bureau of health information

Healthcare Quarterly

# Performance Profiles

## Emergency Department

District group 1 hospitals
(C1) peer group

**October to December 2017**

## Armidale and New England Hospital: Emergency department (ED) overview

October to December 2017

| | Same period last year | Change since one year ago |
|---|---|---|
| All presentations:[1] 3,790 patients | 4,074 | -7.0% |
| Emergency presentations:[2] 3,691 patients | 3,874 | -4.7% |

## Armidale and New England Hospital: Time patients waited to start treatment[3]

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 | Emergency (e.g. chest pain, severe burns): 255 patients | 236 | |
| Median time to start treatment[4] | 8 minutes | 8 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 29 minutes | 31 minutes | 23 minutes |
| Triage 3 | Urgent (e.g. moderate blood loss, dehydration): 953 patients | 1,130 | |
| Median time to start treatment[4] | 23 minutes | 26 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 69 minutes | 88 minutes | 65 minutes |
| Triage 4 | Semi-urgent (e.g. sprained ankle, earache): 2,166 patients | 2,220 | |
| Median time to start treatment[4] | 27 minutes | 38 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 101 minutes | 154 minutes | 99 minutes |
| Triage 5 | Non-urgent (e.g. small cuts or abrasions): 306 patients | 276 | |
| Median time to start treatment[4] | 22 minutes | 20 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 92 minutes | 106 minutes | 103 minutes |

## Armidale and New England Hospital: Time from presentation until leaving the ED

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] 3,790 patients | | 4,074 | -7.0% |
| Percentage of patients who spent four hours or less in the ED | 81.4% | 79.9% | |

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

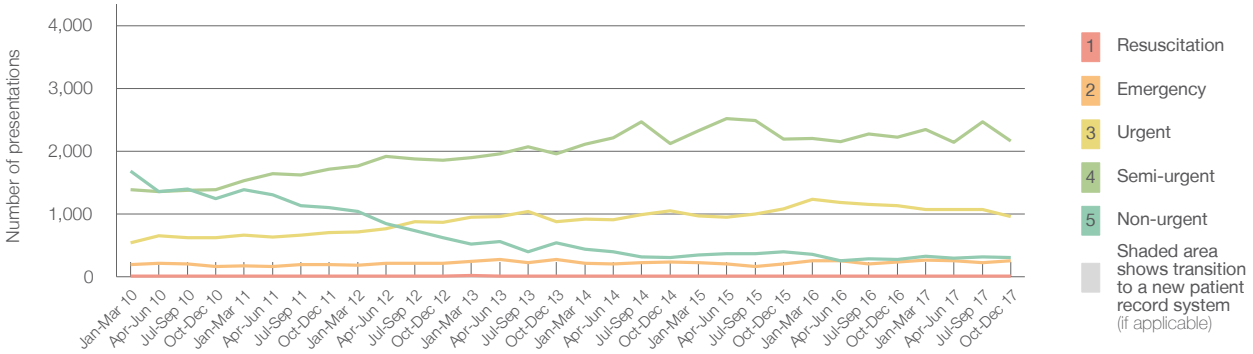
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

## Armidale and New England Hospital: Patients presenting to the emergency department

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 3,790 patients | 4,074 | -7.0% |
| Emergency presentations[2] by triage category: | 3,691 patients | 3,874 | -4.7% |
| 1 Resuscitation | 11 (0.3%) | 12 | -8.3% |
| 2 Emergency | 255 (6.9%) | 236 | 8.1% |
| 3 Urgent | 953 (25.8%) | 1,130 | -15.7% |
| 4 Semi-urgent | 2,166 (58.7%) | 2,220 | -2.4% |
| 5 Non-urgent | 306 (8.3%) | 276 | 10.9% |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Resuscitation | < 5 | 9 | 11 | 10 | 8 | 10 | 12 | 11 |
| Emergency | 161 | 189 | 217 | 272 | 231 | 205 | 236 | 255 |
| Urgent | 623 | 707 | 863 | 878 | 1,046 | 1,080 | 1,130 | 953 |
| Semi-urgent | 1,385 | 1,717 | 1,853 | 1,956 | 2,121 | 2,193 | 2,220 | 2,166 |
| Non-urgent | 1,242 | 1,098 | 619 | 540 | 308 | 396 | 276 | 306 |
| All emergency presentations | 3,411 | 3,720 | 3,563 | 3,656 | 3,714 | 3,884 | 3,874 | 3,691 |

## Armidale and New England Hospital: Patients arriving by ambulance

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time: [7] | 395 patients ** | 565 | |
| ED Transfer of care time | | | |
| Median time | 2 minutes | 4 minutes | -2 minutes |
| 90th percentile time | 25 minutes | 27 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.

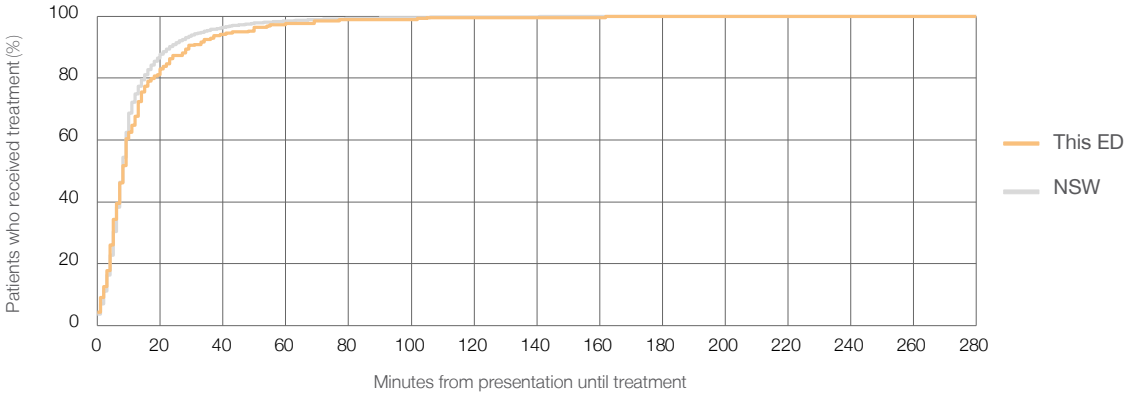
(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

## Armidale and New England Hospital: Time patients waited to start treatment, triage 2

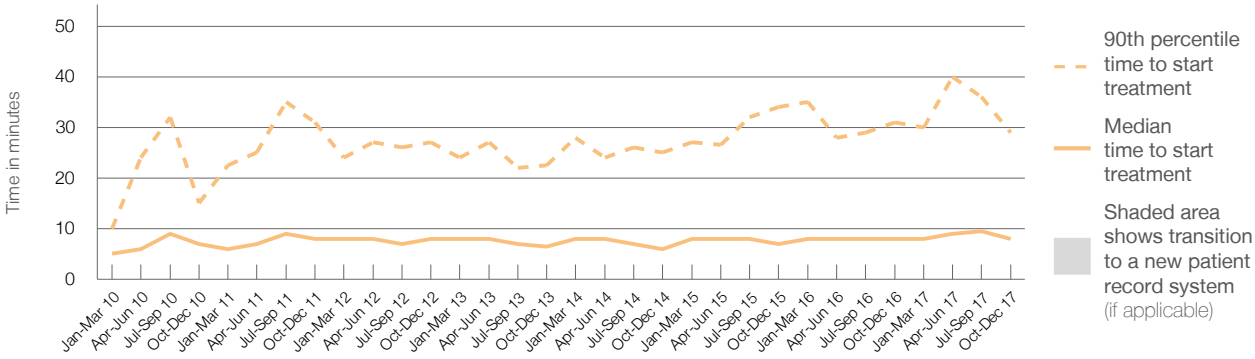
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 | Emergency (e.g. chest pain, severe burns) | | |
| Number of triage 2 patients: | 255 | 236 | |
| Number of triage 2 patients used to calculate waiting time: [3] | 253 | 227 | |
| Median time to start treatment [4] | 8 minutes | 8 minutes | 8 minutes |
| 90th percentile time to start treatment [5] | 29 minutes | 31 minutes | 23 minutes |

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




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




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

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

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

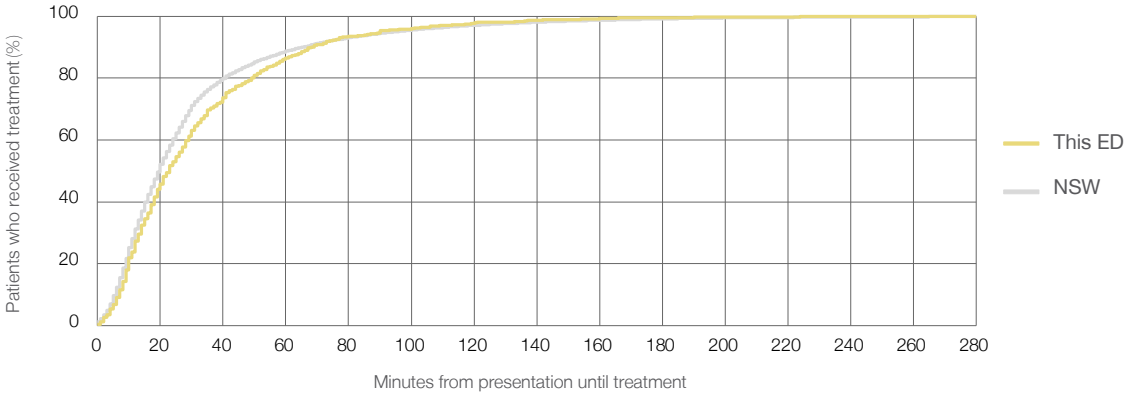
## Armidale and New England Hospital: Time patients waited to start treatment, triage 3

October to December 2017

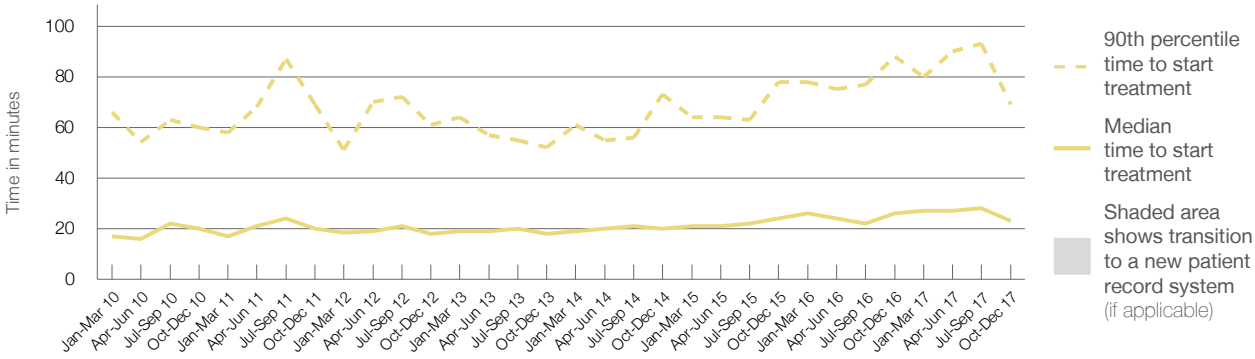
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 3 patients: | 953 | 1,130 | |
| Number of triage 3 patients used to calculate waiting time: [3] | 929 | 1,075 | |
| Median time to start treatment [4] | 23 minutes | 26 minutes | 20 minutes |
| 90th percentile time to start treatment [5] | 69 minutes | 88 minutes | 65 minutes |

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




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




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

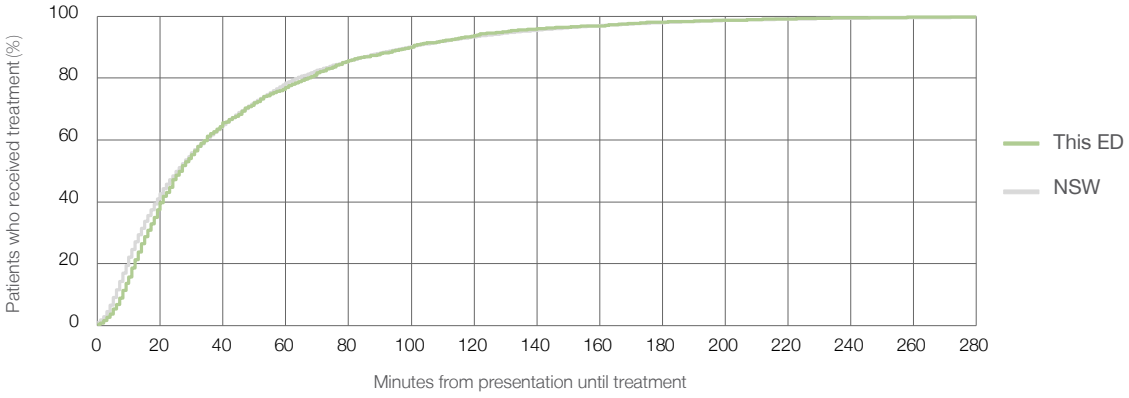
## Armidale and New England Hospital: Time patients waited to start treatment, triage 4

October to December 2017

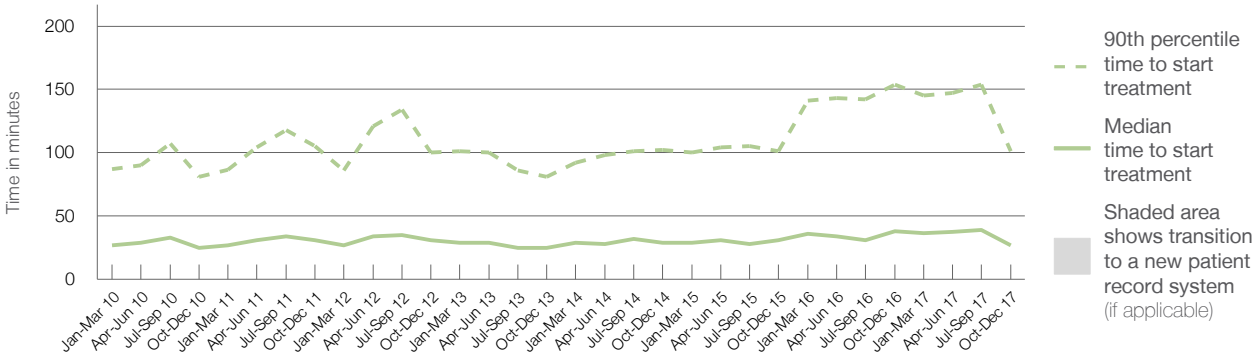
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 4 patients: | 2,166 | 2,220 | |
| Number of triage 4 patients used to calculate waiting time: [3] | 2,008 | 1,936 | |
| Median time to start treatment [4] | 27 minutes | 38 minutes | 26 minutes |
| 90th percentile time to start treatment [5] | 101 minutes | 154 minutes | 99 minutes |

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




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




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

(†) 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.

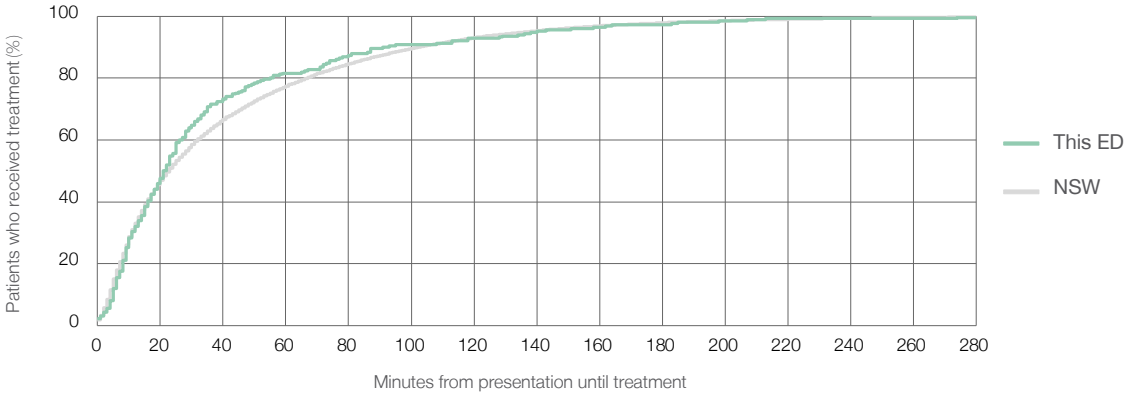
## Armidale and New England Hospital: Time patients waited to start treatment, triage 5

October to December 2017

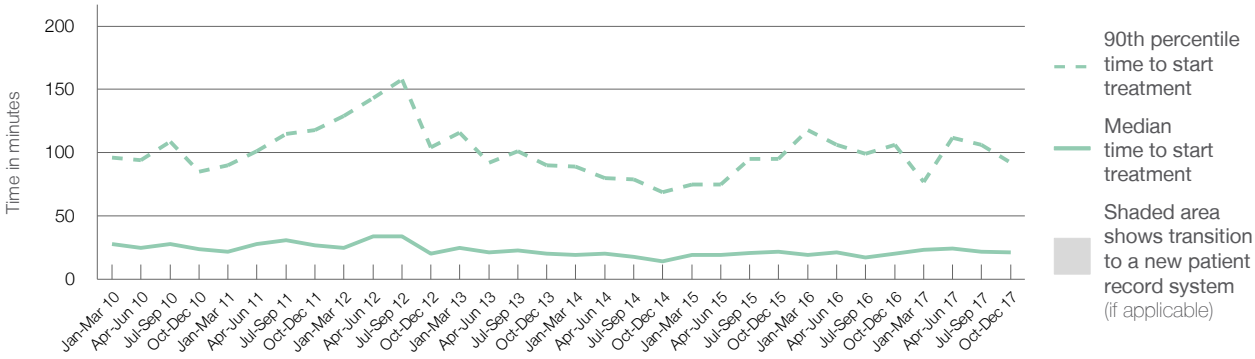
Triage 5 Non-urgent (e.g. small cuts or abrasions)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 5 patients: | 306 | 276 | |
| Number of triage 5 patients used to calculate waiting time: [3] | 250 | 198 | |
| Median time to start treatment [4] | 22 minutes | 20 minutes | 23 minutes |
| 90th percentile time to start treatment [5] | 92 minutes | 106 minutes | 103 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to start treatment [4] (minutes) | 24 | 27 | 20 | 20 | 14 | 22 | 20 | 22 |
| 90th percentile time to start treatment [5] (minutes) | 85 | 118 | 104 | 90 | 69 | 95 | 106 | 92 |

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

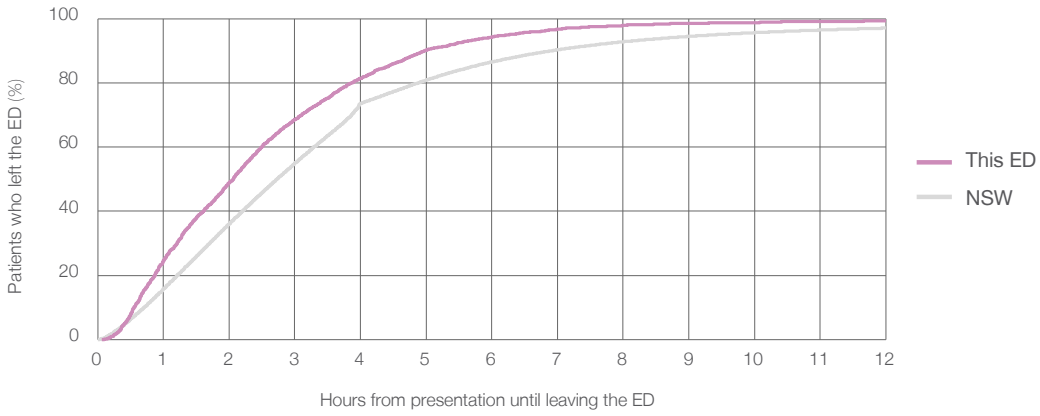
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

## Armidale and New England Hospital: Time patients spent in the ED

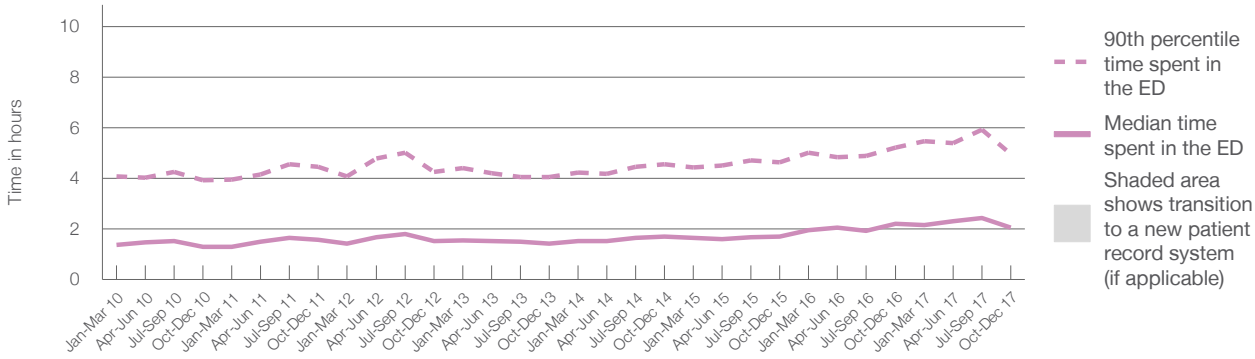
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 3,790 patients | 4,074 | |
| Presentations used to calculate time to leaving the ED:[6] | 3,790 patients | 4,074 | |
| Median time spent in the ED[8] | 2 hours and 4 minutes | 2 hours and 12 minutes | 2 hours and 44 minutes |
| 90th percentile time spent in the ED[9] | 4 hours and 59 minutes | 5 hours and 13 minutes | 6 hours and 55 minutes |

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




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




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

(†) 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.

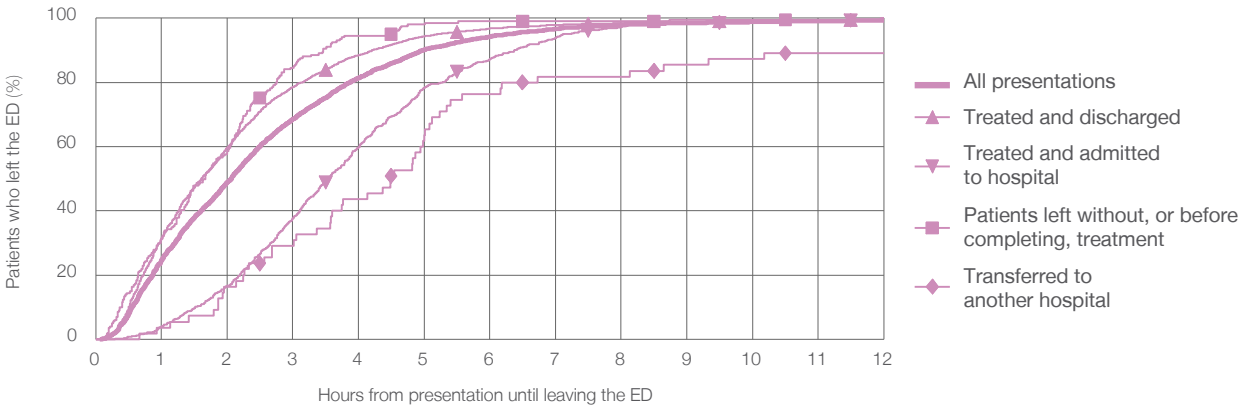
## **Armidale and New England Hospital:** Time patients spent in the ED
### By mode of separation
October to December 2017

All presentations:[1] 3,790 patients

Presentations used to calculate time to leaving the ED:[6] 3,790 patients

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Treated and discharged | 2,626 (69.3%) | 2,552 | 2.9% |
| Treated and admitted to hospital | 885 (23.4%) | 1,126 | -21.4% |
| Patient left without, or before completing, treatment | 201 (5.3%) | 313 | -35.8% |
| Transferred to another hospital | 55 (1.5%) | 64 | -14.1% |
| Other | 23 (0.6%) | 19 | 21.1% |
| | | 4,074 | -7.0% |

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




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 31.6% | 59.9% | 78.5% | 88.6% | 96.8% | 98.5% | 99.2% | 99.5% |
| Treated and admitted to hospital | 4.0% | 16.7% | 37.7% | 59.9% | 87.3% | 97.4% | 98.8% | 99.3% |
| Patient left without, or before completing, treatment | 31.3% | 58.7% | 84.6% | 94.5% | 99.0% | 99.0% | 99.5% | 100% |
| Transferred to another hospital | 3.6% | 16.4% | 29.1% | 43.6% | 76.4% | 81.8% | 87.3% | 89.1% |
| All presentations | 24.7% | 49.0% | 68.5% | 81.4% | 94.3% | 97.9% | 98.8% | 99.3% |

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

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

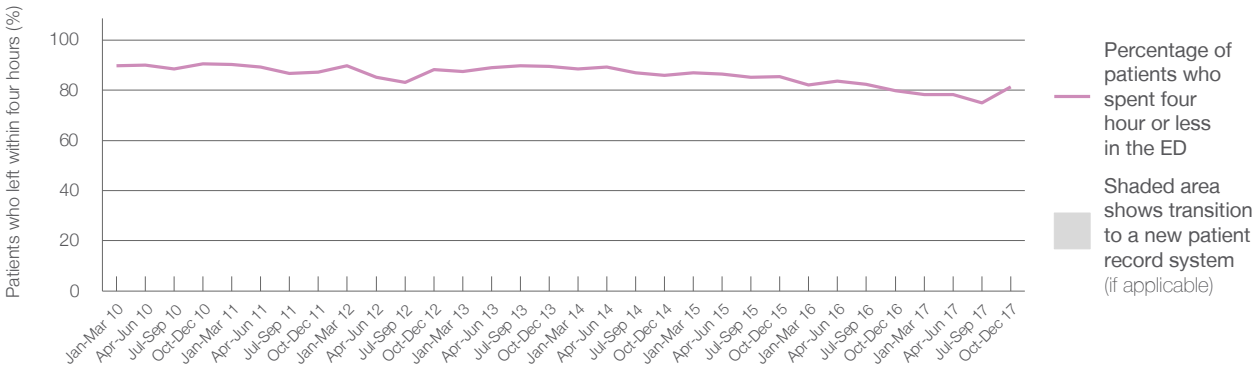
## Armidale and New England Hospital: Time spent in the ED

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations at the emergency department: [1] | 3,790 patients | 4,074 | -7.0% |
| Presentations used to calculate time to leaving the ED: [6] | 3,790 patients | 4,074 | -7.0% |
| Percentage of patients who spent four hours or less in the ED | 81.4% | 79.9% | |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Patients who spent four hours or less in the ED (%) | 90.5% | 87.2% | 88.2% | 89.6% | 86.0% | 85.4% | 79.9% | 81.4% |

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

**More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer**

## **Bathurst Base Hospital:** Emergency department (ED) overview

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 6,776 patients | 6,384 | 6.1% |
| Emergency presentations:[2] | 6,690 patients | 6,324 | 5.8% |

## **Bathurst Base Hospital:** Time patients waited to start treatment[3]

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 | Emergency (e.g. chest pain, severe burns): 702 patients | 644 | |
| Median time to start treatment[4] | 7 minutes | 6 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 14 minutes | 9 minutes | 23 minutes |
| Triage 3 | Urgent (e.g. moderate blood loss, dehydration): 2,236 patients | 1,949 | |
| Median time to start treatment[4] | 19 minutes | 16 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 54 minutes | 52 minutes | 65 minutes |
| Triage 4 | Semi-urgent (e.g. sprained ankle, earache): 3,142 patients | 3,265 | |
| Median time to start treatment[4] | 18 minutes | 19 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 77 minutes | 87 minutes | 99 minutes |
| Triage 5 | Non-urgent (e.g. small cuts or abrasions): 576 patients | 444 | |
| Median time to start treatment[4] | 15 minutes | 16 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 79 minutes | 84 minutes | 103 minutes |

## **Bathurst Base Hospital:** Time from presentation until leaving the ED

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 6,774 patients | 6,384 | 6.1% |
| Percentage of patients who spent four hours or less in the ED | 80.6% | 74.1% | |

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

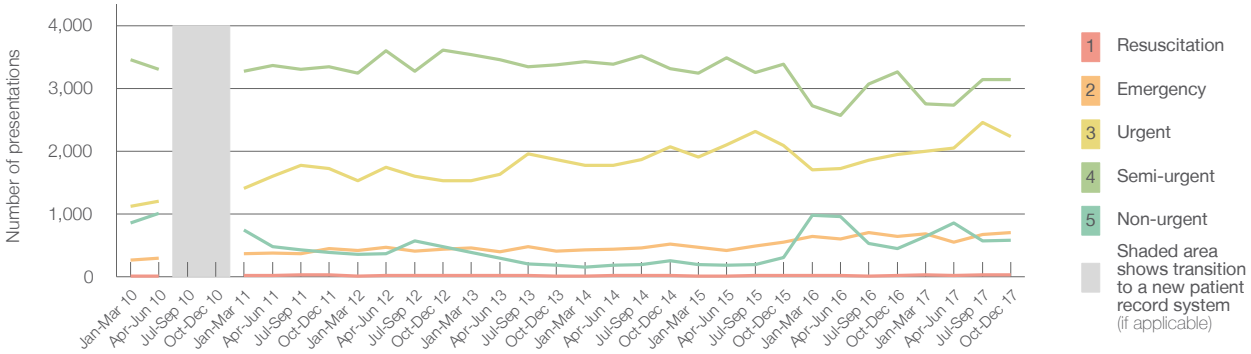
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 6,776 patients | 6,384 | 6.1% |
| Emergency presentations[2] by triage category: | 6,690 patients | 6,324 | 5.8% |
| 1 Resuscitation | 34 (0.5%) | 22 | 54.5% |
| 2 Emergency | 702 (10.5%) | 644 | 9.0% |
| 3 Urgent | 2,236 (33.4%) | 1,949 | 14.7% |
| 4 Semi-urgent | 3,142 (47.0%) | 3,265 | -3.8% |
| 5 Non-urgent | 576 (8.6%) | 444 | 29.7% |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Resuscitation | | 27 | 16 | 13 | 14 | 14 | 22 | 34 |
| Emergency | | 447 | 436 | 402 | 521 | 547 | 644 | 702 |
| Urgent | | 1,724 | 1,529 | 1,861 | 2,070 | 2,090 | 1,949 | 2,236 |
| Semi-urgent | | 3,344 | 3,610 | 3,380 | 3,316 | 3,382 | 3,265 | 3,142 |
| Non-urgent | | 384 | 474 | 182 | 251 | 303 | 444 | 576 |
| All emergency presentations | | 5,926 | 6,065 | 5,838 | 6,172 | 6,336 | 6,324 | 6,690 |

## Bathurst Base Hospital: Patients arriving by ambulance

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time: [7] | 988 patients | 934 | |
| ED Transfer of care time | | | |
| Median time | 9 minutes | 13 minutes | -4 minutes |
| 90th percentile time | 27 minutes | 34 minutes | -7 minutes |

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

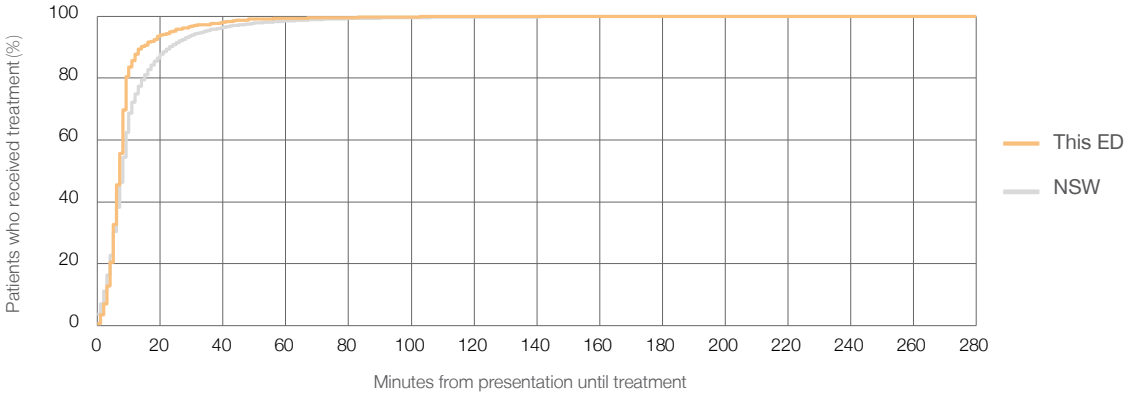
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

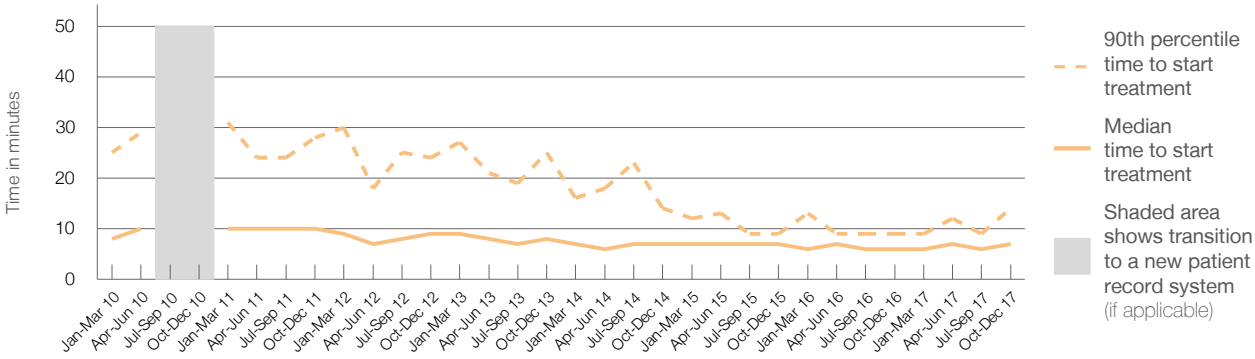
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns) | | | |
| Number of triage 2 patients: 702 | | 644 | |
| Number of triage 2 patients used to calculate waiting time:[3] 699 | | 641 | |
| Median time to start treatment[4] | 7 minutes | 6 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 14 minutes | 9 minutes | 23 minutes |

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




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




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

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

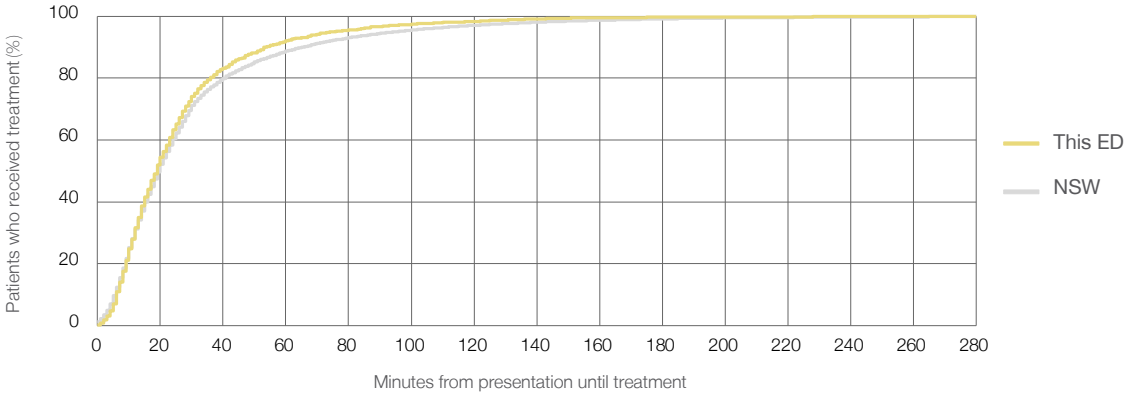
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

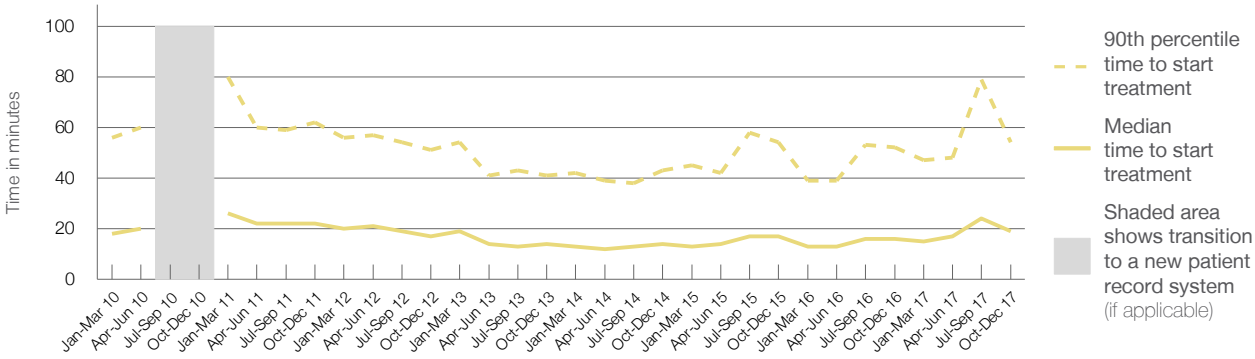
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 3 Urgent (e.g. moderate blood loss, dehydration) | | | |
| Number of triage 3 patients: 2,236 | | 1,949 | |
| Number of triage 3 patients used to calculate waiting time: [3] 2,216 | | 1,926 | |
| Median time to start treatment [4] | 19 minutes | 16 minutes | 20 minutes |
| 90th percentile time to start treatment [5] | 54 minutes | 52 minutes | 65 minutes |

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




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




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

(†) 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.

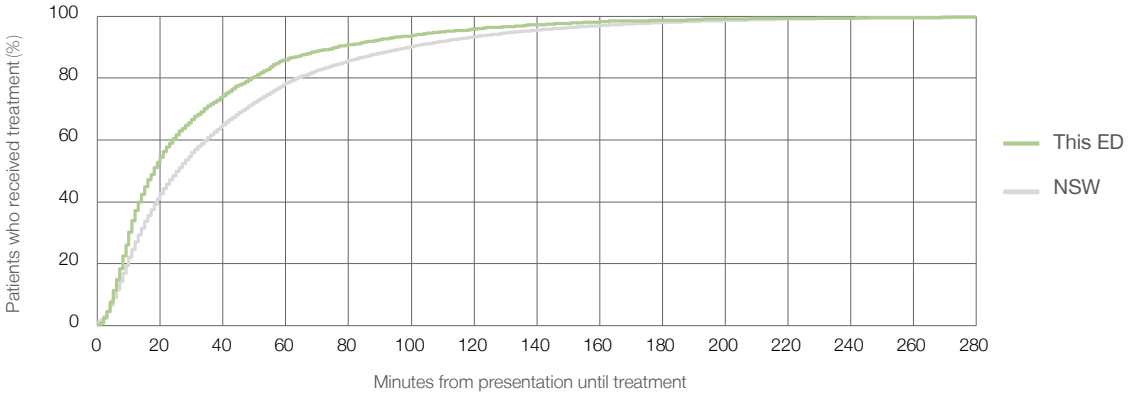
## Bathurst Base Hospital: Time patients waited to start treatment, triage 4

October to December 2017

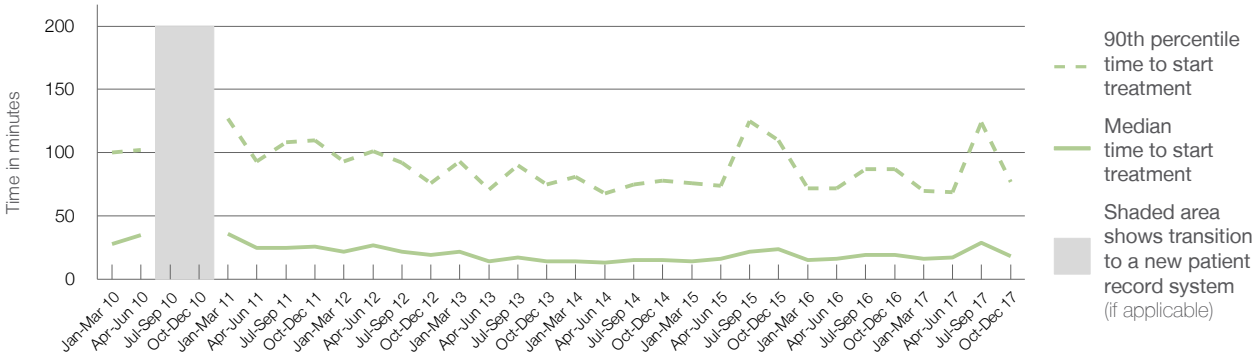
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 4 patients: | 3,142 | 3,265 | |
| Number of triage 4 patients used to calculate waiting time: [3] | 3,062 | 3,052 | |
| Median time to start treatment [4] | 18 minutes | 19 minutes | 26 minutes |
| 90th percentile time to start treatment [5] | 77 minutes | 87 minutes | 99 minutes |

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




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




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

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

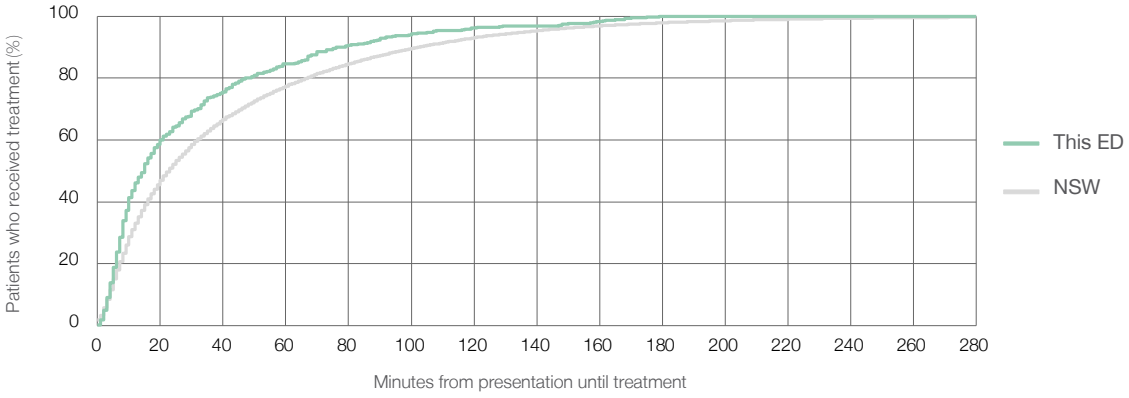
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

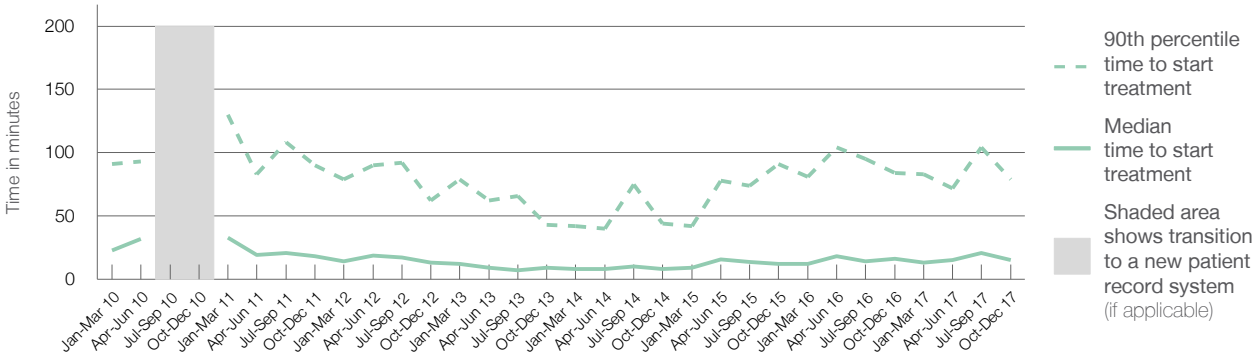
October to December 2017

| | Same period last year | NSW (this period) |
|---|---|---|
| Triage 5 Non-urgent (e.g. small cuts or abrasions) | | |
| Number of triage 5 patients: 576 | 444 | |
| Number of triage 5 patients used to calculate waiting time: [3] 549 | 388 | |
| Median time to start treatment [4] 15 minutes | 16 minutes | 23 minutes |
| 90th percentile time to start treatment [5] 79 minutes | 84 minutes | 103 minutes |

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




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




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

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

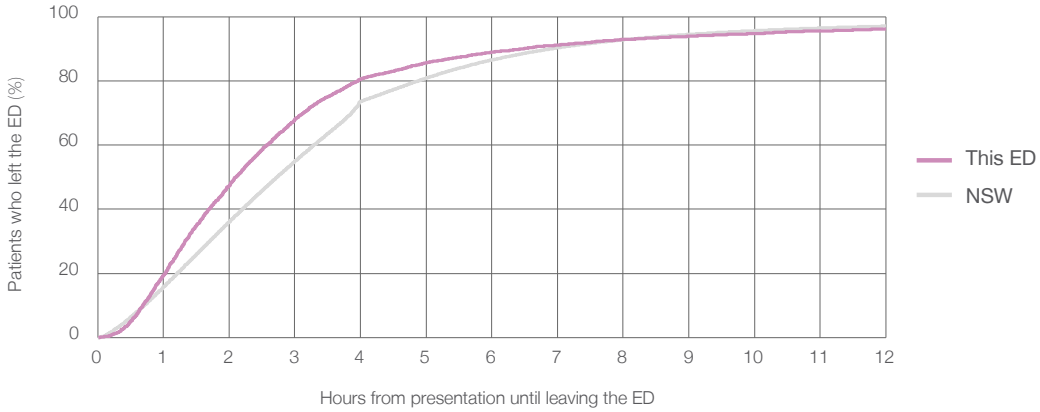
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

## **Bathurst Base Hospital:** Time patients spent in the ED

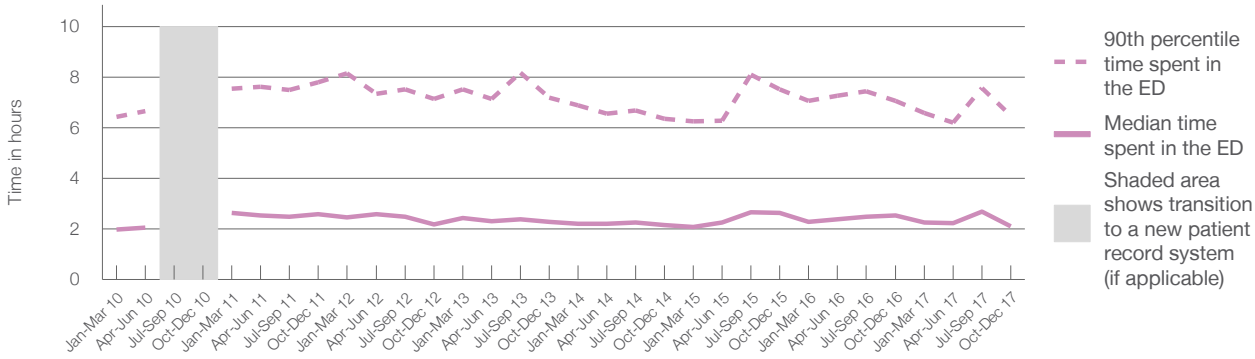
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 6,776 patients | 6,384 | |
| Presentations used to calculate time to leaving the ED:[6] | 6,774 patients | 6,384 | |
| Median time spent in the ED [8] | 2 hours and 6 minutes | 2 hours and 32 minutes | 2 hours and 44 minutes |
| 90th percentile time spent in the ED [9] | 6 hours and 29 minutes | 7 hours and 4 minutes | 6 hours and 55 minutes |

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




Time patients spent in the ED, by quarter, January 2010 to December 2017 [†‡]




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to leaving the ED [8] (hours, minutes) | | 2h 35m | 2h 11m | 2h 17m | 2h 10m | 2h 38m | 2h 32m | 2h 6m |
| 90th percentile time to leaving the ED [9] (hours, minutes) | | 7h 48m | 7h 9m | 7h 11m | 6h 22m | 7h 32m | 7h 4m | 6h 29m |

(†) 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.

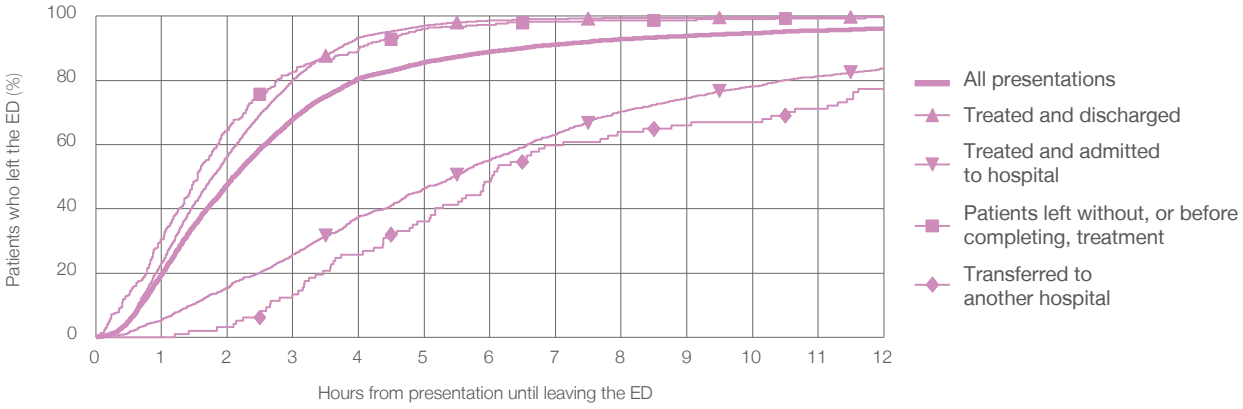
## **Bathurst Base Hospital:** Time patients spent in the ED
### By mode of separation
October to December 2017

All presentations:[1] 6,776 patients

Presentations used to calculate time to leaving the ED: [6] 6,774 patients

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| | | 6,384 | 6.1% |
| Treated and discharged | 4,948 (73.0%) | 4,615 | 7.2% |
| Treated and admitted to hospital | 1,395 (20.6%) | 1,236 | 12.9% |
| Patient left without, or before completing, treatment | 308 (4.5%) | 425 | -27.5% |
| Transferred to another hospital | 97 (1.4%) | 82 | 18.3% |
| Other | 28 (0.4%) | 26 | 7.7% |

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




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 23.2% | 56.4% | 80.1% | 93.4% | 98.7% | 99.4% | 99.7% | 99.8% |
| Treated and admitted to hospital | 5.3% | 15.3% | 25.8% | 37.4% | 55.2% | 70.3% | 78.1% | 83.9% |
| Patient left without, or before completing, treatment | 30.5% | 64.6% | 82.5% | 89.9% | 97.4% | 98.7% | 99.0% | 99.7% |
| Transferred to another hospital | 0% | 3.1% | 13.4% | 25.8% | 48.5% | 63.9% | 67.0% | 77.3% |
| All presentations | 19.6% | 47.5% | 68.0% | 80.6% | 88.9% | 92.9% | 94.7% | 96.2% |

(†) 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.

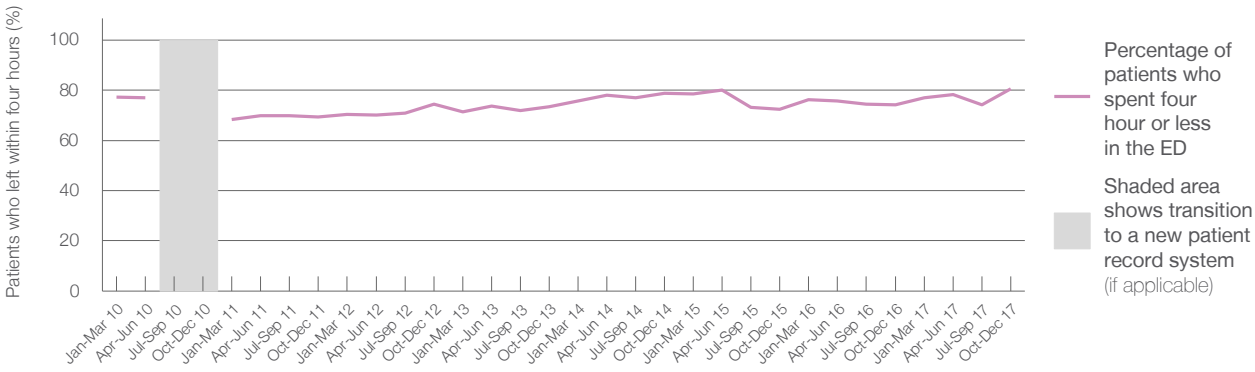
## Bathurst Base Hospital: Time spent in the ED

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations at the emergency department: [1] | 6,776 patients | 6,384 | 6.1% |
| Presentations used to calculate time to leaving the ED: [6] | 6,774 patients | 6,384 | 6.1% |
| Percentage of patients who spent four hours or less in the ED | 80.6% | 74.1% | |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Patients who spent four hours or less in the ED (%) | | 69.3% | 74.3% | 73.4% | 78.8% | 72.4% | 74.1% | 80.6% |

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Belmont Hospital: Emergency department (ED) overview

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 6,300 patients | 6,292 | 0.1% |
| Emergency presentations:[2] | 6,274 patients | 6,256 | 0.3% |

## Belmont Hospital: Time patients waited to start treatment[3]

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns): | 492 patients | 509 | |
| Median time to start treatment[4] | 8 minutes | 8 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 16 minutes | 15 minutes | 23 minutes |
| Triage 3 Urgent (e.g. moderate blood loss, dehydration): | 1,243 patients | 1,334 | |
| Median time to start treatment[4] | 17 minutes | 16 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 41 minutes | 40 minutes | 65 minutes |
| Triage 4 Semi-urgent (e.g. sprained ankle, earache): | 3,027 patients | 3,326 | |
| Median time to start treatment[4] | 22 minutes | 21 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 78 minutes | 74 minutes | 99 minutes |
| Triage 5 Non-urgent (e.g. small cuts or abrasions): | 1,499 patients | 1,081 | |
| Median time to start treatment[4] | 24 minutes | 23 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 99 minutes | 103 minutes | 103 minutes |

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 6,300 patients | 6,292 | 0.1% |
| Percentage of patients who spent four hours or less in the ED | 73.4% | 82.4% | |

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

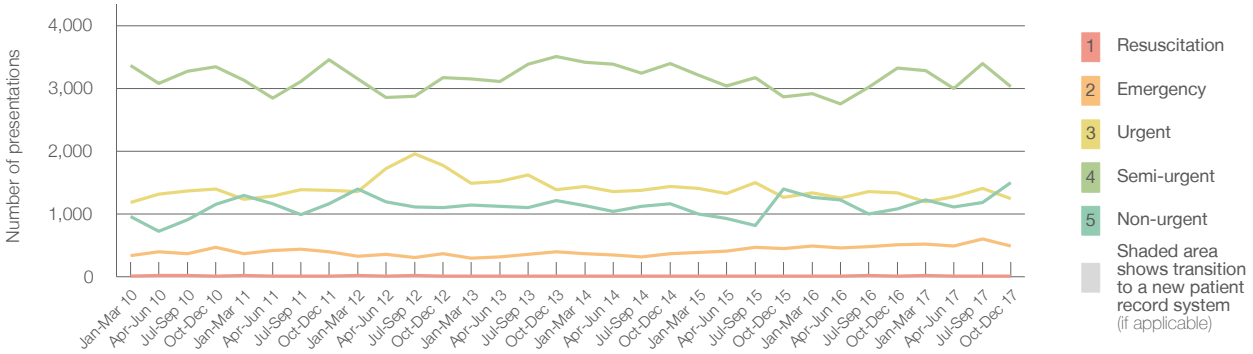
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

## **Belmont Hospital:** Patients presenting to the emergency department

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 6,300 patients | 6,292 | 0.1% |
| Emergency presentations[2] by triage category: | 6,274 patients | 6,256 | 0.3% |
| 1 Resuscitation | 13 (0.2%) | 6 | 116.7% |
| 2 Emergency | 492 (7.8%) | 509 | -3.3% |
| 3 Urgent | 1,243 (19.8%) | 1,334 | -6.8% |
| 4 Semi-urgent | 3,027 (48.2%) | 3,326 | -9.0% |
| 5 Non-urgent | 1,499 (23.9%) | 1,081 | 38.7% |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Resuscitation | 9 | 11 | 12 | 13 | 10 | 13 | 6 | 13 |
| Emergency | 463 | 395 | 369 | 397 | 368 | 443 | 509 | 492 |
| Urgent | 1,396 | 1,374 | 1,775 | 1,382 | 1,436 | 1,263 | 1,334 | 1,243 |
| Semi-urgent | 3,341 | 3,460 | 3,173 | 3,505 | 3,398 | 2,864 | 3,326 | 3,027 |
| Non-urgent | 1,152 | 1,164 | 1,099 | 1,211 | 1,163 | 1,398 | 1,081 | 1,499 |
| All emergency presentations | 6,361 | 6,404 | 6,428 | 6,508 | 6,375 | 5,981 | 6,256 | 6,274 |

## **Belmont Hospital:** Patients arriving by ambulance

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time: [7] | 1,305 patients | 1,236 | |
| ED Transfer of care time | | | |
| Median time | 10 minutes | 10 minutes | 0 minutes |
| 90th percentile time | 19 minutes | 19 minutes | 0 minutes |

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

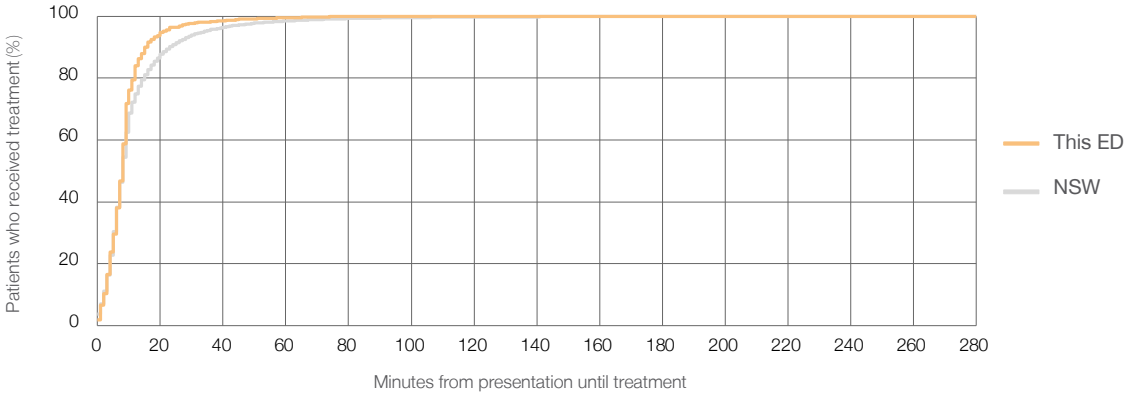
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

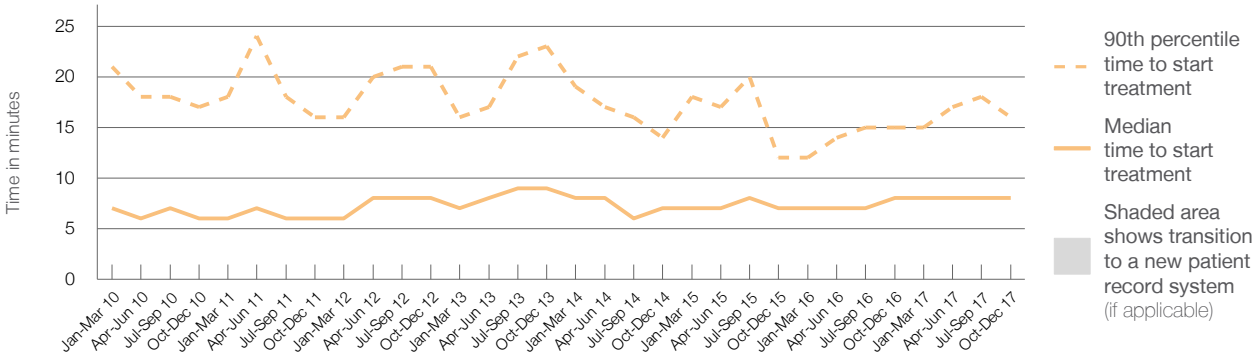
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 | Emergency (e.g. chest pain, severe burns) | | |
| Number of triage 2 patients: | 492 | 509 | |
| Number of triage 2 patients used to calculate waiting time: [3] | 485 | 506 | |
| Median time to start treatment [4] | 8 minutes | 8 minutes | 8 minutes |
| 90th percentile time to start treatment [5] | 16 minutes | 15 minutes | 23 minutes |

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




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




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

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

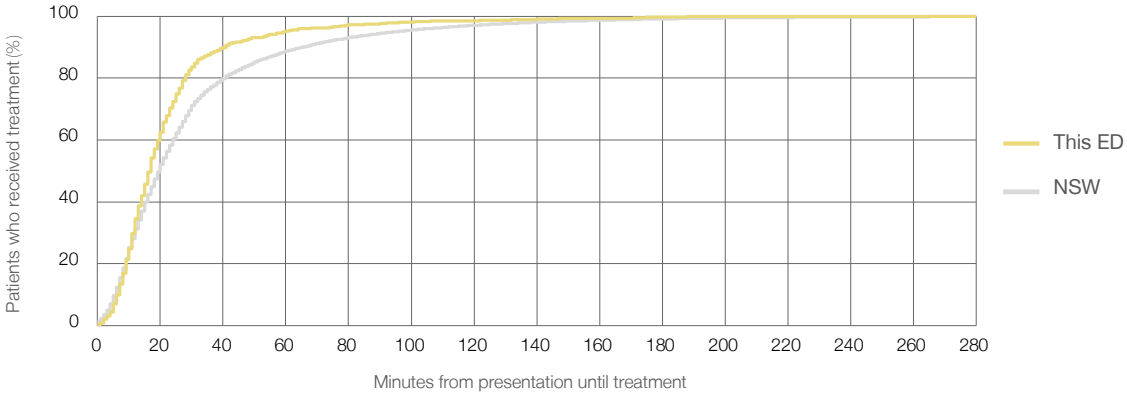
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

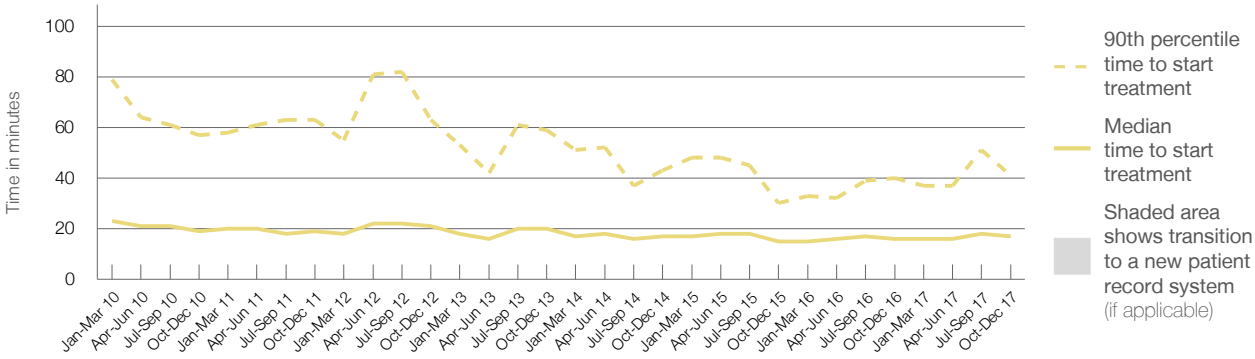
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 3 | Urgent (e.g. moderate blood loss, dehydration) | | |
| Number of triage 3 patients: | 1,243 | 1,334 | |
| Number of triage 3 patients used to calculate waiting time:[3] | 1,199 | 1,301 | |
| Median time to start treatment[4] | 17 minutes | 16 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 41 minutes | 40 minutes | 65 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 19 | 19 | 21 | 20 | 17 | 15 | 16 | 17 |
| 90th percentile time to start treatment[5] (minutes) | 57 | 63 | 63 | 59 | 43 | 30 | 40 | 41 |

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

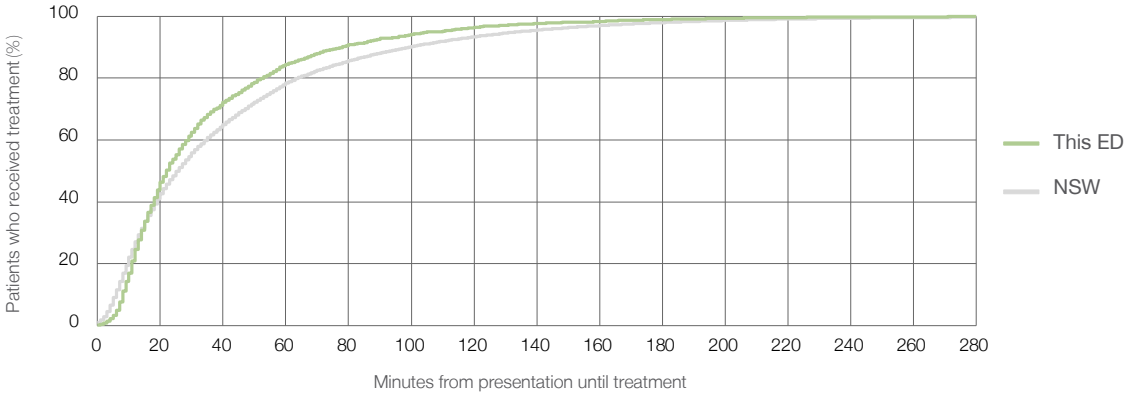
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

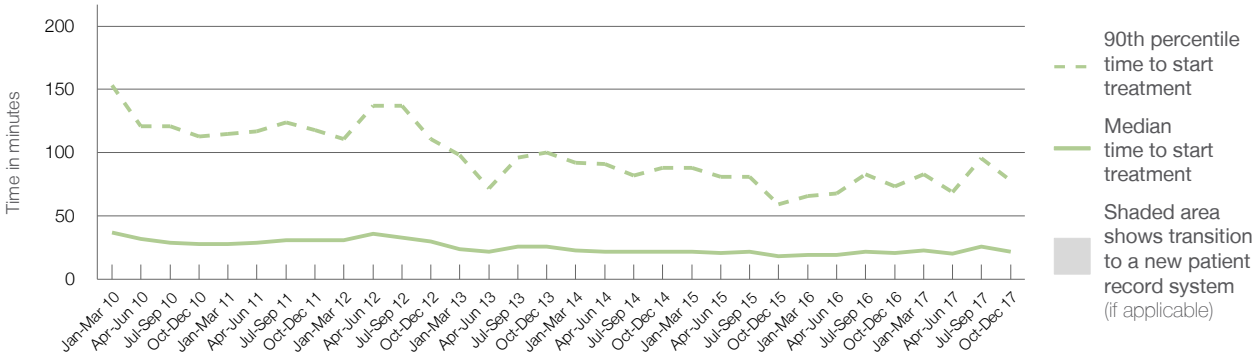
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 4 | Semi-urgent (e.g. sprained ankle, earache) | | |
| Number of triage 4 patients: | 3,027 | 3,326 | |
| Number of triage 4 patients used to calculate waiting time: [3] | 2,629 | 2,800 | |
| Median time to start treatment [4] | 22 minutes | 21 minutes | 26 minutes |
| 90th percentile time to start treatment [5] | 78 minutes | 74 minutes | 99 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to start treatment [4] (minutes) | 28 | 31 | 30 | 26 | 22 | 18 | 21 | 22 |
| 90th percentile time to start treatment [5] (minutes) | 113 | 118 | 111 | 100 | 88 | 59 | 74 | 78 |

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

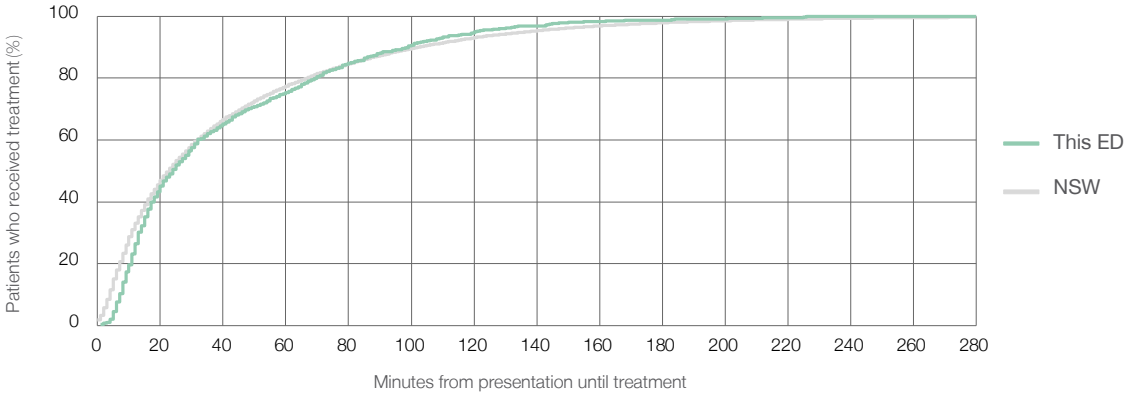
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

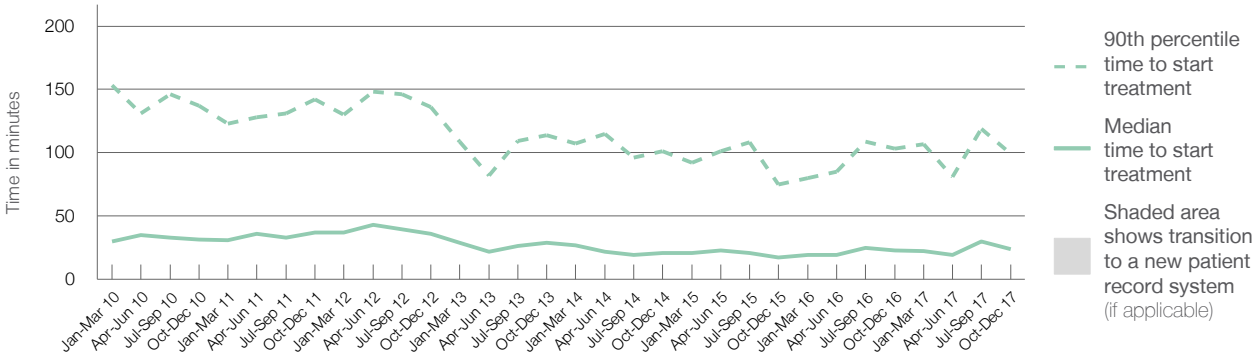
October to December 2017

| | Same period last year | NSW (this period) |
|---|---|---|
| Triage 5 Non-urgent (e.g. small cuts or abrasions) | | |
| Number of triage 5 patients: 1,499 | 1,081 | |
| Number of triage 5 patients used to calculate waiting time:[3] 1,134 | 816 | |
| Median time to start treatment[4] 24 minutes | 23 minutes | 23 minutes |
| 90th percentile time to start treatment[5] 99 minutes | 103 minutes | 103 minutes |

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




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




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

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

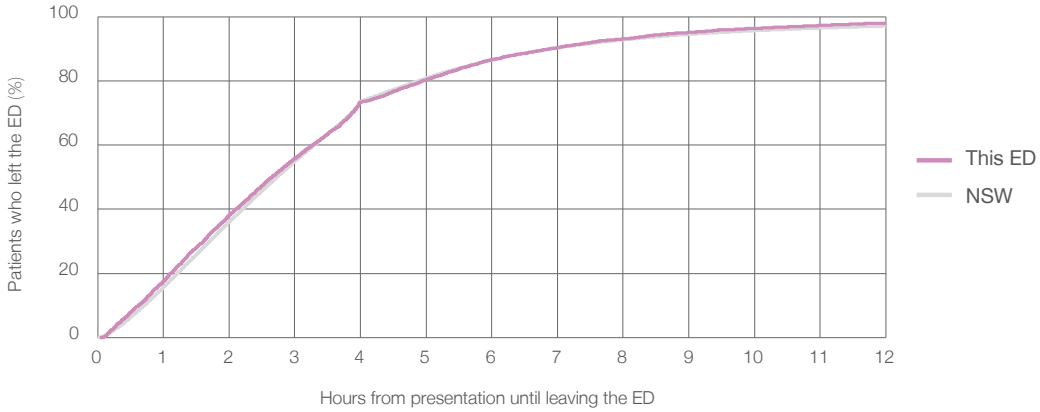
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

## **Belmont Hospital:** Time patients spent in the ED

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 6,300 patients | 6,292 | |
| Presentations used to calculate time to leaving the ED:[6] | 6,300 patients | 6,292 | |
| Median time spent in the ED [8] | 2 hours and 39 minutes | 2 hours and 29 minutes | 2 hours and 44 minutes |
| 90th percentile time spent in the ED [9] | 6 hours and 53 minutes | 5 hours and 39 minutes | 6 hours and 55 minutes |

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




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

| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to leaving the ED [8] (hours, minutes) | 2h 58m | 3h 5m | 2h 47m | 2h 30m | 2h 33m | 2h 16m | 2h 29m | 2h 39m |
| 90th percentile time to leaving the ED [9] (hours, minutes) | 7h 47m | 7h 41m | 7h 34m | 6h 58m | 6h 55m | 6h 15m | 5h 39m | 6h 53m |

(†) 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.

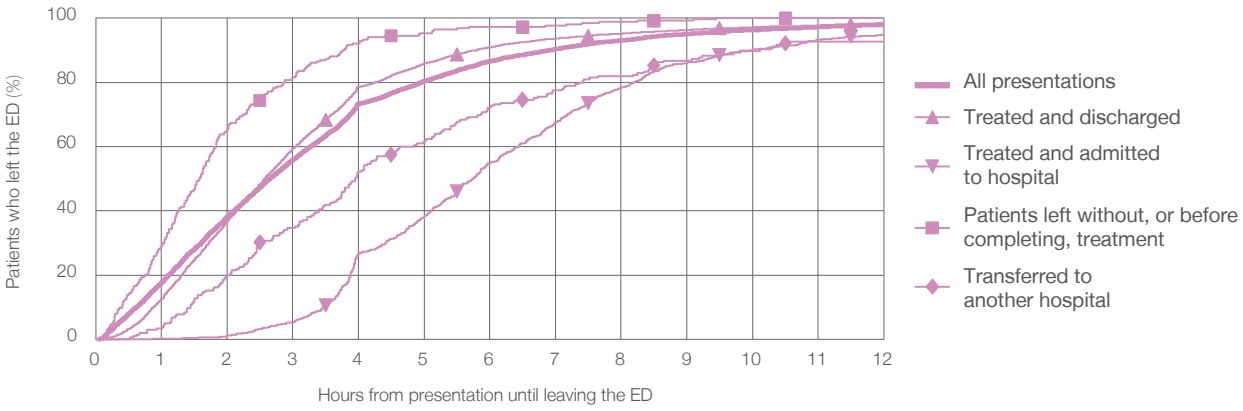
## **Belmont Hospital:** Time patients spent in the ED
## By mode of separation
October to December 2017

All presentations:[1] 6,300 patients

Presentations used to calculate time to leaving the ED: [6] 6,300 patients

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Treated and discharged | 4,404 (69.9%) | 4,140 | 6.4% |
| Treated and admitted to hospital | 829 (13.2%) | 947 | -12.5% |
| Patient left without, or before completing, treatment | 254 (4.0%) | 280 | -9.3% |
| Transferred to another hospital | 205 (3.3%) | 325 | -36.9% |
| Other | 608 (9.7%) | 600 | 1.3% |
| | | 6,292 | 0.1% |

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




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 12.6% | 36.9% | 59.4% | 78.7% | 91.0% | 95.2% | 97.2% | 98.5% |
| Treated and admitted to hospital | 0.2% | 1.1% | 5.2% | 26.8% | 54.9% | 78.4% | 90.2% | 94.9% |
| Patient left without, or before completing, treatment | 29.1% | 65.4% | 81.5% | 92.1% | 97.2% | 98.8% | 100% | 100% |
| Transferred to another hospital | 3.4% | 20.0% | 34.6% | 52.2% | 72.2% | 82.0% | 89.8% | 92.7% |
| All presentations | 17.7% | 38.2% | 55.9% | 73.4% | 86.6% | 93.1% | 96.3% | 98.0% |

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

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

## **Belmont Hospital:** Time spent in the ED

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations at the emergency department: [1] | 6,300 patients | 6,292 | 0.1% |
| Presentations used to calculate time to leaving the ED: [6] | 6,300 patients | 6,292 | 0.1% |
| Percentage of patients who spent four hours or less in the ED | 73.4% | 82.4% | |

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

| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Patients who spent four hours or less in the ED (%) | 64.0% | 63.0% | 67.2% | 72.0% | 75.1% | 79.8% | 82.4% | 73.4% |

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

**More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer**

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 5,066 patients | 5,133 | -1.3% |
| Emergency presentations:[2] | 4,950 patients | 4,970 | -0.4% |

## **Bowral and District Hospital:** Time patients waited to start treatment[3]

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 | Emergency (e.g. chest pain, severe burns): 375 patients | 312 | |
| Median time to start treatment[4] | 10 minutes | 9 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 20 minutes | 24 minutes | 23 minutes |
| Triage 3 | Urgent (e.g. moderate blood loss, dehydration): 1,628 patients | 1,522 | |
| Median time to start treatment[4] | 23 minutes | 18 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 77 minutes | 61 minutes | 65 minutes |
| Triage 4 | Semi-urgent (e.g. sprained ankle, earache): 2,280 patients | 2,348 | |
| Median time to start treatment[4] | 28 minutes | 19 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 110 minutes | 102 minutes | 99 minutes |
| Triage 5 | Non-urgent (e.g. small cuts or abrasions): 653 patients | 770 | |
| Median time to start treatment[4] | 28 minutes | 15 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 117 minutes | 91 minutes | 103 minutes |

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 5,066 patients | 5,133 | -1.3% |
| Percentage of patients who spent four hours or less in the ED | 78.9% | 85.6% | |

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

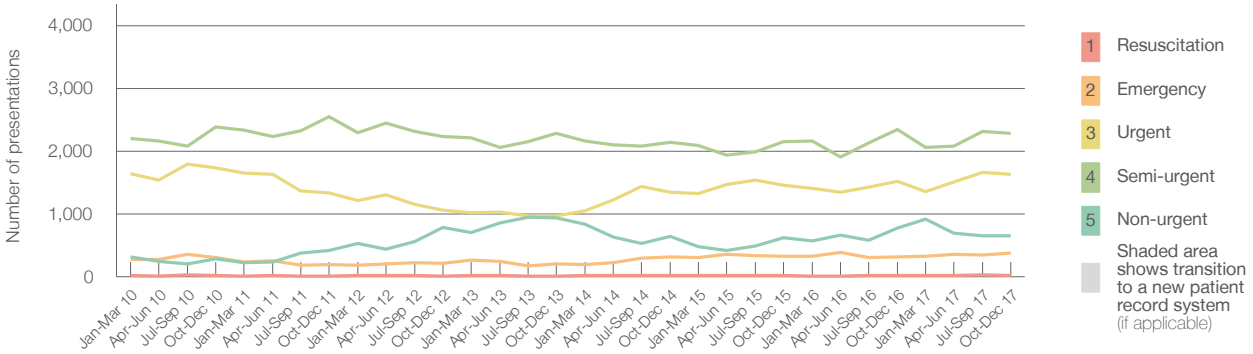
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 5,066 patients | 5,133 | -1.3% |
| Emergency presentations[2] by triage category: | 4,950 patients | 4,970 | -0.4% |
| 1 Resuscitation | 14 (0.3%) | 18 | -22.2% |
| 2 Emergency | 375 (7.6%) | 312 | 20.2% |
| 3 Urgent | 1,628 (32.9%) | 1,522 | 7.0% |
| 4 Semi-urgent | 2,280 (46.1%) | 2,348 | -2.9% |
| 5 Non-urgent | 653 (13.2%) | 770 | -15.2% |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Resuscitation | 15 | 10 | 11 | 12 | 14 | 19 | 18 | 14 |
| Emergency | 305 | 197 | 214 | 202 | 319 | 324 | 312 | 375 |
| Urgent | 1,733 | 1,331 | 1,062 | 969 | 1,346 | 1,462 | 1,522 | 1,628 |
| Semi-urgent | 2,389 | 2,544 | 2,233 | 2,283 | 2,142 | 2,150 | 2,348 | 2,280 |
| Non-urgent | 289 | 412 | 787 | 939 | 642 | 623 | 770 | 653 |
| All emergency presentations | 4,731 | 4,494 | 4,307 | 4,405 | 4,463 | 4,578 | 4,970 | 4,950 |

## Bowral and District Hospital: Patients arriving by ambulance

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time: [7] | 1,051 patients | 792 | |
| ED Transfer of care time | | | |
| Median time | 12 minutes | 11 minutes | 1 minute |
| 90th percentile time | 25 minutes | 21 minutes | 4 minutes |

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

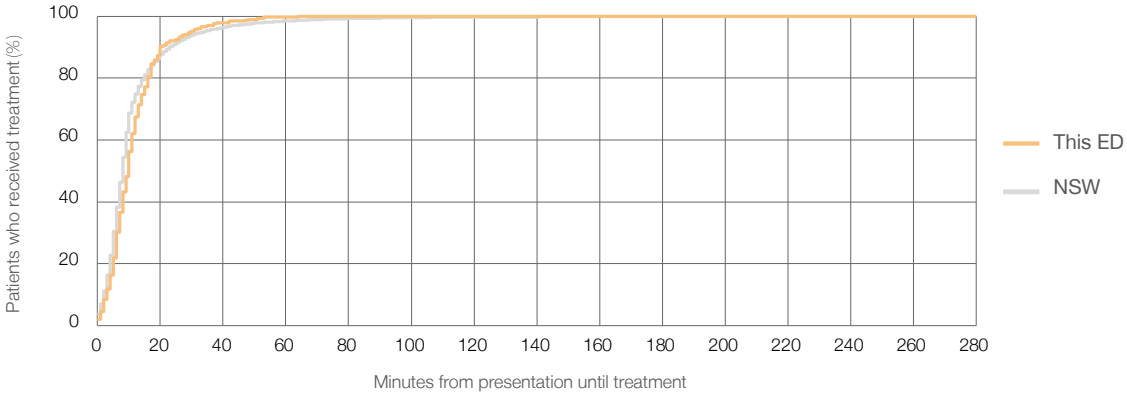
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

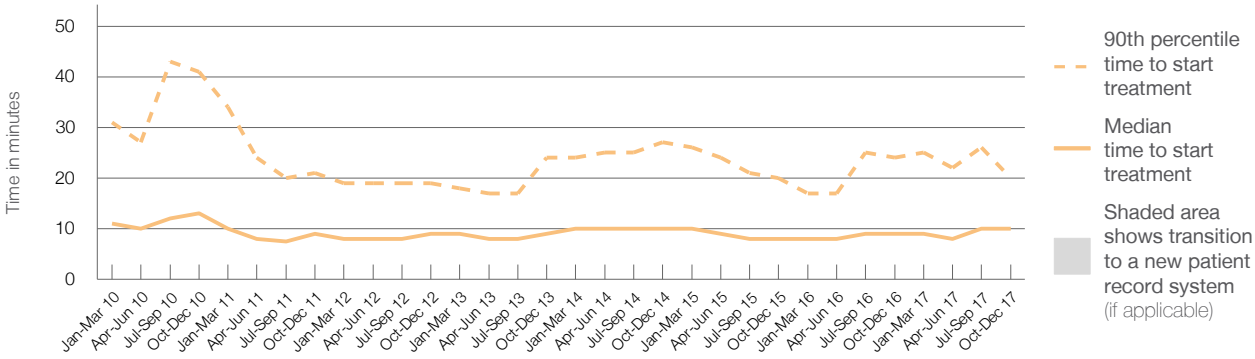
October to December 2017

| | Same period last year | NSW (this period) |
|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns) | | |
| Number of triage 2 patients: 375 | 312 | |
| Number of triage 2 patients used to calculate waiting time: [3] 375 | 312 | |
| Median time to start treatment [4] 10 minutes | 9 minutes | 8 minutes |
| 90th percentile time to start treatment [5] 20 minutes | 24 minutes | 23 minutes |

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




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




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

(†) 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.

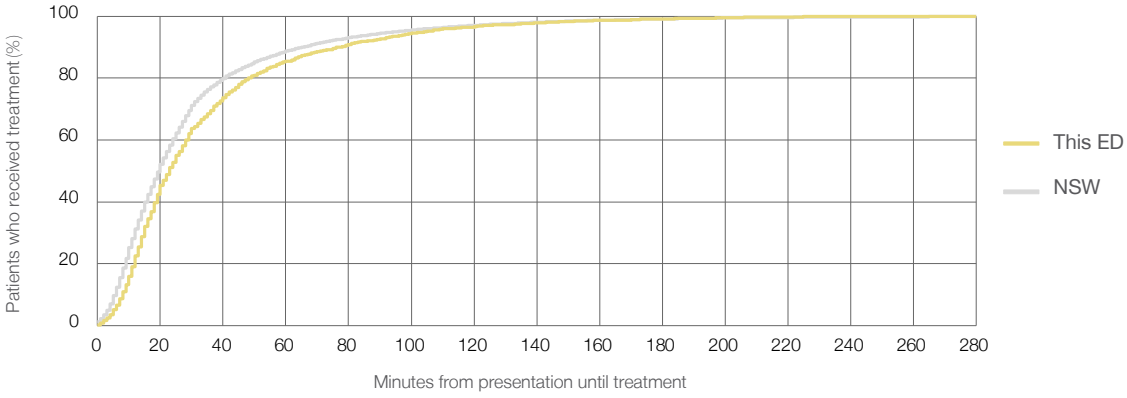
## Bowral and District Hospital: Time patients waited to start treatment, triage 3

October to December 2017

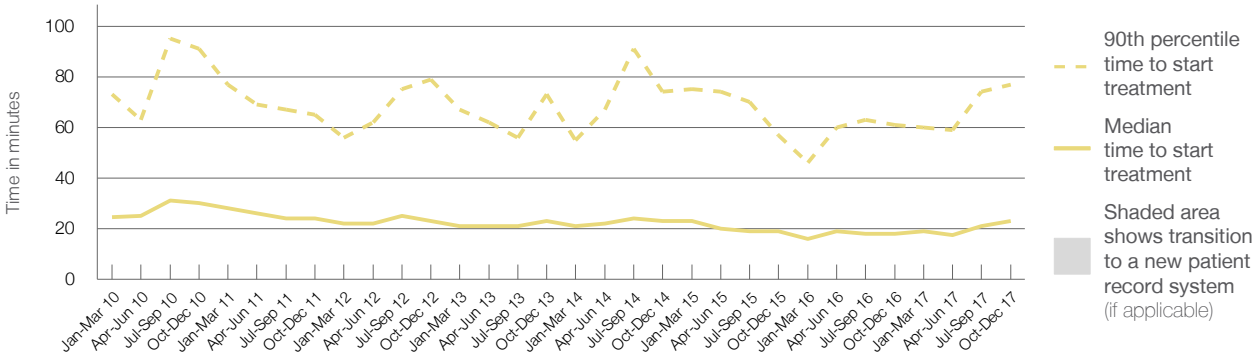
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 3 patients: | 1,628 | 1,522 | |
| Number of triage 3 patients used to calculate waiting time:[3] | 1,604 | 1,507 | |
| Median time to start treatment[4] | 23 minutes | 18 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 77 minutes | 61 minutes | 65 minutes |

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




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




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

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

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

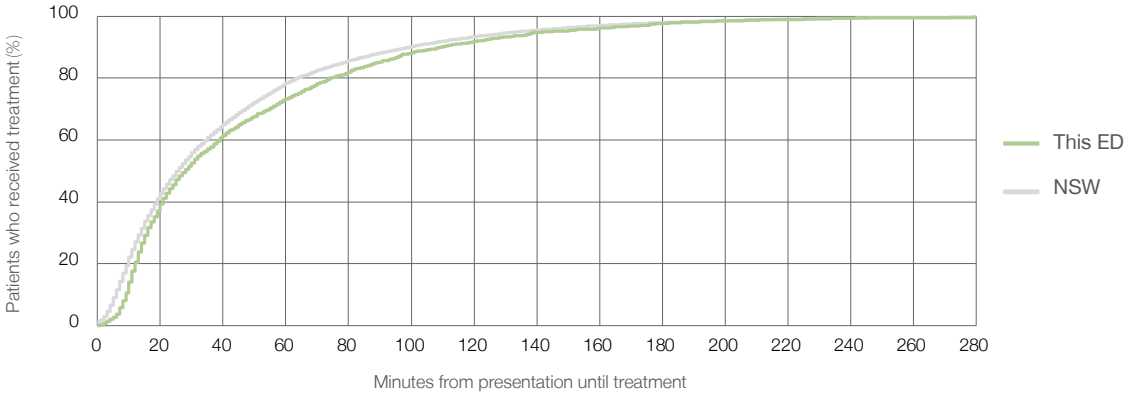
## **Bowral and District Hospital:** Time patients waited to start treatment, triage 4

October to December 2017

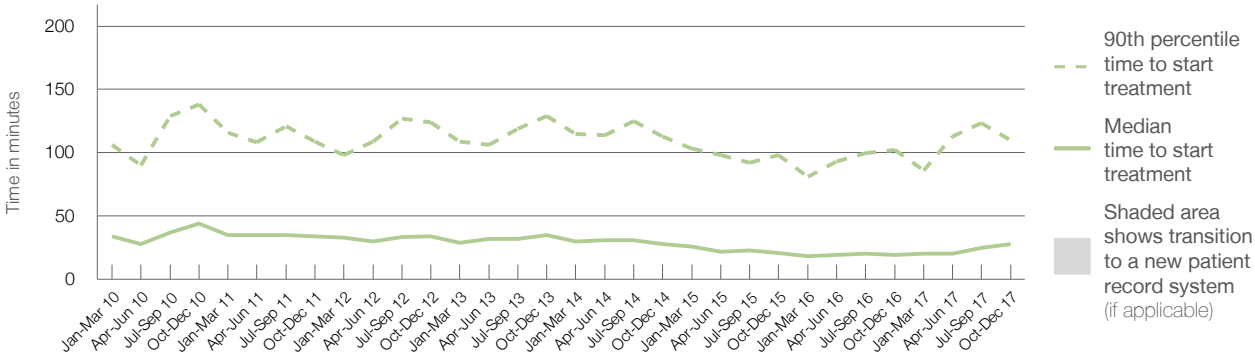
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 4 patients: | 2,280 | 2,348 | |
| Number of triage 4 patients used to calculate waiting time: [3] | 2,154 | 2,276 | |
| Median time to start treatment [4] | 28 minutes | 19 minutes | 26 minutes |
| 90th percentile time to start treatment [5] | 110 minutes | 102 minutes | 99 minutes |

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




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




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

(†) 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.

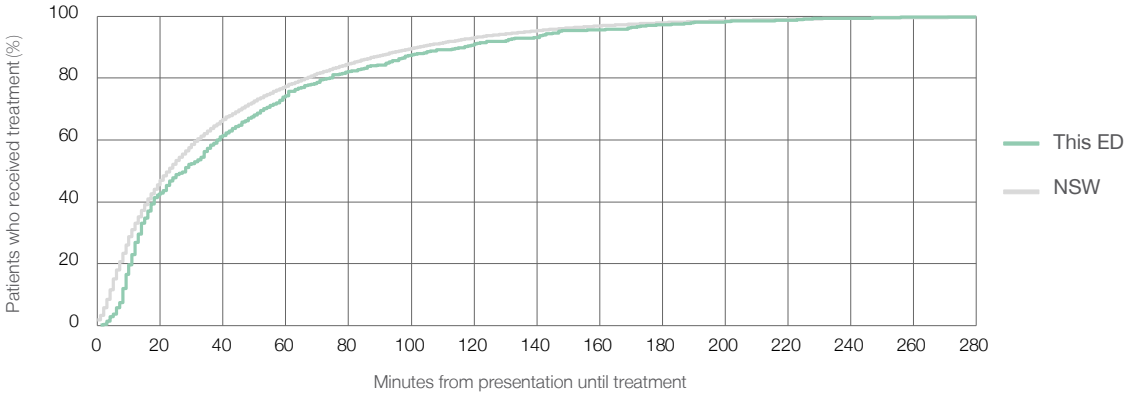
## Bowral and District Hospital: Time patients waited to start treatment, triage 5

October to December 2017

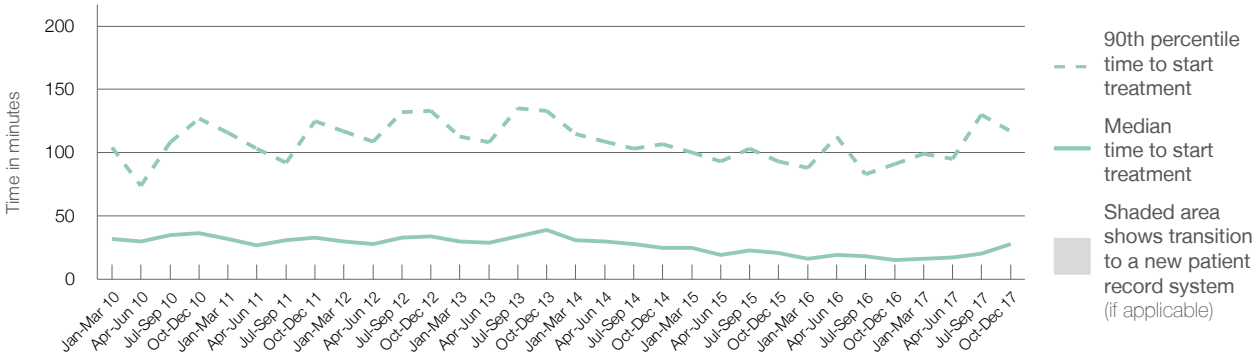
Triage 5 Non-urgent (e.g. small cuts or abrasions)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 5 patients: | 653 | 770 | |
| Number of triage 5 patients used to calculate waiting time: [3] | 558 | 702 | |
| Median time to start treatment [4] | 28 minutes | 15 minutes | 23 minutes |
| 90th percentile time to start treatment [5] | 117 minutes | 91 minutes | 103 minutes |

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




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




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

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

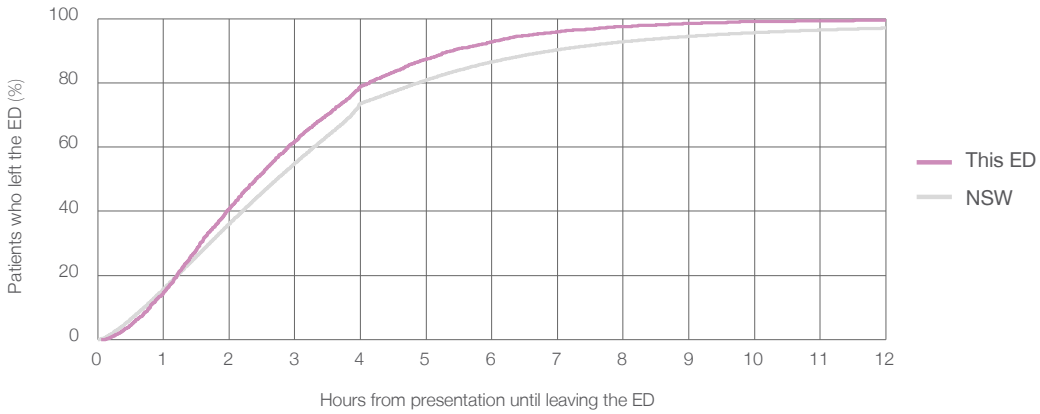
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

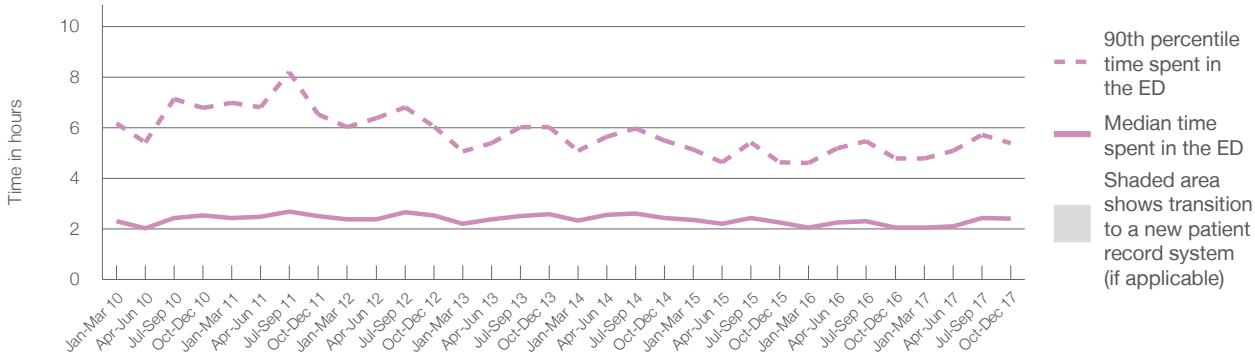
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 5,066 patients | 5,133 | |
| Presentations used to calculate time to leaving the ED:[6] | 5,066 patients | 5,133 | |
| Median time spent in the ED[8] | 2 hours and 25 minutes | 2 hours and 3 minutes | 2 hours and 44 minutes |
| 90th percentile time spent in the ED[9] | 5 hours and 24 minutes | 4 hours and 47 minutes | 6 hours and 55 minutes |

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




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




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

(†) 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.

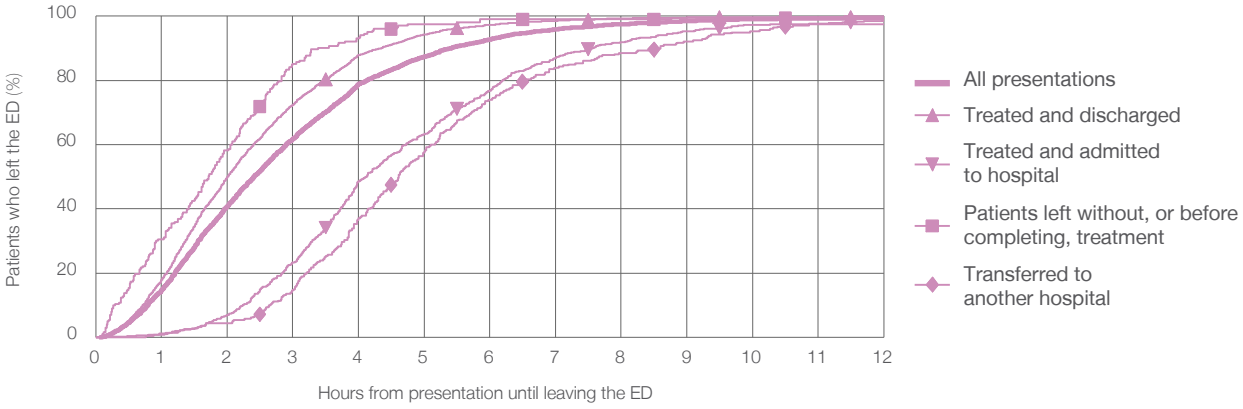
## **Bowral and District Hospital:** Time patients spent in the ED
### By mode of separation
October to December 2017

All presentations:[1] 5,066 patients

Presentations used to calculate time to leaving the ED: [6] 5,066 patients

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Treated and discharged | 3,730 (73.6%) | 3,990 | -6.5% |
| Treated and admitted to hospital | 825 (16.3%) | 795 | 3.8% |
| Patient left without, or before completing, treatment | 203 (4.0%) | 113 | 79.6% |
| Transferred to another hospital | 280 (5.5%) | 213 | 31.5% |
| Other | 28 (0.6%) | 22 | 27.3% |
| | | 5,133 | -1.3% |

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




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 17.9% | 50.1% | 72.5% | 87.9% | 97.3% | 99.3% | 99.7% | 99.8% |
| Treated and admitted to hospital | 0.7% | 6.9% | 23.3% | 48.6% | 76.8% | 91.9% | 97.2% | 98.7% |
| Patient left without, or before completing, treatment | 30.5% | 58.1% | 85.2% | 93.1% | 99.0% | 99.0% | 99.5% | 99.5% |
| Transferred to another hospital | 1.1% | 4.3% | 14.6% | 37.1% | 73.9% | 88.6% | 95.4% | 97.5% |
| All presentations | 14.8% | 40.9% | 61.8% | 78.9% | 92.8% | 97.5% | 99.1% | 99.5% |

(†) 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.

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

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

October to December 2017

| | Same period last year | Change since one year ago |
|---|---|---|
| All presentations at the emergency department: [1] 5,066 patients | 5,133 | -1.3% |
| Presentations used to calculate time to leaving the ED: [6] 5,066 patients | 5,133 | -1.3% |
| Percentage of patients who spent four hours or less in the ED: 78.9% | 85.6% | |

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

| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Patients who spent four hours or less in the ED (%) | 70.8% | 72.2% | 74.7% | 76.5% | 81.0% | 87.0% | 85.6% | 78.9% |

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

**More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer**

## **Broken Hill Base Hospital:** Emergency department (ED) overview

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 5,629 patients | 5,845 | -3.7% |
| Emergency presentations:[2] | 5,109 patients | 5,265 | -3.0% |

## **Broken Hill Base Hospital:** Time patients waited to start treatment[3]

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns): | 469 patients | 320 | |
| Median time to start treatment[4] | 8 minutes | 6 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 22 minutes | 13 minutes | 23 minutes |
| Triage 3 Urgent (e.g. moderate blood loss, dehydration): | 1,045 patients | 1,129 | |
| Median time to start treatment[4] | 15 minutes | 13 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 44 minutes | 41 minutes | 65 minutes |
| Triage 4 Semi-urgent (e.g. sprained ankle, earache): | 1,757 patients | 2,043 | |
| Median time to start treatment[4] | 19 minutes | 17 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 71 minutes | 62 minutes | 99 minutes |
| Triage 5 Non-urgent (e.g. small cuts or abrasions): | 1,816 patients | 1,757 | |
| Median time to start treatment[4] | 20 minutes | 17 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 85 minutes | 72 minutes | 103 minutes |

## **Broken Hill Base Hospital:** Time from presentation until leaving the ED

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 5,629 patients | 5,845 | -3.7% |
| Percentage of patients who spent four hours or less in the ED | 90.0% | 89.9% | |

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

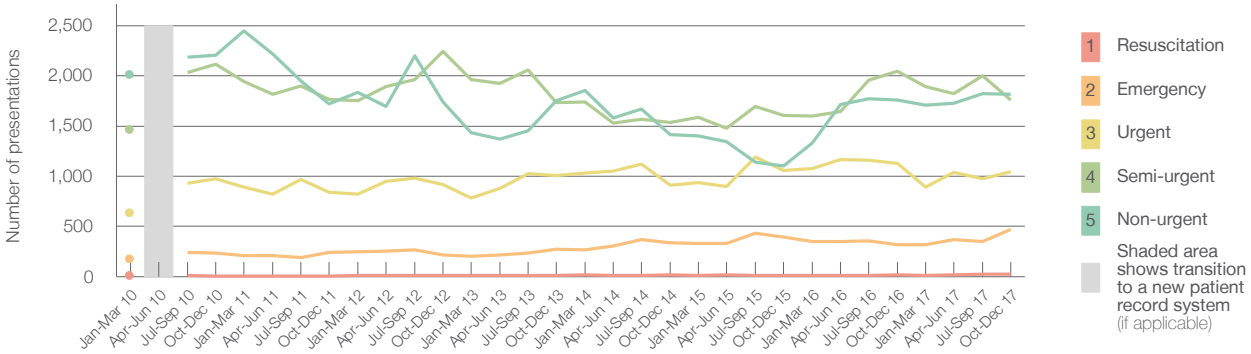
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

## Broken Hill Base Hospital: Patients presenting to the emergency department

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 5,629 patients | 5,845 | -3.7% |
| Emergency presentations[2] by triage category: | 5,109 patients | 5,265 | -3.0% |
| 1 Resuscitation | 22 (0.4%) | 16 | 37.5% |
| 2 Emergency | 469 (9.2%) | 320 | 46.6% |
| 3 Urgent | 1,045 (20.5%) | 1,129 | -7.4% |
| 4 Semi-urgent | 1,757 (34.4%) | 2,043 | -14.0% |
| 5 Non-urgent | 1,816 (35.5%) | 1,757 | 3.4% |

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




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

## Broken Hill Base Hospital: Patients arriving by ambulance

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time: [7] | 680 patients | 693 | |
| ED Transfer of care time | | | |
| Median time | 9 minutes | 10 minutes | -1 minute |
| 90th percentile time | 19 minutes | 23 minutes | -4 minutes |

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

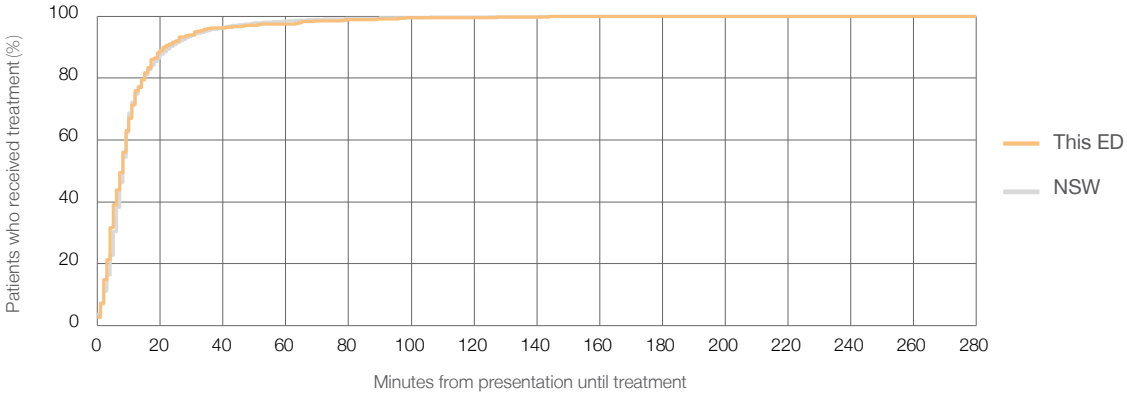
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

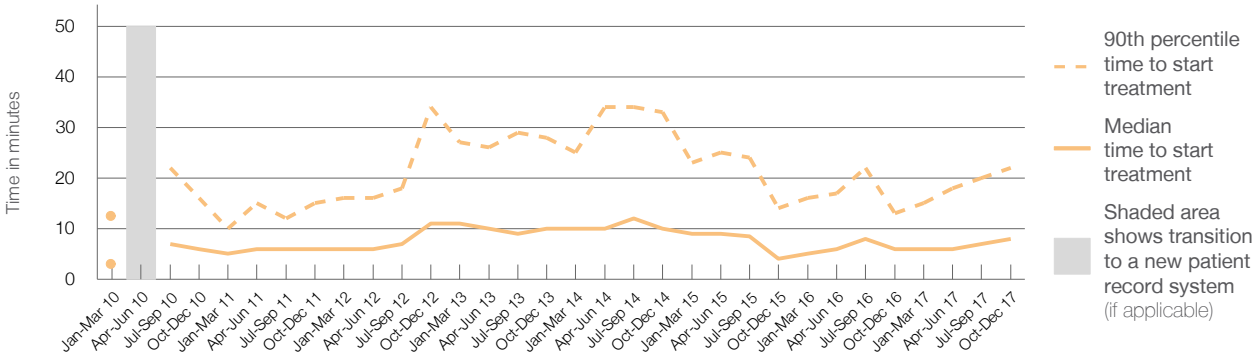
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 | Emergency (e.g. chest pain, severe burns) | | |
| Number of triage 2 patients: | 469 | 320 | |
| Number of triage 2 patients used to calculate waiting time: [3] | 468 | 318 | |
| Median time to start treatment [4] | 8 minutes | 6 minutes | 8 minutes |
| 90th percentile time to start treatment [5] | 22 minutes | 13 minutes | 23 minutes |

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




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




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

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

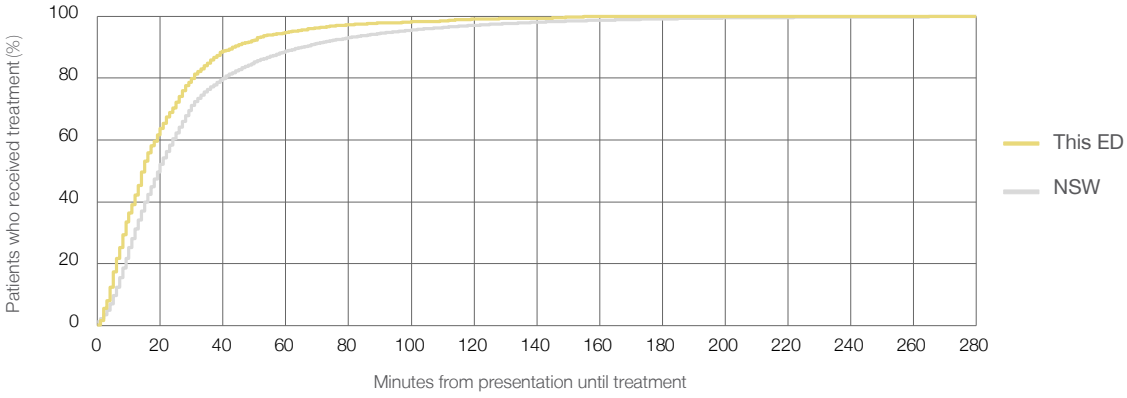
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

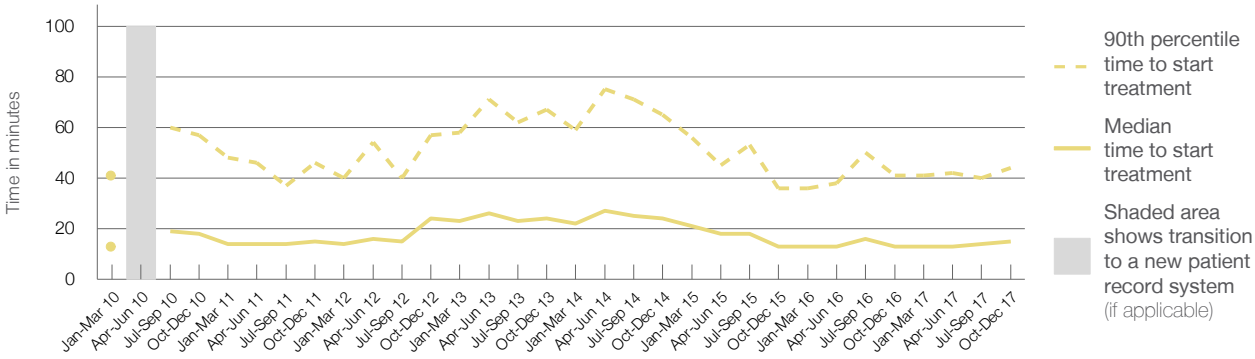
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 3 | Urgent (e.g. moderate blood loss, dehydration) | | |
| Number of triage 3 patients: | 1,045 | 1,129 | |
| Number of triage 3 patients used to calculate waiting time: [3] | 1,006 | 1,064 | |
| Median time to start treatment [4] | 15 minutes | 13 minutes | 20 minutes |
| 90th percentile time to start treatment [5] | 44 minutes | 41 minutes | 65 minutes |

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




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




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

(†) 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.

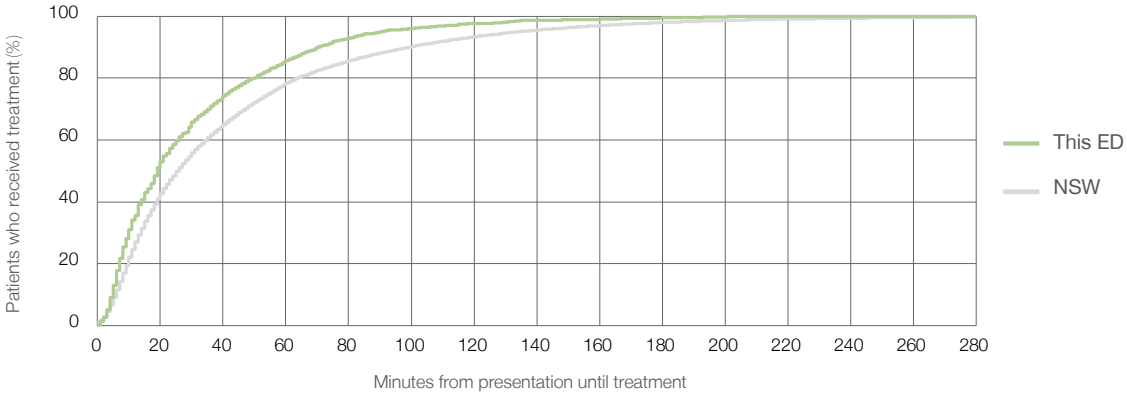
## Broken Hill Base Hospital: Time patients waited to start treatment, triage 4

October to December 2017

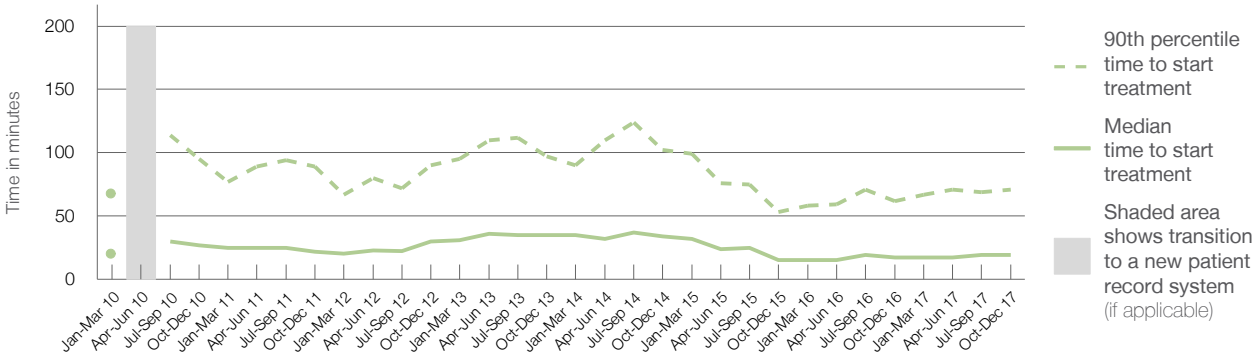
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 4 patients: | 1,757 | 2,043 | |
| Number of triage 4 patients used to calculate waiting time:[3] | 1,129 | 1,270 | |
| Median time to start treatment[4] | 19 minutes | 17 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 71 minutes | 62 minutes | 99 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 27 | 22 | 30 | 35 | 34 | 15 | 17 | 19 |
| 90th percentile time to start treatment[5] (minutes) | 95 | 89 | 90 | 97 | 102 | 53 | 62 | 71 |

(†) 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.

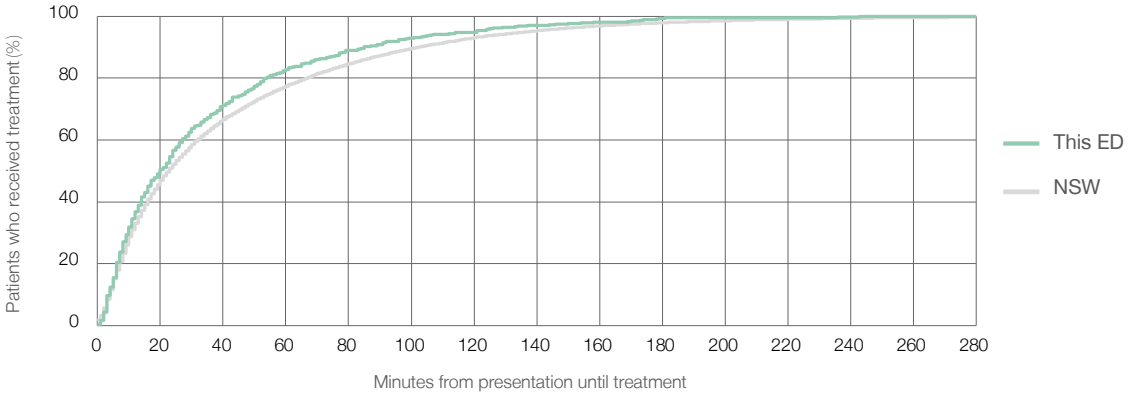
## Broken Hill Base Hospital: Time patients waited to start treatment, triage 5

October to December 2017

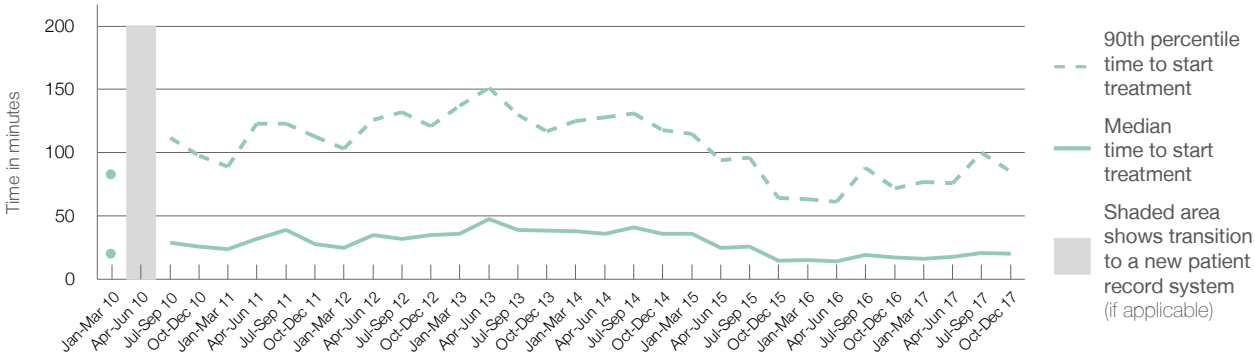
Triage 5 Non-urgent (e.g. small cuts or abrasions)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 5 patients: | 1,816 | 1,757 | |
| Number of triage 5 patients used to calculate waiting time: [3] | 682 | 603 | |
| Median time to start treatment [4] | 20 minutes | 17 minutes | 23 minutes |
| 90th percentile time to start treatment [5] | 85 minutes | 72 minutes | 103 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to start treatment [4] (minutes) | 26 | 28 | 35 | 39 | 36 | 15 | 17 | 20 |
| 90th percentile time to start treatment [5] (minutes) | 98 | 113 | 121 | 117 | 118 | 64 | 72 | 85 |

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

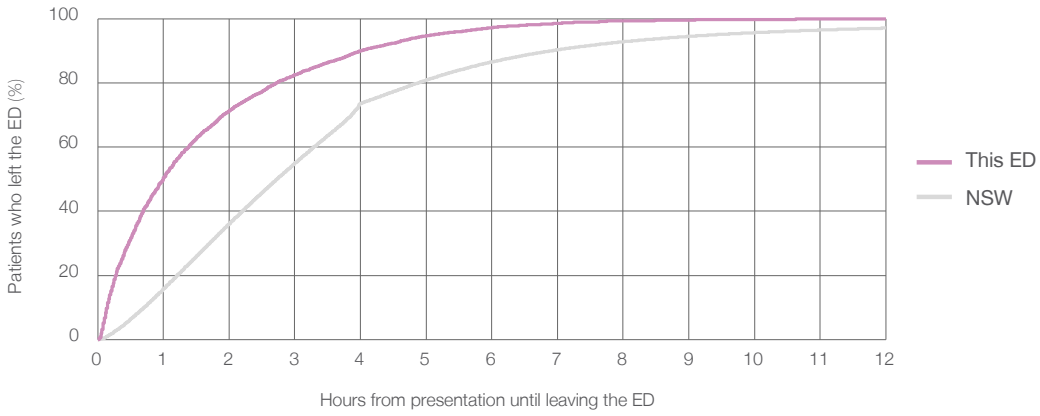
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

## Broken Hill Base Hospital: Time patients spent in the ED

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 5,629 patients | 5,845 | |
| Presentations used to calculate time to leaving the ED:[6] | 5,629 patients | 5,845 | |
| Median time spent in the ED[8] | 1 hours and 0 minutes | 1 hours and 2 minutes | 2 hours and 44 minutes |
| 90th percentile time spent in the ED[9] | 4 hours and 1 minutes | 4 hours and 2 minutes | 6 hours and 55 minutes |

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




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

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

(†) 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.

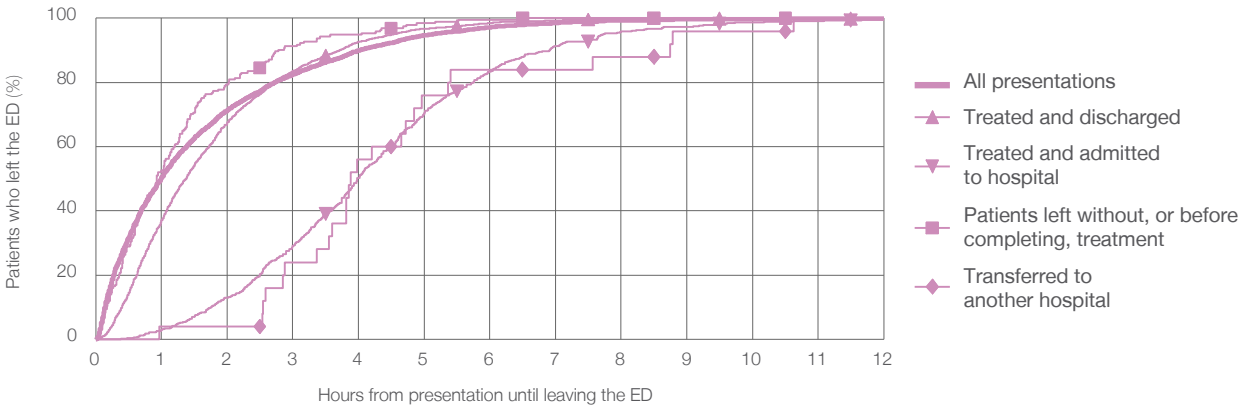
## Broken Hill Base Hospital: Time patients spent in the ED
### By mode of separation
October to December 2017

All presentations:[1] 5,629 patients

Presentations used to calculate time to leaving the ED:[6] 5,629 patients

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Treated and discharged | 2,927 (52.0%) | 2,910 | 0.6% |
| Treated and admitted to hospital | 651 (11.6%) | 648 | 0.5% |
| Patient left without, or before completing, treatment | 194 (3.4%) | 182 | 6.6% |
| Transferred to another hospital | 25 (0.4%) | 15 | 66.7% |
| Other | 1,832 (32.5%) | 2,090 | -12.3% |
| | | 5,845 | -3.7% |

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




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 37.1% | 67.5% | 83.5% | 92.7% | 98.5% | 99.7% | 99.9% | 99.9% |
| Treated and admitted to hospital | 2.9% | 12.9% | 29.0% | 50.2% | 83.4% | 95.9% | 98.8% | 99.5% |
| Patient left without, or before completing, treatment | 52.6% | 79.4% | 91.2% | 94.8% | 99.5% | 100% | 100% | 100% |
| Transferred to another hospital | 4.0% | 4.0% | 24.0% | 56.0% | 84.0% | 88.0% | 96.0% | 100% |
| All presentations | 50.4% | 71.4% | 82.5% | 90.0% | 97.2% | 99.3% | 99.8% | 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.

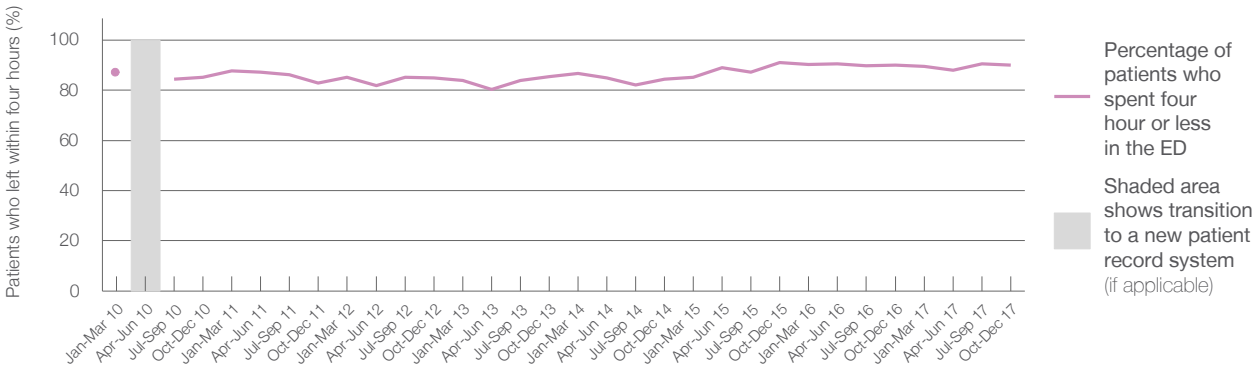
## Broken Hill Base Hospital: Time spent in the ED

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations at the emergency department: [1] | 5,629 patients | 5,845 | -3.7% |
| Presentations used to calculate time to leaving the ED: [6] | 5,629 patients | 5,845 | -3.7% |
| Percentage of patients who spent four hours or less in the ED | 90.0% | 89.9% | |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Patients who spent four hours or less in the ED (%) | 85.0% | 82.8% | 84.9% | 85.5% | 84.4% | 90.9% | 89.9% | 90.0% |

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

**More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer**

## **Goulburn Base Hospital:** Emergency department (ED) overview

October to December 2017

| | Same period last year | Change since one year ago |
|---|---|---|
| All presentations:[1] 4,812 patients | 4,660 | 3.3% |
| Emergency presentations:[2] 4,500 patients | 4,399 | 2.3% |

## **Goulburn Base Hospital:** Time patients waited to start treatment[3]

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 | Emergency (e.g. chest pain, severe burns): 533 patients | 448 | |
| Median time to start treatment[4] | 9 minutes | 8 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 20 minutes | 23 minutes | 23 minutes |
| Triage 3 | Urgent (e.g. moderate blood loss, dehydration): 1,931 patients | 1,722 | |
| Median time to start treatment[4] | 22 minutes | 21 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 82 minutes | 68 minutes | 65 minutes |
| Triage 4 | Semi-urgent (e.g. sprained ankle, earache): 1,715 patients | 1,922 | |
| Median time to start treatment[4] | 31 minutes | 29 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 119 minutes | 118 minutes | 99 minutes |
| Triage 5 | Non-urgent (e.g. small cuts or abrasions): 294 patients | 285 | |
| Median time to start treatment[4] | 29 minutes | 24 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 107 minutes | 106 minutes | 103 minutes |

## **Goulburn Base Hospital:** Time from presentation until leaving the ED

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] 4,812 patients | | 4,660 | 3.3% |
| Percentage of patients who spent four hours or less in the ED | 78.3% | 80.4% | |

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

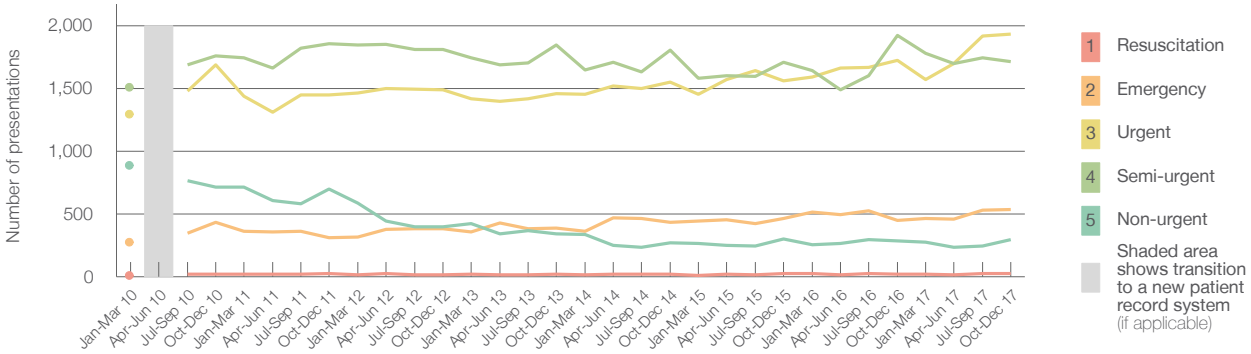
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 4,812 patients | 4,660 | 3.3% |
| Emergency presentations[2] by triage category: | 4,500 patients | 4,399 | 2.3% |
| 1 Resuscitation | 27 (0.6%) | 22 | 22.7% |
| 2 Emergency | 533 (11.8%) | 448 | 19.0% |
| 3 Urgent | 1,931 (42.9%) | 1,722 | 12.1% |
| 4 Semi-urgent | 1,715 (38.1%) | 1,922 | -10.8% |
| 5 Non-urgent | 294 (6.5%) | 285 | 3.2% |

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




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

## Goulburn Base Hospital: Patients arriving by ambulance

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time: [7] | 954 patients | 846 | |
| ED Transfer of care time | | | |
| Median time | 12 minutes | 13 minutes | -1 minute |
| 90th percentile time | 28 minutes | 29 minutes | -1 minute |

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

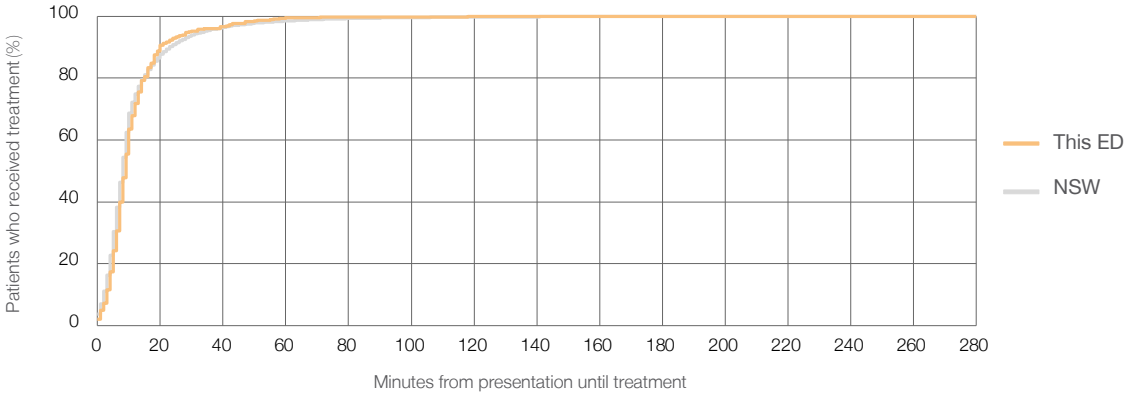
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

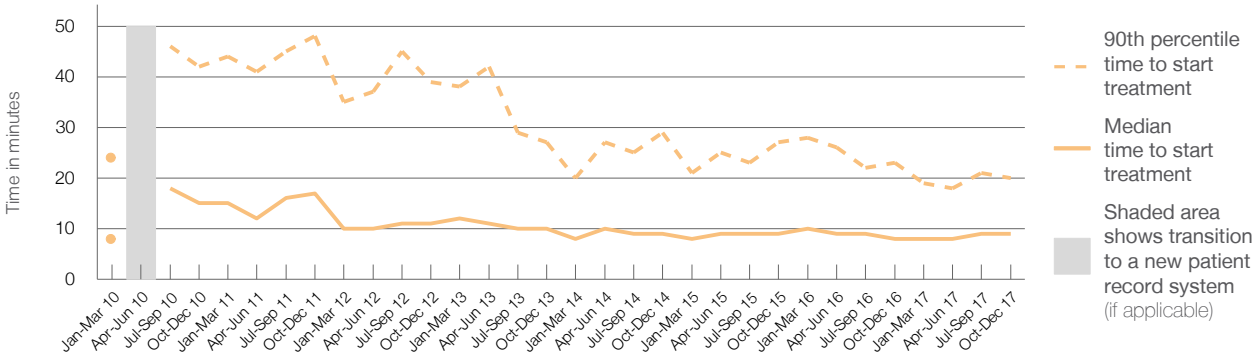
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns) | | | |
| Number of triage 2 patients: | 533 | 448 | |
| Number of triage 2 patients used to calculate waiting time: [3] | 532 | 448 | |
| Median time to start treatment [4] | 9 minutes | 8 minutes | 8 minutes |
| 90th percentile time to start treatment [5] | 20 minutes | 23 minutes | 23 minutes |

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




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




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

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

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

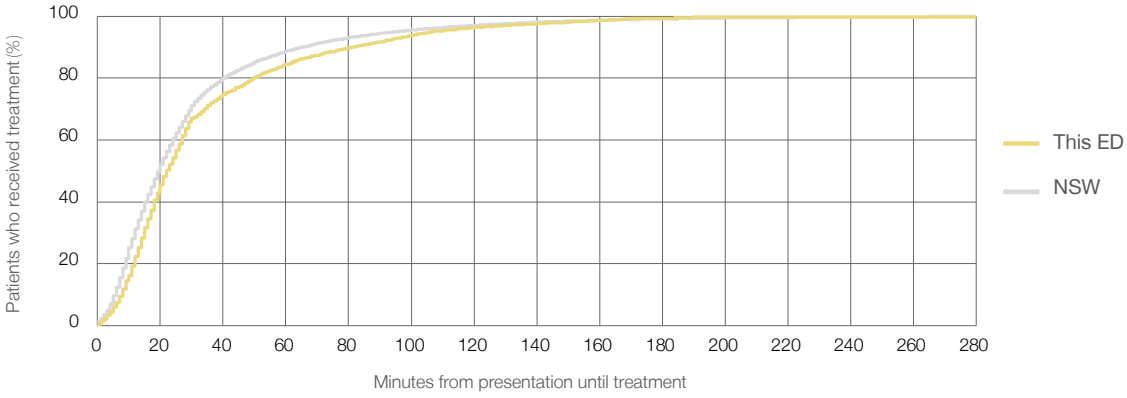
## Goulburn Base Hospital: Time patients waited to start treatment, triage 3

October to December 2017

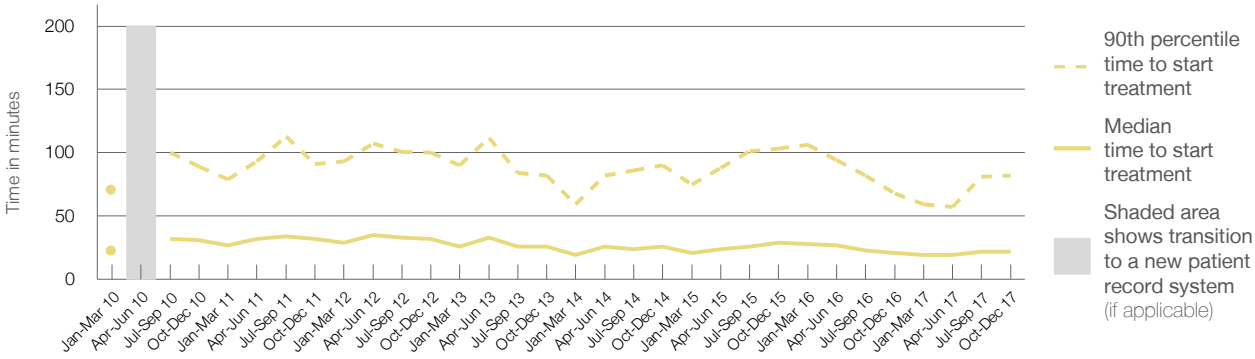
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 3 patients: | 1,931 | 1,722 | |
| Number of triage 3 patients used to calculate waiting time:[3] | 1,889 | 1,683 | |
| Median time to start treatment[4] | 22 minutes | 21 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 82 minutes | 68 minutes | 65 minutes |

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




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




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

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

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

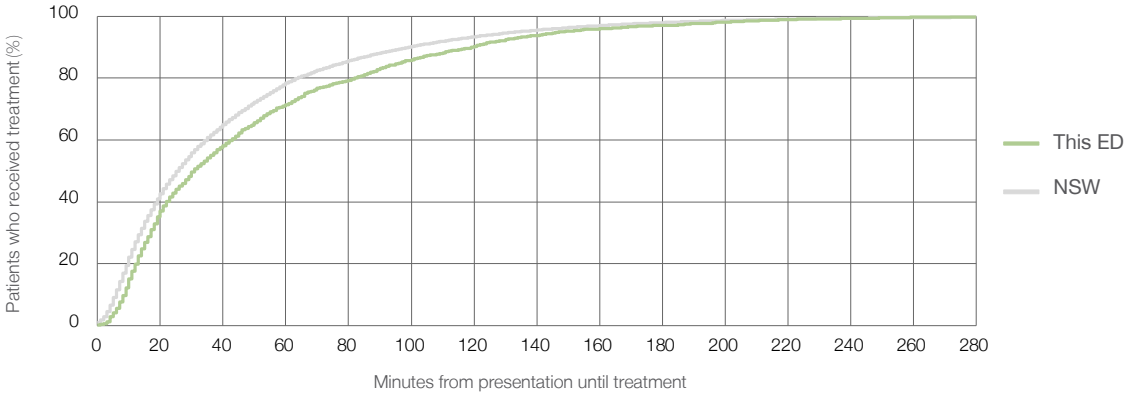
## Goulburn Base Hospital: Time patients waited to start treatment, triage 4

October to December 2017

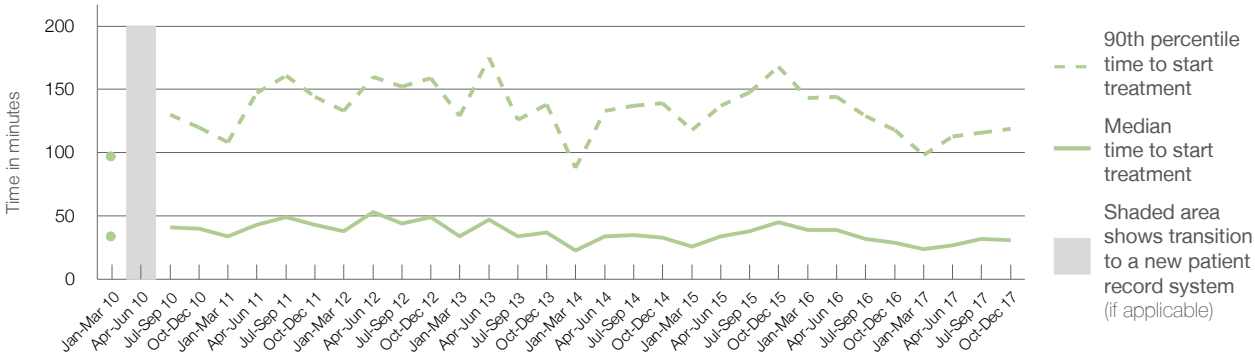
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 4 patients: | 1,715 | 1,922 | |
| Number of triage 4 patients used to calculate waiting time: [3] | 1,585 | 1,767 | |
| Median time to start treatment [4] | 31 minutes | 29 minutes | 26 minutes |
| 90th percentile time to start treatment [5] | 119 minutes | 118 minutes | 99 minutes |

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




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




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

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

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

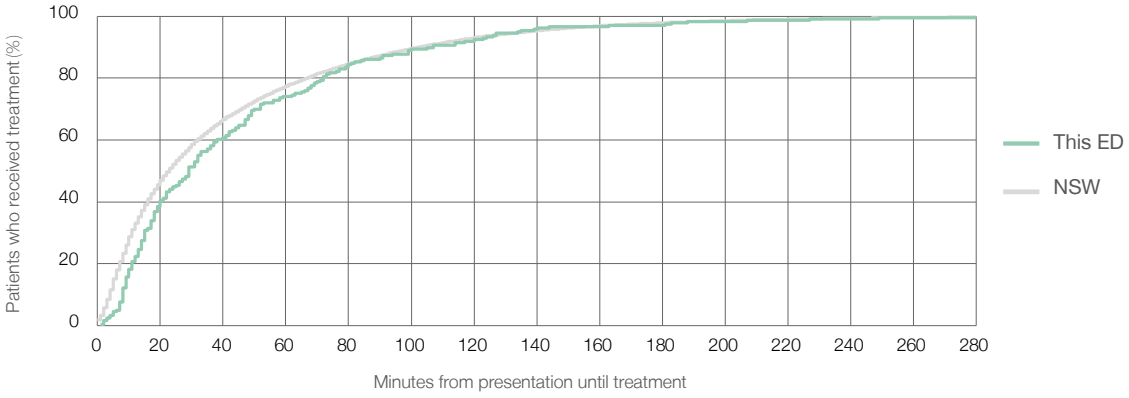
## Goulburn Base Hospital: Time patients waited to start treatment, triage 5

October to December 2017

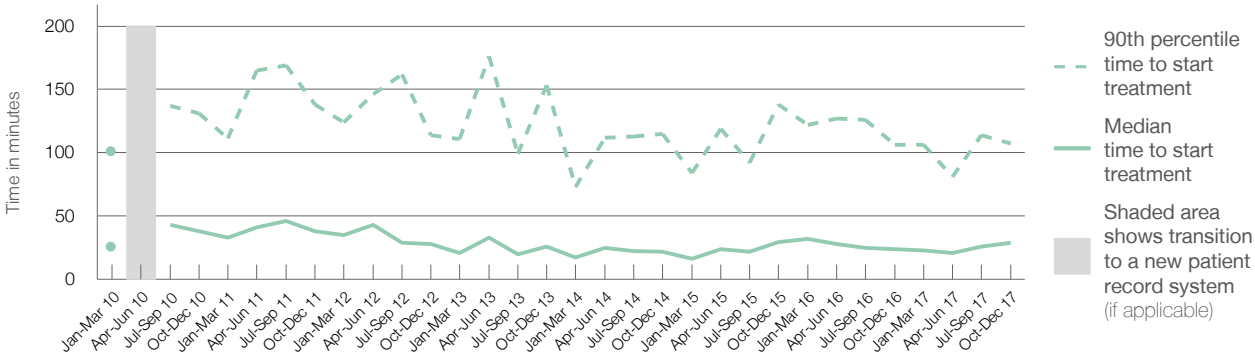
Triage 5 Non-urgent (e.g. small cuts or abrasions)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 5 patients: | 294 | 285 | |
| Number of triage 5 patients used to calculate waiting time: [3] | 236 | 227 | |
| Median time to start treatment [4] | 29 minutes | 24 minutes | 23 minutes |
| 90th percentile time to start treatment [5] | 107 minutes | 106 minutes | 103 minutes |

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




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




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

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

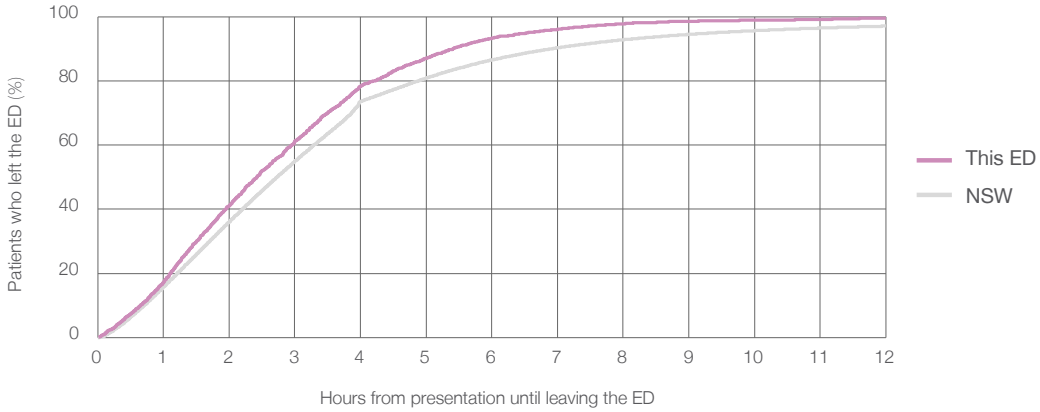
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 4,812 patients | 4,660 | |
| Presentations used to calculate time to leaving the ED:[6] | 4,812 patients | 4,660 | |
| Median time spent in the ED[8] | 2 hours and 25 minutes | 2 hours and 26 minutes | 2 hours and 44 minutes |
| 90th percentile time spent in the ED[9] | 5 hours and 24 minutes | 5 hours and 9 minutes | 6 hours and 55 minutes |

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




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

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

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

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

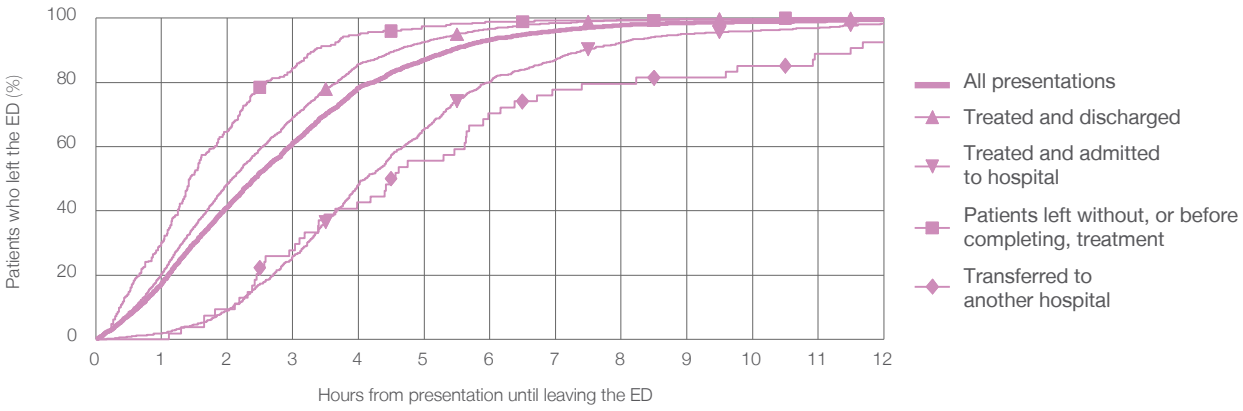
## **Goulburn Base Hospital:** Time patients spent in the ED
## By mode of separation
October to December 2017

All presentations:[1] 4,812 patients

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

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Treated and discharged | 3,491 (72.5%) | 3,367 | 3.7% |
| Treated and admitted to hospital | 956 (19.9%) | 943 | 1.4% |
| Patient left without, or before completing, treatment | 279 (5.8%) | 280 | -0.4% |
| Transferred to another hospital | 54 (1.1%) | 54 | 0.0% |
| Other | 32 (0.7%) | 16 | 100.0% |
| | | 4,660 | 3.3% |

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




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

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

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

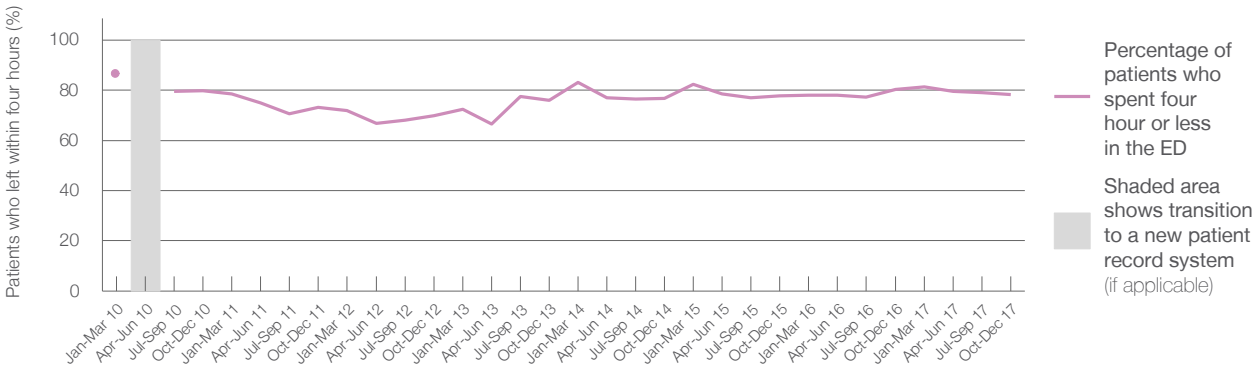
## Goulburn Base Hospital: Time spent in the ED

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

October to December 2017

| | Same period last year | Change since one year ago |
|---|---|---|
| All presentations at the emergency department: [1] 4,812 patients | 4,660 | 3.3% |
| Presentations used to calculate time to leaving the ED: [6] 4,812 patients | 4,660 | 3.3% |
| Percentage of patients who spent four hours or less in the ED: 78.3% | 80.4% | |

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




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

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 6,679 patients | 6,313 | 5.8% |
| Emergency presentations:[2] | 6,180 patients | 5,793 | 6.7% |

## Grafton Base Hospital: Time patients waited to start treatment[3]

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns): | 554 patients | 563 | |
| Median time to start treatment[4] | 9 minutes | 8 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 24 minutes | 20 minutes | 23 minutes |
| Triage 3 Urgent (e.g. moderate blood loss, dehydration): | 1,688 patients | 1,901 | |
| Median time to start treatment[4] | 19 minutes | 18 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 56 minutes | 51 minutes | 65 minutes |
| Triage 4 Semi-urgent (e.g. sprained ankle, earache): | 2,845 patients | 2,590 | |
| Median time to start treatment[4] | 34 minutes | 29 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 103 minutes | 88 minutes | 99 minutes |
| Triage 5 Non-urgent (e.g. small cuts or abrasions): | 1,065 patients | 721 | |
| Median time to start treatment[4] | 33 minutes | 32 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 110 minutes | 92 minutes | 103 minutes |

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 6,679 patients | 6,313 | 5.8% |
| Percentage of patients who spent four hours or less in the ED | 78.0% | 80.8% | |

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

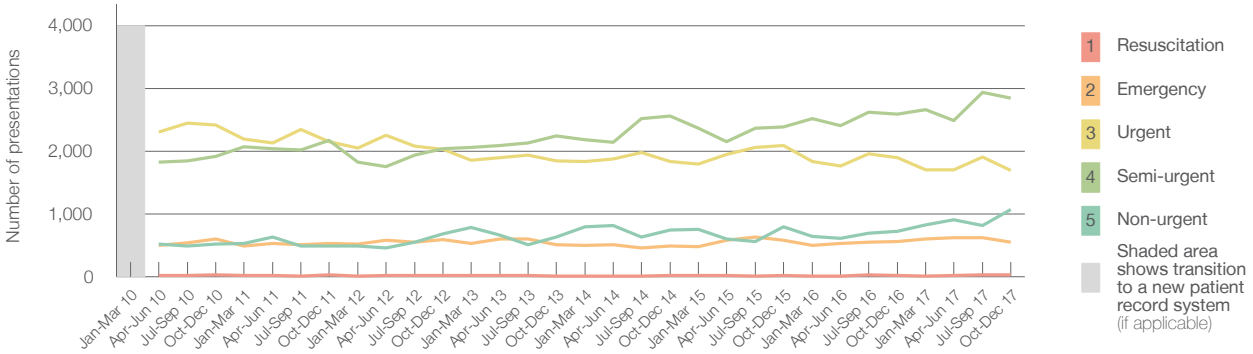
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 6,679 patients | 6,313 | 5.8% |
| Emergency presentations[2] by triage category: | 6,180 patients | 5,793 | 6.7% |
| 1 Resuscitation | 28 (0.5%) | 18 | 55.6% |
| 2 Emergency | 554 (9.0%) | 563 | -1.6% |
| 3 Urgent | 1,688 (27.3%) | 1,901 | -11.2% |
| 4 Semi-urgent | 2,845 (46.0%) | 2,590 | 9.8% |
| 5 Non-urgent | 1,065 (17.2%) | 721 | 47.7% |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Resuscitation | 28 | 30 | 24 | 8 | 19 | 16 | 18 | 28 |
| Emergency | 602 | 529 | 593 | 513 | 484 | 579 | 563 | 554 |
| Urgent | 2,413 | 2,148 | 2,030 | 1,848 | 1,838 | 2,085 | 1,901 | 1,688 |
| Semi-urgent | 1,921 | 2,176 | 2,035 | 2,241 | 2,564 | 2,383 | 2,590 | 2,845 |
| Non-urgent | 516 | 486 | 677 | 634 | 746 | 792 | 721 | 1,065 |
| All emergency presentations | 5,480 | 5,369 | 5,359 | 5,244 | 5,651 | 5,855 | 5,793 | 6,180 |

## Grafton Base Hospital: Patients arriving by ambulance

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time: [7] | 580 patients | 586 | |
| ED Transfer of care time | | | |
| Median time | 13 minutes | 13 minutes | 0 minutes |
| 90th percentile time | 28 minutes | 28 minutes | 0 minutes |

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

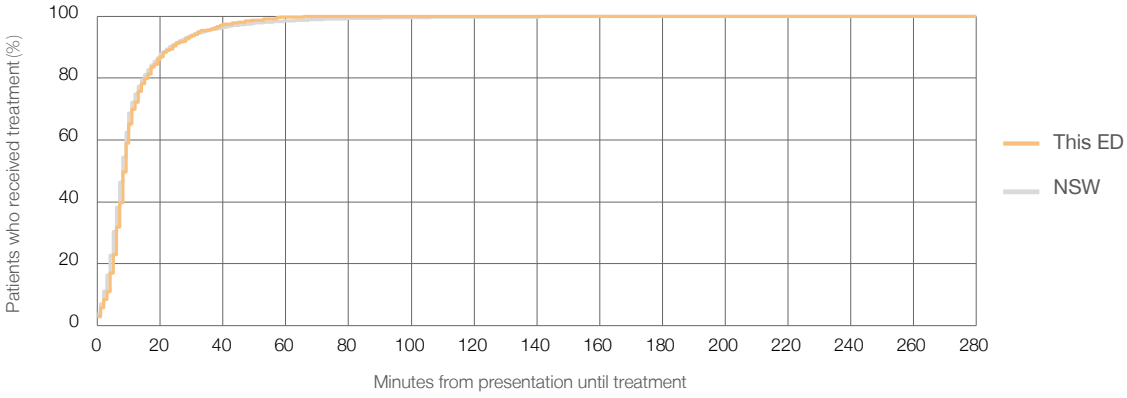
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

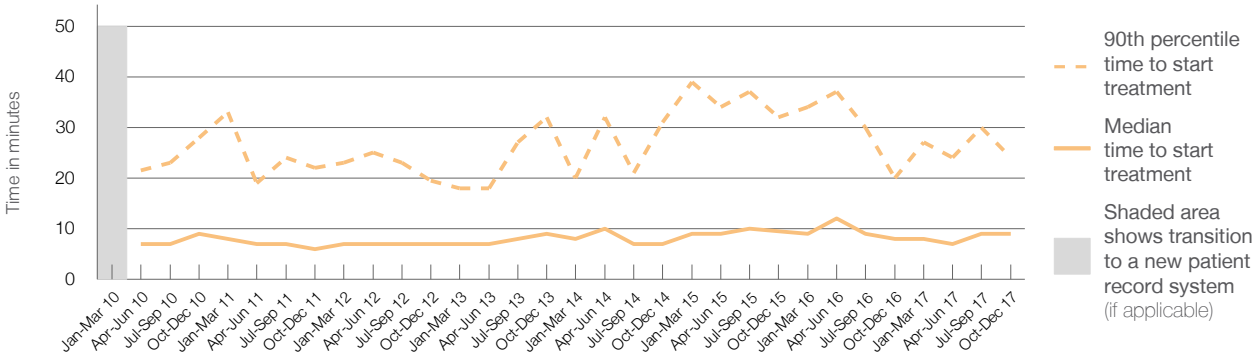
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 | Emergency (e.g. chest pain, severe burns) | | |
| Number of triage 2 patients: | 554 | 563 | |
| Number of triage 2 patients used to calculate waiting time: [3] | 551 | 561 | |
| Median time to start treatment [4] | 9 minutes | 8 minutes | 8 minutes |
| 90th percentile time to start treatment [5] | 24 minutes | 20 minutes | 23 minutes |

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




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




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

(†) 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.

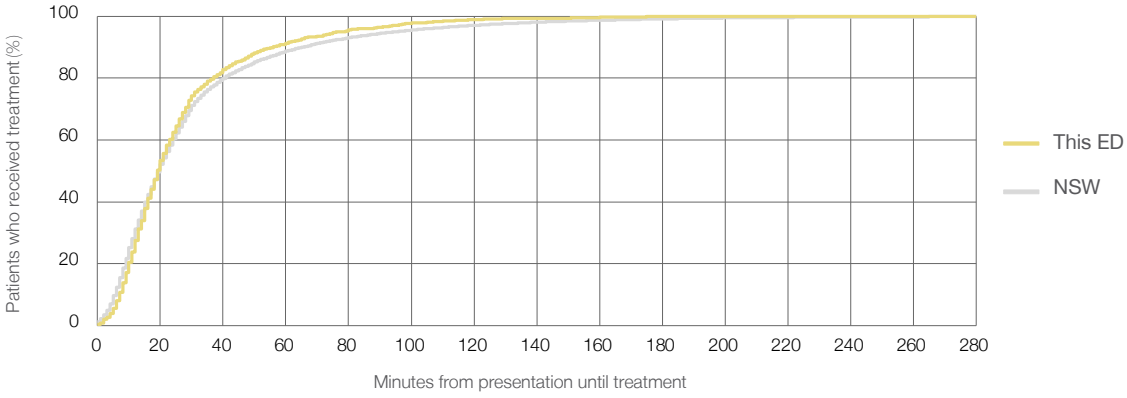
## Grafton Base Hospital: Time patients waited to start treatment, triage 3

October to December 2017

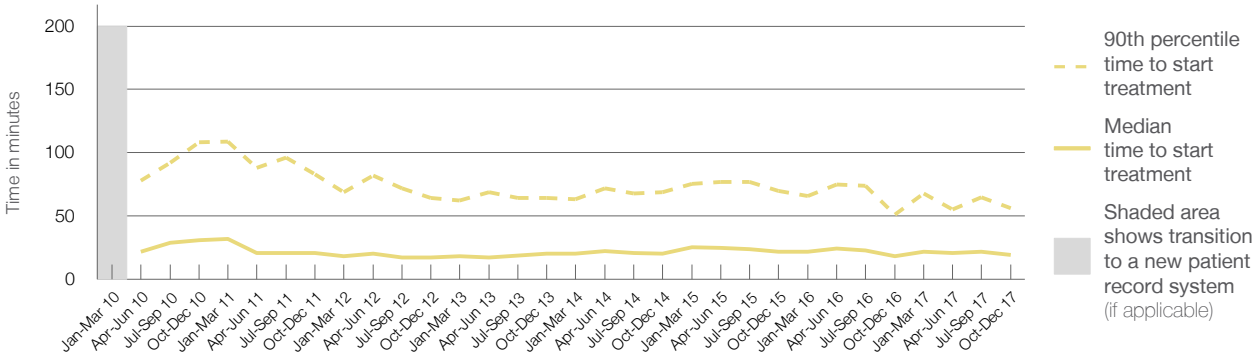
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

| | Same period last year | NSW (this period) |
|---|---|---|
| Number of triage 3 patients: 1,688 | 1,901 | |
| Number of triage 3 patients used to calculate waiting time:[3] 1,657 | 1,868 | |
| Median time to start treatment[4] 19 minutes | 18 minutes | 20 minutes |
| 90th percentile time to start treatment[5] 56 minutes | 51 minutes | 65 minutes |

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




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




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

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

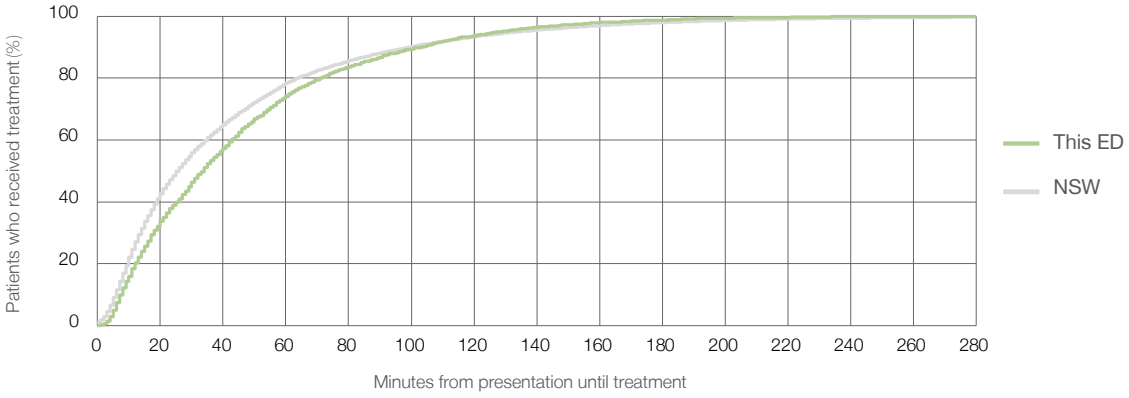
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

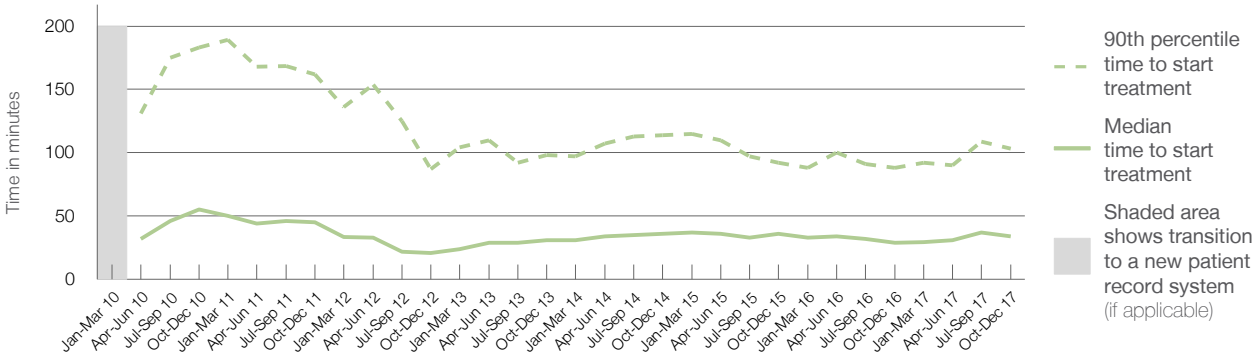
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 4 | Semi-urgent (e.g. sprained ankle, earache) | | |
| Number of triage 4 patients: | 2,845 | 2,590 | |
| Number of triage 4 patients used to calculate waiting time: [3] | 2,717 | 2,476 | |
| Median time to start treatment [4] | 34 minutes | 29 minutes | 26 minutes |
| 90th percentile time to start treatment [5] | 103 minutes | 88 minutes | 99 minutes |

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




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




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

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

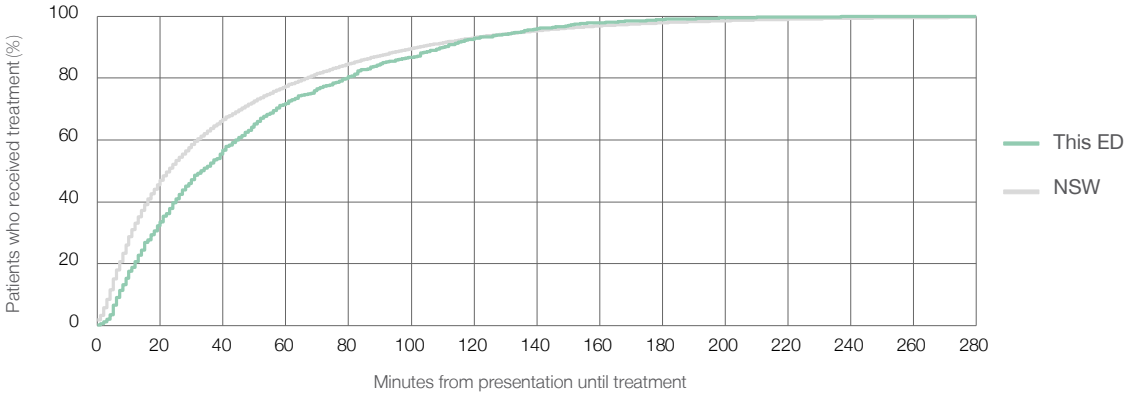
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

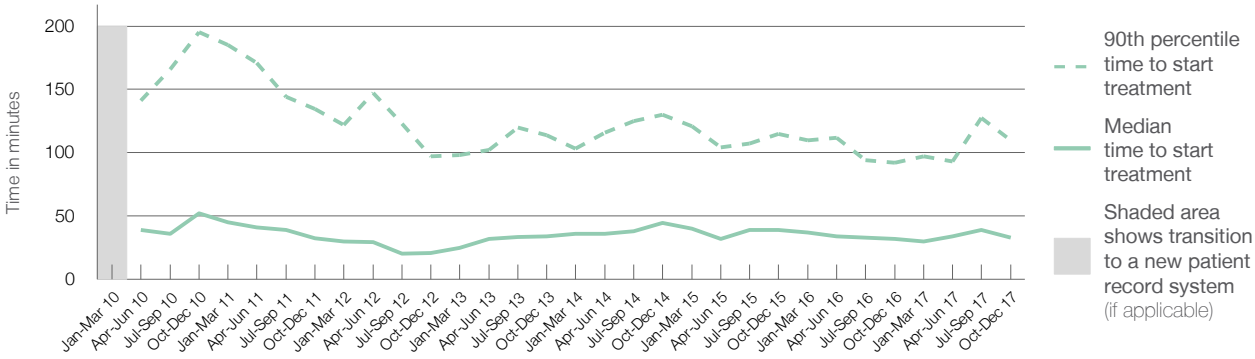
October to December 2017

| | Same period last year | NSW (this period) |
|---|---|---|
| Triage 5 Non-urgent (e.g. small cuts or abrasions) | | |
| Number of triage 5 patients: 1,065 | 721 | |
| Number of triage 5 patients used to calculate waiting time:[3] 942 | 638 | |
| Median time to start treatment[4] 33 minutes | 32 minutes | 23 minutes |
| 90th percentile time to start treatment[5] 110 minutes | 92 minutes | 103 minutes |

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




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




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

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

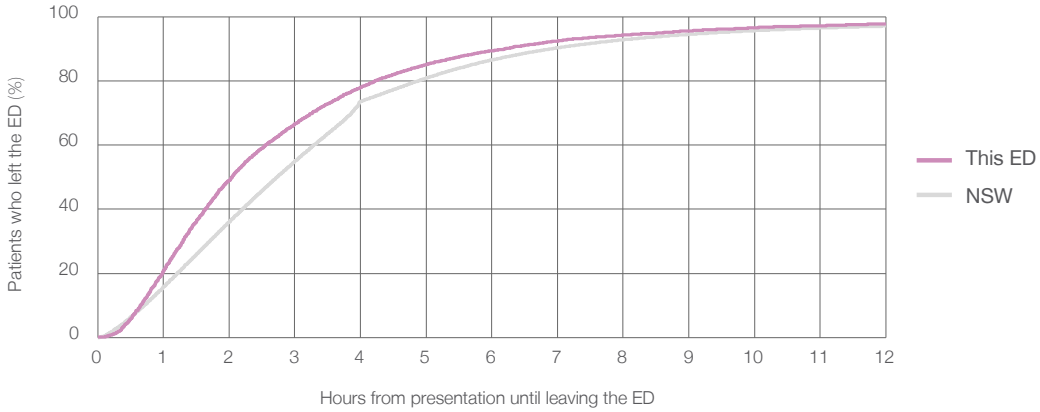
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

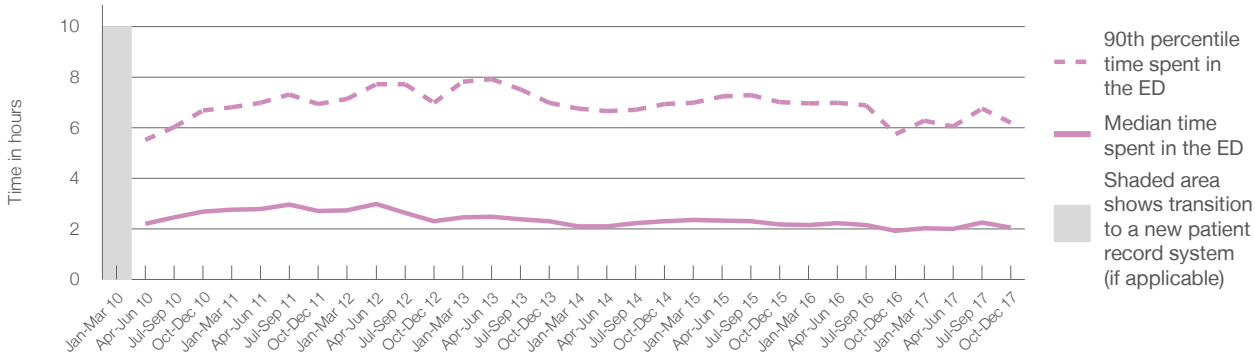
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 6,679 patients | 6,313 | |
| Presentations used to calculate time to leaving the ED:[6] | 6,679 patients | 6,313 | |
| Median time spent in the ED [8] | 2 hours and 3 minutes | 1 hours and 56 minutes | 2 hours and 44 minutes |
| 90th percentile time spent in the ED [9] | 6 hours and 13 minutes | 5 hours and 45 minutes | 6 hours and 55 minutes |

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




Time patients spent in the ED, by quarter, January 2010 to December 2017 [†‡]




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

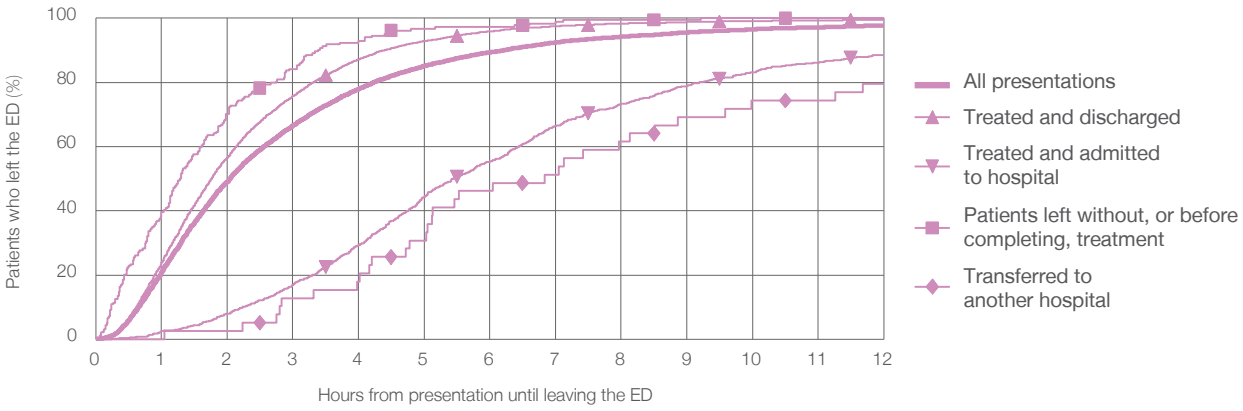
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) 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 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 6,679 patients | | |
| Presentations used to calculate time to leaving the ED:[6] | 6,679 patients | 6,313 | 5.8% |
| Treated and discharged | 5,404 (80.9%) | 4,946 | 9.3% |
| Treated and admitted to hospital | 1,038 (15.5%) | 1,174 | -11.6% |
| Patient left without, or before completing, treatment | 184 (2.8%) | 135 | 36.3% |
| Transferred to another hospital | 39 (0.6%) | 39 | 0.0% |
| Other | 14 (0.2%) | 19 | -26.3% |

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




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 23.9% | 56.6% | 75.8% | 87.2% | 95.9% | 98.3% | 99.1% | 99.6% |
| Treated and admitted to hospital | 2.5% | 7.9% | 16.9% | 29.3% | 55.4% | 73.3% | 83.2% | 88.4% |
| Patient left without, or before completing, treatment | 39.7% | 70.1% | 84.2% | 92.9% | 97.3% | 99.5% | 100% | 100% |
| Transferred to another hospital | 0% | 2.6% | 12.8% | 17.9% | 46.2% | 61.5% | 74.4% | 79.5% |
| All presentations | 21.0% | 49.1% | 66.6% | 78.0% | 89.4% | 94.3% | 96.6% | 97.7% |

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

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

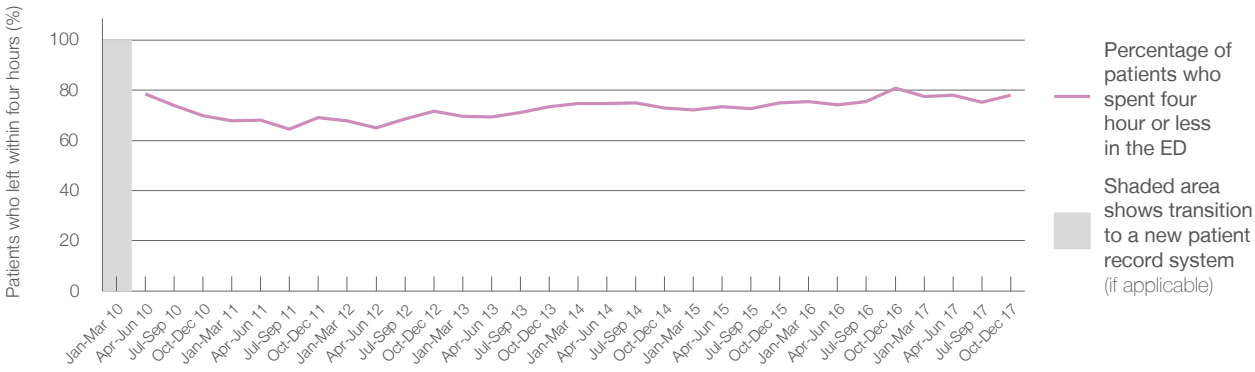
## **Grafton Base Hospital:** Time spent in the ED

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations at the emergency department: [1] | 6,679 patients | 6,313 | 5.8% |
| Presentations used to calculate time to leaving the ED: [6] | 6,679 patients | 6,313 | 5.8% |
| Percentage of patients who spent four hours or less in the ED | 78.0% | 80.8% | |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Patients who spent four hours or less in the ED (%) | 70.0% | 69.1% | 71.7% | 73.3% | 72.8% | 74.8% | 80.8% | 78.0% |

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 5,087 patients | 5,425 | -6.2% |
| Emergency presentations:[2] | 4,778 patients | 5,238 | -8.8% |

## Griffith Base Hospital: Time patients waited to start treatment[3]

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns): | 508 patients | 443 | |
| Median time to start treatment[4] | 6 minutes | 7 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 16 minutes | 17 minutes | 23 minutes |
| Triage 3 Urgent (e.g. moderate blood loss, dehydration): | 1,905 patients | 2,218 | |
| Median time to start treatment[4] | 14 minutes | 17 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 42 minutes | 60 minutes | 65 minutes |
| Triage 4 Semi-urgent (e.g. sprained ankle, earache): | 1,773 patients | 2,116 | |
| Median time to start treatment[4] | 16 minutes | 24 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 73 minutes | 94 minutes | 99 minutes |
| Triage 5 Non-urgent (e.g. small cuts or abrasions): | 559 patients | 429 | |
| Median time to start treatment[4] | 14 minutes | 24 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 68 minutes | 90 minutes | 103 minutes |

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 5,086 patients | 5,424 | -6.2% |
| Percentage of patients who spent four hours or less in the ED | 80.5% | 82.3% | |

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

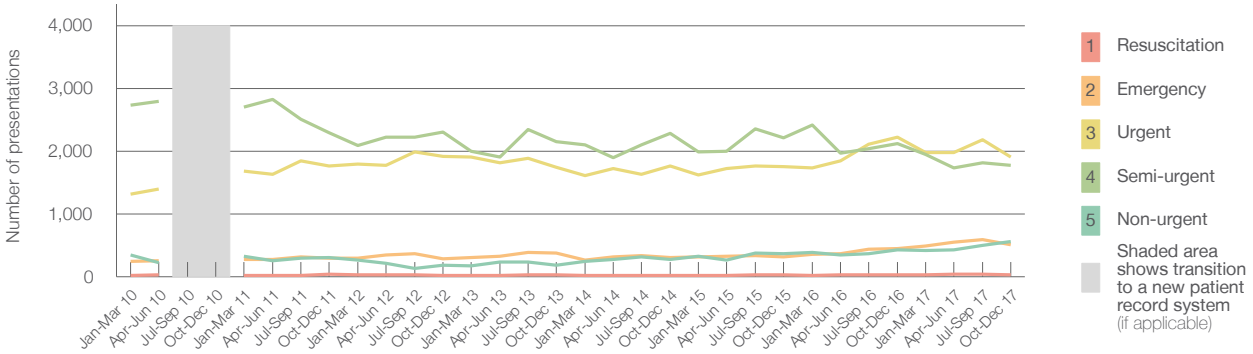
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 5,087 patients | 5,425 | -6.2% |
| Emergency presentations[2] by triage category: | 4,778 patients | 5,238 | -8.8% |
| 1 Resuscitation | 33 (0.7%) | 32 | 3.1% |
| 2 Emergency | 508 (10.6%) | 443 | 14.7% |
| 3 Urgent | 1,905 (39.9%) | 2,218 | -14.1% |
| 4 Semi-urgent | 1,773 (37.1%) | 2,116 | -16.2% |
| 5 Non-urgent | 559 (11.7%) | 429 | 30.3% |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Resuscitation | | 38 | 18 | 27 | 24 | 26 | 32 | 33 |
| Emergency | | 292 | 283 | 379 | 304 | 316 | 443 | 508 |
| Urgent | | 1,763 | 1,913 | 1,748 | 1,768 | 1,750 | 2,218 | 1,905 |
| Semi-urgent | | 2,298 | 2,304 | 2,156 | 2,282 | 2,215 | 2,116 | 1,773 |
| Non-urgent | | 300 | 181 | 178 | 278 | 364 | 429 | 559 |
| All emergency presentations | | 4,691 | 4,699 | 4,488 | 4,656 | 4,671 | 5,238 | 4,778 |

## Griffith Base Hospital: Patients arriving by ambulance

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time: [7] | 724 patients | 808 | |
| ED Transfer of care time | | | |
| Median time | 10 minutes | 12 minutes | -2 minutes |
| 90th percentile time | 19 minutes | 24 minutes | -5 minutes |

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

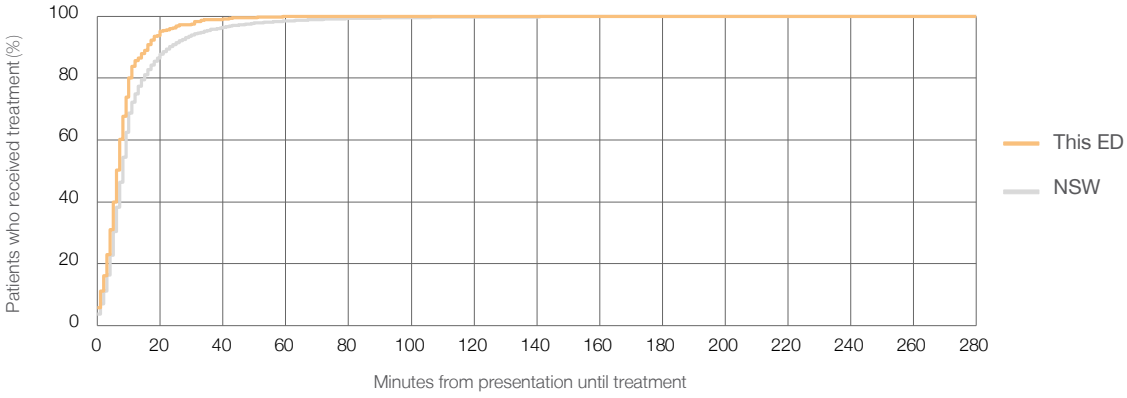
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

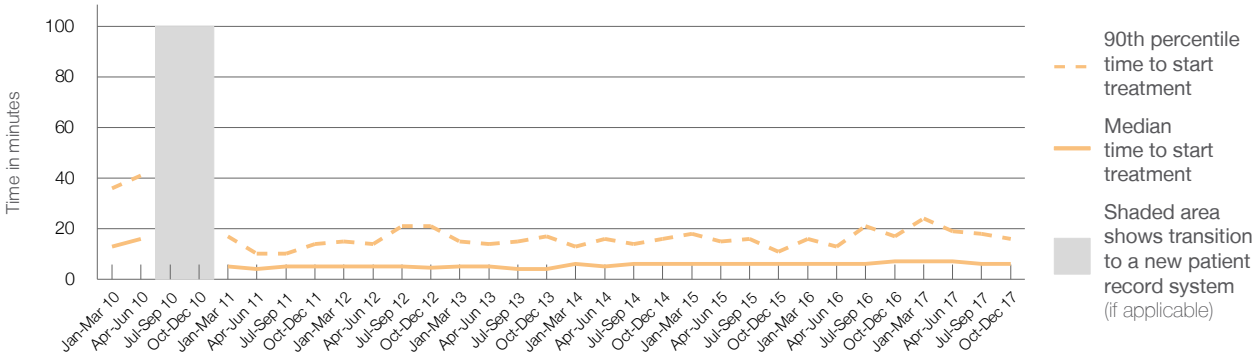
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns) | | | |
| Number of triage 2 patients: | 508 | 443 | |
| Number of triage 2 patients used to calculate waiting time: [3] | 505 | 441 | |
| Median time to start treatment [4] | 6 minutes | 7 minutes | 8 minutes |
| 90th percentile time to start treatment [5] | 16 minutes | 17 minutes | 23 minutes |

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




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




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

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

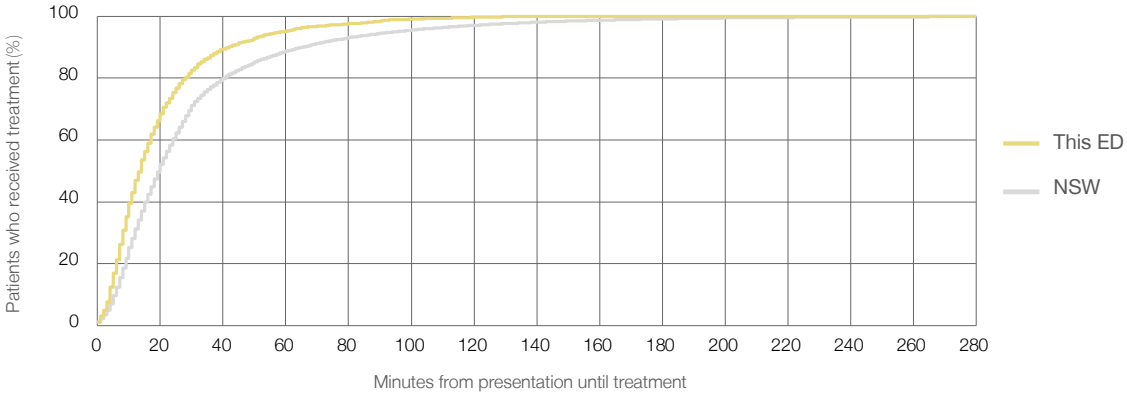
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

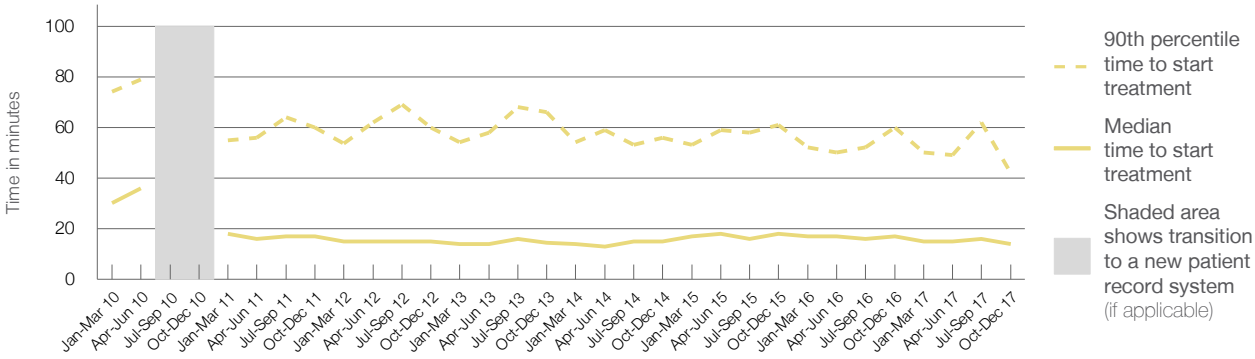
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 3 | Urgent (e.g. moderate blood loss, dehydration) | | |
| Number of triage 3 patients: | 1,905 | 2,218 | |
| Number of triage 3 patients used to calculate waiting time: [3] | 1,883 | 2,180 | |
| Median time to start treatment [4] | 14 minutes | 17 minutes | 20 minutes |
| 90th percentile time to start treatment [5] | 42 minutes | 60 minutes | 65 minutes |

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




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




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

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

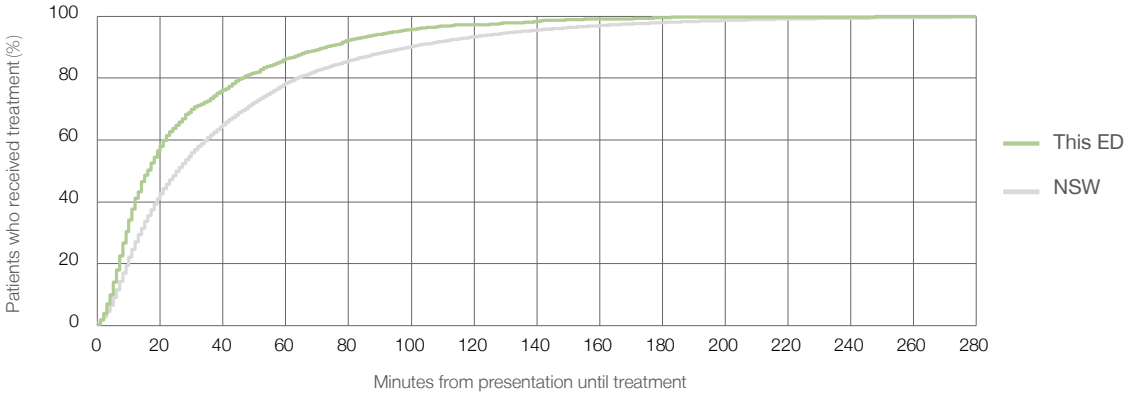
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

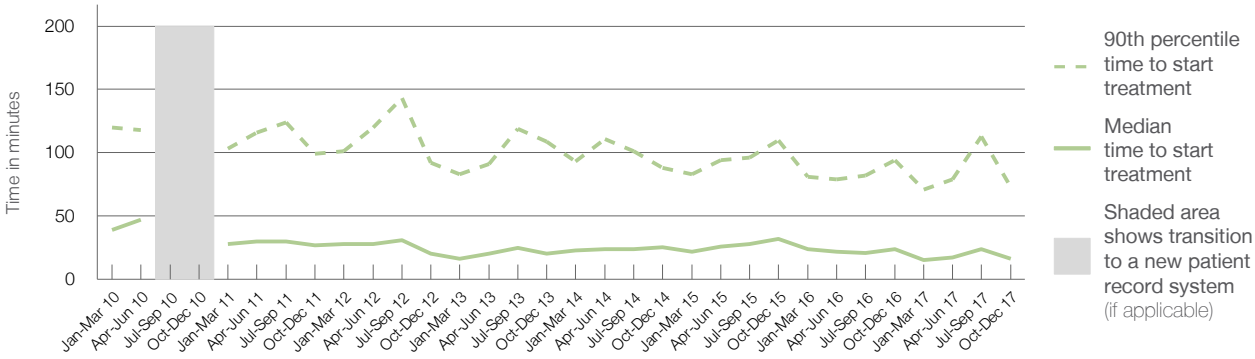
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 4 | Semi-urgent (e.g. sprained ankle, earache) | | |
| Number of triage 4 patients: | 1,773 | 2,116 | |
| Number of triage 4 patients used to calculate waiting time:[3] | 1,708 | 2,025 | |
| Median time to start treatment[4] | 16 minutes | 24 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 73 minutes | 94 minutes | 99 minutes |

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




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




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

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

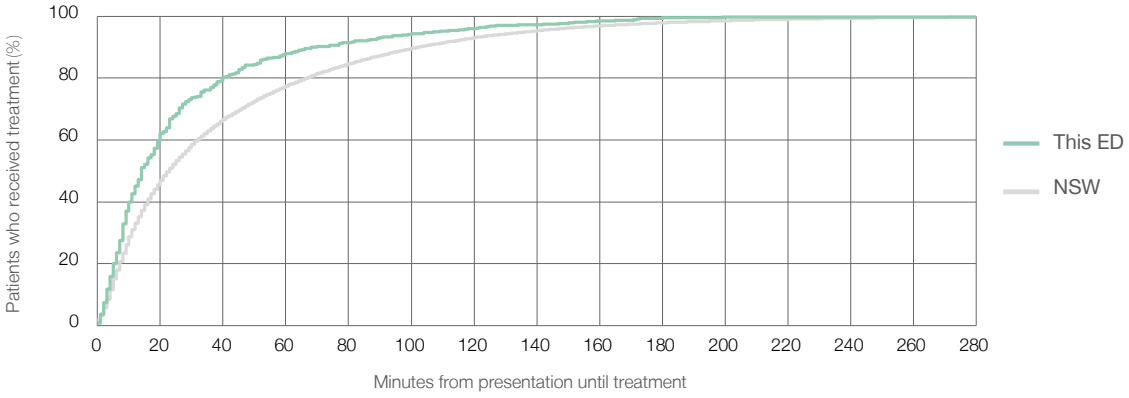
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

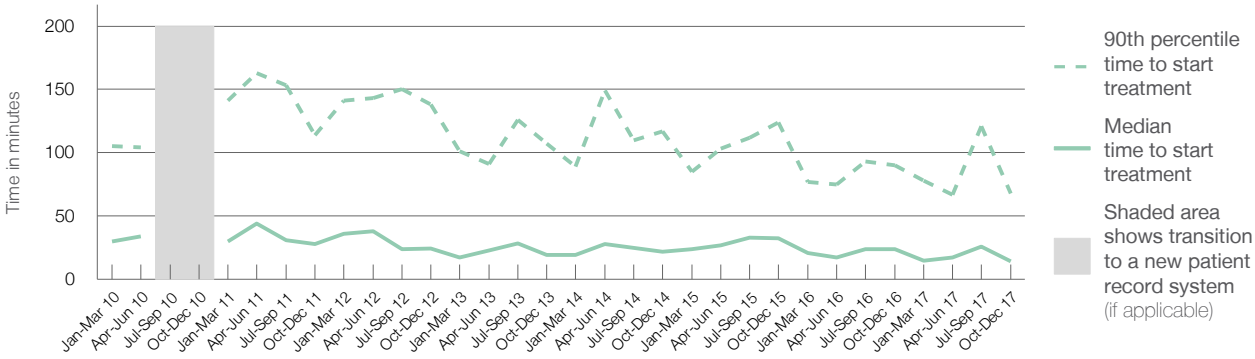
October to December 2017

| | Same period last year | NSW (this period) |
|---|---|---|
| Triage 5 Non-urgent (e.g. small cuts or abrasions) | | |
| Number of triage 5 patients: 559 | 429 | |
| Number of triage 5 patients used to calculate waiting time: [3] 521 | 395 | |
| Median time to start treatment [4] 14 minutes | 24 minutes | 23 minutes |
| 90th percentile time to start treatment [5] 68 minutes | 90 minutes | 103 minutes |

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




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




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

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

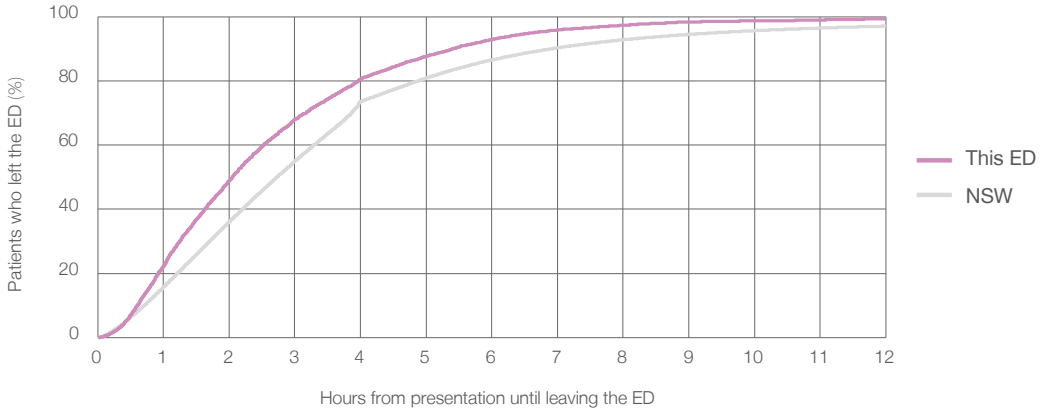
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

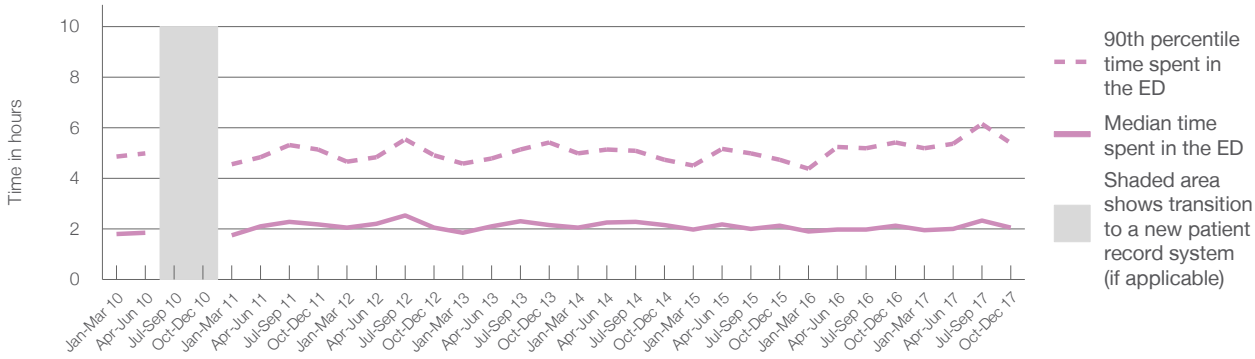
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 5,087 patients | 5,425 | |
| Presentations used to calculate time to leaving the ED:[6] | 5,086 patients | 5,424 | |
| Median time spent in the ED[8] | 2 hours and 3 minutes | 2 hours and 8 minutes | 2 hours and 44 minutes |
| 90th percentile time spent in the ED[9] | 5 hours and 24 minutes | 5 hours and 25 minutes | 6 hours and 55 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to leaving the ED[8] (hours, minutes) | | 2h 11m | 2h 4m | 2h 10m | 2h 9m | 2h 8m | 2h 8m | 2h 3m |
| 90th percentile time to leaving the ED[9] (hours, minutes) | | 5h 9m | 4h 55m | 5h 25m | 4h 45m | 4h 45m | 5h 25m | 5h 24m |

(†) 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.

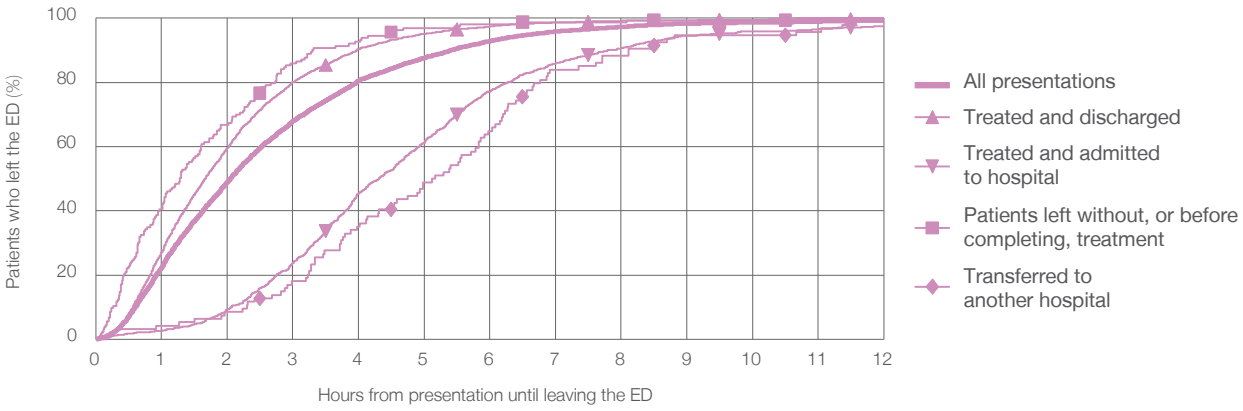
## **Griffith Base Hospital:** Time patients spent in the ED
## By mode of separation
October to December 2017

All presentations:[1] 5,087 patients

Presentations used to calculate time to leaving the ED: [6] 5,086 patients

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Treated and discharged | 3,808 (74.9%) | 5,424 | -6.2% |
| Treated and admitted to hospital | 1,009 (19.8%) | 1,305 | -22.7% |
| Patient left without, or before completing, treatment | 163 (3.2%) | 207 | -21.3% |
| Transferred to another hospital | 94 (1.8%) | 82 | 14.6% |
| Other | 13 (0.3%) | 16 | -18.8% |

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




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 27.1% | 59.6% | 80.1% | 90.4% | 97.4% | 99.2% | 99.6% | 99.8% |
| Treated and admitted to hospital | 2.6% | 9.3% | 23.8% | 45.4% | 77.2% | 90.8% | 95.8% | 97.5% |
| Patient left without, or before completing, treatment | 40.5% | 66.9% | 85.9% | 92.6% | 98.2% | 98.8% | 99.4% | 100% |
| Transferred to another hospital | 4.3% | 8.5% | 18.1% | 35.1% | 64.9% | 88.3% | 94.7% | 98.9% |
| All presentations | 22.4% | 49.0% | 68.0% | 80.5% | 92.8% | 97.3% | 98.7% | 99.3% |

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

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

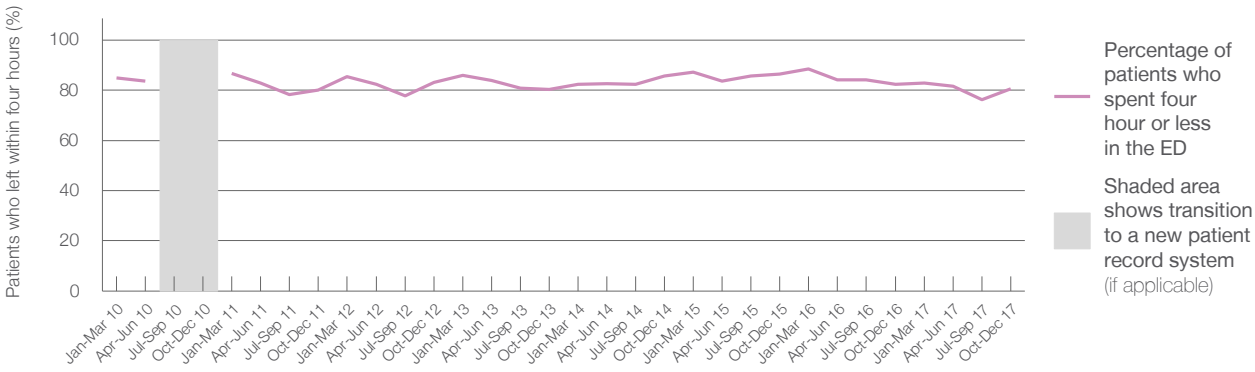
## Griffith Base Hospital: Time spent in the ED

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations at the emergency department: [1] | 5,087 patients | 5,425 | -6.2% |
| Presentations used to calculate time to leaving the ED: [6] | 5,086 patients | 5,424 | -6.2% |
| Percentage of patients who spent four hours or less in the ED | 80.5% | 82.3% | |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Patients who spent four hours or less in the ED (%) | | 80.0% | 83.0% | 80.3% | 85.6% | 86.3% | 82.3% | 80.5% |

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

| | Same period last year | Change since one year ago |
|---|---|---|
| All presentations:[1] 6,469 patients | 6,173 | 4.8% |
| Emergency presentations:[2] 6,185 patients | 5,912 | 4.6% |

## Hawkesbury District Health Services: Time patients waited to start treatment[3]

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 | Emergency (e.g. chest pain, severe burns): 832 patients | 633 | |
| Median time to start treatment[4] | 11 minutes | 9 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 26 minutes | 25 minutes | 23 minutes |
| Triage 3 | Urgent (e.g. moderate blood loss, dehydration): 1,723 patients | 1,700 | |
| Median time to start treatment[4] | 14 minutes | 18 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 51 minutes | 41 minutes | 65 minutes |
| Triage 4 | Semi-urgent (e.g. sprained ankle, earache): 3,110 patients | 3,093 | |
| Median time to start treatment[4] | 13 minutes | 19 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 65 minutes | 58 minutes | 99 minutes |
| Triage 5 | Non-urgent (e.g. small cuts or abrasions): 490 patients | 455 | |
| Median time to start treatment[4] | 12 minutes | 20 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 55 minutes | 75 minutes | 103 minutes |

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] 6,469 patients | | 6,173 | 4.8% |
| Percentage of patients who spent four hours or less in the ED | 71.4% | 77.8% | |

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

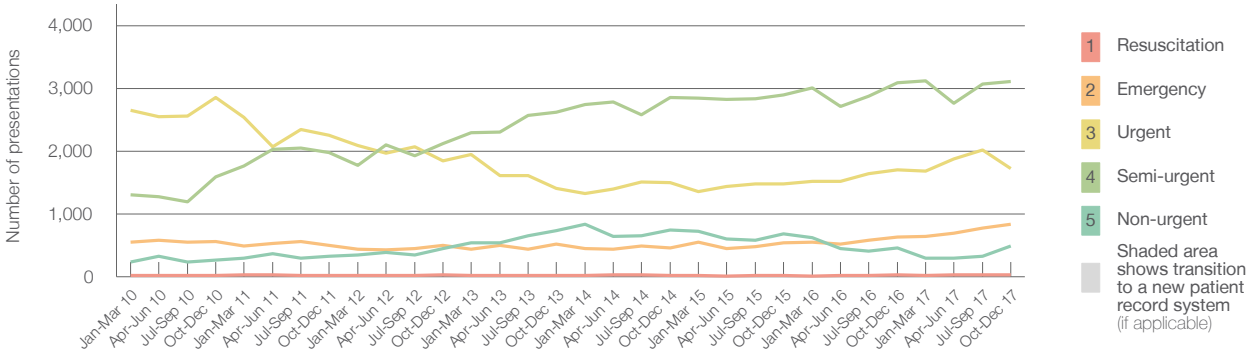
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 6,469 patients | 6,173 | 4.8% |
| Emergency presentations[2] by triage category: | 6,185 patients | 5,912 | 4.6% |
| 1 Resuscitation | 30 (0.5%) | 31 | -3.2% |
| 2 Emergency | 832 (13.5%) | 633 | 31.4% |
| 3 Urgent | 1,723 (27.9%) | 1,700 | 1.4% |
| 4 Semi-urgent | 3,110 (50.3%) | 3,093 | 0.5% |
| 5 Non-urgent | 490 (7.9%) | 455 | 7.7% |

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




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

## Hawkesbury District Health Services: Patients arriving by ambulance

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time: [7] | 970 patients | 876 | |
| ED Transfer of care time | | | |
| Median time | 12 minutes | 15 minutes | -3 minutes |
| 90th percentile time | 24 minutes | 35 minutes | -11 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.

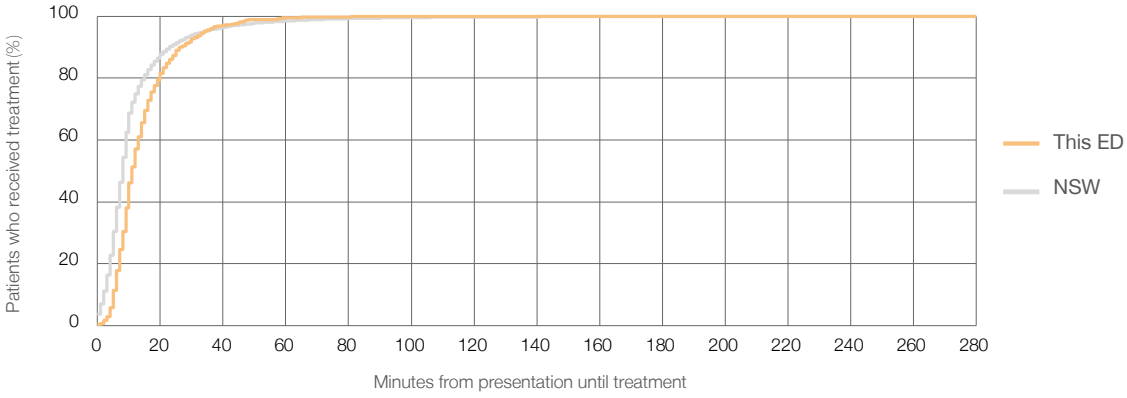
## Hawkesbury District Health Services: Time patients waited to start treatment, triage 2

October to December 2017

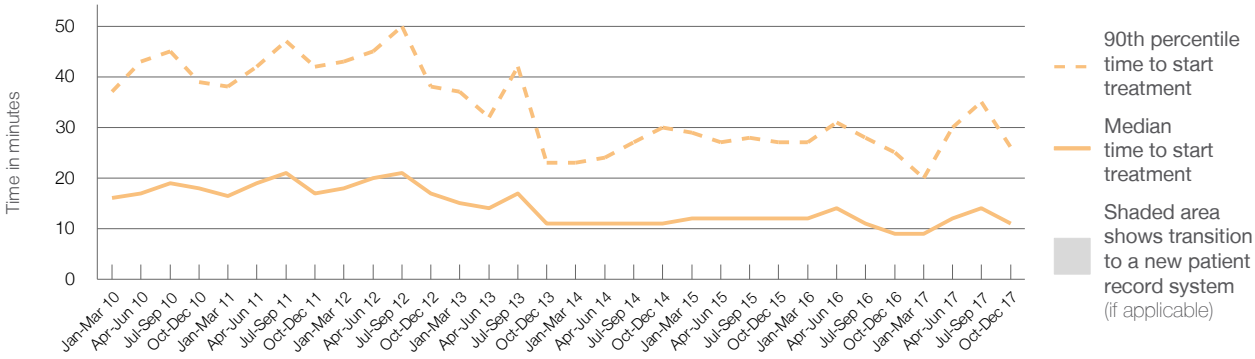
Triage 2 Emergency (e.g. chest pain, severe burns)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 2 patients: 832 | | 633 | |
| Number of triage 2 patients used to calculate waiting time: [3] 831 | | 633 | |
| Median time to start treatment [4] | 11 minutes | 9 minutes | 8 minutes |
| 90th percentile time to start treatment [5] | 26 minutes | 25 minutes | 23 minutes |

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




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




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

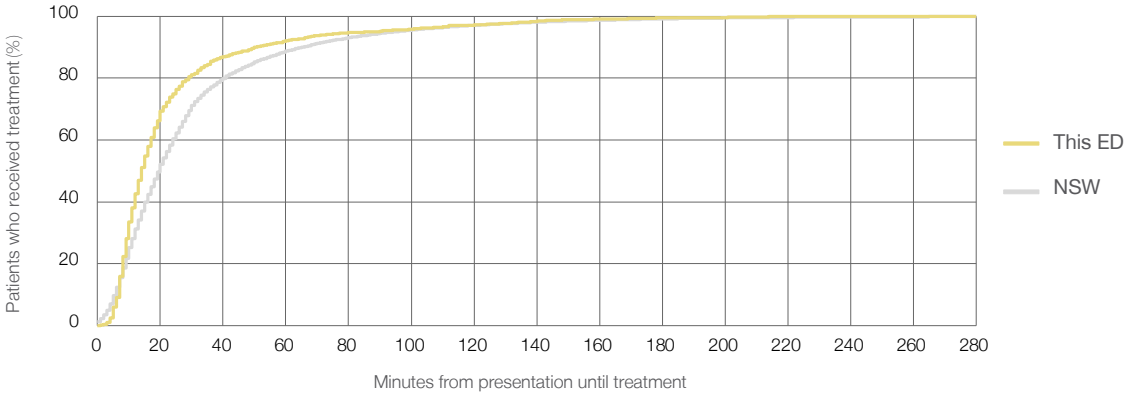
## Hawkesbury District Health Services: Time patients waited to start treatment, triage 3

October to December 2017

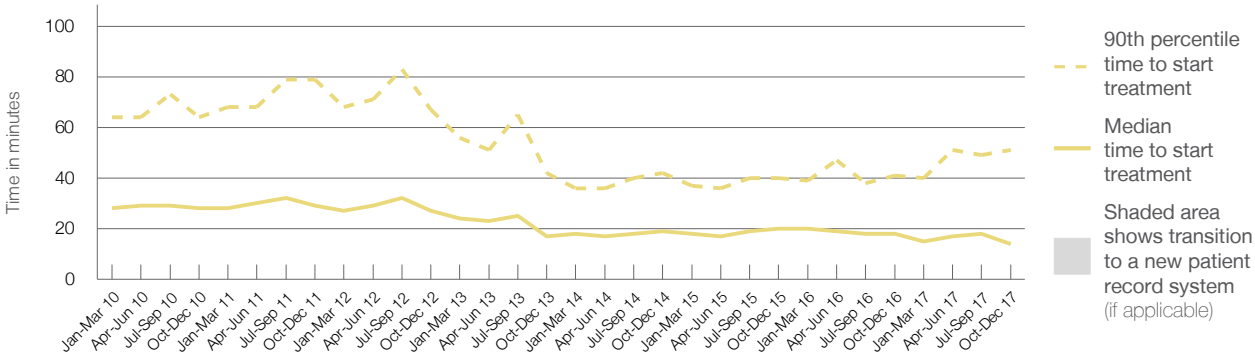
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 3 patients: | 1,723 | 1,700 | |
| Number of triage 3 patients used to calculate waiting time:[3] | 1,702 | 1,698 | |
| Median time to start treatment[4] | 14 minutes | 18 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 51 minutes | 41 minutes | 65 minutes |

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




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




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

(§) 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.

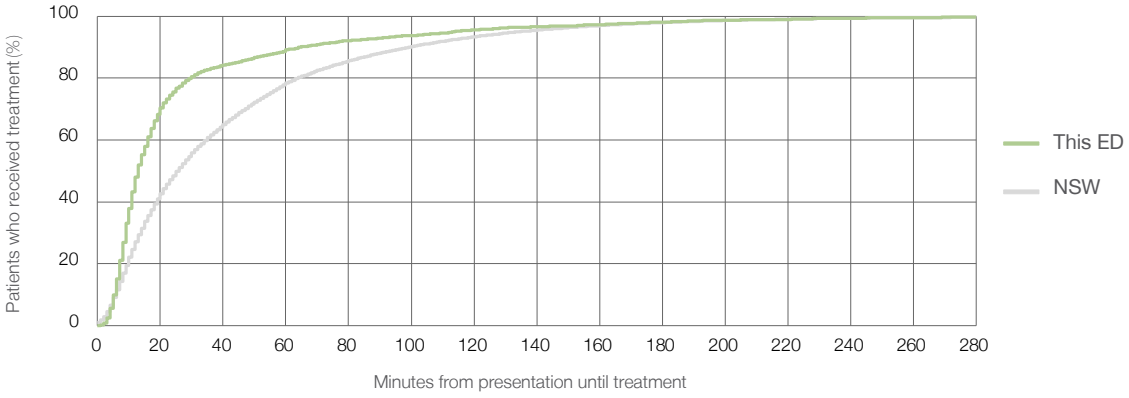
## Hawkesbury District Health Services: Time patients waited to start treatment, triage 4

October to December 2017

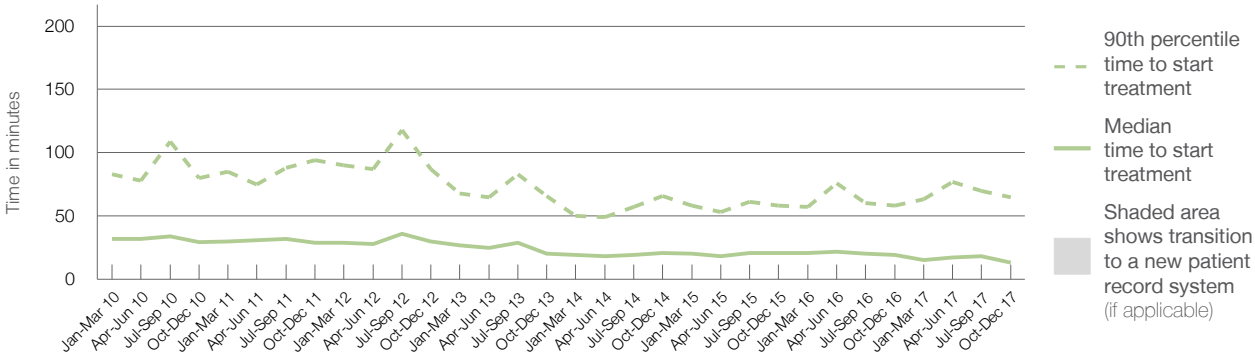
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 4 patients: | 3,110 | 3,093 | |
| Number of triage 4 patients used to calculate waiting time:[3] | 3,036 | 3,087 | |
| Median time to start treatment[4] | 13 minutes | 19 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 65 minutes | 58 minutes | 99 minutes |

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




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




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

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

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

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

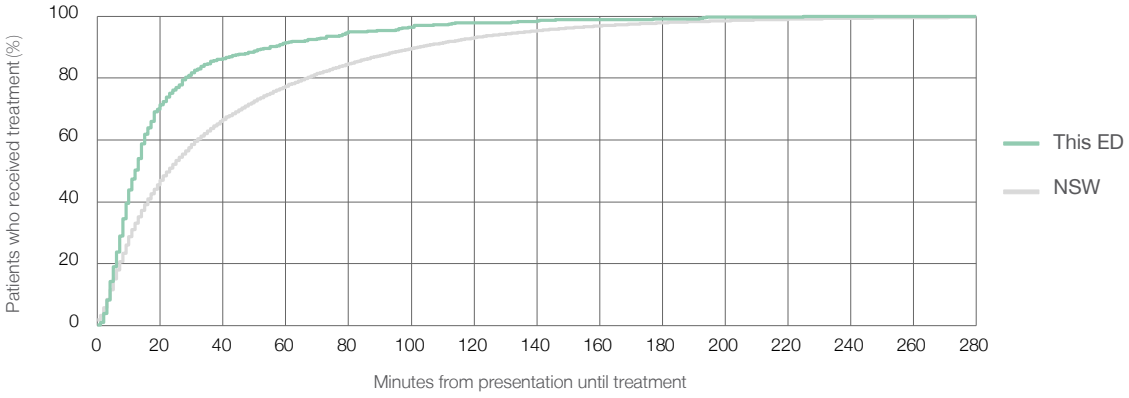
## Hawkesbury District Health Services: Time patients waited to start treatment, triage 5

October to December 2017

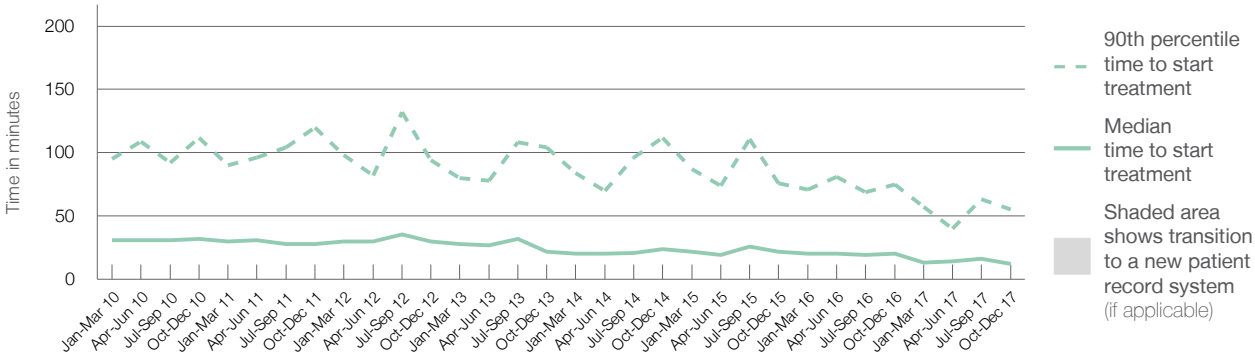
Triage 5 Non-urgent (e.g. small cuts or abrasions)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 5 patients: | 490 | 455 | |
| Number of triage 5 patients used to calculate waiting time:[3] | 470 | 450 | |
| Median time to start treatment[4] | 12 minutes | 20 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 55 minutes | 75 minutes | 103 minutes |

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




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




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

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

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

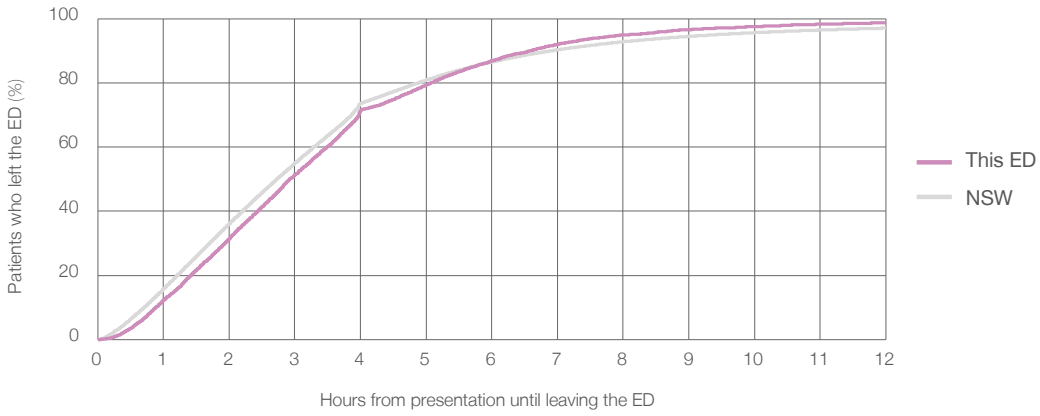
(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

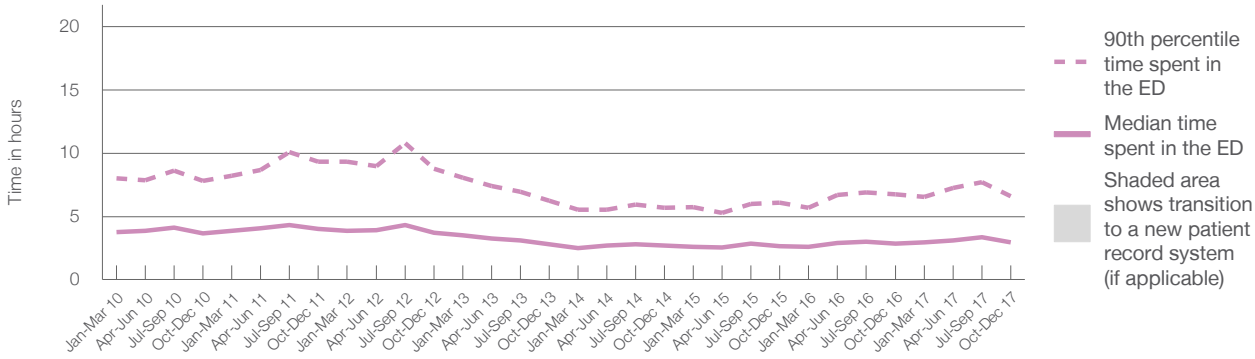
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 6,469 patients | 6,173 | |
| Presentations used to calculate time to leaving the ED:[6] | 6,469 patients | 6,173 | |
| Median time spent in the ED [8] | 2 hours and 56 minutes | 2 hours and 50 minutes | 2 hours and 44 minutes |
| 90th percentile time spent in the ED [9] | 6 hours and 36 minutes | 6 hours and 45 minutes | 6 hours and 55 minutes |

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




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




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

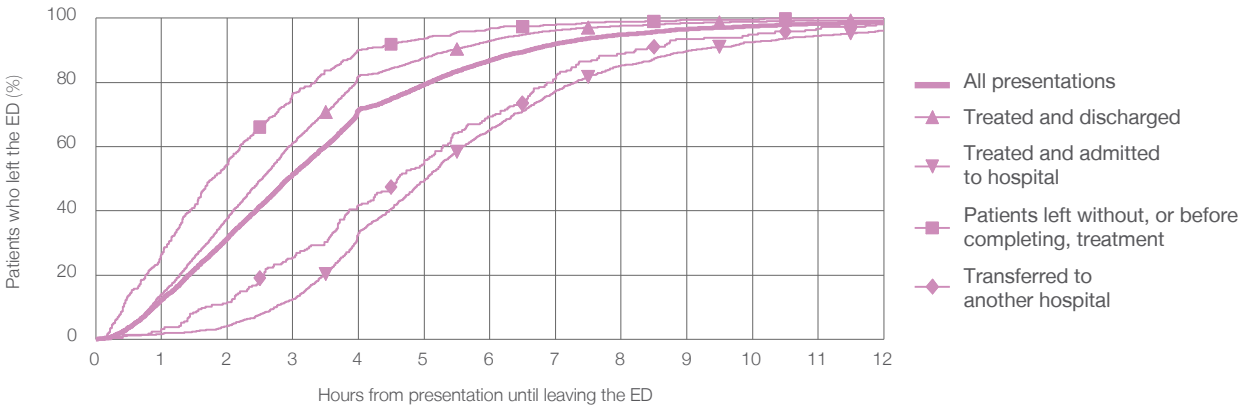
## **Hawkesbury District Health Services:** Time patients spent in the ED
### By mode of separation
October to December 2017

All presentations:[1] 6,469 patients

Presentations used to calculate time to leaving the ED: [6] 6,469 patients

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| | | 6,173 | 4.8% |
| Treated and discharged | 4,418 (68.3%) | 4,263 | 3.6% |
| Treated and admitted to hospital | 1,309 (20.2%) | 1,230 | 6.4% |
| Patient left without, or before completing, treatment | 510 (7.9%) | 499 | 2.2% |
| Transferred to another hospital | 215 (3.3%) | 174 | 23.6% |
| Other | 17 (0.3%) | 7 | 142.9% |

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




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 14.0% | 37.8% | 61.1% | 82.0% | 93.0% | 97.6% | 98.9% | 99.3% |
| Treated and admitted to hospital | 1.6% | 4.1% | 12.5% | 33.2% | 65.2% | 85.3% | 92.6% | 96.2% |
| Patient left without, or before completing, treatment | 26.5% | 54.5% | 76.5% | 90.2% | 96.9% | 98.8% | 99.4% | 100% |
| Transferred to another hospital | 3.3% | 11.6% | 25.6% | 41.9% | 69.3% | 88.8% | 94.9% | 98.1% |
| All presentations | 12.3% | 31.5% | 51.4% | 71.4% | 86.9% | 94.9% | 97.5% | 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.

(§) 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.

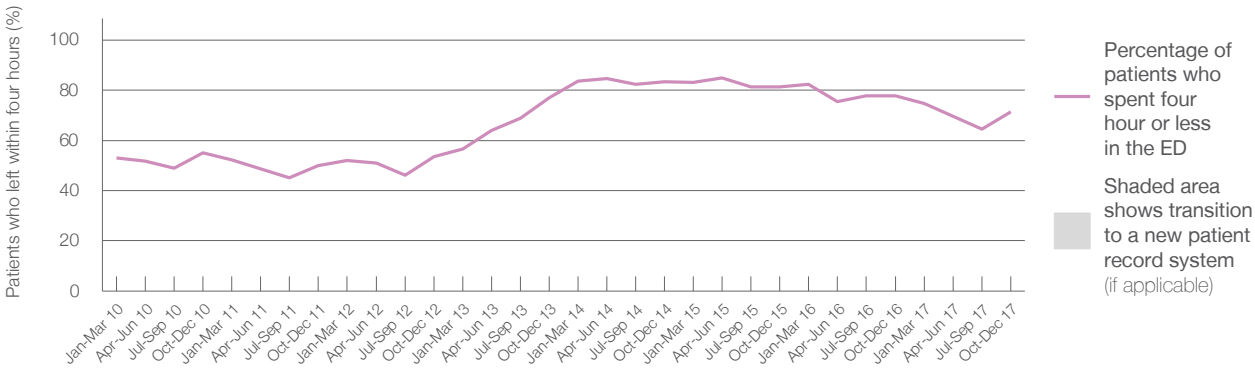
## Hawkesbury District Health Services: Time spent in the ED

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

October to December 2017

| | Same period last year | Change since one year ago |
|---|---|---|
| All presentations at the emergency department: [1] 6,469 patients | 6,173 | 4.8% |
| Presentations used to calculate time to leaving the ED: [6] 6,469 patients | 6,173 | 4.8% |
| Percentage of patients who spent four hours or less in the ED: 71.4% | 77.8% | |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Patients who spent four hours or less in the ED (%) | 55.1% | 49.8% | 53.6% | 77.1% | 83.5% | 81.3% | 77.8% | 71.4% |

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 8,502 patients | 8,063 | 5.4% |
| Emergency presentations:[2] | 8,416 patients | 7,937 | 6.0% |

## Mount Druitt Hospital: Time patients waited to start treatment[3]

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns): | 1,446 patients | 1,245 | |
| Median time to start treatment[4] | 8 minutes | 10 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 17 minutes | 25 minutes | 23 minutes |
| Triage 3 Urgent (e.g. moderate blood loss, dehydration): | 3,258 patients | 3,095 | |
| Median time to start treatment[4] | 21 minutes | 27 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 62 minutes | 87 minutes | 65 minutes |
| Triage 4 Semi-urgent (e.g. sprained ankle, earache): | 2,762 patients | 2,579 | |
| Median time to start treatment[4] | 27 minutes | 37 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 82 minutes | 108 minutes | 99 minutes |
| Triage 5 Non-urgent (e.g. small cuts or abrasions): | 907 patients | 991 | |
| Median time to start treatment[4] | 24 minutes | 34 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 86 minutes | 112 minutes | 103 minutes |

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 8,501 patients | 8,049 | 5.6% |
| Percentage of patients who spent four hours or less in the ED | 80.0% | 71.9% | |

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

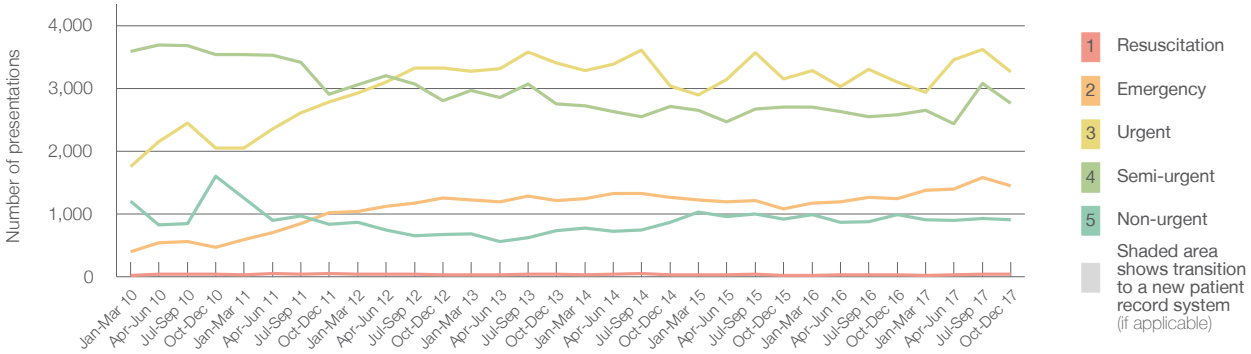
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 8,502 patients | 8,063 | 5.4% |
| Emergency presentations[2] by triage category: | 8,416 patients | 7,937 | 6.0% |
| 1 Resuscitation | 43 (0.5%) | 27 | 59.3% |
| 2 Emergency | 1,446 (17.2%) | 1,245 | 16.1% |
| 3 Urgent | 3,258 (38.7%) | 3,095 | 5.3% |
| 4 Semi-urgent | 2,762 (32.8%) | 2,579 | 7.1% |
| 5 Non-urgent | 907 (10.8%) | 991 | -8.5% |

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




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

## Mount Druitt Hospital: Patients arriving by ambulance

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time: [7] | 898 patients | 798 | |
| ED Transfer of care time | | | |
| Median time | 13 minutes | 14 minutes | -1 minute |
| 90th percentile time | 26 minutes | 30 minutes | -4 minutes |

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

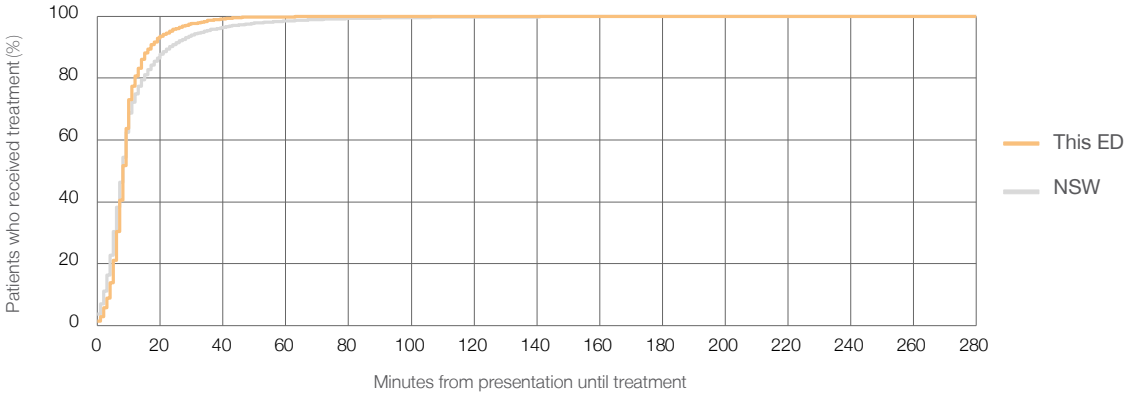
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

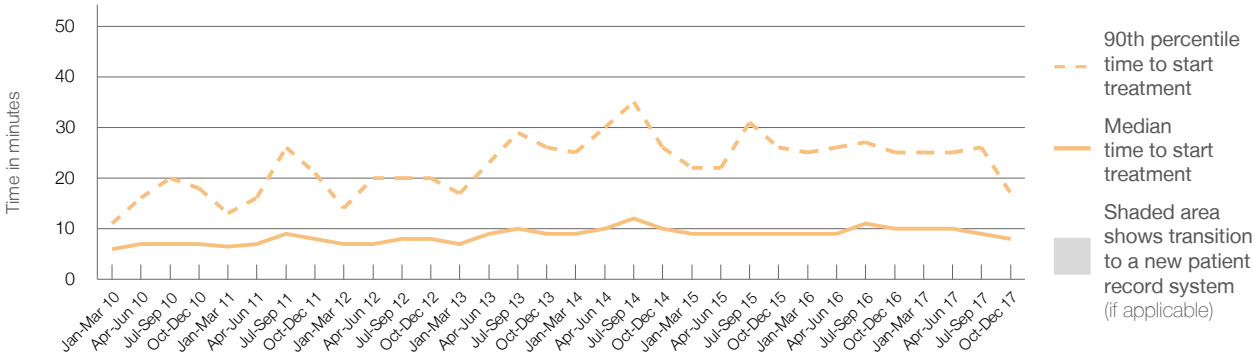
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 | Emergency (e.g. chest pain, severe burns) | | |
| Number of triage 2 patients: | 1,446 | 1,245 | |
| Number of triage 2 patients used to calculate waiting time:[3] | 1,442 | 1,239 | |
| Median time to start treatment[4] | 8 minutes | 10 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 17 minutes | 25 minutes | 23 minutes |

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




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




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

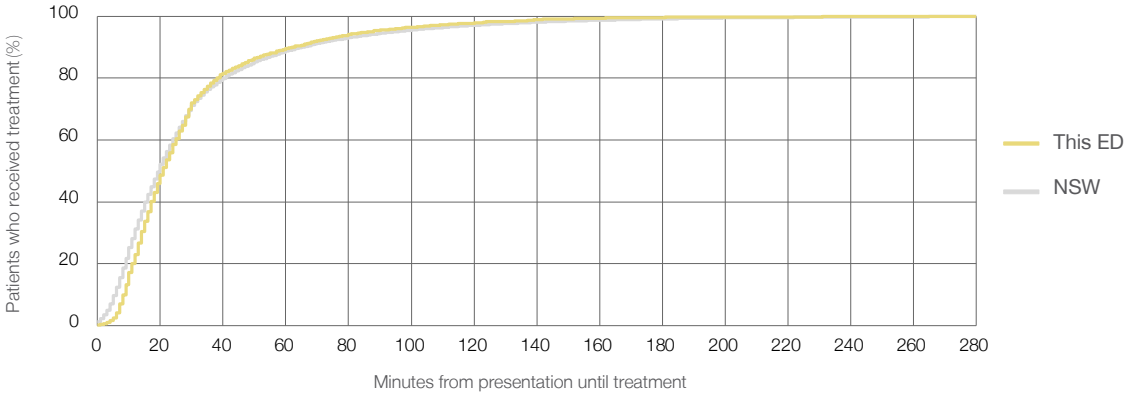
## Mount Druitt Hospital: Time patients waited to start treatment, triage 3

October to December 2017

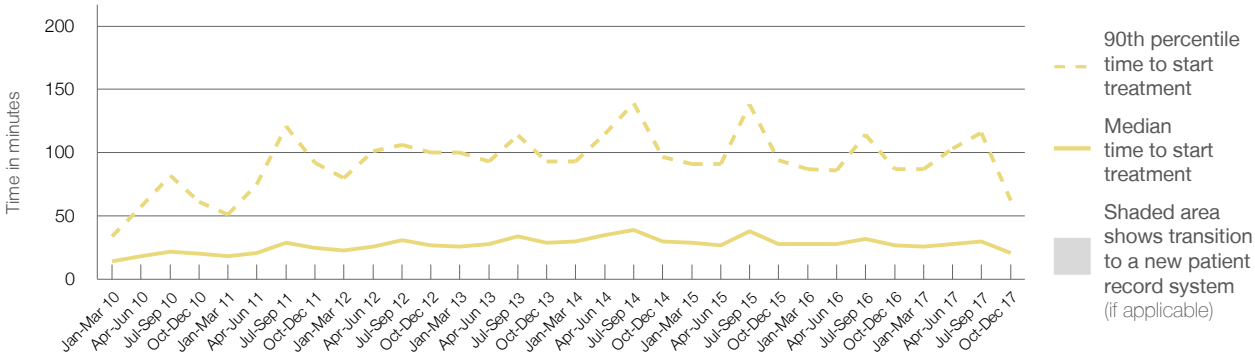
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

| | Same period last year | NSW (this period) |
|---|---|---|
| Number of triage 3 patients: 3,258 | 3,095 | |
| Number of triage 3 patients used to calculate waiting time:[3] 3,168 | 3,028 | |
| Median time to start treatment[4] 21 minutes | 27 minutes | 20 minutes |
| 90th percentile time to start treatment[5] 62 minutes | 87 minutes | 65 minutes |

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




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




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

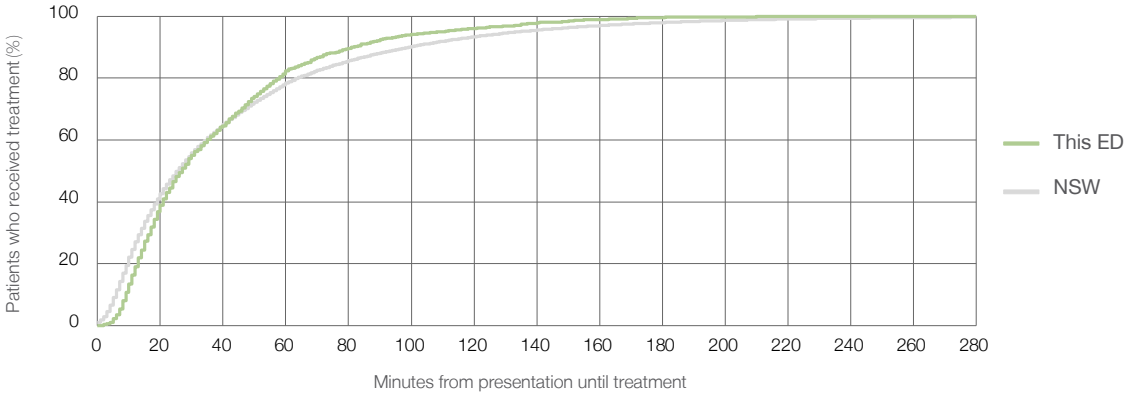
## Mount Druitt Hospital: Time patients waited to start treatment, triage 4

October to December 2017

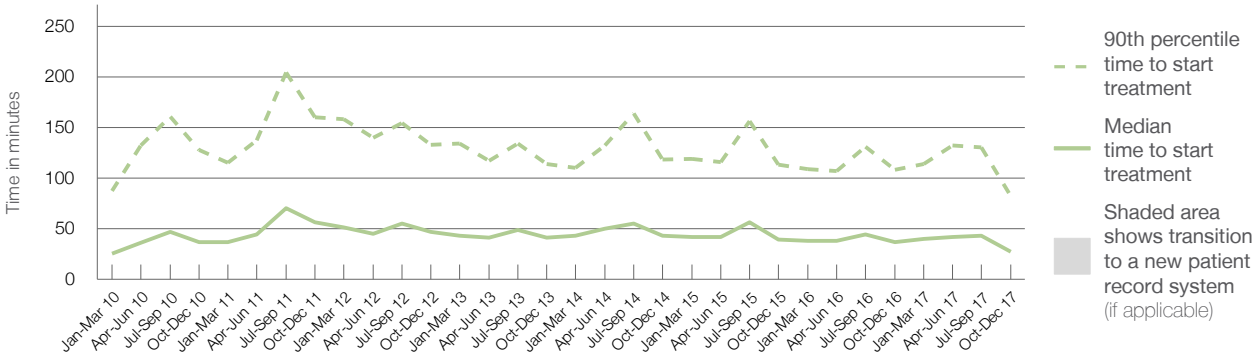
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 4 patients: | 2,762 | 2,579 | |
| Number of triage 4 patients used to calculate waiting time: [3] | 2,639 | 2,443 | |
| Median time to start treatment [4] | 27 minutes | 37 minutes | 26 minutes |
| 90th percentile time to start treatment [5] | 82 minutes | 108 minutes | 99 minutes |

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




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




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

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

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

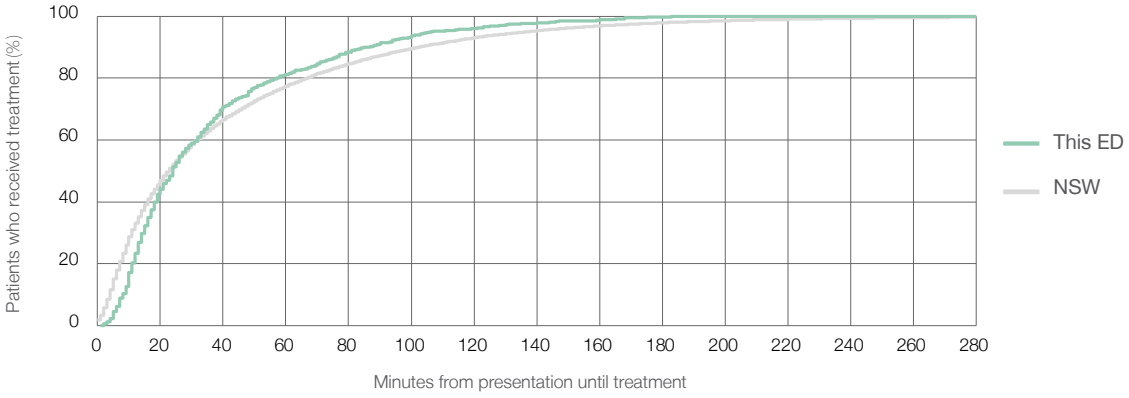
## Mount Druitt Hospital: Time patients waited to start treatment, triage 5

October to December 2017

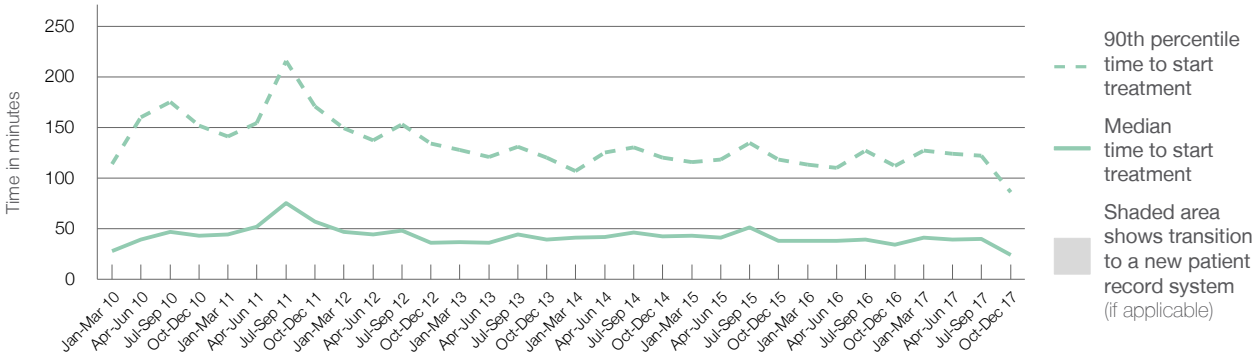
Triage 5 Non-urgent (e.g. small cuts or abrasions)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 5 patients: | 907 | 991 | |
| Number of triage 5 patients used to calculate waiting time: [3] | 835 | 864 | |
| Median time to start treatment [4] | 24 minutes | 34 minutes | 23 minutes |
| 90th percentile time to start treatment [5] | 86 minutes | 112 minutes | 103 minutes |

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




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




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

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

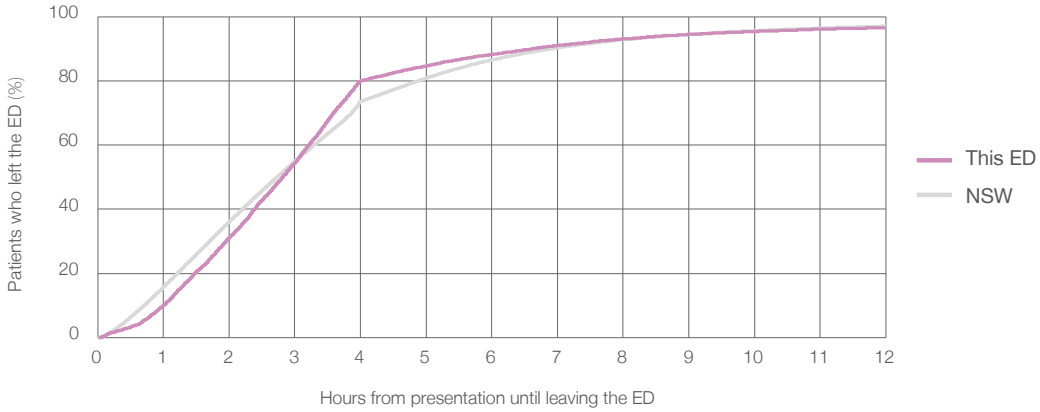
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

## **Mount Druitt Hospital:** Time patients spent in the ED

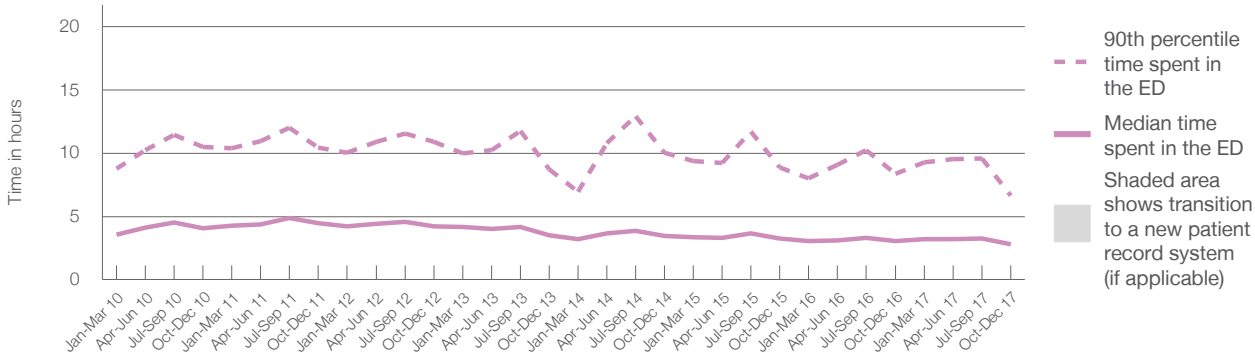
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 8,502 patients | 8,063 | |
| Presentations used to calculate time to leaving the ED:[6] | 8,501 patients | 8,049 | |
| Median time spent in the ED [8] | 2 hours and 49 minutes | 3 hours and 2 minutes | 2 hours and 44 minutes |
| 90th percentile time spent in the ED [9] | 6 hours and 38 minutes | 8 hours and 23 minutes | 6 hours and 55 minutes |

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




Time patients spent in the ED, by quarter, January 2010 to December 2017 [†‡]




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to leaving the ED [8] (hours, minutes) | 4h 5m | 4h 28m | 4h 13m | 3h 30m | 3h 28m | 3h 15m | 3h 2m | 2h 49m |
| 90th percentile time to leaving the ED [9] (hours, minutes) | 10h 29m | 10h 25m | 10h 54m | 8h 45m | 10h 3m | 8h 52m | 8h 23m | 6h 38m |

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

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

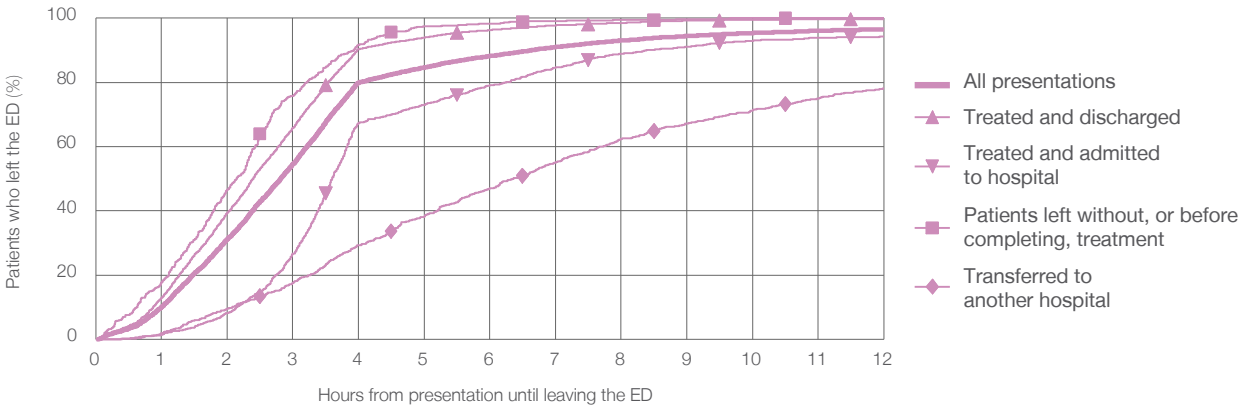
## **Mount Druitt Hospital:** Time patients spent in the ED
## By mode of separation
October to December 2017

All presentations:[1] 8,502 patients

Presentations used to calculate time to leaving the ED:[6] 8,501 patients

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Treated and discharged | 5,597 (65.8%) | 5,272 | 6.2% |
| Treated and admitted to hospital | 1,476 (17.4%) | 1,354 | 9.0% |
| Patient left without, or before completing, treatment | 519 (6.1%) | 525 | -1.1% |
| Transferred to another hospital | 903 (10.6%) | 910 | -0.8% |
| Other | 7 (0.1%) | 2 | 250.0% |
| | | 8,049 | 5.6% |

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




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 13.0% | 39.5% | 65.8% | 90.4% | 96.3% | 98.5% | 99.5% | 99.8% |
| Treated and admitted to hospital | 1.4% | 8.1% | 26.6% | 67.4% | 79.1% | 89.0% | 93.0% | 94.3% |
| Patient left without, or before completing, treatment | 17.7% | 46.6% | 75.7% | 91.7% | 98.3% | 99.4% | 100% | 100% |
| Transferred to another hospital | 1.9% | 9.5% | 17.6% | 29.3% | 47.1% | 62.5% | 71.3% | 78.2% |
| All presentations | 10.1% | 31.3% | 54.5% | 80.0% | 88.2% | 93.1% | 95.4% | 96.6% |

(†) 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.

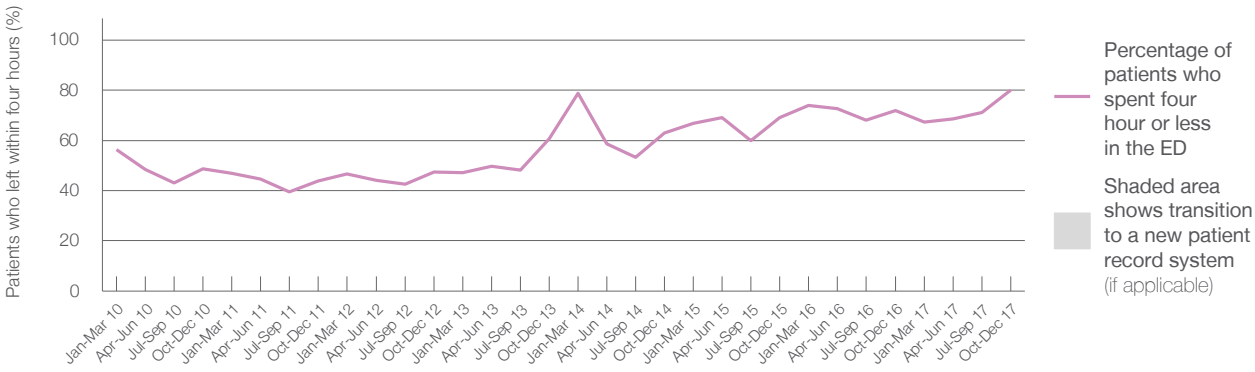
## Mount Druitt Hospital: Time spent in the ED

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

October to December 2017

| | Same period last year | Change since one year ago |
|---|---|---|
| All presentations at the emergency department: [1] 8,502 patients | 8,063 | 5.4% |
| Presentations used to calculate time to leaving the ED: [6] 8,501 patients | 8,049 | 5.6% |
| Percentage of patients who spent four hours or less in the ED: 80.0% | 71.9% | |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Patients who spent four hours or less in the ED (%) | 48.7% | 43.8% | 47.3% | 60.7% | 62.8% | 69.1% | 71.9% | 80.0% |

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Murwillumbah District Hospital: Emergency department (ED) overview

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 4,482 patients | 4,564 | -1.8% |
| Emergency presentations:[2] | 4,094 patients | 4,113 | -0.5% |

## Murwillumbah District Hospital: Time patients waited to start treatment[3]

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns): | 299 patients | 285 | |
| Median time to start treatment[4] | 6 minutes | 7 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 14 minutes | 15 minutes | 23 minutes |
| Triage 3 Urgent (e.g. moderate blood loss, dehydration): | 1,236 patients | 1,288 | |
| Median time to start treatment[4] | 11 minutes | 12 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 31 minutes | 33 minutes | 65 minutes |
| Triage 4 Semi-urgent (e.g. sprained ankle, earache): | 2,164 patients | 2,139 | |
| Median time to start treatment[4] | 12 minutes | 15 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 50 minutes | 60 minutes | 99 minutes |
| Triage 5 Non-urgent (e.g. small cuts or abrasions): | 380 patients | 396 | |
| Median time to start treatment[4] | 12 minutes | 18 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 56 minutes | 92 minutes | 103 minutes |

## Murwillumbah District Hospital: Time from presentation until leaving the ED

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 4,480 patients | 4,563 | -1.8% |
| Percentage of patients who spent four hours or less in the ED | 90.1% | 89.3% | |

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

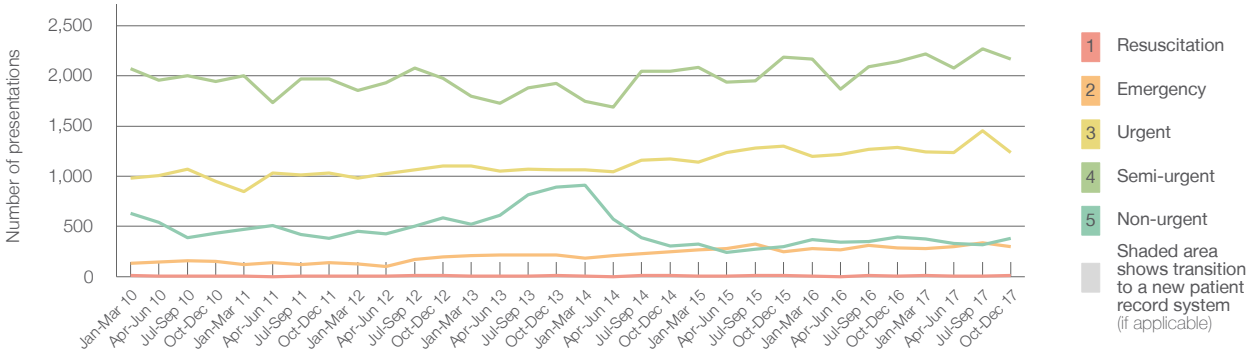
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

## Murwillumbah District Hospital: Patients presenting to the emergency department

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 4,482 patients | 4,564 | -1.8% |
| Emergency presentations[2] by triage category: | 4,094 patients | 4,113 | -0.5% |
| 1 Resuscitation | 15 (0.4%) | 5 | 200.0% |
| 2 Emergency | 299 (7.3%) | 285 | 4.9% |
| 3 Urgent | 1,236 (30.2%) | 1,288 | -4.0% |
| 4 Semi-urgent | 2,164 (52.9%) | 2,139 | 1.2% |
| 5 Non-urgent | 380 (9.3%) | 396 | -4.0% |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Resuscitation | 5 | < 5 | 13 | 14 | 12 | 11 | 5 | 15 |
| Emergency | 155 | 143 | 194 | 214 | 249 | 249 | 285 | 299 |
| Urgent | 946 | 1,035 | 1,099 | 1,061 | 1,171 | 1,297 | 1,288 | 1,236 |
| Semi-urgent | 1,945 | 1,971 | 1,977 | 1,922 | 2,044 | 2,189 | 2,139 | 2,164 |
| Non-urgent | 435 | 381 | 588 | 891 | 306 | 301 | 396 | 380 |
| All emergency presentations | 3,486 | 3,530 | 3,871 | 4,102 | 3,782 | 4,047 | 4,113 | 4,094 |

## Murwillumbah District Hospital: Patients arriving by ambulance

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time: [7] | 187 patients ** | 189 | |
| ED Transfer of care time | | | |
| Median time | 9 minutes | 11 minutes | -2 minutes |
| 90th percentile time | 18 minutes | 22 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.

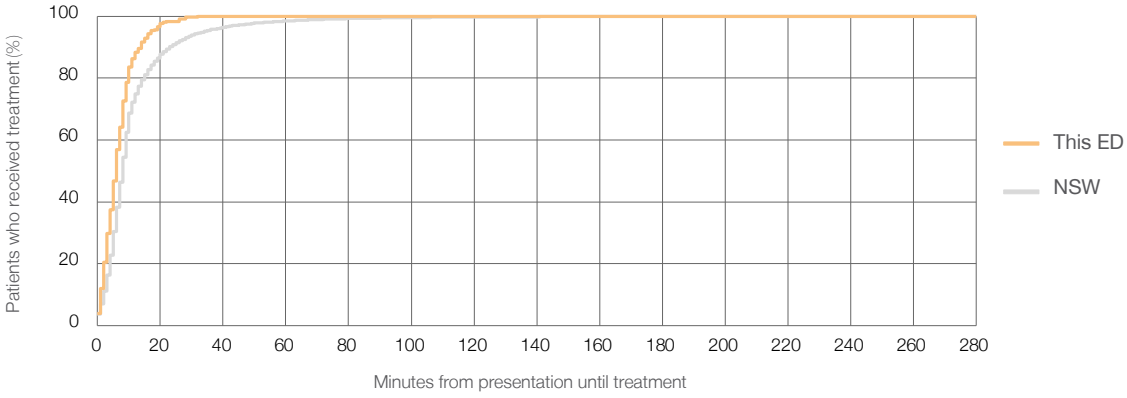
(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

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

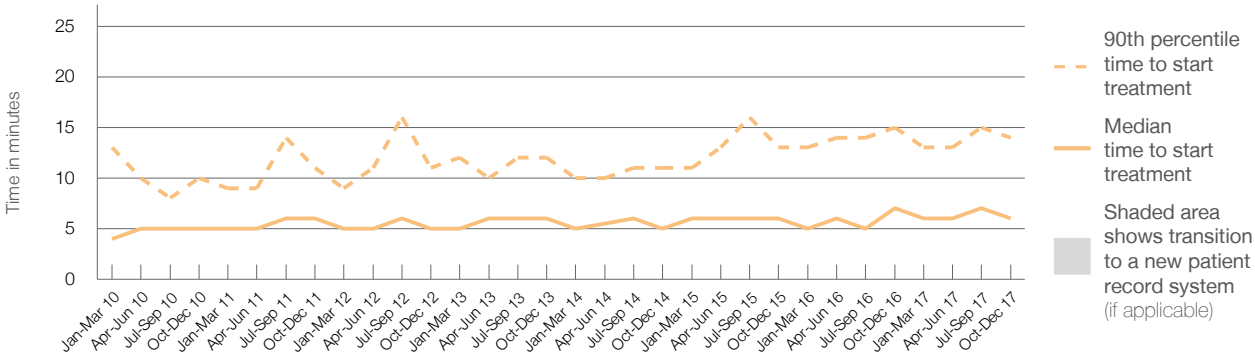
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns) | | | |
| Number of triage 2 patients: | 299 | 285 | |
| Number of triage 2 patients used to calculate waiting time:[3] | 299 | 284 | |
| Median time to start treatment[4] | 6 minutes | 7 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 14 minutes | 15 minutes | 23 minutes |

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




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




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

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

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

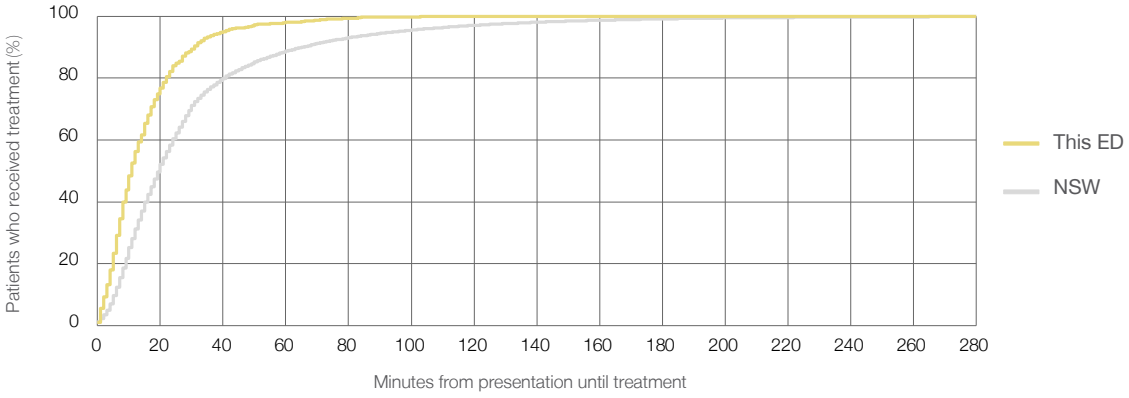
## Murwillumbah District Hospital: Time patients waited to start treatment, triage 3

October to December 2017

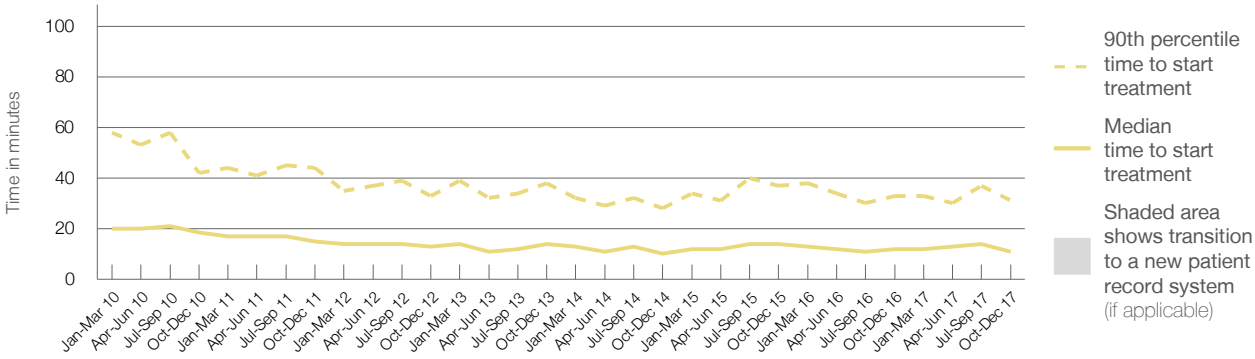
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 3 patients: | 1,236 | 1,288 | |
| Number of triage 3 patients used to calculate waiting time:[3] | 1,231 | 1,276 | |
| Median time to start treatment[4] | 11 minutes | 12 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 31 minutes | 33 minutes | 65 minutes |

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




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




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

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

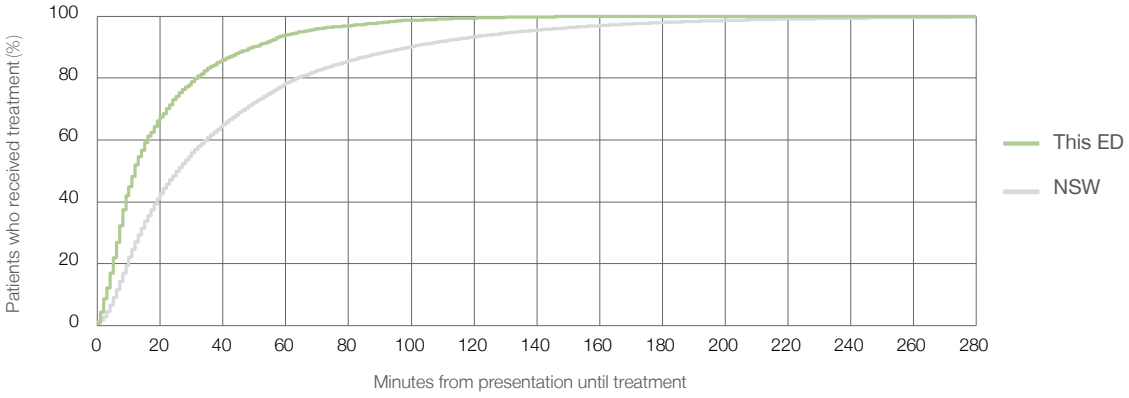
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

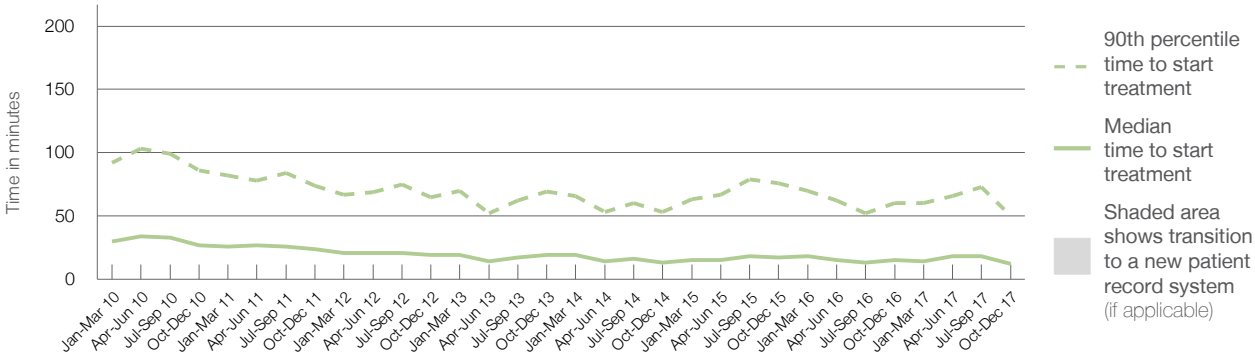
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 4 Semi-urgent (e.g. sprained ankle, earache) | | | |
| Number of triage 4 patients: 2,164 | | 2,139 | |
| Number of triage 4 patients used to calculate waiting time: [3] 2,126 | | 2,086 | |
| Median time to start treatment [4] | 12 minutes | 15 minutes | 26 minutes |
| 90th percentile time to start treatment [5] | 50 minutes | 60 minutes | 99 minutes |

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




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




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

(†) 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.

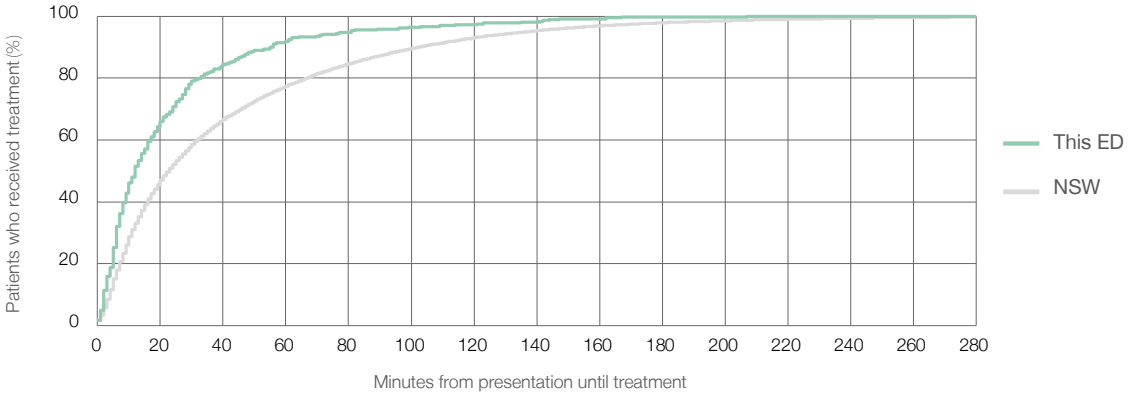
## Murwillumbah District Hospital: Time patients waited to start treatment, triage 5

October to December 2017

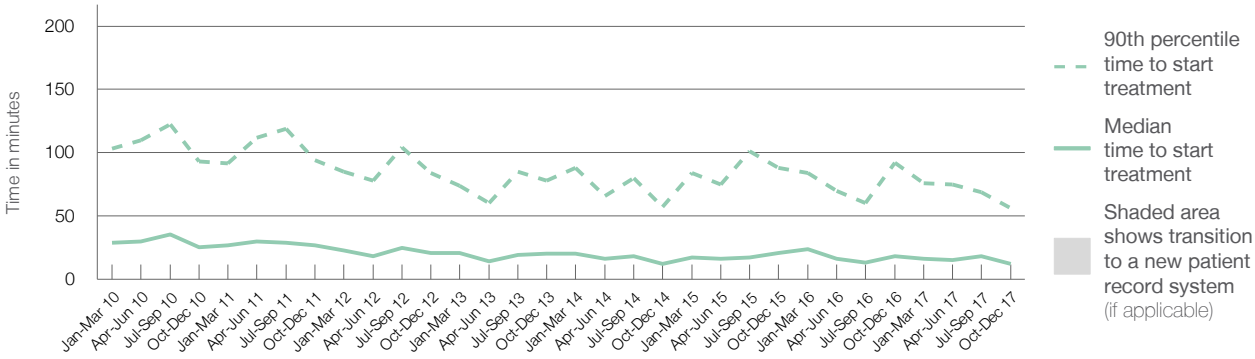
Triage 5 Non-urgent (e.g. small cuts or abrasions)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 5 patients: | 380 | 396 | |
| Number of triage 5 patients used to calculate waiting time: [3] | 359 | 371 | |
| Median time to start treatment [4] | 12 minutes | 18 minutes | 23 minutes |
| 90th percentile time to start treatment [5] | 56 minutes | 92 minutes | 103 minutes |

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




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




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

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

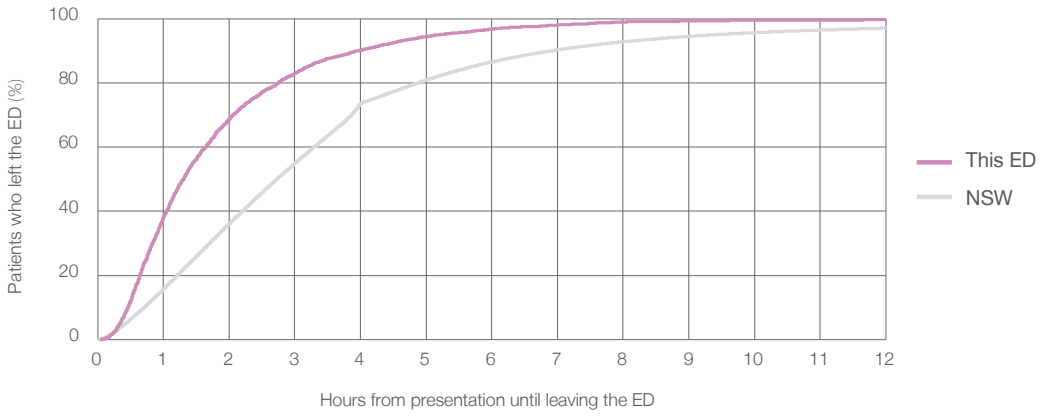
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

## Murwillumbah District Hospital: Time patients spent in the ED

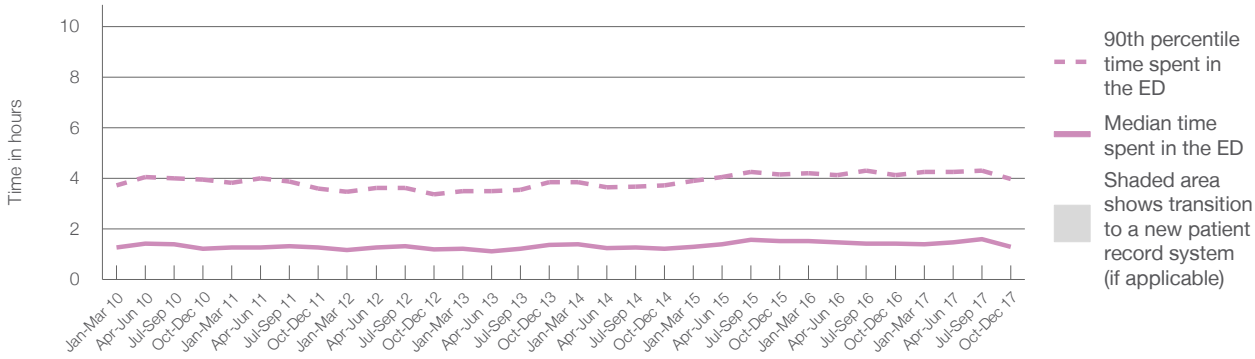
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 4,482 patients | 4,564 | |
| Presentations used to calculate time to leaving the ED:[6] | 4,480 patients | 4,563 | |
| Median time spent in the ED [8] | 1 hours and 18 minutes | 1 hours and 25 minutes | 2 hours and 44 minutes |
| 90th percentile time spent in the ED [9] | 3 hours and 59 minutes | 4 hours and 8 minutes | 6 hours and 55 minutes |

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




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




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

(†) 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.

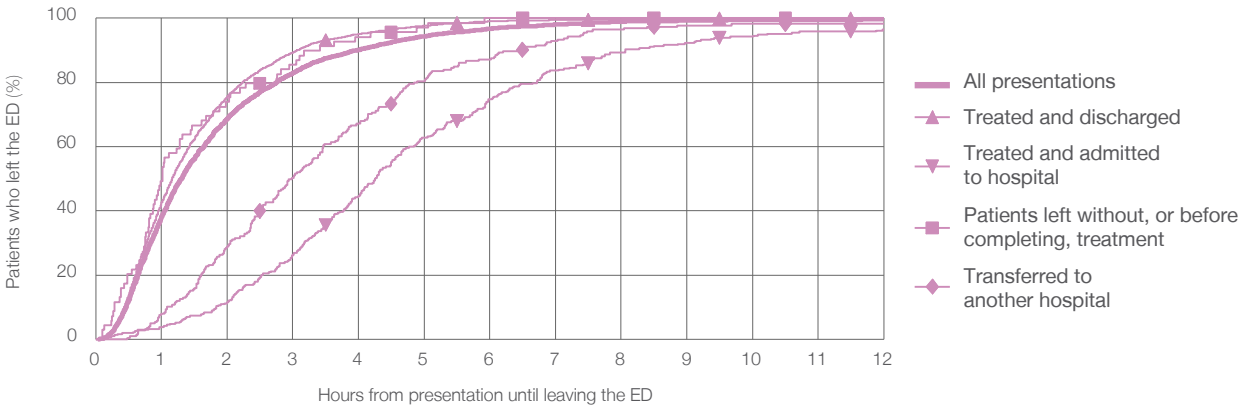
## **Murwillumbah District Hospital:** Time patients spent in the ED
### By mode of separation
October to December 2017

All presentations:[1] 4,482 patients

Presentations used to calculate time to leaving the ED: [6] 4,480 patients

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Treated and discharged | 3,869 (86.3%) | 4,563 | -1.8% |
| Treated and admitted to hospital | 312 (7.0%) | 3,813 | 1.5% |
| Patient left without, or before completing, treatment | 69 (1.5%) | 380 | -17.9% |
| Transferred to another hospital | 225 (5.0%) | 106 | -34.9% |
| Other | 7 (0.2%) | 262 | -14.1% |
| | | 3 | 133.3% |

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




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 42.7% | 75.7% | 89.4% | 95.1% | 99.0% | 99.8% | 99.9% | 100% |
| Treated and admitted to hospital | 3.8% | 11.5% | 26.3% | 44.6% | 74.7% | 89.4% | 94.2% | 96.5% |
| Patient left without, or before completing, treatment | 49.3% | 73.9% | 85.5% | 94.2% | 100% | 100% | 100% | 100% |
| Transferred to another hospital | 8.0% | 28.9% | 50.2% | 67.1% | 87.1% | 96.4% | 98.2% | 98.2% |
| All presentations | 38.3% | 68.8% | 83.0% | 90.1% | 96.7% | 98.9% | 99.5% | 99.7% |

(†) 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.

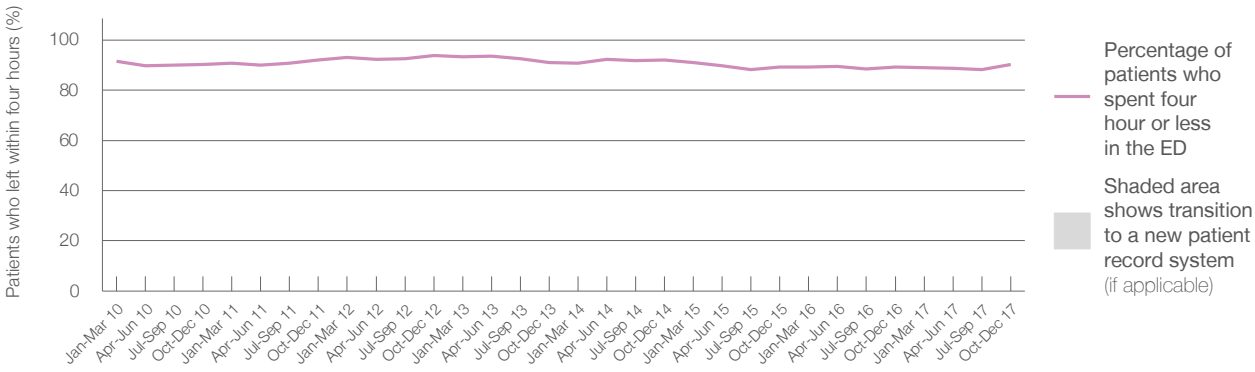
## Murwillumbah District Hospital: Time spent in the ED

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations at the emergency department: [1] | 4,482 patients | 4,564 | -1.8% |
| Presentations used to calculate time to leaving the ED: [6] | 4,480 patients | 4,563 | -1.8% |
| Percentage of patients who spent four hours or less in the ED | 90.1% | 89.3% | |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Patients who spent four hours or less in the ED (%) | 90.3% | 92.1% | 93.8% | 90.9% | 92.0% | 89.1% | 89.3% | 90.1% |

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

**More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer**

## **Ryde Hospital:** Emergency department (ED) overview

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 6,945 patients | 6,758 | 2.8% |
| Emergency presentations:[2] | 6,845 patients | 6,669 | 2.6% |

## **Ryde Hospital:** Time patients waited to start treatment[3]

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 | Emergency (e.g. chest pain, severe burns): 934 patients | 904 | |
| Median time to start treatment[4] | 7 minutes | 7 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 13 minutes | 11 minutes | 23 minutes |
| Triage 3 | Urgent (e.g. moderate blood loss, dehydration): 2,536 patients | 2,347 | |
| Median time to start treatment[4] | 14 minutes | 12 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 36 minutes | 32 minutes | 65 minutes |
| Triage 4 | Semi-urgent (e.g. sprained ankle, earache): 2,834 patients | 3,035 | |
| Median time to start treatment[4] | 14 minutes | 14 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 61 minutes | 66 minutes | 99 minutes |
| Triage 5 | Non-urgent (e.g. small cuts or abrasions): 506 patients | 356 | |
| Median time to start treatment[4] | 18 minutes | 15 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 95 minutes | 74 minutes | 103 minutes |

## **Ryde Hospital:** Time from presentation until leaving the ED

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 6,945 patients | 6,758 | 2.8% |
| Percentage of patients who spent four hours or less in the ED | 85.5% | 83.8% | |

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

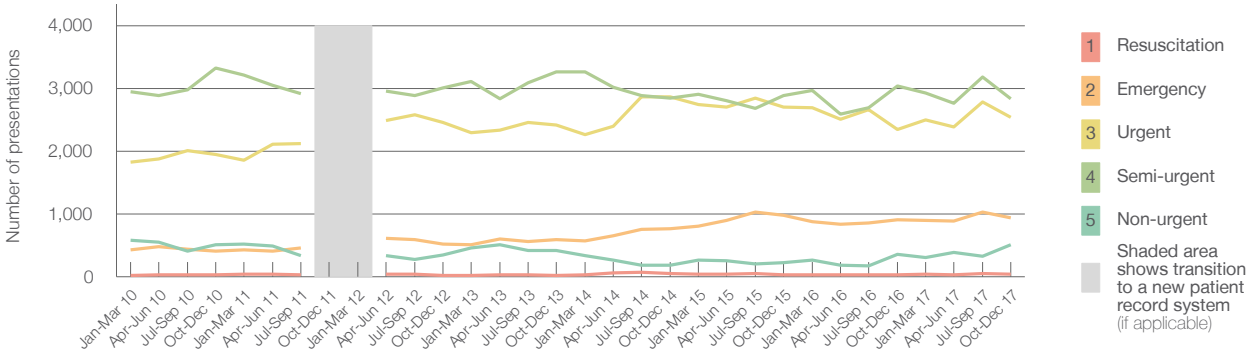
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

## **Ryde Hospital:** Patients presenting to the emergency department

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 6,945 patients | 6,758 | 2.8% |
| Emergency presentations[2] by triage category: | 6,845 patients | 6,669 | 2.6% |
| 1 Resuscitation | 35 (0.5%) | 27 | 29.6% |
| 2 Emergency | 934 (13.6%) | 904 | 3.3% |
| 3 Urgent | 2,536 (37.0%) | 2,347 | 8.1% |
| 4 Semi-urgent | 2,834 (41.4%) | 3,035 | -6.6% |
| 5 Non-urgent | 506 (7.4%) | 356 | 42.1% |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Resuscitation | 33 | | 17 | 20 | 52 | 34 | 27 | 35 |
| Emergency | 407 | | 520 | 595 | 763 | 978 | 904 | 934 |
| Urgent | 1,950 | | 2,461 | 2,414 | 2,867 | 2,703 | 2,347 | 2,536 |
| Semi-urgent | 3,327 | | 3,006 | 3,265 | 2,841 | 2,887 | 3,035 | 2,834 |
| Non-urgent | 506 | | 347 | 414 | 182 | 219 | 356 | 506 |
| All emergency presentations | 6,223 | | 6,351 | 6,708 | 6,705 | 6,821 | 6,669 | 6,845 |

## **Ryde Hospital:** Patients arriving by ambulance

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time: [7] | 1,477 patients | 1,440 | |
| ED Transfer of care time | | | |
| Median time | 10 minutes | 10 minutes | 0 minutes |
| 90th percentile time | 18 minutes | 18 minutes | 0 minutes |

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

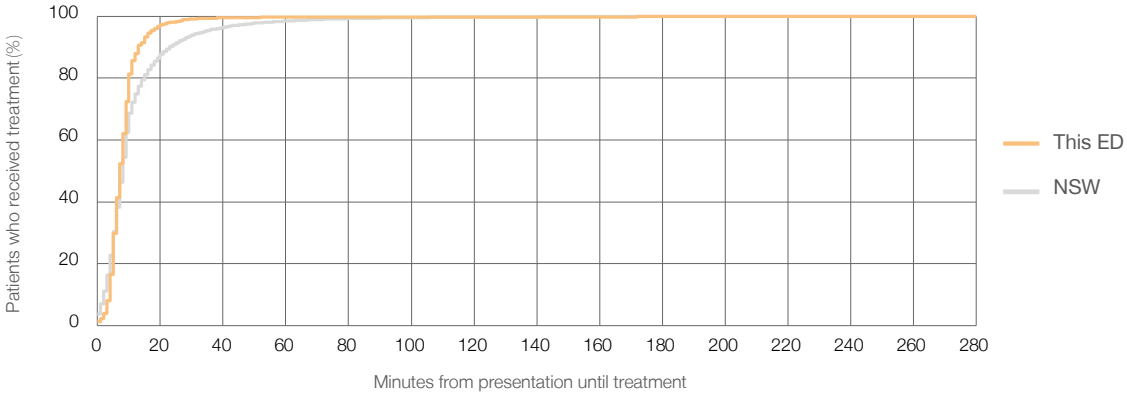
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

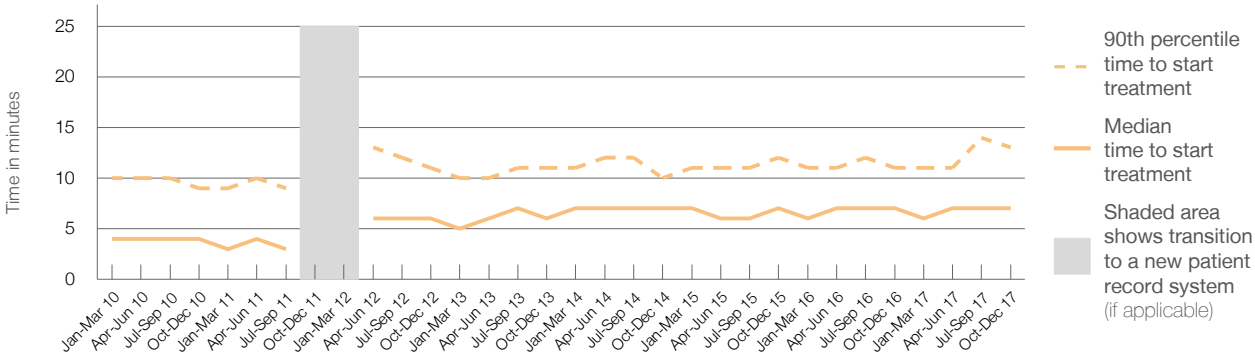
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 | Emergency (e.g. chest pain, severe burns) | | |
| Number of triage 2 patients: | 934 | 904 | |
| Number of triage 2 patients used to calculate waiting time: [3] | 934 | 903 | |
| Median time to start treatment [4] | 7 minutes | 7 minutes | 8 minutes |
| 90th percentile time to start treatment [5] | 13 minutes | 11 minutes | 23 minutes |

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




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




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

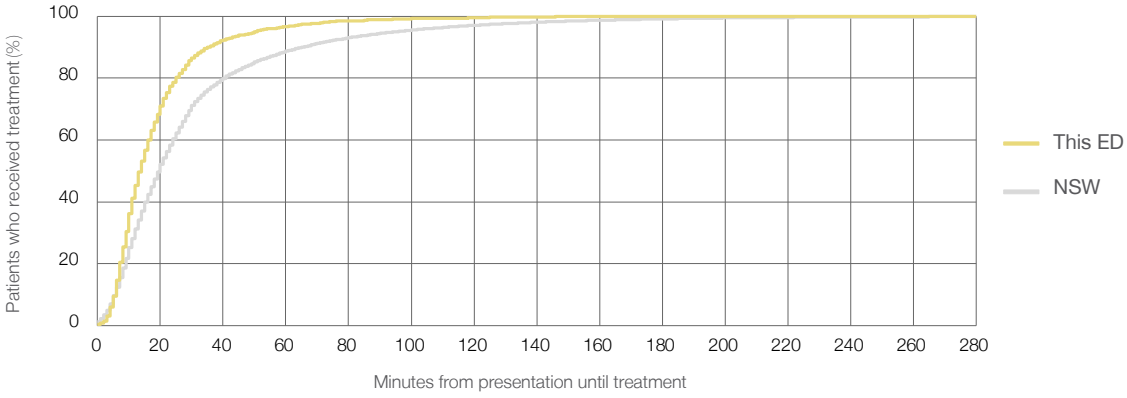
## Ryde Hospital: Time patients waited to start treatment, triage 3

October to December 2017

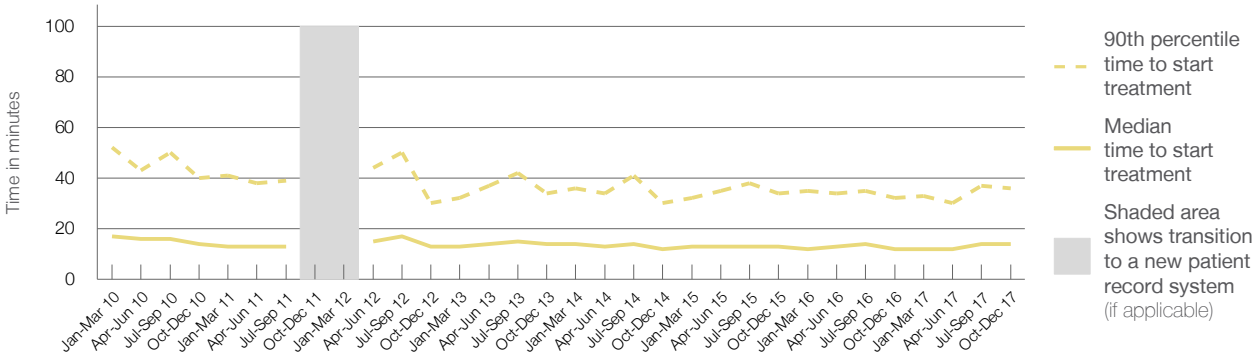
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 3 patients: | 2,536 | 2,347 | |
| Number of triage 3 patients used to calculate waiting time: [3] | 2,513 | 2,321 | |
| Median time to start treatment [4] | 14 minutes | 12 minutes | 20 minutes |
| 90th percentile time to start treatment [5] | 36 minutes | 32 minutes | 65 minutes |

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




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




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

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

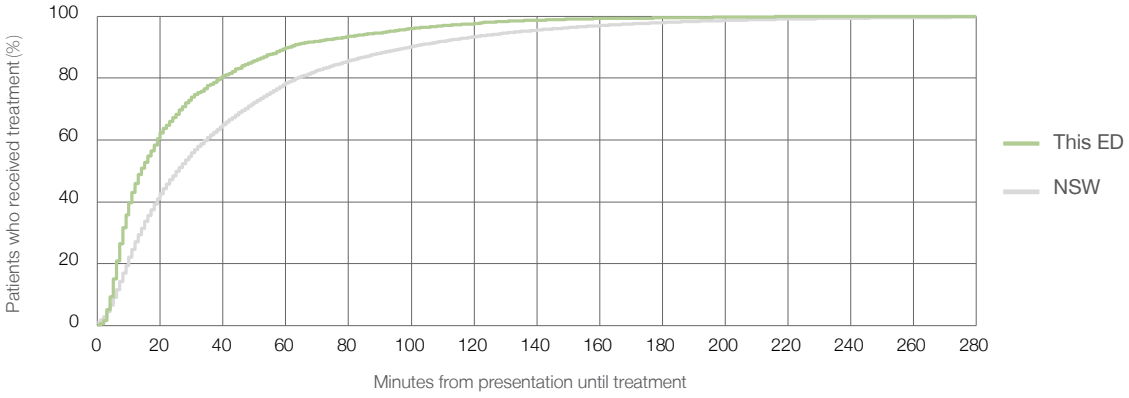
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

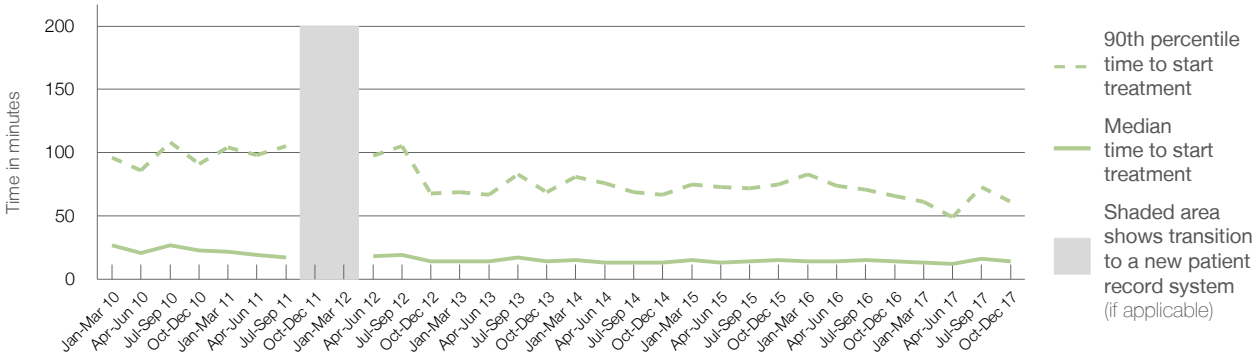
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 4 | Semi-urgent (e.g. sprained ankle, earache) | | |
| Number of triage 4 patients: | 2,834 | 3,035 | |
| Number of triage 4 patients used to calculate waiting time: [3] | 2,743 | 2,933 | |
| Median time to start treatment [4] | 14 minutes | 14 minutes | 26 minutes |
| 90th percentile time to start treatment [5] | 61 minutes | 66 minutes | 99 minutes |

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




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




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

(†) 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.

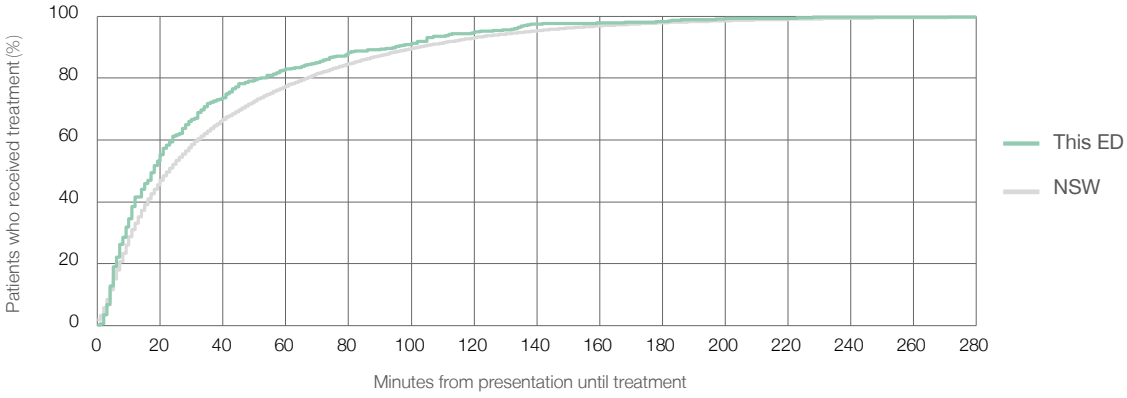
## Ryde Hospital: Time patients waited to start treatment, triage 5

October to December 2017

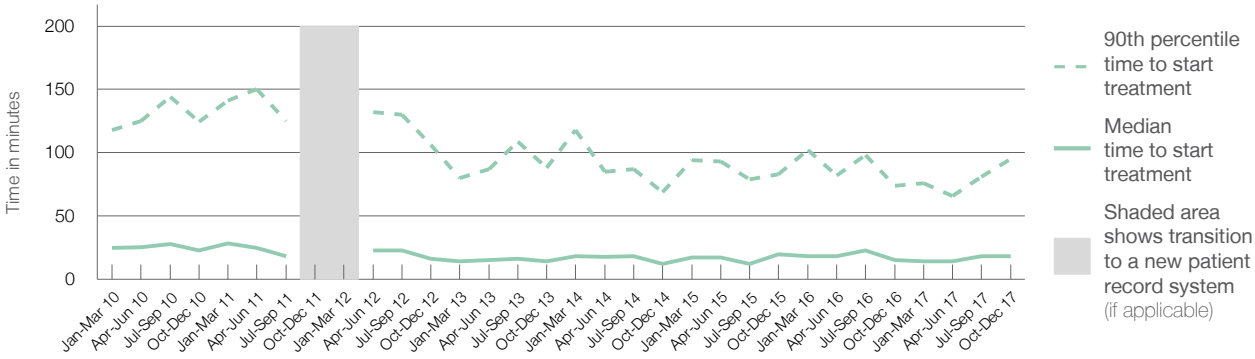
Triage 5 Non-urgent (e.g. small cuts or abrasions)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 5 patients: | 506 | 356 | |
| Number of triage 5 patients used to calculate waiting time:[3] | 457 | 309 | |
| Median time to start treatment[4] | 18 minutes | 15 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 95 minutes | 74 minutes | 103 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 23 | | 16 | 14 | 12 | 20 | 15 | 18 |
| 90th percentile time to start treatment[5] (minutes) | 125 | | 106 | 88 | 69 | 83 | 74 | 95 |

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

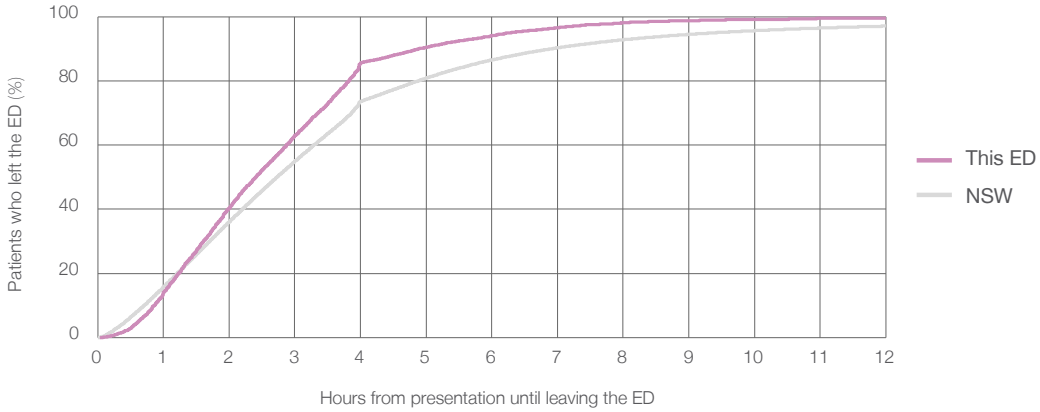
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

## **Ryde Hospital:** Time patients spent in the ED

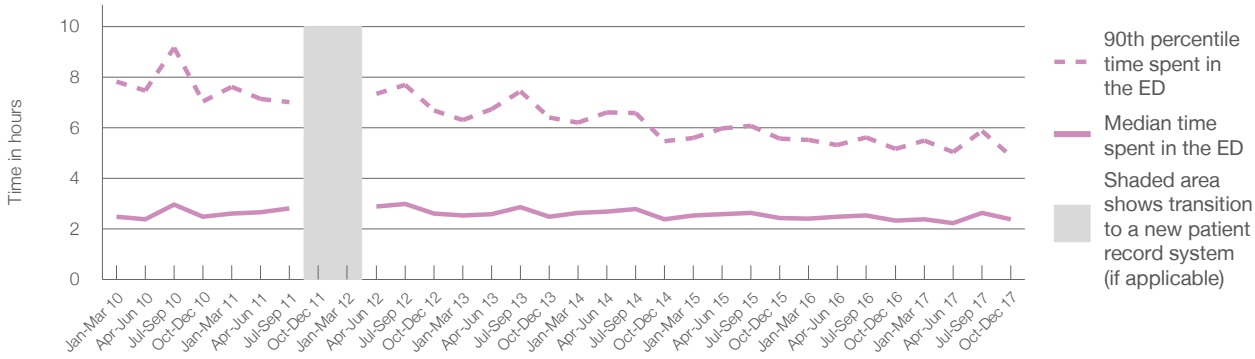
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 6,945 patients | 6,758 | |
| Presentations used to calculate time to leaving the ED:[6] | 6,945 patients | 6,758 | |
| Median time spent in the ED[8] | 2 hours and 24 minutes | 2 hours and 21 minutes | 2 hours and 44 minutes |
| 90th percentile time spent in the ED[9] | 4 hours and 54 minutes | 5 hours and 10 minutes | 6 hours and 55 minutes |

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




Time patients spent in the ED, by quarter, January 2010 to December 2017 [†‡]




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to leaving the ED[8] (hours, minutes) | 2h 30m | | 2h 37m | 2h 29m | 2h 24m | 2h 27m | 2h 21m | 2h 24m |
| 90th percentile time to leaving the ED[9] (hours, minutes) | 7h 3m | | 6h 41m | 6h 25m | 5h 29m | 5h 35m | 5h 10m | 4h 54m |

(†) 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.

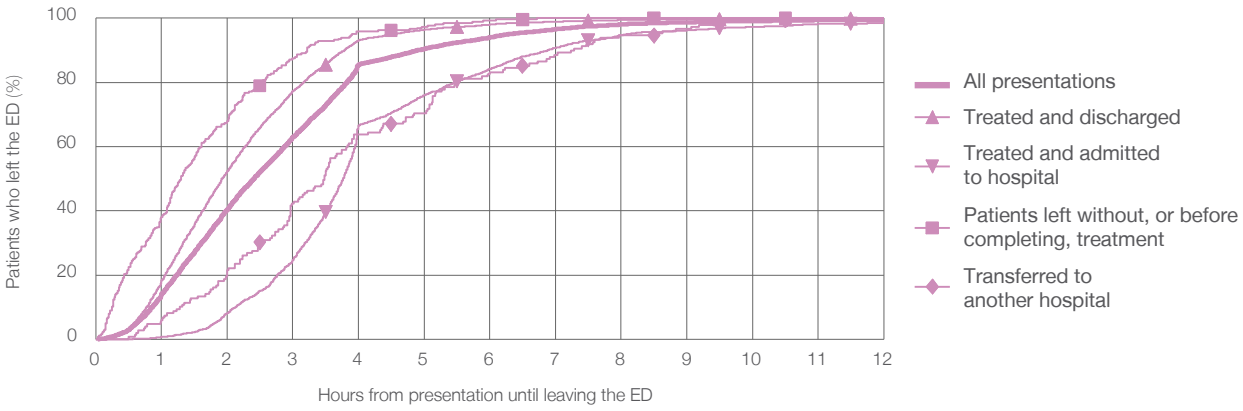
## **Ryde Hospital:** Time patients spent in the ED
## By mode of separation
October to December 2017

All presentations:[1] 6,945 patients

Presentations used to calculate time to leaving the ED: [6] 6,945 patients

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| | | 6,758 | 2.8% |
| Treated and discharged | 4,678 (67.4%) | 4,443 | 5.3% |
| Treated and admitted to hospital | 1,847 (26.6%) | 1,834 | 0.7% |
| Patient left without, or before completing, treatment | 266 (3.8%) | 310 | -14.2% |
| Transferred to another hospital | 149 (2.1%) | 160 | -6.9% |
| Other | 5 (0.1%) | 11 | -54.5% |

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




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 18.3% | 52.3% | 77.3% | 93.1% | 98.0% | 99.4% | 99.8% | 99.9% |
| Treated and admitted to hospital | 0.7% | 8.1% | 24.7% | 66.5% | 84.2% | 94.8% | 97.3% | 98.5% |
| Patient left without, or before completing, treatment | 38.0% | 68.0% | 87.6% | 95.9% | 99.2% | 100% | 100% | 100% |
| Transferred to another hospital | 6.0% | 21.5% | 42.3% | 63.8% | 83.2% | 94.6% | 99.3% | 99.3% |
| All presentations | 14.1% | 40.5% | 63.0% | 85.5% | 94.1% | 98.1% | 99.1% | 99.5% |

(†) 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.

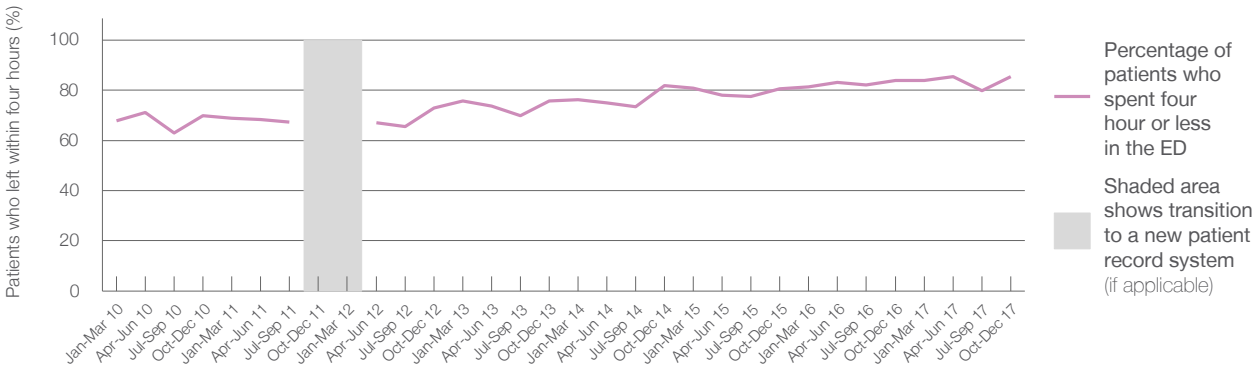
## **Ryde Hospital:** Time spent in the ED

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations at the emergency department: [1] | 6,945 patients | 6,758 | 2.8% |
| Presentations used to calculate time to leaving the ED: [6] | 6,945 patients | 6,758 | 2.8% |
| Percentage of patients who spent four hours or less in the ED | 85.5% | 83.8% | |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Patients who spent four hours or less in the ED (%) | 69.9% | | 72.9% | 75.6% | 81.7% | 80.5% | 83.8% | 85.5% |

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## Shellharbour Hospital: Emergency department (ED) overview

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 8,089 patients | 7,658 | 5.6% |
| Emergency presentations:[2] | 7,839 patients | 7,420 | 5.6% |

## Shellharbour Hospital: Time patients waited to start treatment[3]

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns): | 796 patients | 798 | |
| Median time to start treatment[4] | 7 minutes | 7 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 15 minutes | 13 minutes | 23 minutes |
| Triage 3 Urgent (e.g. moderate blood loss, dehydration): | 2,850 patients | 2,614 | |
| Median time to start treatment[4] | 23 minutes | 20 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 99 minutes | 70 minutes | 65 minutes |
| Triage 4 Semi-urgent (e.g. sprained ankle, earache): | 3,900 patients | 3,775 | |
| Median time to start treatment[4] | 26 minutes | 21 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 139 minutes | 110 minutes | 99 minutes |
| Triage 5 Non-urgent (e.g. small cuts or abrasions): | 270 patients | 211 | |
| Median time to start treatment[4] | 29 minutes | 19 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 122 minutes | 85 minutes | 103 minutes |

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 8,089 patients | 7,657 | 5.6% |
| Percentage of patients who spent four hours or less in the ED | 68.1% | 67.6% | |

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

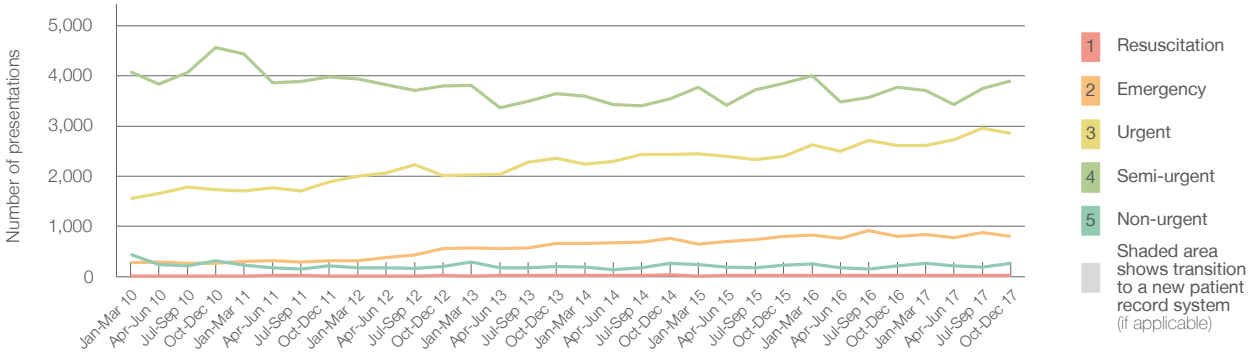
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

## Shellharbour Hospital: Patients presenting to the emergency department

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 8,089 patients | 7,658 | 5.6% |
| Emergency presentations[2] by triage category: | 7,839 patients | 7,420 | 5.6% |
| 1 Resuscitation | 23 (0.3%) | 22 | 4.5% |
| 2 Emergency | 796 (10.2%) | 798 | -0.3% |
| 3 Urgent | 2,850 (36.4%) | 2,614 | 9.0% |
| 4 Semi-urgent | 3,900 (49.8%) | 3,775 | 3.3% |
| 5 Non-urgent | 270 (3.4%) | 211 | 28.0% |

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




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

## Shellharbour Hospital: Patients arriving by ambulance

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time: [7] | 1,669 patients | 1,606 | |
| ED Transfer of care time | | | |
| Median time | 11 minutes | 10 minutes | 1 minute |
| 90th percentile time | 25 minutes | 22 minutes | 3 minutes |

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

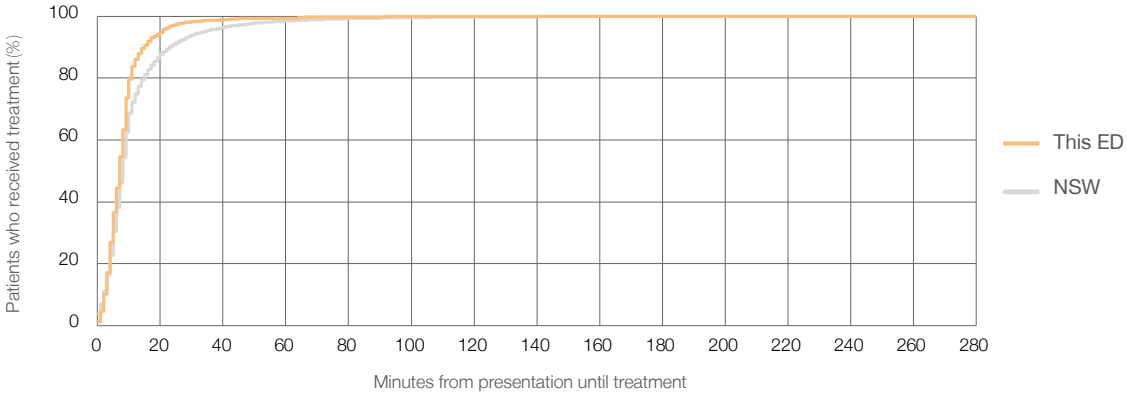
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

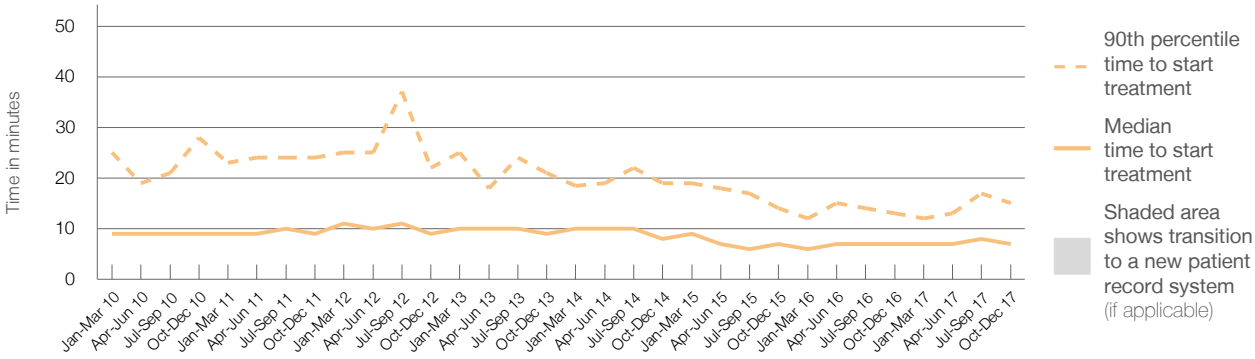
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns) | | | |
| Number of triage 2 patients: | 796 | 798 | |
| Number of triage 2 patients used to calculate waiting time:[3] | 794 | 796 | |
| Median time to start treatment[4] | 7 minutes | 7 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 15 minutes | 13 minutes | 23 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 9 | 9 | 9 | 9 | 8 | 7 | 7 | 7 |
| 90th percentile time to start treatment[5] (minutes) | 28 | 24 | 22 | 21 | 19 | 14 | 13 | 15 |

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

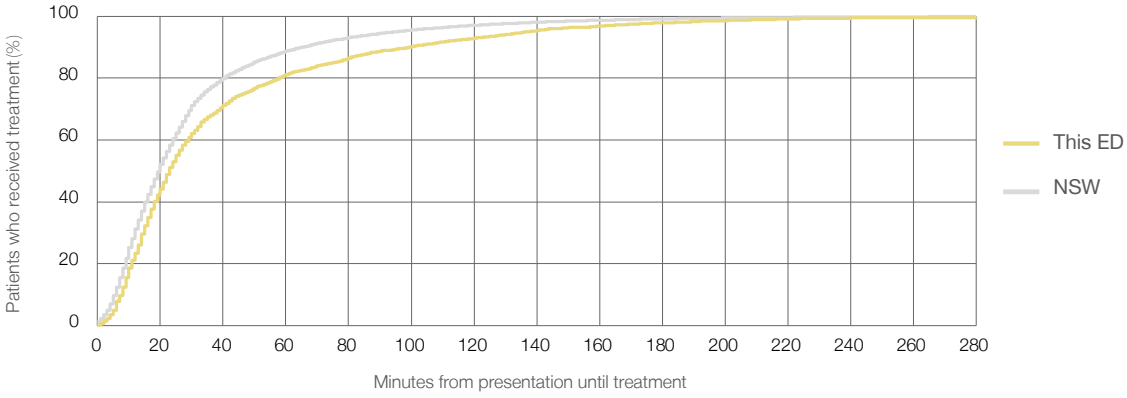
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

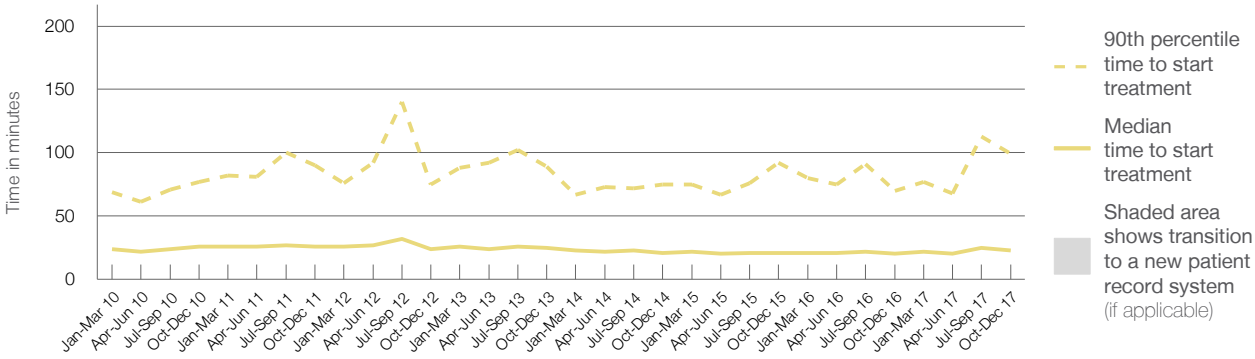
October to December 2017

| | Same period last year | NSW (this period) |
|---|---|---|
| Triage 3 Urgent (e.g. moderate blood loss, dehydration) | | |
| Number of triage 3 patients: 2,850 | 2,614 | |
| Number of triage 3 patients used to calculate waiting time: [3] 2,799 | 2,568 | |
| Median time to start treatment [4] 23 minutes | 20 minutes | 20 minutes |
| 90th percentile time to start treatment [5] 99 minutes | 70 minutes | 65 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to start treatment [4] (minutes) | 26 | 26 | 24 | 25 | 21 | 21 | 20 | 23 |
| 90th percentile time to start treatment [5] (minutes) | 77 | 90 | 75 | 89 | 75 | 92 | 70 | 99 |

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

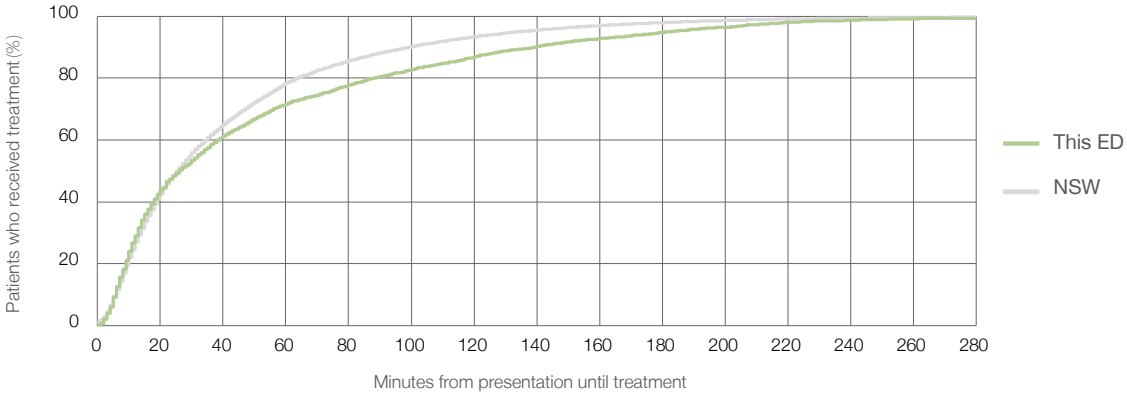
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

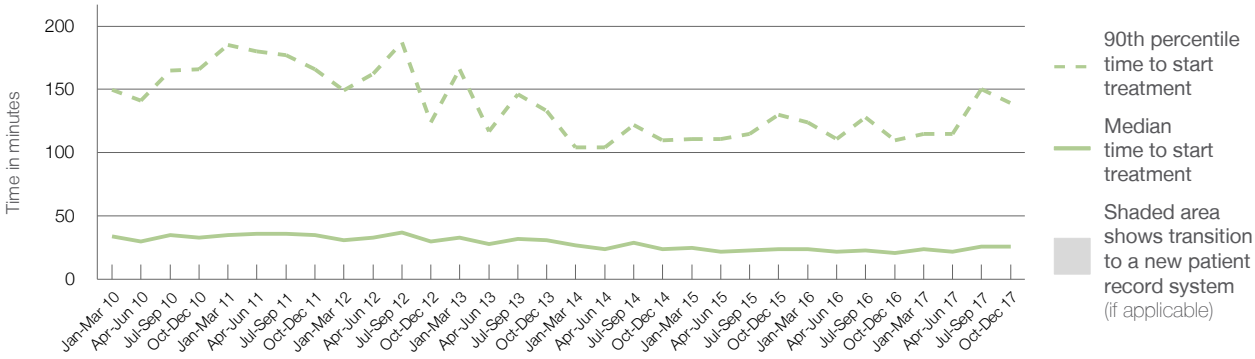
October to December 2017

| | Same period last year | NSW (this period) |
|---|---|---|
| Triage 4 Semi-urgent (e.g. sprained ankle, earache) | | |
| Number of triage 4 patients: 3,900 | 3,775 | |
| Number of triage 4 patients used to calculate waiting time:[3] 3,581 | 3,533 | |
| Median time to start treatment[4] 26 minutes | 21 minutes | 26 minutes |
| 90th percentile time to start treatment[5] 139 minutes | 110 minutes | 99 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 33 | 35 | 30 | 31 | 24 | 24 | 21 | 26 |
| 90th percentile time to start treatment[5] (minutes) | 166 | 166 | 124 | 133 | 110 | 130 | 110 | 139 |

(†) 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.

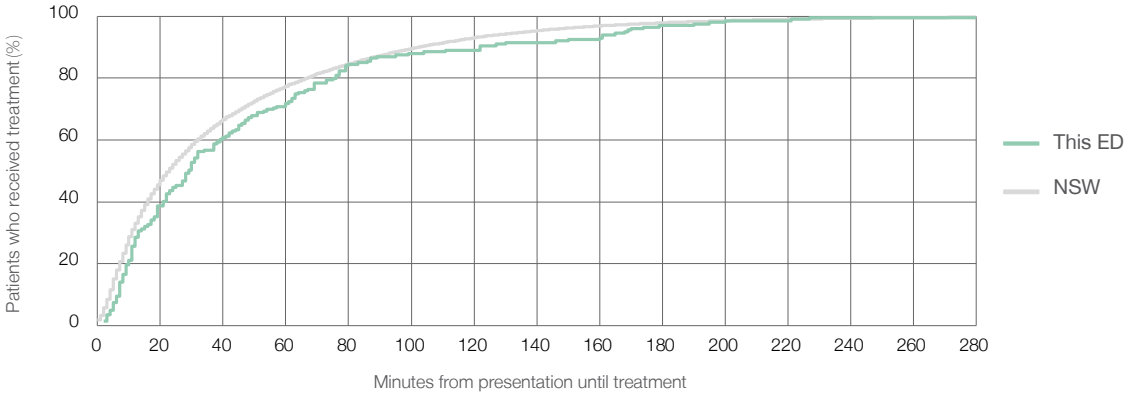
## **Shellharbour Hospital:** Time patients waited to start treatment, triage 5

October to December 2017

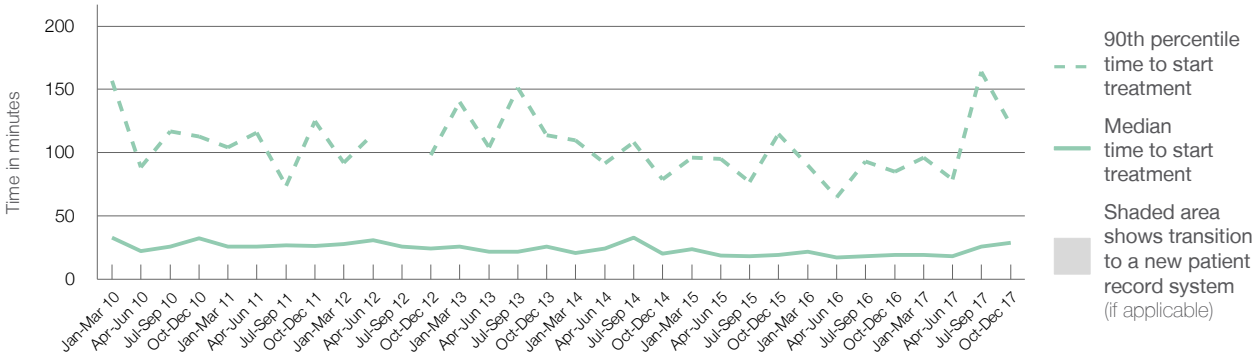
Triage 5 Non-urgent (e.g. small cuts or abrasions)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 5 patients: | 270 | 211 | |
| Number of triage 5 patients used to calculate waiting time:[3] | 199 | 173 | |
| Median time to start treatment[4] | 29 minutes | 19 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 122 minutes | 85 minutes | 103 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 33 | 27 | 25 | 26 | 20 | 19 | 19 | 29 |
| 90th percentile time to start treatment[5] (minutes) | 113 | 125 | 98 | 114 | 79 | 115 | 85 | 122 |

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

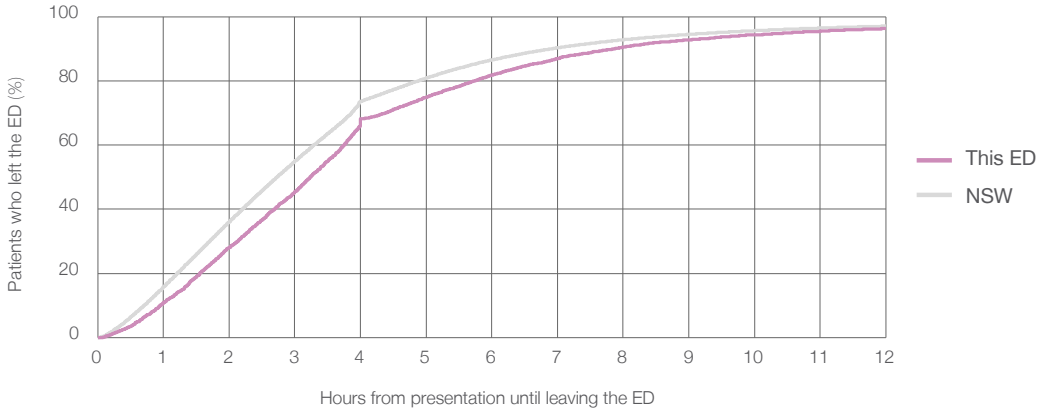
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

## **Shellharbour Hospital:** Time patients spent in the ED

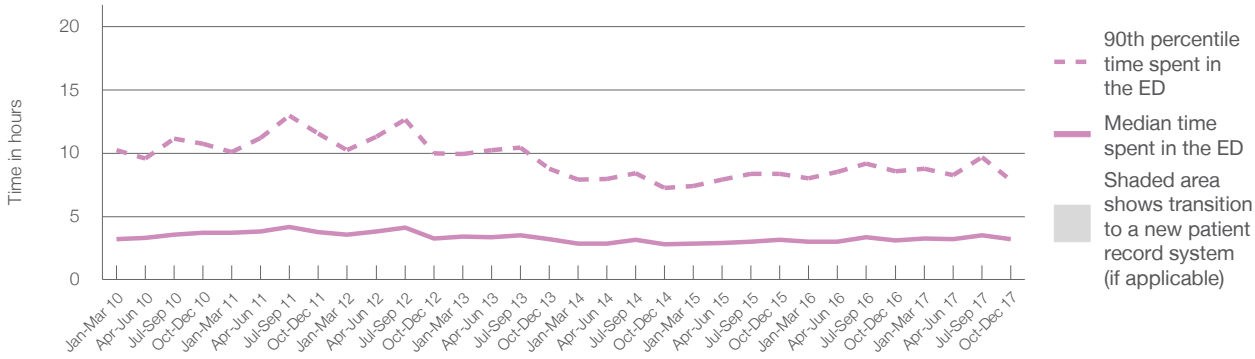
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 8,089 patients | 7,658 | |
| Presentations used to calculate time to leaving the ED:[6] | 8,089 patients | 7,657 | |
| Median time spent in the ED[8] | 3 hours and 14 minutes | 3 hours and 7 minutes | 2 hours and 44 minutes |
| 90th percentile time spent in the ED[9] | 7 hours and 52 minutes | 8 hours and 33 minutes | 6 hours and 55 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to leaving the ED[8] (hours, minutes) | 3h 42m | 3h 47m | 3h 15m | 3h 11m | 2h 49m | 3h 9m | 3h 7m | 3h 14m |
| 90th percentile time to leaving the ED[9] (hours, minutes) | 10h 46m | 11h 33m | 10h 0m | 8h 46m | 7h 16m | 8h 22m | 8h 33m | 7h 52m |

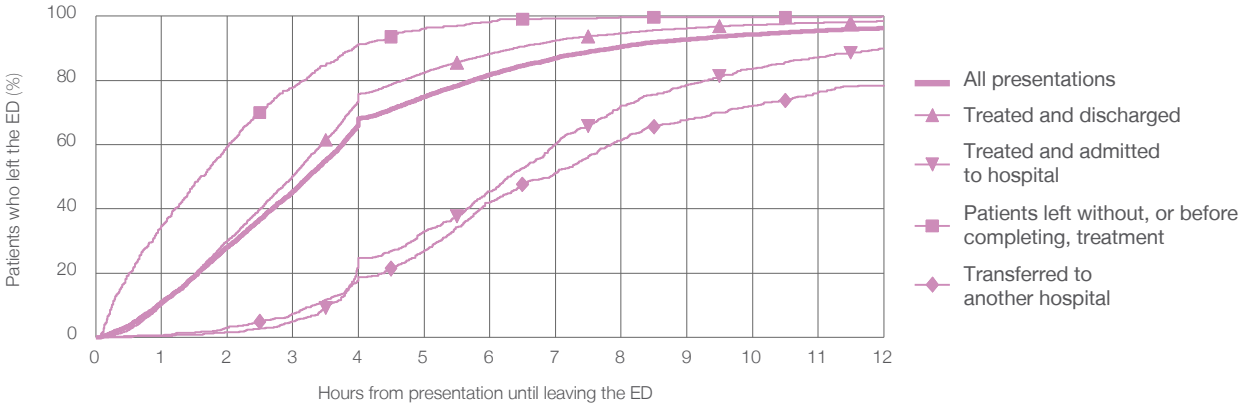
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) 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 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 8,089 patients | | |
| Presentations used to calculate time to leaving the ED:[6] | 8,089 patients | 7,657 | 5.6% |
| Treated and discharged | 5,971 (73.8%) | 5,732 | 4.2% |
| Treated and admitted to hospital | 731 (9.0%) | 753 | -2.9% |
| Patient left without, or before completing, treatment | 755 (9.3%) | 609 | 24.0% |
| Transferred to another hospital | 625 (7.7%) | 554 | 12.8% |
| Other | 7 (0.1%) | 10 | -30.0% |

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




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 10.2% | 30.1% | 50.2% | 75.7% | 88.4% | 94.7% | 97.3% | 98.6% |
| Treated and admitted to hospital | 0.4% | 1.5% | 4.9% | 24.6% | 45.4% | 72.1% | 83.7% | 89.9% |
| Patient left without, or before completing, treatment | 34.7% | 59.3% | 77.7% | 91.3% | 98.1% | 99.6% | 99.7% | 99.9% |
| Transferred to another hospital | 0.6% | 3.0% | 7.4% | 18.7% | 42.1% | 61.4% | 72.2% | 78.6% |
| All presentations | 11.0% | 28.2% | 45.4% | 68.1% | 81.8% | 90.5% | 94.4% | 96.4% |

(†) 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.

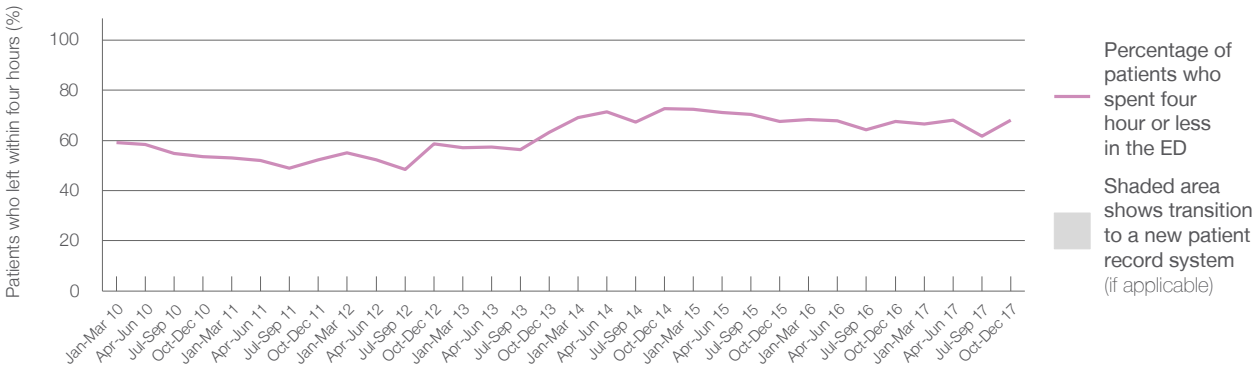
## Shellharbour Hospital: Time spent in the ED

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

October to December 2017

| | Same period last year | Change since one year ago |
|---|---|---|
| All presentations at the emergency department: [1] 8,089 patients | 7,658 | 5.6% |
| Presentations used to calculate time to leaving the ED: [6] 8,089 patients | 7,657 | 5.6% |
| Percentage of patients who spent four hours or less in the ED: 68.1% | 67.6% | |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Patients who spent four hours or less in the ED (%) | 53.5% | 52.3% | 58.5% | 63.2% | 72.6% | 67.7% | 67.6% | 68.1% |

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

## South East Regional Hospital: Emergency department (ED) overview

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 4,626 patients | 4,440 | 4.2% |
| Emergency presentations:[2] | 4,401 patients | 4,137 | 6.4% |

## South East Regional Hospital: Time patients waited to start treatment[3]

October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns): | 479 patients | 414 | |
| Median time to start treatment[4] | 8 minutes | 7 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 19 minutes | 21 minutes | 23 minutes |
| Triage 3 Urgent (e.g. moderate blood loss, dehydration): | 1,450 patients | 1,258 | |
| Median time to start treatment[4] | 19 minutes | 20 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 57 minutes | 70 minutes | 65 minutes |
| Triage 4 Semi-urgent (e.g. sprained ankle, earache): | 1,879 patients | 1,745 | |
| Median time to start treatment[4] | 29 minutes | 32 minutes | 26 minutes |
| 90th percentile time to start treatment[5] | 123 minutes | 137 minutes | 99 minutes |
| Triage 5 Non-urgent (e.g. small cuts or abrasions): | 572 patients | 706 | |
| Median time to start treatment[4] | 30 minutes | 46 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 135 minutes | 146 minutes | 103 minutes |

## South East Regional Hospital: Time from presentation until leaving the ED

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 4,626 patients | 4,439 | 4.2% |
| Percentage of patients who spent four hours or less in the ED | 72.9% | 72.3% | |

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

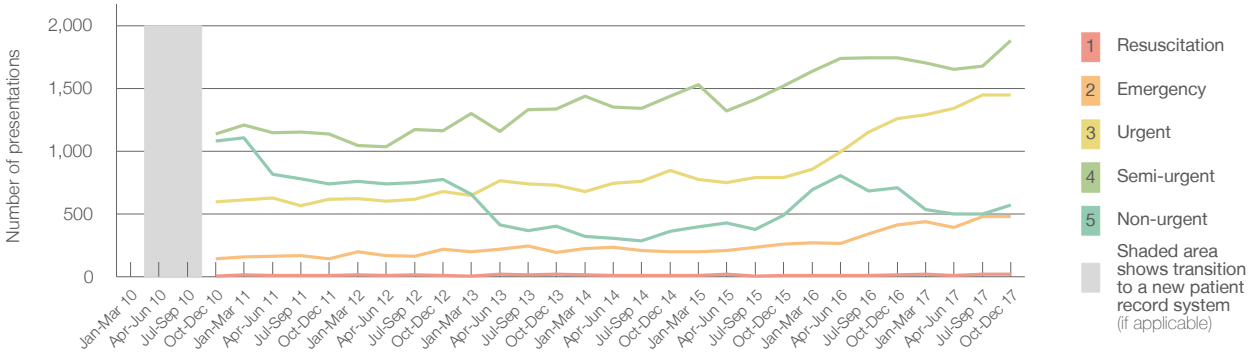
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

## South East Regional Hospital: Patients presenting to the emergency department

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 4,626 patients | 4,440 | 4.2% |
| Emergency presentations[2] by triage category: | 4,401 patients | 4,137 | 6.4% |
| 1 Resuscitation | 21 (0.5%) | 14 | 50.0% |
| 2 Emergency | 479 (10.9%) | 414 | 15.7% |
| 3 Urgent | 1,450 (32.9%) | 1,258 | 15.3% |
| 4 Semi-urgent | 1,879 (42.7%) | 1,745 | 7.7% |
| 5 Non-urgent | 572 (13.0%) | 706 | -19.0% |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Resuscitation | < 5 | 7 | 8 | 19 | 12 | 9 | 14 | 21 |
| Emergency | 146 | 141 | 218 | 194 | 198 | 259 | 414 | 479 |
| Urgent | 598 | 619 | 678 | 728 | 848 | 788 | 1,258 | 1,450 |
| Semi-urgent | 1,136 | 1,136 | 1,163 | 1,337 | 1,436 | 1,521 | 1,745 | 1,879 |
| Non-urgent | 1,079 | 737 | 776 | 402 | 359 | 488 | 706 | 572 |
| All emergency presentations | 2,959 | 2,640 | 2,843 | 2,680 | 2,853 | 3,065 | 4,137 | 4,401 |

## South East Regional Hospital: Patients arriving by ambulance

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time: [7] | 987 patients | 880 | |
| ED Transfer of care time | | | |
| Median time | 11 minutes | 12 minutes | -1 minute |
| 90th percentile time | 20 minutes | 25 minutes | -5 minutes |

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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

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

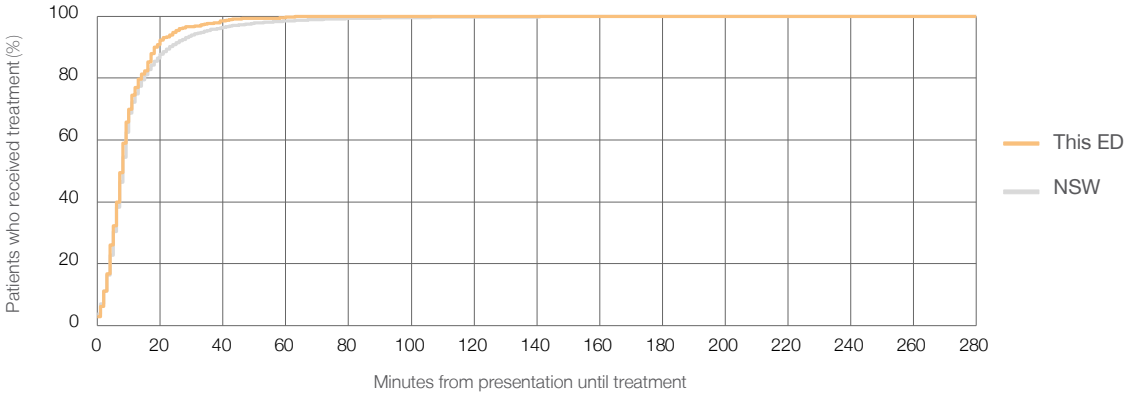
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## South East Regional Hospital: Time patients waited to start treatment, triage 2

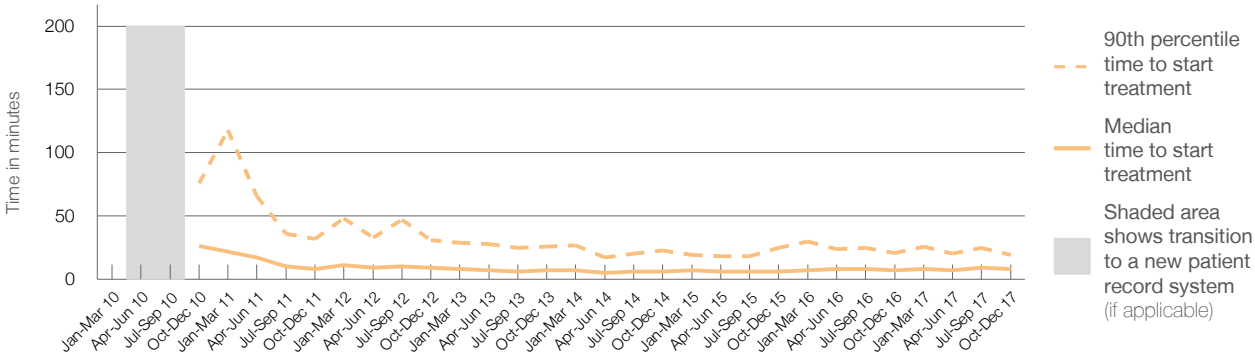
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns) | | | |
| Number of triage 2 patients: 479 | | 414 | |
| Number of triage 2 patients used to calculate waiting time:[3] 478 | | 410 | |
| Median time to start treatment[4] | 8 minutes | 7 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 19 minutes | 21 minutes | 23 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 27 | 8 | 9 | 7 | 6 | 6 | 7 | 8 |
| 90th percentile time to start treatment[5] (minutes) | 76 | 32 | 31 | 26 | 23 | 25 | 21 | 19 |

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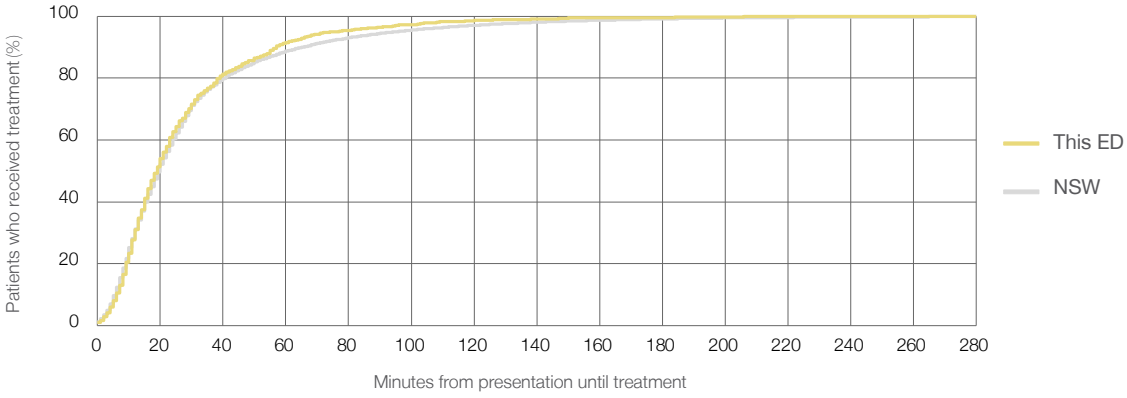
## South East Regional Hospital: Time patients waited to start treatment, triage 3

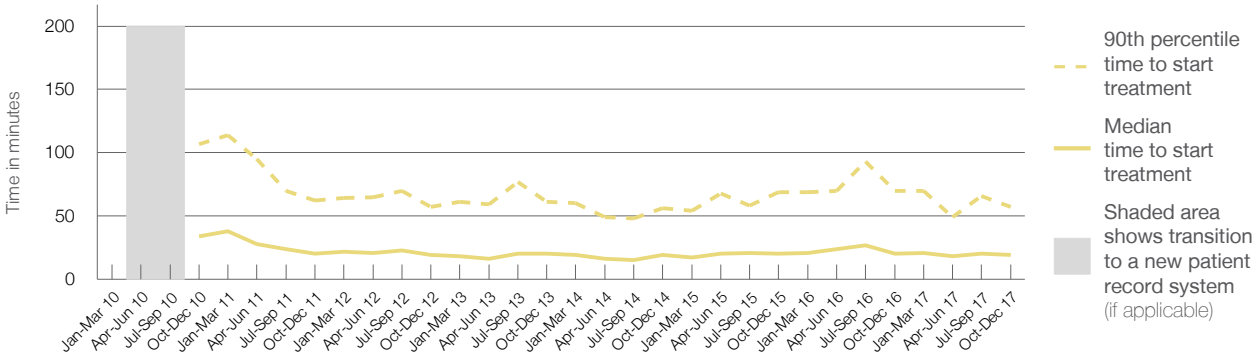
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 3 Urgent (e.g. moderate blood loss, dehydration) | | | |
| Number of triage 3 patients: | 1,450 | 1,258 | |
| Number of triage 3 patients used to calculate waiting time:[3] | 1,427 | 1,232 | |
| Median time to start treatment[4] | 19 minutes | 20 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 57 minutes | 70 minutes | 65 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 34 | 20 | 19 | 20 | 19 | 20 | 20 | 19 |
| 90th percentile time to start treatment[5] (minutes) | 107 | 62 | 57 | 61 | 56 | 69 | 70 | 57 |

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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.

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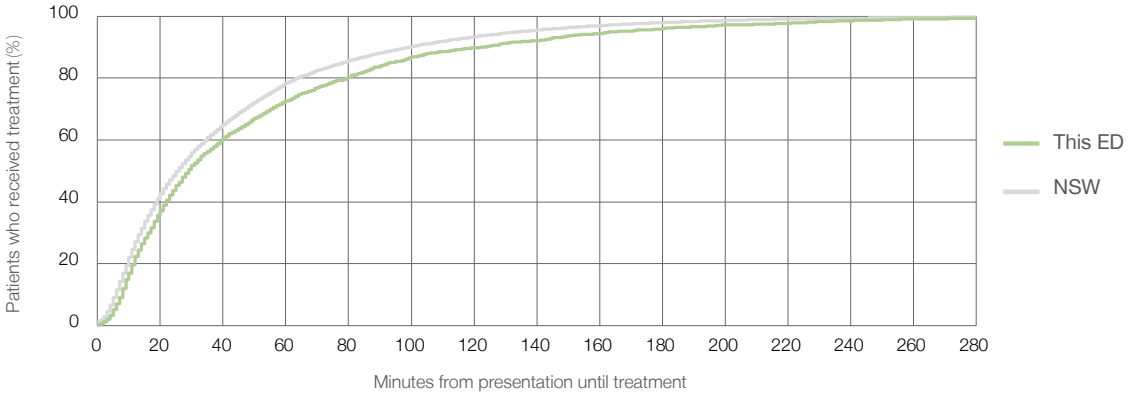
## South East Regional Hospital: Time patients waited to start treatment, triage 4

October to December 2017

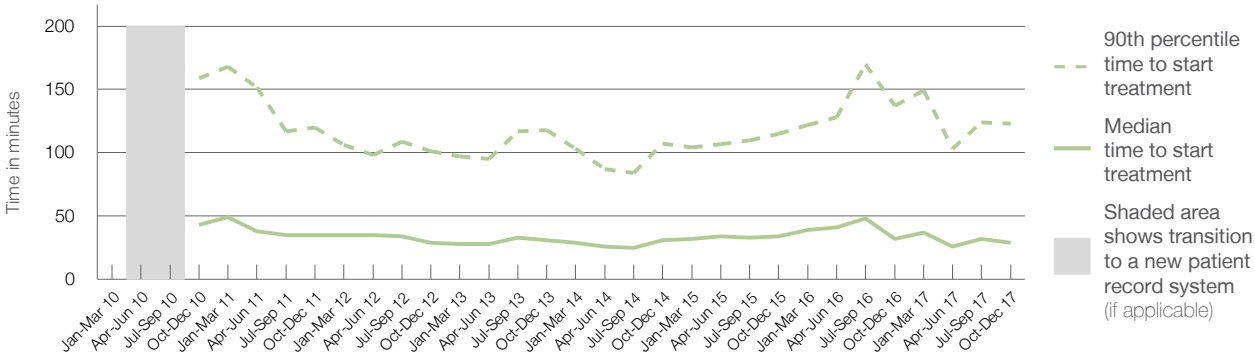
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 4 patients: | 1,879 | 1,745 | |
| Number of triage 4 patients used to calculate waiting time: [3] | 1,793 | 1,574 | |
| Median time to start treatment [4] | 29 minutes | 32 minutes | 26 minutes |
| 90th percentile time to start treatment [5] | 123 minutes | 137 minutes | 99 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to start treatment [4] (minutes) | 43 | 35 | 29 | 31 | 31 | 34 | 32 | 29 |
| 90th percentile time to start treatment [5] (minutes) | 159 | 120 | 101 | 118 | 107 | 115 | 137 | 123 |

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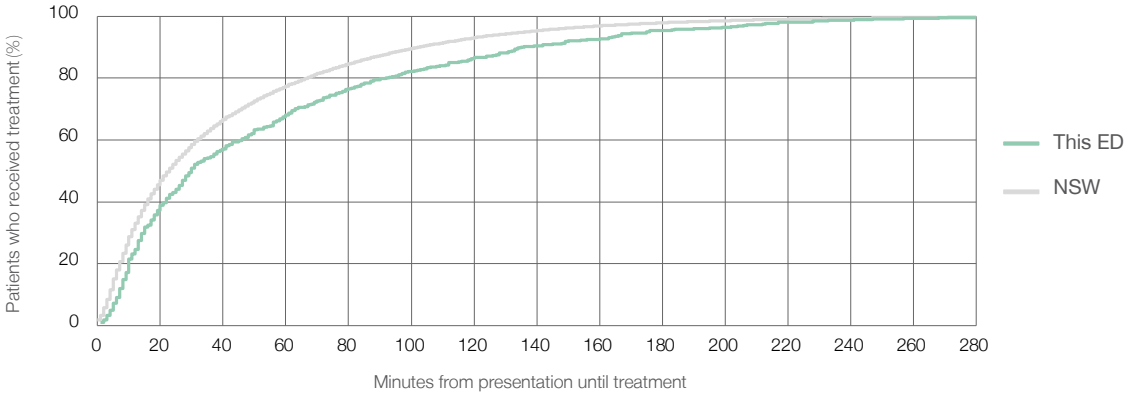
## South East Regional Hospital: Time patients waited to start treatment, triage 5

October to December 2017

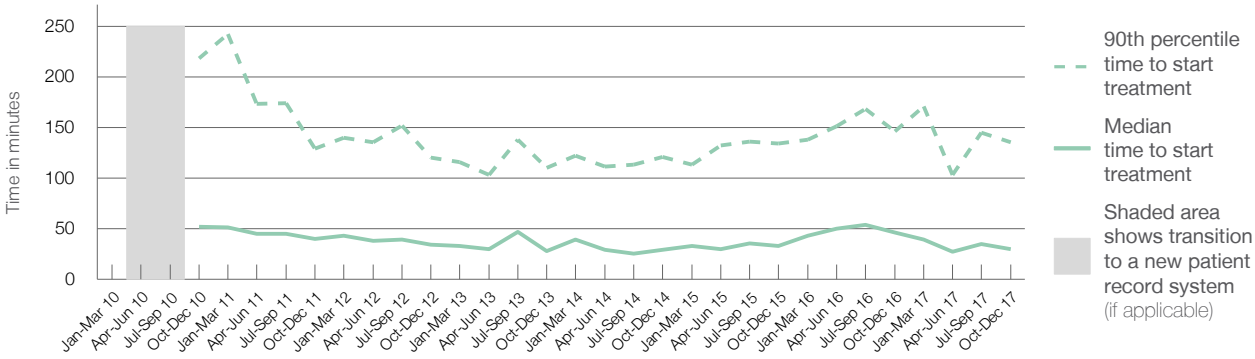
Triage 5 Non-urgent (e.g. small cuts or abrasions)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 5 patients: | 572 | 706 | |
| Number of triage 5 patients used to calculate waiting time:[3] | 493 | 547 | |
| Median time to start treatment[4] | 30 minutes | 46 minutes | 23 minutes |
| 90th percentile time to start treatment[5] | 135 minutes | 146 minutes | 103 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 52 | 40 | 34 | 28 | 29 | 33 | 46 | 30 |
| 90th percentile time to start treatment[5] (minutes) | 218 | 129 | 120 | 110 | 121 | 134 | 146 | 135 |

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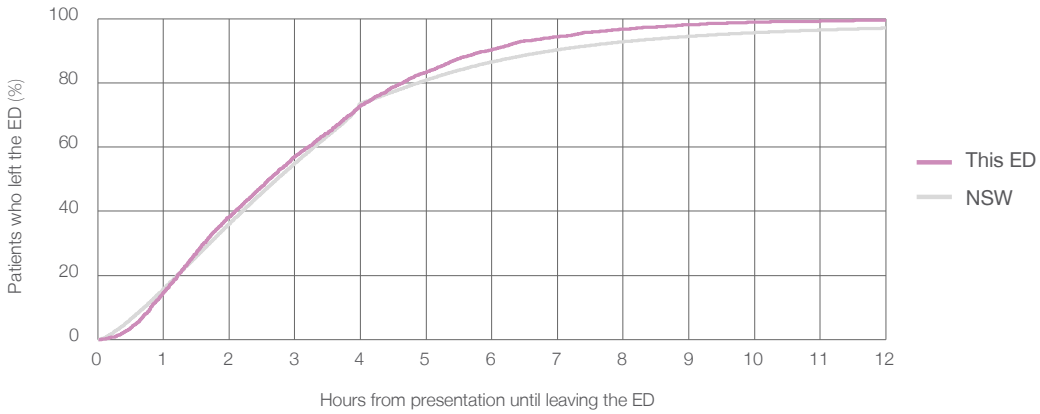
## South East Regional Hospital: Time patients spent in the ED

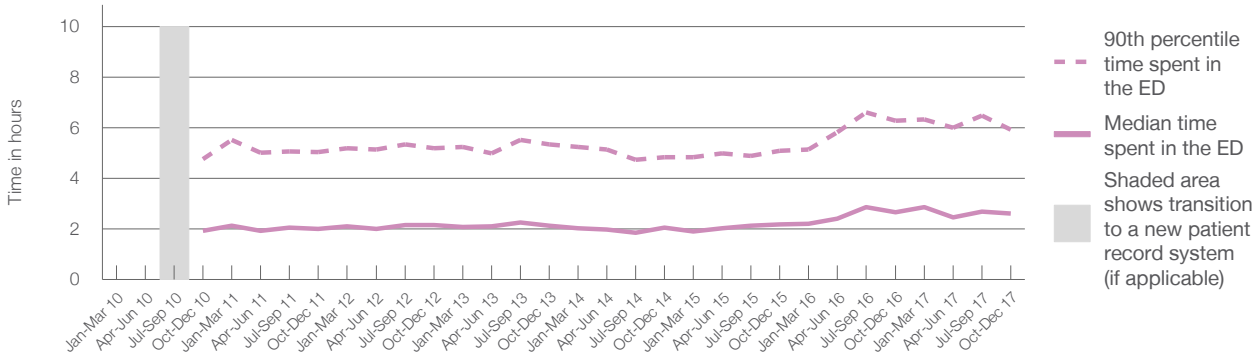
October to December 2017

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 4,626 patients | 4,440 | |
| Presentations used to calculate time to leaving the ED:[6] | 4,626 patients | 4,439 | |
| Median time spent in the ED[8] | 2 hours and 37 minutes | 2 hours and 40 minutes | 2 hours and 44 minutes |
| 90th percentile time spent in the ED[9] | 5 hours and 56 minutes | 6 hours and 17 minutes | 6 hours and 55 minutes |

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




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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Median time to leaving the ED[8] (hours, minutes) | 1h 56m | 2h 1m | 2h 9m | 2h 8m | 2h 3m | 2h 11m | 2h 40m | 2h 37m |
| 90th percentile time to leaving the ED[9] (hours, minutes) | 4h 46m | 5h 2m | 5h 12m | 5h 21m | 4h 51m | 5h 6m | 6h 17m | 5h 56m |

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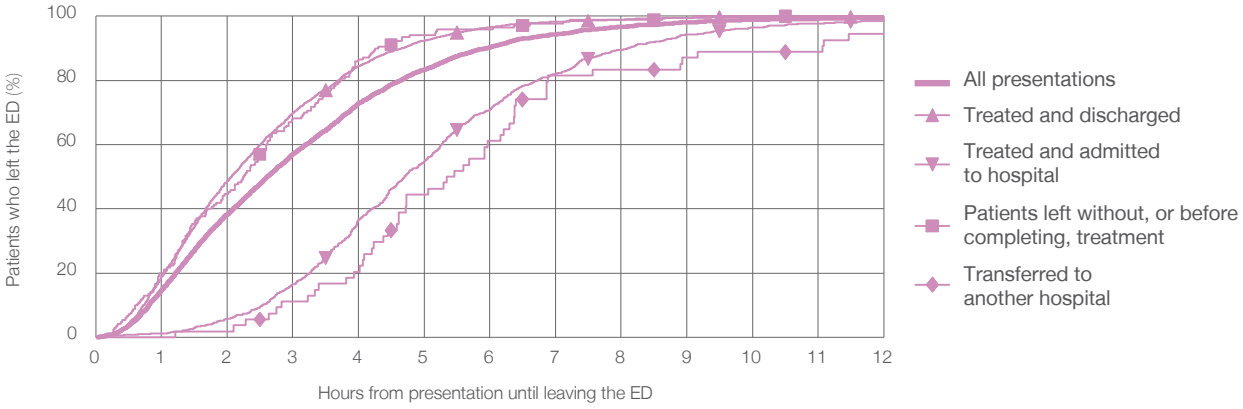
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## South East Regional Hospital: Time patients spent in the ED
### By mode of separation
October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 4,626 patients | 4,439 | 4.2% |
| Presentations used to calculate time to leaving the ED:[6] | 4,626 patients | | |
| Treated and discharged | 3,334 (72.1%) | 2,702 | 23.4% |
| Treated and admitted to hospital | 1,055 (22.8%) | 1,384 | -23.8% |
| Patient left without, or before completing, treatment | 170 (3.7%) | 302 | -43.7% |
| Transferred to another hospital | 54 (1.2%) | 44 | 22.7% |
| Other | 13 (0.3%) | 8 | 62.5% |

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




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 18.8% | 48.6% | 69.9% | 84.5% | 96.6% | 99.0% | 99.8% | 99.9% |
| Treated and admitted to hospital | 1.1% | 5.7% | 16.5% | 36.6% | 70.9% | 89.5% | 96.5% | 98.7% |
| Patient left without, or before completing, treatment | 20.0% | 44.7% | 68.2% | 86.5% | 95.9% | 98.8% | 100% | 100% |
| Transferred to another hospital | 0% | 1.9% | 11.1% | 20.4% | 61.1% | 83.3% | 88.9% | 94.4% |
| All presentations | 14.8% | 38.2% | 57.0% | 72.9% | 90.3% | 96.6% | 98.9% | 99.5% |

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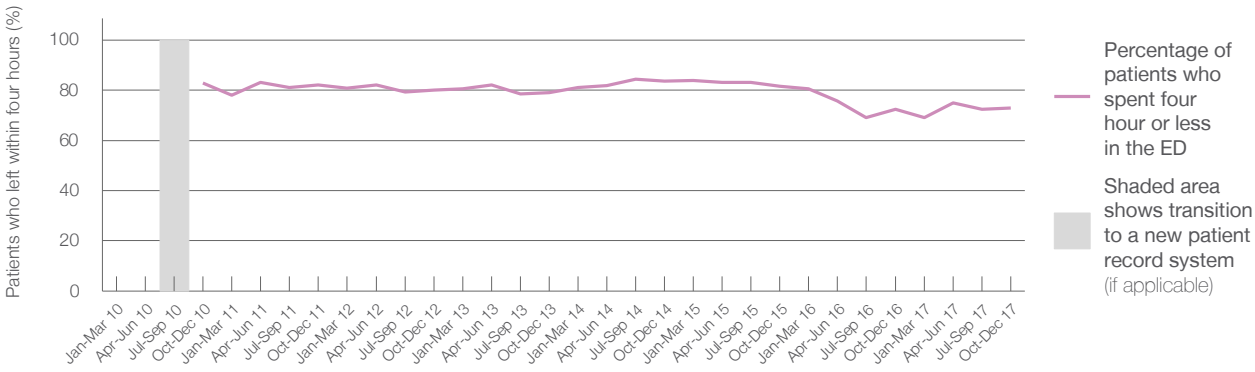
## South East Regional Hospital: Time spent in the ED

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

October to December 2017

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations at the emergency department: [1] | 4,626 patients | 4,440 | 4.2% |
| Presentations used to calculate time to leaving the ED: [6] | 4,626 patients | 4,439 | 4.2% |
| Percentage of patients who spent four hours or less in the ED | 72.9% | 72.3% | |

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




| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|---|---|---|---|---|---|---|---|---|
| Patients who spent four hours or less in the ED (%) | 83.0% | 82.1% | 80.1% | 79.1% | 83.6% | 81.6% | 72.3% | 72.9% |

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).