



Hospital Quarterly

Performance Profiles

Emergency Department

Southern NSW Local Health District

July to September 2016

Bateman's Bay District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,567 patients
Emergency presentations:² 3,487 patients

Same period last year	Change since one year ago
3,167	12.6%
3,042	14.6%

Bateman's Bay District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 281 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 40 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 995 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,685 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 510 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
358	
7 minutes	8 minutes
30 minutes	41 minutes
1,025	
21 minutes	21 minutes
119 minutes	103 minutes
1,299	
32 minutes	27 minutes
194 minutes	139 minutes
347	
38 minutes	24 minutes
184 minutes	138 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,567 patients

Percentage of patients who spent four hours or less in the ED 84.7%

Same period last year	Change since one year ago
3,167	12.6%
76.3%	

* 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).

Bateman's Bay District Hospital: Patients presenting to the emergency department

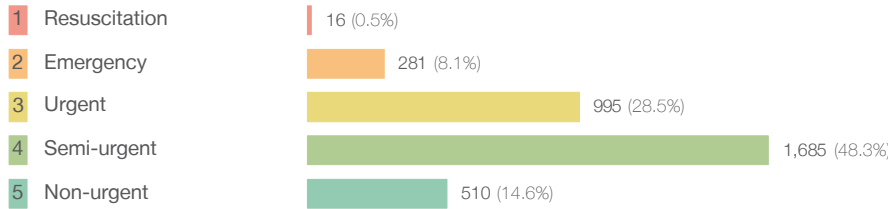
July to September 2016

All presentations:¹ 3,567 patients

Same period last year	Change since one year ago
3,167	12.6%

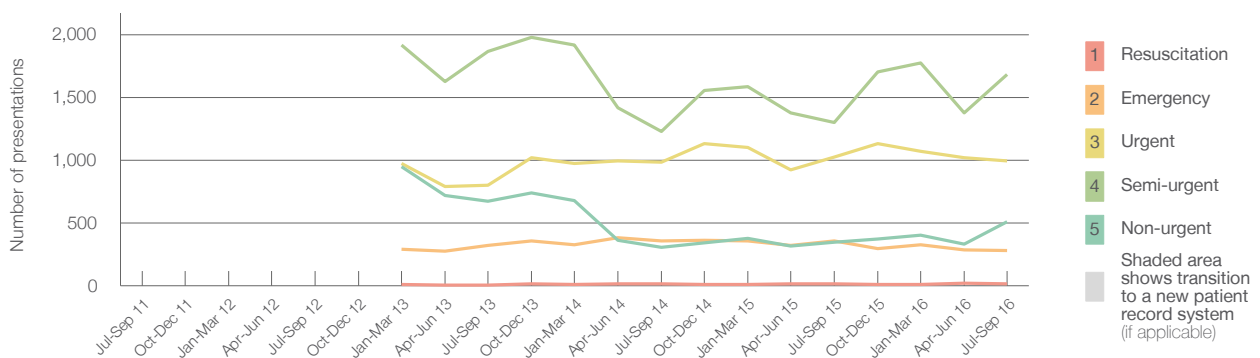
Emergency presentations² by triage category: 3,487 patients

3,042	14.6%
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13	23.1%
358	-21.5%
1,025	-2.9%
1,299	29.7%
347	47.0%

Emergency presentations² 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			5	13	13	16
Emergency			319	355	358	281
Urgent			800	985	1,025	995
Semi-urgent			1,867	1,231	1,299	1,685
Non-urgent			671	304	347	510
All emergency presentations			3,662	2,888	3,042	3,487

Bateman's Bay District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 470 patients

460	
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ED Transfer of care time



11 minutes	-2 minutes
36 minutes	-5 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District 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: 281

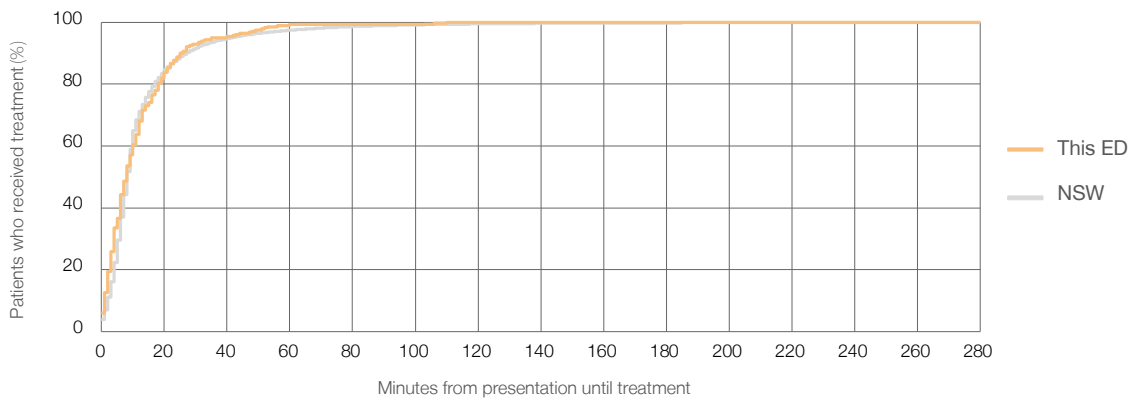
Number of triage 2 patients used to calculate waiting time:³ 278

Median time to start treatment⁴ 8 minutes

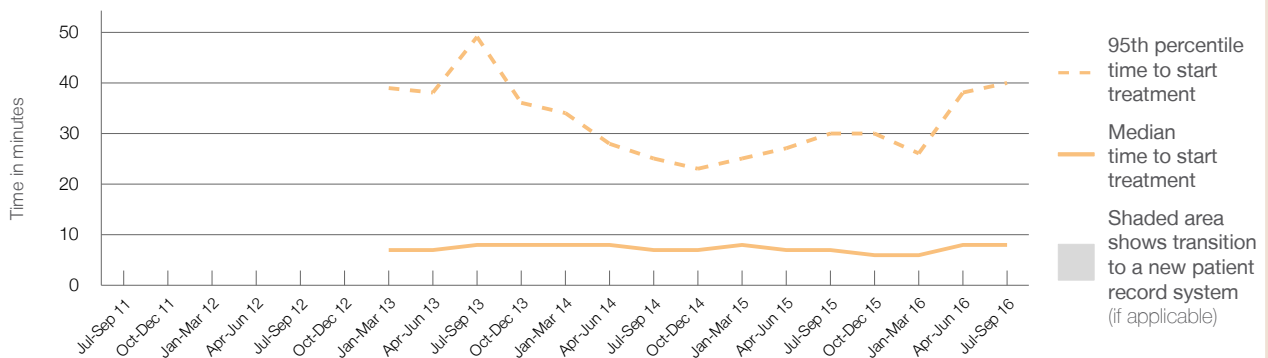
95th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
358	358
7 minutes	8 minutes
30 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^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			8	7	7	8
95th percentile time to start treatment ⁵ (minutes)			49	25	30	40

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Bateman's Bay District 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: 995

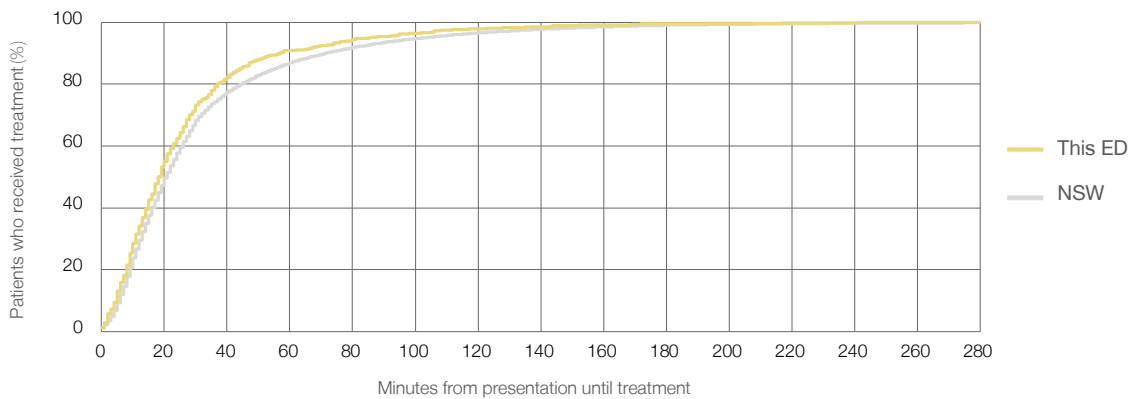
Number of triage 3 patients used to calculate waiting time:³ 939

Median time to start treatment⁴ 18 minutes

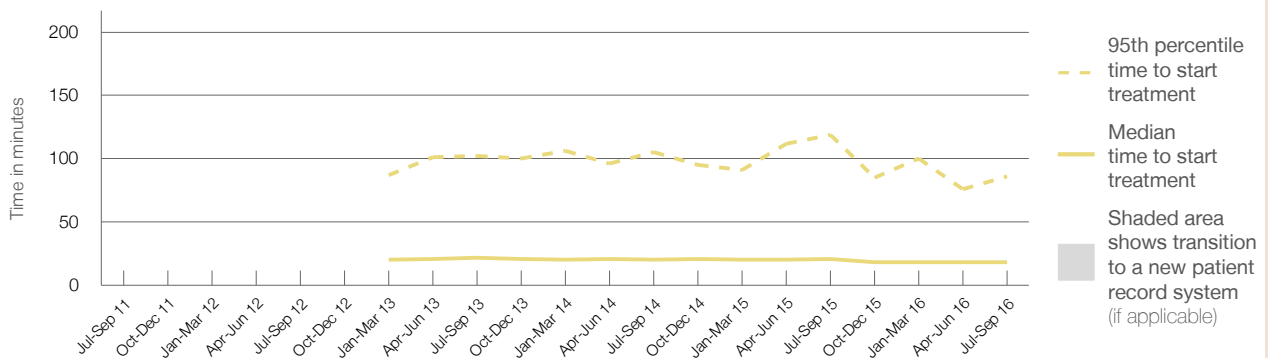
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
1,025	994
21 minutes	21 minutes
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^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			22	20	21	18
95th percentile time to start treatment ⁵ (minutes)			102	105	119	86

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Bateman's Bay District 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: 1,685

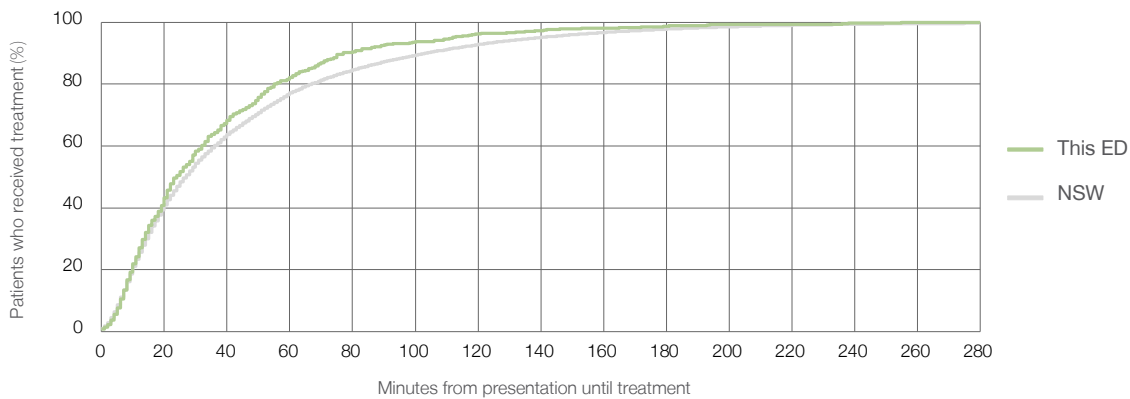
Number of triage 4 patients used to calculate waiting time:³ 790

Median time to start treatment⁴ 24 minutes

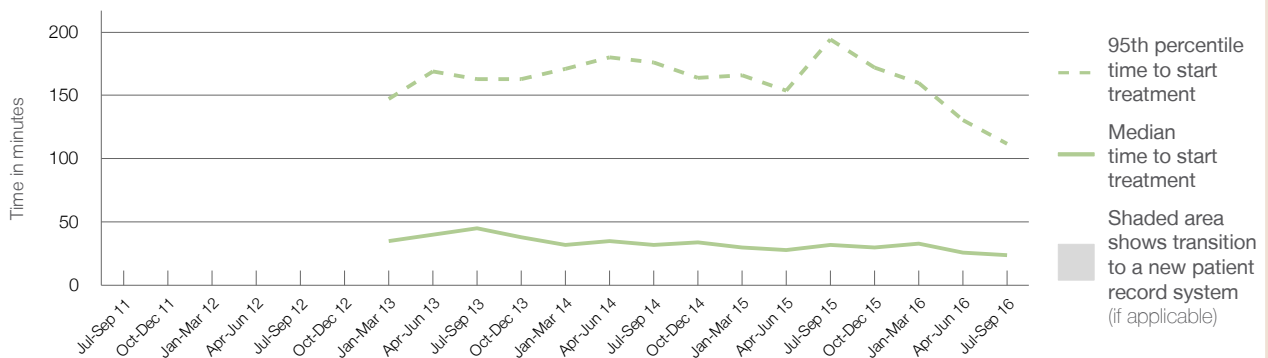
95th percentile time to start treatment⁵ 112 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,299	1,148
Median time to start treatment ⁴	32 minutes	27 minutes
95th percentile time to start treatment ⁵	194 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^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	-	-	45	32	32	24
95th percentile time to start treatment ⁵ (minutes)	-	-	163	176	194	112

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Bateman's Bay District 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: 510

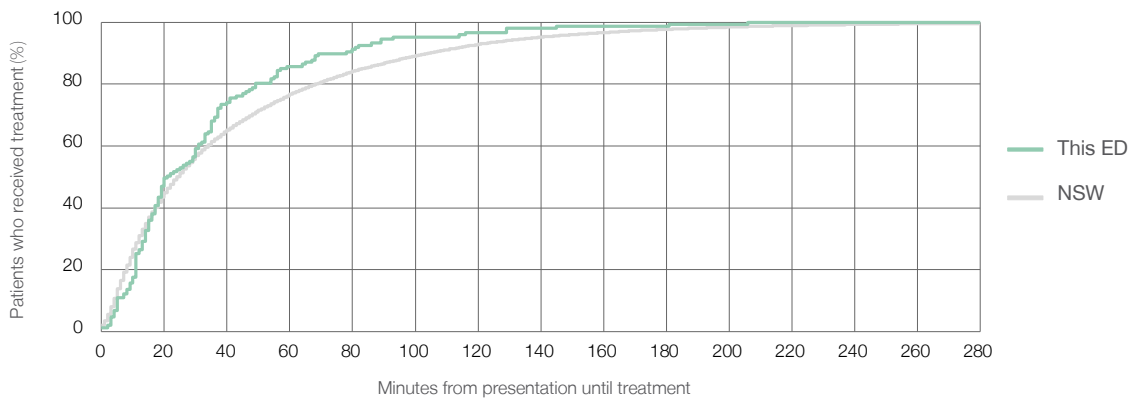
Number of triage 5 patients used to calculate waiting time:³ 147

Median time to start treatment⁴ 21 minutes

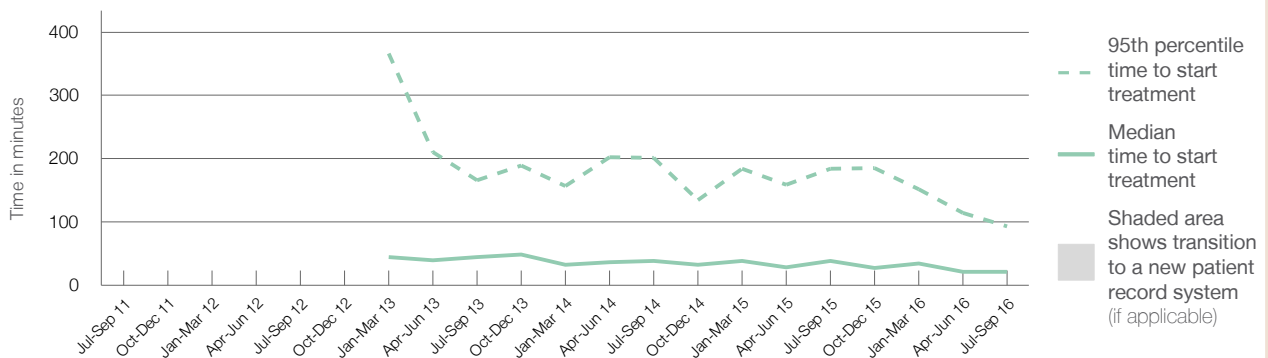
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
347	
281	
38 minutes	24 minutes
184 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^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			45	38	38	21
95th percentile time to start treatment ⁵ (minutes)			166	201	184	93

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

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 3,567 patients

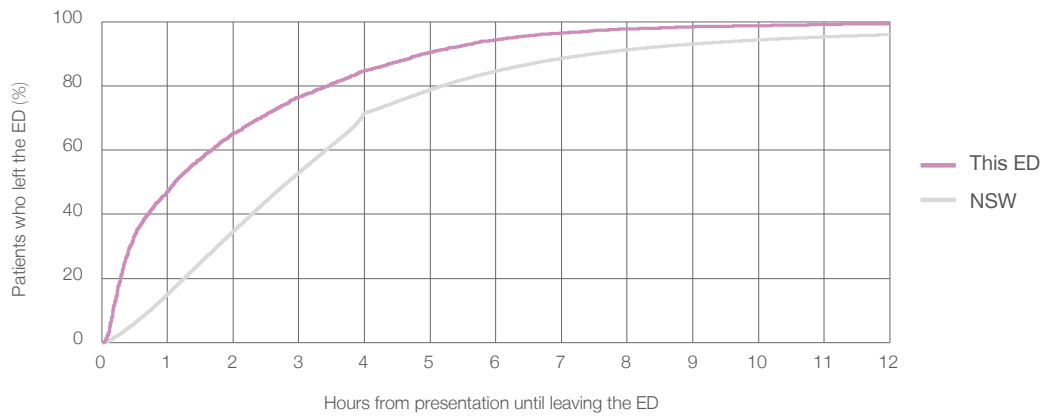
Presentations used to calculate time to leaving the ED:⁶ 3,567 patients

Median time spent in the ED⁸ 1 hours and 7 minutes

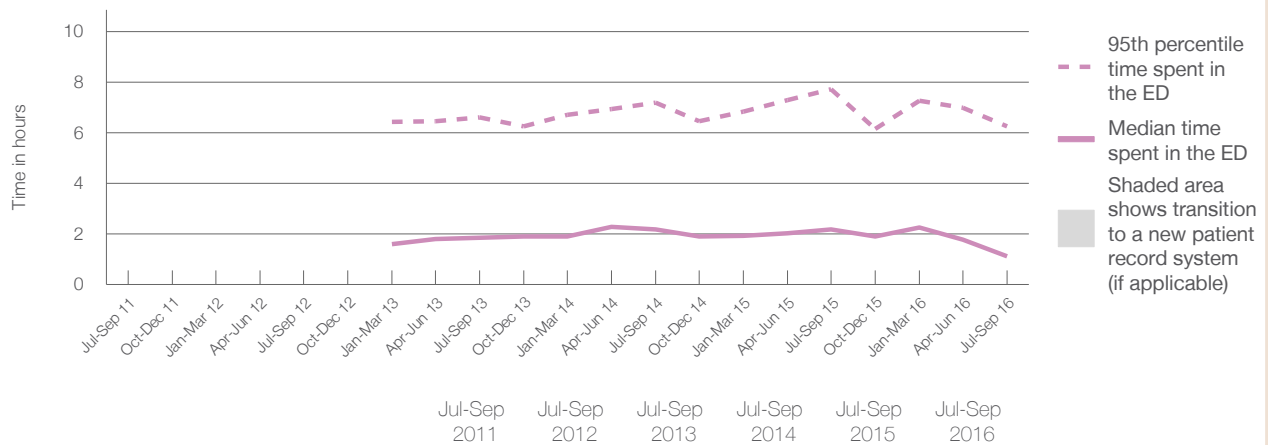
95th percentile time spent in the ED⁹ 6 hours and 16 minutes

Same period last year	NSW (this period)
3,167	3,167
2 hours and 11 minutes	2 hours and 50 minutes
7 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^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)			1h 52m	2h 11m	2h 11m	1h 7m
95th percentile time to leaving the ED ⁹ (hours, minutes)			6h 37m	7h 12m	7h 44m	6h 16m

(†) 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.

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Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

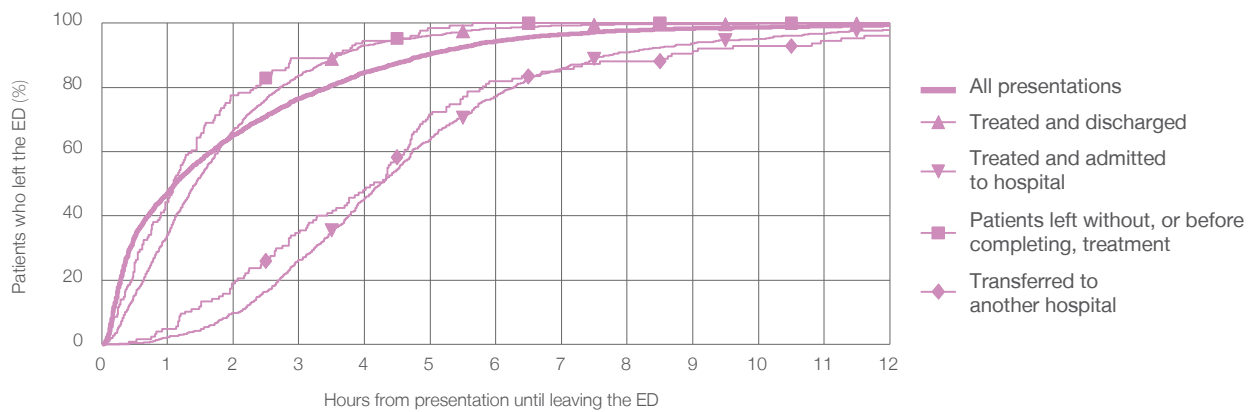
All presentations:¹ 3,567 patients

Presentations used to calculate time to leaving the ED:⁶ 3,567 patients

Treated and discharged	1,427 (40.0%)
Treated and admitted to hospital	681 (19.1%)
Patient left without, or before completing, treatment	129 (3.6%)
Transferred to another hospital	127 (3.6%)
Other	1,203 (33.7%)

Same period last year	Change since one year ago
3,167	12.6%
2,035	-29.9%
715	-4.8%
292	-55.8%
116	9.5%
9	3266.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡§}



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	34.1%	66.7%	83.7%	93.1%	98.5%	99.7%	99.9%	99.9%
Treated and admitted to hospital	2.2%	9.7%	26.3%	45.4%	77.2%	90.9%	95.2%	97.9%
Patient left without, or before completing, treatment	44.2%	77.5%	89.1%	94.6%	100%	100%	100%	100%
Transferred to another hospital	4.7%	18.9%	34.6%	48.0%	81.9%	88.2%	92.9%	96.1%
All presentations	47.1%	65.2%	76.5%	84.7%	94.4%	97.7%	98.7%	99.4%

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Bateman's Bay District 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: ¹ 3,567 patients

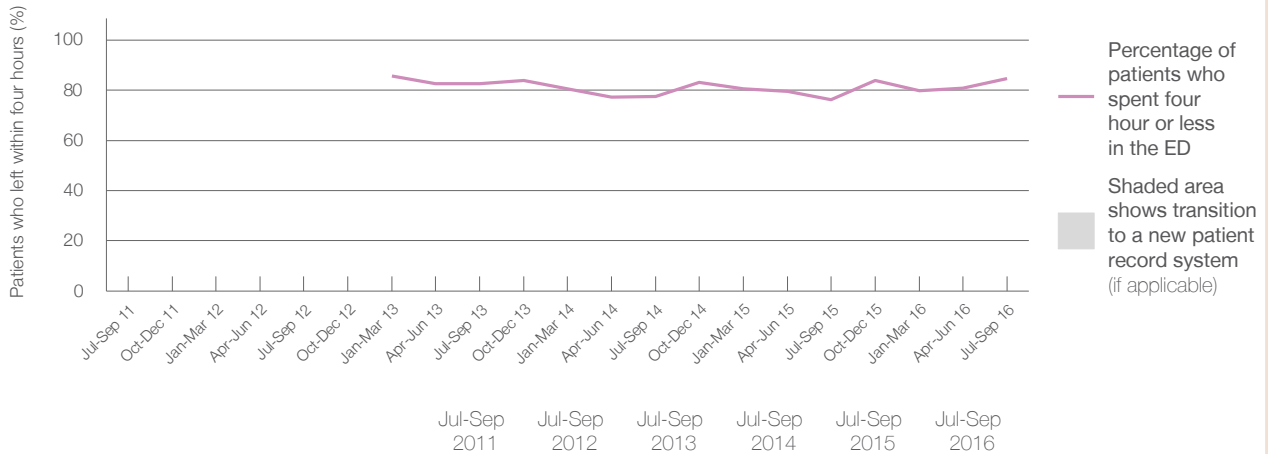
Presentations used to calculate time to leaving the ED: ⁶ 3,567 patients

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	3,167	12.6%
Presentations used to calculate time to leaving the ED	3,167	12.6%
Percentage of patients who spent four hours or less in the ED	76.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
			82.7%	77.5%	76.3%	84.7%

* 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.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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).

Goulburn Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,309 patients
Emergency presentations:² 4,111 patients

Same period last year	Change since one year ago
4,249	1.4%
3,923	4.8%

Goulburn Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 523 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,666 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 120 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,602 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 170 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 297 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 183 minutes

Same period last year	NSW (this period)
425	
9 minutes	8 minutes
35 minutes	41 minutes
1,641	
26 minutes	21 minutes
138 minutes	103 minutes
1,597	
38 minutes	27 minutes
187 minutes	139 minutes
243	
22 minutes	24 minutes
137 minutes	138 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,309 patients

Percentage of patients who spent four hours or less in the ED 77.2%

Same period last year	Change since one year ago
4,249	1.4%
77.1%	

* 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.

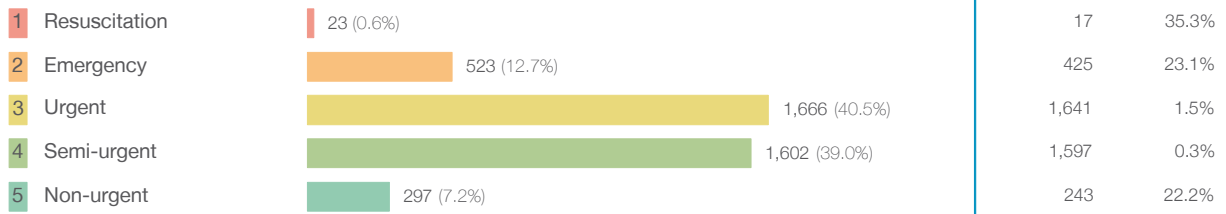
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Goulburn Base Hospital: Patients presenting to the emergency department

July to September 2016

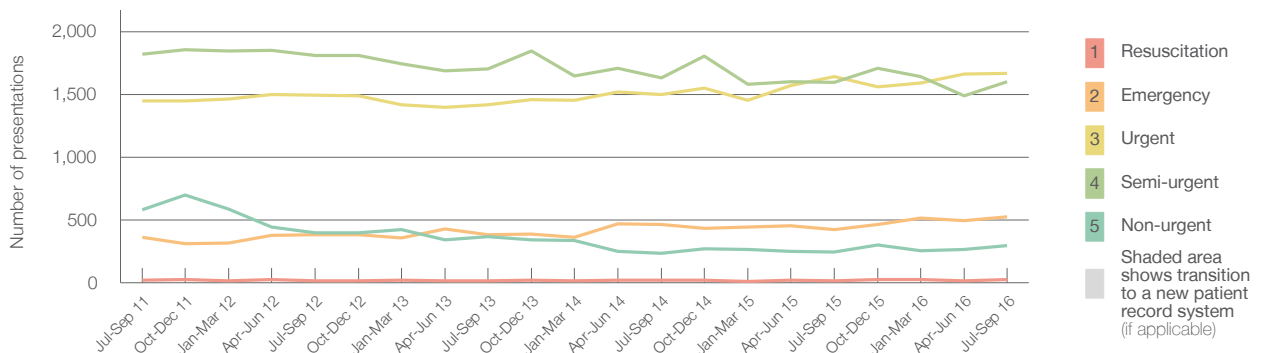
All presentations:¹ 4,309 patients

Emergency presentations² by triage category: 4,111 patients



Same period last year	Change since one year ago
4,249	1.4%
3,923	4.8%
17	35.3%
425	23.1%
1,641	1.5%
1,597	0.3%
243	22.2%

Emergency presentations² 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	22	16	17	21	17	23
Emergency	362	382	384	464	425	523
Urgent	1,447	1,493	1,415	1,497	1,641	1,666
Semi-urgent	1,822	1,811	1,701	1,634	1,597	1,602
Non-urgent	583	396	366	234	243	297
All emergency presentations	4,236	4,098	3,883	3,850	3,923	4,111

Goulburn Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 806 patients

ED Transfer of care time



Same period last year	Change since one year ago
814	
13 minutes	1 minute
47 minutes	1 minute

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

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Goulburn Base 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: 523

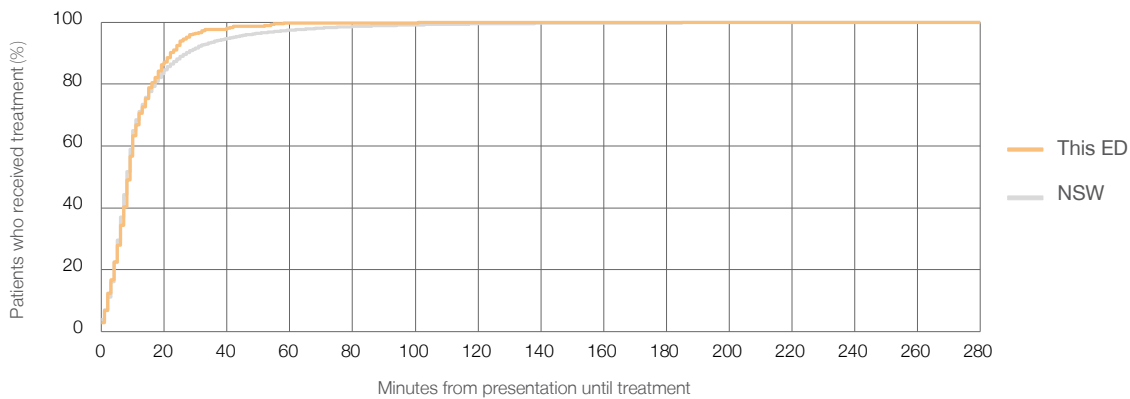
Number of triage 2 patients used to calculate waiting time:³ 523

Median time to start treatment⁴ 9 minutes

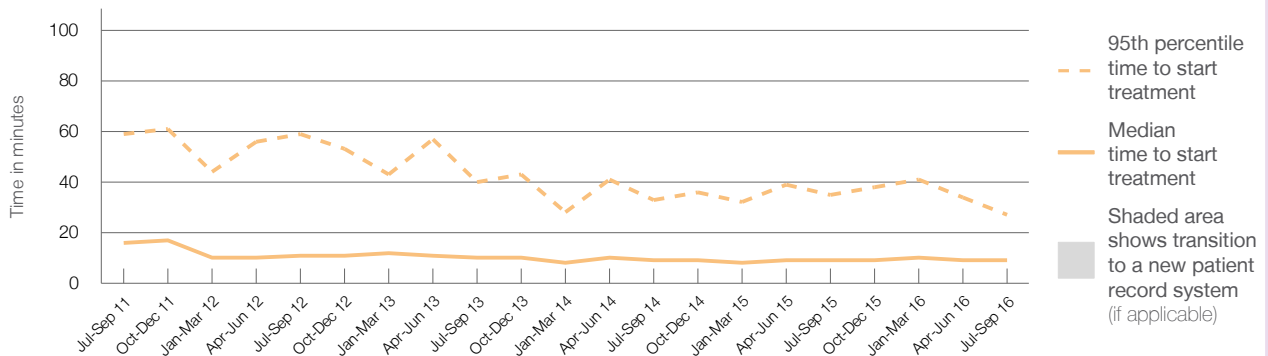
95th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
425	
424	
9 minutes	8 minutes
35 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	16	11	10	9	9	9
95th percentile time to start treatment ⁵ (minutes)	59	59	40	33	35	27

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

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

Goulburn Base Hospital: 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: 1,666

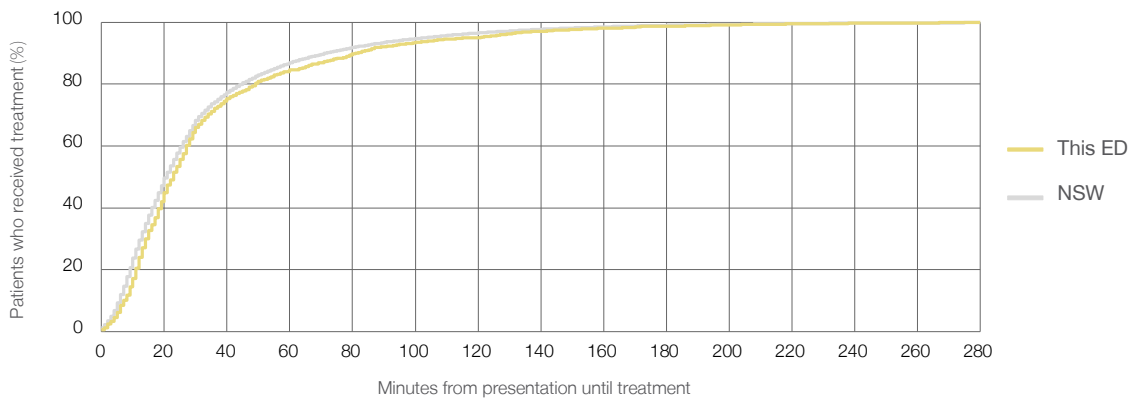
Number of triage 3 patients used to calculate waiting time:³ 1,615

Median time to start treatment⁴ 23 minutes

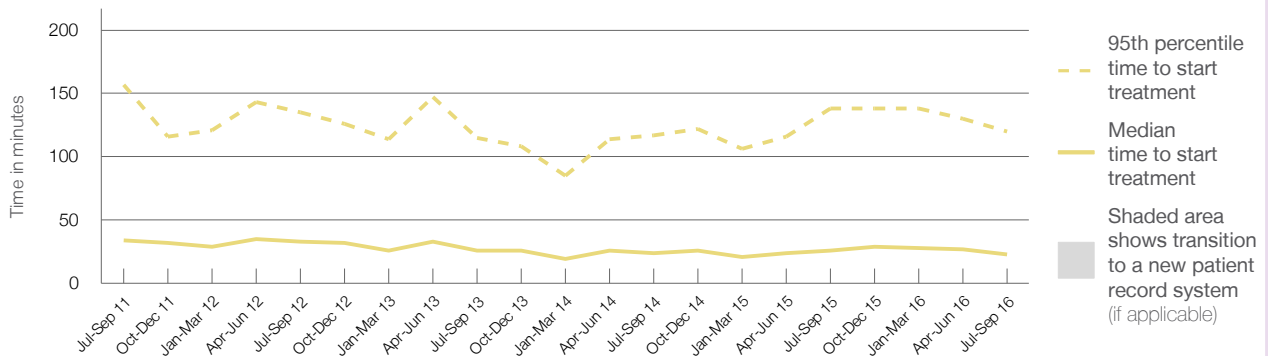
95th percentile time to start treatment⁵ 120 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,641	1,579
Median time to start treatment ⁴	26 minutes	21 minutes
95th percentile time to start treatment ⁵	138 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	33	26	24	26	23
95th percentile time to start treatment ⁵ (minutes)	157	135	115	117	138	120

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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.

Goulburn Base 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: 1,602

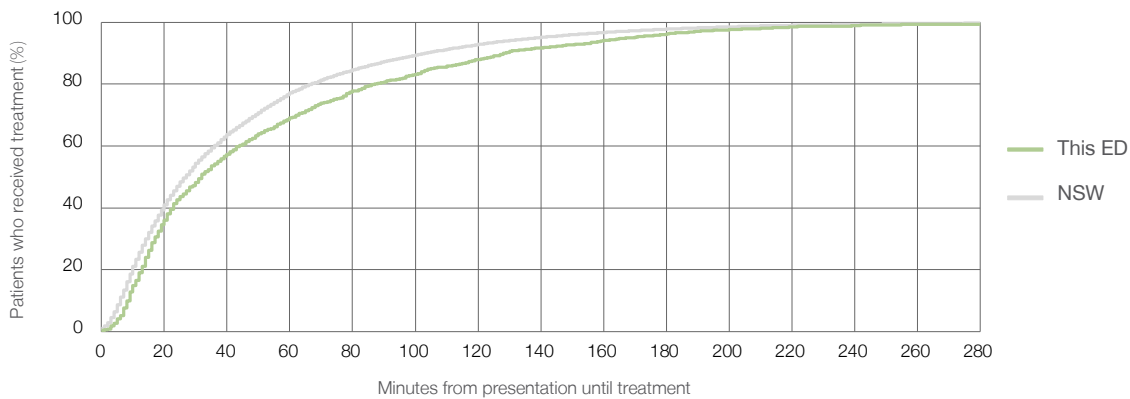
Number of triage 4 patients used to calculate waiting time:³ 1,458

Median time to start treatment⁴ 32 minutes

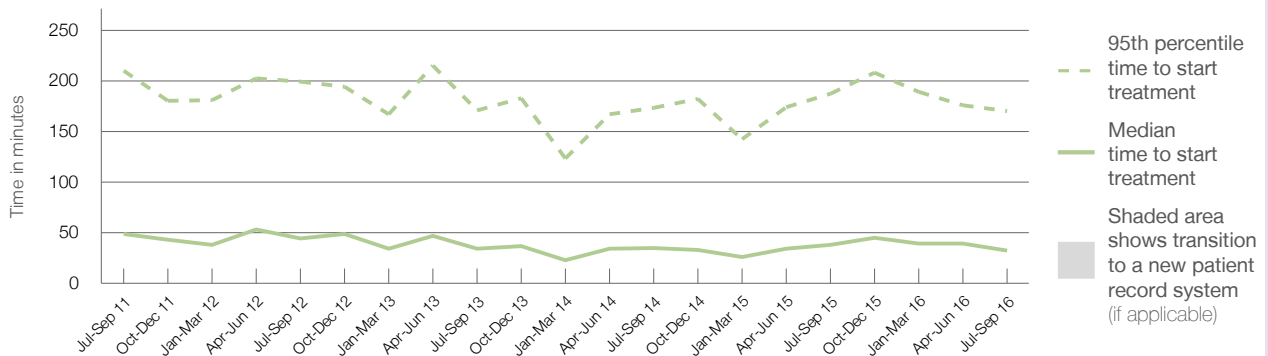
95th percentile time to start treatment⁵ 170 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,597	1,430
Median time to start treatment ⁴	38 minutes	27 minutes
95th percentile time to start treatment ⁵	187 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	49	44	34	35	38	32
95th percentile time to start treatment ⁵ (minutes)	210	199	171	173	187	170

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

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

Goulburn Base Hospital: 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: 297

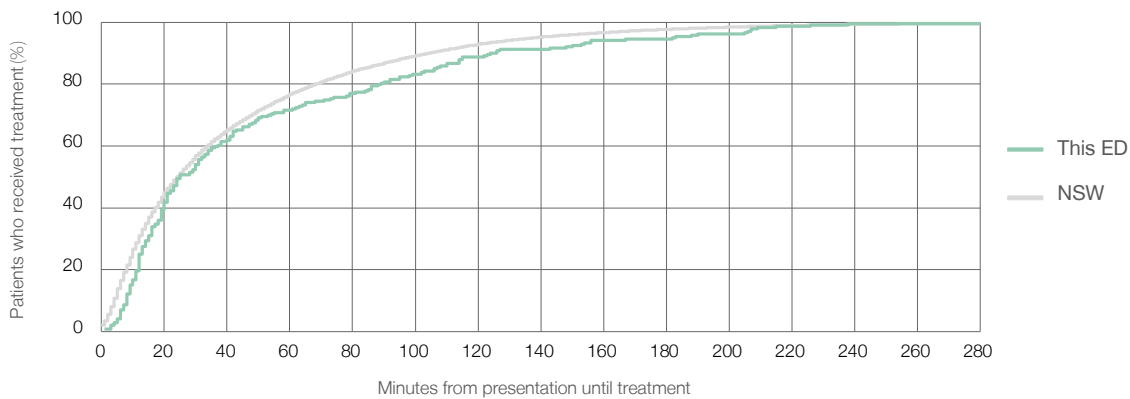
Number of triage 5 patients used to calculate waiting time:³ 239

Median time to start treatment⁴ 25 minutes

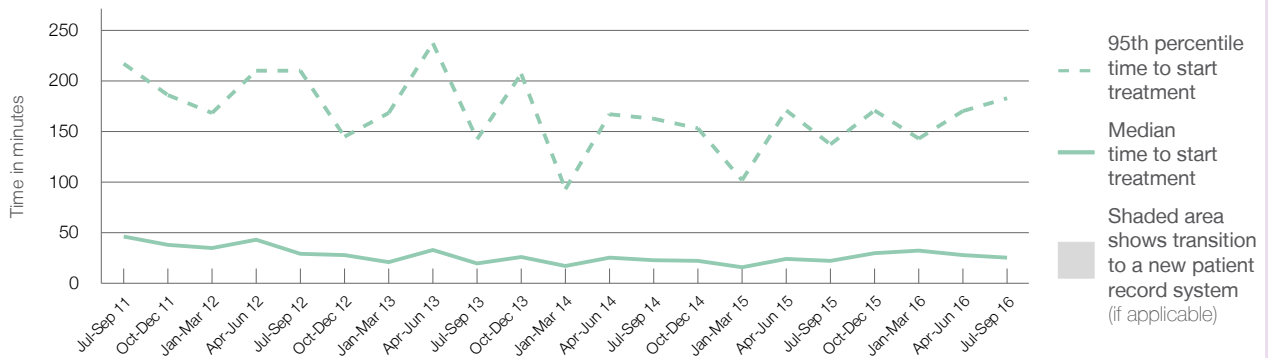
95th percentile time to start treatment⁵ 183 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	243	191
Median time to start treatment ⁴	22 minutes	24 minutes
95th percentile time to start treatment ⁵	137 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	46	29	20	23	22	25
95th percentile time to start treatment ⁵ (minutes)	217	210	142	163	137	183

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

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

Goulburn Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,309 patients

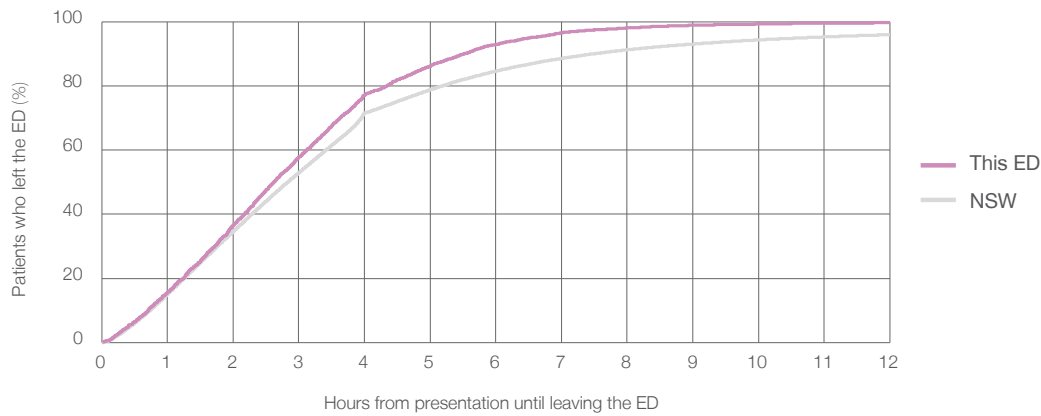
Presentations used to calculate time to leaving the ED:⁶ 4,309 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

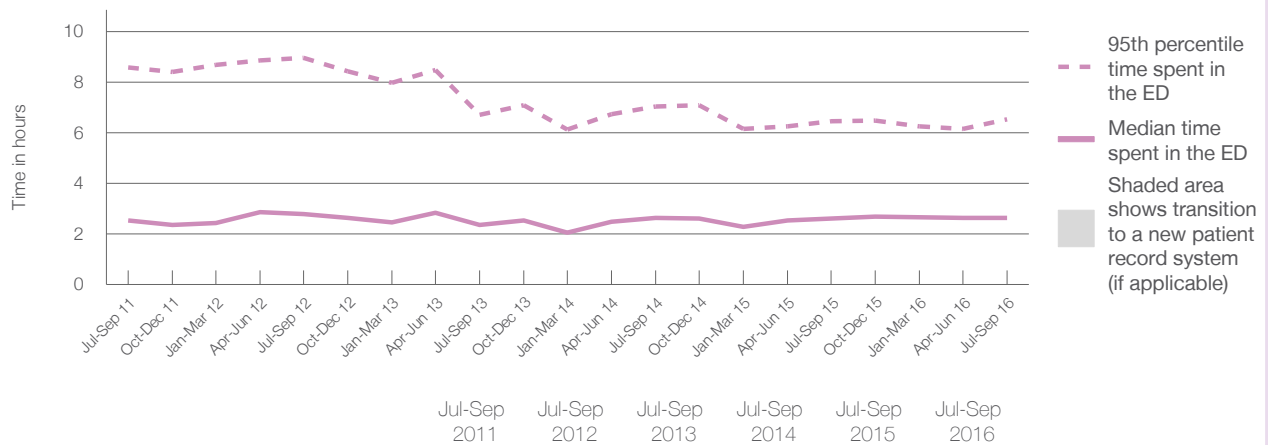
95th percentile time spent in the ED⁹ 6 hours and 32 minutes

Same period last year	NSW (this period)
4,249	4,249
2 hours and 37 minutes	2 hours and 50 minutes
6 hours and 28 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 32m	2h 48m	2h 22m	2h 39m	2h 37m	2h 38m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 35m	8h 58m	6h 42m	7h 3m	6h 28m	6h 32m

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

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

Goulburn Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

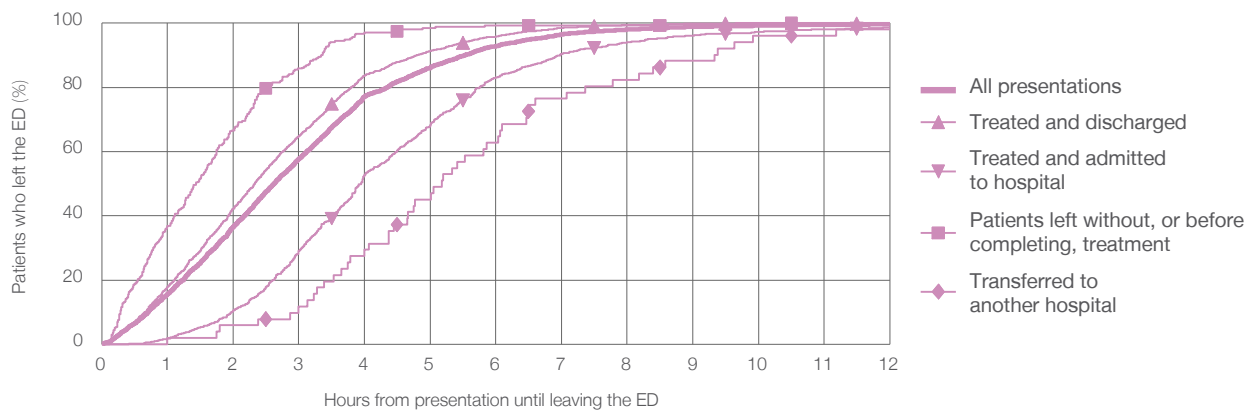
All presentations:¹ 4,309 patients

Presentations used to calculate time to leaving the ED:⁶ 4,309 patients

Treated and discharged	2,993 (69.5%)
Treated and admitted to hospital	960 (22.3%)
Patient left without, or before completing, treatment	276 (6.4%)
Transferred to another hospital	51 (1.2%)
Other	29 (0.7%)

Same period last year	Change since one year ago
4,249	1.4%
2,923	2.4%
920	4.3%
324	-14.8%
51	0.0%
31	-6.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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	17.8%	42.3%	64.8%	83.8%	95.9%	99.5%	99.9%	100%
Treated and admitted to hospital	1.8%	10.6%	29.1%	52.9%	83.1%	94.1%	97.3%	98.8%
Patient left without, or before completing, treatment	37.0%	66.7%	85.9%	97.1%	99.3%	99.3%	100%	100%
Transferred to another hospital	2.0%	5.9%	11.8%	29.4%	62.7%	82.4%	96.1%	98.0%
All presentations	15.7%	36.7%	57.7%	77.2%	92.9%	98.1%	99.3%	99.7%

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

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

Goulburn Base Hospital: 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: ¹ 4,309 patients

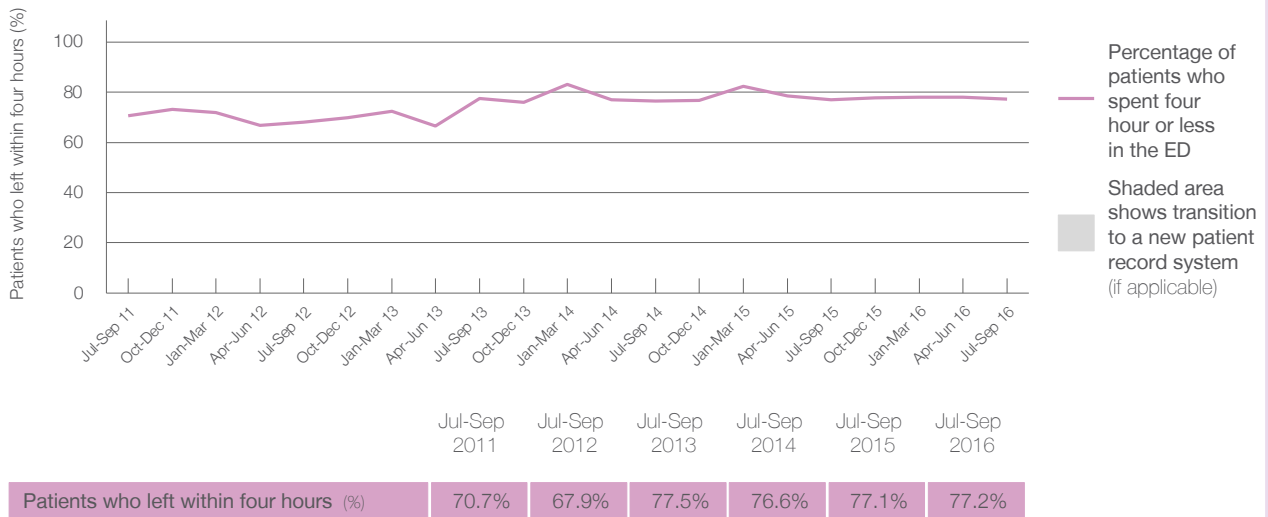
Presentations used to calculate time to leaving the ED: ⁶ 4,309 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 4,309 patients	4,249	1.4%
Presentations used to calculate time to leaving the ED: ⁶ 4,309 patients	4,249	1.4%
Percentage of patients who spent four hours or less in the ED	77.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	70.7%	67.9%	77.5%	76.6%	77.1%	77.2%
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* 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).

Moruya District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,441 patients

Emergency presentations:² 2,303 patients

Same period last year	Change since one year ago
2,230	9.5%
2,118	8.7%

Moruya District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 307 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 774 patients

Median time to start treatment⁴ 17 minutes
 95th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 880 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 321 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
251	
7 minutes	8 minutes
38 minutes	41 minutes
669	
20 minutes	21 minutes
119 minutes	103 minutes
832	
27 minutes	27 minutes
154 minutes	139 minutes
352	
28 minutes	24 minutes
143 minutes	138 minutes

Moruya District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,441 patients

Percentage of patients who spent four hours or less in the ED 73.4%

Same period last year	Change since one year ago
2,230	9.5%
72.2%	

* 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.

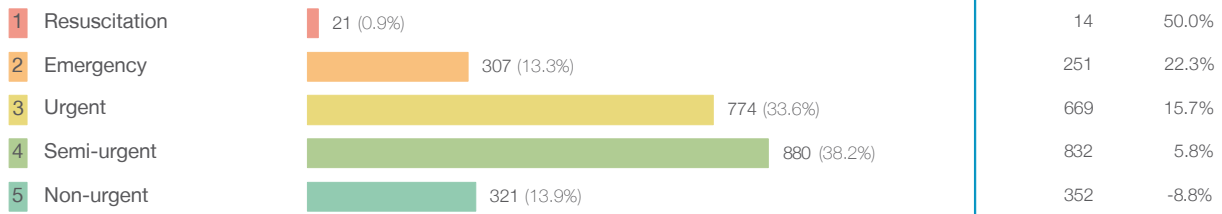
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

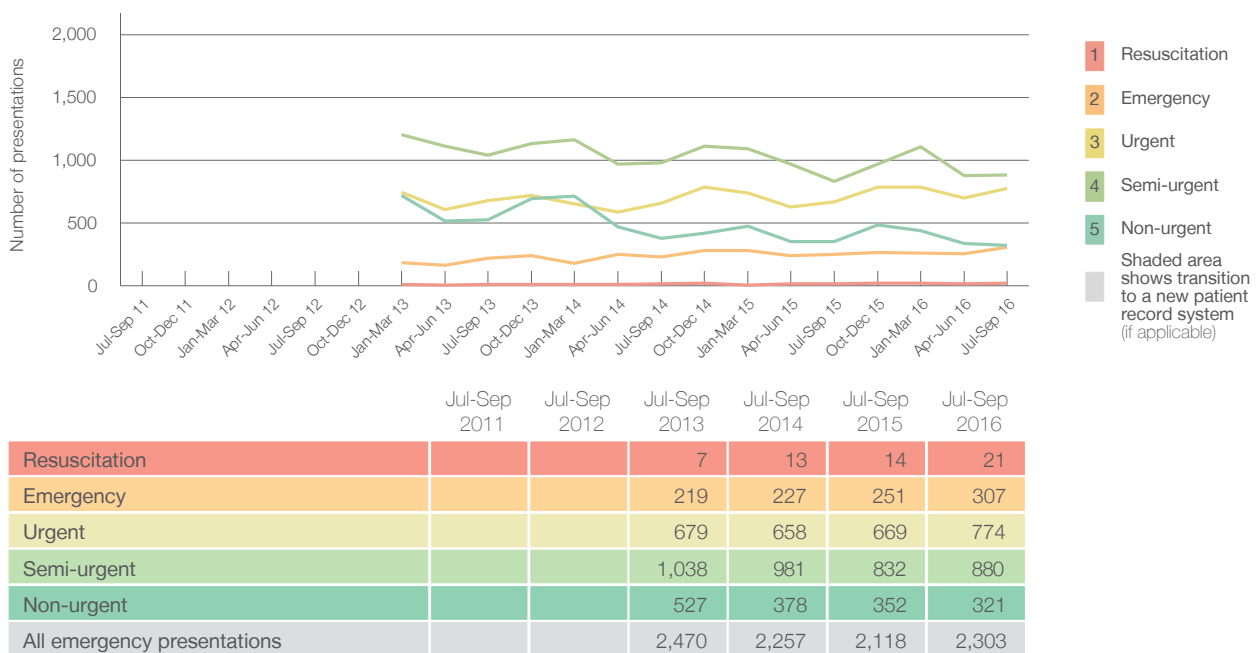
Moruya District Hospital: Patients presenting to the emergency department July to September 2016

All presentations:¹ 2,441 patients

Emergency presentations² by triage category: 2,303 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Moruya District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 558 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District 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: 307

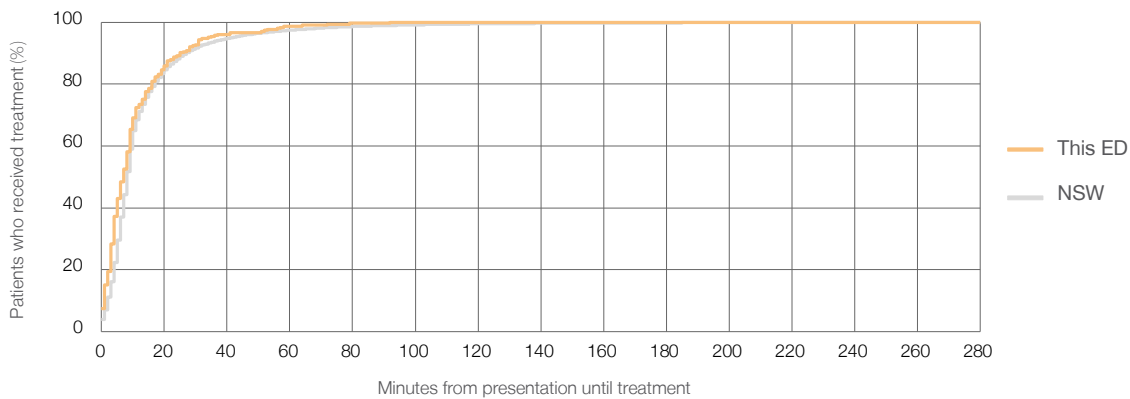
Number of triage 2 patients used to calculate waiting time:³ 304

Median time to start treatment⁴ 7 minutes

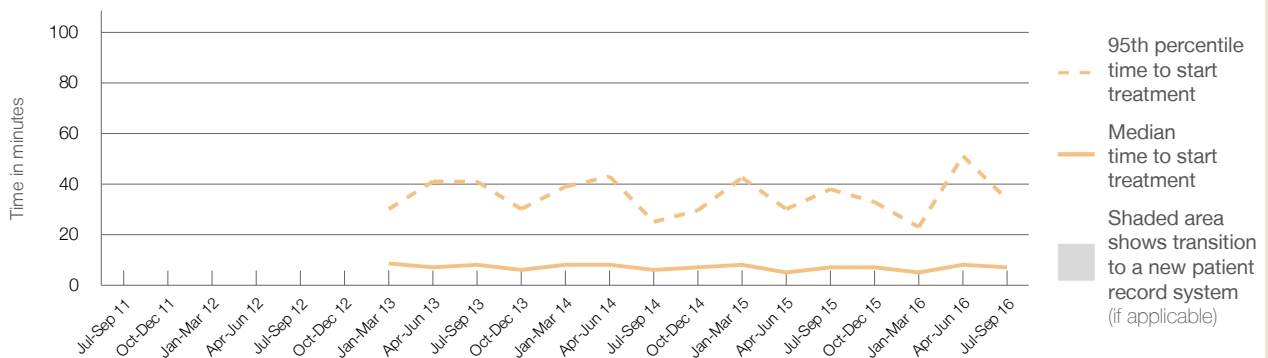
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
251	245
7 minutes	8 minutes
38 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^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			8	6	7	7
95th percentile time to start treatment ⁵ (minutes)			41	25	38	34

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District 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: 774

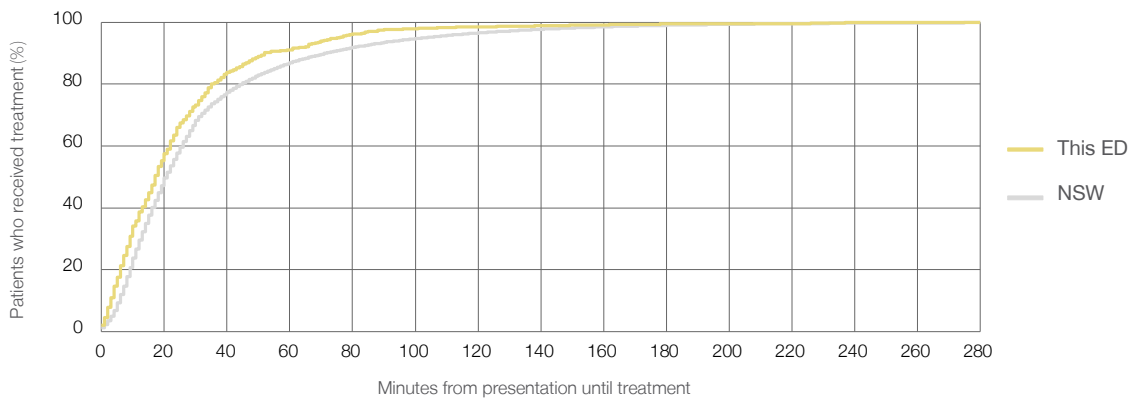
Number of triage 3 patients used to calculate waiting time:³ 750

Median time to start treatment⁴ 17 minutes

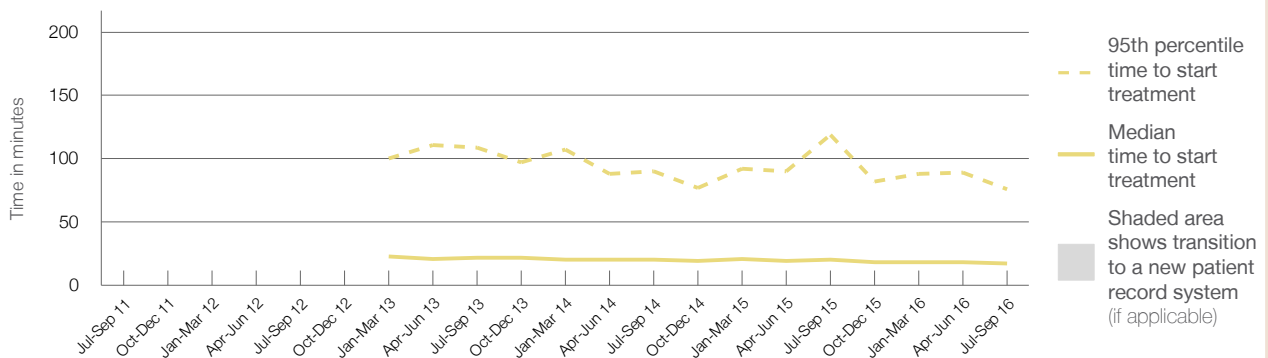
95th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
669	
655	
20 minutes	21 minutes
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^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			22	20	20	17
95th percentile time to start treatment ⁵ (minutes)			109	90	119	76

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District 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: 880

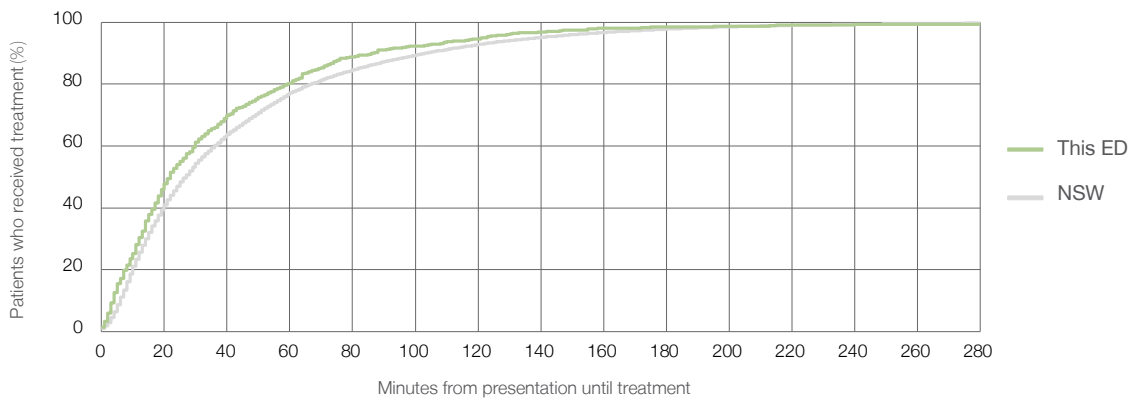
Number of triage 4 patients used to calculate waiting time:³ 804

Median time to start treatment⁴ 22 minutes

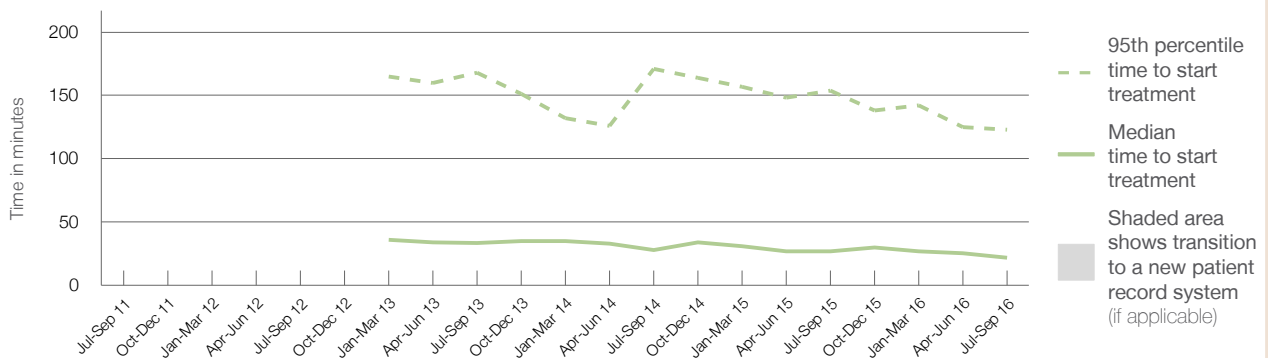
95th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
832	751
27 minutes	27 minutes
154 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^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			34	28	27	22
95th percentile time to start treatment ⁵ (minutes)			168	171	154	123

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District 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: 321

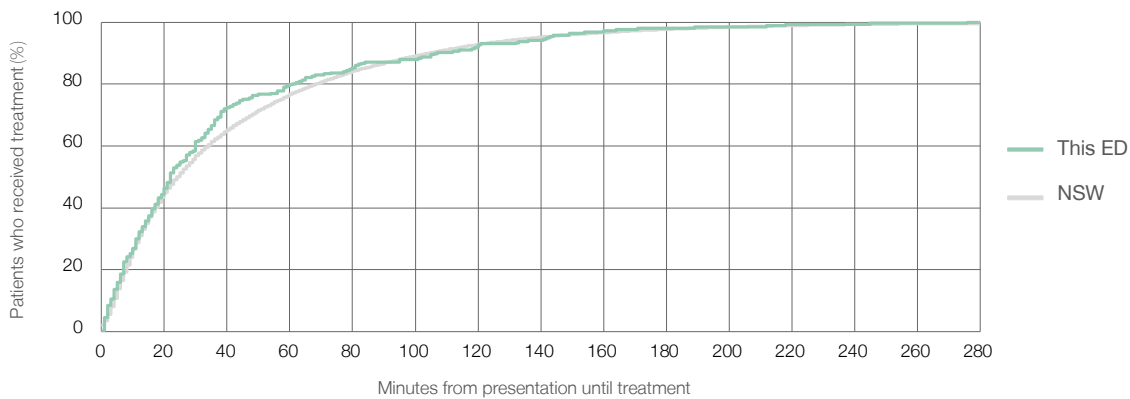
Number of triage 5 patients used to calculate waiting time:³ 257

Median time to start treatment⁴ 22 minutes

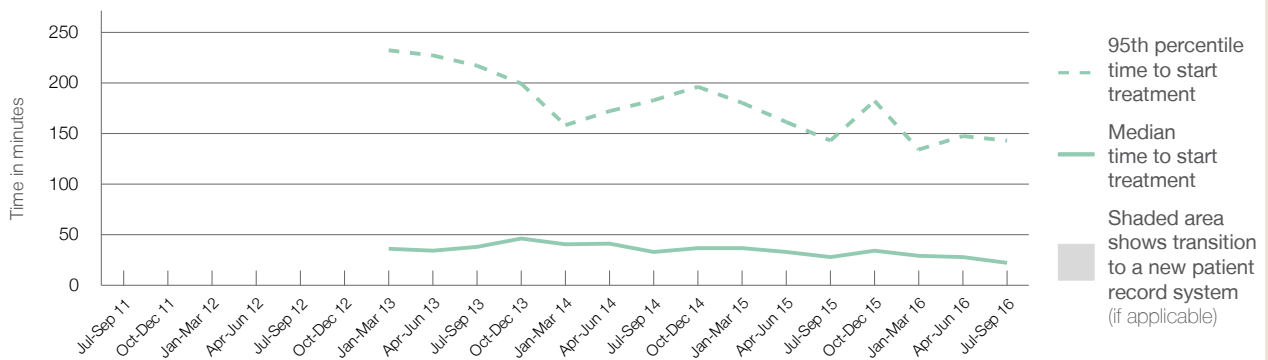
95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
352	267
28 minutes	24 minutes
143 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^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			38	33	28	22
95th percentile time to start treatment ⁵ (minutes)			217	183	143	143

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,441 patients

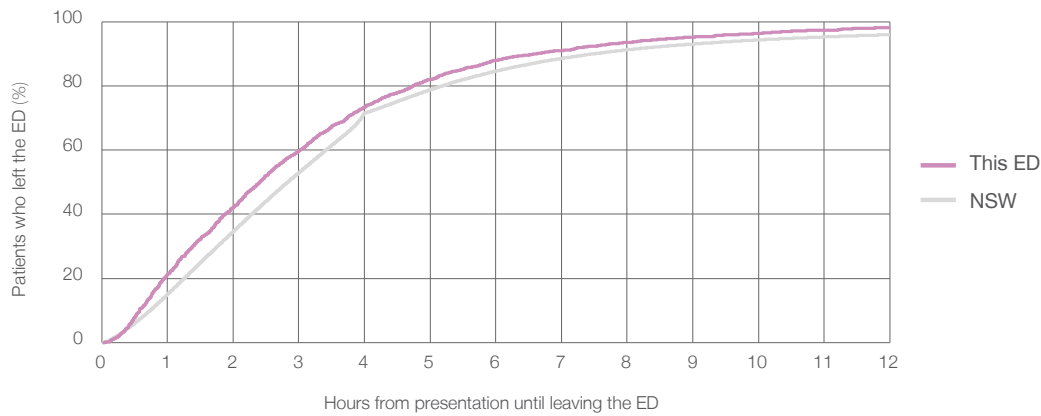
Presentations used to calculate time to leaving the ED:⁶ 2,441 patients

Median time spent in the ED⁸ 2 hours and 24 minutes

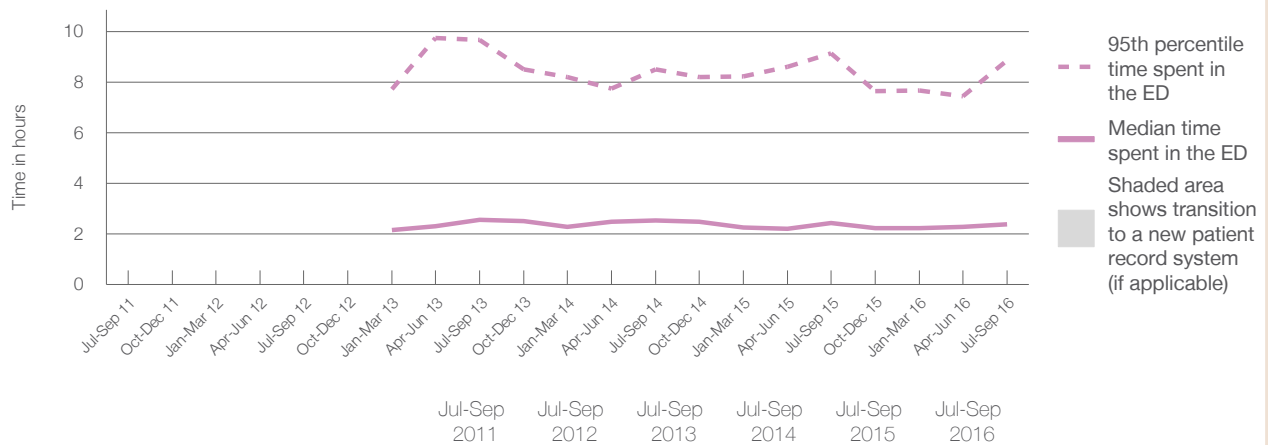
95th percentile time spent in the ED⁹ 8 hours and 51 minutes

Same period last year	NSW (this period)
2,230	2,230
2 hours and 27 minutes	2 hours and 50 minutes
9 hours and 9 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^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)			2h 34m	2h 32m	2h 27m	2h 24m
95th percentile time to leaving the ED ⁹ (hours, minutes)			9h 40m	8h 30m	9h 9m	8h 51m

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

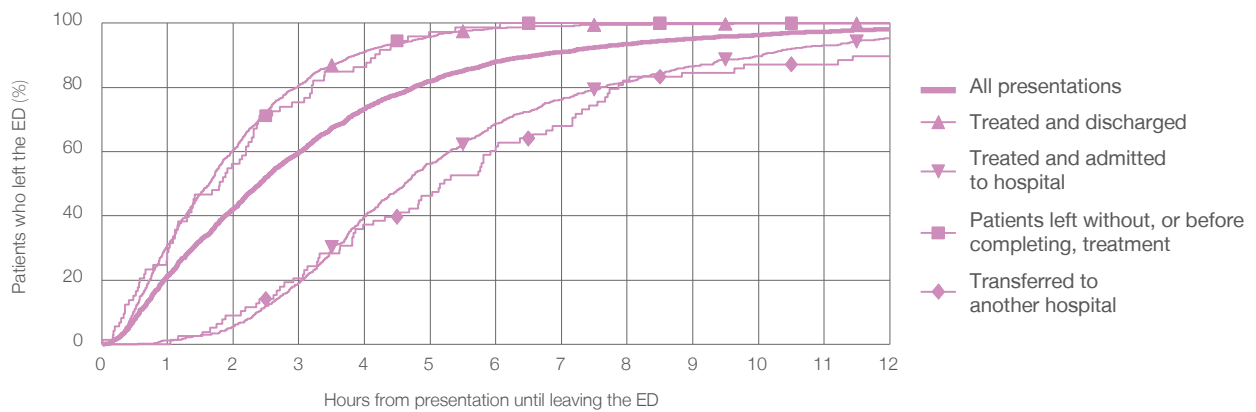
All presentations:¹ 2,441 patients

Presentations used to calculate time to leaving the ED:⁶ 2,441 patients

Treated and discharged	1,481 (60.7%)
Treated and admitted to hospital	759 (31.1%)
Patient left without, or before completing, treatment	73 (3.0%)
Transferred to another hospital	78 (3.2%)
Other	50 (2.0%)

Same period last year	Change since one year ago
2,230	9.5%
1,370	8.1%
667	13.8%
104	-29.8%
88	-11.4%
1	4900.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††§}



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

Treated and discharged	31.0%	60.6%	80.8%	91.1%	98.4%	99.6%	99.9%	99.9%
Treated and admitted to hospital	1.2%	5.5%	19.1%	39.8%	68.8%	81.7%	89.7%	95.3%
Patient left without, or before completing, treatment	28.8%	56.2%	75.3%	86.3%	98.6%	100%	100%	100%
Transferred to another hospital	0%	9.0%	20.5%	37.2%	61.5%	82.1%	87.2%	89.7%
All presentations	21.3%	42.2%	59.8%	73.4%	88.0%	93.5%	96.3%	98.2%

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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District 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: ¹ 2,441 patients

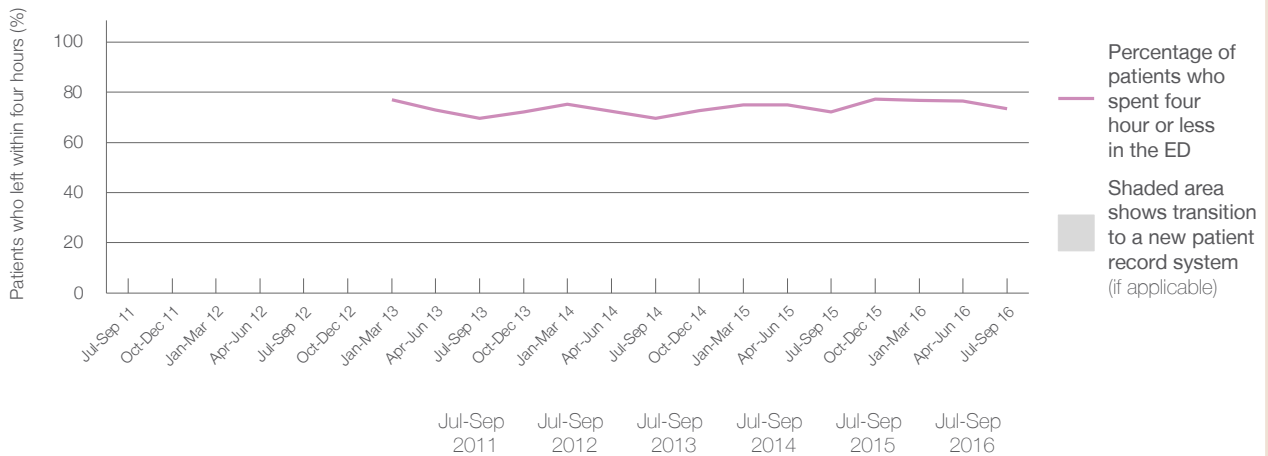
Presentations used to calculate time to leaving the ED: ⁶ 2,441 patients

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	2,230	9.5%
Presentations used to calculate time to leaving the ED	2,230	9.5%
Percentage of patients who spent four hours or less in the ED	72.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)						
			69.7%	69.5%	72.2%	73.4%

* 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.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.
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- 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).

Queanbeyan Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,793 patients

Emergency presentations:² 4,689 patients

Same period last year	Change since one year ago
4,313	11.1%
4,182	12.1%

Queanbeyan Health Service: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 301 patients

Median time to start treatment⁴ 9 minutes
 95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,283 patients

Median time to start treatment⁴ 25 minutes
 95th percentile time to start treatment⁵ 103 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,395 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 140 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 701 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
235	
9 minutes	8 minutes
43 minutes	41 minutes
925	
22 minutes	21 minutes
114 minutes	103 minutes
2,194	
32 minutes	27 minutes
175 minutes	139 minutes
823	
28 minutes	24 minutes
192 minutes	138 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,793 patients

Percentage of patients who spent four hours or less in the ED 84.3%

Same period last year	Change since one year ago
4,313	11.1%
77.9%	

* 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.

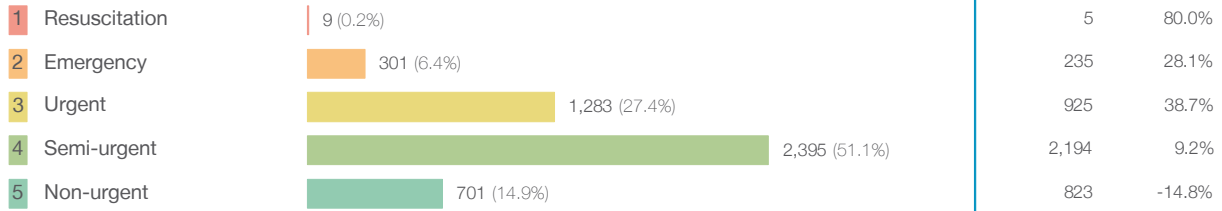
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Queanbeyan Health Service: Patients presenting to the emergency department July to September 2016

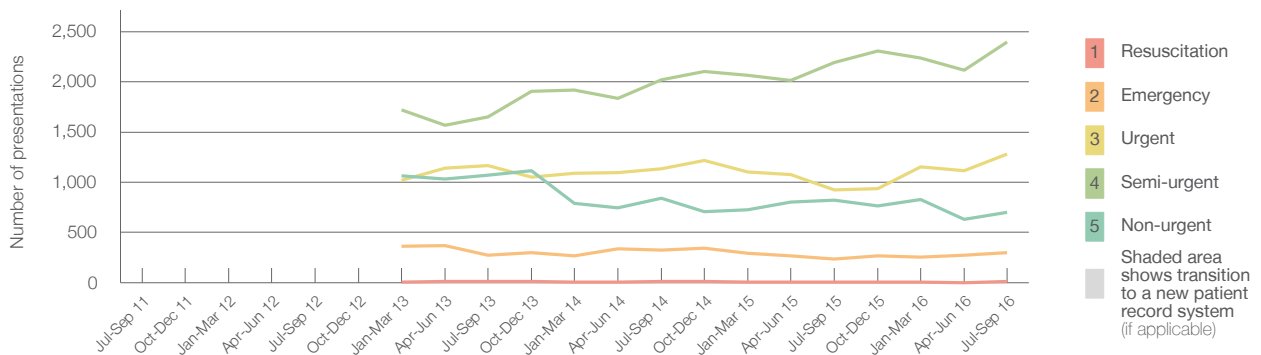
All presentations:¹ 4,793 patients

Emergency presentations² by triage category: 4,689 patients



Same period last year	Change since one year ago
4,313	11.1%
4,182	12.1%
5	80.0%
235	28.1%
925	38.7%
2,194	9.2%
823	-14.8%

Emergency presentations² 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			13	9	5	9
Emergency			272	327	235	301
Urgent			1,164	1,135	925	1,283
Semi-urgent			1,650	2,021	2,194	2,395
Non-urgent			1,068	838	823	701
All emergency presentations			4,167	4,330	4,182	4,689

Queanbeyan Health Service: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 388 patients

ED Transfer of care time



Same period last year	Change since one year ago
433	
11 minutes	1 minute
30 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: 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: 301

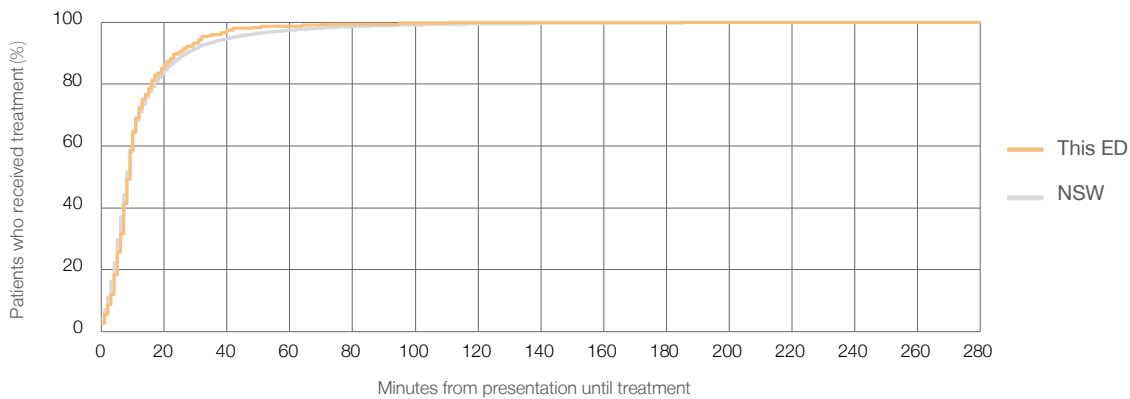
Number of triage 2 patients used to calculate waiting time:³ 300

Median time to start treatment⁴ 9 minutes

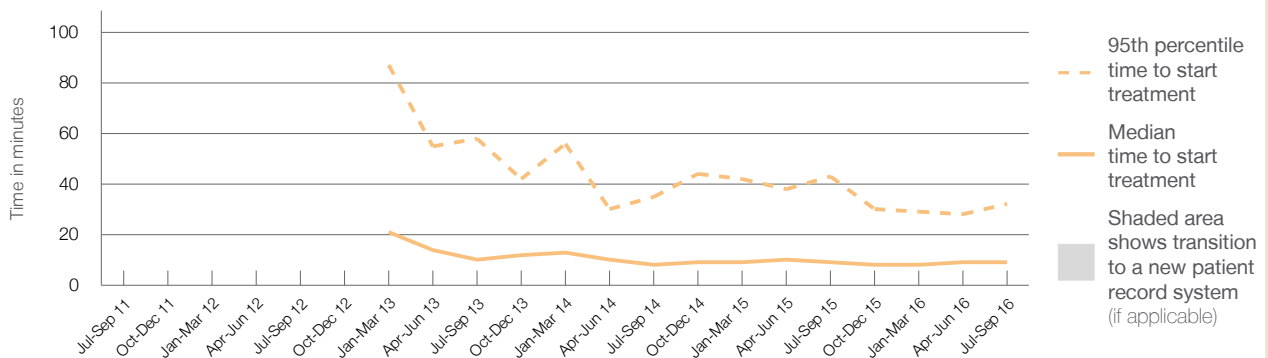
95th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
235	
234	
9 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^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			10	8	9	9
95th percentile time to start treatment ⁵ (minutes)			58	35	43	32

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: 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: 1,283

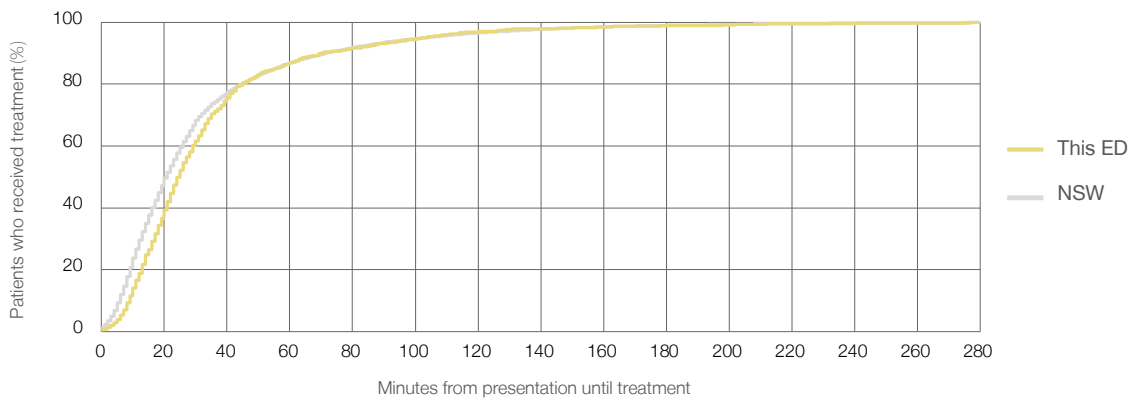
Number of triage 3 patients used to calculate waiting time:³ 1,247

Median time to start treatment⁴ 25 minutes

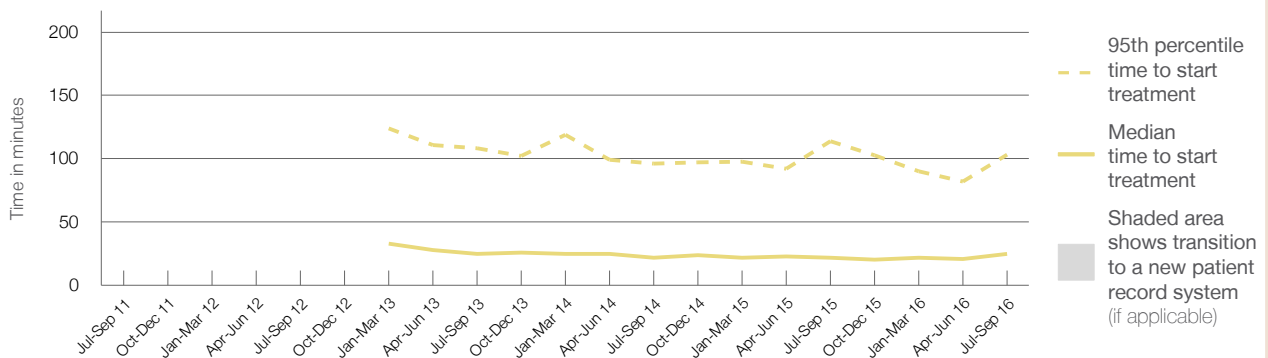
95th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
925	896
22 minutes	21 minutes
114 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^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			25	22	22	25
95th percentile time to start treatment ⁵ (minutes)			108	96	114	103

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: 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: 2,395

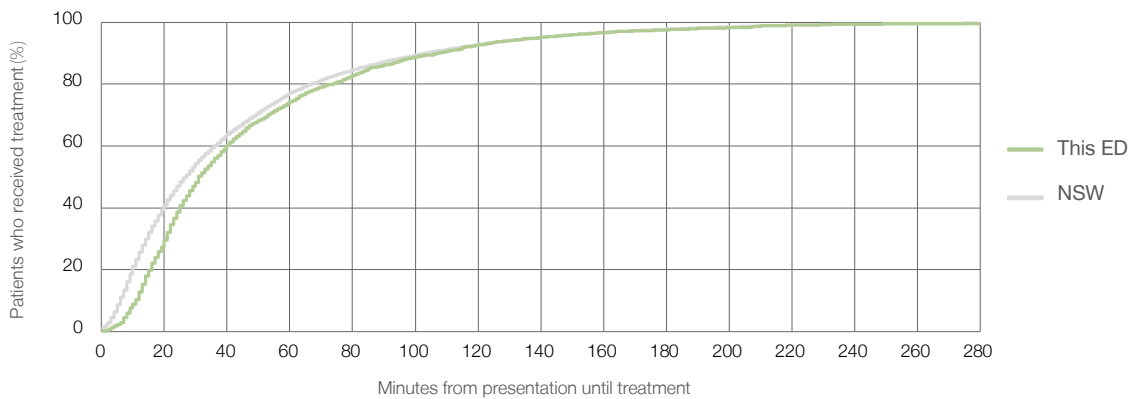
Number of triage 4 patients used to calculate waiting time:³ 2,154

Median time to start treatment⁴ 31 minutes

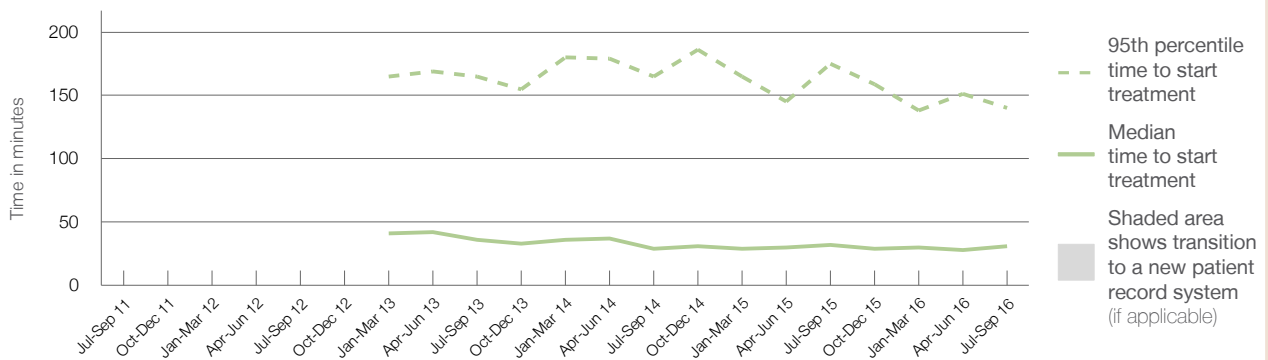
95th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
2,194	1,945
32 minutes	27 minutes
175 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^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			36	29	32	31
95th percentile time to start treatment ⁵ (minutes)			165	165	175	140

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: 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: 701

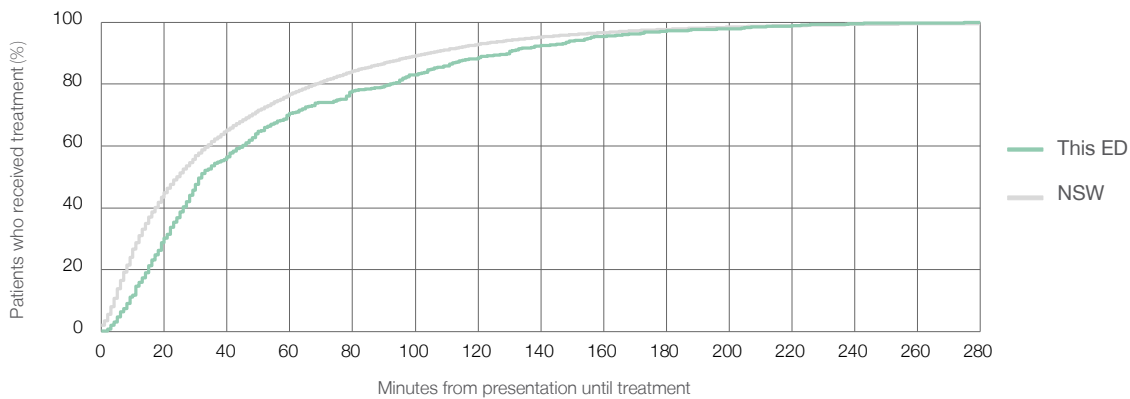
Number of triage 5 patients used to calculate waiting time:³ 532

Median time to start treatment⁴ 32 minutes

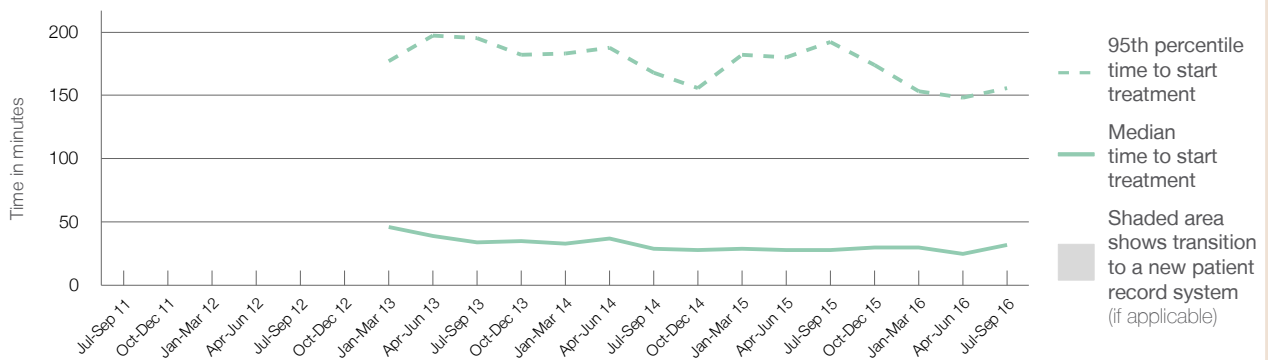
95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
823	598
28 minutes	24 minutes
192 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^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			34	29	28	32
95th percentile time to start treatment ⁵ (minutes)			195	168	192	156

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,793 patients

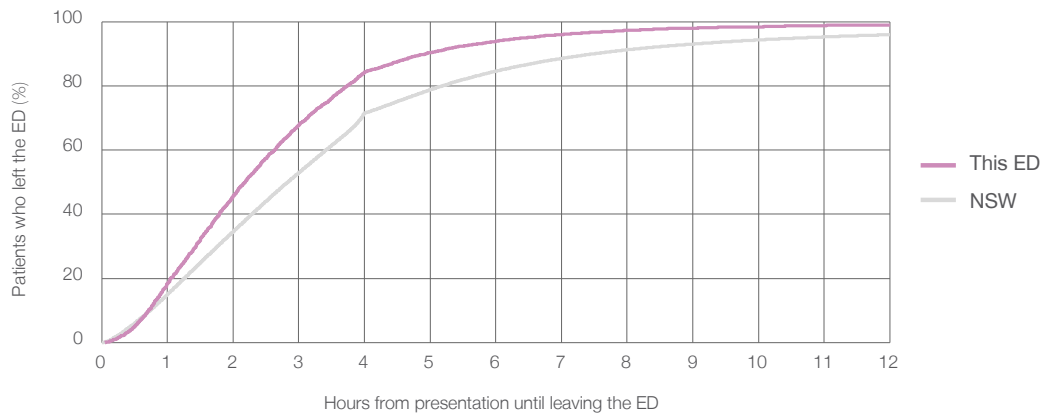
Presentations used to calculate time to leaving the ED:⁶ 4,793 patients

Median time spent in the ED⁸ 2 hours and 11 minutes

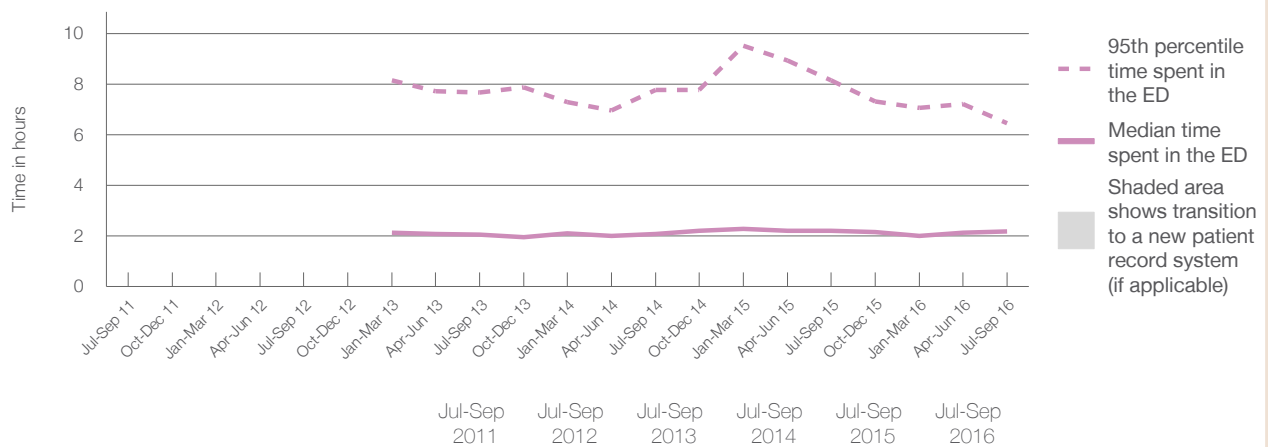
95th percentile time spent in the ED⁹ 6 hours and 28 minutes

Same period last year	NSW (this period)
4,313	4,313
2 hours and 12 minutes	2 hours and 50 minutes
8 hours and 9 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^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			2h 3m	2h 5m	2h 12m	2h 11m
95th percentile time to leaving the ED ⁹ (hours, minutes)			7h 40m	7h 47m	8h 9m	6h 28m

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients spent in the ED

By mode of separation

July to September 2016

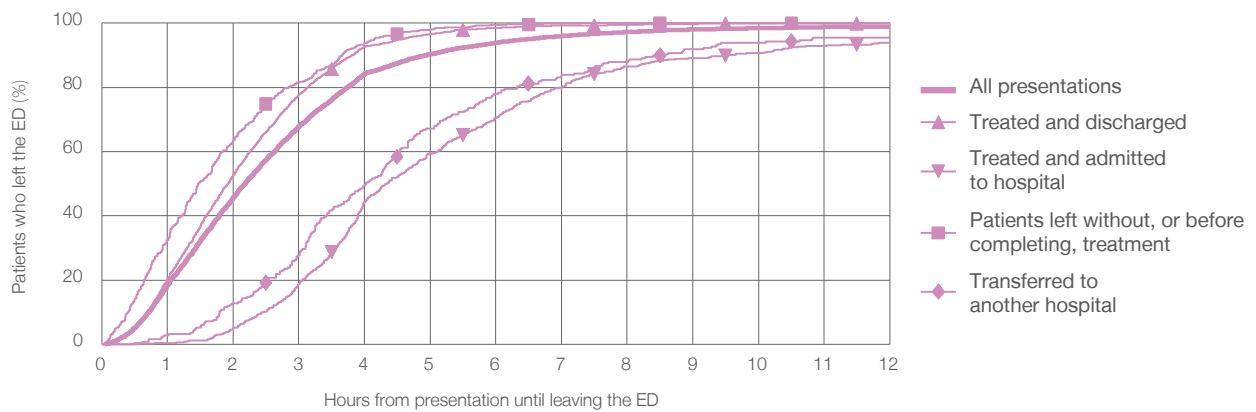
All presentations:¹ 4,793 patients

Presentations used to calculate time to leaving the ED:⁶ 4,793 patients

Treated and discharged	3,384 (70.6%)
Treated and admitted to hospital	628 (13.1%)
Patient left without, or before completing, treatment	514 (10.7%)
Transferred to another hospital	250 (5.2%)
Other	17 (0.4%)

Same period last year	Change since one year ago
4,313	11.1%
3,003	12.7%
445	41.1%
642	-19.9%
193	29.5%
30	-43.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††§}



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	20.5%	52.8%	77.7%	92.7%	98.5%	99.5%	99.9%	99.9%
Treated and admitted to hospital	0.3%	5.1%	18.8%	44.4%	70.5%	86.5%	90.8%	93.9%
Patient left without, or before completing, treatment	32.5%	63.6%	81.5%	94.0%	99.4%	100%	100%	100%
Transferred to another hospital	2.8%	12.8%	27.6%	49.6%	78.0%	88.0%	94.0%	95.6%
All presentations	18.5%	45.8%	67.9%	84.3%	93.9%	97.3%	98.4%	98.9%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: 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: ¹ 4,793 patients

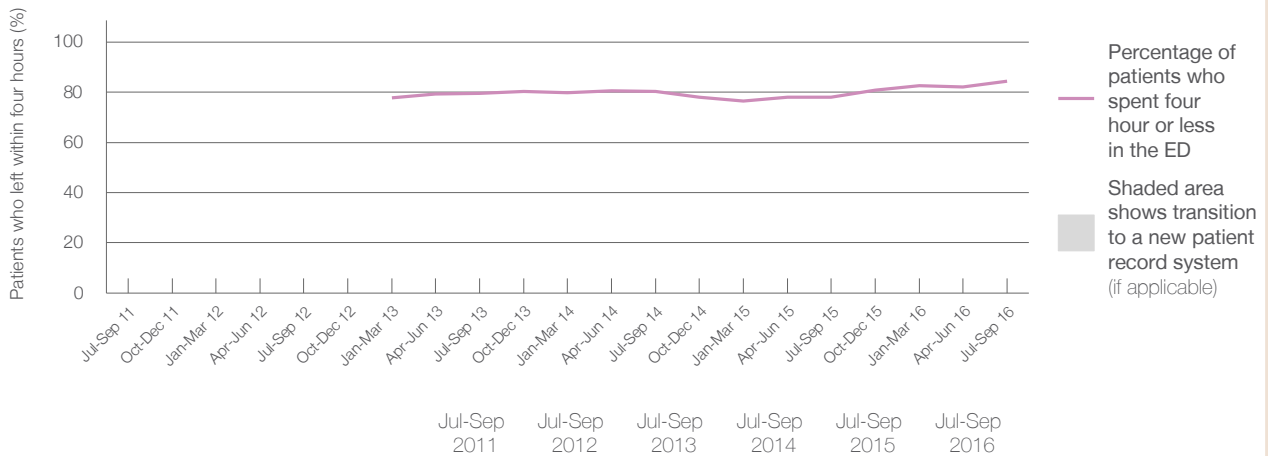
Presentations used to calculate time to leaving the ED: ⁶ 4,793 patients

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	4,313	11.1%
Presentations used to calculate time to leaving the ED	4,313	11.1%
Percentage of patients who spent four hours or less in the ED	77.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	79.5%	80.4%	77.9%	80.4%	77.9%	84.3%

* 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.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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).

South East Regional Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,187 patients
Emergency presentations:² 3,932 patients

Same period last year	Change since one year ago
3,122	34.1%
2,819	39.5%

South East Regional Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 339 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 36 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,153 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 125 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,746 patients

Median time to start treatment⁴ 48 minutes
95th percentile time to start treatment⁵ 206 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 684 patients

Median time to start treatment⁴ 54 minutes
95th percentile time to start treatment⁵ 200 minutes

Same period last year	NSW (this period)
239	
6 minutes	8 minutes
24 minutes	41 minutes
792	
21 minutes	21 minutes
83 minutes	103 minutes
1,410	
33 minutes	27 minutes
146 minutes	139 minutes
378	
36 minutes	24 minutes
176 minutes	138 minutes

South East Regional Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,186 patients

Percentage of patients who spent four hours or less in the ED 69.1%

Same period last year	Change since one year ago
3,122	34.1%
83.0%	

* 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.

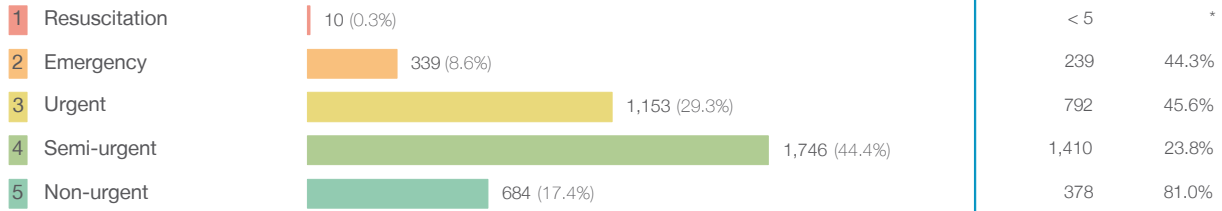
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

South East Regional Hospital: Patients presenting to the emergency department July to September 2016

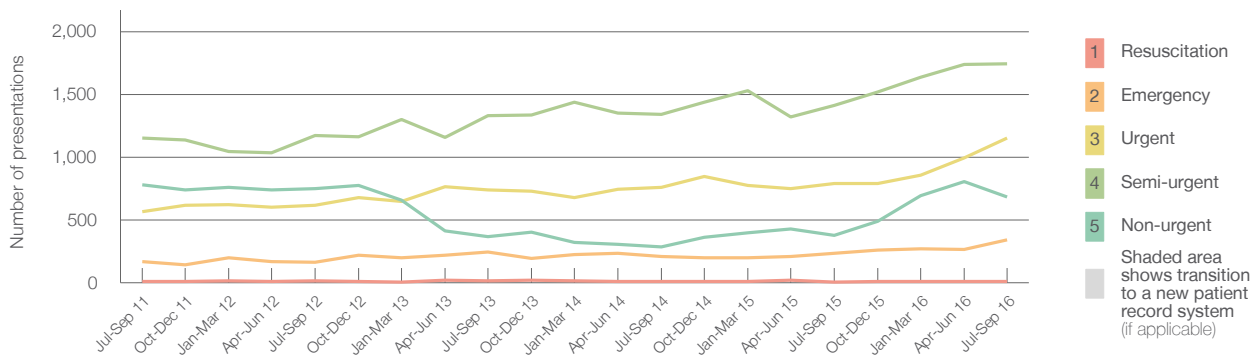
All presentations:¹ 4,187 patients

Emergency presentations² by triage category: 3,932 patients



	Same period last year	Change since one year ago
All presentations	3,122	34.1%
Emergency presentations	2,819	39.5%
1 Resuscitation	< 5	*
2 Emergency	239	44.3%
3 Urgent	792	45.6%
4 Semi-urgent	1,410	23.8%
5 Non-urgent	378	81.0%

Emergency presentations² 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	8	14	16	7	< 5	10
Emergency	169	163	242	208	239	339
Urgent	568	616	738	760	792	1,153
Semi-urgent	1,152	1,170	1,332	1,341	1,410	1,746
Non-urgent	780	747	365	286	378	684
All emergency presentations	2,677	2,710	2,693	2,602	2,819	3,932

South East Regional Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 683 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	571	
Median time	10 minutes	4 minutes
95th percentile time	35 minutes	3 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.

South East Regional 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: 339

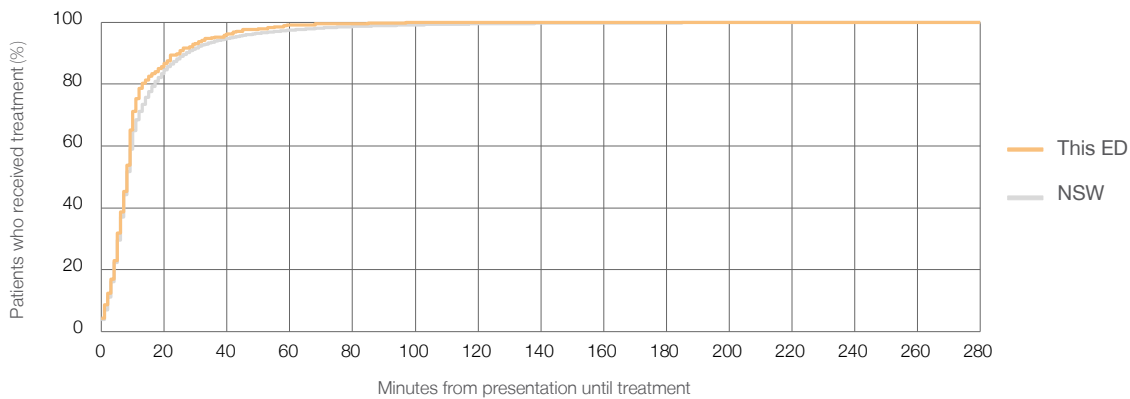
Number of triage 2 patients used to calculate waiting time:³ 336

Median time to start treatment⁴ 8 minutes

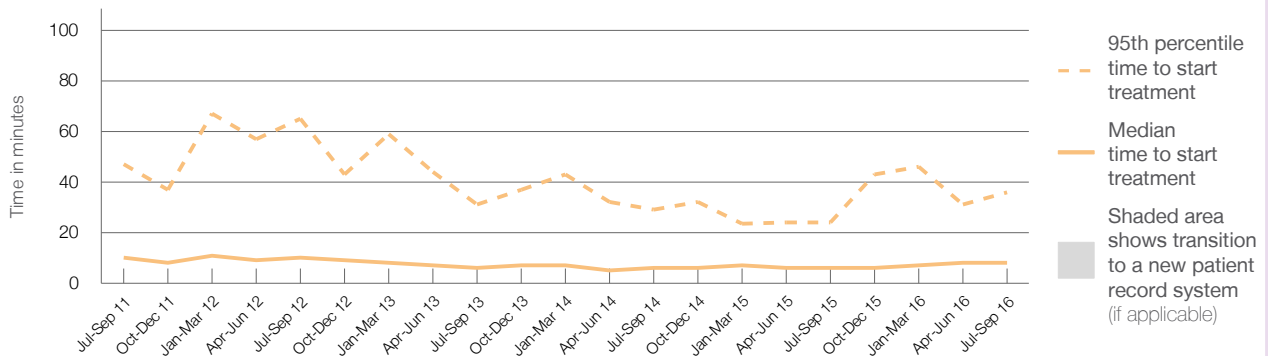
95th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
239	233
6 minutes	8 minutes
24 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	10	6	6	6	8
95th percentile time to start treatment ⁵ (minutes)	47	65	31	29	24	36

(†) 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.

South East Regional 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: 1,153

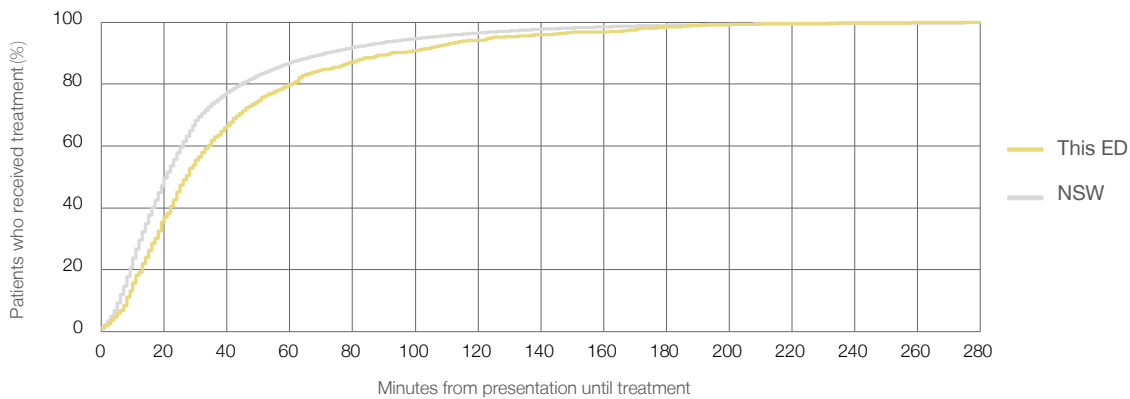
Number of triage 3 patients used to calculate waiting time:³ 1,125

Median time to start treatment⁴ 27 minutes

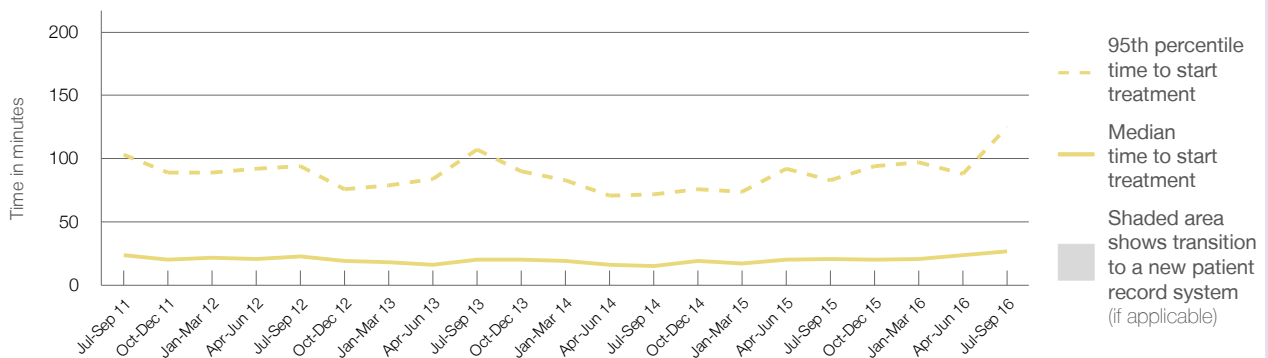
95th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
792	779
21 minutes	21 minutes
83 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	23	20	15	21	27
95th percentile time to start treatment ⁵ (minutes)	103	94	107	72	83	125

(†) 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.

South East Regional 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: 1,746

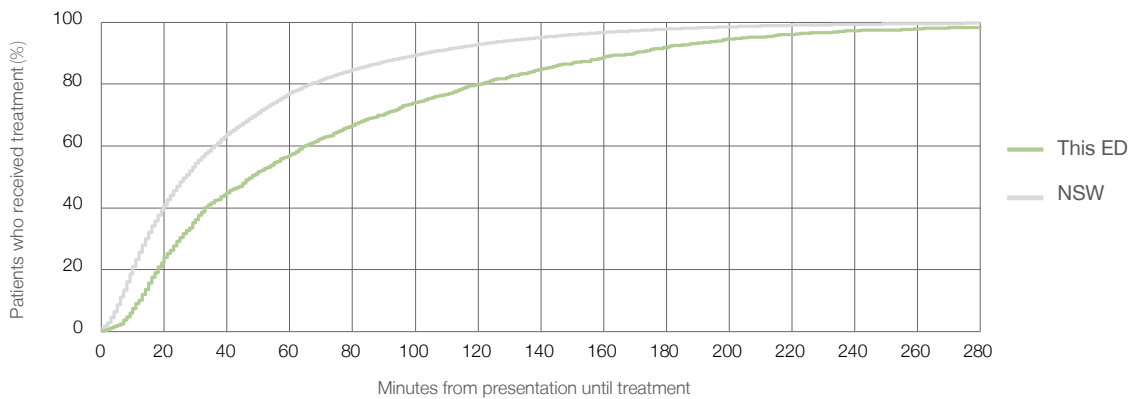
Number of triage 4 patients used to calculate waiting time:³ 1,578

Median time to start treatment⁴ 48 minutes

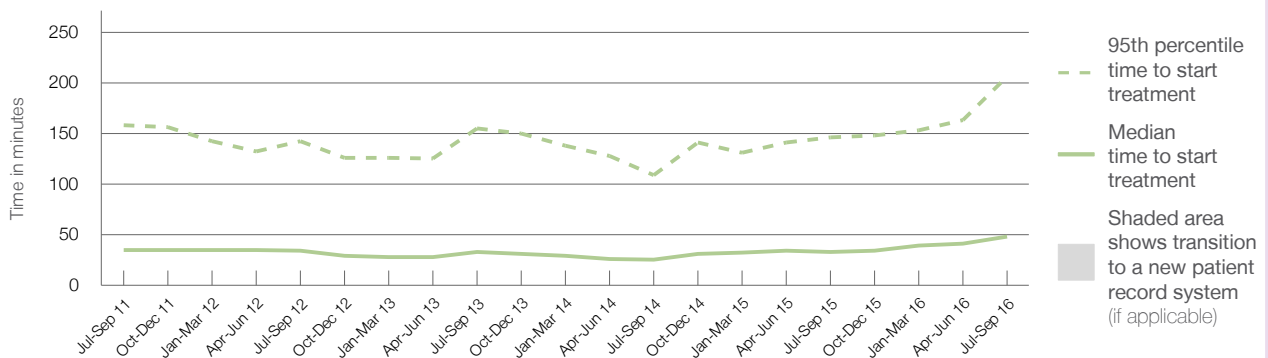
95th percentile time to start treatment⁵ 206 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,410	1,289
Median time to start treatment ⁴	33 minutes	27 minutes
95th percentile time to start treatment ⁵	146 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	34	33	25	33	48
95th percentile time to start treatment ⁵ (minutes)	158	142	155	109	146	206

(†) 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.

South East Regional 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: 684

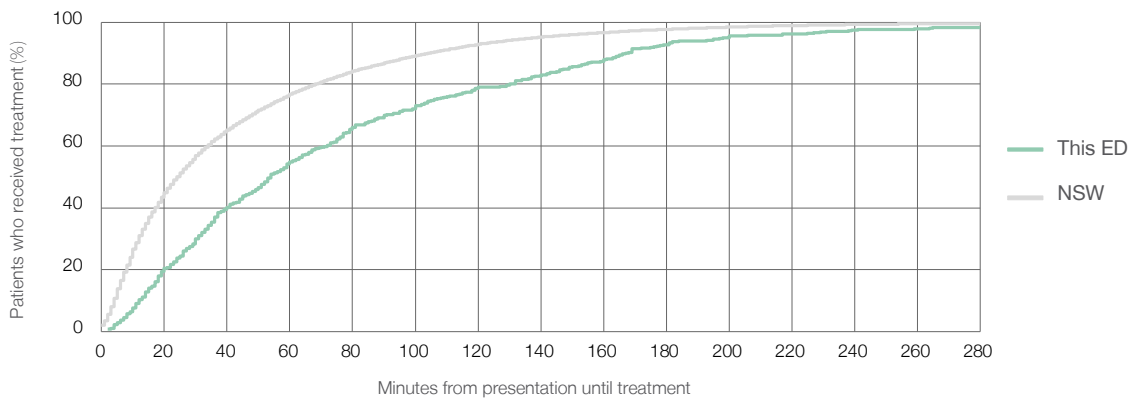
Number of triage 5 patients used to calculate waiting time:³ 554

Median time to start treatment⁴ 54 minutes

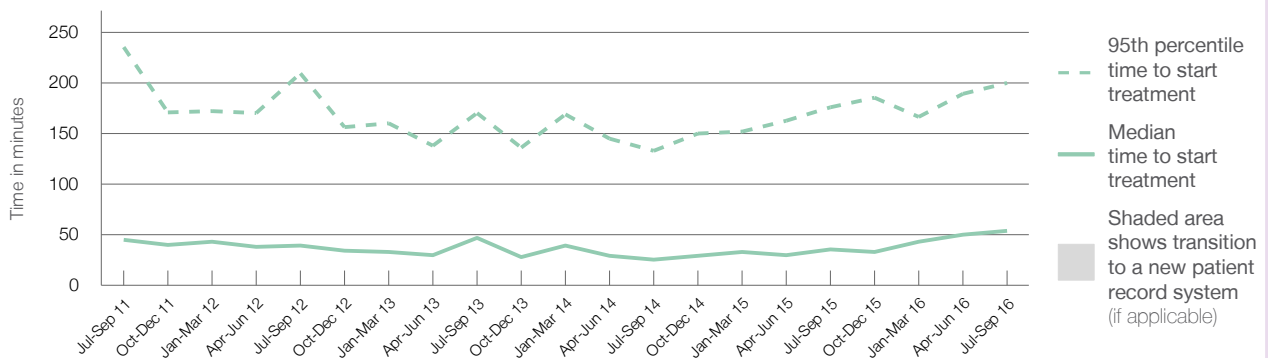
95th percentile time to start treatment⁵ 200 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	378	316
Median time to start treatment ⁴	36 minutes	24 minutes
95th percentile time to start treatment ⁵	176 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	45	39	47	25	36	54
95th percentile time to start treatment ⁵ (minutes)	235	209	170	133	176	200

(†) 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.

South East Regional Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,187 patients

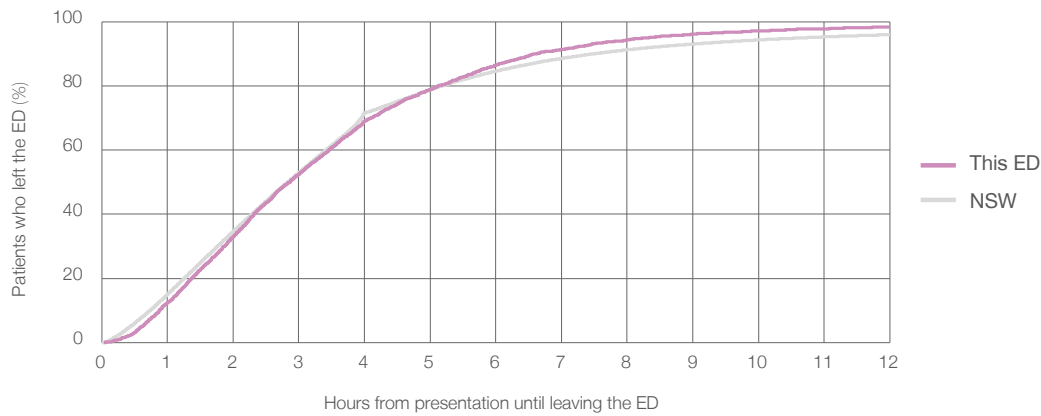
Presentations used to calculate time to leaving the ED:⁶ 4,186 patients

Median time spent in the ED⁸ 2 hours and 52 minutes

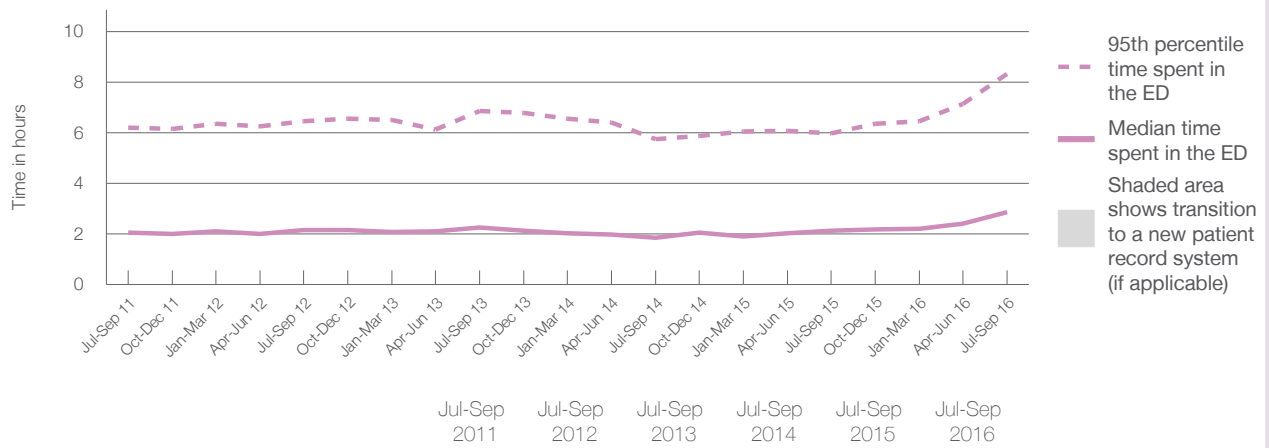
95th percentile time spent in the ED⁹ 8 hours and 20 minutes

Same period last year	NSW (this period)
3,122	3,122
2 hours and 8 minutes	2 hours and 50 minutes
5 hours and 59 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 4m	2h 9m	2h 15m	1h 52m	2h 8m	2h 52m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 13m	6h 28m	6h 52m	5h 45m	5h 59m	8h 20m

(†) 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.

South East Regional Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

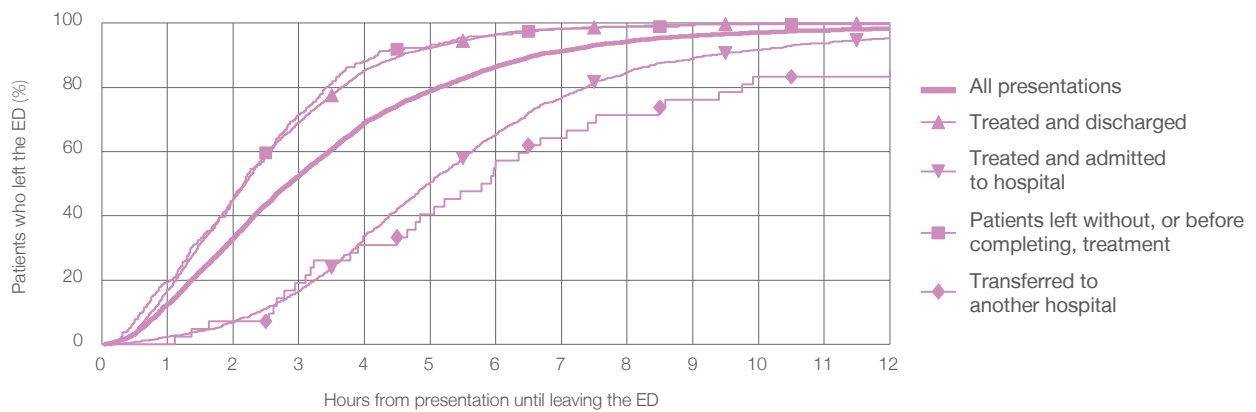
All presentations:¹ 4,187 patients

Presentations used to calculate time to leaving the ED:⁶ 4,186 patients

Treated and discharged	2,546 (60.8%)
Treated and admitted to hospital	1,300 (31.0%)
Patient left without, or before completing, treatment	287 (6.9%)
Transferred to another hospital	42 (1.0%)
Other	12 (0.3%)

Same period last year	Change since one year ago
3,122	34.1%
1,889	34.8%
987	31.7%
199	44.2%
38	10.5%
9	33.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	16.9%	45.2%	69.0%	85.4%	96.5%	99.0%	99.8%	99.9%
Treated and admitted to hospital	2.4%	6.8%	16.5%	33.8%	65.3%	84.7%	91.8%	95.3%
Patient left without, or before completing, treatment	19.5%	45.3%	71.4%	88.2%	96.5%	99.0%	99.7%	99.7%
Transferred to another hospital	0%	7.1%	19.0%	31.0%	57.1%	71.4%	83.3%	85.7%
All presentations	12.6%	33.1%	52.4%	69.1%	86.5%	94.3%	97.1%	98.3%

(†) 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.

South East Regional 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: ¹ 4,187 patients

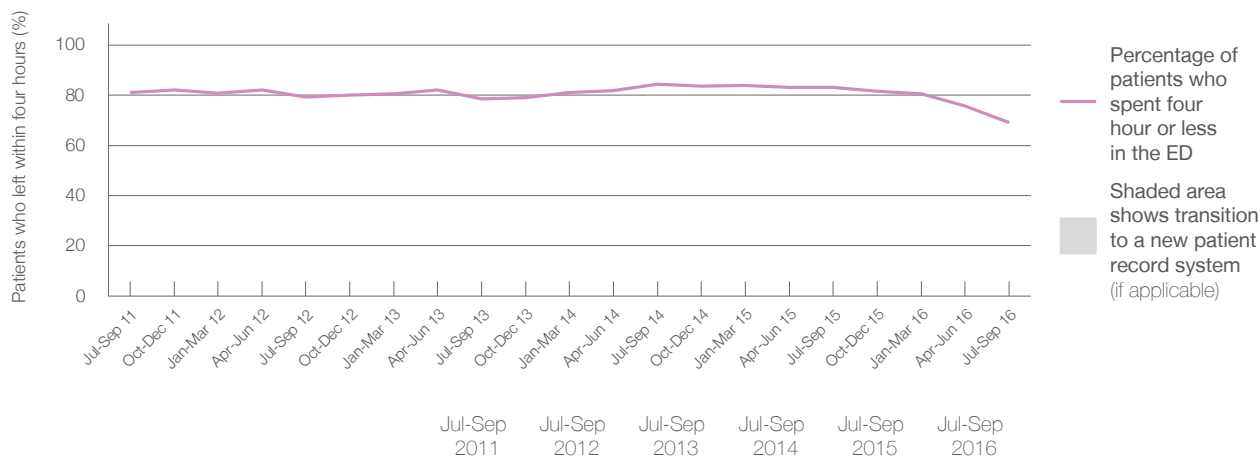
Presentations used to calculate time to leaving the ED: ⁶ 4,186 patients

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	3,122	34.1%
Presentations used to calculate time to leaving the ED	3,122	34.1%
Percentage of patients who spent four hours or less in the ED	83.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	80.9%	79.3%	78.5%	84.5%	83.0%	69.1%

* 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).