

## Shoalhaven District Memorial Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 9,083 patients  
Emergency presentations:<sup>2</sup> 8,982 patients

Same period last year	Change since one year ago
8,713	4.2%
8,603	4.4%

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 793 patients

Median time to start treatment<sup>4</sup> 12 minutes  
95th percentile time to start treatment<sup>5</sup> 57 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,017 patients

Median time to start treatment<sup>4</sup> 30 minutes  
95th percentile time to start treatment<sup>5</sup> 127 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,165 patients

Median time to start treatment<sup>4</sup> 38 minutes  
95th percentile time to start treatment<sup>5</sup> 151 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 955 patients

Median time to start treatment<sup>4</sup> 27 minutes  
95th percentile time to start treatment<sup>5</sup> 124 minutes

Same period last year	NSW (this period)
553	
11 minutes	8 minutes
73 minutes	36 minutes
2,585	
31 minutes	20 minutes
183 minutes	92 minutes
4,012	
40 minutes	25 minutes
205 minutes	128 minutes
1,409	
35 minutes	23 minutes
171 minutes	132 minutes

## Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,083 patients

Percentage of patients who spent four hours or less in the ED 65.4%

Same period last year	Change since one year ago
8,713	4.2%
62.7%	

\* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

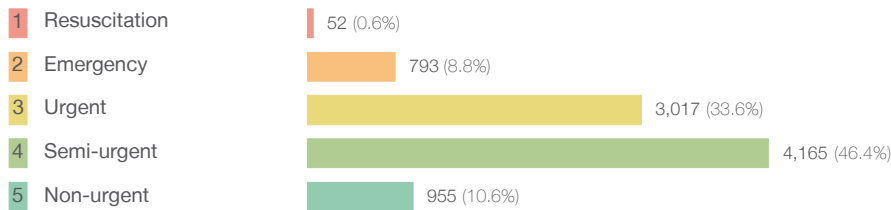
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

April to June 2016

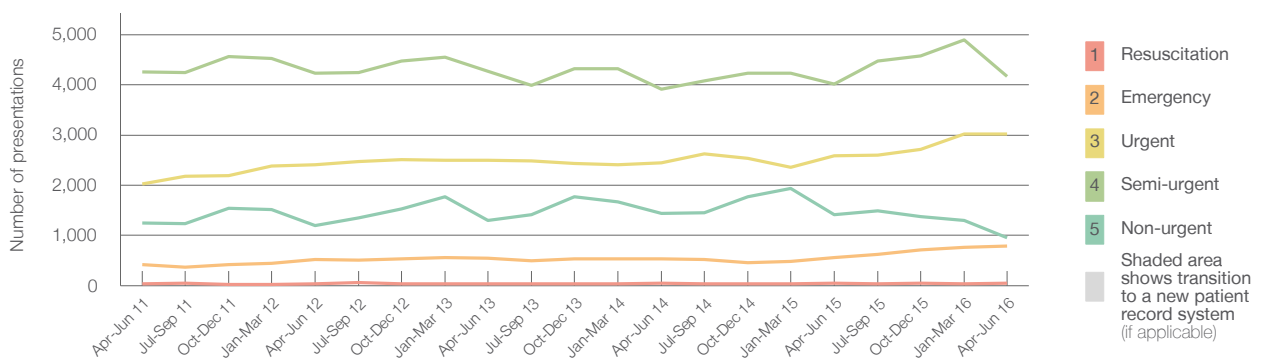
All presentations:<sup>1</sup> 9,083 patients

Emergency presentations<sup>2</sup> by triage category: 8,982 patients



Same period last year	Change since one year ago
8,713	4.2%
8,603	4.4%
44	18.2%
553	43.4%
2,585	16.7%
4,012	3.8%
1,409	-32.2%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	34	39	32	43	44	52
Emergency	414	523	541	537	553	793
Urgent	2,024	2,405	2,501	2,443	2,585	3,017
Semi-urgent	4,256	4,237	4,266	3,915	4,012	4,165
Non-urgent	1,252	1,200	1,297	1,439	1,409	955
All emergency presentations	7,980	8,404	8,637	8,377	8,603	8,982

## Shoalhaven District Memorial Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,228 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,218	
17 minutes	-2 minutes
107 minutes	-31 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.

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2 April to June 2016

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

Number of triage 2 patients: 793

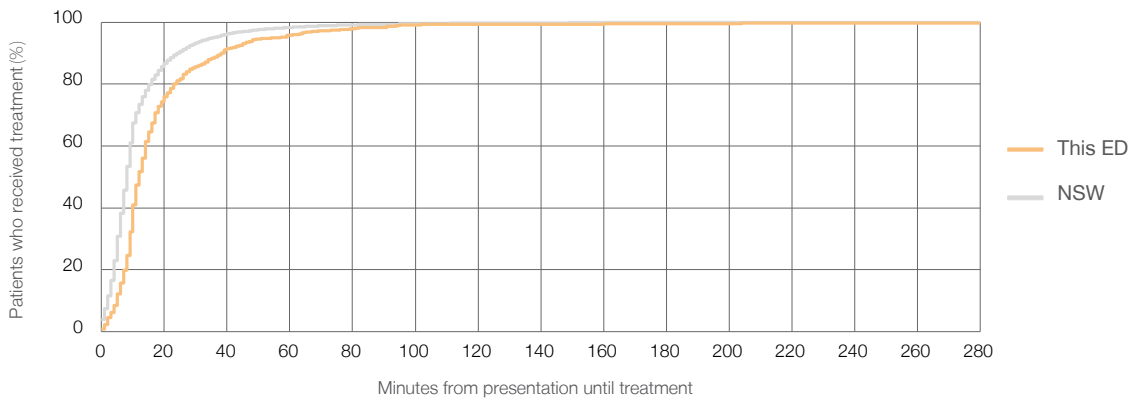
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 792

Median time to start treatment<sup>4</sup>  12 minutes

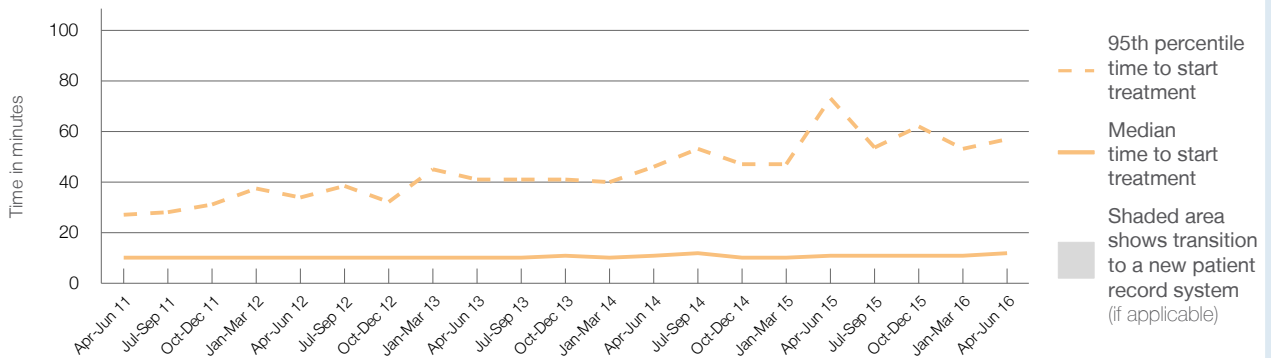
95th percentile time to start treatment<sup>5</sup>  57 minutes

Same period last year	NSW (this period)
553	
551	
11 minutes	8 minutes
73 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	10	10	10	11	11	12
95th percentile time to start treatment <sup>5</sup> (minutes)	27	34	41	46	73	57

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

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## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3 April to June 2016

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

Number of triage 3 patients: 3,017

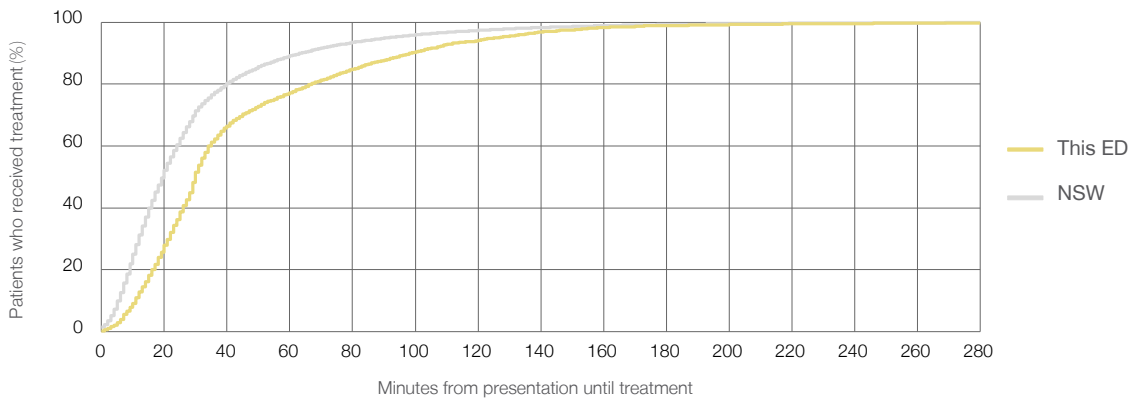
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,980

Median time to start treatment<sup>4</sup>  30 minutes

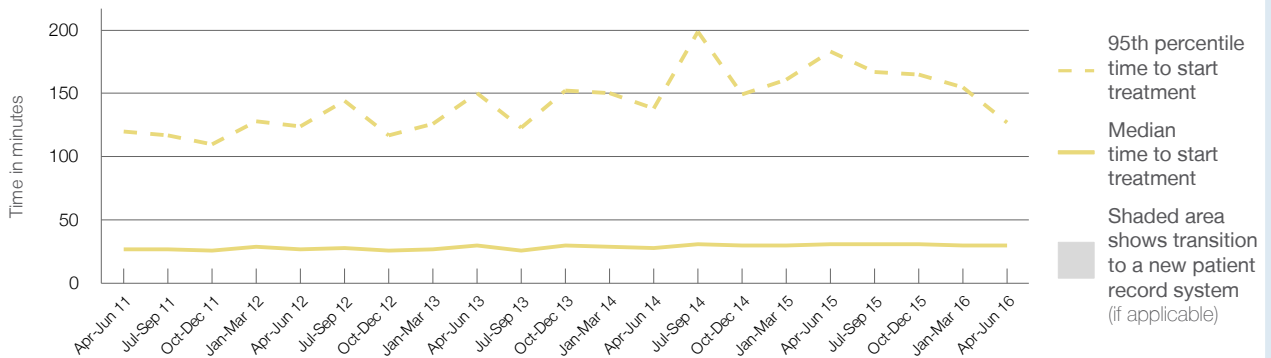
95th percentile time to start treatment<sup>5</sup>  127 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	2,585	2,513
Median time to start treatment <sup>4</sup>	31 minutes	20 minutes
95th percentile time to start treatment <sup>5</sup>	183 minutes	92 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	27	27	30	28	31	30
95th percentile time to start treatment <sup>5</sup> (minutes)	120	124	150	138	183	127

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## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4 April to June 2016

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

Number of triage 4 patients: 4,165

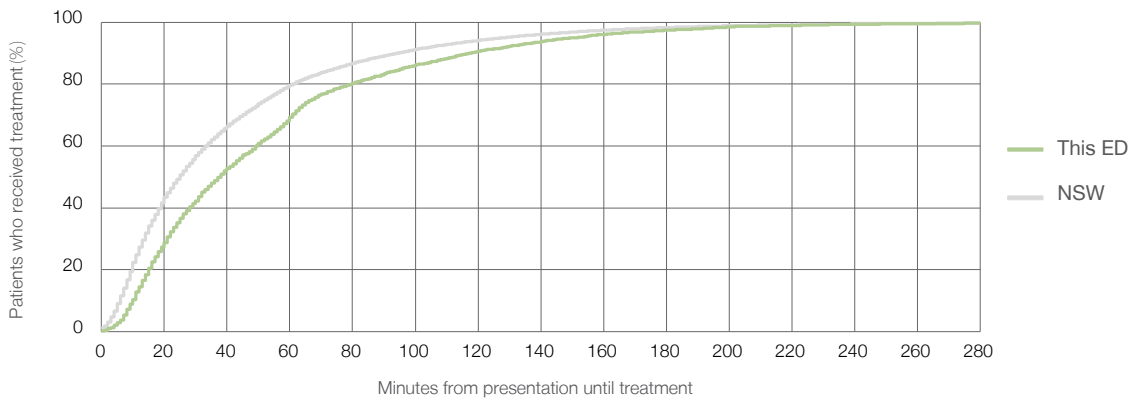
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,924

Median time to start treatment<sup>4</sup> 38 minutes

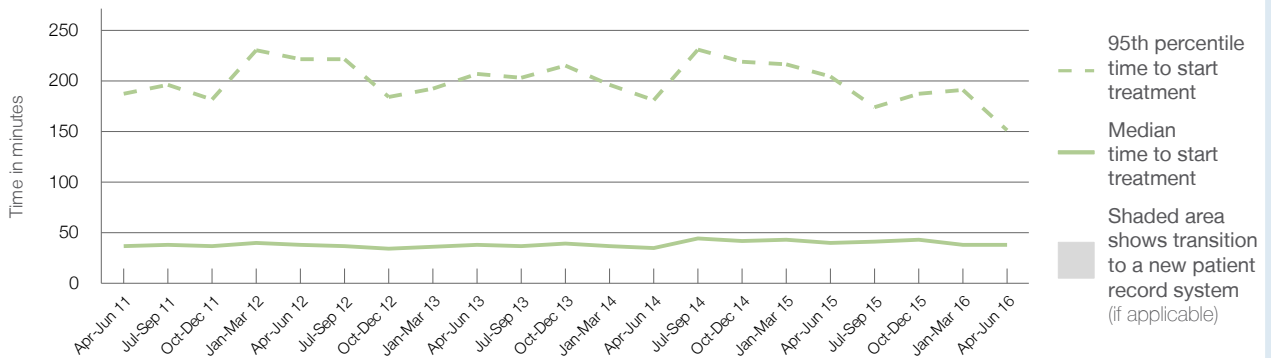
95th percentile time to start treatment<sup>5</sup> 151 minutes

Same period last year	NSW (this period)
4,012	
3,640	
40 minutes	25 minutes
205 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	37	38	38	35	40	38
95th percentile time to start treatment <sup>5</sup> (minutes)	187	221	207	181	205	151

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## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5 April to June 2016

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

Number of triage 5 patients: 955

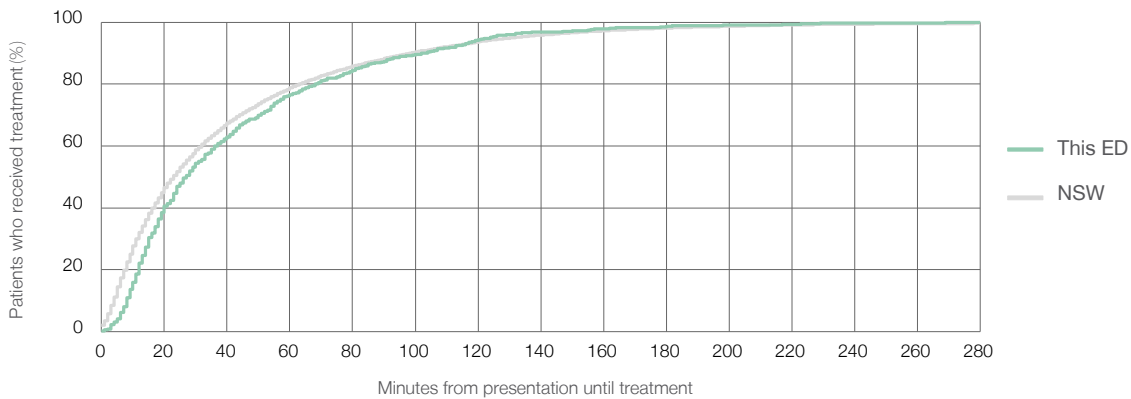
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 844

Median time to start treatment<sup>4</sup> 27 minutes

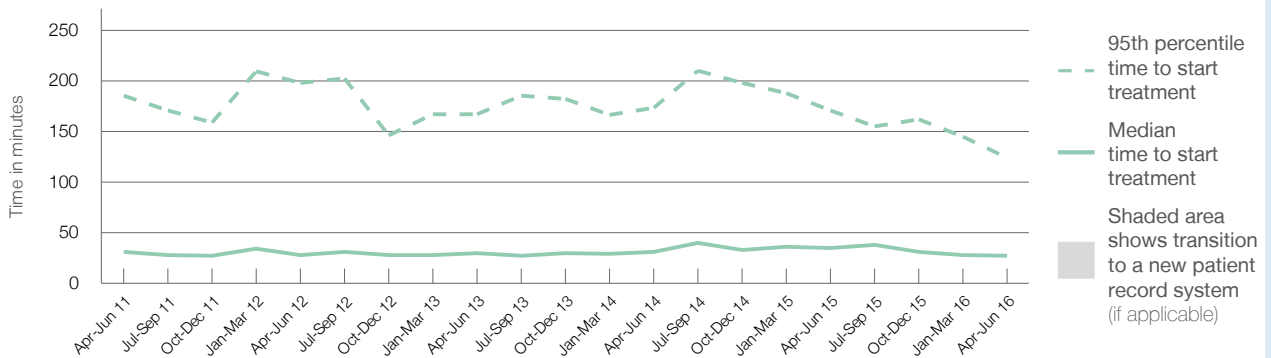
95th percentile time to start treatment<sup>5</sup> 124 minutes

	Same period last year	NSW (this period)
	1,409	1,193
	35 minutes	23 minutes
	171 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	31	28	30	31	35	27
95th percentile time to start treatment <sup>5</sup> (minutes)	185	198	167	173	171	124

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## Shoalhaven District Memorial Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 9,083 patients

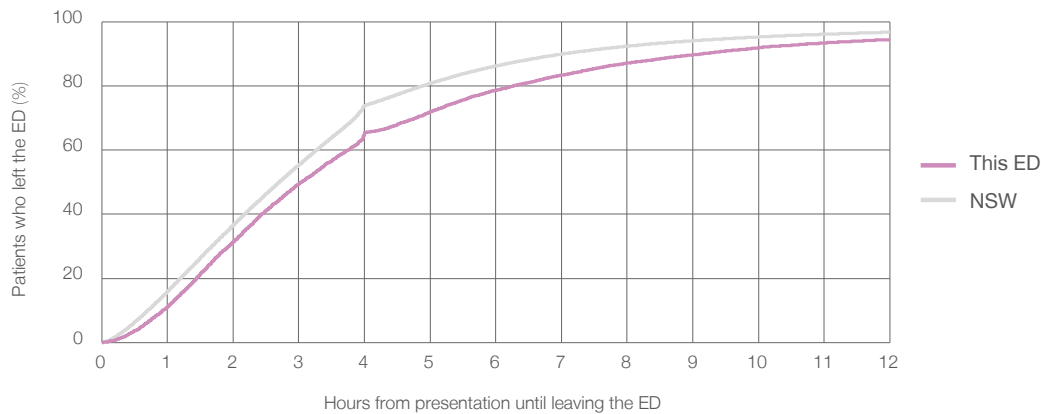
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,083 patients

Median time spent in the ED<sup>8</sup> 3 hours and 3 minutes

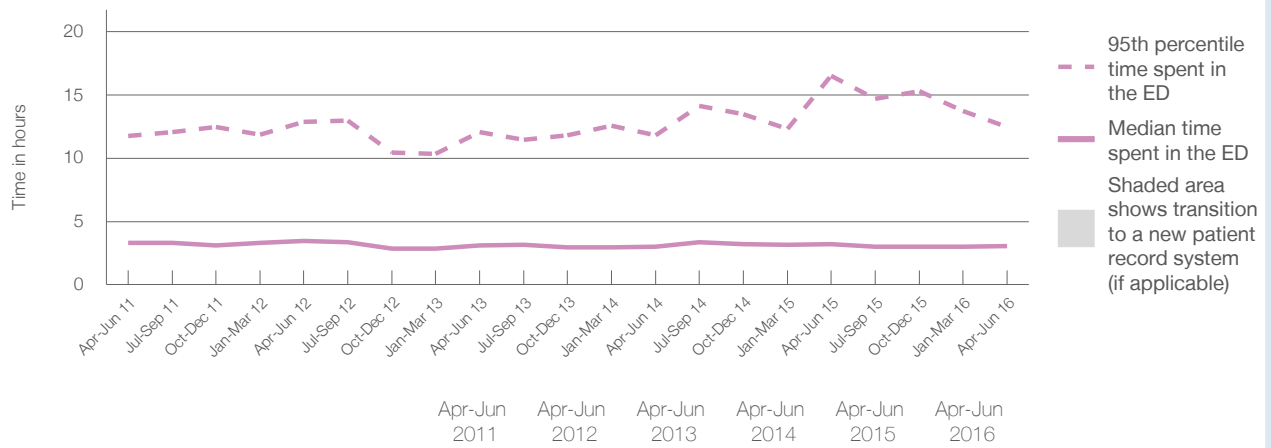
95th percentile time spent in the ED<sup>9</sup> 12 hours and 29 minutes

Same period last year	NSW (this period)
8,713	8,713
3 hours and 13 minutes	2 hours and 42 minutes
16 hours and 30 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 18m	3h 27m	3h 6m	2h 59m	3h 13m	3h 3m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 46m	12h 51m	12h 4m	11h 48m	16h 30m	12h 29m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.  
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## Shoalhaven District Memorial Hospital: Time patients spent in the ED By mode of separation April to June 2016

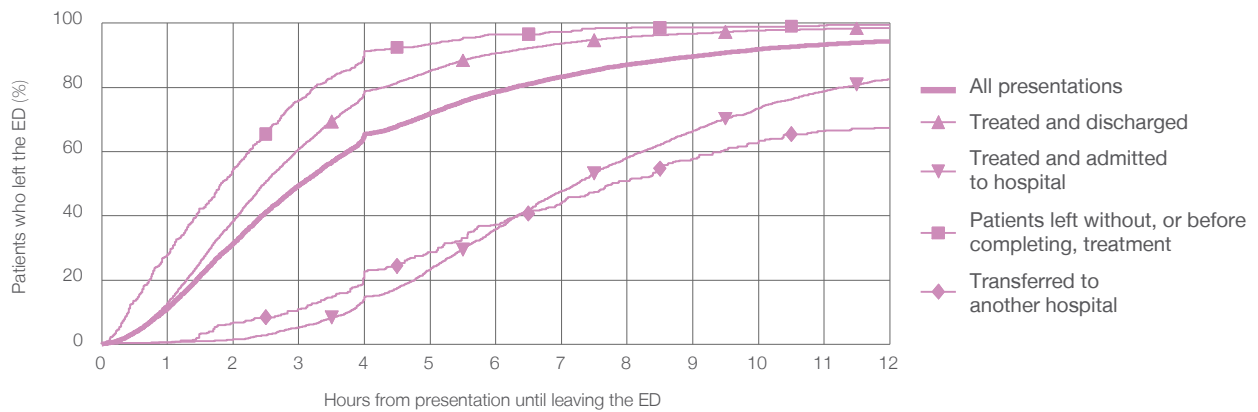
All presentations:<sup>1</sup> 9,083 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,083 patients

Treated and discharged	6,390 (70.4%)
Treated and admitted to hospital	1,714 (18.9%)
Patient left without, or before completing, treatment	588 (6.5%)
Transferred to another hospital	356 (3.9%)
Other	35 (0.4%)

Same period last year	Change since one year ago
8,713	4.2%
5,866	8.9%
1,467	16.8%
1,014	-42.0%
332	7.2%
34	2.9%

Percentage of patients who left the ED by time and mode of separation, April to June 2016<sup>††</sup>



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	12.8%	38.6%	60.9%	78.8%	90.7%	95.8%	97.7%	98.6%
Treated and admitted to hospital	0.6%	1.5%	5.1%	14.8%	35.9%	58.2%	73.4%	82.6%
Patient left without, or before completing, treatment	27.9%	54.6%	76.0%	91.3%	96.6%	98.5%	99.0%	99.5%
Transferred to another hospital	0.6%	6.7%	11.0%	22.8%	37.4%	50.8%	63.5%	67.4%
All presentations	11.2%	31.5%	49.5%	65.4%	78.7%	87.1%	91.9%	94.4%

(†) 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.



## Shoalhaven District Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2016

All presentations at the emergency department:<sup>1</sup> 9,083 patients

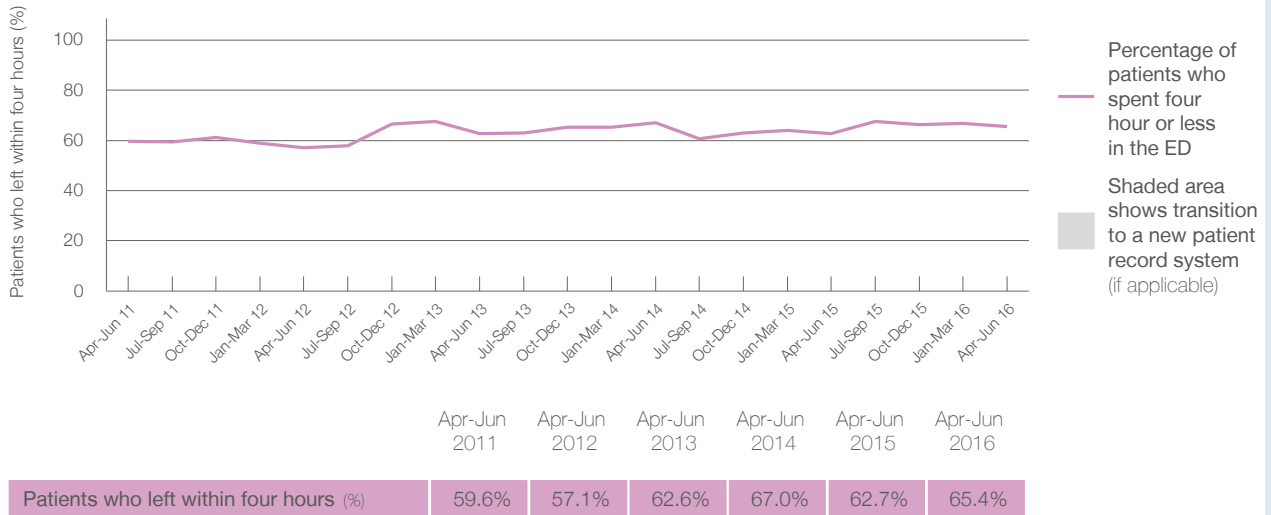
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,083 patients

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



Same period last year	Change since one year ago
8,713	4.2%
8,713	4.2%
62.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016<sup>†‡</sup>



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).  
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).