

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

October to December 2017

All presentations:¹ 3,790 patients
Emergency presentations:² 3,691 patients

Same period last year	Change since one year ago
4,074	-7.0%
3,874	-4.7%

Armidale and New England Hospital: Time patients waited to start treatment³

October to December 2017

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

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 953 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,166 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 306 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
236	
8 minutes	8 minutes
31 minutes	23 minutes
1,130	
26 minutes	20 minutes
88 minutes	65 minutes
2,220	
38 minutes	26 minutes
154 minutes	99 minutes
276	
20 minutes	23 minutes
106 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 3,790 patients

Percentage of patients who spent four hours or less in the ED 81.4%

Same period last year	Change since one year ago
4,074	-7.0%
79.9%	

* 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, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

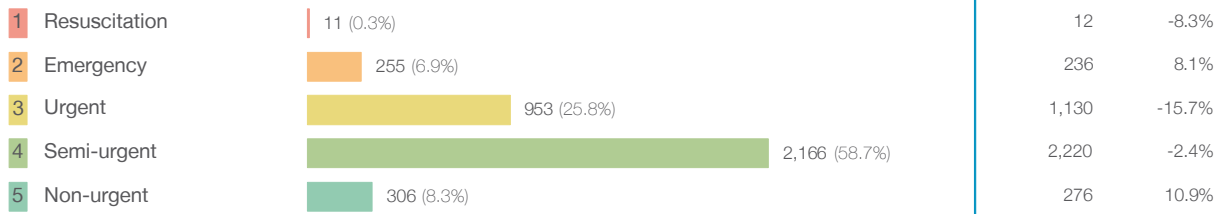
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Armidales and New England Hospital: Patients presenting to the emergency department October to December 2017

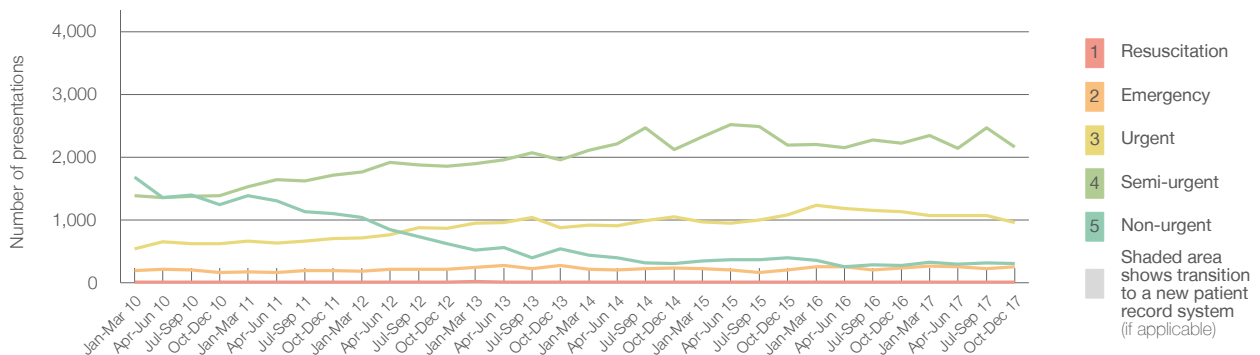
All presentations:¹ 3,790 patients

Emergency presentations² by triage category: 3,691 patients



	Same period last year	Change since one year ago
All presentations	4,074	-7.0%
Emergency presentations	3,874	-4.7%
1 Resuscitation	12	-8.3%
2 Emergency	236	8.1%
3 Urgent	1,130	-15.7%
4 Semi-urgent	2,220	-2.4%
5 Non-urgent	276	10.9%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	< 5	9	11	10	8	10	12	11
Emergency	161	189	217	272	231	205	236	255
Urgent	623	707	863	878	1,046	1,080	1,130	953
Semi-urgent	1,385	1,717	1,853	1,956	2,121	2,193	2,220	2,166
Non-urgent	1,242	1,098	619	540	308	396	276	306
All emergency presentations	3,411	3,720	3,563	3,656	3,714	3,884	3,874	3,691

Armidales and New England Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 395 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	565	
ED Transfer of care time		
Median time	4 minutes	-2 minutes
90th percentile time	27 minutes	-2 minutes

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

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

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

Armidale and New England Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 255

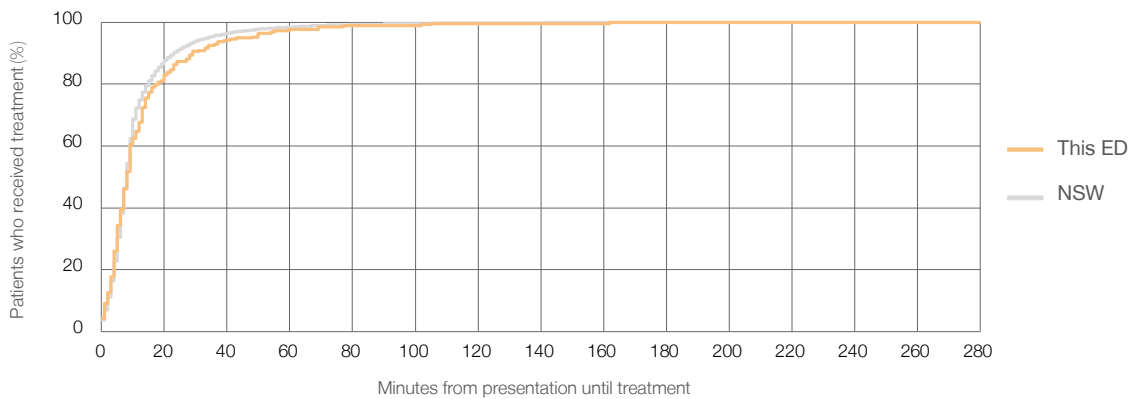
Number of triage 2 patients used to calculate waiting time:³ 253

Median time to start treatment⁴ 8 minutes

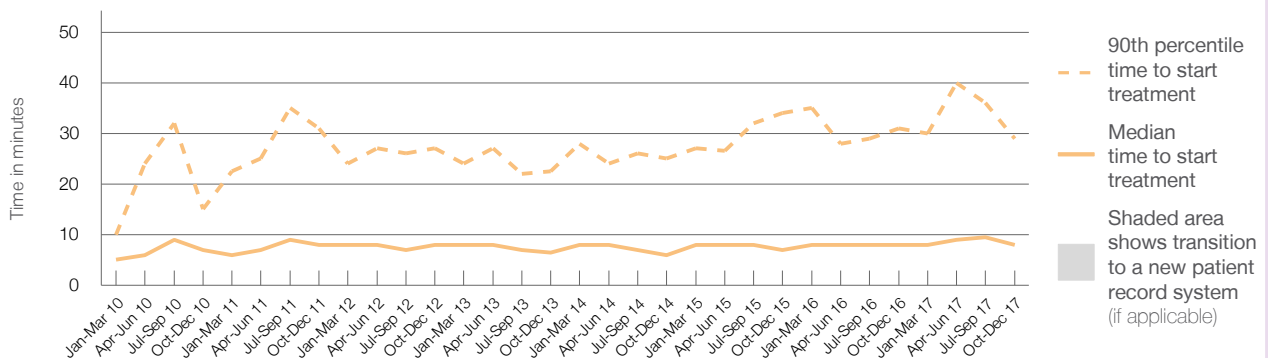
90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
236	
227	
8 minutes	8 minutes
31 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	7	8	8	7	6	7	8	8
90th percentile time to start treatment ⁵ (minutes)	15	31	27	23	25	34	31	29

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Armidale and New England Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 953

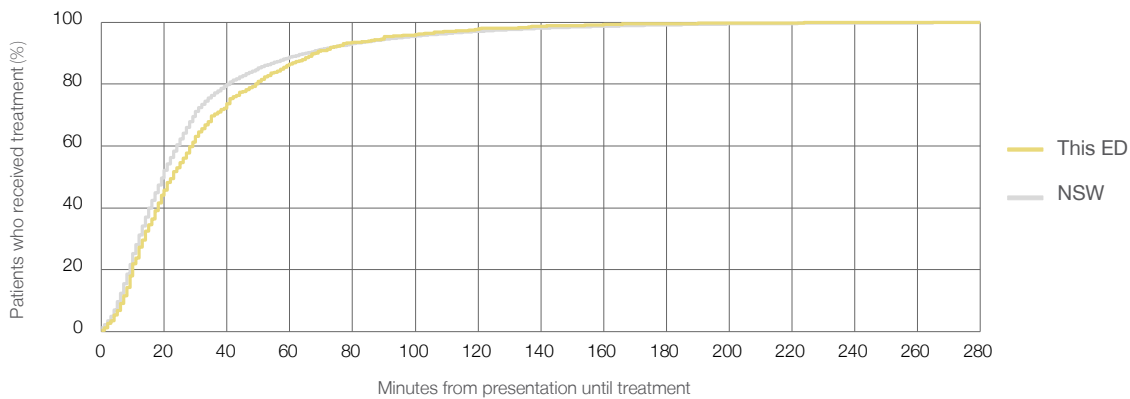
Number of triage 3 patients used to calculate waiting time:³ 929

Median time to start treatment⁴ 23 minutes

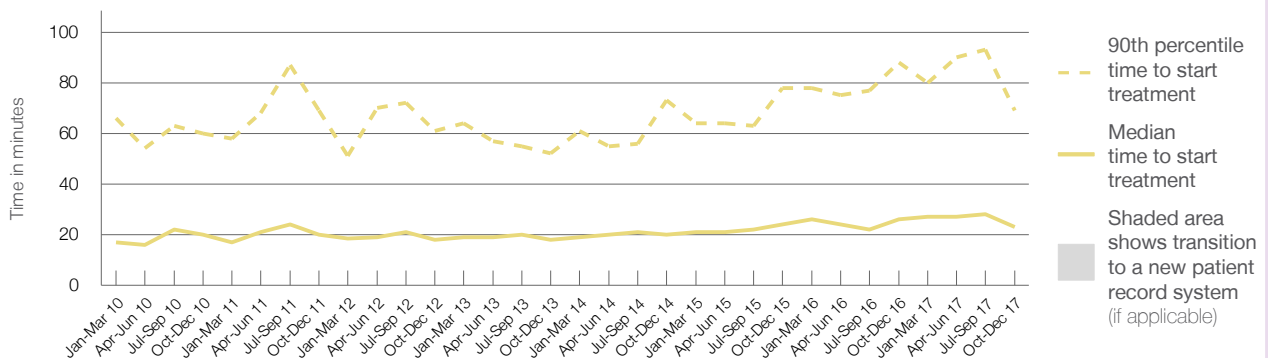
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,130	1,075
26 minutes	20 minutes
88 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	20	20	18	18	20	24	26	23
90th percentile time to start treatment ⁵ (minutes)	60	69	61	52	73	78	88	69

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Armidale and New England Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,166

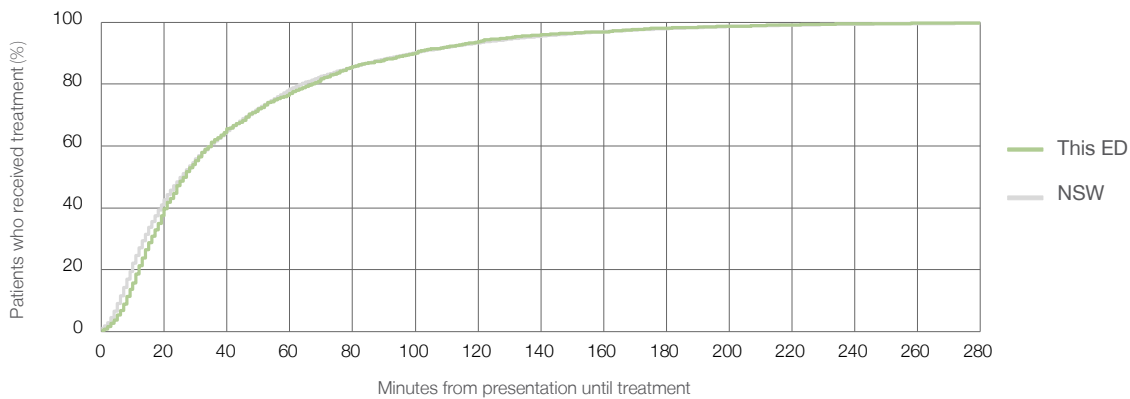
Number of triage 4 patients used to calculate waiting time:³ 2,008

Median time to start treatment⁴ 27 minutes

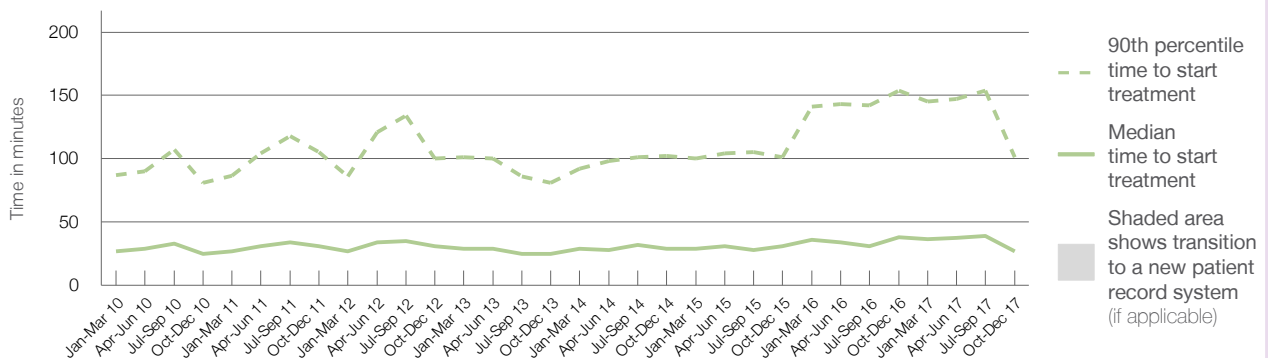
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
2,220	1,936
38 minutes	26 minutes
154 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	25	31	31	25	29	31	38	27
90th percentile time to start treatment ⁵ (minutes)	81	105	100	81	102	101	154	101

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Armidale and New England Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 306

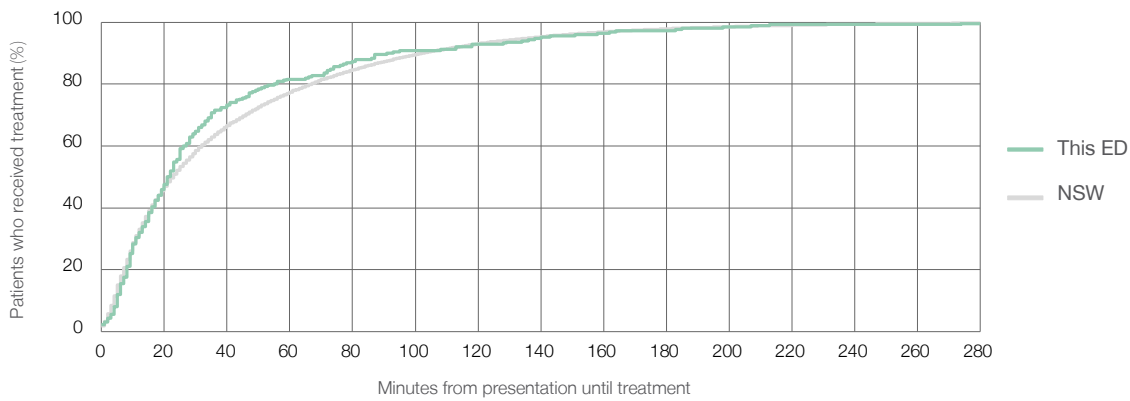
Number of triage 5 patients used to calculate waiting time:³ 250

Median time to start treatment⁴ 22 minutes

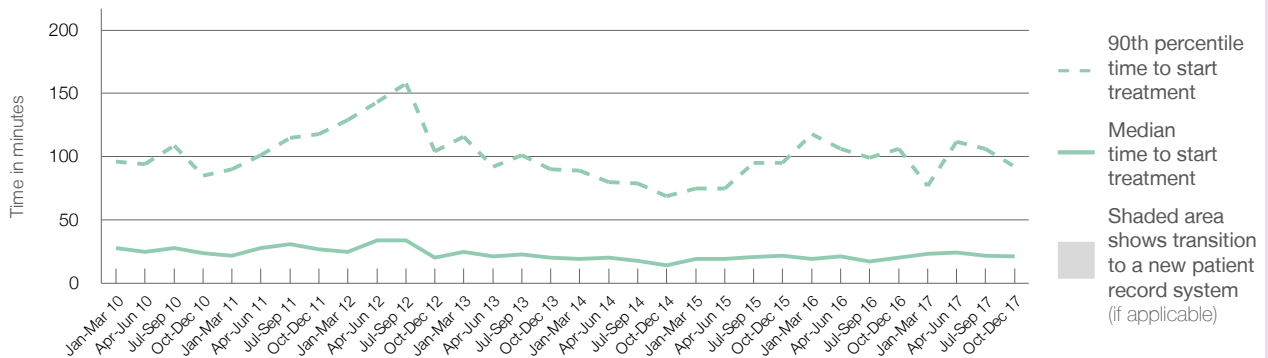
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
276	198
20 minutes	23 minutes
106 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	24	27	20	20	14	22	20	22
90th percentile time to start treatment ⁵ (minutes)	85	118	104	90	69	95	106	92

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Armidale and New England Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 3,790 patients

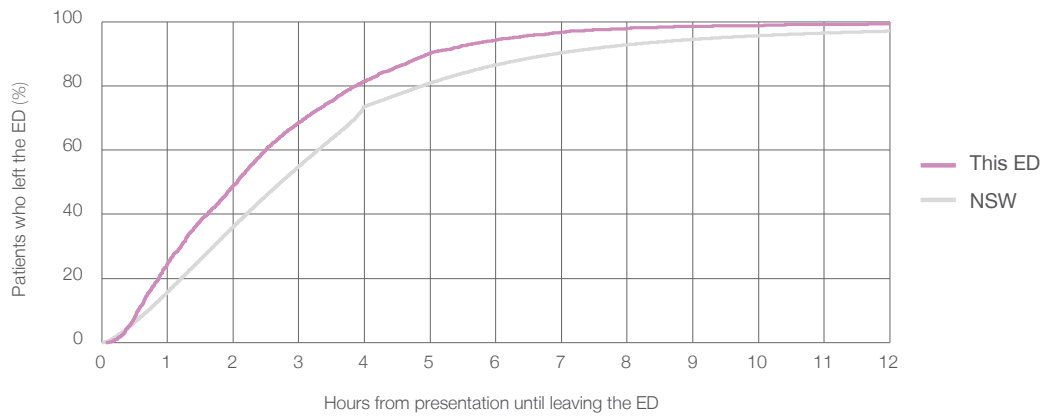
Presentations used to calculate time to leaving the ED:⁶ 3,790 patients

Median time spent in the ED⁸ 2 hours and 4 minutes

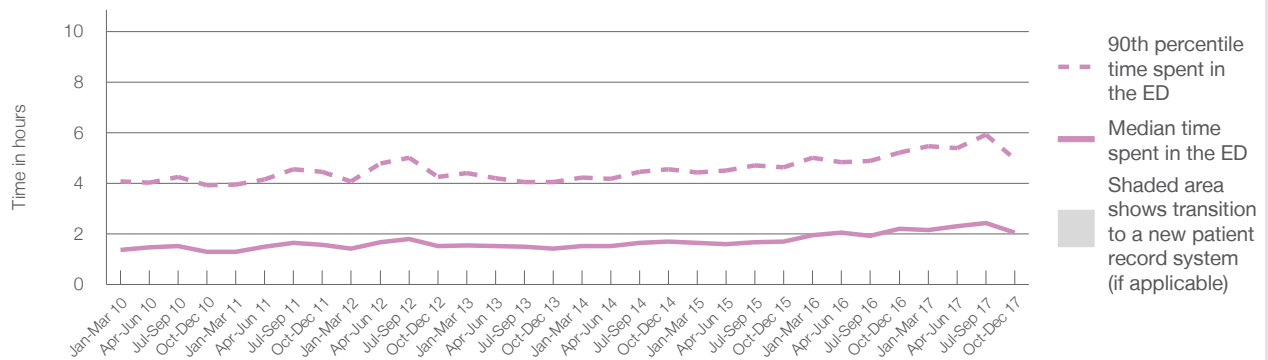
90th percentile time spent in the ED⁹ 4 hours and 59 minutes

Same period last year	NSW (this period)
4,074	4,074
2 hours and 12 minutes	2 hours and 44 minutes
5 hours and 13 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 18m	1h 35m	1h 32m	1h 26m	1h 43m	1h 42m	2h 12m	2h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 56m	4h 27m	4h 16m	4h 3m	4h 34m	4h 38m	5h 13m	4h 59m

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Armidale and New England Hospital: Time patients spent in the ED By mode of separation October to December 2017

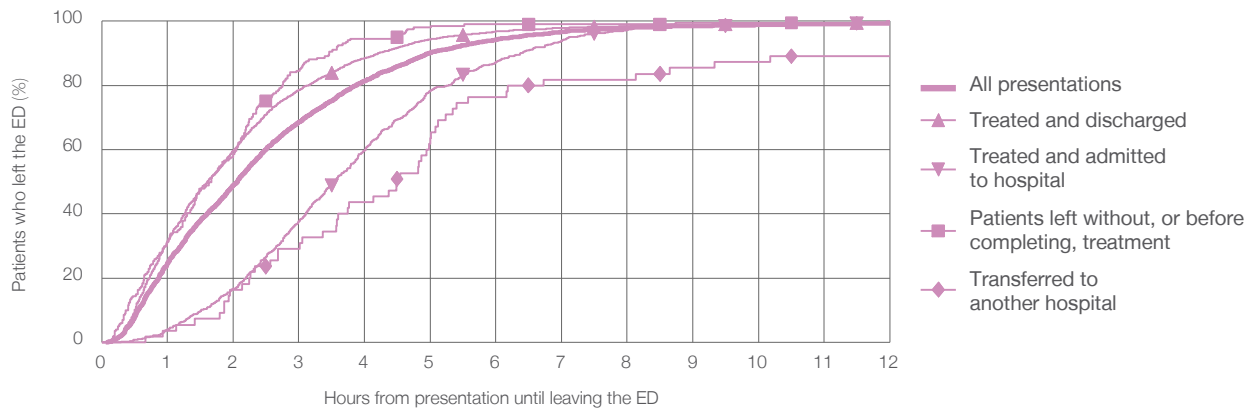
All presentations:¹ 3,790 patients

Presentations used to calculate time to leaving the ED:⁶ 3,790 patients

Treated and discharged	2,626 (69.3%)
Treated and admitted to hospital	885 (23.4%)
Patient left without, or before completing, treatment	201 (5.3%)
Transferred to another hospital	55 (1.5%)
Other	23 (0.6%)

Same period last year	Change since one year ago
4,074	-7.0%
2,552	2.9%
1,126	-21.4%
313	-35.8%
64	-14.1%
19	21.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	31.6%	59.9%	78.5%	88.6%	96.8%	98.5%	99.2%	99.5%
Treated and admitted to hospital	4.0%	16.7%	37.7%	59.9%	87.3%	97.4%	98.8%	99.3%
Patient left without, or before completing, treatment	31.3%	58.7%	84.6%	94.5%	99.0%	99.0%	99.5%	100%
Transferred to another hospital	3.6%	16.4%	29.1%	43.6%	76.4%	81.8%	87.3%	89.1%
All presentations	24.7%	49.0%	68.5%	81.4%	94.3%	97.9%	98.8%	99.3%

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Armidale and New England Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 3,790 patients

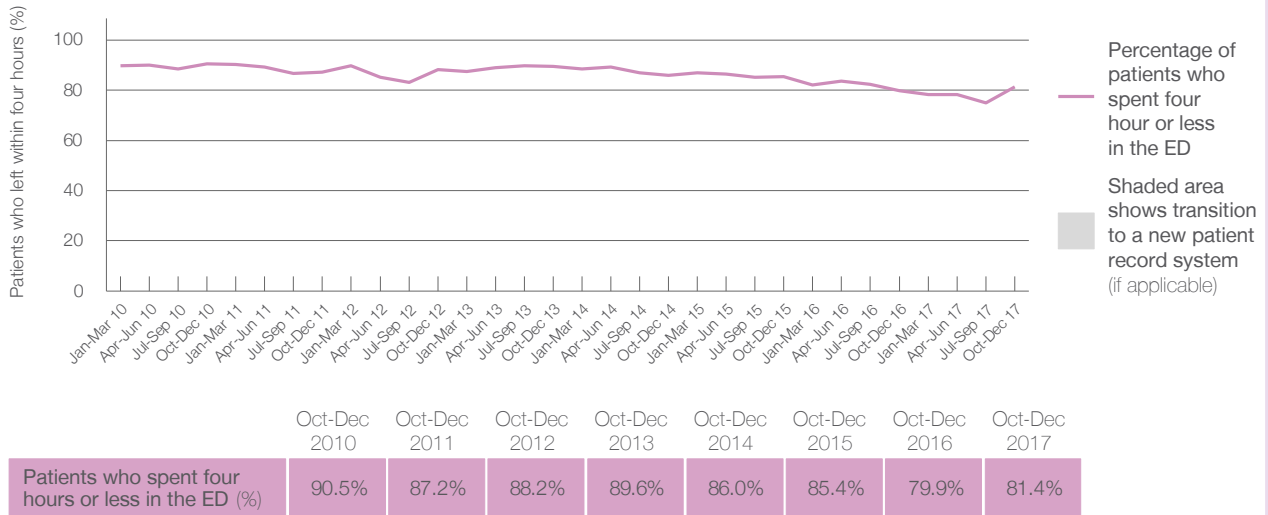
Presentations used to calculate time to leaving the ED: ⁶ 3,790 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 3,790 patients	4,074	-7.0%
Presentations used to calculate time to leaving the ED: ⁶ 3,790 patients	4,074	-7.0%
Percentage of patients who spent four hours or less in the ED	79.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations 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 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).