



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Murrumbidgee Local Health District

October to December 2017

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

October to December 2017

All presentations:<sup>1</sup> 2,359 patients  
Emergency presentations:<sup>2</sup> 1,965 patients

Same period last year	Change since one year ago
2,699	-12.6%
2,009	-2.2%

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 103 patients

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

90th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 692 patients

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

90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 814 patients

Median time to start treatment<sup>4</sup> 8 minutes

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

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 356 patients

Median time to start treatment<sup>4</sup> 8 minutes

90th percentile time to start treatment<sup>5</sup> 37 minutes

Same period last year	NSW (this period)
73	
4 minutes	8 minutes
*	23 minutes
650	
7 minutes	20 minutes
23 minutes	65 minutes
888	
6 minutes	26 minutes
20 minutes	99 minutes
398	
6 minutes	23 minutes
25 minutes	103 minutes

## Deniliquin Health Service: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,358 patients

Percentage of patients who spent four hours or less in the ED 89.0%

Same period last year	Change since one year ago
2,699	-12.6%
91.6%	

\* 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, July to September 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.

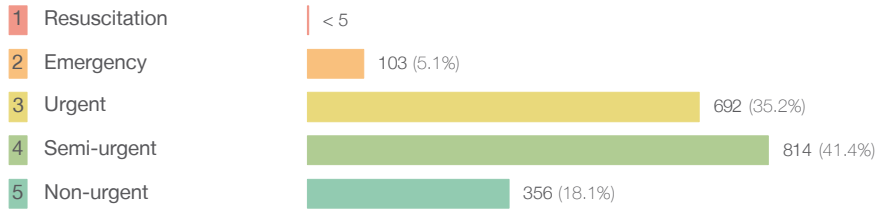
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Deniliquin Health Service: Patients presenting to the emergency department October to December 2017

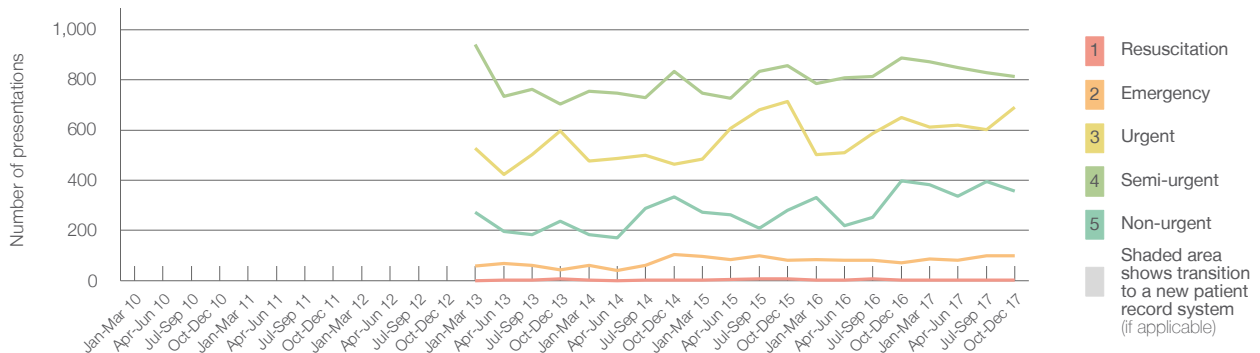
All presentations:<sup>1</sup> 2,359 patients

Emergency presentations<sup>2</sup> by triage category: 1,965 patients



	Same period last year	Change since one year ago
All presentations	2,699	-12.6%
Emergency presentations	2,009	-2.2%
1 Resuscitation	< 5	*
2 Emergency	73	40.8%
3 Urgent	650	6.5%
4 Semi-urgent	888	-8.3%
5 Non-urgent	398	-10.6%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 † §



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation				7	< 5	8	< 5	< 5
Emergency				44	107	80	73	103
Urgent				596	465	715	650	692
Semi-urgent				703	834	856	888	814
Non-urgent				236	333	279	398	356
All emergency presentations				1,586	1,739	1,938	2,009	1,965

## Deniliquin Health Service: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 108 patients \*\*

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	136	
ED Transfer of care time		
Median time	8 minutes	0 minutes
90th percentile time	31 minutes	-9 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 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.

(\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

## Deniliquin Health Service: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 103

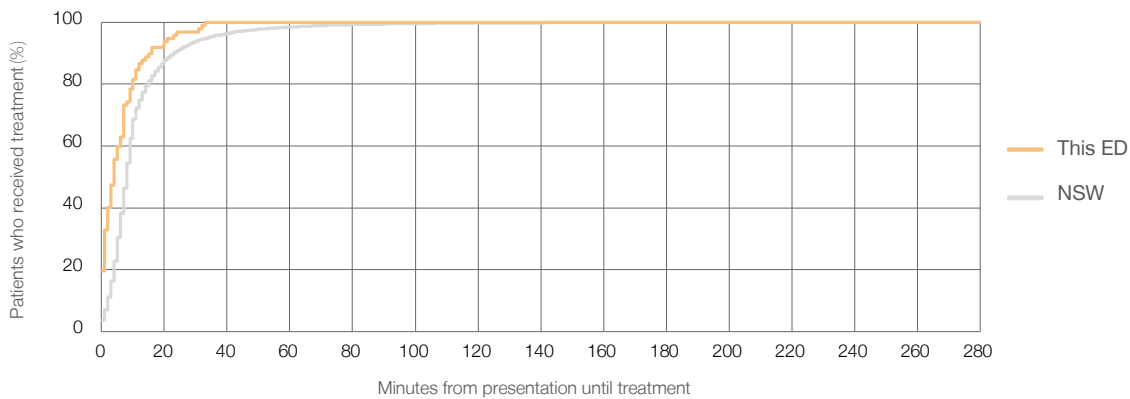
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 97

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

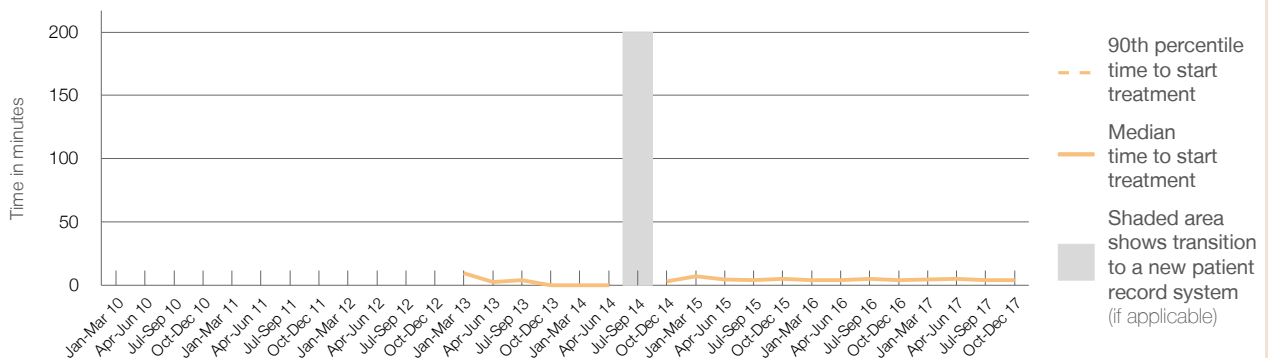
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
73	
71	
4 minutes	8 minutes
*	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)				0	3	5	4	4
90th percentile time to start treatment <sup>5</sup> (minutes)				*	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.

(§) 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.

## Deniliquin Health Service: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 692

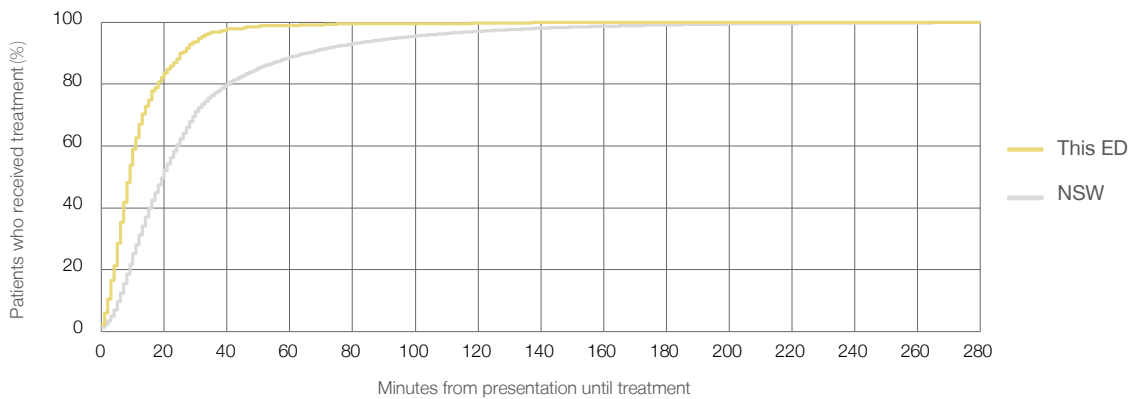
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 674

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

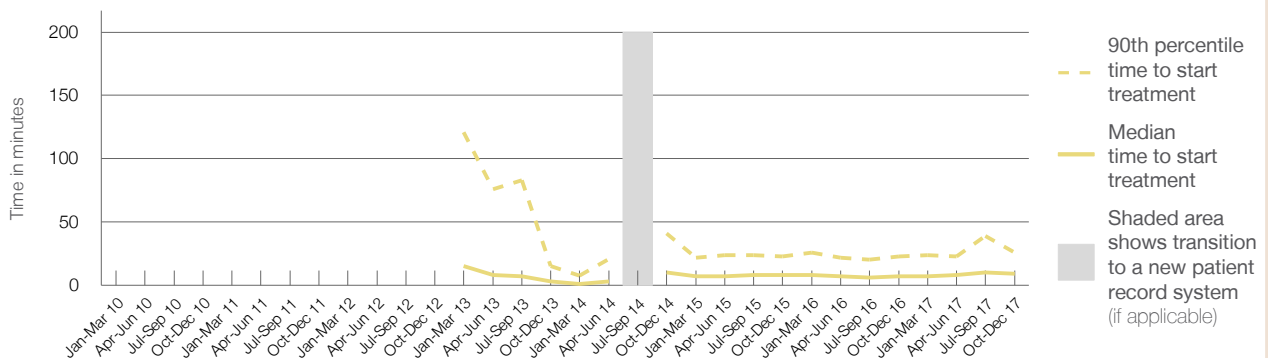
90th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
650	
641	
7 minutes	20 minutes
23 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)				3	10	8	7	9
90th percentile time to start treatment <sup>5</sup> (minutes)				15	41	23	23	26

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## Deniliquin Health Service: Time patients waited to start treatment, triage 4 October to December 2017

**Triage 4** Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 814

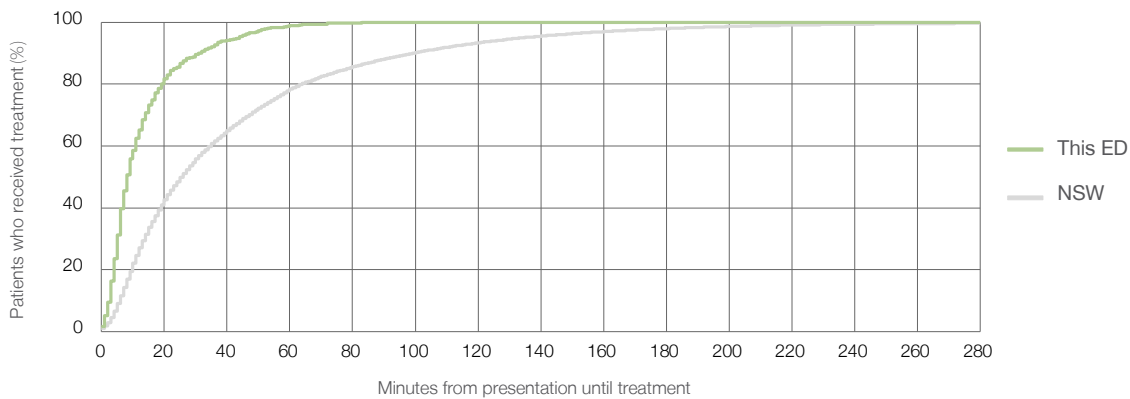
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 785

Median time to start treatment<sup>4</sup>  8 minutes

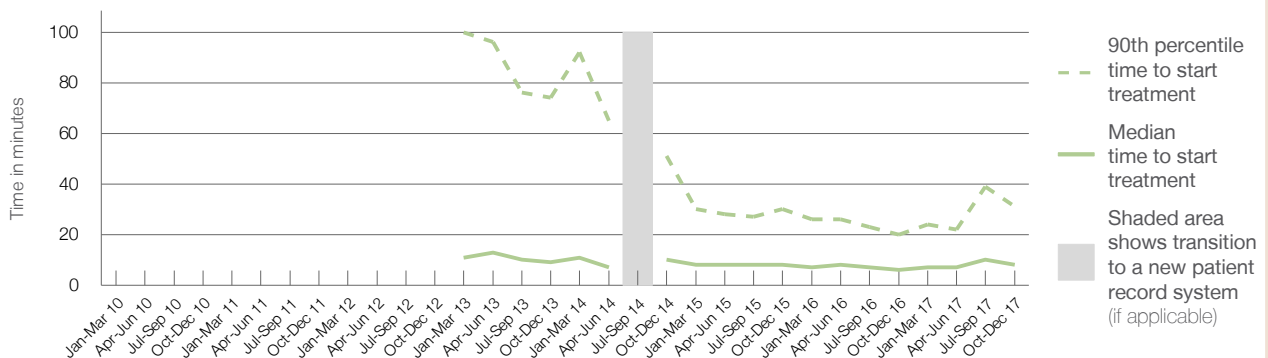
90th percentile time to start treatment<sup>5</sup>  31 minutes

Same period last year	NSW (this period)
888	843
6 minutes	26 minutes
20 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)				9	10	8	6	8
90th percentile time to start treatment <sup>5</sup> (minutes)				74	51	30	20	31

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

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(§) 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.

## Deniliquin Health Service: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 356

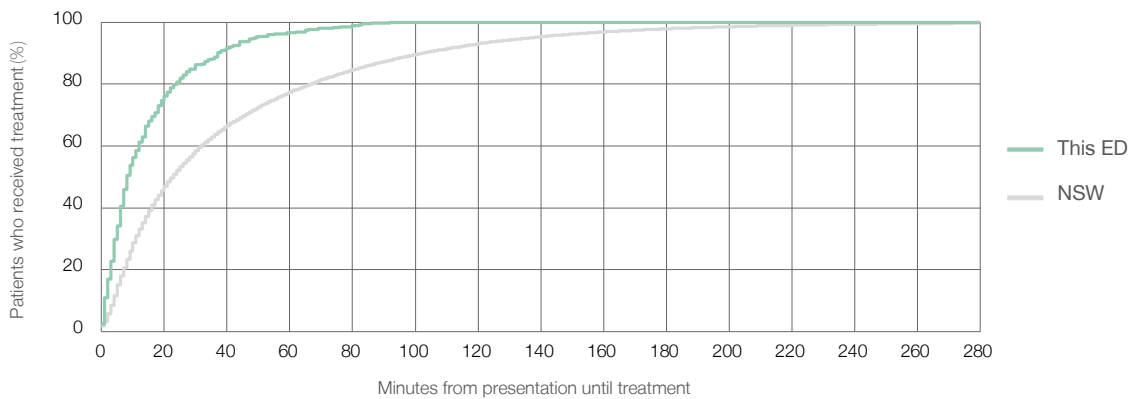
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 348

Median time to start treatment<sup>4</sup>  8 minutes

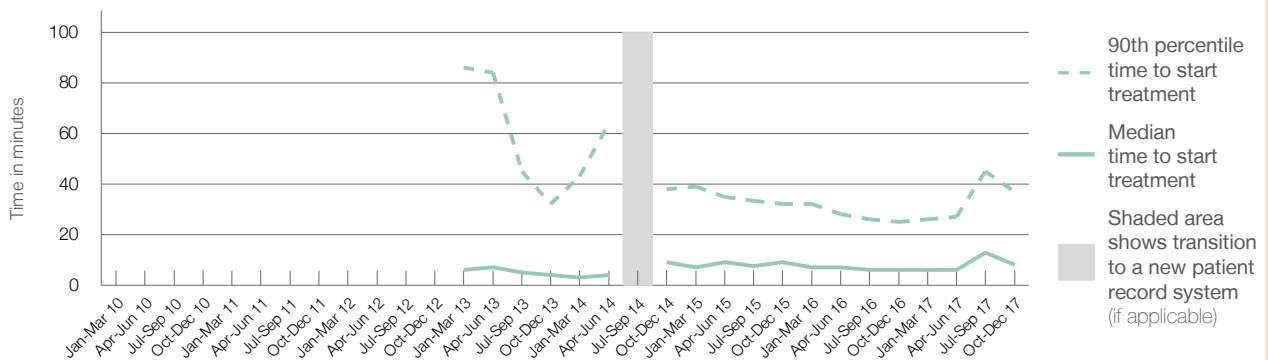
90th percentile time to start treatment<sup>5</sup>  37 minutes

Same period last year	NSW (this period)
398	
384	
6 minutes	23 minutes
25 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)				4	9	9	6	8
90th percentile time to start treatment <sup>5</sup> (minutes)				32	38	32	25	37

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## Deniliquin Health Service: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 2,359 patients

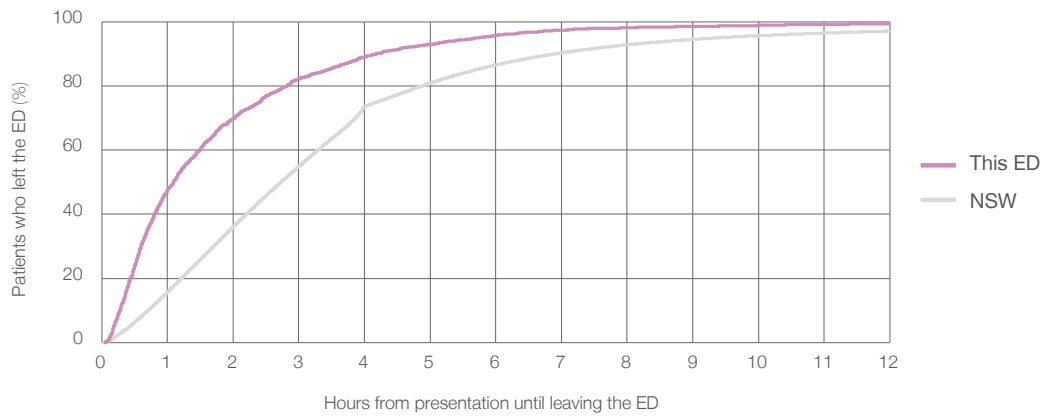
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,358 patients

Median time spent in the ED<sup>8</sup> 1 hours and 6 minutes

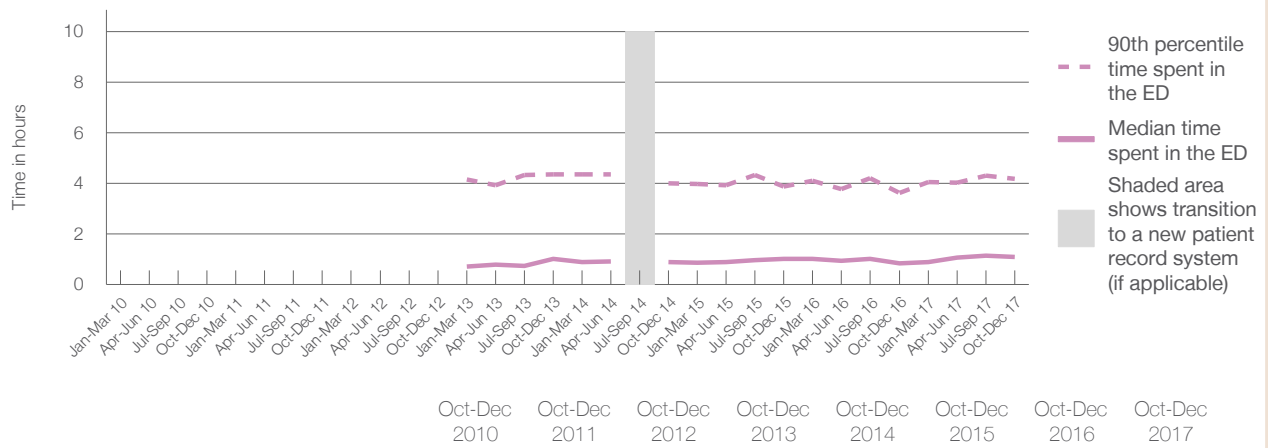
90th percentile time spent in the ED<sup>9</sup> 4 hours and 11 minutes

Same period last year	NSW (this period)
2,699	2,699
0 hours and 50 minutes	2 hours and 44 minutes
3 hours and 37 minutes	6 hours and 55 minutes

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)				1h 1m	0h 54m	1h 2m	0h 50m	1h 6m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)				4h 21m	4h 0m	3h 53m	3h 37m	4h 11m

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**Deniliquin Health Service: Time patients spent in the ED**  
By mode of separation  
October to December 2017

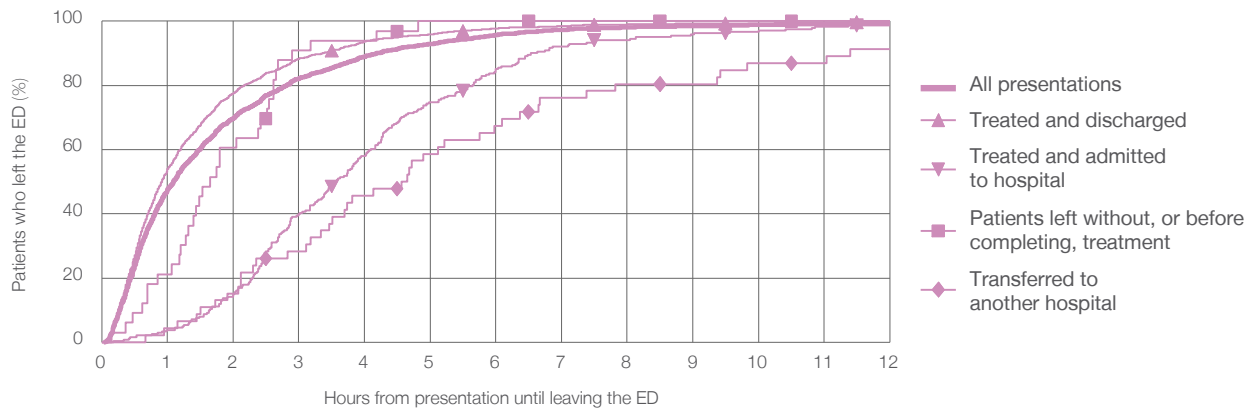
All presentations:<sup>1</sup> 2,359 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,358 patients

Treated and discharged	1,982 (84.0%)
Treated and admitted to hospital	241 (10.2%)
Patient left without, or before completing, treatment	33 (1.4%)
Transferred to another hospital	46 (1.9%)
Other	57 (2.4%)

Same period last year	Change since one year ago
2,699	-12.6%
2,198	-9.8%
352	-31.5%
32	3.1%
48	-4.2%
69	-17.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡§</sup>



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

Treated and discharged	54.0%	77.5%	88.2%	93.6%	97.7%	99.0%	99.4%	99.7%
Treated and admitted to hospital	3.7%	14.9%	39.8%	58.1%	85.1%	94.2%	97.1%	98.8%
Patient left without, or before completing, treatment	21.2%	60.6%	90.9%	93.9%	100%	100%	100%	100%
Transferred to another hospital	4.3%	15.2%	28.3%	45.7%	67.4%	80.4%	87.0%	91.3%
All presentations	47.7%	69.8%	82.2%	89.0%	95.7%	98.1%	98.9%	99.4%

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(‡) 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.

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**Deniliquin Health Service: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2017

All presentations at the emergency department: <sup>1</sup> 2,359 patients

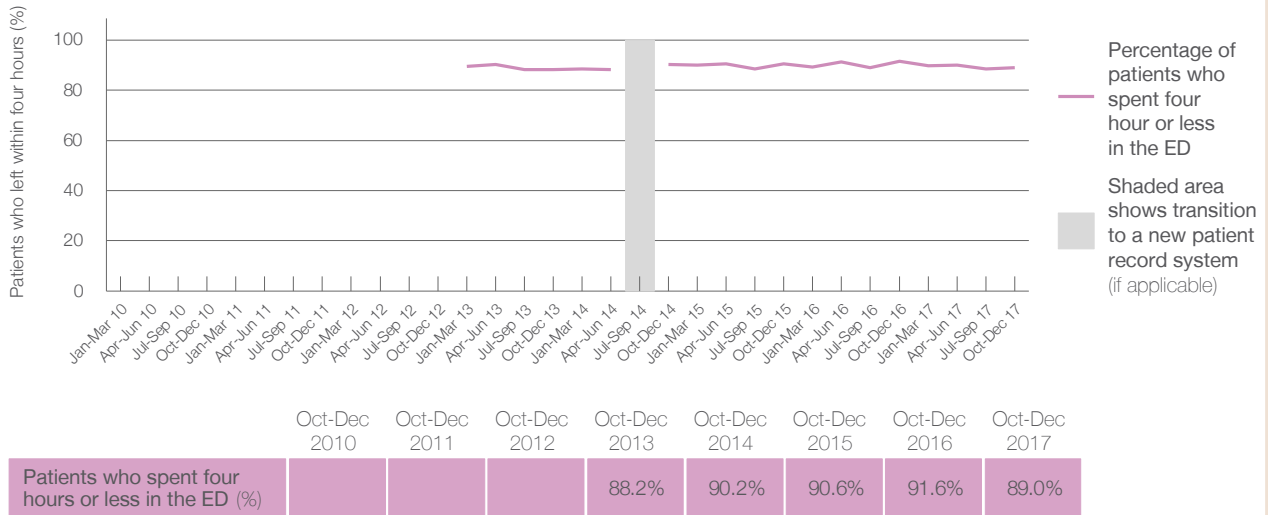
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,358 patients

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> 2,359 patients	2,699	-12.6%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,358 patients	2,699	-12.6%
Percentage of patients who spent four hours or less in the ED	91.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡§</sup>



\* 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, July to September 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 23 January 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Griffith Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 5,087 patients  
 Emergency presentations:<sup>2</sup> 4,778 patients

Same period last year	Change since one year ago
5,425	-6.2%
5,238	-8.8%

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 508 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,905 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 90th percentile time to start treatment<sup>5</sup> 42 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,773 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 73 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 559 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
443	
7 minutes	8 minutes
17 minutes	23 minutes
2,218	
17 minutes	20 minutes
60 minutes	65 minutes
2,116	
24 minutes	26 minutes
94 minutes	99 minutes
429	
24 minutes	23 minutes
90 minutes	103 minutes

## Griffith Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,086 patients

Percentage of patients who spent four hours or less in the ED 80.5%

Same period last year	Change since one year ago
5,424	-6.2%
82.3%	

\* 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, July to September 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.

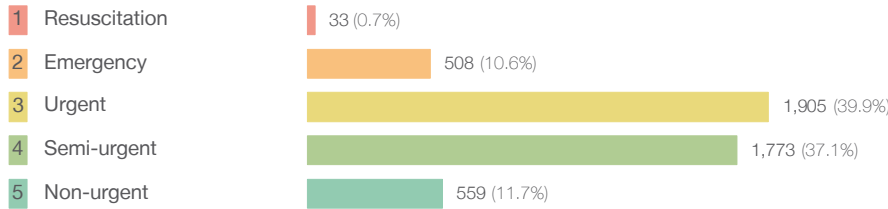
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Griffith Base Hospital: Patients presenting to the emergency department October to December 2017

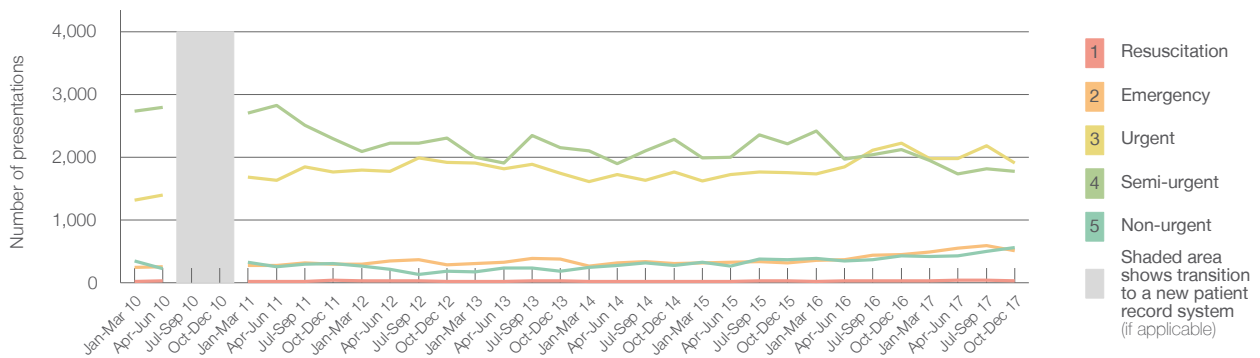
All presentations:<sup>1</sup> 5,087 patients

Emergency presentations<sup>2</sup> by triage category: 4,778 patients



	Same period last year	Change since one year ago
All presentations	5,425	-6.2%
Emergency presentations	5,238	-8.8%
1 Resuscitation	32	3.1%
2 Emergency	443	14.7%
3 Urgent	2,218	-14.1%
4 Semi-urgent	2,116	-16.2%
5 Non-urgent	429	30.3%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation		38	18	27	24	26	32	33
Emergency		292	283	379	304	316	443	508
Urgent		1,763	1,913	1,748	1,768	1,750	2,218	1,905
Semi-urgent		2,298	2,304	2,156	2,282	2,215	2,116	1,773
Non-urgent		300	181	178	278	364	429	559
All emergency presentations		4,691	4,699	4,488	4,656	4,671	5,238	4,778

## Griffith Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 724 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	808	
ED Transfer of care time	12 minutes	-2 minutes
90th percentile time	24 minutes	-5 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 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.

## Griffith Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

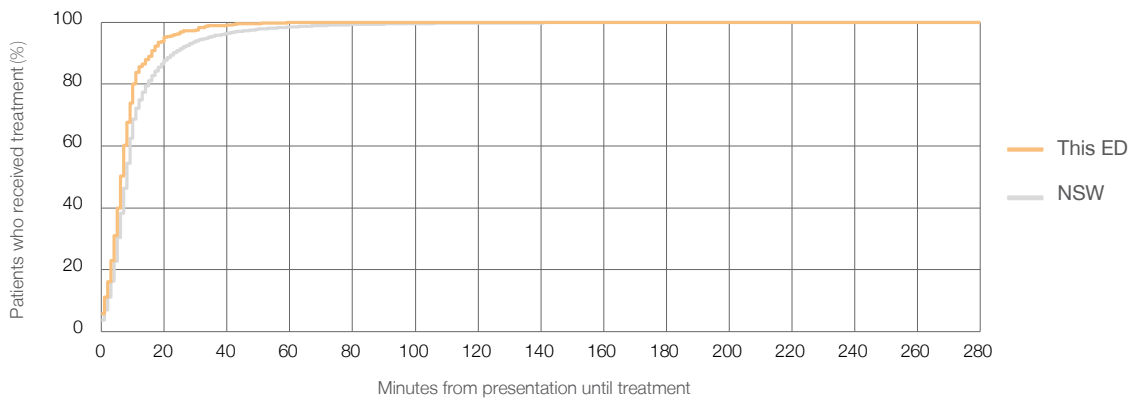
Number of triage 2 patients: 508

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 505

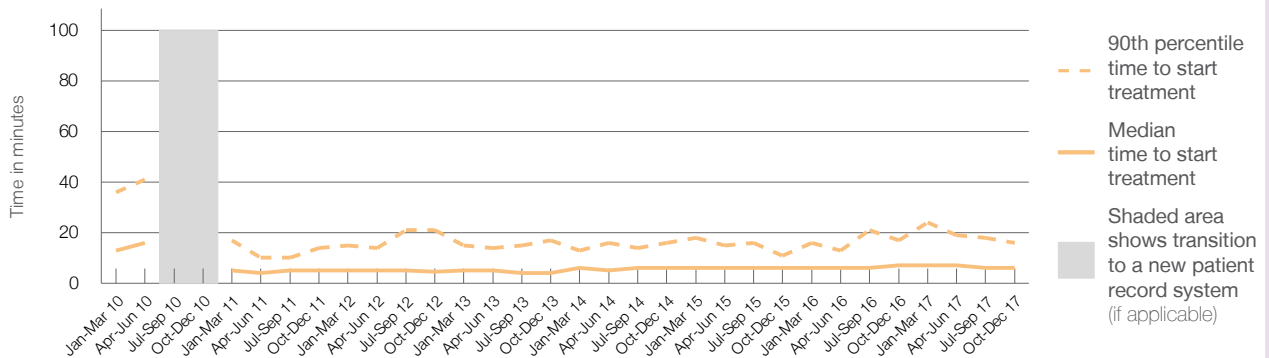
Median time to start treatment<sup>4</sup> ■ 6 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 16 minutes

Same period last year	NSW (this period)
443	
441	
7 minutes	8 minutes
17 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)		5	5	4	6	6	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)		14	21	17	16	11	17	16

(†) 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.

## Griffith Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,905

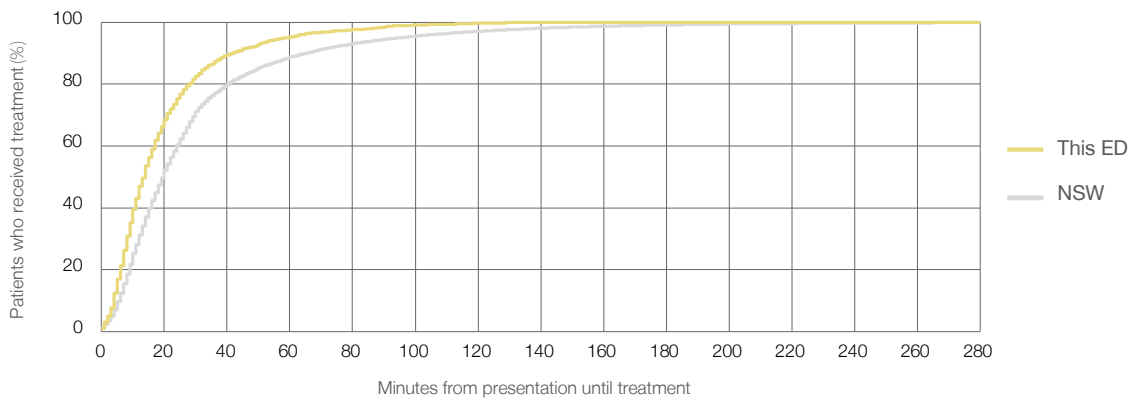
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,883

Median time to start treatment<sup>4</sup> 14 minutes

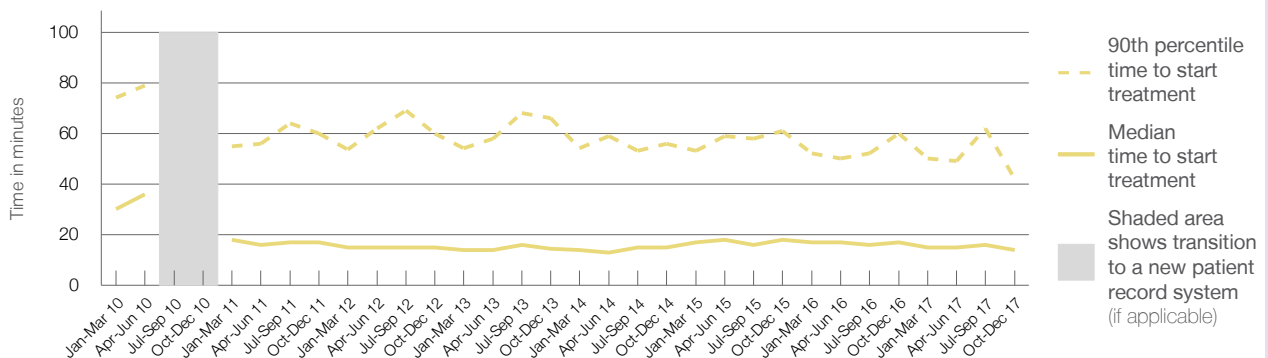
90th percentile time to start treatment<sup>5</sup> 42 minutes

Same period last year	NSW (this period)
2,218	
2,180	
17 minutes	20 minutes
60 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)		17	15	15	15	18	17	14
90th percentile time to start treatment <sup>5</sup> (minutes)		60	60	66	56	61	60	42

(†) 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.

## Griffith Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

**Triage 4** Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,773

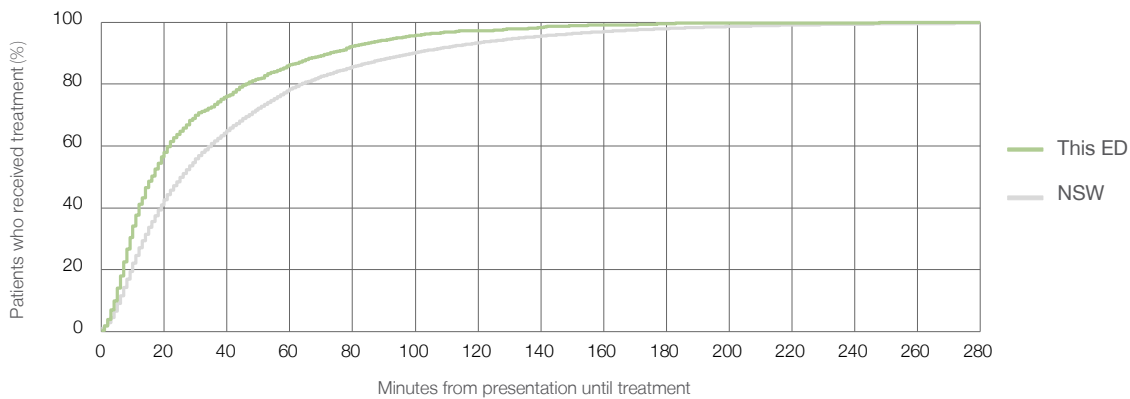
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,708

Median time to start treatment<sup>4</sup> 16 minutes

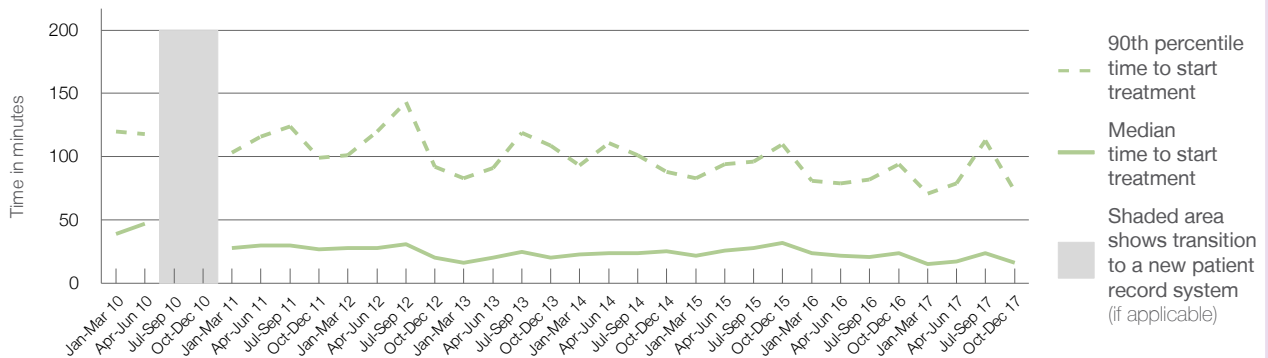
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
2,116	2,025
24 minutes	26 minutes
94 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)		27	20	20	26	32	24	16
90th percentile time to start treatment <sup>5</sup> (minutes)		99	92	109	88	110	94	73

(†) 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.

## Griffith Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 559

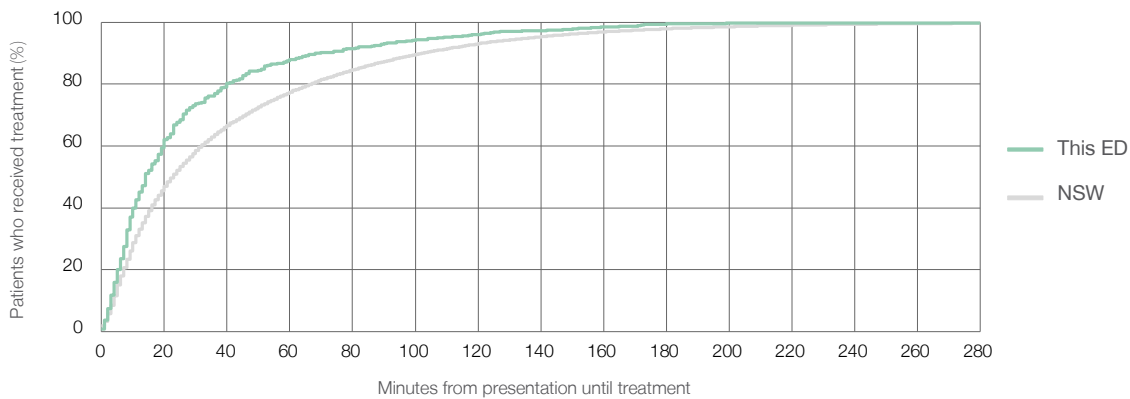
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 521

Median time to start treatment<sup>4</sup> 14 minutes

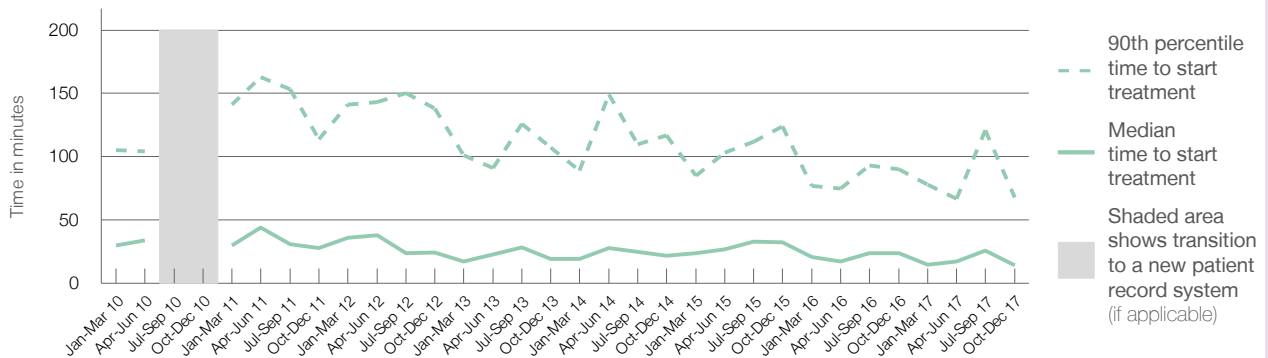
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
429	
395	
24 minutes	23 minutes
90 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)		28	25	19	22	33	24	14
90th percentile time to start treatment <sup>5</sup> (minutes)		114	138	107	117	124	90	68

(†) 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.



## Griffith Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 5,087 patients

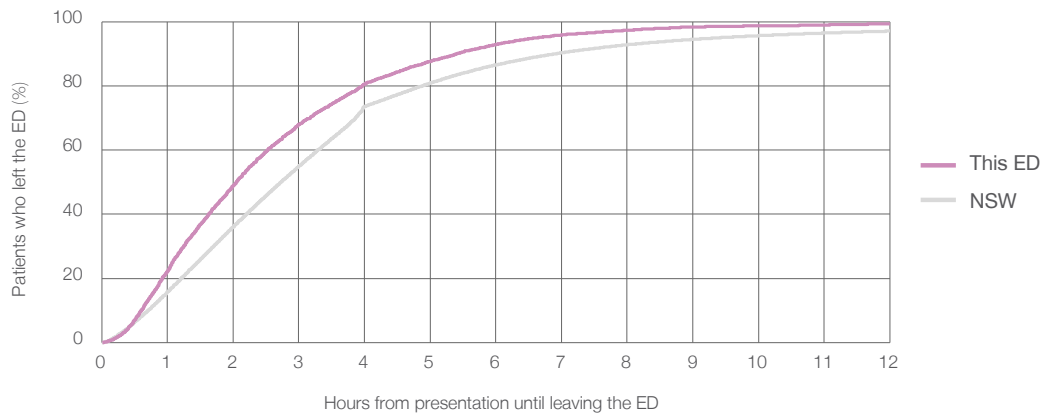
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,086 patients

Median time spent in the ED<sup>8</sup>  2 hours and 3 minutes

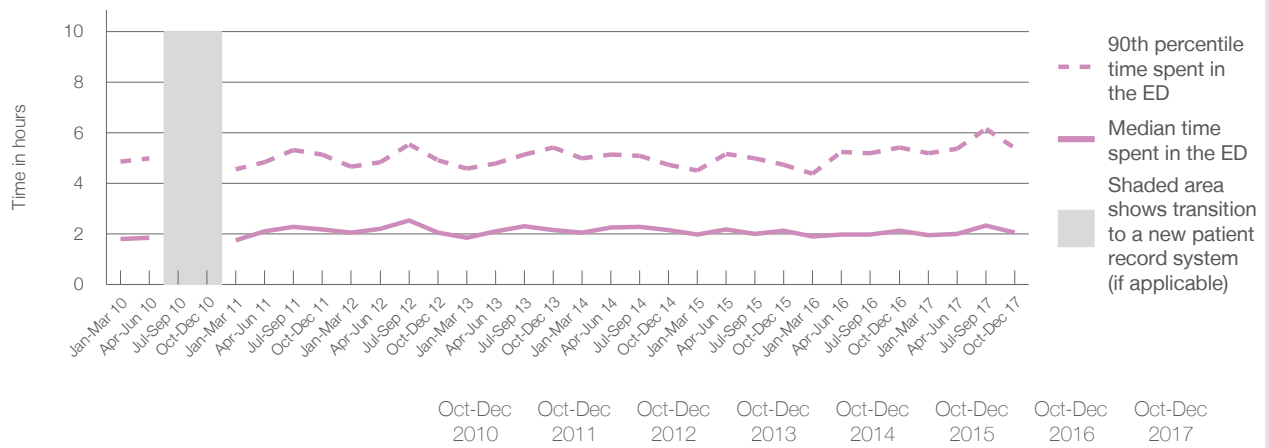
90th percentile time spent in the ED<sup>9</sup>  5 hours and 24 minutes

Same period last year	NSW (this period)
5,425	
5,424	
2 hours and 8 minutes	2 hours and 44 minutes
5 hours and 25 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)		2h 11m	2h 4m	2h 10m	2h 9m	2h 8m	2h 8m	2h 3m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		5h 9m	4h 55m	5h 25m	4h 45m	4h 45m	5h 25m	5h 24m

(†) 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.

## Griffith Base Hospital: Time patients spent in the ED

### By mode of separation

October to December 2017

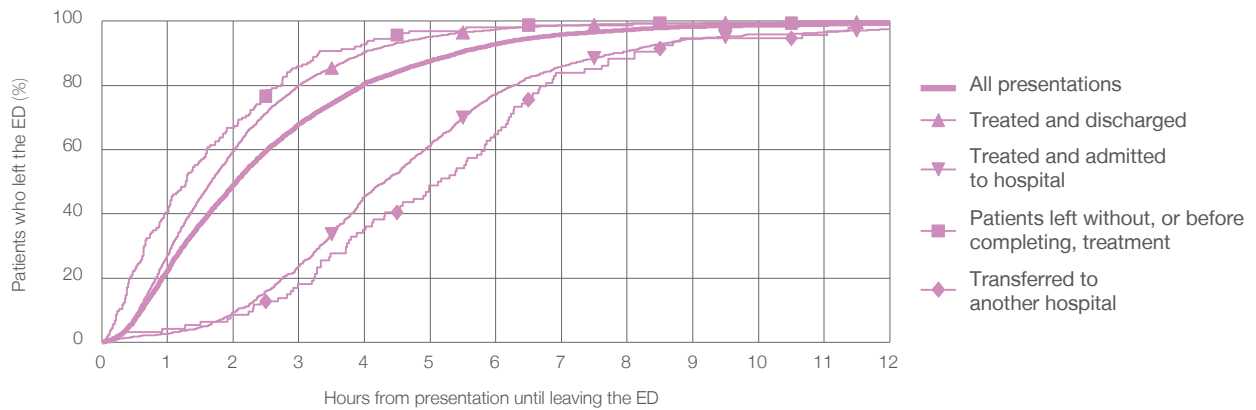
All presentations:<sup>1</sup> 5,087 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,086 patients

Treated and discharged	3,808 (74.9%)
Treated and admitted to hospital	1,009 (19.8%)
Patient left without, or before completing, treatment	163 (3.2%)
Transferred to another hospital	94 (1.8%)
Other	13 (0.3%)

Same period last year	Change since one year ago
5,424	-6.2%
3,815	-0.2%
1,305	-22.7%
207	-21.3%
82	14.6%
16	-18.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<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	27.1%	59.6%	80.1%	90.4%	97.4%	99.2%	99.6%	99.8%
Treated and admitted to hospital	2.6%	9.3%	23.8%	45.4%	77.2%	90.8%	95.8%	97.5%
Patient left without, or before completing, treatment	40.5%	66.9%	85.9%	92.6%	98.2%	98.8%	99.4%	100%
Transferred to another hospital	4.3%	8.5%	18.1%	35.1%	64.9%	88.3%	94.7%	98.9%
All presentations	22.4%	49.0%	68.0%	80.5%	92.8%	97.3%	98.7%	99.3%

(†) 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.

**Griffith Base Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2017

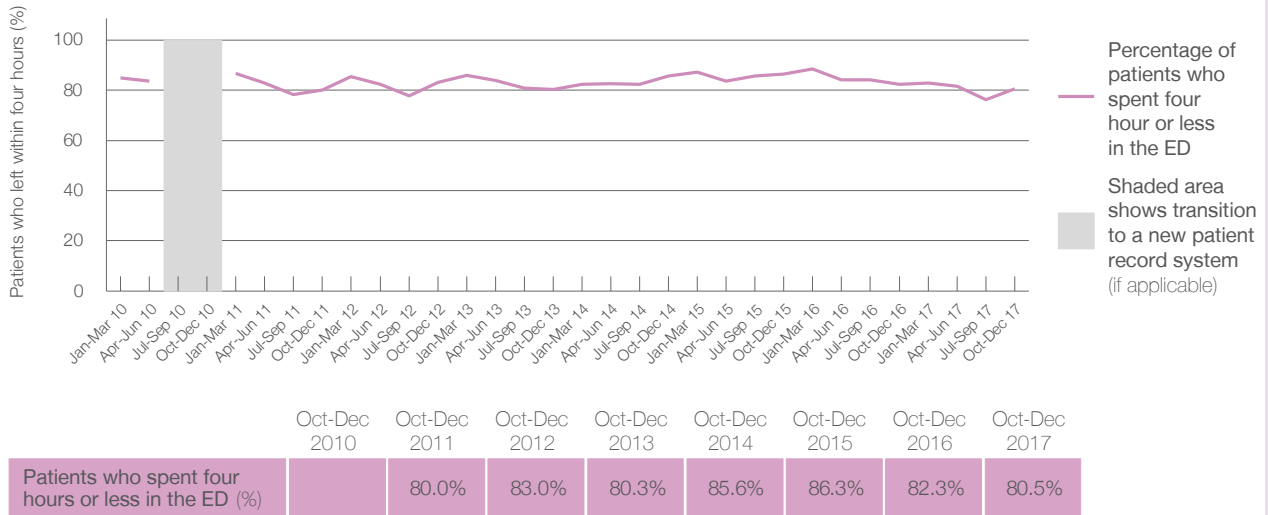
All presentations at the emergency department: <sup>1</sup> 5,087 patients  
 Presentations used to calculate time to leaving the ED: <sup>6</sup> 5,086 patients

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	5,425	-6.2%
Presentations used to calculate time to leaving the ED	5,424	-6.2%
Percentage of patients who spent four hours or less in the ED	82.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡</sup>



\* 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, July to September 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 23 January 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).









## Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

October to December 2017

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 10,495 patients	10,023	4.7%
Emergency presentations: <sup>2</sup> 9,921 patients	9,500	4.4%

## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 793 patients	688	
Median time to start treatment <sup>4</sup>  6 minutes	5 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup>  13 minutes	12 minutes	23 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 4,010 patients	4,169	
Median time to start treatment <sup>4</sup>  15 minutes	15 minutes	20 minutes
90th percentile time to start treatment <sup>5</sup>  43 minutes	48 minutes	65 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 3,877 patients	3,894	
Median time to start treatment <sup>4</sup>  20 minutes	21 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>  74 minutes	80 minutes	99 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 1,200 patients	712	
Median time to start treatment <sup>4</sup>  18 minutes	20 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup>  87 minutes	83 minutes	103 minutes

## Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

October to December 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 10,494 patients	10,022	4.7%
Percentage of patients who spent four hours or less in the ED  70.0%	71.4%	

\* 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, July to September 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.

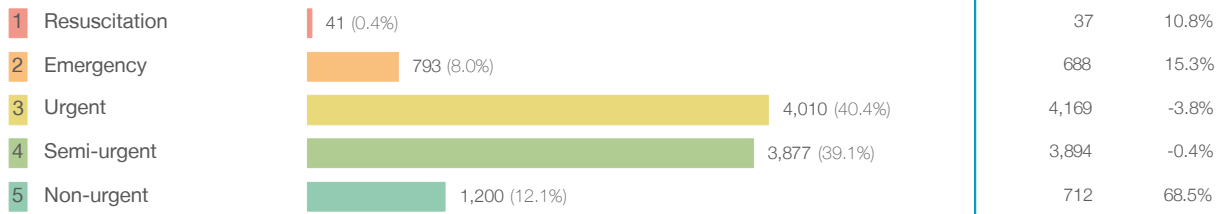
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department October to December 2017

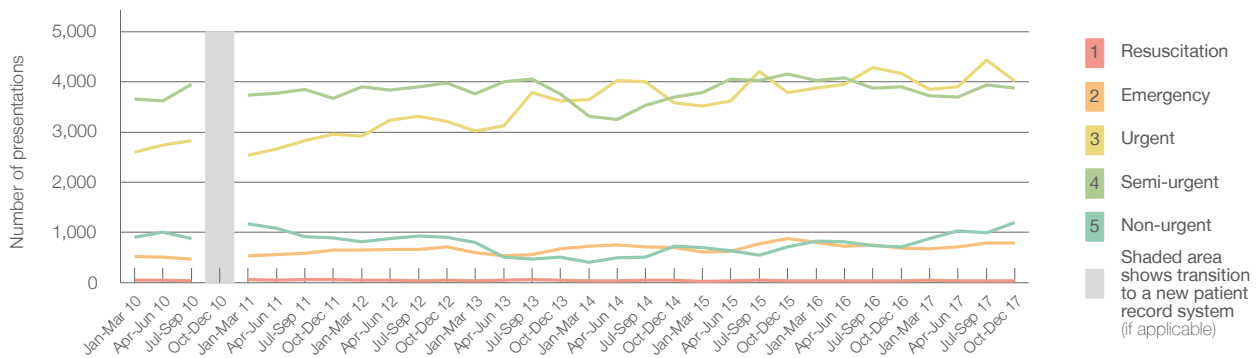
All presentations:<sup>1</sup> 10,495 patients

Emergency presentations<sup>2</sup> by triage category: 9,921 patients



	Same period last year	Change since one year ago
All presentations	10,023	4.7%
Emergency presentations	9,500	4.4%
1 Resuscitation	37	10.8%
2 Emergency	688	15.3%
3 Urgent	4,169	-3.8%
4 Semi-urgent	3,894	-0.4%
5 Non-urgent	712	68.5%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation		60	54	49	51	37	37	41
Emergency		653	713	675	695	884	688	793
Urgent		2,958	3,208	3,617	3,579	3,785	4,169	4,010
Semi-urgent		3,665	3,981	3,766	3,690	4,159	3,894	3,877
Non-urgent		896	899	508	730	716	712	1,200
All emergency presentations		8,232	8,855	8,615	8,745	9,581	9,500	9,921

## Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,227 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,043	
Median time	9 minutes	-1 minute
90th percentile time	20 minutes	-2 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 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.

## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 793

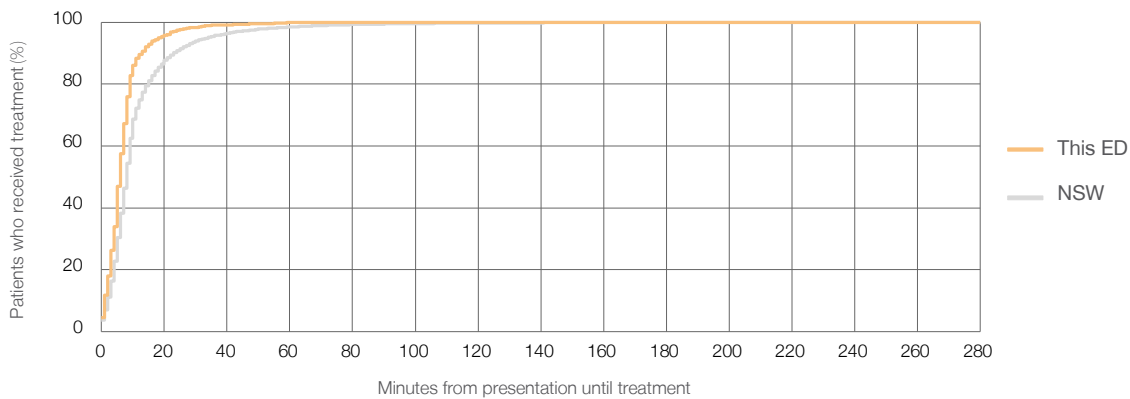
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 792

Median time to start treatment<sup>4</sup>  6 minutes

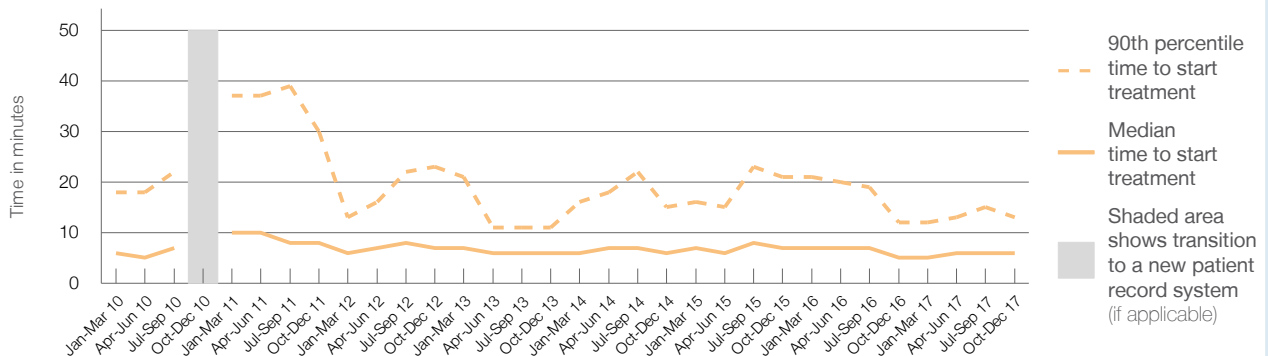
90th percentile time to start treatment<sup>5</sup>  13 minutes

Same period last year	NSW (this period)
688	688
5 minutes	8 minutes
12 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)		8	7	6	6	7	5	6
90th percentile time to start treatment <sup>5</sup> (minutes)		30	23	11	15	21	12	13

(†) 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.

## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 4,010

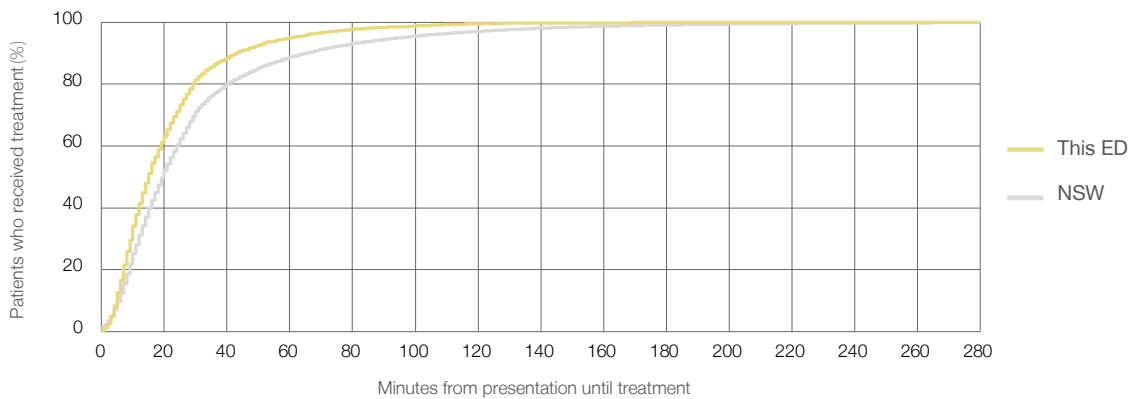
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,964

Median time to start treatment<sup>4</sup> 15 minutes

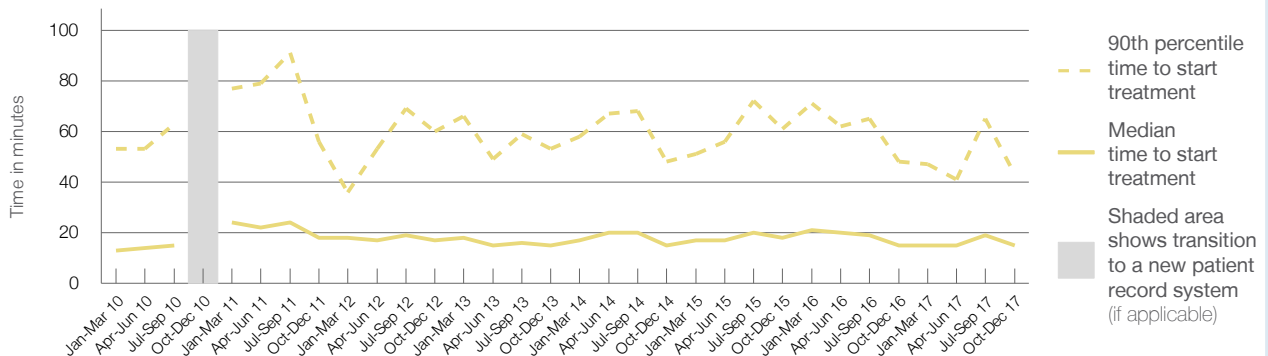
90th percentile time to start treatment<sup>5</sup> 43 minutes

Same period last year	NSW (this period)
4,169	4,105
15 minutes	20 minutes
48 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)		18	17	15	15	18	15	15
90th percentile time to start treatment <sup>5</sup> (minutes)		56	60	53	48	61	48	43

(†) 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.

## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4 October to December 2017

**Triage 4** Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,877

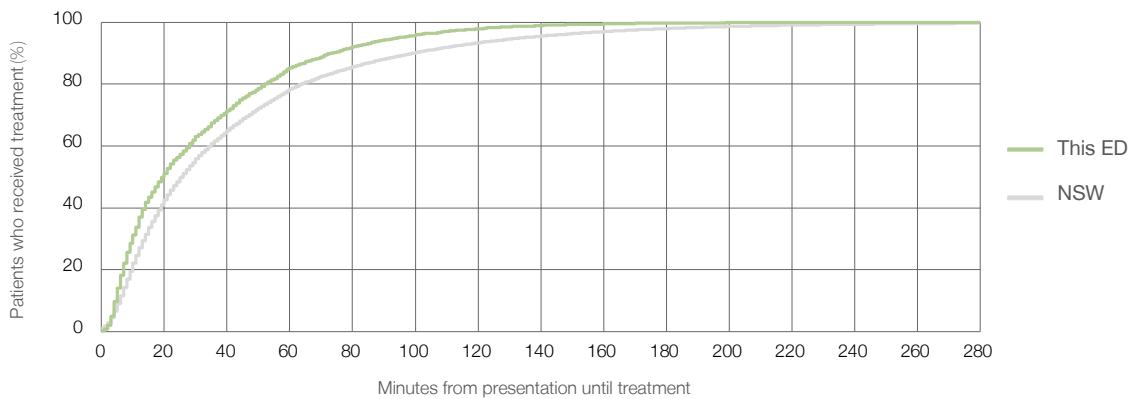
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,756

Median time to start treatment<sup>4</sup>  20 minutes

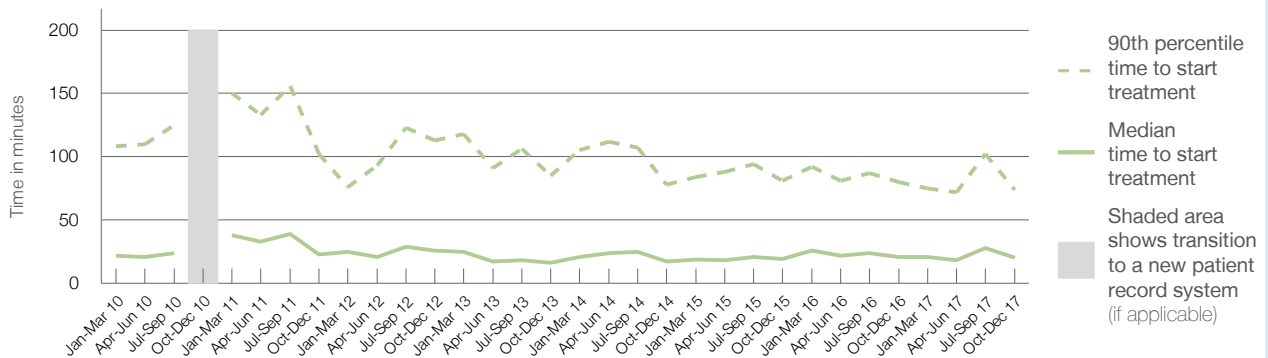
90th percentile time to start treatment<sup>5</sup>  74 minutes

Same period last year	NSW (this period)
3,894	3,717
21 minutes	26 minutes
80 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)		23	26	16	17	19	21	20
90th percentile time to start treatment <sup>5</sup> (minutes)		102	113	85	78	81	80	74

(†) 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.



## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,200

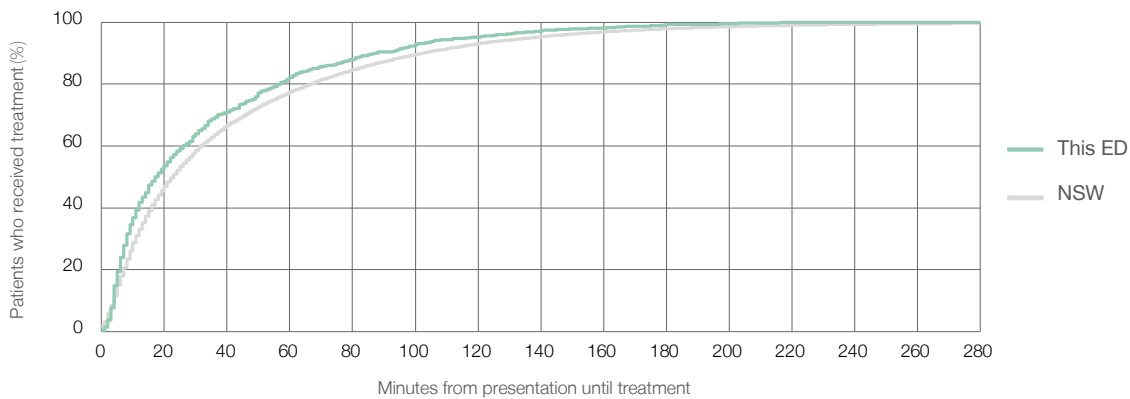
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,126

Median time to start treatment<sup>4</sup> 18 minutes

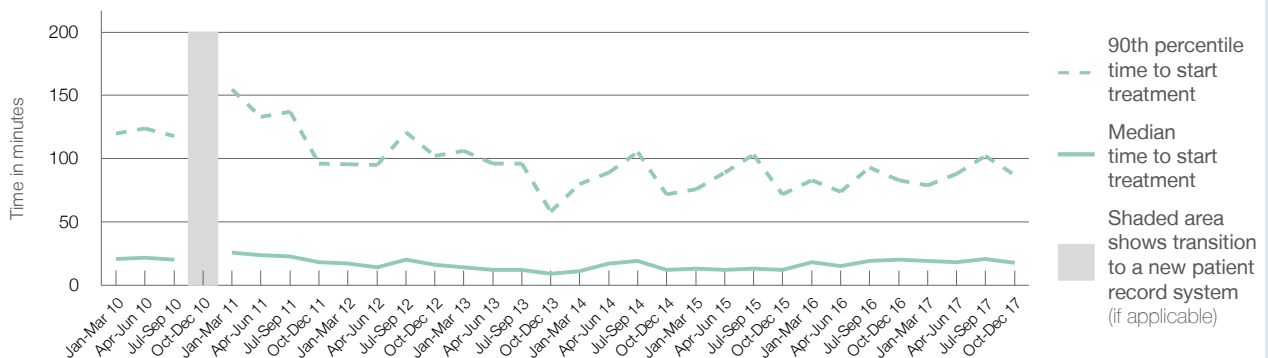
90th percentile time to start treatment<sup>5</sup> 87 minutes

Same period last year	NSW (this period)
712	
672	
20 minutes	23 minutes
83 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)		18	16	9	12	12	20	18
90th percentile time to start treatment <sup>5</sup> (minutes)		96	102	58	72	72	83	87

(†) 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.

## Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 10,495 patients

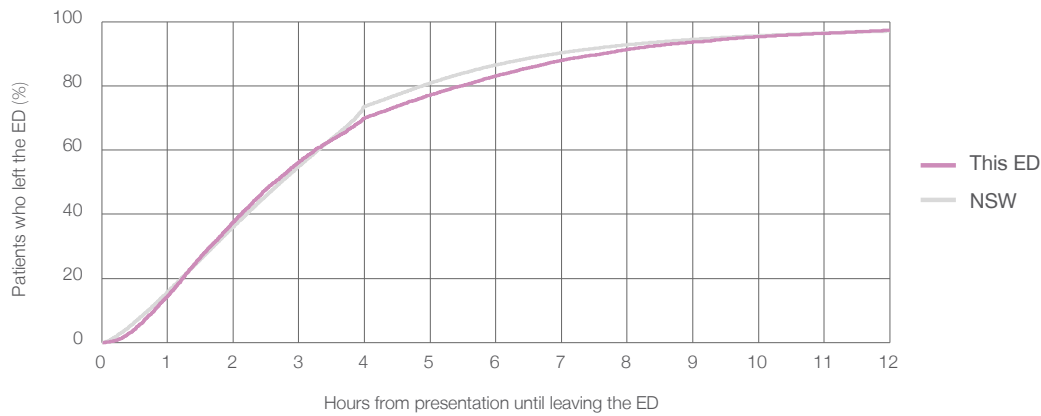
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,494 patients

Median time spent in the ED<sup>8</sup> 2 hours and 38 minutes

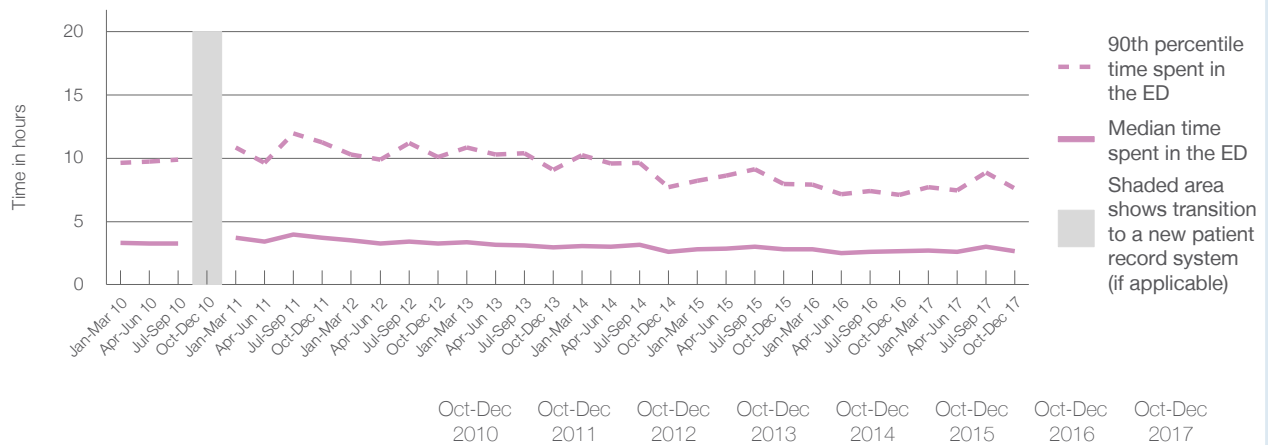
90th percentile time spent in the ED<sup>9</sup> 7 hours and 37 minutes

Same period last year	NSW (this period)
10,023	
10,022	
2 hours and 40 minutes	2 hours and 44 minutes
7 hours and 7 minutes	6 hours and 55 minutes

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)		3h 43m	3h 15m	2h 57m	2h 37m	2h 49m	2h 40m	2h 38m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		11h 15m	10h 4m	9h 3m	7h 43m	7h 58m	7h 7m	7h 37m

(†) 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.

**Wagga Wagga Rural Referral Hospital: Time patients spent in the ED**  
 By mode of separation  
 October to December 2017

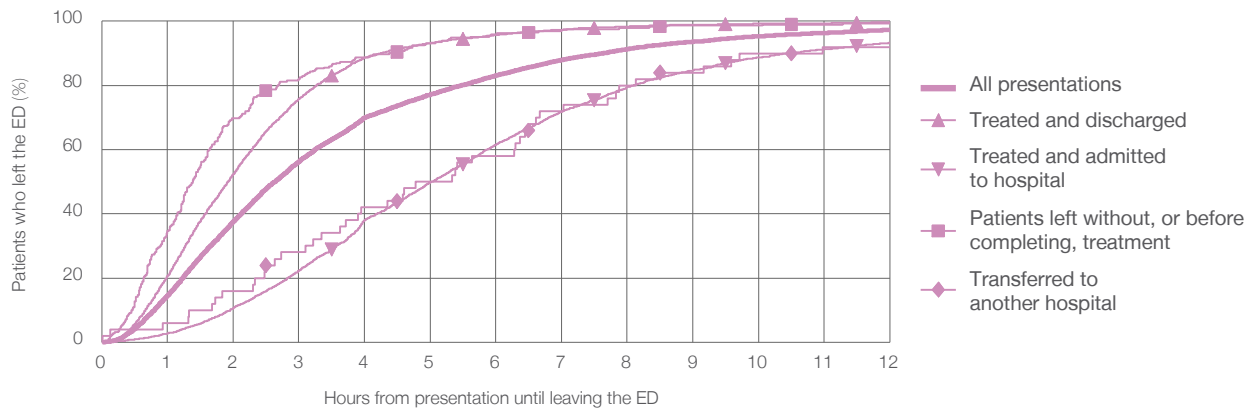
All presentations:<sup>1</sup> 10,495 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,494 patients

Treated and discharged	6,303 (60.1%)
Treated and admitted to hospital	3,821 (36.4%)
Patient left without, or before completing, treatment	292 (2.8%)
Transferred to another hospital	50 (0.5%)
Other	29 (0.3%)

Same period last year	Change since one year ago
10,022	4.7%
5,323	18.4%
4,279	-10.7%
323	-9.6%
64	-21.9%
34	-14.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<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	20.7%	52.4%	75.7%	88.7%	95.7%	98.4%	99.2%	99.7%
Treated and admitted to hospital	2.8%	10.8%	22.4%	38.1%	61.6%	79.5%	88.7%	93.3%
Patient left without, or before completing, treatment	34.6%	69.9%	81.8%	88.7%	95.9%	97.9%	98.6%	99.3%
Transferred to another hospital	6.0%	16.0%	28.0%	42.0%	58.0%	80.0%	90.0%	92.0%
All presentations	14.6%	37.6%	56.3%	70.0%	83.1%	91.4%	95.3%	97.3%

(†) 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.

## Wagga Wagga Rural Referral Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED October to December 2017

All presentations at the emergency department: <sup>1</sup> 10,495 patients

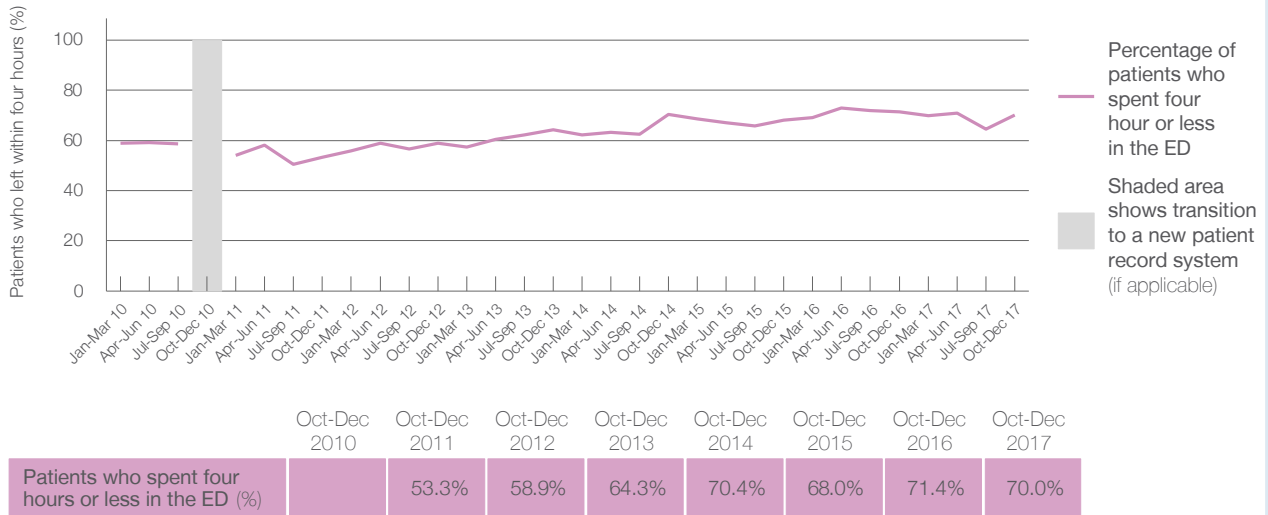
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,494 patients

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	10,023	4.7%
Presentations used to calculate time to leaving the ED	10,022	4.7%
Percentage of patients who spent four hours or less in the ED	71.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡</sup>



\* 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, July to September 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 23 January 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

All presentations:<sup>1</sup> 2,182 patients  
 Emergency presentations:<sup>2</sup> 2,049 patients

Same period last year	Change since one year ago
2,801	-22.1%
2,457	-16.6%

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 172 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 12 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 756 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 29 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 925 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 37 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 196 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 40 minutes

Same period last year	NSW (this period)
116	
6 minutes	8 minutes
24 minutes	23 minutes
762	
10 minutes	20 minutes
30 minutes	65 minutes
1,275	
10 minutes	26 minutes
41 minutes	99 minutes
299	
8 minutes	23 minutes
40 minutes	103 minutes

## Young Health Service: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,182 patients

Percentage of patients who spent four hours or less in the ED 96.0%

Same period last year	Change since one year ago
2,801	-22.1%
96.4%	

\* 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, July to September 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.

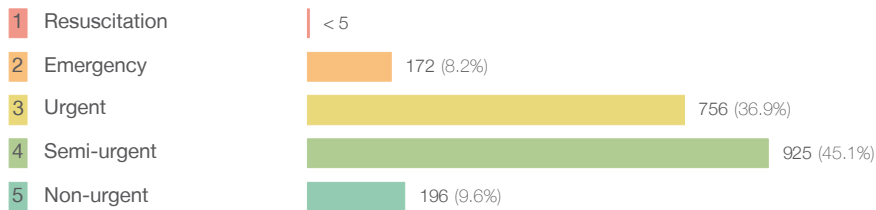
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Young Health Service: Patients presenting to the emergency department October to December 2017

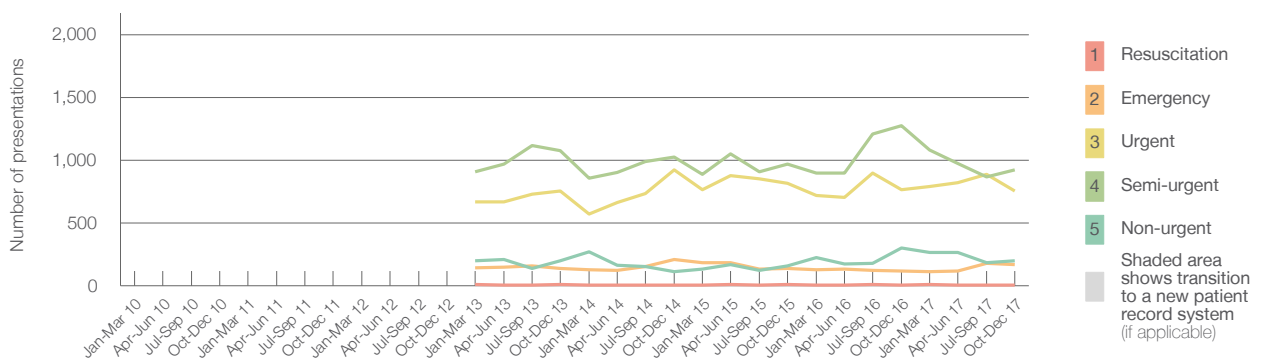
All presentations:<sup>1</sup> 2,182 patients

Emergency presentations<sup>2</sup> by triage category: 2,049 patients



Same period last year	Change since one year ago
2,801	-22.1%
2,457	-16.6%
5	*
116	44.8%
762	-0.8%
1,275	-27.5%
299	-34.4%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation				7	< 5	7	5	< 5
Emergency				137	214	137	116	172
Urgent				756	923	814	762	756
Semi-urgent				1,073	1,026	970	1,275	925
Non-urgent				200	114	155	299	196
All emergency presentations				2,173	2,277	2,083	2,457	2,049

## Young Health Service: Patients arriving by ambulance October to December 2017

ED Transfer of care time is not currently available for this hospital. <sup>7</sup>

- (†) 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.
- (§) 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.

## Young Health Service: Time patients waited to start treatment, triage 2 October to December 2017

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

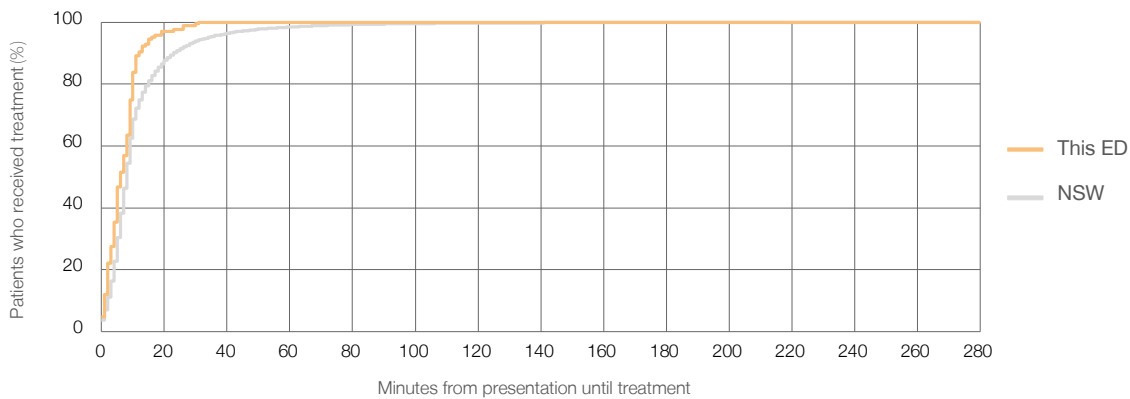
Number of triage 2 patients: 172

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 167

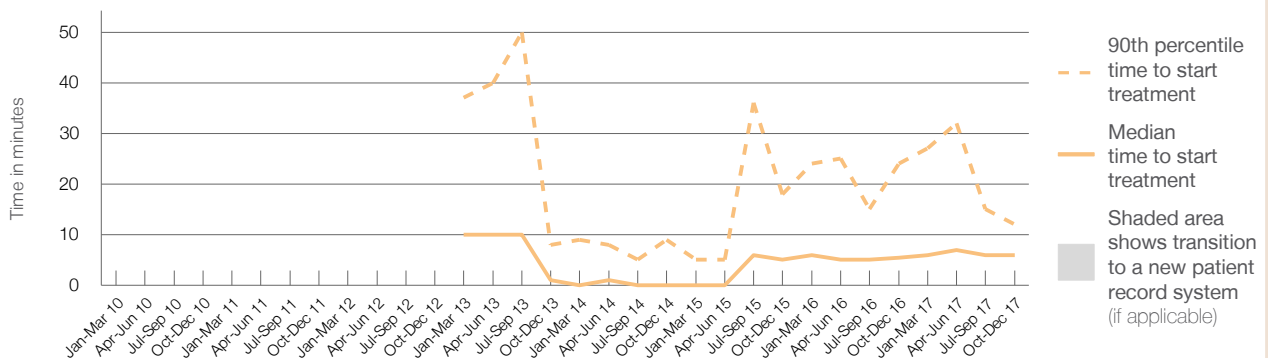
Median time to start treatment<sup>4</sup> ■ 6 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 12 minutes

Same period last year	NSW (this period)
116	
114	
6 minutes	8 minutes
24 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)				1	0	5	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)				8	9	18	24	12

(†) 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.  
 (§) 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.

## Young Health Service: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 756

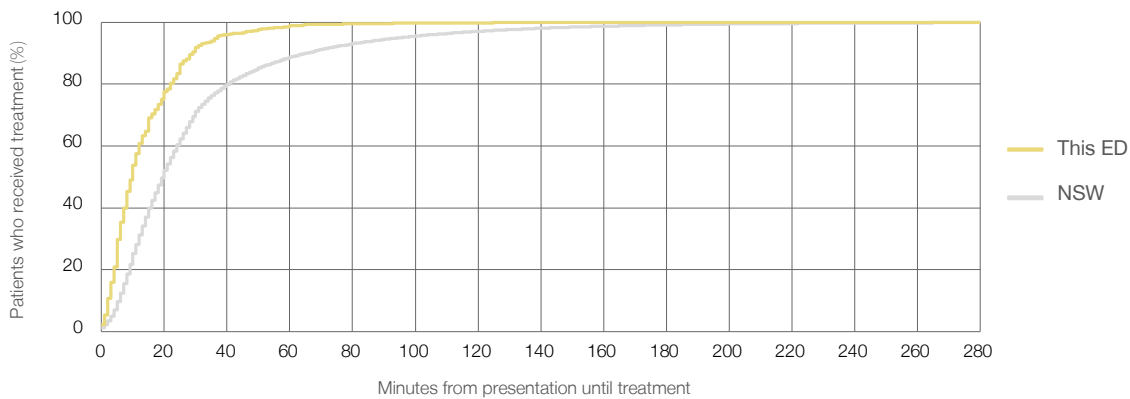
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 756

Median time to start treatment<sup>4</sup>  10 minutes

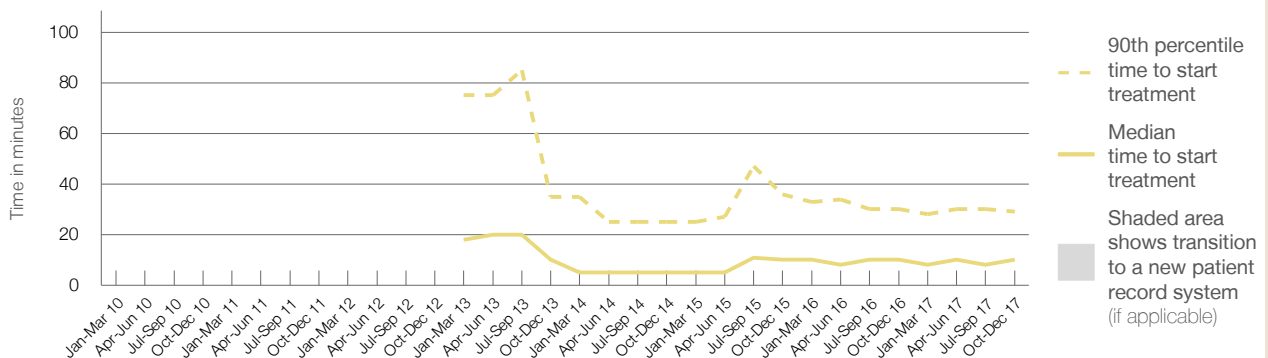
90th percentile time to start treatment<sup>5</sup>  29 minutes

Same period last year	NSW (this period)
762	761
10 minutes	20 minutes
30 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)				10	5	10	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)				35	25	36	30	29

(†) 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.

(§) 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.



## Young Health Service: Time patients waited to start treatment, triage 4 October to December 2017

**Triage 4** Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 925

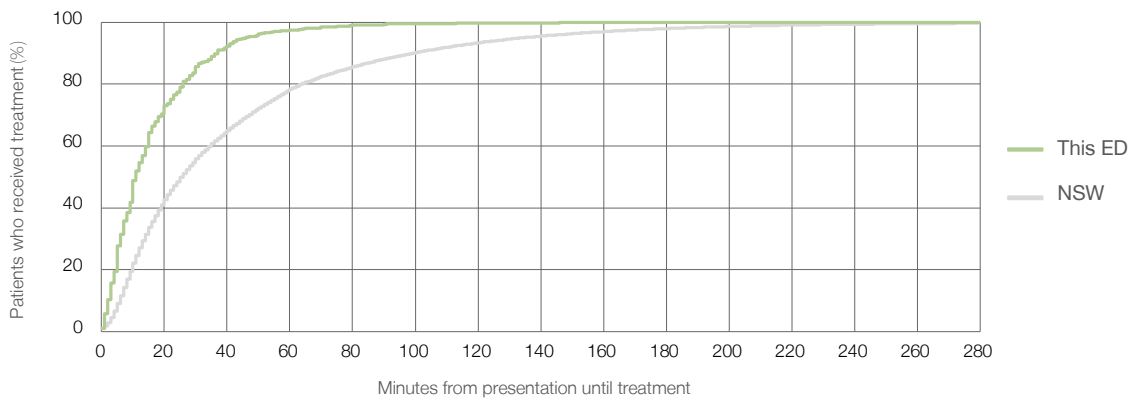
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 923

Median time to start treatment<sup>4</sup>  11 minutes

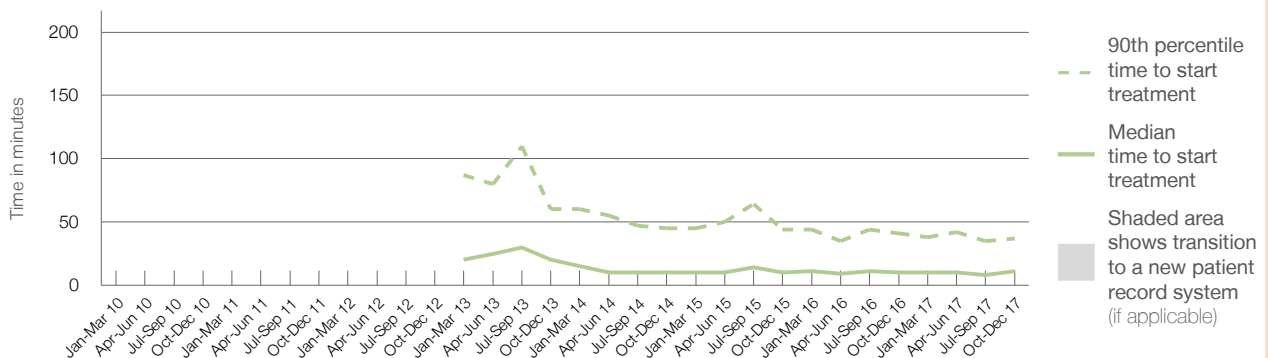
90th percentile time to start treatment<sup>5</sup>  37 minutes

Same period last year	NSW (this period)
1,275	1,272
10 minutes	26 minutes
41 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)				20	10	10	10	11
90th percentile time to start treatment <sup>5</sup> (minutes)				60	45	44	41	37

(†) 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.

(§) 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.

## Young Health Service: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 196

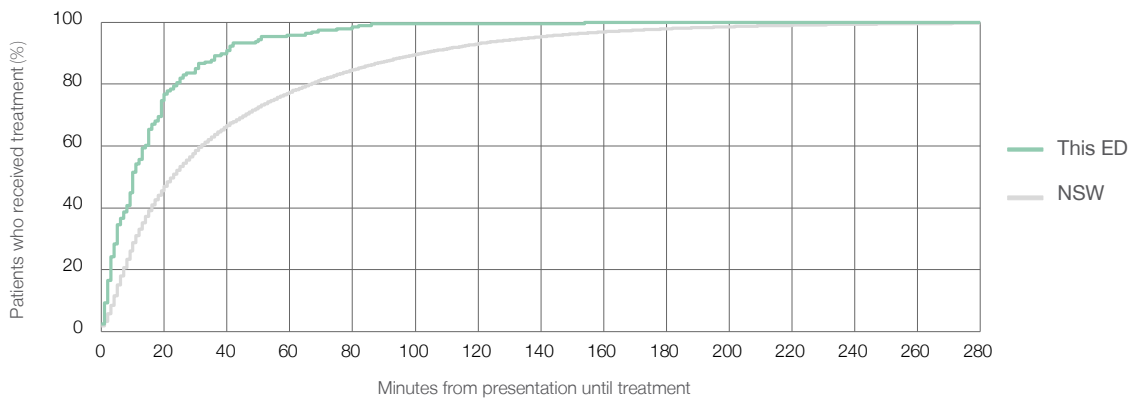
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 194

Median time to start treatment<sup>4</sup>  10 minutes

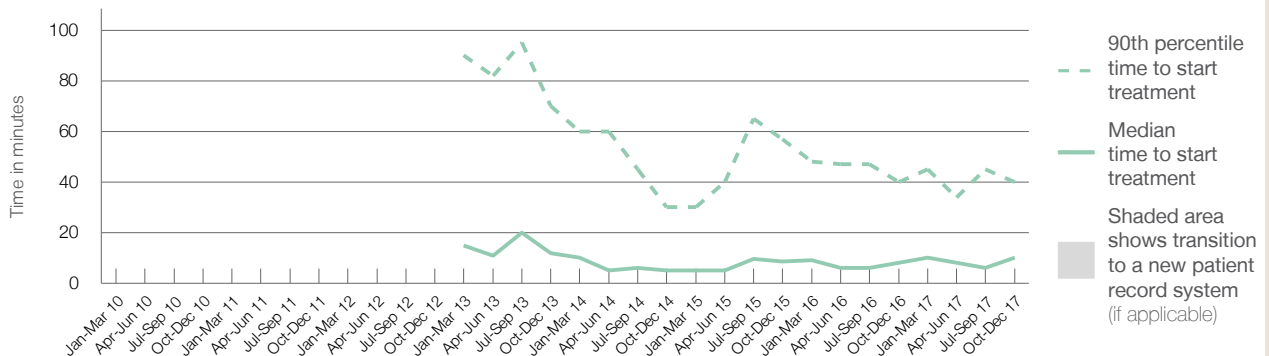
90th percentile time to start treatment<sup>5</sup>  40 minutes

Same period last year	NSW (this period)
299	295
8 minutes	23 minutes
40 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)				12	5	9	8	10
90th percentile time to start treatment <sup>5</sup> (minutes)				70	30	57	40	40

(†) 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.

(§) 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.

## Young Health Service: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 2,182 patients

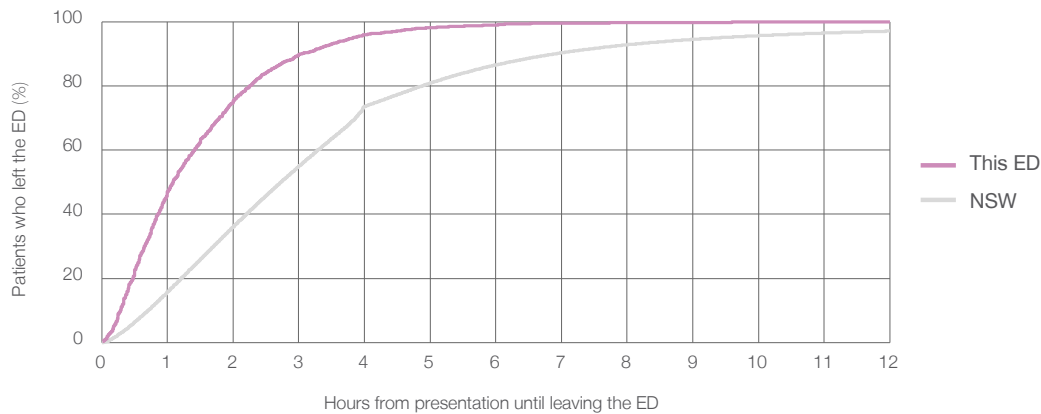
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,182 patients

Median time spent in the ED<sup>8</sup> 1 hours and 5 minutes

90th percentile time spent in the ED<sup>9</sup> 3 hours and 2 minutes

Same period last year	NSW (this period)
2,801	2,801
0 hours and 59 minutes	2 hours and 44 minutes
3 hours and 2 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)				1h 20m	1h 15m	0h 59m	0h 59m	1h 5m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)				3h 28m	3h 5m	2h 53m	3h 2m	3h 2m

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(‡) 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.

**Young Health Service: Time patients spent in the ED**  
By mode of separation  
October to December 2017

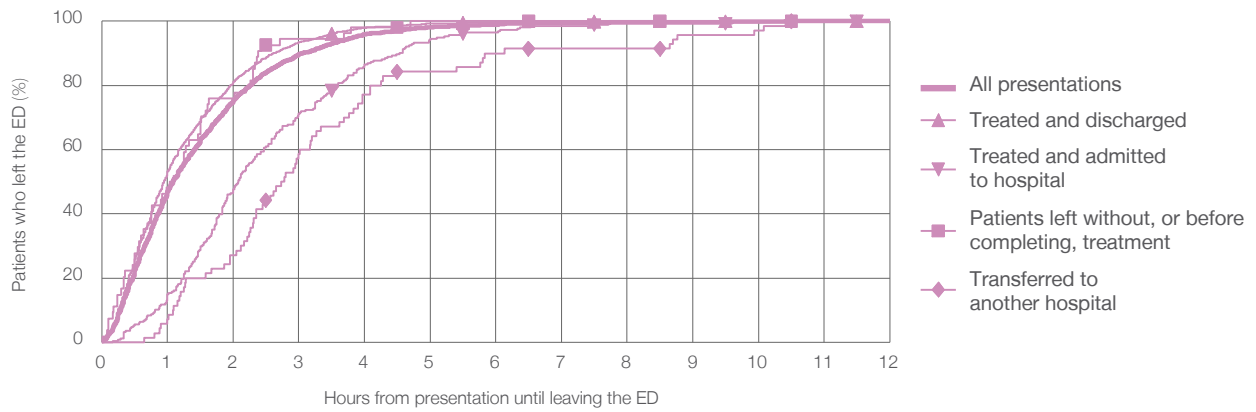
All presentations:<sup>1</sup> 2,182 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,182 patients

Treated and discharged	1,803 (82.6%)
Treated and admitted to hospital	254 (11.6%)
Patient left without, or before completing, treatment	54 (2.5%)
Transferred to another hospital	70 (3.2%)
Other	1 (0%)

Same period last year	Change since one year ago
2,801	-22.1%
2,283	-21.0%
346	-26.6%
72	-25.0%
99	-29.3%
1	0.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡§</sup>



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

Treated and discharged	53.1%	81.1%	93.5%	98.0%	99.7%	100%	100%	100%
Treated and admitted to hospital	15.0%	47.6%	71.3%	86.6%	96.5%	99.2%	99.6%	100%
Patient left without, or before completing, treatment	48.1%	75.9%	94.4%	98.1%	100%	100%	100%	100%
Transferred to another hospital	7.1%	27.1%	58.6%	77.1%	90.0%	91.4%	97.1%	100%
All presentations	47.1%	75.3%	89.7%	96.0%	99.0%	99.6%	99.9%	100%

(†) 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.

(§) 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.

**Young Health Service: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2017

All presentations at the emergency department: <sup>1</sup> 2,182 patients

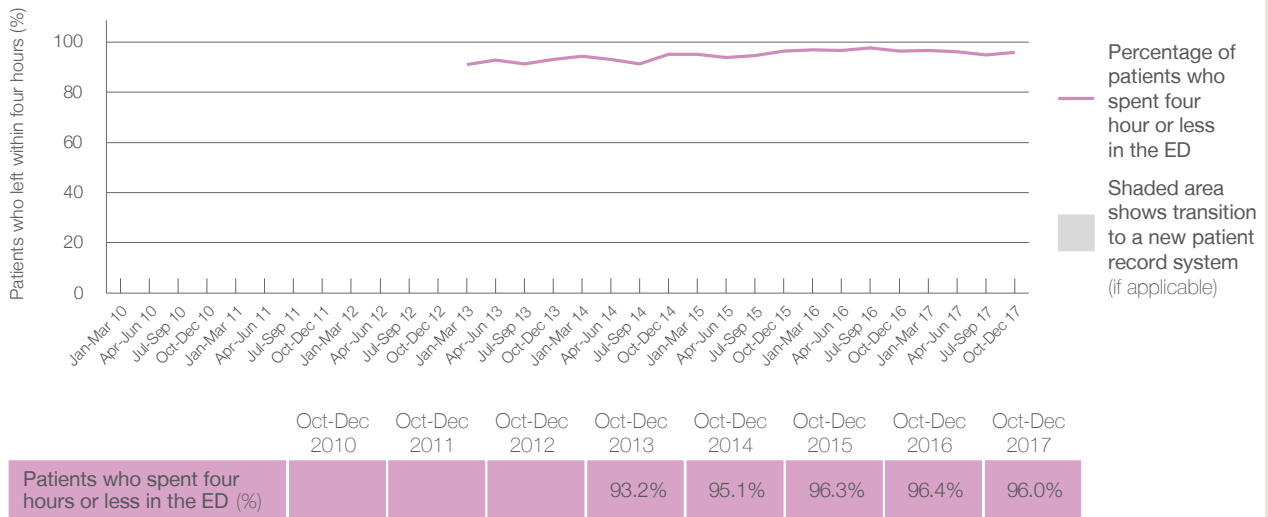
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,182 patients

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	2,801	-22.1%
Presentations used to calculate time to leaving the ED	2,801	-22.1%
Percentage of patients who spent four hours or less in the ED	96.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡§</sup>



\* 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.
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- 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 23 January 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).