

## Shellharbour Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 8,089 patients  
Emergency presentations:<sup>2</sup> 7,839 patients

Same period last year	Change since one year ago
7,658	5.6%
7,420	5.6%

## Shellharbour Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 796 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,850 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 99 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,900 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 139 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 270 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
798	
7 minutes	8 minutes
13 minutes	23 minutes
2,614	
20 minutes	20 minutes
70 minutes	65 minutes
3,775	
21 minutes	26 minutes
110 minutes	99 minutes
211	
19 minutes	23 minutes
85 minutes	103 minutes

## Shellharbour Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,089 patients

Percentage of patients who spent four hours or less in the ED 68.1%

Same period last year	Change since one year ago
7,657	5.6%
67.6%	

\* 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.

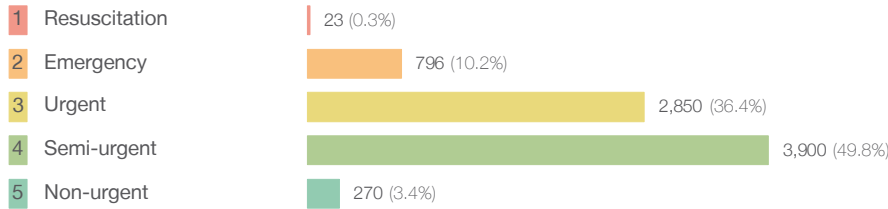
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Shellharbour Hospital: Patients presenting to the emergency department October to December 2017

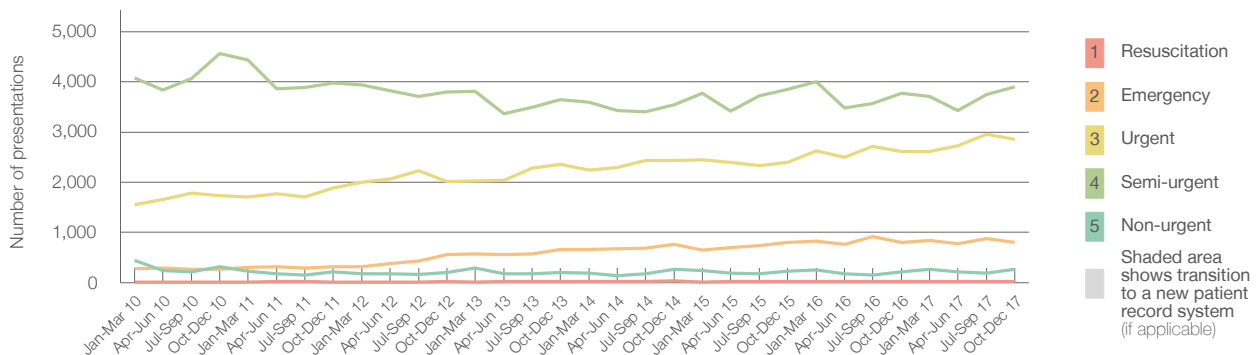
All presentations:<sup>1</sup> 8,089 patients

Emergency presentations<sup>2</sup> by triage category: 7,839 patients



	Same period last year	Change since one year ago
All presentations	7,658	5.6%
Emergency presentations	7,420	5.6%
1 Resuscitation	22	4.5%
2 Emergency	798	-0.3%
3 Urgent	2,614	9.0%
4 Semi-urgent	3,775	3.3%
5 Non-urgent	211	28.0%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †

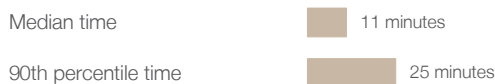


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	10	13	23	24	34	30	22	23
Emergency	272	311	555	665	767	796	798	796
Urgent	1,736	1,885	2,011	2,363	2,433	2,400	2,614	2,850
Semi-urgent	4,568	3,974	3,798	3,648	3,539	3,852	3,775	3,900
Non-urgent	323	214	206	202	267	230	211	270
All emergency presentations	6,909	6,397	6,593	6,902	7,040	7,308	7,420	7,839

## Shellharbour Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,669 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,606	
ED Transfer of care time		
Median time	10 minutes	1 minute
90th percentile time	22 minutes	3 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.

## Shellharbour 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: 796

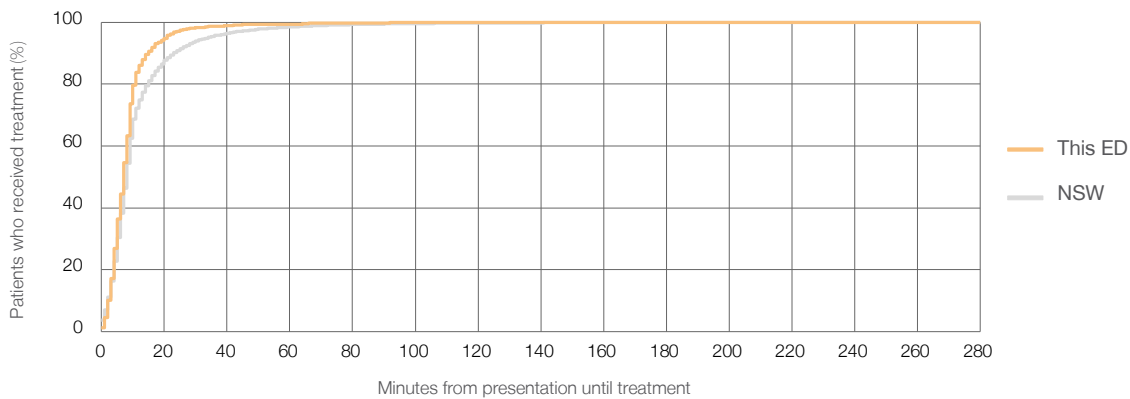
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 794

Median time to start treatment<sup>4</sup>  7 minutes

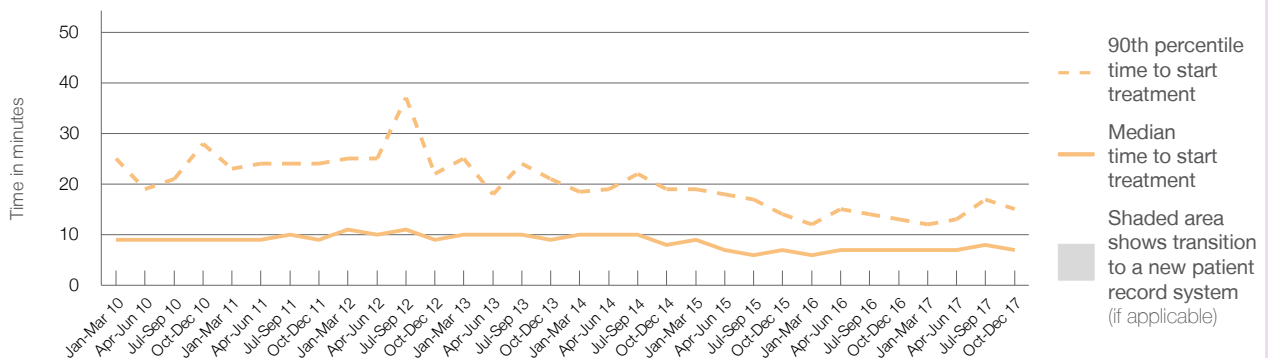
90th percentile time to start treatment<sup>5</sup>  15 minutes

Same period last year	NSW (this period)
798	796
7 minutes	8 minutes
13 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	9	9	9	9	8	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	28	24	22	21	19	14	13	15

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## Shellharbour 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: 2,850

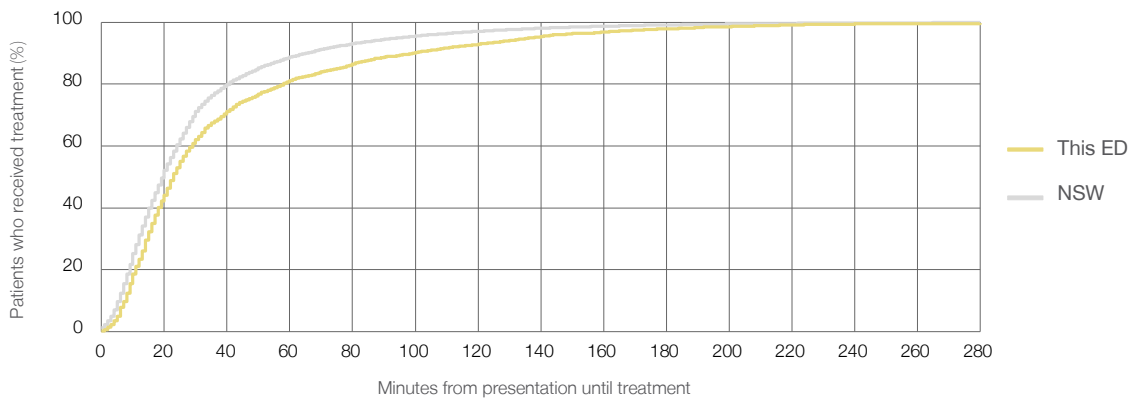
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,799

Median time to start treatment<sup>4</sup> 23 minutes

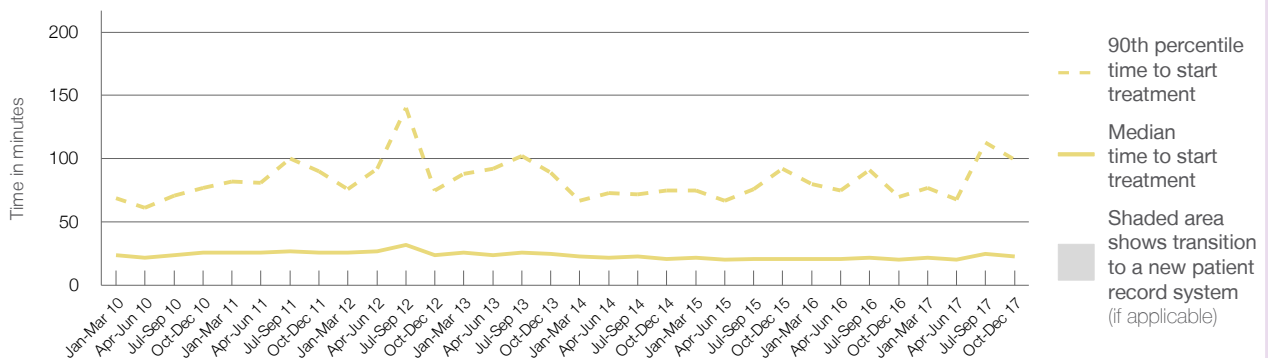
90th percentile time to start treatment<sup>5</sup> 99 minutes

Same period last year	NSW (this period)
2,614	
2,568	
20 minutes	20 minutes
70 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	26	26	24	25	21	21	20	23
90th percentile time to start treatment <sup>5</sup> (minutes)	77	90	75	89	75	92	70	99

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## Shellharbour 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: 3,900

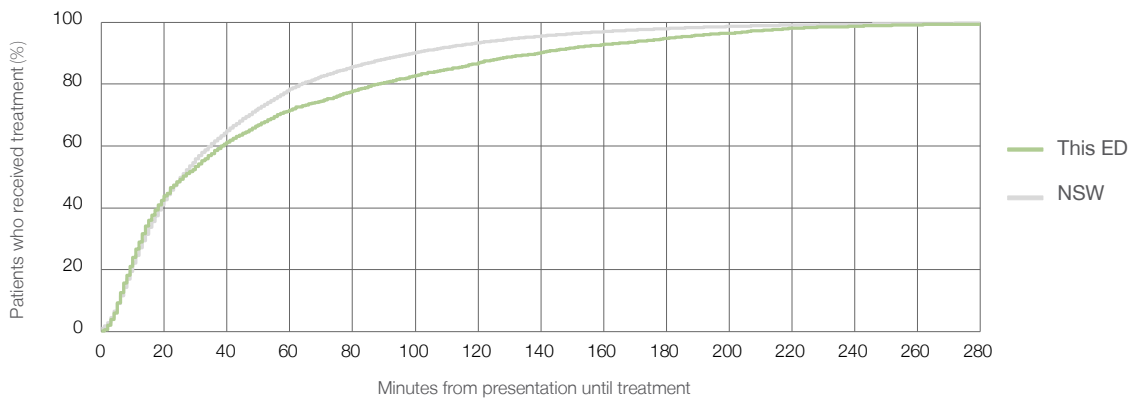
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,581

Median time to start treatment<sup>4</sup>  26 minutes

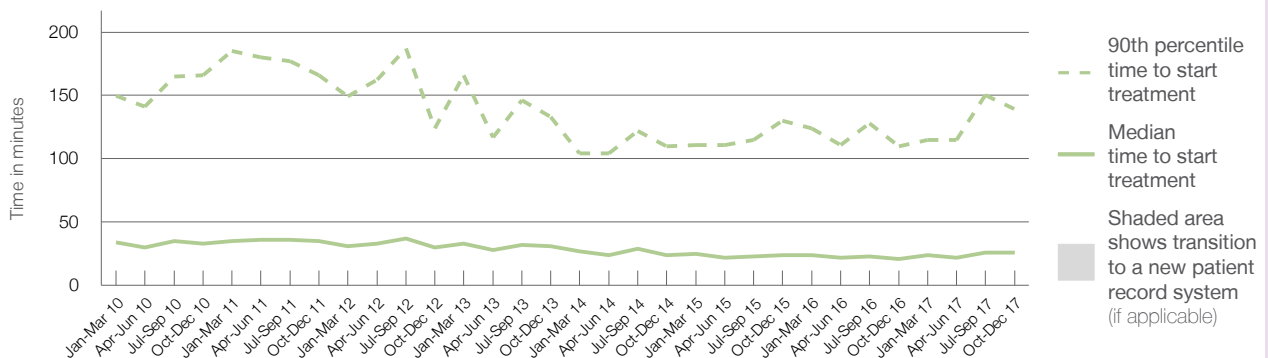
90th percentile time to start treatment<sup>5</sup>  139 minutes

Same period last year	NSW (this period)
3,775	3,533
21 minutes	26 minutes
110 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	33	35	30	31	24	24	21	26
90th percentile time to start treatment <sup>5</sup> (minutes)	166	166	124	133	110	130	110	139

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## Shellharbour 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: 270

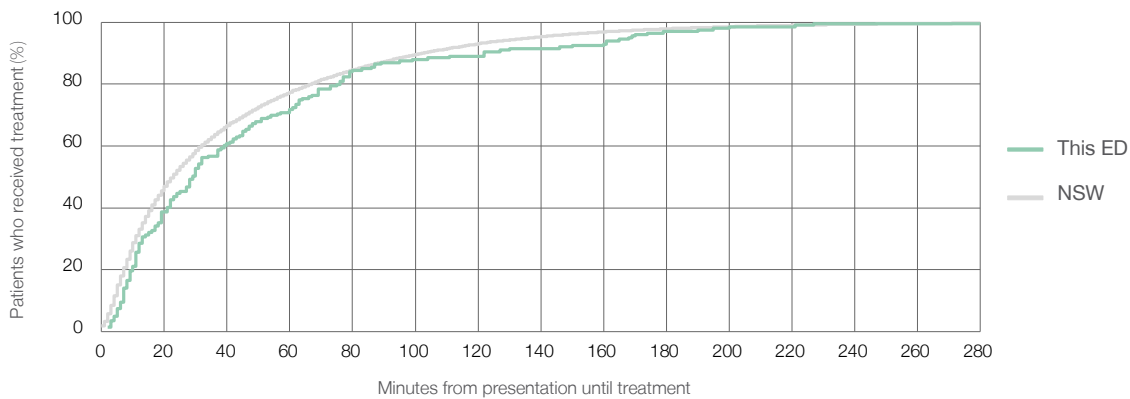
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 199

Median time to start treatment<sup>4</sup> 29 minutes

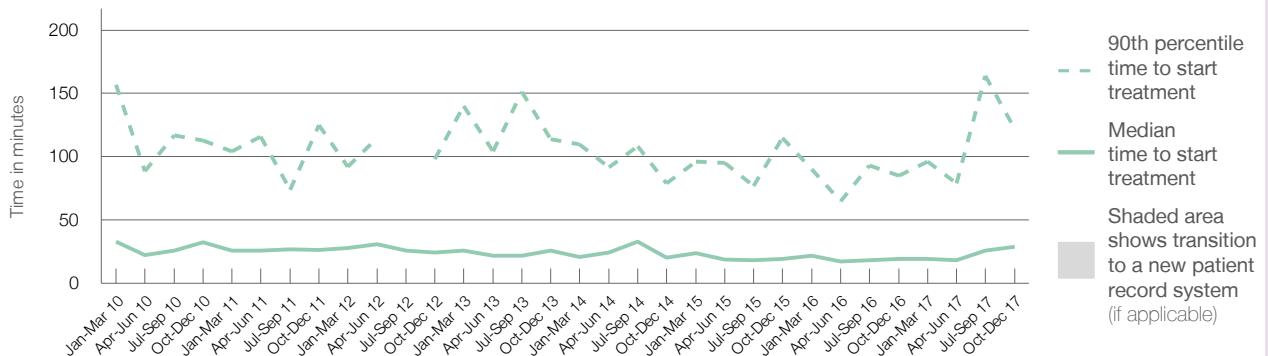
90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
211	
173	
19 minutes	23 minutes
85 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	33	27	25	26	20	19	19	29
90th percentile time to start treatment <sup>5</sup> (minutes)	113	125	98	114	79	115	85	122

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## Shellharbour Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 8,089 patients

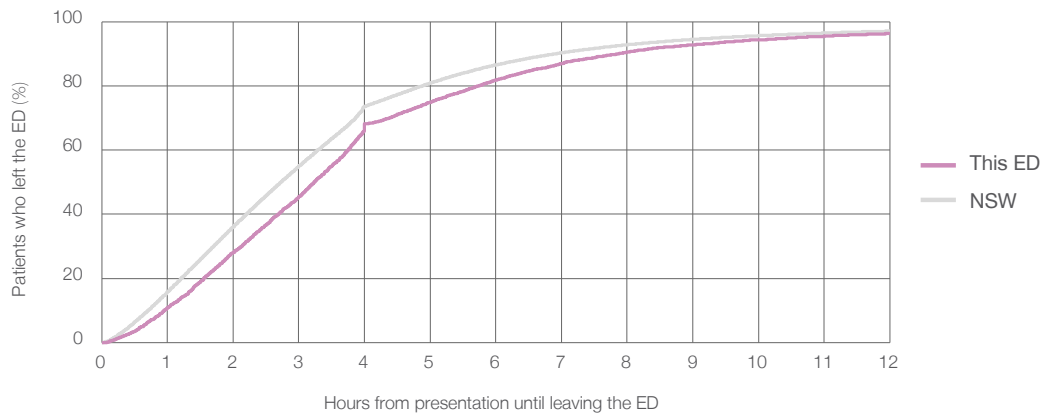
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,089 patients

Median time spent in the ED<sup>8</sup> 3 hours and 14 minutes

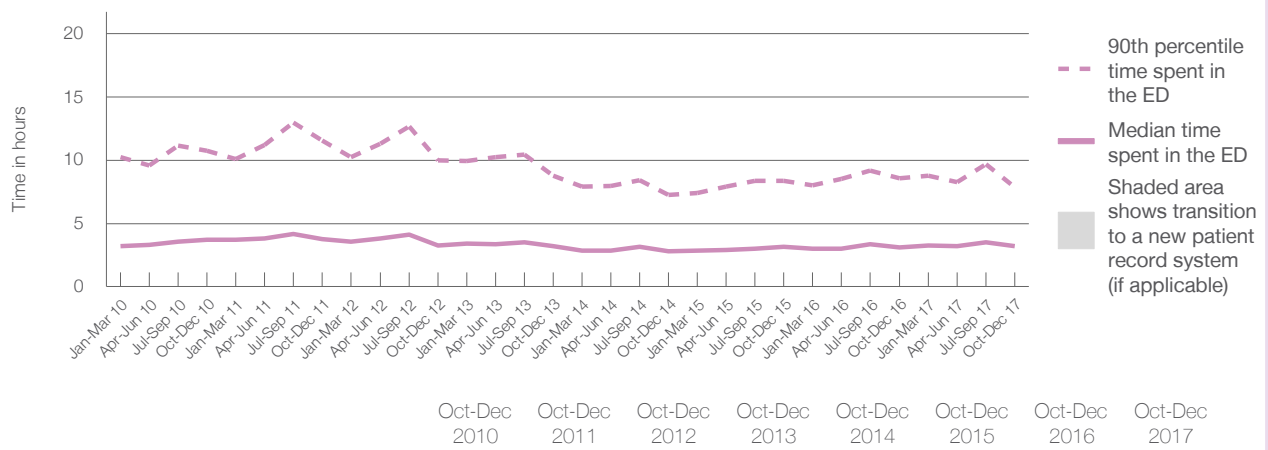
90th percentile time spent in the ED<sup>9</sup> 7 hours and 52 minutes

Same period last year	NSW (this period)
7,658	
7,657	
3 hours and 7 minutes	2 hours and 44 minutes
8 hours and 33 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	3h 42m	3h 47m	3h 15m	3h 11m	2h 49m	3h 9m	3h 7m	3h 14m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 46m	11h 33m	10h 0m	8h 46m	7h 16m	8h 22m	8h 33m	7h 52m

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

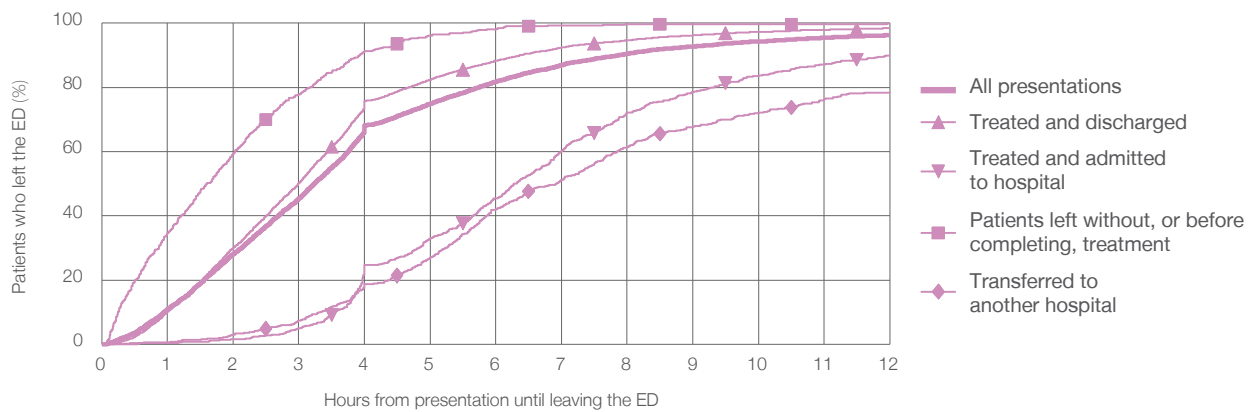
All presentations:<sup>1</sup> 8,089 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,089 patients

Treated and discharged	5,971 (73.8%)
Treated and admitted to hospital	731 (9.0%)
Patient left without, or before completing, treatment	755 (9.3%)
Transferred to another hospital	625 (7.7%)
Other	7 (0.1%)

Same period last year	Change since one year ago
7,657	5.6%
5,732	4.2%
753	-2.9%
609	24.0%
554	12.8%
10	-30.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡</sup>



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

Treated and discharged	10.2%	30.1%	50.2%	75.7%	88.4%	94.7%	97.3%	98.6%
Treated and admitted to hospital	0.4%	1.5%	4.9%	24.6%	45.4%	72.1%	83.7%	89.9%
Patient left without, or before completing, treatment	34.7%	59.3%	77.7%	91.3%	98.1%	99.6%	99.7%	99.9%
Transferred to another hospital	0.6%	3.0%	7.4%	18.7%	42.1%	61.4%	72.2%	78.6%
All presentations	11.0%	28.2%	45.4%	68.1%	81.8%	90.5%	94.4%	96.4%

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**Shellharbour 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: <sup>1</sup> 8,089 patients

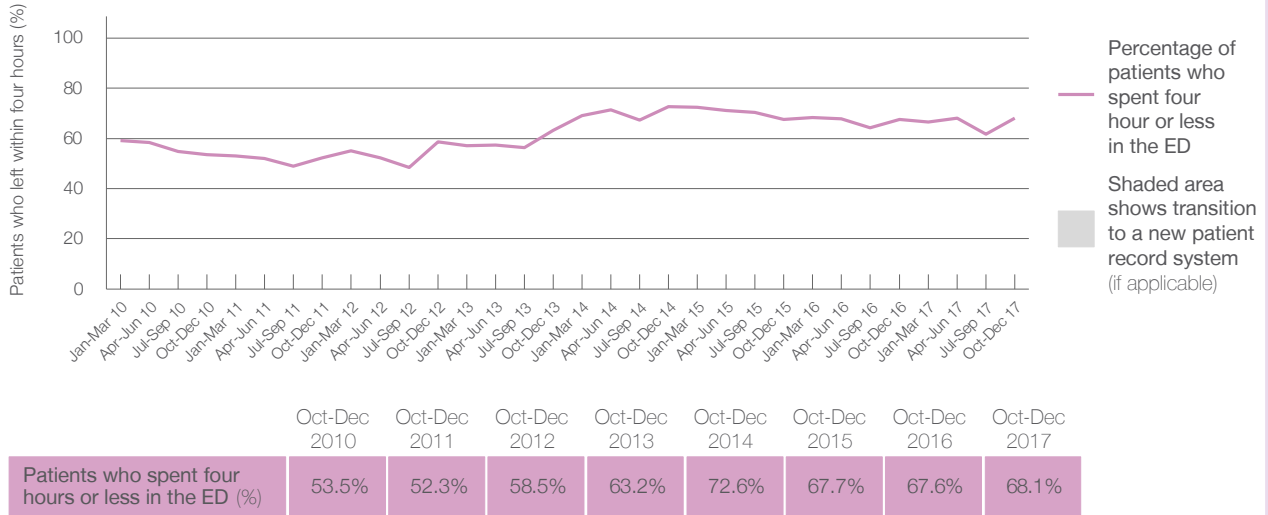
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,089 patients

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: <sup>1</sup> 8,089 patients	7,658	5.6%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,089 patients	7,657	5.6%
Percentage of patients who spent four hours or less in the ED	67.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡</sup>



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 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).