

Moree District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 2,474 patients
Emergency presentations:² 2,185 patients

Same period last year	Change since one year ago
2,224	11.2%
2,008	8.8%

Moree District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 174 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 604 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,182 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 217 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
157	
4 minutes	8 minutes
20 minutes	23 minutes
650	
7 minutes	20 minutes
47 minutes	65 minutes
1,054	
9 minutes	26 minutes
51 minutes	99 minutes
147	
9 minutes	23 minutes
35 minutes	103 minutes

Moree District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 2,474 patients

Percentage of patients who spent four hours or less in the ED 86.7%

Same period last year	Change since one year ago
2,224	11.2%
87.5%	

* 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, July to September 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.

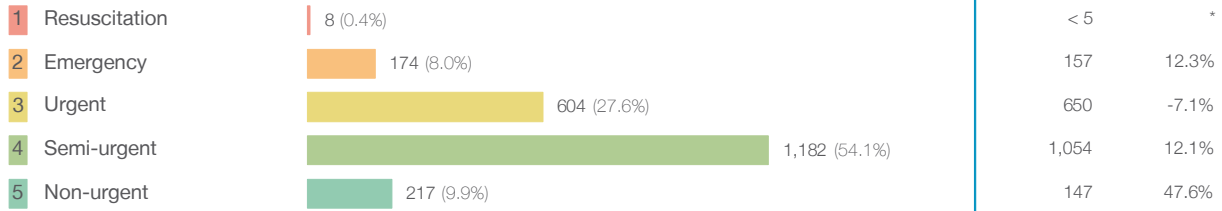
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

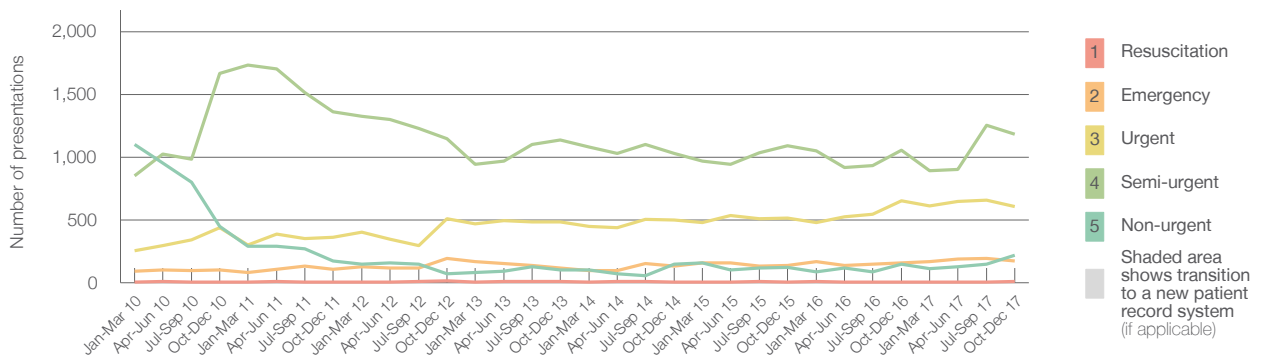
Moree District Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 2,474 patients

Emergency presentations² by triage category: 2,185 patients



Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	< 5	< 5	13	9	5	5	< 5	8
Emergency	102	111	195	116	131	135	157	174
Urgent	436	362	508	484	500	514	650	604
Semi-urgent	1,666	1,361	1,147	1,136	1,030	1,091	1,054	1,182
Non-urgent	449	175	69	101	146	122	147	217
All emergency presentations	2,653	2,009	1,932	1,846	1,812	1,867	2,008	2,185

Moree District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 252 patients

ED Transfer of care time



(†) 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.

Moree District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 174

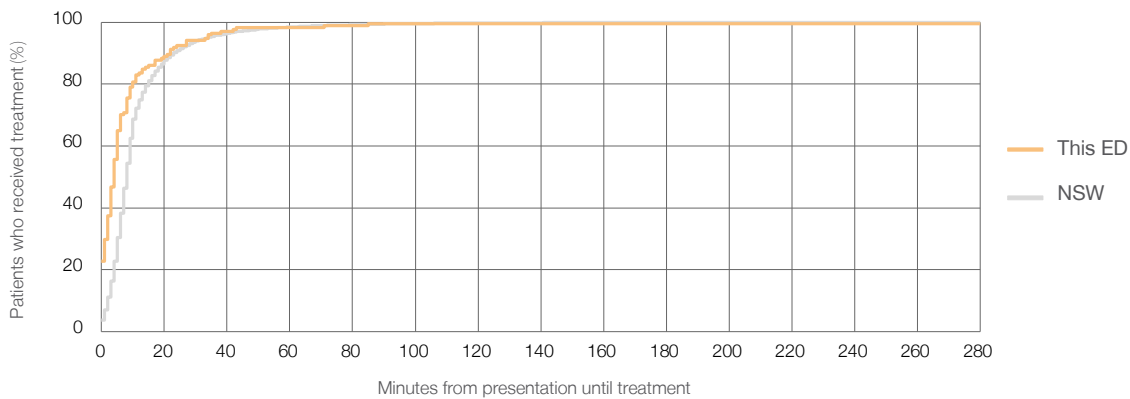
Number of triage 2 patients used to calculate waiting time:³ 171

Median time to start treatment⁴ 4 minutes

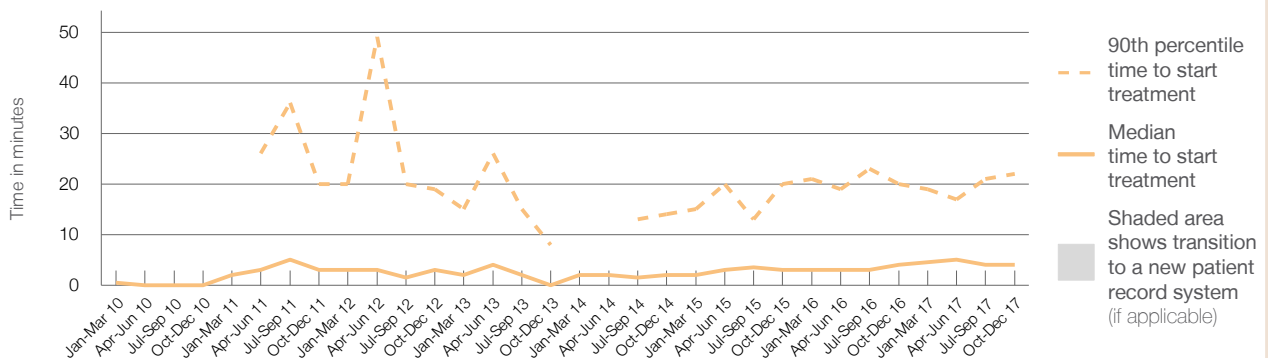
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
157	
155	
4 minutes	8 minutes
20 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	0	3	3	0	2	3	4	4
90th percentile time to start treatment ⁵ (minutes)	*	20	19	8	14	20	20	22

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Moree District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 604

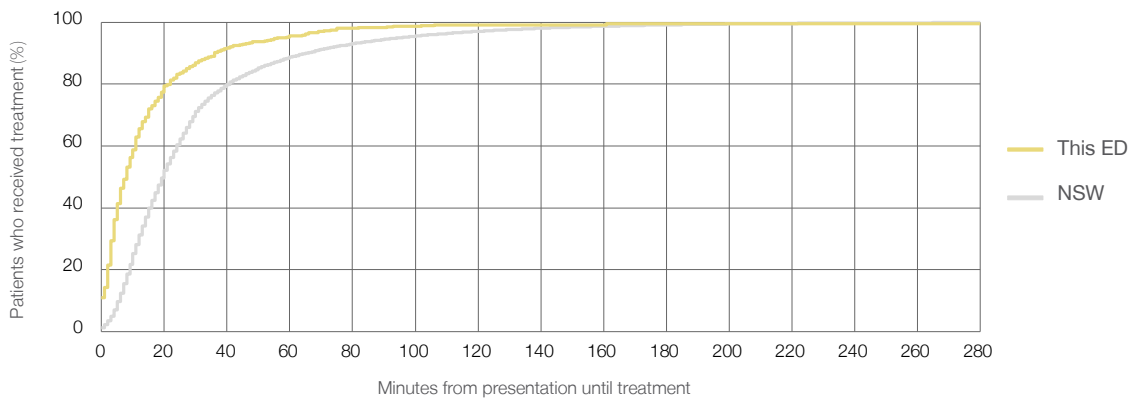
Number of triage 3 patients used to calculate waiting time:³ 591

Median time to start treatment⁴ 8 minutes

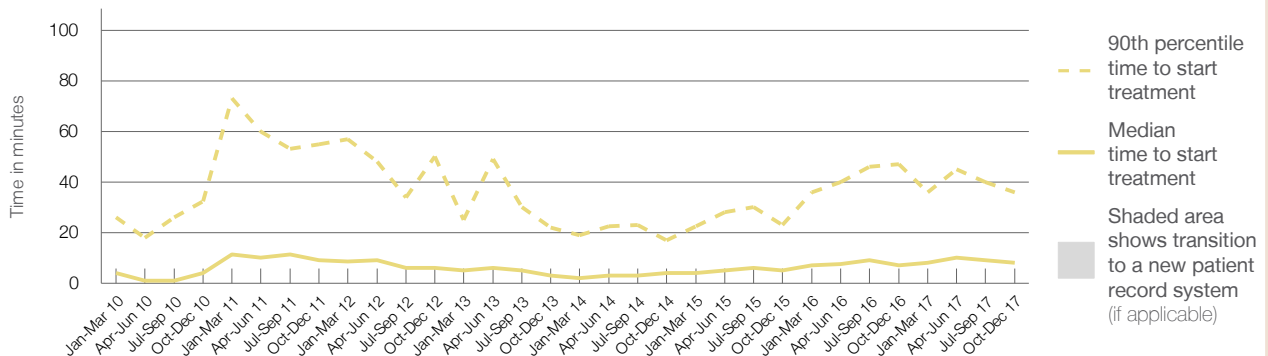
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
650	
632	
7 minutes	20 minutes
47 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	4	9	6	3	4	5	7	8
90th percentile time to start treatment ⁵ (minutes)	33	55	50	22	17	23	47	36

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Moree District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,182

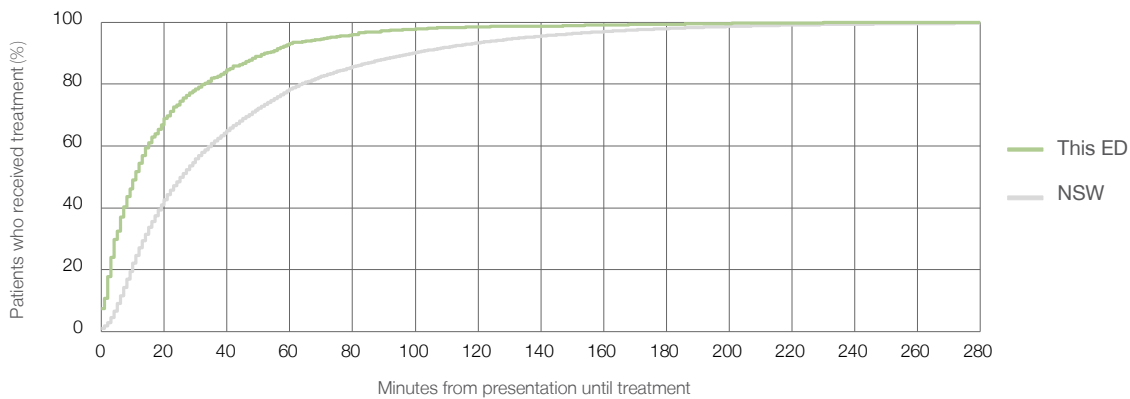
Number of triage 4 patients used to calculate waiting time:³ 1,095

Median time to start treatment⁴ 11 minutes

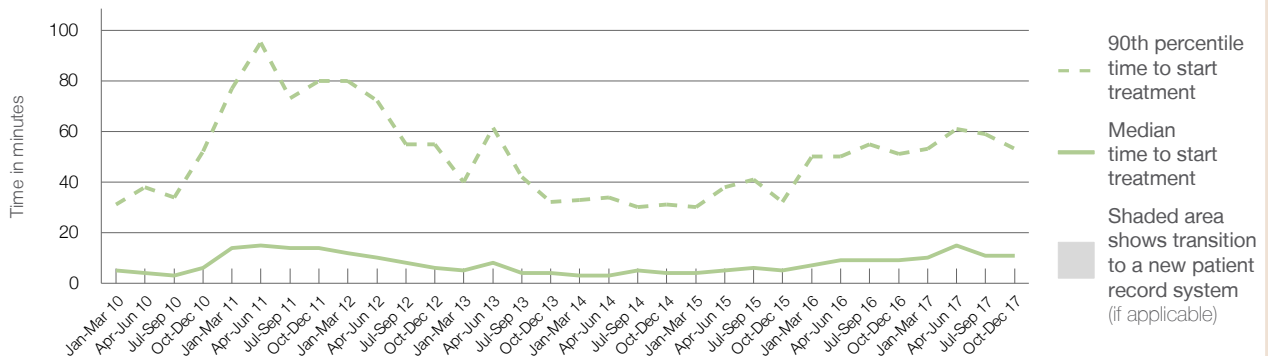
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
1,054	
964	
9 minutes	26 minutes
51 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	6	14	6	4	4	5	9	11
90th percentile time to start treatment ⁵ (minutes)	52	80	55	32	31	32	51	53

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Moree District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 217

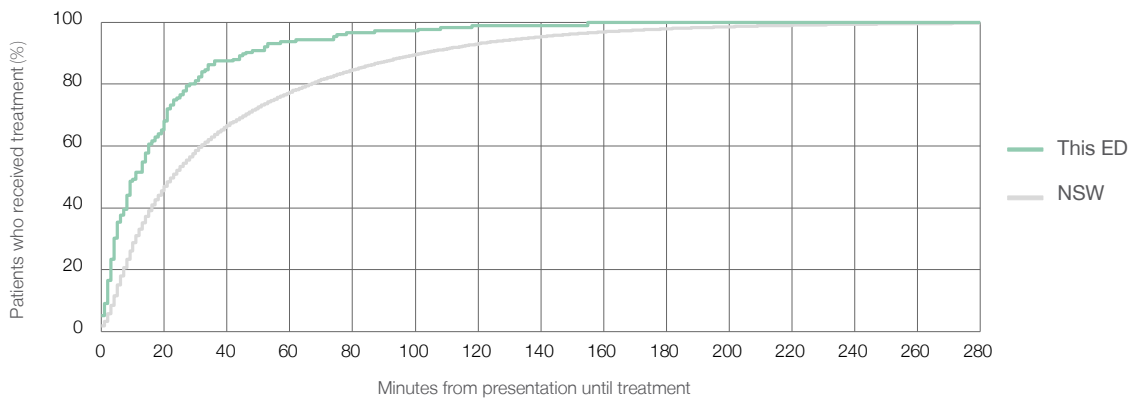
Number of triage 5 patients used to calculate waiting time:³ 175

Median time to start treatment⁴ 11 minutes

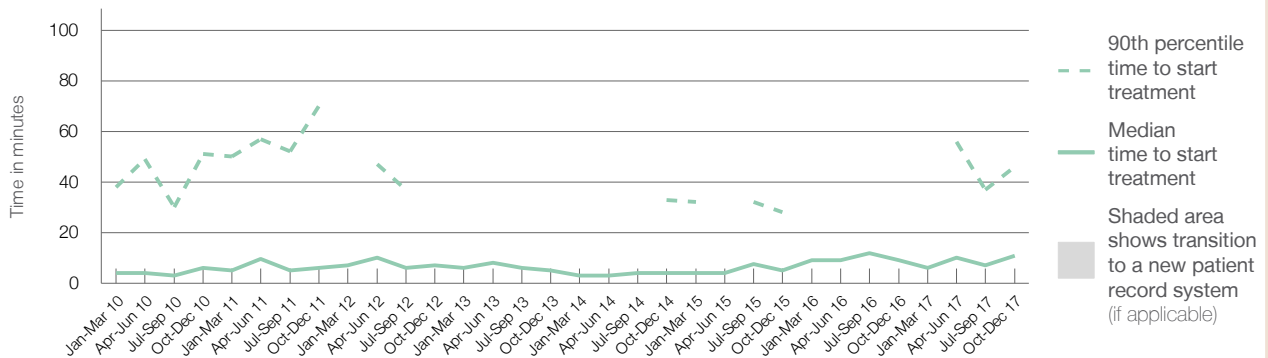
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
147	
133	
9 minutes	23 minutes
35 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	6	6	7	5	4	5	9	11
90th percentile time to start treatment ⁵ (minutes)	51	70	*	*	33	28	35	46

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Moree District Hospital: Time patients spent in the ED October to December 2017

All presentations:¹ 2,474 patients

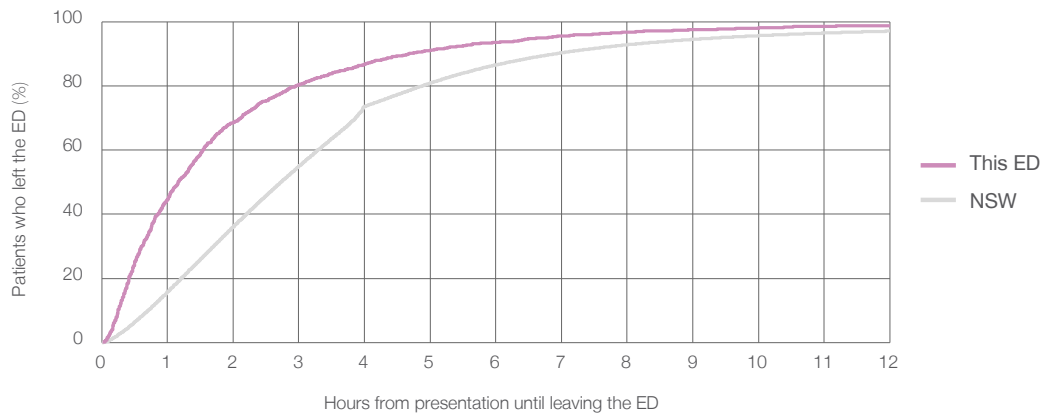
Presentations used to calculate time to leaving the ED:⁶ 2,474 patients

Median time spent in the ED⁸ 1 hours and 10 minutes

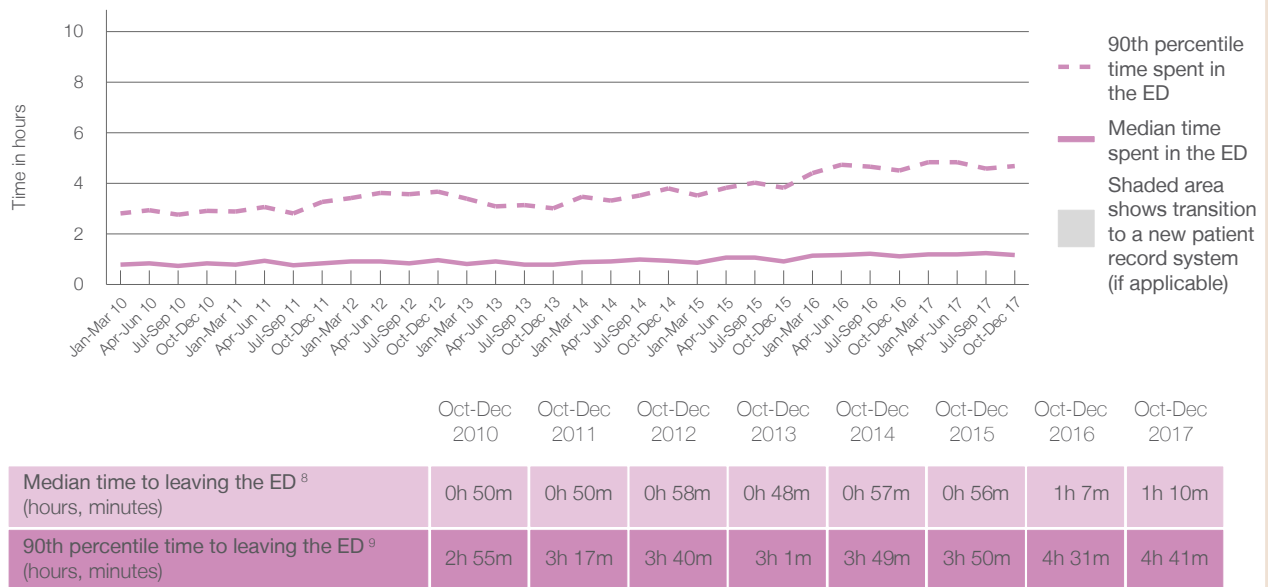
90th percentile time spent in the ED⁹ 4 hours and 41 minutes

Same period last year	NSW (this period)
2,224	2,224
1 hours and 7 minutes	2 hours and 44 minutes
4 hours and 31 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



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

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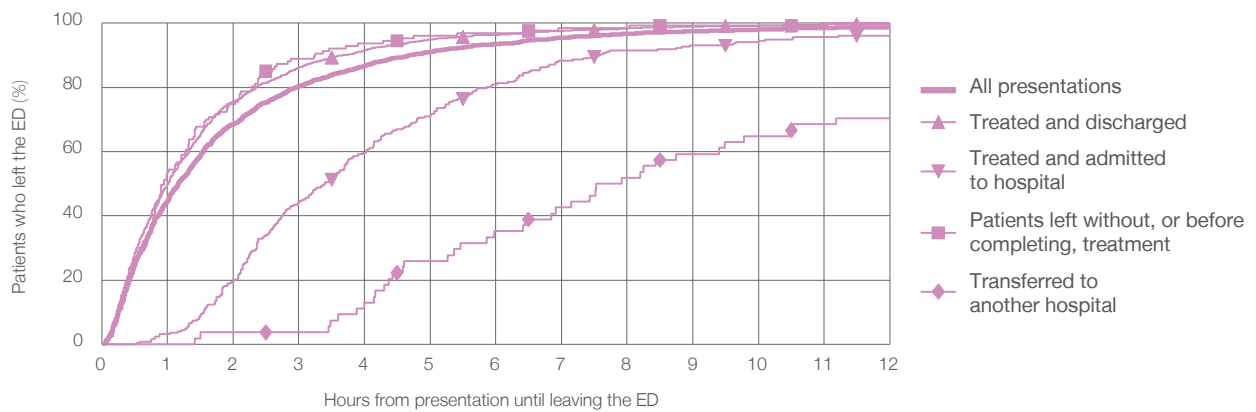
Moree District Hospital: Time patients spent in the ED By mode of separation October to December 2017

All presentations:¹ 2,474 patients

Presentations used to calculate time to leaving the ED:⁶ 2,474 patients

		Same period last year	Change since one year ago
Treated and discharged	1,970 (79.6%)	1,750	12.6%
Treated and admitted to hospital	258 (10.4%)	261	-1.1%
Patient left without, or before completing, treatment	127 (5.1%)	91	39.6%
Transferred to another hospital	54 (2.2%)	43	25.6%
Other	65 (2.6%)	79	-17.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

Treated and discharged	49.8%	75.6%	86.2%	91.6%	96.4%	98.4%	99.3%	99.7%
Treated and admitted to hospital	3.1%	19.8%	44.2%	59.7%	81.0%	91.5%	94.6%	96.1%
Patient left without, or before completing, treatment	53.5%	74.8%	89.0%	93.7%	96.9%	98.4%	99.2%	100%
Transferred to another hospital	0%	3.7%	3.7%	13.0%	35.2%	51.9%	64.8%	70.4%
All presentations	44.7%	68.7%	80.4%	86.7%	93.5%	96.7%	98.1%	98.7%

(†) 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.

Moree District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 2,474 patients

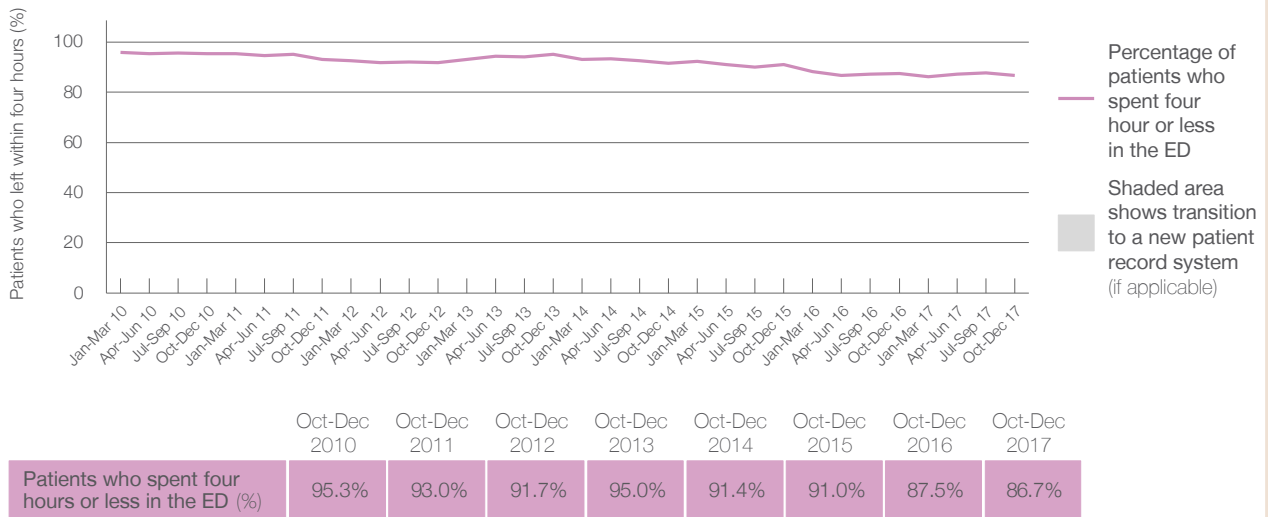
Presentations used to calculate time to leaving the ED: ⁶ 2,474 patients

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 2,474 patients	2,224	11.2%
Presentations used to calculate time to leaving the ED: ⁶ 2,474 patients	2,224	11.2%
Percentage of patients who spent four hours or less in the ED	87.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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, July to September 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).