

Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Illawarra Shoalhaven Local Health District

**July to September 2016**

## Milton and Ulladulla Hospital: Emergency department (ED) overview

July to September 2016



All presentations:<sup>1</sup> 3,562 patients  
Emergency presentations:<sup>2</sup> 3,449 patients

Same period last year	Change since one year ago
3,510	1.5%
3,406	1.3%

## Milton and Ulladulla Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 211 patients

Median time to start treatment<sup>4</sup>  8 minutes  
95th percentile time to start treatment<sup>5</sup>  40 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,233 patients

Median time to start treatment<sup>4</sup>  23 minutes  
95th percentile time to start treatment<sup>5</sup>  92 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,755 patients

Median time to start treatment<sup>4</sup>  31 minutes  
95th percentile time to start treatment<sup>5</sup>  112 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 232 patients

Median time to start treatment<sup>4</sup>  31 minutes  
95th percentile time to start treatment<sup>5</sup>  121 minutes

Same period last year	NSW (this period)
207	
7 minutes	8 minutes
43 minutes	41 minutes
952	
22 minutes	21 minutes
76 minutes	103 minutes
1,926	
30 minutes	27 minutes
108 minutes	139 minutes
315	
28 minutes	24 minutes
125 minutes	138 minutes

## Milton and Ulladulla Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,562 patients

Percentage of patients who spent four hours or less in the ED  86.0%

Same period last year	Change since one year ago
3,510	1.5%
86.0%	

\* 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, July to September 2016.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

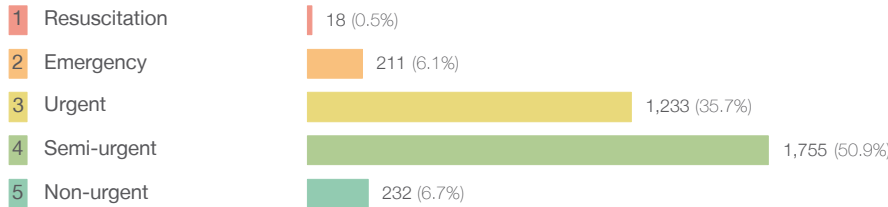
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Milton and Ulladulla Hospital: Patients presenting to the emergency department July to September 2016

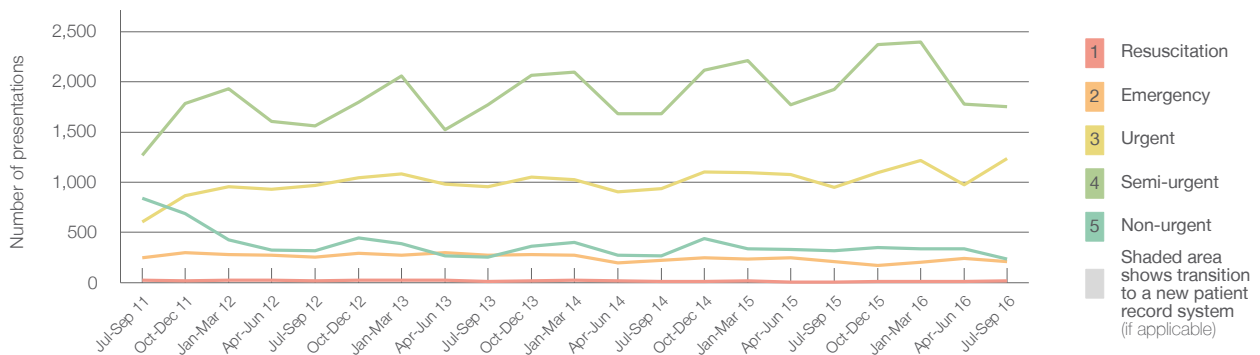
All presentations:<sup>1</sup> 3,562 patients

Emergency presentations<sup>2</sup> by triage category: 3,449 patients



Same period last year	Change since one year ago
3,510	1.5%
3,406	1.3%
6	200.0%
207	1.9%
952	29.5%
1,926	-8.9%
315	-26.3%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	25	18	15	10	6	18
Emergency	246	256	274	224	207	211
Urgent	606	970	956	937	952	1,233
Semi-urgent	1,271	1,562	1,773	1,684	1,926	1,755
Non-urgent	838	319	252	269	315	232
All emergency presentations	2,986	3,125	3,270	3,124	3,406	3,449

## Milton and Ulladulla Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 340 patients

ED Transfer of care time



Same period last year	Change since one year ago
365	
15 minutes	-1 minute
41 minutes	-2 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.

## Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 211

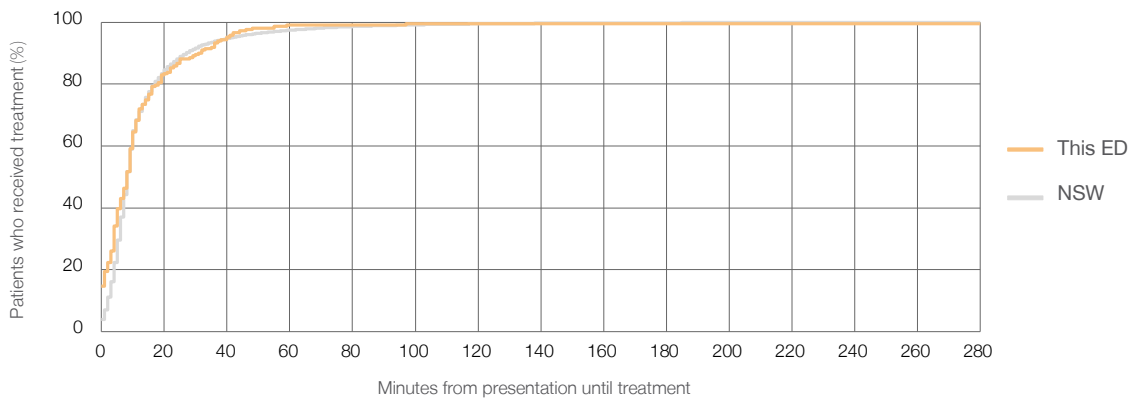
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 211

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

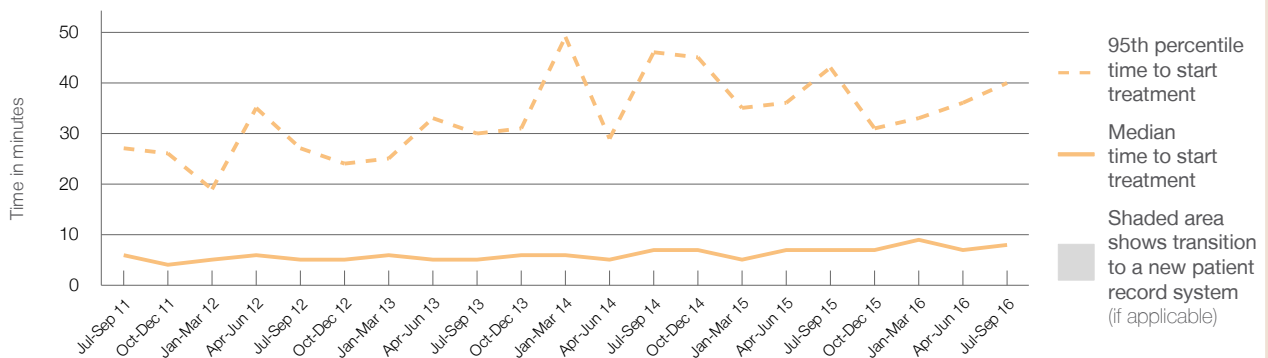
95th percentile time to start treatment<sup>5</sup>  40 minutes

Same period last year	NSW (this period)
207	207
7 minutes	8 minutes
43 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	6	5	5	7	7	8
95th percentile time to start treatment <sup>5</sup> (minutes)	27	27	30	46	43	40

(†) 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 and Ulladulla Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 1,233

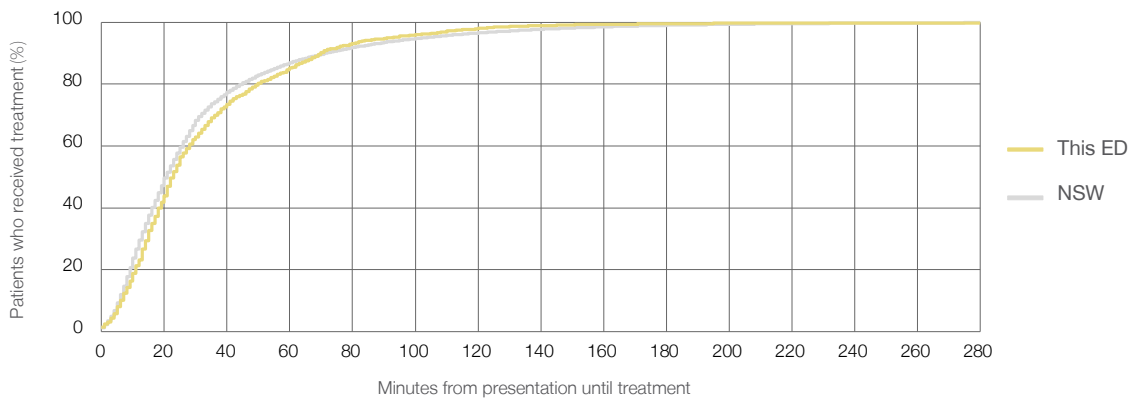
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,224

Median time to start treatment<sup>4</sup> 23 minutes

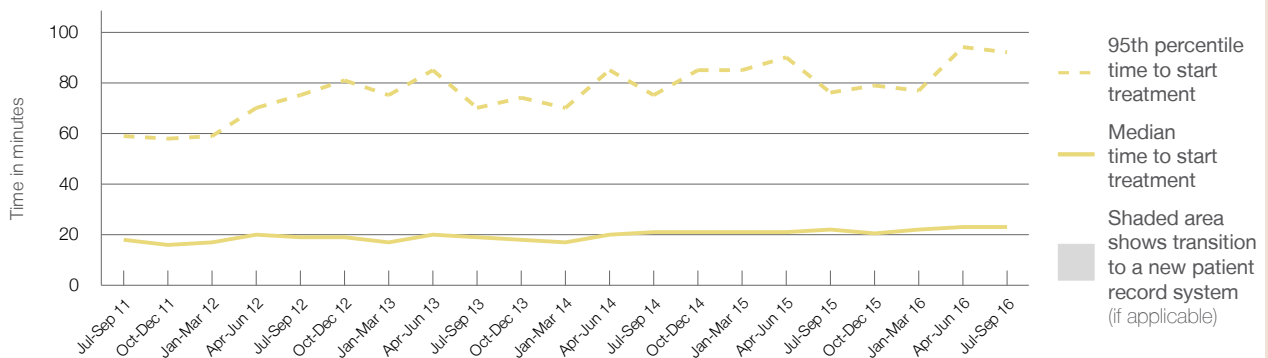
95th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
952	945
22 minutes	21 minutes
76 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	18	19	19	21	22	23
95th percentile time to start treatment <sup>5</sup> (minutes)	59	75	70	75	76	92

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

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## Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 1,755

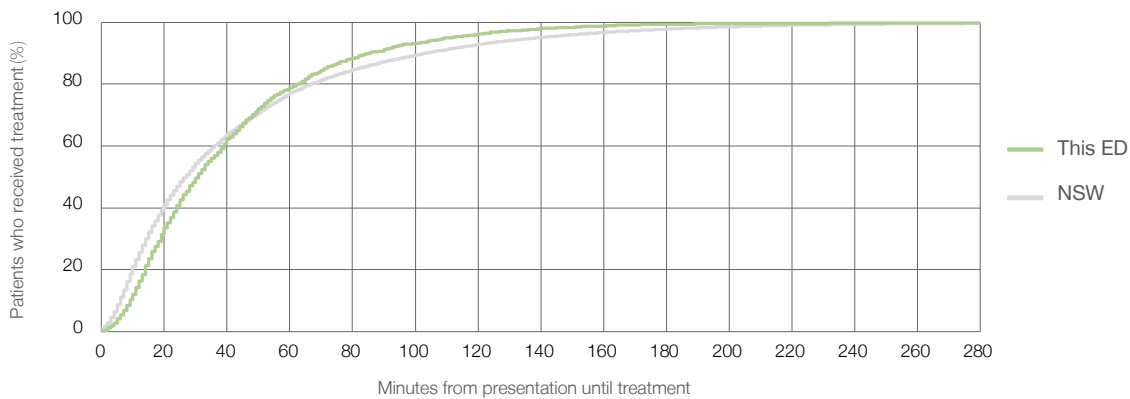
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,711

Median time to start treatment<sup>4</sup> 31 minutes

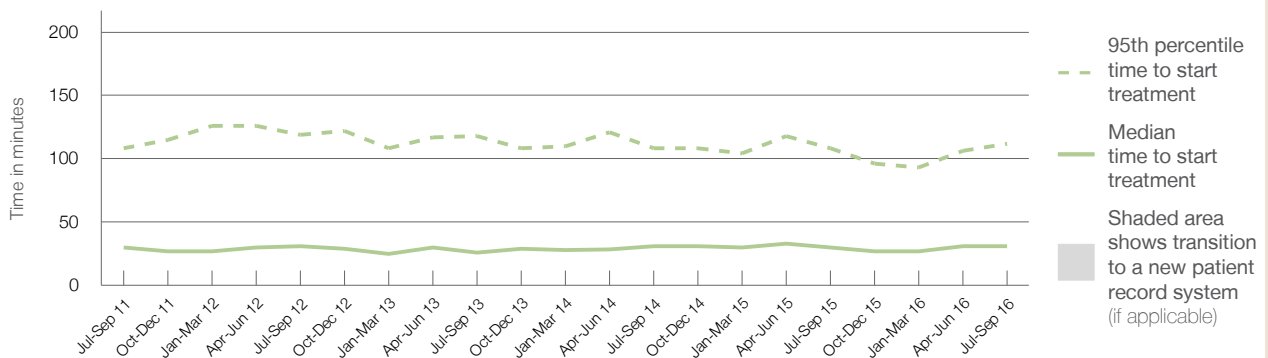
95th percentile time to start treatment<sup>5</sup> 112 minutes

Same period last year	NSW (this period)
1,926	1,879
30 minutes	27 minutes
108 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	30	31	26	31	30	31
95th percentile time to start treatment <sup>5</sup> (minutes)	108	119	118	108	108	112

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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.

## Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 232

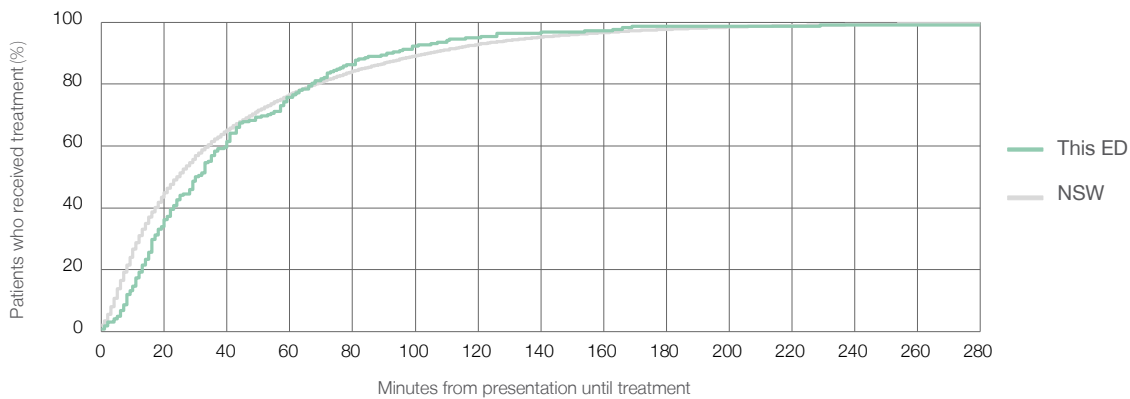
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 218

Median time to start treatment<sup>4</sup> 31 minutes

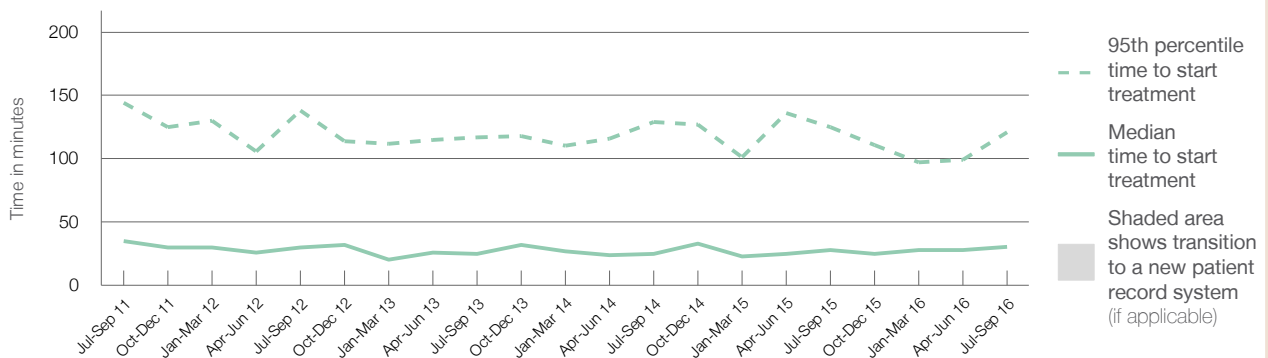
95th percentile time to start treatment<sup>5</sup> 121 minutes

	Same period last year	NSW (this period)
	315	
	296	
	28 minutes	24 minutes
	125 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	35	30	25	25	28	31
95th percentile time to start treatment <sup>5</sup> (minutes)	144	138	117	129	125	121

(†) 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 and Ulladulla Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 3,562 patients

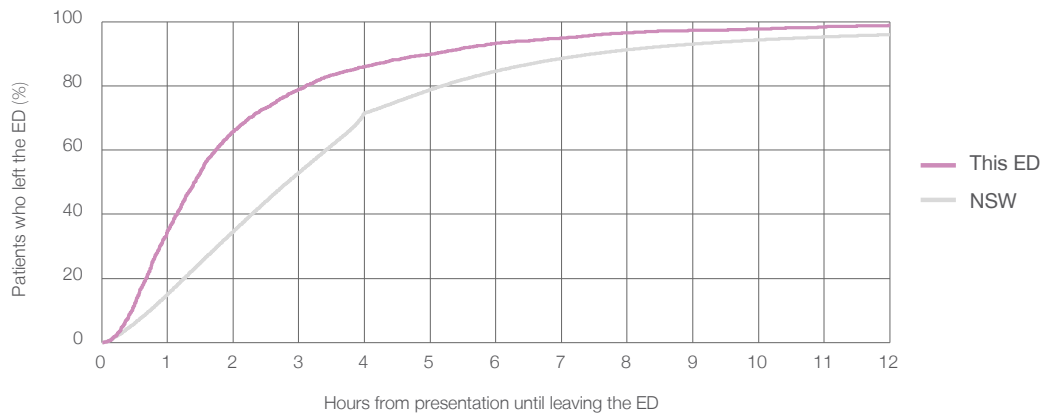
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,562 patients

Median time spent in the ED<sup>8</sup>  1 hours and 25 minutes

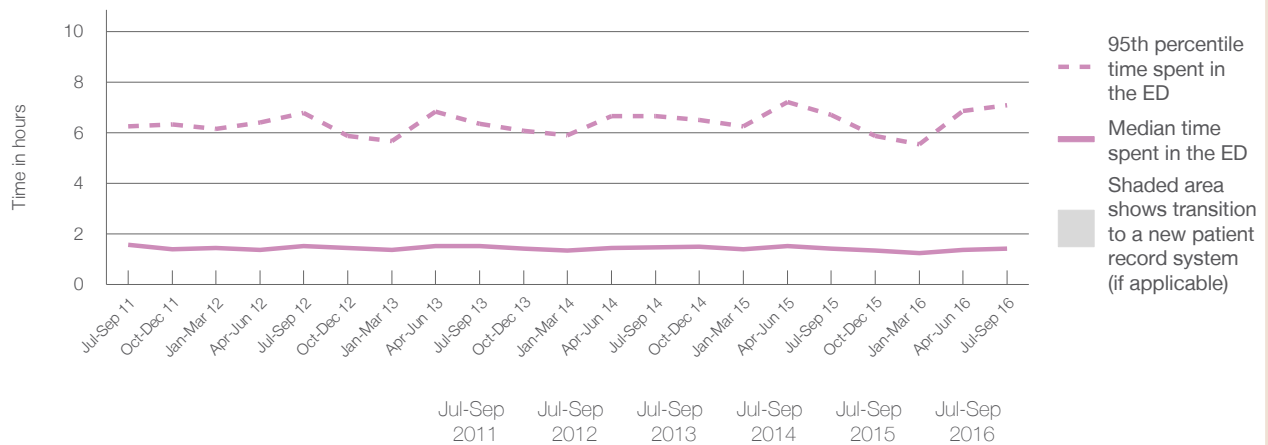
95th percentile time spent in the ED<sup>9</sup>  7 hours and 5 minutes

Same period last year	NSW (this period)
3,510	3,510
1 hours and 26 minutes	2 hours and 50 minutes
6 hours and 43 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 34m	1h 32m	1h 32m	1h 28m	1h 26m	1h 25m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 15m	6h 48m	6h 22m	6h 39m	6h 43m	7h 5m

(†) 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 and Ulladulla Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2016

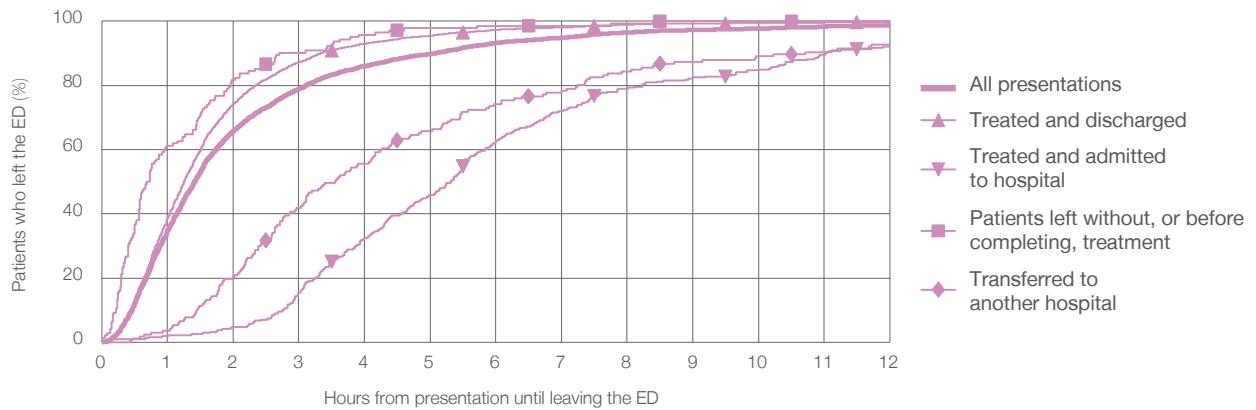
All presentations:<sup>1</sup> 3,562 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,562 patients

Treated and discharged	2,935 (82.4%)
Treated and admitted to hospital	314 (8.8%)
Patient left without, or before completing, treatment	142 (4.0%)
Transferred to another hospital	167 (4.7%)
Other	4 (0.1%)

Same period last year	Change since one year ago
3,510	1.5%
2,888	1.6%
301	4.3%
184	-22.8%
134	24.6%
3	33.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 <sup>††</sup>



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

Treated and discharged	38.7%	74.1%	87.3%	92.9%	97.3%	99.0%	99.5%	99.8%
Treated and admitted to hospital	1.9%	4.8%	15.6%	32.5%	62.7%	79.0%	85.0%	92.0%
Patient left without, or before completing, treatment	61.3%	81.7%	90.1%	95.8%	98.6%	99.3%	100%	100%
Transferred to another hospital	3.6%	20.4%	41.9%	55.7%	74.3%	84.4%	89.2%	92.8%
All presentations	34.8%	65.8%	78.9%	86.0%	93.3%	96.5%	97.8%	98.8%

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

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**Milton and Ulladulla Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

All presentations at the emergency department: <sup>1</sup> 3,562 patients

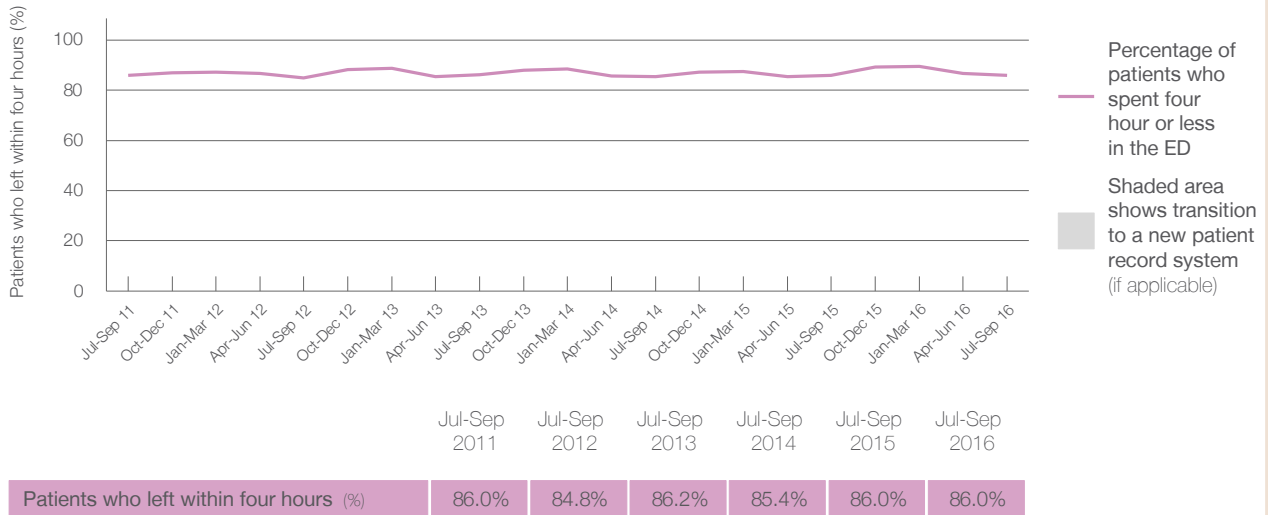
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,562 patients

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	3,510	1.5%
Presentations used to calculate time to leaving the ED	3,510	1.5%
Percentage of patients who spent four hours or less in the ED	86.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	86.0%	84.8%	86.2%	85.4%	86.0%	86.0%

\* 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, July to September 2016.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

## Shellharbour Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 7,573 patients

Emergency presentations:<sup>2</sup> 7,376 patients

Same period last year	Change since one year ago
7,221	4.9%
6,994	5.5%

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

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 917 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 95th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,712 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 95th percentile time to start treatment<sup>5</sup> 128 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,571 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 95th percentile time to start treatment<sup>5</sup> 169 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 153 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 95th percentile time to start treatment<sup>5</sup> 113 minutes

Same period last year	NSW (this period)
736	
6 minutes	8 minutes
26 minutes	41 minutes
2,337	
21 minutes	21 minutes
119 minutes	103 minutes
3,721	
23 minutes	27 minutes
152 minutes	139 minutes
173	
18 minutes	24 minutes
99 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,572 patients

Percentage of patients who spent four hours or less in the ED 64.2%

Same period last year	Change since one year ago
7,221	4.9%
70.2%	

\* 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, July to September 2016.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

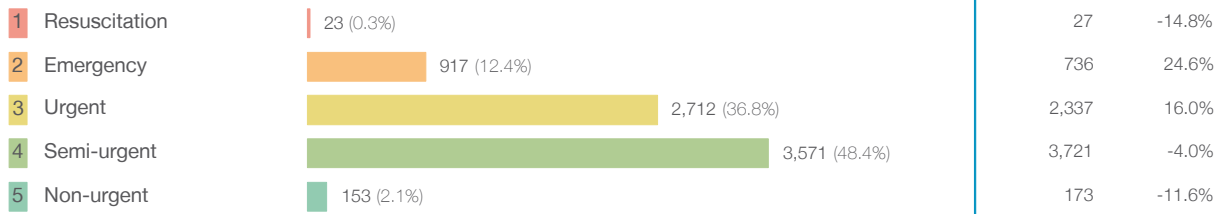
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

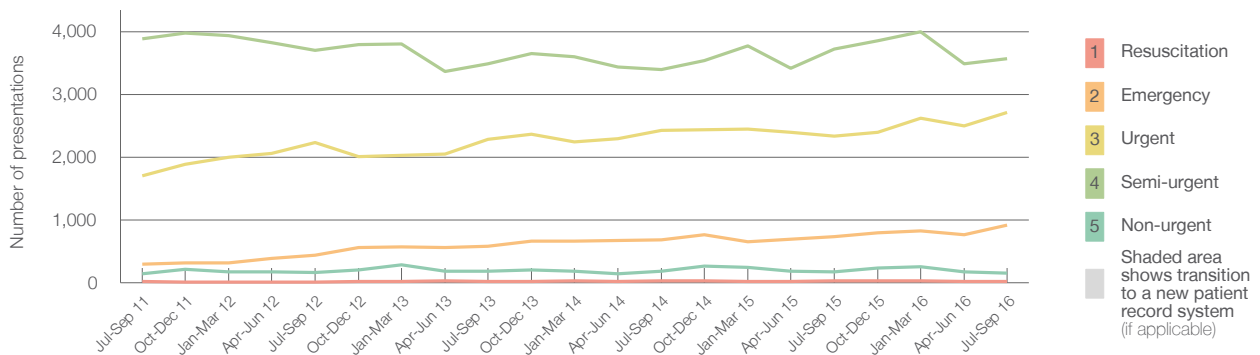
## Shellharbour Hospital: Patients presenting to the emergency department July to September 2016

All presentations:<sup>1</sup> 7,573 patients

Emergency presentations<sup>2</sup> by triage category: 7,376 patients



Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	21	12	22	29	27	23
Emergency	293	434	576	681	736	917
Urgent	1,701	2,235	2,280	2,430	2,337	2,712
Semi-urgent	3,887	3,706	3,487	3,400	3,721	3,571
Non-urgent	146	160	180	180	173	153
All emergency presentations	6,048	6,547	6,545	6,720	6,994	7,376

## Shellharbour Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,689 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 July to September 2016

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

Number of triage 2 patients: 917

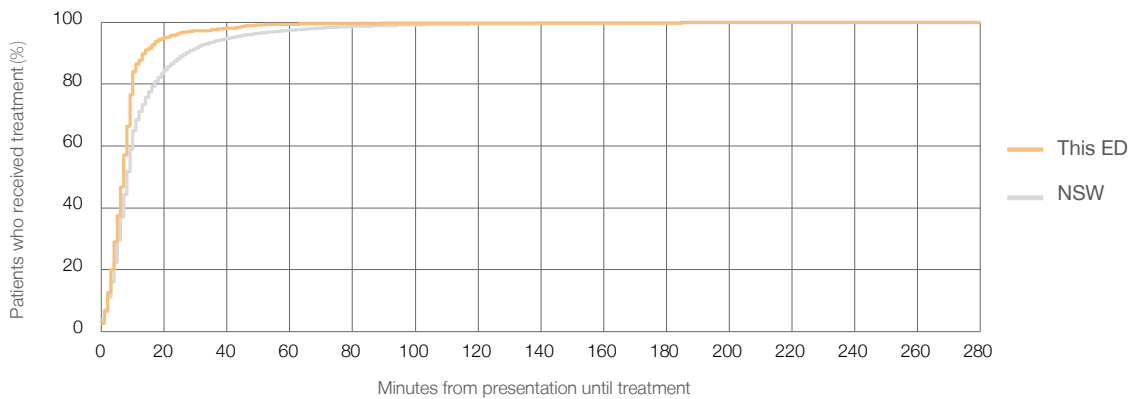
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 916

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

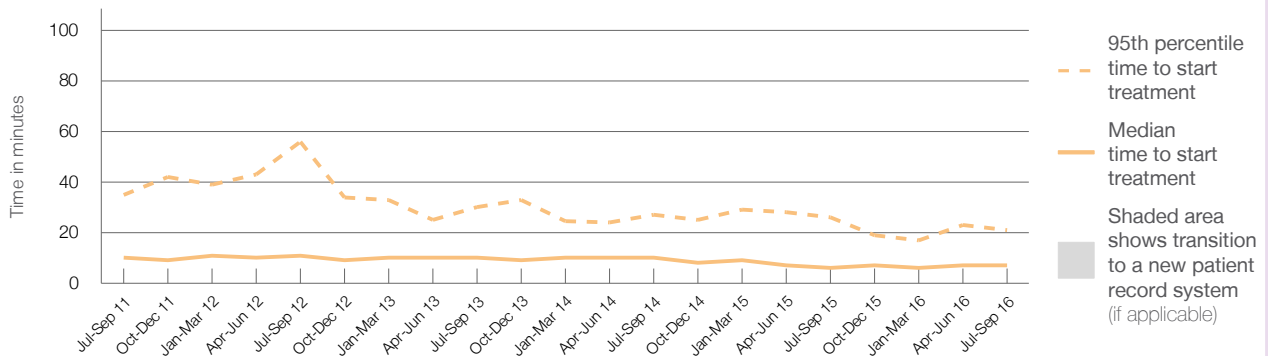
95th percentile time to start treatment<sup>5</sup>  21 minutes

Same period last year	NSW (this period)
736	733
6 minutes	8 minutes
26 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	10	11	10	10	6	7
95th percentile time to start treatment <sup>5</sup> (minutes)	35	56	30	27	26	21

(†) 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 3 July to September 2016

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

Number of triage 3 patients: 2,712

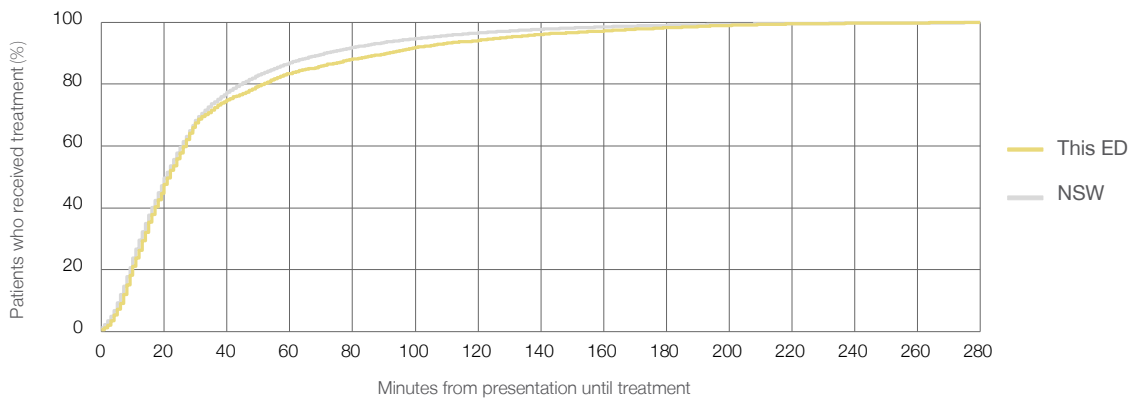
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,661

Median time to start treatment<sup>4</sup>  22 minutes

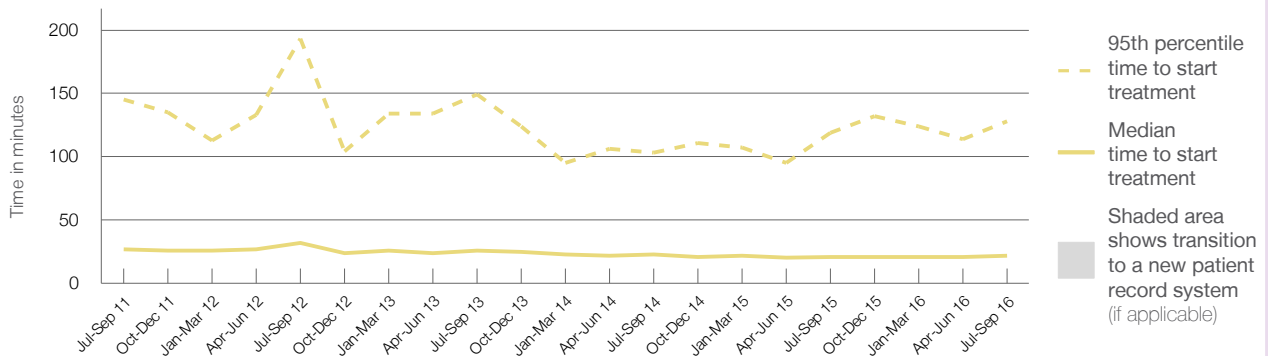
95th percentile time to start treatment<sup>5</sup>  128 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	2,337	2,291
Median time to start treatment <sup>4</sup>	21 minutes	21 minutes
95th percentile time to start treatment <sup>5</sup>	119 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	27	32	26	23	21	22
95th percentile time to start treatment <sup>5</sup> (minutes)	145	193	149	103	119	128

(†) 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 4 July to September 2016

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

Number of triage 4 patients: 3,571

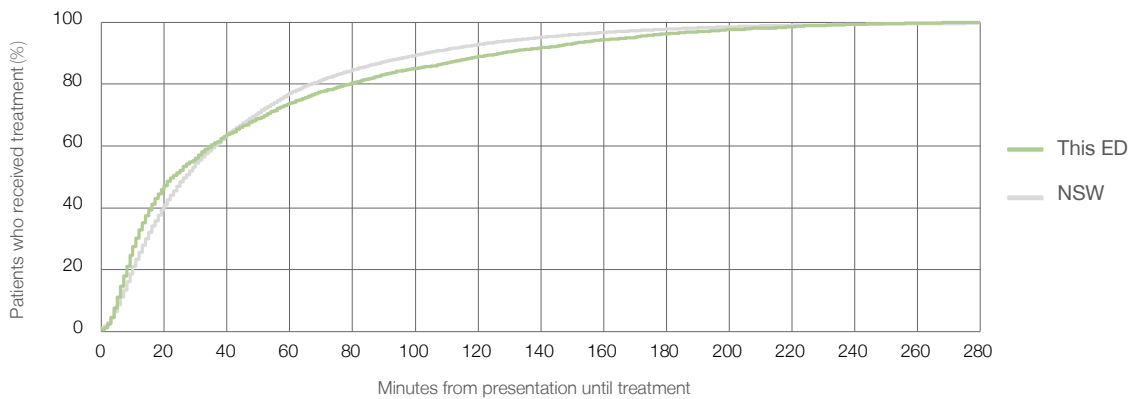
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,317

Median time to start treatment<sup>4</sup> 23 minutes

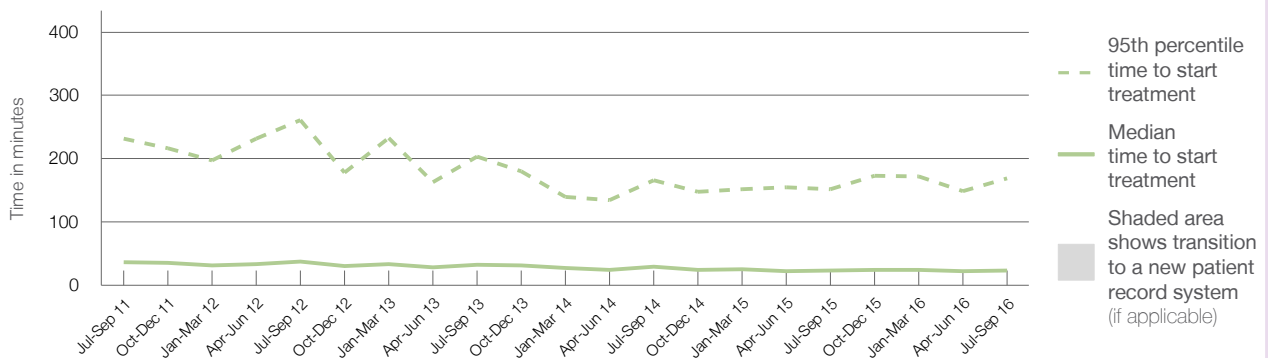
95th percentile time to start treatment<sup>5</sup> 169 minutes

Same period last year	NSW (this period)
3,721	3,467
23 minutes	27 minutes
152 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	36	37	32	29	23	23
95th percentile time to start treatment <sup>5</sup> (minutes)	232	261	203	166	152	169

(†) 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 5 July to September 2016

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

Number of triage 5 patients: 153

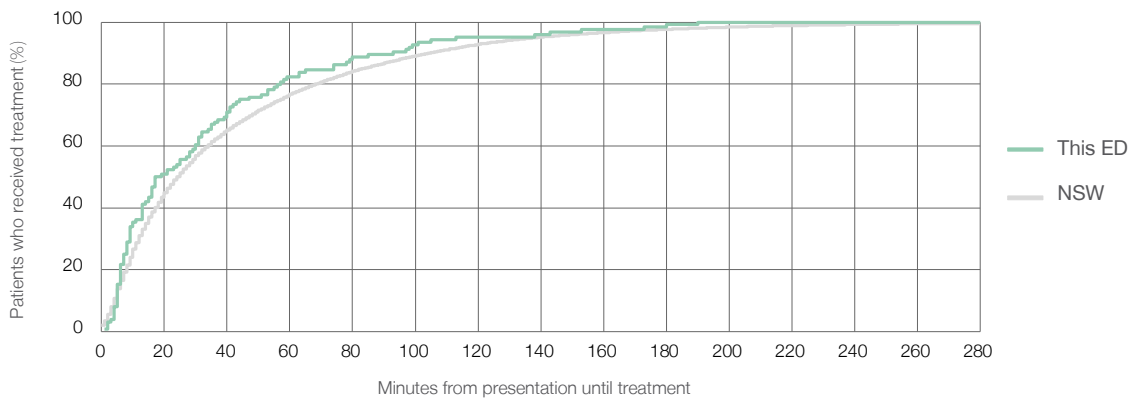
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 124

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

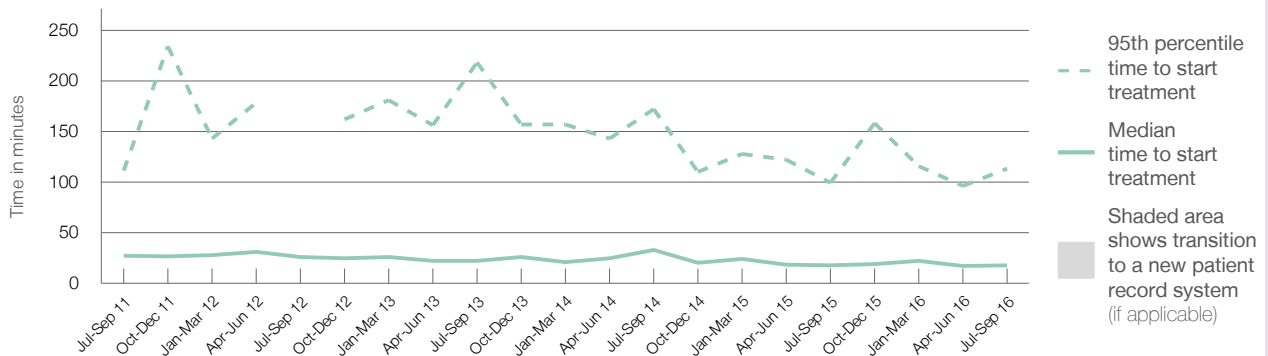
95th percentile time to start treatment<sup>5</sup> 113 minutes

Same period last year	NSW (this period)
173	
136	
18 minutes	24 minutes
99 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	27	26	22	33	18	18
95th percentile time to start treatment <sup>5</sup> (minutes)	111	*	218	172	99	113

(†) 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 spent in the ED

July to September 2016

All presentations:<sup>1</sup> 7,573 patients

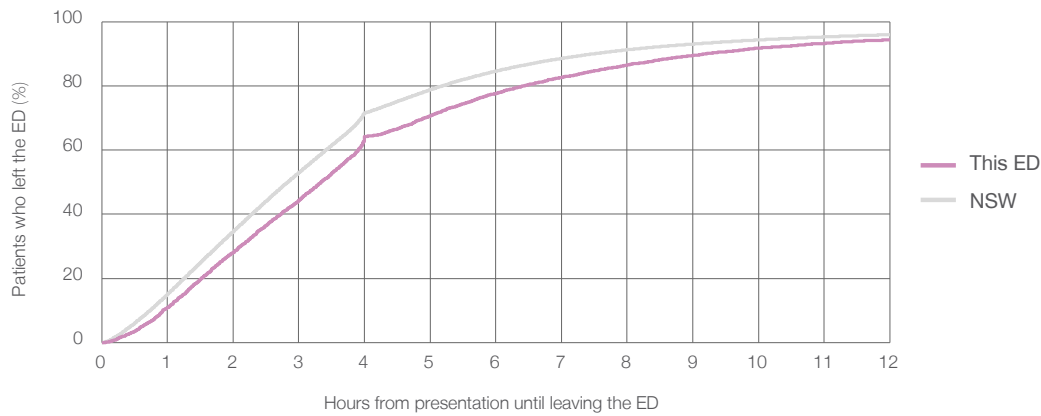
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,572 patients

Median time spent in the ED<sup>8</sup> 3 hours and 21 minutes

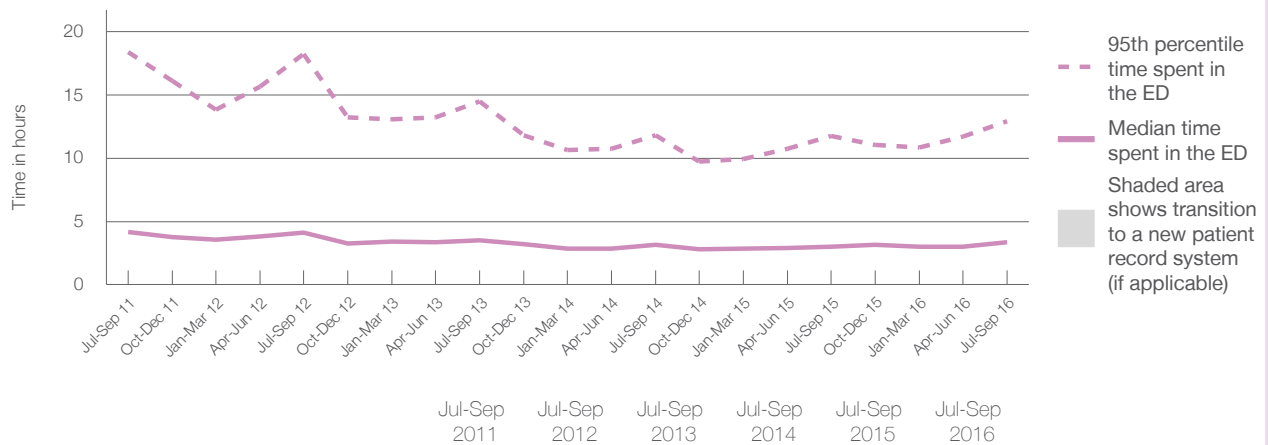
95th percentile time spent in the ED<sup>9</sup> 12 hours and 56 minutes

Same period last year	NSW (this period)
7,221	7,221
3 hours and 0 minutes	2 hours and 50 minutes
11 hours and 44 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 9m	4h 8m	3h 31m	3h 9m	3h 0m	3h 21m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	18h 22m	18h 13m	14h 30m	11h 47m	11h 44m	12h 56m

(†) 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.

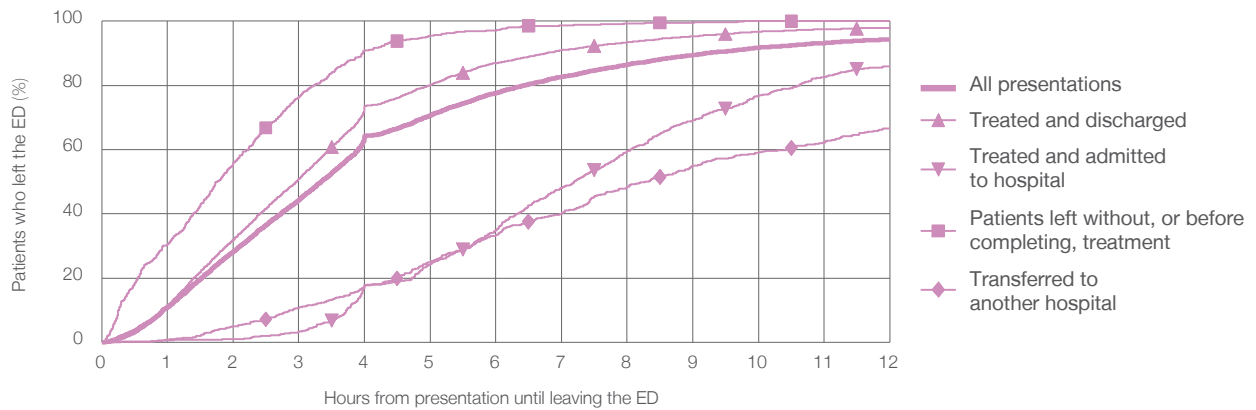
## Shellharbour Hospital: Time patients spent in the ED By mode of separation July to September 2016

All presentations:<sup>1</sup> 7,573 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,572 patients

		Same period last year	Change since one year ago
Treated and discharged	5,459 (72.1%)	5,195	5.1%
Treated and admitted to hospital	883 (11.7%)	923	-4.3%
Patient left without, or before completing, treatment	633 (8.4%)	583	8.6%
Transferred to another hospital	588 (7.8%)	506	16.2%
Other	10 (0.1%)	14	-28.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 <sup>†‡</sup>



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

Treated and discharged	11.5%	31.9%	50.8%	73.6%	87.0%	93.4%	96.7%	98.0%
Treated and admitted to hospital	0.6%	1.0%	3.3%	17.8%	34.8%	59.6%	76.8%	85.9%
Patient left without, or before completing, treatment	30.5%	55.9%	76.3%	91.0%	97.2%	99.2%	100%	100%
Transferred to another hospital	0.9%	4.9%	10.7%	17.7%	33.5%	48.5%	59.2%	66.7%
All presentations	11.0%	28.2%	44.3%	64.2%	77.6%	86.5%	91.8%	94.3%

(†) 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 spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

All presentations at the emergency department: <sup>1</sup> 7,573 patients

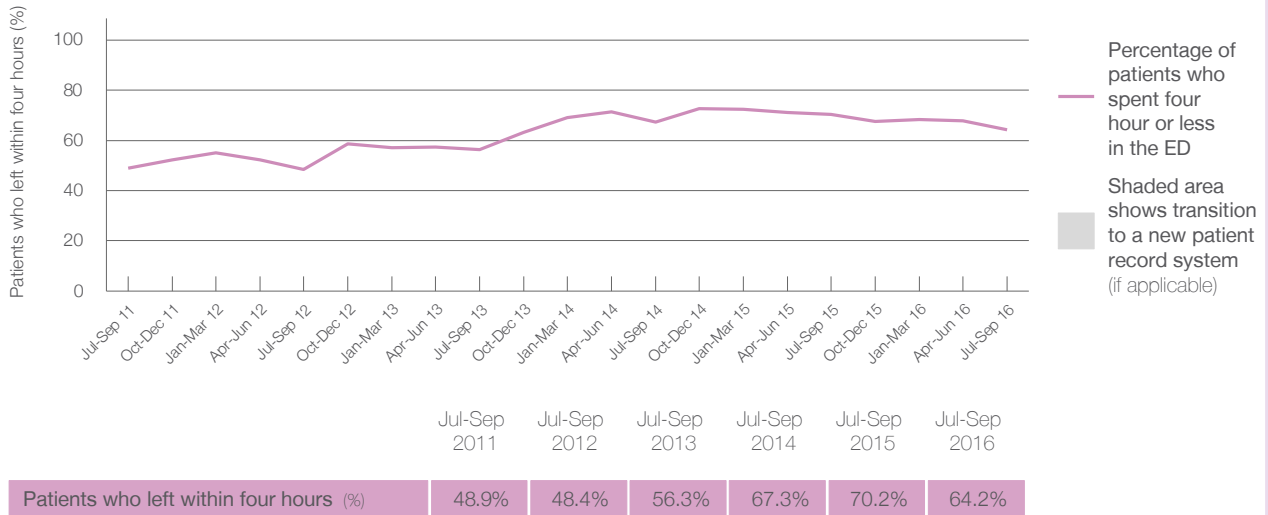
Presentations used to calculate time to leaving the ED: <sup>6</sup> 7,572 patients

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	7,221	4.9%
Presentations used to calculate time to leaving the ED	7,221	4.9%
Percentage of patients who spent four hours or less in the ED	70.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <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: Emergency department measures, July to September 2016.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

## Shoalhaven District Memorial Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 9,234 patients  
 Emergency presentations:<sup>2</sup> 9,109 patients

Same period last year	Change since one year ago
9,356	-1.3%
9,229	-1.3%

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 967 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 95th percentile time to start treatment<sup>5</sup> 56 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,389 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 95th percentile time to start treatment<sup>5</sup> 139 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,900 patients

Median time to start treatment<sup>4</sup> 34 minutes  
 95th percentile time to start treatment<sup>5</sup> 148 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 784 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 95th percentile time to start treatment<sup>5</sup> 128 minutes

Same period last year	NSW (this period)
621	
11 minutes	8 minutes
54 minutes	41 minutes
2,597	
31 minutes	21 minutes
167 minutes	103 minutes
4,478	
41 minutes	27 minutes
174 minutes	139 minutes
1,491	
38 minutes	24 minutes
155 minutes	138 minutes

## Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,233 patients

Percentage of patients who spent four hours or less in the ED 64.7%

Same period last year	Change since one year ago
9,356	-1.3%
67.6%	

\* 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, July to September 2016.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

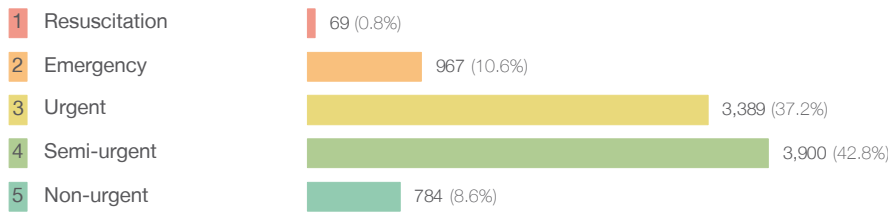
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Shoalhaven District Memorial Hospital: Patients presenting to the emergency department July to September 2016

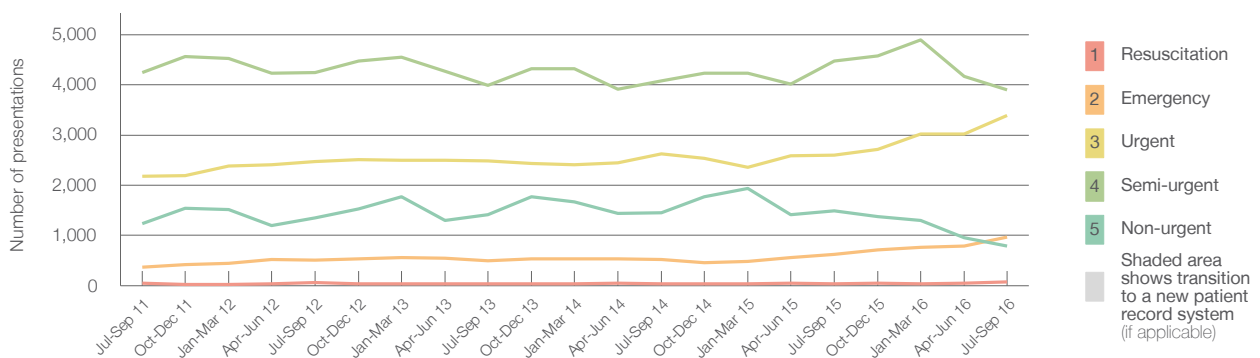
All presentations:<sup>1</sup> 9,234 patients

Emergency presentations<sup>2</sup> by triage category: 9,109 patients



	Same period last year	Change since one year ago
All presentations	9,356	-1.3%
Emergency presentations	9,229	-1.3%
1 Resuscitation	42	64.3%
2 Emergency	621	55.7%
3 Urgent	2,597	30.5%
4 Semi-urgent	4,478	-12.9%
5 Non-urgent	1,491	-47.4%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	43	59	37	38	42	69
Emergency	373	502	493	518	621	967
Urgent	2,179	2,467	2,490	2,631	2,597	3,389
Semi-urgent	4,246	4,244	3,989	4,083	4,478	3,900
Non-urgent	1,238	1,344	1,416	1,456	1,491	784
All emergency presentations	8,079	8,616	8,425	8,726	9,229	9,109

## Shoalhaven District Memorial Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,271 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,244	
ED Transfer of care time		
Median time	17 minutes	0 minutes
95th percentile time	102 minutes	-25 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.

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 967

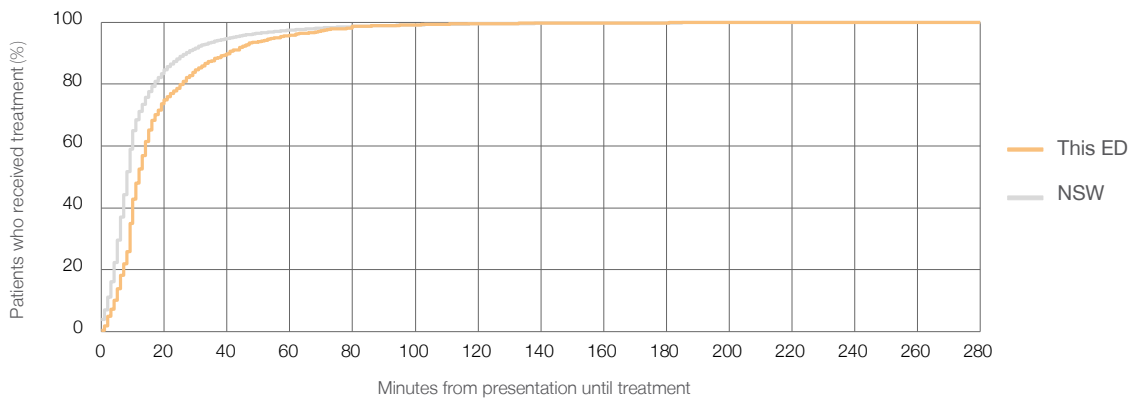
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 967

Median time to start treatment<sup>4</sup>  12 minutes

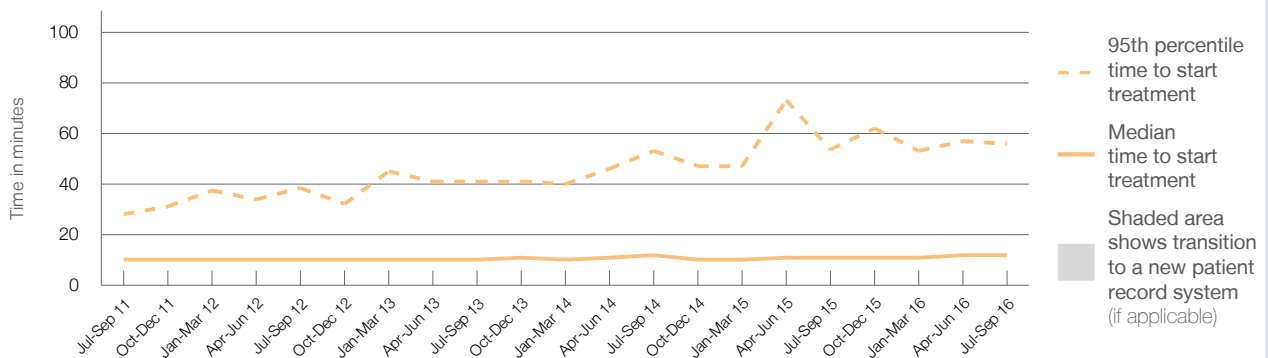
95th percentile time to start treatment<sup>5</sup>  56 minutes

Same period last year	NSW (this period)
621	620
11 minutes	8 minutes
54 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	10	10	10	12	11	12
95th percentile time to start treatment <sup>5</sup> (minutes)	28	39	41	53	54	56

(†) 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.

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 3,389

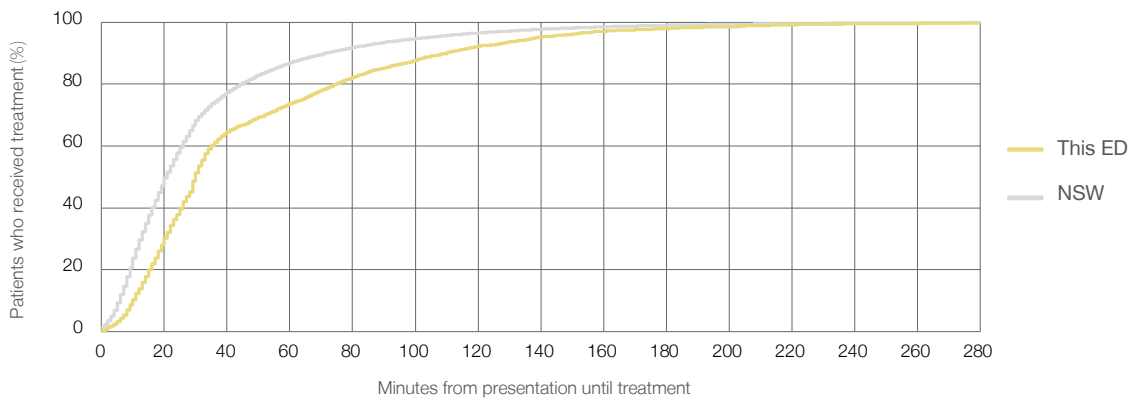
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,327

Median time to start treatment<sup>4</sup>  30 minutes

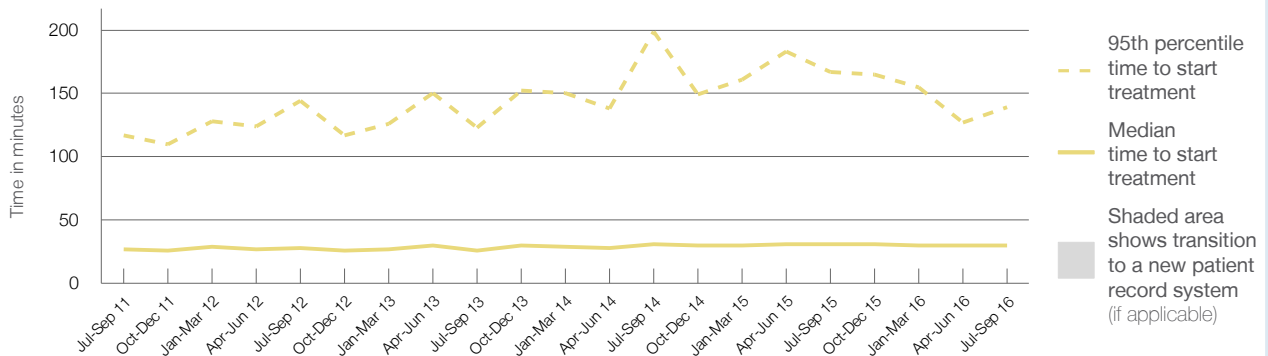
95th percentile time to start treatment<sup>5</sup>  139 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	2,597	2,542
Median time to start treatment <sup>4</sup>	31 minutes	21 minutes
95th percentile time to start treatment <sup>5</sup>	167 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	27	28	26	31	31	30
95th percentile time to start treatment <sup>5</sup> (minutes)	117	144	123	199	167	139

(†) 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.

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,900

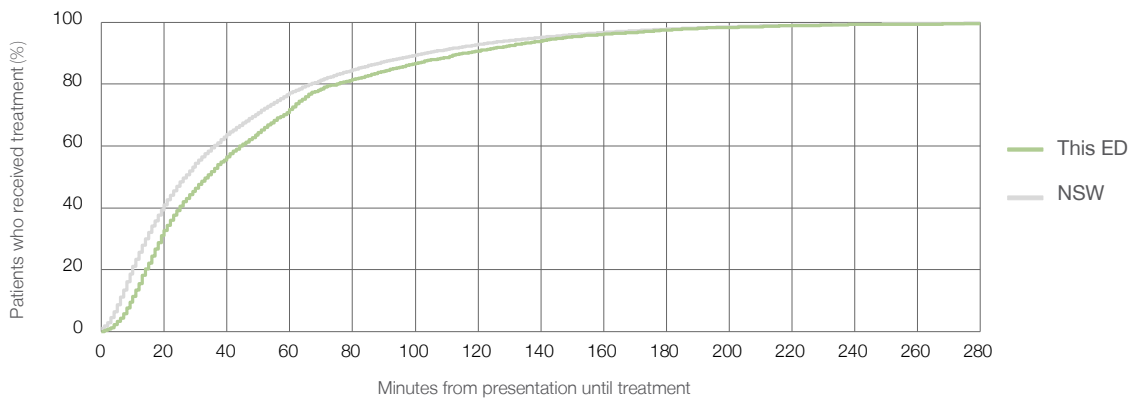
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,703

Median time to start treatment<sup>4</sup> 34 minutes

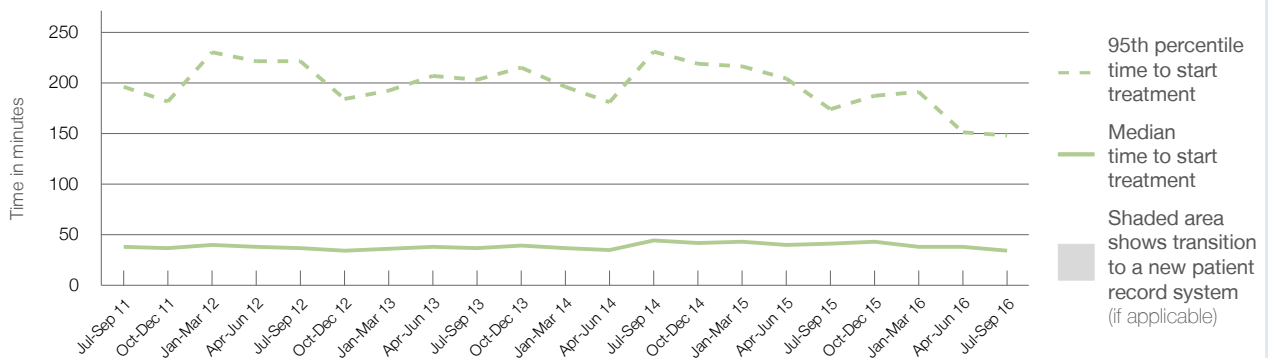
95th percentile time to start treatment<sup>5</sup> 148 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,478	4,178
Median time to start treatment <sup>4</sup>	41 minutes	27 minutes
95th percentile time to start treatment <sup>5</sup>	174 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	38	37	37	44	41	34
95th percentile time to start treatment <sup>5</sup> (minutes)	196	221	203	231	174	148

(†) 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.



## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 784

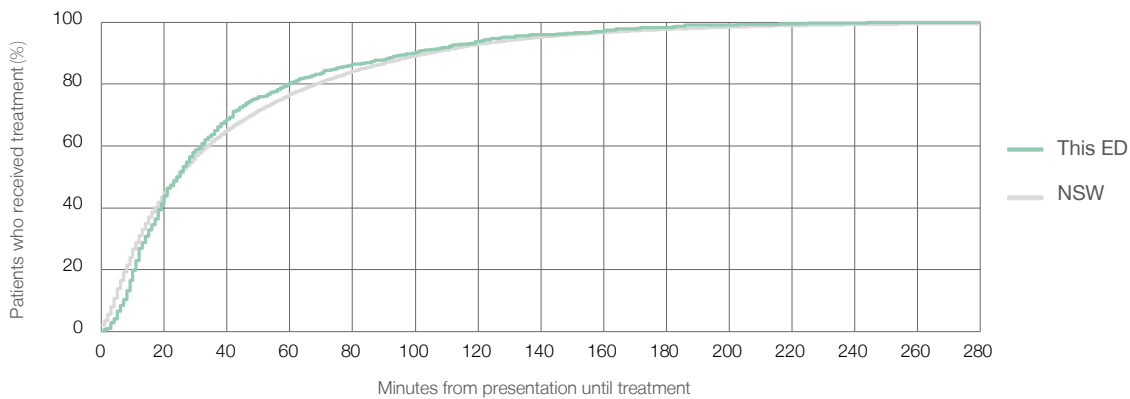
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 729

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

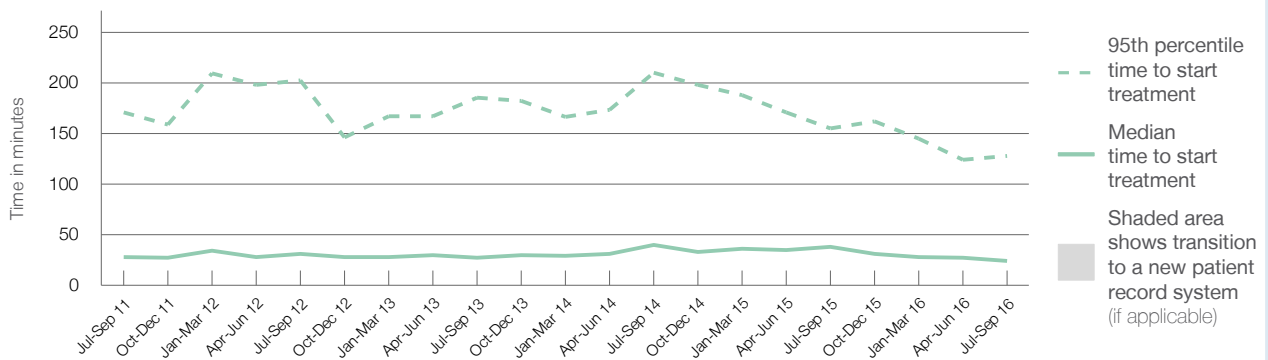
95th percentile time to start treatment<sup>5</sup> 128 minutes

Same period last year	NSW (this period)
1,491	1,313
38 minutes	24 minutes
155 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	28	31	27	40	38	24
95th percentile time to start treatment <sup>5</sup> (minutes)	171	202	185	210	155	128

(†) 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.

## Shoalhaven District Memorial Hospital: Time patients spent in the ED July to September 2016

All presentations:<sup>1</sup> 9,234 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,233 patients

Median time spent in the ED<sup>8</sup>

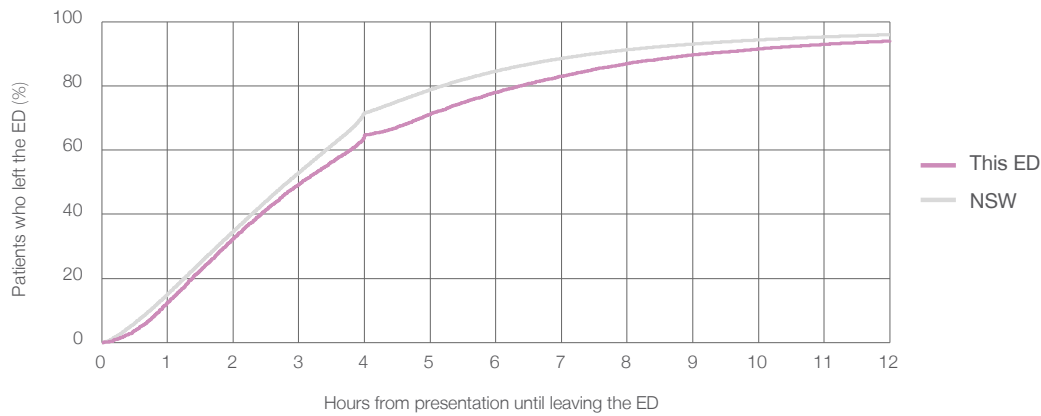
3 hours and 3 minutes

95th percentile time spent in the ED<sup>9</sup>

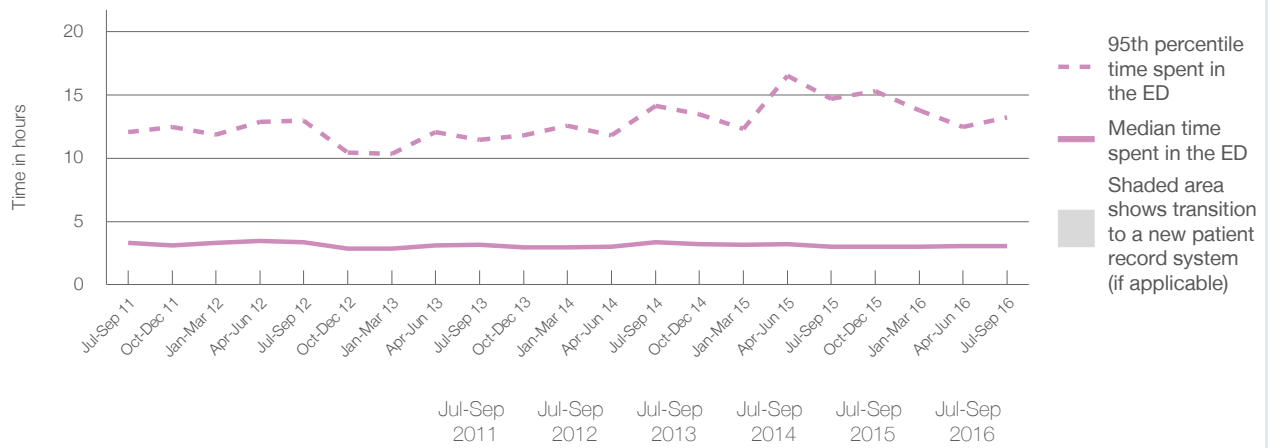
13 hours and 12 minutes

Same period last year	NSW (this period)
9,356	9,356
2 hours and 59 minutes	2 hours and 50 minutes
14 hours and 40 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 18m	3h 23m	3h 8m	3h 22m	2h 59m	3h 3m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 2m	12h 57m	11h 27m	14h 7m	14h 40m	13h 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.

**Shoalhaven District Memorial Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2016

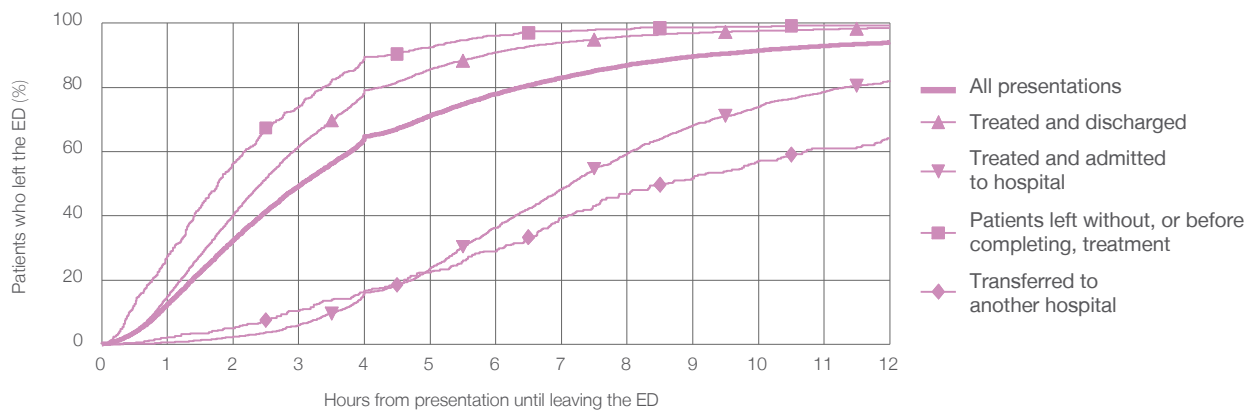
All presentations:<sup>1</sup> 9,234 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,233 patients

Treated and discharged	6,498 (70.4%)
Treated and admitted to hospital	1,882 (20.4%)
Patient left without, or before completing, treatment	503 (5.4%)
Transferred to another hospital	318 (3.4%)
Other	33 (0.4%)

Same period last year	Change since one year ago
9,356	-1.3%
6,608	-1.7%
1,512	24.5%
885	-43.2%
303	5.0%
48	-31.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 <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	14.9%	40.3%	61.7%	79.1%	90.9%	96.0%	97.6%	98.5%
Treated and admitted to hospital	0.6%	2.3%	5.9%	16.1%	36.3%	59.4%	74.0%	82.1%
Patient left without, or before completing, treatment	27.4%	56.5%	74.0%	89.5%	96.0%	98.0%	98.8%	99.2%
Transferred to another hospital	2.2%	5.0%	10.4%	16.7%	28.9%	46.9%	56.9%	64.2%
All presentations	12.5%	32.4%	49.3%	64.7%	77.9%	86.9%	91.5%	94.0%

(†) 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.

## Shoalhaven District Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2016

All presentations at the emergency department: <sup>1</sup> 9,234 patients

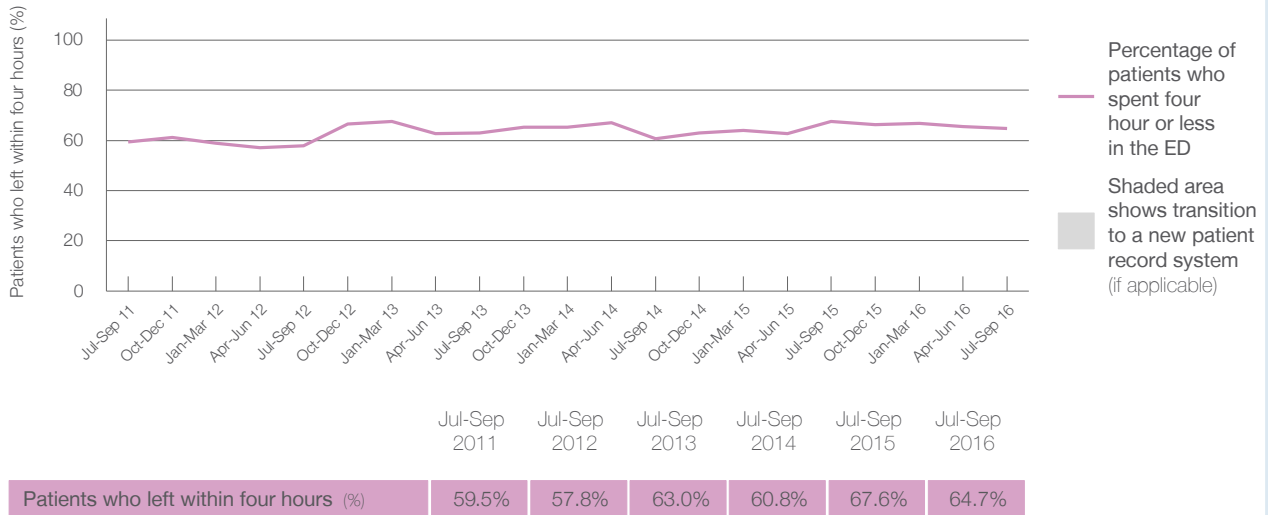
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,233 patients

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	9,356	-1.3%
Presentations used to calculate time to leaving the ED	9,356	-1.3%
Percentage of patients who spent four hours or less in the ED	67.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



\* 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, July to September 2016.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

## Wollongong Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 15,658 patients

Emergency presentations:<sup>2</sup> 15,340 patients

Same period last year	Change since one year ago
15,469	1.2%
15,147	1.3%

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

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,038 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 95th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,711 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 95th percentile time to start treatment<sup>5</sup> 119 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,966 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 95th percentile time to start treatment<sup>5</sup> 141 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 468 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 95th percentile time to start treatment<sup>5</sup> 154 minutes

Same period last year	NSW (this period)
1,865	
10 minutes	8 minutes
34 minutes	41 minutes
6,410	
28 minutes	21 minutes
123 minutes	103 minutes
6,286	
35 minutes	27 minutes
157 minutes	139 minutes
472	
27 minutes	24 minutes
141 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 15,654 patients

Percentage of patients who spent four hours or less in the ED 59.9%

Same period last year	Change since one year ago
15,469	1.2%
61.3%	

\* 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, July to September 2016.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

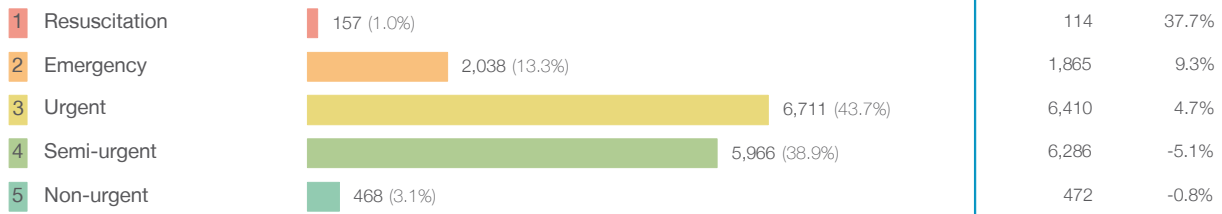
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

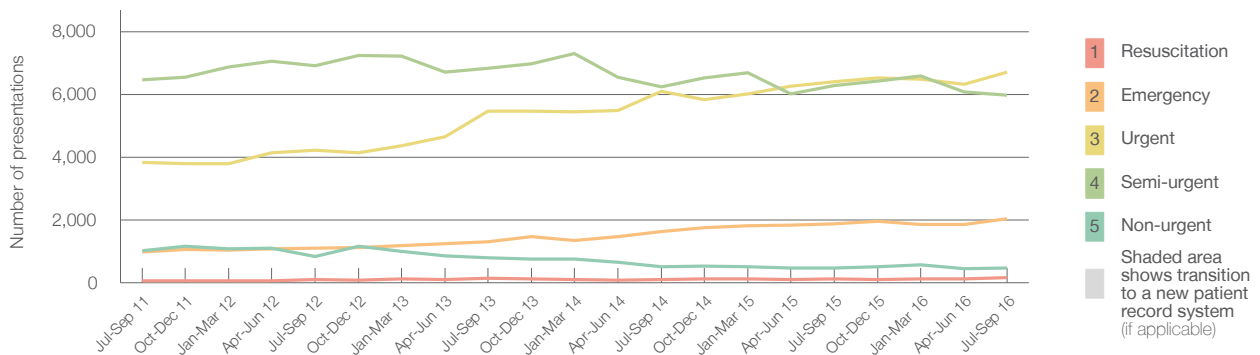
## Wollongong Hospital: Patients presenting to the emergency department July to September 2016

All presentations:<sup>1</sup> 15,658 patients

Emergency presentations<sup>2</sup> by triage category: 15,340 patients



Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	67	101	130	96	114	157
Emergency	973	1,098	1,297	1,639	1,865	2,038
Urgent	3,830	4,223	5,468	6,099	6,410	6,711
Semi-urgent	6,469	6,910	6,824	6,233	6,286	5,966
Non-urgent	1,013	832	793	507	472	468
All emergency presentations	12,352	13,164	14,512	14,574	15,147	15,340

## Wollongong Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,385 patients

ED Transfer of care time



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## Wollongong Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 2,038

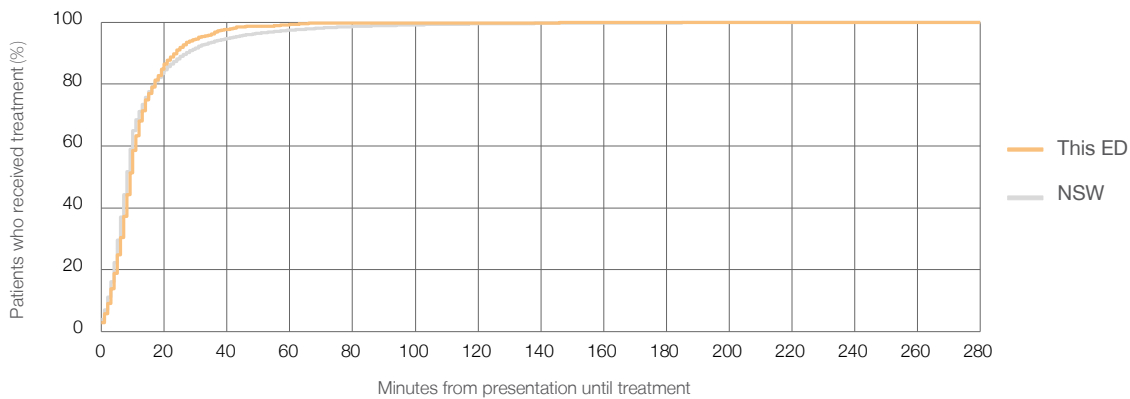
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,034

Median time to start treatment<sup>4</sup>  9 minutes

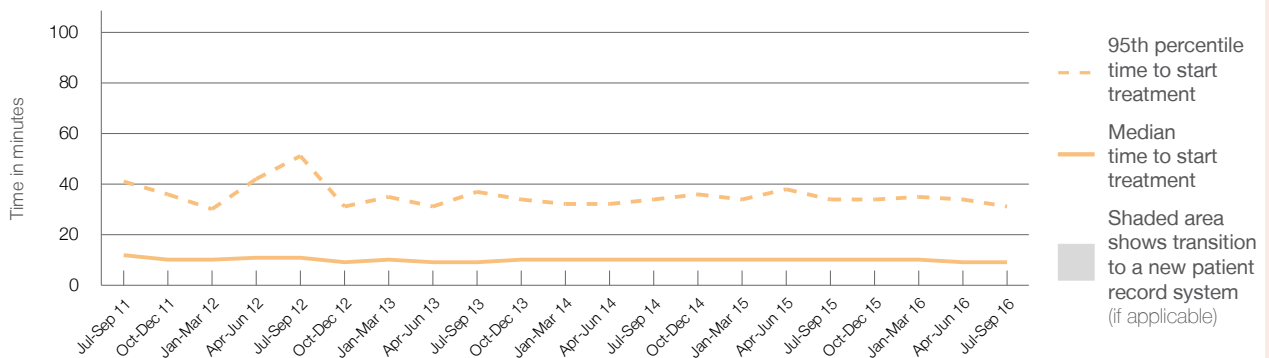
95th percentile time to start treatment<sup>5</sup>  31 minutes

Same period last year	NSW (this period)
1,865	1,861
10 minutes	8 minutes
34 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	12	11	9	10	10	9
95th percentile time to start treatment <sup>5</sup> (minutes)	41	51	37	34	34	31

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## Wollongong Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 6,711

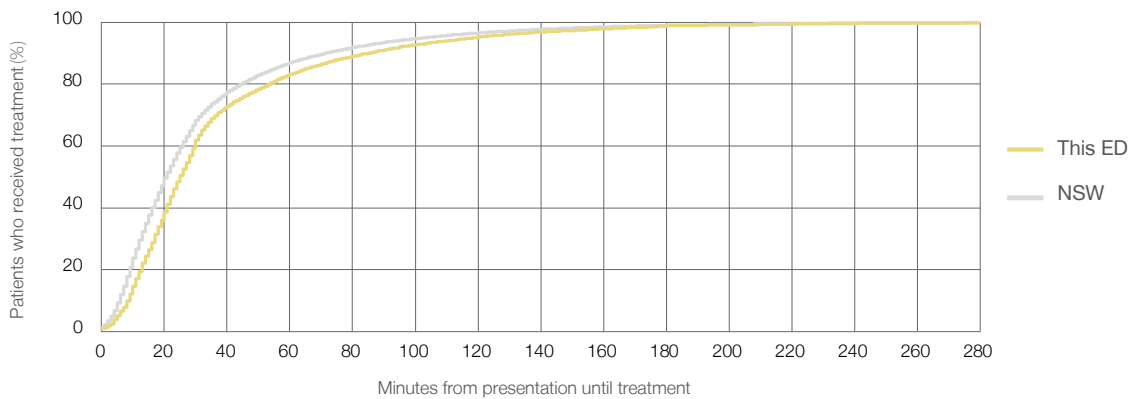
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,571

Median time to start treatment<sup>4</sup> 25 minutes

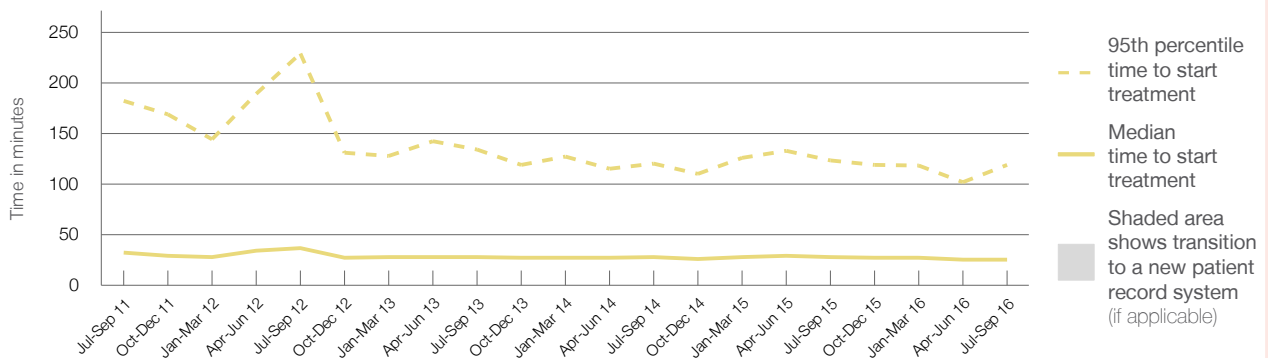
95th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
6,410	
6,266	
28 minutes	21 minutes
123 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	32	37	28	28	28	25
95th percentile time to start treatment <sup>5</sup> (minutes)	182	229	134	120	123	119

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## Wollongong Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 5,966

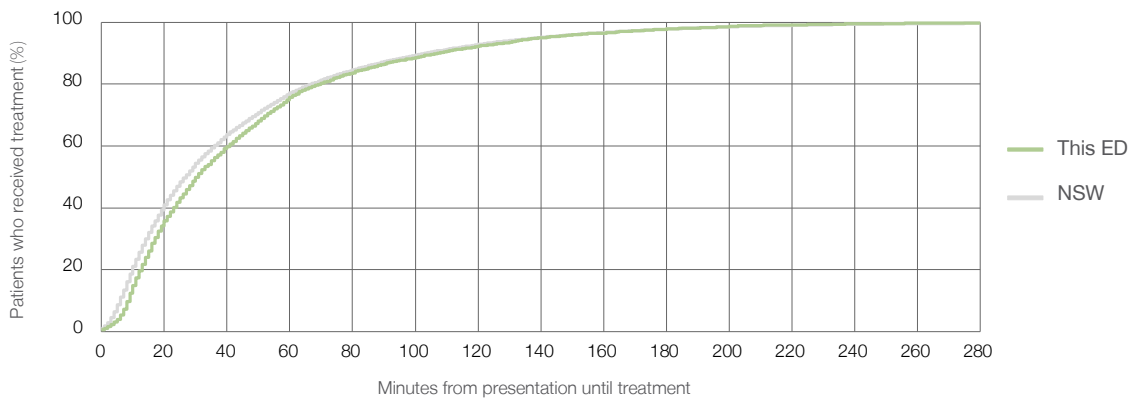
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,622

Median time to start treatment<sup>4</sup>  31 minutes

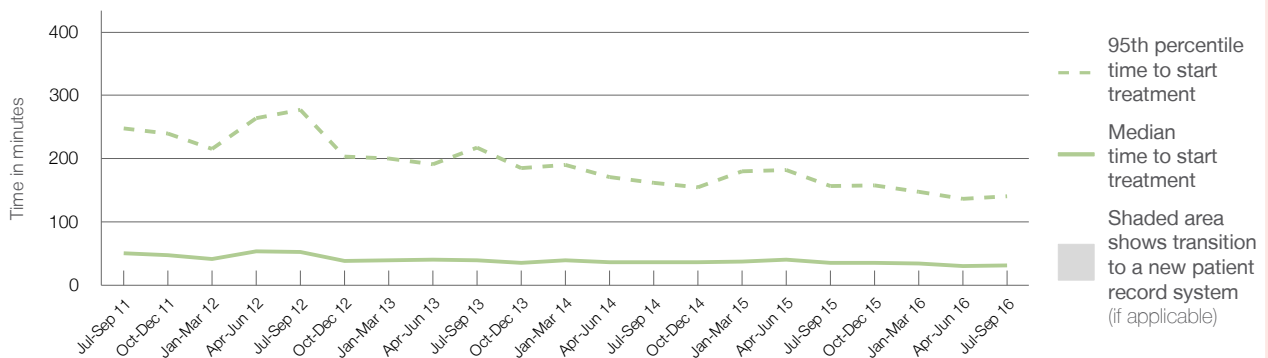
95th percentile time to start treatment<sup>5</sup>  141 minutes

Same period last year	NSW (this period)
6,286	5,890
35 minutes	27 minutes
157 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	51	53	39	36	35	31
95th percentile time to start treatment <sup>5</sup> (minutes)	248	277	218	162	157	141

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## Wollongong Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 468

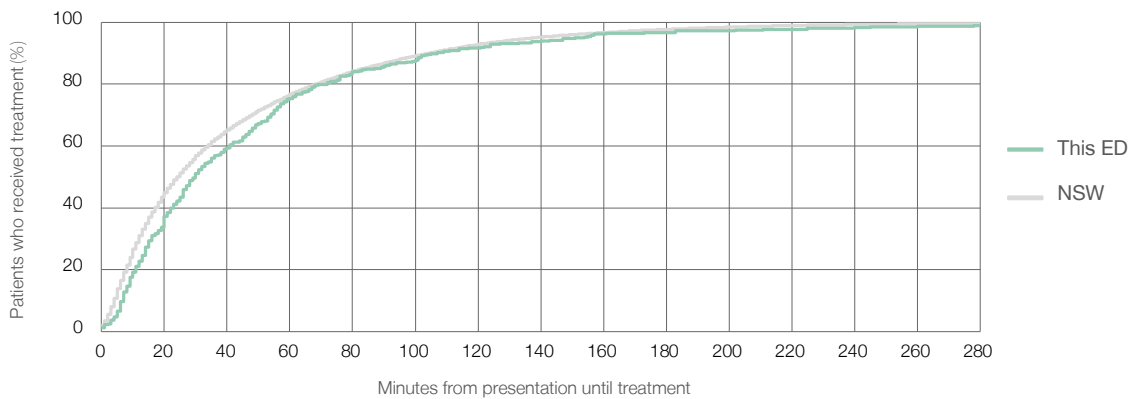
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 394

Median time to start treatment<sup>4</sup>  30 minutes

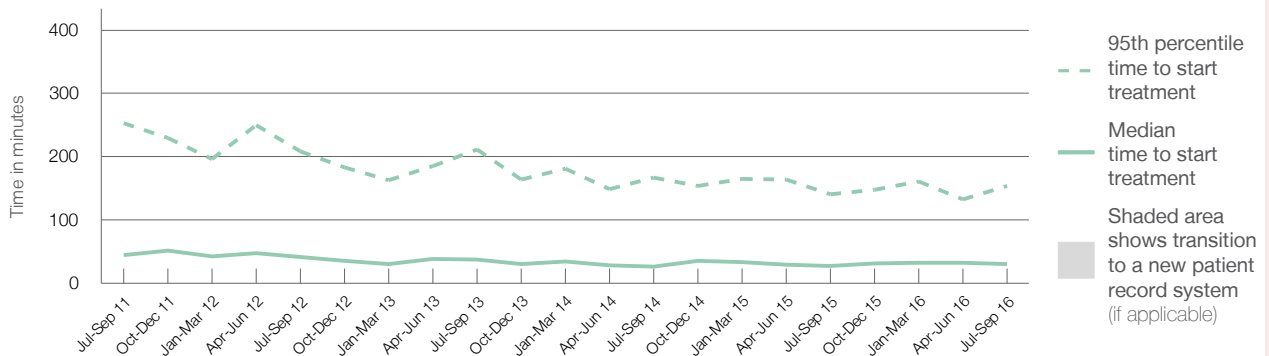
95th percentile time to start treatment<sup>5</sup>  154 minutes

Same period last year	NSW (this period)
472	
409	
27 minutes	24 minutes
141 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	45	42	37	26	27	30
95th percentile time to start treatment <sup>5</sup> (minutes)	253	208	211	167	141	154

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## Wollongong Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 15,658 patients

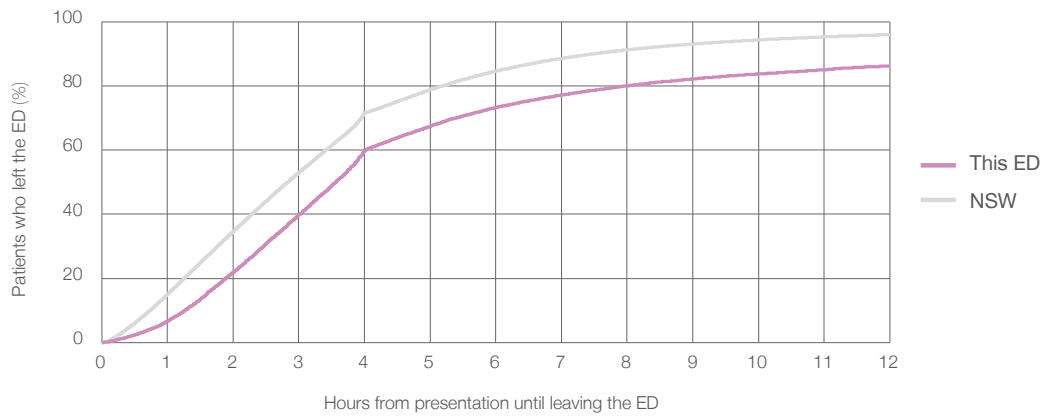
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,654 patients

Median time spent in the ED<sup>8</sup> 3 hours and 34 minutes

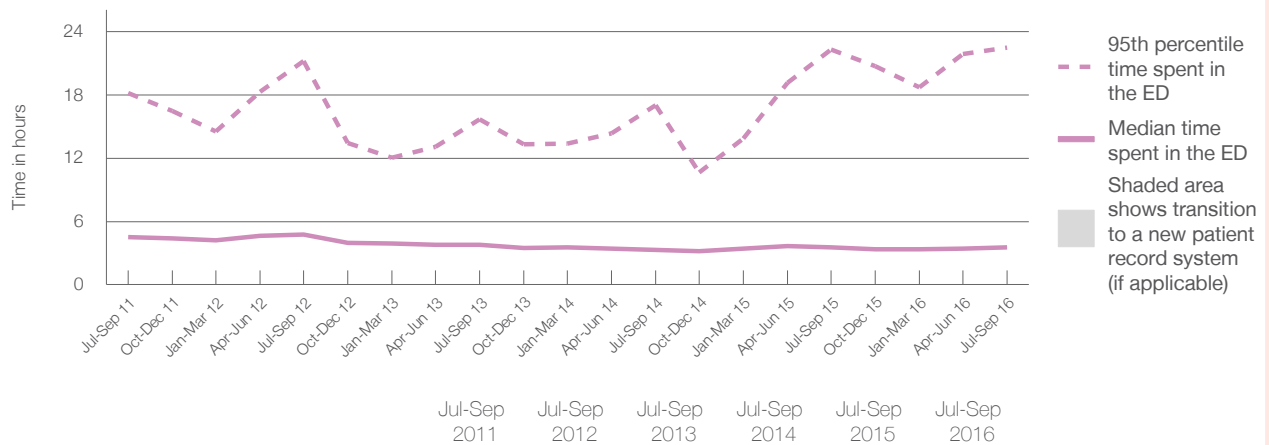
95th percentile time spent in the ED<sup>9</sup> 22 hours and 27 minutes

Same period last year	NSW (this period)
15,469	15,469
3 hours and 31 minutes	2 hours and 50 minutes
22 hours and 18 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 32m	4h 44m	3h 48m	3h 20m	3h 31m	3h 34m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	18h 11m	21h 14m	15h 40m	17h 0m	22h 18m	22h 27m

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**Wollongong Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2016

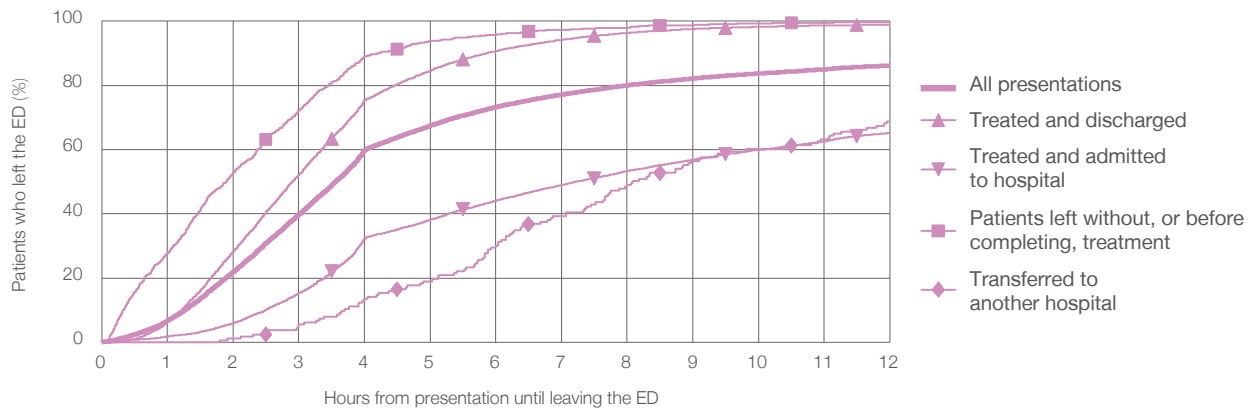
All presentations:<sup>1</sup> 15,658 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,654 patients

Treated and discharged	8,435 (53.9%)
Treated and admitted to hospital	5,809 (37.1%)
Patient left without, or before completing, treatment	1,141 (7.3%)
Transferred to another hospital	164 (1.0%)
Other	109 (0.7%)

Same period last year	Change since one year ago
15,469	1.2%
8,136	3.7%
5,998	-3.2%
1,096	4.1%
122	34.4%
117	-6.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 <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	6.4%	28.3%	52.2%	75.3%	90.7%	96.3%	98.2%	98.9%
Treated and admitted to hospital	1.8%	5.9%	15.3%	32.4%	44.0%	53.3%	59.9%	65.2%
Patient left without, or before completing, treatment	27.8%	52.8%	72.1%	89.0%	95.9%	98.0%	99.2%	99.7%
Transferred to another hospital	0%	1.2%	5.5%	13.5%	30.1%	49.1%	60.1%	68.7%
All presentations	6.7%	22.0%	39.8%	59.9%	73.2%	80.0%	83.7%	86.2%

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**Wollongong Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

All presentations at the emergency department: <sup>1</sup> 15,658 patients

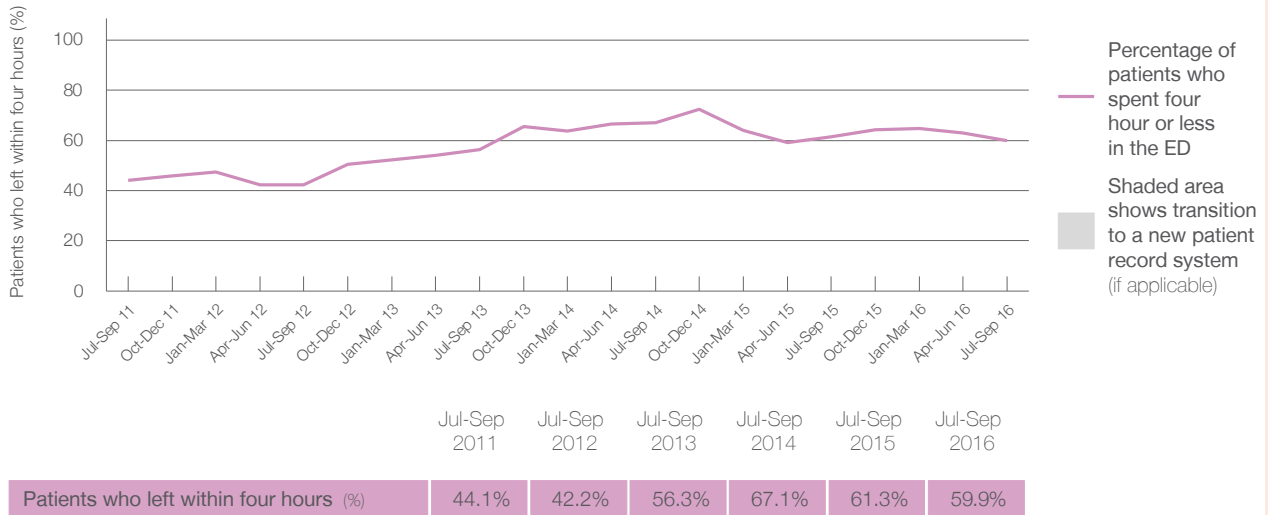
Presentations used to calculate time to leaving the ED: <sup>6</sup> 15,654 patients

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	15,469	1.2%
Presentations used to calculate time to leaving the ED	15,469	1.2%
Percentage of patients who spent four hours or less in the ED	61.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).