

## Shellharbour Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 7,573 patients  
 Emergency presentations:<sup>2</sup> 7,376 patients

Same period last year	Change since one year ago
7,221	4.9%
6,994	5.5%

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

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 917 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 95th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,712 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 95th percentile time to start treatment<sup>5</sup> 128 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,571 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 95th percentile time to start treatment<sup>5</sup> 169 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 153 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 95th percentile time to start treatment<sup>5</sup> 113 minutes

Same period last year	NSW (this period)
736	
6 minutes	8 minutes
26 minutes	41 minutes
2,337	
21 minutes	21 minutes
119 minutes	103 minutes
3,721	
23 minutes	27 minutes
152 minutes	139 minutes
173	
18 minutes	24 minutes
99 minutes	138 minutes

## Shellharbour Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,572 patients

Percentage of patients who spent four hours or less in the ED 64.2%

Same period last year	Change since one year ago
7,221	4.9%
70.2%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

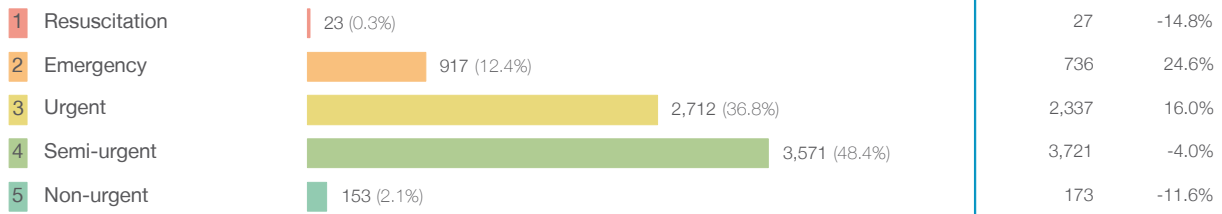
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

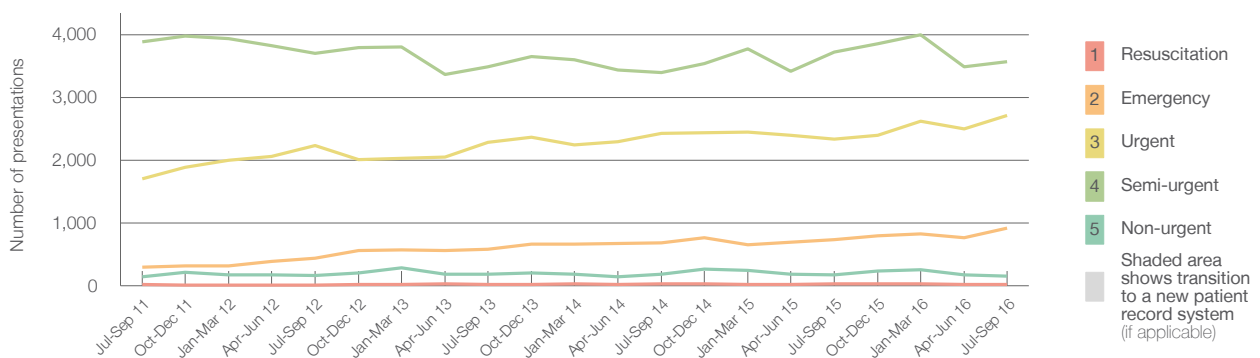
## Shellharbour Hospital: Patients presenting to the emergency department July to September 2016

All presentations:<sup>1</sup> 7,573 patients

Emergency presentations<sup>2</sup> by triage category: 7,376 patients



Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	21	12	22	29	27	23
Emergency	293	434	576	681	736	917
Urgent	1,701	2,235	2,280	2,430	2,337	2,712
Semi-urgent	3,887	3,706	3,487	3,400	3,721	3,571
Non-urgent	146	160	180	180	173	153
All emergency presentations	6,048	6,547	6,545	6,720	6,994	7,376

## Shellharbour Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,689 patients

ED Transfer of care time



(†) 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.

## Shellharbour Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 917

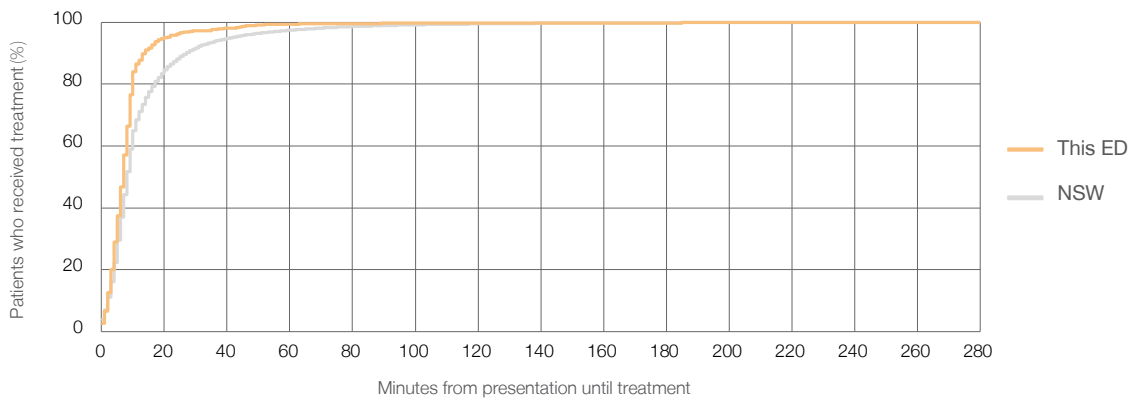
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 916

Median time to start treatment<sup>4</sup>  7 minutes

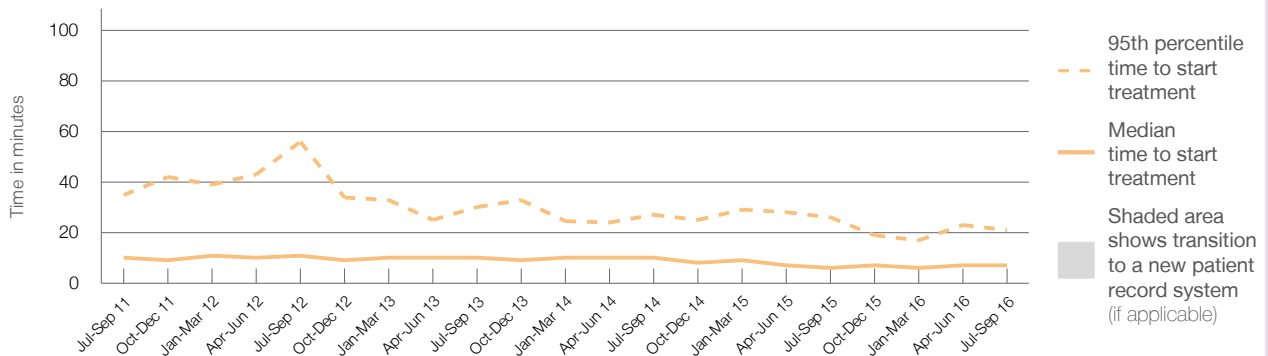
95th percentile time to start treatment<sup>5</sup>  21 minutes

Same period last year	NSW (this period)
736	733
6 minutes	8 minutes
26 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	10	11	10	10	6	7
95th percentile time to start treatment <sup>5</sup> (minutes)	35	56	30	27	26	21

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## Shellharbour Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 2,712

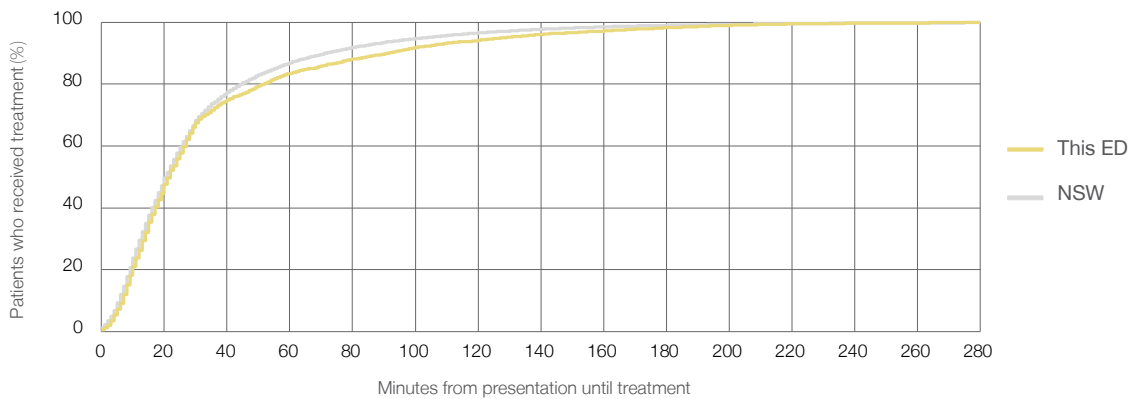
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,661

Median time to start treatment<sup>4</sup> 22 minutes

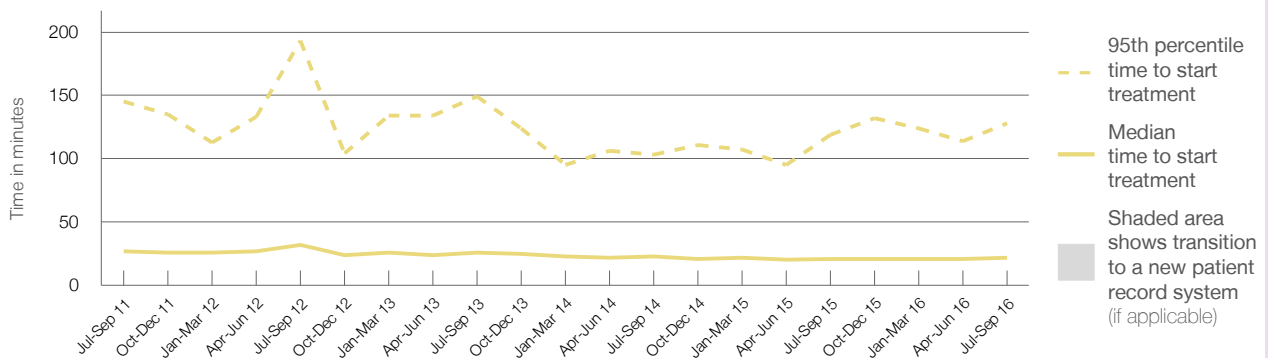
95th percentile time to start treatment<sup>5</sup> 128 minutes

Same period last year	NSW (this period)
2,337	2,291
21 minutes	21 minutes
119 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	27	32	26	23	21	22
95th percentile time to start treatment <sup>5</sup> (minutes)	145	193	149	103	119	128

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## Shellharbour Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,571

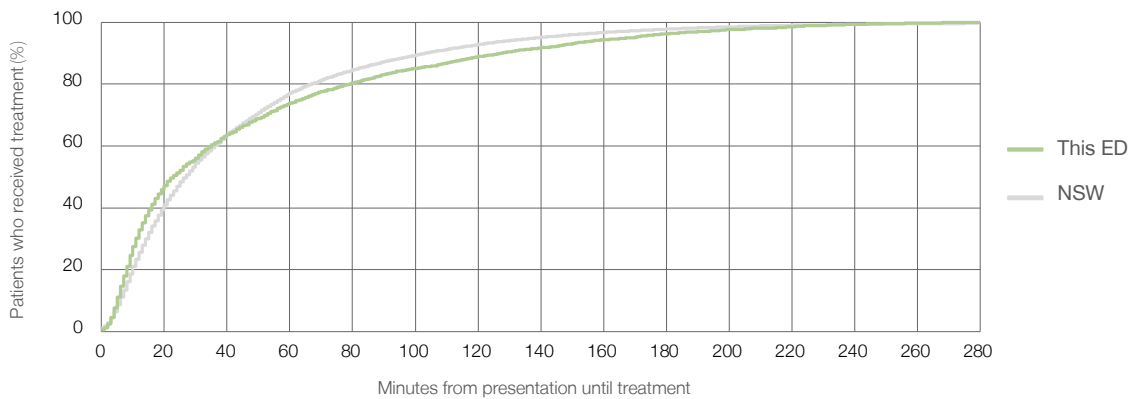
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,317

Median time to start treatment<sup>4</sup> 23 minutes

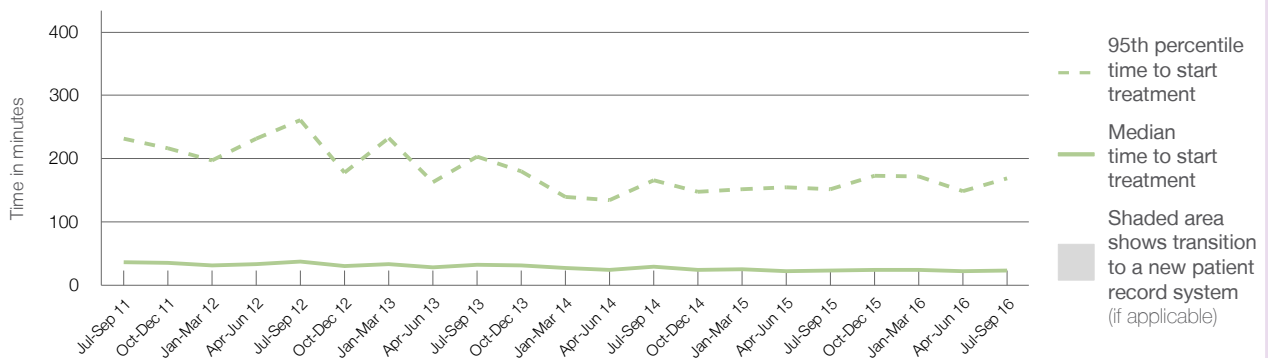
95th percentile time to start treatment<sup>5</sup> 169 minutes

Same period last year	NSW (this period)
3,721	3,467
23 minutes	27 minutes
152 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	36	37	32	29	23	23
95th percentile time to start treatment <sup>5</sup> (minutes)	232	261	203	166	152	169

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## Shellharbour Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 153

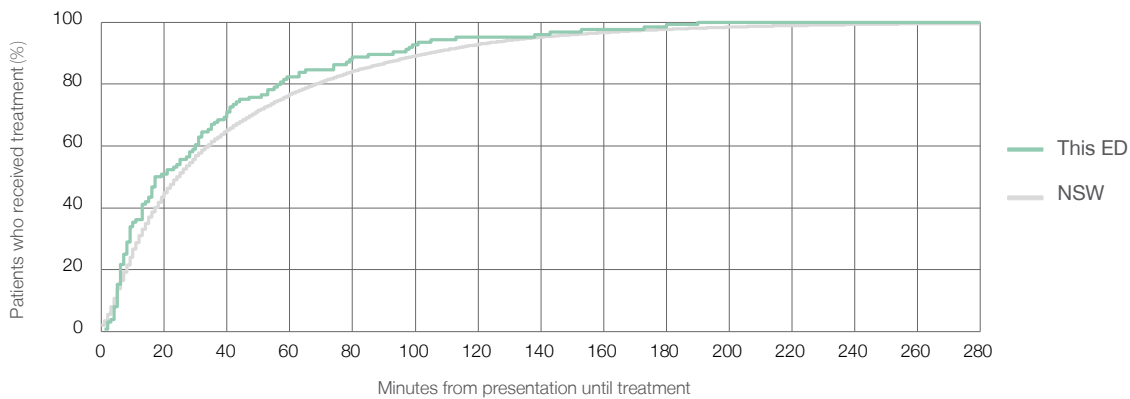
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 124

Median time to start treatment<sup>4</sup> 18 minutes

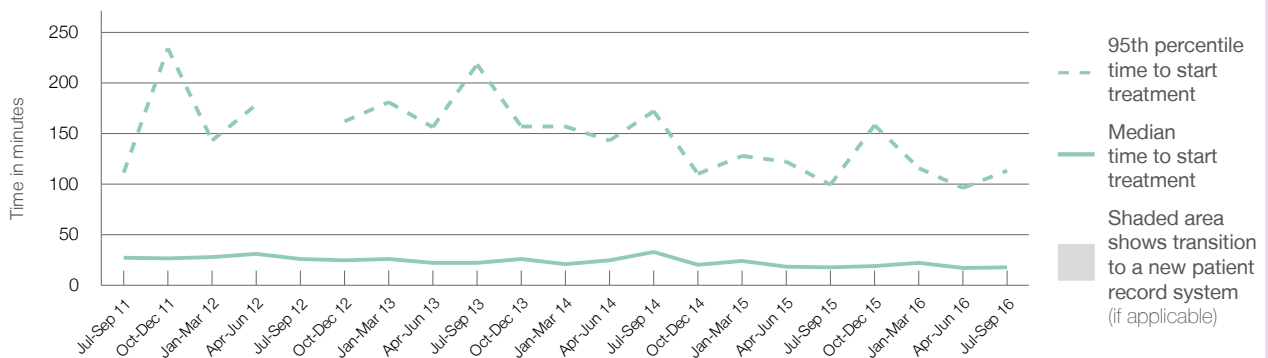
95th percentile time to start treatment<sup>5</sup> 113 minutes

Same period last year	NSW (this period)
173	
136	
18 minutes	24 minutes
99 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	27	26	22	33	18	18
95th percentile time to start treatment <sup>5</sup> (minutes)	111	*	218	172	99	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.

## Shellharbour Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 7,573 patients

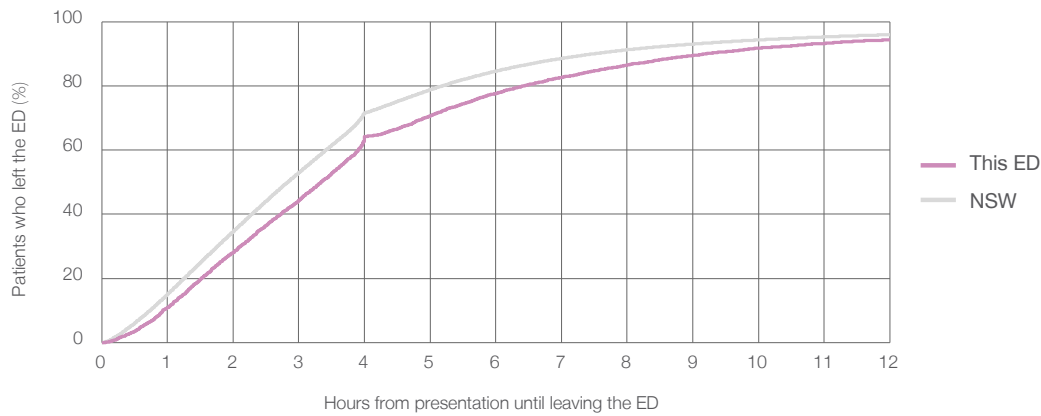
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,572 patients

Median time spent in the ED<sup>8</sup> 3 hours and 21 minutes

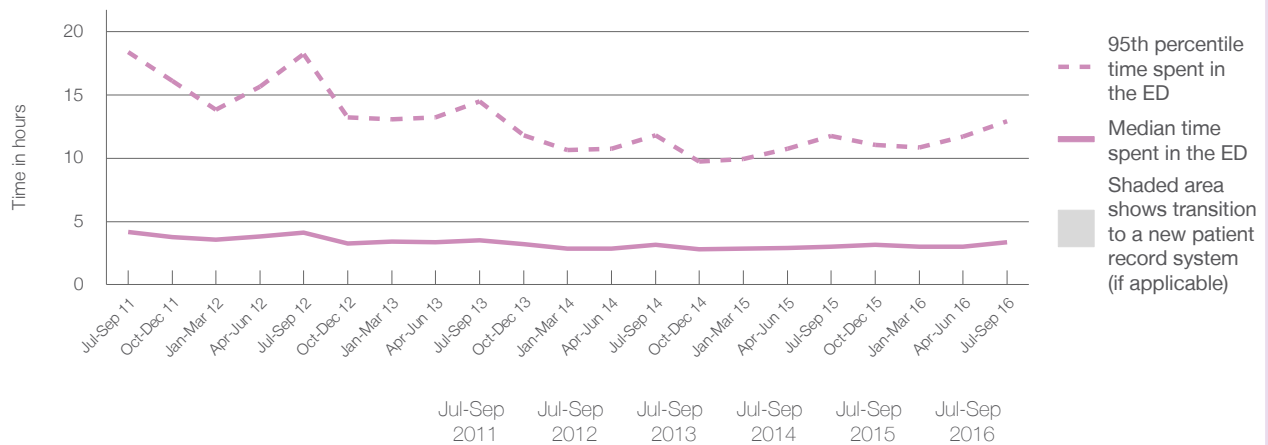
95th percentile time spent in the ED<sup>9</sup> 12 hours and 56 minutes

Same period last year	NSW (this period)
7,221	7,221
3 hours and 0 minutes	2 hours and 50 minutes
11 hours and 44 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 9m	4h 8m	3h 31m	3h 9m	3h 0m	3h 21m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	18h 22m	18h 13m	14h 30m	11h 47m	11h 44m	12h 56m

(†) 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.

## Shellharbour Hospital: Time patients spent in the ED By mode of separation July to September 2016

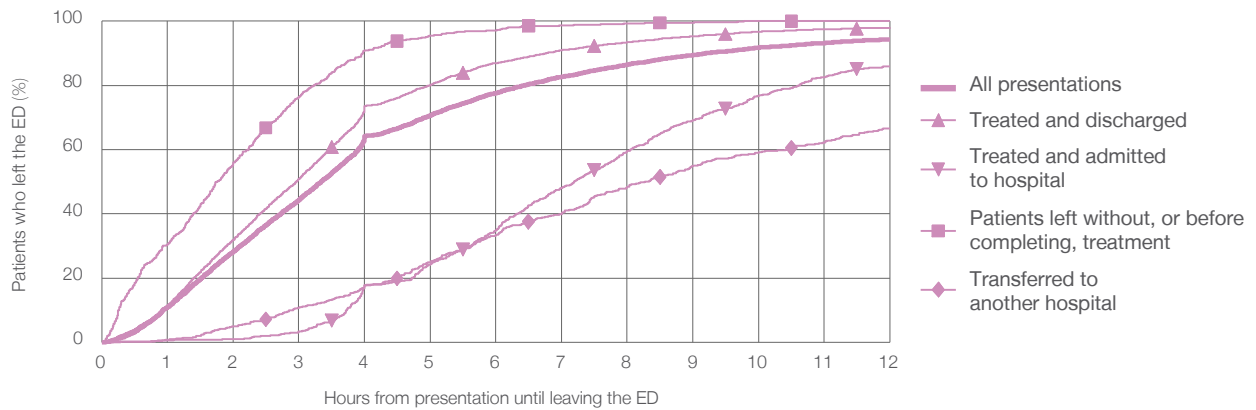
All presentations:<sup>1</sup> 7,573 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,572 patients

Treated and discharged	5,459 (72.1%)
Treated and admitted to hospital	883 (11.7%)
Patient left without, or before completing, treatment	633 (8.4%)
Transferred to another hospital	588 (7.8%)
Other	10 (0.1%)

Same period last year	Change since one year ago
7,221	4.9%
5,195	5.1%
923	-4.3%
583	8.6%
506	16.2%
14	-28.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 <sup>†‡</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.5%	31.9%	50.8%	73.6%	87.0%	93.4%	96.7%	98.0%
Treated and admitted to hospital	0.6%	1.0%	3.3%	17.8%	34.8%	59.6%	76.8%	85.9%
Patient left without, or before completing, treatment	30.5%	55.9%	76.3%	91.0%	97.2%	99.2%	100%	100%
Transferred to another hospital	0.9%	4.9%	10.7%	17.7%	33.5%	48.5%	59.2%	66.7%
All presentations	11.0%	28.2%	44.3%	64.2%	77.6%	86.5%	91.8%	94.3%

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

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**Shellharbour Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

All presentations at the emergency department: <sup>1</sup> 7,573 patients

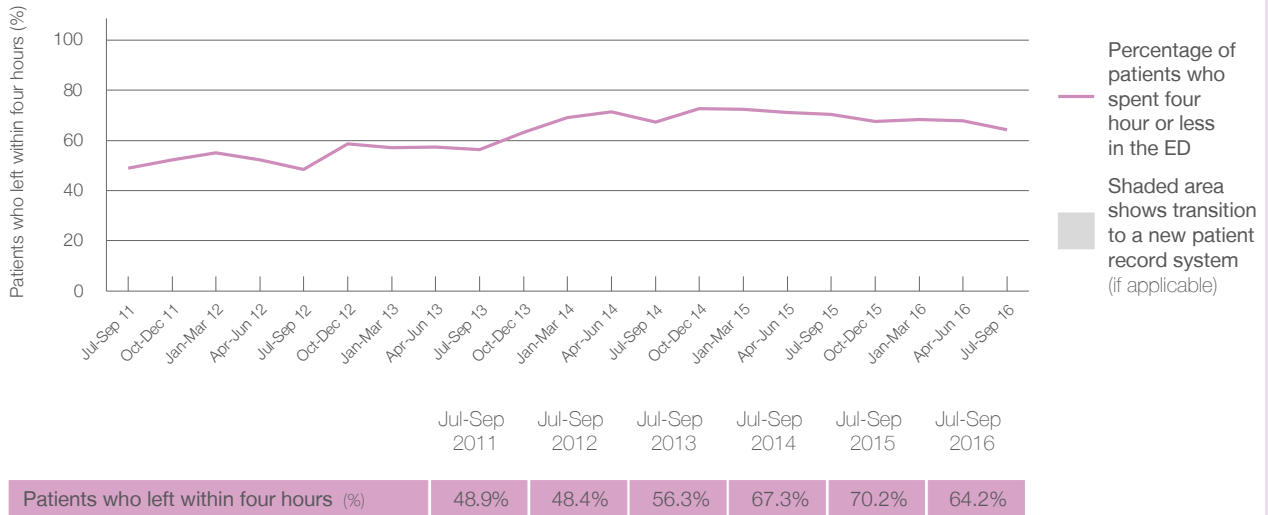
Presentations used to calculate time to leaving the ED: <sup>6</sup> 7,572 patients

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	7,221	4.9%
Presentations used to calculate time to leaving the ED	7,221	4.9%
Percentage of patients who spent four hours or less in the ED	70.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <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: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).