Armidale Hospital: Emergency department (ED) overview
October to December 2018

	Same period last year	Change since one year ago
All presentations:[1] 4,154 patients	3,790	10%
Emergency presentations:[2] 4,055 patients	3,687	10%

Armidale Hospital: Time patients waited to start treatment [3]
October to December 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 198 patients	255	
Median time to start treatment[4] 10 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5] 31 minutes	29 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 921 patients	953	
Median time to start treatment[4] 24 minutes	23 minutes	20 minutes
90th percentile time to start treatment[5] 69 minutes	69 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,454 patients	2,166	
Median time to start treatment[4] 31 minutes	27 minutes	26 minutes
90th percentile time to start treatment[5] 112 minutes	101 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 470 patients	302	
Median time to start treatment[4] 27 minutes	22 minutes	23 minutes
90th percentile time to start treatment[5] 106 minutes	91 minutes	104 minutes

Armidale Hospital: Time from presentation until leaving the ED
October to December 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 4,154 patients	3,790	10%
Percentage of patients who spent four hours or less in the ED 80%	81%	

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*   Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1.   All emergency and non-emergency attendances at the emergency department (ED).
2.   All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3.   Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
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.
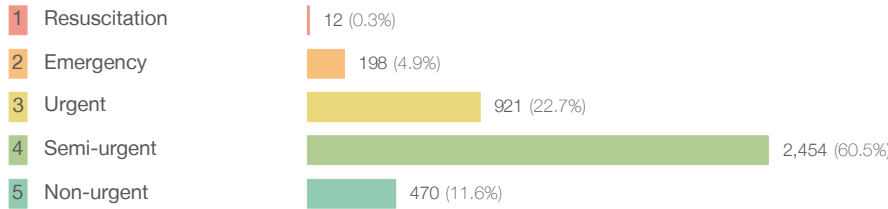6.   All presentations that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Armidale Hospital: Patients presenting to the emergency department
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1] 4,154 patients		3,790	10%
Emergency presentations[2] by triage category: 4,055 patients		3,687	10%
1 Resuscitation	12 (0.3%)	11	9.1%
2 Emergency	198 (4.9%)	255	-22.4%
3 Urgent	921 (22.7%)	953	-3.4%
4 Semi-urgent	2,454 (60.5%)	2,166	13.3%
5 Non-urgent	470 (11.6%)	302	55.6%

Emergency presentations[2] by quarter, January 2010 to December 2018 ‡
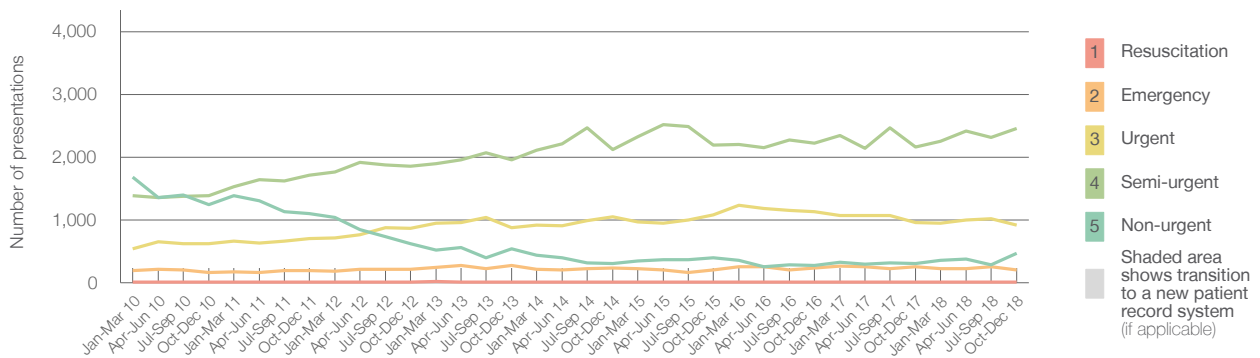
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	< 5	9	11	10	8	10	12	11	12
Emergency	161	189	217	272	231	205	235	255	198
Urgent	623	707	863	878	1,046	1,080	1,130	953	921
Semi-urgent	1,385	1,717	1,853	1,956	2,121	2,193	2,220	2,166	2,454
Non-urgent	1,242	1,098	619	540	308	396	276	302	470
All emergency presentations	3,411	3,720	3,563	3,656	3,714	3,884	3,873	3,687	4,055

Armidale Hospital: Patients arriving by ambulance
October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 560 patients **		375	
ED Transfer of care time			
Median time	4 minutes	2 minutes	2 minutes
90th percentile time	27 minutes	25 minutes	2 minutes

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

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

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

Armidale Hospital: Time patients waited to start treatment, triage 2
October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 198		255	
Number of triage 2 patients used to calculate waiting time:[3] 195		253	
Median time to start treatment[4] 10 minutes		8 minutes	8 minutes
90th percentile time to start treatment[5] 31 minutes		29 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018
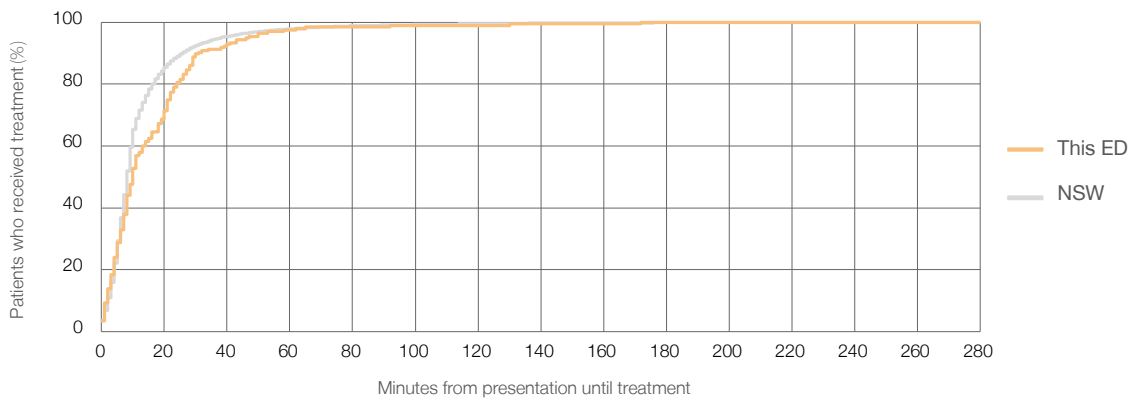
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 [†‡]
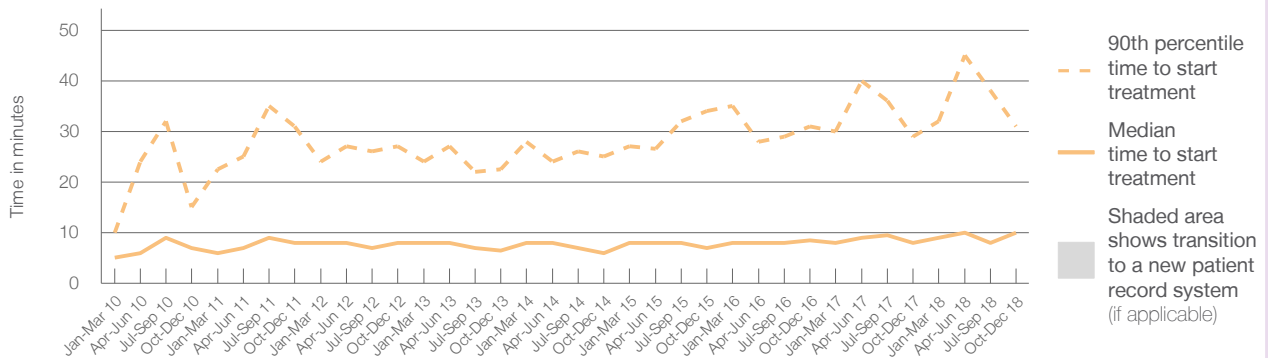
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	7	8	8	7	6	7	9	8	10
90th percentile time to start treatment[5] (minutes)	15	31	27	23	25	34	31	29	31

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

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

Armidale Hospital

District group 1 hospitals (C1)
Hunter New England Local Health District

Armidale Hospital: Time patients waited to start treatment, triage 3
October to December 2018

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 921		953	
Number of triage 3 patients used to calculate waiting time:[3] 896		929	
Median time to start treatment[4]	24 minutes	23 minutes	20 minutes
90th percentile time to start treatment[5]	69 minutes	69 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018
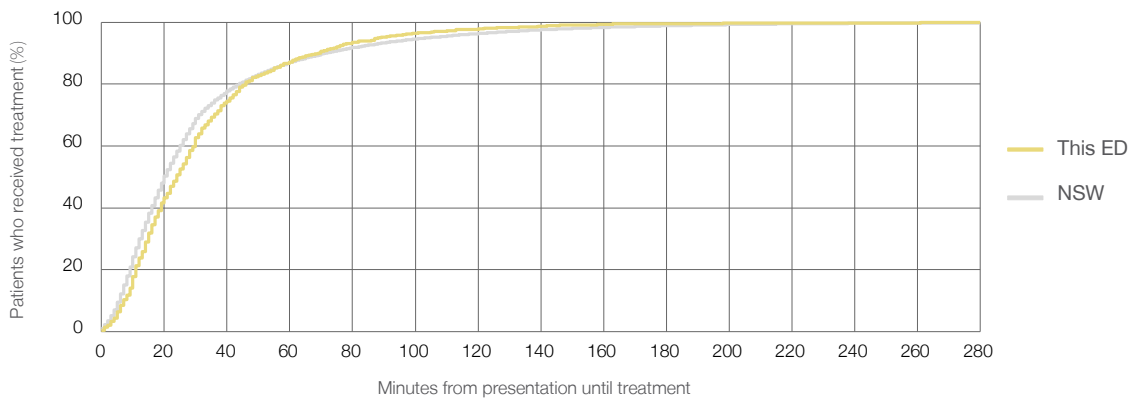
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 [†‡]
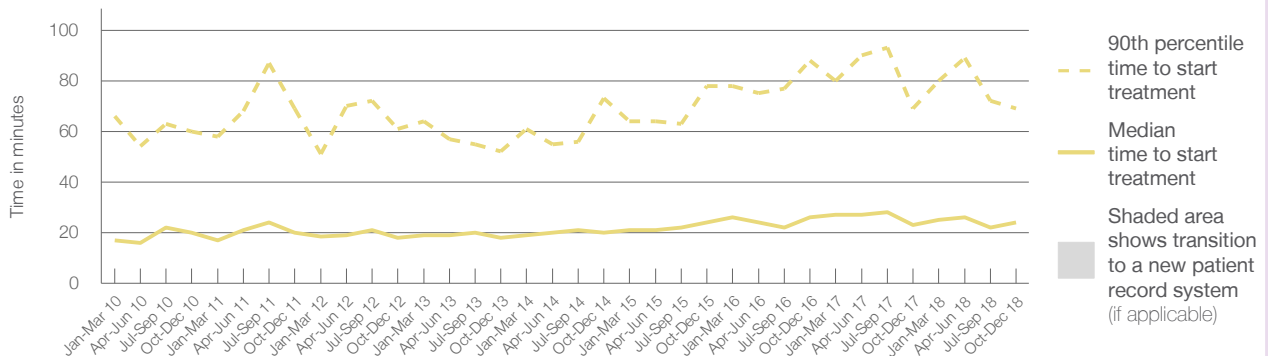
90th percentile time to start treatment

Median time to start treatment

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

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	20	20	18	18	20	24	26	23	24
90th percentile time to start treatment[5] (minutes)	60	69	61	52	73	78	88	69	69

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Armidale Hospital: Time patients waited to start treatment, triage 4
October to December 2018

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 2,454		2,166	
Number of triage 4 patients used to calculate waiting time: [3] 2,275		2,008	
Median time to start treatment [4]	31 minutes	27 minutes	26 minutes
90th percentile time to start treatment [5]	112 minutes	101 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018
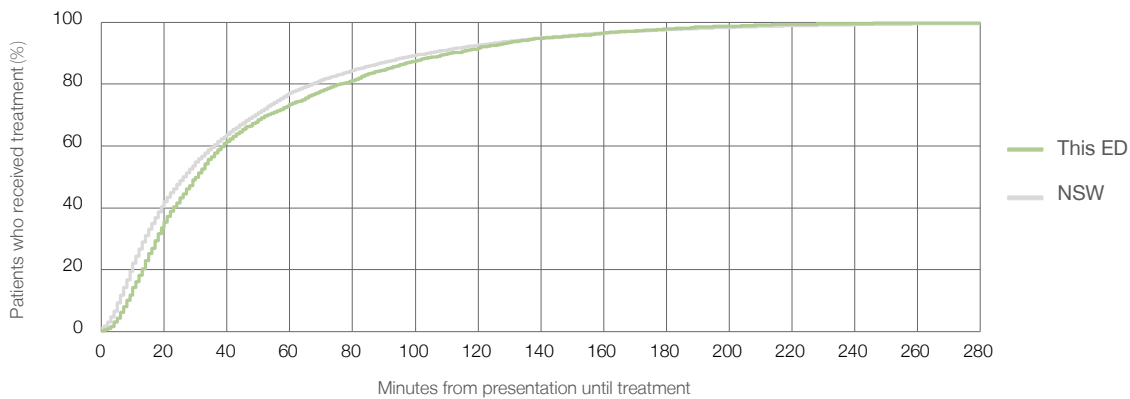
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 [†‡]
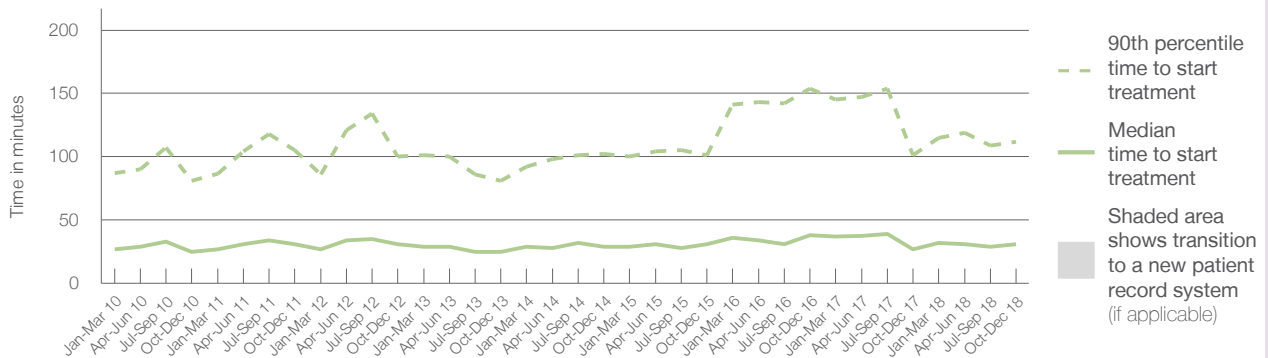
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	25	31	31	25	29	31	38	27	31
90th percentile time to start treatment [5] (minutes)	81	105	100	81	102	101	154	101	112

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

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

Armidale Hospital

District group 1 hospitals (C1)
Hunter New England Local Health District

Armidale Hospital: Time patients waited to start treatment, triage 5
October to December 2018

| Triage 5	Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 470			302	
Number of triage 5 patients used to calculate waiting time: [3] 416			251	
Median time to start treatment [4]		27 minutes	22 minutes	23 minutes
90th percentile time to start treatment [5]		106 minutes	91 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018
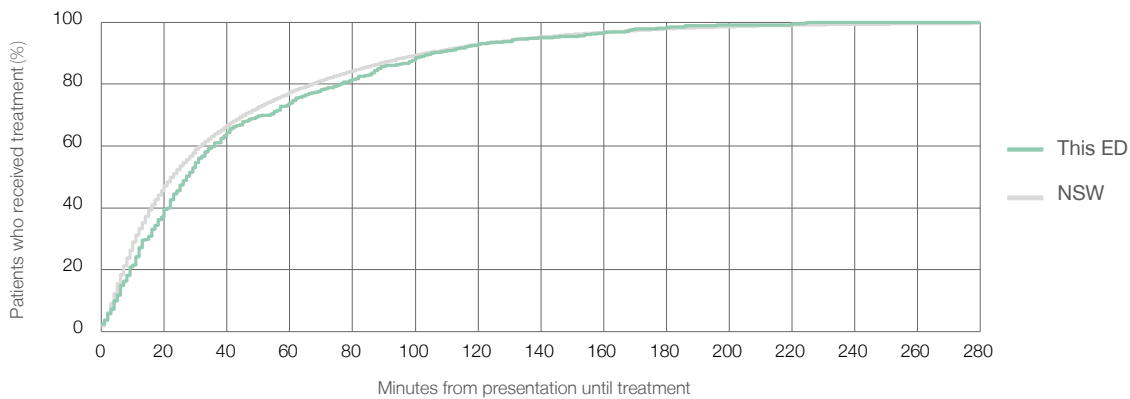
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 [†‡]
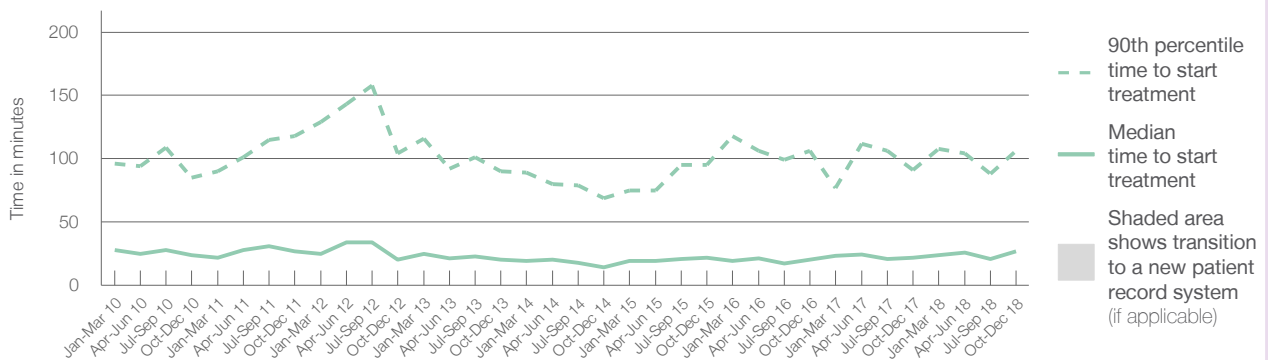
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	24	27	20	20	14	22	20	22	27
90th percentile time to start treatment [5] (minutes)	85	118	104	90	69	95	106	91	106

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Armidale Hospital

District group 1 hospitals (C1)
Hunter New England Local Health District

Armidale Hospital: Time patients spent in the ED
October to December 2018

			Same period last year	NSW (this period)
All presentations:[1] 4,154 patients			3,790	
Presentations used to calculate time to leaving the ED:[6] 4,154 patients			3,790	
Median time spent in the ED [8]		2 hours and 5 minutes	2 hours and 4 minutes	2 hours and 49 minutes
90th percentile time spent in the ED [9]		5 hours and 8 minutes	4 hours and 59 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018

This ED
NSW

Hours from presentation until leaving the ED
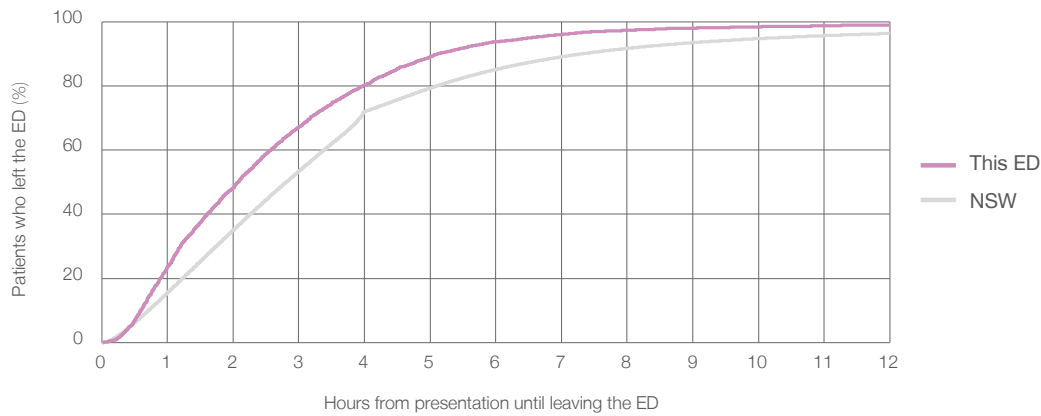
Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]
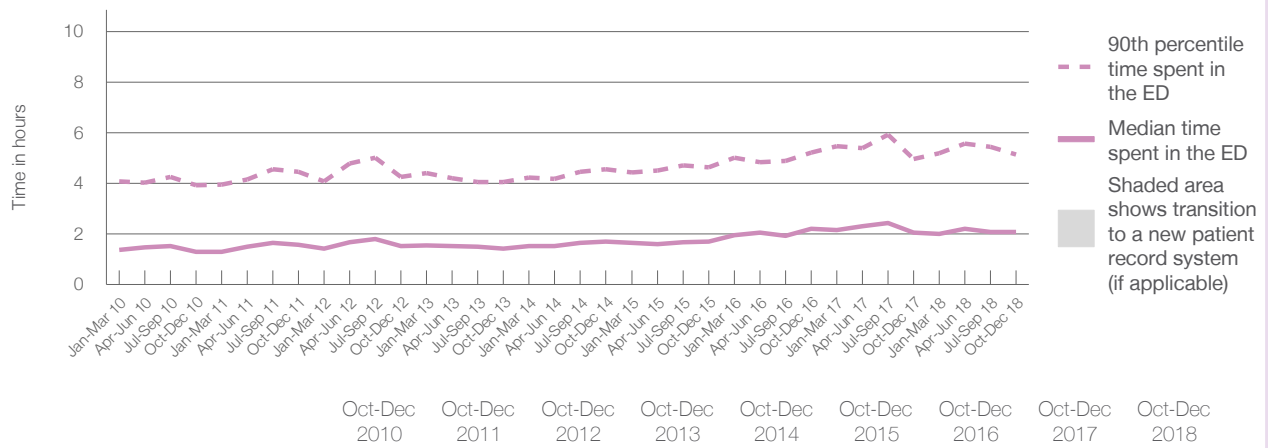
90th percentile time spent in the ED

Median time spent in the ED

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

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED [8] (hours, minutes)	1h 18m	1h 35m	1h 32m	1h 26m	1h 43m	1h 42m	2h 12m	2h 4m	2h 5m
90th percentile time spent in the ED [9] (hours, minutes)	3h 56m	4h 27m	4h 16m	4h 3m	4h 34m	4h 38m	5h 13m	4h 59m	5h 8m

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

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

Armidale Hospital: Time patients spent in the ED
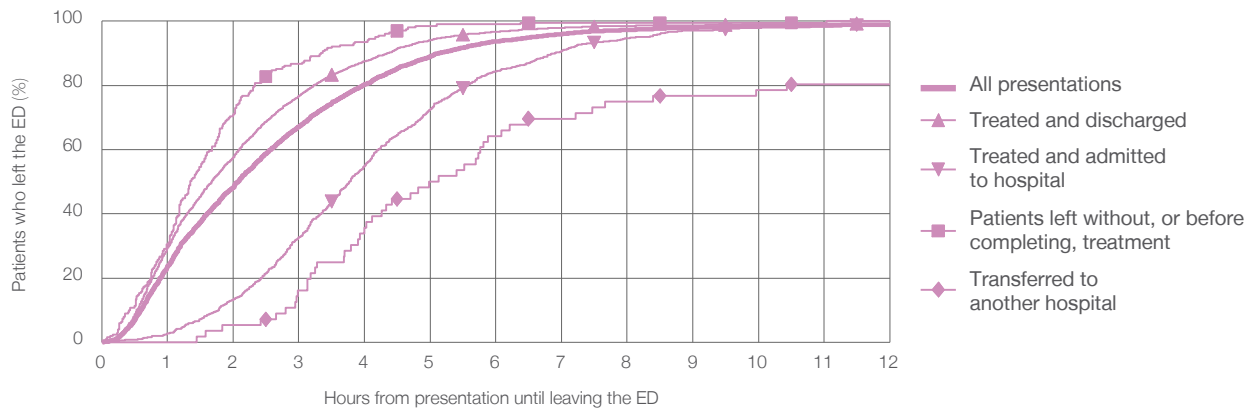### By mode of separation
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1] 4,154 patients			
Presentations used to calculate time to leaving the ED: [6] 4,154 patients		3,790	10%
Treated and discharged	3,020 (72.7%)	2,626	15.0%
Treated and admitted to hospital	852 (20.5%)	885	-3.7%
Patient left without, or before completing, treatment	203 (4.9%)	201	1.0%
Transferred to another hospital	56 (1.3%)	55	1.8%
Other	23 (0.6%)	23	0.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018 [†‡]

Hours from presentation until leaving the ED

Legend:
- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	29.5%	57.6%	76.7%	87.5%	96.8%	98.5%	99.0%	99.4%
Treated and admitted to hospital	2.7%	13.3%	32.6%	54.9%	84.4%	94.7%	97.9%	99.2%
Patient left without, or before completing, treatment	30.5%	70.9%	86.7%	93.6%	99.0%	99.5%	99.5%	100%
Transferred to another hospital	0%	5.4%	16.1%	35.7%	64.3%	75.0%	78.6%	80.4%
All presentations	23.6%	48.3%	67.2%	80.3%	93.7%	97.3%	98.4%	98.9%

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

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

Armidale Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
October to December 2018

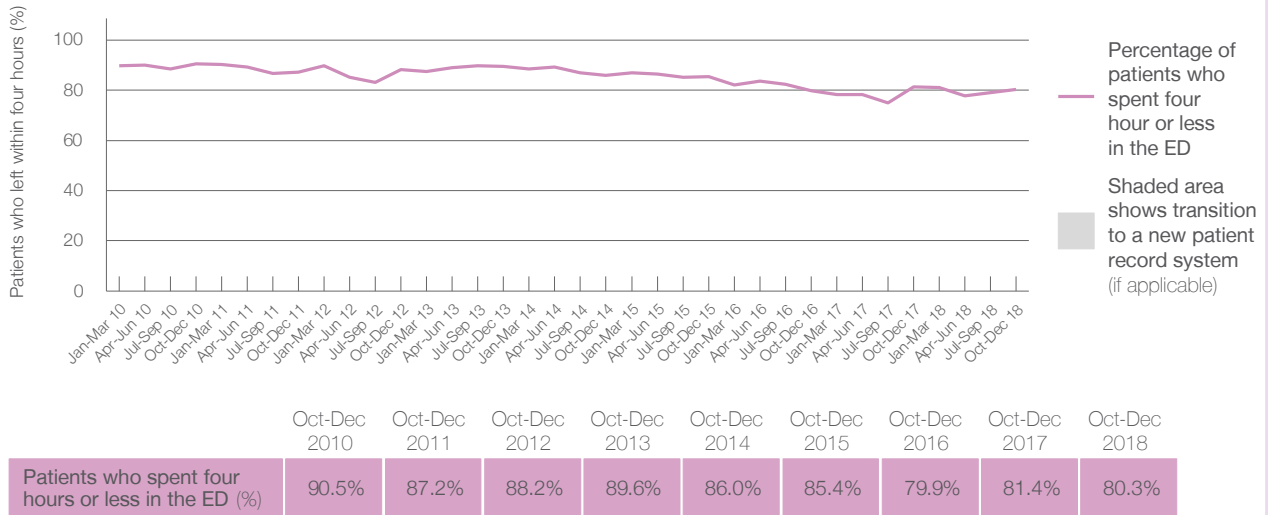|		Same period last year	Change since one year ago
All presentations at the emergency department: [1] 4,154 patients		3,790	10%
Presentations used to calculate time to leaving the ED: [6] 4,154 patients		3,790	10%
Percentage of patients who spent four hours or less in the ED	80.3%	81.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 [†‡]

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

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

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	90.5%	87.2%	88.2%	89.6%	86.0%	85.4%	79.9%	81.4%	80.3%

* 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: October to December 2018.*
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 final105% 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).