

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

More District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,224 patients
 Emergency presentations:² 2,011 patients

Same period last year	Change since one year ago
2,074	7.2%
1,867	7.7%

More District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 157 patients

Median time to start treatment⁴ 4 minutes
 90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 650 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,054 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 51 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 150 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
135	
3 minutes	8 minutes
20 minutes	26 minutes
514	
5 minutes	20 minutes
23 minutes	67 minutes
1,091	
5 minutes	25 minutes
32 minutes	97 minutes
122	
5 minutes	24 minutes
28 minutes	103 minutes

More District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,224 patients

Percentage of patients who spent four hours or less in the ED 87.5%

Same period last year	Change since one year ago
2,074	7.2%
91.0%	

* 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.

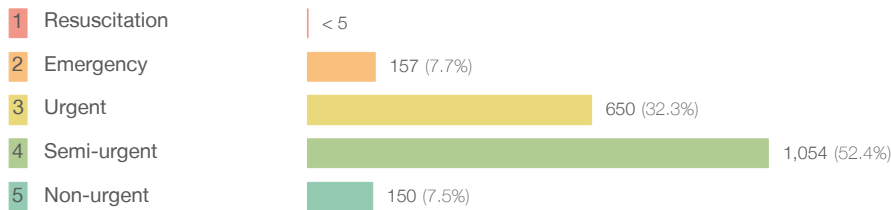
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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More District Hospital: Patients presenting to the emergency department October to December 2016

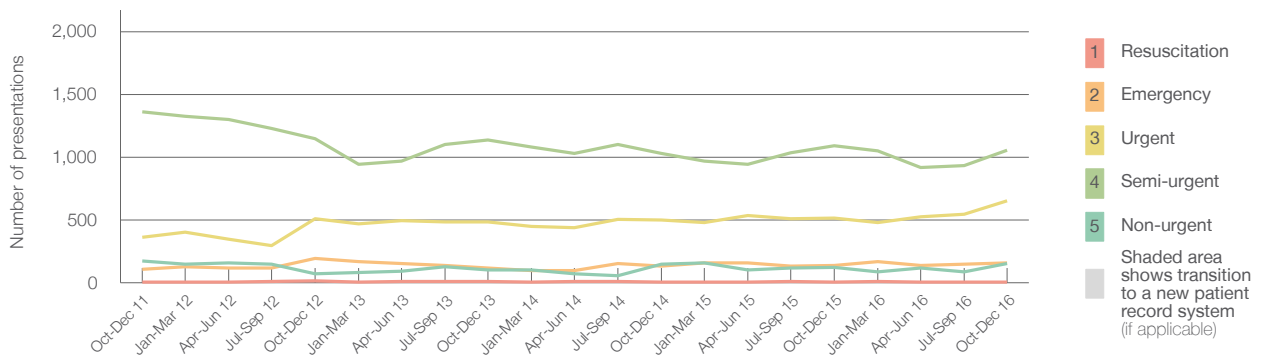
All presentations:¹ 2,224 patients

Emergency presentations² by triage category: 2,011 patients



	Same period last year	Change since one year ago
All presentations	2,074	7.2%
Emergency presentations	1,867	7.7%
Resuscitation	5	*
Emergency	135	14.8%
Urgent	514	26.5%
Semi-urgent	1,091	-3.4%
Non-urgent	122	23.0%

Emergency presentations² 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	< 5	13	9	5	5	< 5
Emergency	111	195	116	131	135	157
Urgent	362	508	484	500	514	650
Semi-urgent	1,361	1,147	1,136	1,030	1,091	1,054
Non-urgent	175	69	101	146	122	150
All emergency presentations	2,009	1,932	1,846	1,812	1,867	2,011

More District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 212 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	204	
Median time	4 minutes	-1 minute
90th percentile time	15 minutes	0 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

More District 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: 157

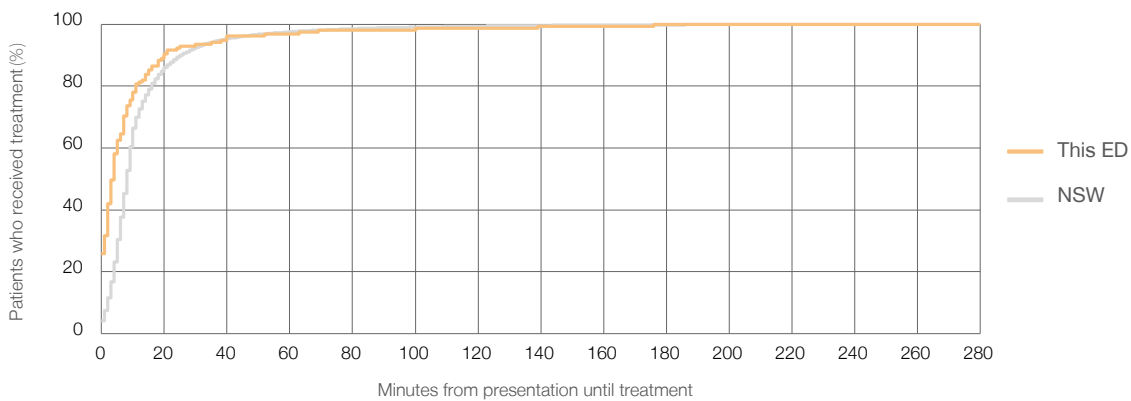
Number of triage 2 patients used to calculate waiting time:³ 155

Median time to start treatment⁴ 4 minutes

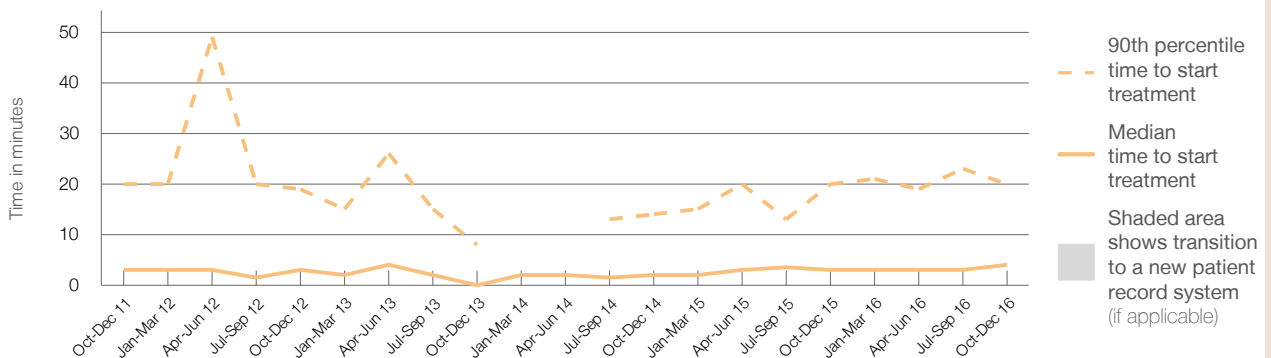
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
135	
131	
3 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



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

More District 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: 650

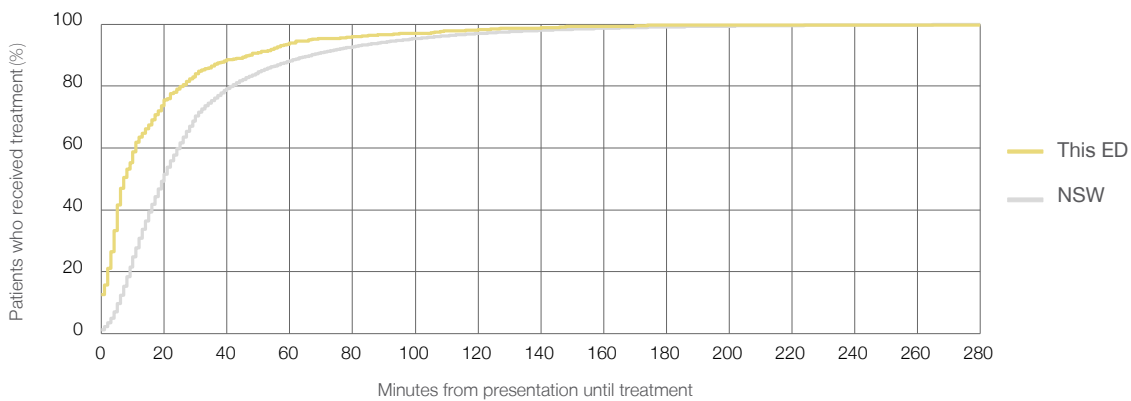
Number of triage 3 patients used to calculate waiting time:³ 632

Median time to start treatment⁴ 7 minutes

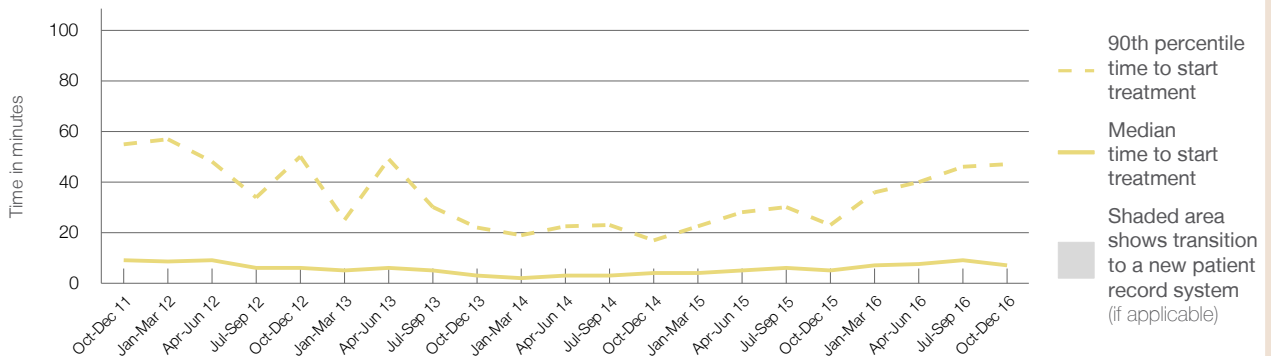
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
514	
500	
5 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^{†‡}



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

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More District 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: 1,054

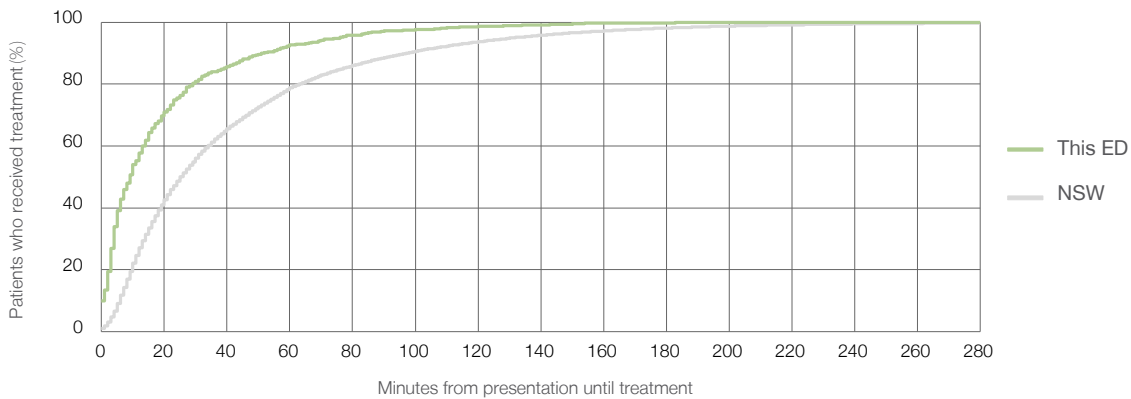
Number of triage 4 patients used to calculate waiting time:³ 964

Median time to start treatment⁴ 9 minutes

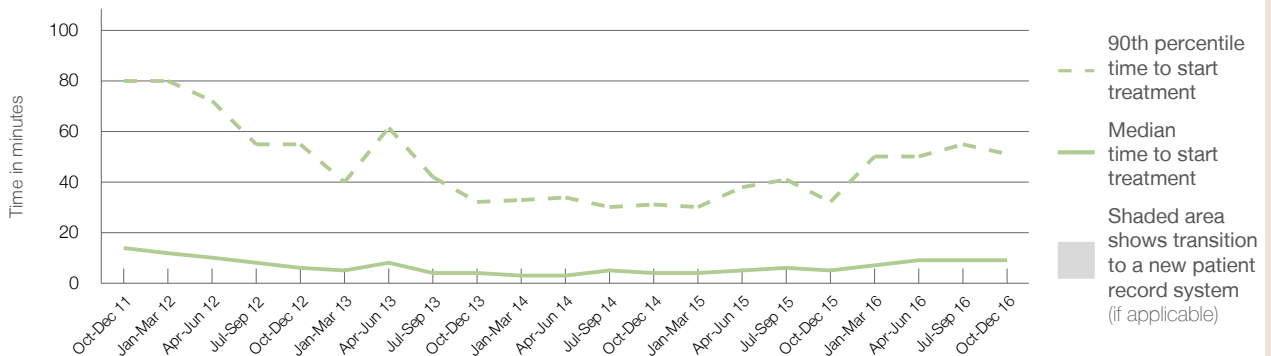
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,091	
1,005	
5 minutes	25 minutes
32 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



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

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More District 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: 150

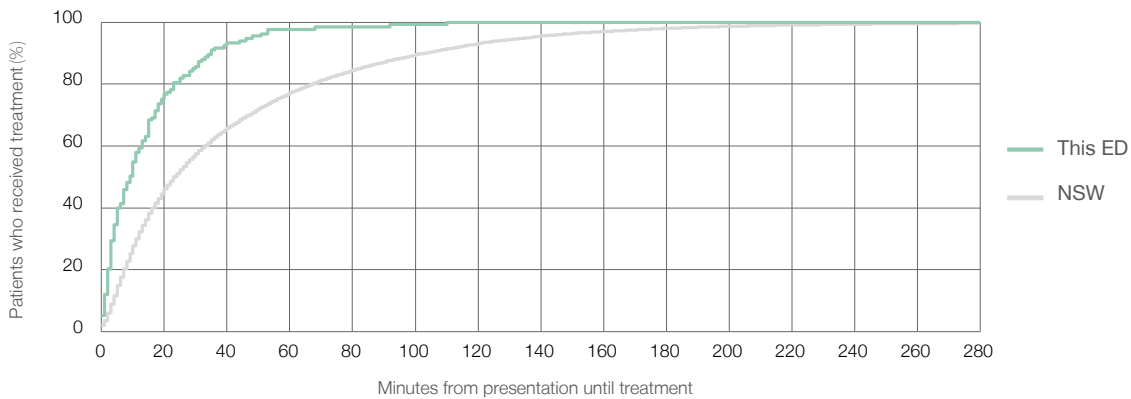
Number of triage 5 patients used to calculate waiting time:³ 133

Median time to start treatment⁴ 9 minutes

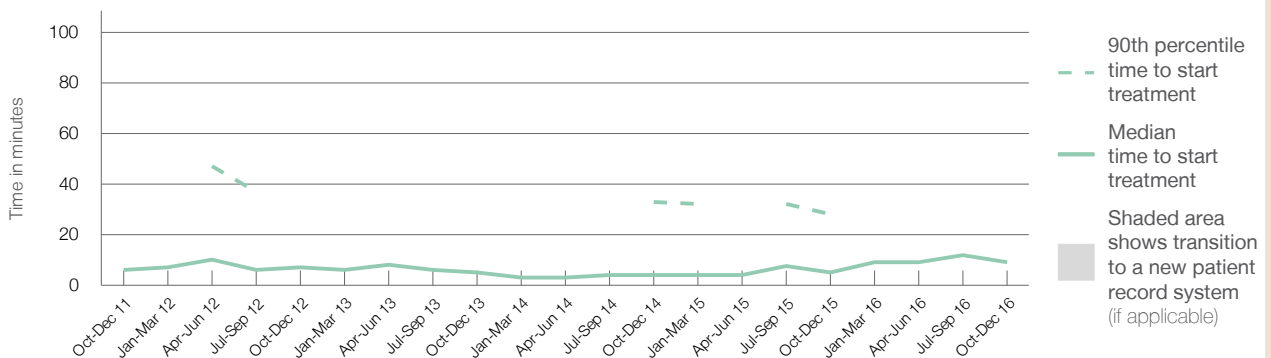
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
122	
110	
5 minutes	24 minutes
28 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^{†‡}



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

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

More District Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 2,224 patients

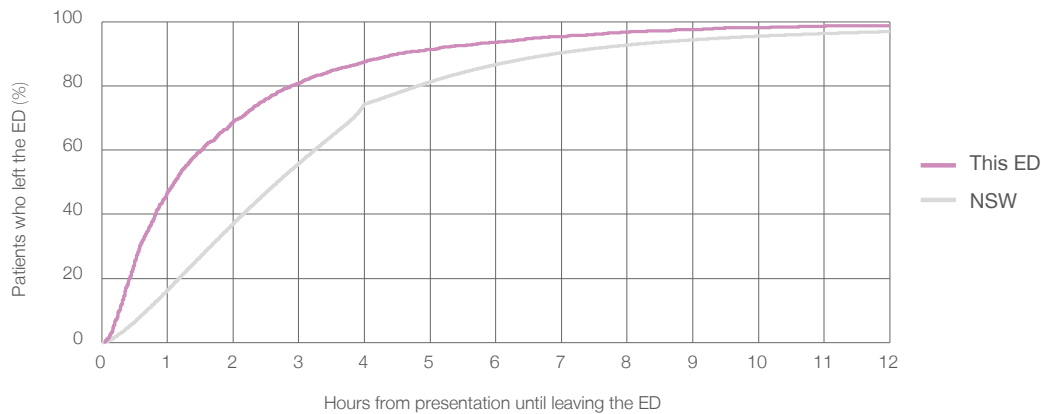
Presentations used to calculate time to leaving the ED:⁶ 2,224 patients

Median time spent in the ED⁸ 1 hours and 7 minutes

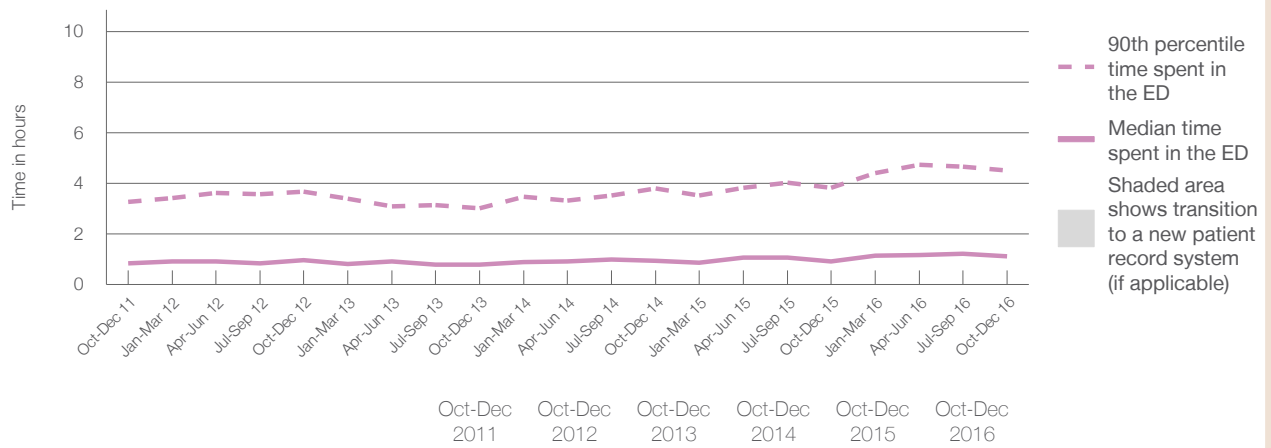
90th percentile time spent in the ED⁹ 4 hours and 31 minutes

Same period last year	NSW (this period)
2,074	2,074
0 hours and 56 minutes	2 hours and 41 minutes
3 hours and 50 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 50m	0h 58m	0h 48m	0h 57m	0h 56m	1h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 17m	3h 40m	3h 1m	3h 49m	3h 50m	4h 31m

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Moree District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

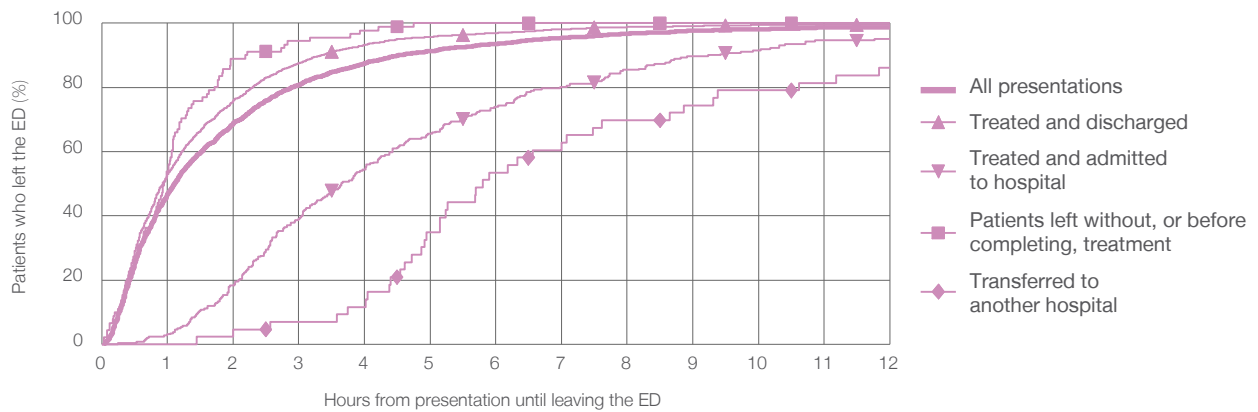
All presentations:¹ 2,224 patients

Presentations used to calculate time to leaving the ED:⁶ 2,224 patients

Treated and discharged	1,750 (78.7%)
Treated and admitted to hospital	261 (11.7%)
Patient left without, or before completing, treatment	91 (4.1%)
Transferred to another hospital	43 (1.9%)
Other	79 (3.6%)

Same period last year	Change since one year ago
2,074	7.2%
1,637	6.9%
236	10.6%
79	15.2%
44	-2.3%
78	1.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

Treated and discharged	53.0%	76.0%	87.5%	93.3%	97.0%	98.9%	99.4%	99.5%
Treated and admitted to hospital	3.1%	18.4%	39.1%	54.4%	73.9%	85.4%	91.6%	95.0%
Patient left without, or before completing, treatment	53.8%	89.0%	94.5%	97.8%	100%	100%	100%	100%
Transferred to another hospital	0%	4.7%	7.0%	11.6%	53.5%	69.8%	79.1%	86.0%
All presentations	46.9%	68.9%	80.8%	87.5%	93.6%	96.8%	98.2%	98.8%

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

More District 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:¹ 2,224 patients

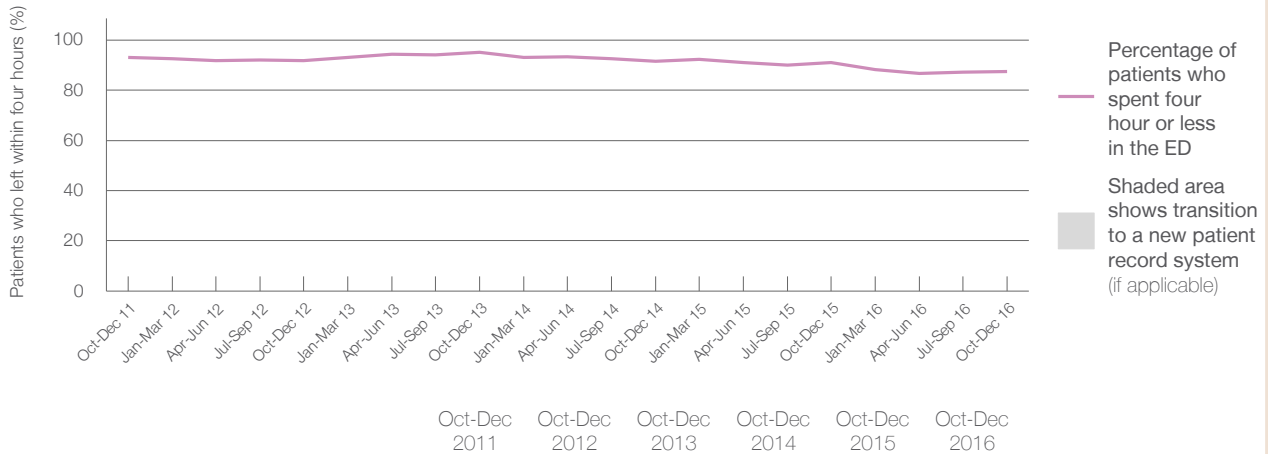
Presentations used to calculate time to leaving the ED:⁶ 2,224 patients

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	2,074	7.2%
Presentations used to calculate time to leaving the ED: ⁶	2,074	7.2%
Percentage of patients who spent four hours or less in the ED	91.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	93.0%	91.7%	95.0%	91.4%	91.0%	87.5%

* 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).