

Healthcare Quarterly

Emergency department

Illawarra Shoalhaven Local Health District
Performance Profiles

April to June 2018

Milton Ulladulla Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 2,869 patients
Emergency presentations:² 2,786 patients

Same period last year	Change since one year ago
3,189	-10%
3,081	-10%

Milton Ulladulla Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 308 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 978 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,208 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 91 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 281 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
223	
7 minutes	8 minutes
24 minutes	24 minutes
1,013	
21 minutes	19 minutes
63 minutes	63 minutes
1,546	
29 minutes	24 minutes
79 minutes	95 minutes
286	
28 minutes	21 minutes
88 minutes	96 minutes

Milton Ulladulla Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 2,869 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
3,189	-10%
86%	

* 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).

Milton Ulladulla Hospital: Patients presenting to the emergency department

April to June 2018

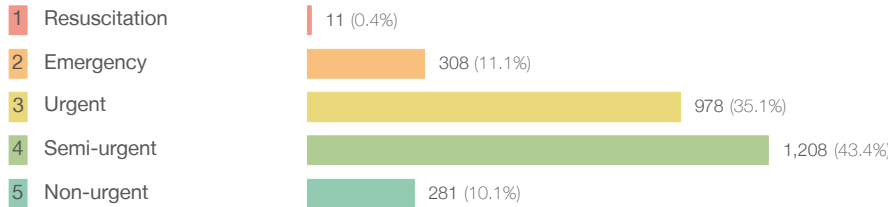
All presentations:¹ 2,869 patients

Same period last year Change since one year ago

3,189 -10%

Emergency presentations² by triage category: 2,786 patients

3,081 -10%



13 -15.4%

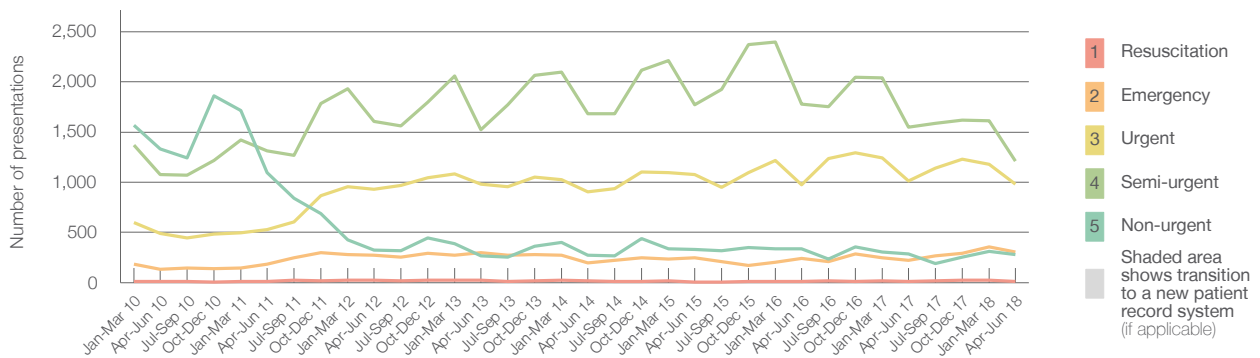
223 38.1%

1,013 -3.5%

1,546 -21.9%

286 -1.7%

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	9	10	22	24	17	< 5	13	13	11
Emergency	135	182	276	299	197	252	241	223	308
Urgent	493	528	933	981	906	1,077	975	1,013	978
Semi-urgent	1,076	1,314	1,604	1,523	1,680	1,771	1,775	1,546	1,208
Non-urgent	1,331	1,094	322	270	276	330	334	286	281
All emergency presentations	3,044	3,128	3,157	3,097	3,076	3,430	3,338	3,081	2,786

Milton Ulladulla Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 353 patients

Same period last year Change since one year ago

342

ED Transfer of care time

Median time 14 minutes

14 minutes 0 minutes

90th percentile time 28 minutes

29 minutes -1 minute

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

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

Milton Ulladulla 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: 308

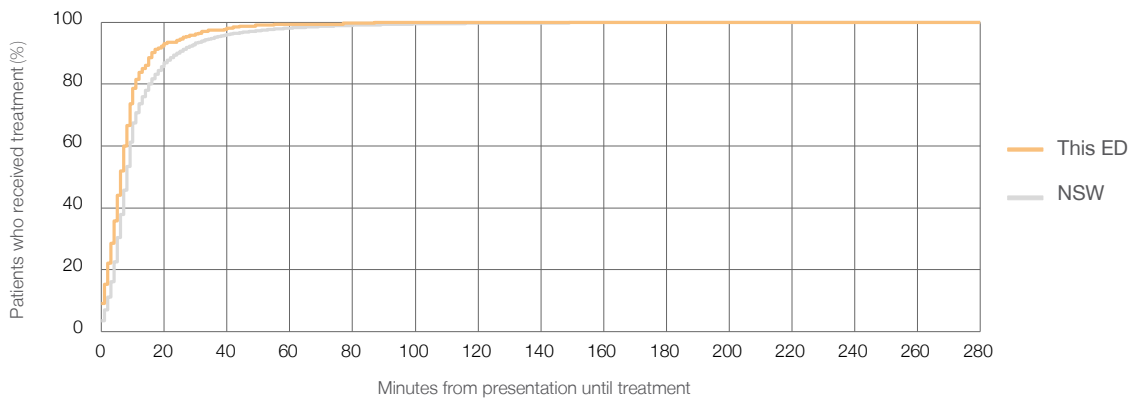
Number of triage 2 patients used to calculate waiting time:³ 308

Median time to start treatment⁴ 6 minutes

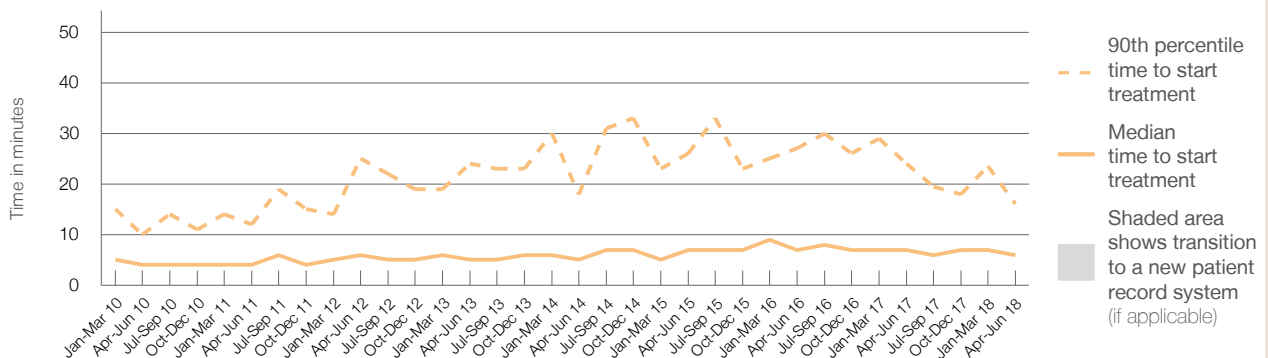
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
223	223
7 minutes	8 minutes
24 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)	4	4	6	5	5	7	7	7	6
90th percentile time to start treatment ⁵ (minutes)	10	12	25	24	18	26	27	24	16

(†) 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 3

April to June 2018

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

Number of triage 3 patients: 978

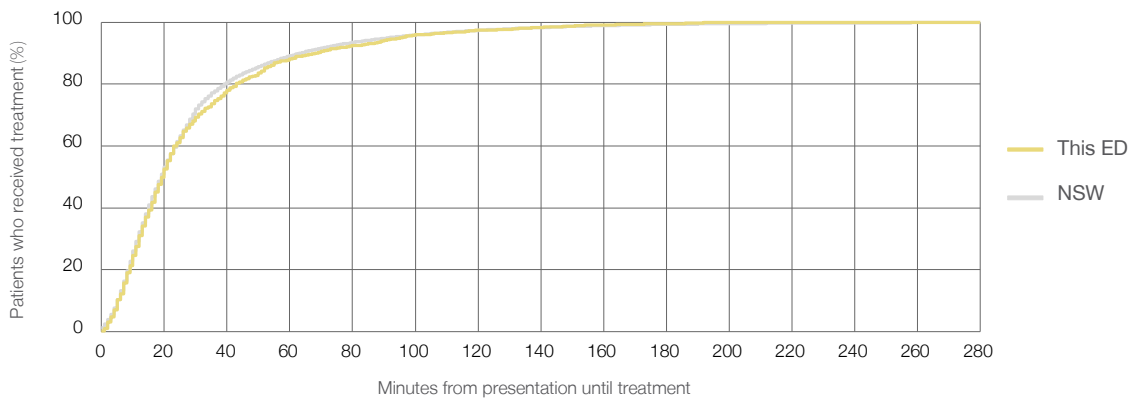
Number of triage 3 patients used to calculate waiting time:³ 973

Median time to start treatment⁴ 20 minutes

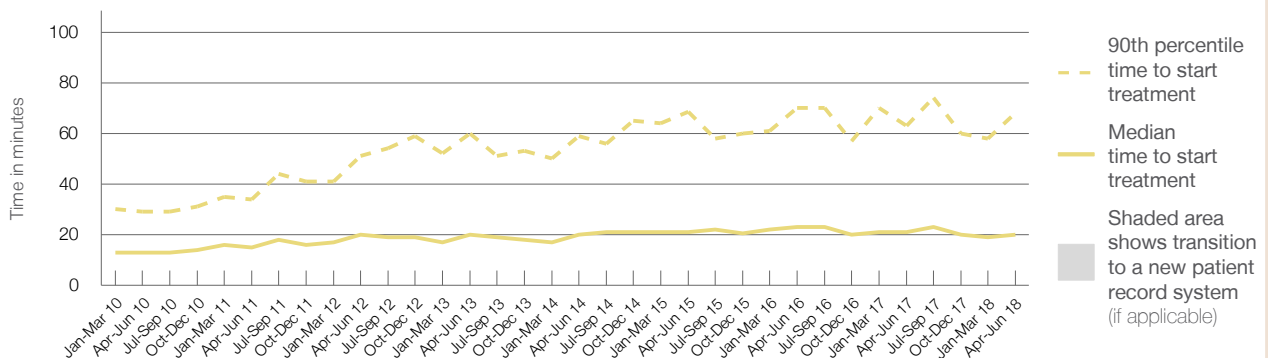
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
1,013	
1,005	
21 minutes	19 minutes
63 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)	13	15	20	20	20	21	23	21	20
90th percentile time to start treatment ⁵ (minutes)	29	34	51	60	59	69	70	63	68

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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.

Milton Ulladulla 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: 1,208

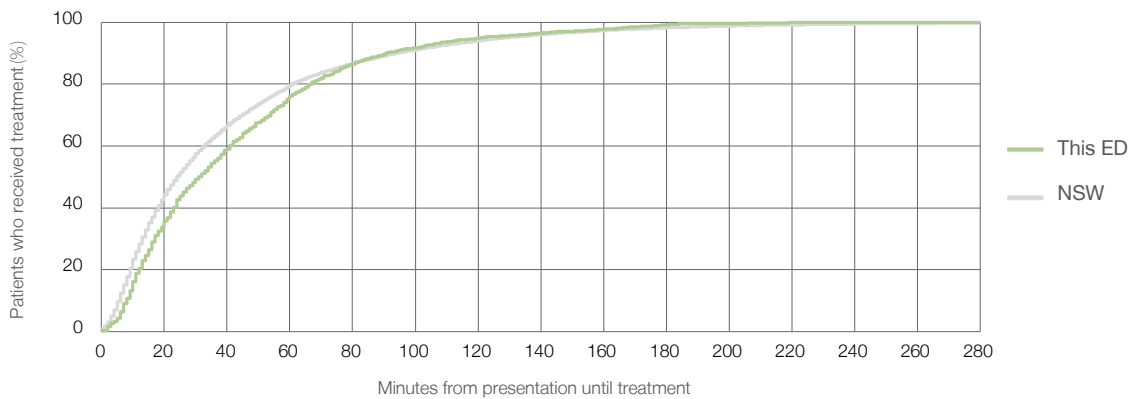
Number of triage 4 patients used to calculate waiting time:³ 1,168

Median time to start treatment⁴ 32 minutes

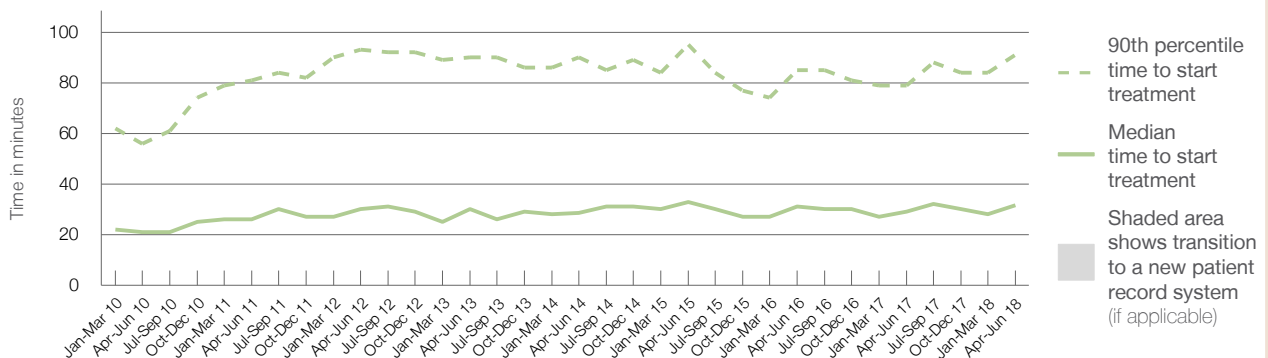
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,546	1,519
29 minutes	24 minutes
79 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)	21	26	30	30	29	33	31	29	32
90th percentile time to start treatment ⁵ (minutes)	56	81	93	90	90	95	85	79	91

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

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Milton Ulladulla 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: 281

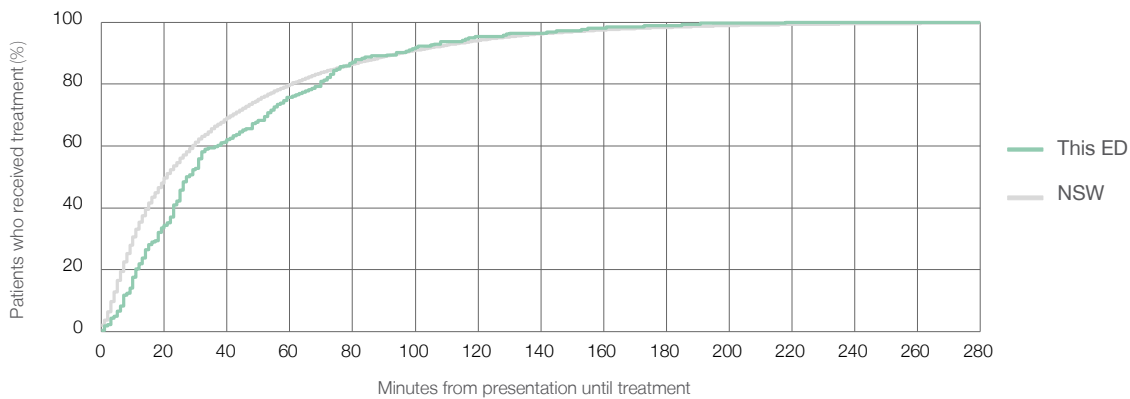
Number of triage 5 patients used to calculate waiting time:³ 256

Median time to start treatment⁴ 28 minutes

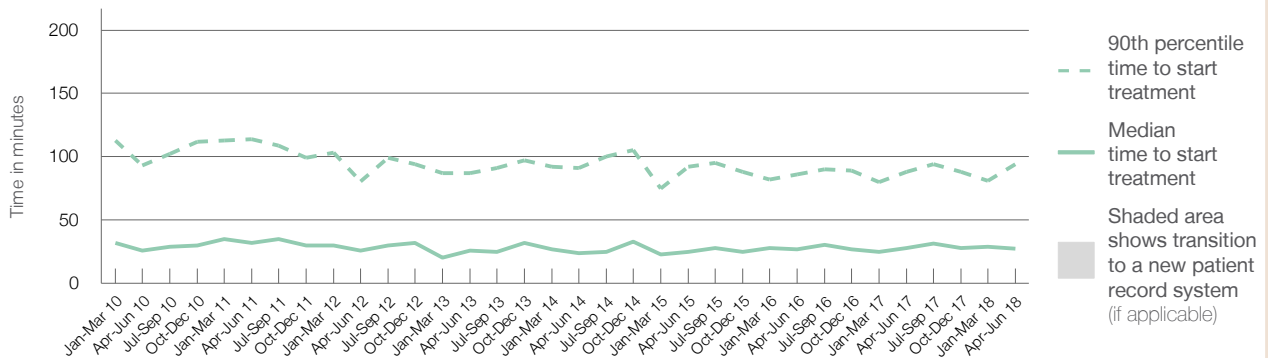
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
286	
273	
28 minutes	21 minutes
88 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)	26	32	26	26	24	25	27	28	28
90th percentile time to start treatment ⁵ (minutes)	93	114	81	87	91	92	86	88	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.

Milton Ulladulla Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 2,869 patients

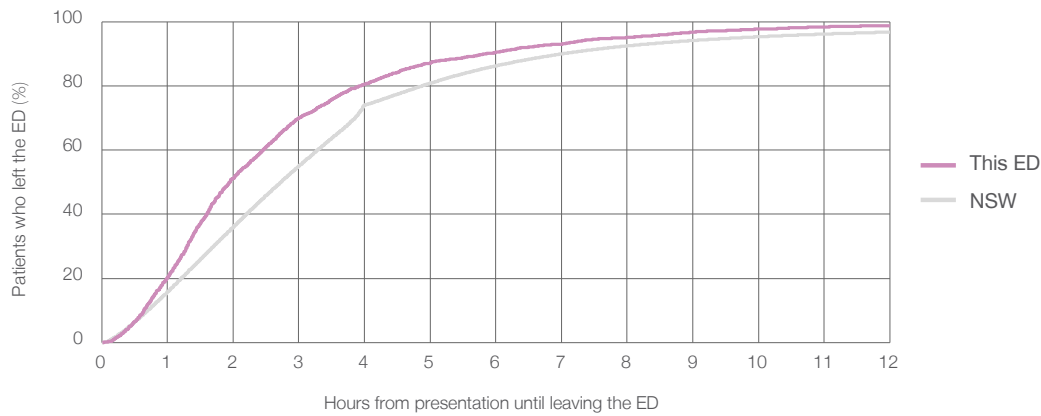
Presentations used to calculate time to leaving the ED:⁶ 2,869 patients

Median time spent in the ED⁸ 1 hours and 57 minutes

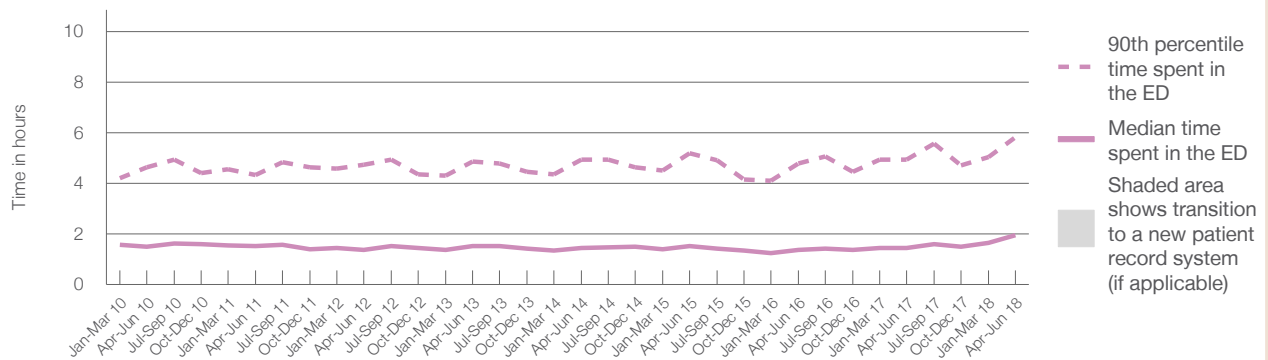
90th percentile time spent in the ED⁹ 5 hours and 50 minutes

Same period last year	NSW (this period)
3,189	3,189
1 hours and 27 minutes	2 hours and 44 minutes
4 hours and 56 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 30m	1h 32m	1h 22m	1h 32m	1h 27m	1h 31m	1h 23m	1h 27m	1h 57m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 38m	4h 20m	4h 44m	4h 52m	4h 56m	5h 12m	4h 47m	4h 56m	5h 50m

(†) 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 spent in the ED
By mode of separation
April to June 2018

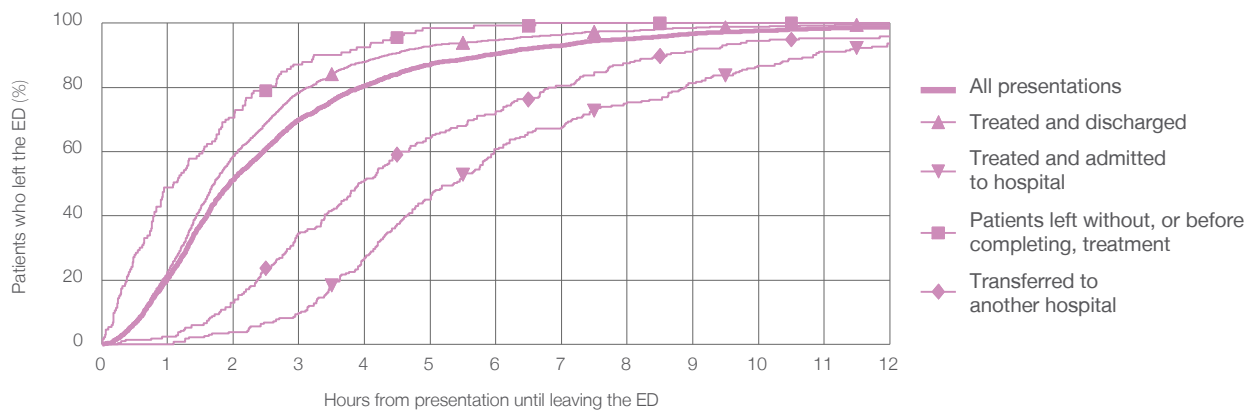
All presentations:¹ 2,869 patients

Presentations used to calculate time to leaving the ED:⁶ 2,869 patients

Treated and discharged	2,280 (79.5%)
Treated and admitted to hospital	235 (8.2%)
Patient left without, or before completing, treatment	133 (4.6%)
Transferred to another hospital	215 (7.5%)
Other	6 (0.2%)

Same period last year	Change since one year ago
3,189	-10%
2,608	-12.6%
259	-9.3%
156	-14.7%
162	32.7%
4	50.0%

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	22.4%	58.6%	78.4%	88.0%	94.7%	97.5%	99.0%	99.5%
Treated and admitted to hospital	0%	3.8%	9.8%	26.8%	60.9%	75.3%	86.8%	93.6%
Patient left without, or before completing, treatment	48.9%	70.7%	87.2%	92.5%	99.2%	100%	100%	100%
Transferred to another hospital	2.3%	13.0%	34.4%	51.2%	72.6%	87.4%	94.4%	95.8%
All presentations	20.4%	51.3%	70.0%	80.5%	90.5%	95.1%	97.7%	98.8%

(†) 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 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 2,869 patients

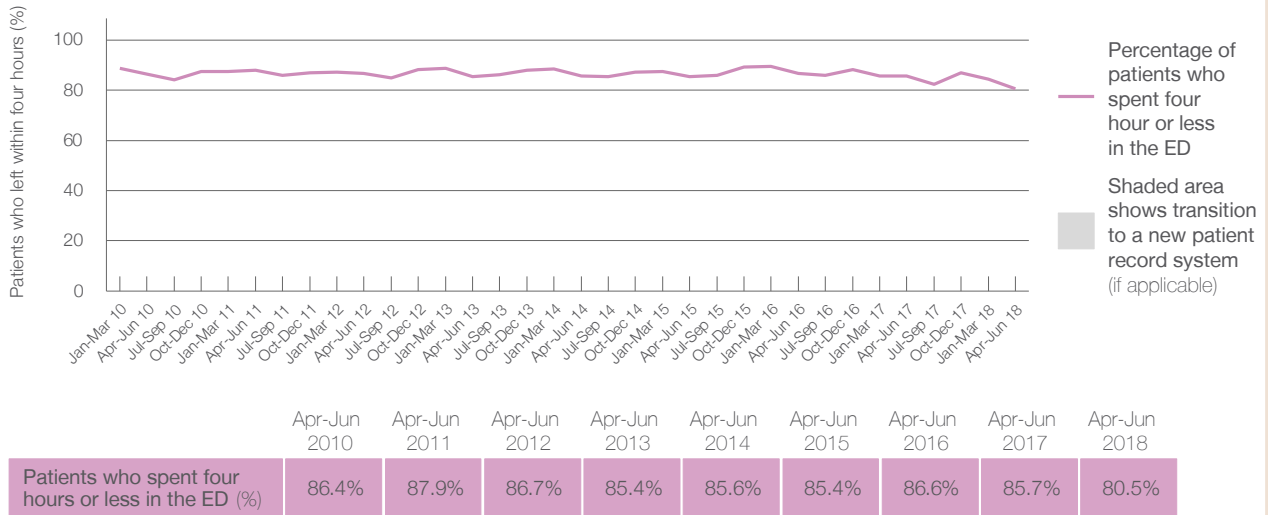
Presentations used to calculate time to leaving the ED: ⁶ 2,869 patients

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 2,869 patients	3,189	-10%
Presentations used to calculate time to leaving the ED: ⁶ 2,869 patients	3,189	-10%
Percentage of patients who spent four hours or less in the ED	85.7%	

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).

Shellharbour Hospital: Emergency department (ED) overview

April to June 2018



All presentations:¹ 7,659 patients
 Emergency presentations:² 7,401 patients

Same period last year	Change since one year ago
7,333	4%
7,166	3%

Shellharbour Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 773 patients

Median time to start treatment⁴  7 minutes
 90th percentile time to start treatment⁵  13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,769 patients

Median time to start treatment⁴  23 minutes
 90th percentile time to start treatment⁵  99 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,612 patients

Median time to start treatment⁴  22 minutes
 90th percentile time to start treatment⁵  127 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 233 patients

Median time to start treatment⁴  20 minutes
 90th percentile time to start treatment⁵  100 minutes

Same period last year	NSW (this period)
779	
7 minutes	8 minutes
13 minutes	24 minutes
2,730	
20 minutes	19 minutes
68 minutes	63 minutes
3,425	
22 minutes	24 minutes
115 minutes	95 minutes
214	
18 minutes	21 minutes
79 minutes	96 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 7,659 patients

Percentage of patients who spent four hours or less in the ED  68%

Same period last year	Change since one year ago
7,333	4%
68%	

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

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

Shellharbour Hospital: Patients presenting to the emergency department

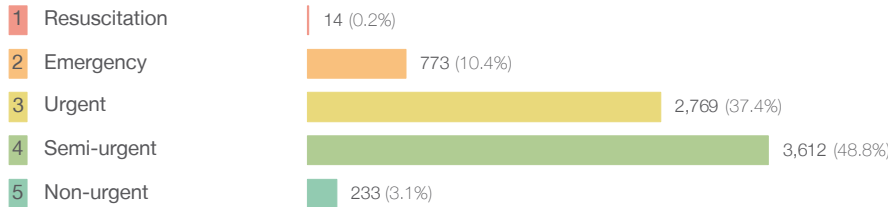
April to June 2018

All presentations:¹ 7,659 patients

Same period last year: 7,333
Change since one year ago: 4%

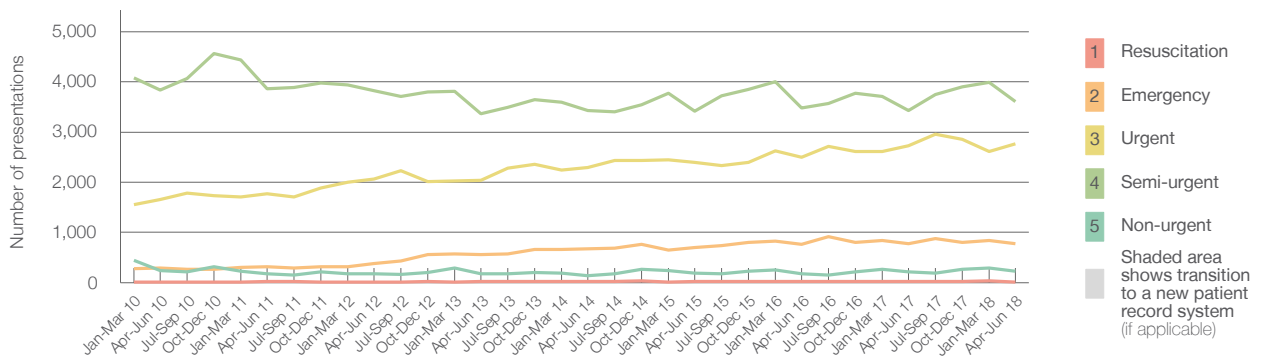
Emergency presentations² by triage category: 7,401 patients

7,166 3%



18 -22.2%
779 -0.8%
2,730 1.4%
3,425 5.5%
214 8.9%

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	14	21	12	29	20	20	19	18	14
Emergency	287	323	386	564	670	695	768	779	773
Urgent	1,652	1,769	2,062	2,044	2,290	2,396	2,501	2,730	2,769
Semi-urgent	3,835	3,859	3,827	3,360	3,433	3,415	3,485	3,425	3,612
Non-urgent	235	183	175	179	143	184	177	214	233
All emergency presentations	6,023	6,155	6,462	6,176	6,556	6,710	6,950	7,166	7,401

Shellharbour Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 1,654 patients

Same period last year: 1,599
Change since one year ago:

ED Transfer of care time



10 minutes 0 minutes
22 minutes 1 minute

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

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

Shellharbour 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: 773

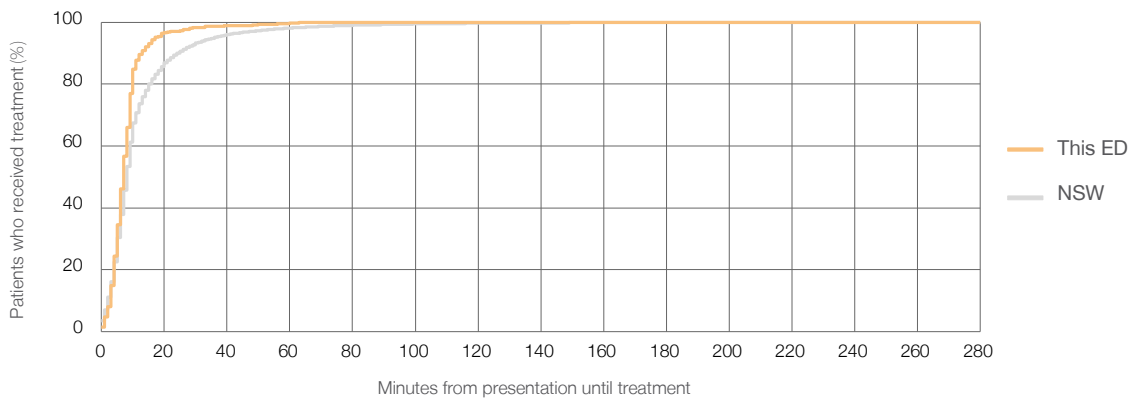
Number of triage 2 patients used to calculate waiting time:³ 772

Median time to start treatment⁴ 7 minutes

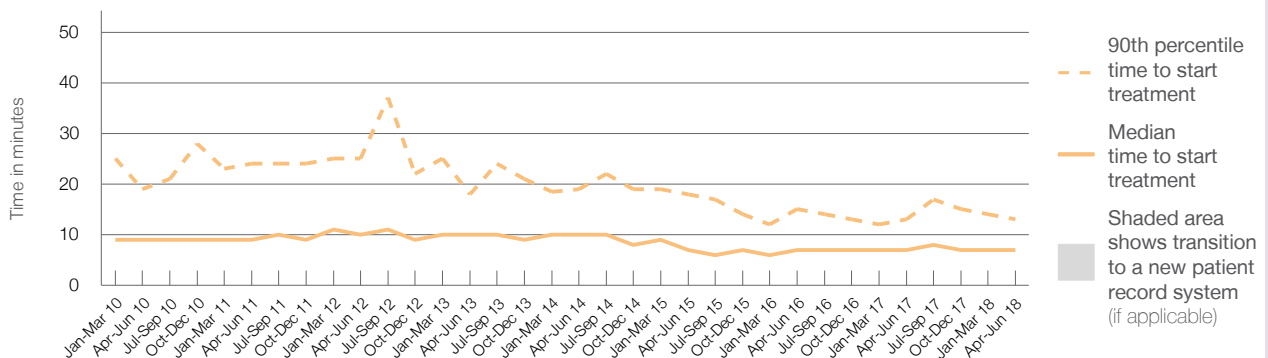
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
779	778
7 minutes	8 minutes
13 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)	9	9	10	10	10	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	19	24	25	18	19	18	15	13	13

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

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

Shellharbour 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: 2,769

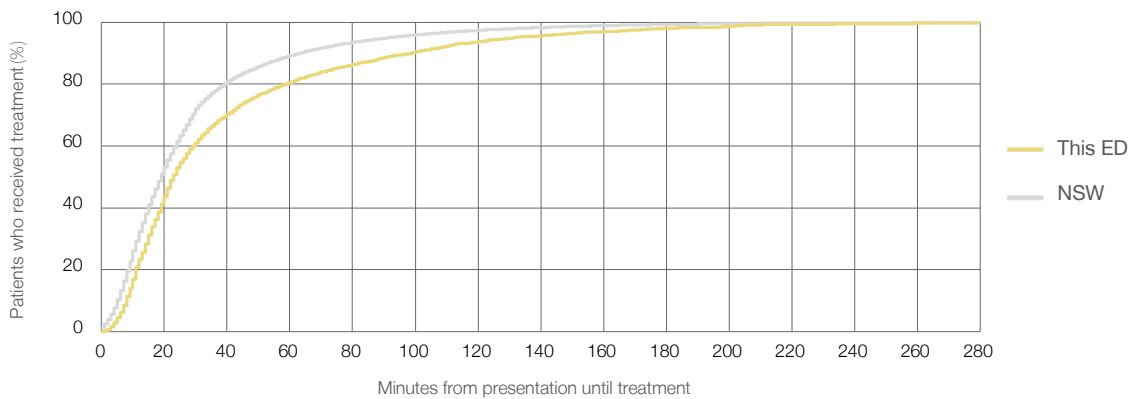
Number of triage 3 patients used to calculate waiting time:³ 2,731

Median time to start treatment⁴ 23 minutes

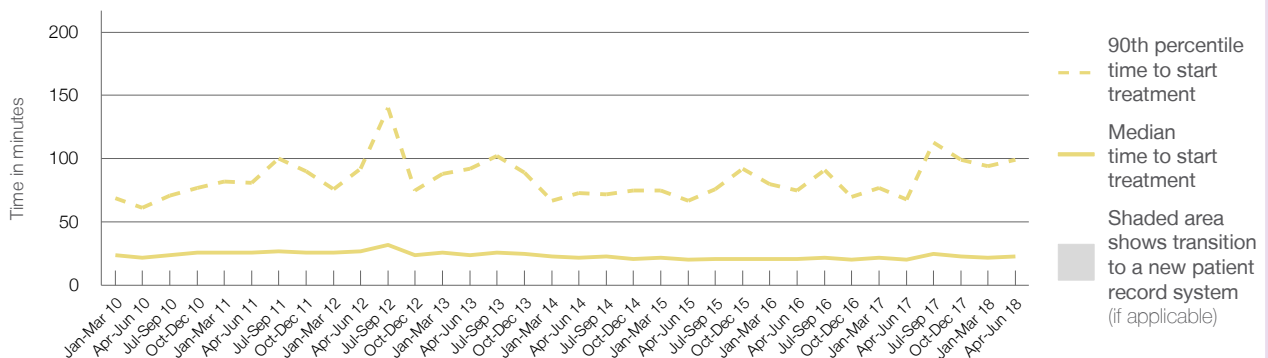
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
2,730	2,699
20 minutes	19 minutes
68 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)	22	26	27	24	22	20	21	20	23
90th percentile time to start treatment ⁵ (minutes)	61	81	92	92	73	67	75	68	99

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

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

Shellharbour 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: 3,612

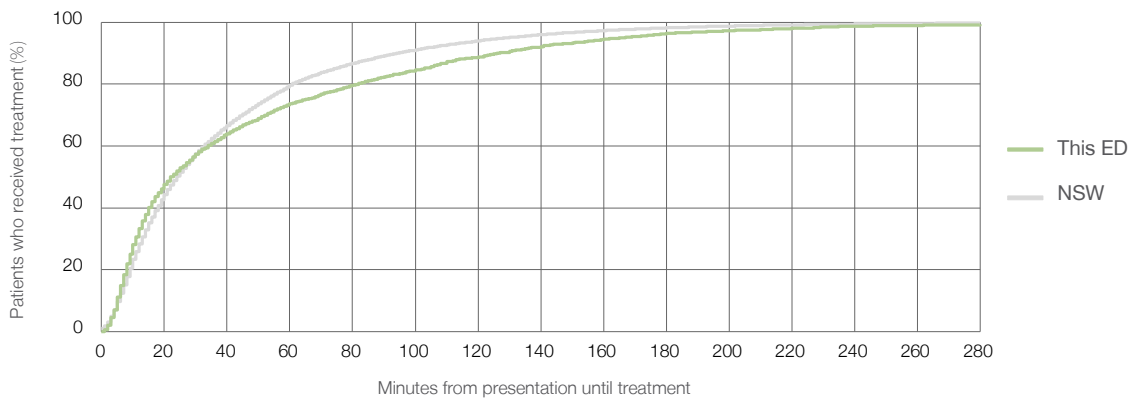
Number of triage 4 patients used to calculate waiting time:³ 3,370

Median time to start treatment⁴ 22 minutes

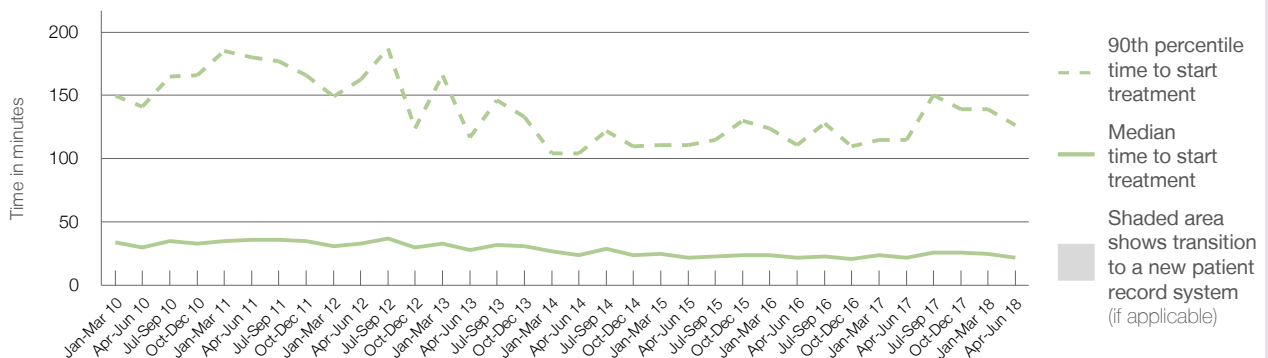
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
3,425	3,217
22 minutes	24 minutes
115 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)	30	36	33	28	24	22	22	22	22
90th percentile time to start treatment ⁵ (minutes)	141	180	163	117	104	111	111	115	127

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

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

Shellharbour 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: 233

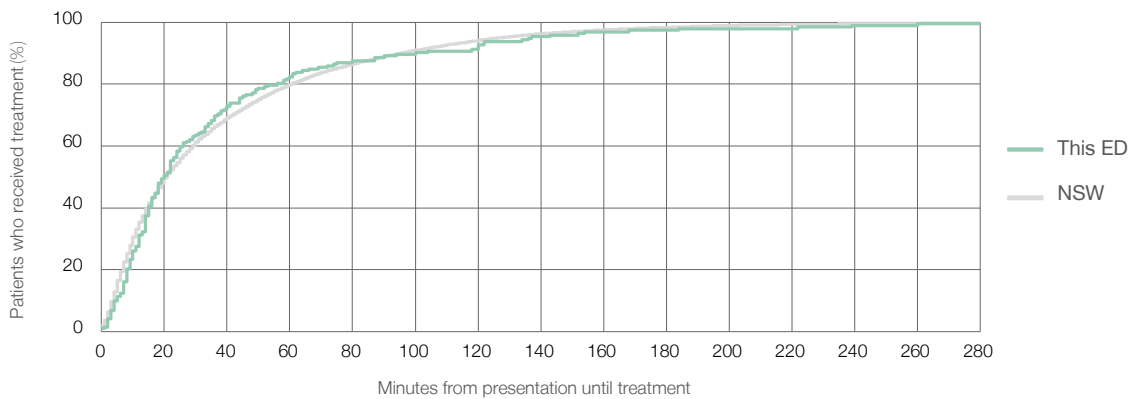
Number of triage 5 patients used to calculate waiting time:³ 192

Median time to start treatment⁴ 20 minutes

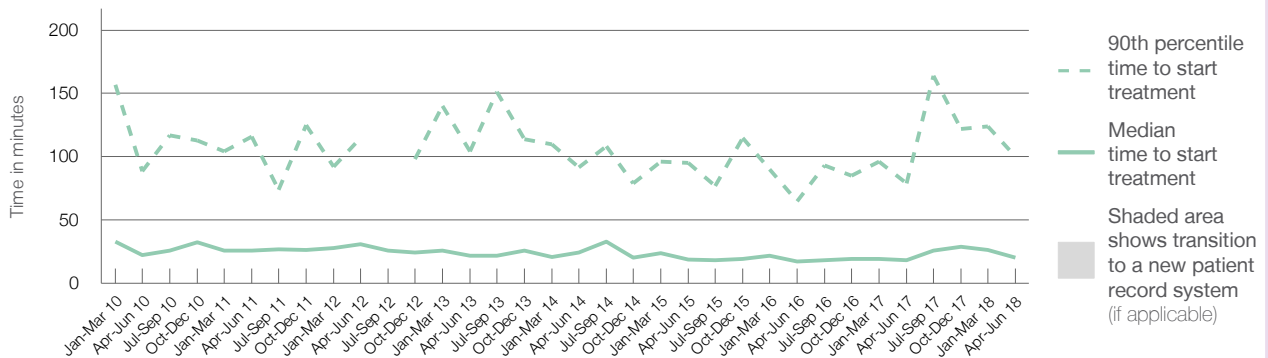
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
214	175
18 minutes	21 minutes
79 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)	23	26	31	22	25	19	17	18	20
90th percentile time to start treatment ⁵ (minutes)	89	116	115	104	92	95	65	79	100

(†) 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

April to June 2018

All presentations:¹ 7,659 patients

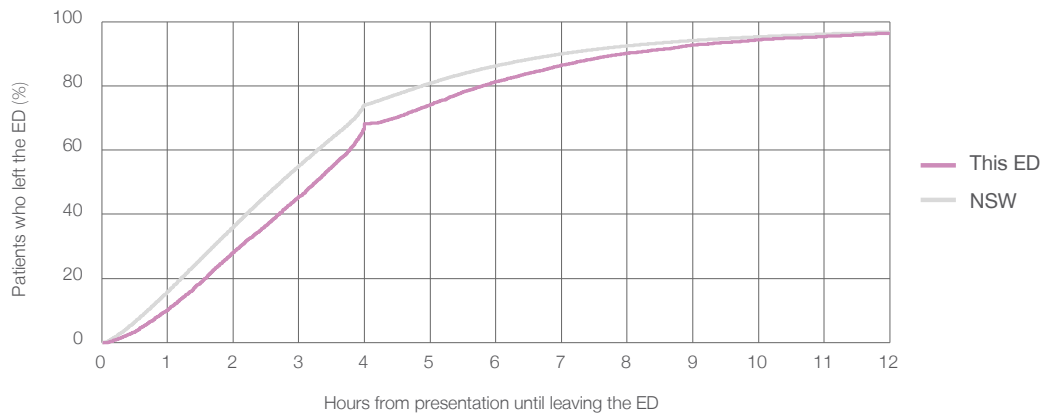
Presentations used to calculate time to leaving the ED:⁶ 7,659 patients

Median time spent in the ED⁸ 3 hours and 16 minutes

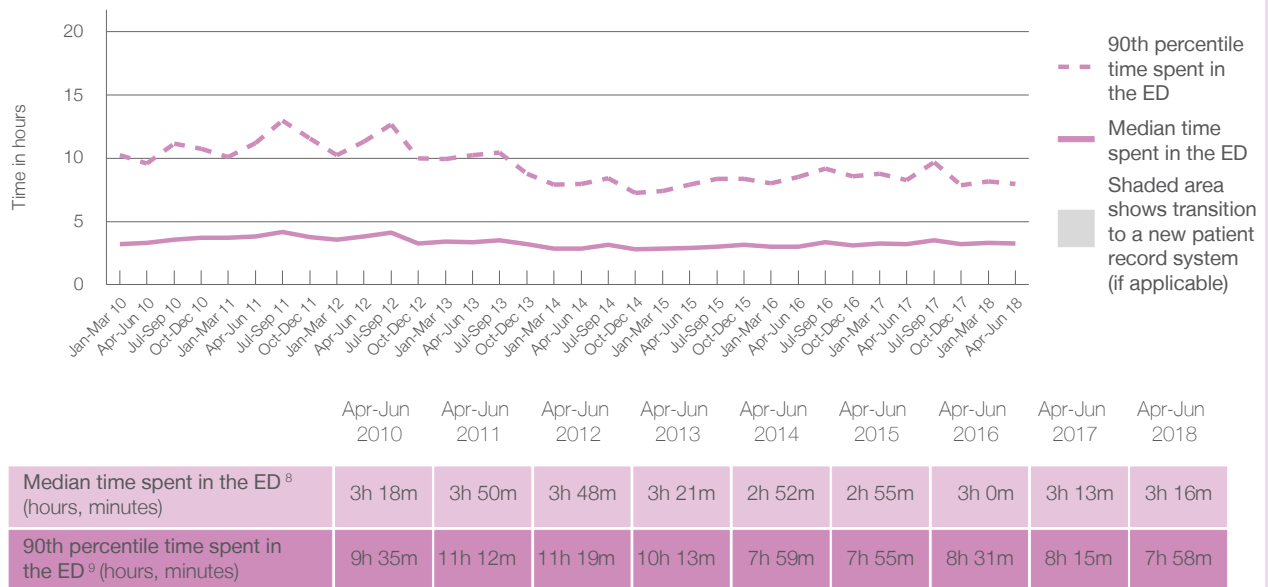
90th percentile time spent in the ED⁹ 7 hours and 58 minutes

Same period last year	NSW (this period)
7,333	7,333
3 hours and 13 minutes	2 hours and 44 minutes
8 hours and 15 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^{†‡}



(†) 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

April to June 2018

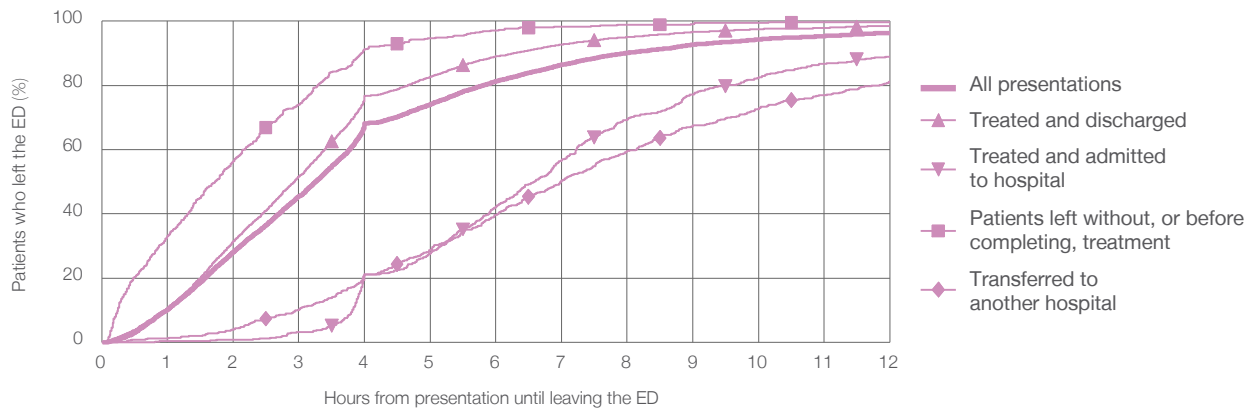
All presentations:¹ 7,659 patients

Presentations used to calculate time to leaving the ED:⁶ 7,659 patients

Treated and discharged	5,767 (75.3%)
Treated and admitted to hospital	742 (9.7%)
Patient left without, or before completing, treatment	559 (7.3%)
Transferred to another hospital	586 (7.7%)
Other	5 (0.1%)

Same period last year	Change since one year ago
7,333	4%
5,442	6.0%
804	-7.7%
484	15.5%
598	-2.0%
5	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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.1%	31.4%	51.6%	76.7%	89.1%	95.1%	97.6%	98.6%
Treated and admitted to hospital	0.4%	0.7%	3.1%	21.0%	42.2%	69.4%	82.5%	88.9%
Patient left without, or before completing, treatment	33.1%	56.4%	74.1%	91.4%	97.1%	98.9%	99.5%	99.6%
Transferred to another hospital	1.2%	3.9%	10.2%	21.2%	39.6%	59.6%	72.9%	81.1%
All presentations	10.2%	28.2%	45.4%	68.2%	81.3%	90.2%	94.3%	96.4%

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

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

Shellharbour 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 7,659 patients

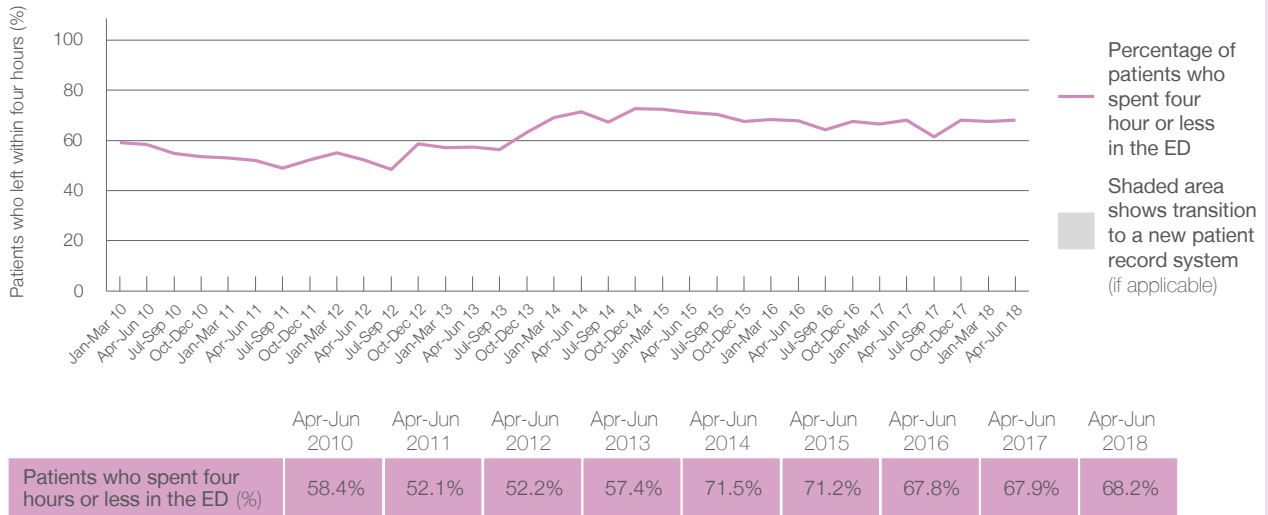
Presentations used to calculate time to leaving the ED: ⁶ 7,659 patients

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 7,659 patients	7,333	4%
Presentations used to calculate time to leaving the ED: ⁶ 7,659 patients	7,333	4%
Percentage of patients who spent four hours or less in the ED	67.9%	

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*.

- 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).









Shoalhaven District Memorial Hospital: Emergency department (ED) overview

April to June 2018

	Same period last year	Change since one year ago
All presentations: ¹ 9,714 patients	9,398	3%
Emergency presentations: ² 9,588 patients	9,273	3%

Shoalhaven District Memorial Hospital: 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): 1,072 patients	1,028	
Median time to start treatment ⁴  11 minutes	11 minutes	8 minutes
90th percentile time to start treatment ⁵  37 minutes	33 minutes	24 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,318 patients	3,298	
Median time to start treatment ⁴  30 minutes	30 minutes	19 minutes
90th percentile time to start treatment ⁵  119 minutes	113 minutes	63 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,074 patients	4,065	
Median time to start treatment ⁴  35 minutes	36 minutes	24 minutes
90th percentile time to start treatment ⁵  126 minutes	128 minutes	95 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,069 patients	815	
Median time to start treatment ⁴  28 minutes	23 minutes	21 minutes
90th percentile time to start treatment ⁵  112 minutes	98 minutes	96 minutes

Shoalhaven District Memorial Hospital: 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 9,714 patients	9,397	3%
Percentage of patients who spent four hours or less in the ED  63%	65%	

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

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

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

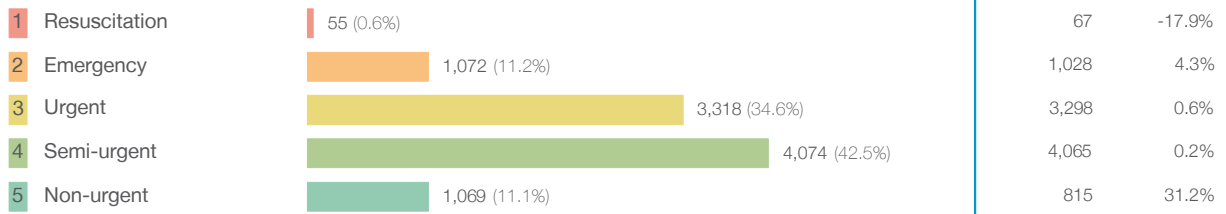
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

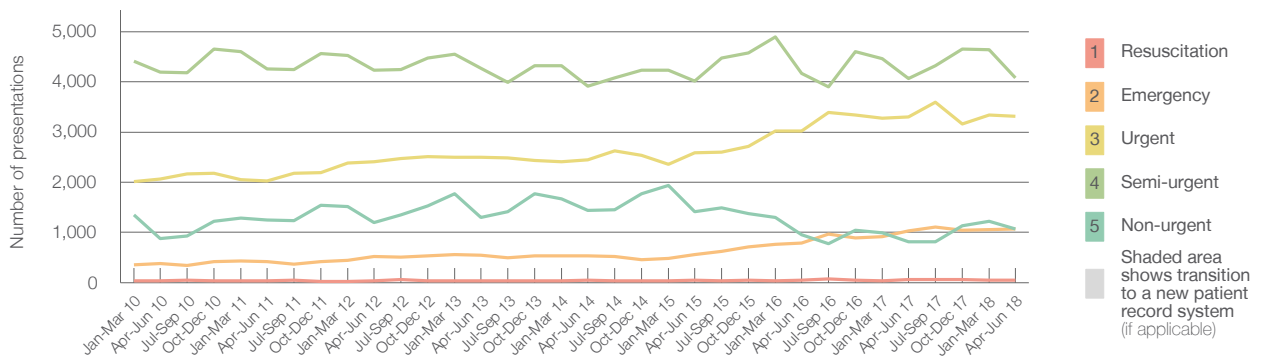
April to June 2018

All presentations:¹ 9,714 patients

Emergency presentations² by triage category: 9,588 patients



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	31	34	39	32	43	44	52	67	55
Emergency	378	414	523	541	537	553	792	1,028	1,072
Urgent	2,065	2,024	2,405	2,501	2,443	2,585	3,016	3,298	3,318
Semi-urgent	4,193	4,256	4,237	4,266	3,915	4,012	4,165	4,065	4,074
Non-urgent	878	1,252	1,200	1,297	1,439	1,409	954	815	1,069
All emergency presentations	7,545	7,980	8,404	8,637	8,377	8,603	8,979	9,273	9,588

Shoalhaven District Memorial Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 2,499 patients

ED Transfer of care time



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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.

Shoalhaven District Memorial 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: 1,072

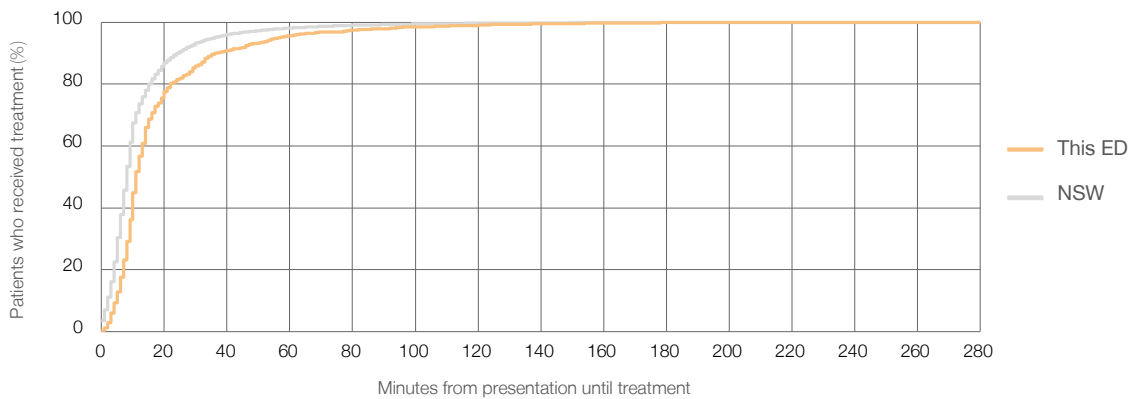
Number of triage 2 patients used to calculate waiting time:³ 1,070

Median time to start treatment⁴ 11 minutes

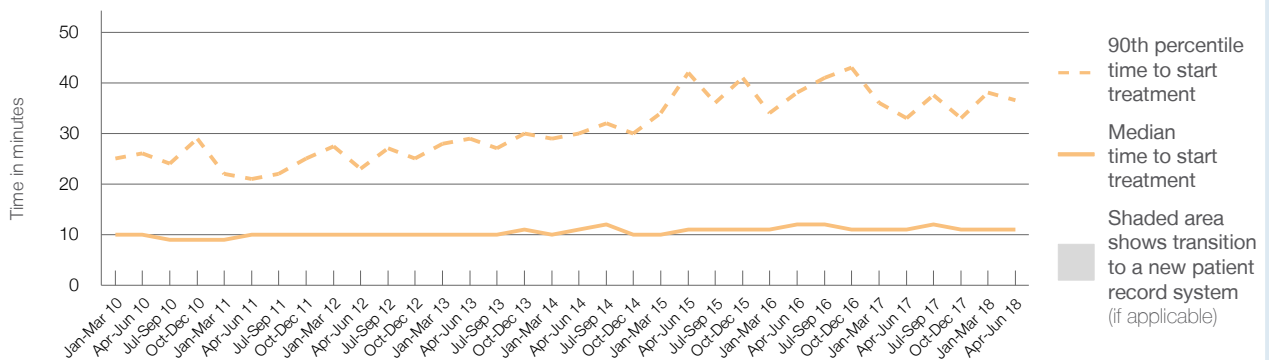
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
1,028	1,026
11 minutes	8 minutes
33 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)	10	10	10	10	11	11	12	11	11
90th percentile time to start treatment ⁵ (minutes)	26	21	23	29	30	42	38	33	37

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

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

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

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

Number of triage 3 patients: 3,318

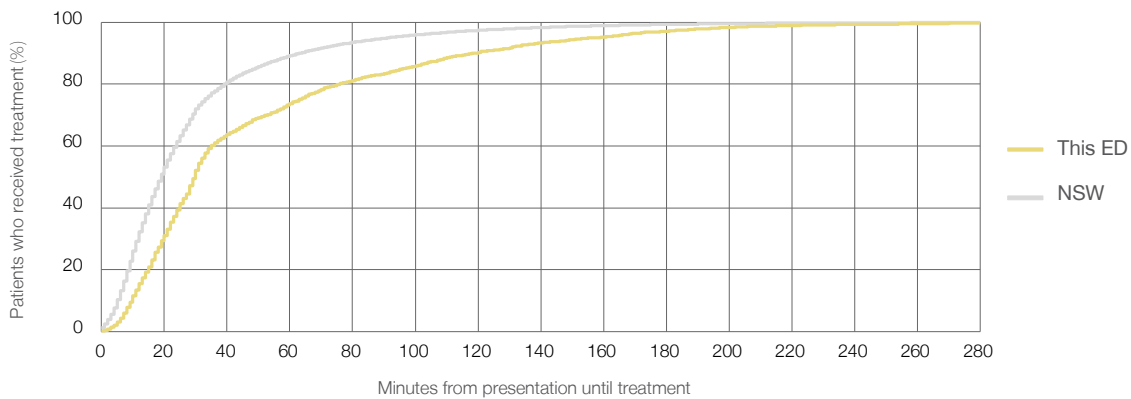
Number of triage 3 patients used to calculate waiting time:³ 3,260

Median time to start treatment⁴ 30 minutes

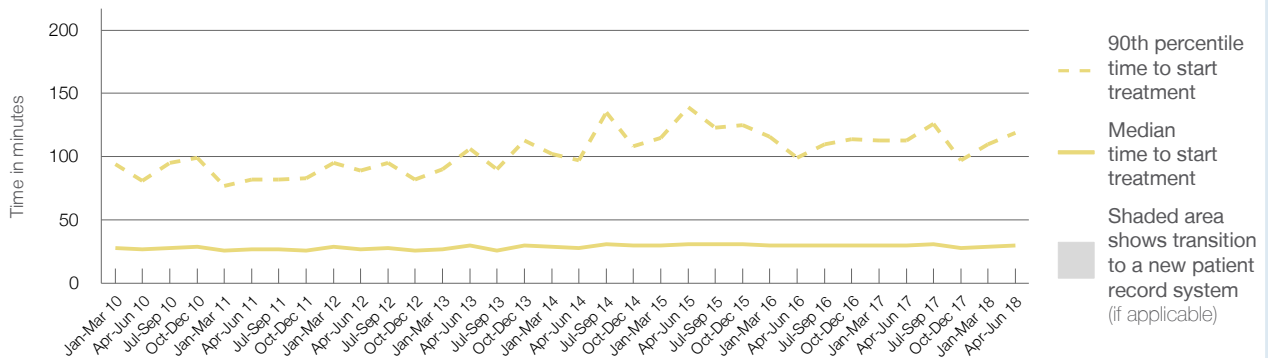
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
3,298	3,241
30 minutes	19 minutes
113 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)	27	27	27	30	28	31	30	30	30
90th percentile time to start treatment ⁵ (minutes)	81	82	89	106	97	139	99	113	119

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

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

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

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

Number of triage 4 patients: 4,074

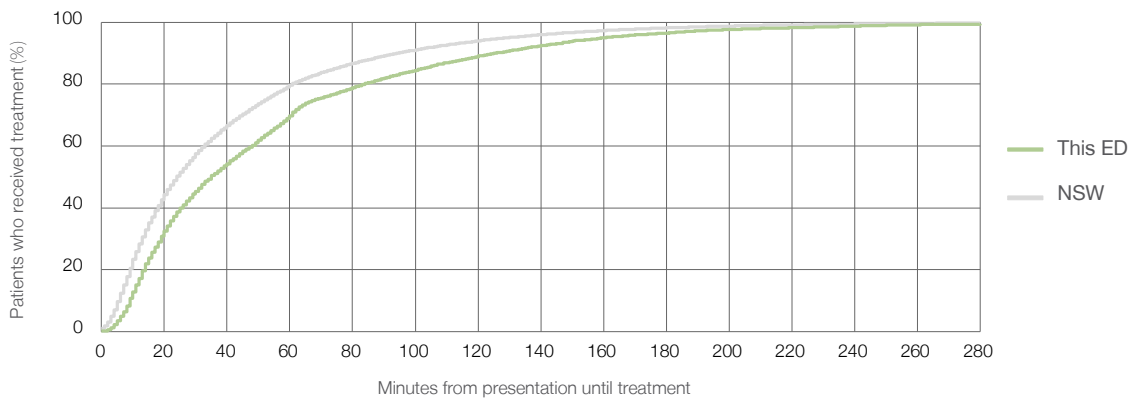
Number of triage 4 patients used to calculate waiting time:³ 3,838

Median time to start treatment⁴ 35 minutes

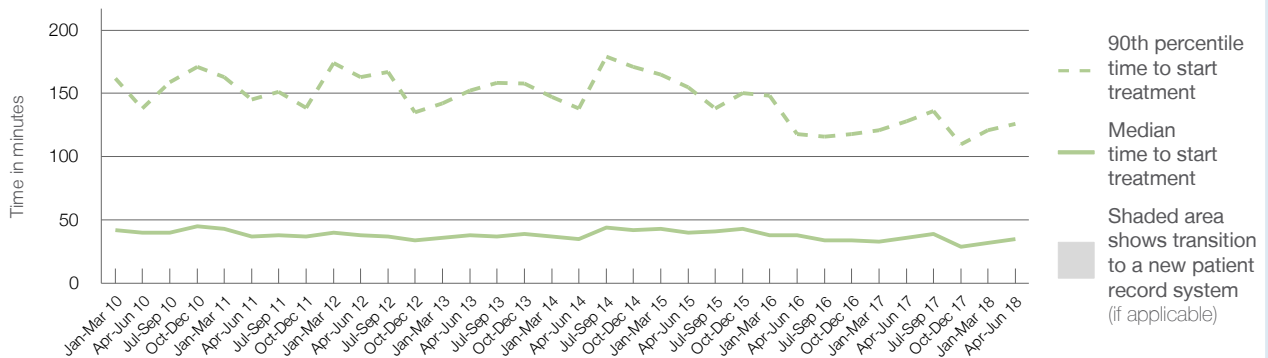
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
4,065	3,871
36 minutes	24 minutes
128 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	37	38	38	35	40	38	36	35
90th percentile time to start treatment ⁵ (minutes)	138	145	163	152	138	155	118	128	126

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

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

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 1,069

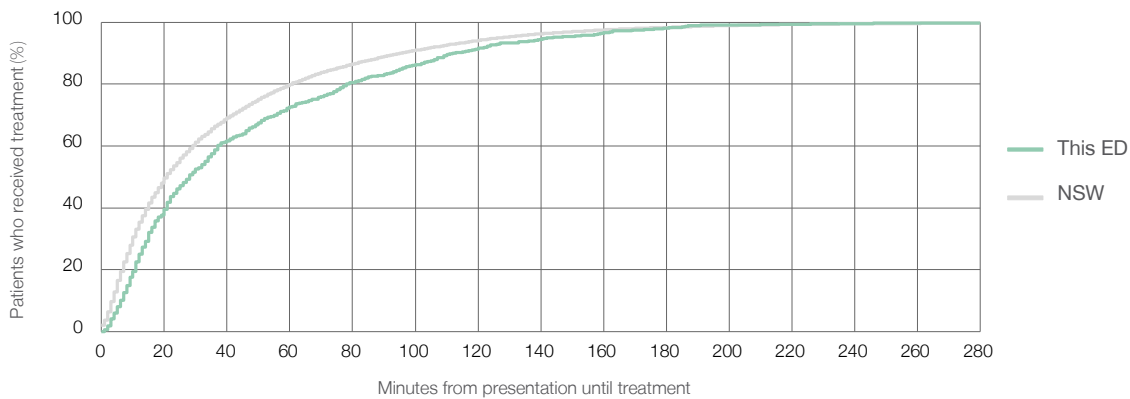
Number of triage 5 patients used to calculate waiting time:³ 958

Median time to start treatment⁴ 28 minutes

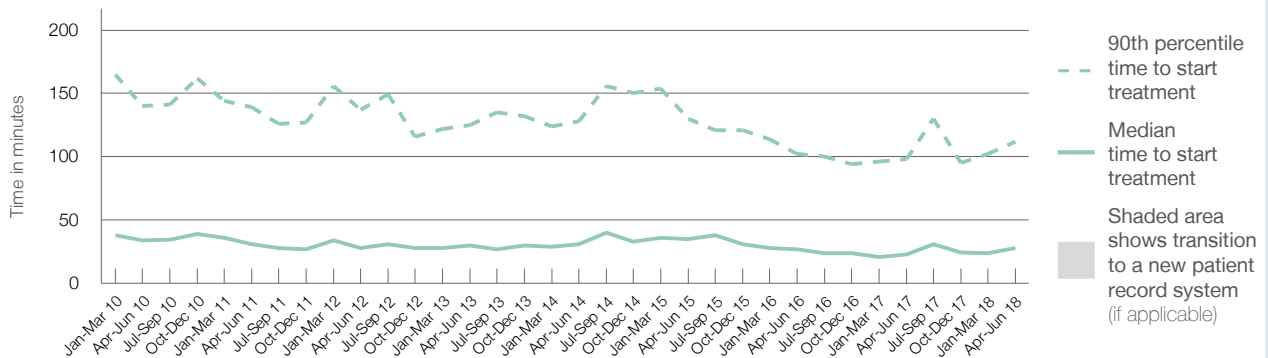
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
815	718
23 minutes	21 minutes
98 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	31	28	30	31	35	27	23	28
90th percentile time to start treatment ⁵ (minutes)	140	139	137	125	128	130	102	98	112

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Shoalhaven District Memorial Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 9,714 patients

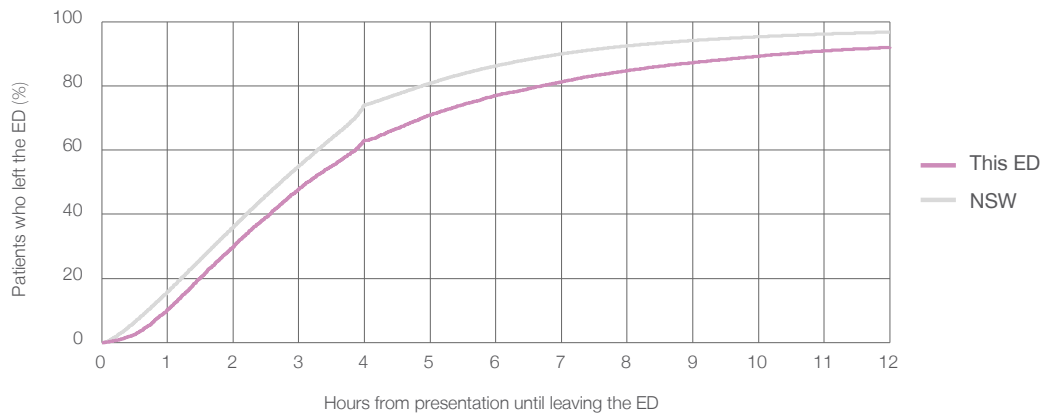
Presentations used to calculate time to leaving the ED:⁶ 9,714 patients

Median time spent in the ED⁸ 3 hours and 8 minutes

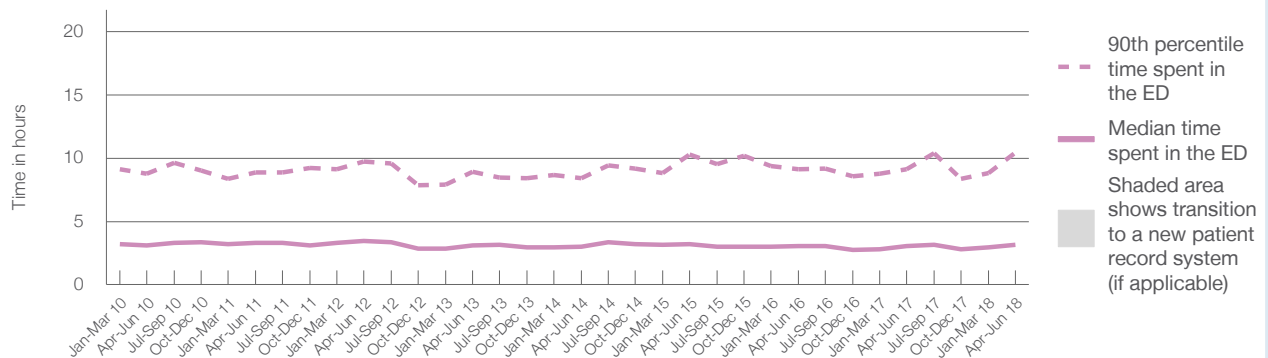
90th percentile time spent in the ED⁹ 10 hours and 27 minutes

Same period last year	NSW (this period)
9,398	
9,397	
3 hours and 2 minutes	2 hours and 44 minutes
9 hours and 6 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)	3h 6m	3h 18m	3h 27m	3h 6m	2h 59m	3h 13m	3h 3m	3h 2m	3h 8m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 45m	8h 51m	9h 44m	8h 56m	8h 25m	10h 17m	9h 7m	9h 6m	10h 27m

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

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

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

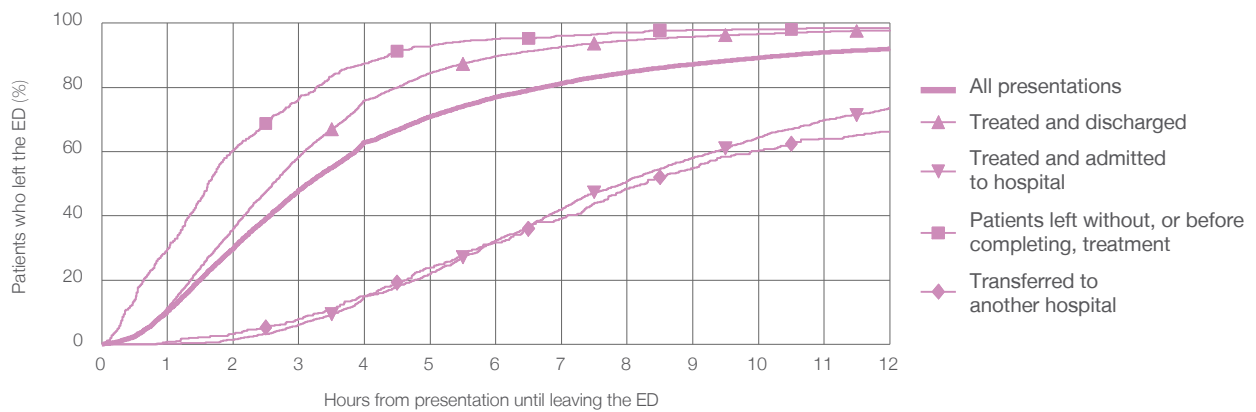
All presentations:¹ 9,714 patients

Presentations used to calculate time to leaving the ED:⁶ 9,714 patients

Treated and discharged	6,845 (70.5%)
Treated and admitted to hospital	1,810 (18.6%)
Patient left without, or before completing, treatment	635 (6.5%)
Transferred to another hospital	400 (4.1%)
Other	24 (0.2%)

Same period last year	Change since one year ago
9,397	3%
6,762	1.2%
1,701	6.4%
532	19.4%
366	9.3%
37	-35.1%

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

Treated and discharged	11.4%	36.0%	58.5%	76.0%	89.7%	94.6%	96.6%	97.8%
Treated and admitted to hospital	0.2%	1.4%	6.1%	15.0%	32.3%	50.8%	64.5%	73.5%
Patient left without, or before completing, treatment	29.8%	60.3%	76.5%	87.6%	95.1%	97.2%	98.1%	98.6%
Transferred to another hospital	0.8%	3.3%	8.0%	15.0%	31.8%	48.5%	60.5%	66.3%
All presentations	10.3%	30.0%	48.0%	62.9%	77.0%	84.7%	89.2%	92.0%

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

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

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

All presentations at the emergency department: ¹ 9,714 patients

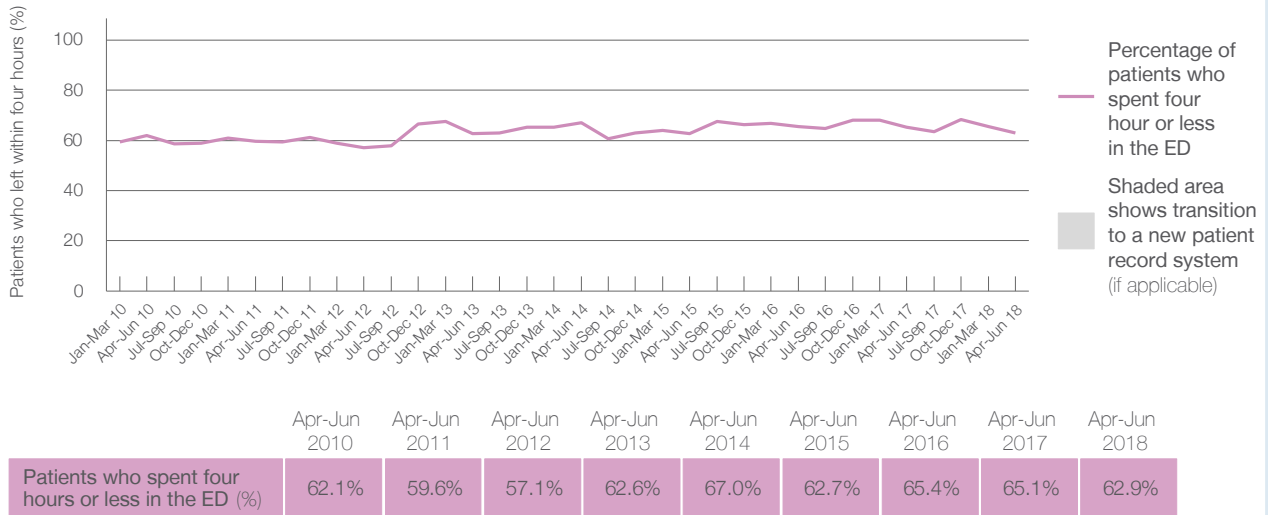
Presentations used to calculate time to leaving the ED: ⁶ 9,714 patients

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	9,398	3%
Presentations used to calculate time to leaving the ED	9,397	3%
Percentage of patients who spent four hours or less in the ED	65.1%	

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.

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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*.

- 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).

Wollongong Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 17,067 patients

Emergency presentations:² 16,844 patients

Same period last year	Change since one year ago
15,918	7%
15,656	8%

Wollongong Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,118 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,753 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,951 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 897 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
2,157	
8 minutes	8 minutes
21 minutes	24 minutes
6,673	
20 minutes	19 minutes
59 minutes	63 minutes
6,002	
21 minutes	24 minutes
83 minutes	95 minutes
674	
19 minutes	21 minutes
107 minutes	96 minutes

Wollongong Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 17,067 patients

Percentage of patients who spent four hours or less in the ED 67%

Same period last year	Change since one year ago
15,918	7%
66%	

* 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.

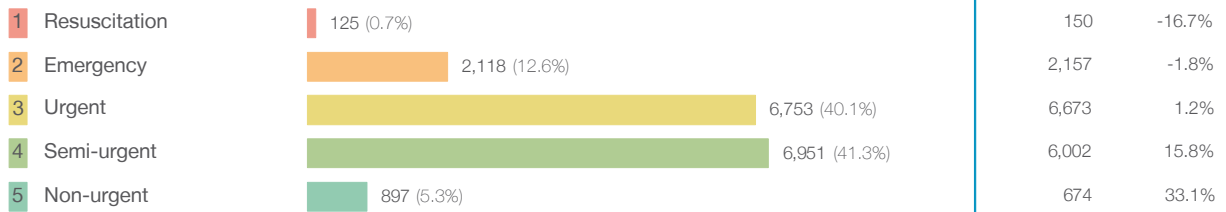
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Wollongong Hospital: Patients presenting to the emergency department

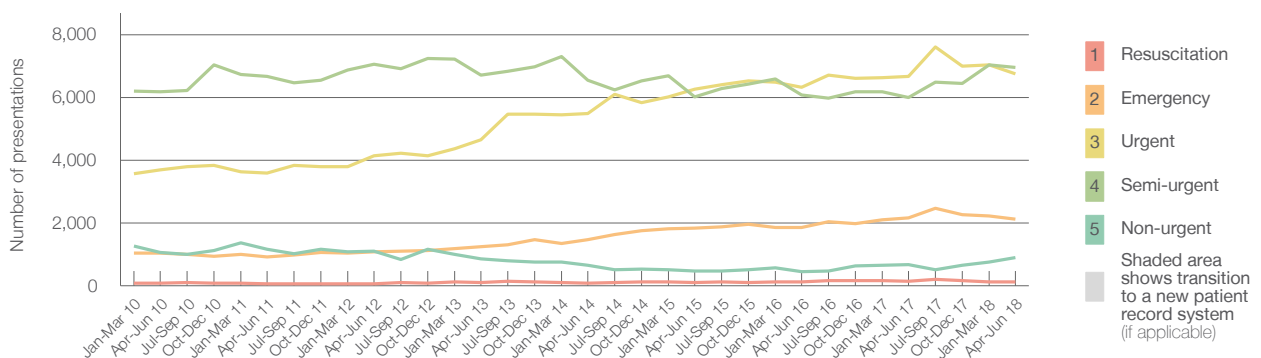
April to June 2018

All presentations:¹ 17,067 patients

Emergency presentations² by triage category: 16,844 patients



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	73	65	65	89	87	101	120	150	125
Emergency	1,042	915	1,075	1,243	1,469	1,824	1,859	2,157	2,118
Urgent	3,691	3,589	4,147	4,653	5,480	6,270	6,321	6,673	6,753
Semi-urgent	6,180	6,678	7,052	6,718	6,540	6,008	6,079	6,002	6,951
Non-urgent	1,062	1,168	1,099	863	651	459	443	674	897
All emergency presentations	12,048	12,415	13,438	13,566	14,227	14,662	14,822	15,656	16,844

Wollongong Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 5,292 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.

Wollongong 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: 2,118

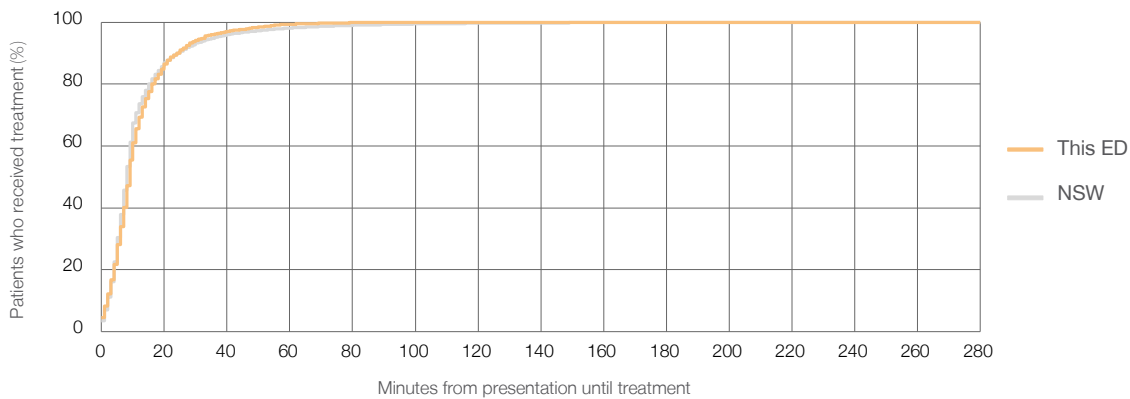
Number of triage 2 patients used to calculate waiting time:³ 2,115

Median time to start treatment⁴ 9 minutes

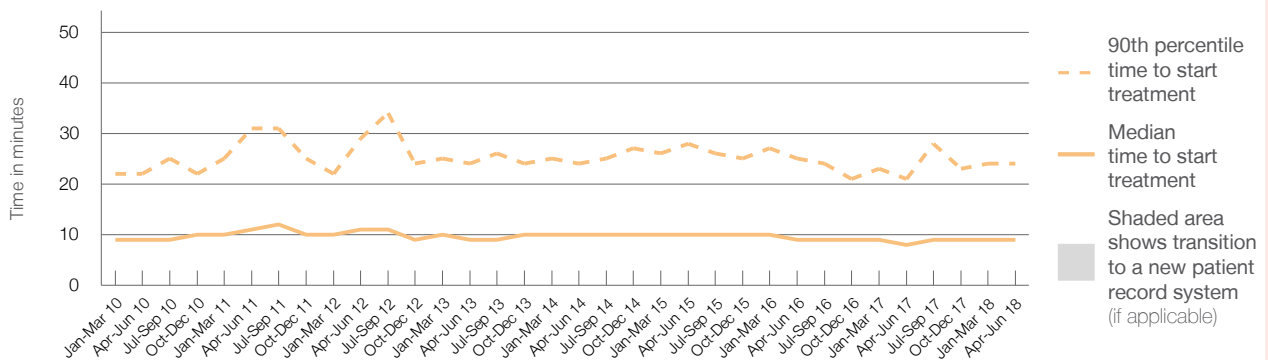
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
2,157	2,156
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)	9	11	11	9	10	10	9	8	9
90th percentile time to start treatment ⁵ (minutes)	22	31	29	24	24	28	25	21	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.

Wollongong 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: 6,753

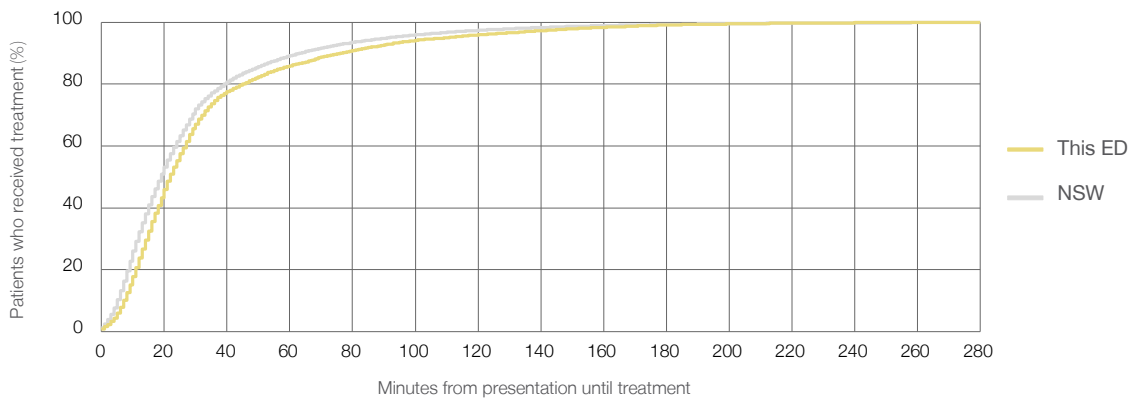
Number of triage 3 patients used to calculate waiting time:³ 6,648

Median time to start treatment⁴ 22 minutes

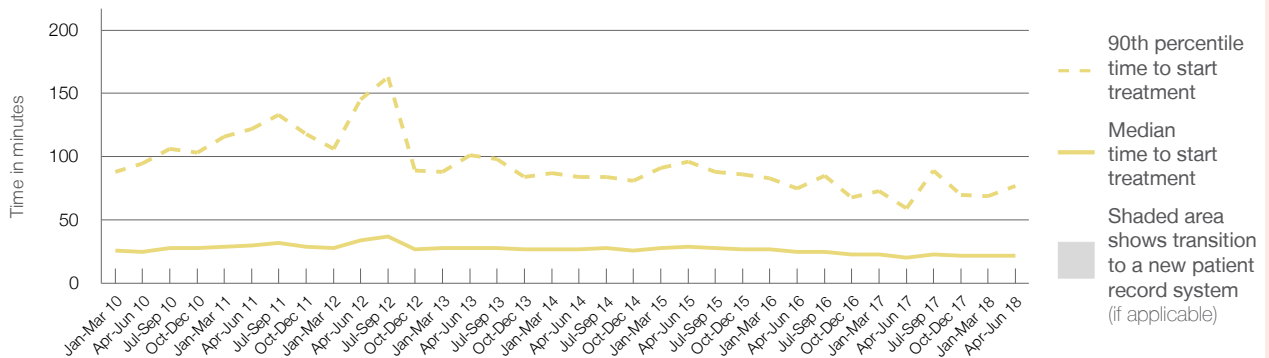
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
6,673	6,584
20 minutes	19 minutes
59 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)	25	30	34	28	27	29	25	20	22
90th percentile time to start treatment ⁵ (minutes)	95	122	145	101	84	96	75	59	77

(†) 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.

Wollongong 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: 6,951

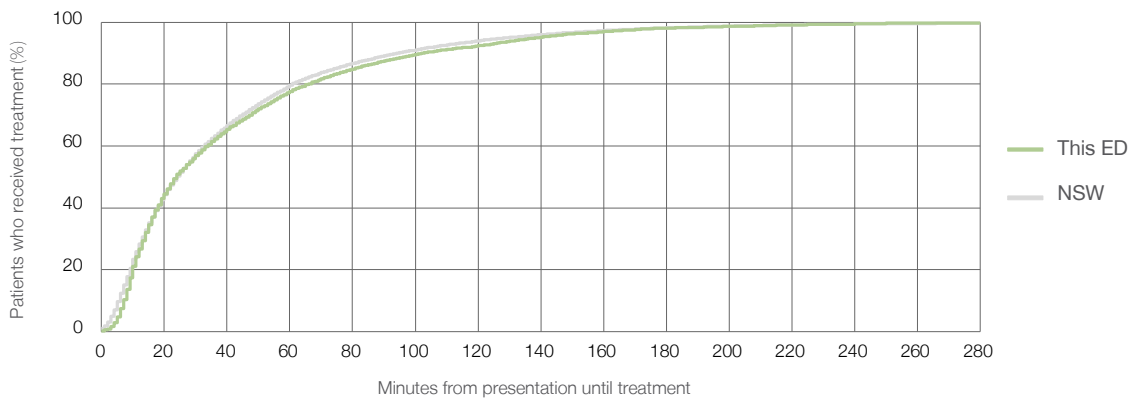
Number of triage 4 patients used to calculate waiting time:³ 6,711

Median time to start treatment⁴ 24 minutes

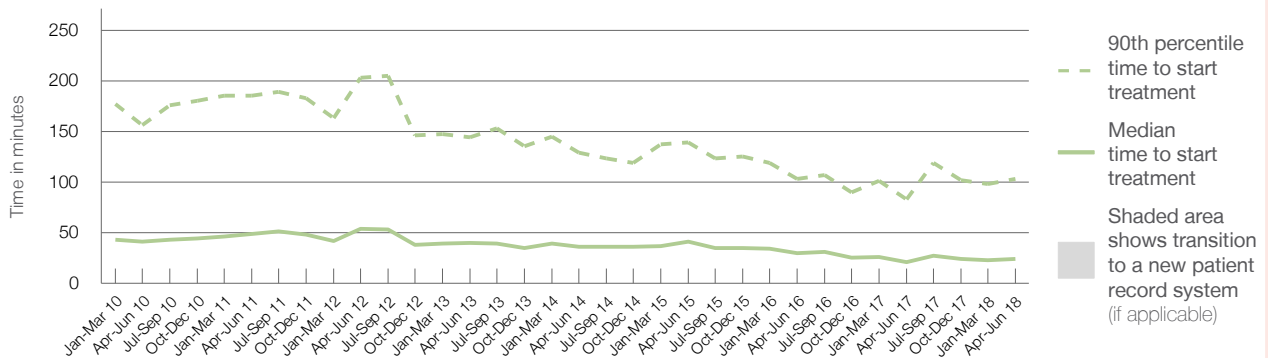
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
6,002	5,787
21 minutes	24 minutes
83 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)	41	49	54	40	36	41	30	21	24
90th percentile time to start treatment ⁵ (minutes)	156	185	203	144	129	139	103	83	103

(†) 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.

Wollongong 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: 897

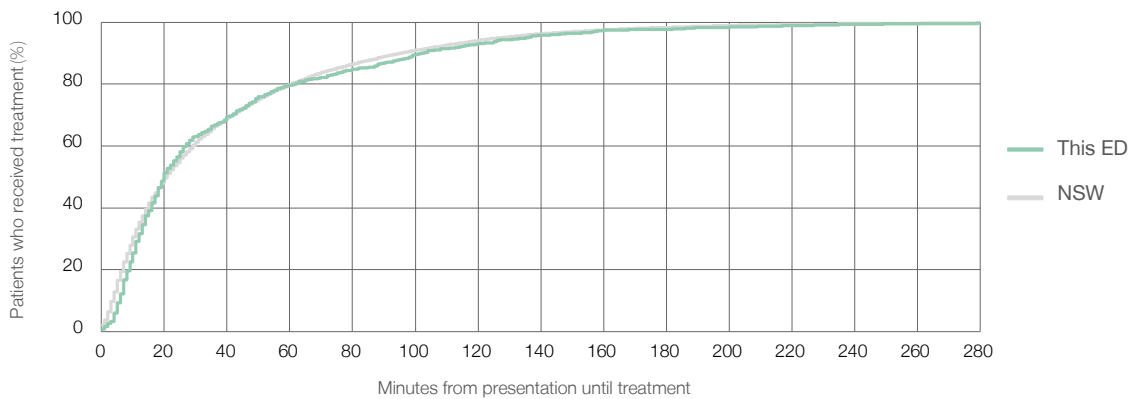
Number of triage 5 patients used to calculate waiting time:³ 787

Median time to start treatment⁴ 20 minutes

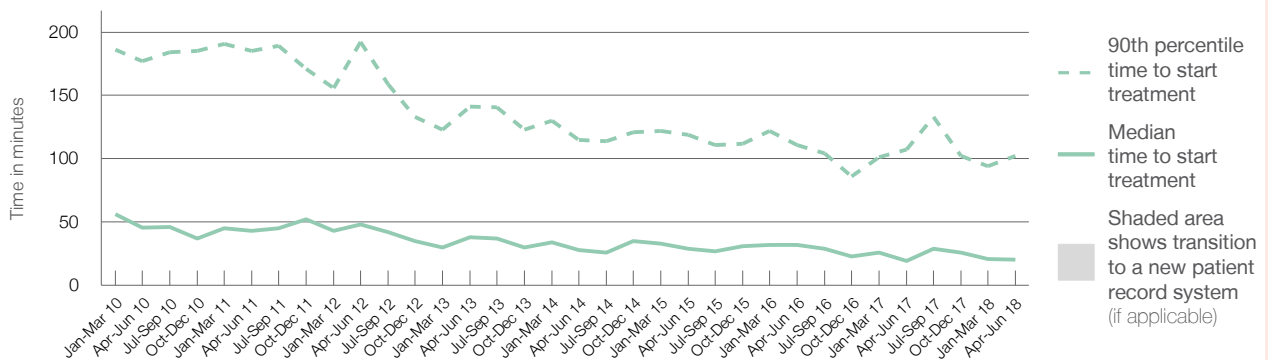
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
674	577
19 minutes	21 minutes
107 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)	46	43	48	38	28	29	32	19	20
90th percentile time to start treatment ⁵ (minutes)	177	185	192	141	115	119	111	107	102

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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.

Wollongong Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 17,067 patients

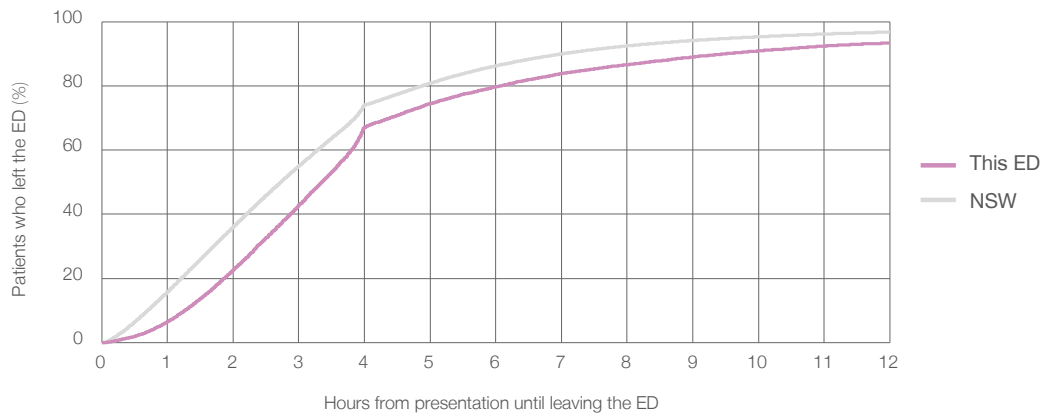
Presentations used to calculate time to leaving the ED:⁶ 17,067 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

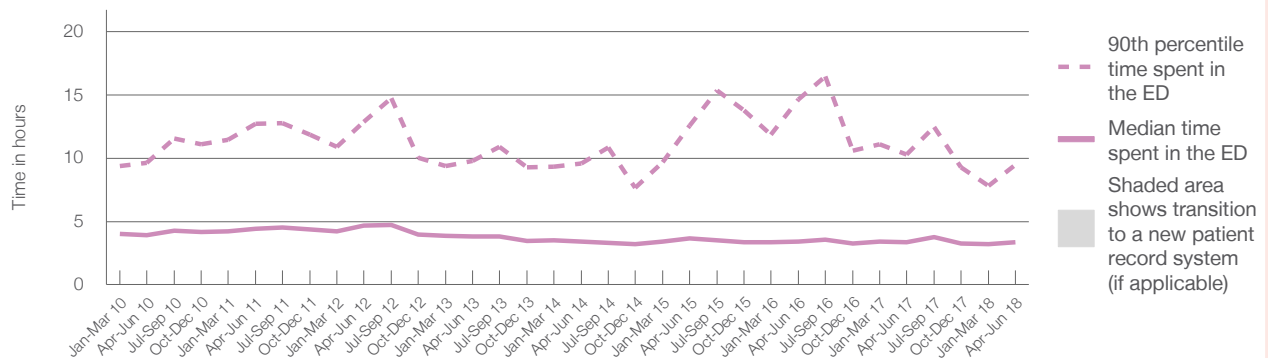
90th percentile time spent in the ED⁹ 9 hours and 30 minutes

Same period last year	NSW (this period)
15,918	15,918
3 hours and 21 minutes	2 hours and 44 minutes
10 hours and 17 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)	3h 55m	4h 25m	4h 40m	3h 48m	3h 24m	3h 41m	3h 25m	3h 21m	3h 21m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 38m	12h 44m	12h 52m	9h 48m	9h 36m	12h 33m	14h 37m	10h 17m	9h 30m

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

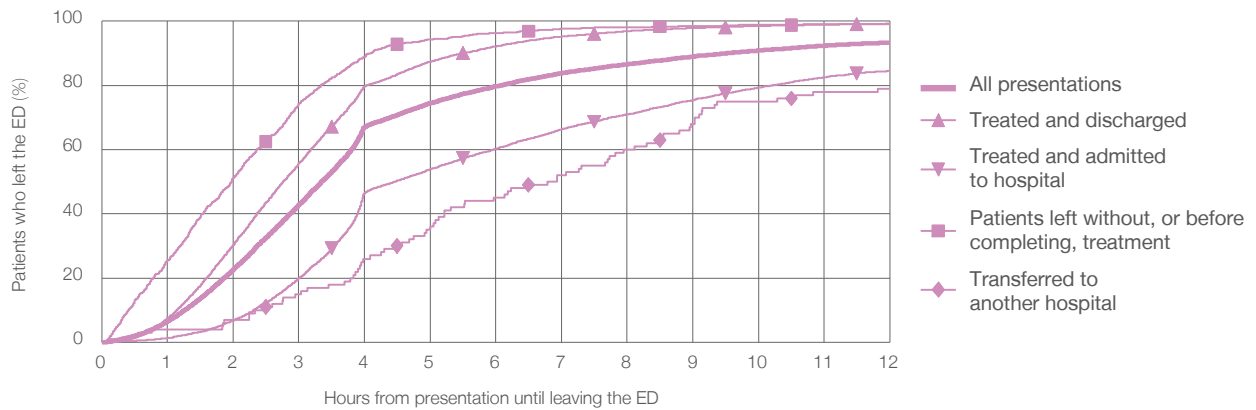
All presentations:¹ 17,067 patients

Presentations used to calculate time to leaving the ED:⁶ 17,067 patients

Treated and discharged	9,085 (53.2%)
Treated and admitted to hospital	6,690 (39.2%)
Patient left without, or before completing, treatment	1,112 (6.5%)
Transferred to another hospital	100 (0.6%)
Other	80 (0.5%)

Same period last year	Change since one year ago
15,918	7%
8,513	6.7%
6,233	7.3%
940	18.3%
121	-17.4%
111	-27.9%

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	7.6%	30.4%	55.8%	79.7%	92.2%	96.9%	98.5%	99.2%
Treated and admitted to hospital	1.3%	6.8%	19.9%	46.5%	60.3%	71.0%	79.3%	84.5%
Patient left without, or before completing, treatment	25.4%	51.2%	74.3%	88.9%	96.3%	98.2%	98.8%	99.1%
Transferred to another hospital	4.0%	7.0%	15.0%	26.0%	45.0%	60.0%	75.0%	79.0%
All presentations	6.6%	22.6%	42.9%	67.0%	79.7%	86.6%	90.9%	93.3%

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Wollongong 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 17,067 patients

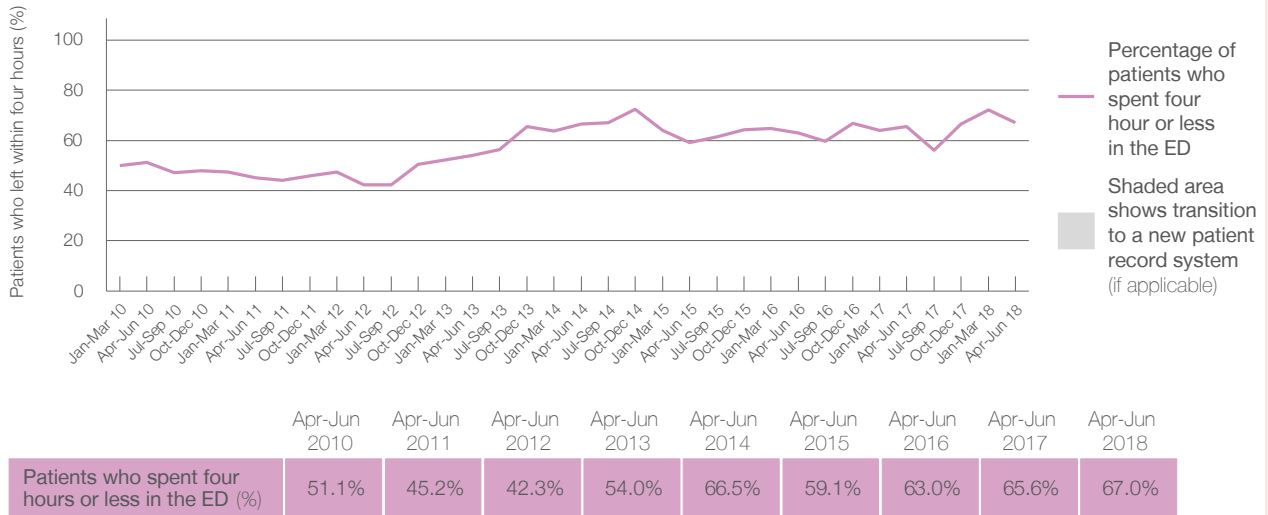
Presentations used to calculate time to leaving the ED: ⁶ 17,067 patients

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



Same period last year	Change since one year ago
15,918	7%
15,918	7%
65.6%	

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*.

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- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
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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).