

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

## Deniliquin Health Service: Emergency department (ED) overview October to December 2016

All presentations:<sup>1</sup> 2,699 patients  
Emergency presentations:<sup>2</sup> 2,009 patients

Same period last year	Change since one year ago
2,428	11.2%
1,938	3.7%

## Deniliquin Health Service: Time patients waited to start treatment<sup>3</sup> October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 73 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): 652 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 886 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 20 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 398 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 25 minutes

Same period last year	NSW (this period)
80	
5 minutes	8 minutes
*	26 minutes
715	
8 minutes	20 minutes
23 minutes	67 minutes
856	
8 minutes	25 minutes
30 minutes	97 minutes
279	
9 minutes	24 minutes
32 minutes	103 minutes

## Deniliquin Health Service: Time from presentation until leaving the ED October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,699 patients

Percentage of patients who spent four hours or less in the ED 91.6%

Same period last year	Change since one year ago
2,428	11.2%
90.6%	

\* 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, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

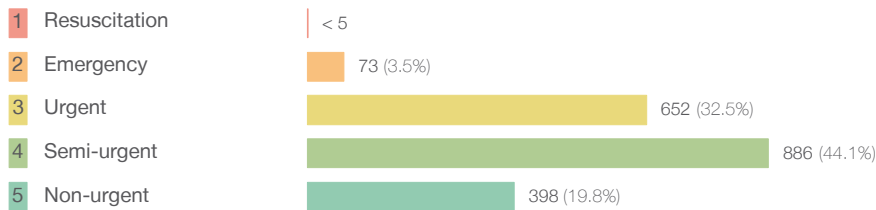
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

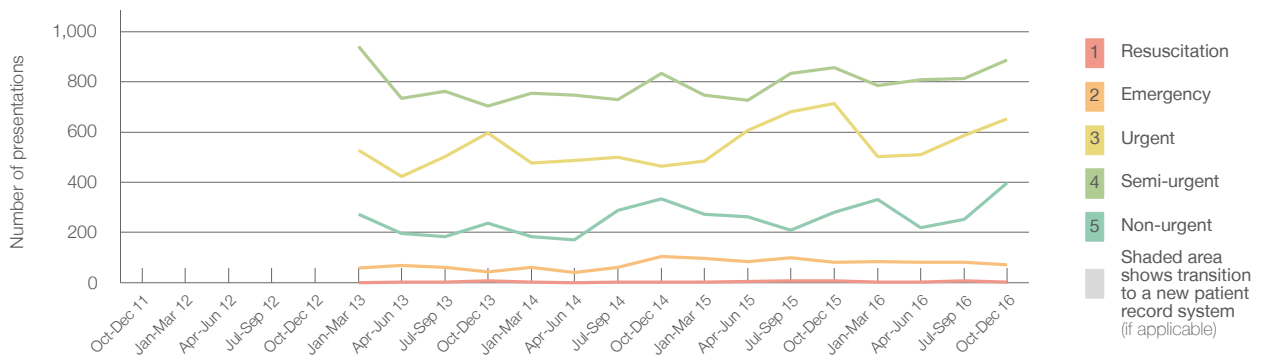
All presentations:<sup>1</sup> 2,699 patients

Emergency presentations<sup>2</sup> by triage category: 2,009 patients



	Same period last year	Change since one year ago
All presentations	2,428	11.2%
Emergency presentations	1,938	3.7%
Resuscitation	8	*
Emergency	80	-11.3%
Urgent	715	-8.8%
Semi-urgent	856	3.5%
Non-urgent	279	42.7%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 <sup>†§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	< 5	< 5	7	< 5	8	< 5
Emergency	44	107	44	107	80	73
Urgent	596	465	596	465	715	652
Semi-urgent	703	834	703	834	856	886
Non-urgent	236	333	236	333	279	398
All emergency presentations	1,586	1,739	1,586	1,739	1,938	2,009

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 136 patients <sup>\*\*</sup>

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	137	
Median time	16 minutes	-8 minutes
90th percentile time	42 minutes	-11 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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## Deniliquin Health Service: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 73

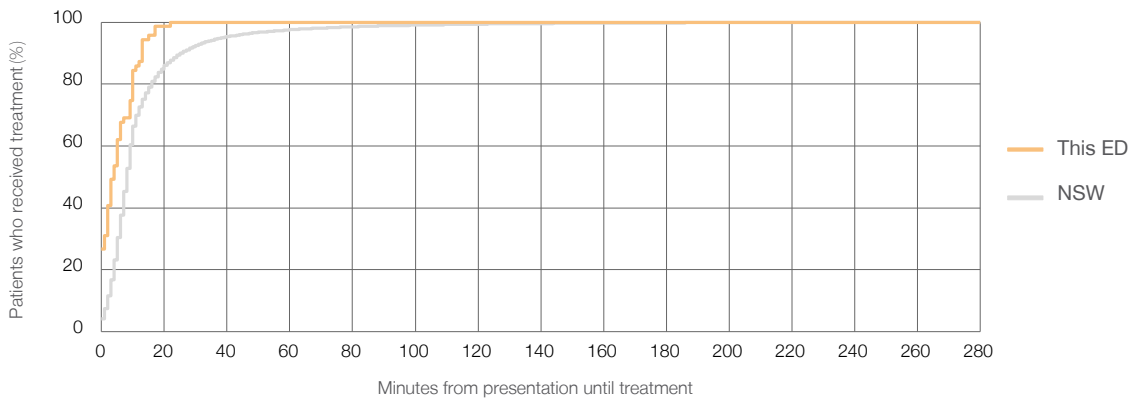
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 71

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

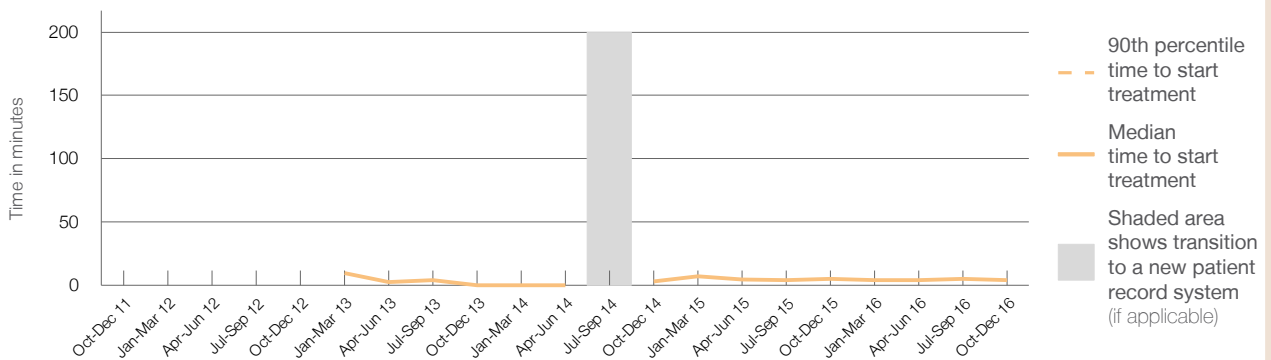
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
80	
77	
5 minutes	8 minutes
*	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			0	3	5	4
90th percentile time to start treatment <sup>5</sup> (minutes)			*	10	*	*

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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.

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## Deniliquin Health Service: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 652

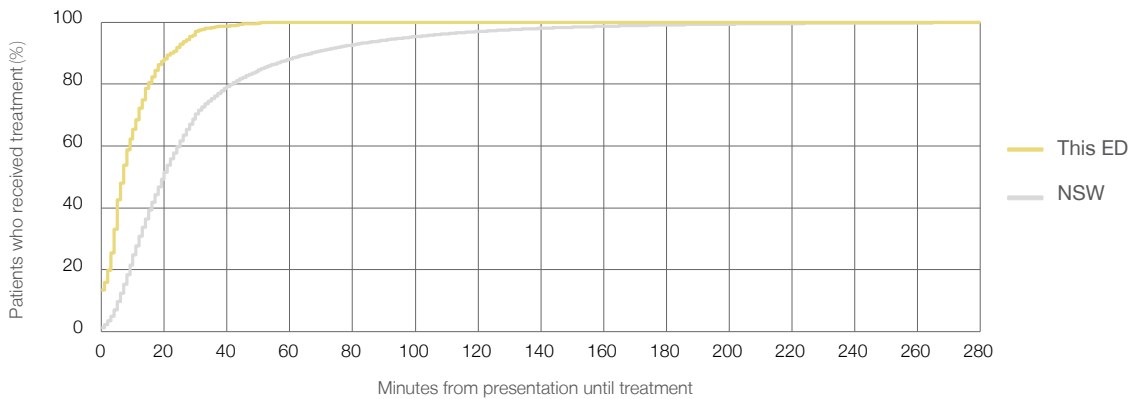
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 643

Median time to start treatment<sup>4</sup> 7 minutes

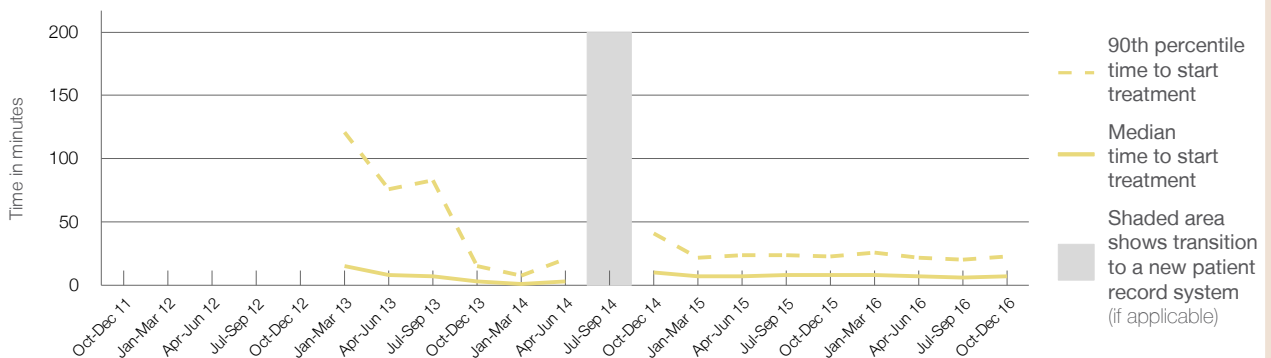
90th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
715	
705	
8 minutes	20 minutes
23 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡§</sup>



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

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## Deniliquin Health Service: Time patients waited to start treatment, triage 4 October to December 2016

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

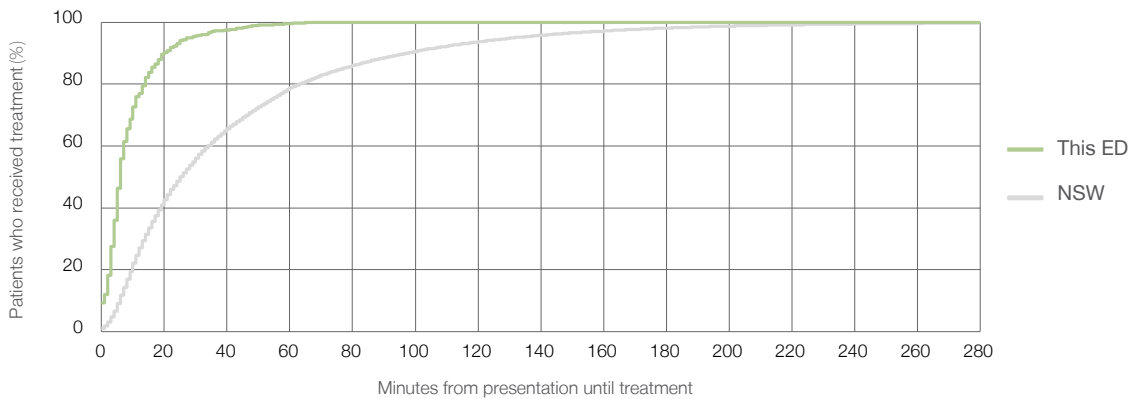
Number of triage 4 patients: 886

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 841

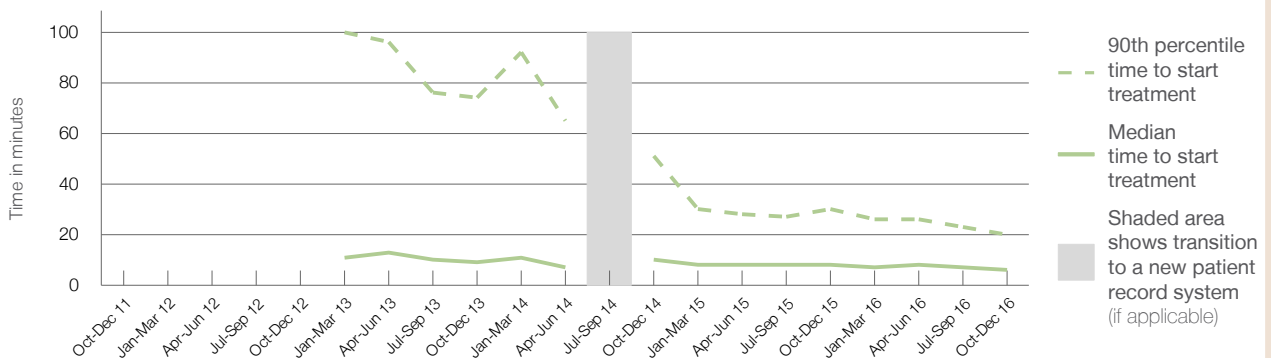
Median time to start treatment<sup>4</sup> ■ 6 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 20 minutes

Same period last year	NSW (this period)
856	
824	
8 minutes	25 minutes
30 minutes	97 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡§</sup>



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

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## Deniliquin Health Service: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 398

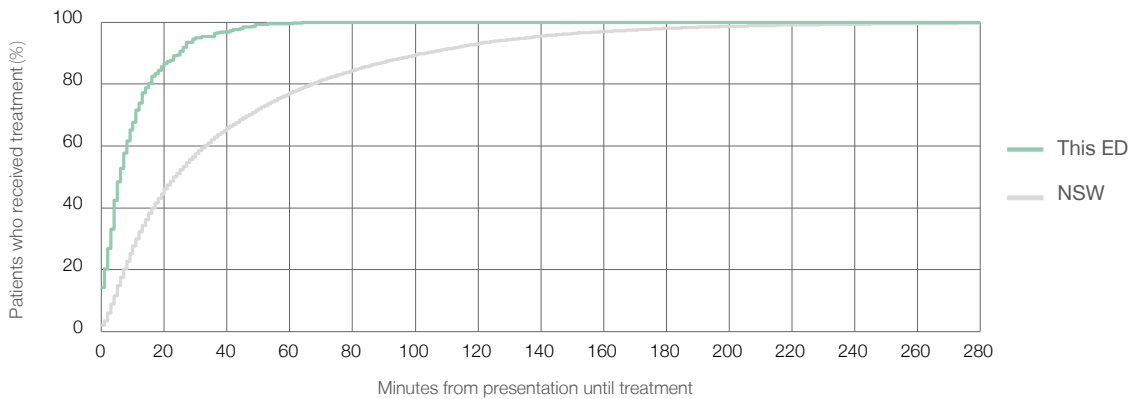
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 384

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

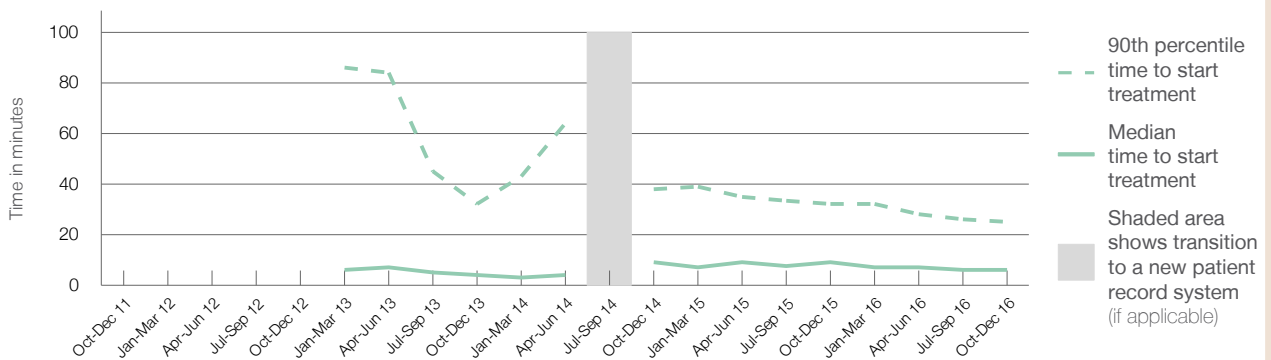
90th percentile time to start treatment<sup>5</sup> 25 minutes

Same period last year	NSW (this period)
279	
266	
9 minutes	24 minutes
32 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡§</sup>



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

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

October to December 2016

All presentations:<sup>1</sup> 2,699 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,699 patients

Median time spent in the ED<sup>8</sup>

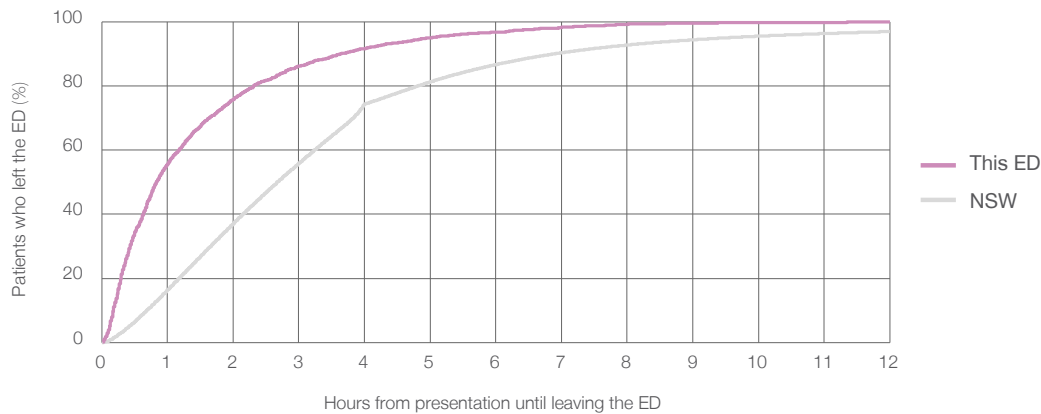
0 hours and 50 minutes

90th percentile time spent in the ED<sup>9</sup>

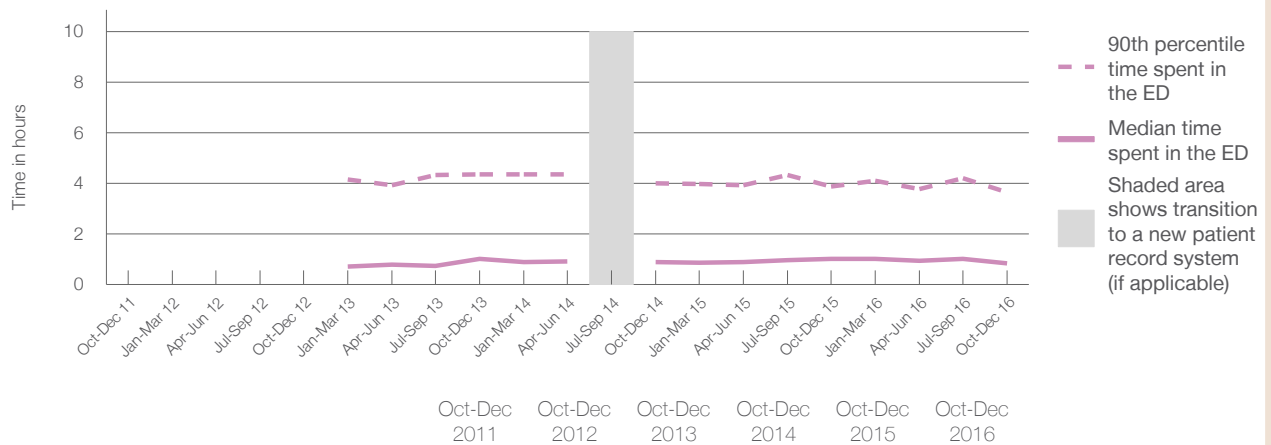
3 hours and 39 minutes

Same period last year	NSW (this period)
2,428	2,428
1 hours and 2 minutes	2 hours and 41 minutes
3 hours and 53 minutes	6 hours and 54 minutes

### Percentage of patients who left the ED by time, October to December 2016



### Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)			1h 1m	0h 54m	1h 2m	0h 50m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			4h 21m	4h 0m	3h 53m	3h 39m

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

By mode of separation

October to December 2016

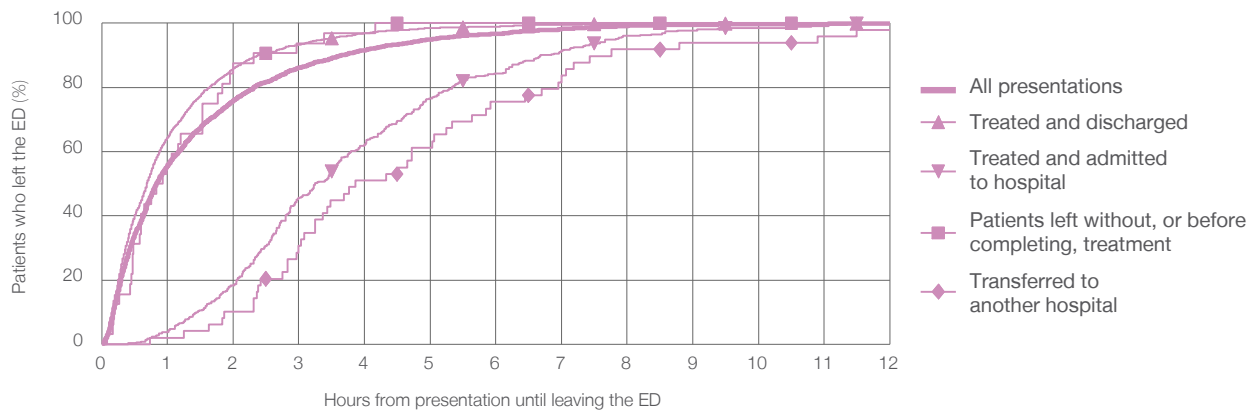
All presentations:<sup>1</sup> 2,699 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,699 patients

Treated and discharged	2,198 (81.4%)
Treated and admitted to hospital	351 (13.0%)
Patient left without, or before completing, treatment	32 (1.2%)
Transferred to another hospital	49 (1.8%)
Other	69 (2.6%)

Same period last year	Change since one year ago
2,428	11.2%
1,954	12.5%
333	5.4%
29	10.3%
51	-3.9%
61	13.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡§</sup>



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

Treated and discharged	64.5%	85.9%	93.4%	96.8%	99.0%	99.8%	100%	100%
Treated and admitted to hospital	3.7%	18.2%	45.6%	62.1%	84.3%	96.0%	98.6%	100%
Patient left without, or before completing, treatment	56.3%	87.5%	93.8%	96.9%	100%	100%	100%	100%
Transferred to another hospital	2.0%	10.2%	30.6%	51.0%	75.5%	91.8%	93.9%	98.0%
All presentations	55.6%	75.9%	86.1%	91.6%	96.7%	99.2%	99.7%	99.9%

(†) 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.



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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 2016

All presentations at the emergency department:<sup>1</sup> 2,699 patients

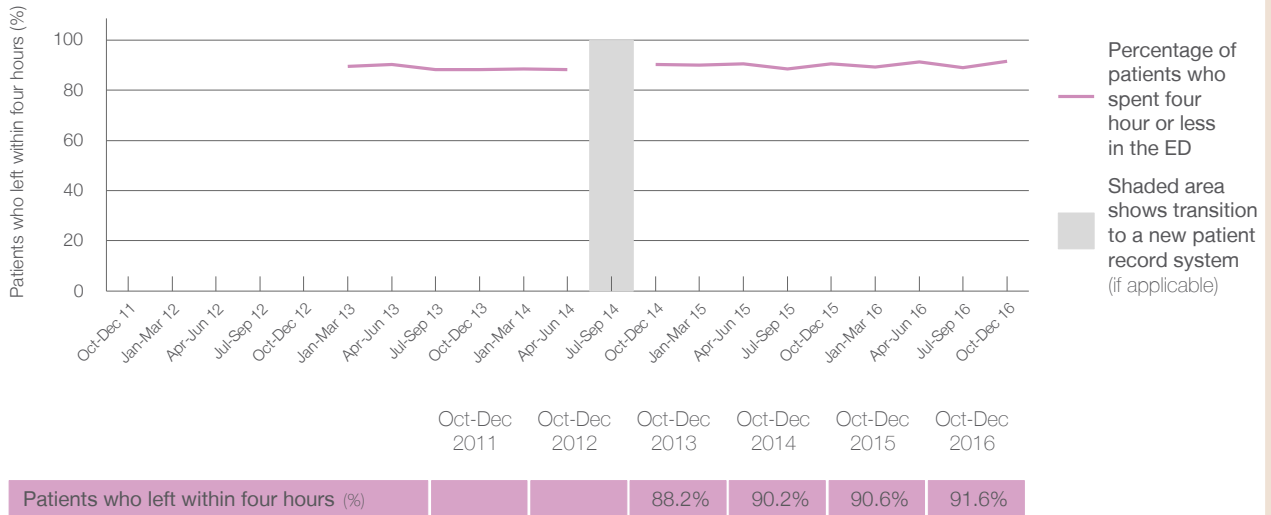
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,699 patients

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	2,428	11.2%
Presentations used to calculate time to leaving the ED	2,428	11.2%
Percentage of patients who spent four hours or less in the ED	90.6%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<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, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).