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

Orange Health Service: Emergency department (ED) overview
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1] 7,310 patients		7,127	2.6%
Emergency presentations:[2] 7,200 patients		6,991	3.0%

Orange Health Service: Time patients waited to start treatment[3]
January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 976 patients		930	
Median time to start treatment[4]	5 minutes	5 minutes	8 minutes
90th percentile time to start treatment[5]	10 minutes	10 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,482 patients		1,469	
Median time to start treatment[4]	17 minutes	15 minutes	20 minutes
90th percentile time to start treatment[5]	41 minutes	40 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,757 patients		2,676	
Median time to start treatment[4]	22 minutes	20 minutes	26 minutes
90th percentile time to start treatment[5]	69 minutes	75 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,918 patients		1,872	
Median time to start treatment[4]	20 minutes	16 minutes	23 minutes
90th percentile time to start treatment[5]	90 minutes	102 minutes	104 minutes

Orange Health Service: Time from presentation until leaving the ED
January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 7,309 patients		7,126	2.6%
Percentage of patients who spent four hours or less in the ED	74.0%	76.0%	

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* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. 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.
6. 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.
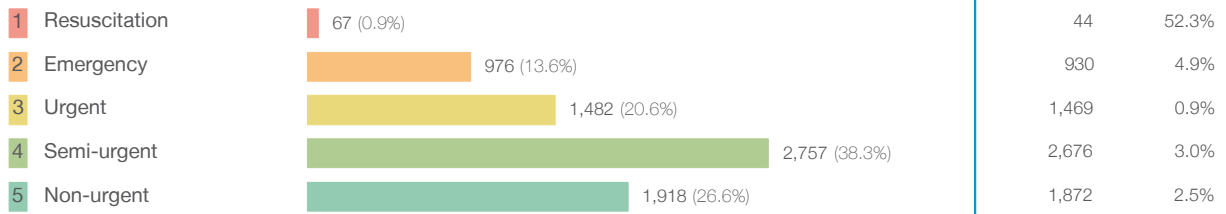Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

Orange Health Service

Major hospitals (B)
Western NSW Local Health District

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

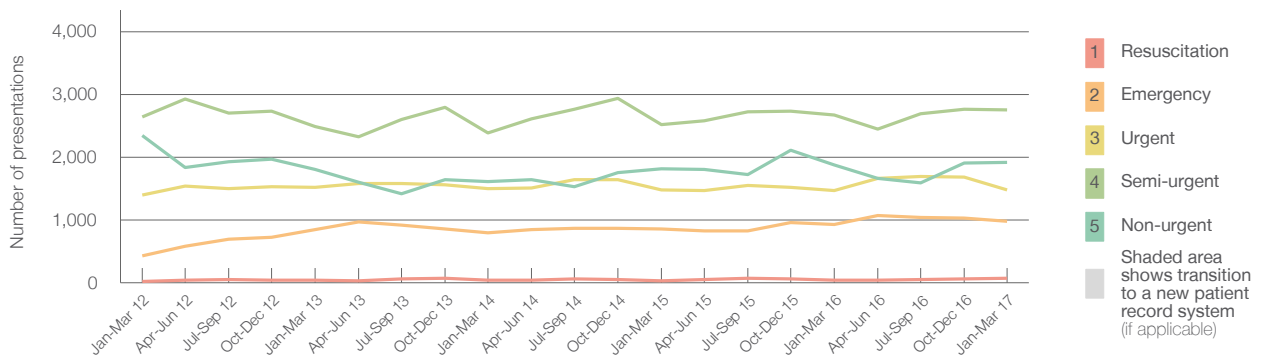## Orange Health Service: Patients presenting to the emergency department
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1] 7,310 patients		7,127	2.6%
Emergency presentations[2] by triage category: 7,200 patients		6,991	3.0%
1 Resuscitation	67 (0.9%)	44	52.3%
2 Emergency	976 (13.6%)	930	4.9%
3 Urgent	1,482 (20.6%)	1,469	0.9%
4 Semi-urgent	2,757 (38.3%)	2,676	3.0%
5 Non-urgent	1,918 (26.6%)	1,872	2.5%

Emergency presentations[2] by quarter, January 2012 to March 2017 ‡

Legend:
1 Resuscitation
2 Emergency
3 Urgent
4 Semi-urgent
5 Non-urgent
Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	23	39	41	31	44	67
Emergency	431	848	793	860	930	976
Urgent	1,397	1,523	1,495	1,475	1,469	1,482
Semi-urgent	2,640	2,491	2,387	2,517	2,676	2,757
Non-urgent	2,341	1,800	1,612	1,810	1,872	1,918
All emergency presentations	6,832	6,701	6,328	6,693	6,991	7,200

Orange Health Service: Patients arriving by ambulance
January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 1,311 patients		1,258	
ED Transfer of care time			
Median time	10 minutes	10 minutes	0 minutes
90th percentile time	20 minutes	21 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 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.

Orange Health Service

Major hospitals (B)
Western NSW Local Health District

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

Orange Health Service: Time patients waited to start treatment, triage 2
January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 976		930	
Number of triage 2 patients used to calculate waiting time:[3] 974		923	
Median time to start treatment[4]	5 minutes	5 minutes	8 minutes
90th percentile time to start treatment[5]	10 minutes	10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017
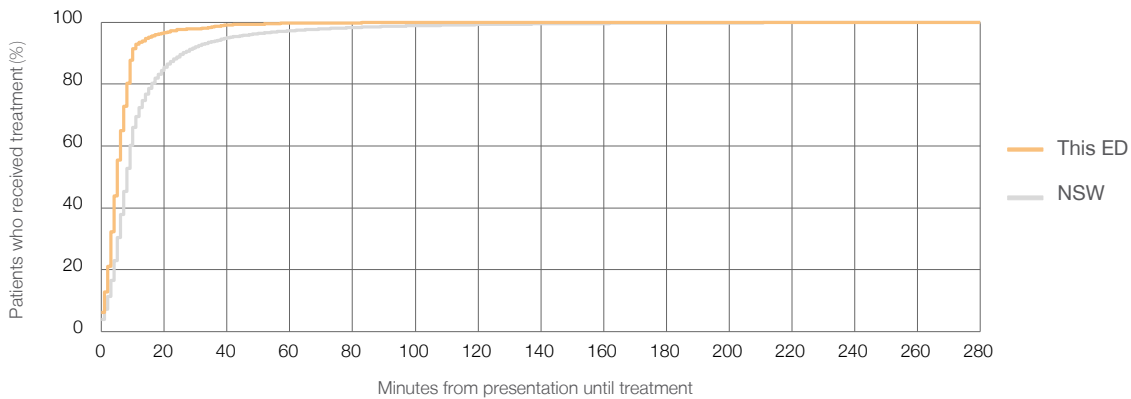
Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017[†‡]
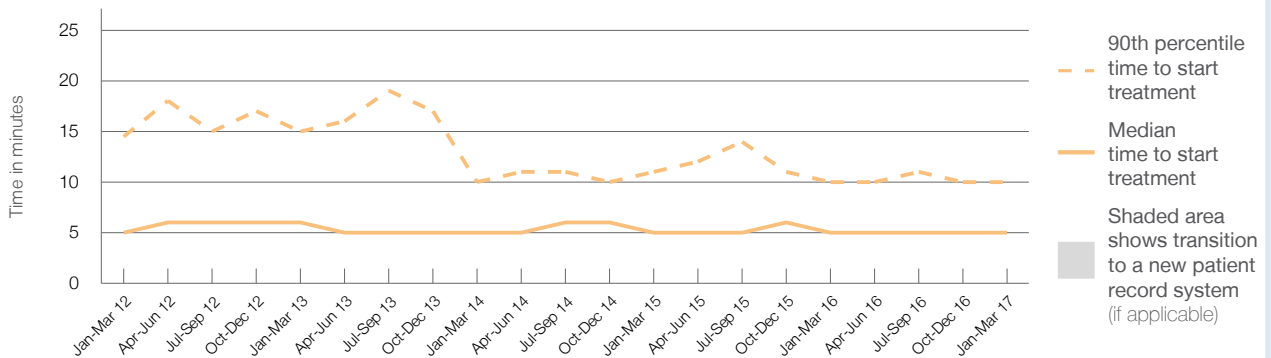
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	5	6	5	5	5	5
90th percentile time to start treatment[5] (minutes)	15	15	10	11	10	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 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.

Orange Health Service

Major hospitals (B)
Western NSW Local Health District

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

Orange Health Service: Time patients waited to start treatment, triage 3
January to March 2017

	Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients: 1,482	1,469	
Number of triage 3 patients used to calculate waiting time:[3] 1,465	1,463	
Median time to start treatment[4] 17 minutes	15 minutes	20 minutes
90th percentile time to start treatment[5] 41 minutes	40 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017
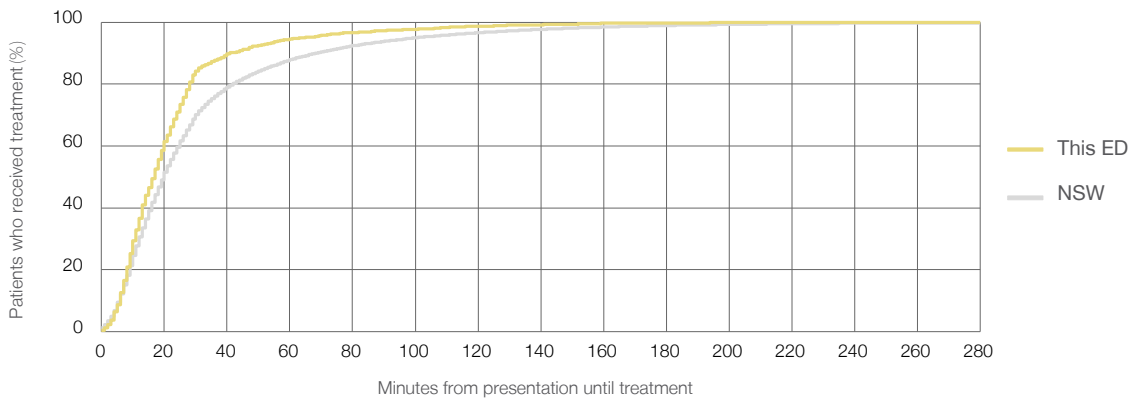
Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017[†‡]
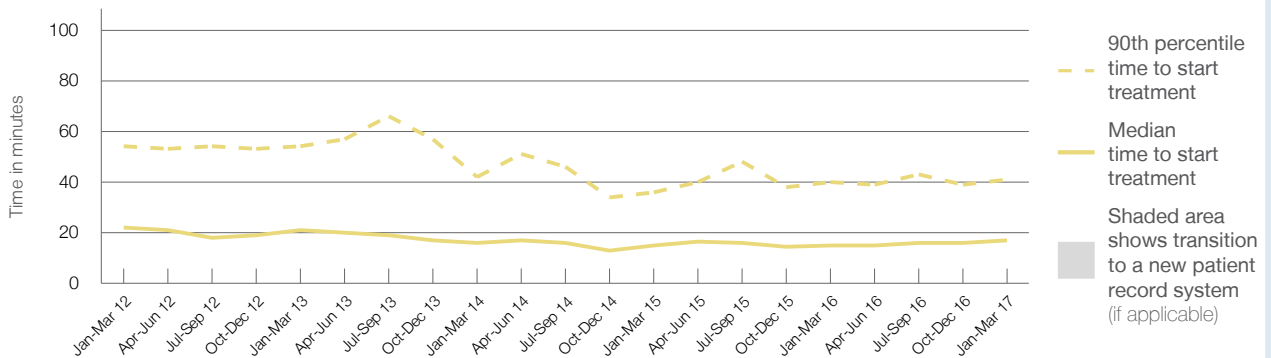
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	22	21	16	15	15	17
90th percentile time to start treatment[5] (minutes)	54	54	42	36	40	41

(†) 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 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.

Orange Health Service

Major hospitals (B)
Western NSW Local Health District

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

Orange Health Service: Time patients waited to start treatment, triage 4
January to March 2017

|	Triage 4	Semi-urgent (e.g. sprained ankle, earache)		Same period last year	NSW (this period)

Number of triage 4 patients: 2,757 — 2,676

Number of triage 4 patients used to calculate waiting time:[3] 2,653 — 2,576
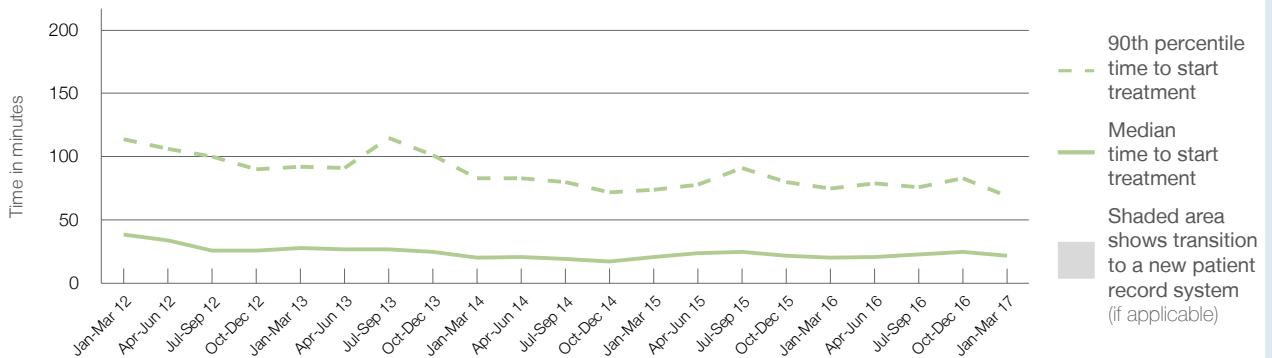
Median time to start treatment[4]   22 minutes — 20 minutes   26 minutes

90th percentile time to start treatment[5]   69 minutes — 75 minutes   101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017
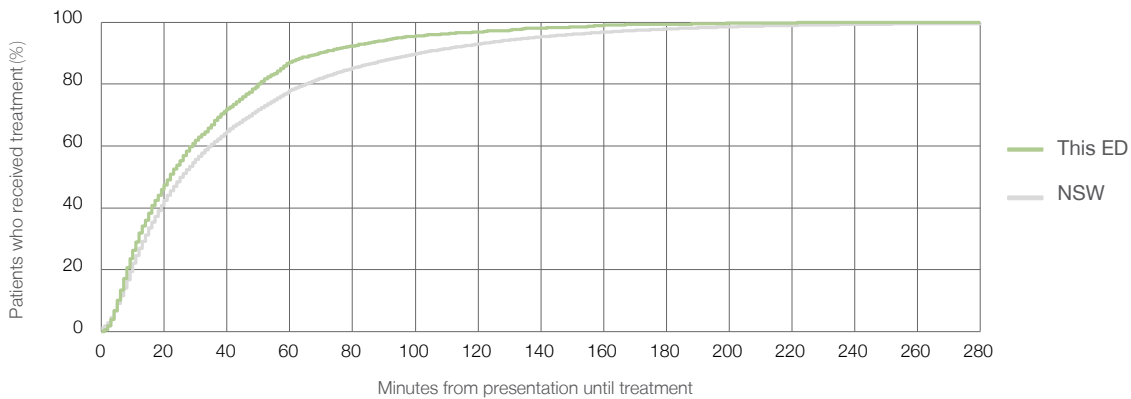
Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017 [†‡]

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	39	28	20	21	20	22
90th percentile time to start treatment[5] (minutes)	114	92	83	74	75	69

(†)   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 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.

Orange Health Service

Major hospitals (B)
Western NSW Local Health District

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

Orange Health Service: Time patients waited to start treatment, triage 5
January to March 2017

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 1,918			1,872	
Number of triage 5 patients used to calculate waiting time:[3] 1,791			1,715	
Median time to start treatment[4]		20 minutes	16 minutes	23 minutes
90th percentile time to start treatment[5]		90 minutes	102 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017
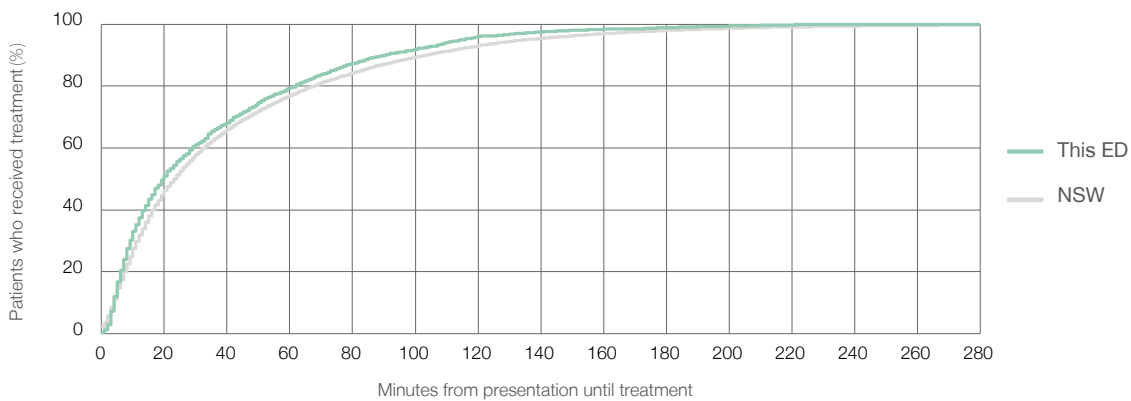
Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017[†‡]
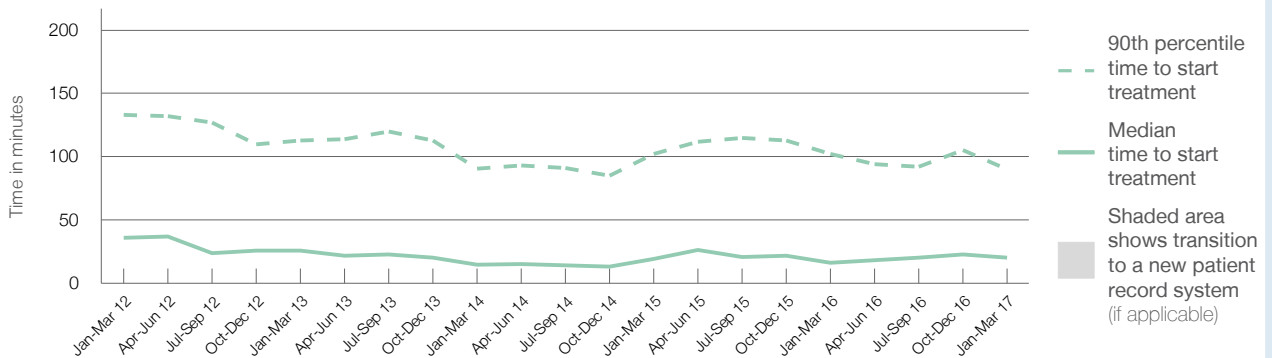
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	36	26	15	19	16	20
90th percentile time to start treatment[5] (minutes)	133	113	91	102	102	90

(†)   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 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.

Orange Health Service

Major hospitals (B)
Western NSW Local Health District

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

Orange Health Service: Time patients spent in the ED
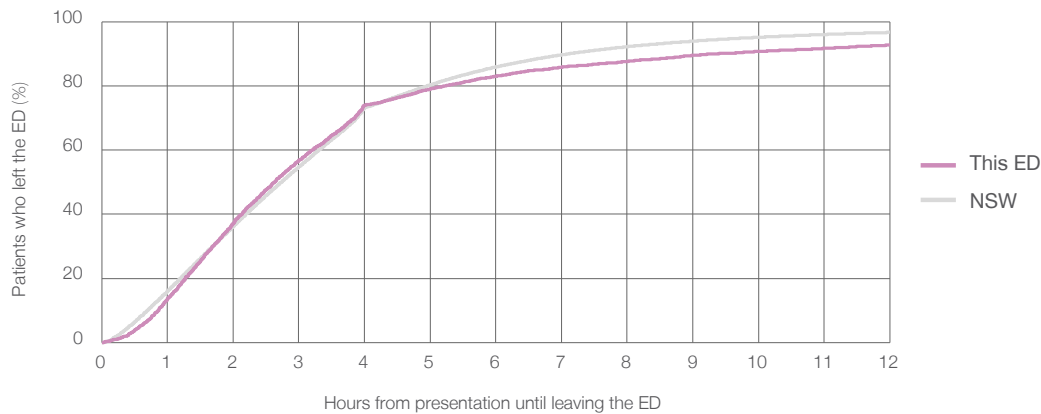### January to March 2017

			Same period last year	NSW (this period)
All presentations:[1] 7,310 patients			7,127	
Presentations used to calculate time to leaving the ED:[6] 7,309 patients			7,126	
Median time spent in the ED [8]		2 hours and 38 minutes	2 hours and 31 minutes	2 hours and 44 minutes
90th percentile time spent in the ED [9]		9 hours and 20 minutes	7 hours and 55 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017

Time patients spent in the ED, by quarter, January 2012 to March 2017 [†‡]

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED [8] (hours, minutes)	2h 43m	2h 47m	2h 28m	2h 27m	2h 31m	2h 38m
90th percentile time to leaving the ED [9] (hours, minutes)	10h 37m	8h 15m	7h 3m	6h 50m	7h 55m	9h 20m

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(†) 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 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.

Orange Health Service

Major hospitals (B)
Western NSW Local Health District

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

Orange Health Service: Time patients spent in the ED
### By mode of separation
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1] 7,310 patients			
Presentations used to calculate time to leaving the ED:[6] 7,309 patients		7,126	2.6%
Treated and discharged	5,119 (70.0%)	4,938	3.7%
Treated and admitted to hospital	1,741 (23.8%)	1,785	-2.5%
Patient left without, or before completing, treatment	354 (4.8%)	346	2.3%
Transferred to another hospital	44 (0.6%)	30	46.7%
Other	52 (0.7%)	28	85.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2017[†‡]
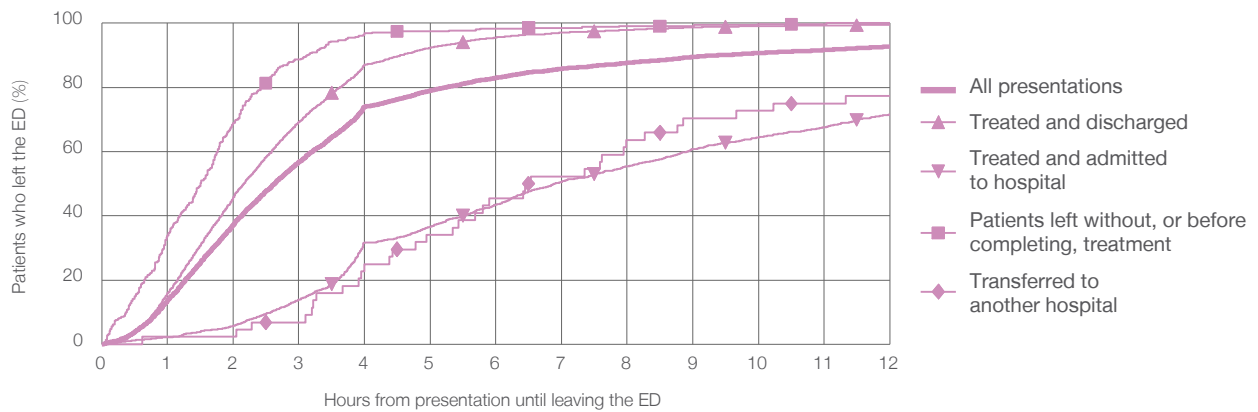
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.9%	45.8%	69.3%	87.0%	95.5%	97.9%	99.1%	99.5%
Treated and admitted to hospital	2.2%	5.7%	13.9%	31.7%	43.5%	55.4%	64.4%	71.6%
Patient left without, or before completing, treatment	33.9%	68.9%	88.7%	96.9%	98.3%	99.2%	99.7%	100%
Transferred to another hospital	2.3%	2.3%	6.8%	25.0%	45.5%	63.6%	72.7%	77.3%
All presentations	13.7%	37.3%	56.8%	74.0%	83.0%	87.6%	90.7%	92.7%

(†)   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 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.

Orange Health Service

Major hospitals (B)
Western NSW Local Health District

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

Orange Health Service: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 7,310 patients		7,127	2.6%
Presentations used to calculate time to leaving the ED:[6] 7,309 patients		7,126	2.6%
Percentage of patients who spent four hours or less in the ED	74.0%	76.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017 [†‡]

Percentage of patients who spent four hour or less in the ED

Shaded area shows transition to a new patient record system (if applicable)
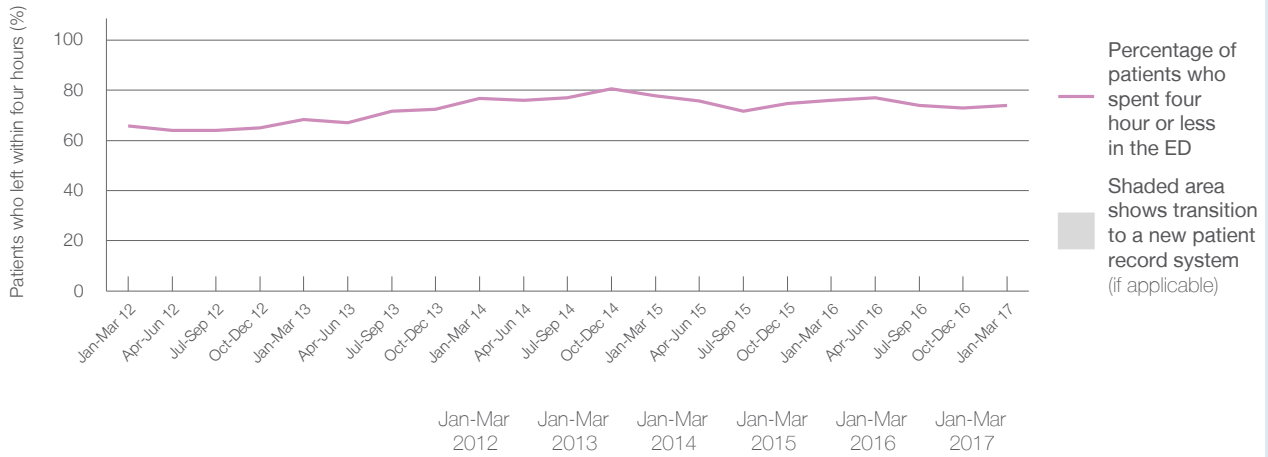
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Patients who left within four hours (%)	65.8%	68.4%	76.7%	77.7%	76.0%	74.0%

* 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.*
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. 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.*
8. 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.
9. 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

Orange Health Service

Major hospitals (B)
Western NSW Local Health District