

Healthcare Quarterly

Emergency department

Southern NSW Local Health District
Performance Profiles

April to June 2018

Batemans Bay District Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 4,049 patients
Emergency presentations:² 3,959 patients

Same period last year	Change since one year ago
3,925	3%
3,783	5%

Batemans Bay District Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 333 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,048 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,083 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 86 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 477 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
342	
8 minutes	8 minutes
21 minutes	24 minutes
1,050	
21 minutes	19 minutes
69 minutes	63 minutes
1,862	
27 minutes	24 minutes
97 minutes	95 minutes
522	
22 minutes	21 minutes
77 minutes	96 minutes

Batemans Bay District Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 4,049 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
3,925	3%
88%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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 18 July 2018).

Batemans Bay District Hospital: Patients presenting to the emergency department

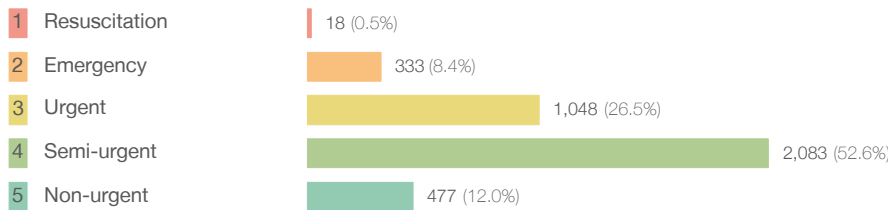
April to June 2018

All presentations:¹ 4,049 patients

Same period last year	Change since one year ago
3,925	3%

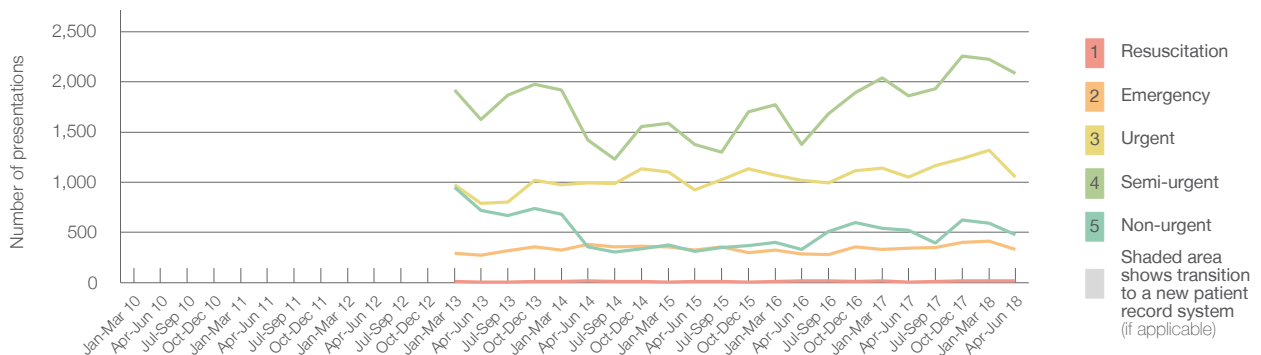
Emergency presentations² by triage category: 3,959 patients

3,783	5%
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7	157.1%
342	-2.6%
1,050	-0.2%
1,862	11.9%
522	-8.6%

Emergency presentations² by quarter, January 2010 to June 2018 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation				< 5	17	14	19	7	18
Emergency				279	380	323	283	342	333
Urgent				788	995	921	1,019	1,050	1,048
Semi-urgent				1,627	1,418	1,374	1,374	1,862	2,083
Non-urgent				717	359	314	333	522	477
All emergency presentations				3,411	3,169	2,946	3,028	3,783	3,959

Batemans Bay District Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 434 patients

464	
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ED Transfer of care time



8 minutes	0 minutes
20 minutes	-3 minutes

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

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

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

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

April to June 2018

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

Number of triage 2 patients: 333

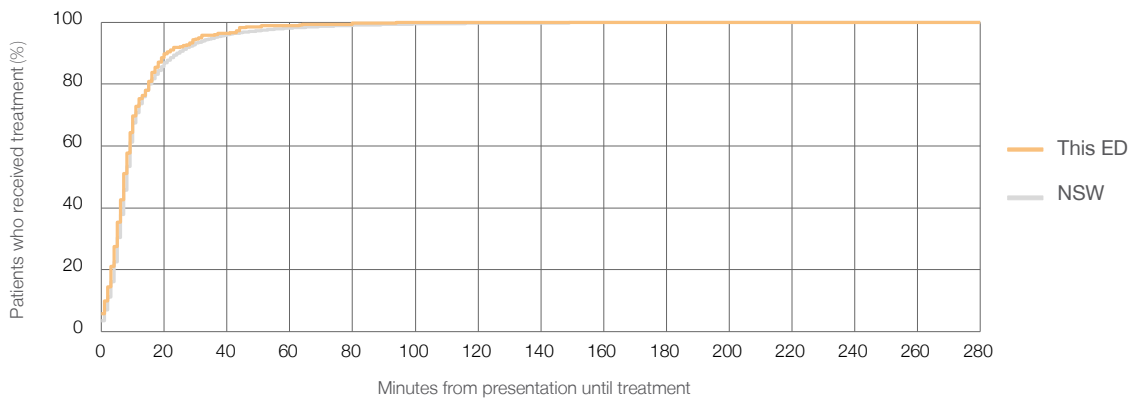
Number of triage 2 patients used to calculate waiting time:³ 331

Median time to start treatment⁴ 7 minutes

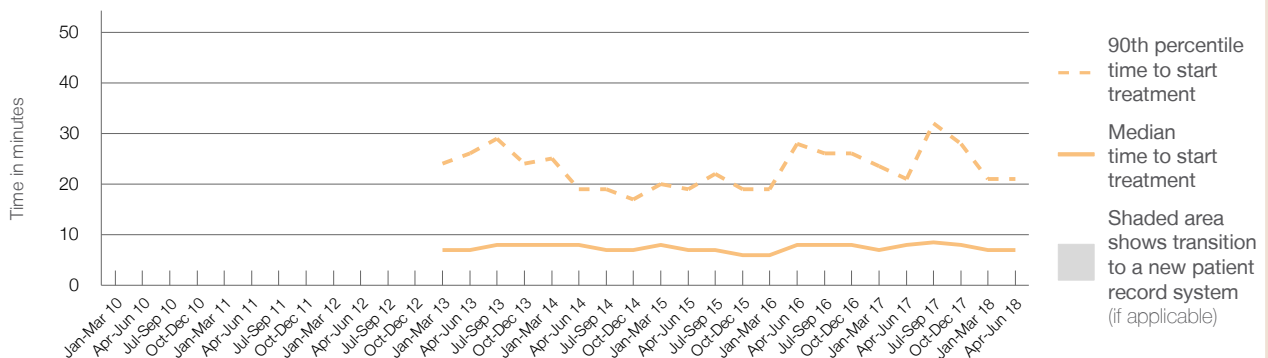
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
342	
341	
8 minutes	8 minutes
21 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				7	8	7	8	8	7
90th percentile time to start treatment ⁵ (minutes)				26	19	19	28	21	21

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

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

Batemans Bay District Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 1,048

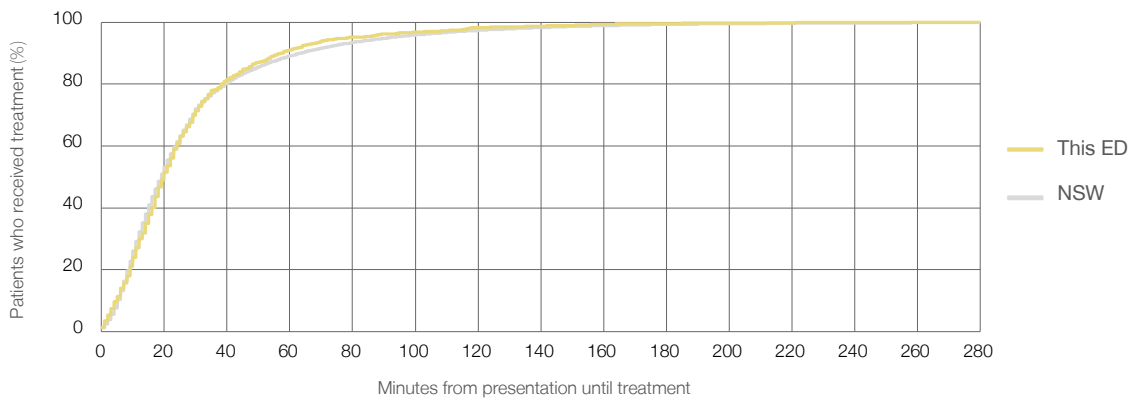
Number of triage 3 patients used to calculate waiting time:³ 1,009

Median time to start treatment⁴ 20 minutes

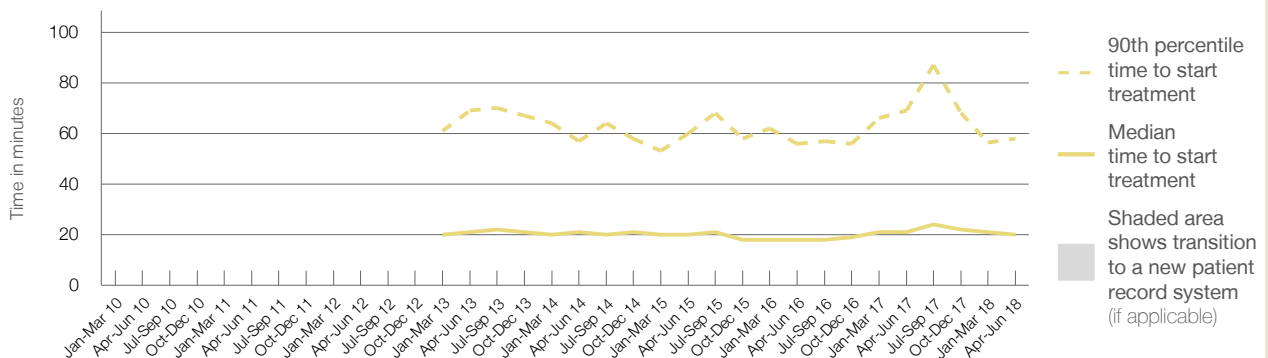
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,050	999
21 minutes	19 minutes
69 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				21	21	20	18	21	20
90th percentile time to start treatment ⁵ (minutes)				69	57	60	56	69	58

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Batemans Bay District Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 2,083

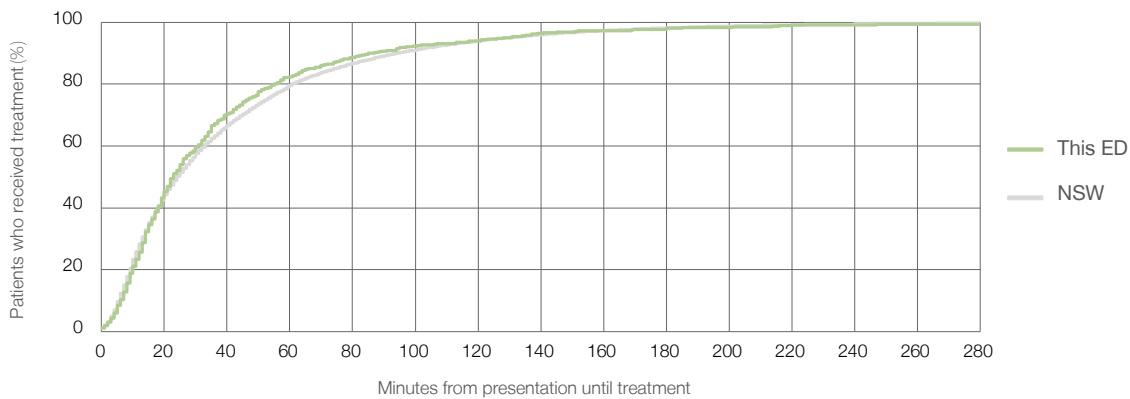
Number of triage 4 patients used to calculate waiting time:³ 746

Median time to start treatment⁴ 23 minutes

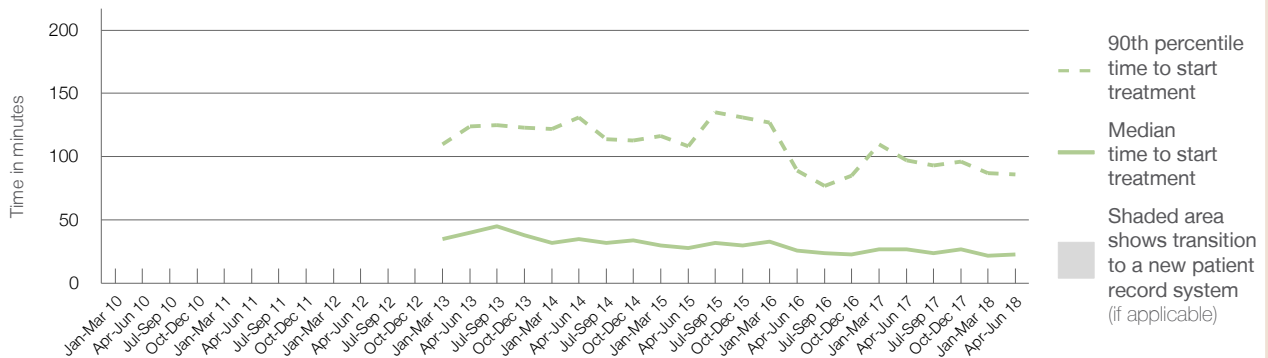
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
1,862	714
27 minutes	24 minutes
97 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				40	35	28	26	27	23
90th percentile time to start treatment ⁵ (minutes)				124	131	108	89	97	86

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

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

April to June 2018

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

Number of triage 5 patients: 477

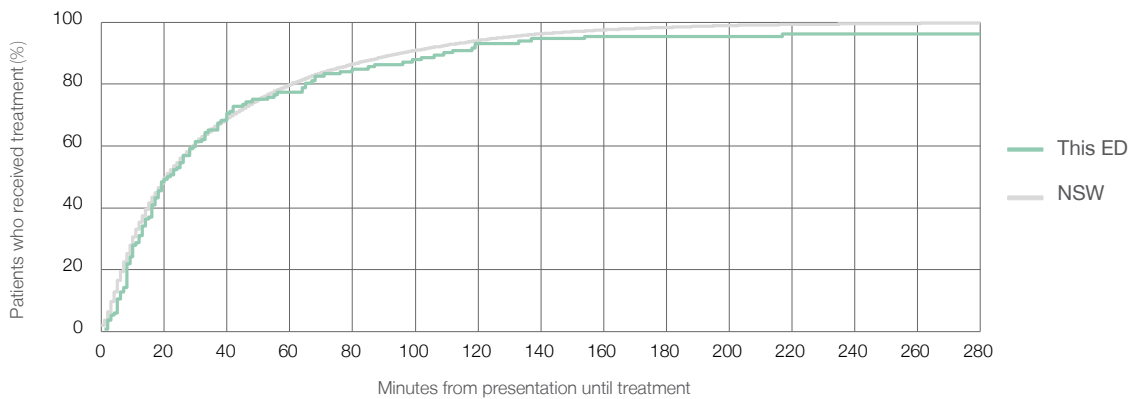
Number of triage 5 patients used to calculate waiting time:³ 132

Median time to start treatment⁴ 22 minutes

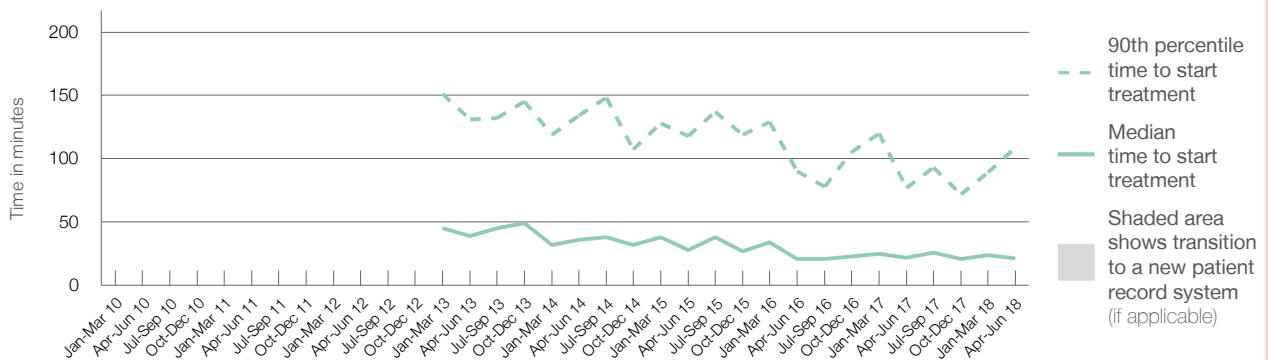
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
522	122
22 minutes	21 minutes
77 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				39	36	28	21	22	22
90th percentile time to start treatment ⁵ (minutes)				131	134	118	90	77	109

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

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

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

Batemans Bay District Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 4,049 patients

Presentations used to calculate time to leaving the ED:⁶ 4,049 patients

Median time spent in the ED⁸

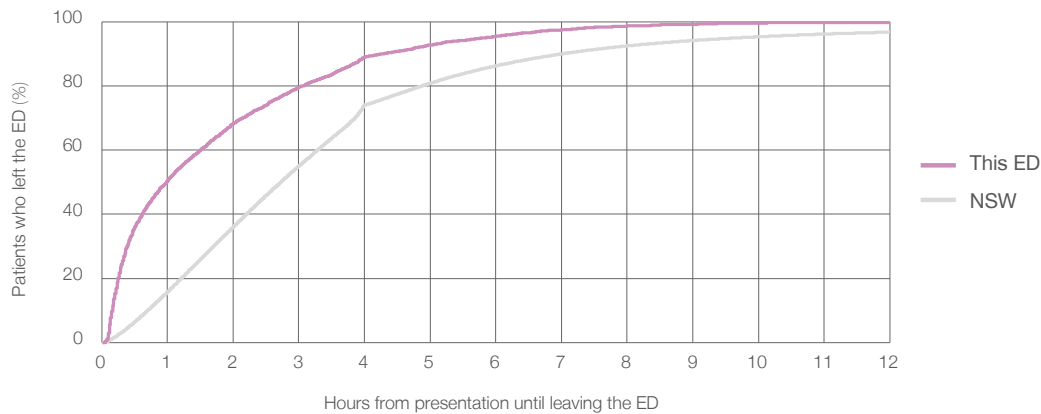
0 hours and 59 minutes

90th percentile time spent in the ED⁹

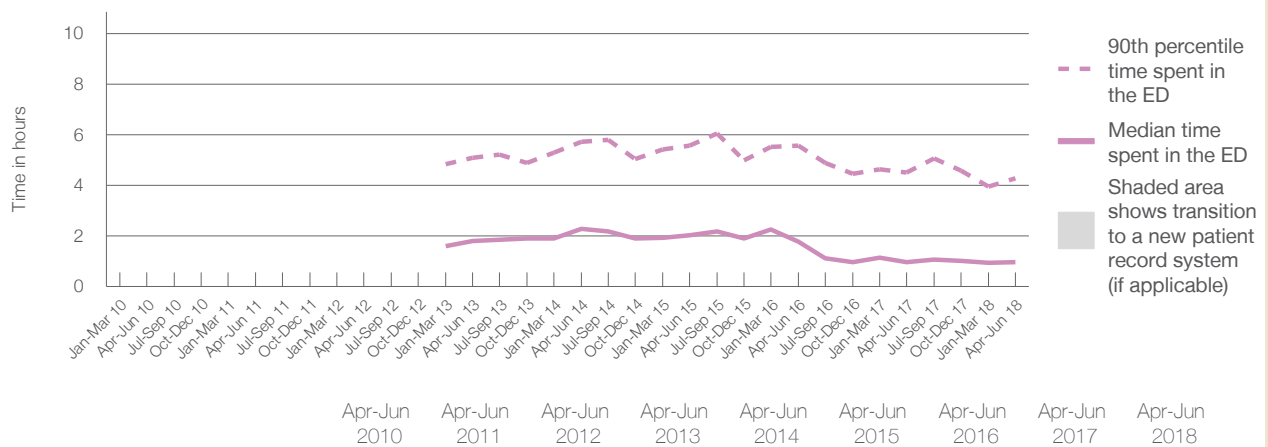
4 hours and 17 minutes

Same period last year	NSW (this period)
3,925	3,925
0 hours and 58 minutes	2 hours and 44 minutes
4 hours and 30 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)				1h 48m	2h 17m	2h 2m	1h 47m	0h 58m	0h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)				5h 6m	5h 43m	5h 34m	5h 35m	4h 30m	4h 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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Batemans Bay District Hospital: Time patients spent in the ED

By mode of separation

April to June 2018

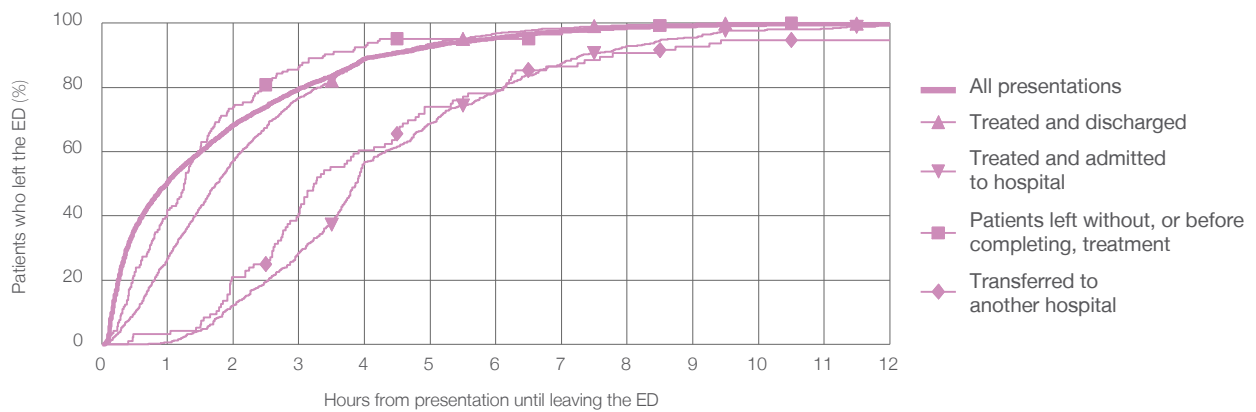
All presentations:¹ 4,049 patients

Presentations used to calculate time to leaving the ED:⁶ 4,049 patients

Treated and discharged	1,688 (41.7%)
Treated and admitted to hospital	475 (11.7%)
Patient left without, or before completing, treatment	146 (3.6%)
Transferred to another hospital	96 (2.4%)
Other	1,644 (40.6%)

Same period last year	Change since one year ago
3,925	3%
1,684	0.2%
468	1.5%
109	33.9%
106	-9.4%
1,558	5.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2018 ^{††§}



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	26.7%	57.3%	76.8%	89.0%	96.9%	99.4%	99.9%	99.9%
Treated and admitted to hospital	0.6%	12.2%	28.4%	56.8%	78.7%	92.8%	97.7%	99.4%
Patient left without, or before completing, treatment	41.8%	74.0%	86.3%	92.5%	95.2%	98.6%	100%	100%
Transferred to another hospital	3.1%	20.8%	40.6%	60.4%	79.2%	90.6%	94.8%	94.8%
All presentations	50.5%	68.3%	79.6%	88.9%	95.5%	98.6%	99.6%	99.8%

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

Batemans Bay District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 4,049 patients

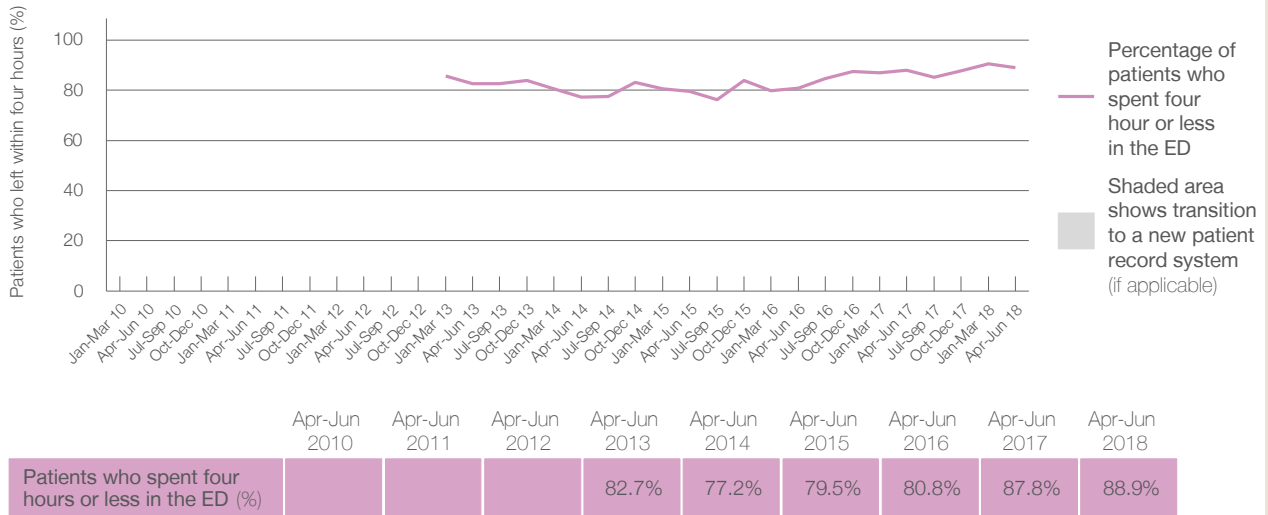
Presentations used to calculate time to leaving the ED: ⁶ 4,049 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 4,049 patients	3,925	3%
Presentations used to calculate time to leaving the ED: ⁶ 4,049 patients	3,925	3%
Percentage of patients who spent four hours or less in the ED	87.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡§}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were too small.
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).









Cooma Hospital and Health Service: Emergency department (ED) overview

April to June 2018

	Same period last year	Change since one year ago
All presentations: ¹ 2,451 patients	2,278	8%
Emergency presentations: ² 2,214 patients	2,096	6%

Cooma Hospital and Health Service: Time patients waited to start treatment ³

April to June 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 313 patients	224	
Median time to start treatment ⁴  7 minutes	7 minutes	8 minutes
90th percentile time to start treatment ⁵  20 minutes	21 minutes	24 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 586 patients	548	
Median time to start treatment ⁴  19 minutes	17 minutes	19 minutes
90th percentile time to start treatment ⁵  59 minutes	54 minutes	63 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 944 patients	891	
Median time to start treatment ⁴  25 minutes	25 minutes	24 minutes
90th percentile time to start treatment ⁵  94 minutes	92 minutes	95 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 364 patients	418	
Median time to start treatment ⁴  24 minutes	22 minutes	21 minutes
90th percentile time to start treatment ⁵  113 minutes	78 minutes	96 minutes

Cooma Hospital and Health Service: Time from presentation until leaving the ED

April to June 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 2,451 patients	2,278	8%
Percentage of patients who spent four hours or less in the ED  87%	87%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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 18 July 2018).

Cooma Hospital and Health Service: Patients presenting to the emergency department

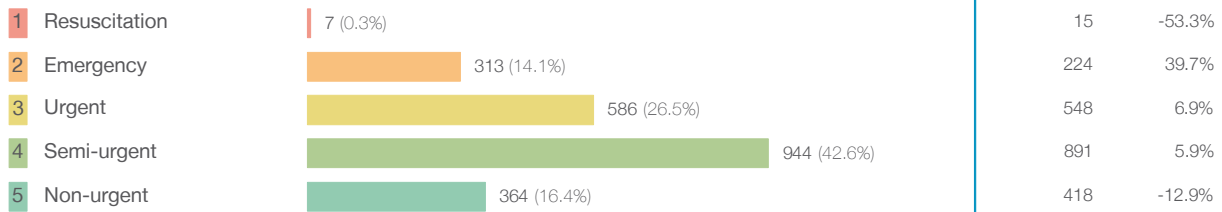
April to June 2018

All presentations:¹ 2,451 patients

Same period last year	Change since one year ago
2,278	8%

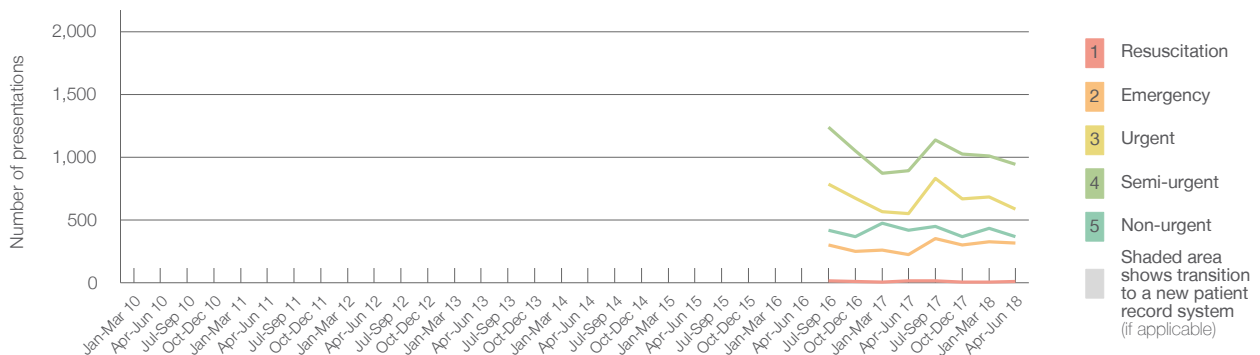
Emergency presentations² by triage category: 2,214 patients

Same period last year	Change since one year ago
2,096	6%



Same period last year	Change since one year ago
15	-53.3%
224	39.7%
548	6.9%
891	5.9%
418	-12.9%

Emergency presentations² by quarter, January 2010 to June 2018 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation								15	7
Emergency								224	313
Urgent								548	586
Semi-urgent								891	944
Non-urgent								418	364
All emergency presentations								2,096	2,214

Cooma Hospital and Health Service: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 305 patients

Same period last year	Change since one year ago
269	

ED Transfer of care time



Same period last year	Change since one year ago
7 minutes	0 minutes
17 minutes	2 minutes

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

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Cooma Hospital and Health Service: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 313

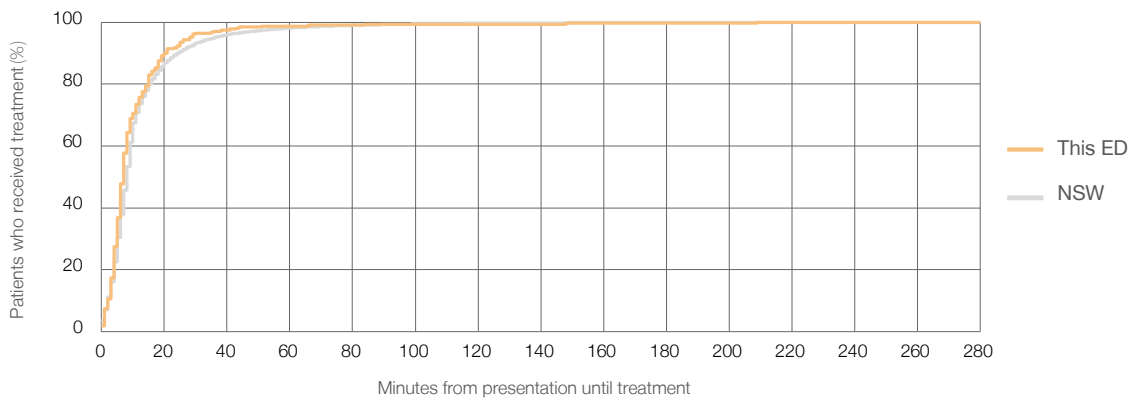
Number of triage 2 patients used to calculate waiting time:³ 312

Median time to start treatment⁴ 7 minutes

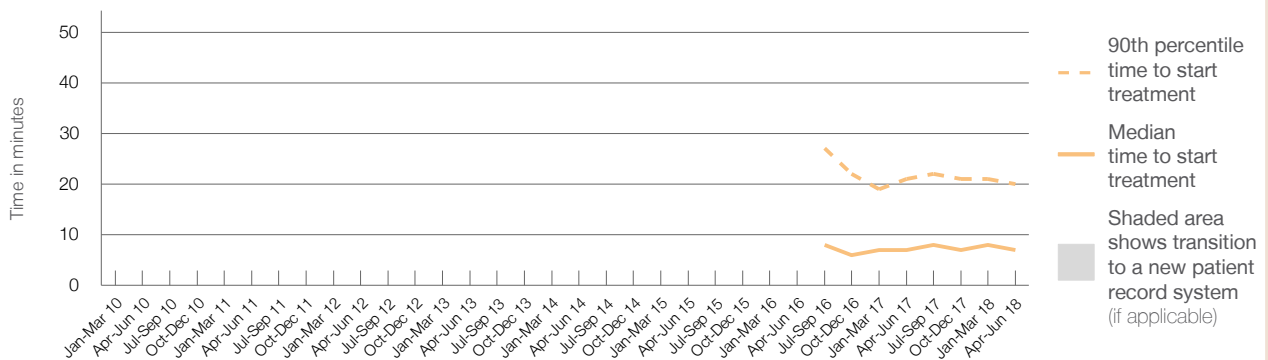
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
224	224
7 minutes	8 minutes
21 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)								7	7
90th percentile time to start treatment ⁵ (minutes)								21	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.

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

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 586

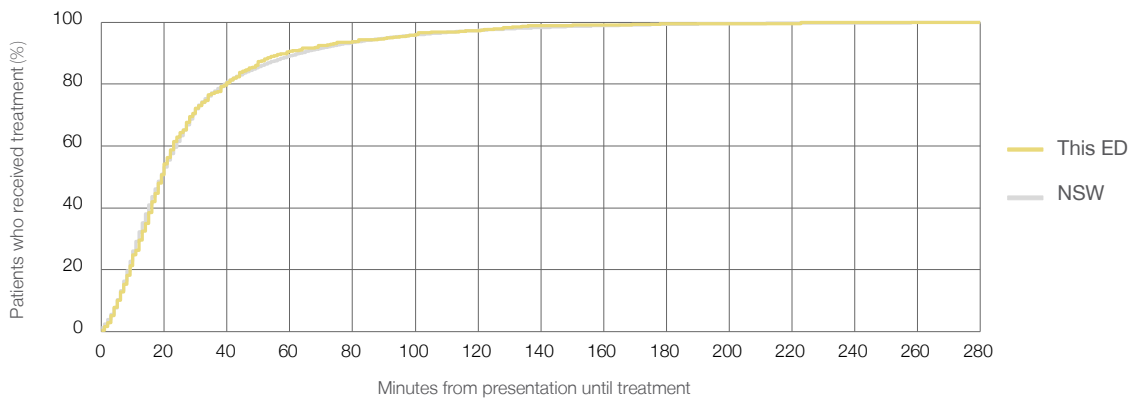
Number of triage 3 patients used to calculate waiting time:³ 580

Median time to start treatment⁴ 19 minutes

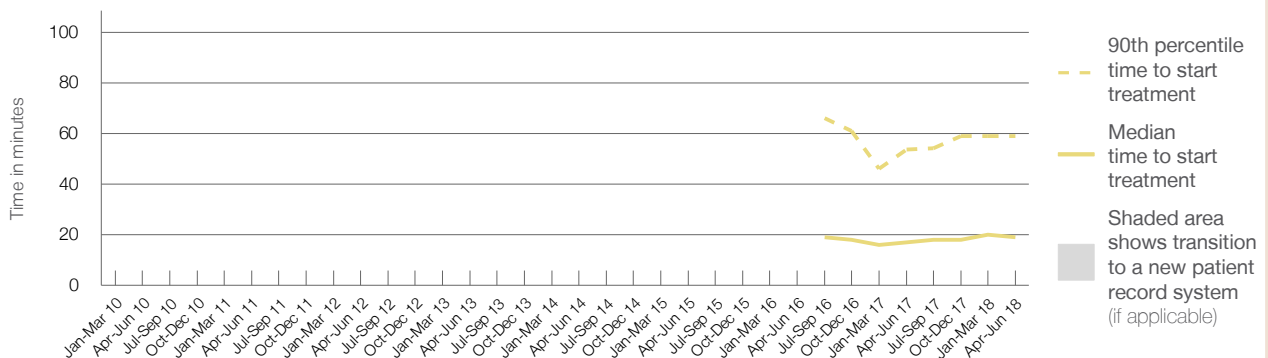
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
548	
540	
17 minutes	19 minutes
54 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)								17	19
90th percentile time to start treatment ⁵ (minutes)								54	59

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

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

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

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 944

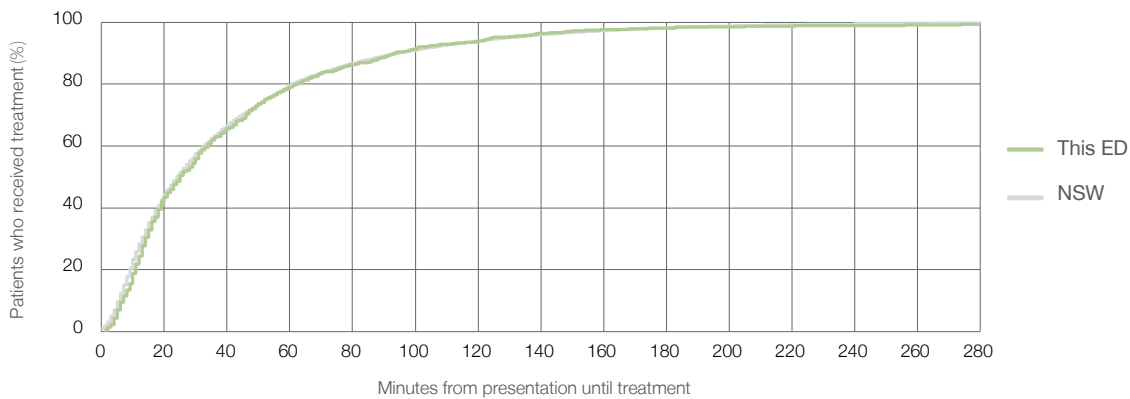
Number of triage 4 patients used to calculate waiting time:³ 920

Median time to start treatment⁴ 25 minutes

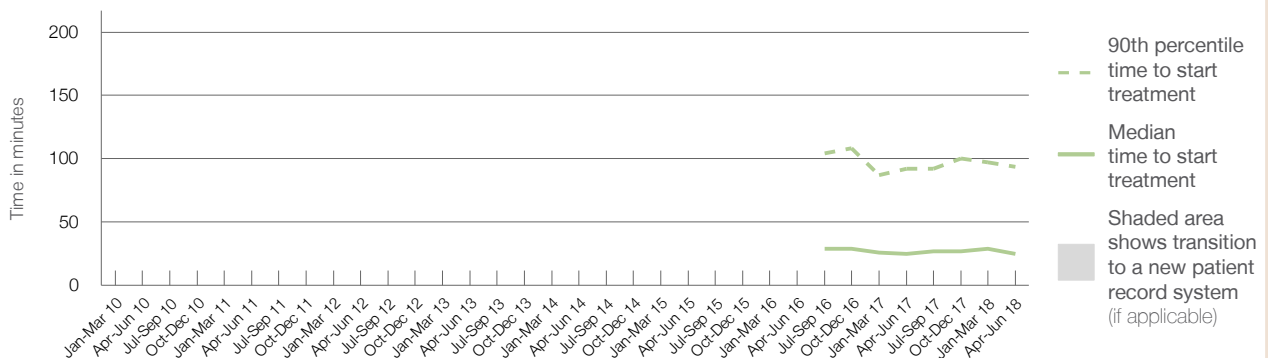
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
891	851
25 minutes	24 minutes
92 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)								25	25
90th percentile time to start treatment ⁵ (minutes)								92	94

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

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

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

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 364

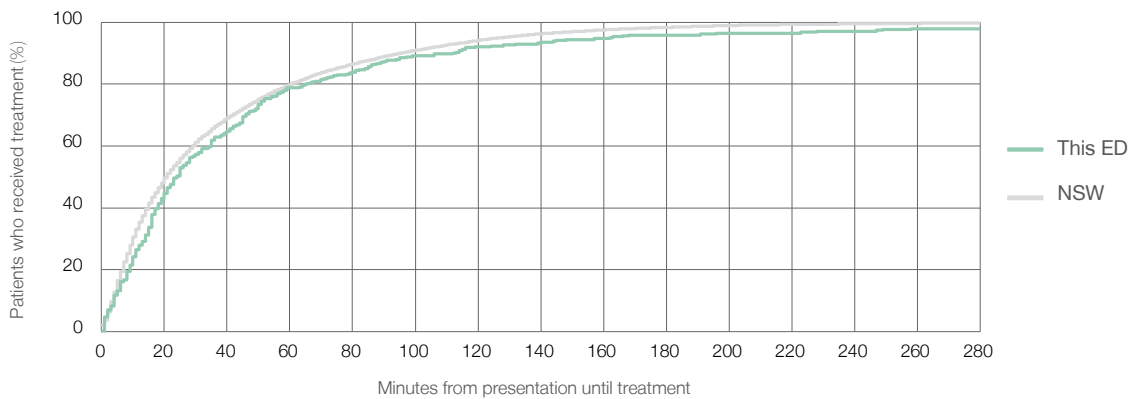
Number of triage 5 patients used to calculate waiting time:³ 340

Median time to start treatment⁴ 24 minutes

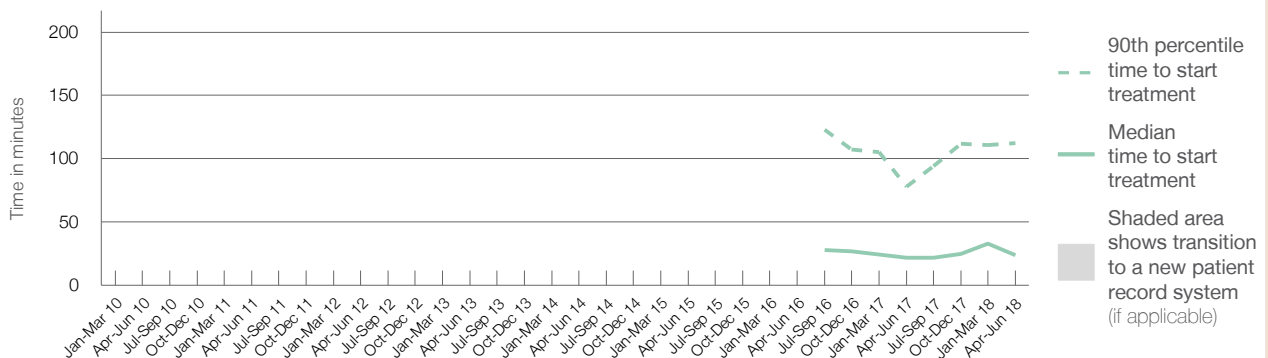
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
418	375
22 minutes	21 minutes
78 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)								22	24
90th percentile time to start treatment ⁵ (minutes)								78	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.

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

Cooma Hospital and Health Service: Time patients spent in the ED

April to June 2018

All presentations:¹ 2,451 patients

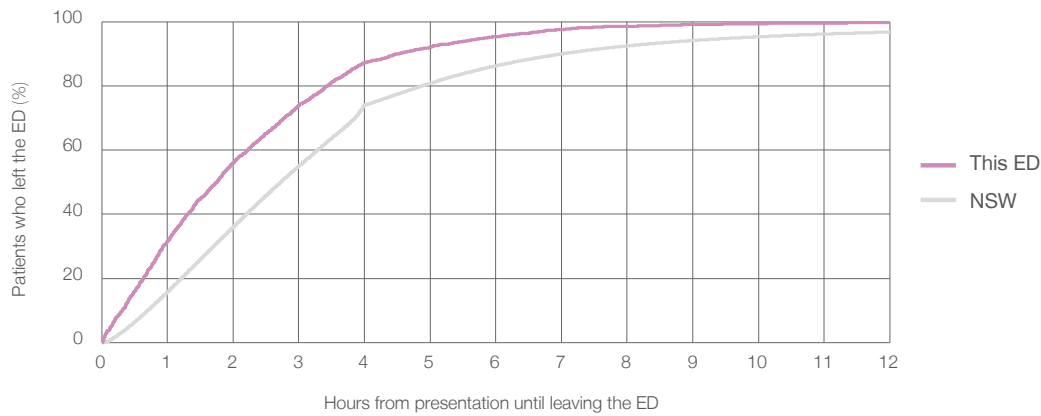
Presentations used to calculate time to leaving the ED:⁶ 2,451 patients

Median time spent in the ED⁸ 1 hours and 45 minutes

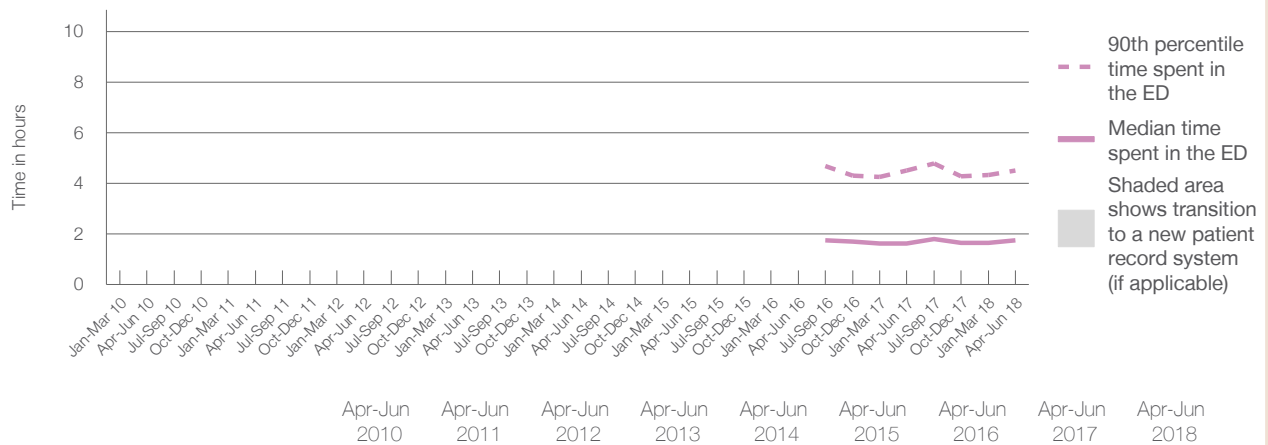
90th percentile time spent in the ED⁹ 4 hours and 30 minutes

Same period last year	NSW (this period)
2,278	2,278
1 hours and 38 minutes	2 hours and 44 minutes
4 hours and 31 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)								1h 38m	1h 45m
90th percentile time spent in the ED ⁹ (hours, minutes)								4h 31m	4h 30m

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

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

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

Cooma Hospital and Health Service: Time patients spent in the ED

By mode of separation

April to June 2018

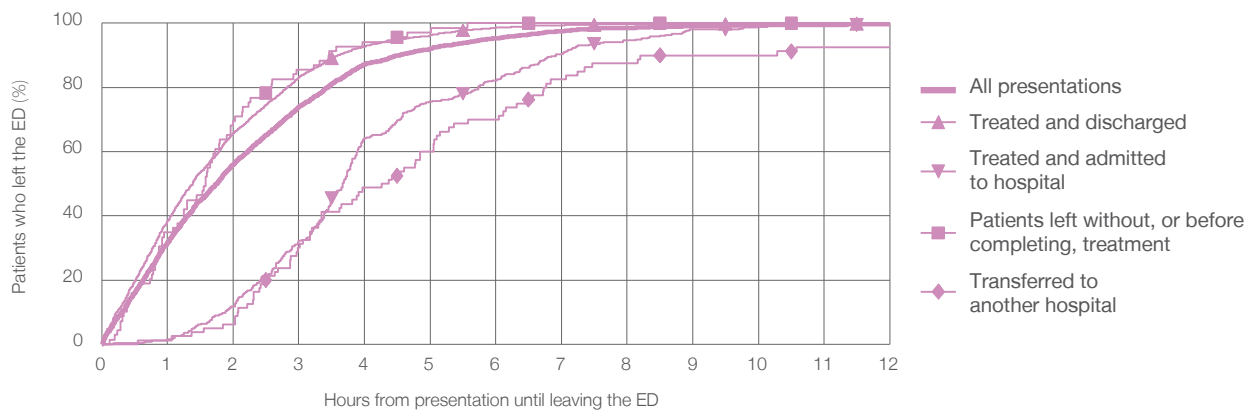
All presentations:¹ 2,451 patients

Presentations used to calculate time to leaving the ED:⁶ 2,451 patients

Treated and discharged	1,934 (78.9%)
Treated and admitted to hospital	360 (14.7%)
Patient left without, or before completing, treatment	69 (2.8%)
Transferred to another hospital	80 (3.3%)
Other	8 (0.3%)

Same period last year	Change since one year ago
2,278	8%
1,803	7.3%
329	9.4%
63	9.5%
80	0.0%
3	166.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2018 ^{†† §}



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	38.5%	65.8%	83.1%	92.8%	98.6%	99.7%	99.8%	99.9%
Treated and admitted to hospital	1.7%	11.7%	32.2%	64.2%	82.2%	94.7%	98.6%	99.7%
Patient left without, or before completing, treatment	34.8%	69.6%	85.5%	94.2%	100%	100%	100%	100%
Transferred to another hospital	1.3%	6.3%	30.0%	48.8%	70.0%	87.5%	90.0%	92.5%
All presentations	31.8%	56.1%	74.0%	87.2%	95.3%	98.6%	99.3%	99.7%

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

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

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

Cooma Hospital and Health Service: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2018

All presentations at the emergency department: ¹ 2,451 patients

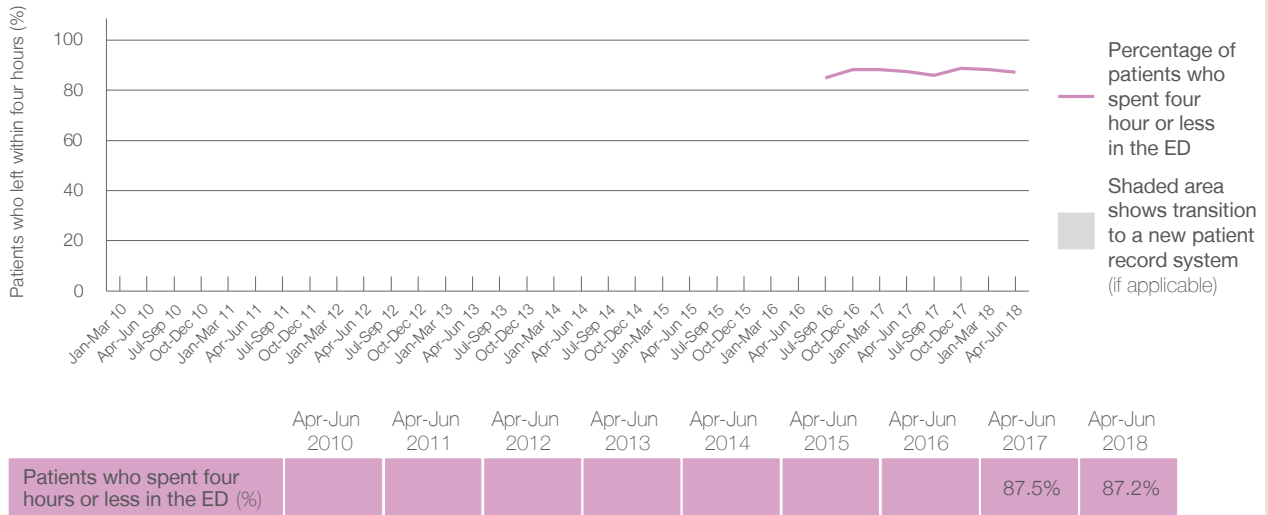
Presentations used to calculate time to leaving the ED: ⁶ 2,451 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 2,451 patients	2,278	8%
Presentations used to calculate time to leaving the ED: ⁶ 2,451 patients	2,278	8%
Percentage of patients who spent four hours or less in the ED	87.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡§}



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

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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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 18 July 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

Goulburn Base Hospital and Health Service: Emergency department (ED) overview

April to June 2018

All presentations:¹ 4,665 patients
Emergency presentations:² 4,512 patients

	Same period last year	Change since one year ago
All presentations: ¹ 4,665 patients	4,301	8%
Emergency presentations: ² 4,512 patients	4,104	10%

Goulburn Base Hospital and Health Service: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 486 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,745 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,895 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 371 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 124 minutes

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 486 patients	460	
Median time to start treatment ⁴ 10 minutes	8 minutes	8 minutes
90th percentile time to start treatment ⁵ 30 minutes	18 minutes	24 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,745 patients	1,696	
Median time to start treatment ⁴ 24 minutes	19 minutes	19 minutes
90th percentile time to start treatment ⁵ 86 minutes	57 minutes	63 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,895 patients	1,697	
Median time to start treatment ⁴ 34 minutes	27 minutes	24 minutes
90th percentile time to start treatment ⁵ 135 minutes	113 minutes	95 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 371 patients	235	
Median time to start treatment ⁴ 28 minutes	21 minutes	21 minutes
90th percentile time to start treatment ⁵ 124 minutes	81 minutes	96 minutes

Goulburn Base Hospital and Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 4,665 patients

Percentage of patients who spent four hours or less in the ED 76%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 4,665 patients	4,301	8%
Percentage of patients who spent four hours or less in the ED 76%	80%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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 18 July 2018).

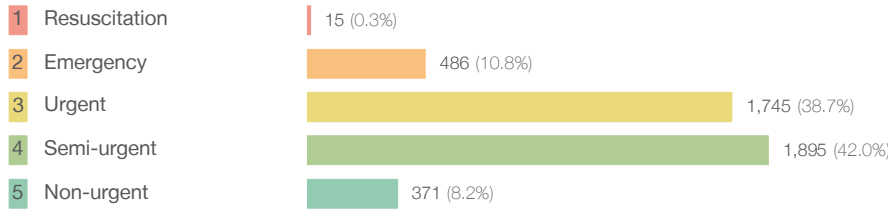
Goulburn Base Hospital and Health Service: Patients presenting to the emergency department April to June 2018

All presentations:¹ 4,665 patients

Same period last year	Change since one year ago
4,301	8%

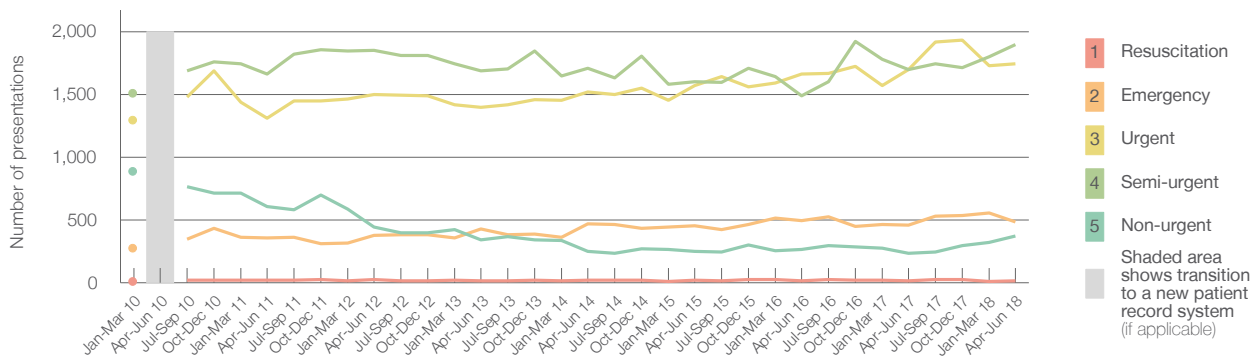
Emergency presentations² by triage category: 4,512 patients

Same period last year	Change since one year ago
4,104	10%



Same period last year	Change since one year ago
16	-6.3%
460	5.7%
1,696	2.9%
1,697	11.7%
235	57.9%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation		18	27	13	21	22	16	16	15
Emergency		358	379	426	467	453	495	460	486
Urgent		1,311	1,501	1,399	1,520	1,570	1,662	1,696	1,745
Semi-urgent		1,664	1,851	1,688	1,708	1,603	1,489	1,697	1,895
Non-urgent		604	444	342	249	247	265	235	371
All emergency presentations		3,955	4,202	3,868	3,965	3,895	3,927	4,104	4,512

Goulburn Base Hospital and Health Service: Patients arriving by ambulance April to June 2018

Arrivals used to calculate transfer of care time:⁷ 858 patients

Same period last year	Change since one year ago
793	

ED Transfer of care time



Same period last year	Change since one year ago
12 minutes	0 minutes
27 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.

Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 2 April to June 2018

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

Number of triage 2 patients: 486

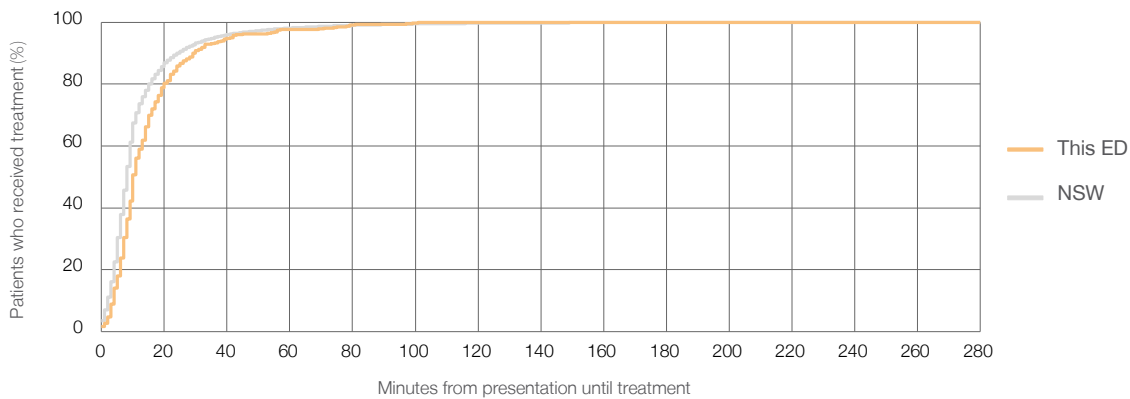
Number of triage 2 patients used to calculate waiting time:³ 486

Median time to start treatment⁴ 10 minutes

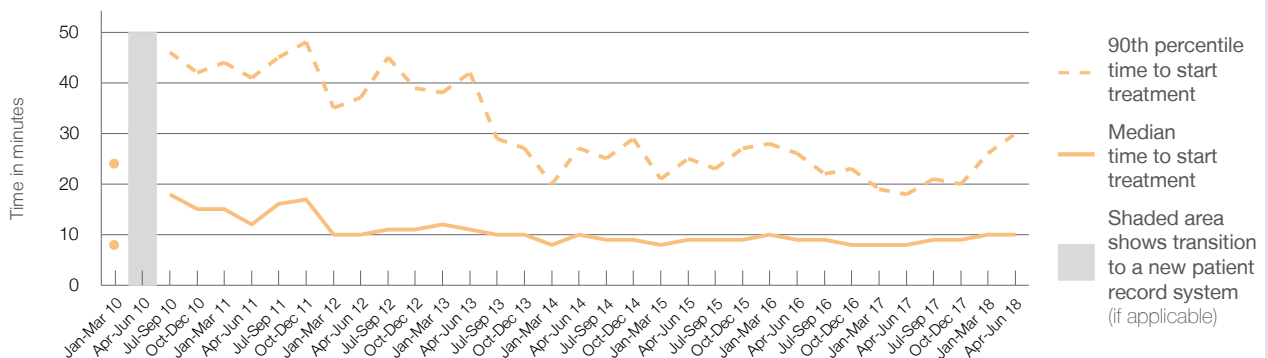
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
460	
459	
8 minutes	8 minutes
18 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		12	10	11	10	9	9	8	10
90th percentile time to start treatment ⁵ (minutes)		41	37	42	27	25	26	18	30

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

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

Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 1,745

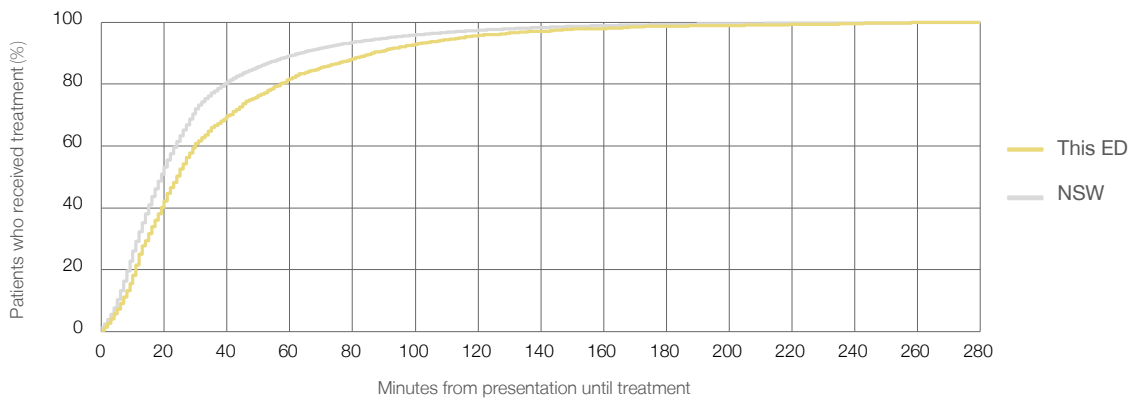
Number of triage 3 patients used to calculate waiting time:³ 1,693

Median time to start treatment⁴ 24 minutes

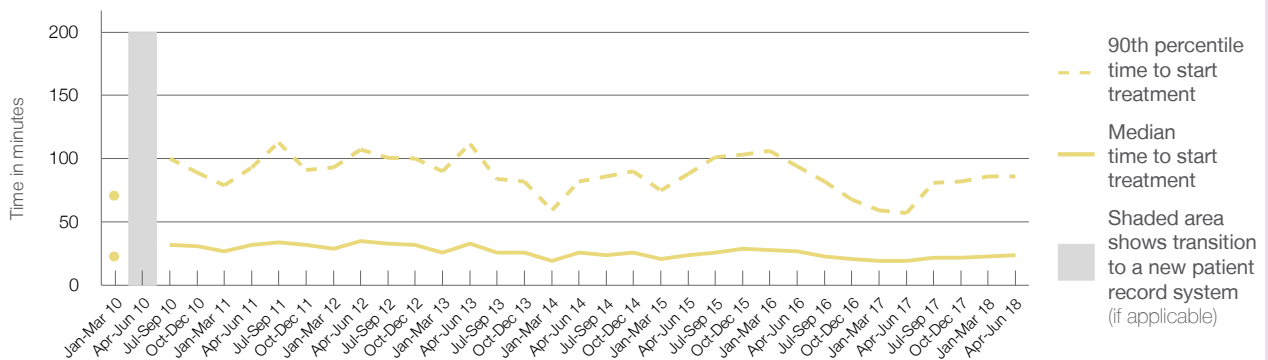
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
1,696	
1,672	
19 minutes	19 minutes
57 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		32	35	33	26	24	27	19	24
90th percentile time to start treatment ⁵ (minutes)		93	107	112	82	88	94	57	86

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

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

Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 1,895

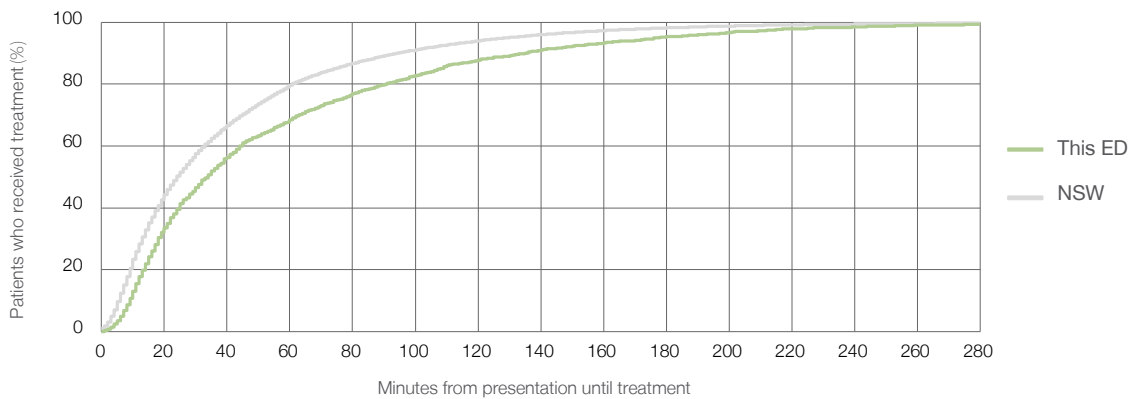
Number of triage 4 patients used to calculate waiting time:³ 1,746

Median time to start treatment⁴ 34 minutes

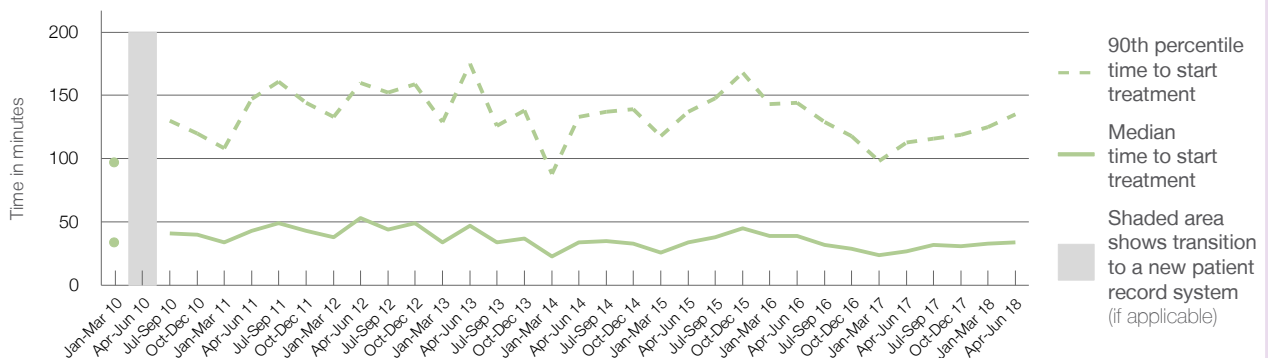
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
1,697	1,603
27 minutes	24 minutes
113 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		43	53	47	34	34	39	27	34
90th percentile time to start treatment ⁵ (minutes)		147	160	175	133	137	144	113	135

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

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

Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 371

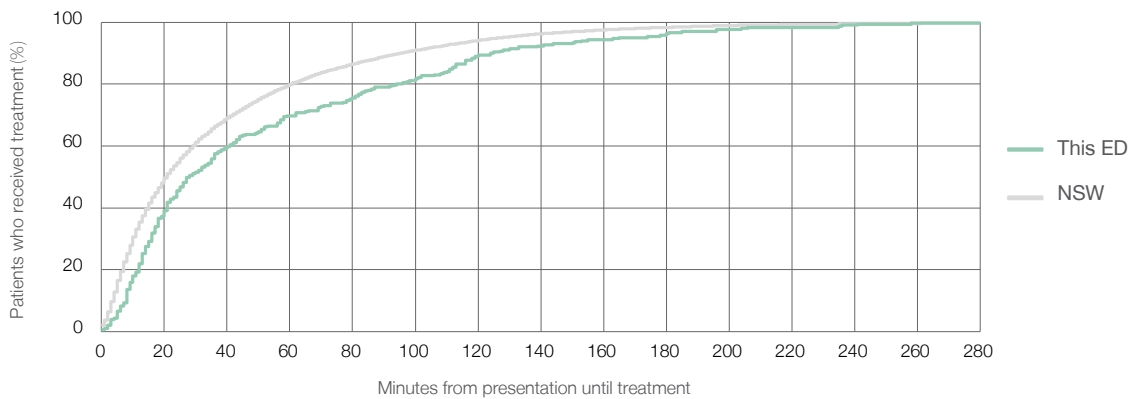
Number of triage 5 patients used to calculate waiting time:³ 301

Median time to start treatment⁴ 28 minutes

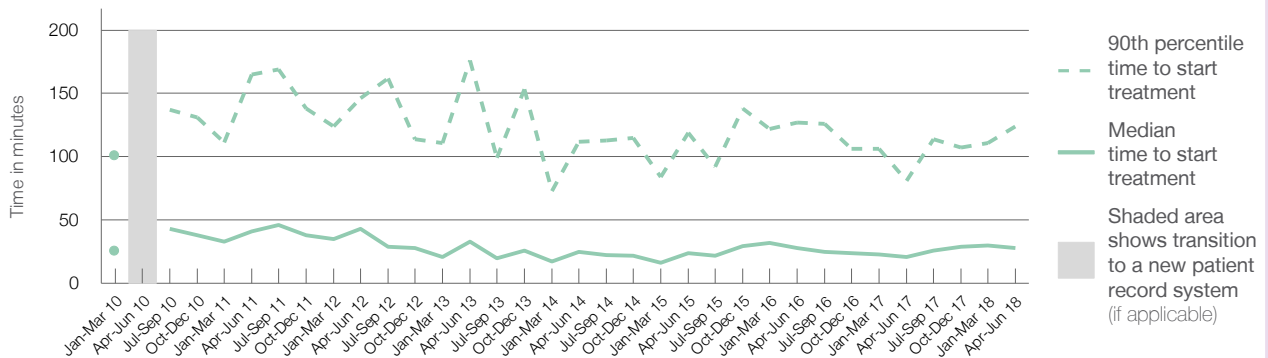
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
235	175
21 minutes	21 minutes
81 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		41	43	33	25	24	28	21	28
90th percentile time to start treatment ⁵ (minutes)		165	146	176	112	119	127	81	124

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

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

Goulburn Base Hospital and Health Service: Time patients spent in the ED

April to June 2018

All presentations:¹ 4,665 patients

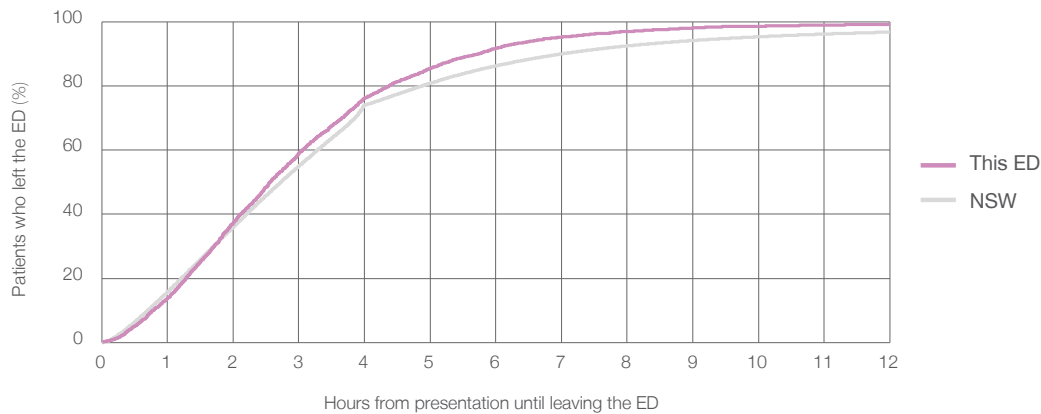
Presentations used to calculate time to leaving the ED:⁶ 4,665 patients

Median time spent in the ED⁸ 2 hours and 34 minutes

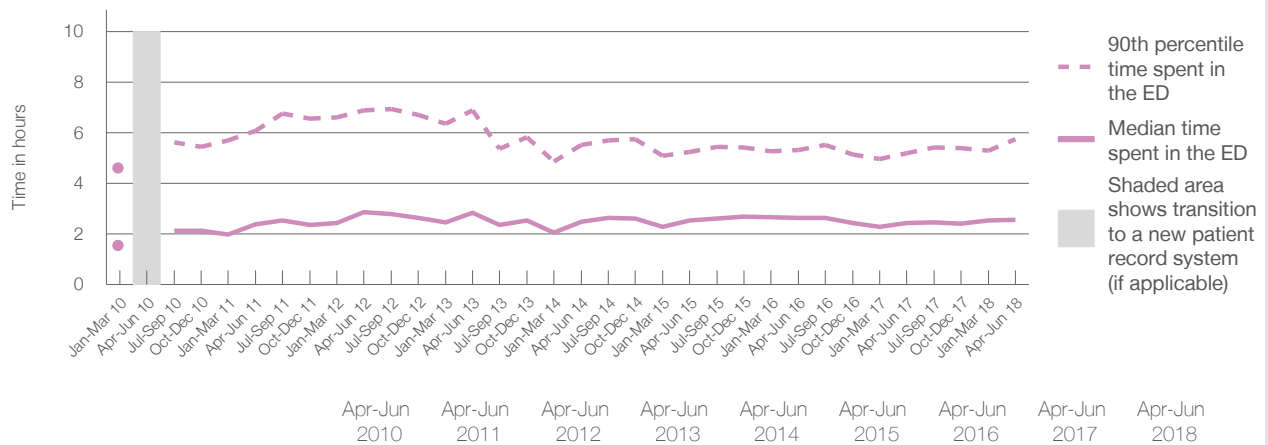
90th percentile time spent in the ED⁹ 5 hours and 45 minutes

Same period last year	NSW (this period)
4,301	4,301
2 hours and 27 minutes	2 hours and 44 minutes
5 hours and 11 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)		2h 24m	2h 52m	2h 51m	2h 29m	2h 33m	2h 38m	2h 27m	2h 34m
90th percentile time spent in the ED ⁹ (hours, minutes)		6h 5m	6h 54m	6h 54m	5h 31m	5h 15m	5h 19m	5h 11m	5h 45m

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

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

Goulburn Base Hospital and Health Service: Time patients spent in the ED

By mode of separation

April to June 2018

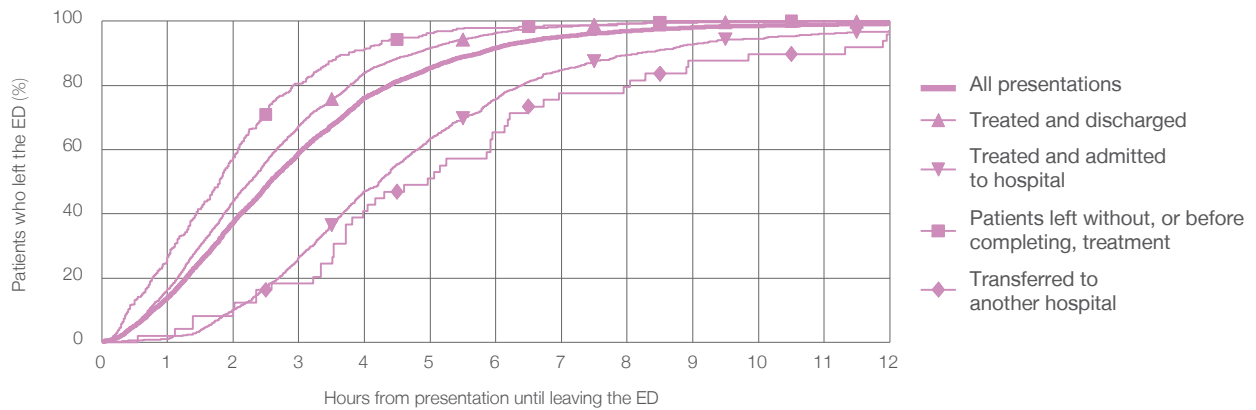
All presentations:¹ 4,665 patients

Presentations used to calculate time to leaving the ED:⁶ 4,665 patients

Treated and discharged	3,287 (70.5%)
Treated and admitted to hospital	1,002 (21.5%)
Patient left without, or before completing, treatment	297 (6.4%)
Transferred to another hospital	49 (1.1%)
Other	30 (0.6%)

Same period last year	Change since one year ago
4,301	8%
3,025	8.7%
982	2.0%
197	50.8%
59	-16.9%
38	-21.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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	16.5%	44.1%	67.4%	84.0%	96.3%	99.2%	99.8%	99.9%
Treated and admitted to hospital	1.0%	10.1%	26.4%	47.0%	75.7%	89.5%	94.6%	96.9%
Patient left without, or before completing, treatment	26.6%	57.6%	80.5%	91.2%	98.0%	99.3%	100%	100%
Transferred to another hospital	2.0%	10.2%	18.4%	40.8%	65.3%	79.6%	89.8%	95.9%
All presentations	13.9%	37.4%	59.0%	76.1%	91.7%	96.9%	98.6%	99.2%

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

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

Goulburn Base Hospital and Health Service: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2018

All presentations at the emergency department: ¹ 4,665 patients

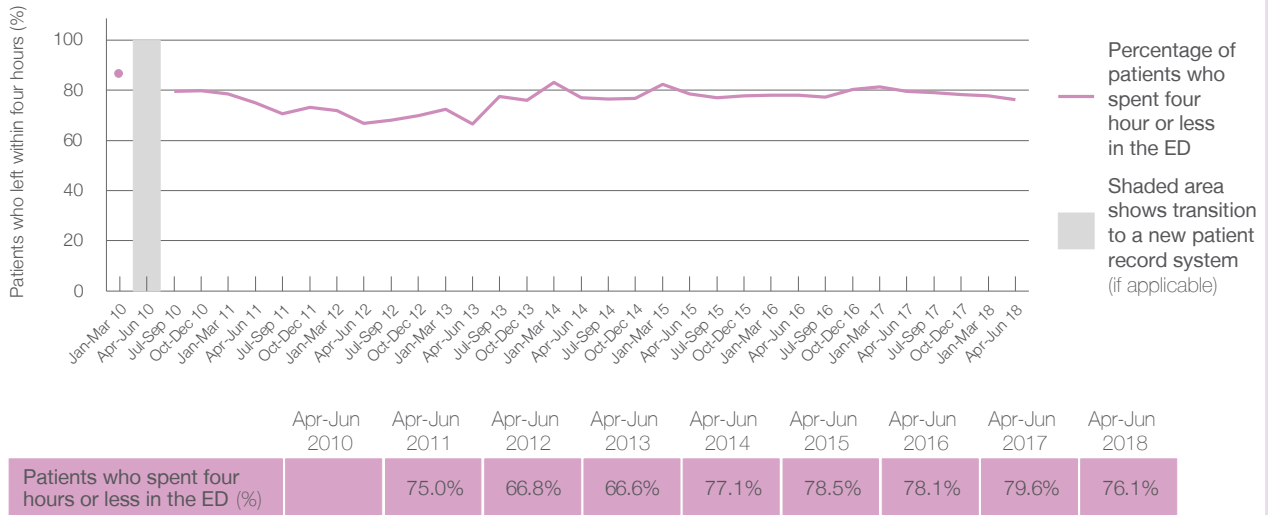
Presentations used to calculate time to leaving the ED: ⁶ 4,665 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 4,665 patients	4,301	8%
Presentations used to calculate time to leaving the ED: ⁶ 4,665 patients	4,301	8%
Percentage of patients who spent four hours or less in the ED	79.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡}



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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 18 July 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

Moruya District Hospital: Emergency department (ED) overview

April to June 2018



All presentations:¹ 2,553 patients
Emergency presentations:² 2,374 patients

Same period last year	Change since one year ago
2,536	1%
2,352	1%

Moruya District Hospital: Time patients waited to start treatment³

April to June 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 336 patients

Median time to start treatment⁴  6 minutes
90th percentile time to start treatment⁵  24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 892 patients

Median time to start treatment⁴  17 minutes
90th percentile time to start treatment⁵  58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 910 patients

Median time to start treatment⁴  24 minutes
90th percentile time to start treatment⁵  84 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 219 patients

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

Same period last year	NSW (this period)
312	
7 minutes	8 minutes
23 minutes	24 minutes
830	
17 minutes	19 minutes
60 minutes	63 minutes
867	
23 minutes	24 minutes
92 minutes	95 minutes
329	
21 minutes	21 minutes
112 minutes	96 minutes

Moruya District Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 2,553 patients

Percentage of patients who spent four hours or less in the ED  79%

Same period last year	Change since one year ago
2,536	1%
82%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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 18 July 2018).

Moruya District Hospital: Patients presenting to the emergency department

April to June 2018

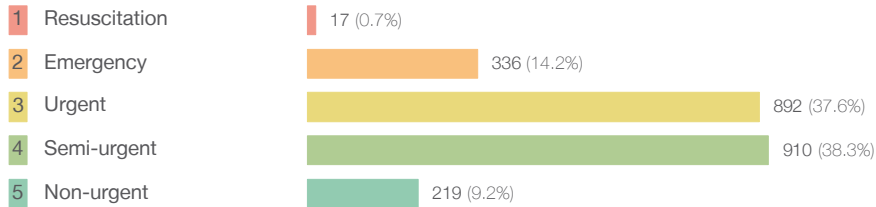
All presentations:¹ 2,553 patients

Same period last year
Change since one year ago

2,536 1%

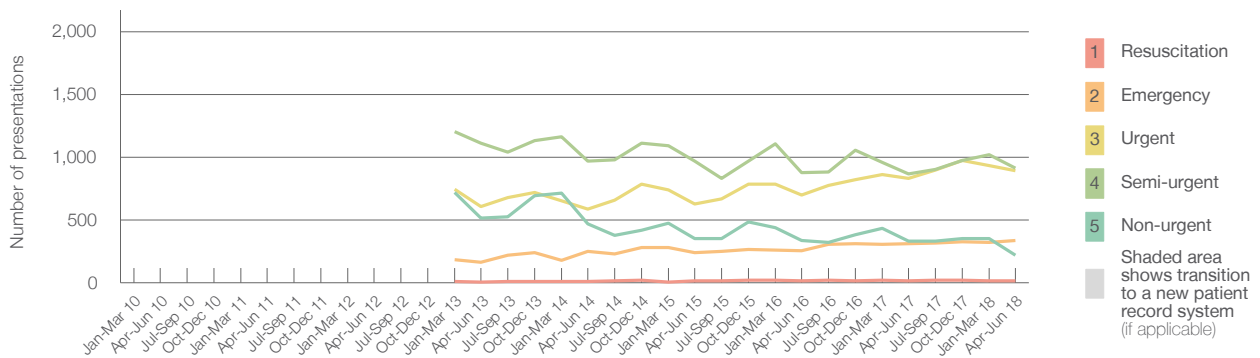
Emergency presentations² by triage category: 2,374 patients

2,352 1%



14 21.4%
312 7.7%
830 7.5%
867 5.0%
329 -33.4%

Emergency presentations² by quarter, January 2010 to June 2018 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation				5	8	13	17	14	17
Emergency				165	248	241	252	312	336
Urgent				608	586	626	699	830	892
Semi-urgent				1,109	968	970	875	867	910
Non-urgent				513	470	351	334	329	219
All emergency presentations				2,400	2,280	2,201	2,177	2,352	2,374

Moruya District Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 500 patients

Same period last year
Change since one year ago

550

ED Transfer of care time



12 minutes -1 minute
29 minutes -3 minutes

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

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

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

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

April to June 2018

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

Number of triage 2 patients: 336

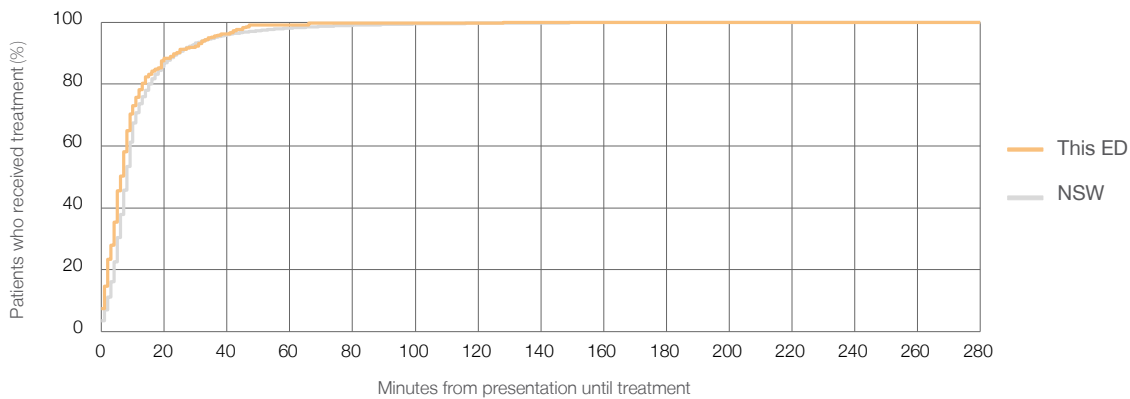
Number of triage 2 patients used to calculate waiting time:³ 334

Median time to start treatment⁴ 6 minutes

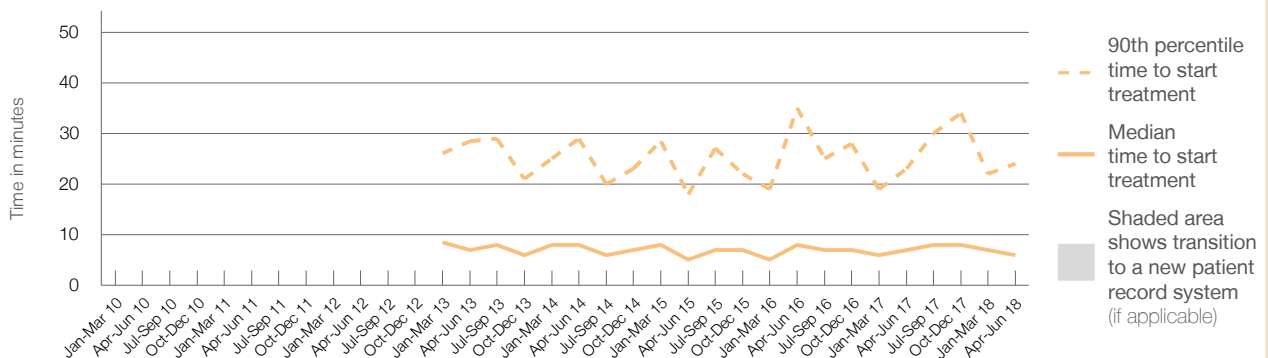
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
312	309
7 minutes	8 minutes
23 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				7	8	5	8	7	6
90th percentile time to start treatment ⁵ (minutes)				29	29	18	35	23	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.

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

Moruya District Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 892

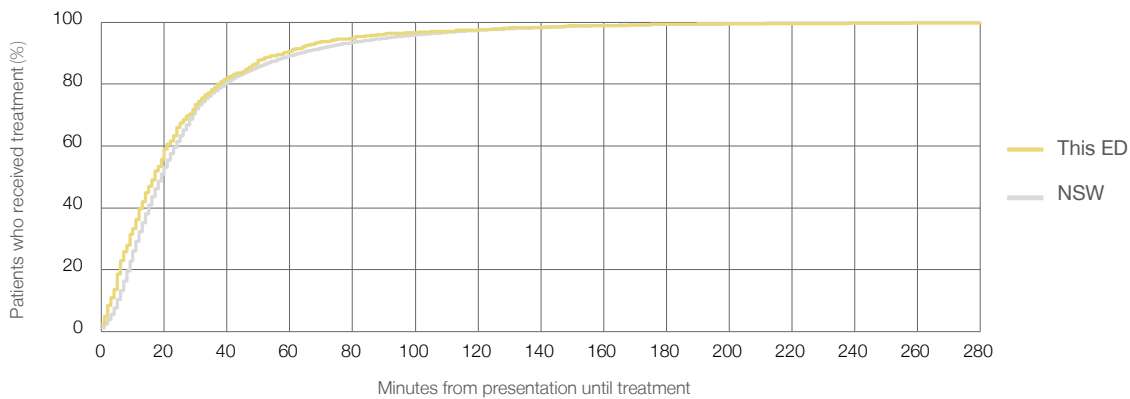
Number of triage 3 patients used to calculate waiting time:³ 869

Median time to start treatment⁴ 17 minutes

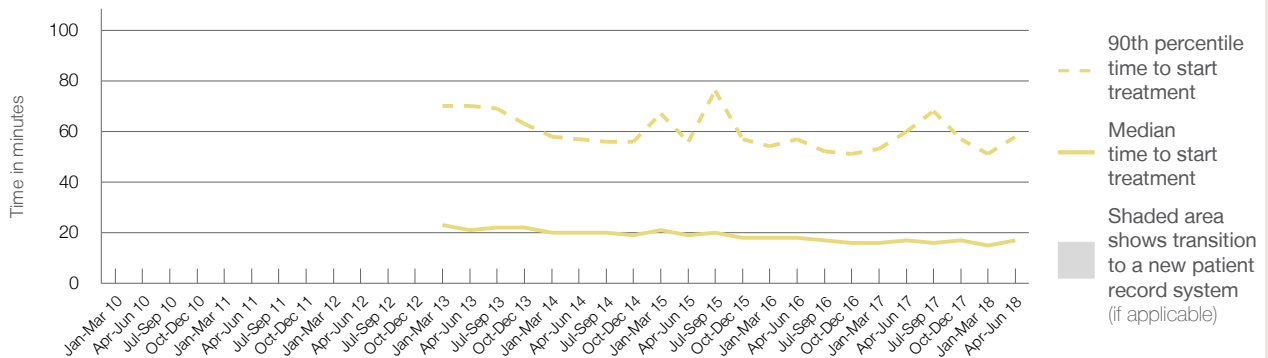
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
830	
801	
17 minutes	19 minutes
60 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				21	20	19	18	17	17
90th percentile time to start treatment ⁵ (minutes)				70	57	56	57	60	58

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

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

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

Moruya District Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 910

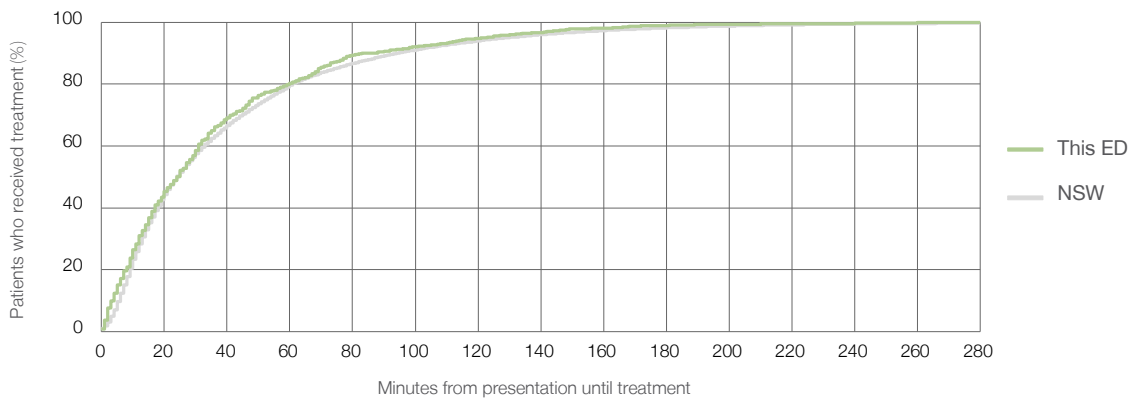
Number of triage 4 patients used to calculate waiting time:³ 816

Median time to start treatment⁴ 24 minutes

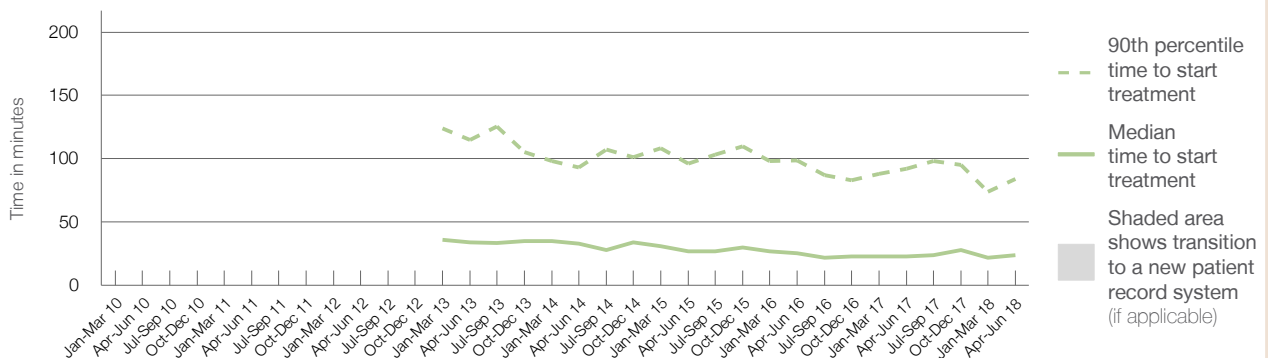
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
867	779
23 minutes	24 minutes
92 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				34	33	27	26	23	24
90th percentile time to start treatment ⁵ (minutes)				115	93	96	99	92	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.

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

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

April to June 2018

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

Number of triage 5 patients: 219

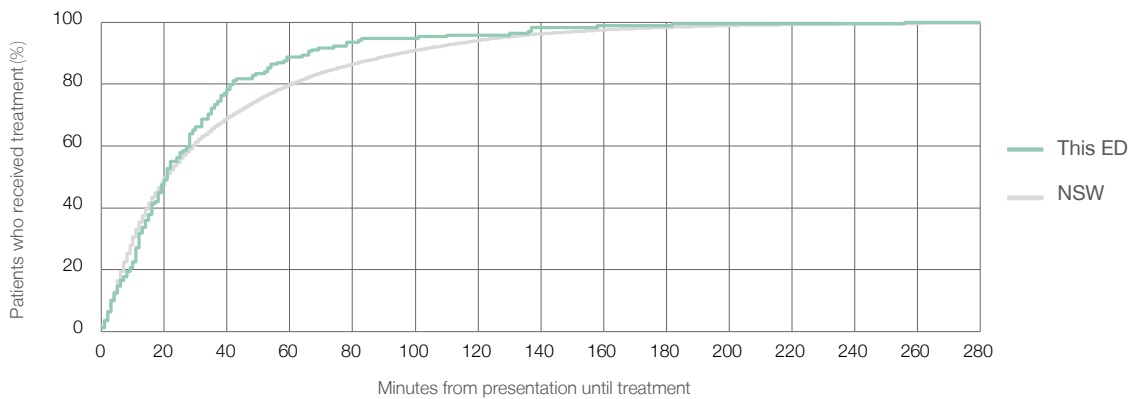
Number of triage 5 patients used to calculate waiting time:³ 169

Median time to start treatment⁴ 21 minutes

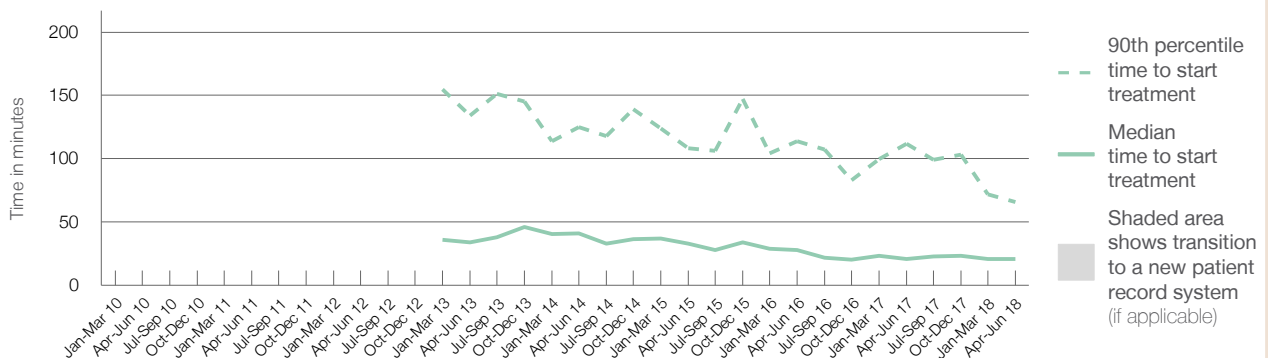
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
329	251
21 minutes	21 minutes
112 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				34	41	33	28	21	21
90th percentile time to start treatment ⁵ (minutes)				134	125	108	114	112	66

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

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

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

Moruya District Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 2,553 patients

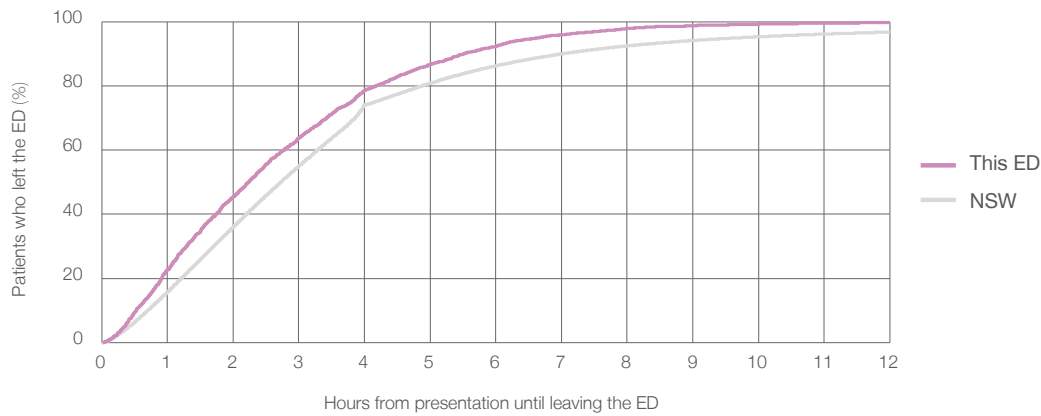
Presentations used to calculate time to leaving the ED:⁶ 2,553 patients

Median time spent in the ED⁸ 2 hours and 14 minutes

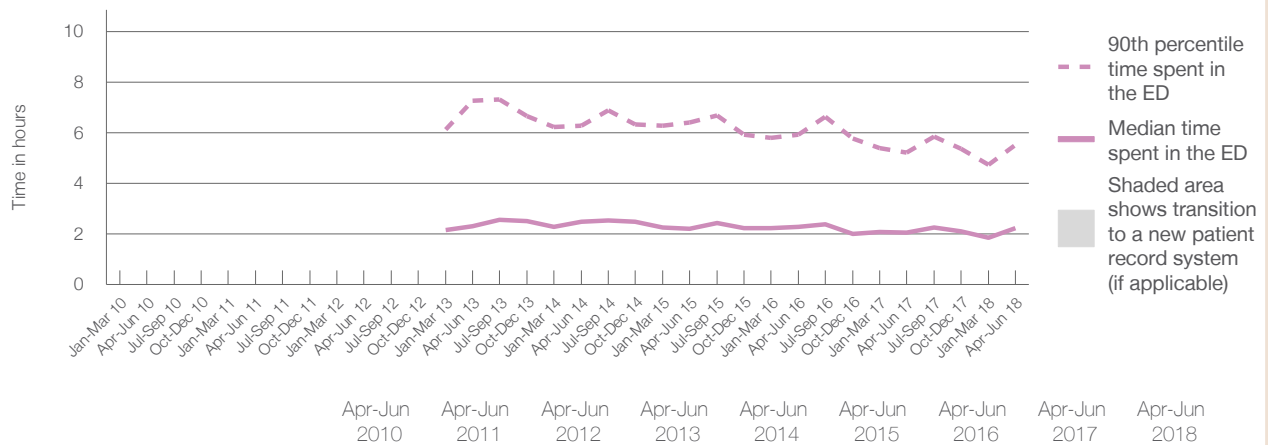
90th percentile time spent in the ED⁹ 5 hours and 31 minutes

Same period last year	NSW (this period)
2,536	2,536
2 hours and 4 minutes	2 hours and 44 minutes
5 hours and 13 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)				2h 18m	2h 29m	2h 13m	2h 17m	2h 4m	2h 14m
90th percentile time spent in the ED ⁹ (hours, minutes)				7h 16m	6h 17m	6h 24m	5h 55m	5h 13m	5h 31m

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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.

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

Moruya District Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

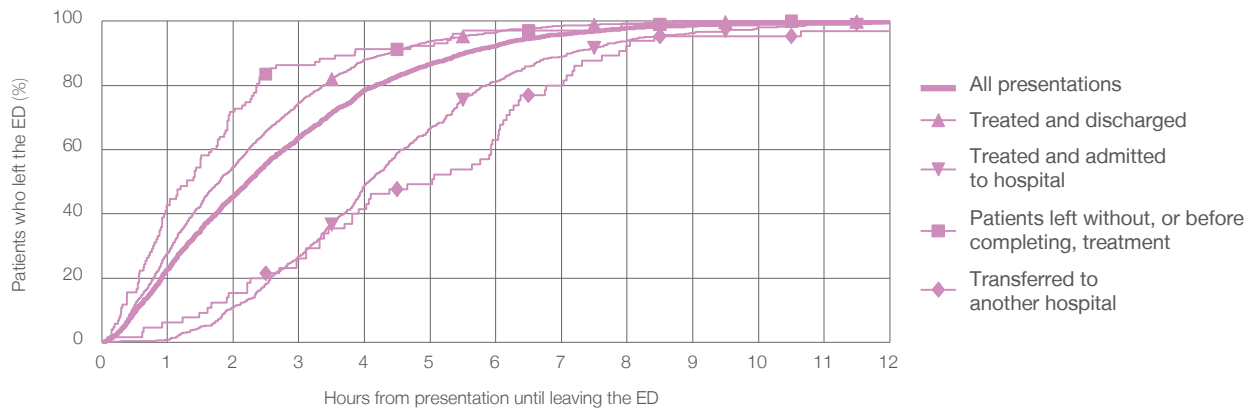
All presentations:¹ 2,553 patients

Presentations used to calculate time to leaving the ED:⁶ 2,553 patients

Treated and discharged	1,756 (68.8%)
Treated and admitted to hospital	555 (21.7%)
Patient left without, or before completing, treatment	103 (4.0%)
Transferred to another hospital	65 (2.5%)
Other	74 (2.9%)

Same period last year	Change since one year ago
2,536	1%
1,837	-4.4%
481	15.4%
75	37.3%
78	-16.7%
65	13.8%

Percentage of patients who left the ED by time and mode of separation, April to June 2018 ^{†‡§}



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

Treated and discharged	27.7%	54.6%	74.5%	88.1%	96.5%	99.3%	99.8%	99.9%
Treated and admitted to hospital	0.7%	11.0%	26.8%	49.0%	81.1%	93.9%	98.0%	99.5%
Patient left without, or before completing, treatment	42.7%	71.8%	86.4%	91.3%	97.1%	99.0%	100%	100%
Transferred to another hospital	6.2%	15.4%	26.2%	41.5%	63.1%	92.3%	95.4%	96.9%
All presentations	22.6%	45.5%	63.8%	78.7%	92.3%	97.8%	99.3%	99.7%

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

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

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

Moruya District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 2,553 patients

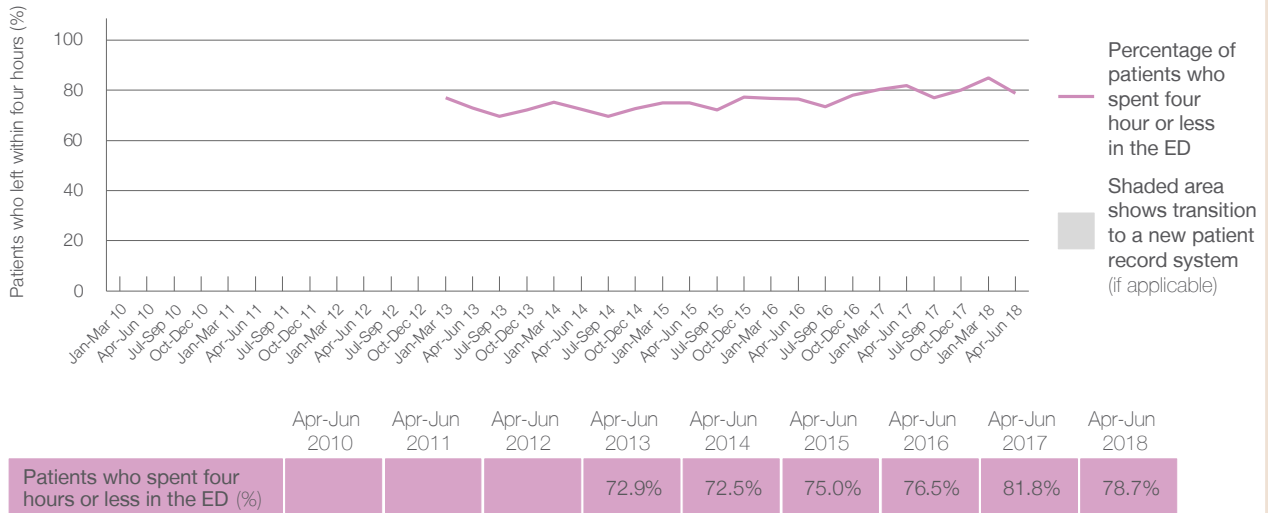
Presentations used to calculate time to leaving the ED: ⁶ 2,553 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 2,553 patients	2,536	1%
Presentations used to calculate time to leaving the ED: ⁶ 2,553 patients	2,536	1%
Percentage of patients who spent four hours or less in the ED	81.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡§}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were too small.
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

Queanbeyan Hospital and Health Service: Emergency department (ED) overview

April to June 2018

All presentations:¹ 5,319 patients
Emergency presentations:² 5,197 patients

Same period last year	Change since one year ago
4,691	13%
4,550	14%

Queanbeyan Hospital and Health Service: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 388 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,547 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,527 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 707 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
312	
9 minutes	8 minutes
29 minutes	24 minutes
1,155	
20 minutes	19 minutes
56 minutes	63 minutes
2,023	
25 minutes	24 minutes
81 minutes	95 minutes
1,041	
25 minutes	21 minutes
90 minutes	96 minutes

Queanbeyan Hospital and Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 5,319 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
4,691	13%
87%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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.

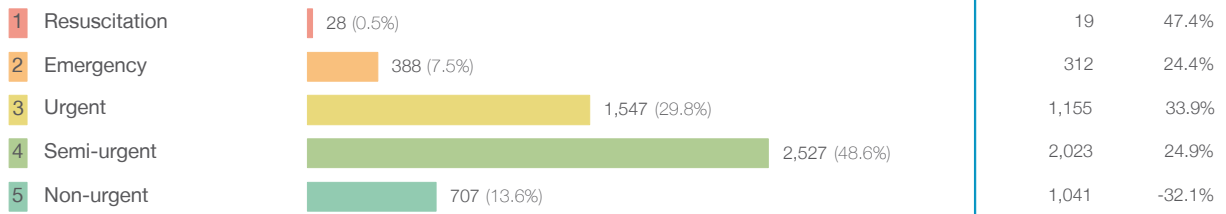
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Queanbeyan Hospital and Health Service: Patients presenting to the emergency department

April to June 2018

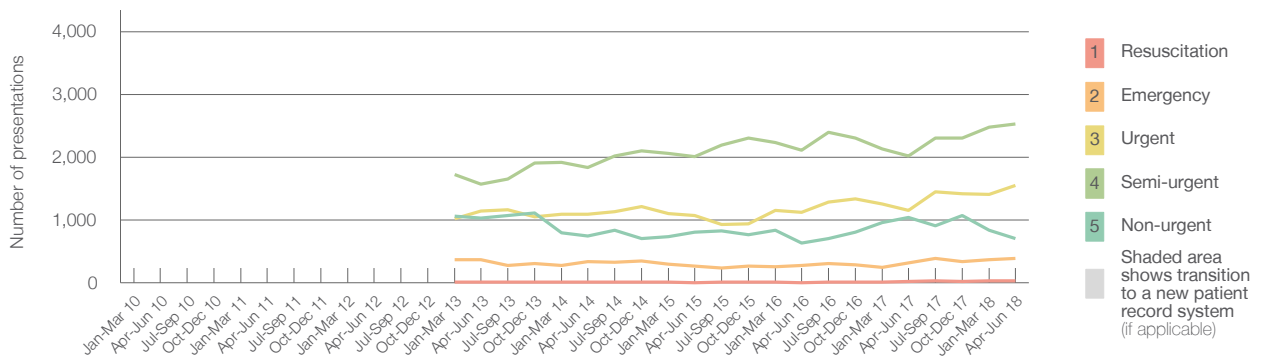
All presentations:¹ 5,319 patients

Emergency presentations² by triage category: 5,197 patients



	Same period last year	Change since one year ago
All presentations	4,691	13%
Emergency presentations	4,550	14%
Resuscitation	19	47.4%
Emergency	312	24.4%
Urgent	1,155	33.9%
Semi-urgent	2,023	24.9%
Non-urgent	1,041	-32.1%

Emergency presentations² by quarter, January 2010 to June 2018 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation				10	8	< 5	< 5	19	28
Emergency				367	336	267	274	312	388
Urgent				1,142	1,095	1,074	1,116	1,155	1,547
Semi-urgent				1,569	1,837	2,012	2,114	2,023	2,527
Non-urgent				1,033	748	803	629	1,041	707
All emergency presentations				4,121	4,024	4,156	4,133	4,550	5,197

Queanbeyan Hospital and Health Service: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 592 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	390	
Median time	11 minutes	-1 minute
90th percentile time	20 minutes	-3 minutes

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

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

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

Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 2 April to June 2018

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

Number of triage 2 patients: 388

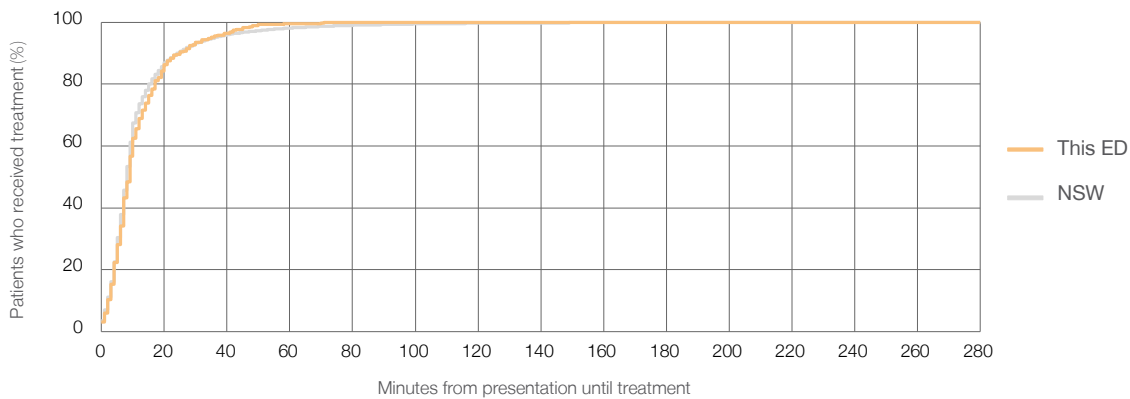
Number of triage 2 patients used to calculate waiting time:³ 386

Median time to start treatment⁴ 9 minutes

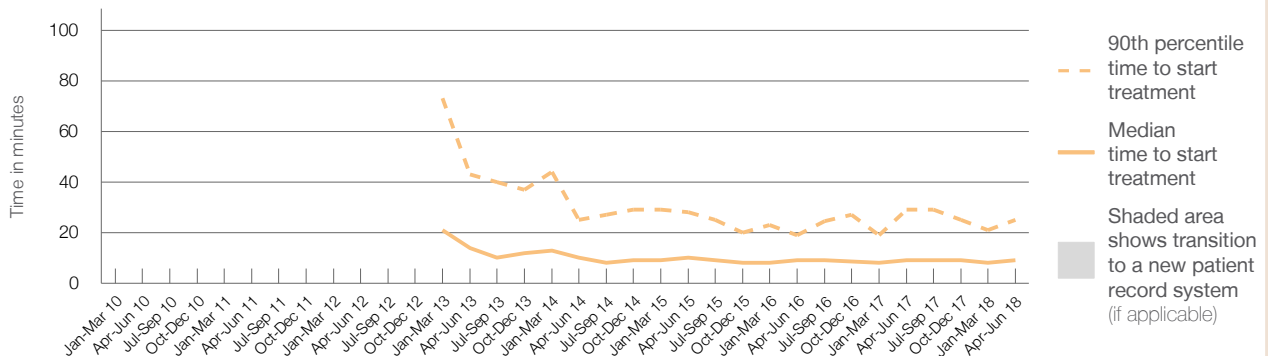
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
312	
311	
9 minutes	8 minutes
29 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				14	10	10	9	9	9
90th percentile time to start treatment ⁵ (minutes)				43	25	28	19	29	25

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

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

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

Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 1,547

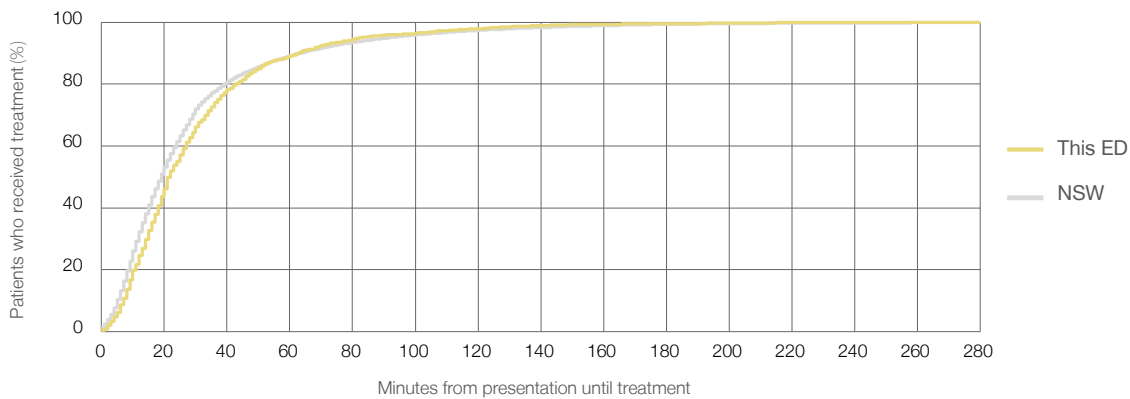
Number of triage 3 patients used to calculate waiting time:³ 1,517

Median time to start treatment⁴ 22 minutes

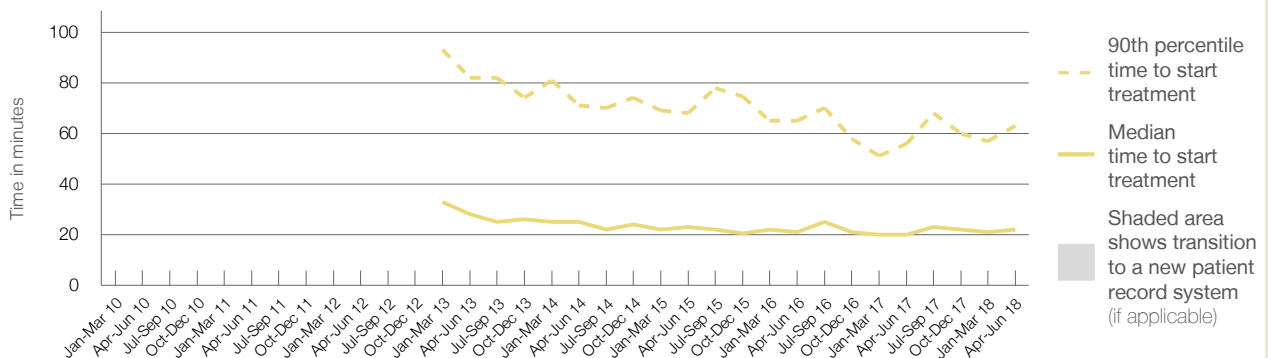
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
1,155	1,132
20 minutes	19 minutes
56 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				28	25	23	21	20	22
90th percentile time to start treatment ⁵ (minutes)				82	71	68	65	56	63

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

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

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

Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 2,527

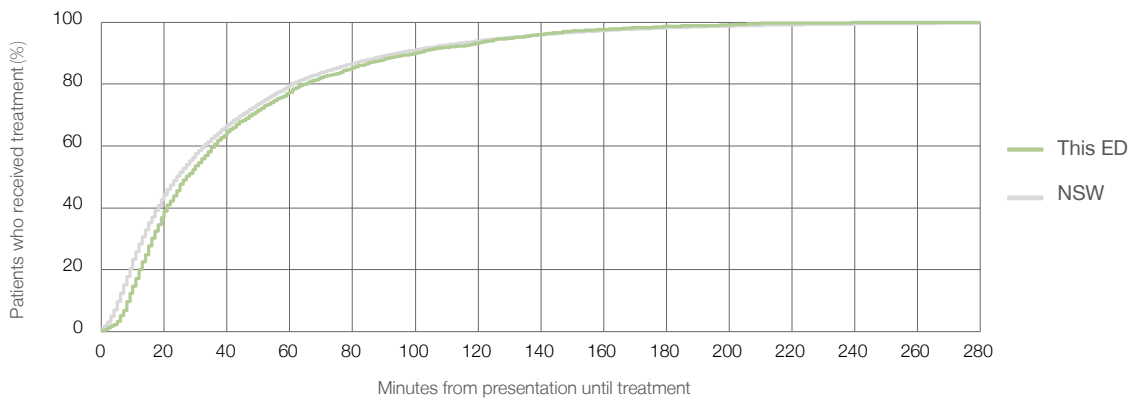
Number of triage 4 patients used to calculate waiting time:³ 2,339

Median time to start treatment⁴ 27 minutes

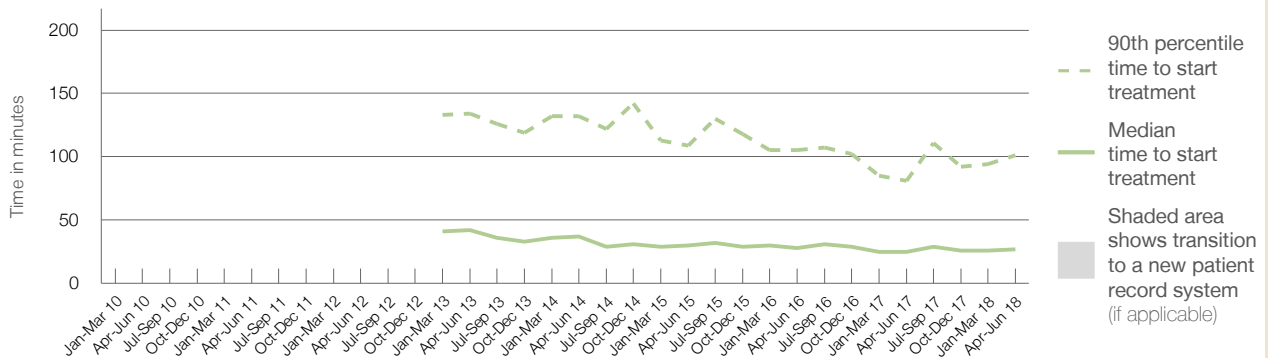
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
2,023	1,891
25 minutes	24 minutes
81 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				42	37	30	28	25	27
90th percentile time to start treatment ⁵ (minutes)				134	132	109	105	81	101

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

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

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

Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 707

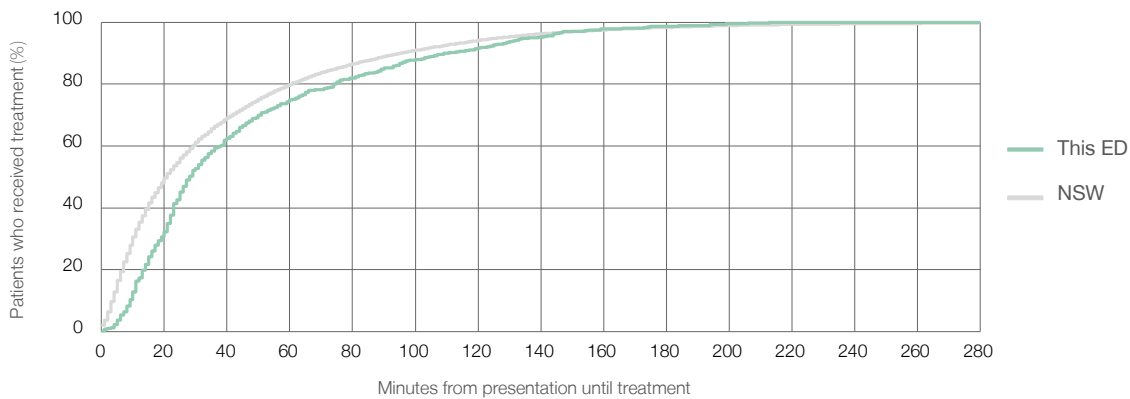
Number of triage 5 patients used to calculate waiting time:³ 584

Median time to start treatment⁴ 28 minutes

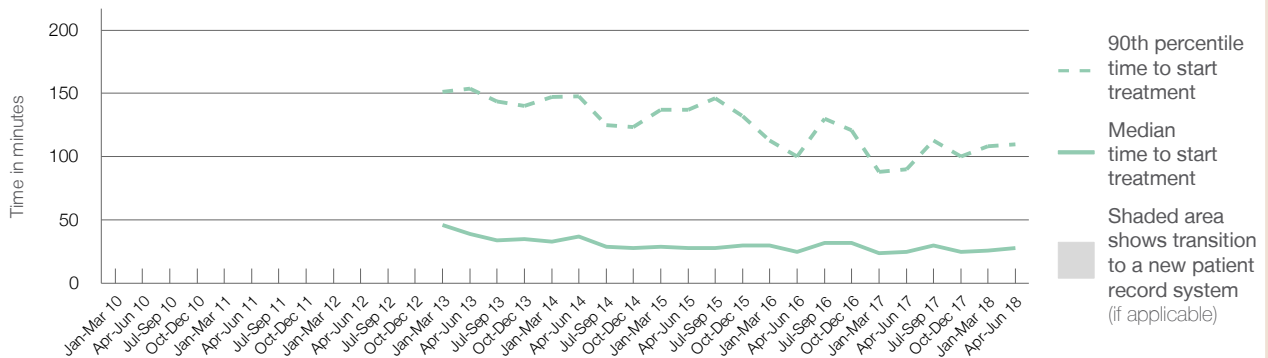
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
1,041	
923	
25 minutes	21 minutes
90 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				39	37	28	25	25	28
90th percentile time to start treatment ⁵ (minutes)				154	148	137	100	90	110

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

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

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

Queanbeyan Hospital and Health Service: Time patients spent in the ED

April to June 2018

All presentations:¹ 5,319 patients

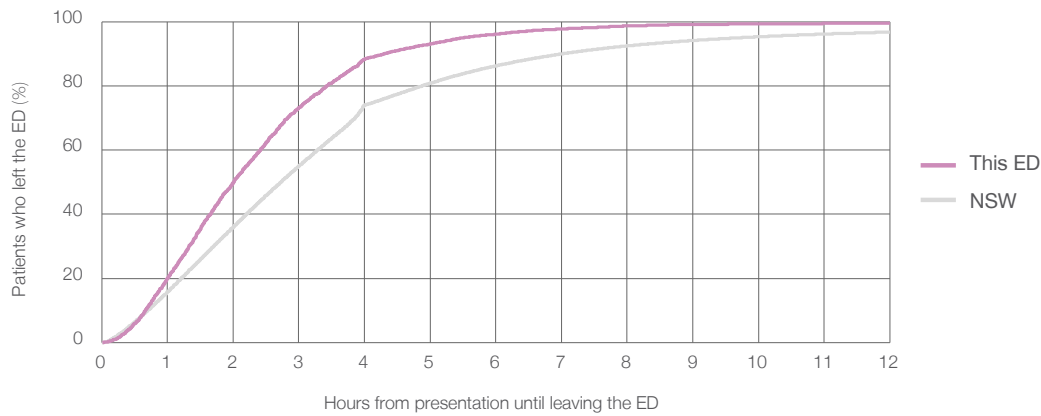
Presentations used to calculate time to leaving the ED:⁶ 5,319 patients

Median time spent in the ED⁸ 2 hours and 1 minutes

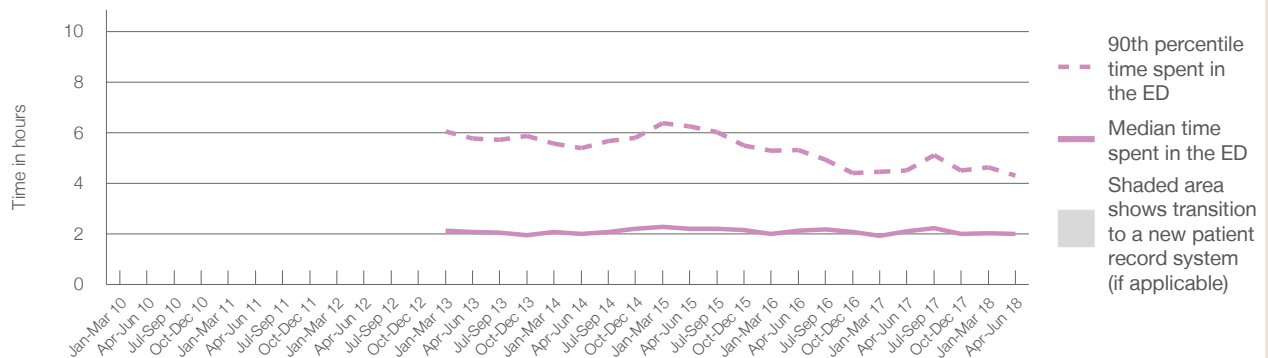
90th percentile time spent in the ED⁹ 4 hours and 19 minutes

Same period last year	NSW (this period)
4,691	4,691
2 hours and 7 minutes	2 hours and 44 minutes
4 hours and 31 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)				2h 5m	2h 1m	2h 13m	2h 8m	2h 7m	2h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)				5h 46m	5h 24m	6h 16m	5h 20m	4h 31m	4h 19m

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

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

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

Queanbeyan Hospital and Health Service: Time patients spent in the ED

By mode of separation

April to June 2018

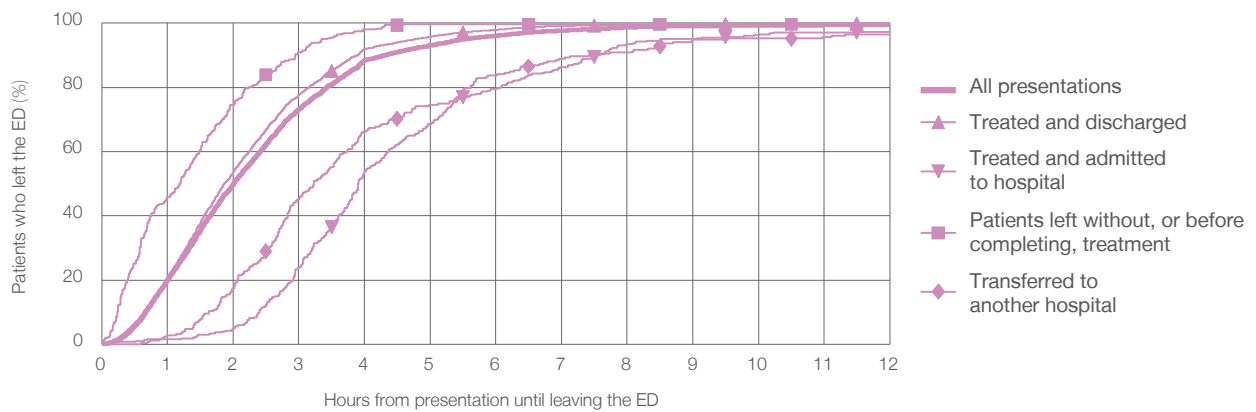
All presentations:¹ 5,319 patients

Presentations used to calculate time to leaving the ED:⁶ 5,319 patients

Treated and discharged	4,317 (81.2%)
Treated and admitted to hospital	381 (7.2%)
Patient left without, or before completing, treatment	362 (6.8%)
Transferred to another hospital	252 (4.7%)
Other	7 (0.1%)

Same period last year	Change since one year ago
4,691	13%
3,747	15.2%
392	-2.8%
289	25.3%
247	2.0%
16	-56.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2018 ^{†† §}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	20.6%	53.8%	77.7%	92.0%	98.0%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.6%	5.0%	23.9%	53.8%	79.5%	93.4%	96.6%	97.4%
Patient left without, or before completing, treatment	45.9%	74.6%	90.9%	98.1%	99.7%	99.7%	99.7%	99.7%
Transferred to another hospital	2.8%	17.5%	45.2%	66.3%	83.7%	90.9%	95.2%	96.4%
All presentations	20.2%	50.0%	73.2%	88.4%	96.1%	98.6%	99.3%	99.6%

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

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

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

Queanbeyan Hospital and Health Service: Time spent in the ED Percentage of patients who spent four hours or less in the ED

April to June 2018

All presentations at the emergency department: ¹ 5,319 patients

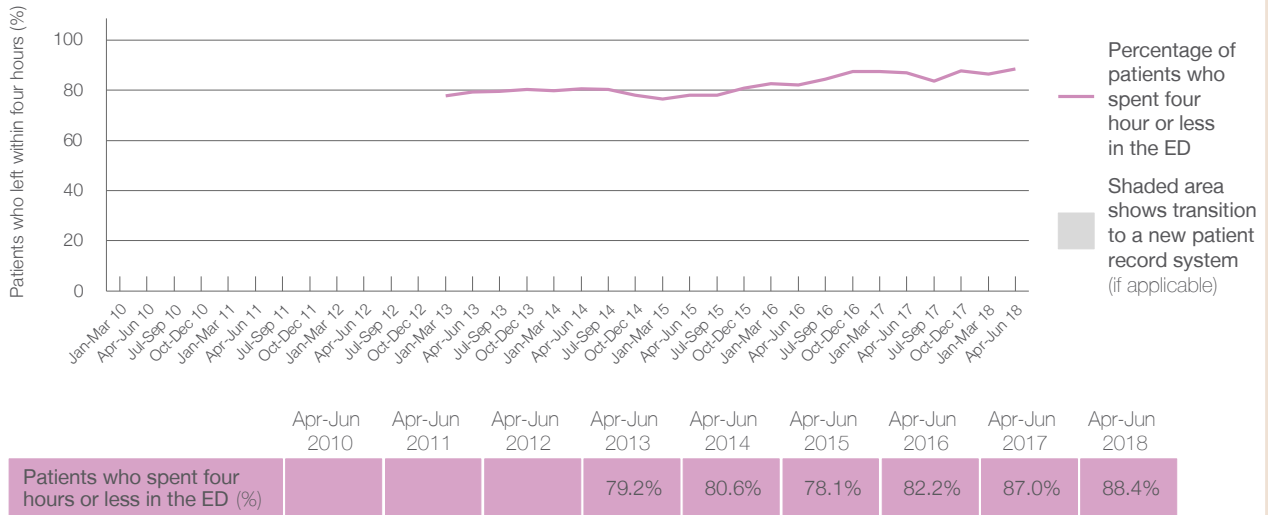
Presentations used to calculate time to leaving the ED: ⁶ 5,319 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	4,691	13%
Presentations used to calculate time to leaving the ED	4,691	13%
Percentage of patients who spent four hours or less in the ED	87.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡§}



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

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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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 18 July 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

South East Regional Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 4,230 patients



Emergency presentations:² 4,018 patients

Same period last year	Change since one year ago
4,109	3%
3,892	3%

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

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 475 patients

Median time to start treatment⁴  9 minutes
90th percentile time to start treatment⁵  25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,304 patients

Median time to start treatment⁴  19 minutes
90th percentile time to start treatment⁵  59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,611 patients

Median time to start treatment⁴  26 minutes
90th percentile time to start treatment⁵  99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 615 patients

Median time to start treatment⁴  29 minutes
90th percentile time to start treatment⁵  112 minutes

Same period last year	NSW (this period)
392	
7 minutes	8 minutes
20 minutes	24 minutes
1,340	
18 minutes	19 minutes
49 minutes	63 minutes
1,653	
26 minutes	24 minutes
103 minutes	95 minutes
498	
27 minutes	21 minutes
103 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 4,230 patients

Percentage of patients who spent four hours or less in the ED  75%

Same period last year	Change since one year ago
4,109	3%
75%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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 18 July 2018).

South East Regional Hospital: Patients presenting to the emergency department

April to June 2018

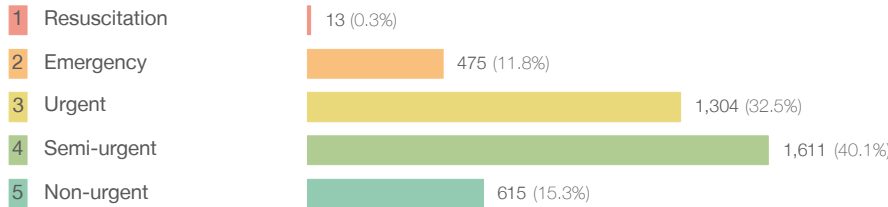
All presentations:¹ 4,230 patients

Same period last year
Change since one year ago

4,109 3%

Emergency presentations² by triage category: 4,018 patients

3,892 3%



9 44.4%

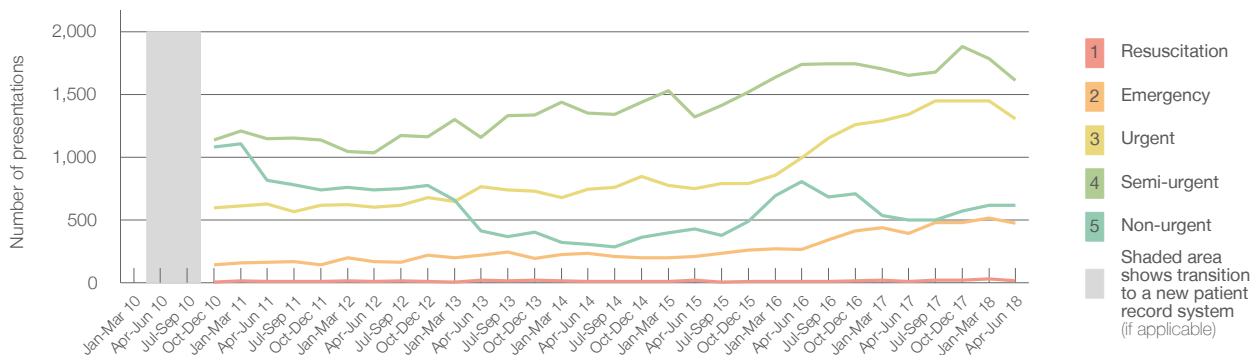
392 21.2%

1,340 -2.7%

1,653 -2.5%

498 23.5%

Emergency presentations² by quarter, January 2010 to June 2018 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation		8	11	21	12	18	12	9	13
Emergency		164	168	221	236	210	263	392	475
Urgent		629	599	763	745	750	996	1,340	1,304
Semi-urgent		1,149	1,037	1,157	1,352	1,322	1,738	1,653	1,611
Non-urgent		817	740	414	304	430	807	498	615
All emergency presentations		2,767	2,555	2,576	2,649	2,730	3,816	3,892	4,018

South East Regional Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 870 patients

Same period last year
Change since one year ago

930

ED Transfer of care time

Median time 12 minutes

11 minutes 1 minute

90th percentile time 27 minutes

20 minutes 7 minutes

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

- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

April to June 2018

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

Number of triage 2 patients: 475

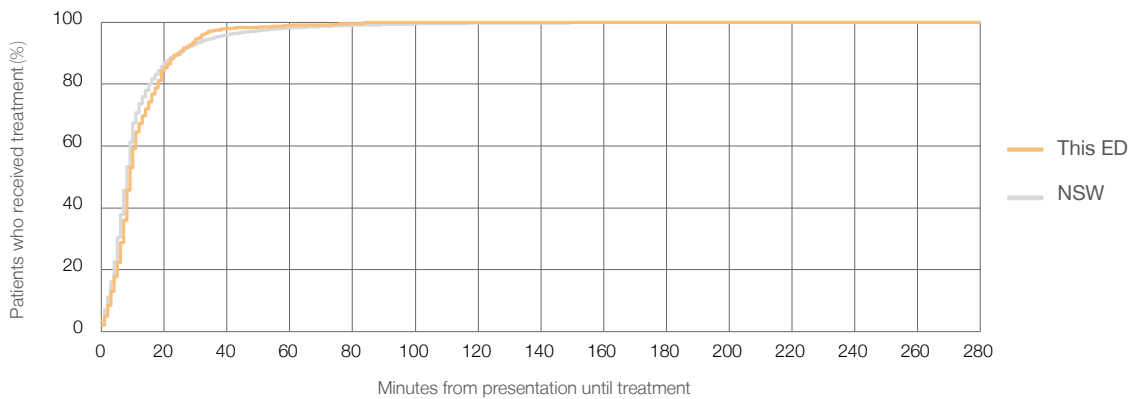
Number of triage 2 patients used to calculate waiting time:³ 473

Median time to start treatment⁴ 9 minutes

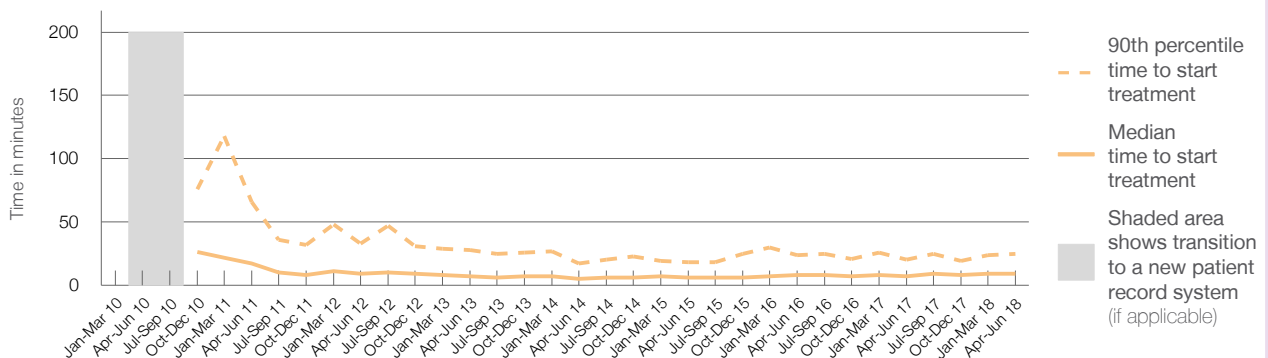
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
392	392
7 minutes	8 minutes
20 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		17	9	7	5	6	8	7	9
90th percentile time to start treatment ⁵ (minutes)		66	33	28	17	18	24	20	25

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

- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 1,304

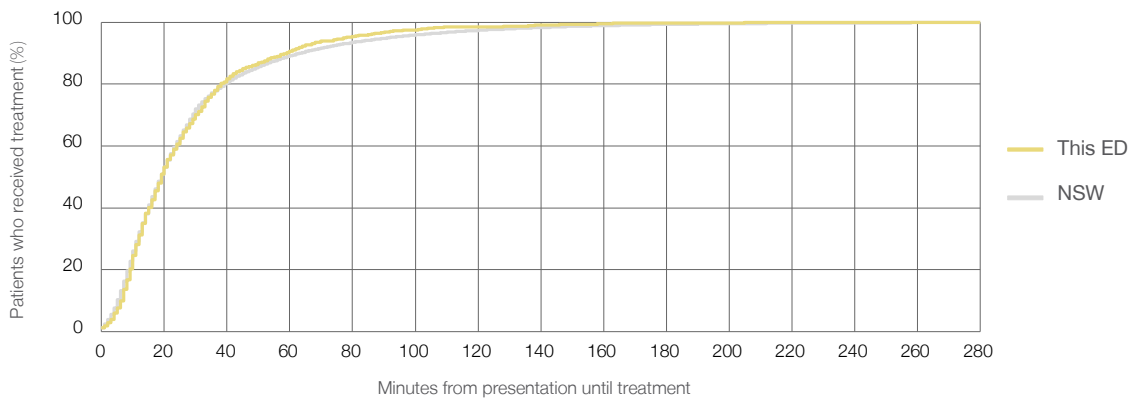
Number of triage 3 patients used to calculate waiting time:³ 1,287

Median time to start treatment⁴ 19 minutes

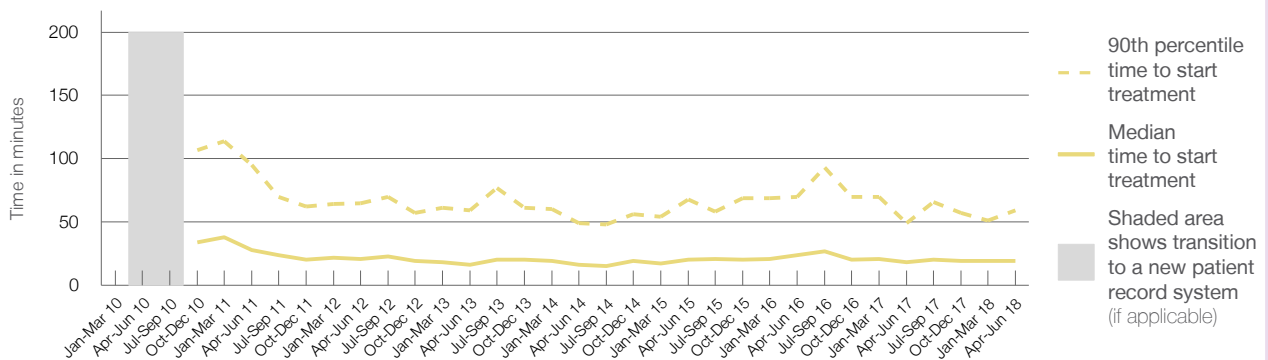
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,340	
1,326	
18 minutes	19 minutes
49 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		28	21	16	16	20	24	18	19
90th percentile time to start treatment ⁵ (minutes)		95	65	59	49	68	70	49	59

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

- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 1,611

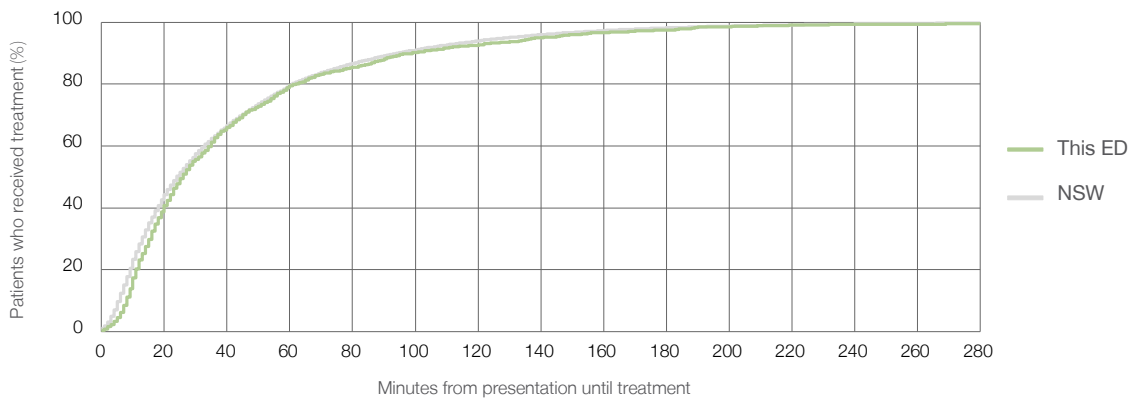
Number of triage 4 patients used to calculate waiting time:³ 1,562

Median time to start treatment⁴ 26 minutes

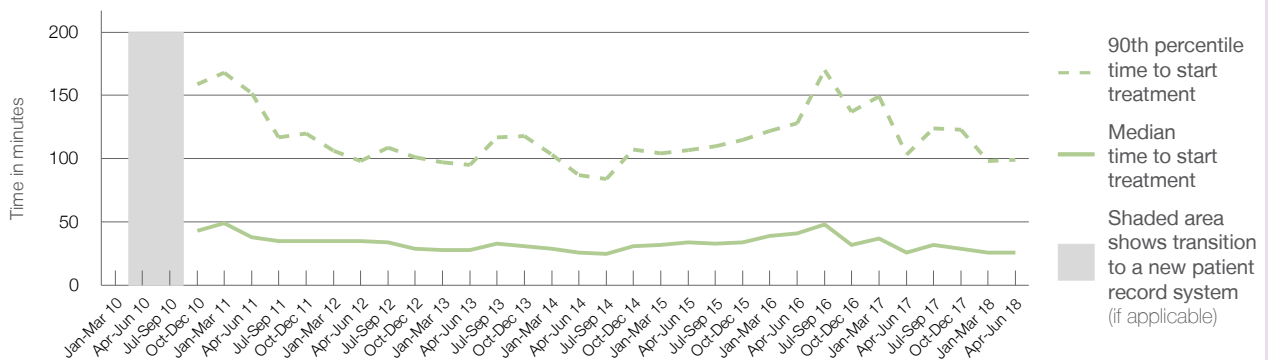
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
1,653	1,585
26 minutes	24 minutes
103 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		38	35	28	26	34	41	26	26
90th percentile time to start treatment ⁵ (minutes)		152	98	95	87	107	128	103	99

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

- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

April to June 2018

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

Number of triage 5 patients: 615

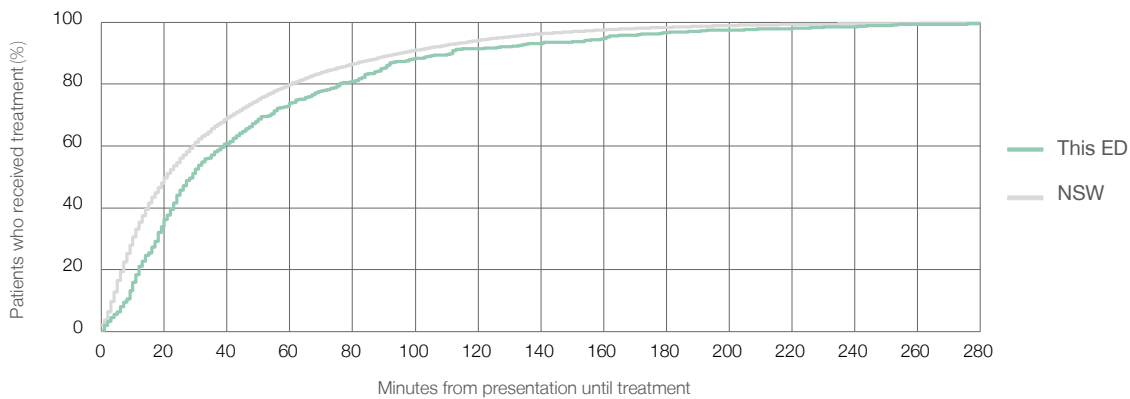
Number of triage 5 patients used to calculate waiting time:³ 520

Median time to start treatment⁴ 29 minutes

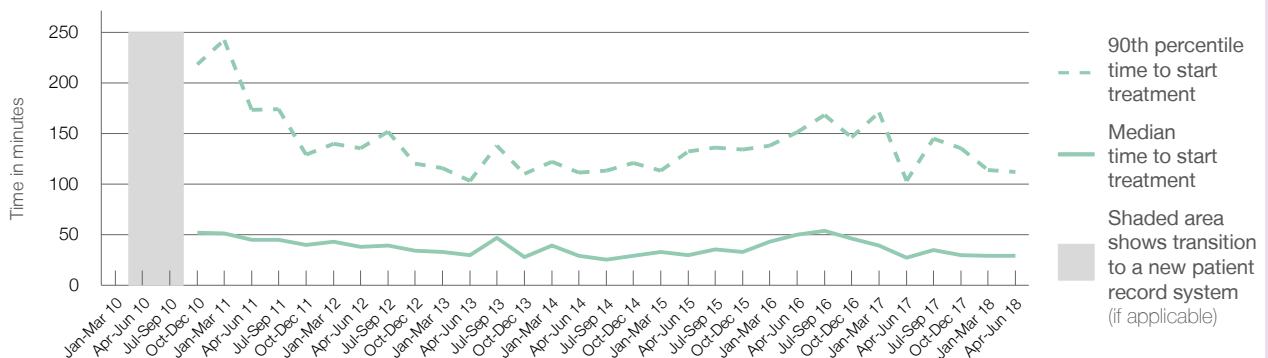
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
498	
423	
27 minutes	21 minutes
103 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		45	38	30	29	30	50	27	29
90th percentile time to start treatment ⁵ (minutes)		173	135	103	111	132	151	103	112

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

- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 4,230 patients

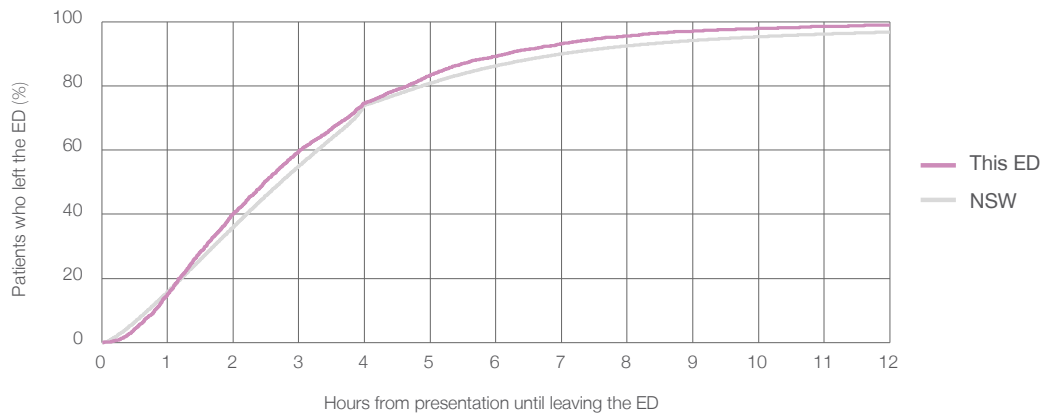
Presentations used to calculate time to leaving the ED:⁶ 4,230 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

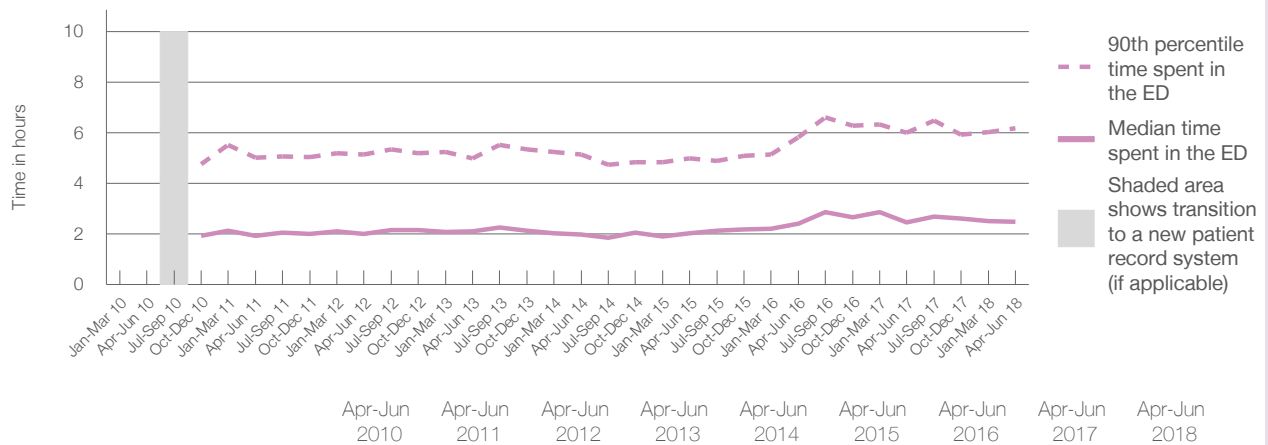
90th percentile time spent in the ED⁹ 6 hours and 11 minutes

Same period last year	NSW (this period)
4,109	4,109
2 hours and 28 minutes	2 hours and 44 minutes
6 hours and 0 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)		1h 56m	2h 0m	2h 6m	1h 59m	2h 2m	2h 25m	2h 28m	2h 29m
90th percentile time spent in the ED ⁹ (hours, minutes)		5h 1m	5h 8m	4h 59m	5h 9m	5h 0m	5h 49m	6h 0m	6h 11m

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

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

South East Regional Hospital: Time patients spent in the ED
 By mode of separation
 April to June 2018

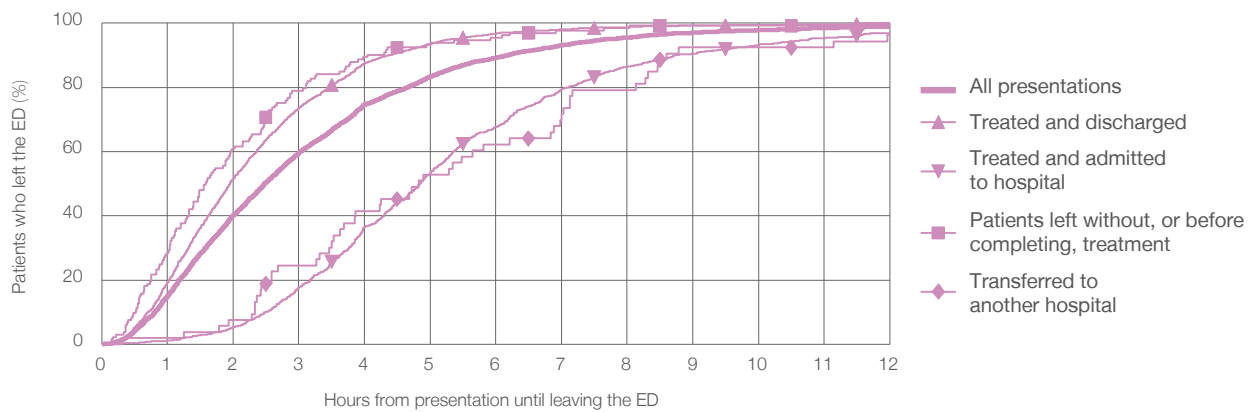
All presentations:¹ 4,230 patients

Presentations used to calculate time to leaving the ED:⁶ 4,230 patients

Treated and discharged	3,010 (71.2%)
Treated and admitted to hospital	1,025 (24.2%)
Patient left without, or before completing, treatment	133 (3.1%)
Transferred to another hospital	53 (1.3%)
Other	9 (0.2%)

Same period last year	Change since one year ago
4,109	3%
2,938	2.5%
1,000	2.5%
120	10.8%
42	26.2%
9	0.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018 ^{†† §}



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

Treated and discharged	19.4%	51.6%	73.5%	87.5%	96.7%	98.8%	99.4%	99.7%
Treated and admitted to hospital	1.2%	5.3%	17.8%	36.5%	67.8%	86.4%	93.3%	97.0%
Patient left without, or before completing, treatment	28.6%	60.9%	78.9%	89.5%	95.5%	98.5%	99.2%	100%
Transferred to another hospital	1.9%	7.5%	24.5%	41.5%	62.3%	79.2%	92.5%	96.2%
All presentations	15.2%	40.2%	59.6%	74.7%	89.2%	95.5%	97.8%	99.0%

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

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

South East Regional Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 4,230 patients

Presentations used to calculate time to leaving the ED: ⁶ 4,230 patients

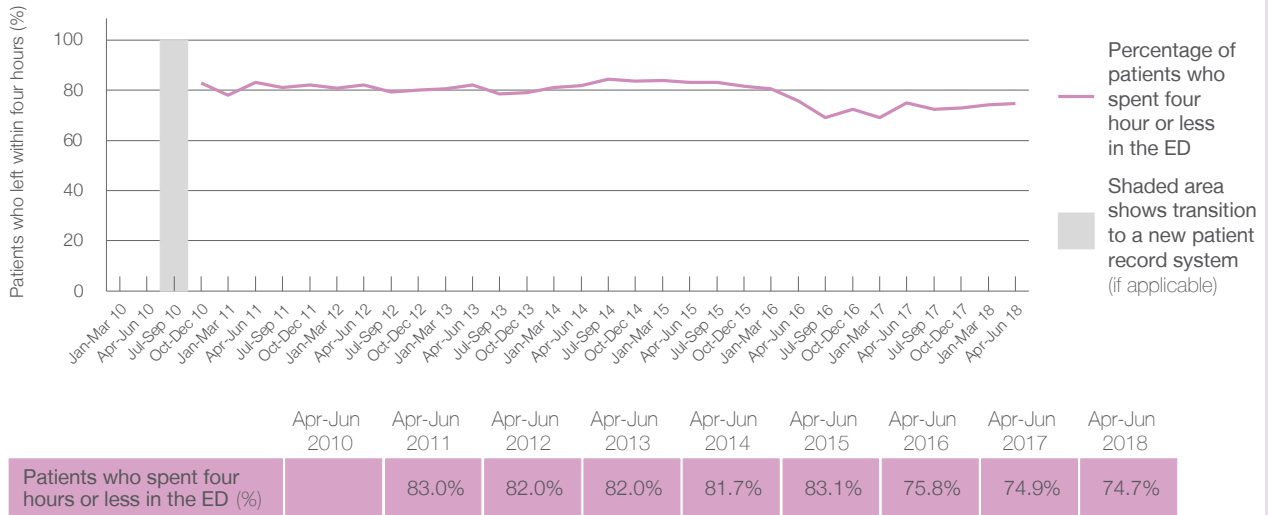
Percentage of patients who spent four hours or less in the ED



74.7%

Same period last year	Change since one year ago
4,109	3%
4,109	3%
74.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡§}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were too small.
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).