More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview
October to December 2016

		Same period last year	Change since one year ago
All presentations:[1]	10,018 patients	9,860	1.6%
Emergency presentations:[2]	9,508 patients	9,581	-0.8%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment[3]
October to December 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 686 patients		884	
Median time to start treatment[4]	5 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	12 minutes	21 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,164 patients		3,785	
Median time to start treatment[4]	15 minutes	18 minutes	20 minutes
90th percentile time to start treatment[5]	48 minutes	61 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,897 patients		4,159	
Median time to start treatment[4]	21 minutes	19 minutes	25 minutes
90th percentile time to start treatment[5]	81 minutes	81 minutes	97 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 724 patients		716	
Median time to start treatment[4]	20 minutes	12 minutes	24 minutes
90th percentile time to start treatment[5]	83 minutes	72 minutes	103 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED
October to December 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 10,018 patients		9,859	1.6%
Percentage of patients who spent four hours or less in the ED	71.4%	68.0%	

*   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 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 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 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.
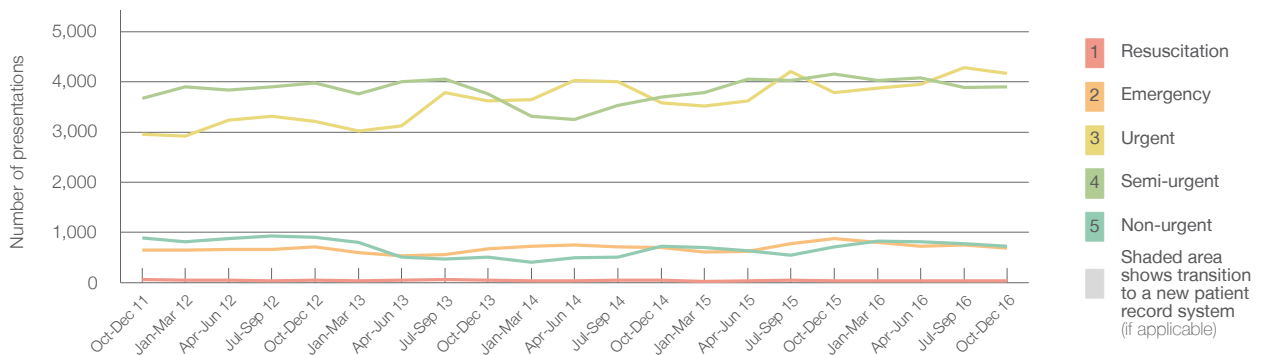
Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department
October to December 2016

		Same period last year	Change since one year ago
All presentations:[1] 10,018 patients		9,860	1.6%
Emergency presentations[2] by triage category: 9,508 patients		9,581	-0.8%
1 Resuscitation	37 (0.4%)	37	0.0%
2 Emergency	686 (7.2%)	884	-22.4%
3 Urgent	4,164 (43.8%)	3,785	10.0%
4 Semi-urgent	3,897 (41.0%)	4,159	-6.3%
5 Non-urgent	724 (7.6%)	716	1.1%

Emergency presentations[2] by quarter, October 2011 to December 2016 ‡

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)

	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	60	54	49	51	37	37
Emergency	653	713	675	695	884	686
Urgent	2,958	3,208	3,617	3,579	3,785	4,164
Semi-urgent	3,665	3,981	3,766	3,690	4,159	3,897
Non-urgent	896	899	508	730	716	724
All emergency presentations	8,232	8,855	8,615	8,745	9,581	9,508

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance
October to December 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 2,043 patients		1,878	
ED Transfer of care time			
Median time	9 minutes	14 minutes	-5 minutes
90th percentile time	20 minutes	49 minutes	-29 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.

Wagga Wagga Rural Referral Hospital

Major hospitals (B)
Murrumbidgee Local Health District

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2
October to December 2016

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 686			884	
Number of triage 2 patients used to calculate waiting time:[3] 686			881	
Median time to start treatment[4]		5 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]		12 minutes	21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016
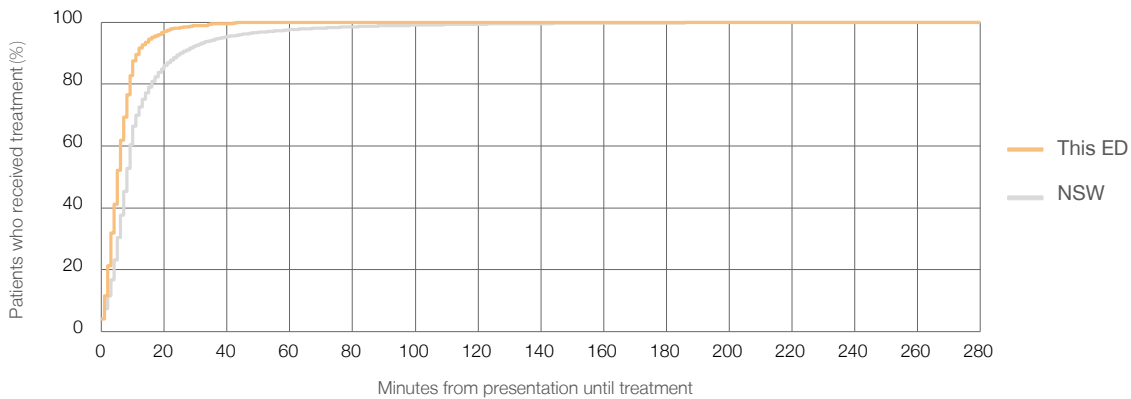
Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016[†‡]
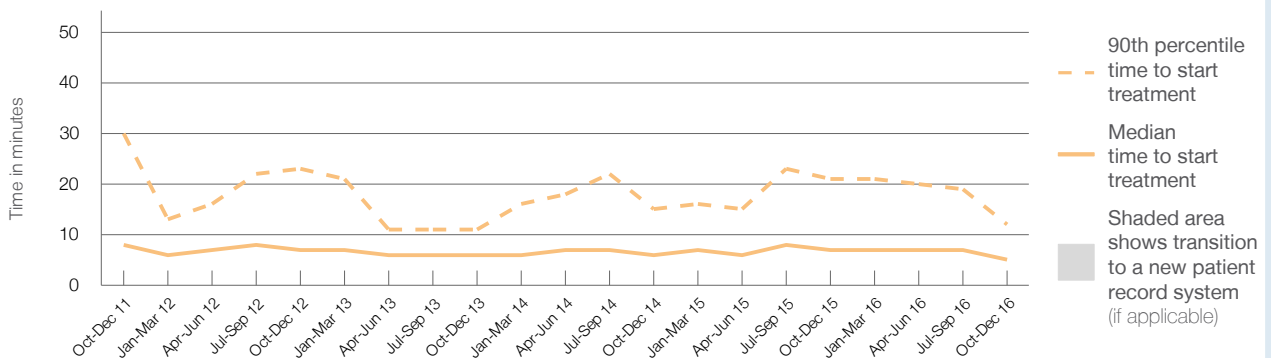
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	8	7	6	6	7	5
90th percentile time to start treatment[5] (minutes)	30	23	11	15	21	12

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(‡) 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.

Wagga Wagga Rural Referral Hospital

Major hospitals (B)
Murrumbidgee Local Health District

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3
October to December 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 4,164		3,785	
Number of triage 3 patients used to calculate waiting time:[3] 4,091		3,706	
Median time to start treatment[4] 15 minutes		18 minutes	20 minutes
90th percentile time to start treatment[5] 48 minutes		61 minutes	67 minutes

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

Patients who received treatment (%)

Minutes from presentation until treatment

— This ED
— NSW
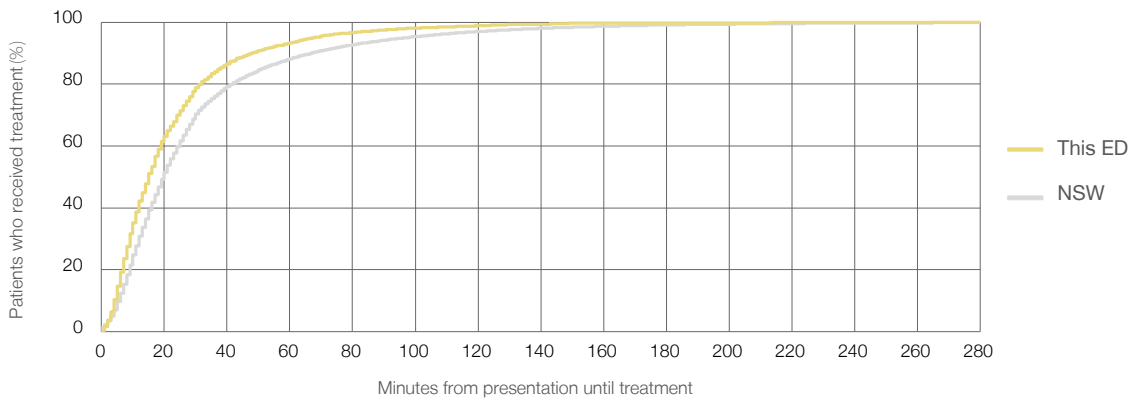
Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016 [†‡]
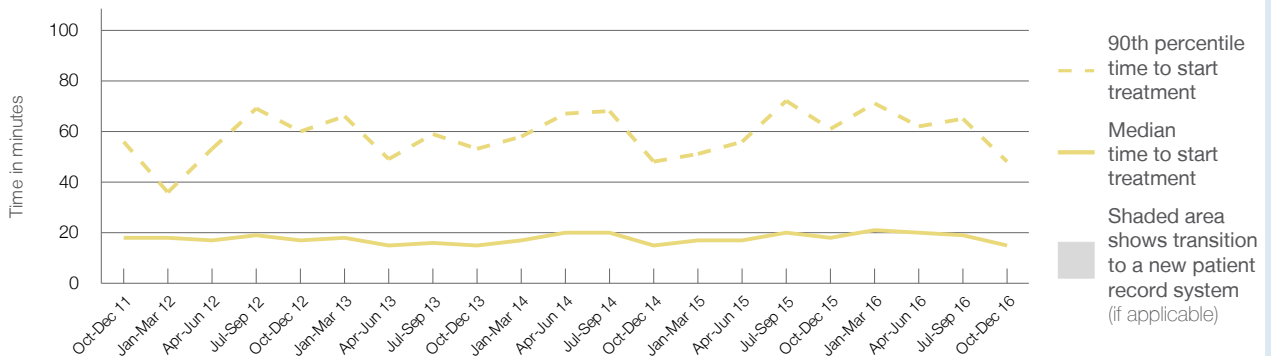
Time in minutes

- - 90th percentile time to start treatment

— Median time to start treatment

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

	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)	18	17	15	15	18	15
90th percentile time to start treatment[5] (minutes)	56	60	53	48	61	48

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(‡) 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.

Wagga Wagga Rural Referral Hospital

Major hospitals (B)
Murrumbidgee Local Health District

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4
October to December 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 3,897		4,159	
Number of triage 4 patients used to calculate waiting time:[3] 3,708		3,945	
Median time to start treatment[4]	21 minutes	19 minutes	25 minutes
90th percentile time to start treatment[5]	81 minutes	81 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016
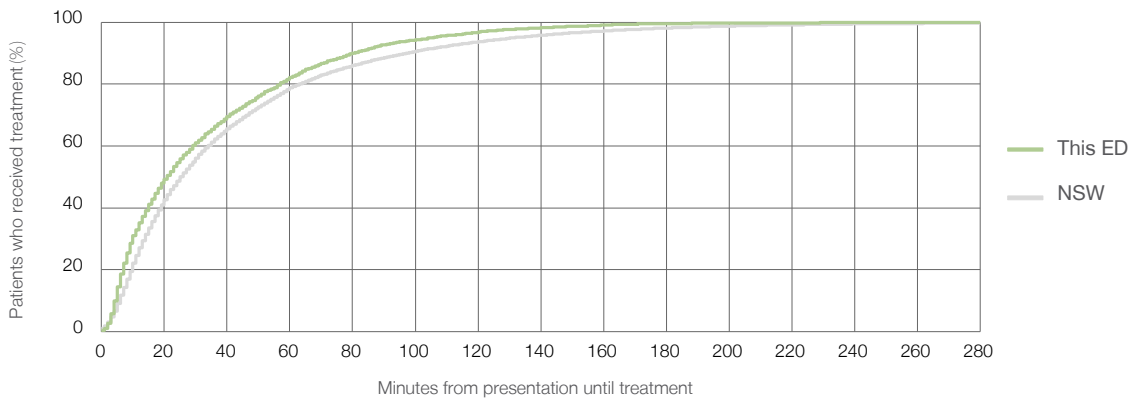
Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016[†‡]
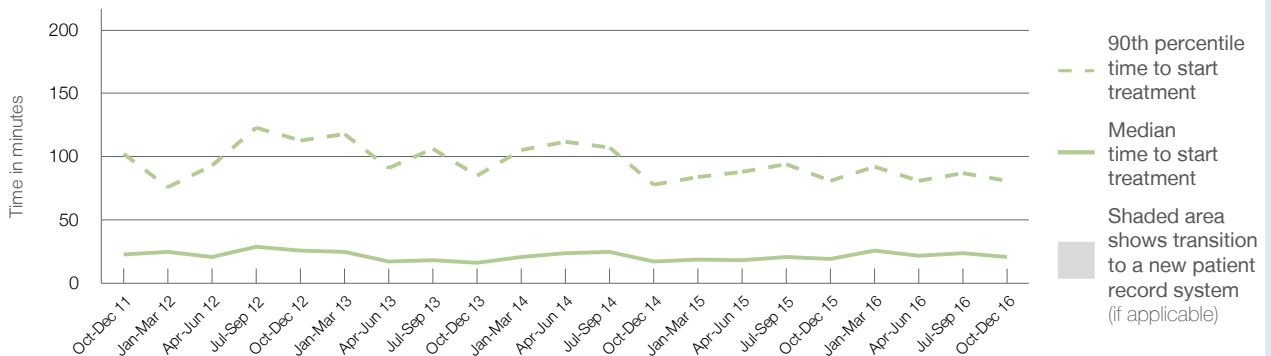
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	23	26	16	17	19	21
90th percentile time to start treatment[5] (minutes)	102	113	85	78	81	81

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(‡)   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.

Wagga Wagga Rural Referral Hospital

Major hospitals (B)
Murrumbidgee Local Health District

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5
October to December 2016

				Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 724				716	
Number of triage 5 patients used to calculate waiting time:[3] 681				665	
Median time to start treatment[4]		20 minutes		12 minutes	24 minutes
90th percentile time to start treatment[5]		83 minutes		72 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016
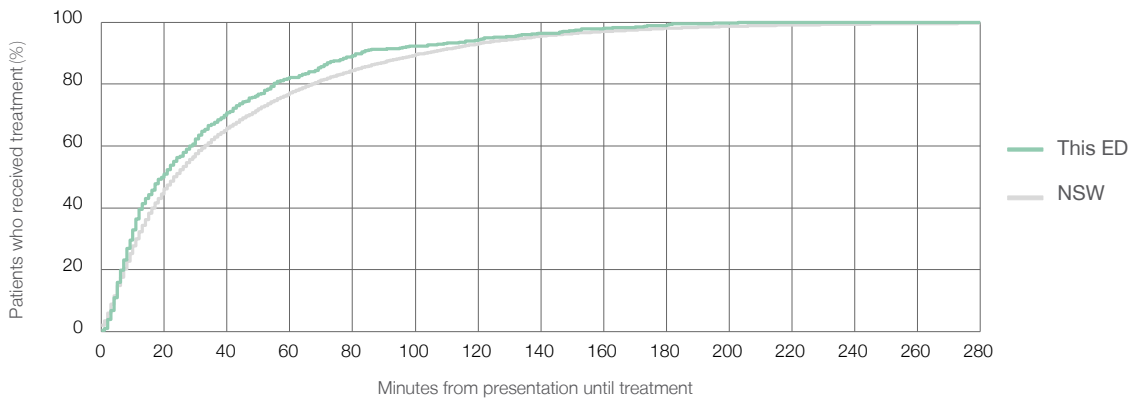
Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016[†‡]
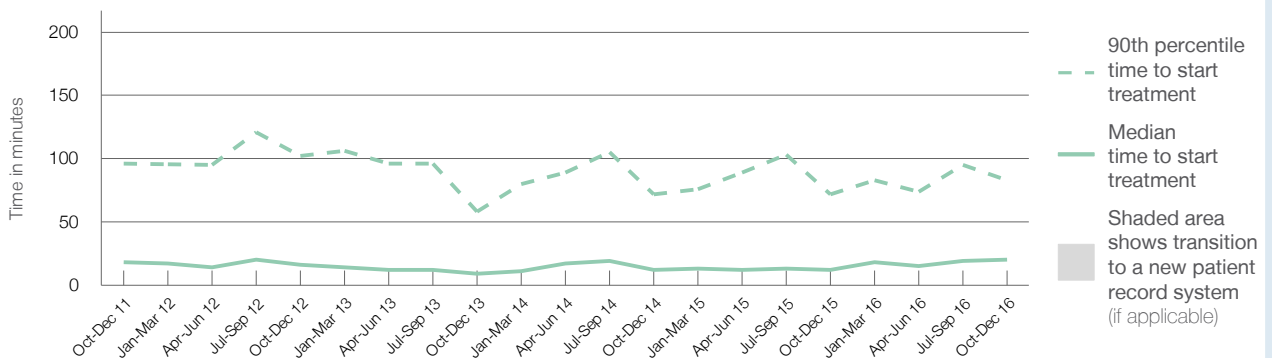
- 90th percentile time to start treatment
- Median time to start treatment
- Shaded area shows transition to a new patient record system (if applicable)

	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)	18	16	9	12	12	20
90th percentile time to start treatment[5] (minutes)	96	102	58	72	72	83

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Wagga Wagga Rural Referral Hospital

Major hospitals (B)
Murrumbidgee Local Health District

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

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED
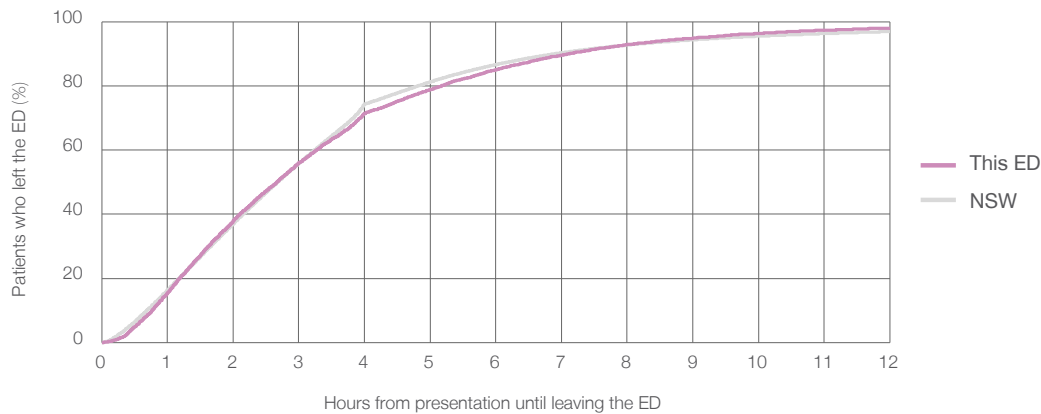October to December 2016

		Same period last year	NSW (this period)
All presentations:[1] 10,018 patients		9,860	
Presentations used to calculate time to leaving the ED:[6] 10,018 patients		9,859	
Median time spent in the ED [8]	2 hours and 40 minutes	2 hours and 49 minutes	2 hours and 41 minutes
90th percentile time spent in the ED [9]	7 hours and 7 minutes	7 hours and 58 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 [†‡]
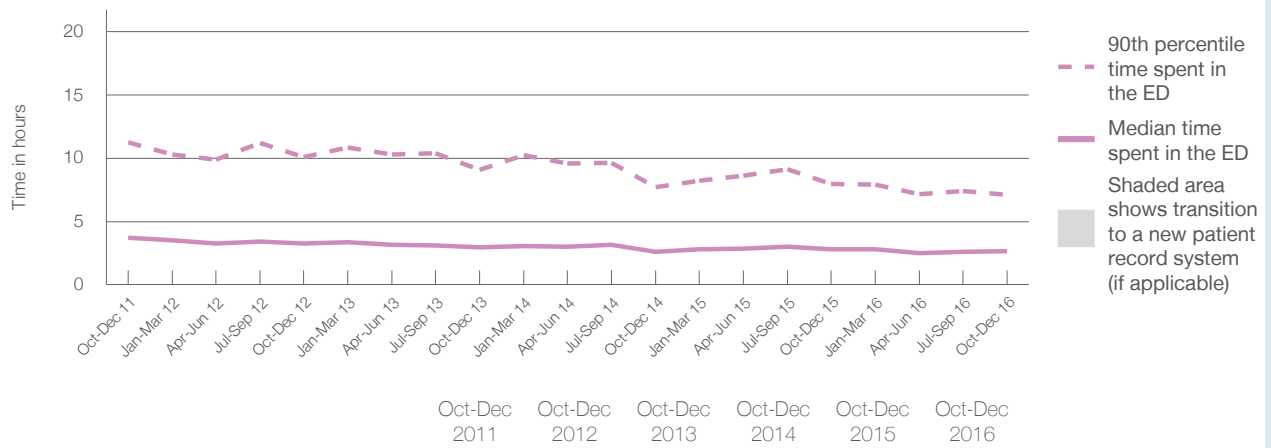
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED [8] (hours, minutes)	3h 43m	3h 15m	2h 57m	2h 37m	2h 49m	2h 40m
90th percentile time to leaving the ED [9] (hours, minutes)	11h 15m	10h 4m	9h 3m	7h 43m	7h 58m	7h 7m

(†) 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:
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Wagga Wagga Rural Referral Hospital

Major hospitals (B)
Murrumbidgee Local Health District

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

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED
### By mode of separation
October to December 2016

		Same period last year	Change since one year ago
All presentations:[1] 10,018 patients			
Presentations used to calculate time to leaving the ED:[6] 10,018 patients		9,859	1.6%
Treated and discharged	5,321 (53.1%)	5,989	-11.2%
Treated and admitted to hospital	4,277 (42.7%)	3,326	28.6%
Patient left without, or before completing, treatment	323 (3.2%)	371	-12.9%
Transferred to another hospital	64 (0.6%)	149	-57.0%
Other	33 (0.3%)	25	32.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016[†‡]
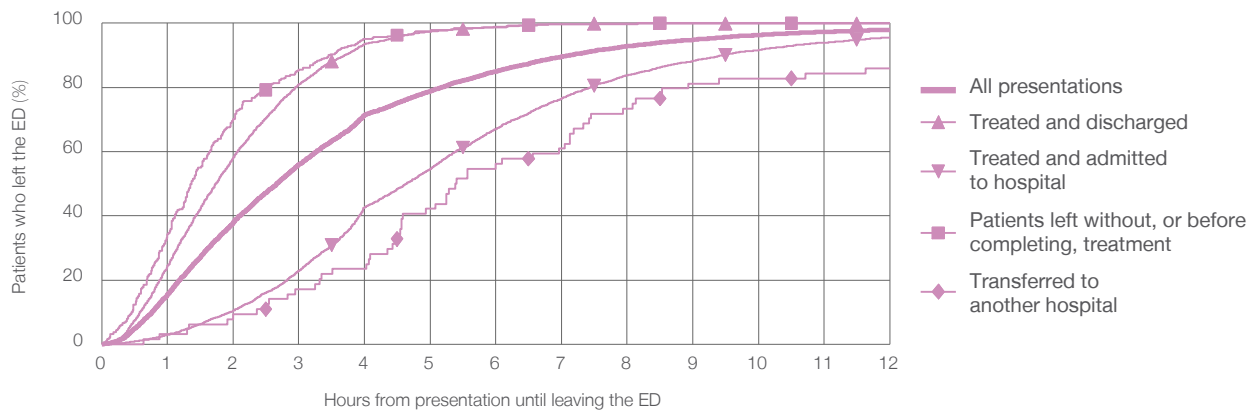
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	24.4%	58.3%	81.0%	93.5%	98.8%	99.9%	100%	100%
Treated and admitted to hospital	3.0%	10.5%	22.9%	42.7%	67.1%	83.8%	91.7%	95.6%
Patient left without, or before completing, treatment	34.4%	70.3%	85.4%	95.0%	98.8%	99.7%	100%	100%
Transferred to another hospital	3.1%	9.4%	17.2%	23.4%	56.3%	73.4%	82.8%	85.9%
All presentations	15.6%	38.0%	56.0%	71.4%	85.0%	92.9%	96.3%	98.0%

(†) 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.

Wagga Wagga Rural Referral Hospital

Major hospitals (B)
Murrumbidgee Local Health District

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

Wagga Wagga Rural Referral Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
October to December 2016

|	Same period last year	Change since one year ago
All presentations at the emergency department:[1] 10,018 patients	9,860	1.6%
Presentations used to calculate time to leaving the ED:[6] 10,018 patients	9,859	1.6%
Percentage of patients who spent four hours or less in the ED 71.4%	68.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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)
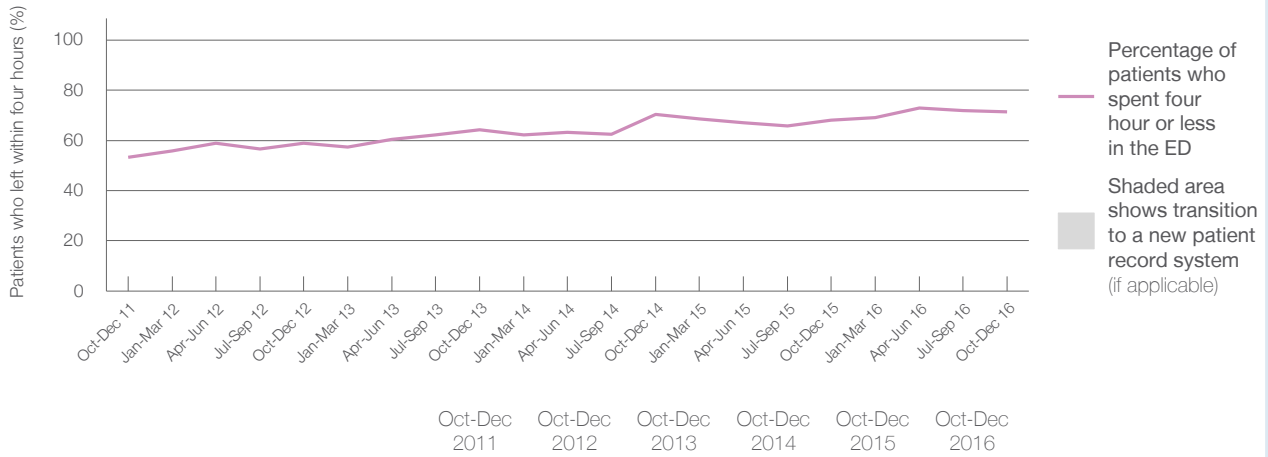
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Patients who left within four hours (%)	53.3%	58.9%	64.3%	70.4%	68.0%	71.4%

* 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, January to March 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 90th percentile is the time by which 90% of patients started treatment. The final 105% 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

Wagga Wagga Rural Referral Hospital

Major hospitals (B)
Murrumbidgee Local Health District