

## Bowral and District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 4,555 patients  
 Emergency presentations:<sup>2</sup> 4,453 patients

Same period last year	Change since one year ago
4,489	1.5%
4,369	1.9%

## Bowral and District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 302 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 95th percentile time to start treatment<sup>5</sup> 34 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,426 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 95th percentile time to start treatment<sup>5</sup> 93 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,131 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 95th percentile time to start treatment<sup>5</sup> 139 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 578 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 95th percentile time to start treatment<sup>5</sup> 115 minutes

Same period last year	NSW (this period)
339	
8 minutes	8 minutes
28 minutes	41 minutes
1,538	
19 minutes	21 minutes
103 minutes	103 minutes
1,986	
23 minutes	27 minutes
128 minutes	139 minutes
486	
23 minutes	24 minutes
149 minutes	138 minutes

## Bowral and District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,555 patients

Percentage of patients who spent four hours or less in the ED 81.3%

Same period last year	Change since one year ago
4,489	1.5%
82.6%	

\* 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, July to September 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 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.
- All presentations that have a departure time.

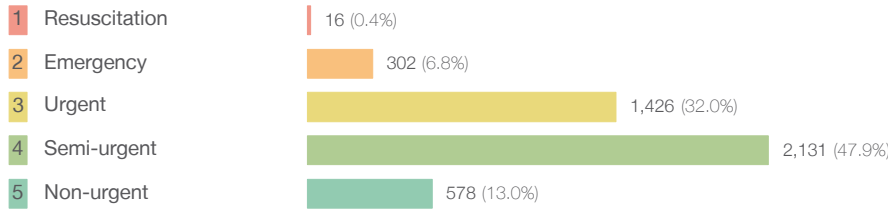
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Bowral and District Hospital: Patients presenting to the emergency department July to September 2016

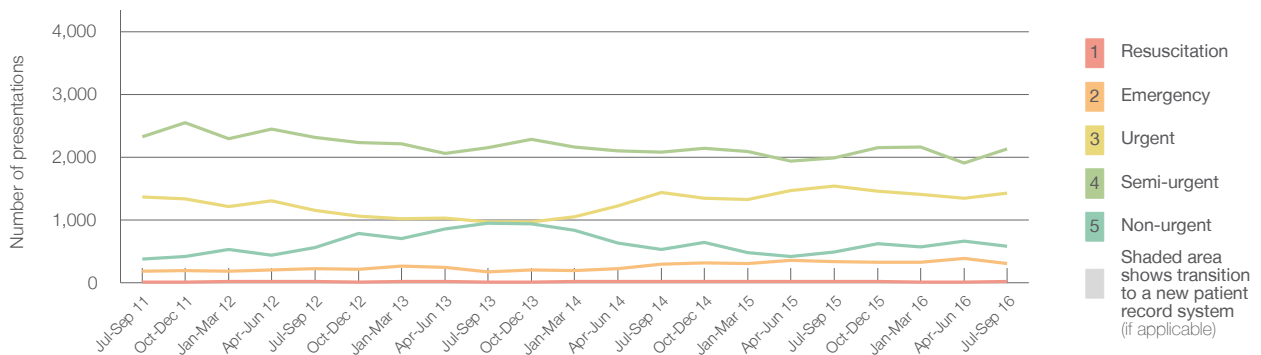
All presentations:<sup>1</sup> 4,555 patients

Emergency presentations<sup>2</sup> by triage category: 4,453 patients



	Same period last year	Change since one year ago
All presentations	4,489	1.5%
Emergency presentations	4,369	1.9%
1 Resuscitation	20	-20.0%
2 Emergency	339	-10.9%
3 Urgent	1,538	-7.3%
4 Semi-urgent	1,986	7.3%
5 Non-urgent	486	18.9%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	6	17	11	15	20	16
Emergency	183	227	175	293	339	302
Urgent	1,369	1,154	972	1,433	1,538	1,426
Semi-urgent	2,321	2,319	2,154	2,080	1,986	2,131
Non-urgent	376	564	948	525	486	578
All emergency presentations	4,255	4,281	4,260	4,346	4,369	4,453

## Bowral and District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 879 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	784	
ED Transfer of care time	12 minutes	-1 minute
95th percentile time	39 minutes	-4 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.

## Bowral and District Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 302

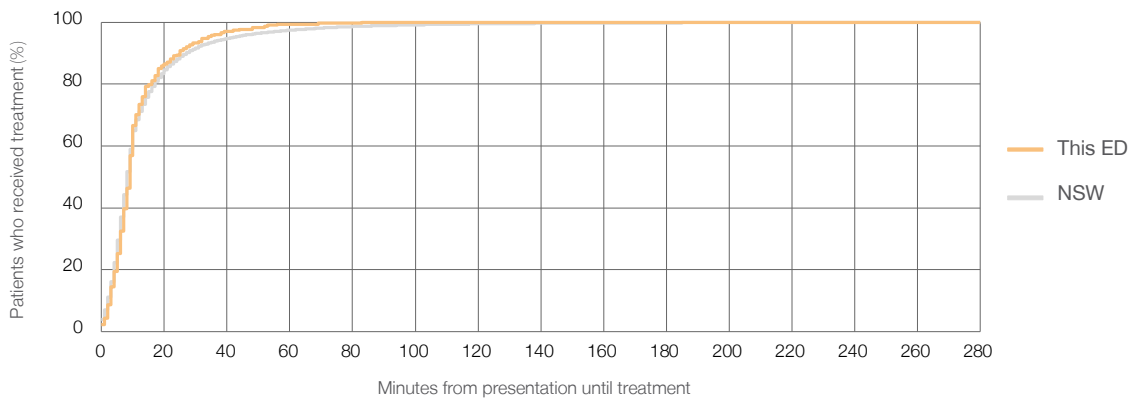
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 302

Median time to start treatment<sup>4</sup>  9 minutes

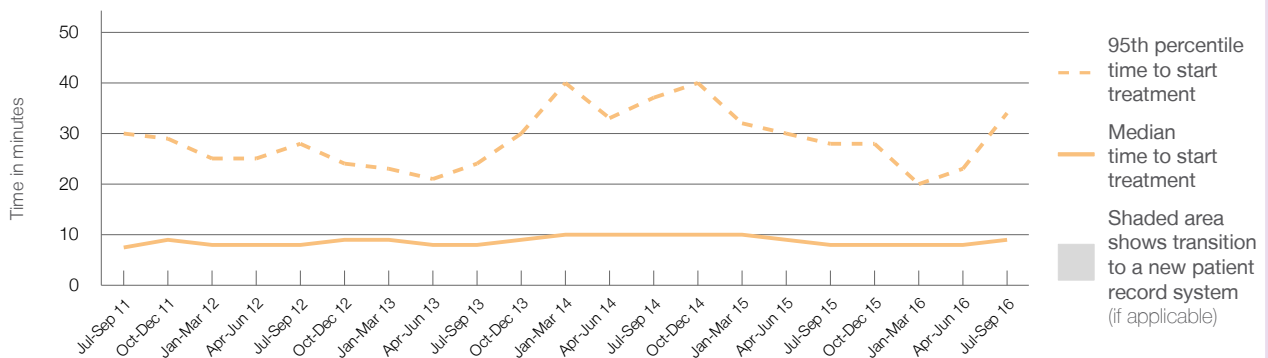
95th percentile time to start treatment<sup>5</sup>  34 minutes

Same period last year	NSW (this period)
339	339
8 minutes	8 minutes
28 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	8	8	8	10	8	9
95th percentile time to start treatment <sup>5</sup> (minutes)	30	28	24	37	28	34

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## Bowral and District Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 1,426

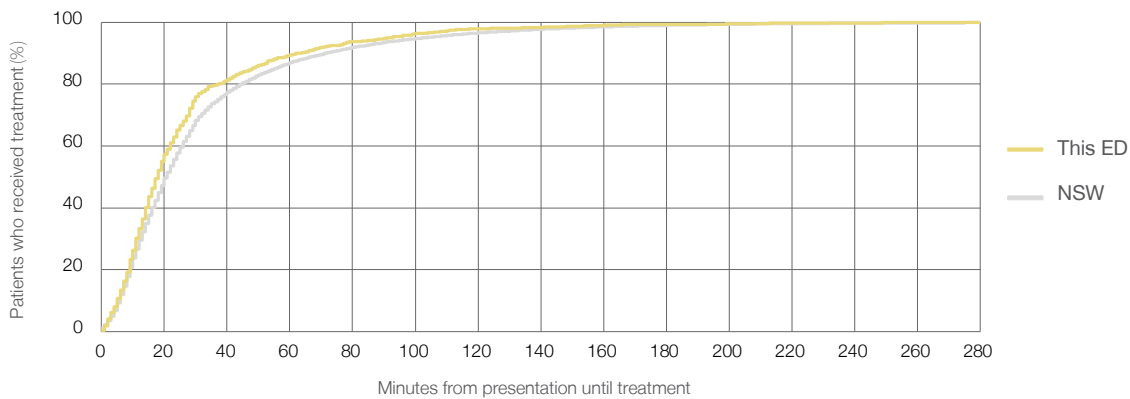
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,414

Median time to start treatment<sup>4</sup> 18 minutes

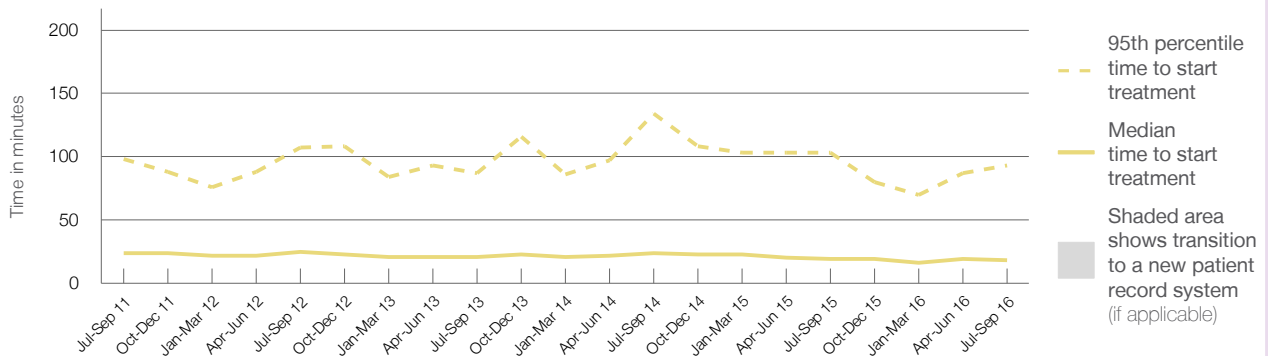
95th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
1,538	1,518
19 minutes	21 minutes
103 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	24	25	21	24	19	18
95th percentile time to start treatment <sup>5</sup> (minutes)	98	107	87	134	103	93

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## Bowral and District Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,131

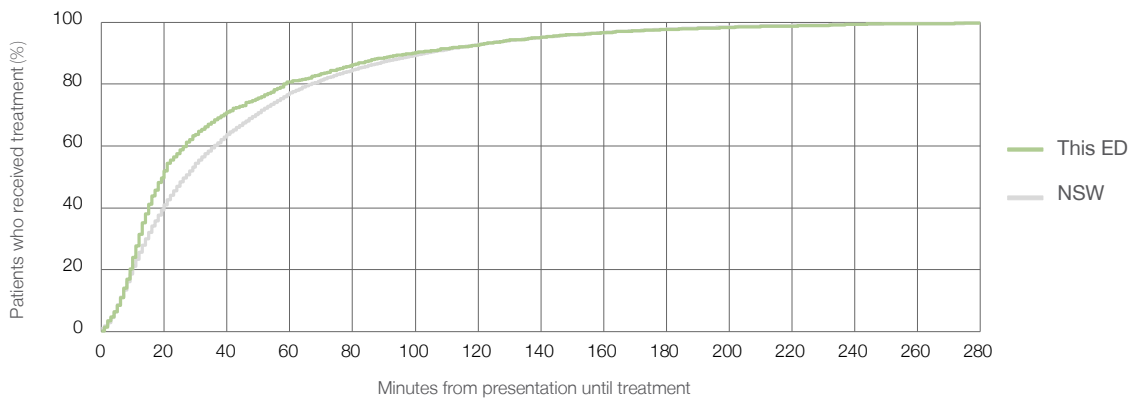
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,040

Median time to start treatment<sup>4</sup>  20 minutes

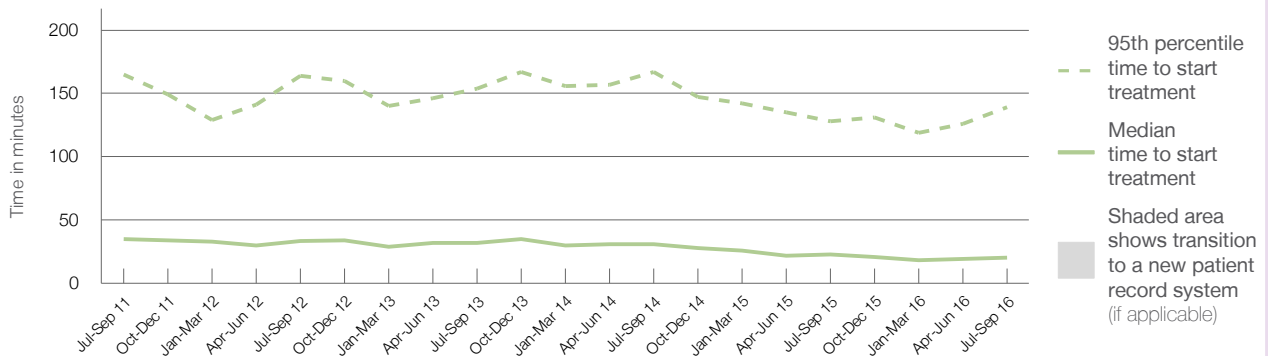
95th percentile time to start treatment<sup>5</sup>  139 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,986	1,858
Median time to start treatment <sup>4</sup>	23 minutes	27 minutes
95th percentile time to start treatment <sup>5</sup>	128 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	35	34	32	31	23	20
95th percentile time to start treatment <sup>5</sup> (minutes)	165	164	154	167	128	139

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## Bowral and District Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 578

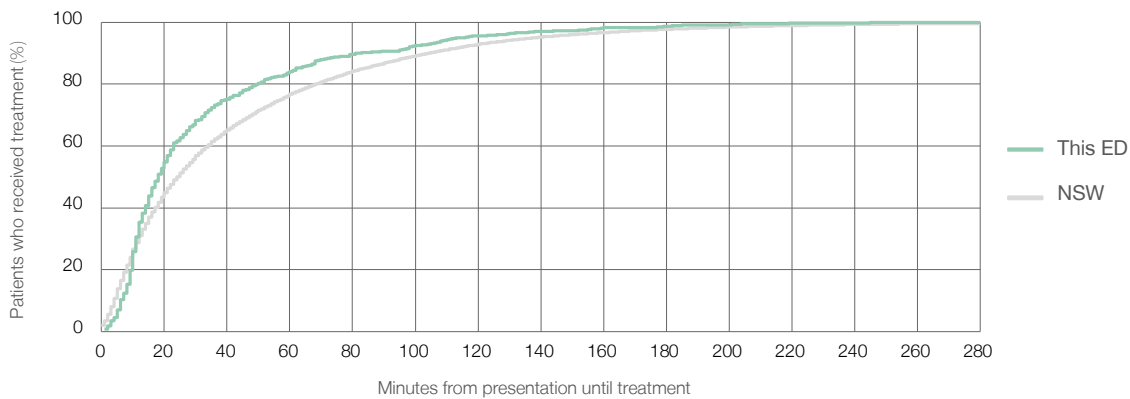
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 525

Median time to start treatment<sup>4</sup> 18 minutes

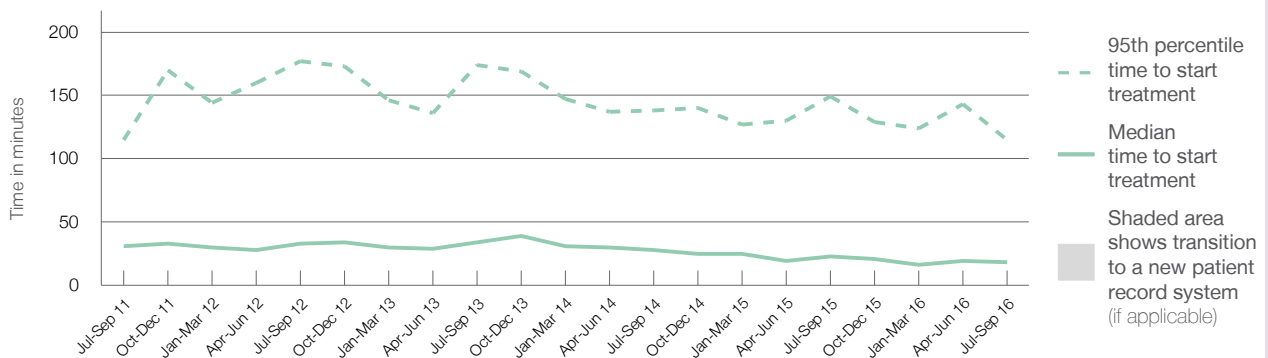
95th percentile time to start treatment<sup>5</sup> 115 minutes

Same period last year	NSW (this period)
486	408
23 minutes	24 minutes
149 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	31	33	34	28	23	18
95th percentile time to start treatment <sup>5</sup> (minutes)	115	177	174	138	149	115

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## Bowral and District Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 4,555 patients

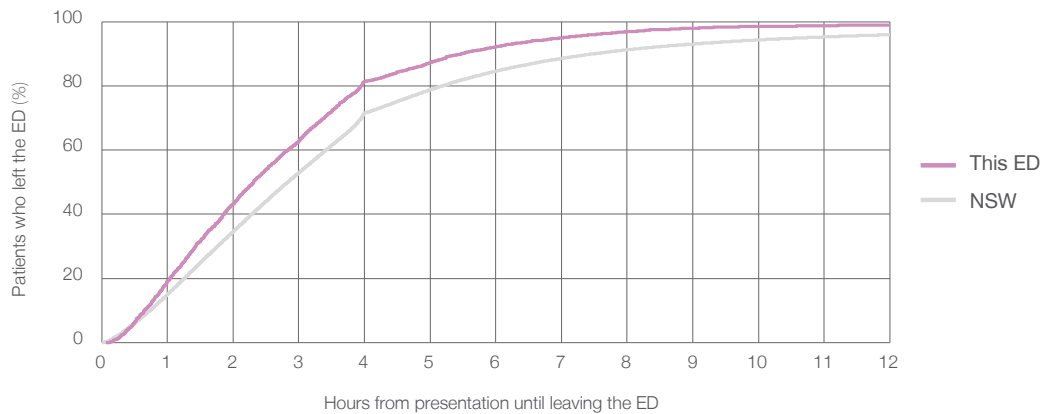
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,555 patients

Median time spent in the ED<sup>8</sup> 2 hours and 19 minutes

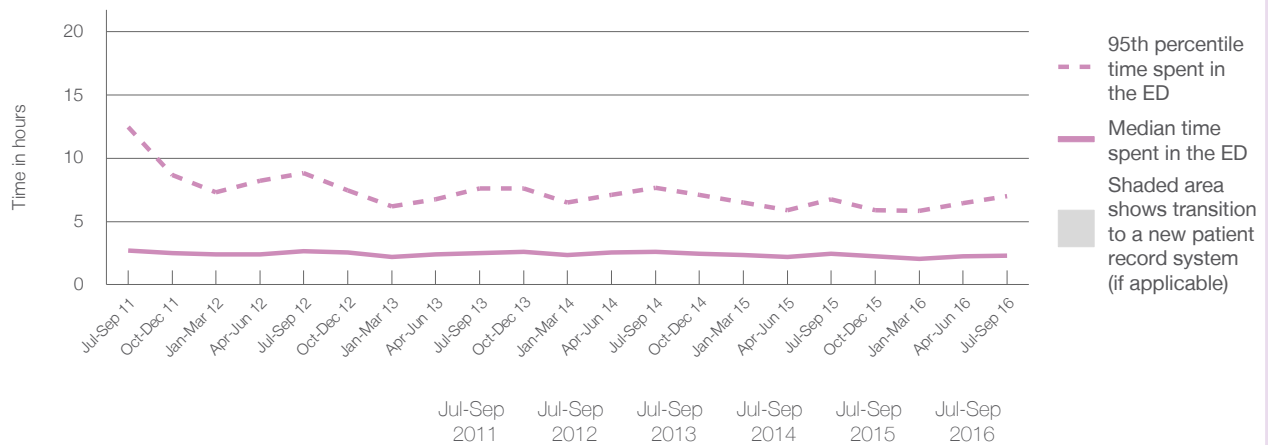
95th percentile time spent in the ED<sup>9</sup> 7 hours and 0 minutes

Same period last year	NSW (this period)
4,489	4,489
2 hours and 27 minutes	2 hours and 50 minutes
6 hours and 46 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 42m	2h 40m	2h 31m	2h 37m	2h 27m	2h 19m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 27m	8h 48m	7h 37m	7h 39m	6h 46m	7h 0m

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**Bowral and District Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2016

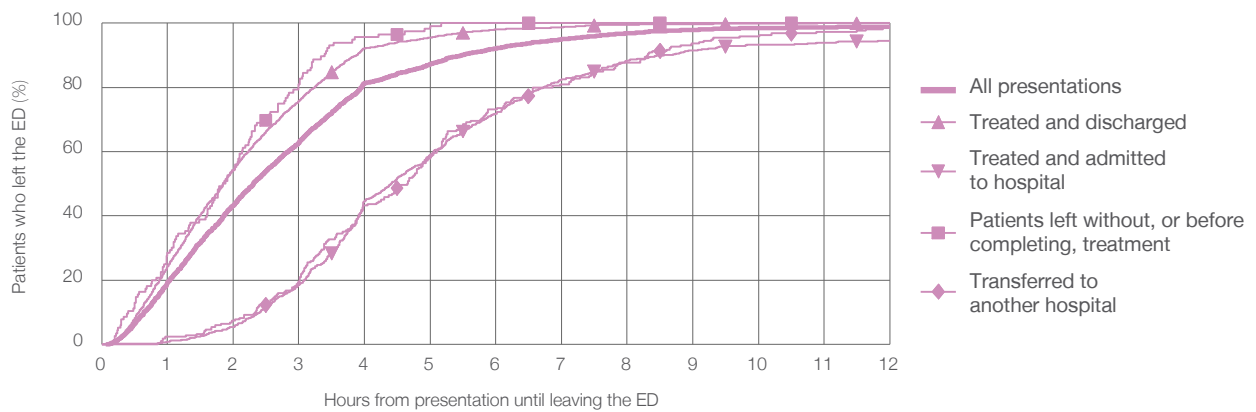
All presentations:<sup>1</sup> 4,555 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,555 patients

Treated and discharged	3,371 (74.0%)
Treated and admitted to hospital	828 (18.2%)
Patient left without, or before completing, treatment	116 (2.5%)
Transferred to another hospital	220 (4.8%)
Other	20 (0.4%)

Same period last year	Change since one year ago
4,489	1.5%
3,152	6.9%
866	-4.4%
163	-28.8%
276	-20.3%
32	-37.5%

Percentage of patients who left the ED by time and mode of separation, July to September 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	24.3%	54.3%	75.8%	92.2%	98.0%	99.5%	99.9%	100%
Treated and admitted to hospital	0.8%	5.4%	18.6%	44.7%	71.9%	88.4%	93.2%	94.6%
Patient left without, or before completing, treatment	28.4%	54.3%	81.0%	95.7%	100%	100%	100%	100%
Transferred to another hospital	2.3%	7.3%	19.5%	43.2%	73.2%	87.7%	95.9%	98.6%
All presentations	19.3%	43.3%	62.9%	81.3%	92.1%	96.9%	98.5%	98.9%

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

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**Bowral and District Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 July to September 2016

All presentations at the emergency department: <sup>1</sup> 4,555 patients

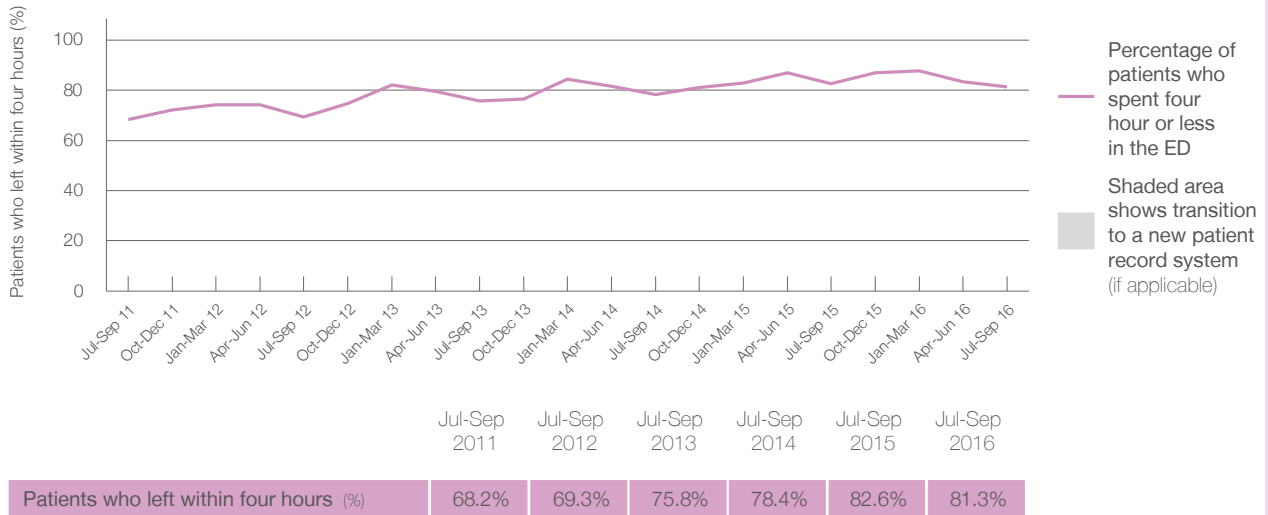
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,555 patients

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	4,489	1.5%
Presentations used to calculate time to leaving the ED	4,489	1.5%
Percentage of patients who spent four hours or less in the ED	82.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 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, July to September 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).