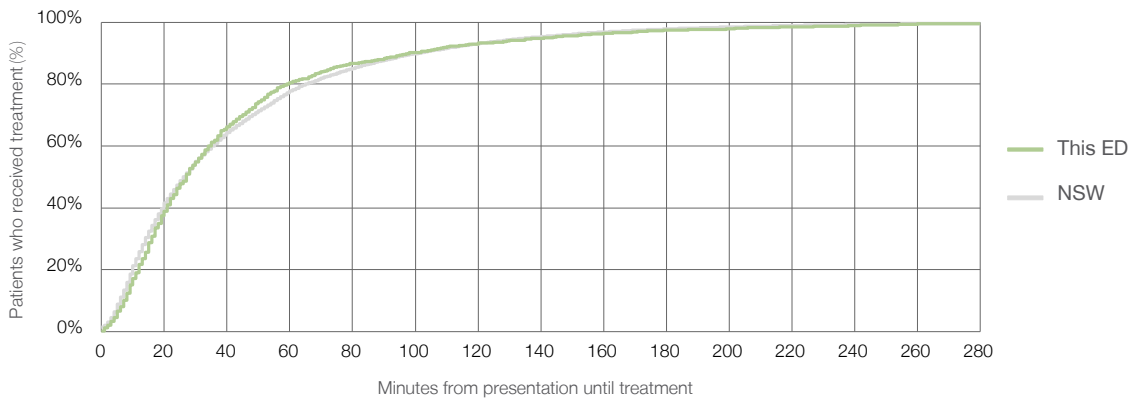
Number of triage 4 patients used to calculate waiting time:³ 1,021

Median time to start treatment⁴ 27 minutes

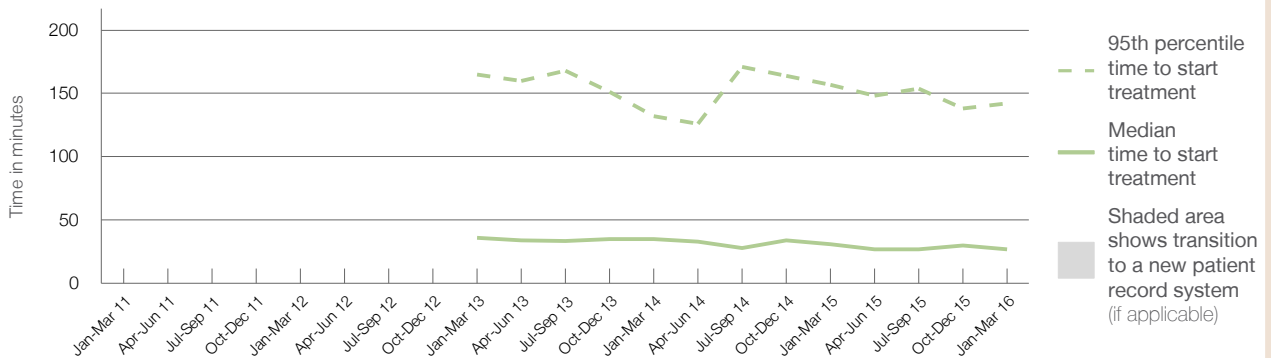
95th percentile time to start treatment⁵ 142 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,091	1,007
Median time to start treatment ⁴	31 minutes	26 minutes
95th percentile time to start treatment ⁵	157 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	35	31	27
95th percentile time to start treatment ⁵ (minutes)			165	132	157	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya 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: 436

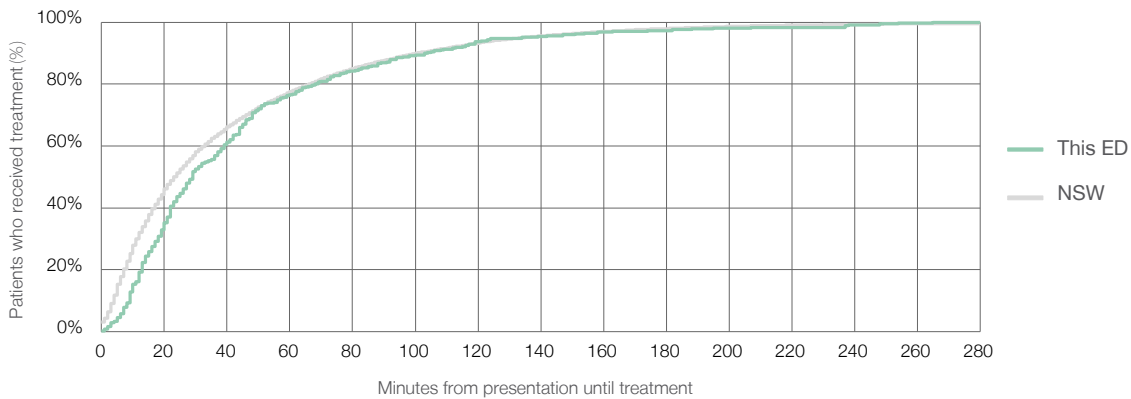
Number of triage 5 patients used to calculate waiting time:³ 367

Median time to start treatment⁴ 29 minutes

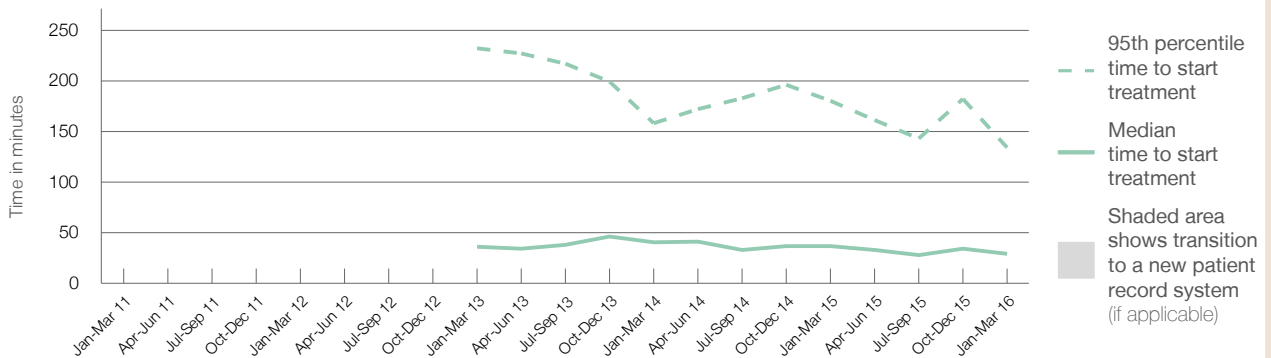
95th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
474	
401	
37 minutes	23 minutes
180 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)			36	41	37	29
95th percentile time to start treatment ⁵ (minutes)			232	158	180	134

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 2,794 patients

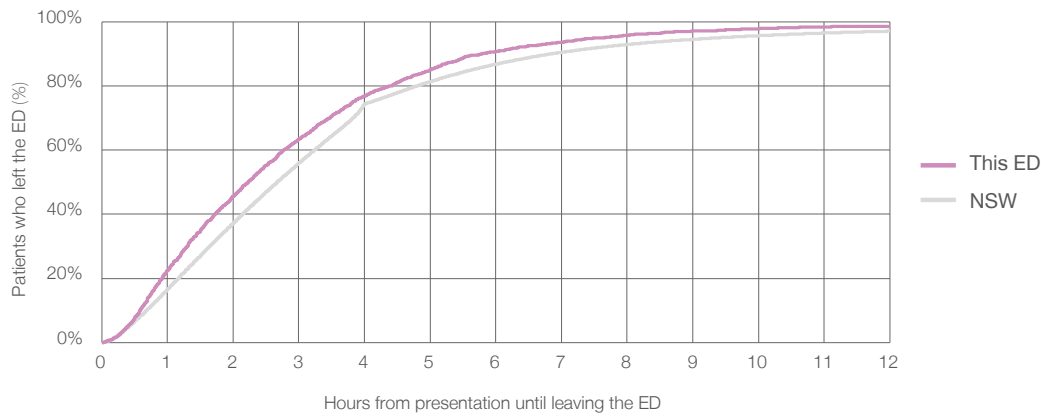
Attendances used to calculate time to leaving the ED:⁶ 2,794 patients

Median time to leaving the ED⁸ 2 hours and 14 minutes

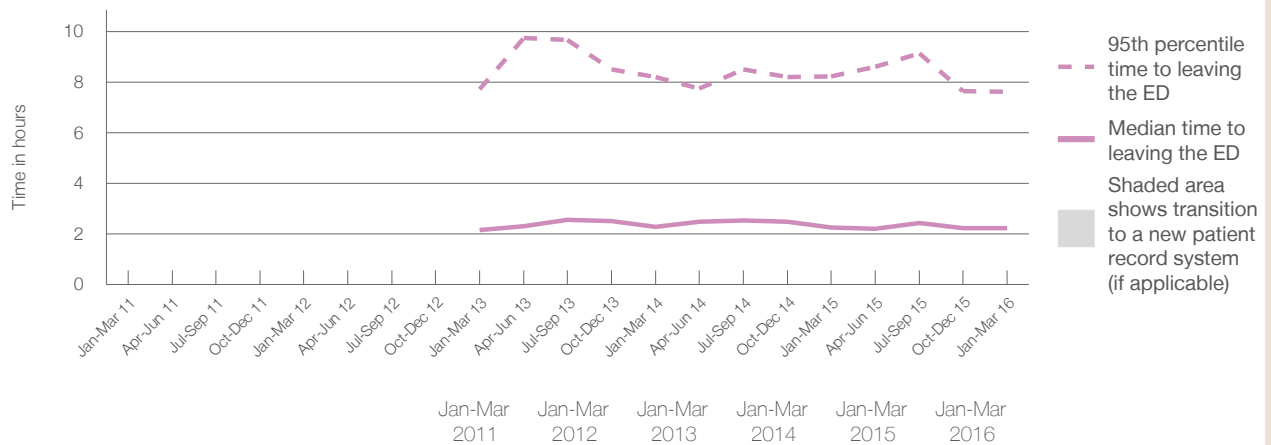
95th percentile time to leaving the ED⁹ 7 hours and 38 minutes

Same period last year	NSW (this period)
2,715	
2,715	
2 hours and 15 minutes	2 hours and 40 minutes
8 hours and 13 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)			2h 10m	2h 17m	2h 15m	2h 14m
95th percentile time to leaving the ED ⁹ (hours, minutes)			7h 43m	8h 12m	8h 13m	7h 38m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

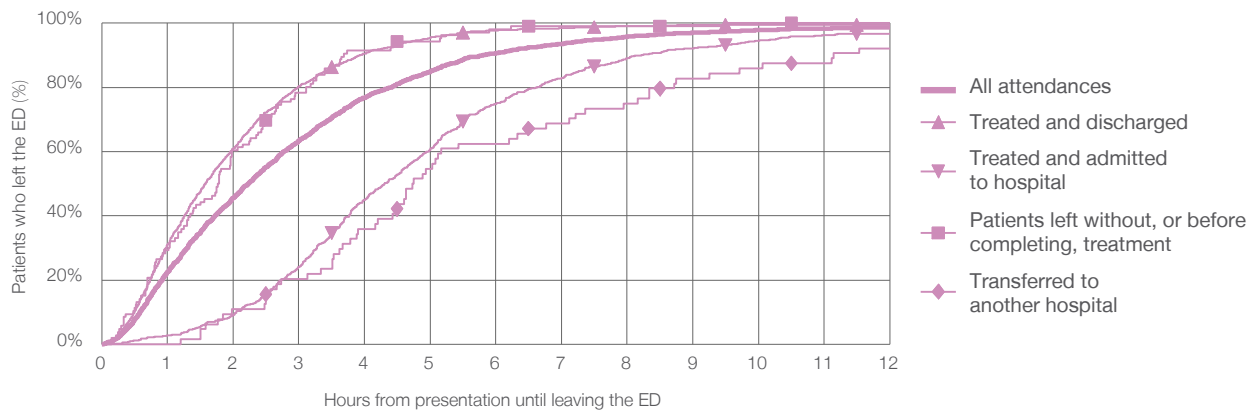
All attendances:¹ 2,794 patients

Attendances used to calculate time to leaving the ED:⁶ 2,794 patients

Treated and discharged	1,854 (66%)
Treated and admitted to hospital	768 (27%)
Patient left without, or before completing, treatment	106 (4%)
Transferred to another hospital	64 (2%)
Other	2 (0%)

Same period last year	Change since one year ago
2,715	3%
1,881	-1%
621	24%
138	-23%
71	-10%
4	-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	31%	61%	80%	91%	98%	99%	99%	100%
Treated and admitted to hospital	3%	9%	24%	45%	75%	89%	95%	97%
Patient left without, or before completing, treatment	29%	60%	78%	92%	98%	99%	100%	100%
Transferred to another hospital	0%	11%	20%	36%	63%	75%	86%	92%
All attendances	23%	46%	63%	77%	91%	96%	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya 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 2,794 patients

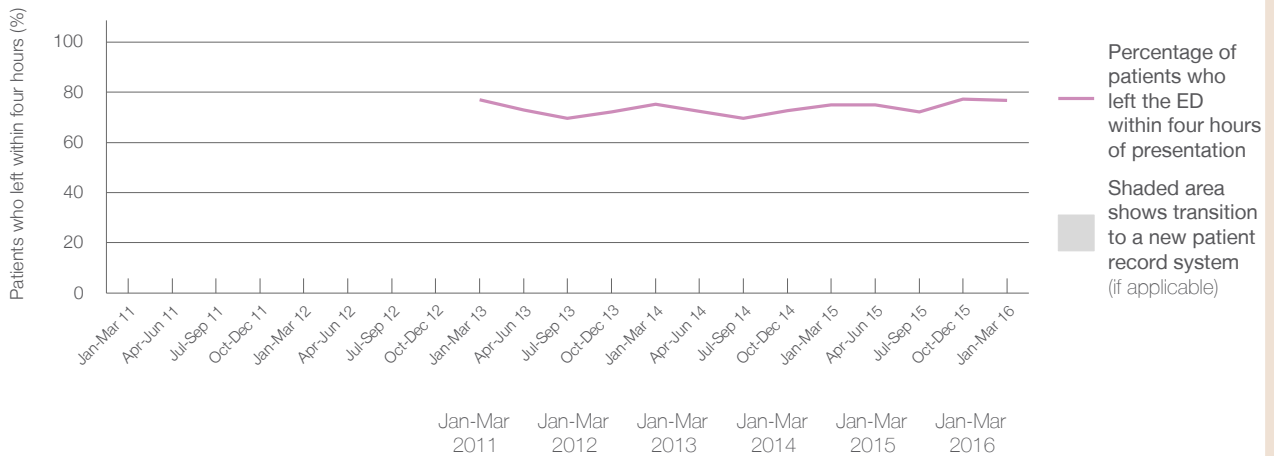
Attendances used to calculate time to leaving the ED: ⁶ 2,794 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	2,715	3%
Attendances used to calculate time to leaving the ED	2,715	3%
Percentage of patients who left the ED within four hours	75%	

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
	77%	77%	77%	77%	77%	77%

* 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*.

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- 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).

Queanbeyan Health Service: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,621 patients
Emergency attendances:² 4,476 patients

Same period last year	Change since one year ago
4,328	7%
4,189	7%

Queanbeyan Health Service: 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 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,154 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 90 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,236 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 138 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 831 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
298	
9 minutes	8 minutes
42 minutes	35 minutes
1,100	
22 minutes	20 minutes
98 minutes	99 minutes
2,062	
29 minutes	26 minutes
165 minutes	137 minutes
729	
29 minutes	23 minutes
182 minutes	135 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,621 patients

Percentage of patients who left the ED within four hours 83%

Same period last year	Change since one year ago
4,328	7%
77%	

* 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.

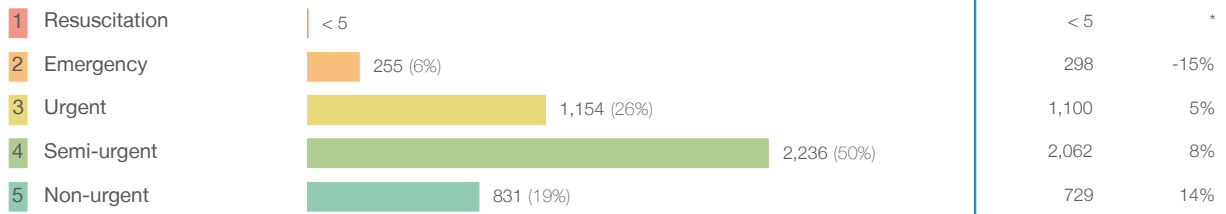
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

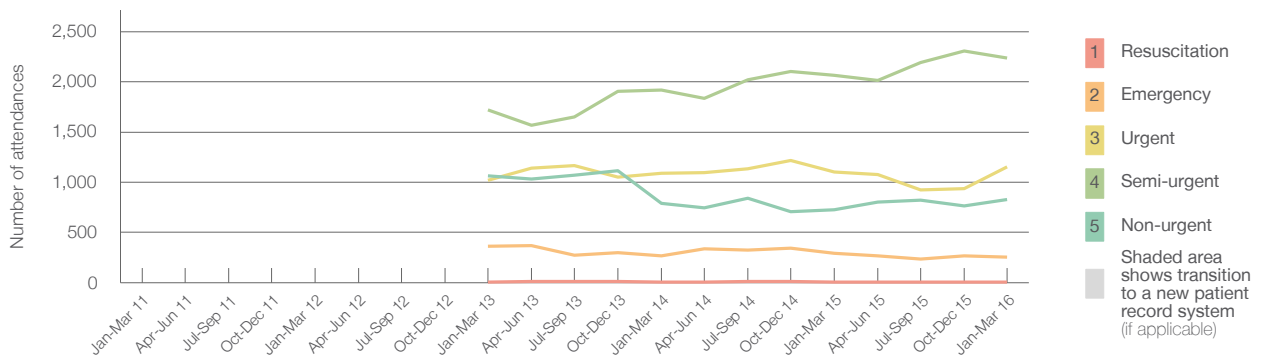
Queanbeyan Health Service: Patients attending the emergency department January to March 2016

All attendances:¹ 4,621 patients

Emergency attendances² by triage category: 4,476 patients



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	7	< 5	< 5
Emergency			361	270	298	255
Urgent			1,019	1,090	1,100	1,154
Semi-urgent			1,722	1,919	2,062	2,236
Non-urgent			1,064	790	729	831
All emergency attendances			4,171	4,076	4,189	4,476

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

Arrivals used to calculate transfer of care time:⁷ 331 patients^{**}

ED Transfer of care time[§]



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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

(§) 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.

Queanbeyan Health Service: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 255

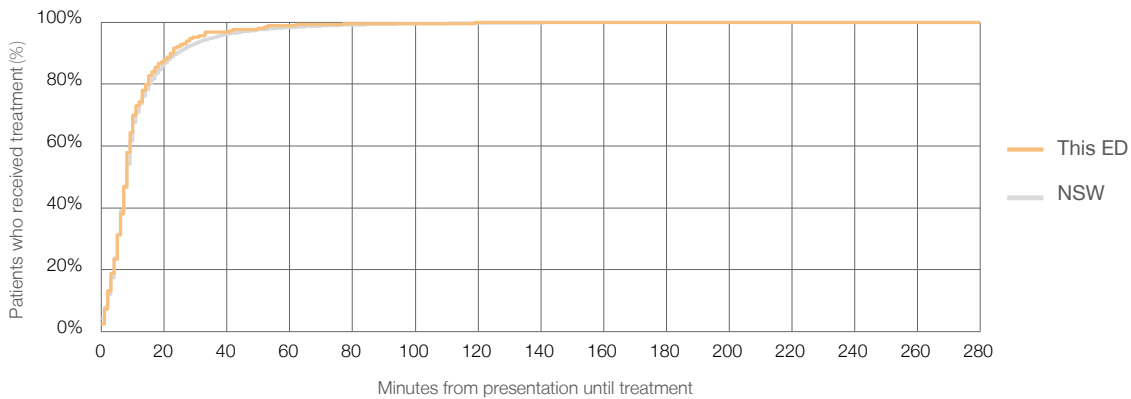
Number of triage 2 patients used to calculate waiting time:³ 249

Median time to start treatment⁴ 8 minutes

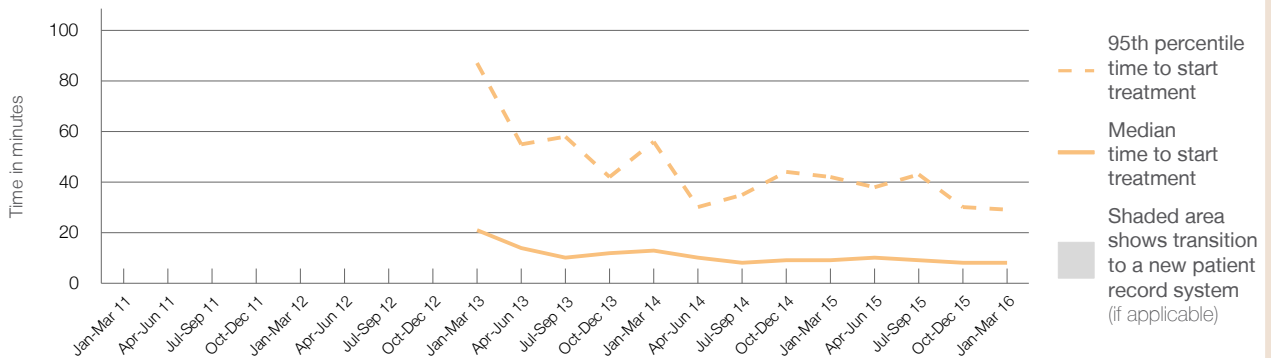
95th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
298	
294	
9 minutes	8 minutes
42 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)			21	13	9	8
95th percentile time to start treatment ⁵ (minutes)			87	56	42	29

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 1,154

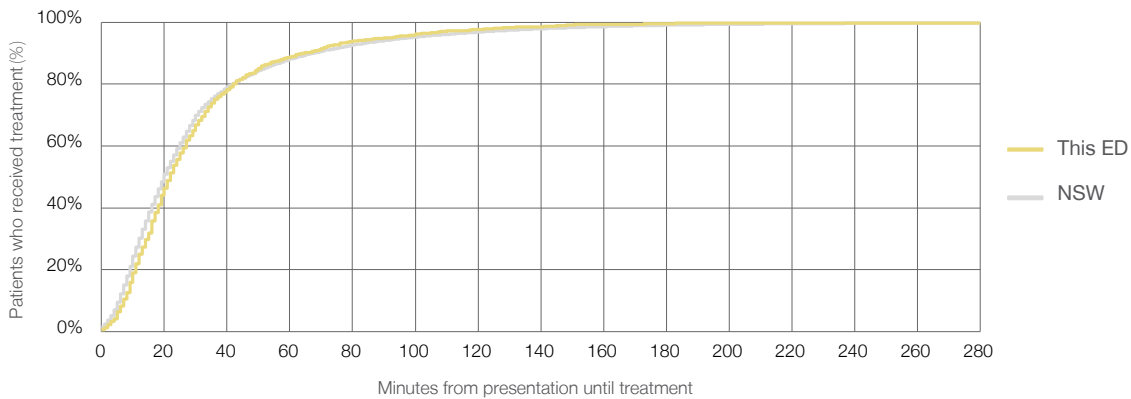
Number of triage 3 patients used to calculate waiting time:³ 1,107

Median time to start treatment⁴ 22 minutes

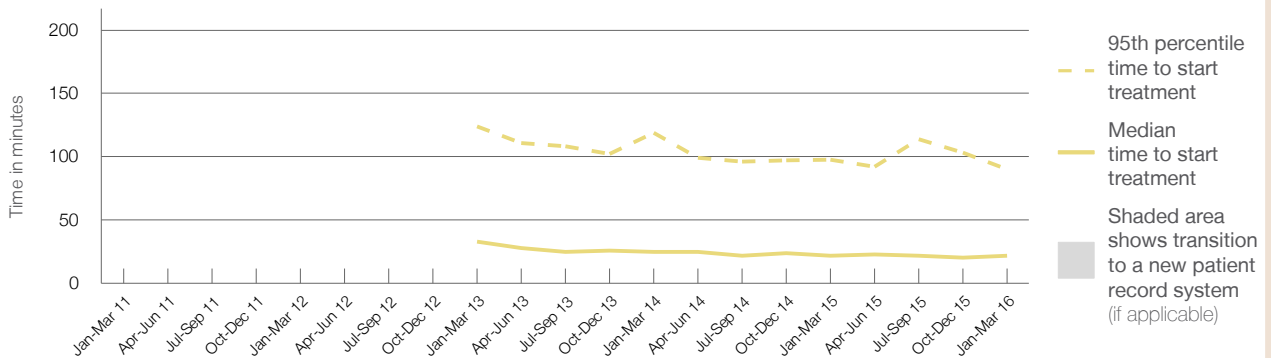
95th percentile time to start treatment⁵ 90 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,100	1,080
Median time to start treatment ⁴	22 minutes	20 minutes
95th percentile time to start treatment ⁵	98 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)			33	25	22	22
95th percentile time to start treatment ⁵ (minutes)			124	119	98	90

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 2,236

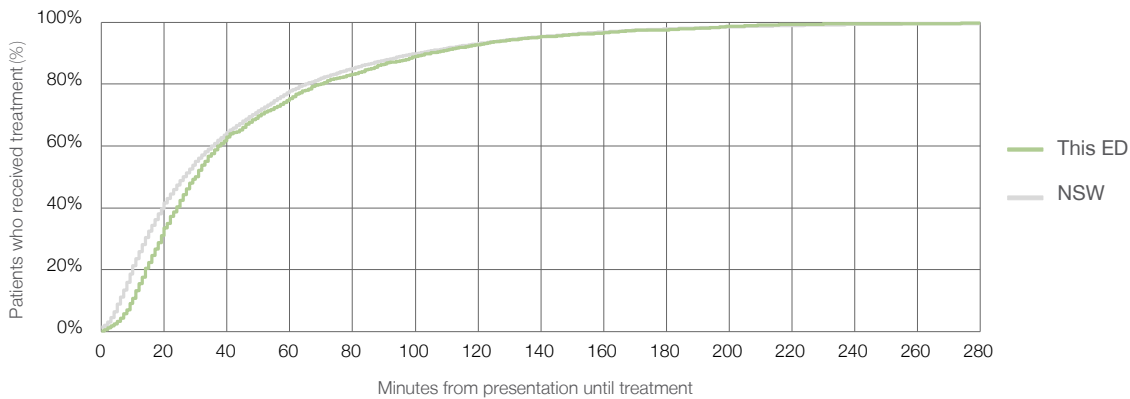
Number of triage 4 patients used to calculate waiting time:³ 2,022

Median time to start treatment⁴ 30 minutes

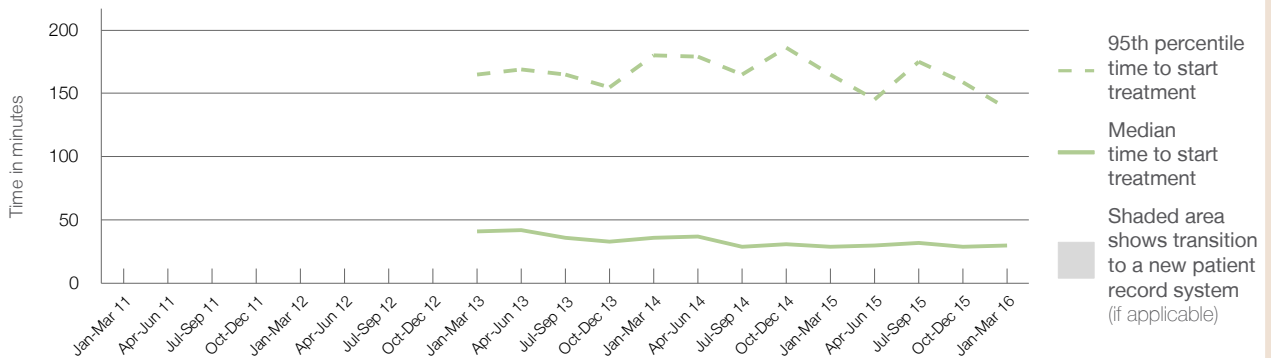
95th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
2,062	1,888
29 minutes	26 minutes
165 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)			41	36	29	30
95th percentile time to start treatment ⁵ (minutes)			165	180	165	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 831

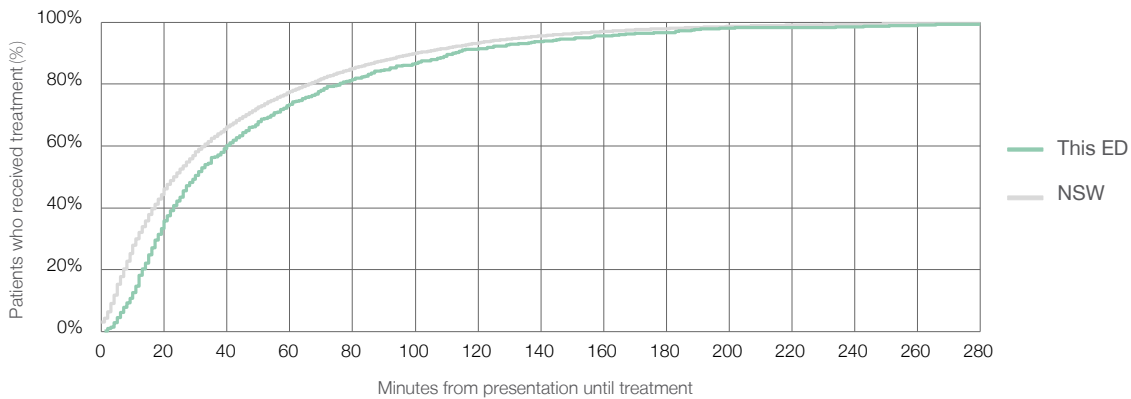
Number of triage 5 patients used to calculate waiting time:³ 667

Median time to start treatment⁴ 30 minutes

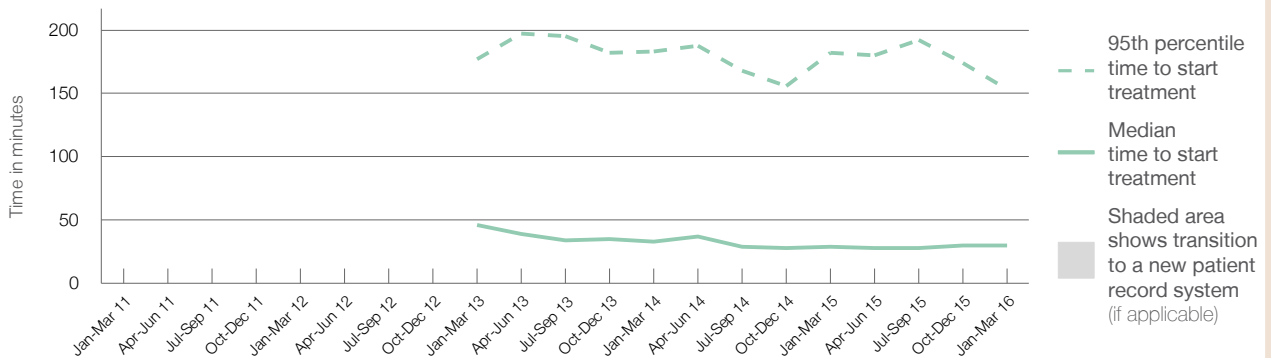
95th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
729	
557	
29 minutes	23 minutes
182 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)			46	33	29	30
95th percentile time to start treatment ⁵ (minutes)			177	183	182	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time from presentation until leaving the ED January to March 2016

All attendances:¹ 4,621 patients

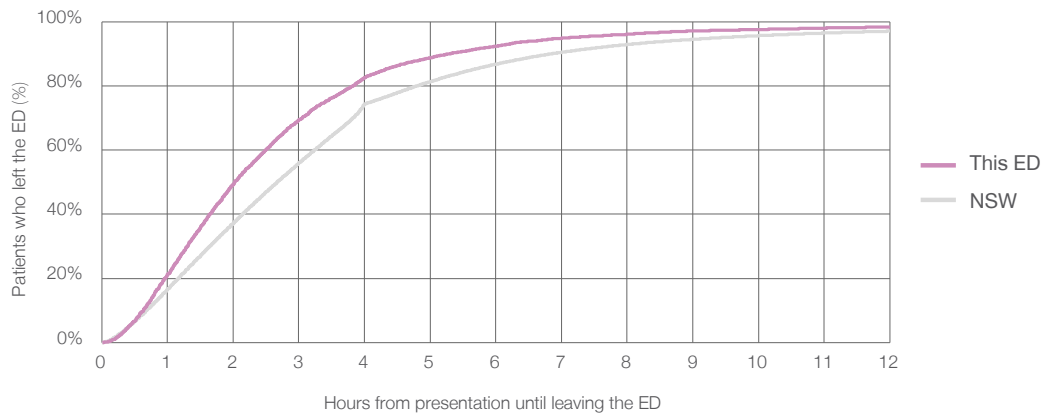
Attendances used to calculate time to leaving the ED:⁶ 4,621 patients

Median time to leaving the ED⁸ 2 hours and 1 minutes

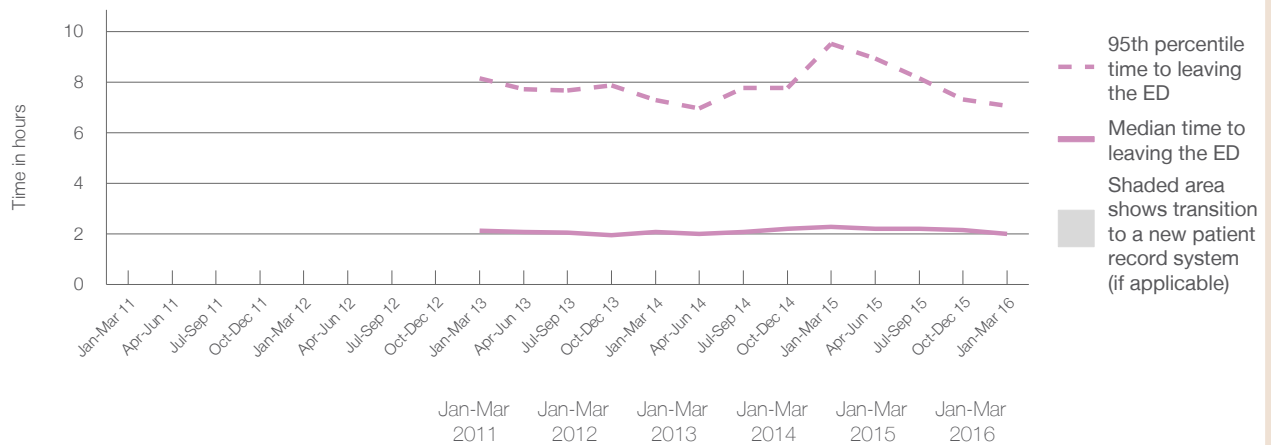
95th percentile time to leaving the ED⁹ 7 hours and 4 minutes

Same period last year	NSW (this period)
4,328	4,328
2 hours and 17 minutes	2 hours and 40 minutes
9 hours and 31 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)			2h 8m	2h 6m	2h 17m	2h 1m
95th percentile time to leaving the ED ⁹ (hours, minutes)			8h 9m	7h 18m	9h 31m	7h 4m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

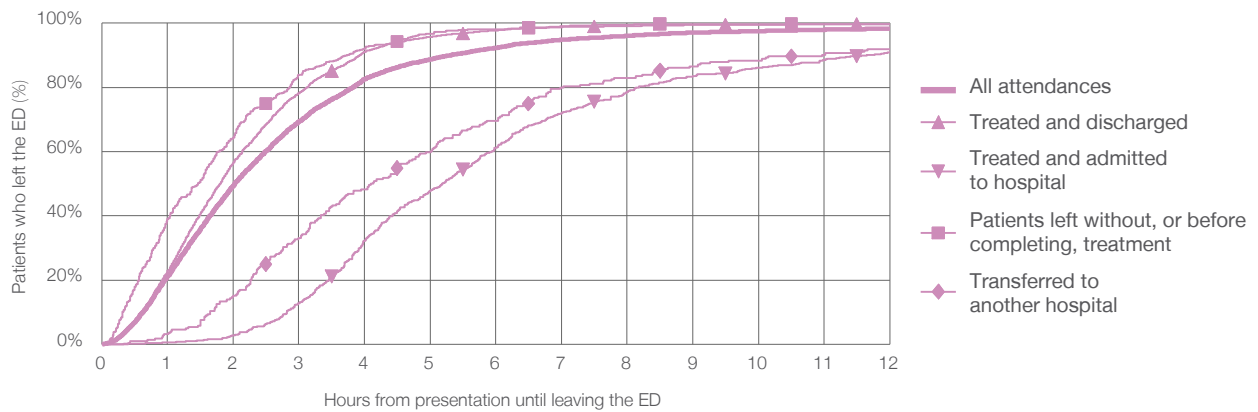
All attendances:¹ 4,621 patients

Attendances used to calculate time to leaving the ED:⁶ 4,621 patients

Treated and discharged	3,405 (74%)
Treated and admitted to hospital	513 (11%)
Patient left without, or before completing, treatment	436 (9%)
Transferred to another hospital	224 (5%)
Other	43 (1%)

Same period last year	Change since one year ago
4,328	7%
3,152	8%
449	14%
530	-18%
195	15%
2	2,050%

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	23%	57%	78%	91%	98%	99%	100%	100%
Treated and admitted to hospital	1%	3%	13%	32%	61%	79%	86%	91%
Patient left without, or before completing, treatment	39%	64%	84%	92%	98%	100%	100%	100%
Transferred to another hospital	3%	15%	33%	48%	70%	83%	88%	92%
All attendances	21%	49%	69%	83%	92%	96%	98%	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 4,621 patients

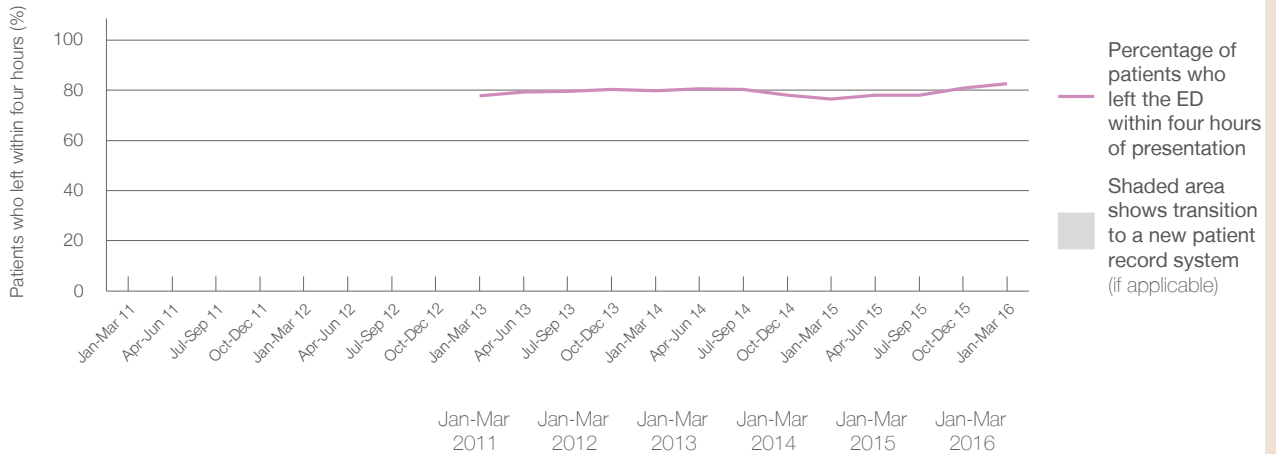
Attendances used to calculate time to leaving the ED: ⁶ 4,621 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
4,328	7%
4,328	7%
77%	

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
	78%	80%	77%	83%		

* 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*.

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- 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).