

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

## Port Macquarie Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 8,903 patients  
Emergency presentations:<sup>2</sup> 8,662 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,130                 | 9.5%                      |
| 7,872                 | 10.0%                     |

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

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,242 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,456 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 66 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,457 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 104 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 461 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 101 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,213                 |                   |
| 9 minutes             | 8 minutes         |
| 23 minutes            | 26 minutes        |
| 3,111                 |                   |
| 18 minutes            | 20 minutes        |
| 50 minutes            | 67 minutes        |
| 3,207                 |                   |
| 21 minutes            | 25 minutes        |
| 75 minutes            | 97 minutes        |
| 297                   |                   |
| 19 minutes            | 24 minutes        |
| 86 minutes            | 103 minutes       |

## Port Macquarie 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> 8,903 patients

Percentage of patients who spent four hours or less in the ED 73.6%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,130                 | 9.5%                      |
| 74.3%                 |                           |

\* 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.

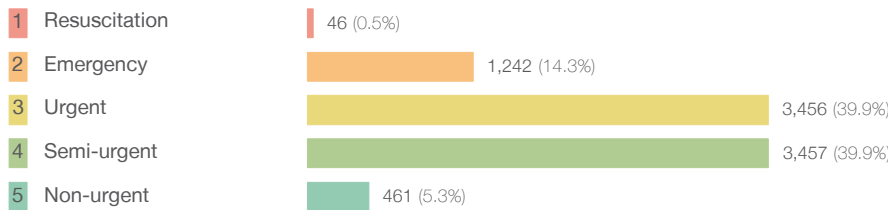
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

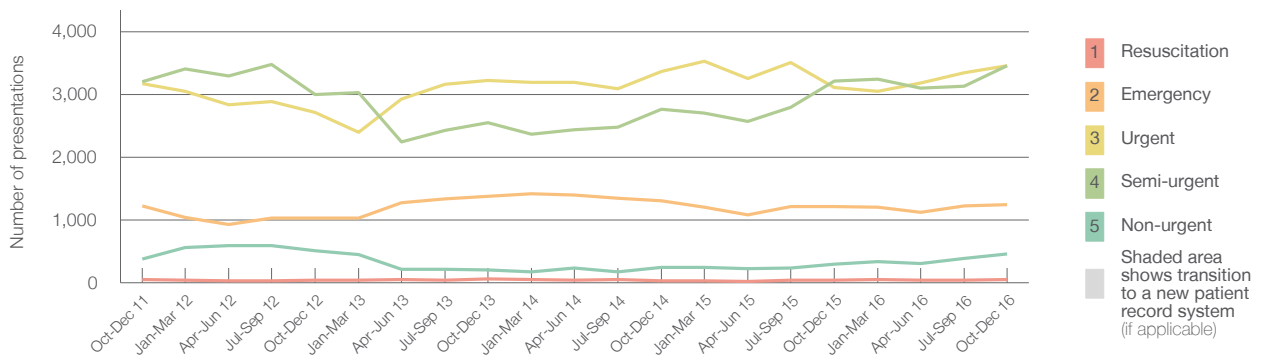
All presentations:<sup>1</sup> 8,903 patients

Emergency presentations<sup>2</sup> by triage category: 8,662 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,130                 | 9.5%                      |
| 7,872                 | 10.0%                     |
| 44                    | 4.5%                      |
| 1,213                 | 2.4%                      |
| 3,111                 | 11.1%                     |
| 3,207                 | 7.8%                      |
| 297                   | 55.2%                     |

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               | 54           | 43           | 59           | 32           | 44           | 46           |
| Emergency                   | 1,224        | 1,028        | 1,371        | 1,304        | 1,213        | 1,242        |
| Urgent                      | 3,167        | 2,710        | 3,223        | 3,360        | 3,111        | 3,456        |
| Semi-urgent                 | 3,203        | 2,993        | 2,548        | 2,761        | 3,207        | 3,457        |
| Non-urgent                  | 375          | 505          | 202          | 245          | 297          | 461          |
| All emergency presentations | 8,023        | 7,279        | 7,403        | 7,702        | 7,872        | 8,662        |

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

October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,930 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,739                 |                           |
| 11 minutes            | 1 minute                  |
| 29 minutes            | -1 minute                 |

(†) 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.

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

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

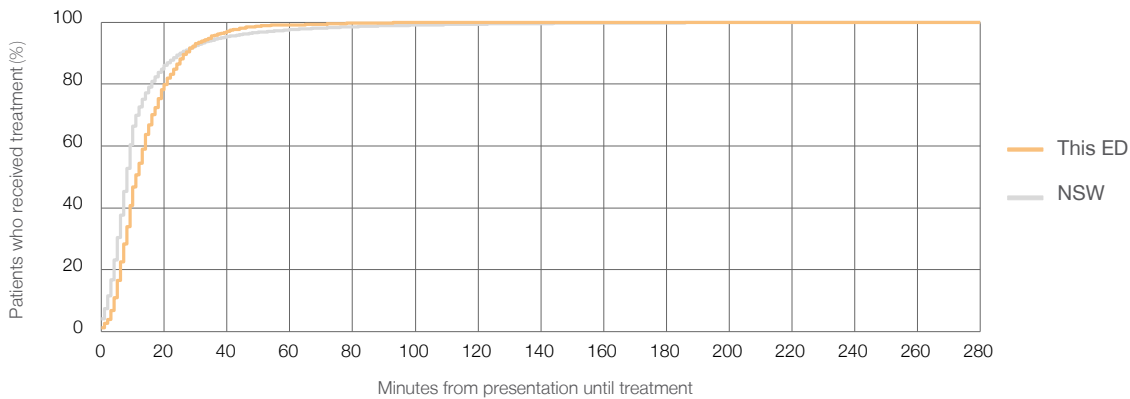
Number of triage 2 patients: 1,242

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,238

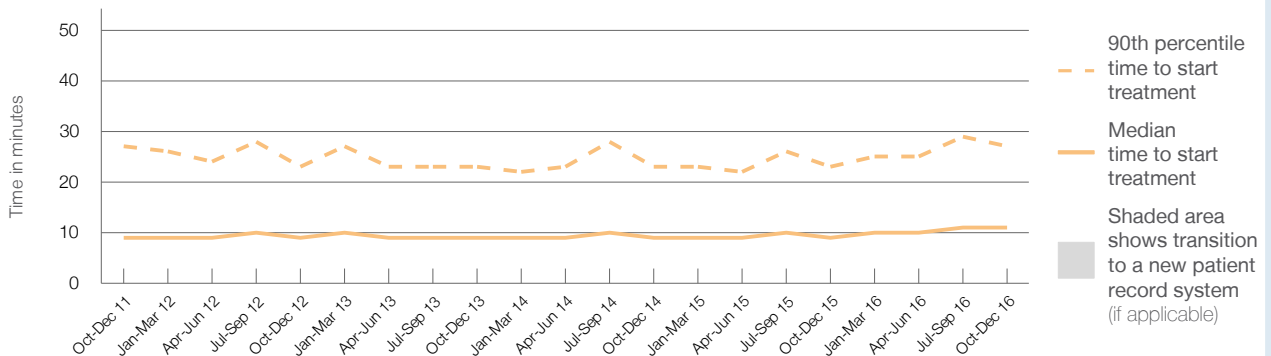
Median time to start treatment<sup>4</sup> ■ 11 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 27 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,213                 |                   |
| 1,207                 |                   |
| 9 minutes             | 8 minutes         |
| 23 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)          | 9            | 9            | 9            | 9            | 9            | 11           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 27           | 23           | 23           | 23           | 23           | 27           |

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

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## Port Macquarie 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: 3,456

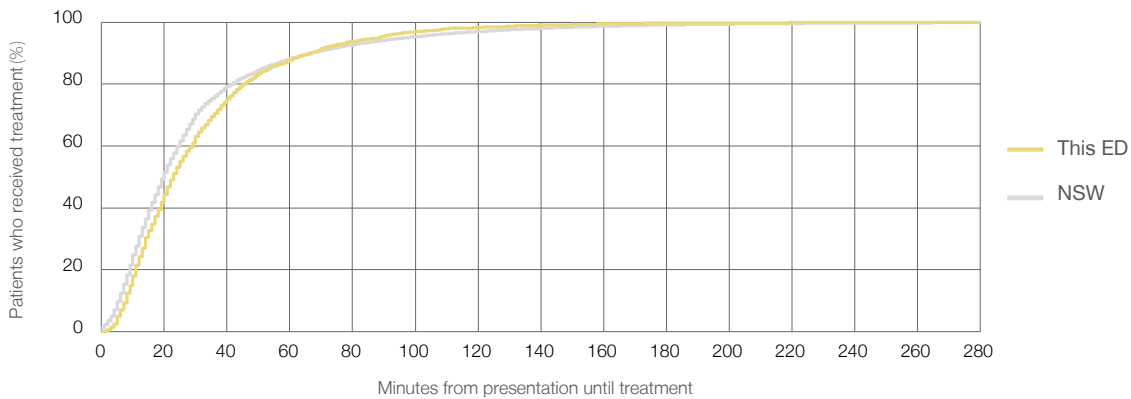
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,358

Median time to start treatment<sup>4</sup> 23 minutes

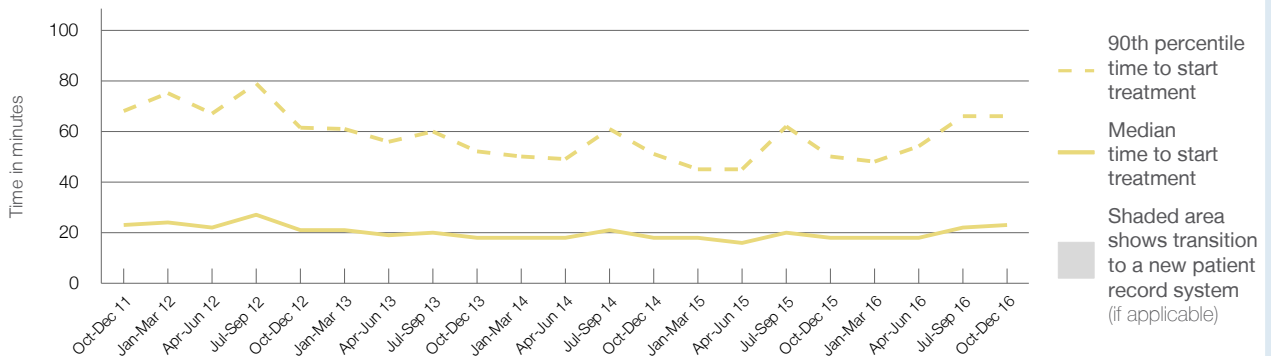
90th percentile time to start treatment<sup>5</sup> 66 minutes

|  | Same period last year | NSW (this period) |
|--|-----------------------|-------------------|
| Number of triage 3 patients                                | 3,111                 |                   |
| Number of triage 3 patients used to calculate waiting time | 3,044                 |                   |
| Median time to start treatment                             | 18 minutes            | 20 minutes        |
| 90th percentile time to start treatment                    | 50 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)          | 23           | 21           | 18           | 18           | 18           | 23           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 68           | 62           | 52           | 51           | 50           | 66           |

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## Port Macquarie 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: 3,457

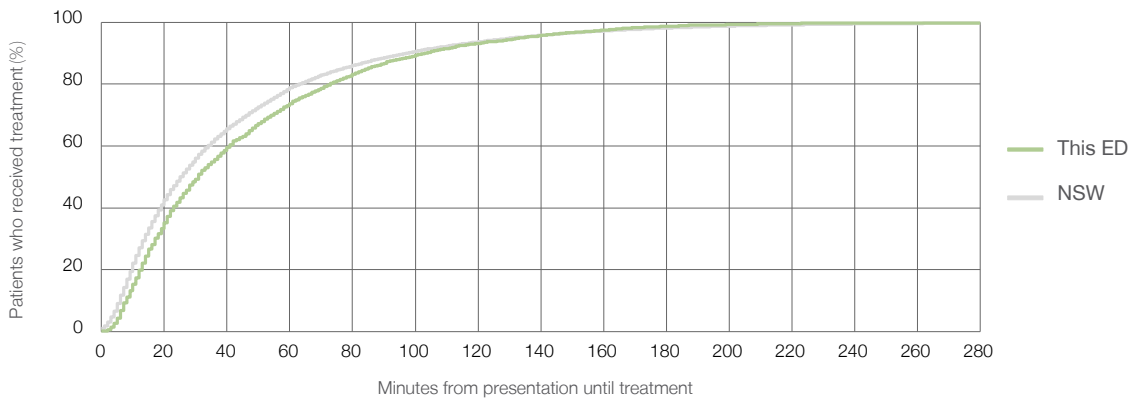
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,831

Median time to start treatment<sup>4</sup> 31 minutes

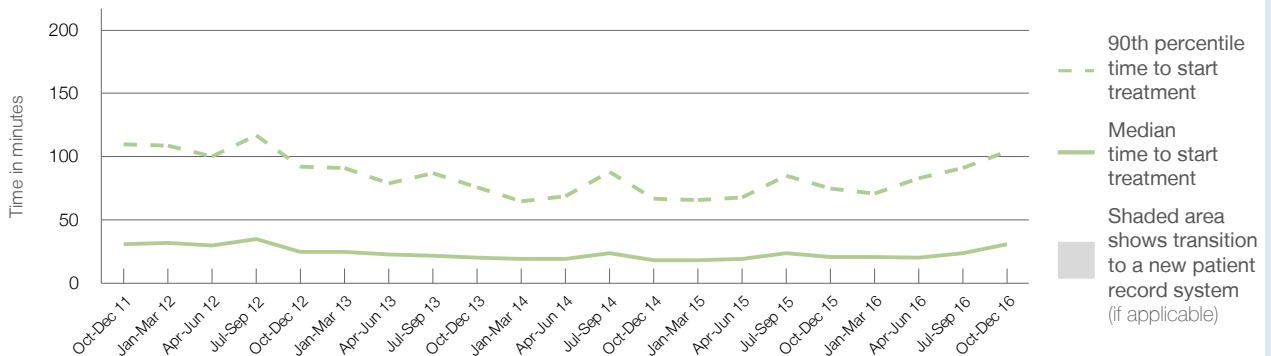
90th percentile time to start treatment<sup>5</sup> 104 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,207                 | 2,743             |
| 21 minutes            | 25 minutes        |
| 75 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)          | 31           | 25           | 20           | 18           | 21           | 31           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 110          | 92           | 76           | 67           | 75           | 104          |

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## Port Macquarie 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: 461

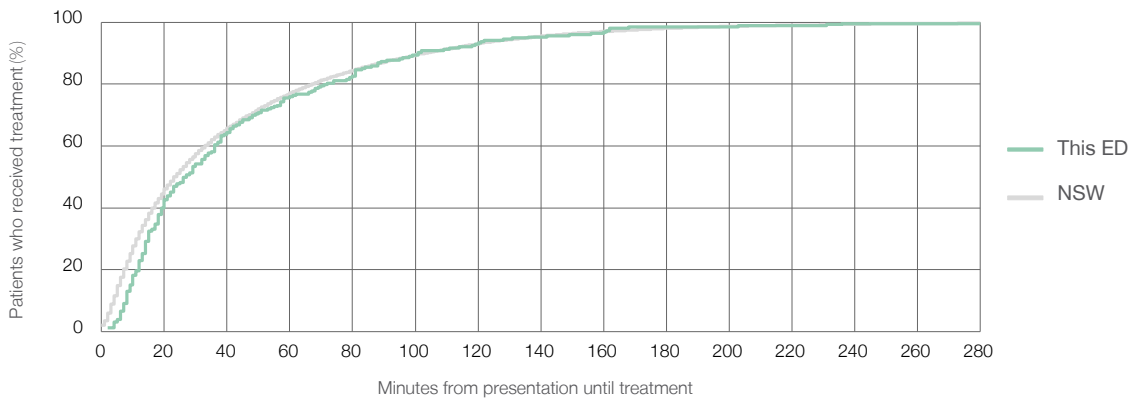
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 253

Median time to start treatment<sup>4</sup> 27 minutes

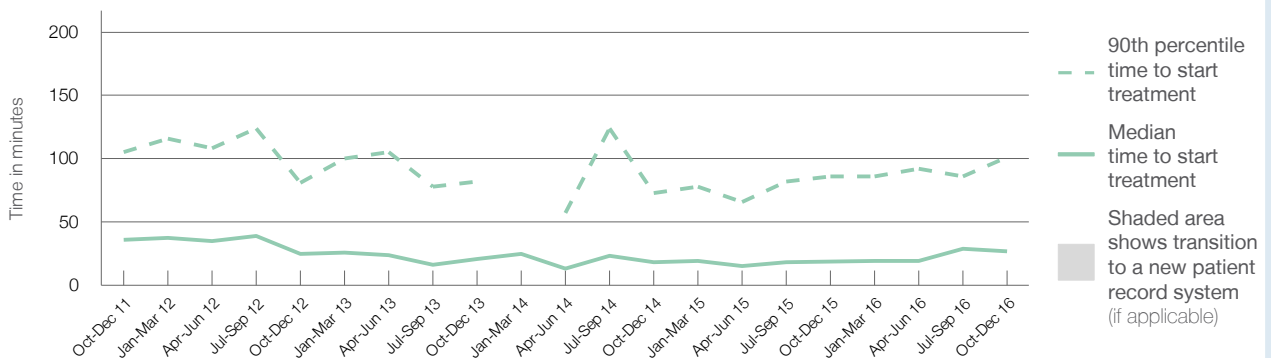
90th percentile time to start treatment<sup>5</sup> 101 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 297                   |                   |
| 188                   |                   |
| 19 minutes            | 24 minutes        |
| 86 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)          | 36           | 25           | 21           | 18           | 19           | 27           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 105          | 81           | 82           | 73           | 86           | 101          |

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## Port Macquarie Base Hospital: Time patients spent in the ED October to December 2016

All presentations:<sup>1</sup> 8,903 patients

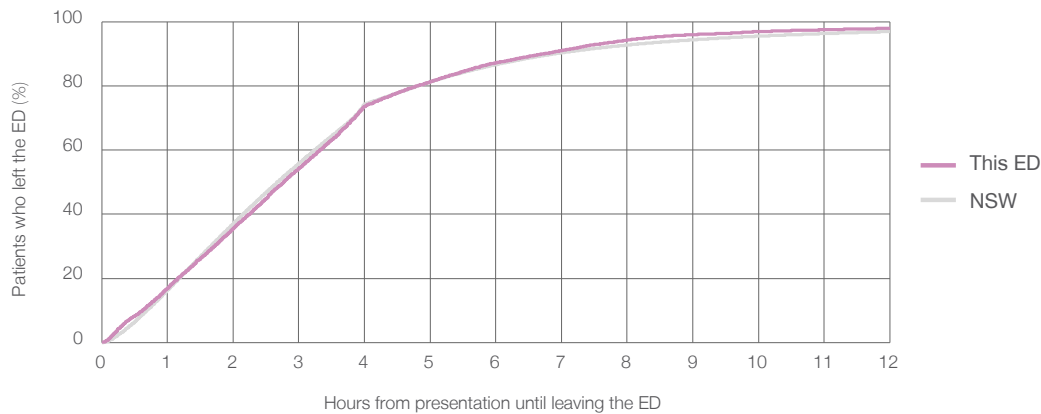
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,903 patients

Median time spent in the ED<sup>8</sup> 2 hours and 46 minutes

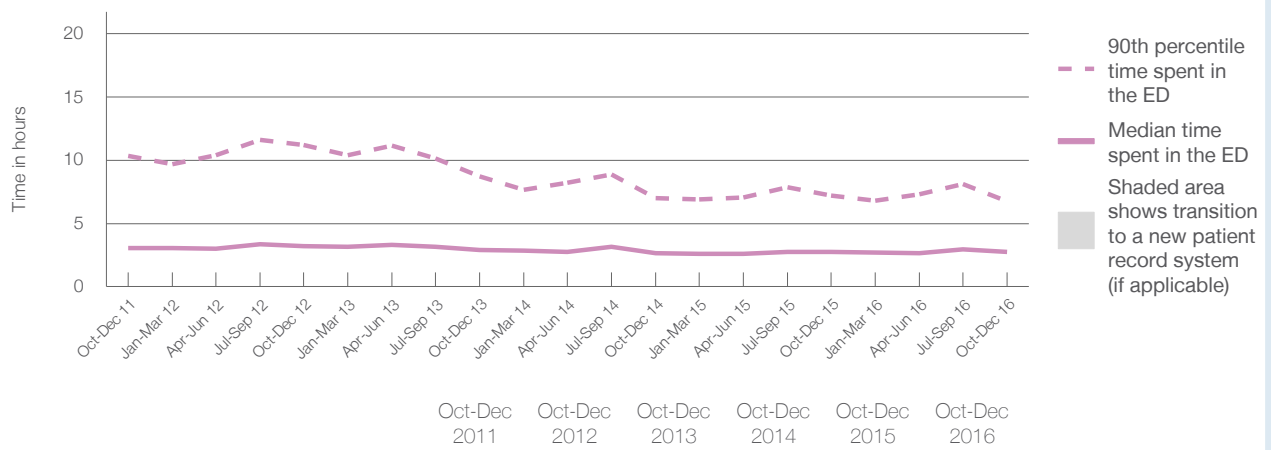
90th percentile time spent in the ED<sup>9</sup> 6 hours and 44 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 8,130                  | 8,130                  |
| 2 hours and 44 minutes | 2 hours and 41 minutes |
| 7 hours and 11 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 2m        | 3h 14m       | 2h 54m       | 2h 38m       | 2h 44m       | 2h 46m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 10h 19m      | 11h 13m      | 8h 42m       | 6h 59m       | 7h 11m       | 6h 44m       |

(†) Data points are not shown in graphs for quarters when patient numbers are too small.  
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## Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

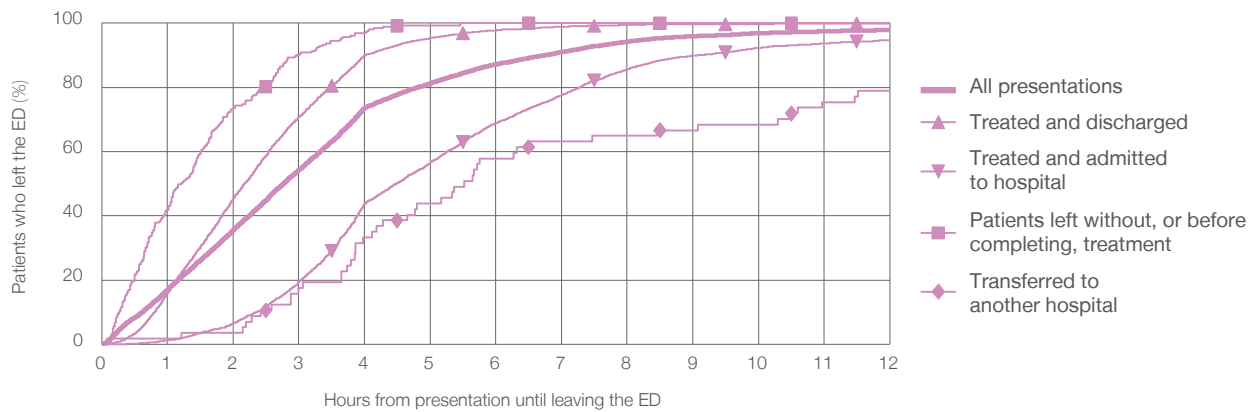
All presentations:<sup>1</sup> 8,903 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,903 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 4,674 (52.5%) |
| Treated and admitted to hospital                      | 3,257 (36.6%) |
| Patient left without, or before completing, treatment | 253 (2.8%)    |
| Transferred to another hospital                       | 57 (0.6%)     |
| Other   | 662 (7.4%)    |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,130                 | 9.5%                      |
| 4,473                 | 4.5%                      |
| 2,944                 | 10.6%                     |
| 140                   | 80.7%                     |
| 40                    | 42.5%                     |
| 533                   | 24.2%                     |

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                                | 16.0%  | 45.4%   | 70.7%   | 90.0%   | 97.8%   | 99.5%   | 99.8%    | 99.9%    |
| Treated and admitted to hospital                      | 1.3%   | 6.5%    | 19.5%   | 43.7%   | 69.0%   | 85.6%   | 92.3%    | 94.7%    |
| Patient left without, or before completing, treatment | 41.9%  | 73.5%   | 90.1%   | 96.8%   | 100%    | 100%    | 100%     | 100%     |
| Transferred to another hospital                       | 1.8%   | 3.5%    | 17.5%   | 33.3%   | 57.9%   | 64.9%   | 68.4%    | 78.9%    |
| All presentations                                     | 17.0%  | 35.7%   | 54.3%   | 73.6%   | 87.2%   | 94.2%   | 96.9%    | 97.9%    |

(†) 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.



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## Port Macquarie 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> 8,903 patients

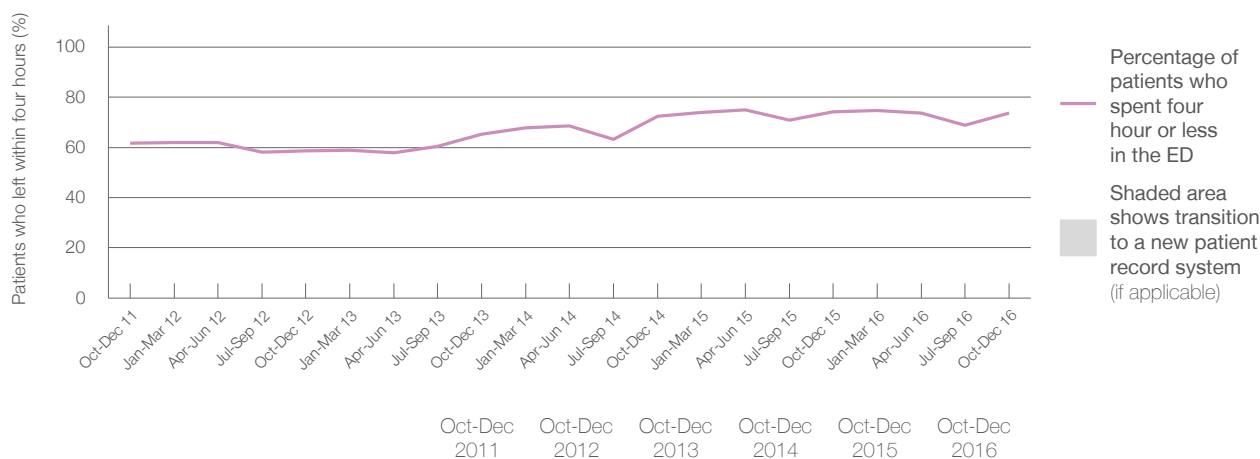
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,903 patients

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                 | 8,130                 | 9.5%                      |
| Presentations used to calculate time to leaving the ED        | 8,130                 | 9.5%                      |
| Percentage of patients who spent four hours or less in the ED | 74.3%                 |                           |

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 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
|   | 61.7%        | 58.7%        | 65.1%        | 72.3%        | 74.3%        | 73.6%        |

\* 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).