

Deniliquin Hospital and Health Services: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,360 patients

Emergency presentations:² 1,789 patients

Same period last year	Change since one year ago
2,429	-3%
1,955	-8%

Deniliquin Hospital and Health Services: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 101 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 559 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 22 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 790 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 339 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
89	
5 minutes	8 minutes
*	23 minutes
613	
7 minutes	20 minutes
24 minutes	65 minutes
871	
7 minutes	25 minutes
24 minutes	98 minutes
382	
6 minutes	22 minutes
26 minutes	97 minutes

Deniliquin Hospital and Health Services: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,359 patients

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



Same period last year	Change since one year ago
2,429	-3%
90%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

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

Deniliquin Hospital and Health Services: Patients presenting to the emergency department

January to March 2018

All presentations:¹ 2,360 patients

Same period
last year

2,429

-3%

Emergency presentations² by triage category: 1,789 patients

1,955

-8%

1 Resuscitation

< 5

< 5

*

2 Emergency

101 (5.6%)

89

14.9%

3 Urgent

559 (31.2%)

613

-8.8%

4 Semi-urgent

790 (44.2%)

871

-9.3%

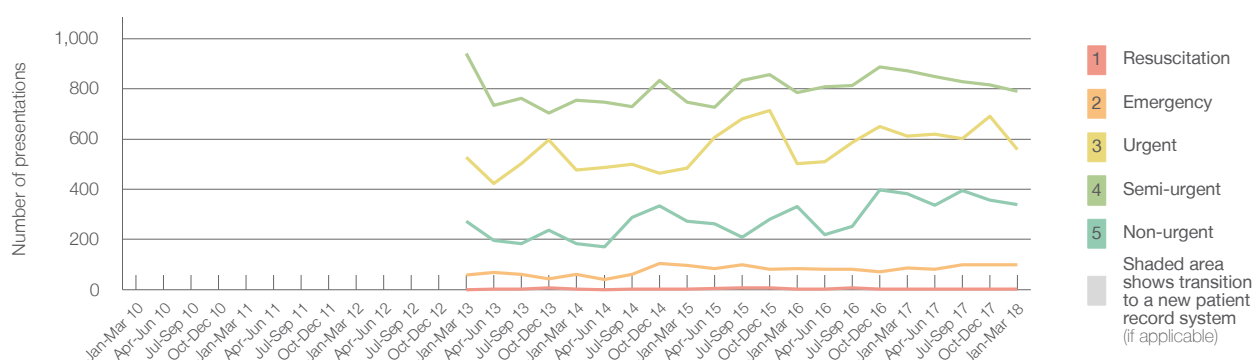
5 Non-urgent

339 (18.9%)

382

-11.3%

Emergency presentations² by quarter, January 2010 to March 2018 ^{† §}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation				0	< 5	< 5	< 5	< 5	< 5
Emergency				58	62	98	88	89	101
Urgent				528	476	484	501	613	559
Semi-urgent				942	755	747	785	871	790
Non-urgent				272	182	273	330	382	339
All emergency presentations				1,800	1,475	1,602	1,704	1,955	1,789

Deniliquin Hospital and Health Services: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 82 patients ^{**}

Same period
last year

134

ED Transfer of care time

Median time

8 minutes

8 minutes

0 minutes

90th percentile time

*

26 minutes

*

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

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

(§) 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.

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 101

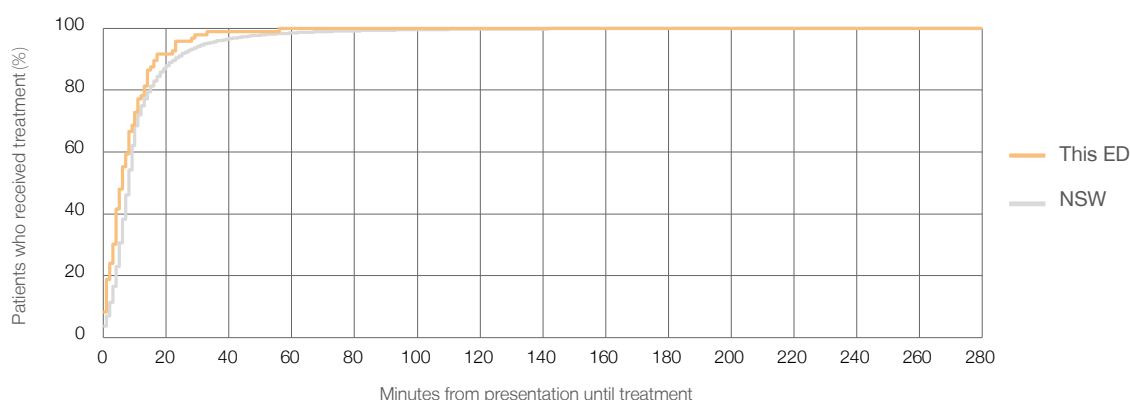
Number of triage 2 patients used to calculate waiting time:³ 96

Median time to start treatment⁴ 6 minutes

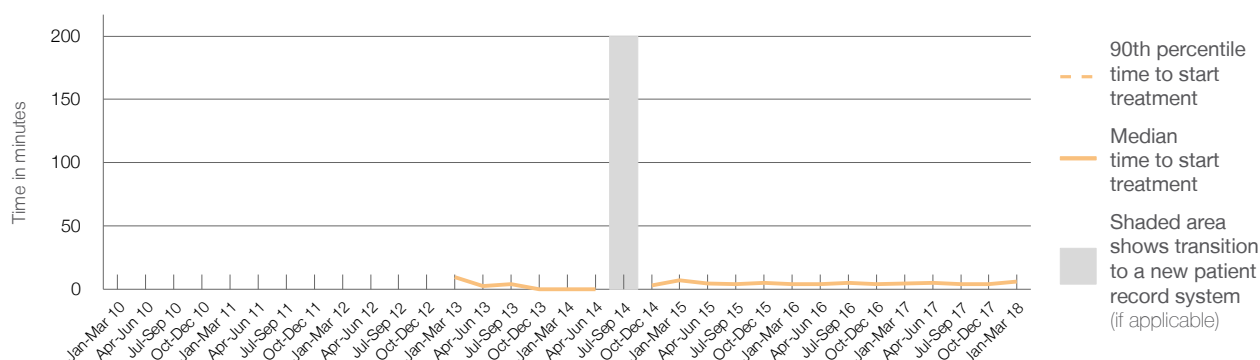
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
89	
86	
5 minutes	8 minutes
*	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				10	0	7	4	5	6
90th percentile time to start treatment ⁵ (minutes)				*	*	*	*	*	*

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

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Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 559

Number of triage 3 patients used to calculate waiting time:³ 541

Median time to start treatment⁴

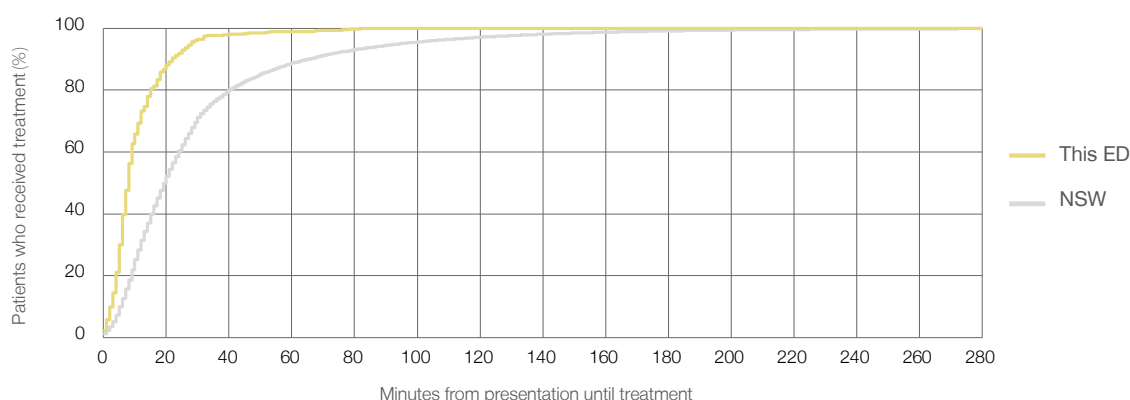
8 minutes

90th percentile time to start treatment⁵

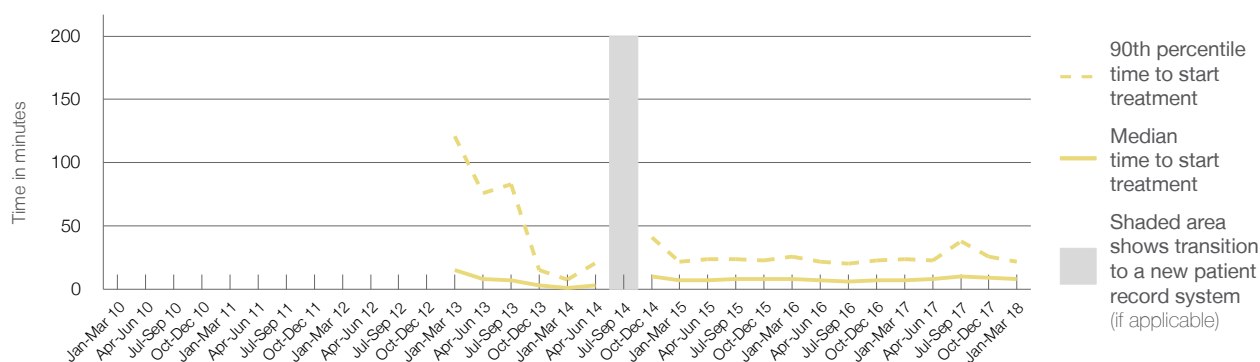
22 minutes

Same period last year	NSW (this period)
613	
601	
7 minutes	20 minutes
24 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				15	1	7	8	7	8
90th percentile time to start treatment ⁵ (minutes)				121	8	22	26	24	22

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Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 790

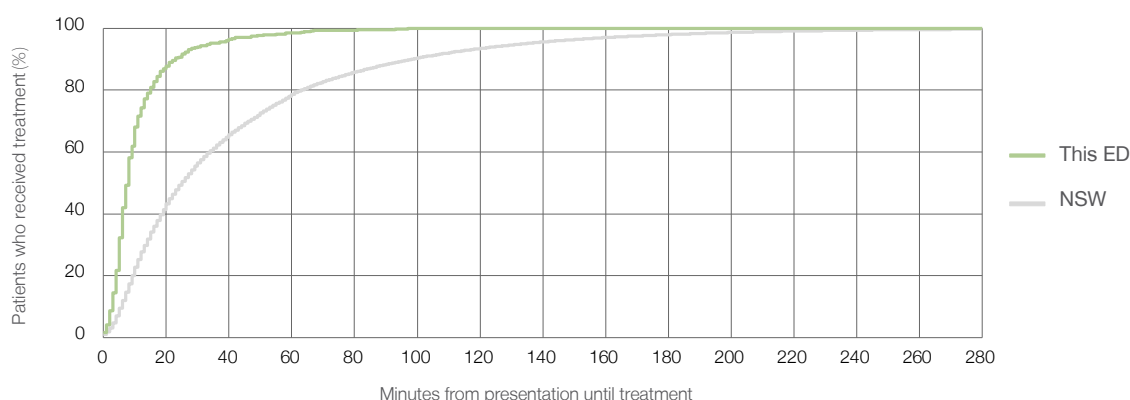
Number of triage 4 patients used to calculate waiting time:³ 751

Median time to start treatment⁴ 8 minutes

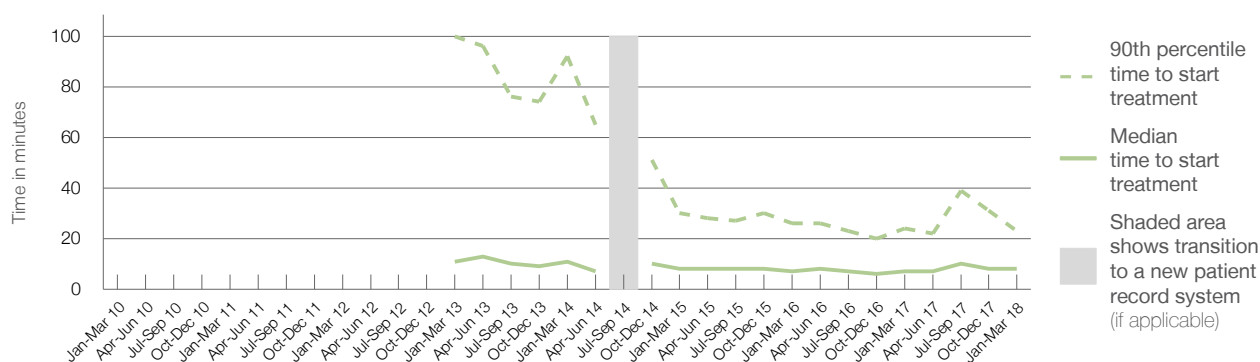
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
871	
834	
7 minutes	25 minutes
24 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				11	11	8	7	7	8
90th percentile time to start treatment ⁵ (minutes)				100	92	30	26	24	23

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Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 339

Number of triage 5 patients used to calculate waiting time:³ 325

Median time to start treatment⁴

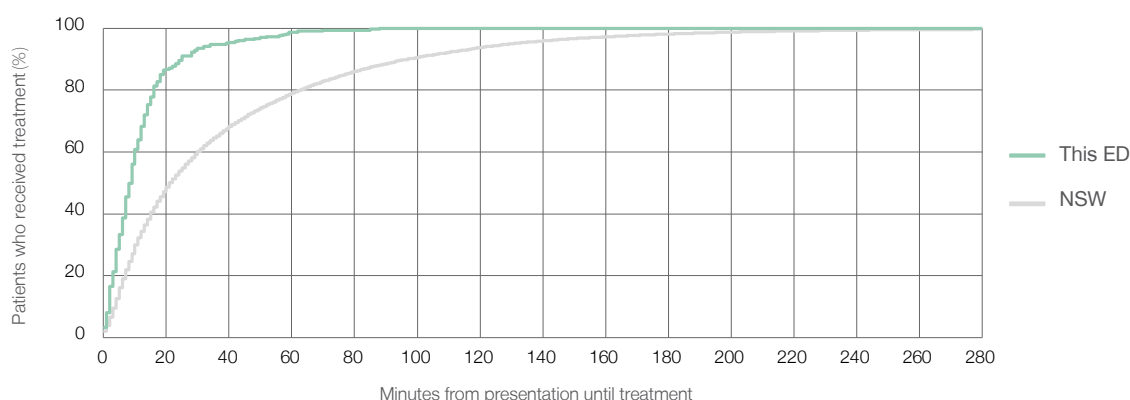
9 minutes

90th percentile time to start treatment⁵

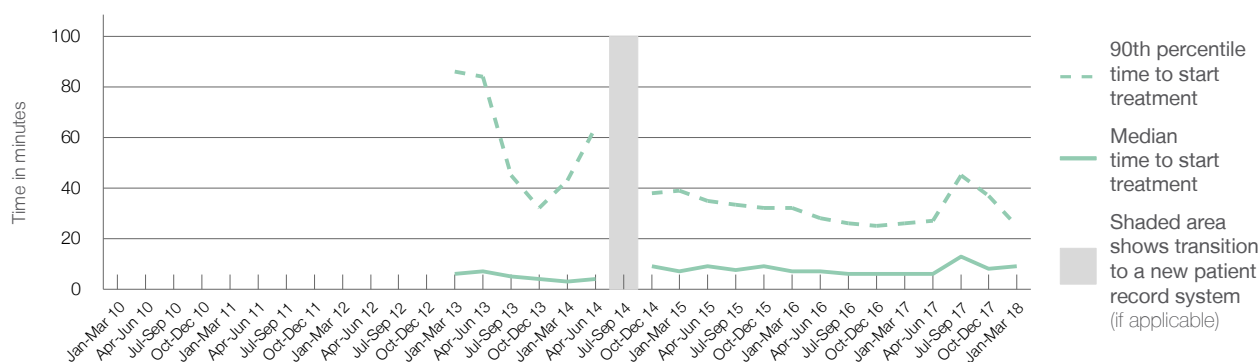
25 minutes

Same period last year	NSW (this period)
382	
364	
6 minutes	22 minutes
26 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)				6	3	7	7	6	9
90th percentile time to start treatment ⁵ (minutes)				86	43	39	32	26	25

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Deniliquin Hospital and Health Services: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,360 patients

Presentations used to calculate time to leaving the ED:⁶ 2,359 patients

Median time spent in the ED⁸

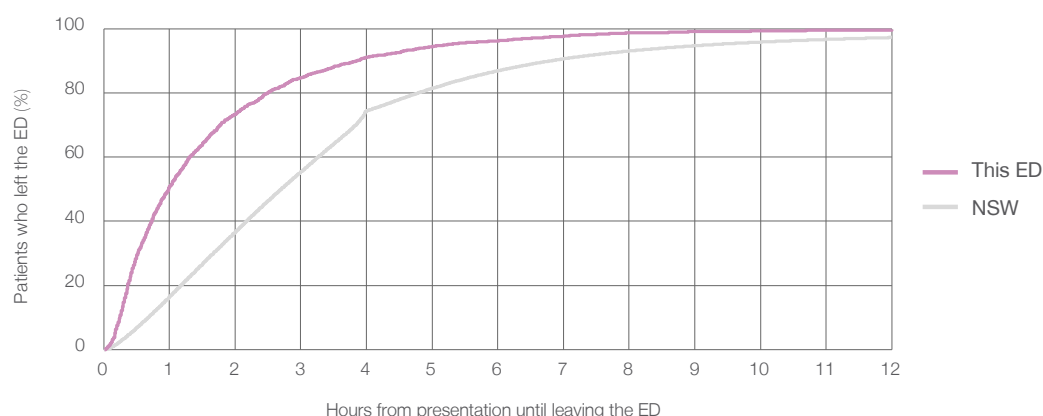
0 hours and 59 minutes

90th percentile time spent in the ED⁹

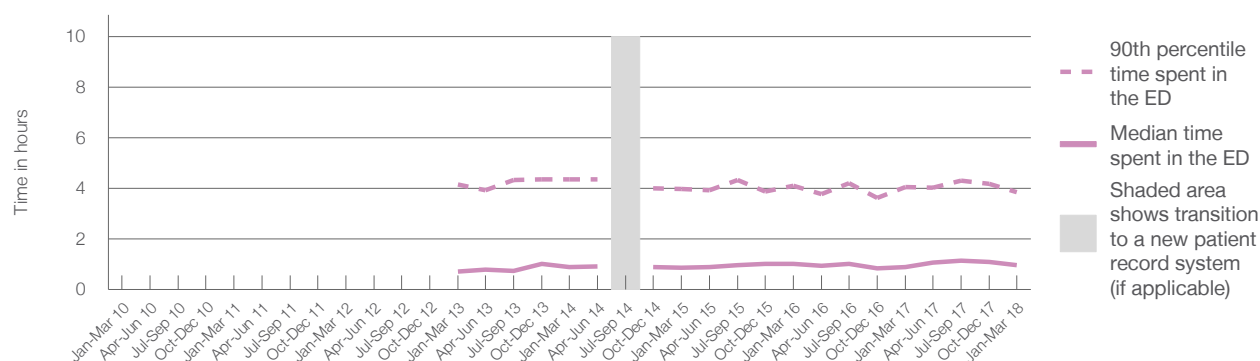
3 hours and 51 minutes

Same period last year	NSW (this period)
2,429	
2,429	
0 hours and 54 minutes	2 hours and 42 minutes
4 hours and 3 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)				0h 43m	0h 54m	0h 53m	1h 2m	0h 54m	0h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)				4h 9m	4h 21m	3h 59m	4h 6m	4h 3m	3h 51m

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Deniliquin Hospital and Health Services: Time patients spent in the ED

By mode of separation

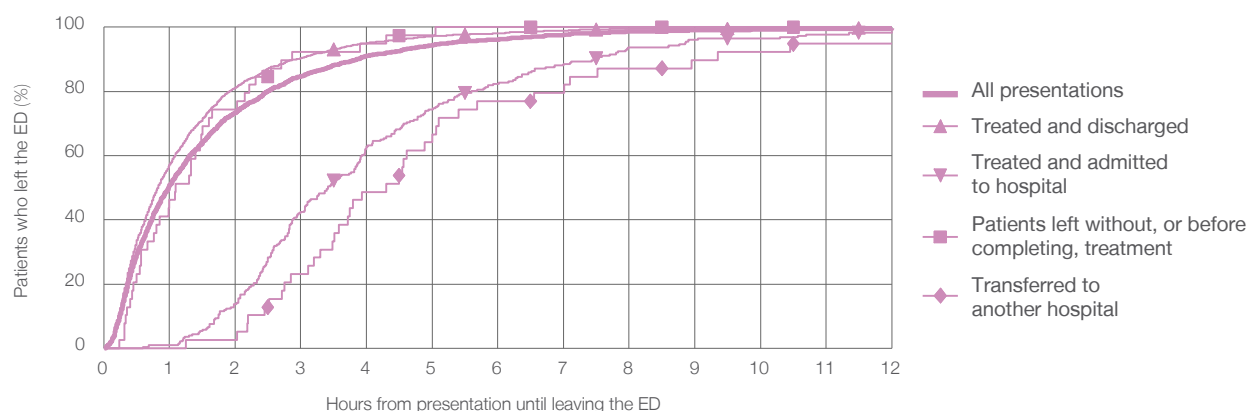
January to March 2018

All presentations:[†] 2,360 patients

Presentations used to calculate time to leaving the ED:[‡] 2,359 patients

		Same period last year	Change since one year ago
Treated and discharged	1,982 (84.0%)	2,429	-3%
Treated and admitted to hospital	226 (9.6%)	2017	-1.7%
Patient left without, or before completing, treatment	39 (1.7%)	272	-16.9%
Transferred to another hospital	39 (1.7%)	29	34.5%
Other	74 (3.1%)	41	-4.9%
		70	5.7%

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



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

Treated and discharged	57.2%	81.2%	90.4%	95.0%	98.1%	99.5%	99.7%	99.8%
Treated and admitted to hospital	0.9%	13.7%	42.5%	62.8%	82.3%	93.8%	96.5%	98.7%
Patient left without, or before completing, treatment	46.2%	74.4%	92.3%	94.9%	100%	100%	100%	100%
Transferred to another hospital	0%	2.6%	23.1%	48.7%	76.9%	87.2%	92.3%	94.9%
All presentations	50.8%	73.4%	84.7%	91.1%	96.2%	98.8%	99.2%	99.6%

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Deniliquin Hospital and Health Services: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 2,360 patients

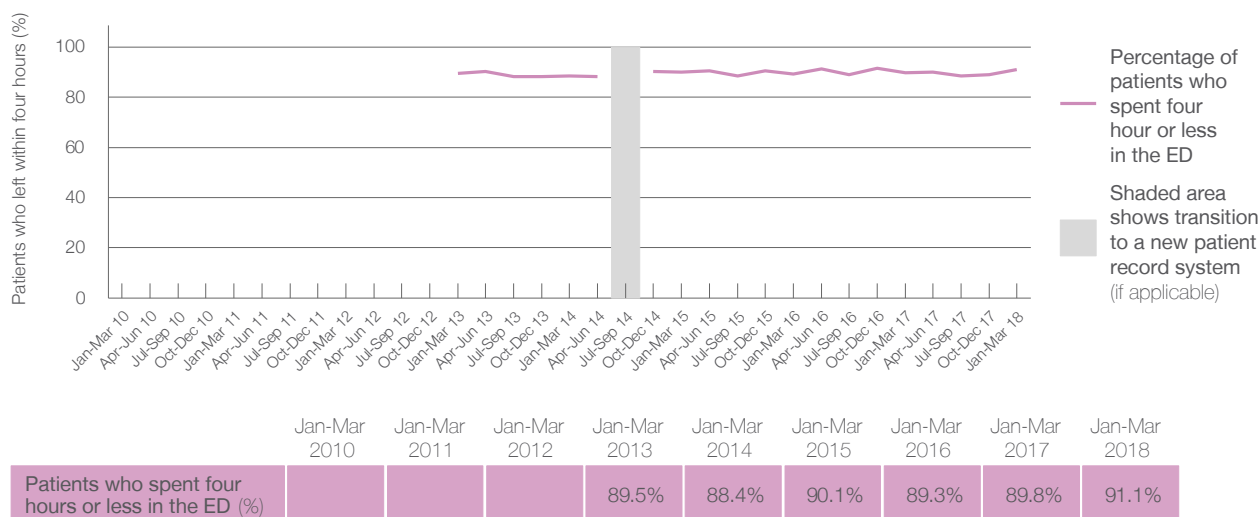
Presentations used to calculate time to leaving the ED: ⁶ 2,359 patients

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



Same period last year	Change since one year ago
2,429	-3%
2,429	-3%
89.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 - † Data points are not shown in graphs for quarters when patient numbers were too small.
 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 - § 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*.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).