

## Shellharbour Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 7,659 patients  
 Emergency presentations:<sup>2</sup> 7,401 patients

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

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

April to June 2018

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

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 13 minutes

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

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 99 minutes

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

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 127 minutes

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

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 100 minutes

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

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,659 patients

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

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

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

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

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

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

## Shellharbour Hospital: Patients presenting to the emergency department

April to June 2018

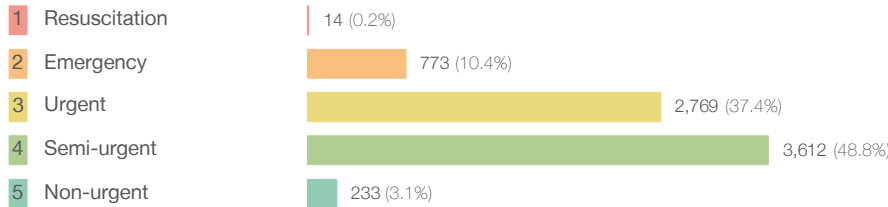
All presentations:<sup>1</sup> 7,659 patients

Same period last year  
Change since one year ago

7,333 4%

Emergency presentations<sup>2</sup> by triage category: 7,401 patients

7,166 3%



18 -22.2%

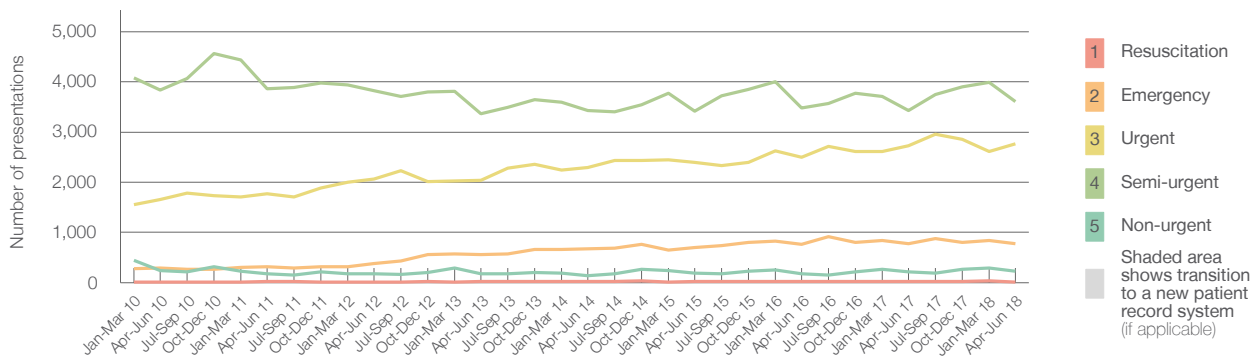
779 -0.8%

2,730 1.4%

3,425 5.5%

214 8.9%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	14	21	12	29	20	20	19	18	14
Emergency	287	323	386	564	670	695	768	779	773
Urgent	1,652	1,769	2,062	2,044	2,290	2,396	2,501	2,730	2,769
Semi-urgent	3,835	3,859	3,827	3,360	3,433	3,415	3,485	3,425	3,612
Non-urgent	235	183	175	179	143	184	177	214	233
All emergency presentations	6,023	6,155	6,462	6,176	6,556	6,710	6,950	7,166	7,401

## Shellharbour Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,654 patients

Same period last year  
Change since one year ago

1,599

ED Transfer of care time

Median time 10 minutes

10 minutes 0 minutes

90th percentile time 23 minutes

22 minutes 1 minute

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

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

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

April to June 2018

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

Number of triage 2 patients: 773

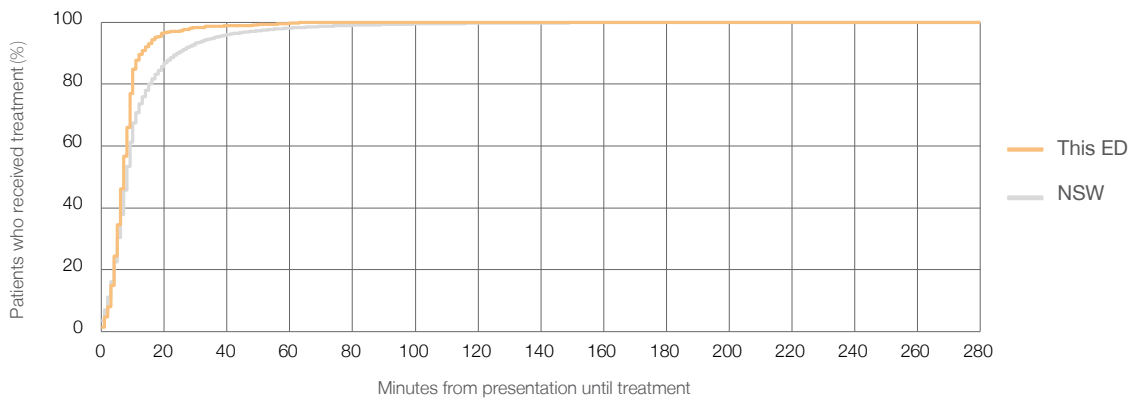
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 772

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

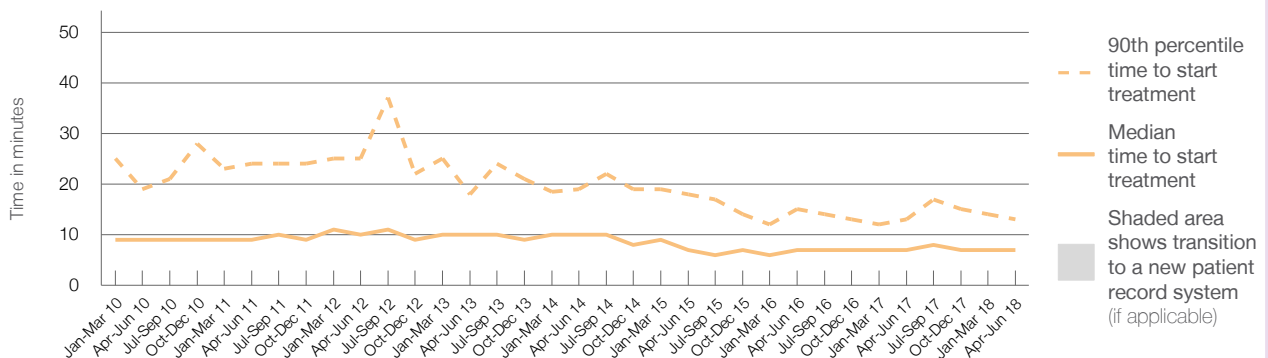
90th percentile time to start treatment<sup>5</sup>  13 minutes

Same period last year	NSW (this period)
779	778
7 minutes	8 minutes
13 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	9	9	10	10	10	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	19	24	25	18	19	18	15	13	13

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## Shellharbour Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 2,769

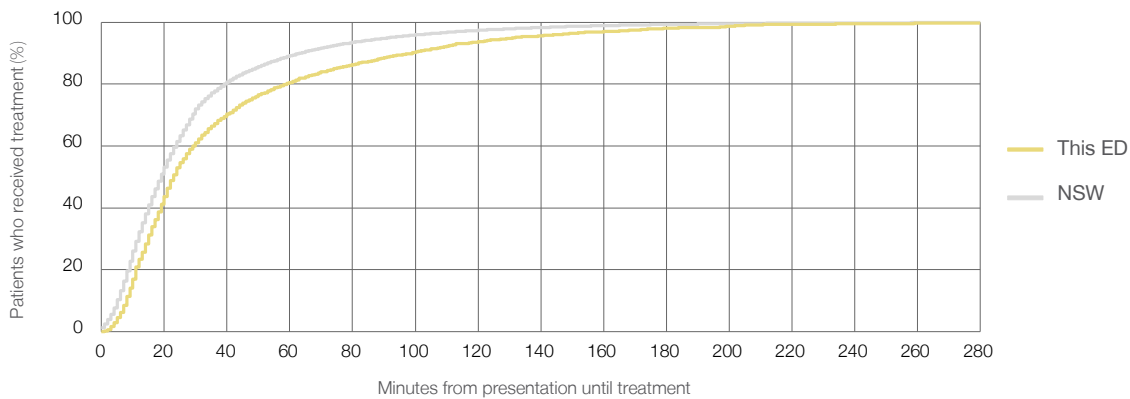
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,731

Median time to start treatment<sup>4</sup> 23 minutes

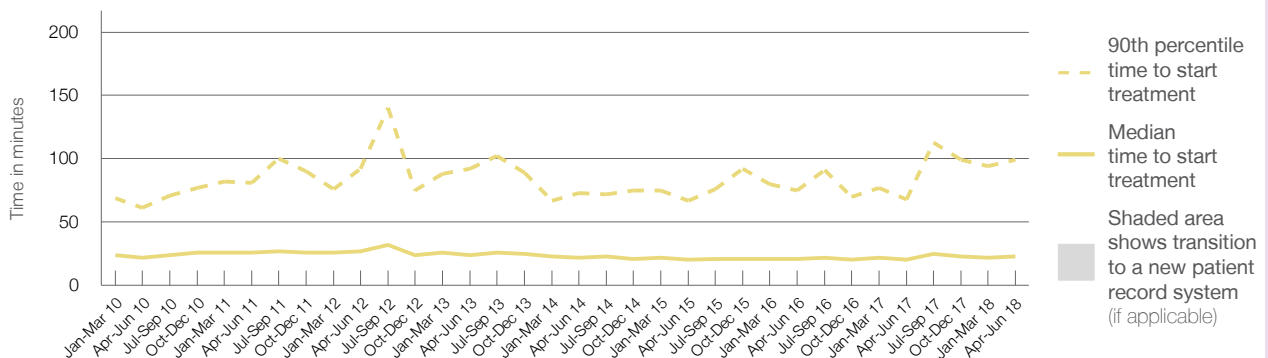
90th percentile time to start treatment<sup>5</sup> 99 minutes

Same period last year	NSW (this period)
2,730	2,699
20 minutes	19 minutes
68 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	22	26	27	24	22	20	21	20	23
90th percentile time to start treatment <sup>5</sup> (minutes)	61	81	92	92	73	67	75	68	99

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## Shellharbour Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 3,612

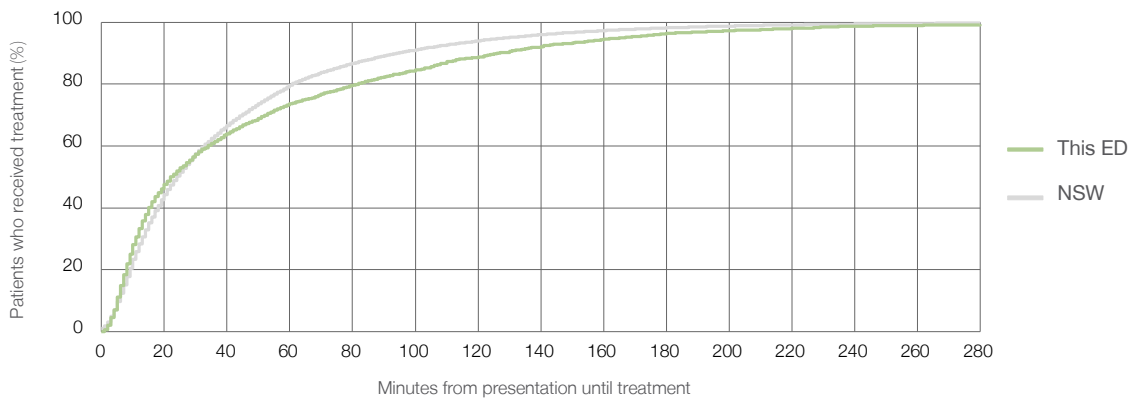
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,370

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

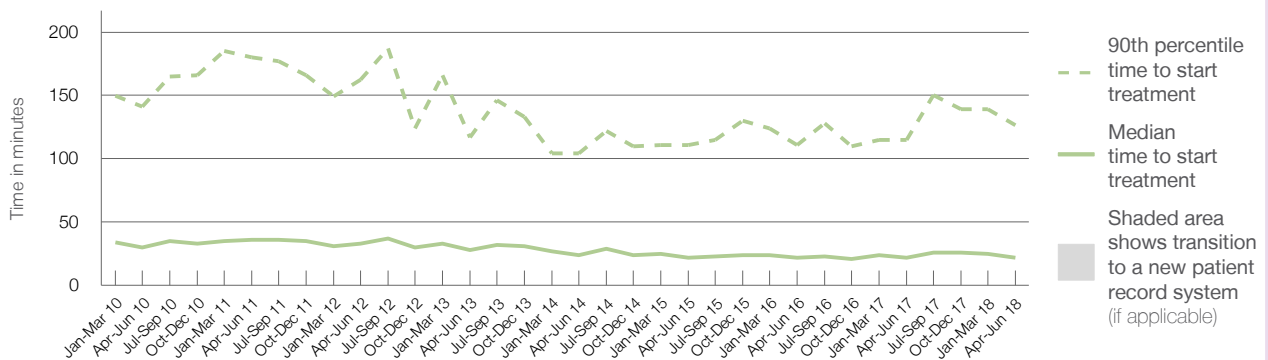
90th percentile time to start treatment<sup>5</sup>  127 minutes

Same period last year	NSW (this period)
3,425	3,217
22 minutes	24 minutes
115 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	30	36	33	28	24	22	22	22	22
90th percentile time to start treatment <sup>5</sup> (minutes)	141	180	163	117	104	111	111	115	127

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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.

## Shellharbour Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 233

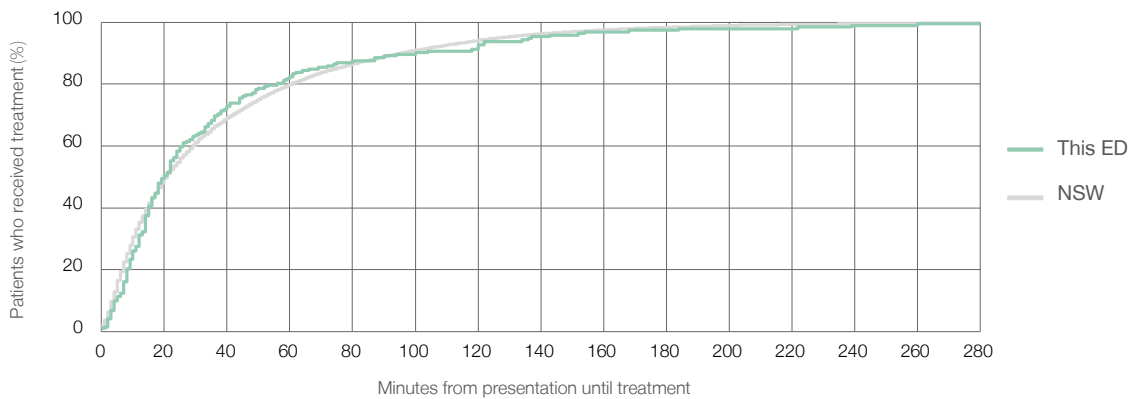
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 192

Median time to start treatment<sup>4</sup>  20 minutes

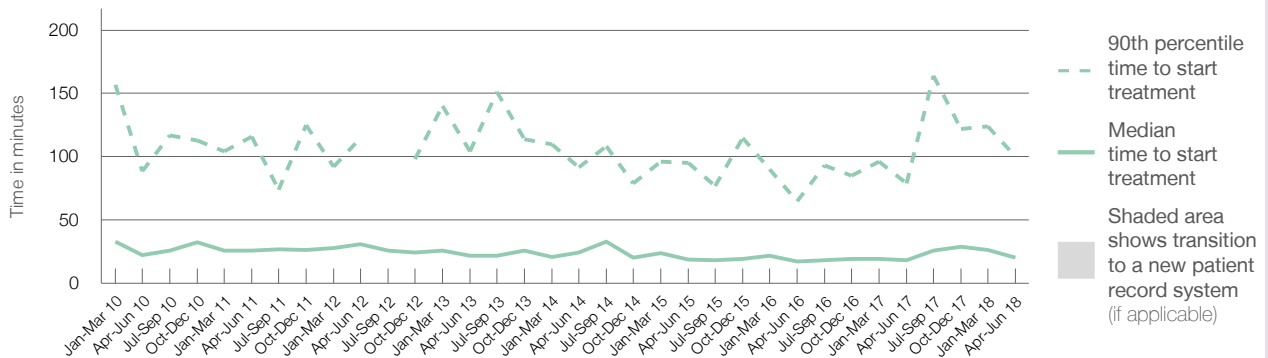
90th percentile time to start treatment<sup>5</sup>  100 minutes

Same period last year	NSW (this period)
214	175
18 minutes	21 minutes
79 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	23	26	31	22	25	19	17	18	20
90th percentile time to start treatment <sup>5</sup> (minutes)	89	116	115	104	92	95	65	79	100

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

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

## Shellharbour Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 7,659 patients

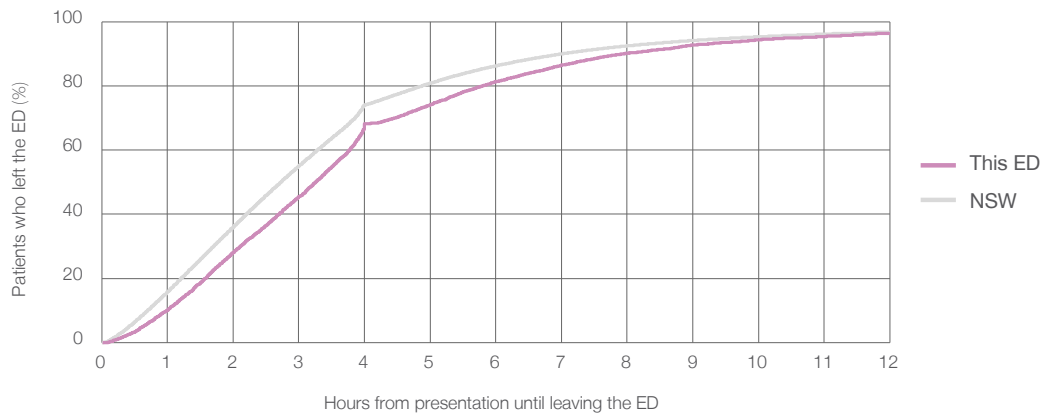
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,659 patients

Median time spent in the ED<sup>8</sup> 3 hours and 16 minutes

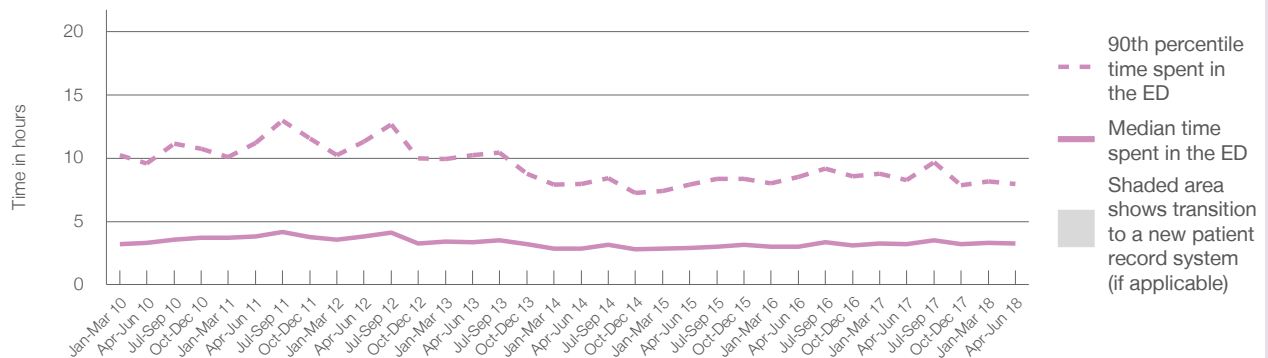
90th percentile time spent in the ED<sup>9</sup> 7 hours and 58 minutes

Same period last year	NSW (this period)
7,333	7,333
3 hours and 13 minutes	2 hours and 44 minutes
8 hours and 15 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 18m	3h 50m	3h 48m	3h 21m	2h 52m	2h 55m	3h 0m	3h 13m	3h 16m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 35m	11h 12m	11h 19m	10h 13m	7h 59m	7h 55m	8h 31m	8h 15m	7h 58m

(†) 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 2018

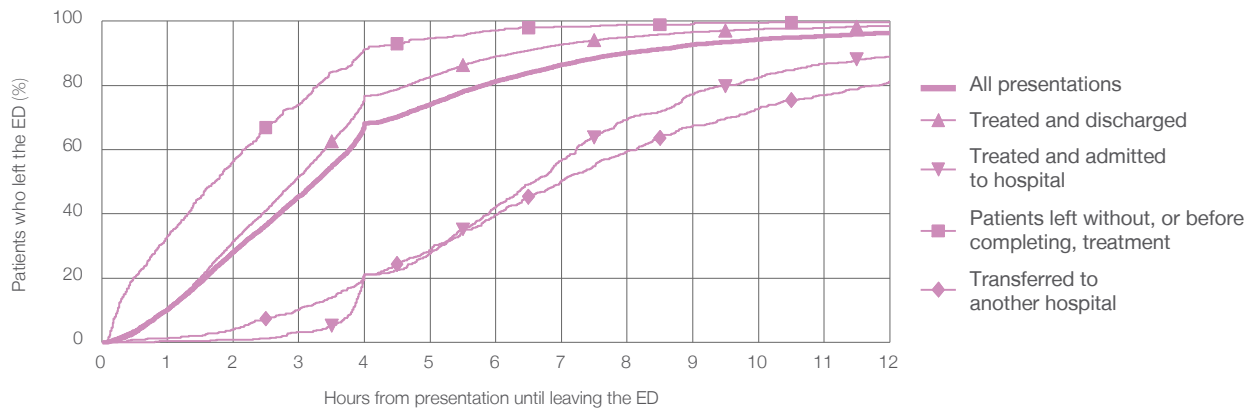
All presentations:<sup>1</sup> 7,659 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,659 patients

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

Same period last year	Change since one year ago
7,333	4%
5,442	6.0%
804	-7.7%
484	15.5%
598	-2.0%
5	0.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>††</sup>



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

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

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

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



**Shellharbour Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 7,659 patients

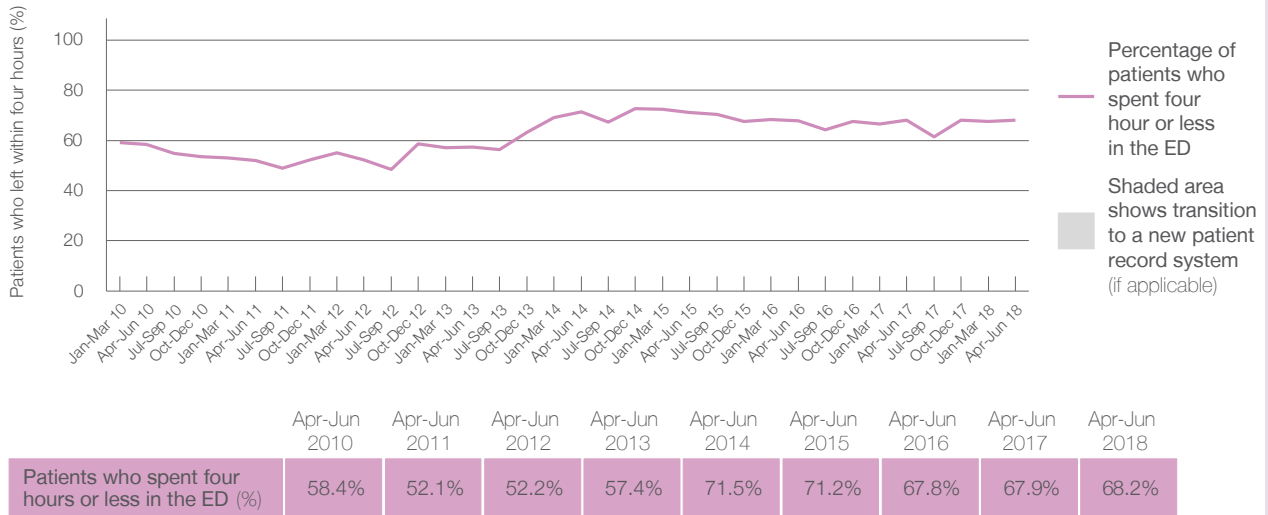
Presentations used to calculate time to leaving the ED: <sup>6</sup> 7,659 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup> 7,659 patients	7,333	4%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 7,659 patients	7,333	4%
Percentage of patients who spent four hours or less in the ED	67.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 18 July 2018). Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).