Deniliquin Health Service: Emergency department (ED) overview
October to December 2017

		Same period last year	Change since one year ago
All presentations:[1] 2,359 patients		2,699	-12.6%
Emergency presentations:[2] 1,965 patients		2,009	-2.2%

Deniliquin Health Service: Time patients waited to start treatment [3]
October to December 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 103 patients		73	
Median time to start treatment [4]	4 minutes	4 minutes	8 minutes
90th percentile time to start treatment [5]	*	*	23 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 692 patients		650	
Median time to start treatment [4]	9 minutes	7 minutes	20 minutes
90th percentile time to start treatment [5]	26 minutes	23 minutes	65 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 814 patients		888	
Median time to start treatment [4]	8 minutes	6 minutes	26 minutes
90th percentile time to start treatment [5]	31 minutes	20 minutes	99 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 356 patients		398	
Median time to start treatment [4]	8 minutes	6 minutes	23 minutes
90th percentile time to start treatment [5]	37 minutes	25 minutes	103 minutes

Deniliquin Health Service: Time from presentation until leaving the ED
October to December 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 2,358 patients		2,699	-12.6%
Percentage of patients who spent four hours or less in the ED	89.0%	91.6%	

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

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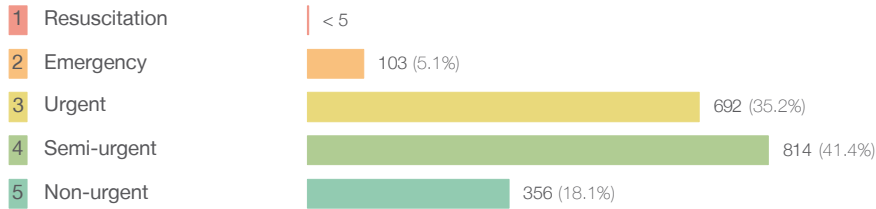6. All presentations that have a departure time.

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

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

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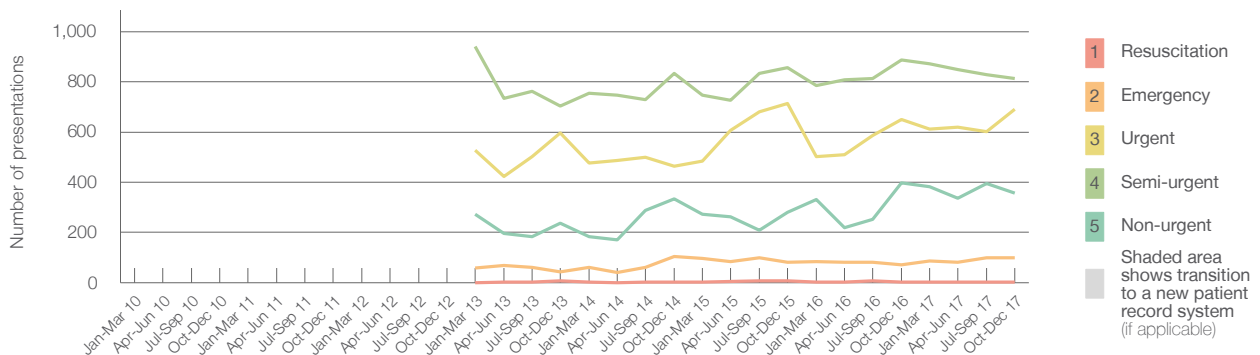October to December 2017

	Same period last year	Change since one year ago
All presentations:[1] 2,359 patients	2,699	-12.6%
Emergency presentations[2] by triage category: 1,965 patients	2,009	-2.2%

1	Resuscitation	< 5	< 5	*
2	Emergency	103 (5.1%)	73	40.8%
3	Urgent	692 (35.2%)	650	6.5%
4	Semi-urgent	814 (41.4%)	888	-8.3%
5	Non-urgent	356 (18.1%)	398	-10.6%

Emergency presentations[2] by quarter, January 2010 to December 2017 [‡][§]

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

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

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

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 108 patients **	136	
ED Transfer of care time		
Median time — 8 minutes	8 minutes	0 minutes
90th percentile time — 22 minutes	31 minutes	-9 minutes

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

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

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

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

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

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 103		73	
Number of triage 2 patients used to calculate waiting time: [3] 97		71	
Median time to start treatment [4]	4 minutes	4 minutes	8 minutes
90th percentile time to start treatment [5]	*	*	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017
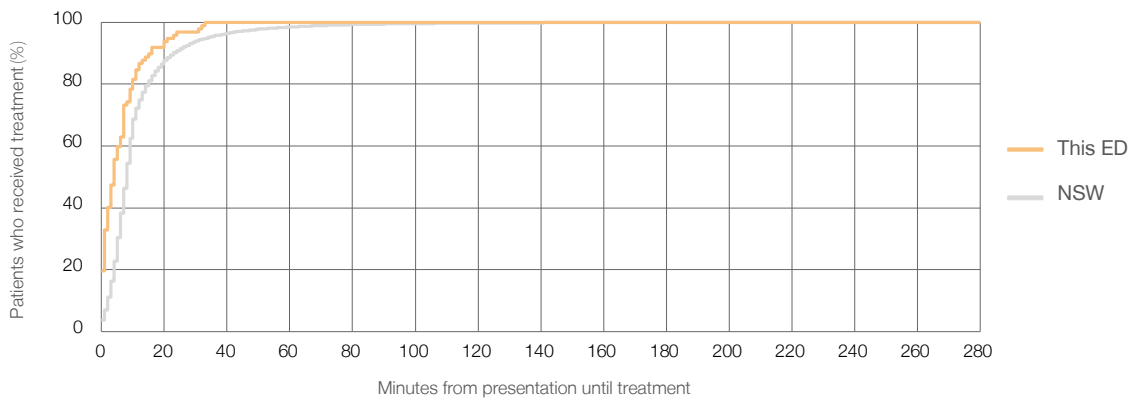
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017 [†‡§]
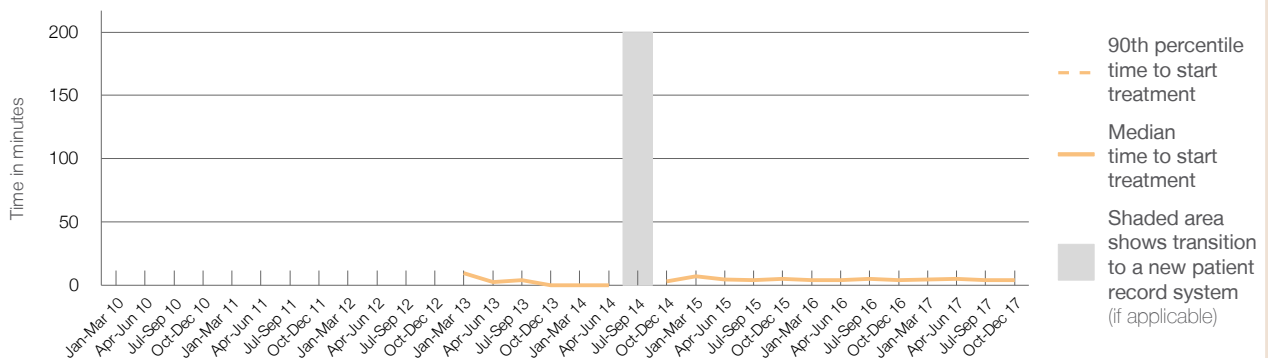
90th percentile time to start treatment

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
Median time to start treatment [4] (minutes)				0	3	5	4	4
90th percentile time to start treatment [5] (minutes)				*	10	*	*	*

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

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

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

			Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 692			650	
Number of triage 3 patients used to calculate waiting time: [3] 674			641	
Median time to start treatment [4]		9 minutes	7 minutes	20 minutes
90th percentile time to start treatment [5]		26 minutes	23 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017
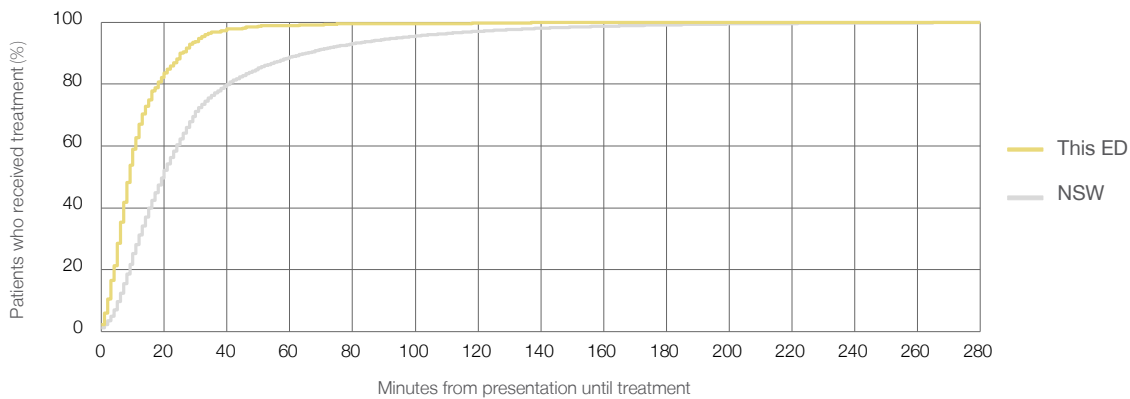
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017 [†‡§]
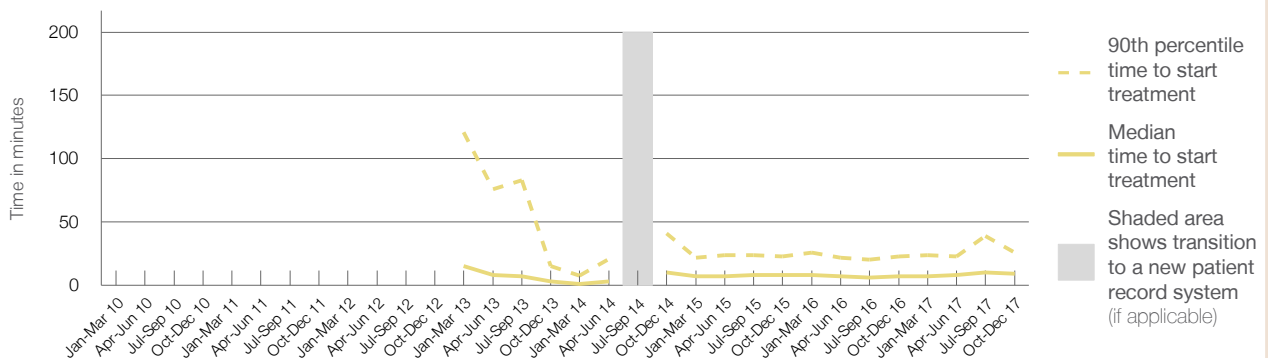
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment [4] (minutes)				3	10	8	7	9
90th percentile time to start treatment [5] (minutes)				15	41	23	23	26

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

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

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

| Triage 4	Semi-urgent (e.g. sprained ankle, earache)		Same period last year	NSW (this period)
Number of triage 4 patients: 814			888	
Number of triage 4 patients used to calculate waiting time:[3] 785			843	
Median time to start treatment[4]		8 minutes	6 minutes	26 minutes
90th percentile time to start treatment[5]		31 minutes	20 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017
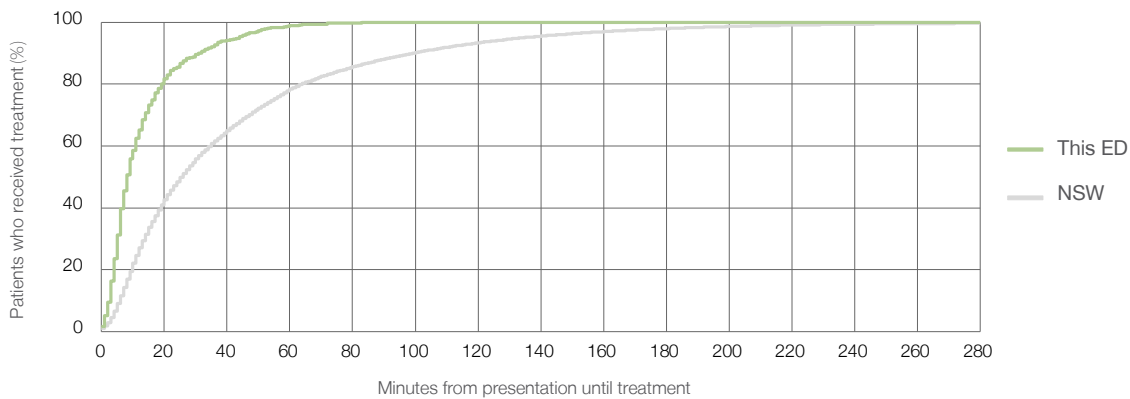
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017 [†‡§]
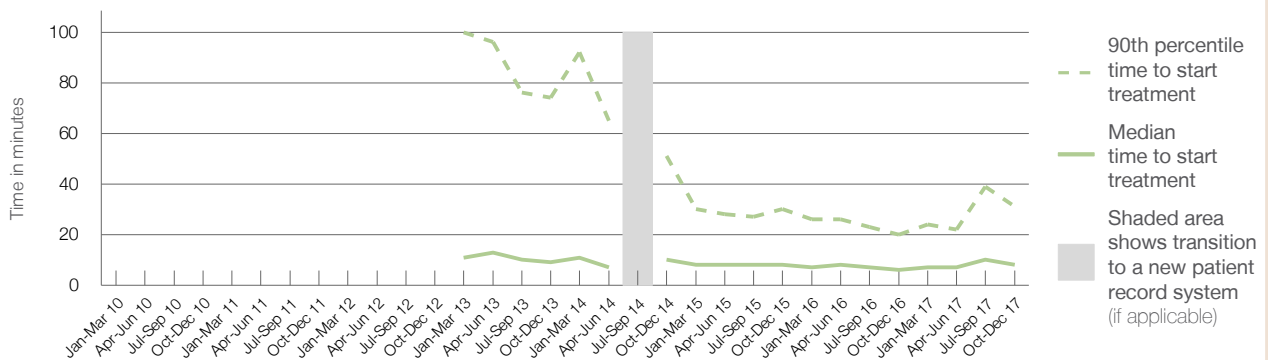
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment[4] (minutes)				9	10	8	6	8
90th percentile time to start treatment[5] (minutes)				74	51	30	20	31

(†)   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.

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

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

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 356			398	
Number of triage 5 patients used to calculate waiting time:[3] 348			384	
Median time to start treatment[4]		8 minutes	6 minutes	23 minutes
90th percentile time to start treatment[5]		37 minutes	25 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017
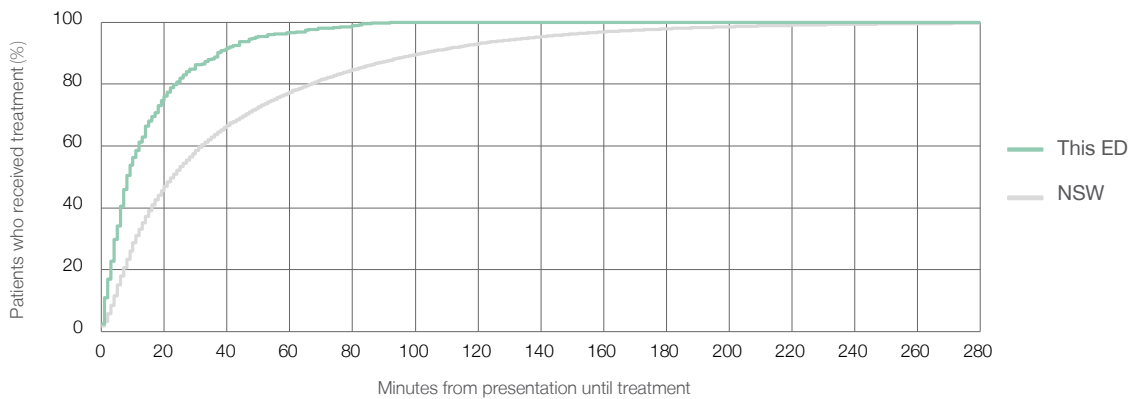
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017 [†‡§]
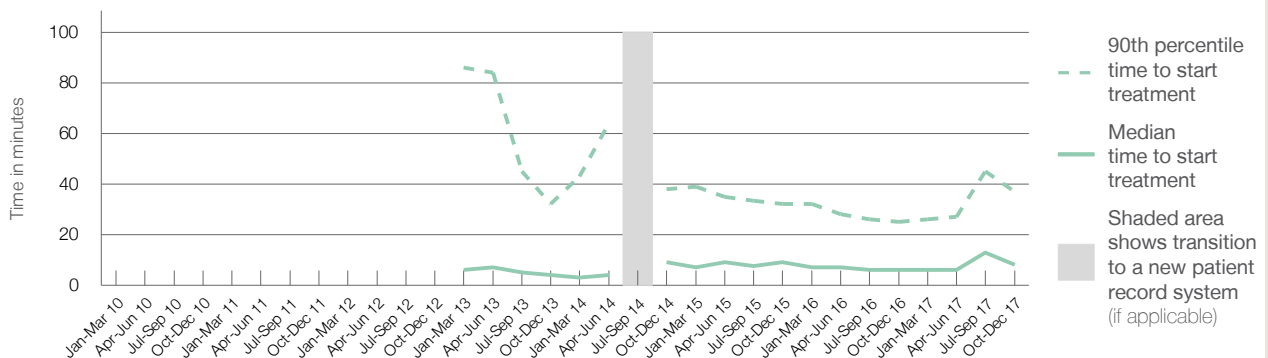
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment[4] (minutes)				4	9	9	6	8
90th percentile time to start treatment[5] (minutes)				32	38	32	25	37

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

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

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

Deniliquin Health Service: Time patients spent in the ED
October to December 2017

|		Same period last year	NSW (this period)
All presentations:[1] 2,359 patients			2,699
Presentations used to calculate time to leaving the ED: [6] 2,358 patients			2,699
Median time spent in the ED [8]	1 hours and 6 minutes	0 hours and 50 minutes	2 hours and 44 minutes
90th percentile time spent in the ED [9]	4 hours and 11 minutes	3 hours and 37 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017
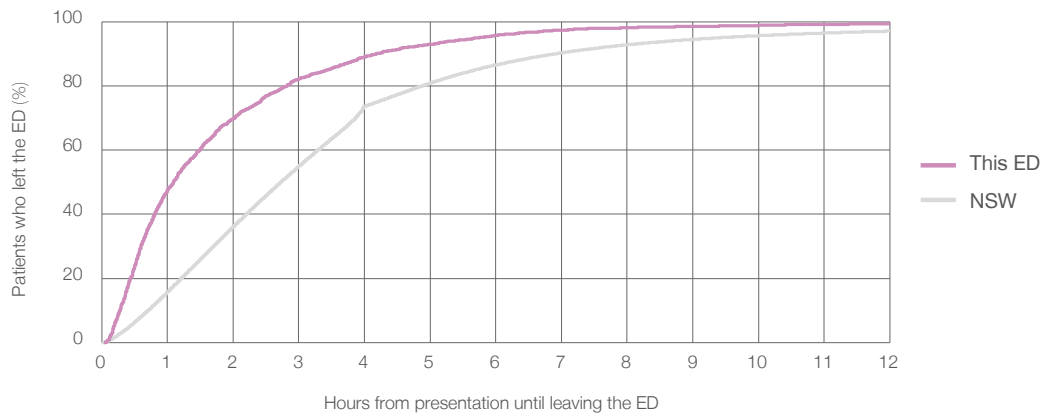
Time patients spent in the ED, by quarter, January 2010 to December 2017 [†‡§]
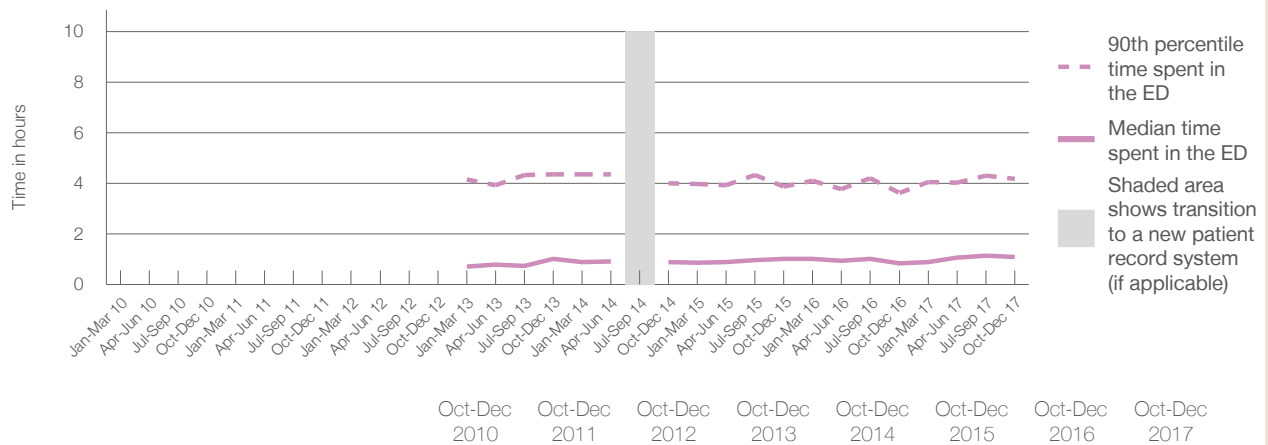
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED [8] (hours, minutes)				1h 1m	0h 54m	1h 2m	0h 50m	1h 6m
90th percentile time to leaving the ED [9] (hours, minutes)				4h 21m	4h 0m	3h 53m	3h 37m	4h 11m

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

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

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

		Same period last year	Change since one year ago
All presentations:[1] 2,359 patients			
Presentations used to calculate time to leaving the ED:[6] 2,358 patients		2,699	-12.6%
Treated and discharged	1,982 (84.0%)	2,198	-9.8%
Treated and admitted to hospital	241 (10.2%)	352	-31.5%
Patient left without, or before completing, treatment	33 (1.4%)	32	3.1%
Transferred to another hospital	46 (1.9%)	48	-4.2%
Other	57 (2.4%)	69	-17.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2017 [†‡§]
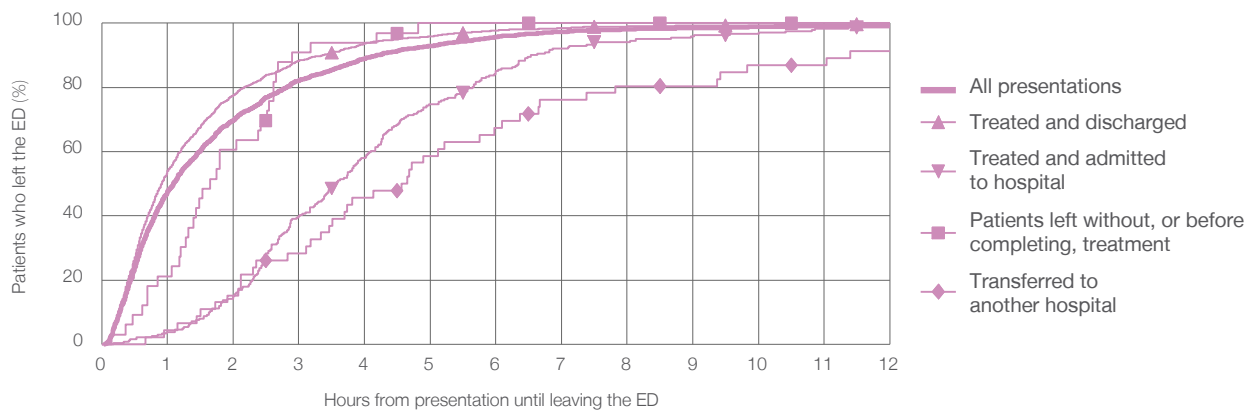
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	54.0%	77.5%	88.2%	93.6%	97.7%	99.0%	99.4%	99.7%
Treated and admitted to hospital	3.7%	14.9%	39.8%	58.1%	85.1%	94.2%	97.1%	98.8%
Patient left without, or before completing, treatment	21.2%	60.6%	90.9%	93.9%	100%	100%	100%	100%
Transferred to another hospital	4.3%	15.2%	28.3%	45.7%	67.4%	80.4%	87.0%	91.3%
All presentations	47.7%	69.8%	82.2%	89.0%	95.7%	98.1%	98.9%	99.4%

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

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

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

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

		Same period last year	Change since one year ago
All presentations at the emergency department: [1] 2,359 patients		2,699	-12.6%
Presentations used to calculate time to leaving the ED: [6] 2,358 patients		2,699	-12.6%
Percentage of patients who spent four hours or less in the ED	89.0%	91.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 [†‡§]

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Patients who spent four hours or less in the ED (%)				88.2%	90.2%	90.6%	91.6%	89.0%
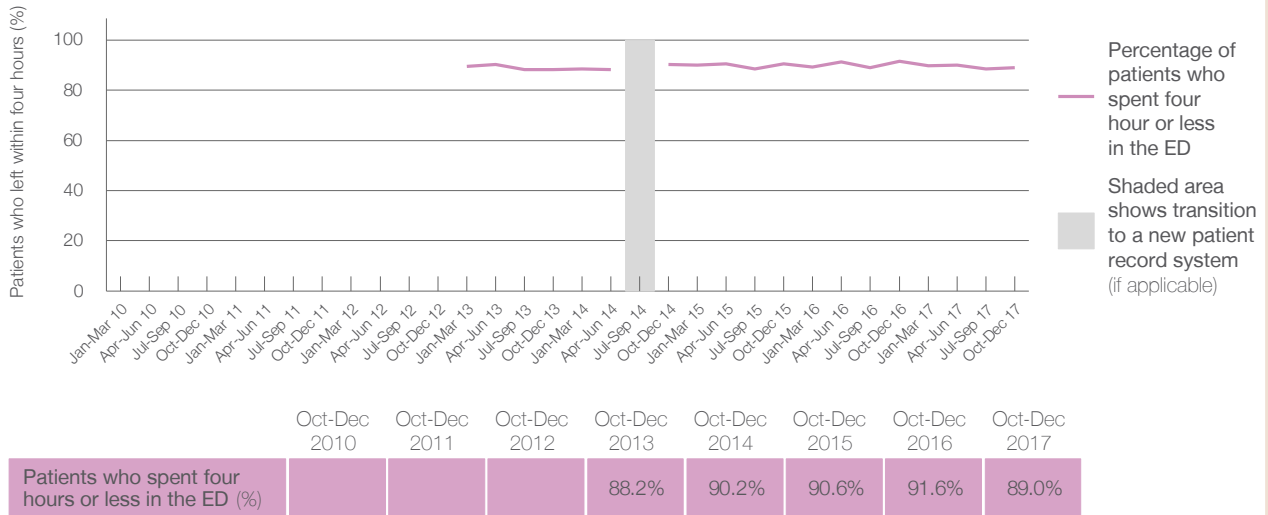
* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† Data points are not shown in graphs for quarters when patient numbers were too small.
‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before 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.*
§ 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.*
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 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 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).