Lachlan Health Service - Forbes: Emergency department (ED) overview
January to March 2018

	Same period last year	Change since one year ago
All presentations:[1] 1,664 patients	1,788	-7%
Emergency presentations:[2] 1,477 patients	1,615	-9%

Lachlan Health Service - Forbes: Time patients waited to start treatment [3]
January to March 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 88 patients	81	
Median time to start treatment [4] 6 minutes	5 minutes	8 minutes
90th percentile time to start treatment [5] *	*	23 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 305 patients	223	
Median time to start treatment [4] 16 minutes	11 minutes	20 minutes
90th percentile time to start treatment [5] 55 minutes	35 minutes	65 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 565 patients	507	
Median time to start treatment [4] 23 minutes	21 minutes	25 minutes
90th percentile time to start treatment [5] 78 minutes	76 minutes	98 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 514 patients	804	
Median time to start treatment [4] 16 minutes	21 minutes	22 minutes
90th percentile time to start treatment [5] 71 minutes	109 minutes	97 minutes

Lachlan Health Service - Forbes: Time from presentation until leaving the ED
January to March 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: [6] 1,664 patients	1,788	-7%
Percentage of patients who spent four hours or less in the ED 92%	88%	

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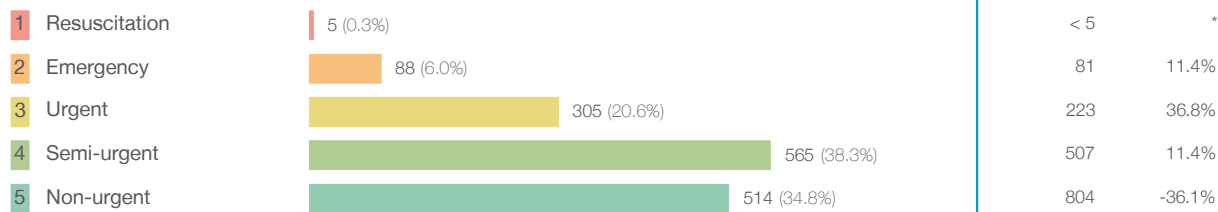Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Lachlan Health Service - Forbes: Patients presenting to the emergency department
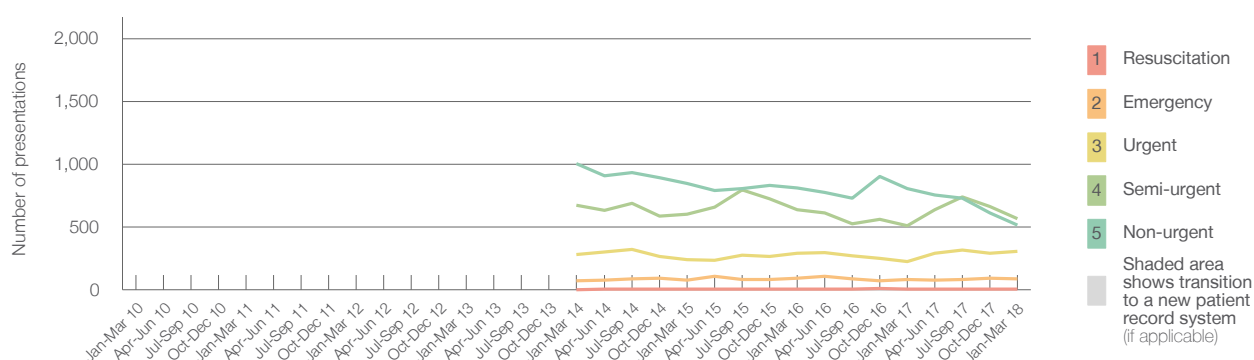January to March 2018

	Same period last year	Change since one year ago
All presentations:[1] 1,664 patients	1,788	-7%
Emergency presentations[2] by triage category: 1,477 patients	1,615	-9%

		Same period last year	Change since one year ago
1 Resuscitation	5 (0.3%)	< 5	*
2 Emergency	88 (6.0%)	81	11.4%
3 Urgent	305 (20.6%)	223	36.8%
4 Semi-urgent	565 (38.3%)	507	11.4%
5 Non-urgent	514 (34.8%)	804	-36.1%

Emergency presentations[2] by quarter, January 2010 to March 2018 ‡ §

Legend:
1 Resuscitation
2 Emergency
3 Urgent
4 Semi-urgent
5 Non-urgent
Shaded area shows transition to a new patient record system (if applicable)

	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	6	< 5	< 5	5
Emergency					70	77	93	81	88
Urgent					279	240	291	223	305
Semi-urgent					671	603	636	507	565
Non-urgent					1,003	847	811	804	514
All emergency presentations					2,023	1,773	1,831	1,615	1,477

Lachlan Health Service - Forbes: Patients arriving by ambulance
January to March 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 174 patients		139	
ED Transfer of care time			
Median time	10 minutes	10 minutes	0 minutes
90th percentile time	28 minutes	32 minutes	-4 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 2
January to March 2018

			Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 88			81	
Number of triage 2 patients used to calculate waiting time:[3] 88			79	
Median time to start treatment[4]	▮ 6 minutes		5 minutes	8 minutes
90th percentile time to start treatment[5]	*		*	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018
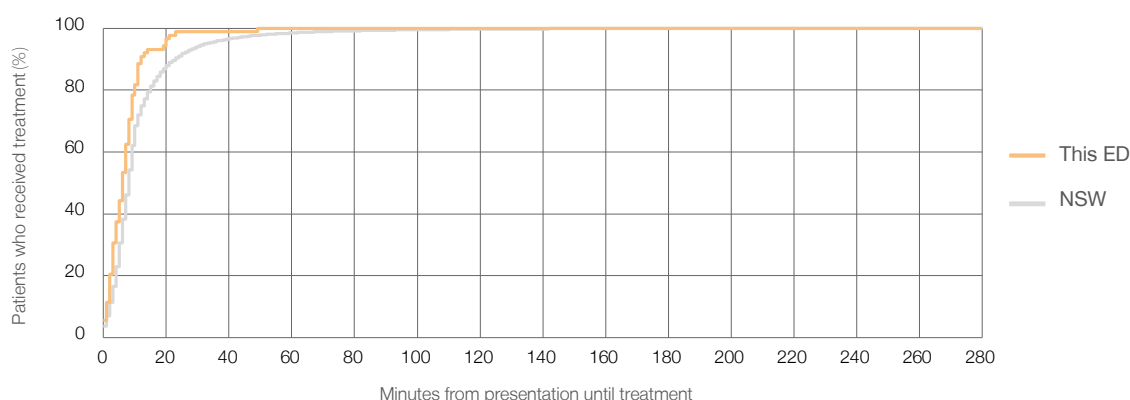
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 [†‡§]
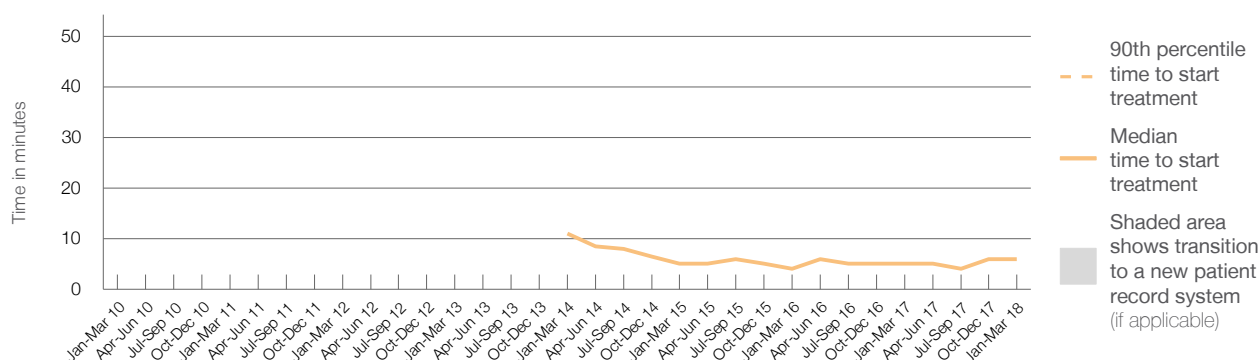
	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment[4] (minutes)					11	5	4	5	6
90th percentile time to start treatment[5] (minutes)					*	*	*	*	*

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District group 2 hospitals (C2)
Western NSW Local Health District

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 3
January to March 2018

			Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 305			223	
Number of triage 3 patients used to calculate waiting time:[3] 302			221	
Median time to start treatment[4]		16 minutes	11 minutes	20 minutes
90th percentile time to start treatment[5]		55 minutes	35 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018
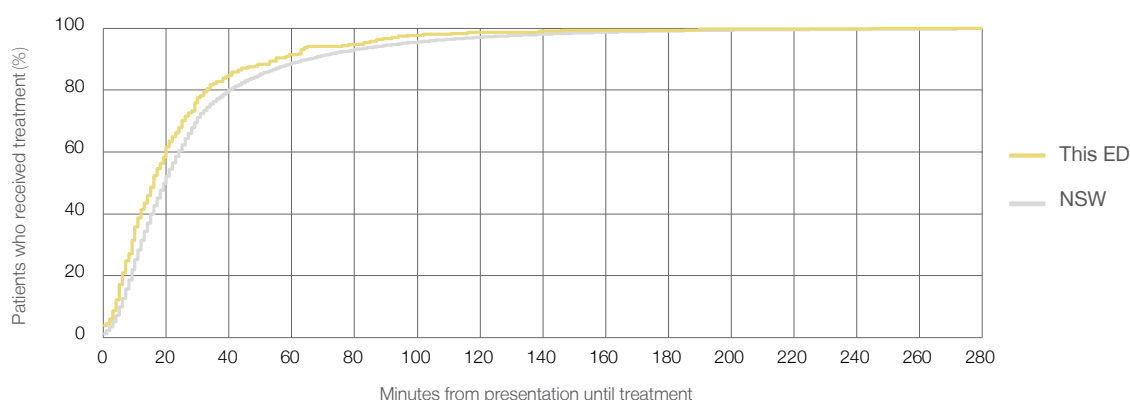
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 [†‡§]
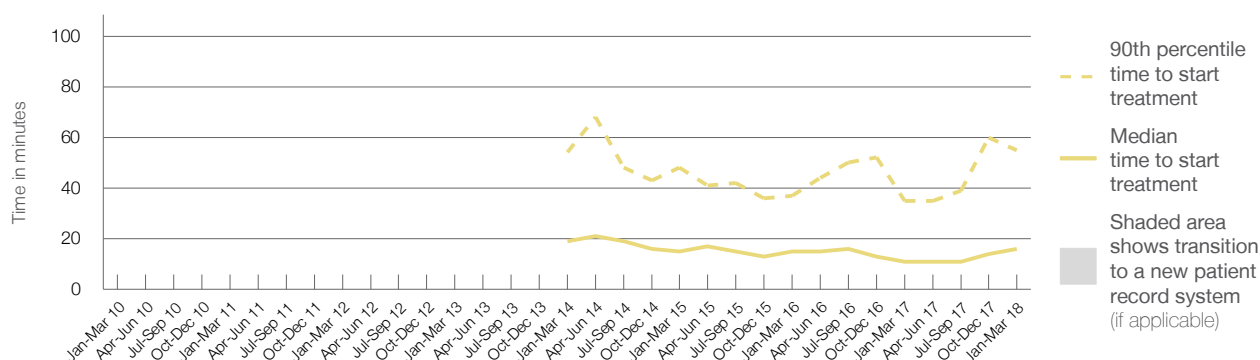
	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment[4] (minutes)					19	15	15	11	16
90th percentile time to start treatment[5] (minutes)					54	48	37	35	55

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Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 4
January to March 2018

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 565		507	
Number of triage 4 patients used to calculate waiting time: [3] 555		491	
Median time to start treatment [4]	23 minutes	21 minutes	25 minutes
90th percentile time to start treatment [5]	78 minutes	76 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018
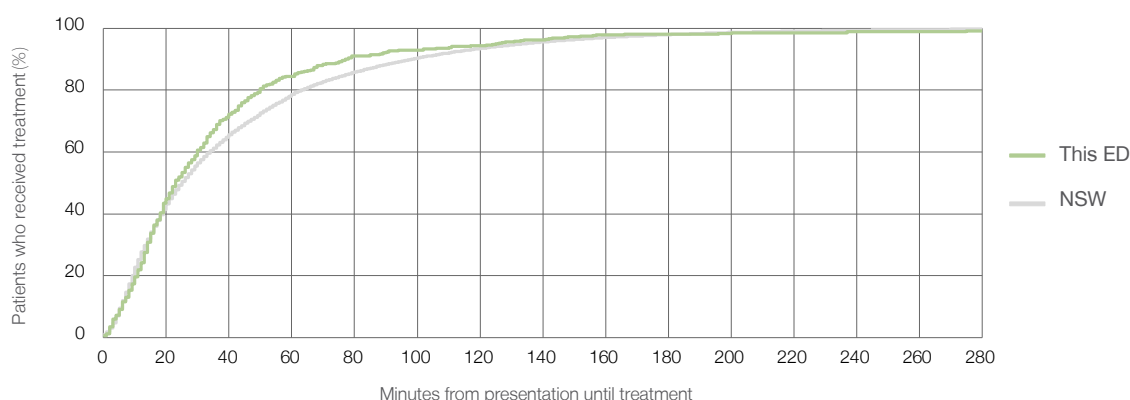
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 [†‡§]
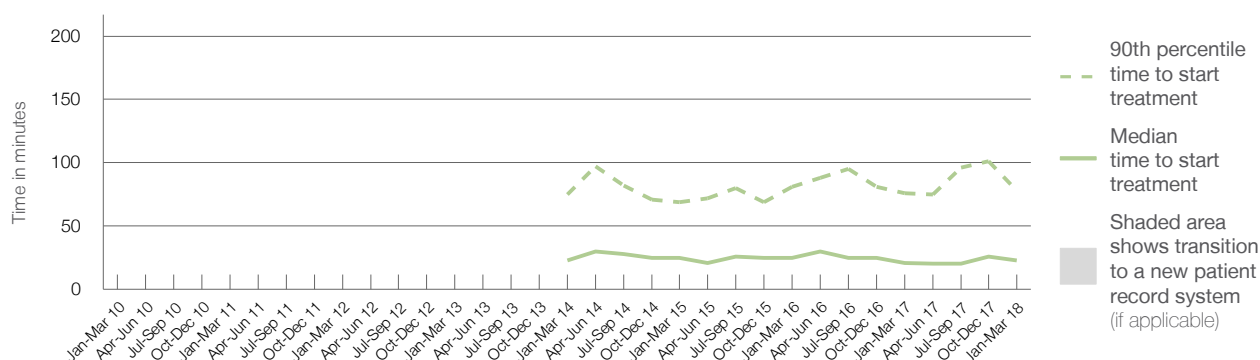
	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment [4] (minutes)					23	25	25	21	23
90th percentile time to start treatment [5] (minutes)					75	69	81	76	78

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Lachlan Health Service - Forbes

District group 2 hospitals (C2)
Western NSW Local Health District

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 5
January to March 2018

			Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 514			804	
Number of triage 5 patients used to calculate waiting time:[3] 502			773	
Median time to start treatment [4]		16 minutes	21 minutes	22 minutes
90th percentile time to start treatment [5]		71 minutes	109 minutes	97 minutes

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

Patients who received treatment(%) / Minutes from presentation until treatment

This ED
NSW
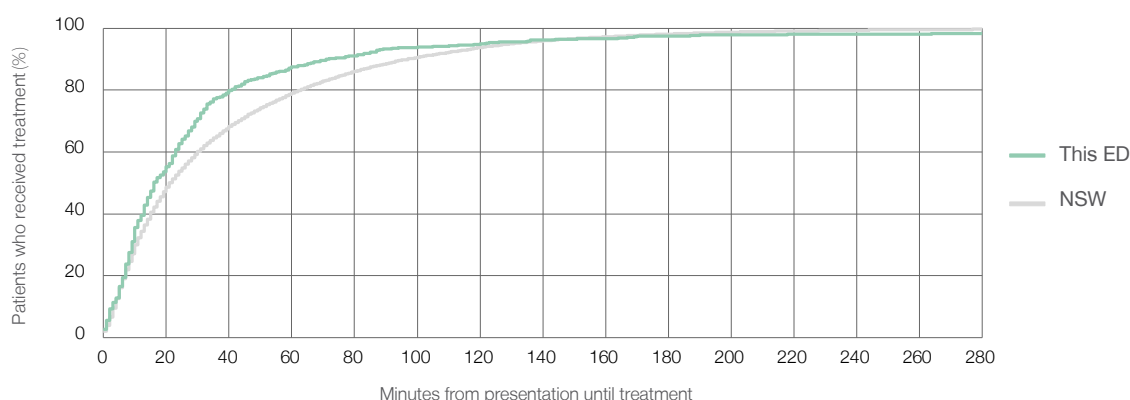
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 [†‡§]
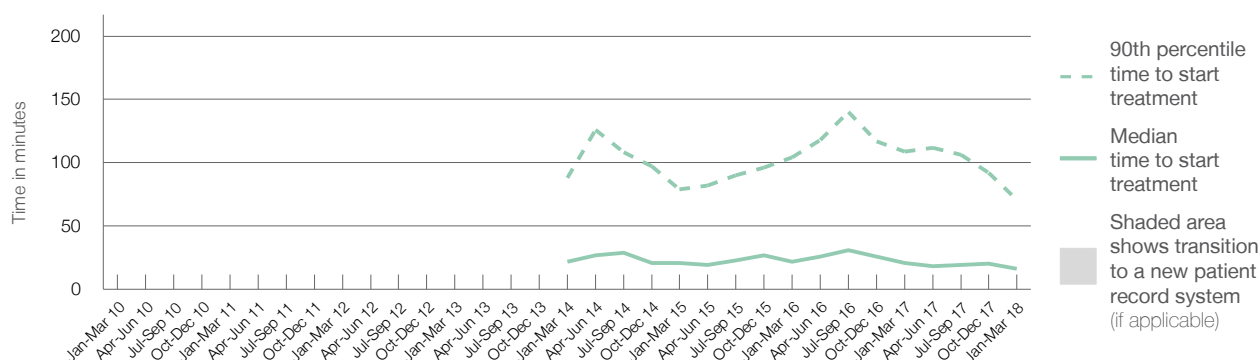
Time in minutes

90th percentile time to start treatment

Median time to start treatment

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

	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)					22	21	22	21	16
90th percentile time to start treatment [5] (minutes)					88	79	104	109	71

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Lachlan Health Service - Forbes

District group 2 hospitals (C2)
Western NSW Local Health District

Lachlan Health Service - Forbes: Time patients spent in the ED
January to March 2018

		Same period last year	NSW (this period)
All presentations:[1] 1,664 patients			1,788
Presentations used to calculate time to leaving the ED: [6] 1,664 patients			1,788
Median time spent in the ED [8]	1 hours and 2 minutes	1 hours and 18 minutes	2 hours and 42 minutes
90th percentile time spent in the ED [9]	3 hours and 31 minutes	4 hours and 20 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018
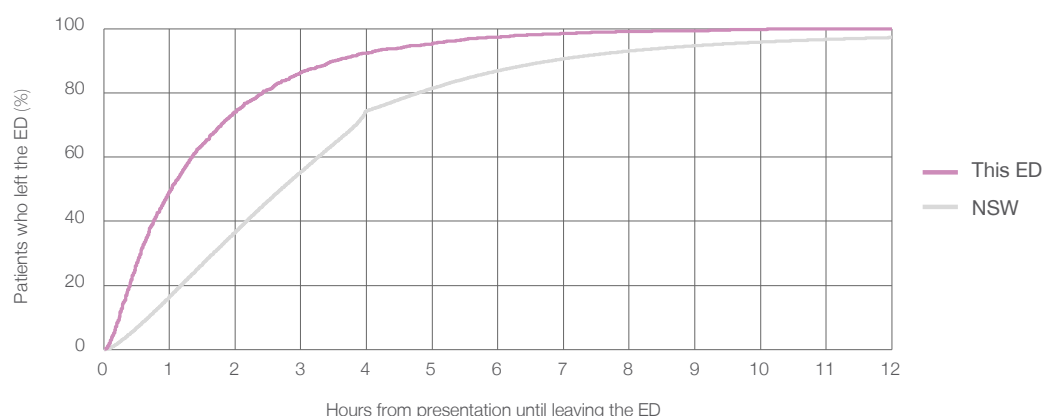
Time patients spent in the ED, by quarter, January 2010 to March 2018 [†‡§]
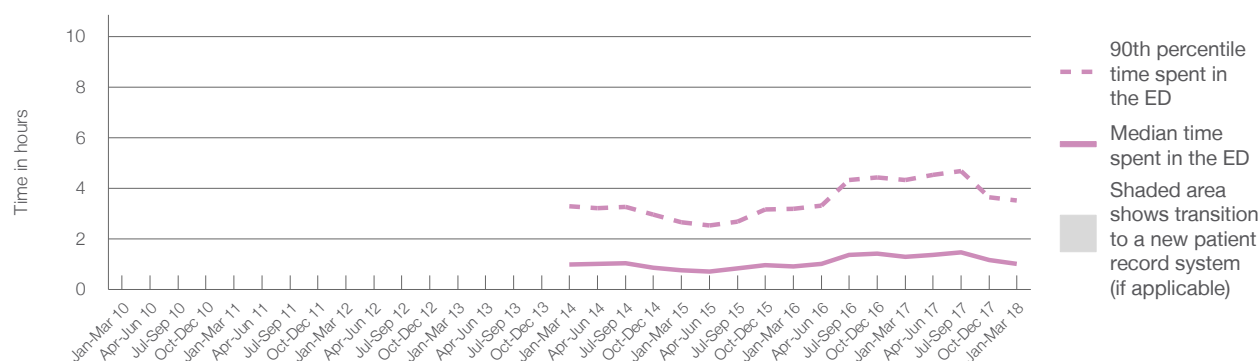
	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED [8] (hours, minutes)					1h 0m	0h 46m	0h 56m	1h 18m	1h 2m
90th percentile time spent in the ED [9] (hours, minutes)					3h 18m	2h 40m	3h 12m	4h 20m	3h 31m

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Lachlan Health Service - Forbes: Time patients spent in the ED
### By mode of separation
January to March 2018

		Same period last year	Change since one year ago
All presentations:[1] 1,664 patients			
Presentations used to calculate time to leaving the ED:[6] 1,664 patients		1,788	-7%
Treated and discharged	1,416 (85.1%)	1,450	-2.3%
Treated and admitted to hospital	175 (10.5%)	216	-19.0%
Patient left without, or before completing, treatment	26 (1.6%)	74	-64.9%
Transferred to another hospital	43 (2.6%)	38	13.2%
Other	4 (0.2%)	10	-60.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018 [†‡§]
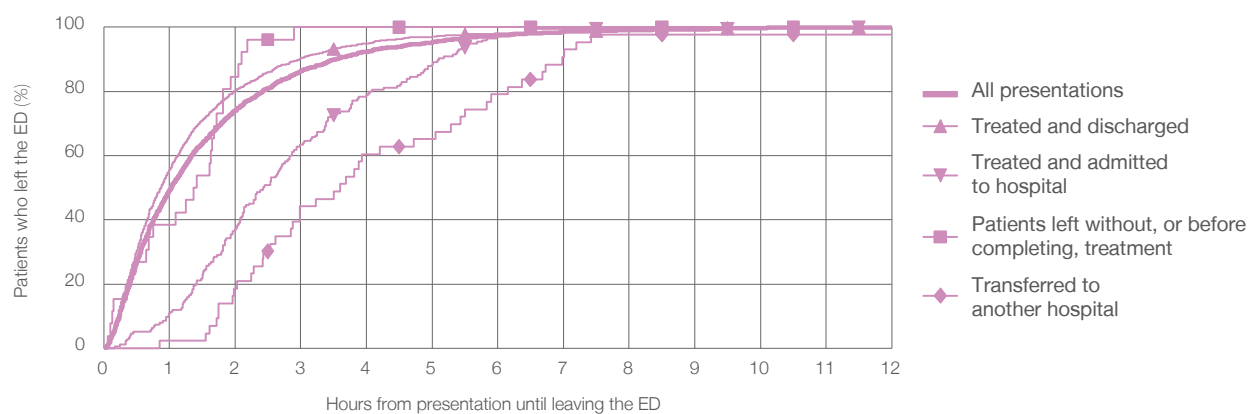
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	55.6%	80.2%	90.3%	94.8%	98.0%	99.2%	99.7%	100%
Treated and admitted to hospital	10.9%	37.1%	63.4%	78.9%	97.1%	99.4%	100%	100%
Patient left without, or before completing, treatment	38.5%	84.6%	100%	100%	100%	100%	100%	100%
Transferred to another hospital	2.3%	18.6%	44.2%	60.5%	79.1%	97.7%	97.7%	97.7%
All presentations	49.3%	74.0%	86.4%	92.3%	97.4%	99.1%	99.7%	99.9%

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(§) 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.

Lachlan Health Service - Forbes: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
January to March 2018

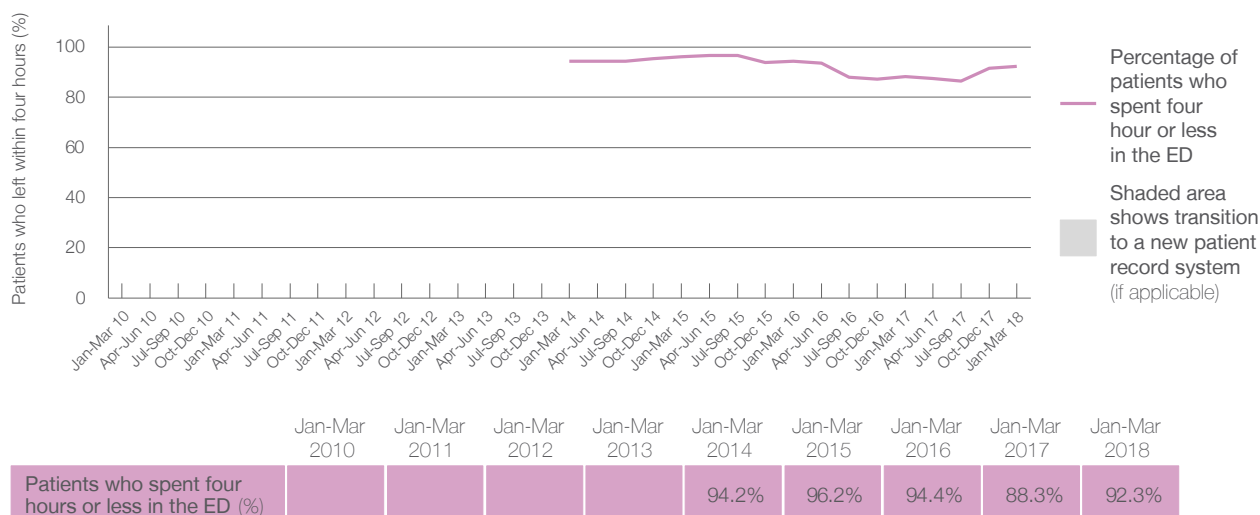|	Same period last year	Change since one year ago
All presentations at the emergency department:[1] 1,664 patients	1,788	-7%
Presentations used to calculate time to leaving the ED:[6] 1,664 patients	1,788	-7%
Percentage of patients who spent four hours or less in the ED	92.3%	88.3%

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)					94.2%	96.2%	94.4%	88.3%	92.3%

* 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).