

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

October to December 2018

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 10,640 patients	10,162	5%
Emergency presentations: <sup>2</sup> 10,523 patients	10,048	5%

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

October to December 2018

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 1,186 patients	1,042	
Median time to start treatment <sup>4</sup> 11 minutes	11 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup> 36 minutes	33 minutes	26 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 3,560 patients	3,157	
Median time to start treatment <sup>4</sup> 29 minutes	28 minutes	20 minutes
90th percentile time to start treatment <sup>5</sup> 113 minutes	97 minutes	72 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 4,488 patients	4,657	
Median time to start treatment <sup>4</sup> 33 minutes	29 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup> 131 minutes	110 minutes	104 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 1,231 patients	1,134	
Median time to start treatment <sup>4</sup> 24 minutes	25 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup> 116 minutes	95 minutes	104 minutes

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

October to December 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 10,640 patients	10,162	5%
Percentage of patients who spent four hours or less in the ED 65%	68%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

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

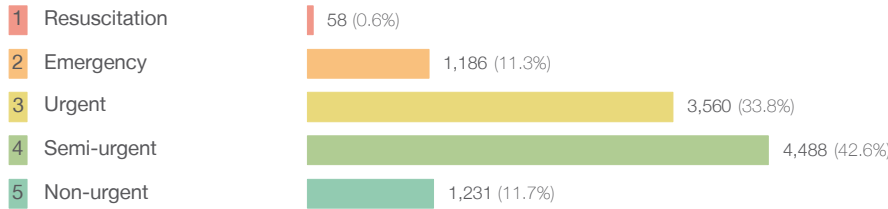
## Shoalhaven District Memorial Hospital: Patients presenting to the emergency department October to December 2018

All presentations:<sup>1</sup> 10,640 patients

Same period last year	Change since one year ago
10,162	5%

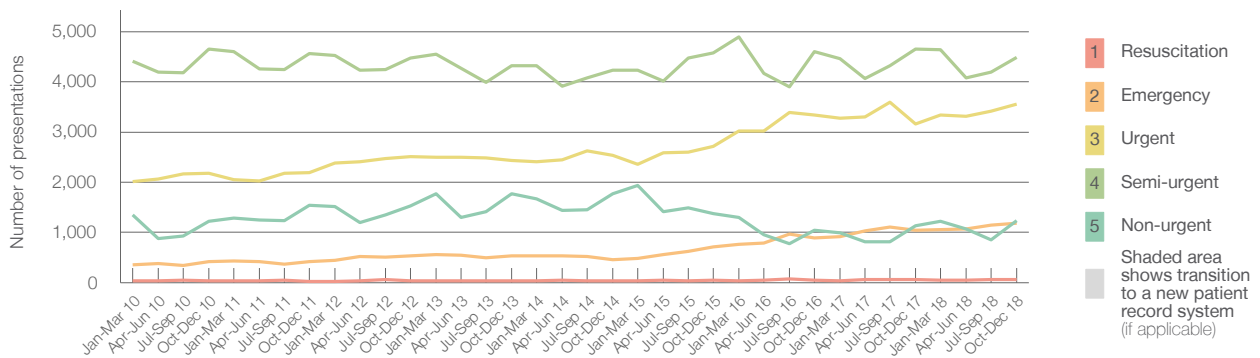
Emergency presentations<sup>2</sup> by triage category: 10,523 patients

Same period last year	Change since one year ago
10,048	5%



Triage Category	Same period last year	Change since one year ago
1 Resuscitation	58	0.0%
2 Emergency	1,042	13.8%
3 Urgent	3,157	12.8%
4 Semi-urgent	4,657	-3.6%
5 Non-urgent	1,134	8.6%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	36	30	40	31	33	49	50	58	58
Emergency	415	421	536	535	461	718	895	1,042	1,186
Urgent	2,176	2,188	2,506	2,436	2,537	2,720	3,343	3,157	3,560
Semi-urgent	4,647	4,565	4,471	4,326	4,235	4,579	4,601	4,657	4,488
Non-urgent	1,217	1,543	1,533	1,773	1,776	1,374	1,041	1,134	1,231
All emergency presentations	8,491	8,747	9,086	9,101	9,042	9,440	9,930	10,048	10,523

## Shoalhaven District Memorial Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,684 patients

Same period last year	Change since one year ago
2,268	

ED Transfer of care time



Metric	Same period last year	Change since one year ago
Median time	13 minutes	-1 minute
90th percentile time	34 minutes	0 minutes

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

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

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 1,186

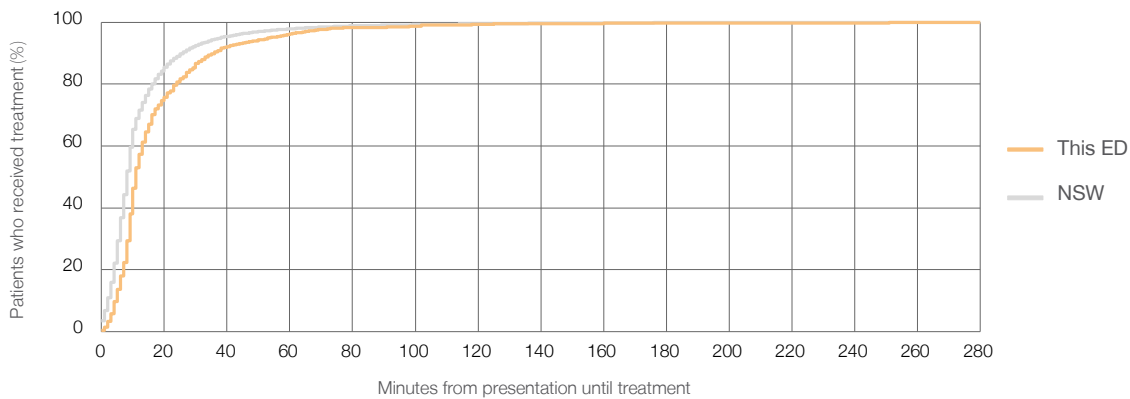
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,184

Median time to start treatment<sup>4</sup>  11 minutes

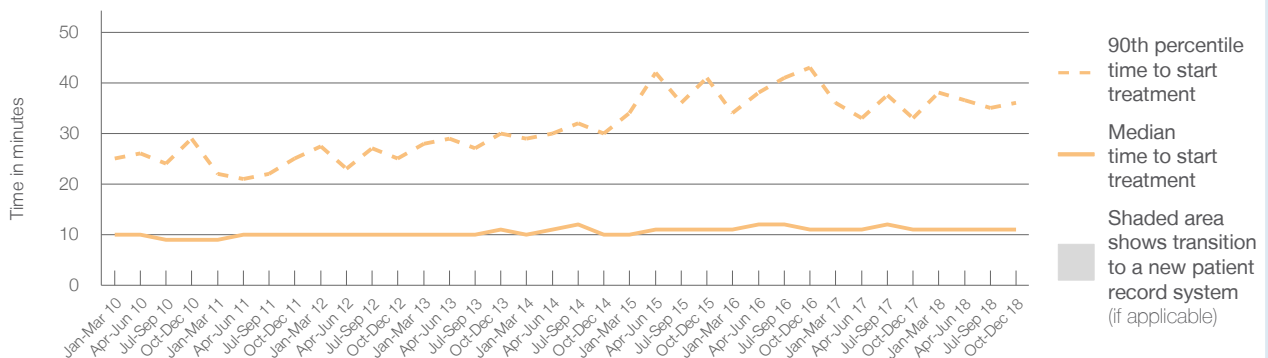
90th percentile time to start treatment<sup>5</sup>  36 minutes

Same period last year	NSW (this period)
1,042	1,040
11 minutes	8 minutes
33 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	9	10	10	11	10	11	11	11	11
90th percentile time to start treatment <sup>5</sup> (minutes)	29	25	25	30	30	41	43	33	36

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

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

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 3,560

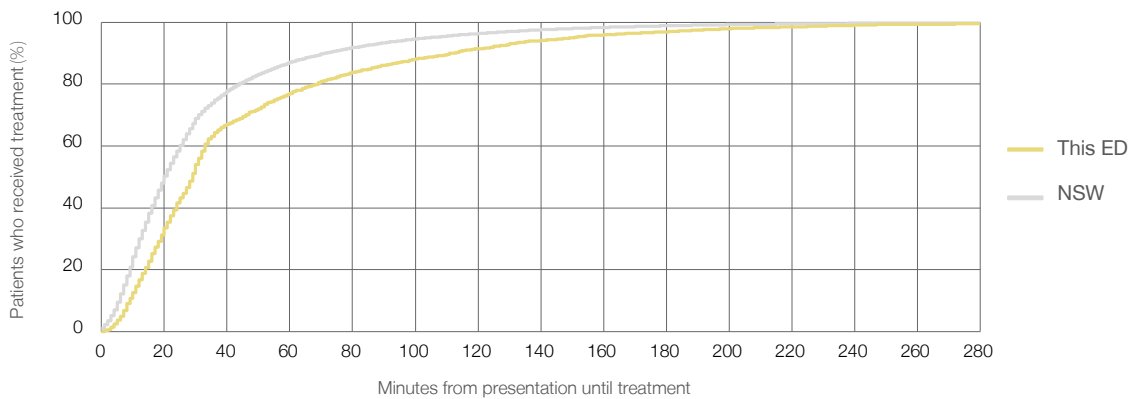
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,494

Median time to start treatment<sup>4</sup>  29 minutes

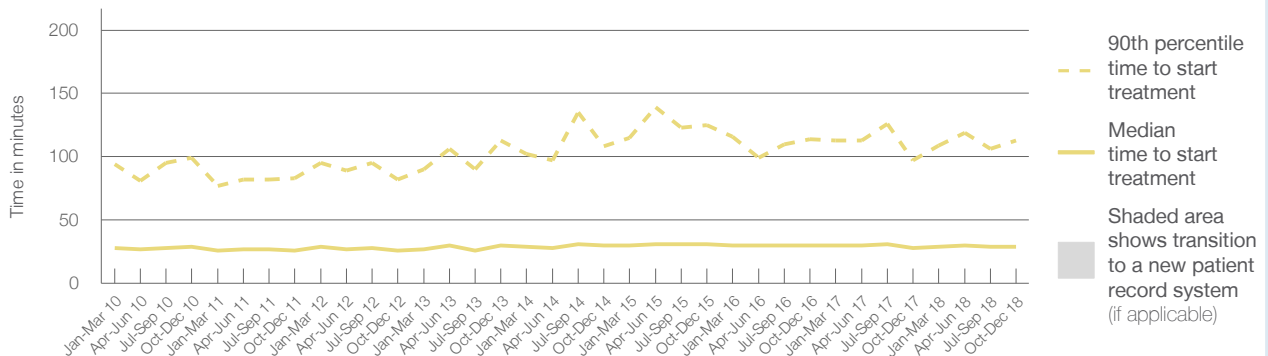
90th percentile time to start treatment<sup>5</sup>  113 minutes

Same period last year	NSW (this period)
3,157	3,111
28 minutes	20 minutes
97 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	29	26	26	30	30	31	30	28	29
90th percentile time to start treatment <sup>5</sup> (minutes)	99	83	82	113	108	125	114	97	113

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

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

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 4,488

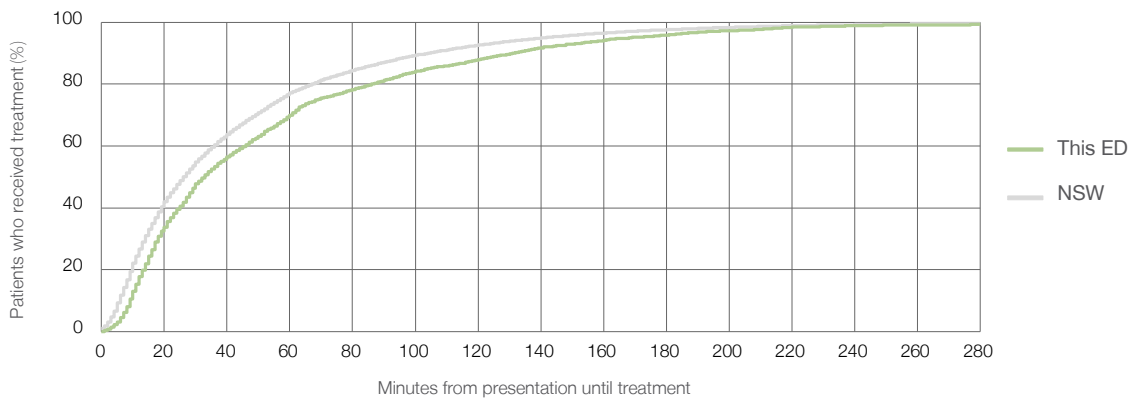
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,215

Median time to start treatment<sup>4</sup>  33 minutes

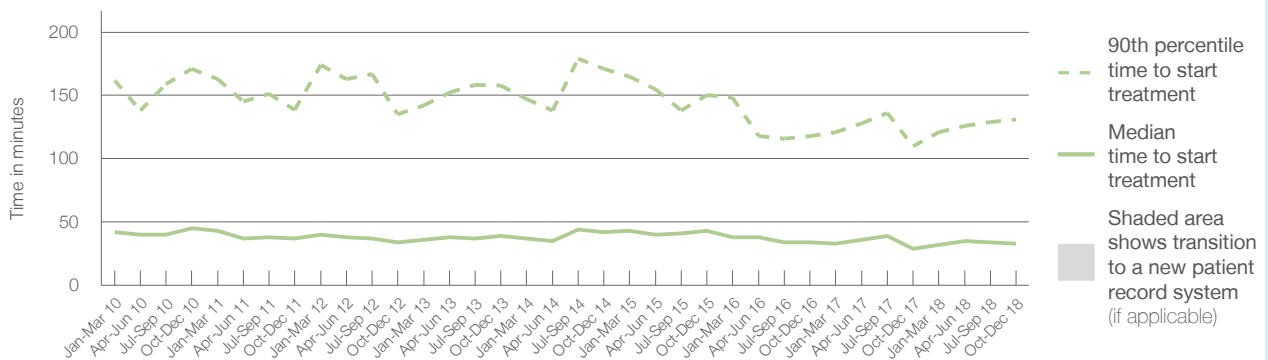
90th percentile time to start treatment<sup>5</sup>  131 minutes

Same period last year	NSW (this period)
4,657	4,447
29 minutes	26 minutes
110 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	45	37	34	39	42	43	34	29	33
90th percentile time to start treatment <sup>5</sup> (minutes)	171	139	135	158	171	150	118	110	131

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

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

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 1,231

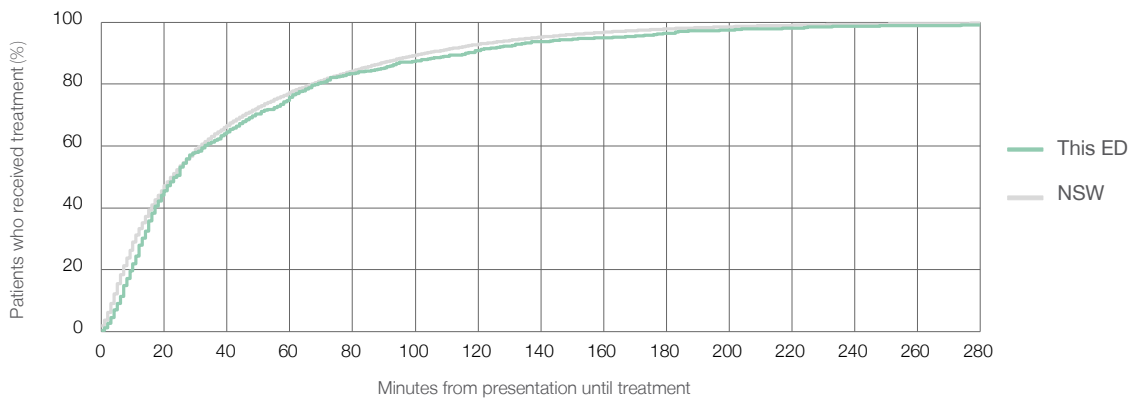
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,113

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

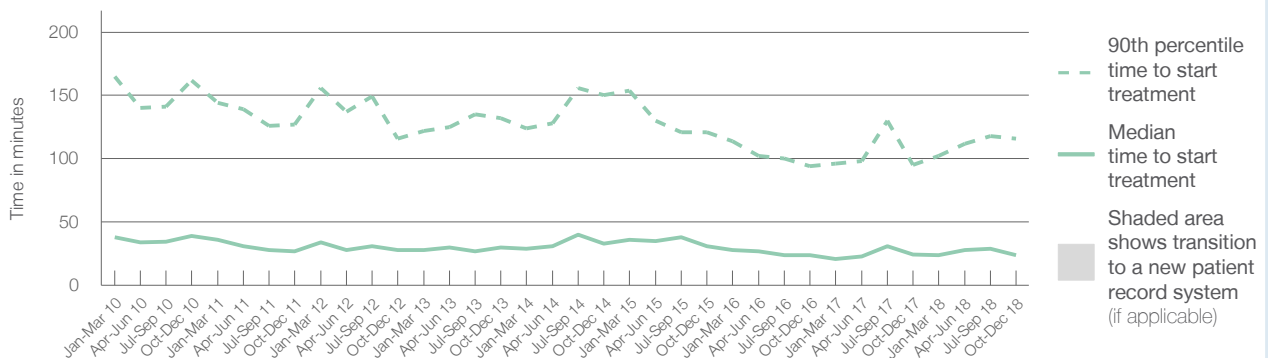
90th percentile time to start treatment<sup>5</sup> 116 minutes

Same period last year	NSW (this period)
1,134	
1,026	
25 minutes	23 minutes
95 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	39	27	28	30	33	31	24	25	24
90th percentile time to start treatment <sup>5</sup> (minutes)	162	127	116	132	150	121	94	95	116

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

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

## Shoalhaven District Memorial Hospital: Time patients spent in the ED

October to December 2018

All presentations:<sup>1</sup> 10,640 patients

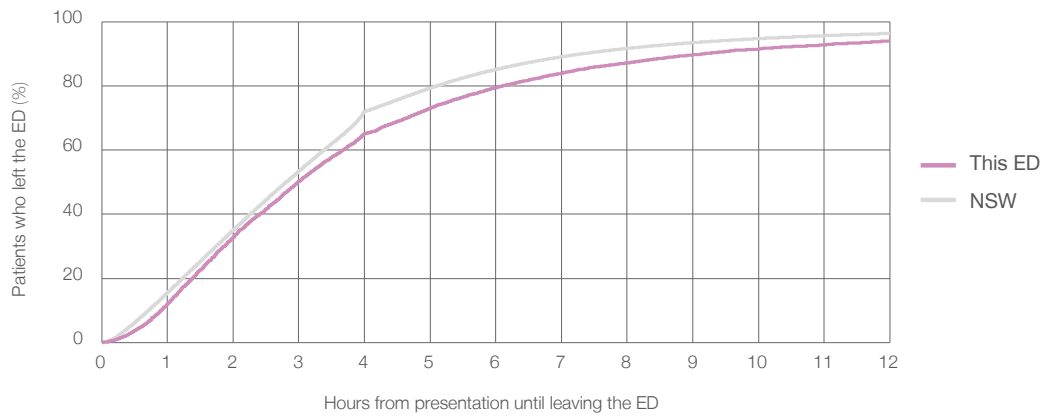
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,640 patients

Median time spent in the ED<sup>8</sup> 2 hours and 59 minutes

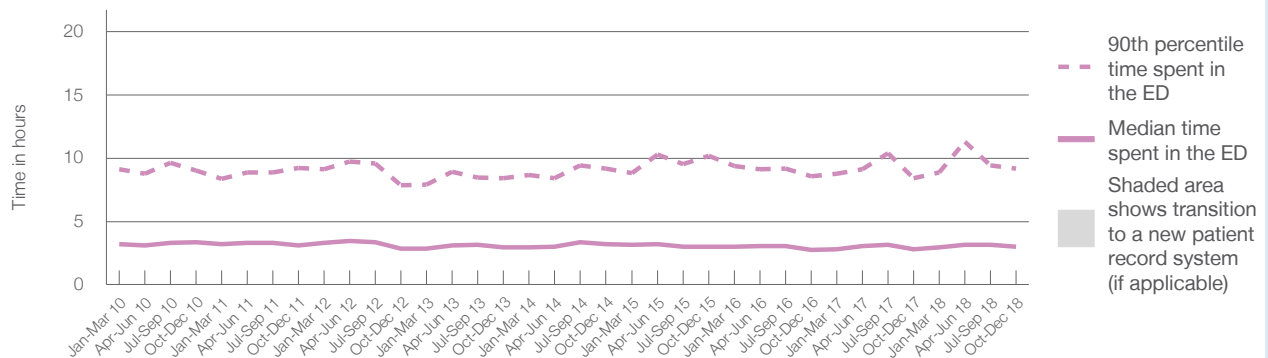
90th percentile time spent in the ED<sup>9</sup> 9 hours and 11 minutes

Same period last year	NSW (this period)
10,162	10,162
2 hours and 48 minutes	2 hours and 49 minutes
8 hours and 24 minutes	7 hours and 19 minutes

### Percentage of patients who left the ED by time, October to December 2018



### Time patients spent in the ED, by quarter, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 21m	3h 6m	2h 52m	2h 58m	3h 13m	3h 0m	2h 46m	2h 48m	2h 59m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 0m	9h 14m	7h 51m	8h 24m	9h 10m	10h 11m	8h 35m	8h 24m	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.

**Shoalhaven District Memorial Hospital: Time patients spent in the ED**  
 By mode of separation  
 October to December 2018

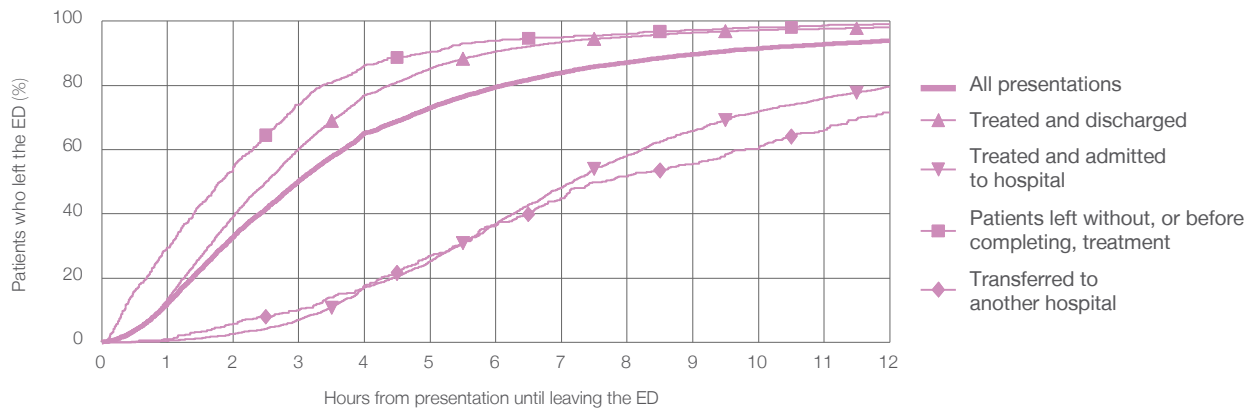
All presentations:<sup>1</sup> 10,640 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,640 patients

Treated and discharged	7,595 (71.4%)
Treated and admitted to hospital	1,866 (17.5%)
Patient left without, or before completing, treatment	761 (7.2%)
Transferred to another hospital	379 (3.6%)
Other	39 (0.4%)

Same period last year	Change since one year ago
10,162	5%
7,372	3.0%
1,817	2.7%
630	20.8%
301	25.9%
42	-7.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2018<sup>†‡</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.5%	39.2%	60.2%	77.1%	90.6%	95.1%	97.2%	98.1%
Treated and admitted to hospital	0.4%	2.6%	7.0%	17.2%	36.8%	58.2%	71.9%	79.6%
Patient left without, or before completing, treatment	29.4%	54.5%	74.0%	86.3%	94.0%	95.9%	98.0%	99.1%
Transferred to another hospital	1.1%	5.8%	10.0%	17.7%	36.4%	51.7%	60.4%	71.5%
All presentations	12.1%	32.9%	50.2%	65.2%	79.5%	87.2%	91.5%	94.0%

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

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



## Shoalhaven District Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED October to December 2018

All presentations at the emergency department: <sup>1</sup> 10,640 patients

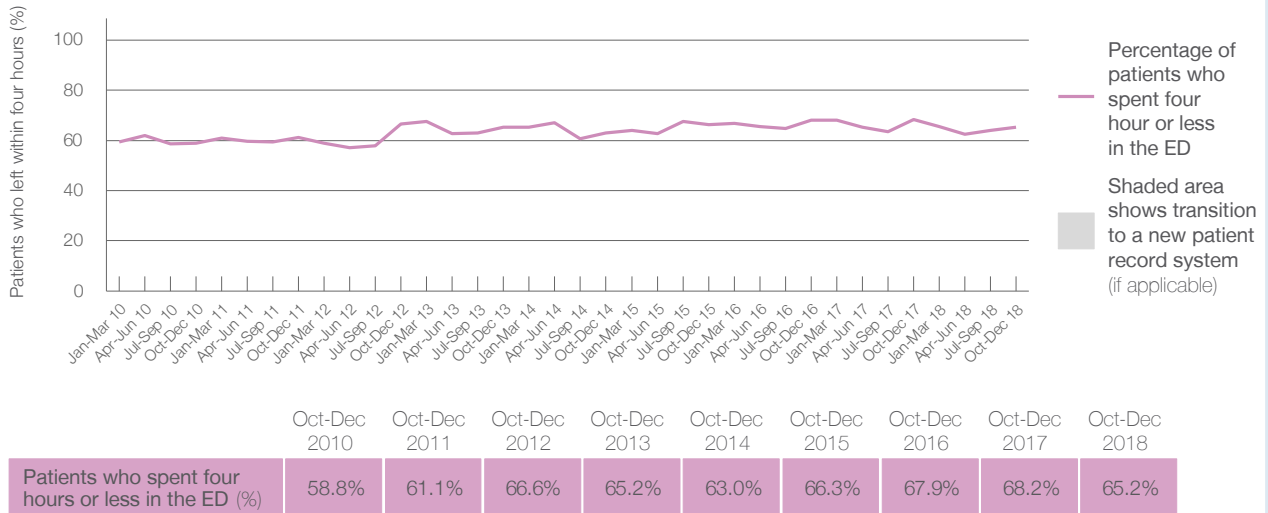
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,640 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	10,162	5%
Presentations used to calculate time to leaving the ED	10,162	5%
Percentage of patients who spent four hours or less in the ED	68.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 <sup>†‡</sup>



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).