

Goulburn Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 4,812 patients
Emergency presentations:² 4,500 patients

Same period last year	Change since one year ago
4,660	3.3%
4,399	2.3%

Goulburn Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 533 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,931 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,715 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 119 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 294 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
448	
8 minutes	8 minutes
23 minutes	23 minutes
1,722	
21 minutes	20 minutes
68 minutes	65 minutes
1,922	
29 minutes	26 minutes
118 minutes	99 minutes
285	
24 minutes	23 minutes
106 minutes	103 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 4,812 patients

Percentage of patients who spent four hours or less in the ED 78.3%

Same period last year	Change since one year ago
4,660	3.3%
80.4%	

* 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.

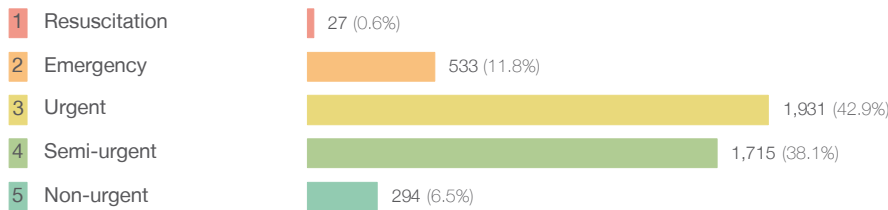
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Goulburn Base Hospital: Patients presenting to the emergency department October to December 2017

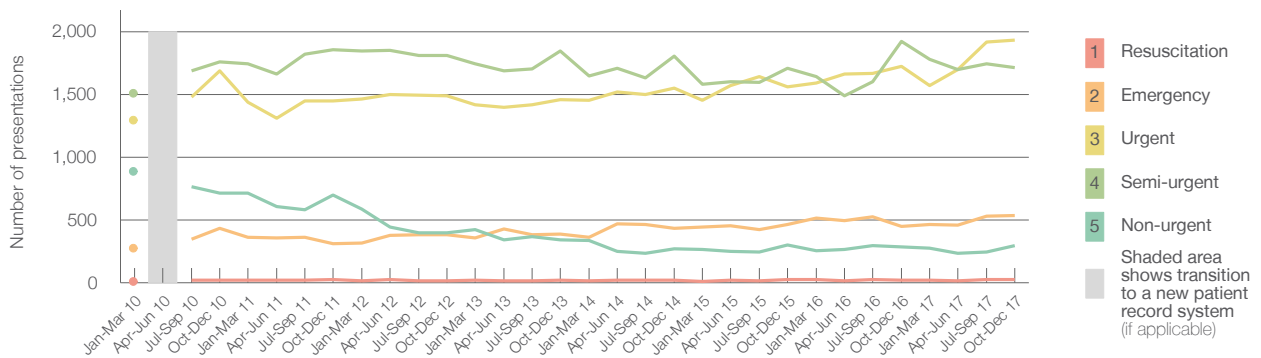
All presentations:¹ 4,812 patients

Emergency presentations² by triage category: 4,500 patients



	Same period last year	Change since one year ago
All presentations	4,660	3.3%
Emergency presentations	4,399	2.3%
1 Resuscitation	22	22.7%
2 Emergency	448	19.0%
3 Urgent	1,722	12.1%
4 Semi-urgent	1,922	-10.8%
5 Non-urgent	285	3.2%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	19	23	14	20	19	24	22	27
Emergency	431	308	384	385	434	465	448	533
Urgent	1,690	1,449	1,491	1,457	1,552	1,561	1,722	1,931
Semi-urgent	1,761	1,855	1,810	1,845	1,805	1,707	1,922	1,715
Non-urgent	711	696	396	343	272	301	285	294
All emergency presentations	4,612	4,331	4,095	4,050	4,082	4,058	4,399	4,500

Goulburn Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 954 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	846	
ED Transfer of care time		
Median time	13 minutes	-1 minute
90th percentile time	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.

Goulburn Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

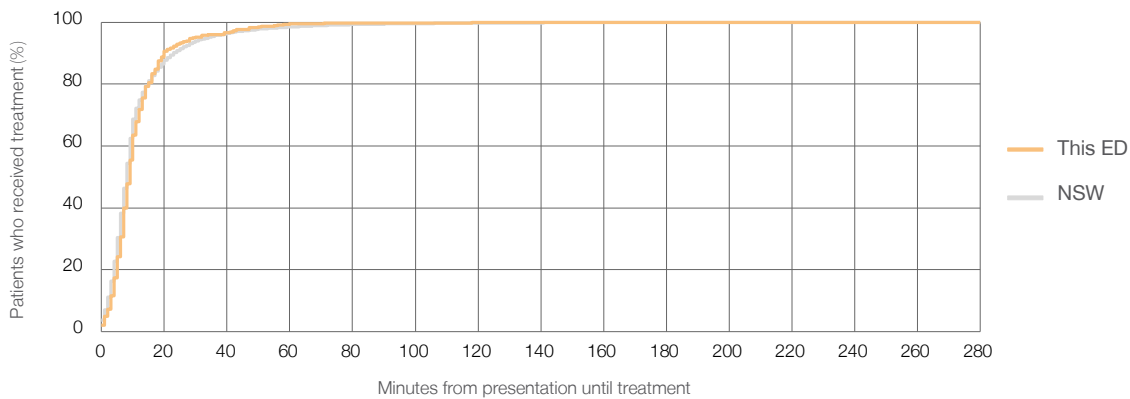
Number of triage 2 patients: 533

Number of triage 2 patients used to calculate waiting time:³ 532

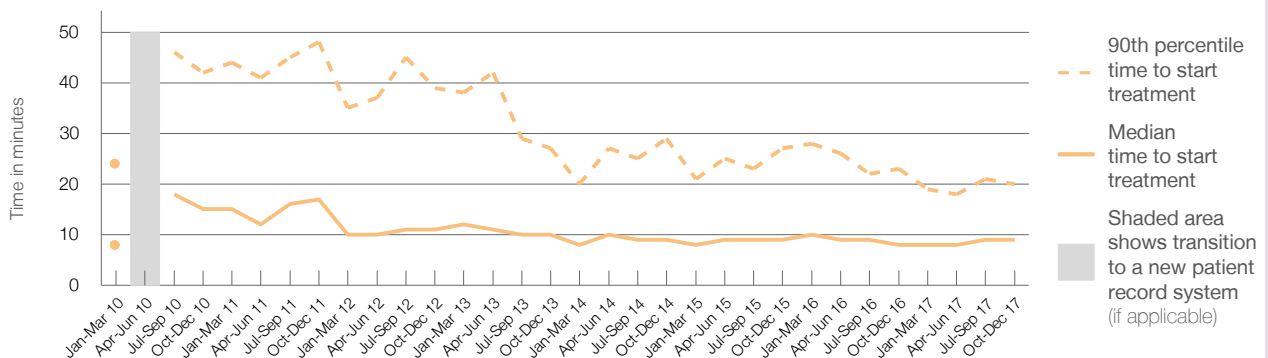
Median time to start treatment⁴ ■ 9 minutes
 90th percentile time to start treatment⁵ ■ 20 minutes

Same period last year	NSW (this period)
448	448
8 minutes	8 minutes
23 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	15	17	11	10	9	9	8	9
90th percentile time to start treatment ⁵ (minutes)	42	48	39	27	29	27	23	20

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Goulburn Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,931

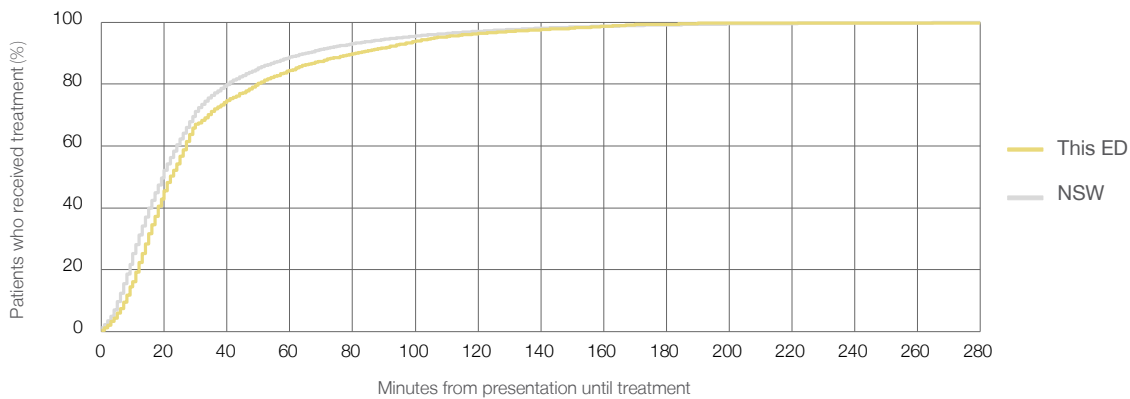
Number of triage 3 patients used to calculate waiting time:³ 1,889

Median time to start treatment⁴ 22 minutes

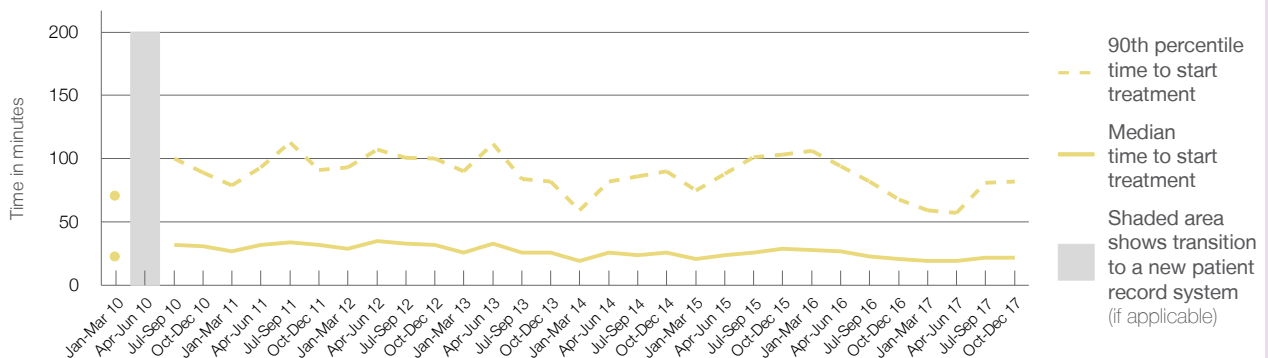
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
1,722	
1,683	
21 minutes	20 minutes
68 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	31	32	32	26	26	29	21	22
90th percentile time to start treatment ⁵ (minutes)	89	91	100	82	90	103	68	82

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Goulburn Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,715

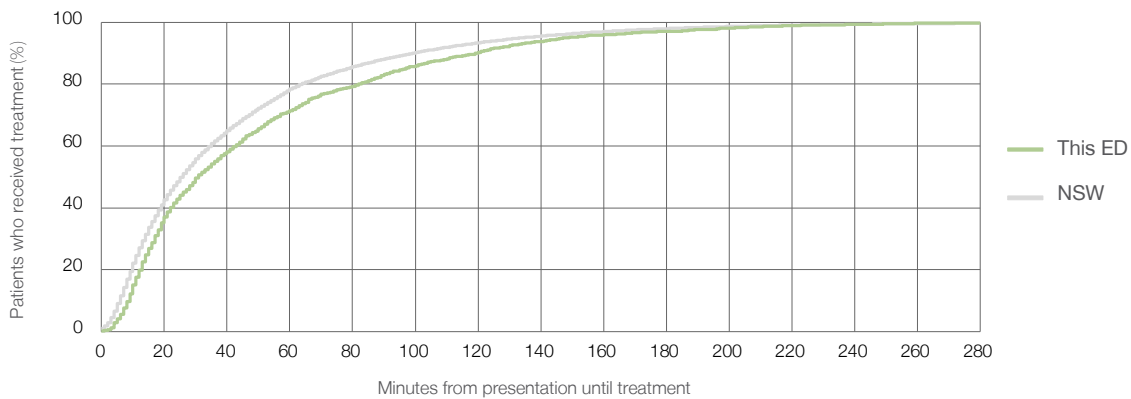
Number of triage 4 patients used to calculate waiting time:³ 1,585

Median time to start treatment⁴ 31 minutes

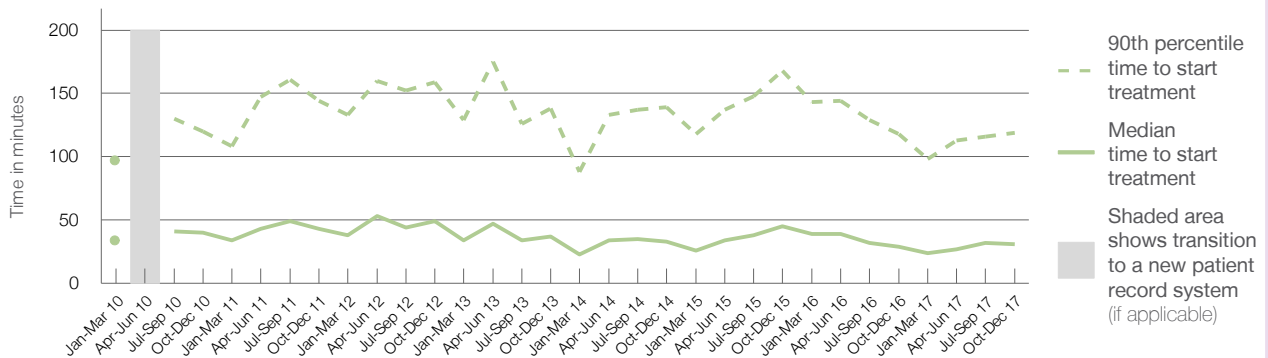
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,922	1,767
29 minutes	26 minutes
118 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	40	43	49	37	33	45	29	31
90th percentile time to start treatment ⁵ (minutes)	120	144	159	138	139	168	118	119

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Goulburn Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 294

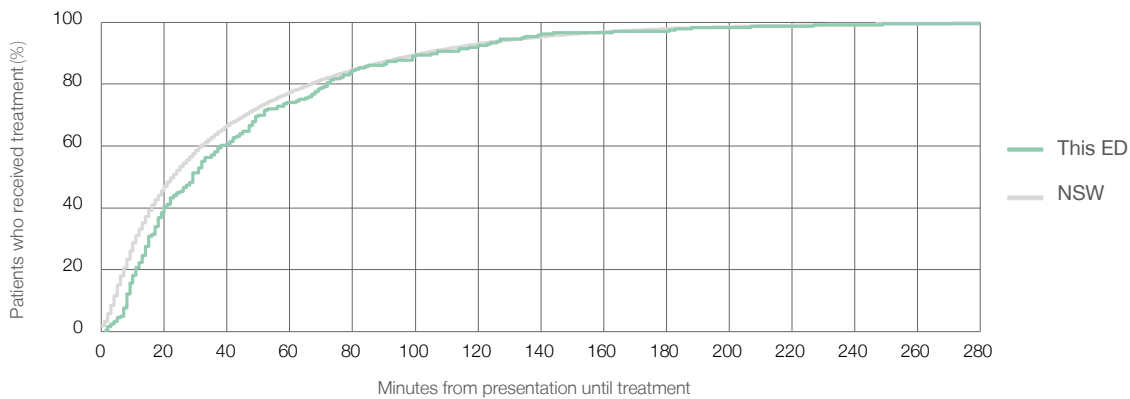
Number of triage 5 patients used to calculate waiting time:³ 236

Median time to start treatment⁴ 29 minutes

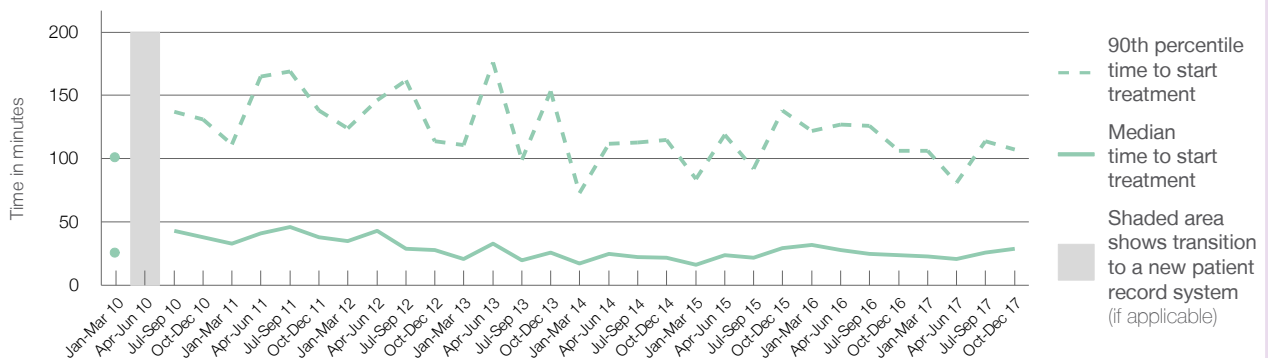
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
285	
227	
24 minutes	23 minutes
106 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	38	38	28	26	22	30	24	29
90th percentile time to start treatment ⁵ (minutes)	131	138	114	153	115	138	106	107

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Goulburn Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 4,812 patients

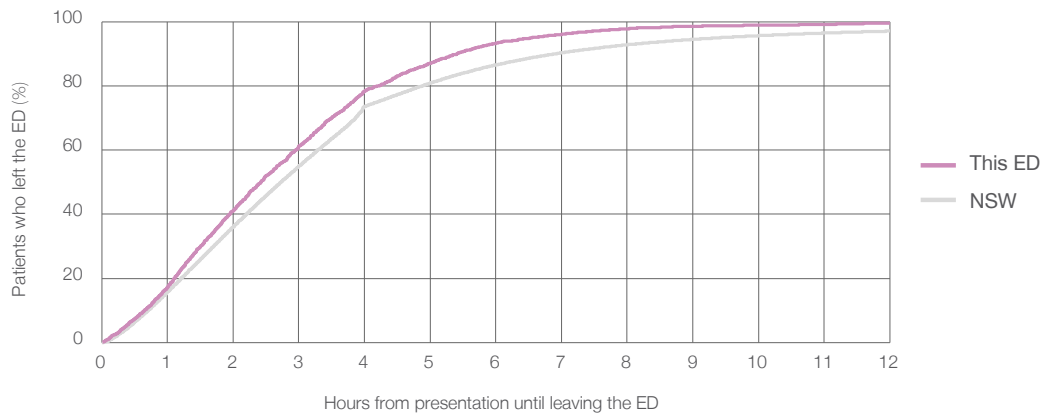
Presentations used to calculate time to leaving the ED:⁶ 4,812 patients

Median time spent in the ED⁸ 2 hours and 25 minutes

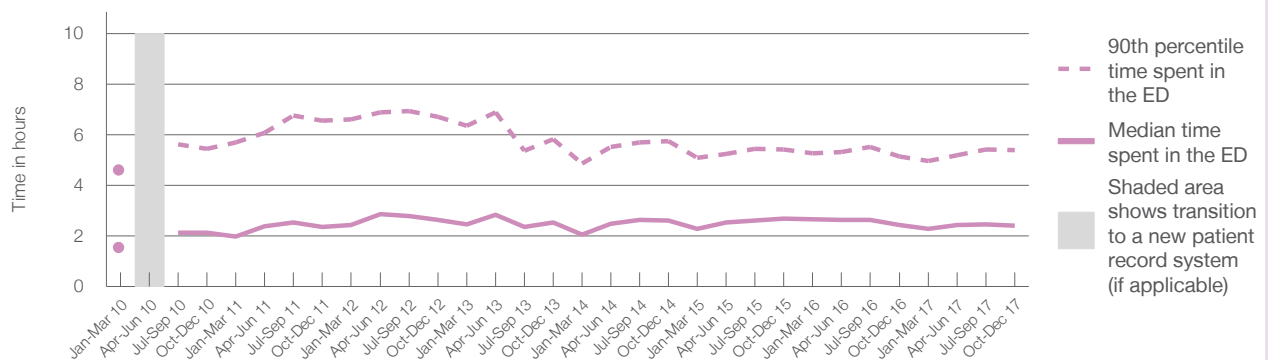
90th percentile time spent in the ED⁹ 5 hours and 24 minutes

Same period last year	NSW (this period)
4,660	4,660
2 hours and 26 minutes	2 hours and 44 minutes
5 hours and 9 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 8m	2h 22m	2h 38m	2h 33m	2h 37m	2h 41m	2h 26m	2h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 27m	6h 33m	6h 43m	5h 49m	5h 45m	5h 26m	5h 9m	5h 24m

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Goulburn Base Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

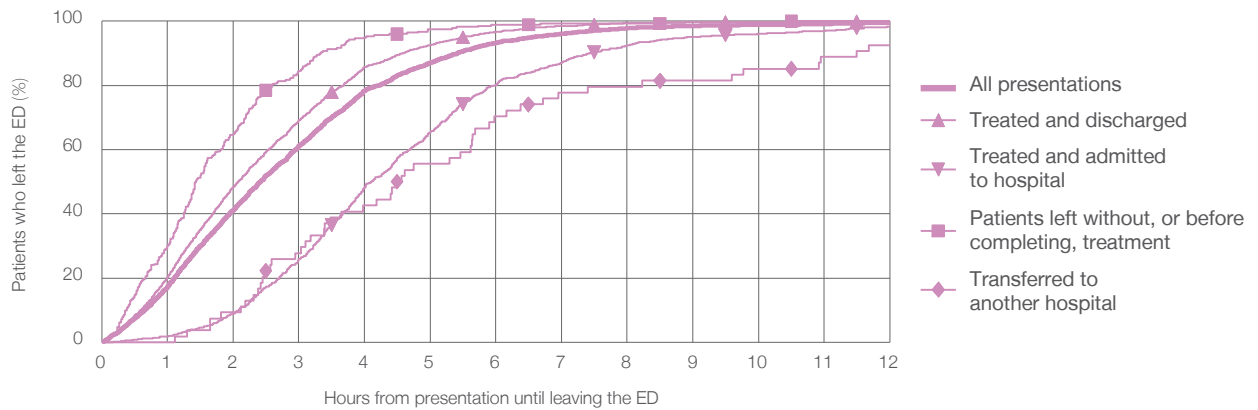
All presentations:¹ 4,812 patients

Presentations used to calculate time to leaving the ED:⁶ 4,812 patients

Treated and discharged	3,491 (72.5%)
Treated and admitted to hospital	956 (19.9%)
Patient left without, or before completing, treatment	279 (5.8%)
Transferred to another hospital	54 (1.1%)
Other	32 (0.7%)

Same period last year	Change since one year ago
4,660	3.3%
3,367	3.7%
943	1.4%
280	-0.4%
54	0.0%
16	100.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	20.3%	48.4%	69.1%	85.6%	96.7%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.8%	9.0%	25.9%	48.2%	80.2%	92.5%	96.0%	98.2%
Patient left without, or before completing, treatment	30.1%	64.9%	84.6%	95.0%	98.9%	99.3%	99.6%	100%
Transferred to another hospital	0%	9.3%	27.8%	42.6%	70.4%	79.6%	85.2%	92.6%
All presentations	17.3%	41.3%	61.1%	78.3%	93.3%	97.8%	98.9%	99.5%

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Goulburn Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

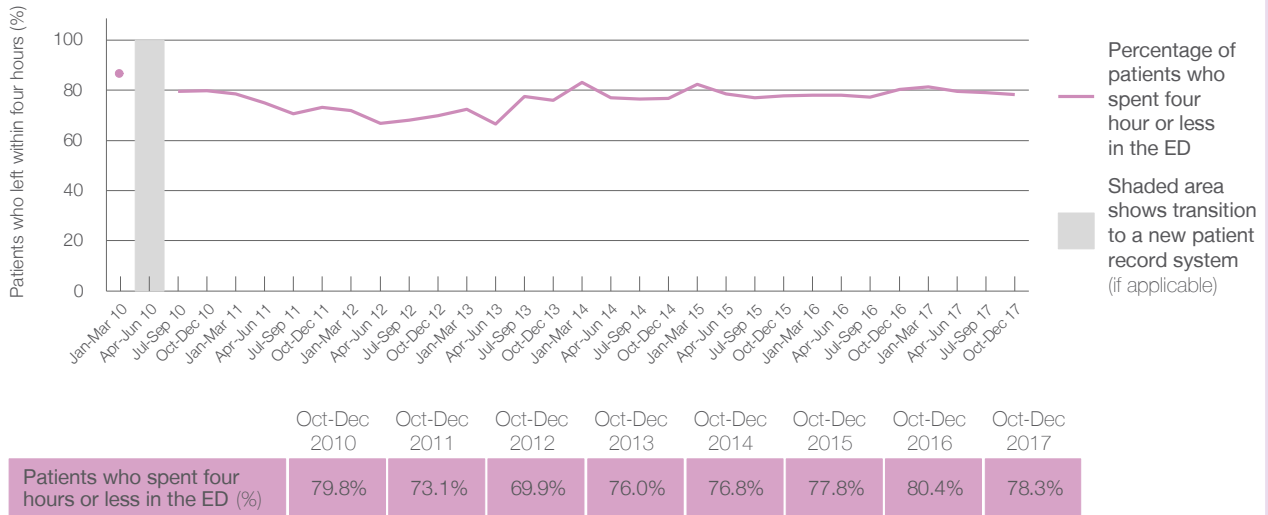
All presentations at the emergency department: ¹ 4,812 patients
 Presentations used to calculate time to leaving the ED: ⁶ 4,812 patients

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	4,660	3.3%
Presentations used to calculate time to leaving the ED	4,660	3.3%
Percentage of patients who spent four hours or less in the ED	80.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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- 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).