

## Shellharbour Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 7,224 patients  
 Emergency presentations:<sup>2</sup> 6,950 patients

Same period last year	Change since one year ago
7,102	1.7%
6,710	3.6%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 767 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 95th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,502 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 95th percentile time to start treatment<sup>5</sup> 114 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,485 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 95th percentile time to start treatment<sup>5</sup> 149 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 177 patients

Median time to start treatment<sup>4</sup> 17 minutes  
 95th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
695	
7 minutes	8 minutes
28 minutes	36 minutes
2,396	
20 minutes	20 minutes
95 minutes	92 minutes
3,415	
22 minutes	25 minutes
155 minutes	128 minutes
184	
19 minutes	23 minutes
122 minutes	132 minutes

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

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,224 patients

Percentage of patients who spent four hours or less in the ED 67.8%

Same period last year	Change since one year ago
7,102	1.7%
71.2%	

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

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

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

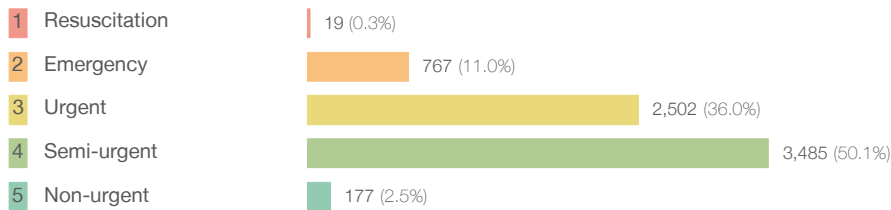
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## Shellharbour Hospital: Patients presenting to the emergency department

April to June 2016

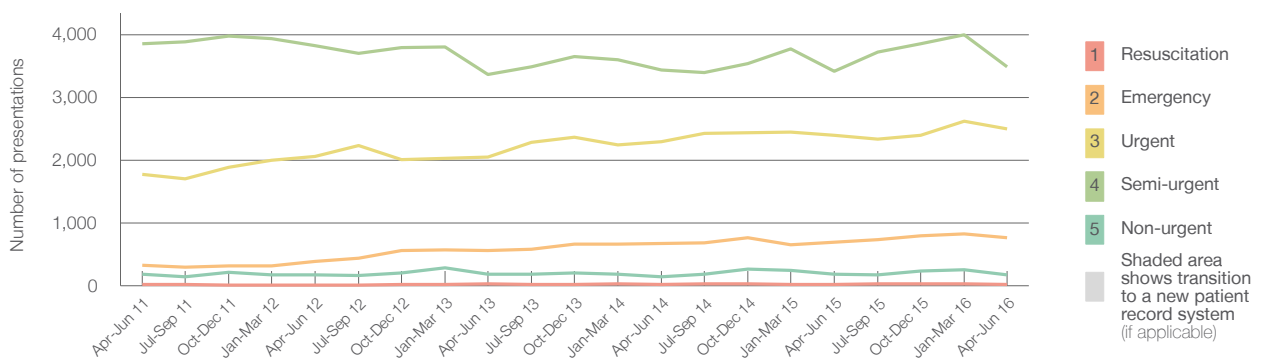
All presentations:<sup>1</sup> 7,224 patients

Emergency presentations<sup>2</sup> by triage category: 6,950 patients



	Same period last year	Change since one year ago
All presentations	7,102	1.7%
Emergency presentations	6,710	3.6%
Resuscitation	20	-5.0%
Emergency	695	10.4%
Urgent	2,396	4.4%
Semi-urgent	3,415	2.0%
Non-urgent	184	-3.8%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	21	12	29	20	20	19
Emergency	323	386	564	670	695	767
Urgent	1,769	2,062	2,044	2,290	2,396	2,502
Semi-urgent	3,859	3,827	3,360	3,433	3,415	3,485
Non-urgent	183	175	179	143	184	177
All emergency presentations	6,155	6,462	6,176	6,556	6,710	6,950

## Shellharbour Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,538 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,454	
ED Transfer of care time	11 minutes	-1 minute
95th percentile time	35 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.

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

April to June 2016

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

Number of triage 2 patients: 767

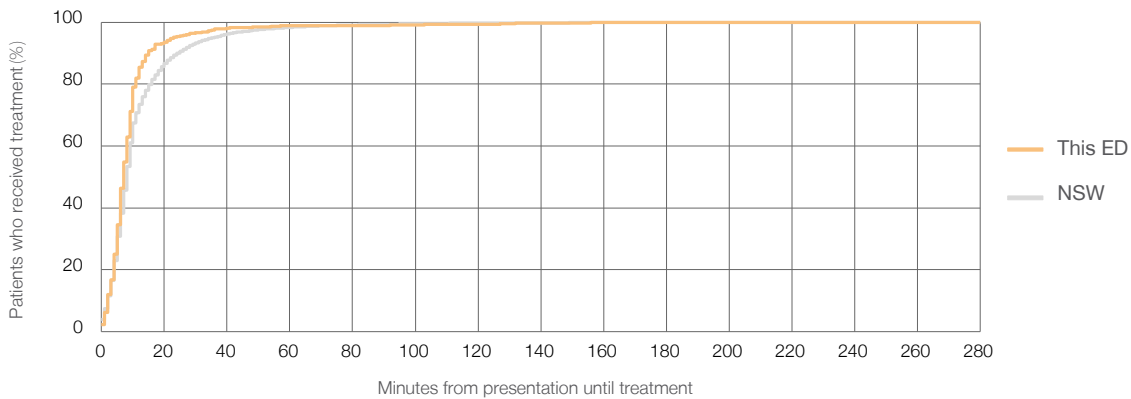
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 766

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

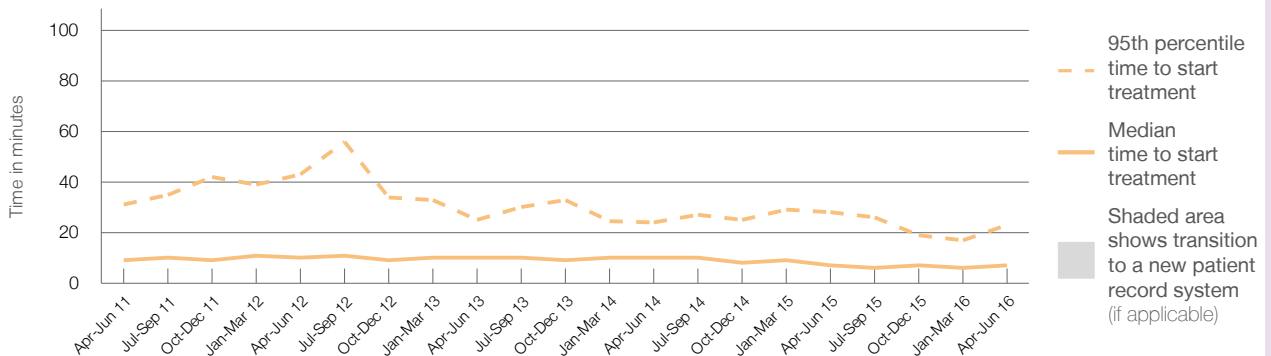
95th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
695	691
7 minutes	8 minutes
28 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	9	10	10	10	7	7
95th percentile time to start treatment <sup>5</sup> (minutes)	31	43	25	24	28	23

(†) 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 3 April to June 2016

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

Number of triage 3 patients: 2,502

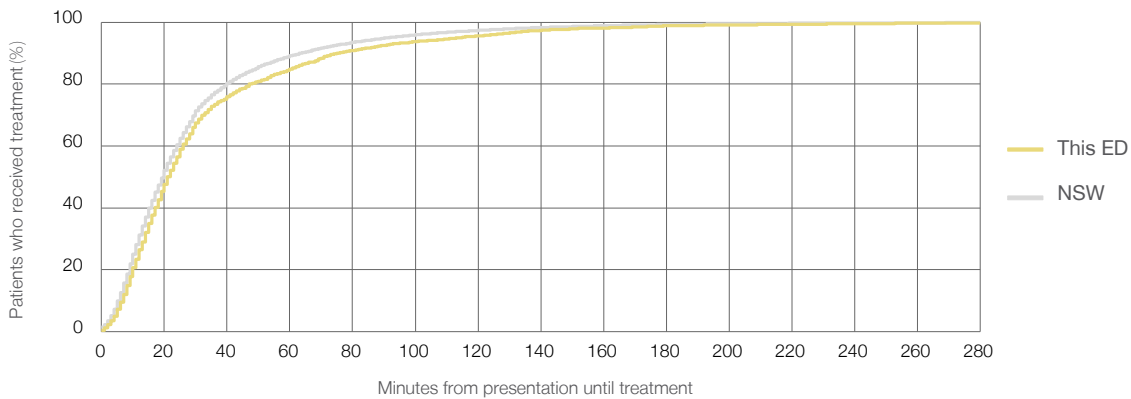
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,472

Median time to start treatment<sup>4</sup> 21 minutes

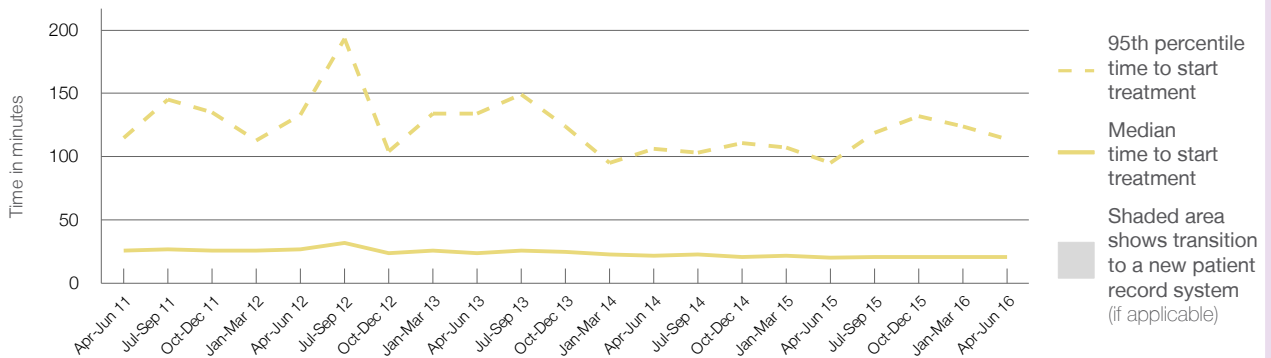
95th percentile time to start treatment<sup>5</sup> 114 minutes

Same period last year	NSW (this period)
2,396	2,361
20 minutes	20 minutes
95 minutes	92 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	26	27	24	22	20	21
95th percentile time to start treatment <sup>5</sup> (minutes)	115	133	134	106	95	114

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## Shellharbour Hospital: Time patients waited to start treatment, triage 4 April to June 2016

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

Number of triage 4 patients: 3,485

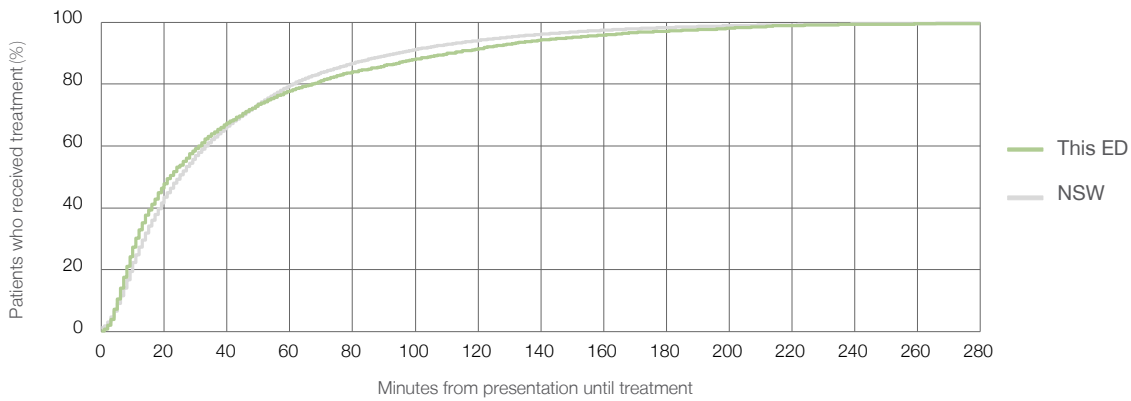
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,288

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

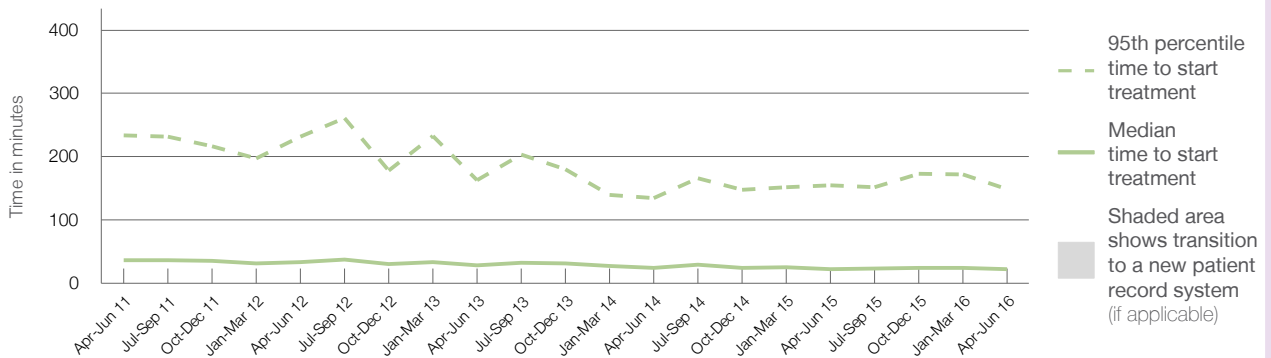
95th percentile time to start treatment<sup>5</sup> 149 minutes

Same period last year	NSW (this period)
3,415	3,195
22 minutes	25 minutes
155 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	36	33	28	24	22	22
95th percentile time to start treatment <sup>5</sup> (minutes)	234	232	163	135	155	149

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

April to June 2016

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

Number of triage 5 patients: 177

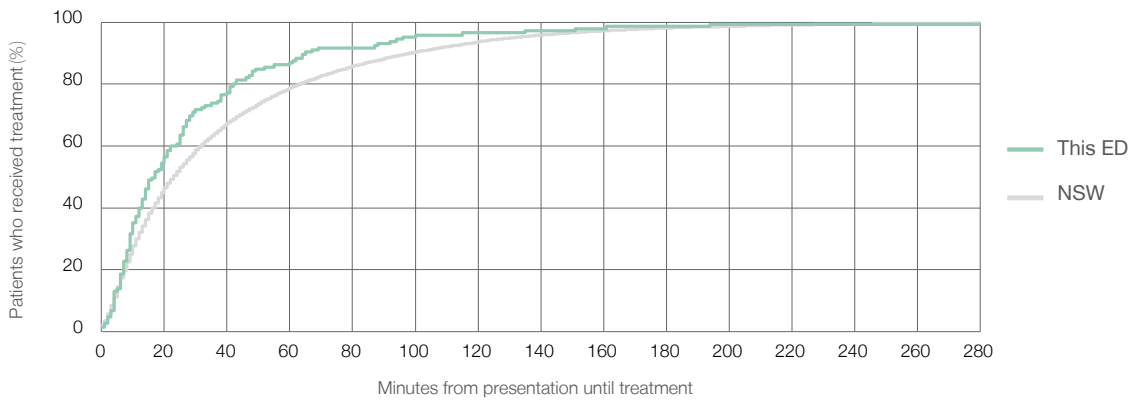
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 145

Median time to start treatment<sup>4</sup> 17 minutes

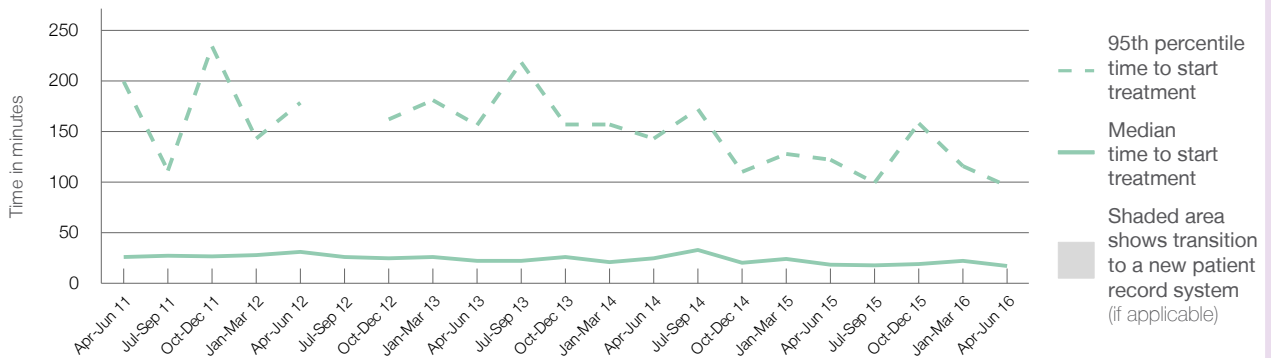
95th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
184	
158	
19 minutes	23 minutes
122 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	26	31	22	25	19	17
95th percentile time to start treatment <sup>5</sup> (minutes)	199	178	156	143	122	96

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## Shellharbour Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 7,224 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,224 patients

Median time spent in the ED<sup>8</sup>

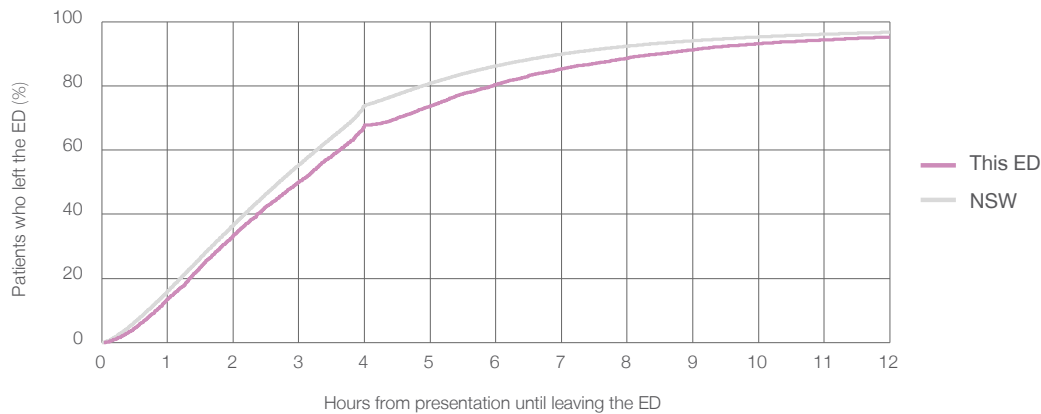
3 hours and 0 minutes

95th percentile time spent in the ED<sup>9</sup>

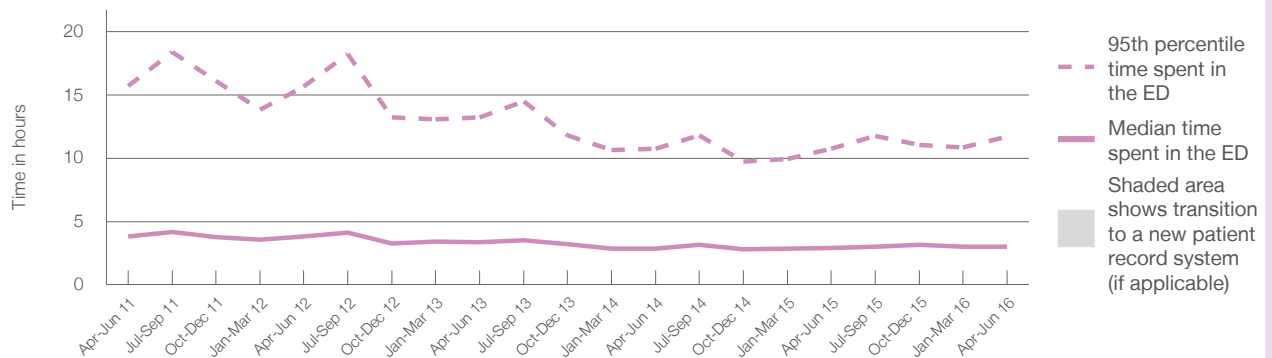
11 hours and 41 minutes

Same period last year	NSW (this period)
7,102	7,102
2 hours and 55 minutes	2 hours and 42 minutes
10 hours and 45 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016<sup>†‡</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 50m	3h 48m	3h 21m	2h 52m	2h 55m	3h 0m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	15h 41m	15h 40m	13h 13m	10h 45m	10h 45m	11h 41m

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

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**Shellharbour Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2016

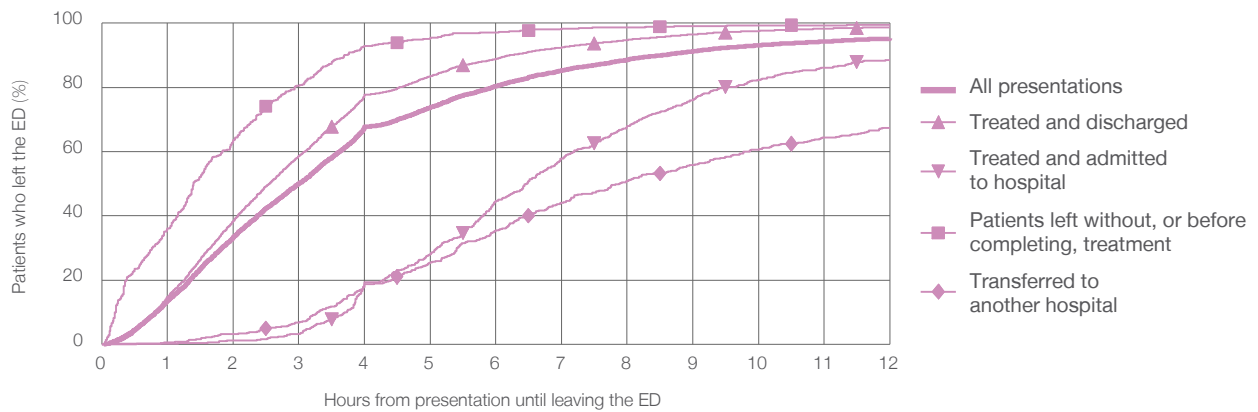
All presentations:<sup>1</sup> 7,224 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,224 patients

Treated and discharged	5,381 (74.5%)
Treated and admitted to hospital	767 (10.6%)
Patient left without, or before completing, treatment	480 (6.6%)
Transferred to another hospital	584 (8.1%)
Other	12 (0.2%)

Same period last year	Change since one year ago
7,102	1.7%
5,182	3.8%
832	-7.8%
544	-11.8%
525	11.2%
19	-36.8%

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



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

Treated and discharged	14.8%	38.5%	58.7%	77.7%	88.9%	94.8%	97.6%	98.8%
Treated and admitted to hospital	0.3%	1.2%	3.3%	19.3%	44.6%	67.9%	82.3%	88.5%
Patient left without, or before completing, treatment	36.0%	63.5%	80.6%	92.9%	97.1%	98.8%	99.4%	99.6%
Transferred to another hospital	0.5%	3.3%	6.8%	18.7%	35.4%	50.9%	60.6%	67.5%
All presentations	13.6%	33.4%	50.1%	67.8%	80.4%	88.6%	93.1%	95.2%

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

All presentations at the emergency department:<sup>1</sup> 7,224 patients

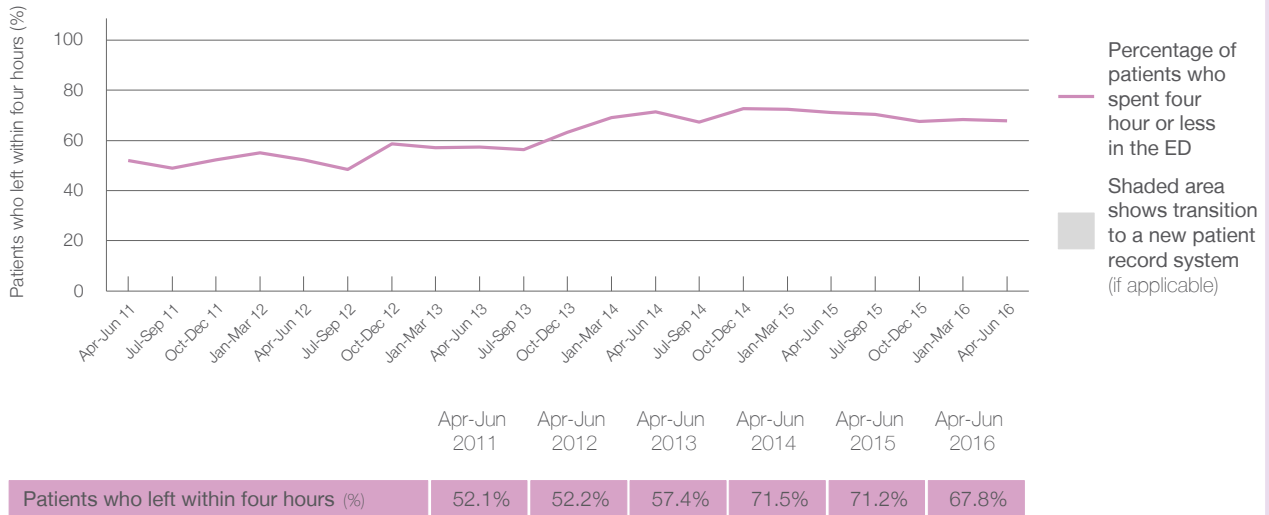
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,224 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	7,102	1.7%
Presentations used to calculate time to leaving the ED	7,102	1.7%
Percentage of patients who spent four hours or less in the ED	71.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016<sup>†‡</sup>



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 19 July 2016). Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).