

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 1,578 patients
 Emergency presentations:² 1,567 patients

Same period last year	Change since one year ago
1,407	12.2%
1,391	12.7%

Narrabri District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 109 patients

Median time to start treatment⁴ 2 minutes
 90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 439 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 699 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 55 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 320 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
99	
5 minutes	8 minutes
*	26 minutes
345	
15 minutes	20 minutes
41 minutes	67 minutes
582	
26 minutes	25 minutes
67 minutes	97 minutes
365	
15 minutes	24 minutes
66 minutes	103 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 1,578 patients

Percentage of patients who spent four hours or less in the ED 89.6%

Same period last year	Change since one year ago
1,407	12.2%
90.7%	

* 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 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.

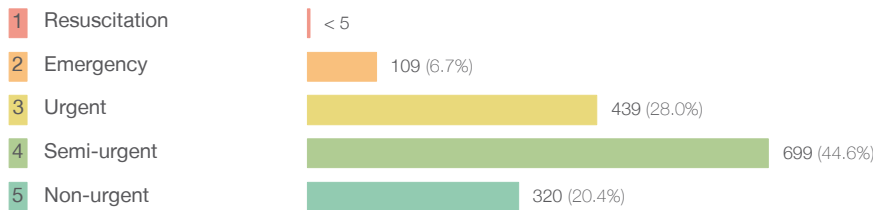
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Patients presenting to the emergency department October to December 2016

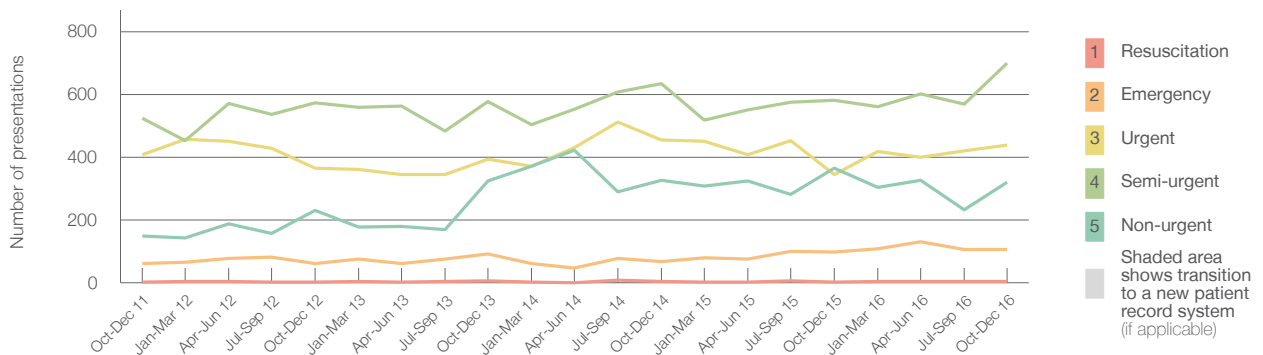
All presentations:¹ 1,578 patients

Emergency presentations² by triage category: 1,567 patients



Same period last year	Change since one year ago
1,407	12.2%
1,391	12.7%
< 5	*
99	8.2%
345	27.2%
582	20.1%
365	-12.3%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	< 5	< 5	5	< 5	< 5	< 5
Emergency	61	61	91	72	99	109
Urgent	407	365	394	454	345	439
Semi-urgent	524	574	577	634	582	699
Non-urgent	149	230	324	327	365	320
All emergency presentations	1,141	1,230	1,391	1,487	1,391	1,567

Narrabri District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 146 patients

ED Transfer of care time



Same period last year	Change since one year ago
79	
7 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Narrabri District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 109

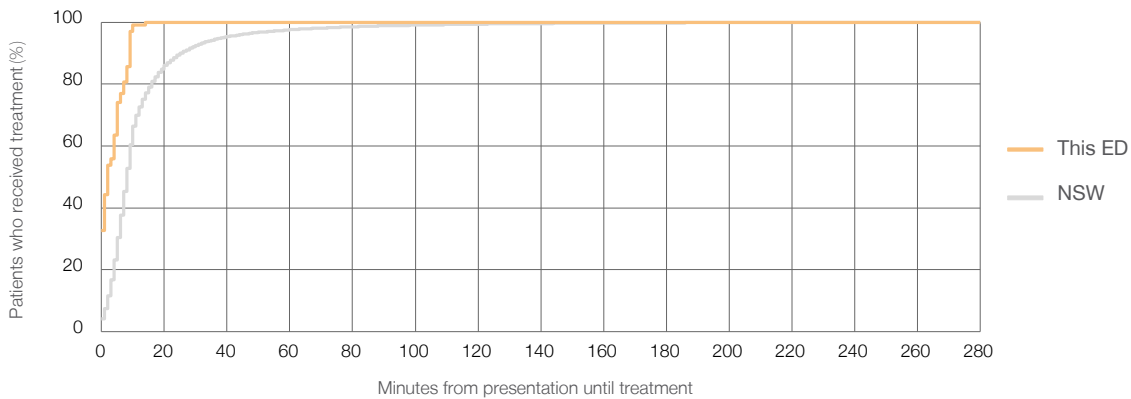
Number of triage 2 patients used to calculate waiting time:³ 104

Median time to start treatment⁴ 2 minutes

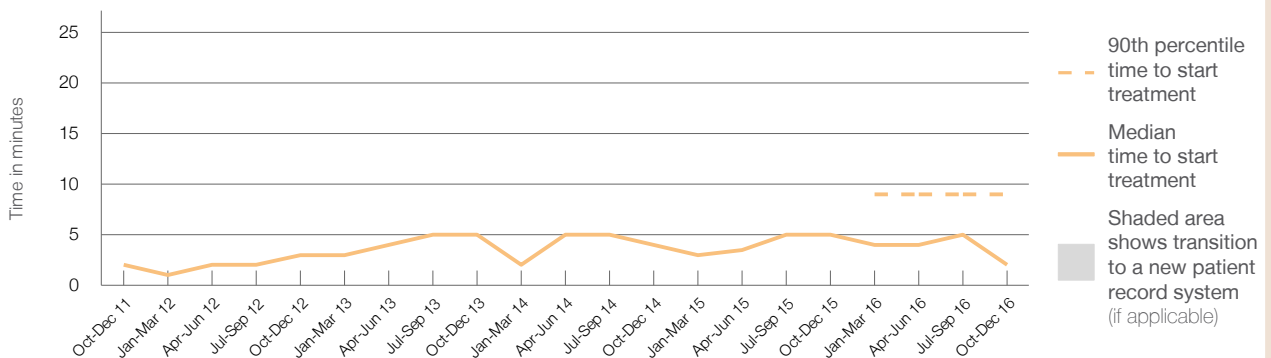
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
99	
97	
5 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	2	3	5	4	5	2
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	9

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 439

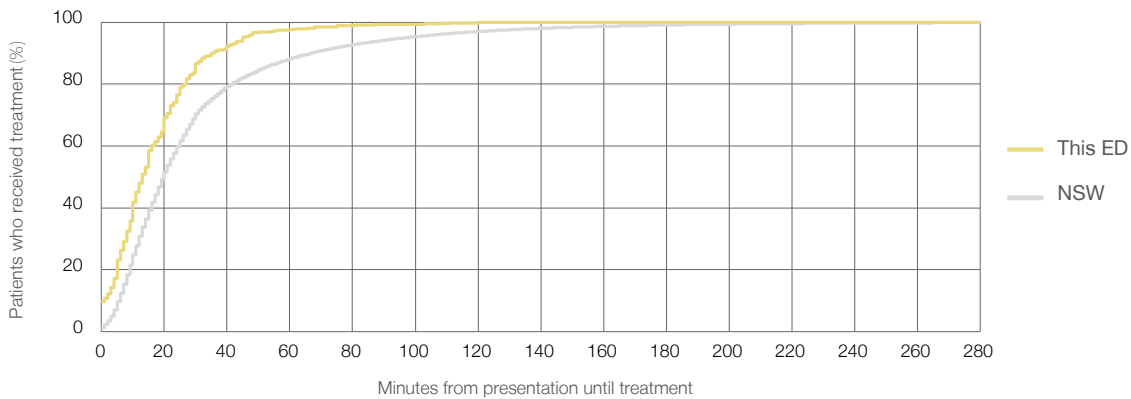
Number of triage 3 patients used to calculate waiting time:³ 434

Median time to start treatment⁴ 13 minutes

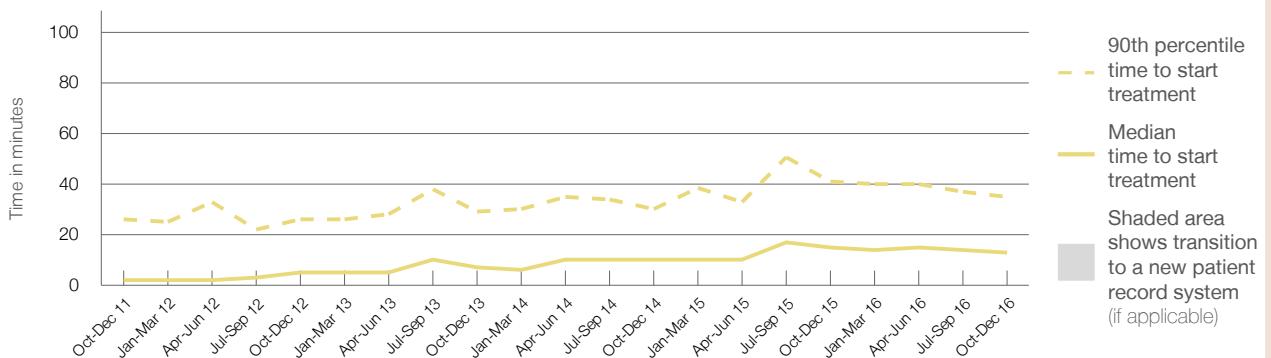
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
345	345
15 minutes	20 minutes
41 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	2	5	7	10	15	13
90th percentile time to start treatment ⁵ (minutes)	26	26	29	30	41	35

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 699

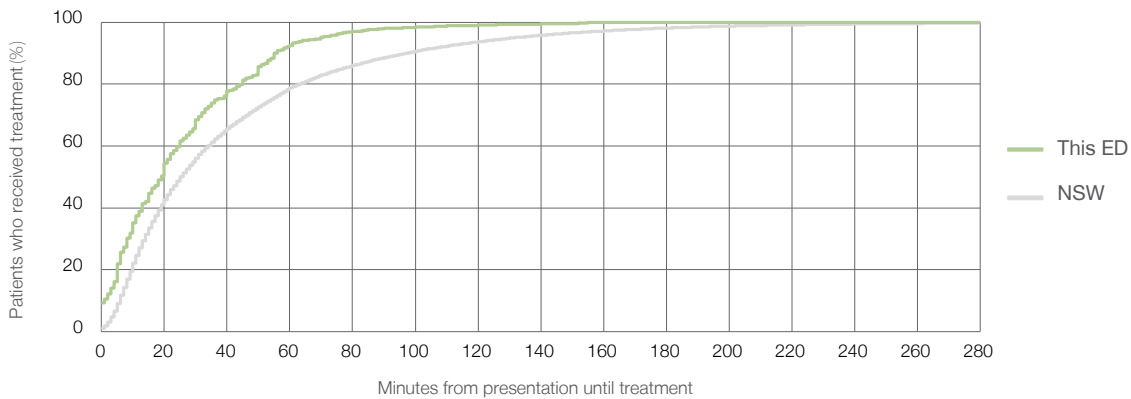
Number of triage 4 patients used to calculate waiting time:³ 672

Median time to start treatment⁴ 19 minutes

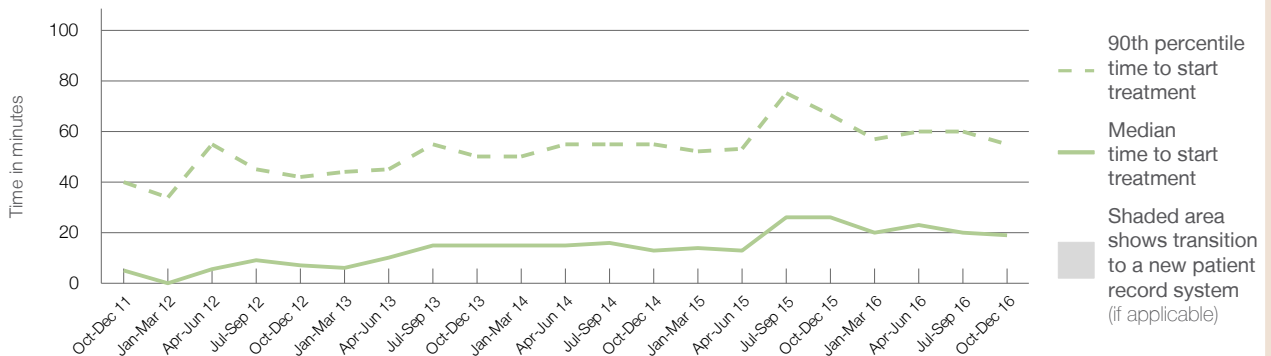
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
582	
570	
26 minutes	25 minutes
67 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	7	15	13	26	19
90th percentile time to start treatment ⁵ (minutes)	40	42	50	55	67	55

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 320

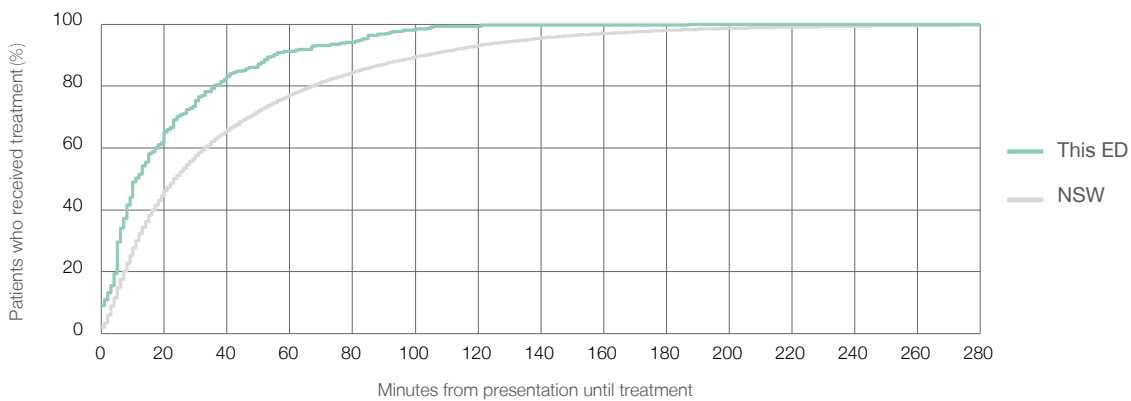
Number of triage 5 patients used to calculate waiting time:³ 308

Median time to start treatment⁴ 11 minutes

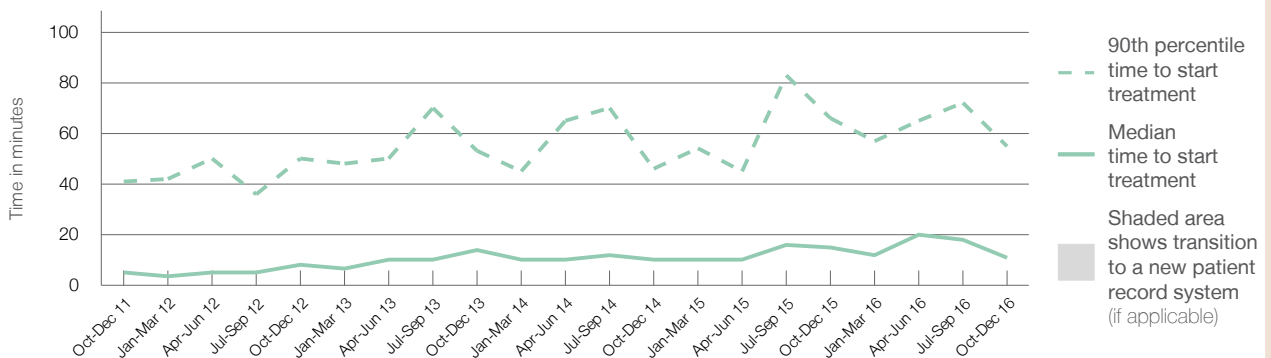
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
365	
354	
15 minutes	24 minutes
66 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	8	14	10	15	11
90th percentile time to start treatment ⁵ (minutes)	41	50	53	46	66	55

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Narrabri District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 1,578 patients

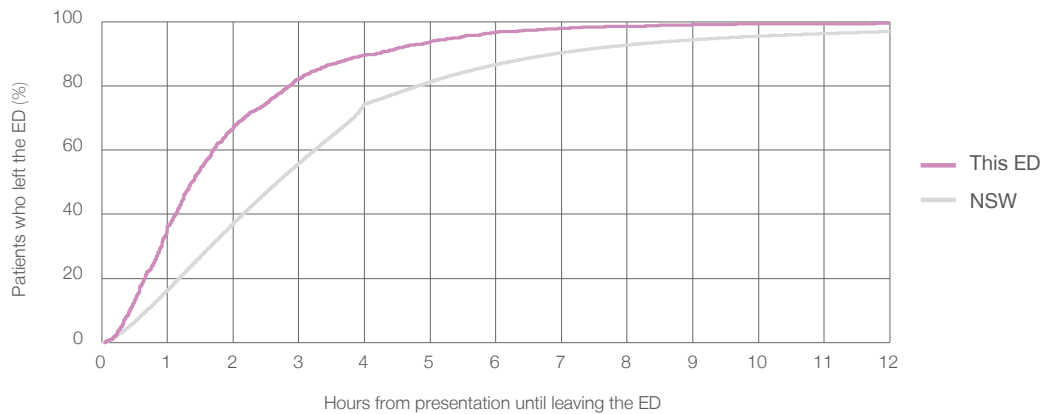
Presentations used to calculate time to leaving the ED:⁶ 1,578 patients

Median time spent in the ED⁸ 1 hours and 23 minutes

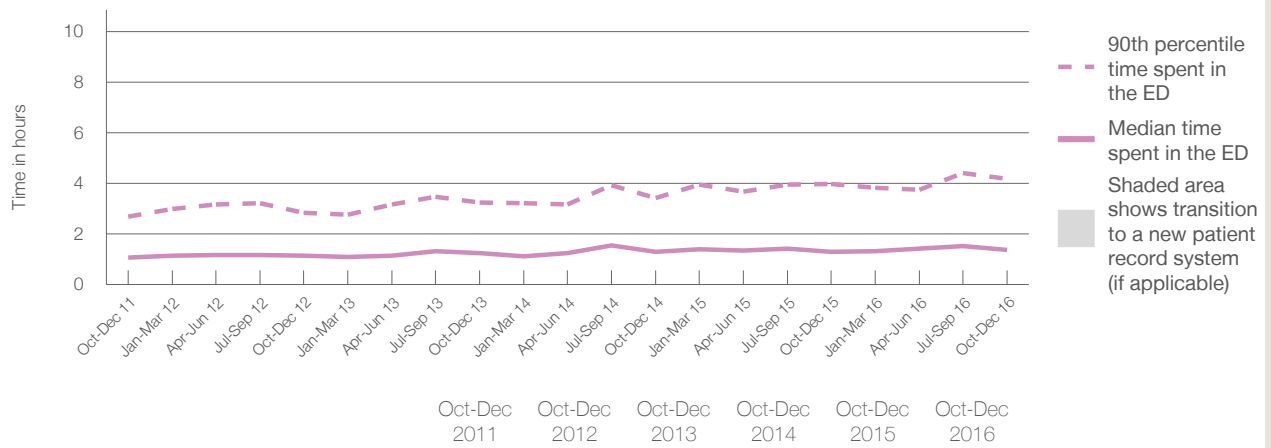
90th percentile time spent in the ED⁹ 4 hours and 11 minutes

Same period last year	NSW (this period)
1,407	1,407
1 hours and 18 minutes	2 hours and 41 minutes
3 hours and 59 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 5m	1h 9m	1h 15m	1h 18m	1h 18m	1h 23m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 41m	2h 50m	3h 15m	3h 26m	3h 59m	4h 11m

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

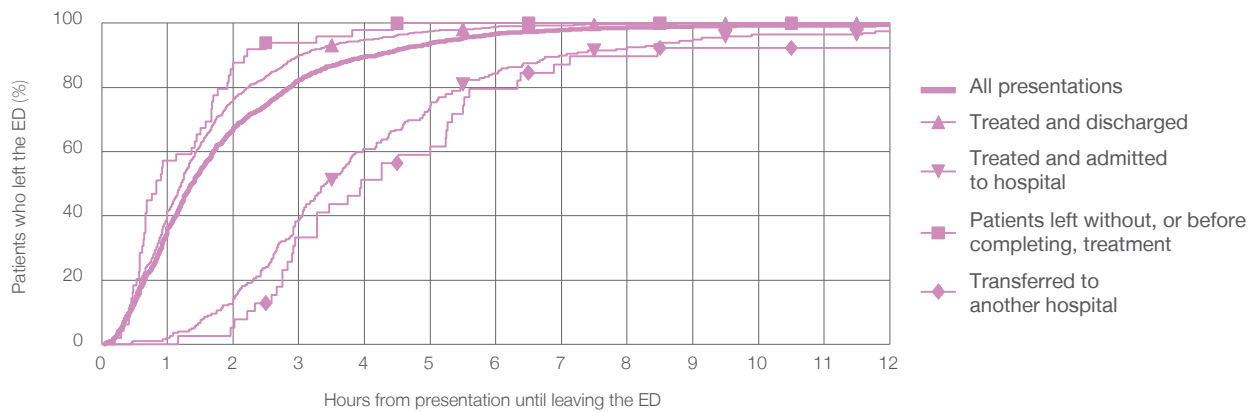
All presentations:¹ 1,578 patients

Presentations used to calculate time to leaving the ED:⁶ 1,578 patients

Treated and discharged	1,281 (81.2%)
Treated and admitted to hospital	199 (12.6%)
Patient left without, or before completing, treatment	49 (3.1%)
Transferred to another hospital	39 (2.5%)
Other	10 (0.6%)

Same period last year	Change since one year ago
1,407	12.2%
1,132	13.2%
190	4.7%
34	44.1%
48	-18.8%
3	233.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	41.5%	76.4%	89.9%	94.8%	98.9%	99.8%	99.9%	99.9%
Treated and admitted to hospital	2.0%	14.1%	38.7%	60.8%	84.4%	92.5%	96.5%	97.5%
Patient left without, or before completing, treatment	57.1%	87.8%	93.9%	98.0%	100%	100%	100%	100%
Transferred to another hospital	0%	5.1%	33.3%	51.3%	79.5%	89.7%	92.3%	92.3%
All presentations	36.2%	67.3%	82.3%	89.6%	96.6%	98.6%	99.3%	99.4%

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Narrabri District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 1,578 patients

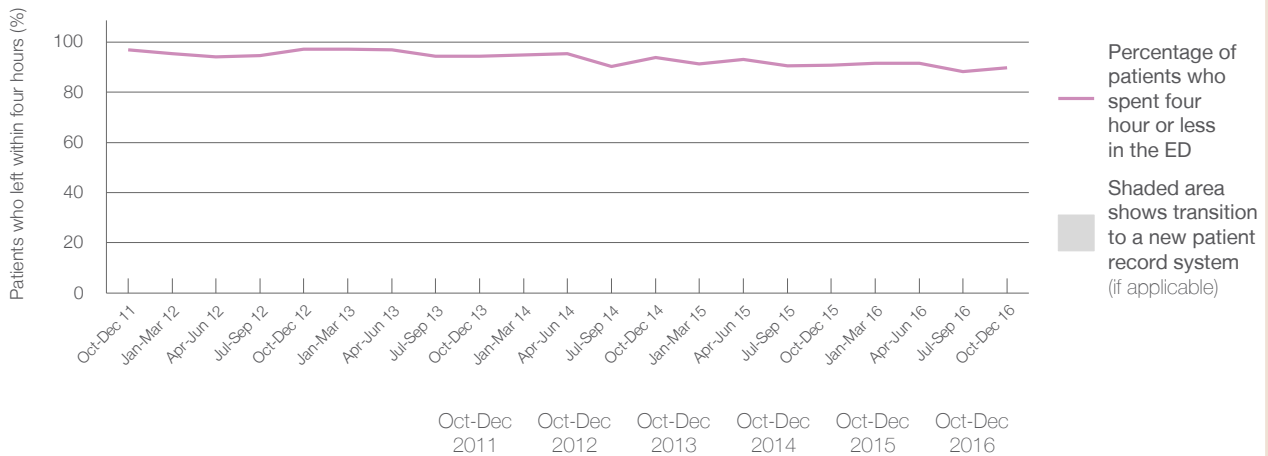
Presentations used to calculate time to leaving the ED:⁶ 1,578 patients

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	1,407	12.2%
Presentations used to calculate time to leaving the ED: ⁶	1,407	12.2%
Percentage of patients who spent four hours or less in the ED	90.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	97.0%	97.0%	94.4%	93.7%	90.7%	89.6%

* 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 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, 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).