

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

April to June 2018

All presentations:¹ 4,665 patients
Emergency presentations:² 4,512 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,301 | 8% |
| 4,104 | 10% |

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

April to June 2018

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

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 30 minutes

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

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 86 minutes

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

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 135 minutes

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

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 124 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 460 | |
| 8 minutes | 8 minutes |
| 18 minutes | 24 minutes |
| 1,696 | |
| 19 minutes | 19 minutes |
| 57 minutes | 63 minutes |
| 1,697 | |
| 27 minutes | 24 minutes |
| 113 minutes | 95 minutes |
| 235 | |
| 21 minutes | 21 minutes |
| 81 minutes | 96 minutes |

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

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 4,665 patients

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

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,301 | 8% |
| 80% | |

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

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

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

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

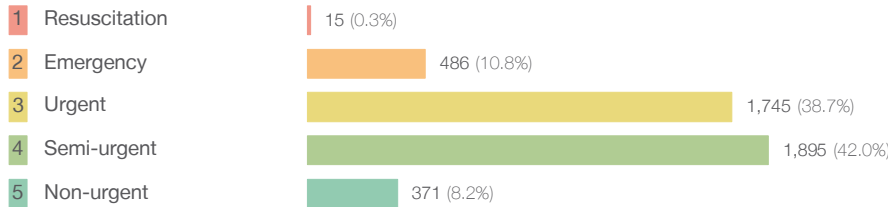
Goulburn Base Hospital and Health Service: Patients presenting to the emergency department April to June 2018

All presentations:¹ 4,665 patients

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

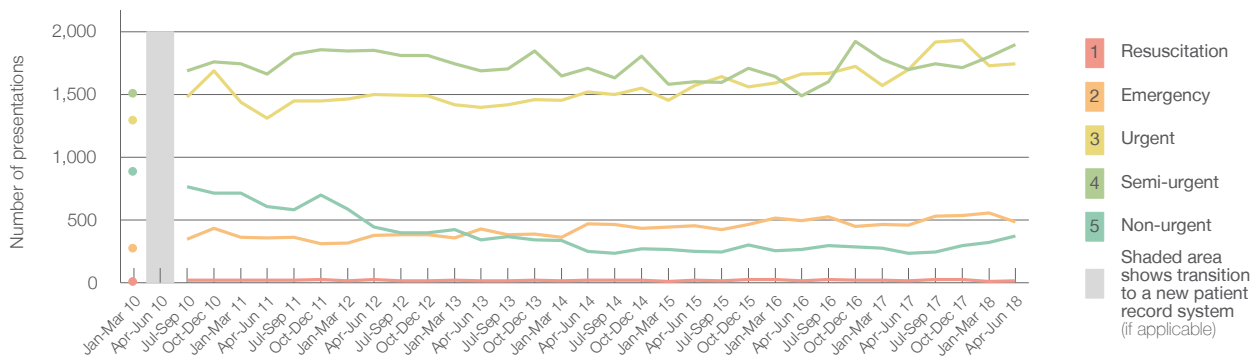
Emergency presentations² by triage category: 4,512 patients

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



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

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

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

Arrivals used to calculate transfer of care time:⁷ 858 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 793 | |

ED Transfer of care time



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

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

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

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

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

Number of triage 2 patients: 486

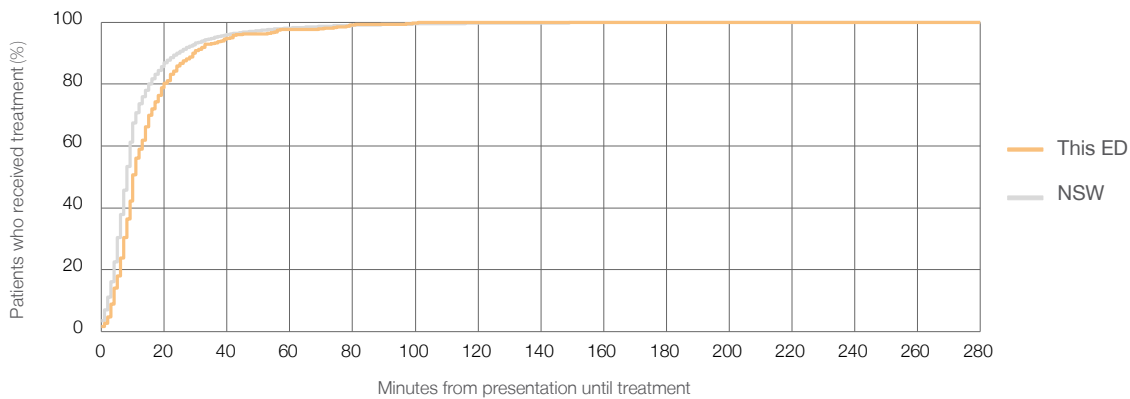
Number of triage 2 patients used to calculate waiting time:³ 486

Median time to start treatment⁴ 10 minutes

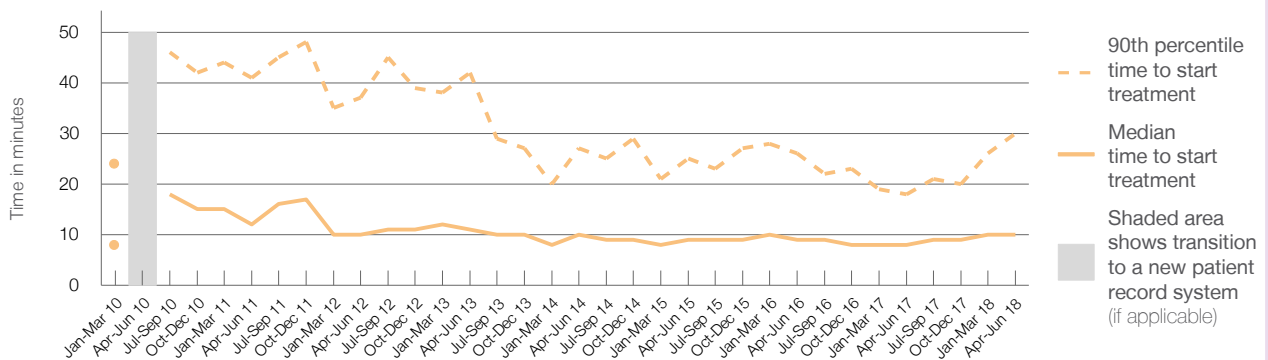
90th percentile time to start treatment⁵ 30 minutes

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

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



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



| | 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) | | 12 | 10 | 11 | 10 | 9 | 9 | 8 | 10 |
| 90th percentile time to start treatment ⁵ (minutes) | | 41 | 37 | 42 | 27 | 25 | 26 | 18 | 30 |

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

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

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

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

Number of triage 3 patients: 1,745

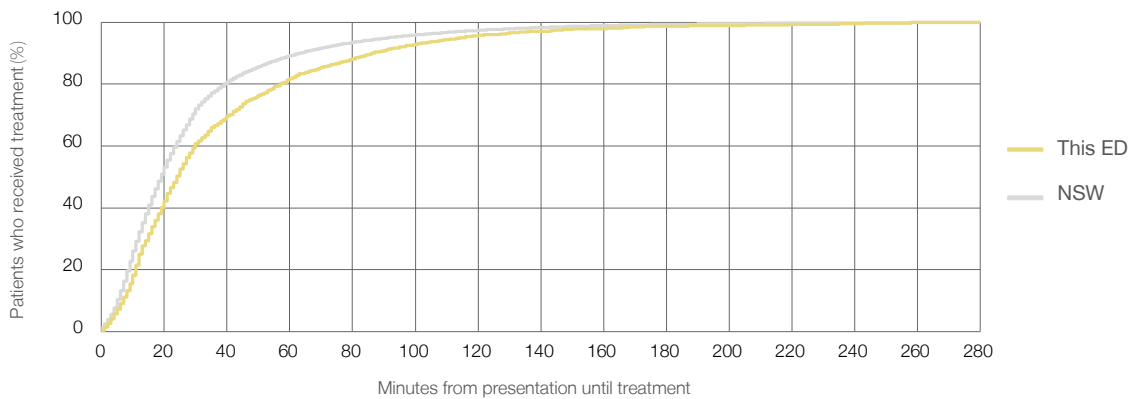
Number of triage 3 patients used to calculate waiting time:³ 1,693

Median time to start treatment⁴ 24 minutes

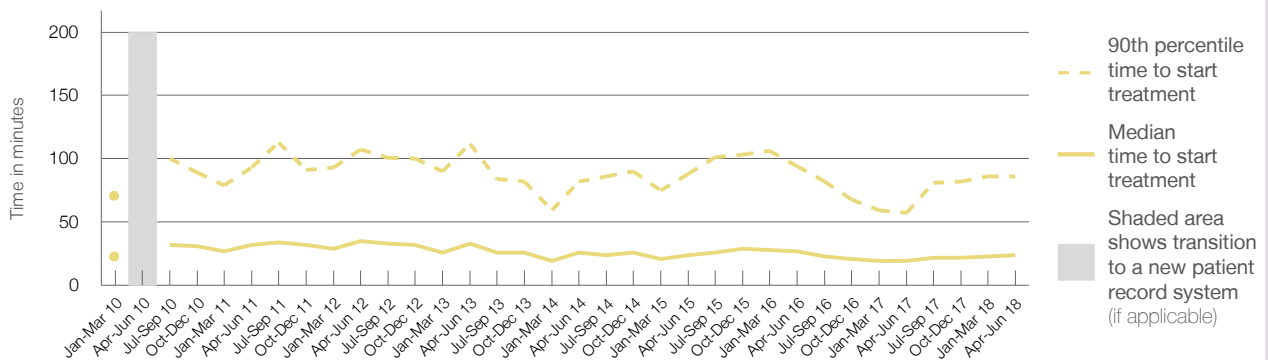
90th percentile time to start treatment⁵ 86 minutes

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

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



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



| | 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) | | 32 | 35 | 33 | 26 | 24 | 27 | 19 | 24 |
| 90th percentile time to start treatment ⁵ (minutes) | | 93 | 107 | 112 | 82 | 88 | 94 | 57 | 86 |

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

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

Number of triage 4 patients: 1,895

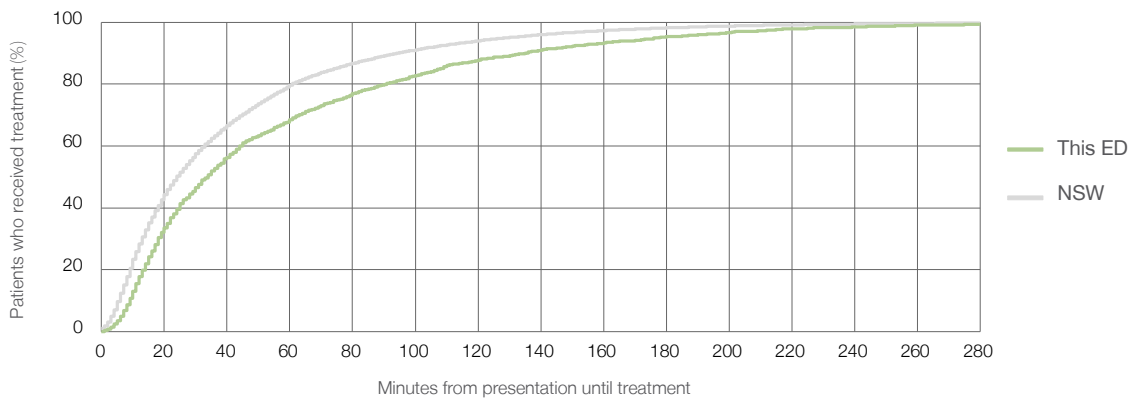
Number of triage 4 patients used to calculate waiting time:³ 1,746

Median time to start treatment⁴ 34 minutes

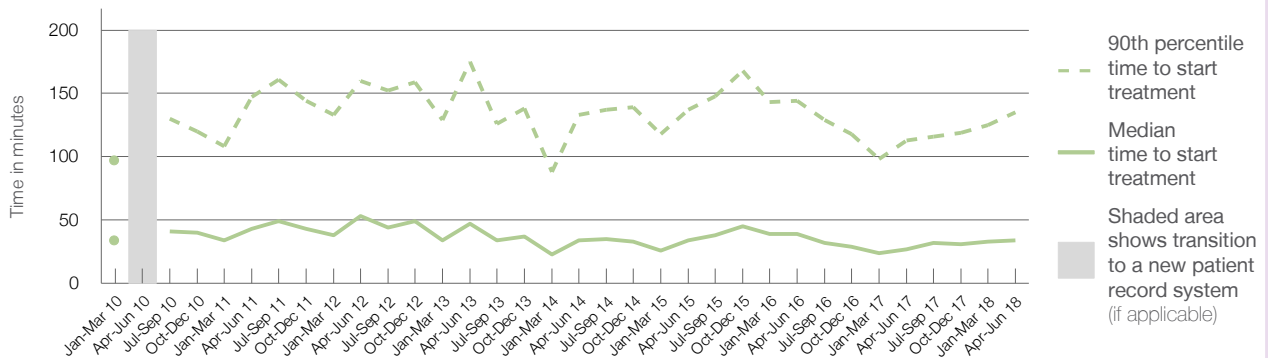
90th percentile time to start treatment⁵ 135 minutes

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

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



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



| | 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) | | 43 | 53 | 47 | 34 | 34 | 39 | 27 | 34 |
| 90th percentile time to start treatment ⁵ (minutes) | | 147 | 160 | 175 | 133 | 137 | 144 | 113 | 135 |

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Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 371

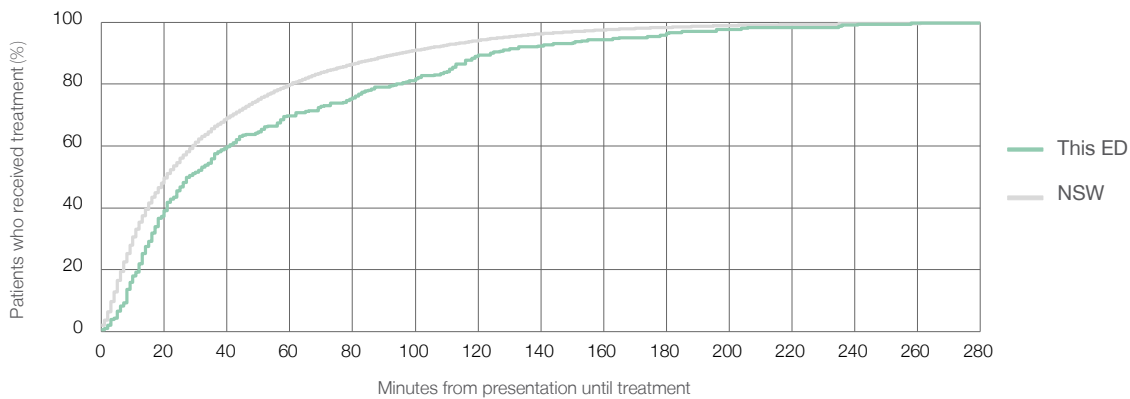
Number of triage 5 patients used to calculate waiting time:³ 301

Median time to start treatment⁴ 28 minutes

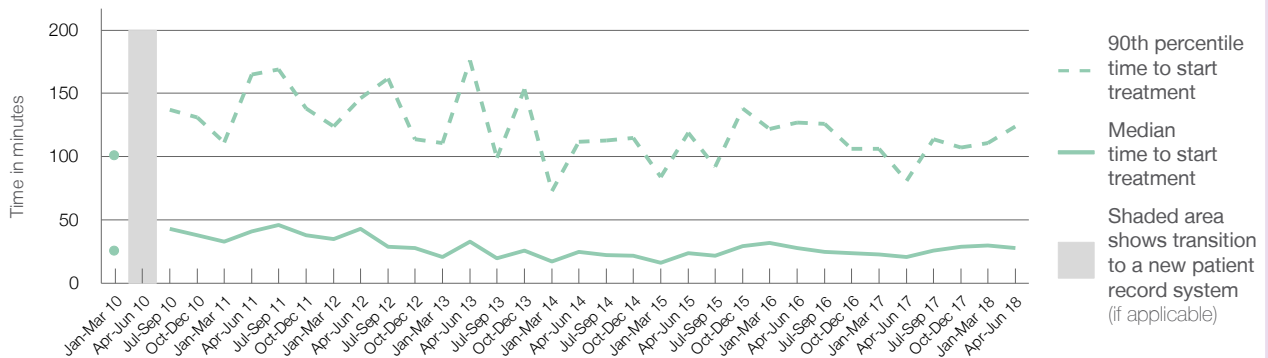
90th percentile time to start treatment⁵ 124 minutes

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

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



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



| | 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) | | 41 | 43 | 33 | 25 | 24 | 28 | 21 | 28 |
| 90th percentile time to start treatment ⁵ (minutes) | | 165 | 146 | 176 | 112 | 119 | 127 | 81 | 124 |

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

April to June 2018

All presentations:¹ 4,665 patients

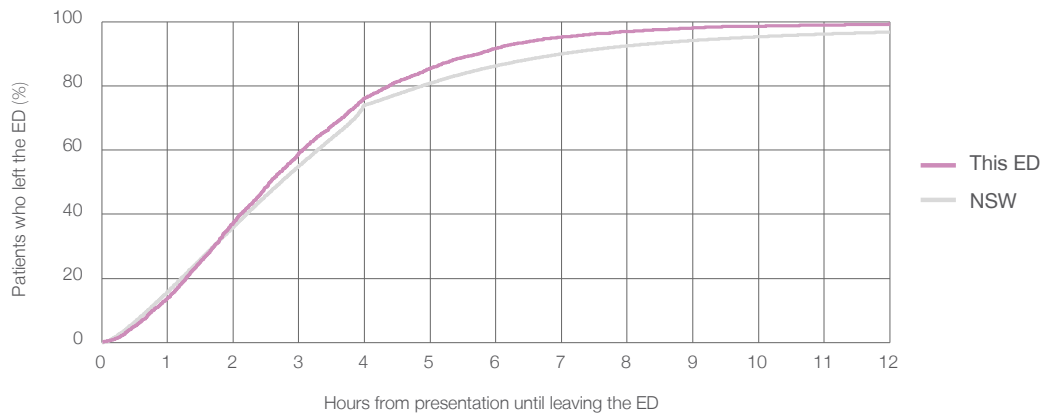
Presentations used to calculate time to leaving the ED:⁶ 4,665 patients

Median time spent in the ED⁸ 2 hours and 34 minutes

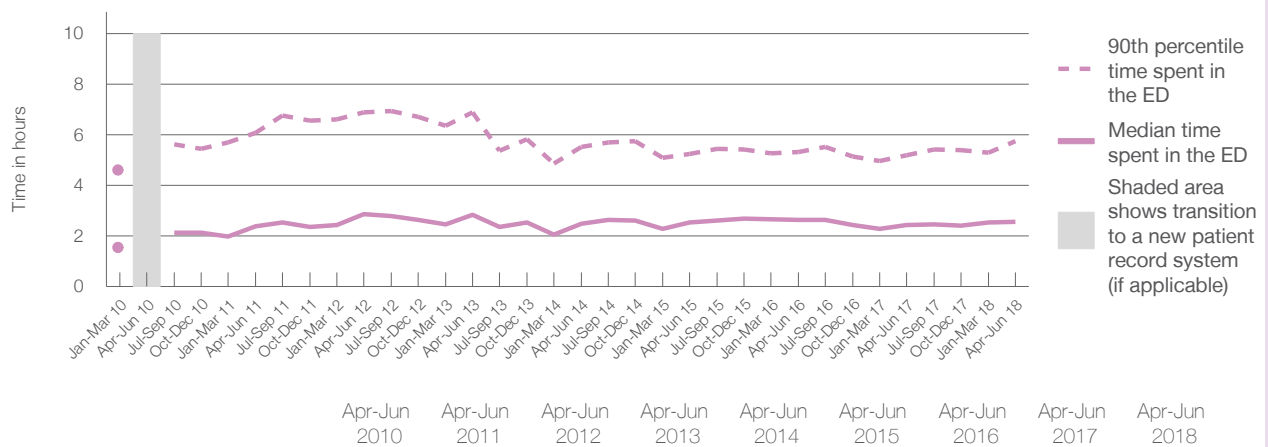
90th percentile time spent in the ED⁹ 5 hours and 45 minutes

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

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



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



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

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

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

By mode of separation

April to June 2018

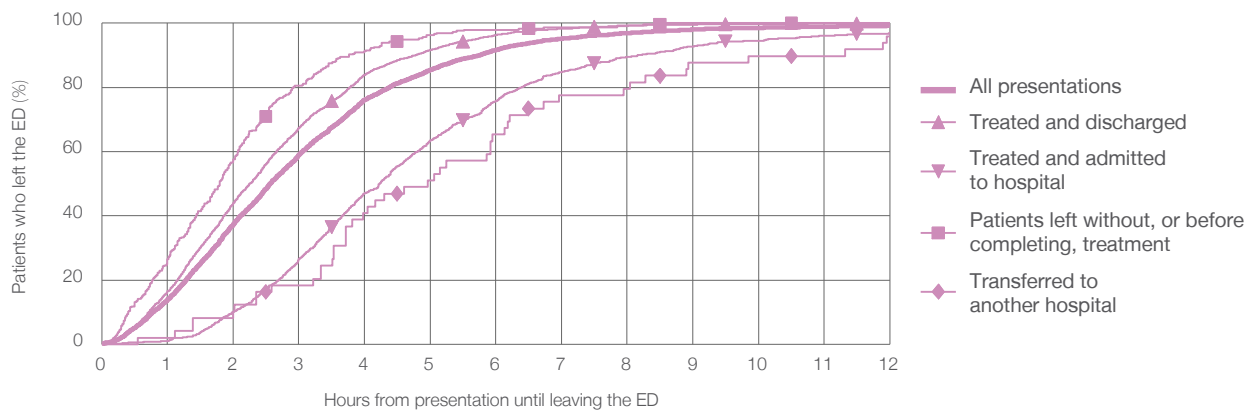
All presentations:¹ 4,665 patients

Presentations used to calculate time to leaving the ED:⁶ 4,665 patients

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

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

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



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

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

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

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

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

All presentations at the emergency department: ¹ 4,665 patients

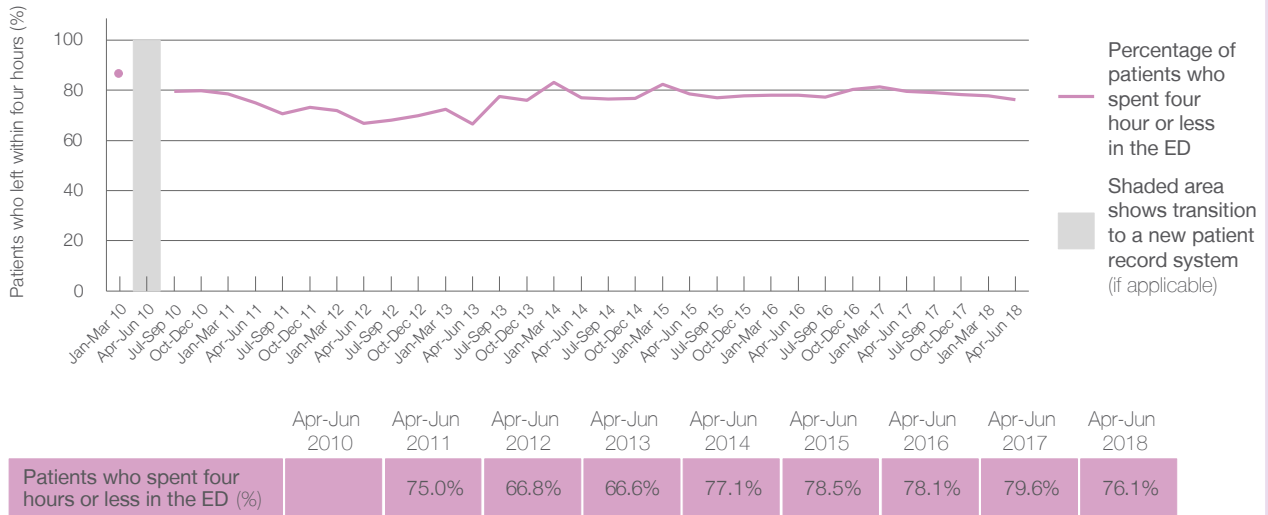
Presentations used to calculate time to leaving the ED: ⁶ 4,665 patients

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



| | Same period last year | Change since one year ago |
|---|-----------------------|---------------------------|
| All presentations at the emergency department: ¹ 4,665 patients | 4,301 | 8% |
| Presentations used to calculate time to leaving the ED: ⁶ 4,665 patients | 4,301 | 8% |
| Percentage of patients who spent four hours or less in the ED | 79.6% | |

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



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

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

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

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

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

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

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