Milton and Ulladulla Hospital: Emergency department (ED) overview
October to December 2017

	Same period last year	Change since one year ago
All presentations:[1] 3,531 patients	4,143	-14.8%
Emergency presentations:[2] 3,418 patients	3,984	-14.2%

Milton and Ulladulla Hospital: Time patients waited to start treatment [3]
October to December 2017

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 292 patients	283	
Median time to start treatment [4] 6 minutes	7 minutes	8 minutes
90th percentile time to start treatment [5] 17 minutes	26 minutes	23 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,228 patients	1,292	
Median time to start treatment [4] 20 minutes	20 minutes	20 minutes
90th percentile time to start treatment [5] 60 minutes	57 minutes	65 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,618 patients	2,043	
Median time to start treatment [4] 30 minutes	30 minutes	26 minutes
90th percentile time to start treatment [5] 84 minutes	81 minutes	99 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 255 patients	353	
Median time to start treatment [4] 28 minutes	27 minutes	23 minutes
90th percentile time to start treatment [5] 88 minutes	89 minutes	103 minutes

Milton and Ulladulla Hospital: Time from presentation until leaving the ED
October to December 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: [6] 3,530 patients	4,143	-14.8%
Percentage of patients who spent four hours or less in the ED 86.9%	88.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
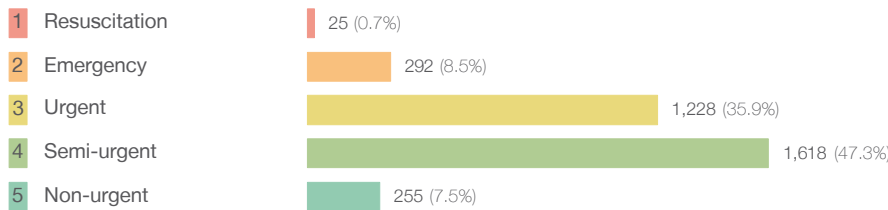6. All presentations that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient<s presenting problems.
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

District group 2 hospitals (C2)
Illawarra Shoalhaven Local Health District

Milton and Ulladulla Hospital: Patients presenting to the emergency department
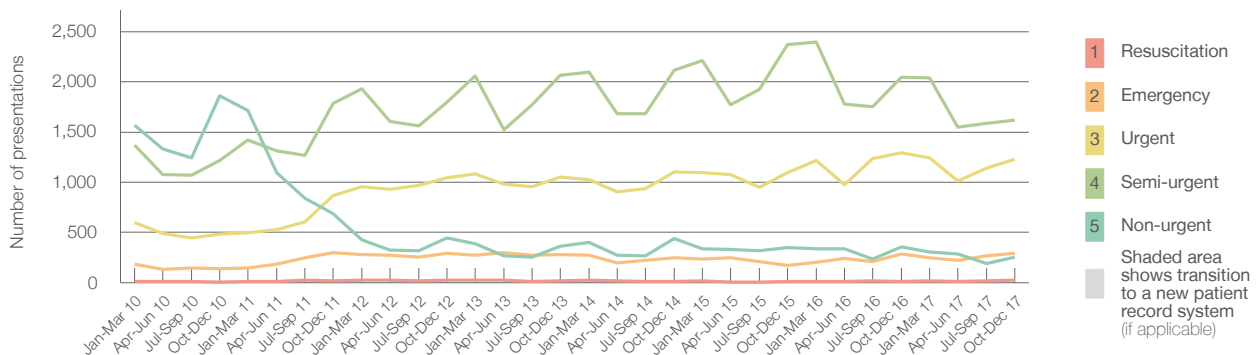October to December 2017

		Same period last year	Change since one year ago
All presentations:[1] 3,531 patients		4,143	-14.8%
Emergency presentations[2] by triage category: 3,418 patients		3,984	-14.2%
1 Resuscitation	25 (0.7%)	13	92.3%
2 Emergency	292 (8.5%)	283	3.2%
3 Urgent	1,228 (35.9%)	1,292	-5.0%
4 Semi-urgent	1,618 (47.3%)	2,043	-20.8%
5 Non-urgent	255 (7.5%)	353	-27.8%

Emergency presentations[2] by quarter, January 2010 to December 2017 ‡

1 Resuscitation
2 Emergency
3 Urgent
4 Semi-urgent
5 Non-urgent

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

	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	6	17	23	21	14	14	13	25
Emergency	141	297	291	278	247	174	283	292
Urgent	483	869	1,042	1,053	1,105	1,093	1,292	1,228
Semi-urgent	1,219	1,785	1,800	2,064	2,113	2,372	2,043	1,618
Non-urgent	1,863	685	448	364	438	348	353	255
All emergency presentations	3,712	3,653	3,604	3,780	3,917	4,001	3,984	3,418

Milton and Ulladulla Hospital: Patients arriving by ambulance
October to December 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 347 patients		377	
ED Transfer of care time			
Median time	14 minutes	14 minutes	0 minutes
90th percentile time	31 minutes	31 minutes	0 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.

Milton and Ulladulla Hospital

District group 2 hospitals (C2)
Illawarra Shoalhaven Local Health District

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2
October to December 2017

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients: 292	283	
Number of triage 2 patients used to calculate waiting time: [3] 292	283	
Median time to start treatment [4] ▌ 6 minutes	7 minutes	8 minutes
90th percentile time to start treatment [5] ▌ 17 minutes	26 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017
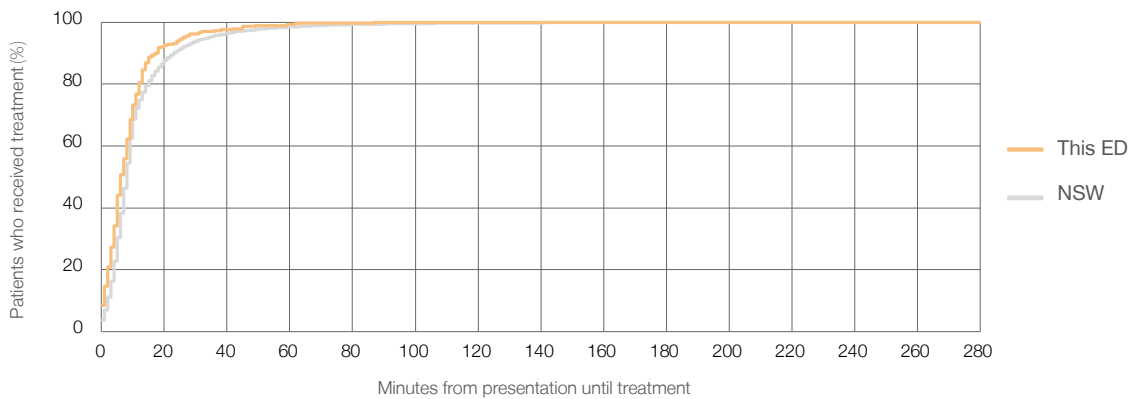
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017 [†][‡]
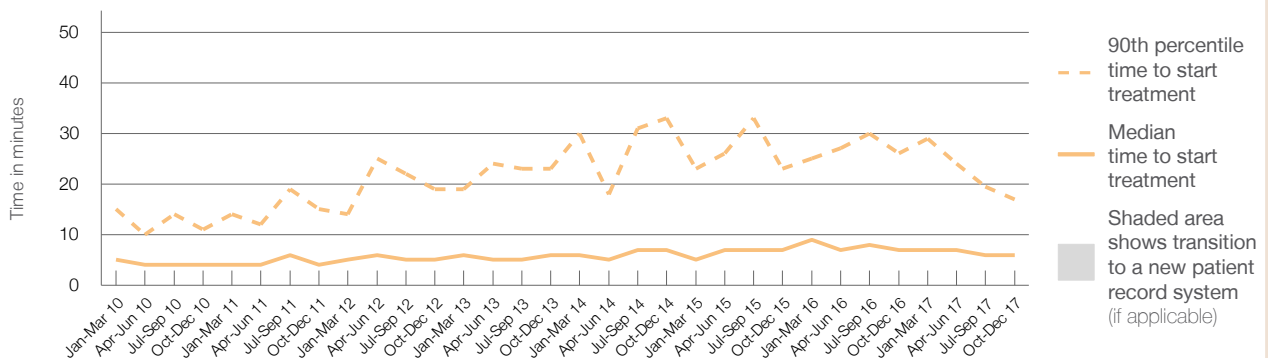
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment [4] (minutes)	4	4	5	6	7	7	7	6
90th percentile time to start treatment [5] (minutes)	11	15	19	23	33	23	26	17

(†) 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.

Milton and Ulladulla Hospital

District group 2 hospitals (C2)
Illawarra Shoalhaven Local Health District

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 3
October to December 2017

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 1,228			1,292	
Number of triage 3 patients used to calculate waiting time: [3] 1,209			1,290	
Median time to start treatment [4]		20 minutes	20 minutes	20 minutes
90th percentile time to start treatment [5]		60 minutes	57 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017
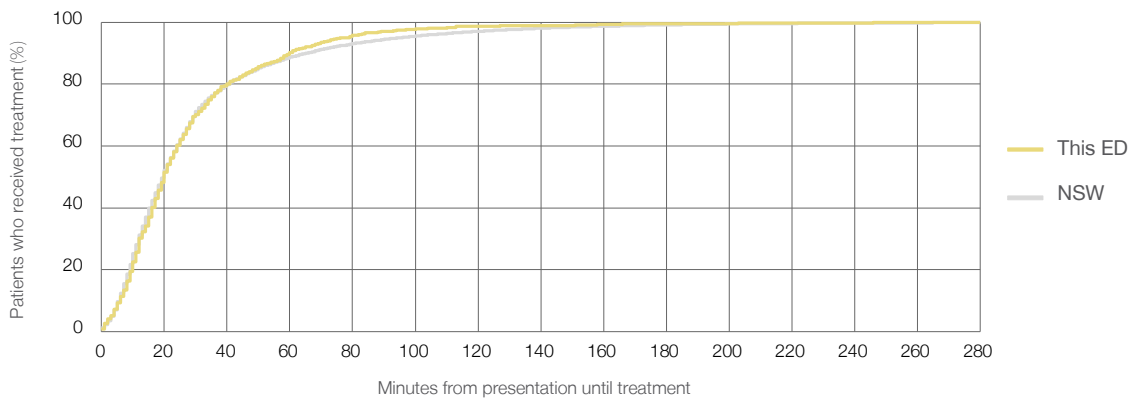
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017 [†‡]
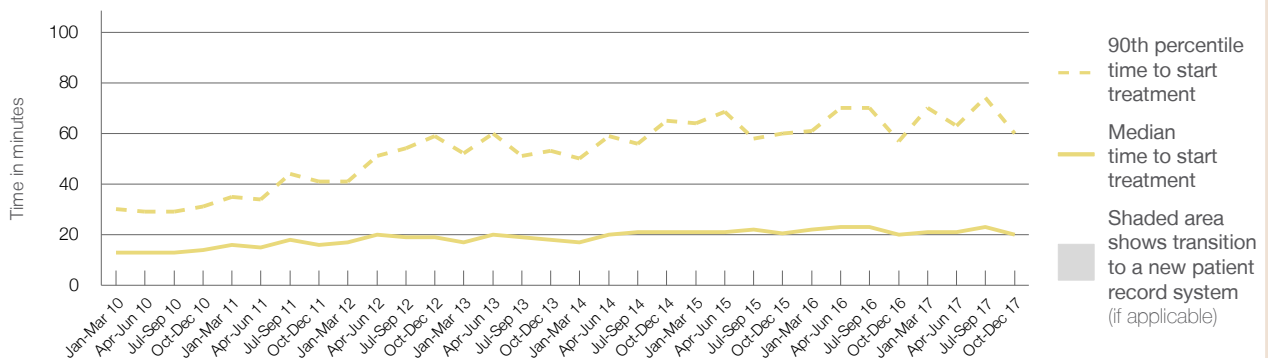
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment [4] (minutes)	14	16	19	18	21	21	20	20
90th percentile time to start treatment [5] (minutes)	31	41	59	53	65	60	57	60

(†) 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.

Milton and Ulladulla Hospital

District group 2 hospitals (C2)
Illawarra Shoalhaven Local Health District

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4
October to December 2017

			Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)				
Number of triage 4 patients: 1,618			2,043	
Number of triage 4 patients used to calculate waiting time: [3] 1,558			1,993	
Median time to start treatment [4]		30 minutes	30 minutes	26 minutes
90th percentile time to start treatment [5]		84 minutes	81 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017
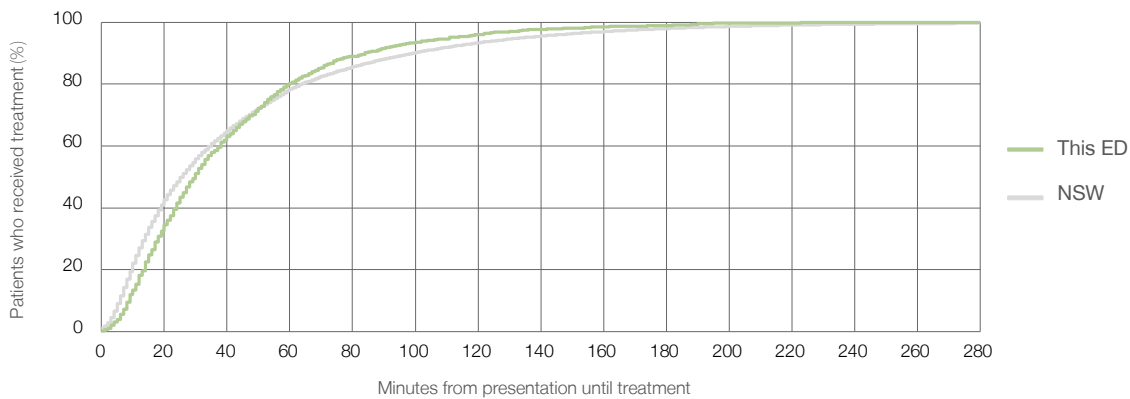
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017 [†‡]
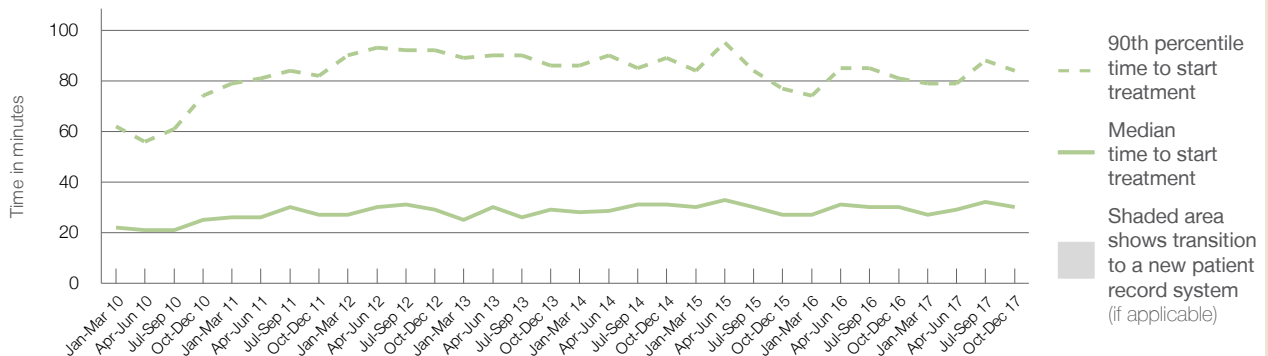
90th percentile time to start treatment

Median time to start treatment

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

	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)	25	27	29	29	31	27	30	30
90th percentile time to start treatment [5] (minutes)	74	82	92	86	89	77	81	84

(†) 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.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5
October to December 2017

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 255		353	
Number of triage 5 patients used to calculate waiting time: [3] 232		329	
Median time to start treatment [4]	28 minutes	27 minutes	23 minutes
90th percentile time to start treatment [5]	88 minutes	89 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017
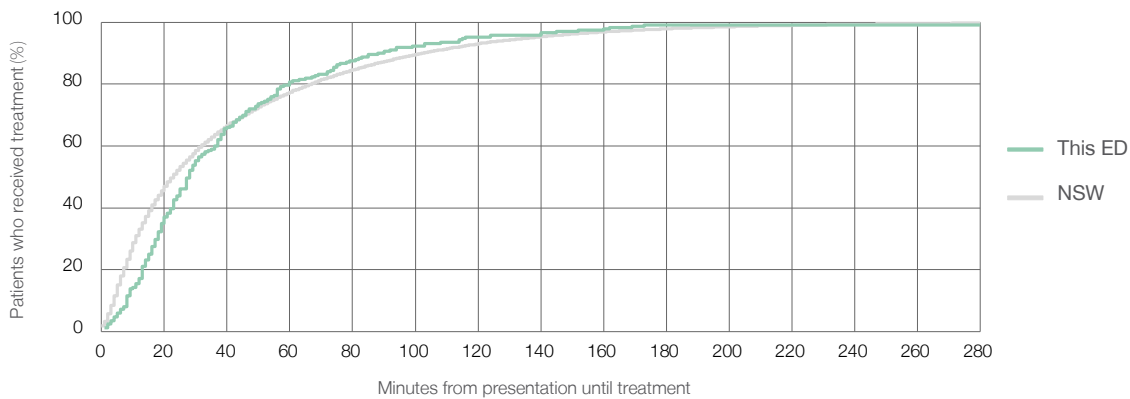
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017 [†‡]
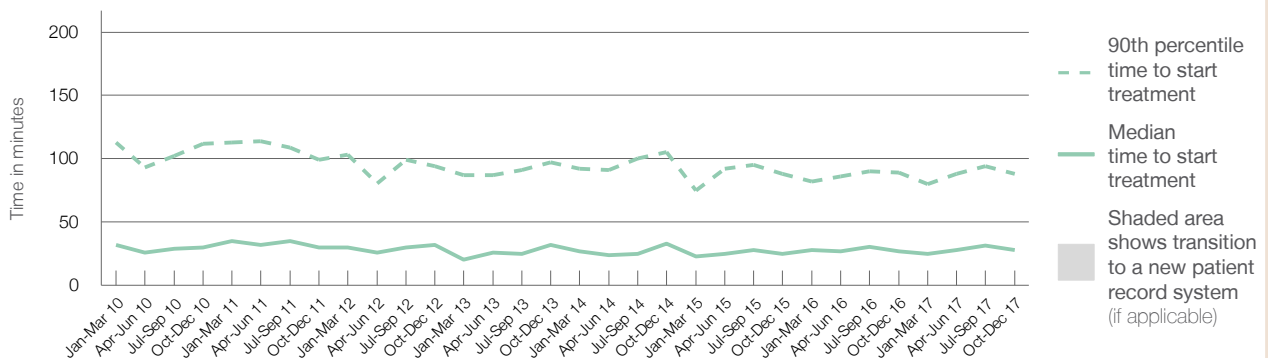
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment [4] (minutes)	30	30	32	32	33	25	27	28
90th percentile time to start treatment [5] (minutes)	112	99	94	97	105	88	89	88

(†) 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.

Milton and Ulladulla Hospital: Time patients spent in the ED
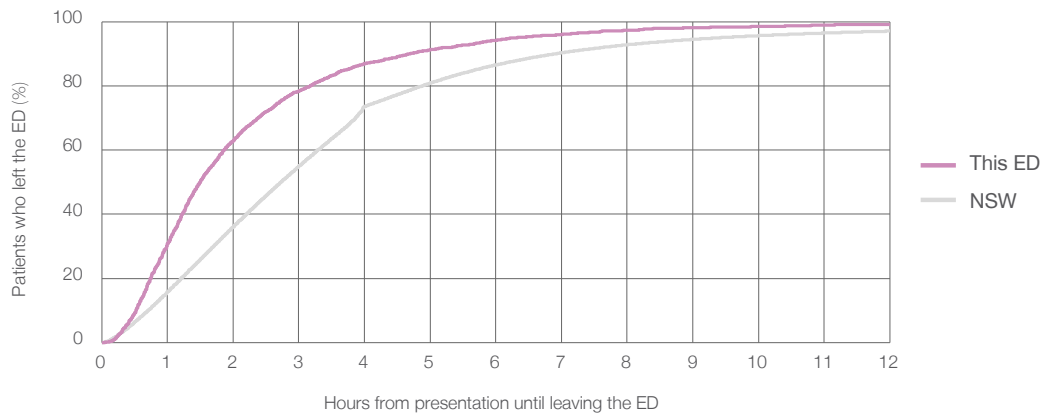October to December 2017

			Same period last year	NSW (this period)
All presentations:[1] 3,531 patients			4,143	
Presentations used to calculate time to leaving the ED:[6] 3,530 patients			4,143	
Median time spent in the ED [8]		1 hours and 30 minutes	1 hours and 22 minutes	2 hours and 44 minutes
90th percentile time spent in the ED [9]		4 hours and 42 minutes	4 hours and 27 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 [†‡]
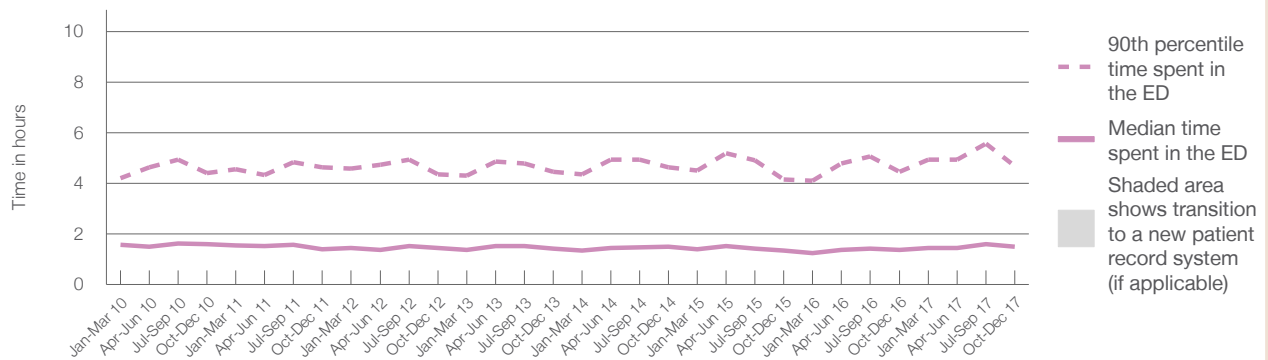
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED [8] (hours, minutes)	1h 36m	1h 25m	1h 27m	1h 26m	1h 30m	1h 21m	1h 22m	1h 30m
90th percentile time to leaving the ED [9] (hours, minutes)	4h 24m	4h 38m	4h 21m	4h 27m	4h 39m	4h 10m	4h 27m	4h 42m

(†) 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.

Milton and Ulladulla Hospital

District group 2 hospitals (C2)
Illawarra Shoalhaven Local Health District

Milton and Ulladulla Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

		Same period last year	Change since one year ago
All presentations:[1] 3,531 patients			
Presentations used to calculate time to leaving the ED:[6] 3,530 patients		4,143	-14.8%
Treated and discharged	2,853 (80.8%)	3,433	-16.9%
Treated and admitted to hospital	232 (6.6%)	294	-21.1%
Patient left without, or before completing, treatment	181 (5.1%)	180	0.6%
Transferred to another hospital	251 (7.1%)	228	10.1%
Other	14 (0.4%)	8	75.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017 [†‡]

Legend:
- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital
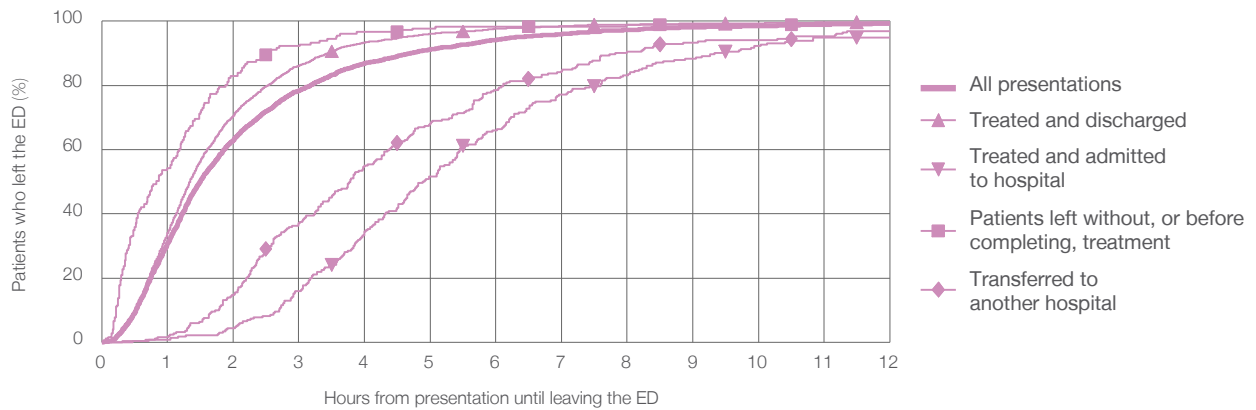
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	34.1%	70.7%	86.1%	93.3%	97.6%	98.9%	99.3%	99.8%
Treated and admitted to hospital	0.9%	4.3%	15.9%	34.5%	65.9%	83.2%	92.2%	94.8%
Patient left without, or before completing, treatment	54.1%	82.9%	92.3%	96.7%	98.3%	98.9%	98.9%	98.9%
Transferred to another hospital	1.6%	14.7%	37.1%	55.0%	78.5%	90.4%	94.0%	96.8%
All presentations	30.8%	63.0%	78.3%	86.9%	94.2%	97.3%	98.5%	99.2%

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

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

Milton and Ulladulla Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
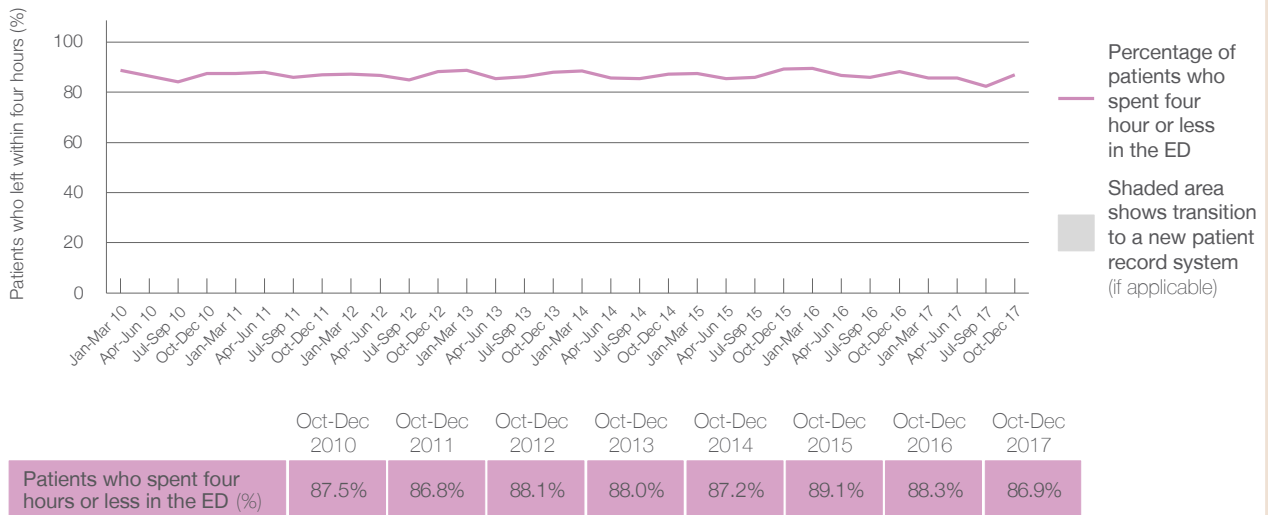#### October to December 2017

		Same period last year	Change since one year ago
All presentations at the emergency department: [1] 3,531 patients		4,143	-14.8%
Presentations used to calculate time to leaving the ED: [6] 3,530 patients		4,143	-14.8%
Percentage of patients who spent four hours or less in the ED	86.9%	88.3%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	87.5%	86.8%	88.1%	88.0%	87.2%	89.1%	88.3%	86.9%

Legend:
Percentage of patients who spent four hour or less in the ED

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

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† Data points are not shown in graphs for quarters when patient numbers were too small.
‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
Note: All percentages are rounded and therefore percentages may not add to 100%.
Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Milton and Ulladulla Hospital

District group 2 hospitals (C2)
Illawarra Shoalhaven Local Health District