

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

October to December 2018

All presentations:<sup>1</sup> 4,693 patients  
Emergency presentations:<sup>2</sup> 4,576 patients

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

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

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 541 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,758 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 79 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,884 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 128 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 378 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 106 minutes

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

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,690 patients

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

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 4,690 patients	4,812	-3%
Percentage of patients who spent four hours or less in the ED 79%	78%	

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

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

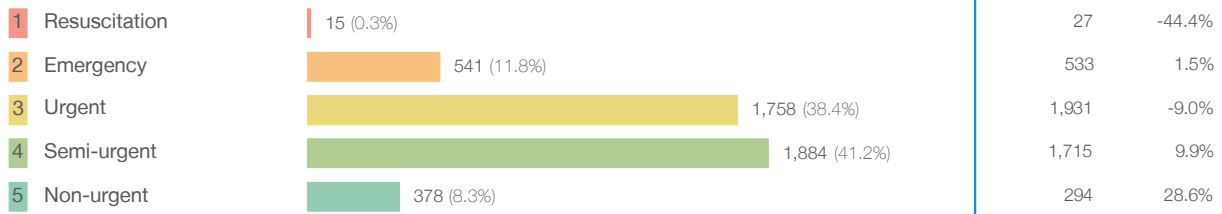
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

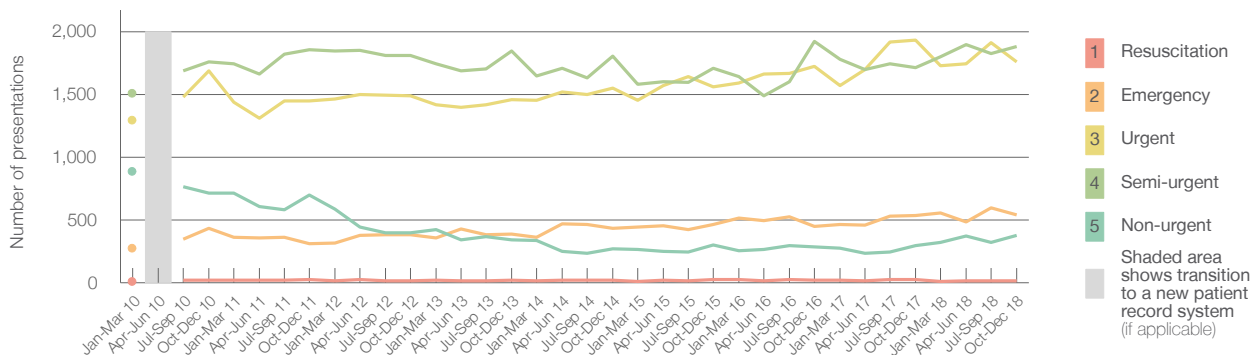
## Goulburn Base Hospital and Health Service: Patients presenting to the emergency department October to December 2018

All presentations:<sup>1</sup> 4,693 patients

Emergency presentations<sup>2</sup> by triage category: 4,576 patients



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



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

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 824 patients

ED Transfer of care time



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

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

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

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

Number of triage 2 patients: 541

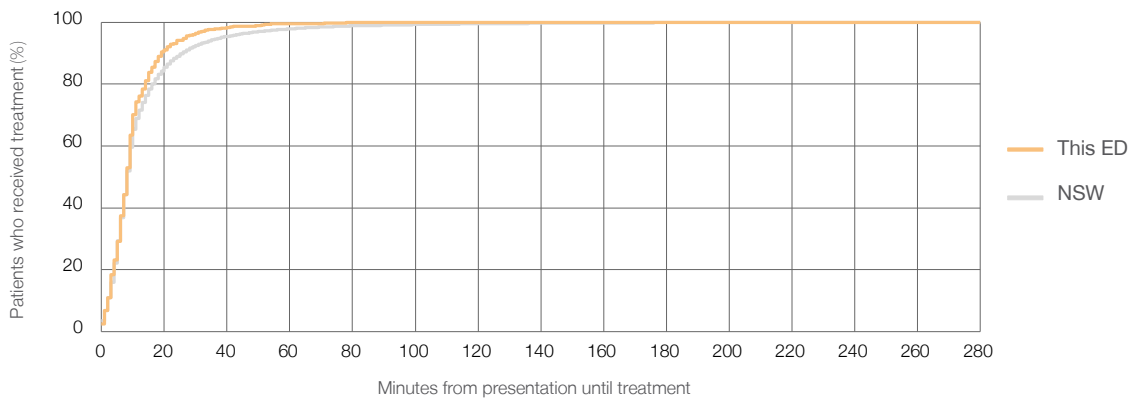
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 537

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

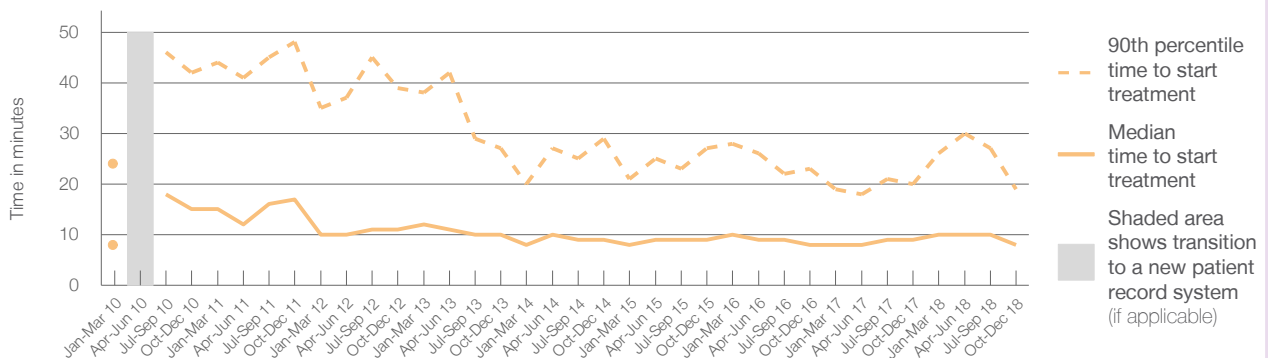
90th percentile time to start treatment<sup>5</sup>  19 minutes

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

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	15	17	11	10	9	9	8	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)	42	48	39	27	29	27	23	20	19

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

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

Number of triage 3 patients: 1,758

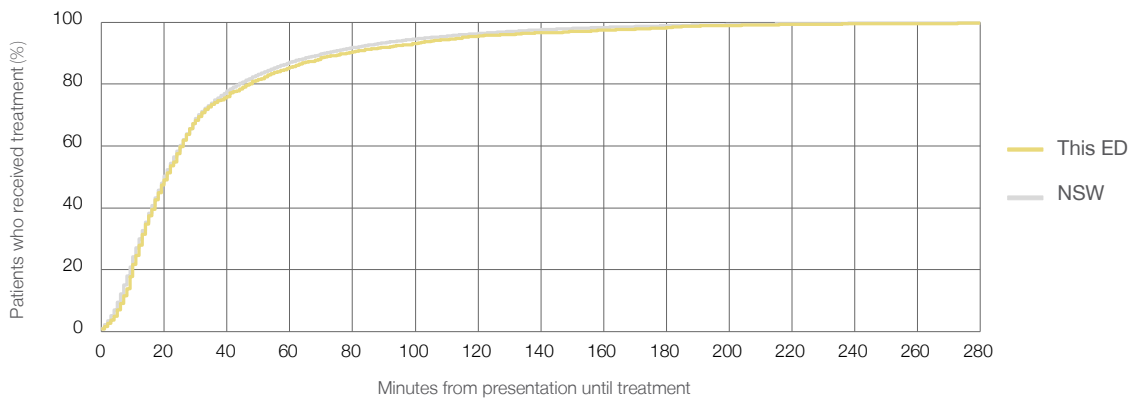
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,698

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

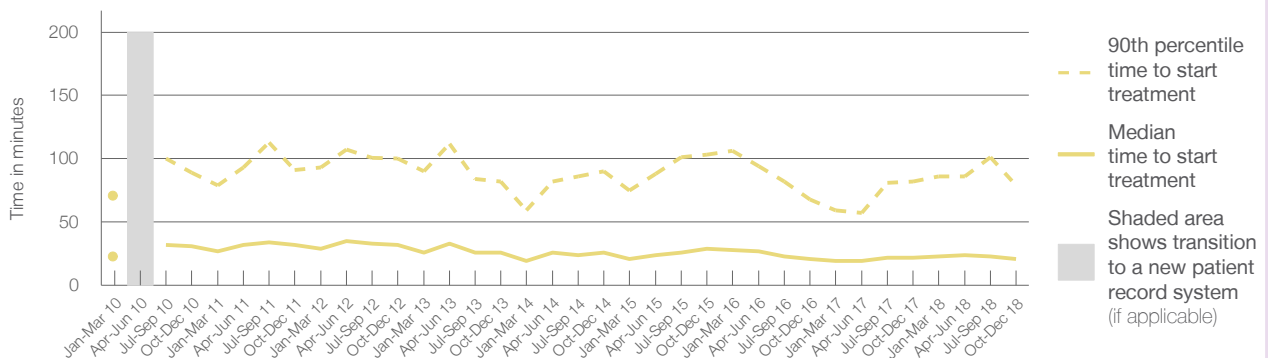
90th percentile time to start treatment<sup>5</sup> 79 minutes

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

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	31	32	32	26	26	29	21	22	21
90th percentile time to start treatment <sup>5</sup> (minutes)	89	91	100	82	90	103	68	82	79

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

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

Number of triage 4 patients: 1,884

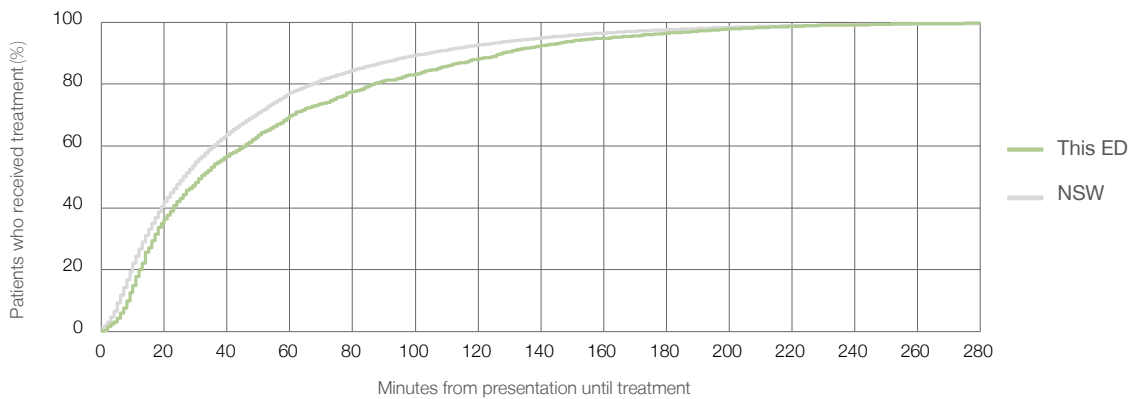
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,726

Median time to start treatment<sup>4</sup> 32 minutes

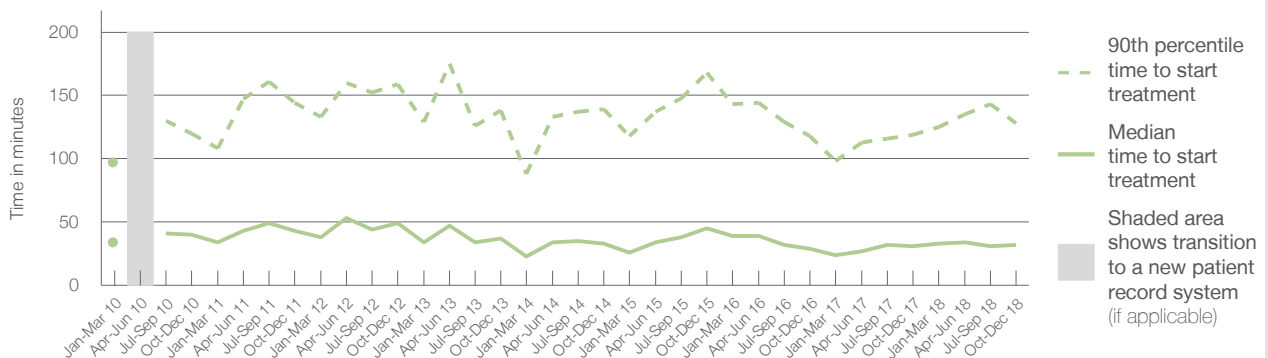
90th percentile time to start treatment<sup>5</sup> 128 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,715	1,884
Number of triage 4 patients used to calculate waiting time: <sup>3</sup>	1,585	1,726
Median time to start treatment <sup>4</sup>	31 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	119 minutes	104 minutes

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



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



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

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## Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 378

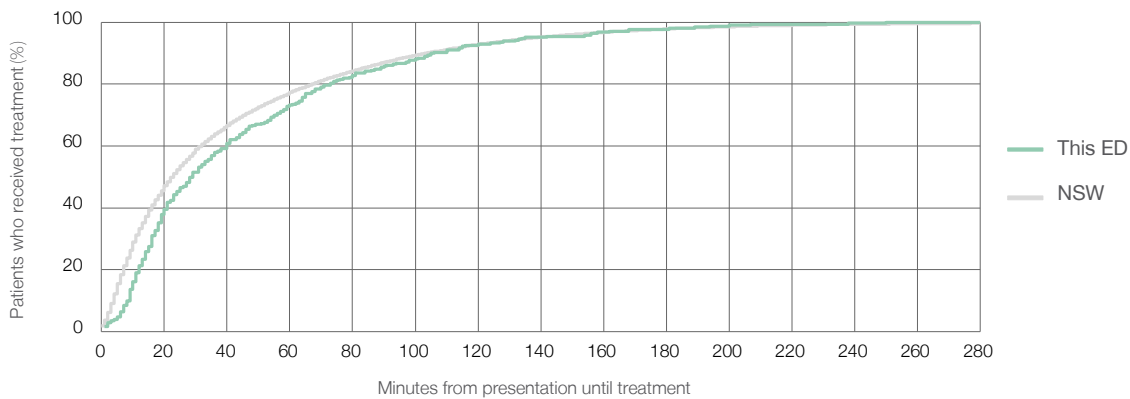
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 309

Median time to start treatment<sup>4</sup> 29 minutes

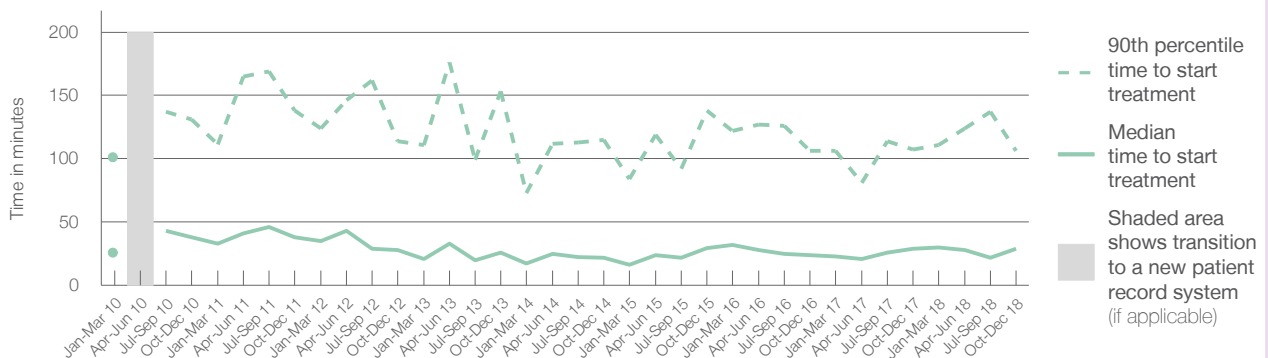
90th percentile time to start treatment<sup>5</sup> 106 minutes

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

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



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



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

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

October to December 2018

All presentations:<sup>1</sup> 4,693 patients

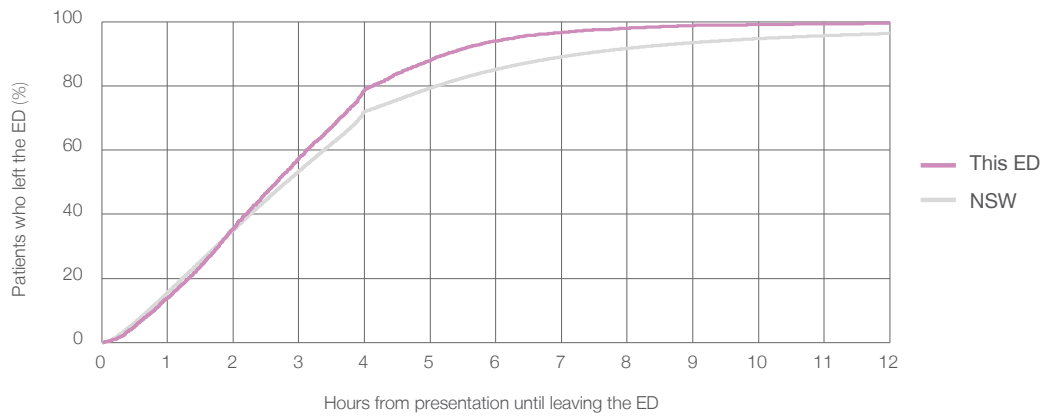
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,690 patients

Median time spent in the ED<sup>8</sup>  2 hours and 40 minutes

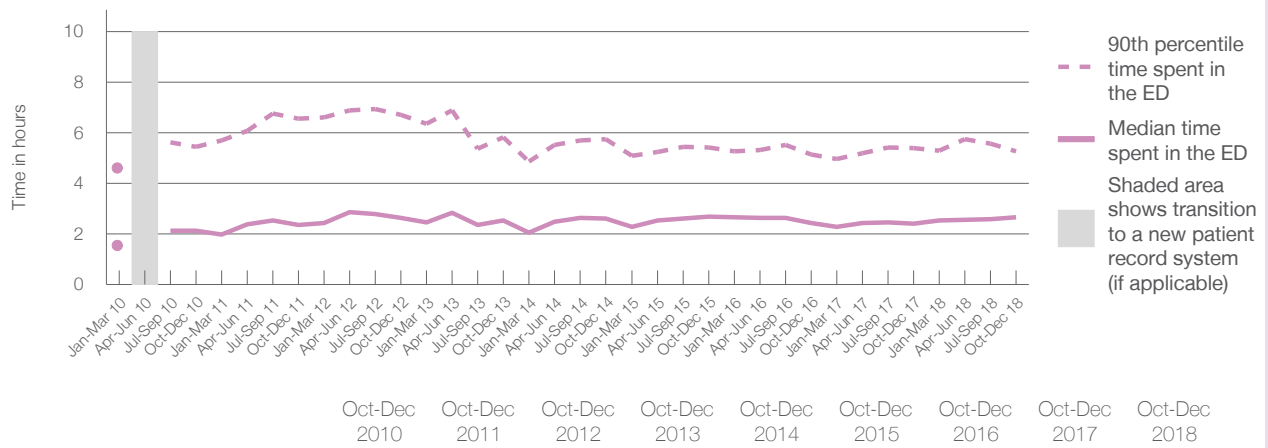
90th percentile time spent in the ED<sup>9</sup>  5 hours and 16 minutes

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

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



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



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

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

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**Goulburn Base Hospital and Health Service: Time patients spent in the ED**  
By mode of separation  
October to December 2018

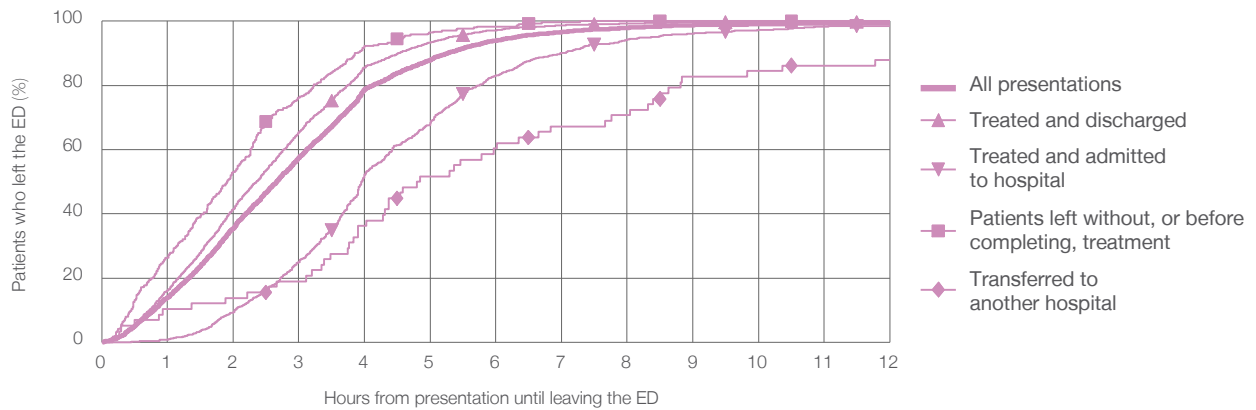
All presentations:<sup>1</sup> 4,693 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,690 patients

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

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

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.2%	41.4%	65.4%	85.6%	97.2%	99.3%	99.7%	99.9%
Treated and admitted to hospital	0.8%	9.4%	25.0%	52.2%	83.1%	94.3%	97.3%	98.5%
Patient left without, or before completing, treatment	26.4%	53.1%	76.2%	92.3%	98.4%	100%	100%	100%
Transferred to another hospital	10.3%	13.8%	19.0%	36.2%	60.3%	70.7%	84.5%	87.9%
All presentations	13.9%	35.5%	57.4%	78.7%	94.0%	98.0%	99.1%	99.4%

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

All presentations at the emergency department: <sup>1</sup> 4,693 patients

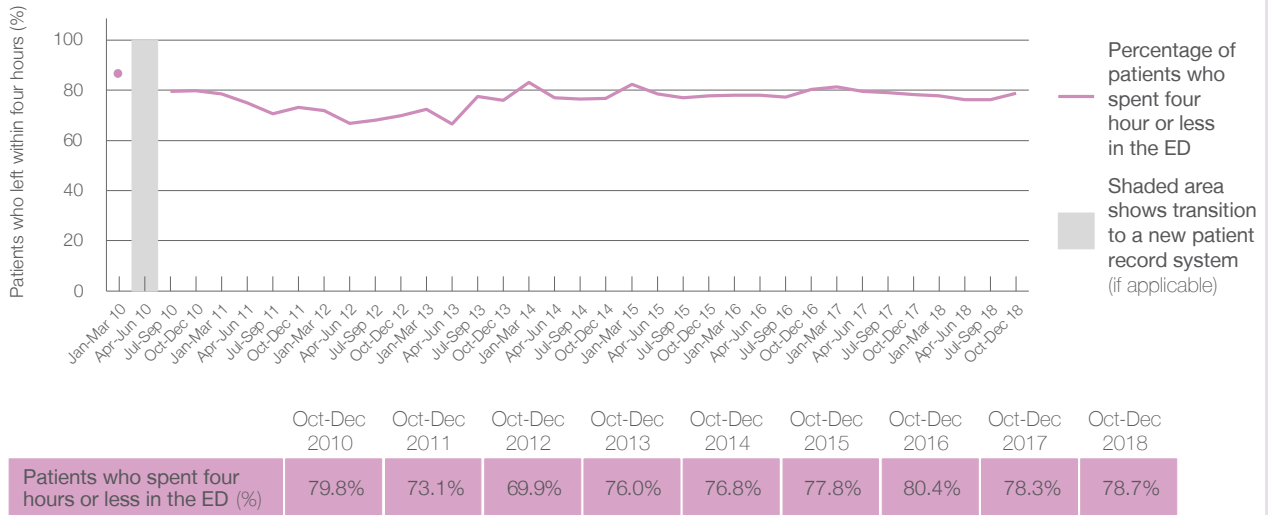
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,690 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup> 4,693 patients	4,812	-2%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,690 patients	4,812	-3%
Percentage of patients who spent four hours or less in the ED	78.3%	

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



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

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

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

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

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).  
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).