Milton Ulladulla Hospital: Emergency department (ED) overview
July to September 2018

All presentations: 2,867 patients
Emergency presentations: 2,756 patients

Milton Ulladulla Hospital: Time patients waited to start treatment
July to September 2018

Triage 2  Emergency (e.g. chest pain, severe burns): 335 patients
Median time to start treatment: 8 minutes
90th percentile time to start treatment: 25 minutes

Triage 3  Urgent (e.g. moderate blood loss, dehydration): 1,041 patients
Median time to start treatment: 20 minutes
90th percentile time to start treatment: 66 minutes

Triage 4  Semi-urgent (e.g. sprained ankle, earache): 1,115 patients
Median time to start treatment: 31 minutes
90th percentile time to start treatment: 101 minutes

Triage 5  Non-urgent (e.g. small cuts or abrasions): 248 patients
Median time to start treatment: 30 minutes
90th percentile time to start treatment: 106 minutes

Milton Ulladulla Hospital: Time from presentation until leaving the ED
July to September 2018

Attendances used to calculate time to leaving the ED: 2,867 patients

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

PERFORMANCE PROFILES: Emergency department care
July to September 2018
www.bhi.nsw.gov.au
Milton Ulladulla Hospital: Patients presenting to the emergency department
July to September 2018

All presentations: 2,867 patients

Emergency presentations by triage category: 2,756 patients

Resuscitation: 17 (0.6%)  \(\pm\) 335 (12.2%)  \(\pm\) 1,041 (37.8%)
Emergency: \(\pm\) 1,115 (40.5%)
Urgent: \(\pm\) 248 (9.0%)
Semi-urgent:
Non-urgent:

Milton Ulladulla Hospital: Patients arriving by ambulance
July to September 2018

Arrivals used to calculate transfer of care time: 430 patients

ED Transfer of care time

Median time: 15 minutes
90th percentile time: 30 minutes

| Data points are not shown in graphs for quarters when patient numbers are too small.
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Milton Ulladulla Hospital: Time patients waited to start treatment, triage 2
July to September 2018

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

Number of triage 2 patients: 335
Number of triage 2 patients used to calculate waiting time: 3

Median time to start treatment: 8 minutes
90th percentile time to start treatment: 25 minutes

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**Percentage of triage 2 patients who received treatment by time, July to September 2018**

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**Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018**

<table>
<thead>
<tr>
<th>Year</th>
<th>Median</th>
<th>90th percentile</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>4</td>
<td>14</td>
</tr>
<tr>
<td>2011</td>
<td>6</td>
<td>19</td>
</tr>
<tr>
<td>2012</td>
<td>5</td>
<td>22</td>
</tr>
<tr>
<td>2013</td>
<td>5</td>
<td>23</td>
</tr>
<tr>
<td>2014</td>
<td>7</td>
<td>31</td>
</tr>
<tr>
<td>2015</td>
<td>7</td>
<td>33</td>
</tr>
<tr>
<td>2016</td>
<td>8</td>
<td>30</td>
</tr>
<tr>
<td>2017</td>
<td>6</td>
<td>20</td>
</tr>
<tr>
<td>2018</td>
<td>8</td>
<td>25</td>
</tr>
</tbody>
</table>

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Notes:

- 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.
Milton Ulladulla Hospital: Time patients waited to start treatment, triage 3
July to September 2018

**Triage 3** Urgent (e.g., moderate blood loss, dehydration)
Number of triage 3 patients: 1,041
Number of triage 3 patients used to calculate waiting time: 1,034
Median time to start treatment \( ^4 \) 20 minutes
90th percentile time to start treatment \( ^5 \) 65 minutes

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,142</td>
<td>1,131</td>
</tr>
<tr>
<td>23 minutes</td>
<td>21 minutes</td>
</tr>
<tr>
<td>74 minutes</td>
<td>72 minutes</td>
</tr>
</tbody>
</table>

Percentage of triage 3 patients who received treatment by time, July to September 2018

Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018 \( ^{**} \)

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment (minutes)</td>
<td>13</td>
<td>18</td>
<td>19</td>
<td>19</td>
<td>21</td>
<td>22</td>
<td>23</td>
<td>23</td>
<td>20</td>
</tr>
<tr>
<td>90th percentile time to start treatment (minutes)</td>
<td>29</td>
<td>44</td>
<td>54</td>
<td>51</td>
<td>56</td>
<td>58</td>
<td>70</td>
<td>74</td>
<td>65</td>
</tr>
</tbody>
</table>

\( ^4 \) Data points are not shown in graphs for quarters when patient numbers are too small.

\( ^5 \) 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.
Milton Ulladulla Hospital: Time patients waited to start treatment, triage 4
July to September 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)
Number of triage 4 patients: 1,115
Number of triage 4 patients used to calculate waiting time: 1,067
Median time to start treatment 4
90th percentile time to start treatment 5

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,599</td>
<td>1,562</td>
</tr>
<tr>
<td>32 minutes</td>
<td>26 minutes</td>
</tr>
<tr>
<td>88 minutes</td>
<td>105 minutes</td>
</tr>
</tbody>
</table>

Percentage of triage 4 patients who received treatment by time, July to September 2018

Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018

Data points are not shown in graphs for quarters when patient numbers are too small.
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Milton Ulladulla Hospital: Time patients waited to start treatment, triage 5
July to September 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)
Number of triage 5 patients: 248
Number of triage 5 patients used to calculate waiting time: 220
Median time to start treatment: 30 minutes
90th percentile time to start treatment: 106 minutes

Number of triage 5 patients:
71

Median time to start treatment
90th percentile time to start treatment

Percentage of triage 5 patients who received treatment by time, July to September 2018

| Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018 |
|--------------------------------------------------|--------------------------------------------------|
| Median time to start treatment (minutes) | 29 | 35 | 30 | 25 | 25 | 28 | 31 | 32 | 30 |
| 90th percentile time to start treatment (minutes) | 102 | 109 | 99 | 91 | 100 | 95 | 90 | 94 | 106 |

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

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More information is available on BHI’s interactive portal at www.bhi.nsw.gov.au/healthcare_observer
Milton Ulladulla Hospital: Time patients spent in the ED
July to September 2018

All presentations: 2,867 patients
Presentations used to calculate time to leaving the ED: 2,867 patients

Median time spent in the ED: 2 hours and 14 minutes
90th percentile time spent in the ED: 6 hours and 29 minutes

Percentage of patients who left the ED by time, July to September 2018

Time patients spent in the ED, by quarter, January 2010 to September 2018

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Milton Ulladulla Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

All presentations: 2,867 patients
Presentations used to calculate time to leaving the ED: 2,867 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Patients Leaving ED</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>2,158 (75.3%)</td>
<td></td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>289 (10.1%)</td>
<td>-19.6%</td>
</tr>
<tr>
<td>Patient left without, or before completing, treatment</td>
<td>130 (4.5%)</td>
<td>-8.5%</td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>276 (9.6%)</td>
<td>43.8%</td>
</tr>
<tr>
<td>Other</td>
<td>14 (0.5%)</td>
<td>27.3%</td>
</tr>
</tbody>
</table>

Percentage of patients who left the ED by time and mode of separation, July to September 2018

<table>
<thead>
<tr>
<th>Time (hours)</th>
<th>Treated and discharged</th>
<th>Treated and admitted to hospital</th>
<th>Patient left without, or before completing, treatment</th>
<th>Transferred to another hospital</th>
<th>All presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 hour</td>
<td>21.0%</td>
<td>0.3%</td>
<td>42.3%</td>
<td>2.9%</td>
<td>18.3%</td>
</tr>
<tr>
<td>2 hours</td>
<td>53.7%</td>
<td>2.8%</td>
<td>65.4%</td>
<td>11.2%</td>
<td>45.0%</td>
</tr>
<tr>
<td>3 hours</td>
<td>73.8%</td>
<td>9.7%</td>
<td>85.4%</td>
<td>28.6%</td>
<td>63.5%</td>
</tr>
<tr>
<td>4 hours</td>
<td>84.8%</td>
<td>20.4%</td>
<td>90.8%</td>
<td>47.8%</td>
<td>75.0%</td>
</tr>
<tr>
<td>6 hours</td>
<td>94.3%</td>
<td>52.9%</td>
<td>95.4%</td>
<td>77.5%</td>
<td>88.5%</td>
</tr>
<tr>
<td>8 hours</td>
<td>97.3%</td>
<td>71.6%</td>
<td>96.9%</td>
<td>87.3%</td>
<td>93.7%</td>
</tr>
<tr>
<td>10 hours</td>
<td>98.3%</td>
<td>84.1%</td>
<td>97.7%</td>
<td>92.8%</td>
<td>96.3%</td>
</tr>
<tr>
<td>12 hours</td>
<td>99.1%</td>
<td>89.6%</td>
<td>97.7%</td>
<td>96.0%</td>
<td>97.8%</td>
</tr>
</tbody>
</table>

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Milton Ulladulla Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
July to September 2018

All presentations at the emergency department: \(^1\) 2,867 patients
Presentations used to calculate time to leaving the ED: \(^2\) 2,867 patients

<table>
<thead>
<tr>
<th>Percentage of patients who spent four hours or less in the ED</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ \text{Patients who left within four hours (%)} ]</td>
</tr>
<tr>
<td>[ \text{Patients who spent four hours or less in the ED (%)} ]</td>
</tr>
</tbody>
</table>

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<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>Patients who spent four hours or less in the ED (%)</td>
<td>84.2%</td>
<td>86.0%</td>
<td>84.8%</td>
<td>86.2%</td>
<td>85.4%</td>
<td>86.0%</td>
<td>86.0%</td>
<td>82.4%</td>
<td>75.0%</td>
</tr>
</tbody>
</table>

\(\text{\footnote{\textsuperscript{*} Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.}}\)
\(\text{\footnote{\textsuperscript{†} Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.}}\)

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, January to March 2018.
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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).