



Hospital Quarterly

Performance Profiles

Emergency Department

Western NSW Local Health District

October to December 2016

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

Bathurst Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,384 patients
Emergency presentations:² 6,327 patients

Same period last year	Change since one year ago
6,430	-0.7%
6,336	-0.1%

Bathurst Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 644 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,948 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,264 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 449 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
547	
7 minutes	8 minutes
9 minutes	26 minutes
2,090	
17 minutes	20 minutes
54 minutes	67 minutes
3,382	
24 minutes	25 minutes
110 minutes	97 minutes
303	
12 minutes	24 minutes
91 minutes	103 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,384 patients

Percentage of patients who spent four hours or less in the ED 74.1%

Same period last year	Change since one year ago
6,430	-0.7%
72.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

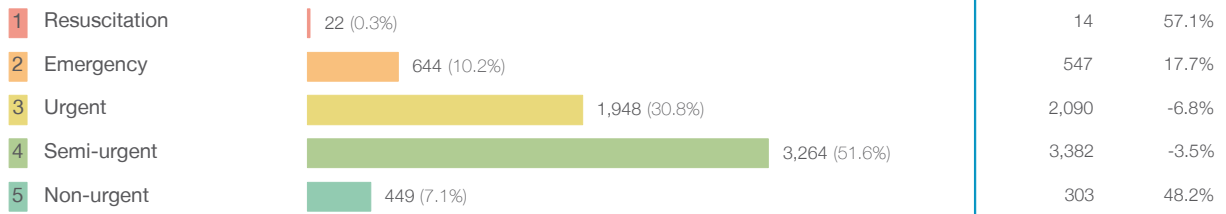
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

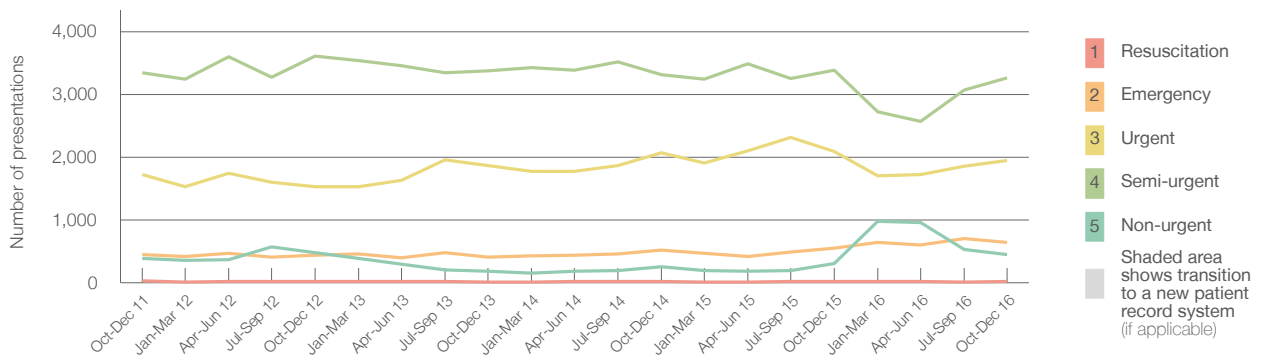
Bathurst Base Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 6,384 patients

Emergency presentations² by triage category: 6,327 patients



Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	27	16	13	14	14	22
Emergency	447	436	402	521	547	644
Urgent	1,724	1,529	1,861	2,070	2,090	1,948
Semi-urgent	3,344	3,610	3,380	3,316	3,382	3,264
Non-urgent	384	474	182	251	303	449
All emergency presentations	5,926	6,065	5,838	6,172	6,336	6,327

Bathurst Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 934 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	437	
ED Transfer of care time	18 minutes	-5 minutes
90th percentile time	66 minutes	-32 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.

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

Bathurst Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 644

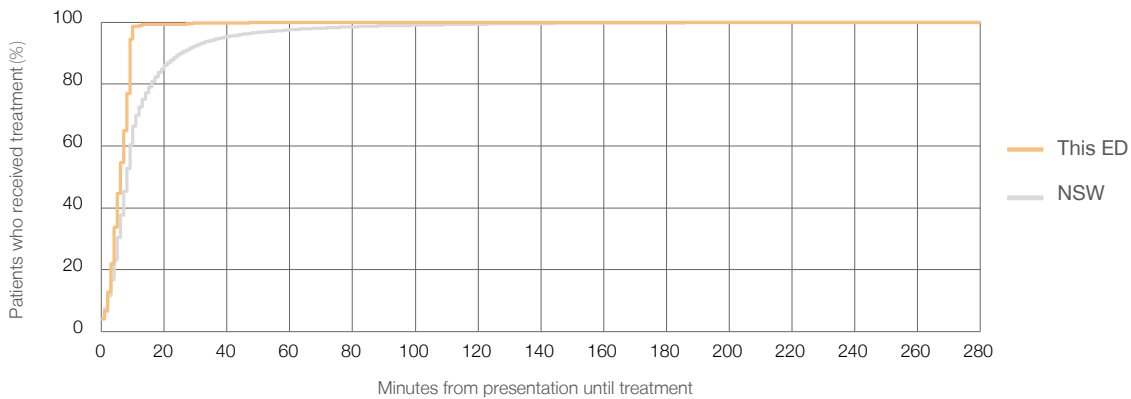
Number of triage 2 patients used to calculate waiting time:³ 641

Median time to start treatment⁴ 6 minutes

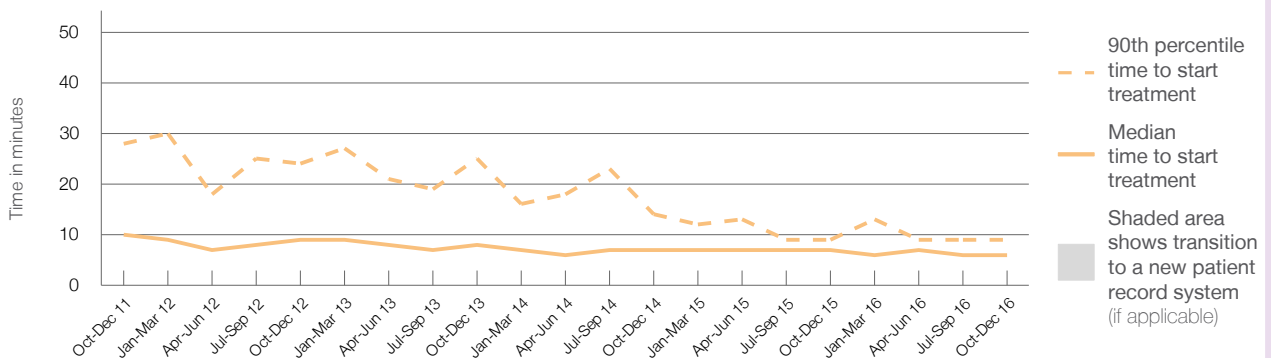
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
547	
545	
7 minutes	8 minutes
9 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	9	8	7	7	6
90th percentile time to start treatment ⁵ (minutes)	28	24	25	14	9	9

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

Bathurst Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,948

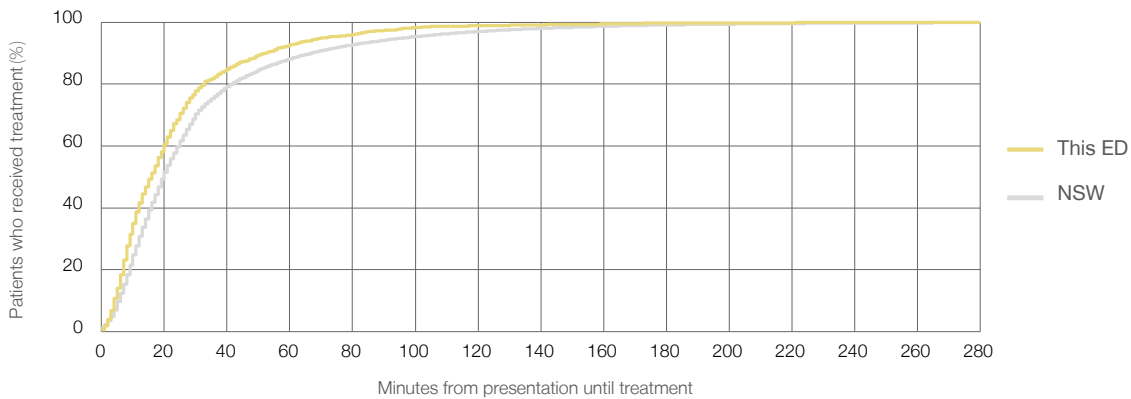
Number of triage 3 patients used to calculate waiting time:³ 1,925

Median time to start treatment⁴ 16 minutes

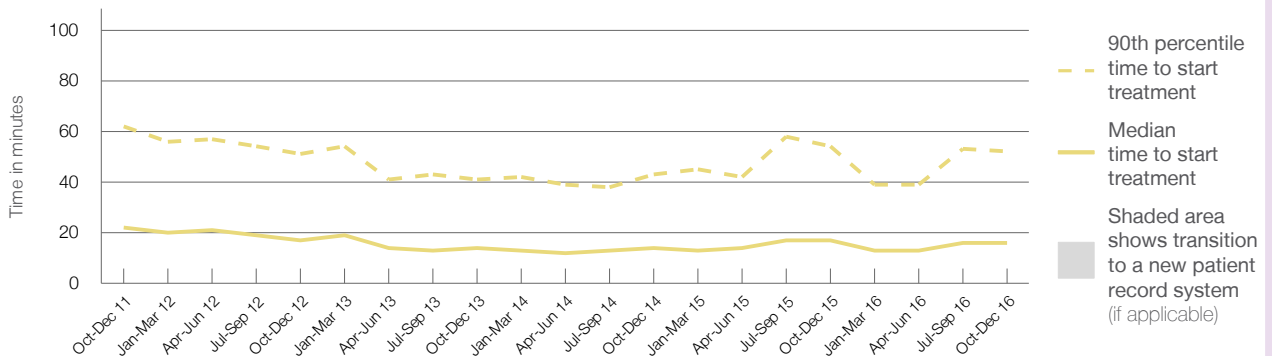
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
2,090	
2,066	
17 minutes	20 minutes
54 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	17	14	14	17	16
90th percentile time to start treatment ⁵ (minutes)	62	51	41	43	54	52

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

Bathurst Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 3,264

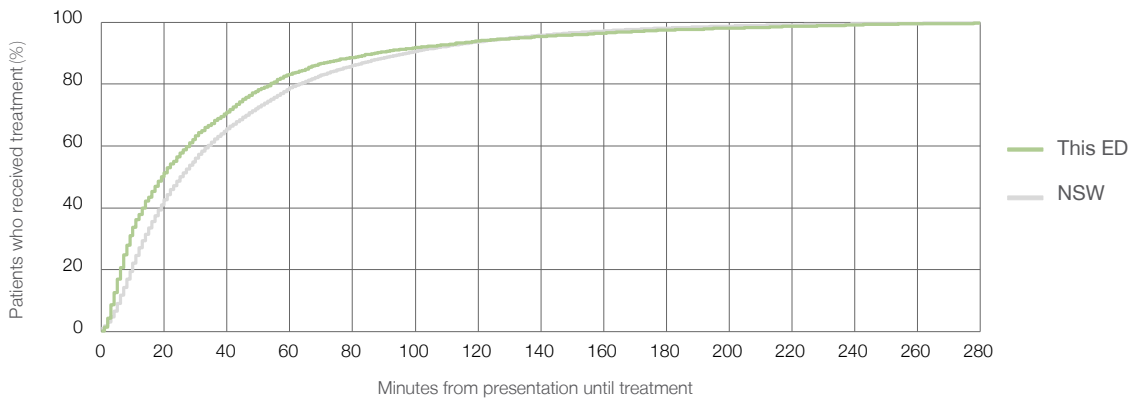
Number of triage 4 patients used to calculate waiting time:³ 3,048

Median time to start treatment⁴ 19 minutes

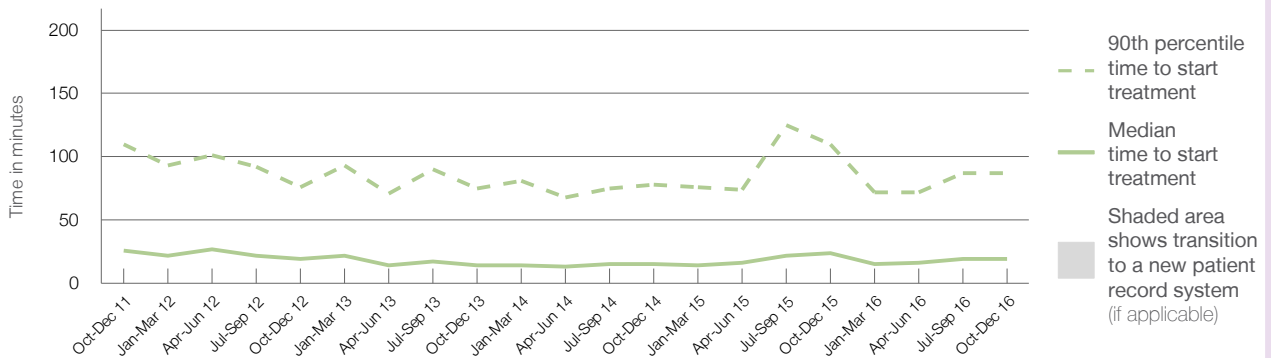
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
3,382	
3,126	
24 minutes	25 minutes
110 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	19	14	15	24	19
90th percentile time to start treatment ⁵ (minutes)	110	76	75	78	110	87

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

Bathurst Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 449

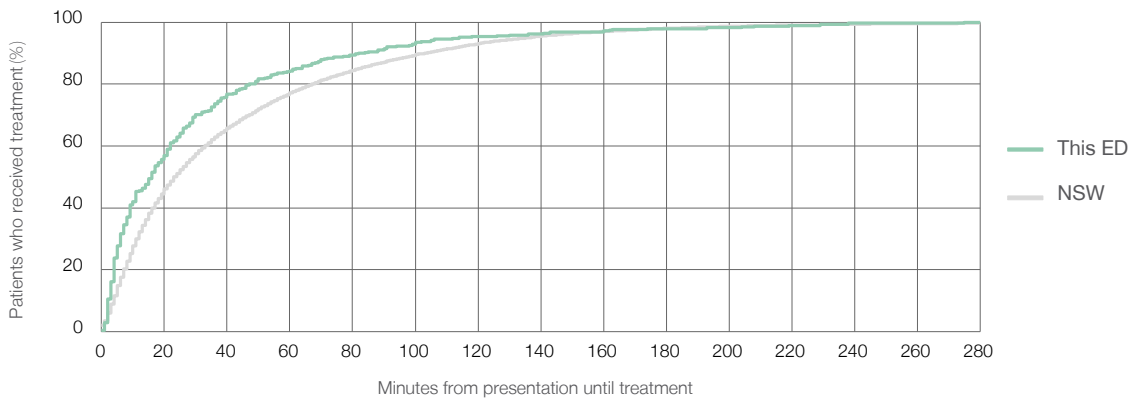
Number of triage 5 patients used to calculate waiting time:³ 388

Median time to start treatment⁴ 16 minutes

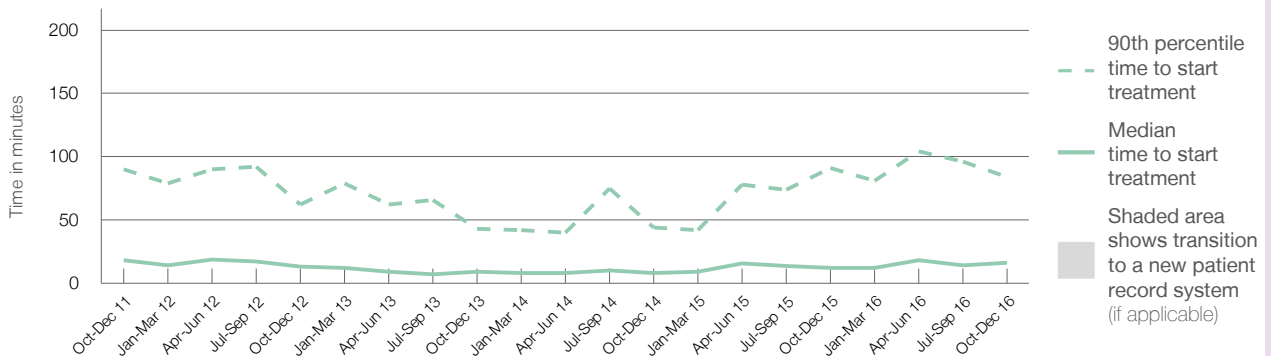
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
303	
272	
12 minutes	24 minutes
91 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	18	13	9	8	12	16
90th percentile time to start treatment ⁵ (minutes)	90	62	43	44	91	84

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

Bathurst Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,384 patients

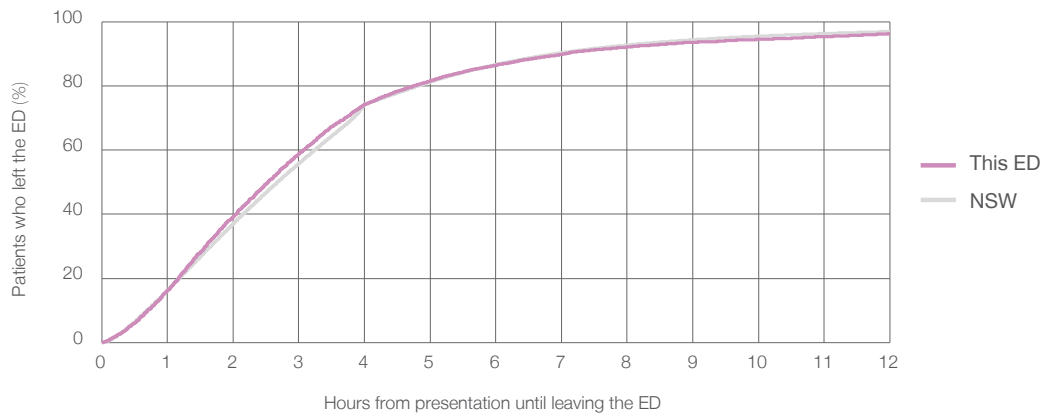
Presentations used to calculate time to leaving the ED:⁶ 6,384 patients

Median time spent in the ED⁸ 2 hours and 32 minutes

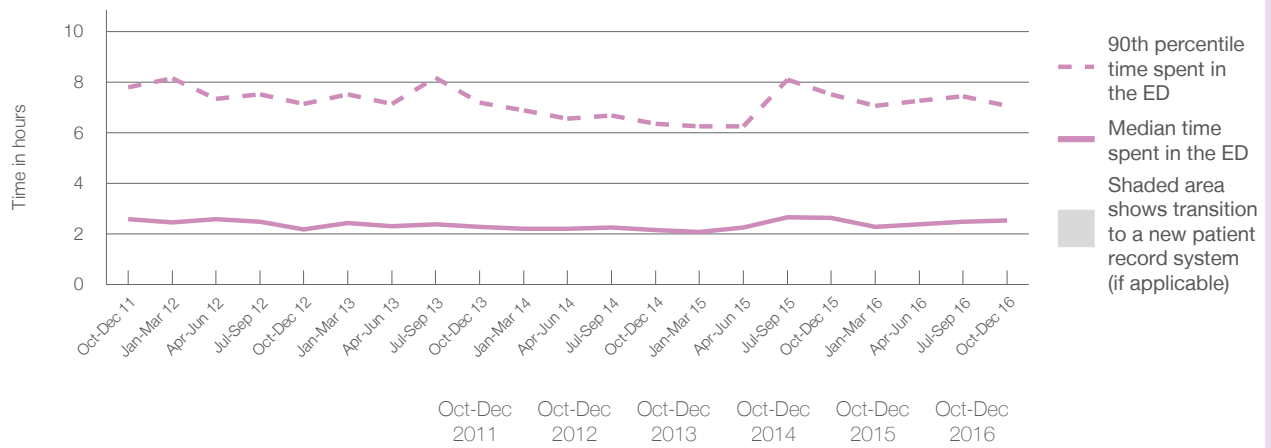
90th percentile time spent in the ED⁹ 7 hours and 4 minutes

Same period last year	NSW (this period)
6,430	6,430
2 hours and 38 minutes	2 hours and 41 minutes
7 hours and 32 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 35m	2h 11m	2h 17m	2h 10m	2h 38m	2h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 48m	7h 9m	7h 11m	6h 22m	7h 32m	7h 4m

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

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

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

Bathurst Base Hospital: Time patients spent in the ED

By mode of separation

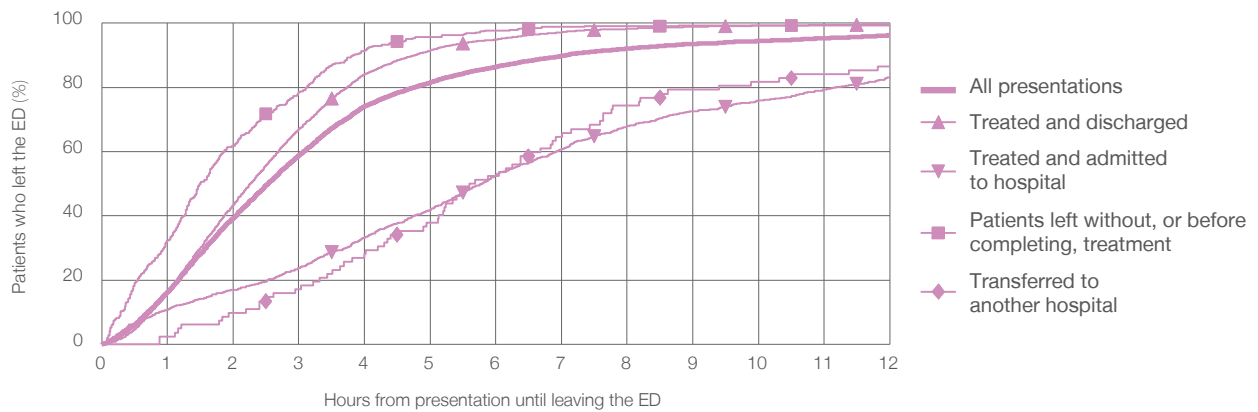
October to December 2016

All presentations:¹ 6,384 patients

Presentations used to calculate time to leaving the ED:⁶ 6,384 patients

		Same period last year	Change since one year ago
Treated and discharged	4,611 (72.2%)	4,863	-5.2%
Treated and admitted to hospital	1,236 (19.4%)	1,066	15.9%
Patient left without, or before completing, treatment	425 (6.7%)	375	13.3%
Transferred to another hospital	82 (1.3%)	110	-25.5%
Other	30 (0.5%)	16	87.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

Treated and discharged	16.2%	43.5%	67.0%	84.1%	94.9%	98.2%	99.2%	99.6%
Treated and admitted to hospital	10.8%	16.8%	23.8%	33.3%	52.7%	68.0%	76.0%	83.3%
Patient left without, or before completing, treatment	32.2%	61.9%	78.6%	91.5%	97.6%	99.1%	99.3%	99.3%
Transferred to another hospital	2.4%	9.8%	17.1%	28.0%	52.4%	74.4%	81.7%	86.6%
All presentations	16.3%	39.3%	58.9%	74.1%	86.4%	92.1%	94.5%	96.3%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Bathurst Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 6,384 patients

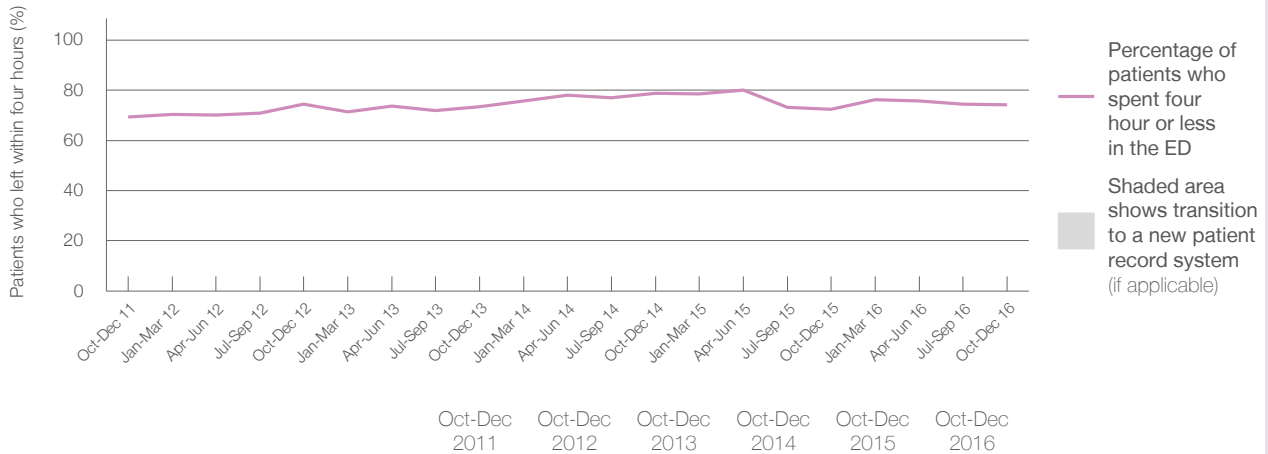
Presentations used to calculate time to leaving the ED:⁶ 6,384 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	6,430	-0.7%
Presentations used to calculate time to leaving the ED: ⁶	6,430	-0.7%
Percentage of patients who spent four hours or less in the ED	72.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	69.3%	74.3%	73.4%	78.8%	72.4%	74.1%

* 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).

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

Dubbo Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,659 patients
Emergency presentations:² 8,232 patients

Same period last year	Change since one year ago
7,789	11.2%
7,545	9.1%

Dubbo Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,008 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,131 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,222 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 824 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
811	
9 minutes	8 minutes
19 minutes	26 minutes
2,779	
24 minutes	20 minutes
70 minutes	67 minutes
3,438	
31 minutes	25 minutes
107 minutes	97 minutes
485	
31 minutes	24 minutes
120 minutes	103 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,656 patients

Percentage of patients who spent four hours or less in the ED 73.1%

Same period last year	Change since one year ago
7,787	11.2%
73.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

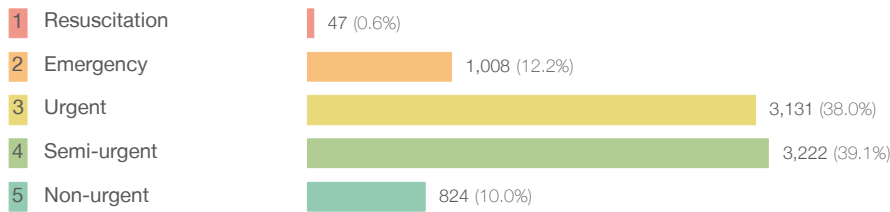
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Dubbo Base Hospital: Patients presenting to the emergency department October to December 2016

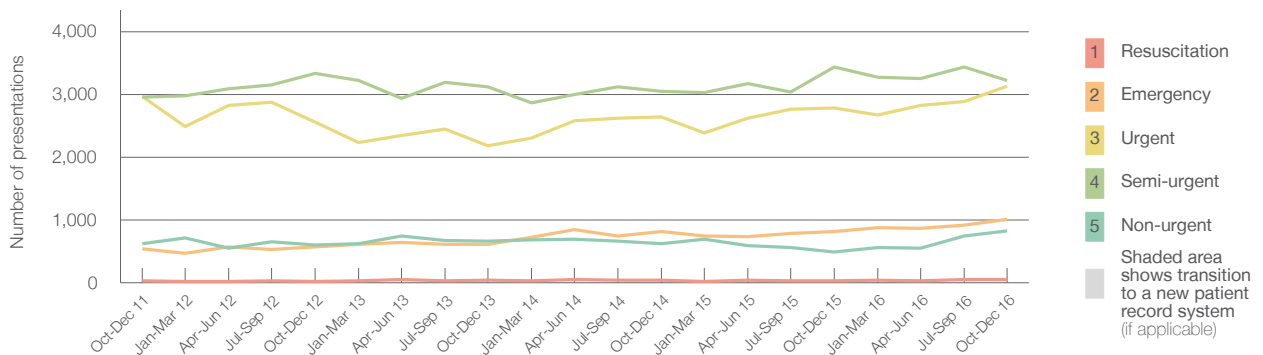
All presentations:¹ 8,659 patients

Emergency presentations² by triage category: 8,232 patients



Same period last year	Change since one year ago
7,789	11.2%
7,545	9.1%
32	46.9%
811	24.3%
2,779	12.7%
3,438	-6.3%
485	69.9%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	32	22	37	35	32	47
Emergency	543	566	610	813	811	1,008
Urgent	2,965	2,559	2,179	2,637	2,779	3,131
Semi-urgent	2,957	3,333	3,124	3,048	3,438	3,222
Non-urgent	617	596	666	624	485	824
All emergency presentations	7,114	7,076	6,616	7,157	7,545	8,232

Dubbo Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,706 patients

ED Transfer of care time



Same period last year	Change since one year ago
914	
13 minutes	-1 minute
31 minutes	-3 minutes

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

Dubbo Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 1,008

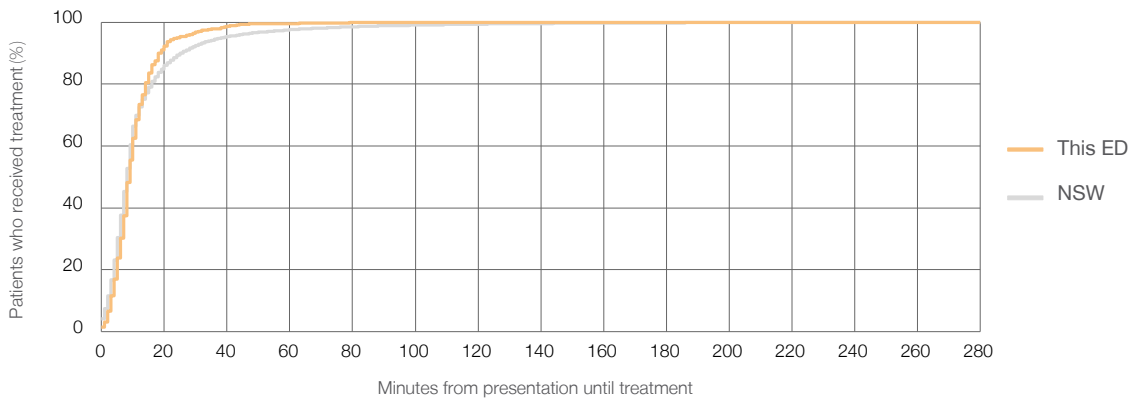
Number of triage 2 patients used to calculate waiting time:³ 1,004

Median time to start treatment⁴ 9 minutes

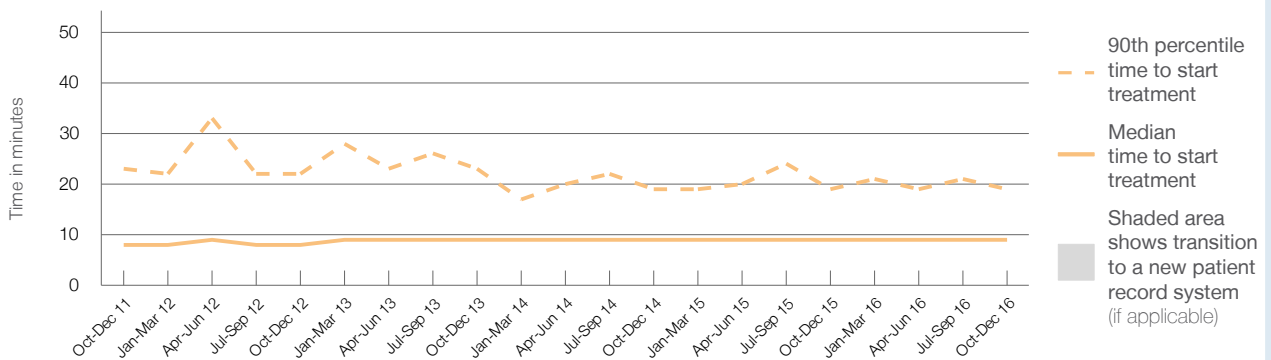
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
811	
808	
9 minutes	8 minutes
19 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)	23	22	23	19	19	19

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

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

Dubbo Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 3,131

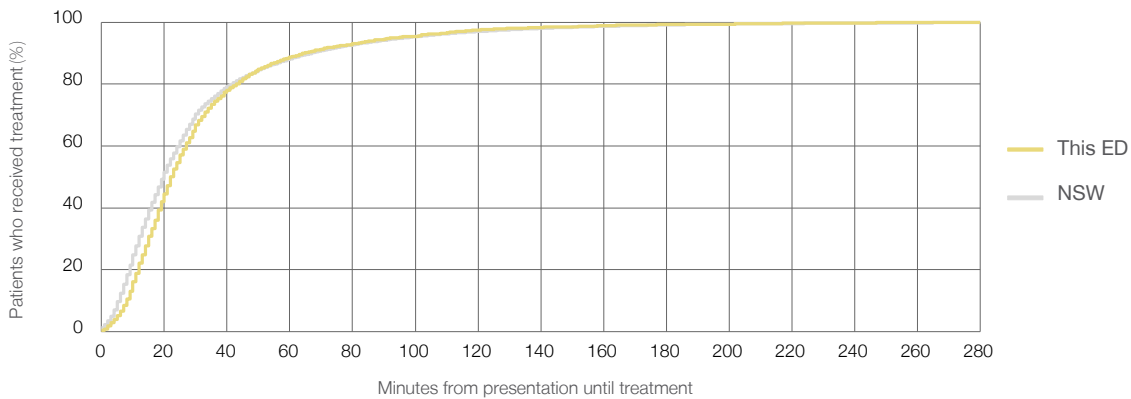
Number of triage 3 patients used to calculate waiting time:³ 3,072

Median time to start treatment⁴ 22 minutes

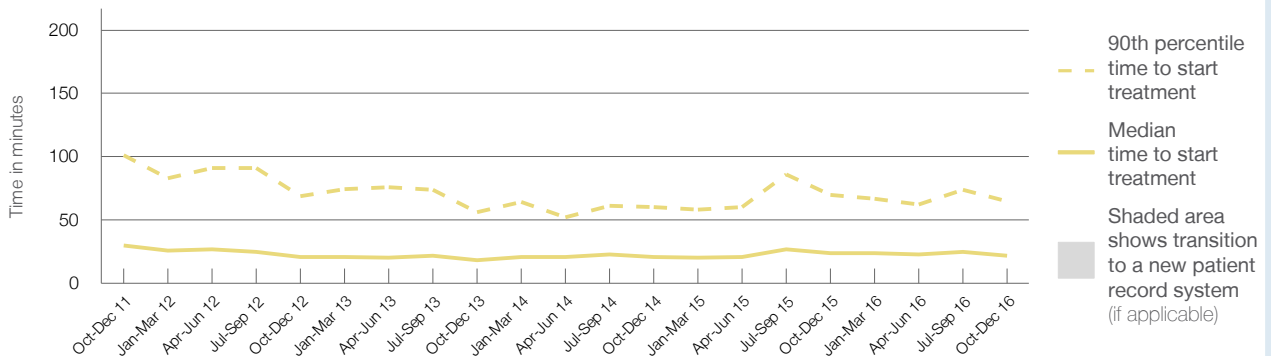
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
2,779	2,723
24 minutes	20 minutes
70 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	21	18	21	24	22
90th percentile time to start treatment ⁵ (minutes)	101	69	56	60	70	65

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

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

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

Dubbo Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 3,222

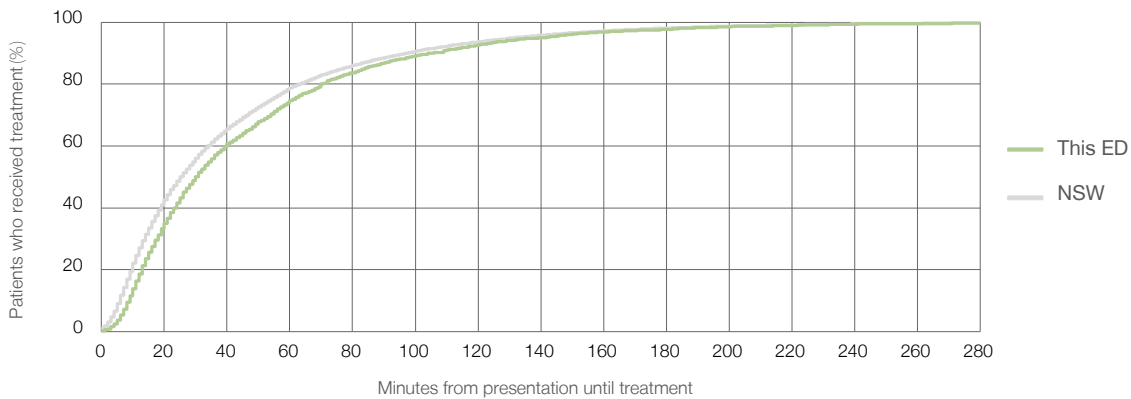
Number of triage 4 patients used to calculate waiting time:³ 2,999

Median time to start treatment⁴ 31 minutes

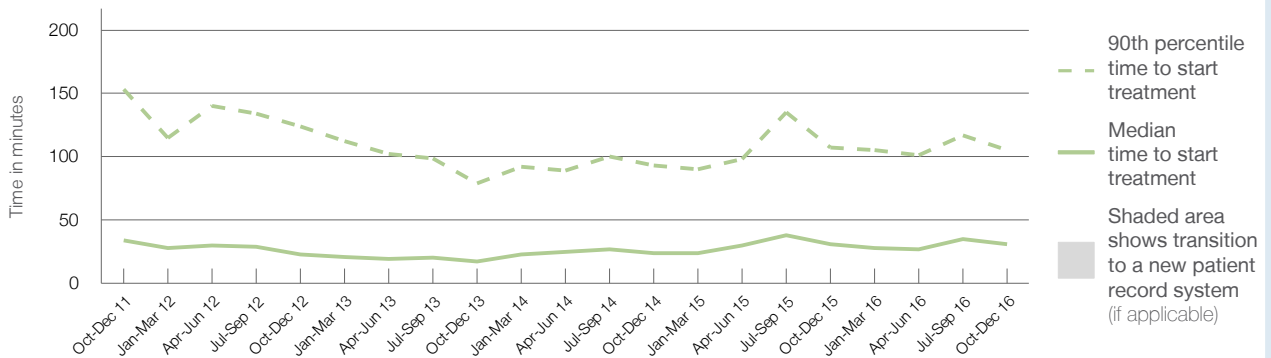
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
3,438	3,143
31 minutes	25 minutes
107 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	34	23	17	24	31	31
90th percentile time to start treatment ⁵ (minutes)	153	124	79	93	107	105

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

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

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

Dubbo Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 824

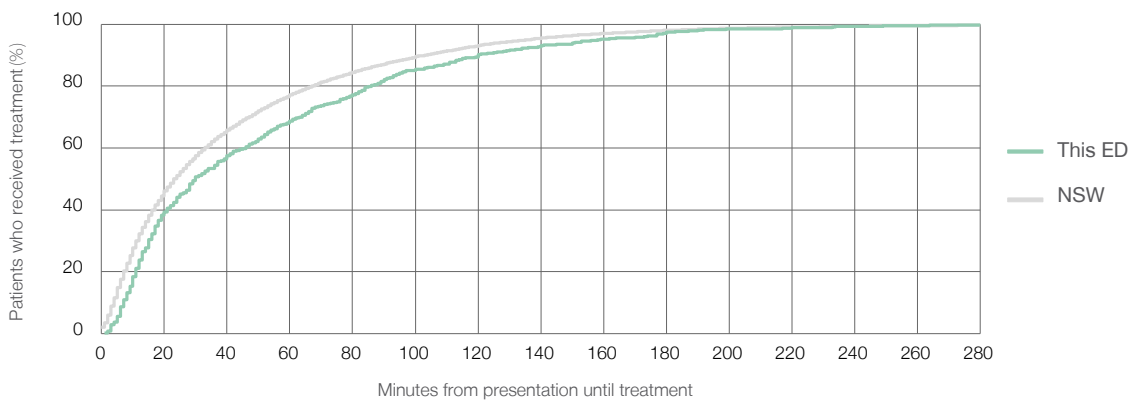
Number of triage 5 patients used to calculate waiting time:³ 670

Median time to start treatment⁴ 30 minutes

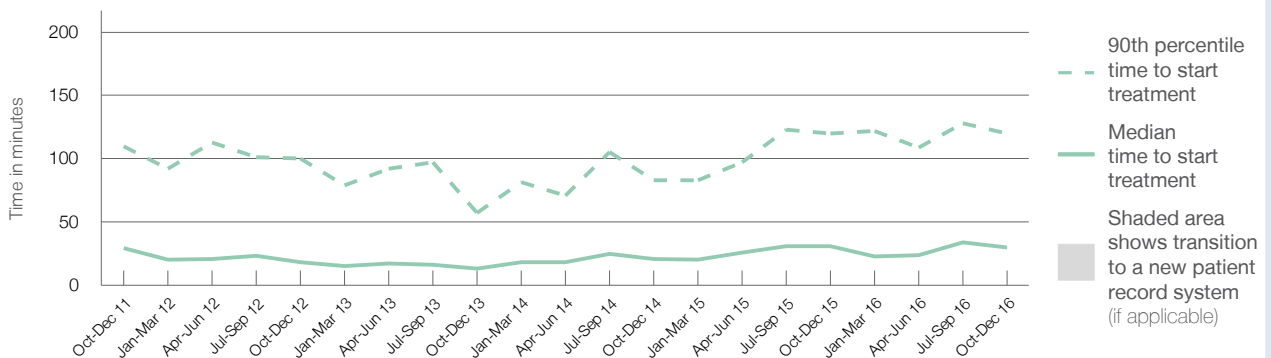
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
485	
359	
31 minutes	24 minutes
120 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	18	13	21	31	30
90th percentile time to start treatment ⁵ (minutes)	110	100	57	83	120	120

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

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

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

Dubbo Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 8,659 patients

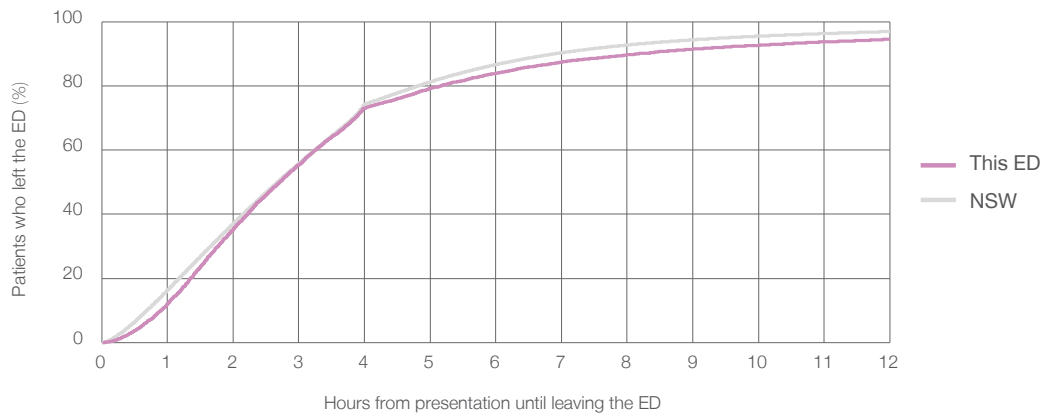
Presentations used to calculate time to leaving the ED:⁶ 8,656 patients

Median time spent in the ED⁸ 2 hours and 43 minutes

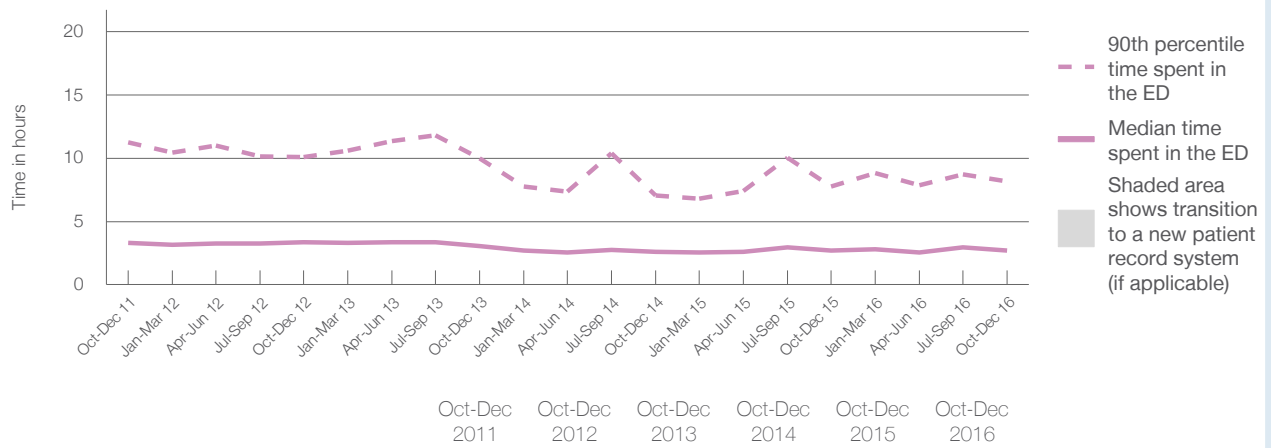
90th percentile time spent in the ED⁹ 8 hours and 10 minutes

Same period last year	NSW (this period)
7,789	7,787
2 hours and 41 minutes	2 hours and 41 minutes
7 hours and 45 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 19m	3h 21m	3h 4m	2h 37m	2h 41m	2h 43m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 15m	10h 4m	10h 0m	7h 4m	7h 45m	8h 10m

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

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

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

Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

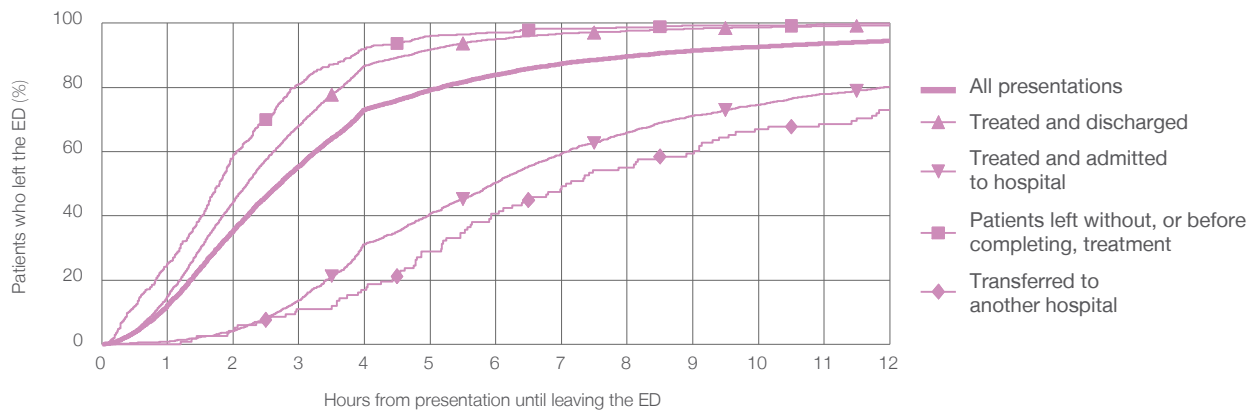
All presentations:¹ 8,659 patients

Presentations used to calculate time to leaving the ED:⁶ 8,656 patients

Treated and discharged	5,974 (69.0%)
Treated and admitted to hospital	2,011 (23.2%)
Patient left without, or before completing, treatment	526 (6.1%)
Transferred to another hospital	118 (1.4%)
Other	30 (0.3%)

Same period last year	Change since one year ago
7,787	11.2%
5,496	8.7%
1,644	22.3%
488	7.8%
132	-10.6%
29	3.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.9%	44.4%	68.2%	86.7%	95.0%	97.6%	98.7%	99.3%
Treated and admitted to hospital	0.7%	4.1%	13.7%	31.2%	50.4%	66.0%	74.5%	80.2%
Patient left without, or before completing, treatment	25.1%	58.9%	81.0%	92.0%	97.1%	98.7%	99.2%	99.8%
Transferred to another hospital	0%	4.2%	11.0%	16.9%	40.7%	55.1%	66.9%	72.9%
All presentations	12.1%	35.4%	55.4%	73.1%	83.9%	89.7%	92.6%	94.5%

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

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

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

Dubbo Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 8,659 patients

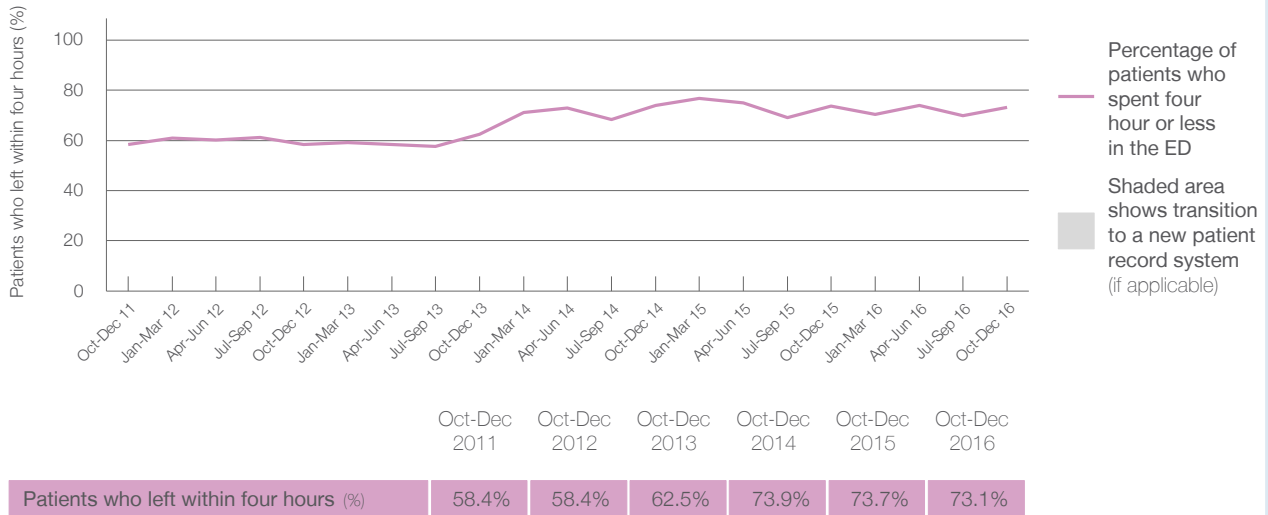
Presentations used to calculate time to leaving the ED:⁶ 8,656 patients

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	7,789	11.2%
Presentations used to calculate time to leaving the ED	7,787	11.2%
Percentage of patients who spent four hours or less in the ED	73.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

Forbes District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,048 patients
 Emergency presentations:² 1,793 patients

Same period last year	Change since one year ago
2,492	-17.8%
1,905	-5.9%

Forbes District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 72 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 251 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 560 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 903 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
83	
5 minutes	8 minutes
*	26 minutes
265	
13 minutes	20 minutes
36 minutes	67 minutes
724	
25 minutes	25 minutes
69 minutes	97 minutes
833	
27 minutes	24 minutes
96 minutes	103 minutes

Forbes District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,048 patients

Percentage of patients who spent four hours or less in the ED 87.1%

Same period last year	Change since one year ago
2,491	-17.8%
93.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

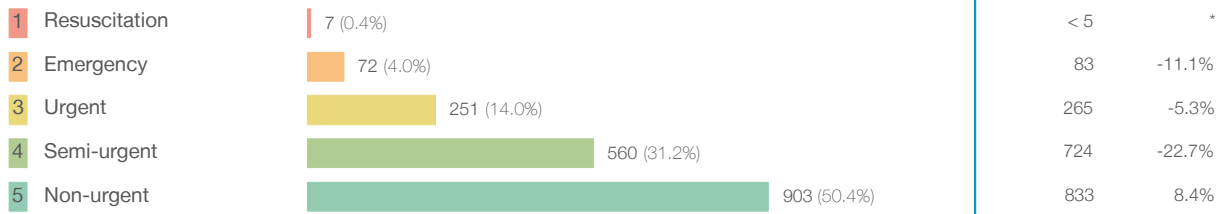
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Forbes District Hospital: Patients presenting to the emergency department October to December 2016

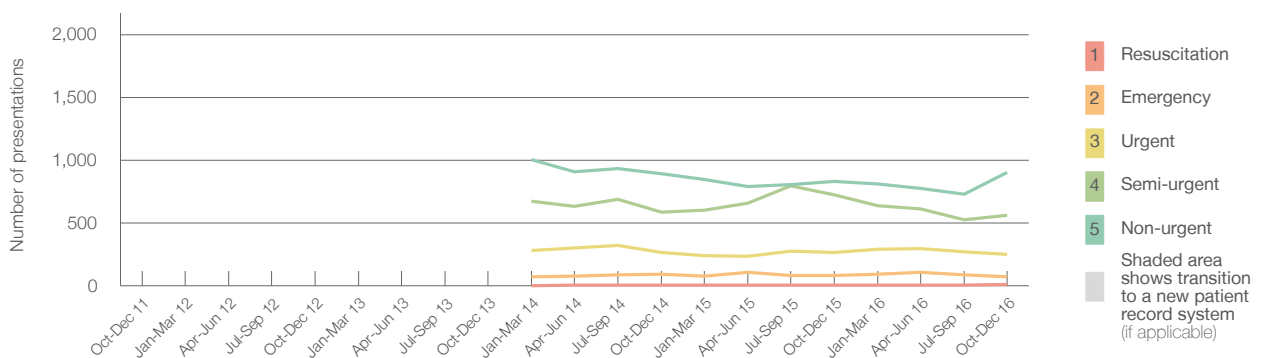
All presentations:¹ 2,048 patients

Emergency presentations² by triage category: 1,793 patients



Same period last year	Change since one year ago
2,492	-17.8%
1,905	-5.9%
< 5	*
83	-11.1%
265	-5.3%
724	-22.7%
833	8.4%

Emergency presentations² by quarter, October 2011 to December 2016 ^{† §}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation				< 5	< 5	7
Emergency				96	83	72
Urgent				267	265	251
Semi-urgent				585	724	560
Non-urgent				893	833	903
All emergency presentations				1,841	1,905	1,793

Forbes District Hospital: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 159 patients

ED Transfer of care time



Same period last year

Change since one year ago

53	
30 minutes	-21 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.

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

Forbes District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 72

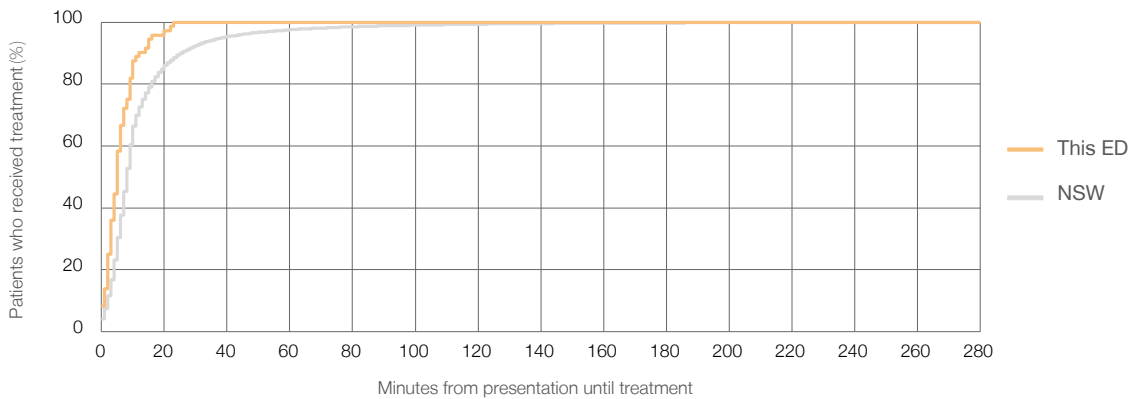
Number of triage 2 patients used to calculate waiting time:³ 72

Median time to start treatment⁴ 5 minutes

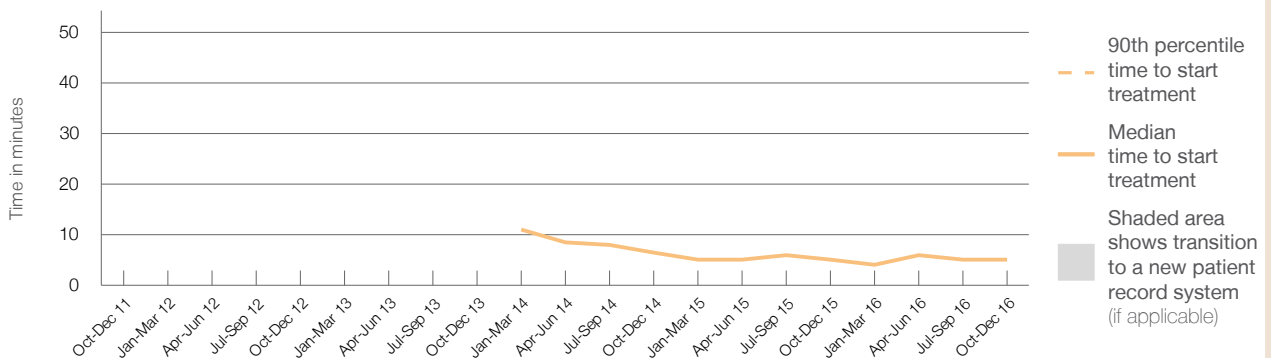
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
83	
81	
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^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				7	5	5
90th percentile time to start treatment 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 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.

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

Forbes District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 251

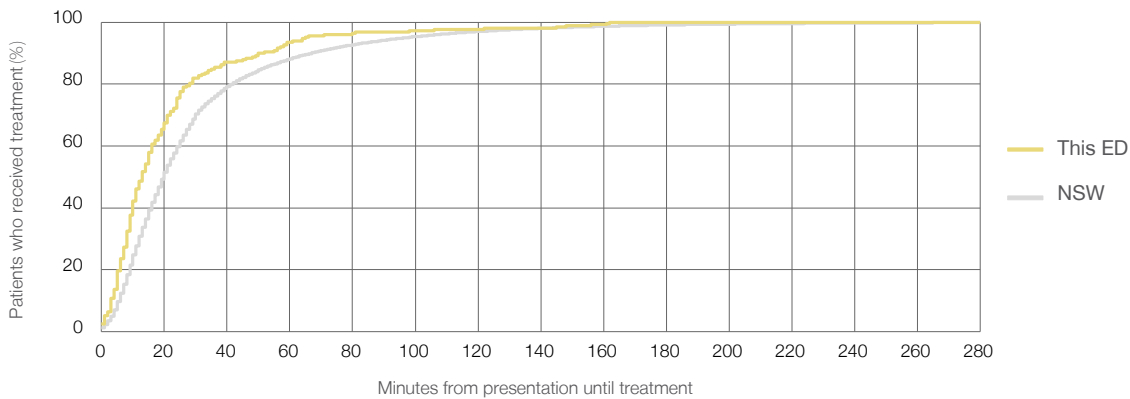
Number of triage 3 patients used to calculate waiting time:³ 249

Median time to start treatment⁴ 13 minutes

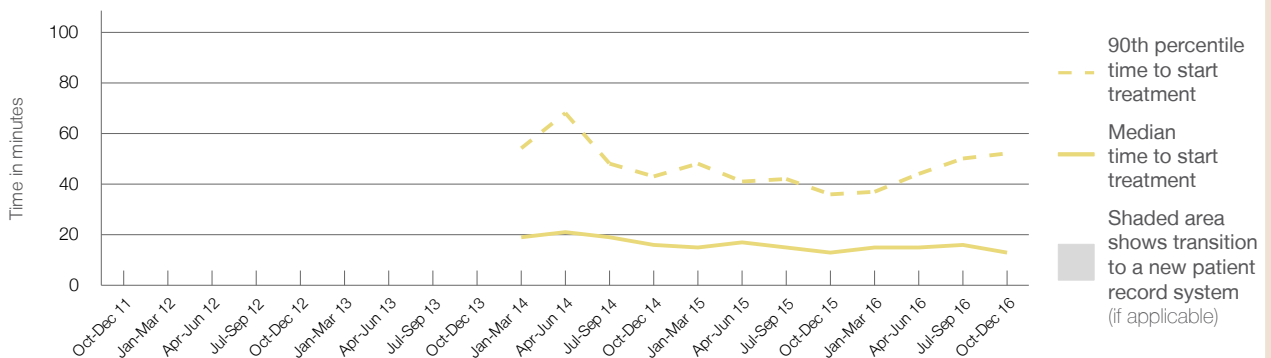
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
265	
259	
13 minutes	20 minutes
36 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				16	13	13
90th percentile time to start treatment ⁵ (minutes)				43	36	52

(†) 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.

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

Forbes District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 560

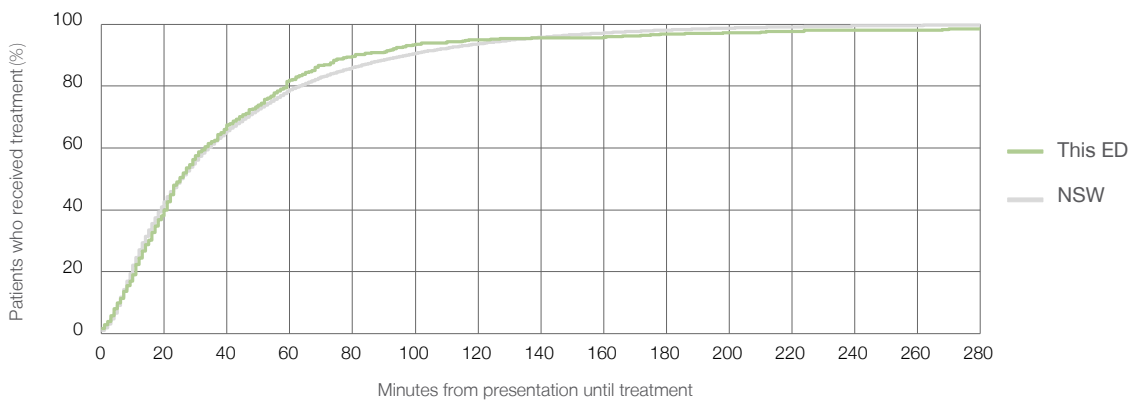
Number of triage 4 patients used to calculate waiting time:³ 538

Median time to start treatment⁴ 25 minutes

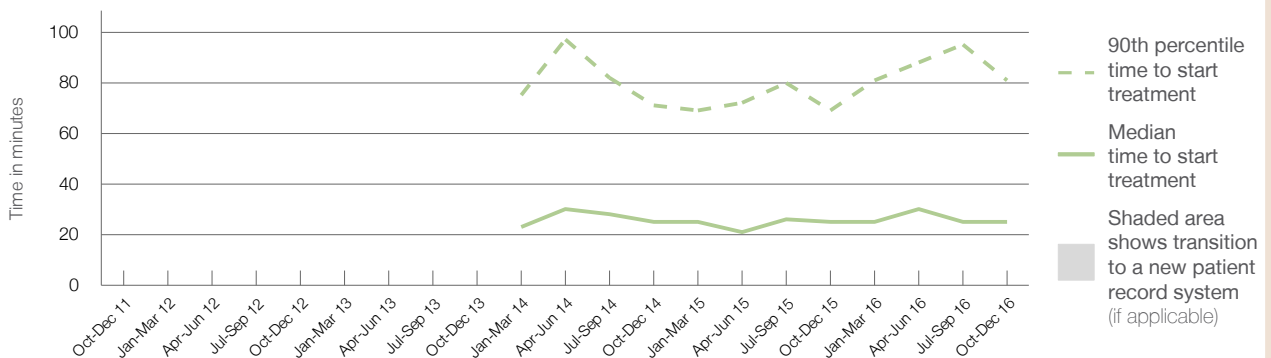
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
724	703
25 minutes	25 minutes
69 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				25	25	25
90th percentile time to start treatment ⁵ (minutes)				71	69	81

(†) 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.

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

Forbes District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 903

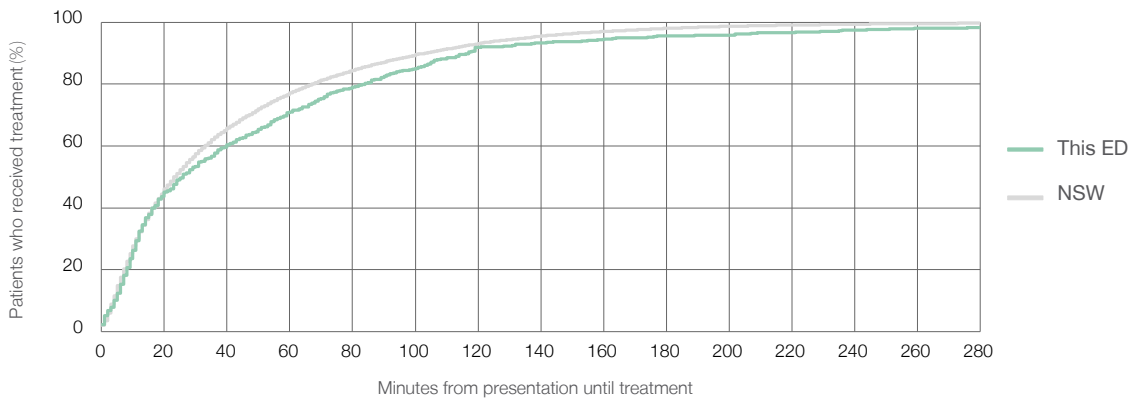
Number of triage 5 patients used to calculate waiting time:³ 798

Median time to start treatment⁴ 26 minutes

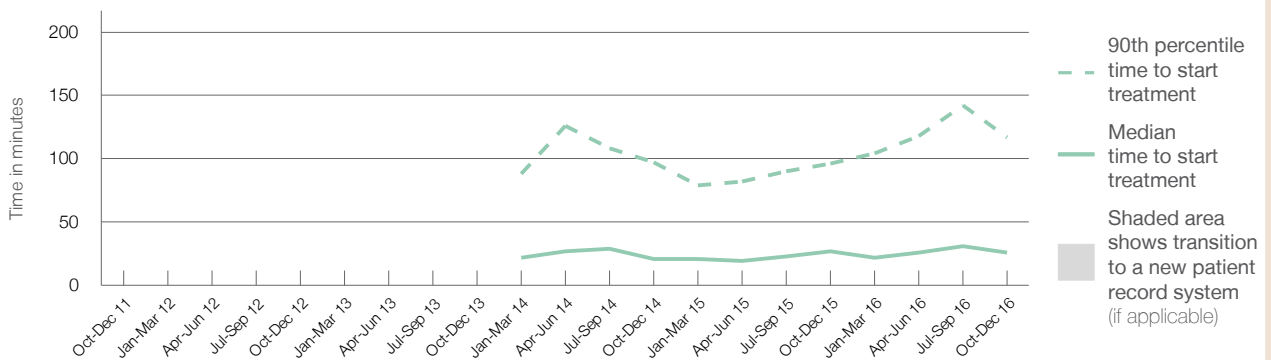
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
833	798
27 minutes	24 minutes
96 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				21	27	26
90th percentile time to start treatment ⁵ (minutes)				97	96	117

(†) 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.

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

Forbes District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,048 patients

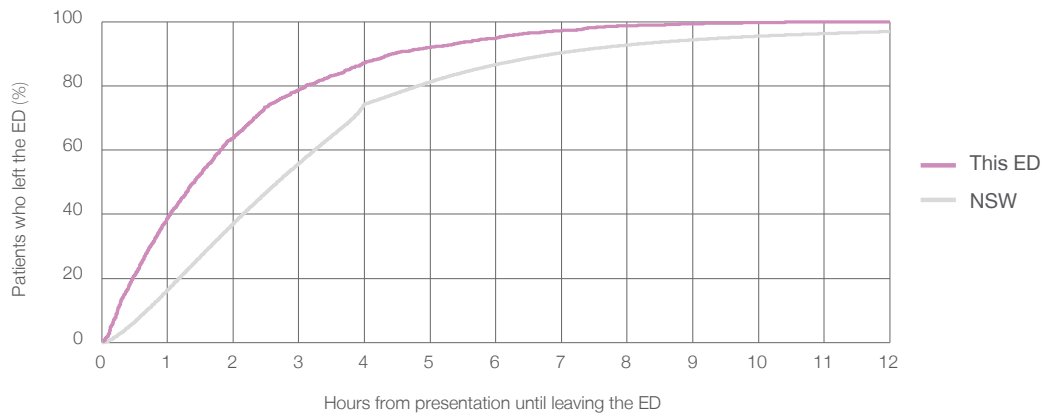
Presentations used to calculate time to leaving the ED:⁶ 2,048 patients

Median time spent in the ED⁸ 1 hours and 25 minutes

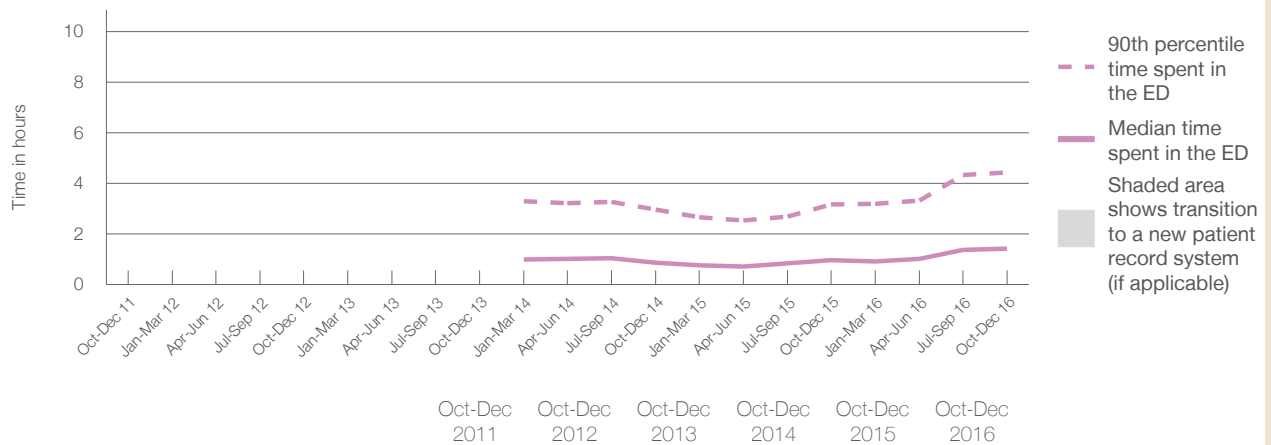
90th percentile time spent in the ED⁹ 4 hours and 26 minutes

Same period last year	NSW (this period)
2,492	
2,491	
0 hours and 59 minutes	2 hours and 41 minutes
3 hours and 11 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^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)				0h 53m	0h 59m	1h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)				2h 58m	3h 11m	4h 26m

(†) 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.

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

Forbes District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

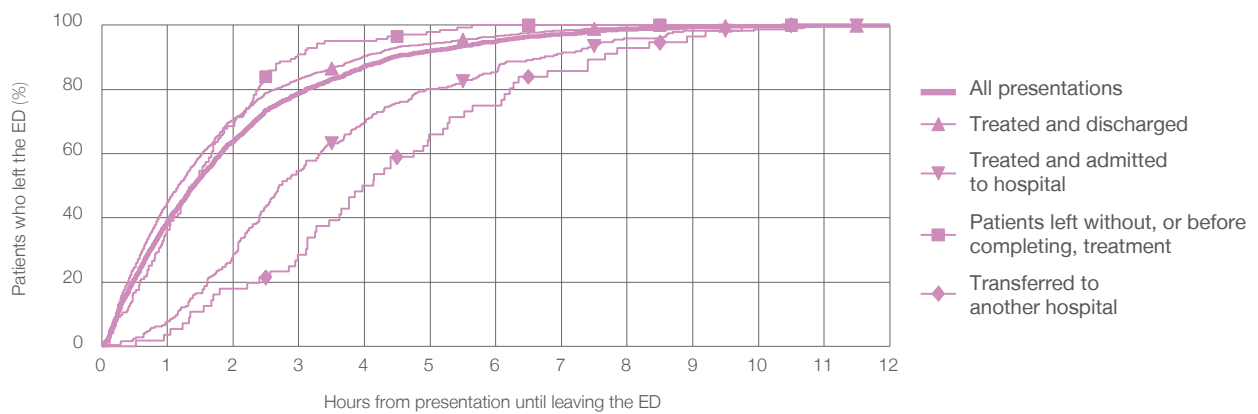
All presentations:¹ 2,048 patients

Presentations used to calculate time to leaving the ED:⁶ 2,048 patients

Treated and discharged	1,585 (77.4%)
Treated and admitted to hospital	247 (12.1%)
Patient left without, or before completing, treatment	143 (7.0%)
Transferred to another hospital	56 (2.7%)
Other	17 (0.8%)

Same period last year	Change since one year ago
2,491	-17.8%
2,125	-25.4%
230	7.4%
71	101.4%
60	-6.7%
6	183.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



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

Treated and discharged	44.9%	70.5%	83.2%	90.3%	96.5%	99.2%	99.8%	99.9%
Treated and admitted to hospital	7.7%	28.7%	54.7%	69.6%	85.4%	96.0%	98.8%	100%
Patient left without, or before completing, treatment	36.4%	68.5%	90.9%	95.1%	100%	100%	100%	100%
Transferred to another hospital	3.6%	17.9%	28.6%	50.0%	75.0%	92.9%	100%	100%
All presentations	38.9%	63.9%	78.8%	87.1%	94.9%	98.7%	99.7%	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 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.

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

Forbes District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 2,048 patients

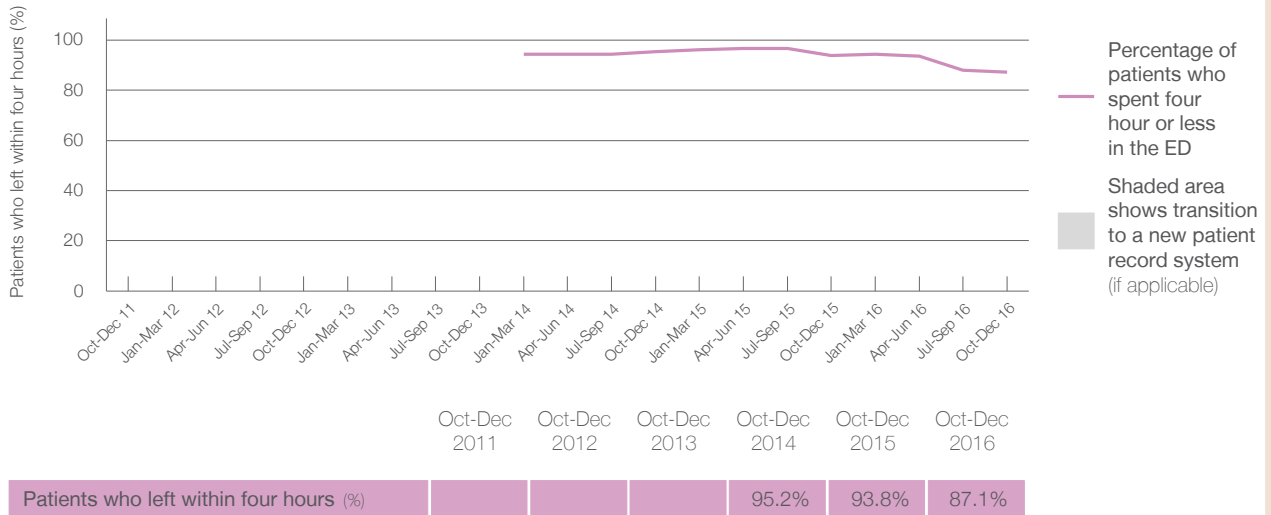
Presentations used to calculate time to leaving the ED:⁶ 2,048 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	2,492	-17.8%
Presentations used to calculate time to leaving the ED: ⁶	2,491	-17.8%
Percentage of patients who spent four hours or less in the ED	93.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡§}



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

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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

Mudgee District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,236 patients
 Emergency presentations:² 3,067 patients

Same period last year	Change since one year ago
3,463	-6.6%
3,124	-1.8%

Mudgee District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 213 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 732 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,607 patients

Median time to start treatment⁴ 36 minutes
 90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 504 patients

Median time to start treatment⁴ 38 minutes
 90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
192	
9 minutes	8 minutes
28 minutes	26 minutes
606	
22 minutes	20 minutes
63 minutes	67 minutes
1,582	
38 minutes	25 minutes
103 minutes	97 minutes
739	
39 minutes	24 minutes
120 minutes	103 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,234 patients

Percentage of patients who spent four hours or less in the ED 87.1%

Same period last year	Change since one year ago
3,462	-6.6%
89.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

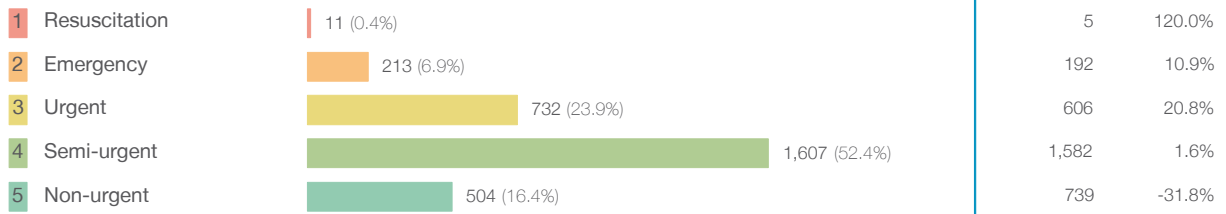
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Mudgee District Hospital: Patients presenting to the emergency department October to December 2016

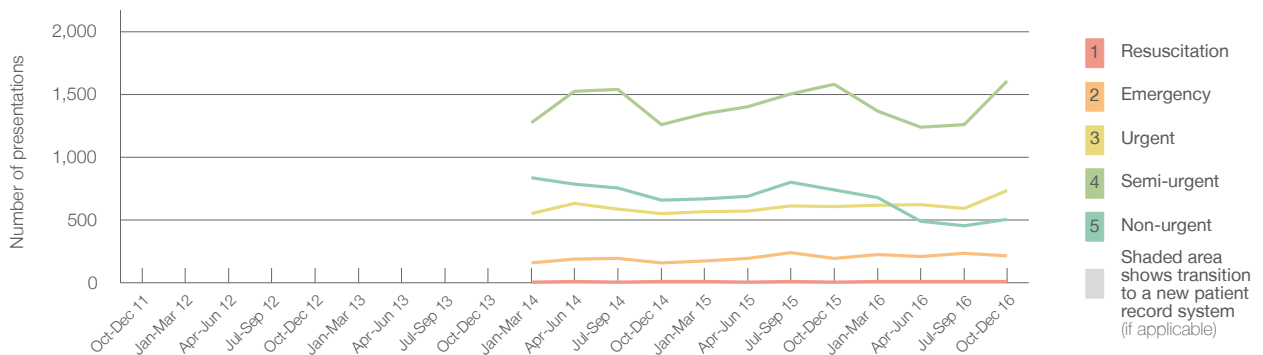
All presentations:¹ 3,236 patients

Emergency presentations² by triage category: 3,067 patients



Same period last year	Change since one year ago
3,463	-6.6%
3,124	-1.8%
5	120.0%
192	10.9%
606	20.8%
1,582	1.6%
739	-31.8%

Emergency presentations² by quarter, October 2011 to December 2016 *§



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation				8	5	11
Emergency				156	192	213
Urgent				548	606	732
Semi-urgent				1,261	1,582	1,607
Non-urgent				655	739	504
All emergency presentations				2,628	3,124	3,067

Mudgee District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 276 patients

ED Transfer of care time



Same period last year	Change since one year ago
195	
18 minutes	-6 minutes
53 minutes	-17 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.

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

Mudgee District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 213

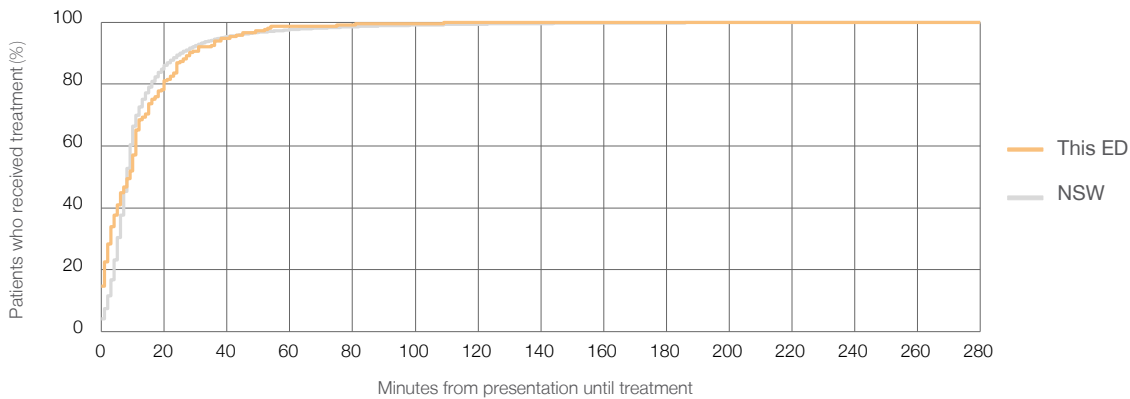
Number of triage 2 patients used to calculate waiting time:³ 212

Median time to start treatment⁴ 9 minutes

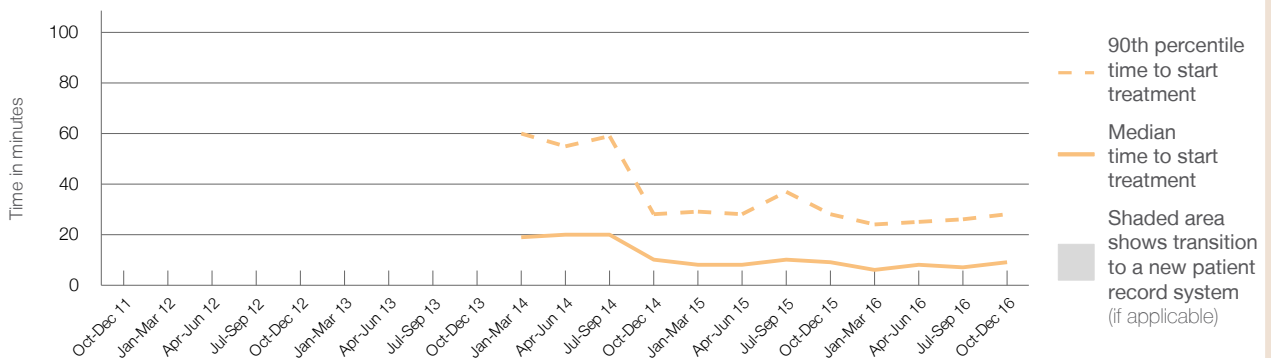
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
192	
191	
9 minutes	8 minutes
28 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				10	9	9
90th percentile time to start treatment ⁵ (minutes)				28	28	28

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

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

Mudgee District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 732

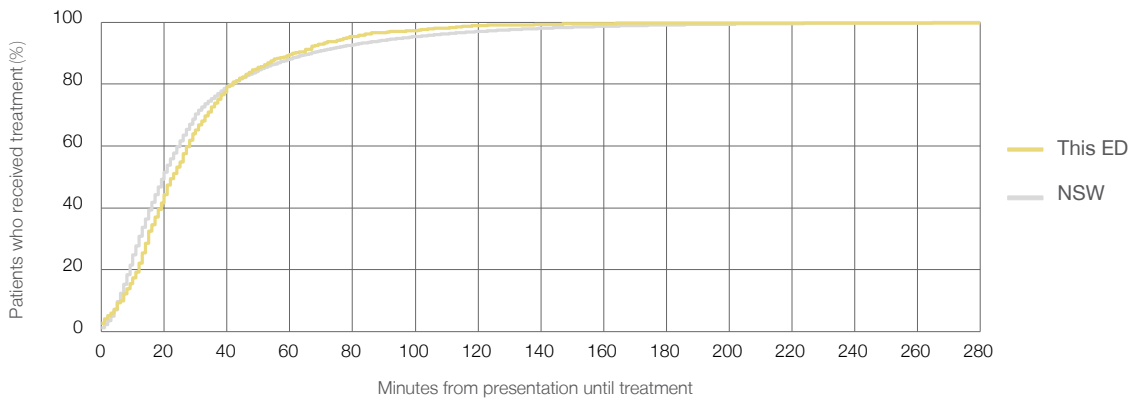
Number of triage 3 patients used to calculate waiting time:³ 725

Median time to start treatment⁴ 23 minutes

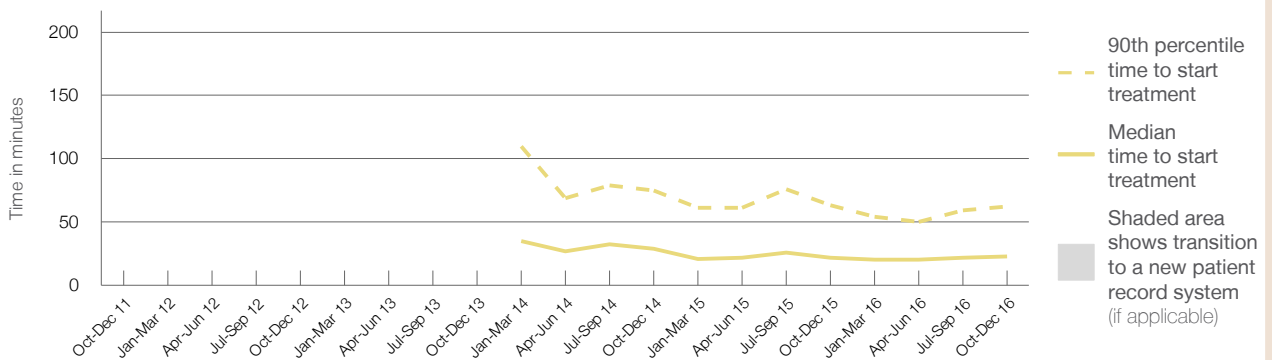
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
606	583
22 minutes	20 minutes
63 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				29	22	23
90th percentile time to start treatment ⁵ (minutes)				75	63	62

(†) 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.

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

Mudgee District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 1,607

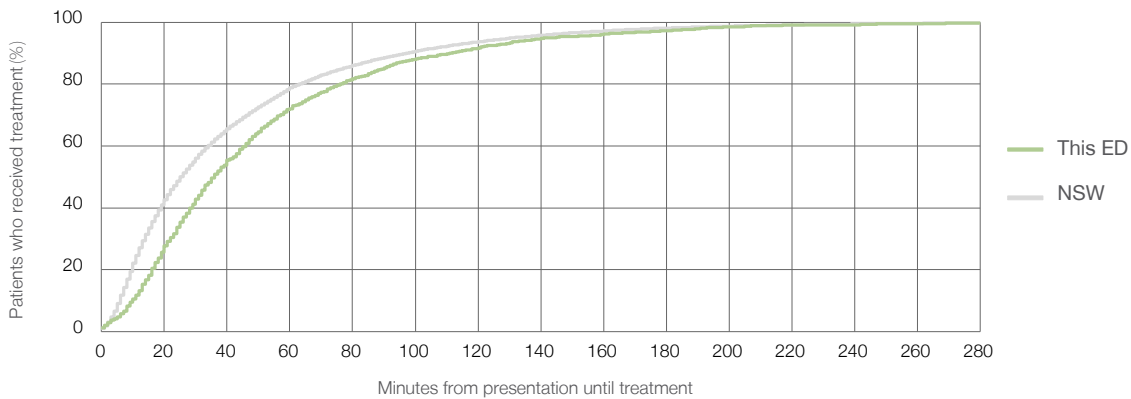
Number of triage 4 patients used to calculate waiting time:³ 1,501

Median time to start treatment⁴ 36 minutes

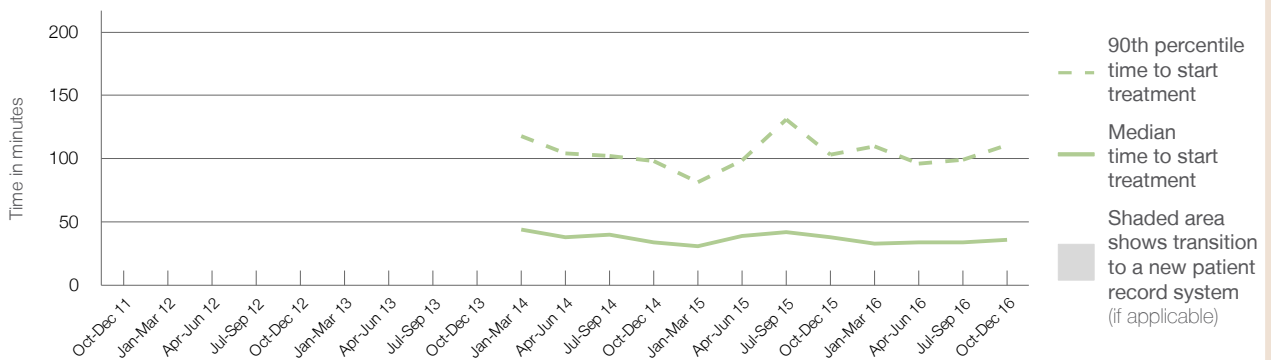
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
1,582	1,410
38 minutes	25 minutes
103 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				34	38	36
90th percentile time to start treatment ⁵ (minutes)				98	103	111

(†) 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.

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

Mudgee District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 504

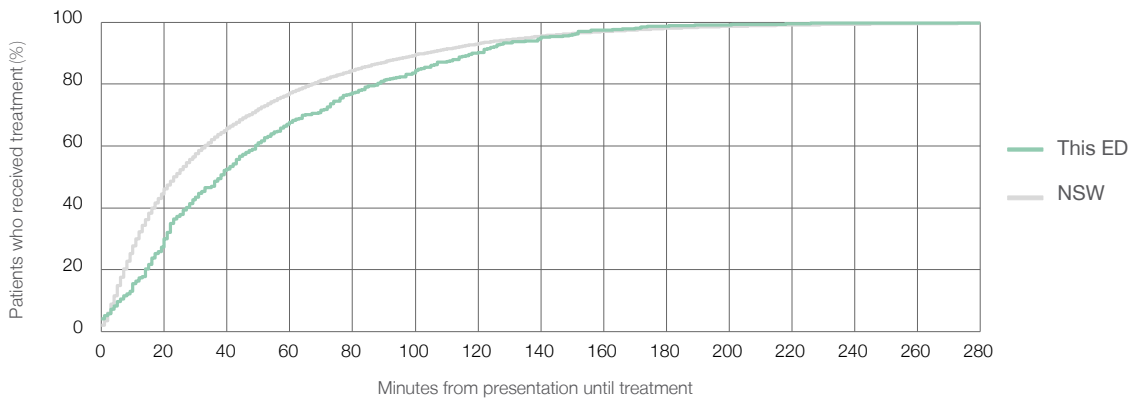
Number of triage 5 patients used to calculate waiting time:³ 432

Median time to start treatment⁴ 38 minutes

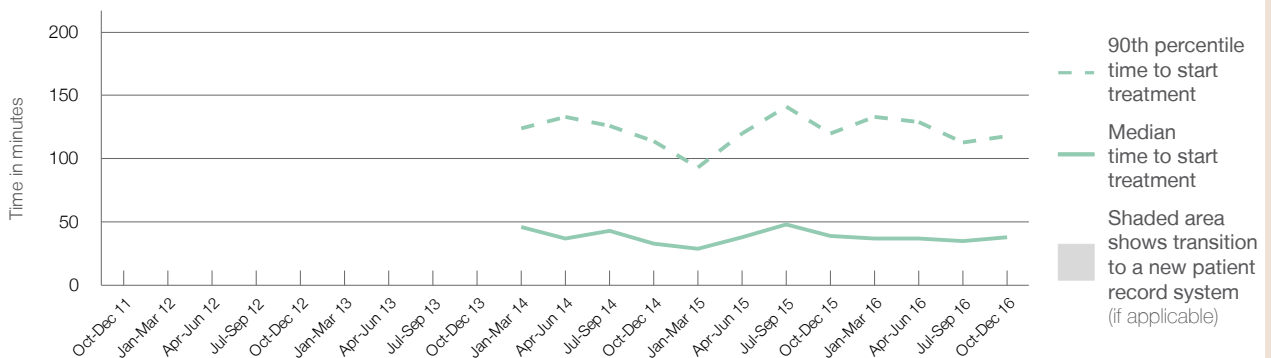
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
739	
539	
39 minutes	24 minutes
120 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				33	39	38
90th percentile time to start treatment ⁵ (minutes)				114	120	118

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

Mudgee District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,236 patients

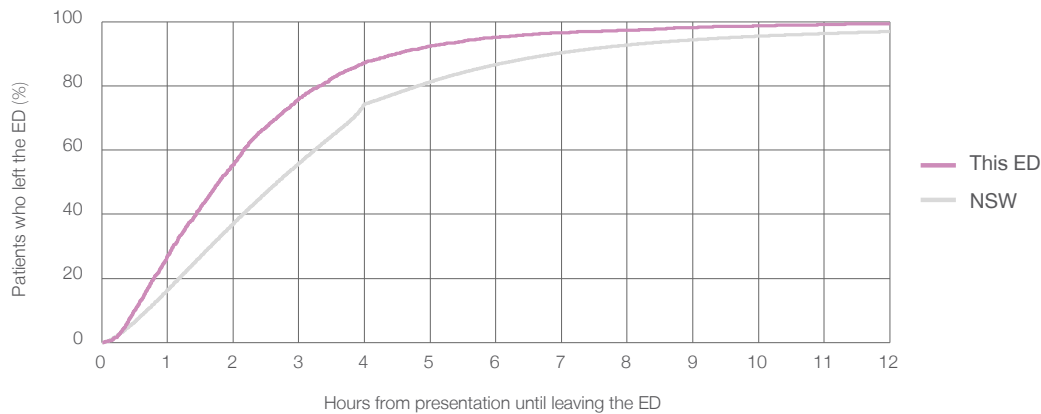
Presentations used to calculate time to leaving the ED:⁶ 3,234 patients

Median time spent in the ED⁸ 1 hours and 47 minutes

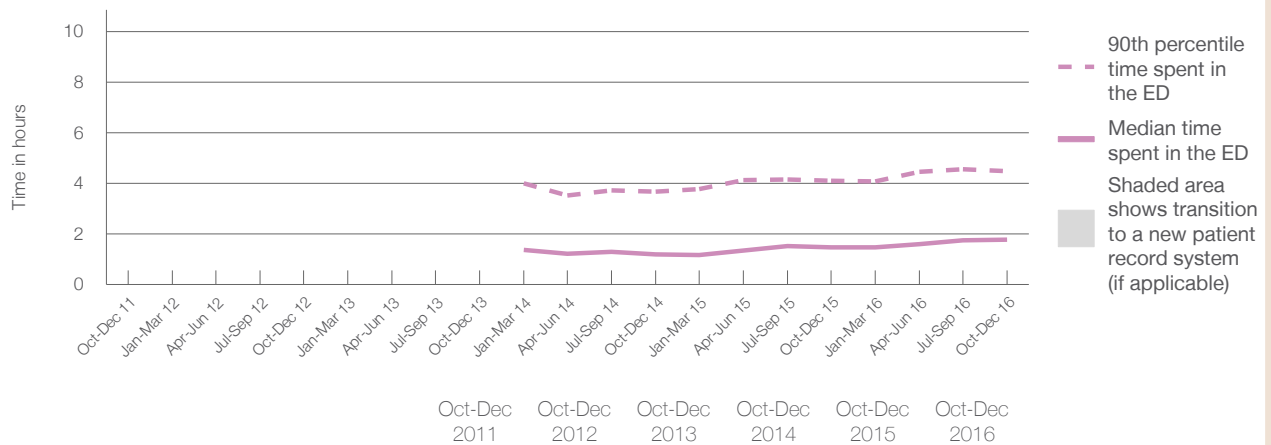
90th percentile time spent in the ED⁹ 4 hours and 29 minutes

Same period last year	NSW (this period)
3,463	
3,462	
1 hours and 28 minutes	2 hours and 41 minutes
4 hours and 6 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^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)				1h 12m	1h 28m	1h 47m
90th percentile time to leaving the ED ⁹ (hours, minutes)				3h 41m	4h 6m	4h 29m

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Mudgee District Hospital: Time patients spent in the ED

By mode of separation

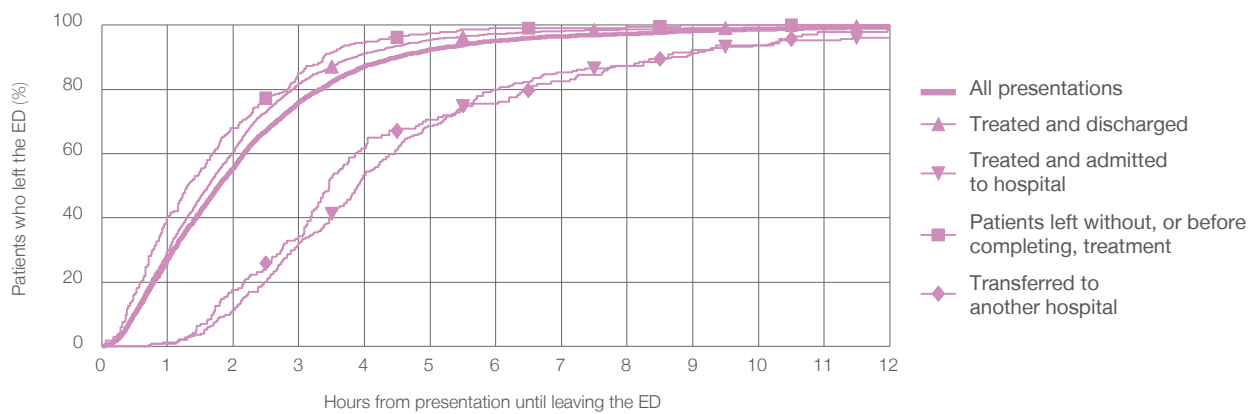
October to December 2016

All presentations:¹ 3,236 patients

Presentations used to calculate time to leaving the ED:⁶ 3,234 patients

		Same period last year	Change since one year ago
Treated and discharged	2,579 (79.7%)	2,937	-12.2%
Treated and admitted to hospital	254 (7.8%)	217	17.1%
Patient left without, or before completing, treatment	238 (7.4%)	186	28.0%
Transferred to another hospital	143 (4.4%)	98	45.9%
Other	22 (0.7%)	25	-12.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



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

Treated and discharged	29.6%	60.6%	81.7%	91.2%	97.2%	98.6%	99.3%	99.7%
Treated and admitted to hospital	1.2%	11.4%	32.3%	53.1%	79.9%	87.4%	93.7%	96.1%
Patient left without, or before completing, treatment	40.3%	68.1%	84.9%	94.5%	99.2%	99.6%	100%	100%
Transferred to another hospital	0.7%	17.5%	34.3%	61.5%	75.5%	87.4%	93.7%	98.6%
All presentations	27.1%	55.5%	76.0%	87.1%	95.1%	97.3%	98.6%	99.4%

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Mudgee District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 3,236 patients

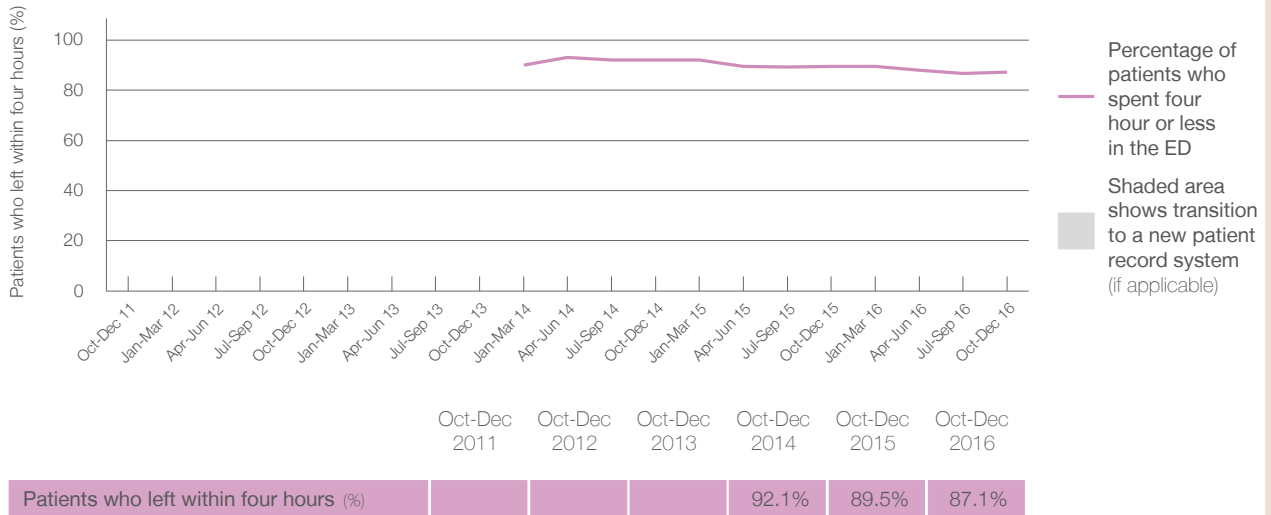
Presentations used to calculate time to leaving the ED:⁶ 3,234 patients

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	3,463	-6.6%
Presentations used to calculate time to leaving the ED	3,462	-6.6%
Percentage of patients who spent four hours or less in the ED	89.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡§}



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

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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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Orange Health Service: Emergency department (ED) overview

October to December 2016

All presentations:¹ 7,547 patients
Emergency presentations:² 7,440 patients

Same period last year	Change since one year ago
7,515	0.4%
7,381	0.8%

Orange Health Service: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,032 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,680 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,765 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,906 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
953	
6 minutes	8 minutes
11 minutes	26 minutes
1,523	
15 minutes	20 minutes
38 minutes	67 minutes
2,729	
22 minutes	25 minutes
80 minutes	97 minutes
2,115	
22 minutes	24 minutes
113 minutes	103 minutes

Orange Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 7,543 patients

Percentage of patients who spent four hours or less in the ED 73.0%

Same period last year	Change since one year ago
7,515	0.4%
74.6%	

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

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

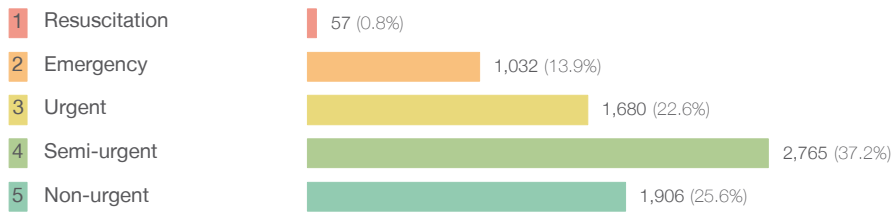
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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

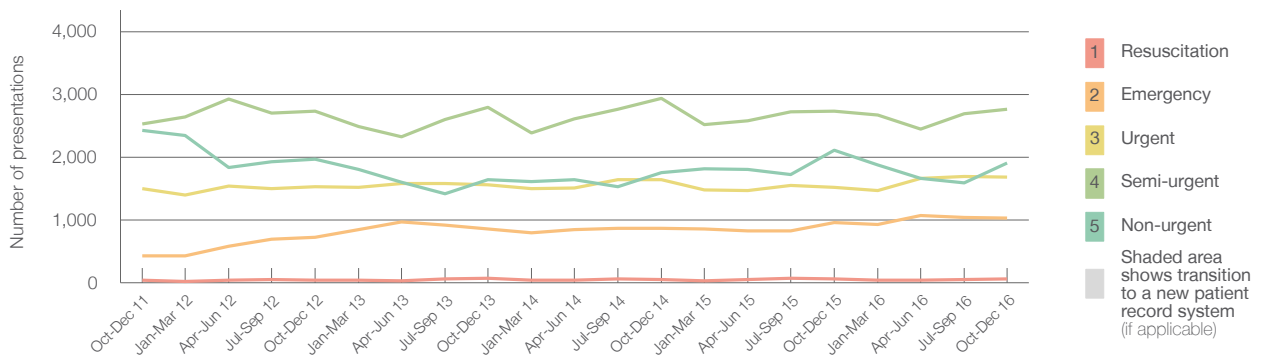
All presentations:¹ 7,547 patients

Emergency presentations² by triage category: 7,440 patients



Same period last year	Change since one year ago
7,515	0.4%
7,381	0.8%
61	-6.6%
953	8.3%
1,523	10.3%
2,729	1.3%
2,115	-9.9%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	38	35	70	50	61	57
Emergency	422	722	857	869	953	1,032
Urgent	1,503	1,527	1,562	1,641	1,523	1,680
Semi-urgent	2,525	2,733	2,789	2,940	2,729	2,765
Non-urgent	2,427	1,969	1,637	1,755	2,115	1,906
All emergency presentations	6,915	6,986	6,915	7,255	7,381	7,440

Orange Health Service: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,355 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,194	
10 minutes	1 minute
22 minutes	0 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.

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

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

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

Number of triage 2 patients: 1,032

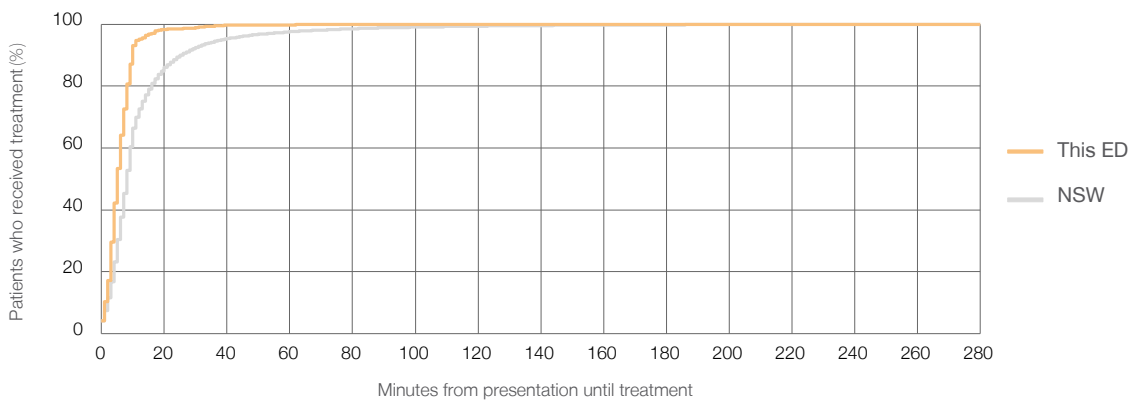
Number of triage 2 patients used to calculate waiting time:³ 1,031

Median time to start treatment⁴ 5 minutes

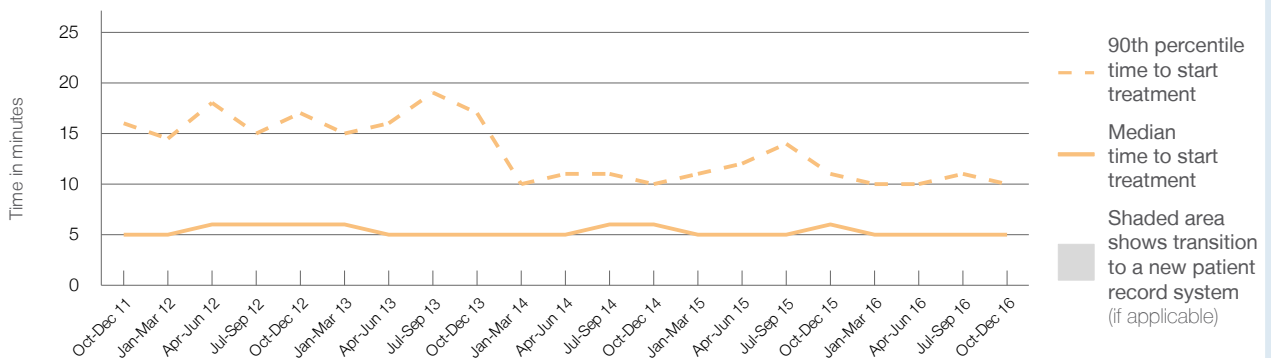
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
953	
949	
6 minutes	8 minutes
11 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	6	5	6	6	5
90th percentile time to start treatment ⁵ (minutes)	16	17	17	10	11	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

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

Number of triage 3 patients: 1,680

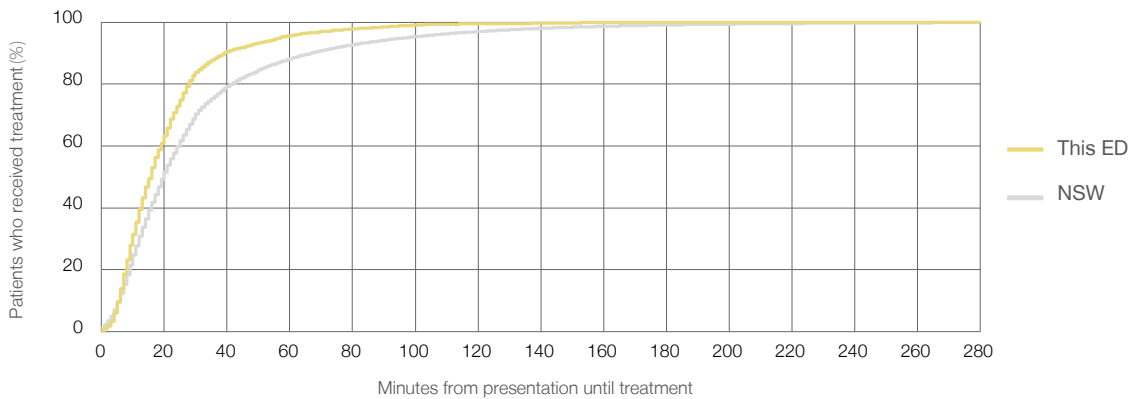
Number of triage 3 patients used to calculate waiting time:³ 1,661

Median time to start treatment⁴ 16 minutes

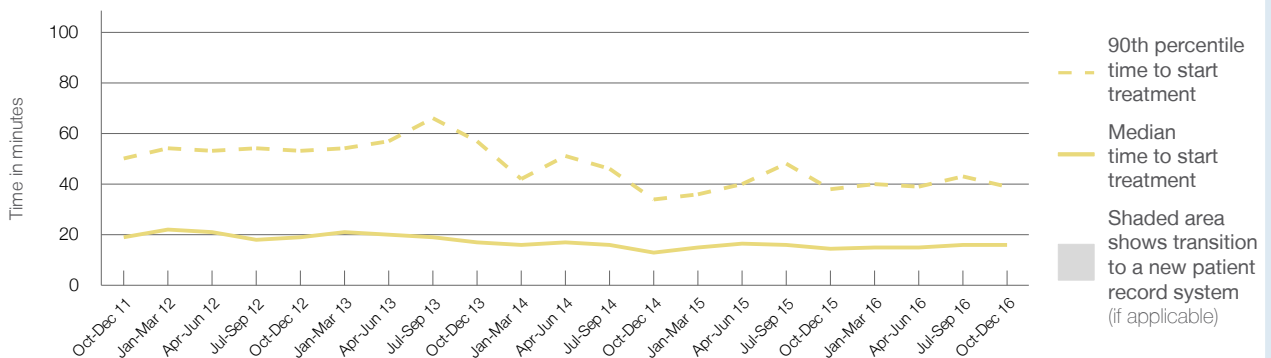
90th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
1,523	1,516
15 minutes	20 minutes
38 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	19	17	13	15	16
90th percentile time to start treatment ⁵ (minutes)	50	53	57	34	38	39

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

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

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

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

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

Number of triage 4 patients: 2,765

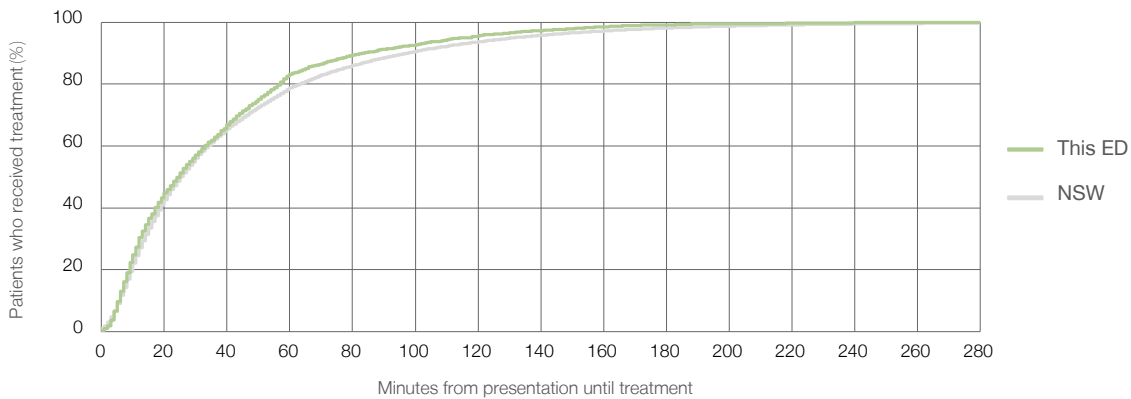
Number of triage 4 patients used to calculate waiting time:³ 2,675

Median time to start treatment⁴ 25 minutes

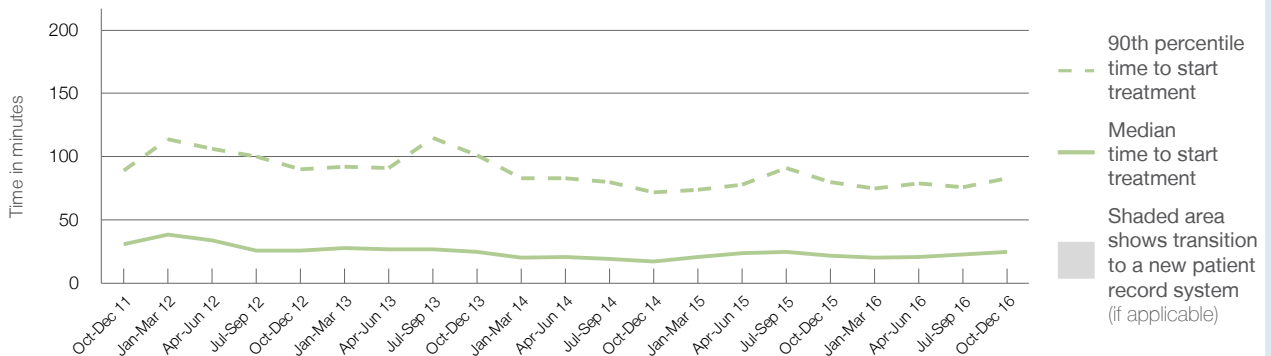
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
2,729	2,641
22 minutes	25 minutes
80 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	26	25	17	22	25
90th percentile time to start treatment ⁵ (minutes)	89	90	101	72	80	83

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

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

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

Orange 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: 1,906

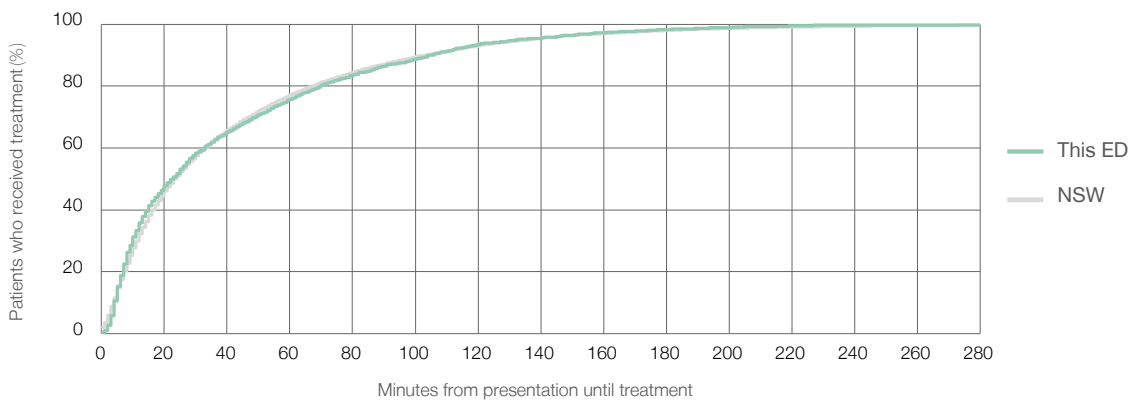
Number of triage 5 patients used to calculate waiting time:³ 1,784

Median time to start treatment⁴ 23 minutes

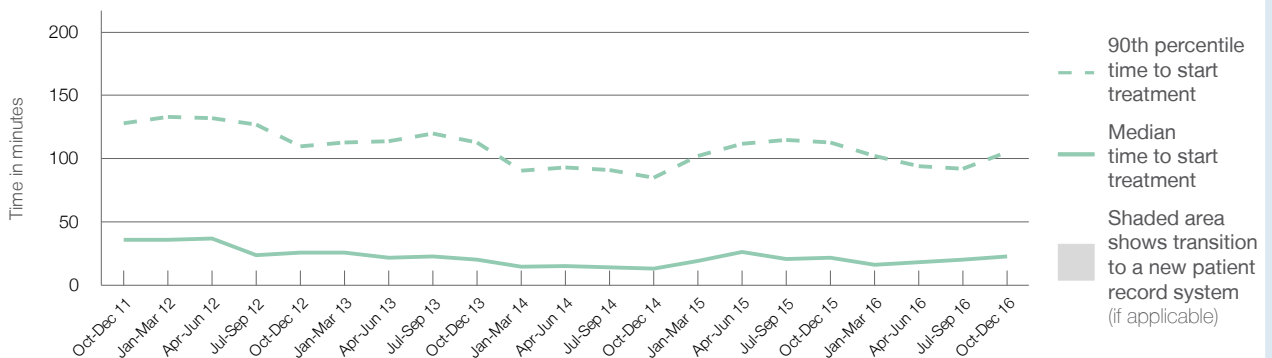
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
2,115	1,969
22 minutes	24 minutes
113 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	36	26	20	13	22	23
90th percentile time to start treatment ⁵ (minutes)	128	110	113	85	113	105

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

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

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

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

All presentations:¹ 7,547 patients

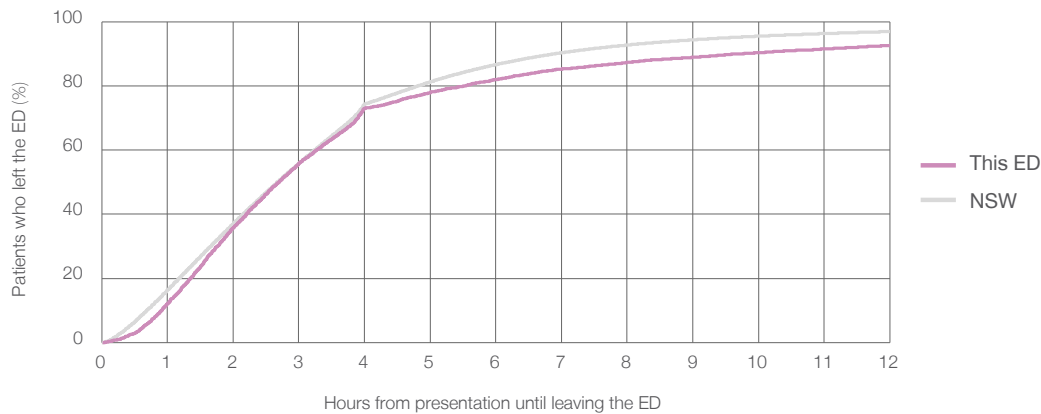
Presentations used to calculate time to leaving the ED:⁶ 7,543 patients

Median time spent in the ED⁸ 2 hours and 42 minutes

90th percentile time spent in the ED⁹ 9 hours and 44 minutes

Same period last year	NSW (this period)
7,515	7,515
2 hours and 34 minutes	2 hours and 41 minutes
9 hours and 13 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 29m	2h 52m	2h 37m	2h 18m	2h 34m	2h 42m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 15m	9h 53m	8h 59m	6h 22m	9h 13m	9h 44m

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

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

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

Orange Health Service: Time patients spent in the ED

By mode of separation

October to December 2016

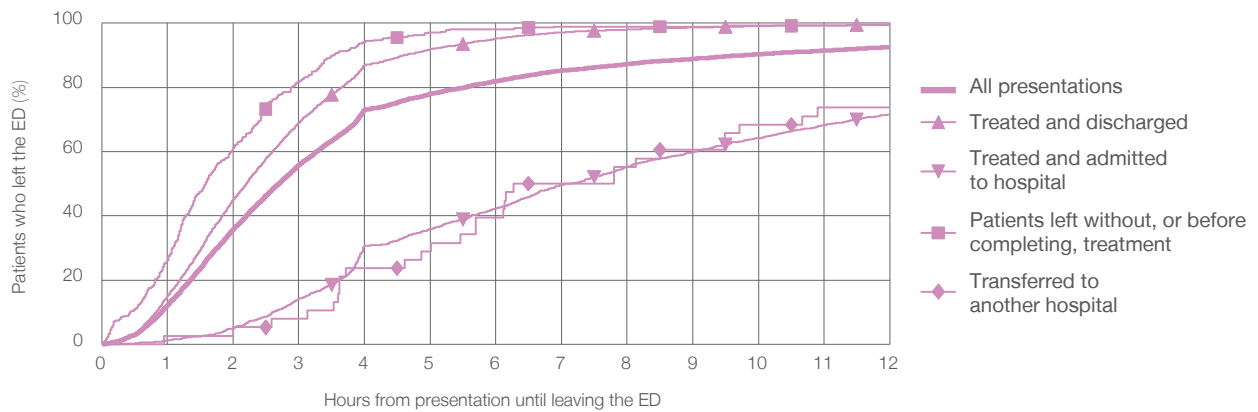
All presentations:¹ 7,547 patients

Presentations used to calculate time to leaving the ED:⁶ 7,543 patients

Treated and discharged	5,221 (69.2%)
Treated and admitted to hospital	1,866 (24.7%)
Patient left without, or before completing, treatment	378 (5.0%)
Transferred to another hospital	38 (0.5%)
Other	44 (0.6%)

Same period last year	Change since one year ago
7,515	0.4%
5,187	0.7%
1,880	-0.7%
384	-1.6%
42	-9.5%
22	100.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.0%	45.1%	69.0%	86.8%	95.2%	98.0%	99.1%	99.6%
Treated and admitted to hospital	1.1%	5.0%	14.1%	30.6%	42.3%	55.4%	64.2%	71.6%
Patient left without, or before completing, treatment	26.2%	61.1%	81.7%	94.2%	98.1%	98.9%	99.2%	99.5%
Transferred to another hospital	2.6%	5.3%	7.9%	23.7%	39.5%	55.3%	68.4%	73.7%
All presentations	12.2%	35.9%	55.8%	73.0%	82.0%	87.3%	90.3%	92.5%

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

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

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

Orange 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:¹ 7,547 patients

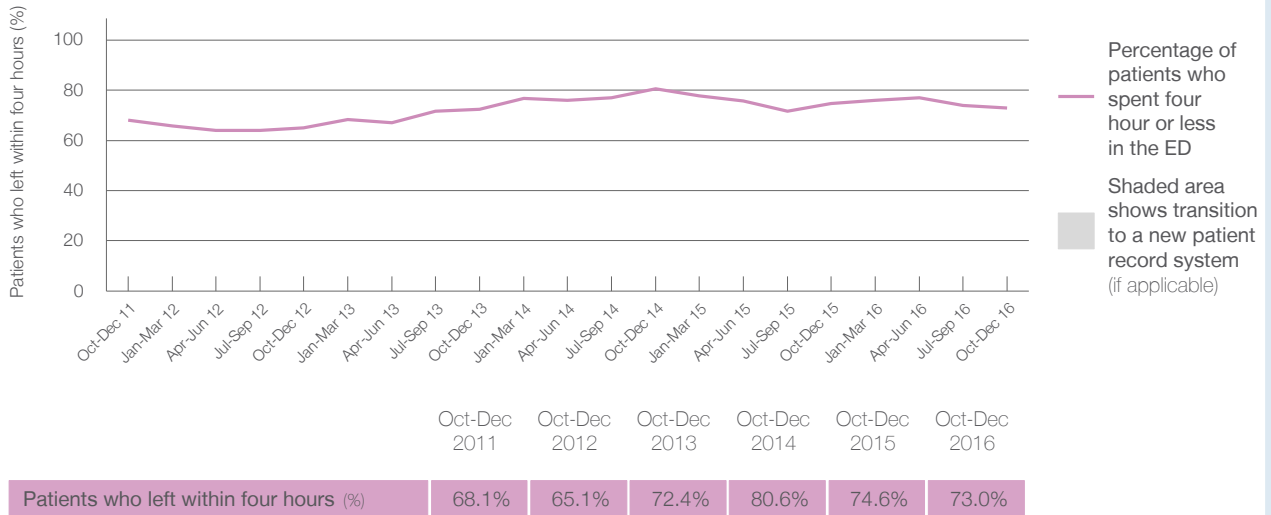
Presentations used to calculate time to leaving the ED:⁶ 7,543 patients

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	7,515	0.4%
Presentations used to calculate time to leaving the ED	7,515	0.4%
Percentage of patients who spent four hours or less in the ED	74.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	68.1%	65.1%	72.4%	80.6%	74.6%	73.0%

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

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

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

- 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).