

Wagga Wagga Base Hospital: Emergency department (ED) overview

January to March 2016



All attendances:¹ 9,793 patients
 Emergency attendances:² 9,554 patients

Same period last year	Change since one year ago
8,970	9%
8,642	11%

Wagga Wagga Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 799 patients

Median time to start treatment⁴  7 minutes
 95th percentile time to start treatment⁵  33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,870 patients

Median time to start treatment⁴  21 minutes
 95th percentile time to start treatment⁵  96 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,026 patients

Median time to start treatment⁴  26 minutes
 95th percentile time to start treatment⁵  118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 823 patients

Median time to start treatment⁴  18 minutes
 95th percentile time to start treatment⁵  109 minutes

Same period last year	NSW (this period)
612	
7 minutes	8 minutes
23 minutes	35 minutes
3,516	
17 minutes	20 minutes
72 minutes	99 minutes
3,788	
19 minutes	26 minutes
111 minutes	137 minutes
703	
13 minutes	23 minutes
106 minutes	135 minutes

Wagga Wagga Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 9,792 patients

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

Same period last year	Change since one year ago
8,970	9%
69%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

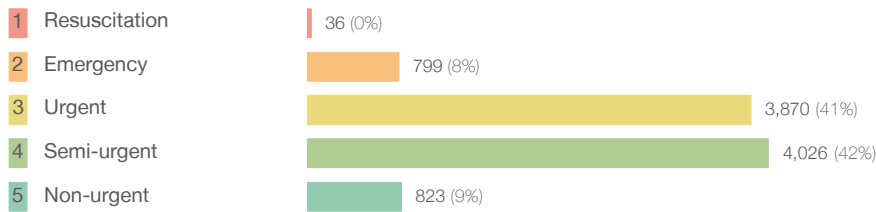
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

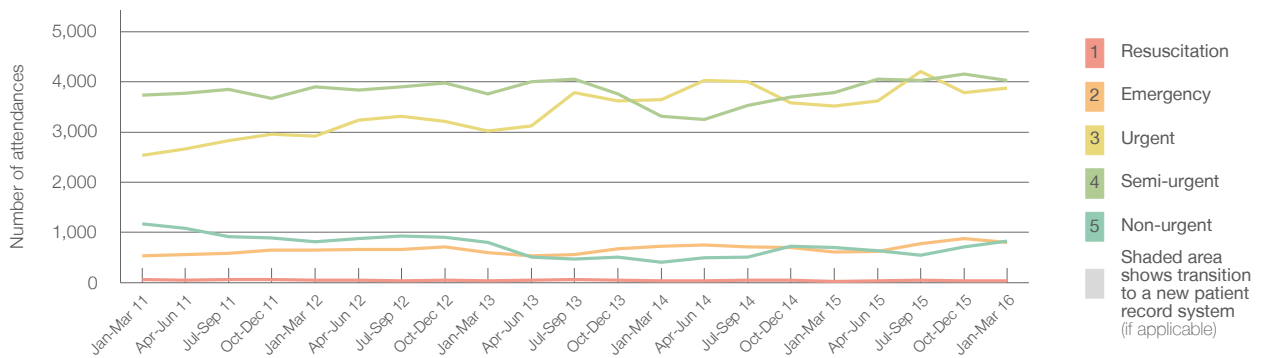
All attendances:¹ 9,793 patients

Emergency attendances² by triage category: 9,554 patients



Same period last year	Change since one year ago
8,970	9%
8,642	11%
23	57%
612	31%
3,516	10%
3,788	6%
703	17%

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	67	50	40	33	23	36
Emergency	539	651	592	724	612	799
Urgent	2,540	2,915	3,015	3,645	3,516	3,870
Semi-urgent	3,731	3,895	3,764	3,313	3,788	4,026
Non-urgent	1,172	820	799	411	703	823
All emergency attendances	8,049	8,331	8,210	8,126	8,642	9,554

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

Arrivals used to calculate transfer of care time:⁷ 1,903 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,219 **	
13 minutes	3 minutes
62 minutes	47 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.

Wagga Wagga 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: 799

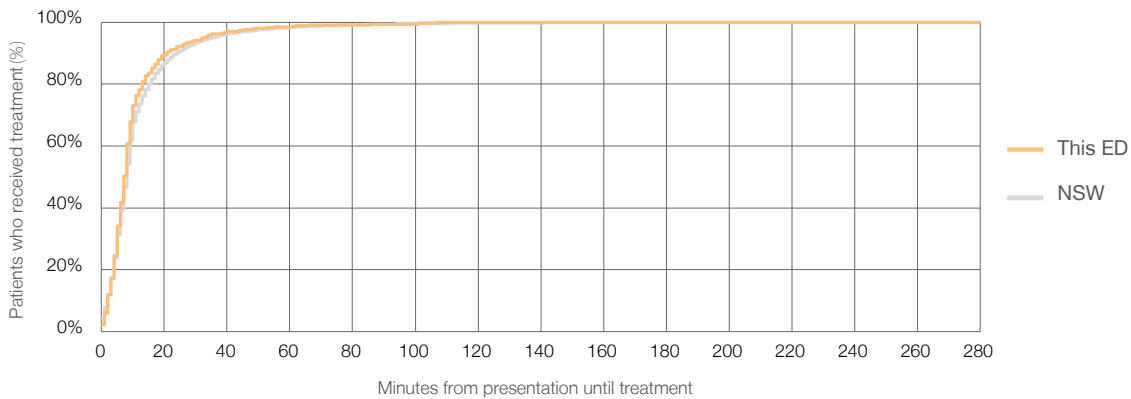
Number of triage 2 patients used to calculate waiting time:³ 796

Median time to start treatment⁴ 7 minutes

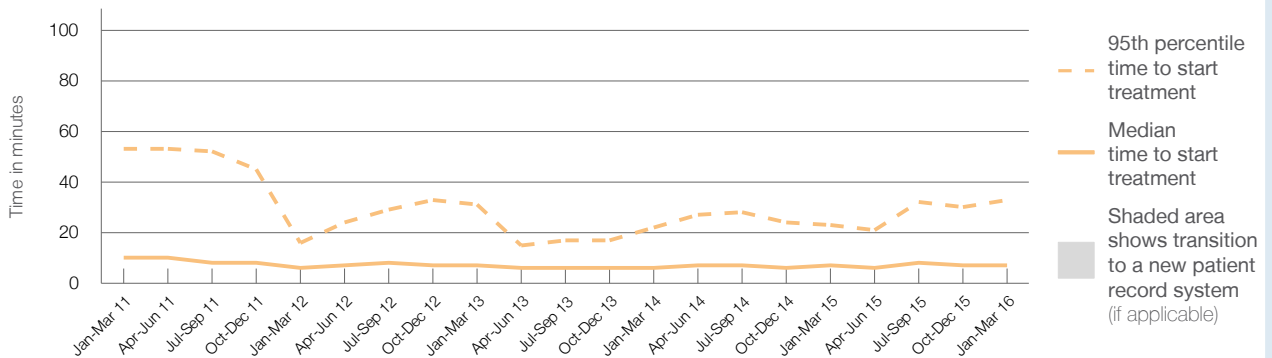
95th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
612	612
7 minutes	8 minutes
23 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	10	6	7	6	7	7
95th percentile time to start treatment ⁵ (minutes)	53	16	31	22	23	33

(†) 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.

Wagga Wagga 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: 3,870

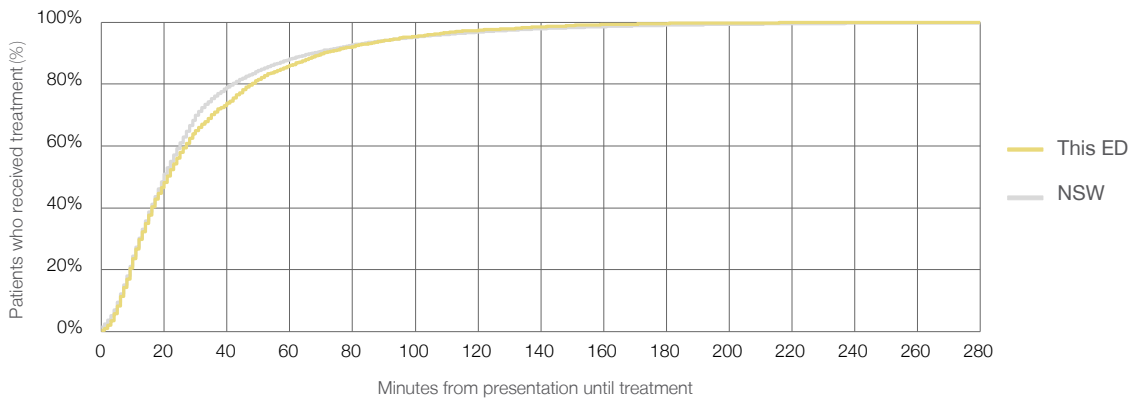
Number of triage 3 patients used to calculate waiting time:³ 3,758

Median time to start treatment⁴ 21 minutes

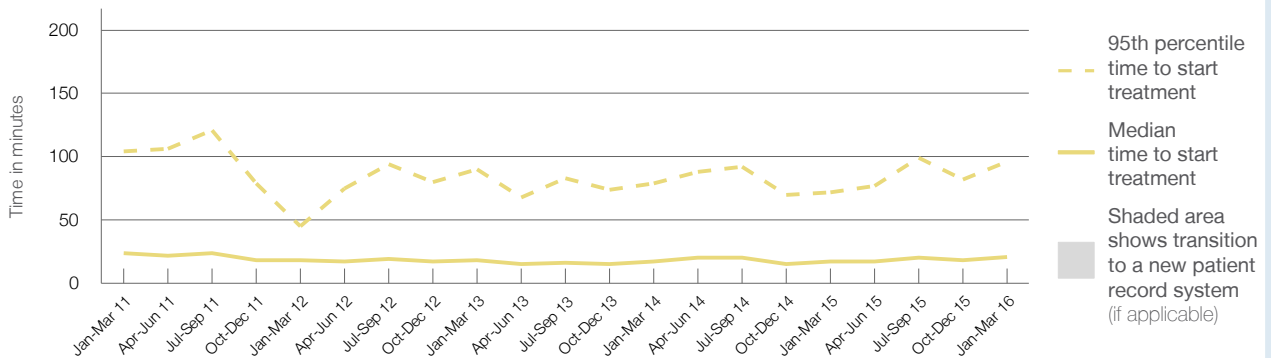
95th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
3,516	
3,466	
17 minutes	20 minutes
72 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)	24	18	18	17	17	21
95th percentile time to start treatment ⁵ (minutes)	104	45	90	79	72	96

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Wagga Wagga Base Hospital: Time from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 4,026

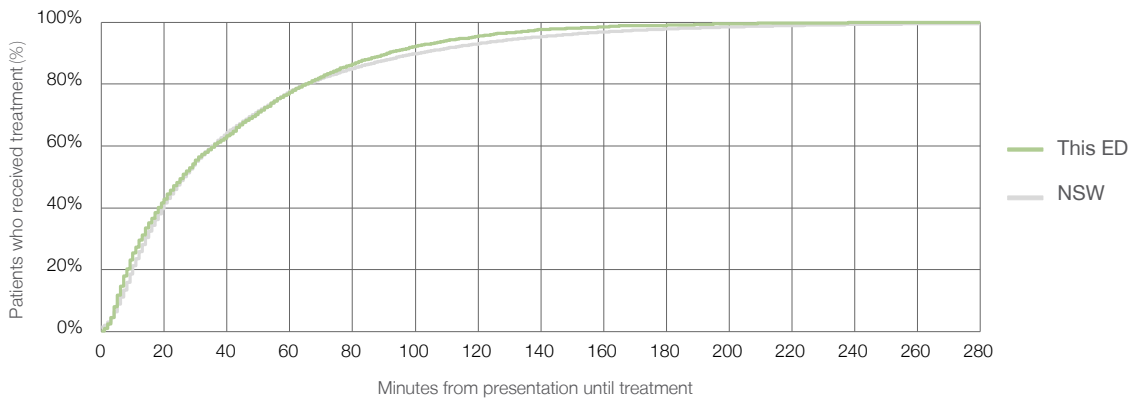
Number of triage 4 patients used to calculate waiting time:³ 3,800

Median time to start treatment⁴ 26 minutes

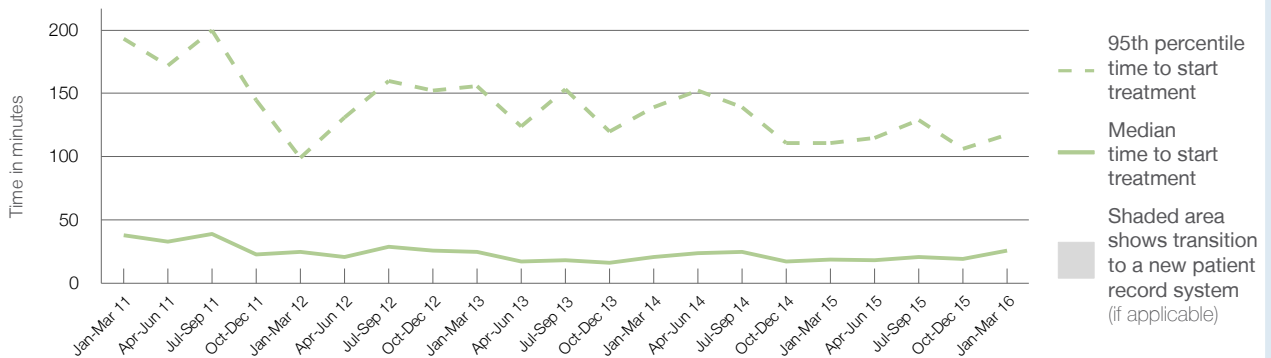
95th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
3,788	3,618
19 minutes	26 minutes
111 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)	38	25	25	21	19	26
95th percentile time to start treatment ⁵ (minutes)	193	99	156	139	111	118

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Wagga Wagga 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: 823

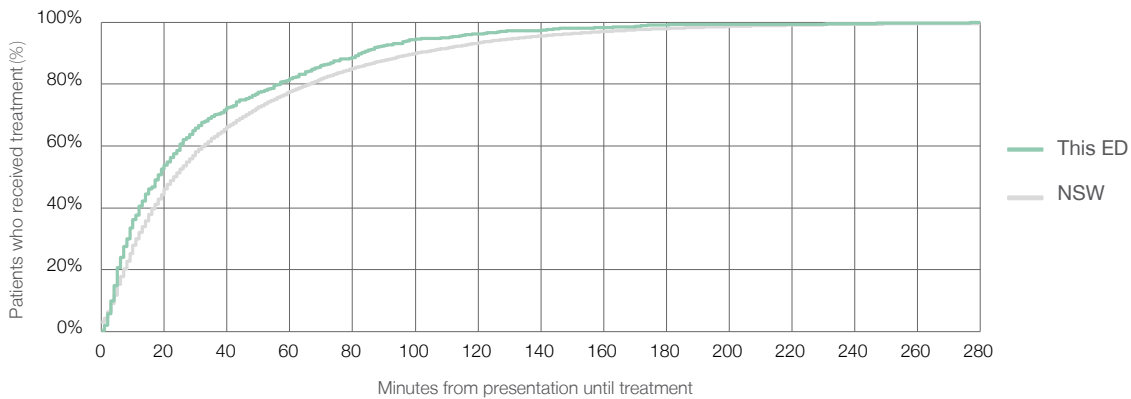
Number of triage 5 patients used to calculate waiting time:³ 747

Median time to start treatment⁴ 18 minutes

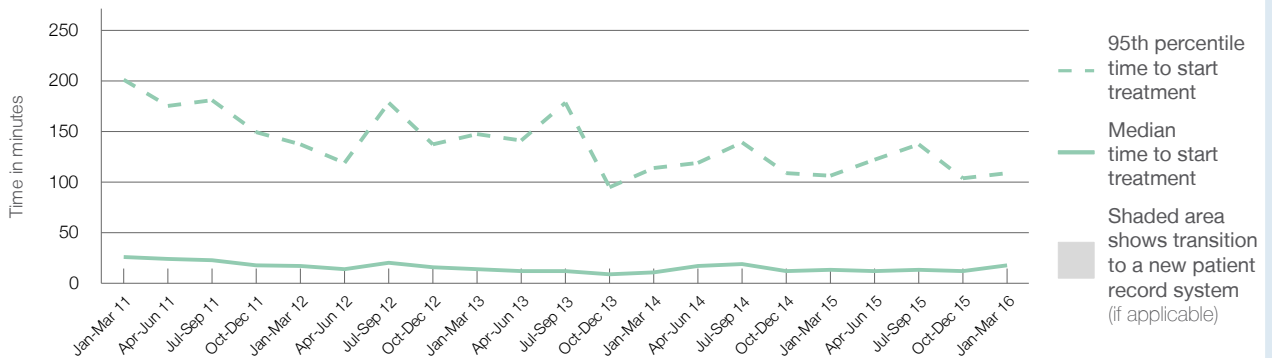
95th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
703	
657	
13 minutes	23 minutes
106 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)	26	17	14	11	13	18
95th percentile time to start treatment ⁵ (minutes)	201	137	147	114	106	109

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Wagga Wagga Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 9,793 patients

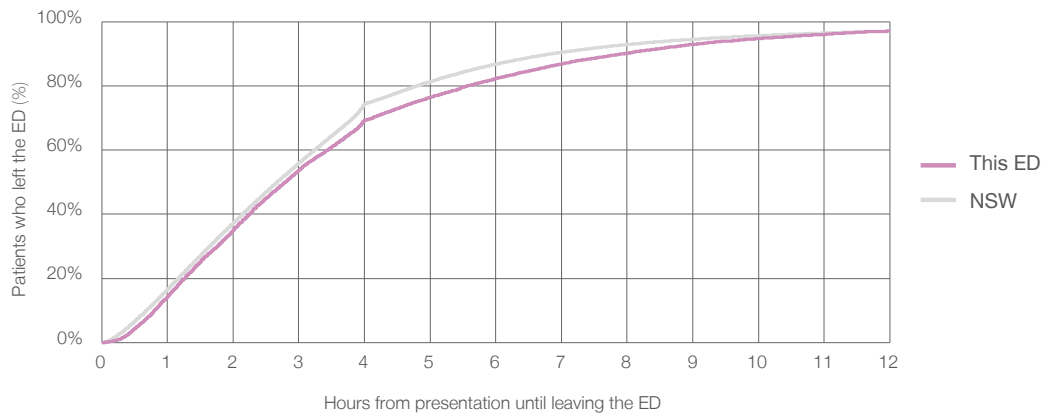
Attendances used to calculate time to leaving the ED:⁶ 9,792 patients

Median time to leaving the ED⁸ 2 hours and 48 minutes

95th percentile time to leaving the ED⁹ 10 hours and 12 minutes

Same period last year	NSW (this period)
8,970	8,970
2 hours and 47 minutes	2 hours and 40 minutes
10 hours and 47 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 42m	3h 32m	3h 22m	3h 2m	2h 47m	2h 48m
95th percentile time to leaving the ED ⁹ (hours, minutes)	14h 20m	13h 56m	14h 56m	14h 7m	10h 47m	10h 12m

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

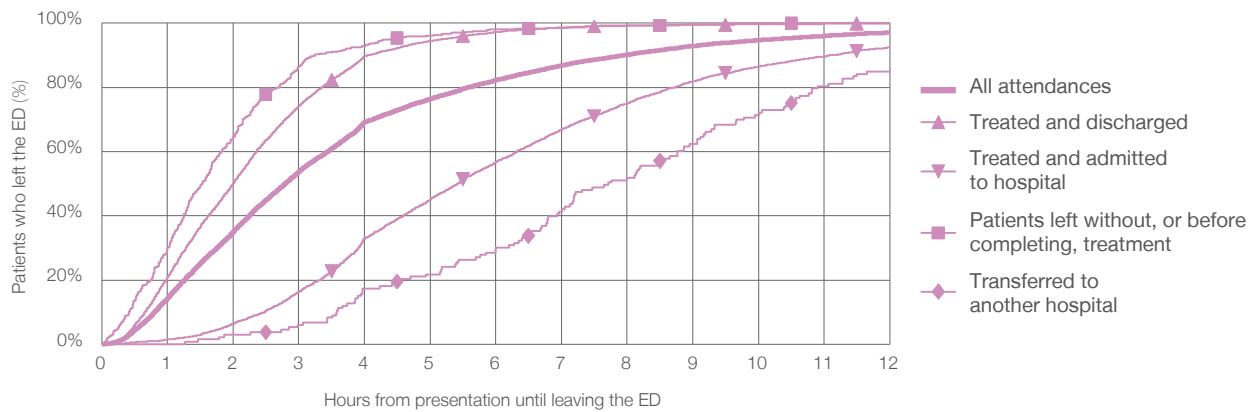
All attendances:¹ 9,793 patients

Attendances used to calculate time to leaving the ED:⁶ 9,792 patients

Treated and discharged	5,822 (59%)
Treated and admitted to hospital	3,402 (35%)
Patient left without, or before completing, treatment	415 (4%)
Transferred to another hospital	133 (1%)
Other	21 (0%)

Same period last year	Change since one year ago
8,970	9%
5,469	6%
3,059	11%
298	39%
127	5%
17	24%

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	21%	50%	74%	90%	97%	99%	100%	100%
Treated and admitted to hospital	1%	6%	16%	33%	57%	75%	87%	93%
Patient left without, or before completing, treatment	30%	65%	87%	93%	98%	99%	100%	100%
Transferred to another hospital	0%	3%	6%	17%	30%	52%	71%	86%
All attendances	14%	35%	54%	69%	82%	90%	95%	97%

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Wagga Wagga 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 9,793 patients

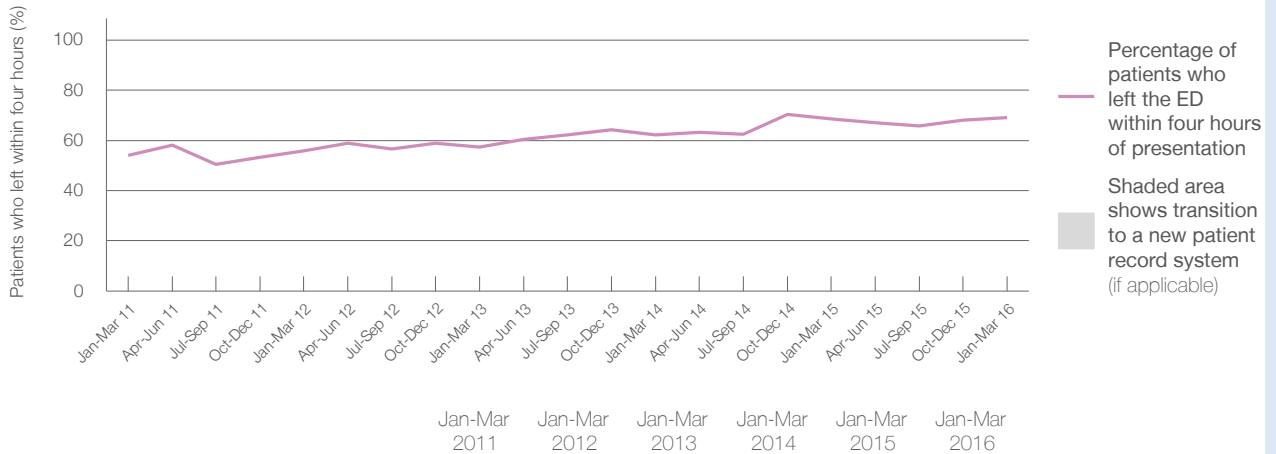
Attendances used to calculate time to leaving the ED: ⁶ 9,792 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
8,970	9%
8,970	9%
69%	

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



Patients who left within four hours (%)	54%	56%	57%	62%	69%	69%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were too small.
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.
 Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).