Gunnedah District Hospital: Emergency department (ED) overview
July to September 2016

		Same period last year	Change since one year ago
All presentations:[1] 1,951 patients		2,128	-8.3%
Emergency presentations:[2] 1,828 patients		2,054	-11.0%

Gunnedah District Hospital: Time patients waited to start treatment [3]
July to September 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 94 patients		143	
Median time to start treatment[4]	3 minutes	4 minutes	8 minutes
95th percentile time to start treatment[5]	*	27 minutes	41 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 445 patients		479	
Median time to start treatment[4]	17 minutes	17 minutes	21 minutes
95th percentile time to start treatment[5]	90 minutes	87 minutes	103 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,132 patients		1,157	
Median time to start treatment[4]	34 minutes	29 minutes	27 minutes
95th percentile time to start treatment[5]	125 minutes	118 minutes	139 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 152 patients		269	
Median time to start treatment[4]	24 minutes	17 minutes	24 minutes
95th percentile time to start treatment[5]	157 minutes	105 minutes	138 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED
July to September 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 1,951 patients		2,128	-8.3%
Percentage of patients who spent four hours or less in the ED	88.6%	89.0%	

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* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
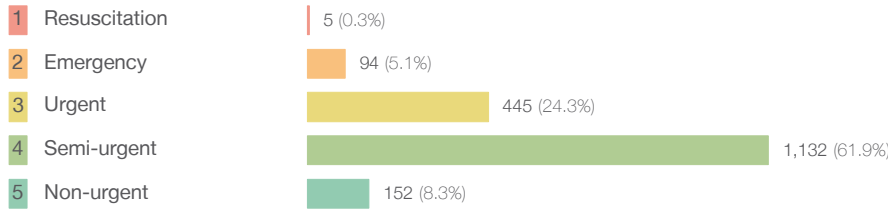6. All presentations that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient<s presenting problems.
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Gunnedah District Hospital

District group 2 hospitals (C2)
Hunter New England Local Health District

Gunnedah District Hospital: Patients presenting to the emergency department
July to September 2016

			Same period last year	Change since one year ago
All presentations:[1] 1,951 patients			2,128	-8.3%
Emergency presentations[2] by triage category: 1,828 patients			2,054	-11.0%
1 Resuscitation		5 (0.3%)	6	-16.7%
2 Emergency		94 (5.1%)	143	-34.3%
3 Urgent		445 (24.3%)	479	-7.1%
4 Semi-urgent		1,132 (61.9%)	1,157	-2.2%
5 Non-urgent		152 (8.3%)	269	-43.5%

Emergency presentations[2] by quarter, July 2011 to September 2016 ‡
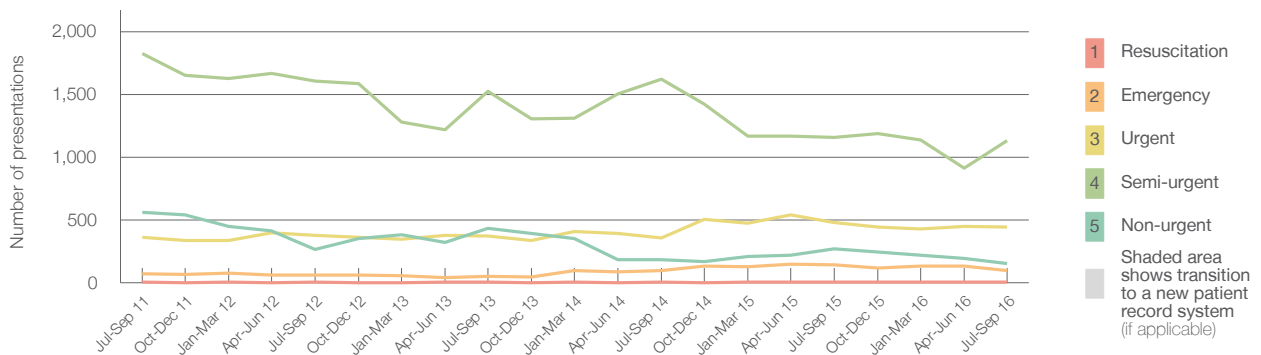
	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	< 5	< 5	< 5	< 5	6	5
Emergency	76	61	54	99	143	94
Urgent	360	376	373	358	479	445
Semi-urgent	1,825	1,607	1,523	1,619	1,157	1,132
Non-urgent	559	264	433	181	269	152
All emergency presentations	2,820	2,308	2,383	2,257	2,054	1,828

Gunnedah District Hospital: Patients arriving by ambulance
July to September 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 170 patients		132	
ED Transfer of care time			
Median time	9 minutes	11 minutes	-2 minutes
95th percentile time	33 minutes	33 minutes	0 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.

Gunnedah District Hospital

District group 2 hospitals (C2)
Hunter New England Local Health District

Gunnedah District Hospital: Time patients waited to start treatment, triage 2
July to September 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 94		143	
Number of triage 2 patients used to calculate waiting time:³ 93		142	
Median time to start treatment⁴	3 minutes	4 minutes	8 minutes
95th percentile time to start treatment⁵	*	27 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016
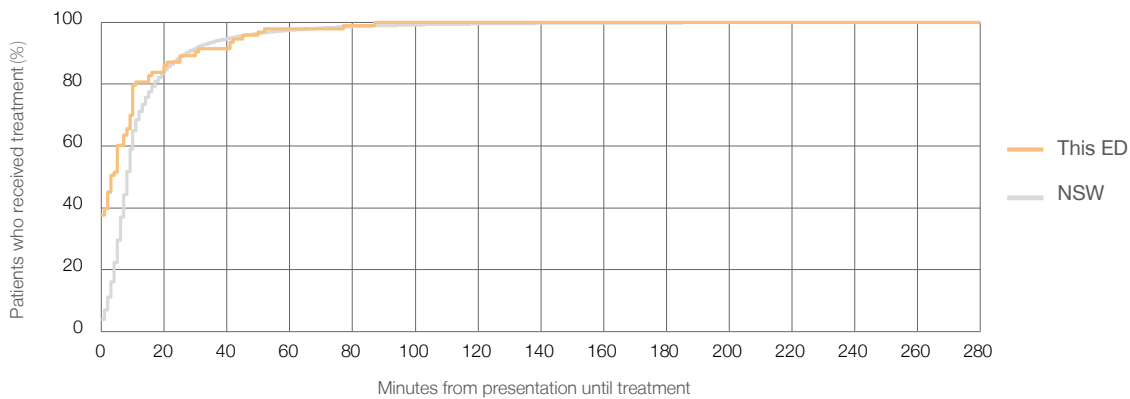
Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 †‡
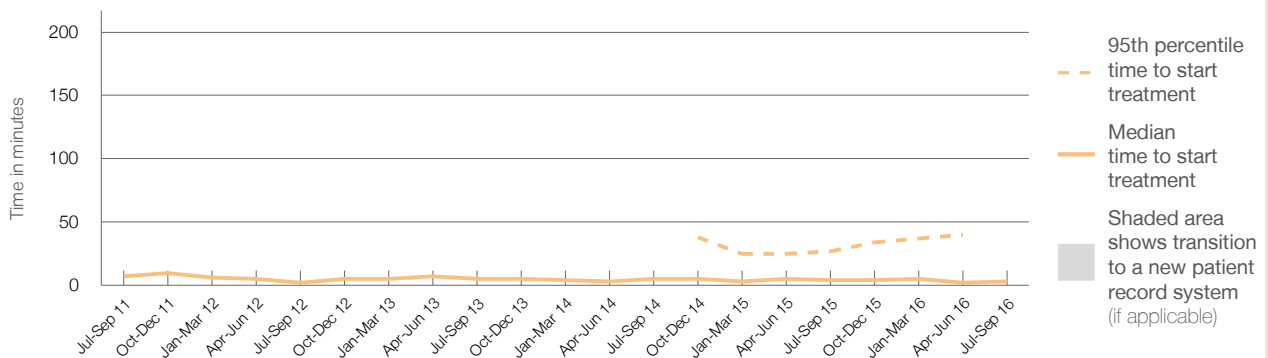
Legend:
- 95th percentile time to start treatment
- Median time to start treatment
- Shaded area shows transition to a new patient record system (if applicable)

	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment⁴ (minutes)	7	2	5	5	4	3
95th percentile time to start treatment⁵ (minutes)	*	*	*	*	27	*

(†) 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.

Gunnedah District Hospital: Time patients waited to start treatment, triage 3
July to September 2016

	Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients: 445	479	
Number of triage 3 patients used to calculate waiting time: [3] 432	475	
Median time to start treatment [4] 17 minutes	17 minutes	21 minutes
95th percentile time to start treatment [5] 90 minutes	87 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016
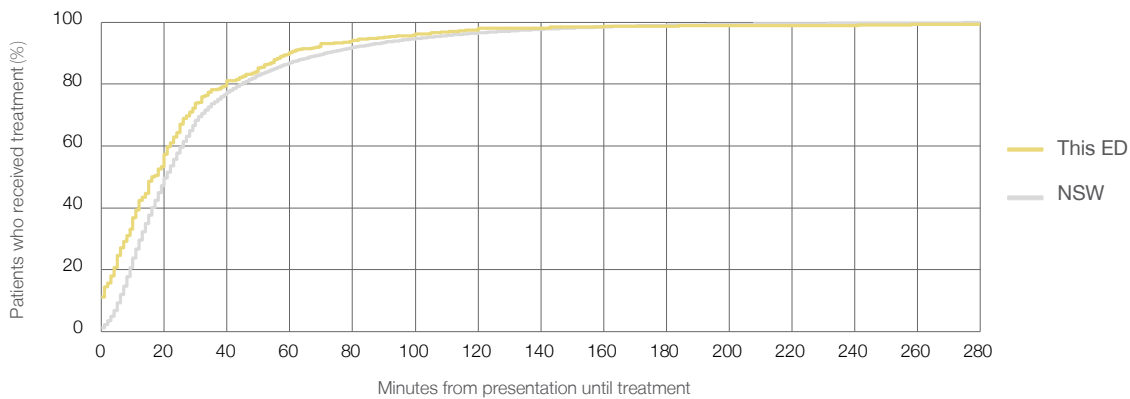
Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 [†‡]
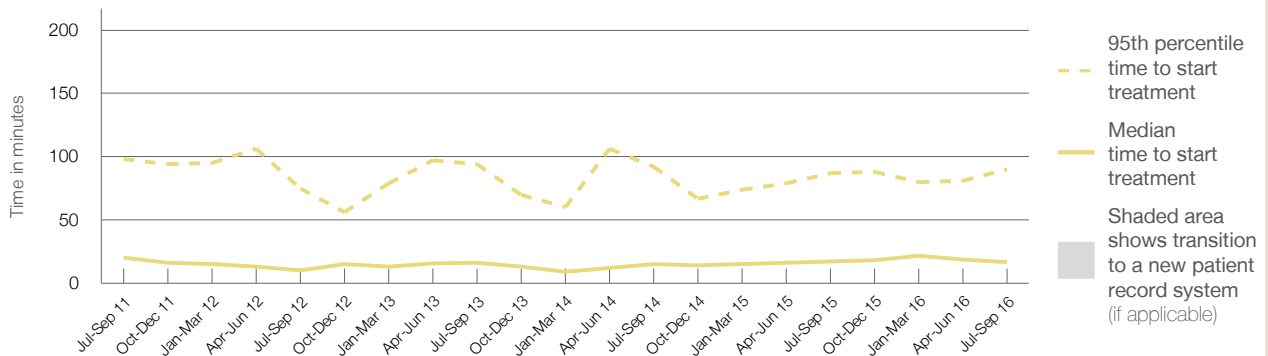
- - - 95th percentile time to start treatment

— Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment [4] (minutes)	20	10	16	15	17	17
95th percentile time to start treatment [5] (minutes)	98	75	94	92	87	90

(†) 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.

Gunnedah District Hospital

District group 2 hospitals (C2)
Hunter New England Local Health District

Gunnedah District Hospital: Time patients waited to start treatment, triage 4
July to September 2016

			Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 1,132			1,157	
Number of triage 4 patients used to calculate waiting time: [3] 1,084			1,114	
Median time to start treatment [4]		34 minutes	29 minutes	27 minutes
95th percentile time to start treatment [5]		125 minutes	118 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016
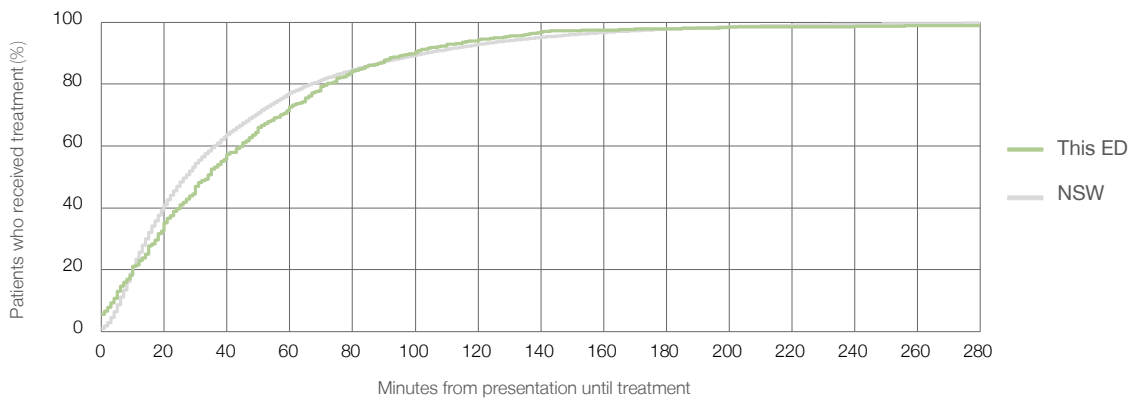
Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 [†‡]
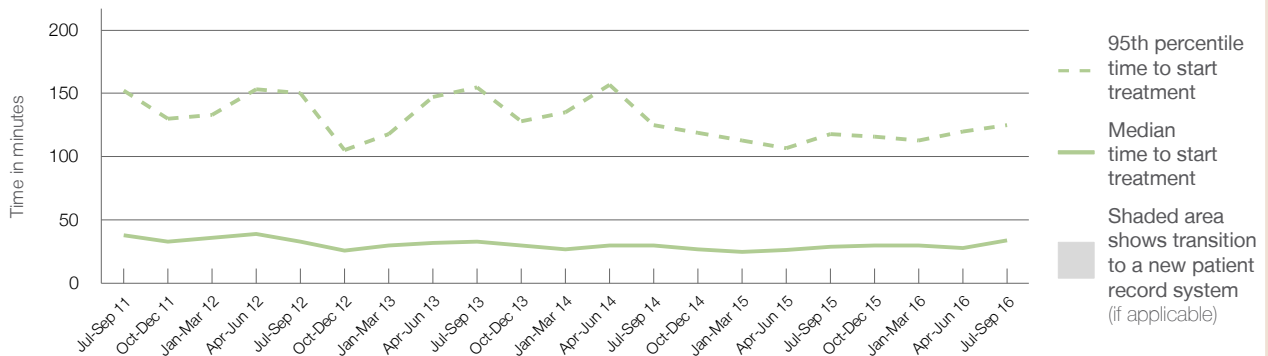
- 95th percentile time to start treatment
- Median time to start treatment
- Shaded area shows transition to a new patient record system (if applicable)

	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment [4] (minutes)	38	33	33	30	29	34
95th percentile time to start treatment [5] (minutes)	152	150	155	125	118	125

(†) 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.

Gunnedah District Hospital

District group 2 hospitals (C2)
Hunter New England Local Health District

Gunnedah District Hospital: Time patients waited to start treatment, triage 5
July to September 2016

| Triage 5	Non-urgent (e.g. small cuts or abrasions)			Same period last year	NSW (this period)
Number of triage 5 patients: 152				269	
Number of triage 5 patients used to calculate waiting time: [3] 139				247	
Median time to start treatment [4]		24 minutes		17 minutes	24 minutes
95th percentile time to start treatment [5]		157 minutes		105 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016
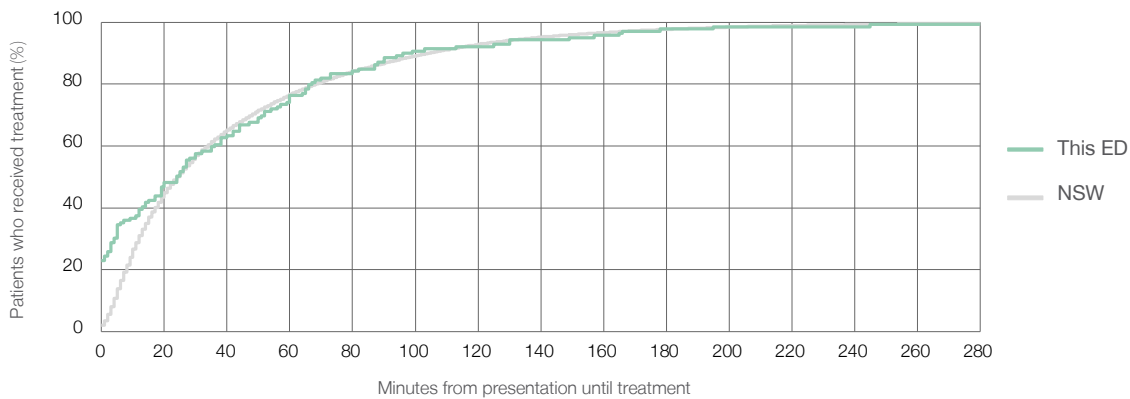
Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 [†‡]
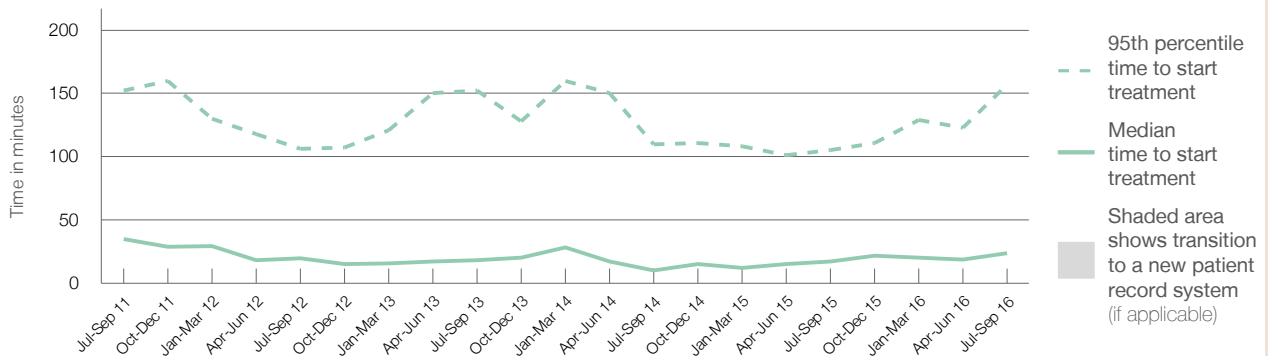
	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment [4] (minutes)	35	20	18	10	17	24
95th percentile time to start treatment [5] (minutes)	152	106	152	110	105	157

(†) 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.

Gunnedah District Hospital

District group 2 hospitals (C2)
Hunter New England Local Health District

Gunnedah District Hospital: Time patients spent in the ED
July to September 2016

		Same period last year	NSW (this period)
All presentations:[1] 1,951 patients			2,128
Presentations used to calculate time to leaving the ED: [6] 1,951 patients			2,128
Median time spent in the ED [8]	1 hours and 25 minutes	1 hours and 22 minutes	2 hours and 50 minutes
95th percentile time spent in the ED [9]	6 hours and 5 minutes	5 hours and 39 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016
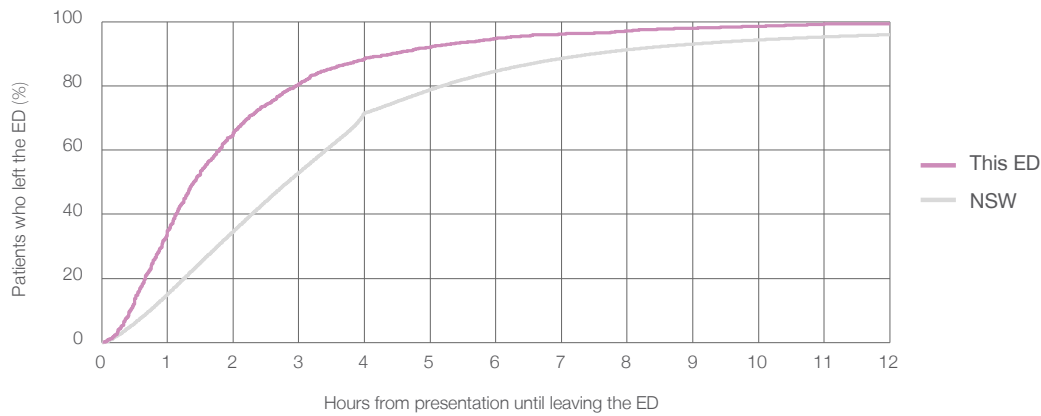
Time patients spent in the ED, by quarter, July 2011 to September 2016 [†‡]
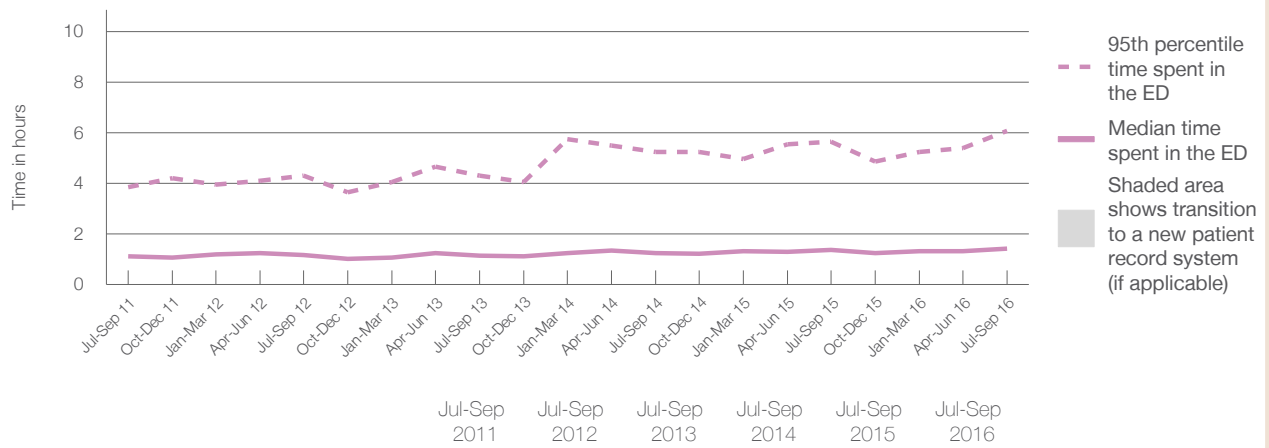
	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED [8] (hours, minutes)	1h 8m	1h 10m	1h 9m	1h 15m	1h 22m	1h 25m
95th percentile time to leaving the ED [9] (hours, minutes)	3h 52m	4h 18m	4h 19m	5h 15m	5h 39m	6h 5m

(†)   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.

Gunnedah District Hospital

District group 2 hospitals (C2)
Hunter New England Local Health District

Gunnedah District Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

		Same period last year	Change since one year ago
All presentations:[1] 1,951 patients			
Presentations used to calculate time to leaving the ED:[6] 1,951 patients		2,128	-8.3%
Treated and discharged	1,519 (77.9%)	1,650	-7.9%
Treated and admitted to hospital	221 (11.3%)	238	-7.1%
Patient left without, or before completing, treatment	70 (3.6%)	94	-25.5%
Transferred to another hospital	122 (6.3%)	140	-12.9%
Other	19 (1.0%)	6	216.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 [†‡]
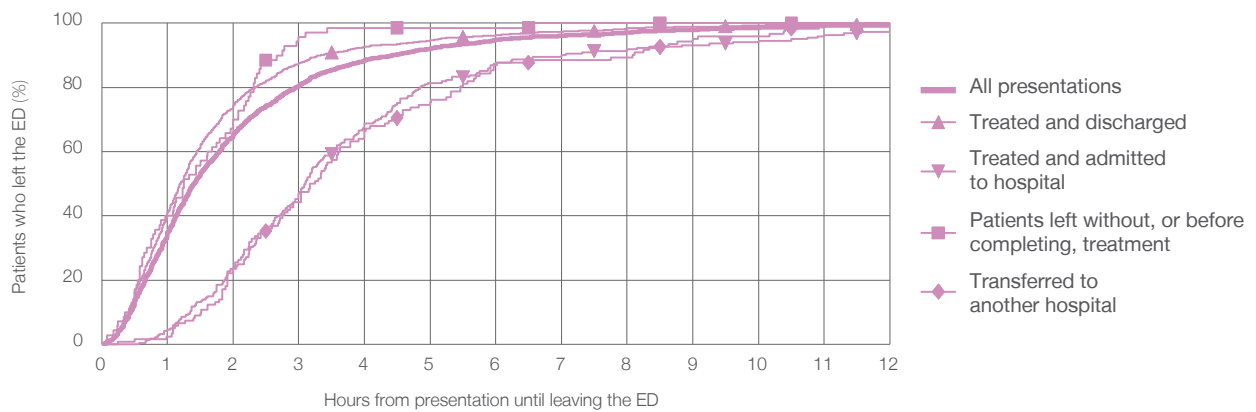
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	41.1%	74.5%	87.5%	92.7%	96.2%	98.4%	99.3%	99.6%
Treated and admitted to hospital	4.5%	23.5%	47.1%	68.8%	87.8%	91.9%	94.6%	97.3%
Patient left without, or before completing, treatment	40.0%	70.0%	95.7%	98.6%	98.6%	100%	100%	100%
Transferred to another hospital	2.5%	23.8%	44.3%	66.4%	86.9%	89.3%	95.9%	100%
All presentations	34.8%	65.5%	80.6%	88.6%	94.8%	97.1%	98.6%	99.4%

(†) 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.

Gunnedah District Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
July to September 2016

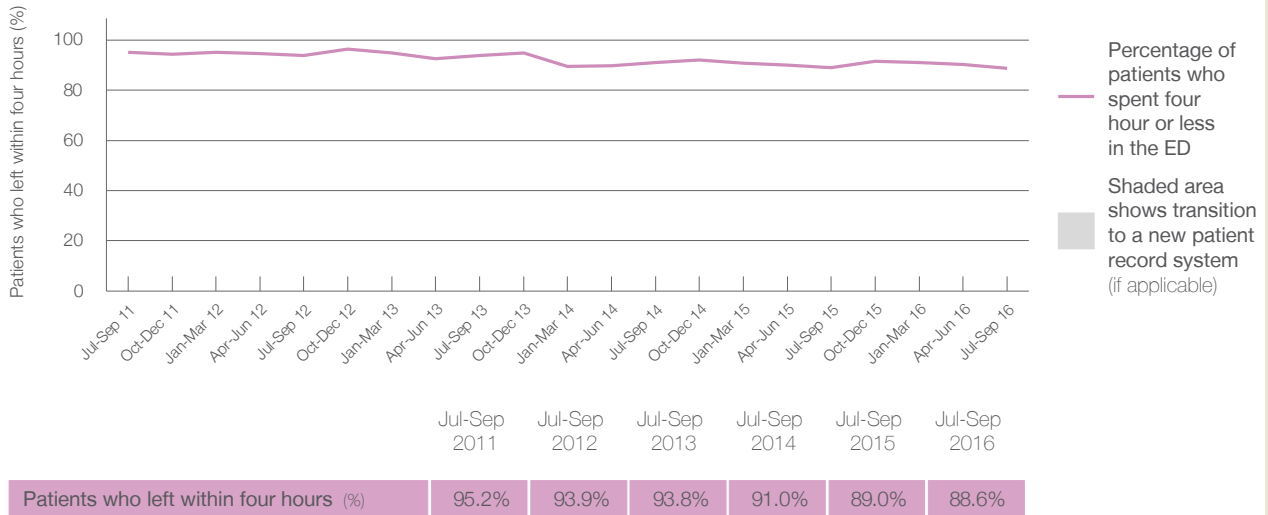|	Same period last year	Change since one year ago
All presentations at the emergency department: [1] 1,951 patients	2,128	-8.3%
Presentations used to calculate time to leaving the ED: [6] 1,951 patients	2,128	-8.3%
Percentage of patients who spent four hours or less in the ED — 88.6%	89.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 [†‡]

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

Shaded area shows transition to a new patient record system (if applicable)

	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Patients who left within four hours (%)	95.2%	93.9%	93.8%	91.0%	89.0%	88.6%

* 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.
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, July to September 2016.
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 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.
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 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 are rounded and therefore percentages may not add to 100%.
Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).