



Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Murrumbidgee Local Health District

October to December 2016

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

## Deniliquin Health Service: Emergency department (ED) overview October to December 2016

All presentations:<sup>1</sup> 2,699 patients  
Emergency presentations:<sup>2</sup> 2,009 patients

Same period last year	Change since one year ago
2,428	11.2%
1,938	3.7%

## Deniliquin Health Service: Time patients waited to start treatment<sup>3</sup> October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 73 patients

Median time to start treatment<sup>4</sup> 4 minutes  
90th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 652 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 886 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 20 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 398 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 25 minutes

Same period last year	NSW (this period)
80	
5 minutes	8 minutes
*	26 minutes
715	
8 minutes	20 minutes
23 minutes	67 minutes
856	
8 minutes	25 minutes
30 minutes	97 minutes
279	
9 minutes	24 minutes
32 minutes	103 minutes

## Deniliquin Health Service: Time from presentation until leaving the ED October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,699 patients

Percentage of patients who spent four hours or less in the ED 91.6%

Same period last year	Change since one year ago
2,428	11.2%
90.6%	

\* 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, January to March 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.

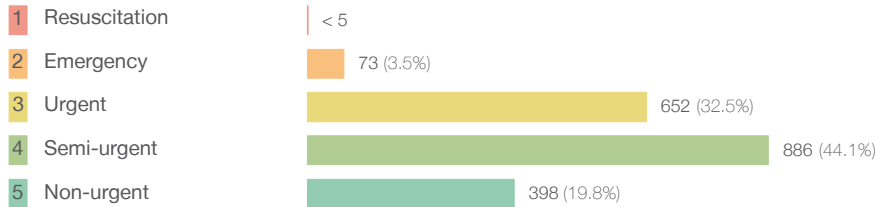
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Deniliquin Health Service: Patients presenting to the emergency department October to December 2016

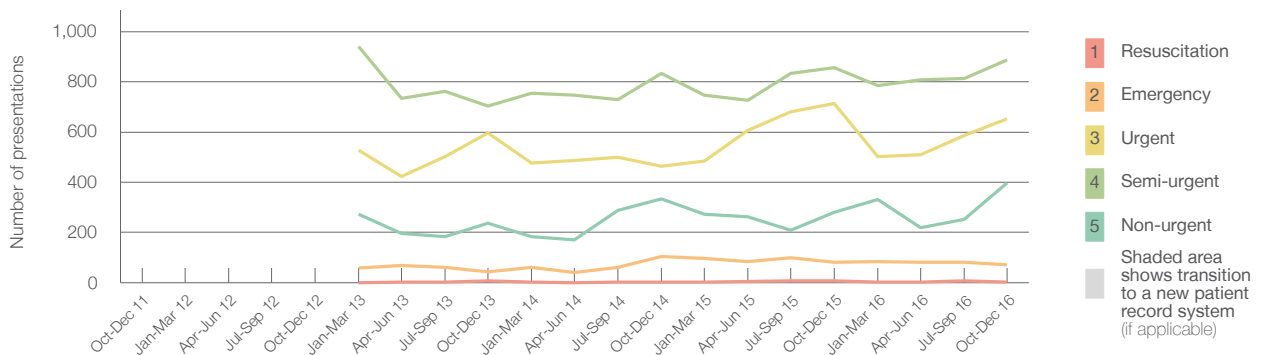
All presentations:<sup>1</sup> 2,699 patients

Emergency presentations<sup>2</sup> by triage category: 2,009 patients



Same period last year	Change since one year ago
2,428	11.2%
1,938	3.7%
8	*
80	-11.3%
715	-8.8%
856	3.5%
279	42.7%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 <sup>†§</sup>

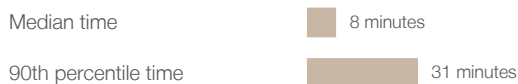


	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	< 5	< 5	7	< 5	8	< 5
Emergency	44	107	44	107	80	73
Urgent	596	465	596	465	715	652
Semi-urgent	703	834	703	834	856	886
Non-urgent	236	333	236	333	279	398
All emergency presentations	1,586	1,739	1,586	1,739	1,938	2,009

## Deniliquin Health Service: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 136 patients <sup>\*\*</sup>

ED Transfer of care time



Same period last year	Change since one year ago
137	
16 minutes	-8 minutes
42 minutes	-11 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.

(§) 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.

(\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

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

## Deniliquin Health Service: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 73

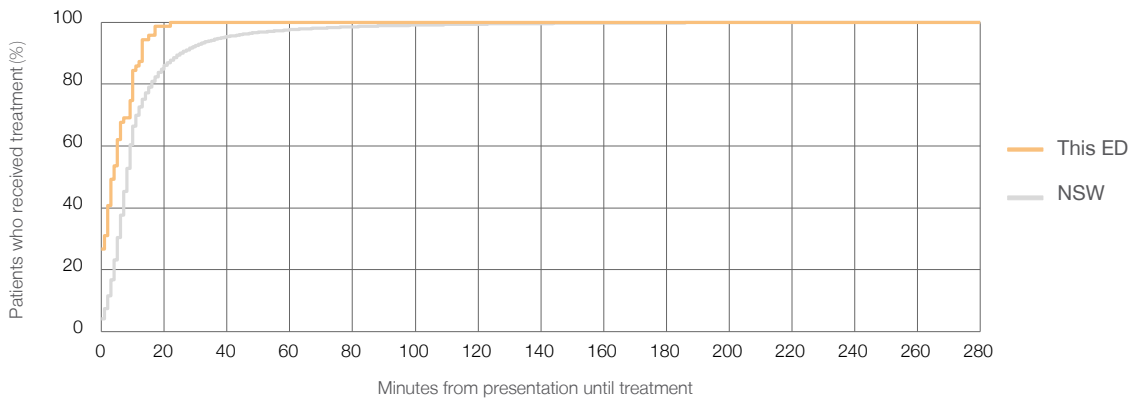
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 71

Median time to start treatment<sup>4</sup> 4 minutes

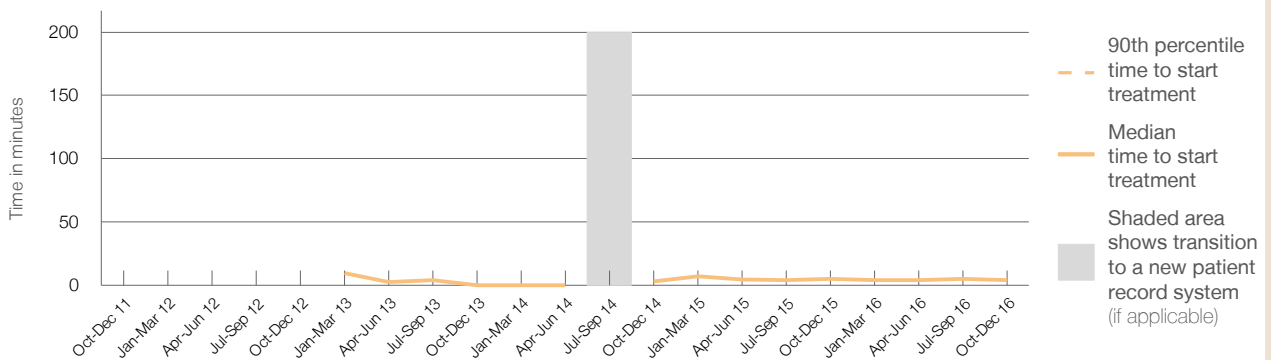
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
80	77
5 minutes	8 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			0	3	5	4
90th percentile time to start treatment <sup>5</sup> (minutes)			*	10	*	*

(†) 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.

(§) 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.

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

## Deniliquin Health Service: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 652

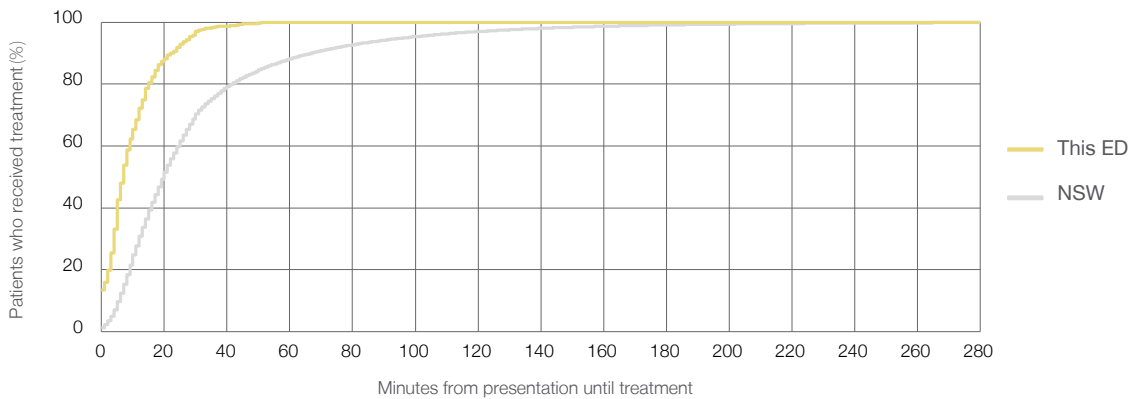
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 643

Median time to start treatment<sup>4</sup> 7 minutes

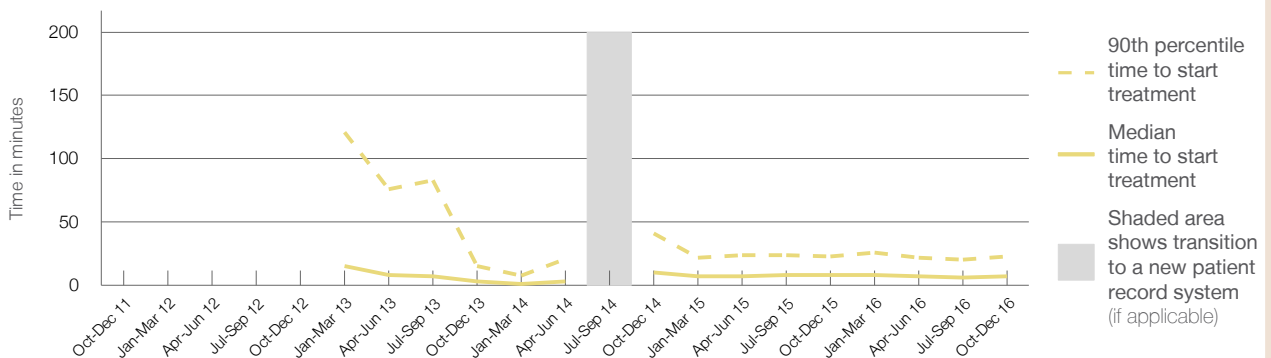
90th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
715	
705	
8 minutes	20 minutes
23 minutes	67 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			3	10	8	7
90th percentile time to start treatment <sup>5</sup> (minutes)			15	41	23	23

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

## Deniliquin Health Service: Time patients waited to start treatment, triage 4 October to December 2016

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

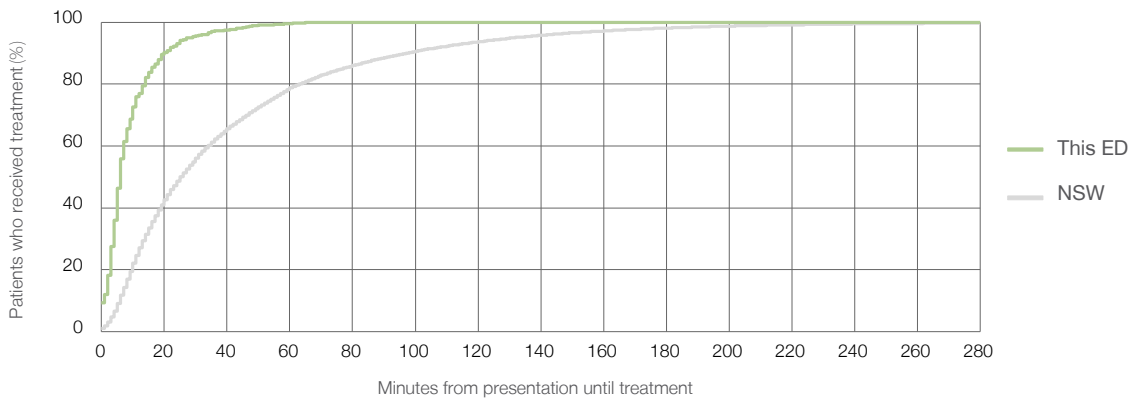
Number of triage 4 patients: 886

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 841

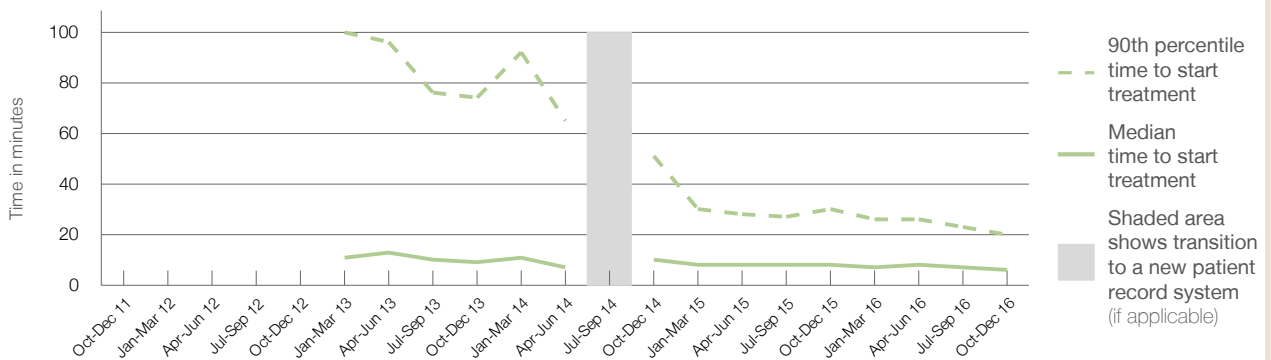
Median time to start treatment<sup>4</sup> ■ 6 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 20 minutes

Same period last year	NSW (this period)
856	
824	
8 minutes	25 minutes
30 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			9	10	8	6
90th percentile time to start treatment <sup>5</sup> (minutes)			74	51	30	20

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

## Deniliquin Health Service: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 398

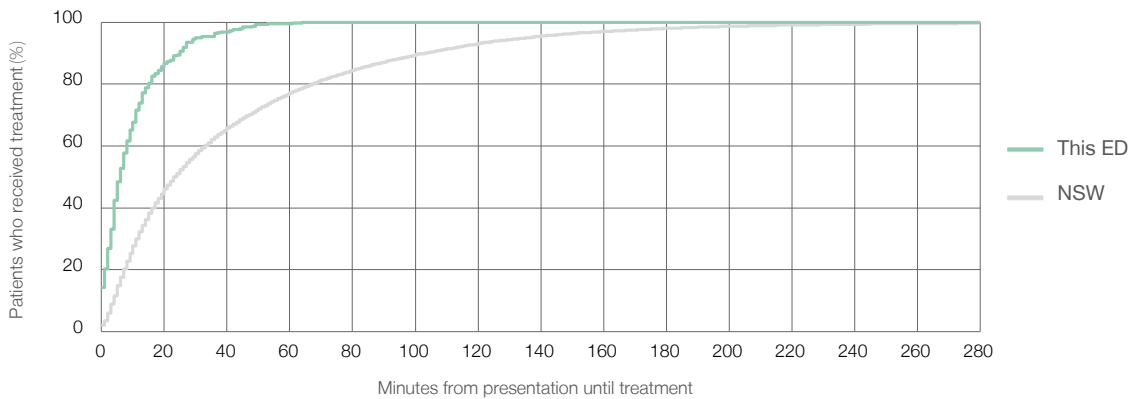
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 384

Median time to start treatment<sup>4</sup> 6 minutes

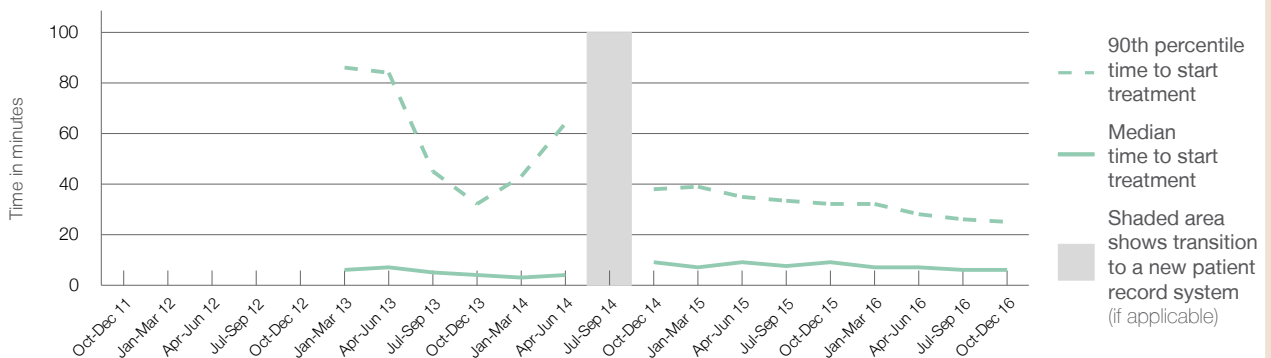
90th percentile time to start treatment<sup>5</sup> 25 minutes

Same period last year	NSW (this period)
279	
266	
9 minutes	24 minutes
32 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			4	9	9	6
90th percentile time to start treatment <sup>5</sup> (minutes)			32	38	32	25

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

## Deniliquin Health Service: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 2,699 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,699 patients

Median time spent in the ED<sup>8</sup>

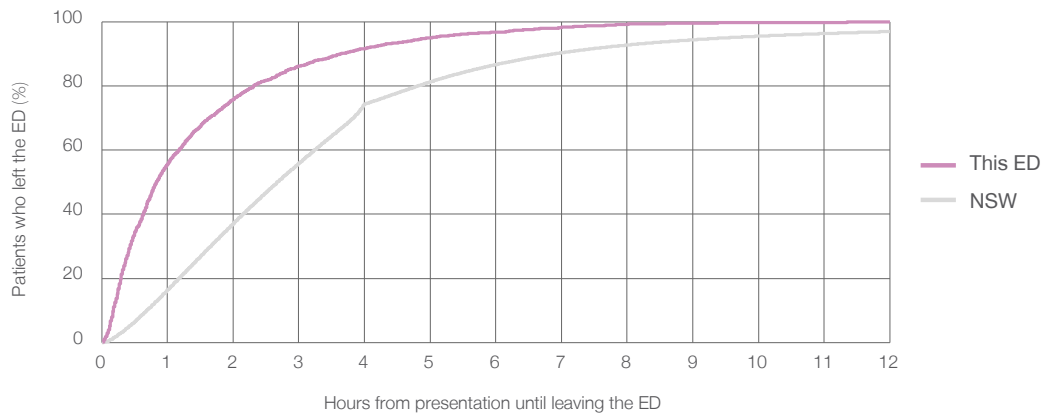
0 hours and 50 minutes

90th percentile time spent in the ED<sup>9</sup>

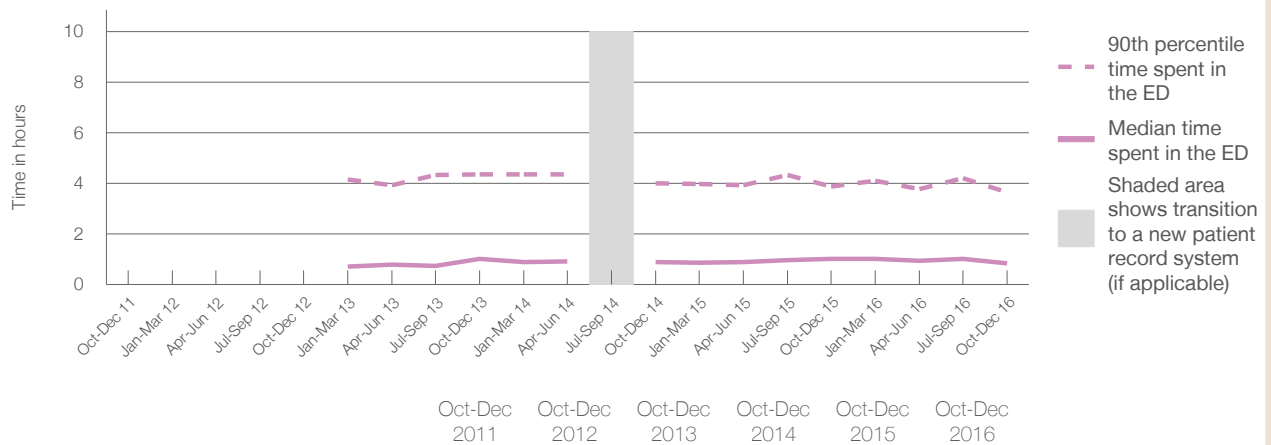
3 hours and 39 minutes

Same period last year	NSW (this period)
2,428	2,428
1 hours and 2 minutes	2 hours and 41 minutes
3 hours and 53 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<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)			1h 1m	0h 54m	1h 2m	0h 50m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			4h 21m	4h 0m	3h 53m	3h 39m

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## Deniliquin Health Service: Time patients spent in the ED

### By mode of separation

#### October to December 2016

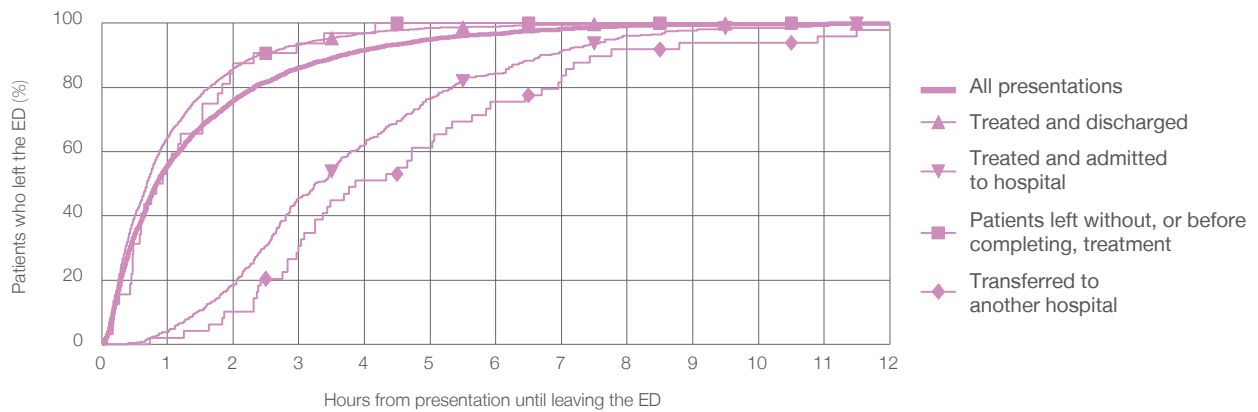
All presentations:<sup>1</sup> 2,699 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,699 patients

Treated and discharged	2,198 (81.4%)
Treated and admitted to hospital	351 (13.0%)
Patient left without, or before completing, treatment	32 (1.2%)
Transferred to another hospital	49 (1.8%)
Other	69 (2.6%)

Same period last year	Change since one year ago
2,428	11.2%
1,954	12.5%
333	5.4%
29	10.3%
51	-3.9%
61	13.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡§</sup>



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

Treated and discharged	64.5%	85.9%	93.4%	96.8%	99.0%	99.8%	100%	100%
Treated and admitted to hospital	3.7%	18.2%	45.6%	62.1%	84.3%	96.0%	98.6%	100%
Patient left without, or before completing, treatment	56.3%	87.5%	93.8%	96.9%	100%	100%	100%	100%
Transferred to another hospital	2.0%	10.2%	30.6%	51.0%	75.5%	91.8%	93.9%	98.0%
All presentations	55.6%	75.9%	86.1%	91.6%	96.7%	99.2%	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.

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

## Deniliquin Health Service: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 2,699 patients

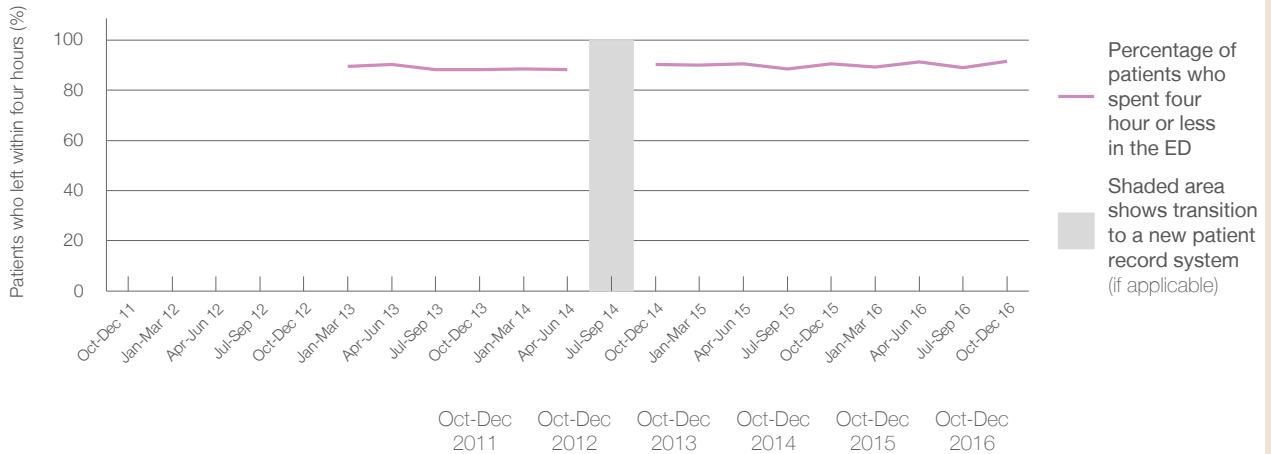
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,699 patients

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	2,428	11.2%
Presentations used to calculate time to leaving the ED	2,428	11.2%
Percentage of patients who spent four hours or less in the ED	90.6%	

### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	88.2%	88.2%	88.2%	88.2%	90.6%	91.6%

\* 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*.

- 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, January to March 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 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

## Griffith Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 5,425 patients  
Emergency presentations:<sup>2</sup> 5,234 patients

Same period last year	Change since one year ago
4,796	13.1%
4,671	12.1%

## Griffith Base Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 442 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,215 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,115 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 94 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 430 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 90 minutes

Same period last year	NSW (this period)
316	
6 minutes	8 minutes
11 minutes	26 minutes
1,750	
18 minutes	20 minutes
61 minutes	67 minutes
2,215	
32 minutes	25 minutes
110 minutes	97 minutes
364	
33 minutes	24 minutes
124 minutes	103 minutes

## Griffith Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,424 patients

Percentage of patients who spent four hours or less in the ED 82.3%

Same period last year	Change since one year ago
4,796	13.1%
86.3%	

\* 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, January to March 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.

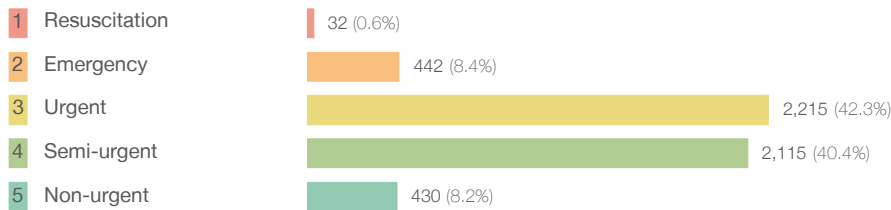
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Griffith Base Hospital: Patients presenting to the emergency department October to December 2016

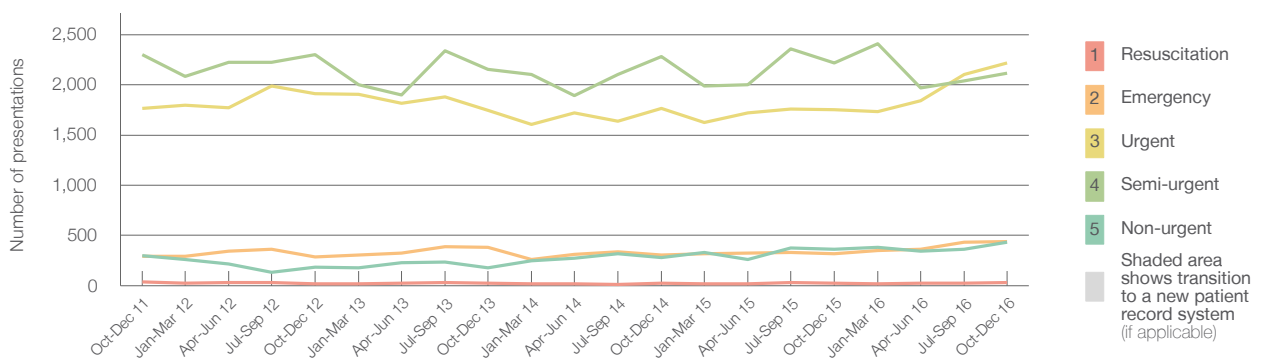
All presentations:<sup>1</sup> 5,425 patients

Emergency presentations<sup>2</sup> by triage category: 5,234 patients



Same period last year	Change since one year ago
4,796	13.1%
4,671	12.1%
26	23.1%
316	39.9%
1,750	26.6%
2,215	-4.5%
364	18.1%

Emergency presentations<sup>2</sup> 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
Resuscitation	38	18	27	24	26	32
Emergency	292	283	379	304	316	442
Urgent	1,763	1,913	1,748	1,768	1,750	2,215
Semi-urgent	2,298	2,304	2,156	2,282	2,215	2,115
Non-urgent	300	181	178	278	364	430
All emergency presentations	4,691	4,699	4,488	4,656	4,671	5,234

## Griffith Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 808 patients

ED Transfer of care time



Same period last year	Change since one year ago
804	
11 minutes	1 minute
24 minutes	0 minutes

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

## Griffith Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 442

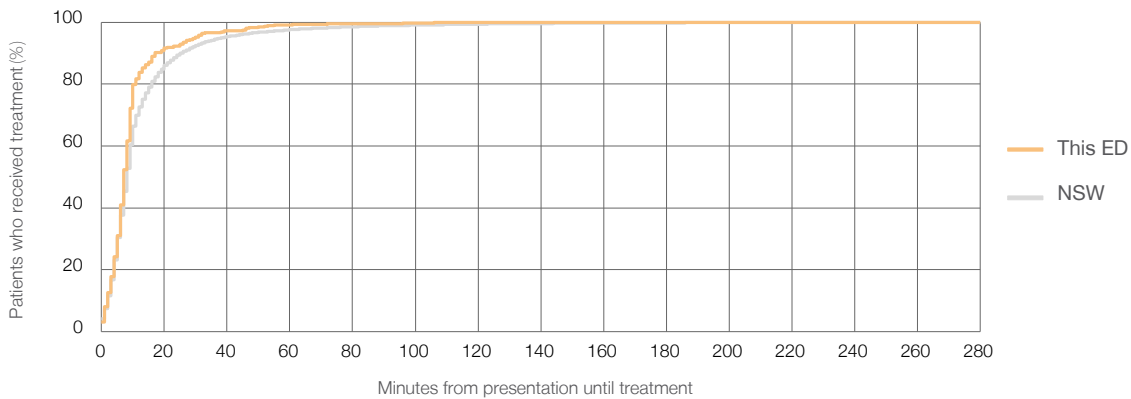
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 440

Median time to start treatment<sup>4</sup> ■ 7 minutes

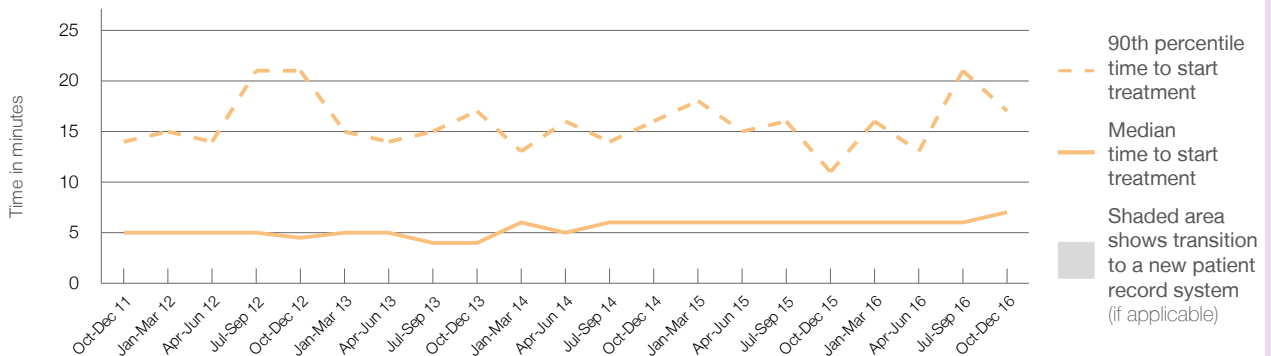
90th percentile time to start treatment<sup>5</sup> ■ 17 minutes

Same period last year	NSW (this period)
316	
314	
6 minutes	8 minutes
11 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	5	5	4	6	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	14	21	17	16	11	17

(†) 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.

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

## Griffith Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 2,215

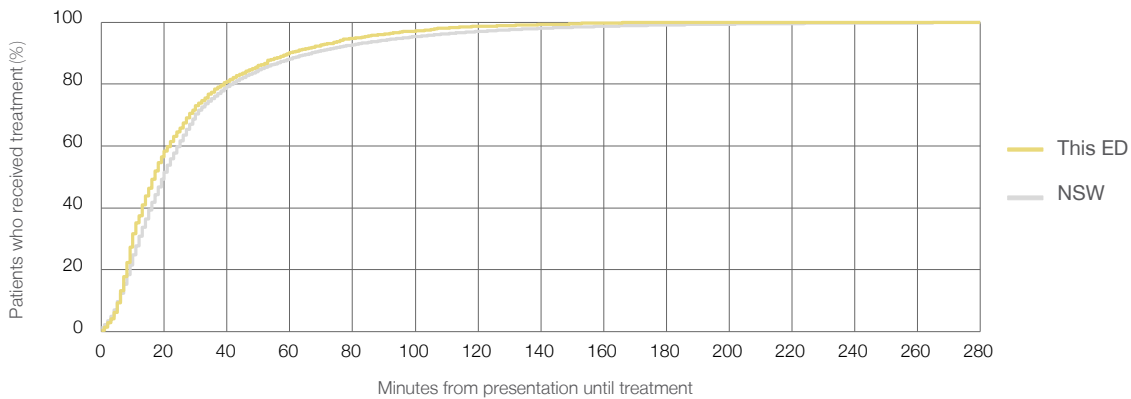
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,177

Median time to start treatment<sup>4</sup> 17 minutes

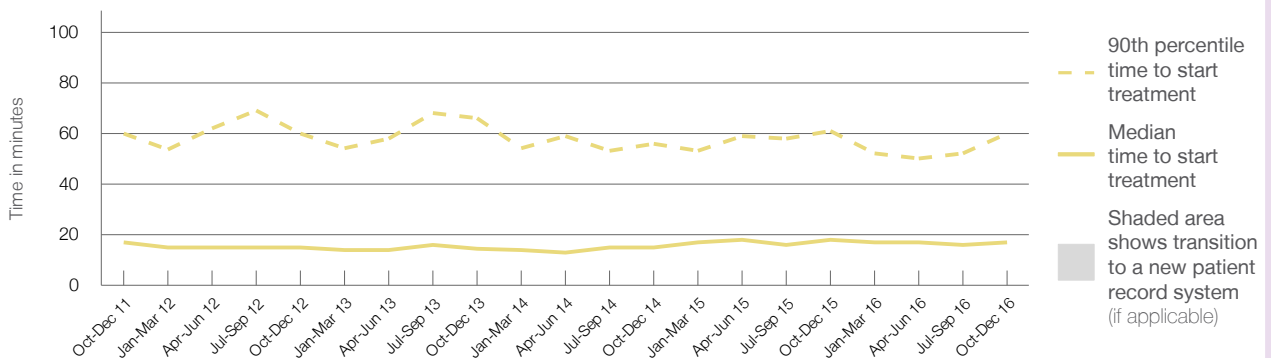
90th percentile time to start treatment<sup>5</sup> 60 minutes

Same period last year	NSW (this period)
1,750	1,719
18 minutes	20 minutes
61 minutes	67 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	17	15	15	15	18	17
90th percentile time to start treatment <sup>5</sup> (minutes)	60	60	66	56	61	60

(†) 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.

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

## Griffith Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 2,115

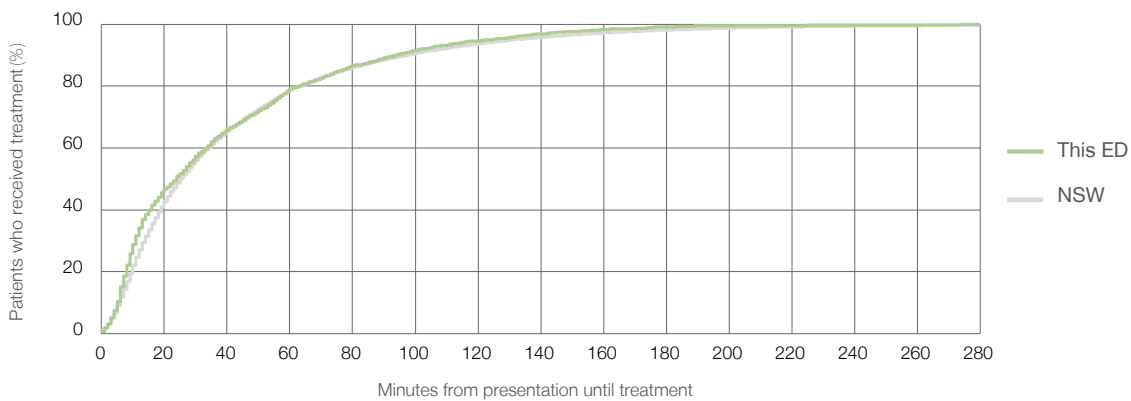
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,024

Median time to start treatment<sup>4</sup> 24 minutes

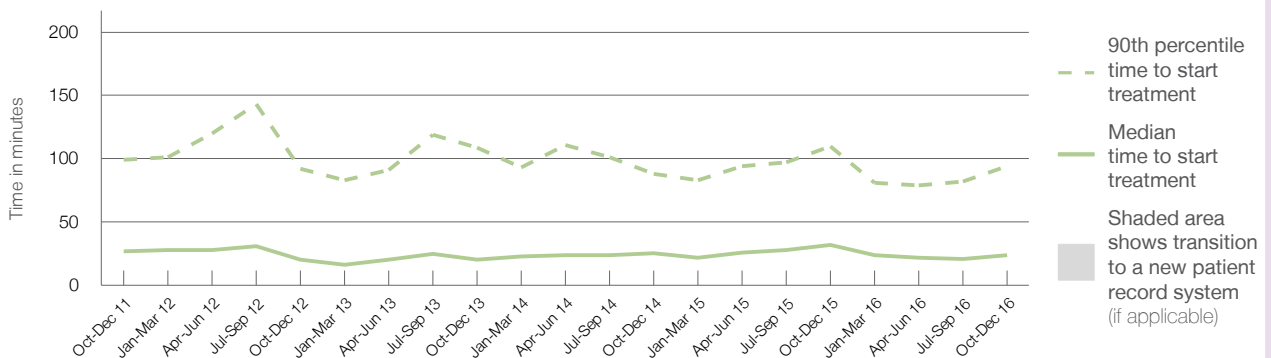
90th percentile time to start treatment<sup>5</sup> 94 minutes

Same period last year	NSW (this period)
2,215	2,075
32 minutes	25 minutes
110 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	27	20	20	26	32	24
90th percentile time to start treatment <sup>5</sup> (minutes)	99	92	109	88	110	94

(†) 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.

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

## Griffith Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 430

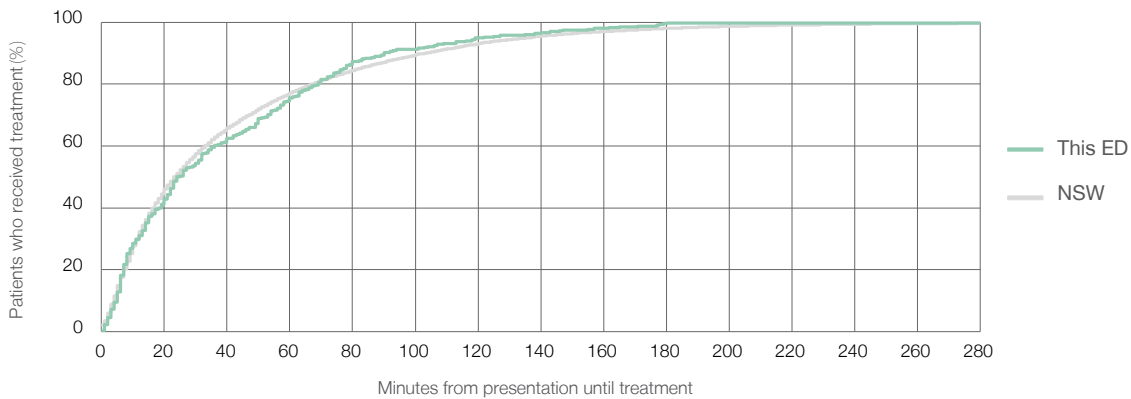
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 395

Median time to start treatment<sup>4</sup> 24 minutes

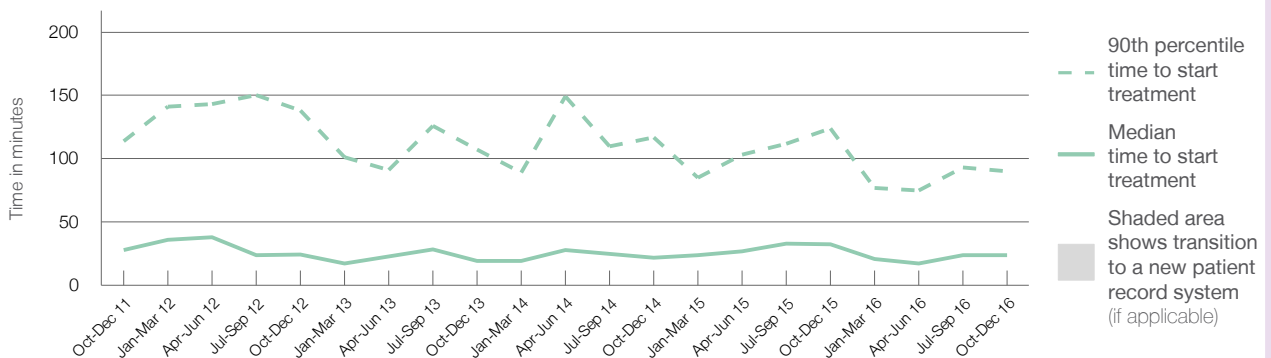
90th percentile time to start treatment<sup>5</sup> 90 minutes

Same period last year	NSW (this period)
364	
326	
33 minutes	24 minutes
124 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	28	25	19	22	33	24
90th percentile time to start treatment <sup>5</sup> (minutes)	114	138	107	117	124	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



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

## Griffith Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 5,425 patients

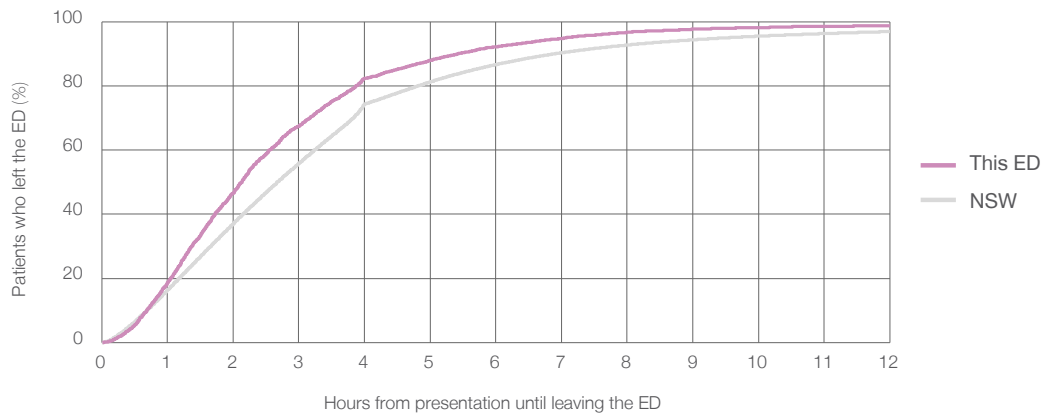
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,424 patients

Median time spent in the ED<sup>8</sup> 2 hours and 8 minutes

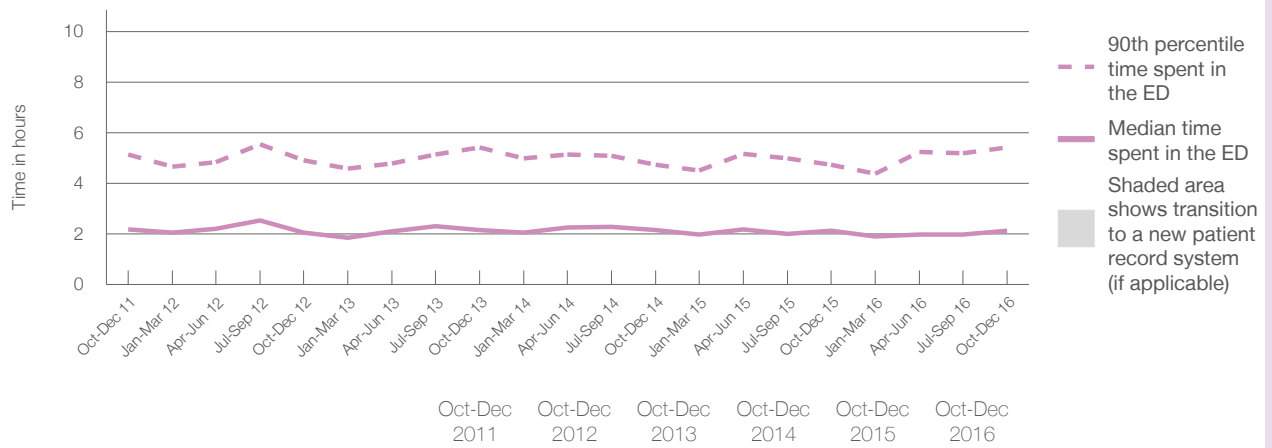
90th percentile time spent in the ED<sup>9</sup> 5 hours and 25 minutes

Same period last year	NSW (this period)
4,796	4,796
2 hours and 8 minutes	2 hours and 41 minutes
4 hours and 45 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<sup>††</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 11m	2h 4m	2h 10m	2h 9m	2h 8m	2h 8m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 9m	4h 55m	5h 25m	4h 45m	4h 45m	5h 25m

(†) 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.

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

## Griffith Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

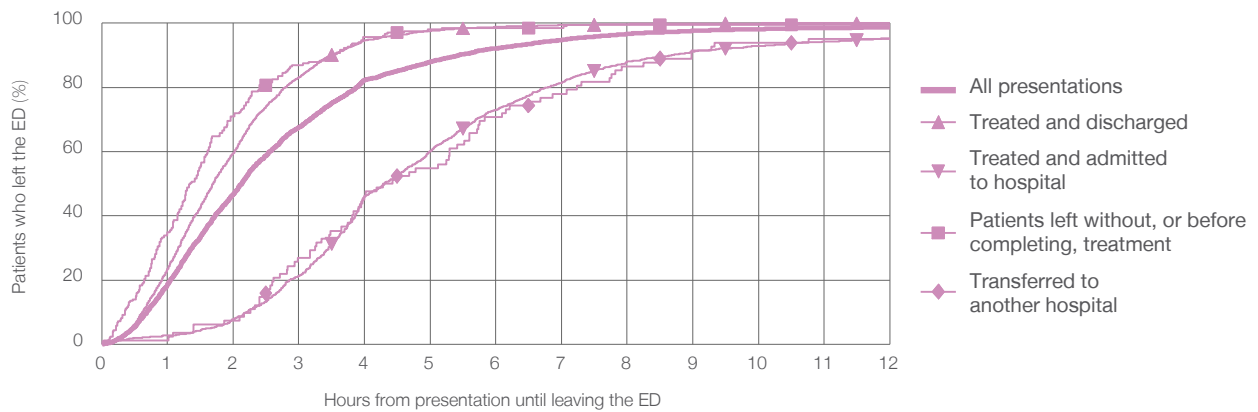
All presentations:<sup>1</sup> 5,425 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,424 patients

Treated and discharged	3,816 (70.3%)
Treated and admitted to hospital	1,305 (24.1%)
Patient left without, or before completing, treatment	207 (3.8%)
Transferred to another hospital	82 (1.5%)
Other	15 (0.3%)

Same period last year	Change since one year ago
4,796	13.1%
3,459	10.3%
1,028	26.9%
235	-11.9%
59	39.0%
15	0.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	23.6%	59.6%	83.1%	94.6%	98.8%	99.7%	100%	100%
Treated and admitted to hospital	2.8%	7.7%	21.2%	46.1%	73.0%	88.0%	93.0%	95.4%
Patient left without, or before completing, treatment	34.8%	71.0%	87.0%	95.7%	98.6%	99.5%	99.5%	99.5%
Transferred to another hospital	1.2%	7.3%	26.8%	46.3%	70.7%	86.6%	93.9%	95.1%
All presentations	18.7%	46.8%	67.5%	82.3%	92.2%	96.7%	98.2%	98.8%

(†) 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.

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

## Griffith Base Hospital: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 5,425 patients

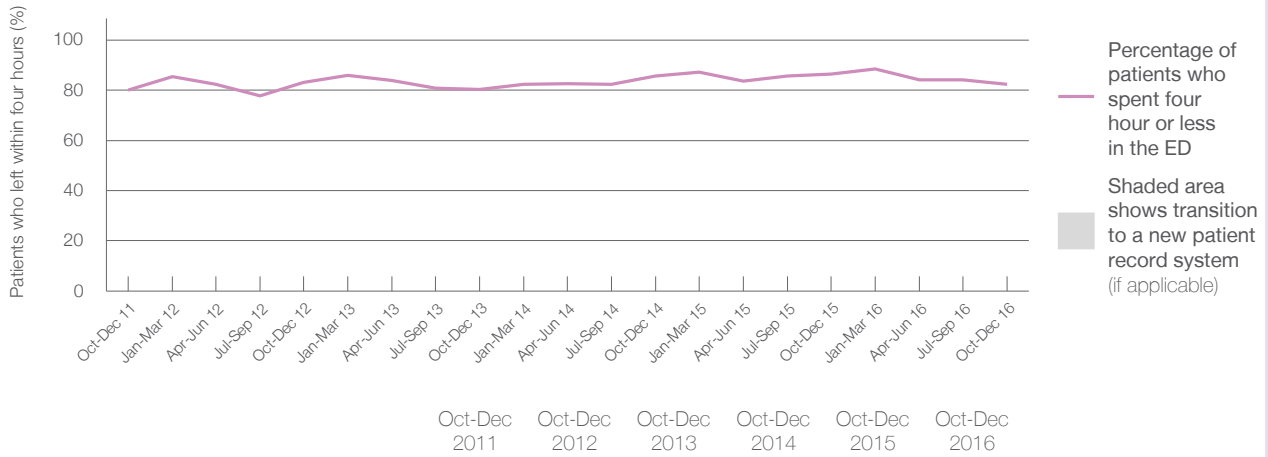
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,424 patients

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	4,796	13.1%
Presentations used to calculate time to leaving the ED	4,796	13.1%
Percentage of patients who spent four hours or less in the ED	86.3%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	80.0%	83.0%	80.3%	85.6%	86.3%	82.3%

\* 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*.

- 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, January to March 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 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System (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: Emergency department (ED) overview

October to December 2016

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

## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 686 patients	884	
Median time to start treatment <sup>4</sup> 5 minutes	7 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup> 12 minutes	21 minutes	26 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 4,164 patients	3,785	
Median time to start treatment <sup>4</sup> 15 minutes	18 minutes	20 minutes
90th percentile time to start treatment <sup>5</sup> 48 minutes	61 minutes	67 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 3,897 patients	4,159	
Median time to start treatment <sup>4</sup> 21 minutes	19 minutes	25 minutes
90th percentile time to start treatment <sup>5</sup> 81 minutes	81 minutes	97 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 724 patients	716	
Median time to start treatment <sup>4</sup> 20 minutes	12 minutes	24 minutes
90th percentile time to start treatment <sup>5</sup> 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: <sup>6</sup> 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.

- 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, January to March 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 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

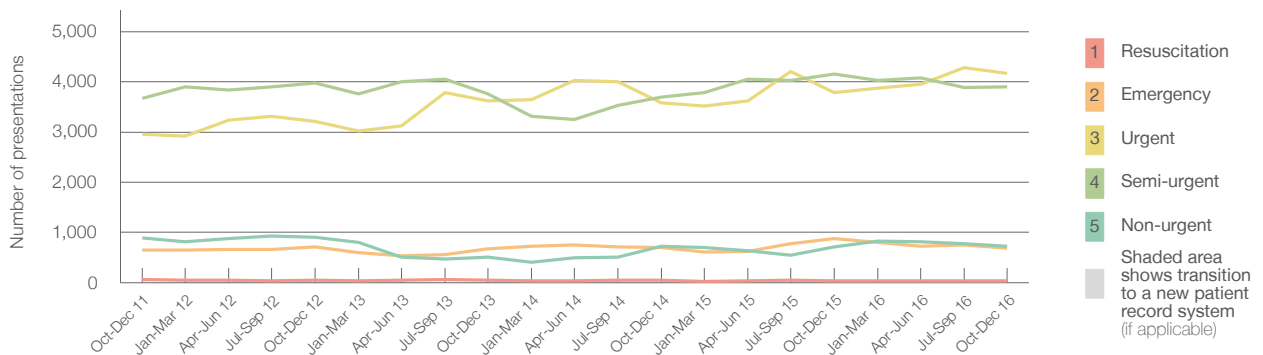
All presentations:<sup>1</sup> 10,018 patients

Emergency presentations<sup>2</sup> by triage category: 9,508 patients



	Same period last year	Change since one year ago
All presentations	9,860	1.6%
Emergency presentations	9,581	-0.8%
Resuscitation	37	0.0%
Emergency	884	-22.4%
Urgent	3,785	10.0%
Semi-urgent	4,159	-6.3%
Non-urgent	716	1.1%

Emergency presentations<sup>2</sup> 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
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

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,043 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,878	
ED Transfer of care time	14 minutes	-5 minutes
90th percentile time	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.

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

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

Number of triage 2 patients: 686

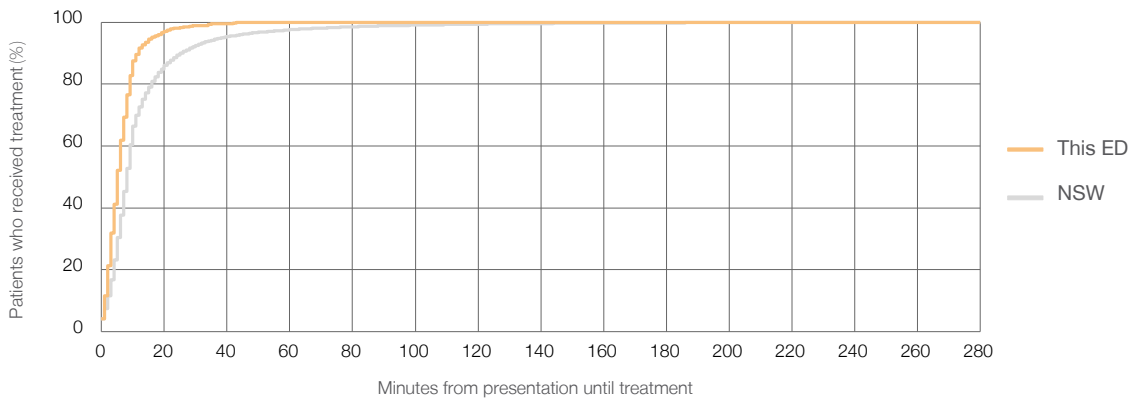
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 686

Median time to start treatment<sup>4</sup> ■ 5 minutes

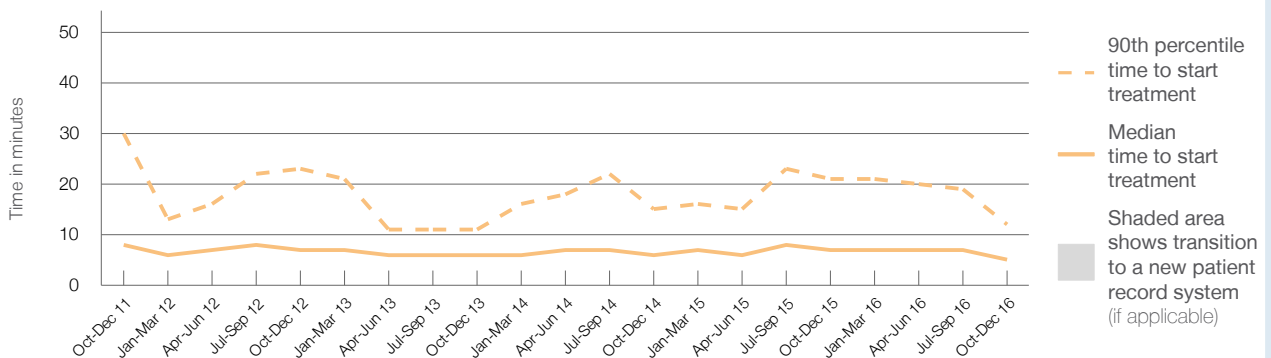
90th percentile time to start treatment<sup>5</sup> ■ 12 minutes

Same period last year	NSW (this period)
884	
881	
7 minutes	8 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	8	7	6	6	7	5
90th percentile time to start treatment <sup>5</sup> (minutes)	30	23	11	15	21	12

(†) 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.

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

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

Number of triage 3 patients: 4,164

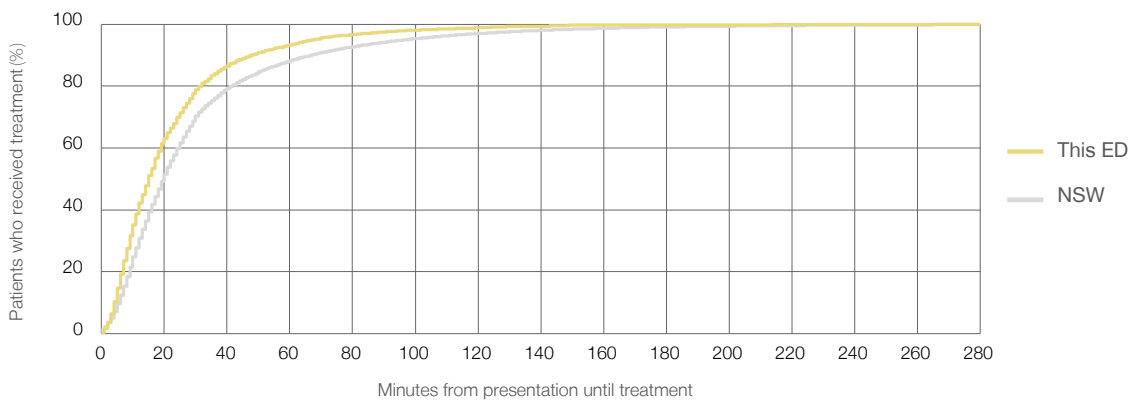
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,091

Median time to start treatment<sup>4</sup> 15 minutes

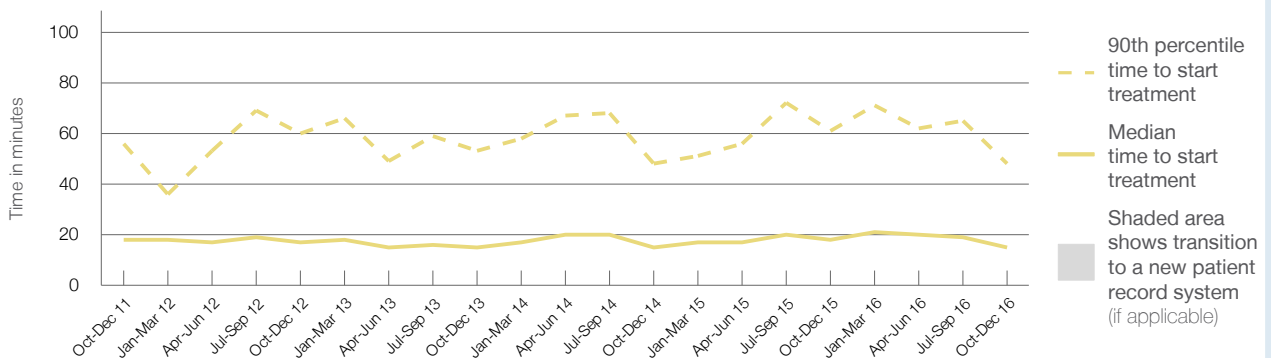
90th percentile time to start treatment<sup>5</sup> 48 minutes

Same period last year	NSW (this period)
3,785	3,706
18 minutes	20 minutes
61 minutes	67 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	18	17	15	15	18	15
90th percentile time to start treatment <sup>5</sup> (minutes)	56	60	53	48	61	48

(†) 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.

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

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

Number of triage 4 patients: 3,897

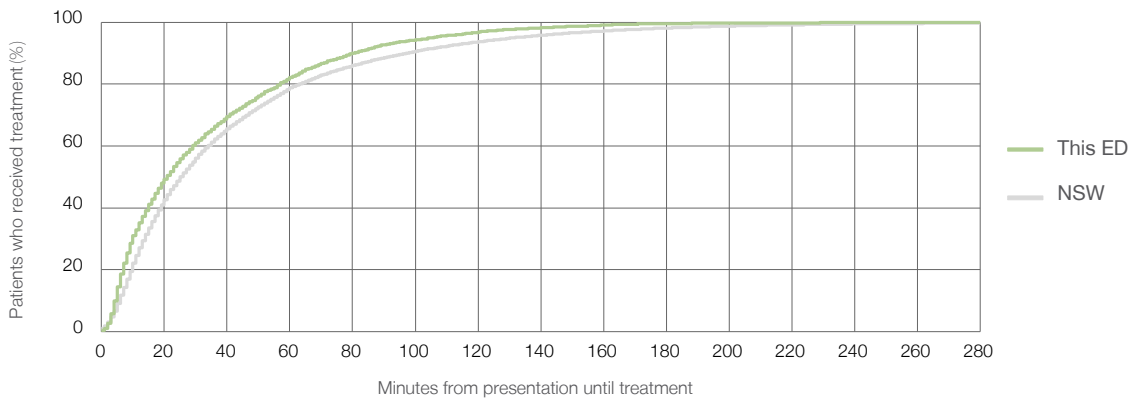
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,708

Median time to start treatment<sup>4</sup>  21 minutes

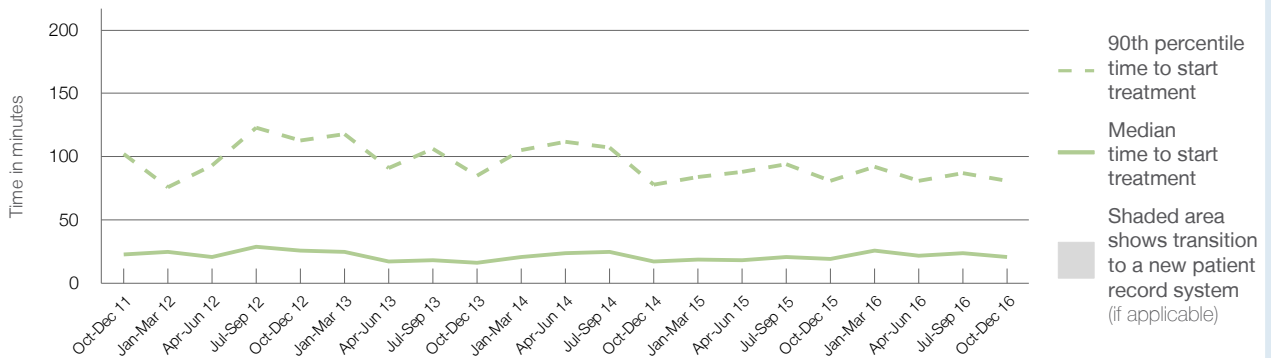
90th percentile time to start treatment<sup>5</sup>  81 minutes

Same period last year	NSW (this period)
4,159	3,945
19 minutes	25 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	23	26	16	17	19	21
90th percentile time to start treatment <sup>5</sup> (minutes)	102	113	85	78	81	81

(†) 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.



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

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

Number of triage 5 patients: 724

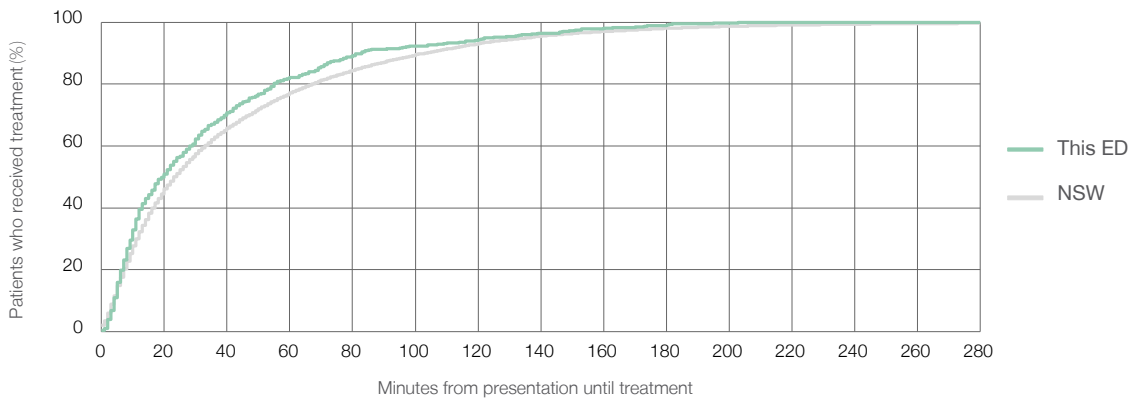
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 681

Median time to start treatment<sup>4</sup>  20 minutes

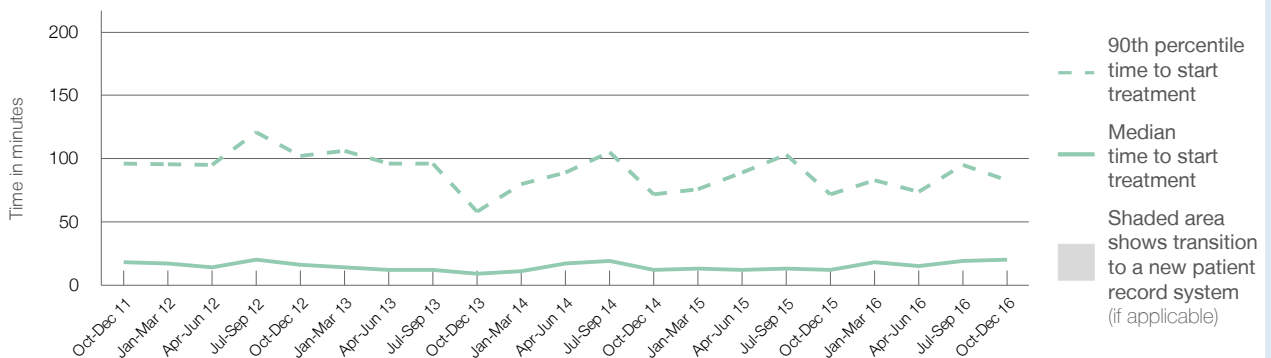
90th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
716	665
12 minutes	24 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	18	16	9	12	12	20
90th percentile time to start treatment <sup>5</sup> (minutes)	96	102	58	72	72	83

(†) 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.

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

All presentations:<sup>1</sup> 10,018 patients

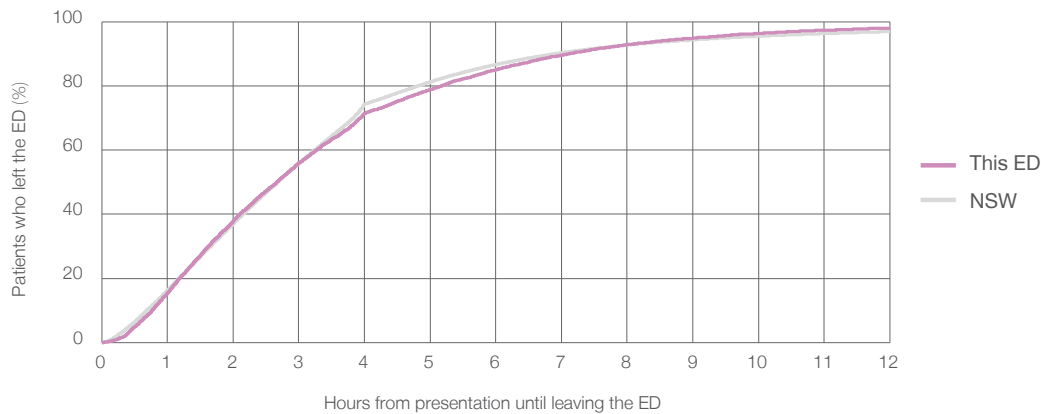
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,018 patients

Median time spent in the ED<sup>8</sup> 2 hours and 40 minutes

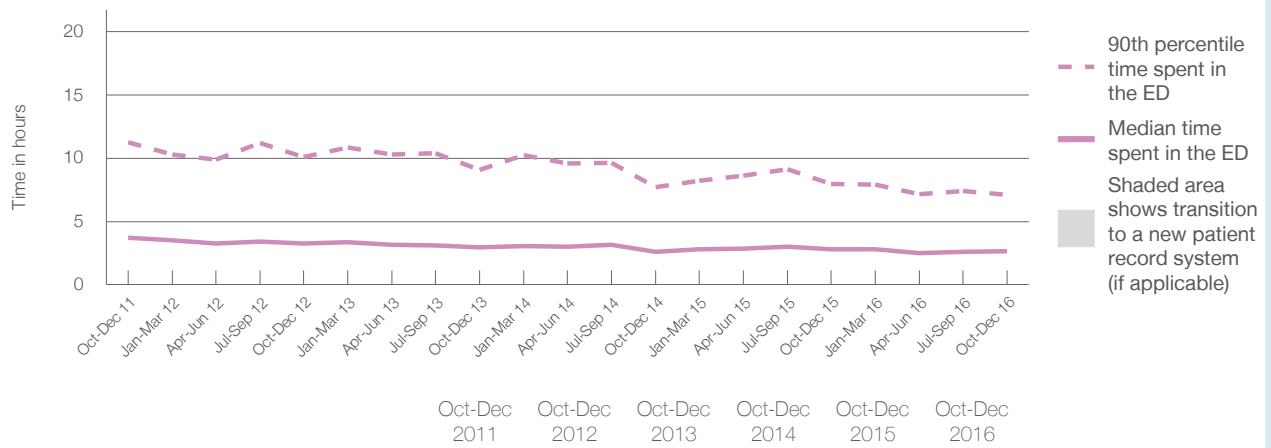
90th percentile time spent in the ED<sup>9</sup> 7 hours and 7 minutes

Same period last year	NSW (this period)
9,860	
9,859	
2 hours and 49 minutes	2 hours and 41 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 43m	3h 15m	2h 57m	2h 37m	2h 49m	2h 40m
90th percentile time to leaving the ED <sup>9</sup> (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: Approaches to reporting time measures of emergency department performance, December 2011.

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

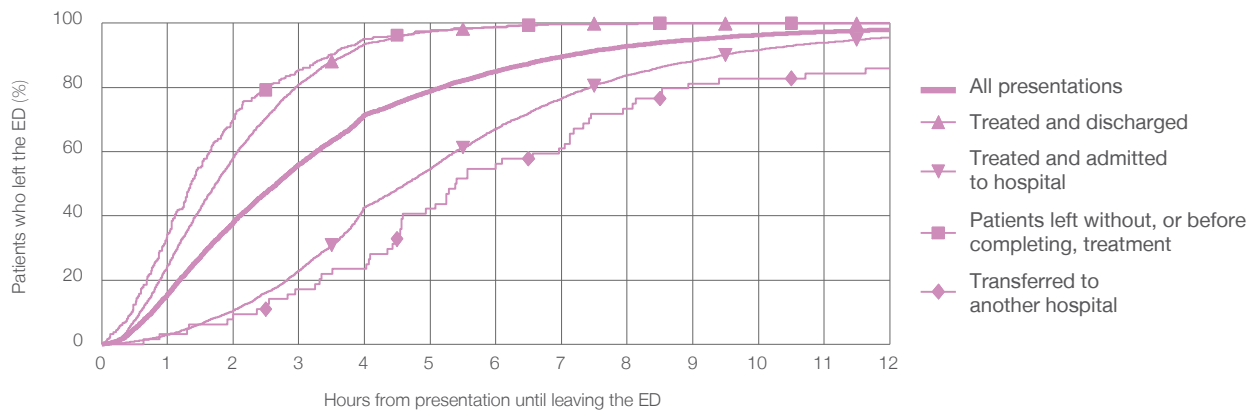
All presentations:<sup>1</sup> 10,018 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,018 patients

Treated and discharged	5,321 (53.1%)
Treated and admitted to hospital	4,277 (42.7%)
Patient left without, or before completing, treatment	323 (3.2%)
Transferred to another hospital	64 (0.6%)
Other	33 (0.3%)

Same period last year	Change since one year ago
9,859	1.6%
5,989	-11.2%
3,326	28.6%
371	-12.9%
149	-57.0%
25	32.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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

	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.

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

All presentations at the emergency department:<sup>1</sup> 10,018 patients

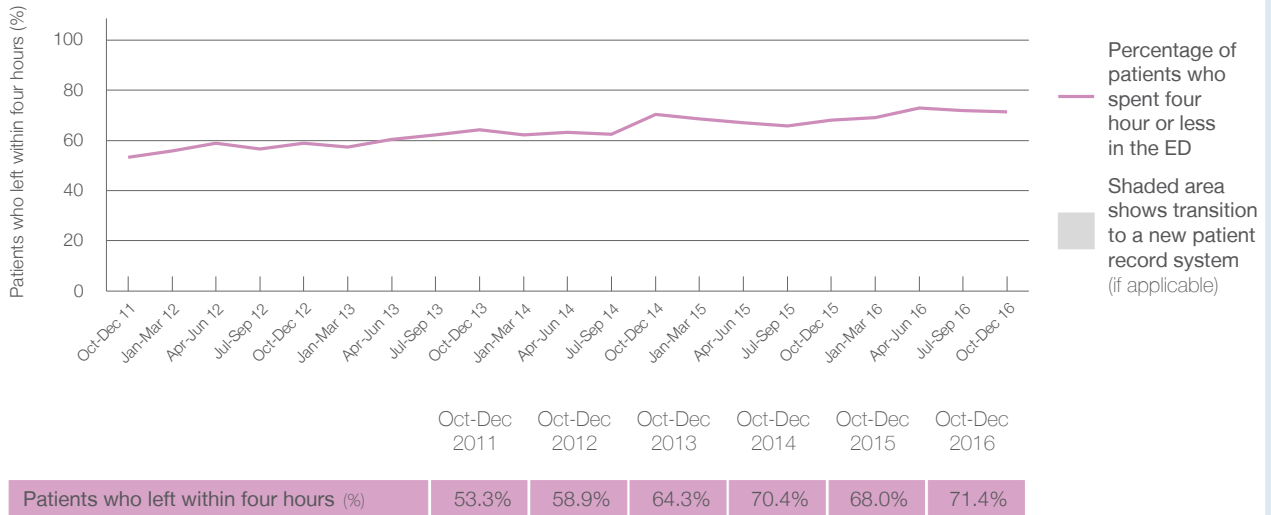
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,018 patients

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: <sup>1</sup> 10,018 patients	9,860	1.6%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,018 patients	9,859	1.6%
Percentage of patients who spent four hours or less in the ED	68.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



\* 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, January to March 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 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

## Young Health Service: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 2,799 patients  
Emergency presentations:<sup>2</sup> 2,456 patients

Same period last year	Change since one year ago
2,326	20.3%
2,083	17.9%

## Young Health Service: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 115 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 762 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,275 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 44 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 299 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 41 minutes

Same period last year	NSW (this period)
137	
5 minutes	8 minutes
18 minutes	26 minutes
814	
10 minutes	20 minutes
36 minutes	67 minutes
970	
10 minutes	25 minutes
44 minutes	97 minutes
155	
9 minutes	24 minutes
57 minutes	103 minutes

## Young Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,799 patients

Percentage of patients who spent four hours or less in the ED 96.4%

Same period last year	Change since one year ago
2,325	20.4%
96.3%	

\* 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, January to March 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.

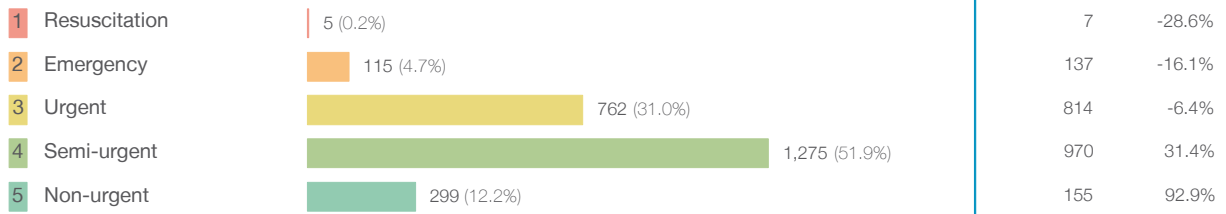
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Young Health Service: Patients presenting to the emergency department October to December 2016

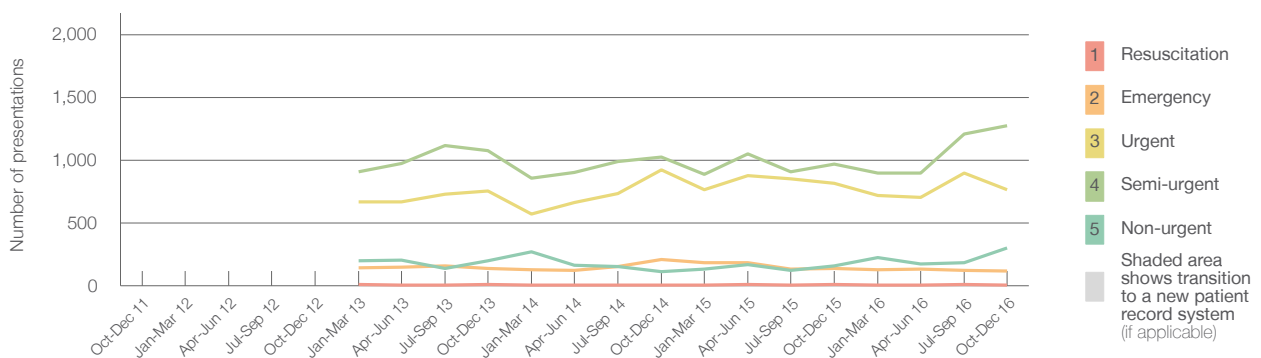
All presentations:<sup>1</sup> 2,799 patients

Emergency presentations<sup>2</sup> by triage category: 2,456 patients



Same period last year	Change since one year ago
2,326	20.3%
2,083	17.9%
7	-28.6%
137	-16.1%
814	-6.4%
970	31.4%
155	92.9%

Emergency presentations<sup>2</sup> 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
Resuscitation			7	< 5	7	5
Emergency			137	214	137	115
Urgent			756	923	814	762
Semi-urgent			1,073	1,026	970	1,275
Non-urgent			200	114	155	299
All emergency presentations			2,173	2,277	2,083	2,456

## Young Health Service: Patients arriving by ambulance October to December 2016

ED Transfer of care time is not currently available for this hospital.<sup>7</sup>

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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.

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

## Young Health Service: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 115

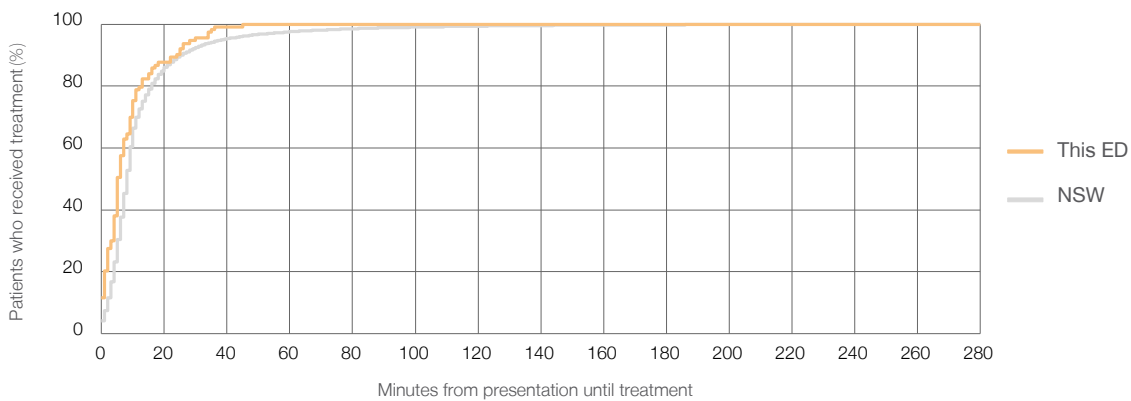
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 113

Median time to start treatment<sup>4</sup> 5 minutes

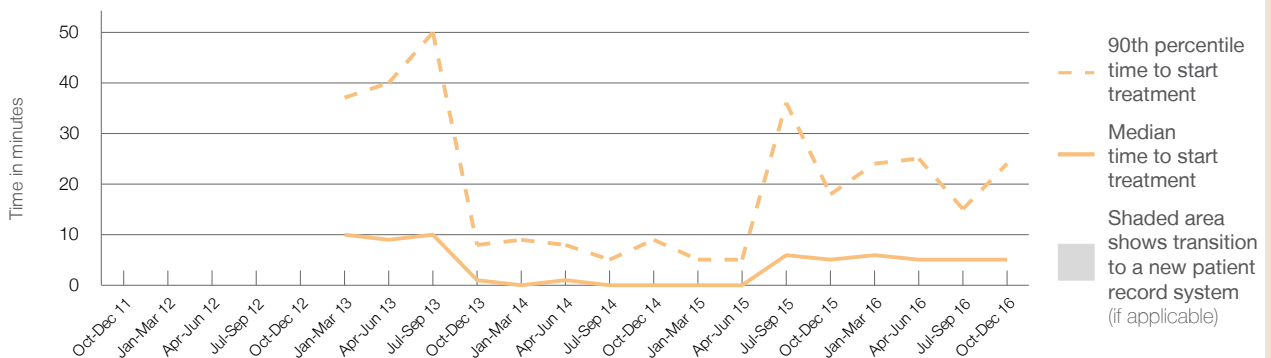
90th percentile time to start treatment<sup>5</sup> 24 minutes

Same period last year	NSW (this period)
137	
135	
5 minutes	8 minutes
18 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			1	0	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)			8	9	18	24

(†) 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.

(§) 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.

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

## Young Health Service: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 762

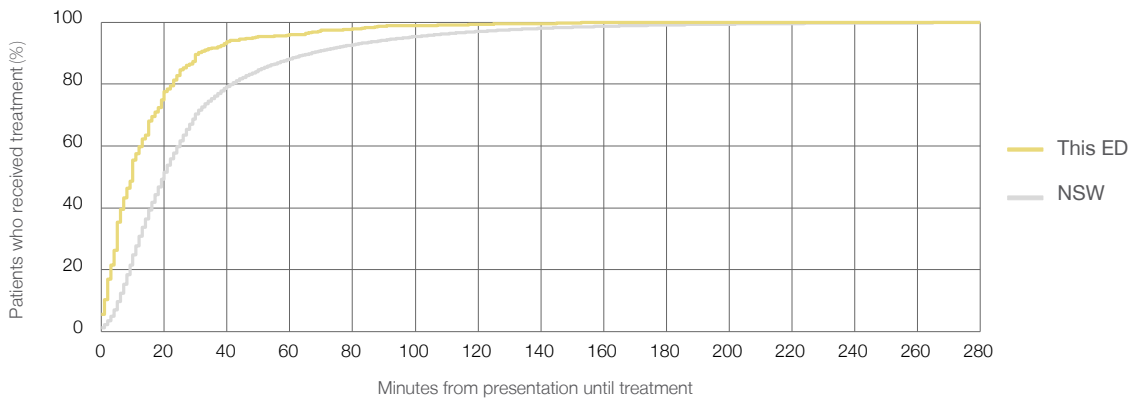
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 762

Median time to start treatment<sup>4</sup> 10 minutes

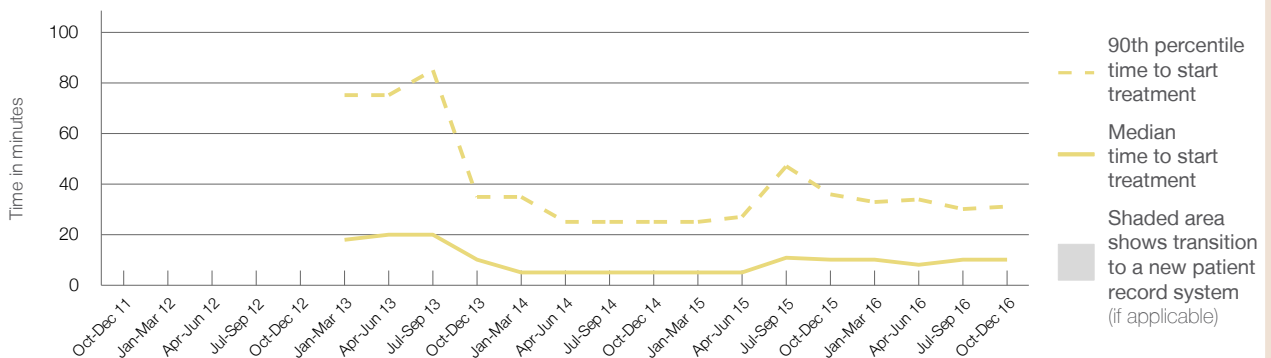
90th percentile time to start treatment<sup>5</sup> 31 minutes

Same period last year	NSW (this period)
814	
796	
10 minutes	20 minutes
36 minutes	67 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			10	5	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)			35	25	36	31

(†) 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.

(§) 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.



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

## Young Health Service: Time patients waited to start treatment, triage 4 October to December 2016

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

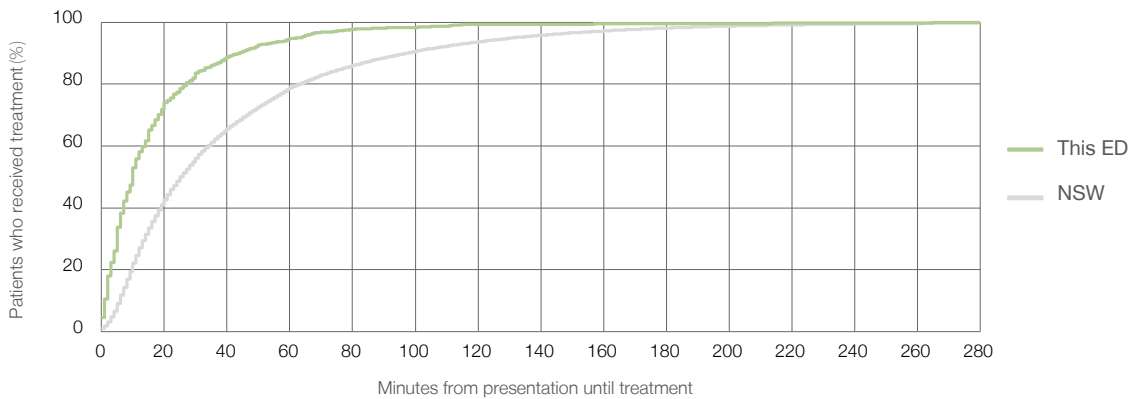
Number of triage 4 patients: 1,275

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,272

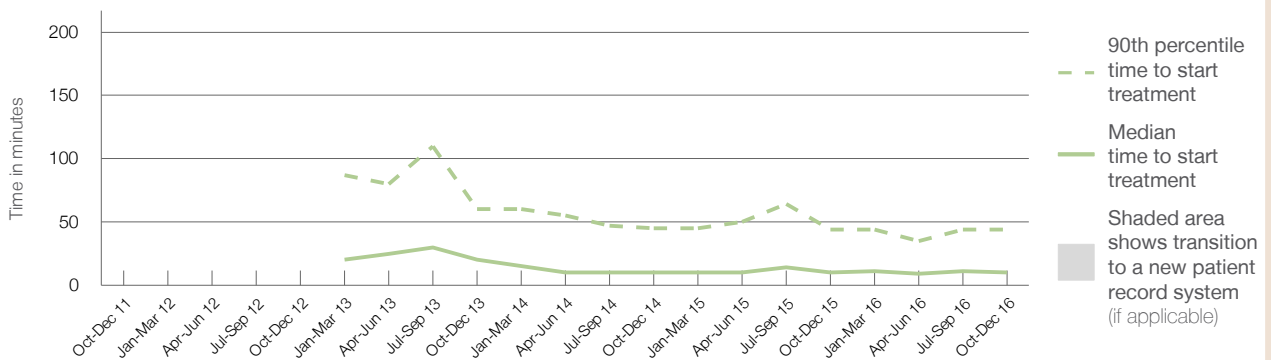
Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 44 minutes

Same period last year	NSW (this period)
970	920
10 minutes	25 minutes
44 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			20	10	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)			60	45	44	44

(†) 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.  
 (§) 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.

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

## Young Health Service: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 299

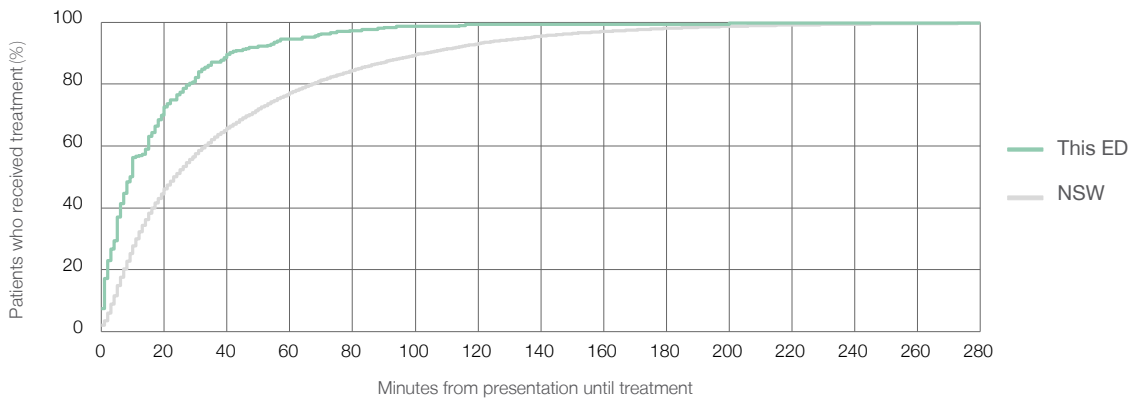
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 295

Median time to start treatment<sup>4</sup> 9 minutes

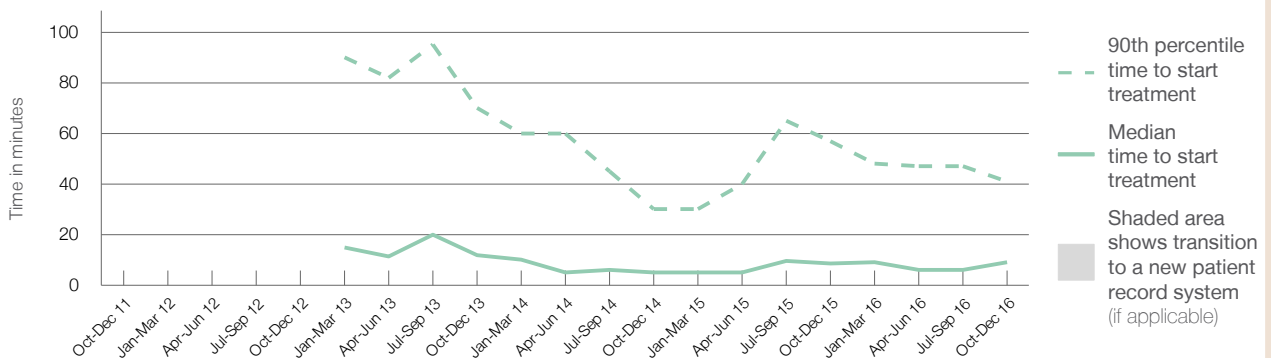
90th percentile time to start treatment<sup>5</sup> 41 minutes

Same period last year	NSW (this period)
155	
142	
9 minutes	24 minutes
57 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<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			12	5	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)			70	30	57	41

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

## Young Health Service: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 2,799 patients

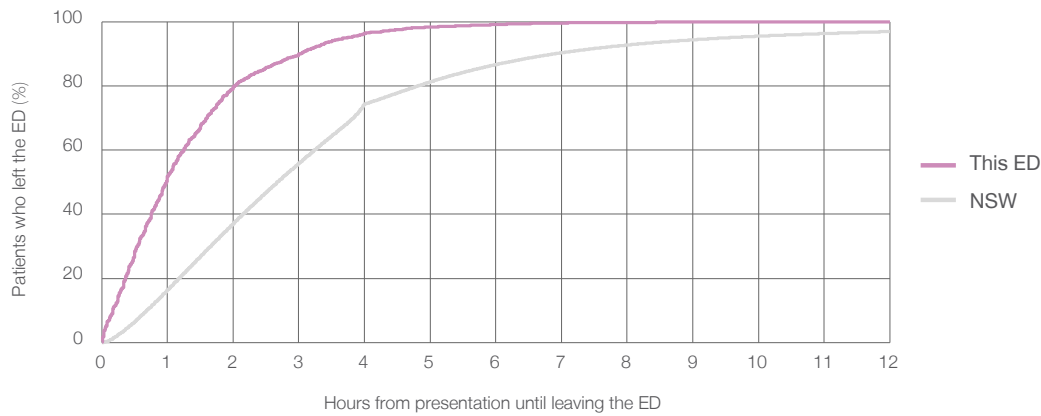
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,799 patients

Median time spent in the ED<sup>8</sup> 0 hours and 59 minutes

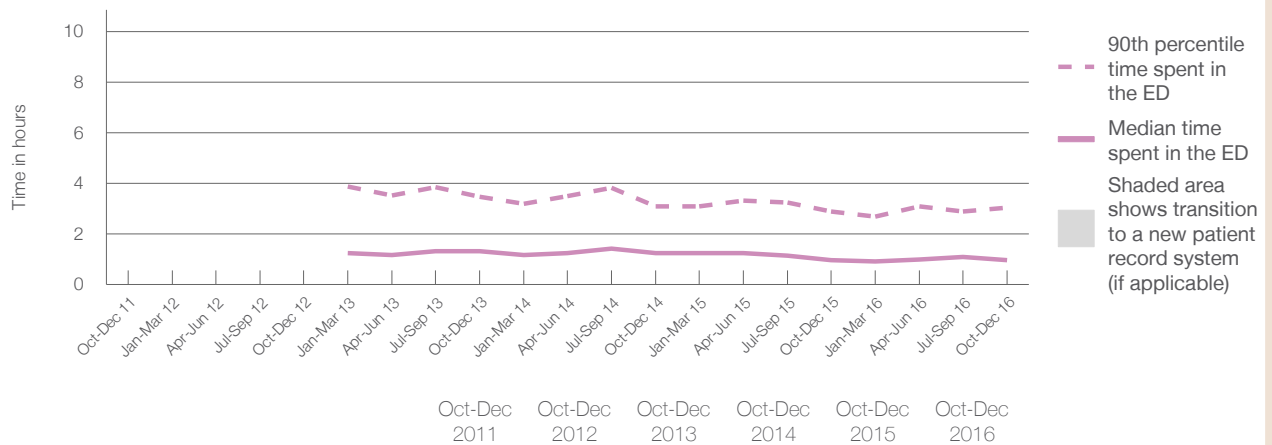
90th percentile time spent in the ED<sup>9</sup> 3 hours and 2 minutes

Same period last year	NSW (this period)
2,326	
2,325	
0 hours and 59 minutes	2 hours and 41 minutes
2 hours and 53 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<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)			1h 20m	1h 15m	0h 59m	0h 59m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			3h 28m	3h 5m	2h 53m	3h 2m

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## Young Health Service: Time patients spent in the ED

By mode of separation

October to December 2016

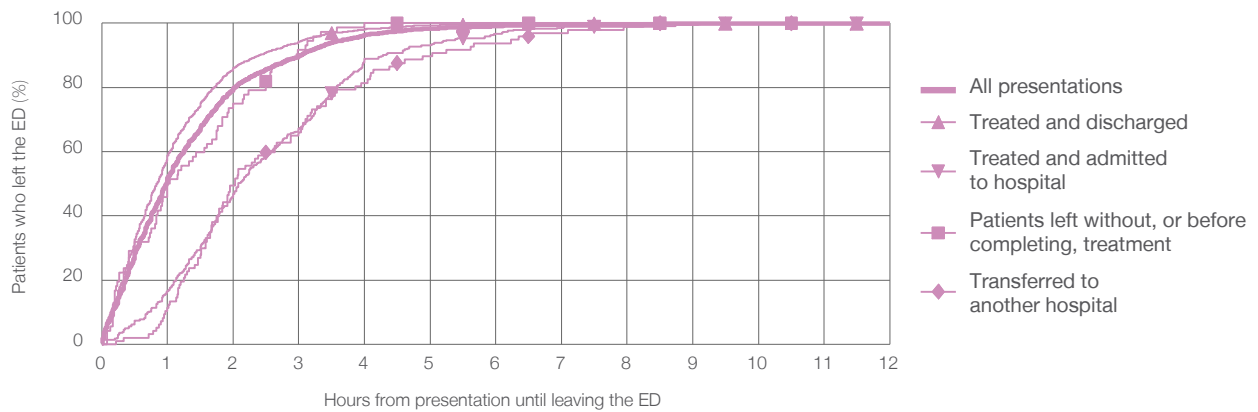
All presentations:<sup>1</sup> 2,799 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,799 patients

Treated and discharged	2,285 (81.6%)
Treated and admitted to hospital	344 (12.3%)
Patient left without, or before completing, treatment	72 (2.6%)
Transferred to another hospital	97 (3.5%)
Other	1 (0%)

Same period last year	Change since one year ago
2,325	20.4%
1,914	19.4%
276	24.6%
52	38.5%
81	19.8%
3	-66.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡§</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	58.8%	86.0%	94.2%	98.0%	99.7%	99.9%	100%	100%
Treated and admitted to hospital	16.6%	46.8%	67.2%	89.0%	96.8%	98.8%	100%	100%
Patient left without, or before completing, treatment	50.0%	75.0%	91.7%	100%	100%	100%	100%	100%
Transferred to another hospital	11.3%	49.5%	66.0%	81.4%	93.8%	99.0%	100%	100%
All presentations	51.8%	79.7%	89.9%	96.4%	99.1%	99.7%	100%	100%

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## Young Health Service: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 2,799 patients

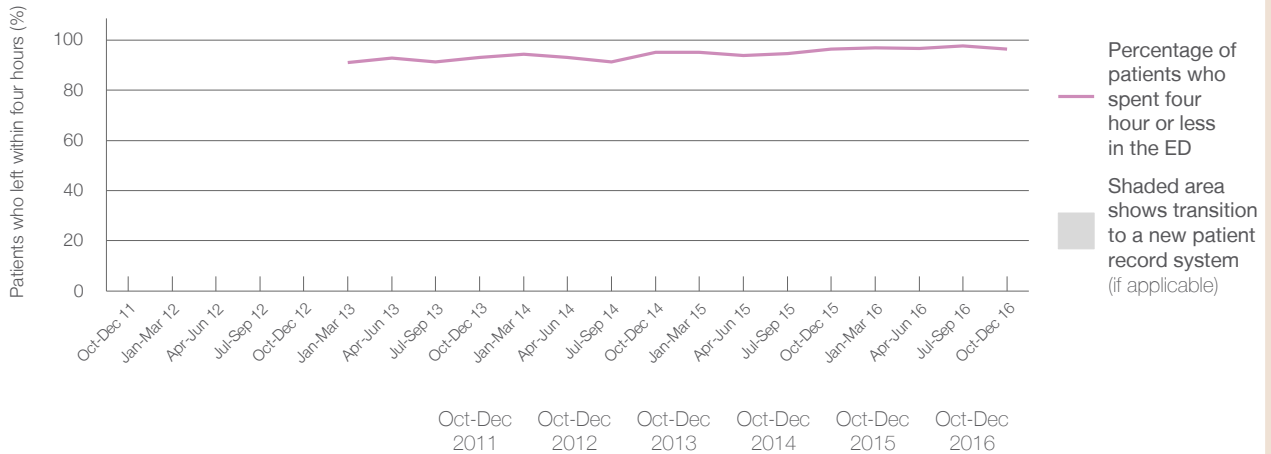
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,799 patients

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: <sup>1</sup> 2,799 patients	2,326	20.3%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,799 patients	2,325	20.4%
Percentage of patients who spent four hours or less in the ED	96.3%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡§</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	93.2%	95.1%	96.3%	96.3%	96.3%	96.4%

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

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‡ 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*.

- 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, January to March 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 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).