

Bathurst Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,217 patients
 Emergency presentations:² 6,156 patients

Same period last year	Change since one year ago
6,371	-2.4%
6,267	-1.8%

Bathurst Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 698 patients

Median time to start treatment⁴ 6 minutes
 95th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,854 patients

Median time to start treatment⁴ 16 minutes
 95th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,065 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 527 patients

Median time to start treatment⁴ 14 minutes
 95th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
485	
7 minutes	8 minutes
10 minutes	41 minutes
2,316	
17 minutes	21 minutes
79 minutes	103 minutes
3,256	
22 minutes	27 minutes
170 minutes	139 minutes
194	
14 minutes	24 minutes
111 minutes	138 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,217 patients

Percentage of patients who spent four hours or less in the ED 74.4%

Same period last year	Change since one year ago
6,371	-2.4%
73.1%	

* 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.

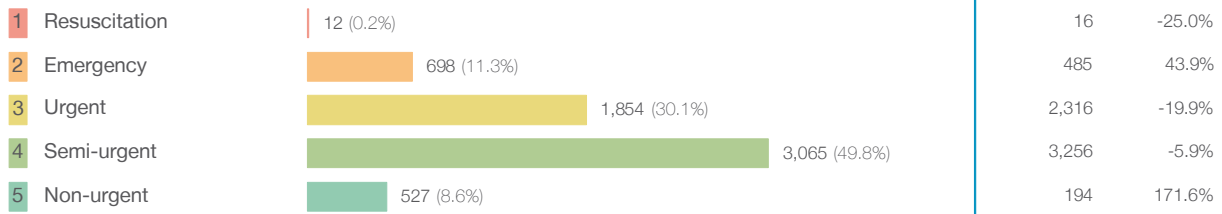
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

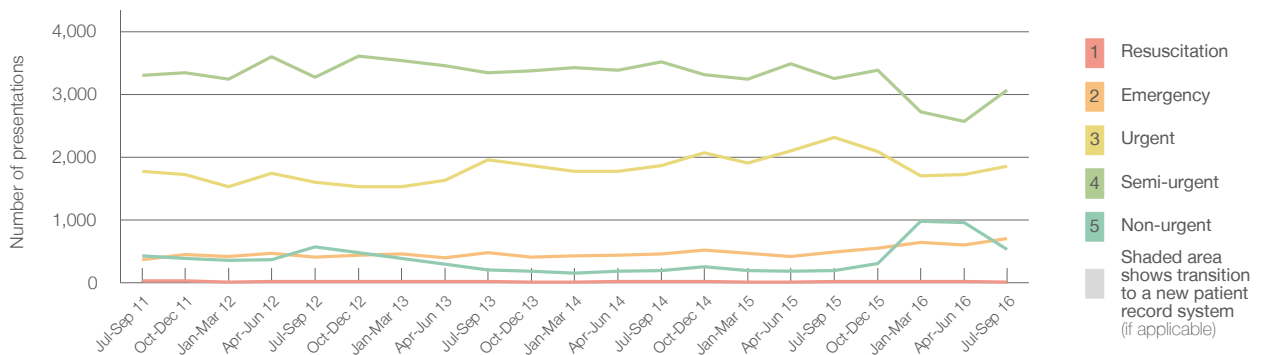
Bathurst Base Hospital: Patients presenting to the emergency department July to September 2016

All presentations:¹ 6,217 patients

Emergency presentations² by triage category: 6,156 patients



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	25	22	16	15	16	12
Emergency	363	409	474	457	485	698
Urgent	1,769	1,600	1,959	1,861	2,316	1,854
Semi-urgent	3,306	3,269	3,347	3,521	3,256	3,065
Non-urgent	423	569	202	196	194	527
All emergency presentations	5,886	5,869	5,998	6,050	6,267	6,156

Bathurst Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 904 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	593	
Median time	18 minutes	-2 minutes
95th percentile time	92 minutes	-32 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.

Bathurst Base 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: 698

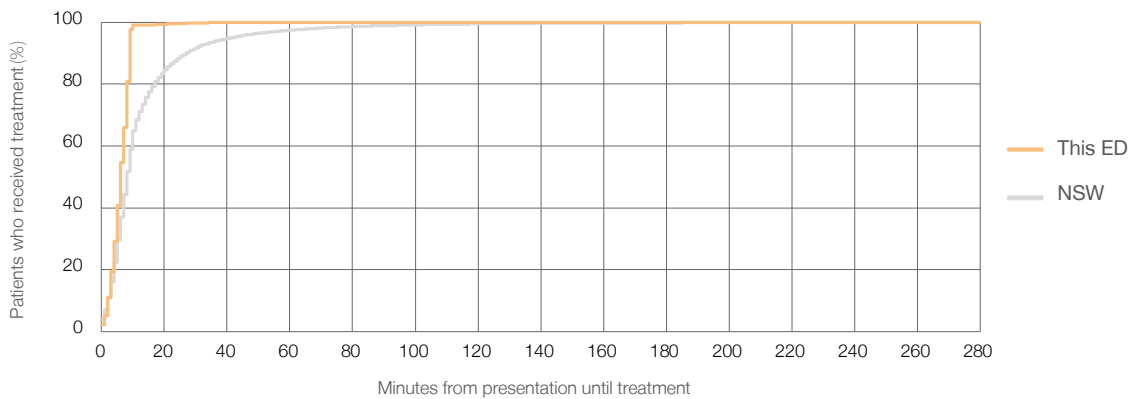
Number of triage 2 patients used to calculate waiting time:³ 698

Median time to start treatment⁴ ■ 6 minutes

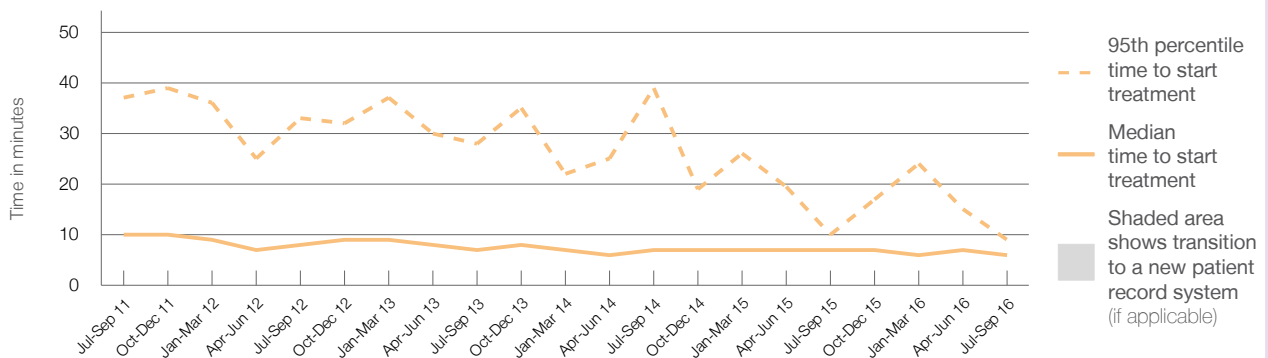
95th percentile time to start treatment⁵ ■ 9 minutes

Same period last year	NSW (this period)
485	
484	
7 minutes	8 minutes
10 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)	10	8	7	7	7	6
95th percentile time to start treatment ⁵ (minutes)	37	33	28	39	10	9

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Bathurst Base 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: 1,854

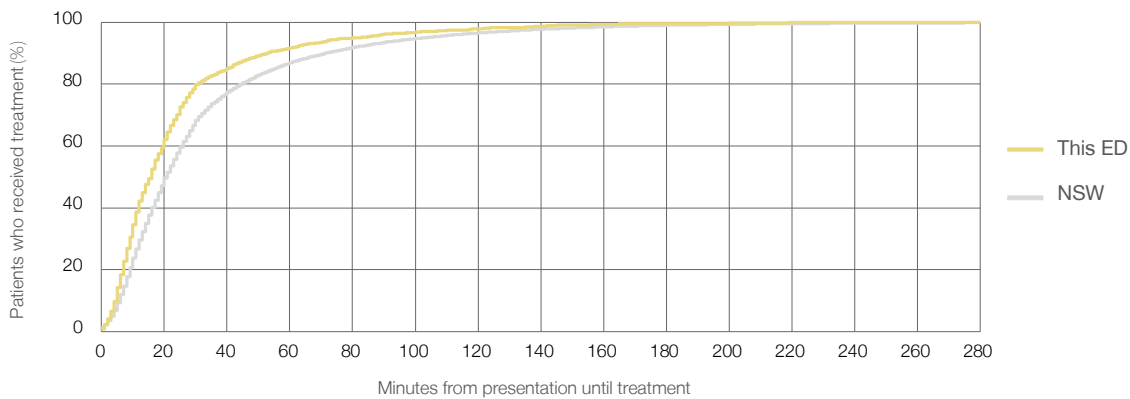
Number of triage 3 patients used to calculate waiting time:³ 1,824

Median time to start treatment⁴ 16 minutes

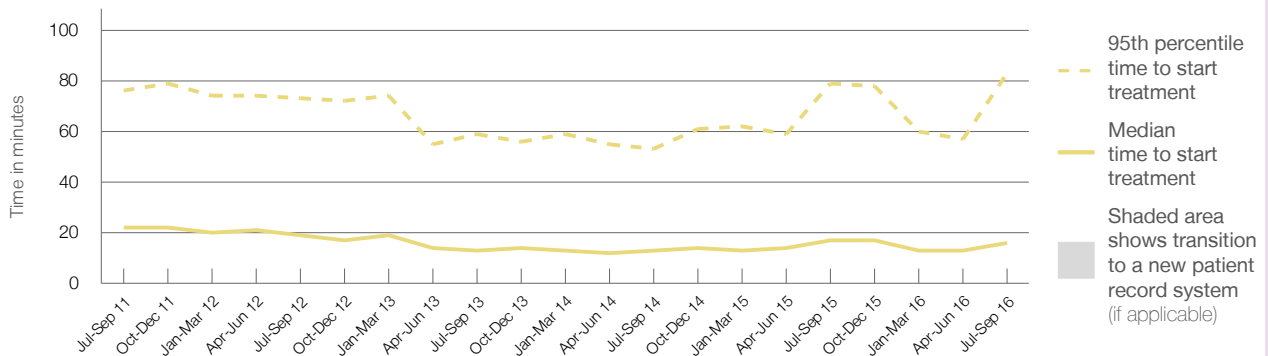
95th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
2,316	2,277
17 minutes	21 minutes
79 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	19	13	13	17	16
95th percentile time to start treatment ⁵ (minutes)	76	73	59	53	79	83

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Bathurst Base 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: 3,065

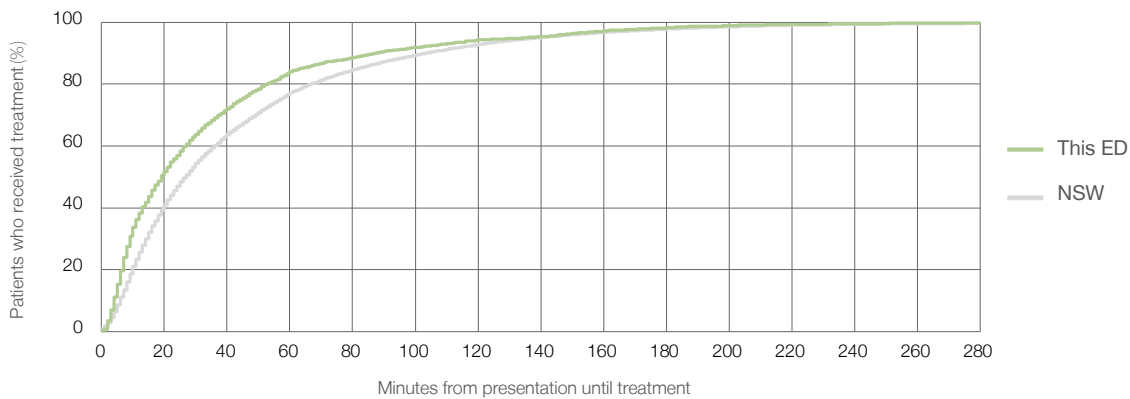
Number of triage 4 patients used to calculate waiting time:³ 2,888

Median time to start treatment⁴ 19 minutes

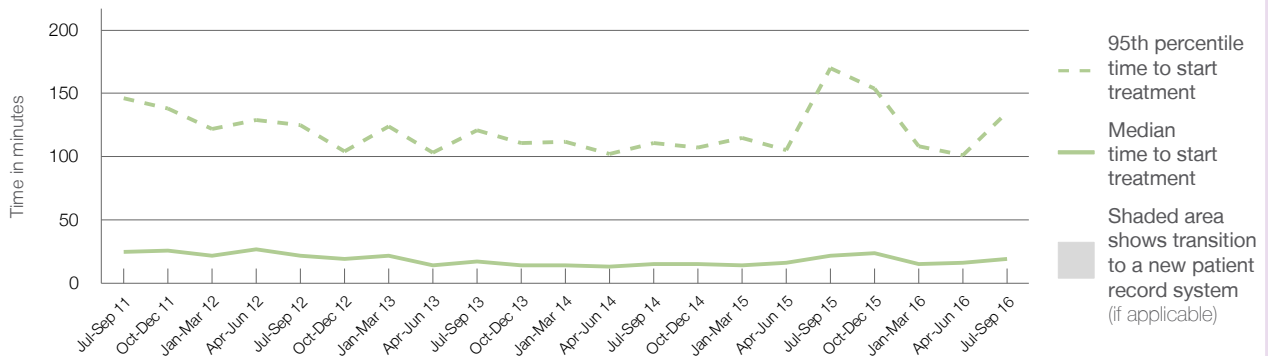
95th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
3,256	2,998
22 minutes	27 minutes
170 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)	25	22	17	15	22	19
95th percentile time to start treatment ⁵ (minutes)	146	125	121	111	170	135

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Bathurst Base 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: 527

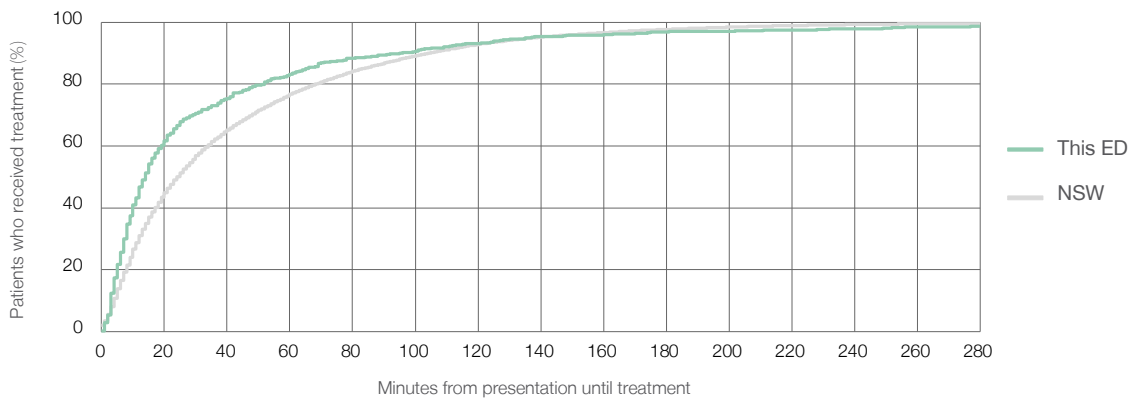
Number of triage 5 patients used to calculate waiting time:³ 466

Median time to start treatment⁴ 14 minutes

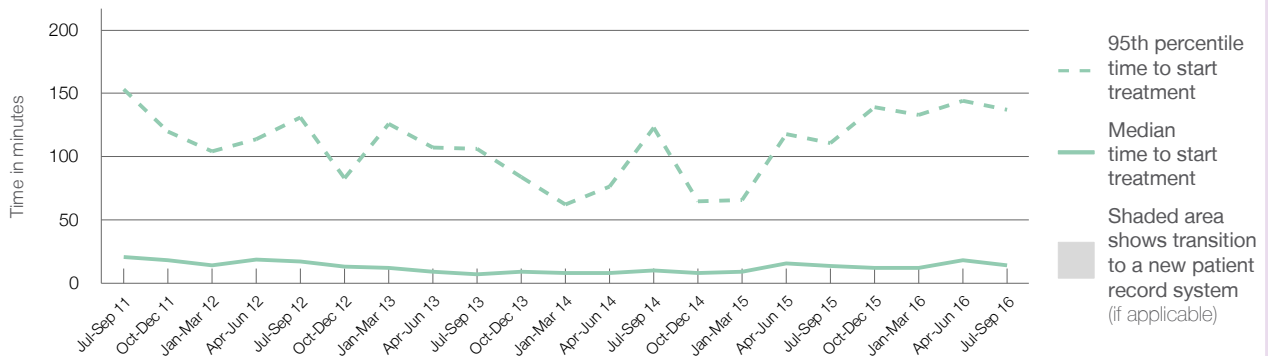
95th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
194	172
14 minutes	24 minutes
111 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)	21	17	7	10	14	14
95th percentile time to start treatment ⁵ (minutes)	153	131	106	123	111	137

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Bathurst Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,217 patients

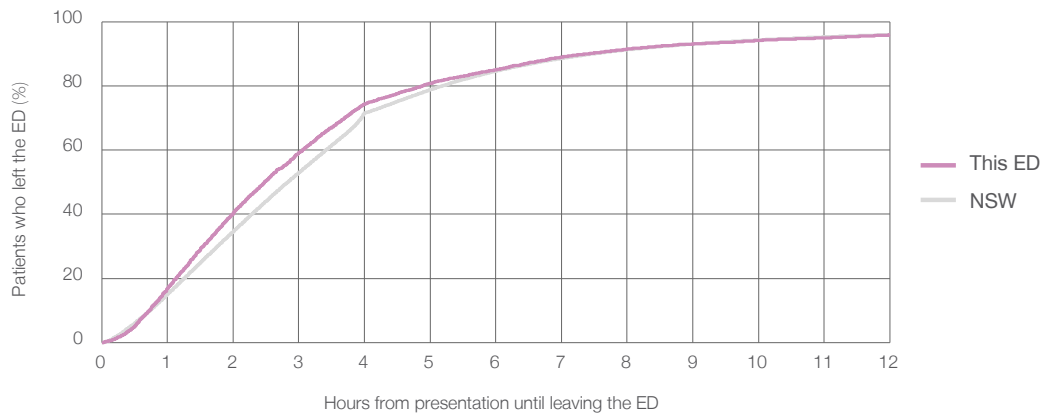
Presentations used to calculate time to leaving the ED:⁶ 6,217 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

95th percentile time spent in the ED⁹ 11 hours and 4 minutes

Same period last year	NSW (this period)
6,371	6,371
2 hours and 40 minutes	2 hours and 50 minutes
12 hours and 49 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)	2h 29m	2h 29m	2h 23m	2h 16m	2h 40m	2h 29m
95th percentile time to leaving the ED ⁹ (hours, minutes)	10h 4m	10h 12m	12h 0m	9h 26m	12h 49m	11h 4m

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Bathurst Base Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

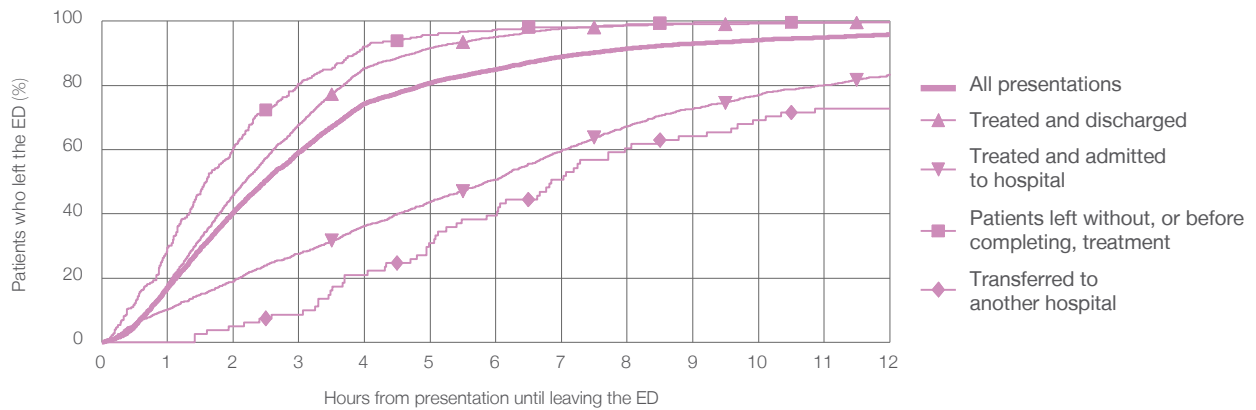
All presentations:¹ 6,217 patients

Presentations used to calculate time to leaving the ED:⁶ 6,217 patients

Treated and discharged	4,457 (71.7%)
Treated and admitted to hospital	1,328 (21.4%)
Patient left without, or before completing, treatment	330 (5.3%)
Transferred to another hospital	81 (1.3%)
Other	21 (0.3%)

Same period last year	Change since one year ago
6,371	-2.4%
4,830	-7.7%
1,034	28.4%
398	-17.1%
83	-2.4%
26	-19.2%

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

Treated and discharged	18.1%	45.8%	67.8%	85.4%	95.2%	98.7%	99.3%	99.7%
Treated and admitted to hospital	10.1%	19.0%	27.6%	36.3%	50.7%	67.2%	77.0%	83.6%
Patient left without, or before completing, treatment	29.4%	60.6%	80.6%	92.1%	97.3%	99.1%	99.7%	99.7%
Transferred to another hospital	0%	4.9%	8.6%	21.0%	39.5%	60.5%	69.1%	72.8%
All presentations	16.9%	40.4%	59.2%	74.4%	85.0%	91.5%	94.1%	95.9%

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Bathurst Base 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 6,217 patients

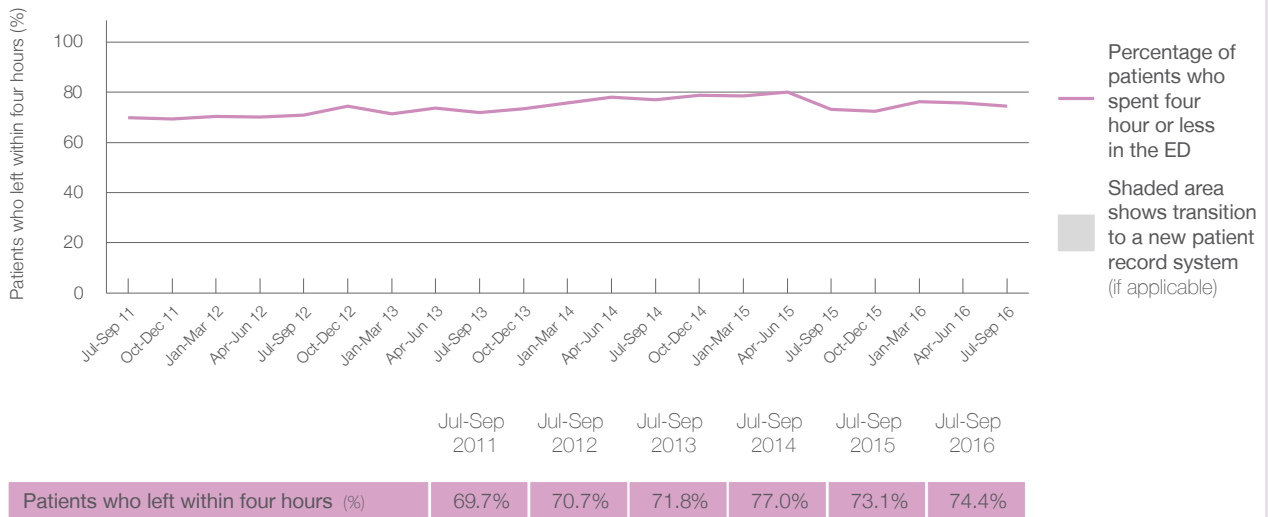
Presentations used to calculate time to leaving the ED: ⁶ 6,217 patients

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	6,371	-2.4%
Presentations used to calculate time to leaving the ED	6,371	-2.4%
Percentage of patients who spent four hours or less in the ED	73.1%	

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



* 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.

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- All emergency and non-emergency presentations at the emergency department (ED).
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- 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).