



Healthcare Quarterly

Performance Profiles

Emergency Department

Illawarra Shoalhaven Local Health District

January to March 2017

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 3,978 patients
Emergency presentations:² 3,853 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,292 | -7.3% |
| 4,170 | -7.6% |

Milton and Ulladulla Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 246 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,245 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,039 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 306 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 80 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 205 | |
| 9 minutes | 8 minutes |
| 25 minutes | 26 minutes |
| 1,215 | |
| 22 minutes | 20 minutes |
| 61 minutes | 69 minutes |
| 2,398 | |
| 27 minutes | 26 minutes |
| 74 minutes | 101 minutes |
| 339 | |
| 28 minutes | 23 minutes |
| 82 minutes | 104 minutes |

Milton and Ulladulla Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 3,978 patients

Percentage of patients who spent four hours or less in the ED 85.6%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,292 | -7.3% |
| 89.5% | |

* 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 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.
- 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.

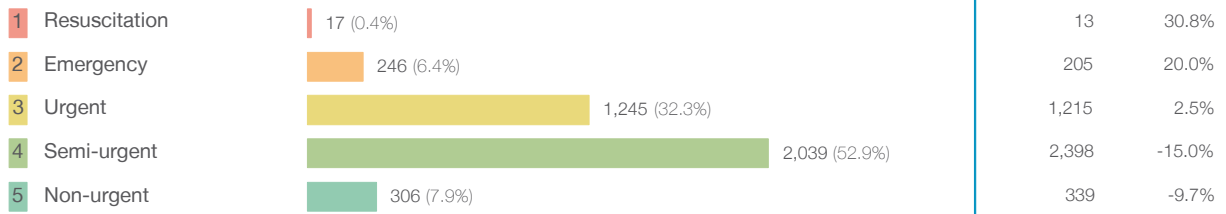
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Patients presenting to the emergency department January to March 2017

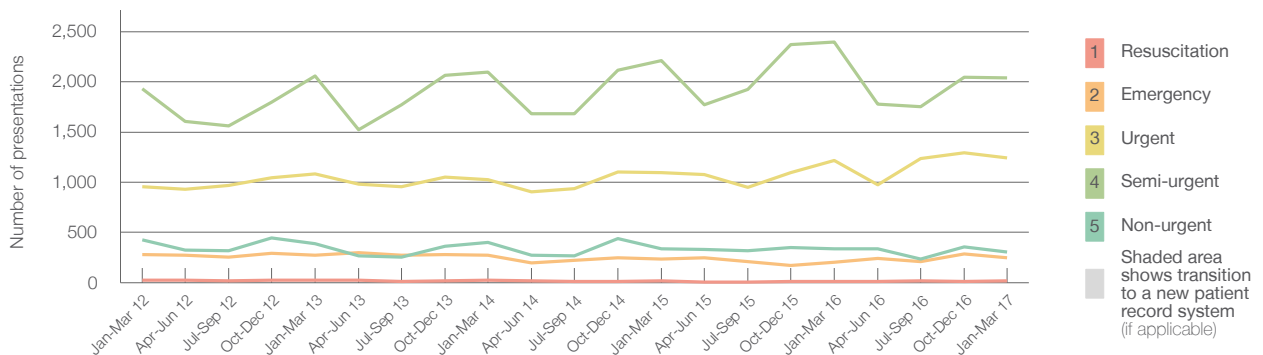
All presentations:¹ 3,978 patients

Emergency presentations² by triage category: 3,853 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,292 | -7.3% |
| 4,170 | -7.6% |
| 13 | 30.8% |
| 205 | 20.0% |
| 1,215 | 2.5% |
| 2,398 | -15.0% |
| 339 | -9.7% |

Emergency presentations² by quarter, January 2012 to March 2017[‡]



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 24 | 23 | 25 | 16 | 13 | 17 |
| Emergency | 279 | 275 | 273 | 233 | 205 | 246 |
| Urgent | 958 | 1,084 | 1,028 | 1,094 | 1,215 | 1,245 |
| Semi-urgent | 1,933 | 2,060 | 2,095 | 2,211 | 2,398 | 2,039 |
| Non-urgent | 426 | 386 | 402 | 336 | 339 | 306 |
| All emergency presentations | 3,620 | 3,828 | 3,823 | 3,890 | 4,170 | 3,853 |

Milton and Ulladulla Hospital: Patients arriving by ambulance January to March 2017

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 408 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 386 | |
| 13 minutes | 0 minutes |
| 29 minutes | 1 minute |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 246

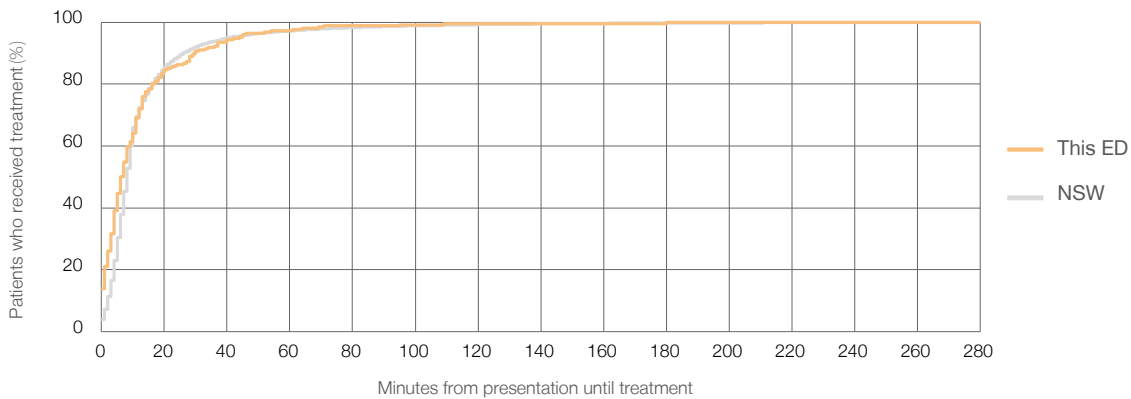
Number of triage 2 patients used to calculate waiting time:³ 246

Median time to start treatment⁴ 7 minutes

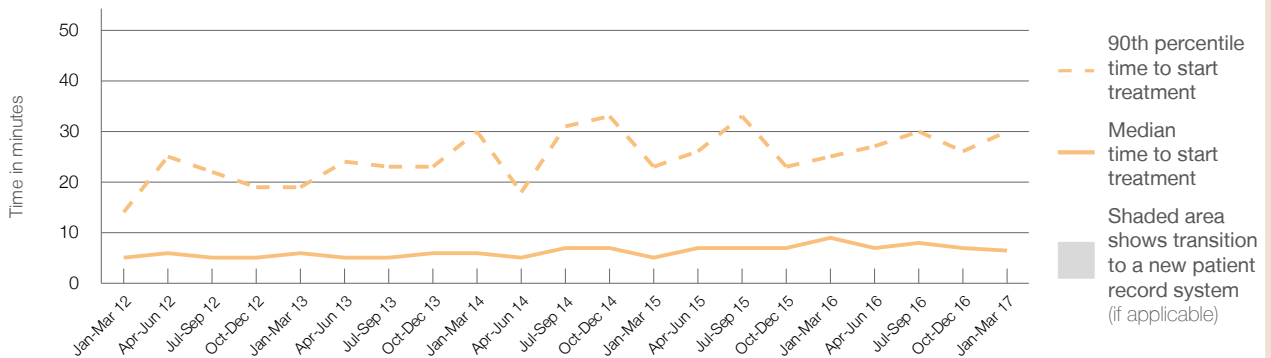
90th percentile time to start treatment⁵ 30 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 205 | 205 |
| 9 minutes | 8 minutes |
| 25 minutes | 26 minutes |

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 5 | 6 | 6 | 5 | 9 | 7 |
| 90th percentile time to start treatment ⁵ (minutes) | 14 | 19 | 30 | 23 | 25 | 30 |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,245

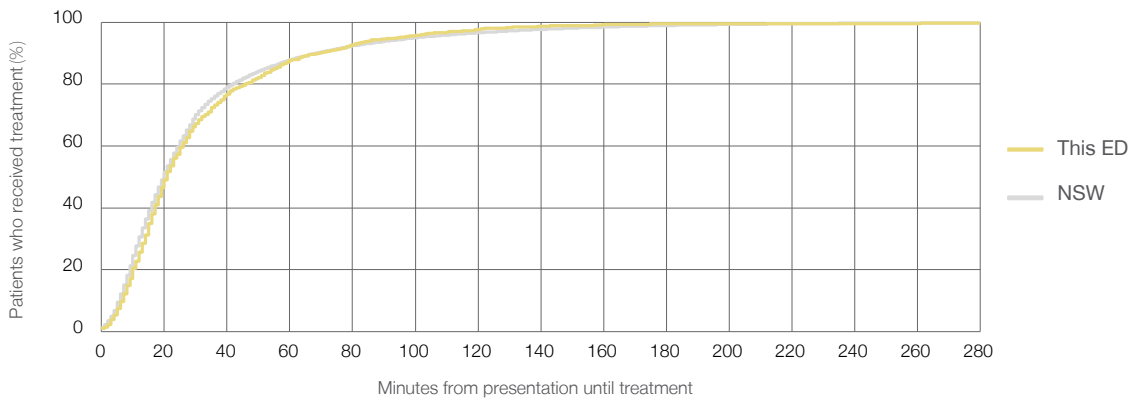
Number of triage 3 patients used to calculate waiting time:³ 1,235

Median time to start treatment⁴ 21 minutes

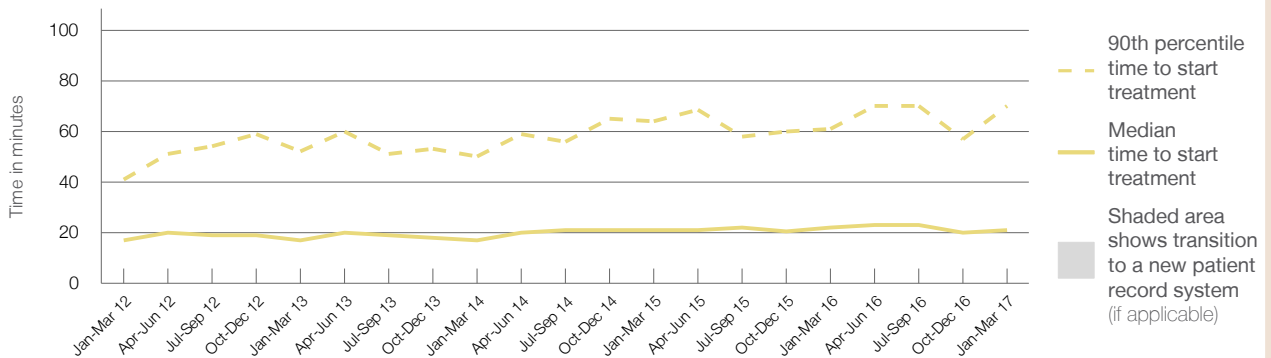
90th percentile time to start treatment⁵ 70 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,215 | |
| 1,208 | |
| 22 minutes | 20 minutes |
| 61 minutes | 69 minutes |

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 17 | 17 | 17 | 21 | 22 | 21 |
| 90th percentile time to start treatment ⁵ (minutes) | 41 | 52 | 50 | 64 | 61 | 70 |

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,039

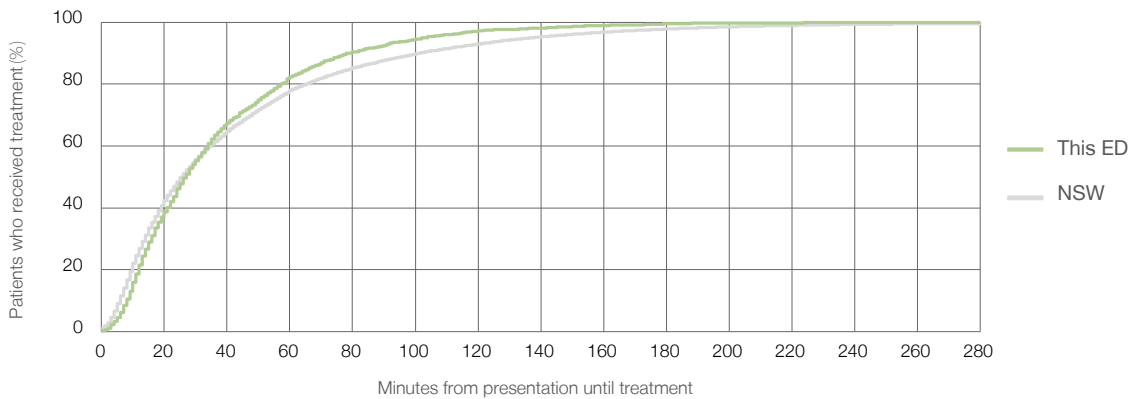
Number of triage 4 patients used to calculate waiting time:³ 1,994

Median time to start treatment⁴ 27 minutes

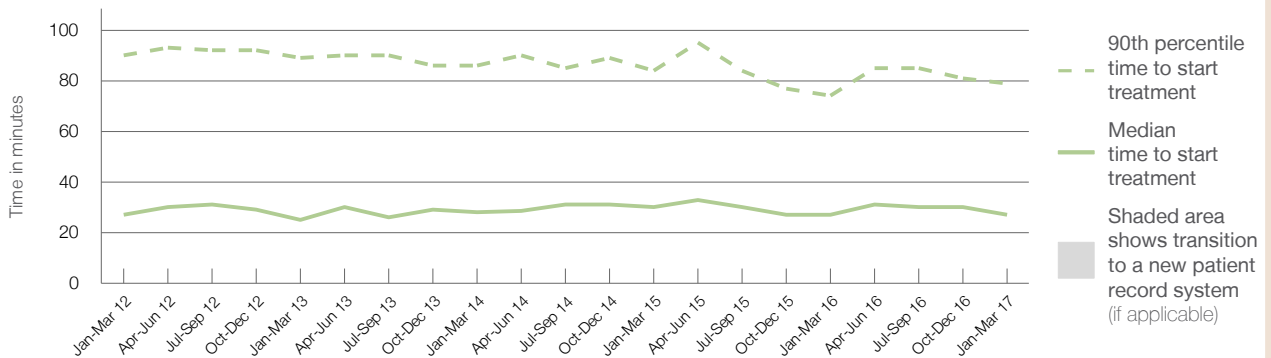
90th percentile time to start treatment⁵ 79 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,398 | 2,361 |
| 27 minutes | 26 minutes |
| 74 minutes | 101 minutes |

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 27 | 25 | 28 | 30 | 27 | 27 |
| 90th percentile time to start treatment ⁵ (minutes) | 90 | 89 | 86 | 84 | 74 | 79 |

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 306

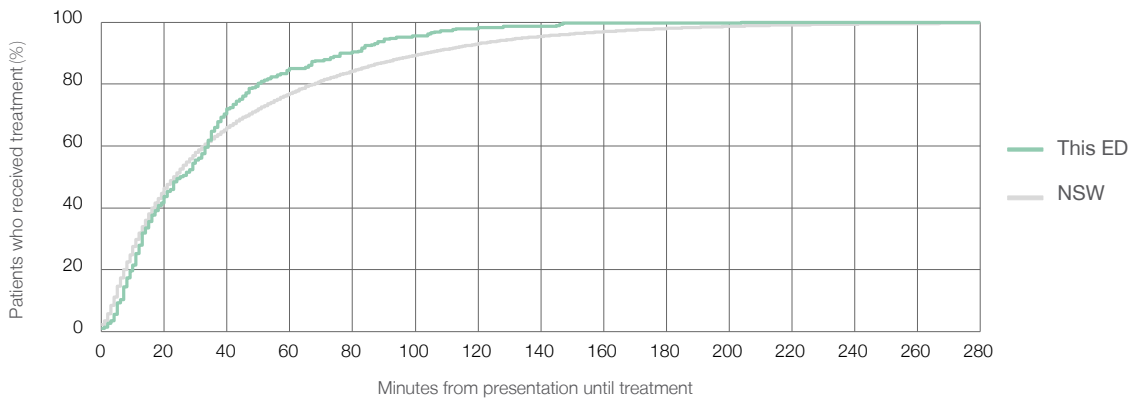
Number of triage 5 patients used to calculate waiting time:³ 289

Median time to start treatment⁴ 25 minutes

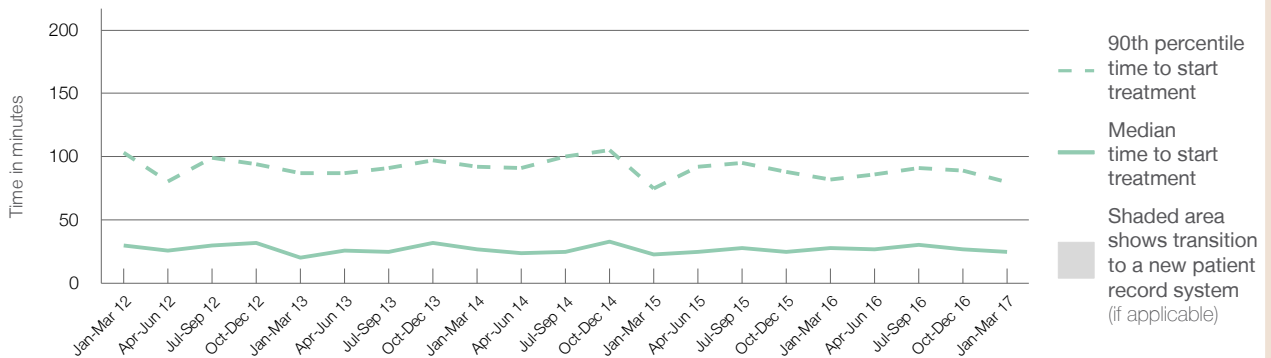
90th percentile time to start treatment⁵ 80 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 339 | |
| 322 | |
| 28 minutes | 23 minutes |
| 82 minutes | 104 minutes |

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 30 | 20 | 27 | 23 | 28 | 25 |
| 90th percentile time to start treatment ⁵ (minutes) | 103 | 87 | 92 | 75 | 82 | 80 |

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 3,978 patients

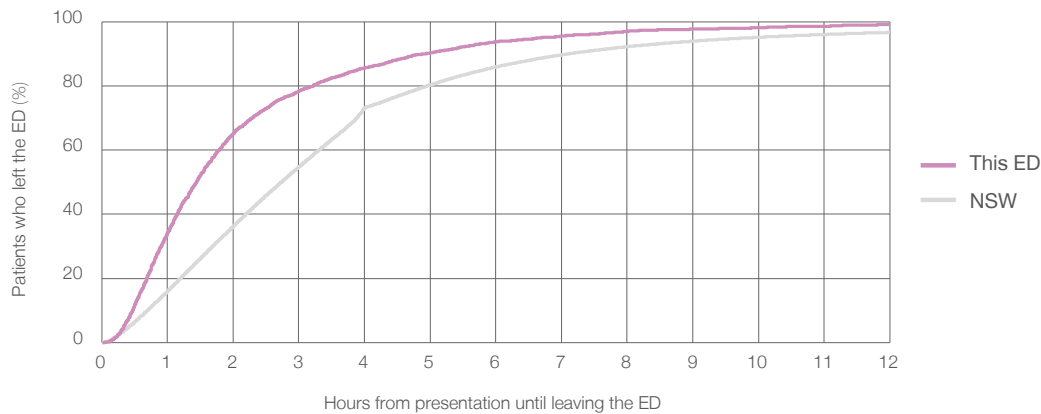
Presentations used to calculate time to leaving the ED:⁶ 3,978 patients

Median time spent in the ED⁸ 1 hours and 27 minutes

90th percentile time spent in the ED⁹ 4 hours and 56 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 4,292 | 4,292 |
| 1 hours and 15 minutes | 2 hours and 44 minutes |
| 4 hours and 7 minutes | 7 hours and 7 minutes |

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 1h 27m | 1h 23m | 1h 21m | 1h 24m | 1h 15m | 1h 27m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 4h 35m | 4h 19m | 4h 21m | 4h 30m | 4h 7m | 4h 56m |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

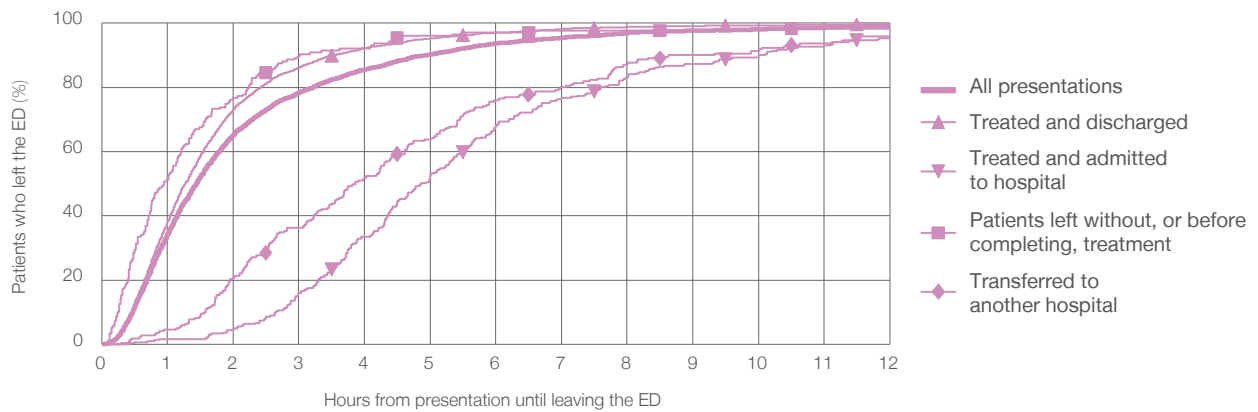
All presentations:¹ 3,978 patients

Presentations used to calculate time to leaving the ED:⁶ 3,978 patients

| | |
|---|---------------|
| Treated and discharged | 3,270 (82.2%) |
| Treated and admitted to hospital | 301 (7.6%) |
| Patient left without, or before completing, treatment | 176 (4.4%) |
| Transferred to another hospital | 221 (5.6%) |
| Other | 10 (0.3%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,292 | -7.3% |
| 3,607 | -9.3% |
| 315 | -4.4% |
| 182 | -3.3% |
| 184 | 20.1% |
| 4 | 150.0% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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 | 38.2% | 73.1% | 86.2% | 92.3% | 97.0% | 98.8% | 99.3% | 99.6% |
| Treated and admitted to hospital | 1.7% | 4.7% | 15.9% | 33.6% | 68.1% | 83.1% | 90.0% | 95.3% |
| Patient left without, or before completing, treatment | 51.1% | 76.7% | 89.8% | 92.0% | 97.2% | 97.7% | 98.3% | 98.3% |
| Transferred to another hospital | 4.5% | 20.8% | 36.2% | 51.6% | 76.0% | 87.3% | 91.4% | 95.9% |
| All presentations | 34.2% | 65.2% | 78.3% | 85.6% | 93.7% | 96.9% | 98.1% | 99.0% |

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 3,978 patients

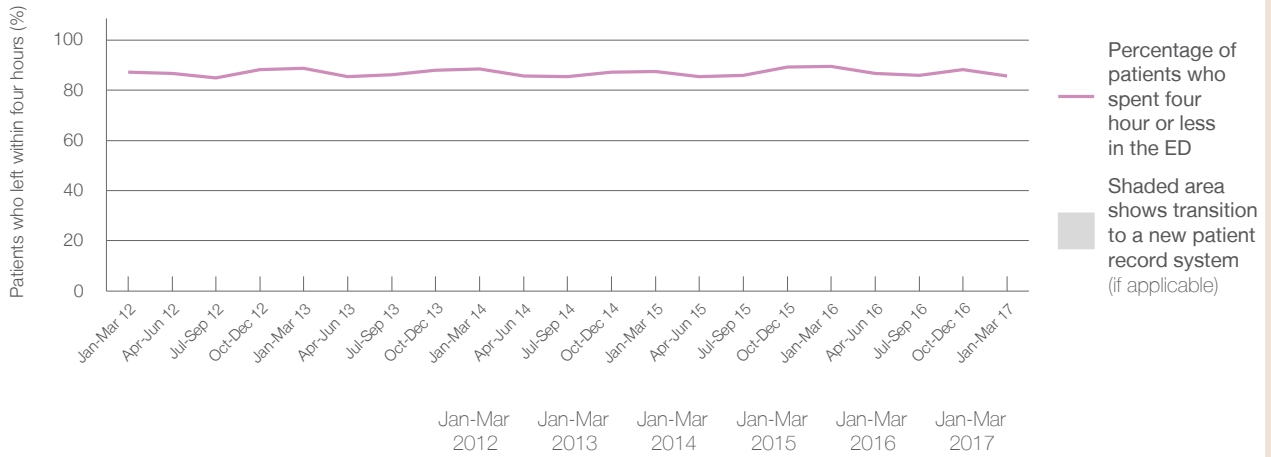
Presentations used to calculate time to leaving the ED:⁶ 3,978 patients

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 | 4,292 | -7.3% |
| Presentations used to calculate time to leaving the ED | 4,292 | -7.3% |
| Percentage of patients who spent four hours or less in the ED | 89.5% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



| Patients who left within four hours (%) | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
| | 87.3% | 88.8% | 88.6% | 87.4% | 89.5% | 85.6% |

* 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 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.
- 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 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 7,631 patients
Emergency presentations:² 7,452 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,109 | -5.9% |
| 7,733 | -3.6% |

Shellharbour Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 836 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,616 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,707 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 268 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 96 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 826 | |
| 6 minutes | 8 minutes |
| 12 minutes | 26 minutes |
| 2,623 | |
| 21 minutes | 20 minutes |
| 80 minutes | 69 minutes |
| 3,998 | |
| 24 minutes | 26 minutes |
| 124 minutes | 101 minutes |
| 257 | |
| 22 minutes | 23 minutes |
| 90 minutes | 104 minutes |

Shellharbour Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 7,624 patients

Percentage of patients who spent four hours or less in the ED 66.7%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,109 | -6.0% |
| 68.2% | |

* 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 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.
- 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.

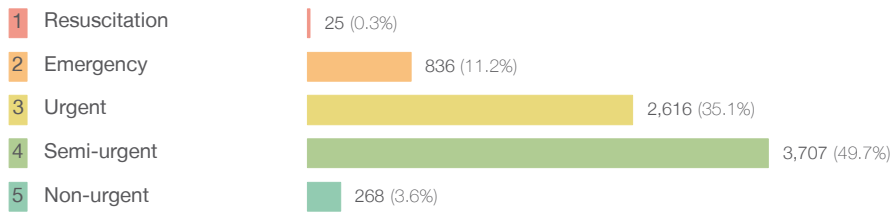
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Patients presenting to the emergency department January to March 2017

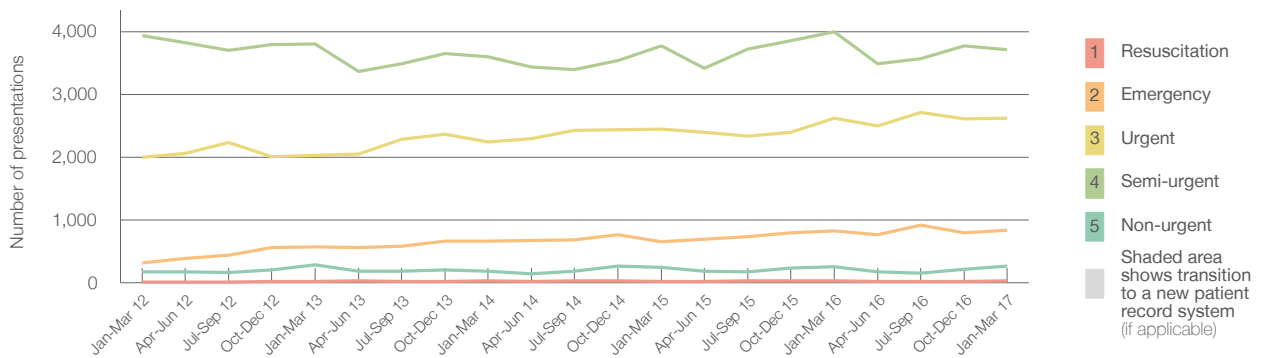
All presentations:¹ 7,631 patients

Emergency presentations² by triage category: 7,452 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,109 | -5.9% |
| 7,733 | -3.6% |
| 29 | -13.8% |
| 826 | 1.2% |
| 2,623 | -0.3% |
| 3,998 | -7.3% |
| 257 | 4.3% |

Emergency presentations² by quarter, January 2012 to March 2017[‡]



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 12 | 16 | 30 | 14 | 29 | 25 |
| Emergency | 319 | 569 | 662 | 654 | 826 | 836 |
| Urgent | 1,998 | 2,029 | 2,248 | 2,446 | 2,623 | 2,616 |
| Semi-urgent | 3,933 | 3,808 | 3,597 | 3,775 | 3,998 | 3,707 |
| Non-urgent | 172 | 287 | 186 | 242 | 257 | 268 |
| All emergency presentations | 6,434 | 6,709 | 6,723 | 7,131 | 7,733 | 7,452 |

Shellharbour Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,670 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,600 | |
| 11 minutes | -1 minute |
| 24 minutes | 0 minutes |

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 836

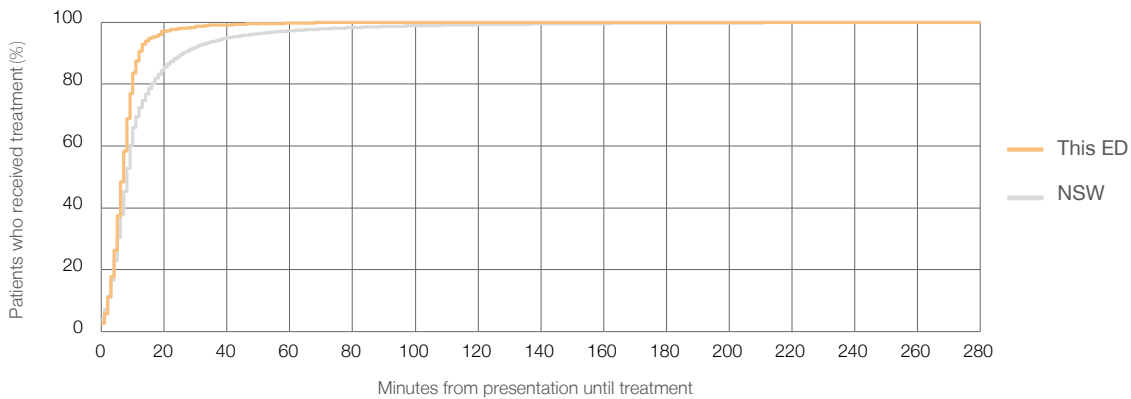
Number of triage 2 patients used to calculate waiting time:³ 834

Median time to start treatment⁴ ■ 7 minutes

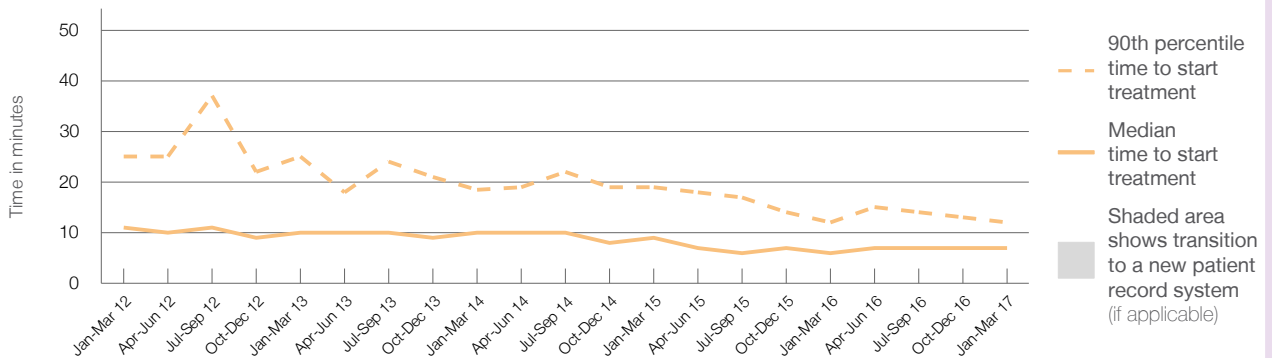
90th percentile time to start treatment⁵ ■ 12 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 826 | |
| 824 | |
| 6 minutes | 8 minutes |
| 12 minutes | 26 minutes |

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 11 | 10 | 10 | 9 | 6 | 7 |
| 90th percentile time to start treatment ⁵ (minutes) | 25 | 25 | 19 | 19 | 12 | 12 |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 2,616

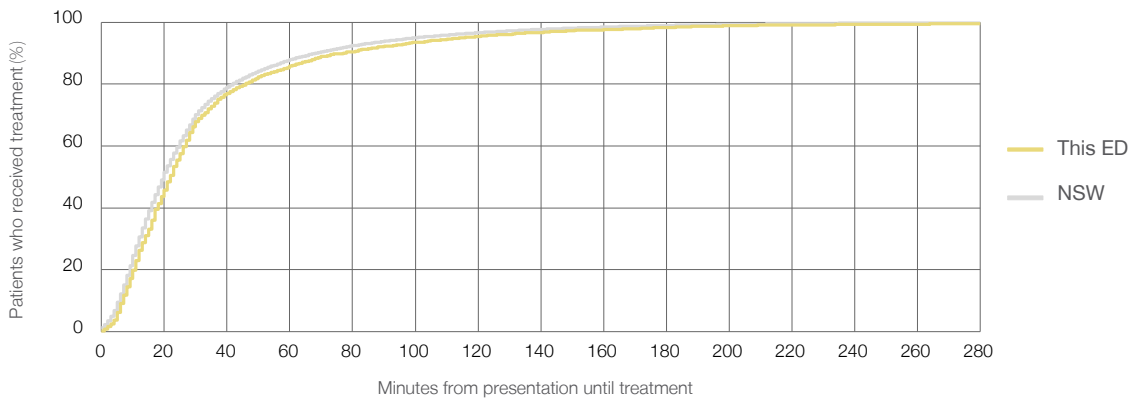
Number of triage 3 patients used to calculate waiting time:³ 2,569

Median time to start treatment⁴ 22 minutes

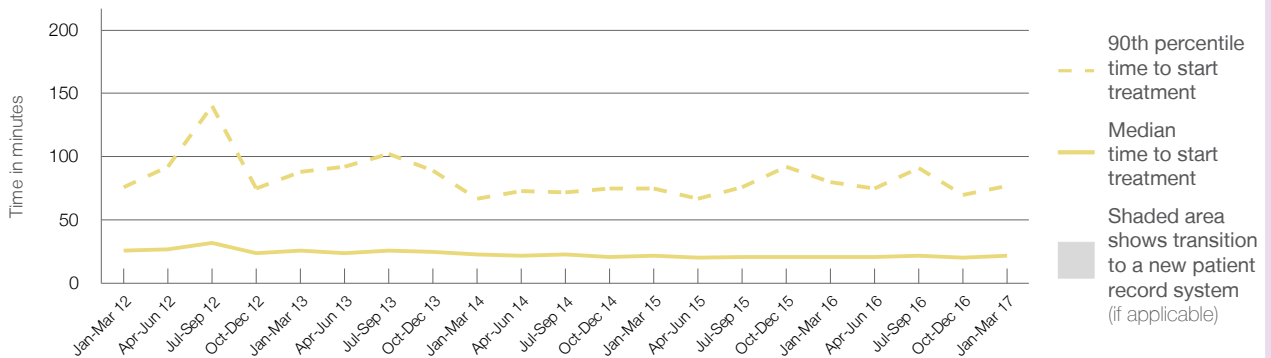
90th percentile time to start treatment⁵ 77 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,623 | |
| 2,571 | |
| 21 minutes | 20 minutes |
| 80 minutes | 69 minutes |

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 26 | 26 | 23 | 22 | 21 | 22 |
| 90th percentile time to start treatment ⁵ (minutes) | 76 | 88 | 67 | 75 | 80 | 77 |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 3,707

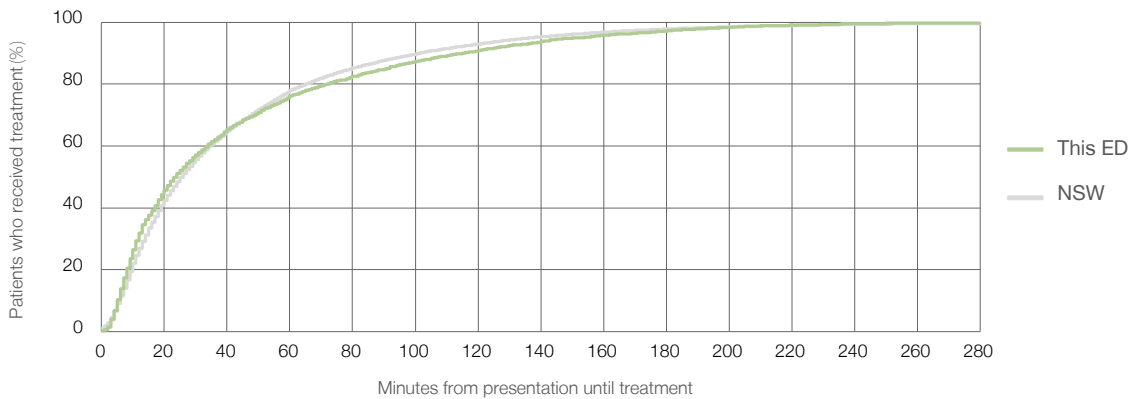
Number of triage 4 patients used to calculate waiting time:³ 3,435

Median time to start treatment⁴ 24 minutes

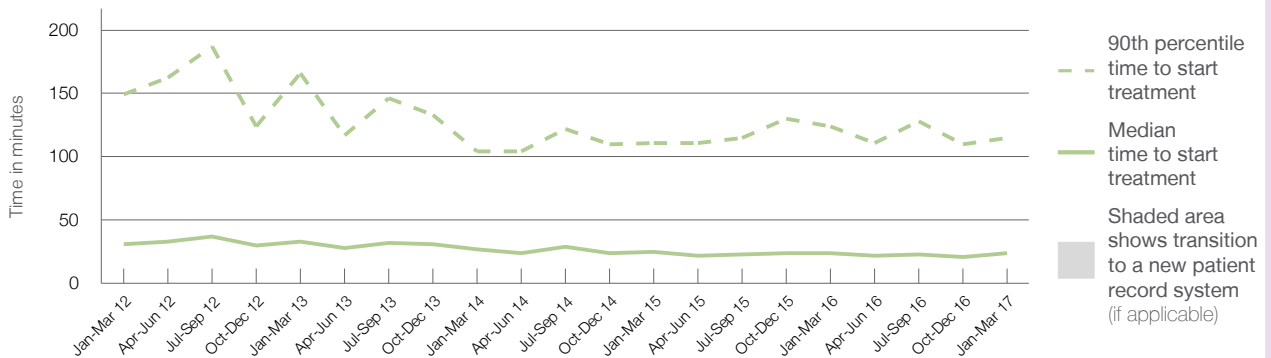
90th percentile time to start treatment⁵ 115 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,998 | |
| 3,657 | |
| 24 minutes | 26 minutes |
| 124 minutes | 101 minutes |

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 31 | 33 | 27 | 25 | 24 | 24 |
| 90th percentile time to start treatment ⁵ (minutes) | 149 | 166 | 104 | 111 | 124 | 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 268

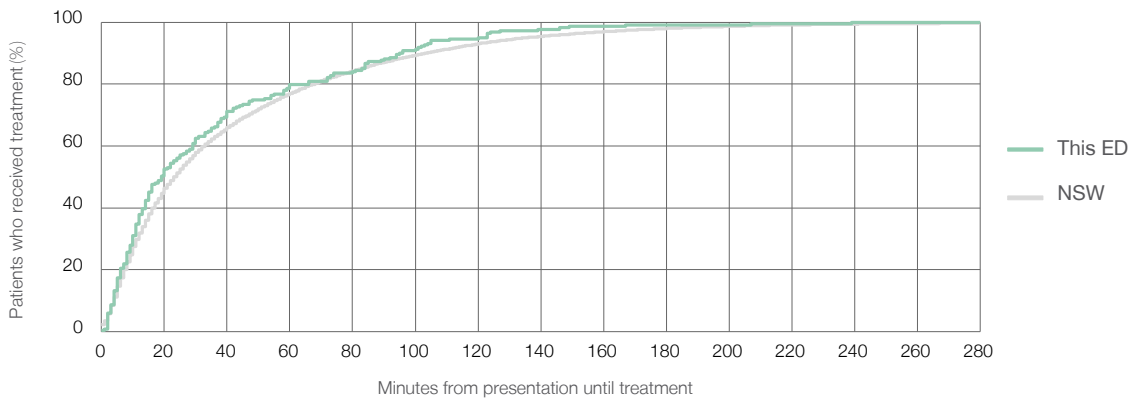
Number of triage 5 patients used to calculate waiting time:³ 219

Median time to start treatment⁴ 19 minutes

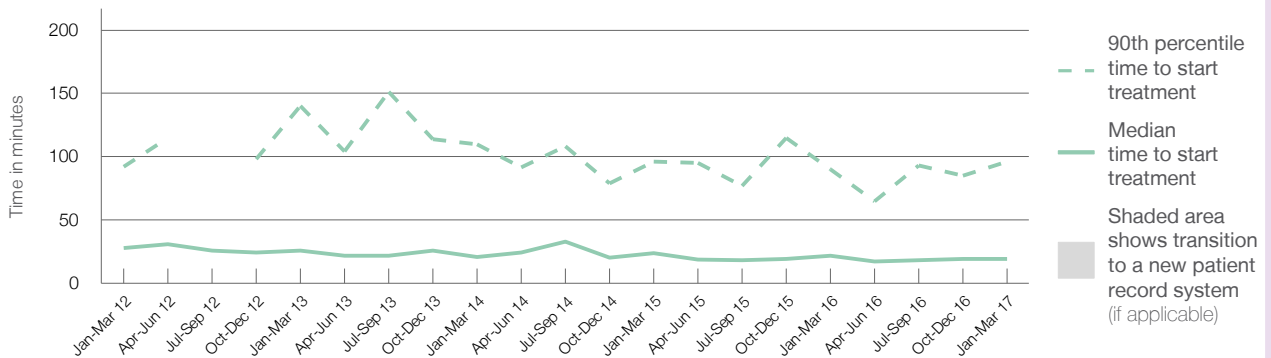
90th percentile time to start treatment⁵ 96 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 257 | 214 |
| 22 minutes | 23 minutes |
| 90 minutes | 104 minutes |

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 28 | 26 | 21 | 24 | 22 | 19 |
| 90th percentile time to start treatment ⁵ (minutes) | 92 | 140 | 110 | 96 | 90 | 96 |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 7,631 patients

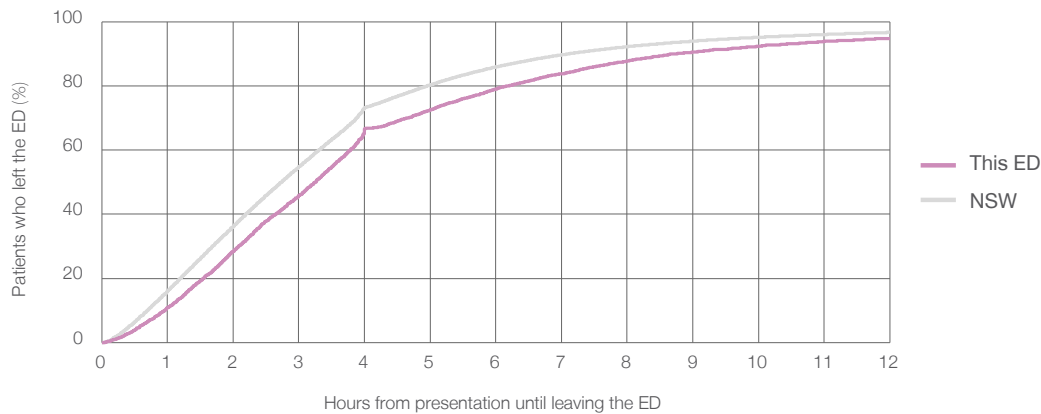
Presentations used to calculate time to leaving the ED:⁶ 7,624 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

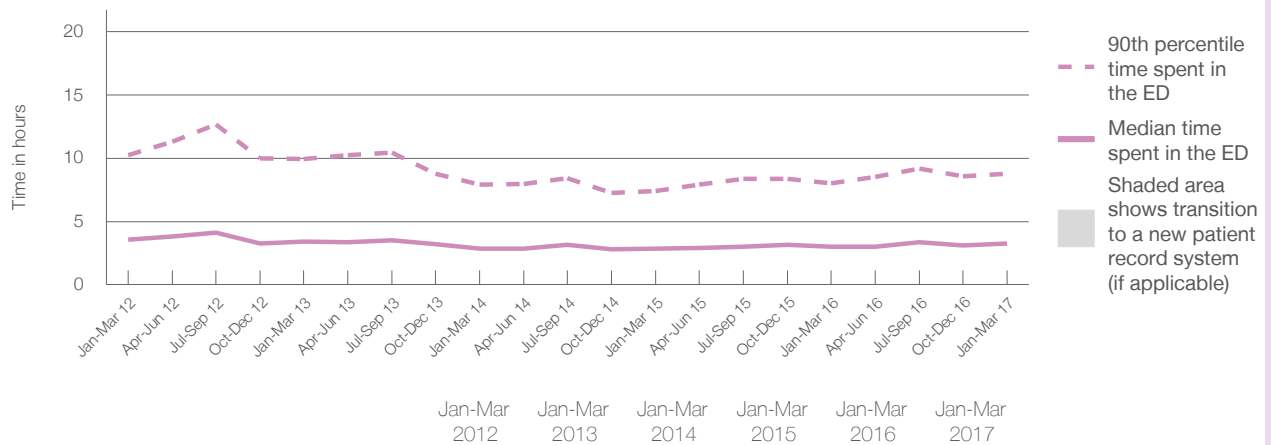
90th percentile time spent in the ED⁹ 8 hours and 45 minutes

| Same period last year | NSW (this period) |
|-----------------------|------------------------|
| 8,109 | 8,109 |
| 3 hours and 1 minutes | 2 hours and 44 minutes |
| 8 hours and 1 minutes | 7 hours and 7 minutes |

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 34m | 3h 25m | 2h 51m | 2h 50m | 3h 1m | 3h 15m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 10h 14m | 9h 57m | 7h 55m | 7h 24m | 8h 1m | 8h 45m |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

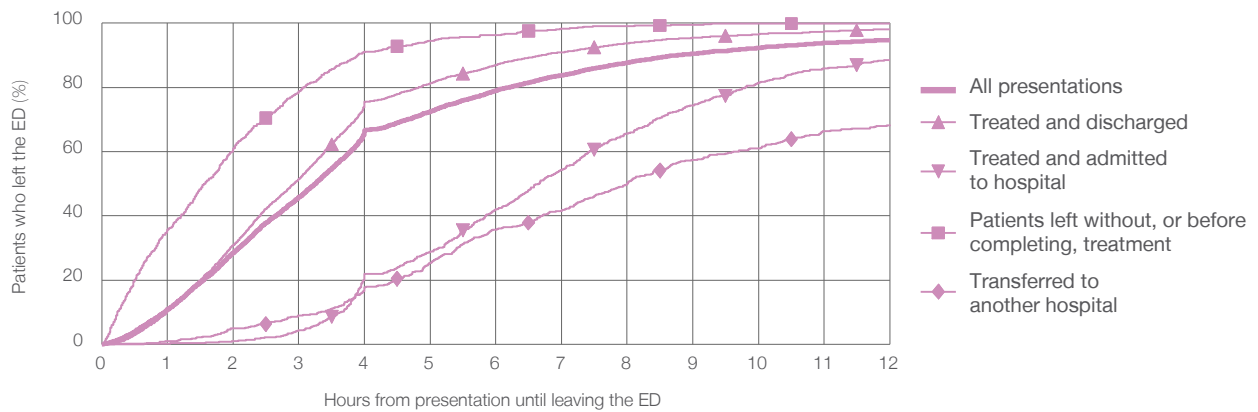
All presentations:¹ 7,631 patients

Presentations used to calculate time to leaving the ED:⁶ 7,624 patients

| | |
|---|---------------|
| Treated and discharged | 5,488 (71.9%) |
| Treated and admitted to hospital | 763 (10.0%) |
| Patient left without, or before completing, treatment | 714 (9.4%) |
| Transferred to another hospital | 653 (8.6%) |
| Other | 13 (0.2%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,109 | -6.0% |
| 6,007 | -8.6% |
| 782 | -2.4% |
| 749 | -4.7% |
| 561 | 16.4% |
| 10 | 30.0% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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 | 10.3% | 30.8% | 51.5% | 75.5% | 87.0% | 93.8% | 96.6% | 98.1% |
| Treated and admitted to hospital | 0.3% | 0.9% | 4.3% | 21.9% | 42.1% | 65.7% | 81.5% | 88.6% |
| Patient left without, or before completing, treatment | 35.7% | 60.9% | 78.7% | 91.0% | 96.4% | 99.0% | 99.9% | 99.9% |
| Transferred to another hospital | 0.9% | 4.9% | 8.9% | 17.7% | 35.7% | 50.0% | 61.1% | 68.3% |
| All presentations | 10.9% | 28.5% | 45.8% | 66.7% | 79.0% | 87.7% | 92.3% | 94.8% |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shellharbour Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 7,631 patients

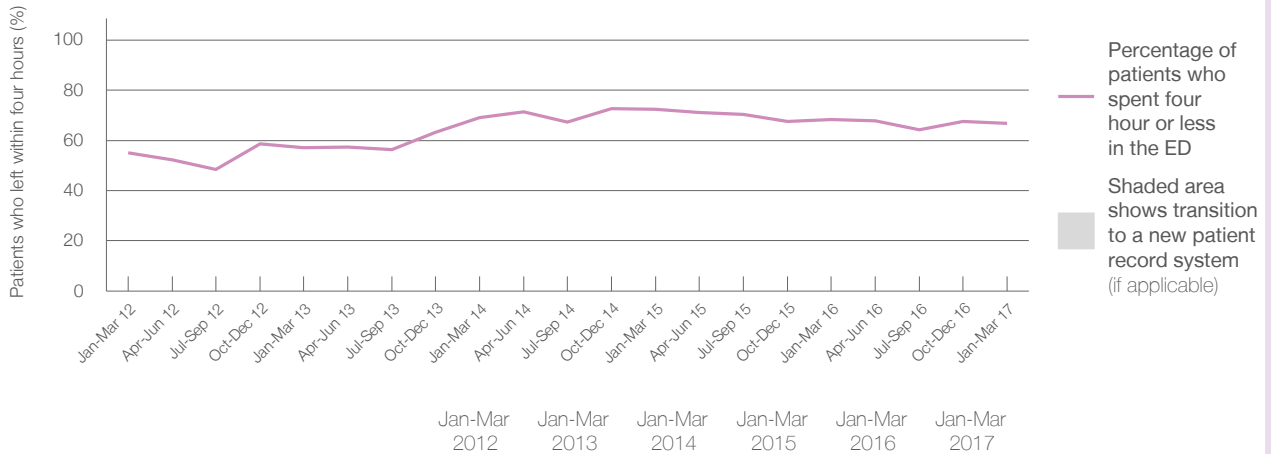
Presentations used to calculate time to leaving the ED:⁶ 7,624 patients

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 | 8,109 | -5.9% |
| Presentations used to calculate time to leaving the ED | 8,109 | -6.0% |
| Percentage of patients who spent four hours or less in the ED | 68.2% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



| Patients who left within four hours (%) | 55.2% | 57.1% | 69.1% | 72.4% | 68.2% | 66.7% |
|---|-------|-------|-------|-------|-------|-------|
|---|-------|-------|-------|-------|-------|-------|

* 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 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.
- 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 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

January to March 2017

| | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| All presentations: ¹ 9,800 patients | 10,154 | -3.5% |
| Emergency presentations: ² 9,686 patients | 10,022 | -3.4% |

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

January to March 2017

| | Same period last year | NSW (this period) |
|--|-----------------------|-------------------|
| Triage 2 Emergency (e.g. chest pain, severe burns): 913 patients | 763 | |
| Median time to start treatment ⁴ 11 minutes | 11 minutes | 8 minutes |
| 90th percentile time to start treatment ⁵ 36 minutes | 34 minutes | 26 minutes |
| Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,278 patients | 3,019 | |
| Median time to start treatment ⁴ 30 minutes | 30 minutes | 20 minutes |
| 90th percentile time to start treatment ⁵ 113 minutes | 116 minutes | 69 minutes |
| Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,465 patients | 4,898 | |
| Median time to start treatment ⁴ 33 minutes | 38 minutes | 26 minutes |
| 90th percentile time to start treatment ⁵ 121 minutes | 148 minutes | 101 minutes |
| Triage 5 Non-urgent (e.g. small cuts or abrasions): 988 patients | 1,302 | |
| Median time to start treatment ⁴ 21 minutes | 28 minutes | 23 minutes |
| 90th percentile time to start treatment ⁵ 96 minutes | 114 minutes | 104 minutes |

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

January to March 2017

| | Same period last year | Change since one year ago |
|---|-----------------------|---------------------------|
| Attendances used to calculate time to leaving the ED: ⁶ 9,795 patients | 10,152 | -3.5% |
| Percentage of patients who spent four hours or less in the ED 68.1% | 66.7% | |

* 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 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.
- 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.

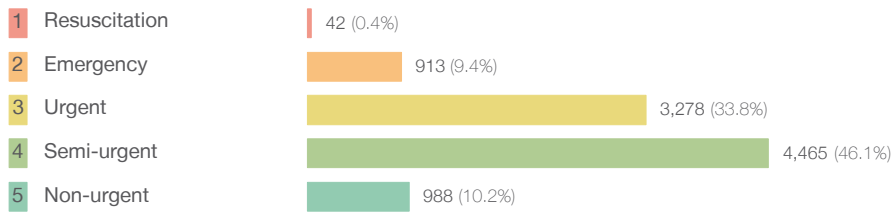
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department January to March 2017

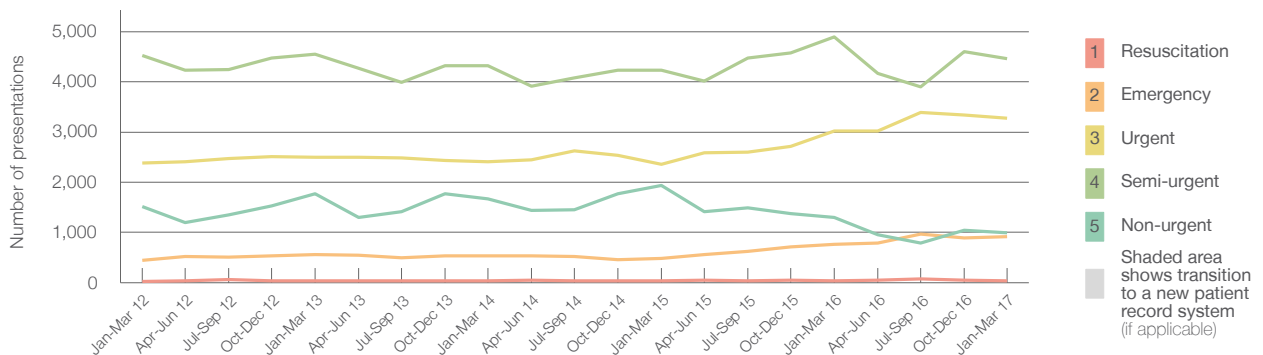
All presentations:¹ 9,800 patients

Emergency presentations² by triage category: 9,686 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,154 | -3.5% |
| 10,022 | -3.4% |
| 40 | 5.0% |
| 763 | 19.7% |
| 3,019 | 8.6% |
| 4,898 | -8.8% |
| 1,302 | -24.1% |

Emergency presentations² by quarter, January 2012 to March 2017[‡]



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 27 | 31 | 33 | 34 | 40 | 42 |
| Emergency | 443 | 558 | 528 | 485 | 763 | 913 |
| Urgent | 2,377 | 2,495 | 2,406 | 2,360 | 3,019 | 3,278 |
| Semi-urgent | 4,526 | 4,549 | 4,323 | 4,233 | 4,898 | 4,465 |
| Non-urgent | 1,519 | 1,769 | 1,673 | 1,933 | 1,302 | 988 |
| All emergency presentations | 8,892 | 9,402 | 8,963 | 9,045 | 10,022 | 9,686 |

Shoalhaven District Memorial Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,223 patients

ED Transfer of care time

Median time: 16 minutes

90th percentile time: 57 minutes

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,407 | |
| 17 minutes | -1 minute |
| 67 minutes | -10 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

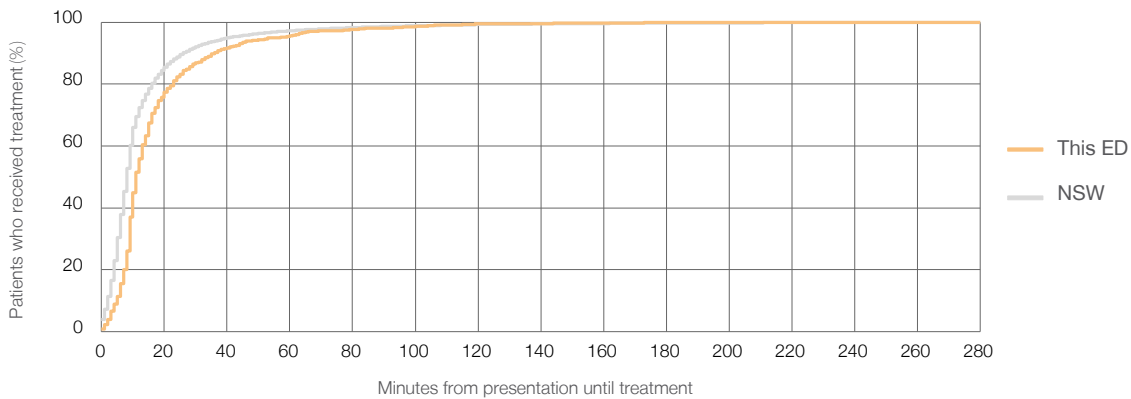
Number of triage 2 patients: 913

Number of triage 2 patients used to calculate waiting time:³ 913

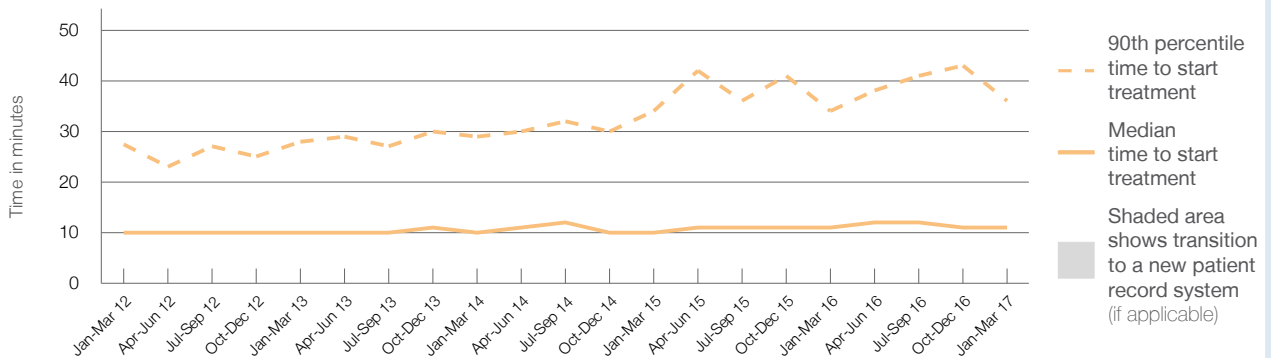
Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 36 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 763 | 763 |
| 11 minutes | 8 minutes |
| 34 minutes | 26 minutes |

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 10 | 10 | 10 | 10 | 11 | 11 |
| 90th percentile time to start treatment ⁵ (minutes) | 28 | 28 | 29 | 34 | 34 | 36 |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 3,278

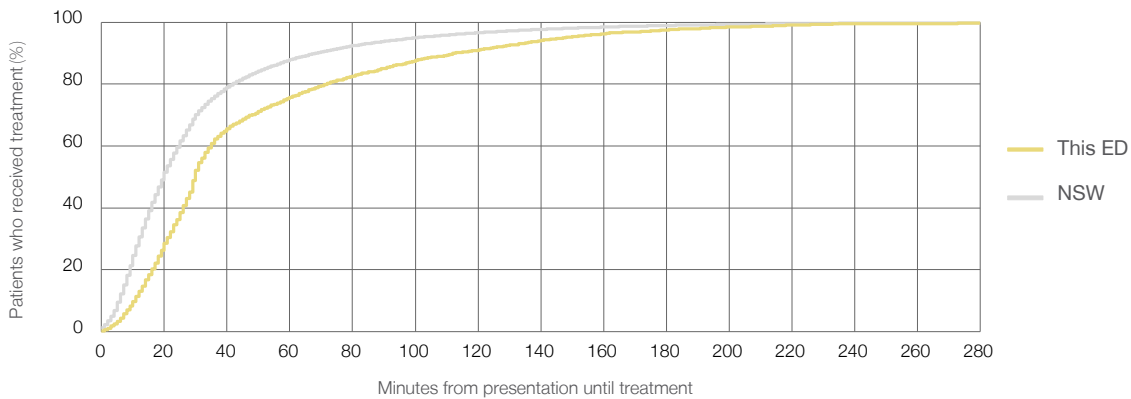
Number of triage 3 patients used to calculate waiting time:³ 3,210

Median time to start treatment⁴ 30 minutes

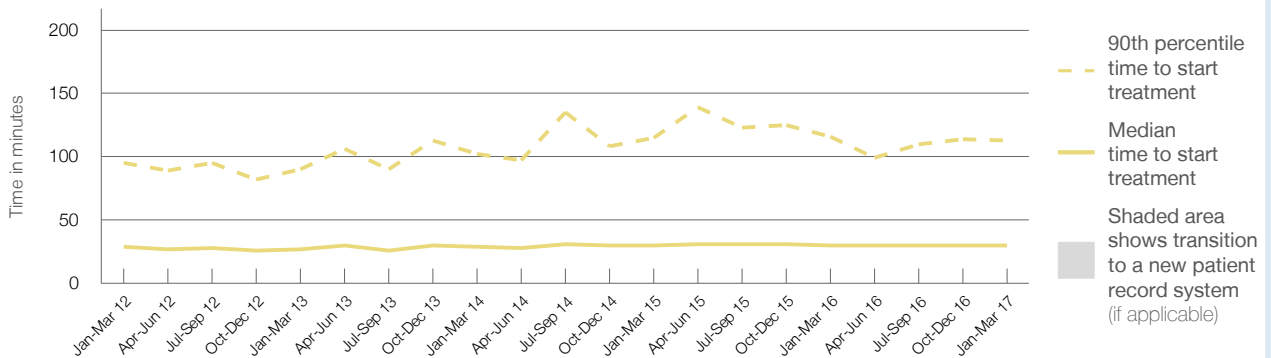
90th percentile time to start treatment⁵ 113 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,019 | |
| 2,959 | |
| 30 minutes | 20 minutes |
| 116 minutes | 69 minutes |

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 29 | 27 | 29 | 30 | 30 | 30 |
| 90th percentile time to start treatment ⁵ (minutes) | 95 | 90 | 102 | 115 | 116 | 113 |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 4,465

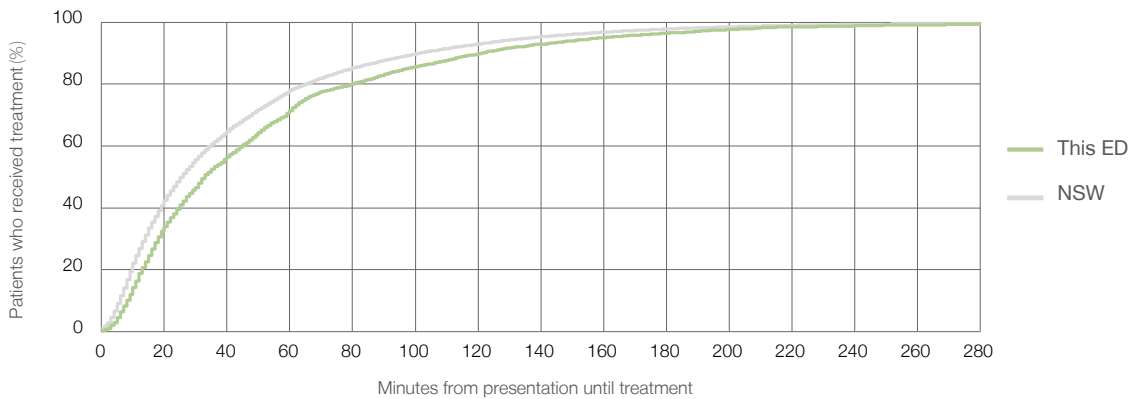
Number of triage 4 patients used to calculate waiting time:³ 4,161

Median time to start treatment⁴ 33 minutes

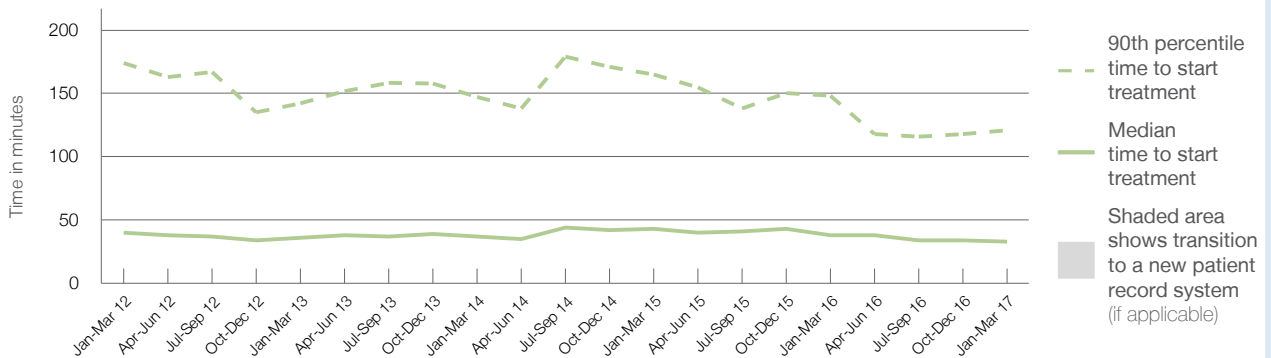
90th percentile time to start treatment⁵ 121 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,898 | |
| 4,521 | |
| 38 minutes | 26 minutes |
| 148 minutes | 101 minutes |

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 40 | 36 | 37 | 43 | 38 | 33 |
| 90th percentile time to start treatment ⁵ (minutes) | 174 | 142 | 147 | 165 | 148 | 121 |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 988

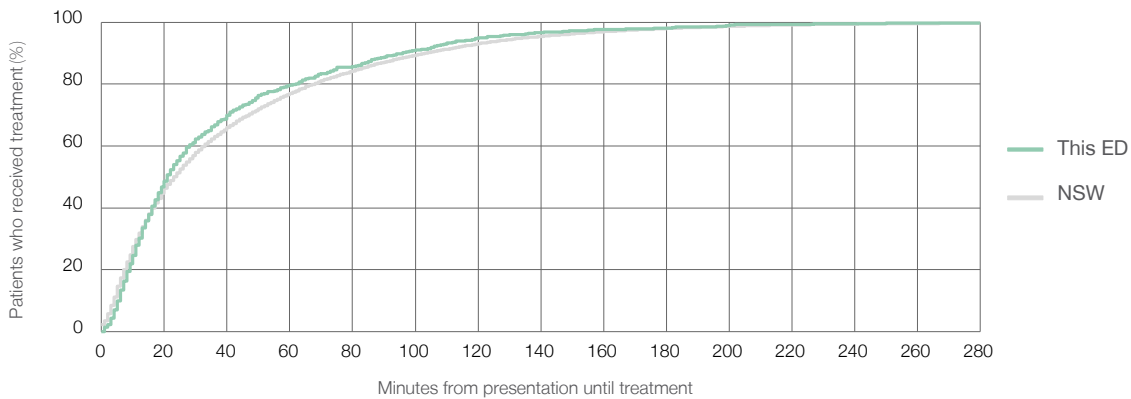
Number of triage 5 patients used to calculate waiting time:³ 897

Median time to start treatment⁴ 21 minutes

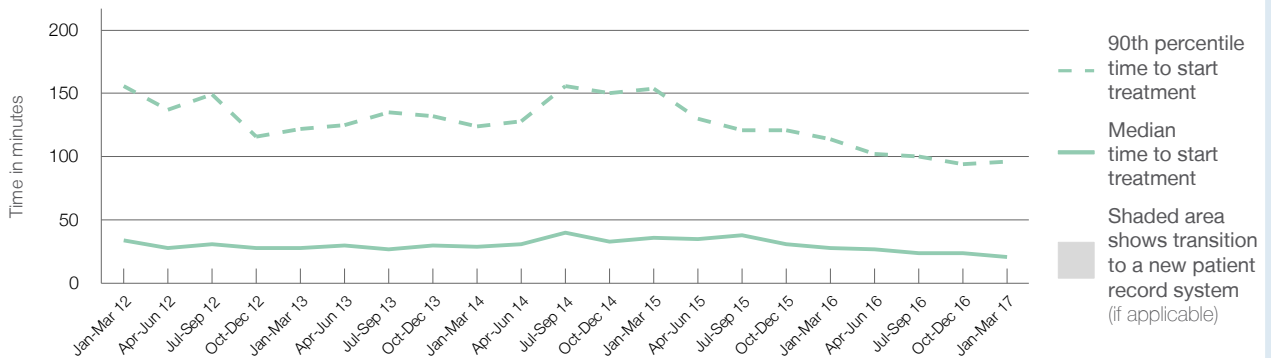
90th percentile time to start treatment⁵ 96 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,302 | |
| 1,154 | |
| 28 minutes | 23 minutes |
| 114 minutes | 104 minutes |

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 34 | 28 | 29 | 36 | 28 | 21 |
| 90th percentile time to start treatment ⁵ (minutes) | 156 | 122 | 124 | 154 | 114 | 96 |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 9,800 patients

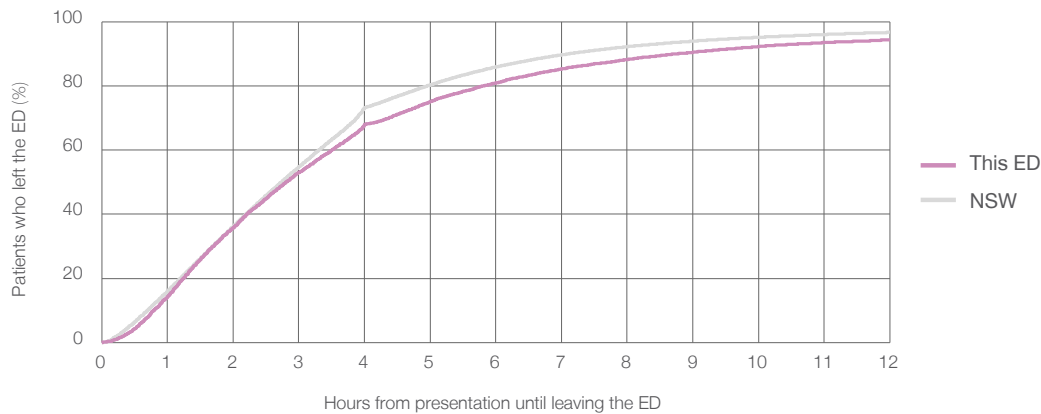
Presentations used to calculate time to leaving the ED:⁶ 9,795 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

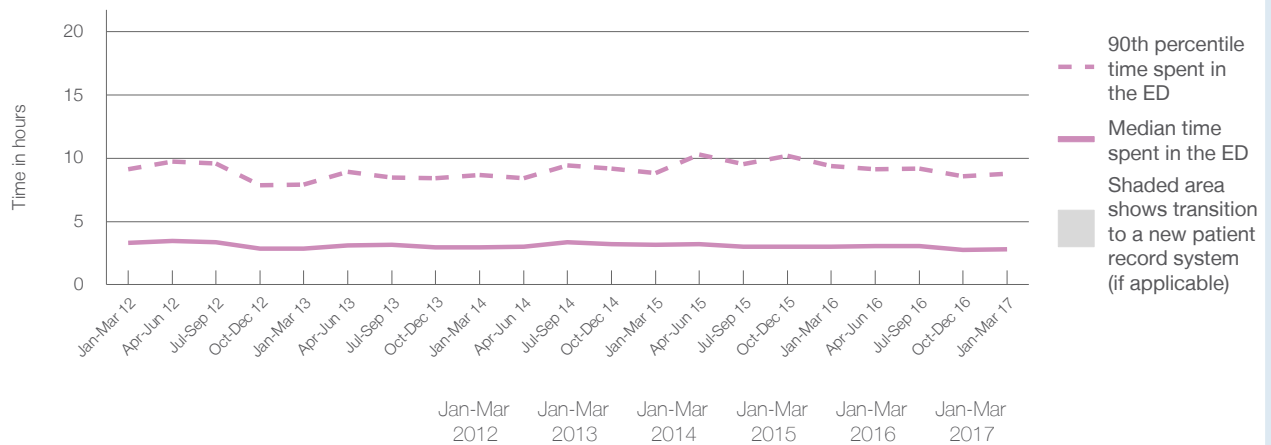
90th percentile time spent in the ED⁹ 8 hours and 45 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 10,154 | |
| 10,152 | |
| 3 hours and 0 minutes | 2 hours and 44 minutes |
| 9 hours and 23 minutes | 7 hours and 7 minutes |

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 19m | 2h 50m | 2h 57m | 3h 8m | 3h 0m | 2h 49m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 9h 6m | 7h 54m | 8h 39m | 8h 50m | 9h 23m | 8h 45m |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

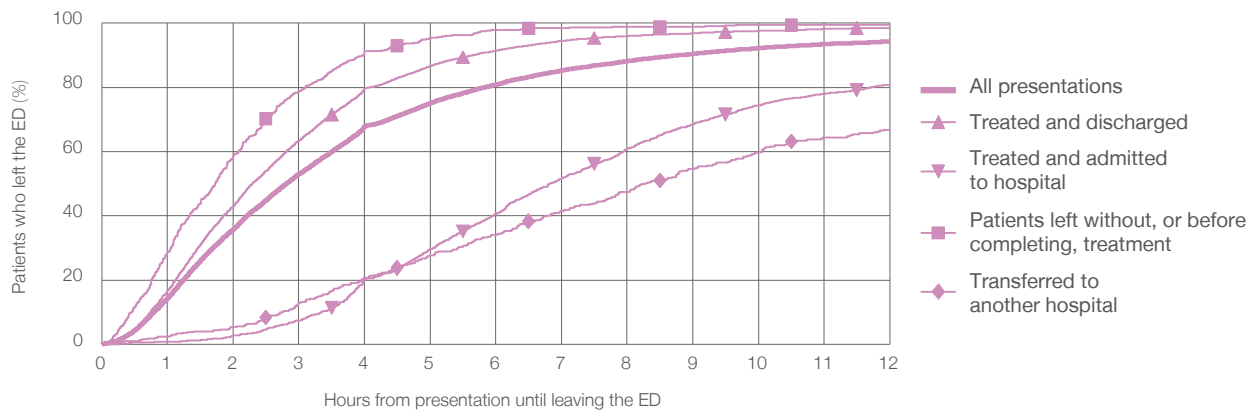
All presentations:¹ 9,800 patients

Presentations used to calculate time to leaving the ED:⁶ 9,795 patients

| | |
|---|---------------|
| Treated and discharged | 7,005 (71.5%) |
| Treated and admitted to hospital | 1,680 (17.1%) |
| Patient left without, or before completing, treatment | 676 (6.9%) |
| Transferred to another hospital | 394 (4.0%) |
| Other | 45 (0.5%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,152 | -3.5% |
| 7,291 | -3.9% |
| 1,537 | 9.3% |
| 963 | -29.8% |
| 324 | 21.6% |
| 39 | 15.4% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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 | 16.6% | 43.1% | 63.4% | 79.8% | 91.5% | 96.0% | 97.6% | 98.6% |
| Treated and admitted to hospital | 0.7% | 2.7% | 7.4% | 20.3% | 40.7% | 60.9% | 74.4% | 80.9% |
| Patient left without, or before completing, treatment | 28.7% | 58.7% | 78.8% | 91.3% | 97.9% | 98.8% | 99.4% | 99.6% |
| Transferred to another hospital | 2.3% | 5.3% | 12.9% | 20.8% | 34.0% | 47.5% | 59.9% | 67.0% |
| All presentations | 14.4% | 35.9% | 53.0% | 68.1% | 80.9% | 88.2% | 92.3% | 94.3% |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED January to March 2017

All presentations at the emergency department:¹ 9,800 patients

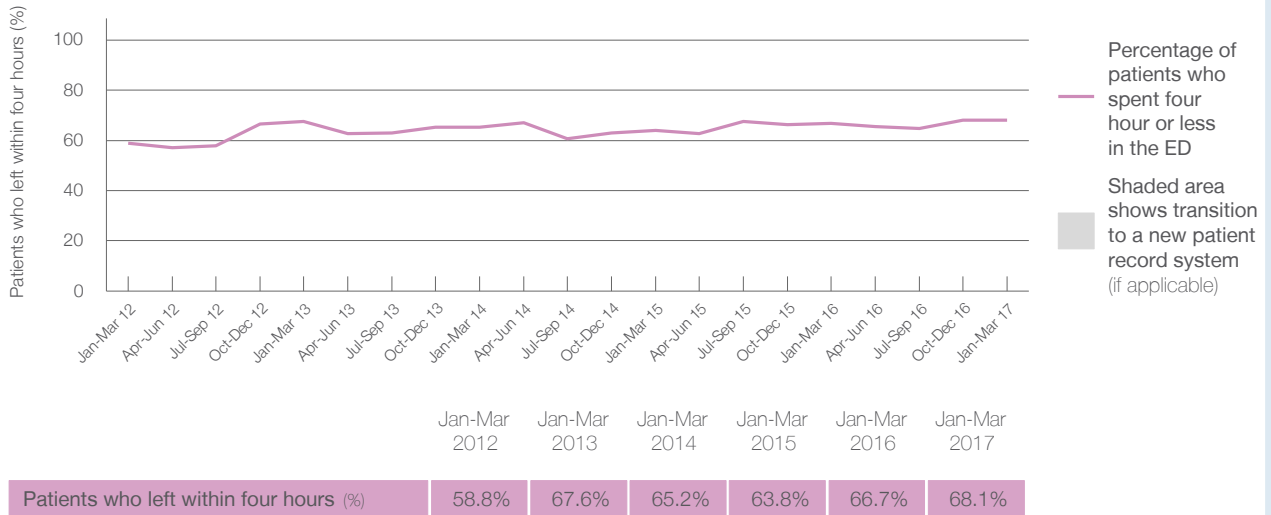
Presentations used to calculate time to leaving the ED:⁶ 9,795 patients

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 | 10,154 | -3.5% |
| Presentations used to calculate time to leaving the ED | 10,152 | -3.5% |
| Percentage of patients who spent four hours or less in the ED | 66.7% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



* 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 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.
- 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 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wollongong Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 16,008 patients

Emergency presentations:² 15,716 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 15,986 | 0.1% |
| 15,617 | 0.6% |

Wollongong Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,089 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,631 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,186 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 646 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 101 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,845 | |
| 10 minutes | 8 minutes |
| 27 minutes | 26 minutes |
| 6,484 | |
| 27 minutes | 20 minutes |
| 83 minutes | 69 minutes |
| 6,586 | |
| 34 minutes | 26 minutes |
| 119 minutes | 101 minutes |
| 576 | |
| 32 minutes | 23 minutes |
| 122 minutes | 104 minutes |

Wollongong Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 16,008 patients

Percentage of patients who spent four hours or less in the ED 63.9%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 15,986 | 0.1% |
| 64.8% | |

* 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 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.
- 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.

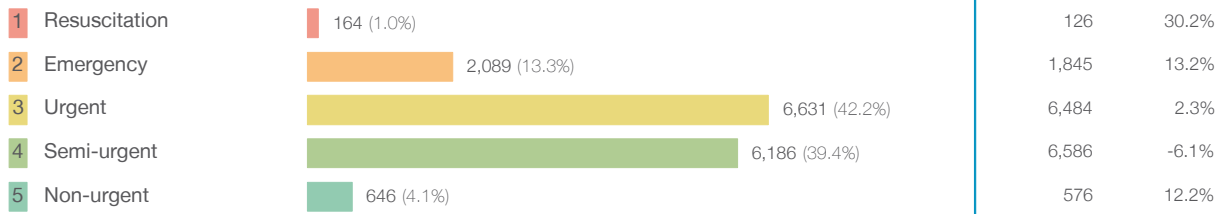
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wollongong Hospital: Patients presenting to the emergency department January to March 2017

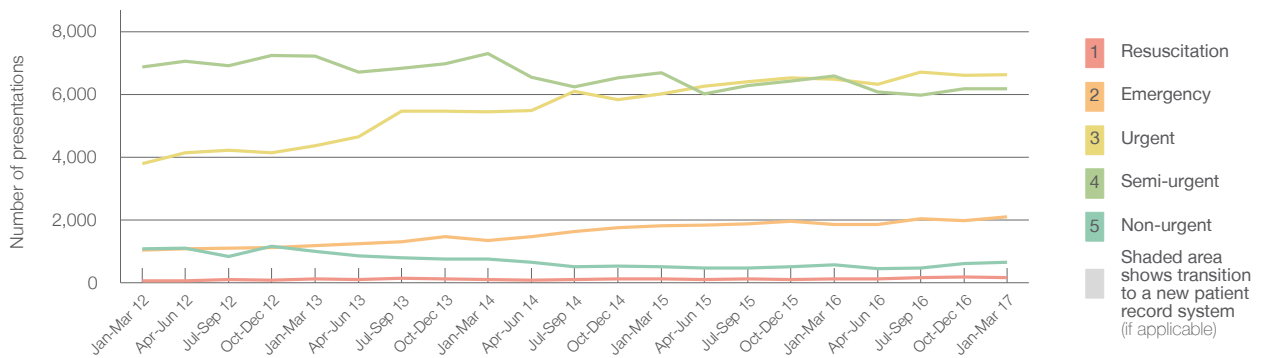
All presentations:¹ 16,008 patients

Emergency presentations² by triage category: 15,716 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 15,986 | 0.1% |
| 15,617 | 0.6% |
| 126 | 30.2% |
| 1,845 | 13.2% |
| 6,484 | 2.3% |
| 6,586 | -6.1% |
| 576 | 12.2% |

Emergency presentations² by quarter, January 2012 to March 2017[‡]



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 51 | 113 | 109 | 119 | 126 | 164 |
| Emergency | 1,035 | 1,173 | 1,350 | 1,809 | 1,845 | 2,089 |
| Urgent | 3,783 | 4,357 | 5,446 | 6,012 | 6,484 | 6,631 |
| Semi-urgent | 6,878 | 7,211 | 7,301 | 6,684 | 6,586 | 6,186 |
| Non-urgent | 1,070 | 1,004 | 754 | 507 | 576 | 646 |
| All emergency presentations | 12,817 | 13,858 | 14,960 | 15,131 | 15,617 | 15,716 |

Wollongong Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 5,343 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 5,301 | |
| 12 minutes | -1 minute |
| 28 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wollongong Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 2,089

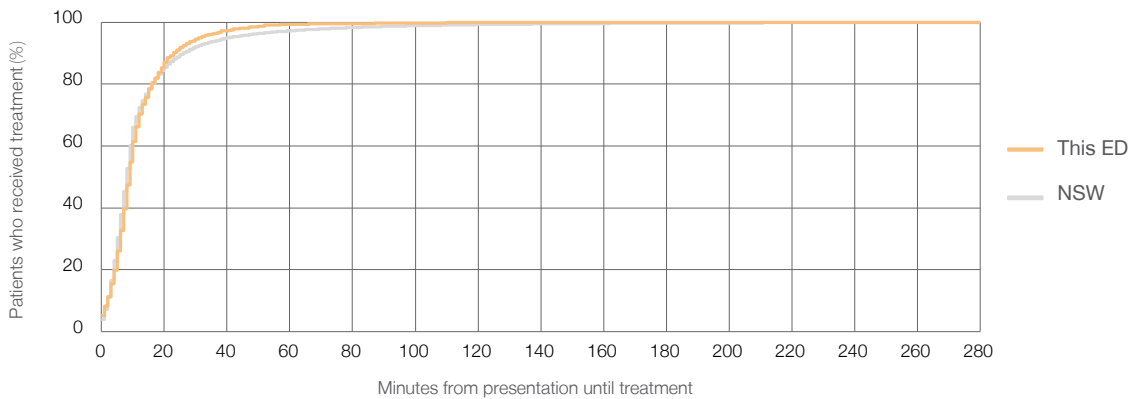
Number of triage 2 patients used to calculate waiting time:³ 2,084

Median time to start treatment⁴ 9 minutes

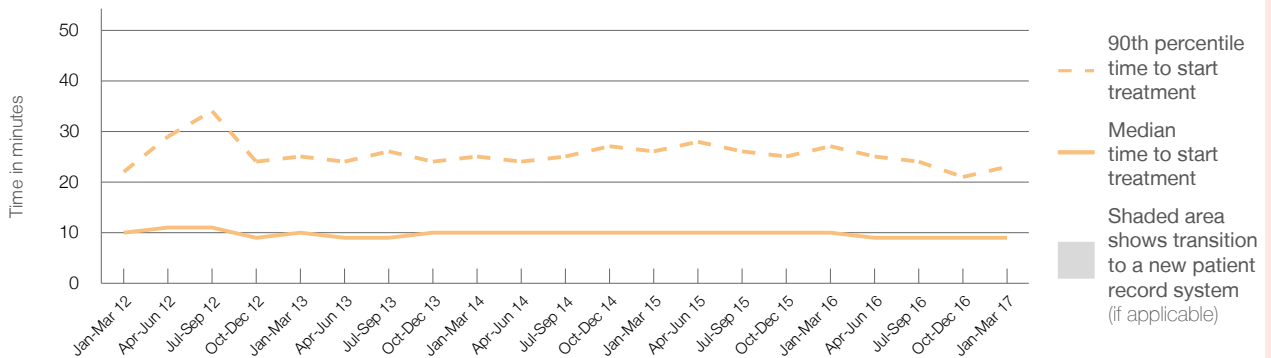
90th percentile time to start treatment⁵ 23 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,845 | 1,845 |
| 10 minutes | 8 minutes |
| 27 minutes | 26 minutes |

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 10 | 10 | 10 | 10 | 10 | 9 |
| 90th percentile time to start treatment ⁵ (minutes) | 22 | 25 | 25 | 26 | 27 | 23 |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wollongong Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 6,631

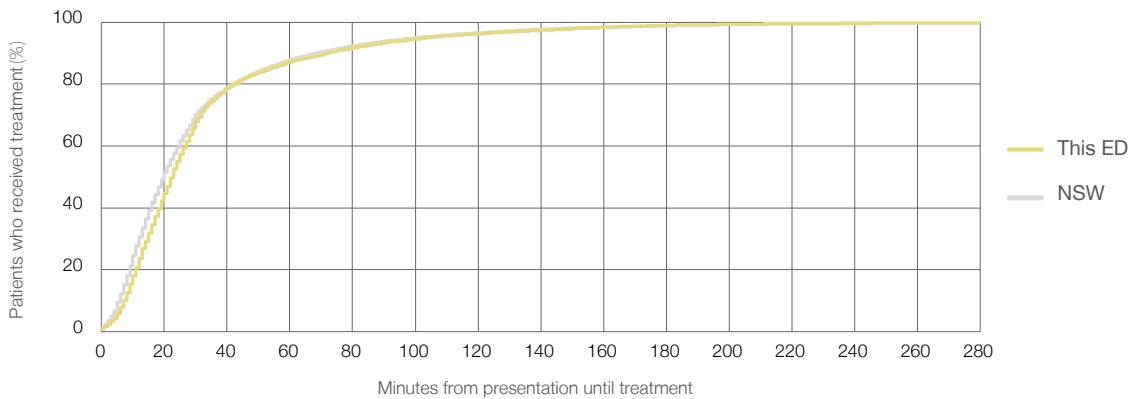
Number of triage 3 patients used to calculate waiting time:³ 6,508

Median time to start treatment⁴ 23 minutes

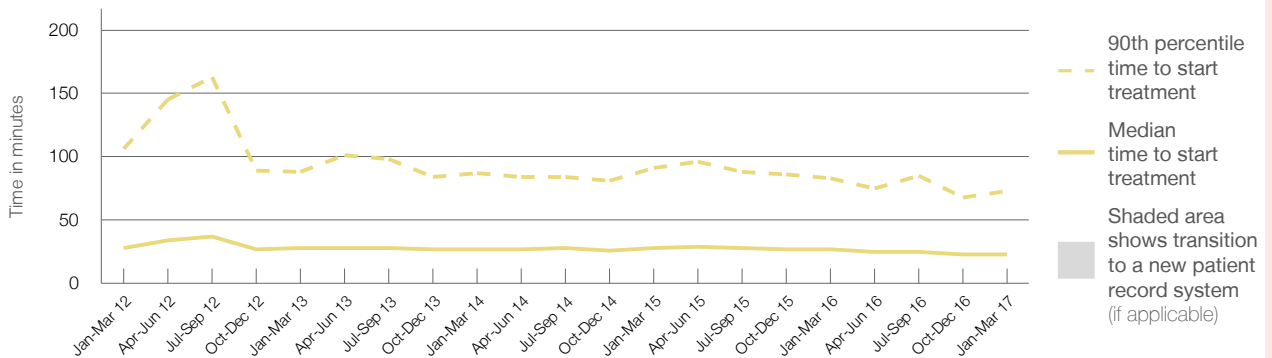
90th percentile time to start treatment⁵ 73 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 6,484 | |
| 6,364 | |
| 27 minutes | 20 minutes |
| 83 minutes | 69 minutes |

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 28 | 28 | 27 | 28 | 27 | 23 |
| 90th percentile time to start treatment ⁵ (minutes) | 106 | 88 | 87 | 91 | 83 | 73 |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wollongong Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 6,186

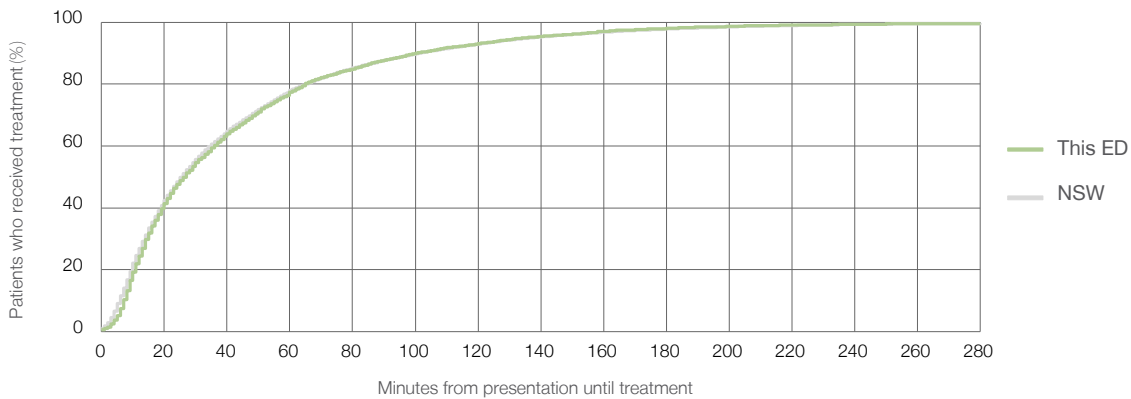
Number of triage 4 patients used to calculate waiting time:³ 5,891

Median time to start treatment⁴ 27 minutes

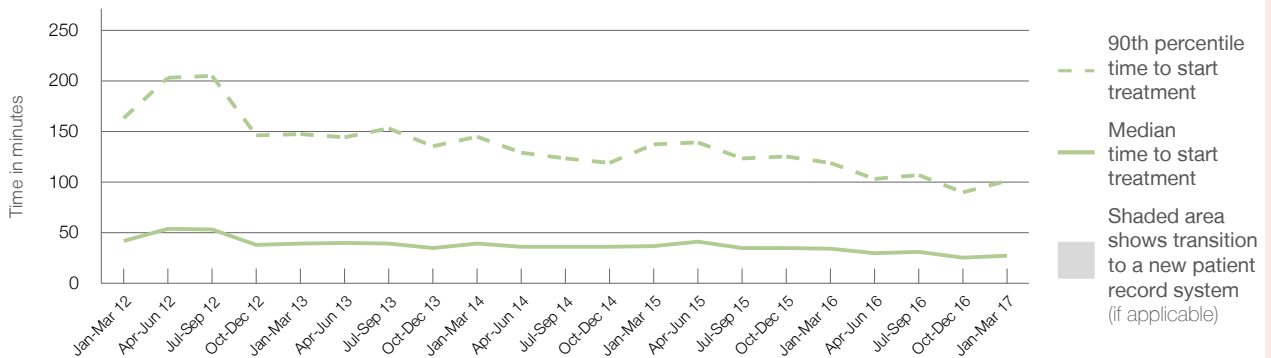
90th percentile time to start treatment⁵ 101 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 6,586 | |
| 6,205 | |
| 34 minutes | 26 minutes |
| 119 minutes | 101 minutes |

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 42 | 39 | 39 | 37 | 34 | 27 |
| 90th percentile time to start treatment ⁵ (minutes) | 163 | 147 | 145 | 137 | 119 | 101 |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wollongong Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 646

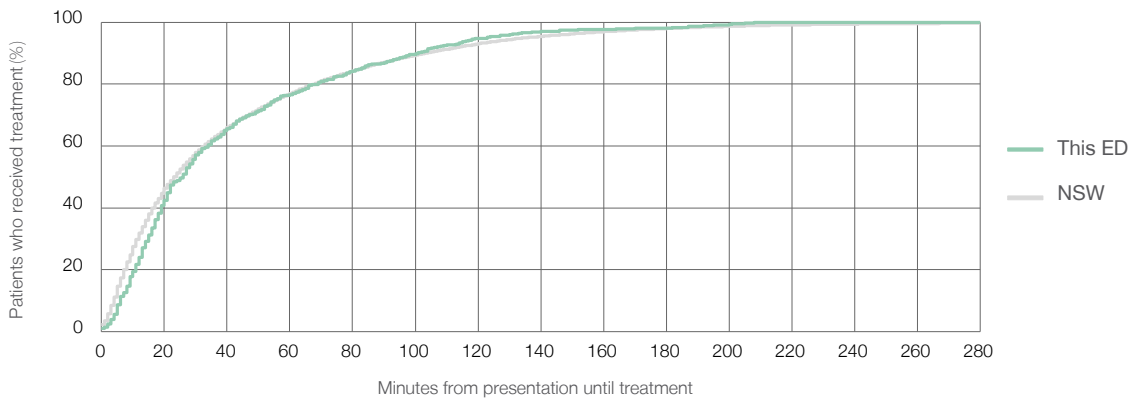
Number of triage 5 patients used to calculate waiting time:³ 581

Median time to start treatment⁴ 26 minutes

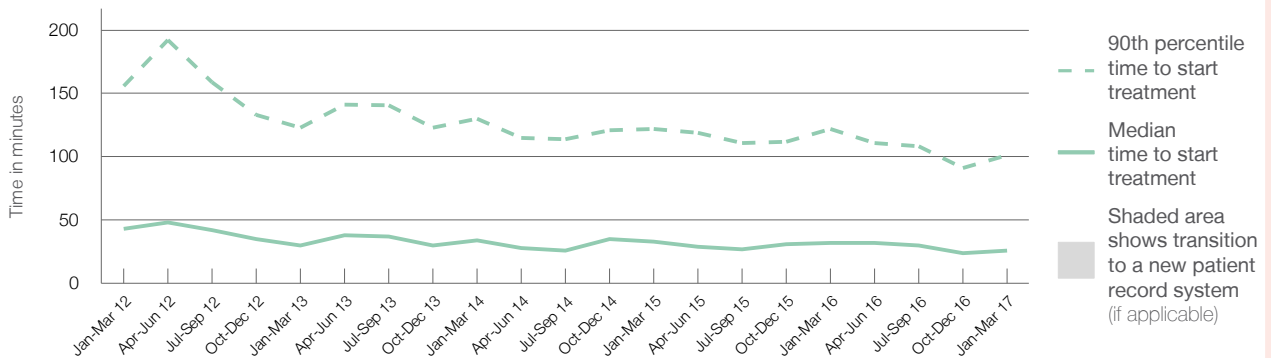
90th percentile time to start treatment⁵ 101 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 576 | 503 |
| 32 minutes | 23 minutes |
| 122 minutes | 104 minutes |

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 43 | 30 | 34 | 33 | 32 | 26 |
| 90th percentile time to start treatment ⁵ (minutes) | 156 | 123 | 130 | 122 | 122 | 101 |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wollongong Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 16,008 patients

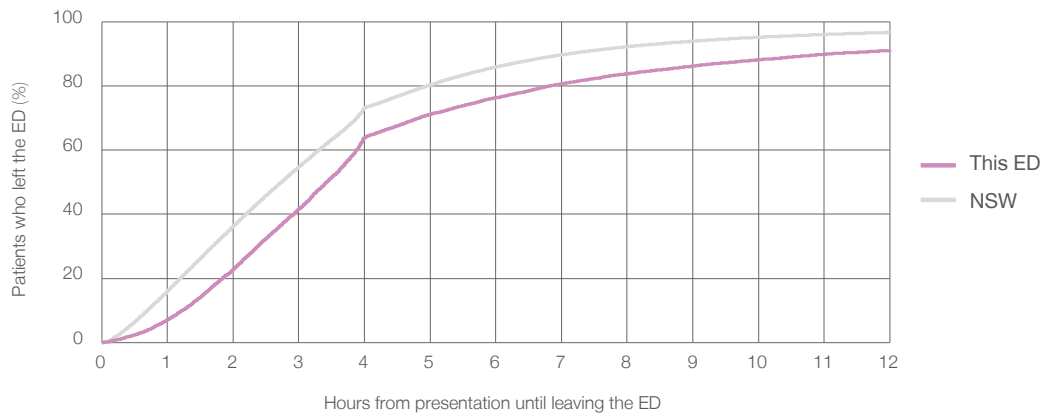
Presentations used to calculate time to leaving the ED:⁶ 16,008 patients

Median time spent in the ED⁸ 3 hours and 26 minutes

90th percentile time spent in the ED⁹ 11 hours and 7 minutes

| Same period last year | NSW (this period) |
|-------------------------|------------------------|
| 15,986 | 15,986 |
| 3 hours and 22 minutes | 2 hours and 44 minutes |
| 11 hours and 52 minutes | 7 hours and 7 minutes |

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 4h 12m | 3h 53m | 3h 31m | 3h 24m | 3h 22m | 3h 26m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 10h 54m | 9h 24m | 9h 21m | 9h 42m | 11h 52m | 11h 7m |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wollongong Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

All presentations:¹ 16,008 patients

Presentations used to calculate time to leaving the ED:⁶ 16,008 patients

Treated and discharged 8,381 (52.4%)

Treated and admitted to hospital 6,239 (39.0%)

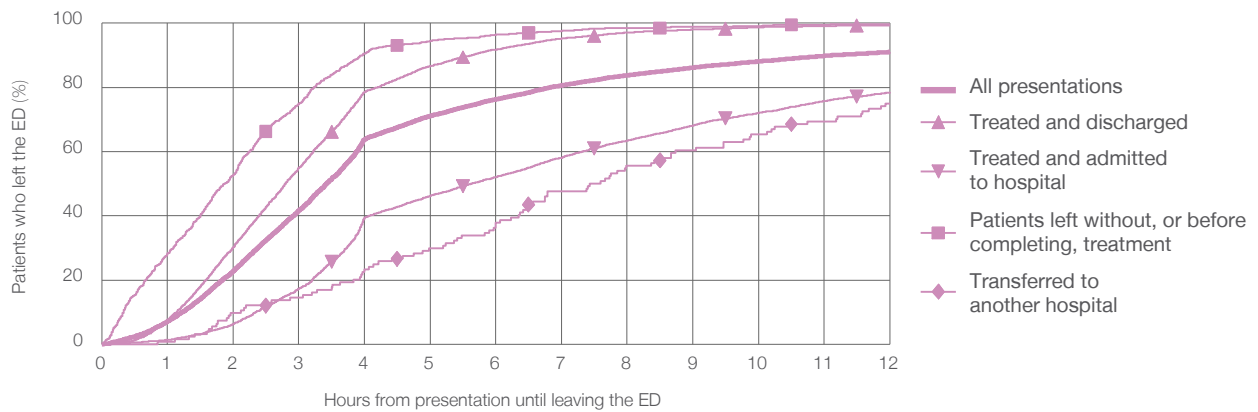
Patient left without, or before completing, treatment 1,170 (7.3%)

Transferred to another hospital 124 (0.8%)

Other 94 (0.6%)

| | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| Presentations used to calculate time to leaving the ED: ⁶ | 15,986 | 0.1% |
| Treated and discharged | 8,841 | -5.2% |
| Treated and admitted to hospital | 5,809 | 7.4% |
| Patient left without, or before completing, treatment | 1,135 | 3.1% |
| Transferred to another hospital | 94 | 31.9% |
| Other | 107 | -12.1% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 7.6% | 30.3% | 54.9% | 78.5% | 91.8% | 97.1% | 98.7% | 99.3% |
| Treated and admitted to hospital | 1.4% | 6.3% | 17.3% | 39.4% | 52.1% | 63.4% | 72.1% | 78.5% |
| Patient left without, or before completing, treatment | 28.3% | 52.7% | 75.0% | 90.5% | 96.4% | 98.5% | 99.1% | 99.7% |
| Transferred to another hospital | 0.8% | 9.7% | 14.5% | 23.4% | 37.9% | 55.6% | 65.3% | 75.0% |
| All presentations | 7.1% | 22.8% | 41.7% | 63.9% | 76.3% | 83.8% | 88.1% | 91.1% |

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wollongong Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 16,008 patients

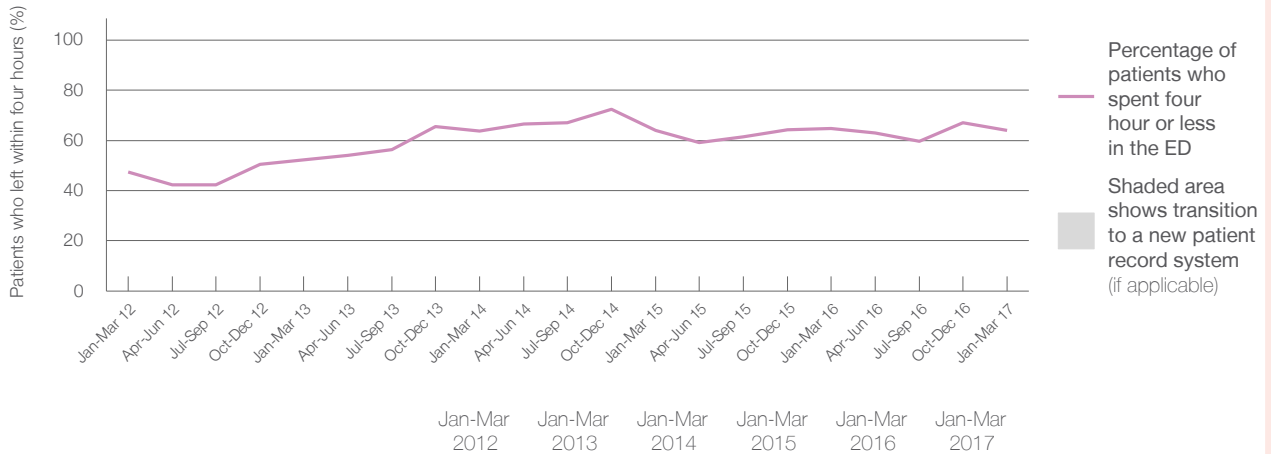
Presentations used to calculate time to leaving the ED:⁶ 16,008 patients

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: ¹ 16,008 patients | 15,986 | 0.1% |
| Presentations used to calculate time to leaving the ED: ⁶ 16,008 patients | 15,986 | 0.1% |
| Percentage of patients who spent four hours or less in the ED | 64.8% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



| Patients who left within four hours (%) | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
| | 47.5% | 52.4% | 63.7% | 64.0% | 64.8% | 63.9% |

* 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 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.
- 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 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 18 April 2017). Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).