

Bowral and District Hospital: Emergency department (ED) overview

April to June 2018



All presentations:¹ 4,653 patients
 Emergency presentations:² 4,560 patients

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

Bowral and District Hospital: Time patients waited to start treatment³

April to June 2018


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

Median time to start treatment⁴  10 minutes
 90th percentile time to start treatment⁵  25 minutes

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

Median time to start treatment⁴  19 minutes
 90th percentile time to start treatment⁵  59 minutes

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

Median time to start treatment⁴  21 minutes
 90th percentile time to start treatment⁵  87 minutes

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

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  99 minutes

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

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

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 4,653 patients

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

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

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

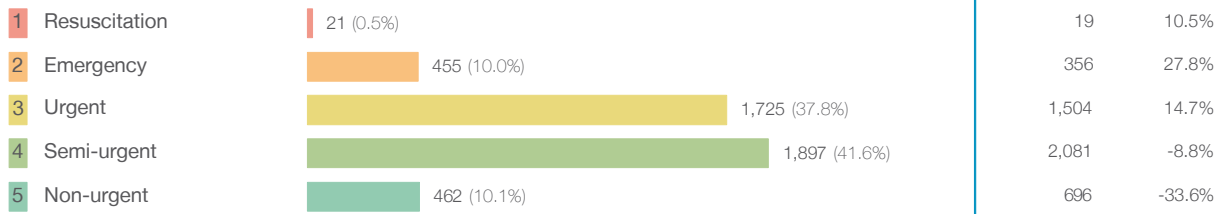
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Bowral and District Hospital: Patients presenting to the emergency department

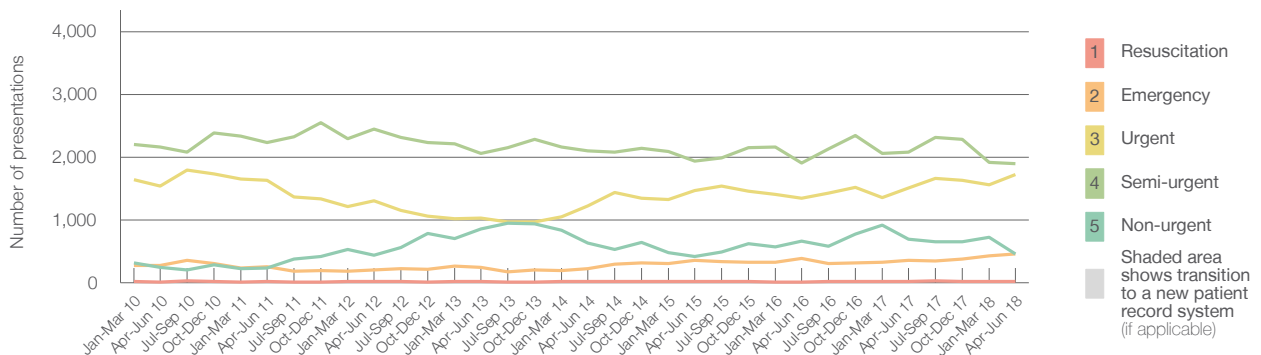
April to June 2018

All presentations:¹ 4,653 patients

Emergency presentations² by triage category: 4,560 patients



Emergency presentations² by quarter, January 2010 to June 2018 †



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

Bowral and District Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 909 patients

ED Transfer of care time



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

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

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

April to June 2018

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

Number of triage 2 patients: 455

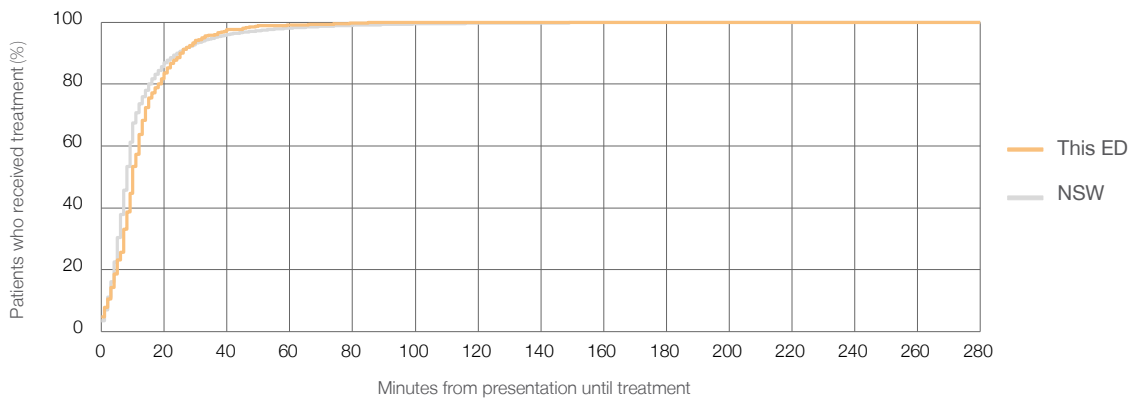
Number of triage 2 patients used to calculate waiting time:³ 452

Median time to start treatment⁴ 10 minutes

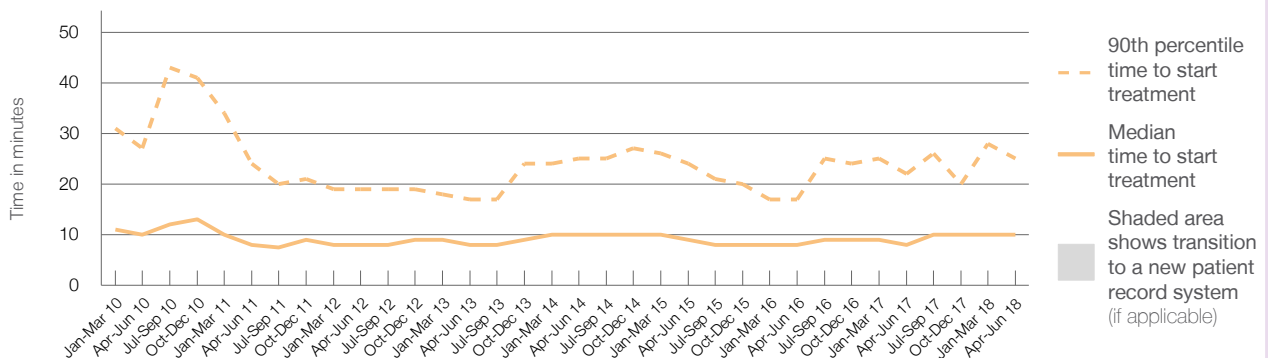
90th percentile time to start treatment⁵ 25 minutes

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

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



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



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

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

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

Number of triage 3 patients: 1,725

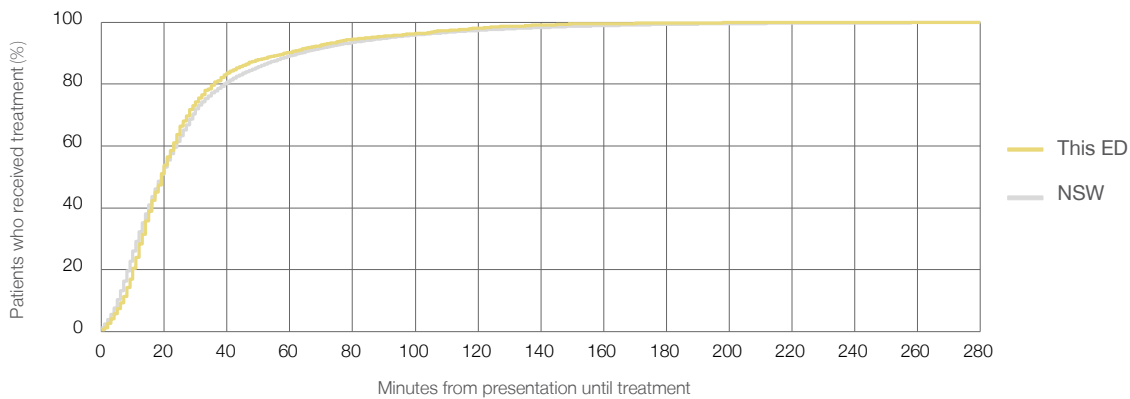
Number of triage 3 patients used to calculate waiting time:³ 1,711

Median time to start treatment⁴ 19 minutes

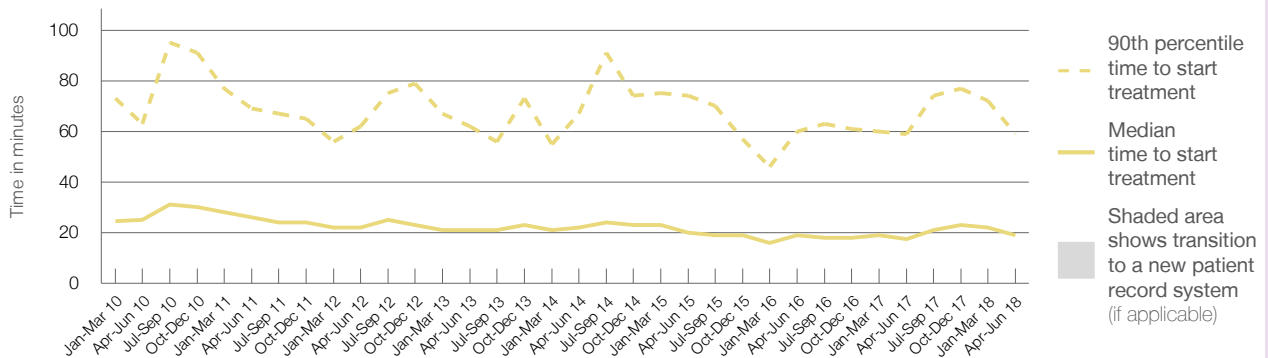
90th percentile time to start treatment⁵ 59 minutes

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

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



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



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

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

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

Number of triage 4 patients: 1,897

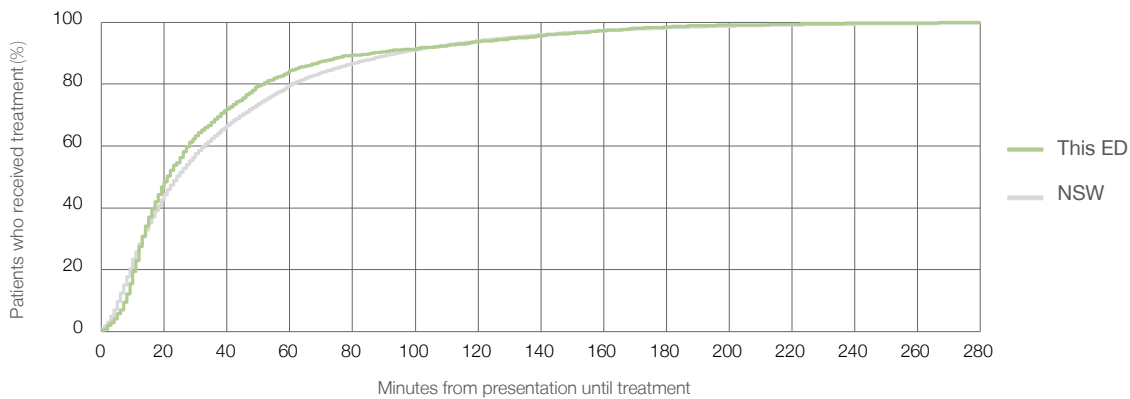
Number of triage 4 patients used to calculate waiting time:³ 1,820

Median time to start treatment⁴ 21 minutes

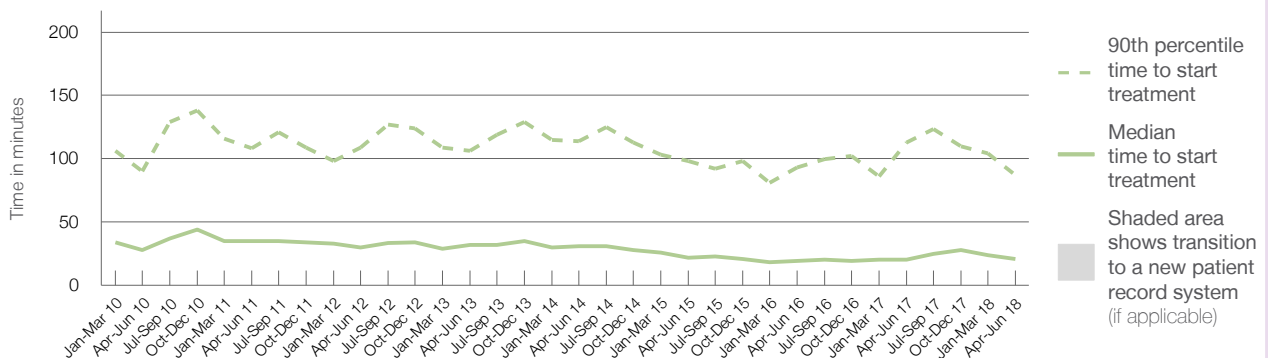
90th percentile time to start treatment⁵ 87 minutes

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

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



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



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

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

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

Number of triage 5 patients: 462

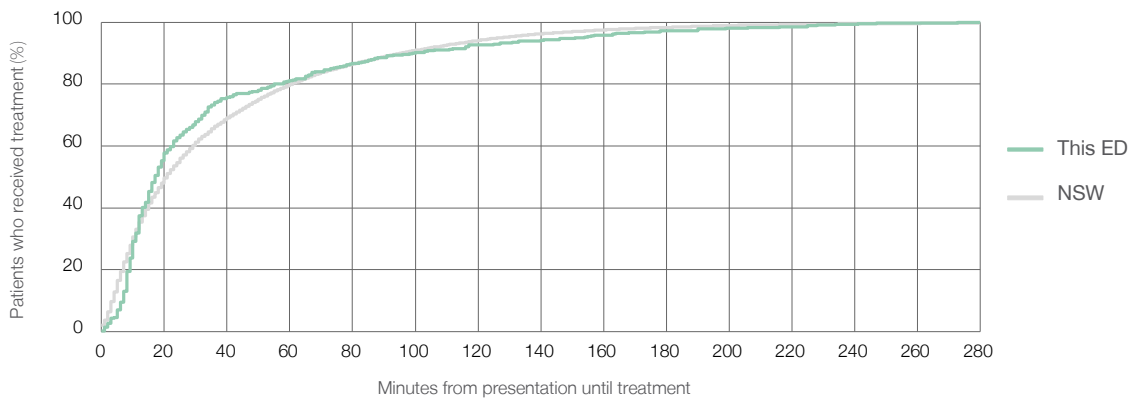
Number of triage 5 patients used to calculate waiting time:³ 412

Median time to start treatment⁴ 17 minutes

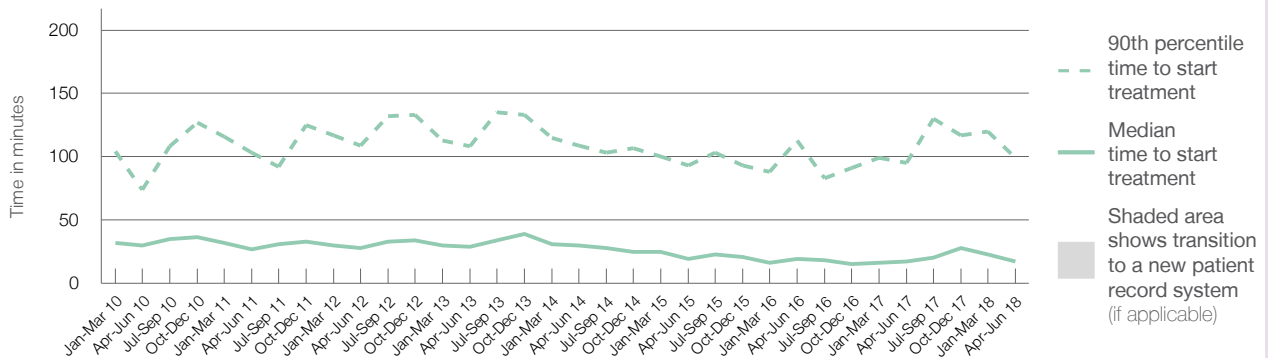
90th percentile time to start treatment⁵ 99 minutes

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

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



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



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

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Bowral and District Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 4,653 patients

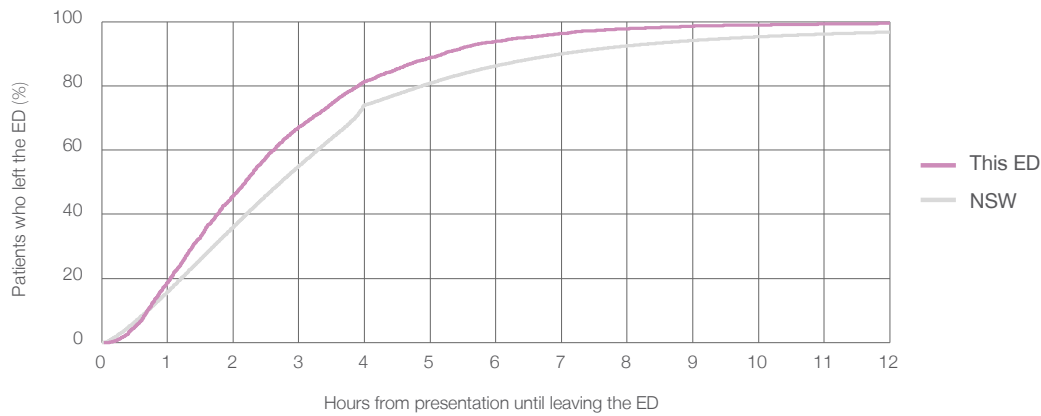
Presentations used to calculate time to leaving the ED:⁶ 4,653 patients

Median time spent in the ED⁸ 2 hours and 11 minutes

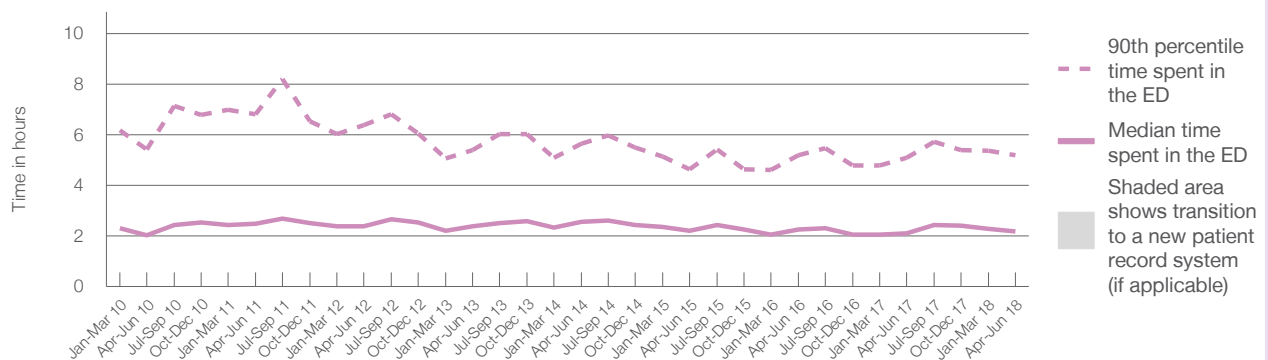
90th percentile time spent in the ED⁹ 5 hours and 12 minutes

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

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



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



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

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

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

Bowral and District Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

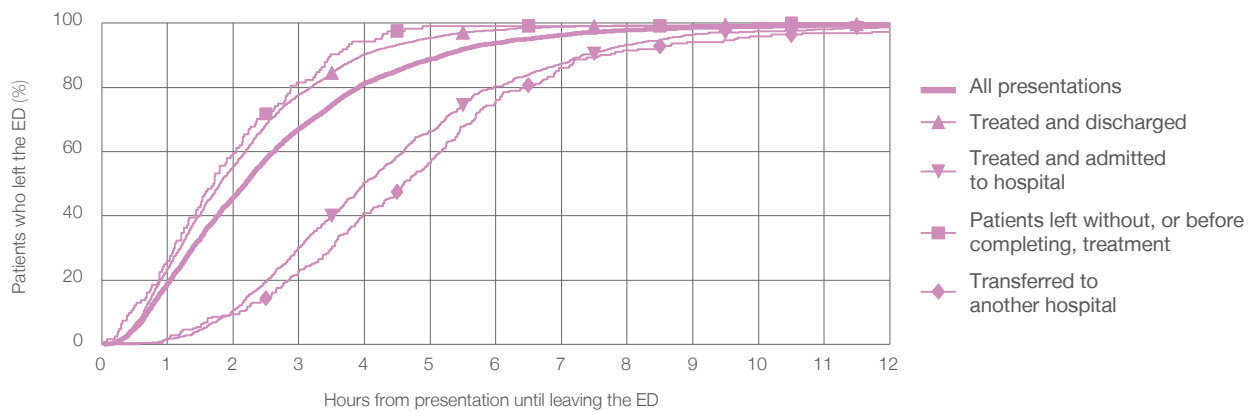
All presentations:¹ 4,653 patients

Presentations used to calculate time to leaving the ED:⁶ 4,653 patients

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

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

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{††}



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

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

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

All presentations at the emergency department: ¹ 4,653 patients

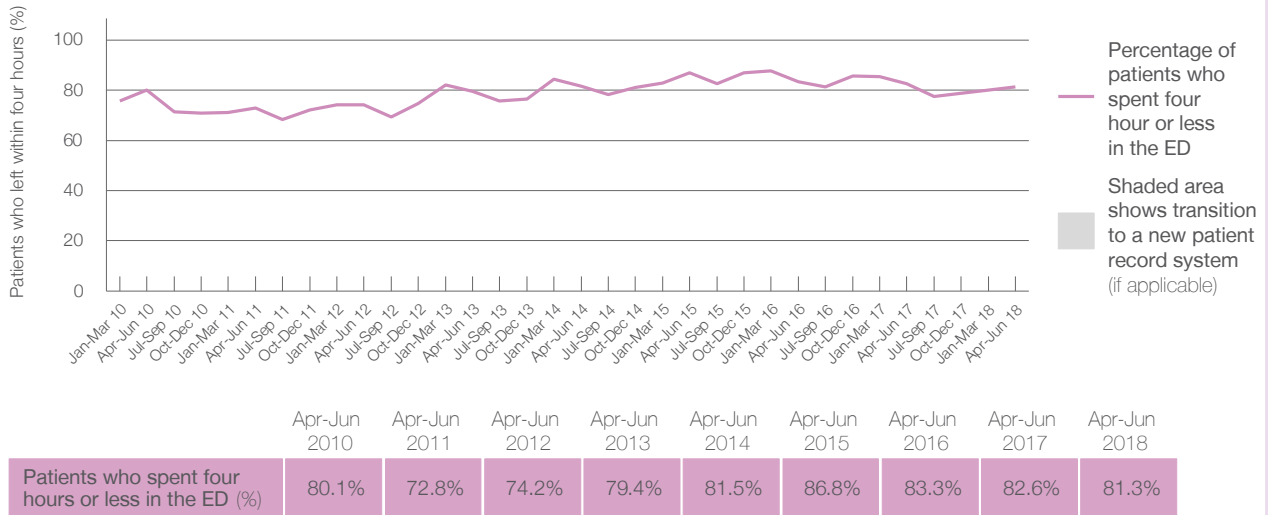
Presentations used to calculate time to leaving the ED: ⁶ 4,653 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 4,653 patients	4,775	-3%
Presentations used to calculate time to leaving the ED: ⁶ 4,653 patients	4,775	-3%
Percentage of patients who spent four hours or less in the ED	82.6%	

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



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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018). Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).