## Armidale Hospital: Emergency department (ED) overview
January to March 2018

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 3,883 patients | 4,163 | -7% |
| Emergency presentations:[2] | 3,780 patients | 4,014 | -6% |

## Armidale Hospital: Time patients waited to start treatment [3]
January to March 2018

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| **Triage 2** Emergency (e.g. chest pain, severe burns): 227 patients | | 261 | |
| Median time to start treatment [4] | 9 minutes | 8 minutes | 8 minutes |
| 90th percentile time to start treatment [5] | 32 minutes | 30 minutes | 23 minutes |
| **Triage 3** Urgent (e.g. moderate blood loss, dehydration): 943 patients | | 1,071 | |
| Median time to start treatment [4] | 25 minutes | 27 minutes | 20 minutes |
| 90th percentile time to start treatment [5] | 80 minutes | 80 minutes | 65 minutes |
| **Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,254 patients | | 2,346 | |
| Median time to start treatment [4] | 32 minutes | 37 minutes | 25 minutes |
| 90th percentile time to start treatment [5] | 115 minutes | 145 minutes | 98 minutes |
| **Triage 5** Non-urgent (e.g. small cuts or abrasions): 356 patients | | 327 | |
| Median time to start treatment [4] | 24 minutes | 24 minutes | 22 minutes |
| 90th percentile time to start treatment [5] | 107 minutes | 77 minutes | 97 minutes |

## Armidale Hospital: Time from presentation until leaving the ED
January to March 2018

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 3,883 patients | 4,163 | -7% |
| Percentage of patients who spent four hours or less in the ED | 81% | 78% | |

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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, January to March 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.
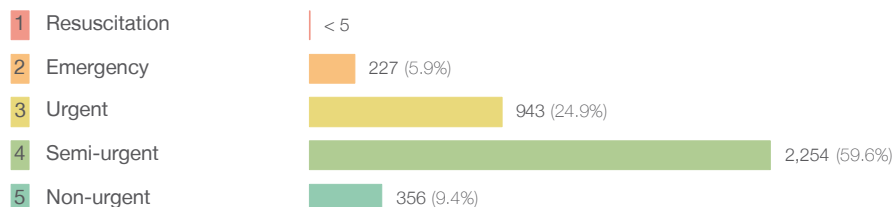Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

## Armidale Hospital: Patients presenting to the emergency department
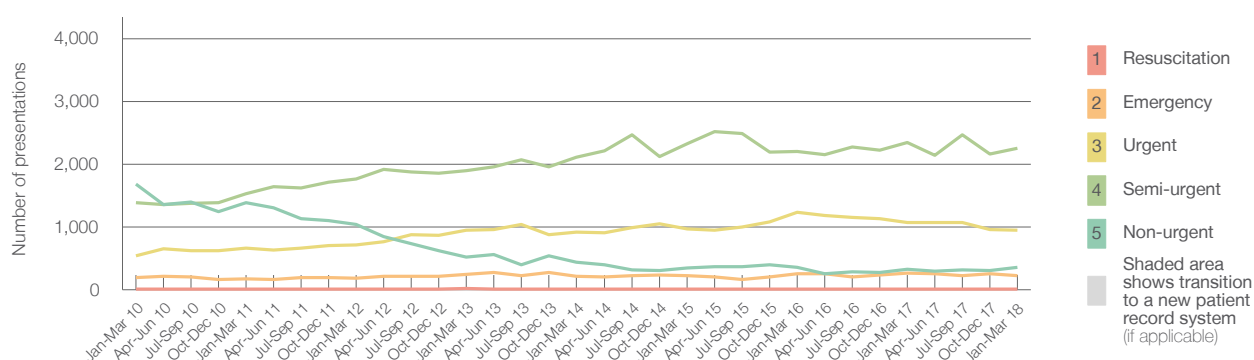January to March 2018

|  | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] 3,883 patients | | 4,163 | -7% |
| Emergency presentations[2] by triage category: 3,780 patients | | 4,014 | -6% |
| 1 Resuscitation | < 5 | 9 | * |
| 2 Emergency | 227 (5.9%) | 261 | -14.6% |
| 3 Urgent | 943 (24.9%) | 1,071 | -12.0% |
| 4 Semi-urgent | 2,254 (59.6%) | 2,346 | -3.9% |
| 5 Non-urgent | 356 (9.4%) | 327 | 8.9% |

Emergency presentations[2] by quarter, January 2010 to March 2018 ‡



|  | Jan-Mar 2010 | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 | Jan-Mar 2018 |
|---|---|---|---|---|---|---|---|---|---|
| Resuscitation | 5 | 5 | < 5 | 17 | 5 | 7 | 7 | 9 | < 5 |
| Emergency | 191 | 171 | 189 | 241 | 208 | 223 | 255 | 261 | 227 |
| Urgent | 538 | 658 | 712 | 946 | 914 | 972 | 1,232 | 1,071 | 943 |
| Semi-urgent | 1,390 | 1,533 | 1,762 | 1,899 | 2,106 | 2,321 | 2,201 | 2,346 | 2,254 |
| Non-urgent | 1,684 | 1,382 | 1,035 | 523 | 440 | 348 | 354 | 327 | 356 |
| All emergency presentations | 3,808 | 3,749 | 3,698 | 3,626 | 3,673 | 3,871 | 4,049 | 4,014 | 3,780 |

## Armidale Hospital: Patients arriving by ambulance
January to March 2018

|  | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time: [7] 285 patients ** | | 547 | |
| ED Transfer of care time | | | |
| Median time | 3 minutes | 4 minutes | -1 minute |
| 90th percentile time | 35 minutes | 34 minutes | 1 minute |

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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.

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

Armidale Hospital

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

**Armidale Hospital:** Time patients waited to start treatment, triage 2
January to March 2018

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| **Triage 2** Emergency (e.g. chest pain, severe burns) | | | |
| Number of triage 2 patients: 227 | | 261 | |
| Number of triage 2 patients used to calculate waiting time: [3] 219 | | 257 | |
| Median time to start treatment [4] | 9 minutes | 8 minutes | 8 minutes |
| 90th percentile time to start treatment [5] | 32 minutes | 30 minutes | 23 minutes |

Percentage of triage 2 patients who received treatment by time, January to March 2018
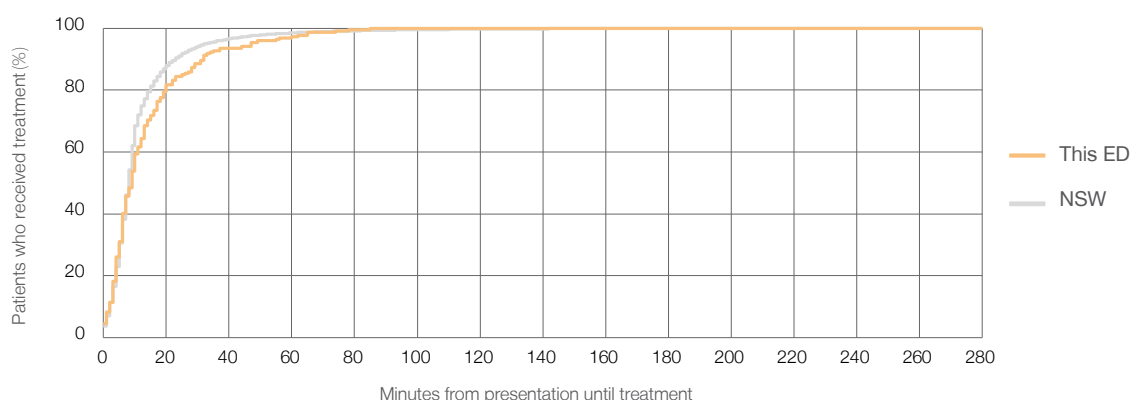


Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 [†‡]
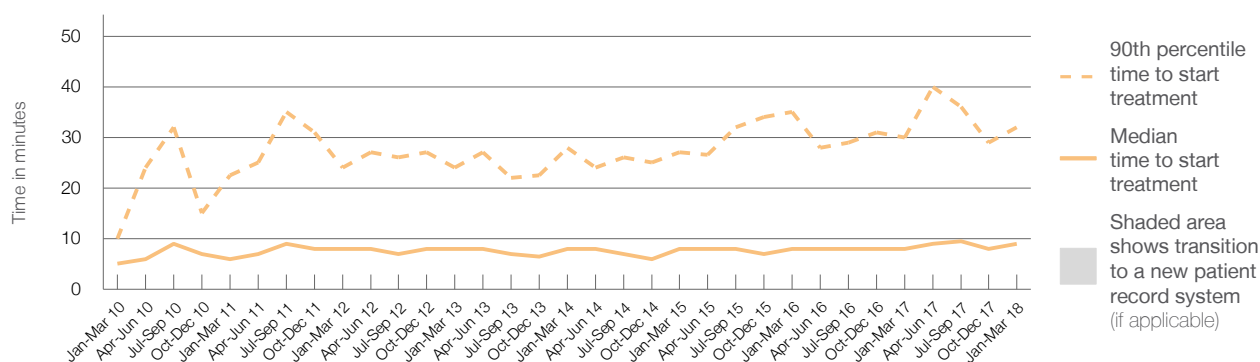


| | Jan-Mar 2010 | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 | Jan-Mar 2018 |
|---|---|---|---|---|---|---|---|---|---|
| Median time to start treatment [4] (minutes) | 5 | 6 | 8 | 8 | 8 | 8 | 8 | 8 | 9 |
| 90th percentile time to start treatment [5] (minutes) | 10 | 23 | 24 | 24 | 28 | 27 | 35 | 30 | 32 |

(†) 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 waited to start treatment, triage 3
January to March 2018

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| **Triage 3** Urgent (e.g. moderate blood loss, dehydration) | | | |
| Number of triage 3 patients: 943 | | 1,071 | |
| Number of triage 3 patients used to calculate waiting time:[3] 905 | | 1,035 | |
| Median time to start treatment[4] | 25 minutes | 27 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 80 minutes | 80 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, January to March 2018
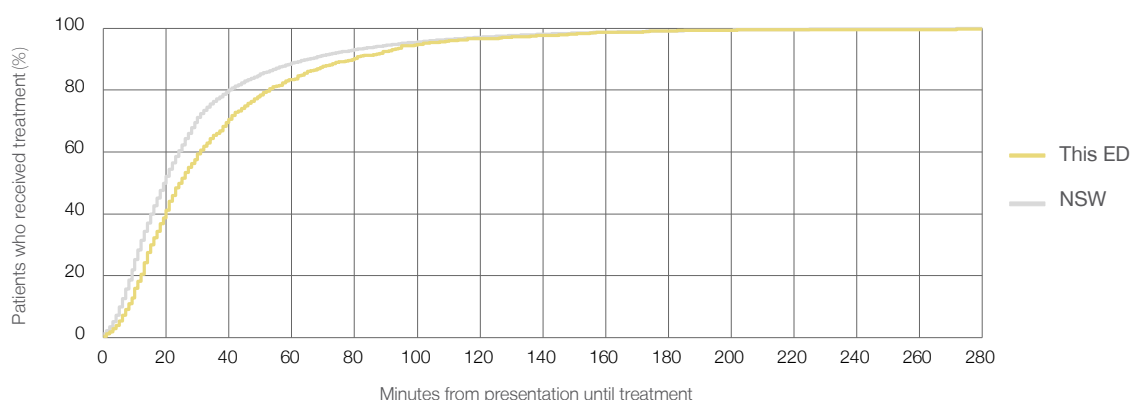


Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 [†‡]
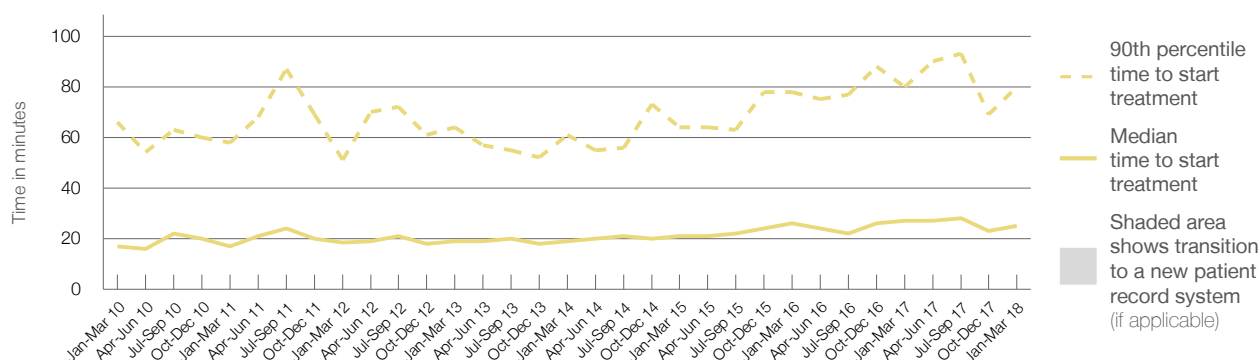


90th percentile time to start treatment

Median time to start treatment

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

| | Jan-Mar 2010 | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 | Jan-Mar 2018 |
|---|---|---|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 17 | 17 | 19 | 19 | 19 | 21 | 26 | 27 | 25 |
| 90th percentile time to start treatment[5] (minutes) | 66 | 58 | 51 | 64 | 61 | 64 | 78 | 80 | 80 |

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

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## Armidale Hospital: Time patients waited to start treatment, triage 4
January to March 2018

| Triage 4 | Semi-urgent (e.g. sprained ankle, earache) | | Same period last year | NSW (this period) |
|---|---|---|---|---|
| Number of triage 4 patients: 2,254 | | | 2,346 | |
| Number of triage 4 patients used to calculate waiting time:[3] 2,082 | | | 2,094 | |
| Median time to start treatment[4] | | 32 minutes | 37 minutes | 25 minutes |
| 90th percentile time to start treatment[5] | | 115 minutes | 145 minutes | 98 minutes |

Percentage of triage 4 patients who received treatment by time, January to March 2018
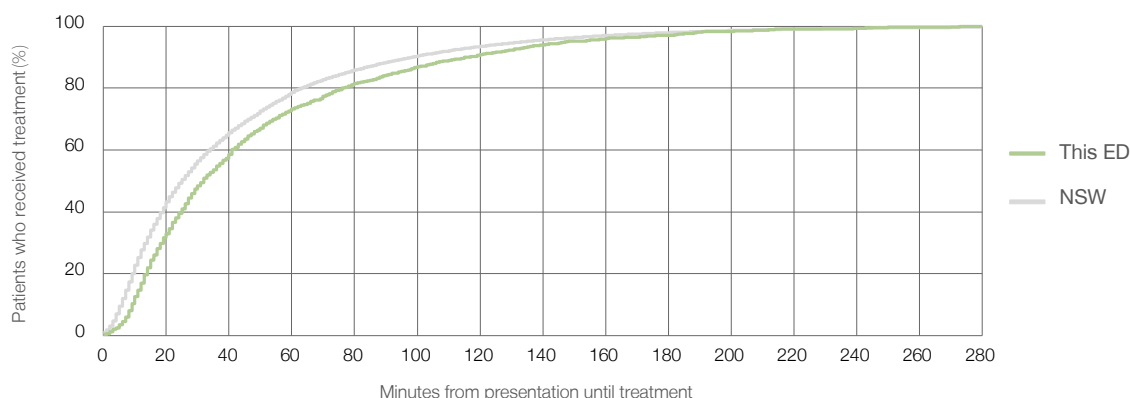


Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 [†‡]
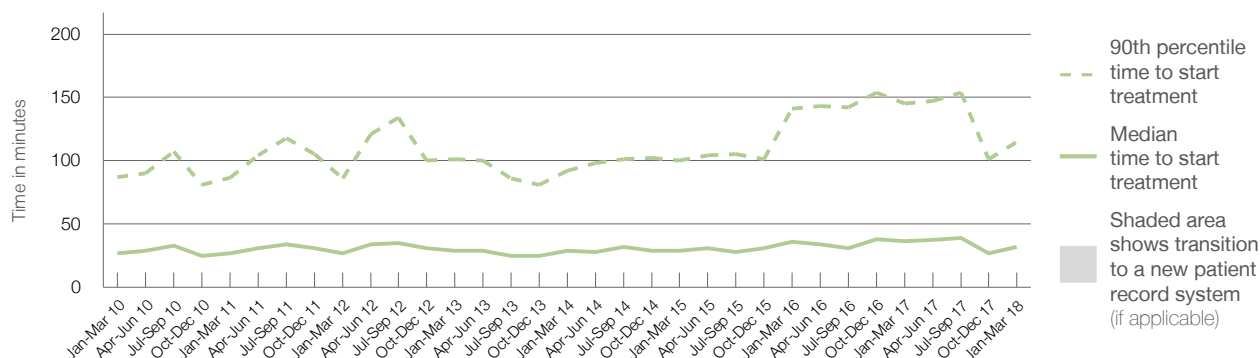


|  | Jan-Mar 2010 | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 | Jan-Mar 2018 |
|---|---|---|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 27 | 27 | 27 | 29 | 29 | 29 | 36 | 37 | 32 |
| 90th percentile time to start treatment[5] (minutes) | 87 | 87 | 86 | 101 | 92 | 100 | 141 | 145 | 115 |

(†) 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 waited to start treatment, triage 5
January to March 2018

| | | | Same period last year | NSW (this period) |
|---|---|---|---|---|
| Triage 5 | Non-urgent (e.g. small cuts or abrasions) | | | |
| Number of triage 5 patients: 356 | | | 327 | |
| Number of triage 5 patients used to calculate waiting time:[3] 301 | | | 248 | |
| Median time to start treatment [4] | | 24 minutes | 24 minutes | 22 minutes |
| 90th percentile time to start treatment [5] | | 107 minutes | 77 minutes | 97 minutes |

Percentage of triage 5 patients who received treatment by time, January to March 2018
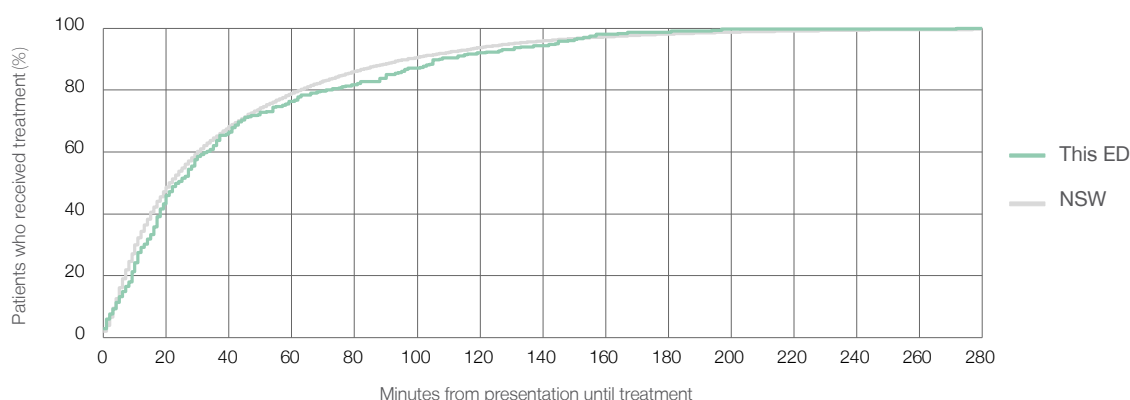


Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 [†‡]
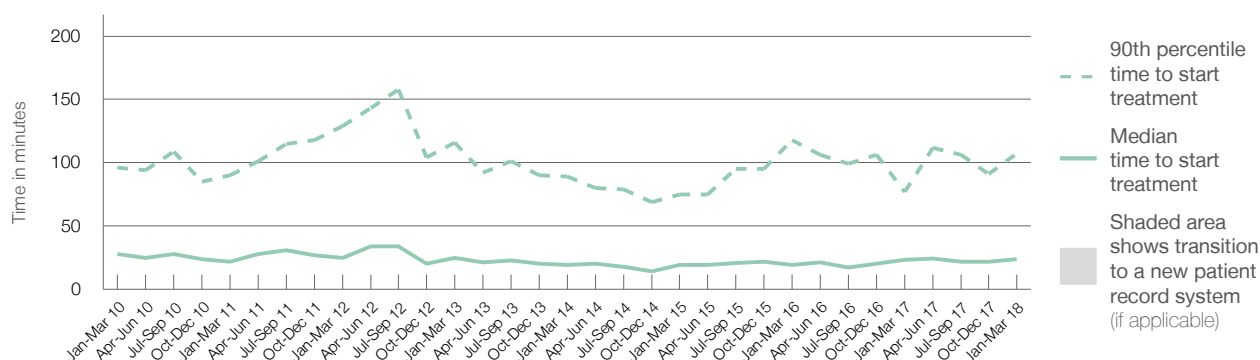


90th percentile time to start treatment

Median time to start treatment

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

| | Jan-Mar 2010 | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 | Jan-Mar 2018 |
|---|---|---|---|---|---|---|---|---|---|
| Median time to start treatment [4] (minutes) | 28 | 22 | 25 | 25 | 19 | 19 | 19 | 24 | 24 |
| 90th percentile time to start treatment [5] (minutes) | 96 | 90 | 129 | 116 | 89 | 75 | 118 | 77 | 107 |

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## Armidale Hospital: Time patients spent in the ED
January to March 2018

|  |  | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] 3,883 patients |  | | 4,163 |
| Presentations used to calculate time to leaving the ED:[6] 3,883 patients |  | | 4,163 |
| Median time spent in the ED[8] | 2 hours and 1 minutes | 2 hours and 10 minutes | 2 hours and 42 minutes |
| 90th percentile time spent in the ED[9] | 5 hours and 12 minutes | 5 hours and 28 minutes | 6 hours and 49 minutes |

Percentage of patients who left the ED by time, January to March 2018
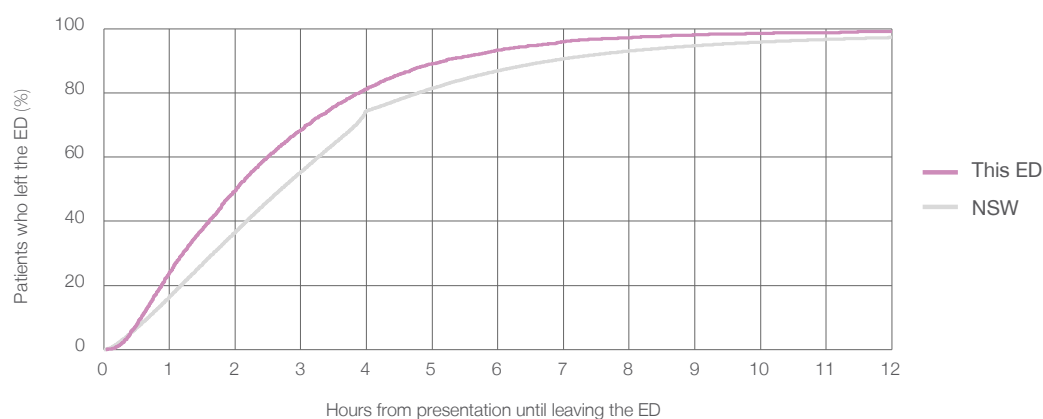


Time patients spent in the ED, by quarter, January 2010 to March 2018 †‡
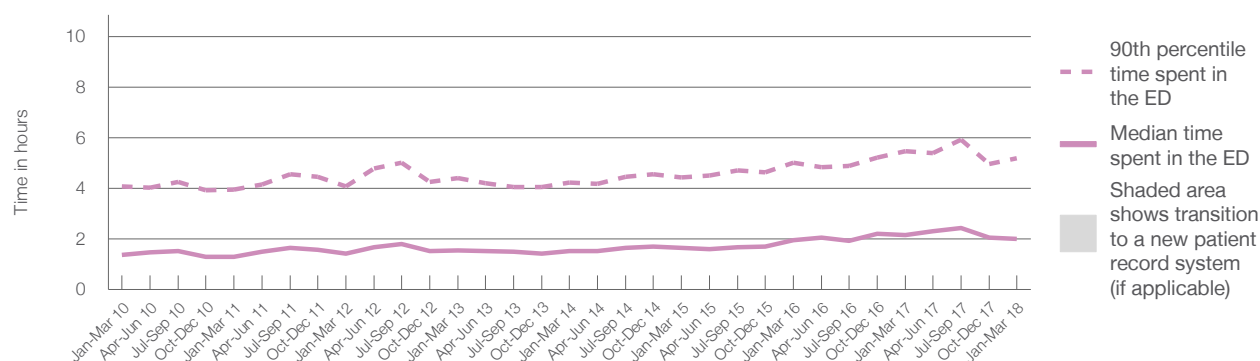


- - - 90th percentile time spent in the ED

— Median time spent in the ED

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

|  | Jan-Mar 2010 | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 | Jan-Mar 2018 |
|---|---|---|---|---|---|---|---|---|---|
| Median time spent in the ED[8] (hours, minutes) | 1h 23m | 1h 18m | 1h 25m | 1h 33m | 1h 31m | 1h 39m | 1h 58m | 2h 10m | 2h 1m |
| 90th percentile time spent in the ED[9] (hours, minutes) | 4h 5m | 3h 58m | 4h 5m | 4h 25m | 4h 14m | 4h 26m | 5h 1m | 5h 28m | 5h 12m |

(†) 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
January to March 2018

|  |  | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] 3,883 patients |  |  |  |
| Presentations used to calculate time to leaving the ED: [6] 3,883 patients |  | 4,163 | -7% |
| Treated and discharged | 2,784 (71.7%) | 2,850 | -2.3% |
| Treated and admitted to hospital | 836 (21.5%) | 922 | -9.3% |
| Patient left without, or before completing, treatment | 203 (5.2%) | 307 | -33.9% |
| Transferred to another hospital | 43 (1.1%) | 58 | -25.9% |
| Other | 17 (0.4%) | 26 | -34.6% |

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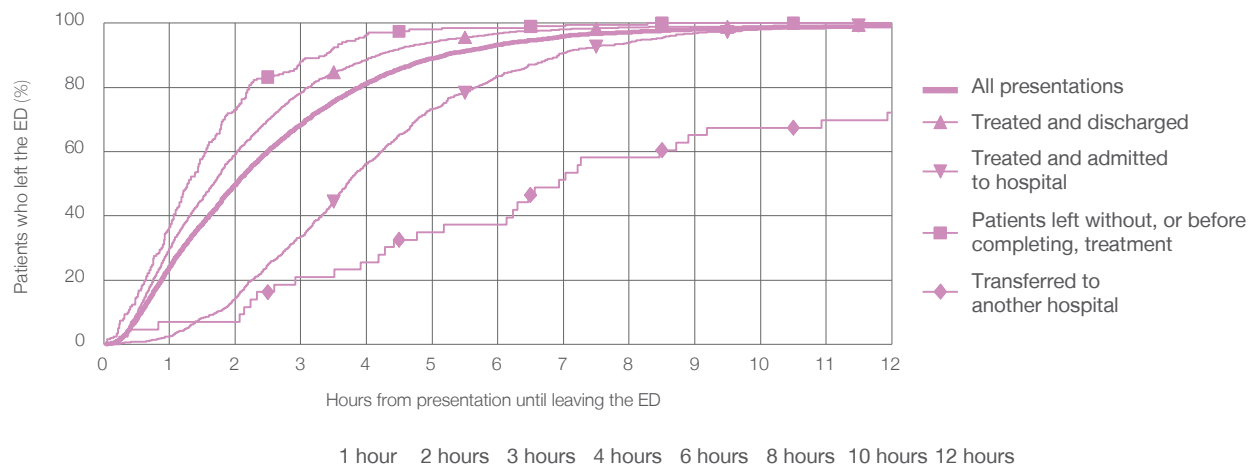


| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 29.9% | 59.3% | 78.3% | 88.5% | 96.8% | 98.6% | 99.1% | 99.5% |
| Treated and admitted to hospital | 2.3% | 14.4% | 33.5% | 56.2% | 83.5% | 93.9% | 98.1% | 99.3% |
| Patient left without, or before completing, treatment | 36.5% | 72.9% | 88.2% | 96.6% | 98.5% | 99.5% | 100% | 100% |
| Transferred to another hospital | 7.0% | 7.0% | 20.9% | 25.6% | 37.2% | 58.1% | 67.4% | 72.1% |
| All presentations | 24.1% | 49.7% | 68.5% | 81.2% | 93.3% | 97.1% | 98.5% | 99.2% |

(†) 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 spent in the ED
### Percentage of patients who spent four hours or less in the ED
January to March 2018

|  |  | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations at the emergency department: [1] 3,883 patients |  | 4,163 | -7% |
| Presentations used to calculate time to leaving the ED: [6] 3,883 patients |  | 4,163 | -7% |
| Percentage of patients who spent four hours or less in the ED | 81.2% | 78.2% |  |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 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)

| | Jan-Mar 2010 | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 | Jan-Mar 2018 |
|---|---|---|---|---|---|---|---|---|---|
| Patients who spent four hours or less in the ED (%) | 89.7% | 90.3% | 89.6% | 87.4% | 88.6% | 86.8% | 82.1% | 78.2% | 81.2% |
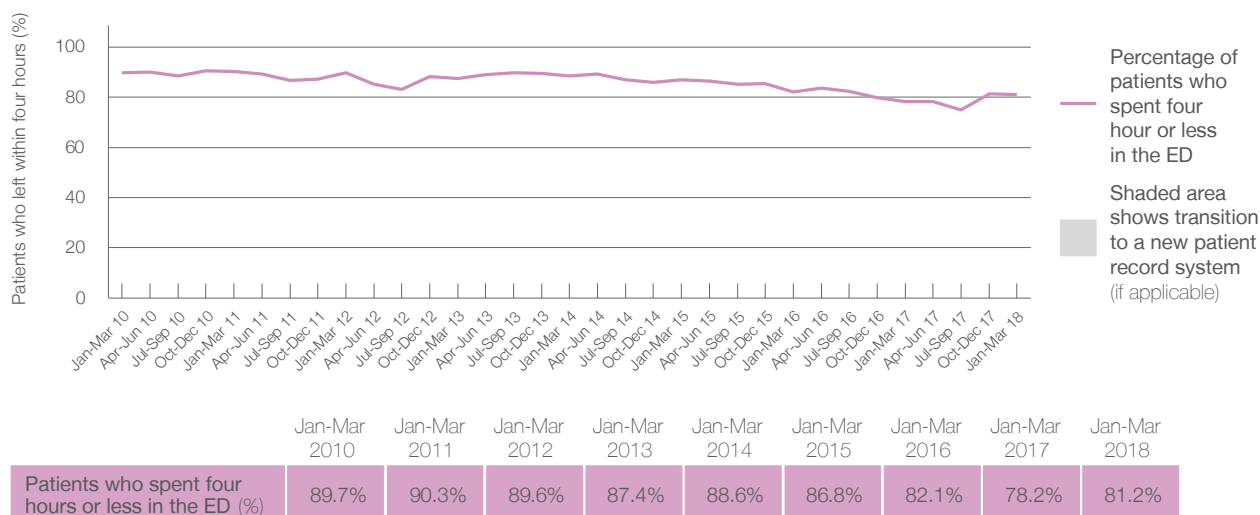
* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† Data points are not shown in graphs for quarters when patient numbers were too small.
‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before 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 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 final 105% 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Armidale Hospital

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