

## Milton Ulladulla Hospital: Emergency department (ED) overview

October to December 2018

All presentations:<sup>1</sup> 3,562 patients  
Emergency presentations:<sup>2</sup> 3,448 patients

Same period last year	Change since one year ago
3,529	1%
3,417	1%

## Milton Ulladulla Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 332 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,158 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 65 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,479 patients

Median time to start treatment<sup>4</sup> 30 minutes  
90th percentile time to start treatment<sup>5</sup> 90 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 464 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
292	
7 minutes	8 minutes
18 minutes	26 minutes
1,228	
20 minutes	20 minutes
60 minutes	72 minutes
1,618	
30 minutes	26 minutes
84 minutes	104 minutes
254	
28 minutes	23 minutes
88 minutes	104 minutes

## Milton Ulladulla Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,562 patients

Percentage of patients who spent four hours or less in the ED 81%

Same period last year	Change since one year ago
3,528	1%
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: October to December 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

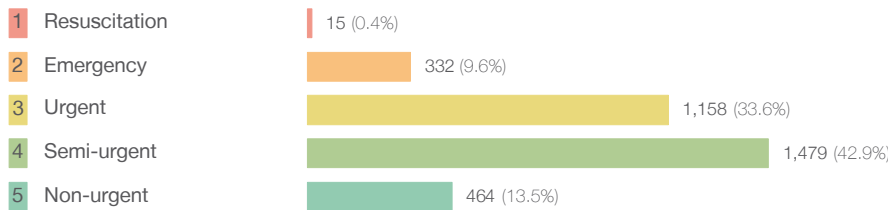
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Milton Ulladulla Hospital: Patients presenting to the emergency department October to December 2018

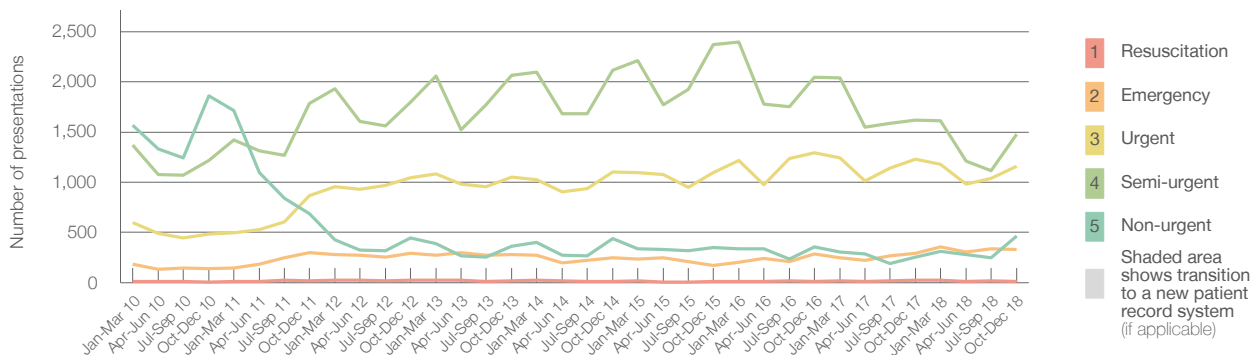
All presentations:<sup>1</sup> 3,562 patients

Emergency presentations<sup>2</sup> by triage category: 3,448 patients



	Same period last year	Change since one year ago
All presentations	3,529	1%
Emergency presentations	3,417	1%
1 Resuscitation	25	-40.0%
2 Emergency	292	13.7%
3 Urgent	1,228	-5.7%
4 Semi-urgent	1,618	-8.6%
5 Non-urgent	254	82.7%

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	6	17	23	21	14	14	13	25	15
Emergency	141	297	291	278	247	174	283	292	332
Urgent	483	869	1,042	1,053	1,105	1,093	1,292	1,228	1,158
Semi-urgent	1,219	1,785	1,800	2,064	2,113	2,372	2,043	1,618	1,479
Non-urgent	1,863	685	448	364	438	348	353	254	464
All emergency presentations	3,712	3,653	3,604	3,780	3,917	4,001	3,984	3,417	3,448

## Milton Ulladulla Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 444 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	339	
ED Transfer of care time		
Median time	14 minutes	0 minutes
90th percentile time	31 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.

## Milton Ulladulla Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 332

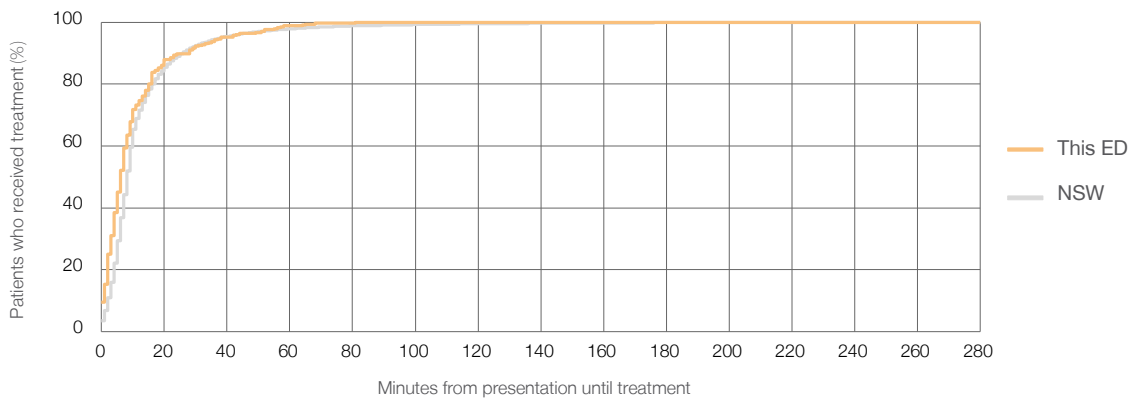
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 332

Median time to start treatment<sup>4</sup>  6 minutes

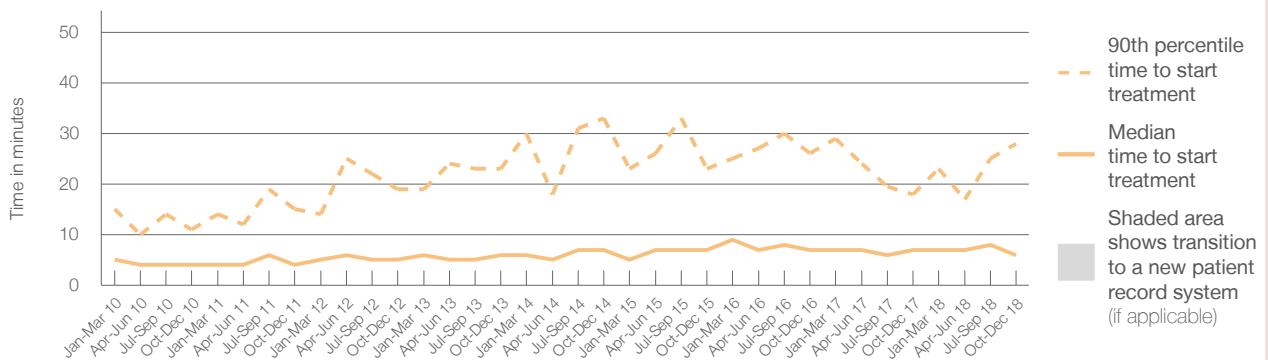
90th percentile time to start treatment<sup>5</sup>  28 minutes

Same period last year	NSW (this period)
292	292
7 minutes	8 minutes
18 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	4	4	5	6	7	7	7	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	11	15	19	23	33	23	26	18	28

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### Milton Ulladulla Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,158

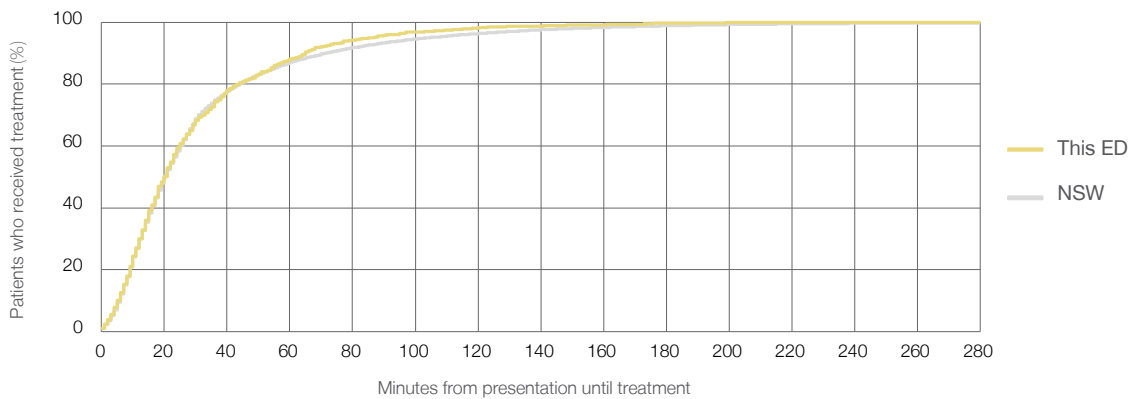
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,142

Median time to start treatment<sup>4</sup>  20 minutes

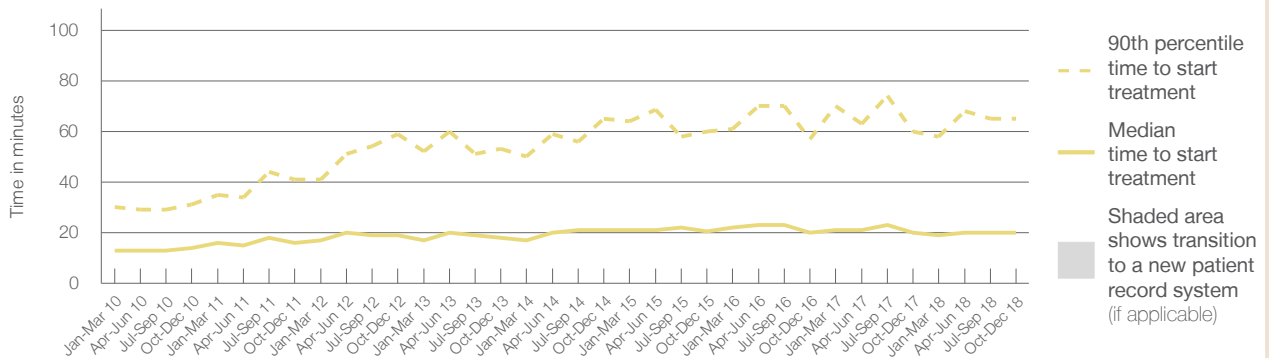
90th percentile time to start treatment<sup>5</sup>  65 minutes

Same period last year	NSW (this period)
1,228	1,210
20 minutes	20 minutes
60 minutes	72 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	14	16	19	18	21	21	20	20	20
90th percentile time to start treatment <sup>5</sup> (minutes)	31	41	59	53	65	60	57	60	65

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## Milton Ulladulla Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 1,479

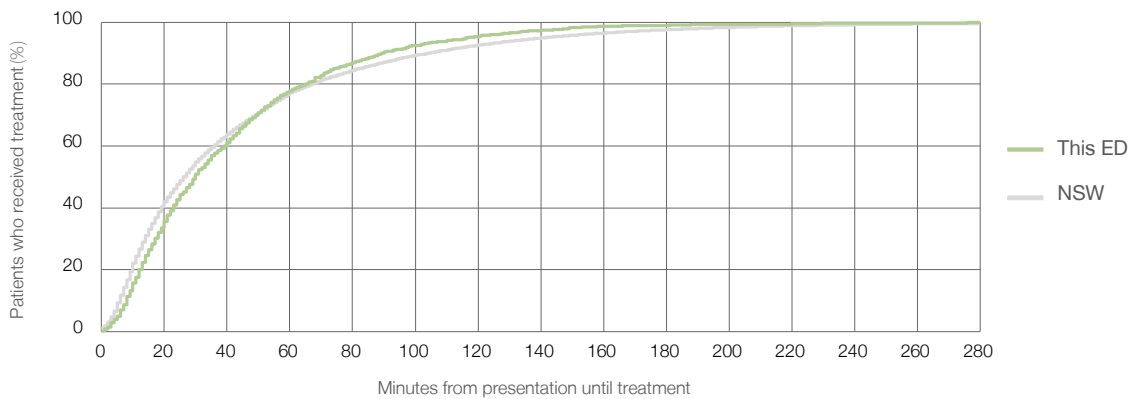
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,418

Median time to start treatment<sup>4</sup>  30 minutes

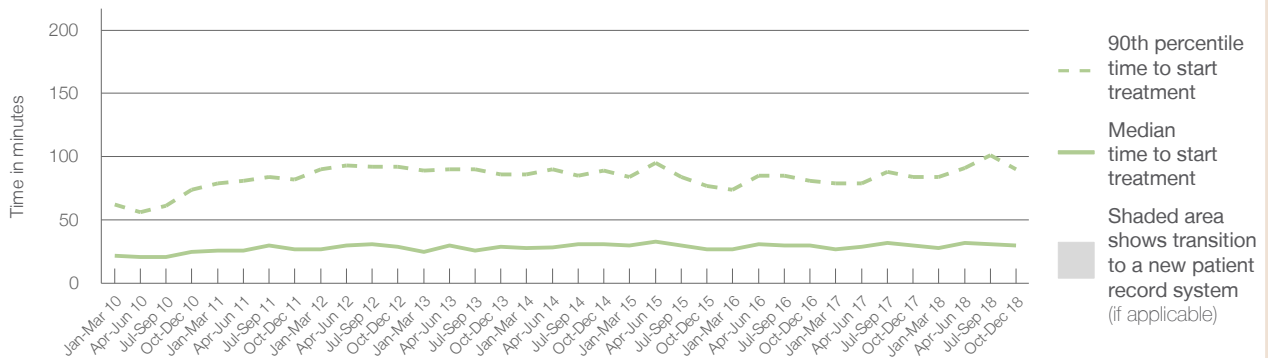
90th percentile time to start treatment<sup>5</sup>  90 minutes

Same period last year	NSW (this period)
1,618	1,560
30 minutes	26 minutes
84 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	25	27	29	29	31	27	30	30	30
90th percentile time to start treatment <sup>5</sup> (minutes)	74	82	92	86	89	77	81	84	90

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## Milton Ulladulla Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 464

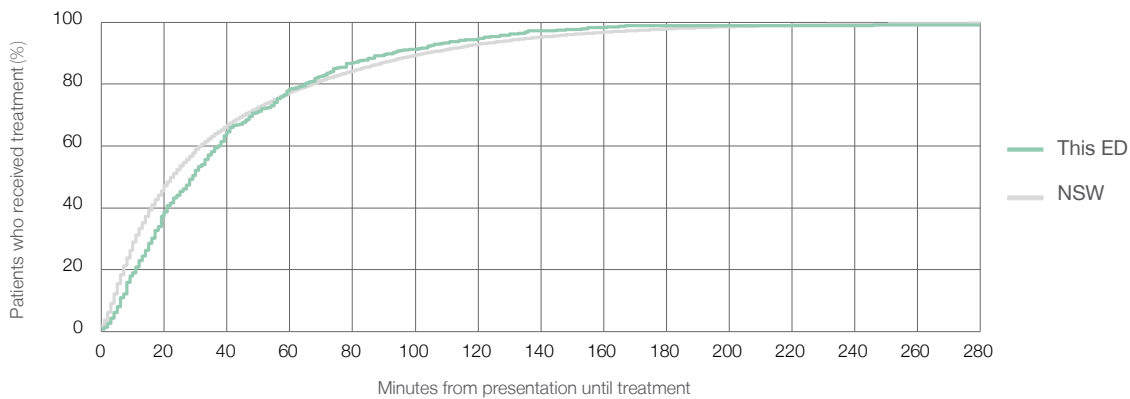
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 435

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

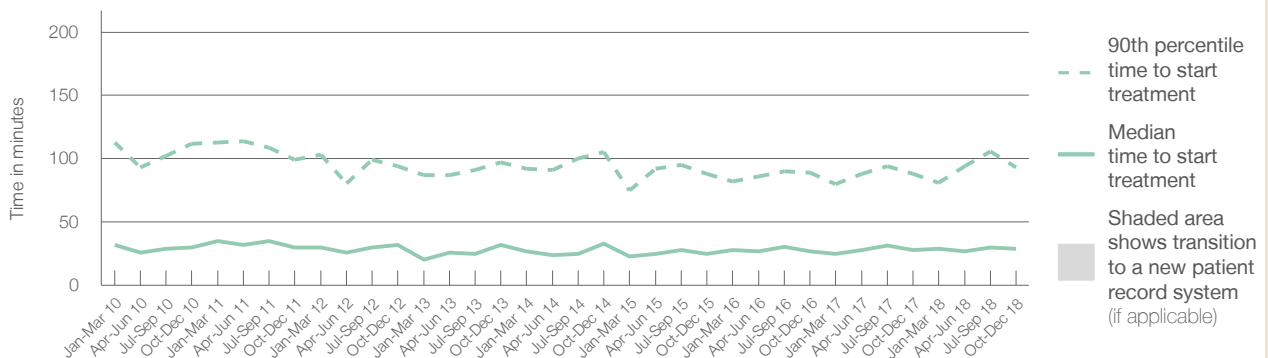
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
254	231
28 minutes	23 minutes
88 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	30	30	32	32	33	25	27	28	29
90th percentile time to start treatment <sup>5</sup> (minutes)	112	99	94	97	105	88	89	88	93

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## Milton Ulladulla Hospital: Time patients spent in the ED

October to December 2018

All presentations:<sup>1</sup> 3,562 patients

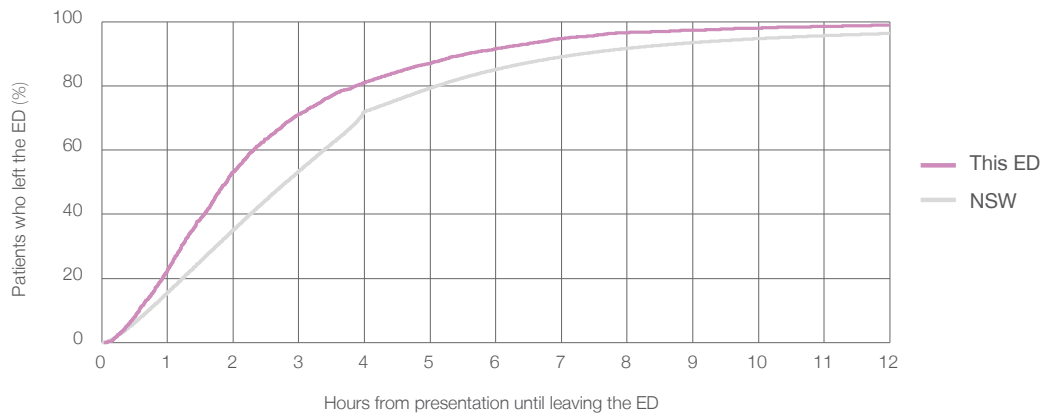
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,562 patients

Median time spent in the ED<sup>8</sup>  1 hours and 54 minutes

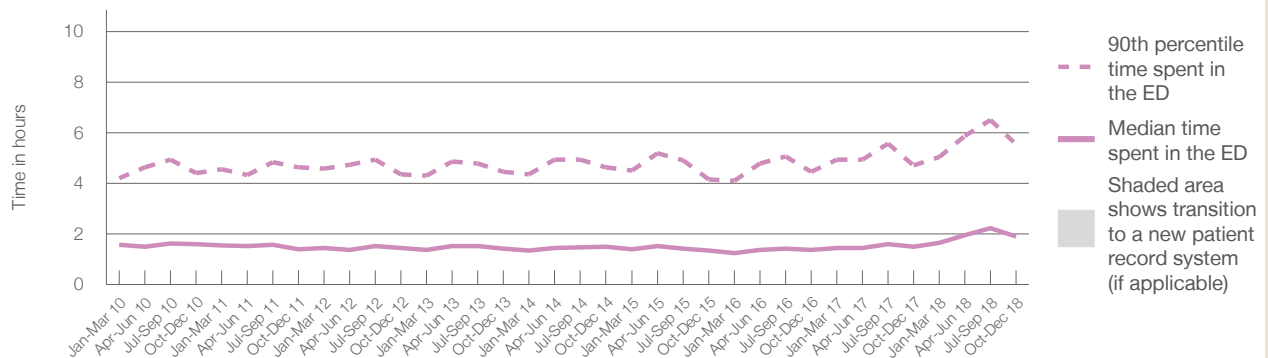
90th percentile time spent in the ED<sup>9</sup>  5 hours and 33 minutes

Same period last year	NSW (this period)
3,529	
3,528	
1 hours and 31 minutes	2 hours and 49 minutes
4 hours and 43 minutes	7 hours and 19 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 36m	1h 25m	1h 27m	1h 26m	1h 30m	1h 21m	1h 22m	1h 31m	1h 54m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 24m	4h 38m	4h 21m	4h 27m	4h 39m	4h 10m	4h 27m	4h 43m	5h 33m

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

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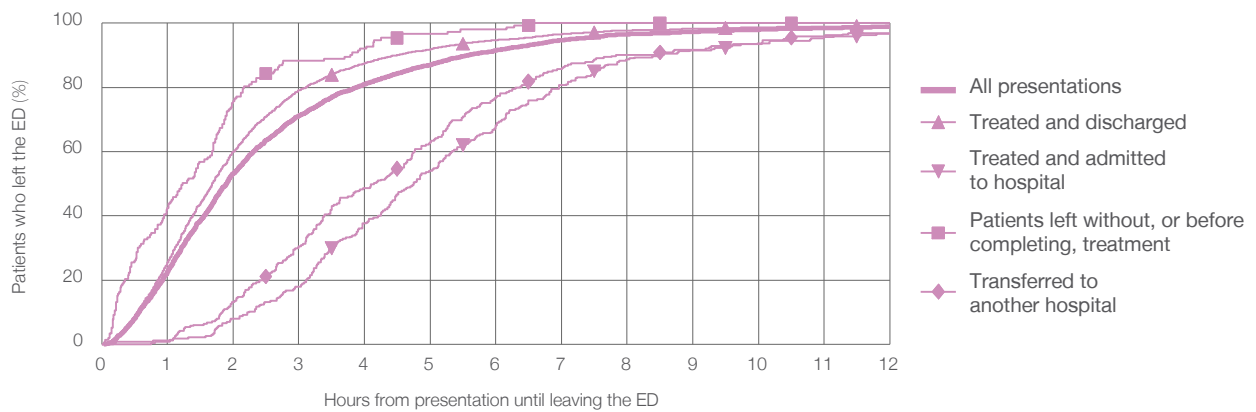
**Milton Ulladulla Hospital: Time patients spent in the ED**  
By mode of separation  
October to December 2018

All presentations:<sup>1</sup> 3,562 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,562 patients

		Same period last year	Change since one year ago
Treated and discharged	2,855 (80.2%)	2,853	0.1%
Treated and admitted to hospital	274 (7.7%)	232	18.1%
Patient left without, or before completing, treatment	153 (4.3%)	179	-14.5%
Transferred to another hospital	265 (7.4%)	251	5.6%
Other	15 (0.4%)	14	7.1%

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



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

Treated and discharged	25.5%	60.0%	79.1%	87.6%	94.8%	97.8%	98.7%	99.2%
Treated and admitted to hospital	1.1%	8.0%	17.9%	37.6%	68.2%	88.7%	93.8%	96.7%
Patient left without, or before completing, treatment	42.5%	75.8%	88.2%	92.2%	98.0%	100%	100%	100%
Transferred to another hospital	0.8%	13.2%	30.6%	48.7%	77.0%	90.2%	93.6%	97.0%
All presentations	22.7%	53.3%	71.2%	81.0%	91.6%	96.6%	98.0%	98.9%

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

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**Milton Ulladulla Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2018

All presentations at the emergency department: <sup>1</sup> 3,562 patients

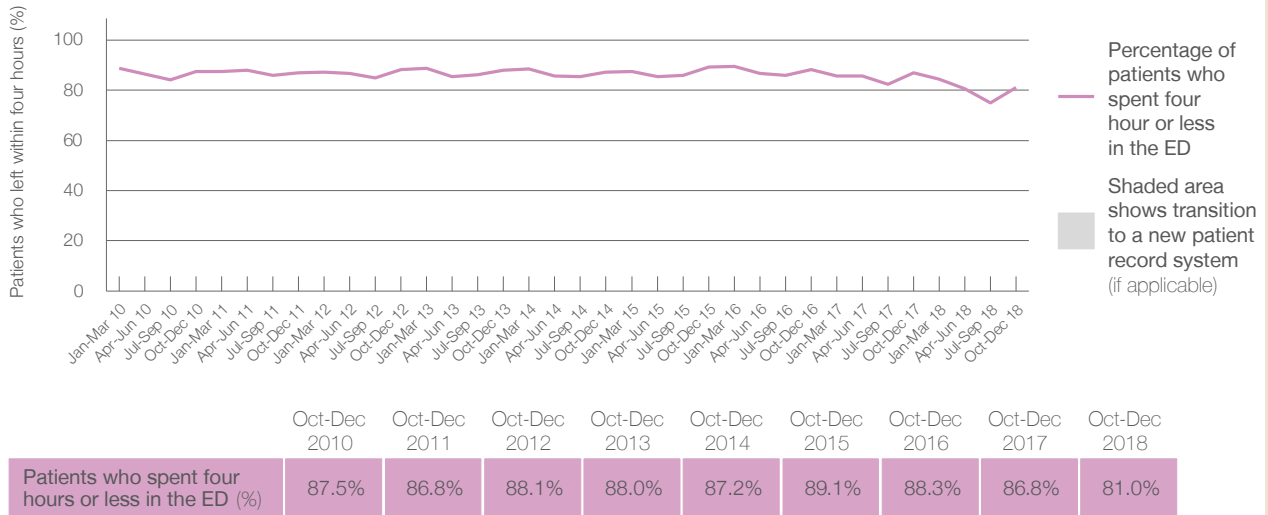
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,562 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	3,529	1%
Presentations used to calculate time to leaving the ED	3,528	1%
Percentage of patients who spent four hours or less in the ED	86.8%	

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



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

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

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

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

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

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

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