

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 6,185 patients
Emergency presentations:² 6,096 patients

Same period last year	Change since one year ago
6,130	0.9%
6,059	0.6%

Bathurst Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 683 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,997 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,745 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 642 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
645	
6 minutes	8 minutes
13 minutes	26 minutes
1,700	
13 minutes	20 minutes
39 minutes	69 minutes
2,719	
15 minutes	26 minutes
72 minutes	101 minutes
978	
12 minutes	23 minutes
81 minutes	104 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 6,185 patients

Percentage of patients who spent four hours or less in the ED 77.0%

Same period last year	Change since one year ago
6,130	0.9%
76.2%	

* 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 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.

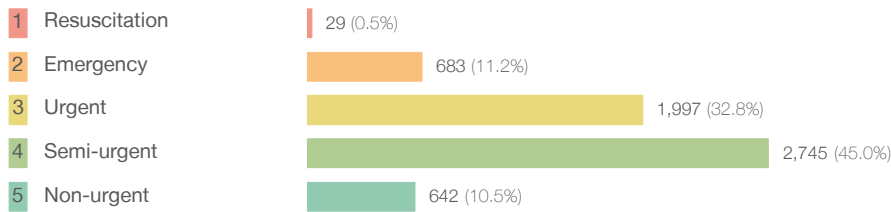
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Patients presenting to the emergency department January to March 2017

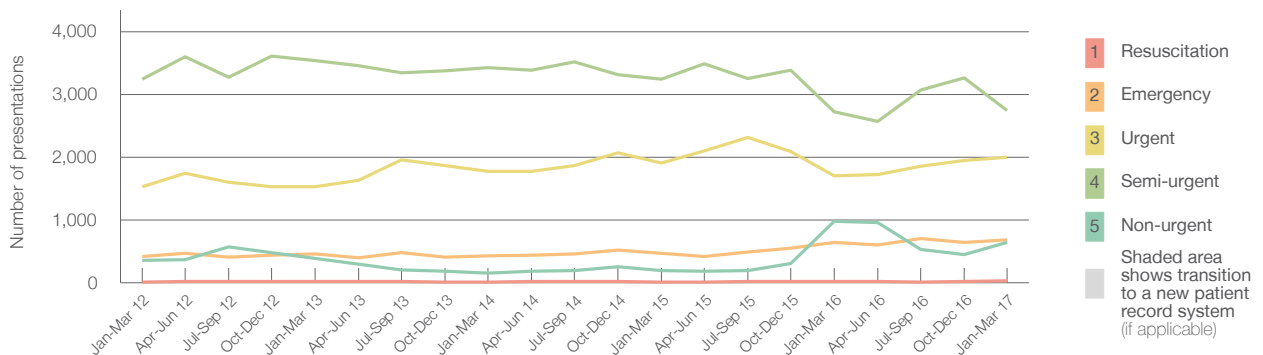
All presentations:¹ 6,185 patients

Emergency presentations² by triage category: 6,096 patients



Same period last year	Change since one year ago
6,130	0.9%
6,059	0.6%
17	70.6%
645	5.9%
1,700	17.5%
2,719	1.0%
978	-34.4%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	10	22	13	13	17	29
Emergency	419	455	428	470	645	683
Urgent	1,524	1,525	1,774	1,910	1,700	1,997
Semi-urgent	3,239	3,538	3,427	3,242	2,719	2,745
Non-urgent	353	388	151	197	978	642
All emergency presentations	5,545	5,928	5,793	5,832	6,059	6,096

Bathurst Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 887 patients

ED Transfer of care time



Same period last year	Change since one year ago
901	
15 minutes	-2 minutes
46 minutes	-14 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 683

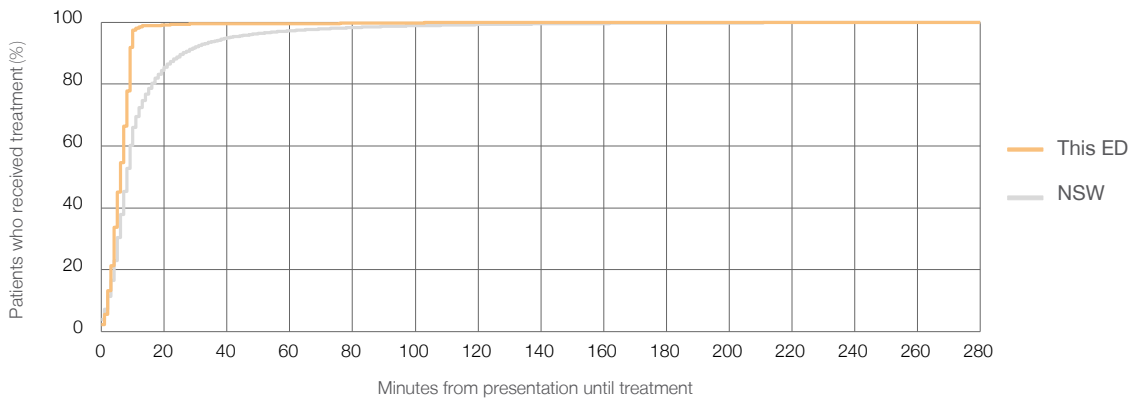
Number of triage 2 patients used to calculate waiting time:³ 682

Median time to start treatment⁴ 6 minutes

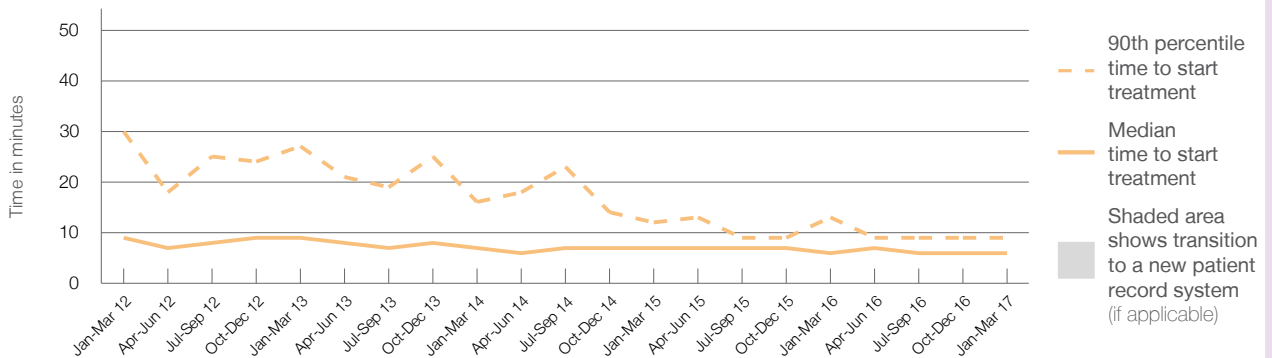
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
645	
643	
6 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	9	9	7	7	6	6
90th percentile time to start treatment ⁵ (minutes)	30	27	16	12	13	9

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,997

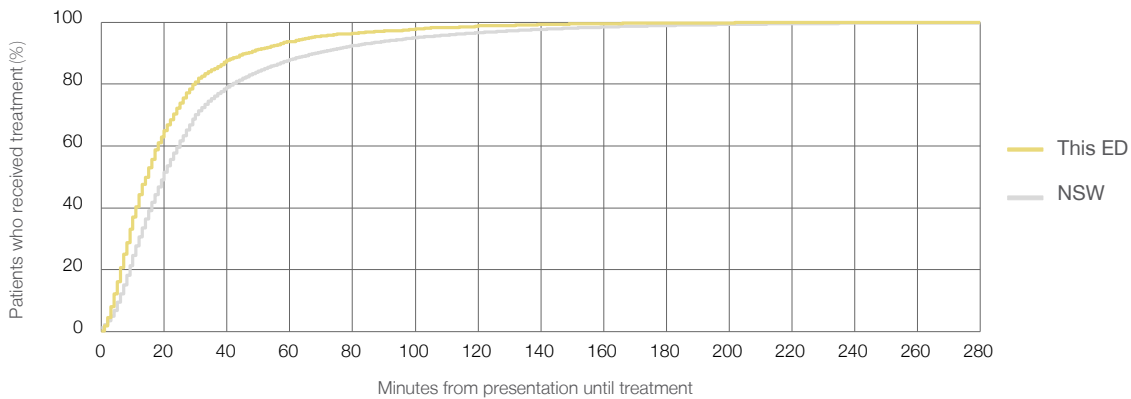
Number of triage 3 patients used to calculate waiting time:³ 1,972

Median time to start treatment⁴ 15 minutes

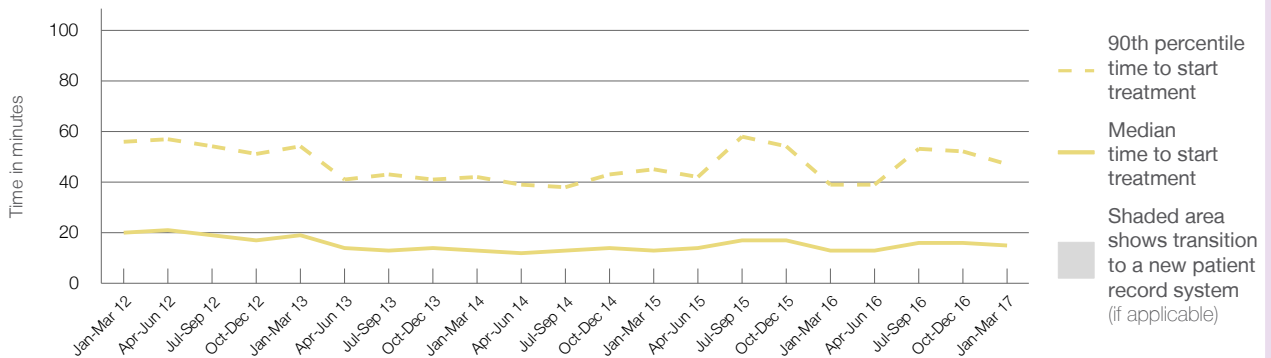
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
1,700	
1,682	
13 minutes	20 minutes
39 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	19	13	13	13	15
90th percentile time to start treatment ⁵ (minutes)	56	54	42	45	39	47

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,745

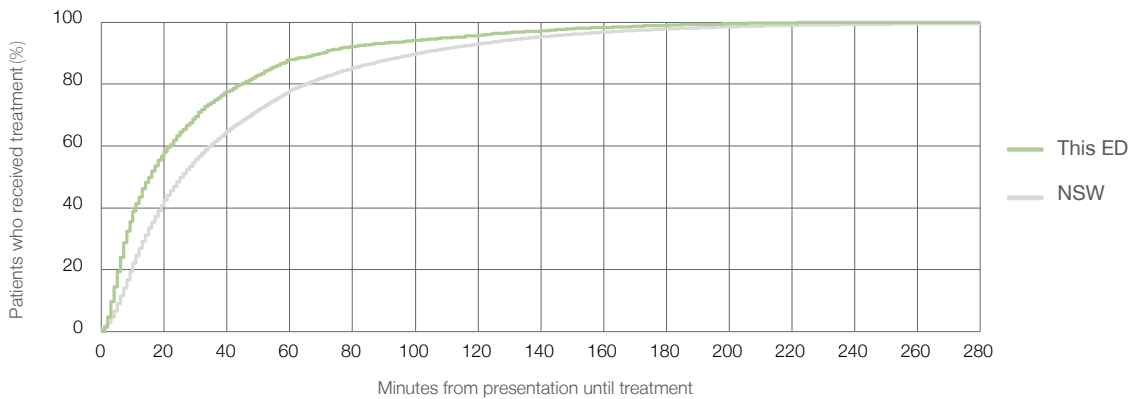
Number of triage 4 patients used to calculate waiting time:³ 2,630

Median time to start treatment⁴ 16 minutes

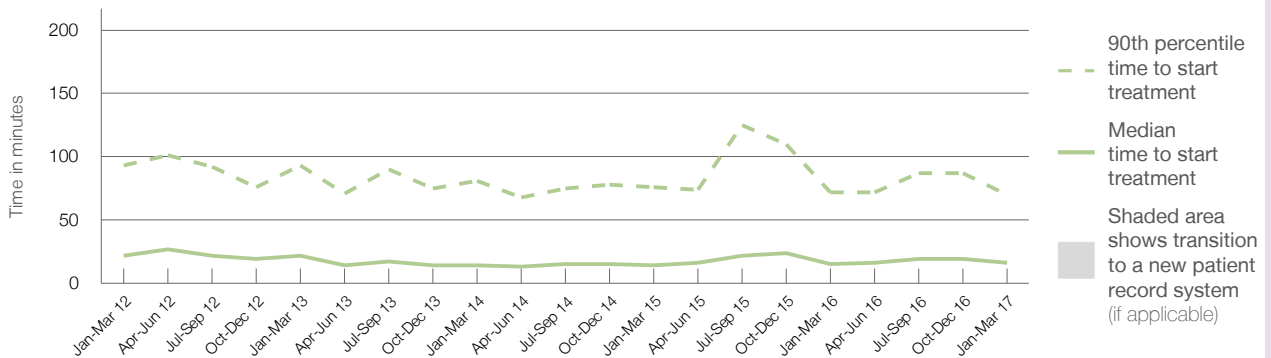
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
2,719	
2,608	
15 minutes	26 minutes
72 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	22	22	14	14	15	16
90th percentile time to start treatment ⁵ (minutes)	93	93	81	76	72	70

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 642

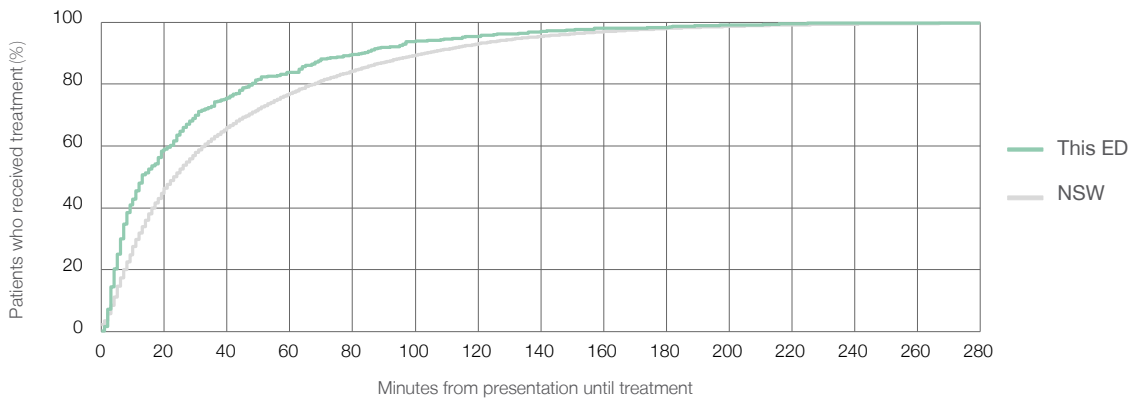
Number of triage 5 patients used to calculate waiting time:³ 570

Median time to start treatment⁴ 13 minutes

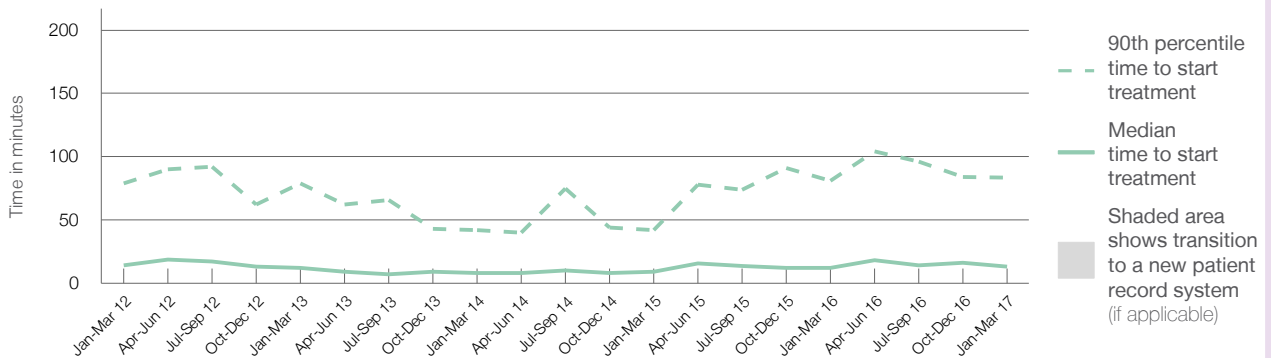
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
978	
903	
12 minutes	23 minutes
81 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	14	12	8	9	12	13
90th percentile time to start treatment ⁵ (minutes)	79	79	42	42	81	84

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients spent in the ED January to March 2017

All presentations:¹ 6,185 patients

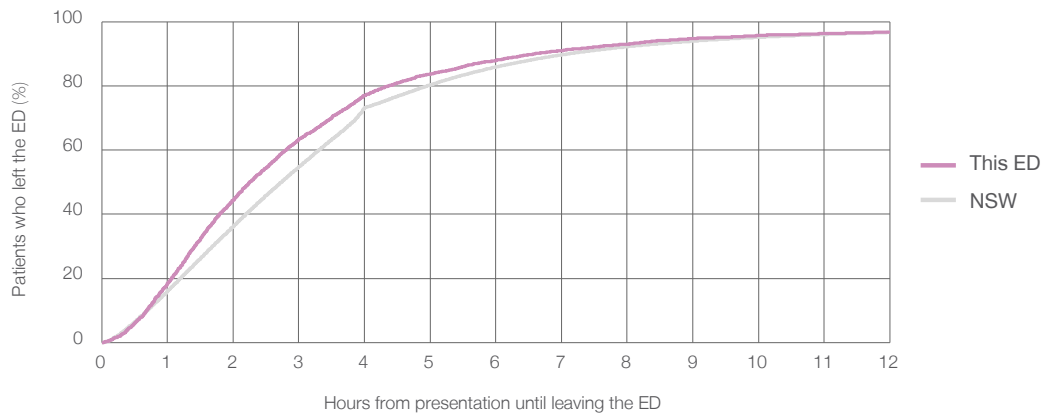
Presentations used to calculate time to leaving the ED:⁶ 6,185 patients

Median time spent in the ED⁸ 2 hours and 16 minutes

90th percentile time spent in the ED⁹ 6 hours and 35 minutes

Same period last year	NSW (this period)
6,130	6,130
2 hours and 17 minutes	2 hours and 44 minutes
7 hours and 5 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 29m	2h 27m	2h 12m	2h 5m	2h 17m	2h 16m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 9m	7h 31m	6h 54m	6h 16m	7h 5m	6h 35m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bathurst Base Hospital: Time patients spent in the ED By mode of separation January to March 2017

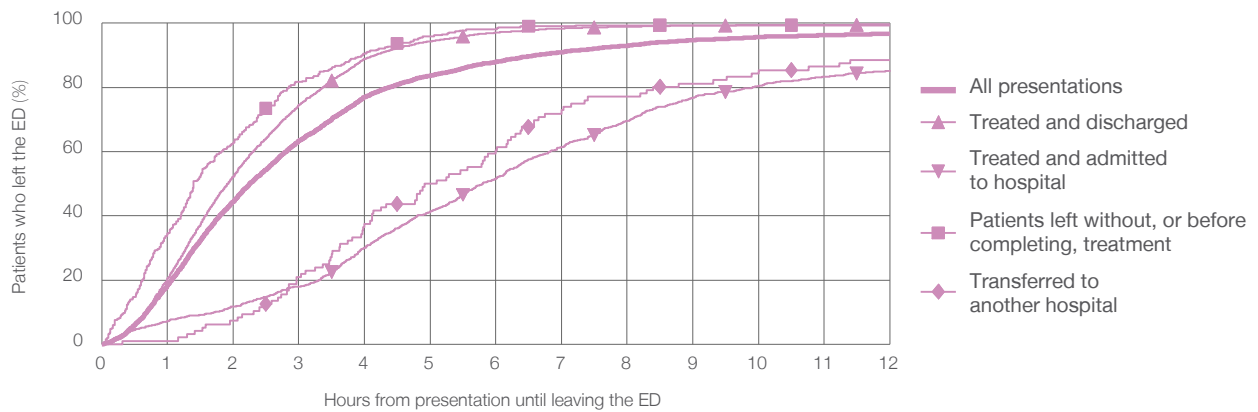
All presentations:¹ 6,185 patients

Presentations used to calculate time to leaving the ED:⁶ 6,185 patients

Treated and discharged	4,583 (74.1%)
Treated and admitted to hospital	1,175 (19.0%)
Patient left without, or before completing, treatment	317 (5.1%)
Transferred to another hospital	96 (1.6%)
Other	14 (0.2%)

Same period last year	Change since one year ago
6,130	0.9%
4,672	-1.9%
1,095	7.3%
245	29.4%
97	-1.0%
21	-33.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

Treated and discharged	20.5%	52.2%	74.6%	88.9%	97.1%	98.9%	99.5%	99.7%
Treated and admitted to hospital	7.1%	11.7%	18.0%	30.0%	51.7%	69.5%	80.5%	85.3%
Patient left without, or before completing, treatment	34.4%	62.8%	81.7%	90.5%	98.1%	99.4%	99.4%	99.4%
Transferred to another hospital	1.0%	7.3%	20.8%	37.5%	60.4%	77.1%	85.4%	88.5%
All presentations	18.5%	44.4%	63.4%	77.0%	87.9%	93.0%	95.7%	96.8%

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Bathurst Base Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 6,185 patients

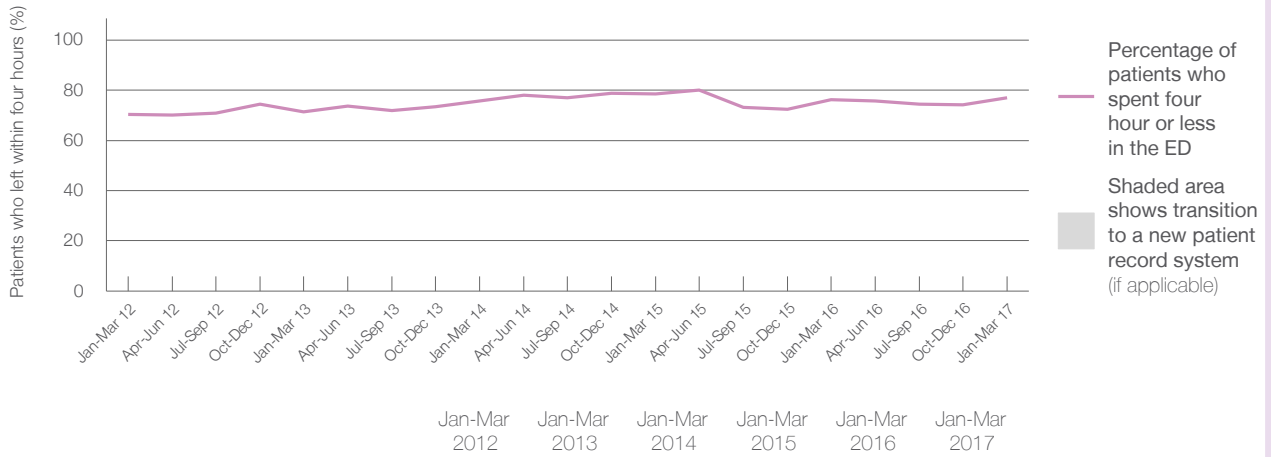
Presentations used to calculate time to leaving the ED:⁶ 6,185 patients

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	6,130	0.9%
Presentations used to calculate time to leaving the ED	6,130	0.9%
Percentage of patients who spent four hours or less in the ED	76.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	70.3%	71.4%	75.8%	78.6%	76.2%	77.0%
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- 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 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 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).