

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

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

October to December 2016

All presentations:<sup>1</sup> 4,840 patients  
Emergency presentations:<sup>2</sup> 4,736 patients

Same period last year	Change since one year ago
4,407	9.8%
4,280	10.7%

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

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 282 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,335 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 58 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,305 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 102 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 805 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 121 minutes

Same period last year	NSW (this period)
271	
8 minutes	8 minutes
20 minutes	26 minutes
937	
21 minutes	20 minutes
75 minutes	67 minutes
2,308	
29 minutes	25 minutes
118 minutes	97 minutes
764	
30 minutes	24 minutes
132 minutes	103 minutes

## Queanbeyan 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> 4,840 patients

Percentage of patients who spent four hours or less in the ED 87.4%

Same period last year	Change since one year ago
4,407	9.8%
80.7%	

\* 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.

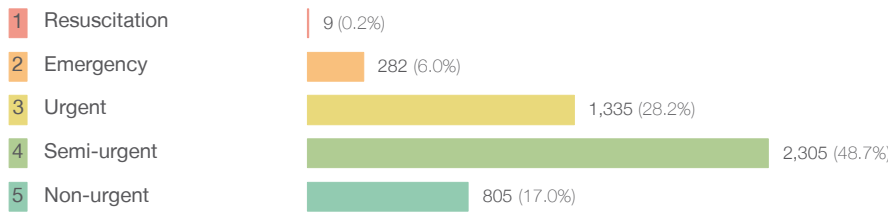
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

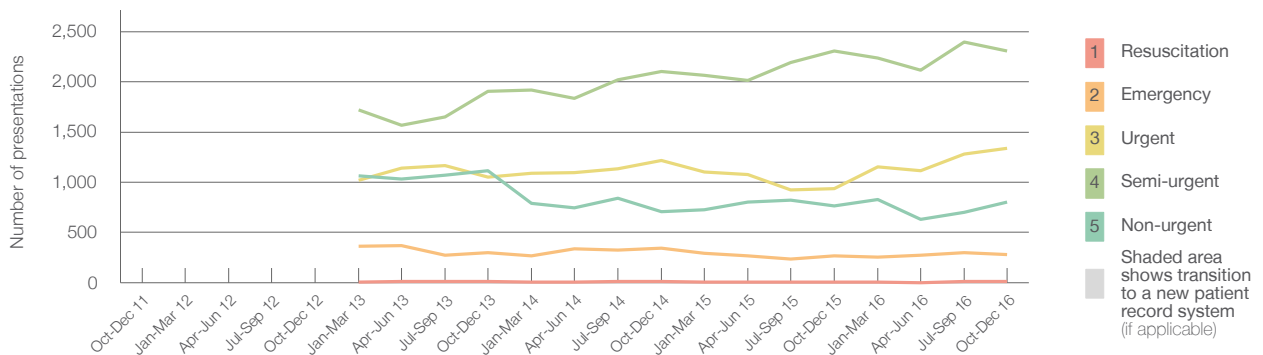
All presentations:<sup>1</sup> 4,840 patients

Emergency presentations<sup>2</sup> by triage category: 4,736 patients



	Same period last year	Change since one year ago
All presentations	4,407	9.8%
Emergency presentations	4,280	10.7%
1 Resuscitation	< 5	*
2 Emergency	271	5.6%
3 Urgent	937	42.5%
4 Semi-urgent	2,308	-0.1%
5 Non-urgent	764	5.4%

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	11	12	< 5	9		
Emergency	301	344	271	282		
Urgent	1,051	1,215	937	1,335		
Semi-urgent	1,904	2,100	2,308	2,305		
Non-urgent	1,114	705	764	805		
All emergency presentations	4,381	4,376	4,280	4,736		

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

October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 435 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	367	
Median time	11 minutes	0 minutes
90th percentile time	22 minutes	-3 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.

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## Queanbeyan 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: 282

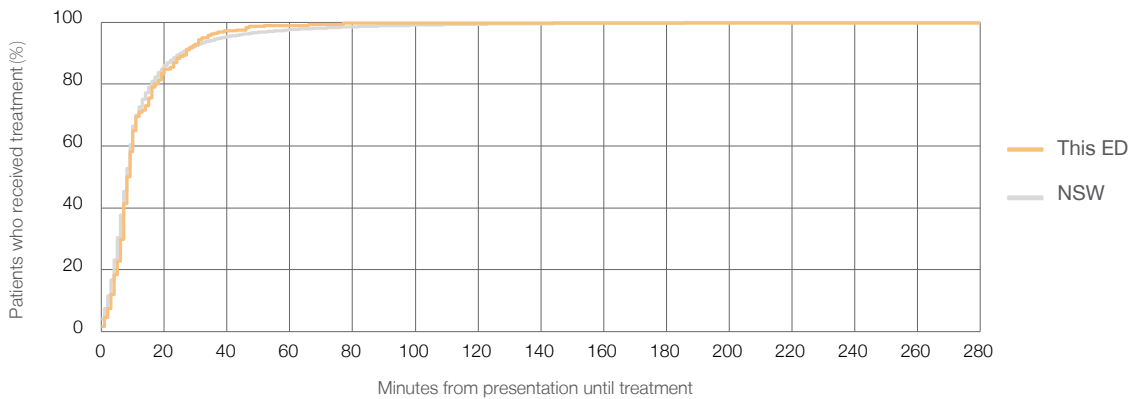
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 282

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

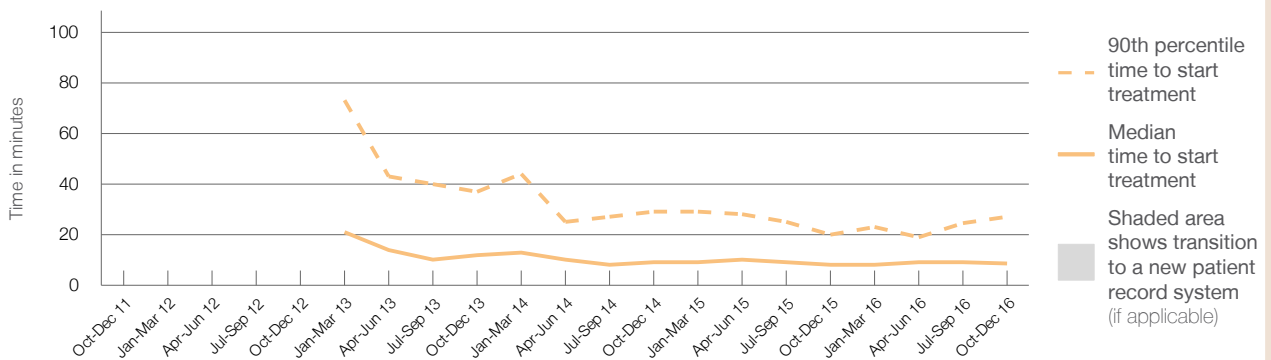
90th percentile time to start treatment<sup>5</sup>  27 minutes

Same period last year	NSW (this period)
271	
266	
8 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<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	9	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)			37	29	20	27

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## Queanbeyan 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: 1,335

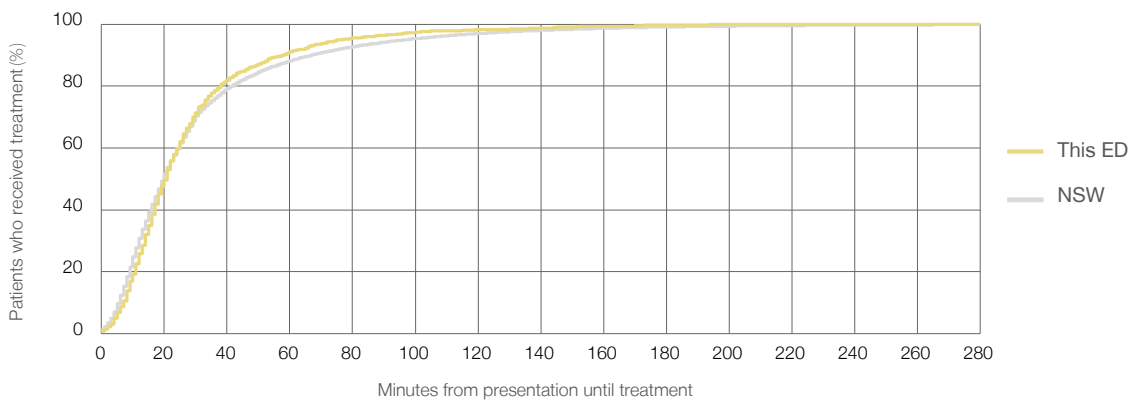
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,304

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

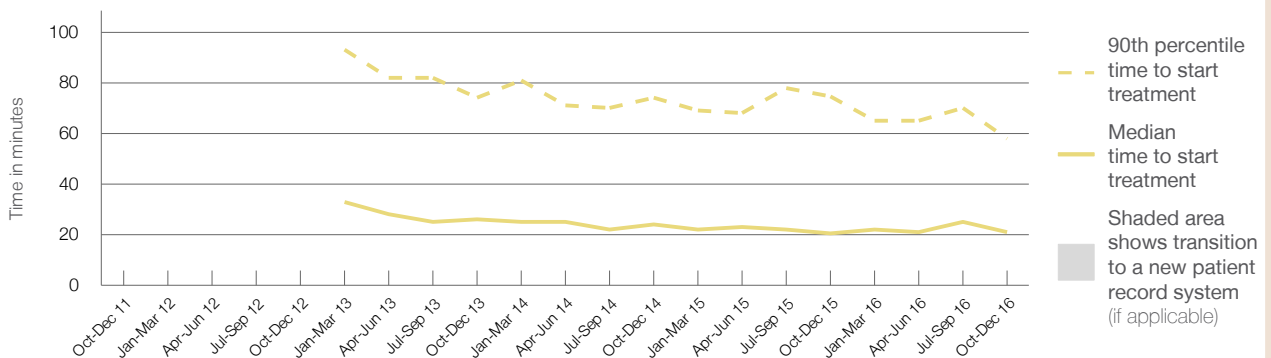
90th percentile time to start treatment<sup>5</sup>  58 minutes

Same period last year	NSW (this period)
937	
920	
21 minutes	20 minutes
75 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)			26	24	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)			74	74	75	58

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## Queanbeyan 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: 2,305

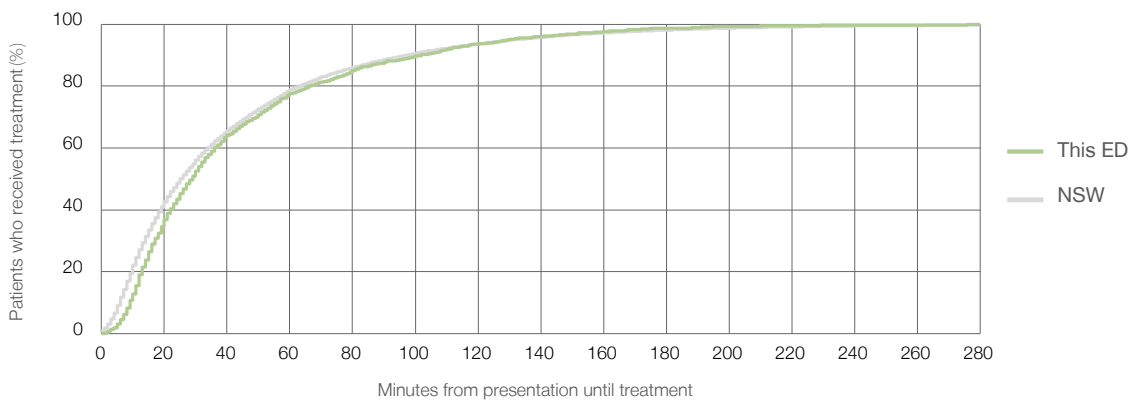
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,123

Median time to start treatment<sup>4</sup> 29 minutes

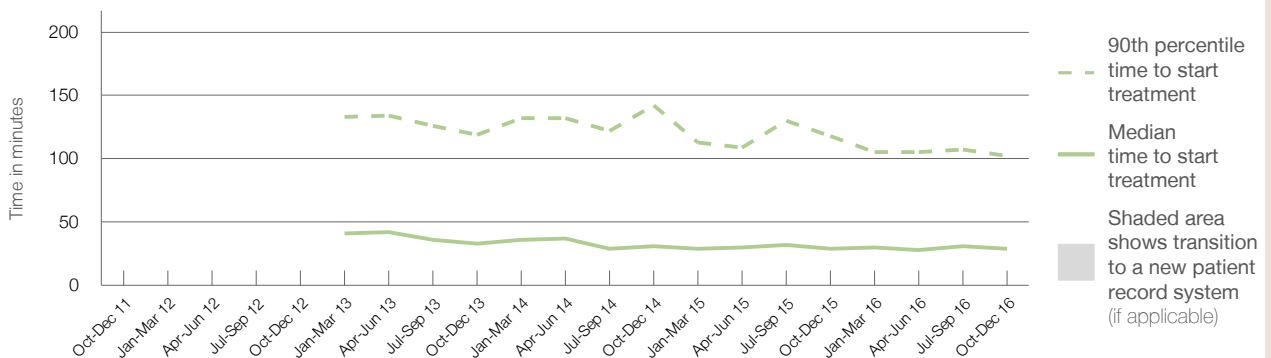
90th percentile time to start treatment<sup>5</sup> 102 minutes

Same period last year	NSW (this period)
2,308	
2,122	
29 minutes	25 minutes
118 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)			33	31	29	29
90th percentile time to start treatment <sup>5</sup> (minutes)			119	142	118	102

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## Queanbeyan 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: 805

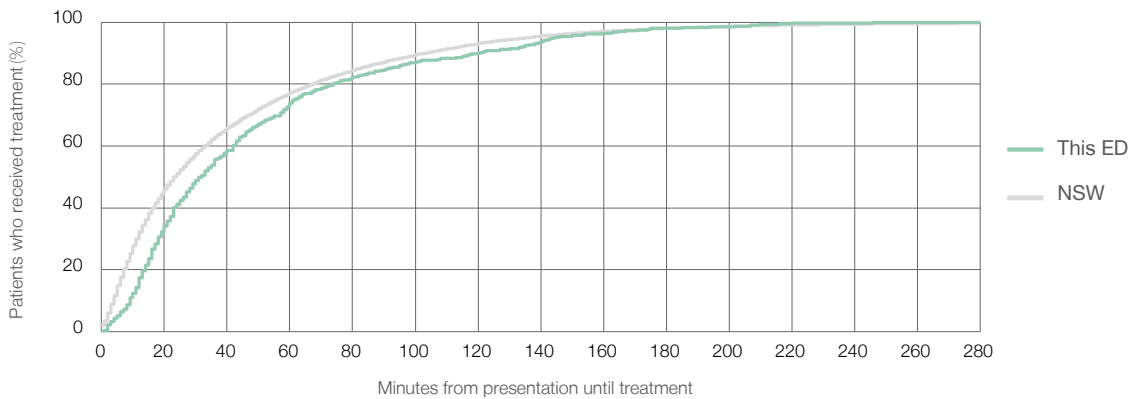
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 648

Median time to start treatment<sup>4</sup> 32 minutes

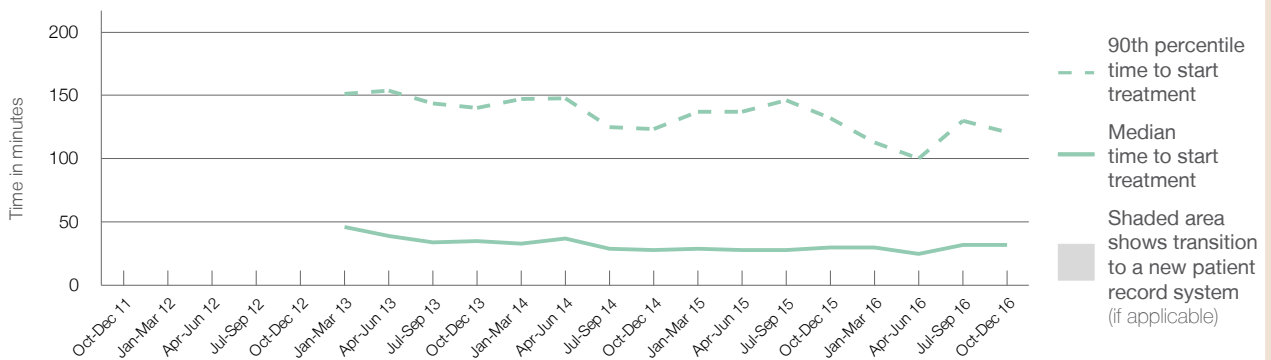
90th percentile time to start treatment<sup>5</sup> 121 minutes

Same period last year	NSW (this period)
764	
596	
30 minutes	24 minutes
132 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)			35	28	30	32
90th percentile time to start treatment <sup>5</sup> (minutes)			140	124	132	121

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## Queanbeyan Health Service: Time patients spent in the ED October to December 2016

All presentations:<sup>1</sup> 4,840 patients

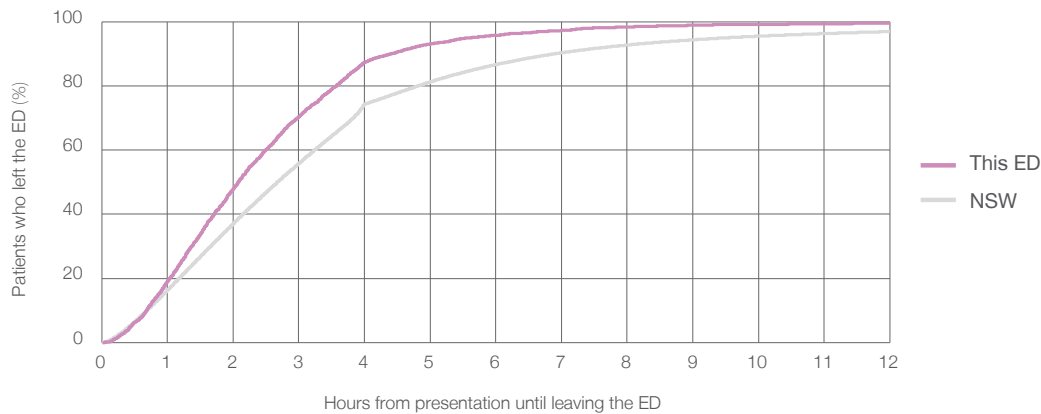
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,840 patients

Median time spent in the ED<sup>8</sup>  2 hours and 5 minutes

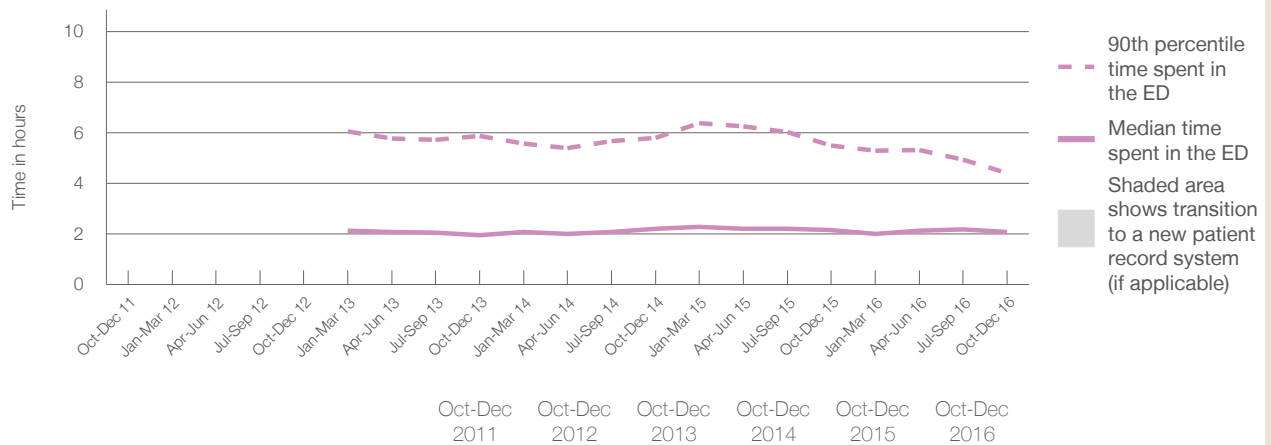
90th percentile time spent in the ED<sup>9</sup>  4 hours and 24 minutes

Same period last year	NSW (this period)
4,407	4,407
2 hours and 10 minutes	2 hours and 41 minutes
5 hours and 30 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)			1h 57m	2h 12m	2h 10m	2h 5m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			5h 52m	5h 48m	5h 30m	4h 24m

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## Queanbeyan Health Service: Time patients spent in the ED By mode of separation October to December 2016

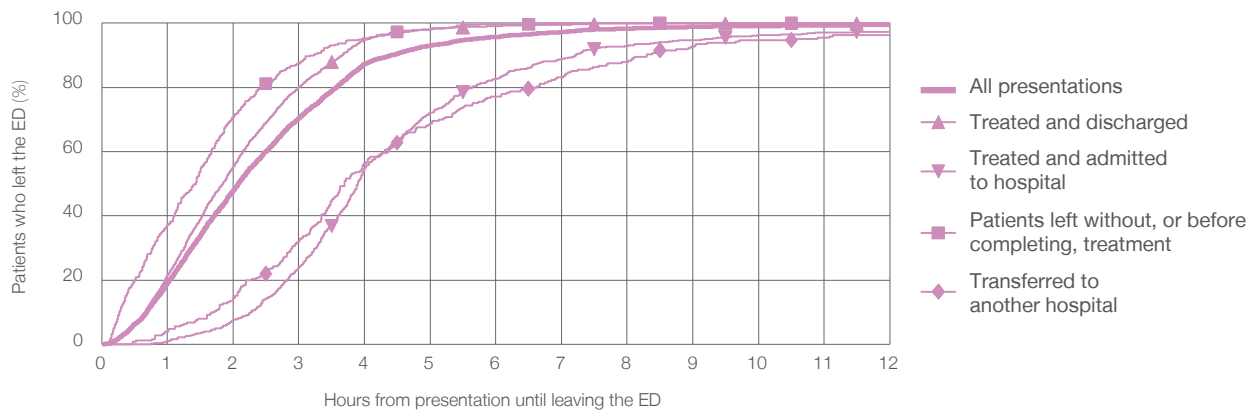
All presentations:<sup>1</sup> 4,840 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,840 patients

Treated and discharged	3,528 (72.9%)
Treated and admitted to hospital	669 (13.8%)
Patient left without, or before completing, treatment	377 (7.8%)
Transferred to another hospital	250 (5.2%)
Other	16 (0.3%)

Same period last year	Change since one year ago
4,407	9.8%
3,224	9.4%
452	48.0%
475	-20.6%
216	15.7%
40	-60.0%

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	21.6%	55.4%	80.1%	94.8%	99.1%	99.8%	100%	100%
Treated and admitted to hospital	0.9%	7.6%	23.9%	54.9%	82.7%	93.0%	96.3%	97.3%
Patient left without, or before completing, treatment	37.1%	70.8%	87.3%	95.2%	99.7%	100%	100%	100%
Transferred to another hospital	4.0%	14.4%	32.0%	56.4%	77.2%	88.0%	94.8%	96.4%
All presentations	19.2%	48.0%	70.5%	87.4%	95.7%	98.3%	99.2%	99.4%

(†) 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.



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## Queanbeyan 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> 4,840 patients

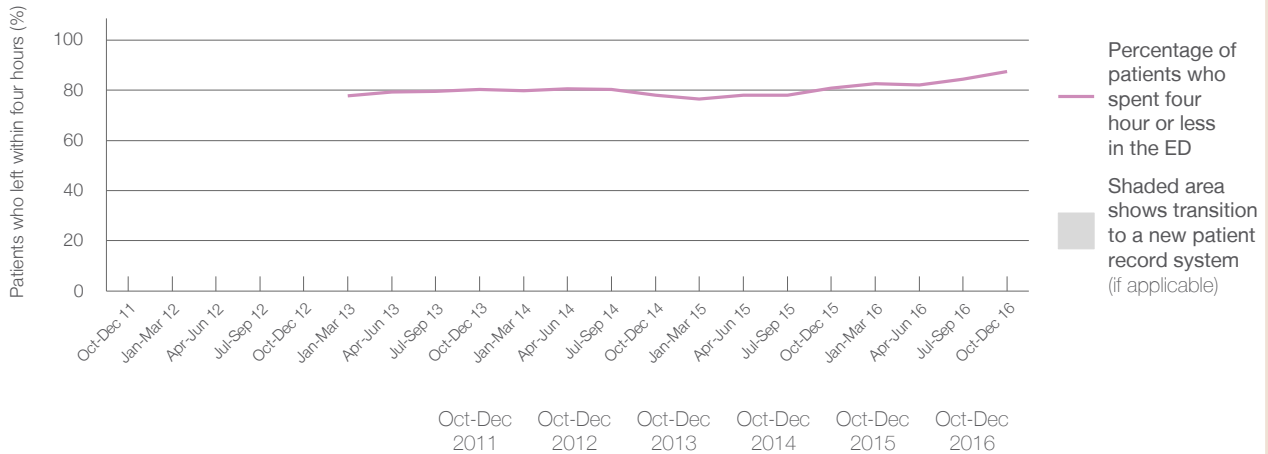
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,840 patients

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>	4,407	9.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	4,407	9.8%
Percentage of patients who spent four hours or less in the ED	80.7%	

#### 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
	80.2%	77.9%	80.2%	77.9%	80.7%	87.4%

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

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

§ 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).