

Healthcare Quarterly

Emergency department

Illawarra Shoalhaven Local Health District
Performance Profiles

October to December 2018

Milton Ulladulla Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 3,562 patients
Emergency presentations:² 3,448 patients

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

Milton Ulladulla Hospital: Time patients waited to start treatment³

October to December 2018

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

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 28 minutes

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

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 65 minutes

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

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

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

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 93 minutes

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

Milton Ulladulla Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 3,562 patients

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

Same period last year	Change since one year ago
3,528	1%
87%	

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

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

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

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

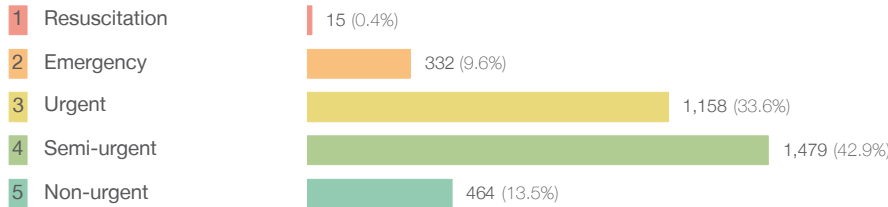
Milton Ulladulla Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 3,562 patients

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

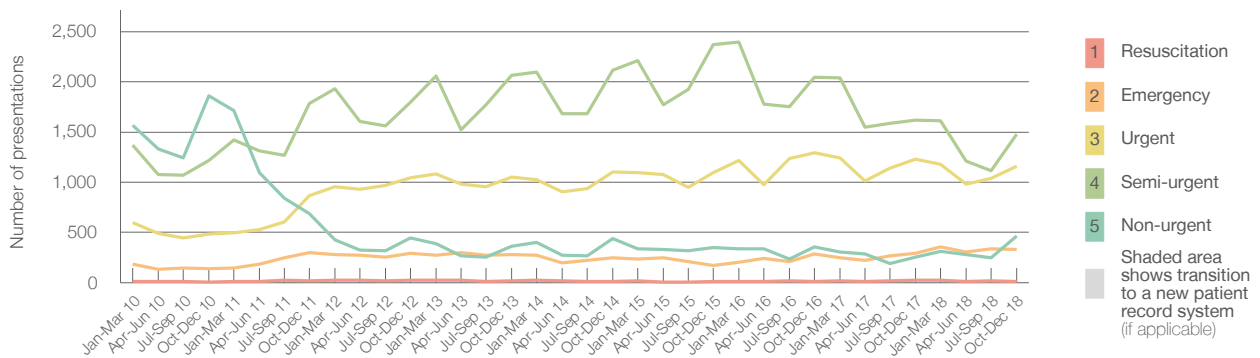
Emergency presentations² by triage category: 3,448 patients

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



Same period last year	Change since one year ago
25	-40.0%
292	13.7%
1,228	-5.7%
1,618	-8.6%
254	82.7%

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

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

Arrivals used to calculate transfer of care time:⁷ 444 patients

Same period last year	Change since one year ago
339	

ED Transfer of care time



Same period last year	Change since one year ago
14 minutes	0 minutes
31 minutes	-3 minutes

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

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

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

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

Number of triage 2 patients: 332

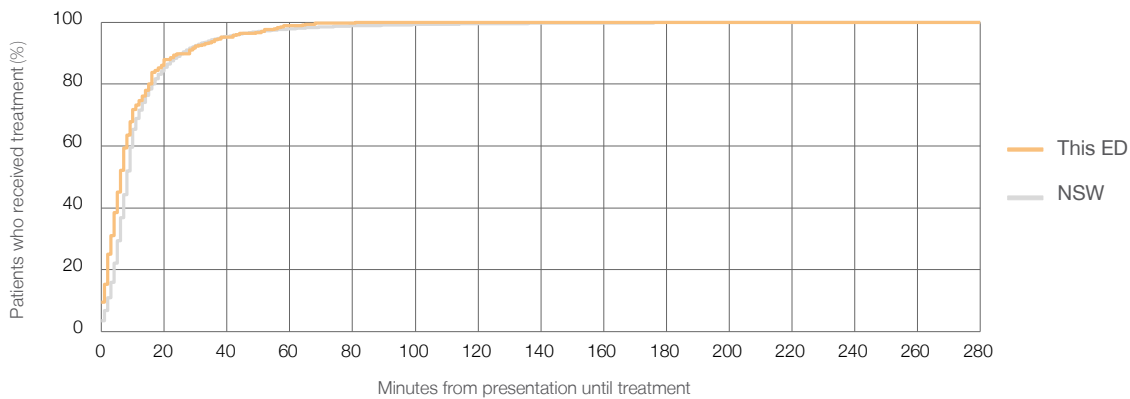
Number of triage 2 patients used to calculate waiting time:³ 332

Median time to start treatment⁴ 6 minutes

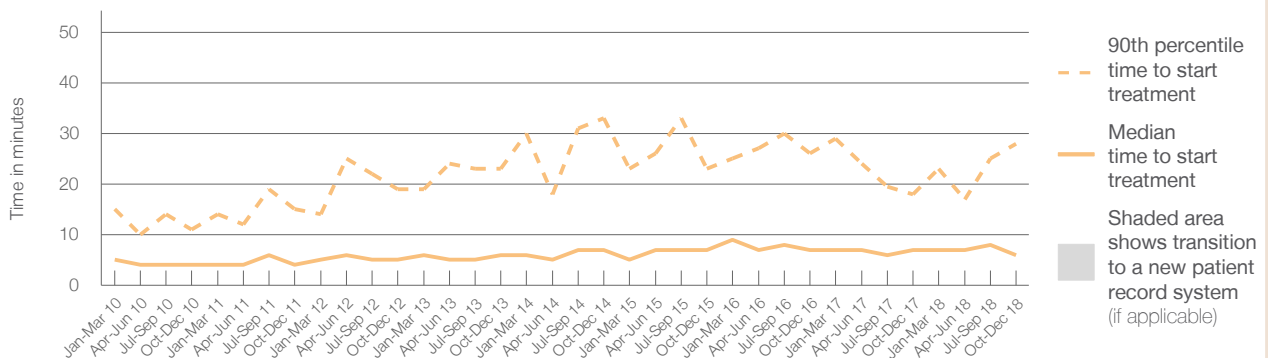
90th percentile time to start treatment⁵ 28 minutes

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

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



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



	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)	4	4	5	6	7	7	7	7	6
90th percentile time to start treatment ⁵ (minutes)	11	15	19	23	33	23	26	18	28

(†) 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 3 October to December 2018

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

Number of triage 3 patients: 1,158

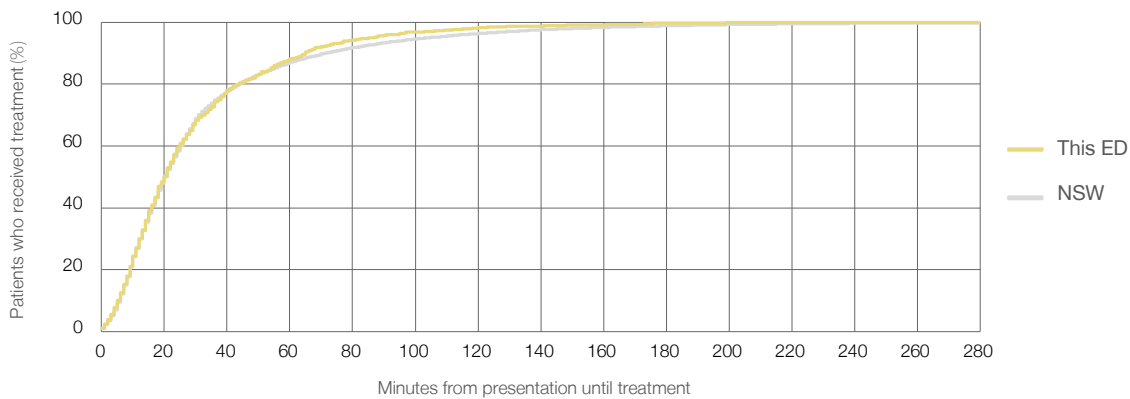
Number of triage 3 patients used to calculate waiting time:³ 1,142

Median time to start treatment⁴ 20 minutes

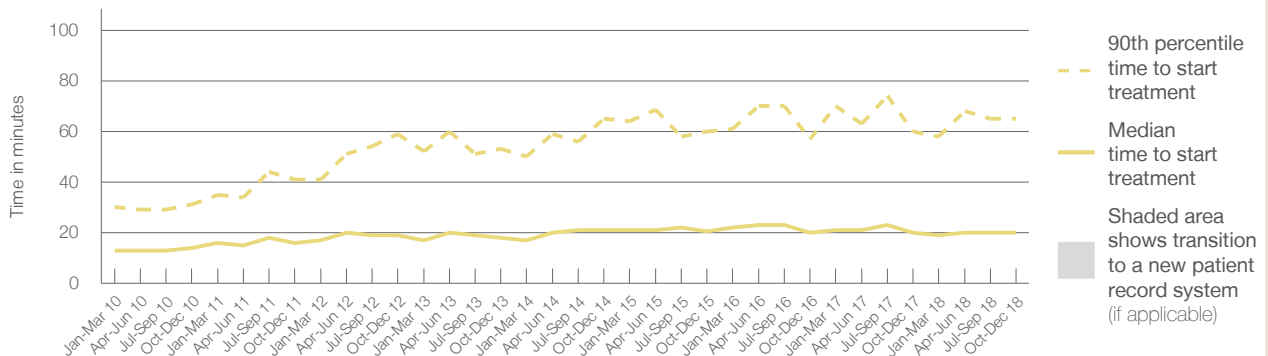
90th percentile time to start treatment⁵ 65 minutes

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

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



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



	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)	14	16	19	18	21	21	20	20	20
90th percentile time to start treatment ⁵ (minutes)	31	41	59	53	65	60	57	60	65

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

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

Number of triage 4 patients: 1,479

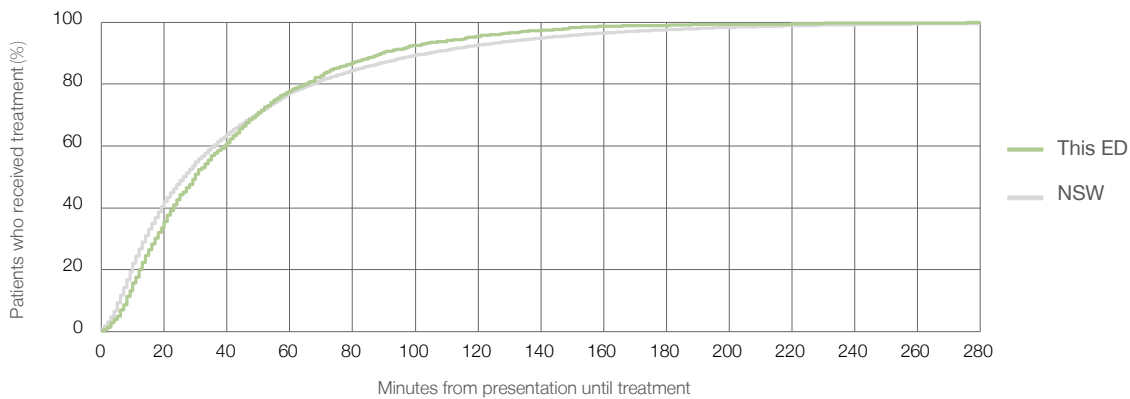
Number of triage 4 patients used to calculate waiting time:³ 1,418

Median time to start treatment⁴ 30 minutes

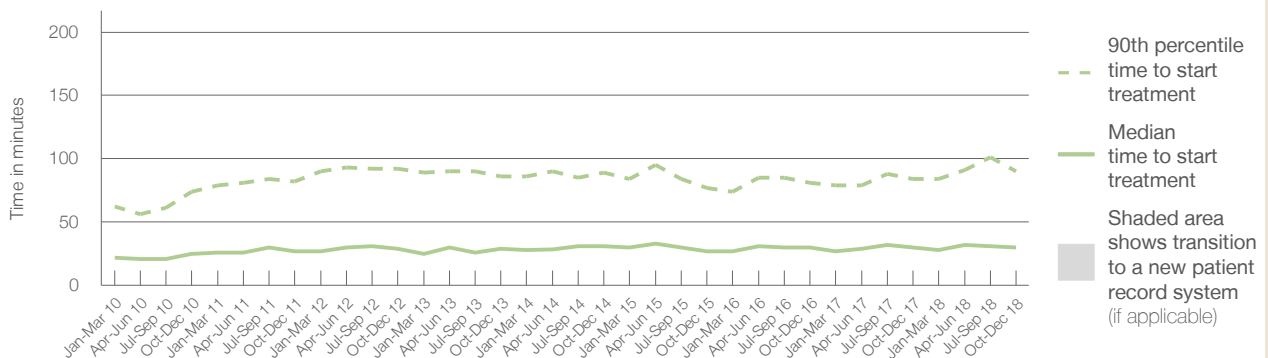
90th percentile time to start treatment⁵ 90 minutes

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

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



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



	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)	25	27	29	29	31	27	30	30	30
90th percentile time to start treatment ⁵ (minutes)	74	82	92	86	89	77	81	84	90

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

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

Number of triage 5 patients: 464

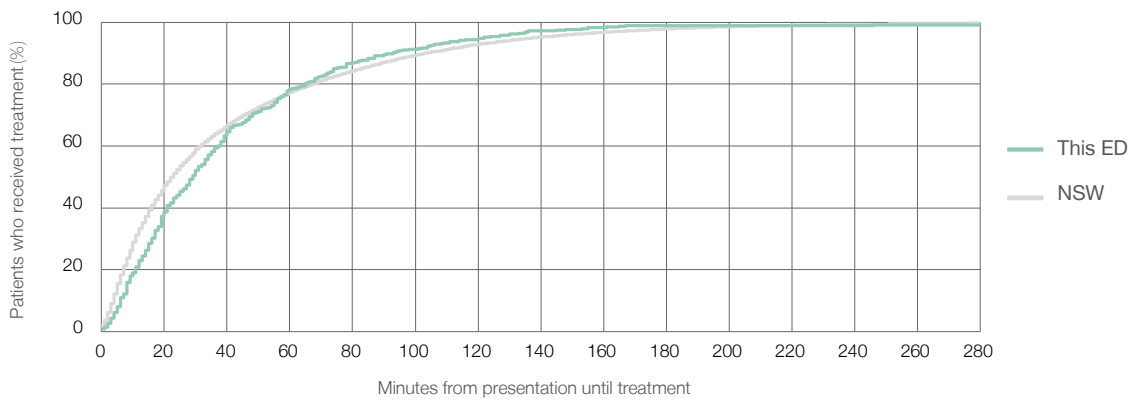
Number of triage 5 patients used to calculate waiting time:³ 435

Median time to start treatment⁴ 29 minutes

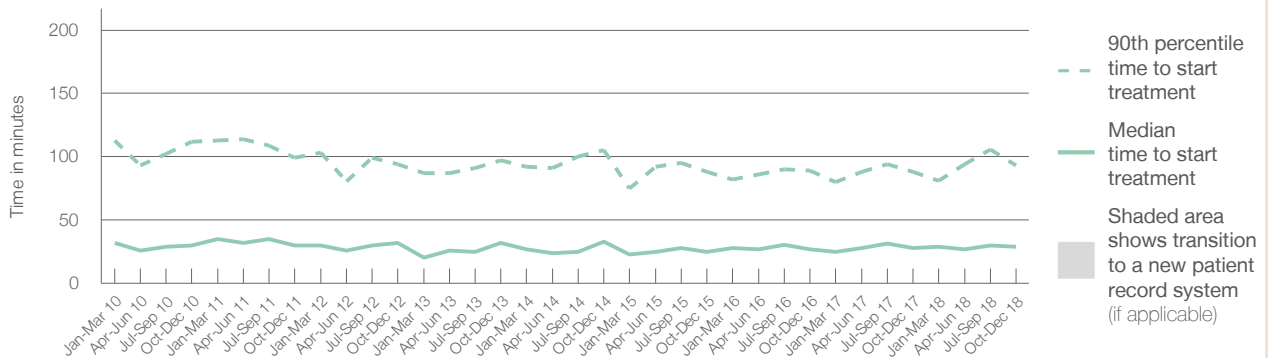
90th percentile time to start treatment⁵ 93 minutes

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

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



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



	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)	30	30	32	32	33	25	27	28	29
90th percentile time to start treatment ⁵ (minutes)	112	99	94	97	105	88	89	88	93

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Milton Ulladulla Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 3,562 patients

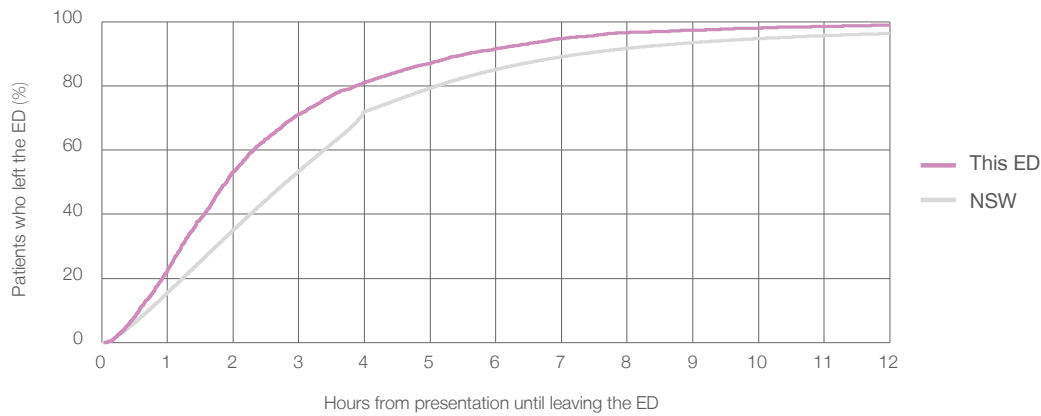
Presentations used to calculate time to leaving the ED:⁶ 3,562 patients

Median time spent in the ED⁸ 1 hours and 54 minutes

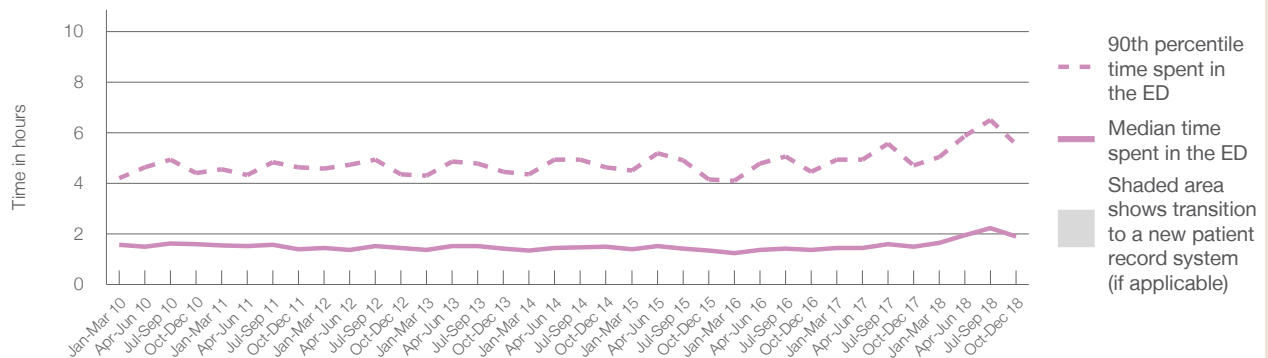
90th percentile time spent in the ED⁹ 5 hours and 33 minutes

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

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



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



	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 36m	1h 25m	1h 27m	1h 26m	1h 30m	1h 21m	1h 22m	1h 31m	1h 54m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 24m	4h 38m	4h 21m	4h 27m	4h 39m	4h 10m	4h 27m	4h 43m	5h 33m

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

(‡) 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.

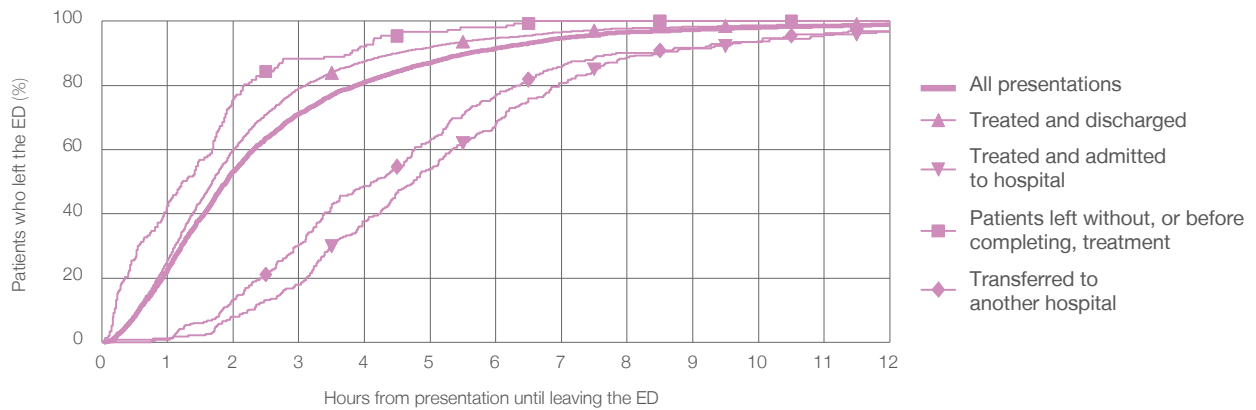
Milton Ulladulla Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:¹ 3,562 patients

Presentations used to calculate time to leaving the ED:⁶ 3,562 patients

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

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



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

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

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

(‡) 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
 October to December 2018

All presentations at the emergency department: ¹ 3,562 patients

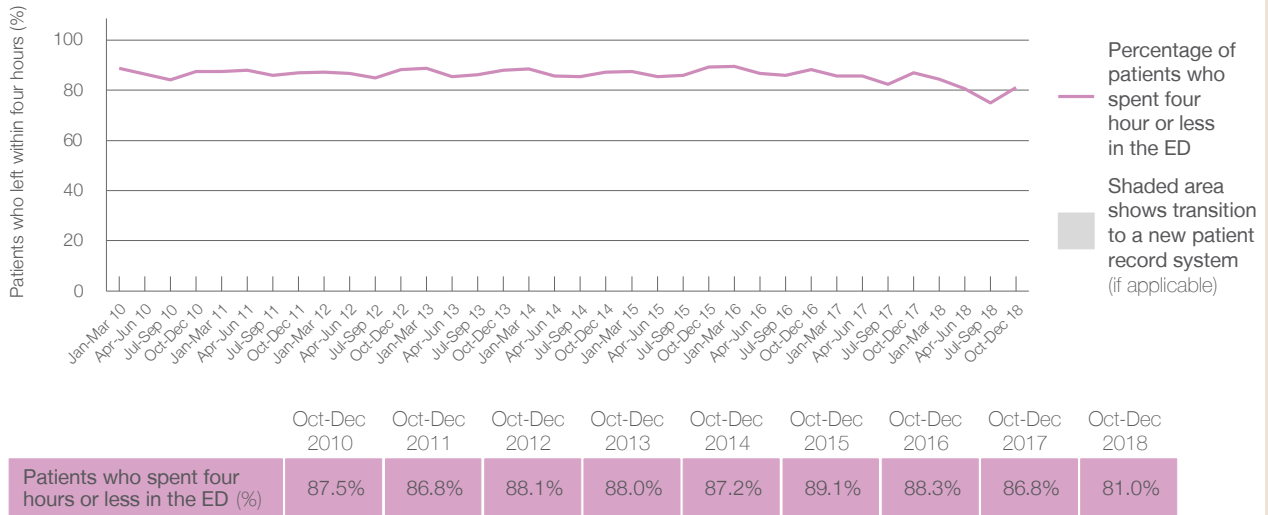
Presentations used to calculate time to leaving the ED: ⁶ 3,562 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 3,562 patients	3,529	1%
Presentations used to calculate time to leaving the ED: ⁶ 3,562 patients	3,528	1%
Percentage of patients who spent four hours or less in the ED	86.8%	

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



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

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

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

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

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

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

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

Shellharbour Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 8,337 patients
Emergency presentations:² 8,080 patients

Same period last year	Change since one year ago
8,088	3%
7,838	3%

Shellharbour Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 897 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,949 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 108 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,970 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 239 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
796	
7 minutes	8 minutes
15 minutes	26 minutes
2,850	
23 minutes	20 minutes
99 minutes	72 minutes
3,900	
26 minutes	26 minutes
139 minutes	104 minutes
270	
29 minutes	23 minutes
122 minutes	104 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 8,336 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
8,087	3%
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: 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.

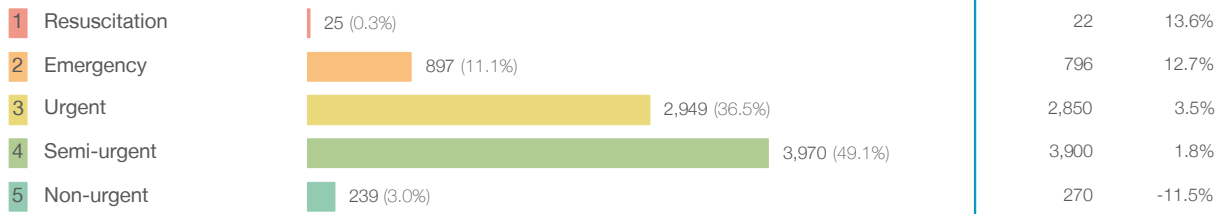
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

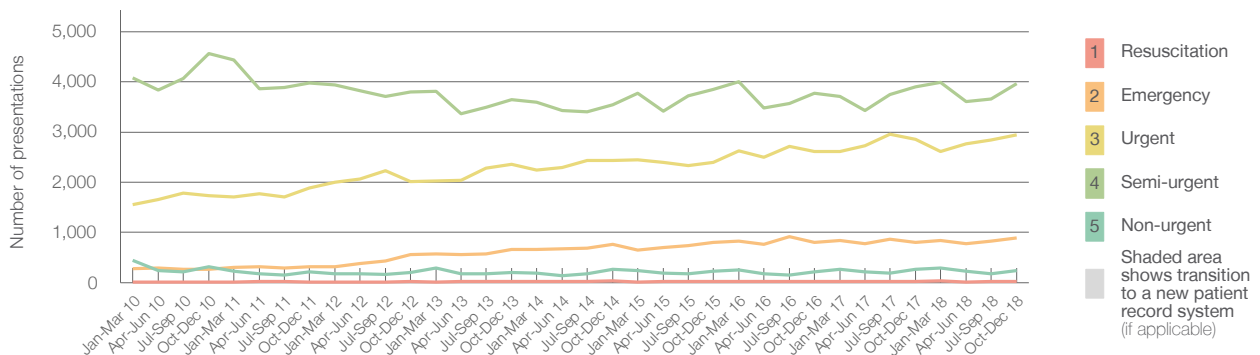
Shellharbour Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 8,337 patients

Emergency presentations² by triage category: 8,080 patients



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	10	13	23	24	34	30	22	22	25
Emergency	272	311	555	665	767	796	798	796	897
Urgent	1,736	1,885	2,011	2,363	2,433	2,400	2,614	2,850	2,949
Semi-urgent	4,568	3,974	3,798	3,648	3,539	3,852	3,775	3,900	3,970
Non-urgent	323	214	206	202	267	230	211	270	239
All emergency presentations	6,909	6,397	6,593	6,902	7,040	7,308	7,420	7,838	8,080

Shellharbour Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,878 patients

ED Transfer of care time



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

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Shellharbour Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

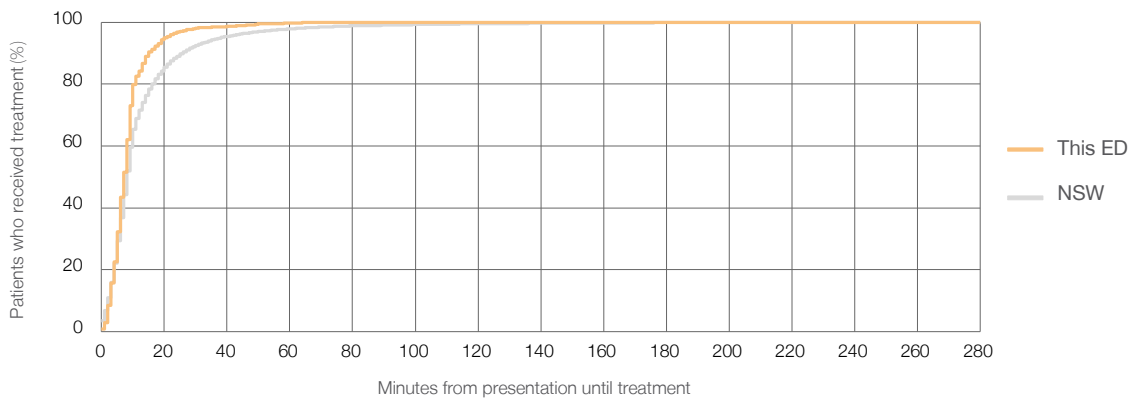
Number of triage 2 patients: 897

Number of triage 2 patients used to calculate waiting time:³ 895

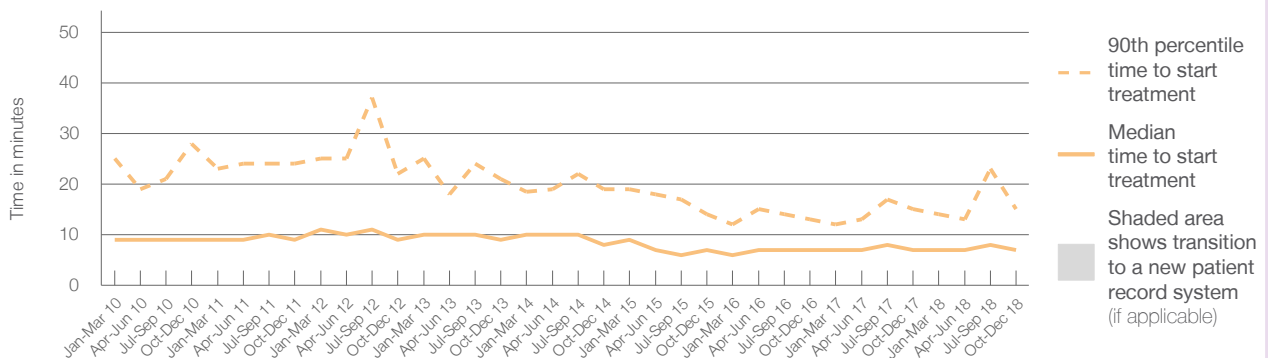
Median time to start treatment⁴ ■ 7 minutes
90th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
796	794
7 minutes	8 minutes
15 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)	9	9	9	9	8	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	28	24	22	21	19	14	13	15	15

(†) 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 October to December 2018

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

Number of triage 3 patients: 2,949

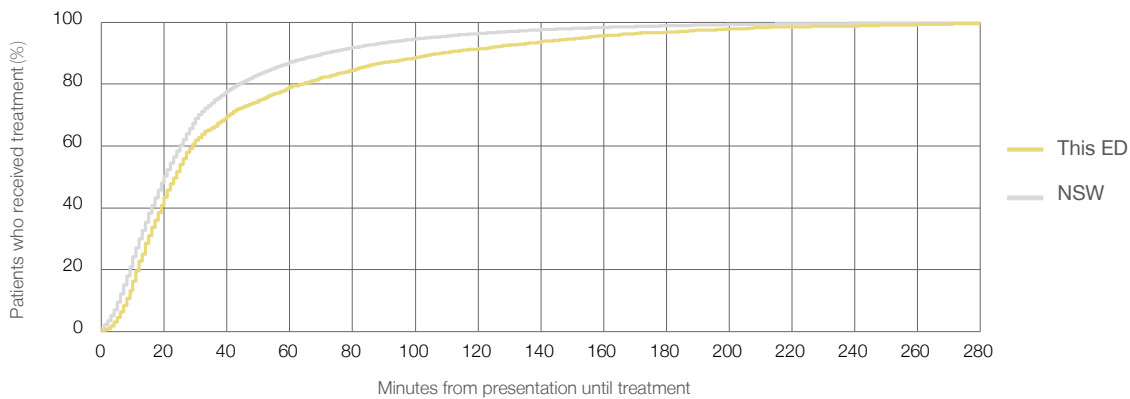
Number of triage 3 patients used to calculate waiting time:³ 2,886

Median time to start treatment⁴ 24 minutes

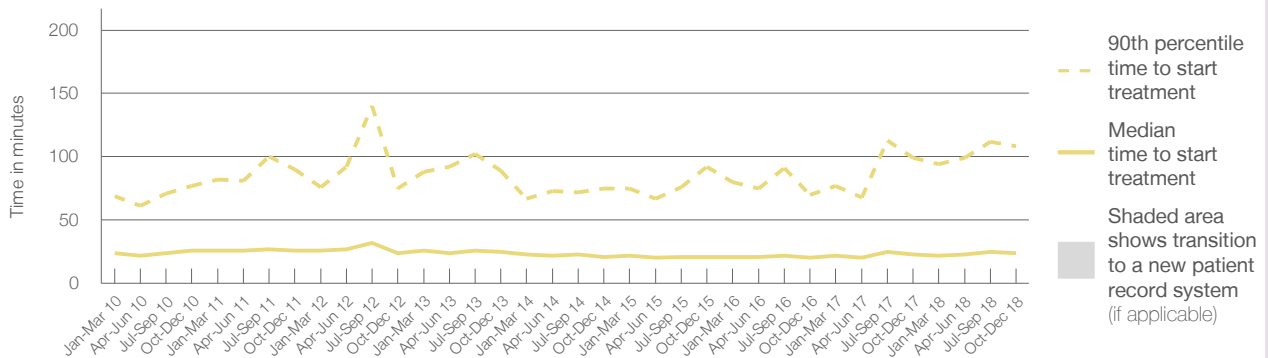
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
2,850	2,799
23 minutes	20 minutes
99 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)	26	26	24	25	21	21	20	23	24
90th percentile time to start treatment ⁵ (minutes)	77	90	75	89	75	92	70	99	108

(†) 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 October to December 2018

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

Number of triage 4 patients: 3,970

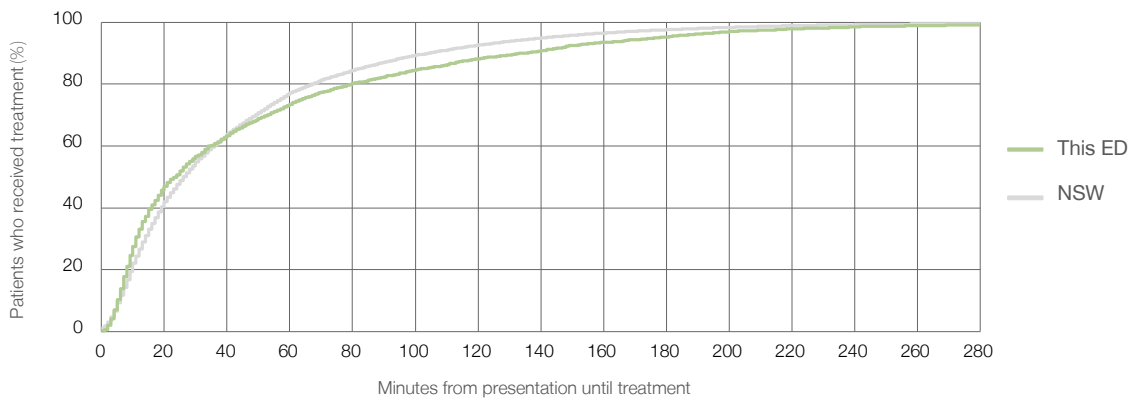
Number of triage 4 patients used to calculate waiting time:³ 3,658

Median time to start treatment⁴ 24 minutes

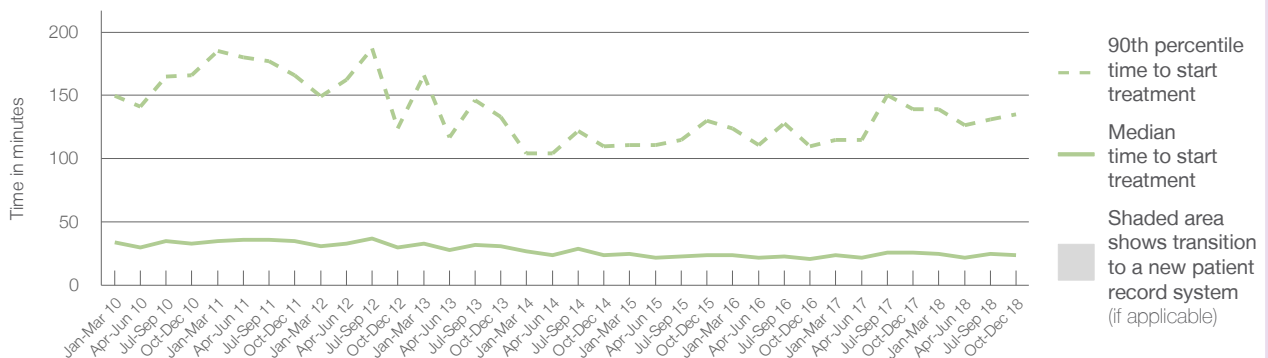
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
3,900	3,581
26 minutes	26 minutes
139 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)	33	35	30	31	24	24	21	26	24
90th percentile time to start treatment ⁵ (minutes)	166	166	124	133	110	130	110	139	135

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

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

Shellharbour 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: 239

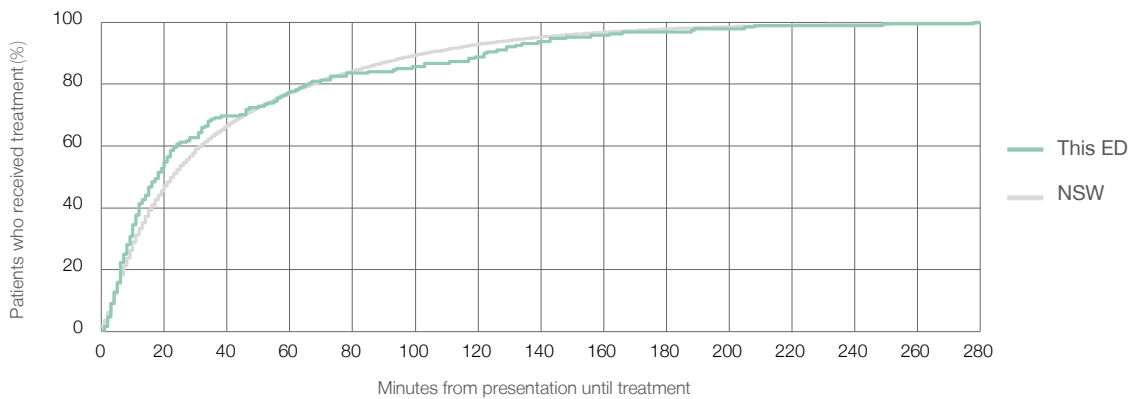
Number of triage 5 patients used to calculate waiting time:³ 188

Median time to start treatment⁴ 18 minutes

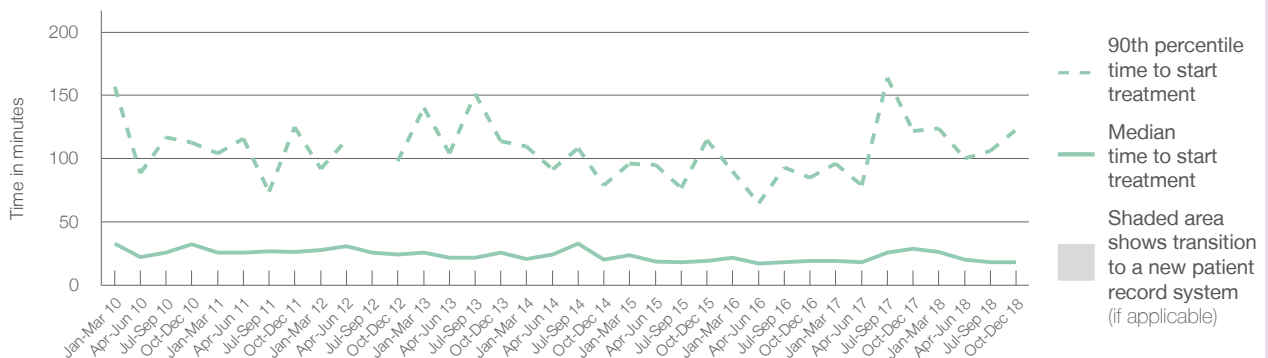
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
270	199
29 minutes	23 minutes
122 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)	33	27	25	26	20	19	19	29	18
90th percentile time to start treatment ⁵ (minutes)	113	125	98	114	79	115	85	122	123

(†) 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

October to December 2018

All presentations:¹ 8,337 patients

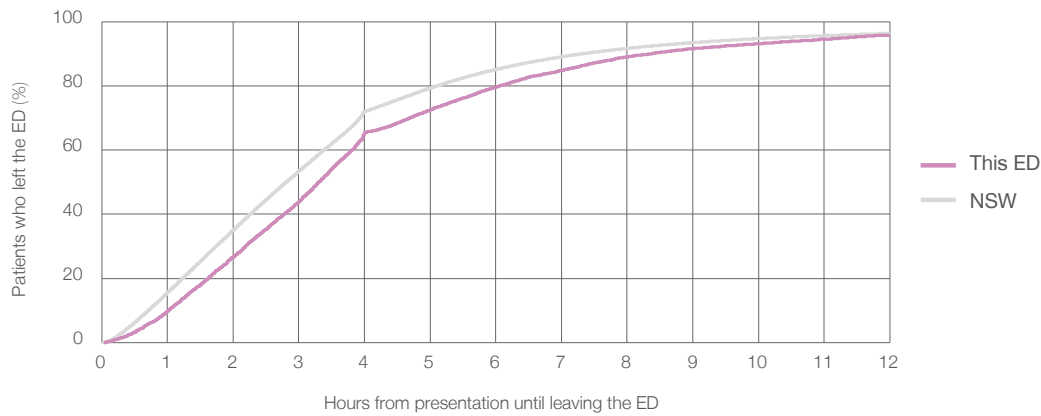
Presentations used to calculate time to leaving the ED:⁶ 8,336 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

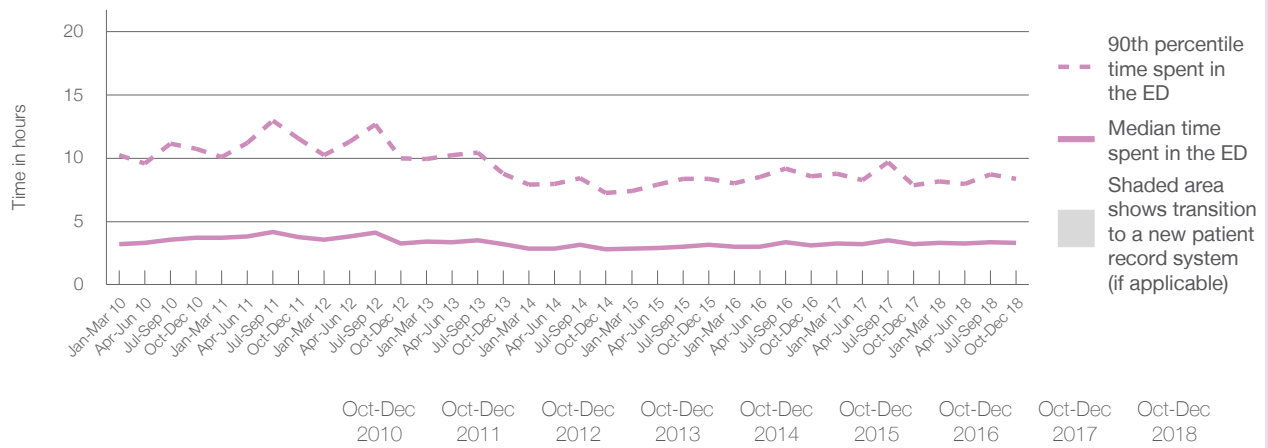
90th percentile time spent in the ED⁹ 8 hours and 23 minutes

Same period last year	NSW (this period)
8,088	
8,087	
3 hours and 14 minutes	2 hours and 49 minutes
7 hours and 52 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)	3h 42m	3h 47m	3h 15m	3h 11m	2h 49m	3h 9m	3h 7m	3h 14m	3h 19m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 46m	11h 33m	10h 0m	8h 46m	7h 16m	8h 22m	8h 33m	7h 52m	8h 23m

(†) 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

October to December 2018

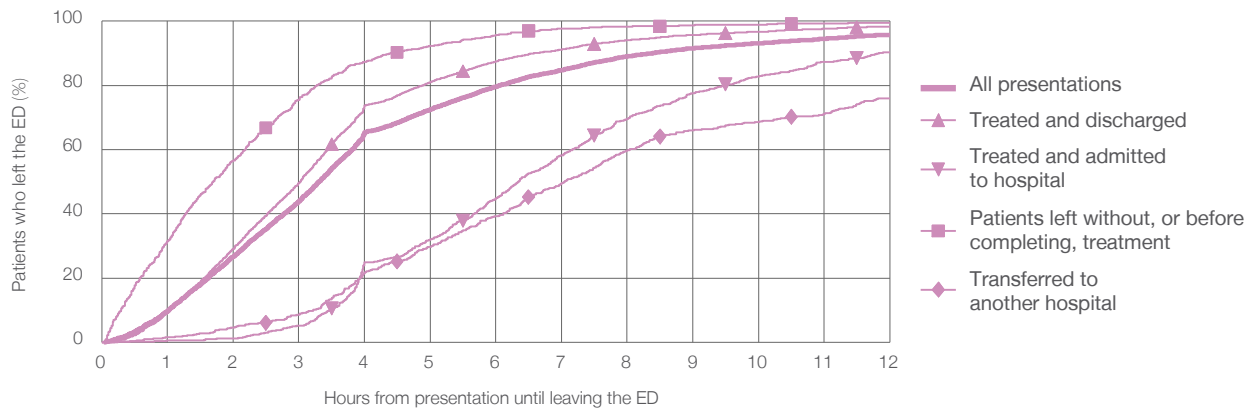
All presentations:¹ 8,337 patients

Presentations used to calculate time to leaving the ED:⁶ 8,336 patients

Treated and discharged	5,972 (71.6%)
Treated and admitted to hospital	919 (11.0%)
Patient left without, or before completing, treatment	764 (9.2%)
Transferred to another hospital	672 (8.1%)
Other	10 (0.1%)

	Same period last year	Change since one year ago
	8,087	3%
Treated and discharged	5,971	0.0%
Treated and admitted to hospital	731	25.7%
Patient left without, or before completing, treatment	755	1.2%
Transferred to another hospital	624	7.7%
Other	7	42.9%

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	9.2%	29.2%	49.7%	73.7%	87.5%	94.1%	96.7%	98.4%
Treated and admitted to hospital	0.5%	1.2%	5.2%	24.8%	44.8%	69.5%	82.8%	90.3%
Patient left without, or before completing, treatment	31.5%	56.5%	75.7%	87.3%	95.7%	98.3%	99.0%	99.5%
Transferred to another hospital	1.5%	4.5%	8.6%	21.7%	39.3%	59.8%	68.6%	75.9%
All presentations	9.7%	26.7%	43.9%	65.4%	79.7%	89.0%	93.1%	95.8%

(†) 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.

Shellharbour 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 8,337 patients

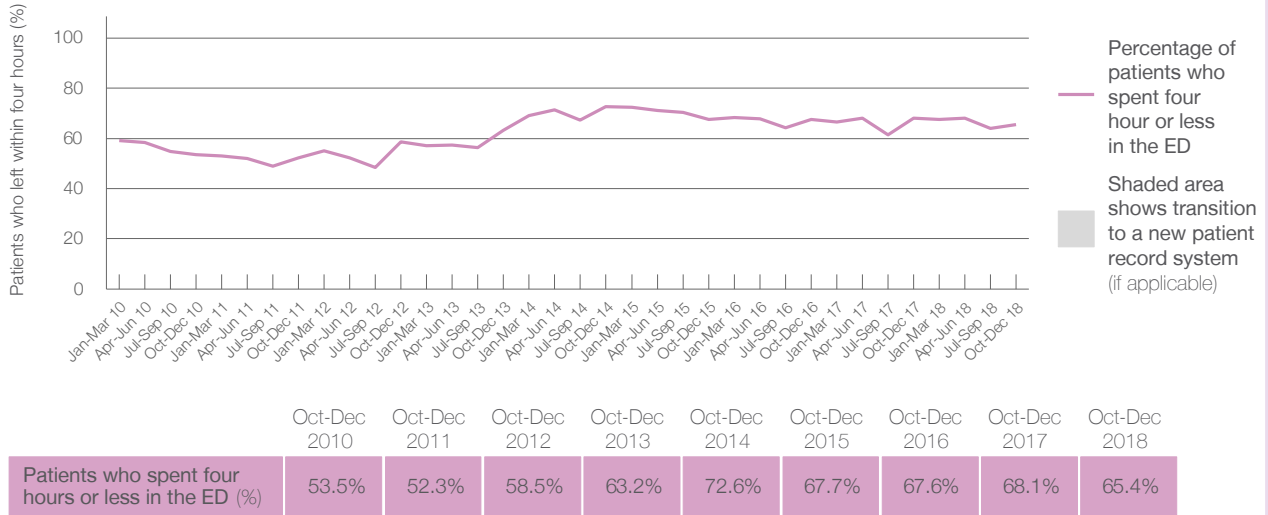
Presentations used to calculate time to leaving the ED: ⁶ 8,336 patients

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	8,088	3%
Presentations used to calculate time to leaving the ED	8,087	3%
Percentage of patients who spent four hours or less in the ED	68.1%	

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*.

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

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

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

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

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,640 patients

Emergency presentations:² 10,523 patients

Same period last year	Change since one year ago
10,162	5%
10,048	5%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,186 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 36 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,560 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,488 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,231 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
1,042	
11 minutes	8 minutes
33 minutes	26 minutes
3,157	
28 minutes	20 minutes
97 minutes	72 minutes
4,657	
29 minutes	26 minutes
110 minutes	104 minutes
1,134	
25 minutes	23 minutes
95 minutes	104 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,640 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
10,162	5%
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: 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).

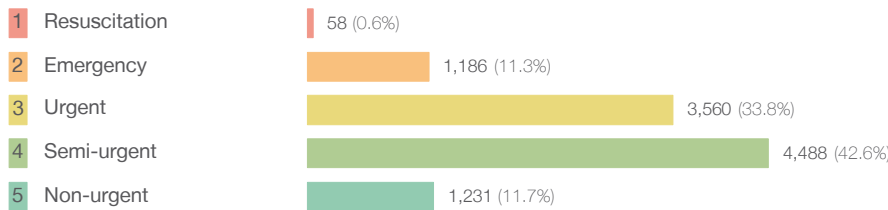
Shoalhaven District Memorial Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 10,640 patients

Same period last year	Change since one year ago
10,162	5%

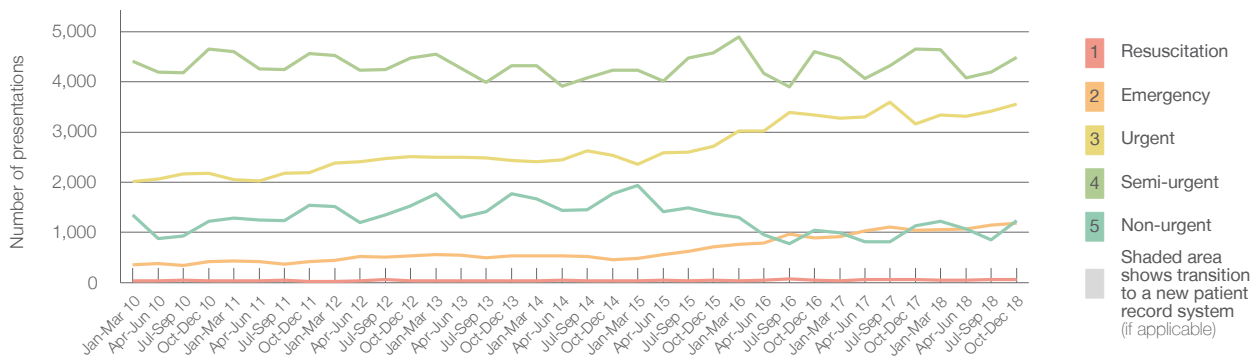
Emergency presentations² by triage category: 10,523 patients

Same period last year	Change since one year ago
10,048	5%



Same period last year	Change since one year ago
58	0.0%
1,042	13.8%
3,157	12.8%
4,657	-3.6%
1,134	8.6%

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	36	30	40	31	33	49	50	58	58
Emergency	415	421	536	535	461	718	895	1,042	1,186
Urgent	2,176	2,188	2,506	2,436	2,537	2,720	3,343	3,157	3,560
Semi-urgent	4,647	4,565	4,471	4,326	4,235	4,579	4,601	4,657	4,488
Non-urgent	1,217	1,543	1,533	1,773	1,776	1,374	1,041	1,134	1,231
All emergency presentations	8,491	8,747	9,086	9,101	9,042	9,440	9,930	10,048	10,523

Shoalhaven District Memorial Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 2,684 patients

Same period last year	Change since one year ago
2,268	

ED Transfer of care time



Same period last year	Change since one year ago
13 minutes	-1 minute
34 minutes	0 minutes

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

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

Shoalhaven District Memorial 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: 1,186

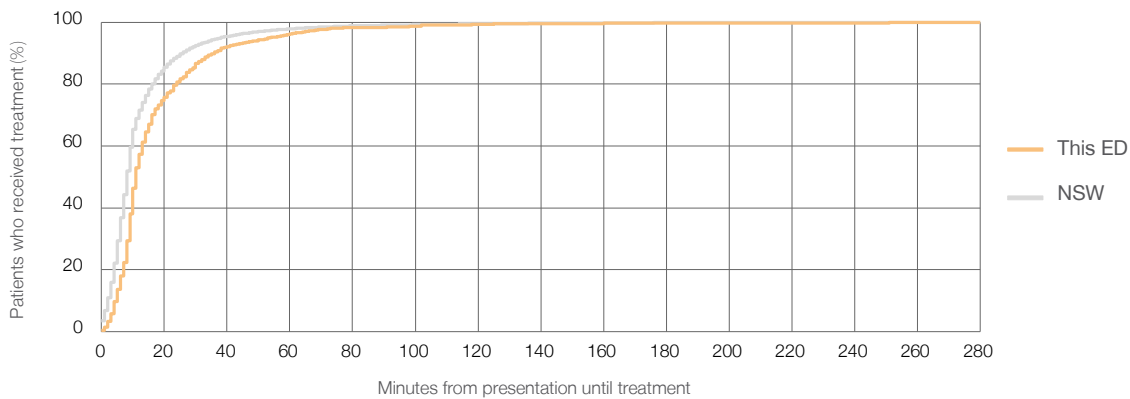
Number of triage 2 patients used to calculate waiting time:³ 1,184

Median time to start treatment⁴ 11 minutes

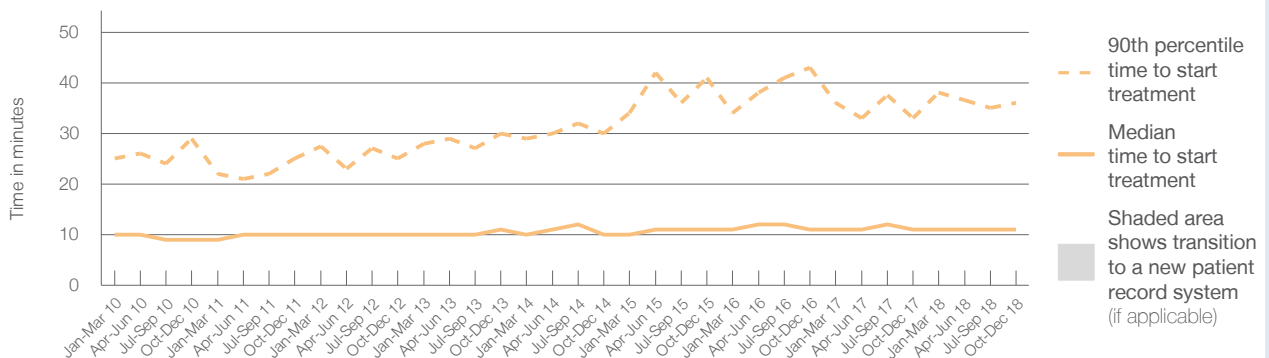
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
1,042	1,040
11 minutes	8 minutes
33 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)	9	10	10	11	10	11	11	11	11
90th percentile time to start treatment ⁵ (minutes)	29	25	25	30	30	41	43	33	36

(†) 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 October to December 2018

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

Number of triage 3 patients: 3,560

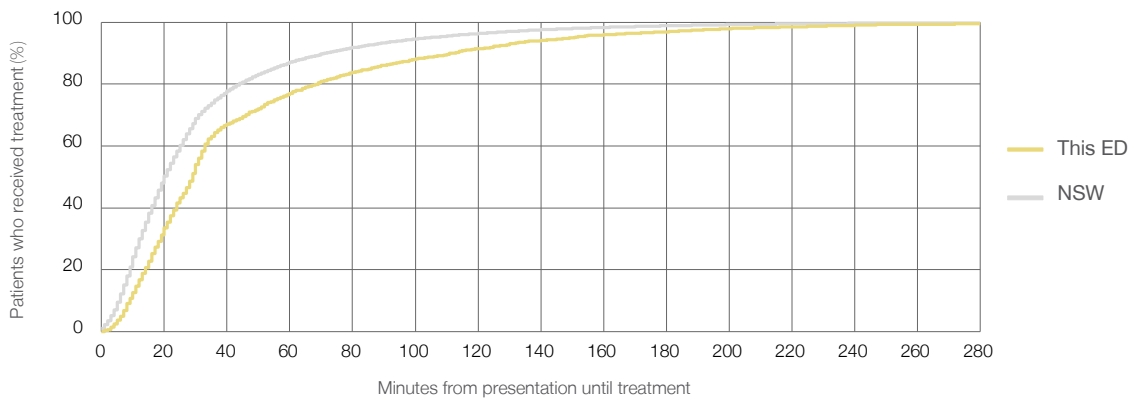
Number of triage 3 patients used to calculate waiting time:³ 3,494

Median time to start treatment⁴ 29 minutes

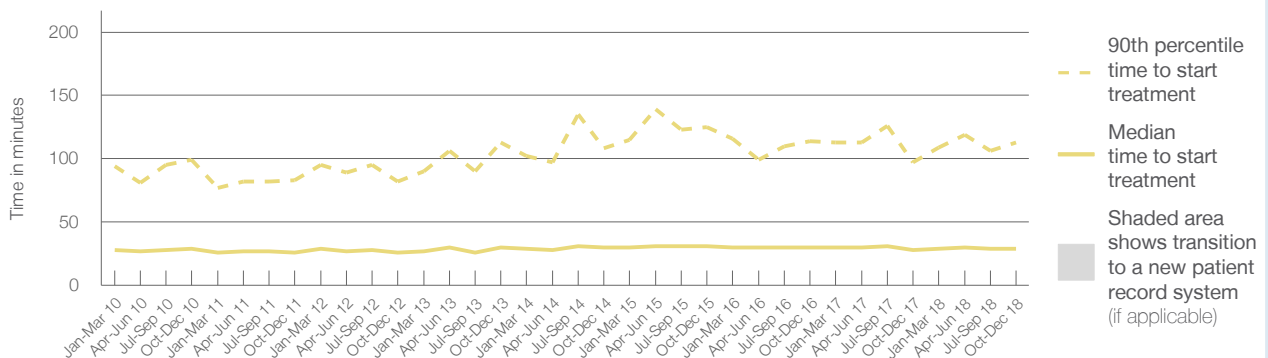
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
3,157	3,111
28 minutes	20 minutes
97 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)	29	26	26	30	30	31	30	28	29
90th percentile time to start treatment ⁵ (minutes)	99	83	82	113	108	125	114	97	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.

Shoalhaven District Memorial 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: 4,488

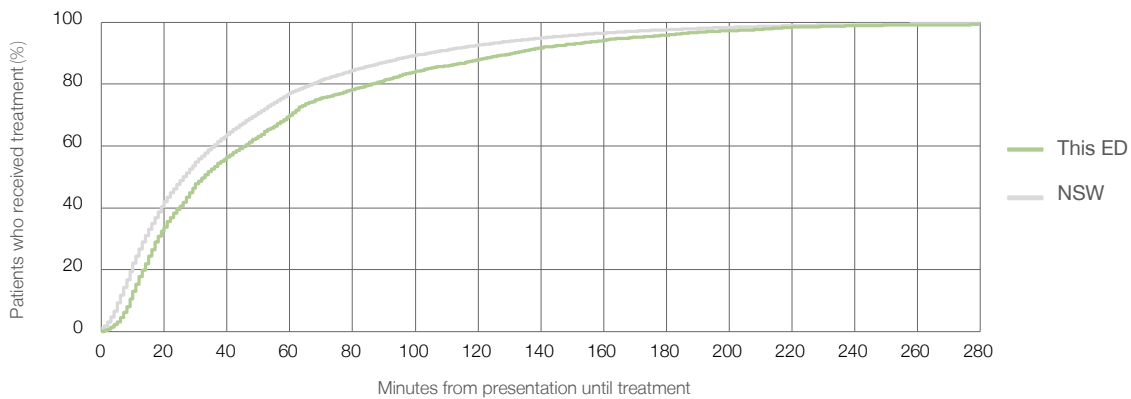
Number of triage 4 patients used to calculate waiting time:³ 4,215

Median time to start treatment⁴ 33 minutes

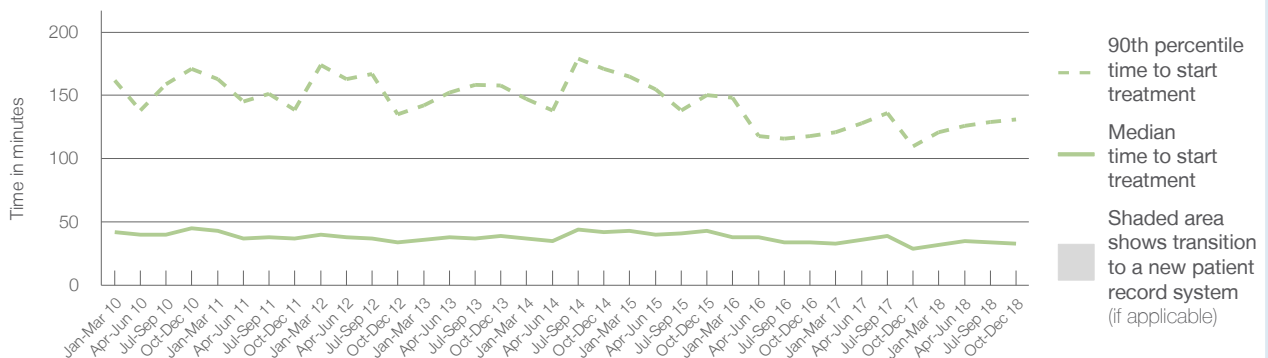
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
4,657	4,447
29 minutes	26 minutes
110 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)	45	37	34	39	42	43	34	29	33
90th percentile time to start treatment ⁵ (minutes)	171	139	135	158	171	150	118	110	131

(†) 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 October to December 2018

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

Number of triage 5 patients: 1,231

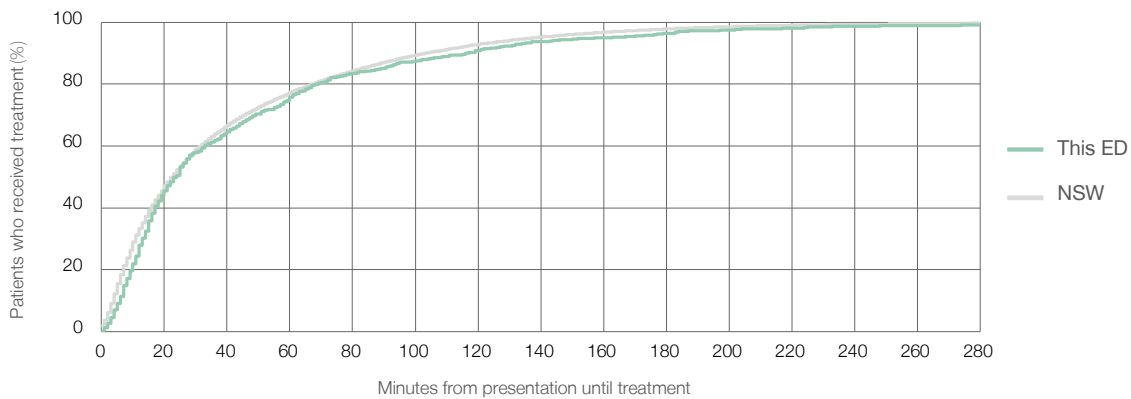
Number of triage 5 patients used to calculate waiting time:³ 1,113

Median time to start treatment⁴ 24 minutes

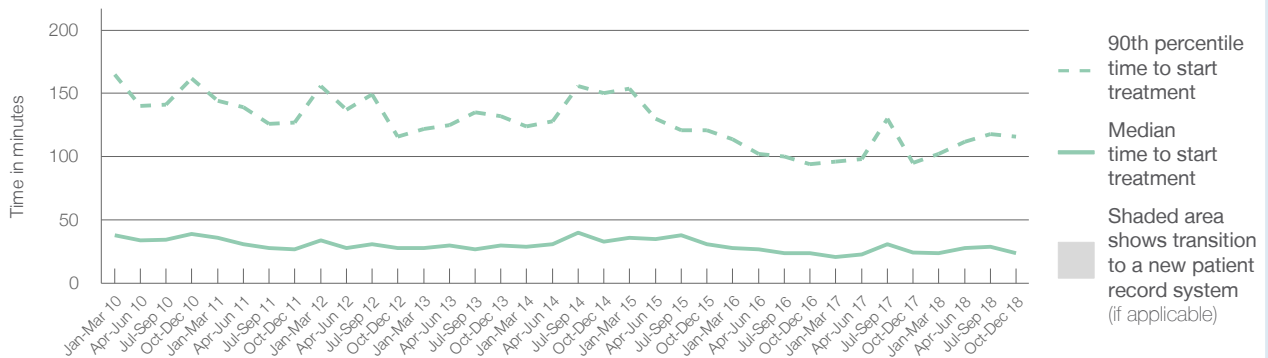
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
1,134	
1,026	
25 minutes	23 minutes
95 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)	39	27	28	30	33	31	24	25	24
90th percentile time to start treatment ⁵ (minutes)	162	127	116	132	150	121	94	95	116

(†) 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

October to December 2018

All presentations:¹ 10,640 patients

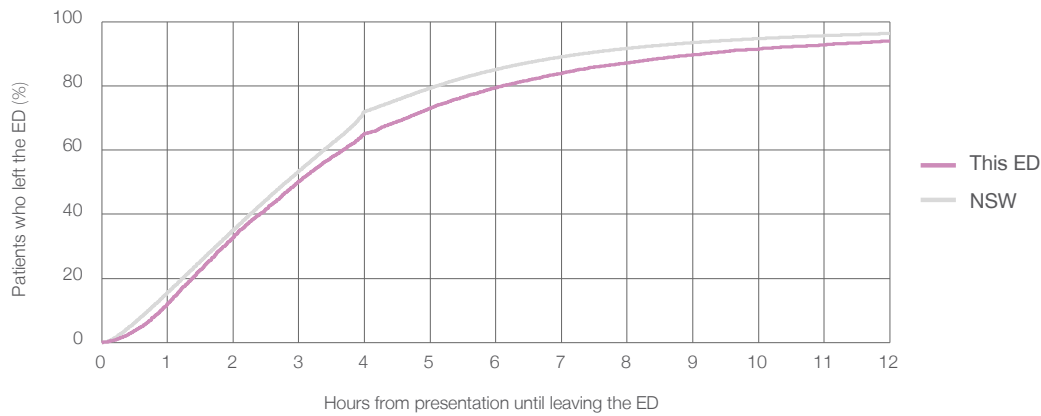
Presentations used to calculate time to leaving the ED:⁶ 10,640 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

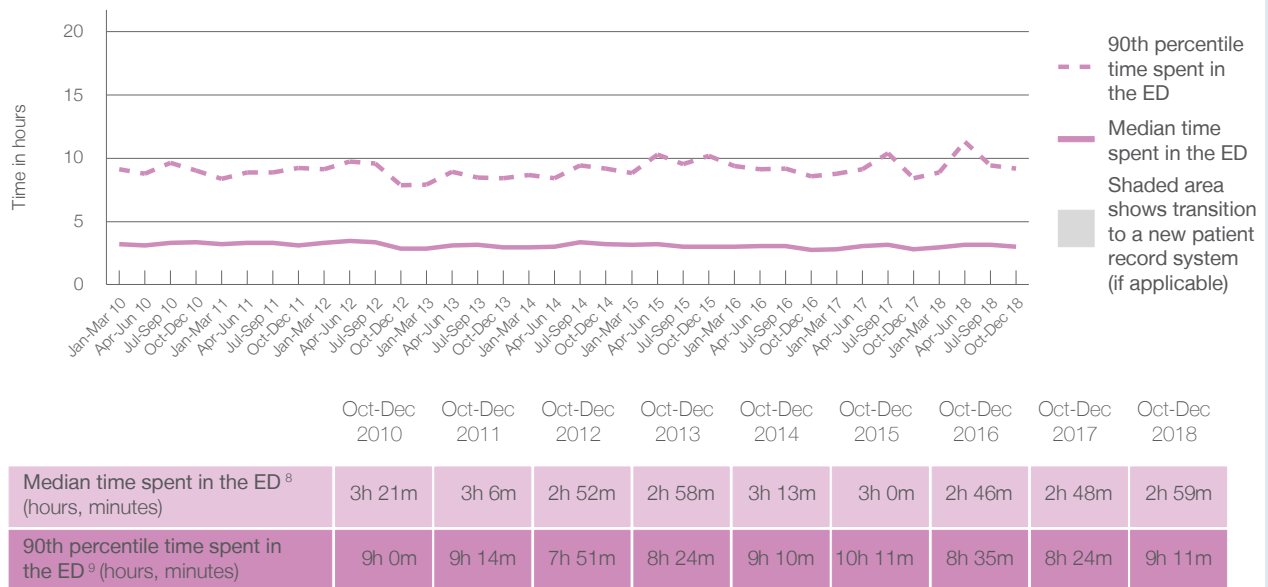
90th percentile time spent in the ED⁹ 9 hours and 11 minutes

Same period last year	NSW (this period)
10,162	10,162
2 hours and 48 minutes	2 hours and 49 minutes
8 hours and 24 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^{†‡}



(†) 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
 October to December 2018

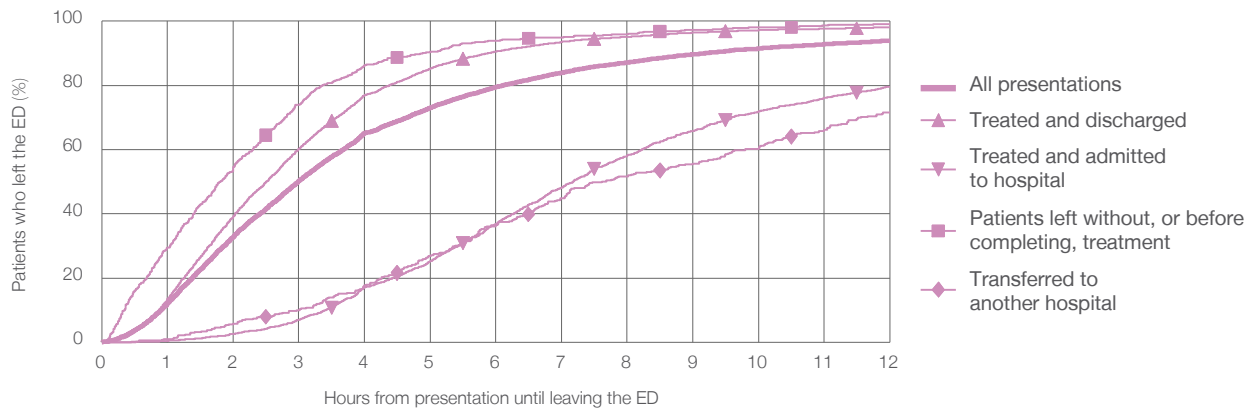
All presentations:¹ 10,640 patients

Presentations used to calculate time to leaving the ED:⁶ 10,640 patients

Treated and discharged	7,595 (71.4%)
Treated and admitted to hospital	1,866 (17.5%)
Patient left without, or before completing, treatment	761 (7.2%)
Transferred to another hospital	379 (3.6%)
Other	39 (0.4%)

Same period last year	Change since one year ago
10,162	5%
7,372	3.0%
1,817	2.7%
630	20.8%
301	25.9%
42	-7.1%

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	13.5%	39.2%	60.2%	77.1%	90.6%	95.1%	97.2%	98.1%
Treated and admitted to hospital	0.4%	2.6%	7.0%	17.2%	36.8%	58.2%	71.9%	79.6%
Patient left without, or before completing, treatment	29.4%	54.5%	74.0%	86.3%	94.0%	95.9%	98.0%	99.1%
Transferred to another hospital	1.1%	5.8%	10.0%	17.7%	36.4%	51.7%	60.4%	71.5%
All presentations	12.1%	32.9%	50.2%	65.2%	79.5%	87.2%	91.5%	94.0%

(†) 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 October to December 2018

All presentations at the emergency department: ¹ 10,640 patients

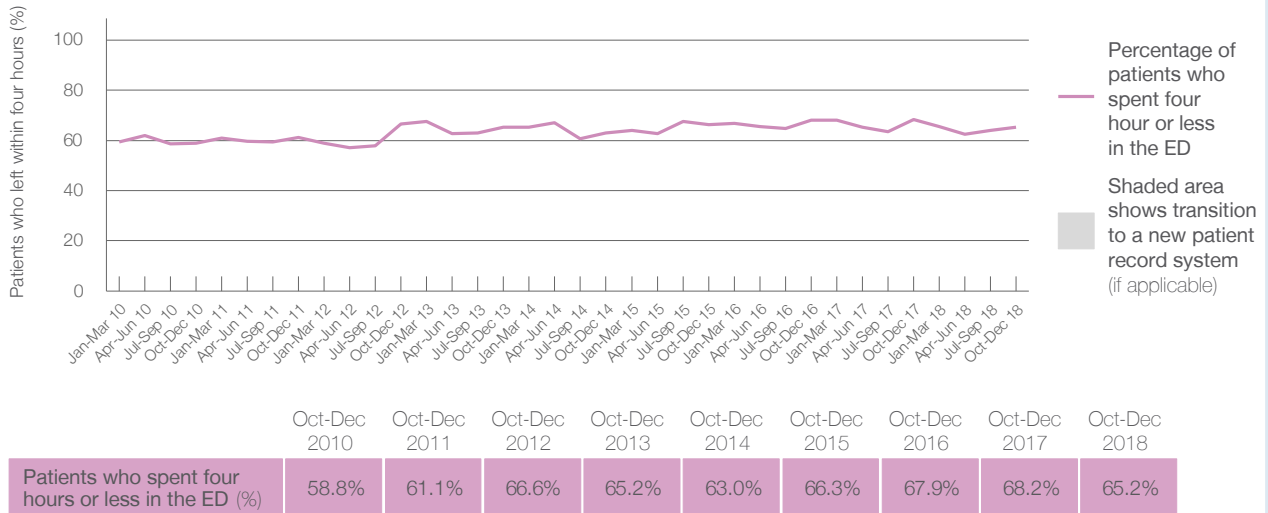
Presentations used to calculate time to leaving the ED: ⁶ 10,640 patients

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	10,162	5%
Presentations used to calculate time to leaving the ED	10,162	5%
Percentage of patients who spent four hours or less in the ED	68.2%	

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*.

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

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

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

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

Wollongong Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 18,053 patients

Emergency presentations:² 17,699 patients

Same period last year	Change since one year ago
16,765	8%
16,501	7%

Wollongong Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,509 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,275 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,813 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 109 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 109 minutes

Same period last year	NSW (this period)
2,258	
9 minutes	8 minutes
23 minutes	26 minutes
6,992	
22 minutes	20 minutes
70 minutes	72 minutes
6,442	
24 minutes	26 minutes
102 minutes	104 minutes
657	
26 minutes	23 minutes
102 minutes	104 minutes

Wollongong Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 18,051 patients

Percentage of patients who spent four hours or less in the ED 57%

Same period last year	Change since one year ago
16,762	8%
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: 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.

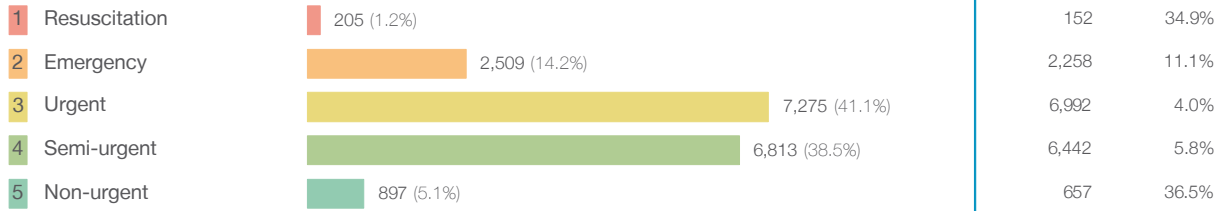
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

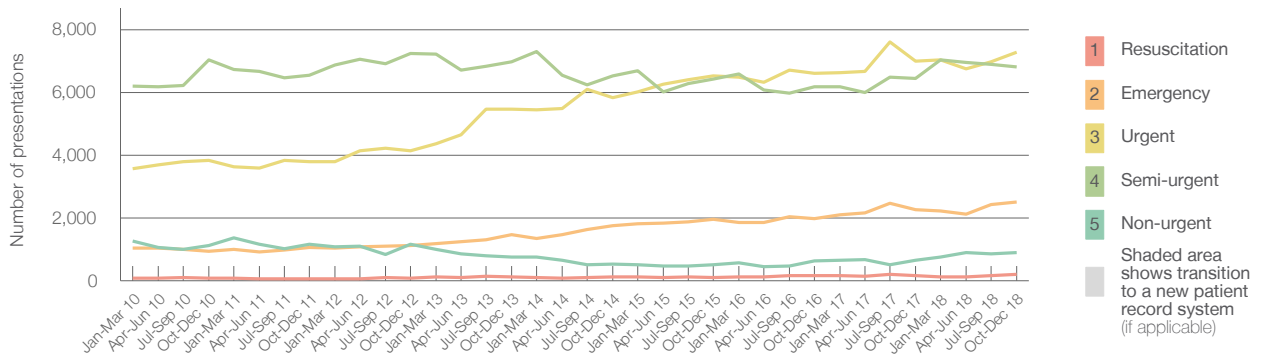
Wollongong Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 18,053 patients

Emergency presentations² by triage category: 17,699 patients



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	71	50	83	114	111	109	170	152	205
Emergency	935	1,068	1,121	1,475	1,756	1,964	1,981	2,258	2,509
Urgent	3,828	3,782	4,136	5,457	5,833	6,525	6,610	6,992	7,275
Semi-urgent	7,035	6,543	7,247	6,981	6,533	6,423	6,189	6,442	6,813
Non-urgent	1,126	1,153	1,160	755	533	501	620	657	897
All emergency presentations	12,995	12,596	13,747	14,782	14,766	15,522	15,570	16,501	17,699

Wollongong Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 5,634 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 October to December 2018

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

Number of triage 2 patients: 2,509

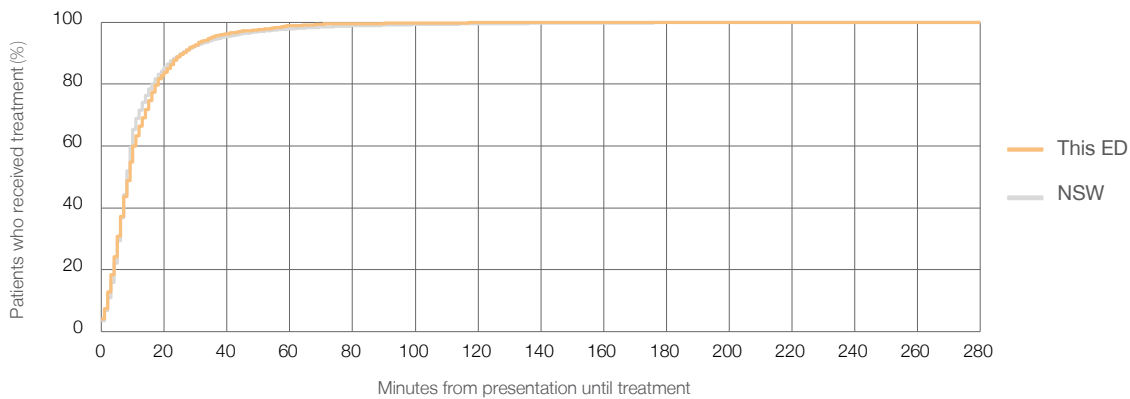
Number of triage 2 patients used to calculate waiting time:³ 2,506

Median time to start treatment⁴ 9 minutes

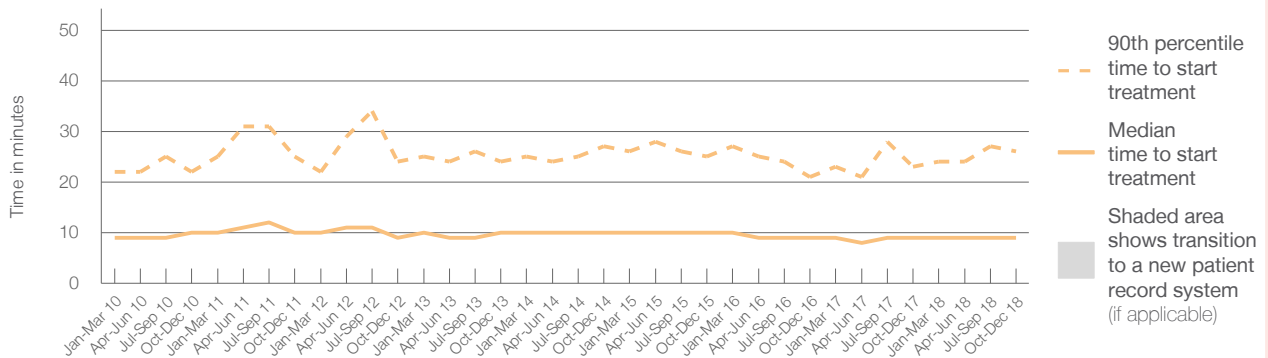
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
2,258	2,253
9 minutes	8 minutes
23 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)	10	10	9	10	10	10	9	9	9
90th percentile time to start treatment ⁵ (minutes)	22	25	24	24	27	25	21	23	26

(†) 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 October to December 2018

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

Number of triage 3 patients: 7,275

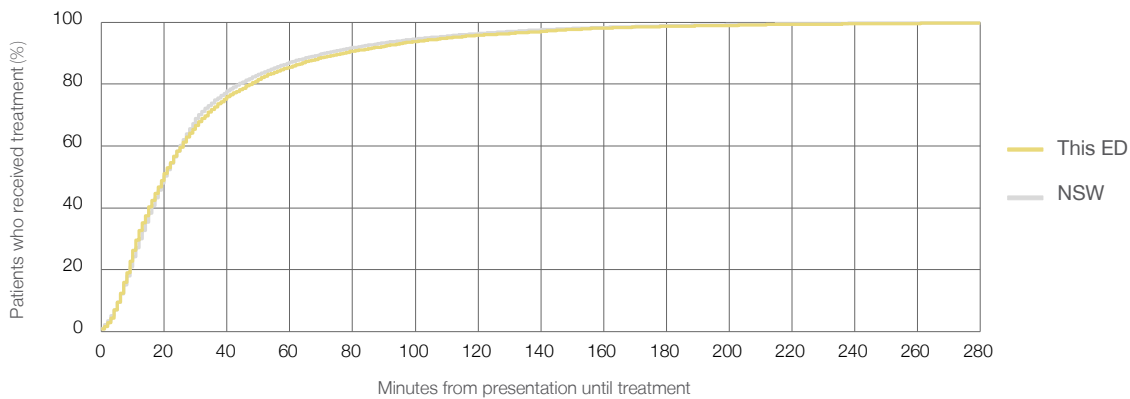
Number of triage 3 patients used to calculate waiting time:³ 7,102

Median time to start treatment⁴ 20 minutes

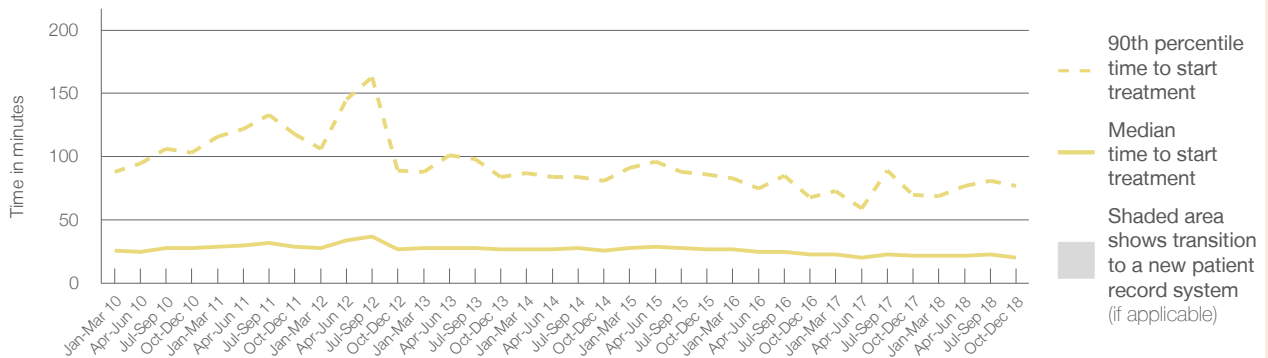
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
6,992	
6,855	
22 minutes	20 minutes
70 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)	28	29	27	27	26	27	23	22	20
90th percentile time to start treatment ⁵ (minutes)	103	118	89	84	81	86	68	70	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 October to December 2018

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

Number of triage 4 patients: 6,813

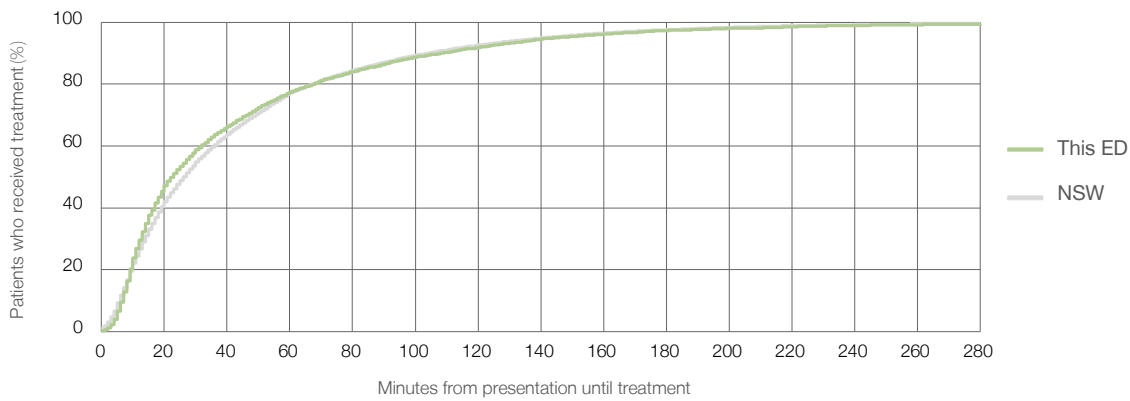
Number of triage 4 patients used to calculate waiting time:³ 6,387

Median time to start treatment⁴ 23 minutes

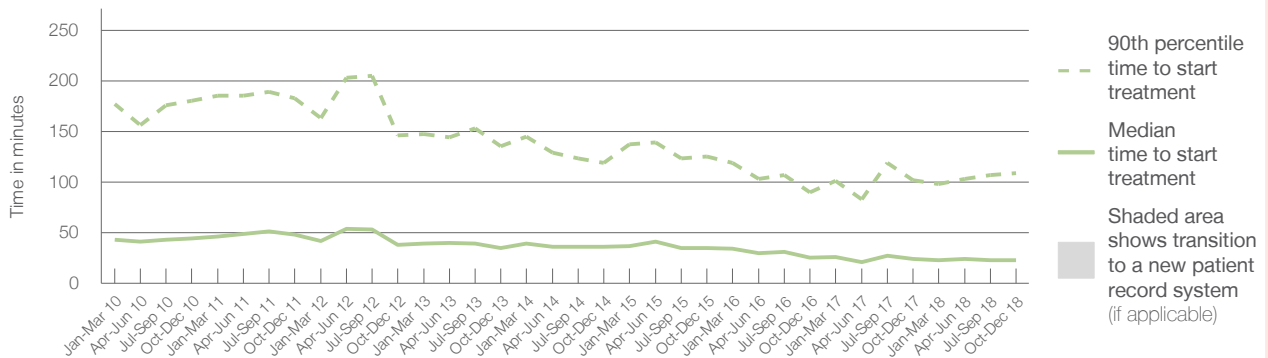
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
6,442	6,090
24 minutes	26 minutes
102 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)	44	48	38	35	36	35	25	24	23
90th percentile time to start treatment ⁵ (minutes)	180	183	146	135	119	125	90	102	109

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

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

Wollongong 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: 897

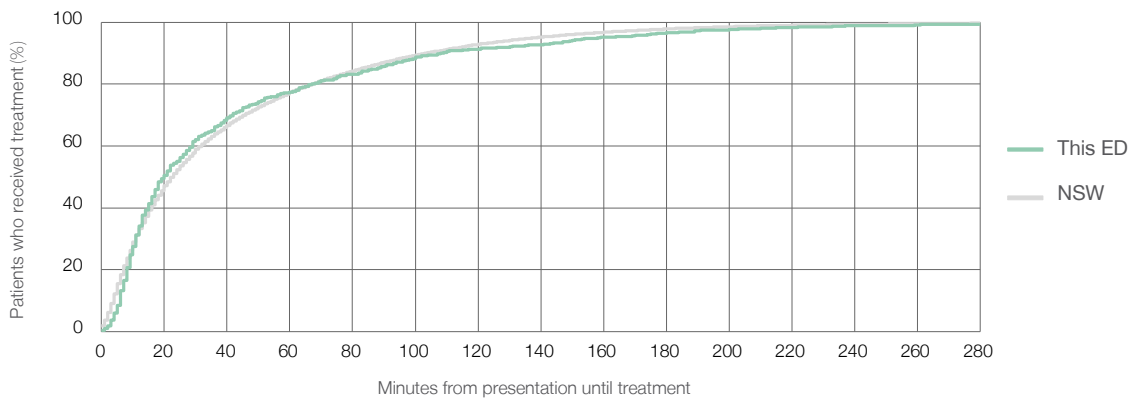
Number of triage 5 patients used to calculate waiting time:³ 769

Median time to start treatment⁴ 20 minutes

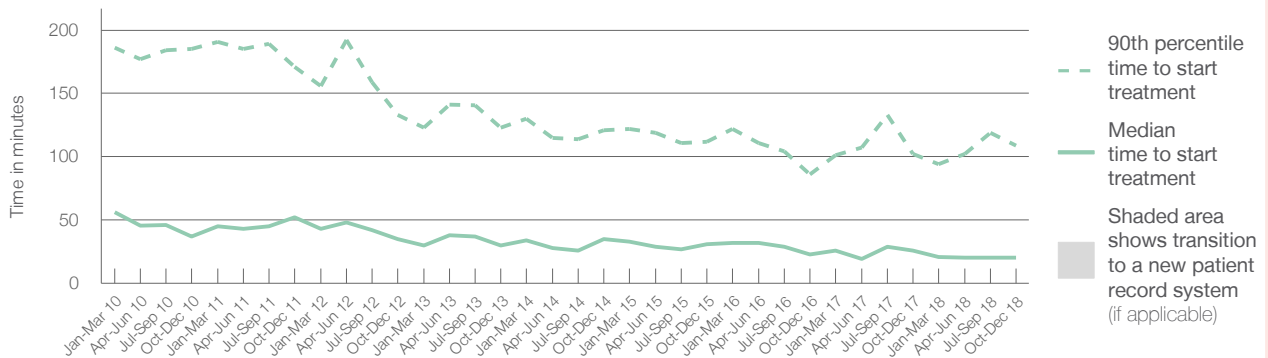
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
657	571
26 minutes	23 minutes
102 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)	37	52	35	30	35	31	23	26	20
90th percentile time to start treatment ⁵ (minutes)	185	171	133	123	121	112	86	102	109

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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

October to December 2018

All presentations:¹ 18,053 patients

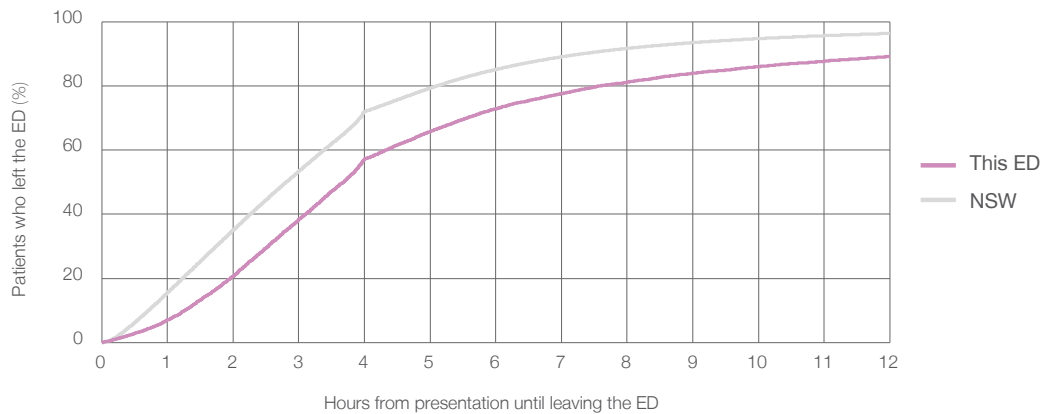
Presentations used to calculate time to leaving the ED:⁶ 18,051 patients

Median time spent in the ED⁸ 3 hours and 41 minutes

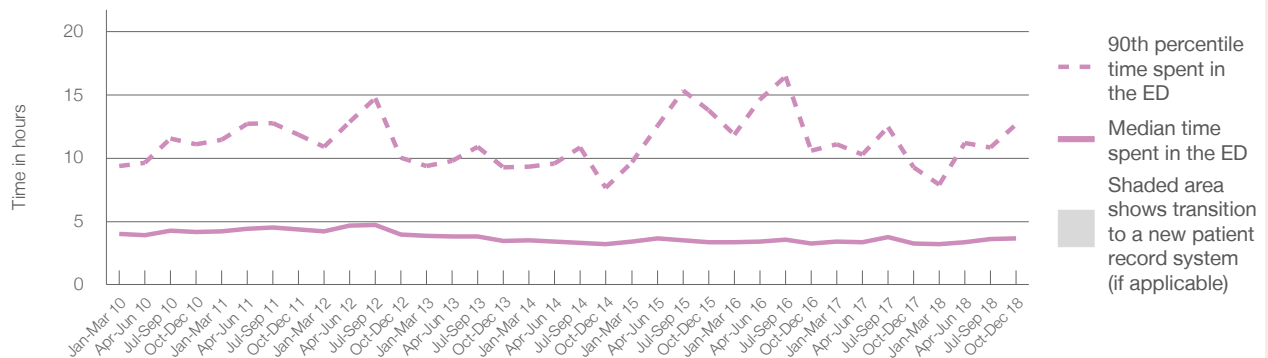
90th percentile time spent in the ED⁹ 12 hours and 40 minutes

Same period last year	NSW (this period)
16,765	
16,762	
3 hours and 17 minutes	2 hours and 49 minutes
9 hours and 17 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)	4h 11m	4h 23m	3h 59m	3h 29m	3h 11m	3h 23m	3h 16m	3h 17m	3h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 5m	11h 52m	10h 3m	9h 18m	7h 39m	13h 47m	10h 35m	9h 17m	12h 40m

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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
By mode of separation
October to December 2018

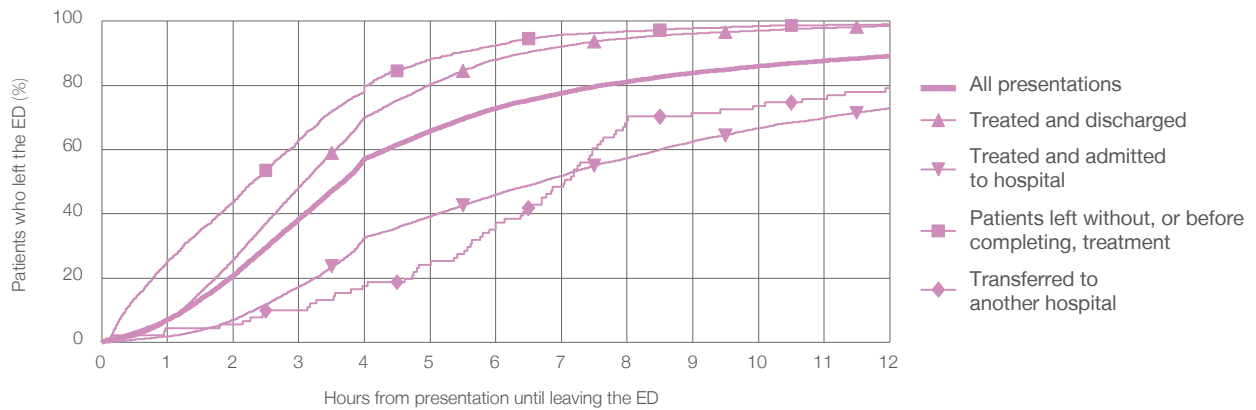
All presentations:¹ 18,053 patients

Presentations used to calculate time to leaving the ED:⁶ 18,051 patients

Treated and discharged	9,599 (53.2%)
Treated and admitted to hospital	6,592 (36.5%)
Patient left without, or before completing, treatment	1,669 (9.2%)
Transferred to another hospital	91 (0.5%)
Other	102 (0.6%)

Same period last year	Change since one year ago
16,762	8%
8,987	6.8%
6,349	3.8%
1,196	39.5%
128	-28.9%
105	-2.9%

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	6.9%	25.7%	48.3%	70.1%	88.0%	94.7%	97.1%	98.5%
Treated and admitted to hospital	1.8%	7.0%	17.3%	32.6%	46.0%	57.4%	66.7%	72.9%
Patient left without, or before completing, treatment	25.3%	43.7%	63.1%	79.9%	92.5%	96.8%	98.5%	99.1%
Transferred to another hospital	4.4%	5.5%	9.9%	17.6%	37.4%	69.2%	73.6%	79.1%
All presentations	7.1%	20.8%	38.4%	57.1%	72.9%	81.2%	86.0%	89.1%

(†) 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 spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2018

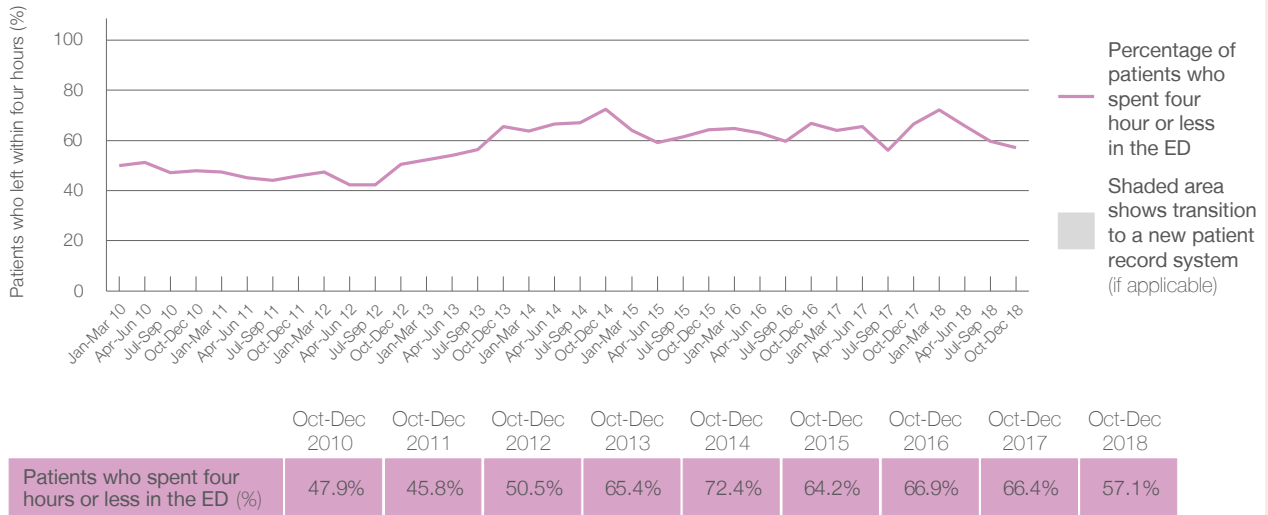
All presentations at the emergency department: ¹ 18,053 patients

Presentations used to calculate time to leaving the ED: ⁶ 18,051 patients

Percentage of patients who spent four hours or less in the ED 57.1%

Same period last year	Change since one year ago
16,765	8%
16,762	8%
66.4%	

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*.

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

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

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

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