

Healthcare Quarterly

Emergency department

District group 1 hospitals
(C1) peer group
Performance Profiles

October to December 2018

Armidale Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 4,154 patients
Emergency presentations:² 4,055 patients

Same period last year	Change since one year ago
3,790	10%
3,687	10%

Armidale Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 198 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 921 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,454 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 470 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
255	
8 minutes	8 minutes
29 minutes	26 minutes
953	
23 minutes	20 minutes
69 minutes	72 minutes
2,166	
27 minutes	26 minutes
101 minutes	104 minutes
302	
22 minutes	23 minutes
91 minutes	104 minutes

Armidale Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 4,154 patients

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

Same period last year	Change since one year ago
3,790	10%
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: October to December 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.

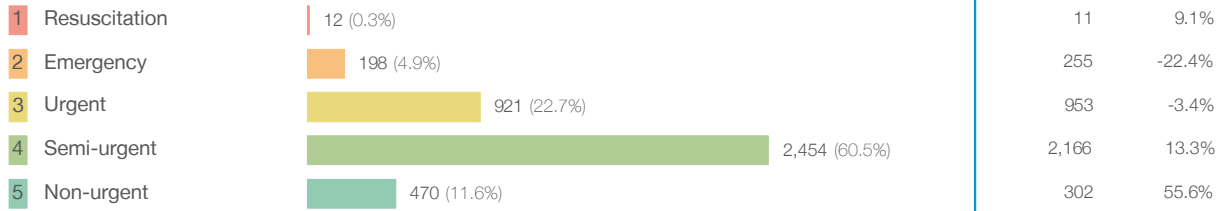
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Armidales Hospital: Patients presenting to the emergency department October to December 2018

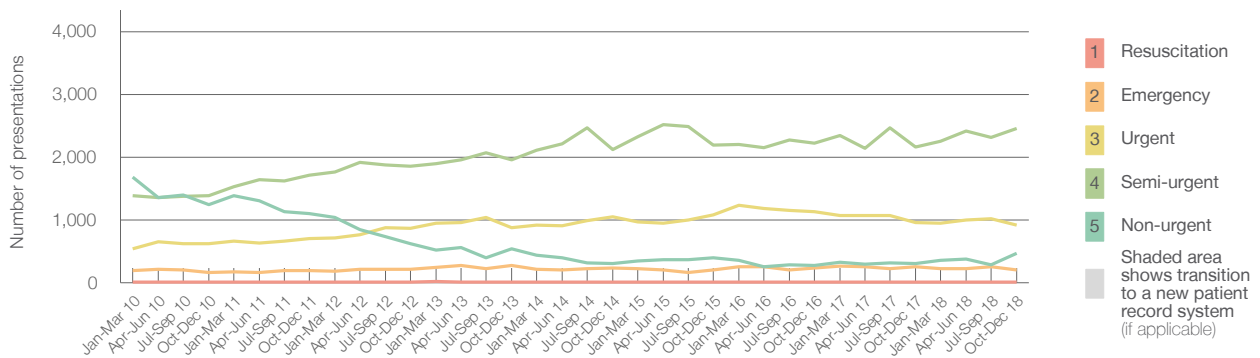
All presentations:¹ 4,154 patients

Emergency presentations² by triage category: 4,055 patients



	Same period last year	Change since one year ago
All presentations	3,790	10%
Emergency presentations	3,687	10%
1 Resuscitation	11	9.1%
2 Emergency	255	-22.4%
3 Urgent	953	-3.4%
4 Semi-urgent	2,166	13.3%
5 Non-urgent	302	55.6%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	< 5	9	11	10	8	10	12	11	12
Emergency	161	189	217	272	231	205	235	255	198
Urgent	623	707	863	878	1,046	1,080	1,130	953	921
Semi-urgent	1,385	1,717	1,853	1,956	2,121	2,193	2,220	2,166	2,454
Non-urgent	1,242	1,098	619	540	308	396	276	302	470
All emergency presentations	3,411	3,720	3,563	3,656	3,714	3,884	3,873	3,687	4,055

Armidales Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 560 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	375	
ED Transfer of care time		
Median time	2 minutes	2 minutes
90th percentile time	25 minutes	2 minutes

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

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

(**) 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 October to December 2018

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

Number of triage 2 patients: 198

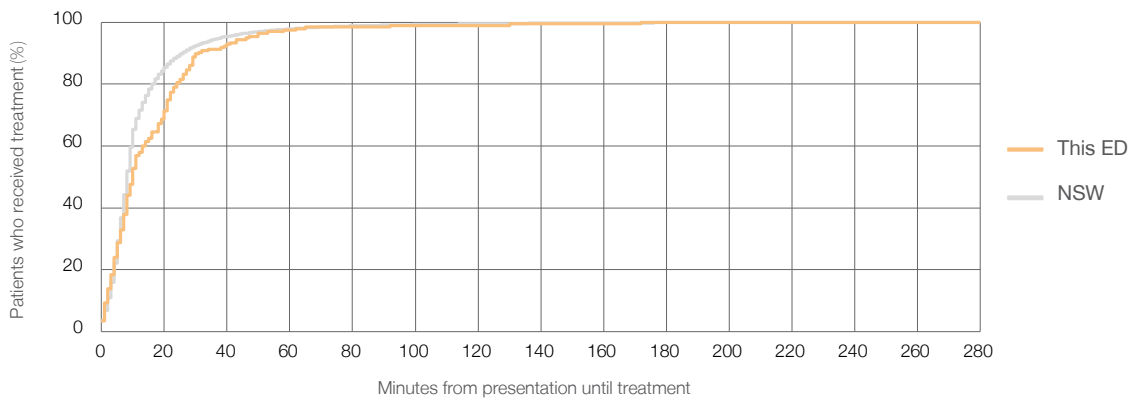
Number of triage 2 patients used to calculate waiting time:³ 195

Median time to start treatment⁴ 10 minutes

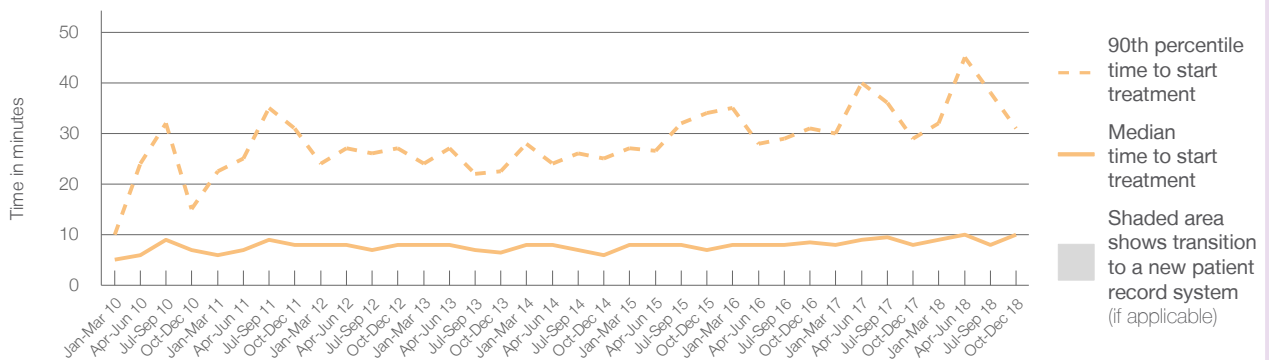
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
255	253
8 minutes	8 minutes
29 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	8	8	7	6	7	9	8	10
90th percentile time to start treatment ⁵ (minutes)	15	31	27	23	25	34	31	29	31

(†) 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.

Armidaire Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 921

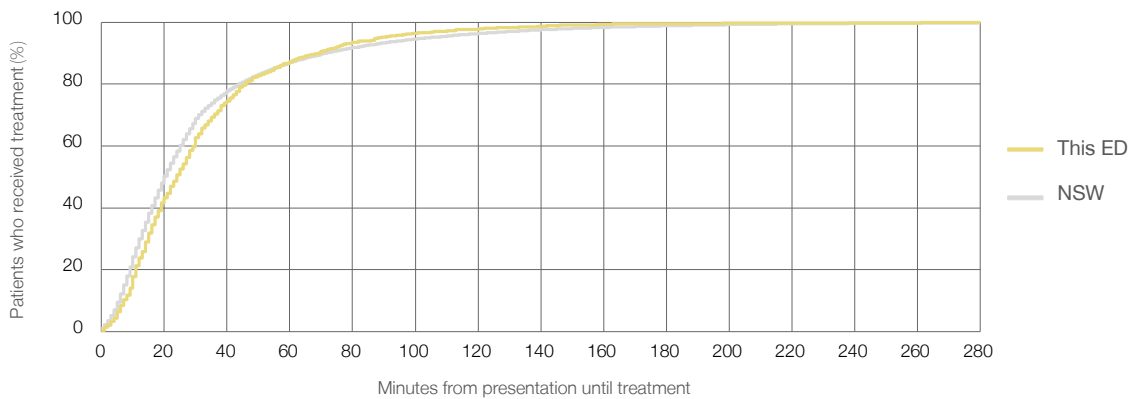
Number of triage 3 patients used to calculate waiting time:³ 896

Median time to start treatment⁴ 24 minutes

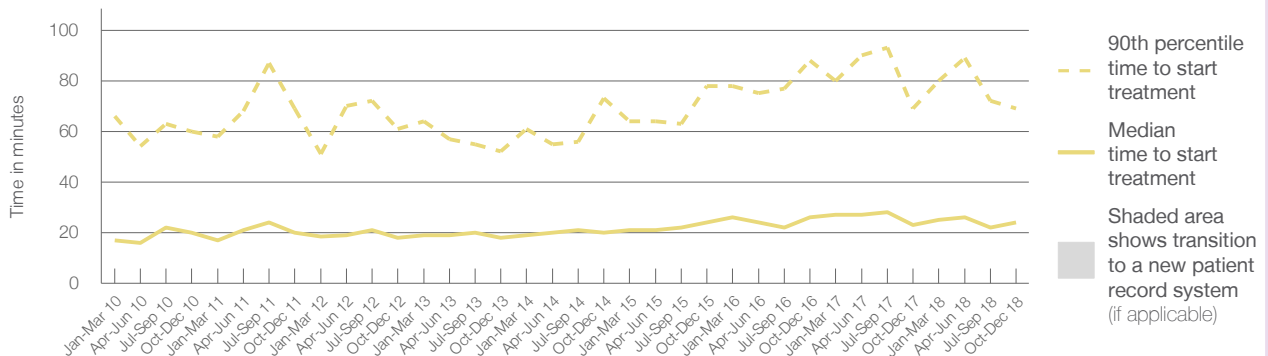
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
953	
929	
23 minutes	20 minutes
69 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	20	18	18	20	24	26	23	24
90th percentile time to start treatment ⁵ (minutes)	60	69	61	52	73	78	88	69	69

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Armidale Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 2,454

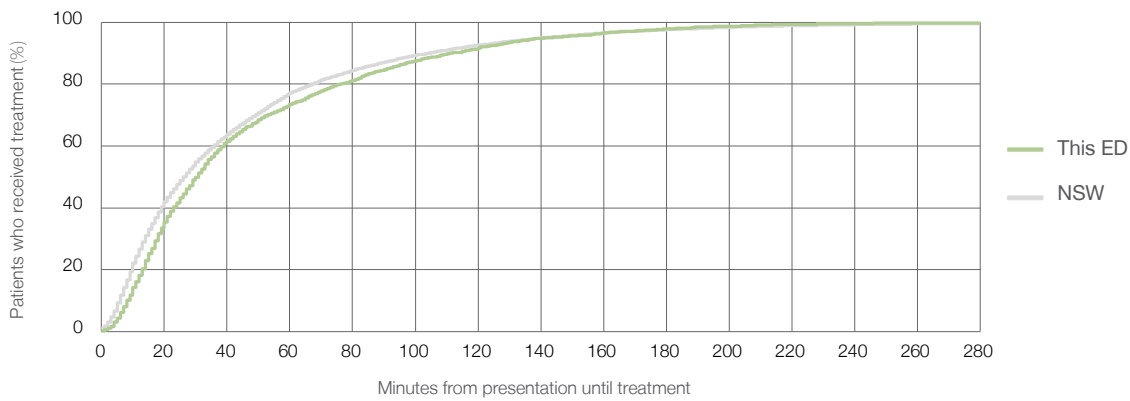
Number of triage 4 patients used to calculate waiting time:³ 2,275

Median time to start treatment⁴ 31 minutes

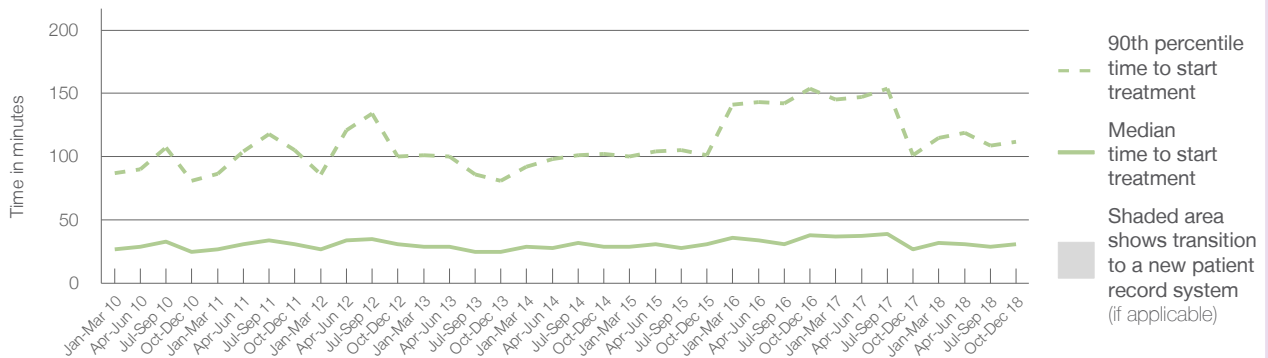
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
2,166	2,008
27 minutes	26 minutes
101 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	25	31	31	25	29	31	38	27	31
90th percentile time to start treatment ⁵ (minutes)	81	105	100	81	102	101	154	101	112

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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.

Armidaire Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 470

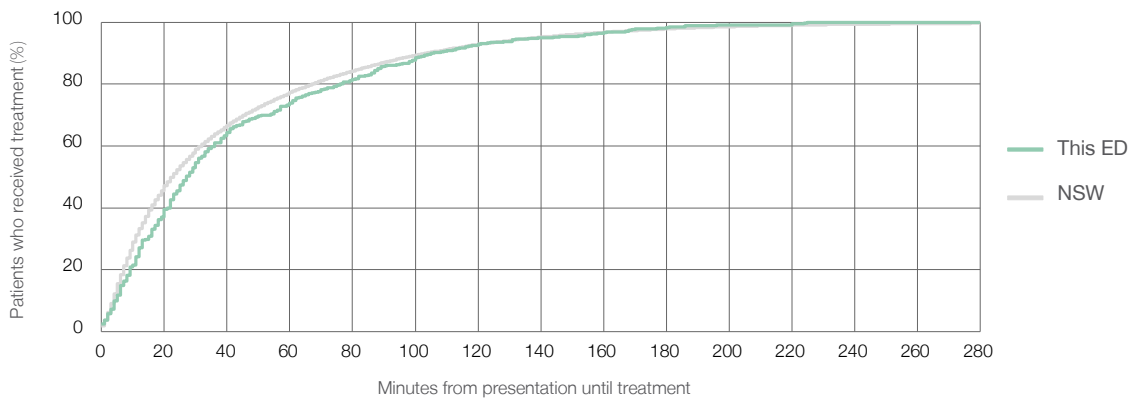
Number of triage 5 patients used to calculate waiting time:³ 416

Median time to start treatment⁴ 27 minutes

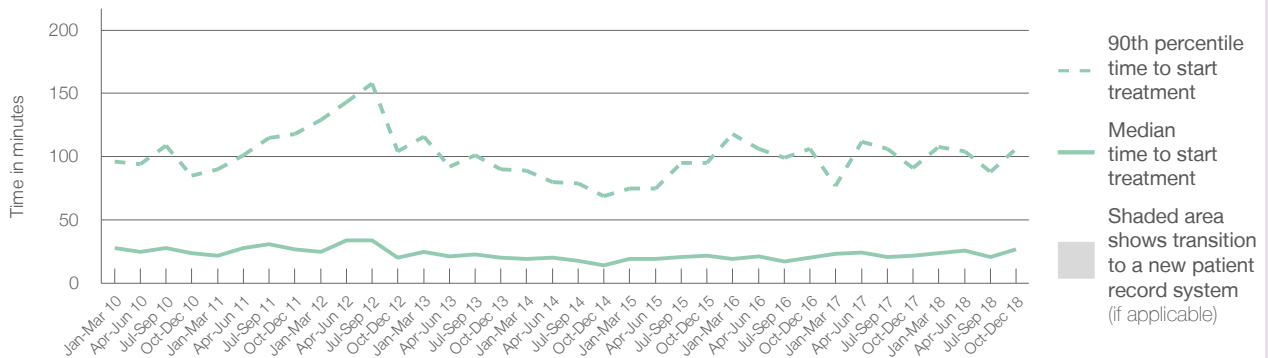
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
302	251
22 minutes	23 minutes
91 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	24	27	20	20	14	22	20	22	27
90th percentile time to start treatment ⁵ (minutes)	85	118	104	90	69	95	106	91	106

(†) 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 October to December 2018

All presentations:¹ 4,154 patients

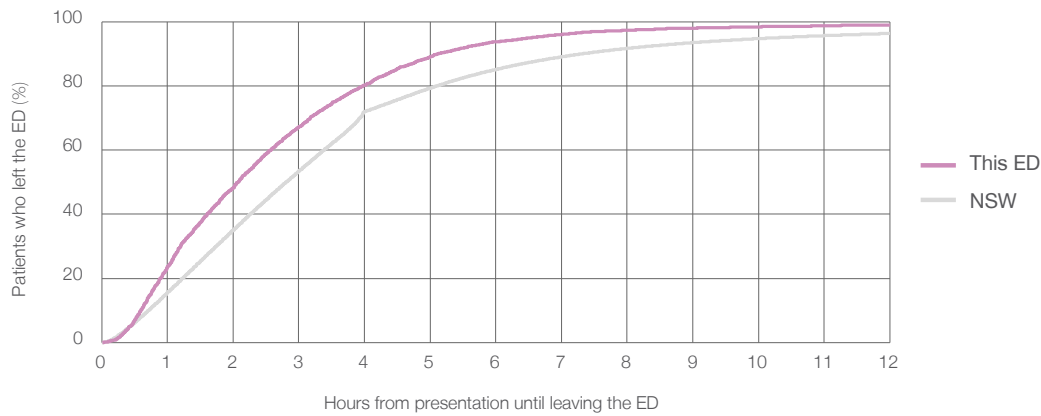
Presentations used to calculate time to leaving the ED:⁶ 4,154 patients

Median time spent in the ED⁸ 2 hours and 5 minutes

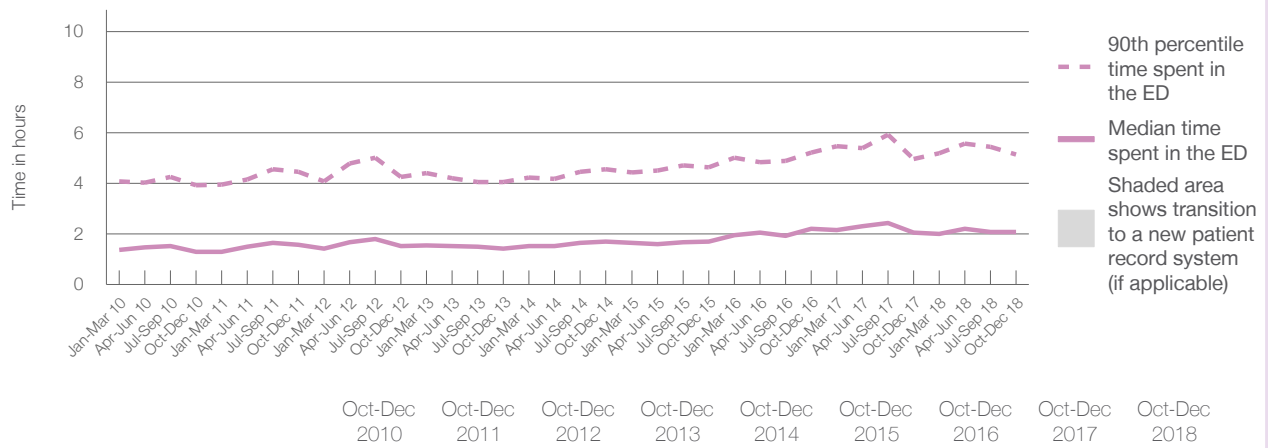
90th percentile time spent in the ED⁹ 5 hours and 8 minutes

Same period last year	NSW (this period)
3,790	3,790
2 hours and 4 minutes	2 hours and 49 minutes
4 hours and 59 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 18m	1h 35m	1h 32m	1h 26m	1h 43m	1h 42m	2h 12m	2h 4m	2h 5m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 56m	4h 27m	4h 16m	4h 3m	4h 34m	4h 38m	5h 13m	4h 59m	5h 8m

(†) 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.

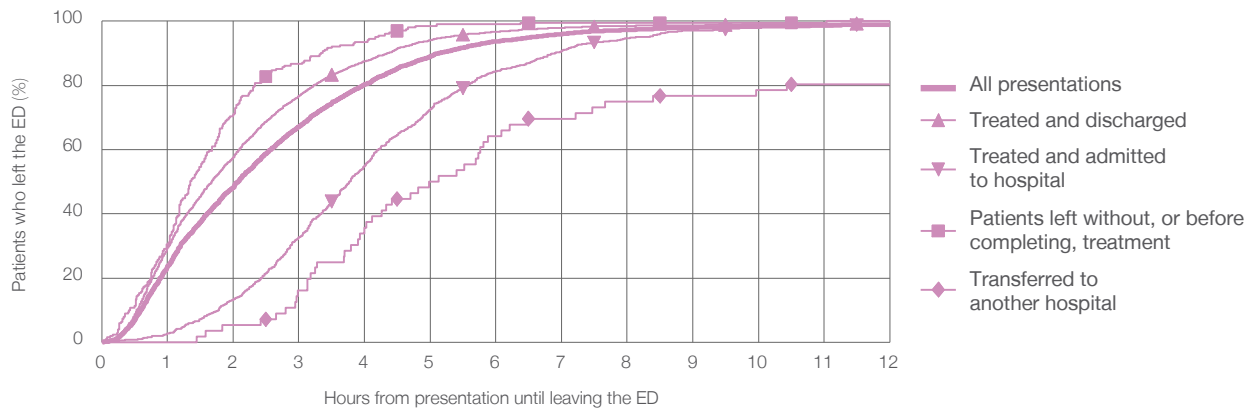
Armidale Hospital: Time patients spent in the ED
 By mode of separation
 October to December 2018

All presentations:¹ 4,154 patients

Presentations used to calculate time to leaving the ED:⁶ 4,154 patients

		Same period last year	Change since one year ago
Treated and discharged	3,020 (72.7%)	3,790	10%
Treated and admitted to hospital	852 (20.5%)	2,626	15.0%
Patient left without, or before completing, treatment	203 (4.9%)	885	-3.7%
Transferred to another hospital	56 (1.3%)	201	1.0%
Other	23 (0.6%)	55	1.8%
		23	0.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

Treated and discharged	29.5%	57.6%	76.7%	87.5%	96.8%	98.5%	99.0%	99.4%
Treated and admitted to hospital	2.7%	13.3%	32.6%	54.9%	84.4%	94.7%	97.9%	99.2%
Patient left without, or before completing, treatment	30.5%	70.9%	86.7%	93.6%	99.0%	99.5%	99.5%	100%
Transferred to another hospital	0%	5.4%	16.1%	35.7%	64.3%	75.0%	78.6%	80.4%
All presentations	23.6%	48.3%	67.2%	80.3%	93.7%	97.3%	98.4%	98.9%

(†) 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.

Armidale Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2018

All presentations at the emergency department: ¹ 4,154 patients

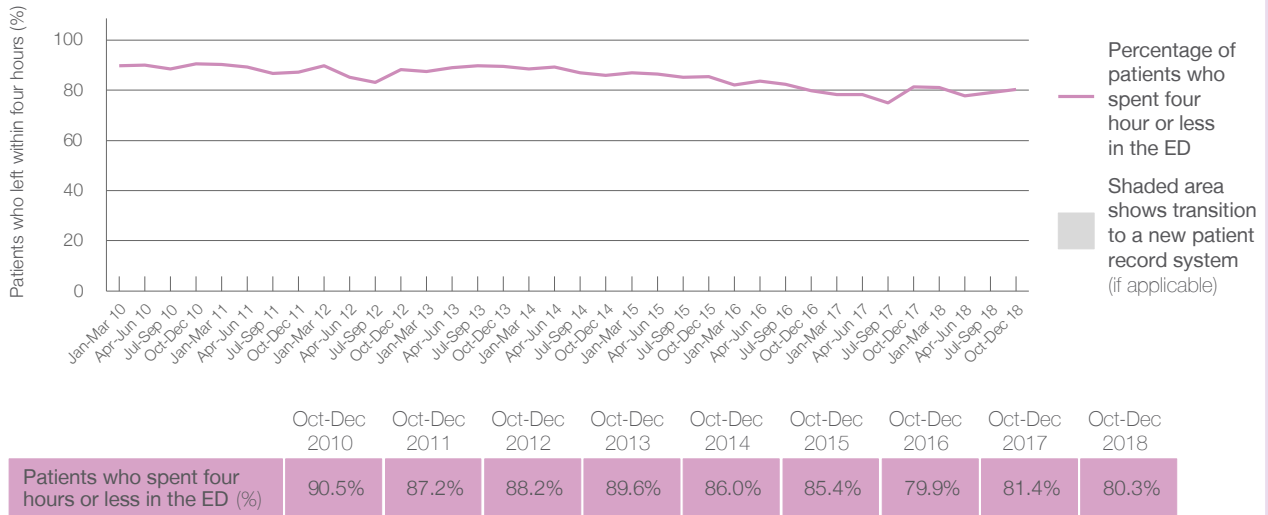
Presentations used to calculate time to leaving the ED: ⁶ 4,154 patients

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	3,790	10%
Presentations used to calculate time to leaving the ED	3,790	10%
Percentage of patients who spent four hours or less in the ED	81.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Bathurst Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 6,786 patients
 Emergency presentations:² 6,735 patients

Same period last year	Change since one year ago
6,776	0%
6,690	1%

Bathurst Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 699 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,276 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,204 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 51 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 531 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
702	
7 minutes	8 minutes
14 minutes	26 minutes
2,236	
19 minutes	20 minutes
54 minutes	72 minutes
3,142	
18 minutes	26 minutes
77 minutes	104 minutes
576	
15 minutes	23 minutes
79 minutes	104 minutes

Bathurst Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 6,786 patients

Percentage of patients who spent four hours or less in the ED 82%

Same period last year	Change since one year ago
6,775	0%
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: October to December 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.

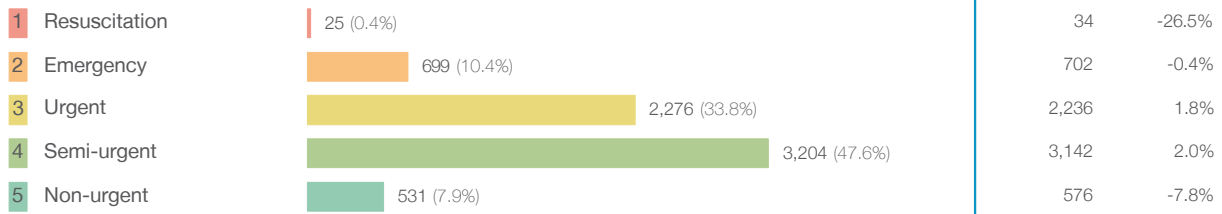
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

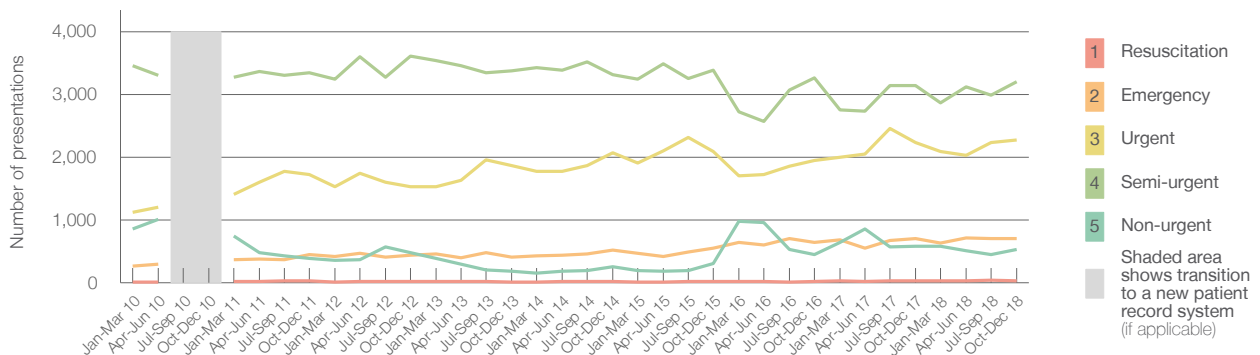
Bathurst Health Service: Patients presenting to the emergency department October to December 2018

All presentations:¹ 6,786 patients

Emergency presentations² by triage category: 6,735 patients



Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation		27	16	13	14	14	22	34	25
Emergency		447	436	402	521	547	644	702	699
Urgent		1,724	1,529	1,861	2,070	2,090	1,949	2,236	2,276
Semi-urgent		3,343	3,610	3,380	3,316	3,382	3,265	3,142	3,204
Non-urgent		384	474	182	251	303	444	576	531
All emergency presentations		5,925	6,065	5,838	6,172	6,336	6,324	6,690	6,735

Bathurst Health Service: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,029 patients

ED Transfer of care time



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Bathurst Health Service: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 699

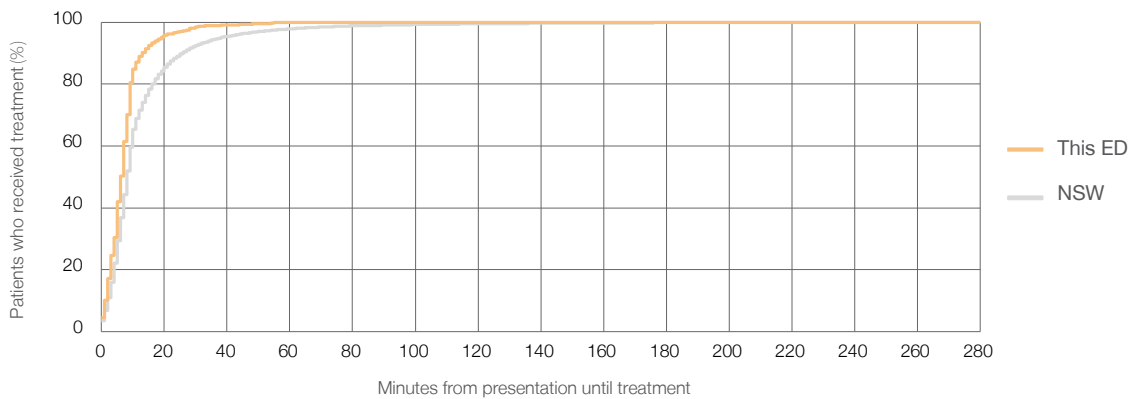
Number of triage 2 patients used to calculate waiting time:³ 697

Median time to start treatment⁴ ■ 6 minutes

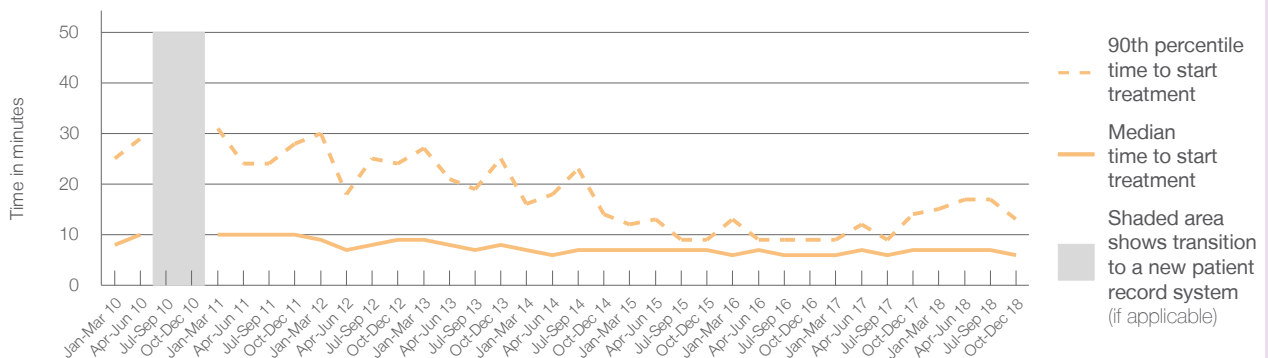
90th percentile time to start treatment⁵ ■ 13 minutes

Same period last year	NSW (this period)
702	700
7 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		10	9	8	7	7	6	7	6
90th percentile time to start treatment ⁵ (minutes)		28	24	25	14	9	9	14	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.

Bathurst Health Service: Time patients waited to start treatment, triage 3 October to December 2018

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

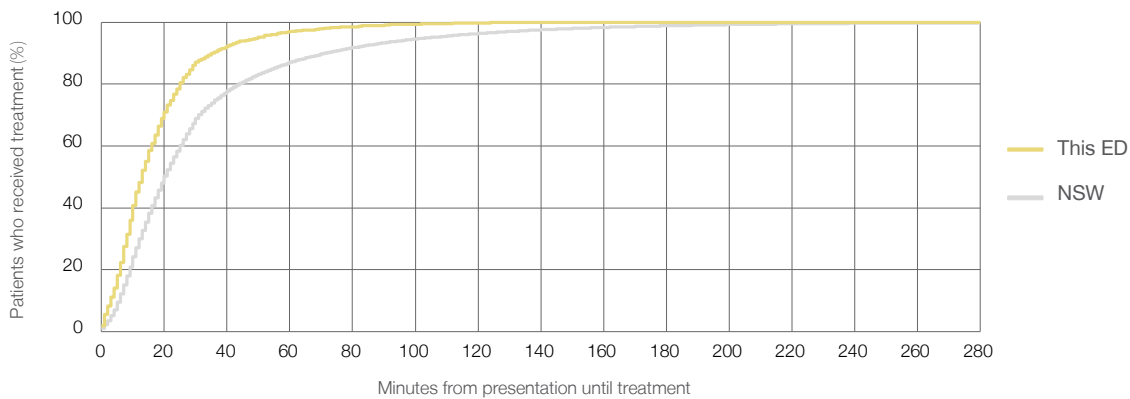
Number of triage 3 patients: 2,276

Number of triage 3 patients used to calculate waiting time:³ 2,269

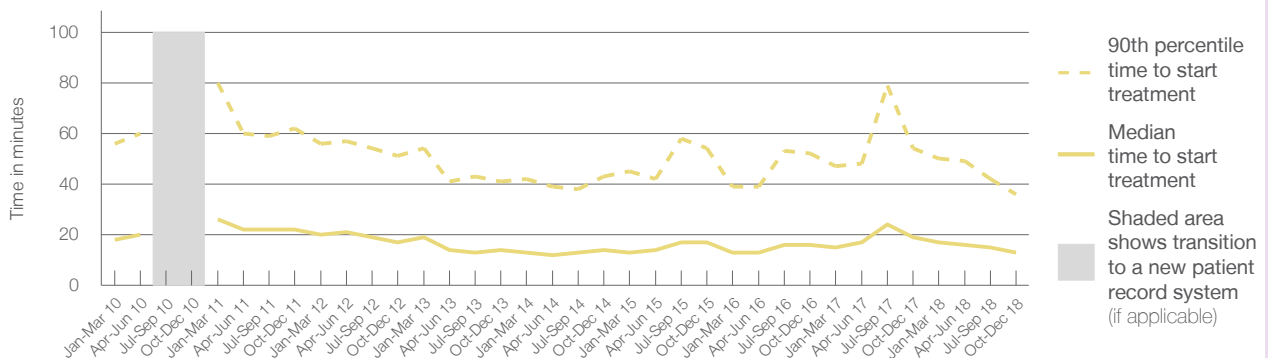
Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
2,236	2,218
19 minutes	20 minutes
54 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		22	17	14	14	17	16	19	13
90th percentile time to start treatment ⁵ (minutes)		62	51	41	43	54	52	54	36

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

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

Bathurst Health Service: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 3,204

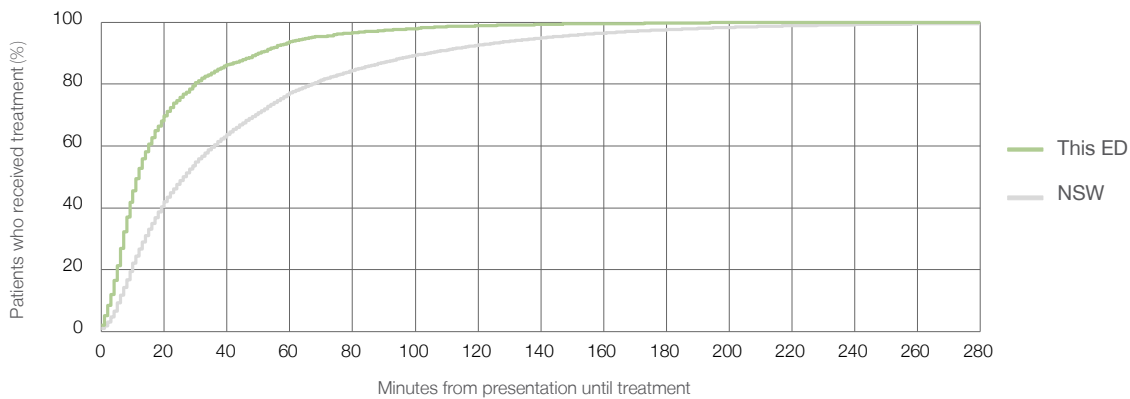
Number of triage 4 patients used to calculate waiting time:³ 3,168

Median time to start treatment⁴ 12 minutes

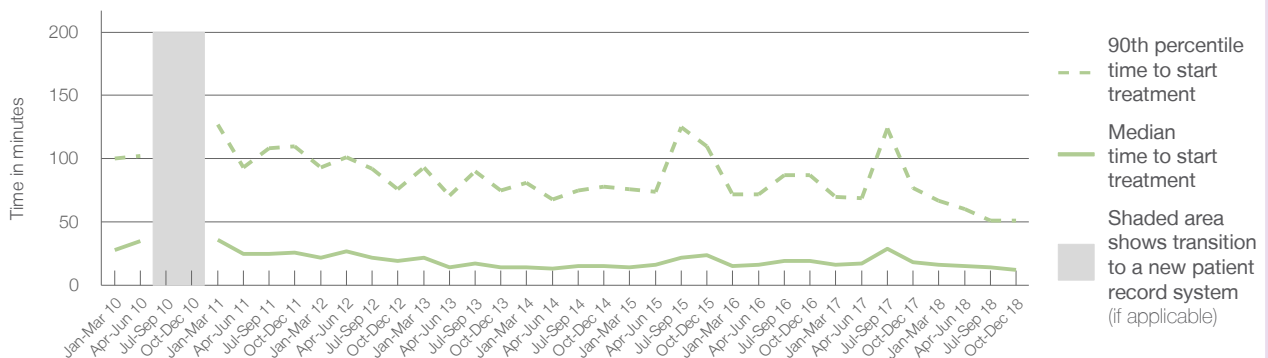
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
3,142	3,063
18 minutes	26 minutes
77 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		26	19	14	15	24	19	18	12
90th percentile time to start treatment ⁵ (minutes)		110	76	75	78	110	87	77	51

(†) 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 October to December 2018

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

Number of triage 5 patients: 531

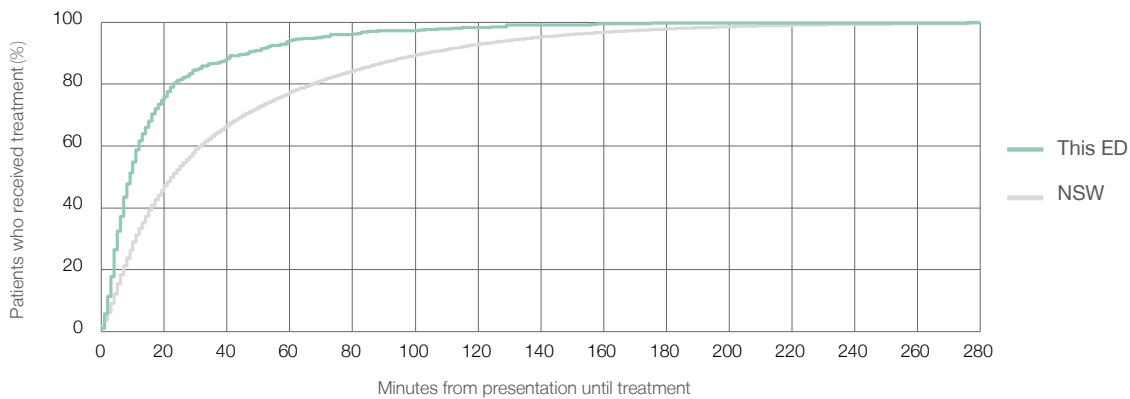
Number of triage 5 patients used to calculate waiting time:³ 522

Median time to start treatment⁴ 9 minutes

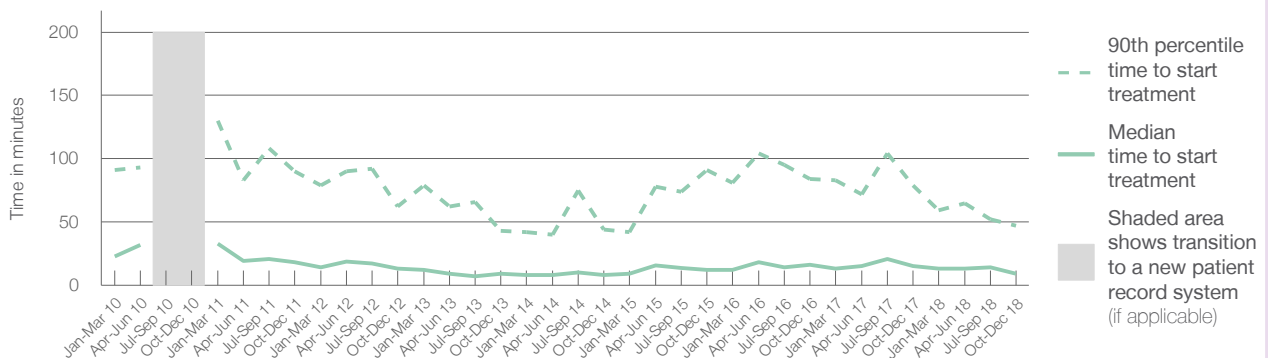
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
576	549
15 minutes	23 minutes
79 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		18	13	9	8	12	16	15	9
90th percentile time to start treatment ⁵ (minutes)		90	62	43	44	91	84	79	47

(†) 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

October to December 2018

All presentations:¹ 6,786 patients

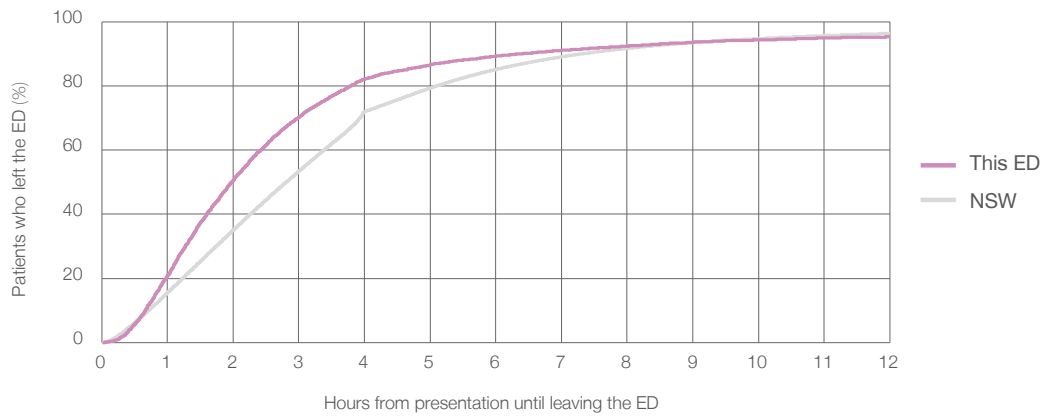
Presentations used to calculate time to leaving the ED:⁶ 6,786 patients

Median time spent in the ED⁸ 1 hours and 59 minutes

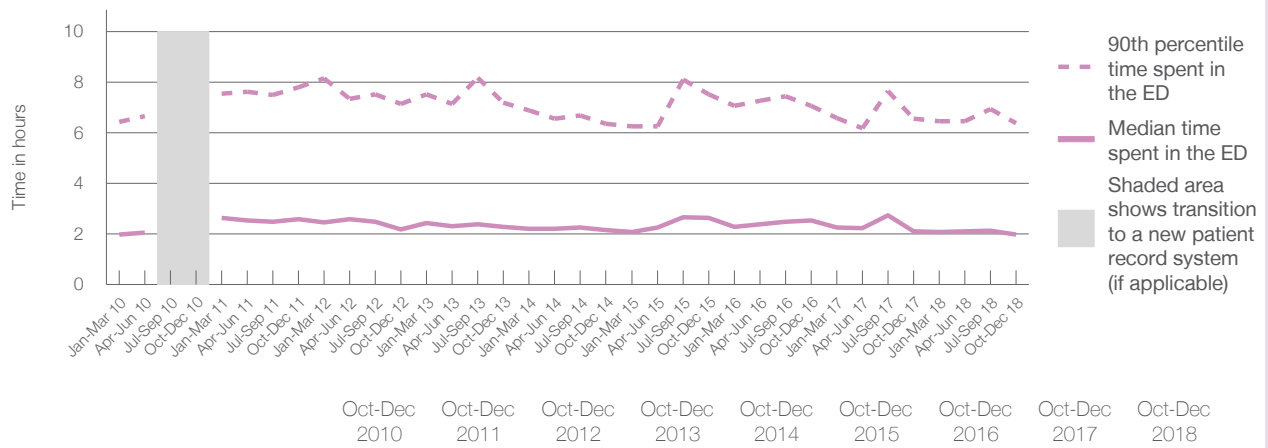
90th percentile time spent in the ED⁹ 6 hours and 23 minutes

Same period last year	NSW (this period)
6,776	
6,775	
2 hours and 7 minutes	2 hours and 49 minutes
6 hours and 34 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)		2h 35m	2h 11m	2h 17m	2h 10m	2h 38m	2h 32m	2h 7m	1h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)		7h 48m	7h 9m	7h 11m	6h 22m	7h 32m	7h 4m	6h 34m	6h 23m

(†) 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
October to December 2018

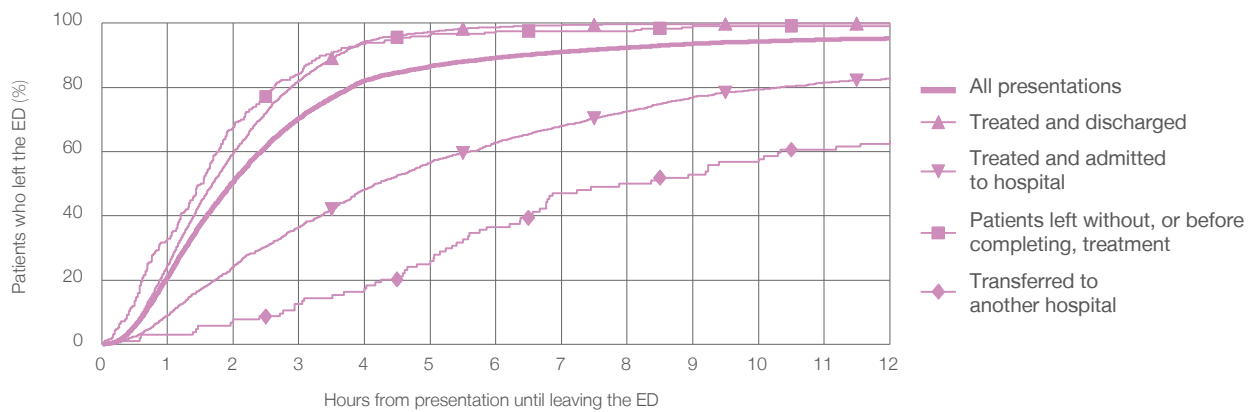
All presentations:¹ 6,786 patients

Presentations used to calculate time to leaving the ED:⁶ 6,786 patients

Treated and discharged	4,806 (70.8%)
Treated and admitted to hospital	1,606 (23.7%)
Patient left without, or before completing, treatment	250 (3.7%)
Transferred to another hospital	104 (1.5%)
Other	20 (0.3%)

Same period last year	Change since one year ago
6,775	0%
4,859	-1.1%
1,492	7.6%
307	-18.6%
94	10.6%
24	-16.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

Treated and discharged	24.6%	59.6%	82.0%	94.3%	98.8%	99.7%	99.8%	99.9%
Treated and admitted to hospital	9.0%	24.0%	36.5%	48.2%	62.8%	72.5%	79.3%	82.9%
Patient left without, or before completing, treatment	32.8%	67.6%	84.4%	93.6%	97.6%	97.6%	99.2%	99.2%
Transferred to another hospital	2.9%	7.7%	12.5%	17.3%	36.5%	50.0%	57.7%	63.5%
All presentations	21.0%	50.7%	70.3%	82.2%	89.3%	92.4%	94.3%	95.3%

(†) 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
 October to December 2018

All presentations at the emergency department: ¹ 6,786 patients

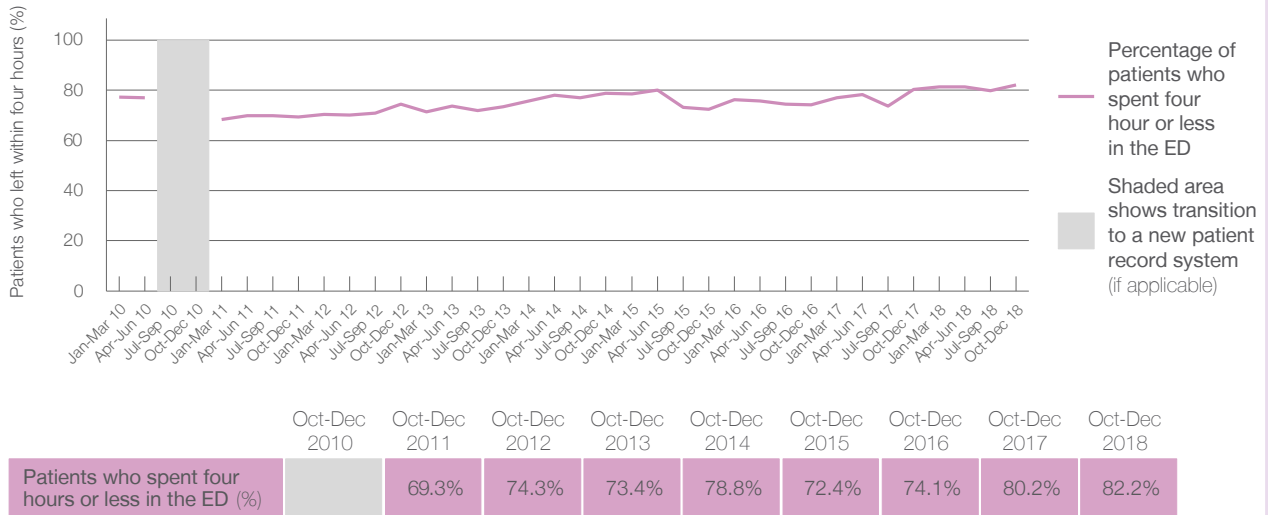
Presentations used to calculate time to leaving the ED: ⁶ 6,786 patients

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	6,776	0%
Presentations used to calculate time to leaving the ED	6,775	0%
Percentage of patients who spent four hours or less in the ED	80.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Belmont Hospital: Emergency department (ED) overview

October to December 2018



All presentations:¹ 6,931 patients
 Emergency presentations:² 6,877 patients

Same period last year	Change since one year ago
6,300	10%
6,273	10%



Belmont Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 661 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,546 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,476 patients

Median time to start treatment⁴  25 minutes
 90th percentile time to start treatment⁵  98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,180 patients

Median time to start treatment⁴  29 minutes
 90th percentile time to start treatment⁵  106 minutes

Same period last year	NSW (this period)
492	
8 minutes	8 minutes
15 minutes	26 minutes
1,243	
16 minutes	20 minutes
38 minutes	72 minutes
3,026	
22 minutes	26 minutes
75 minutes	104 minutes
1,499	
24 minutes	23 minutes
99 minutes	104 minutes

Belmont Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Percentage of patients who spent four hours or less in the ED  75%

Same period last year	Change since one year ago
6,300	10%
73%	

* 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: October to December 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.

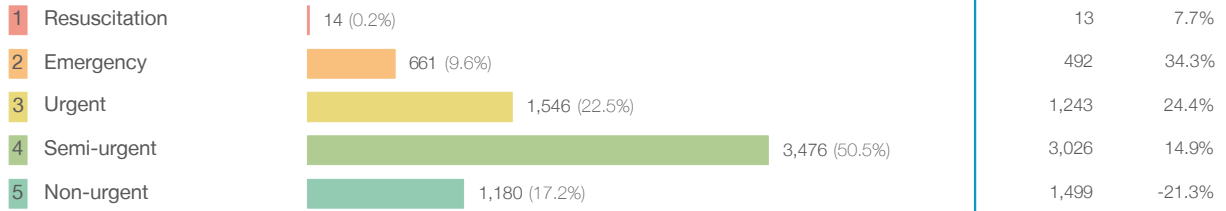
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

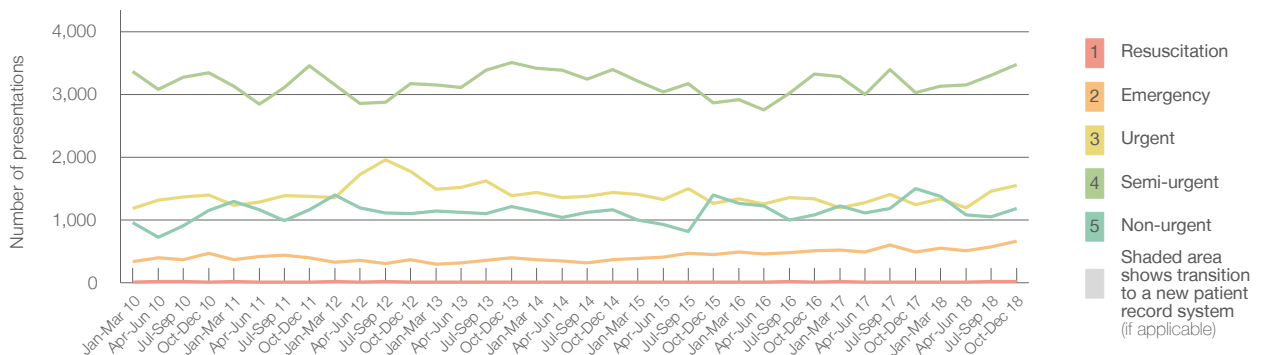
Belmont Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 6,931 patients

Emergency presentations² by triage category: 6,877 patients



Emergency presentations² by quarter, January 2010 to December 2018 †

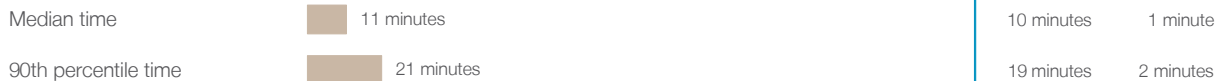


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	9	11	12	13	10	13	6	13	14
Emergency	463	395	369	397	368	443	509	492	661
Urgent	1,396	1,374	1,775	1,382	1,436	1,263	1,334	1,243	1,546
Semi-urgent	3,341	3,460	3,173	3,505	3,398	2,864	3,326	3,026	3,476
Non-urgent	1,152	1,164	1,099	1,211	1,163	1,398	1,081	1,499	1,180
All emergency presentations	6,361	6,404	6,428	6,508	6,375	5,981	6,256	6,273	6,877

Belmont Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,435 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.

Belmont Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 661

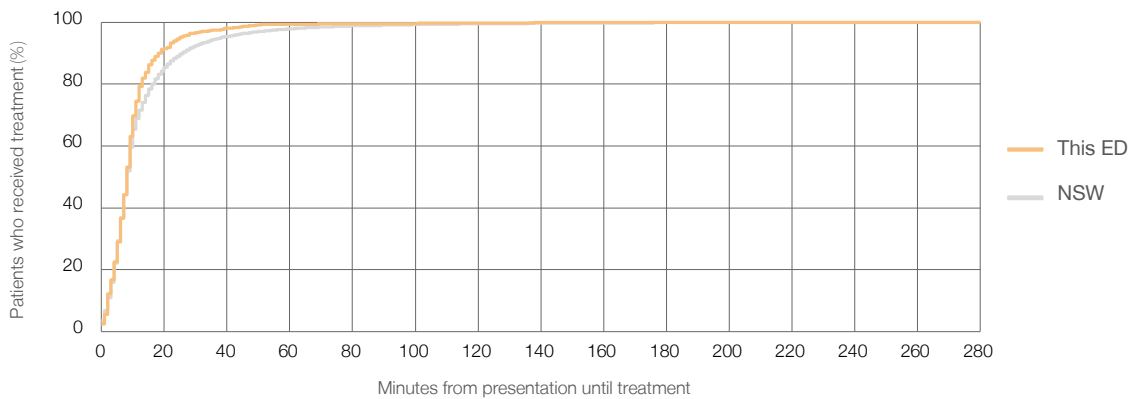
Number of triage 2 patients used to calculate waiting time:³ 649

Median time to start treatment⁴ 8 minutes

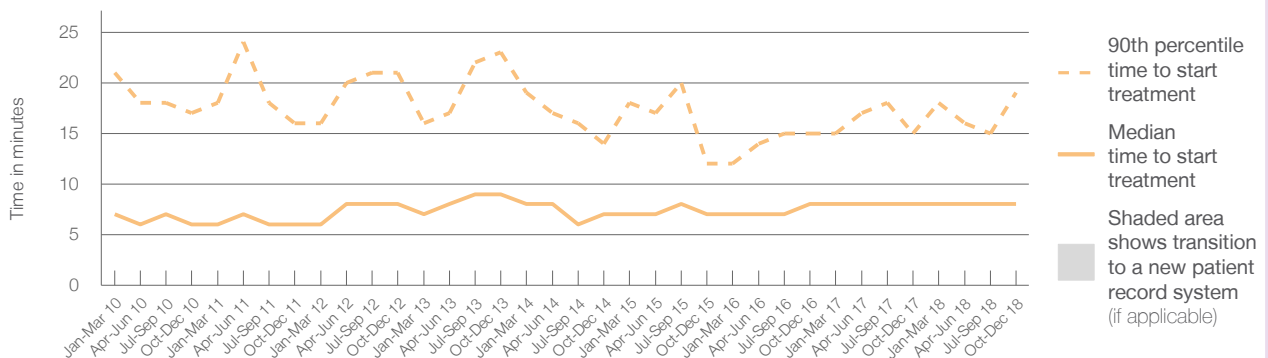
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
492	485
8 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	6	8	9	7	7	8	8	8
90th percentile time to start treatment ⁵ (minutes)	17	16	21	23	14	12	15	15	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.

Belmont Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,546

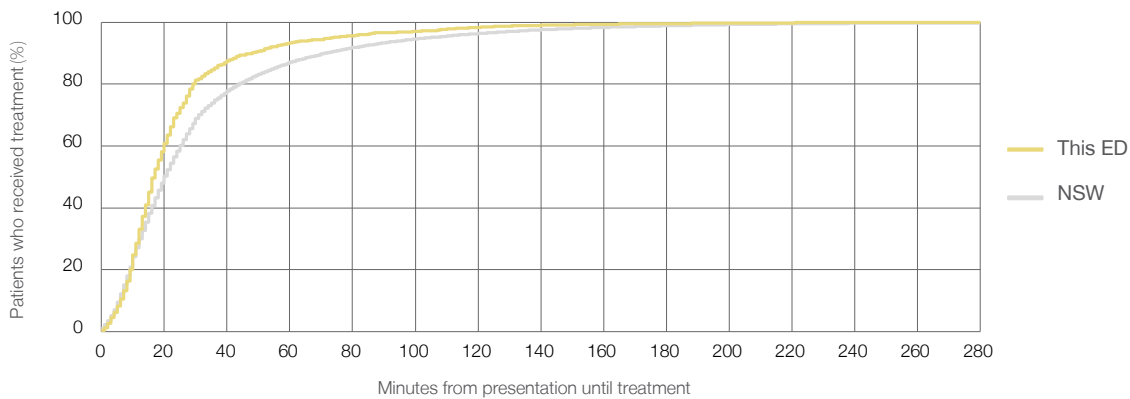
Number of triage 3 patients used to calculate waiting time:³ 1,484

Median time to start treatment⁴ 17 minutes

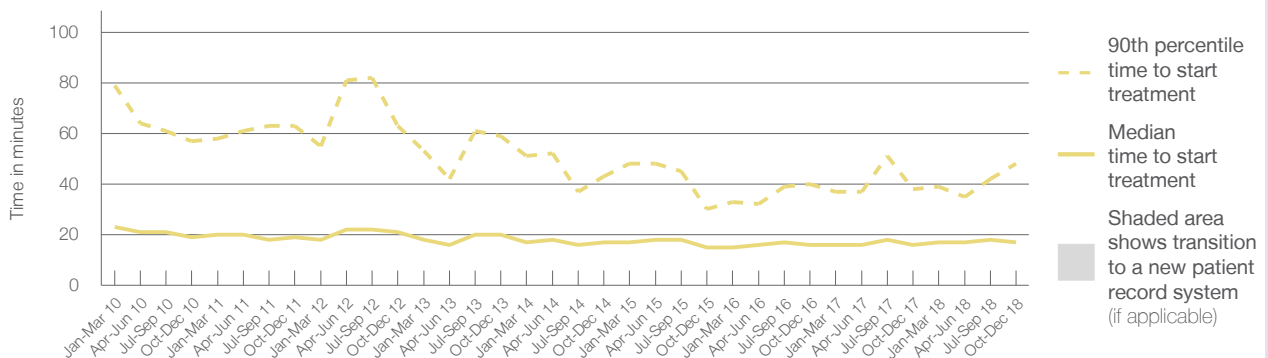
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
1,243	1,199
16 minutes	20 minutes
38 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	19	21	20	17	15	16	16	17
90th percentile time to start treatment ⁵ (minutes)	57	63	63	59	43	30	40	38	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.

Belmont Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 3,476

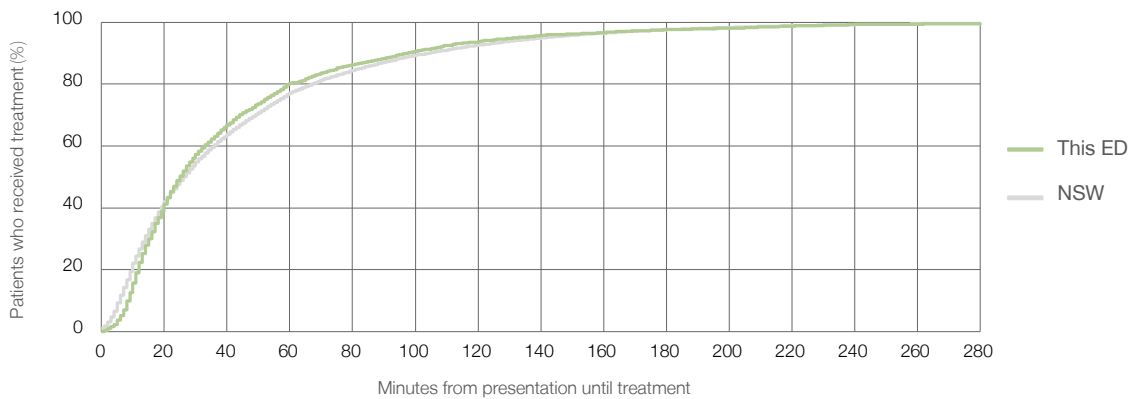
Number of triage 4 patients used to calculate waiting time:³ 2,902

Median time to start treatment⁴ 25 minutes

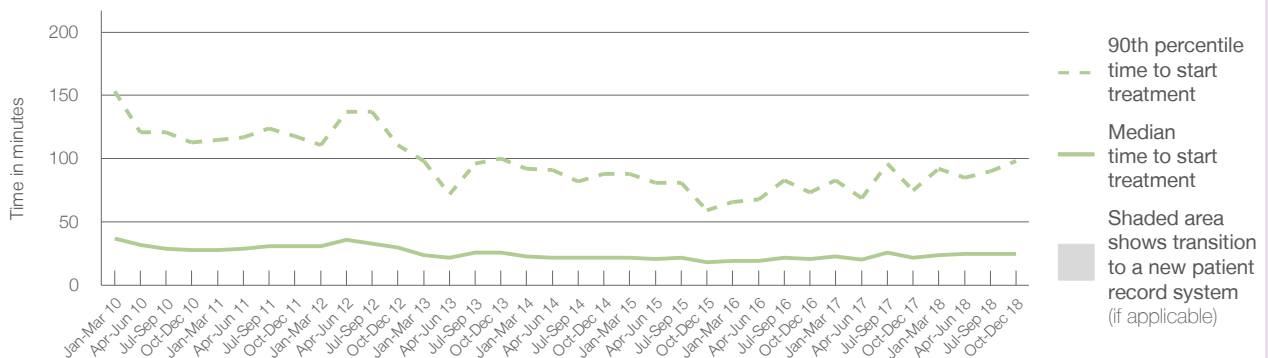
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
3,026	
2,628	
22 minutes	26 minutes
75 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	28	31	30	26	22	18	21	22	25
90th percentile time to start treatment ⁵ (minutes)	113	118	111	100	88	59	74	75	98

(†) 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 October to December 2018

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

Number of triage 5 patients: 1,180

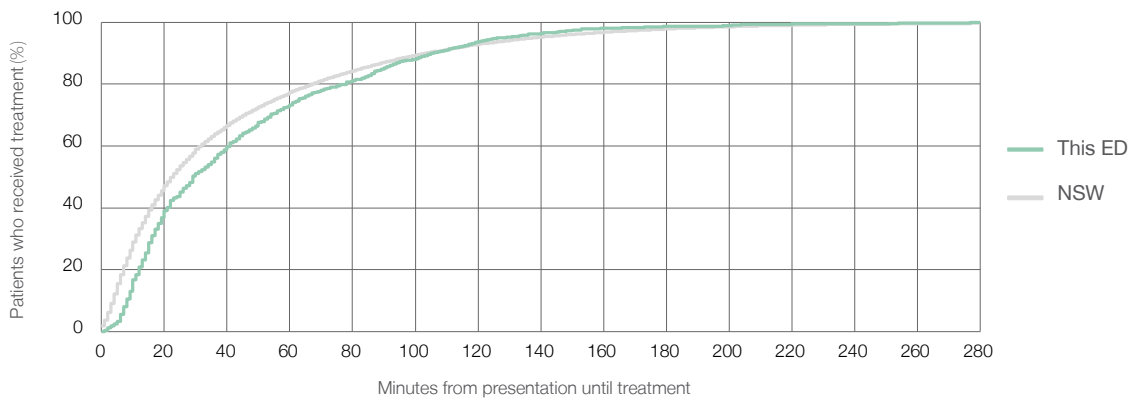
Number of triage 5 patients used to calculate waiting time:³ 845

Median time to start treatment⁴ 29 minutes

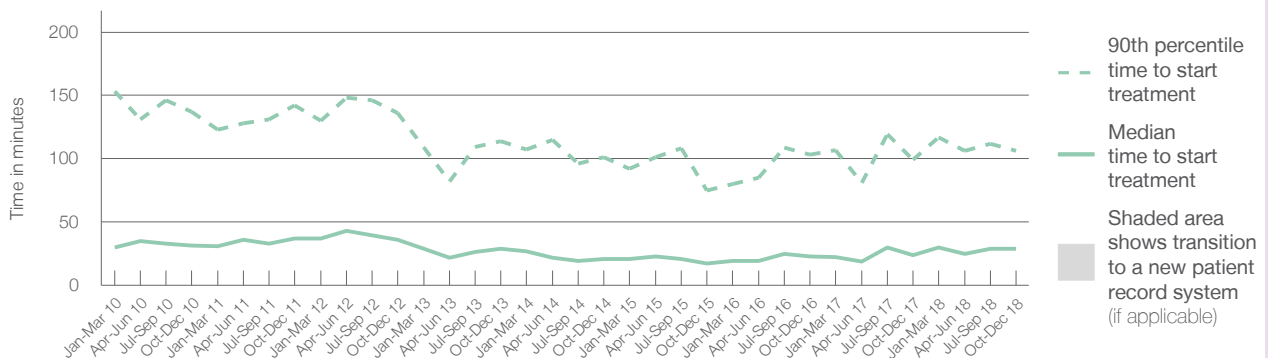
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
1,499	1,134
24 minutes	23 minutes
99 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	32	37	36	29	21	17	23	24	29
90th percentile time to start treatment ⁵ (minutes)	137	142	136	114	101	75	103	99	106

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Belmont Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 6,931 patients

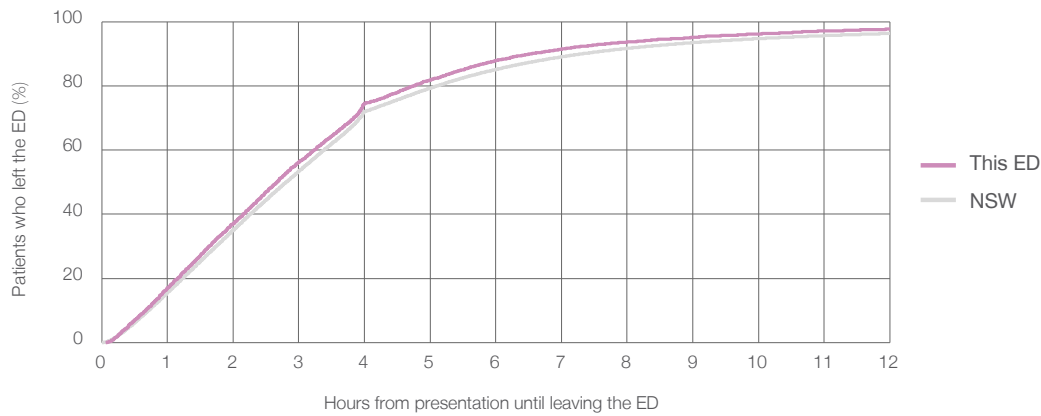
Presentations used to calculate time to leaving the ED:⁶ 6,931 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

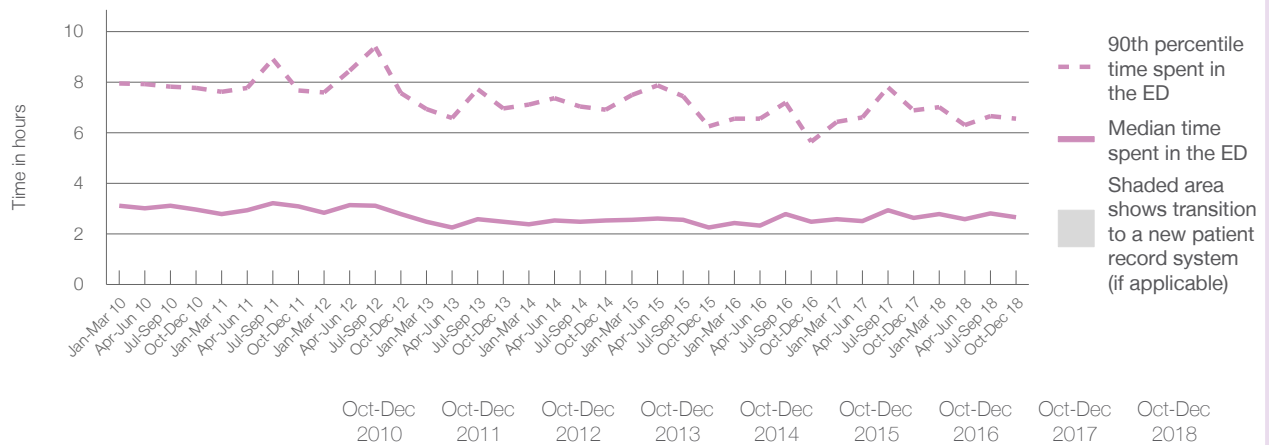
90th percentile time spent in the ED⁹ 6 hours and 33 minutes

Same period last year	NSW (this period)
6,300	6,300
2 hours and 39 minutes	2 hours and 49 minutes
6 hours and 54 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 58m	3h 5m	2h 47m	2h 30m	2h 33m	2h 16m	2h 29m	2h 39m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 47m	7h 41m	7h 34m	6h 58m	6h 55m	6h 15m	5h 39m	6h 54m	6h 33m

(†) 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
October to December 2018

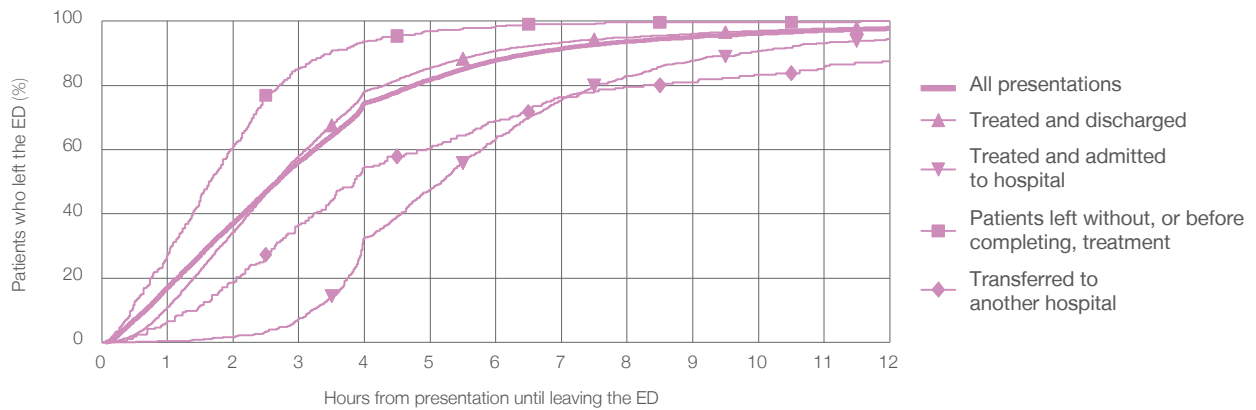
All presentations:¹ 6,931 patients

Presentations used to calculate time to leaving the ED:⁶ 6,931 patients

Treated and discharged	4,801 (69.3%)
Treated and admitted to hospital	867 (12.5%)
Patient left without, or before completing, treatment	330 (4.8%)
Transferred to another hospital	216 (3.1%)
Other	717 (10.3%)

	Same period last year	Change since one year ago
	6,300	10%
	4,332	10.8%
	833	4.1%
	254	29.9%
	273	-20.9%
	608	17.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

Treated and discharged	10.9%	34.2%	58.0%	78.1%	90.8%	95.0%	97.0%	98.3%
Treated and admitted to hospital	0.3%	1.6%	7.4%	32.6%	63.7%	82.9%	90.7%	94.6%
Patient left without, or before completing, treatment	27.3%	60.9%	85.2%	93.6%	98.5%	99.7%	99.7%	100%
Transferred to another hospital	6.5%	18.5%	36.6%	54.6%	69.0%	79.6%	83.3%	87.5%
All presentations	17.1%	37.1%	56.3%	74.5%	87.9%	93.7%	96.1%	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.

Belmont Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2018

All presentations at the emergency department: ¹ 6,931 patients

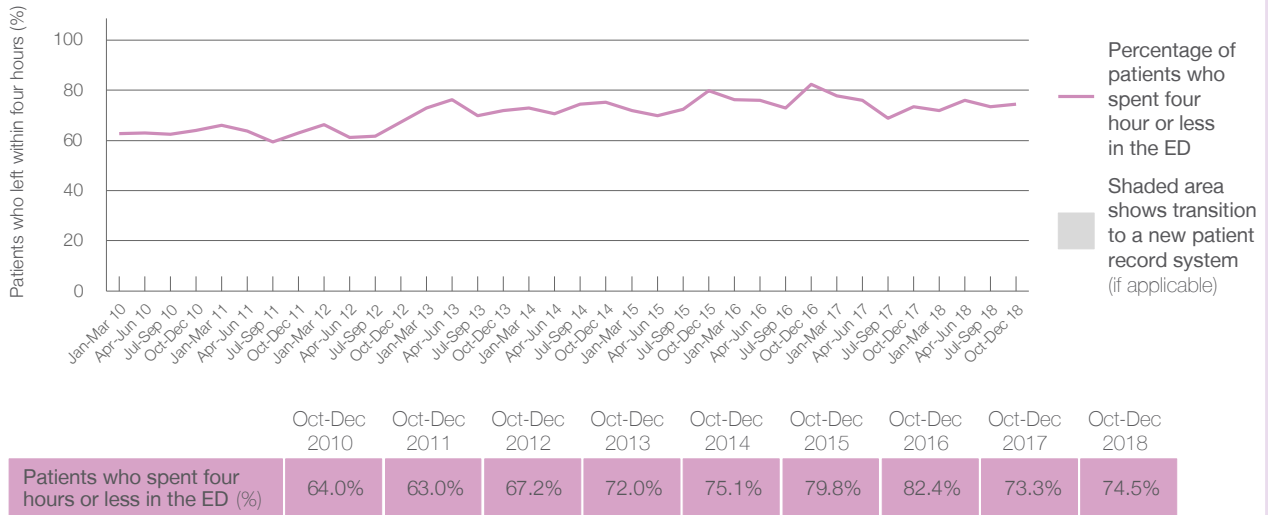
Presentations used to calculate time to leaving the ED: ⁶ 6,931 patients

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	6,300	10%
Presentations used to calculate time to leaving the ED	6,300	10%
Percentage of patients who spent four hours or less in the ED	73.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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*.

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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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Bowral and District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 5,043 patients
Emergency presentations:² 4,944 patients

Same period last year	Change since one year ago
5,067	0%
4,951	0%

Bowral and District Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 440 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,751 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,192 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 536 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 136 minutes

Same period last year	NSW (this period)
375	
10 minutes	8 minutes
20 minutes	26 minutes
1,629	
23 minutes	20 minutes
77 minutes	72 minutes
2,280	
28 minutes	26 minutes
110 minutes	104 minutes
653	
28 minutes	23 minutes
117 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 5,043 patients

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

Same period last year	Change since one year ago
5,067	0%
79%	

* 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: October to December 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.

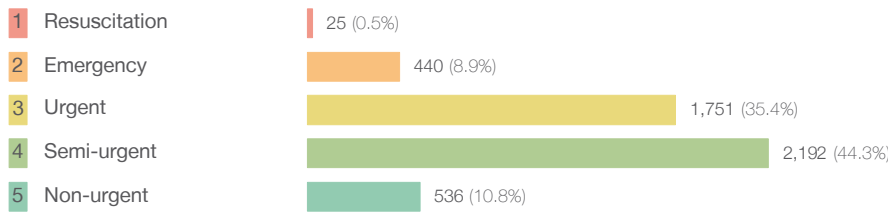
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Bowral and District Hospital: Patients presenting to the emergency department October to December 2018

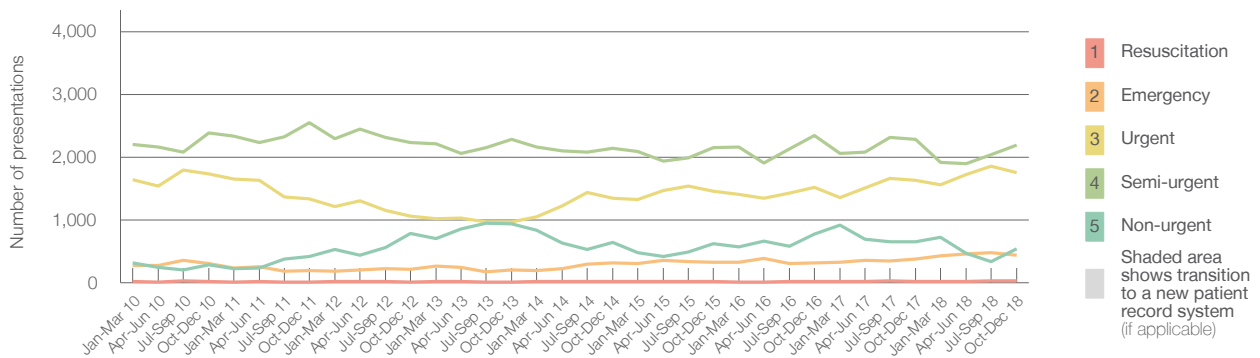
All presentations:¹ 5,043 patients

Emergency presentations² by triage category: 4,944 patients



	Same period last year	Change since one year ago
All presentations	5,067	0%
Emergency presentations	4,951	0%
1 Resuscitation	14	78.6%
2 Emergency	375	17.3%
3 Urgent	1,629	7.5%
4 Semi-urgent	2,280	-3.9%
5 Non-urgent	653	-17.9%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	15	10	11	12	14	19	18	14	25
Emergency	305	197	214	202	319	324	312	375	440
Urgent	1,733	1,331	1,062	969	1,346	1,462	1,522	1,629	1,751
Semi-urgent	2,389	2,544	2,233	2,283	2,142	2,150	2,348	2,280	2,192
Non-urgent	289	412	787	939	642	623	770	653	536
All emergency presentations	4,731	4,494	4,307	4,405	4,463	4,578	4,970	4,951	4,944

Bowral and District Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 961 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,036	
ED Transfer of care time		
Median time	12 minutes	0 minutes
90th percentile time	26 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.

Bowral and District Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 440

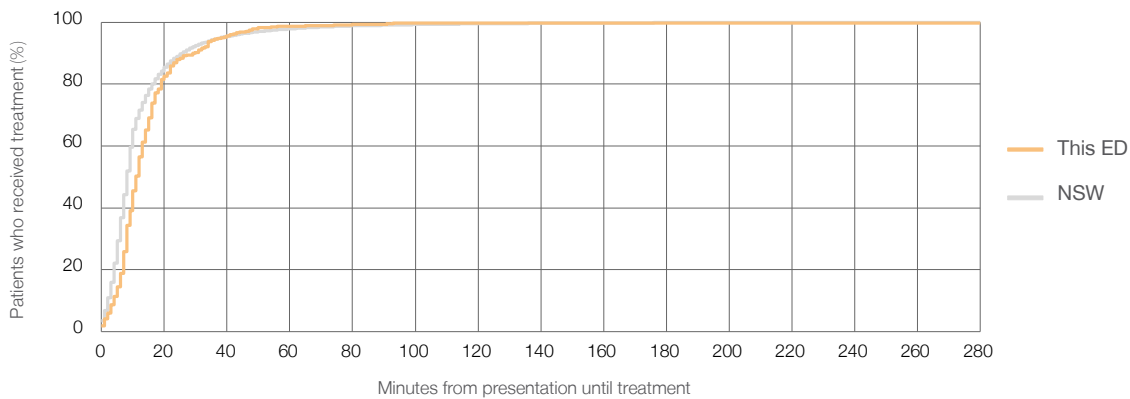
Number of triage 2 patients used to calculate waiting time:³ 439

Median time to start treatment⁴ 11 minutes

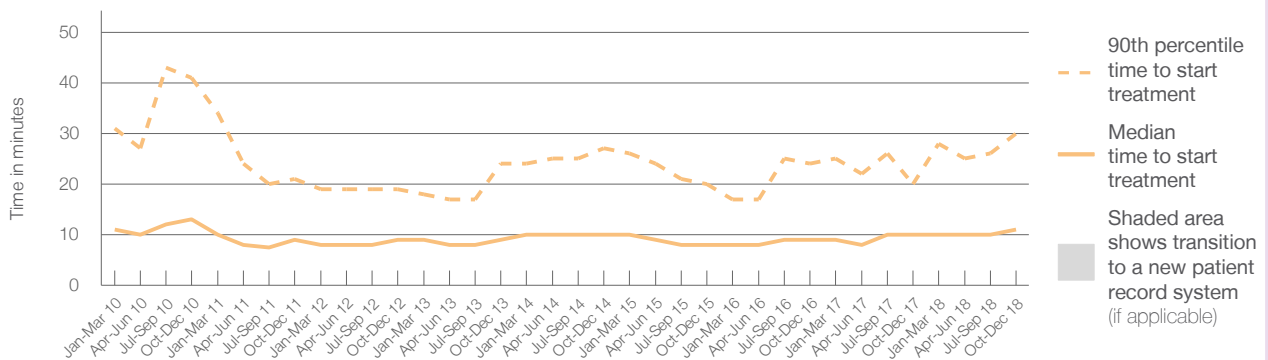
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
375	375
10 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	13	9	9	9	10	8	9	10	11
90th percentile time to start treatment ⁵ (minutes)	41	21	19	24	27	20	24	20	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.

Bowral and District Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,751

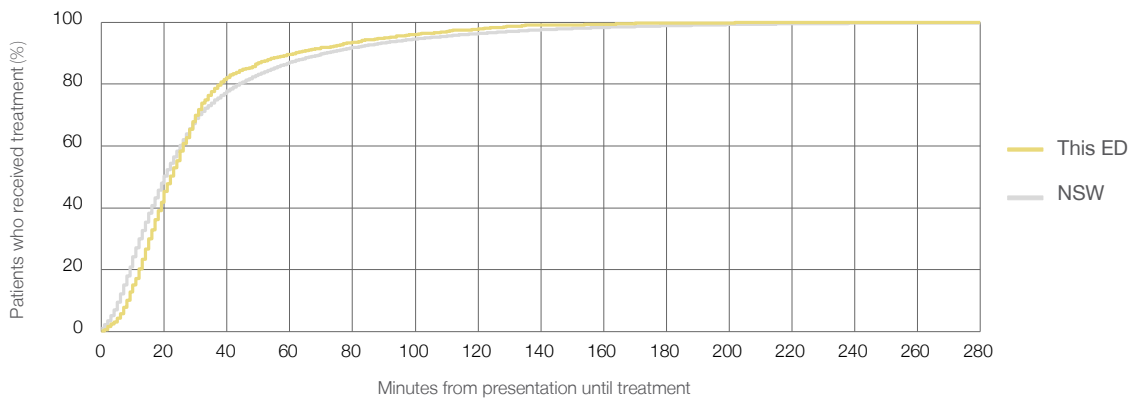
Number of triage 3 patients used to calculate waiting time:³ 1,702

Median time to start treatment⁴ 22 minutes

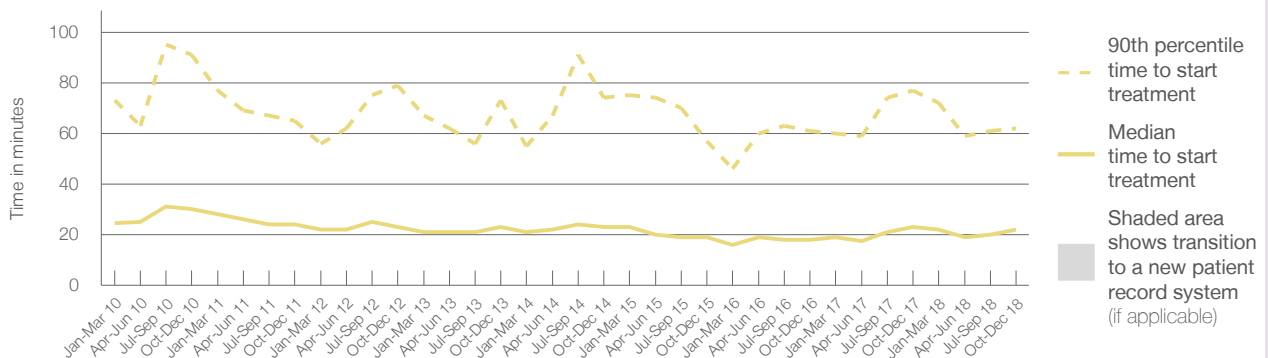
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
1,629	1,605
23 minutes	20 minutes
77 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	24	23	23	23	19	18	23	22
90th percentile time to start treatment ⁵ (minutes)	91	65	79	73	74	57	61	77	62

(†) 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 October to December 2018

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

Number of triage 4 patients: 2,192

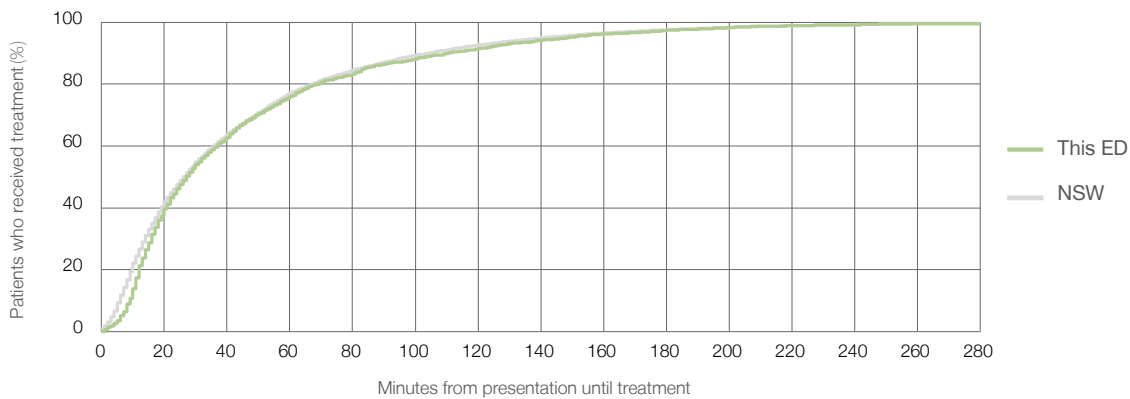
Number of triage 4 patients used to calculate waiting time:³ 2,016

Median time to start treatment⁴ 27 minutes

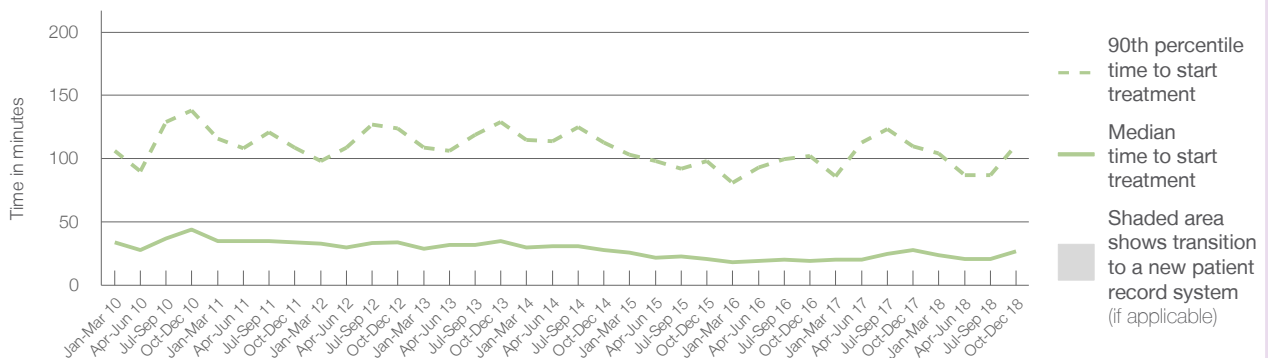
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
2,280	2,154
28 minutes	26 minutes
110 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	44	34	34	35	28	21	19	28	27
90th percentile time to start treatment ⁵ (minutes)	138	109	124	129	113	98	102	110	111

(†) 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 October to December 2018

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

Number of triage 5 patients: 536

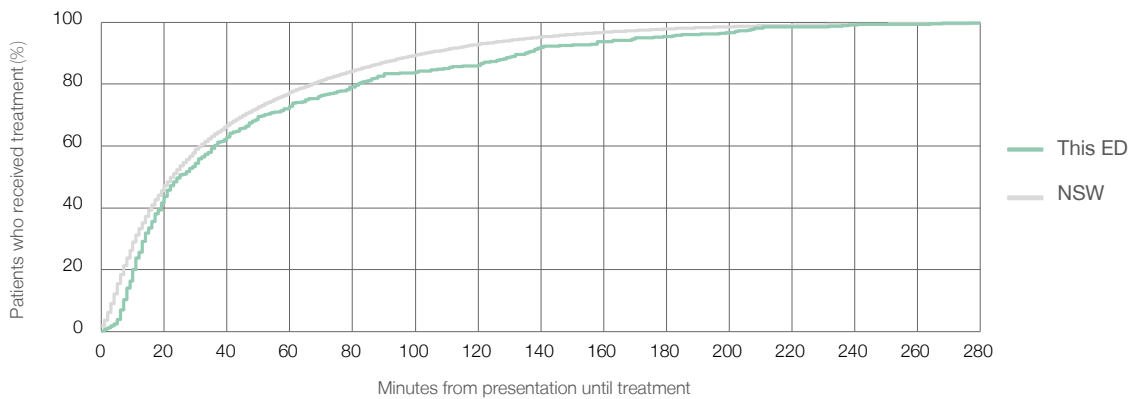
Number of triage 5 patients used to calculate waiting time:³ 455

Median time to start treatment⁴ 25 minutes

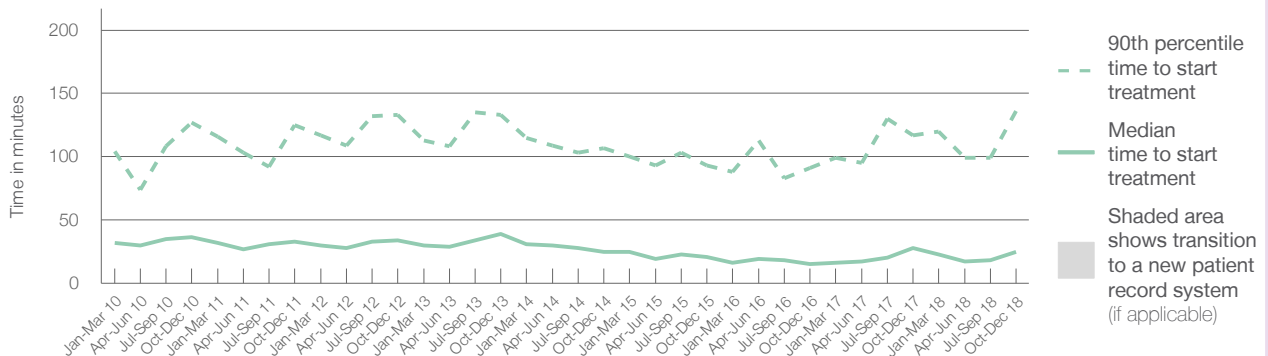
90th percentile time to start treatment⁵ 136 minutes

Same period last year	NSW (this period)
653	558
28 minutes	23 minutes
117 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	33	34	39	25	21	15	28	25
90th percentile time to start treatment ⁵ (minutes)	127	125	133	133	107	93	91	117	136

(†) 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

October to December 2018

All presentations:¹ 5,043 patients

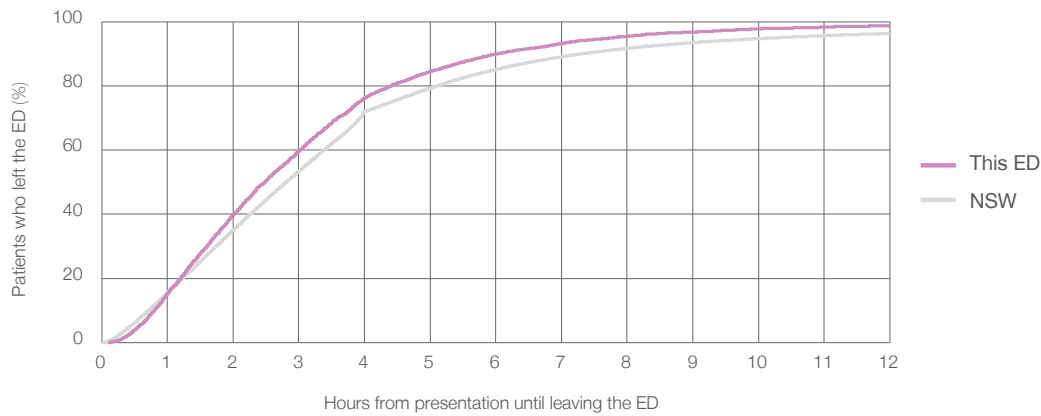
Presentations used to calculate time to leaving the ED:⁶ 5,043 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

90th percentile time spent in the ED⁹ 6 hours and 3 minutes

Same period last year	NSW (this period)
5,067	5,067
2 hours and 25 minutes	2 hours and 49 minutes
5 hours and 24 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 33m	2h 31m	2h 32m	2h 36m	2h 27m	2h 15m	2h 3m 25m	2h 29m	
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 48m	6h 32m	6h 4m 2m	5h 30m	4h 38m	4h 47m	5h 24m	6h 3m	

(†) 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
October to December 2018

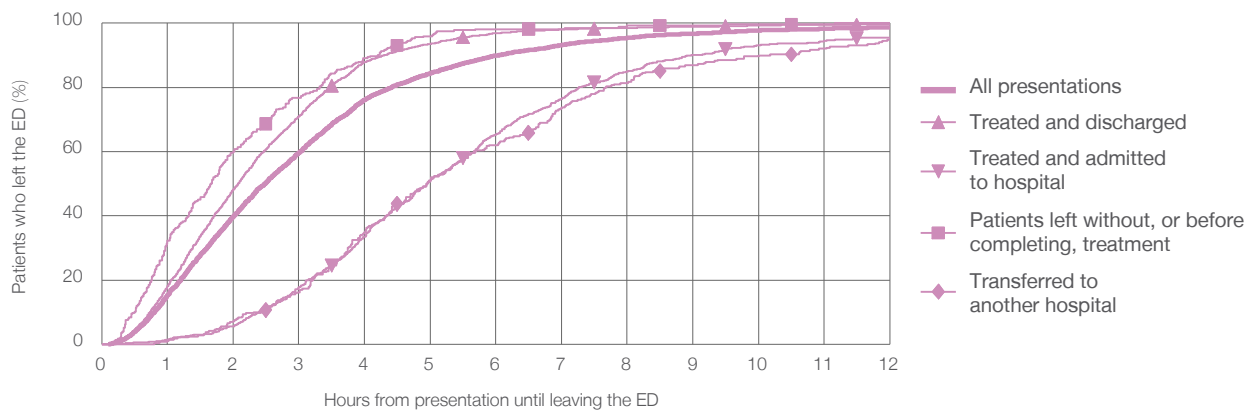
All presentations:¹ 5,043 patients

Presentations used to calculate time to leaving the ED:⁶ 5,043 patients

Treated and discharged	3,642 (72.2%)
Treated and admitted to hospital	816 (16.2%)
Patient left without, or before completing, treatment	275 (5.5%)
Transferred to another hospital	290 (5.8%)
Other	20 (0.4%)

Same period last year	Change since one year ago
5,067	0%
3,740	-2.6%
816	0.0%
203	35.5%
280	3.6%
28	-28.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

Treated and discharged	18.0%	48.2%	71.0%	87.9%	96.9%	98.6%	99.3%	99.6%
Treated and admitted to hospital	1.3%	5.6%	17.8%	33.6%	65.3%	84.9%	93.1%	95.6%
Patient left without, or before completing, treatment	32.4%	60.0%	76.7%	89.1%	98.2%	99.3%	99.6%	100%
Transferred to another hospital	1.0%	7.2%	16.2%	34.8%	62.1%	81.4%	90.0%	94.8%
All presentations	15.3%	39.8%	59.7%	76.2%	89.9%	95.4%	97.8%	98.7%

(†) 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.

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

All presentations at the emergency department: ¹ 5,043 patients

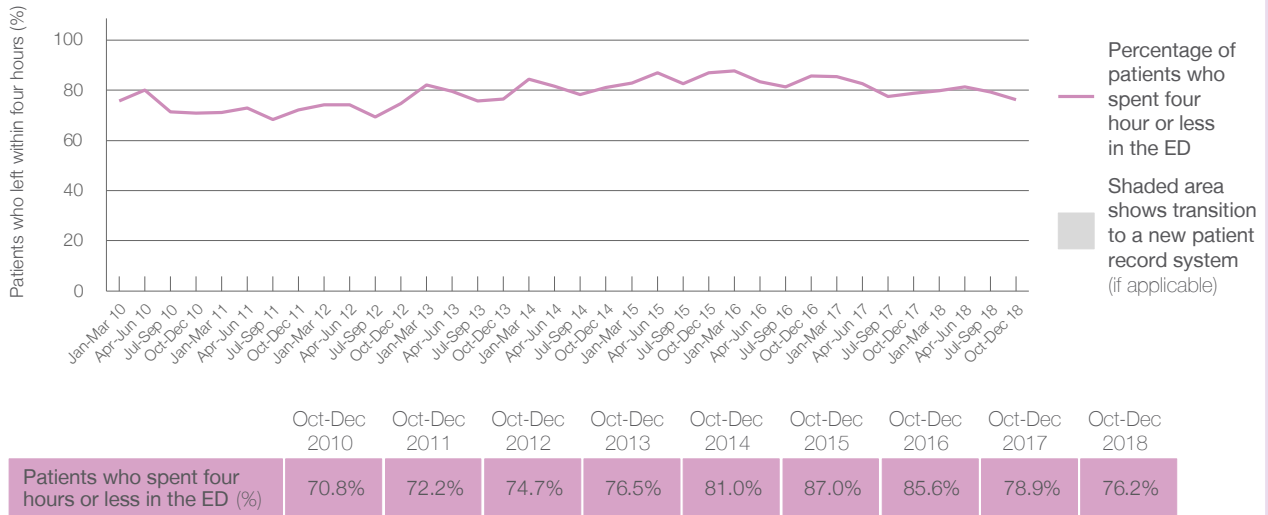
Presentations used to calculate time to leaving the ED: ⁶ 5,043 patients

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	5,067	0%
Presentations used to calculate time to leaving the ED	5,067	0%
Percentage of patients who spent four hours or less in the ED	78.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Broken Hill Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 5,959 patients
 Emergency presentations:² 5,559 patients

Same period last year	Change since one year ago
5,629	6%
5,109	9%

Broken Hill Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 561 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,343 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,291 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,348 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
469	
8 minutes	8 minutes
22 minutes	26 minutes
1,045	
15 minutes	20 minutes
44 minutes	72 minutes
1,757	
19 minutes	26 minutes
70 minutes	104 minutes
1,816	
19 minutes	23 minutes
83 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 5,959 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
5,629	6%
90%	

* 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: October to December 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 22 January 2019).

Broken Hill Health Service: Patients presenting to the emergency department October to December 2018

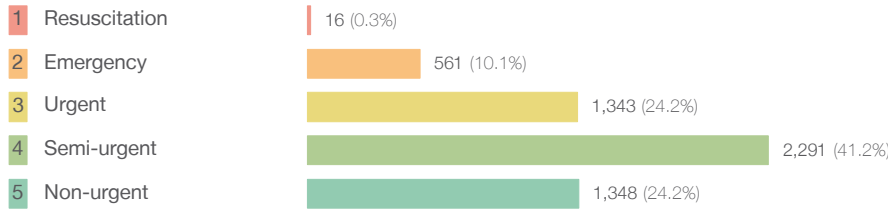
All presentations:¹ 5,959 patients

Same period last year
Change since one year ago

5,629 6%

Emergency presentations² by triage category: 5,559 patients

5,109 9%



22 -27.3%

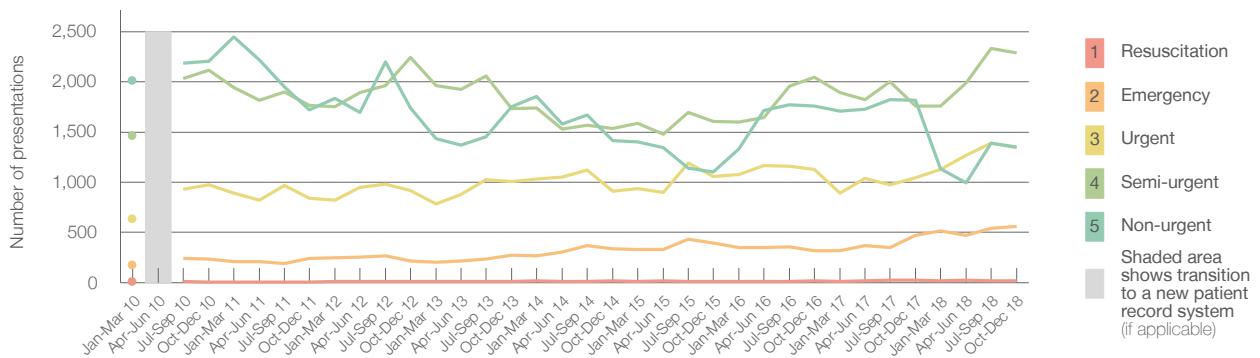
469 19.6%

1,045 28.5%

1,757 30.4%

1,816 -25.8%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	8	7	10	13	16	12	16	22	16
Emergency	235	241	215	271	335	394	320	469	561
Urgent	974	843	915	1,005	910	1,057	1,129	1,045	1,343
Semi-urgent	2,115	1,765	2,242	1,735	1,534	1,605	2,043	1,757	2,291
Non-urgent	2,203	1,718	1,738	1,752	1,413	1,103	1,757	1,816	1,348
All emergency presentations	5,535	4,574	5,120	4,776	4,208	4,171	5,265	5,109	5,559

Broken Hill Health Service: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 563 patients

Same period last year
Change since one year ago

602

ED Transfer of care time

Median time 9 minutes

9 minutes 0 minutes

90th percentile time 18 minutes

19 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.

Broken Hill Health Service: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 561

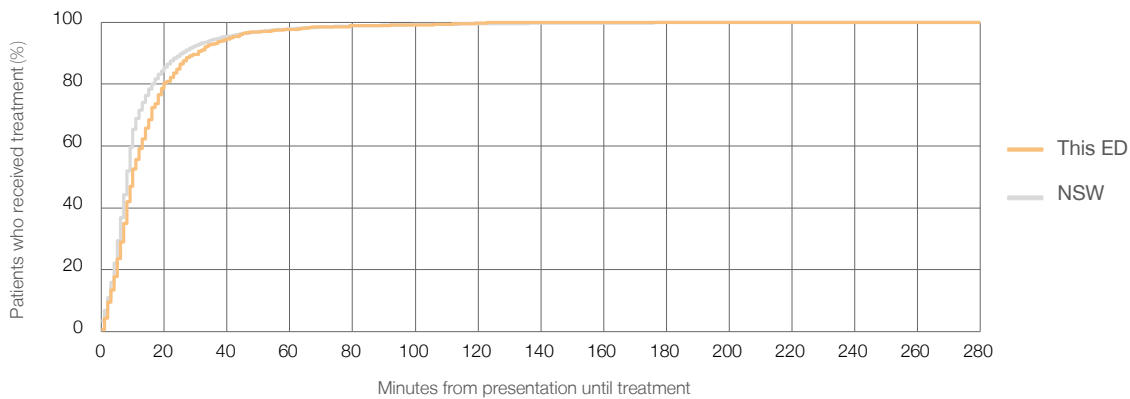
Number of triage 2 patients used to calculate waiting time:³ 551

Median time to start treatment⁴ 10 minutes

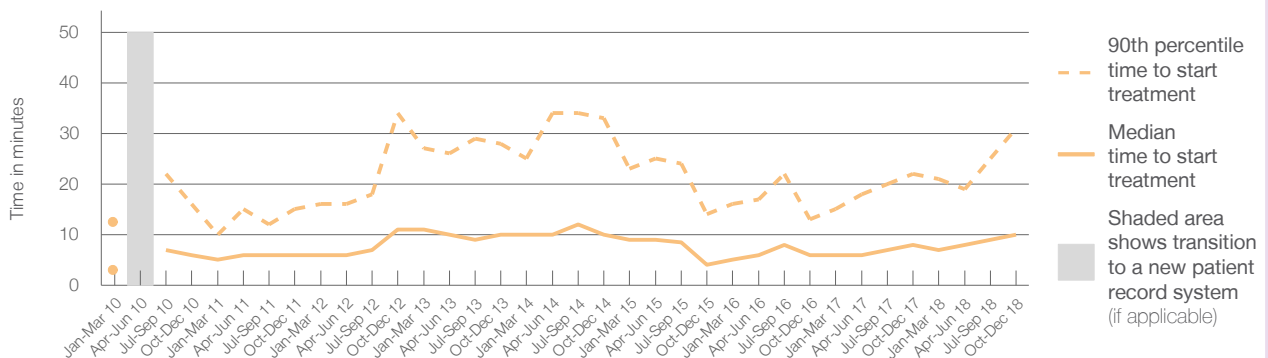
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
469	
468	
8 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	6	11	10	10	4	6	8	10
90th percentile time to start treatment ⁵ (minutes)	16	15	34	28	33	14	13	22	31

(†) 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 October to December 2018

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

Number of triage 3 patients: 1,343

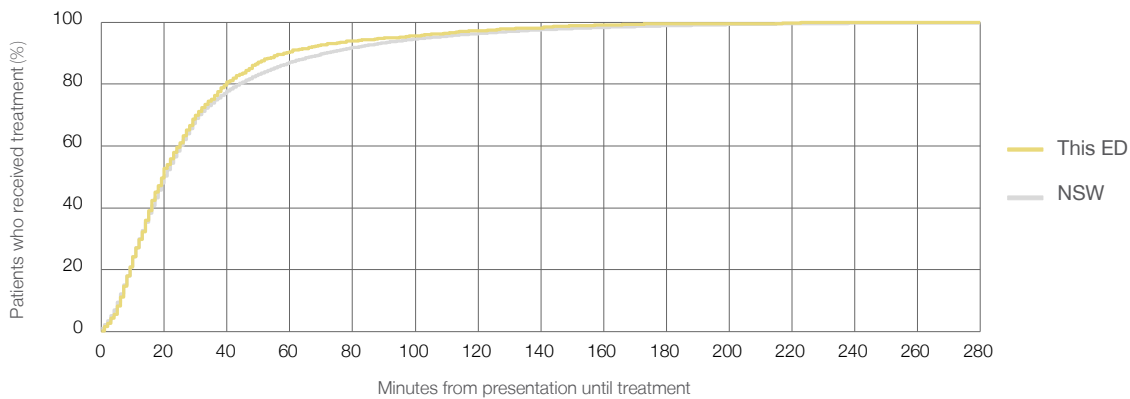
Number of triage 3 patients used to calculate waiting time:³ 1,217

Median time to start treatment⁴ 20 minutes

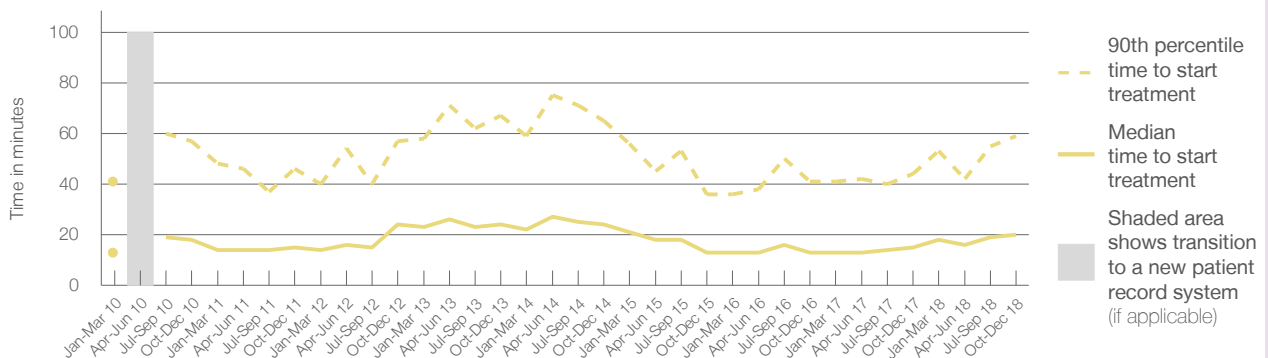
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,045	1,007
15 minutes	20 minutes
44 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	18	15	24	24	24	13	13	15	20
90th percentile time to start treatment ⁵ (minutes)	57	46	57	67	65	36	41	44	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.

Broken Hill Health Service: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 2,291

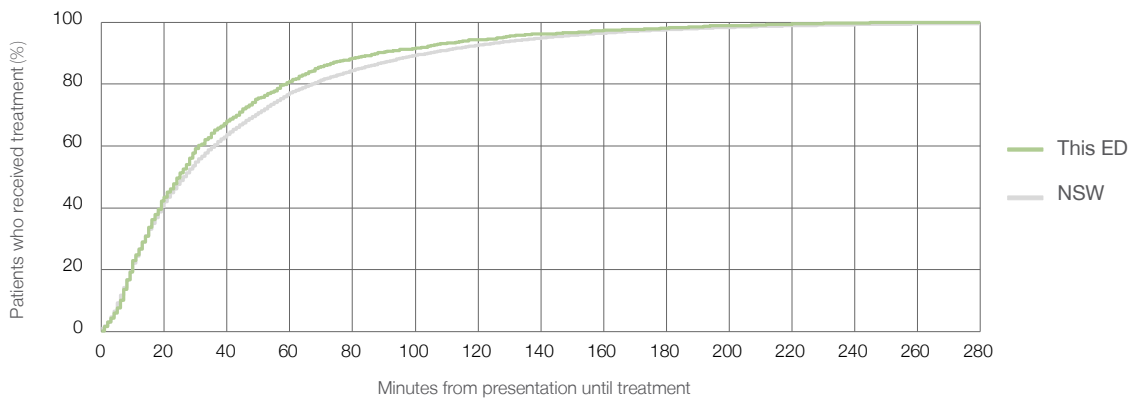
Number of triage 4 patients used to calculate waiting time:³ 1,254

Median time to start treatment⁴ 25 minutes

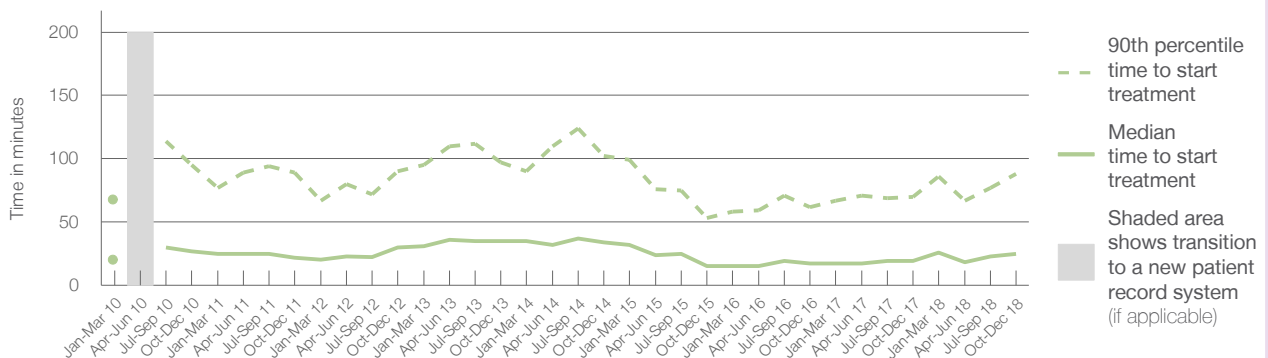
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,757	1,130
19 minutes	26 minutes
70 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	22	30	35	34	15	17	19	25
90th percentile time to start treatment ⁵ (minutes)	95	89	90	97	102	53	62	70	88

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

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

Broken Hill Health Service: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 1,348

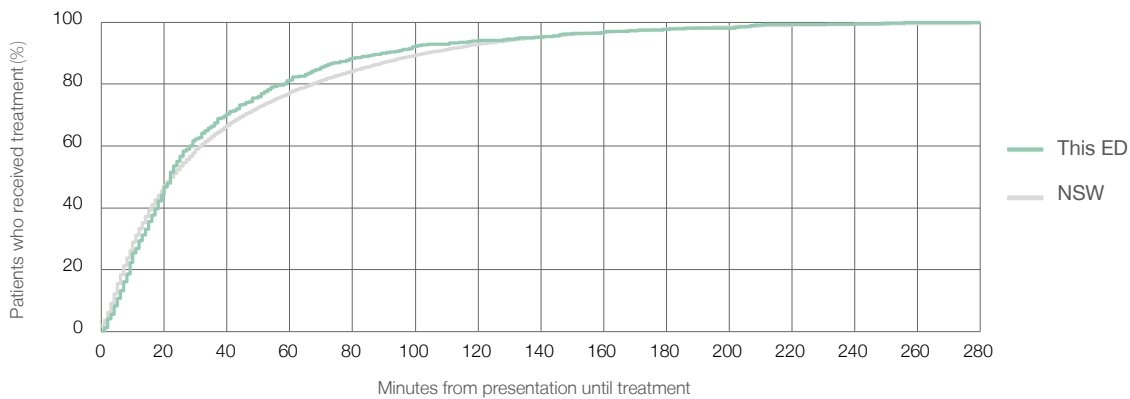
Number of triage 5 patients used to calculate waiting time:³ 541

Median time to start treatment⁴ 22 minutes

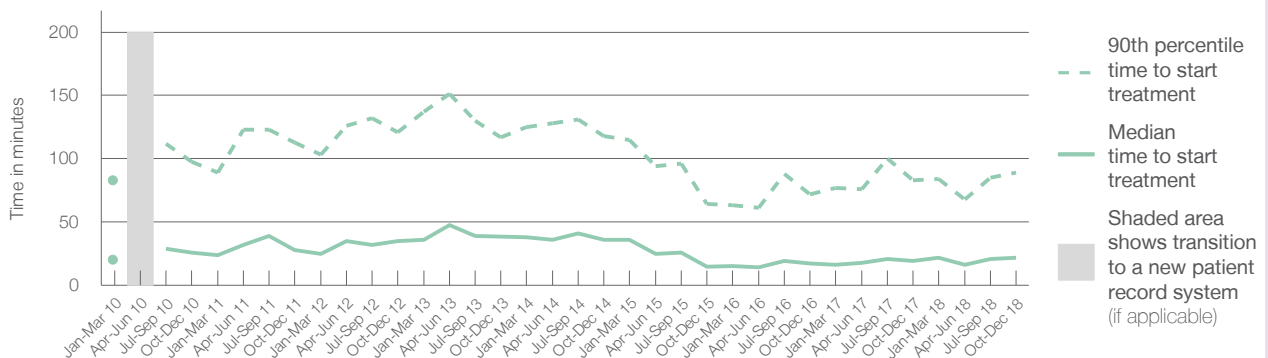
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,816	683
19 minutes	23 minutes
83 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	26	28	35	39	36	15	17	19	22
90th percentile time to start treatment ⁵ (minutes)	98	113	121	117	118	64	72	83	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.

Broken Hill Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 5,959 patients

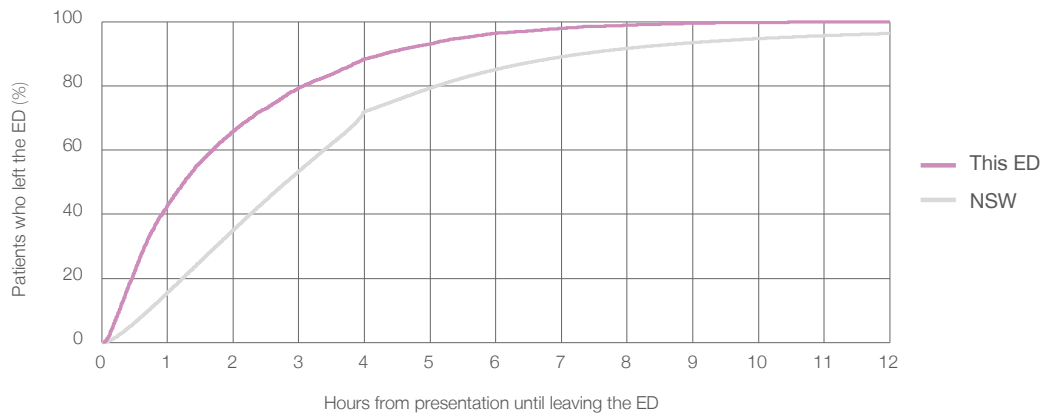
Presentations used to calculate time to leaving the ED:⁶ 5,959 patients

Median time spent in the ED⁸ 1 hours and 15 minutes

90th percentile time spent in the ED⁹ 4 hours and 18 minutes

Same period last year	NSW (this period)
5,629	5,629
1 hours and 0 minutes	2 hours and 49 minutes
4 hours and 1 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 18m	1h 46m	1h 45m	1h 54m	1h 53m	1h 8m	1h 2m	1h 0m	1h 15m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 6m	5h 18m	4h 46m	4h 46m	4h 58m	3h 51m	4h 2m	4h 1m	4h 18m

(†) 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
October to December 2018

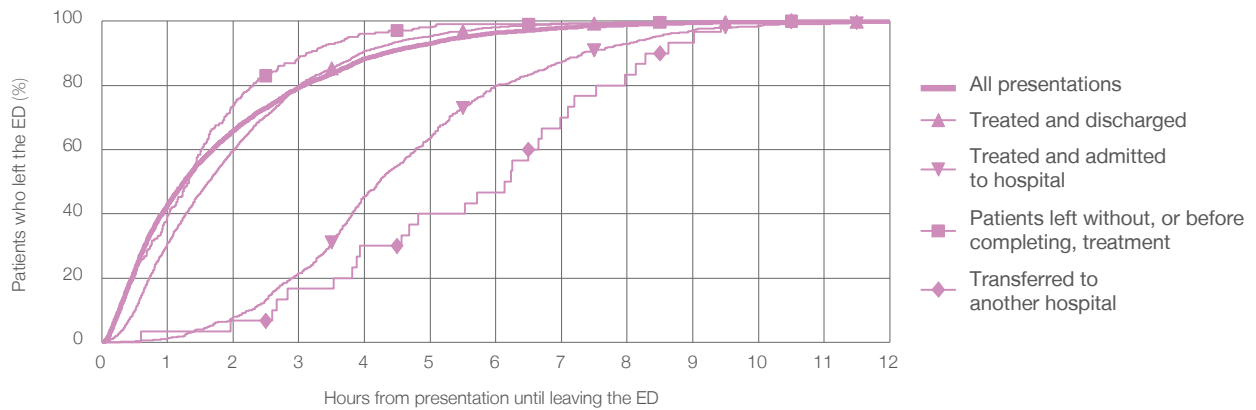
All presentations:¹ 5,959 patients

Presentations used to calculate time to leaving the ED:⁶ 5,959 patients

Treated and discharged	3,098 (52.0%)
Treated and admitted to hospital	671 (11.3%)
Patient left without, or before completing, treatment	312 (5.2%)
Transferred to another hospital	30 (0.5%)
Other	1,848 (31.0%)

Same period last year	Change since one year ago
5,629	6%
2,930	5.7%
652	2.9%
194	60.8%
25	20.0%
1,828	1.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

Treated and discharged	30.9%	59.9%	79.9%	90.7%	98.2%	99.6%	99.8%	100%
Treated and admitted to hospital	1.2%	7.9%	21.6%	45.5%	79.9%	93.0%	98.5%	99.4%
Patient left without, or before completing, treatment	39.4%	73.7%	88.8%	96.2%	99.0%	99.7%	100%	100%
Transferred to another hospital	3.3%	6.7%	16.7%	30.0%	46.7%	83.3%	100%	100%
All presentations	42.9%	65.9%	79.4%	88.4%	96.4%	98.9%	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

October to December 2018

All presentations at the emergency department: ¹ 5,959 patients

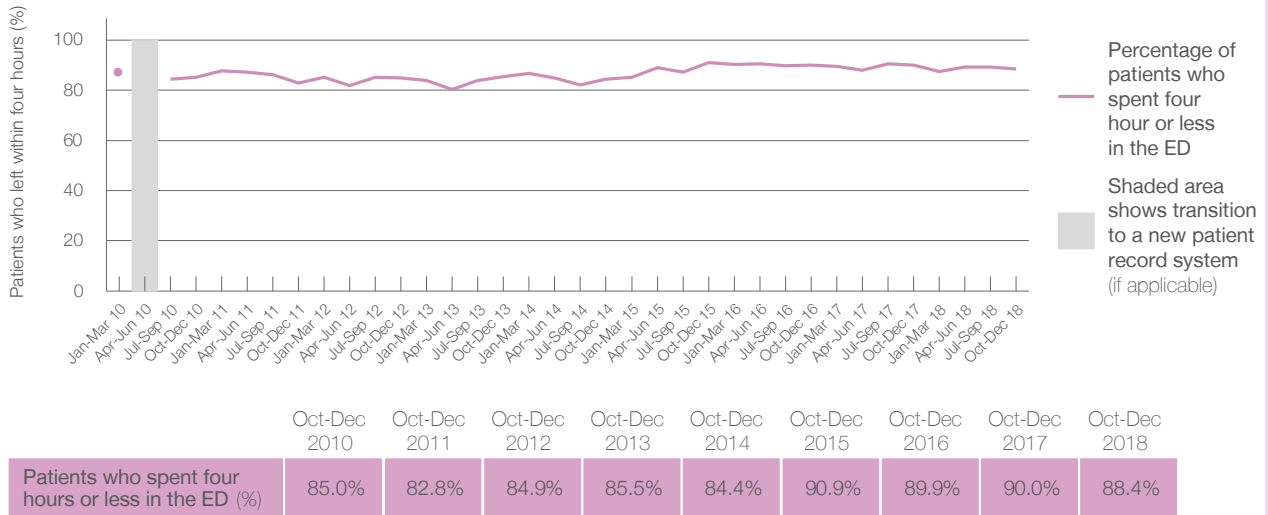
Presentations used to calculate time to leaving the ED: ⁶ 5,959 patients

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	5,629	6%
Presentations used to calculate time to leaving the ED	5,629	6%
Percentage of patients who spent four hours or less in the ED	90.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).









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

October to December 2018

	Same period last year	Change since one year ago
All presentations: ¹ 4,693 patients	4,812	-2%
Emergency presentations: ² 4,576 patients	4,500	2%

Goulburn Base Hospital and Health Service: Time patients waited to start treatment³

October to December 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 541 patients	533	
Median time to start treatment ⁴  8 minutes	9 minutes	8 minutes
90th percentile time to start treatment ⁵  19 minutes	20 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,758 patients	1,931	
Median time to start treatment ⁴  21 minutes	22 minutes	20 minutes
90th percentile time to start treatment ⁵  79 minutes	82 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,884 patients	1,715	
Median time to start treatment ⁴  32 minutes	31 minutes	26 minutes
90th percentile time to start treatment ⁵  128 minutes	119 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 378 patients	294	
Median time to start treatment ⁴  29 minutes	29 minutes	23 minutes
90th percentile time to start treatment ⁵  106 minutes	107 minutes	104 minutes

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

October to December 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 4,690 patients	4,812	-3%
Percentage of patients who spent four hours or less in the ED  79%	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: October to December 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.

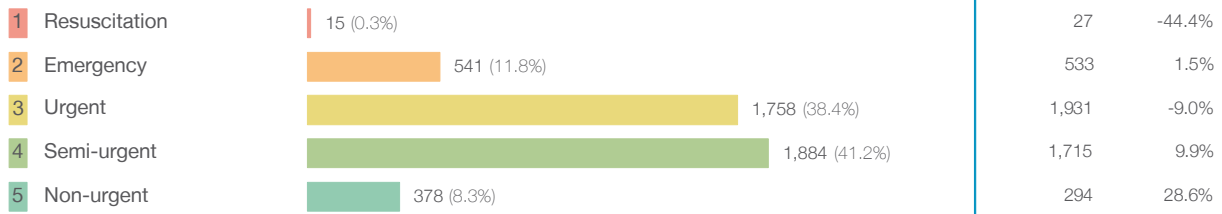
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

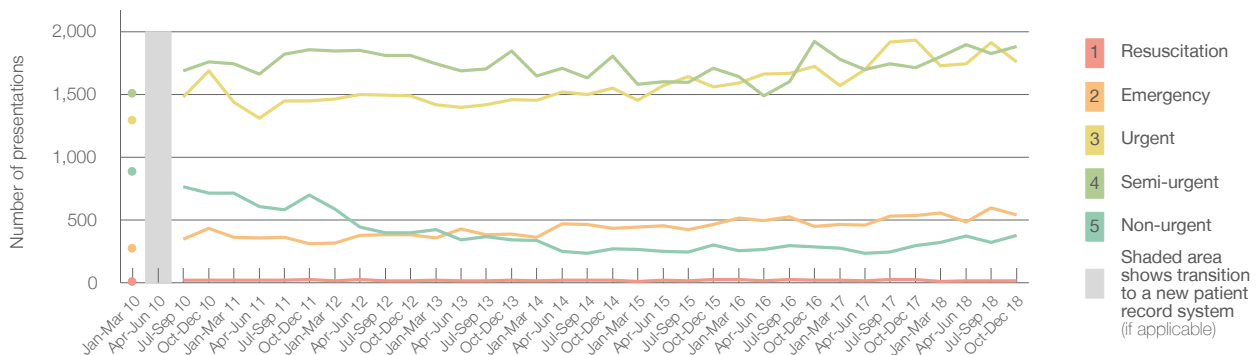
Goulburn Base Hospital and Health Service: Patients presenting to the emergency department October to December 2018

All presentations:¹ 4,693 patients

Emergency presentations² by triage category: 4,576 patients



Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	19	23	14	20	19	24	22	27	15
Emergency	431	308	384	385	434	465	448	533	541
Urgent	1,690	1,449	1,491	1,457	1,552	1,561	1,722	1,931	1,758
Semi-urgent	1,761	1,855	1,810	1,845	1,805	1,707	1,921	1,715	1,884
Non-urgent	711	696	396	343	272	301	286	294	378
All emergency presentations	4,612	4,331	4,095	4,050	4,082	4,058	4,399	4,500	4,576

Goulburn Base Hospital and Health Service: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 824 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.

Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 541

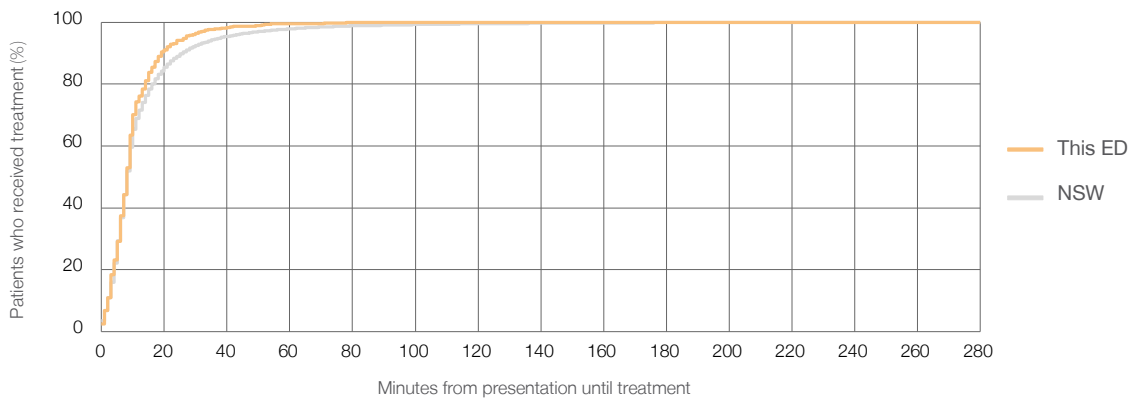
Number of triage 2 patients used to calculate waiting time:³ 537

Median time to start treatment⁴ 8 minutes

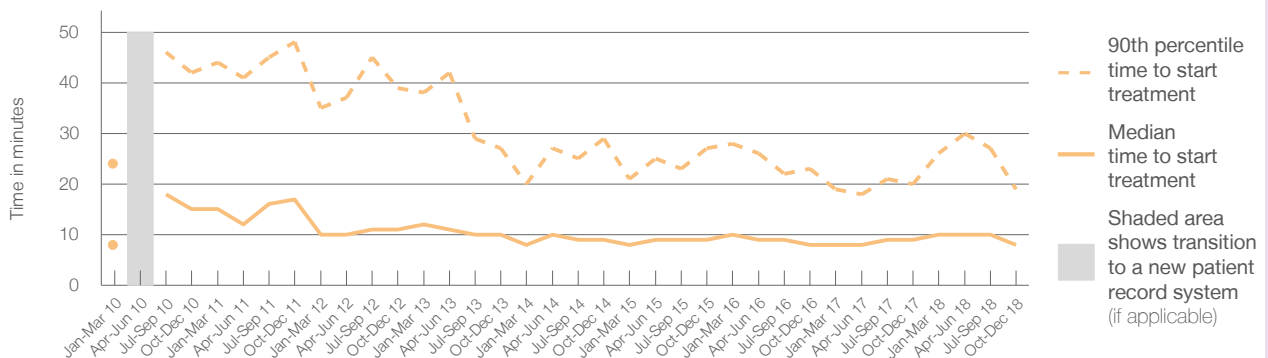
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
533	533
9 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	15	17	11	10	9	9	8	9	8
90th percentile time to start treatment ⁵ (minutes)	42	48	39	27	29	27	23	20	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.

Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,758

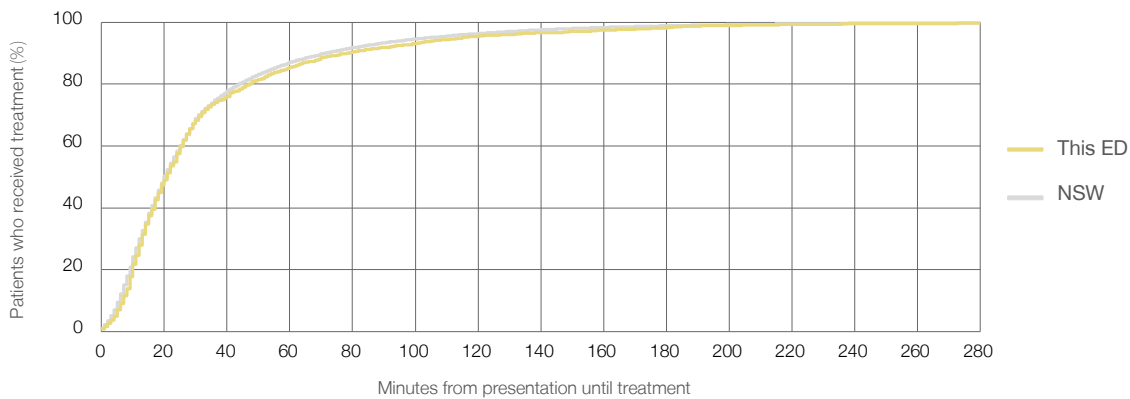
Number of triage 3 patients used to calculate waiting time:³ 1,698

Median time to start treatment⁴ 21 minutes

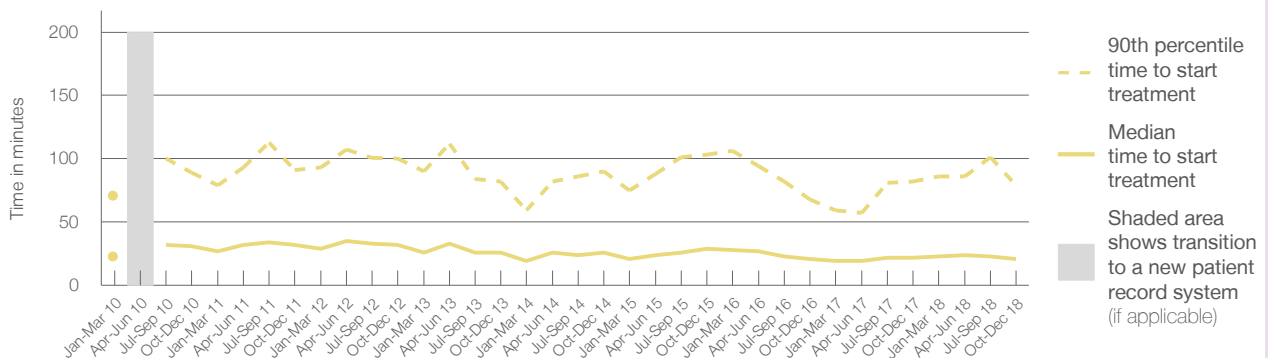
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
1,931	
1,889	
22 minutes	20 minutes
82 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	31	32	32	26	26	29	21	22	21
90th percentile time to start treatment ⁵ (minutes)	89	91	100	82	90	103	68	82	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.

Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 1,884

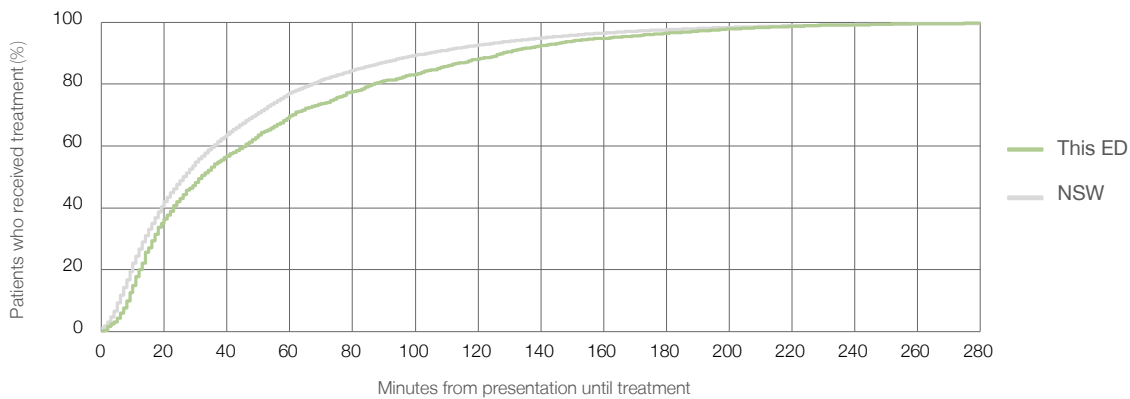
Number of triage 4 patients used to calculate waiting time:³ 1,726

Median time to start treatment⁴ 32 minutes

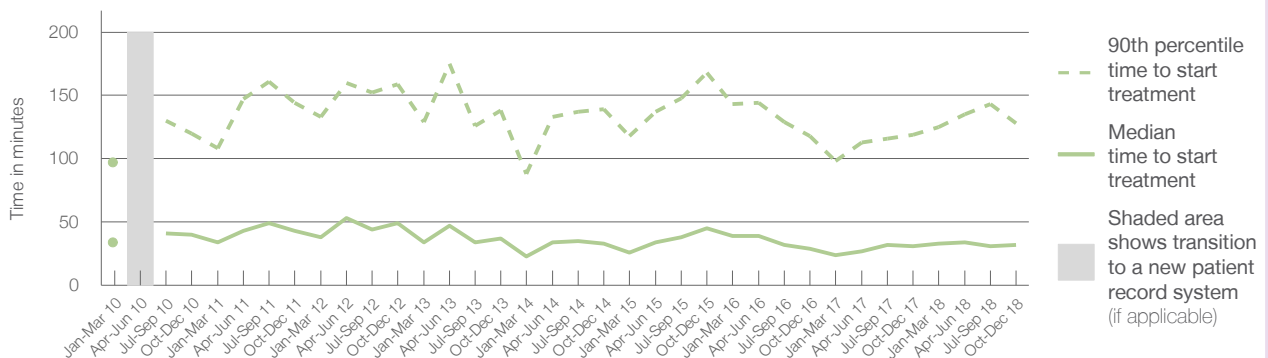
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
1,715	1,585
31 minutes	26 minutes
119 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	43	49	37	33	45	29	31	32
90th percentile time to start treatment ⁵ (minutes)	120	144	159	138	139	168	118	119	128

(†) 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 October to December 2018

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

Number of triage 5 patients: 378

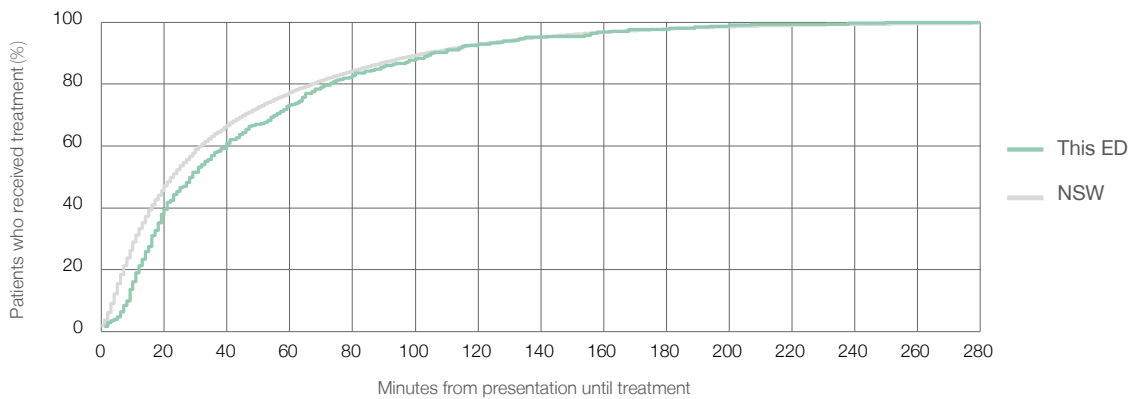
Number of triage 5 patients used to calculate waiting time:³ 309

Median time to start treatment⁴ 29 minutes

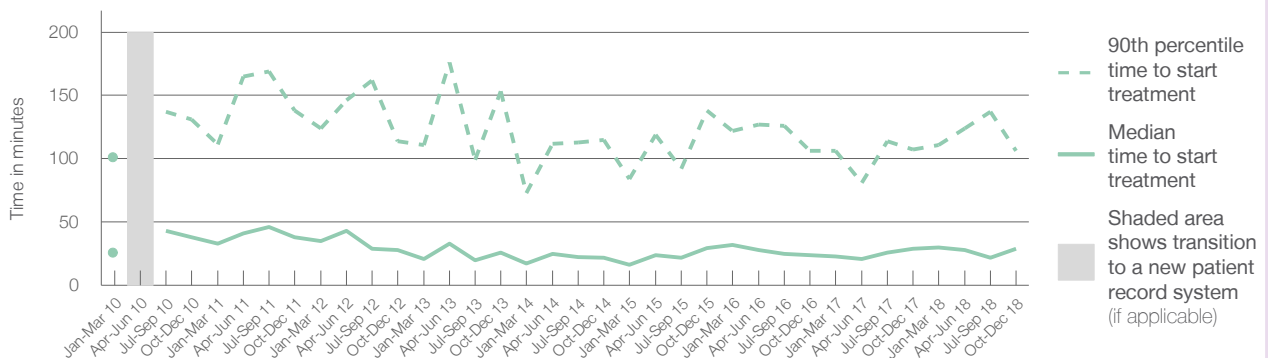
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
294	
236	
29 minutes	23 minutes
107 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	38	38	28	26	22	30	24	29	29
90th percentile time to start treatment ⁵ (minutes)	131	138	114	153	115	138	106	107	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.

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

October to December 2018

All presentations:¹ 4,693 patients

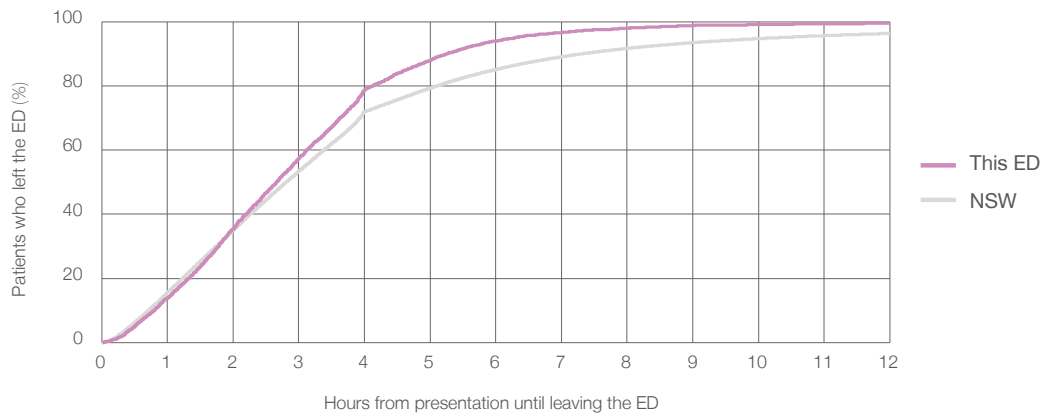
Presentations used to calculate time to leaving the ED:⁶ 4,690 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

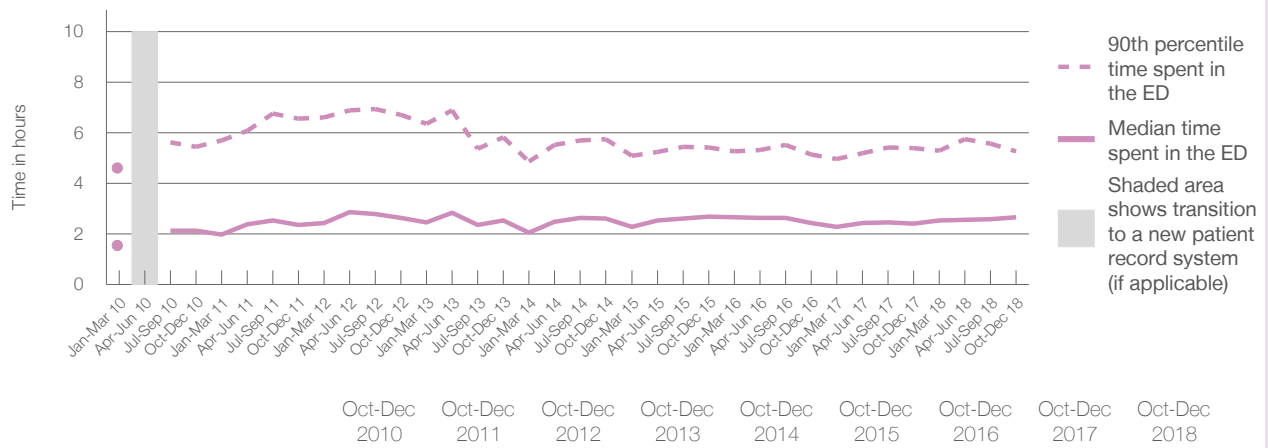
90th percentile time spent in the ED⁹ 5 hours and 16 minutes

Same period last year	NSW (this period)
4,812	4,812
2 hours and 25 minutes	2 hours and 49 minutes
5 hours and 24 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 8m	2h 22m	2h 38m	2h 33m	2h 37m	2h 41m	2h 26m	2h 25m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 27m	6h 33m	6h 43m	5h 49m	5h 45m	5h 26m	5h 9m	5h 24m	5h 16m

(†) 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

October to December 2018

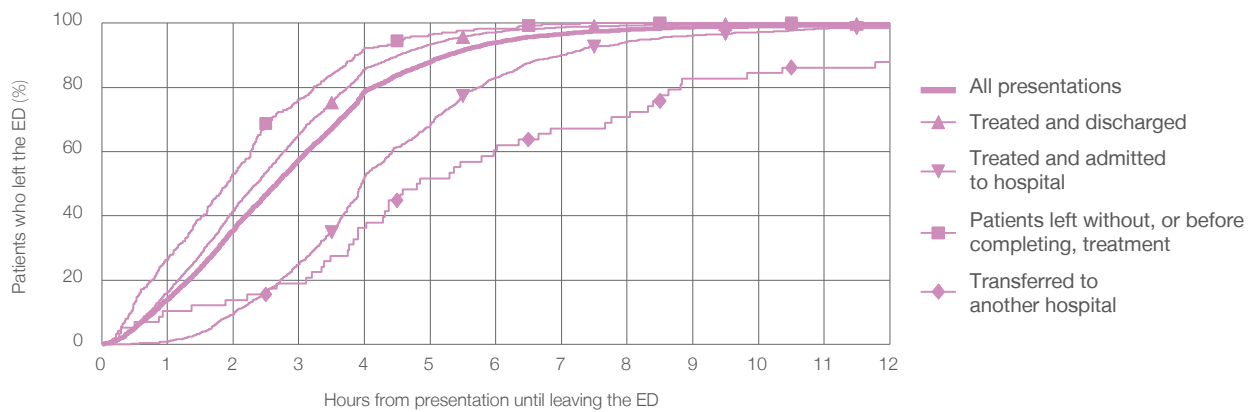
All presentations:¹ 4,693 patients

Presentations used to calculate time to leaving the ED:⁶ 4,690 patients

Treated and discharged	3,355 (71.5%)
Treated and admitted to hospital	956 (20.4%)
Patient left without, or before completing, treatment	311 (6.6%)
Transferred to another hospital	58 (1.2%)
Other	13 (0.3%)

Same period last year	Change since one year ago
4,812	-3%
3,492	-3.9%
956	0.0%
279	11.5%
54	7.4%
31	-58.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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	16.2%	41.4%	65.4%	85.6%	97.2%	99.3%	99.7%	99.9%
Treated and admitted to hospital	0.8%	9.4%	25.0%	52.2%	83.1%	94.3%	97.3%	98.5%
Patient left without, or before completing, treatment	26.4%	53.1%	76.2%	92.3%	98.4%	100%	100%	100%
Transferred to another hospital	10.3%	13.8%	19.0%	36.2%	60.3%	70.7%	84.5%	87.9%
All presentations	13.9%	35.5%	57.4%	78.7%	94.0%	98.0%	99.1%	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.

Goulburn Base Hospital and Health Service: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2018

All presentations at the emergency department: ¹ 4,693 patients

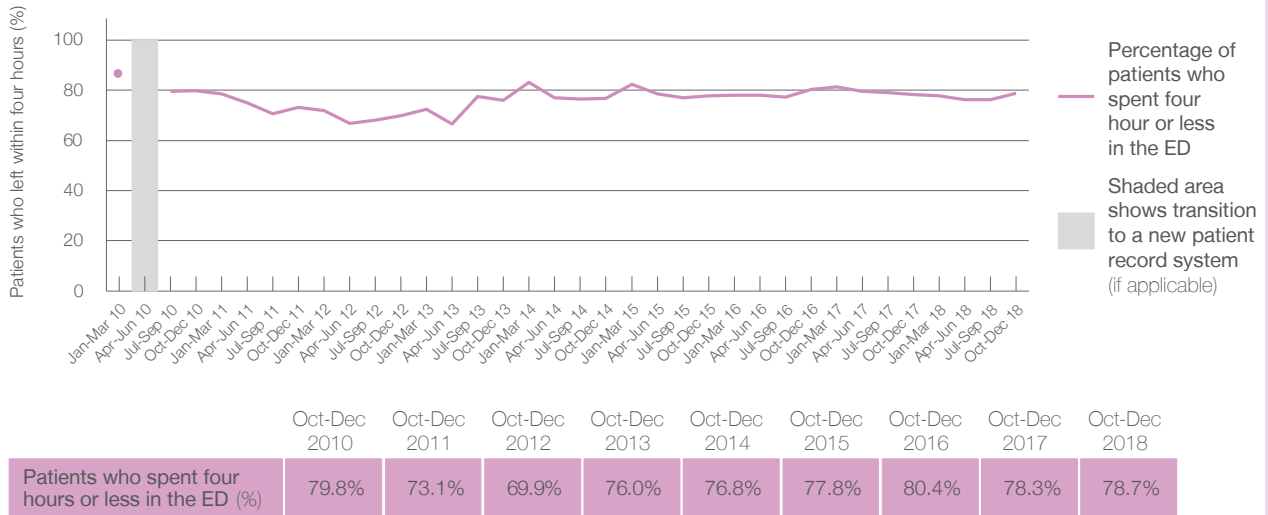
Presentations used to calculate time to leaving the ED: ⁶ 4,690 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 4,693 patients	4,812	-2%
Presentations used to calculate time to leaving the ED: ⁶ 4,690 patients	4,812	-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 December 2018 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	79.8%	73.1%	69.9%	76.0%	76.8%	77.8%	80.4%	78.3%	78.7%

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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Grafton Base Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 6,881 patients
 Emergency presentations:² 6,418 patients

Same period last year	Change since one year ago
6,675	3%
6,178	4%

Grafton Base Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 755 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,848 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,027 patients

Median time to start treatment⁴ 36 minutes
 90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 734 patients

Median time to start treatment⁴ 42 minutes
 90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
554	
9 minutes	8 minutes
24 minutes	26 minutes
1,688	
19 minutes	20 minutes
56 minutes	72 minutes
2,845	
34 minutes	26 minutes
103 minutes	104 minutes
1,063	
33 minutes	23 minutes
110 minutes	104 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 6,879 patients

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

Same period last year	Change since one year ago
6,675	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: October to December 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.

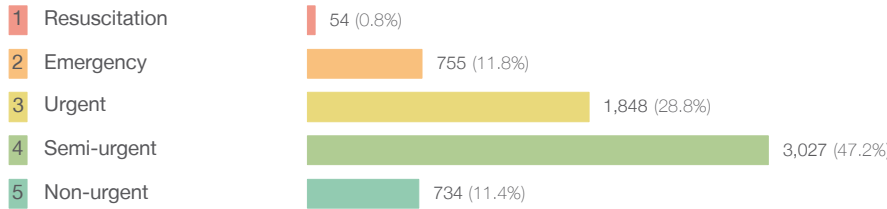
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Grafton Base Hospital: Patients presenting to the emergency department October to December 2018

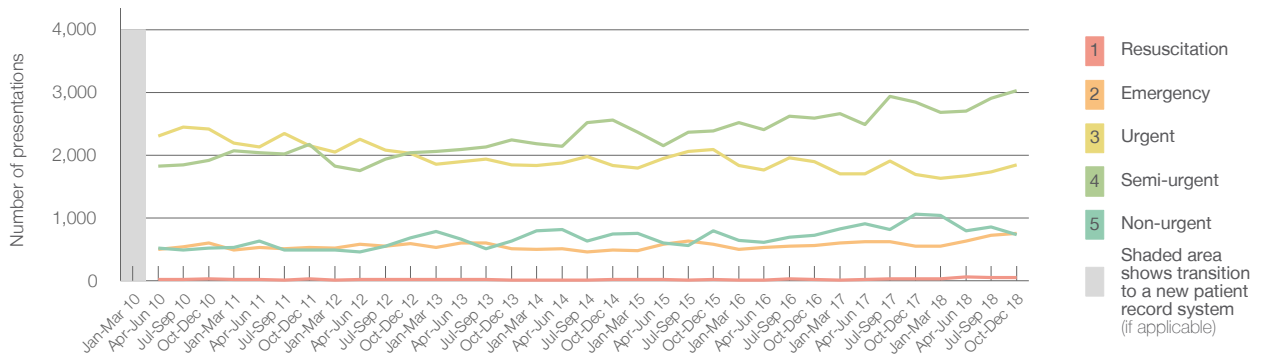
All presentations:¹ 6,881 patients

Emergency presentations² by triage category: 6,418 patients



Same period last year	Change since one year ago
6,675	3%
6,178	4%
28	92.9%
554	36.3%
1,688	9.5%
2,845	6.4%
1,063	-31.0%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	28	30	24	8	19	16	18	28	54
Emergency	602	529	593	513	484	579	563	554	755
Urgent	2,413	2,148	2,030	1,848	1,838	2,085	1,901	1,688	1,848
Semi-urgent	1,921	2,176	2,035	2,241	2,564	2,383	2,590	2,845	3,027
Non-urgent	516	486	677	634	746	792	721	1,063	734
All emergency presentations	5,480	5,369	5,359	5,244	5,651	5,855	5,793	6,178	6,418

Grafton Base Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 668 patients

ED Transfer of care time



Same period last year	Change since one year ago
560	
13 minutes	0 minutes
28 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.

Grafton Base Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 755

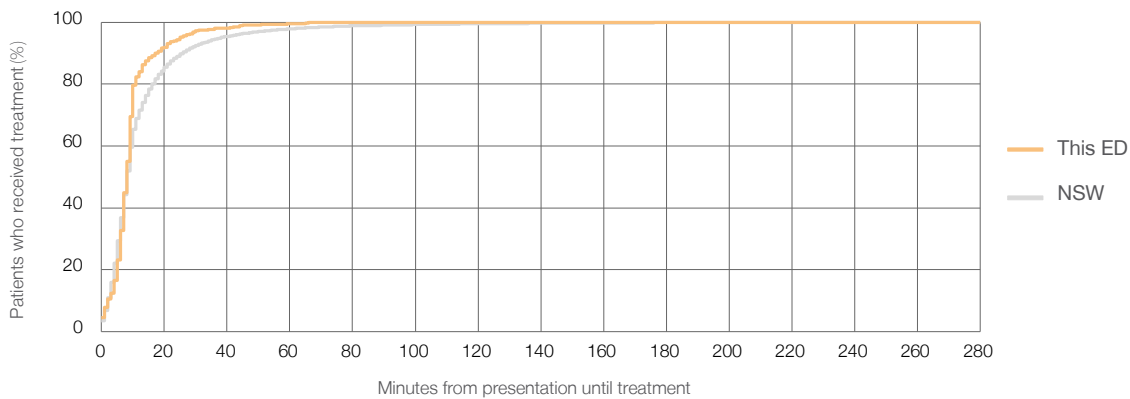
Number of triage 2 patients used to calculate waiting time:³ 753

Median time to start treatment⁴ 8 minutes

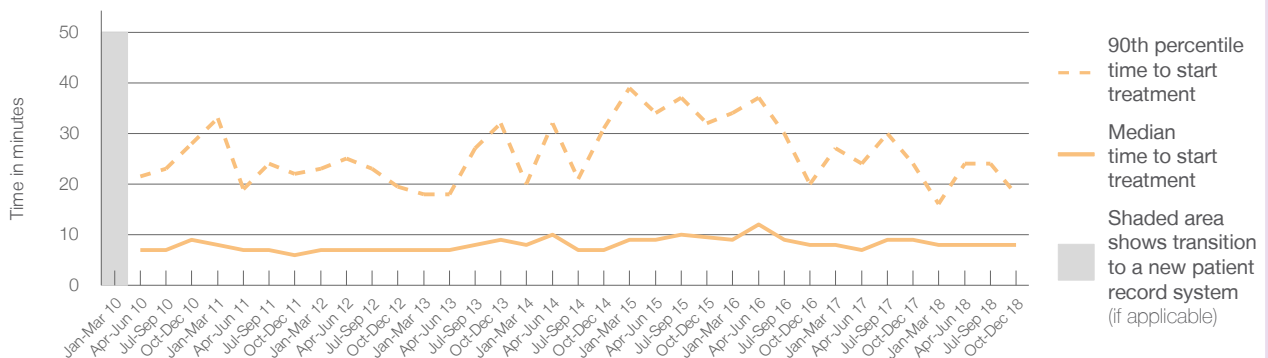
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
554	
551	
9 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	6	7	9	7	10	8	9	8
90th percentile time to start treatment ⁵ (minutes)	28	22	20	32	31	32	20	24	18

(†) 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 October to December 2018

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

Number of triage 3 patients: 1,848

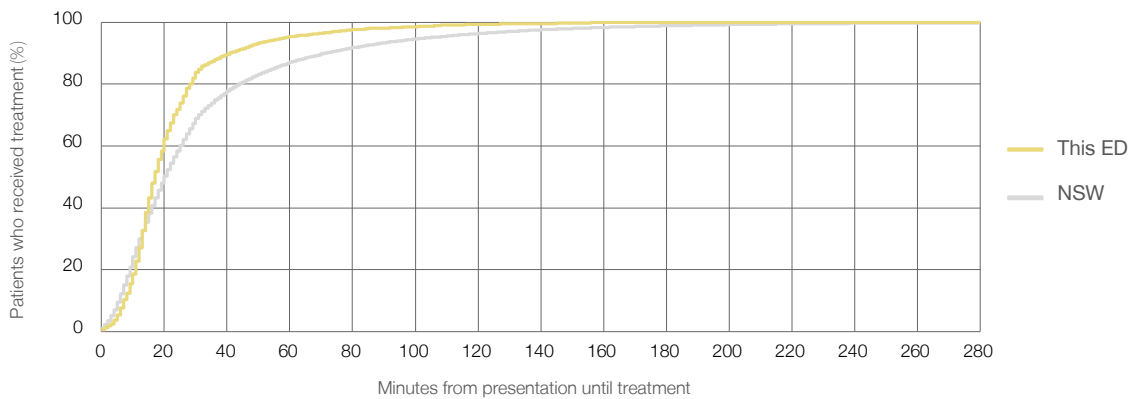
Number of triage 3 patients used to calculate waiting time:³ 1,812

Median time to start treatment⁴ 17 minutes

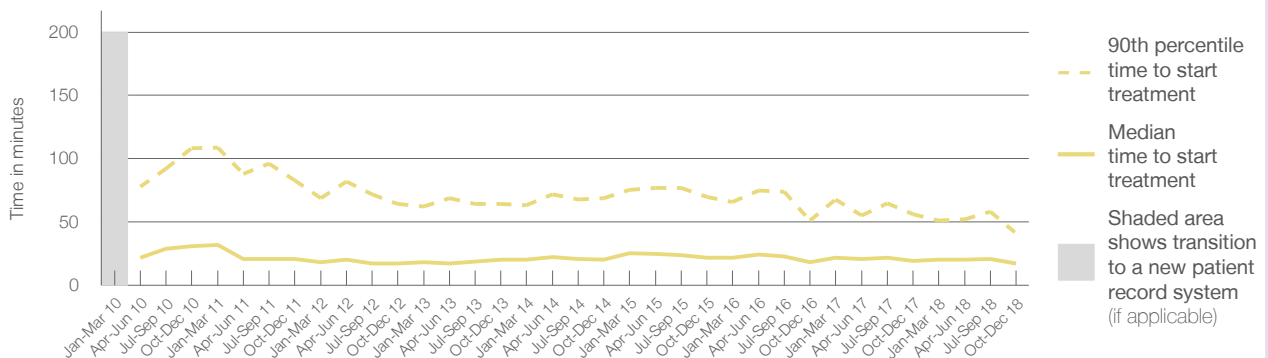
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
1,688	1,657
19 minutes	20 minutes
56 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	31	21	17	20	20	22	18	19	17
90th percentile time to start treatment ⁵ (minutes)	108	83	64	64	69	70	51	56	41

(†) 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 October to December 2018

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

Number of triage 4 patients: 3,027

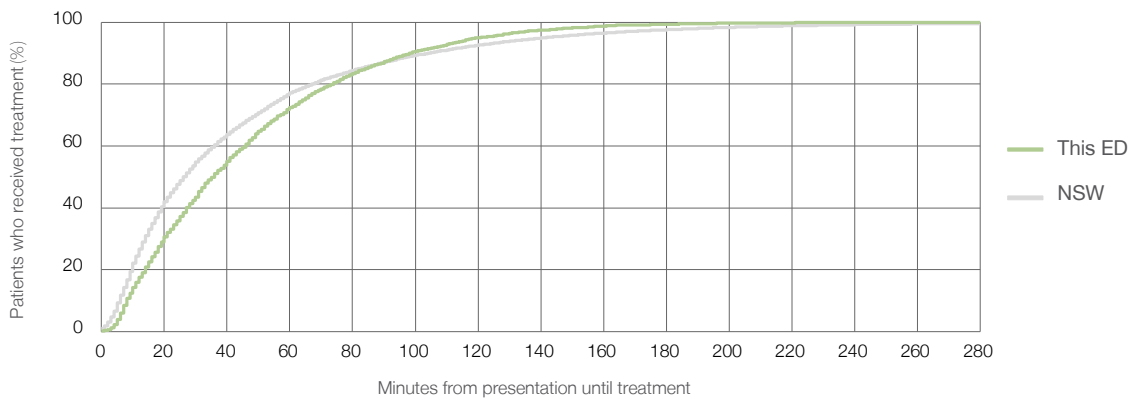
Number of triage 4 patients used to calculate waiting time:³ 2,882

Median time to start treatment⁴ 36 minutes

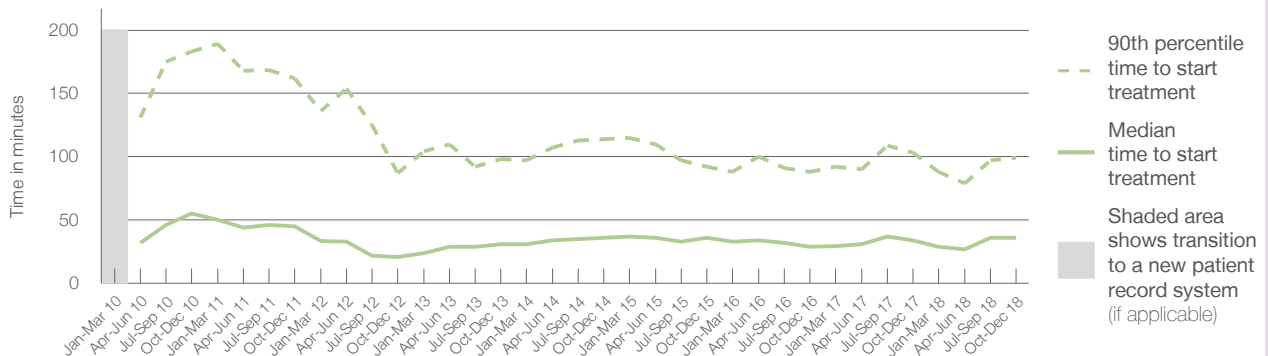
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
2,845	2,715
34 minutes	26 minutes
103 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	55	45	21	31	36	36	29	34	36
90th percentile time to start treatment ⁵ (minutes)	183	162	87	98	114	92	88	103	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.

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

October to December 2018

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

Number of triage 5 patients: 734

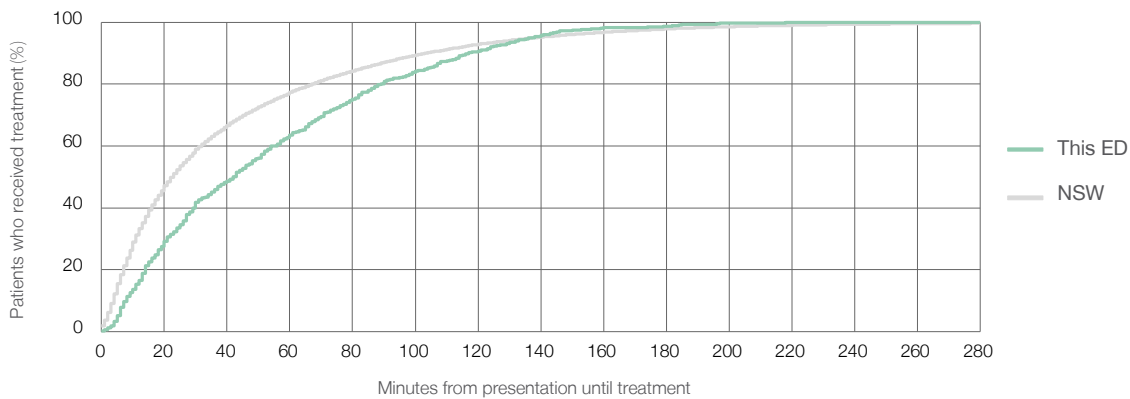
Number of triage 5 patients used to calculate waiting time:³ 661

Median time to start treatment⁴ 42 minutes

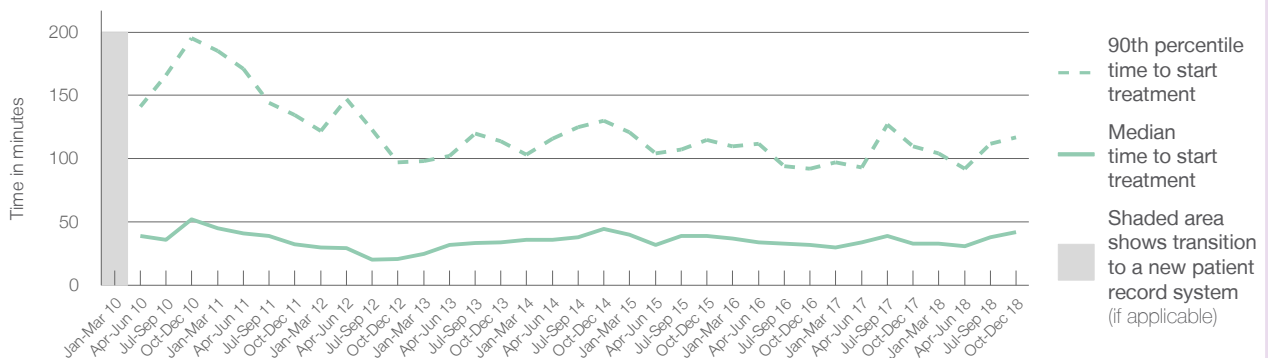
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,063	942
33 minutes	23 minutes
110 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	52	33	21	34	45	39	32	33	42
90th percentile time to start treatment ⁵ (minutes)	195	135	97	114	130	115	92	110	117

(†) 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

October to December 2018

All presentations:¹ 6,881 patients

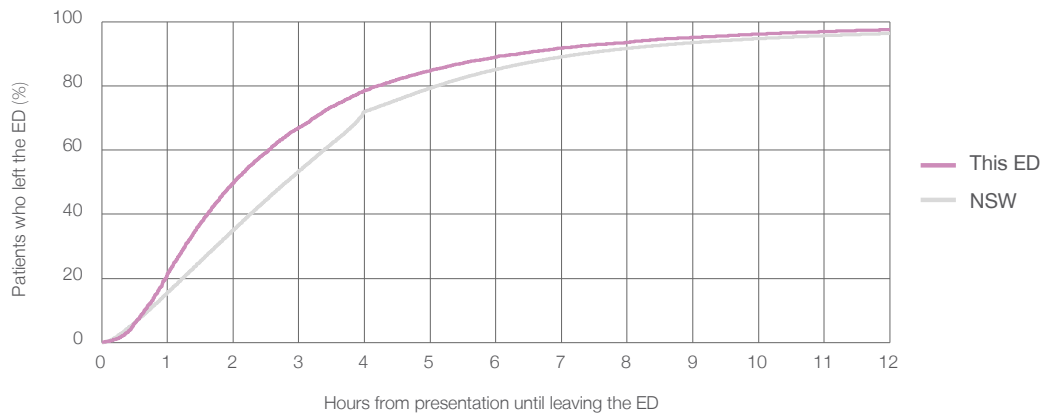
Presentations used to calculate time to leaving the ED:⁶ 6,879 patients

Median time spent in the ED⁸ 2 hours and 1 minutes

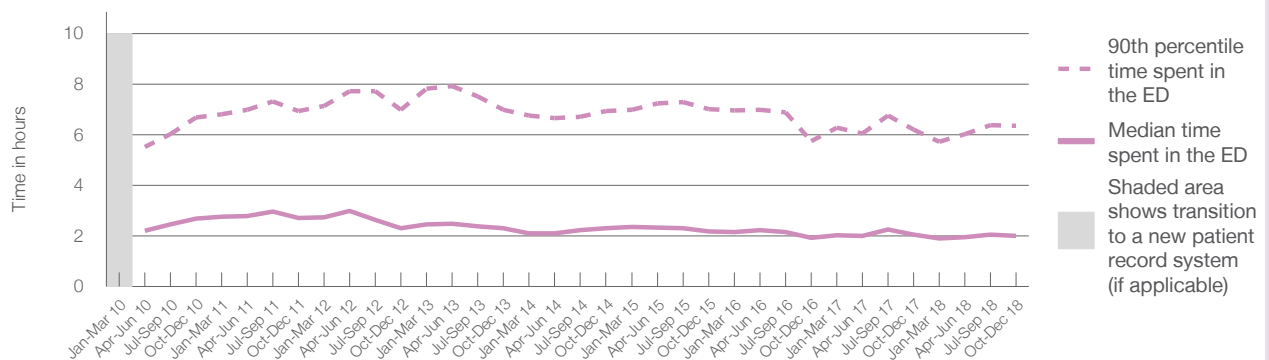
90th percentile time spent in the ED⁹ 6 hours and 21 minutes

Same period last year	NSW (this period)
6,675	6,675
2 hours and 3 minutes	2 hours and 49 minutes
6 hours and 13 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 41m	2h 43m	2h 19m	2h 18m	2h 18m	2h 11m	1h 56m	2h 3m	2h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 41m	6h 56m	6h 59m	6h 59m	6h 57m	7h 1m	5h 45m	6h 13m	6h 21m

(†) 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
October to December 2018

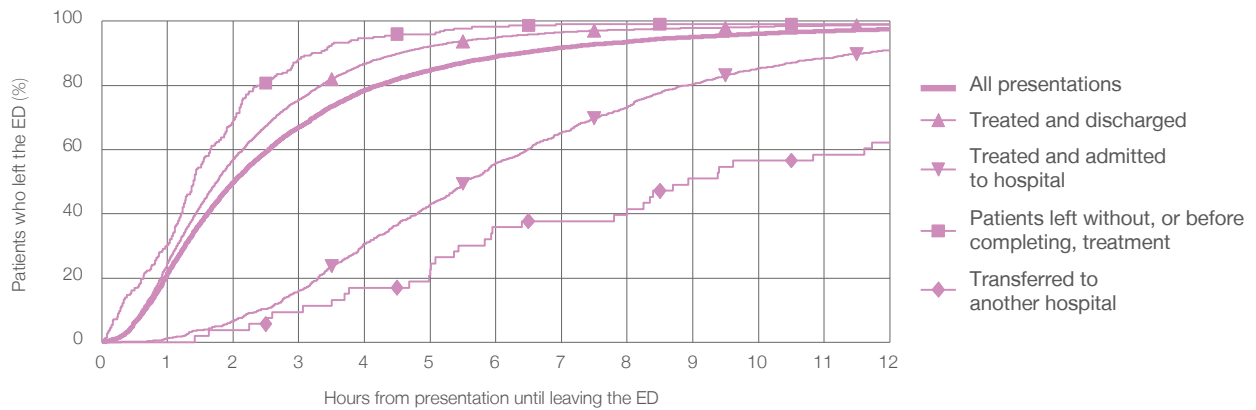
All presentations:¹ 6,881 patients

Presentations used to calculate time to leaving the ED:⁶ 6,879 patients

Treated and discharged	5,607 (81.5%)
Treated and admitted to hospital	979 (14.2%)
Patient left without, or before completing, treatment	224 (3.3%)
Transferred to another hospital	53 (0.8%)
Other	18 (0.3%)

Same period last year	Change since one year ago
6,675	3%
5,556	0.9%
883	10.9%
187	19.8%
39	35.9%
10	80.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

Treated and discharged	24.6%	57.0%	75.6%	86.7%	94.9%	97.4%	98.3%	98.9%
Treated and admitted to hospital	1.2%	6.6%	16.0%	30.6%	55.9%	73.2%	85.3%	91.0%
Patient left without, or before completing, treatment	30.4%	69.2%	88.4%	94.6%	98.2%	99.1%	99.1%	99.1%
Transferred to another hospital	0%	3.8%	9.4%	17.0%	35.8%	41.5%	56.6%	62.3%
All presentations	21.4%	49.9%	67.0%	78.5%	89.0%	93.6%	96.1%	97.5%

(†) 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.

Grafton Base Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 6,881 patients

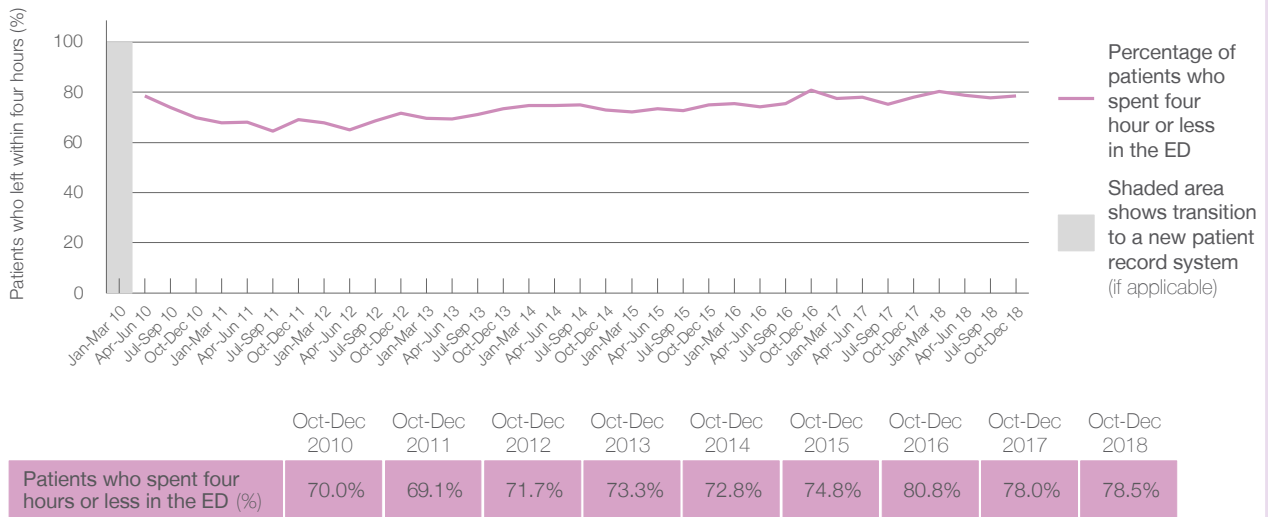
Presentations used to calculate time to leaving the ED: ⁶ 6,879 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 6,881 patients	6,675	3%
Presentations used to calculate time to leaving the ED: ⁶ 6,879 patients	6,675	3%
Percentage of patients who spent four hours or less in the ED	78.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Griffith Base Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 5,415 patients

Emergency presentations:² 5,101 patients

Same period last year	Change since one year ago
5,086	6%
4,778	7%

Griffith Base Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 607 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,020 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,018 patients

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 405 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
508	
6 minutes	8 minutes
16 minutes	26 minutes
1,904	
14 minutes	20 minutes
42 minutes	72 minutes
1,773	
16 minutes	26 minutes
73 minutes	104 minutes
560	
14 minutes	23 minutes
68 minutes	104 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 5,413 patients

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

Same period last year	Change since one year ago
5,086	6%
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: October to December 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.

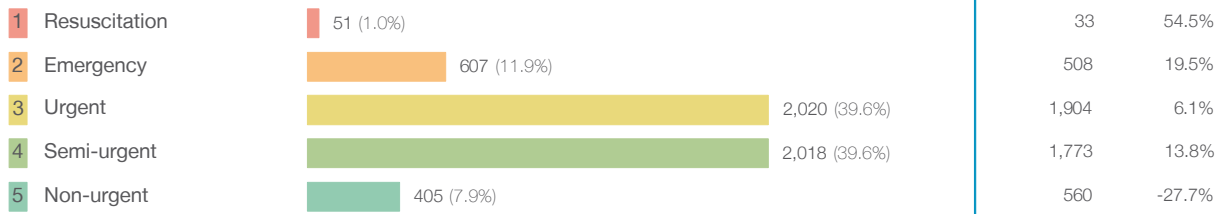
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

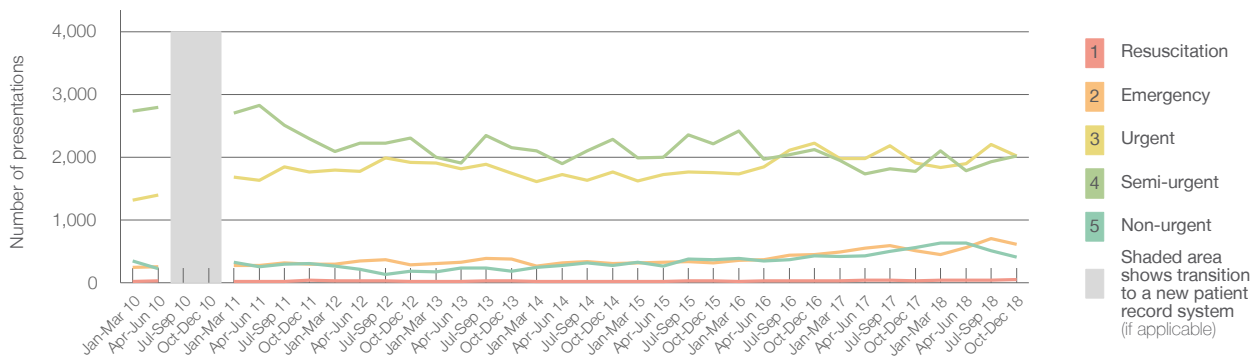
Griffith Base Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 5,415 patients

Emergency presentations² by triage category: 5,101 patients



Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation		38	18	27	24	26	32	33	51
Emergency		292	283	379	304	316	443	508	607
Urgent		1,763	1,913	1,748	1,768	1,750	2,218	1,904	2,020
Semi-urgent		2,298	2,304	2,156	2,282	2,215	2,116	1,773	2,018
Non-urgent		300	181	178	278	364	429	560	405
All emergency presentations		4,691	4,699	4,488	4,656	4,671	5,238	4,778	5,101

Griffith Base Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 776 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 October to December 2018

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

Number of triage 2 patients: 607

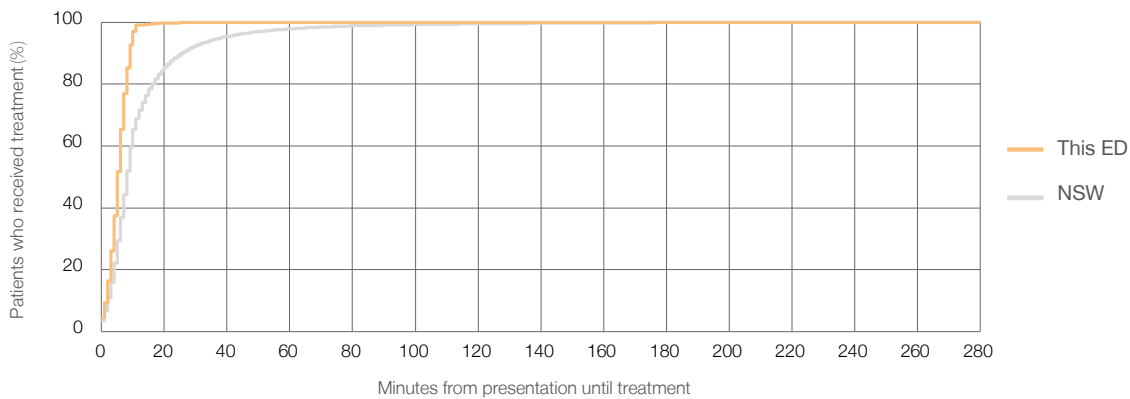
Number of triage 2 patients used to calculate waiting time:³ 604

Median time to start treatment⁴ ■ 5 minutes

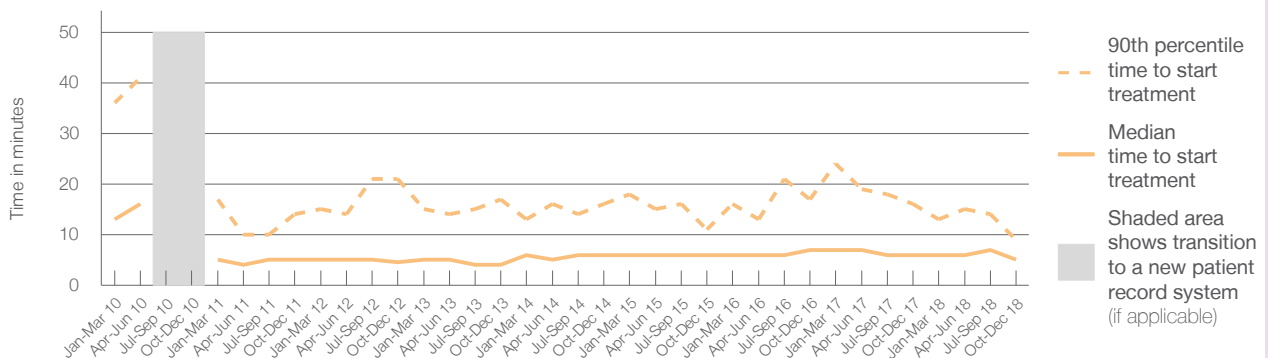
90th percentile time to start treatment⁵ ■ 9 minutes

Same period last year	NSW (this period)
508	
506	
6 minutes	8 minutes
16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		5	5	4	6	6	7	6	5
90th percentile time to start treatment ⁵ (minutes)		14	21	17	16	11	17	16	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.

Griffith Base Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 2,020

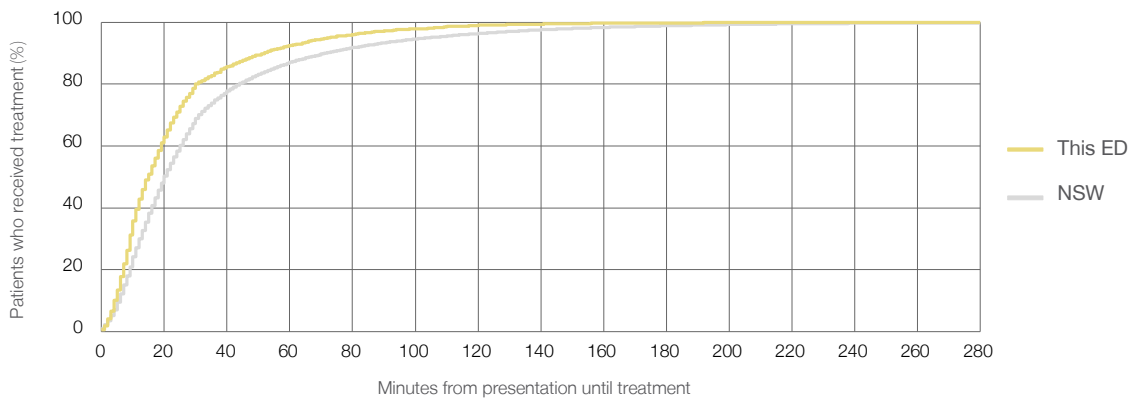
Number of triage 3 patients used to calculate waiting time:³ 1,981

Median time to start treatment⁴ 15 minutes

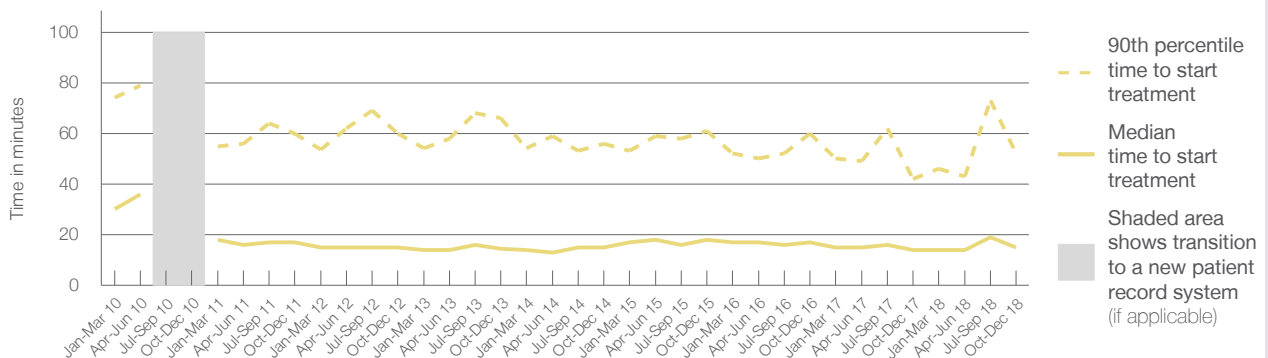
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
1,904	
1,882	
14 minutes	20 minutes
42 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		17	15	15	15	18	17	14	15
90th percentile time to start treatment ⁵ (minutes)		60	60	66	56	61	60	42	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.

Griffith Base Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 2,018

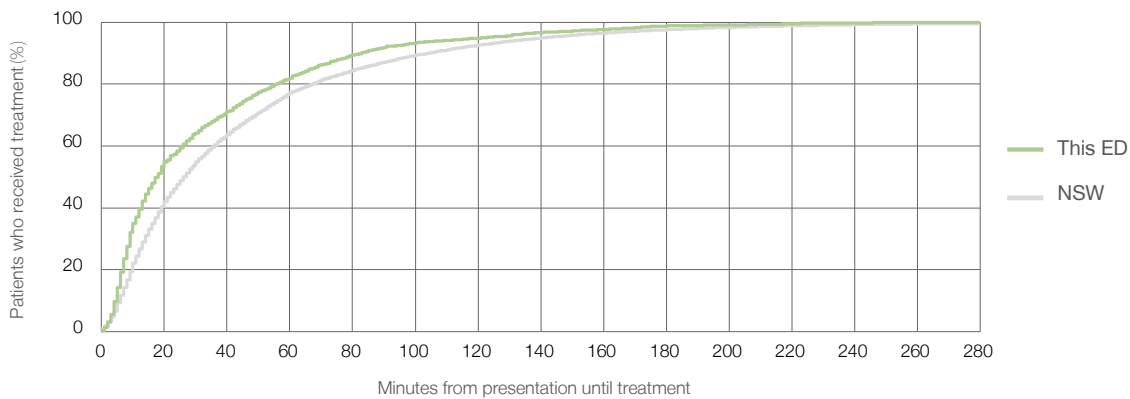
Number of triage 4 patients used to calculate waiting time:³ 1,920

Median time to start treatment⁴ 18 minutes

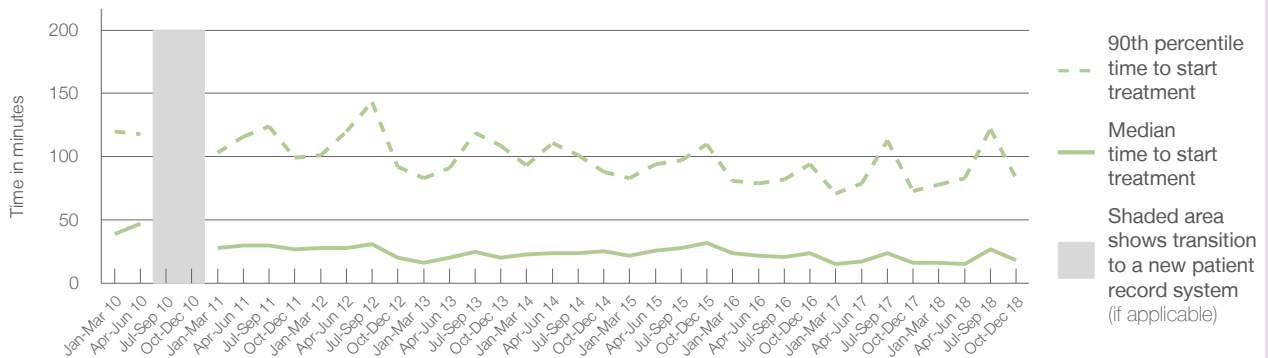
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
1,773	1,708
16 minutes	26 minutes
73 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		27	20	20	26	32	24	16	18
90th percentile time to start treatment ⁵ (minutes)		99	92	109	88	110	94	73	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 October to December 2018

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

Number of triage 5 patients: 405

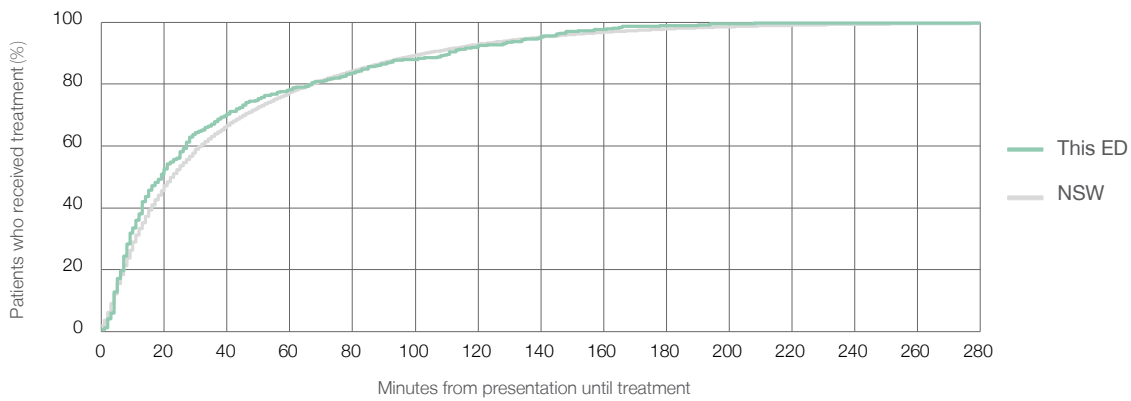
Number of triage 5 patients used to calculate waiting time:³ 367

Median time to start treatment⁴ 19 minutes

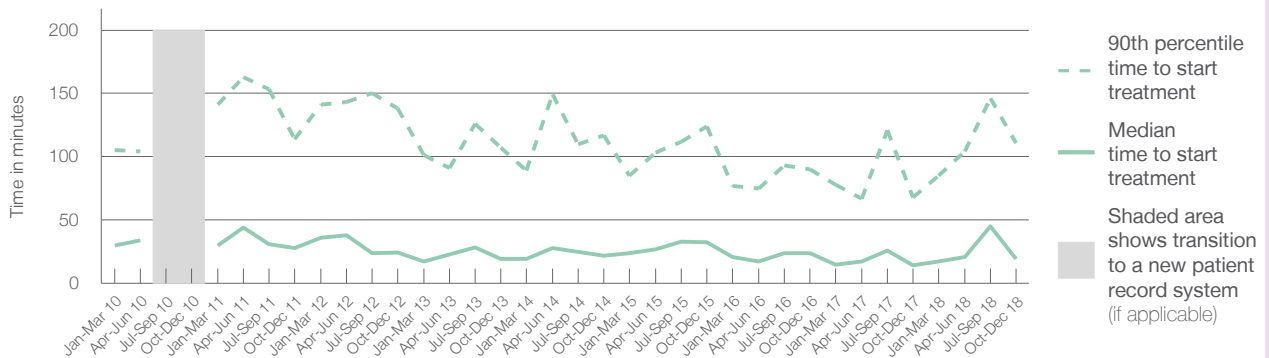
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
560	521
14 minutes	23 minutes
68 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		28	25	19	22	33	24	14	19
90th percentile time to start treatment ⁵ (minutes)		114	138	107	117	124	90	68	111

(†) 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

October to December 2018

All presentations:¹ 5,415 patients

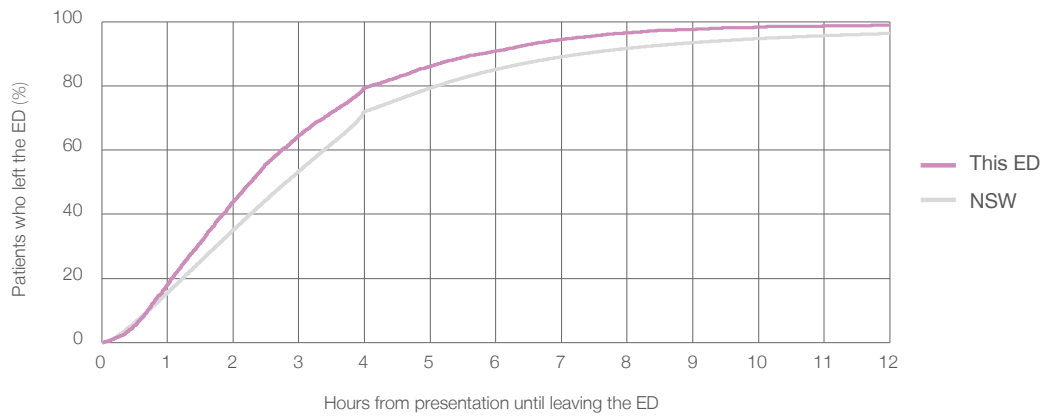
Presentations used to calculate time to leaving the ED:⁶ 5,413 patients

Median time spent in the ED⁸ 2 hours and 16 minutes

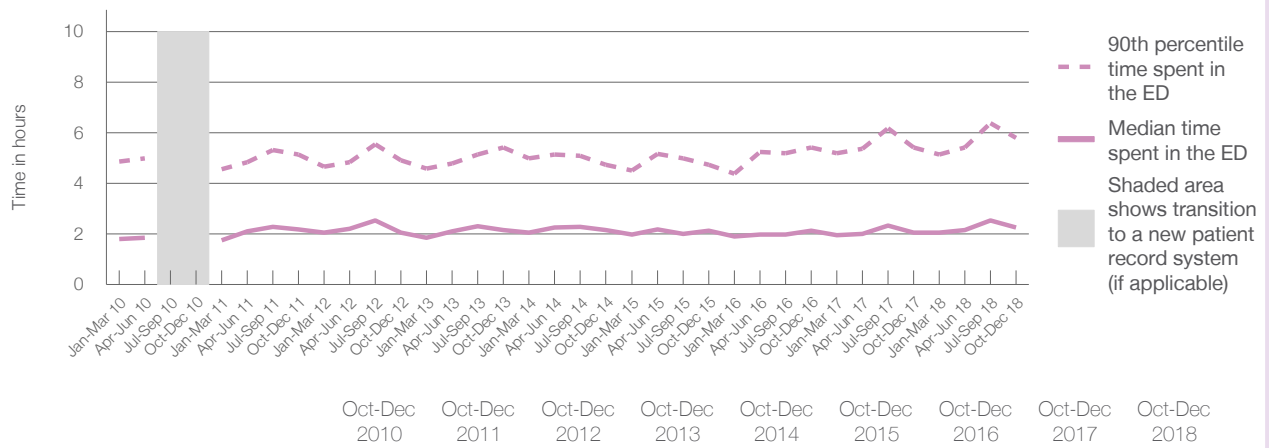
90th percentile time spent in the ED⁹ 5 hours and 48 minutes

Same period last year	NSW (this period)
5,086	5,086
2 hours and 3 minutes	2 hours and 49 minutes
5 hours and 25 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)		2h 11m	2h 4m	2h 10m	2h 9m	2h 8m	2h 8m	2h 3m	2h 16m
90th percentile time spent in the ED ⁹ (hours, minutes)		5h 9m	4h 55m	5h 25m	4h 45m	4h 45m	5h 25m	5h 25m	5h 48m

(†) 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

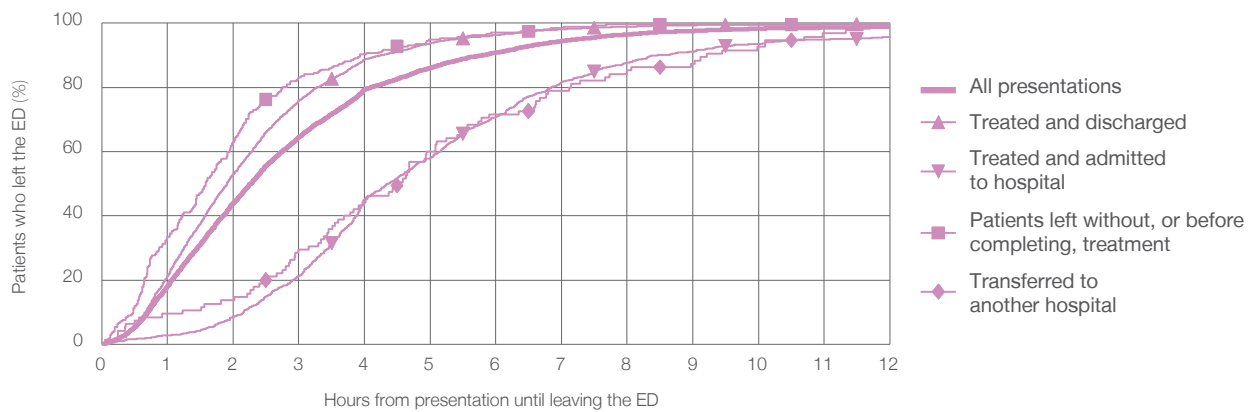
October to December 2018

All presentations:¹ 5,415 patients

Presentations used to calculate time to leaving the ED:⁶ 5,413 patients

		Same period last year	Change since one year ago
Treated and discharged	3,945 (72.9%)	3,800	3.8%
Treated and admitted to hospital	1,081 (20.0%)	1,016	6.4%
Patient left without, or before completing, treatment	278 (5.1%)	163	70.6%
Transferred to another hospital	95 (1.8%)	95	0.0%
Other	16 (0.3%)	12	33.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

Treated and discharged	21.4%	53.1%	75.9%	88.8%	96.3%	98.9%	99.6%	99.7%
Treated and admitted to hospital	2.7%	8.6%	21.4%	45.1%	71.0%	87.7%	93.5%	95.8%
Patient left without, or before completing, treatment	33.5%	62.9%	83.1%	90.3%	97.1%	99.6%	99.6%	99.6%
Transferred to another hospital	9.5%	13.7%	29.5%	44.2%	71.6%	85.3%	92.6%	98.9%
All presentations	18.2%	44.1%	64.6%	79.3%	90.9%	96.5%	98.2%	98.9%

(†) 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.

Griffith Base Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 5,415 patients

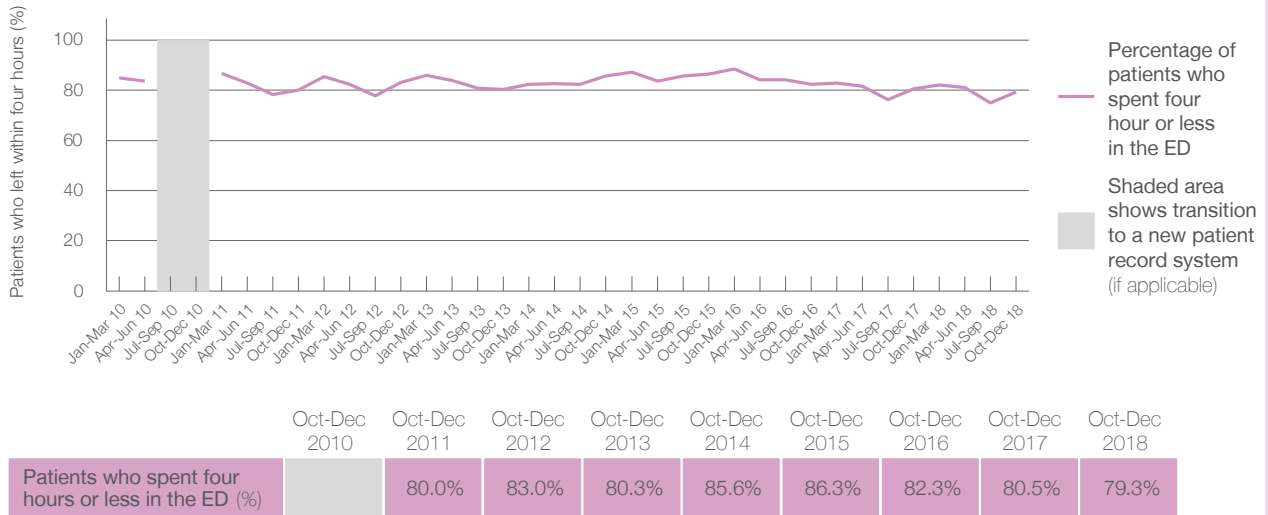
Presentations used to calculate time to leaving the ED: ⁶ 5,413 patients

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	5,086	6%
Presentations used to calculate time to leaving the ED	5,086	6%
Percentage of patients who spent four hours or less in the ED	80.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Hawkesbury District Health Services: Emergency department (ED) overview

October to December 2018



All presentations:¹ 6,680 patients
Emergency presentations:² 6,438 patients

Same period last year	Change since one year ago
6,469	3%
6,185	4%

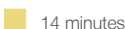

Hawkesbury District Health Services: Time patients waited to start treatment³

October to December 2018


Triage 2 Emergency (e.g. chest pain, severe burns): 898 patients

Median time to start treatment⁴  10 minutes
90th percentile time to start treatment⁵  26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,925 patients

Median time to start treatment⁴  14 minutes
90th percentile time to start treatment⁵  60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,295 patients

Median time to start treatment⁴  14 minutes
90th percentile time to start treatment⁵  84 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 299 patients

Median time to start treatment⁴  12 minutes
90th percentile time to start treatment⁵  62 minutes

Same period last year	NSW (this period)
832	
11 minutes	8 minutes
26 minutes	26 minutes
1,723	
14 minutes	20 minutes
51 minutes	72 minutes
3,110	
13 minutes	26 minutes
65 minutes	104 minutes
490	
12 minutes	23 minutes
55 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 6,680 patients

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

Same period last year	Change since one year ago
6,469	3%
71%	

* 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: October to December 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 22 January 2019).

Hawkesbury District Health Services: Patients presenting to the emergency department October to December 2018

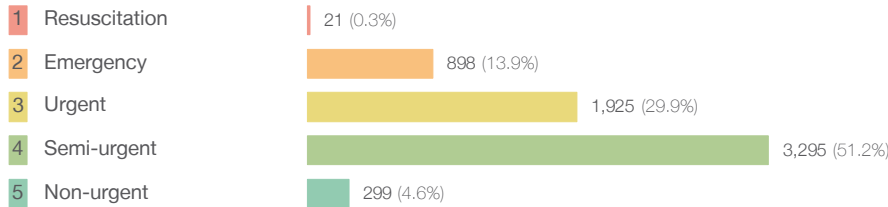
All presentations:¹ 6,680 patients

Same period last year
Change since one year ago

6,469 3%

Emergency presentations² by triage category: 6,438 patients

6,185 4%



30 -30.0%

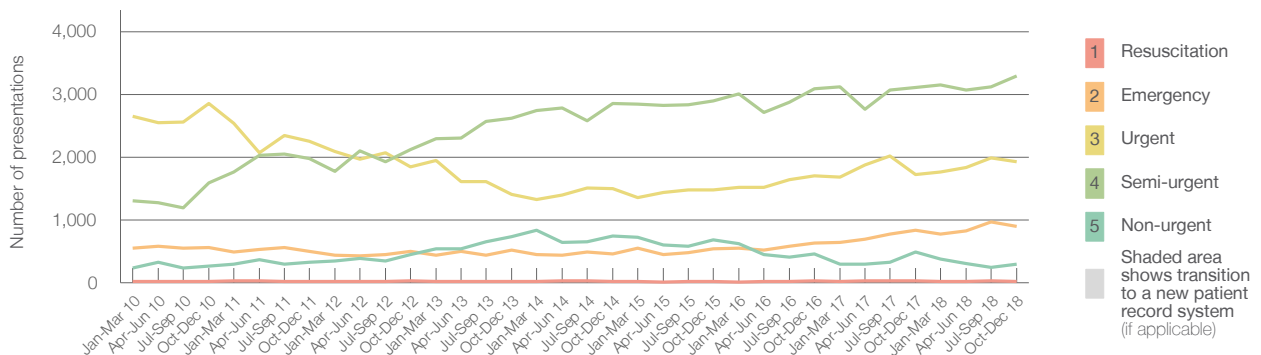
832 7.9%

1,723 11.7%

3,110 5.9%

490 -39.0%

Emergency presentations² by quarter, January 2010 to December 2018 ^{‡ §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	18	20	26	14	24	17	31	30	21
Emergency	561	498	497	515	462	543	633	832	898
Urgent	2,860	2,251	1,848	1,404	1,494	1,477	1,700	1,723	1,925
Semi-urgent	1,587	1,979	2,124	2,620	2,856	2,897	3,093	3,110	3,295
Non-urgent	260	327	446	737	744	682	455	490	299
All emergency presentations	5,286	5,075	4,941	5,290	5,580	5,616	5,912	6,185	6,438

Hawkesbury District Health Services: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,109 patients

Same period last year
Change since one year ago

943

ED Transfer of care time

Median time 11 minutes

12 minutes -1 minute

90th percentile time 22 minutes

24 minutes -2 minutes

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

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

(§) 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 October to December 2018

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

Number of triage 2 patients: 898

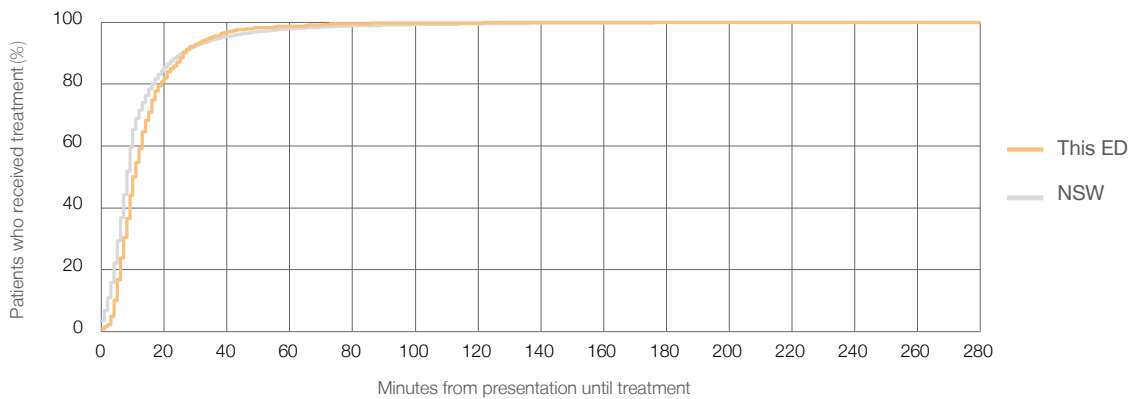
Number of triage 2 patients used to calculate waiting time:³ 898

Median time to start treatment⁴ 10 minutes

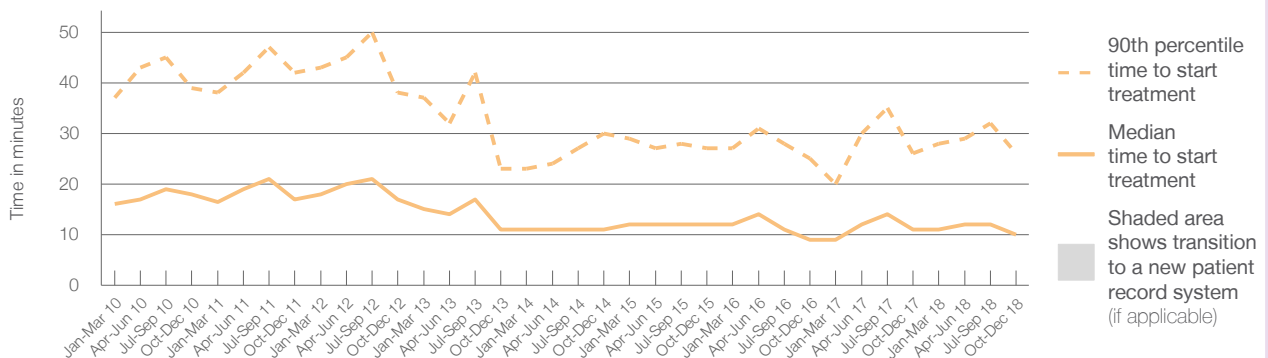
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
832	
831	
11 minutes	8 minutes
26 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	18	17	17	11	11	12	9	11	10
90th percentile time to start treatment ⁵ (minutes)	39	42	38	23	30	27	25	26	26

(†) 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 October to December 2018

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

Number of triage 3 patients: 1,925

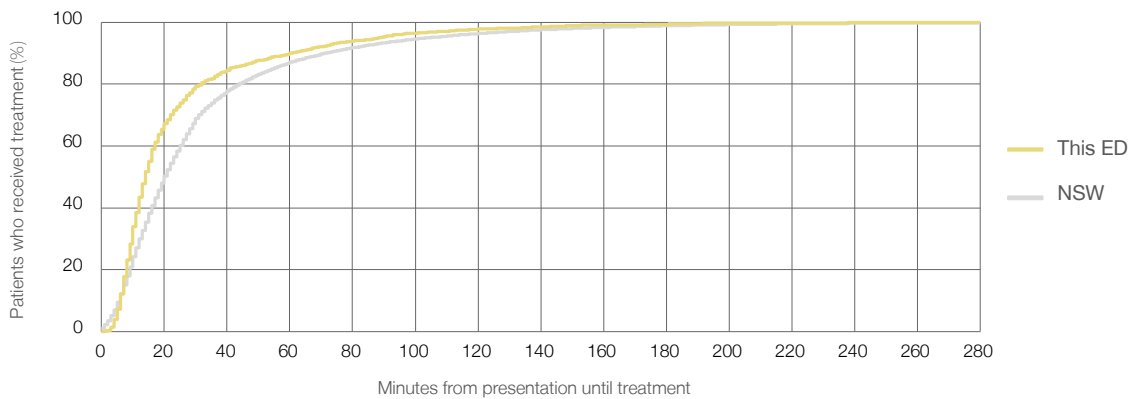
Number of triage 3 patients used to calculate waiting time:³ 1,918

Median time to start treatment⁴ 14 minutes

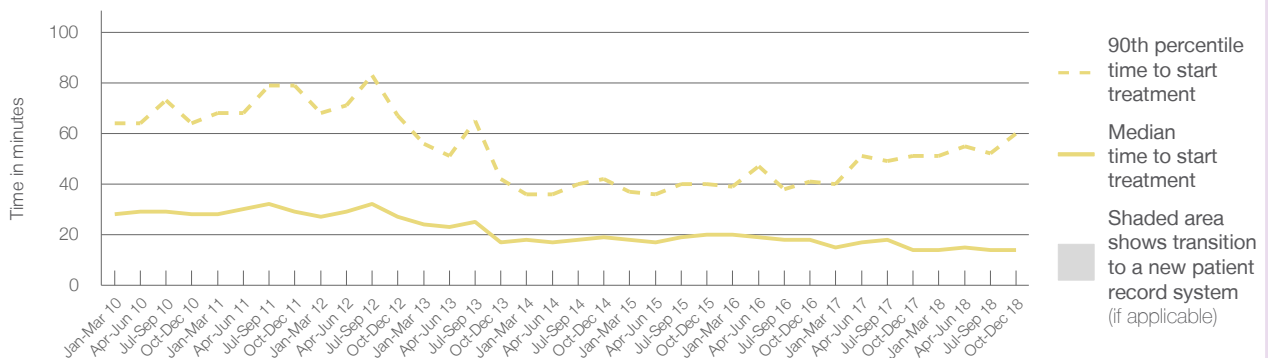
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,723	1,702
14 minutes	20 minutes
51 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	28	29	27	17	19	20	18	14	14
90th percentile time to start treatment ⁵ (minutes)	64	79	67	42	42	40	41	51	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.

(§) 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 October to December 2018

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

Number of triage 4 patients: 3,295

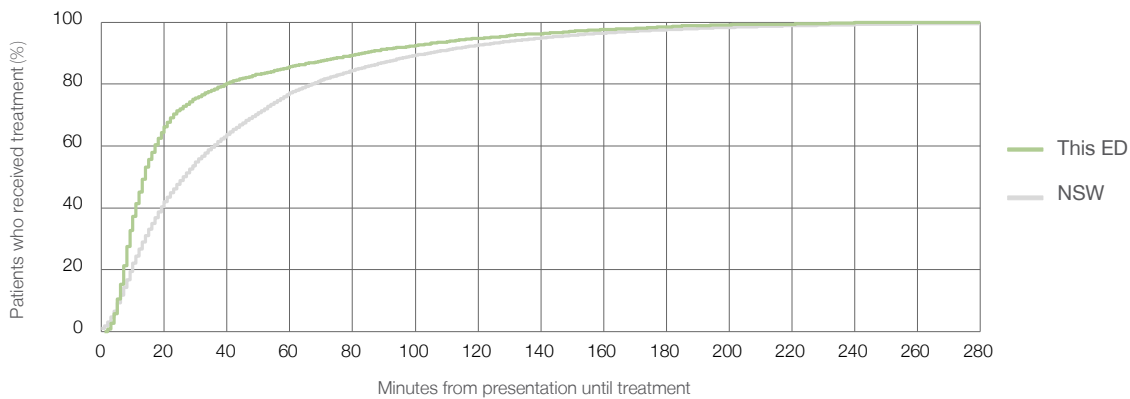
Number of triage 4 patients used to calculate waiting time:³ 3,248

Median time to start treatment⁴ 14 minutes

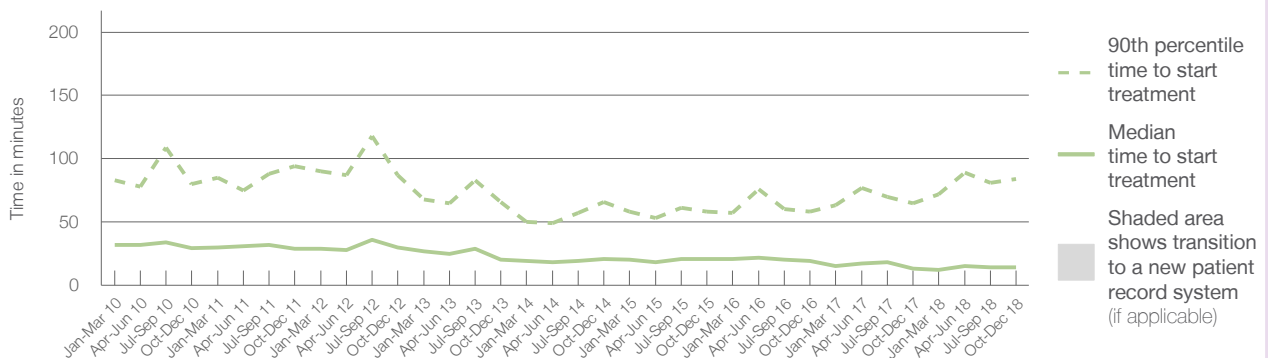
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
3,110	
3,036	
13 minutes	26 minutes
65 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	29	30	20	21	21	19	13	14
90th percentile time to start treatment ⁵ (minutes)	80	94	87	66	66	58	58	65	84

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

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

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Hawkesbury District Health Services: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 299

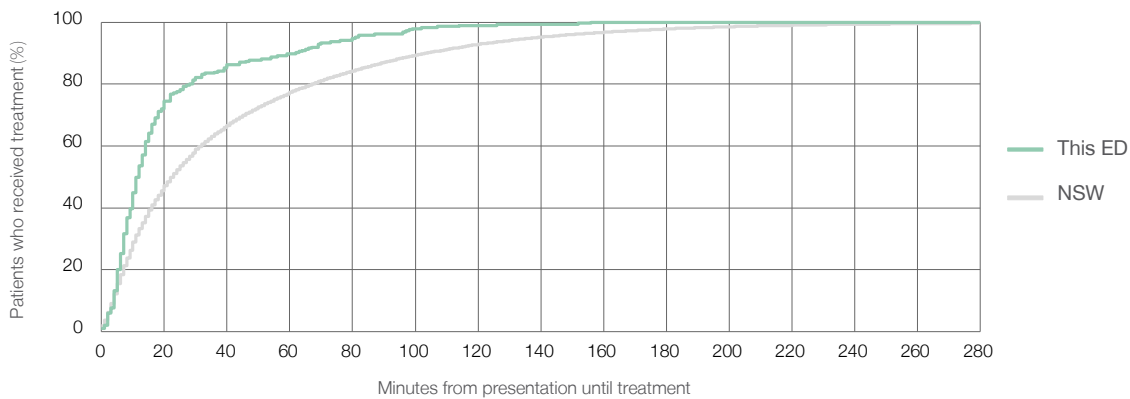
Number of triage 5 patients used to calculate waiting time:³ 285

Median time to start treatment⁴ 12 minutes

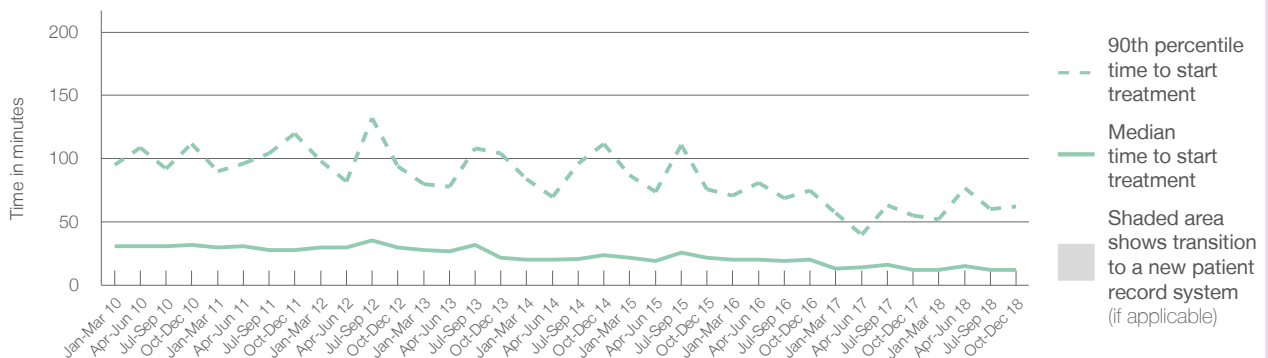
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
490	470
12 minutes	23 minutes
55 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	32	28	30	22	24	22	20	12	12
90th percentile time to start treatment ⁵ (minutes)	112	120	94	104	112	76	75	55	62

(†) 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

October to December 2018

All presentations:¹ 6,680 patients

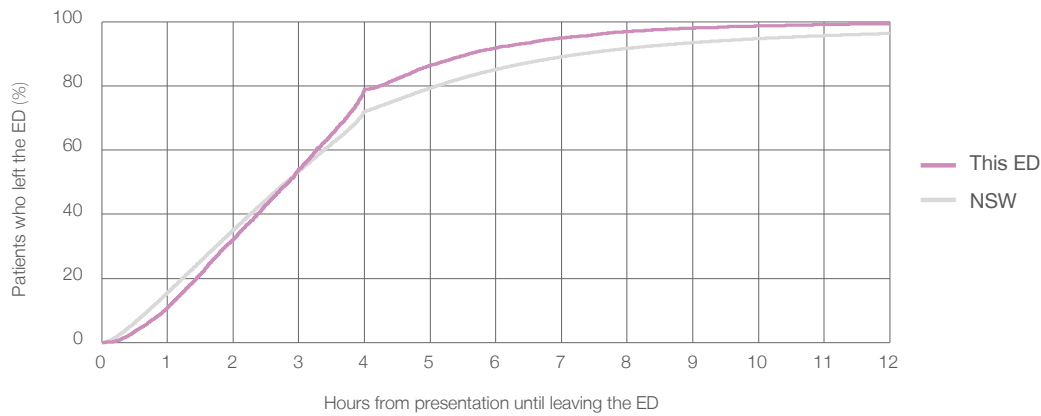
Presentations used to calculate time to leaving the ED:⁶ 6,680 patients

Median time spent in the ED⁸ 2 hours and 51 minutes

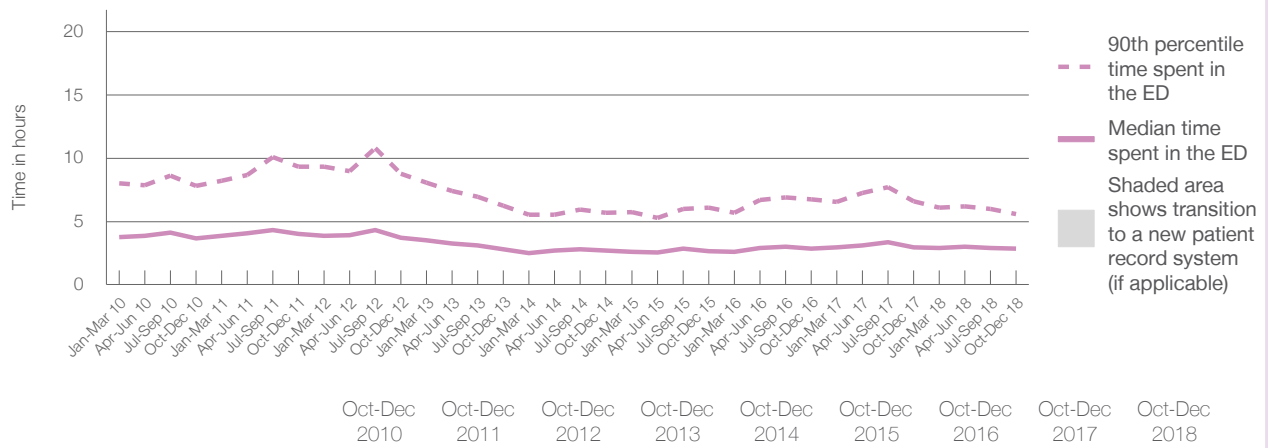
90th percentile time spent in the ED⁹ 5 hours and 36 minutes

Same period last year	NSW (this period)
6,469	6,469
2 hours and 56 minutes	2 hours and 49 minutes
6 hours and 36 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 40m	4h 2m	3h 43m	2h 48m	2h 41m	2h 40m	2h 50m	2h 56m	2h 51m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 50m	9h 20m	8h 47m	6h 14m	5h 42m	6h 6m	6h 45m	6h 36m	5h 36m

(†) 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

October to December 2018

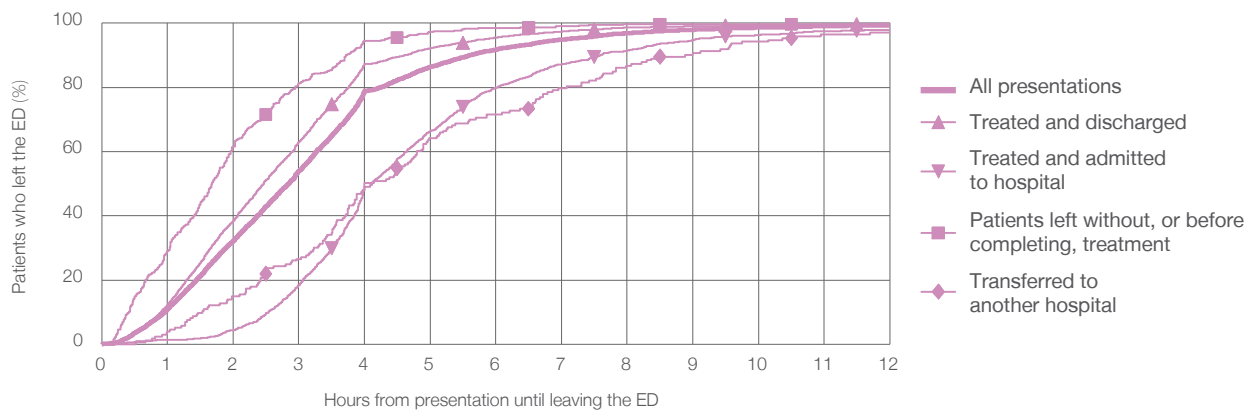
All presentations:¹ 6,680 patients

Presentations used to calculate time to leaving the ED:⁶ 6,680 patients

Treated and discharged	4,693 (70.3%)
Treated and admitted to hospital	1,398 (20.9%)
Patient left without, or before completing, treatment	402 (6.0%)
Transferred to another hospital	173 (2.6%)
Other	14 (0.2%)

Same period last year	Change since one year ago
6,469	3%
4,418	6.2%
1,309	6.8%
510	-21.2%
215	-19.5%
17	-17.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



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	12.3%	38.4%	63.1%	87.3%	95.5%	98.7%	99.4%	99.8%
Treated and admitted to hospital	1.3%	4.4%	18.4%	50.1%	79.9%	91.5%	96.4%	98.0%
Patient left without, or before completing, treatment	29.1%	61.7%	81.3%	94.5%	98.5%	99.8%	99.8%	99.8%
Transferred to another hospital	4.0%	15.0%	26.6%	49.1%	71.7%	86.7%	94.2%	97.1%
All presentations	10.9%	32.2%	54.0%	79.0%	91.8%	96.9%	98.7%	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.

(§) 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
 October to December 2018

All presentations at the emergency department: ¹ 6,680 patients

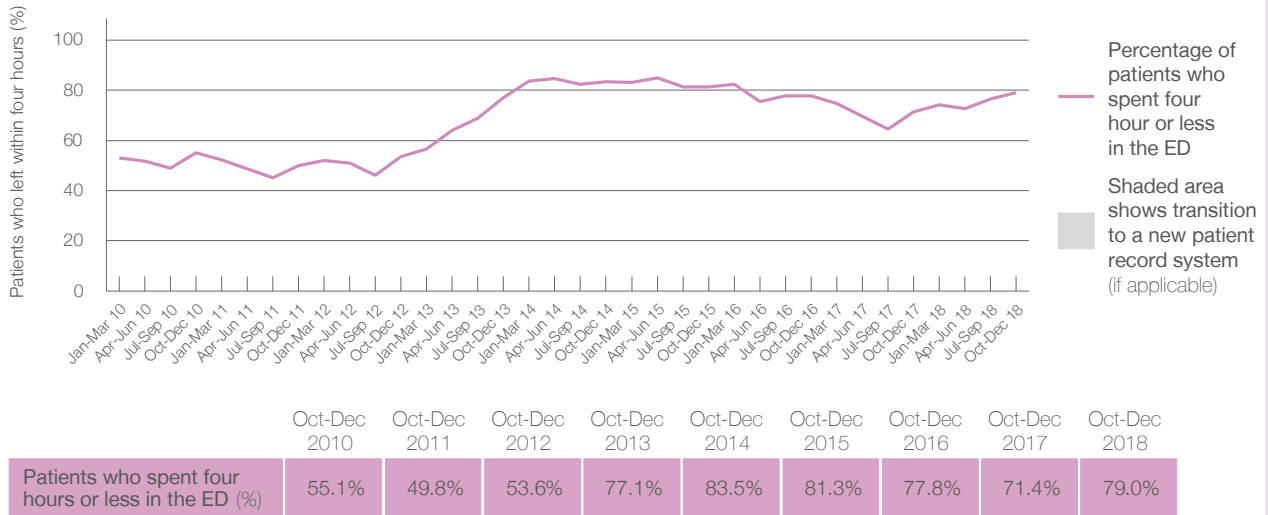
Presentations used to calculate time to leaving the ED: ⁶ 6,680 patients

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	6,469	3%
Presentations used to calculate time to leaving the ED	6,469	3%
Percentage of patients who spent four hours or less in the ED	71.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Mount Druitt Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 8,762 patients
 Emergency presentations:² 8,706 patients

Same period last year	Change since one year ago
8,502	3%
8,416	3%

Mount Druitt Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,603 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,140 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,060 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 873 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
1,446	
8 minutes	8 minutes
17 minutes	26 minutes
3,258	
21 minutes	20 minutes
62 minutes	72 minutes
2,762	
27 minutes	26 minutes
82 minutes	104 minutes
907	
24 minutes	23 minutes
86 minutes	104 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 8,762 patients

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

Same period last year	Change since one year ago
8,501	3%
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: October to December 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.

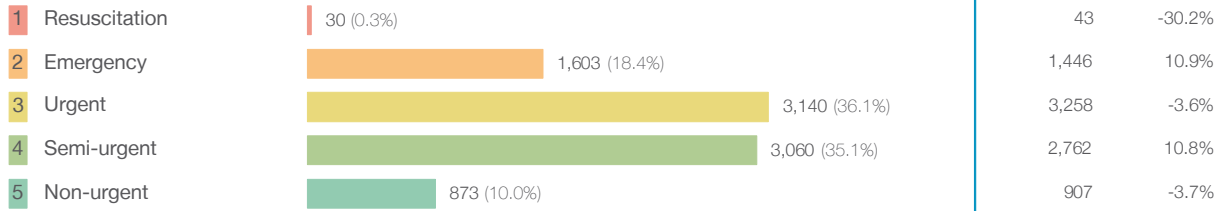
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Mount Druiitt Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 8,762 patients

Emergency presentations² by triage category: 8,706 patients



Same period last year

8,502

Change since one year ago

3%

8,416

3%

43

-30.2%

1,446

10.9%

3,258

-3.6%

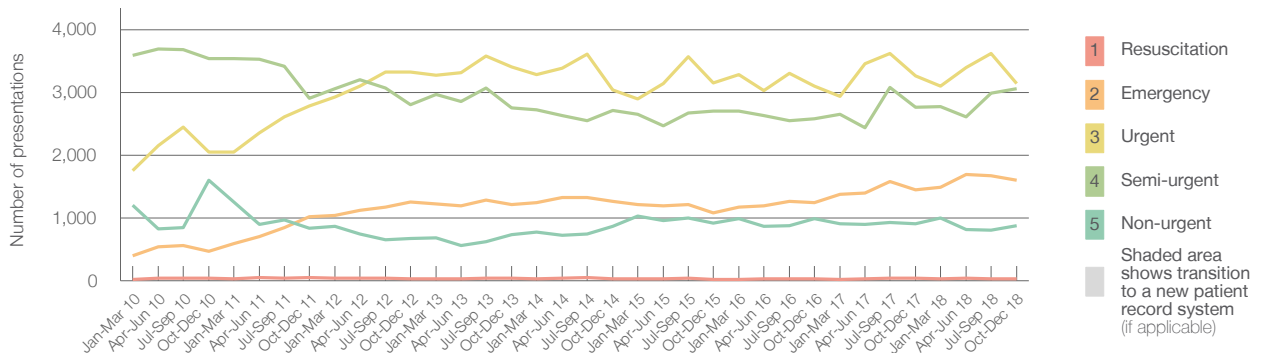
2,762

10.8%

907

-3.7%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	38	53	32	37	27	22	27	43	30
Emergency	465	1,014	1,258	1,217	1,260	1,080	1,245	1,446	1,603
Urgent	2,048	2,783	3,320	3,402	3,036	3,155	3,095	3,258	3,140
Semi-urgent	3,536	2,904	2,801	2,754	2,711	2,702	2,579	2,762	3,060
Non-urgent	1,602	837	667	730	870	919	991	907	873
All emergency presentations	7,689	7,591	8,078	8,140	7,904	7,878	7,937	8,416	8,706

Mount Druiitt Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,216 patients

ED Transfer of care time



Same period last year

886

Change since one year ago

13 minutes

-1 minute

26 minutes

-4 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 Druiitt Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

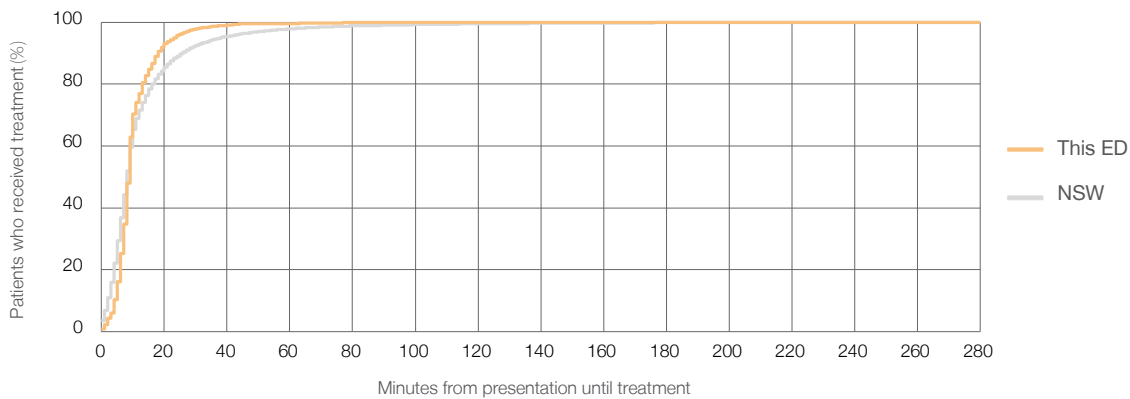
Number of triage 2 patients: 1,603

Number of triage 2 patients used to calculate waiting time:³ 1,588

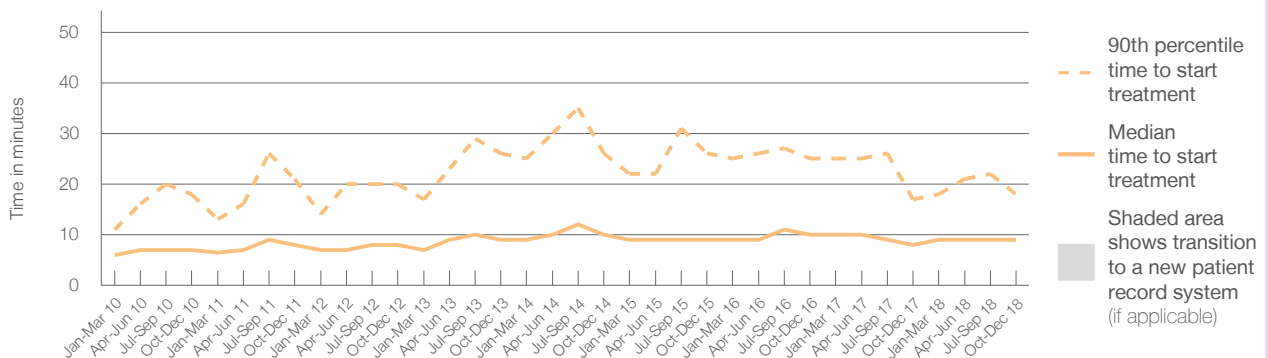
Median time to start treatment⁴ ■ 9 minutes
90th percentile time to start treatment⁵ ■ 18 minutes

Same period last year	NSW (this period)
1,446	1,443
8 minutes	8 minutes
17 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	8	8	9	10	9	10	8	9
90th percentile time to start treatment ⁵ (minutes)	18	21	20	26	26	26	25	17	18

(†) 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 Druiitt Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 3,140

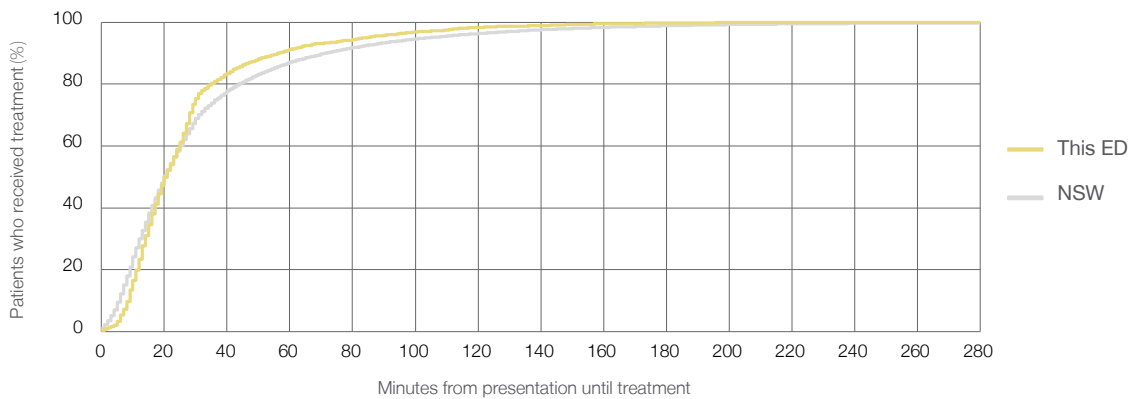
Number of triage 3 patients used to calculate waiting time:³ 3,029

Median time to start treatment⁴ 21 minutes

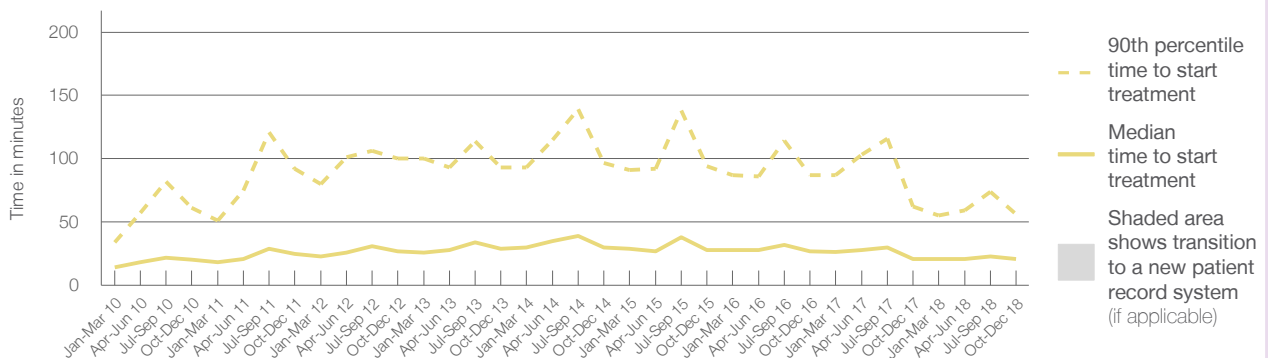
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
3,258	3,173
21 minutes	20 minutes
62 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	25	27	29	30	28	27	21	21
90th percentile time to start treatment ⁵ (minutes)	61	92	100	93	97	94	87	62	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.

Mount Druitt Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 3,060

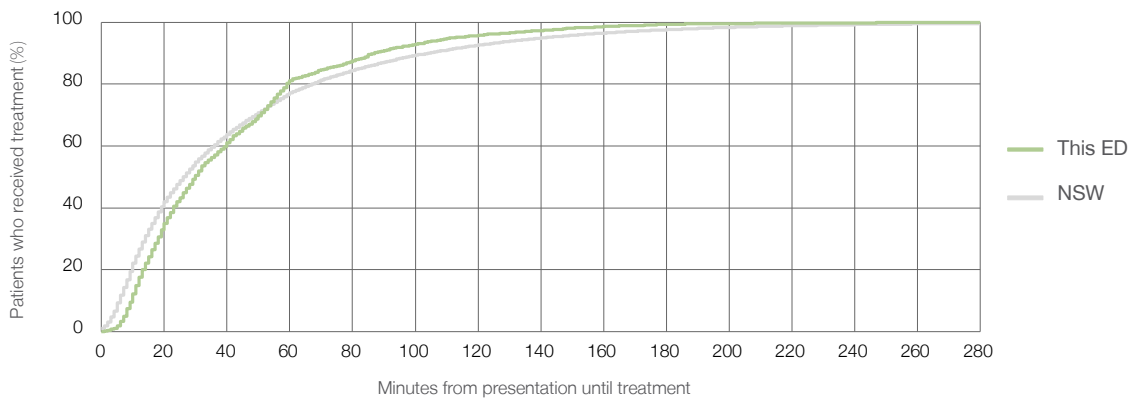
Number of triage 4 patients used to calculate waiting time:³ 2,874

Median time to start treatment⁴ 30 minutes

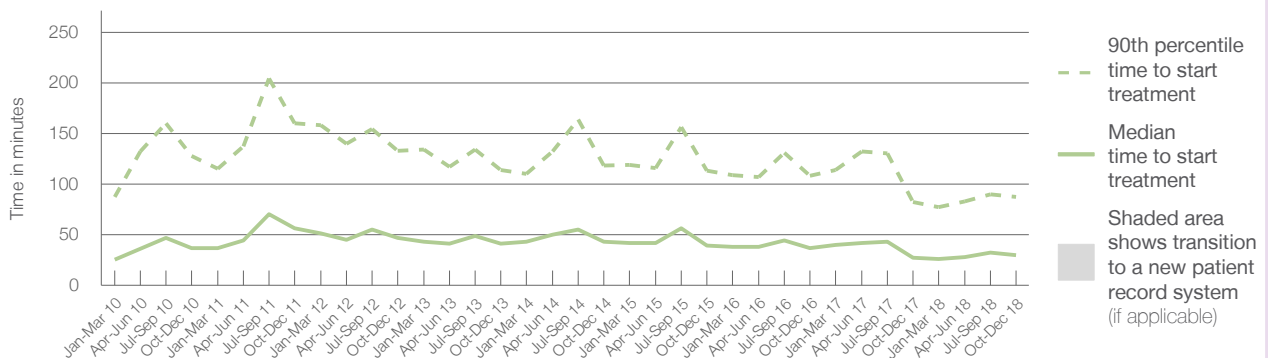
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
2,762	2,641
27 minutes	26 minutes
82 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	56	47	41	43	39	37	27	30
90th percentile time to start treatment ⁵ (minutes)	128	160	133	114	118	113	108	82	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.

Mount Druiitt Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 873

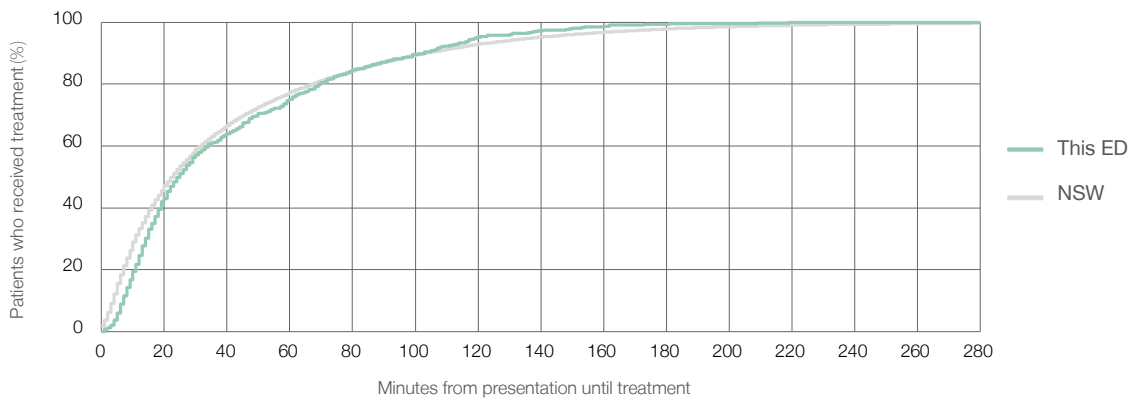
Number of triage 5 patients used to calculate waiting time:³ 796

Median time to start treatment⁴ 25 minutes

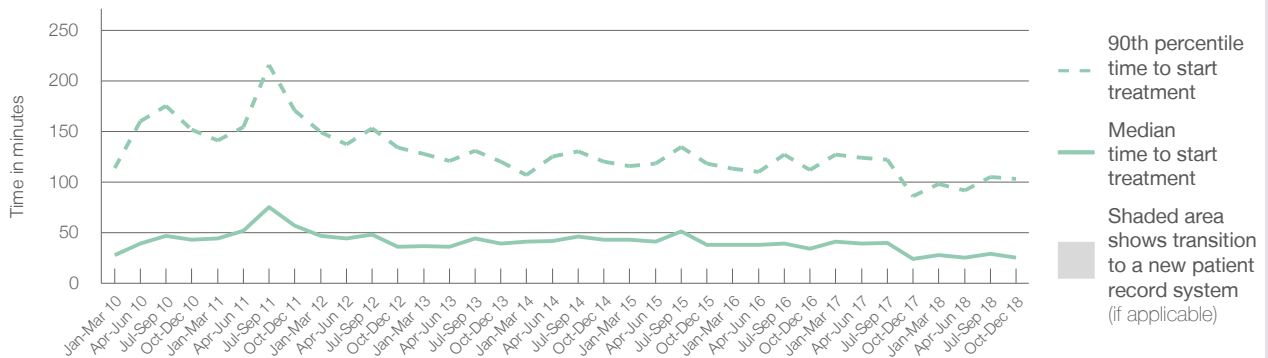
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
907	
836	
24 minutes	23 minutes
86 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	43	57	36	39	43	38	34	24	25
90th percentile time to start treatment ⁵ (minutes)	152	171	134	120	120	118	112	86	103

(†) 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

October to December 2018

All presentations:¹ 8,762 patients

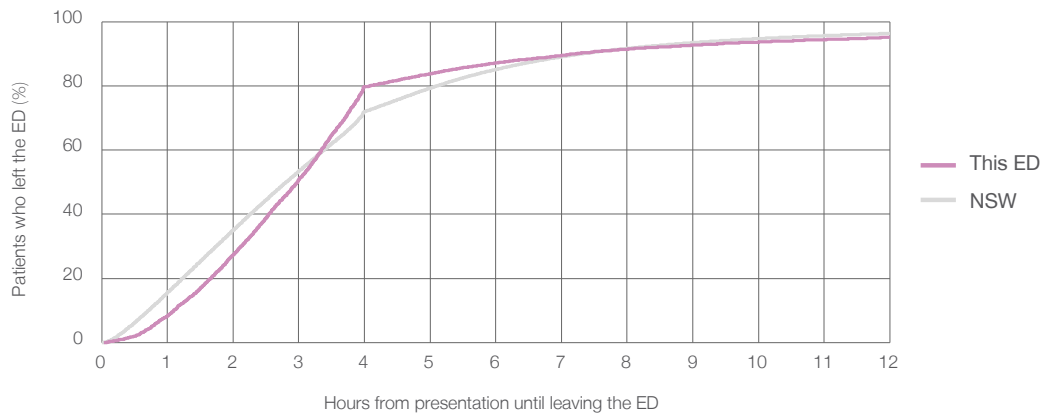
Presentations used to calculate time to leaving the ED:⁶ 8,762 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

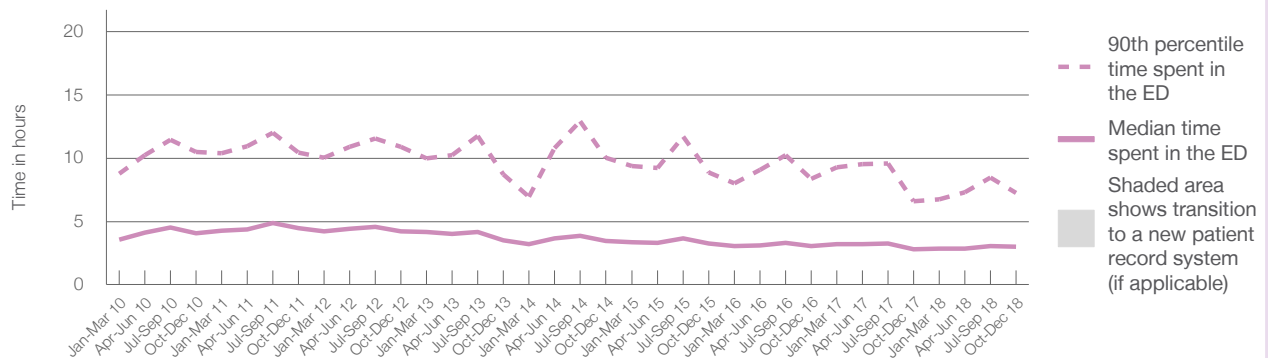
90th percentile time spent in the ED⁹ 7 hours and 14 minutes

Same period last year	NSW (this period)
8,502	
8,501	
2 hours and 49 minutes	2 hours and 49 minutes
6 hours and 37 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 5m	4h 28m	4h 13m	3h 30m	3h 28m	3h 15m	3h 2m	2h 49m	2h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 29m	10h 25m	10h 54m	8h 45m	10h 3m	8h 52m	8h 23m	6h 37m	7h 14m

(†) 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 Druiitt Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

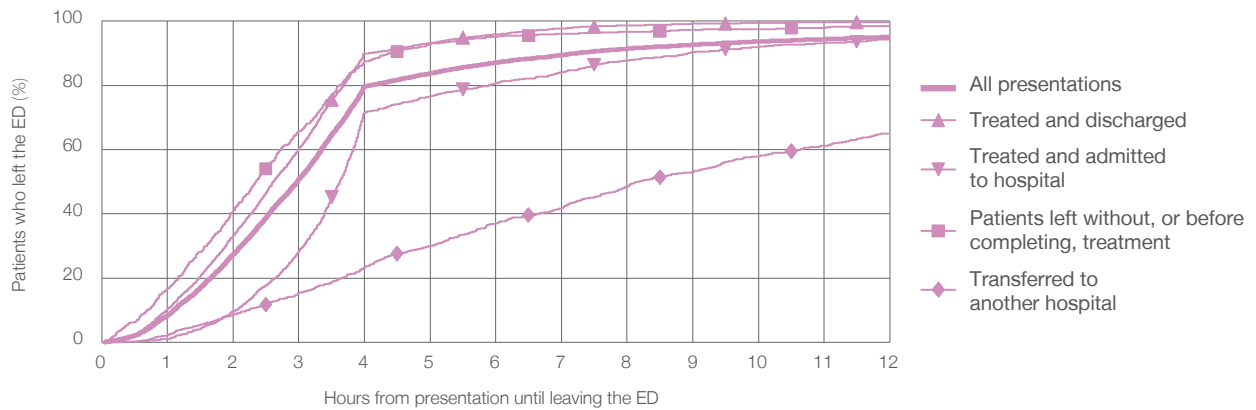
All presentations:¹ 8,762 patients

Presentations used to calculate time to leaving the ED:⁶ 8,762 patients

Treated and discharged	5,830 (66.5%)
Treated and admitted to hospital	1,351 (15.4%)
Patient left without, or before completing, treatment	624 (7.1%)
Transferred to another hospital	951 (10.9%)
Other	6 (0.1%)

Same period last year	Change since one year ago
8,501	3%
5,751	1.4%
1,323	2.1%
518	20.5%
903	5.3%
7	-14.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.3%	33.2%	60.4%	90.0%	95.9%	98.7%	99.5%	99.7%
Treated and admitted to hospital	1.0%	9.5%	28.2%	71.5%	80.7%	87.8%	91.9%	94.4%
Patient left without, or before completing, treatment	16.7%	41.0%	65.9%	87.5%	95.2%	96.6%	97.6%	98.6%
Transferred to another hospital	2.2%	8.6%	15.2%	23.2%	37.0%	48.4%	57.8%	65.1%
All presentations	8.4%	27.4%	50.9%	79.7%	87.1%	91.4%	93.6%	95.1%

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

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

Mount Druitt Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2018

All presentations at the emergency department: ¹ 8,762 patients

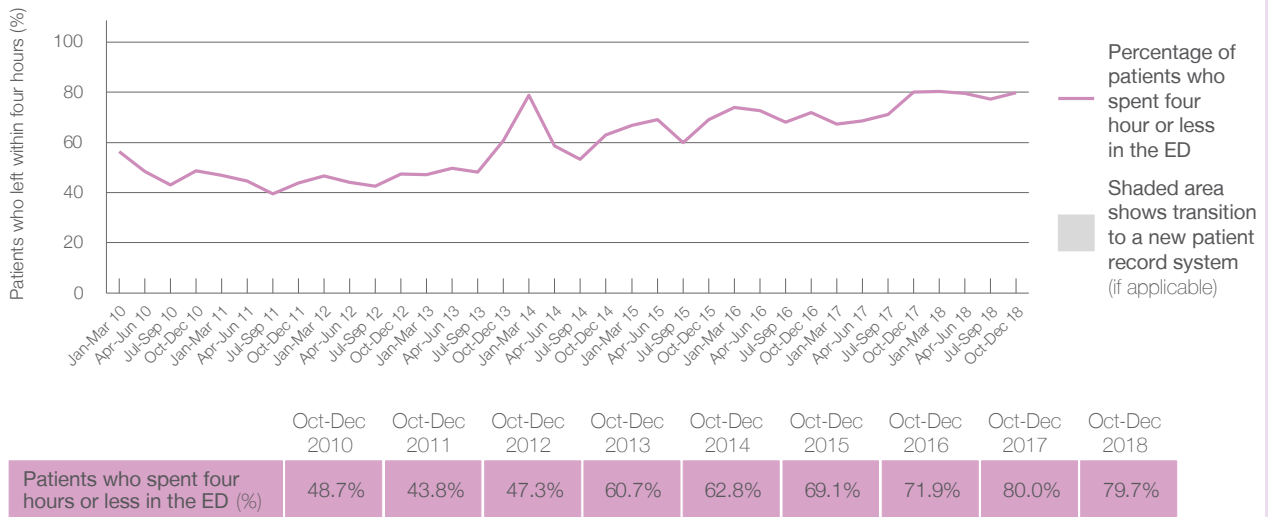
Presentations used to calculate time to leaving the ED: ⁶ 8,762 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 8,762 patients	8,502	3%
Presentations used to calculate time to leaving the ED: ⁶ 8,762 patients	8,501	3%
Percentage of patients who spent four hours or less in the ED	80.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Murwillumbah District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 4,783 patients
Emergency presentations:² 4,369 patients

Same period last year	Change since one year ago
4,478	7%
4,095	7%

Murwillumbah District Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 366 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,397 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,210 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 396 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
299	
6 minutes	8 minutes
14 minutes	26 minutes
1,236	
11 minutes	20 minutes
31 minutes	72 minutes
2,165	
12 minutes	26 minutes
50 minutes	104 minutes
380	
12 minutes	23 minutes
56 minutes	104 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 4,780 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
4,478	7%
90%	

* 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: October to December 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 22 January 2019).

Murwillumbah District Hospital: Patients presenting to the emergency department October to December 2018

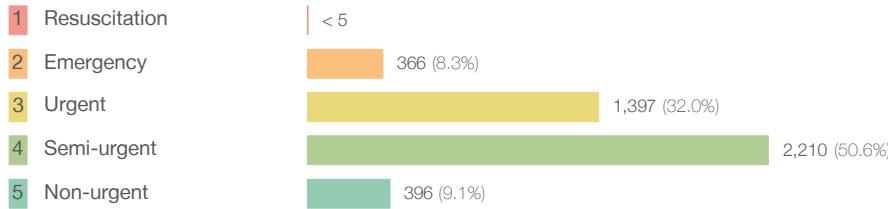
All presentations:¹ 4,783 patients

Same period last year
Change since one year ago

4,478 7%

Emergency presentations² by triage category: 4,369 patients

4,095 7%



15 *

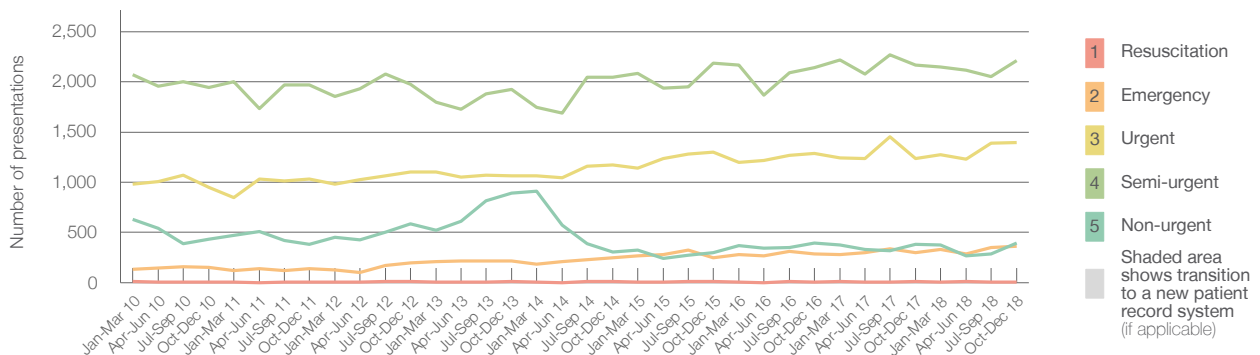
299 21.1%

1,236 13.0%

2,165 2.1%

380 4.2%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	5	< 5	13	14	12	11	5	15	< 5
Emergency	155	143	194	214	249	249	285	299	366
Urgent	946	1,035	1,099	1,061	1,171	1,297	1,288	1,236	1,397
Semi-urgent	1,945	1,971	1,977	1,922	2,044	2,189	2,139	2,165	2,210
Non-urgent	435	381	588	891	306	301	396	380	396
All emergency presentations	3,486	3,530	3,871	4,102	3,782	4,047	4,113	4,095	4,369

Murwillumbah District Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 231 patients **

Same period last year
Change since one year ago

181

ED Transfer of care time

Median time 10 minutes

9 minutes 1 minute

90th percentile time 19 minutes

18 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.

(**) 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 October to December 2018

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

Number of triage 2 patients: 366

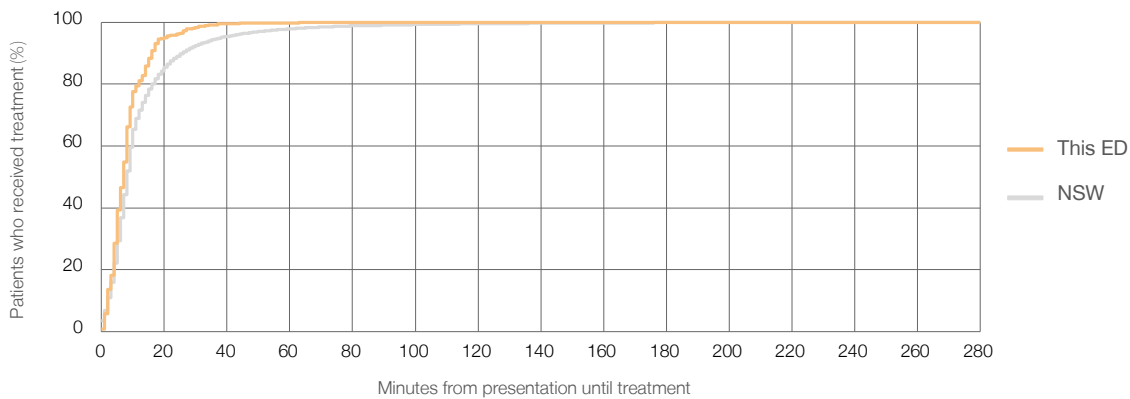
Number of triage 2 patients used to calculate waiting time:³ 361

Median time to start treatment⁴ 7 minutes

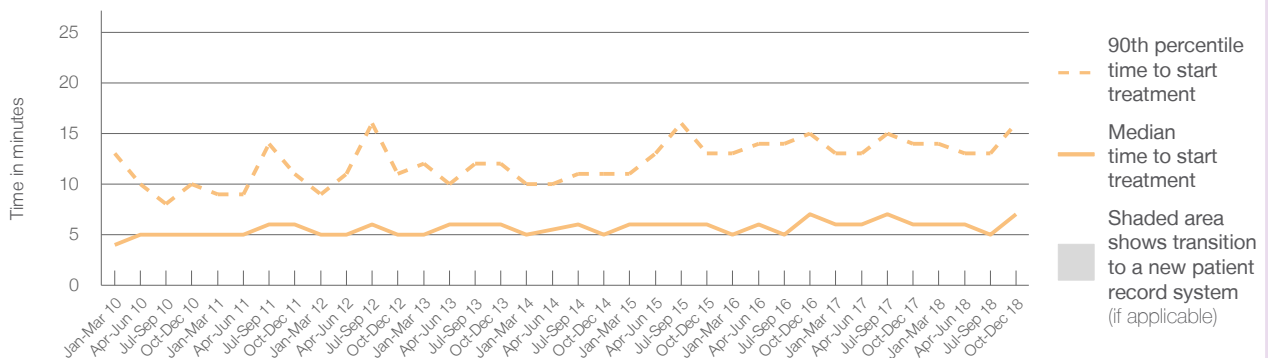
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
299	299
6 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	5	6	5	6	5	6	7	6	7
90th percentile time to start treatment ⁵ (minutes)	10	11	11	12	11	13	15	14	16

(†) 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 October to December 2018

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

Number of triage 3 patients: 1,397

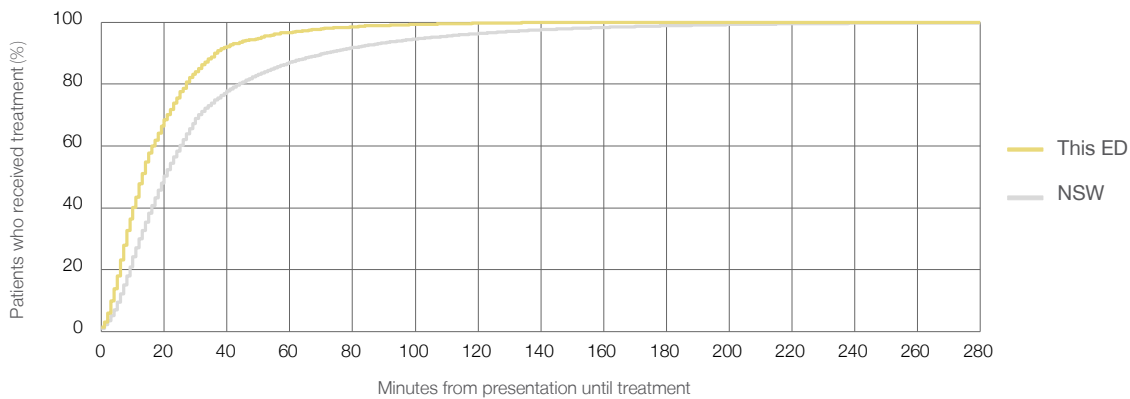
Number of triage 3 patients used to calculate waiting time:³ 1,381

Median time to start treatment⁴ 13 minutes

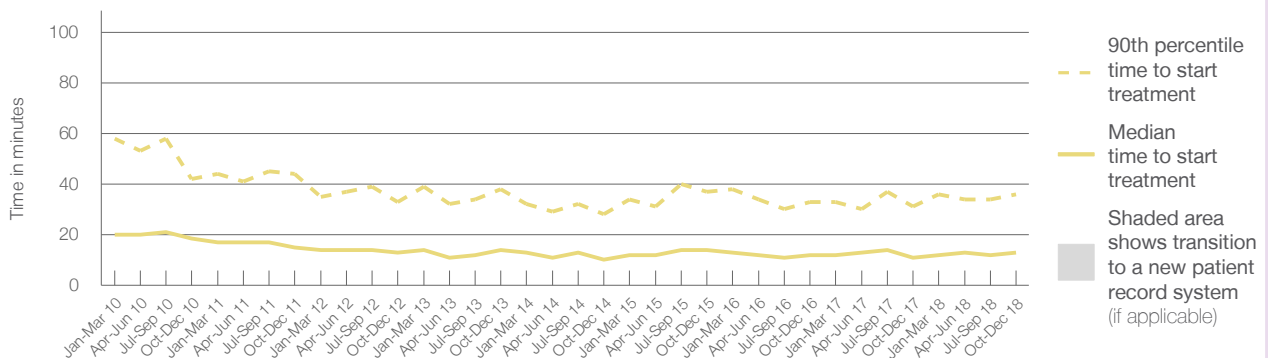
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
1,236	
1,231	
11 minutes	20 minutes
31 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	15	13	14	10	14	12	11	13
90th percentile time to start treatment ⁵ (minutes)	42	44	33	38	28	37	33	31	36

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

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

Murwillumbah District Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 2,210

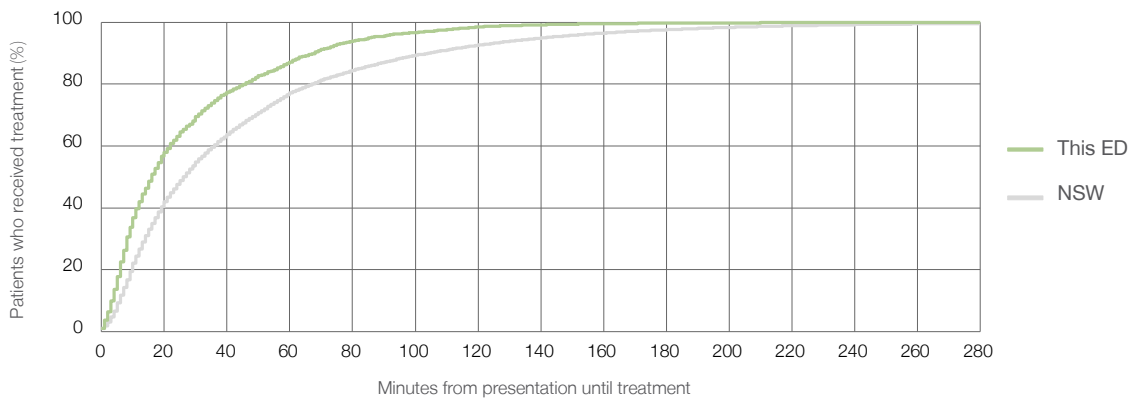
Number of triage 4 patients used to calculate waiting time:³ 2,161

Median time to start treatment⁴ 16 minutes

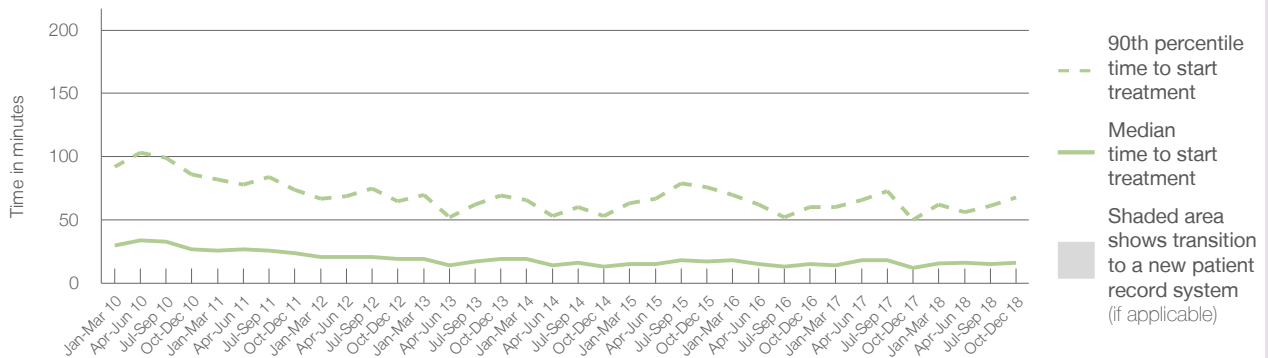
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
2,165	2,127
12 minutes	26 minutes
50 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	24	19	19	13	17	15	12	16
90th percentile time to start treatment ⁵ (minutes)	86	74	65	70	53	76	60	50	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.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 396

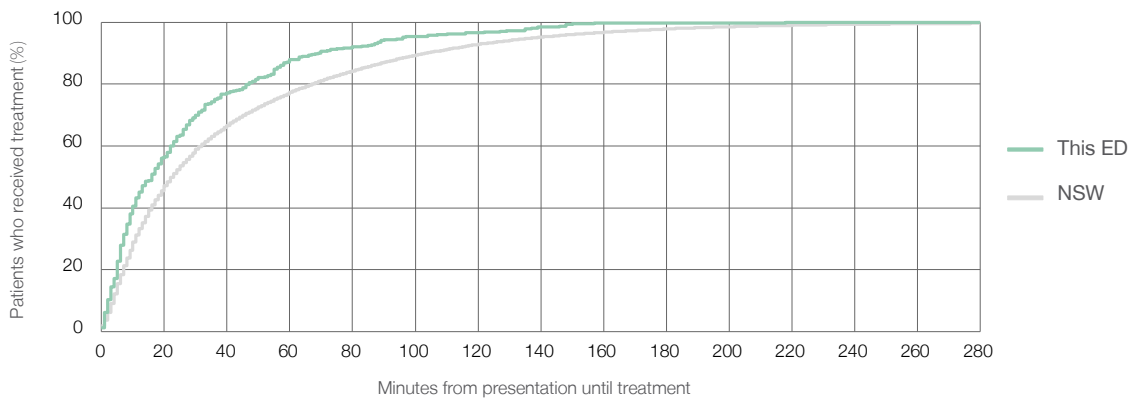
Number of triage 5 patients used to calculate waiting time:³ 373

Median time to start treatment⁴ 16 minutes

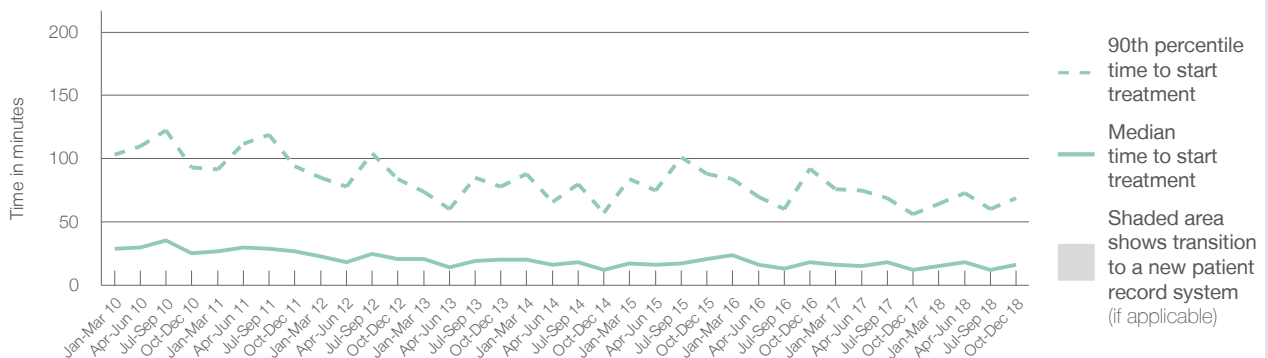
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
380	359
12 minutes	23 minutes
56 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	26	27	21	20	12	21	18	12	16
90th percentile time to start treatment ⁵ (minutes)	93	94	84	78	57	88	92	56	69

(†) 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 spent in the ED

October to December 2018

All presentations:¹ 4,783 patients

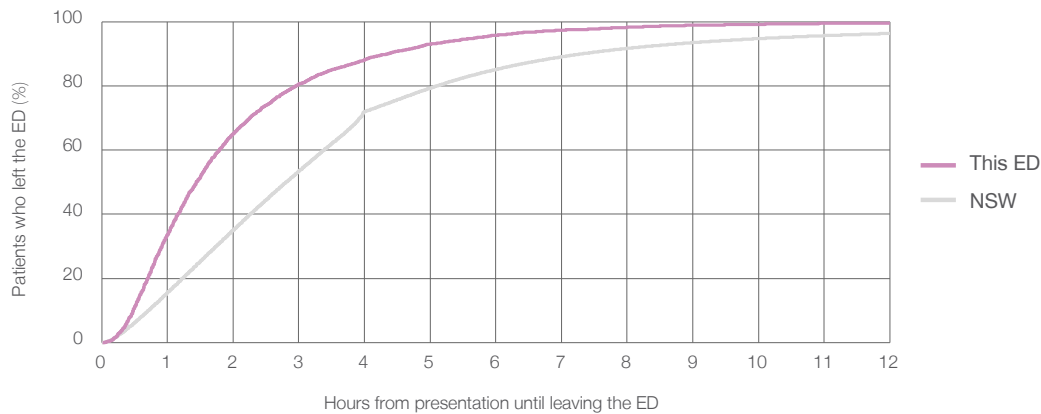
Presentations used to calculate time to leaving the ED:⁶ 4,780 patients

Median time spent in the ED⁸ 1 hours and 27 minutes

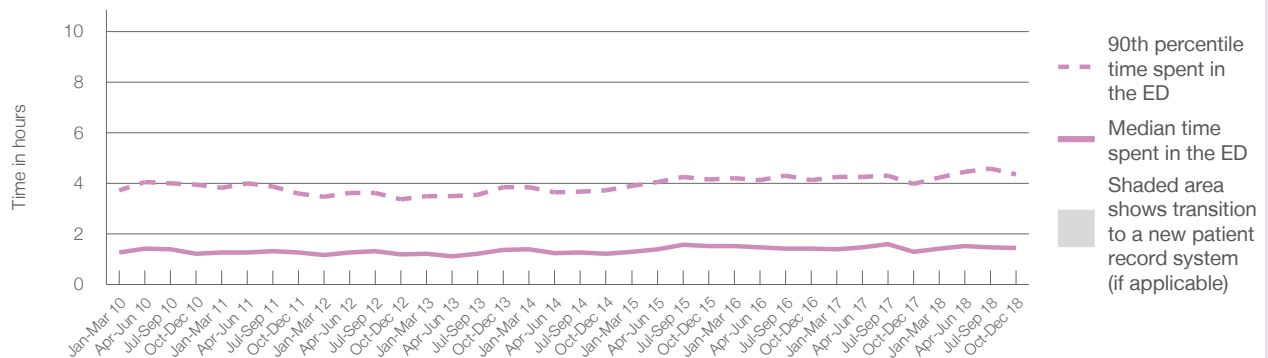
90th percentile time spent in the ED⁹ 4 hours and 21 minutes

Same period last year	NSW (this period)
4,478	4,478
1 hours and 18 minutes	2 hours and 49 minutes
3 hours and 59 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 14m	1h 17m	1h 12m	1h 23m	1h 14m	1h 31m	1h 25m	1h 18m	1h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 57m	3h 36m	3h 23m	3h 52m	3h 44m	4h 10m	4h 8m	3h 59m	4h 21m

(†) 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.

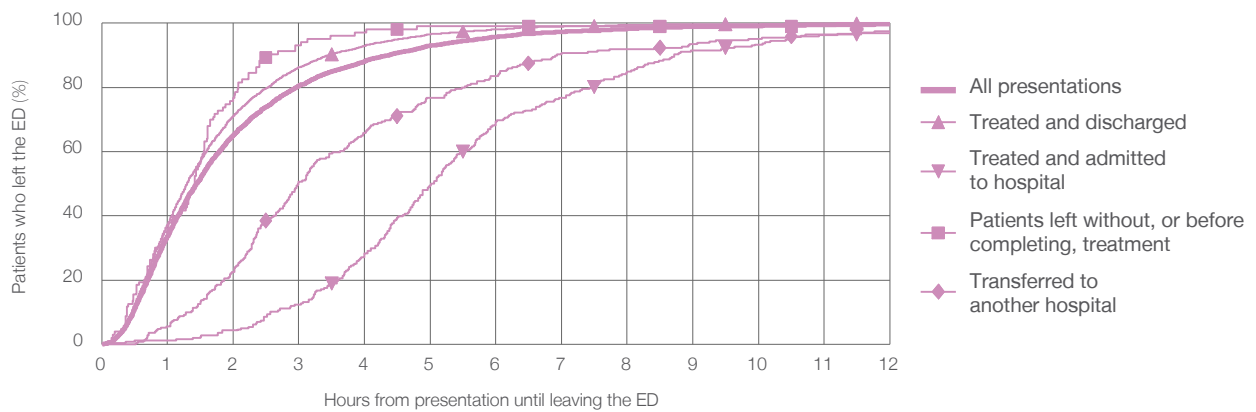
Murwillumbah District Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:¹ 4,783 patients

Presentations used to calculate time to leaving the ED:⁶ 4,780 patients

		Same period last year	Change since one year ago
Treated and discharged	4,165 (87.1%)	3,901	6.8%
Treated and admitted to hospital	259 (5.4%)	279	-7.2%
Patient left without, or before completing, treatment	103 (2.2%)	69	49.3%
Transferred to another hospital	249 (5.2%)	225	10.7%
Other	7 (0.1%)	4	75.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

Treated and discharged	37.4%	71.3%	86.3%	93.0%	98.1%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.2%	4.3%	12.4%	28.3%	69.4%	84.9%	93.4%	96.9%
Patient left without, or before completing, treatment	35.9%	76.7%	93.2%	97.1%	99.0%	99.0%	99.0%	100%
Transferred to another hospital	5.6%	22.5%	50.6%	65.9%	83.5%	92.0%	95.2%	97.6%
All presentations	33.7%	65.2%	80.6%	88.2%	95.8%	98.2%	99.2%	99.6%

(†) 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 October to December 2018

All presentations at the emergency department: ¹ 4,783 patients

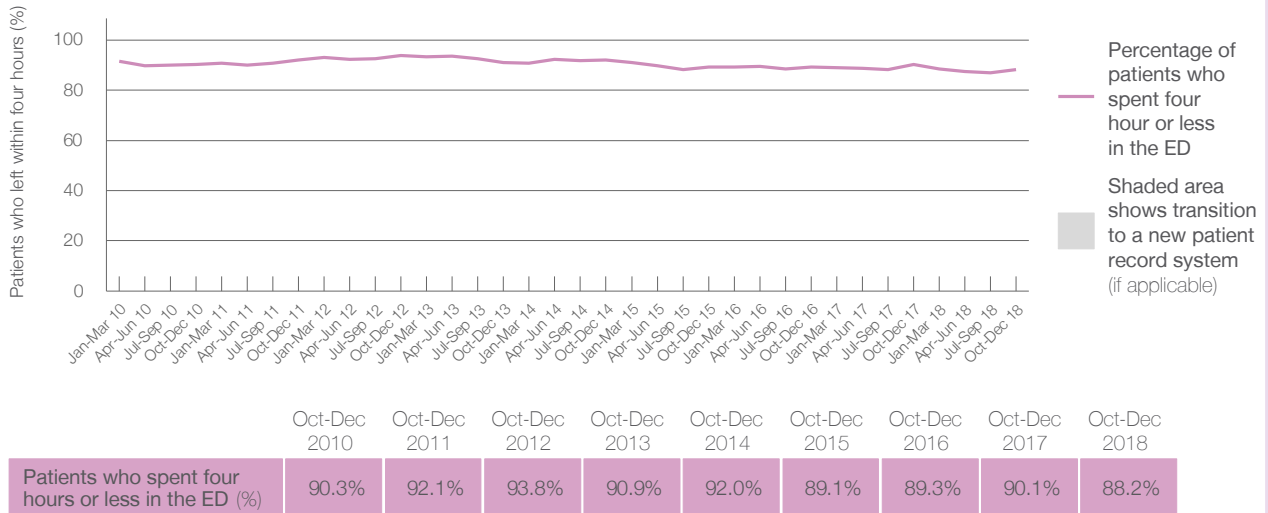
Presentations used to calculate time to leaving the ED: ⁶ 4,780 patients

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	4,478	7%
Presentations used to calculate time to leaving the ED	4,478	7%
Percentage of patients who spent four hours or less in the ED	90.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Ryde Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 7,245 patients
Emergency presentations:² 7,191 patients

Same period last year	Change since one year ago
6,995	4%
6,892	4%

Ryde Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,070 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,767 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,818 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 485 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
937	
7 minutes	8 minutes
13 minutes	26 minutes
2,549	
14 minutes	20 minutes
36 minutes	72 minutes
2,864	
14 minutes	26 minutes
61 minutes	104 minutes
507	
18 minutes	23 minutes
95 minutes	104 minutes

Ryde Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 7,245 patients

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

Same period last year	Change since one year ago
6,995	4%
86%	

* 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: October to December 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.

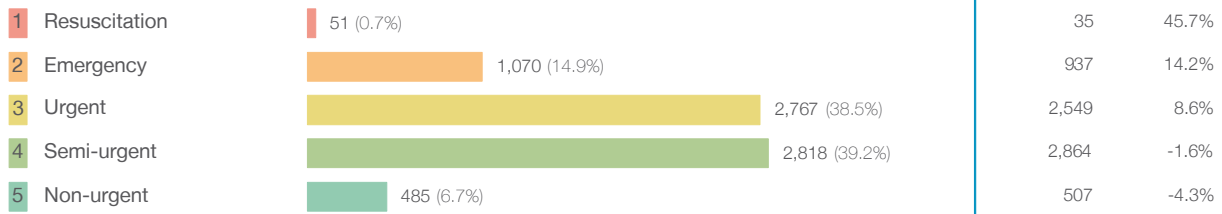
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

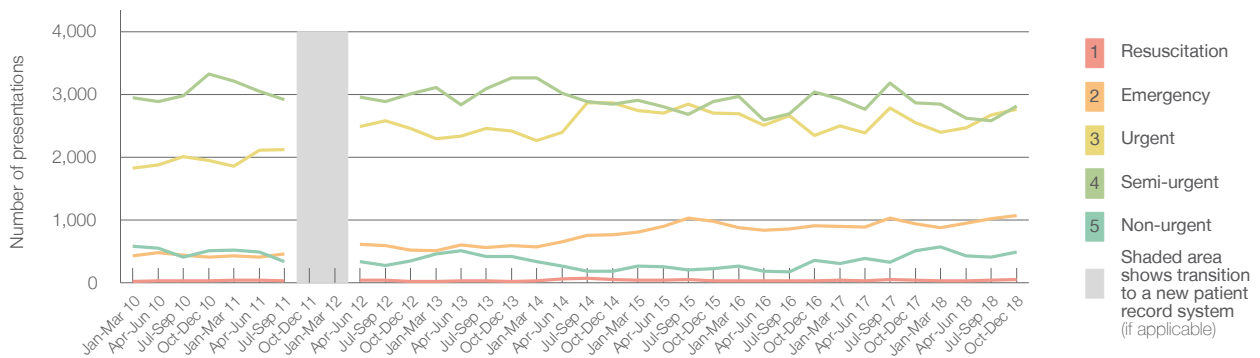
Ryde Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 7,245 patients

Emergency presentations² by triage category: 7,191 patients



Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	33		17	20	52	34	27	35	51
Emergency	407		520	595	763	978	904	937	1,070
Urgent	1,950		2,461	2,414	2,867	2,703	2,347	2,549	2,767
Semi-urgent	3,327		3,006	3,265	2,841	2,887	3,035	2,864	2,818
Non-urgent	506		347	414	182	219	356	507	485
All emergency presentations	6,223		6,351	6,708	6,705	6,821	6,669	6,892	7,191

Ryde Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,556 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.

Ryde Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 1,070

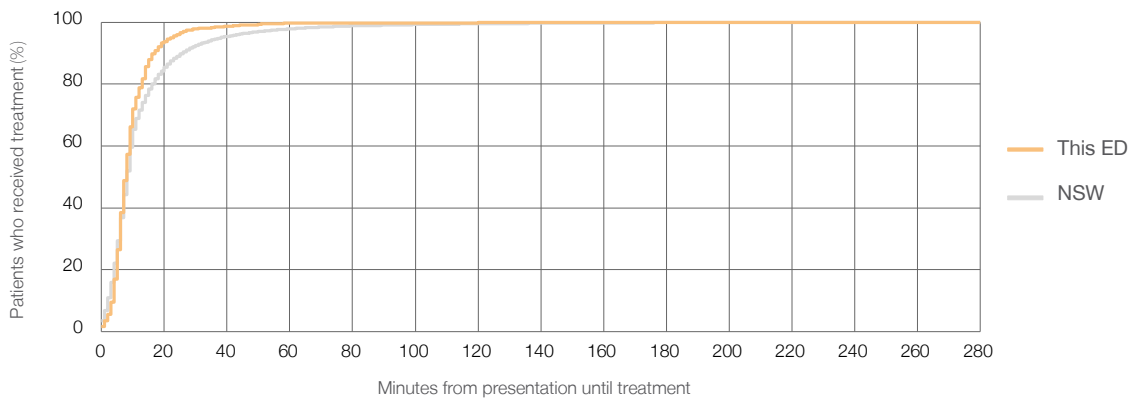
Number of triage 2 patients used to calculate waiting time:³ 1,068

Median time to start treatment⁴ 8 minutes

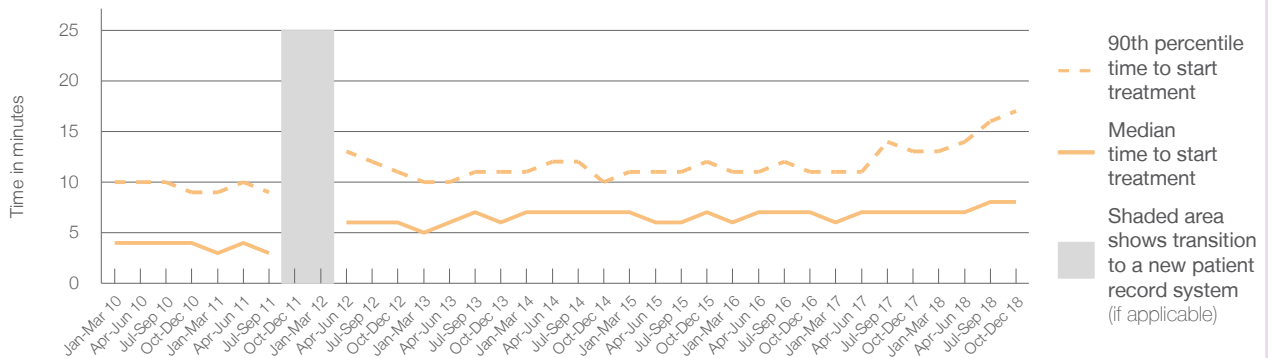
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
937	937
7 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4		6	6	7	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	9		11	11	10	12	11	13	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.

Ryde Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 2,767

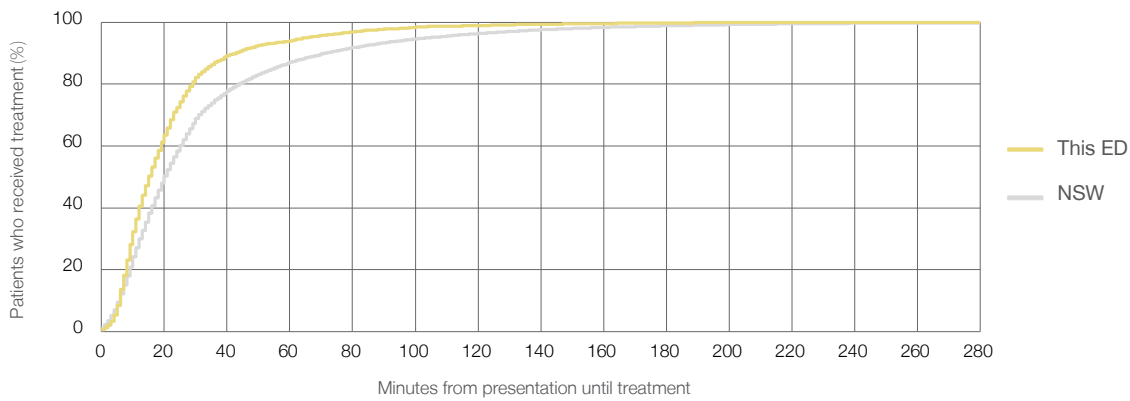
Number of triage 3 patients used to calculate waiting time:³ 2,740

Median time to start treatment⁴ 15 minutes

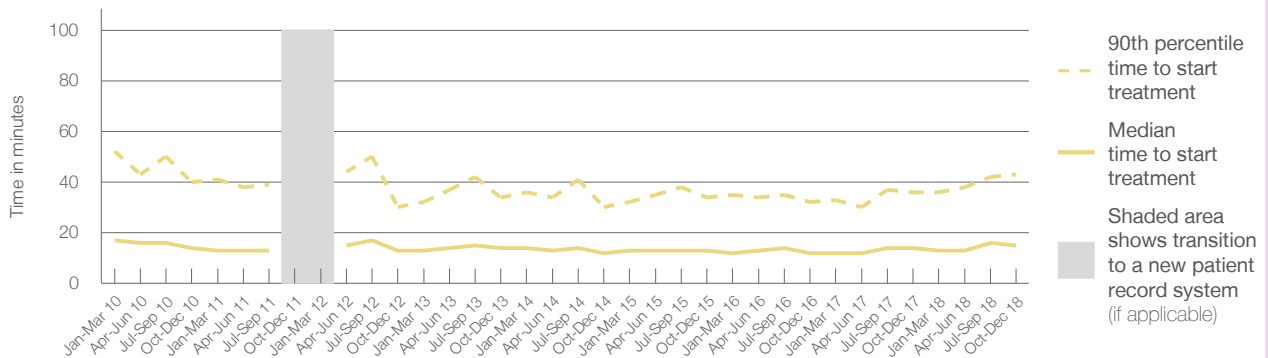
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
2,549	2,526
14 minutes	20 minutes
36 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	14		13	14	12	13	12	14	15
90th percentile time to start treatment ⁵ (minutes)	40		30	34	30	34	32	36	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.

Ryde Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 2,818

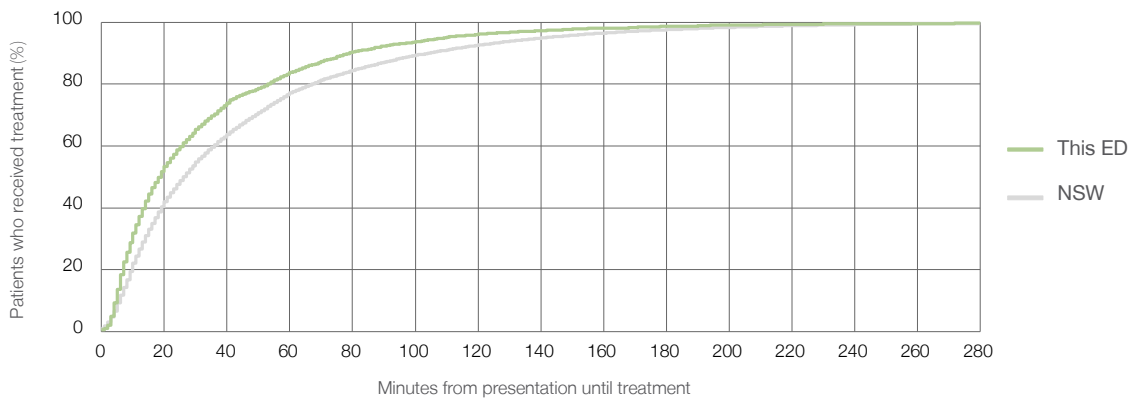
Number of triage 4 patients used to calculate waiting time:³ 2,695

Median time to start treatment⁴ 19 minutes

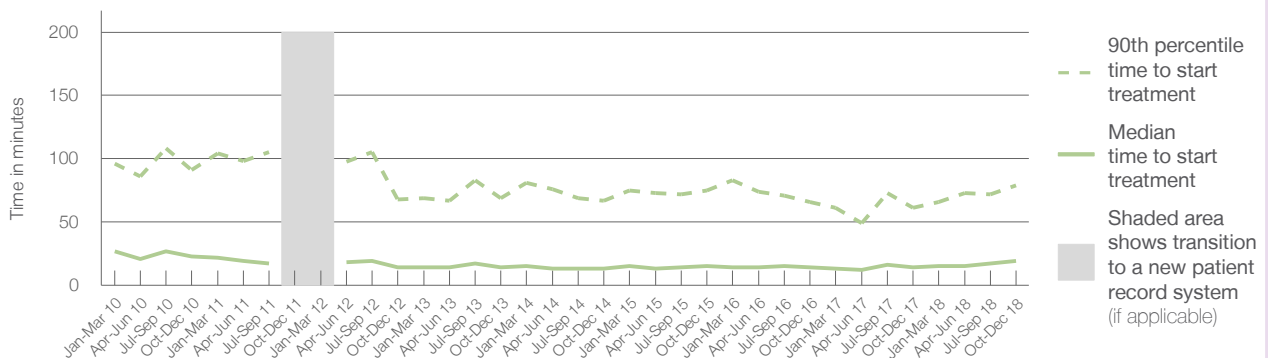
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
2,864	
2,773	
14 minutes	26 minutes
61 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	23		14	14	13	15	14	14	19
90th percentile time to start treatment ⁵ (minutes)	91		68	69	67	75	66	61	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.

Ryde Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 485

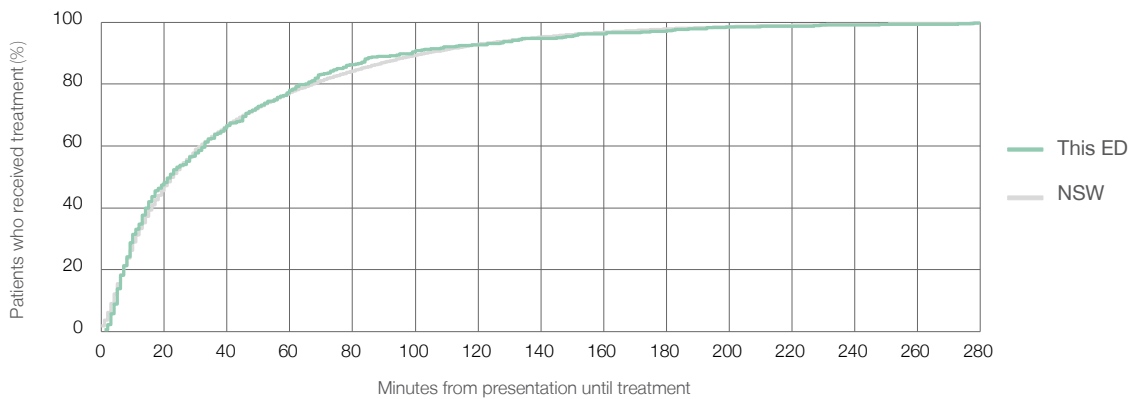
Number of triage 5 patients used to calculate waiting time:³ 435

Median time to start treatment⁴ 22 minutes

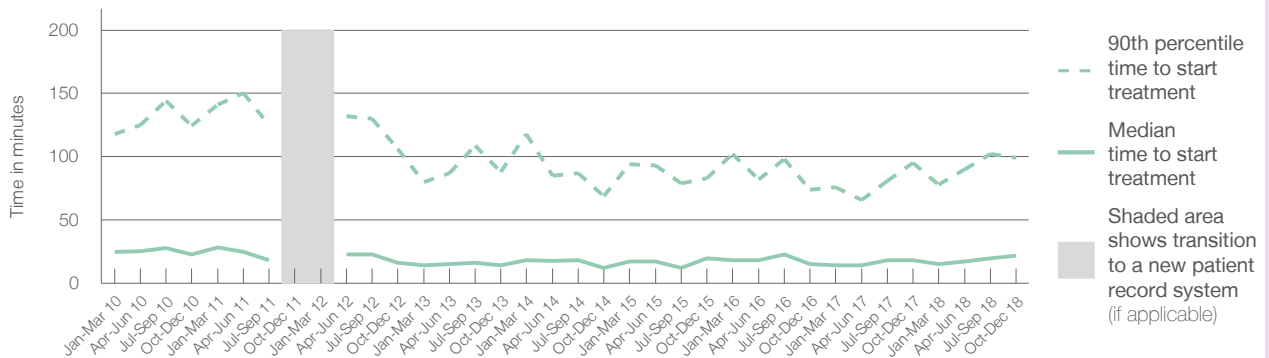
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
507	458
18 minutes	23 minutes
95 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	23		16	14	12	20	15	18	22
90th percentile time to start treatment ⁵ (minutes)	125		106	88	69	83	74	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.

Ryde Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 7,245 patients

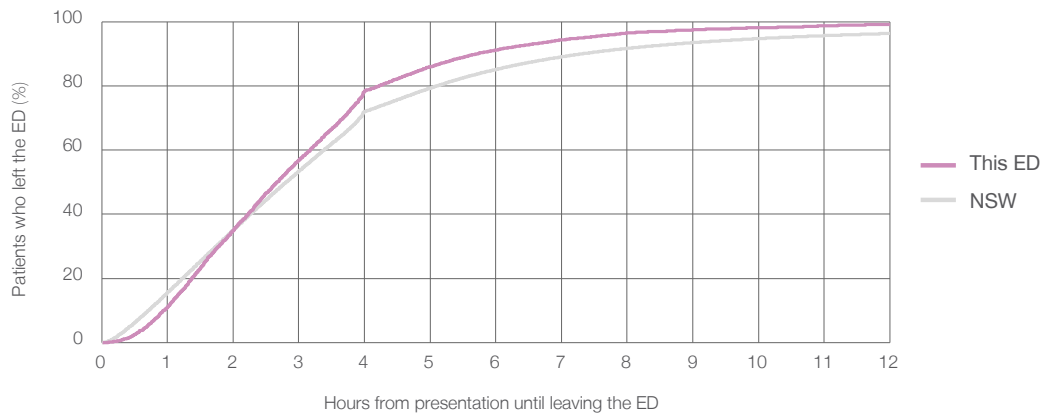
Presentations used to calculate time to leaving the ED:⁶ 7,245 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

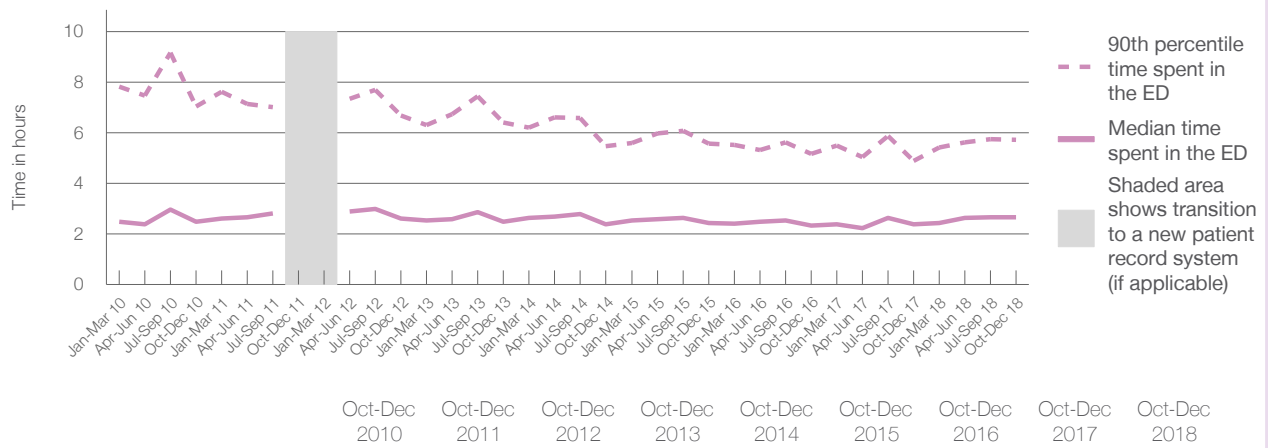
90th percentile time spent in the ED⁹ 5 hours and 43 minutes

Same period last year	NSW (this period)
6,995	6,995
2 hours and 24 minutes	2 hours and 49 minutes
4 hours and 53 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 30m		2h 37m	2h 29m	2h 24m	2h 27m	2h 21m	2h 24m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 3m		6h 41m	6h 25m	5h 29m	5h 35m	5h 10m	4h 53m	5h 43m

(†) 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
October to December 2018

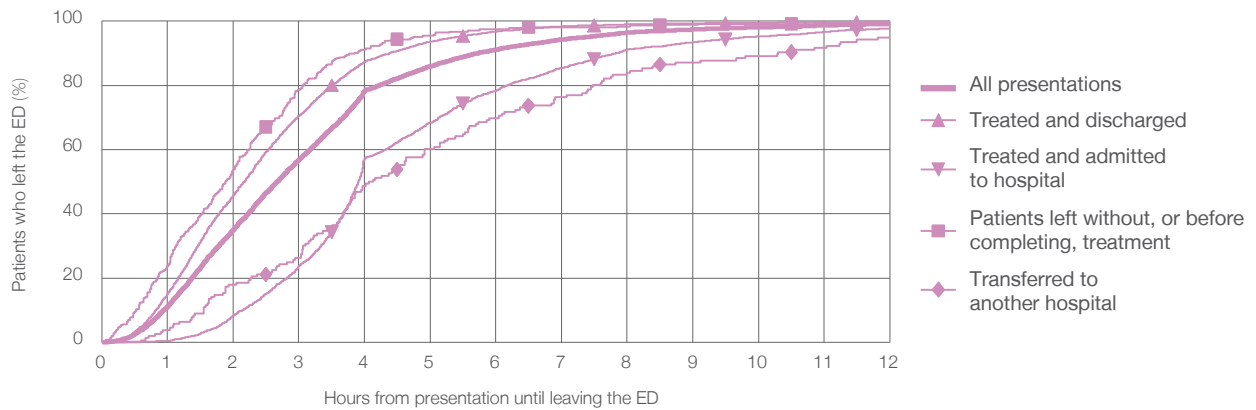
All presentations:¹ 7,245 patients

Presentations used to calculate time to leaving the ED:⁶ 7,245 patients

Treated and discharged	4,688 (64.7%)
Treated and admitted to hospital	2,019 (27.9%)
Patient left without, or before completing, treatment	374 (5.2%)
Transferred to another hospital	156 (2.2%)
Other	8 (0.1%)

Same period last year	Change since one year ago
6,995	4%
4,733	-1.0%
1,841	9.7%
266	40.6%
150	4.0%
5	60.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

Treated and discharged	15.1%	45.9%	70.5%	87.4%	96.8%	99.0%	99.6%	99.9%
Treated and admitted to hospital	0.3%	8.3%	23.6%	57.3%	78.4%	91.2%	95.3%	97.8%
Patient left without, or before completing, treatment	23.8%	53.7%	78.6%	91.2%	97.6%	98.4%	99.2%	100%
Transferred to another hospital	3.8%	17.9%	26.3%	48.7%	69.9%	84.0%	89.1%	94.9%
All presentations	11.2%	35.2%	56.9%	78.4%	91.1%	96.5%	98.1%	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

October to December 2018

All presentations at the emergency department: ¹ 7,245 patients

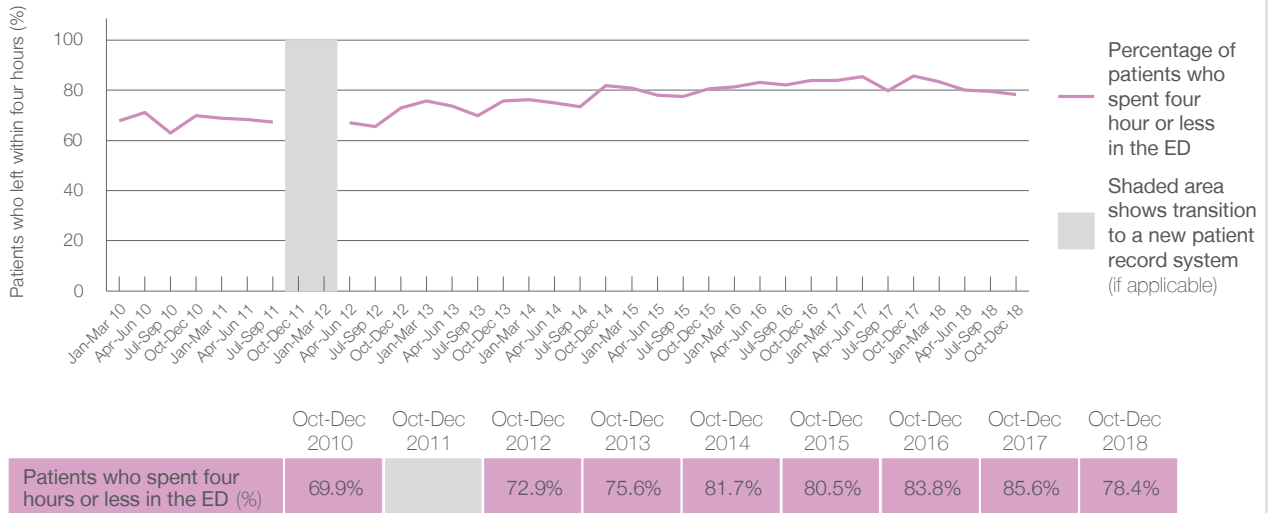
Presentations used to calculate time to leaving the ED: ⁶ 7,245 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 7,245 patients	6,995	4%
Presentations used to calculate time to leaving the ED: ⁶ 7,245 patients	6,995	4%
Percentage of patients who spent four hours or less in the ED	85.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Shellharbour Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 8,337 patients
 Emergency presentations:² 8,080 patients

Same period last year	Change since one year ago
8,088	3%
7,838	3%

Shellharbour Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 897 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,949 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 108 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,970 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 239 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
796	
7 minutes	8 minutes
15 minutes	26 minutes
2,850	
23 minutes	20 minutes
99 minutes	72 minutes
3,900	
26 minutes	26 minutes
139 minutes	104 minutes
270	
29 minutes	23 minutes
122 minutes	104 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 8,336 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
8,087	3%
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: October to December 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.

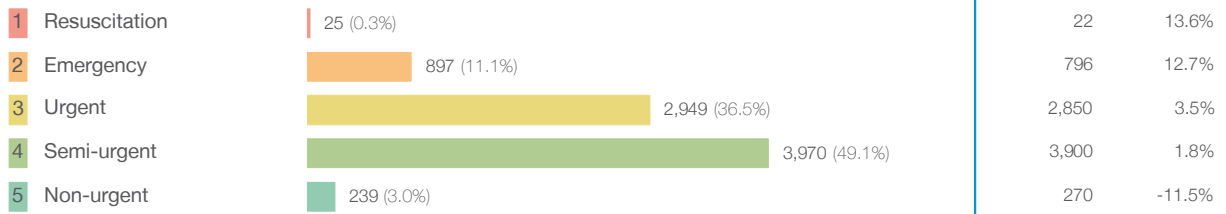
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

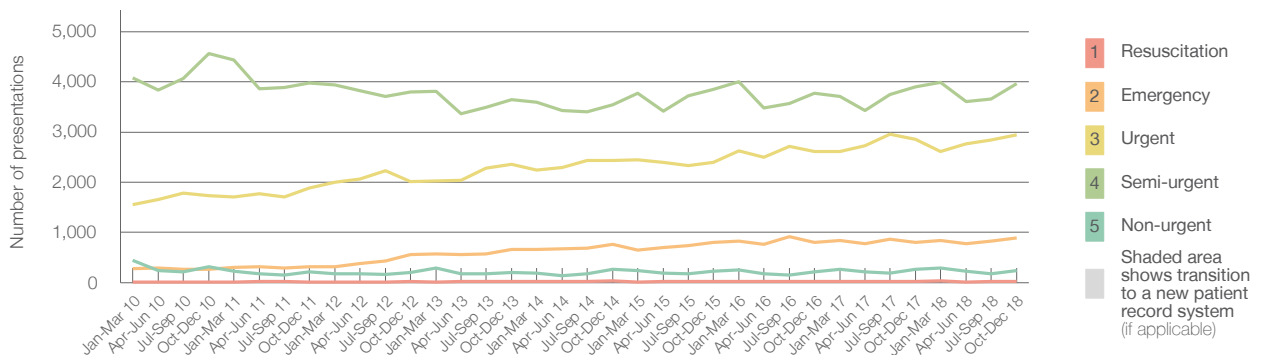
Shellharbour Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 8,337 patients

Emergency presentations² by triage category: 8,080 patients



Emergency presentations² by quarter, January 2010 to December 2018 †

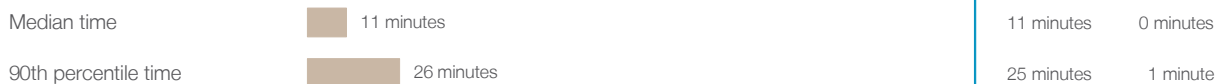


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	10	13	23	24	34	30	22	22	25
Emergency	272	311	555	665	767	796	798	796	897
Urgent	1,736	1,885	2,011	2,363	2,433	2,400	2,614	2,850	2,949
Semi-urgent	4,568	3,974	3,798	3,648	3,539	3,852	3,775	3,900	3,970
Non-urgent	323	214	206	202	267	230	211	270	239
All emergency presentations	6,909	6,397	6,593	6,902	7,040	7,308	7,420	7,838	8,080

Shellharbour Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,878 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.

Shellharbour Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 897

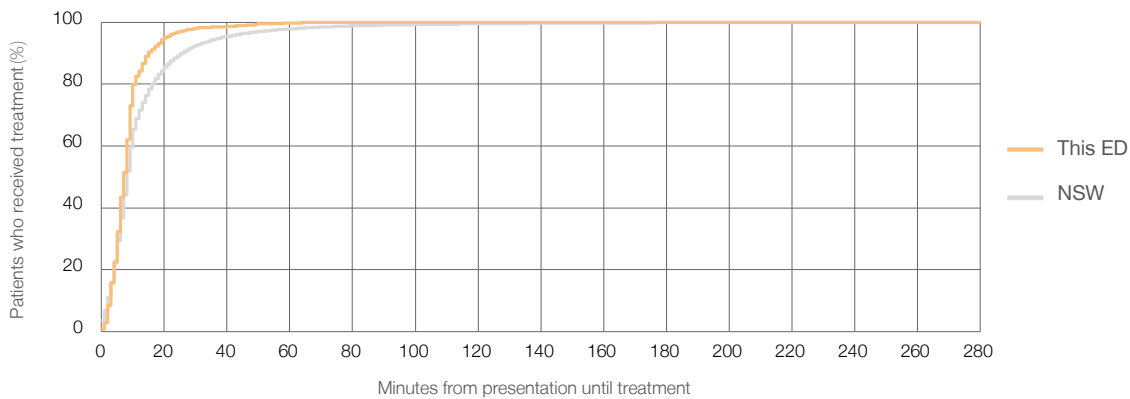
Number of triage 2 patients used to calculate waiting time:³ 895

Median time to start treatment⁴ 7 minutes

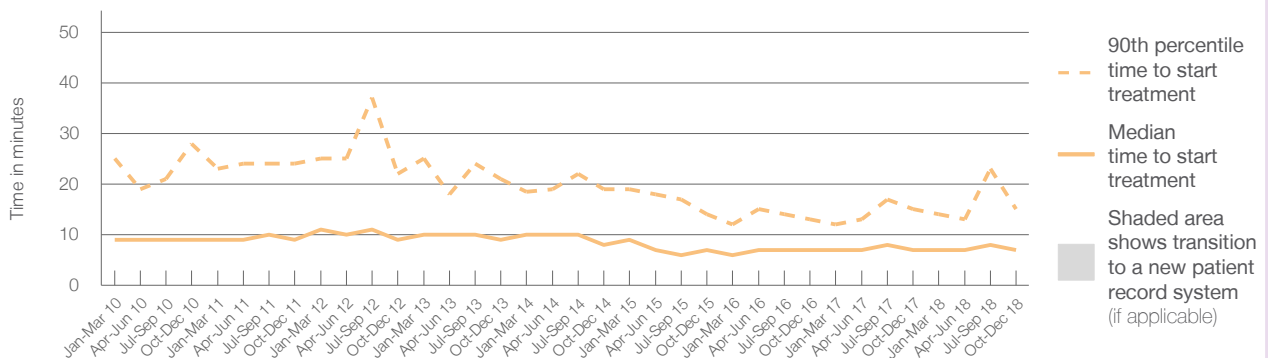
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
796	794
7 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	9	9	8	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	28	24	22	21	19	14	13	15	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.

Shellharbour Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 2,949

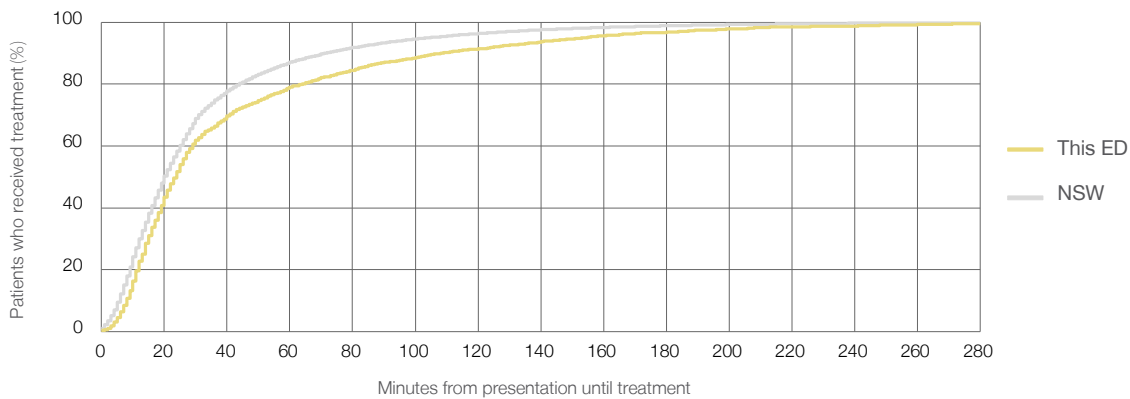
Number of triage 3 patients used to calculate waiting time:³ 2,886

Median time to start treatment⁴ 24 minutes

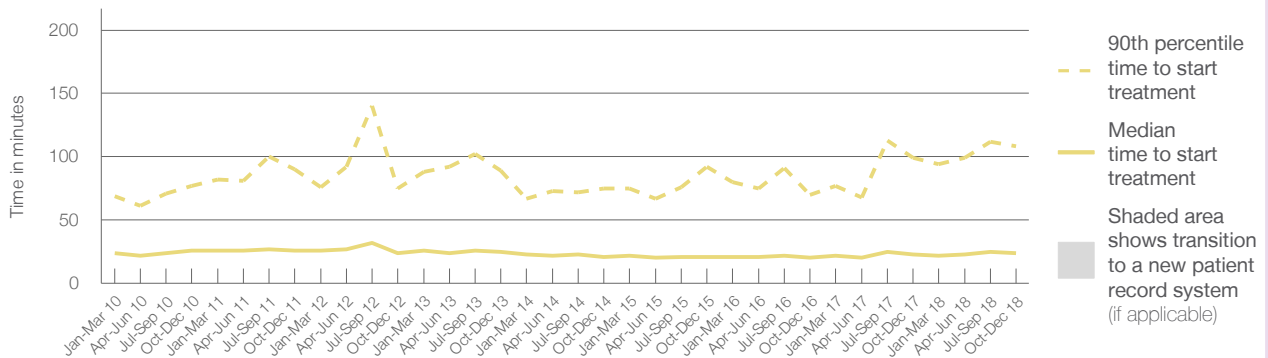
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
2,850	2,799
23 minutes	20 minutes
99 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	26	26	24	25	21	21	20	23	24
90th percentile time to start treatment ⁵ (minutes)	77	90	75	89	75	92	70	99	108

(†) 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 October to December 2018

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

Number of triage 4 patients: 3,970

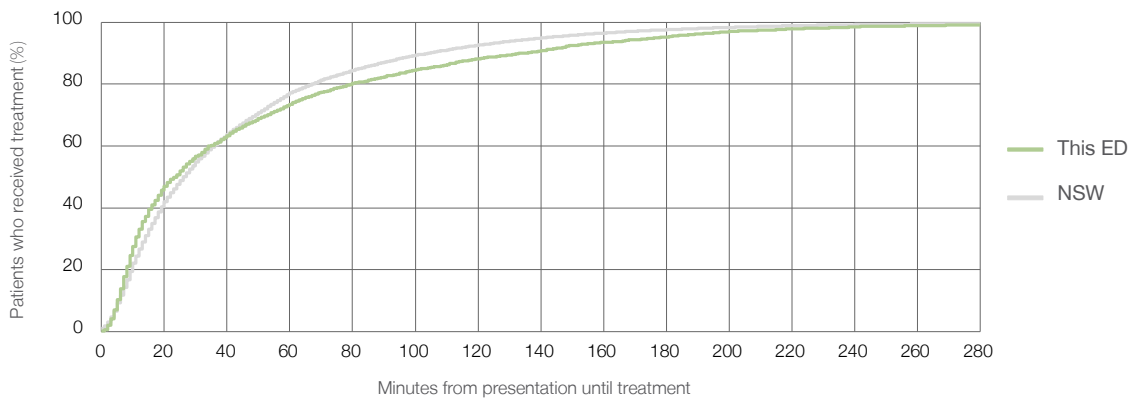
Number of triage 4 patients used to calculate waiting time:³ 3,658

Median time to start treatment⁴ 24 minutes

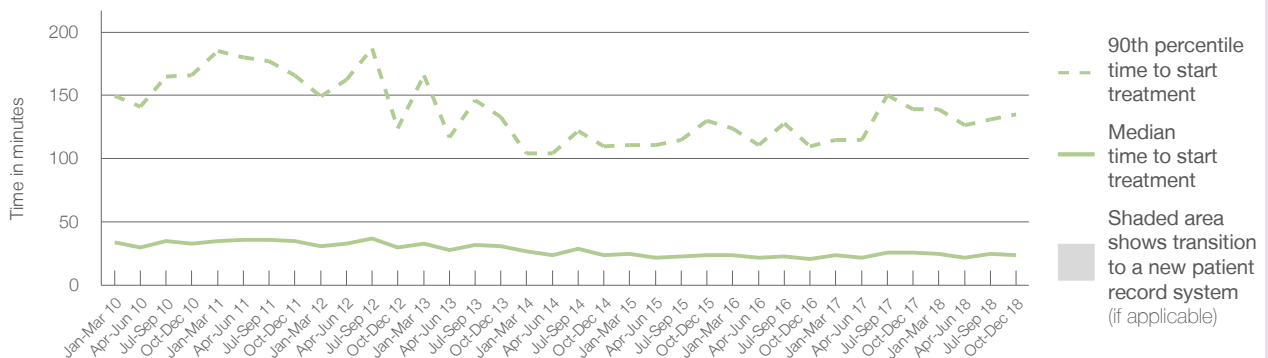
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
3,900	3,581
26 minutes	26 minutes
139 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	33	35	30	31	24	24	21	26	24
90th percentile time to start treatment ⁵ (minutes)	166	166	124	133	110	130	110	139	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.

Shellharbour Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 239

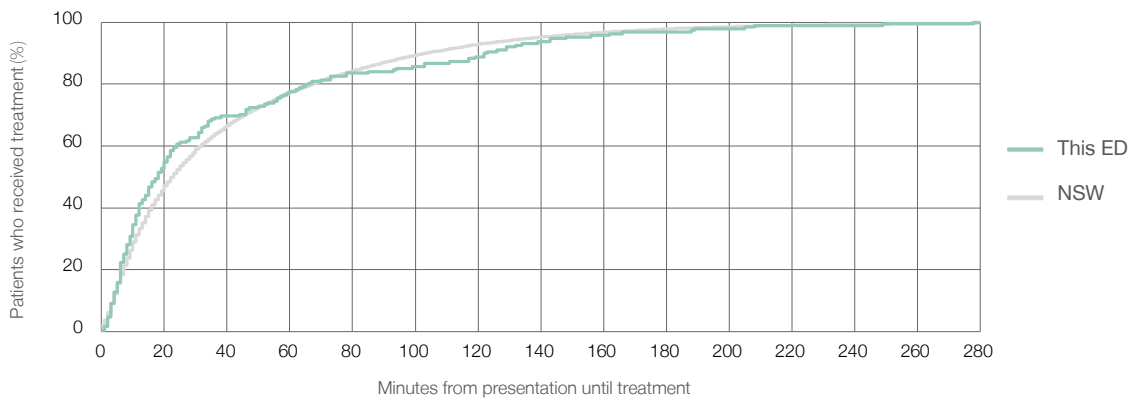
Number of triage 5 patients used to calculate waiting time:³ 188

Median time to start treatment⁴ 18 minutes

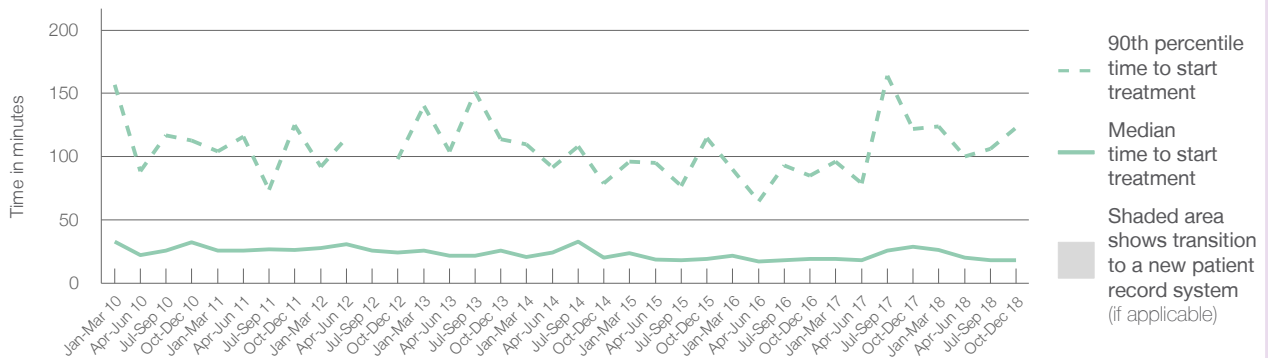
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
270	199
29 minutes	23 minutes
122 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	33	27	25	26	20	19	19	29	18
90th percentile time to start treatment ⁵ (minutes)	113	125	98	114	79	115	85	122	123

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

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Shellharbour Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 8,337 patients

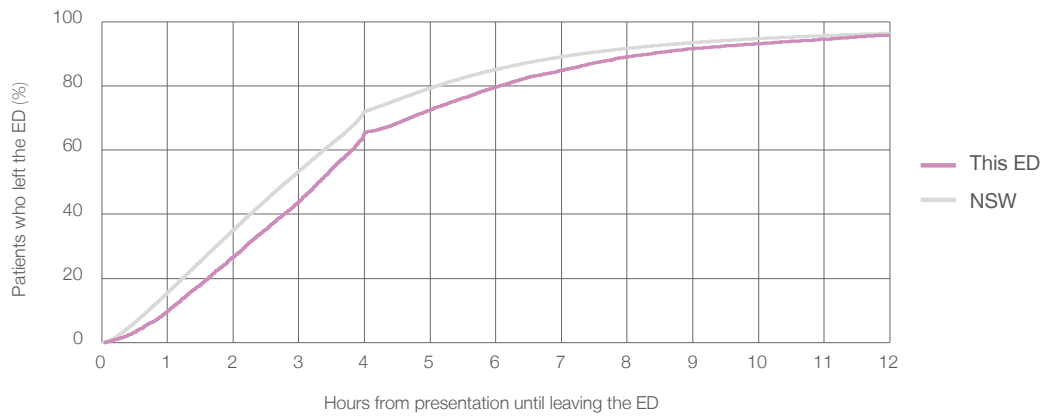
Presentations used to calculate time to leaving the ED:⁶ 8,336 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

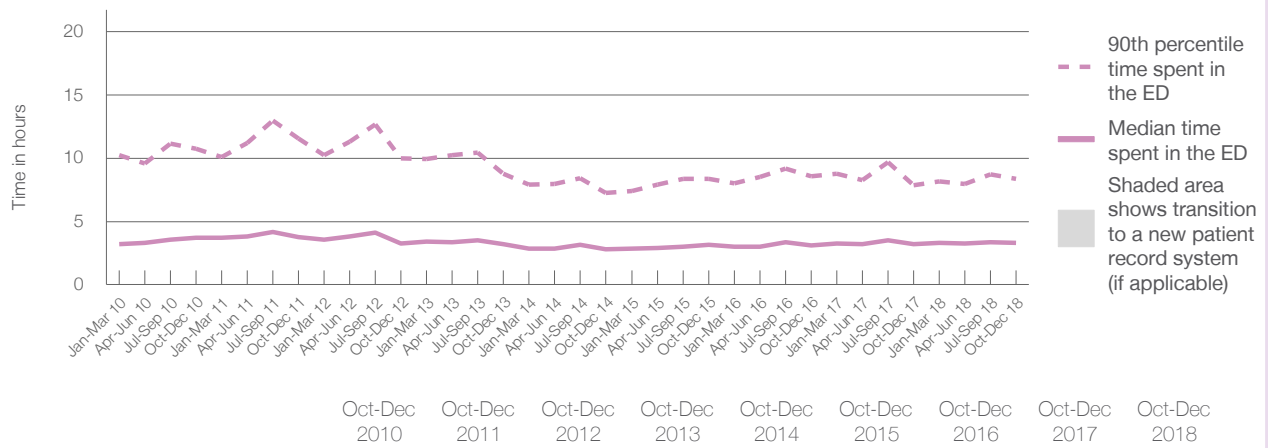
90th percentile time spent in the ED⁹ 8 hours and 23 minutes

Same period last year	NSW (this period)
8,088	
8,087	
3 hours and 14 minutes	2 hours and 49 minutes
7 hours and 52 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 42m	3h 47m	3h 15m	3h 11m	2h 49m	3h 9m	3h 7m	3h 14m	3h 19m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 46m	11h 33m	10h 0m	8h 46m	7h 16m	8h 22m	8h 33m	7h 52m	8h 23m

(†) 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
 October to December 2018

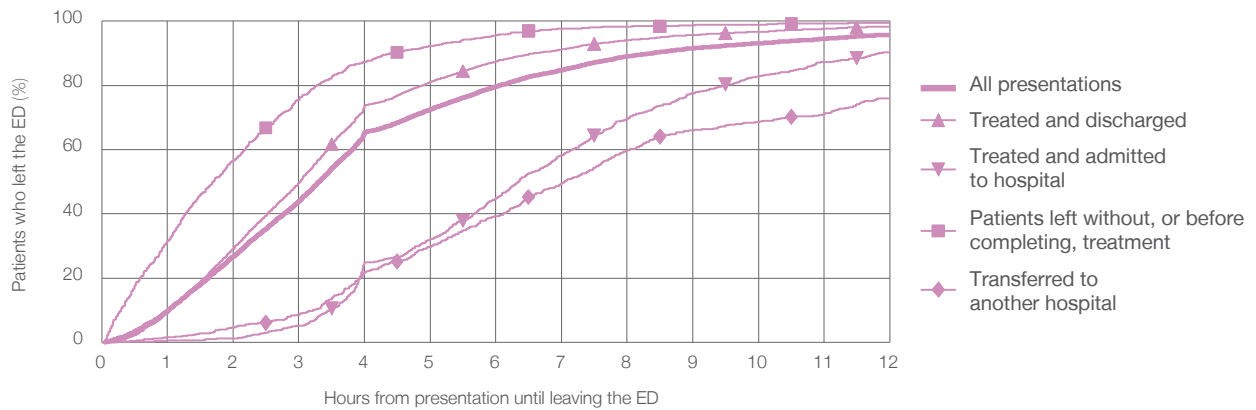
All presentations:¹ 8,337 patients

Presentations used to calculate time to leaving the ED:⁶ 8,336 patients

Treated and discharged	5,972 (71.6%)
Treated and admitted to hospital	919 (11.0%)
Patient left without, or before completing, treatment	764 (9.2%)
Transferred to another hospital	672 (8.1%)
Other	10 (0.1%)

	Same period last year	Change since one year ago
	8,087	3%
Treated and discharged	5,971	0.0%
Treated and admitted to hospital	731	25.7%
Patient left without, or before completing, treatment	755	1.2%
Transferred to another hospital	624	7.7%
Other	7	42.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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	9.2%	29.2%	49.7%	73.7%	87.5%	94.1%	96.7%	98.4%
Treated and admitted to hospital	0.5%	1.2%	5.2%	24.8%	44.8%	69.5%	82.8%	90.3%
Patient left without, or before completing, treatment	31.5%	56.5%	75.7%	87.3%	95.7%	98.3%	99.0%	99.5%
Transferred to another hospital	1.5%	4.5%	8.6%	21.7%	39.3%	59.8%	68.6%	75.9%
All presentations	9.7%	26.7%	43.9%	65.4%	79.7%	89.0%	93.1%	95.8%

(†) 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.

Shellharbour Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 8,337 patients

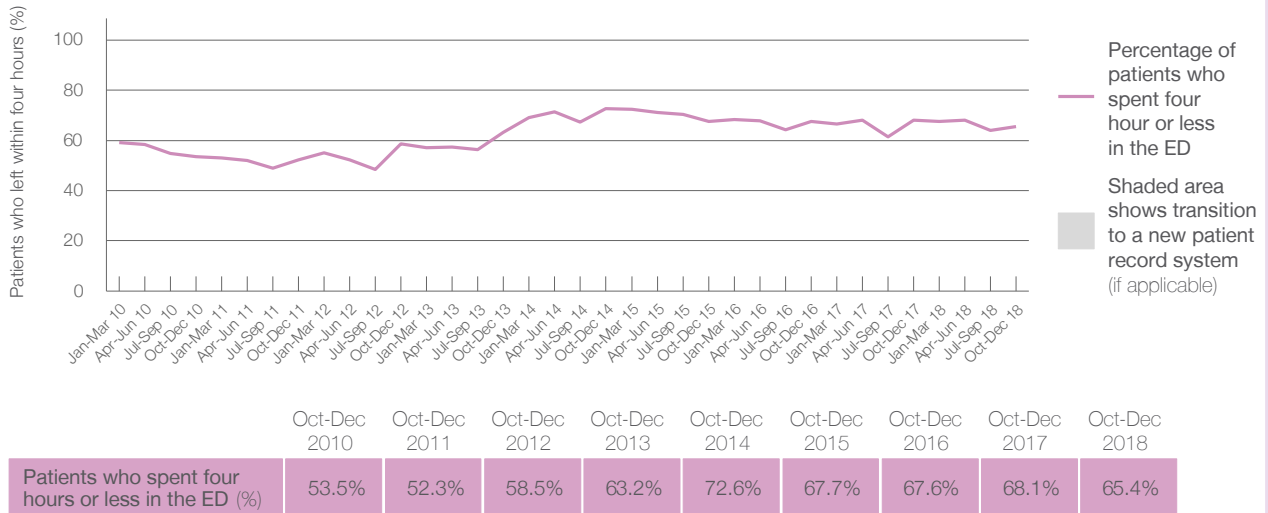
Presentations used to calculate time to leaving the ED: ⁶ 8,336 patients

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	8,088	3%
Presentations used to calculate time to leaving the ED	8,087	3%
Percentage of patients who spent four hours or less in the ED	68.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

South East Regional Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 5,024 patients
Emergency presentations:² 4,761 patients

Same period last year	Change since one year ago
4,626	9%
4,401	8%

South East Regional Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 494 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,523 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,906 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 130 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 822 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
479	
8 minutes	8 minutes
19 minutes	26 minutes
1,450	
19 minutes	20 minutes
57 minutes	72 minutes
1,879	
29 minutes	26 minutes
123 minutes	104 minutes
572	
30 minutes	23 minutes
135 minutes	104 minutes

South East Regional Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 5,023 patients

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

Same period last year	Change since one year ago
4,626	9%
73%	

* 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: October to December 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 22 January 2019).

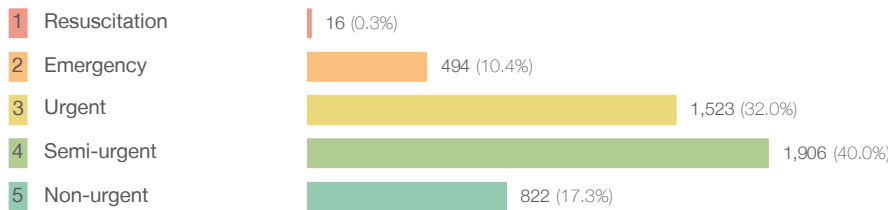
South East Regional Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 5,024 patients

Same period last year: 4,626
Change since one year ago: 9%

Emergency presentations² by triage category: 4,761 patients

Same period last year: 4,401
Change since one year ago: 8%



Same period last year: 21
Change since one year ago: -23.8%

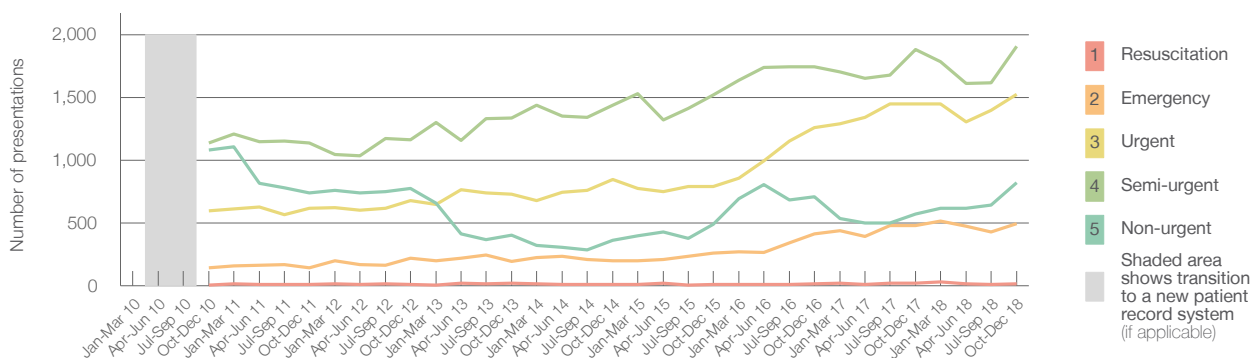
Same period last year: 479
Change since one year ago: 3.1%

Same period last year: 1,450
Change since one year ago: 5.0%

Same period last year: 1,879
Change since one year ago: 1.4%

Same period last year: 572
Change since one year ago: 43.7%

Emergency presentations² by quarter, January 2010 to December 2018 ^{‡ §}



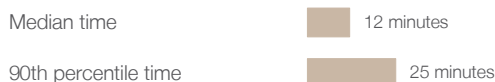
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	< 5	7	8	19	12	9	14	21	16
Emergency	146	141	218	194	198	259	414	479	494
Urgent	598	619	678	728	848	788	1,258	1,450	1,523
Semi-urgent	1,136	1,136	1,163	1,337	1,436	1,521	1,745	1,879	1,906
Non-urgent	1,079	737	776	402	359	488	706	572	822
All emergency presentations	2,959	2,640	2,843	2,680	2,853	3,065	4,137	4,401	4,761

South East Regional Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 978 patients

Same period last year: 949
Change since one year ago: 3.1%

ED Transfer of care time



Same period last year: 11 minutes
Change since one year ago: 1 minute

Same period last year: 20 minutes
Change since one year ago: 5 minutes

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South East Regional Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 494

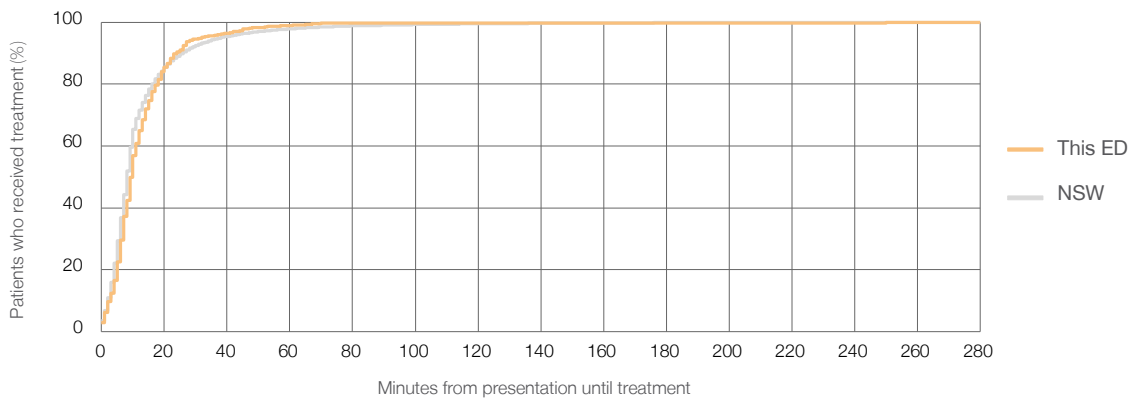
Number of triage 2 patients used to calculate waiting time:³ 492

Median time to start treatment⁴ 10 minutes

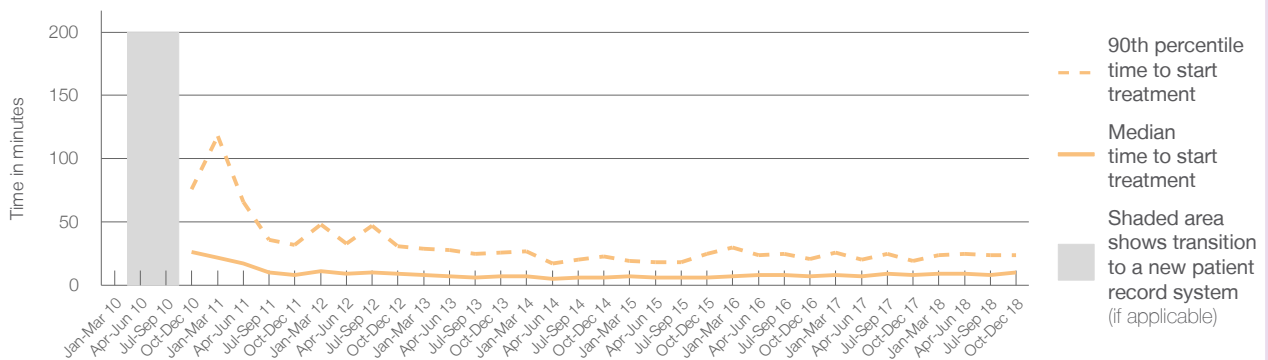
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
479	
478	
8 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	8	9	7	6	6	7	8	10
90th percentile time to start treatment ⁵ (minutes)	76	32	31	26	23	25	21	19	24

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South East Regional Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,523

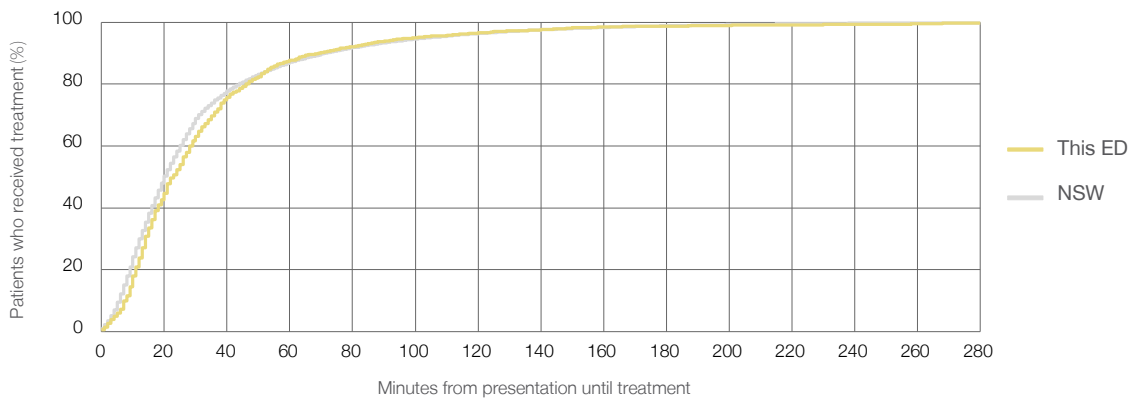
Number of triage 3 patients used to calculate waiting time:³ 1,502

Median time to start treatment⁴ 23 minutes

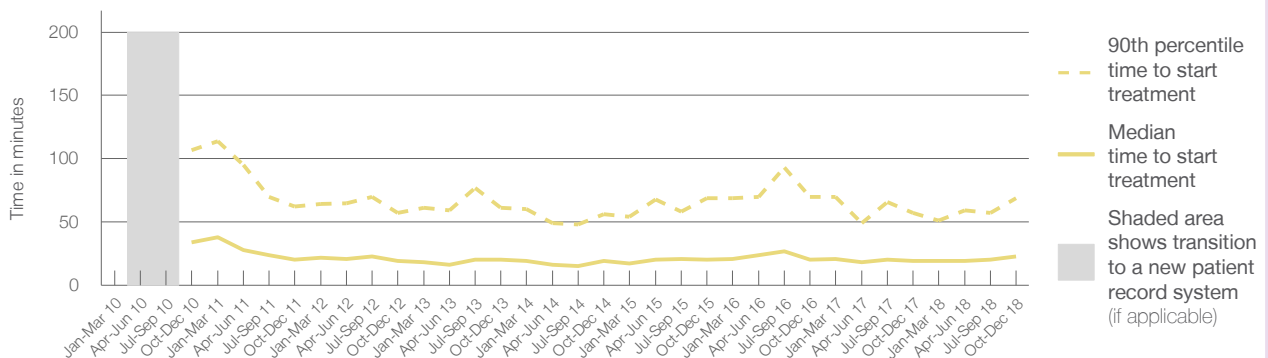
90th percentile time to start treatment⁵ 69 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,450	1,427
Median time to start treatment ⁴	19 minutes	20 minutes
90th percentile time to start treatment ⁵	57 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	34	20	19	20	19	20	20	19	23
90th percentile time to start treatment ⁵ (minutes)	107	62	57	61	56	69	70	57	69

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South East Regional Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 1,906

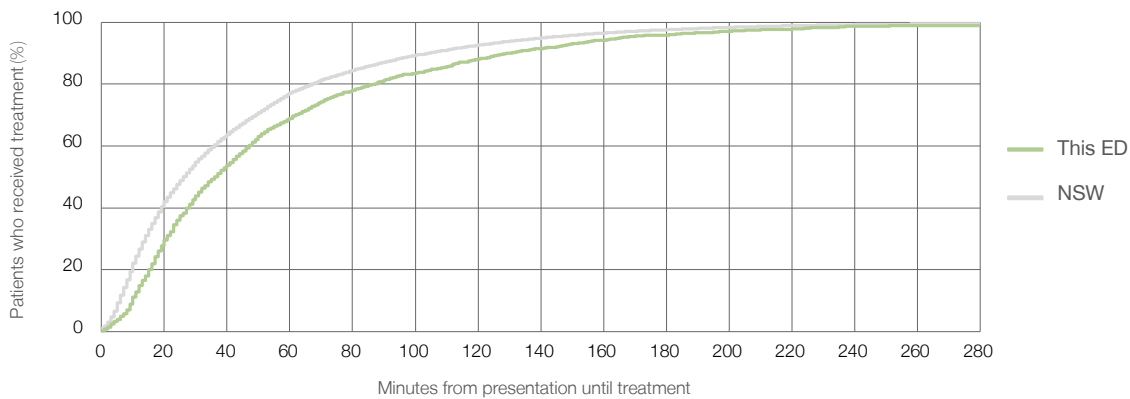
Number of triage 4 patients used to calculate waiting time:³ 1,761

Median time to start treatment⁴ 36 minutes

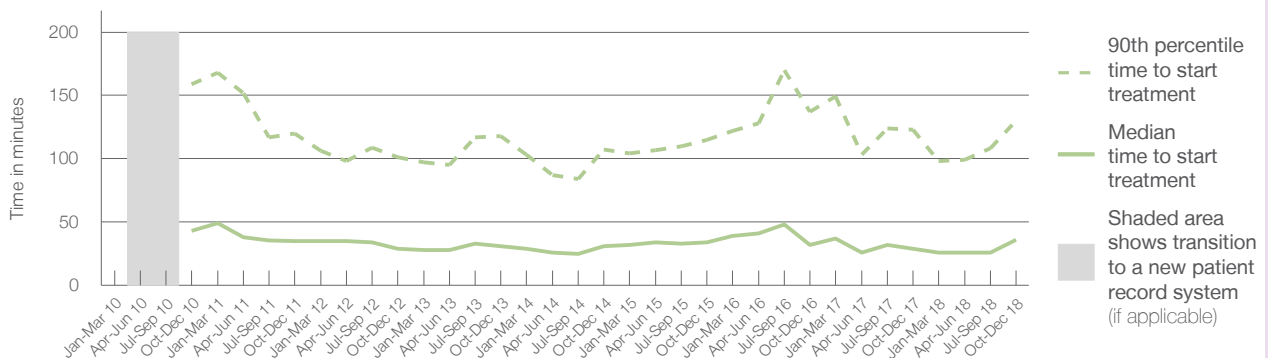
90th percentile time to start treatment⁵ 130 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,879	1,793
Median time to start treatment ⁴	29 minutes	26 minutes
90th percentile time to start treatment ⁵	123 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	43	35	29	31	31	34	32	29	36
90th percentile time to start treatment ⁵ (minutes)	159	120	101	118	107	115	137	123	130

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South East Regional Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 822

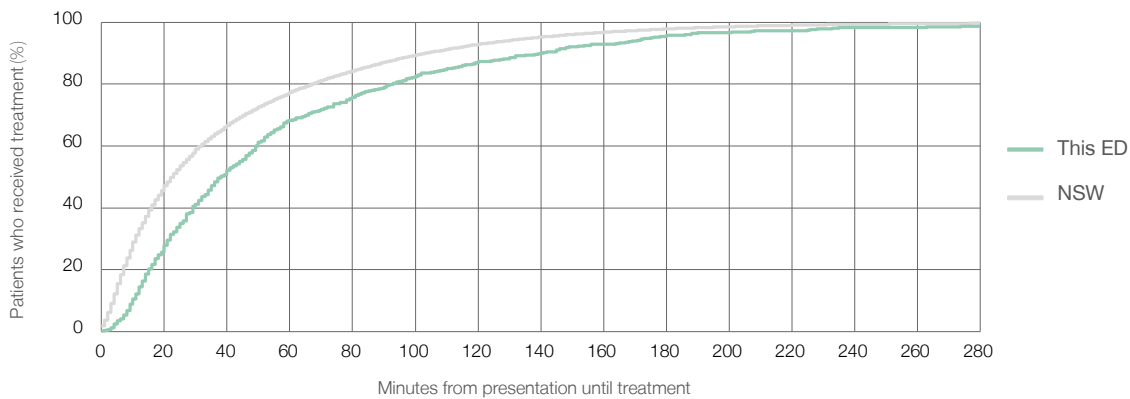
Number of triage 5 patients used to calculate waiting time:³ 711

Median time to start treatment⁴ 38 minutes

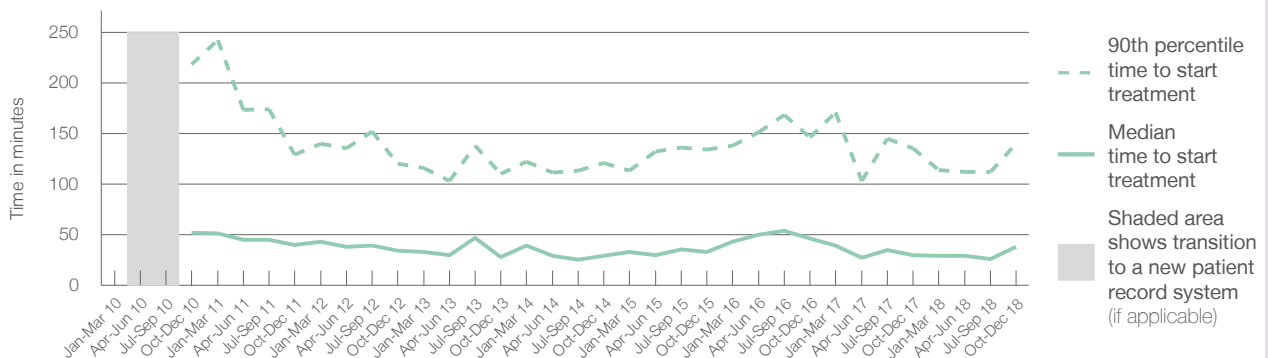
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
572	
493	
30 minutes	23 minutes
135 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	52	40	34	28	29	33	46	30	38
90th percentile time to start treatment ⁵ (minutes)	218	129	120	110	121	134	146	135	140

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South East Regional Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 5,024 patients

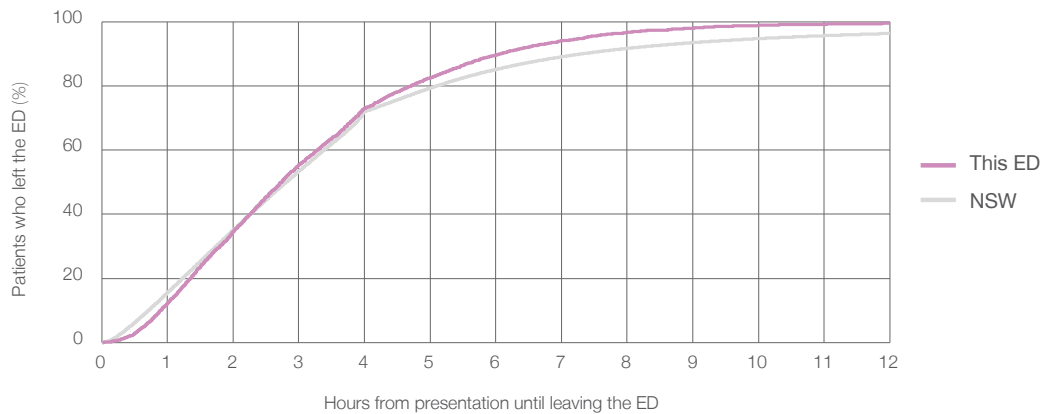
Presentations used to calculate time to leaving the ED:⁶ 5,023 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

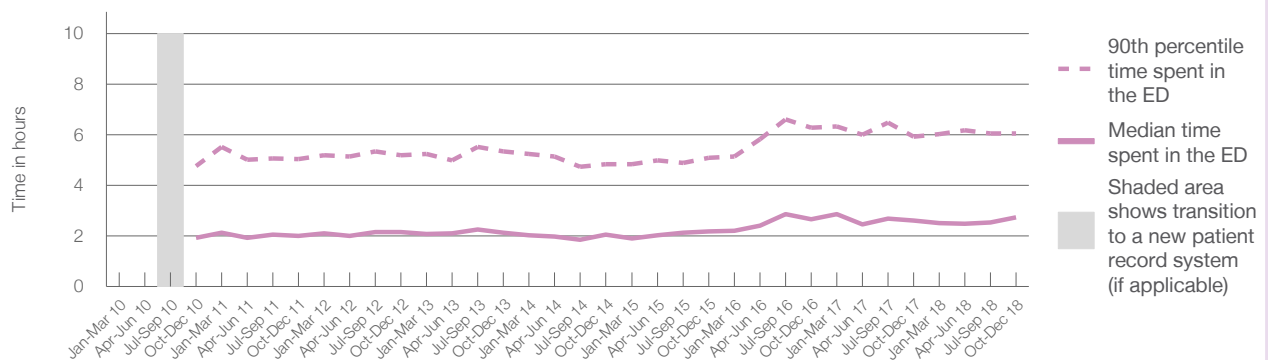
90th percentile time spent in the ED⁹ 6 hours and 4 minutes

Same period last year	NSW (this period)
4,626	4,626
2 hours and 37 minutes	2 hours and 49 minutes
5 hours and 56 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 56m	2h 1m	2h 9m	2h 8m	2h 3m	2h 11m	2h 40m	2h 37m	2h 44m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 46m	5h 2m	5h 12m	5h 21m	4h 51m	5h 6m	6h 17m	5h 56m	6h 4m

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South East Regional Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

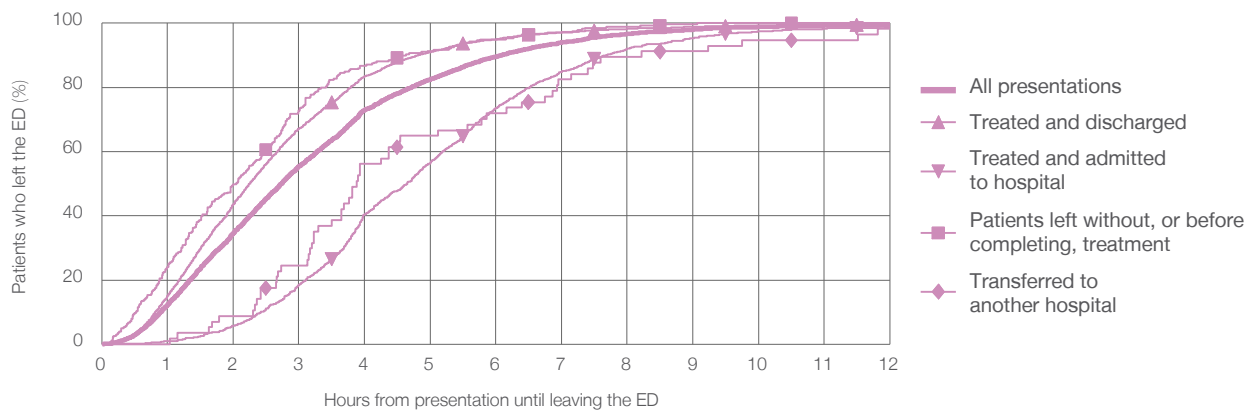
All presentations:¹ 5,024 patients

Presentations used to calculate time to leaving the ED:⁶ 5,023 patients

Treated and discharged	3,461 (68.9%)
Treated and admitted to hospital	1,205 (24.0%)
Patient left without, or before completing, treatment	279 (5.6%)
Transferred to another hospital	57 (1.1%)
Other	22 (0.4%)

Same period last year	Change since one year ago
4,626	9%
3,334	3.8%
1,055	14.2%
170	64.1%
54	5.6%
13	69.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



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	15.1%	43.6%	67.1%	83.5%	95.0%	98.2%	99.3%	99.7%
Treated and admitted to hospital	0.9%	5.7%	18.5%	40.5%	73.6%	92.1%	97.4%	98.8%
Patient left without, or before completing, treatment	24.0%	49.8%	72.8%	86.7%	95.0%	98.9%	100%	100%
Transferred to another hospital	0%	8.8%	24.6%	56.1%	71.9%	89.5%	94.7%	98.2%
All presentations	12.3%	34.6%	55.4%	73.1%	89.6%	96.7%	98.8%	99.5%

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South East Regional Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 5,024 patients

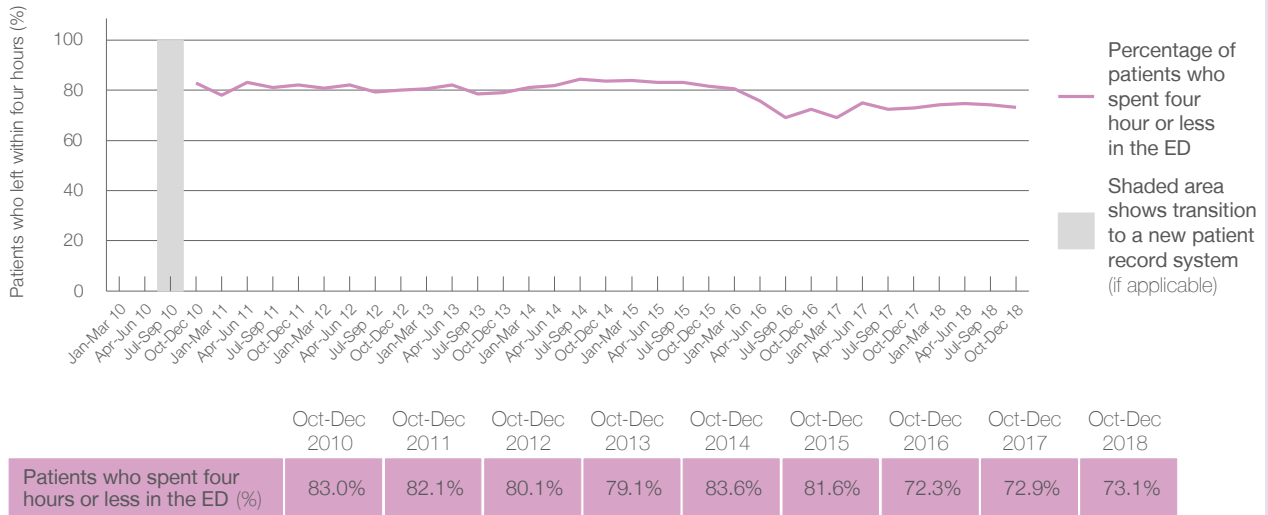
Presentations used to calculate time to leaving the ED: ⁶ 5,023 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 5,024 patients	4,626	9%
Presentations used to calculate time to leaving the ED: ⁶ 5,023 patients	4,626	9%
Percentage of patients who spent four hours or less in the ED	72.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡§}



* 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, October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).