

Bateman's Bay District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,567 patients
Emergency presentations:² 3,487 patients

Same period last year	Change since one year ago
3,167	12.6%
3,042	14.6%

Bateman's Bay District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 281 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 40 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 995 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,685 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 510 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
358	
7 minutes	8 minutes
30 minutes	41 minutes
1,025	
21 minutes	21 minutes
119 minutes	103 minutes
1,299	
32 minutes	27 minutes
194 minutes	139 minutes
347	
38 minutes	24 minutes
184 minutes	138 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,567 patients

Percentage of patients who spent four hours or less in the ED 84.7%

Same period last year	Change since one year ago
3,167	12.6%
76.3%	

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

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

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

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

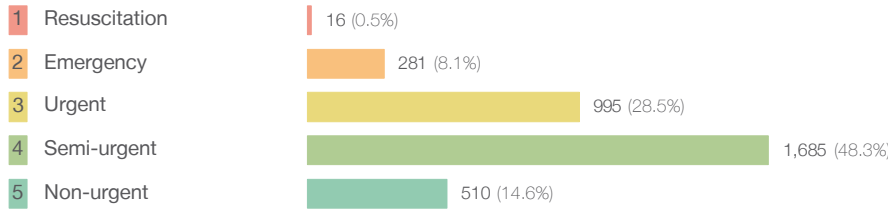
Bateman's Bay District Hospital: Patients presenting to the emergency department July to September 2016

All presentations:¹ 3,567 patients

Same period last year	Change since one year ago
3,167	12.6%

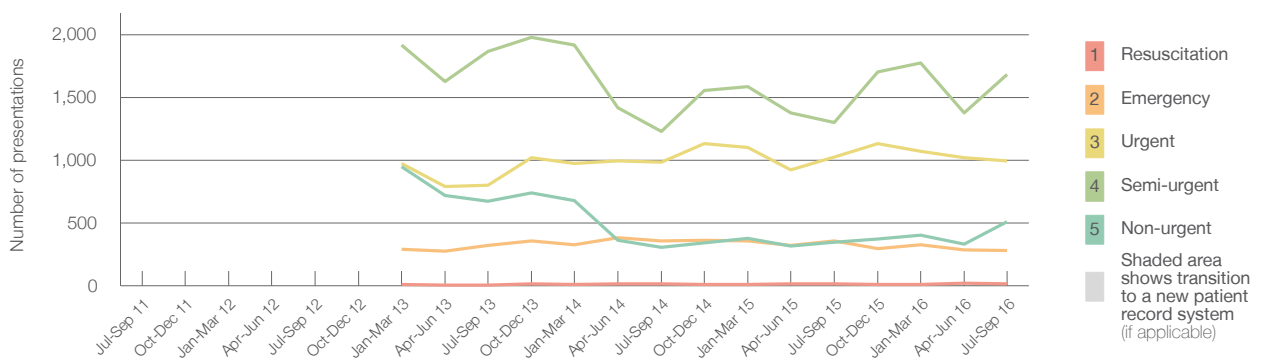
Emergency presentations² by triage category: 3,487 patients

3,042	14.6%
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13	23.1%
358	-21.5%
1,025	-2.9%
1,299	29.7%
347	47.0%

Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation			5	13	13	16
Emergency			319	355	358	281
Urgent			800	985	1,025	995
Semi-urgent			1,867	1,231	1,299	1,685
Non-urgent			671	304	347	510
All emergency presentations			3,662	2,888	3,042	3,487

Bateman's Bay District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 470 patients

460	
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ED Transfer of care time



11 minutes	-2 minutes
36 minutes	-5 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 281

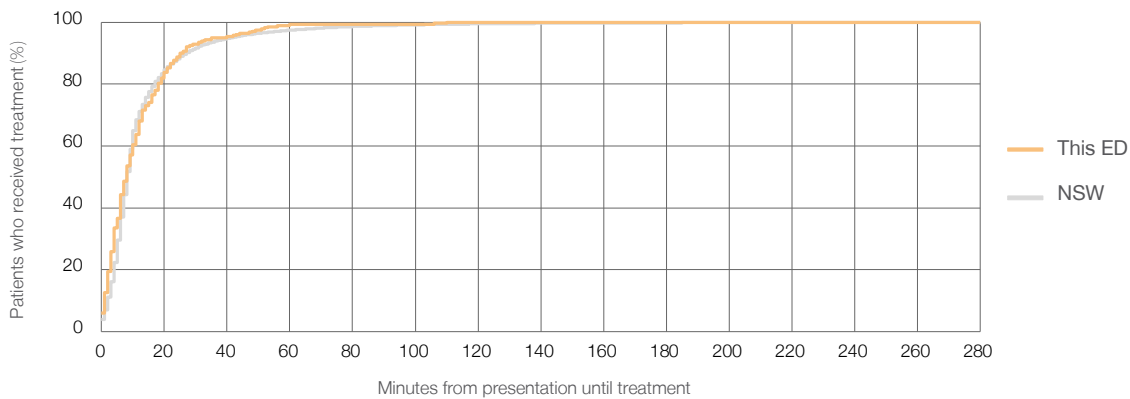
Number of triage 2 patients used to calculate waiting time:³ 278

Median time to start treatment⁴ 8 minutes

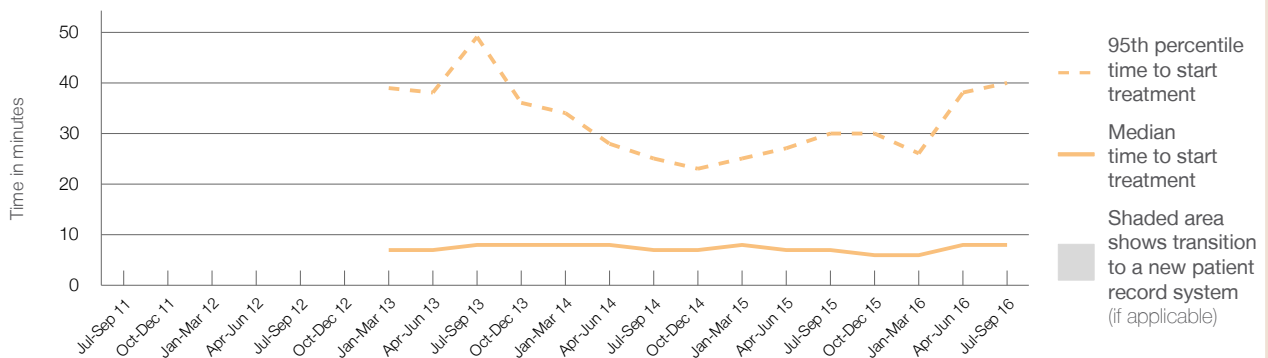
95th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
358	358
7 minutes	8 minutes
30 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			8	7	7	8
95th percentile time to start treatment ⁵ (minutes)			49	25	30	40

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Bateman's Bay District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 995

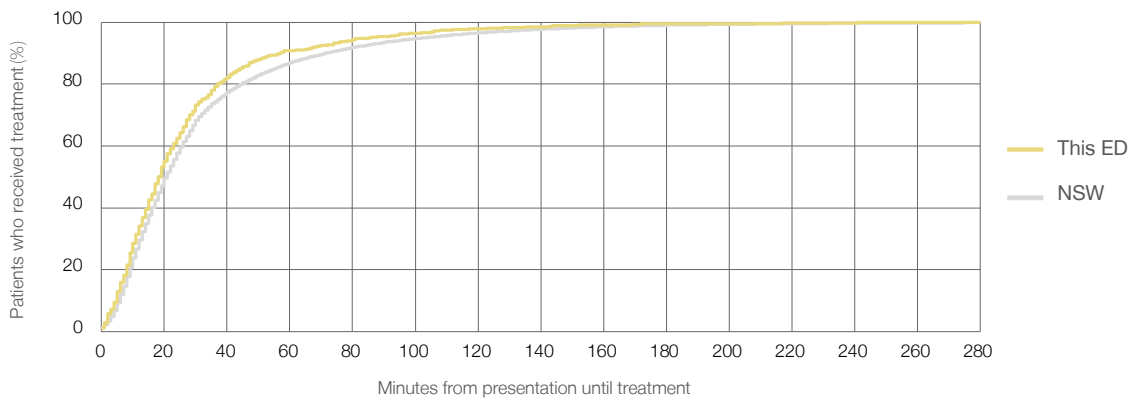
Number of triage 3 patients used to calculate waiting time:³ 939

Median time to start treatment⁴ 18 minutes

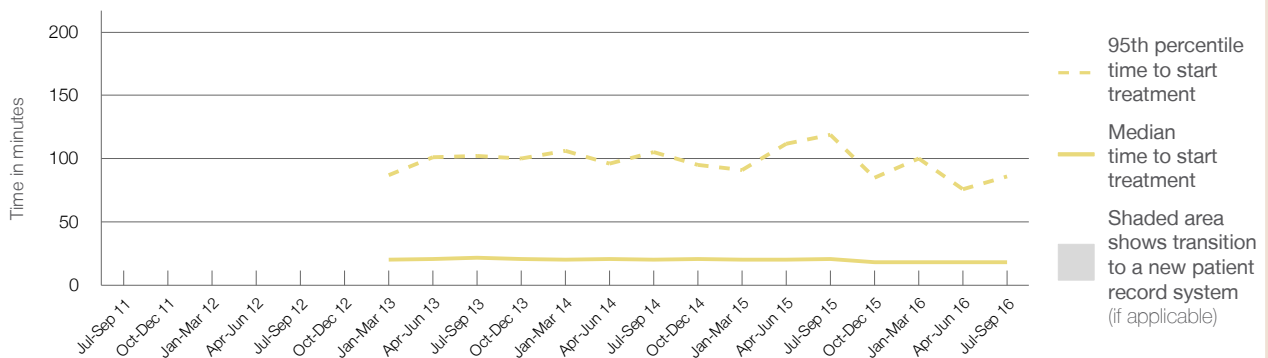
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
1,025	994
21 minutes	21 minutes
119 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			22	20	21	18
95th percentile time to start treatment ⁵ (minutes)			102	105	119	86

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Bateman's Bay District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 1,685

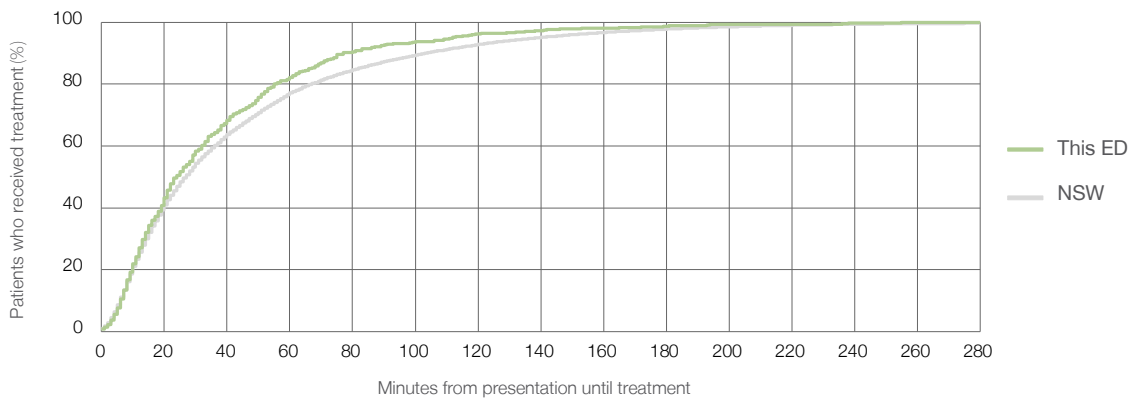
Number of triage 4 patients used to calculate waiting time:³ 790

Median time to start treatment⁴ 24 minutes

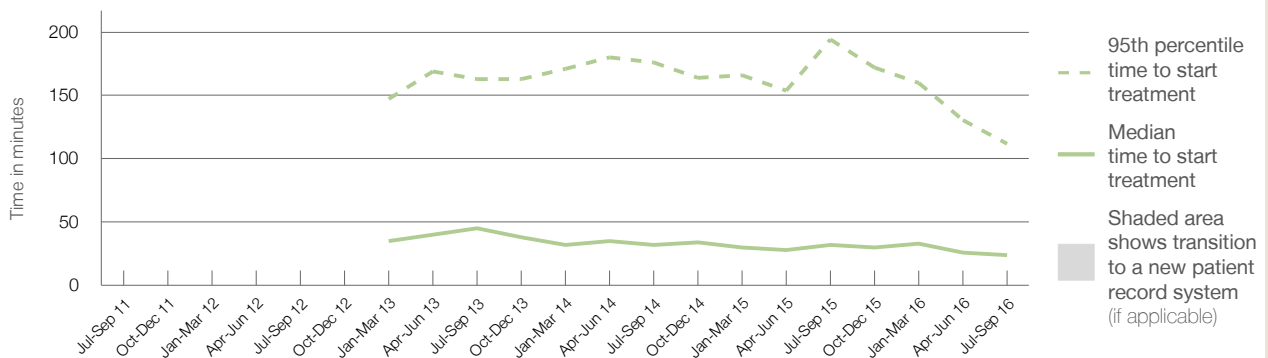
95th percentile time to start treatment⁵ 112 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,299	1,148
Median time to start treatment ⁴	32 minutes	27 minutes
95th percentile time to start treatment ⁵	194 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			45	32	32	24
95th percentile time to start treatment ⁵ (minutes)			163	176	194	112

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Bateman's Bay District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 510

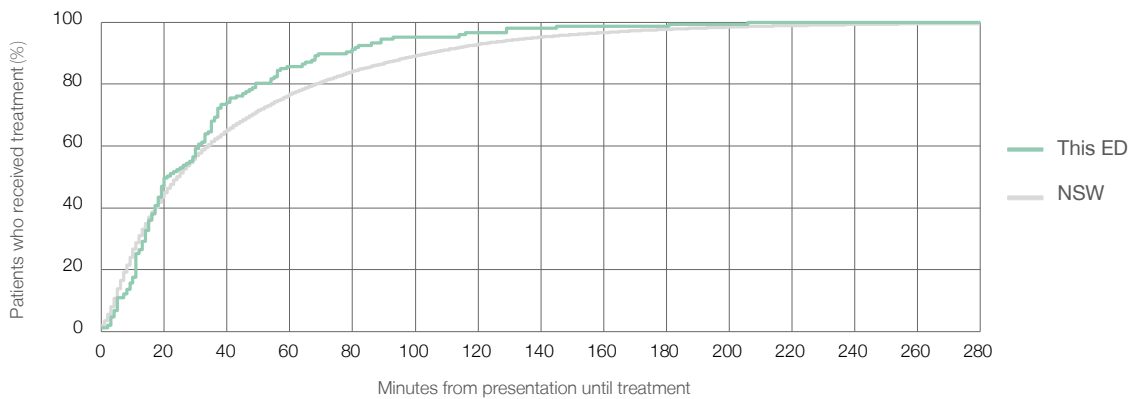
Number of triage 5 patients used to calculate waiting time:³ 147

Median time to start treatment⁴ 21 minutes

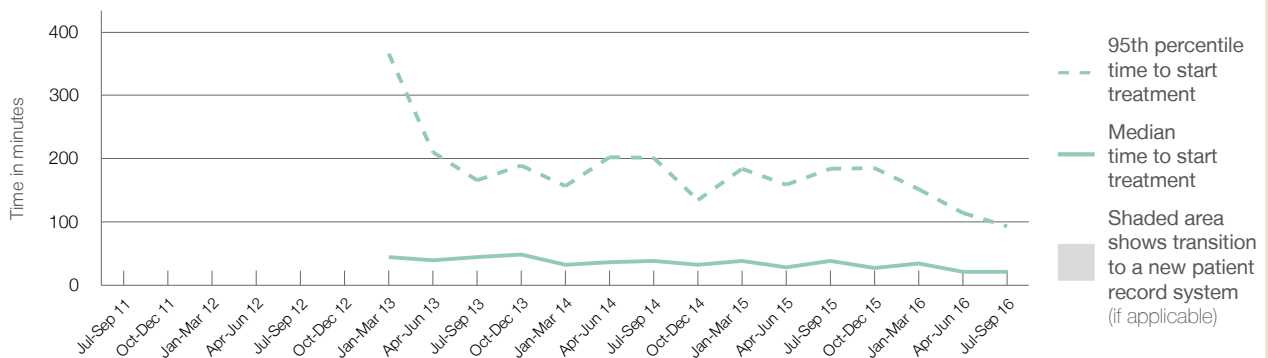
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
347	
281	
38 minutes	24 minutes
184 minutes	138 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			45	38	38	21
95th percentile time to start treatment ⁵ (minutes)			166	201	184	93

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Bateman's Bay District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 3,567 patients

Presentations used to calculate time to leaving the ED:⁶ 3,567 patients

Median time spent in the ED⁸

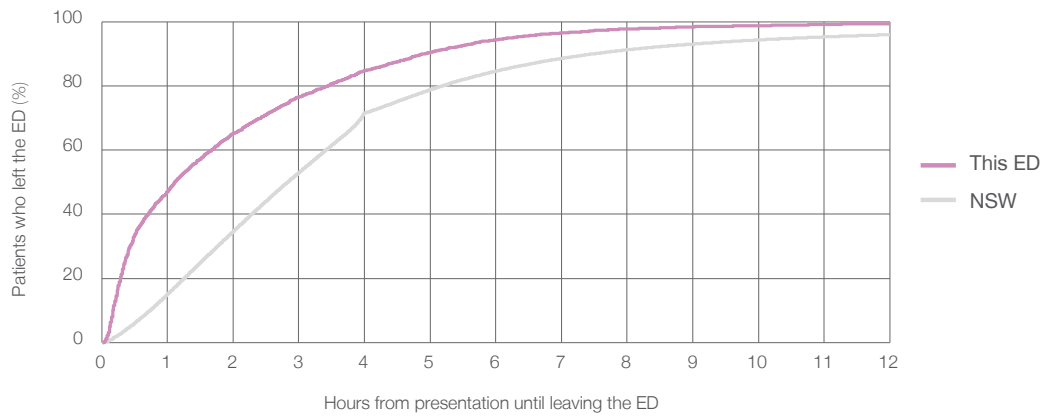
1 hours and 7 minutes

95th percentile time spent in the ED⁹

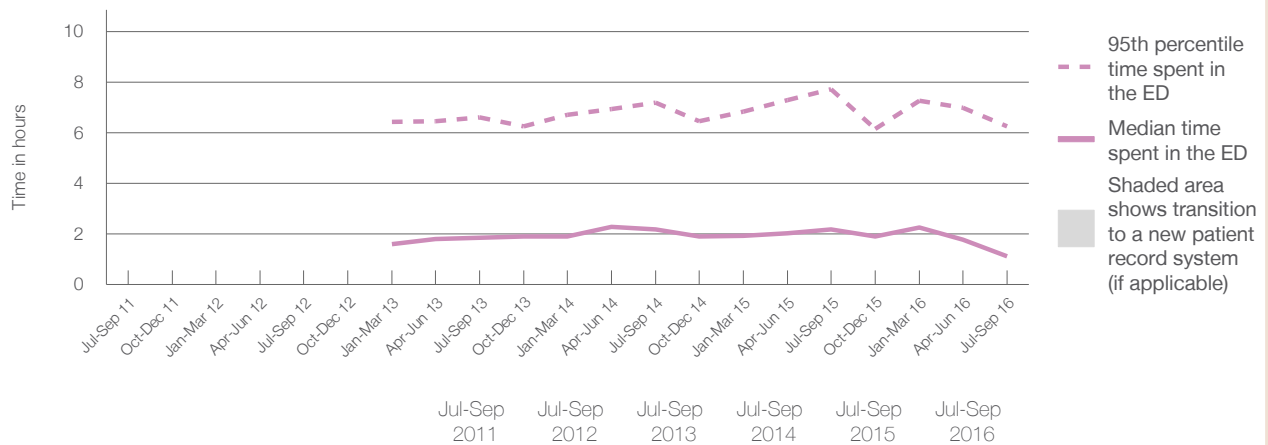
6 hours and 16 minutes

Same period last year	NSW (this period)
3,167	3,167
2 hours and 11 minutes	2 hours and 50 minutes
7 hours and 44 minutes	10 hours and 43 minutes

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



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)			1h 52m	2h 11m	2h 11m	1h 7m
95th percentile time to leaving the ED ⁹ (hours, minutes)			6h 37m	7h 12m	7h 44m	6h 16m

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Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

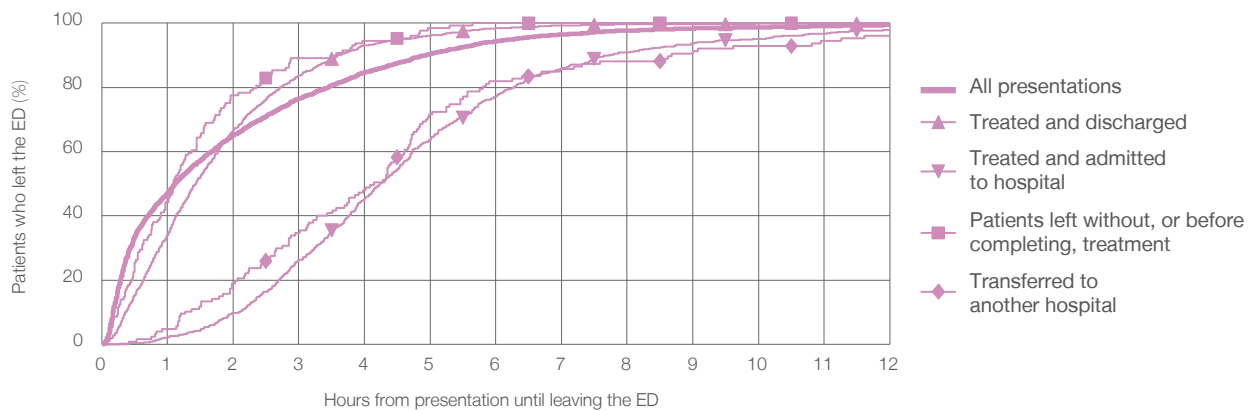
All presentations:¹ 3,567 patients

Presentations used to calculate time to leaving the ED:⁶ 3,567 patients

Treated and discharged	1,427 (40.0%)
Treated and admitted to hospital	681 (19.1%)
Patient left without, or before completing, treatment	129 (3.6%)
Transferred to another hospital	127 (3.6%)
Other	1,203 (33.7%)

Same period last year	Change since one year ago
3,167	12.6%
2,035	-29.9%
715	-4.8%
292	-55.8%
116	9.5%
9	3266.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡§}



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	34.1%	66.7%	83.7%	93.1%	98.5%	99.7%	99.9%	99.9%
Treated and admitted to hospital	2.2%	9.7%	26.3%	45.4%	77.2%	90.9%	95.2%	97.9%
Patient left without, or before completing, treatment	44.2%	77.5%	89.1%	94.6%	100%	100%	100%	100%
Transferred to another hospital	4.7%	18.9%	34.6%	48.0%	81.9%	88.2%	92.9%	96.1%
All presentations	47.1%	65.2%	76.5%	84.7%	94.4%	97.7%	98.7%	99.4%

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Bateman's Bay District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 3,567 patients

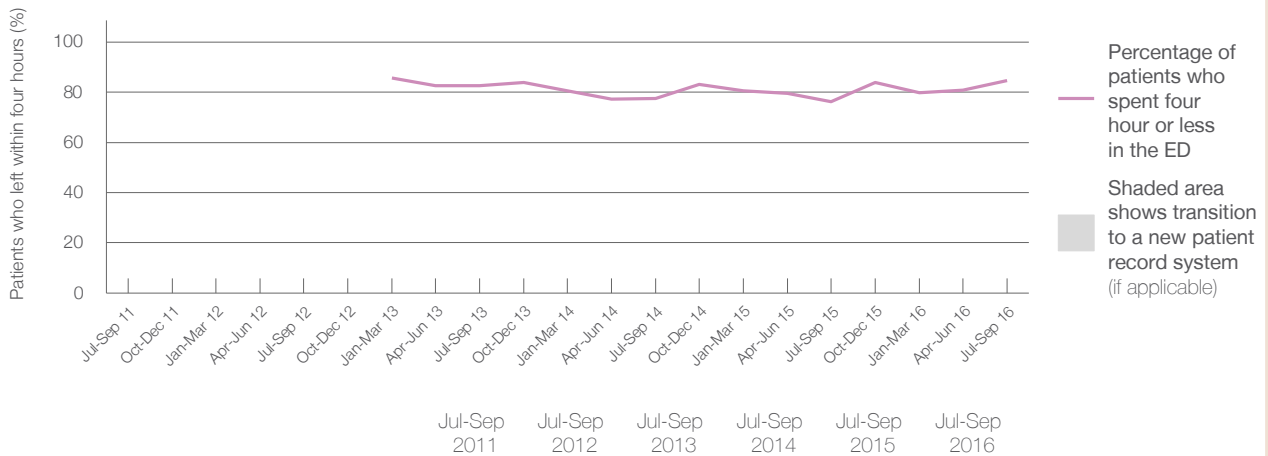
Presentations used to calculate time to leaving the ED: ⁶ 3,567 patients

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	3,167	12.6%
Presentations used to calculate time to leaving the ED	3,167	12.6%
Percentage of patients who spent four hours or less in the ED	76.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
			82.7%	77.5%	76.3%	84.7%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).