

Batemans Bay District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 5,044 patients
Emergency presentations:² 4,924 patients

Same period last year	Change since one year ago
4,676	8%
4,534	9%

Batemans Bay District Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 456 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,264 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,426 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 762 patients

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

Same period last year	NSW (this period)
398	
8 minutes	8 minutes
28 minutes	26 minutes
1,239	
22 minutes	20 minutes
68 minutes	72 minutes
2,257	
27 minutes	26 minutes
96 minutes	104 minutes
622	
21 minutes	23 minutes
72 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 5,043 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
4,676	8%
88%	

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

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

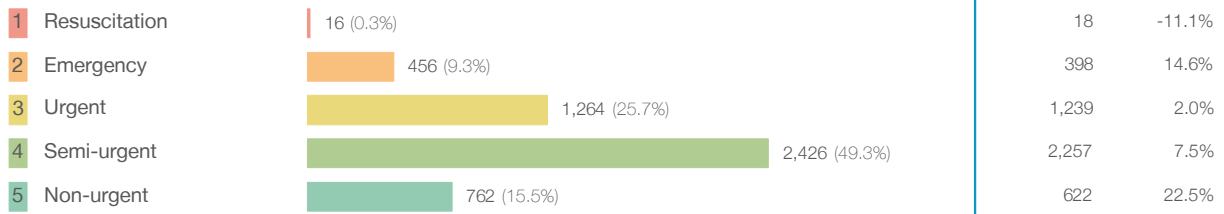
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Batemans Bay District Hospital: Patients presenting to the emergency department October to December 2018

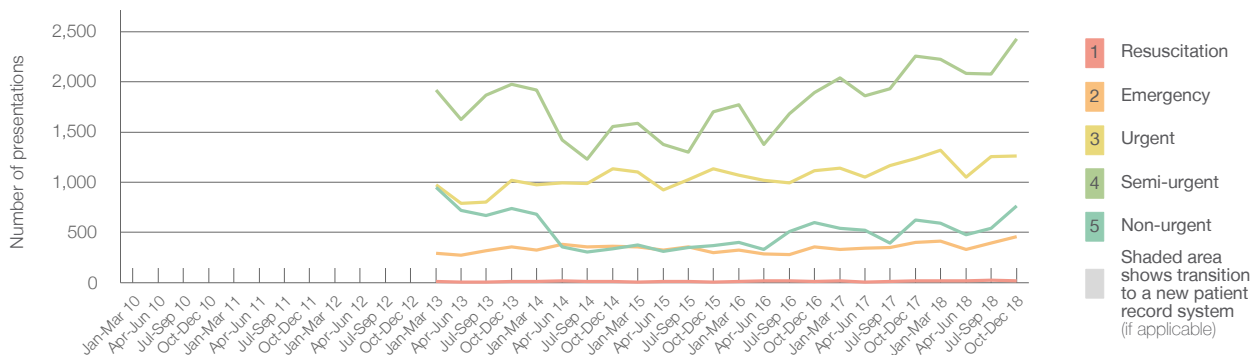
All presentations:¹ 5,044 patients

Emergency presentations² by triage category: 4,924 patients



Same period last year	Change since one year ago
4,676	8%
4,534	9%
18	-11.1%
398	14.6%
1,239	2.0%
2,257	7.5%
622	22.5%

Emergency presentations² 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				14	11	8	9	18	16
Emergency				358	361	296	359	398	456
Urgent				1,017	1,133	1,134	1,117	1,239	1,264
Semi-urgent				1,978	1,556	1,703	1,891	2,257	2,426
Non-urgent				740	339	370	600	622	762
All emergency presentations				4,107	3,400	3,511	3,976	4,534	4,924

Batemans Bay District Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 472 patients

ED Transfer of care time



Same period last year	Change since one year ago
474	
9 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Batemans Bay District Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 456

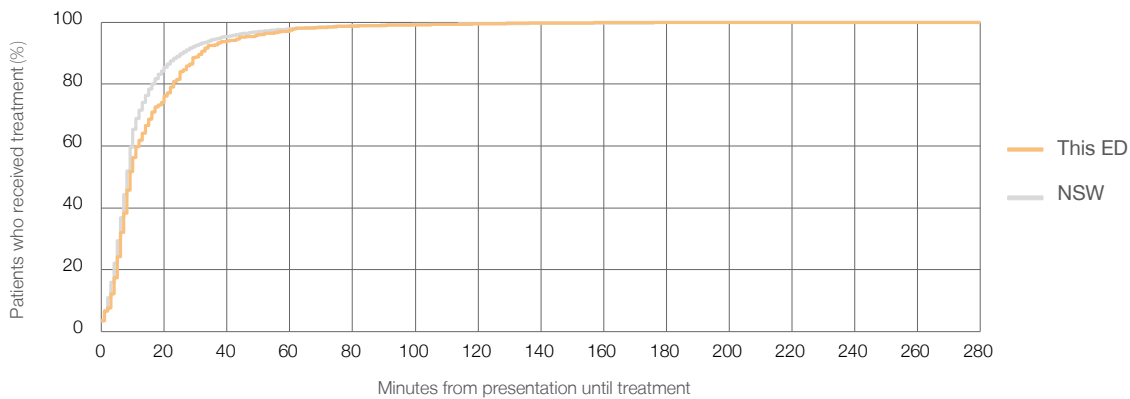
Number of triage 2 patients used to calculate waiting time:³ 450

Median time to start treatment⁴ 9 minutes

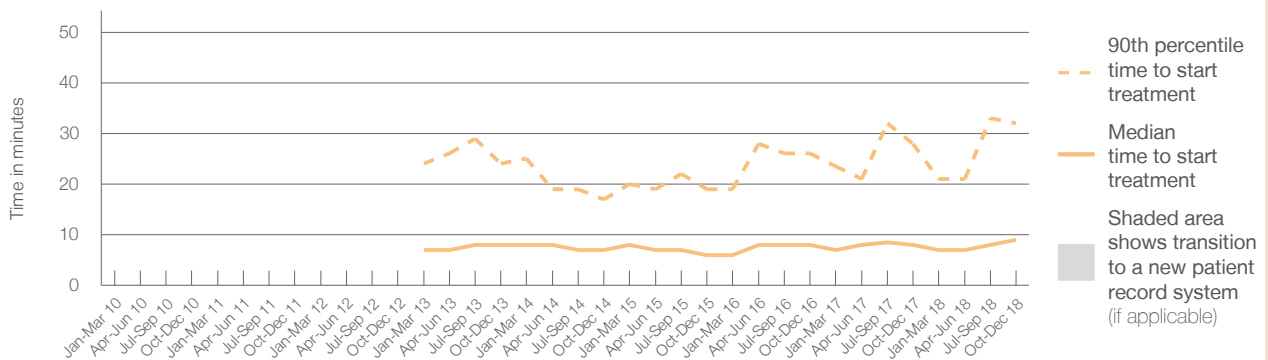
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
398	
395	
8 minutes	8 minutes
28 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^{†‡§}



	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 ⁴ (minutes)				8	7	6	8	8	9
90th percentile time to start treatment ⁵ (minutes)				24	17	19	26	28	32

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Batemans Bay District 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: 1,264

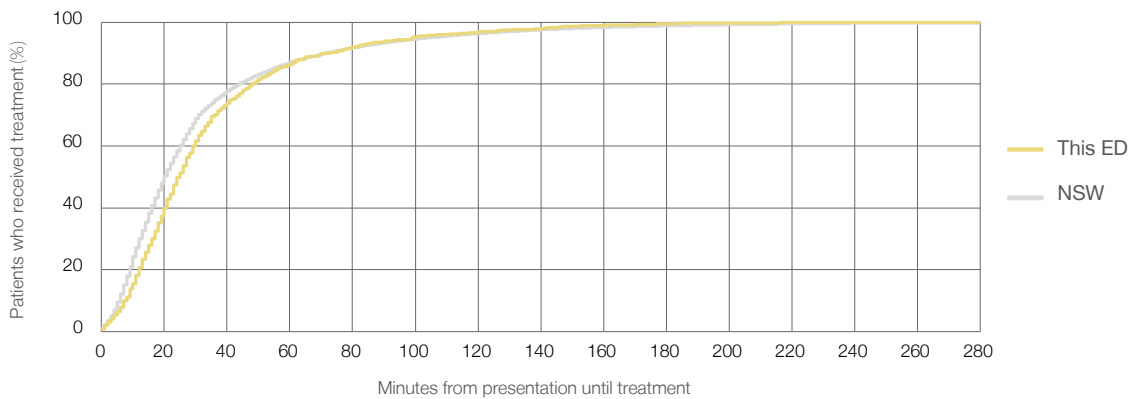
Number of triage 3 patients used to calculate waiting time:³ 1,197

Median time to start treatment⁴ 25 minutes

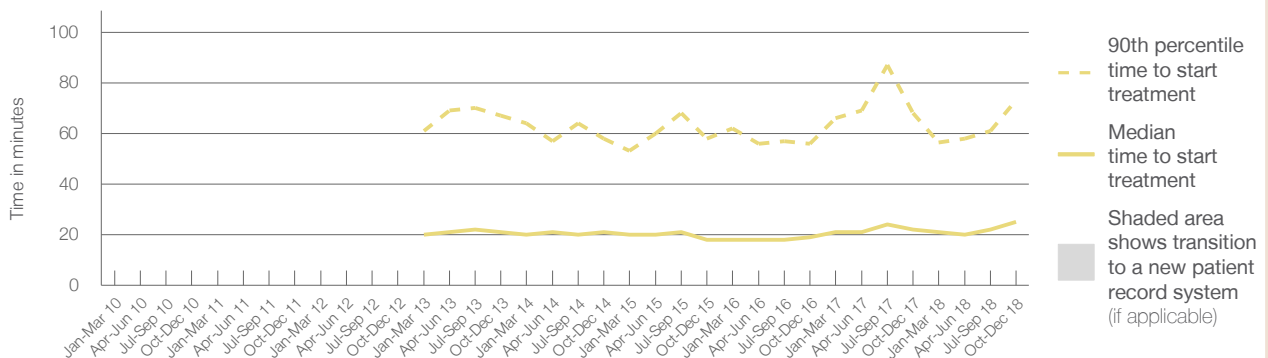
90th percentile time to start treatment⁵ 73 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,239	1,173
Median time to start treatment ⁴	22 minutes	20 minutes
90th percentile time to start treatment ⁵	68 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^{†‡§}



	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 ⁴ (minutes)				21	21	18	19	22	25
90th percentile time to start treatment ⁵ (minutes)				67	58	58	56	68	73

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Batemans Bay District 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: 2,426

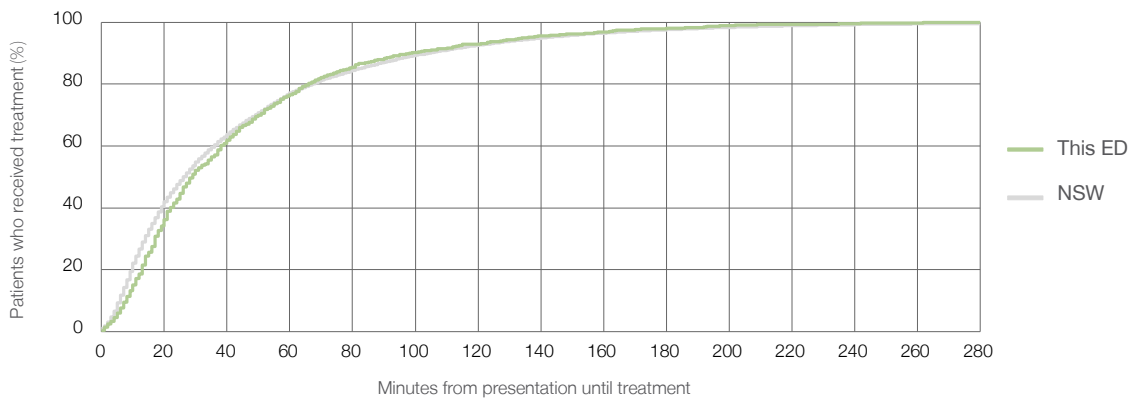
Number of triage 4 patients used to calculate waiting time:³ 1,017

Median time to start treatment⁴ 29 minutes

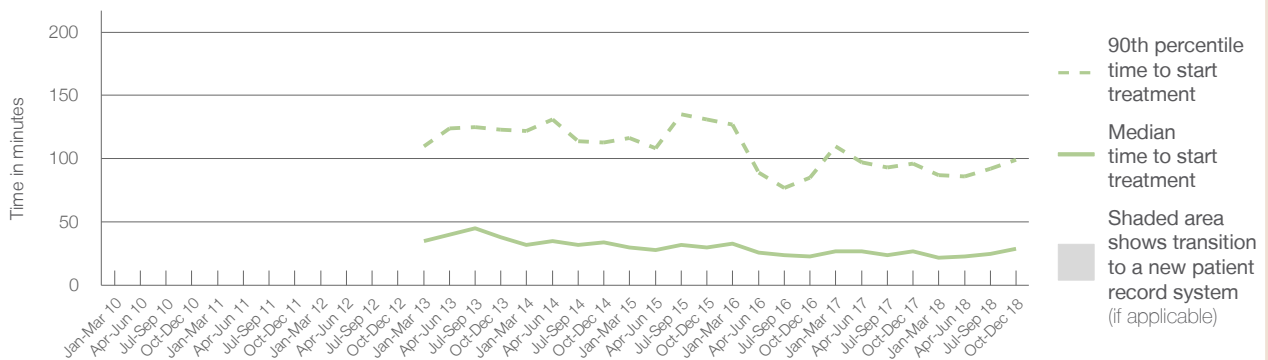
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
2,257	982
27 minutes	26 minutes
96 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^{†‡§}



	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 ⁴ (minutes)				38	34	30	23	27	29
90th percentile time to start treatment ⁵ (minutes)				123	113	131	85	96	99

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Batemans Bay District 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: 762

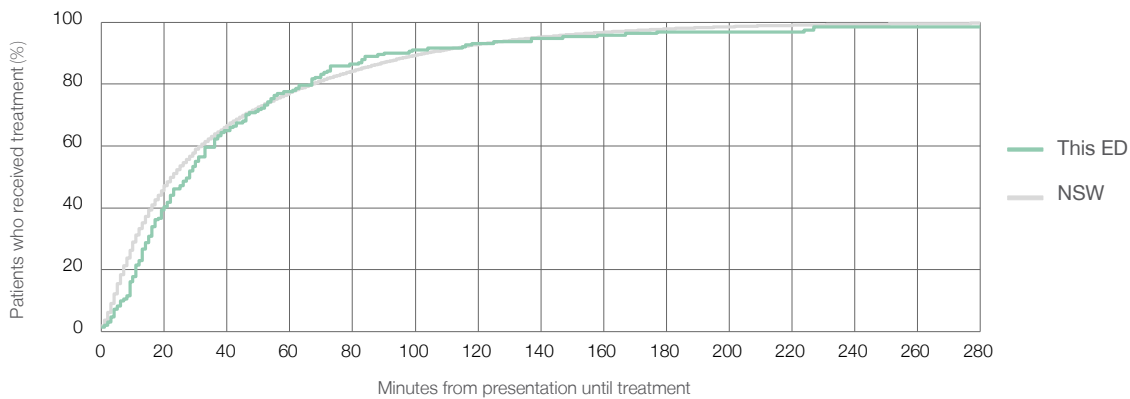
Number of triage 5 patients used to calculate waiting time:³ 191

Median time to start treatment⁴ 28 minutes

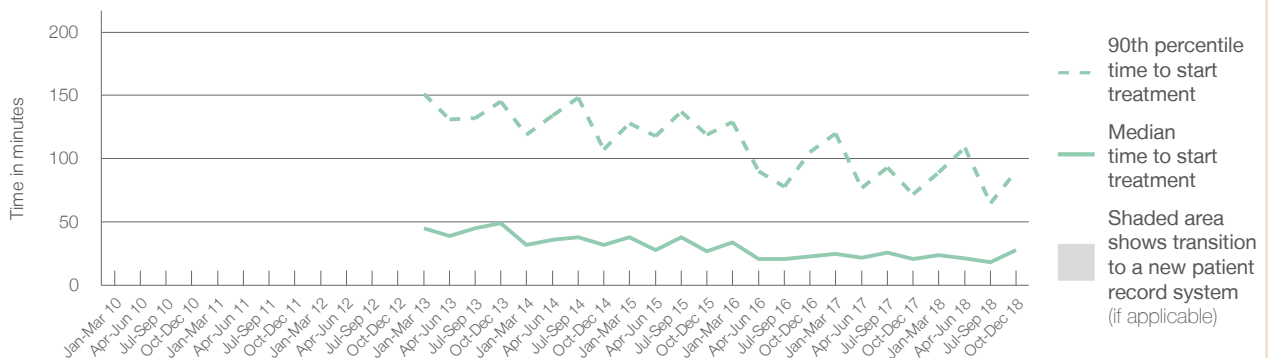
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
622	186
21 minutes	23 minutes
72 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^{†‡§}



	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 ⁴ (minutes)				49	32	27	23	21	28
90th percentile time to start treatment ⁵ (minutes)				145	107	119	105	72	90

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Batemans Bay District Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 5,044 patients

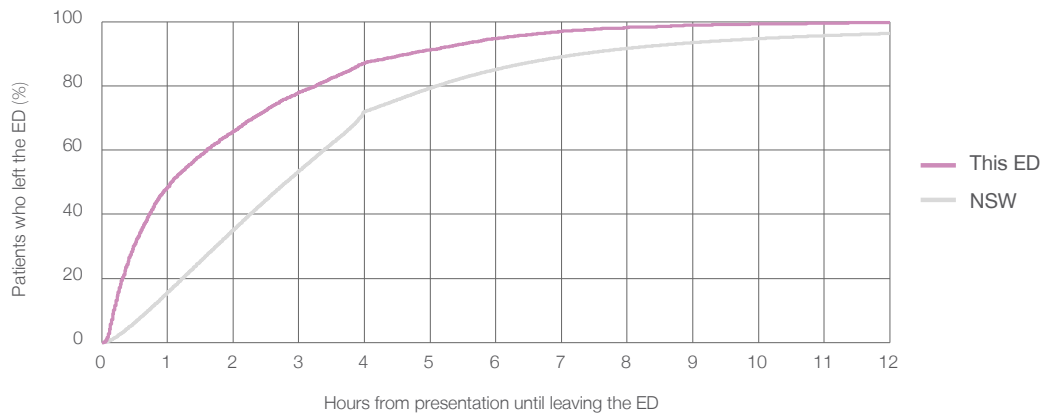
Presentations used to calculate time to leaving the ED:⁶ 5,043 patients

Median time spent in the ED⁸ 1 hours and 4 minutes

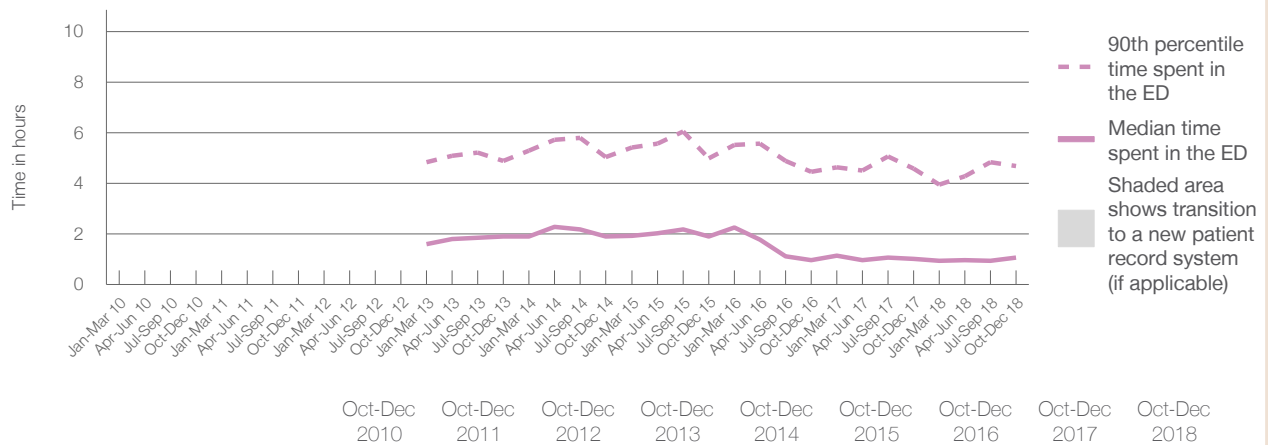
90th percentile time spent in the ED⁹ 4 hours and 41 minutes

Same period last year	NSW (this period)
4,676	4,676
1 hours and 2 minutes	2 hours and 49 minutes
4 hours and 35 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^{†‡§}



	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 ⁸ (hours, minutes)				1h 55m	1h 54m	1h 54m	0h 59m	1h 2m	1h 4m
90th percentile time spent in the ED ⁹ (hours, minutes)				4h 53m	5h 3m	4h 59m	4h 28m	4h 35m	4h 41m

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Batemans Bay District Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

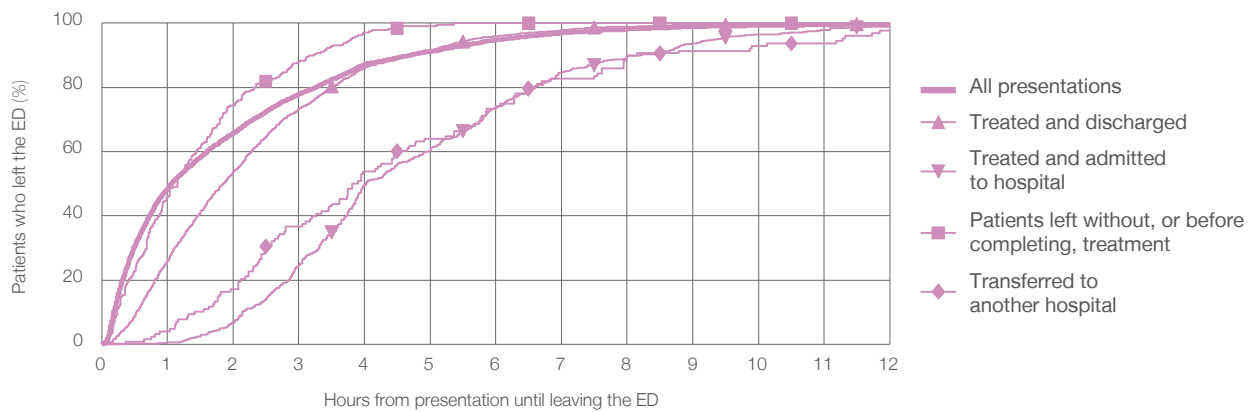
All presentations:¹ 5,044 patients

Presentations used to calculate time to leaving the ED:⁶ 5,043 patients

Treated and discharged	2,245 (44.5%)
Treated and admitted to hospital	521 (10.3%)
Patient left without, or before completing, treatment	249 (4.9%)
Transferred to another hospital	128 (2.5%)
Other	1,901 (37.7%)

Same period last year	Change since one year ago
4,676	8%
2,230	0.7%
493	5.7%
195	27.7%
116	10.3%
1,642	15.8%

Percentage of patients who left the ED by time and mode of separation, October to December 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	25.9%	53.8%	73.3%	86.1%	95.9%	98.9%	99.6%	99.7%
Treated and admitted to hospital	0.6%	6.7%	24.6%	49.7%	73.5%	89.6%	96.5%	98.8%
Patient left without, or before completing, treatment	45.8%	74.3%	88.0%	97.2%	100%	100%	100%	100%
Transferred to another hospital	3.9%	17.2%	36.7%	53.9%	74.2%	89.8%	93.0%	97.7%
All presentations	48.4%	65.8%	77.9%	87.2%	94.7%	98.2%	99.3%	99.7%

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Batemans Bay District 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: ¹ 5,044 patients

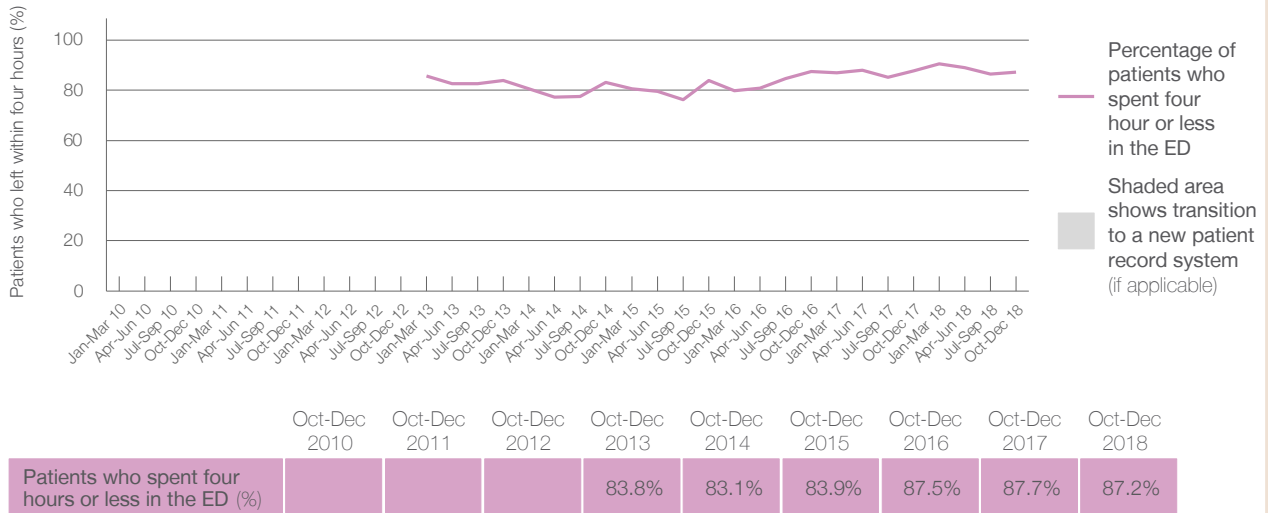
Presentations used to calculate time to leaving the ED: ⁶ 5,043 patients

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 5,044 patients	4,676	8%
Presentations used to calculate time to leaving the ED: ⁶ 5,043 patients	4,676	8%
Percentage of patients who spent four hours or less in the ED	87.7%	

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



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

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

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

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

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