

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 9,714 patients
Emergency presentations:² 9,588 patients

Same period last year	Change since one year ago
9,398	3%
9,273	3%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,072 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 37 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,318 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 119 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,074 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 126 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,069 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
1,028	
11 minutes	8 minutes
33 minutes	24 minutes
3,298	
30 minutes	19 minutes
113 minutes	63 minutes
4,065	
36 minutes	24 minutes
128 minutes	95 minutes
815	
23 minutes	21 minutes
98 minutes	96 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 9,714 patients

Percentage of patients who spent four hours or less in the ED 63%

Same period last year	Change since one year ago
9,397	3%
65%	

* 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.

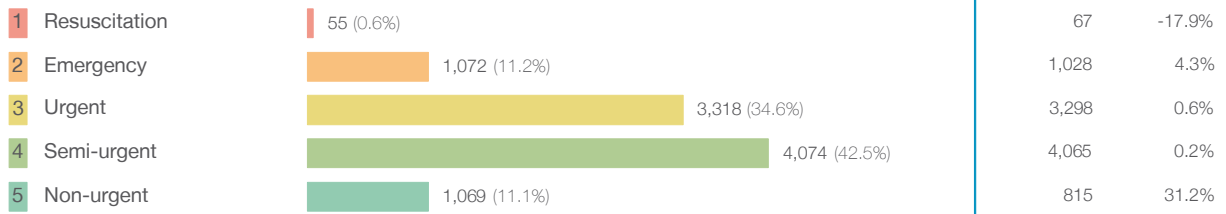
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

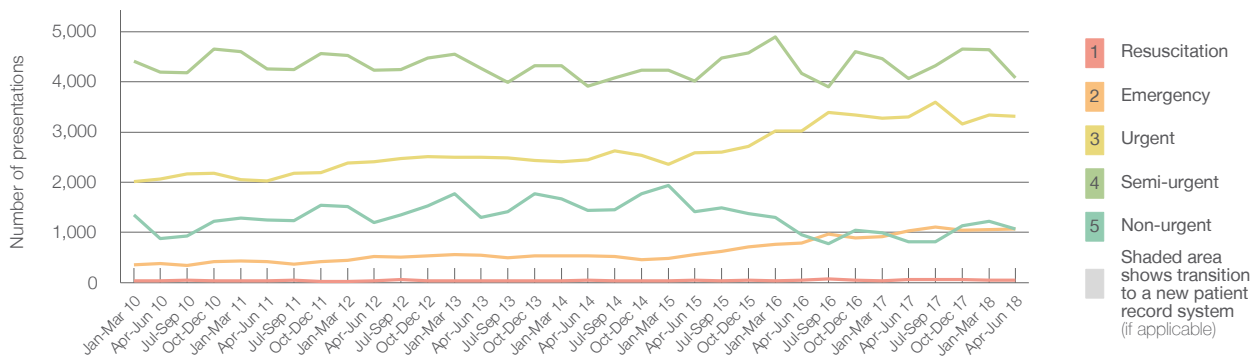
April to June 2018

All presentations:¹ 9,714 patients

Emergency presentations² by triage category: 9,588 patients



Emergency presentations² by quarter, January 2010 to June 2018 †



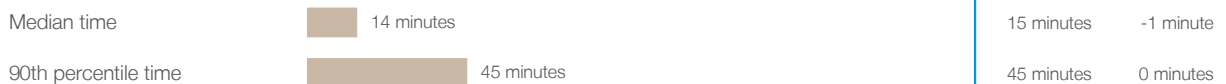
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	31	34	39	32	43	44	52	67	55
Emergency	378	414	523	541	537	553	792	1,028	1,072
Urgent	2,065	2,024	2,405	2,501	2,443	2,585	3,016	3,298	3,318
Semi-urgent	4,193	4,256	4,237	4,266	3,915	4,012	4,165	4,065	4,074
Non-urgent	878	1,252	1,200	1,297	1,439	1,409	954	815	1,069
All emergency presentations	7,545	7,980	8,404	8,637	8,377	8,603	8,979	9,273	9,588

Shoalhaven District Memorial Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 2,499 patients

ED Transfer of care time



(†) 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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2 April to June 2018

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

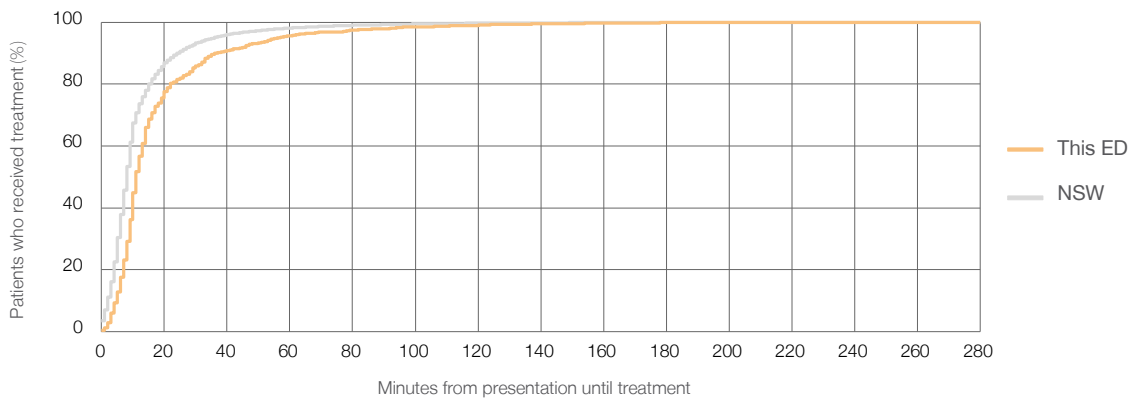
Number of triage 2 patients: 1,072

Number of triage 2 patients used to calculate waiting time:³ 1,070

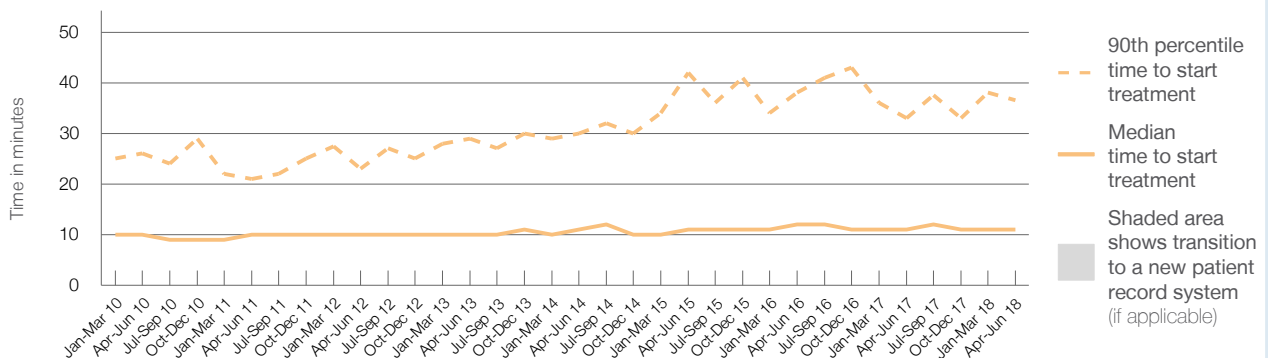
Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
1,028	1,026
11 minutes	8 minutes
33 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^{†‡}



	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 ⁴ (minutes)	10	10	10	10	11	11	12	11	11
90th percentile time to start treatment ⁵ (minutes)	26	21	23	29	30	42	38	33	37

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Shoalhaven District Memorial 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: 3,318

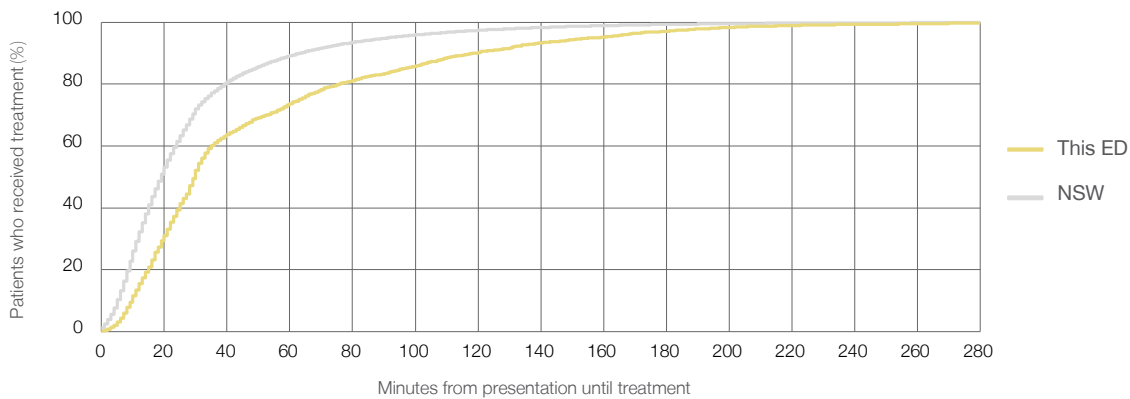
Number of triage 3 patients used to calculate waiting time:³ 3,260

Median time to start treatment⁴ 30 minutes

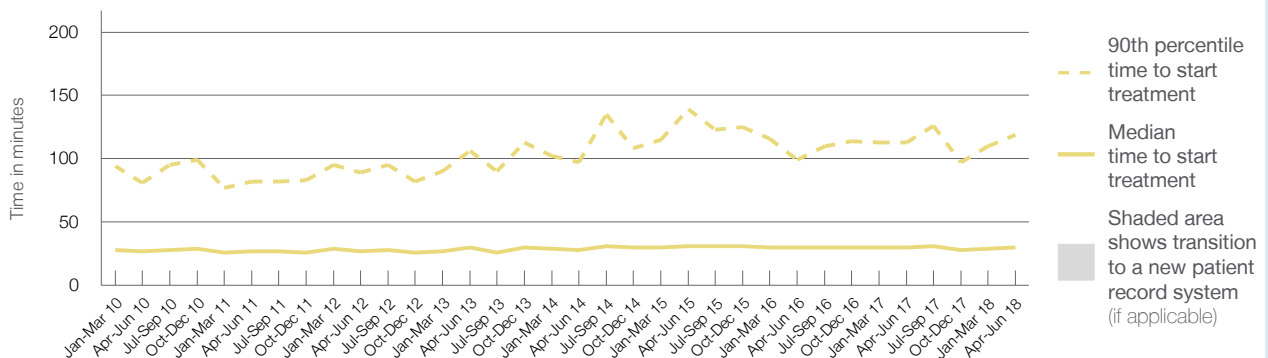
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
3,298	3,241
30 minutes	19 minutes
113 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^{†‡}



	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 ⁴ (minutes)	27	27	27	30	28	31	30	30	30
90th percentile time to start treatment ⁵ (minutes)	81	82	89	106	97	139	99	113	119

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Shoalhaven District Memorial 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: 4,074

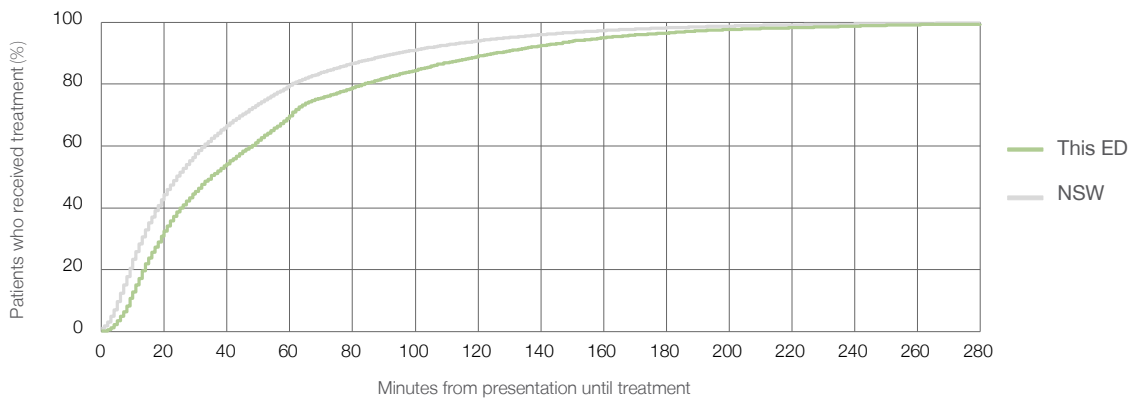
Number of triage 4 patients used to calculate waiting time:³ 3,838

Median time to start treatment⁴ 35 minutes

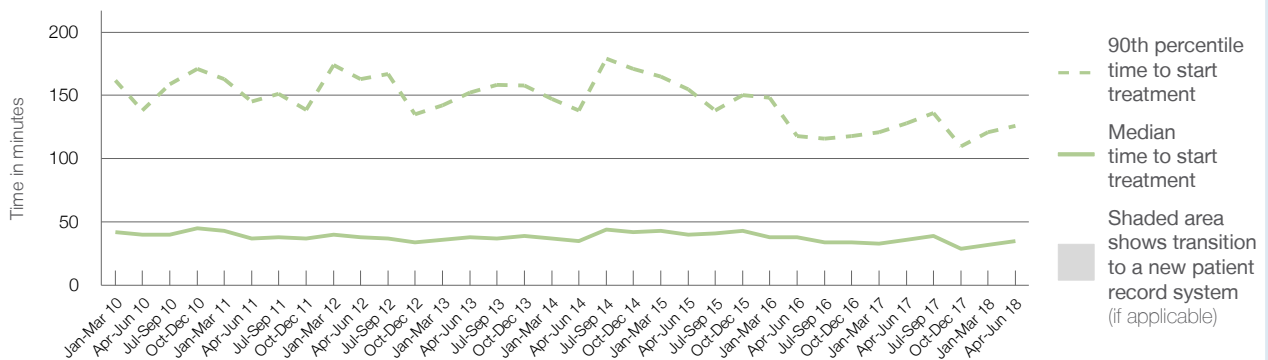
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
4,065	3,871
36 minutes	24 minutes
128 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^{†‡}



	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 ⁴ (minutes)	40	37	38	38	35	40	38	36	35
90th percentile time to start treatment ⁵ (minutes)	138	145	163	152	138	155	118	128	126

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Shoalhaven District Memorial 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: 1,069

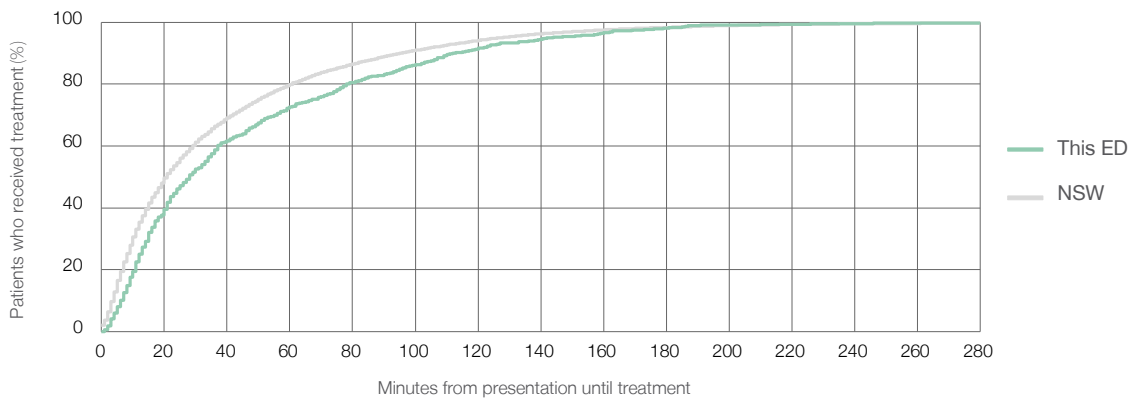
Number of triage 5 patients used to calculate waiting time:³ 958

Median time to start treatment⁴ 28 minutes

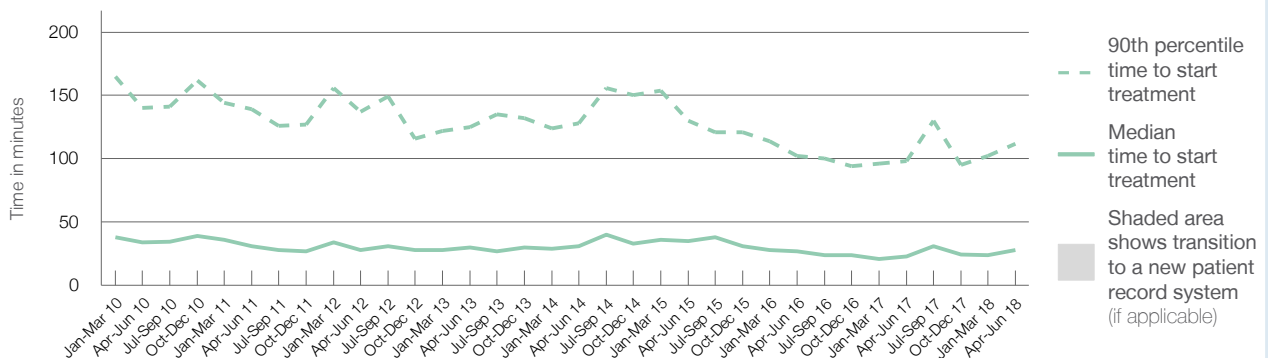
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
815	718
23 minutes	21 minutes
98 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^{†‡}



	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 ⁴ (minutes)	34	31	28	30	31	35	27	23	28
90th percentile time to start treatment ⁵ (minutes)	140	139	137	125	128	130	102	98	112

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Shoalhaven District Memorial Hospital: Time patients spent in the ED April to June 2018

All presentations:¹ 9,714 patients

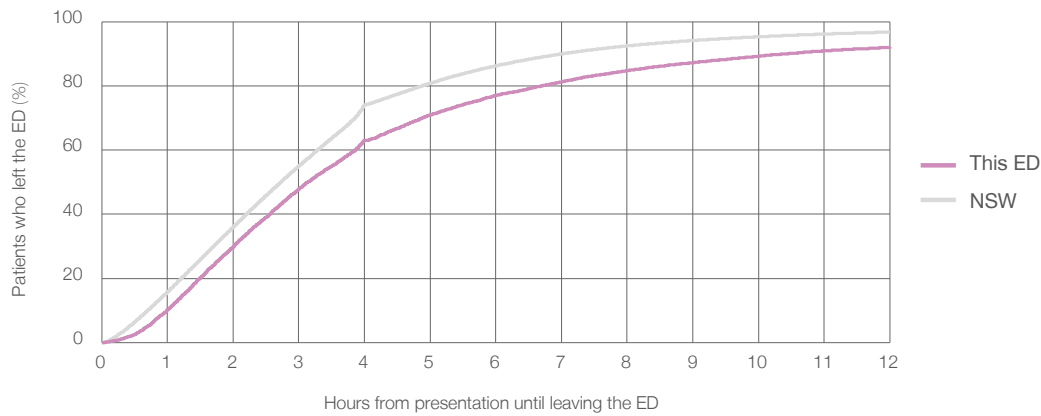
Presentations used to calculate time to leaving the ED:⁶ 9,714 patients

Median time spent in the ED⁸ 3 hours and 8 minutes

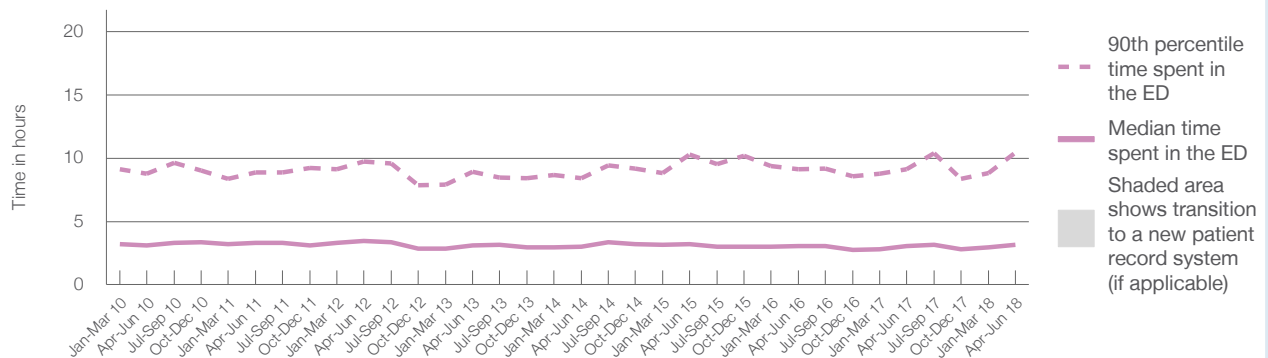
90th percentile time spent in the ED⁹ 10 hours and 27 minutes

Same period last year	NSW (this period)
9,398	
9,397	
3 hours and 2 minutes	2 hours and 44 minutes
9 hours and 6 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^{†‡}



	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 ⁸ (hours, minutes)	3h 6m	3h 18m	3h 27m	3h 6m	2h 59m	3h 13m	3h 3m	3h 2m	3h 8m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 45m	8h 51m	9h 44m	8h 56m	8h 25m	10h 17m	9h 7m	9h 6m	10h 27m

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Shoalhaven District Memorial Hospital: Time patients spent in the ED
 By mode of separation
 April to June 2018

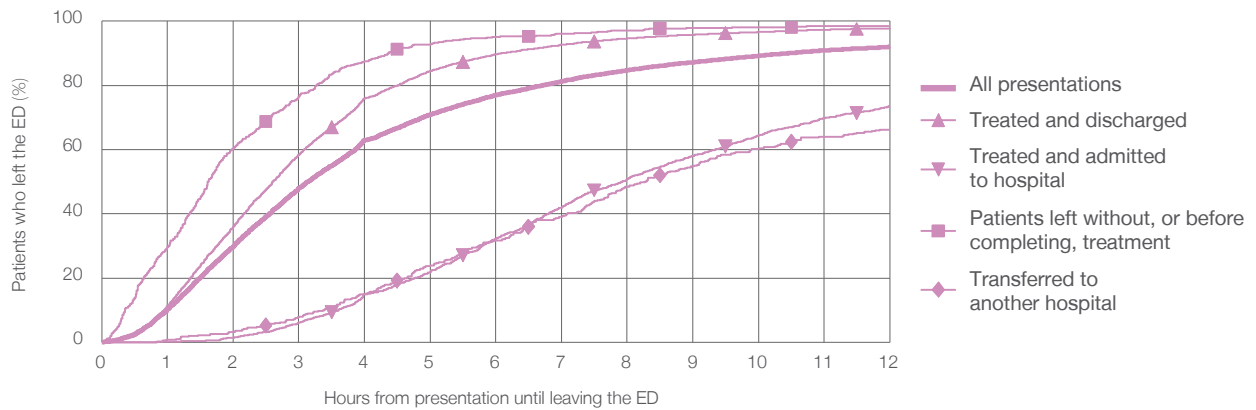
All presentations:¹ 9,714 patients

Presentations used to calculate time to leaving the ED:⁶ 9,714 patients

Treated and discharged	6,845 (70.5%)
Treated and admitted to hospital	1,810 (18.6%)
Patient left without, or before completing, treatment	635 (6.5%)
Transferred to another hospital	400 (4.1%)
Other	24 (0.2%)

Same period last year	Change since one year ago
9,397	3%
6,762	1.2%
1,701	6.4%
532	19.4%
366	9.3%
37	-35.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{††}



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	11.4%	36.0%	58.5%	76.0%	89.7%	94.6%	96.6%	97.8%
Treated and admitted to hospital	0.2%	1.4%	6.1%	15.0%	32.3%	50.8%	64.5%	73.5%
Patient left without, or before completing, treatment	29.8%	60.3%	76.5%	87.6%	95.1%	97.2%	98.1%	98.6%
Transferred to another hospital	0.8%	3.3%	8.0%	15.0%	31.8%	48.5%	60.5%	66.3%
All presentations	10.3%	30.0%	48.0%	62.9%	77.0%	84.7%	89.2%	92.0%

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Shoalhaven District Memorial 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: ¹ 9,714 patients

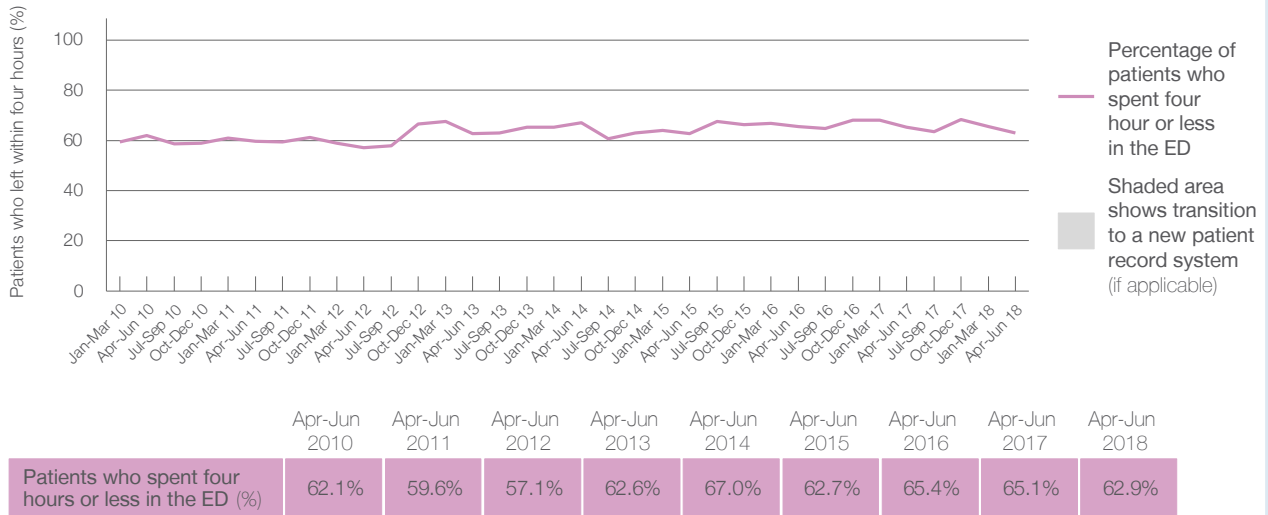
Presentations used to calculate time to leaving the ED: ⁶ 9,714 patients

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	9,398	3%
Presentations used to calculate time to leaving the ED	9,397	3%
Percentage of patients who spent four hours or less in the ED	65.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡}



* 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*.

- 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).