

Healthcare Quarterly

# Emergency department

District group 1 hospitals  
(C1) peer group  
Performance Profiles

April to June 2018

## Armidales Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 4,072 patients  
 Emergency presentations:<sup>2</sup> 4,036 patients

Same period last year	Change since one year ago
3,923	4%
3,764	7%

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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 227 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 45 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,002 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 89 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,419 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 90th percentile time to start treatment<sup>5</sup> 119 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 383 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
251	
9 minutes	8 minutes
40 minutes	24 minutes
1,065	
27 minutes	19 minutes
90 minutes	63 minutes
2,137	
38 minutes	24 minutes
147 minutes	95 minutes
298	
25 minutes	21 minutes
112 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,072 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
3,923	4%
78%	

\* 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, January to March 2018*.
- 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.

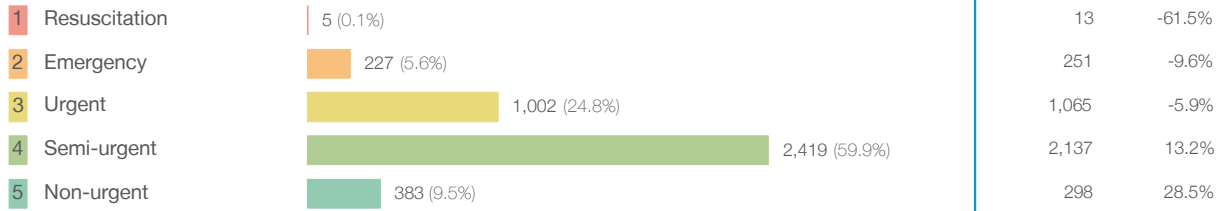
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Armidales Hospital: Patients presenting to the emergency department

April to June 2018

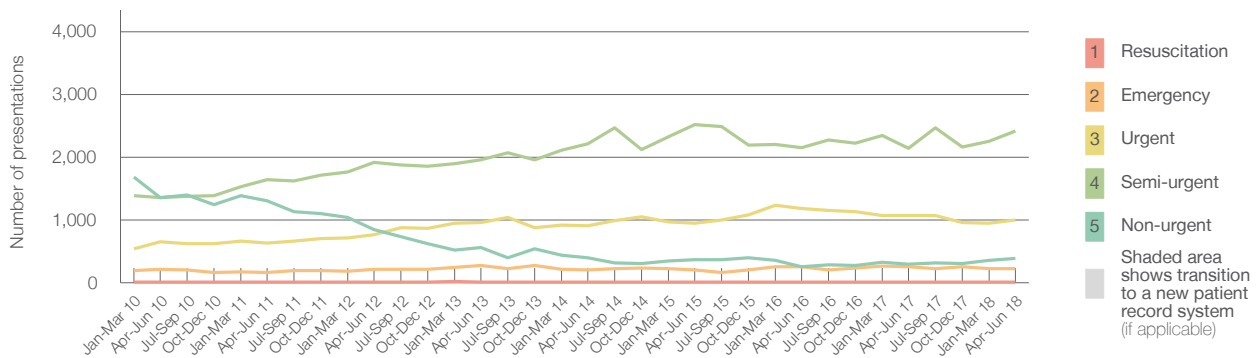
All presentations:<sup>1</sup> 4,072 patients

Emergency presentations<sup>2</sup> by triage category: 4,036 patients



Same period last year	Change since one year ago
3,923	4%
3,764	7%
13	-61.5%
251	-9.6%
1,065	-5.9%
2,137	13.2%
298	28.5%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	9	10	6	10	7	7	8	13	5
Emergency	213	162	209	278	205	202	249	251	227
Urgent	656	630	764	955	902	946	1,187	1,065	1,002
Semi-urgent	1,360	1,640	1,915	1,957	2,214	2,519	2,156	2,137	2,419
Non-urgent	1,357	1,302	844	555	400	366	249	298	383
All emergency presentations	3,595	3,744	3,738	3,755	3,728	4,040	3,849	3,764	4,036

## Armidales Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 369 patients \*\*

ED Transfer of care time



Same period last year	Change since one year ago
410	
4 minutes	5 minutes
27 minutes	43 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.

(\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

## Armidaire Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 227

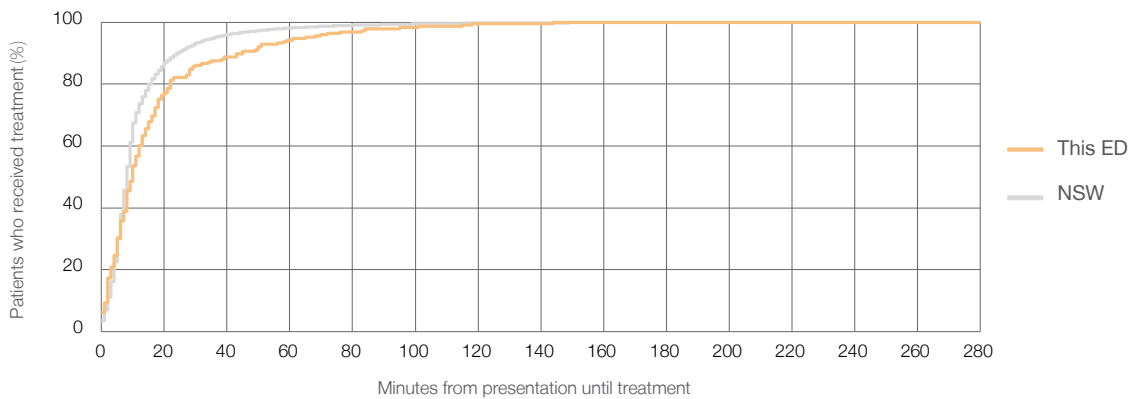
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 224

Median time to start treatment<sup>4</sup>  10 minutes

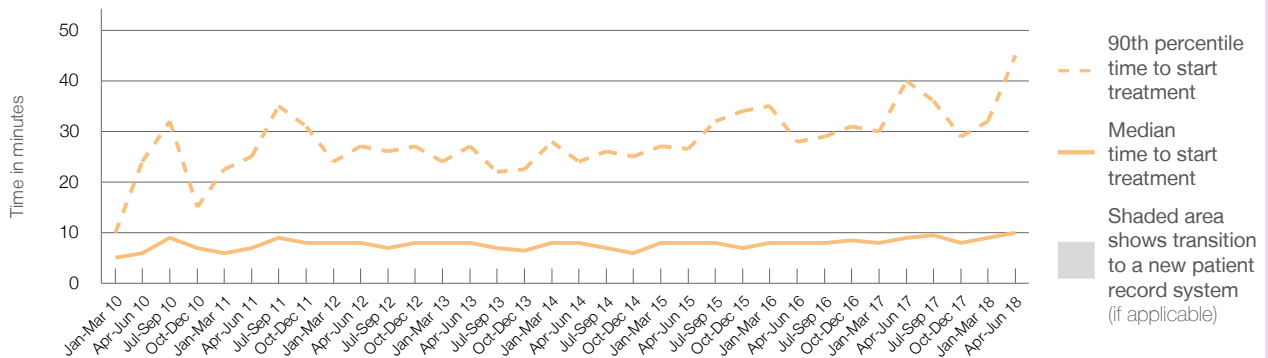
90th percentile time to start treatment<sup>5</sup>  45 minutes

Same period last year	NSW (this period)
251	248
9 minutes	8 minutes
40 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	6	7	8	8	8	8	8	9	10
90th percentile time to start treatment <sup>5</sup> (minutes)	24	25	27	27	24	27	28	40	45

(†) 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.

## Armidale Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 1,002

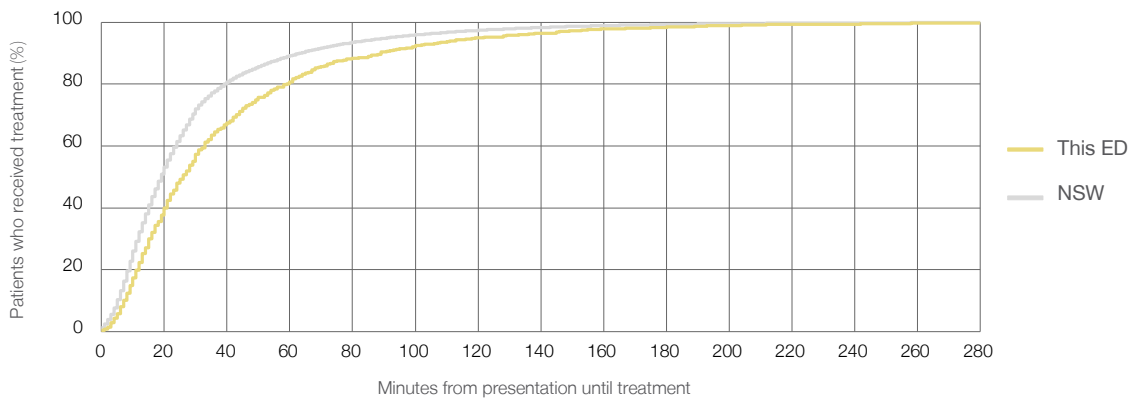
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 959

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

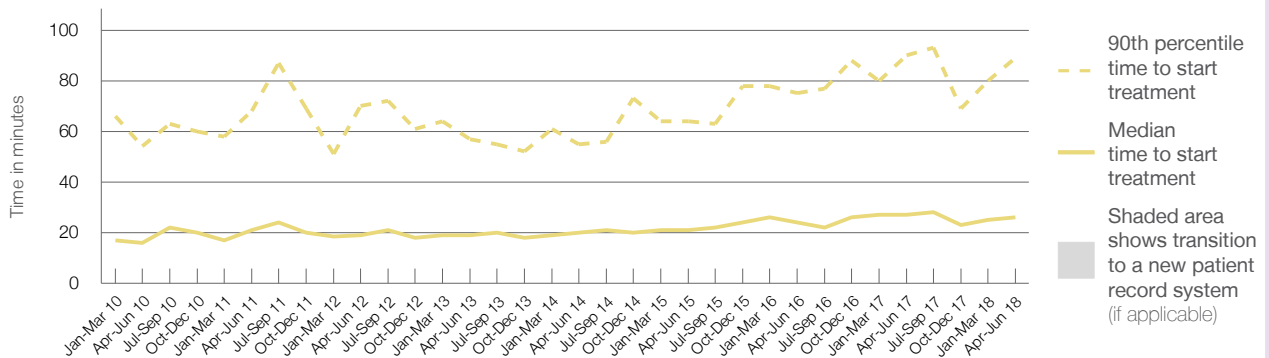
90th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
1,065	1,032
27 minutes	19 minutes
90 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	16	21	19	19	20	21	24	27	26
90th percentile time to start treatment <sup>5</sup> (minutes)	54	68	70	57	55	64	75	90	89

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(‡) 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.

## Armidale Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 2,419

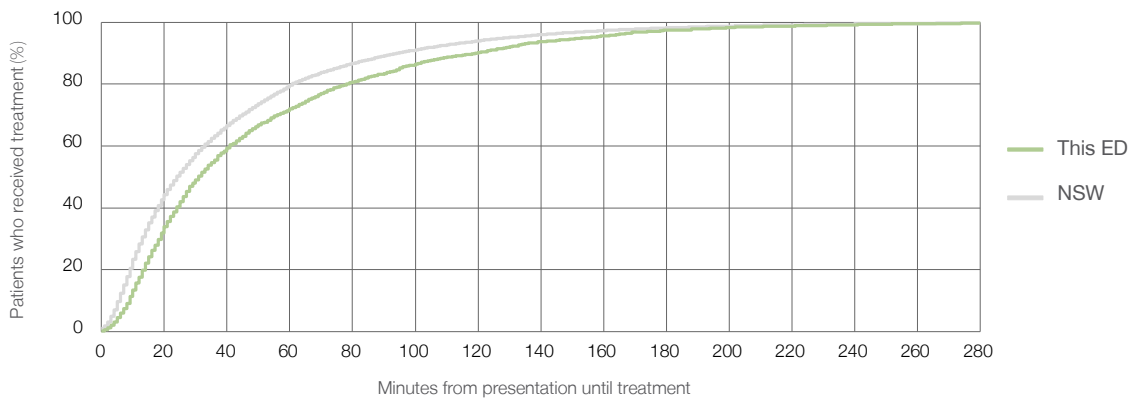
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,222

Median time to start treatment<sup>4</sup>  31 minutes

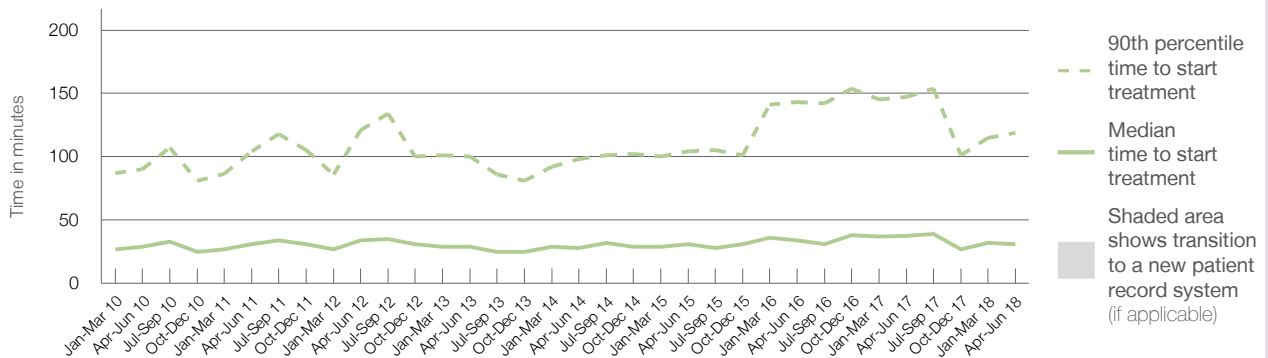
90th percentile time to start treatment<sup>5</sup>  119 minutes

Same period last year	NSW (this period)
2,137	
1,952	
38 minutes	24 minutes
147 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	29	31	34	29	28	31	34	38	31
90th percentile time to start treatment <sup>5</sup> (minutes)	90	104	121	100	98	104	143	147	119

(†) 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.

## Armidale Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 383

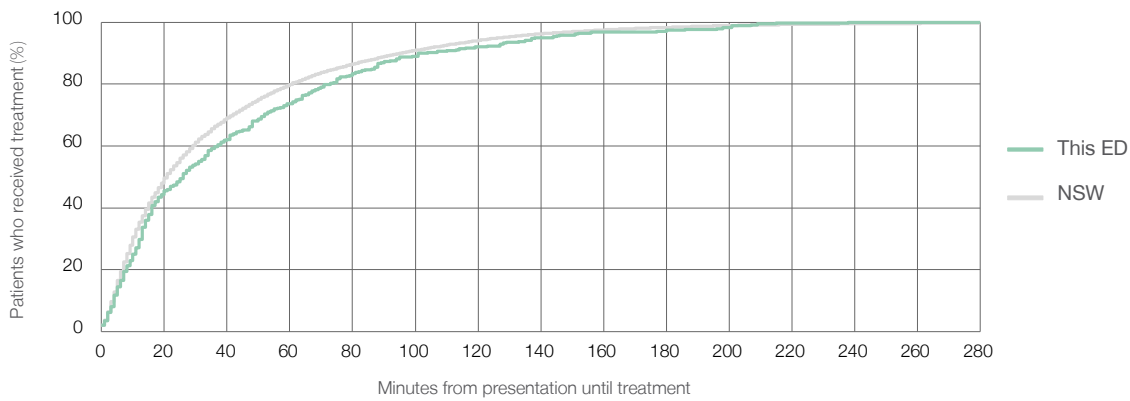
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 338

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

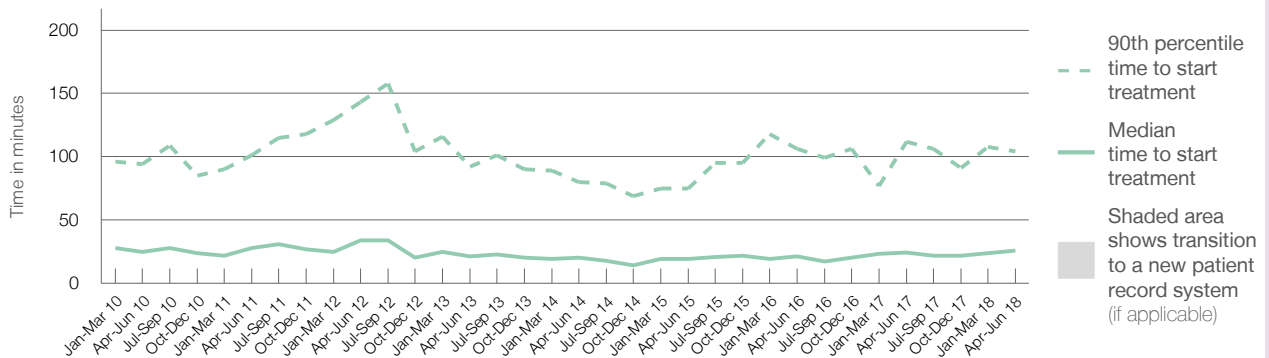
90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
298	248
25 minutes	21 minutes
112 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	25	28	34	22	20	19	22	25	26
90th percentile time to start treatment <sup>5</sup> (minutes)	94	101	143	92	80	75	106	112	104

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

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## Armidales Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 4,072 patients

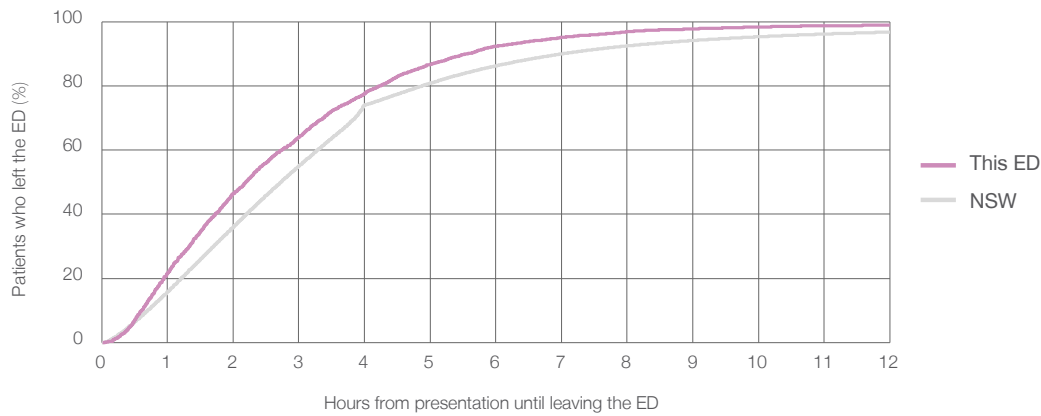
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,072 patients

Median time spent in the ED<sup>8</sup>  2 hours and 12 minutes

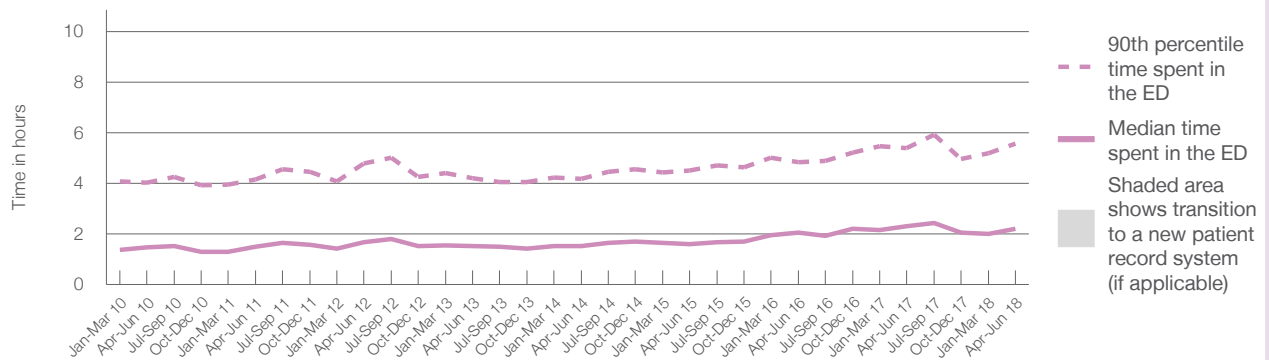
90th percentile time spent in the ED<sup>9</sup>  5 hours and 35 minutes

Same period last year	NSW (this period)
3,923	3,923
2 hours and 18 minutes	2 hours and 44 minutes
5 hours and 24 minutes	7 hours and 1 minutes

### Percentage of patients who left the ED by time, April to June 2018



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 29m	1h 30m	1h 41m	1h 31m	1h 32m	1h 37m	2h 4m	2h 18m	2h 12m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 2m	4h 9m	4h 47m	4h 12m	4h 11m	4h 31m	4h 51m	5h 24m	5h 35m

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

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**Armidale Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2018

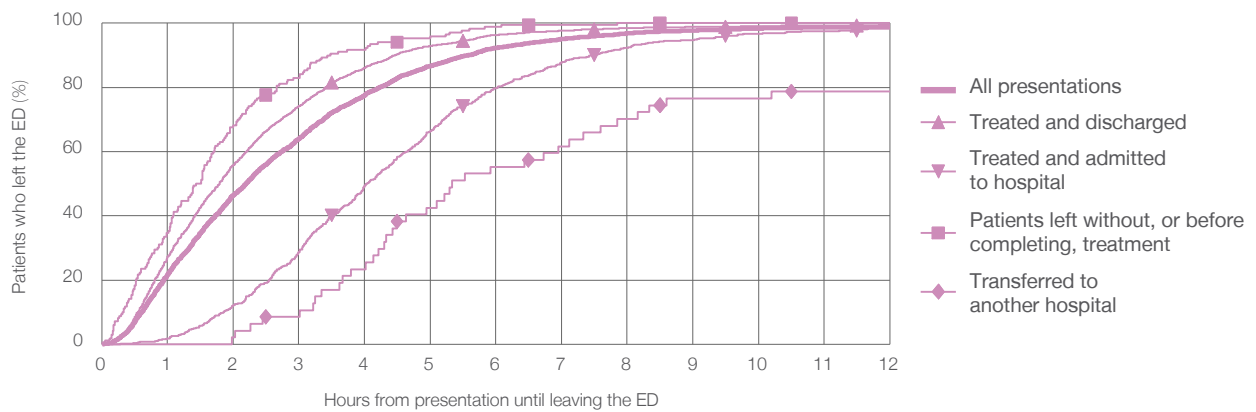
All presentations:<sup>1</sup> 4,072 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,072 patients

Treated and discharged	2,959 (72.7%)
Treated and admitted to hospital	866 (21.3%)
Patient left without, or before completing, treatment	170 (4.2%)
Transferred to another hospital	47 (1.2%)
Other	30 (0.7%)

Same period last year	Change since one year ago
3,923	4%
2,752	7.5%
869	-0.3%
231	-26.4%
53	-11.3%
18	66.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>††</sup>



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

Treated and discharged	27.2%	55.9%	74.1%	86.1%	96.3%	98.5%	99.1%	99.4%
Treated and admitted to hospital	1.7%	12.1%	28.6%	49.4%	79.7%	92.4%	96.8%	98.4%
Patient left without, or before completing, treatment	34.7%	68.2%	82.9%	91.8%	98.8%	100%	100%	100%
Transferred to another hospital	0%	2.1%	8.5%	23.4%	55.3%	70.2%	76.6%	78.7%
All presentations	21.8%	46.4%	64.0%	77.7%	92.3%	96.8%	98.4%	99.0%

(†) 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.

**Armidale Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 4,072 patients

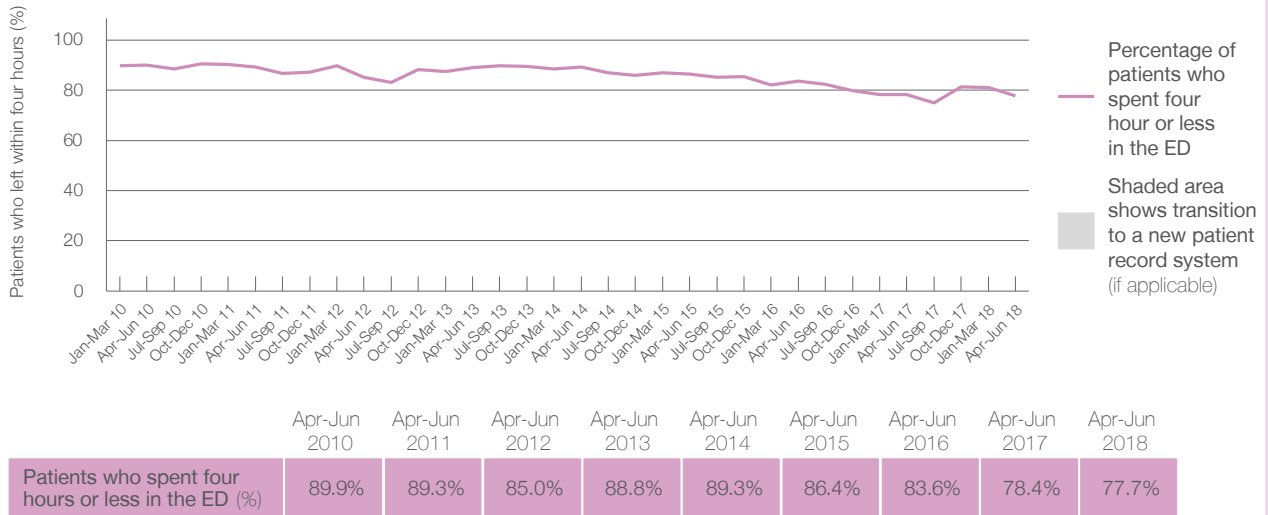
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,072 patients

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	3,923	4%
Presentations used to calculate time to leaving the ED	3,923	4%
Percentage of patients who spent four hours or less in the ED	78.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- 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 July 2018). Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Bathurst Health Service: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 6,456 patients

Emergency presentations:<sup>2</sup> 6,400 patients

Same period last year	Change since one year ago
6,272	3%
6,203	3%

## Bathurst Health Service: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 717 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,032 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 48 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,116 patients

Median time to start treatment<sup>4</sup> 15 minutes  
 90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 504 patients

Median time to start treatment<sup>4</sup> 13 minutes  
 90th percentile time to start treatment<sup>5</sup> 65 minutes

Same period last year	NSW (this period)
549	
7 minutes	8 minutes
12 minutes	24 minutes
2,049	
17 minutes	19 minutes
48 minutes	63 minutes
2,728	
17 minutes	24 minutes
69 minutes	95 minutes
856	
15 minutes	21 minutes
72 minutes	96 minutes

## Bathurst Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,456 patients

Percentage of patients who spent four hours or less in the ED 81%

Same period last year	Change since one year ago
6,270	3%
78%	

\* 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, January to March 2018*.
- 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 July 2018).

## Bathurst Health Service: Patients presenting to the emergency department

April to June 2018

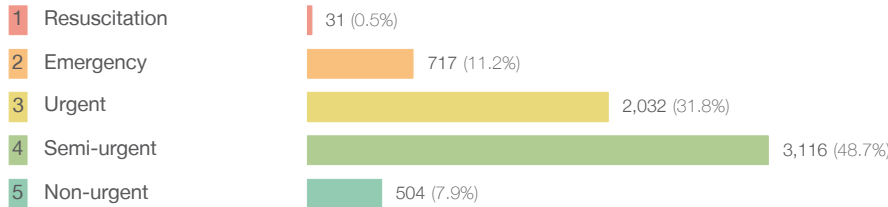
All presentations:<sup>1</sup> 6,456 patients

Same period last year  
Change since one year ago

6,272 3%

Emergency presentations<sup>2</sup> by triage category: 6,400 patients

6,203 3%



21 47.6%

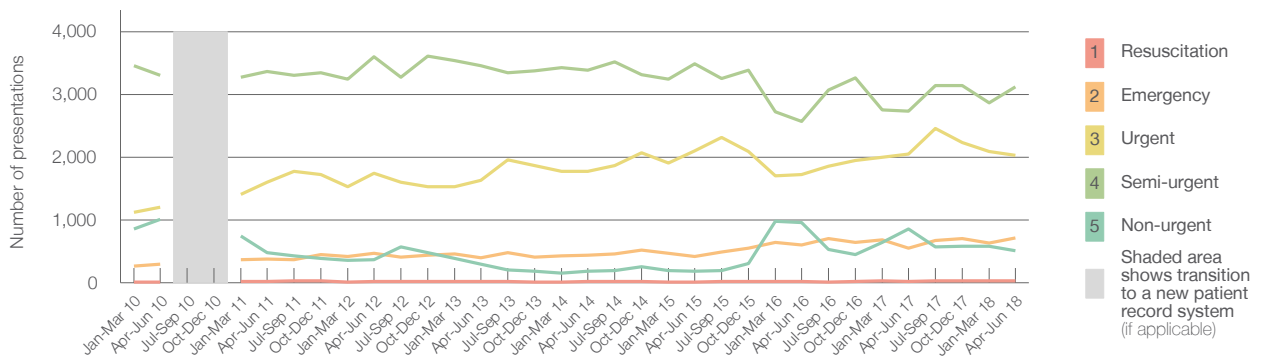
549 30.6%

2,049 -0.8%

2,728 14.2%

856 -41.1%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	9	16	23	15	17	12	17	21	31
Emergency	298	371	468	401	440	420	602	549	717
Urgent	1,199	1,604	1,739	1,628	1,777	2,105	1,723	2,049	2,032
Semi-urgent	3,301	3,362	3,604	3,461	3,381	3,489	2,567	2,728	3,116
Non-urgent	1,013	483	362	290	180	186	955	856	504
All emergency presentations	5,820	5,836	6,196	5,795	5,795	6,212	5,864	6,203	6,400

## Bathurst Health Service: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 960 patients

Same period last year  
Change since one year ago

903

ED Transfer of care time

Median time 9 minutes

10 minutes -1 minute

90th percentile time 19 minutes

25 minutes -6 minutes

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

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## Bathurst Health Service: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 717

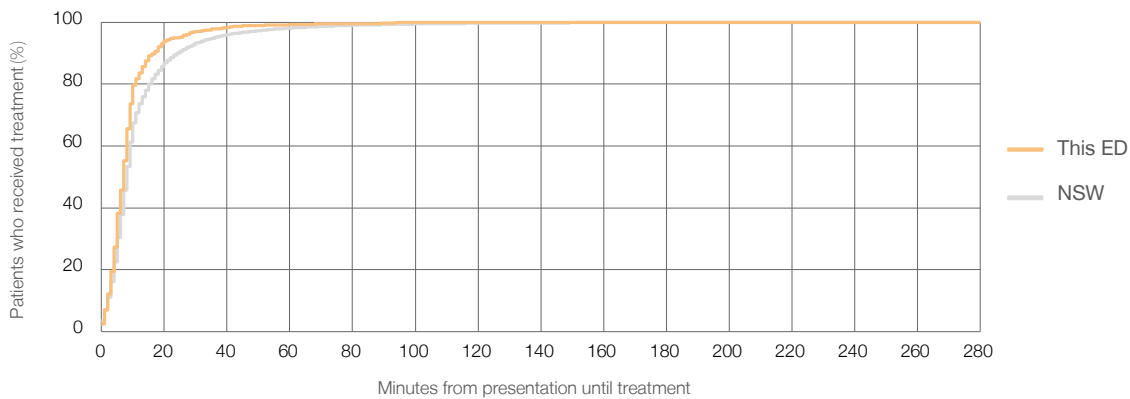
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 716

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

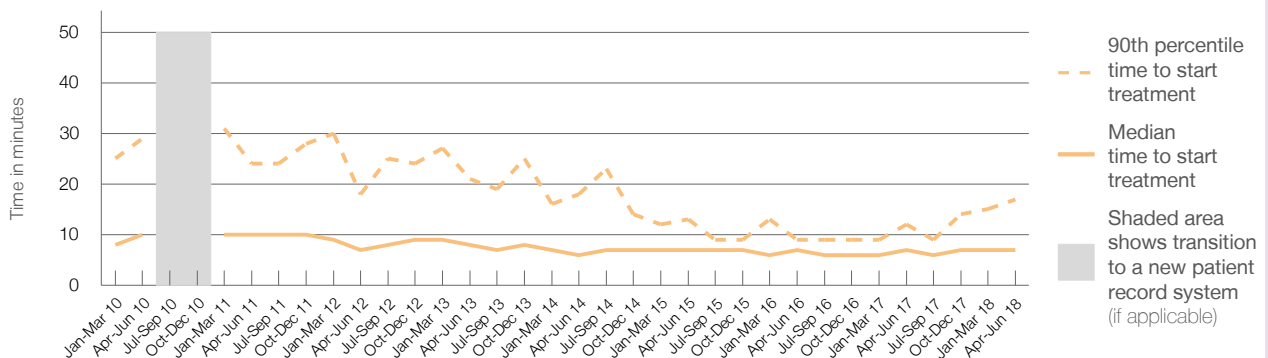
90th percentile time to start treatment<sup>5</sup>  17 minutes

Same period last year	NSW (this period)
549	549
7 minutes	8 minutes
12 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	10	10	7	8	6	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	29	24	18	21	18	13	9	12	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.

## Bathurst Health Service: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 2,032

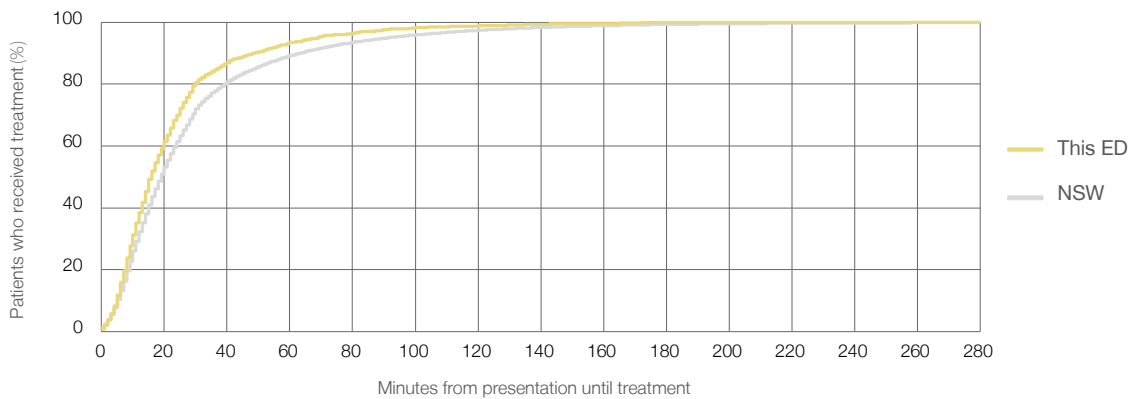
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,017

Median time to start treatment<sup>4</sup>  16 minutes

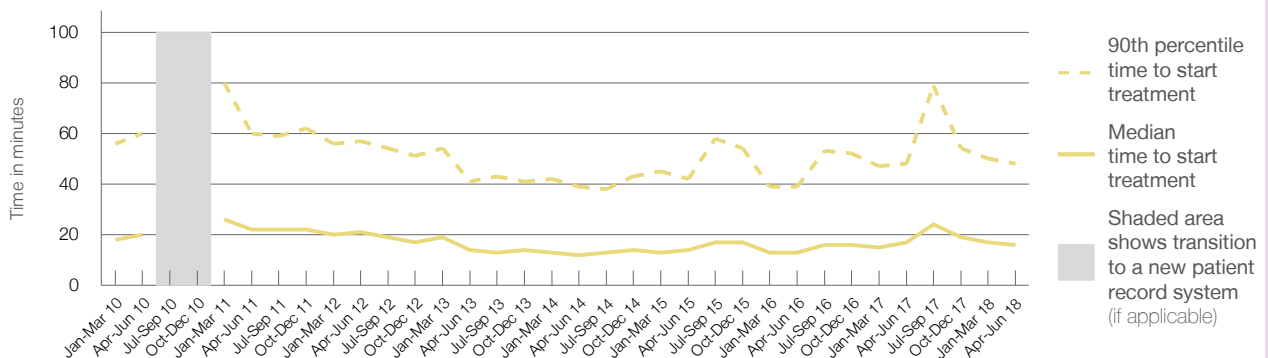
90th percentile time to start treatment<sup>5</sup>  48 minutes

Same period last year	NSW (this period)
2,049	2,033
17 minutes	19 minutes
48 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	20	22	21	14	12	14	13	17	16
90th percentile time to start treatment <sup>5</sup> (minutes)	60	60	57	41	39	42	39	48	48

(†) 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.

## Bathurst Health Service: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 3,116

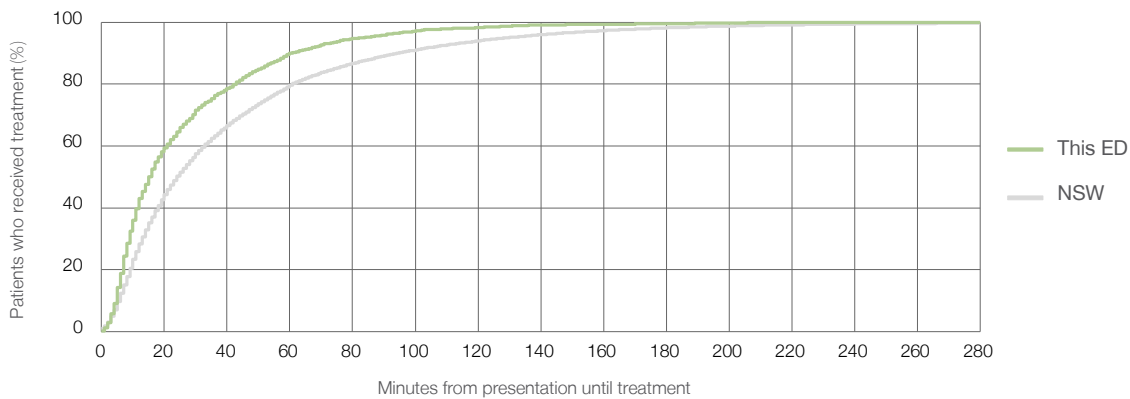
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,072

Median time to start treatment<sup>4</sup>  15 minutes

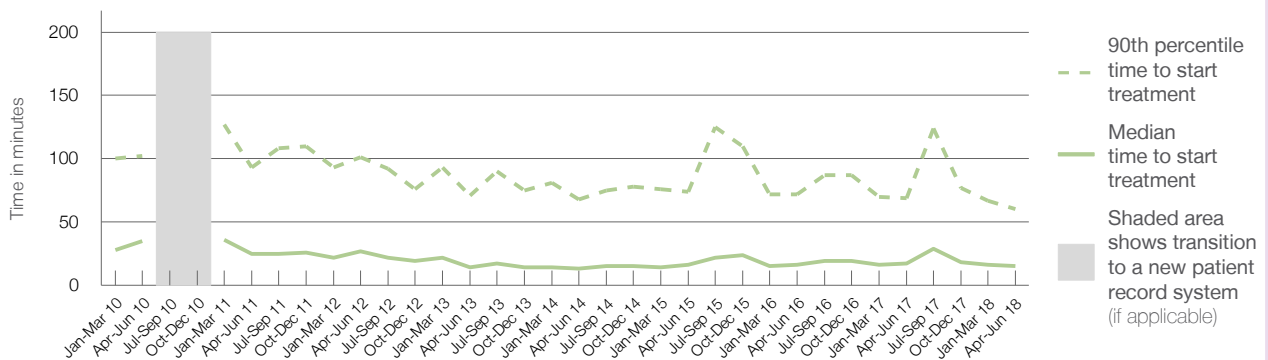
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
2,728	
2,642	
17 minutes	24 minutes
69 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	35	25	27	14	13	16	16	17	15
90th percentile time to start treatment <sup>5</sup> (minutes)	102	93	101	71	68	74	72	69	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.

## Bathurst Health Service: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 504

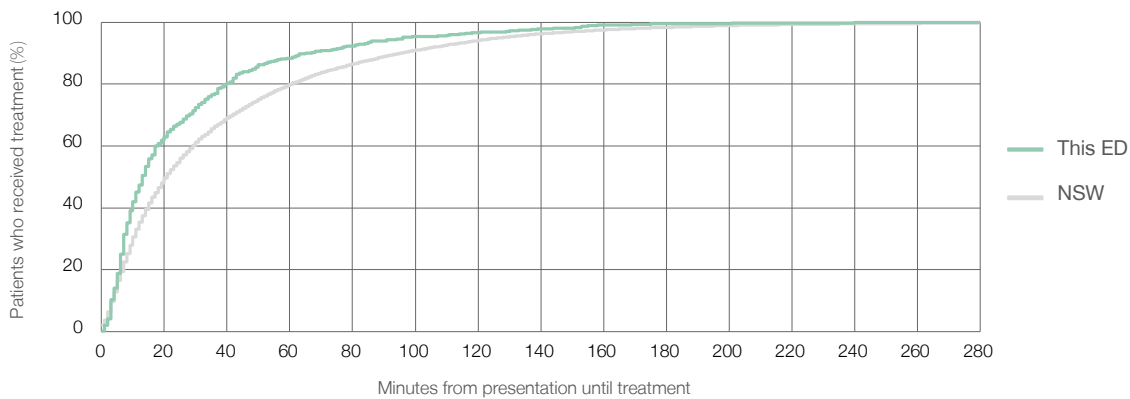
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 481

Median time to start treatment<sup>4</sup> 13 minutes

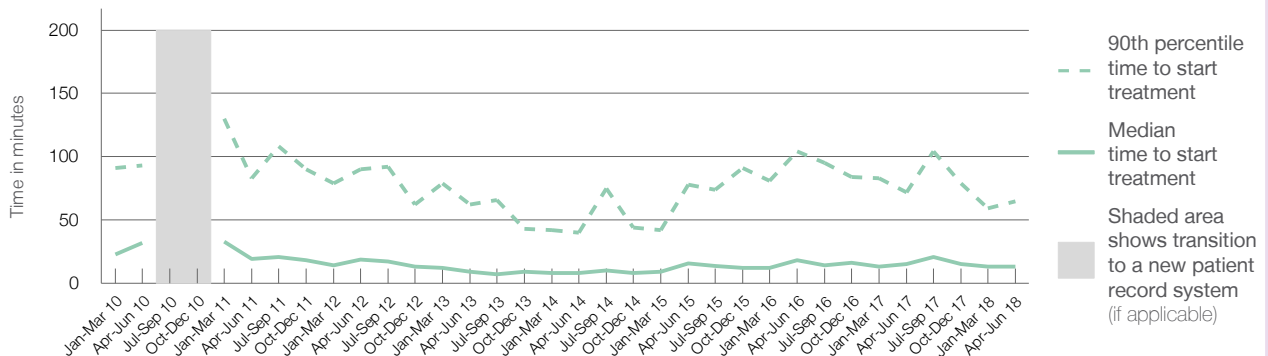
90th percentile time to start treatment<sup>5</sup> 65 minutes

Same period last year	NSW (this period)
856	792
15 minutes	21 minutes
72 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	32	19	19	9	8	16	18	15	13
90th percentile time to start treatment <sup>5</sup> (minutes)	93	83	90	62	40	78	104	72	65

(†) 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.



## Bathurst Health Service: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 6,456 patients

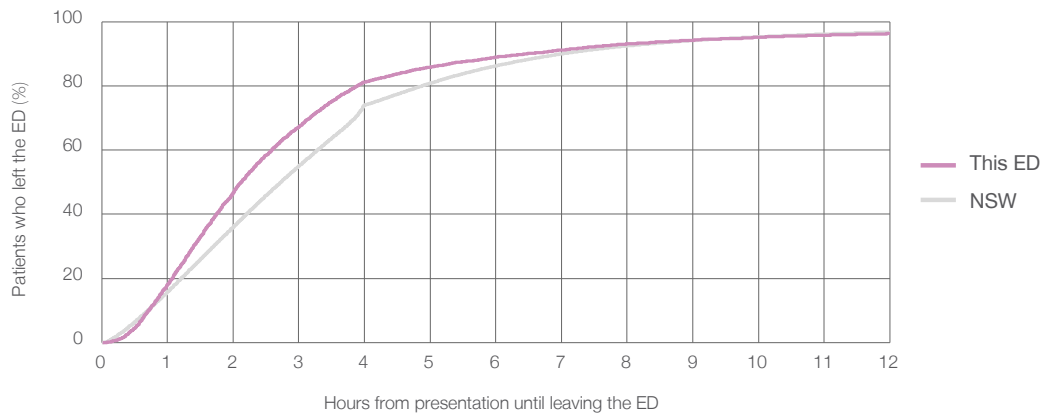
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,456 patients

Median time spent in the ED<sup>8</sup> 2 hours and 7 minutes

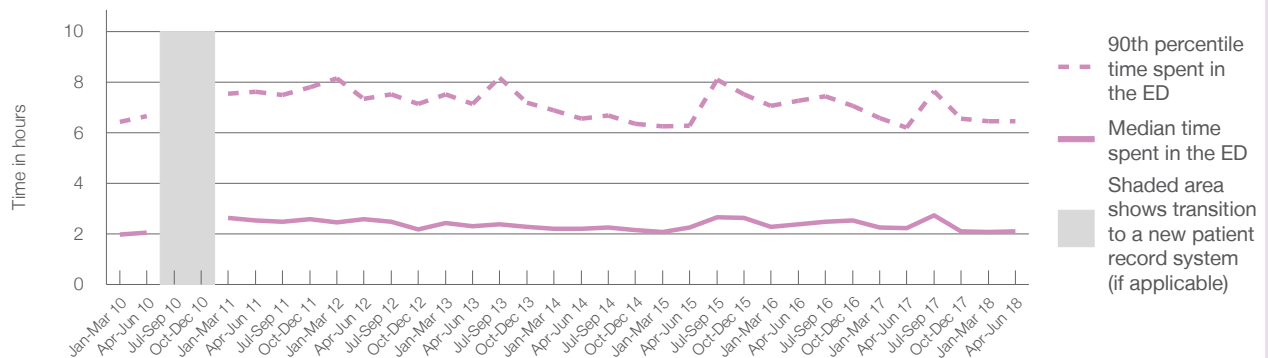
90th percentile time spent in the ED<sup>9</sup> 6 hours and 28 minutes

Same period last year	NSW (this period)
6,272	6,270
2 hours and 14 minutes	2 hours and 44 minutes
6 hours and 12 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 3m	2h 32m	2h 35m	2h 18m	2h 12m	2h 16m	2h 24m	2h 14m	2h 7m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	6h 39m	7h 38m	7h 20m	7h 9m	6h 33m	6h 17m	7h 16m	6h 12m	6h 28m

(†) 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.

**Bathurst Health Service: Time patients spent in the ED**  
By mode of separation  
April to June 2018

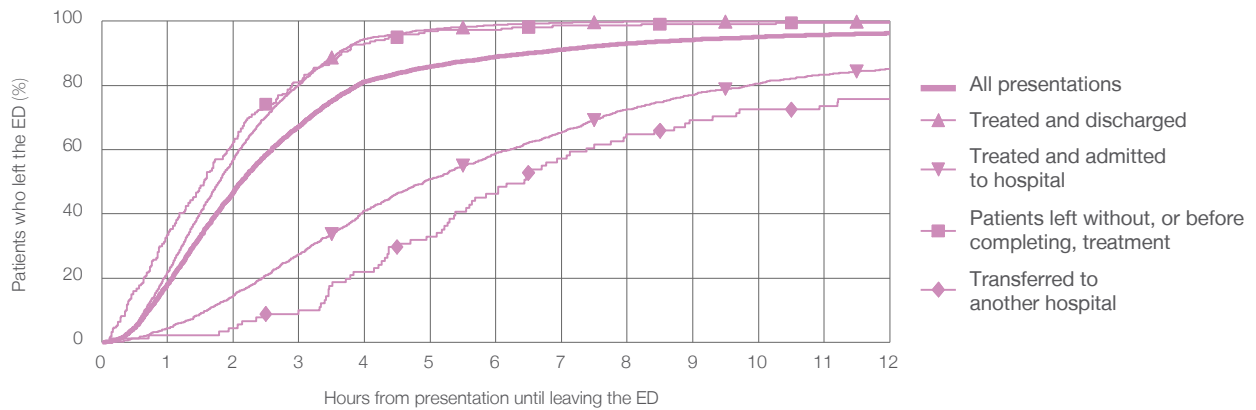
All presentations:<sup>1</sup> 6,456 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,456 patients

Treated and discharged	4,654 (72.1%)
Treated and admitted to hospital	1,466 (22.7%)
Patient left without, or before completing, treatment	221 (3.4%)
Transferred to another hospital	91 (1.4%)
Other	24 (0.4%)

Same period last year	Change since one year ago
6,270	3%
4,893	-4.9%
1,040	41.0%
232	-4.7%
82	11.0%
25	-4.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	21.9%	57.0%	80.2%	94.4%	98.8%	99.8%	99.9%	100%
Treated and admitted to hospital	4.4%	14.5%	27.5%	41.0%	58.9%	72.6%	80.6%	85.2%
Patient left without, or before completing, treatment	33.5%	62.4%	81.0%	93.2%	97.3%	98.6%	99.1%	99.5%
Transferred to another hospital	2.2%	4.4%	9.9%	22.0%	46.2%	64.8%	72.5%	75.8%
All presentations	18.2%	46.9%	67.3%	81.2%	88.9%	93.1%	95.1%	96.3%

(†) 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.

## Bathurst Health Service: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: <sup>1</sup> 6,456 patients

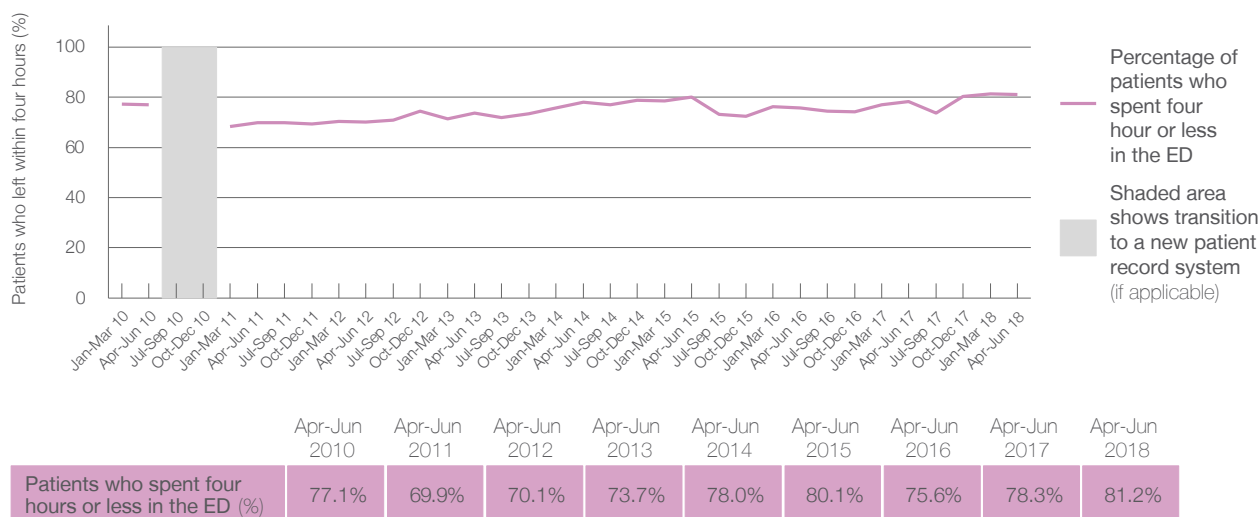
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,456 patients

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	6,272	3%
Presentations used to calculate time to leaving the ED	6,270	3%
Percentage of patients who spent four hours or less in the ED	78.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- 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 July 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Belmont Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 5,967 patients  
 Emergency presentations:<sup>2</sup> 5,947 patients

Same period last year	Change since one year ago
5,920	1%
5,884	1%

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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 510 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,193 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 38 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,154 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 87 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,080 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
493	
8 minutes	8 minutes
17 minutes	24 minutes
1,269	
16 minutes	19 minutes
37 minutes	63 minutes
3,000	
20 minutes	24 minutes
69 minutes	95 minutes
1,112	
19 minutes	21 minutes
81 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,967 patients

Percentage of patients who spent four hours or less in the ED 76%

Same period last year	Change since one year ago
5,920	1%
76%	

\* 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, January to March 2018*.
- 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 July 2018).

## Belmont Hospital: Patients presenting to the emergency department

April to June 2018

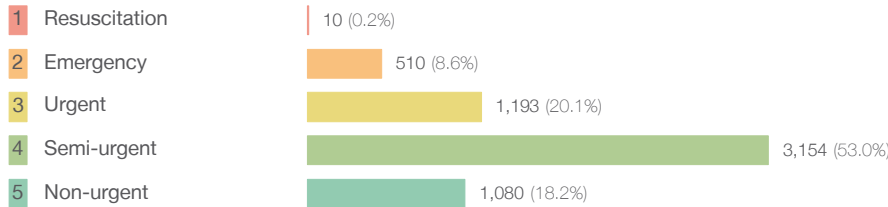
All presentations:<sup>1</sup> 5,967 patients

Same period last year  
Change since one year ago

5,920 1%

Emergency presentations<sup>2</sup> by triage category: 5,947 patients

5,884 1%



10 0.0%

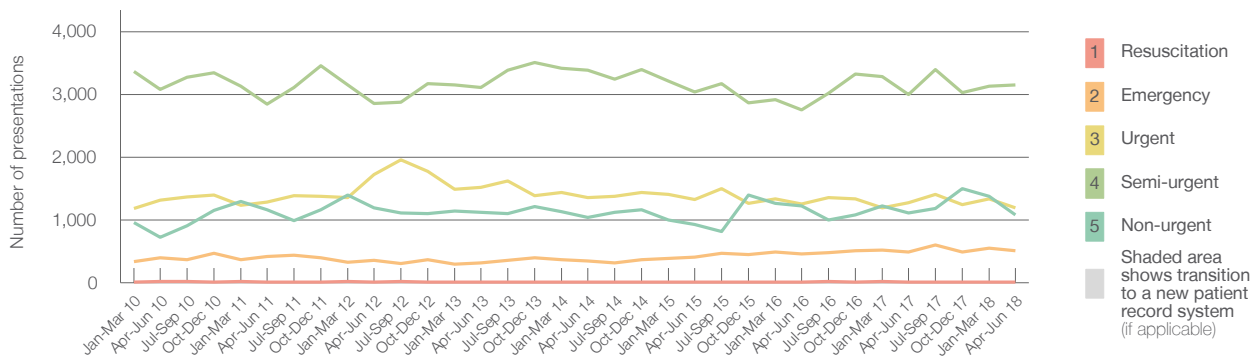
493 3.4%

1,269 -6.0%

3,000 5.1%

1,112 -2.9%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	18	7	10	7	< 5	9	8	10	10
Emergency	399	414	354	317	354	407	459	493	510
Urgent	1,312	1,288	1,724	1,520	1,352	1,324	1,257	1,269	1,193
Semi-urgent	3,084	2,846	2,854	3,107	3,383	3,043	2,752	3,000	3,154
Non-urgent	726	1,162	1,189	1,123	1,038	922	1,227	1,112	1,080
All emergency presentations	5,539	5,717	6,131	6,074	6,127	5,705	5,703	5,884	5,947

## Belmont Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,199 patients

Same period last year  
Change since one year ago

1,222

ED Transfer of care time

Median time 11 minutes

10 minutes 1 minute

90th percentile time 19 minutes

19 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.

## Belmont Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 510

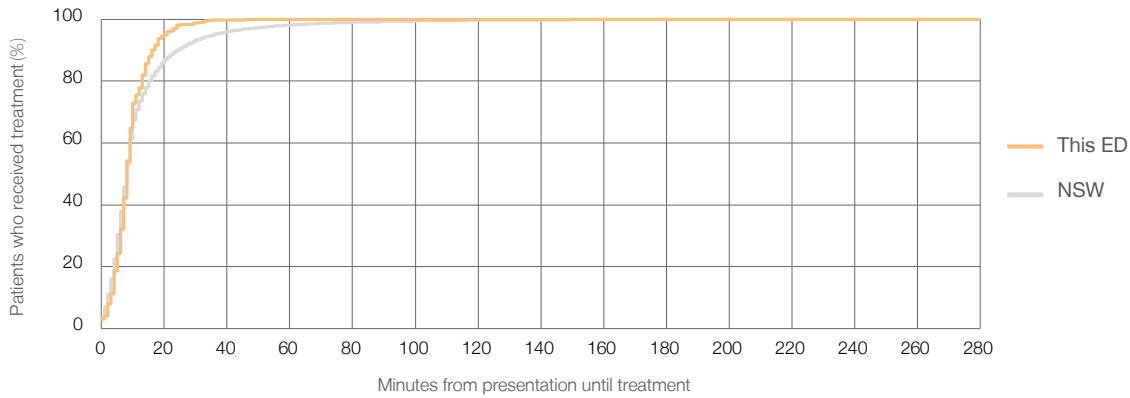
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 505

Median time to start treatment<sup>4</sup>  8 minutes

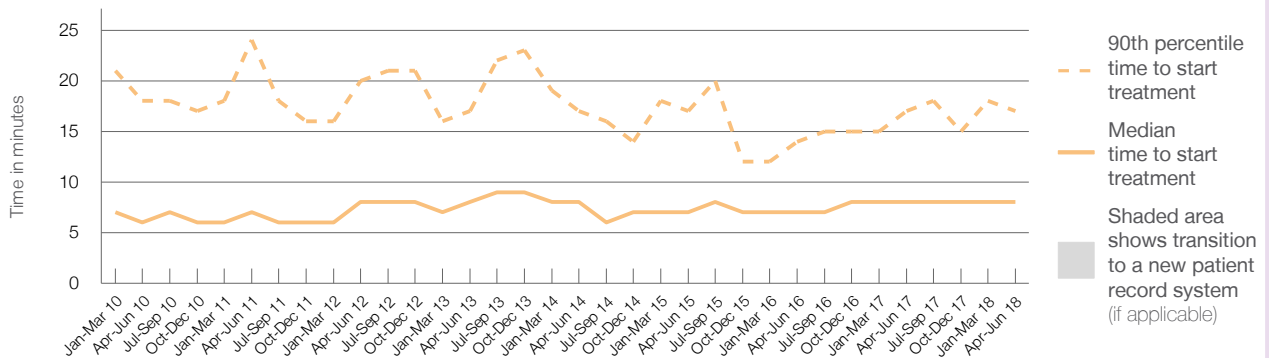
90th percentile time to start treatment<sup>5</sup>  17 minutes

Same period last year	NSW (this period)
493	488
8 minutes	8 minutes
17 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	6	7	8	8	8	7	7	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	18	24	20	17	17	17	14	17	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.

## Belmont Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 1,193

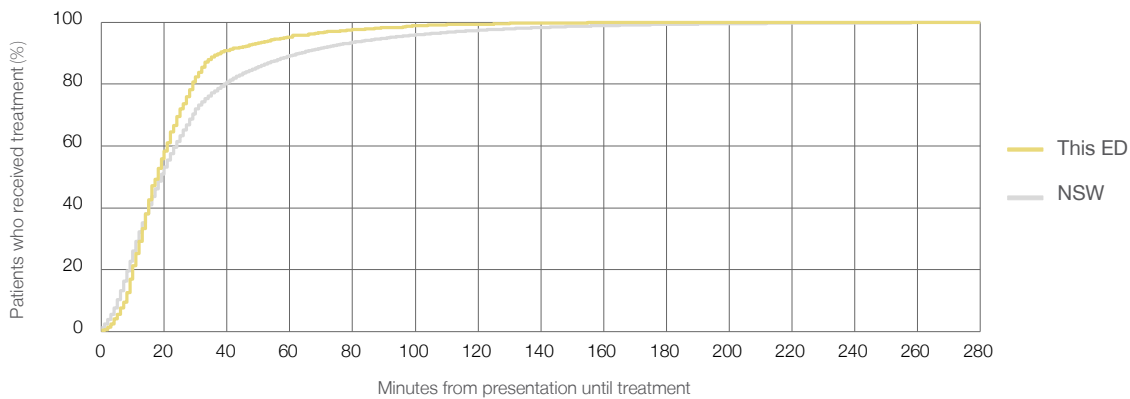
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,160

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

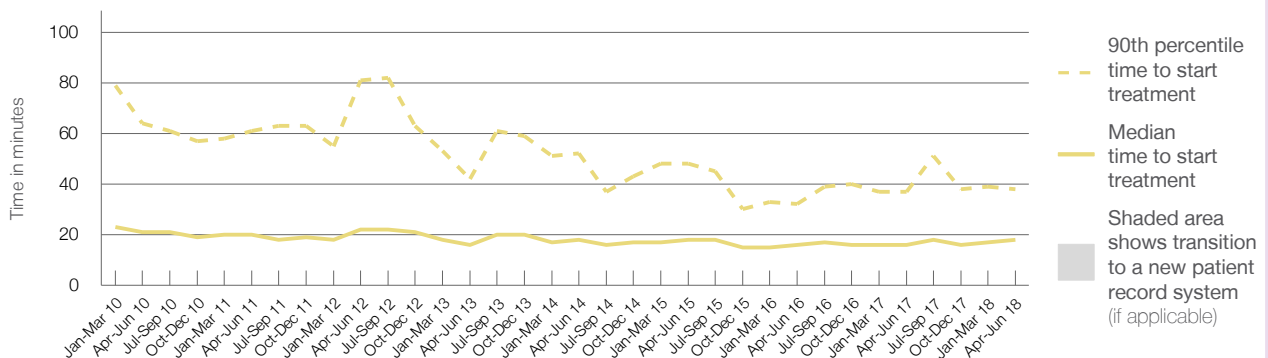
90th percentile time to start treatment<sup>5</sup> 38 minutes

Same period last year	NSW (this period)
1,269	1,239
16 minutes	19 minutes
37 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	21	20	22	16	18	18	16	16	18
90th percentile time to start treatment <sup>5</sup> (minutes)	64	61	81	42	52	48	32	37	38

(†) 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.

## Belmont Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 3,154

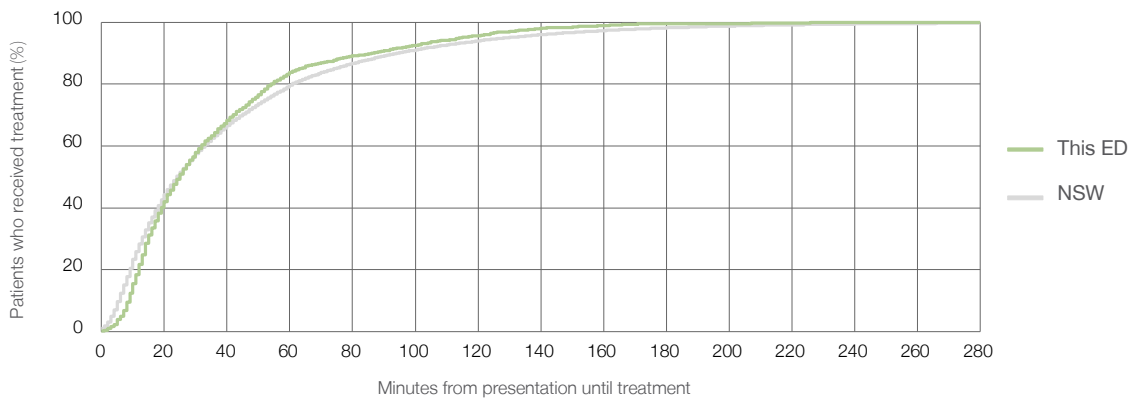
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,708

Median time to start treatment<sup>4</sup>  25 minutes

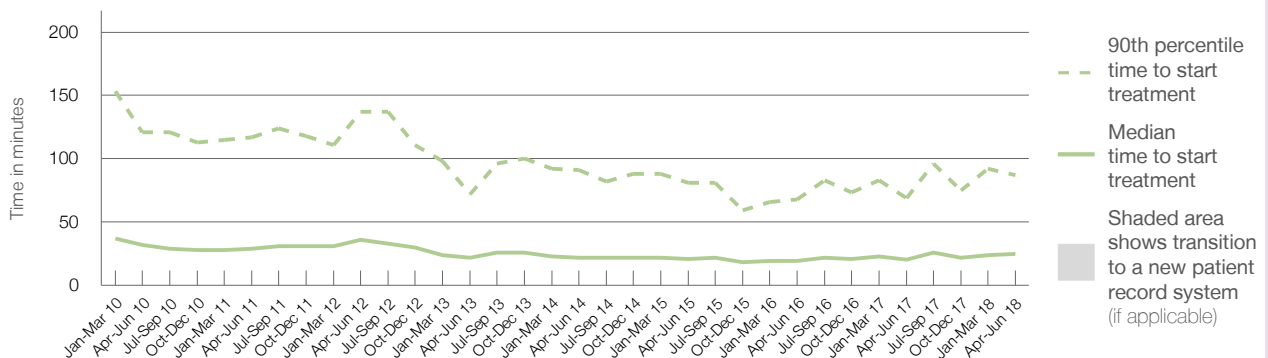
90th percentile time to start treatment<sup>5</sup>  87 minutes

Same period last year	NSW (this period)
3,000	2,600
20 minutes	24 minutes
69 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	32	29	36	22	22	21	19	20	25
90th percentile time to start treatment <sup>5</sup> (minutes)	121	117	137	72	91	81	68	69	87

(†) 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.



## Belmont Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 1,080

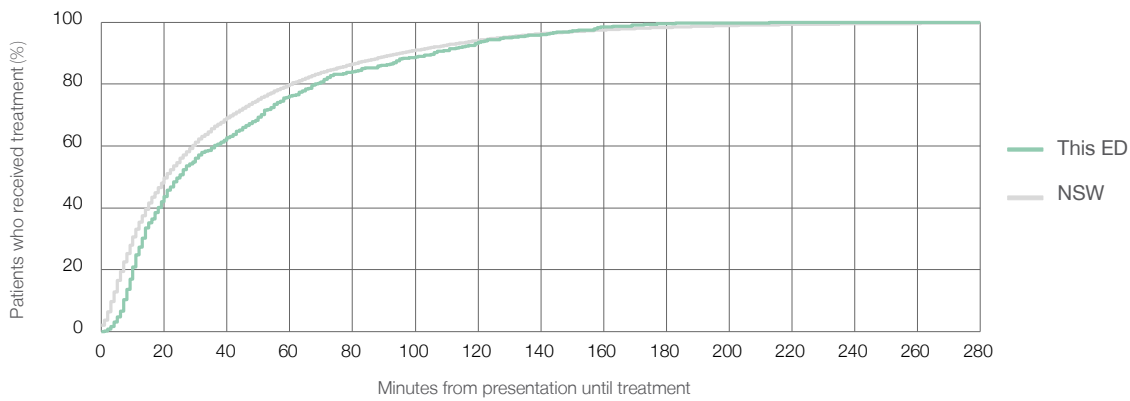
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 803

Median time to start treatment<sup>4</sup> 25 minutes

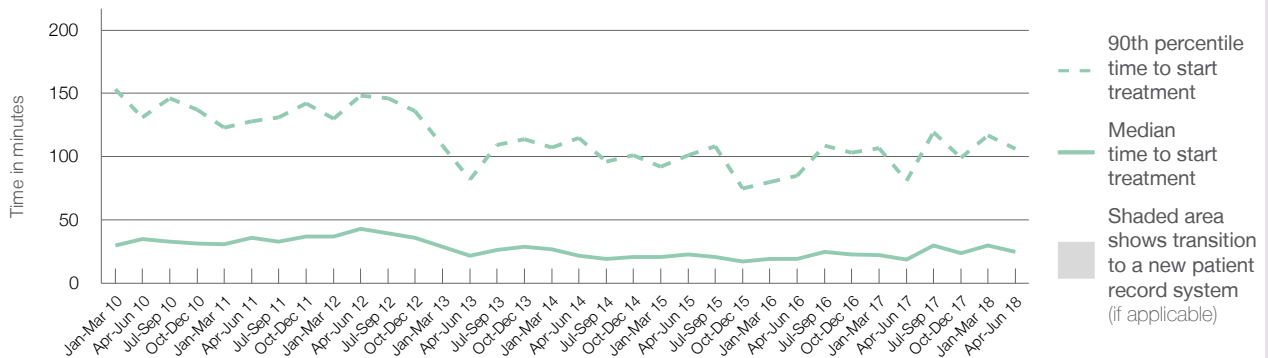
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
1,112	
868	
19 minutes	21 minutes
81 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	35	36	43	22	22	23	19	19	25
90th percentile time to start treatment <sup>5</sup> (minutes)	131	128	148	82	115	101	85	81	106

(†) 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.

## Belmont Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 5,967 patients

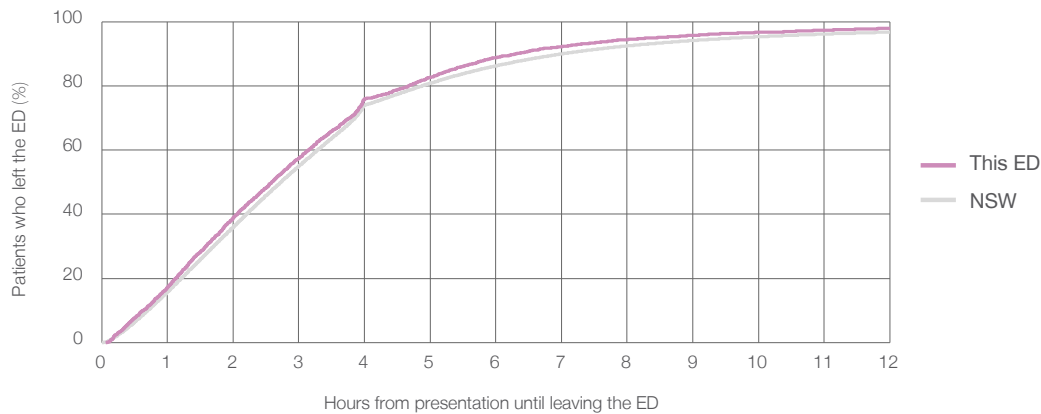
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,967 patients

Median time spent in the ED<sup>8</sup> 2 hours and 35 minutes

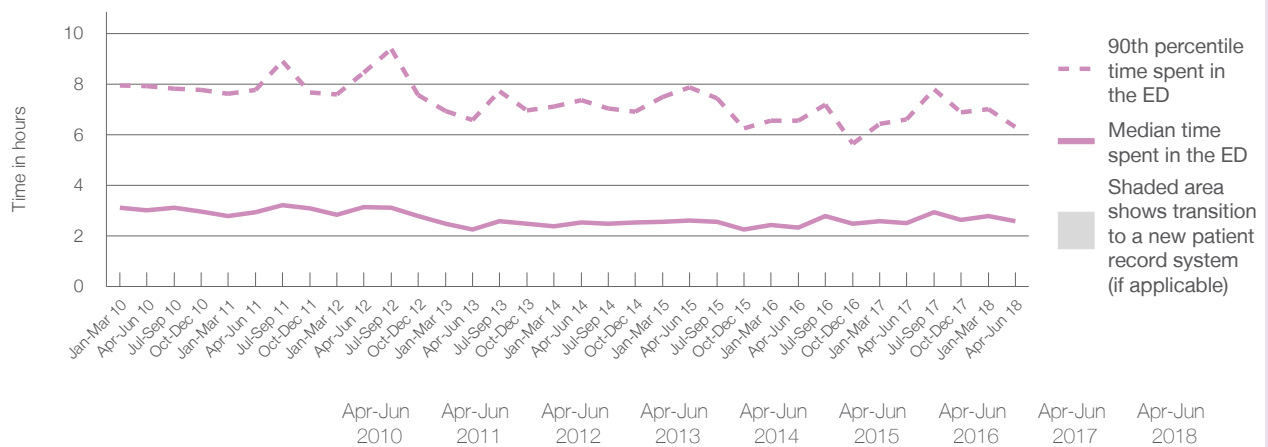
90th percentile time spent in the ED<sup>9</sup> 6 hours and 19 minutes

Same period last year	NSW (this period)
5,920	5,920
2 hours and 31 minutes	2 hours and 44 minutes
6 hours and 37 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 1m	2h 57m	3h 9m	2h 16m	2h 33m	2h 37m	2h 20m	2h 31m	2h 35m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 56m	7h 46m	8h 28m	6h 35m	7h 22m	7h 53m	6h 34m	6h 37m	6h 19m

(†) 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.

**Belmont Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

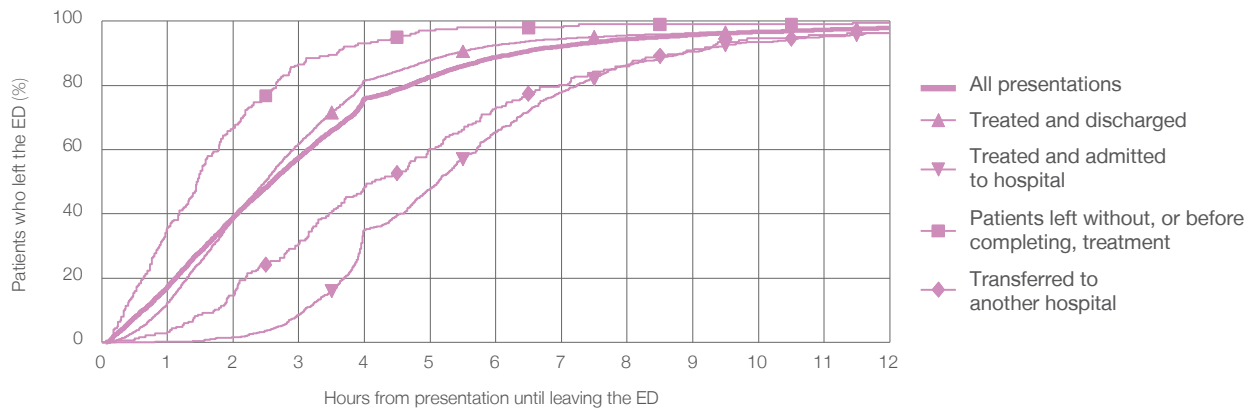
All presentations:<sup>1</sup> 5,967 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,967 patients

Treated and discharged	4,126 (69.1%)
Treated and admitted to hospital	860 (14.4%)
Patient left without, or before completing, treatment	202 (3.4%)
Transferred to another hospital	186 (3.1%)
Other	593 (9.9%)

Same period last year	Change since one year ago
5,920	1%
4,033	2.3%
875	-1.7%
165	22.4%
294	-36.7%
553	7.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.2%	38.7%	61.8%	81.5%	92.5%	95.6%	96.8%	97.9%
Treated and admitted to hospital	0.1%	1.5%	8.6%	35.1%	65.5%	86.3%	93.5%	96.3%
Patient left without, or before completing, treatment	35.6%	66.8%	86.6%	93.1%	98.0%	99.0%	99.0%	99.5%
Transferred to another hospital	3.2%	14.5%	30.6%	48.4%	73.1%	86.0%	94.6%	96.2%
All presentations	17.3%	39.0%	57.5%	75.9%	88.8%	94.4%	96.6%	97.9%

(†) 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.

**Belmont Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 5,967 patients

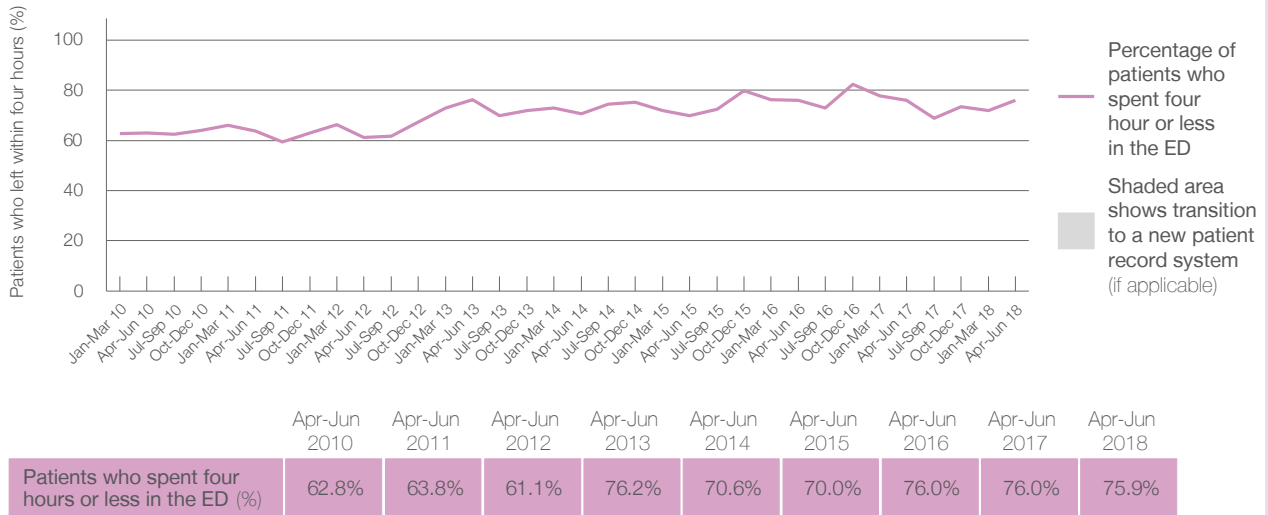
Presentations used to calculate time to leaving the ED: <sup>6</sup> 5,967 patients

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	5,920	1%
Presentations used to calculate time to leaving the ED	5,920	1%
Percentage of patients who spent four hours or less in the ED	76.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- 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 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

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

April to June 2018



All presentations:<sup>1</sup> 4,653 patients  
Emergency presentations:<sup>2</sup> 4,560 patients

Same period last year	Change since one year ago
4,775	-3%
4,656	-2%



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

April to June 2018



**Triage 2** Emergency (e.g. chest pain, severe burns): 455 patients

Median time to start treatment<sup>4</sup>  10 minutes  
90th percentile time to start treatment<sup>5</sup>  25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,725 patients

Median time to start treatment<sup>4</sup>  19 minutes  
90th percentile time to start treatment<sup>5</sup>  59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,897 patients

Median time to start treatment<sup>4</sup>  21 minutes  
90th percentile time to start treatment<sup>5</sup>  87 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 462 patients

Median time to start treatment<sup>4</sup>  17 minutes  
90th percentile time to start treatment<sup>5</sup>  99 minutes

Same period last year	NSW (this period)
356	
8 minutes	8 minutes
22 minutes	24 minutes
1,504	
18 minutes	19 minutes
59 minutes	63 minutes
2,081	
20 minutes	24 minutes
113 minutes	95 minutes
696	
17 minutes	21 minutes
95 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,653 patients

Percentage of patients who spent four hours or less in the ED  81%

Same period last year	Change since one year ago
4,775	-3%
83%	

\* 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, January to March 2018*.
- 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.

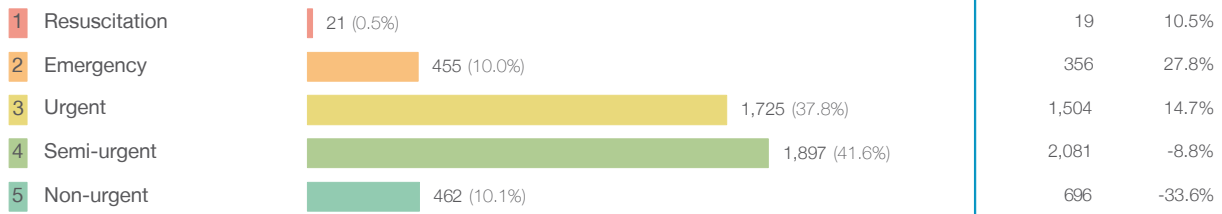
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

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

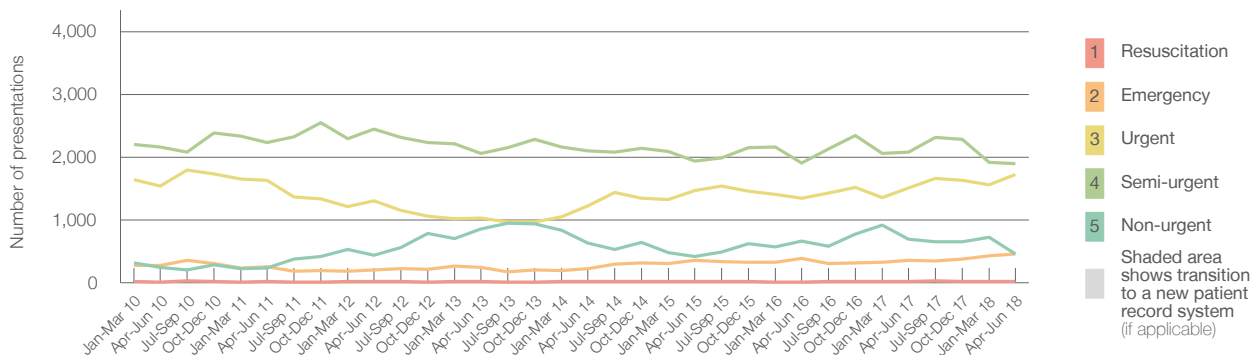
April to June 2018

All presentations:<sup>1</sup> 4,653 patients

Emergency presentations<sup>2</sup> by triage category: 4,560 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



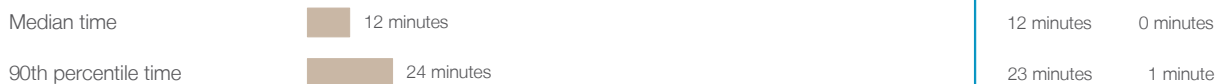
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	10	15	15	17	14	23	13	19	21
Emergency	270	251	202	245	227	358	382	356	455
Urgent	1,537	1,626	1,301	1,029	1,227	1,464	1,343	1,504	1,725
Semi-urgent	2,158	2,233	2,445	2,063	2,101	1,940	1,907	2,081	1,897
Non-urgent	242	235	442	851	632	421	662	696	462
All emergency presentations	4,217	4,360	4,405	4,205	4,201	4,206	4,307	4,656	4,560

## Bowral and District Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 909 patients

ED Transfer of care time



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

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

## Bowral and District Hospital: Time patients waited to start treatment, triage 2 April to June 2018

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

Number of triage 2 patients: 455

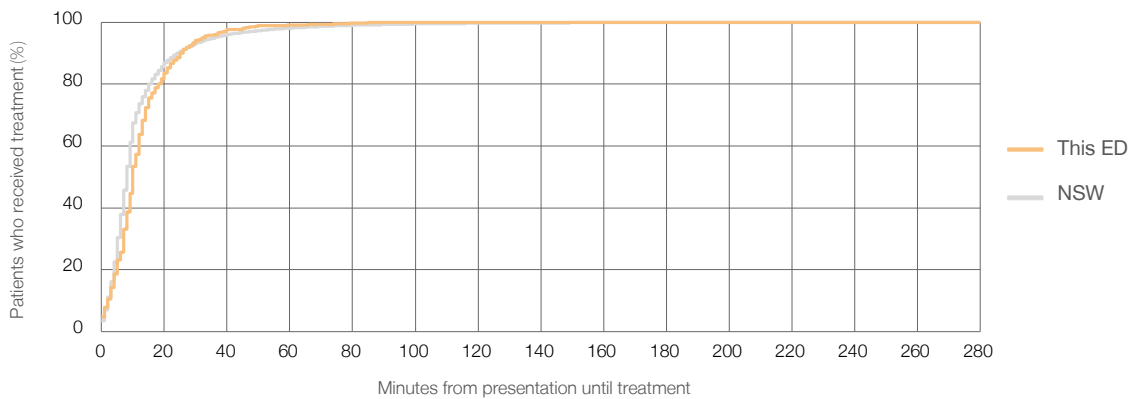
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 452

Median time to start treatment<sup>4</sup>  10 minutes

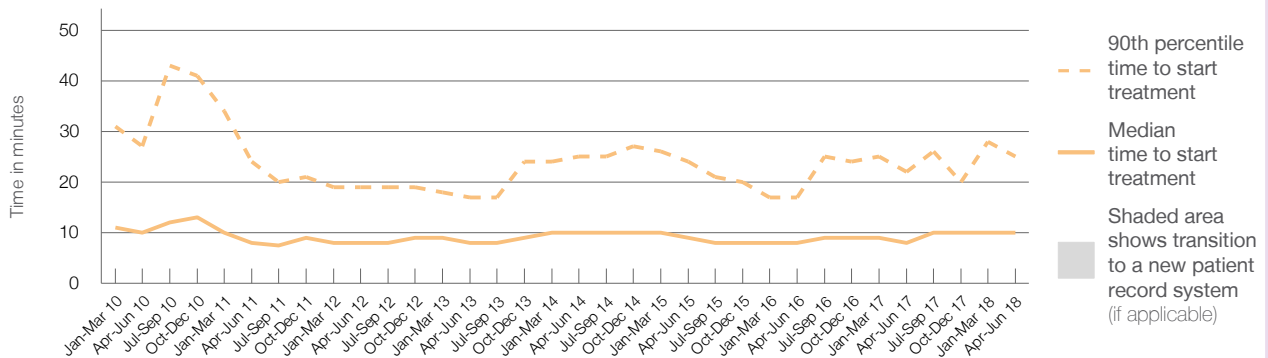
90th percentile time to start treatment<sup>5</sup>  25 minutes

Same period last year	NSW (this period)
356	356
8 minutes	8 minutes
22 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	10	8	8	8	10	9	8	8	10
90th percentile time to start treatment <sup>5</sup> (minutes)	27	24	19	17	25	24	17	22	25

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

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

## Bowral and District Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 1,725

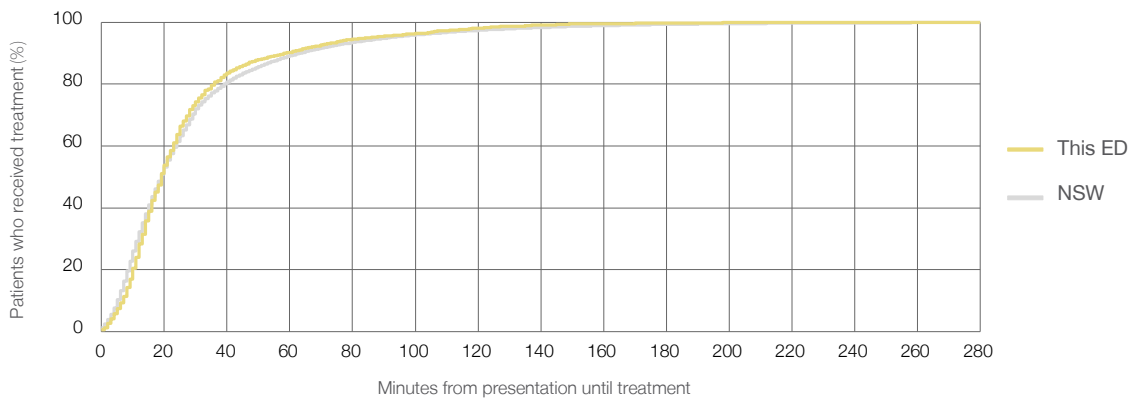
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,711

Median time to start treatment<sup>4</sup>  19 minutes

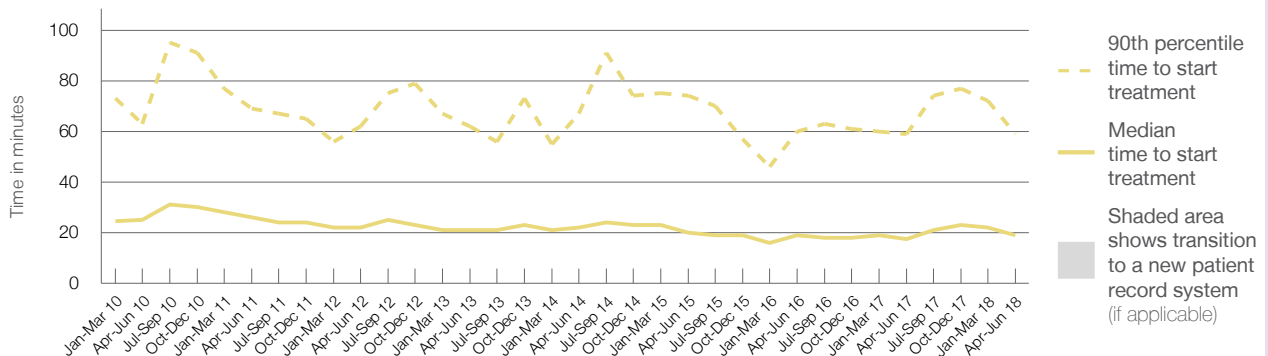
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
1,504	1,494
18 minutes	19 minutes
59 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	25	26	22	21	22	20	19	18	19
90th percentile time to start treatment <sup>5</sup> (minutes)	63	69	62	62	67	74	60	59	59

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

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



## Bowral and District Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 1,897

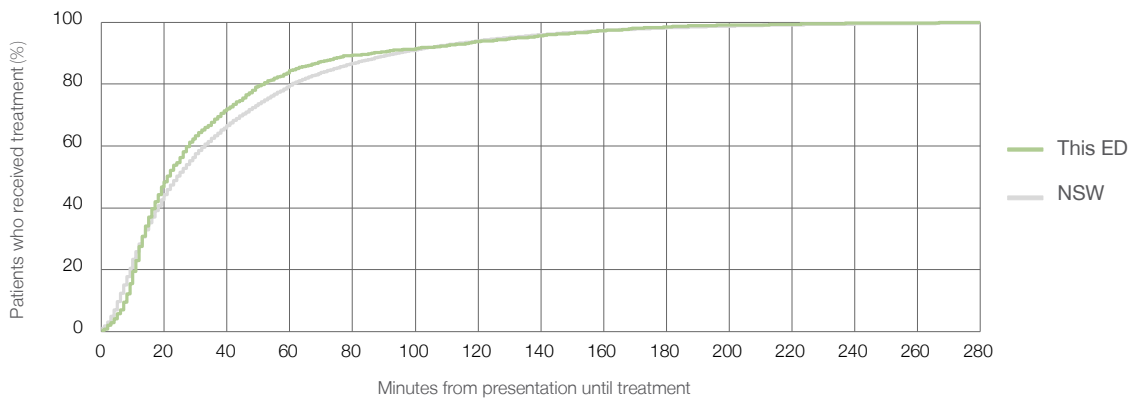
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,820

Median time to start treatment<sup>4</sup>  21 minutes

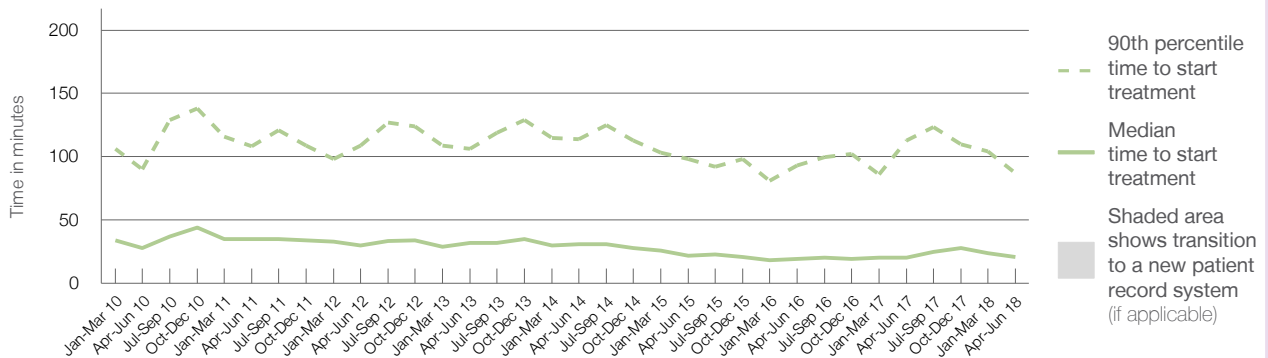
90th percentile time to start treatment<sup>5</sup>  87 minutes

Same period last year	NSW (this period)
2,081	2,017
20 minutes	24 minutes
113 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	28	35	30	32	31	22	19	20	21
90th percentile time to start treatment <sup>5</sup> (minutes)	90	108	109	106	114	98	93	113	87

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

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

## Bowral and District Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 462

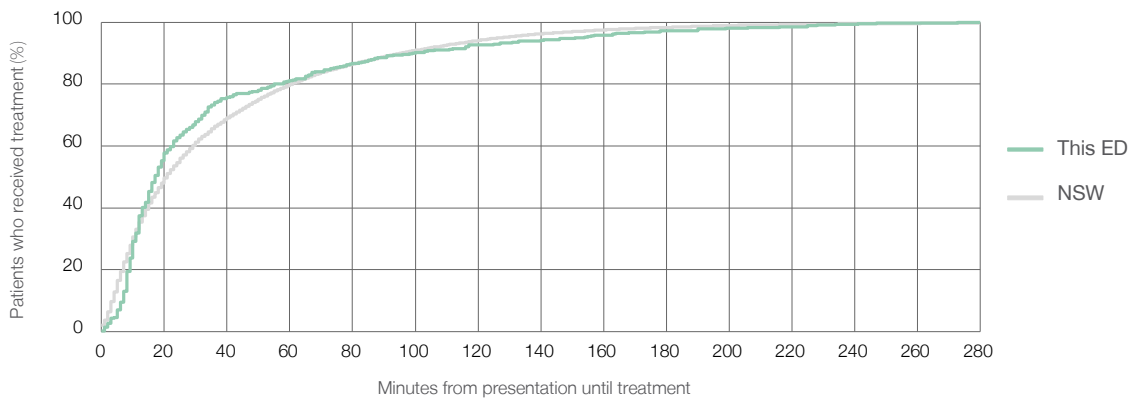
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 412

Median time to start treatment<sup>4</sup>  17 minutes

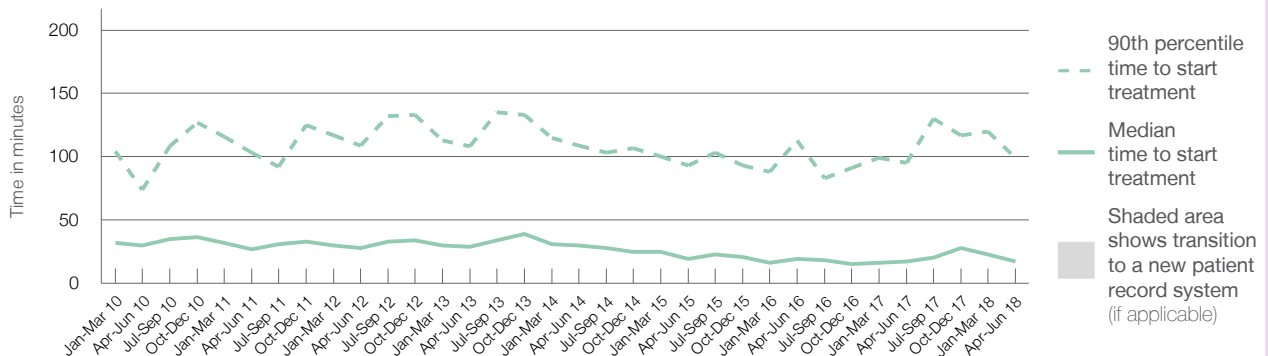
90th percentile time to start treatment<sup>5</sup>  99 minutes

Same period last year	NSW (this period)
696	654
17 minutes	21 minutes
95 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	30	27	28	29	30	19	19	17	17
90th percentile time to start treatment <sup>5</sup> (minutes)	74	103	109	108	109	93	113	95	99

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

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

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

April to June 2018

All presentations:<sup>1</sup> 4,653 patients

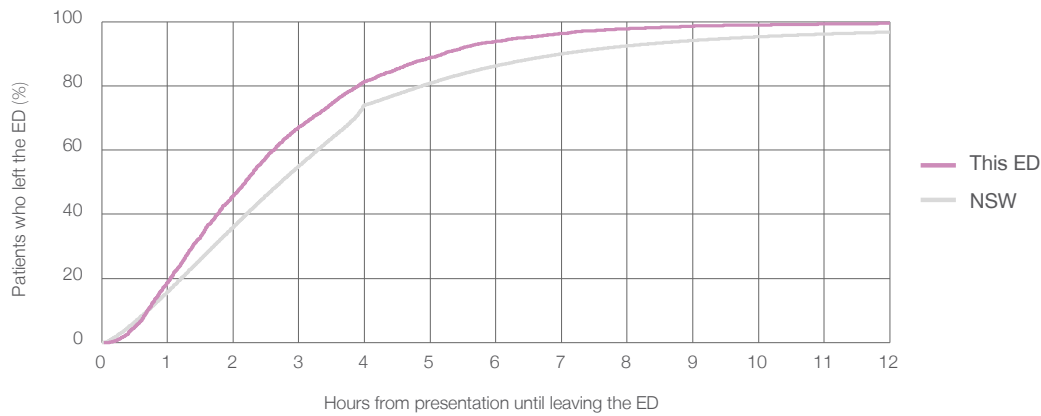
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,653 patients

Median time spent in the ED<sup>8</sup> 2 hours and 11 minutes

90th percentile time spent in the ED<sup>9</sup> 5 hours and 12 minutes

Same period last year	NSW (this period)
4,775	4,775
2 hours and 7 minutes	2 hours and 44 minutes
5 hours and 6 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 2m	2h 30m	2h 23m	2h 23m	2h 34m	2h 12m	2h 15m	2h 7m	2h 11m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	5h 26m	6h 49m	6h 23m	5h 24m	5h 39m	4h 39m	5h 12m	5h 6m	5h 12m

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

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

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

By mode of separation

April to June 2018

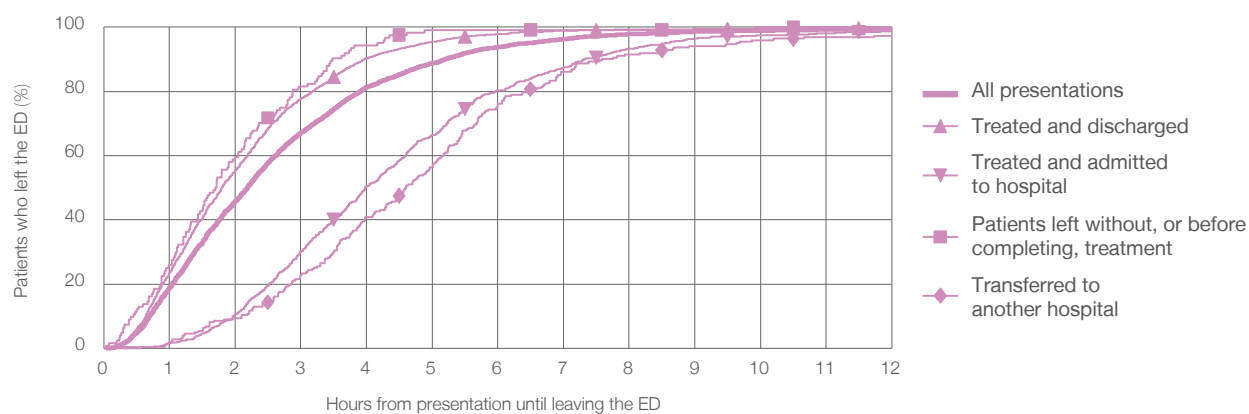
All presentations:<sup>1</sup> 4,653 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,653 patients

Treated and discharged	3,511 (75.5%)
Treated and admitted to hospital	781 (16.8%)
Patient left without, or before completing, treatment	124 (2.7%)
Transferred to another hospital	223 (4.8%)
Other	14 (0.3%)

Same period last year	Change since one year ago
4,775	-3%
3,713	-5.4%
752	3.9%
100	24.0%
199	12.1%
11	27.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>††</sup>



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

Treated and discharged	23.4%	55.5%	77.7%	90.4%	97.8%	99.2%	99.5%	99.7%
Treated and admitted to hospital	1.5%	10.5%	30.1%	50.4%	80.3%	93.3%	97.4%	98.7%
Patient left without, or before completing, treatment	25.8%	59.7%	81.5%	94.4%	99.2%	99.2%	100%	100%
Transferred to another hospital	1.8%	9.4%	22.9%	40.8%	76.2%	91.5%	96.0%	97.3%
All presentations	18.8%	45.8%	67.2%	81.3%	93.9%	97.8%	99.0%	99.4%

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

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

**Bowral and District Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 4,653 patients

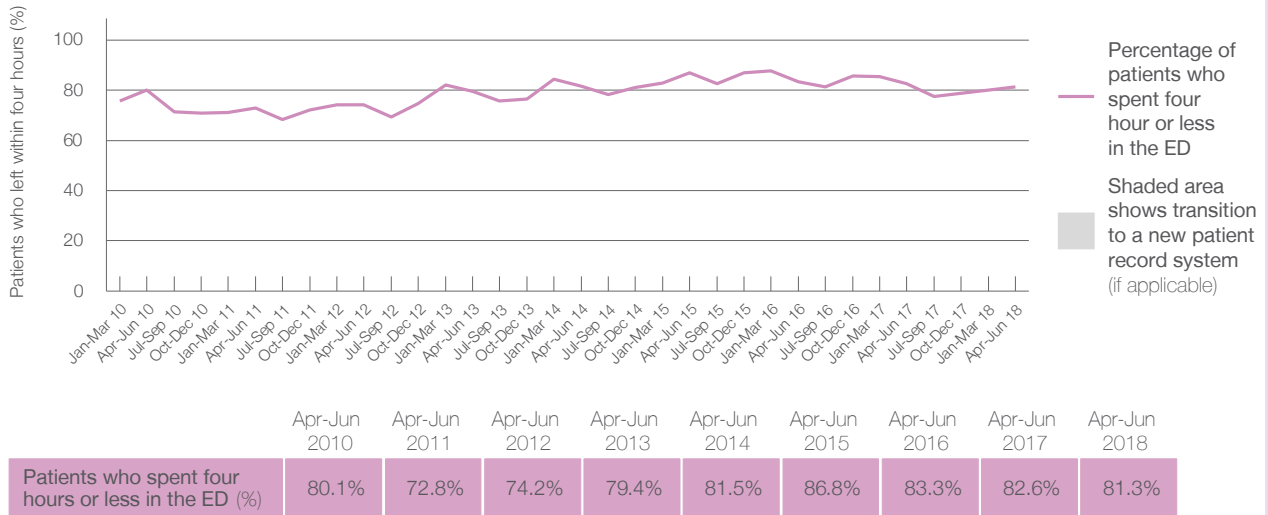
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,653 patients

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	4,775	-3%
Presentations used to calculate time to leaving the ED	4,775	-3%
Percentage of patients who spent four hours or less in the ED	82.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
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- 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 July 2018). Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Broken Hill Health Service: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 5,154 patients  
Emergency presentations:<sup>2</sup> 4,747 patients

Same period last year	Change since one year ago
5,531	-7%
4,969	-4%

## Broken Hill Health Service: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 468 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,266 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 42 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,990 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 996 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
371	
6 minutes	8 minutes
18 minutes	24 minutes
1,037	
13 minutes	19 minutes
42 minutes	63 minutes
1,820	
17 minutes	24 minutes
71 minutes	95 minutes
1,725	
18 minutes	21 minutes
76 minutes	96 minutes

## Broken Hill Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,136 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
5,531	-7%
88%	

\* 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, January to March 2018*.
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- 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 July 2018).

## Broken Hill Health Service: Patients presenting to the emergency department

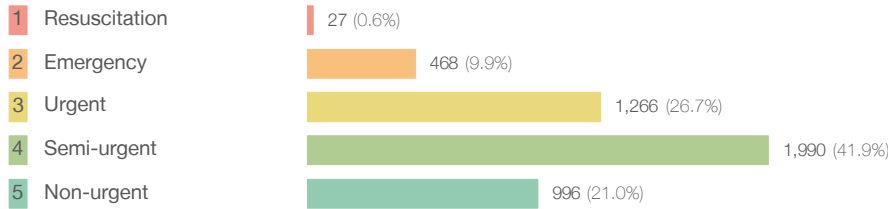
April to June 2018

All presentations:<sup>1</sup> 5,154 patients

Same period last year	Change since one year ago
5,531	-7%

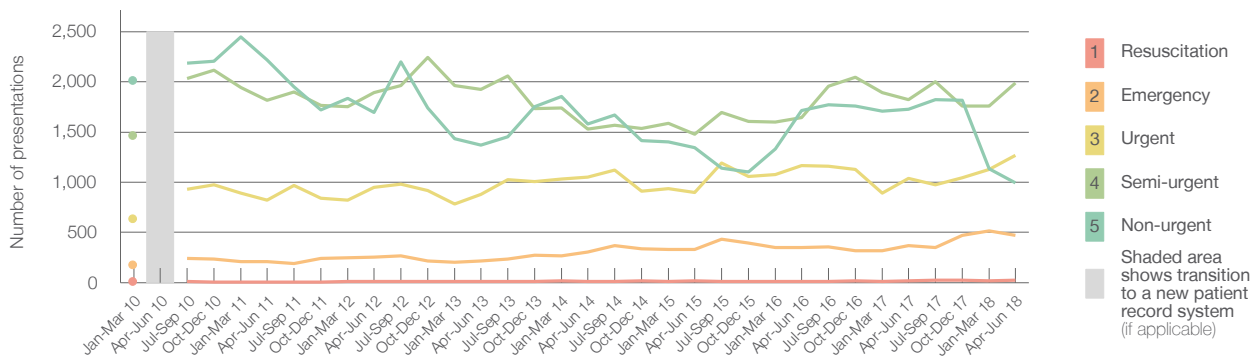
Emergency presentations<sup>2</sup> by triage category: 4,747 patients

4,969	-4%
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16	68.8%
371	26.1%
1,037	22.1%
1,820	9.3%
1,725	-42.3%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation		6	9	10	13	17	10	16	27
Emergency		209	256	216	303	333	348	371	468
Urgent		821	948	878	1,053	901	1,163	1,037	1,266
Semi-urgent		1,816	1,890	1,926	1,532	1,477	1,642	1,820	1,990
Non-urgent		2,215	1,696	1,373	1,583	1,342	1,712	1,725	996
All emergency presentations		5,067	4,799	4,403	4,484	4,070	4,875	4,969	4,747

## Broken Hill Health Service: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 513 patients

560	
-----	--

ED Transfer of care time



9 minutes	0 minutes
18 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.

## Broken Hill Health Service: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 468

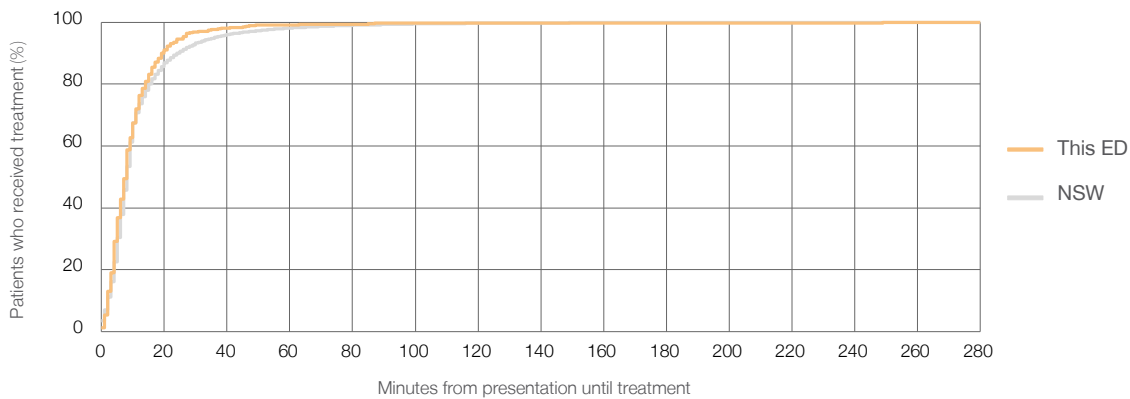
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 462

Median time to start treatment<sup>4</sup>  8 minutes

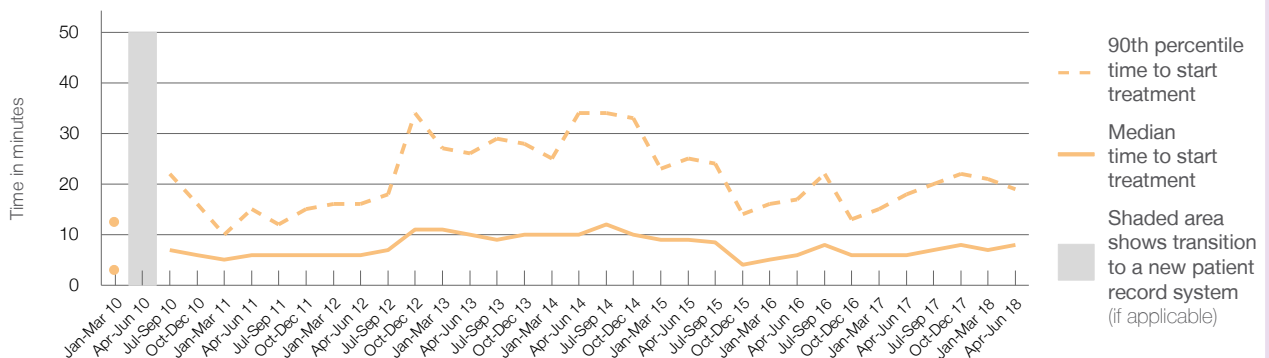
90th percentile time to start treatment<sup>5</sup>  19 minutes

Same period last year	NSW (this period)
371	
366	
6 minutes	8 minutes
18 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		6	6	10	10	9	6	6	8
90th percentile time to start treatment <sup>5</sup> (minutes)		15	16	26	34	25	17	18	19

(†) 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.



## Broken Hill Health Service: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 1,266

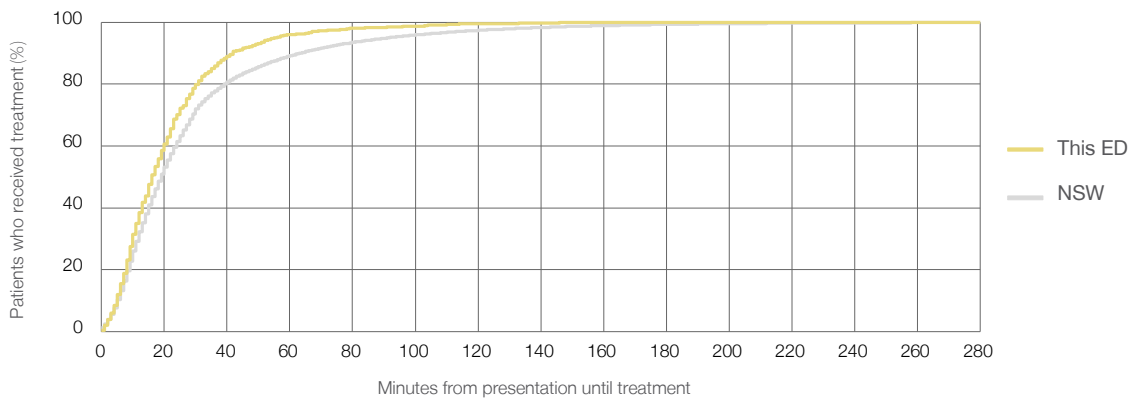
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,174

Median time to start treatment<sup>4</sup> 16 minutes

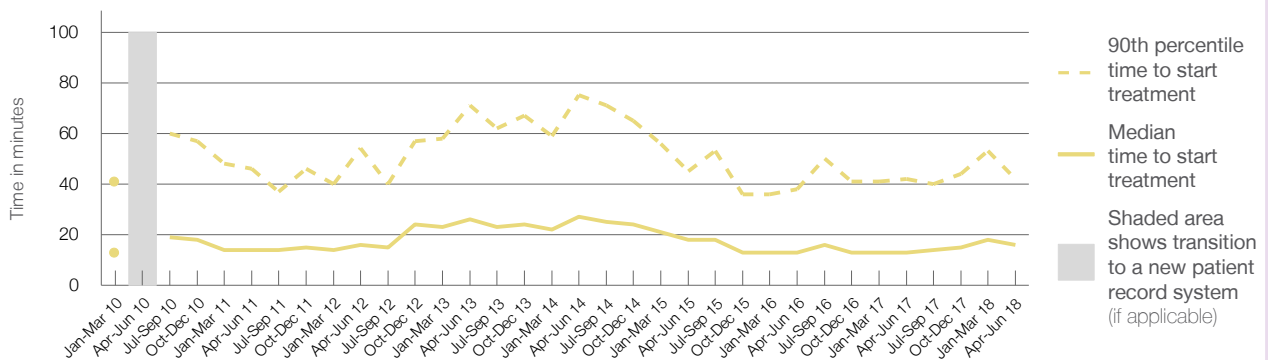
90th percentile time to start treatment<sup>5</sup> 42 minutes

Same period last year	NSW (this period)
1,037	989
13 minutes	19 minutes
42 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		14	16	26	27	18	13	13	16
90th percentile time to start treatment <sup>5</sup> (minutes)		46	54	71	75	45	38	42	42

(†) 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.

## Broken Hill Health Service: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 1,990

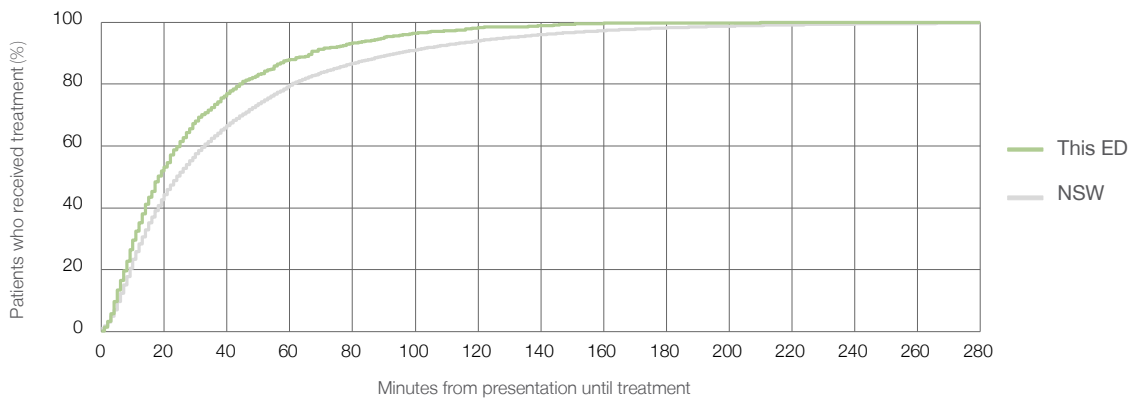
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 956

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

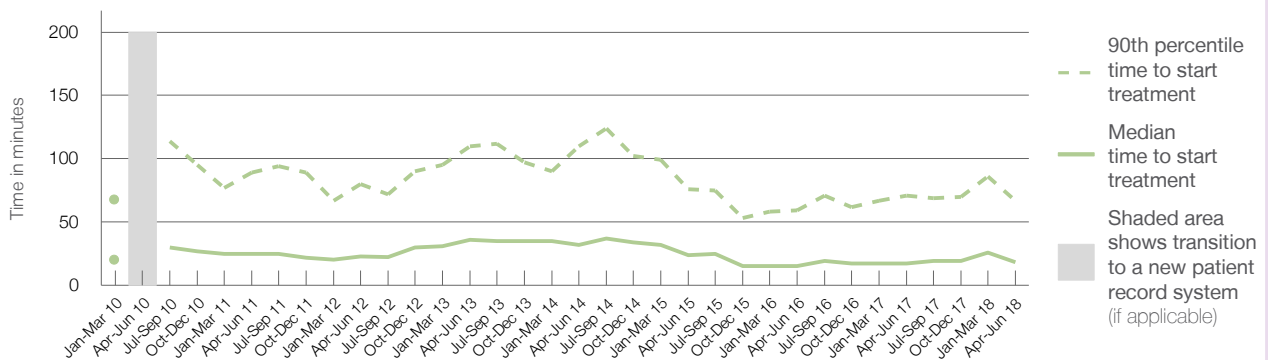
90th percentile time to start treatment<sup>5</sup>  67 minutes

Same period last year	NSW (this period)
1,820	1,229
17 minutes	24 minutes
71 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		25	23	36	32	24	15	17	18
90th percentile time to start treatment <sup>5</sup> (minutes)		89	80	110	110	76	59	71	67

(†) 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.

## Broken Hill Health Service: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 996

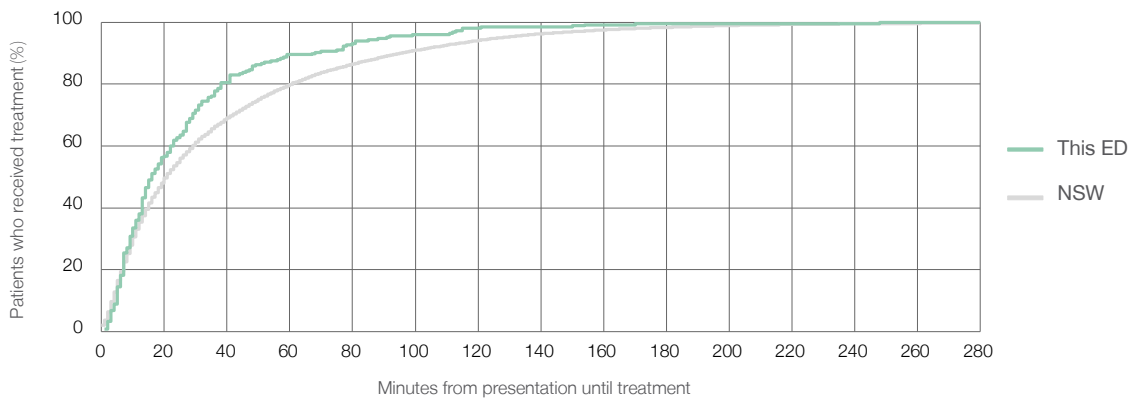
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 247

Median time to start treatment<sup>4</sup> 16 minutes

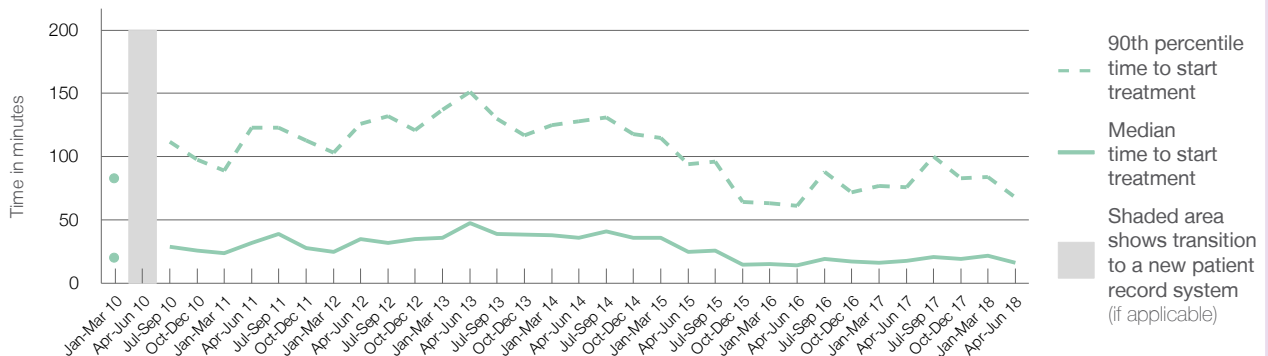
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
1,725	714
18 minutes	21 minutes
76 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		32	35	48	36	25	14	18	16
90th percentile time to start treatment <sup>5</sup> (minutes)		123	126	151	128	94	61	76	68

(†) 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.

## Broken Hill Health Service: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 5,154 patients

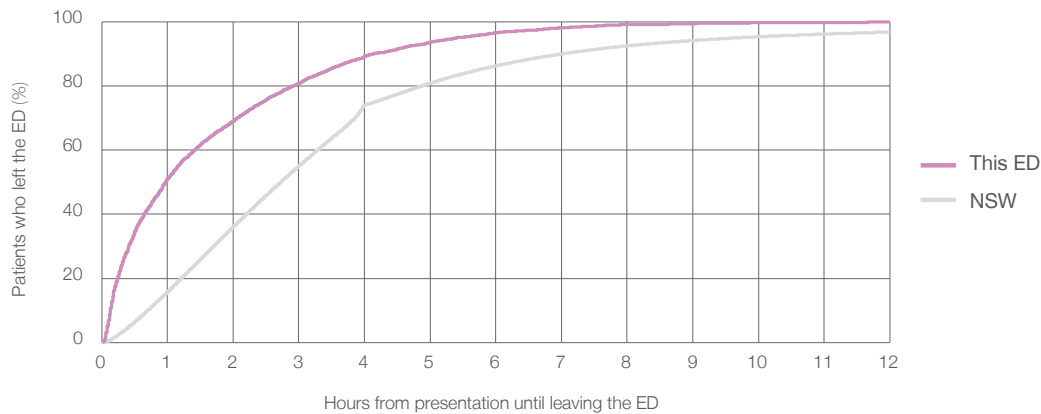
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,136 patients

Median time spent in the ED<sup>8</sup> 0 hours and 58 minutes

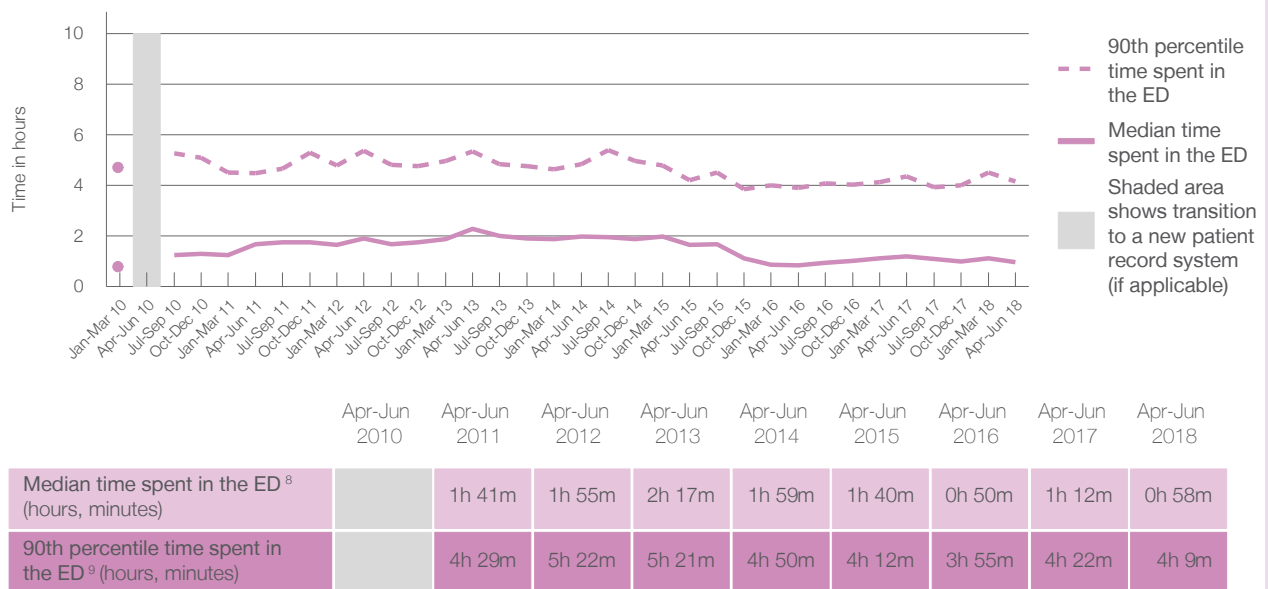
90th percentile time spent in the ED<sup>9</sup> 4 hours and 9 minutes

Same period last year	NSW (this period)
5,531	5,531
1 hours and 12 minutes	2 hours and 44 minutes
4 hours and 22 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



(†) 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.

**Broken Hill Health Service: Time patients spent in the ED**  
 By mode of separation  
 April to June 2018

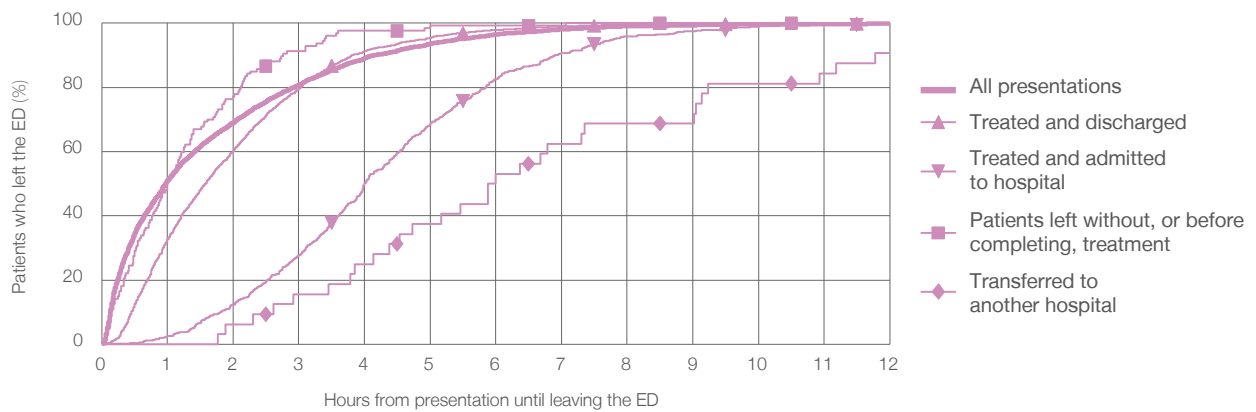
All presentations:<sup>1</sup> 5,154 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,136 patients

Treated and discharged	2,381 (46.2%)
Treated and admitted to hospital	642 (12.5%)
Patient left without, or before completing, treatment	127 (2.5%)
Transferred to another hospital	32 (0.6%)
Other	1,972 (38.3%)

	Same period last year	Change since one year ago
	5,531	-7%
	2,946	-19.2%
	667	-3.7%
	202	-37.1%
	25	28.0%
	1,691	16.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>††</sup>



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

Treated and discharged	32.6%	60.2%	79.5%	91.3%	97.9%	99.6%	99.8%	100%
Treated and admitted to hospital	2.5%	12.3%	27.7%	50.2%	82.6%	96.0%	99.1%	99.8%
Patient left without, or before completing, treatment	50.4%	77.2%	91.3%	97.6%	99.2%	100%	100%	100%
Transferred to another hospital	0%	6.3%	15.6%	25.0%	53.1%	68.8%	81.3%	90.6%
All presentations	51.0%	69.0%	80.7%	89.2%	96.5%	99.1%	99.7%	99.9%

(†) 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.

**Broken Hill Health Service: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 5,154 patients

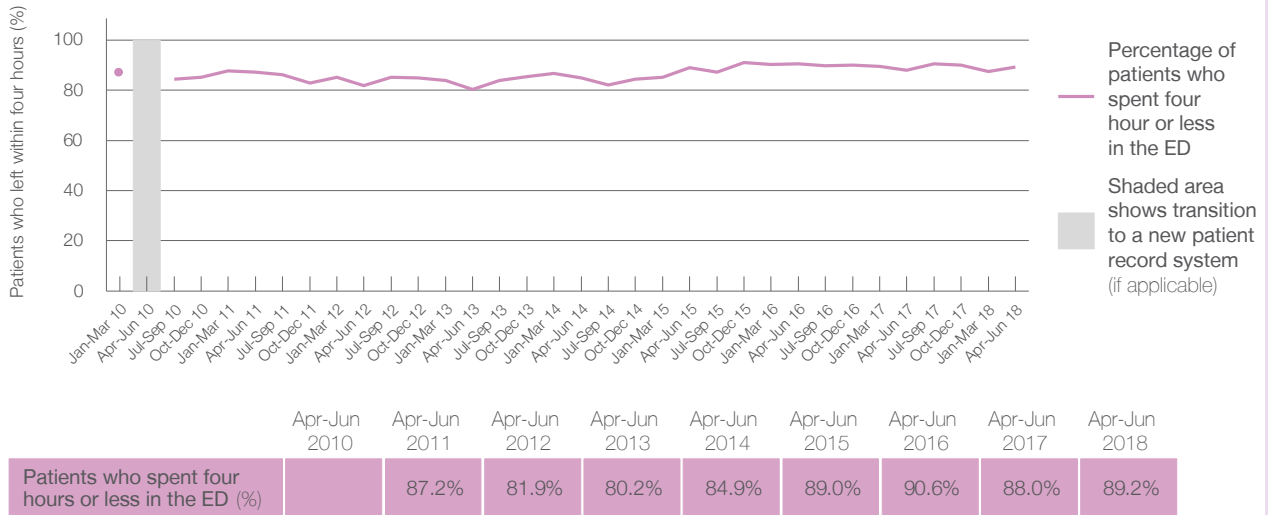
Presentations used to calculate time to leaving the ED: <sup>6</sup> 5,136 patients

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	5,531	-7%
Presentations used to calculate time to leaving the ED	5,531	-7%
Percentage of patients who spent four hours or less in the ED	88.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- 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 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Goulburn Base Hospital and Health Service: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 4,665 patients  
Emergency presentations:<sup>2</sup> 4,512 patients

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 4,665 patients	4,301	8%
Emergency presentations: <sup>2</sup> 4,512 patients	4,104	10%

## Goulburn Base Hospital and Health Service: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 486 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,745 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 86 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,895 patients

Median time to start treatment<sup>4</sup> 34 minutes  
90th percentile time to start treatment<sup>5</sup> 135 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 371 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 124 minutes

	Same period last year	NSW (this period)
Triage 2	460	
Median time to start treatment <sup>4</sup>	8 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup>	18 minutes	24 minutes
Triage 3	1,696	
Median time to start treatment <sup>4</sup>	19 minutes	19 minutes
90th percentile time to start treatment <sup>5</sup>	57 minutes	63 minutes
Triage 4	1,697	
Median time to start treatment <sup>4</sup>	27 minutes	24 minutes
90th percentile time to start treatment <sup>5</sup>	113 minutes	95 minutes
Triage 5	235	
Median time to start treatment <sup>4</sup>	21 minutes	21 minutes
90th percentile time to start treatment <sup>5</sup>	81 minutes	96 minutes

## Goulburn Base Hospital and Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,665 patients

Percentage of patients who spent four hours or less in the ED 76%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 4,665 patients	4,301	8%
Percentage of patients who spent four hours or less in the ED 76%	80%	

\* 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, January to March 2018*.
- 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 July 2018).

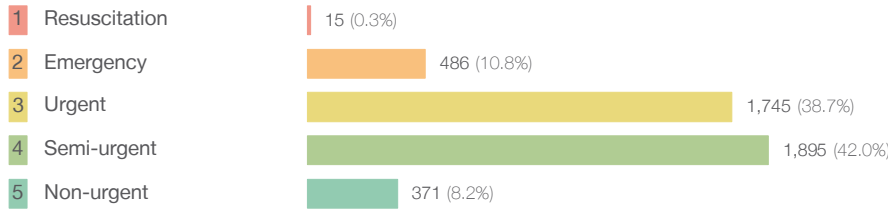
## Goulburn Base Hospital and Health Service: Patients presenting to the emergency department April to June 2018

All presentations:<sup>1</sup> 4,665 patients

Same period last year	Change since one year ago
4,301	8%

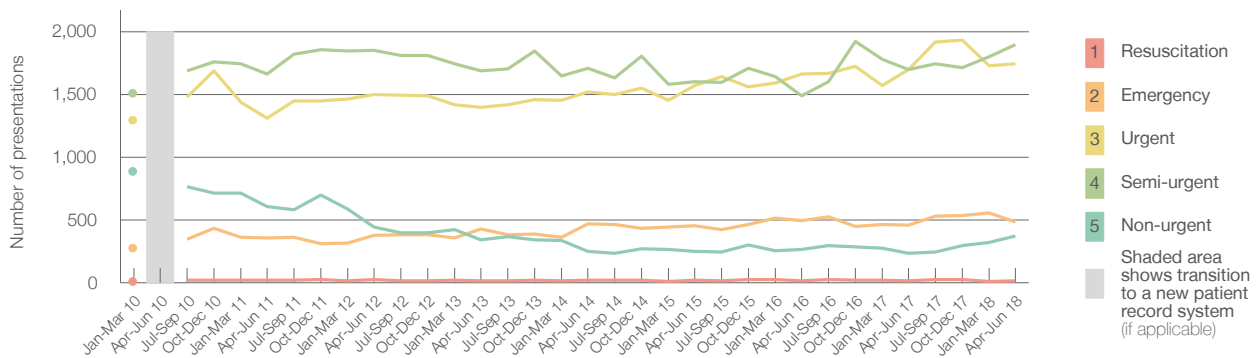
Emergency presentations<sup>2</sup> by triage category: 4,512 patients

Same period last year	Change since one year ago
4,104	10%



Same period last year	Change since one year ago
16	-6.3%
460	5.7%
1,696	2.9%
1,697	11.7%
235	57.9%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation		18	27	13	21	22	16	16	15
Emergency		358	379	426	467	453	495	460	486
Urgent		1,311	1,501	1,399	1,520	1,570	1,662	1,696	1,745
Semi-urgent		1,664	1,851	1,688	1,708	1,603	1,489	1,697	1,895
Non-urgent		604	444	342	249	247	265	235	371
All emergency presentations		3,955	4,202	3,868	3,965	3,895	3,927	4,104	4,512

## Goulburn Base Hospital and Health Service: Patients arriving by ambulance April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 858 patients

Same period last year	Change since one year ago
793	

ED Transfer of care time



Same period last year	Change since one year ago
12 minutes	0 minutes
27 minutes	7 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.



## Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 2 April to June 2018

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

Number of triage 2 patients: 486

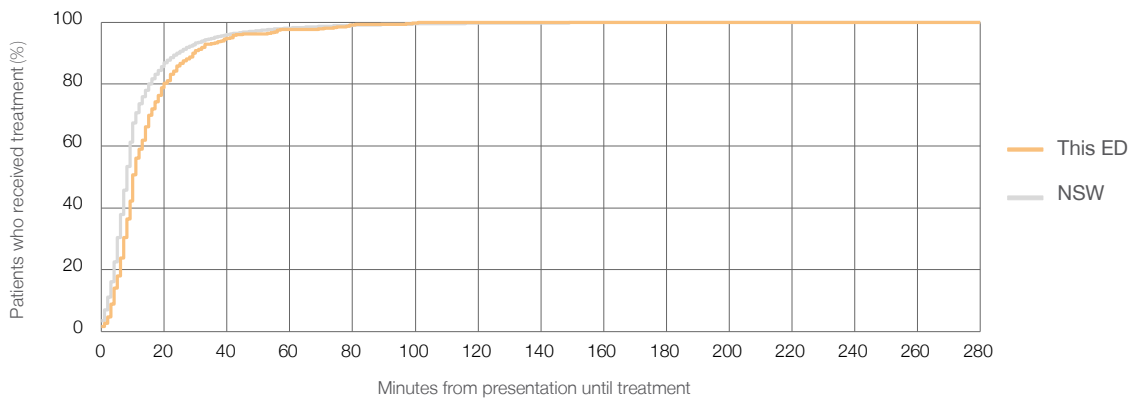
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 486

Median time to start treatment<sup>4</sup>  10 minutes

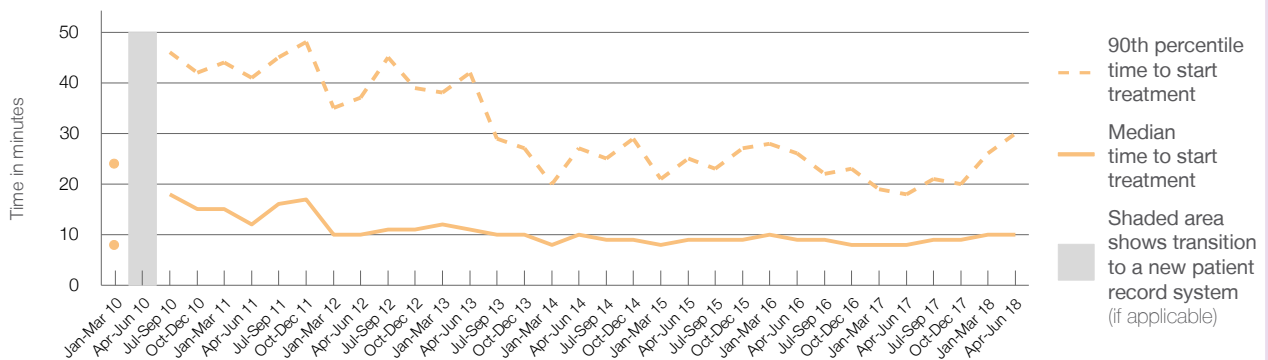
90th percentile time to start treatment<sup>5</sup>  30 minutes

Same period last year	NSW (this period)
460	
459	
8 minutes	8 minutes
18 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		12	10	11	10	9	9	8	10
90th percentile time to start treatment <sup>5</sup> (minutes)		41	37	42	27	25	26	18	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.

## Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 1,745

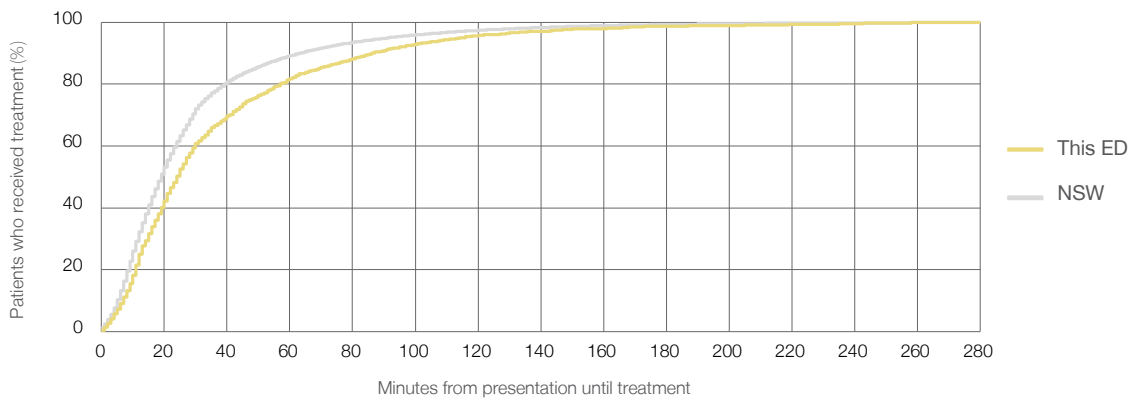
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,693

Median time to start treatment<sup>4</sup> 24 minutes

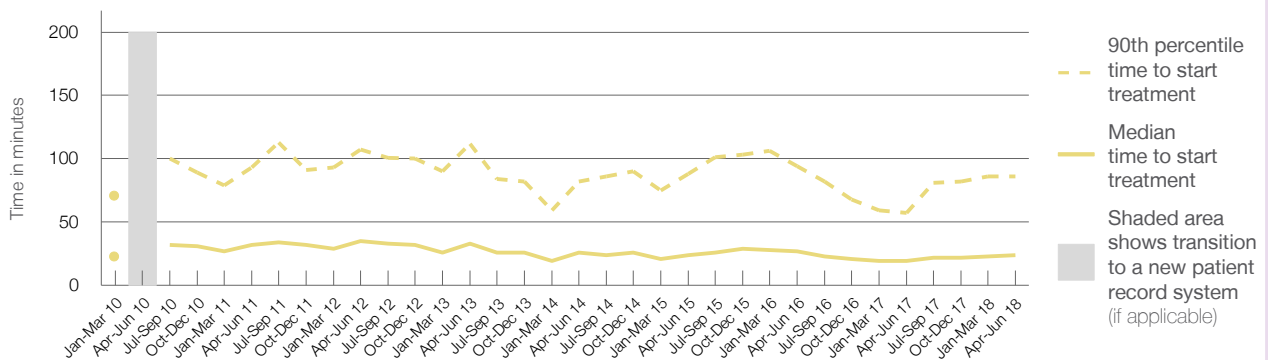
90th percentile time to start treatment<sup>5</sup> 86 minutes

Same period last year	NSW (this period)
1,696	
1,672	
19 minutes	19 minutes
57 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		32	35	33	26	24	27	19	24
90th percentile time to start treatment <sup>5</sup> (minutes)		93	107	112	82	88	94	57	86

(†) 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 and Health Service: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 1,895

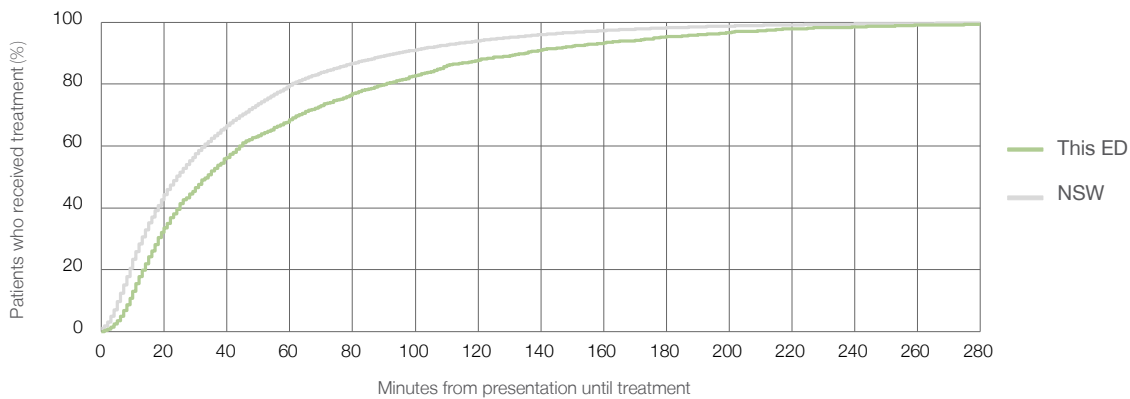
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,746

Median time to start treatment<sup>4</sup>  34 minutes

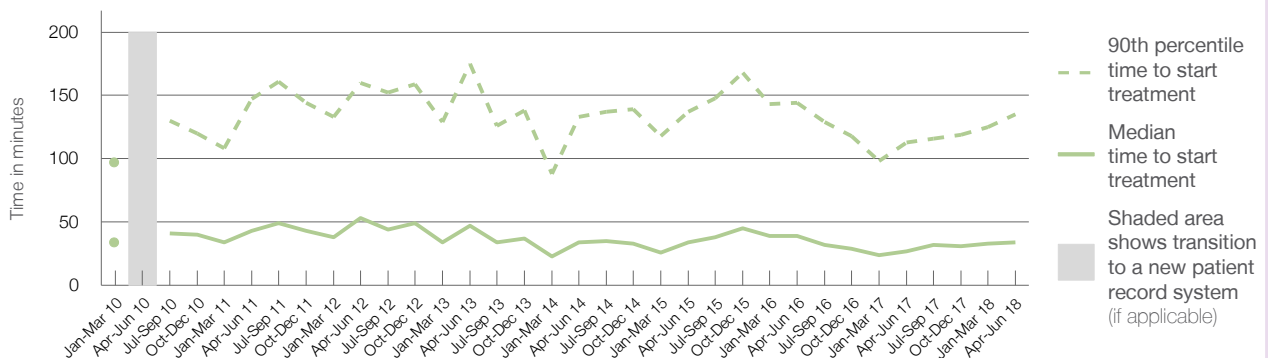
90th percentile time to start treatment<sup>5</sup>  135 minutes

Same period last year	NSW (this period)
1,697	1,603
27 minutes	24 minutes
113 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		43	53	47	34	34	39	27	34
90th percentile time to start treatment <sup>5</sup> (minutes)		147	160	175	133	137	144	113	135

(†) 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 and Health Service: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 371

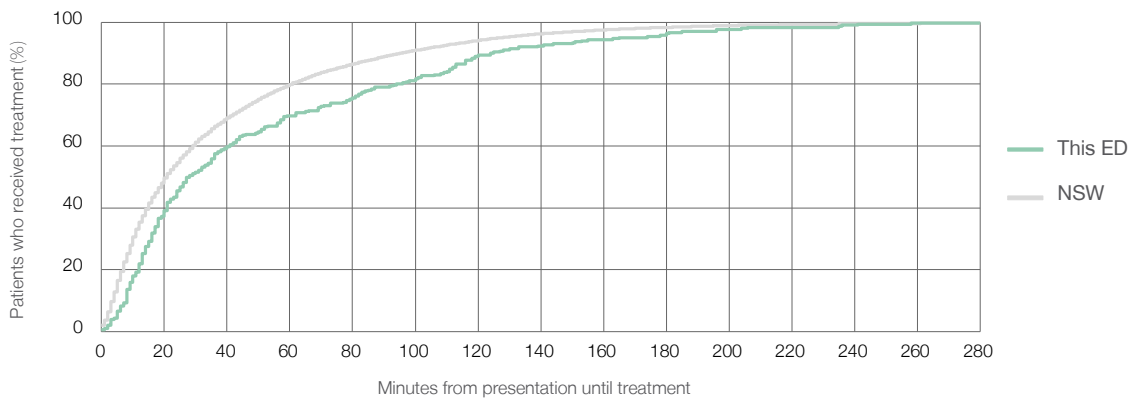
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 301

Median time to start treatment<sup>4</sup>  28 minutes

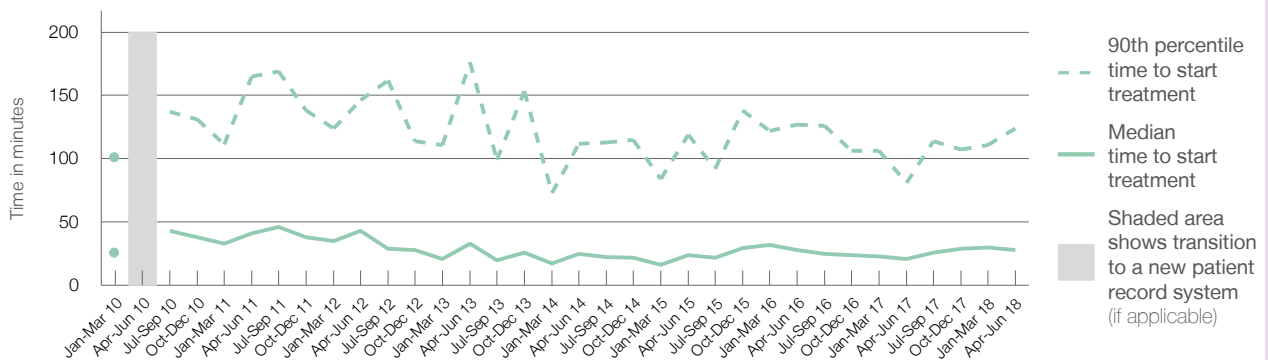
90th percentile time to start treatment<sup>5</sup>  124 minutes

Same period last year	NSW (this period)
235	175
21 minutes	21 minutes
81 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		41	43	33	25	24	28	21	28
90th percentile time to start treatment <sup>5</sup> (minutes)		165	146	176	112	119	127	81	124

(†) 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 and Health Service: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 4,665 patients

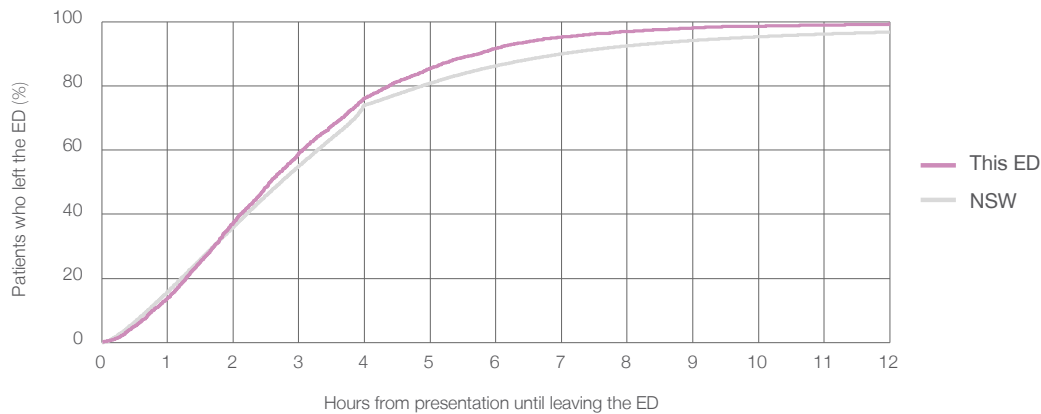
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,665 patients

Median time spent in the ED<sup>8</sup>  2 hours and 34 minutes

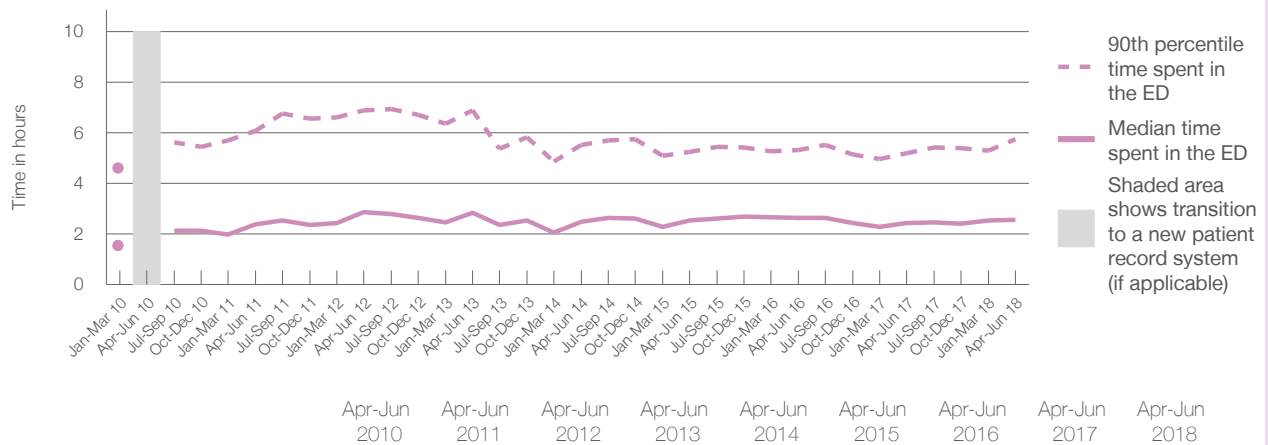
90th percentile time spent in the ED<sup>9</sup>  5 hours and 45 minutes

Same period last year	NSW (this period)
4,301	4,301
2 hours and 27 minutes	2 hours and 44 minutes
5 hours and 11 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)		2h 24m	2h 52m	2h 51m	2h 29m	2h 33m	2h 38m	2h 27m	2h 34m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)		6h 5m	6h 54m	6h 54m	5h 31m	5h 15m	5h 19m	5h 11m	5h 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.

## Goulburn Base Hospital and Health Service: Time patients spent in the ED

### By mode of separation

April to June 2018

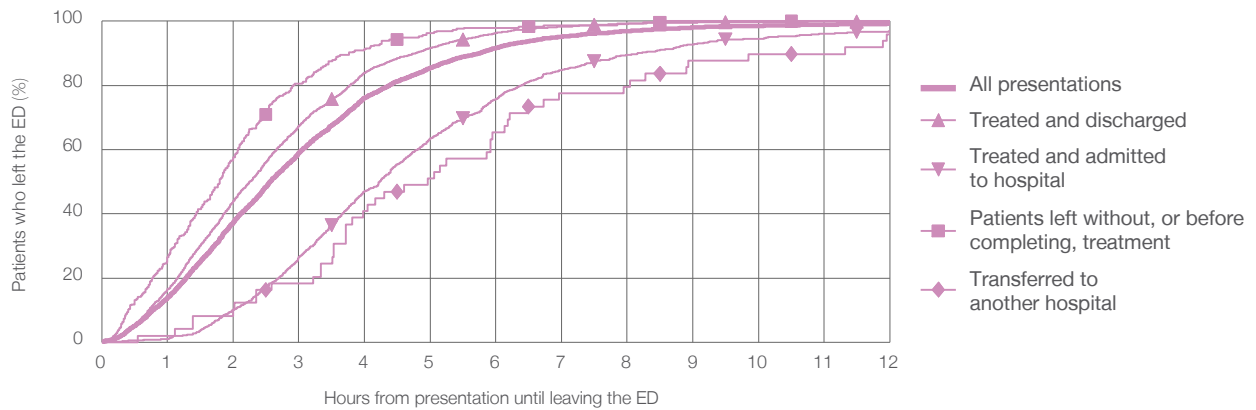
All presentations:<sup>1</sup> 4,665 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,665 patients

Treated and discharged	3,287 (70.5%)
Treated and admitted to hospital	1,002 (21.5%)
Patient left without, or before completing, treatment	297 (6.4%)
Transferred to another hospital	49 (1.1%)
Other	30 (0.6%)

	Same period last year	Change since one year ago
	4,301	8%
	3,025	8.7%
	982	2.0%
	197	50.8%
	59	-16.9%
	38	-21.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.5%	44.1%	67.4%	84.0%	96.3%	99.2%	99.8%	99.9%
Treated and admitted to hospital	1.0%	10.1%	26.4%	47.0%	75.7%	89.5%	94.6%	96.9%
Patient left without, or before completing, treatment	26.6%	57.6%	80.5%	91.2%	98.0%	99.3%	100%	100%
Transferred to another hospital	2.0%	10.2%	18.4%	40.8%	65.3%	79.6%	89.8%	95.9%
All presentations	13.9%	37.4%	59.0%	76.1%	91.7%	96.9%	98.6%	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.

## Goulburn Base Hospital and Health Service: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: <sup>1</sup> 4,665 patients

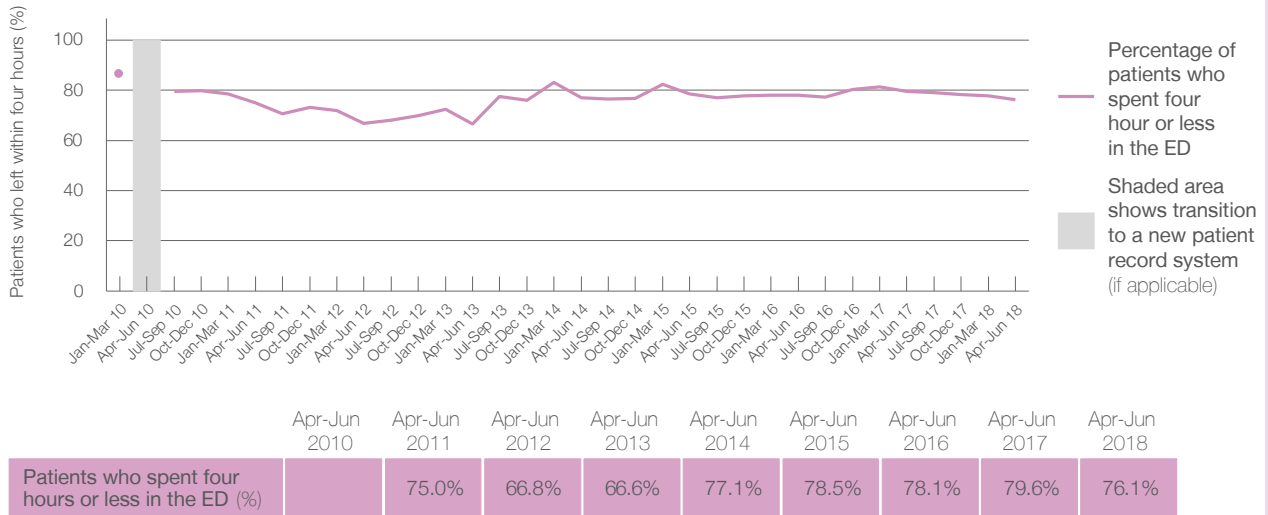
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,665 patients

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	4,301	8%
Presentations used to calculate time to leaving the ED	4,301	8%
Percentage of patients who spent four hours or less in the ED	79.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Patients who spent four hours or less in the ED (%)		75.0%	66.8%	66.6%	77.1%	78.5%	78.1%	79.6%	76.1%

\* 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, January to March 2018*.
- 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 July 2018). Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Grafton Base Hospital: Emergency department (ED) overview

April to June 2018



All presentations:<sup>1</sup> 6,314 patients  
Emergency presentations:<sup>2</sup> 5,855 patients

Same period last year	Change since one year ago
6,251	1%
5,740	2%



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

April to June 2018



**Triage 2** Emergency (e.g. chest pain, severe burns): 627 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,673 patients

Median time to start treatment<sup>4</sup>  20 minutes  
90th percentile time to start treatment<sup>5</sup>  52 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,704 patients

Median time to start treatment<sup>4</sup>  27 minutes  
90th percentile time to start treatment<sup>5</sup>  79 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 797 patients

Median time to start treatment<sup>4</sup>  31 minutes  
90th percentile time to start treatment<sup>5</sup>  92 minutes

Same period last year	NSW (this period)
619	
7 minutes	8 minutes
24 minutes	24 minutes
1,704	
21 minutes	19 minutes
55 minutes	63 minutes
2,491	
31 minutes	24 minutes
90 minutes	95 minutes
902	
34 minutes	21 minutes
93 minutes	96 minutes

## Grafton Base Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,314 patients

Percentage of patients who spent four hours or less in the ED  79%

Same period last year	Change since one year ago
6,251	1%
78%	

\* 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, January to March 2018*.
- 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 July 2018).

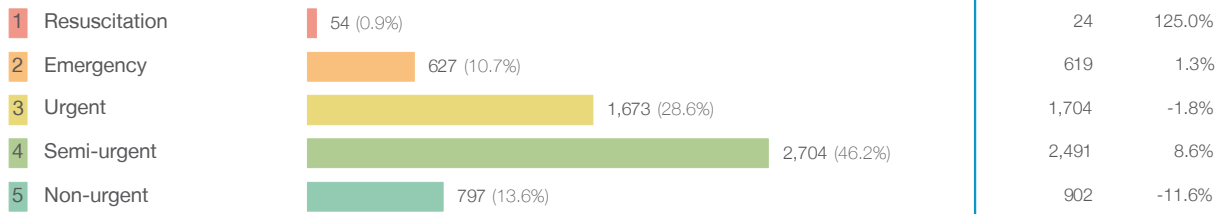


## Grafton Base Hospital: Patients presenting to the emergency department

April to June 2018

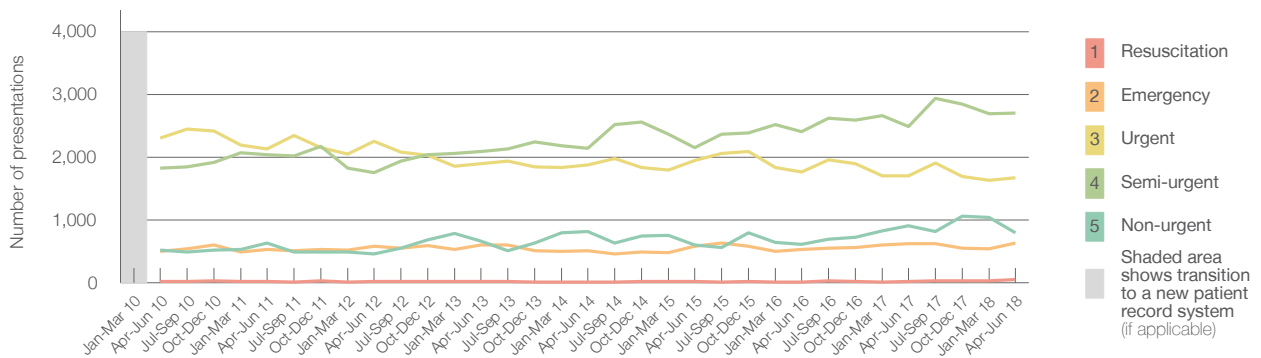
All presentations:<sup>1</sup> 6,314 patients

Emergency presentations<sup>2</sup> by triage category: 5,855 patients



Same period last year	Change since one year ago
6,251	1%
5,740	2%
24	125.0%
619	1.3%
1,704	-1.8%
2,491	8.6%
902	-11.6%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	21	21	22	17	13	15	13	24	54
Emergency	499	525	582	604	505	579	533	619	627
Urgent	2,309	2,130	2,254	1,901	1,877	1,949	1,766	1,704	1,673
Semi-urgent	1,821	2,034	1,750	2,090	2,136	2,155	2,407	2,491	2,704
Non-urgent	517	628	457	661	810	598	613	902	797
All emergency presentations	5,167	5,338	5,065	5,273	5,341	5,296	5,332	5,740	5,855

## Grafton Base Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 577 patients \*\*

ED Transfer of care time



Same period last year	Change since one year ago
500	
14 minutes	-1 minutes
26 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.

(\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

## Grafton Base Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 627

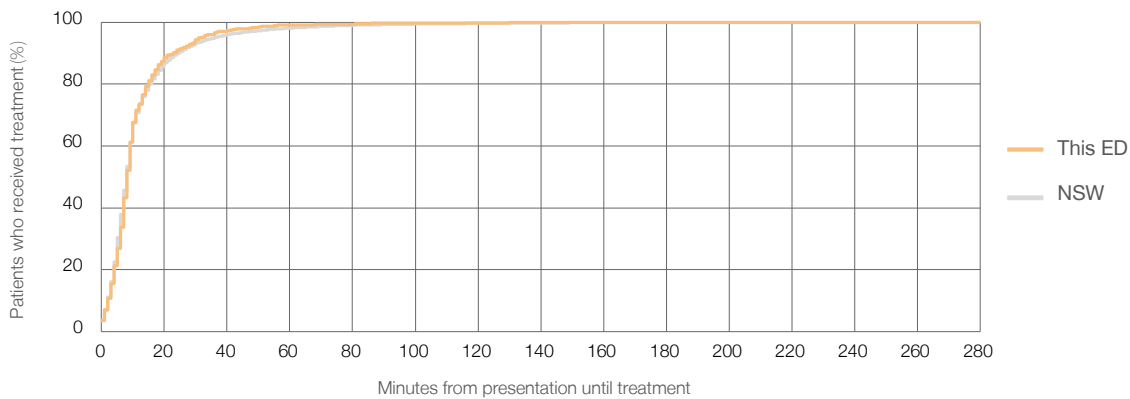
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 625

Median time to start treatment<sup>4</sup> 8 minutes

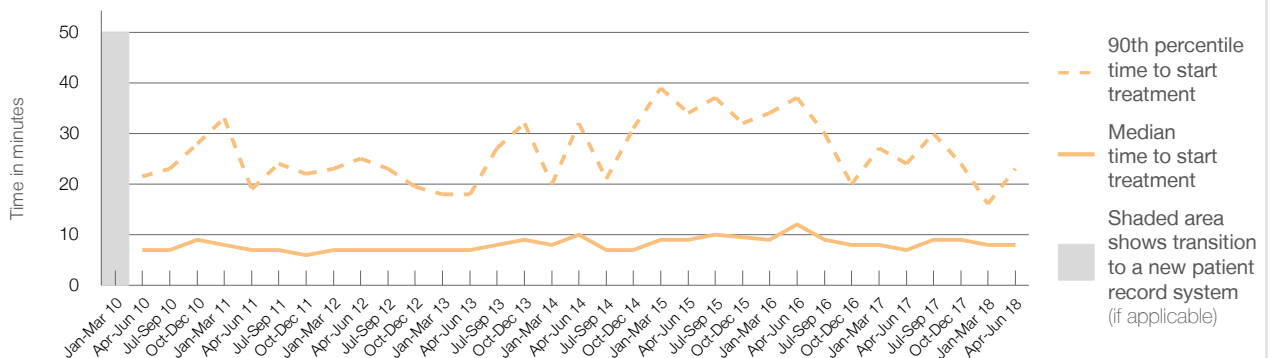
90th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
619	
618	
7 minutes	8 minutes
24 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	7	7	7	7	10	9	12	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	22	19	25	18	32	34	37	24	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.

## Grafton Base Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 1,673

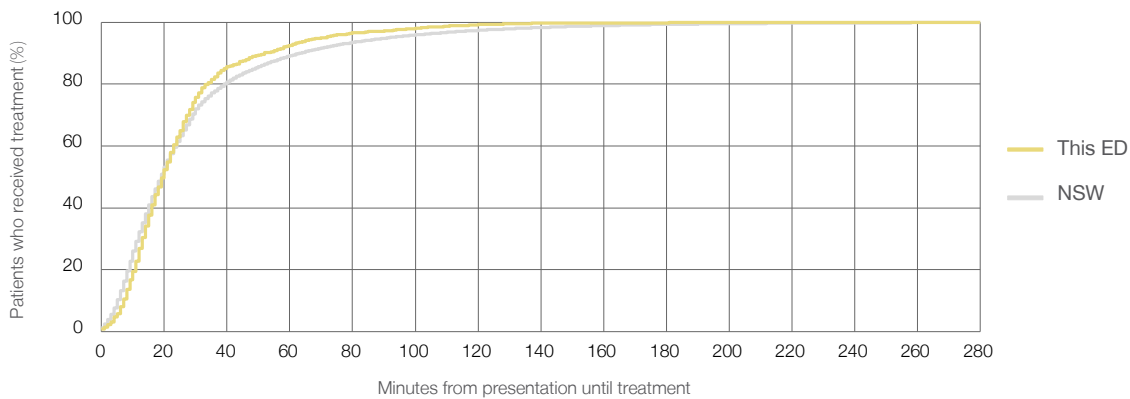
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,661

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

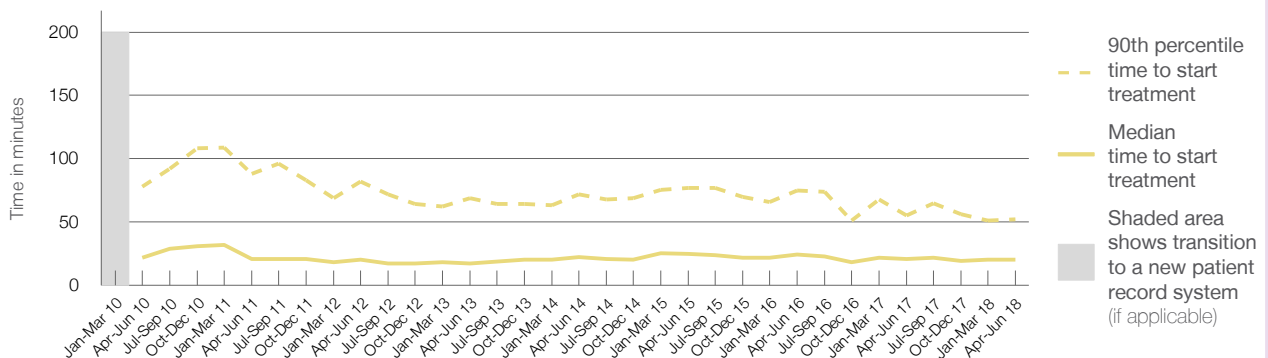
90th percentile time to start treatment<sup>5</sup> 52 minutes

Same period last year	NSW (this period)
1,704	
1,676	
21 minutes	19 minutes
55 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	22	21	20	17	23	25	25	21	20
90th percentile time to start treatment <sup>5</sup> (minutes)	78	88	82	69	72	77	75	55	52

(†) 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.

## Grafton Base Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 2,704

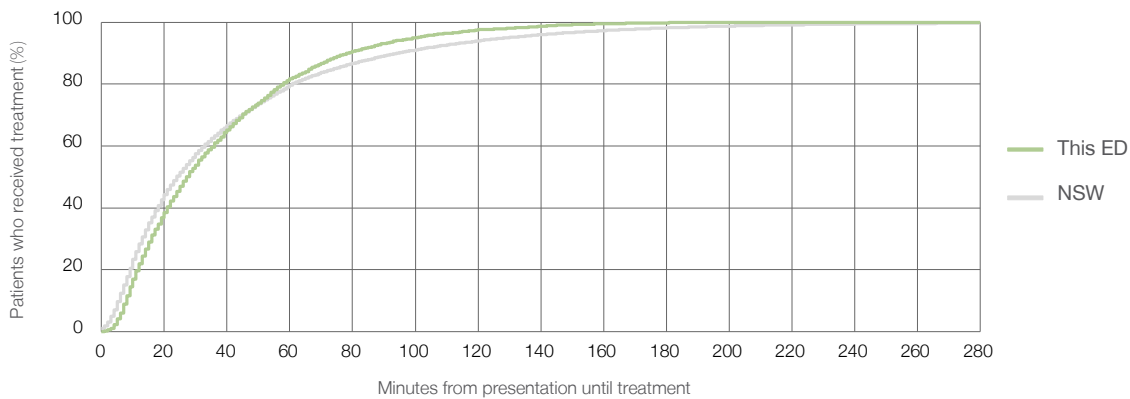
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,611

Median time to start treatment<sup>4</sup>  27 minutes

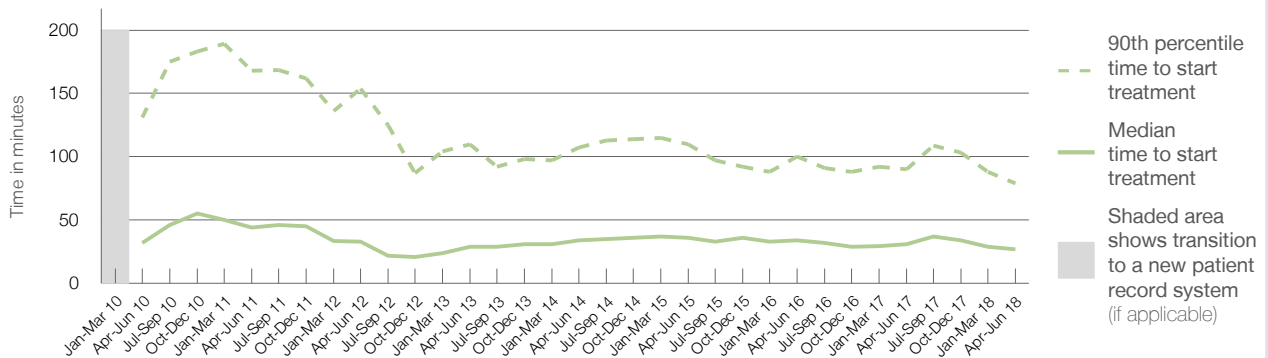
90th percentile time to start treatment<sup>5</sup>  79 minutes

Same period last year	NSW (this period)
2,491	2,386
31 minutes	24 minutes
90 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	32	44	33	29	34	36	34	31	27
90th percentile time to start treatment <sup>5</sup> (minutes)	131	168	154	110	107	110	100	90	79

(†) 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.

## Grafton Base Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 797

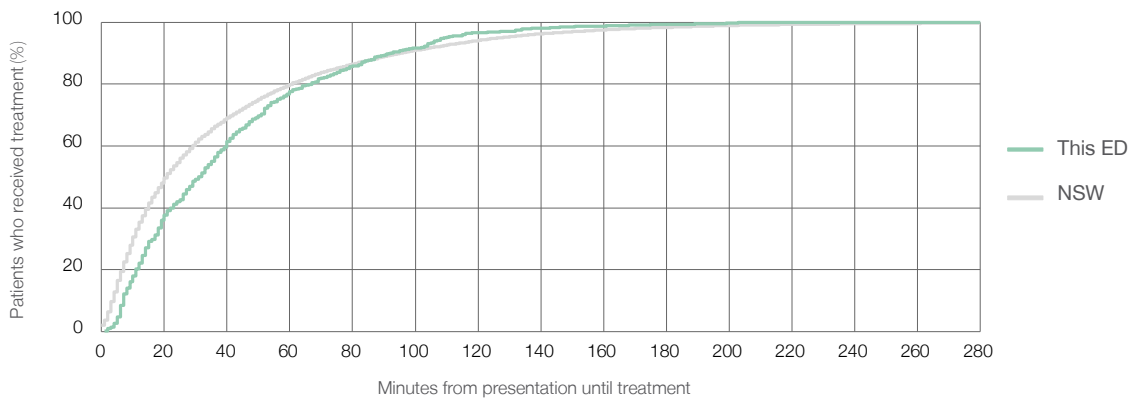
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 724

Median time to start treatment<sup>4</sup> 31 minutes

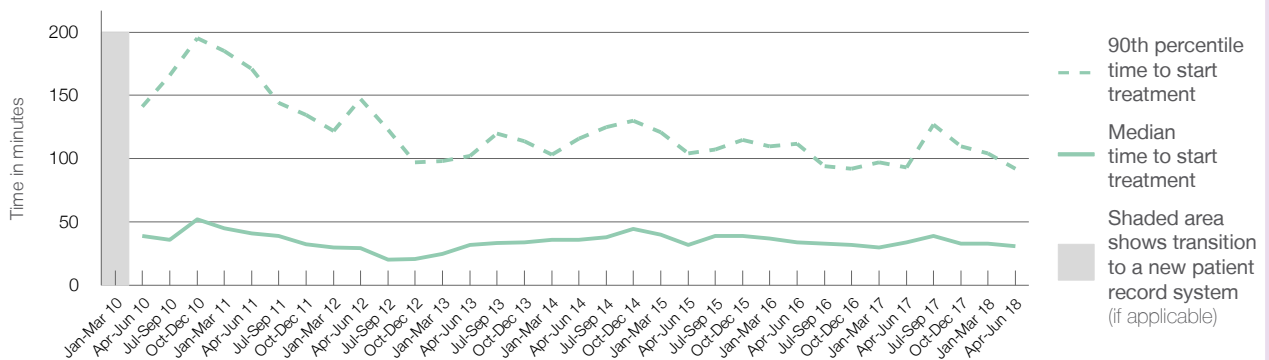
90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
902	
785	
34 minutes	21 minutes
93 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	39	41	30	32	36	32	34	34	31
90th percentile time to start treatment <sup>5</sup> (minutes)	141	171	147	102	116	104	112	93	92

(†) 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.

## Grafton Base Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 6,314 patients

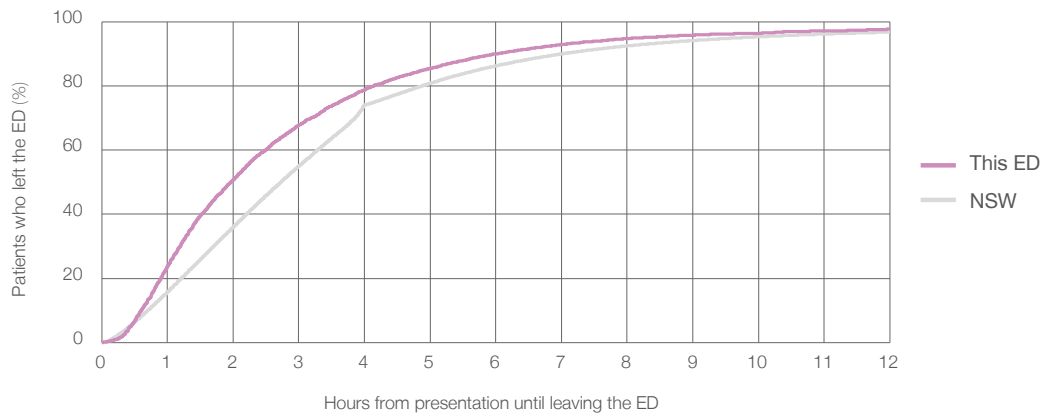
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,314 patients

Median time spent in the ED<sup>8</sup> 1 hours and 58 minutes

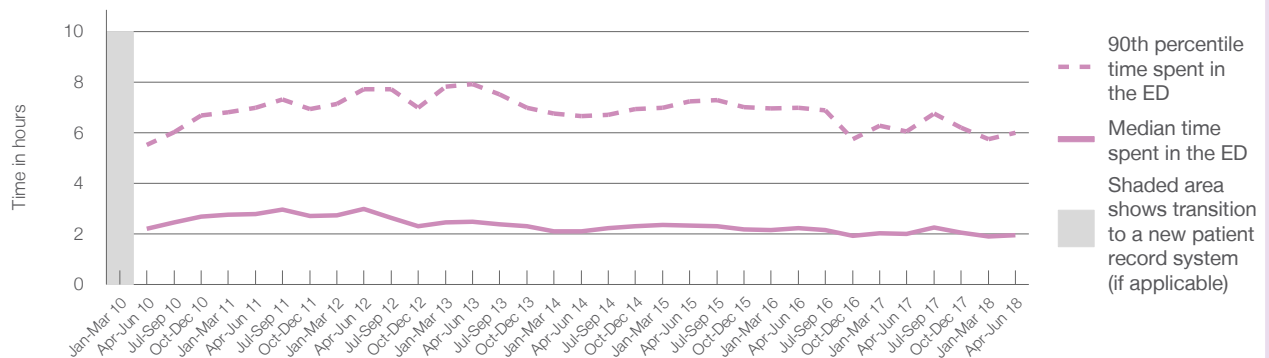
90th percentile time spent in the ED<sup>9</sup> 6 hours and 0 minutes

Same period last year	NSW (this period)
6,251	6,251
2 hours and 0 minutes	2 hours and 44 minutes
6 hours and 4 minutes	7 hours and 1 minutes

### Percentage of patients who left the ED by time, April to June 2018



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 13m	2h 48m	2h 59m	2h 29m	2h 7m	2h 20m	2h 14m	2h 0m	1h 58m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	5h 32m	6h 59m	7h 44m	7h 55m	6h 40m	7h 14m	6h 59m	6h 4m	6h 0m

(†) 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.

**Grafton Base Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

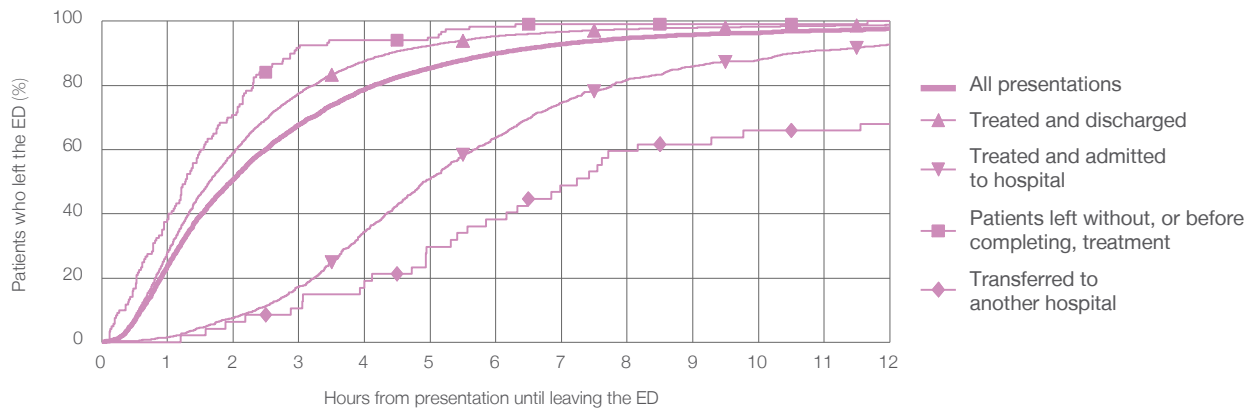
All presentations:<sup>1</sup> 6,314 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,314 patients

Treated and discharged	5,131 (81.3%)
Treated and admitted to hospital	1,004 (15.9%)
Patient left without, or before completing, treatment	120 (1.9%)
Transferred to another hospital	47 (0.7%)
Other	12 (0.2%)

Same period last year	Change since one year ago
6,251	1%
5,099	0.6%
959	4.7%
141	-14.9%
36	30.6%
16	-25.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

Treated and discharged	28.1%	59.1%	77.6%	87.6%	95.4%	97.5%	98.2%	98.8%
Treated and admitted to hospital	1.6%	7.6%	17.3%	34.5%	63.8%	81.8%	87.9%	92.7%
Patient left without, or before completing, treatment	38.3%	70.8%	91.7%	94.2%	98.3%	99.2%	99.2%	100%
Transferred to another hospital	0%	6.4%	10.6%	19.1%	38.3%	59.6%	66.0%	68.1%
All presentations	24.0%	50.8%	67.8%	78.8%	90.0%	94.8%	96.4%	97.7%

(†) 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.

**Grafton Base Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

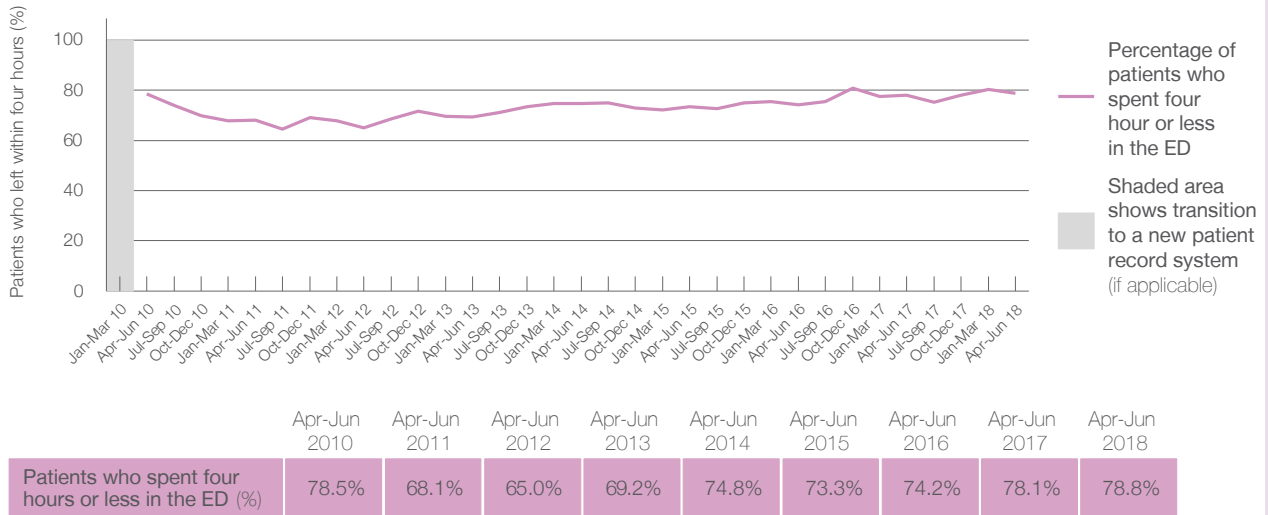
All presentations at the emergency department: <sup>1</sup> 6,314 patients  
 Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,314 patients

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> 6,314 patients	6,251	1%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,314 patients	6,251	1%
Percentage of patients who spent four hours or less in the ED	78.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- 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 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).



## Griffith Base Hospital: Emergency department (ED) overview

April to June 2018



All presentations:<sup>1</sup> 5,150 patients  
Emergency presentations:<sup>2</sup> 4,908 patients

Same period last year	Change since one year ago
4,891	5%
4,723	4%



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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 556 patients

Median time to start treatment<sup>4</sup>  6 minutes  
90th percentile time to start treatment<sup>5</sup>  15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,898 patients

Median time to start treatment<sup>4</sup>  14 minutes  
90th percentile time to start treatment<sup>5</sup>  43 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,779 patients

Median time to start treatment<sup>4</sup>  15 minutes  
90th percentile time to start treatment<sup>5</sup>  83 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 636 patients

Median time to start treatment<sup>4</sup>  21 minutes  
90th percentile time to start treatment<sup>5</sup>  105 minutes

Same period last year	NSW (this period)
548	
7 minutes	8 minutes
19 minutes	24 minutes
1,973	
15 minutes	19 minutes
49 minutes	63 minutes
1,737	
17 minutes	24 minutes
79 minutes	95 minutes
429	
17 minutes	21 minutes
67 minutes	96 minutes

## Griffith Base Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,150 patients

Percentage of patients who spent four hours or less in the ED  81%

Same period last year	Change since one year ago
4,891	5%
81%	

\* 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, January to March 2018*.
- 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.

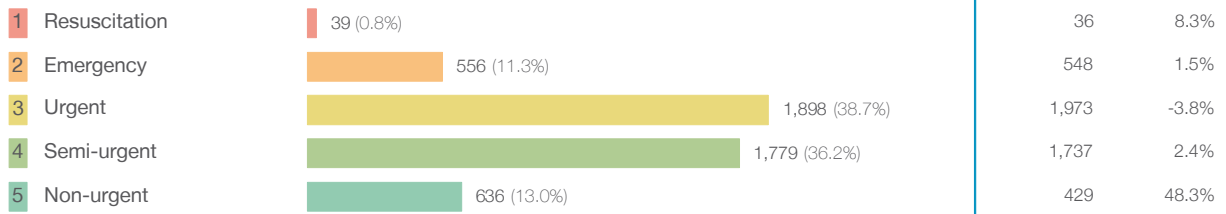
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Griffith Base Hospital: Patients presenting to the emergency department

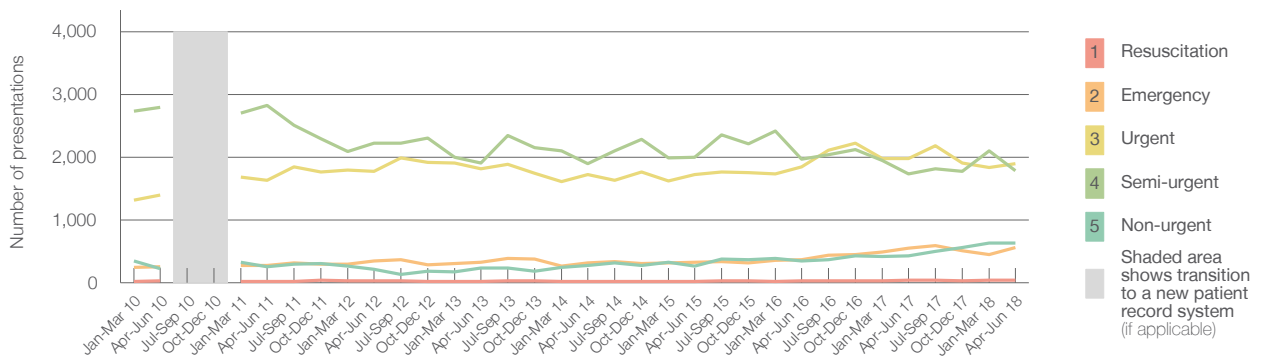
April to June 2018

All presentations:<sup>1</sup> 5,150 patients

Emergency presentations<sup>2</sup> by triage category: 4,908 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	25	21	29	23	21	19	27	36	39
Emergency	249	269	345	322	311	323	361	548	556
Urgent	1,401	1,633	1,771	1,817	1,718	1,723	1,842	1,973	1,898
Semi-urgent	2,792	2,821	2,222	1,902	1,894	2,002	1,967	1,737	1,779
Non-urgent	223	253	214	231	273	262	345	429	636
All emergency presentations	4,690	4,997	4,581	4,295	4,217	4,329	4,542	4,723	4,908

## Griffith Base Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 710 patients

ED Transfer of care time



(†) 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.

## Griffith Base Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 556

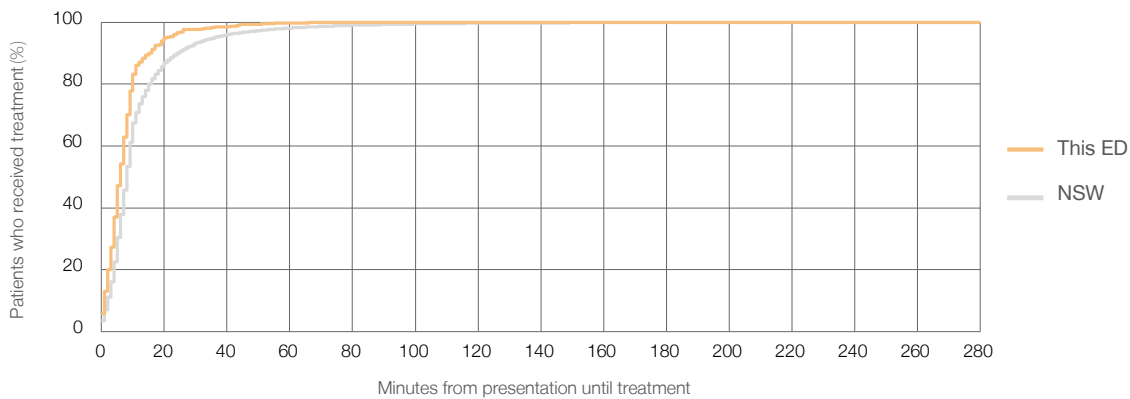
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 552

Median time to start treatment<sup>4</sup> 6 minutes

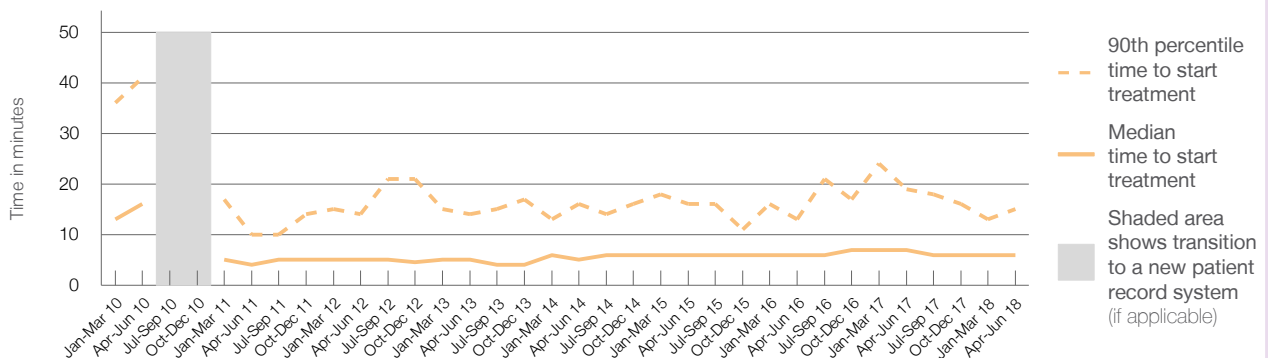
90th percentile time to start treatment<sup>5</sup> 15 minutes

Same period last year	NSW (this period)
548	548
7 minutes	8 minutes
19 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	16	4	5	5	5	6	6	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	41	10	14	14	16	16	13	19	15

(†) 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.

## Griffith Base Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 1,898

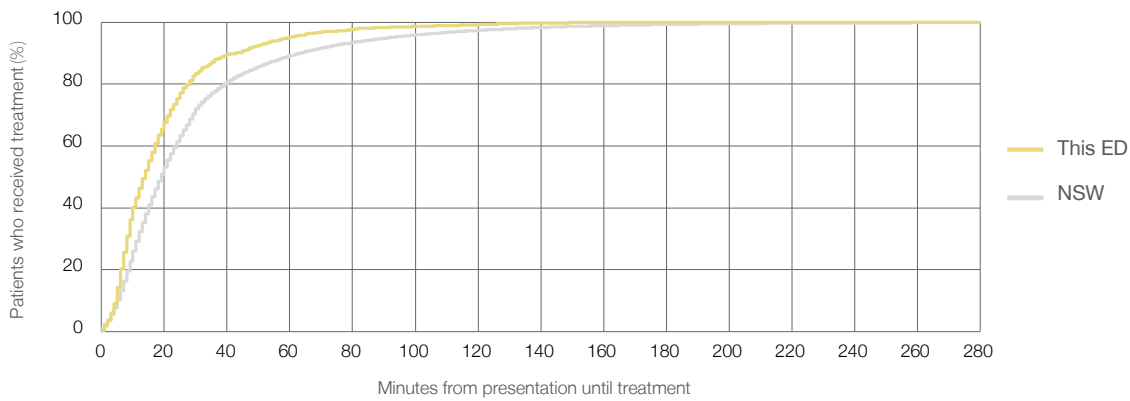
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,863

Median time to start treatment<sup>4</sup> 14 minutes

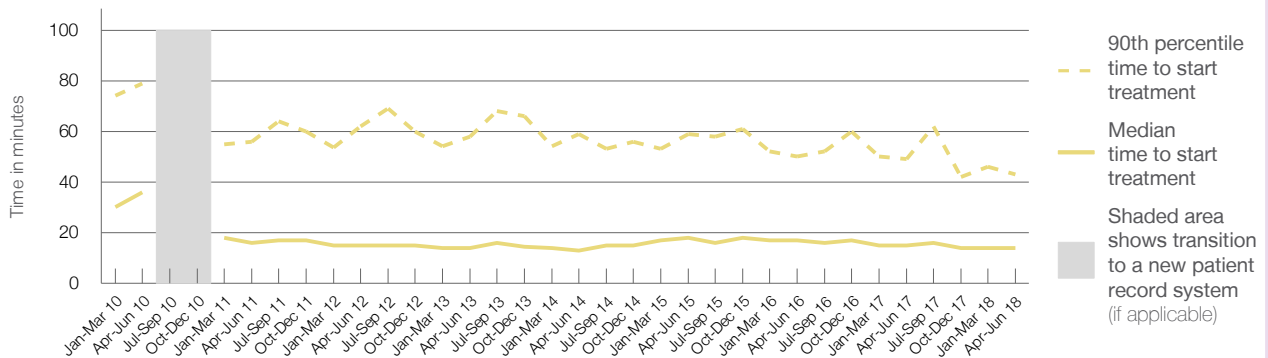
90th percentile time to start treatment<sup>5</sup> 43 minutes

Same period last year	NSW (this period)
1,973	
1,941	
15 minutes	19 minutes
49 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	36	16	15	14	13	18	17	15	14
90th percentile time to start treatment <sup>5</sup> (minutes)	79	56	62	58	59	59	50	49	43

(†) 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.

## Griffith Base Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 1,779

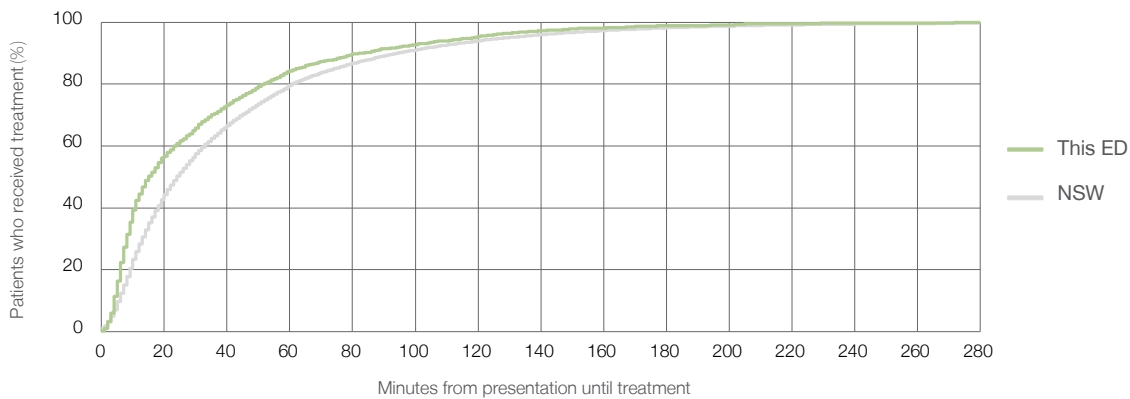
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,699

Median time to start treatment<sup>4</sup>  15 minutes

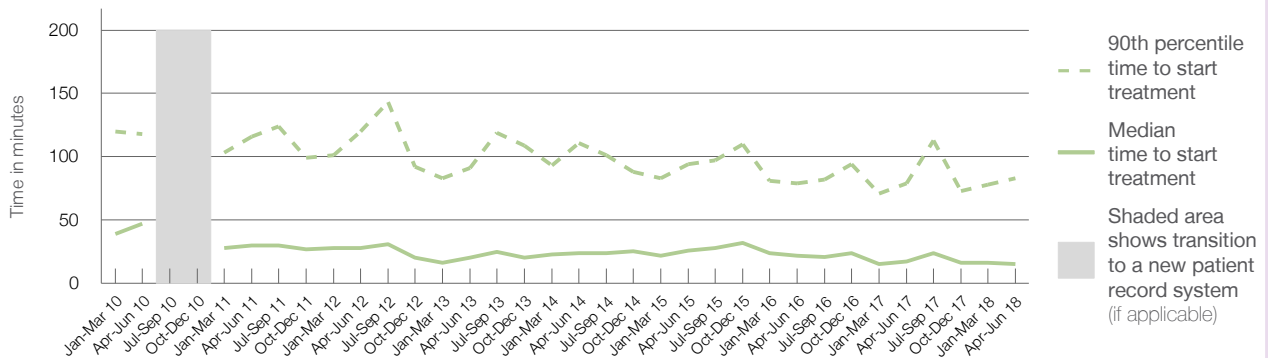
90th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
1,737	1,676
17 minutes	24 minutes
79 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	47	30	28	20	24	26	22	17	15
90th percentile time to start treatment <sup>5</sup> (minutes)	118	116	120	91	111	94	79	79	83

(†) 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.

## Griffith Base Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 636

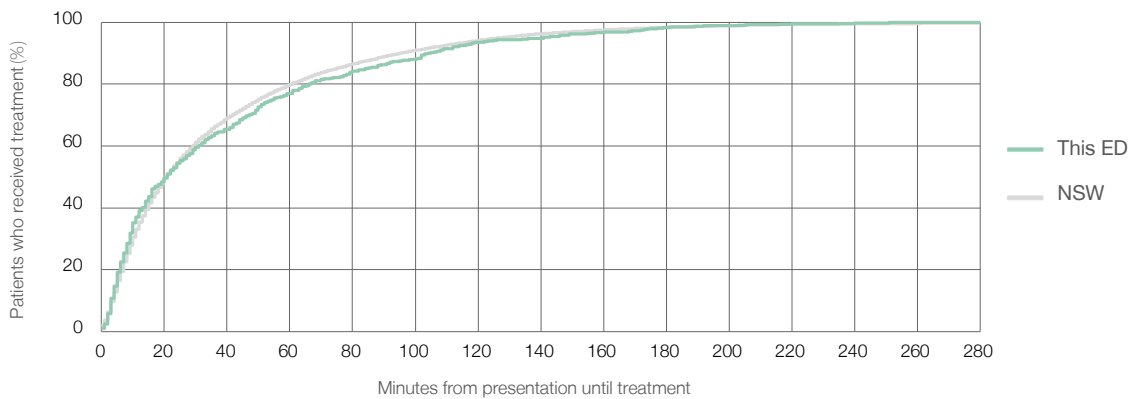
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 579

Median time to start treatment<sup>4</sup> 21 minutes

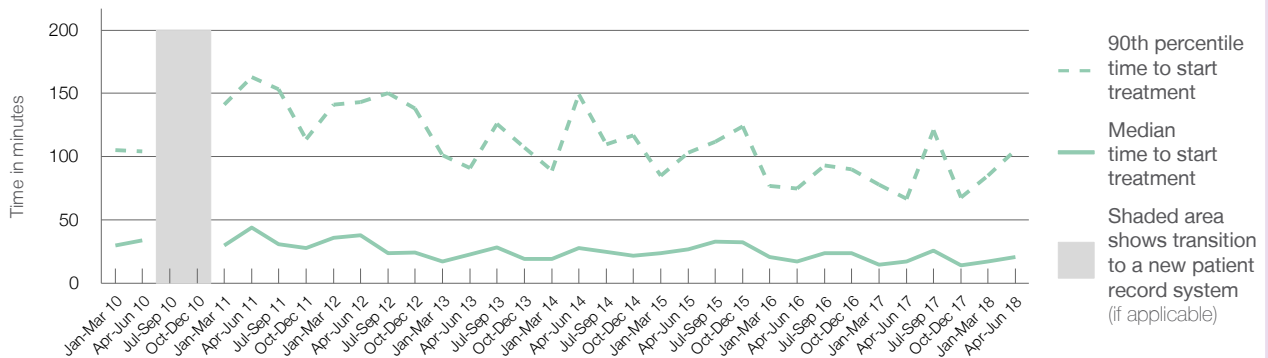
90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
429	
399	
17 minutes	21 minutes
67 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	34	44	38	23	28	27	17	17	21
90th percentile time to start treatment <sup>5</sup> (minutes)	104	163	143	91	149	103	75	67	105

(†) 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.

## Griffith Base Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 5,150 patients

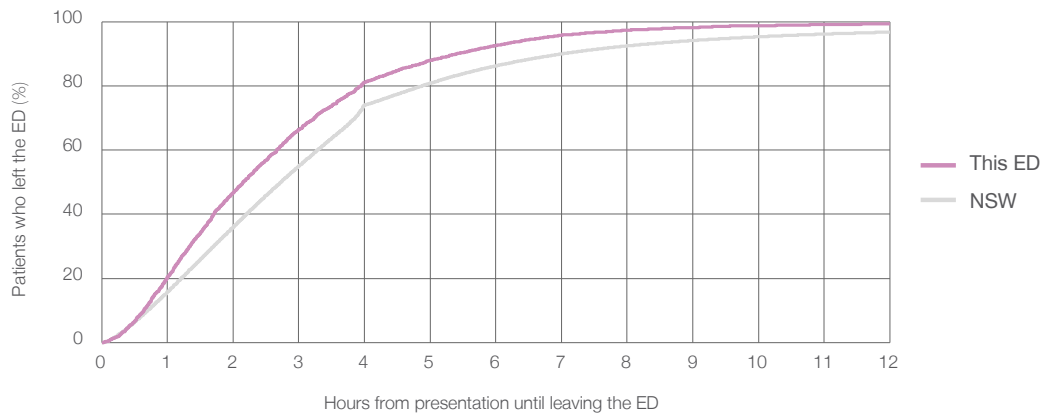
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,150 patients

Median time spent in the ED<sup>8</sup>  2 hours and 10 minutes

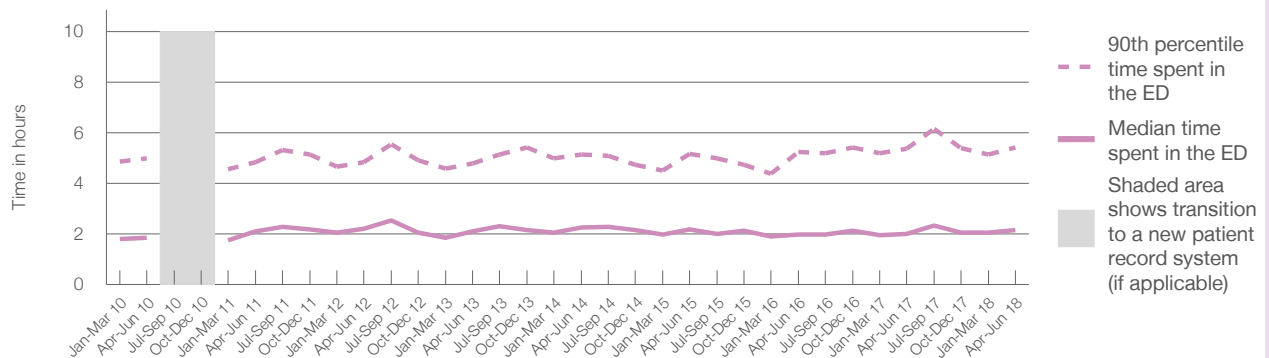
90th percentile time spent in the ED<sup>9</sup>  5 hours and 25 minutes

Same period last year	NSW (this period)
4,891	4,891
2 hours and 1 minutes	2 hours and 44 minutes
5 hours and 23 minutes	7 hours and 1 minutes

### Percentage of patients who left the ED by time, April to June 2018



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 52m	2h 6m	2h 13m	2h 6m	2h 15m	2h 11m	1h 59m	2h 1m	2h 10m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 59m	4h 51m	4h 51m	4h 47m	5h 8m	5h 10m	5h 14m	5h 23m	5h 25m

(†) 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.

**Griffith Base Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2018

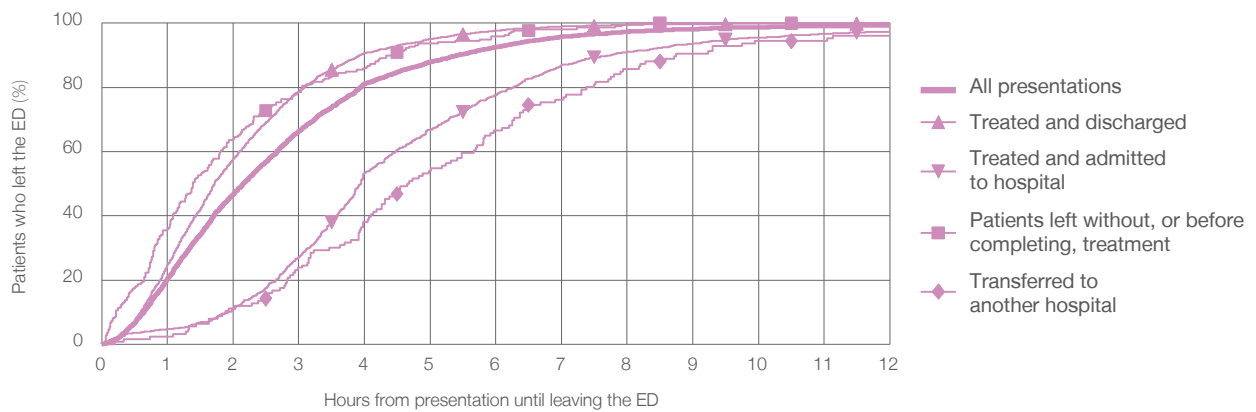
All presentations:<sup>1</sup> 5,150 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,150 patients

Treated and discharged	3,684 (71.5%)
Treated and admitted to hospital	1,106 (21.5%)
Patient left without, or before completing, treatment	220 (4.3%)
Transferred to another hospital	126 (2.4%)
Other	14 (0.3%)

Same period last year	Change since one year ago
4,891	5%
3,602	2.3%
1,078	2.6%
137	60.6%
64	96.9%
10	40.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

Treated and discharged	24.8%	57.7%	78.8%	90.7%	97.7%	99.5%	99.8%	99.9%
Treated and admitted to hospital	4.7%	10.9%	27.1%	53.4%	77.6%	91.0%	95.5%	97.4%
Patient left without, or before completing, treatment	35.9%	64.1%	78.6%	85.9%	95.9%	99.5%	100%	100%
Transferred to another hospital	2.4%	11.1%	23.8%	38.1%	66.7%	85.7%	94.4%	96.0%
All presentations	20.5%	46.9%	66.4%	81.2%	92.6%	97.4%	98.8%	99.3%

(†) 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.



**Griffith Base Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 5,150 patients

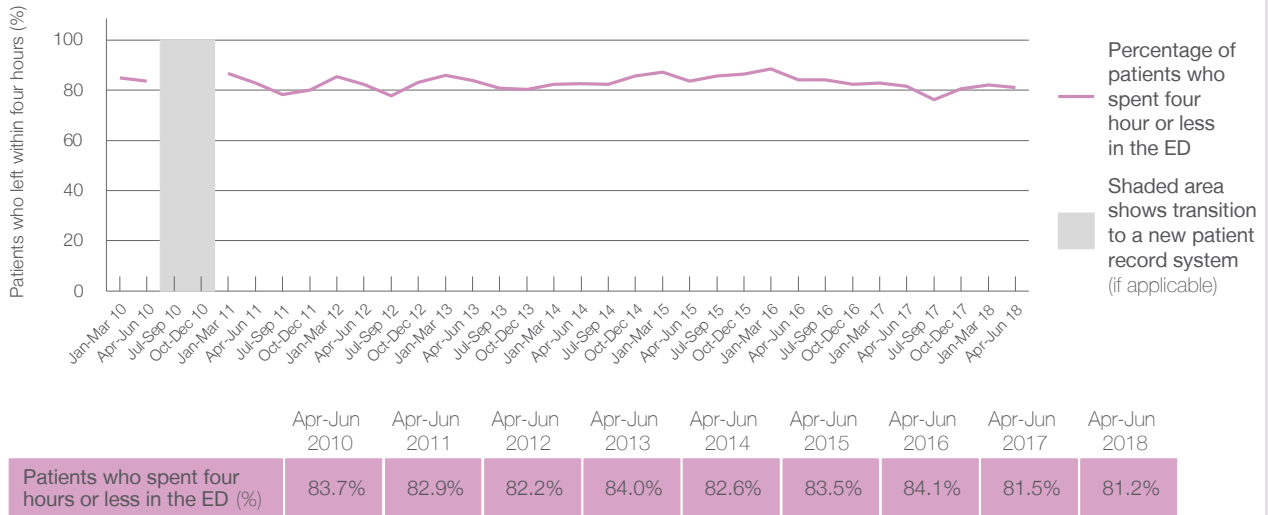
Presentations used to calculate time to leaving the ED: <sup>6</sup> 5,150 patients

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	4,891	5%
Presentations used to calculate time to leaving the ED	4,891	5%
Percentage of patients who spent four hours or less in the ED	81.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
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- 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 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Hawkesbury District Health Services: Emergency department (ED) overview

April to June 2018



All presentations:<sup>1</sup> 6,280 patients  
Emergency presentations:<sup>2</sup> 6,042 patients

Same period last year	Change since one year ago
5,965	5%
5,655	7%



## Hawkesbury District Health Services: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 822 patients

Median time to start treatment<sup>4</sup>  12 minutes  
90th percentile time to start treatment<sup>5</sup>  29 minutes



**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,830 patients

Median time to start treatment<sup>4</sup>  15 minutes  
90th percentile time to start treatment<sup>5</sup>  55 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,074 patients

Median time to start treatment<sup>4</sup>  15 minutes  
90th percentile time to start treatment<sup>5</sup>  89 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 300 patients

Median time to start treatment<sup>4</sup>  15 minutes  
90th percentile time to start treatment<sup>5</sup>  77 minutes

Same period last year	NSW (this period)
688	
12 minutes	8 minutes
30 minutes	24 minutes
1,879	
17 minutes	19 minutes
51 minutes	63 minutes
2,762	
17 minutes	24 minutes
77 minutes	95 minutes
298	
14 minutes	21 minutes
40 minutes	96 minutes

## Hawkesbury District Health Services: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,280 patients

Percentage of patients who spent four hours or less in the ED  73%

Same period last year	Change since one year ago
5,965	5%
70%	

\* 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, January to March 2018*.
- 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.

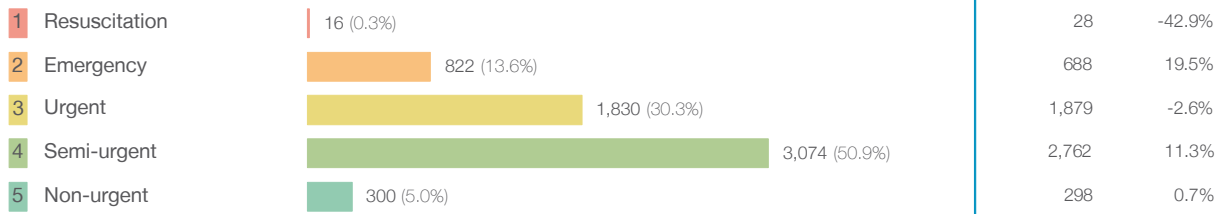
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Hawkesbury District Health Services: Patients presenting to the emergency department

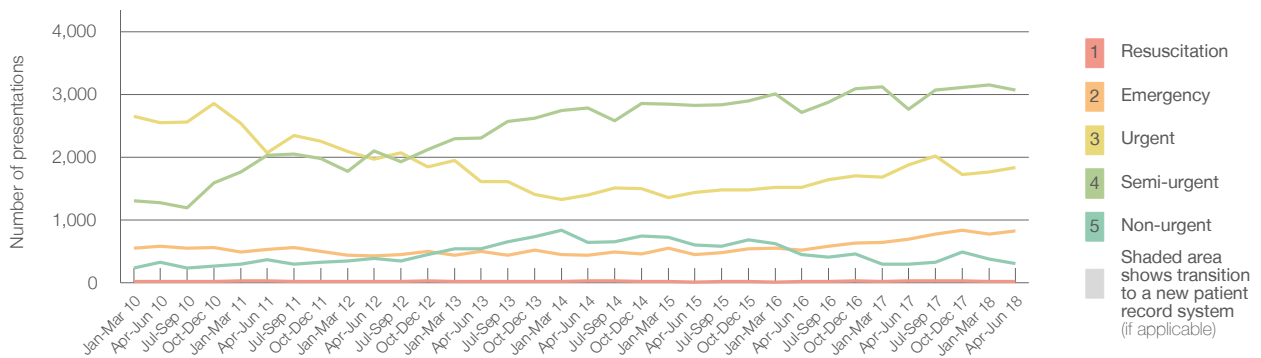
April to June 2018

All presentations:<sup>1</sup> 6,280 patients

Emergency presentations<sup>2</sup> by triage category: 6,042 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	23	29	16	18	25	8	24	28	16
Emergency	576	533	430	494	436	445	523	688	822
Urgent	2,547	2,072	1,963	1,613	1,392	1,442	1,515	1,879	1,830
Semi-urgent	1,272	2,024	2,105	2,303	2,780	2,820	2,709	2,762	3,074
Non-urgent	323	362	385	542	637	600	448	298	300
All emergency presentations	4,741	5,020	4,899	4,970	5,270	5,315	5,219	5,655	6,042

## Hawkesbury District Health Services: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 974 patients

ED Transfer of care time



(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Hawkesbury District Health Services: Time patients waited to start treatment, triage 2 April to June 2018

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

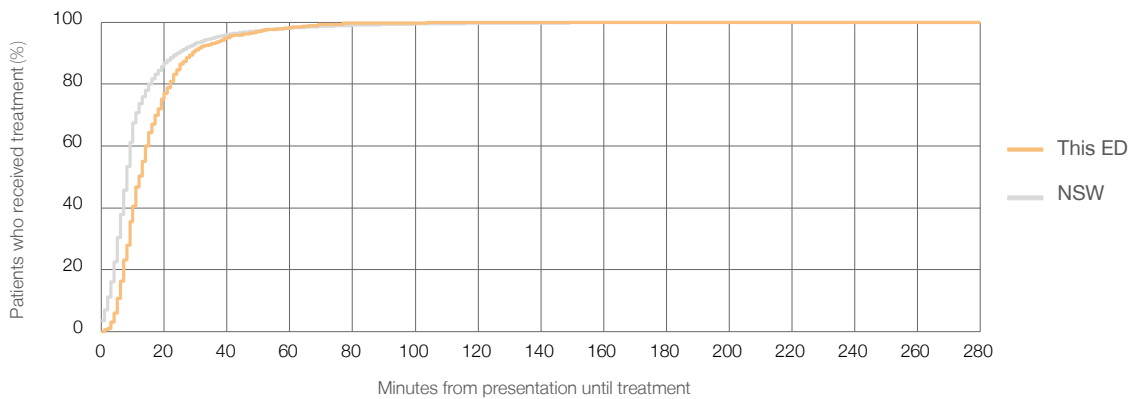
Number of triage 2 patients: 822

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 822

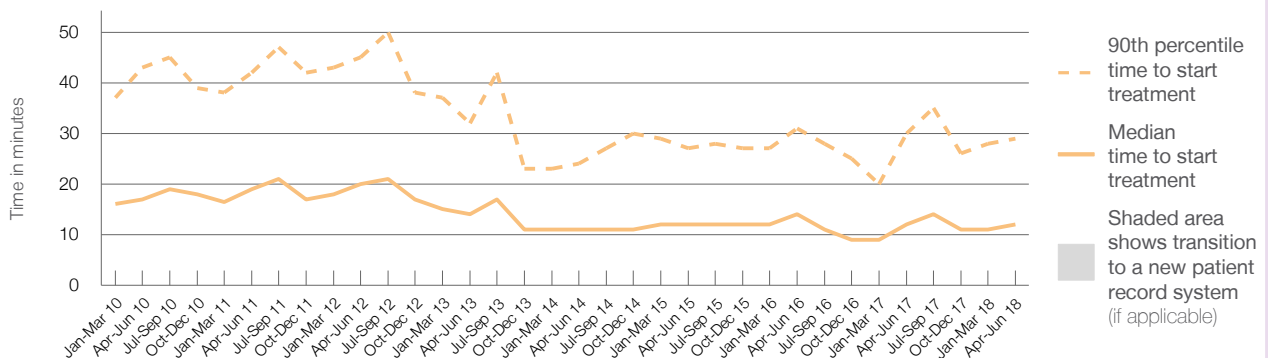
Median time to start treatment<sup>4</sup> ■ 12 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 29 minutes

Same period last year	NSW (this period)
688	688
12 minutes	8 minutes
30 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	17	19	20	14	11	12	14	12	12
90th percentile time to start treatment <sup>5</sup> (minutes)	43	42	45	32	24	27	31	30	29

(†) 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.  
 (§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Hawkesbury District Health Services: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 1,830

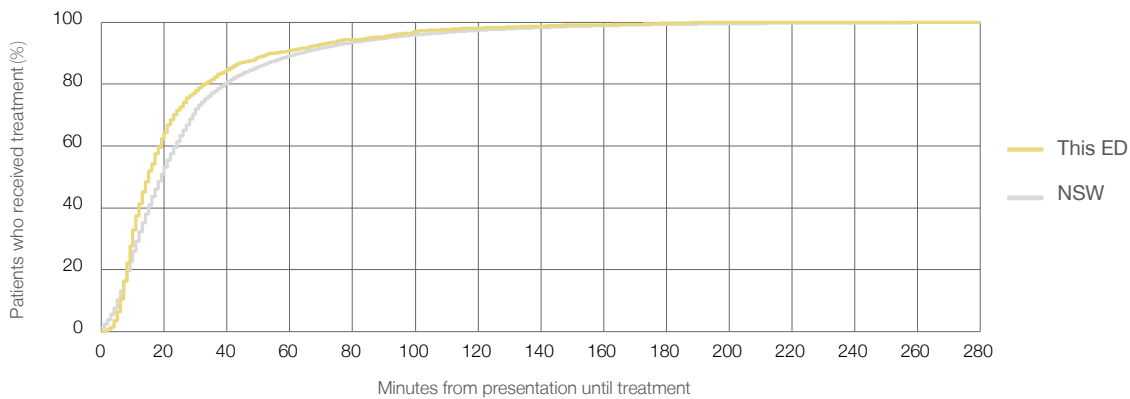
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,827

Median time to start treatment<sup>4</sup> 15 minutes

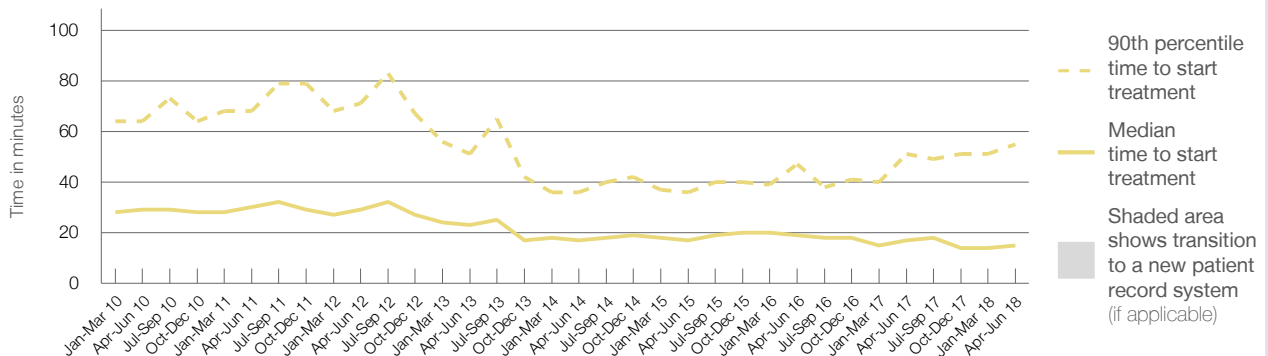
90th percentile time to start treatment<sup>5</sup> 55 minutes

Same period last year	NSW (this period)
1,879	
1,870	
17 minutes	19 minutes
51 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	29	30	29	23	17	17	19	17	15
90th percentile time to start treatment <sup>5</sup> (minutes)	64	68	71	51	36	36	47	51	55

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Hawkesbury District Health Services: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 3,074

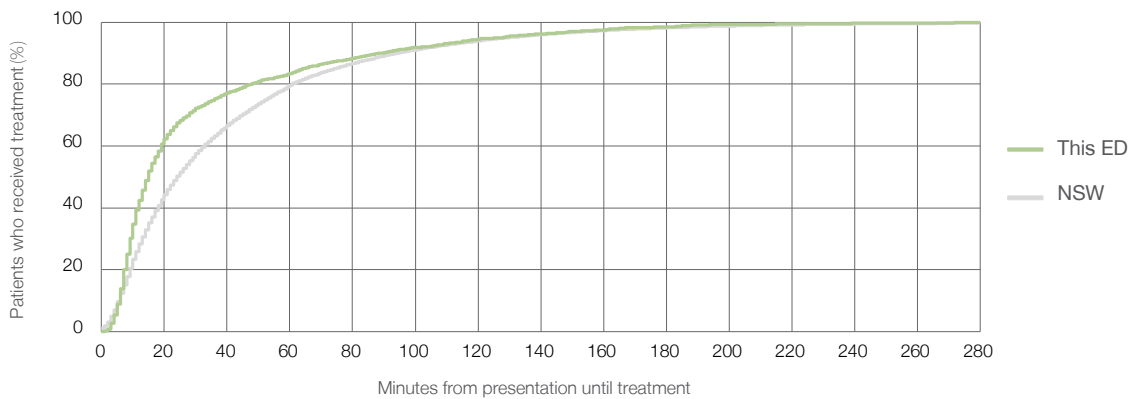
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,026

Median time to start treatment<sup>4</sup>  15 minutes

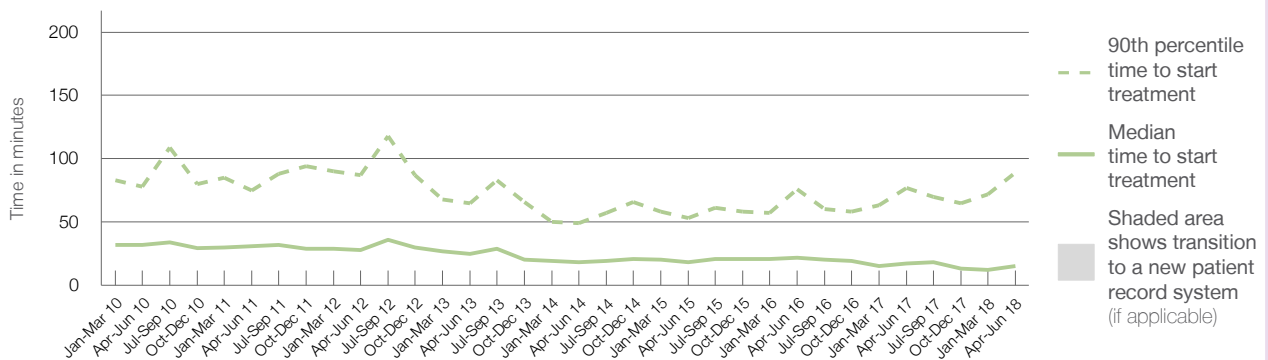
90th percentile time to start treatment<sup>5</sup>  89 minutes

Same period last year	NSW (this period)
2,762	2,713
17 minutes	24 minutes
77 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	32	31	28	25	18	18	22	17	15
90th percentile time to start treatment <sup>5</sup> (minutes)	78	75	87	65	49	53	76	77	89

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Hawkesbury District Health Services: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 300

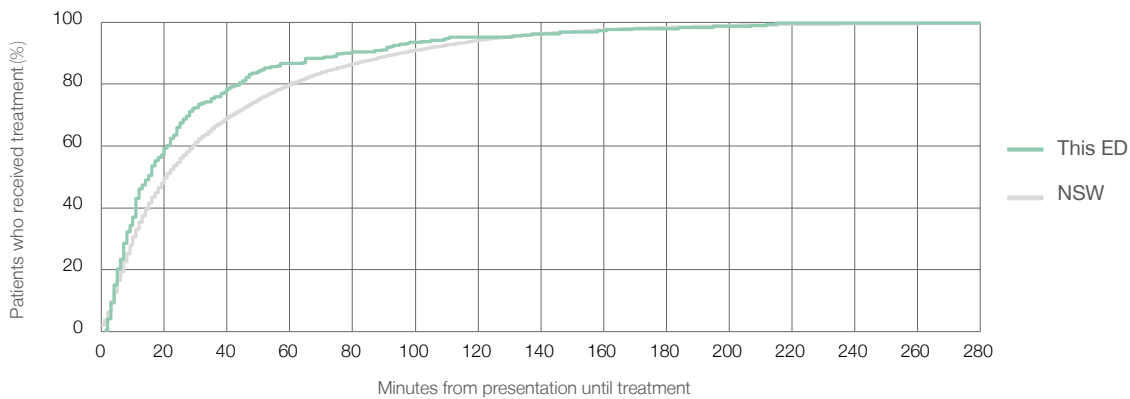
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 291

Median time to start treatment<sup>4</sup>  15 minutes

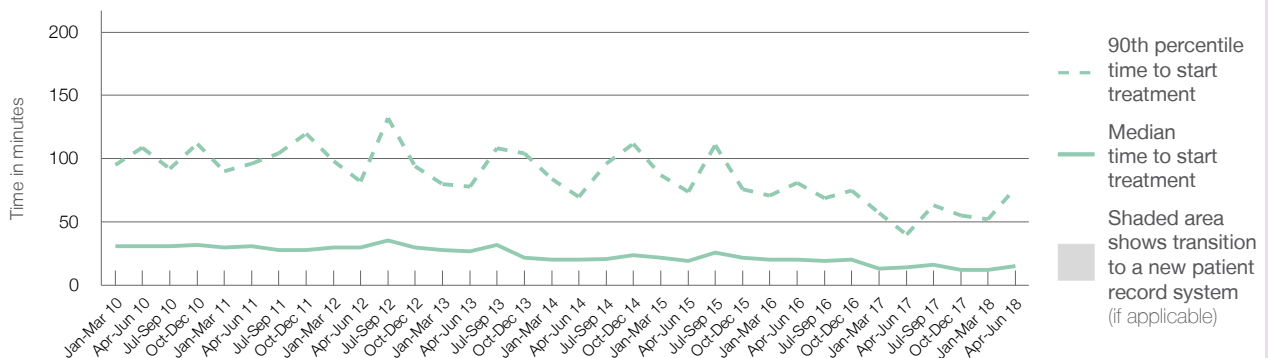
90th percentile time to start treatment<sup>5</sup>  77 minutes

Same period last year	NSW (this period)
298	
279	
14 minutes	21 minutes
40 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	31	31	30	27	20	19	21	14	15
90th percentile time to start treatment <sup>5</sup> (minutes)	109	96	82	78	70	74	81	40	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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Hawkesbury District Health Services: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 6,280 patients

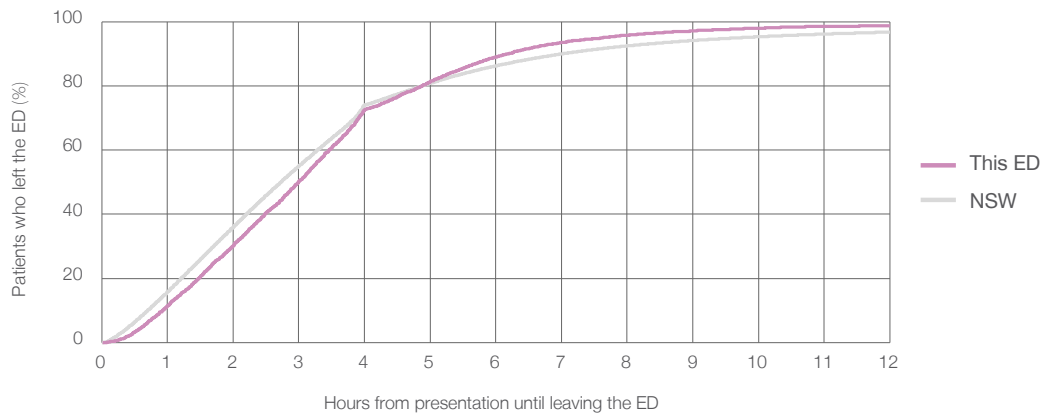
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,280 patients

Median time spent in the ED<sup>8</sup> 3 hours and 0 minutes

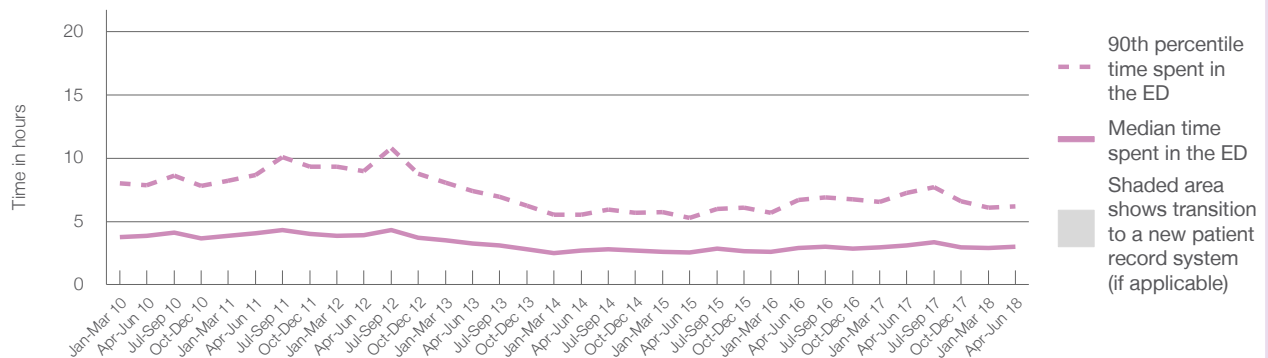
90th percentile time spent in the ED<sup>9</sup> 6 hours and 11 minutes

Same period last year	NSW (this period)
5,965	5,965
3 hours and 7 minutes	2 hours and 44 minutes
7 hours and 14 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 53m	4h 5m	3h 56m	3h 17m	2h 41m	2h 33m	2h 55m	3h 7m	3h 0m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 51m	8h 39m	8h 58m	7h 25m	5h 31m	5h 18m	6h 43m	7h 14m	6h 11m

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

April to June 2018

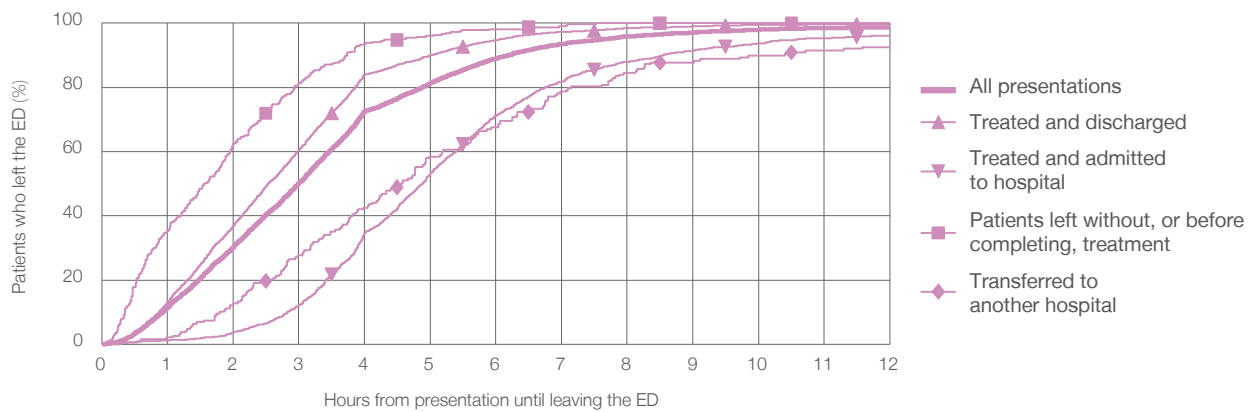
All presentations:<sup>1</sup> 6,280 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,280 patients

Treated and discharged	4,390 (69.9%)
Treated and admitted to hospital	1,364 (21.7%)
Patient left without, or before completing, treatment	328 (5.2%)
Transferred to another hospital	188 (3.0%)
Other	10 (0.2%)

	Same period last year	Change since one year ago
	5,965	5%
	3,992	10.0%
	1,342	1.6%
	393	-16.5%
	201	-6.5%
	37	-73.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018 <sup>†† §</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.2%	36.9%	60.6%	84.0%	94.8%	98.4%	99.5%	99.7%
Treated and admitted to hospital	1.2%	3.7%	12.1%	34.7%	71.1%	88.0%	93.7%	96.2%
Patient left without, or before completing, treatment	35.4%	62.5%	81.4%	93.6%	98.2%	100%	100%	100%
Transferred to another hospital	2.1%	12.8%	27.7%	42.6%	67.6%	84.6%	89.9%	92.6%
All presentations	11.5%	30.4%	50.2%	72.6%	89.0%	95.8%	98.0%	98.8%

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Hawkesbury District Health Services: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2018

All presentations at the emergency department: <sup>1</sup> 6,280 patients

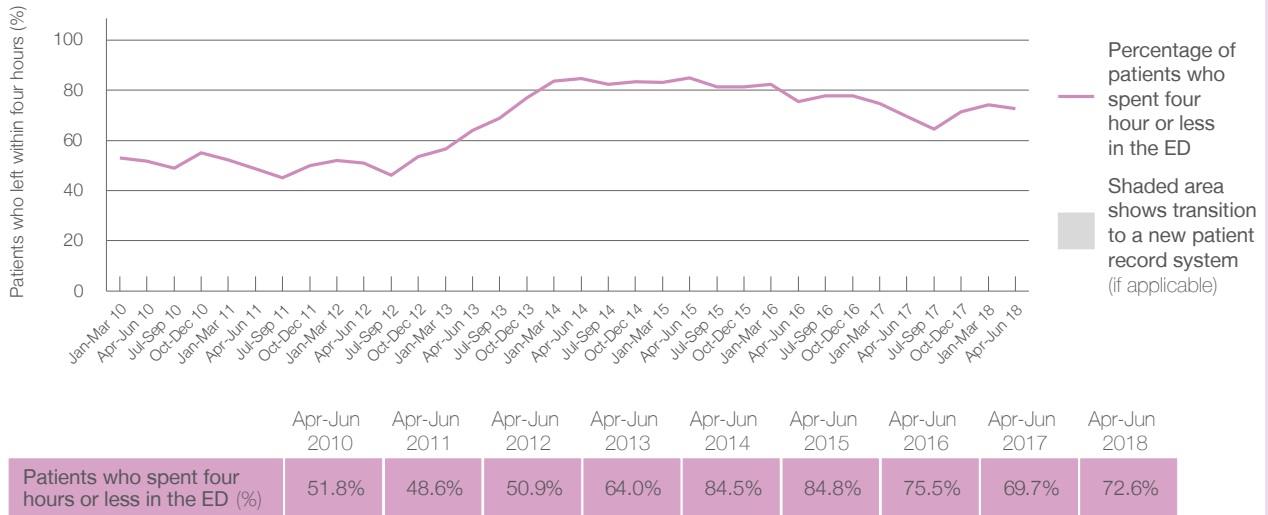
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,280 patients

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	5,965	5%
Presentations used to calculate time to leaving the ED	5,965	5%
Percentage of patients who spent four hours or less in the ED	69.7%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- 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 July 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Mount Druitt Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 8,615 patients  
 Emergency presentations:<sup>2</sup> 8,557 patients

Same period last year	Change since one year ago
8,331	3%
8,219	4%

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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,692 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,392 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,614 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 90th percentile time to start treatment<sup>5</sup> 83 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 817 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
1,399	
10 minutes	8 minutes
25 minutes	24 minutes
3,461	
28 minutes	19 minutes
103 minutes	63 minutes
2,436	
42 minutes	24 minutes
132 minutes	95 minutes
897	
39 minutes	21 minutes
124 minutes	96 minutes

## Mount Druitt Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,609 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
8,324	3%
69%	

\* 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, January to March 2018*.
- 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.

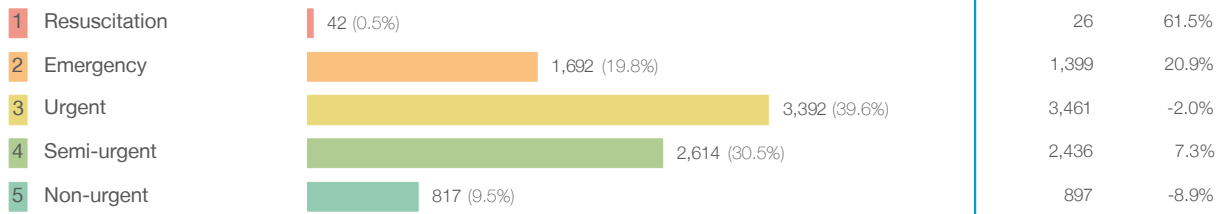
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Mount Druiitt Hospital: Patients presenting to the emergency department

April to June 2018

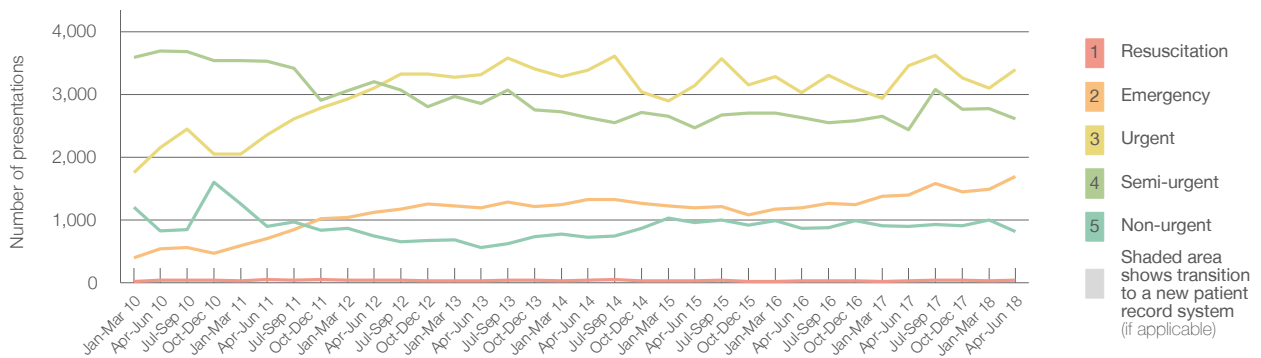
All presentations:<sup>1</sup> 8,615 patients

Emergency presentations<sup>2</sup> by triage category: 8,557 patients



Same period last year	Change since one year ago
8,331	3%
8,219	4%
26	61.5%
1,399	20.9%
3,461	-2.0%
2,436	7.3%
897	-8.9%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



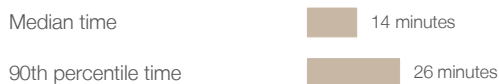
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	35	48	39	29	39	27	25	26	42
Emergency	544	700	1,125	1,189	1,326	1,190	1,188	1,399	1,692
Urgent	2,147	2,359	3,095	3,311	3,386	3,142	3,027	3,461	3,392
Semi-urgent	3,687	3,533	3,197	2,852	2,632	2,469	2,633	2,436	2,614
Non-urgent	827	895	747	560	720	958	861	897	817
All emergency presentations	7,240	7,535	8,203	7,941	8,103	7,786	7,734	8,219	8,557

## Mount Druiitt Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,056 patients

ED Transfer of care time



Same period last year	Change since one year ago
818	
16 minutes	-2 minutes
35 minutes	-9 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.

## Mount Druitt Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 1,692

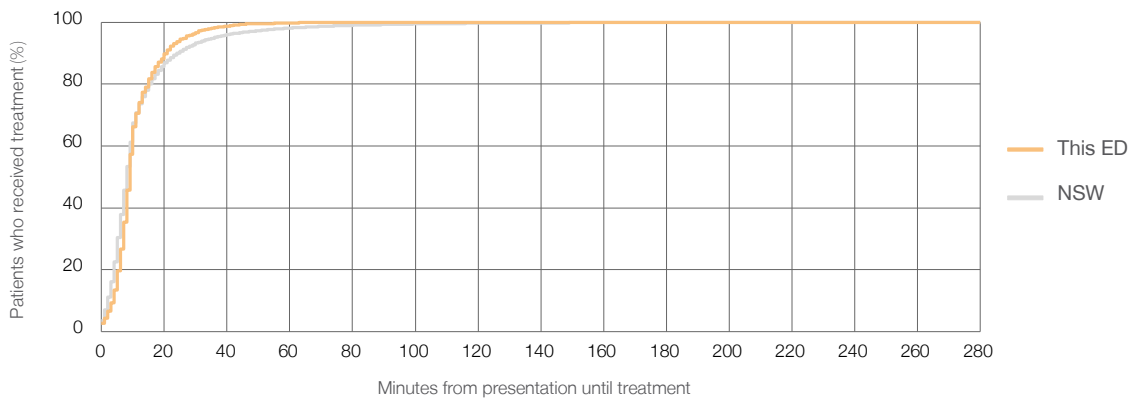
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,685

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

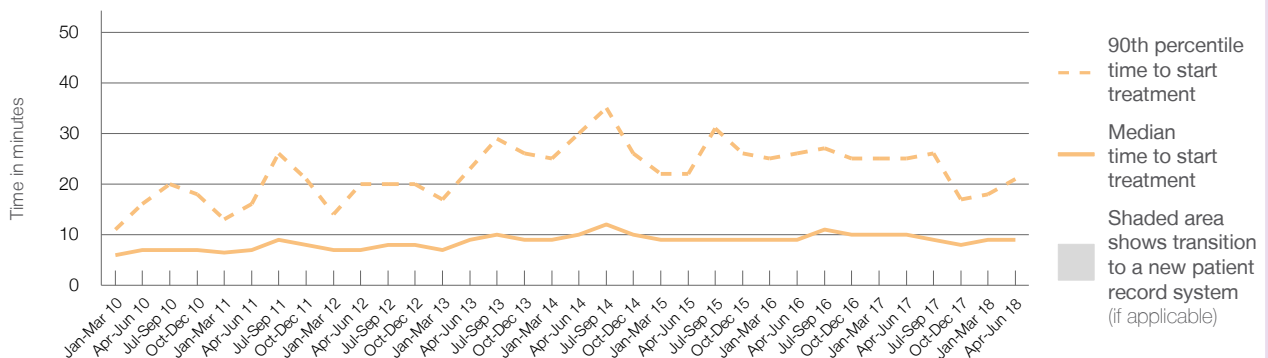
90th percentile time to start treatment<sup>5</sup>  21 minutes

Same period last year	NSW (this period)
1,399	1,392
10 minutes	8 minutes
25 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	7	7	7	9	10	9	9	10	9
90th percentile time to start treatment <sup>5</sup> (minutes)	16	16	20	23	30	22	26	25	21

(†) 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.

## Mount Druitt Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 3,392

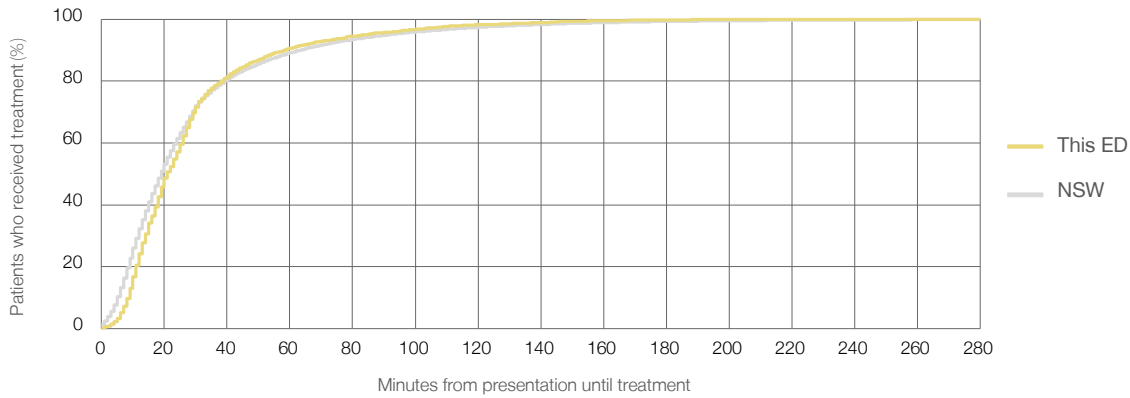
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,290

Median time to start treatment<sup>4</sup>  21 minutes

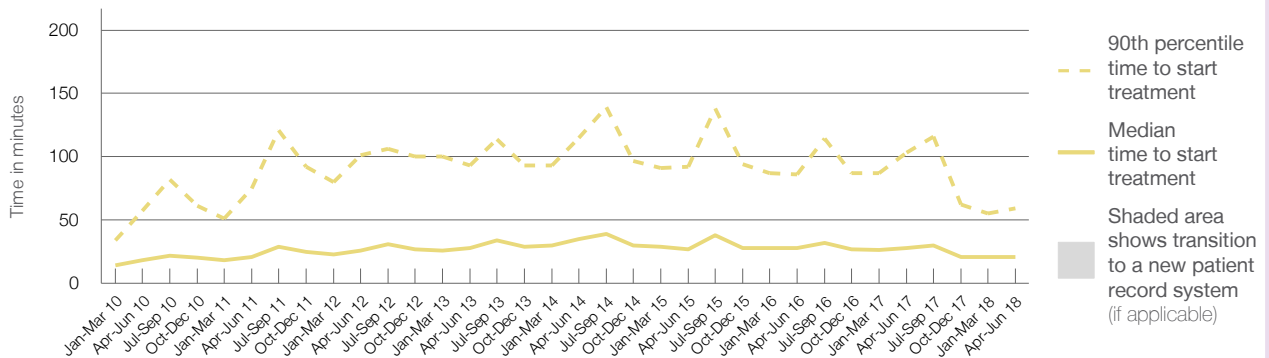
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
3,461	
3,284	
28 minutes	19 minutes
103 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	18	21	26	28	35	27	28	28	21
90th percentile time to start treatment <sup>5</sup> (minutes)	57	75	101	93	115	92	86	103	59

(†) 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.

## Mount Druitt Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 2,614

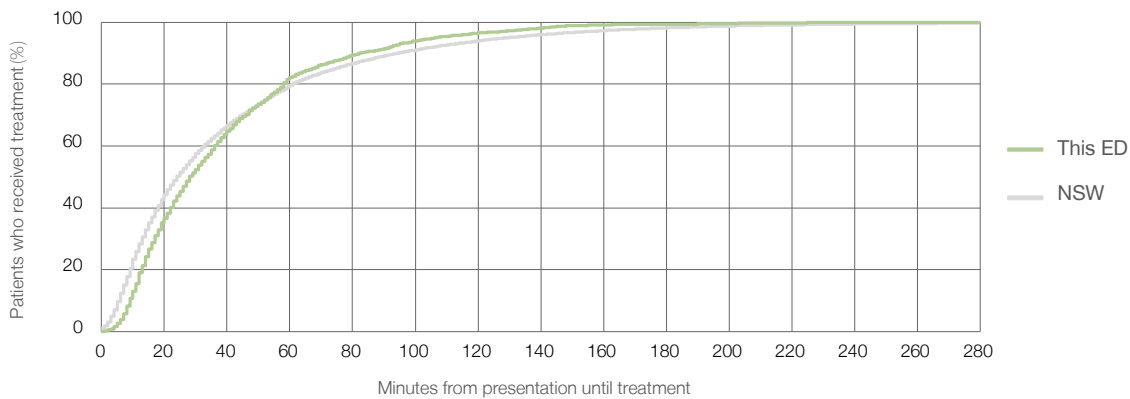
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,491

Median time to start treatment<sup>4</sup>  28 minutes

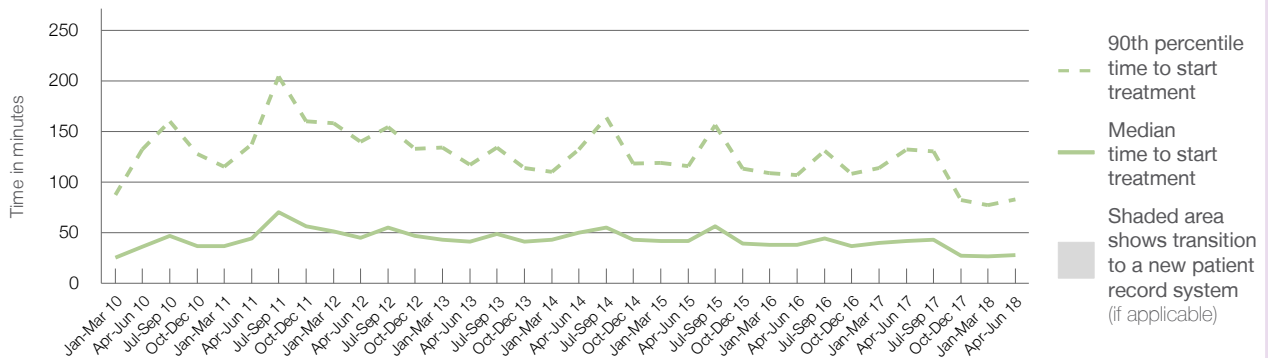
90th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
2,436	
2,258	
42 minutes	24 minutes
132 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	36	44	45	41	50	42	38	42	28
90th percentile time to start treatment <sup>5</sup> (minutes)	132	137	140	117	132	116	107	132	83

(†) 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.

## Mount Druitt Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 817

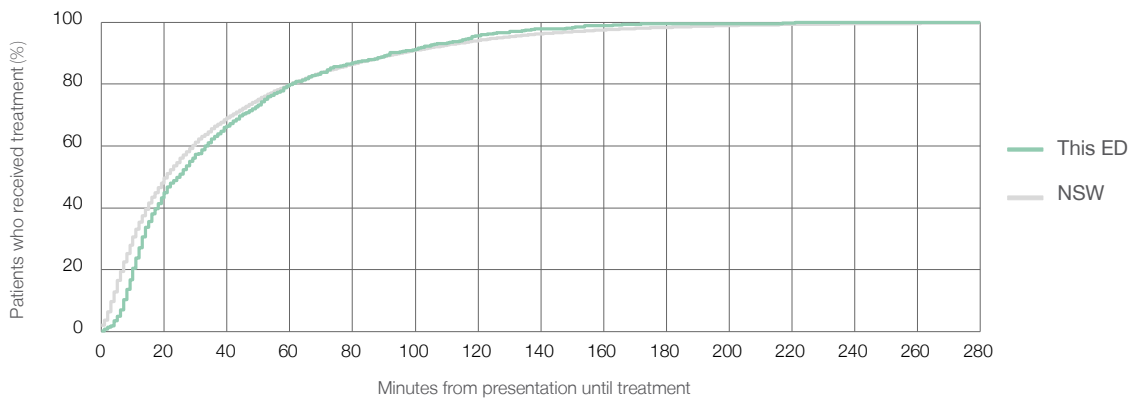
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 757

Median time to start treatment<sup>4</sup> 25 minutes

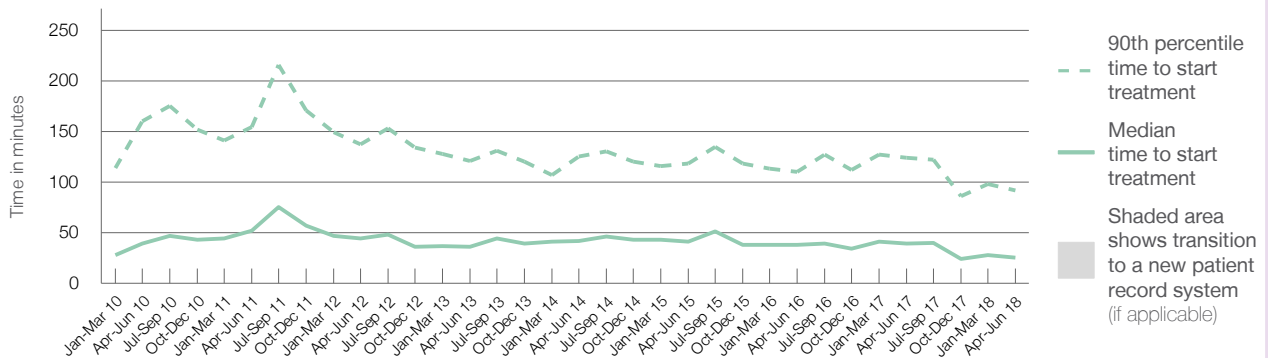
90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
897	791
39 minutes	21 minutes
124 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	39	52	44	36	42	41	38	39	25
90th percentile time to start treatment <sup>5</sup> (minutes)	160	154	137	121	125	118	110	124	92

(†) 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.



## Mount Druitt Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 8,615 patients

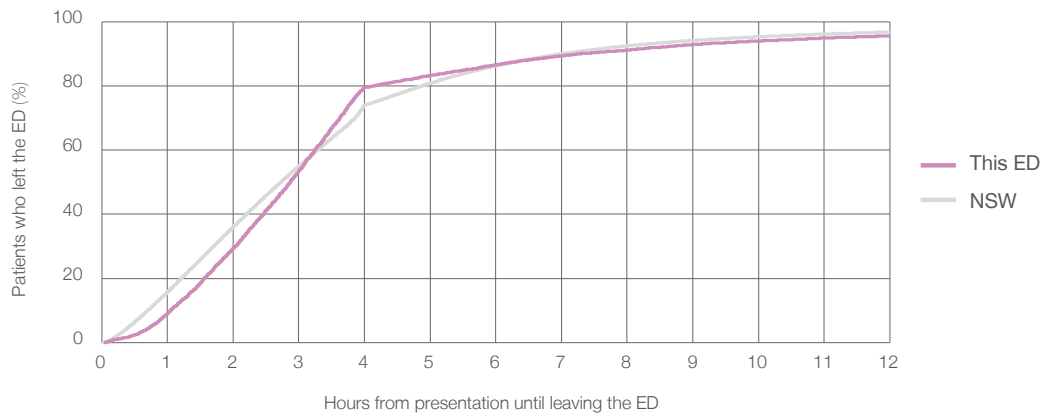
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,609 patients

Median time spent in the ED<sup>8</sup>  2 hours and 52 minutes

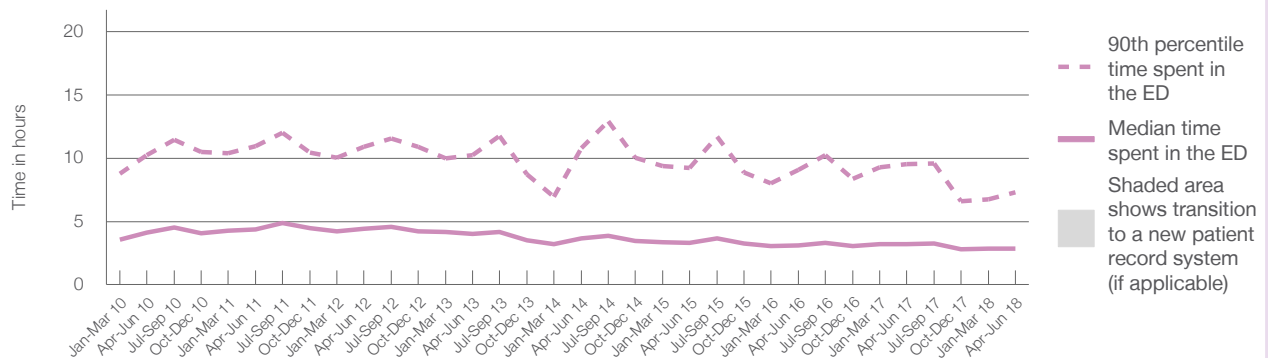
90th percentile time spent in the ED<sup>9</sup>  7 hours and 17 minutes

Same period last year	NSW (this period)
8,331	
8,324	
3 hours and 12 minutes	2 hours and 44 minutes
9 hours and 32 minutes	7 hours and 1 minutes

### Percentage of patients who left the ED by time, April to June 2018



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	4h 7m	4h 23m	4h 26m	4h 1m	3h 40m	3h 18m	3h 5m	3h 12m	2h 52m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	10h 16m	10h 57m	10h 54m	10h 15m	10h 48m	9h 14m	9h 5m	9h 32m	7h 17m

(†) 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.

## Mount Druitt Hospital: Time patients spent in the ED

### By mode of separation

April to June 2018

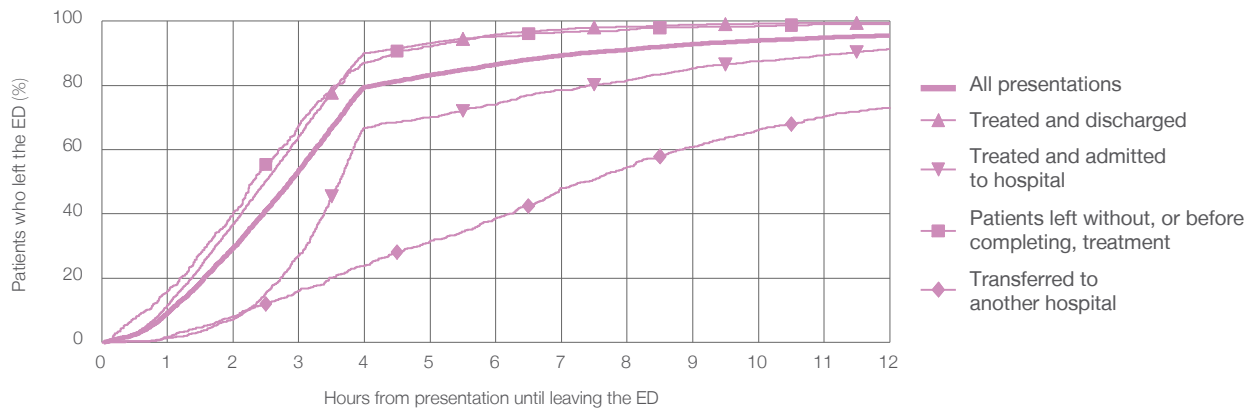
All presentations:<sup>1</sup> 8,615 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,609 patients

Treated and discharged	5,859 (68.0%)
Treated and admitted to hospital	1,385 (16.1%)
Patient left without, or before completing, treatment	496 (5.8%)
Transferred to another hospital	869 (10.1%)
Other	6 (0.1%)

Same period last year	Change since one year ago
8,324	3%
5,598	4.7%
1,170	18.4%
647	-23.3%
909	-4.4%
7	-14.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.6%	36.9%	64.1%	90.1%	95.9%	98.3%	99.2%	99.5%
Treated and admitted to hospital	1.3%	7.2%	27.2%	66.8%	74.0%	81.6%	87.5%	91.4%
Patient left without, or before completing, treatment	15.9%	40.5%	67.5%	87.1%	95.4%	97.4%	98.6%	99.2%
Transferred to another hospital	1.6%	8.1%	16.0%	23.8%	38.7%	54.7%	66.2%	73.2%
All presentations	9.2%	29.4%	53.6%	79.5%	86.5%	91.1%	94.0%	95.5%

(†) 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.

**Mount Druitt Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

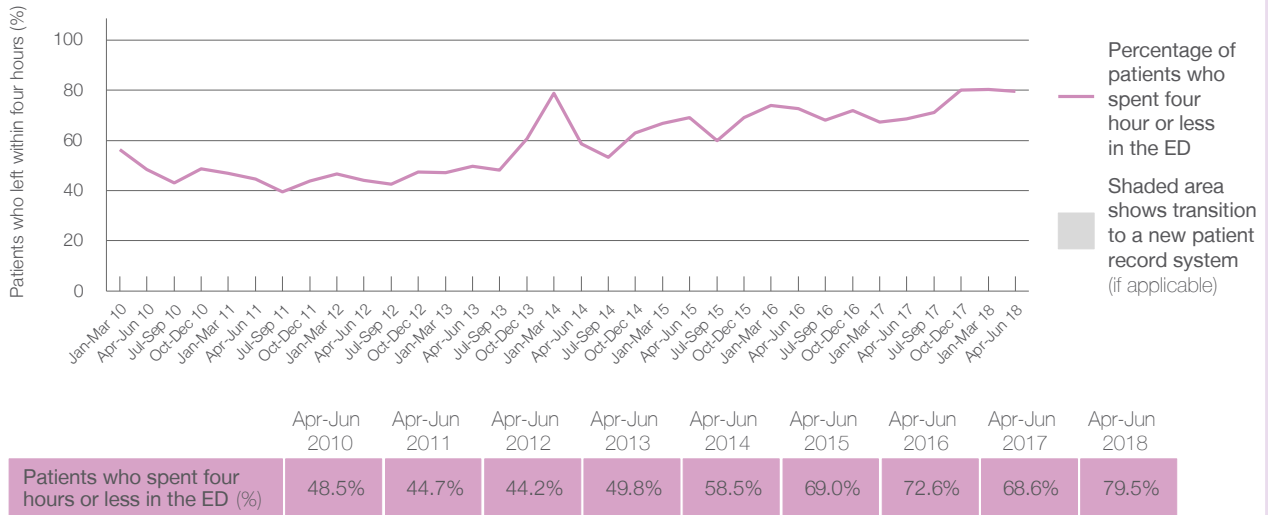
All presentations at the emergency department: <sup>1</sup> 8,615 patients  
 Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,609 patients

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	8,331	3%
Presentations used to calculate time to leaving the ED	8,324	3%
Percentage of patients who spent four hours or less in the ED	68.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- 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 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Murwillumbah District Hospital: Emergency department (ED) overview

April to June 2018


All presentations:<sup>1</sup> 4,311 patients  
Emergency presentations:<sup>2</sup> 3,916 patients

Same period last year	Change since one year ago
4,359	-1%
3,950	-1%



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

April to June 2018



**Triage 2** Emergency (e.g. chest pain, severe burns): 287 patients

Median time to start treatment<sup>4</sup>  6 minutes  
90th percentile time to start treatment<sup>5</sup>  13 minutes


**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,231 patients

Median time to start treatment<sup>4</sup>  13 minutes  
90th percentile time to start treatment<sup>5</sup>  34 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,117 patients

Median time to start treatment<sup>4</sup>  16 minutes  
90th percentile time to start treatment<sup>5</sup>  56 minutes

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

Median time to start treatment<sup>4</sup>  18 minutes  
90th percentile time to start treatment<sup>5</sup>  73 minutes

Same period last year	NSW (this period)
296	
6 minutes	8 minutes
13 minutes	24 minutes
1,238	
13 minutes	19 minutes
30 minutes	63 minutes
2,077	
18 minutes	24 minutes
66 minutes	95 minutes
333	
15 minutes	21 minutes
75 minutes	96 minutes

## Murwillumbah District Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,310 patients

Percentage of patients who spent four hours or less in the ED  87%

Same period last year	Change since one year ago
4,358	-1%
89%	

\* 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, January to March 2018*.
- 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.

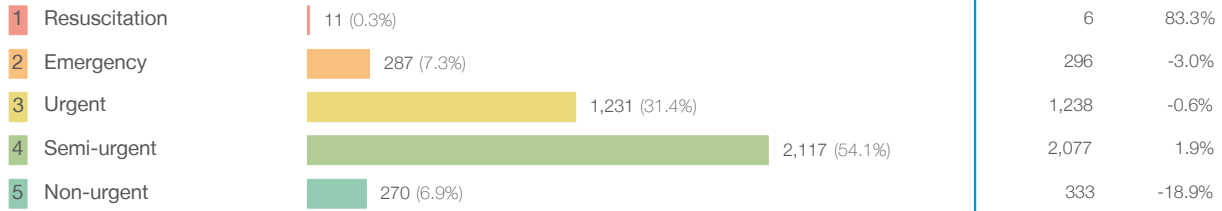
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Murwillumbah District Hospital: Patients presenting to the emergency department

April to June 2018

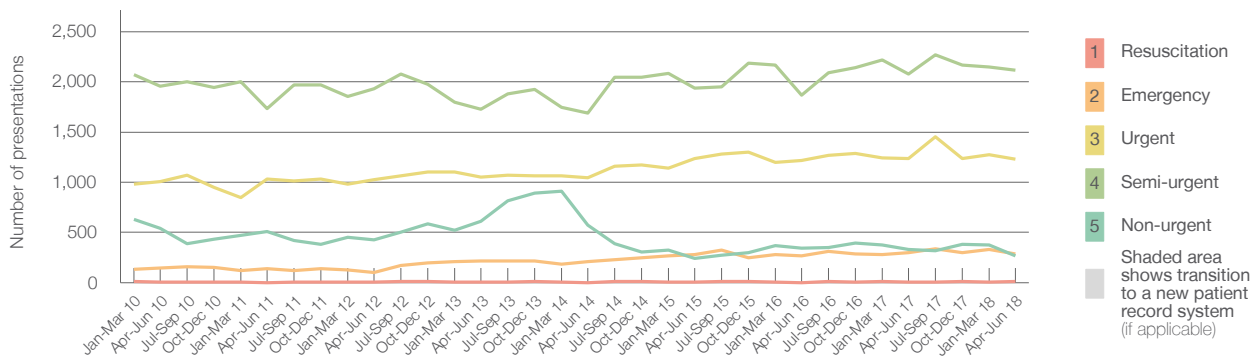
All presentations:<sup>1</sup> 4,311 patients

Emergency presentations<sup>2</sup> by triage category: 3,916 patients



Same period last year	Change since one year ago
4,359	-1%
3,950	-1%
6	83.3%
296	-3.0%
1,238	-0.6%
2,077	1.9%
333	-18.9%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	< 5	< 5	6	6	< 5	7	< 5	6	11
Emergency	149	140	104	218	210	281	271	296	287
Urgent	1,009	1,031	1,024	1,053	1,043	1,233	1,214	1,238	1,231
Semi-urgent	1,958	1,734	1,928	1,729	1,689	1,939	1,867	2,077	2,117
Non-urgent	539	509	428	611	575	244	345	333	270
All emergency presentations	3,655	3,414	3,490	3,617	3,517	3,704	3,697	3,950	3,916

## Murwillumbah District Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 205 patients \*\*

ED Transfer of care time



Same period last year	Change since one year ago
219	
12 minutes	-2 minutes
23 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.

(\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

## Murwillumbah District Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 287

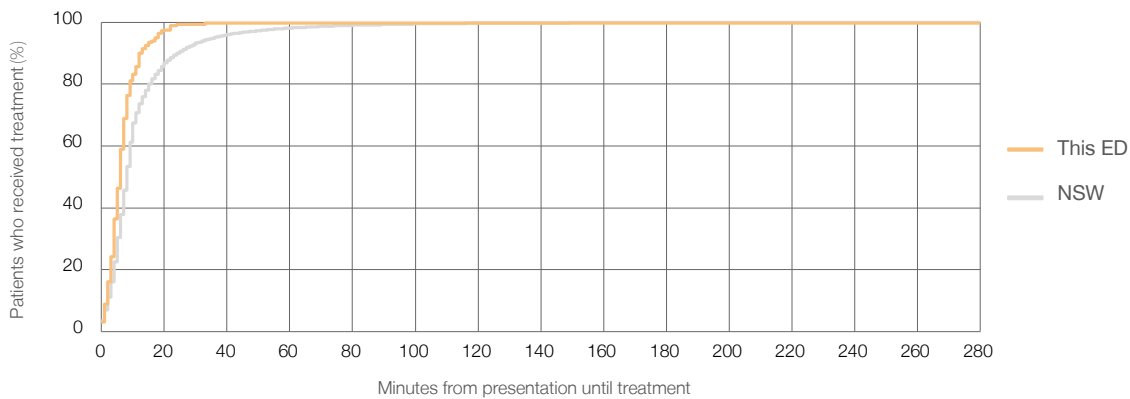
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 280

Median time to start treatment<sup>4</sup> 6 minutes

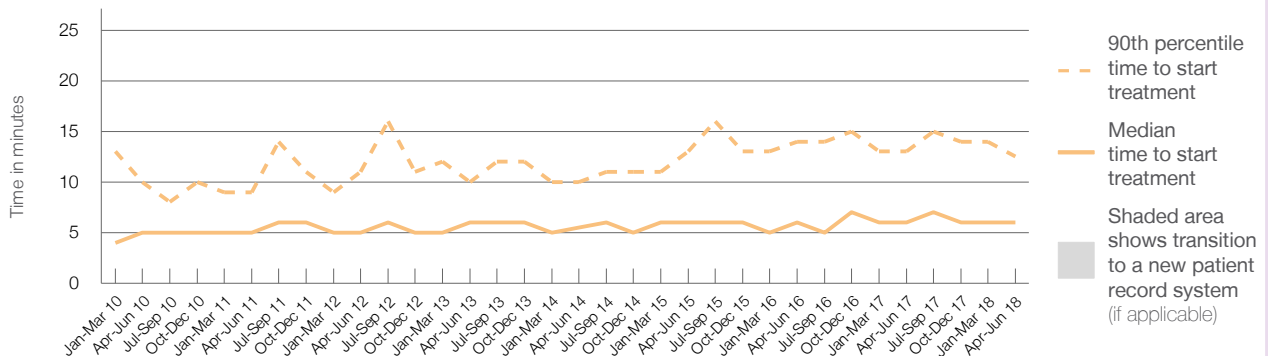
90th percentile time to start treatment<sup>5</sup> 13 minutes

Same period last year	NSW (this period)
296	296
6 minutes	8 minutes
13 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	5	5	5	6	6	6	6	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	10	9	11	10	10	13	14	13	13

(†) 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.

## Murwillumbah District Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 1,231

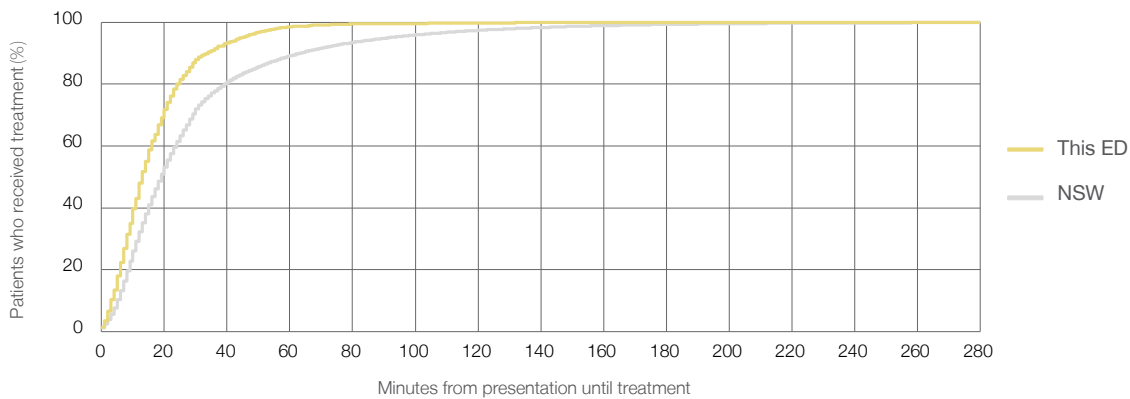
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,215

Median time to start treatment<sup>4</sup> 13 minutes

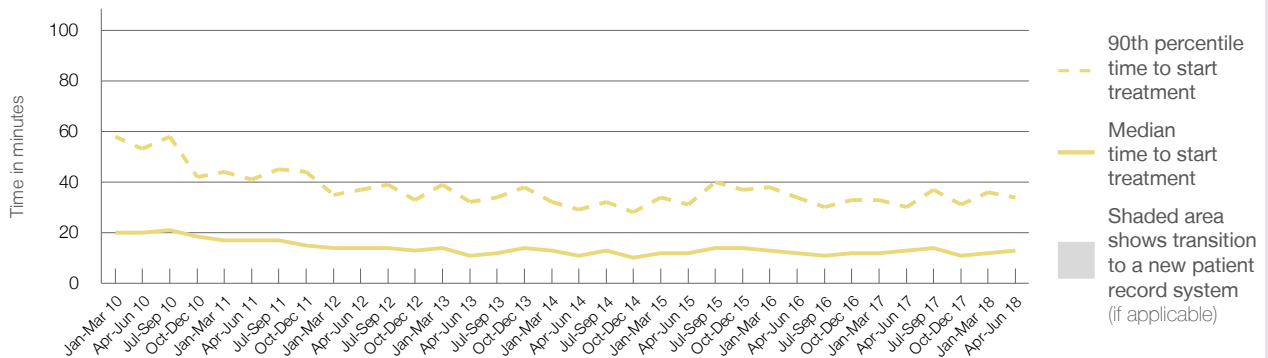
90th percentile time to start treatment<sup>5</sup> 34 minutes

Same period last year	NSW (this period)
1,238	
1,236	
13 minutes	19 minutes
30 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	20	17	14	11	11	12	12	13	13
90th percentile time to start treatment <sup>5</sup> (minutes)	53	41	37	32	29	31	34	30	34

(†) 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.

## Murwillumbah District Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 2,117

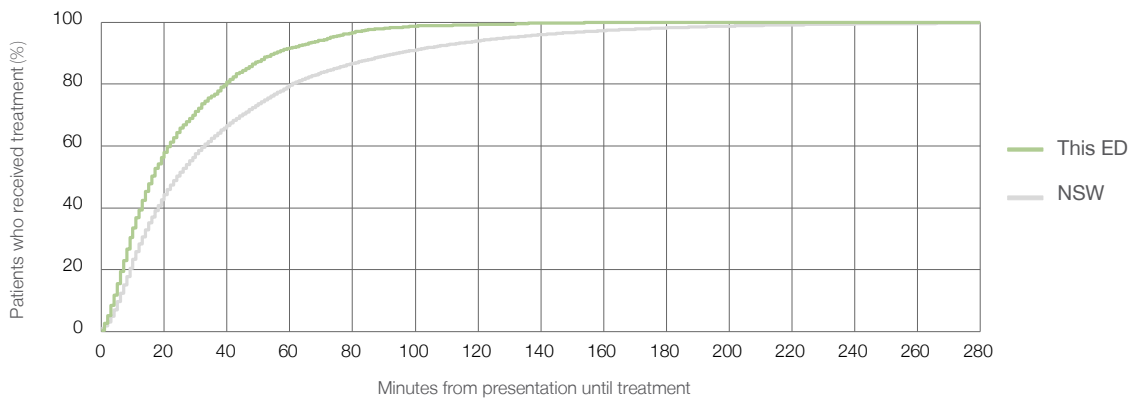
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,064

Median time to start treatment<sup>4</sup>  16 minutes

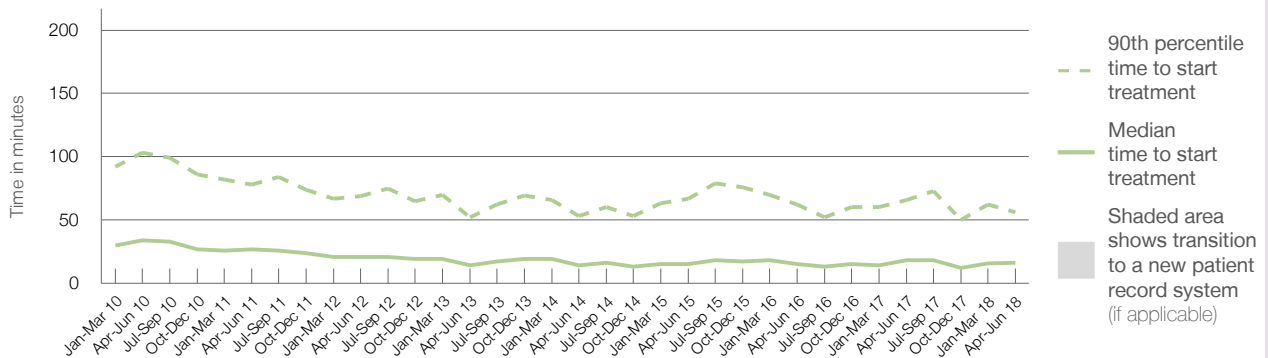
90th percentile time to start treatment<sup>5</sup>  56 minutes

Same period last year	NSW (this period)
2,077	2,039
18 minutes	24 minutes
66 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	34	27	21	14	14	15	15	18	16
90th percentile time to start treatment <sup>5</sup> (minutes)	103	78	69	52	53	67	62	66	56

(†) 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.



## Murwillumbah District Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 270

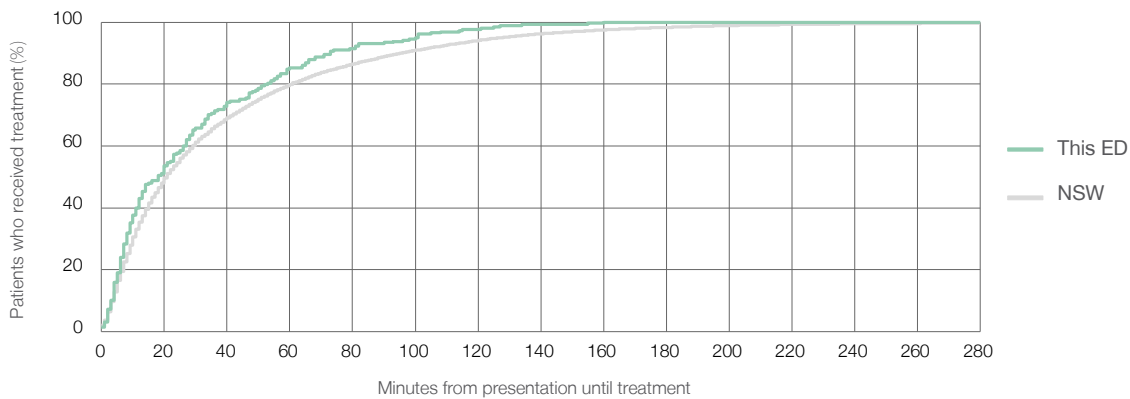
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 258

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

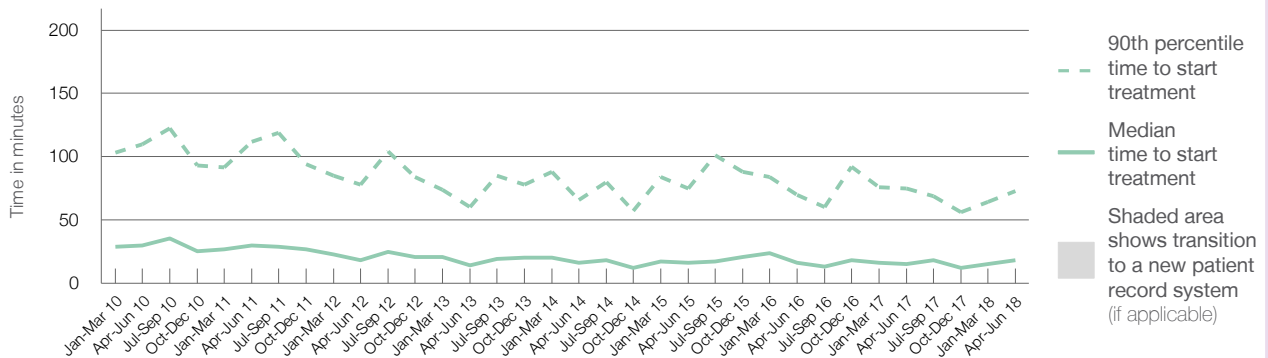
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
333	
305	
15 minutes	21 minutes
75 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	30	30	18	14	16	16	16	15	18
90th percentile time to start treatment <sup>5</sup> (minutes)	110	112	78	60	66	75	70	75	73

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

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## Murwillumbah District Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 4,311 patients

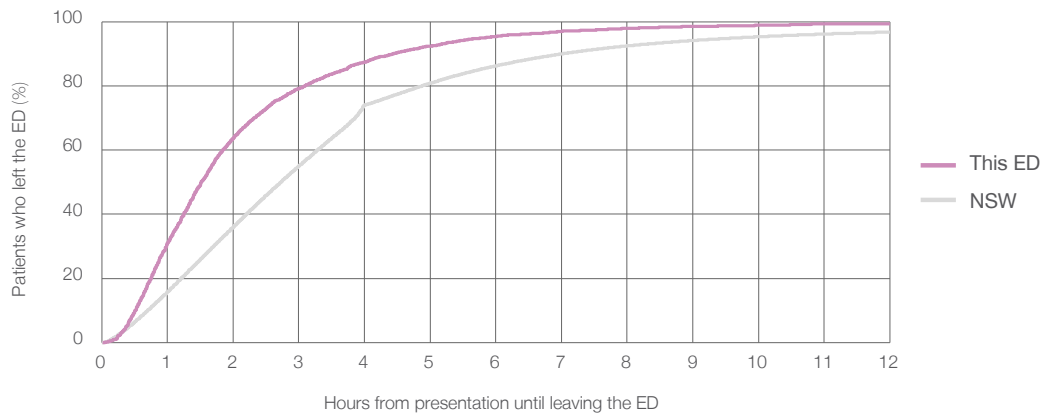
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,310 patients

Median time spent in the ED<sup>8</sup> 1 hours and 31 minutes

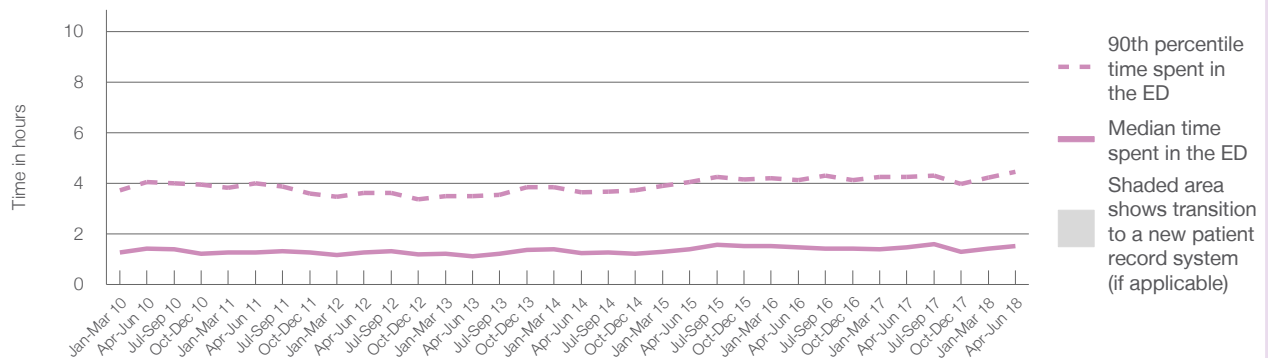
90th percentile time spent in the ED<sup>9</sup> 4 hours and 27 minutes

Same period last year	NSW (this period)
4,359	
4,358	
1 hours and 28 minutes	2 hours and 44 minutes
4 hours and 16 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 25m	1h 17m	1h 16m	1h 8m	1h 15m	1h 24m	1h 28m	1h 28m	1h 31m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 3m	4h 1m	3h 37m	3h 30m	3h 39m	4h 4m	4h 8m	4h 16m	4h 27m

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

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**Murwillumbah District Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

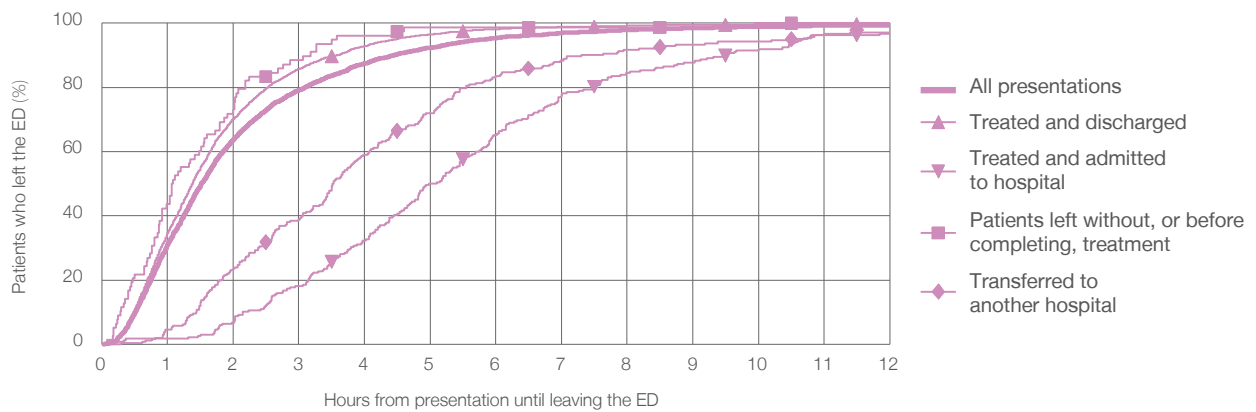
All presentations:<sup>1</sup> 4,311 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,310 patients

Treated and discharged	3,727 (86.5%)
Treated and admitted to hospital	238 (5.5%)
Patient left without, or before completing, treatment	78 (1.8%)
Transferred to another hospital	242 (5.6%)
Other	26 (0.6%)

Same period last year	Change since one year ago
4,358	-1%
3,746	-0.5%
262	-9.2%
71	9.9%
276	-12.3%
4	550.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

Treated and discharged	34.7%	70.2%	85.7%	92.9%	98.1%	99.2%	99.6%	99.7%
Treated and admitted to hospital	1.7%	6.7%	18.1%	32.4%	65.1%	84.5%	92.0%	96.6%
Patient left without, or before completing, treatment	43.6%	73.1%	88.5%	96.2%	98.7%	98.7%	100%	100%
Transferred to another hospital	4.5%	23.6%	38.8%	59.1%	83.5%	91.7%	94.2%	97.1%
All presentations	31.1%	63.8%	79.2%	87.4%	95.4%	97.9%	98.9%	99.4%

(†) 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.

**Murwillumbah District Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 4,311 patients

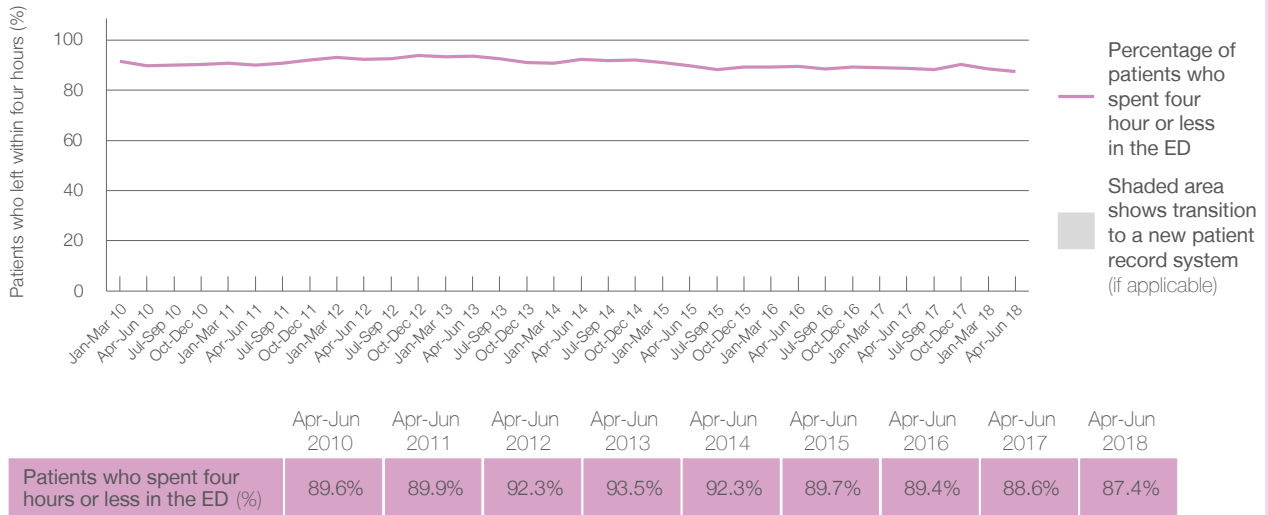
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,310 patients

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> 4,311 patients	4,359	-1%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,310 patients	4,358	-1%
Percentage of patients who spent four hours or less in the ED	88.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



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

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‡ 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.
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- 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.
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- 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 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Ryde Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 6,553 patients  
Emergency presentations:<sup>2</sup> 6,504 patients

Same period last year	Change since one year ago
6,543	0%
6,469	1%

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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 950 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,465 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 38 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,625 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 73 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 431 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 90 minutes

Same period last year	NSW (this period)
887	
7 minutes	8 minutes
11 minutes	24 minutes
2,390	
12 minutes	19 minutes
30 minutes	63 minutes
2,767	
12 minutes	24 minutes
49 minutes	95 minutes
391	
14 minutes	21 minutes
66 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,553 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
6,543	0%
85%	

\* 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, January to March 2018*.
- 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.

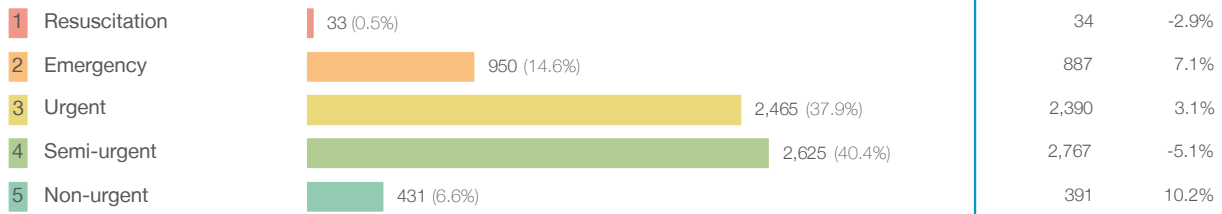
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Ryde Hospital: Patients presenting to the emergency department

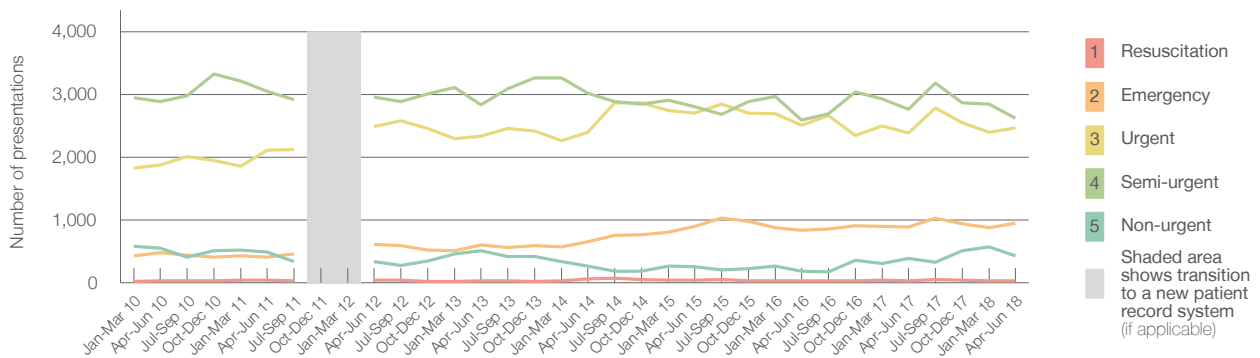
April to June 2018

All presentations:<sup>1</sup> 6,553 patients

Emergency presentations<sup>2</sup> by triage category: 6,504 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	30	35	41	34	62	43	28	34	33
Emergency	483	410	615	601	647	900	835	887	950
Urgent	1,875	2,111	2,483	2,339	2,396	2,707	2,513	2,390	2,465
Semi-urgent	2,884	3,048	2,954	2,832	3,021	2,799	2,594	2,767	2,625
Non-urgent	545	493	336	513	262	255	182	391	431
All emergency presentations	5,817	6,097	6,429	6,319	6,388	6,704	6,152	6,469	6,504

## Ryde Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,507 patients

ED Transfer of care time



Same period last year

1,445

10 minutes

20 minutes

0 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.

## Ryde Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 950

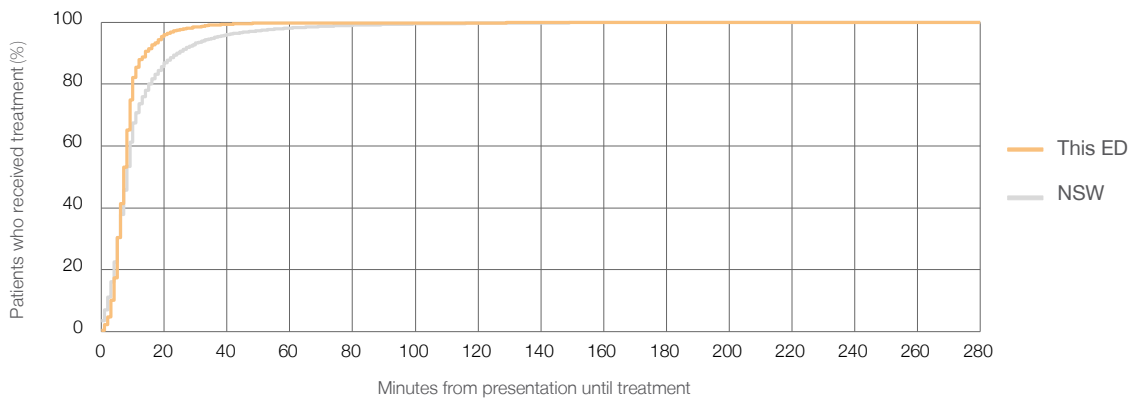
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 948

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

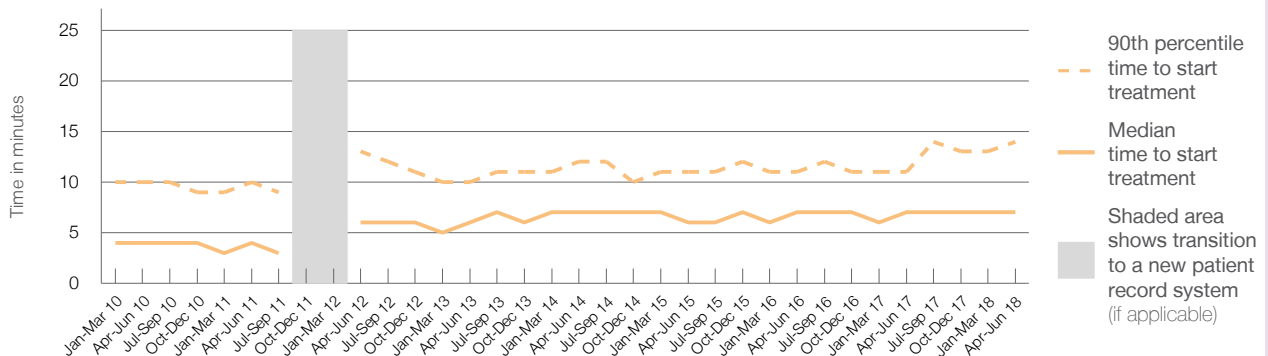
90th percentile time to start treatment<sup>5</sup>  14 minutes

Same period last year	NSW (this period)
887	887
7 minutes	8 minutes
11 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	4	4	6	6	7	6	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	10	10	13	10	12	11	11	11	14

(†) 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.

## Ryde Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 2,465

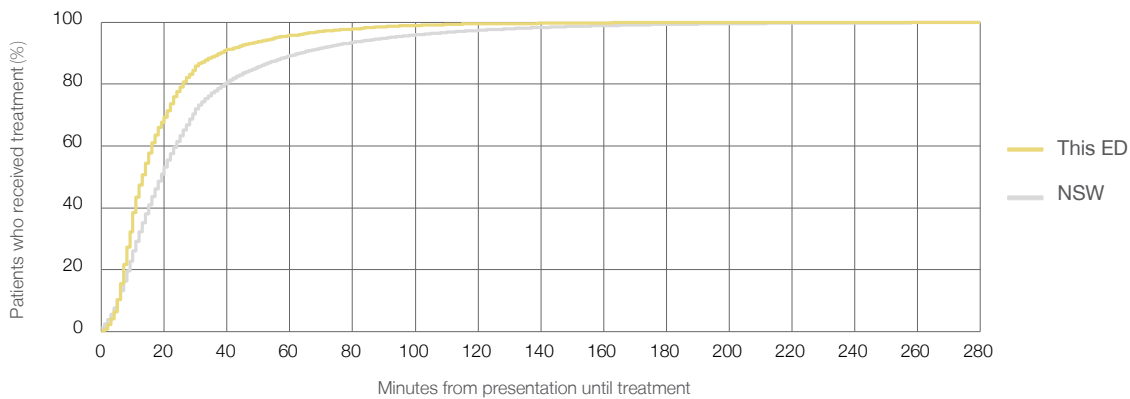
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,451

Median time to start treatment<sup>4</sup> 13 minutes

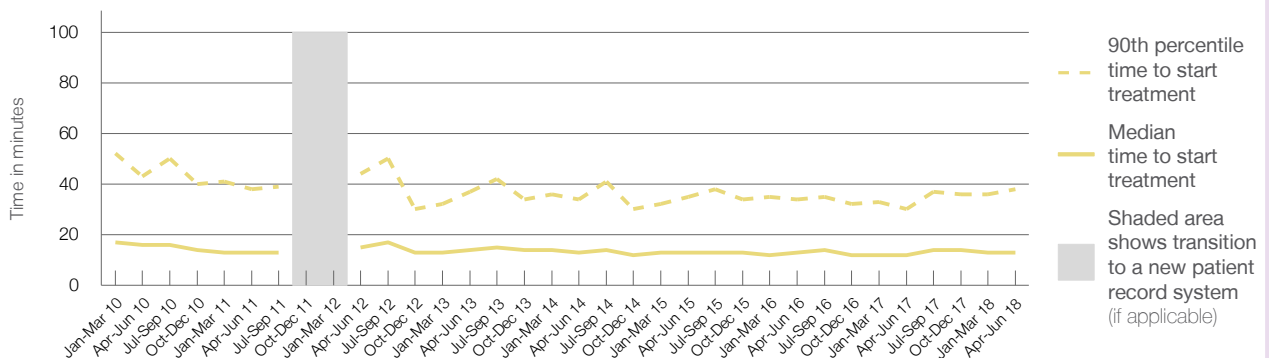
90th percentile time to start treatment<sup>5</sup> 38 minutes

Same period last year	NSW (this period)
2,390	
2,376	
12 minutes	19 minutes
30 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	16	13	15	14	13	13	13	12	13
90th percentile time to start treatment <sup>5</sup> (minutes)	43	38	44	37	34	35	34	30	38

(†) 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.



## Ryde Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 2,625

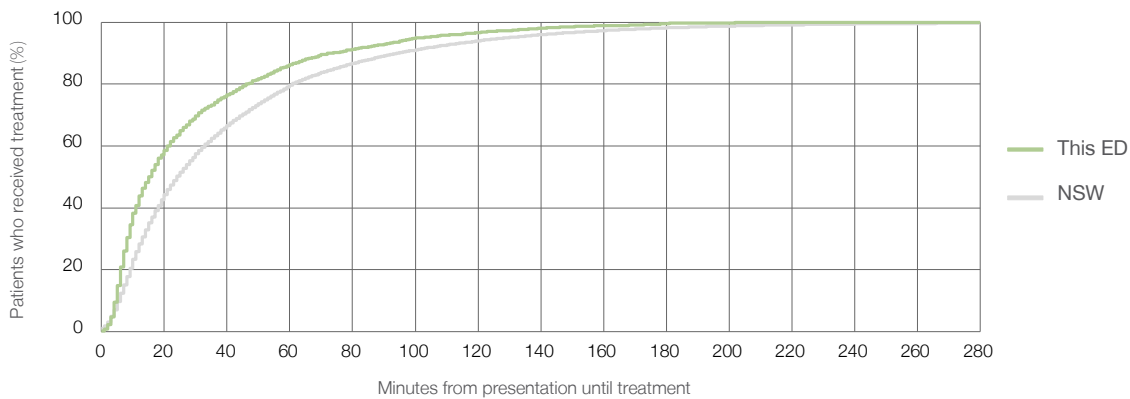
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,546

Median time to start treatment<sup>4</sup> 15 minutes

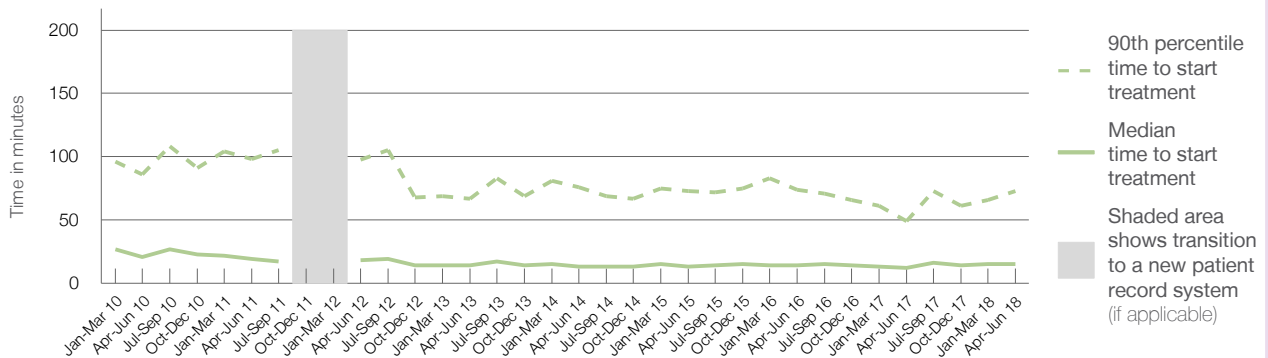
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
2,767	2,710
12 minutes	24 minutes
49 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	21	19	18	14	13	13	14	12	15
90th percentile time to start treatment <sup>5</sup> (minutes)	86	98	98	67	76	73	74	49	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.

## Ryde Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 431

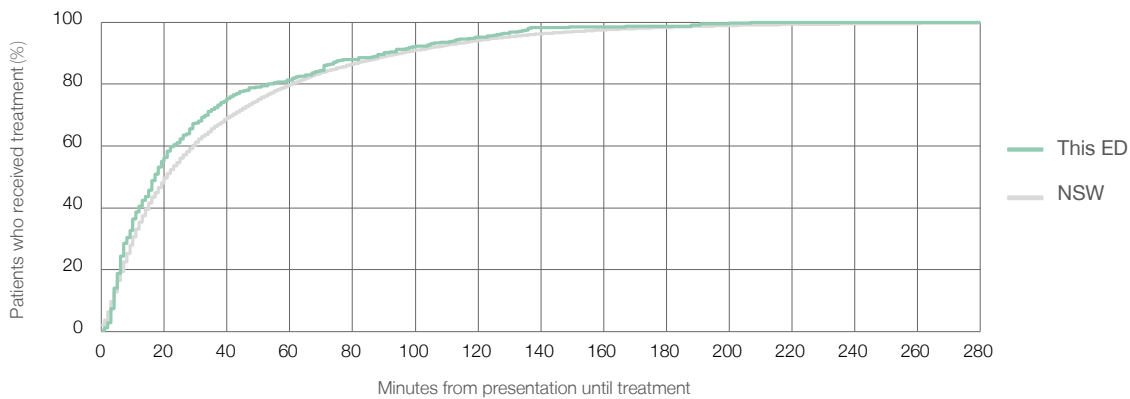
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 400

Median time to start treatment<sup>4</sup>  17 minutes

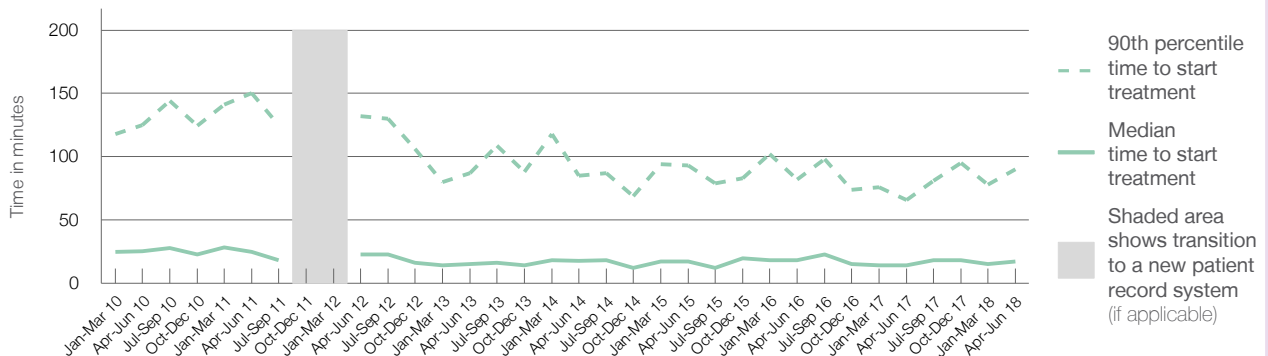
90th percentile time to start treatment<sup>5</sup>  90 minutes

Same period last year	NSW (this period)
391	369
14 minutes	21 minutes
66 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	26	25	23	15	18	17	18	14	17
90th percentile time to start treatment <sup>5</sup> (minutes)	125	150	132	87	85	93	82	66	90

(†) 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.

## Ryde Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 6,553 patients

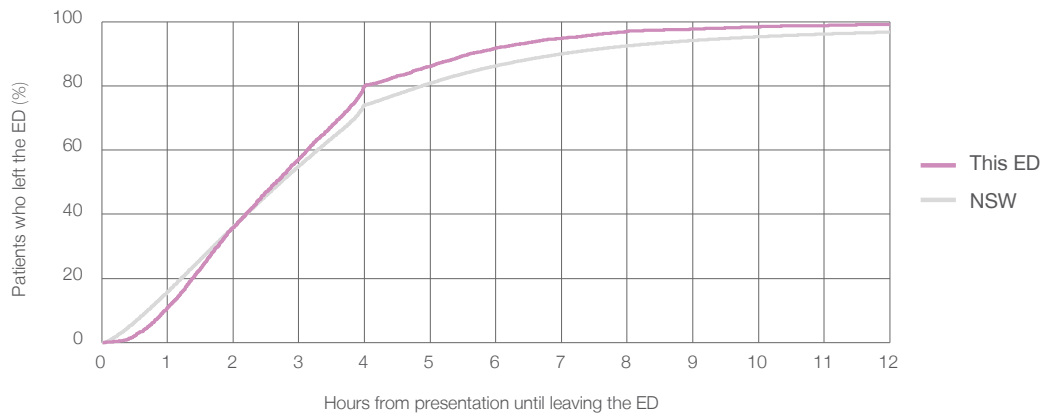
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,553 patients

Median time spent in the ED<sup>8</sup>  2 hours and 39 minutes

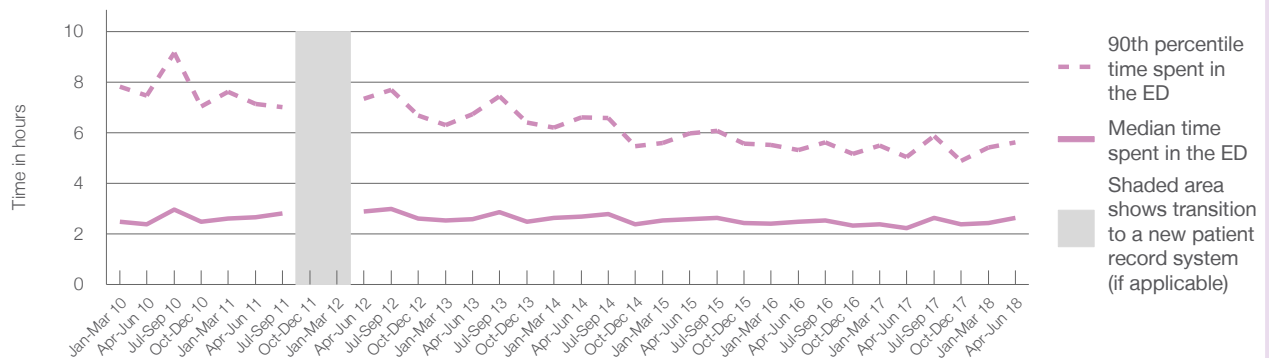
90th percentile time spent in the ED<sup>9</sup>  5 hours and 37 minutes

Same period last year	NSW (this period)
6,543	6,543
2 hours and 14 minutes	2 hours and 44 minutes
5 hours and 2 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 24m	2h 40m	2h 54m	2h 36m	2h 41m	2h 35m	2h 29m	2h 14m	2h 39m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 28m	7h 9m	7h 21m	6h 44m	6h 37m	5h 58m	5h 19m	5h 2m	5h 37m

(†) 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.

**Ryde Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

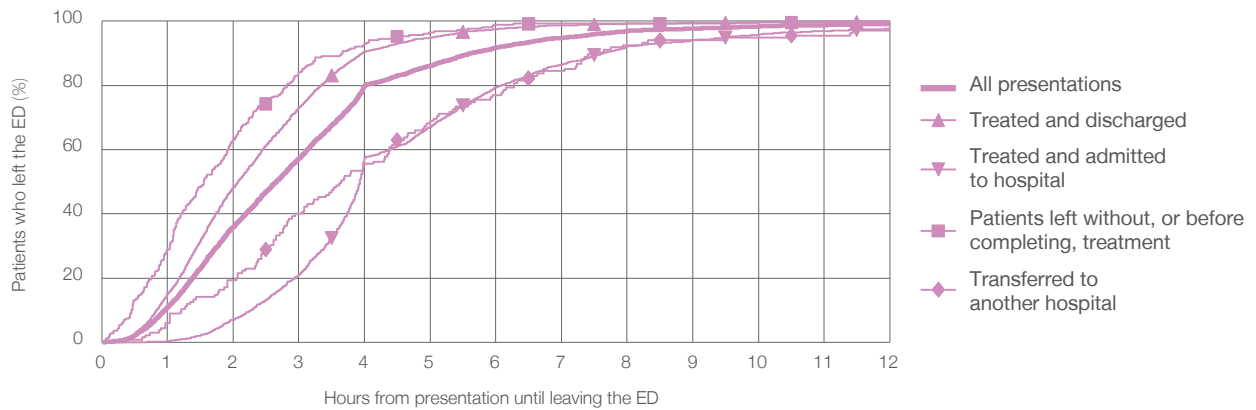
All presentations:<sup>1</sup> 6,553 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,553 patients

Treated and discharged	4,209 (64.2%)
Treated and admitted to hospital	1,944 (29.7%)
Patient left without, or before completing, treatment	257 (3.9%)
Transferred to another hospital	135 (2.1%)
Other	8 (0.1%)

Same period last year	Change since one year ago
6,543	0%
4,389	-4.1%
1,857	4.7%
151	70.2%
136	-0.7%
10	-20.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>††</sup>



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

Treated and discharged	15.1%	48.2%	72.9%	90.5%	97.5%	99.2%	99.6%	99.9%
Treated and admitted to hospital	0.3%	7.0%	21.0%	57.4%	79.4%	92.2%	95.8%	97.7%
Patient left without, or before completing, treatment	28.8%	63.0%	84.0%	93.0%	98.8%	99.2%	99.6%	100%
Transferred to another hospital	5.9%	19.3%	40.0%	55.6%	77.0%	92.6%	94.8%	97.0%
All presentations	11.0%	36.0%	57.3%	80.0%	91.8%	97.0%	98.4%	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.

**Ryde Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 6,553 patients

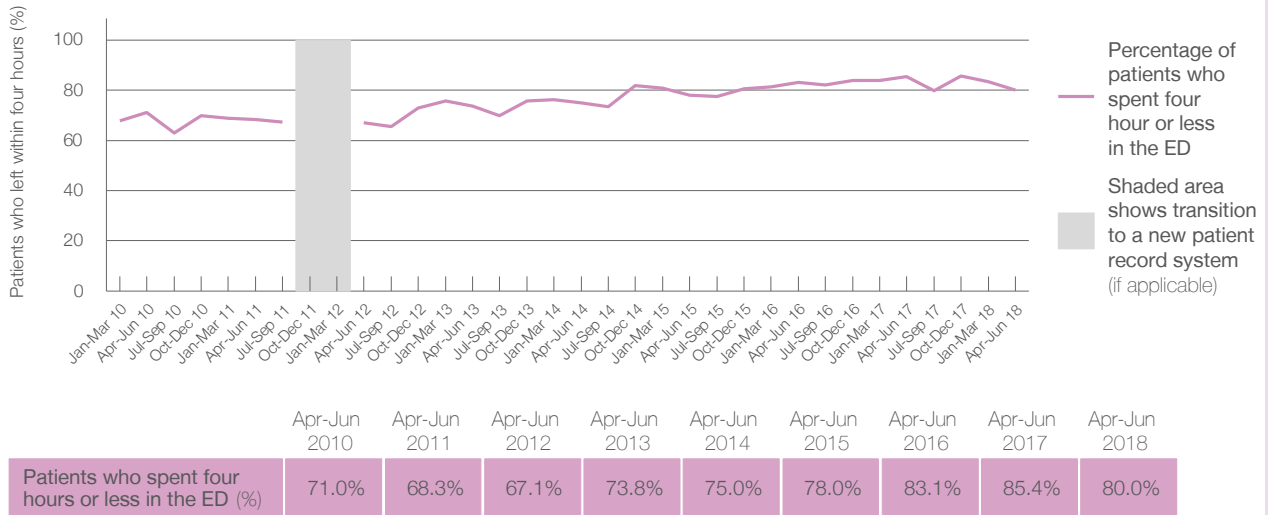
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,553 patients

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> 6,553 patients	6,543	0%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,553 patients	6,543	0%
Percentage of patients who spent four hours or less in the ED	85.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- 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 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Shellharbour Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 7,659 patients  
 Emergency presentations:<sup>2</sup> 7,401 patients

Same period last year	Change since one year ago
7,333	4%
7,166	3%

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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 773 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,769 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): 3,612 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 127 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 233 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 100 minutes

Same period last year	NSW (this period)
779	
7 minutes	8 minutes
13 minutes	24 minutes
2,730	
20 minutes	19 minutes
68 minutes	63 minutes
3,425	
22 minutes	24 minutes
115 minutes	95 minutes
214	
18 minutes	21 minutes
79 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,659 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
7,333	4%
68%	

\* 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, January to March 2018*.
- 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 July 2018).

## Shellharbour Hospital: Patients presenting to the emergency department

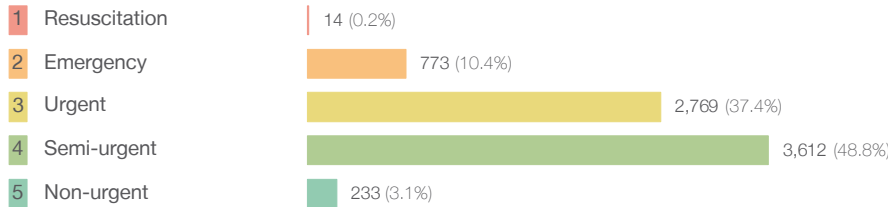
April to June 2018

All presentations:<sup>1</sup> 7,659 patients

Same period last year: 7,333  
Change since one year ago: 4%

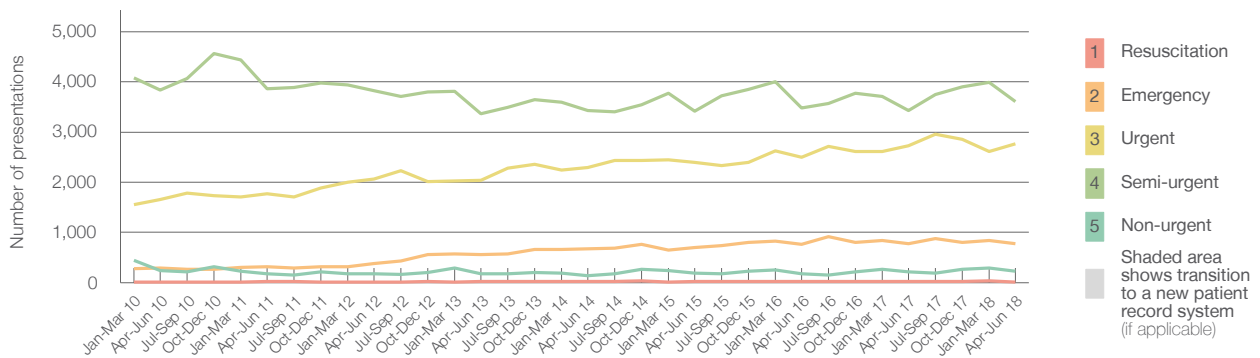
Emergency presentations<sup>2</sup> by triage category: 7,401 patients

7,166 3%



18 -22.2%  
779 -0.8%  
2,730 1.4%  
3,425 5.5%  
214 8.9%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	14	21	12	29	20	20	19	18	14
Emergency	287	323	386	564	670	695	768	779	773
Urgent	1,652	1,769	2,062	2,044	2,290	2,396	2,501	2,730	2,769
Semi-urgent	3,835	3,859	3,827	3,360	3,433	3,415	3,485	3,425	3,612
Non-urgent	235	183	175	179	143	184	177	214	233
All emergency presentations	6,023	6,155	6,462	6,176	6,556	6,710	6,950	7,166	7,401

## Shellharbour Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,654 patients

Same period last year: 1,599  
Change since one year ago:

ED Transfer of care time



10 minutes 0 minutes  
22 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.

## Shellharbour Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 773

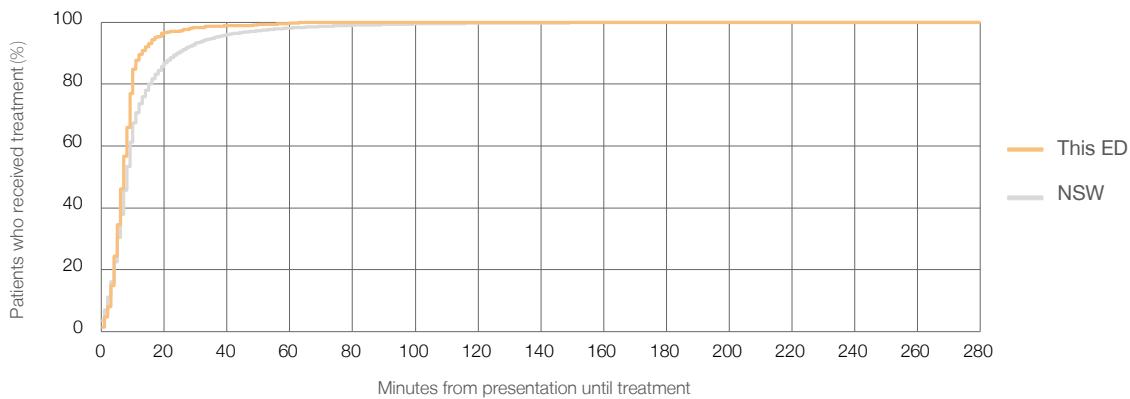
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 772

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

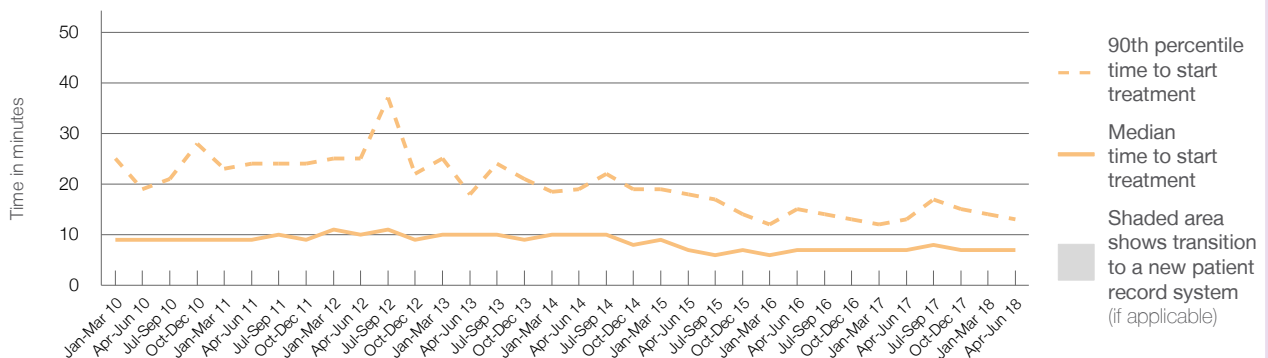
90th percentile time to start treatment<sup>5</sup>  13 minutes

Same period last year	NSW (this period)
779	778
7 minutes	8 minutes
13 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	9	9	10	10	10	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	19	24	25	18	19	18	15	13	13

(†) 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 3

April to June 2018

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

Number of triage 3 patients: 2,769

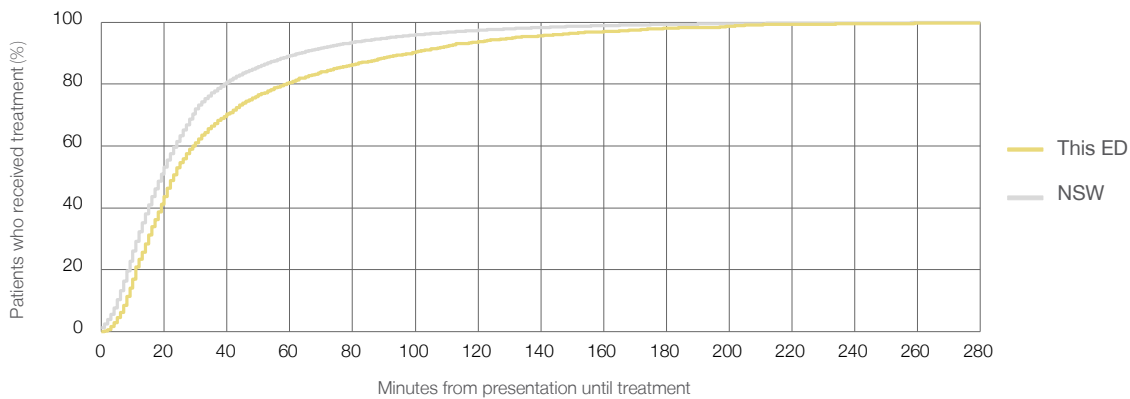
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,731

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

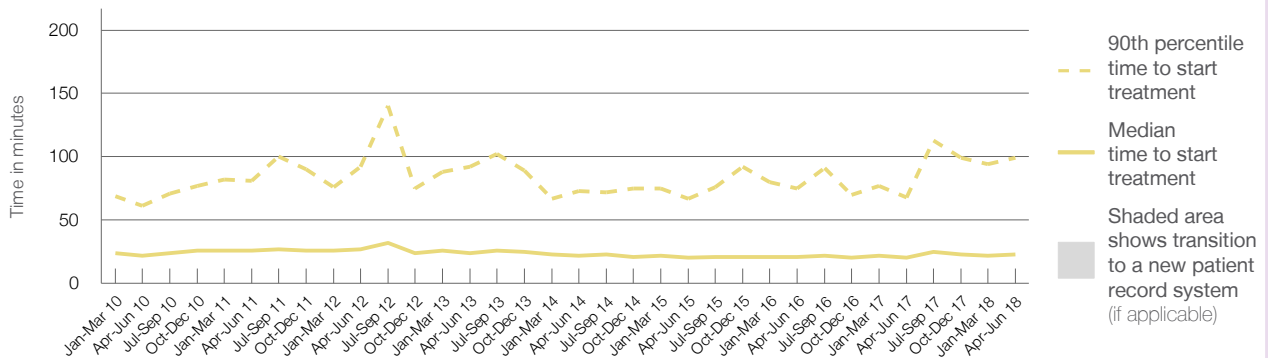
90th percentile time to start treatment<sup>5</sup> 99 minutes

Same period last year	NSW (this period)
2,730	2,699
20 minutes	19 minutes
68 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	22	26	27	24	22	20	21	20	23
90th percentile time to start treatment <sup>5</sup> (minutes)	61	81	92	92	73	67	75	68	99

(†) 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 4 April to June 2018

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

Number of triage 4 patients: 3,612

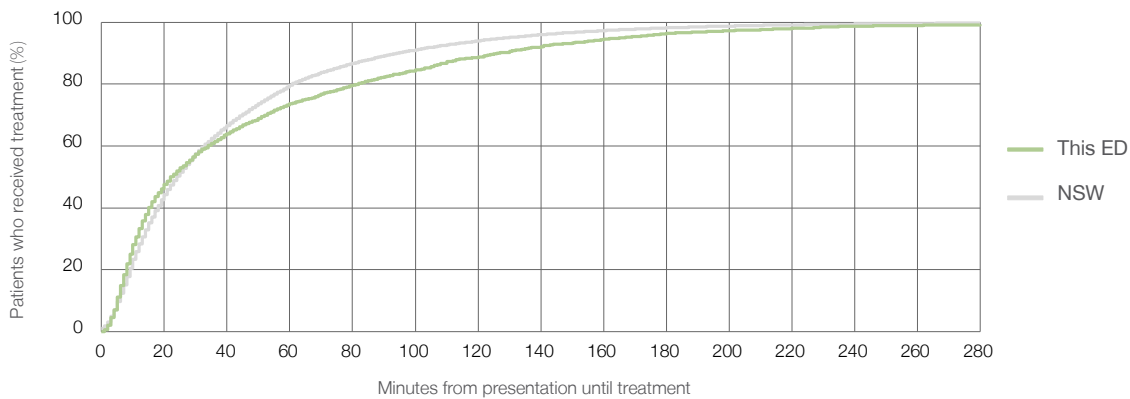
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,370

Median time to start treatment<sup>4</sup>  22 minutes

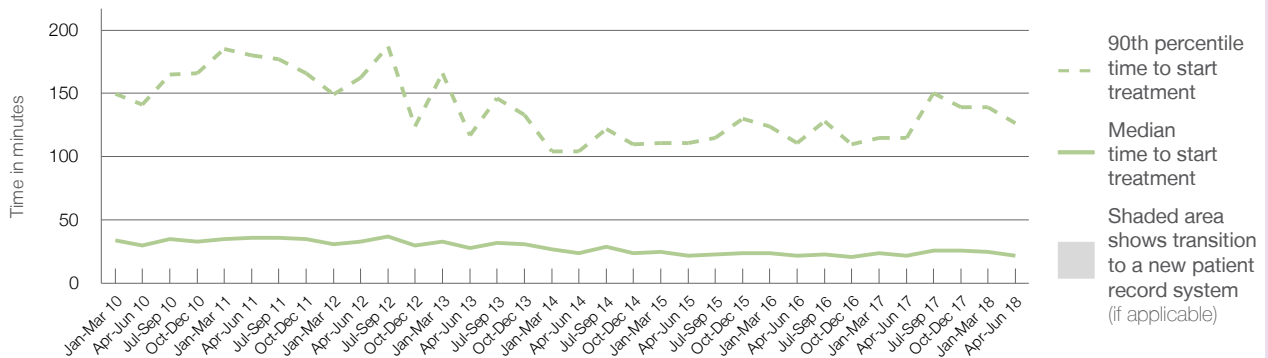
90th percentile time to start treatment<sup>5</sup>  127 minutes

Same period last year	NSW (this period)
3,425	3,217
22 minutes	24 minutes
115 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	30	36	33	28	24	22	22	22	22
90th percentile time to start treatment <sup>5</sup> (minutes)	141	180	163	117	104	111	111	115	127

(†) 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 5

April to June 2018

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

Number of triage 5 patients: 233

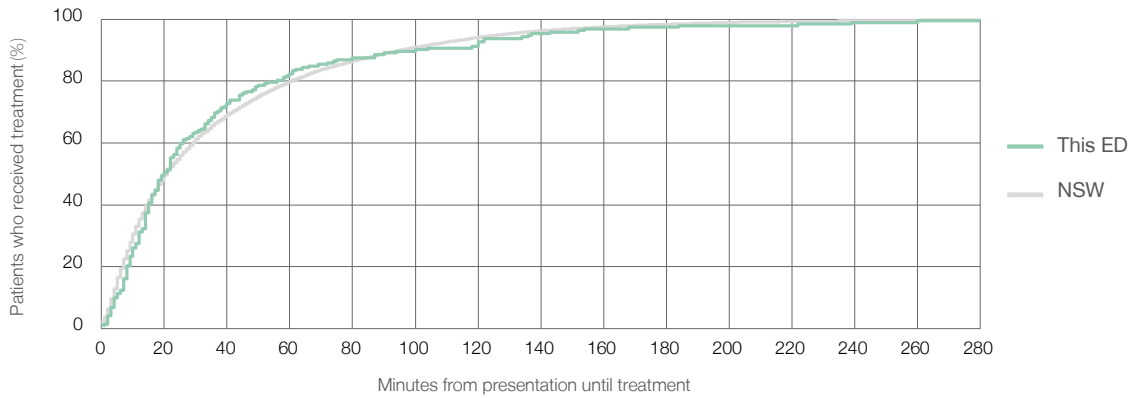
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 192

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

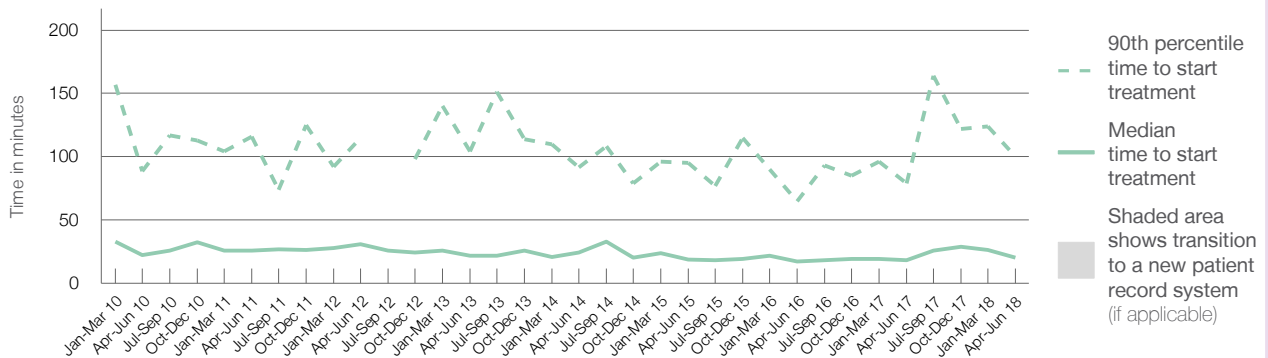
90th percentile time to start treatment<sup>5</sup>  100 minutes

Same period last year	NSW (this period)
214	175
18 minutes	21 minutes
79 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	23	26	31	22	25	19	17	18	20
90th percentile time to start treatment <sup>5</sup> (minutes)	89	116	115	104	92	95	65	79	100

(†) 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 spent in the ED

April to June 2018

All presentations:<sup>1</sup> 7,659 patients

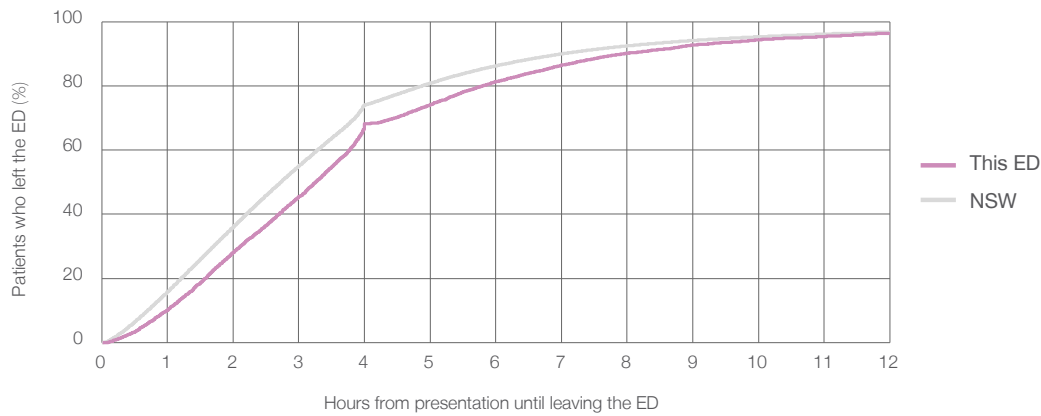
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,659 patients

Median time spent in the ED<sup>8</sup> 3 hours and 16 minutes

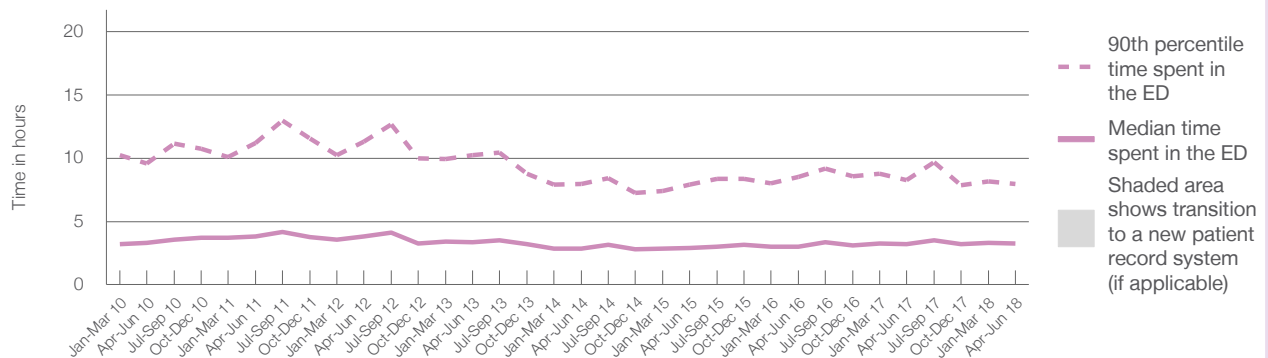
90th percentile time spent in the ED<sup>9</sup> 7 hours and 58 minutes

Same period last year	NSW (this period)
7,333	7,333
3 hours and 13 minutes	2 hours and 44 minutes
8 hours and 15 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 18m	3h 50m	3h 48m	3h 21m	2h 52m	2h 55m	3h 0m	3h 13m	3h 16m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 35m	11h 12m	11h 19m	10h 13m	7h 59m	7h 55m	8h 31m	8h 15m	7h 58m

(†) 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 spent in the ED**  
 By mode of separation  
 April to June 2018

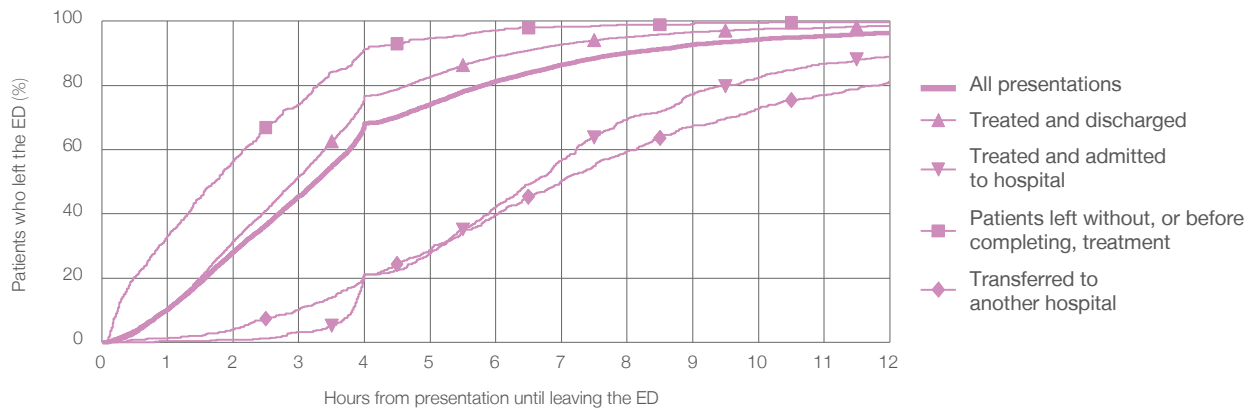
All presentations:<sup>1</sup> 7,659 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,659 patients

Treated and discharged	5,767 (75.3%)
Treated and admitted to hospital	742 (9.7%)
Patient left without, or before completing, treatment	559 (7.3%)
Transferred to another hospital	586 (7.7%)
Other	5 (0.1%)

Same period last year	Change since one year ago
7,333	4%
5,442	6.0%
804	-7.7%
484	15.5%
598	-2.0%
5	0.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.1%	31.4%	51.6%	76.7%	89.1%	95.1%	97.6%	98.6%
Treated and admitted to hospital	0.4%	0.7%	3.1%	21.0%	42.2%	69.4%	82.5%	88.9%
Patient left without, or before completing, treatment	33.1%	56.4%	74.1%	91.4%	97.1%	98.9%	99.5%	99.6%
Transferred to another hospital	1.2%	3.9%	10.2%	21.2%	39.6%	59.6%	72.9%	81.1%
All presentations	10.2%	28.2%	45.4%	68.2%	81.3%	90.2%	94.3%	96.4%

(†) 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 spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 7,659 patients

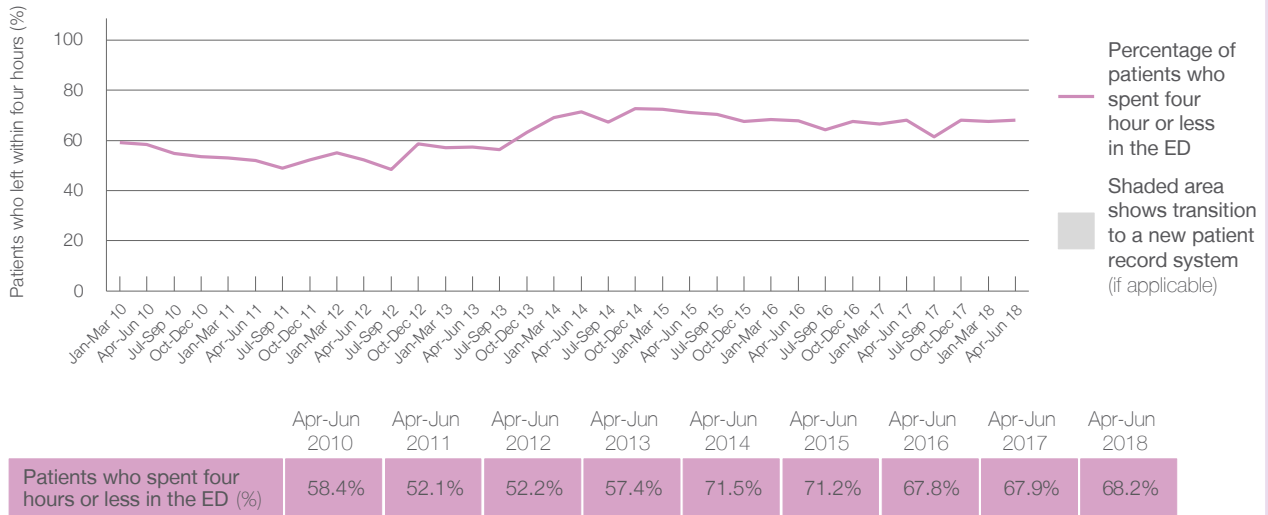
Presentations used to calculate time to leaving the ED: <sup>6</sup> 7,659 patients

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> 7,659 patients	7,333	4%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 7,659 patients	7,333	4%
Percentage of patients who spent four hours or less in the ED	67.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- 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 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## South East Regional Hospital: Emergency department (ED) overview

April to June 2018



All presentations:<sup>1</sup> 4,230 patients  
 Emergency presentations:<sup>2</sup> 4,018 patients

Same period last year	Change since one year ago
4,109	3%
3,892	3%


## South East Regional Hospital: Time patients waited to start treatment <sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 475 patients

Median time to start treatment<sup>4</sup>  9 minutes  
 90th percentile time to start treatment<sup>5</sup>  25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,304 patients

Median time to start treatment<sup>4</sup>  19 minutes  
 90th percentile time to start treatment<sup>5</sup>  59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,611 patients

Median time to start treatment<sup>4</sup>  26 minutes  
 90th percentile time to start treatment<sup>5</sup>  99 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 615 patients

Median time to start treatment<sup>4</sup>  29 minutes  
 90th percentile time to start treatment<sup>5</sup>  112 minutes

Same period last year	NSW (this period)
392	
7 minutes	8 minutes
20 minutes	24 minutes
1,340	
18 minutes	19 minutes
49 minutes	63 minutes
1,653	
26 minutes	24 minutes
103 minutes	95 minutes
498	
27 minutes	21 minutes
103 minutes	96 minutes

## South East Regional Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,230 patients

Percentage of patients who spent four hours or less in the ED  75%

Same period last year	Change since one year ago
4,109	3%
75%	

\* 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, January to March 2018*.
- 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 July 2018).

## South East Regional Hospital: Patients presenting to the emergency department

April to June 2018

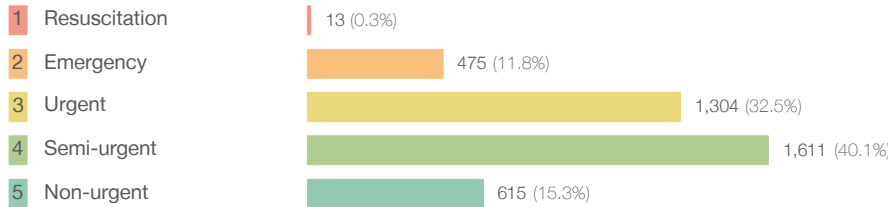
All presentations:<sup>1</sup> 4,230 patients

Same period last year  
Change since one year ago

4,109 3%

Emergency presentations<sup>2</sup> by triage category: 4,018 patients

3,892 3%



9 44.4%

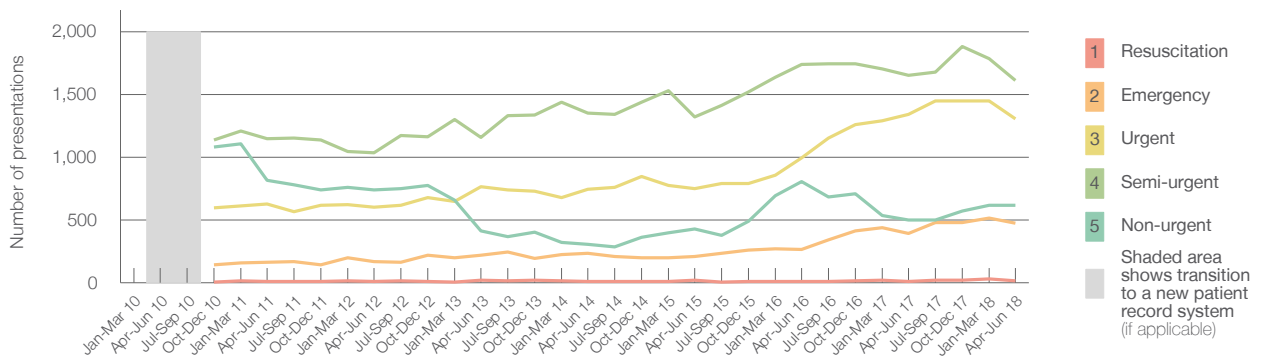
392 21.2%

1,340 -2.7%

1,653 -2.5%

498 23.5%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation		8	11	21	12	18	12	9	13
Emergency		164	168	221	236	210	263	392	475
Urgent		629	599	763	745	750	996	1,340	1,304
Semi-urgent		1,149	1,037	1,157	1,352	1,322	1,738	1,653	1,611
Non-urgent		817	740	414	304	430	807	498	615
All emergency presentations		2,767	2,555	2,576	2,649	2,730	3,816	3,892	4,018

## South East Regional Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 870 patients

Same period last year  
Change since one year ago

930

ED Transfer of care time

Median time 12 minutes

11 minutes 1 minute

90th percentile time 27 minutes

20 minutes 7 minutes

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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- (‡) 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## South East Regional Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 475

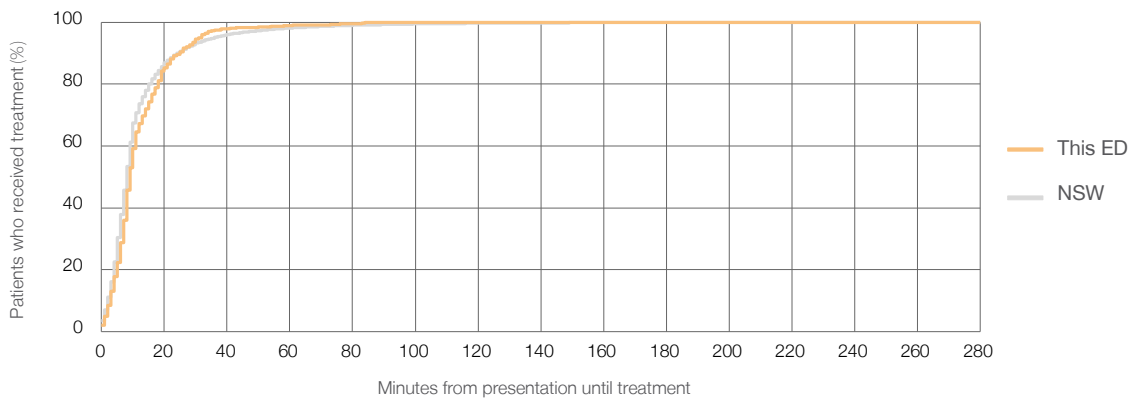
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 473

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

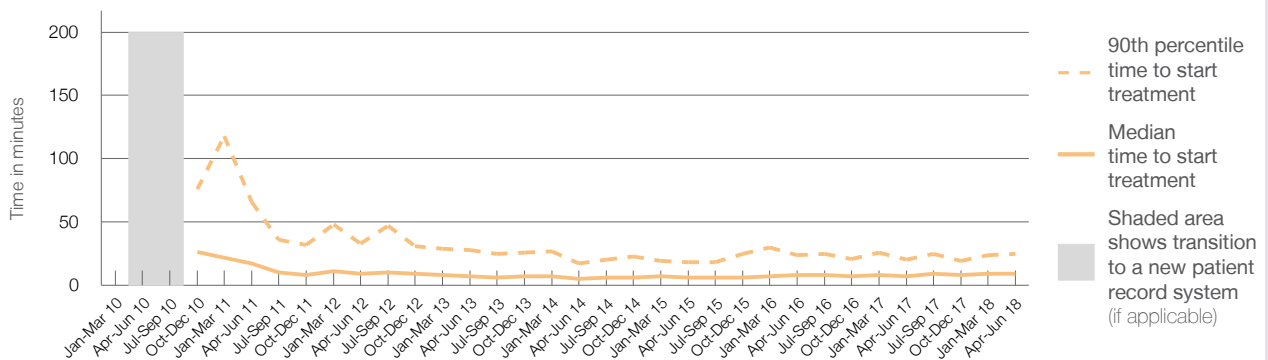
90th percentile time to start treatment<sup>5</sup>  25 minutes

Same period last year	NSW (this period)
392	392
7 minutes	8 minutes
20 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		17	9	7	5	6	8	7	9
90th percentile time to start treatment <sup>5</sup> (minutes)		66	33	28	17	18	24	20	25

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## South East Regional Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 1,304

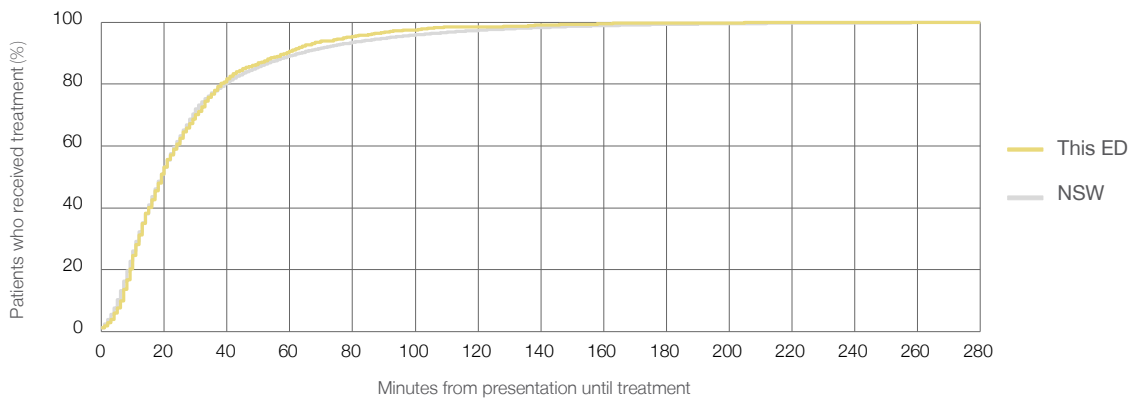
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,287

Median time to start treatment<sup>4</sup>  19 minutes

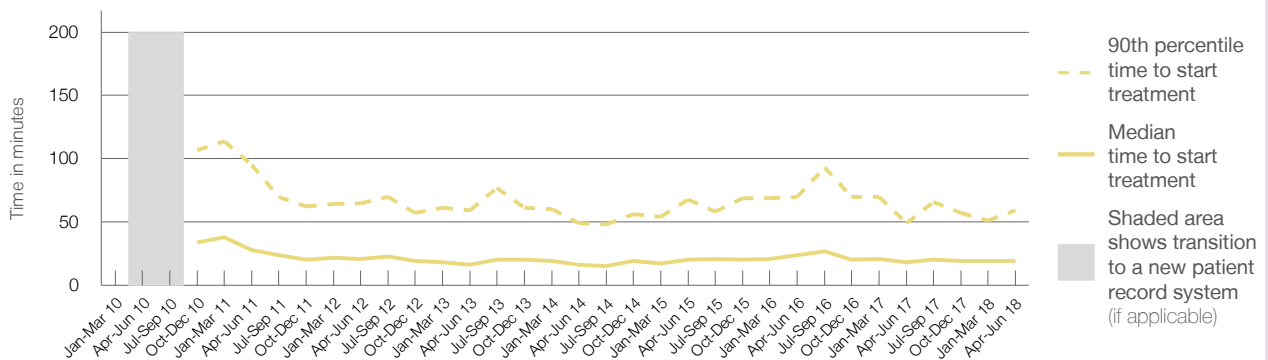
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
1,340	
1,326	
18 minutes	19 minutes
49 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		28	21	16	16	20	24	18	19
90th percentile time to start treatment <sup>5</sup> (minutes)		95	65	59	49	68	70	49	59

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

- (†) 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## South East Regional Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 1,611

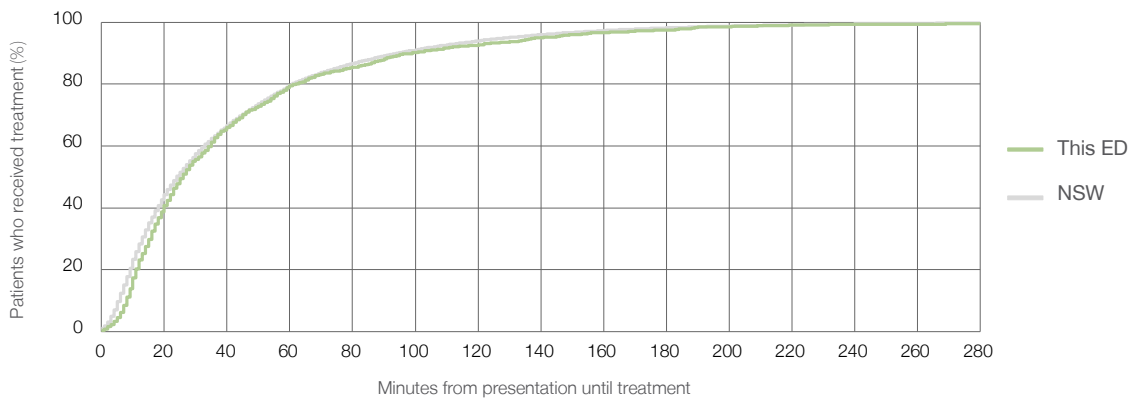
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,562

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

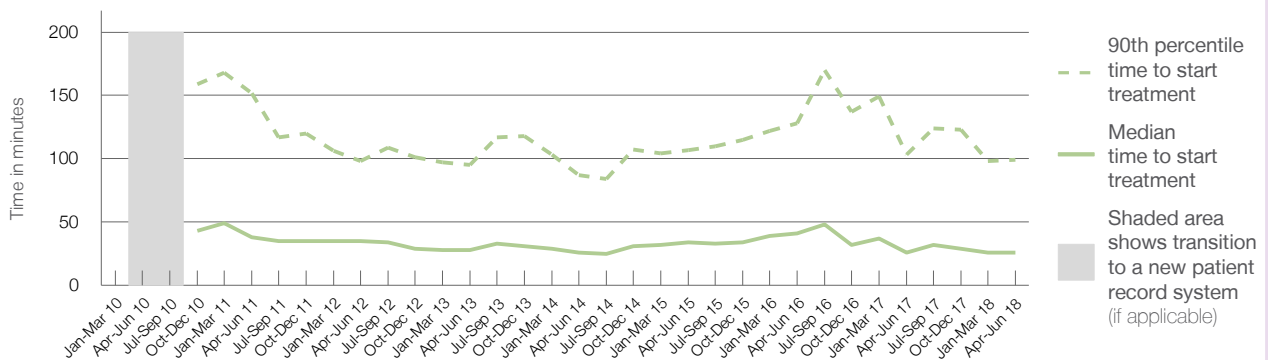
90th percentile time to start treatment<sup>5</sup>  99 minutes

Same period last year	NSW (this period)
1,653	1,585
26 minutes	24 minutes
103 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		38	35	28	26	34	41	26	26
90th percentile time to start treatment <sup>5</sup> (minutes)		152	98	95	87	107	128	103	99

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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- (‡) 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## South East Regional Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 615

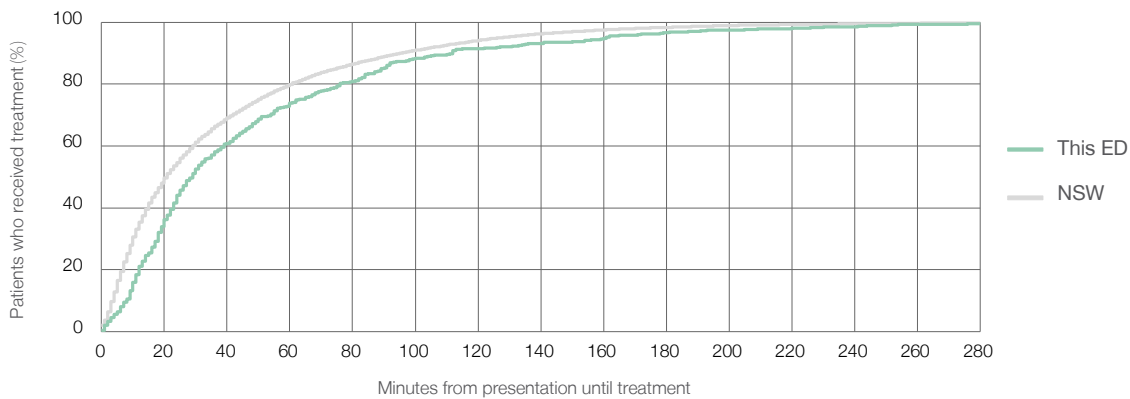
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 520

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

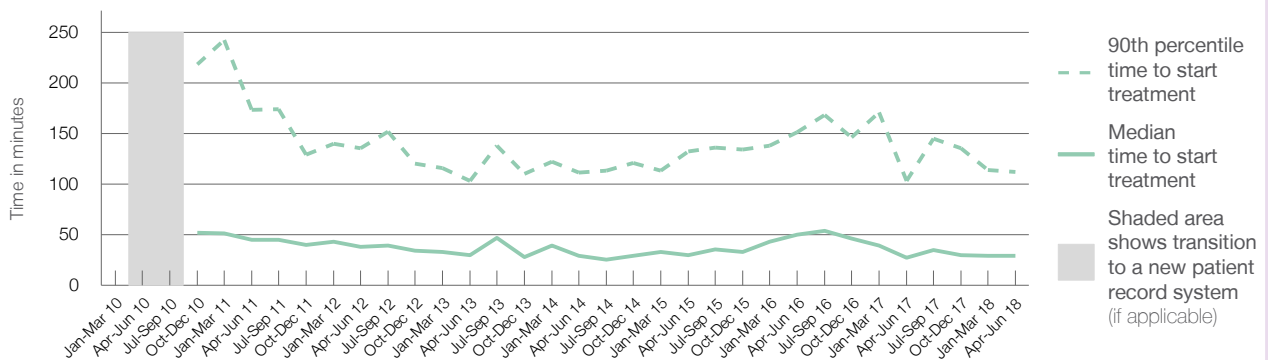
90th percentile time to start treatment<sup>5</sup>  112 minutes

Same period last year	NSW (this period)
498	
423	
27 minutes	21 minutes
103 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		45	38	30	29	30	50	27	29
90th percentile time to start treatment <sup>5</sup> (minutes)		173	135	103	111	132	151	103	112

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

- (†) 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## South East Regional Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 4,230 patients

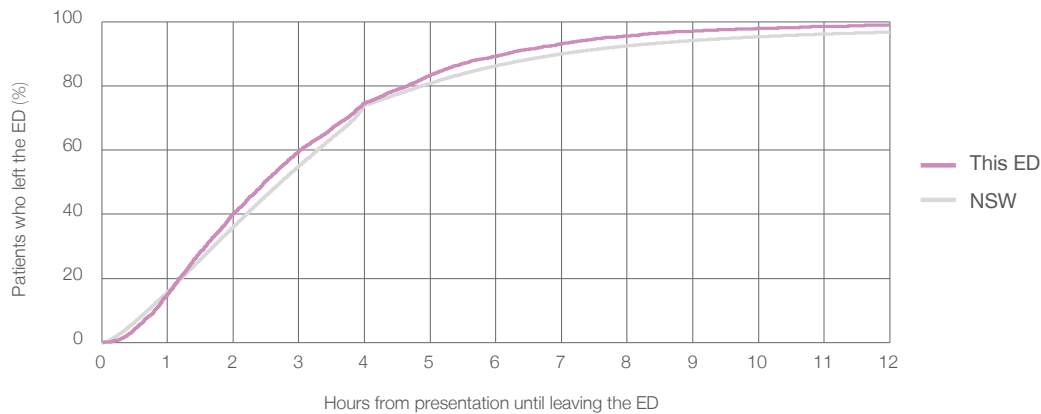
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,230 patients

Median time spent in the ED<sup>8</sup>  2 hours and 29 minutes

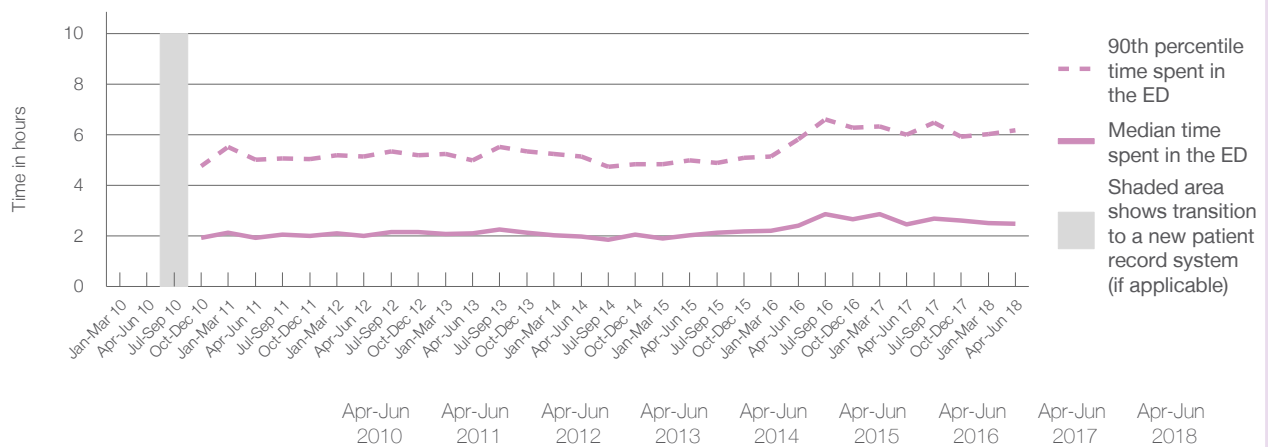
90th percentile time spent in the ED<sup>9</sup>  6 hours and 11 minutes

Same period last year	NSW (this period)
4,109	4,109
2 hours and 28 minutes	2 hours and 44 minutes
6 hours and 0 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)		1h 56m	2h 0m	2h 6m	1h 59m	2h 2m	2h 25m	2h 28m	2h 29m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)		5h 1m	5h 8m	4h 59m	5h 9m	5h 0m	5h 49m	6h 0m	6h 11m

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

- (†) 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

**South East Regional Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

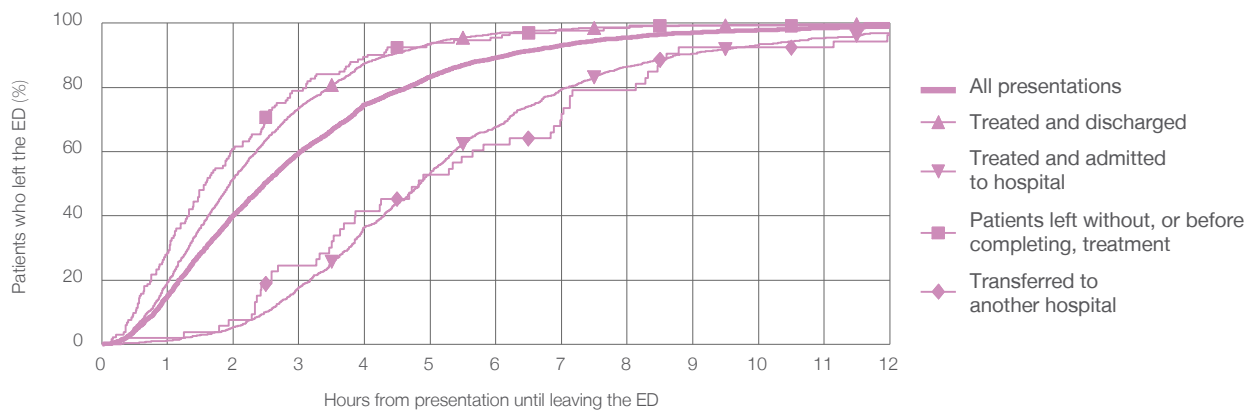
All presentations:<sup>1</sup> 4,230 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,230 patients

Treated and discharged	3,010 (71.2%)
Treated and admitted to hospital	1,025 (24.2%)
Patient left without, or before completing, treatment	133 (3.1%)
Transferred to another hospital	53 (1.3%)
Other	9 (0.2%)

Same period last year	Change since one year ago
4,109	3%
2,938	2.5%
1,000	2.5%
120	10.8%
42	26.2%
9	0.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018 <sup>†† §</sup>



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

Treated and discharged	19.4%	51.6%	73.5%	87.5%	96.7%	98.8%	99.4%	99.7%
Treated and admitted to hospital	1.2%	5.3%	17.8%	36.5%	67.8%	86.4%	93.3%	97.0%
Patient left without, or before completing, treatment	28.6%	60.9%	78.9%	89.5%	95.5%	98.5%	99.2%	100%
Transferred to another hospital	1.9%	7.5%	24.5%	41.5%	62.3%	79.2%	92.5%	96.2%
All presentations	15.2%	40.2%	59.6%	74.7%	89.2%	95.5%	97.8%	99.0%

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

- (†) 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

**South East Regional Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 4,230 patients

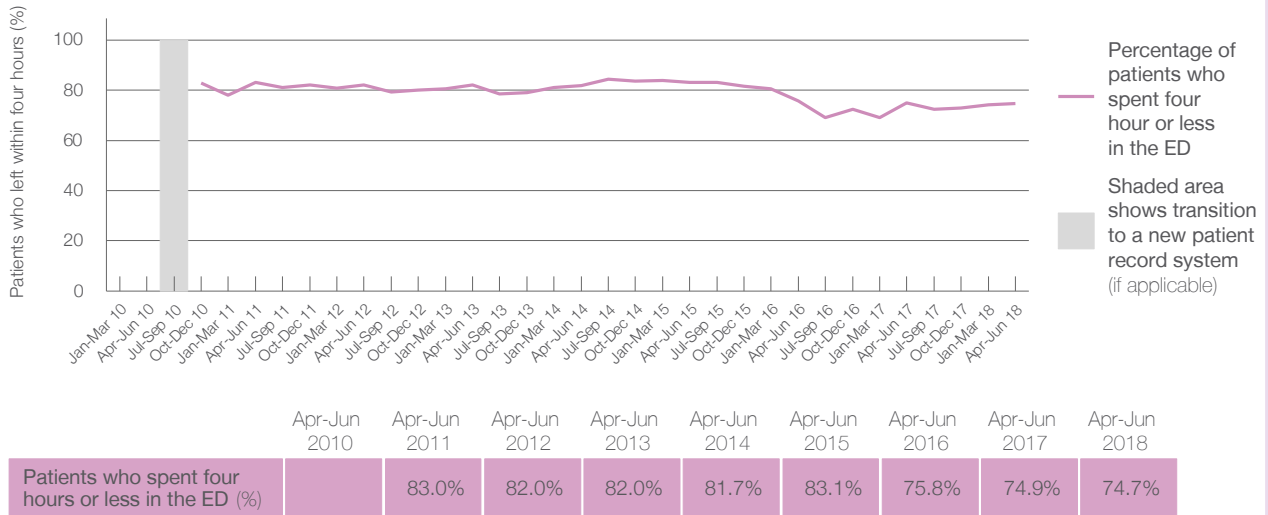
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,230 patients

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> 4,230 patients	4,109	3%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,230 patients	4,109	3%
Percentage of patients who spent four hours or less in the ED	74.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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*.  
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, January to March 2018*.
- 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 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).