

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

Armidale and New England Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,074 patients
Emergency presentations:² 3,884 patients

Same period last year	Change since one year ago
4,022	1.3%
3,884	-0.2%

Armidale and New England Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 236 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,129 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,220 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 154 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 279 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
205	
7 minutes	8 minutes
34 minutes	26 minutes
1,080	
24 minutes	20 minutes
78 minutes	67 minutes
2,193	
31 minutes	25 minutes
101 minutes	97 minutes
396	
22 minutes	24 minutes
95 minutes	103 minutes

Armidale and New England Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,074 patients

Percentage of patients who spent four hours or less in the ED 79.9%

Same period last year	Change since one year ago
4,022	1.3%
85.4%	

* 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.

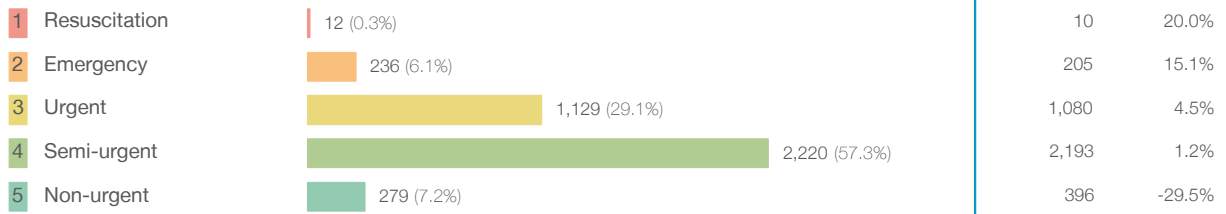
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

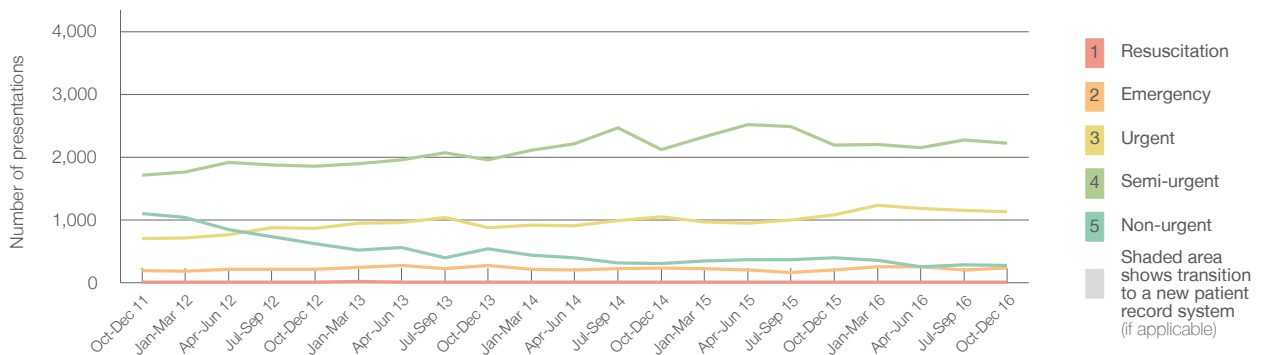
Armidales and New England Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 4,074 patients

Emergency presentations² by triage category: 3,876 patients



Emergency presentations² by quarter, October 2011 to December 2016 †

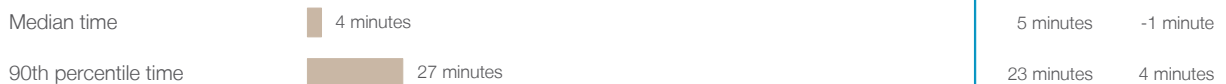


	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	9	11	10	8	10	12
Emergency	189	217	272	231	205	236
Urgent	707	863	878	1,046	1,080	1,129
Semi-urgent	1,717	1,853	1,956	2,121	2,193	2,220
Non-urgent	1,098	619	540	308	396	279
All emergency presentations	3,720	3,563	3,656	3,714	3,884	3,876

Armidales and New England Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 565 patients

ED Transfer of care time



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

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

Armidale and New England 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: 236

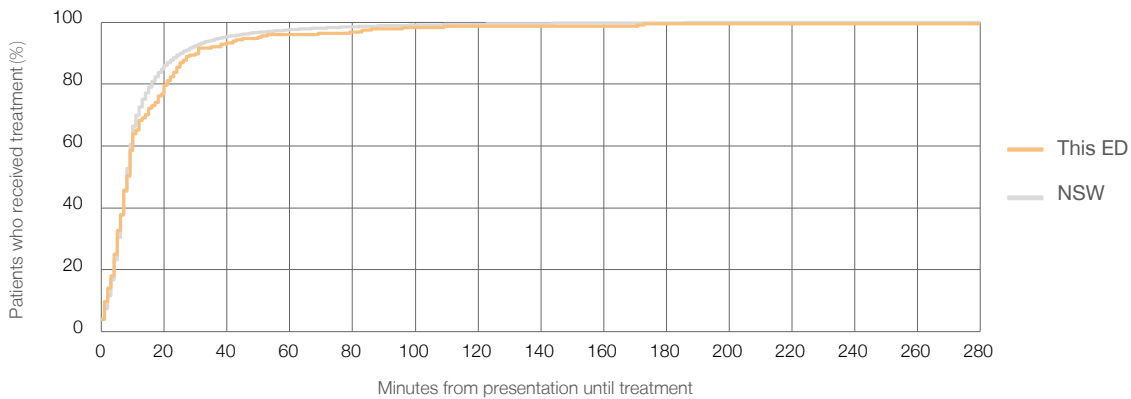
Number of triage 2 patients used to calculate waiting time:³ 227

Median time to start treatment⁴ 8 minutes

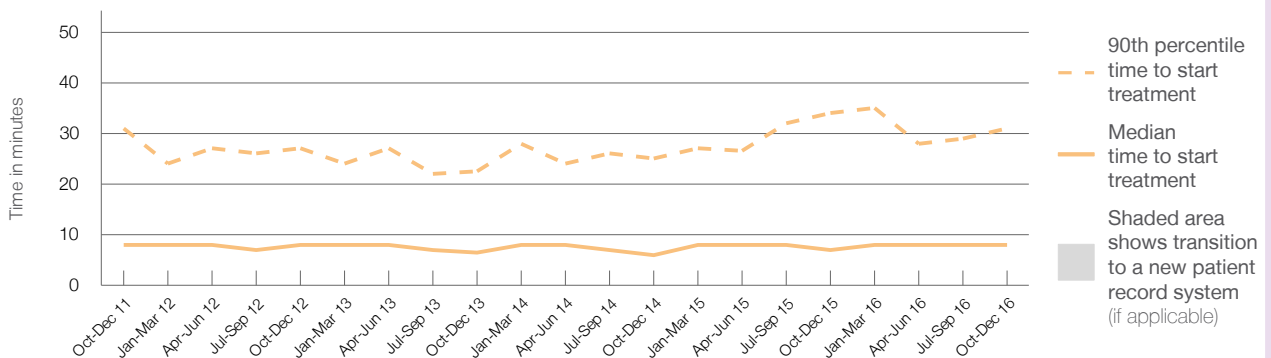
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
205	
202	
7 minutes	8 minutes
34 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)	8	8	7	6	7	8
90th percentile time to start treatment ⁵ (minutes)	31	27	23	25	34	31

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

Armidale and New England 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: 1,129

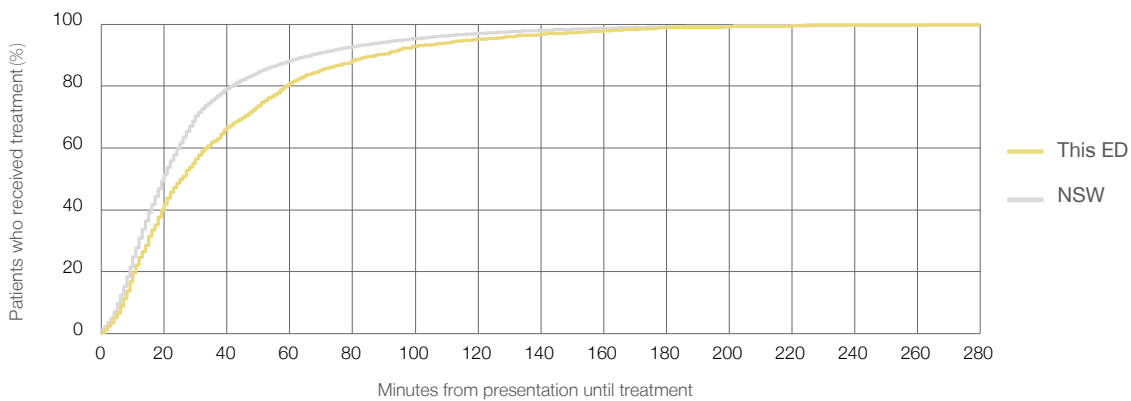
Number of triage 3 patients used to calculate waiting time:³ 1,073

Median time to start treatment⁴ 26 minutes

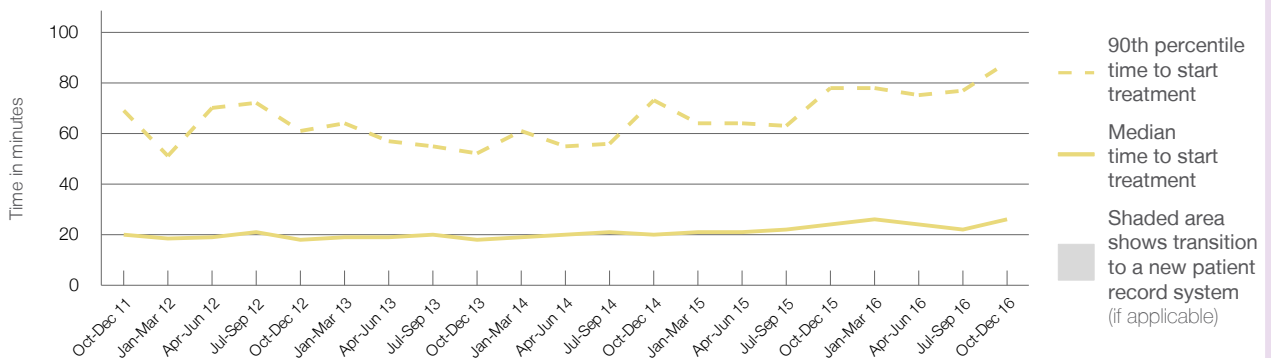
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,080	
1,048	
24 minutes	20 minutes
78 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)	20	18	18	20	24	26
90th percentile time to start treatment ⁵ (minutes)	69	61	52	73	78	88

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Armidale and New England 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: 2,220

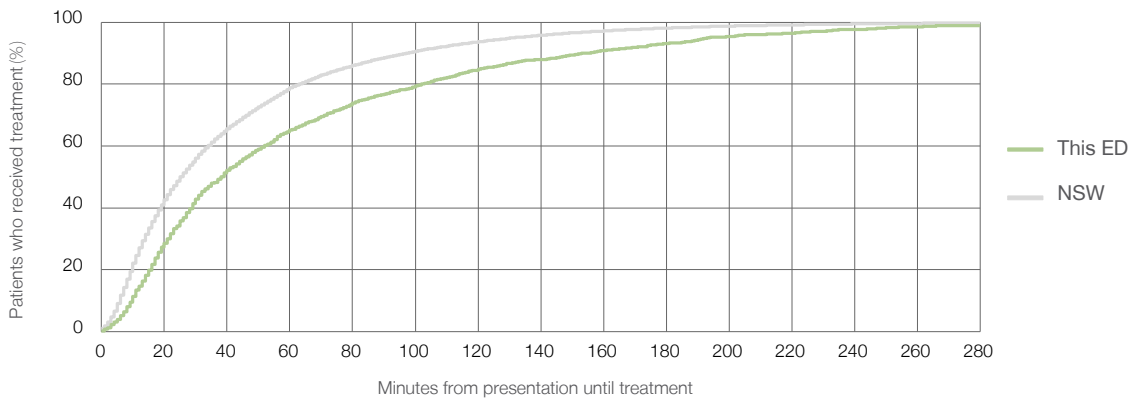
Number of triage 4 patients used to calculate waiting time:³ 1,936

Median time to start treatment⁴ 38 minutes

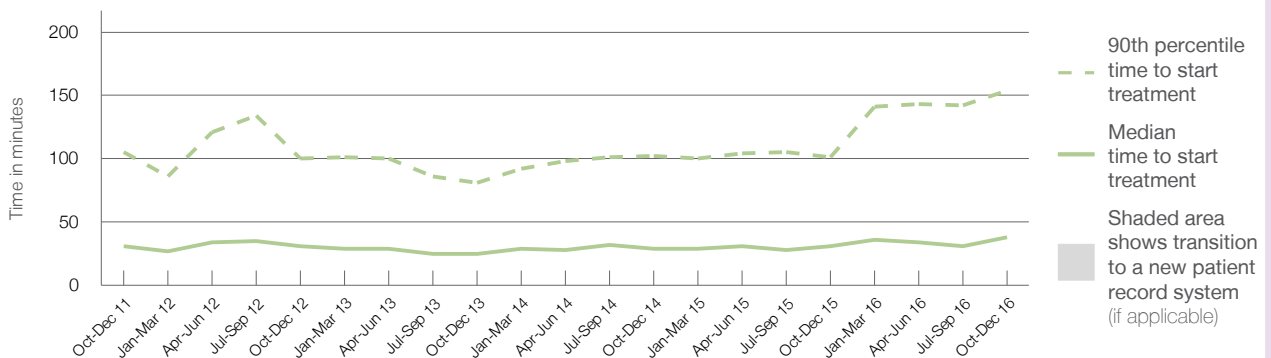
90th percentile time to start treatment⁵ 154 minutes

Same period last year	NSW (this period)
2,193	
2,027	
31 minutes	25 minutes
101 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)	31	31	25	29	31	38
90th percentile time to start treatment ⁵ (minutes)	105	100	81	102	101	154

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Armidale and New England 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: 279

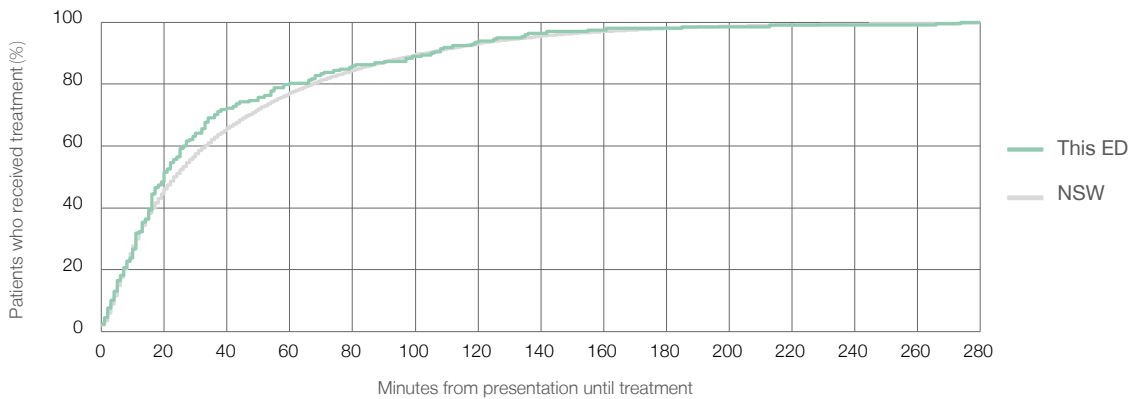
Number of triage 5 patients used to calculate waiting time:³ 198

Median time to start treatment⁴ 20 minutes

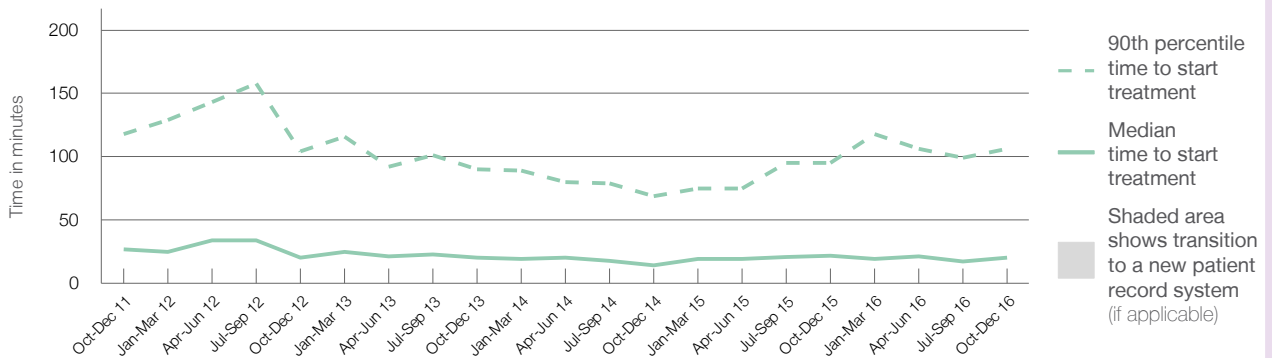
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
396	315
22 minutes	24 minutes
95 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)	27	20	20	14	22	20
90th percentile time to start treatment ⁵ (minutes)	118	104	90	69	95	106

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

Armidale and New England Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,074 patients

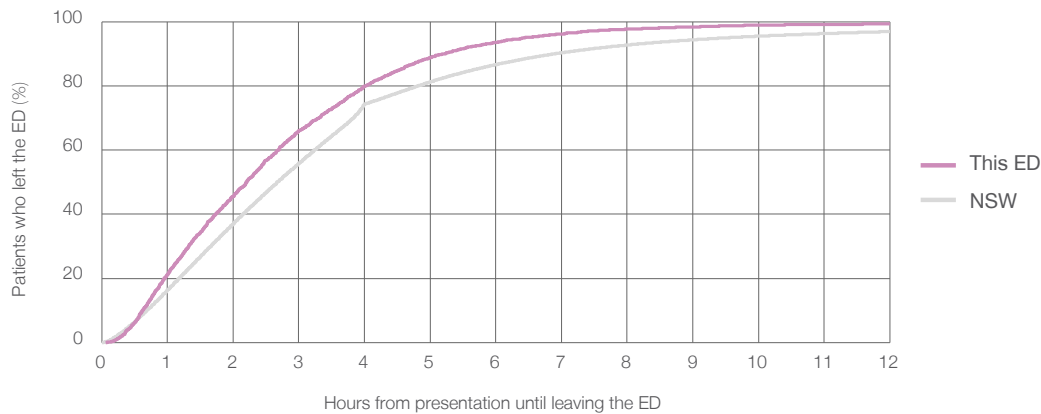
Presentations used to calculate time to leaving the ED:⁶ 4,074 patients

Median time spent in the ED⁸ 2 hours and 12 minutes

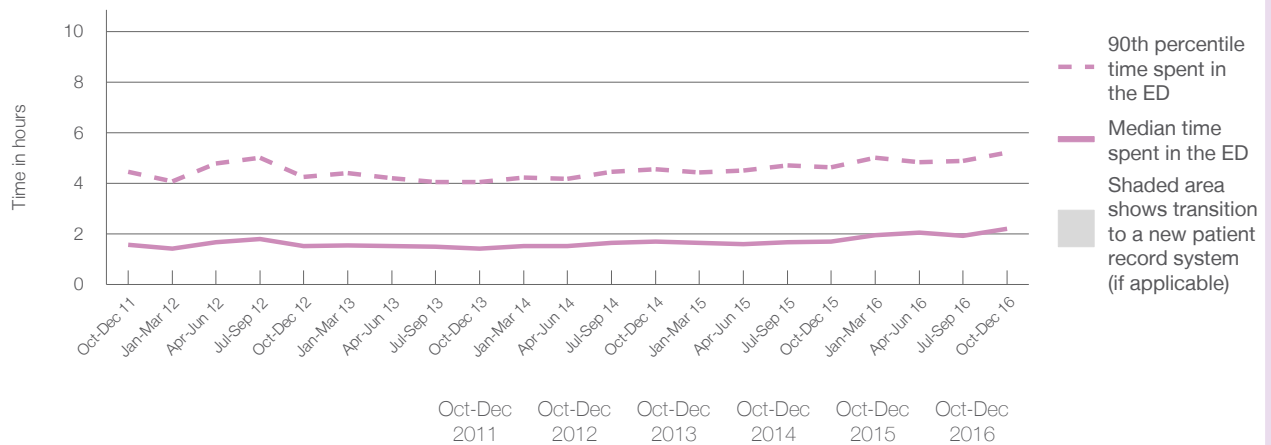
90th percentile time spent in the ED⁹ 5 hours and 13 minutes

Same period last year	NSW (this period)
4,022	4,022
1 hours and 42 minutes	2 hours and 41 minutes
4 hours and 38 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)	1h 35m	1h 32m	1h 26m	1h 43m	1h 42m	2h 12m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 27m	4h 16m	4h 3m	4h 34m	4h 38m	5h 13m

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

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Armidale and New England Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

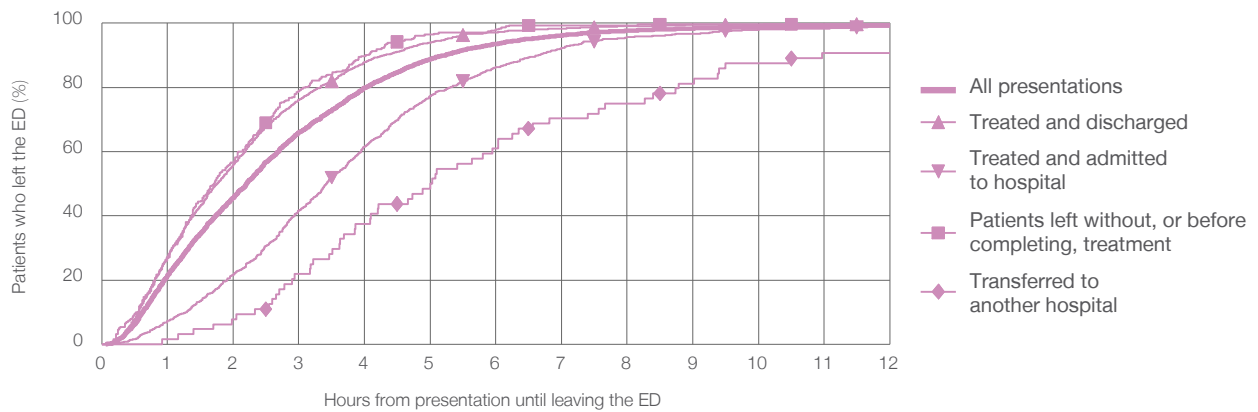
All presentations:¹ 4,074 patients

Presentations used to calculate time to leaving the ED:⁶ 4,074 patients

Treated and discharged	2,551 (62.6%)
Treated and admitted to hospital	1,126 (27.6%)
Patient left without, or before completing, treatment	313 (7.7%)
Transferred to another hospital	64 (1.6%)
Other	20 (0.5%)

Same period last year	Change since one year ago
4,022	1.3%
2,937	-13.1%
802	40.4%
198	58.1%
70	-8.6%
15	33.3%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27.4%	55.9%	76.2%	87.8%	97.1%	99.0%	99.6%	99.8%
Treated and admitted to hospital	7.3%	21.8%	41.6%	61.6%	86.3%	95.6%	98.0%	98.9%
Patient left without, or before completing, treatment	26.8%	56.5%	78.9%	89.8%	98.1%	99.4%	99.7%	99.7%
Transferred to another hospital	1.6%	7.8%	21.9%	37.5%	60.9%	75.0%	87.5%	90.6%
All presentations	21.4%	45.7%	66.0%	79.9%	93.6%	97.7%	98.9%	99.3%

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

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Armidale and New England 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 4,074 patients

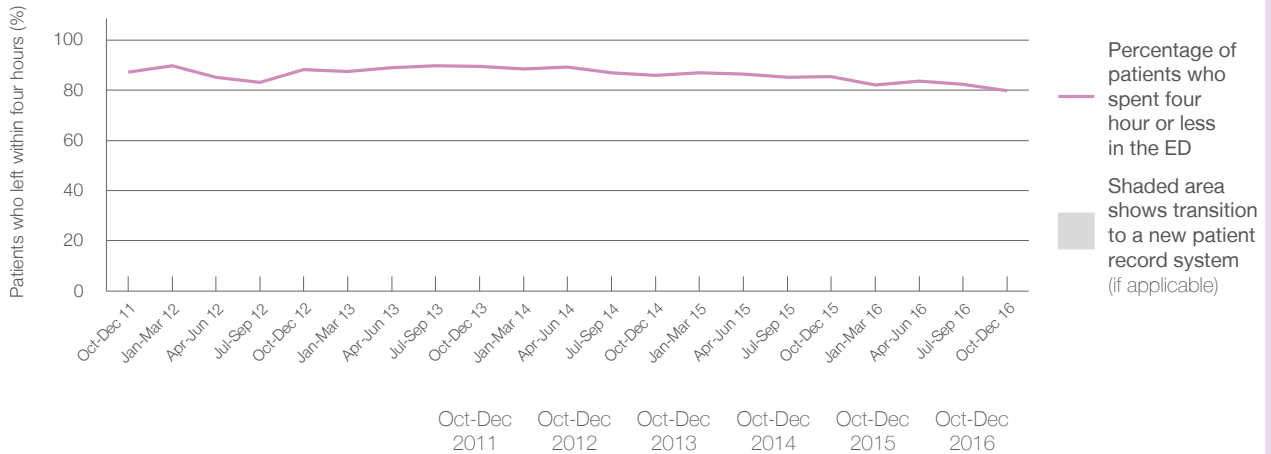
Presentations used to calculate time to leaving the ED:⁶ 4,074 patients

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 4,074 patients	4,022	1.3%
Presentations used to calculate time to leaving the ED: ⁶ 4,074 patients	4,022	1.3%
Percentage of patients who spent four hours or less in the ED	85.4%	

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
	87.2%	88.2%	89.6%	86.0%	85.4%	79.9%

* 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).