bureau of health information

Healthcare Quarterly

Performance Profiles

Emergency Department

District group 1 hospitals
(C1) peer group

January to March 2017

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Armidale and New England Hospital: Emergency department (ED) overview

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	4,165 patients	4,265	-2.3%
Emergency presentations:[2]	4,016 patients	4,049	-0.8%

Armidale and New England Hospital: Time patients waited to start treatment[3]

January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	262 patients	255	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5]	30 minutes	35 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	1,070 patients	1,232	
Median time to start treatment[4]	27 minutes	26 minutes	20 minutes
90th percentile time to start treatment[5]	80 minutes	78 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	2,346 patients	2,201	
Median time to start treatment[4]	37 minutes	36 minutes	26 minutes
90th percentile time to start treatment[5]	145 minutes	141 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	328 patients	354	
Median time to start treatment[4]	24 minutes	19 minutes	23 minutes
90th percentile time to start treatment[5]	77 minutes	118 minutes	104 minutes

Armidale and New England Hospital: Time from presentation until leaving the ED

January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	4,165 patients	4,265	-2.3%
Percentage of patients who spent four hours or less in the ED	78.2%	82.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. 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.
6. 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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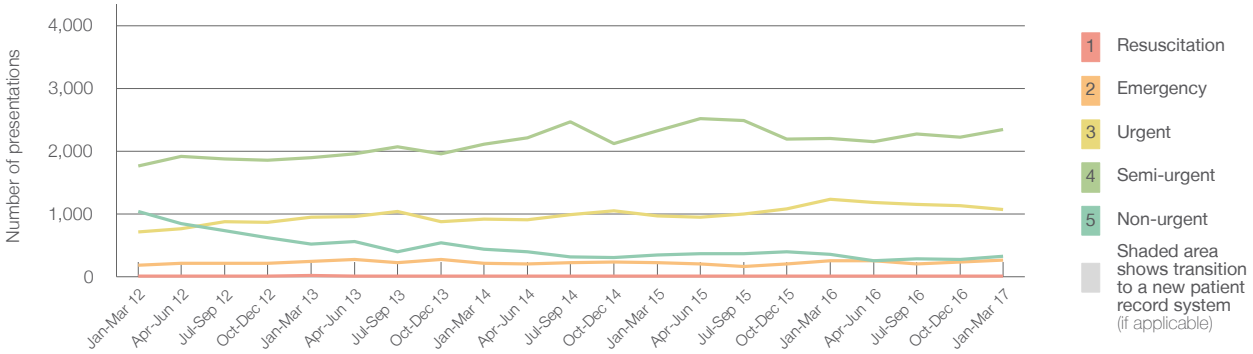
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Patients presenting to the emergency department

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	4,165 patients	4,265	-2.3%
Emergency presentations[2] by triage category:	4,016 patients	4,049	-0.8%
1 Resuscitation	10 (0.2%)	7	42.9%
2 Emergency	262 (6.5%)	255	2.7%
3 Urgent	1,070 (26.6%)	1,232	-13.1%
4 Semi-urgent	2,346 (58.4%)	2,201	6.6%
5 Non-urgent	328 (8.2%)	354	-7.3%

Emergency presentations[2] 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	< 5	17	5	7	7	10
Emergency	189	241	208	223	255	262
Urgent	712	946	914	972	1,232	1,070
Semi-urgent	1,762	1,899	2,106	2,321	2,201	2,346
Non-urgent	1,035	523	440	348	354	328
All emergency presentations	3,698	3,626	3,673	3,871	4,049	4,016

Armidale and New England Hospital: Patients arriving by ambulance

January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	570 patients **	392	
ED Transfer of care time			
Median time	4 minutes	6 minutes	-2 minutes
90th percentile time	32 minutes	31 minutes	1 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

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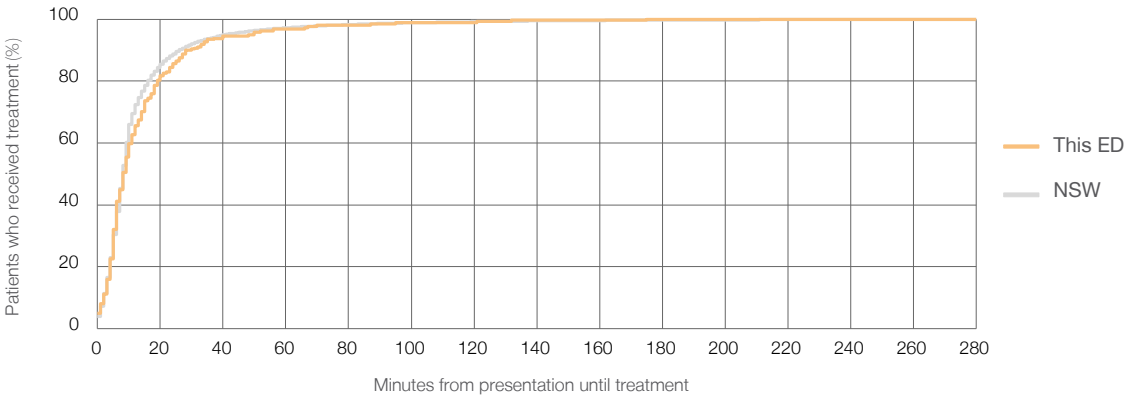
Armidale and New England Hospital: Time patients waited to start treatment, triage 2

January to March 2017

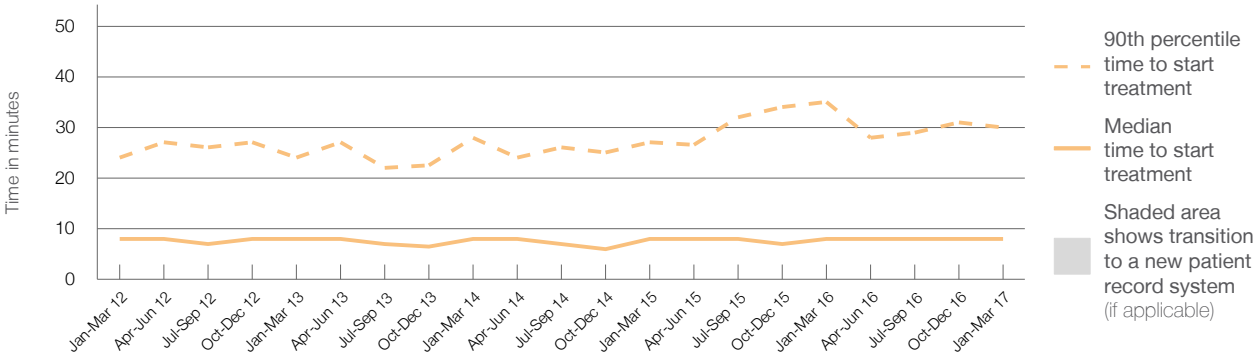
Triage 2 Emergency (e.g. chest pain, severe burns)

		Same period last year	NSW (this period)
Number of triage 2 patients:	262	255	
Number of triage 2 patients used to calculate waiting time:[3]	258	255	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5]	30 minutes	35 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)	8	8	8	8	8	8
90th percentile time to start treatment[5] (minutes)	24	24	28	27	35	30

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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.

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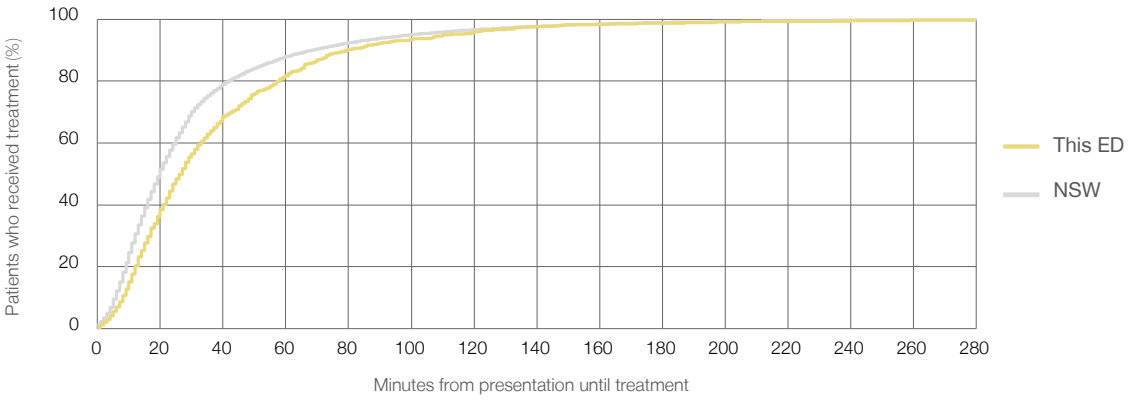
Armidale and New England Hospital: Time patients waited to start treatment, triage 3

January to March 2017

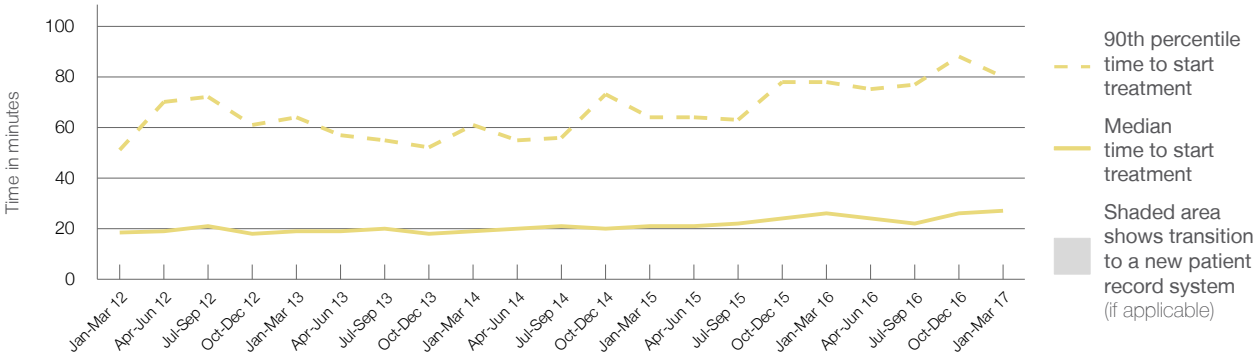
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	1,070	1,232	
Number of triage 3 patients used to calculate waiting time:[3]	1,034	1,195	
Median time to start treatment[4]	27 minutes	26 minutes	20 minutes
90th percentile time to start treatment[5]	80 minutes	78 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)	19	19	19	21	26	27
90th percentile time to start treatment[5] (minutes)	51	64	61	64	78	80

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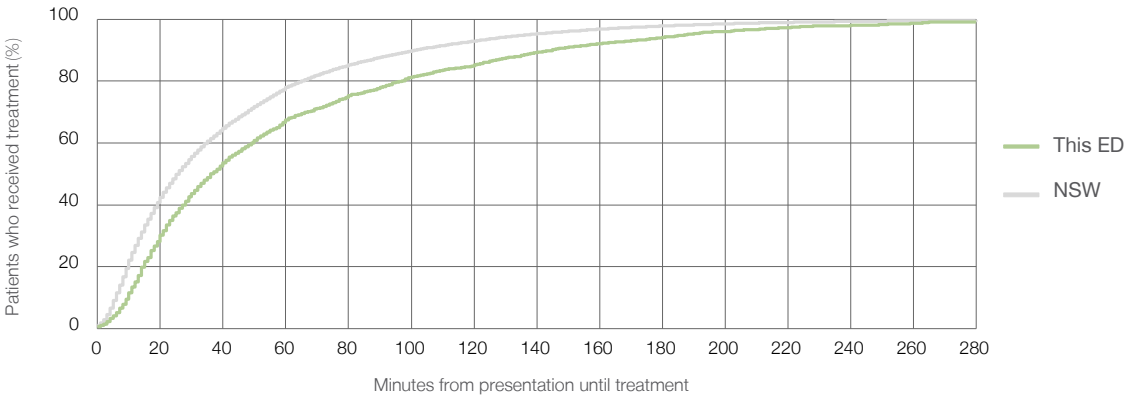
Armidale and New England Hospital: Time patients waited to start treatment, triage 4

January to March 2017

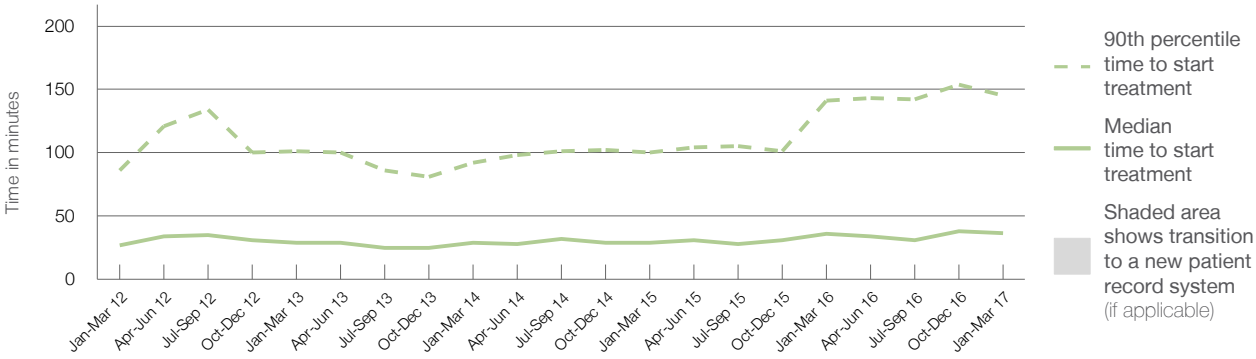
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	2,346	2,201	
Number of triage 4 patients used to calculate waiting time:[3]	2,094	2,004	
Median time to start treatment[4]	37 minutes	36 minutes	26 minutes
90th percentile time to start treatment[5]	145 minutes	141 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)	27	29	29	29	36	37
90th percentile time to start treatment[5] (minutes)	86	101	92	100	141	145

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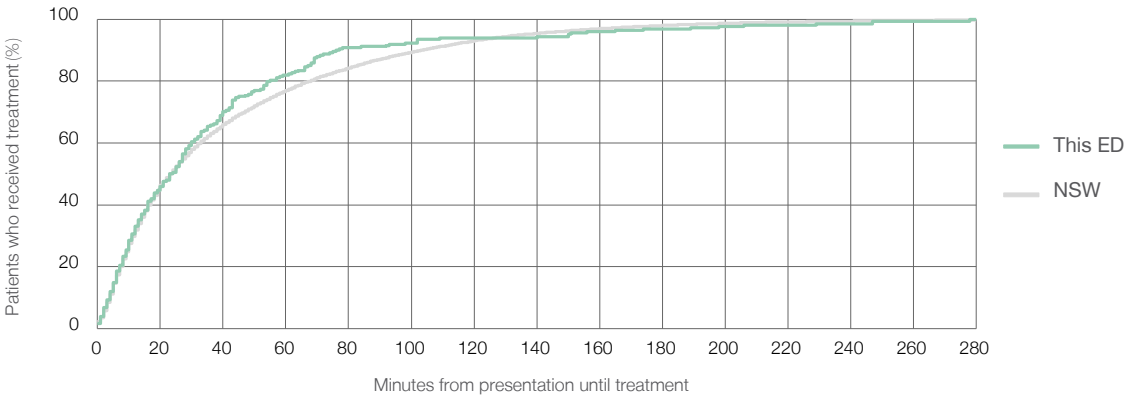
Armidale and New England Hospital: Time patients waited to start treatment, triage 5

January to March 2017

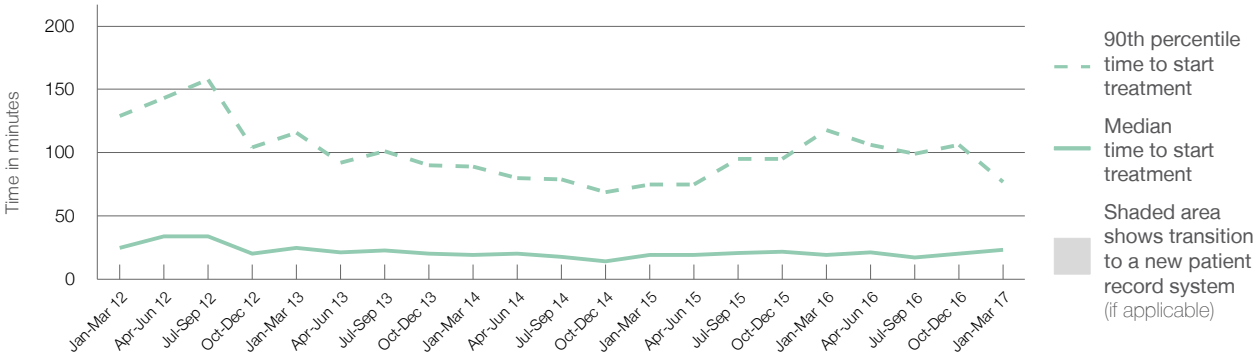
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	328	354	
Number of triage 5 patients used to calculate waiting time:[3]	248	295	
Median time to start treatment[4]	24 minutes	19 minutes	23 minutes
90th percentile time to start treatment[5]	77 minutes	118 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)	25	25	19	19	19	24
90th percentile time to start treatment[5] (minutes)	129	116	89	75	118	77

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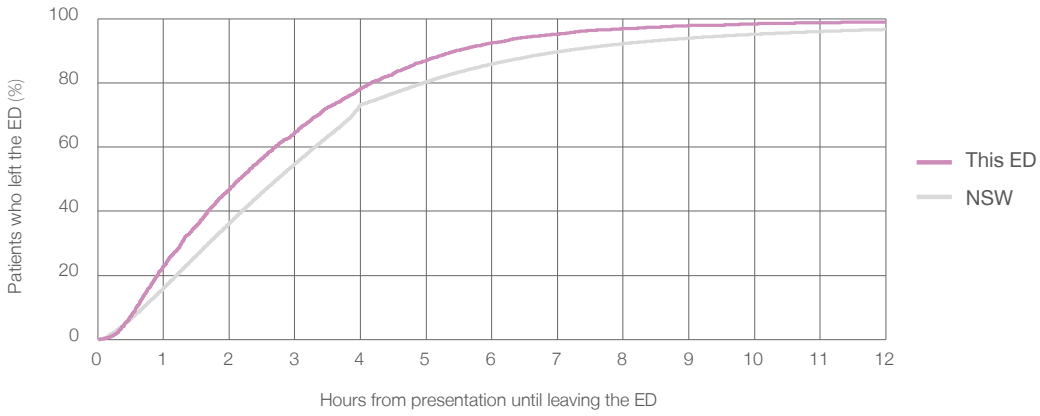
Armidale and New England Hospital: Time patients spent in the ED

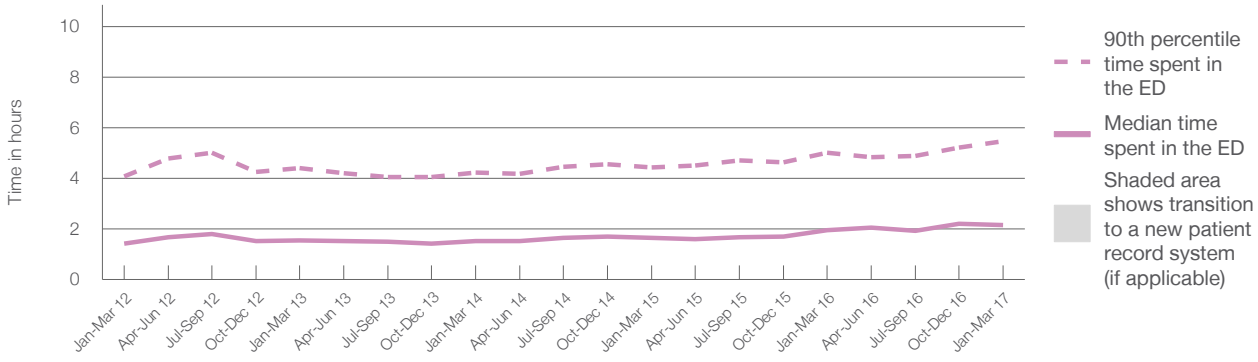
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1]	4,165 patients	4,265	
Presentations used to calculate time to leaving the ED:[6]	4,165 patients	4,265	
Median time spent in the ED[8]	2 hours and 10 minutes	1 hours and 58 minutes	2 hours and 44 minutes
90th percentile time spent in the ED[9]	5 hours and 28 minutes	5 hours and 1 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[†‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED[8] (hours, minutes)	1h 25m	1h 33m	1h 31m	1h 39m	1h 58m	2h 10m
90th percentile time to leaving the ED[9] (hours, minutes)	4h 5m	4h 25m	4h 14m	4h 26m	5h 1m	5h 28m

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

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

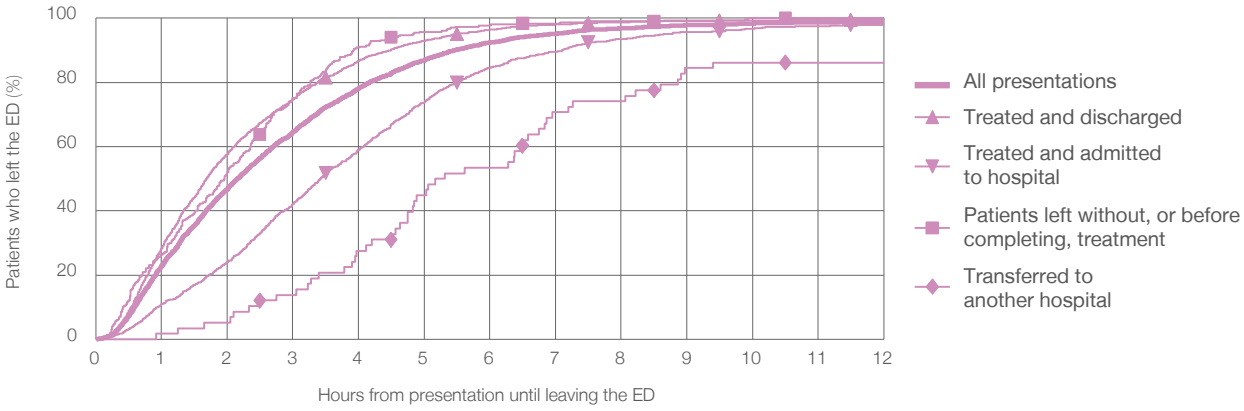
Armidale and New England Hospital: Time patients spent in the ED
By mode of separation
January to March 2017

All presentations:[1] 4,165 patients

Presentations used to calculate time to leaving the ED:[6] 4,165 patients

		Same period last year	Change since one year ago
Treated and discharged	2,586 (62.1%)	3,069	-15.7%
Treated and admitted to hospital	1,188 (28.5%)	855	38.9%
Patient left without, or before completing, treatment	307 (7.4%)	266	15.4%
Transferred to another hospital	58 (1.4%)	61	-4.9%
Other	26 (0.6%)	14	85.7%
		4,265	-2.3%

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
Treated and discharged	28.3%	57.6%	74.8%	86.7%	96.4%	98.8%	99.3%	99.7%
Treated and admitted to hospital	10.9%	24.2%	42.1%	58.9%	84.6%	93.5%	96.7%	97.8%
Patient left without, or before completing, treatment	26.4%	52.1%	75.2%	90.9%	97.7%	99.0%	100%	100%
Transferred to another hospital	1.7%	5.2%	13.8%	27.6%	53.4%	74.1%	86.2%	86.2%
All presentations	22.9%	46.9%	64.5%	78.2%	92.5%	96.8%	98.4%	98.9%

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

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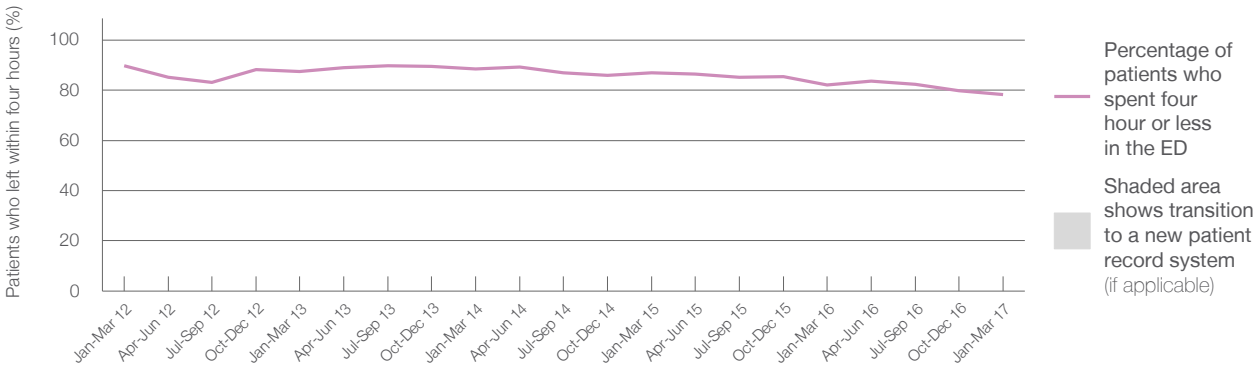
Armidale and New England Hospital: Time spent in the ED

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

January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	4,165 patients	4,265	-2.3%
Presentations used to calculate time to leaving the ED:[6]	4,165 patients	4,265	-2.3%
Percentage of patients who spent four hours or less in the ED	78.2%	82.1%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who left within four hours (%)	89.6%	87.4%	88.6%	86.8%	82.1%	78.2%

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

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1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

Bathurst Base Hospital: Emergency department (ED) overview

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	6,185 patients	6,130	0.9%
Emergency presentations:[2]	6,096 patients	6,059	0.6%

Bathurst Base Hospital: Time patients waited to start treatment[3]

January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	683 patients	645	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	9 minutes	13 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	1,997 patients	1,700	
Median time to start treatment[4]	15 minutes	13 minutes	20 minutes
90th percentile time to start treatment[5]	47 minutes	39 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	2,745 patients	2,719	
Median time to start treatment[4]	16 minutes	15 minutes	26 minutes
90th percentile time to start treatment[5]	70 minutes	72 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	642 patients	978	
Median time to start treatment[4]	13 minutes	12 minutes	23 minutes
90th percentile time to start treatment[5]	84 minutes	81 minutes	104 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	6,185 patients	6,130	0.9%
Percentage of patients who spent four hours or less in the ED	77.0%	76.2%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. 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.
6. 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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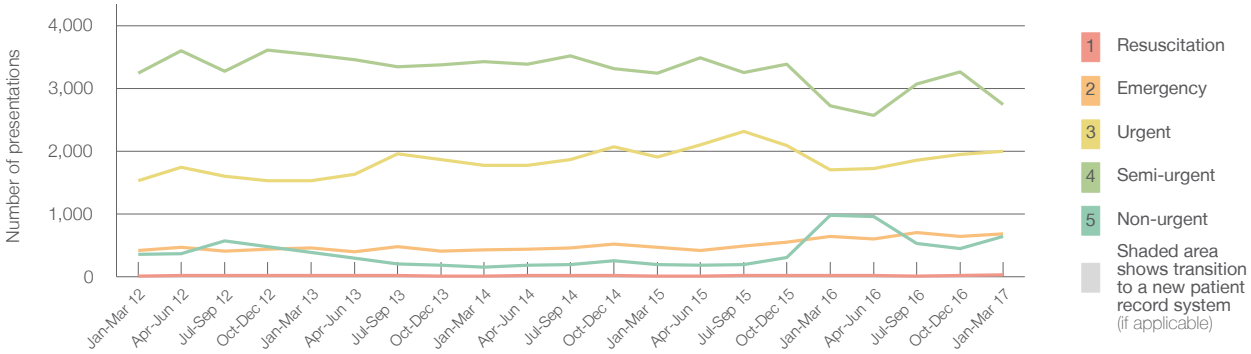
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Patients presenting to the emergency department

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	6,185 patients	6,130	0.9%
Emergency presentations[2] by triage category:	6,096 patients	6,059	0.6%
1 Resuscitation	29 (0.5%)	17	70.6%
2 Emergency	683 (11.2%)	645	5.9%
3 Urgent	1,997 (32.8%)	1,700	17.5%
4 Semi-urgent	2,745 (45.0%)	2,719	1.0%
5 Non-urgent	642 (10.5%)	978	-34.4%

Emergency presentations[2] 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	10	22	13	13	17	29
Emergency	419	455	428	470	645	683
Urgent	1,524	1,525	1,774	1,910	1,700	1,997
Semi-urgent	3,239	3,538	3,427	3,242	2,719	2,745
Non-urgent	353	388	151	197	978	642
All emergency presentations	5,545	5,928	5,793	5,832	6,059	6,096

Bathurst Base Hospital: Patients arriving by ambulance

January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	887 patients	901	
ED Transfer of care time			
Median time	13 minutes	15 minutes	-2 minutes
90th percentile time	32 minutes	46 minutes	-14 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.

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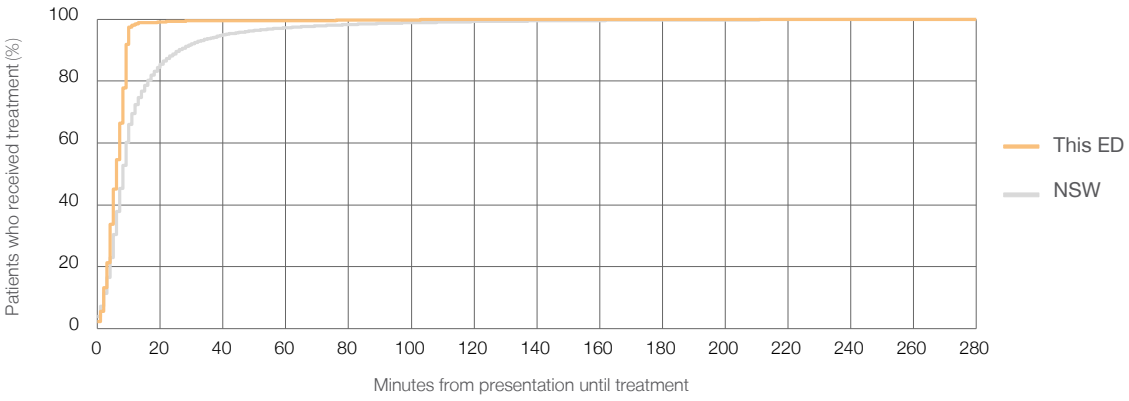
Bathurst Base Hospital: Time patients waited to start treatment, triage 2

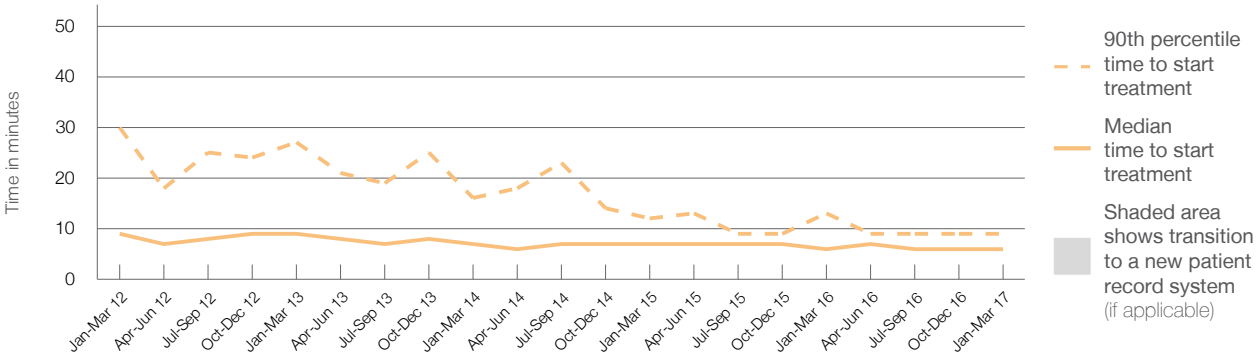
January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 683		645	
Number of triage 2 patients used to calculate waiting time:[3] 682		643	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	9 minutes	13 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)	9	9	7	7	6	6
90th percentile time to start treatment[5] (minutes)	30	27	16	12	13	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.

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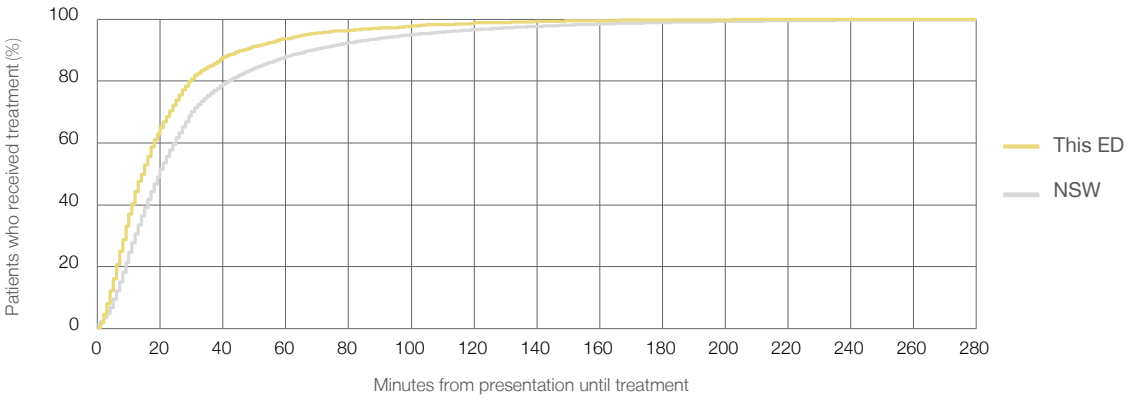
Bathurst Base Hospital: Time patients waited to start treatment, triage 3

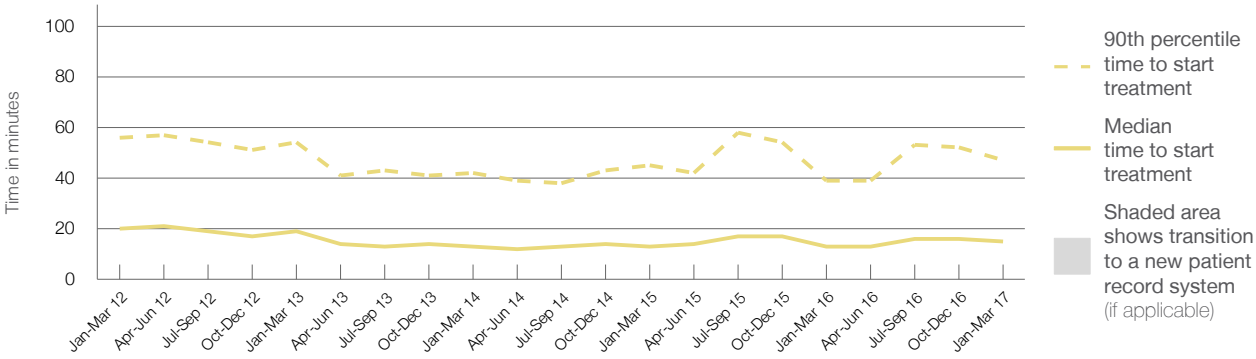
January to March 2017

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients:	1,997	1,700	
Number of triage 3 patients used to calculate waiting time:[3]	1,972	1,682	
Median time to start treatment[4]	15 minutes	13 minutes	20 minutes
90th percentile time to start treatment[5]	47 minutes	39 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	19	13	13	13	15
90th percentile time to start treatment[5] (minutes)	56	54	42	45	39	47

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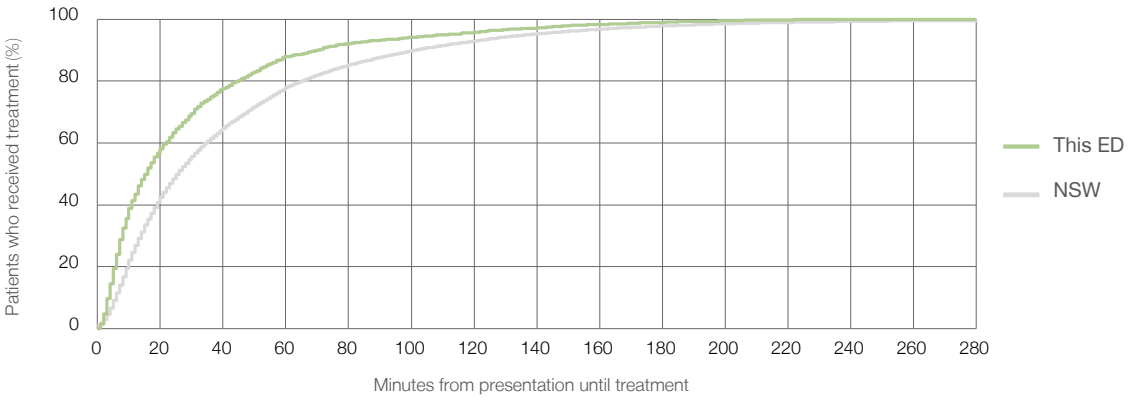
Bathurst Base Hospital: Time patients waited to start treatment, triage 4

January to March 2017

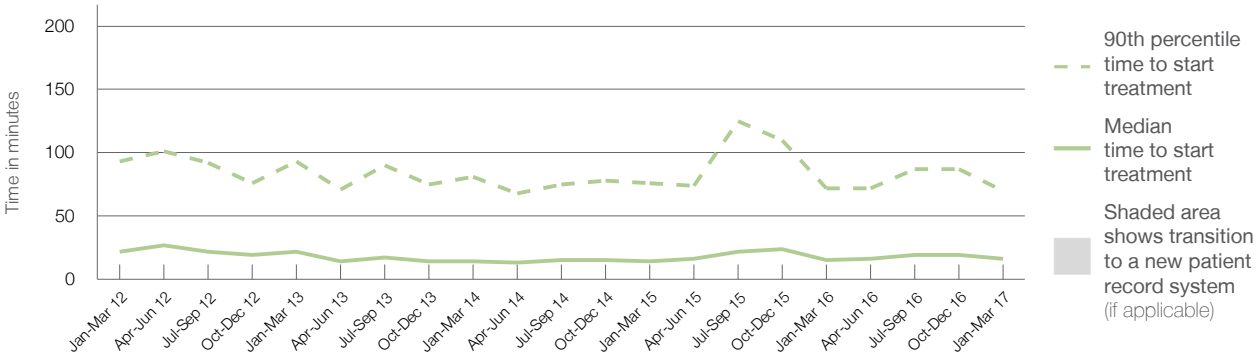
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	2,745	2,719	
Number of triage 4 patients used to calculate waiting time:[3]	2,630	2,608	
Median time to start treatment[4]	16 minutes	15 minutes	26 minutes
90th percentile time to start treatment[5]	70 minutes	72 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)	22	22	14	14	15	16
90th percentile time to start treatment[5] (minutes)	93	93	81	76	72	70

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

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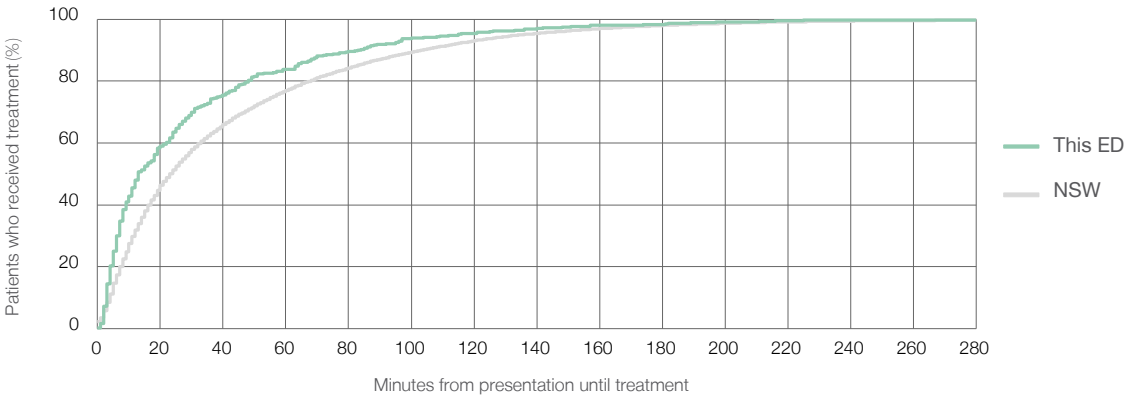
Bathurst Base Hospital: Time patients waited to start treatment, triage 5

January to March 2017

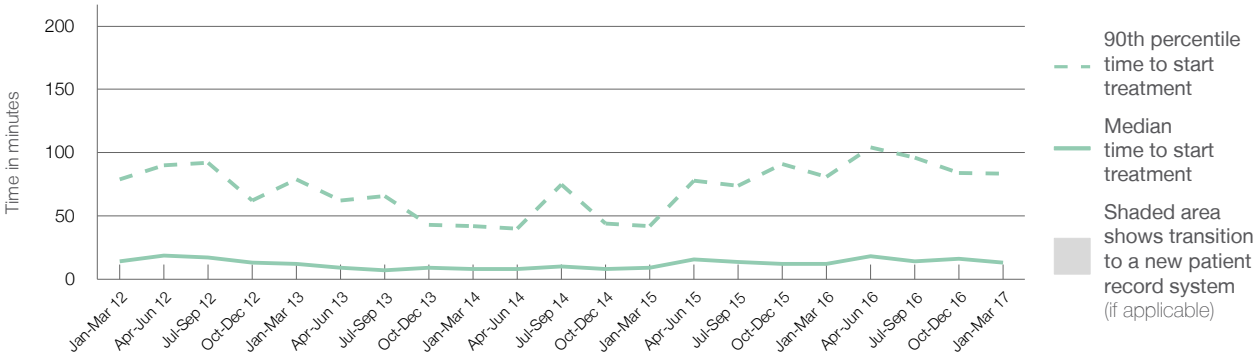
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	642	978	
Number of triage 5 patients used to calculate waiting time:[3]	570	903	
Median time to start treatment[4]	13 minutes	12 minutes	23 minutes
90th percentile time to start treatment[5]	84 minutes	81 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)	14	12	8	9	12	13
90th percentile time to start treatment[5] (minutes)	79	79	42	42	81	84

(†) 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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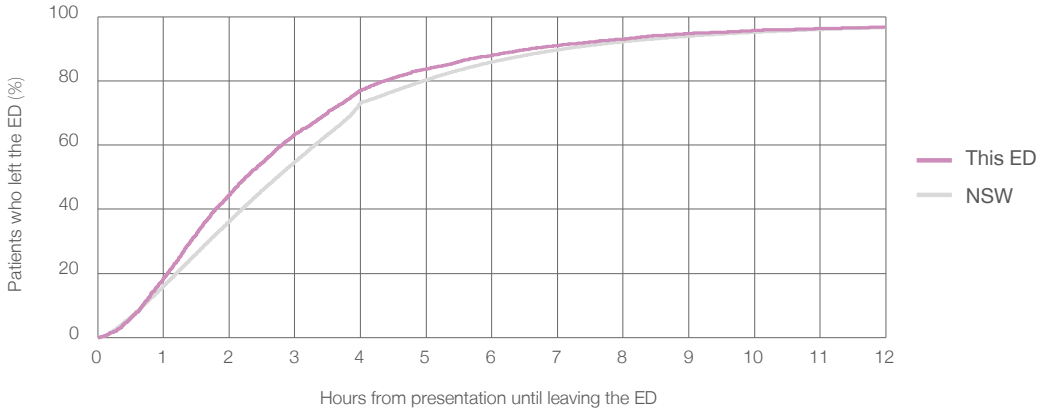
Bathurst Base Hospital: Time patients spent in the ED

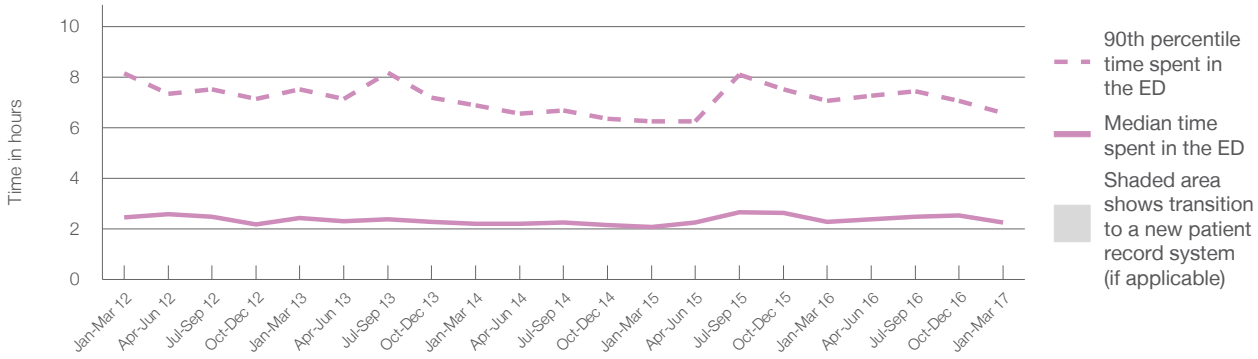
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1]	6,185 patients	6,130	
Presentations used to calculate time to leaving the ED:[6]	6,185 patients	6,130	
Median time spent in the ED[8]	2 hours and 16 minutes	2 hours and 17 minutes	2 hours and 44 minutes
90th percentile time spent in the ED[9]	6 hours and 35 minutes	7 hours and 5 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[†‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED[8] (hours, minutes)	2h 29m	2h 27m	2h 12m	2h 5m	2h 17m	2h 16m
90th percentile time to leaving the ED[9] (hours, minutes)	8h 9m	7h 31m	6h 54m	6h 16m	7h 5m	6h 35m

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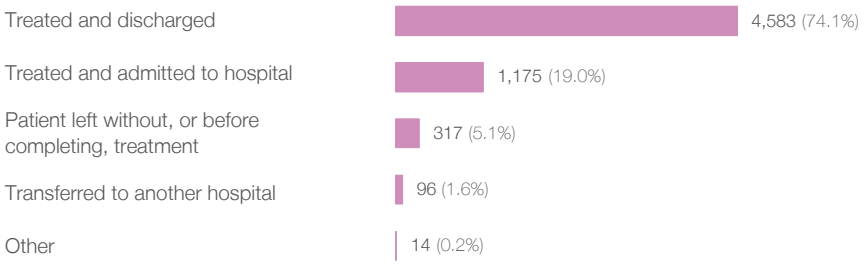
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients spent in the ED
By mode of separation
January to March 2017

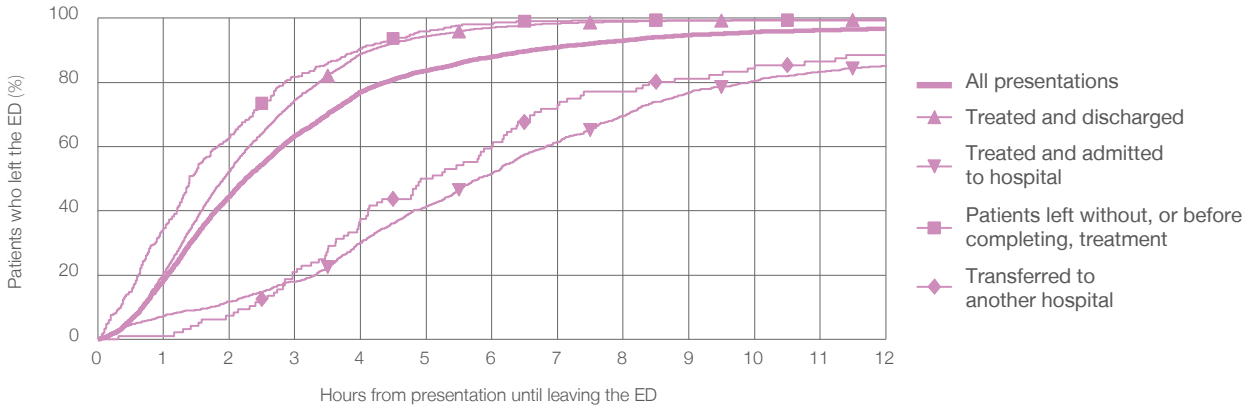
All presentations:[1] 6,185 patients

Presentations used to calculate time to leaving the ED:[6] 6,185 patients



	Same period last year	Change since one year ago
	6,130	0.9%
	4,672	-1.9%
	1,095	7.3%
	245	29.4%
	97	-1.0%
	21	-33.3%

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
Treated and discharged	20.5%	52.2%	74.6%	88.9%	97.1%	98.9%	99.5%	99.7%
Treated and admitted to hospital	7.1%	11.7%	18.0%	30.0%	51.7%	69.5%	80.5%	85.3%
Patient left without, or before completing, treatment	34.4%	62.8%	81.7%	90.5%	98.1%	99.4%	99.4%	99.4%
Transferred to another hospital	1.0%	7.3%	20.8%	37.5%	60.4%	77.1%	85.4%	88.5%
All presentations	18.5%	44.4%	63.4%	77.0%	87.9%	93.0%	95.7%	96.8%

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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.

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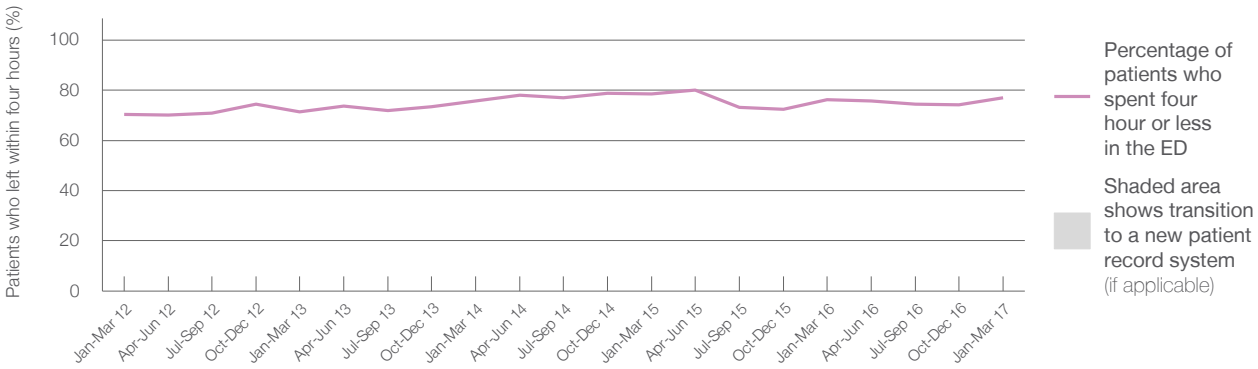
Bathurst Base Hospital: Time spent in the ED

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

January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	6,185 patients	6,130	0.9%
Presentations used to calculate time to leaving the ED:[6]	6,185 patients	6,130	0.9%
Percentage of patients who spent four hours or less in the ED	77.0%	76.2%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who left within four hours (%)	70.3%	71.4%	75.8%	78.6%	76.2%	77.0%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Belmont Hospital: Emergency department (ED) overview

January to March 2017

	Same period last year	Change since one year ago
All presentations:[1] 6,263 patients	6,091	2.8%
Emergency presentations:[2] 6,237 patients	6,007	3.8%

Belmont Hospital: Time patients waited to start treatment[3]

January to March 2017

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 519 patients	489	
Median time to start treatment[4]	8 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	15 minutes	12 minutes	26 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,193 patients	1,334	
Median time to start treatment[4]	16 minutes	15 minutes	20 minutes
90th percentile time to start treatment[5]	38 minutes	33 minutes	69 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 3,288 patients	2,915	
Median time to start treatment[4]	23 minutes	19 minutes	26 minutes
90th percentile time to start treatment[5]	83 minutes	66 minutes	101 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,222 patients	1,264	
Median time to start treatment[4]	23 minutes	19 minutes	23 minutes
90th percentile time to start treatment[5]	107 minutes	80 minutes	104 minutes

Belmont Hospital: Time from presentation until leaving the ED

January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 6,263 patients		6,091	2.8%
Percentage of patients who spent four hours or less in the ED	77.7%	76.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. 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.
6. 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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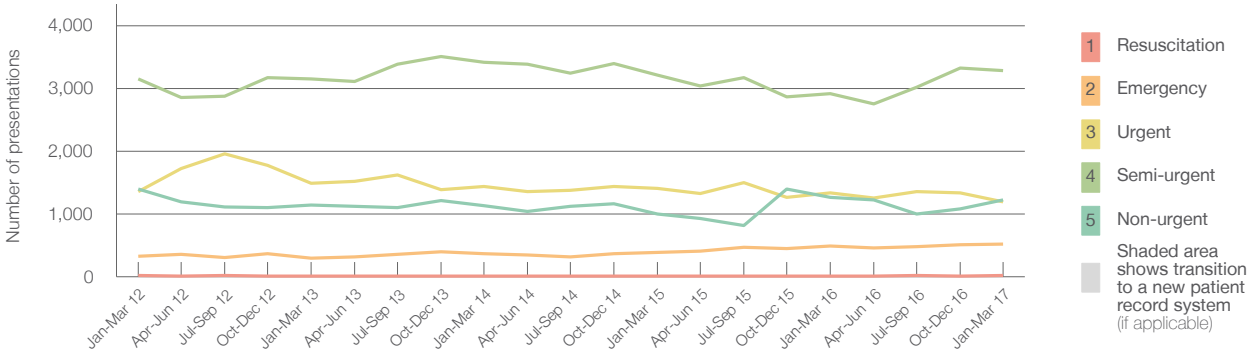
Belmont Hospital: Patients presenting to the emergency department

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	6,263 patients	6,091	2.8%
Emergency presentations[2] by triage category:	6,237 patients	6,007	3.8%
1 Resuscitation	15 (0.2%)	5	200.0%
2 Emergency	519 (8.3%)	489	6.1%
3 Urgent	1,193 (19.1%)	1,334	-10.6%
4 Semi-urgent	3,288 (52.7%)	2,915	12.8%
5 Non-urgent	1,222 (19.6%)	1,264	-3.3%

Emergency presentations[2] 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	21	13	6	9	5	15
Emergency	324	294	370	384	489	519
Urgent	1,352	1,484	1,432	1,402	1,334	1,193
Semi-urgent	3,149	3,152	3,421	3,213	2,915	3,288
Non-urgent	1,401	1,142	1,126	998	1,264	1,222
All emergency presentations	6,247	6,085	6,355	6,006	6,007	6,237

Belmont Hospital: Patients arriving by ambulance

January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,276 patients	1,259	
ED Transfer of care time			
Median time	10 minutes	10 minutes	0 minutes
90th percentile time	19 minutes	19 minutes	0 minutes

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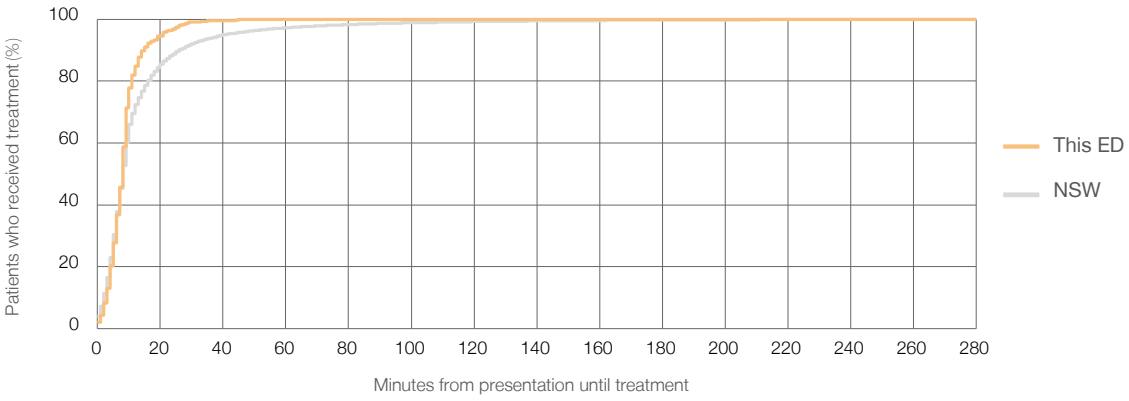
Belmont Hospital: Time patients waited to start treatment, triage 2

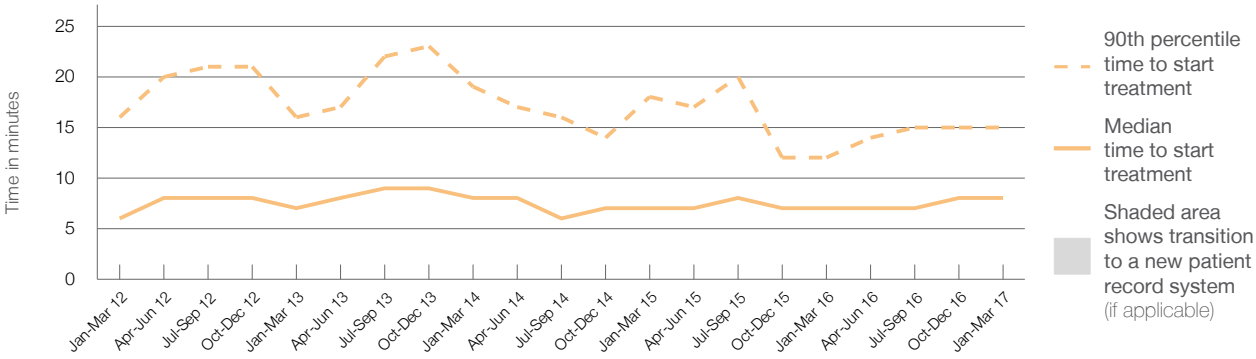
January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 519		489	
Number of triage 2 patients used to calculate waiting time:[3] 509		486	
Median time to start treatment[4]	8 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	15 minutes	12 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)	6	7	8	7	7	8
90th percentile time to start treatment[5] (minutes)	16	16	19	18	12	15

(†) 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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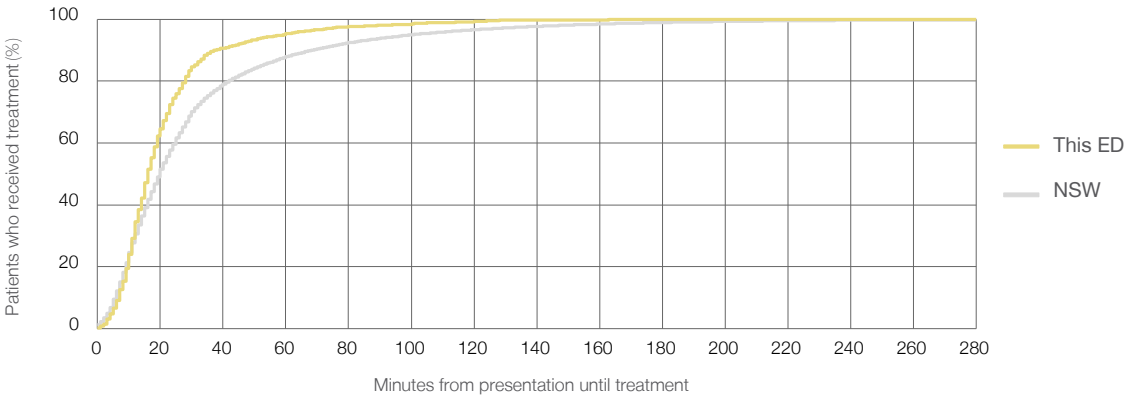
Belmont Hospital: Time patients waited to start treatment, triage 3

January to March 2017

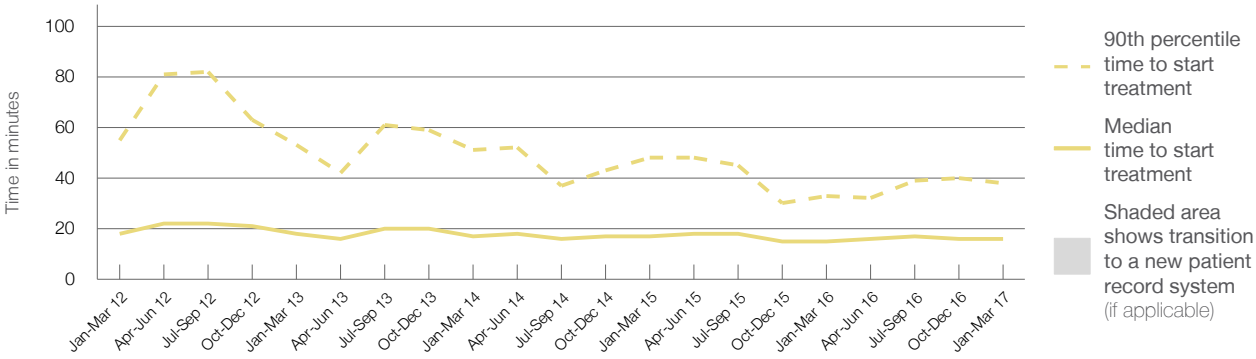
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	1,193	1,334	
Number of triage 3 patients used to calculate waiting time:[3]	1,148	1,309	
Median time to start treatment[4]	16 minutes	15 minutes	20 minutes
90th percentile time to start treatment[5]	38 minutes	33 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)	18	18	17	17	15	16
90th percentile time to start treatment[5] (minutes)	55	53	51	48	33	38

(†) 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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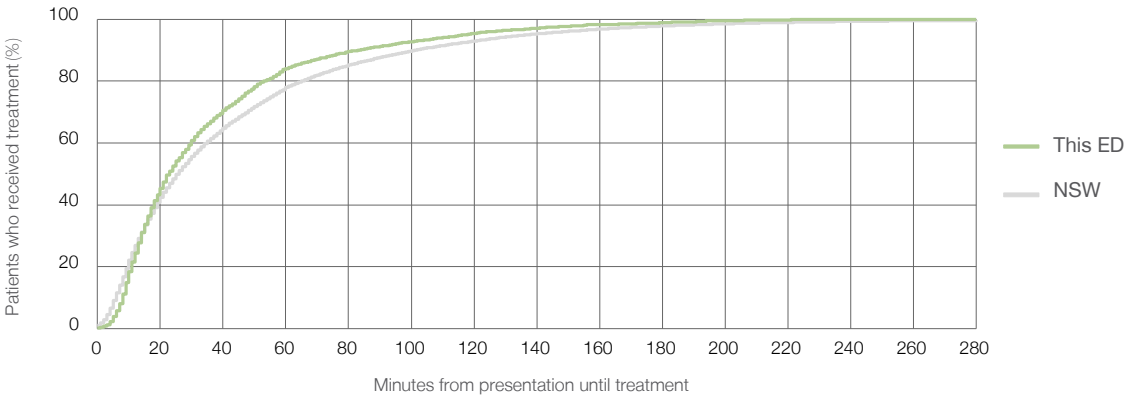
Belmont Hospital: Time patients waited to start treatment, triage 4

January to March 2017

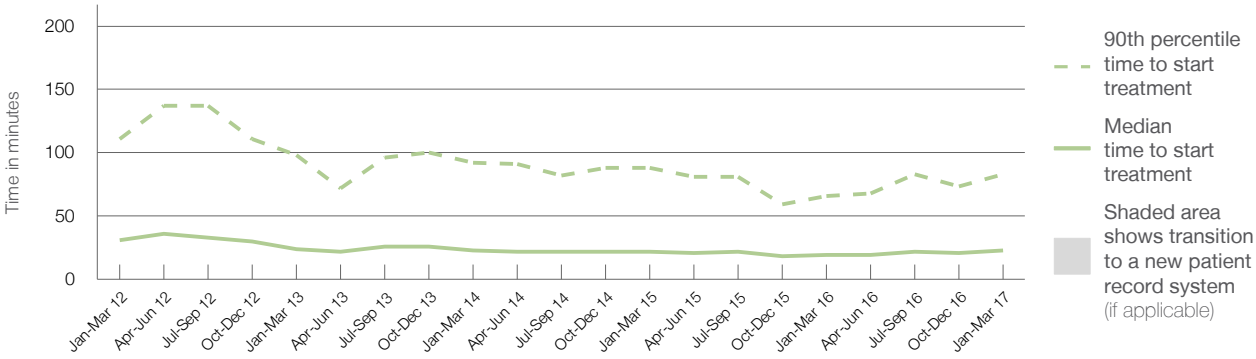
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	3,288	2,915	
Number of triage 4 patients used to calculate waiting time:[3]	2,816	2,516	
Median time to start treatment[4]	23 minutes	19 minutes	26 minutes
90th percentile time to start treatment[5]	83 minutes	66 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)	31	24	23	22	19	23
90th percentile time to start treatment[5] (minutes)	111	98	92	88	66	83

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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.

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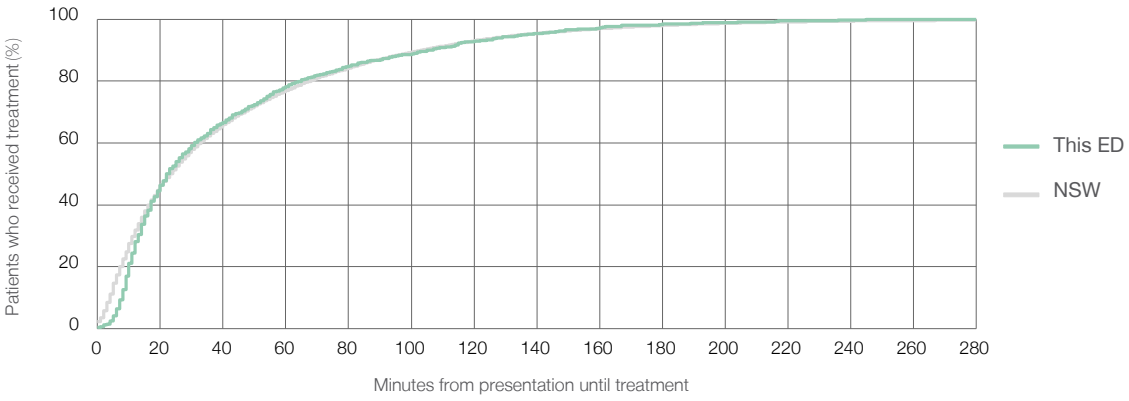
Belmont Hospital: Time patients waited to start treatment, triage 5

January to March 2017

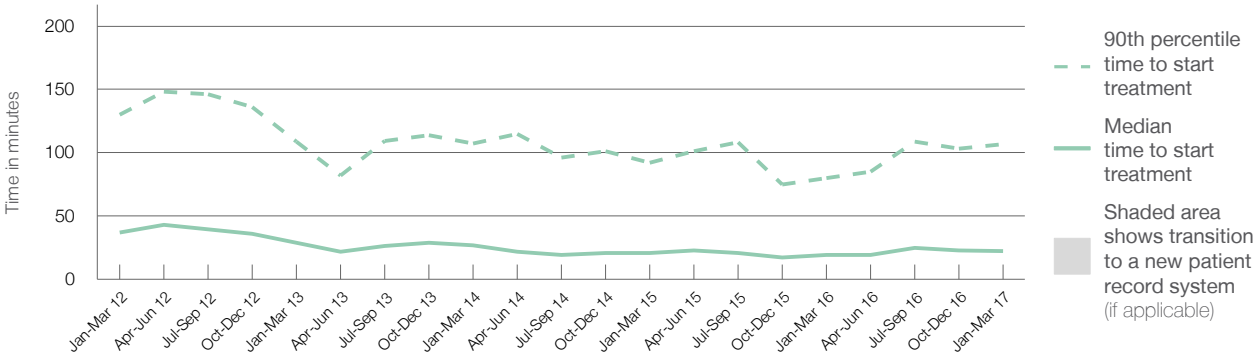
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	1,222	1,264	
Number of triage 5 patients used to calculate waiting time:[3]	920	976	
Median time to start treatment[4]	23 minutes	19 minutes	23 minutes
90th percentile time to start treatment[5]	107 minutes	80 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)	37	29	27	21	19	23
90th percentile time to start treatment[5] (minutes)	130	109	107	92	80	107

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

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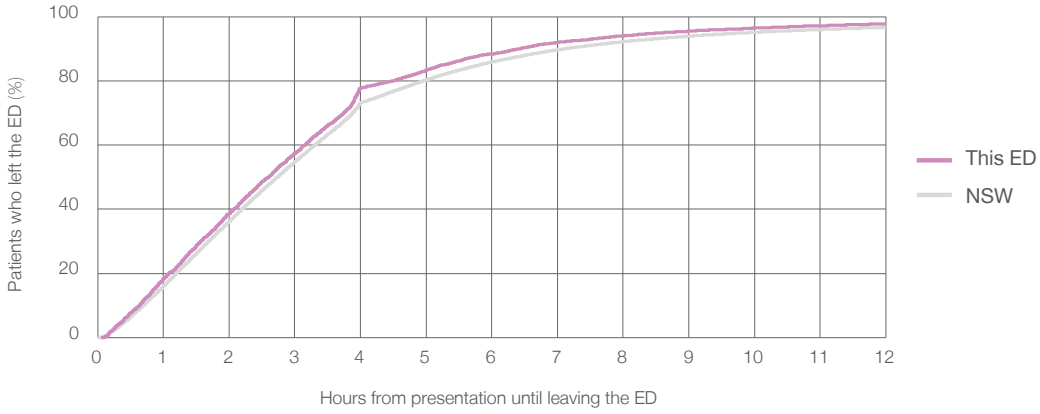
Belmont Hospital: Time patients spent in the ED

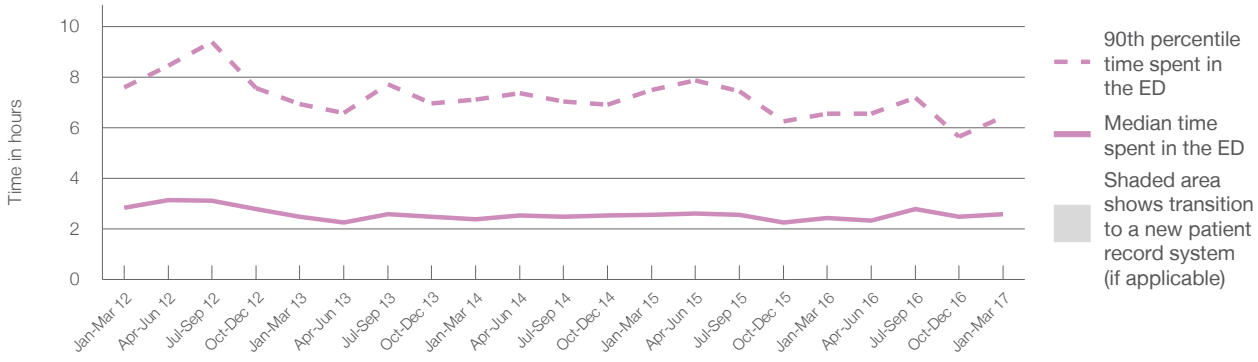
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1]	6,263 patients	6,091	
Presentations used to calculate time to leaving the ED:[6]	6,263 patients	6,091	
Median time spent in the ED[8]	2 hours and 36 minutes	2 hours and 26 minutes	2 hours and 44 minutes
90th percentile time spent in the ED[9]	6 hours and 26 minutes	6 hours and 33 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[†‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED[8] (hours, minutes)	2h 51m	2h 29m	2h 23m	2h 34m	2h 26m	2h 36m
90th percentile time to leaving the ED[9] (hours, minutes)	7h 36m	6h 56m	7h 7m	7h 29m	6h 33m	6h 26m

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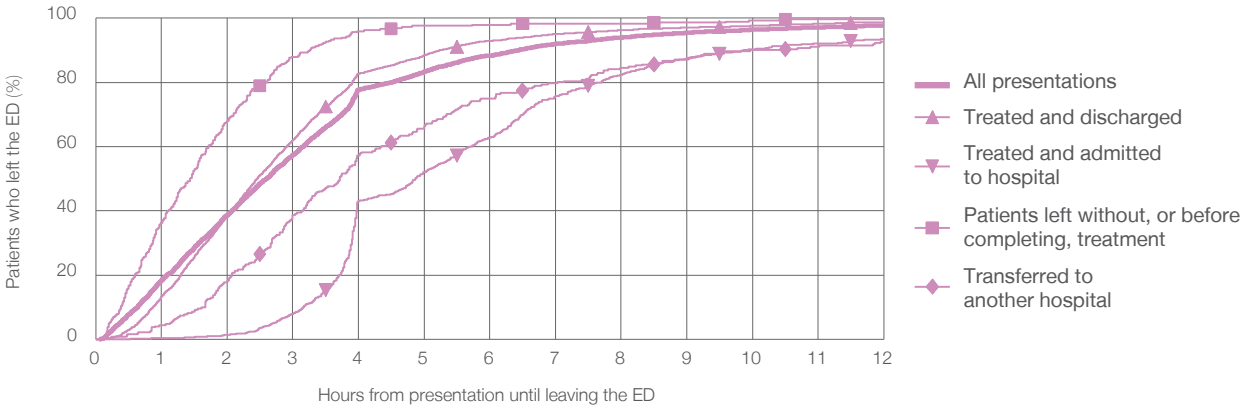
Belmont Hospital: Time patients spent in the ED
By mode of separation
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	6,263 patients	6,091	2.8%
Presentations used to calculate time to leaving the ED:[6]	6,263 patients		
Treated and discharged	4,156 (66.4%)	4,129	0.7%
Treated and admitted to hospital	944 (15.1%)	919	2.7%
Patient left without, or before completing, treatment	300 (4.8%)	200	50.0%
Transferred to another hospital	271 (4.3%)	233	16.3%
Other	592 (9.5%)	610	-3.0%

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
Treated and discharged	13.3%	38.5%	62.1%	82.7%	92.9%	96.3%	97.7%	98.7%
Treated and admitted to hospital	0.3%	1.4%	7.9%	43.0%	62.8%	82.3%	90.4%	93.6%
Patient left without, or before completing, treatment	36.3%	68.0%	88.0%	96.0%	98.0%	98.3%	99.3%	99.7%
Transferred to another hospital	4.4%	18.1%	38.7%	57.2%	74.9%	84.5%	90.0%	92.6%
All presentations	18.3%	38.7%	57.4%	77.7%	88.4%	94.0%	96.5%	97.8%

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

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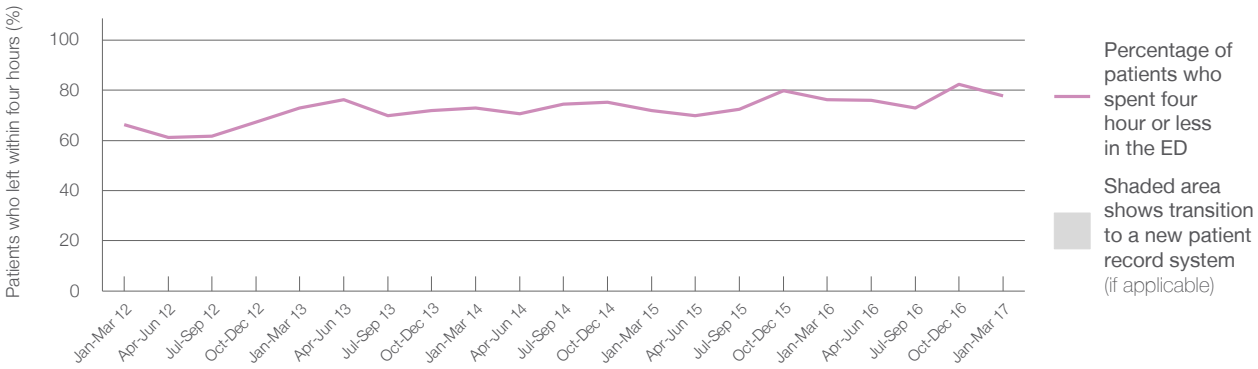
Belmont Hospital: Time spent in the ED

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

January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	6,263 patients	6,091	2.8%
Presentations used to calculate time to leaving the ED:[6]	6,263 patients	6,091	2.8%
Percentage of patients who spent four hours or less in the ED	77.7%	76.3%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who left within four hours (%)	66.3%	73.0%	72.8%	71.8%	76.3%	77.7%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

Bowral and District Hospital: Emergency department (ED) overview

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	4,801 patients	4,624	3.8%
Emergency presentations:[2]	4,670 patients	4,465	4.6%

Bowral and District Hospital: Time patients waited to start treatment[3]

January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	325 patients	322	
Median time to start treatment[4]	9 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5]	25 minutes	17 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	1,351 patients	1,402	
Median time to start treatment[4]	19 minutes	16 minutes	20 minutes
90th percentile time to start treatment[5]	60 minutes	46 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	2,057 patients	2,161	
Median time to start treatment[4]	20 minutes	18 minutes	26 minutes
90th percentile time to start treatment[5]	86 minutes	81 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	916 patients	570	
Median time to start treatment[4]	16 minutes	16 minutes	23 minutes
90th percentile time to start treatment[5]	99 minutes	88 minutes	104 minutes

Bowral and District Hospital: Time from presentation until leaving the ED

January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	4,801 patients	4,624	3.8%
Percentage of patients who spent four hours or less in the ED	85.3%	87.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. 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.
6. 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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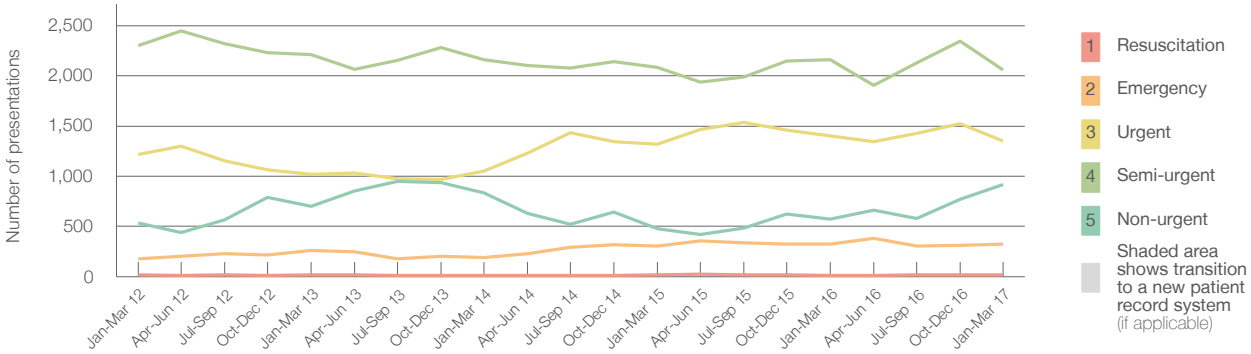
Bowral and District Hospital: Patients presenting to the emergency department

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	4,801 patients	4,624	3.8%
Emergency presentations[2] by triage category:	4,670 patients	4,465	4.6%
1 Resuscitation	21 (0.4%)	10	110.0%
2 Emergency	325 (7.0%)	322	0.9%
3 Urgent	1,351 (28.9%)	1,402	-3.6%
4 Semi-urgent	2,057 (44.0%)	2,161	-4.8%
5 Non-urgent	916 (19.6%)	570	60.7%

Emergency presentations[2] 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	20	16	14	19	10	21
Emergency	180	259	191	306	322	325
Urgent	1,216	1,022	1,050	1,320	1,402	1,351
Semi-urgent	2,299	2,209	2,158	2,087	2,161	2,057
Non-urgent	534	698	837	475	570	916
All emergency presentations	4,249	4,204	4,250	4,207	4,465	4,670

Bowral and District Hospital: Patients arriving by ambulance

January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	835 patients	700	
ED Transfer of care time			
Median time	11 minutes	11 minutes	0 minutes
90th percentile time	22 minutes	21 minutes	1 minute

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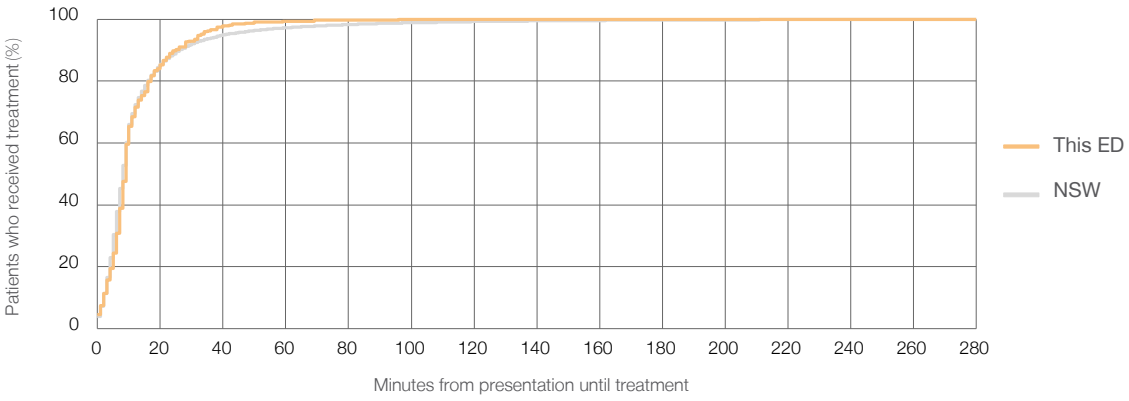
Bowral and District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

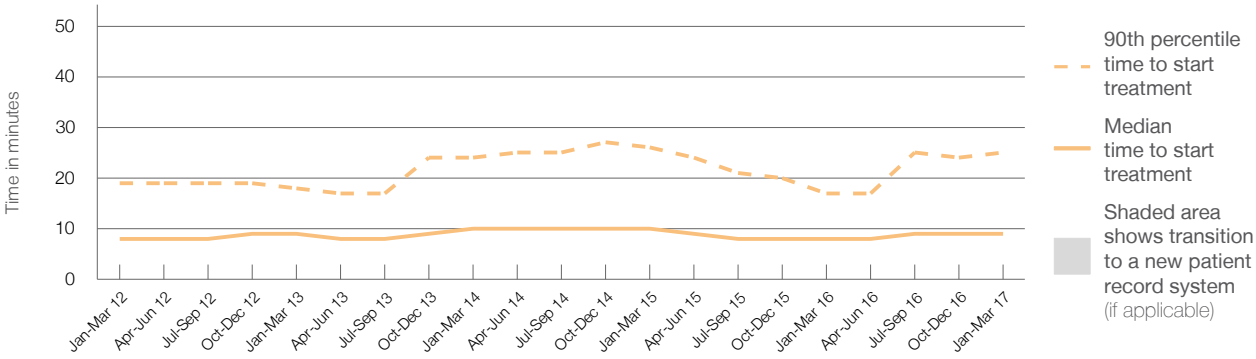
Triage 2 Emergency (e.g. chest pain, severe burns)

		Same period last year	NSW (this period)
Number of triage 2 patients:	325	322	
Number of triage 2 patients used to calculate waiting time:[3]	324	322	
Median time to start treatment[4]	9 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5]	25 minutes	17 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)	8	9	10	10	8	9
90th percentile time to start treatment[5] (minutes)	19	18	24	26	17	25

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

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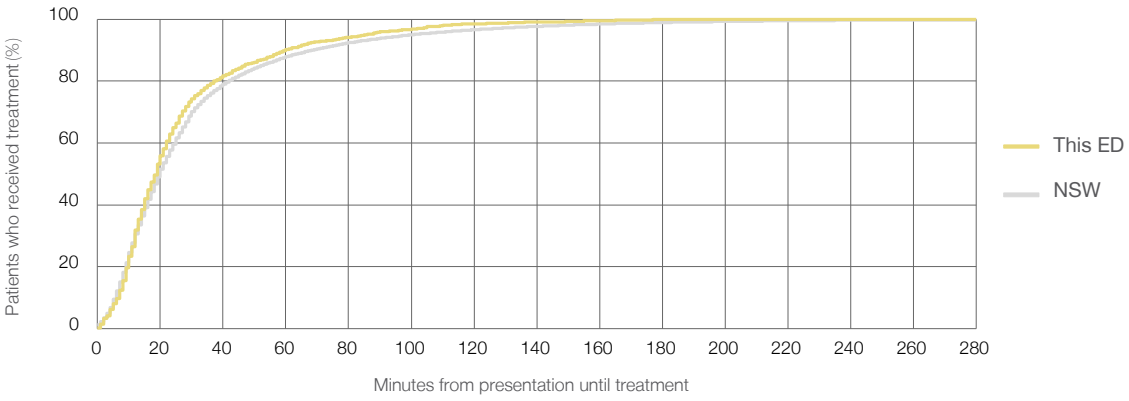
Bowral and District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

		Same period last year	NSW (this period)
Number of triage 3 patients:	1,351	1,402	
Number of triage 3 patients used to calculate waiting time:[3]	1,343	1,385	
Median time to start treatment[4]	19 minutes	16 minutes	20 minutes
90th percentile time to start treatment[5]	60 minutes	46 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)	22	21	21	23	16	19
90th percentile time to start treatment[5] (minutes)	56	67	55	75	46	60

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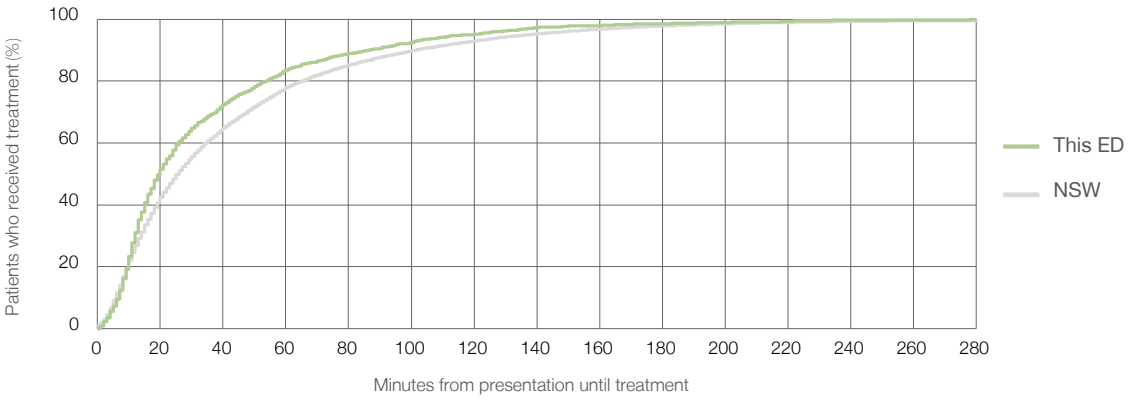
Bowral and District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

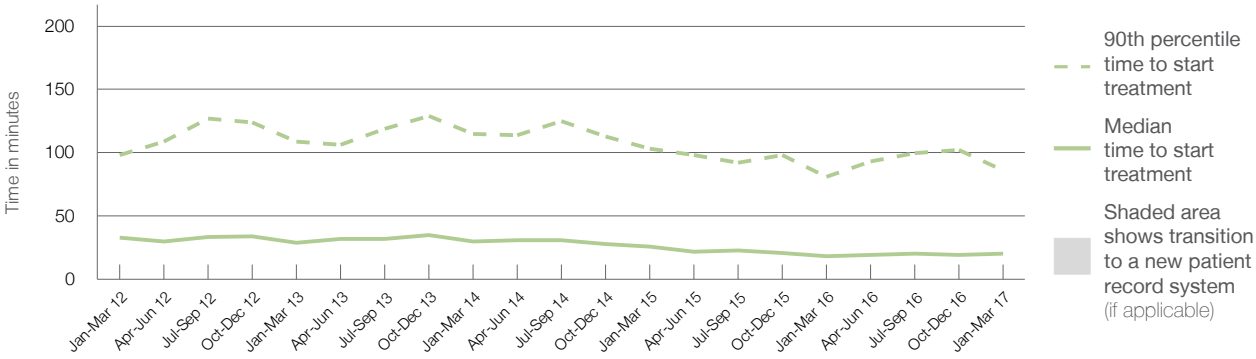
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	2,057	2,161	
Number of triage 4 patients used to calculate waiting time:[3]	2,001	2,088	
Median time to start treatment[4]	20 minutes	18 minutes	26 minutes
90th percentile time to start treatment[5]	86 minutes	81 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)	33	29	30	26	18	20
90th percentile time to start treatment[5] (minutes)	98	109	115	103	81	86

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

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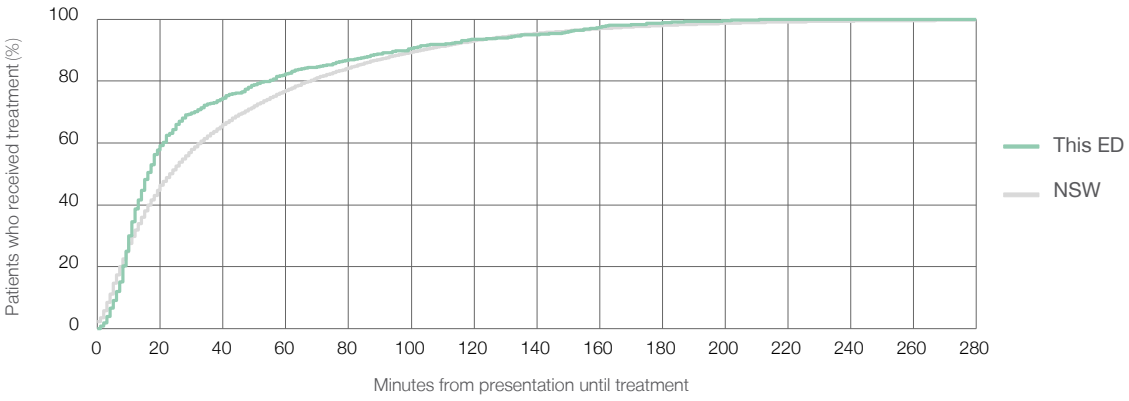
Bowral and District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

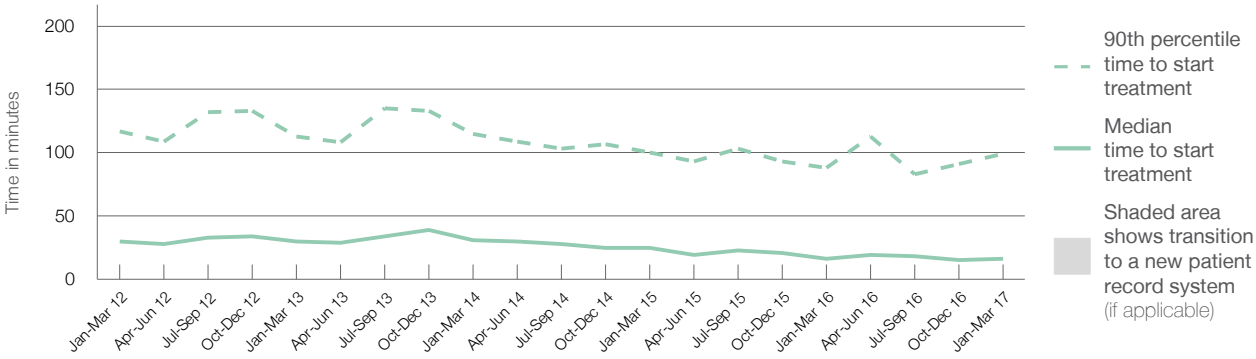
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	916	570	
Number of triage 5 patients used to calculate waiting time:[3]	856	523	
Median time to start treatment[4]	16 minutes	16 minutes	23 minutes
90th percentile time to start treatment[5]	99 minutes	88 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)	30	30	31	25	16	16
90th percentile time to start treatment[5] (minutes)	117	113	115	100	88	99

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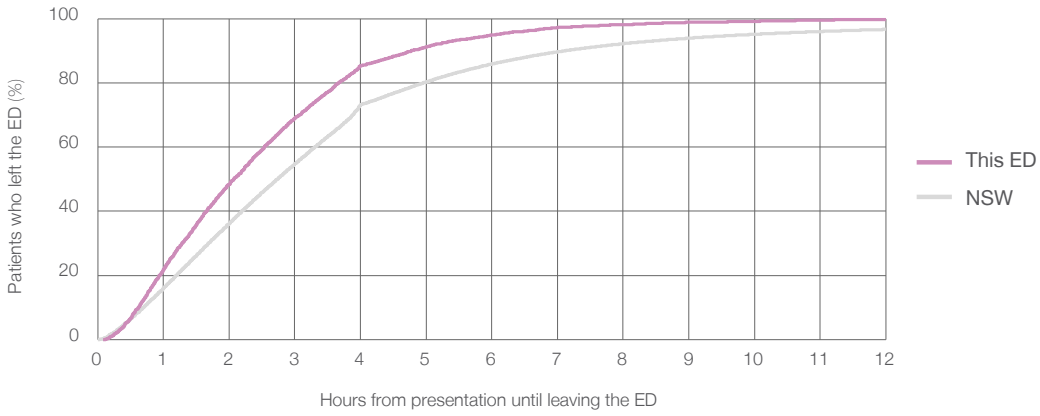
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bowral and District Hospital: Time patients spent in the ED

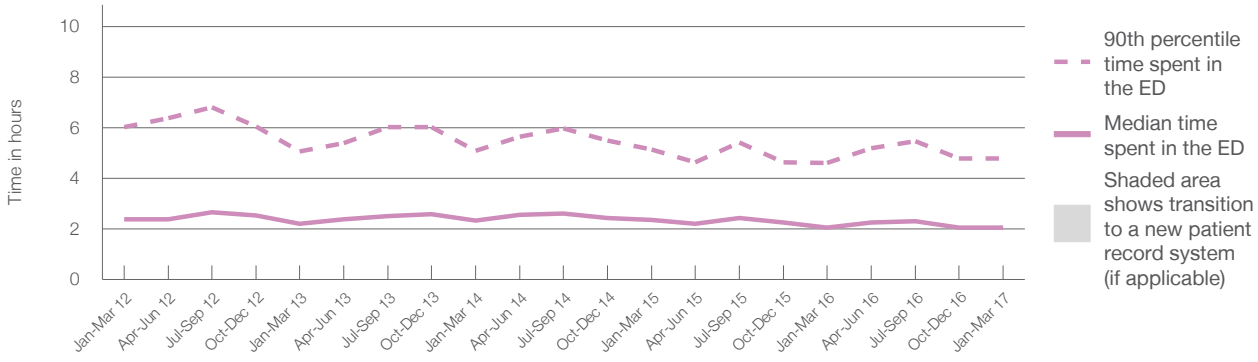
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1]	4,801 patients	4,624	
Presentations used to calculate time to leaving the ED:[6]	4,801 patients	4,624	
Median time spent in the ED[8]	2 hours and 4 minutes	2 hours and 4 minutes	2 hours and 44 minutes
90th percentile time spent in the ED[9]	4 hours and 47 minutes	4 hours and 37 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[†‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED[8] (hours, minutes)	2h 24m	2h 12m	2h 21m	2h 22m	2h 4m	2h 4m
90th percentile time to leaving the ED[9] (hours, minutes)	6h 2m	5h 4m	5h 6m	5h 9m	4h 37m	4h 47m

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

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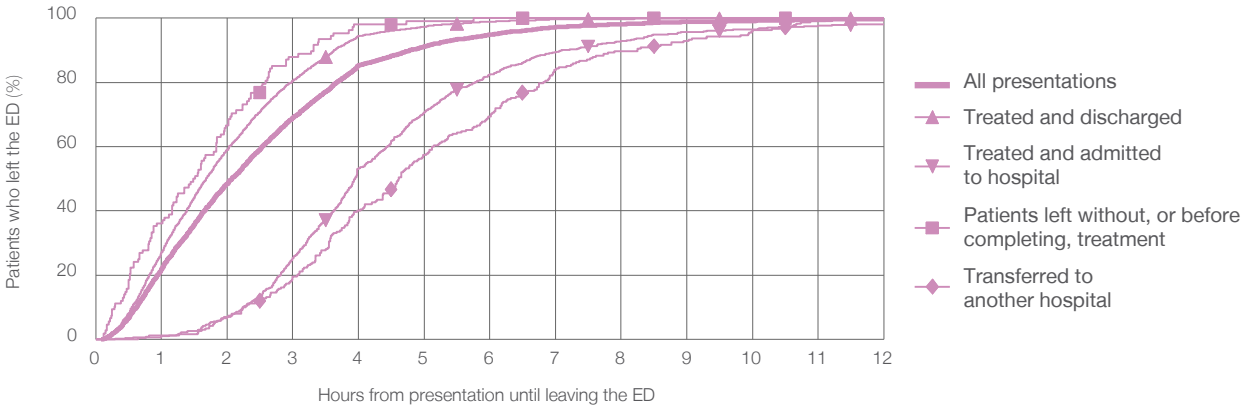
Bowral and District Hospital: Time patients spent in the ED
By mode of separation
January to March 2017

All presentations:[1] 4,801 patients

Presentations used to calculate time to leaving the ED:[6] 4,801 patients

		Same period last year	Change since one year ago
Treated and discharged	3,688 (76.8%)	3,439	7.2%
Treated and admitted to hospital	753 (15.7%)	852	-11.6%
Patient left without, or before completing, treatment	108 (2.2%)	108	0.0%
Transferred to another hospital	242 (5.0%)	219	10.5%
Other	10 (0.2%)	6	66.7%
		4,624	3.8%

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
Treated and discharged	27.0%	59.1%	80.6%	94.4%	98.9%	99.8%	99.9%	100%
Treated and admitted to hospital	0.9%	6.9%	25.2%	53.3%	82.5%	92.8%	96.5%	98.0%
Patient left without, or before completing, treatment	36.1%	66.7%	88.0%	98.1%	100%	100%	100%	100%
Transferred to another hospital	1.2%	7.0%	19.4%	40.1%	69.4%	89.7%	96.3%	100%
All presentations	21.9%	48.5%	69.0%	85.3%	94.9%	98.2%	99.2%	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.

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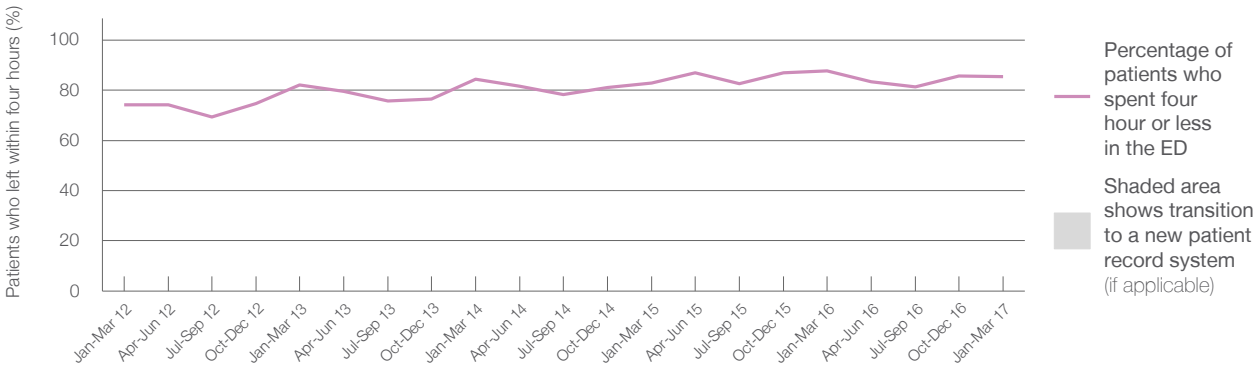
Bowral and District Hospital: Time spent in the ED

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

January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	4,801 patients	4,624	3.8%
Presentations used to calculate time to leaving the ED:[6]	4,801 patients	4,624	3.8%
Percentage of patients who spent four hours or less in the ED	85.3%	87.6%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who left within four hours (%)	74.2%	82.1%	84.4%	83.0%	87.6%	85.3%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

Broken Hill Base Hospital: Emergency department (ED) overview

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	5,348 patients	4,980	7.4%
Emergency presentations:[2]	4,830 patients	4,359	10.8%

Broken Hill Base Hospital: Time patients waited to start treatment[3]

January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	321 patients	349	
Median time to start treatment[4]	6 minutes	5 minutes	8 minutes
90th percentile time to start treatment[5]	15 minutes	16 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	894 patients	1,074	
Median time to start treatment[4]	13 minutes	13 minutes	20 minutes
90th percentile time to start treatment[5]	41 minutes	36 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	1,893 patients	1,597	
Median time to start treatment[4]	17 minutes	15 minutes	26 minutes
90th percentile time to start treatment[5]	67 minutes	58 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	1,710 patients	1,330	
Median time to start treatment[4]	16 minutes	15 minutes	23 minutes
90th percentile time to start treatment[5]	77 minutes	63 minutes	104 minutes

Broken Hill Base Hospital: Time from presentation until leaving the ED

January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	5,348 patients	4,980	7.4%
Percentage of patients who spent four hours or less in the ED	89.4%	90.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. 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.
6. 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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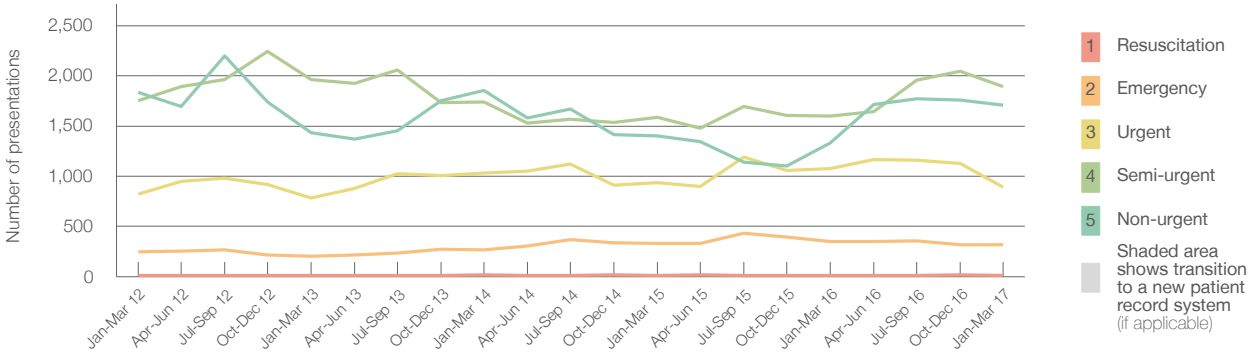
Broken Hill Base Hospital: Patients presenting to the emergency department

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	5,348 patients	4,980	7.4%
Emergency presentations[2] by triage category:	4,830 patients	4,359	10.8%
1 Resuscitation	12 (0.2%)	9	33.3%
2 Emergency	321 (6.6%)	349	-8.0%
3 Urgent	894 (18.5%)	1,074	-16.8%
4 Semi-urgent	1,893 (39.2%)	1,597	18.5%
5 Non-urgent	1,710 (35.4%)	1,330	28.6%

Emergency presentations[2] 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	14	11	16	12	9	12
Emergency	249	200	266	333	349	321
Urgent	822	783	1,035	935	1,074	894
Semi-urgent	1,750	1,963	1,739	1,584	1,597	1,893
Non-urgent	1,834	1,431	1,856	1,401	1,330	1,710
All emergency presentations	4,669	4,388	4,912	4,265	4,359	4,830

Broken Hill Base Hospital: Patients arriving by ambulance

January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	628 patients	603	
ED Transfer of care time			
Median time	10 minutes	11 minutes	-1 minute
90th percentile time	21 minutes	26 minutes	-5 minutes

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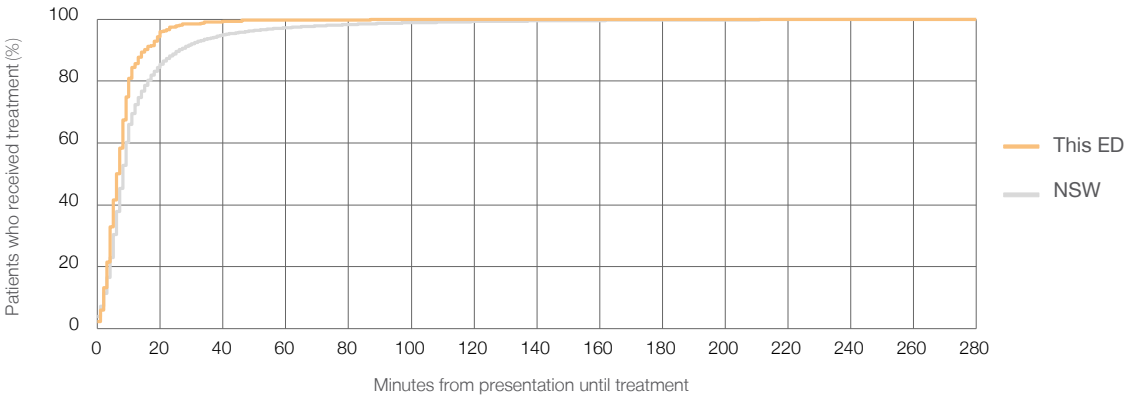
Broken Hill Base Hospital: Time patients waited to start treatment, triage 2

January to March 2017

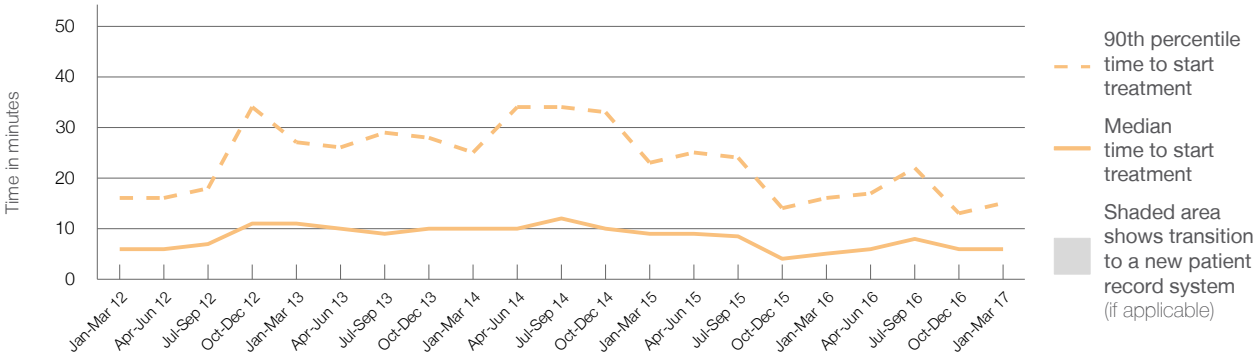
Triage 2 Emergency (e.g. chest pain, severe burns)

		Same period last year	NSW (this period)
Number of triage 2 patients:	321	349	
Number of triage 2 patients used to calculate waiting time:[3]	319	338	
Median time to start treatment[4]	6 minutes	5 minutes	8 minutes
90th percentile time to start treatment[5]	15 minutes	16 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)	6	11	10	9	5	6
90th percentile time to start treatment[5] (minutes)	16	27	25	23	16	15

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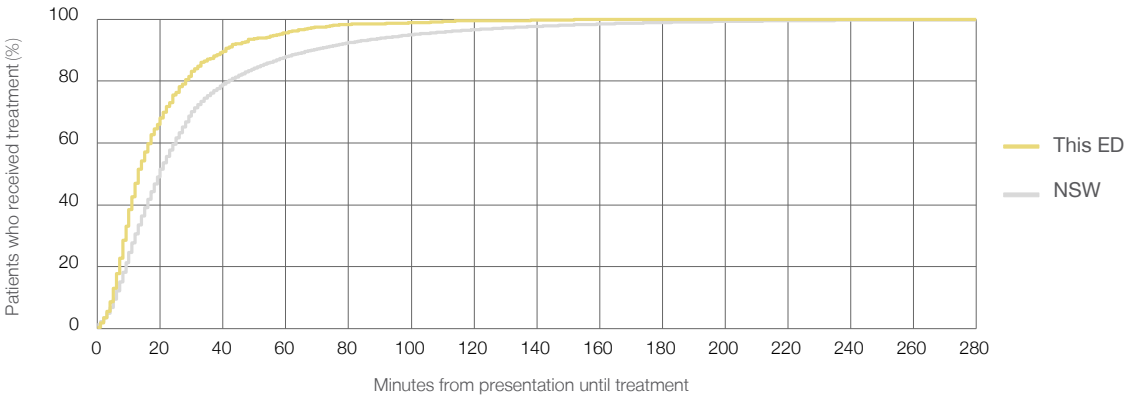
Broken Hill Base Hospital: Time patients waited to start treatment, triage 3

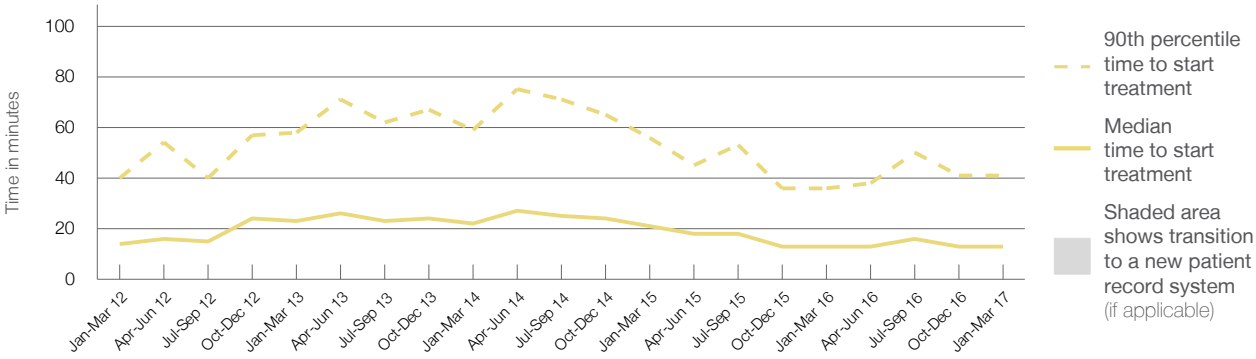
January to March 2017

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 894		1,074	
Number of triage 3 patients used to calculate waiting time:[3] 864		955	
Median time to start treatment[4]	13 minutes	13 minutes	20 minutes
90th percentile time to start treatment[5]	41 minutes	36 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)	14	23	22	21	13	13
90th percentile time to start treatment[5] (minutes)	40	58	59	56	36	41

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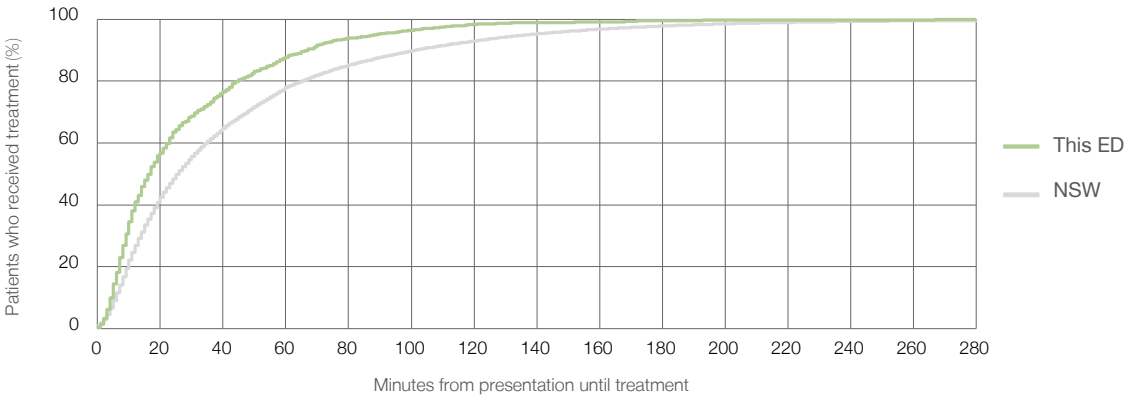
Broken Hill Base Hospital: Time patients waited to start treatment, triage 4

January to March 2017

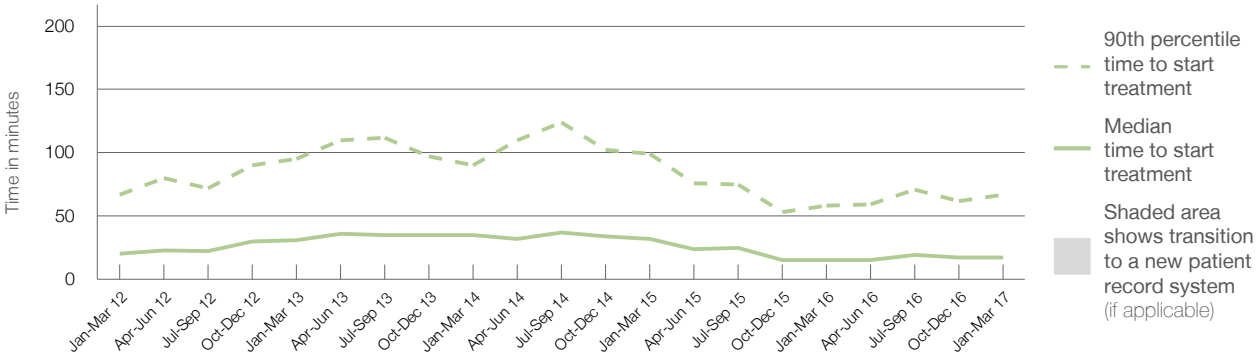
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	1,893	1,597	
Number of triage 4 patients used to calculate waiting time:[3]	1,451	909	
Median time to start treatment[4]	17 minutes	15 minutes	26 minutes
90th percentile time to start treatment[5]	67 minutes	58 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)	20	31	35	32	15	17
90th percentile time to start treatment[5] (minutes)	67	95	90	99	58	67

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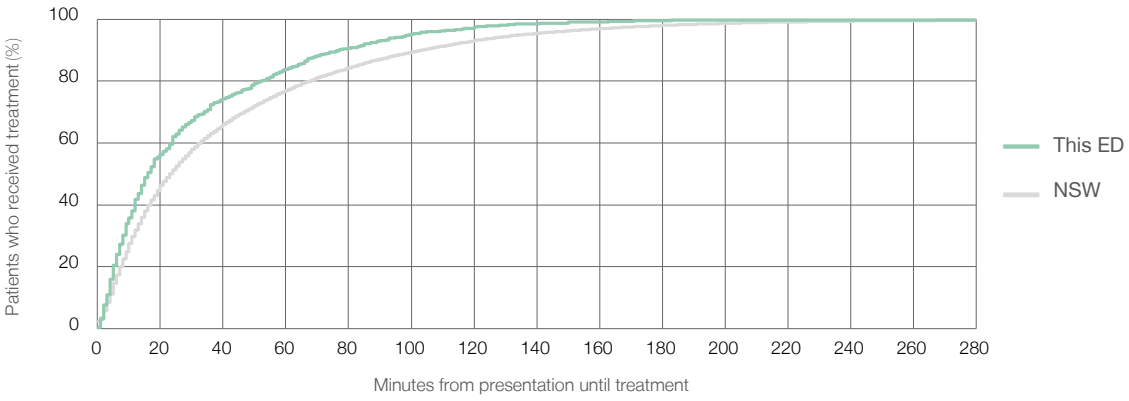
Broken Hill Base Hospital: Time patients waited to start treatment, triage 5

January to March 2017

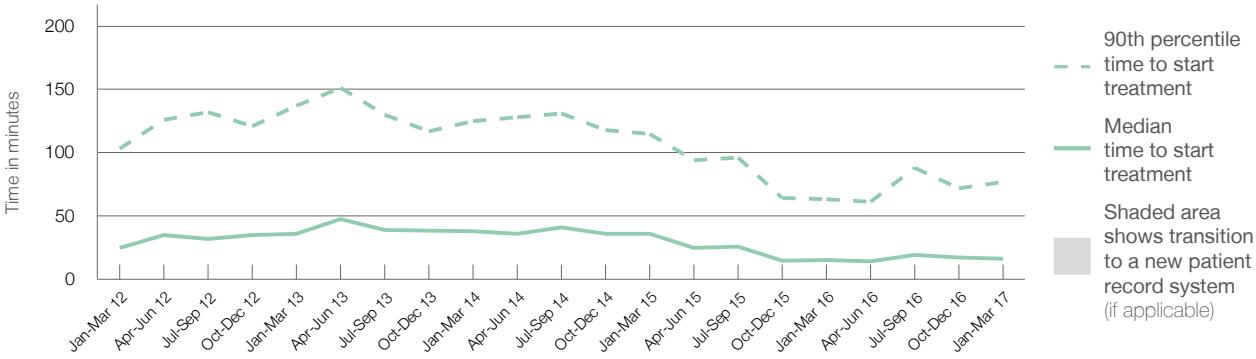
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	1,710	1,330	
Number of triage 5 patients used to calculate waiting time:[3]	813	501	
Median time to start treatment[4]	16 minutes	15 minutes	23 minutes
90th percentile time to start treatment[5]	77 minutes	63 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)	25	36	38	36	15	16
90th percentile time to start treatment[5] (minutes)	103	137	125	115	63	77

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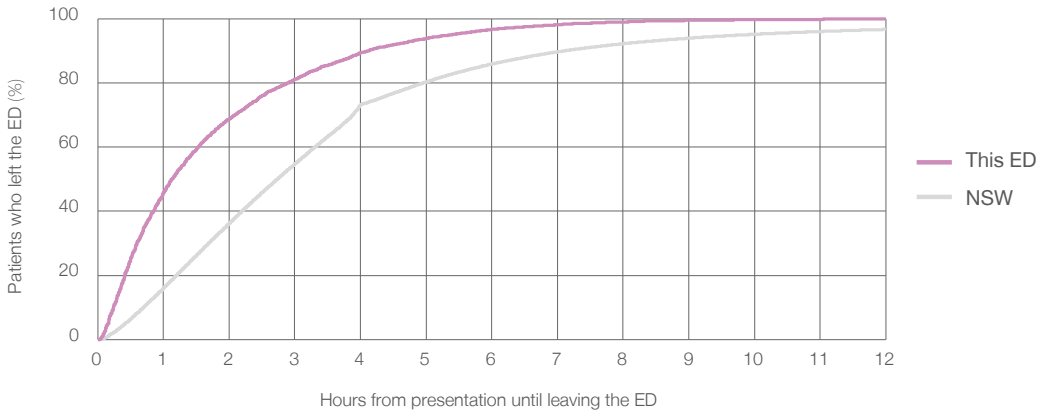
Broken Hill Base Hospital: Time patients spent in the ED

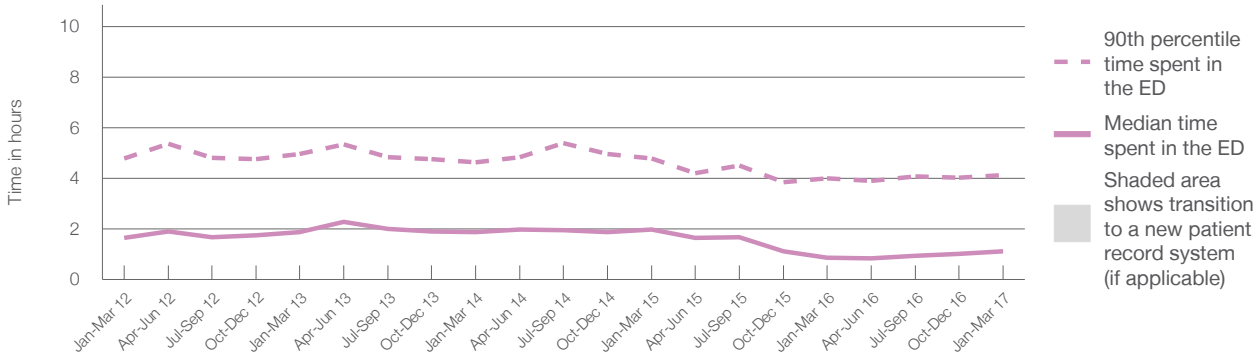
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1]	5,348 patients	4,980	
Presentations used to calculate time to leaving the ED:[6]	5,348 patients	4,980	
Median time spent in the ED[8]	1 hours and 8 minutes	0 hours and 52 minutes	2 hours and 44 minutes
90th percentile time spent in the ED[9]	4 hours and 8 minutes	4 hours and 0 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[†‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED[8] (hours, minutes)	1h 39m	1h 53m	1h 53m	1h 60m	0h 52m	1h 8m
90th percentile time to leaving the ED[9] (hours, minutes)	4h 48m	4h 58m	4h 38m	4h 48m	4h 0m	4h 8m

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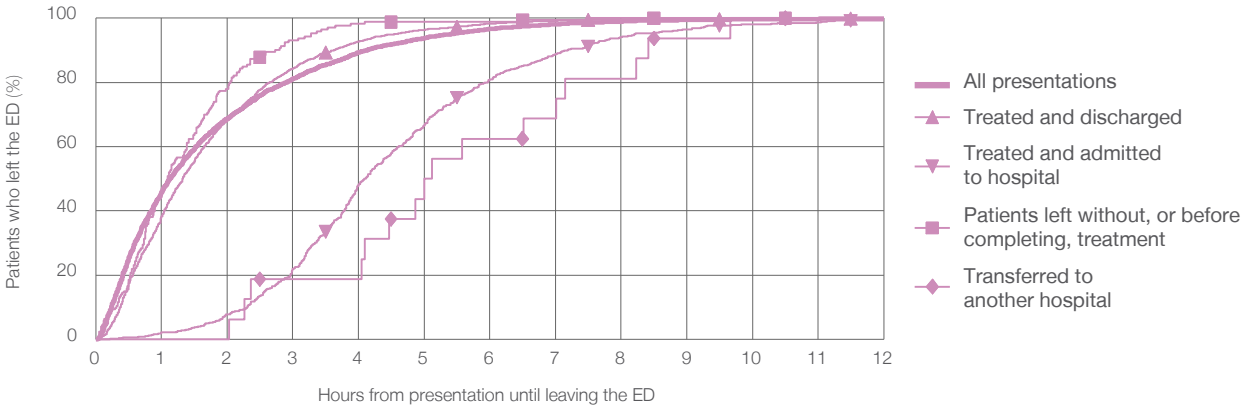
Broken Hill Base Hospital: Time patients spent in the ED
By mode of separation
January to March 2017

All presentations:[1] 5,348 patients

Presentations used to calculate time to leaving the ED:[6] 5,348 patients

		Same period last year	Change since one year ago
Treated and discharged	3,129 (58.5%)	2,419	29.4%
Treated and admitted to hospital	627 (11.7%)	626	0.2%
Patient left without, or before completing, treatment	173 (3.2%)	100	73.0%
Transferred to another hospital	16 (0.3%)	17	-5.9%
Other	1,403 (26.2%)	1,818	-22.8%
		4,980	7.4%

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
Treated and discharged	38.4%	68.2%	84.4%	92.7%	98.4%	99.6%	99.8%	99.9%
Treated and admitted to hospital	2.1%	7.7%	22.0%	48.3%	80.9%	94.1%	98.1%	99.2%
Patient left without, or before completing, treatment	46.2%	78.0%	93.1%	98.3%	98.8%	100%	100%	100%
Transferred to another hospital	0%	0%	18.8%	18.8%	62.5%	81.3%	100%	100%
All presentations	45.9%	68.8%	81.2%	89.4%	96.7%	99.0%	99.7%	99.9%

(†) 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.

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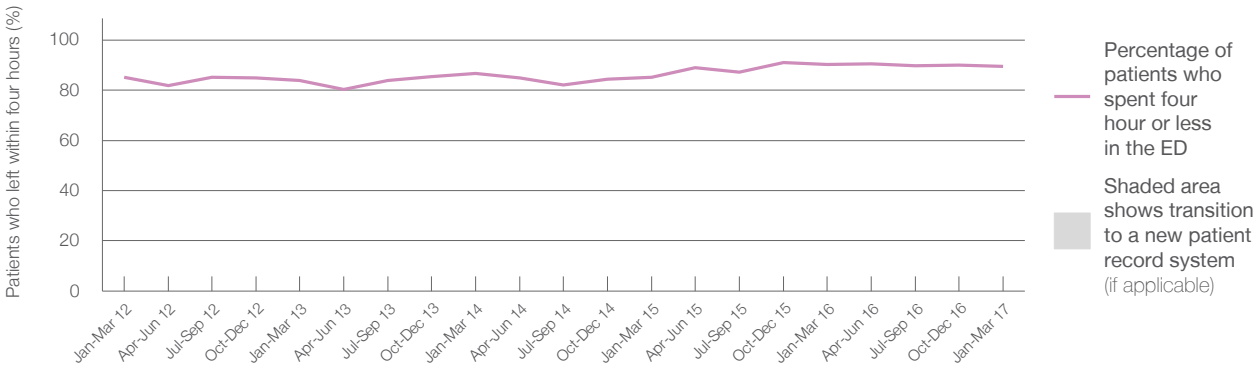
Broken Hill Base Hospital: Time spent in the ED

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

January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	5,348 patients	4,980	7.4%
Presentations used to calculate time to leaving the ED:[6]	5,348 patients	4,980	7.4%
Percentage of patients who spent four hours or less in the ED	89.4%	90.1%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who left within four hours (%)	85.2%	83.9%	86.8%	85.1%	90.1%	89.4%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Goulburn Base Hospital: Emergency department (ED) overview

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	4,367 patients	4,277	2.1%
Emergency presentations:[2]	4,106 patients	4,025	2.0%

Goulburn Base Hospital: Time patients waited to start treatment[3]

January to March 2017

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 463 patients	515	
Median time to start treatment[4]	8 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5]	19 minutes	28 minutes	26 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,570 patients	1,590	
Median time to start treatment[4]	19 minutes	28 minutes	20 minutes
90th percentile time to start treatment[5]	59 minutes	106 minutes	69 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 1,780 patients	1,641	
Median time to start treatment[4]	24 minutes	39 minutes	26 minutes
90th percentile time to start treatment[5]	98 minutes	143 minutes	101 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 275 patients	255	
Median time to start treatment[4]	23 minutes	32 minutes	23 minutes
90th percentile time to start treatment[5]	106 minutes	122 minutes	104 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	4,367 patients	4,277	2.1%
Percentage of patients who spent four hours or less in the ED	81.4%	77.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. 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.
6. 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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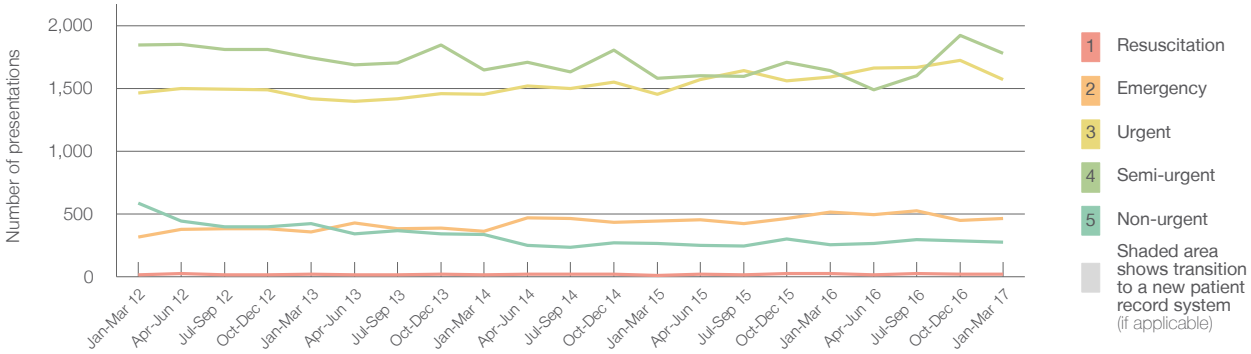
Goulburn Base Hospital: Patients presenting to the emergency department

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	4,367 patients	4,277	2.1%
Emergency presentations[2] by triage category:	4,106 patients	4,025	2.0%
1 Resuscitation	18 (0.4%)	24	-25.0%
2 Emergency	463 (11.3%)	515	-10.1%
3 Urgent	1,570 (38.2%)	1,590	-1.3%
4 Semi-urgent	1,780 (43.4%)	1,641	8.5%
5 Non-urgent	275 (6.7%)	255	7.8%

Emergency presentations[2] 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	16	19	16	9	24	18
Emergency	314	356	360	443	515	463
Urgent	1,461	1,416	1,452	1,452	1,590	1,570
Semi-urgent	1,844	1,743	1,648	1,582	1,641	1,780
Non-urgent	588	423	338	264	255	275
All emergency presentations	4,223	3,957	3,814	3,750	4,025	4,106

Goulburn Base Hospital: Patients arriving by ambulance

January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	810 patients	780	
ED Transfer of care time			
Median time	12 minutes	13 minutes	-1 minute
90th percentile time	25 minutes	33 minutes	-9 minutes

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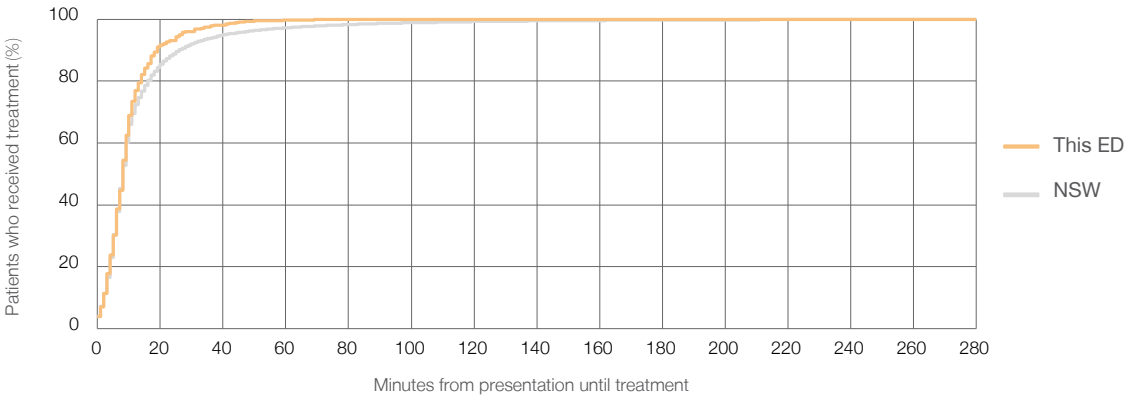
Goulburn Base Hospital: Time patients waited to start treatment, triage 2

January to March 2017

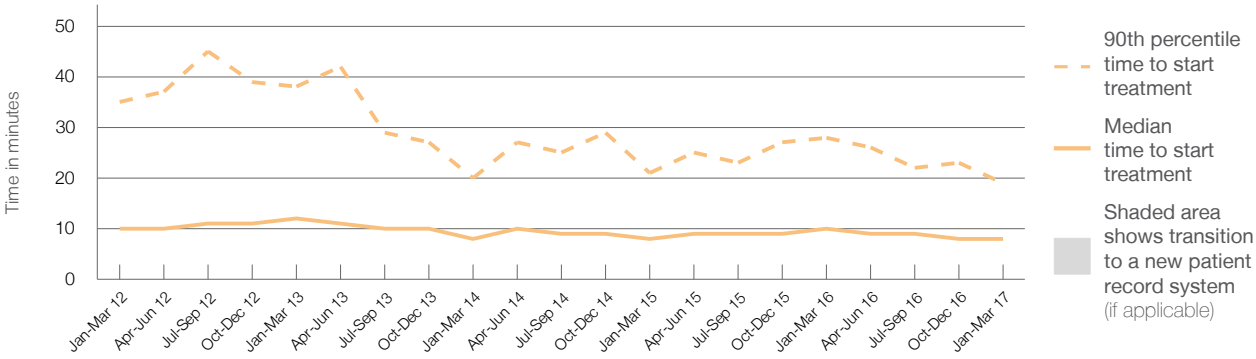
Triage 2 Emergency (e.g. chest pain, severe burns)

		Same period last year	NSW (this period)
Number of triage 2 patients:	463	515	
Number of triage 2 patients used to calculate waiting time:[3]	463	515	
Median time to start treatment[4]	8 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5]	19 minutes	28 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)	10	12	8	8	10	8
90th percentile time to start treatment[5] (minutes)	35	38	20	21	28	19

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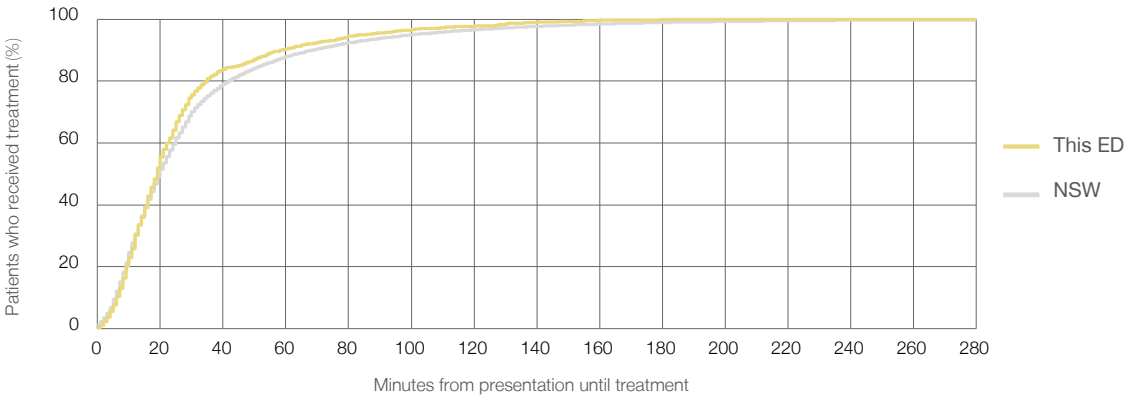
Goulburn Base Hospital: Time patients waited to start treatment, triage 3

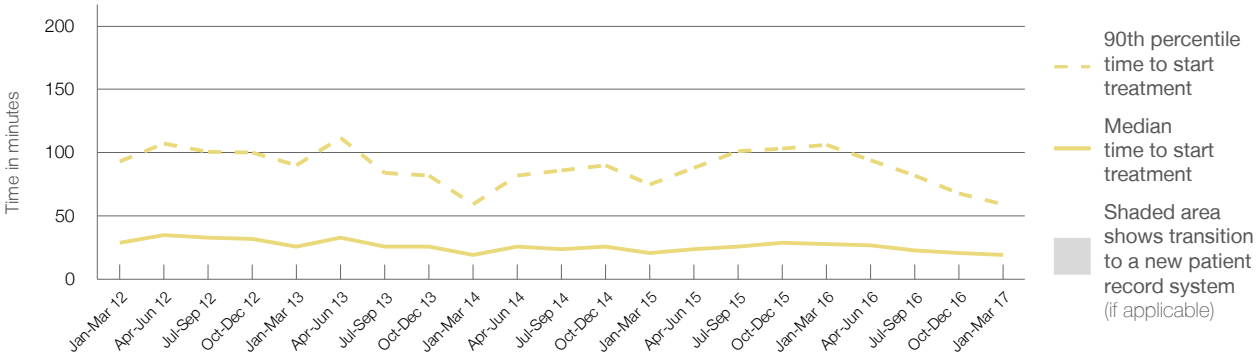
January to March 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		Same period last year	NSW (this period)
Number of triage 3 patients: 1,570		1,590	
Number of triage 3 patients used to calculate waiting time:[3] 1,554		1,542	
Median time to start treatment[4]	19 minutes	28 minutes	20 minutes
90th percentile time to start treatment[5]	59 minutes	106 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)	29	26	19	21	28	19
90th percentile time to start treatment[5] (minutes)	93	90	59	75	106	59

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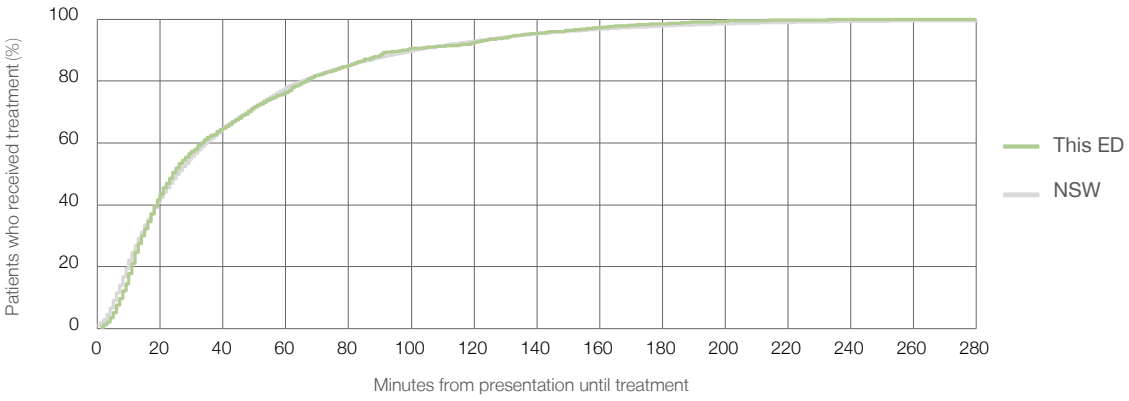
Goulburn Base Hospital: Time patients waited to start treatment, triage 4

January to March 2017

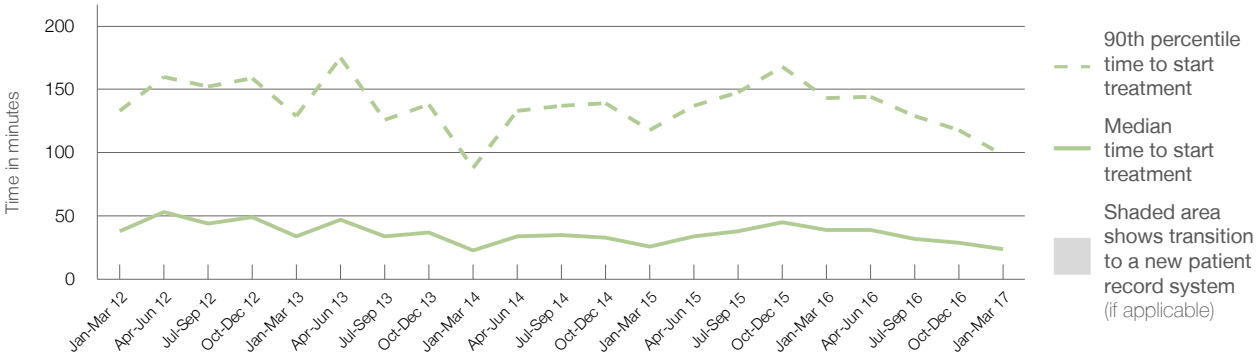
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	1,780	1,641	
Number of triage 4 patients used to calculate waiting time:[3]	1,686	1,482	
Median time to start treatment[4]	24 minutes	39 minutes	26 minutes
90th percentile time to start treatment[5]	98 minutes	143 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)	38	34	23	26	39	24
90th percentile time to start treatment[5] (minutes)	133	129	88	118	143	98

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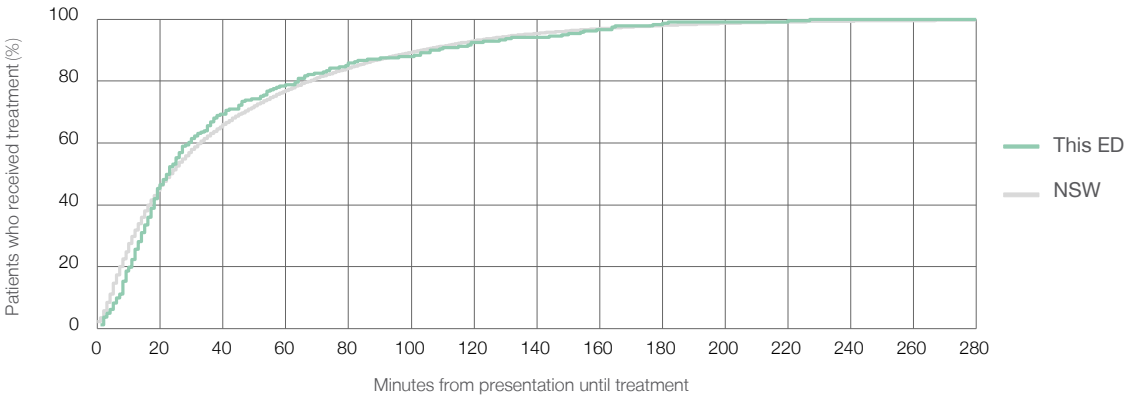
Goulburn Base Hospital: Time patients waited to start treatment, triage 5

January to March 2017

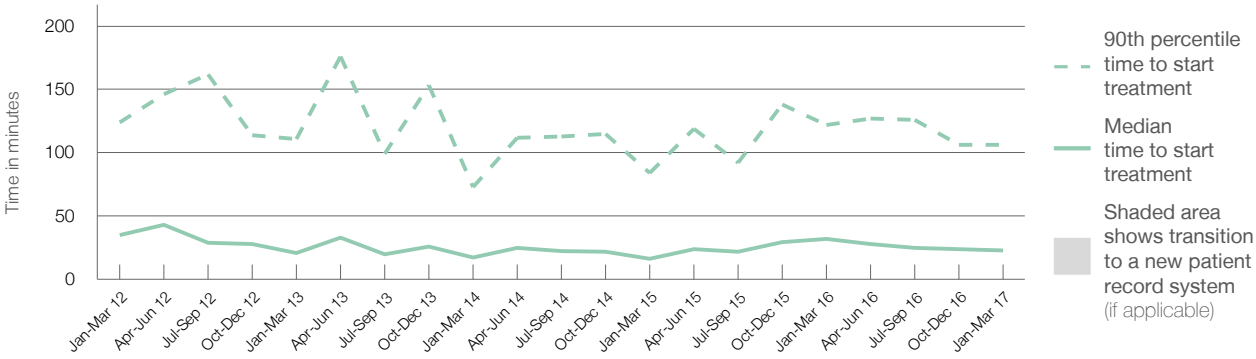
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients: 275		255	
Number of triage 5 patients used to calculate waiting time:[3] 241		205	
Median time to start treatment[4]	23 minutes	32 minutes	23 minutes
90th percentile time to start treatment[5]	106 minutes	122 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)	35	21	17	16	32	23
90th percentile time to start treatment[5] (minutes)	124	111	73	84	122	106

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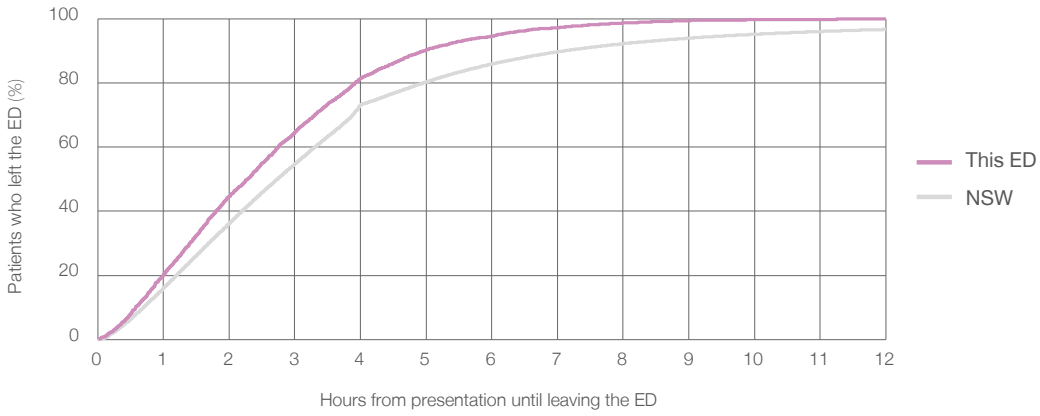
Goulburn Base Hospital: Time patients spent in the ED

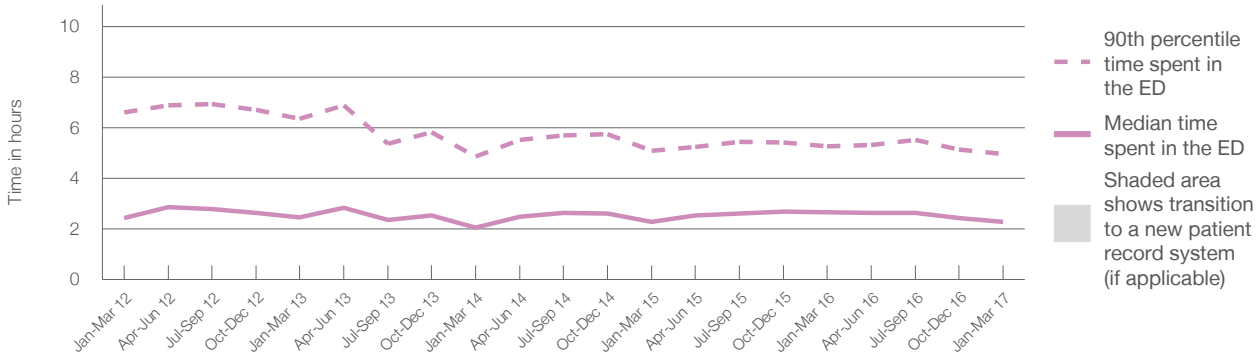
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1]	4,367 patients	4,277	
Presentations used to calculate time to leaving the ED:[6]	4,367 patients	4,277	
Median time spent in the ED[8]	2 hours and 17 minutes	2 hours and 40 minutes	2 hours and 44 minutes
90th percentile time spent in the ED[9]	4 hours and 58 minutes	5 hours and 16 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[†‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED[8] (hours, minutes)	2h 26m	2h 28m	2h 4m	2h 17m	2h 40m	2h 17m
90th percentile time to leaving the ED[9] (hours, minutes)	6h 36m	6h 21m	4h 52m	5h 5m	5h 16m	4h 58m

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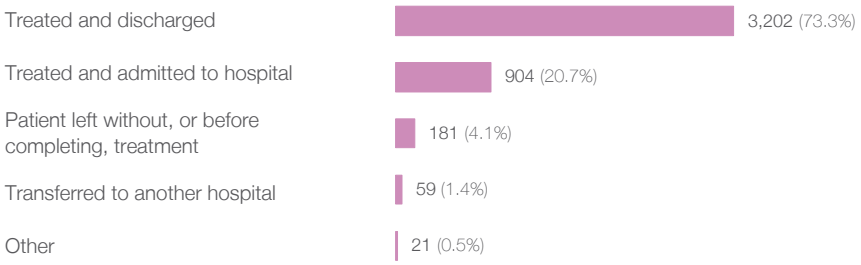
Goulburn Base Hospital: Time patients spent in the ED
By mode of separation
January to March 2017

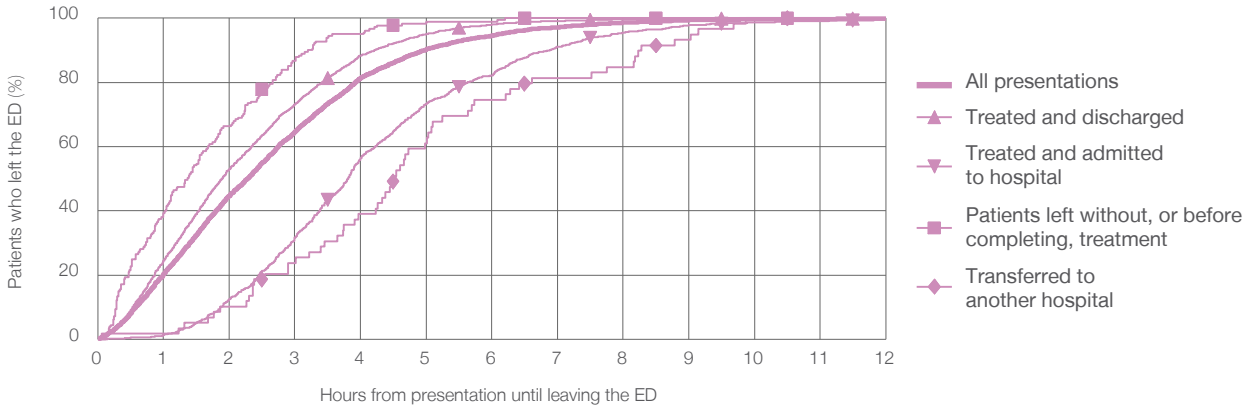
All presentations:[1] 4,367 patients

Presentations used to calculate time to leaving the ED:[6] 4,367 patients



	Same period last year	Change since one year ago
	4,277	2.1%
	3,025	5.9%
	885	2.1%
	283	-36.0%
	62	-4.8%
	22	-4.5%

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
Treated and discharged	24.5%	52.9%	73.2%	88.4%	98.1%	99.7%	99.9%	100%
Treated and admitted to hospital	1.3%	12.5%	31.6%	56.4%	82.2%	95.6%	98.7%	99.6%
Patient left without, or before completing, treatment	39.2%	66.3%	86.7%	95.0%	98.9%	100%	100%	100%
Transferred to another hospital	1.7%	10.2%	23.7%	39.0%	74.6%	84.7%	100%	100%
All presentations	20.3%	44.7%	64.6%	81.4%	94.5%	98.6%	99.7%	99.9%

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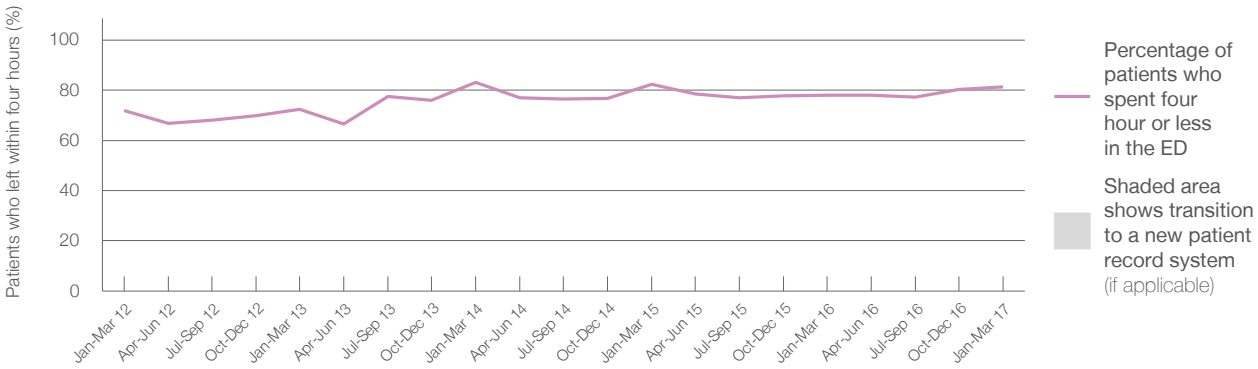
Goulburn Base Hospital: Time spent in the ED

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

January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	4,367 patients	4,277	2.1%
Presentations used to calculate time to leaving the ED:[6]	4,367 patients	4,277	2.1%
Percentage of patients who spent four hours or less in the ED	81.4%	77.9%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who left within four hours (%)	72.0%	72.4%	83.0%	82.3%	77.9%	81.4%

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

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3. 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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5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Grafton Base Hospital: Emergency department (ED) overview

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	6,301 patients	6,020	4.7%
Emergency presentations:[2]	5,809 patients	5,499	5.6%

Grafton Base Hospital: Time patients waited to start treatment[3]

January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	605 patients	496	
Median time to start treatment[4]	8 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	27 minutes	34 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	1,699 patients	1,832	
Median time to start treatment[4]	22 minutes	22 minutes	20 minutes
90th percentile time to start treatment[5]	68 minutes	66 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	2,662 patients	2,514	
Median time to start treatment[4]	30 minutes	33 minutes	26 minutes
90th percentile time to start treatment[5]	92 minutes	88 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	830 patients	646	
Median time to start treatment[4]	30 minutes	37 minutes	23 minutes
90th percentile time to start treatment[5]	97 minutes	110 minutes	104 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	6,300 patients	6,018	4.7%
Percentage of patients who spent four hours or less in the ED	77.6%	75.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. 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.
6. 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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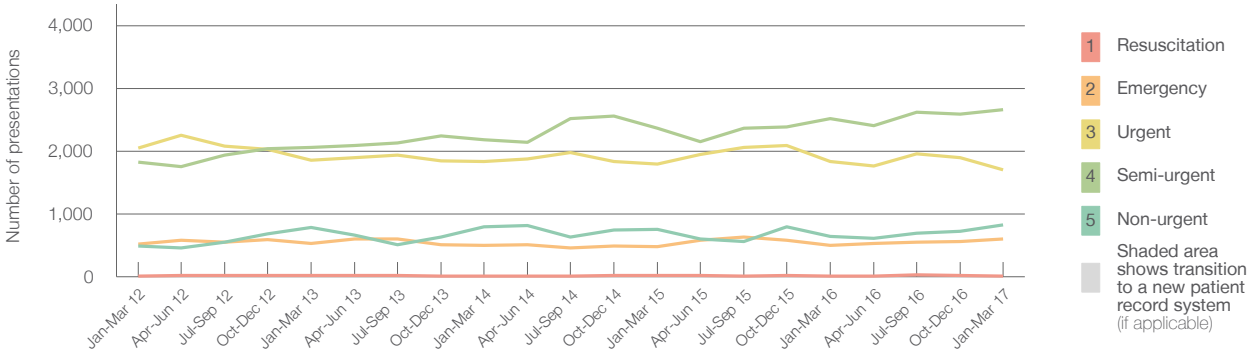
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Patients presenting to the emergency department

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	6,301 patients	6,020	4.7%
Emergency presentations[2] by triage category:	5,809 patients	5,499	5.6%
1 Resuscitation	13 (0.2%)	11	18.2%
2 Emergency	605 (10.4%)	496	22.0%
3 Urgent	1,699 (29.2%)	1,832	-7.3%
4 Semi-urgent	2,662 (45.8%)	2,514	5.9%
5 Non-urgent	830 (14.3%)	646	28.5%

Emergency presentations[2] 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	10	15	13	14	11	13
Emergency	523	530	498	474	496	605
Urgent	2,048	1,859	1,833	1,796	1,832	1,699
Semi-urgent	1,829	2,061	2,181	2,366	2,514	2,662
Non-urgent	490	779	790	749	646	830
All emergency presentations	4,900	5,244	5,315	5,399	5,499	5,809

Grafton Base Hospital: Patients arriving by ambulance

January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	556 patients	531	
ED Transfer of care time			
Median time	13 minutes	15 minutes	-2 minutes
90th percentile time	27 minutes	29 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.

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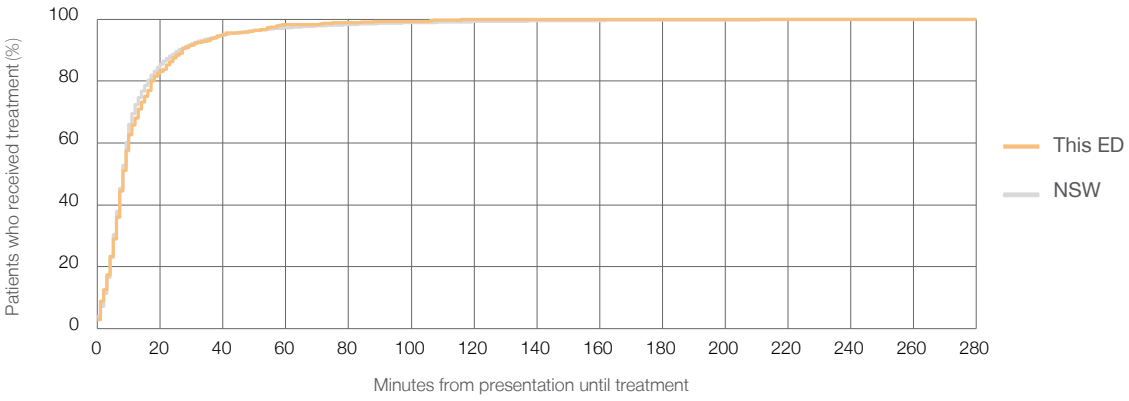
Grafton Base Hospital: Time patients waited to start treatment, triage 2

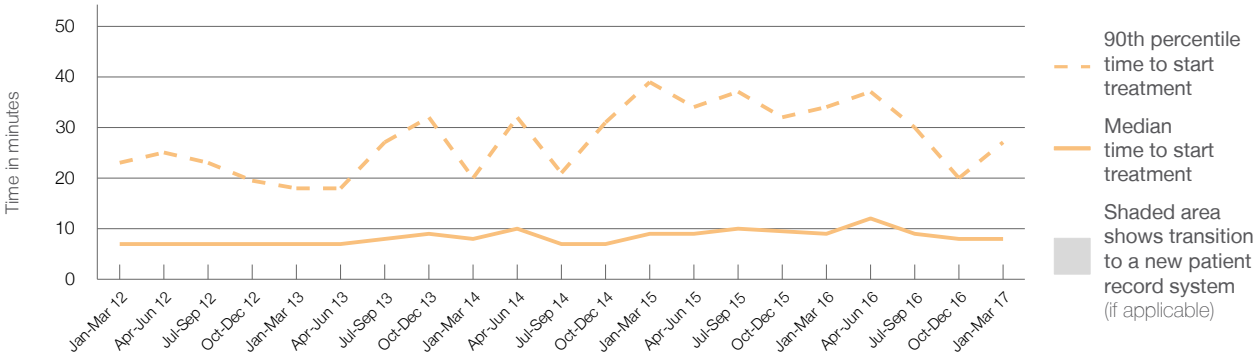
January to March 2017

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	605	496	
Number of triage 2 patients used to calculate waiting time:[3]	601	494	
Median time to start treatment[4]	8 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	27 minutes	34 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	7	8	9	9	8
90th percentile time to start treatment[5] (minutes)	23	18	20	39	34	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.

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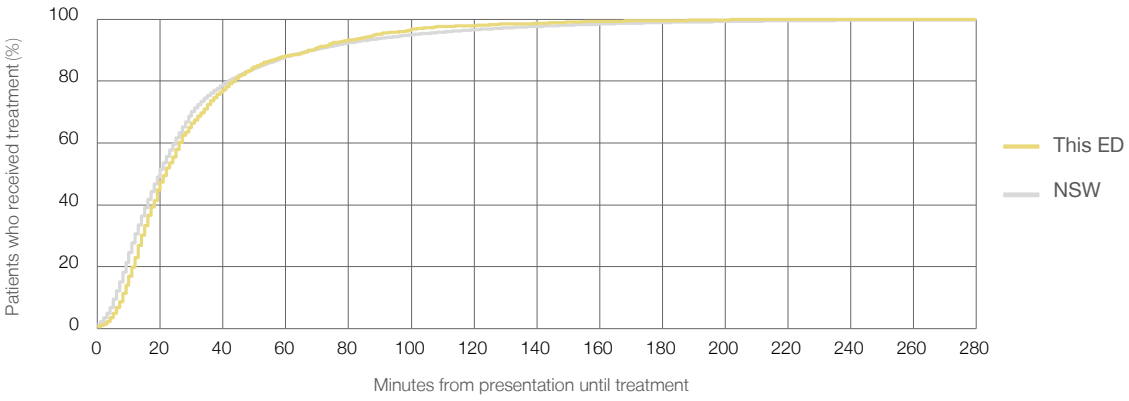
Grafton Base Hospital: Time patients waited to start treatment, triage 3

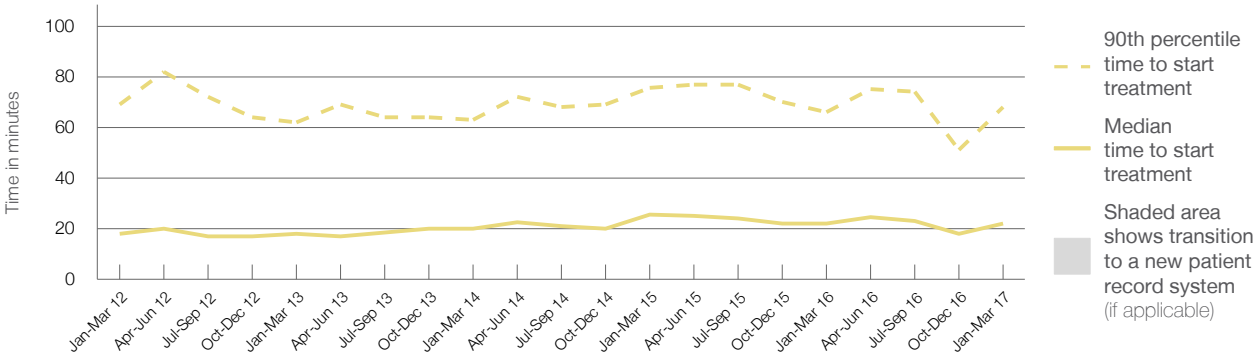
January to March 2017

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	1,699	1,832	
Number of triage 3 patients used to calculate waiting time:[3]	1,681	1,809	
Median time to start treatment[4]	22 minutes	22 minutes	20 minutes
90th percentile time to start treatment[5]	68 minutes	66 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)	18	18	20	26	22	22
90th percentile time to start treatment[5] (minutes)	69	62	63	76	66	68

(†) 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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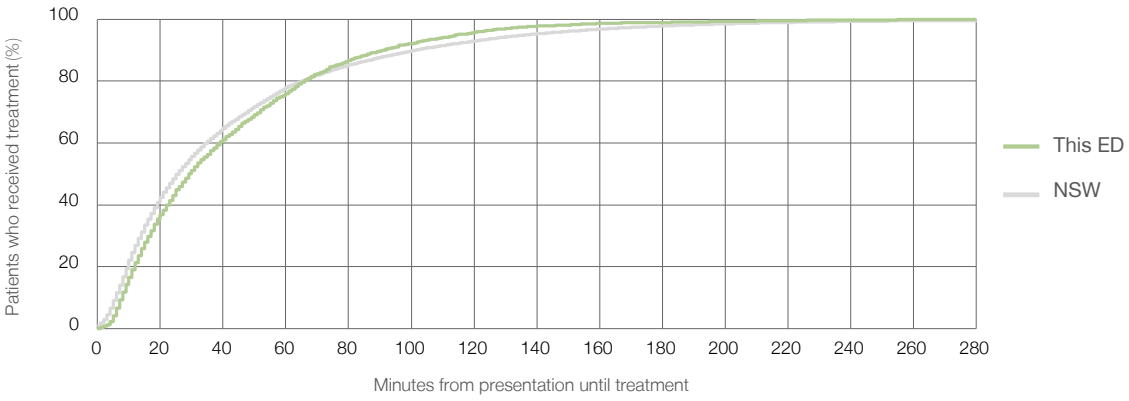
Grafton Base Hospital: Time patients waited to start treatment, triage 4

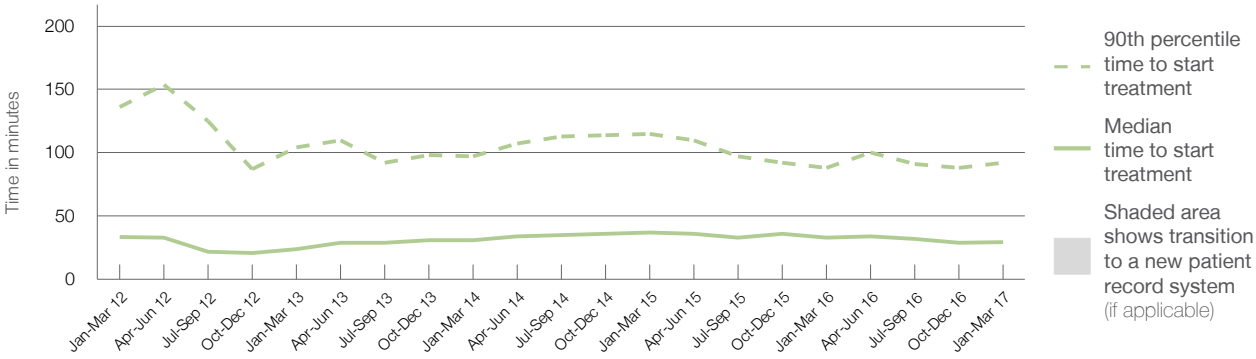
January to March 2017

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	2,662	2,514	
Number of triage 4 patients used to calculate waiting time:[3]	2,534	2,396	
Median time to start treatment[4]	30 minutes	33 minutes	26 minutes
90th percentile time to start treatment[5]	92 minutes	88 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)	34	24	31	37	33	30
90th percentile time to start treatment[5] (minutes)	136	104	97	115	88	92

(†) 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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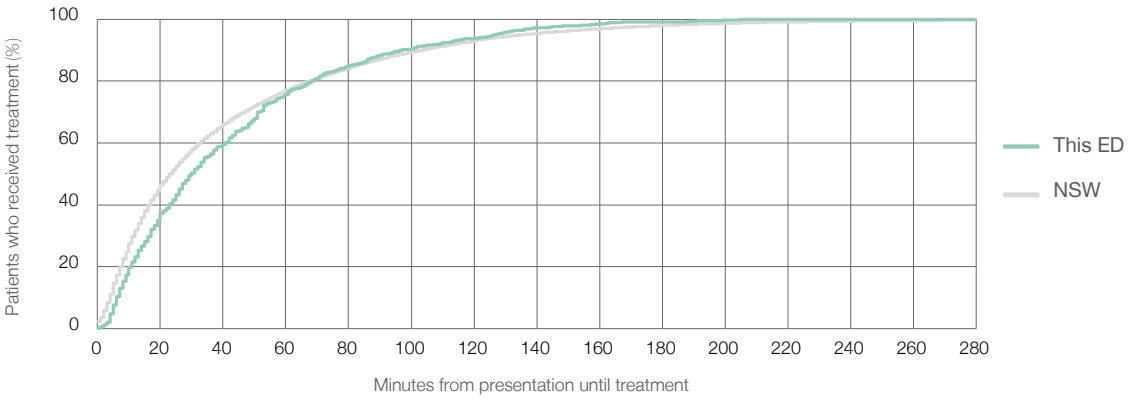
Grafton Base Hospital: Time patients waited to start treatment, triage 5

January to March 2017

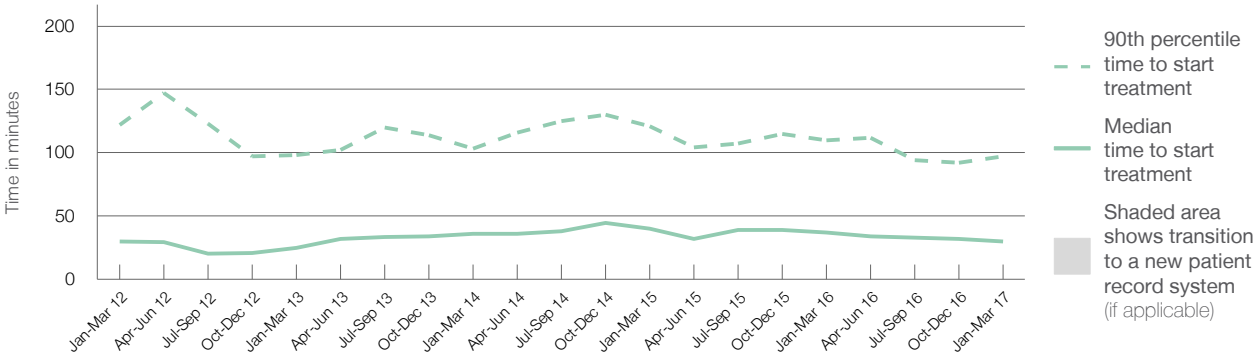
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	830	646	
Number of triage 5 patients used to calculate waiting time:[3]	739	569	
Median time to start treatment[4]	30 minutes	37 minutes	23 minutes
90th percentile time to start treatment[5]	97 minutes	110 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)	30	25	36	40	37	30
90th percentile time to start treatment[5] (minutes)	122	98	103	121	110	97

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

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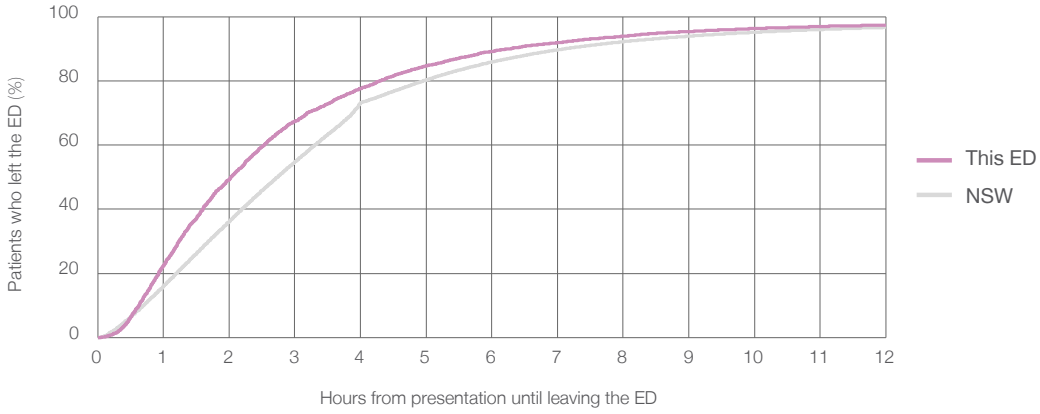
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Grafton Base Hospital: Time patients spent in the ED

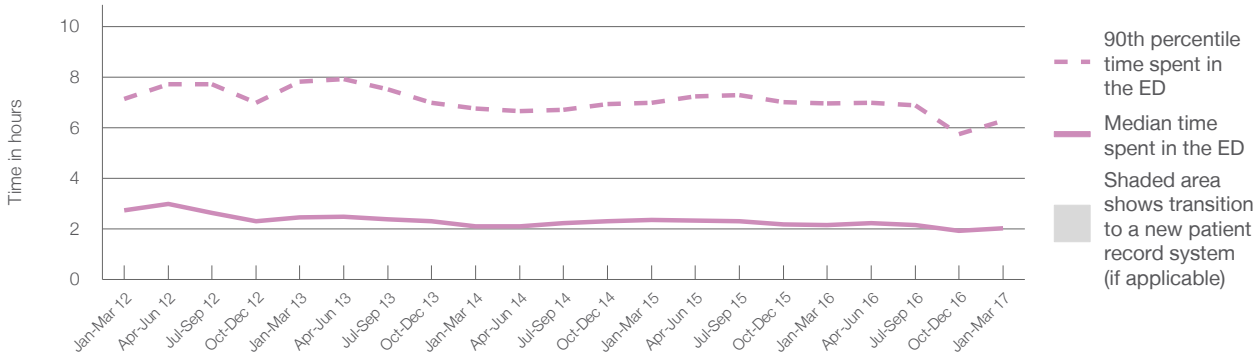
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1]	6,301 patients	6,020	
Presentations used to calculate time to leaving the ED:[6]	6,300 patients	6,018	
Median time spent in the ED[8]	2 hours and 2 minutes	2 hours and 9 minutes	2 hours and 44 minutes
90th percentile time spent in the ED[9]	6 hours and 17 minutes	6 hours and 58 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[†‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED[8] (hours, minutes)	2h 44m	2h 28m	2h 7m	2h 22m	2h 9m	2h 2m
90th percentile time to leaving the ED[9] (hours, minutes)	7h 8m	7h 49m	6h 46m	6h 59m	6h 58m	6h 17m

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

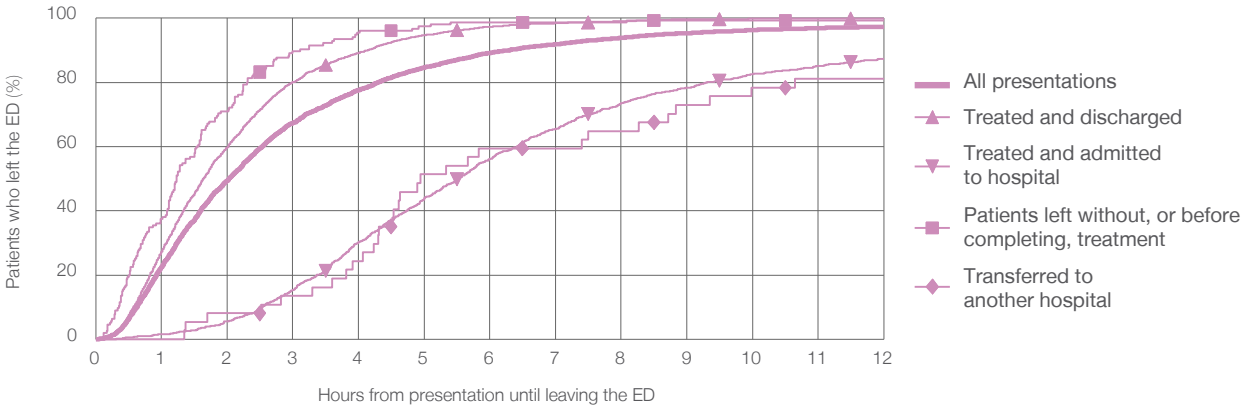
Grafton Base Hospital: Time patients spent in the ED
By mode of separation
January to March 2017

All presentations:[1] 6,301 patients

Presentations used to calculate time to leaving the ED:[6] 6,300 patients

		Same period last year	Change since one year ago
		6,018	4.7%
Treated and discharged	4,878 (77.4%)	4,676	4.3%
Treated and admitted to hospital	1,217 (19.3%)	1,109	9.7%
Patient left without, or before completing, treatment	155 (2.5%)	153	1.3%
Transferred to another hospital	37 (0.6%)	64	-42.2%
Other	14 (0.2%)	18	-22.2%

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
Treated and discharged	27.3%	59.9%	80.1%	89.2%	97.3%	99.1%	99.8%	99.9%
Treated and admitted to hospital	1.6%	5.5%	15.3%	30.3%	56.1%	73.5%	82.6%	87.3%
Patient left without, or before completing, treatment	37.4%	71.0%	89.7%	95.5%	98.7%	98.7%	99.4%	99.4%
Transferred to another hospital	0%	8.1%	13.5%	24.3%	59.5%	64.9%	78.4%	81.1%
All presentations	22.6%	49.4%	67.4%	77.6%	89.2%	93.9%	96.3%	97.4%

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

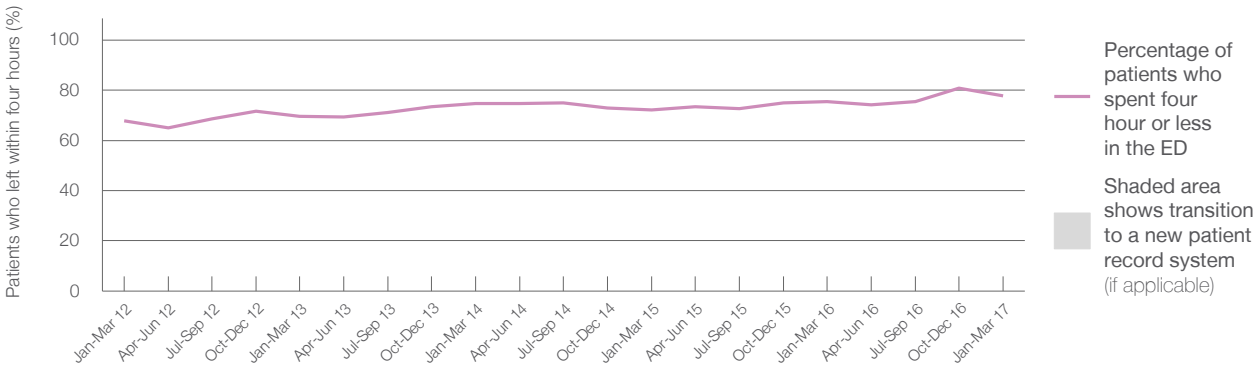
Grafton Base Hospital: Time spent in the ED

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

January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	6,301 patients	6,020	4.7%
Presentations used to calculate time to leaving the ED:[6]	6,300 patients	6,018	4.7%
Percentage of patients who spent four hours or less in the ED	77.6%	75.4%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who left within four hours (%)	67.8%	69.6%	74.6%	72.1%	75.4%	77.6%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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Griffith Base Hospital: Emergency department (ED) overview

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	5,099 patients	5,035	1.3%
Emergency presentations:[2]	4,862 patients	4,895	-0.7%

Griffith Base Hospital: Time patients waited to start treatment[3]

January to March 2017

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 490 patients	351	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	24 minutes	16 minutes	26 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,981 patients	1,731	
Median time to start treatment[4]	15 minutes	17 minutes	20 minutes
90th percentile time to start treatment[5]	50 minutes	52 minutes	69 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 1,948 patients	2,412	
Median time to start treatment[4]	15 minutes	24 minutes	26 minutes
90th percentile time to start treatment[5]	71 minutes	81 minutes	101 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 416 patients	383	
Median time to start treatment[4]	15 minutes	21 minutes	23 minutes
90th percentile time to start treatment[5]	78 minutes	77 minutes	104 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	5,099 patients	5,035	1.3%
Percentage of patients who spent four hours or less in the ED	82.9%	88.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. 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.
6. 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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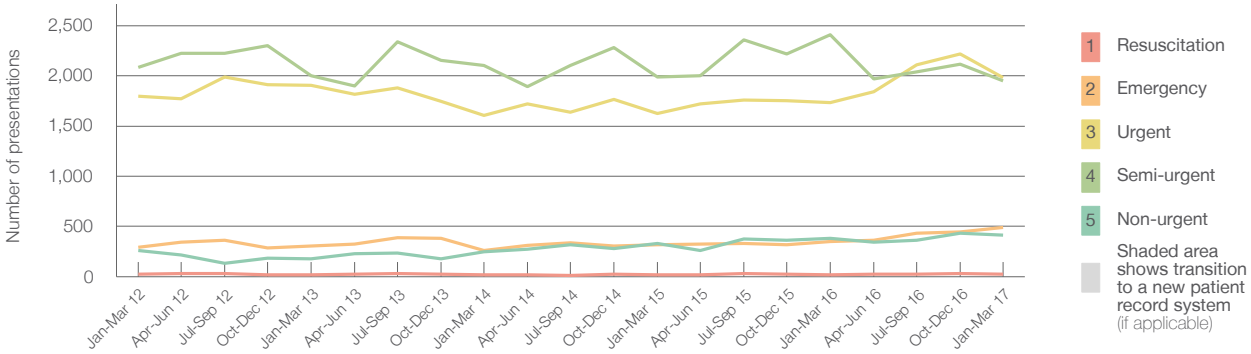
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Patients presenting to the emergency department

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	5,099 patients	5,035	1.3%
Emergency presentations[2] by triage category:	4,862 patients	4,895	-0.7%
1 Resuscitation	27 (0.6%)	18	50.0%
2 Emergency	490 (10.1%)	351	39.6%
3 Urgent	1,981 (40.7%)	1,731	14.4%
4 Semi-urgent	1,948 (40.1%)	2,412	-19.2%
5 Non-urgent	416 (8.6%)	383	8.6%

Emergency presentations[2] 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	26	16	18	18	18	27
Emergency	293	308	263	315	351	490
Urgent	1,794	1,903	1,609	1,622	1,731	1,981
Semi-urgent	2,086	2,001	2,101	1,987	2,412	1,948
Non-urgent	261	177	245	330	383	416
All emergency presentations	4,460	4,405	4,236	4,272	4,895	4,862

Griffith Base Hospital: Patients arriving by ambulance

January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	688 patients	757	
ED Transfer of care time			
Median time	11 minutes	10 minutes	1 minute
90th percentile time	22 minutes	21 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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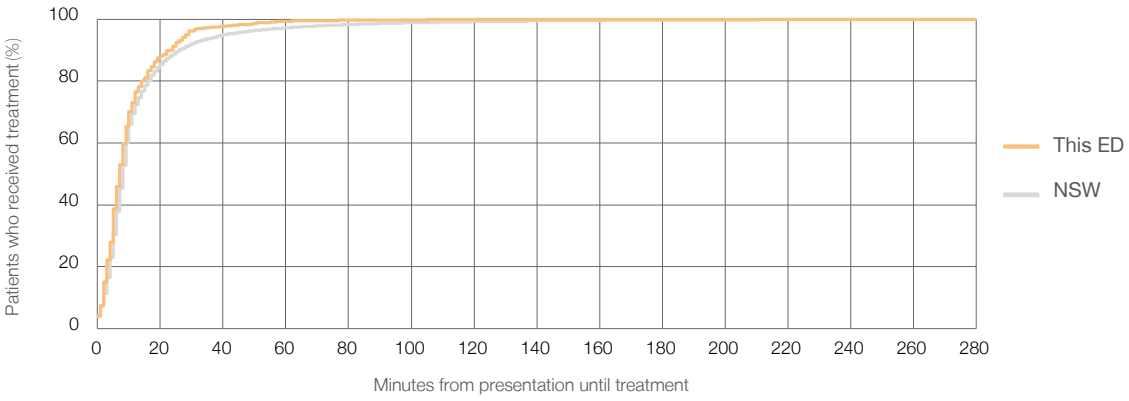
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Griffith Base Hospital: Time patients waited to start treatment, triage 2

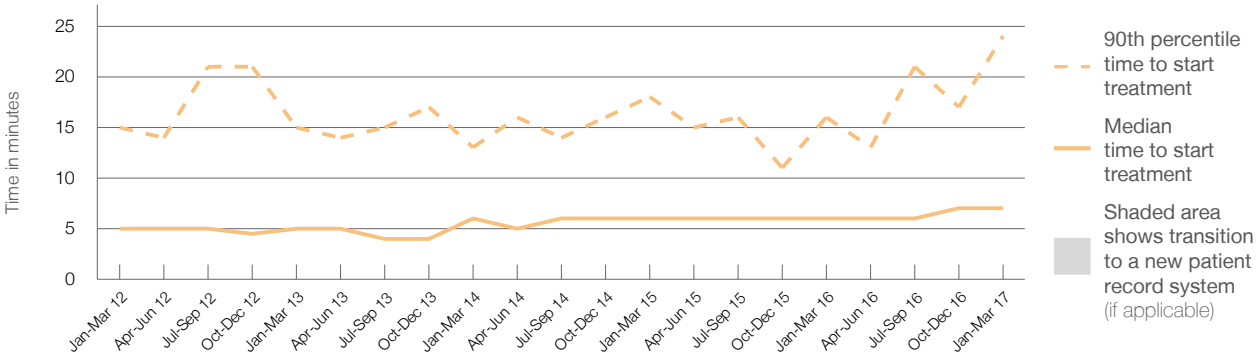
January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 490		351	
Number of triage 2 patients used to calculate waiting time:[3] 487		348	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	24 minutes	16 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)	5	5	6	6	6	7
90th percentile time to start treatment[5] (minutes)	15	15	13	18	16	24

(†) 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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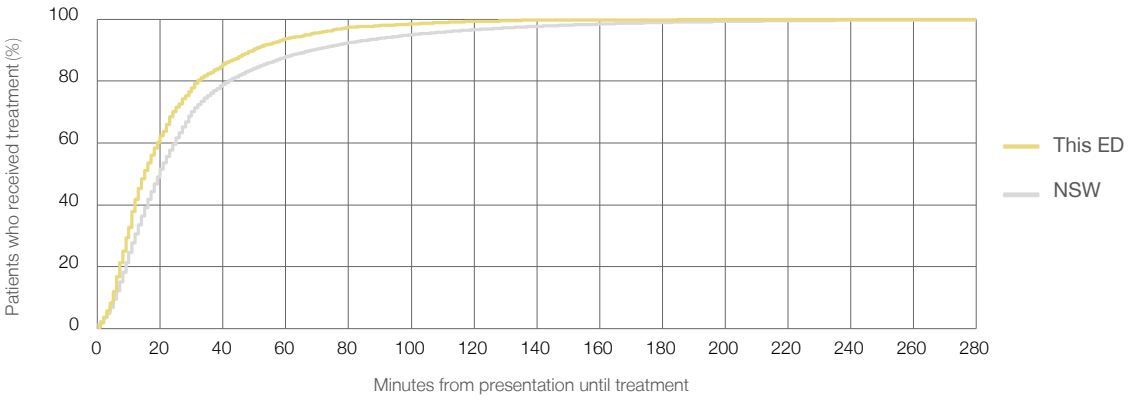
Griffith Base Hospital: Time patients waited to start treatment, triage 3

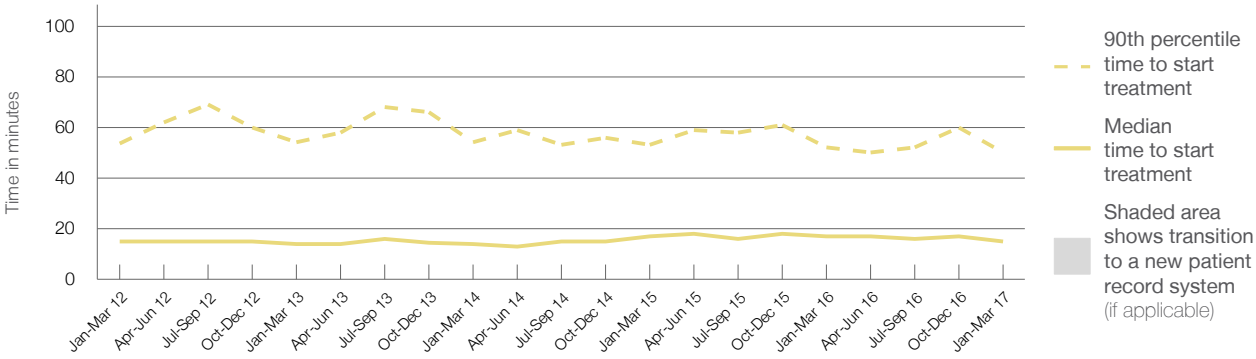
January to March 2017

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients:	1,981	1,731	
Number of triage 3 patients used to calculate waiting time:[3]	1,957	1,708	
Median time to start treatment[4]	15 minutes	17 minutes	20 minutes
90th percentile time to start treatment[5]	50 minutes	52 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)	15	14	14	17	17	15
90th percentile time to start treatment[5] (minutes)	54	54	54	53	52	50

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

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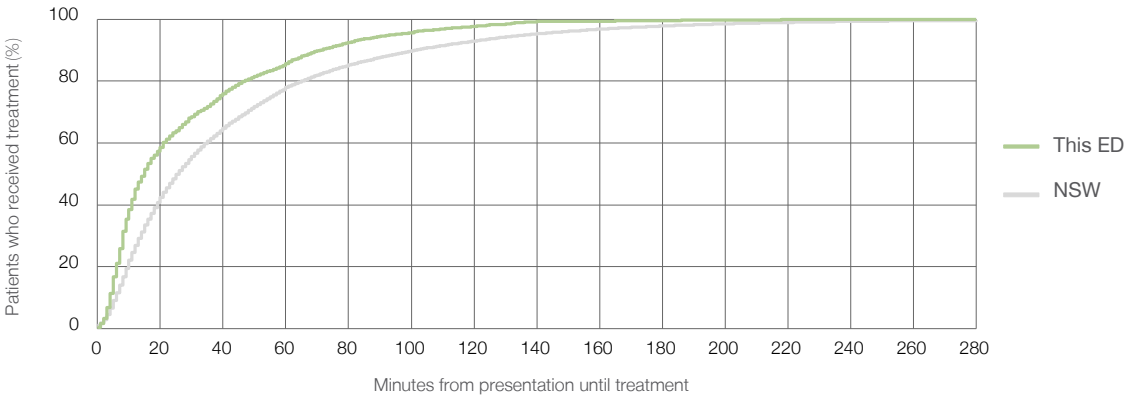
Griffith Base Hospital: Time patients waited to start treatment, triage 4

January to March 2017

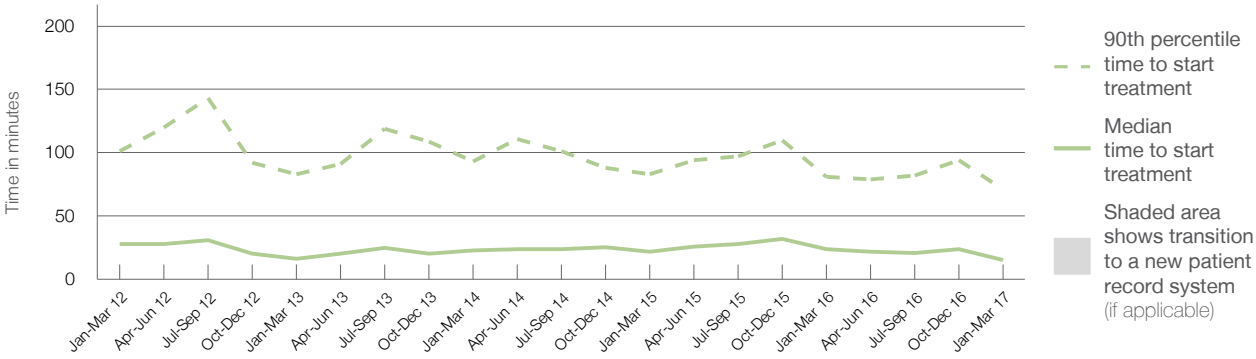
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	1,948	2,412	
Number of triage 4 patients used to calculate waiting time:[3]	1,895	2,314	
Median time to start treatment[4]	15 minutes	24 minutes	26 minutes
90th percentile time to start treatment[5]	71 minutes	81 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)	28	16	23	22	24	15
90th percentile time to start treatment[5] (minutes)	101	83	93	83	81	71

(†) 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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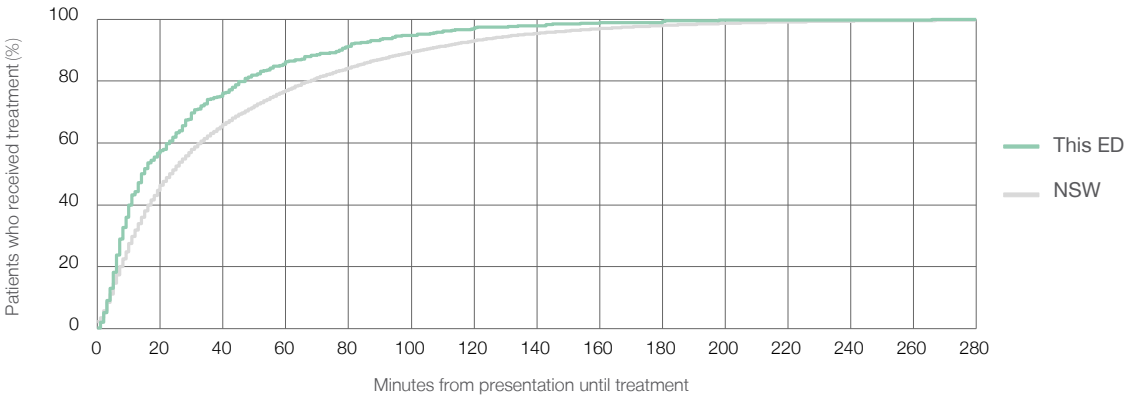
Griffith Base Hospital: Time patients waited to start treatment, triage 5

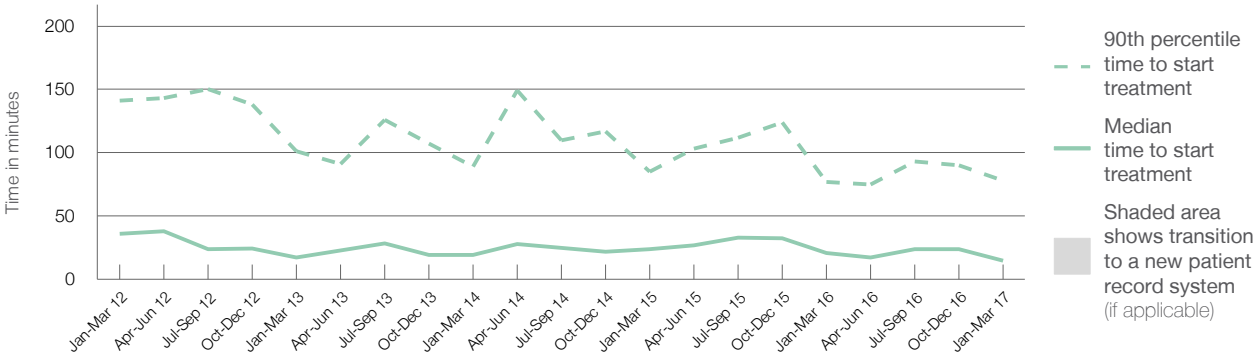
January to March 2017

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	416	383	
Number of triage 5 patients used to calculate waiting time:[3]	386	348	
Median time to start treatment[4]	15 minutes	21 minutes	23 minutes
90th percentile time to start treatment[5]	78 minutes	77 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)	36	17	19	24	21	15
90th percentile time to start treatment[5] (minutes)	141	101	89	85	77	78

(†) 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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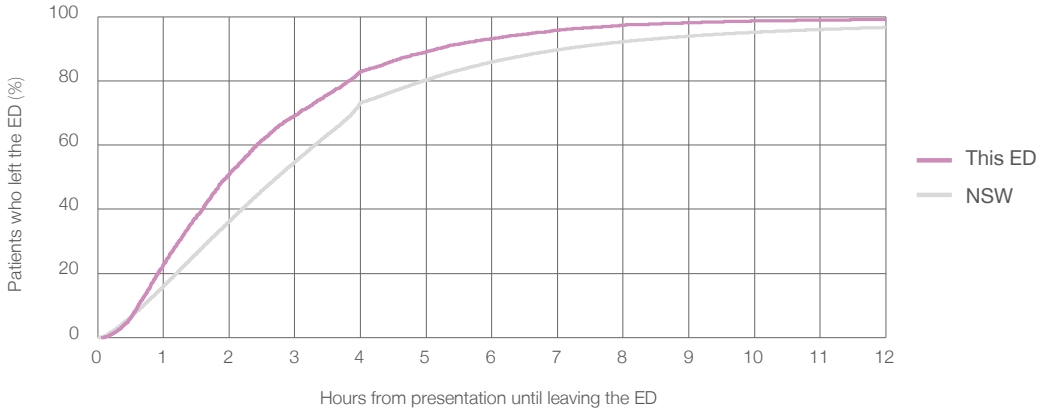
Griffith Base Hospital: Time patients spent in the ED

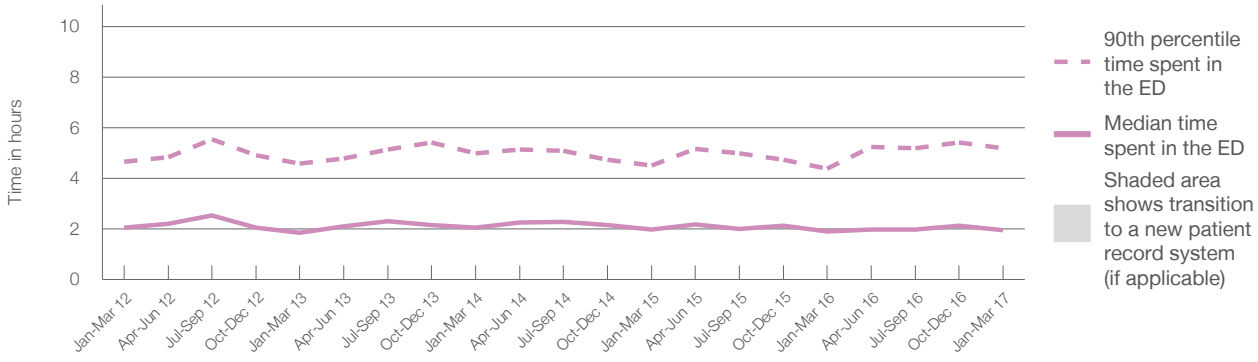
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1]	5,099 patients	5,035	
Presentations used to calculate time to leaving the ED:[6]	5,099 patients	5,035	
Median time spent in the ED[8]	1 hours and 58 minutes	1 hours and 54 minutes	2 hours and 44 minutes
90th percentile time spent in the ED[9]	5 hours and 11 minutes	4 hours and 23 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[†‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED[8] (hours, minutes)	2h 4m	1h 51m	2h 3m	1h 59m	1h 54m	1h 58m
90th percentile time to leaving the ED[9] (hours, minutes)	4h 40m	4h 35m	5h 0m	4h 30m	4h 23m	5h 11m

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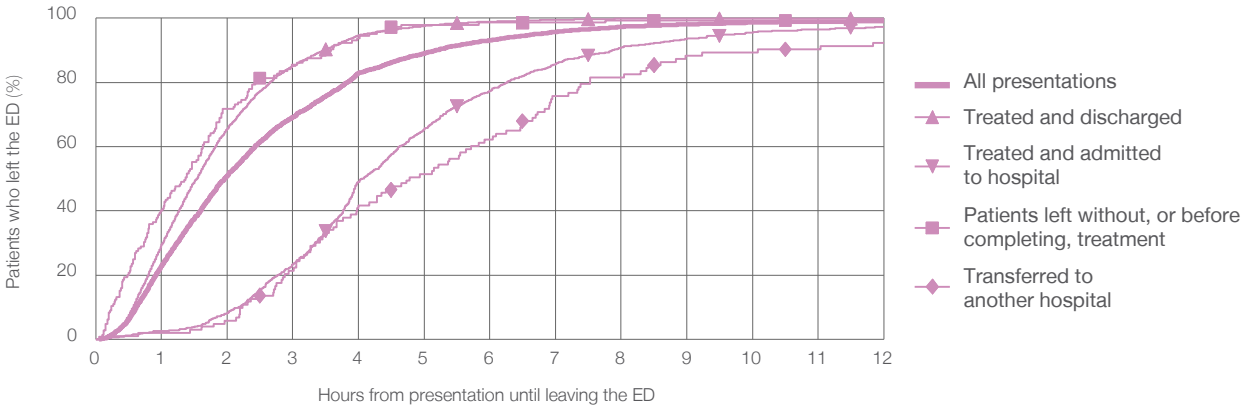
Griffith Base Hospital: Time patients spent in the ED
By mode of separation
January to March 2017

All presentations:[1] 5,099 patients

Presentations used to calculate time to leaving the ED:[6] 5,099 patients

		Same period last year	Change since one year ago
Treated and discharged	3,637 (71.3%)	3,756	-3.2%
Treated and admitted to hospital	1,201 (23.6%)	1,045	14.9%
Patient left without, or before completing, treatment	145 (2.8%)	177	-18.1%
Transferred to another hospital	103 (2.0%)	54	90.7%
Other	13 (0.3%)	3	333.3%
		5,035	1.3%

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
Treated and discharged	29.4%	65.6%	85.0%	94.7%	98.9%	99.8%	99.9%	99.9%
Treated and admitted to hospital	2.5%	8.1%	23.3%	49.1%	77.4%	90.8%	95.6%	97.3%
Patient left without, or before completing, treatment	40.0%	71.7%	85.5%	93.8%	98.6%	99.3%	99.3%	99.3%
Transferred to another hospital	1.9%	5.8%	21.4%	41.7%	62.1%	81.6%	89.3%	92.2%
All presentations	22.9%	51.1%	69.2%	82.9%	93.1%	97.3%	98.6%	99.1%

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

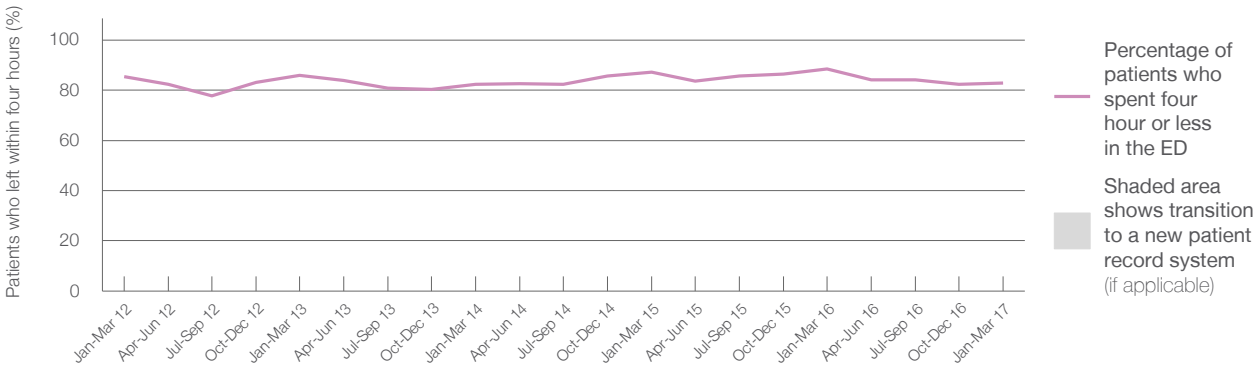
Griffith Base Hospital: Time spent in the ED

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

January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	5,099 patients	5,035	1.3%
Presentations used to calculate time to leaving the ED:[6]	5,099 patients	5,035	1.3%
Percentage of patients who spent four hours or less in the ED	82.9%	88.5%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who left within four hours (%)	85.3%	85.8%	82.4%	87.3%	88.5%	82.9%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

Hawkesbury District Health Services: Emergency department (ED) overview

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	6,085 patients	6,138	-0.9%
Emergency presentations:[2]	5,757 patients	5,705	0.9%

Hawkesbury District Health Services: Time patients waited to start treatment[3]

January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	644 patients	554	
Median time to start treatment[4]	9 minutes	12 minutes	8 minutes
90th percentile time to start treatment[5]	20 minutes	27 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	1,677 patients	1,514	
Median time to start treatment[4]	15 minutes	20 minutes	20 minutes
90th percentile time to start treatment[5]	40 minutes	39 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	3,118 patients	3,011	
Median time to start treatment[4]	15 minutes	21 minutes	26 minutes
90th percentile time to start treatment[5]	63 minutes	57 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	297 patients	618	
Median time to start treatment[4]	13 minutes	20 minutes	23 minutes
90th percentile time to start treatment[5]	57 minutes	71 minutes	104 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	6,085 patients	6,138	-0.9%
Percentage of patients who spent four hours or less in the ED	74.8%	82.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. 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.
6. 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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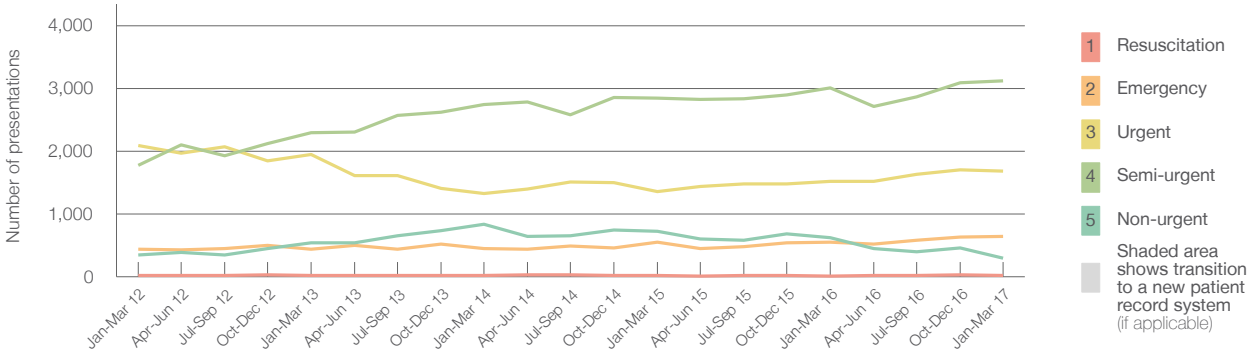
Hawkesbury District Health Services: Patients presenting to the emergency department

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	6,085 patients	6,138	-0.9%
Emergency presentations[2] by triage category:	5,757 patients	5,705	0.9%
1 Resuscitation	21 (0.4%)	8	162.5%
2 Emergency	644 (11.2%)	554	16.2%
3 Urgent	1,677 (29.1%)	1,514	10.8%
4 Semi-urgent	3,118 (54.2%)	3,011	3.6%
5 Non-urgent	297 (5.2%)	618	-51.9%

Emergency presentations[2] 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	21	17	20	17	8	21
Emergency	436	434	447	545	554	644
Urgent	2,087	1,949	1,322	1,355	1,514	1,677
Semi-urgent	1,775	2,290	2,745	2,846	3,011	3,118
Non-urgent	343	540	838	720	618	297
All emergency presentations	4,662	5,230	5,372	5,483	5,705	5,757

Hawkesbury District Health Services: Patients arriving by ambulance

January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	917 patients	1,008	
ED Transfer of care time			
Median time	12 minutes	17 minutes	-5 minutes
90th percentile time	25 minutes	32 minutes	-7 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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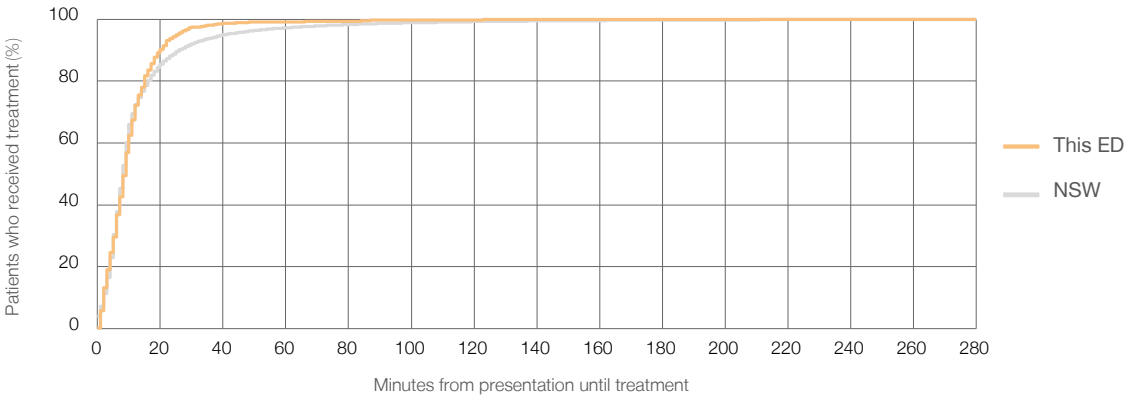
Hawkesbury District Health Services: Time patients waited to start treatment, triage 2

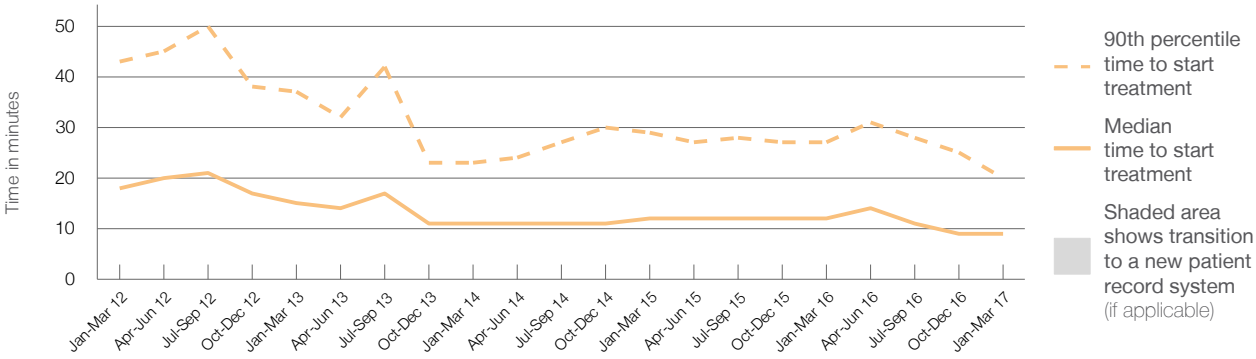
January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)		Same period last year	NSW (this period)
Number of triage 2 patients: 644		554	
Number of triage 2 patients used to calculate waiting time:[3] 644		554	
Median time to start treatment[4]	9 minutes	12 minutes	8 minutes
90th percentile time to start treatment[5]	20 minutes	27 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)	18	15	11	12	12	9
90th percentile time to start treatment[5] (minutes)	43	37	23	29	27	20

(†) 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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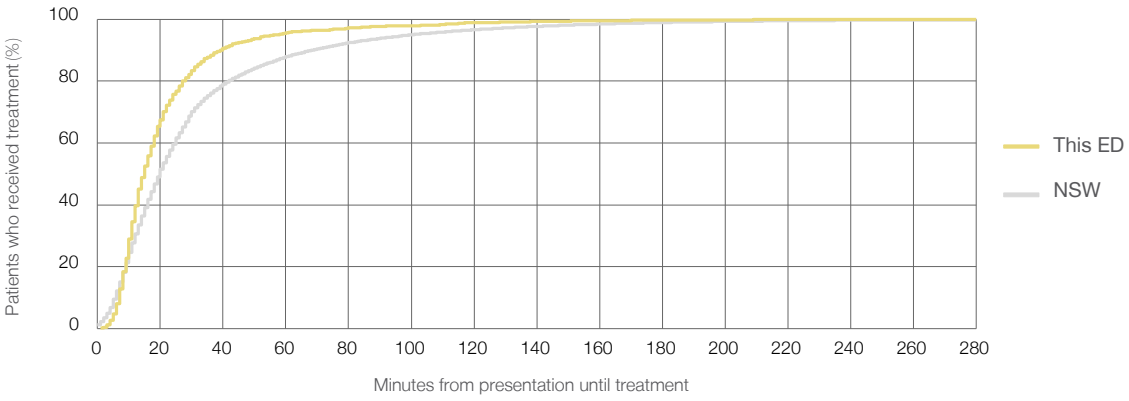
Hawkesbury District Health Services: Time patients waited to start treatment, triage 3

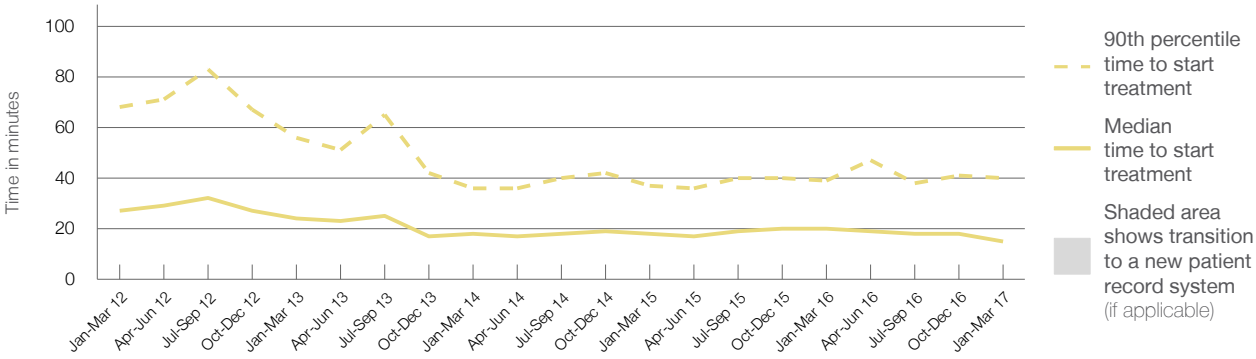
January to March 2017

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,677		1,514	
Number of triage 3 patients used to calculate waiting time:[3] 1,676		1,513	
Median time to start treatment[4]	15 minutes	20 minutes	20 minutes
90th percentile time to start treatment[5]	40 minutes	39 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)	27	24	18	18	20	15
90th percentile time to start treatment[5] (minutes)	68	56	36	37	39	40

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

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

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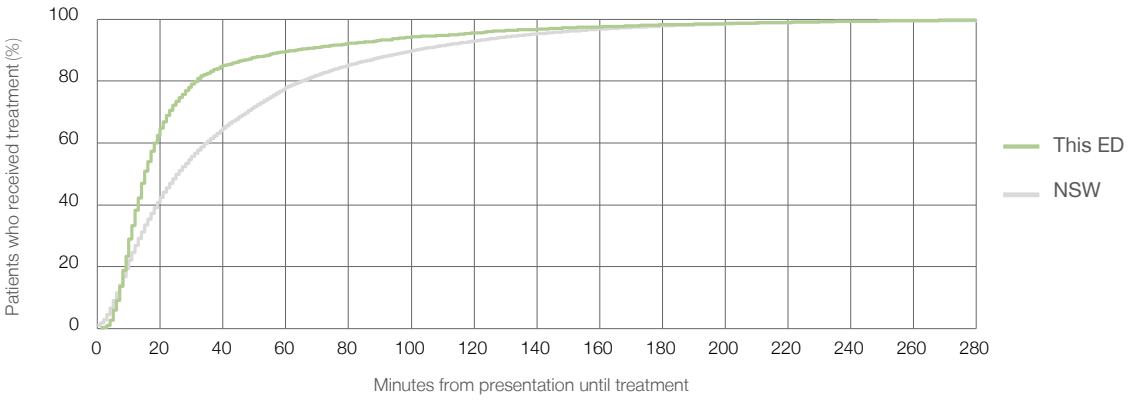
Hawkesbury District Health Services: Time patients waited to start treatment, triage 4

January to March 2017

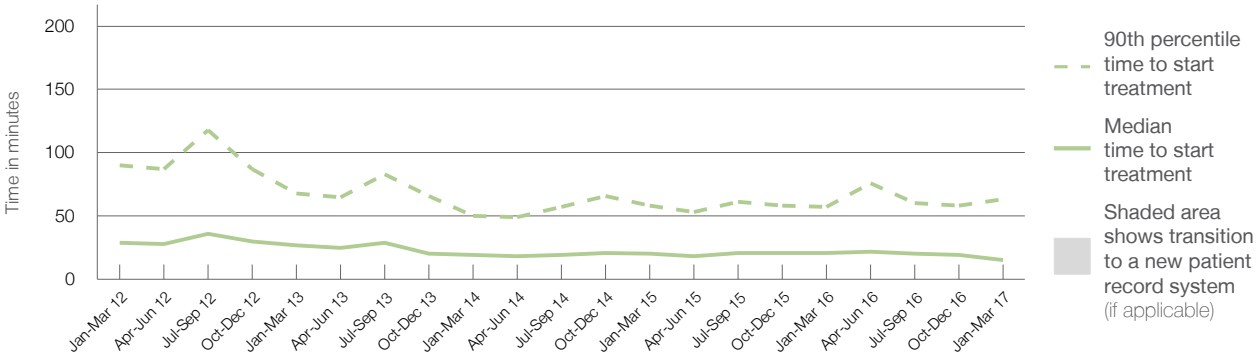
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	3,118	3,011	
Number of triage 4 patients used to calculate waiting time:[3]	3,113	2,995	
Median time to start treatment[4]	15 minutes	21 minutes	26 minutes
90th percentile time to start treatment[5]	63 minutes	57 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)	29	27	19	20	21	15
90th percentile time to start treatment[5] (minutes)	90	68	50	58	57	63

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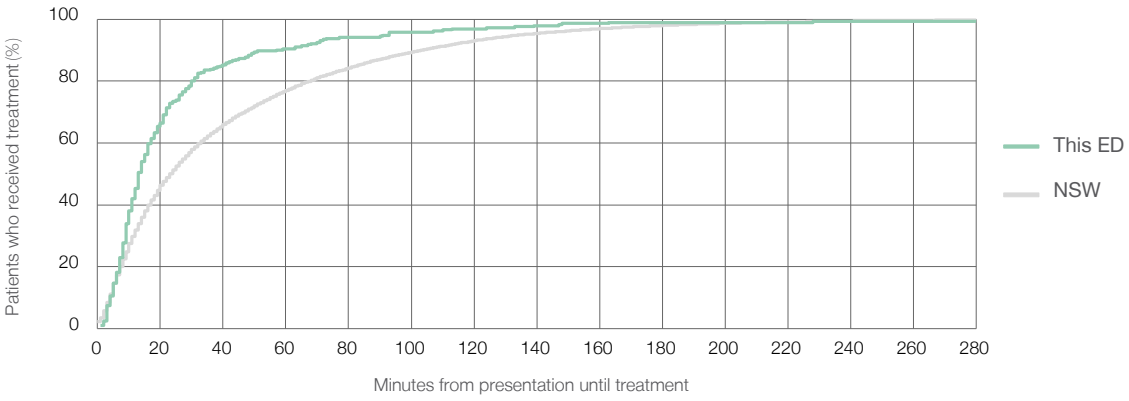
Hawkesbury District Health Services: Time patients waited to start treatment, triage 5

January to March 2017

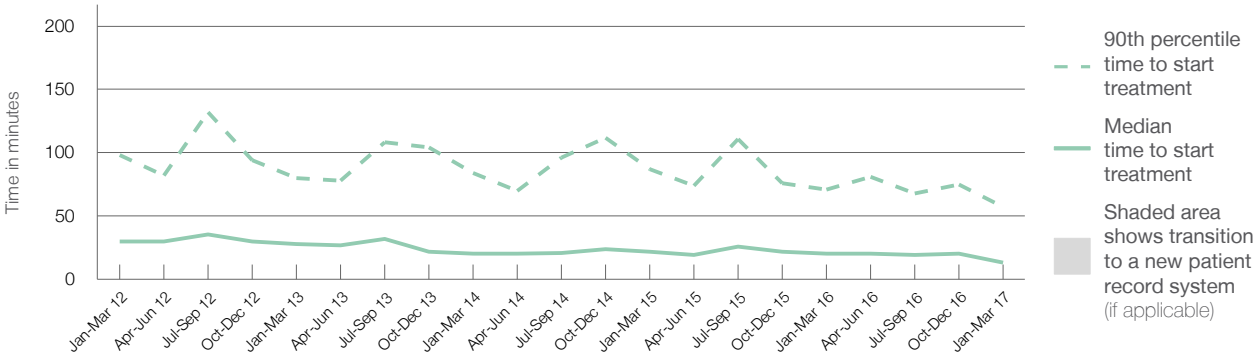
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	297	618	
Number of triage 5 patients used to calculate waiting time:[3]	291	600	
Median time to start treatment[4]	13 minutes	20 minutes	23 minutes
90th percentile time to start treatment[5]	57 minutes	71 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)	30	28	20	22	20	13
90th percentile time to start treatment[5] (minutes)	98	80	84	87	71	57

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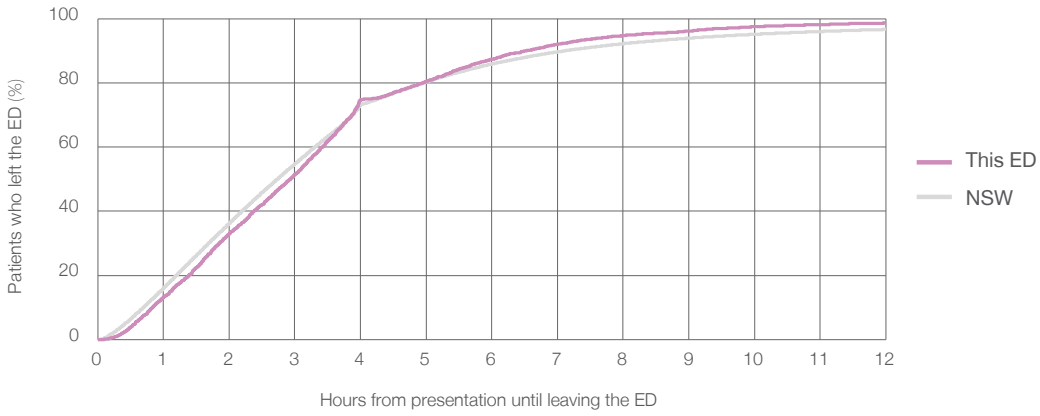
Hawkesbury District Health Services: Time patients spent in the ED

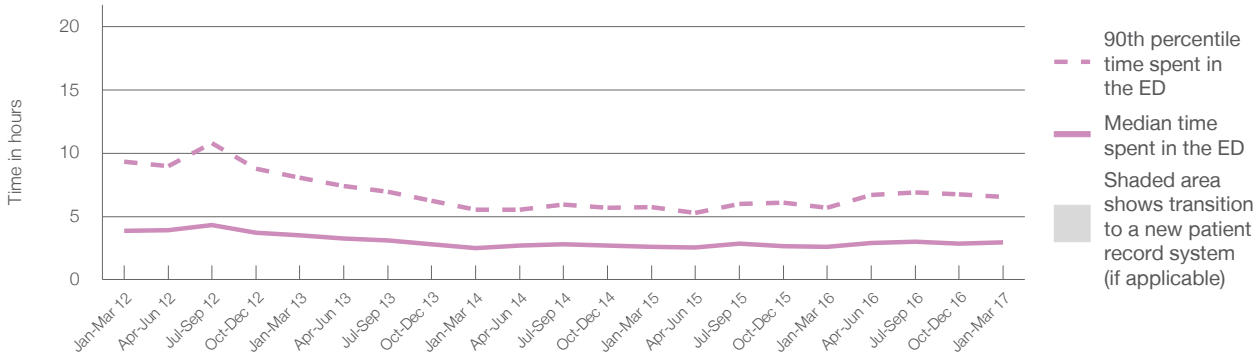
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1]	6,085 patients	6,138	
Presentations used to calculate time to leaving the ED:[6]	6,085 patients	6,138	
Median time spent in the ED[8]	2 hours and 56 minutes	2 hours and 36 minutes	2 hours and 44 minutes
90th percentile time spent in the ED[9]	6 hours and 32 minutes	5 hours and 41 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[†‡§]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED[8] (hours, minutes)	3h 53m	3h 32m	2h 31m	2h 37m	2h 36m	2h 56m
90th percentile time to leaving the ED[9] (hours, minutes)	9h 19m	8h 3m	5h 31m	5h 45m	5h 41m	6h 32m

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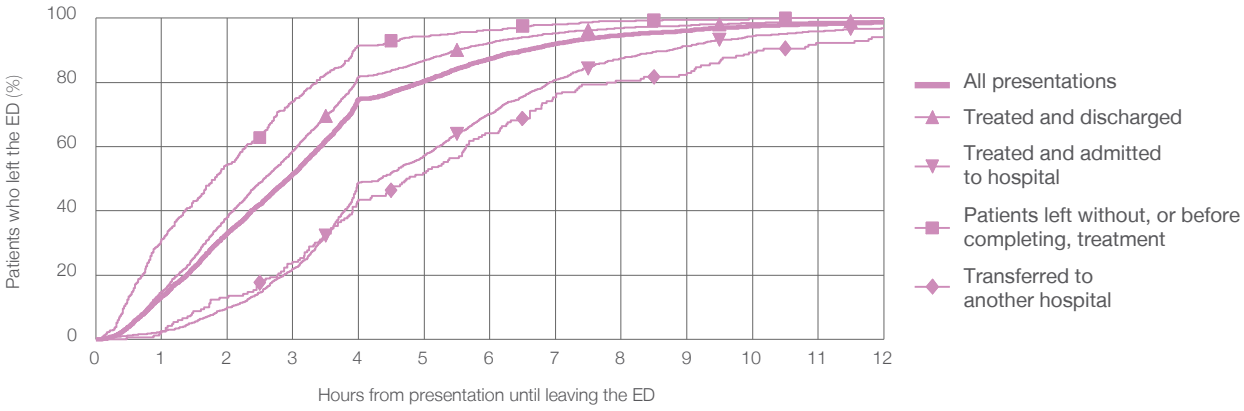
Hawkesbury District Health Services: Time patients spent in the ED
By mode of separation
January to March 2017

All presentations:[1] 6,085 patients

Presentations used to calculate time to leaving the ED:[6] 6,085 patients

		Same period last year	Change since one year ago
Treated and discharged	4,162 (68.4%)	4,281	-2.8%
Treated and admitted to hospital	1,245 (20.5%)	1,169	6.5%
Patient left without, or before completing, treatment	500 (8.2%)	496	0.8%
Transferred to another hospital	170 (2.8%)	182	-6.6%
Other	8 (0.1%)	10	-20.0%
		6,138	-0.9%

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
Treated and discharged	14.8%	38.1%	58.6%	81.8%	92.4%	97.0%	98.5%	99.2%
Treated and admitted to hospital	2.5%	9.9%	22.0%	48.9%	70.2%	87.6%	94.5%	96.9%
Patient left without, or before completing, treatment	31.0%	54.4%	74.0%	91.6%	96.4%	99.2%	99.8%	100%
Transferred to another hospital	2.4%	12.9%	24.1%	43.5%	64.1%	80.6%	89.4%	94.1%
All presentations	13.3%	33.0%	51.5%	74.8%	87.4%	94.8%	97.5%	98.6%

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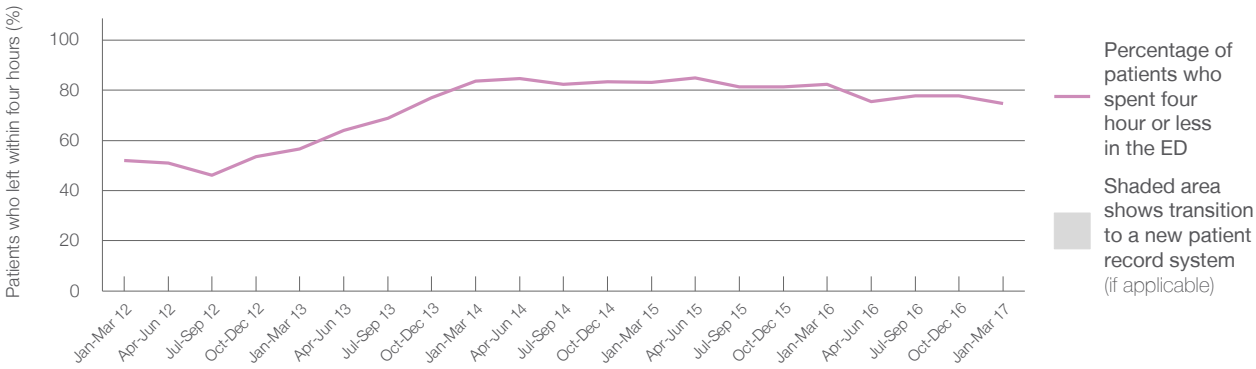
Hawkesbury District Health Services: Time spent in the ED

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

January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	6,085 patients	6,138	-0.9%
Presentations used to calculate time to leaving the ED:[6]	6,085 patients	6,138	-0.9%
Percentage of patients who spent four hours or less in the ED	74.8%	82.4%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who left within four hours (%)	52.0%	56.5%	83.7%	83.2%	82.4%	74.8%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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Mount Druitt Hospital: Emergency department (ED) overview

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	7,963 patients	8,224	-3.2%
Emergency presentations:[2]	7,888 patients	8,171	-3.5%

Mount Druitt Hospital: Time patients waited to start treatment[3]

January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	1,373 patients	1,176	
Median time to start treatment[4]	10 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	25 minutes	25 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	2,938 patients	3,283	
Median time to start treatment[4]	26 minutes	28 minutes	20 minutes
90th percentile time to start treatment[5]	87 minutes	87 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	2,649 patients	2,698	
Median time to start treatment[4]	40 minutes	38 minutes	26 minutes
90th percentile time to start treatment[5]	114 minutes	109 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	910 patients	992	
Median time to start treatment[4]	41 minutes	38 minutes	23 minutes
90th percentile time to start treatment[5]	127 minutes	113 minutes	104 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	7,960 patients	8,224	-3.2%
Percentage of patients who spent four hours or less in the ED	67.9%	74.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. 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.
6. 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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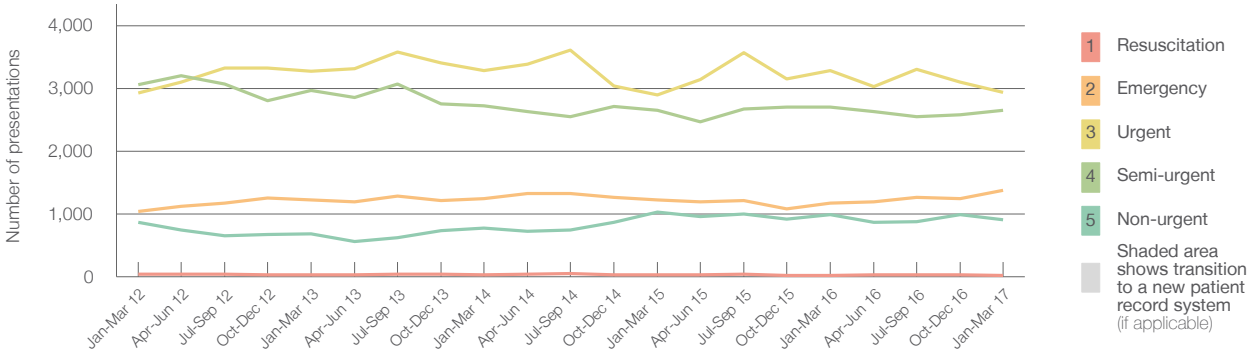
Mount Druitt Hospital: Patients presenting to the emergency department

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	7,963 patients	8,224	-3.2%
Emergency presentations[2] by triage category:	7,888 patients	8,171	-3.5%
1 Resuscitation	18 (0.2%)	22	-18.2%
2 Emergency	1,373 (17.4%)	1,176	16.8%
3 Urgent	2,938 (37.2%)	3,283	-10.5%
4 Semi-urgent	2,649 (33.6%)	2,698	-1.8%
5 Non-urgent	910 (11.5%)	992	-8.3%

Emergency presentations[2] 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	38	27	34	26	22	18
Emergency	1,044	1,218	1,244	1,218	1,176	1,373
Urgent	2,923	3,274	3,281	2,897	3,283	2,938
Semi-urgent	3,063	2,971	2,724	2,656	2,698	2,649
Non-urgent	868	685	771	1,027	992	910
All emergency presentations	7,936	8,175	8,054	7,824	8,171	7,888

Mount Druitt Hospital: Patients arriving by ambulance

January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	783 patients	911	
ED Transfer of care time			
Median time	14 minutes	13 minutes	1 minute
90th percentile time	28 minutes	26 minutes	2 minutes

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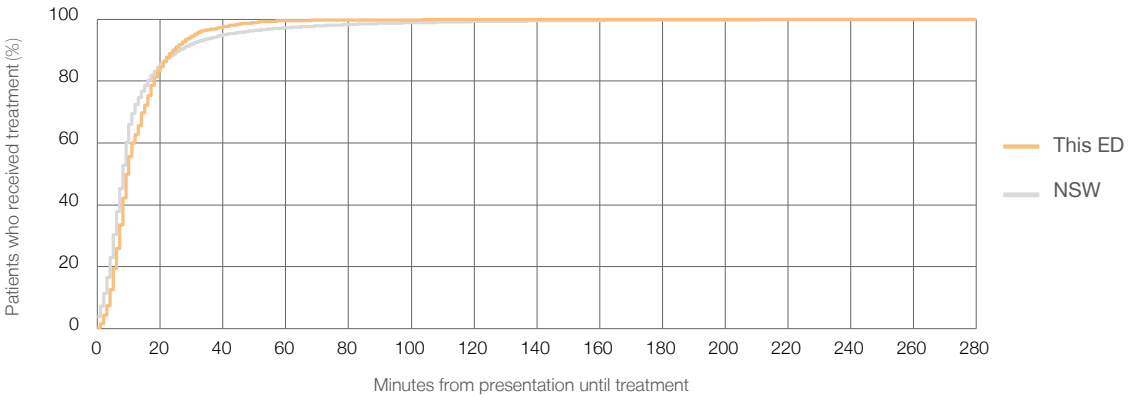
Mount Druitt Hospital: Time patients waited to start treatment, triage 2

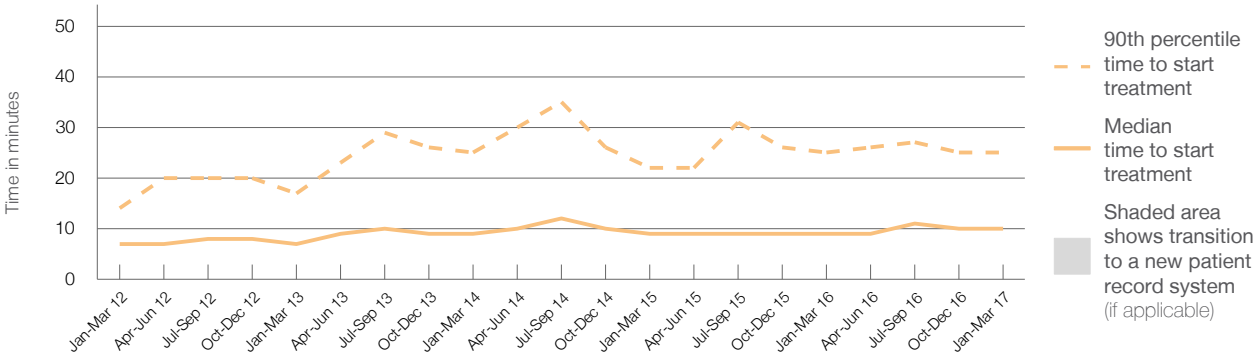
January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns)		Same period last year	NSW (this period)
Number of triage 2 patients: 1,373		1,176	
Number of triage 2 patients used to calculate waiting time:[3] 1,367		1,168	
Median time to start treatment[4]	10 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	25 minutes	25 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	7	9	9	9	10
90th percentile time to start treatment[5] (minutes)	14	17	25	22	25	25

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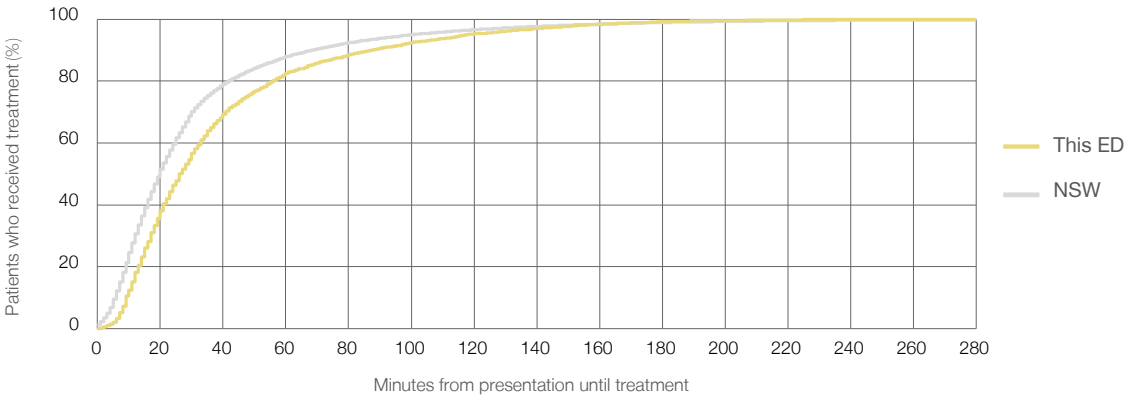
Mount Druitt Hospital: Time patients waited to start treatment, triage 3

January to March 2017

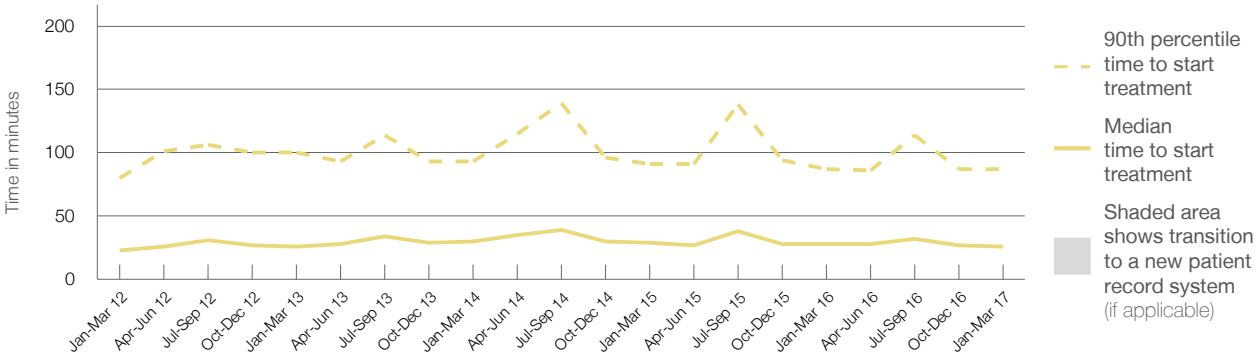
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	2,938	3,283	
Number of triage 3 patients used to calculate waiting time:[3]	2,833	3,137	
Median time to start treatment[4]	26 minutes	28 minutes	20 minutes
90th percentile time to start treatment[5]	87 minutes	87 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)	23	26	30	29	28	26
90th percentile time to start treatment[5] (minutes)	80	100	93	91	87	87

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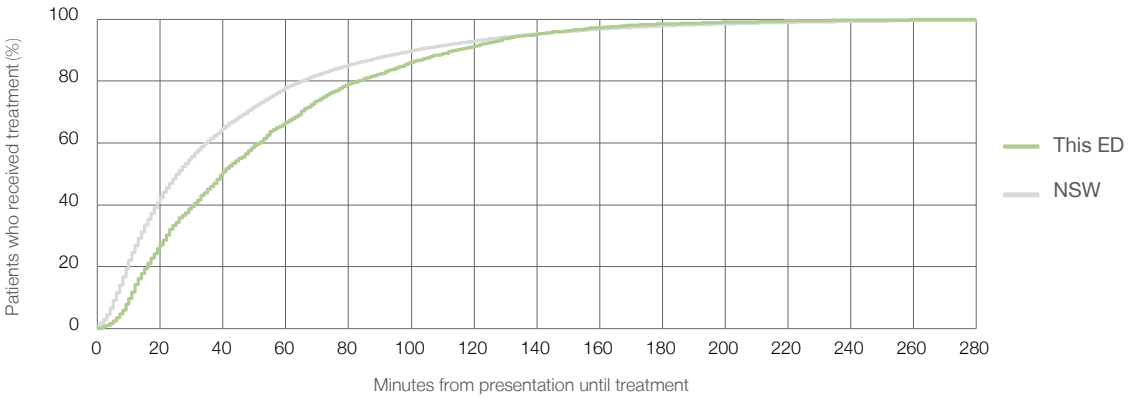
Mount Druitt Hospital: Time patients waited to start treatment, triage 4

January to March 2017

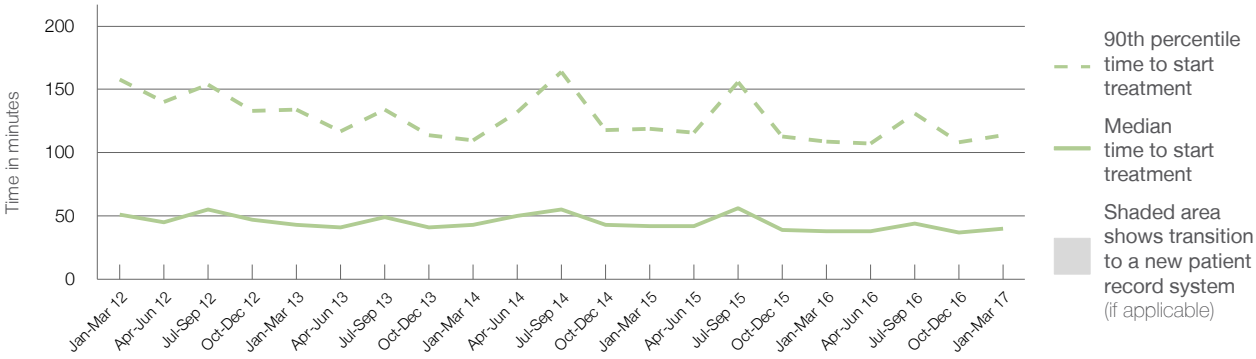
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	2,649	2,698	
Number of triage 4 patients used to calculate waiting time:[3]	2,464	2,502	
Median time to start treatment[4]	40 minutes	38 minutes	26 minutes
90th percentile time to start treatment[5]	114 minutes	109 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)	51	43	43	42	38	40
90th percentile time to start treatment[5] (minutes)	158	134	110	119	109	114

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

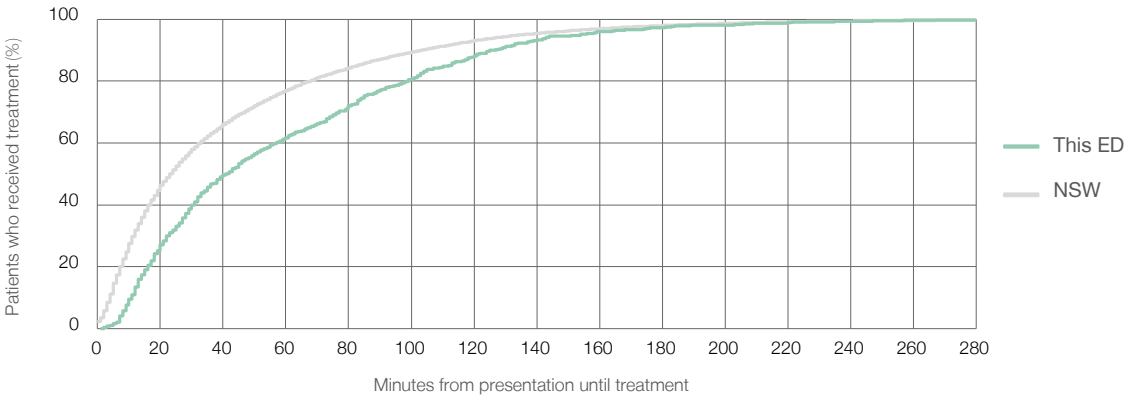
Mount Druitt Hospital: Time patients waited to start treatment, triage 5

January to March 2017

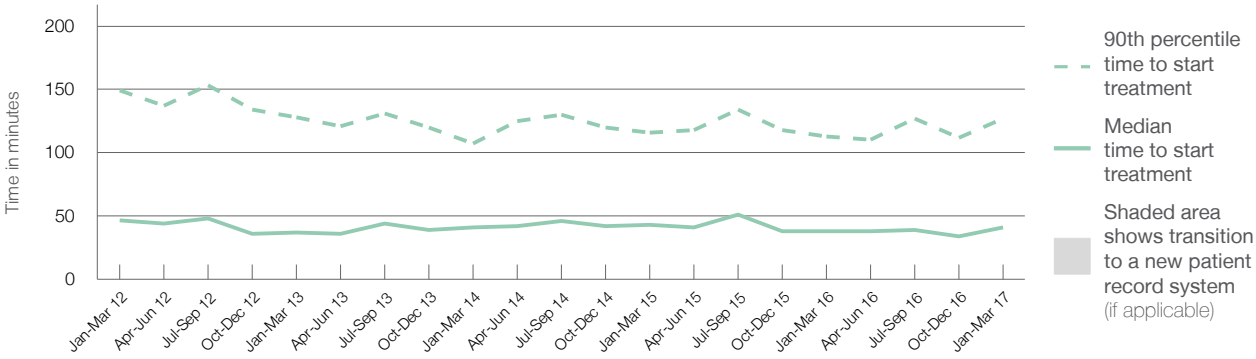
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	910	992	
Number of triage 5 patients used to calculate waiting time:[3]	812	862	
Median time to start treatment[4]	41 minutes	38 minutes	23 minutes
90th percentile time to start treatment[5]	127 minutes	113 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)	47	37	41	43	38	41
90th percentile time to start treatment[5] (minutes)	149	128	107	116	113	127

(†) 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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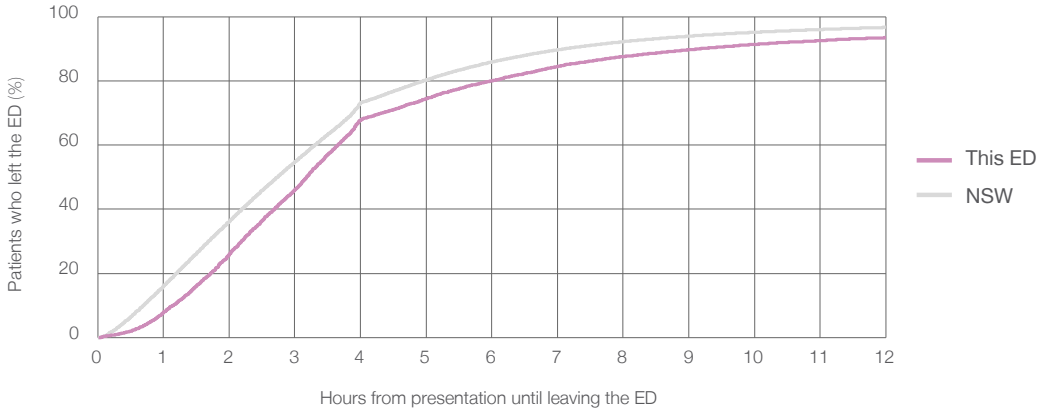
Mount Druitt Hospital: Time patients spent in the ED

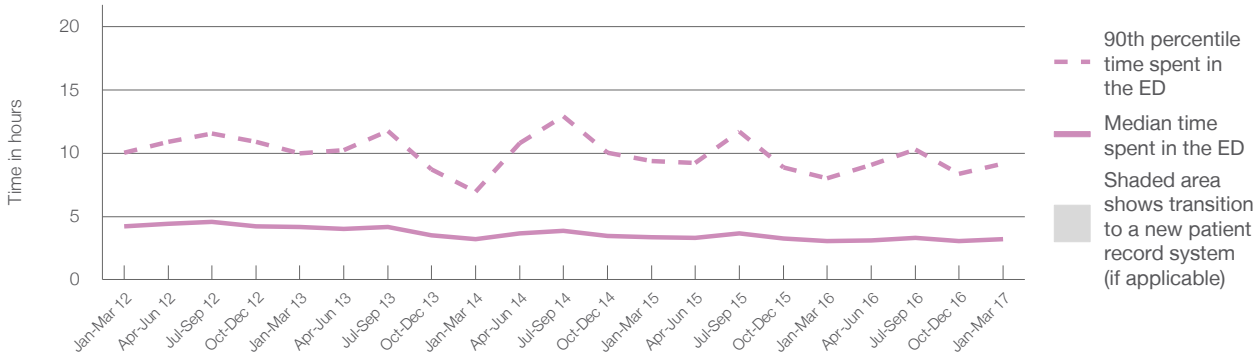
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1]	7,963 patients	8,224	
Presentations used to calculate time to leaving the ED:[6]	7,960 patients	8,224	
Median time spent in the ED[8]	3 hours and 11 minutes	3 hours and 5 minutes	2 hours and 44 minutes
90th percentile time spent in the ED[9]	9 hours and 11 minutes	8 hours and 0 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[†‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED[8] (hours, minutes)	4h 13m	4h 11m	3h 11m	3h 23m	3h 5m	3h 11m
90th percentile time to leaving the ED[9] (hours, minutes)	10h 2m	9h 58m	6h 57m	9h 23m	8h 0m	9h 11m

(†) 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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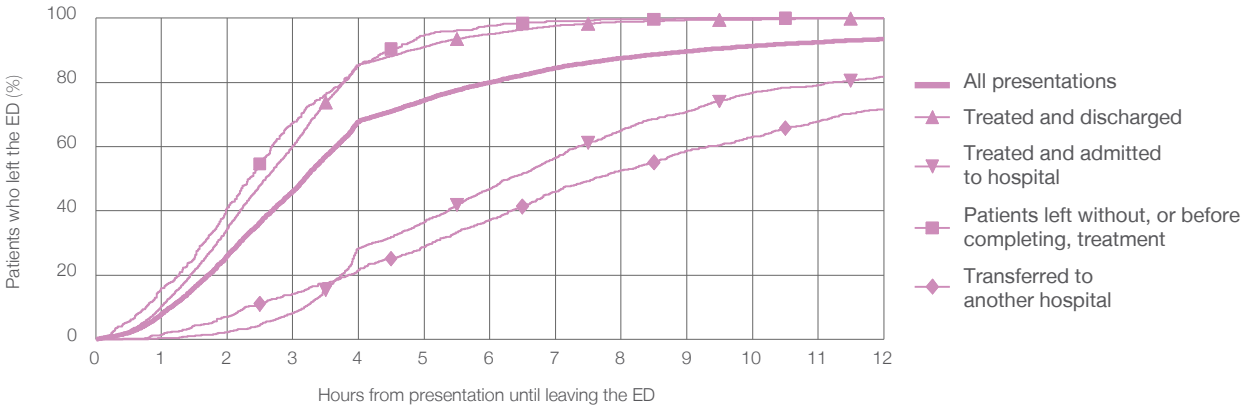
Mount Druitt Hospital: Time patients spent in the ED
By mode of separation
January to March 2017

All presentations:[1] 7,963 patients

Presentations used to calculate time to leaving the ED:[6] 7,960 patients

		Same period last year	Change since one year ago
Treated and discharged	5,047 (63.4%)	8,224	-3.2%
Treated and admitted to hospital	1,432 (18.0%)	5,443	-7.3%
Patient left without, or before completing, treatment	578 (7.3%)	1,437	-0.3%
Transferred to another hospital	904 (11.4%)	457	26.5%
Other	2 (0%)	885	2.1%
		2	0.0%

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
Treated and discharged	10.3%	34.5%	60.2%	85.4%	95.0%	98.8%	99.6%	99.9%
Treated and admitted to hospital	0.3%	2.2%	8.1%	28.3%	46.9%	65.1%	76.8%	81.8%
Patient left without, or before completing, treatment	16.0%	41.1%	67.4%	85.4%	97.7%	99.7%	100%	100%
Transferred to another hospital	1.3%	7.0%	14.2%	21.6%	37.2%	52.5%	63.1%	71.6%
All presentations	7.9%	26.0%	46.1%	67.9%	80.0%	87.6%	91.4%	93.4%

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

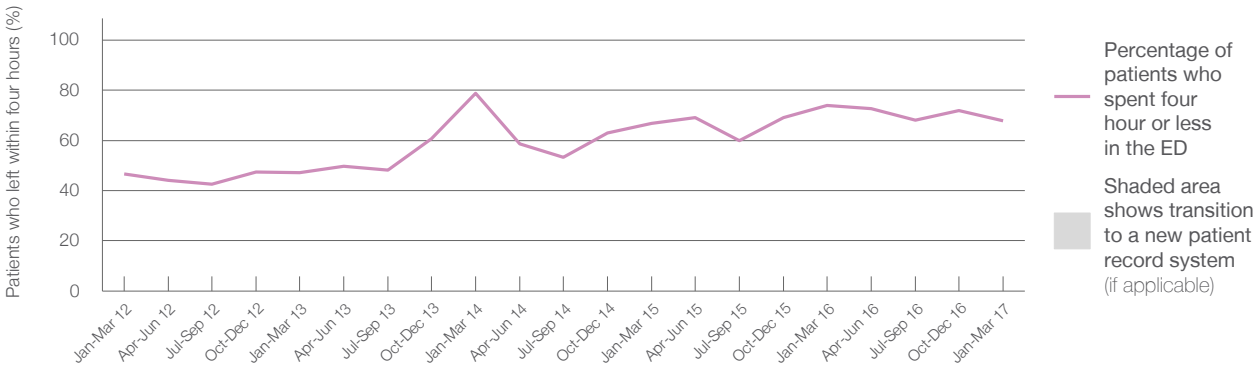
Mount Druitt Hospital: Time spent in the ED

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

January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	7,963 patients	8,224	-3.2%
Presentations used to calculate time to leaving the ED:[6]	7,960 patients	8,224	-3.2%
Percentage of patients who spent four hours or less in the ED	67.9%	74.0%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who left within four hours (%)	46.7%	47.2%	78.8%	66.7%	74.0%	67.9%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

Murwillumbah District Hospital: Emergency department (ED) overview

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	4,564 patients	4,506	1.3%
Emergency presentations:[2]	4,121 patients	4,015	2.6%

Murwillumbah District Hospital: Time patients waited to start treatment[3]

January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	280 patients	281	
Median time to start treatment[4]	6 minutes	5 minutes	8 minutes
90th percentile time to start treatment[5]	13 minutes	13 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	1,242 patients	1,200	
Median time to start treatment[4]	12 minutes	13 minutes	20 minutes
90th percentile time to start treatment[5]	33 minutes	38 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	2,216 patients	2,167	
Median time to start treatment[4]	14 minutes	18 minutes	26 minutes
90th percentile time to start treatment[5]	60 minutes	70 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	374 patients	367	
Median time to start treatment[4]	16 minutes	24 minutes	23 minutes
90th percentile time to start treatment[5]	76 minutes	84 minutes	104 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	4,559 patients	4,495	1.4%
Percentage of patients who spent four hours or less in the ED	89.1%	89.2%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. 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.
6. 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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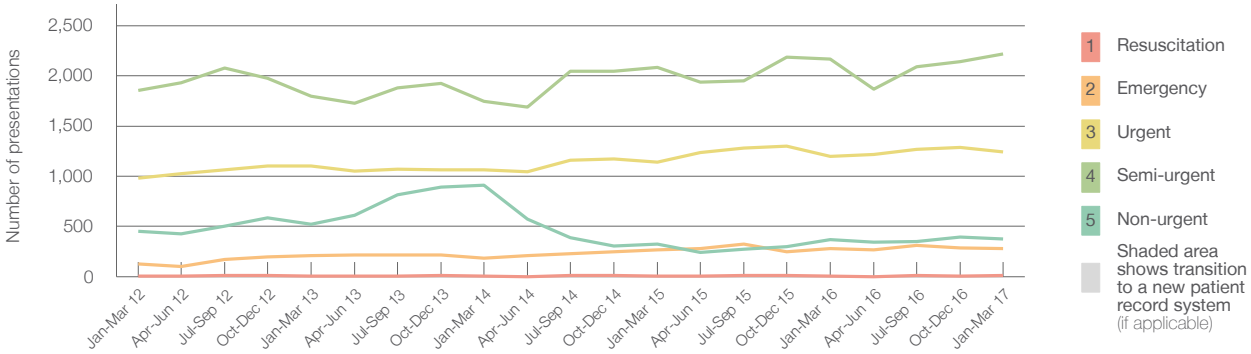
Murwillumbah District Hospital: Patients presenting to the emergency department

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	4,564 patients	4,506	1.3%
Emergency presentations[2] by triage category:	4,121 patients	4,015	2.6%
1 Resuscitation	9 (0.2%)	< 5	*
2 Emergency	280 (6.8%)	281	1.1%
3 Urgent	1,242 (30.1%)	1,200	3.5%
4 Semi-urgent	2,216 (53.8%)	2,167	2.3%
5 Non-urgent	374 (9.1%)	367	1.9%

Emergency presentations[2] 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	5	< 5	5	6	< 5	9
Emergency	129	216	183	265	281	280
Urgent	982	1,104	1,061	1,142	1,200	1,242
Semi-urgent	1,854	1,798	1,745	2,085	2,167	2,216
Non-urgent	454	519	913	326	367	374
All emergency presentations	3,424	3,637	3,907	3,824	4,015	4,121

Murwillumbah District Hospital: Patients arriving by ambulance

January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	240 patients **	182	
ED Transfer of care time			
Median time	11 minutes	12 minutes	-1 minute
90th percentile time	24 minutes	28 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

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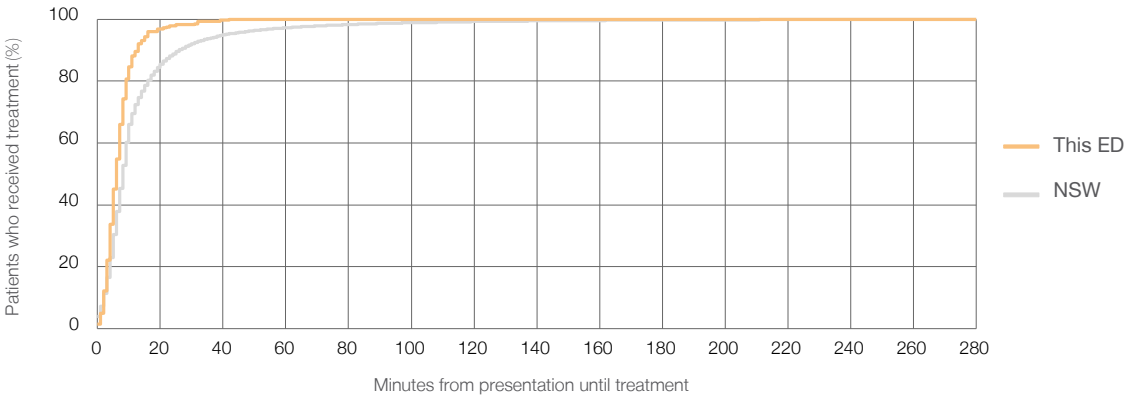
Murwillumbah District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

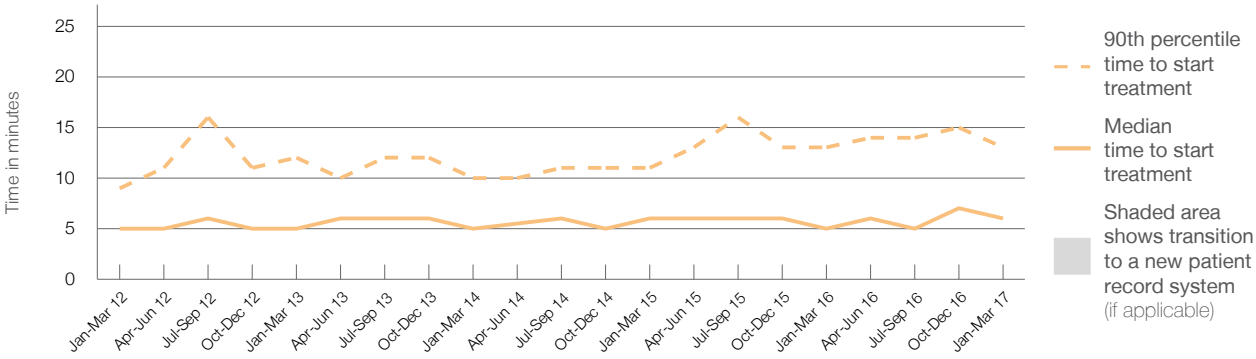
Triage 2 Emergency (e.g. chest pain, severe burns)

		Same period last year	NSW (this period)
Number of triage 2 patients:	280	281	
Number of triage 2 patients used to calculate waiting time:[3]	279	275	
Median time to start treatment[4]	6 minutes	5 minutes	8 minutes
90th percentile time to start treatment[5]	13 minutes	13 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)	5	5	5	6	5	6
90th percentile time to start treatment[5] (minutes)	9	12	10	11	13	13

(†) 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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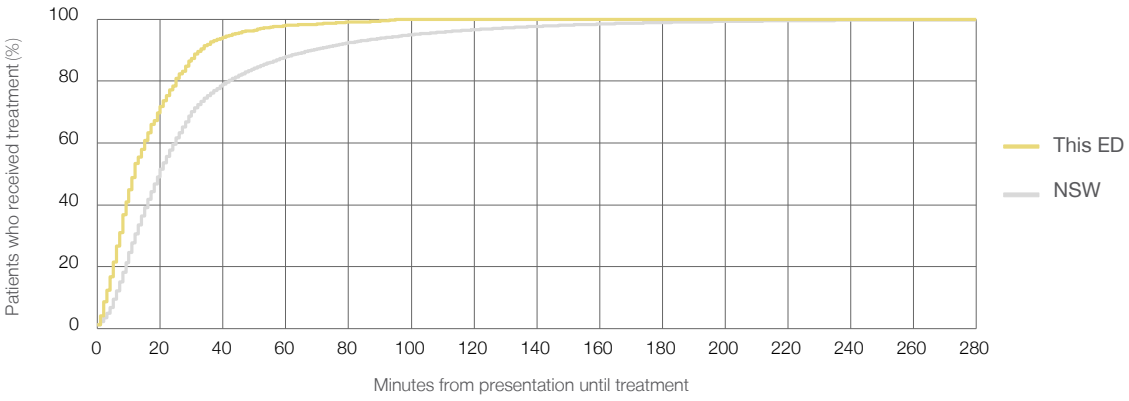
Murwillumbah District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

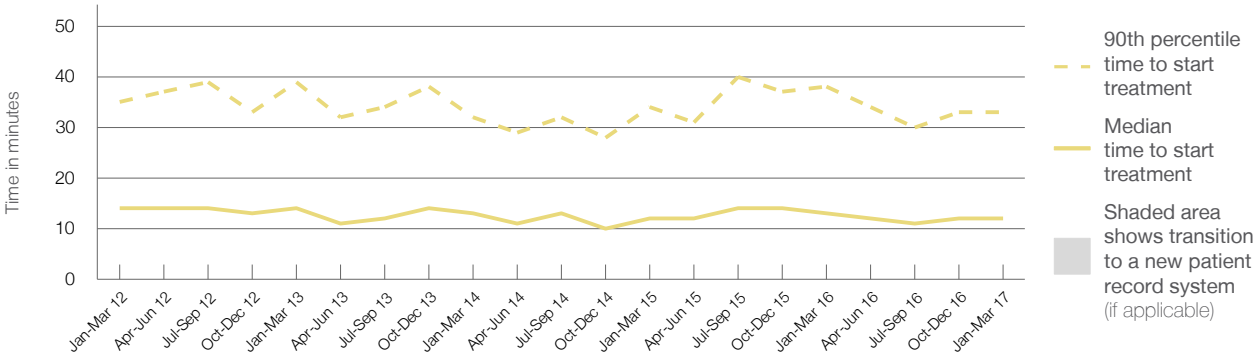
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	1,242	1,200	
Number of triage 3 patients used to calculate waiting time:[3]	1,232	1,182	
Median time to start treatment[4]	12 minutes	13 minutes	20 minutes
90th percentile time to start treatment[5]	33 minutes	38 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)	14	14	13	12	13	12
90th percentile time to start treatment[5] (minutes)	35	39	32	34	38	33

(†) 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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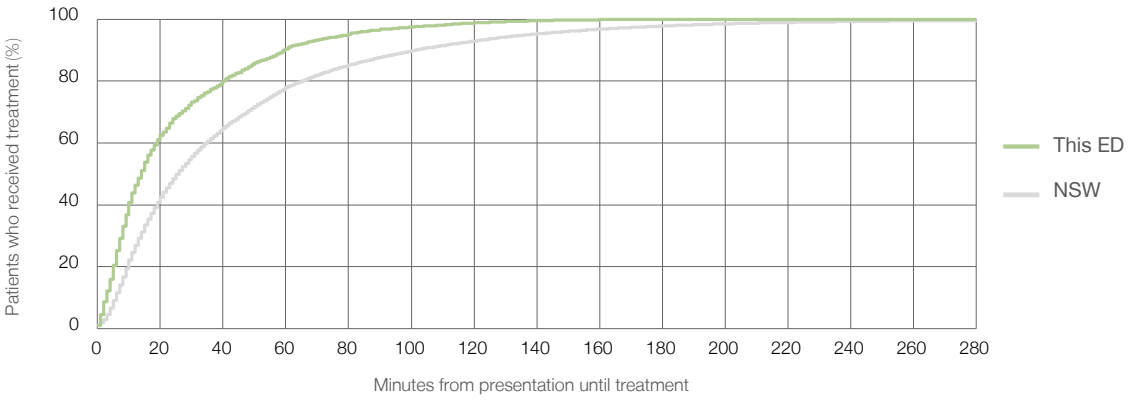
Murwillumbah District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

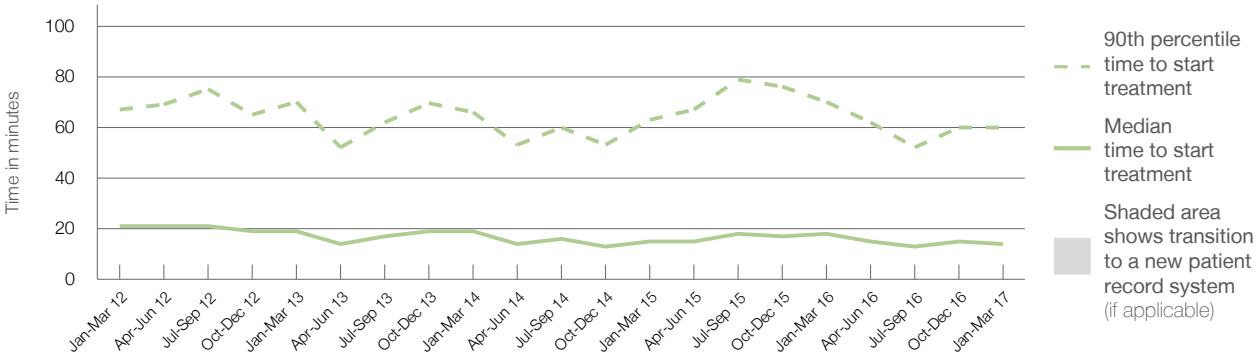
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	2,216	2,167	
Number of triage 4 patients used to calculate waiting time:[3]	2,169	2,088	
Median time to start treatment[4]	14 minutes	18 minutes	26 minutes
90th percentile time to start treatment[5]	60 minutes	70 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)	21	19	19	15	18	14
90th percentile time to start treatment[5] (minutes)	67	70	66	63	70	60

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

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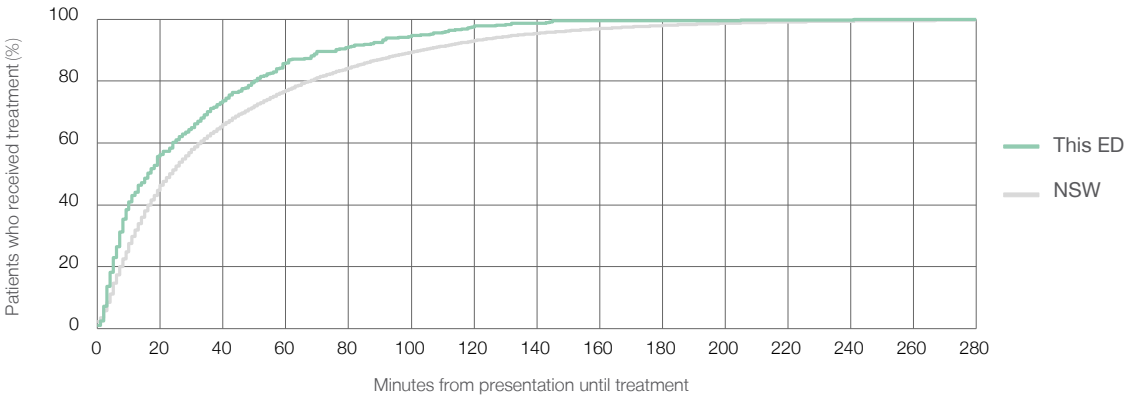
Murwillumbah District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

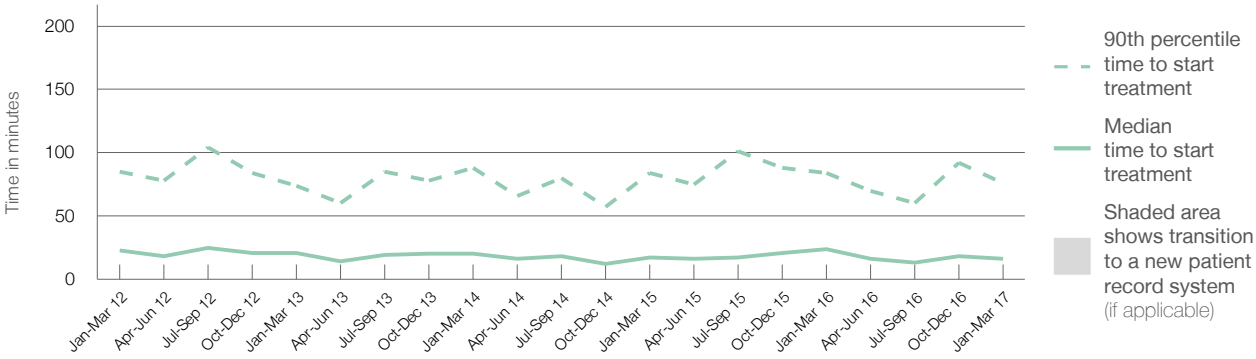
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	374	367	
Number of triage 5 patients used to calculate waiting time:[3]	356	346	
Median time to start treatment[4]	16 minutes	24 minutes	23 minutes
90th percentile time to start treatment[5]	76 minutes	84 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)	23	21	20	17	24	16
90th percentile time to start treatment[5] (minutes)	85	74	88	84	84	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.

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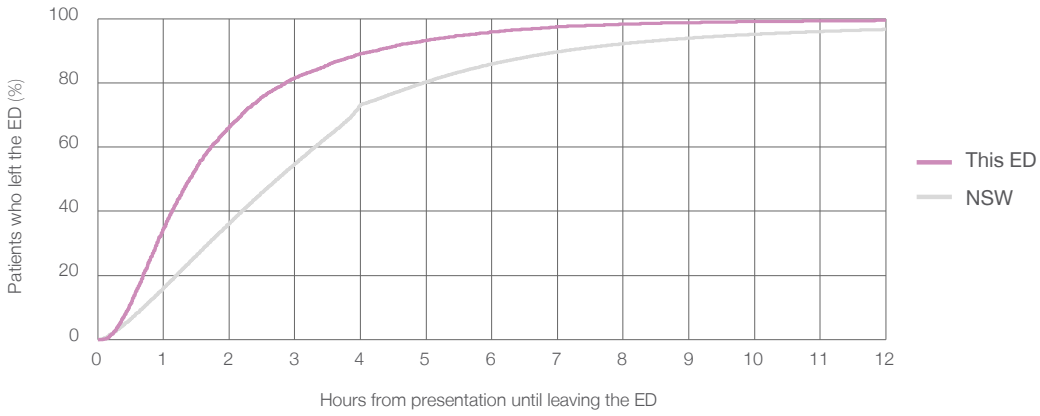
Murwillumbah District Hospital: Time patients spent in the ED

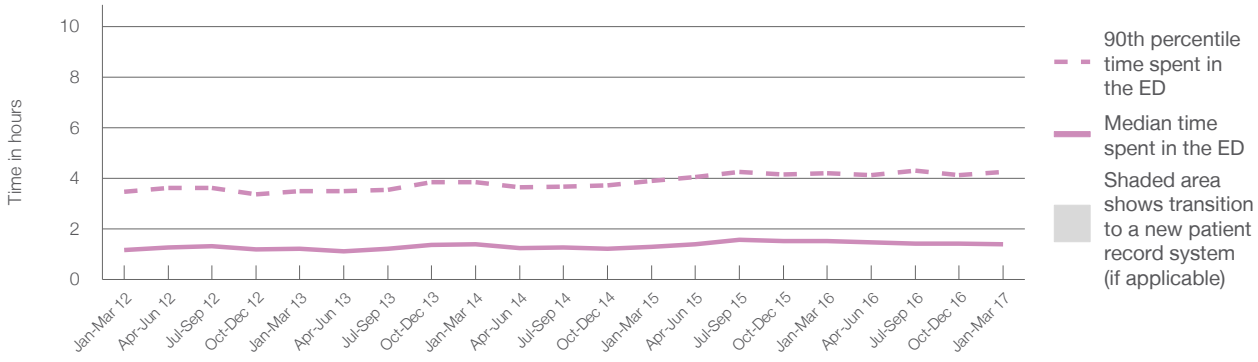
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1]	4,564 patients	4,506	
Presentations used to calculate time to leaving the ED:[6]	4,559 patients	4,495	
Median time spent in the ED[8]	1 hours and 24 minutes	1 hours and 32 minutes	2 hours and 44 minutes
90th percentile time spent in the ED[9]	4 hours and 15 minutes	4 hours and 12 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[†‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED[8] (hours, minutes)	1h 10m	1h 13m	1h 24m	1h 18m	1h 32m	1h 24m
90th percentile time to leaving the ED[9] (hours, minutes)	3h 28m	3h 30m	3h 52m	3h 54m	4h 12m	4h 15m

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

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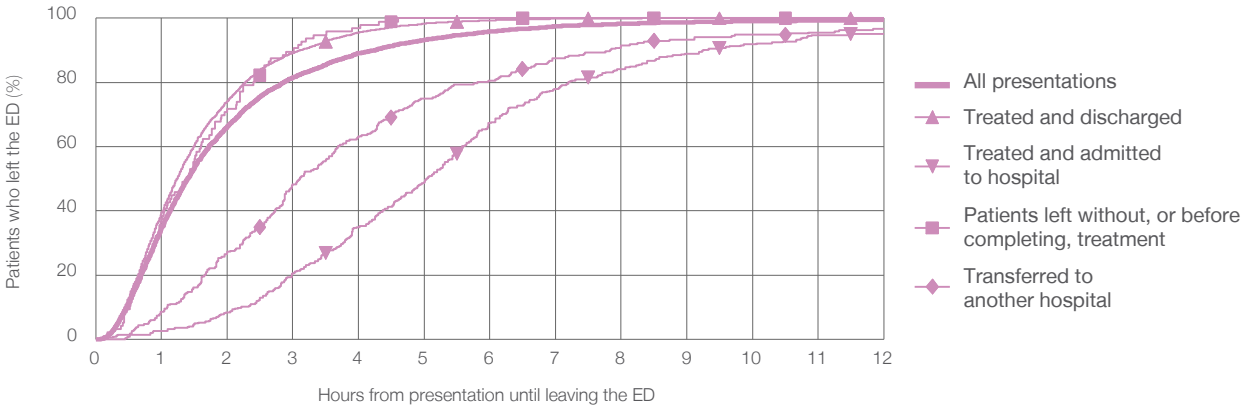
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Murwillumbah District Hospital: Time patients spent in the ED
By mode of separation
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	4,564 patients		
Presentations used to calculate time to leaving the ED:[6]	4,559 patients	4,495	1.4%
Treated and discharged	3,843 (84.2%)	3,697	3.9%
Treated and admitted to hospital	347 (7.6%)	412	-15.8%
Patient left without, or before completing, treatment	96 (2.1%)	124	-22.6%
Transferred to another hospital	272 (6.0%)	251	8.4%
Other	6 (0.1%)	22	-72.7%

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
Treated and discharged	39.4%	74.2%	89.1%	95.6%	99.4%	100%	100%	100%
Treated and admitted to hospital	2.6%	8.4%	20.5%	35.0%	67.3%	84.1%	91.9%	95.1%
Patient left without, or before completing, treatment	37.5%	71.9%	89.6%	96.9%	100%	100%	100%	100%
Transferred to another hospital	8.5%	27.2%	48.2%	63.2%	80.5%	91.5%	94.9%	96.7%
All presentations	34.8%	66.4%	81.5%	89.1%	95.8%	98.3%	99.1%	99.4%

(†) 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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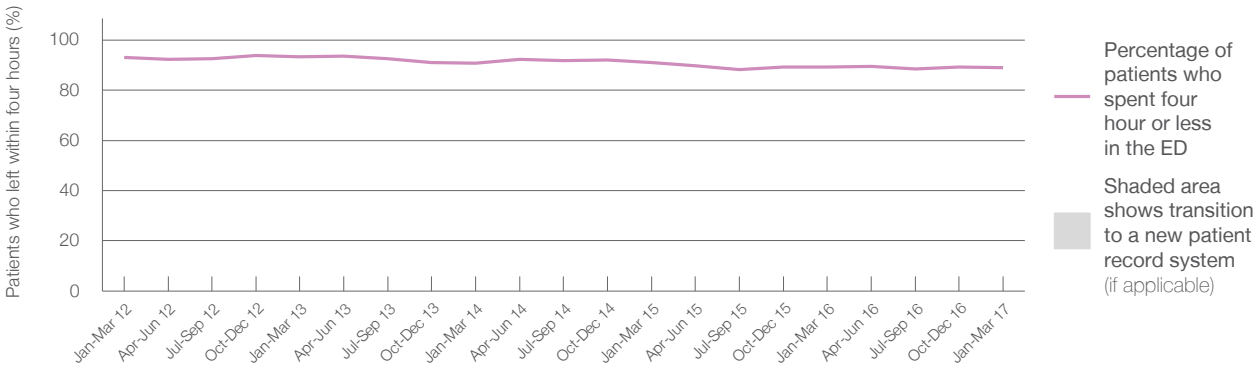
Murwillumbah District Hospital: Time spent in the ED

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

January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	4,564 patients	4,506	1.3%
Presentations used to calculate time to leaving the ED:[6]	4,559 patients	4,495	1.4%
Percentage of patients who spent four hours or less in the ED	89.1%	89.2%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who left within four hours (%)	93.0%	93.3%	90.7%	90.9%	89.2%	89.1%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

Ryde Hospital: Emergency department (ED) overview

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	6,737 patients	6,931	-2.8%
Emergency presentations:[2]	6,667 patients	6,814	-2.2%

Ryde Hospital: Time patients waited to start treatment[3]

January to March 2017

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 896 patients	877	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	11 minutes	11 minutes	26 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 2,495 patients	2,688	
Median time to start treatment[4]	12 minutes	12 minutes	20 minutes
90th percentile time to start treatment[5]	33 minutes	35 minutes	69 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 2,929 patients	2,964	
Median time to start treatment[4]	13 minutes	14 minutes	26 minutes
90th percentile time to start treatment[5]	61 minutes	83 minutes	101 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 306 patients	260	
Median time to start treatment[4]	14 minutes	18 minutes	23 minutes
90th percentile time to start treatment[5]	76 minutes	102 minutes	104 minutes

Ryde Hospital: Time from presentation until leaving the ED

January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	6,737 patients	6,931	-2.8%
Percentage of patients who spent four hours or less in the ED	84.0%	81.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. 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.
6. 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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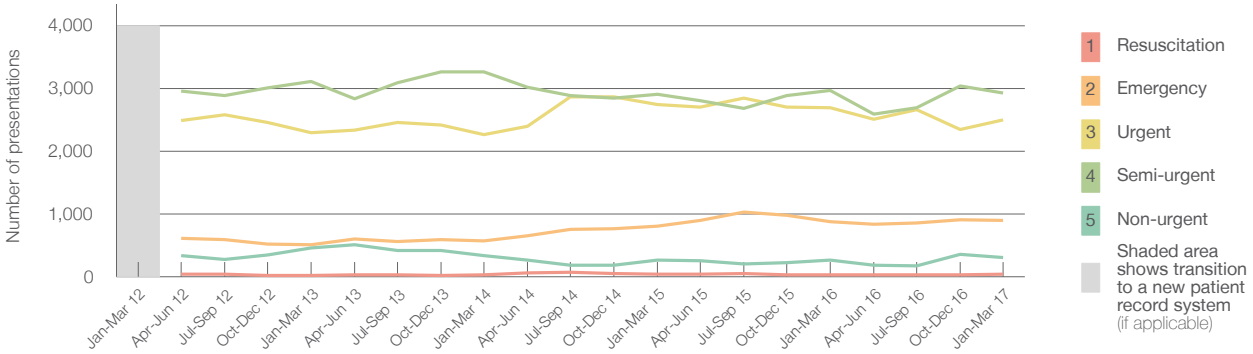
Ryde Hospital: Patients presenting to the emergency department

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	6,737 patients	6,931	-2.8%
Emergency presentations[2] by triage category:	6,667 patients	6,814	-2.2%
1 Resuscitation	41 (0.6%)	25	64.0%
2 Emergency	896 (13.4%)	877	2.2%
3 Urgent	2,495 (37.4%)	2,688	-7.2%
4 Semi-urgent	2,929 (43.9%)	2,964	-1.2%
5 Non-urgent	306 (4.6%)	260	17.7%

Emergency presentations[2] 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		19	28	40	25	41
Emergency		507	565	804	877	896
Urgent		2,297	2,260	2,740	2,688	2,495
Semi-urgent		3,106	3,258	2,910	2,964	2,929
Non-urgent		454	337	262	260	306
All emergency presentations		6,383	6,448	6,756	6,814	6,667

Ryde Hospital: Patients arriving by ambulance

January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,446 patients	1,536	
ED Transfer of care time			
Median time	10 minutes	10 minutes	0 minutes
90th percentile time	19 minutes	18 minutes	1 minute

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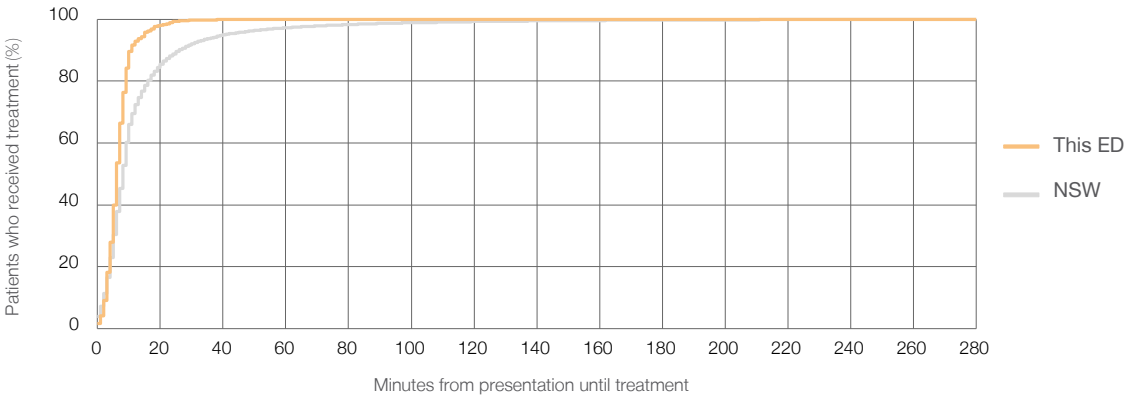
Ryde Hospital: Time patients waited to start treatment, triage 2

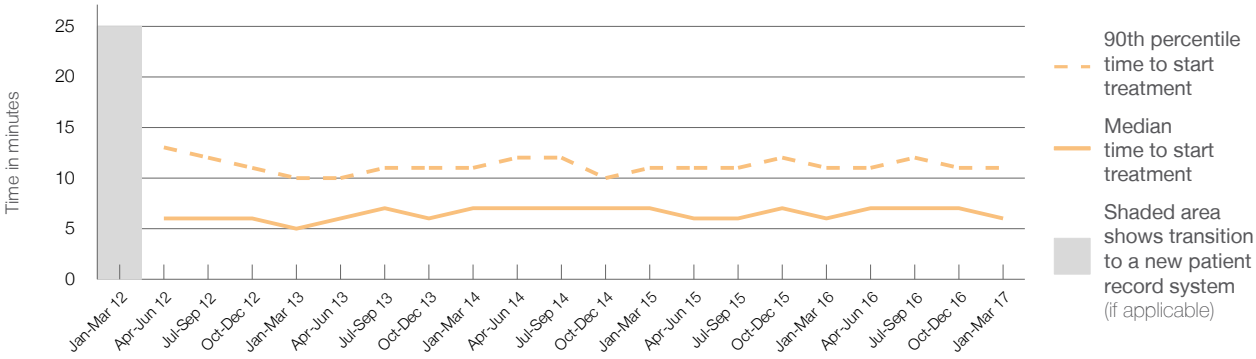
January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 896		877	
Number of triage 2 patients used to calculate waiting time:[3] 896		877	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	11 minutes	11 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)		5	7	7	6	6
90th percentile time to start treatment[5] (minutes)		10	11	11	11	11

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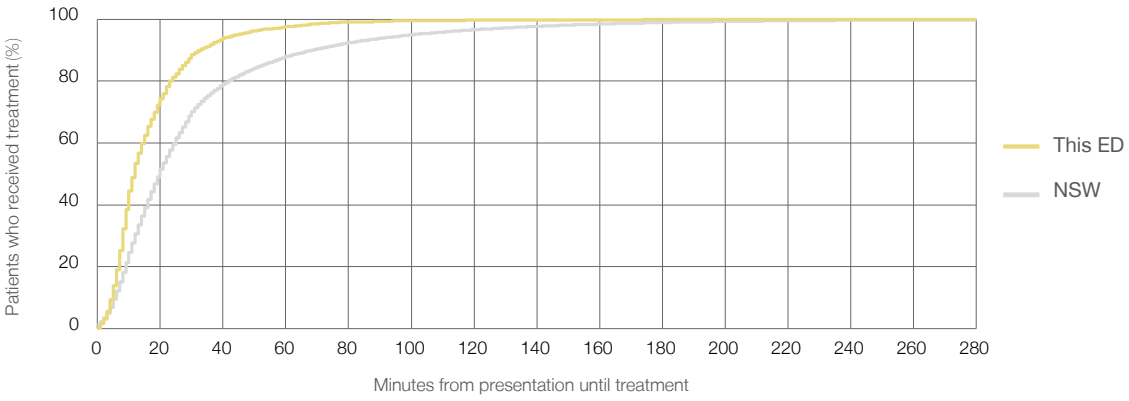
Ryde Hospital: Time patients waited to start treatment, triage 3

January to March 2017

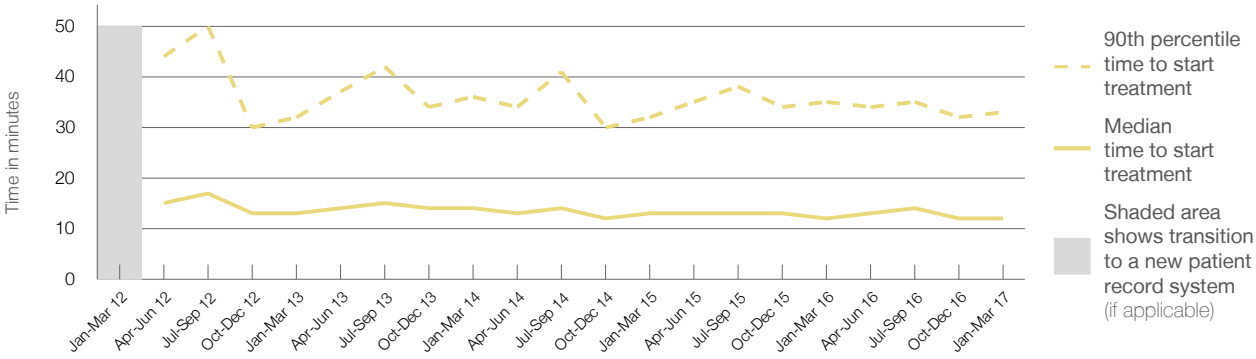
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	2,495	2,688	
Number of triage 3 patients used to calculate waiting time:[3]	2,477	2,656	
Median time to start treatment[4]	12 minutes	12 minutes	20 minutes
90th percentile time to start treatment[5]	33 minutes	35 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)		13	14	13	12	12
90th percentile time to start treatment[5] (minutes)		32	36	32	35	33

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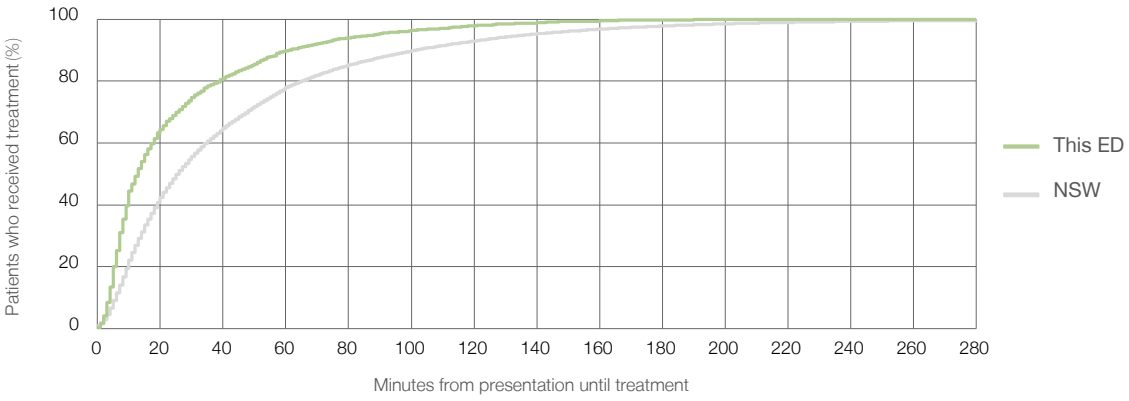
Ryde Hospital: Time patients waited to start treatment, triage 4

January to March 2017

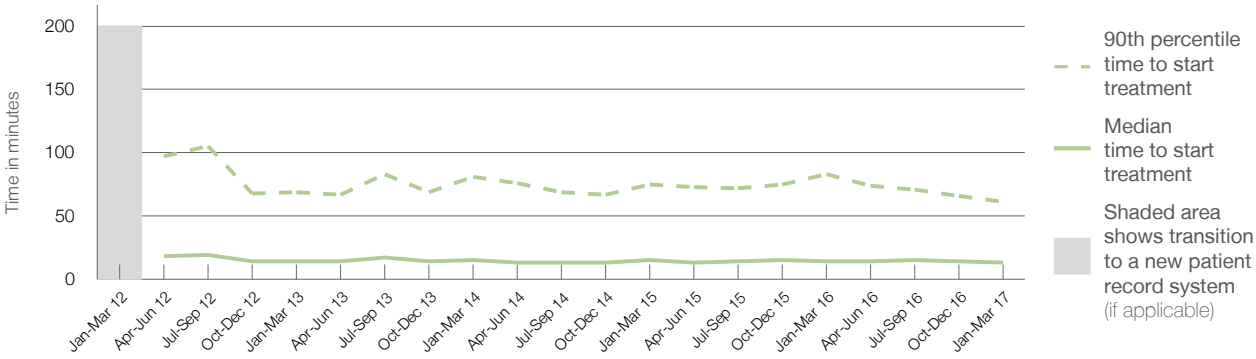
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	2,929	2,964	
Number of triage 4 patients used to calculate waiting time:[3]	2,852	2,850	
Median time to start treatment[4]	13 minutes	14 minutes	26 minutes
90th percentile time to start treatment[5]	61 minutes	83 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)		14	15	15	14	13
90th percentile time to start treatment[5] (minutes)		69	81	75	83	61

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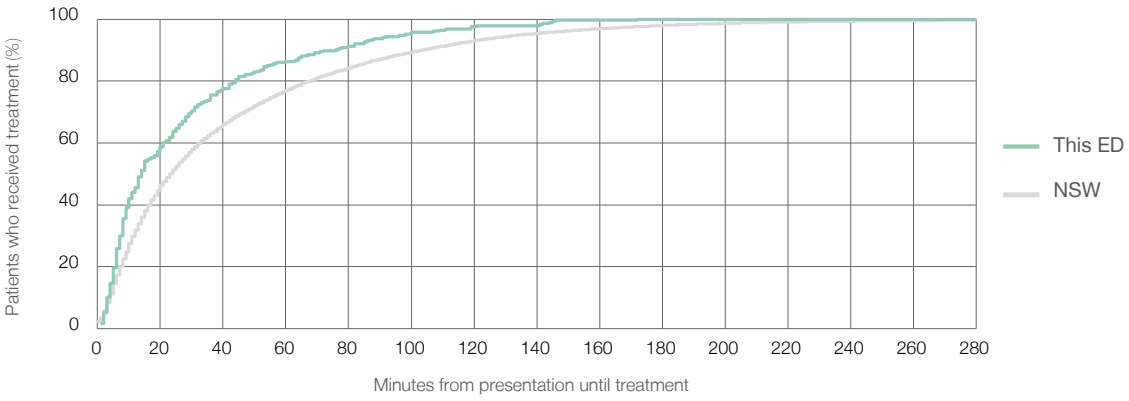
Ryde Hospital: Time patients waited to start treatment, triage 5

January to March 2017

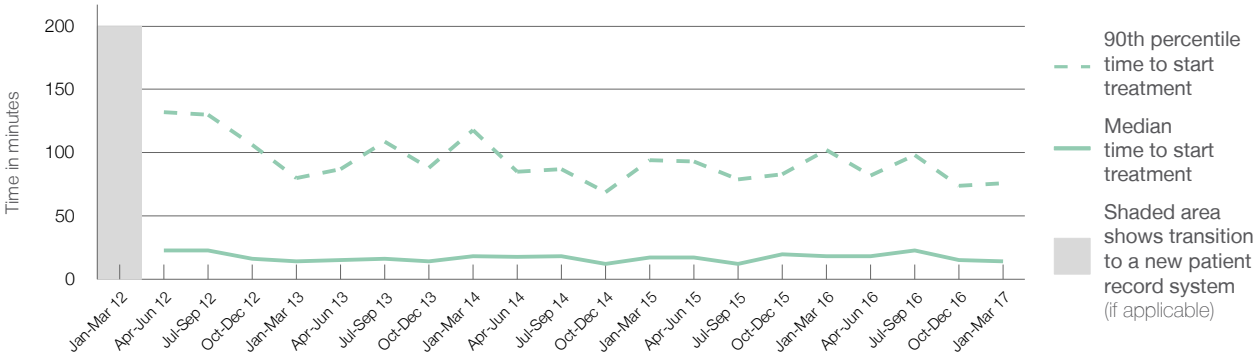
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	306	260	
Number of triage 5 patients used to calculate waiting time:[3]	286	229	
Median time to start treatment[4]	14 minutes	18 minutes	23 minutes
90th percentile time to start treatment[5]	76 minutes	102 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)		14	18	17	18	14
90th percentile time to start treatment[5] (minutes)		80	118	94	102	76

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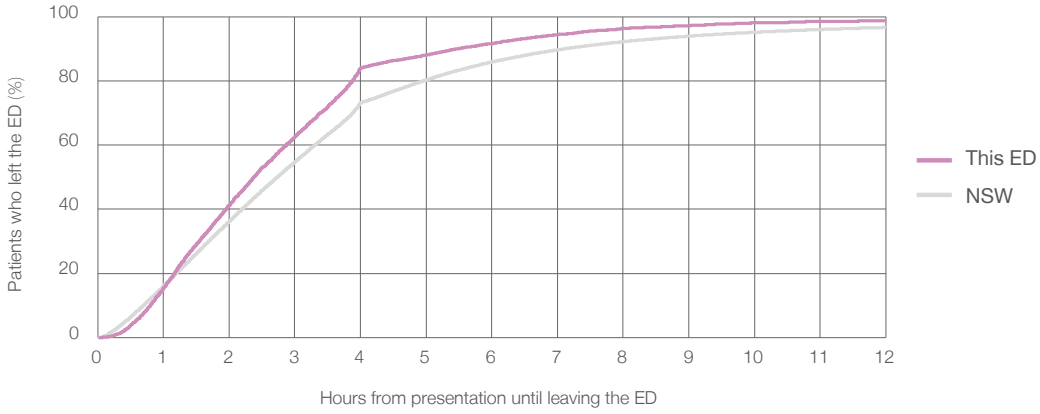
Ryde Hospital: Time patients spent in the ED

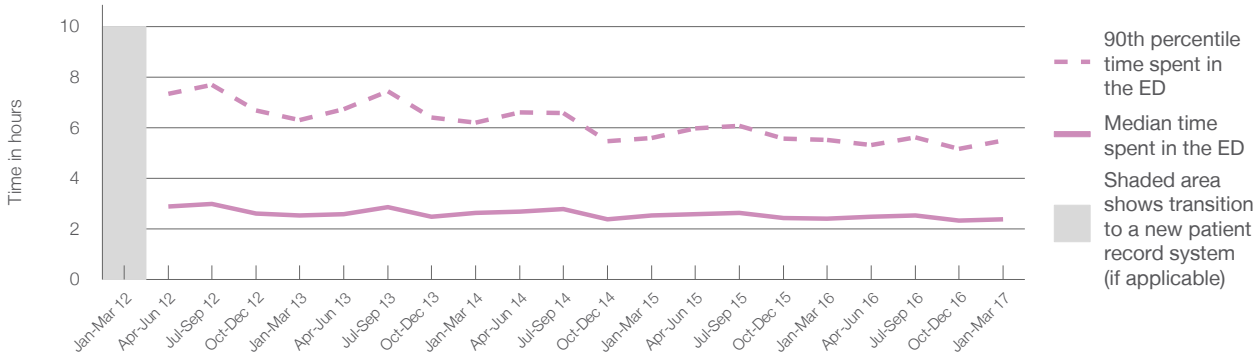
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1]	6,737 patients	6,931	
Presentations used to calculate time to leaving the ED:[6]	6,737 patients	6,931	
Median time spent in the ED[8]	2 hours and 23 minutes	2 hours and 25 minutes	2 hours and 44 minutes
90th percentile time spent in the ED[9]	5 hours and 30 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[†‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED[8] (hours, minutes)		2h 33m	2h 38m	2h 32m	2h 25m	2h 23m
90th percentile time to leaving the ED[9] (hours, minutes)		6h 18m	6h 13m	5h 36m	5h 32m	5h 30m

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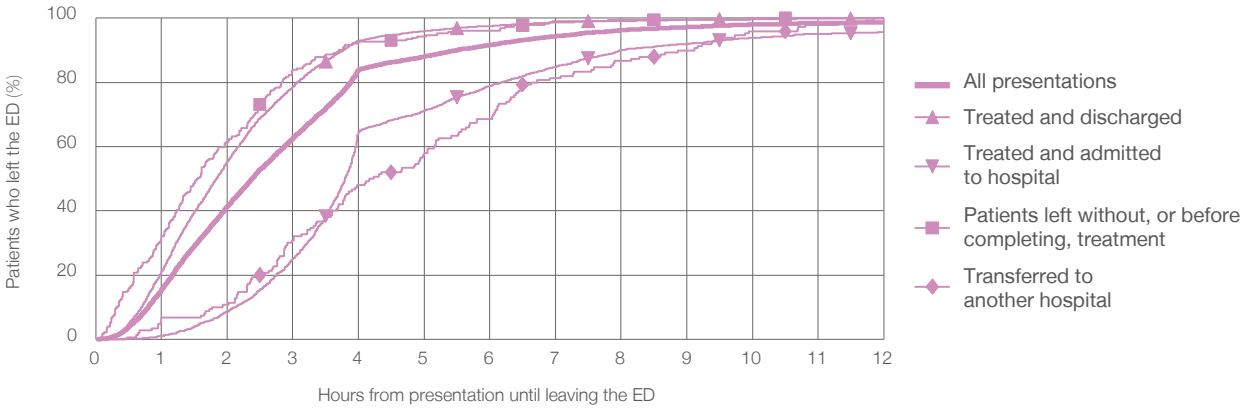
Ryde Hospital: Time patients spent in the ED
By mode of separation
January to March 2017

All presentations:[1] 6,737 patients

Presentations used to calculate time to leaving the ED:[6] 6,737 patients

		Same period last year	Change since one year ago
Treated and discharged	4,447 (66.0%)	4,496	-1.1%
Treated and admitted to hospital	1,903 (28.2%)	1,900	0.2%
Patient left without, or before completing, treatment	231 (3.4%)	328	-29.6%
Transferred to another hospital	150 (2.2%)	197	-23.9%
Other	6 (0.1%)	10	-40.0%
		6,931	-2.8%

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
Treated and discharged	21.0%	55.4%	78.5%	93.0%	97.6%	99.1%	99.8%	99.9%
Treated and admitted to hospital	1.1%	8.6%	25.1%	64.5%	79.0%	90.2%	93.9%	95.7%
Patient left without, or before completing, treatment	32.0%	61.5%	84.0%	92.6%	96.1%	99.6%	100%	100%
Transferred to another hospital	6.7%	10.7%	30.7%	48.0%	68.7%	86.7%	96.0%	100%
All presentations	15.5%	41.4%	62.6%	84.0%	91.6%	96.3%	98.0%	98.7%

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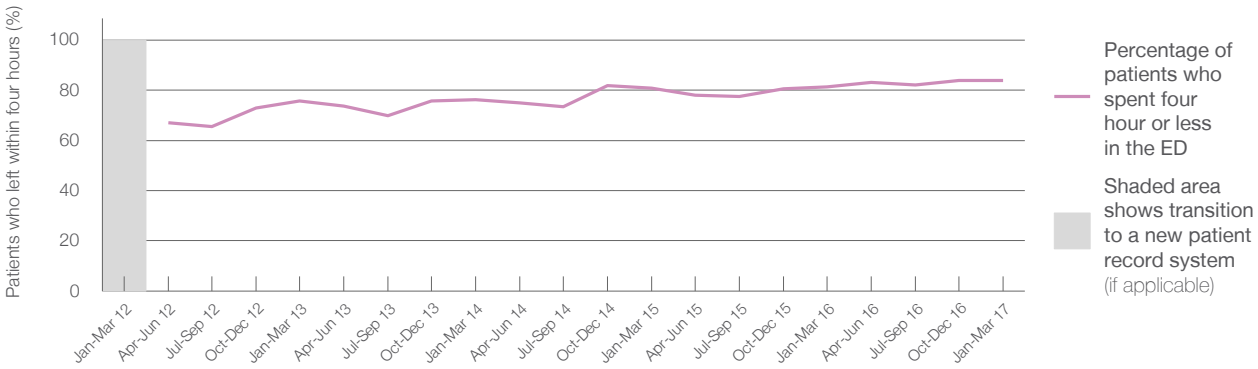
Ryde Hospital: Time spent in the ED

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

January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	6,737 patients	6,931	-2.8%
Presentations used to calculate time to leaving the ED:[6]	6,737 patients	6,931	-2.8%
Percentage of patients who spent four hours or less in the ED	84.0%	81.4%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who left within four hours (%)		75.8%	76.2%	80.8%	81.4%	84.0%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Shellharbour Hospital: Emergency department (ED) overview

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	7,631 patients	8,109	-5.9%
Emergency presentations:[2]	7,452 patients	7,733	-3.6%

Shellharbour Hospital: Time patients waited to start treatment[3]

January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	836 patients	826	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	12 minutes	12 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	2,616 patients	2,623	
Median time to start treatment[4]	22 minutes	21 minutes	20 minutes
90th percentile time to start treatment[5]	77 minutes	80 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	3,707 patients	3,998	
Median time to start treatment[4]	24 minutes	24 minutes	26 minutes
90th percentile time to start treatment[5]	115 minutes	124 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	268 patients	257	
Median time to start treatment[4]	19 minutes	22 minutes	23 minutes
90th percentile time to start treatment[5]	96 minutes	90 minutes	104 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	7,624 patients	8,109	-6.0%
Percentage of patients who spent four hours or less in the ED	66.7%	68.2%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. 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.
6. 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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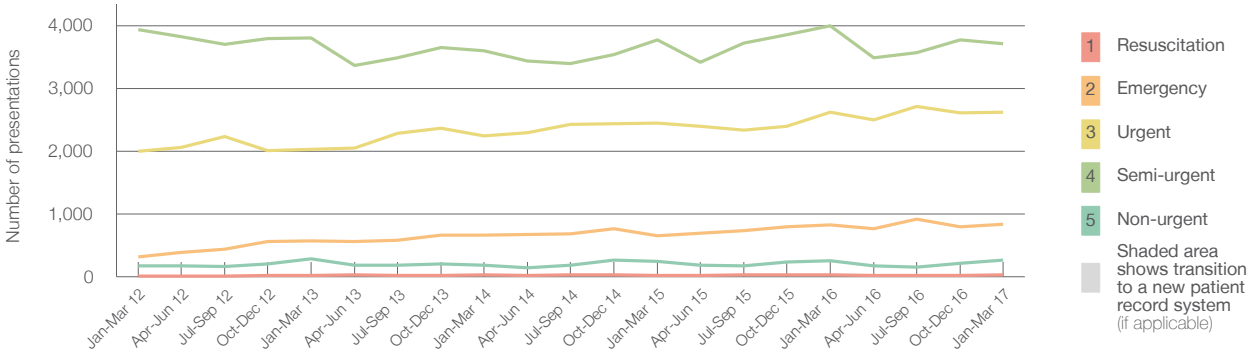
Shellharbour Hospital: Patients presenting to the emergency department

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	7,631 patients	8,109	-5.9%
Emergency presentations[2] by triage category:	7,452 patients	7,733	-3.6%
1 Resuscitation	25 (0.3%)	29	-13.8%
2 Emergency	836 (11.2%)	826	1.2%
3 Urgent	2,616 (35.1%)	2,623	-0.3%
4 Semi-urgent	3,707 (49.7%)	3,998	-7.3%
5 Non-urgent	268 (3.6%)	257	4.3%

Emergency presentations[2] 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	16	30	14	29	25
Emergency	319	569	662	654	826	836
Urgent	1,998	2,029	2,248	2,446	2,623	2,616
Semi-urgent	3,933	3,808	3,597	3,775	3,998	3,707
Non-urgent	172	287	186	242	257	268
All emergency presentations	6,434	6,709	6,723	7,131	7,733	7,452

Shellharbour Hospital: Patients arriving by ambulance

January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,670 patients	1,600	
ED Transfer of care time			
Median time	10 minutes	11 minutes	-1 minute
90th percentile time	24 minutes	24 minutes	0 minutes

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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.

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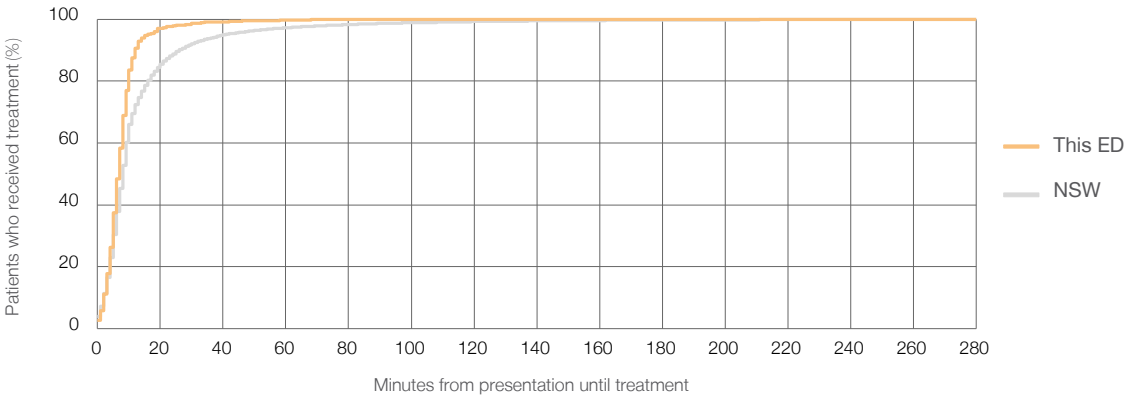
Shellharbour Hospital: Time patients waited to start treatment, triage 2

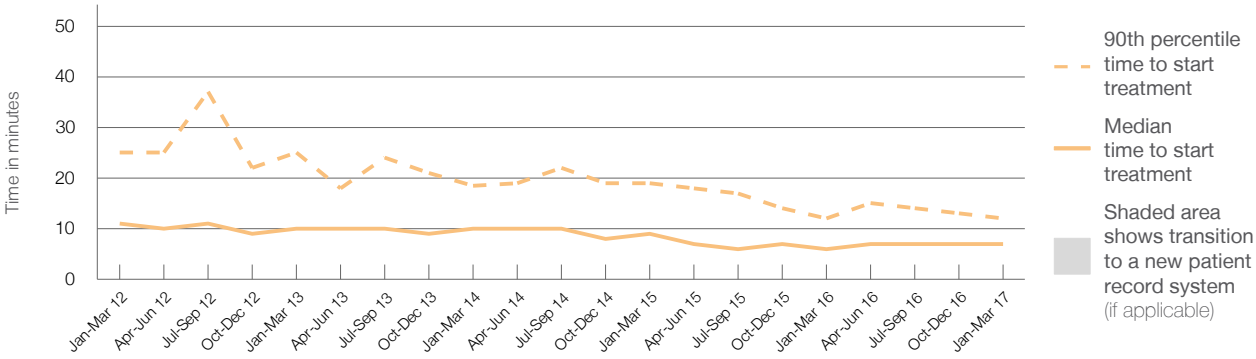
January to March 2017

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	836	826	
Number of triage 2 patients used to calculate waiting time:[3]	834	824	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	12 minutes	12 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)	11	10	10	9	6	7
90th percentile time to start treatment[5] (minutes)	25	25	19	19	12	12

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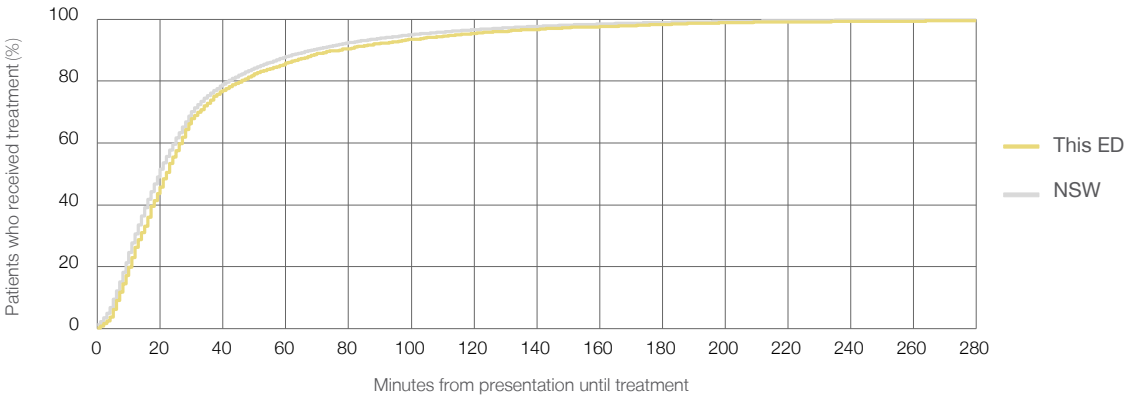
Shellharbour Hospital: Time patients waited to start treatment, triage 3

January to March 2017

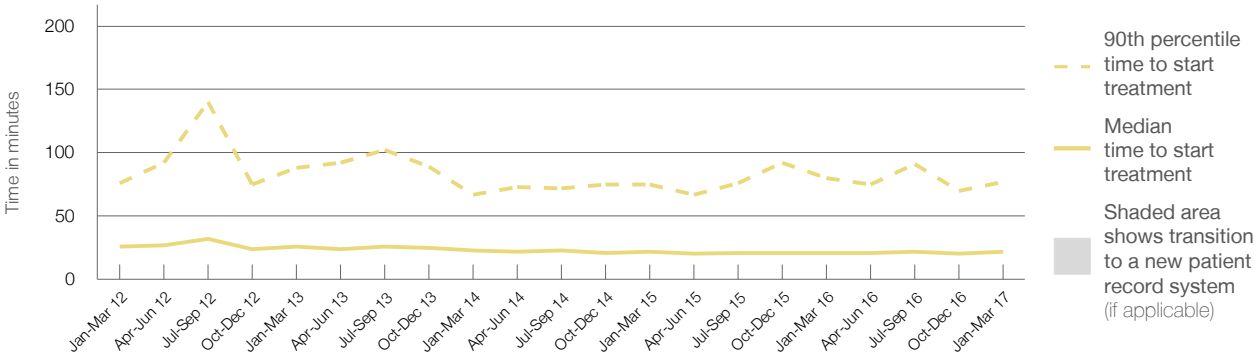
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	2,616	2,623	
Number of triage 3 patients used to calculate waiting time:[3]	2,569	2,571	
Median time to start treatment[4]	22 minutes	21 minutes	20 minutes
90th percentile time to start treatment[5]	77 minutes	80 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)	26	26	23	22	21	22
90th percentile time to start treatment[5] (minutes)	76	88	67	75	80	77

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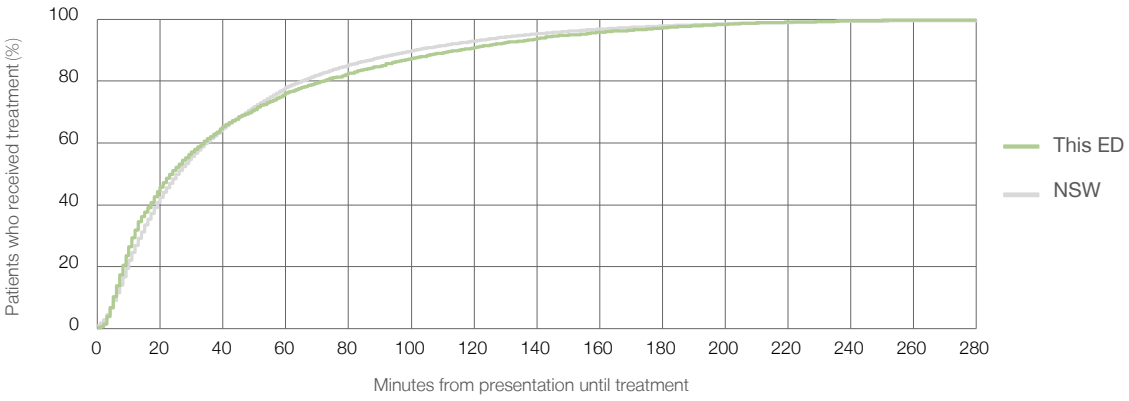
Shellharbour Hospital: Time patients waited to start treatment, triage 4

January to March 2017

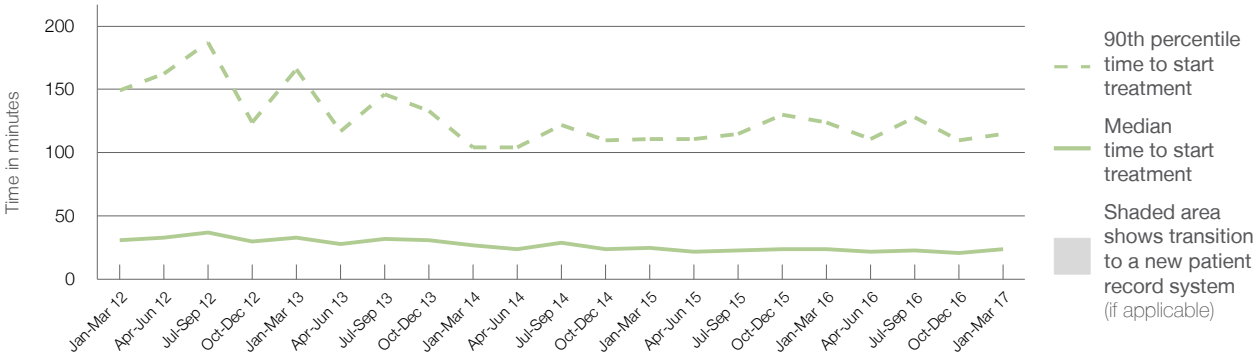
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	3,707	3,998	
Number of triage 4 patients used to calculate waiting time:[3]	3,435	3,657	
Median time to start treatment[4]	24 minutes	24 minutes	26 minutes
90th percentile time to start treatment[5]	115 minutes	124 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)	31	33	27	25	24	24
90th percentile time to start treatment[5] (minutes)	149	166	104	111	124	115

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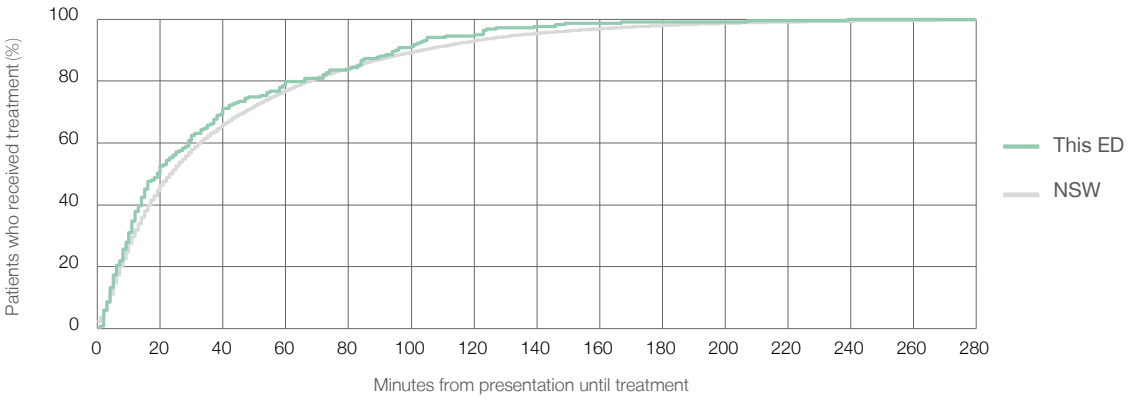
Shellharbour Hospital: Time patients waited to start treatment, triage 5

January to March 2017

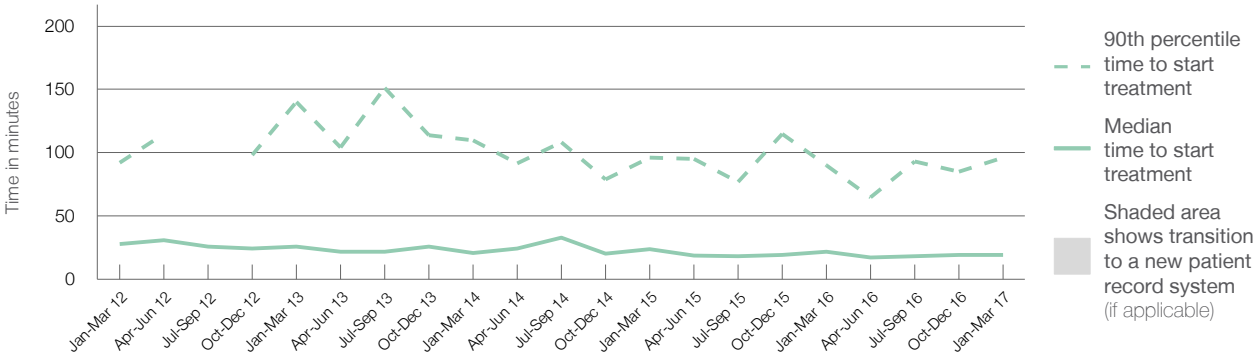
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	268	257	
Number of triage 5 patients used to calculate waiting time:[3]	219	214	
Median time to start treatment[4]	19 minutes	22 minutes	23 minutes
90th percentile time to start treatment[5]	96 minutes	90 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)	28	26	21	24	22	19
90th percentile time to start treatment[5] (minutes)	92	140	110	96	90	96

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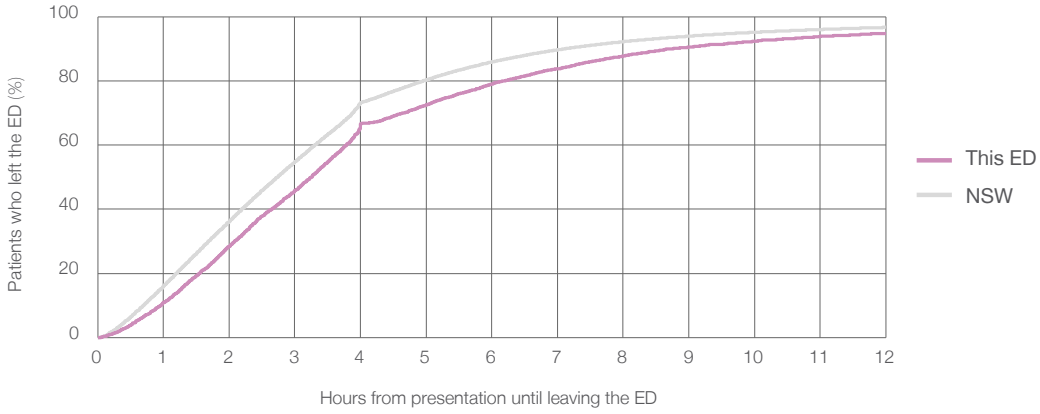
Shellharbour Hospital: Time patients spent in the ED

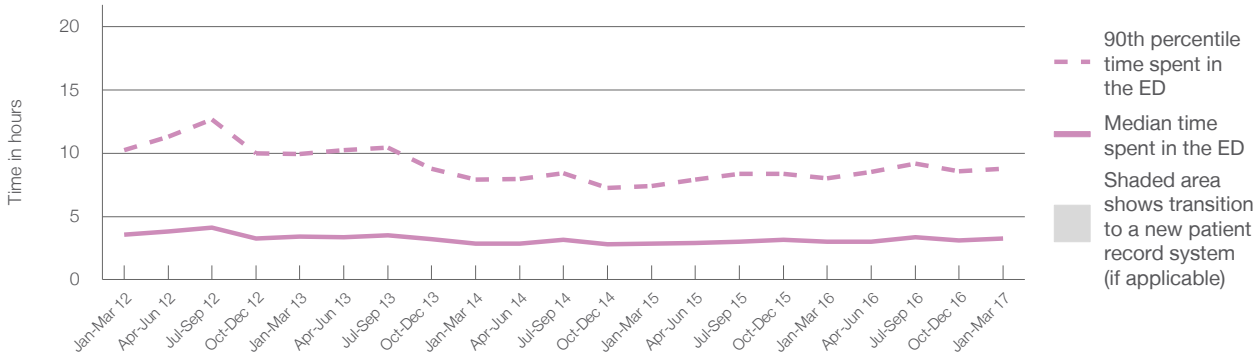
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1]	7,631 patients	8,109	
Presentations used to calculate time to leaving the ED:[6]	7,624 patients	8,109	
Median time spent in the ED[8]	3 hours and 15 minutes	3 hours and 1 minutes	2 hours and 44 minutes
90th percentile time spent in the ED[9]	8 hours and 45 minutes	8 hours and 1 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[†‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED[8] (hours, minutes)	3h 34m	3h 25m	2h 51m	2h 50m	3h 1m	3h 15m
90th percentile time to leaving the ED[9] (hours, minutes)	10h 14m	9h 57m	7h 55m	7h 24m	8h 1m	8h 45m

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

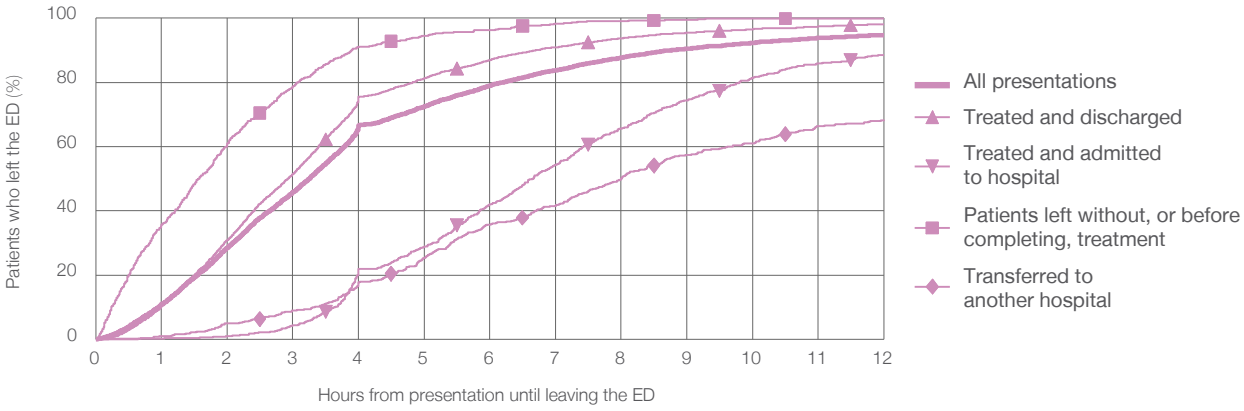
Shellharbour Hospital: Time patients spent in the ED
By mode of separation
January to March 2017

All presentations:[1] 7,631 patients

Presentations used to calculate time to leaving the ED:[6] 7,624 patients

		Same period last year	Change since one year ago
Treated and discharged	5,488 (71.9%)	6,007	-8.6%
Treated and admitted to hospital	763 (10.0%)	782	-2.4%
Patient left without, or before completing, treatment	714 (9.4%)	749	-4.7%
Transferred to another hospital	653 (8.6%)	561	16.4%
Other	13 (0.2%)	10	30.0%
		8,109	-6.0%

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
Treated and discharged	10.3%	30.8%	51.5%	75.5%	87.0%	93.8%	96.6%	98.1%
Treated and admitted to hospital	0.3%	0.9%	4.3%	21.9%	42.1%	65.7%	81.5%	88.6%
Patient left without, or before completing, treatment	35.7%	60.9%	78.7%	91.0%	96.4%	99.0%	99.9%	99.9%
Transferred to another hospital	0.9%	4.9%	8.9%	17.7%	35.7%	50.0%	61.1%	68.3%
All presentations	10.9%	28.5%	45.8%	66.7%	79.0%	87.7%	92.3%	94.8%

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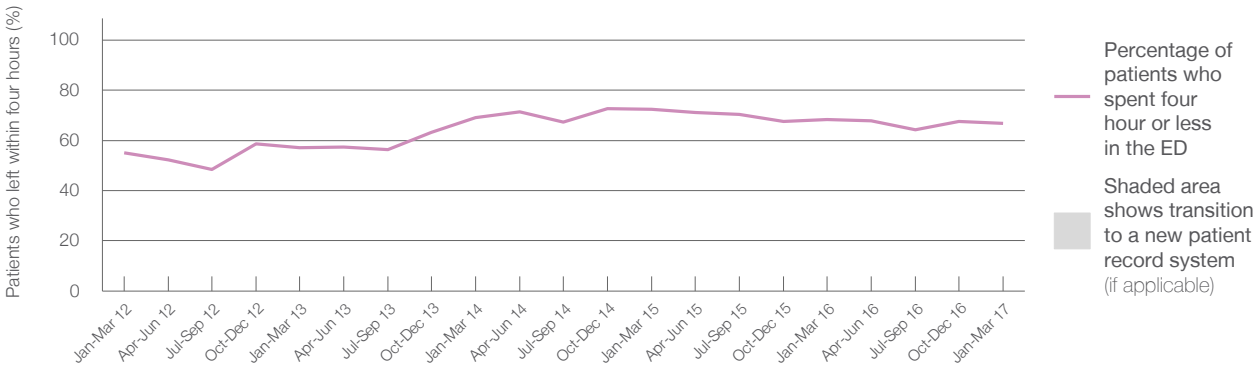
Shellharbour Hospital: Time spent in the ED

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

January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	7,631 patients	8,109	-5.9%
Presentations used to calculate time to leaving the ED:[6]	7,624 patients	8,109	-6.0%
Percentage of patients who spent four hours or less in the ED	66.7%	68.2%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who left within four hours (%)	55.2%	57.1%	69.1%	72.4%	68.2%	66.7%

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

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2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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South East Regional Hospital: Emergency department (ED) overview

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	4,231 patients	3,718	13.8%
Emergency presentations:[2]	3,985 patients	3,467	14.9%

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

January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	436 patients	268	
Median time to start treatment[4]	8 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	26 minutes	30 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	1,291 patients	856	
Median time to start treatment[4]	21 minutes	21 minutes	20 minutes
90th percentile time to start treatment[5]	70 minutes	69 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	1,703 patients	1,637	
Median time to start treatment[4]	37 minutes	39 minutes	26 minutes
90th percentile time to start treatment[5]	149 minutes	122 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	535 patients	694	
Median time to start treatment[4]	39 minutes	43 minutes	23 minutes
90th percentile time to start treatment[5]	171 minutes	138 minutes	104 minutes

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

January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	4,231 patients	3,718	13.8%
Percentage of patients who spent four hours or less in the ED	69.2%	80.6%	

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. 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.
5. 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.
6. 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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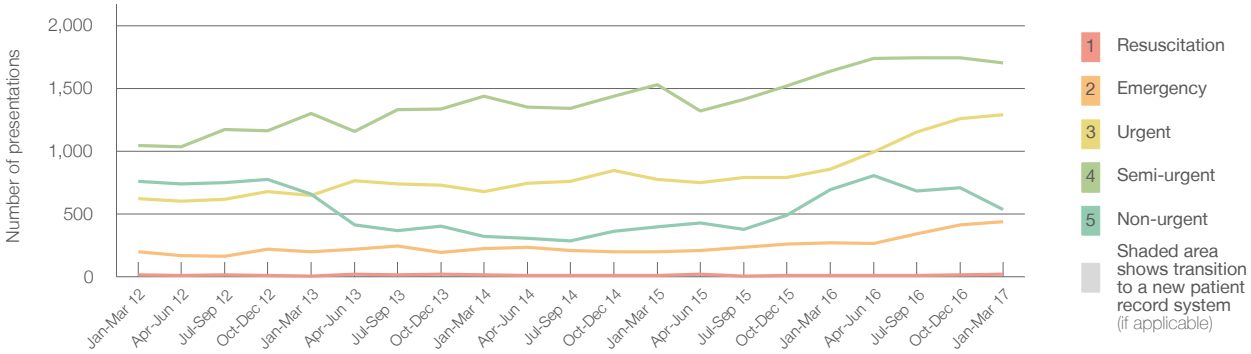
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Patients presenting to the emergency department

January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	4,231 patients	3,718	13.8%
Emergency presentations[2] by triage category:	3,985 patients	3,467	14.9%
1 Resuscitation	20 (0.5%)	12	66.7%
2 Emergency	436 (10.9%)	268	62.7%
3 Urgent	1,291 (32.4%)	856	50.8%
4 Semi-urgent	1,703 (42.7%)	1,637	4.0%
5 Non-urgent	535 (13.4%)	694	-22.9%

Emergency presentations[2] 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	14	5	15	11	12	20
Emergency	198	197	226	200	268	436
Urgent	622	646	676	774	856	1,291
Semi-urgent	1,046	1,302	1,436	1,527	1,637	1,703
Non-urgent	758	658	320	399	694	535
All emergency presentations	2,638	2,808	2,673	2,911	3,467	3,985

South East Regional Hospital: Patients arriving by ambulance

January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	881 patients	643	
ED Transfer of care time			
Median time	12 minutes	12 minutes	0 minutes
90th percentile time	22 minutes	30 minutes	-8 minutes

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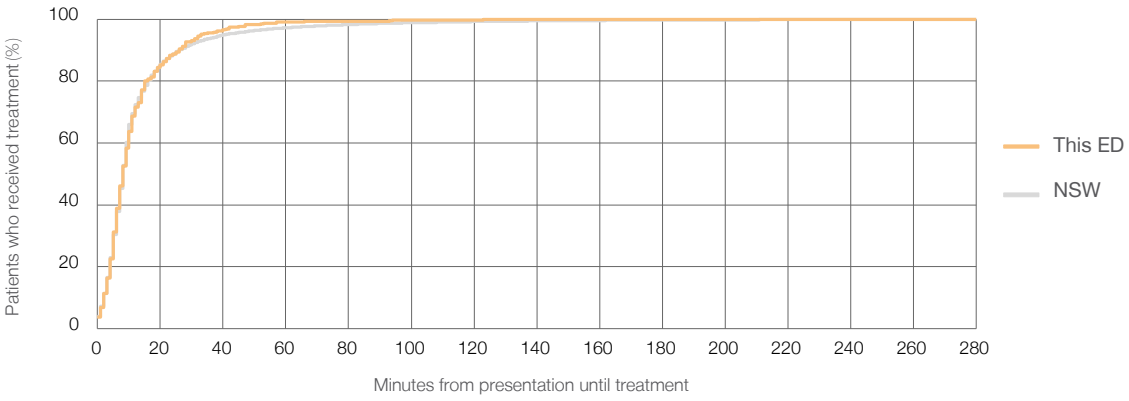
South East Regional Hospital: Time patients waited to start treatment, triage 2

January to March 2017

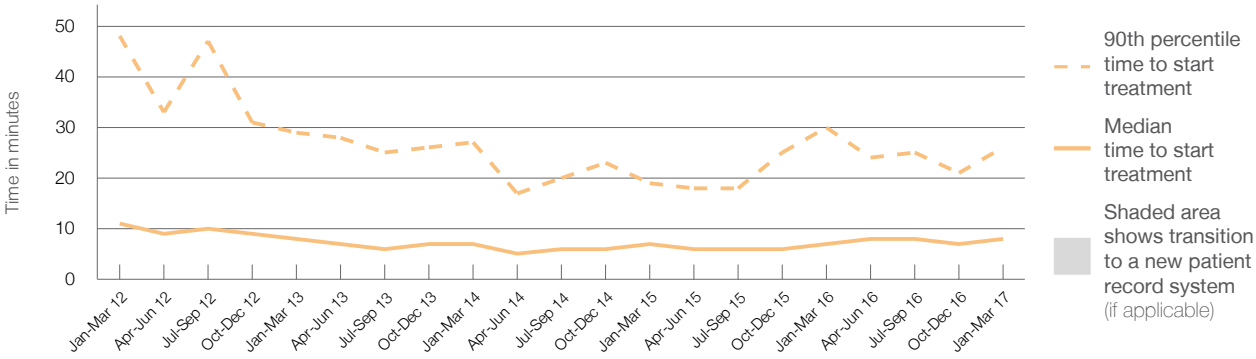
Triage 2 Emergency (e.g. chest pain, severe burns)

		Same period last year	NSW (this period)
Number of triage 2 patients: 436		268	
Number of triage 2 patients used to calculate waiting time:[3] 435		268	
Median time to start treatment[4]	8 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	26 minutes	30 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)	11	8	7	7	7	8
90th percentile time to start treatment[5] (minutes)	48	29	27	19	30	26

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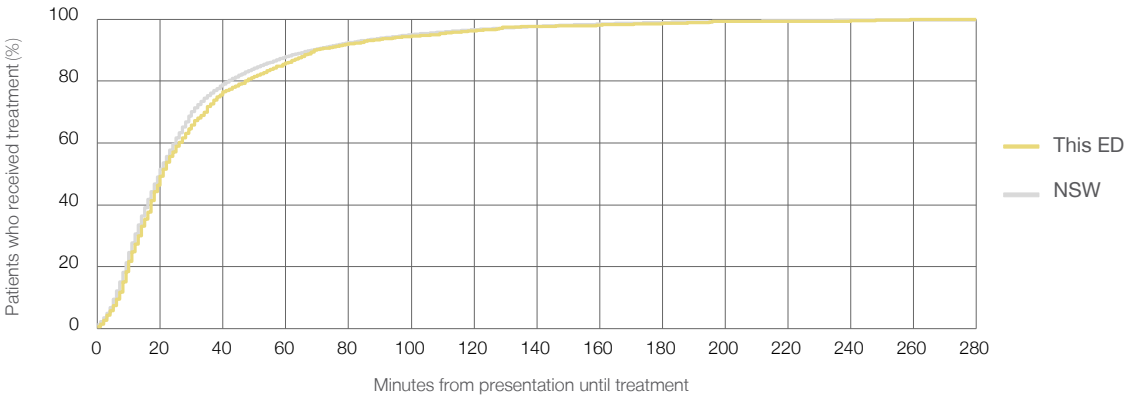
South East Regional Hospital: Time patients waited to start treatment, triage 3

January to March 2017

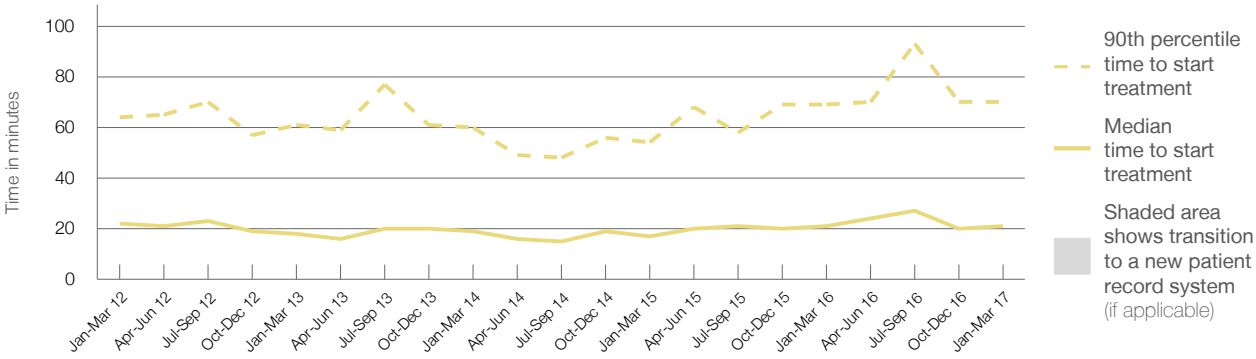
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	1,291	856	
Number of triage 3 patients used to calculate waiting time:[3]	1,259	843	
Median time to start treatment[4]	21 minutes	21 minutes	20 minutes
90th percentile time to start treatment[5]	70 minutes	69 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)	22	18	19	17	21	21
90th percentile time to start treatment[5] (minutes)	64	61	60	54	69	70

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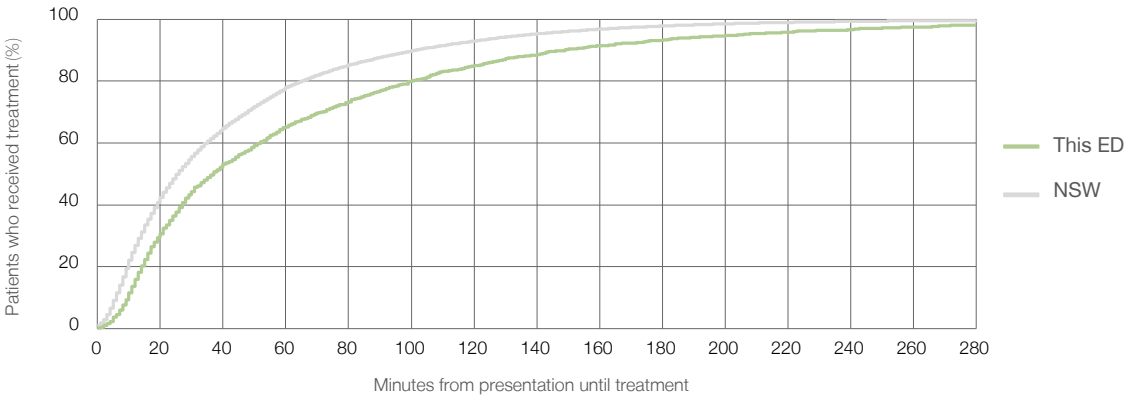
South East Regional Hospital: Time patients waited to start treatment, triage 4

January to March 2017

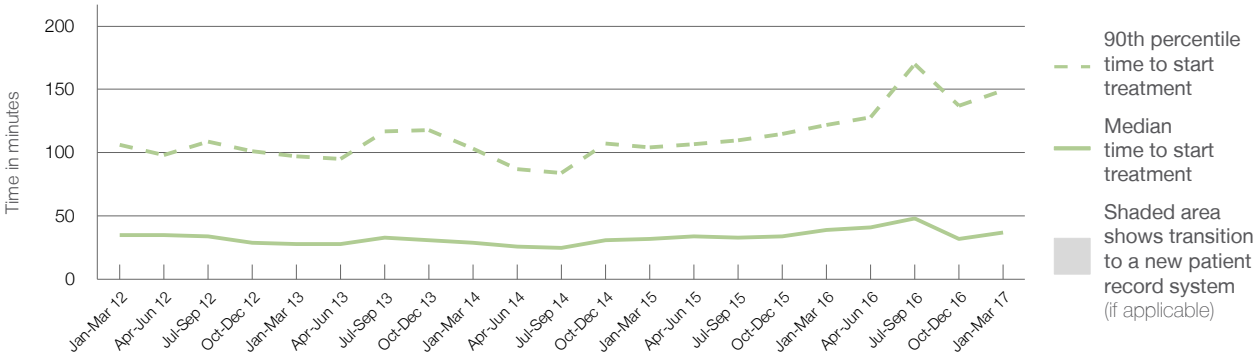
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	1,703	1,637	
Number of triage 4 patients used to calculate waiting time:[3]	1,571	1,522	
Median time to start treatment[4]	37 minutes	39 minutes	26 minutes
90th percentile time to start treatment[5]	149 minutes	122 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	28	29	32	39	37
90th percentile time to start treatment[5] (minutes)	106	97	103	104	122	149

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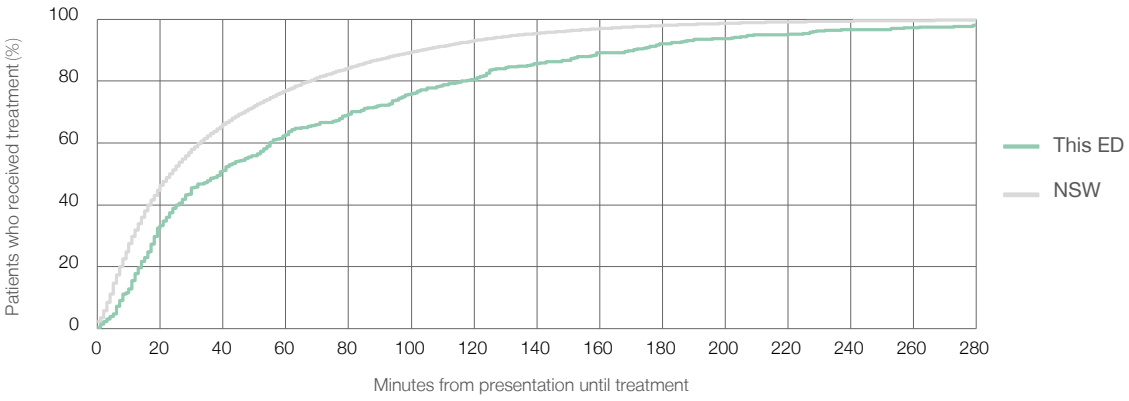
South East Regional Hospital: Time patients waited to start treatment, triage 5

January to March 2017

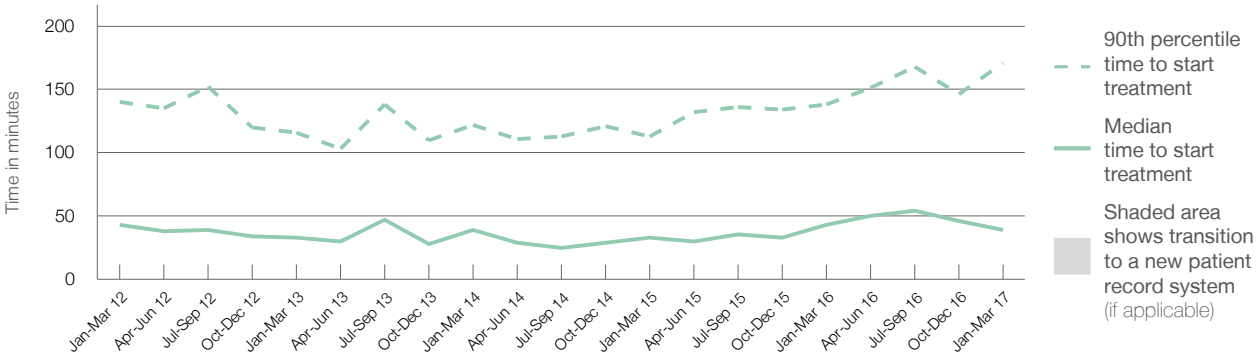
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	535	694	
Number of triage 5 patients used to calculate waiting time:[3]	395	592	
Median time to start treatment[4]	39 minutes	43 minutes	23 minutes
90th percentile time to start treatment[5]	171 minutes	138 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)	43	33	39	33	43	39
90th percentile time to start treatment[5] (minutes)	140	116	122	113	138	171

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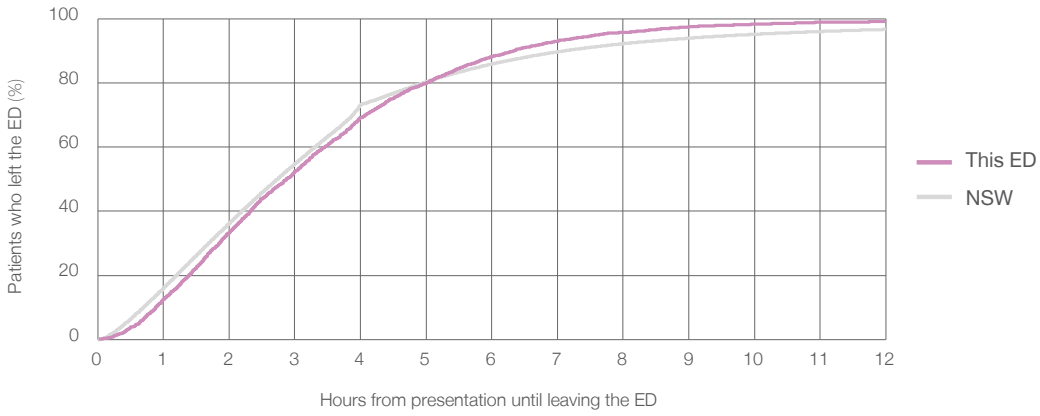
South East Regional Hospital: Time patients spent in the ED

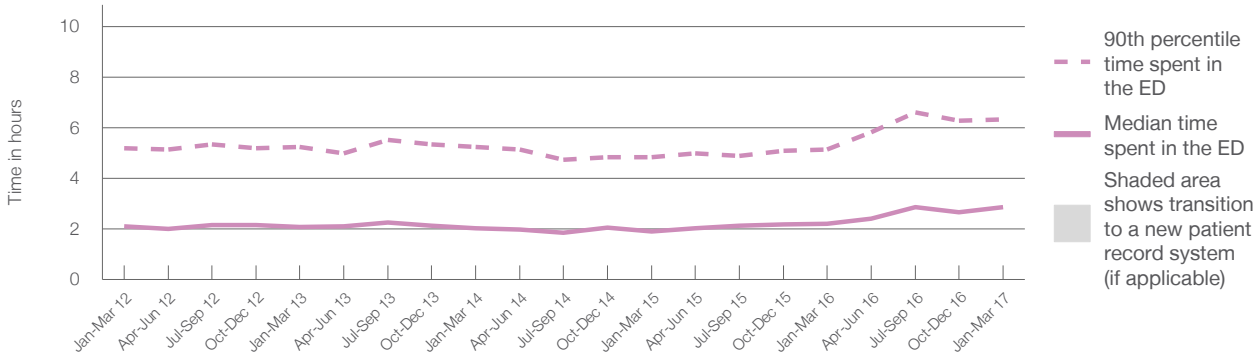
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1]	4,231 patients	3,718	
Presentations used to calculate time to leaving the ED:[6]	4,231 patients	3,718	
Median time spent in the ED[8]	2 hours and 52 minutes	2 hours and 12 minutes	2 hours and 44 minutes
90th percentile time spent in the ED[9]	6 hours and 20 minutes	5 hours and 9 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[†‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED[8] (hours, minutes)	2h 7m	2h 5m	2h 2m	1h 55m	2h 12m	2h 52m
90th percentile time to leaving the ED[9] (hours, minutes)	5h 11m	5h 14m	5h 15m	4h 50m	5h 9m	6h 20m

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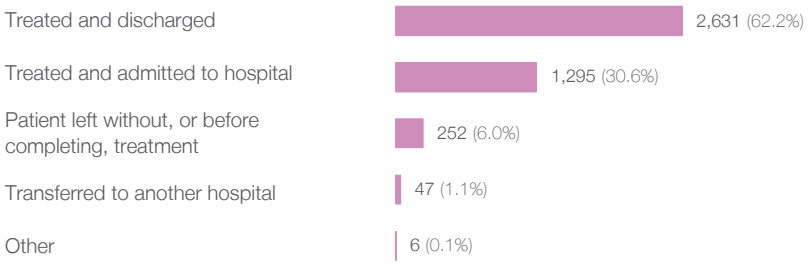
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients spent in the ED
By mode of separation
January to March 2017

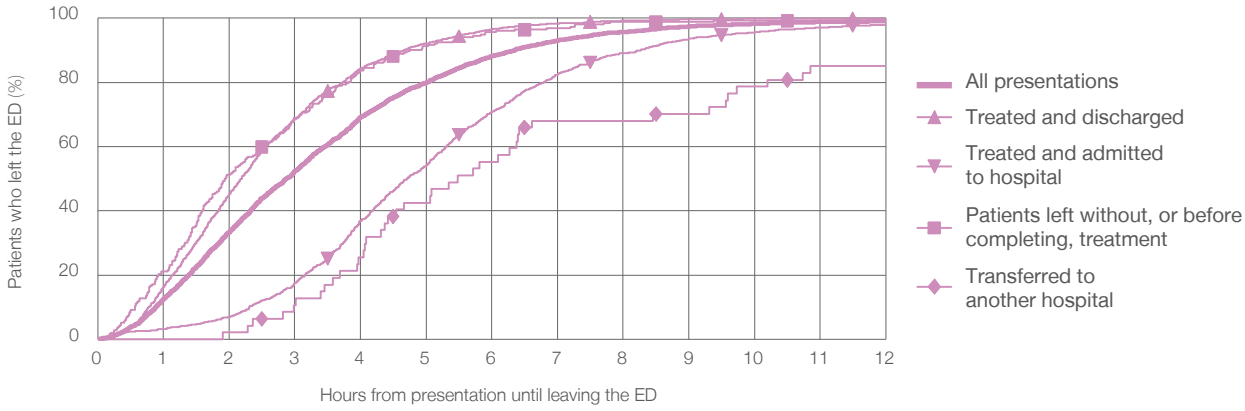
All presentations:[1] 4,231 patients

Presentations used to calculate time to leaving the ED:[6] 4,231 patients



	Same period last year	Change since one year ago
	3,718	13.8%
	2,428	8.4%
	1,021	26.8%
	223	13.0%
	42	11.9%
	4	50.0%

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
Treated and discharged	16.4%	45.3%	68.6%	84.4%	96.5%	99.2%	99.8%	99.9%
Treated and admitted to hospital	3.2%	7.0%	17.5%	36.9%	71.0%	89.1%	95.7%	97.8%
Patient left without, or before completing, treatment	21.0%	51.2%	69.0%	83.7%	95.6%	98.8%	99.2%	99.2%
Transferred to another hospital	0%	2.1%	10.6%	25.5%	55.3%	68.1%	78.7%	85.1%
All presentations	12.6%	33.5%	52.4%	69.2%	88.2%	95.8%	98.3%	99.1%

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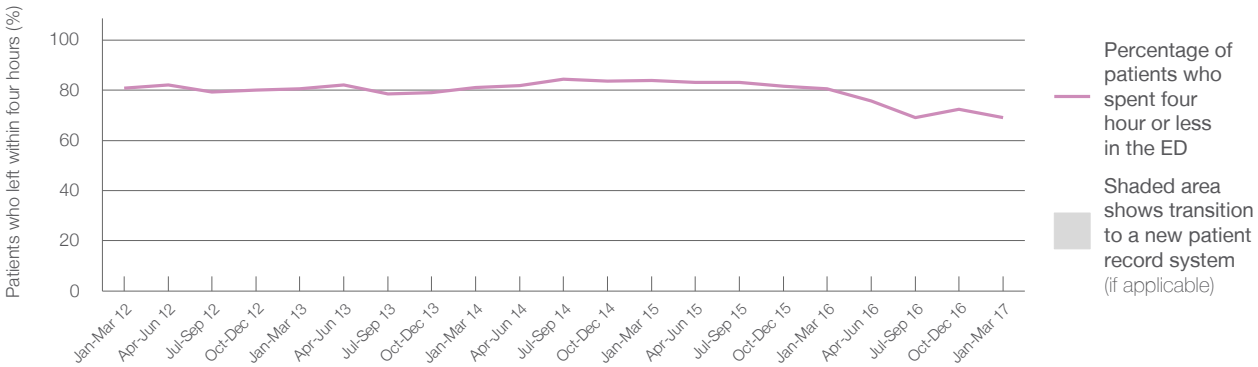
South East Regional Hospital: Time spent in the ED

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

January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	4,231 patients	3,718	13.8%
Presentations used to calculate time to leaving the ED:[6]	4,231 patients	3,718	13.8%
Percentage of patients who spent four hours or less in the ED	69.2%	80.6%	

Percentage of patients who spent four hours or less in the ED, 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
Patients who left within four hours (%)	80.7%	80.5%	81.0%	83.7%	80.6%	69.2%

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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