

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

All presentations:¹ 4,270 patients
Emergency presentations:² 4,064 patients

Same period last year	Change since one year ago
3,713	15.0%
3,582	13.5%

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

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 330 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,139 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,039 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 539 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
326	
6 minutes	8 minutes
19 minutes	26 minutes
1,069	
18 minutes	20 minutes
62 minutes	69 minutes
1,772	
33 minutes	26 minutes
127 minutes	101 minutes
403	
34 minutes	23 minutes
129 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,270 patients

Percentage of patients who spent four hours or less in the ED 86.8%

Same period last year	Change since one year ago
3,713	15.0%
79.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

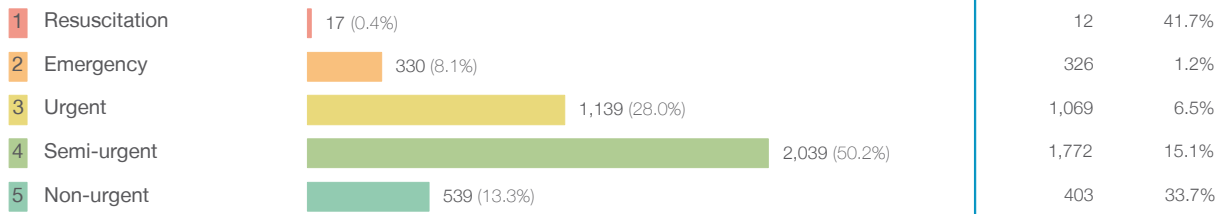
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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Bateman's Bay District Hospital: Patients presenting to the emergency department January to March 2017

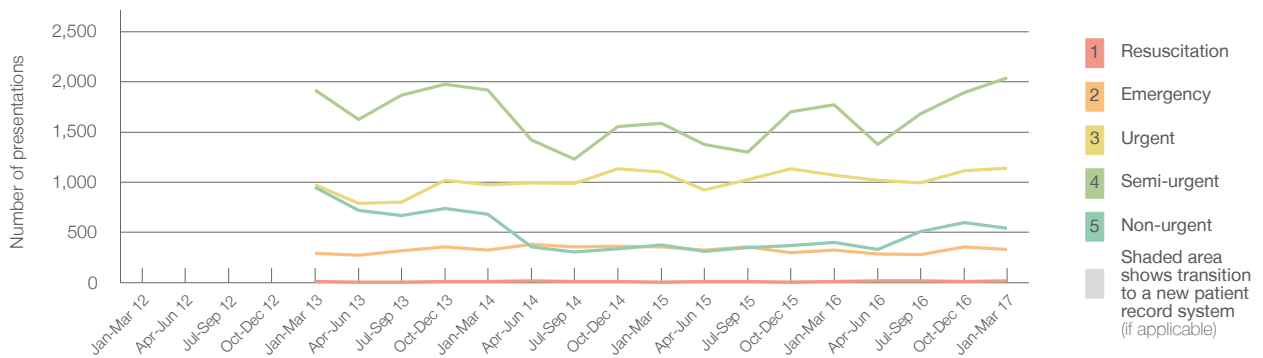
All presentations:¹ 4,270 patients

Emergency presentations² by triage category: 4,064 patients



Same period last year	Change since one year ago
3,713	15.0%
3,582	13.5%
12	41.7%
326	1.2%
1,069	6.5%
1,772	15.1%
403	33.7%

Emergency presentations² by quarter, January 2012 to March 2017 * §



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation		12	12	7	12	17
Emergency		291	326	355	326	330
Urgent		973	973	1,103	1,069	1,139
Semi-urgent		1,919	1,919	1,584	1,772	2,039
Non-urgent		946	679	377	403	539
All emergency presentations		4,141	3,909	3,426	3,582	4,064

Bateman's Bay District Hospital: Patients arriving by ambulance January to March 2017

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 483 patients

ED Transfer of care time



Same period last year	Change since one year ago
464	
11 minutes	-2 minutes
25 minutes	-1 minute

- (†) 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 waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 330

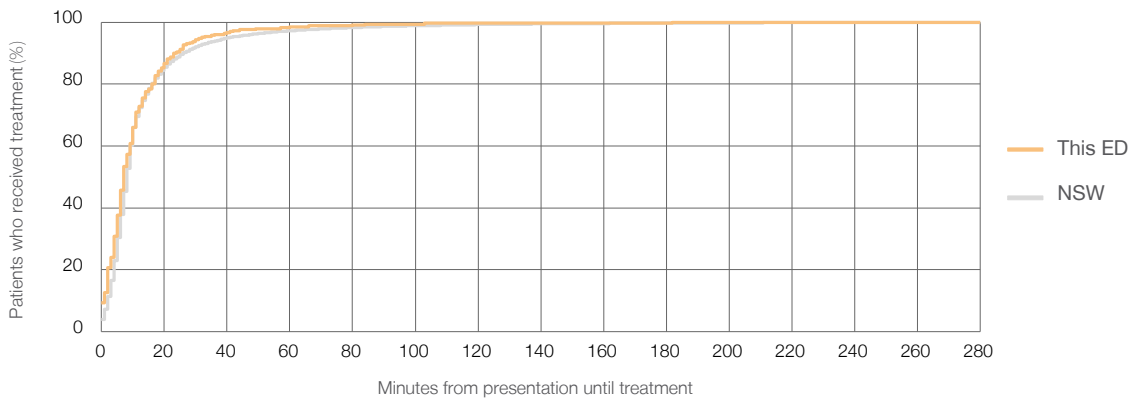
Number of triage 2 patients used to calculate waiting time:³ 330

Median time to start treatment⁴ 7 minutes

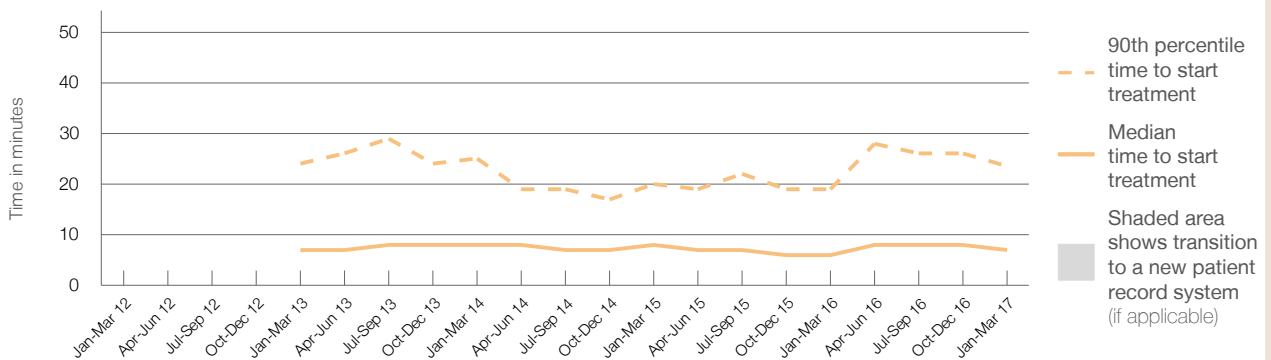
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
326	326
6 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		7	8	8	6	7
90th percentile time to start treatment ⁵ (minutes)		24	25	20	19	24

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Bateman's Bay District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,139

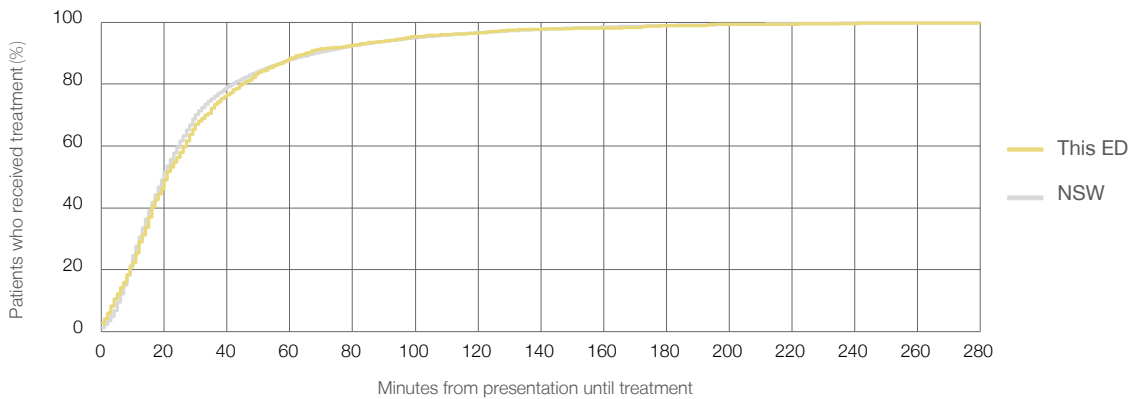
Number of triage 3 patients used to calculate waiting time:³ 1,080

Median time to start treatment⁴ 21 minutes

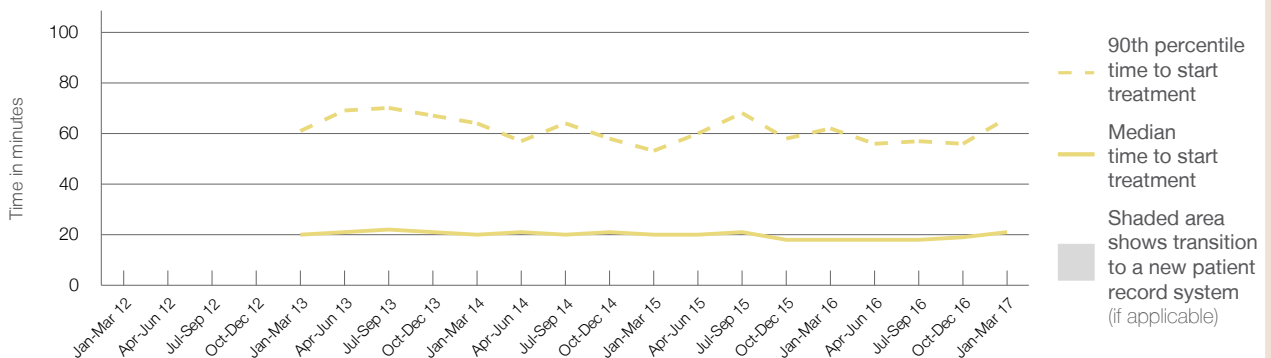
90th percentile time to start treatment⁵ 66 minutes

	Same period last year	NSW (this period)
	1,069	
	1,042	
	18 minutes	20 minutes
	62 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		20	20	20	18	21
90th percentile time to start treatment ⁵ (minutes)		61	64	53	62	66

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Bateman's Bay District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,039

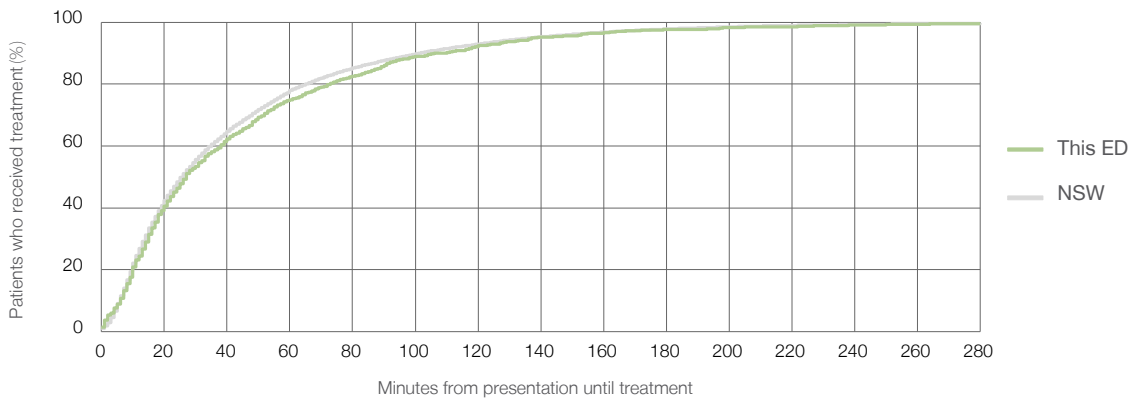
Number of triage 4 patients used to calculate waiting time:³ 933

Median time to start treatment⁴ 27 minutes

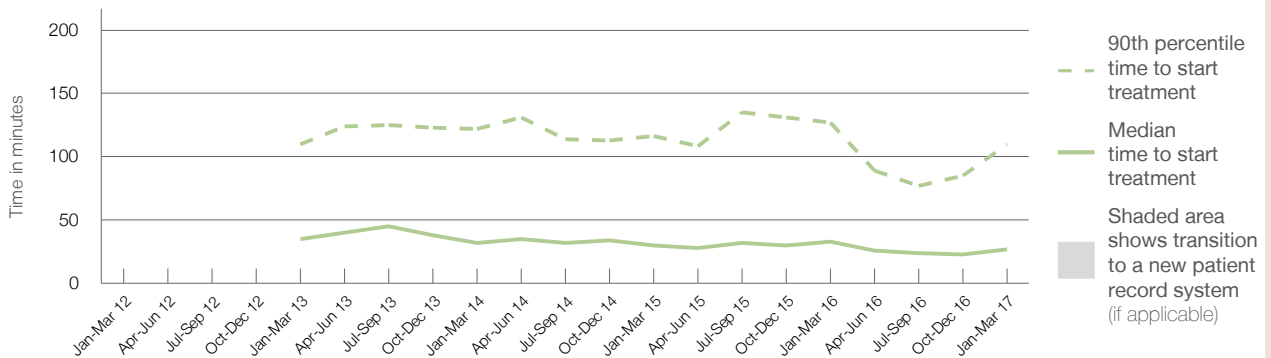
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
1,772	1,600
33 minutes	26 minutes
127 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		35	32	30	33	27
90th percentile time to start treatment ⁵ (minutes)		110	122	117	127	110

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Bateman's Bay District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 539

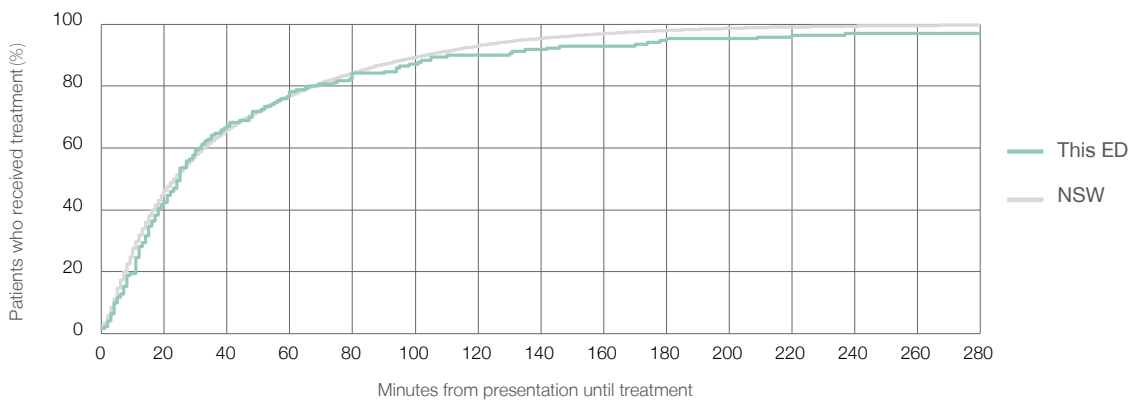
Number of triage 5 patients used to calculate waiting time:³ 170

Median time to start treatment⁴ 25 minutes

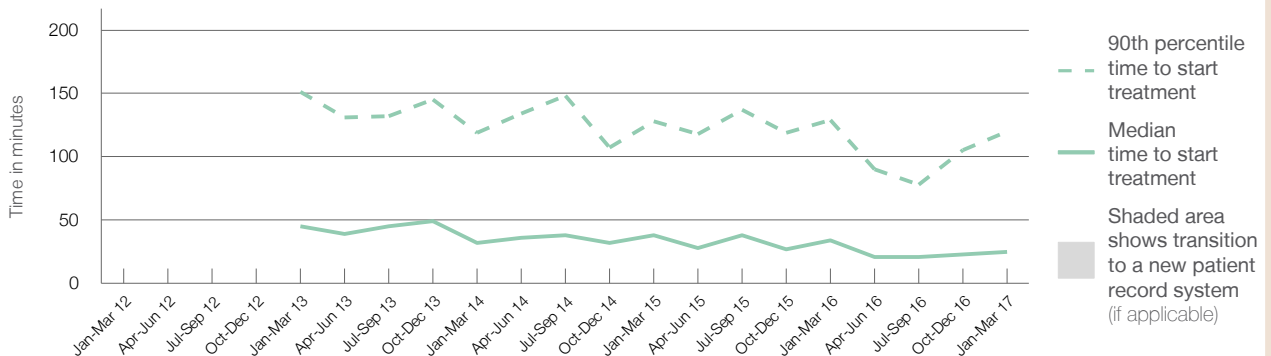
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
403	
317	
34 minutes	23 minutes
129 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		45	32	38	34	25
90th percentile time to start treatment ⁵ (minutes)		151	119	128	129	120

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

January to March 2017

All presentations:¹ 4,270 patients

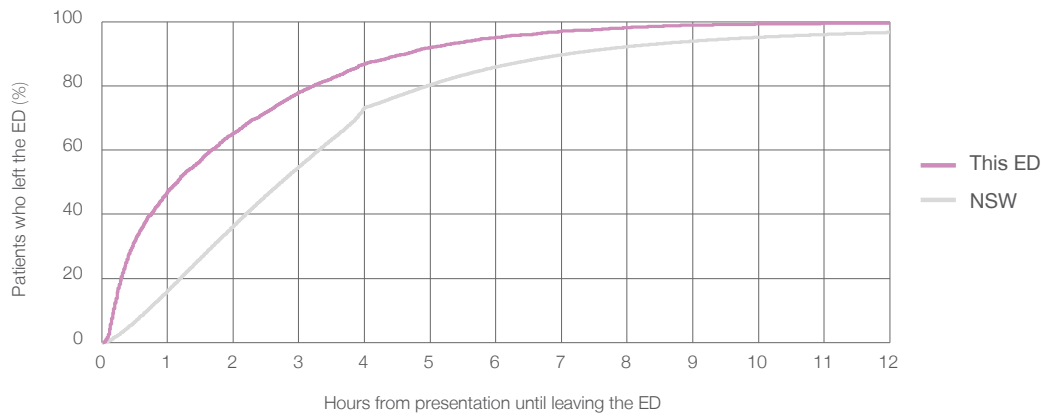
Presentations used to calculate time to leaving the ED:⁶ 4,270 patients

Median time spent in the ED⁸ 1 hours and 9 minutes

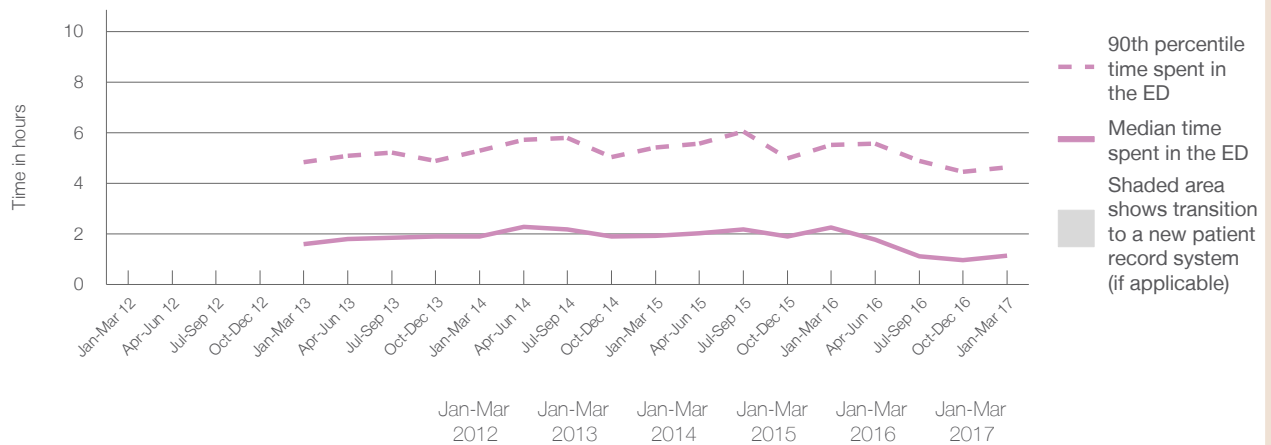
90th percentile time spent in the ED⁹ 4 hours and 38 minutes

Same period last year	NSW (this period)
3,713	
3,713	
2 hours and 15 minutes	2 hours and 44 minutes
5 hours and 32 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)		1h 37m	1h 54m	1h 56m	2h 15m	1h 9m
90th percentile time to leaving the ED ⁹ (hours, minutes)		4h 51m	5h 18m	5h 26m	5h 32m	4h 38m

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

By mode of separation

January to March 2017

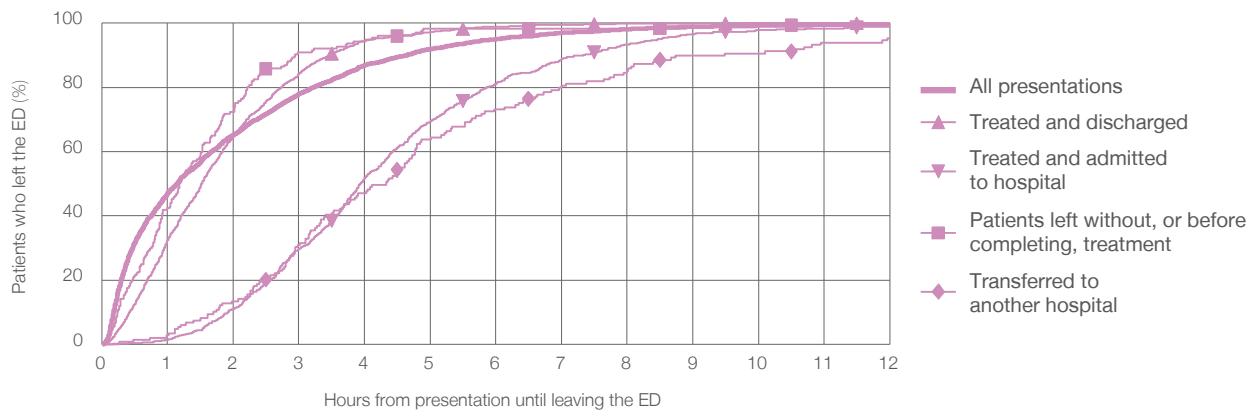
All presentations:¹ 4,270 patients

Presentations used to calculate time to leaving the ED:⁶ 4,270 patients

Treated and discharged	1,674 (39.2%)
Treated and admitted to hospital	788 (18.5%)
Patient left without, or before completing, treatment	177 (4.1%)
Transferred to another hospital	149 (3.5%)
Other	1,482 (34.7%)

Same period last year	Change since one year ago
3,713	15.0%
2,565	-34.7%
706	11.6%
298	-40.6%
137	8.8%
7	1071.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††§}



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	32.4%	64.8%	84.3%	94.6%	98.9%	99.8%	100%	100%
Treated and admitted to hospital	1.4%	11.0%	29.7%	51.8%	81.2%	93.4%	97.8%	98.9%
Patient left without, or before completing, treatment	42.4%	72.3%	91.0%	94.4%	98.3%	98.3%	99.4%	99.4%
Transferred to another hospital	2.7%	13.4%	30.9%	47.0%	73.2%	85.2%	90.6%	95.3%
All presentations	47.0%	65.2%	77.9%	86.8%	95.1%	98.1%	99.3%	99.6%

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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

January to March 2017

All presentations at the emergency department:¹ 4,270 patients

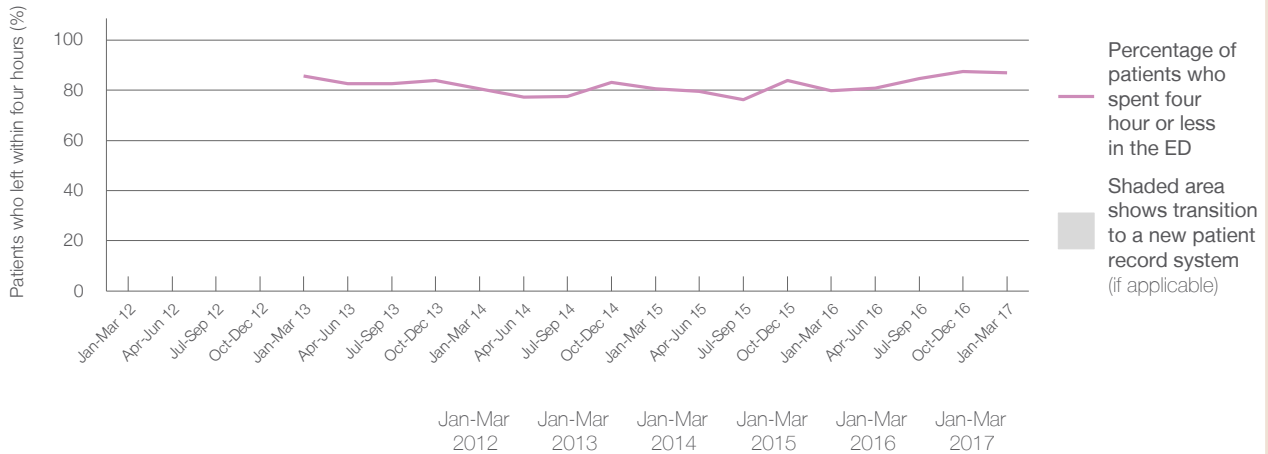
Presentations used to calculate time to leaving the ED:⁶ 4,270 patients

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	3,713	15.0%
Presentations used to calculate time to leaving the ED: ⁶	3,713	15.0%
Percentage of patients who spent four hours or less in the ED	79.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017 ^{†‡§}



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	85.6%	80.4%	80.7%	79.8%	79.8%	86.8%

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

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- 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).