

## Shellharbour Hospital: Emergency department (ED) overview

October to December 2018

All presentations:<sup>1</sup> 8,337 patients  
 Emergency presentations:<sup>2</sup> 8,080 patients

Same period last year	Change since one year ago
8,088	3%
7,838	3%

## Shellharbour Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 897 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,949 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 90th percentile time to start treatment<sup>5</sup> 108 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,970 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 90th percentile time to start treatment<sup>5</sup> 135 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 239 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 123 minutes

Same period last year	NSW (this period)
796	
7 minutes	8 minutes
15 minutes	26 minutes
2,850	
23 minutes	20 minutes
99 minutes	72 minutes
3,900	
26 minutes	26 minutes
139 minutes	104 minutes
270	
29 minutes	23 minutes
122 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,336 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
8,087	3%
68%	

\* 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.

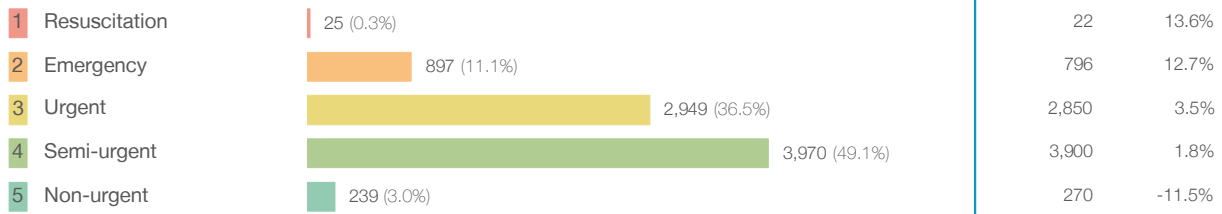
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

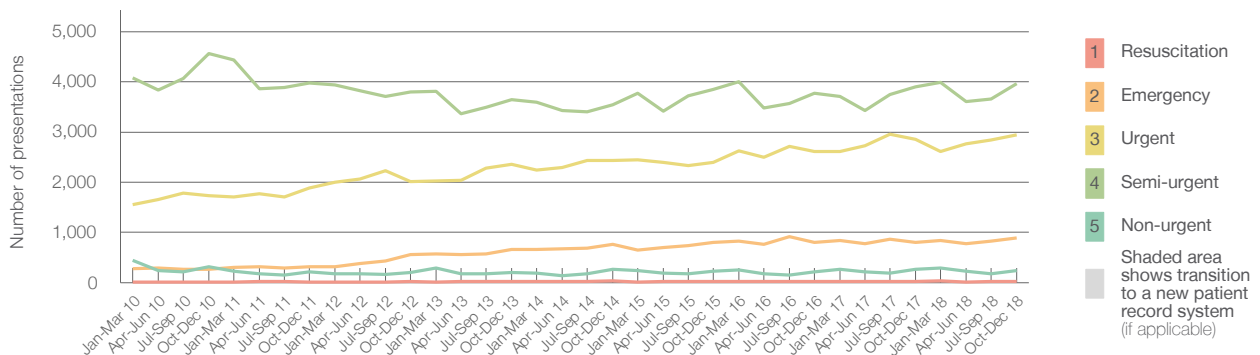
## Shellharbour Hospital: Patients presenting to the emergency department October to December 2018

All presentations:<sup>1</sup> 8,337 patients

Emergency presentations<sup>2</sup> by triage category: 8,080 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	10	13	23	24	34	30	22	22	25
Emergency	272	311	555	665	767	796	798	796	897
Urgent	1,736	1,885	2,011	2,363	2,433	2,400	2,614	2,850	2,949
Semi-urgent	4,568	3,974	3,798	3,648	3,539	3,852	3,775	3,900	3,970
Non-urgent	323	214	206	202	267	230	211	270	239
All emergency presentations	6,909	6,397	6,593	6,902	7,040	7,308	7,420	7,838	8,080

## Shellharbour Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,878 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.

## Shellharbour Hospital: 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: 897

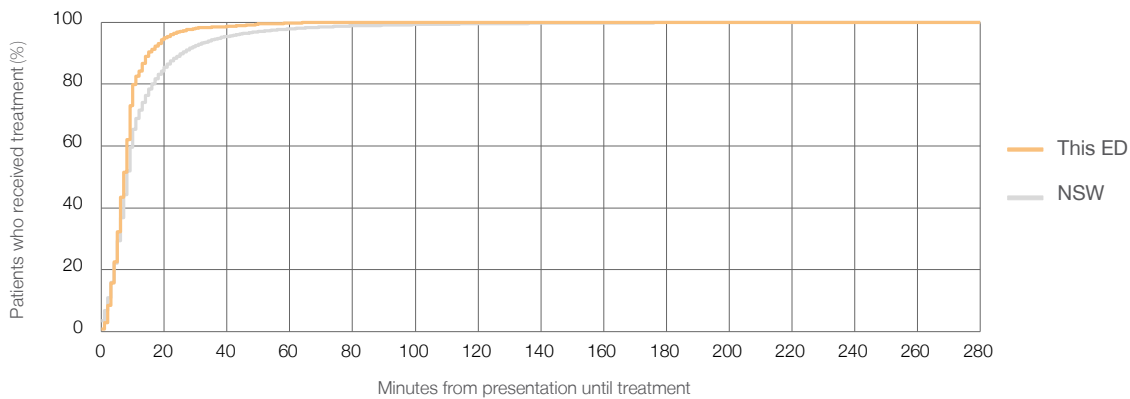
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 895

Median time to start treatment<sup>4</sup>  7 minutes

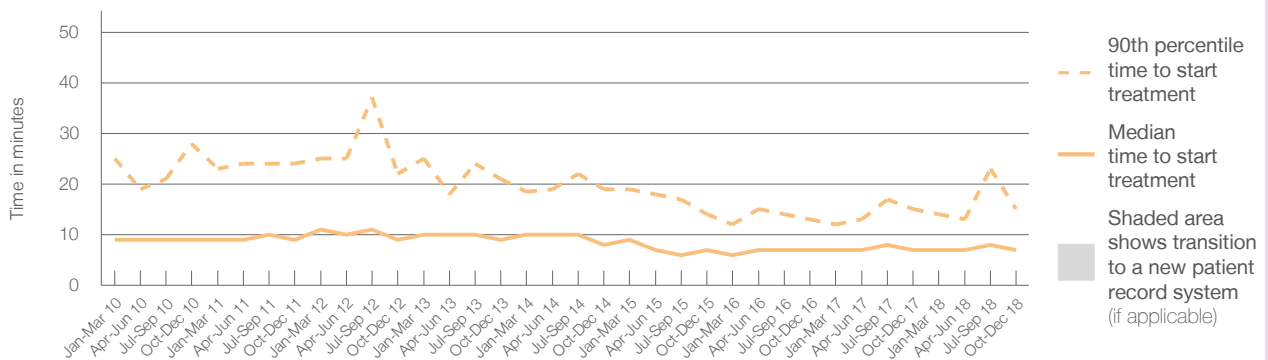
90th percentile time to start treatment<sup>5</sup>  15 minutes

Same period last year	NSW (this period)
796	
794	
7 minutes	8 minutes
15 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)	9	9	9	9	8	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	28	24	22	21	19	14	13	15	15

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## Shellharbour Hospital: 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: 2,949

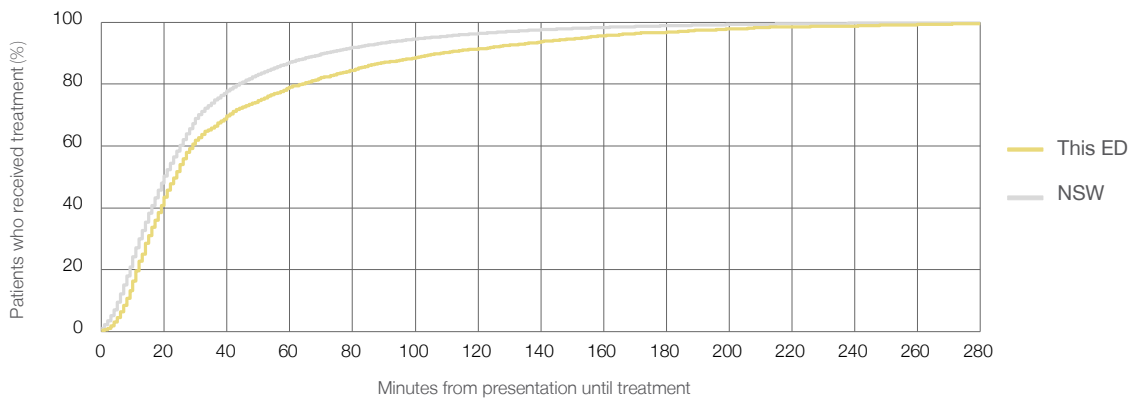
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,886

Median time to start treatment<sup>4</sup> 24 minutes

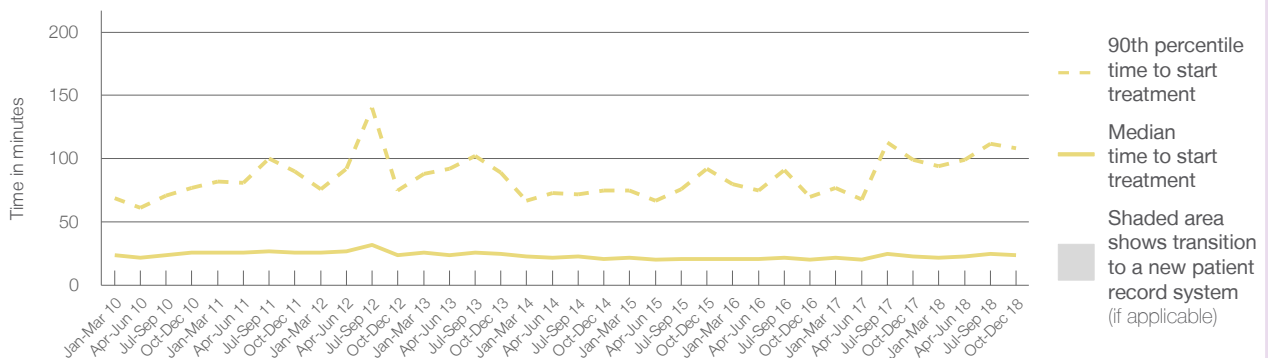
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
2,850	2,799
23 minutes	20 minutes
99 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)	26	26	24	25	21	21	20	23	24
90th percentile time to start treatment <sup>5</sup> (minutes)	77	90	75	89	75	92	70	99	108

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## Shellharbour Hospital: 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: 3,970

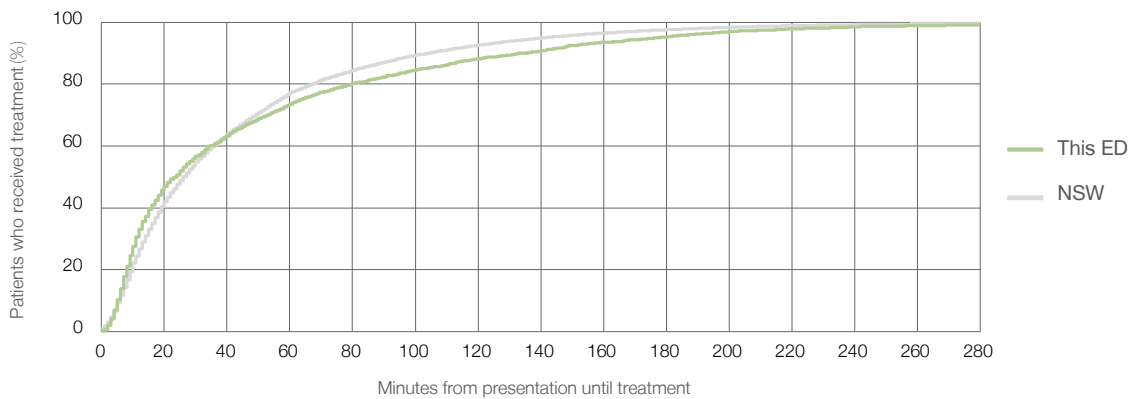
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,658

Median time to start treatment<sup>4</sup>  24 minutes

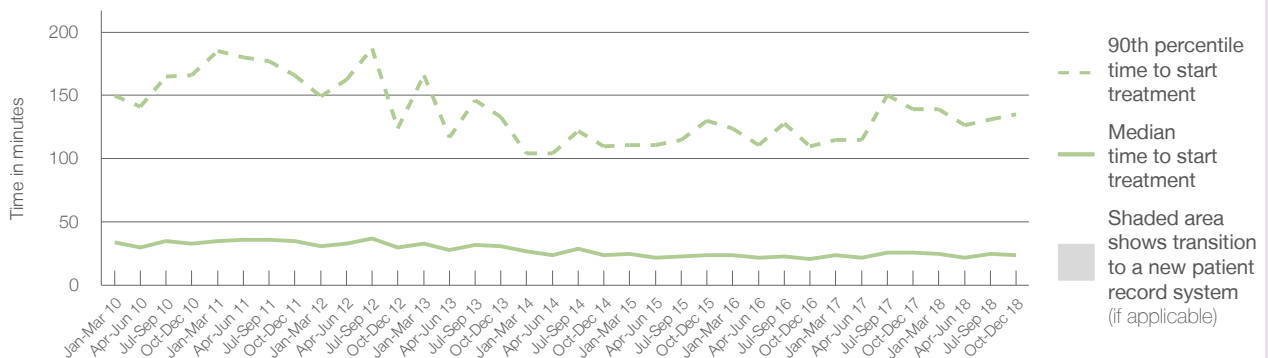
90th percentile time to start treatment<sup>5</sup>  135 minutes

Same period last year	NSW (this period)
3,900	3,581
26 minutes	26 minutes
139 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)	33	35	30	31	24	24	21	26	24
90th percentile time to start treatment <sup>5</sup> (minutes)	166	166	124	133	110	130	110	139	135

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## Shellharbour Hospital: 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: 239

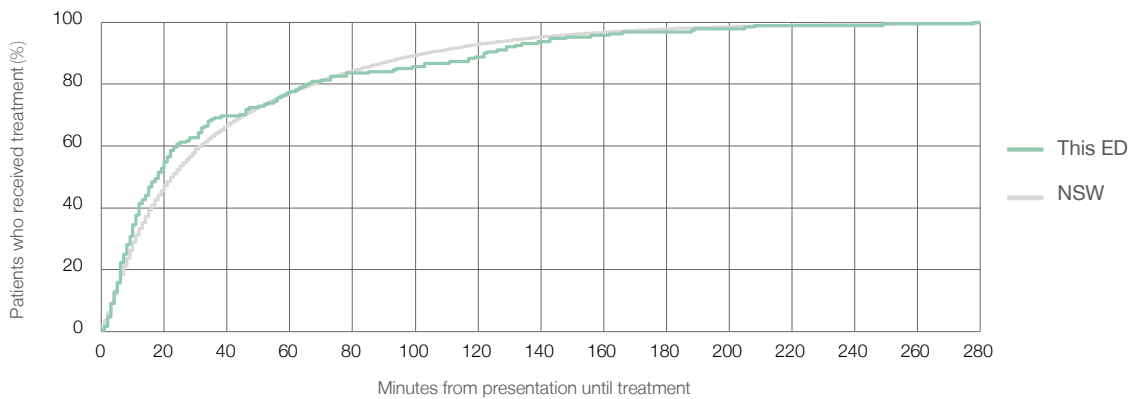
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 188

Median time to start treatment<sup>4</sup>  18 minutes

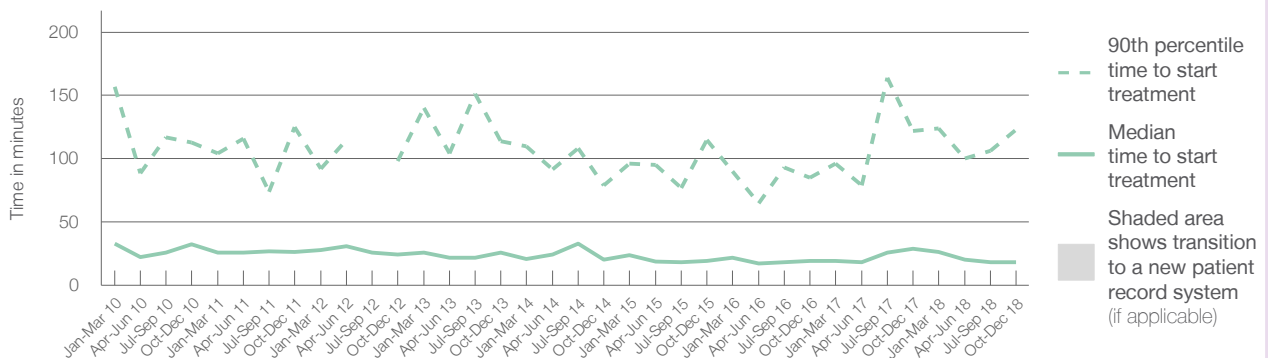
90th percentile time to start treatment<sup>5</sup>  123 minutes

Same period last year	NSW (this period)
270	199
29 minutes	23 minutes
122 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)	33	27	25	26	20	19	19	29	18
90th percentile time to start treatment <sup>5</sup> (minutes)	113	125	98	114	79	115	85	122	123

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## Shellharbour Hospital: Time patients spent in the ED

October to December 2018

All presentations:<sup>1</sup> 8,337 patients

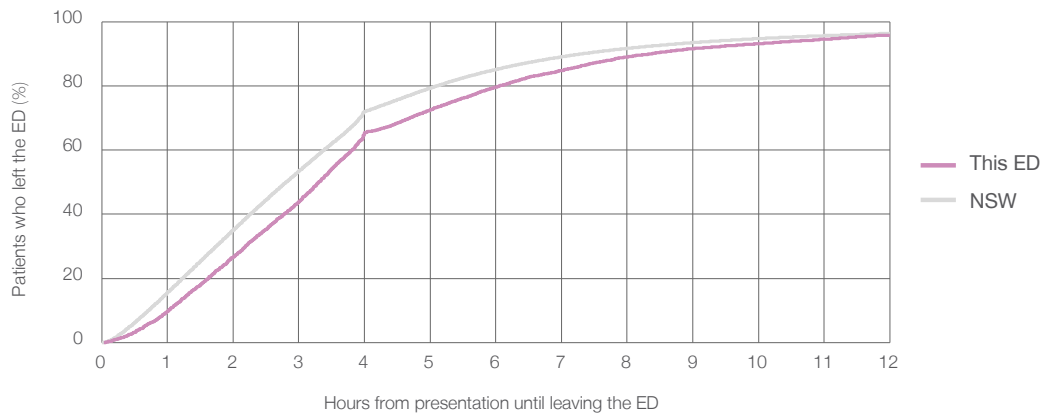
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,336 patients

Median time spent in the ED<sup>8</sup> 3 hours and 19 minutes

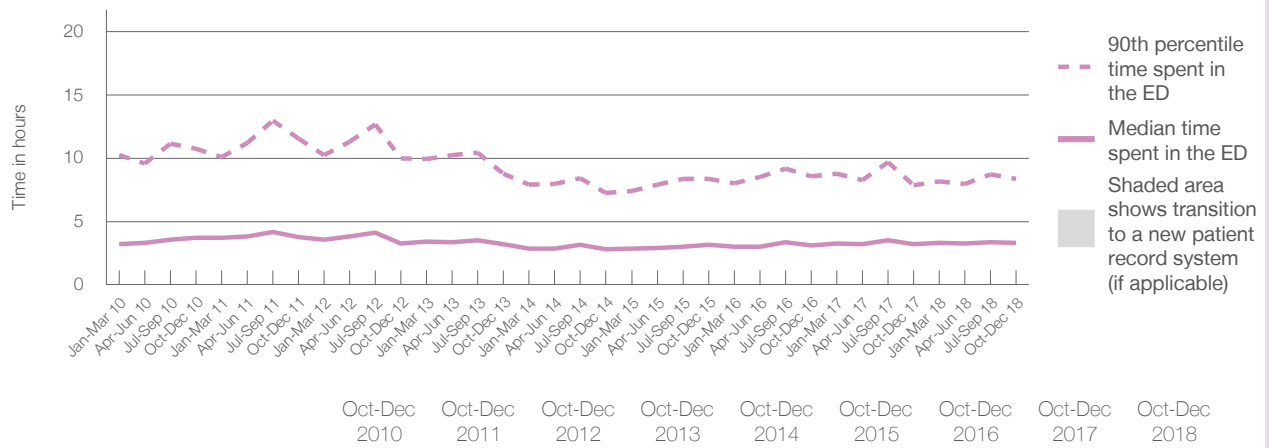
90th percentile time spent in the ED<sup>9</sup> 8 hours and 23 minutes

Same period last year	NSW (this period)
8,088	
8,087	
3 hours and 14 minutes	2 hours and 49 minutes
7 hours and 52 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)	3h 42m	3h 47m	3h 15m	3h 11m	2h 49m	3h 9m	3h 7m	3h 14m	3h 19m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	10h 46m	11h 33m	10h 0m	8h 46m	7h 16m	8h 22m	8h 33m	7h 52m	8h 23m

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## Shellharbour Hospital: Time patients spent in the ED

### By mode of separation

October to December 2018

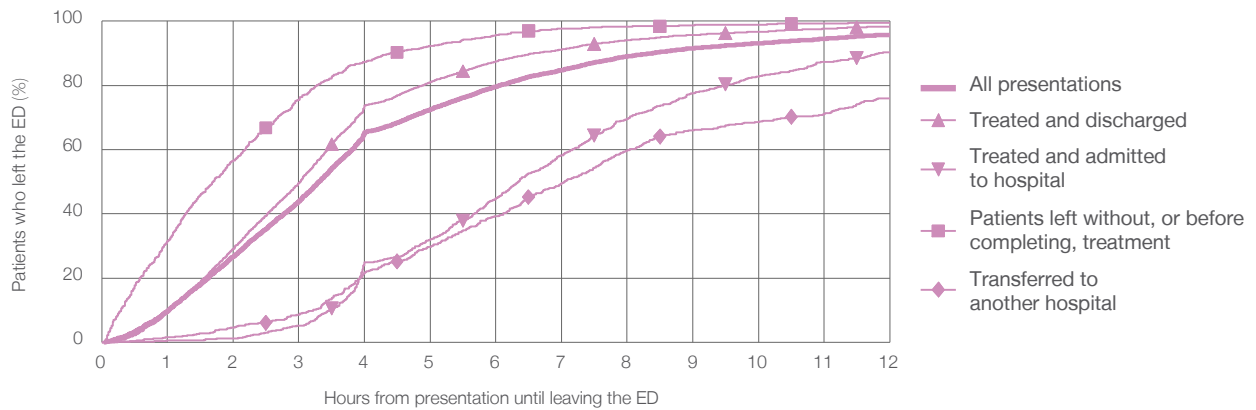
All presentations:<sup>1</sup> 8,337 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,336 patients

Treated and discharged	5,972 (71.6%)
Treated and admitted to hospital	919 (11.0%)
Patient left without, or before completing, treatment	764 (9.2%)
Transferred to another hospital	672 (8.1%)
Other	10 (0.1%)

	Same period last year	Change since one year ago
	8,087	3%
Treated and discharged	5,971	0.0%
Treated and admitted to hospital	731	25.7%
Patient left without, or before completing, treatment	755	1.2%
Transferred to another hospital	624	7.7%
Other	7	42.9%

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	9.2%	29.2%	49.7%	73.7%	87.5%	94.1%	96.7%	98.4%
Treated and admitted to hospital	0.5%	1.2%	5.2%	24.8%	44.8%	69.5%	82.8%	90.3%
Patient left without, or before completing, treatment	31.5%	56.5%	75.7%	87.3%	95.7%	98.3%	99.0%	99.5%
Transferred to another hospital	1.5%	4.5%	8.6%	21.7%	39.3%	59.8%	68.6%	75.9%
All presentations	9.7%	26.7%	43.9%	65.4%	79.7%	89.0%	93.1%	95.8%

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**Shellharbour Hospital: 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> 8,337 patients

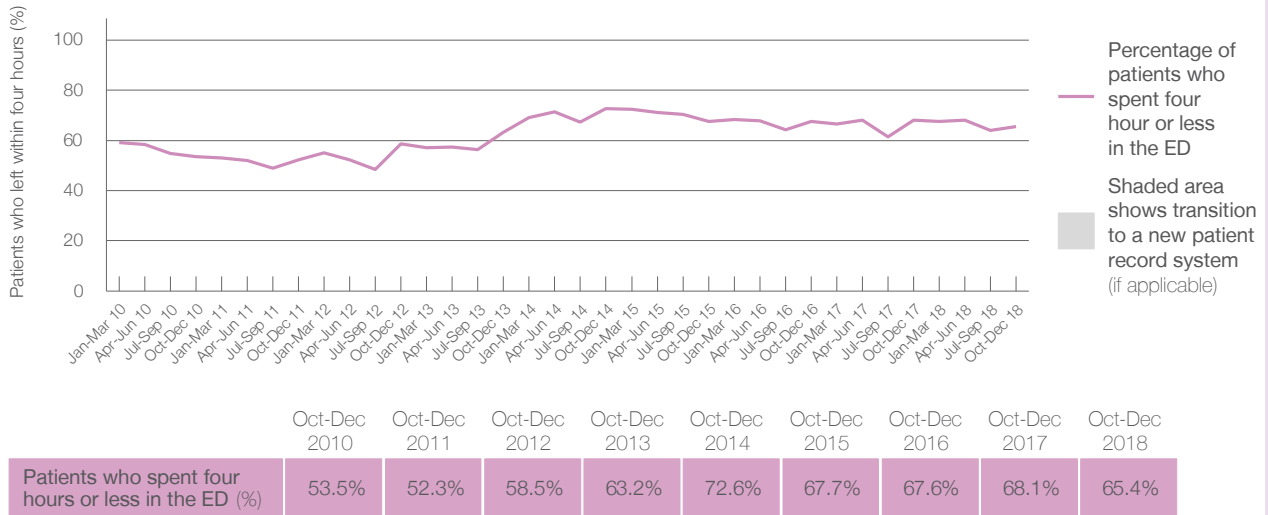
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,336 patients

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	8,088	3%
Presentations used to calculate time to leaving the ED	8,087	3%
Percentage of patients who spent four hours or less in the ED	68.1%	

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).