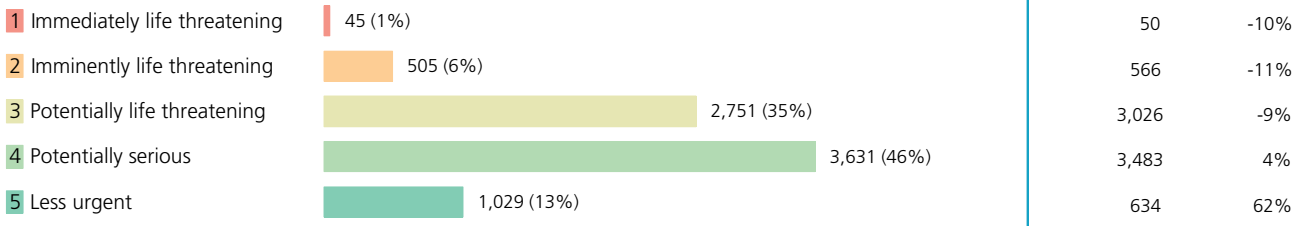


Wagga Wagga Base Hospital: Patients attending the emergency department

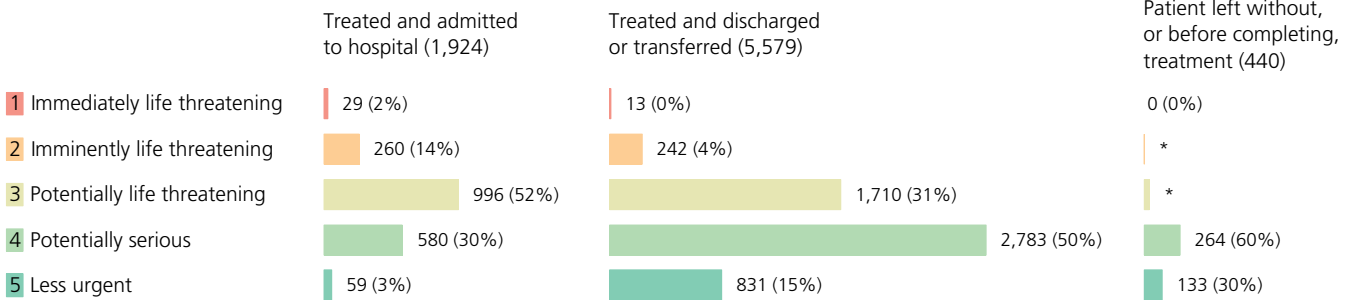
April to June 2010

All attendances:¹ 8,251 patients

Emergency attendances² by triage category: 7,961 patients



Emergency attendances by triage category and mode of separation:³ 7,943 patients



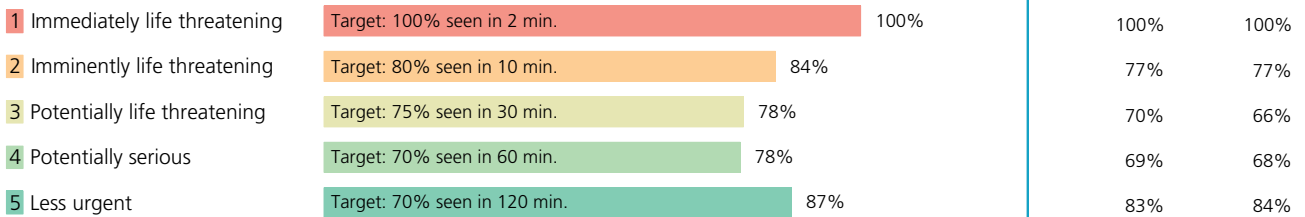
Wagga Wagga Base Hospital: Waiting times in the emergency department

April to June 2010

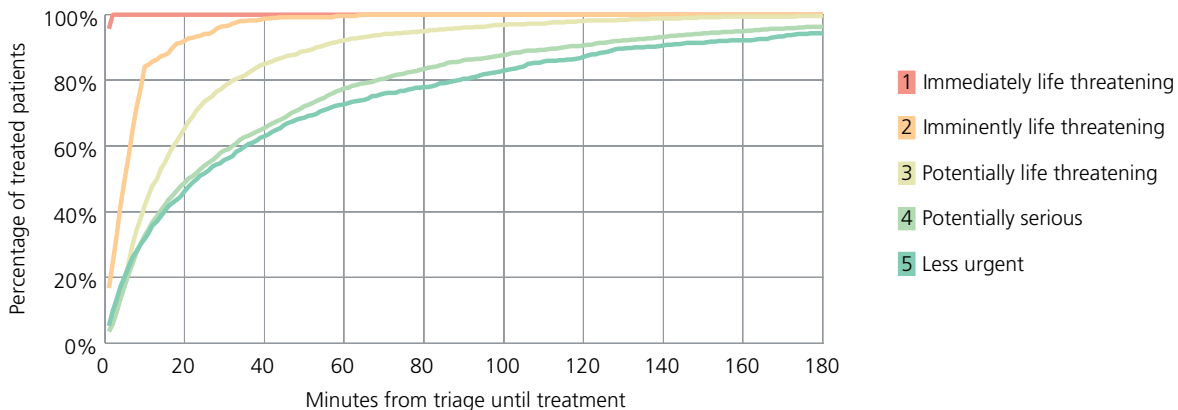
Attendances arriving by ambulance: 2,022 patients



Percentage of patients who received treatment⁵ by target⁶ time, by triage category



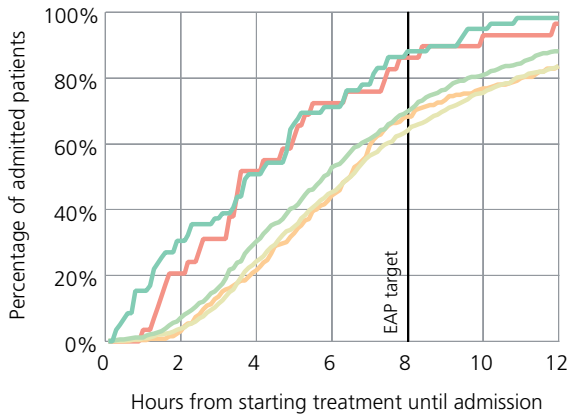
Percentage of patients who received treatment⁵ by time and triage category



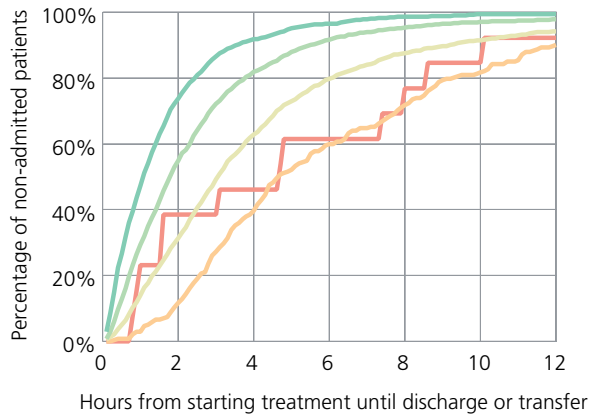
Wagga Wagga Base Hospital: Treatment to departure time in the emergency department

April to June 2010

Percentage of patients who were treated and admitted by time and triage category⁷



Percentage of patients who were treated and discharged or transferred by time and triage category⁷



Emergency admission performance (EAP) Target: 80% admitted in 8 hours

67% of admitted patients were transferred from the emergency department to a ward or operating suite within 8 hours of starting treatment.

Wagga Wagga Base Hospital: Patient experiences in the emergency department

NSW Health Patient Survey, February 2009

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

Overall patient ratings of emergency department care

Actual results						Standardised results ⁸				
7	16%	24%	29%	24%	Wagga Wagga Base Hospital	5	13%	29%	33%	20%
5	12%	26%	31%	25%	Major non-metropolitan hospitals	4	12%	27%	34%	23%
5	12%	25%	32%	26%	New South Wales	5	12%	25%	32%	26%

Patient ratings of care experiences that matter most⁹

Actual results for Wagga Wagga Base Hospital						Standardised results ⁸ for Wagga Wagga Base Hospital				
3	13%	24%	30%	30%	Staff courtesy	10%	28%	34%	25%	
8	13%	25%	28%	26%	Completeness of care	6	12%	28%	32%	22%
	28%	19%	22%	15%	Waiting time	25%	24%	22%	16%	12%

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

- All attendances at the emergency department (ED) including emergency and non-emergency.
- All emergency attendances with a recorded triage category.
- All emergency attendances with a recorded triage category, excluding attendances with a mode of separation of transferred prior to treatment or died in ED.
- Transfer time refers to the time between arrival and transfer to the care of the ED.
- All emergency attendances excluding those without a recorded triage category, triage time, or treatment time.
- Targets for triage levels are recommended by the Australasian College for Emergency Medicine.
- All emergency attendances excluding those without a recorded triage category, treatment time, or departure time.
- To account for differences between hospitals in the types of patients served, values are standardised for age, gender, health status, education, language, socioeconomic status, days in bed for illness or injury in February 2009, times in hospital overnight in past six months and severity of pain (if any).
- Care experiences that matter most are based on analysis of all emergency department respondents to the NSW Health Patient Survey 2009.

Note: Percentages may not add to 100 per cent due to rounding. All percentages rounded to whole numbers.

Sources: Attendance, waiting and treatment time data from Health Information Exchange (extracted 16 July 2010); ambulance data from Ambulance Service, NSW (provided 23 July 2010); patient experiences data from the emergency department module of the NSW Health Patient Survey 2009.