



Hospital Quarterly

Performance Profiles

Emergency Department

Illawarra Shoalhaven Local Health District

April to June 2016

Bulli District Hospital: Emergency department (ED) overview

April to June 2016


All presentations:¹ 1,368 patients
Emergency presentations:² 1,144 patients

Same period last year	Change since one year ago
1,364	0.3%
1,131	1.1%



Bulli District Hospital: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 19 patients

Median time to start treatment⁴  7 minutes
95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 113 patients

Median time to start treatment⁴  15 minutes
95th percentile time to start treatment⁵  43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 837 patients

Median time to start treatment⁴  16 minutes
95th percentile time to start treatment⁵  67 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 175 patients

Median time to start treatment⁴  13 minutes
95th percentile time to start treatment⁵  65 minutes

Same period last year	NSW (this period)
22	
7 minutes	8 minutes
*	36 minutes
126	
16 minutes	20 minutes
71 minutes	92 minutes
789	
17 minutes	25 minutes
74 minutes	128 minutes
194	
14 minutes	23 minutes
63 minutes	132 minutes

Bulli District Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 1,368 patients

Percentage of patients who spent four hours or less in the ED  99.3%

Same period last year	Change since one year ago
1,364	0.3%
99.5%	

* 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 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.

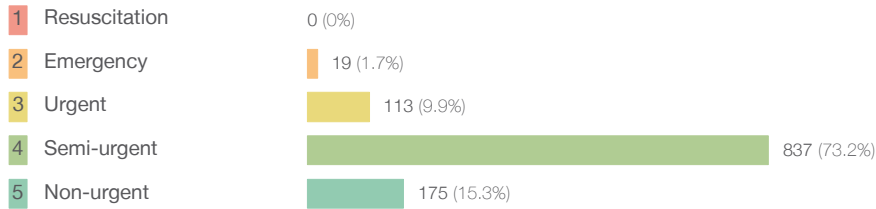
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Bulli District Hospital: Patients presenting to the emergency department

April to June 2016

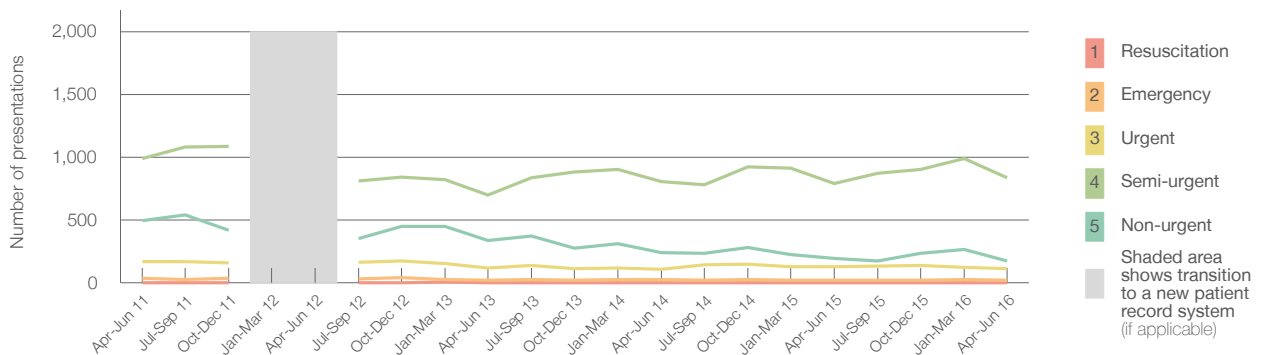
All presentations¹ 1,368 patients

Emergency presentations² by triage category: 1,144 patients



	Same period last year	Change since one year ago
All presentations	1,364	0.3%
Emergency presentations	1,131	1.1%
1 Resuscitation	0	
2 Emergency	22	-13.6%
3 Urgent	126	-10.3%
4 Semi-urgent	789	6.1%
5 Non-urgent	194	-9.8%

Emergency presentations² by quarter, April 2011 to June 2016[‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	0		< 5	0	0	0
Emergency	36		23	26	22	19
Urgent	170		115	108	126	113
Semi-urgent	988		699	807	789	837
Non-urgent	496		335	237	194	175
All emergency presentations	1,690		1,172	1,178	1,131	1,144

Bulli District Hospital: Patients arriving by ambulance

April to June 2016

ED Transfer of care time is not currently available for this hospital.⁷

(†) 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.

Bulli District Hospital: Time patients waited to start treatment, triage 2

April to June 2016

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

Number of triage 2 patients: 19

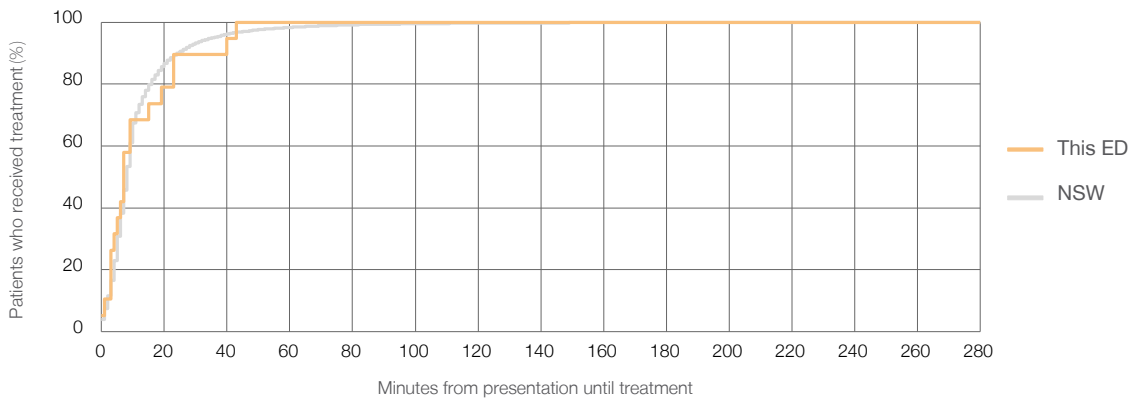
Number of triage 2 patients used to calculate waiting time:³ 19

Median time to start treatment⁴ 7 minutes

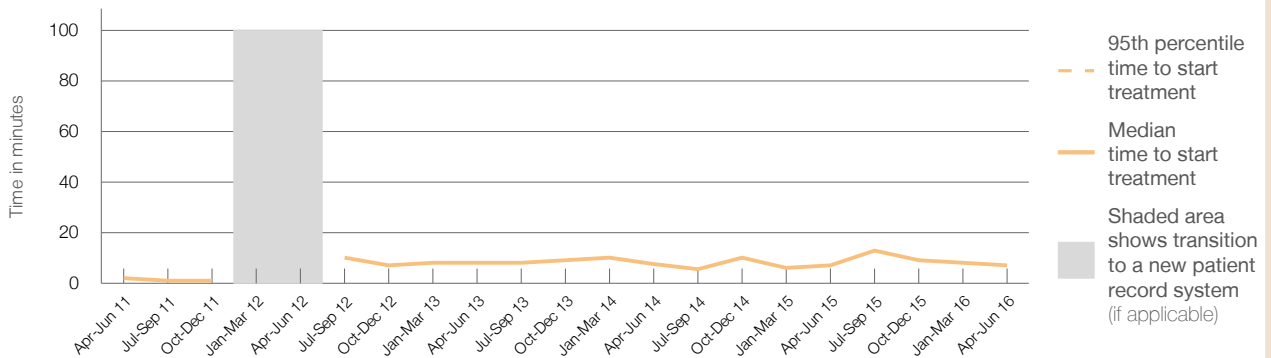
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
22	21
7 minutes	8 minutes
*	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	2		8	8	7	7
95th percentile time to start treatment 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.

Bulli District Hospital: Time patients waited to start treatment, triage 3

April to June 2016

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

Number of triage 3 patients: 113

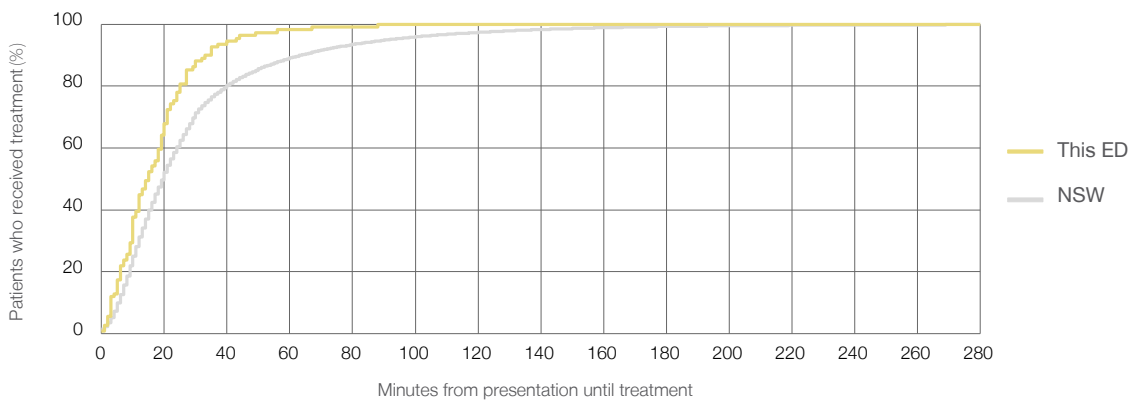
Number of triage 3 patients used to calculate waiting time:³ 109

Median time to start treatment⁴ 15 minutes

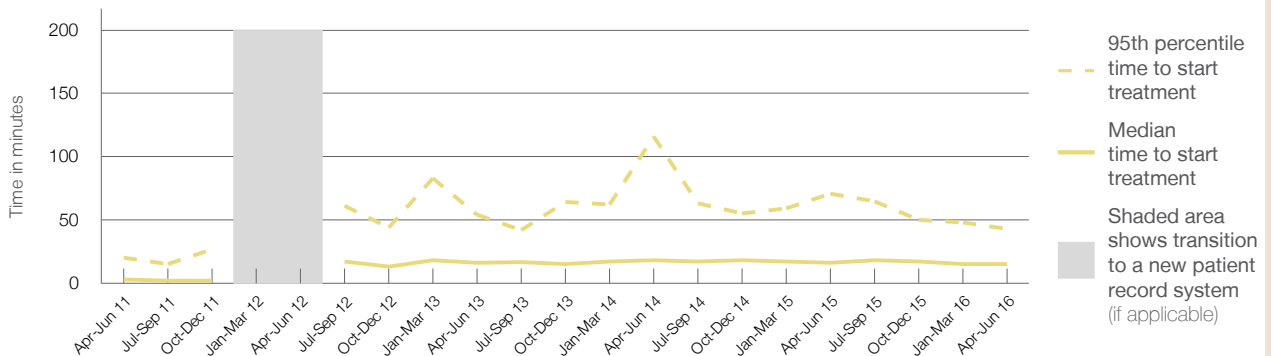
95th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
126	
124	
16 minutes	20 minutes
71 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	3		16	18	16	15
95th percentile time to start treatment ⁵ (minutes)	20		54	116	71	43

(†) 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.

Bulli District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

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

Number of triage 4 patients: 837

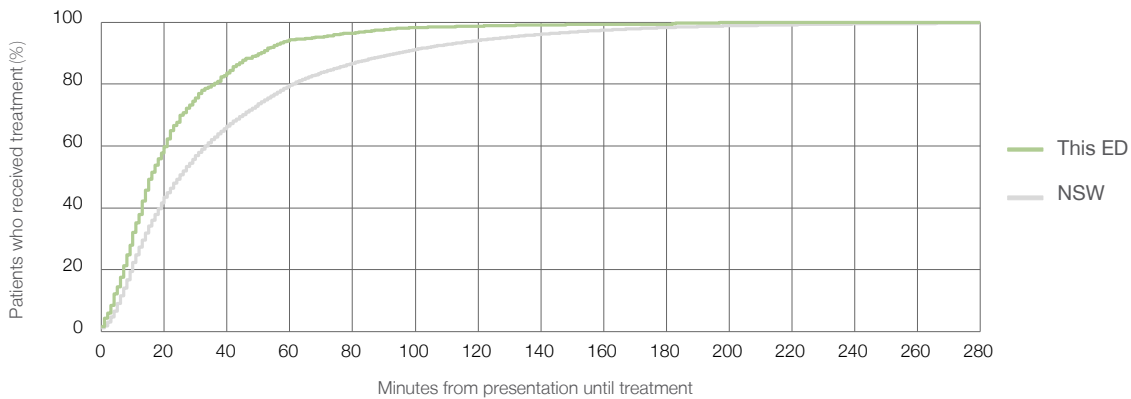
Number of triage 4 patients used to calculate waiting time:³ 828

Median time to start treatment⁴ 16 minutes

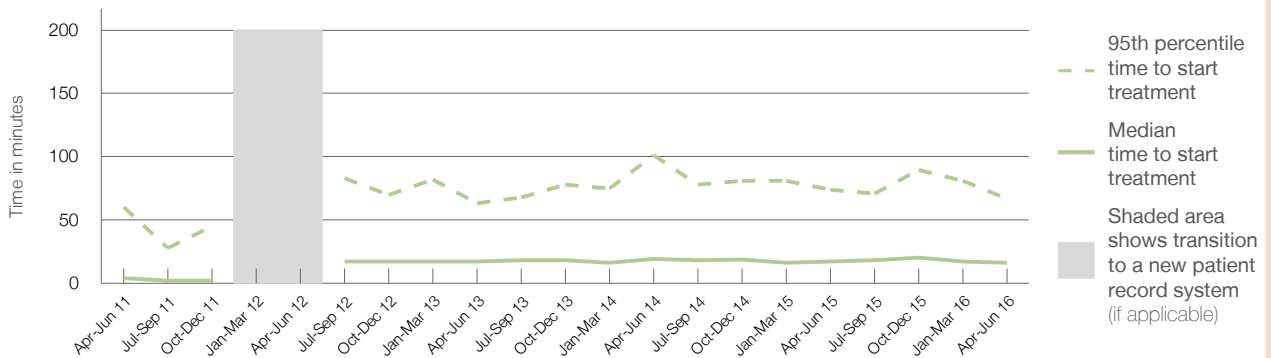
95th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
789	779
17 minutes	25 minutes
74 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	4		17	19	17	16
95th percentile time to start treatment ⁵ (minutes)	60		63	101	74	67

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Bulli District Hospital: Time patients waited to start treatment, triage 5

April to June 2016

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

Number of triage 5 patients: 175

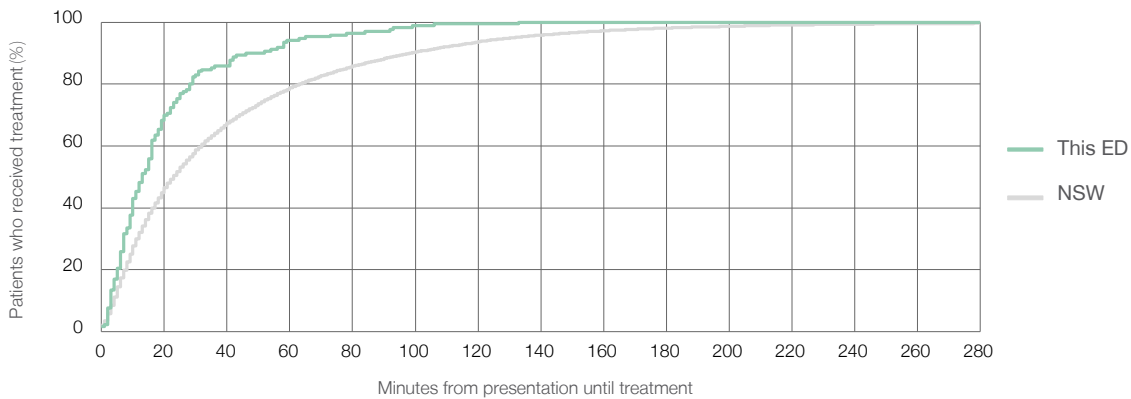
Number of triage 5 patients used to calculate waiting time:³ 170

Median time to start treatment⁴ 13 minutes

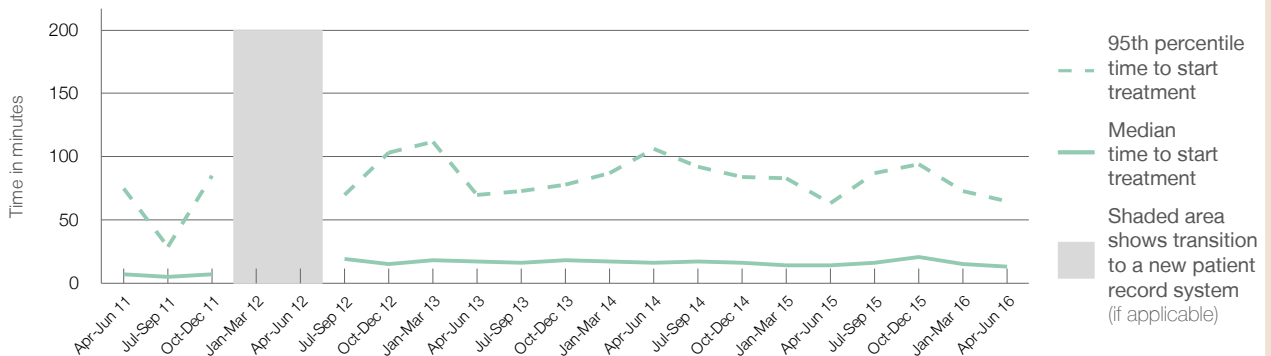
95th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
194	192
14 minutes	23 minutes
63 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	7		17	16	14	13
95th percentile time to start treatment ⁵ (minutes)	75		70	106	63	65

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Bulli District Hospital: Time patients spent in the ED

April to June 2016

All presentations:¹ 1,368 patients

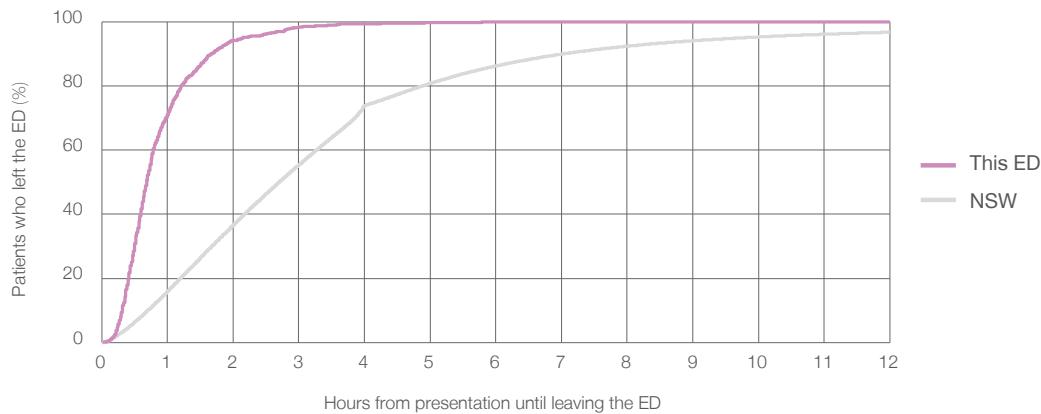
Presentations used to calculate time to leaving the ED:⁶ 1,368 patients

Median time spent in the ED⁸ 0 hours and 41 minutes

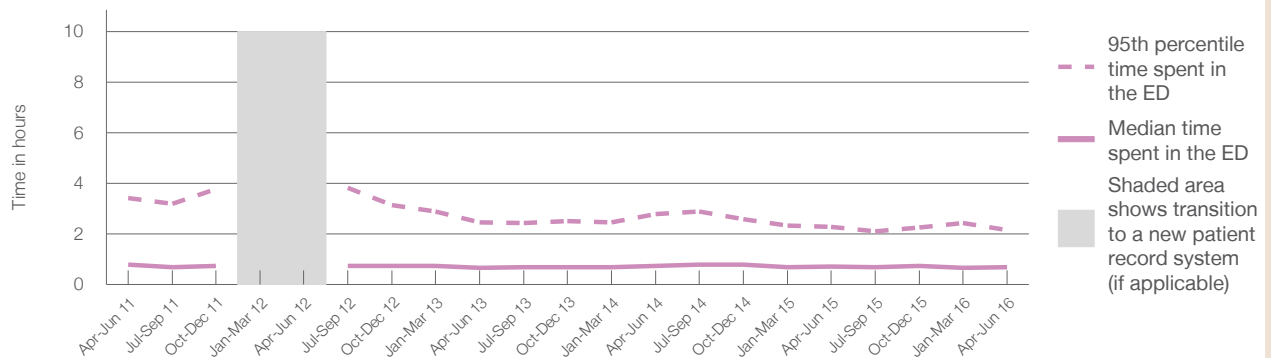
95th percentile time spent in the ED⁹ 2 hours and 9 minutes

Same period last year	NSW (this period)
1,364	1,364
0 hours and 43 minutes	2 hours and 42 minutes
2 hours and 17 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 48m		0h 40m	0h 44m	0h 43m	0h 41m
95th percentile time to leaving the ED ⁹ (hours, minutes)	3h 25m		2h 28m	2h 47m	2h 17m	2h 9m

(†) 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.

Bulli District Hospital: Time patients spent in the ED

By mode of separation

April to June 2016

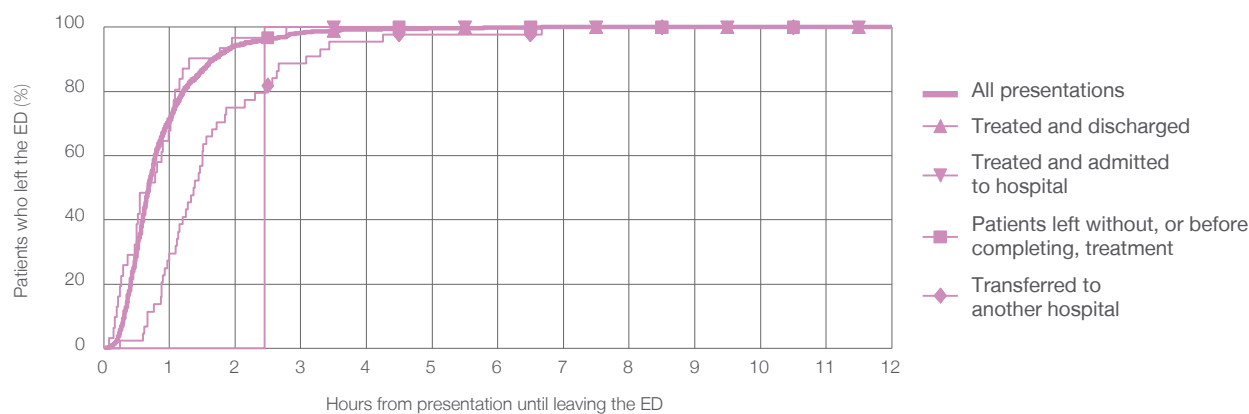
All presentations:[†] 1,368 patients

Presentations used to calculate time to leaving the ED:[‡] 1,368 patients

Mode of separation	Count	Percentage
Treated and discharged	1,286	94.0%
Treated and admitted to hospital	< 5	
Patient left without, or before completing, treatment	32	2.3%
Transferred to another hospital	44	3.2%
Other	6	0.4%

	Same period last year	Change since one year ago
All presentations	1,364	0.3%
Treated and discharged	1,304	-1.4%
Treated and admitted to hospital	0	*
Patient left without, or before completing, treatment	17	82.4%
Transferred to another hospital	36	22.2%
Other	7	-14.3%

Percentage of patients who left the ED by time and mode of separation, April to June 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	72.5%	94.9%	98.5%	99.5%	99.9%	100%	100%	100%
Treated and admitted to hospital	*	*	*	*	*	*	*	*
Patient left without, or before completing, treatment	67.7%	96.8%	100%	100%	100%	100%	100%	100%
Transferred to another hospital	29.5%	75.0%	88.6%	95.5%	97.7%	100%	100%	100%
All presentations	71.0%	94.2%	98.2%	99.3%	99.9%	100%	100%	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.

Bulli District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2016

All presentations at the emergency department:¹ 1,368 patients

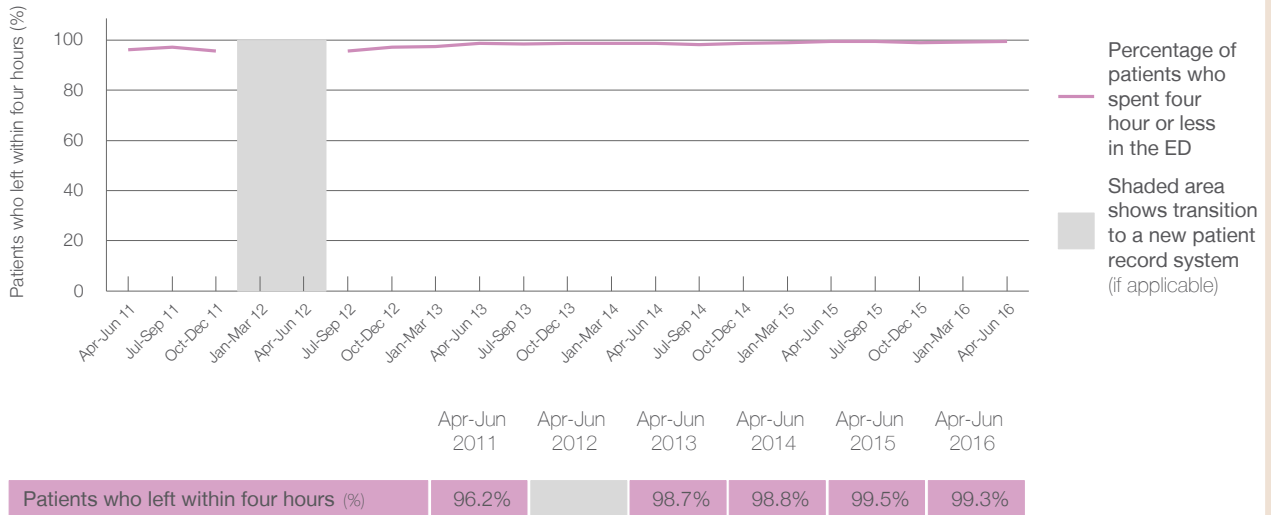
Presentations used to calculate time to leaving the ED:⁶ 1,368 patients

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



Same period last year	Change since one year ago
1,364	0.3%
1,364	0.3%
99.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 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.
 ‡ 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 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 19 July 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Milton and Ulladulla Hospital: Emergency department (ED) overview

April to June 2016

All presentations:¹ 3,427 patients
Emergency presentations:² 3,338 patients

Same period last year	Change since one year ago
3,625	-5.5%
3,430	-2.7%

Milton and Ulladulla Hospital: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 241 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 36 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 975 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 94 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,775 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 106 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 334 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
252	
7 minutes	8 minutes
36 minutes	36 minutes
1,077	
21 minutes	20 minutes
90 minutes	92 minutes
1,771	
33 minutes	25 minutes
118 minutes	128 minutes
330	
25 minutes	23 minutes
136 minutes	132 minutes

Milton and Ulladulla Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 3,427 patients

Percentage of patients who spent four hours or less in the ED 86.6%

Same period last year	Change since one year ago
3,625	-5.5%
85.4%	

* 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 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.

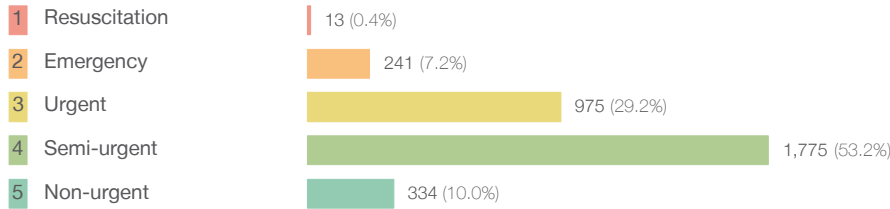
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Milton and Ulladulla Hospital: Patients presenting to the emergency department

April to June 2016

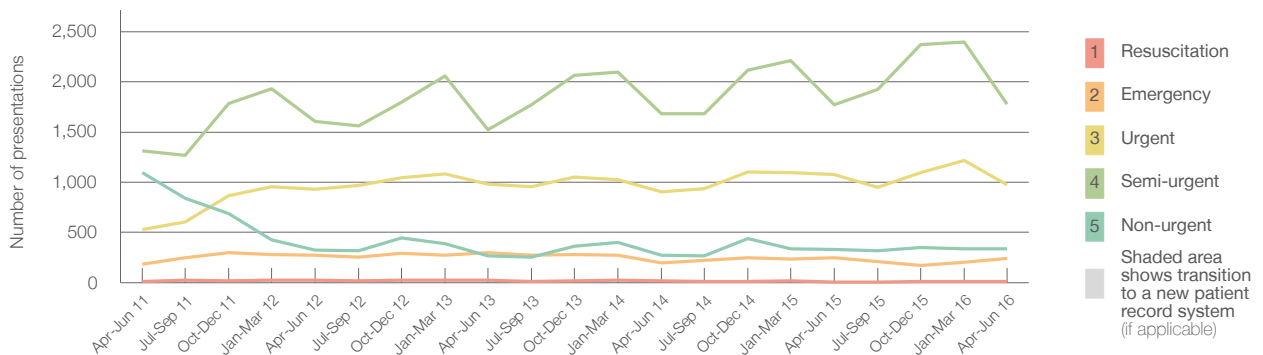
All presentations:¹ 3,427 patients

Emergency presentations² by triage category: 3,338 patients



	Same period last year	Change since one year ago
All presentations	3,625	-5.5%
Emergency presentations	3,430	-2.7%
1 Resuscitation	< 5	*
2 Emergency	252	-2.8%
3 Urgent	1,077	-9.5%
4 Semi-urgent	1,771	0.2%
5 Non-urgent	330	1.2%

Emergency presentations² by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	10	22	24	17	< 5	13
Emergency	182	276	299	197	252	241
Urgent	528	933	981	906	1,077	975
Semi-urgent	1,314	1,604	1,523	1,680	1,771	1,775
Non-urgent	1,094	322	270	276	330	334
All emergency presentations	3,128	3,157	3,097	3,076	3,430	3,338

Milton and Ulladulla Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:⁷ 324 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	411	
ED Transfer of care time	15 minutes	-1 minute
95th percentile time	39 minutes	7 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.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2

April to June 2016

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

Number of triage 2 patients: 241

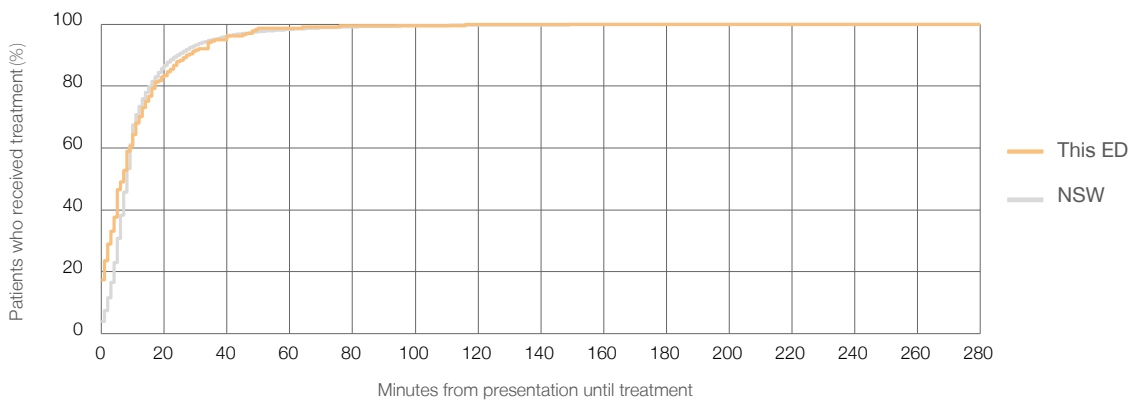
Number of triage 2 patients used to calculate waiting time:³ 241

Median time to start treatment⁴ 7 minutes

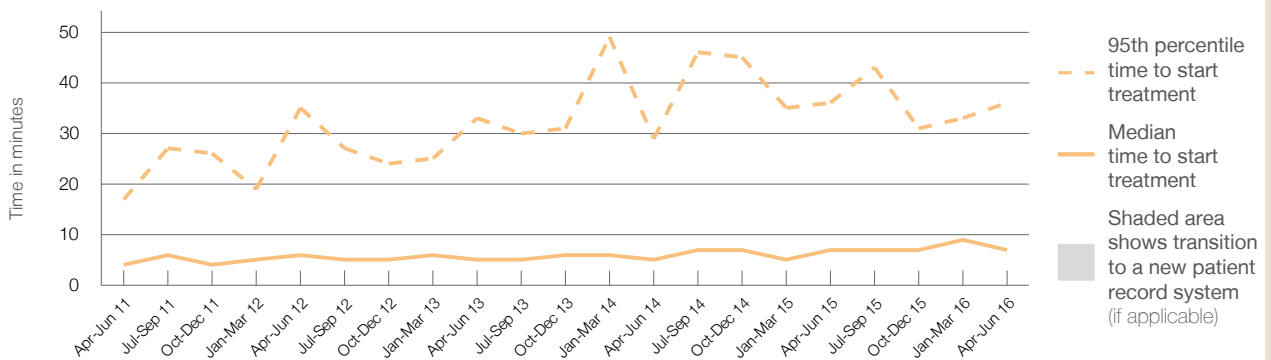
95th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
252	248
7 minutes	8 minutes
36 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	4	6	5	5	7	7
95th percentile time to start treatment ⁵ (minutes)	17	35	33	29	36	36

(†) 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.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 3 April to June 2016

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

Number of triage 3 patients: 975

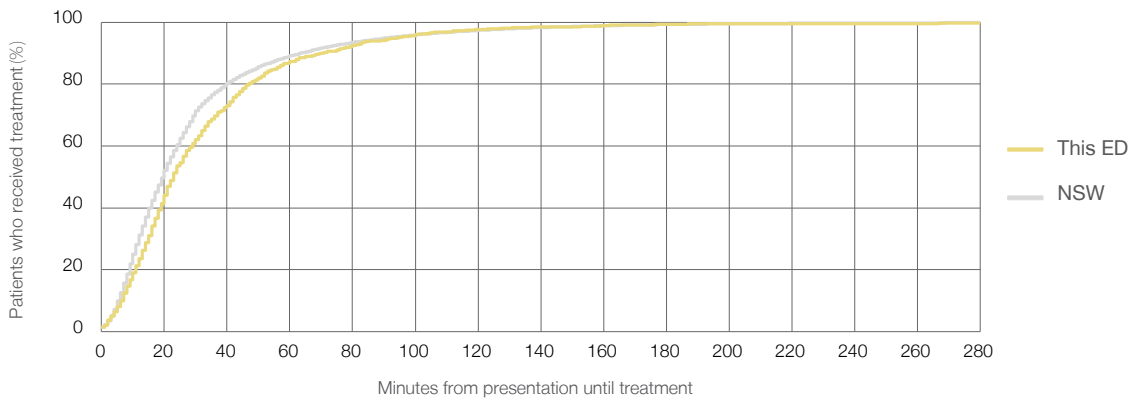
Number of triage 3 patients used to calculate waiting time:³ 968

Median time to start treatment⁴ 23 minutes

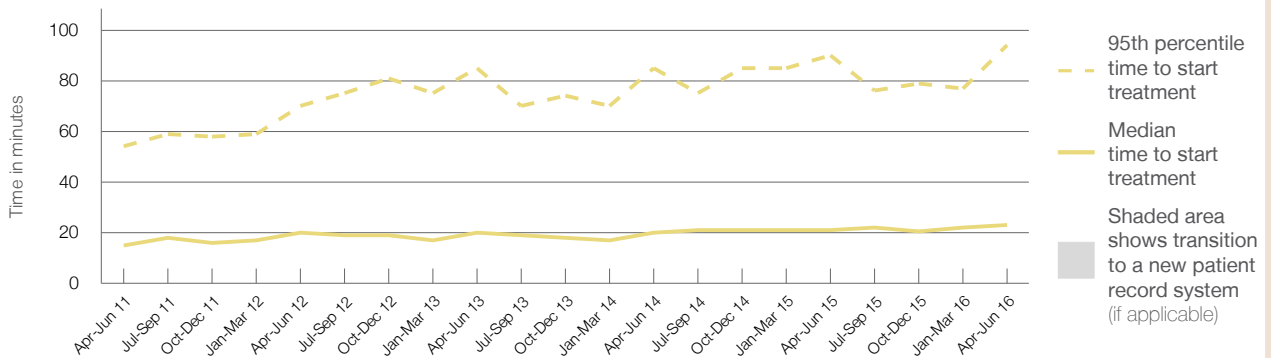
95th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
1,077	1,070
21 minutes	20 minutes
90 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	15	20	20	20	21	23
95th percentile time to start treatment ⁵ (minutes)	54	70	85	85	90	94

(†) 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.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4 April to June 2016

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

Number of triage 4 patients: 1,775

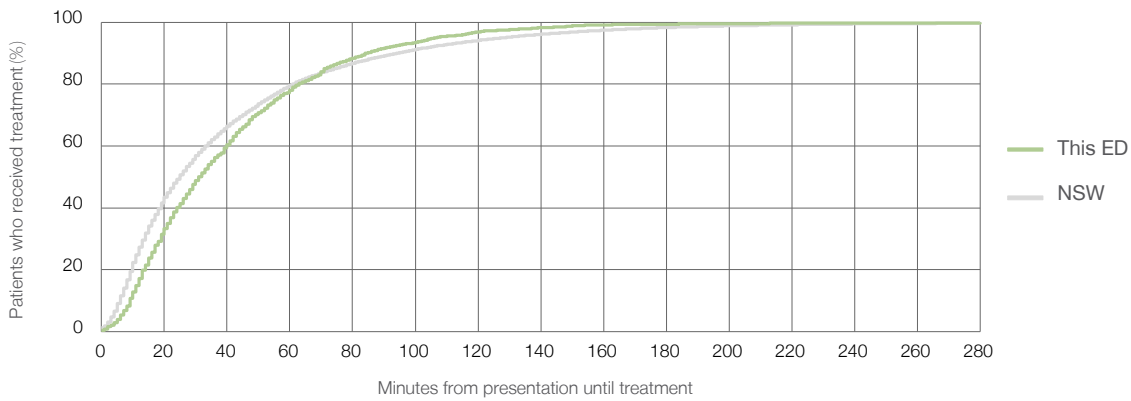
Number of triage 4 patients used to calculate waiting time:³ 1,746

Median time to start treatment⁴ 31 minutes

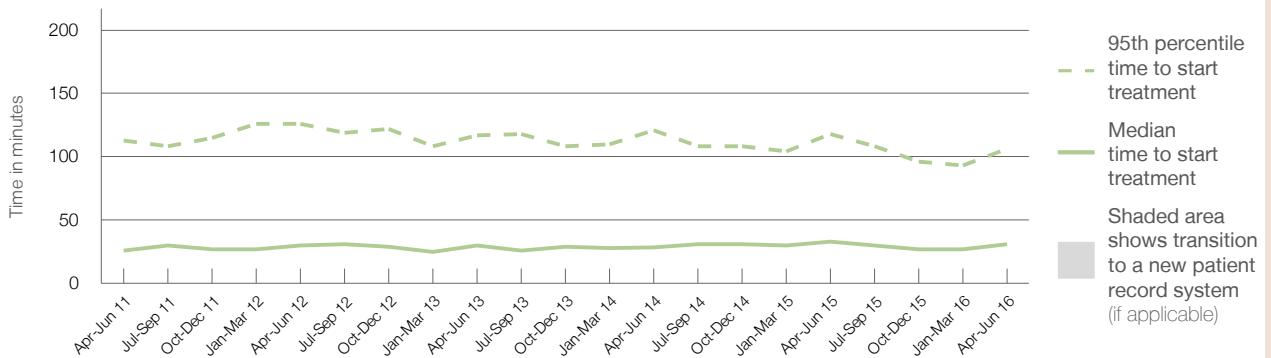
95th percentile time to start treatment⁵ 106 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,771	1,740
Median time to start treatment ⁴	33 minutes	25 minutes
95th percentile time to start treatment ⁵	118 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	26	30	30	29	33	31
95th percentile time to start treatment ⁵ (minutes)	113	126	117	121	118	106

(†) 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.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5

April to June 2016

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

Number of triage 5 patients: 334

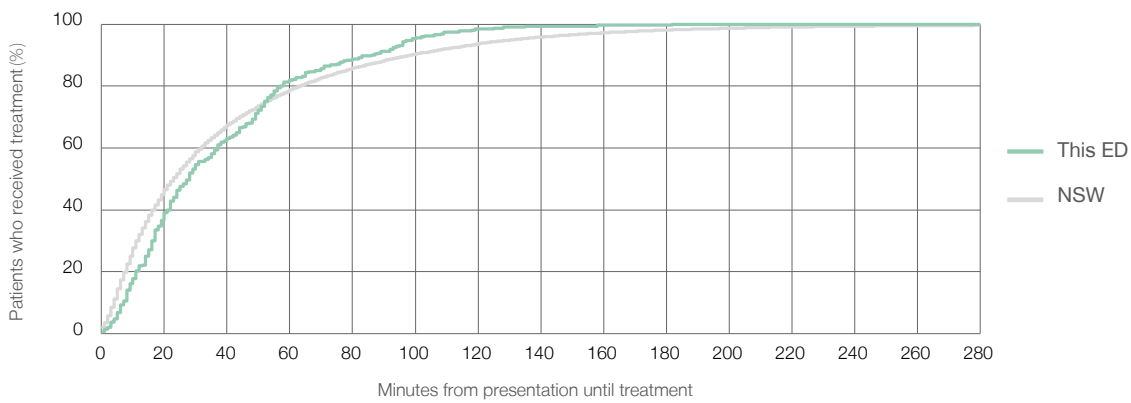
Number of triage 5 patients used to calculate waiting time:³ 320

Median time to start treatment⁴ 28 minutes

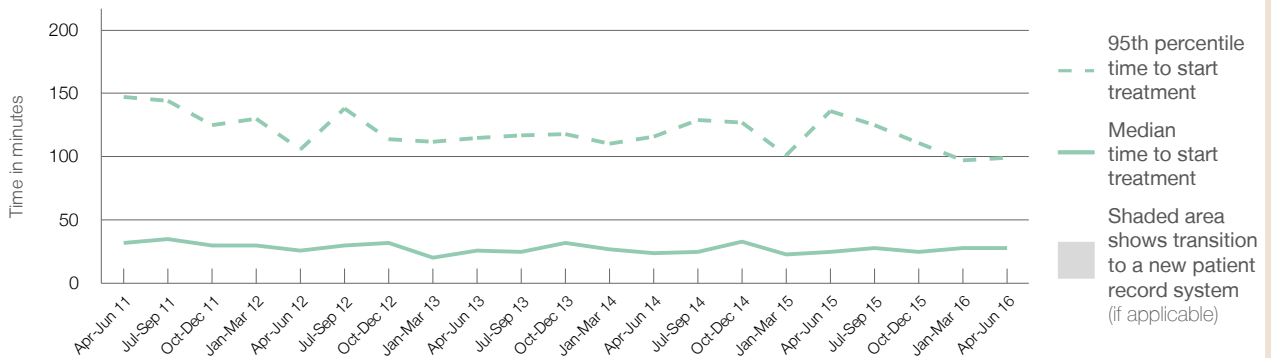
95th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
330	
305	
25 minutes	23 minutes
136 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	32	26	26	24	25	28
95th percentile time to start treatment ⁵ (minutes)	147	106	115	116	136	99

(†) 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.

Milton and Ulladulla Hospital: Time patients spent in the ED

April to June 2016

All presentations:¹ 3,427 patients

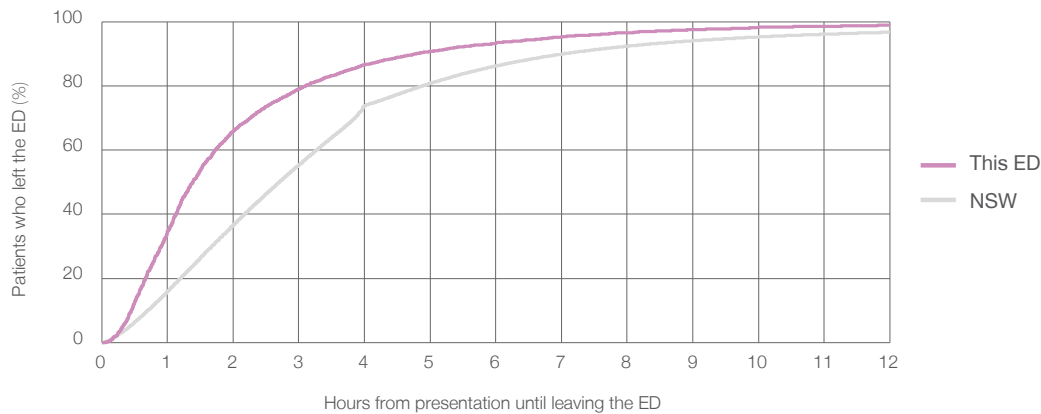
Presentations used to calculate time to leaving the ED:⁶ 3,427 patients

Median time spent in the ED⁸ 1 hours and 23 minutes

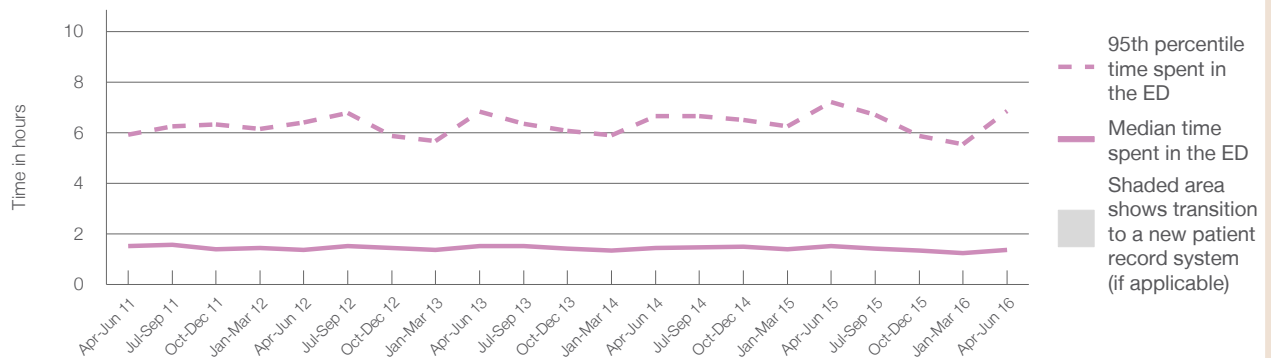
95th percentile time spent in the ED⁹ 6 hours and 52 minutes

Same period last year	NSW (this period)
3,625	3,625
1 hours and 31 minutes	2 hours and 42 minutes
7 hours and 13 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 32m	1h 22m	1h 32m	1h 27m	1h 31m	1h 23m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 55m	6h 25m	6h 51m	6h 39m	7h 13m	6h 52m

(†) 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.

Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

April to June 2016

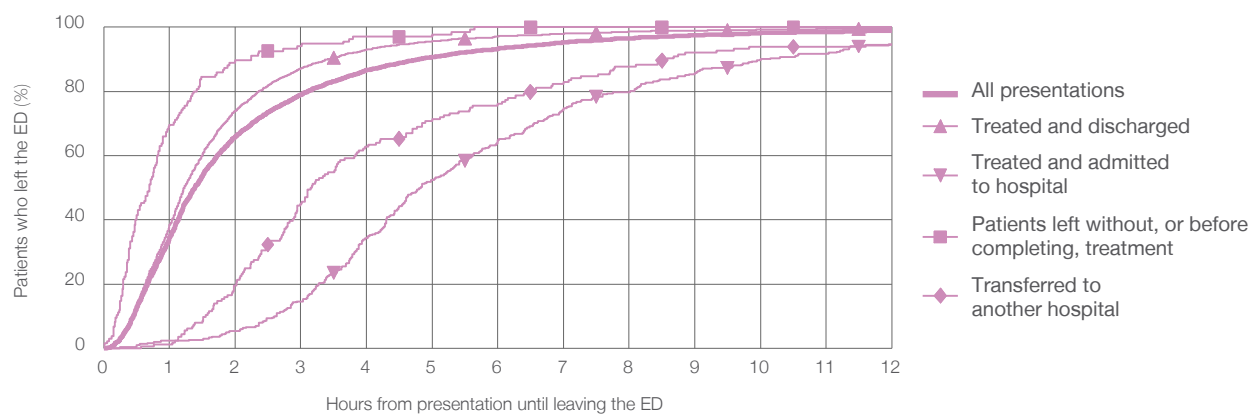
All presentations:¹ 3,427 patients

Presentations used to calculate time to leaving the ED:⁶ 3,427 patients

Treated and discharged	2,826 (82.5%)
Treated and admitted to hospital	301 (8.8%)
Patient left without, or before completing, treatment	135 (3.9%)
Transferred to another hospital	164 (4.8%)
Other	1 (0%)

Same period last year	Change since one year ago
3,625	-5.5%
2,966	-4.7%
325	-7.4%
170	-20.6%
158	3.8%
6	-83.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2016^{††}



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

Treated and discharged	38.4%	73.9%	87.1%	93.1%	97.1%	98.6%	99.3%	99.5%
Treated and admitted to hospital	2.3%	5.3%	14.6%	34.2%	64.8%	79.7%	90.0%	94.7%
Patient left without, or before completing, treatment	69.6%	89.6%	94.1%	97.0%	100%	100%	100%	100%
Transferred to another hospital	1.2%	19.5%	45.1%	62.8%	76.2%	87.8%	93.9%	94.5%
All presentations	34.7%	65.9%	79.0%	86.6%	93.4%	96.5%	98.2%	98.9%

(†) 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.

Milton and Ulladulla Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2016

All presentations at the emergency department:¹ 3,427 patients

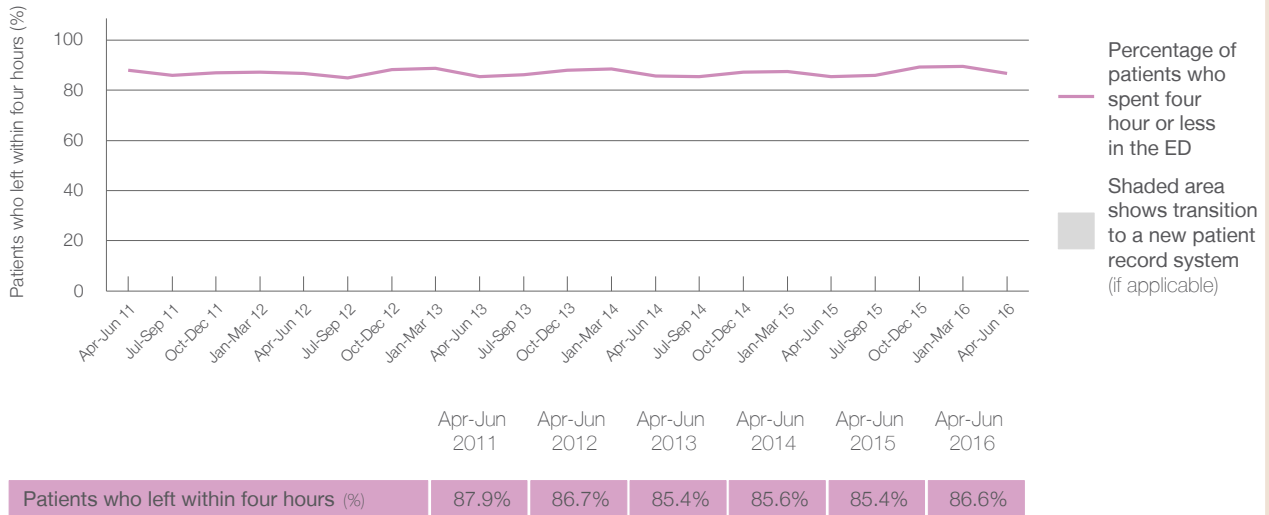
Presentations used to calculate time to leaving the ED:⁶ 3,427 patients

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	3,625	-5.5%
Presentations used to calculate time to leaving the ED	3,625	-5.5%
Percentage of patients who spent four hours or less in the ED	85.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 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.

‡ 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 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 19 July 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Shellharbour Hospital: Emergency department (ED) overview

April to June 2016

All presentations:¹ 7,224 patients
 Emergency presentations:² 6,950 patients

Same period last year	Change since one year ago
7,102	1.7%
6,710	3.6%

Shellharbour Hospital: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 767 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,502 patients

Median time to start treatment⁴ 21 minutes
 95th percentile time to start treatment⁵ 114 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,485 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 149 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 177 patients

Median time to start treatment⁴ 17 minutes
 95th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
695	
7 minutes	8 minutes
28 minutes	36 minutes
2,396	
20 minutes	20 minutes
95 minutes	92 minutes
3,415	
22 minutes	25 minutes
155 minutes	128 minutes
184	
19 minutes	23 minutes
122 minutes	132 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 7,224 patients

Percentage of patients who spent four hours or less in the ED 67.8%

Same period last year	Change since one year ago
7,102	1.7%
71.2%	

* 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, January to March 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.

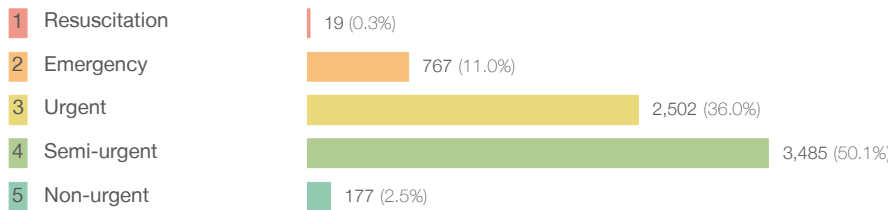
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Shellharbour Hospital: Patients presenting to the emergency department April to June 2016

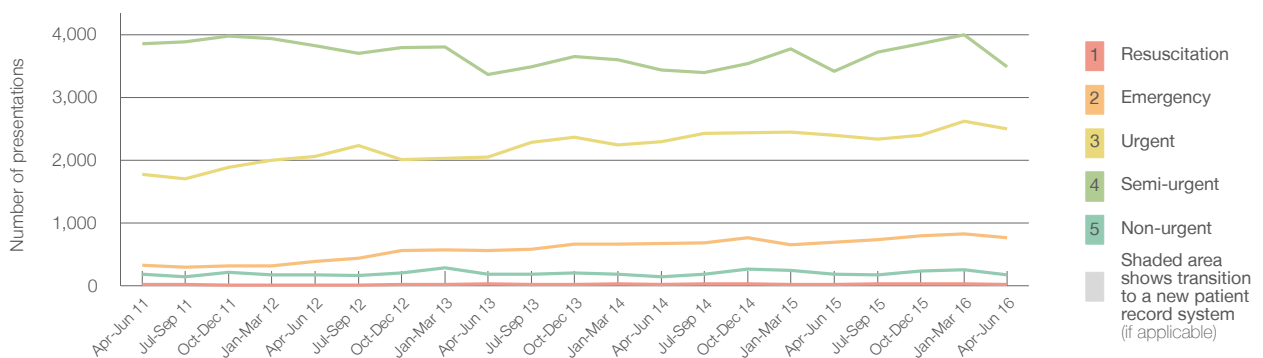
All presentations:¹ 7,224 patients

Emergency presentations² by triage category: 6,950 patients



	Same period last year	Change since one year ago
All presentations	7,102	1.7%
Emergency presentations	6,710	3.6%
Resuscitation	20	-5.0%
Emergency	695	10.4%
Urgent	2,396	4.4%
Semi-urgent	3,415	2.0%
Non-urgent	184	-3.8%

Emergency presentations² by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	21	12	29	20	20	19
Emergency	323	386	564	670	695	767
Urgent	1,769	2,062	2,044	2,290	2,396	2,502
Semi-urgent	3,859	3,827	3,360	3,433	3,415	3,485
Non-urgent	183	175	179	143	184	177
All emergency presentations	6,155	6,462	6,176	6,556	6,710	6,950

Shellharbour Hospital: Patients arriving by ambulance April to June 2016

Arrivals used to calculate transfer of care time:⁷ 1,538 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,454	
ED Transfer of care time	11 minutes	-1 minute
95th percentile time	35 minutes	-3 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.

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

April to June 2016

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

Number of triage 2 patients: 767

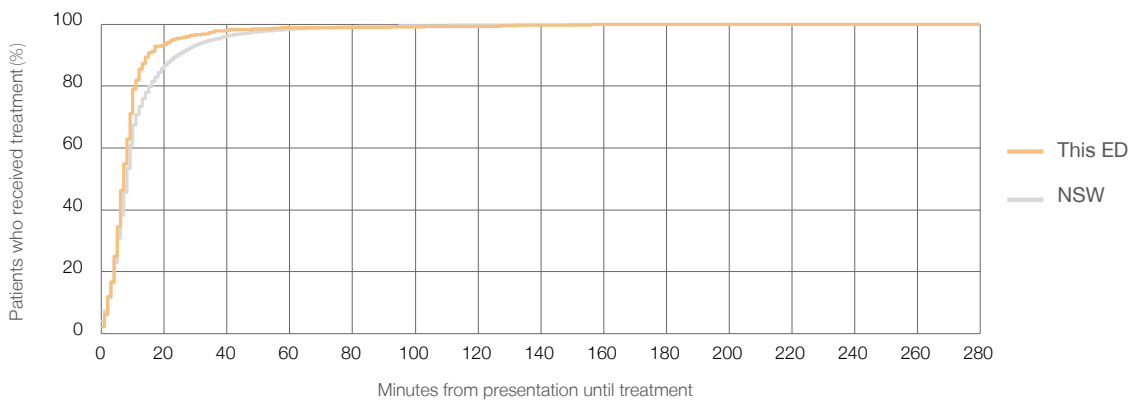
Number of triage 2 patients used to calculate waiting time:³ 766

Median time to start treatment⁴ 7 minutes

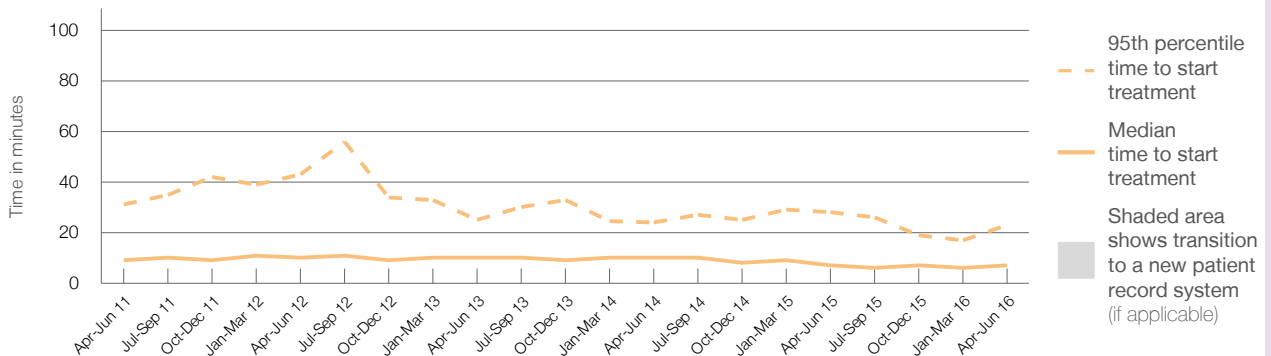
95th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
695	691
7 minutes	8 minutes
28 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	9	10	10	10	7	7
95th percentile time to start treatment ⁵ (minutes)	31	43	25	24	28	23

(†) 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 3 April to June 2016

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

Number of triage 3 patients: 2,502

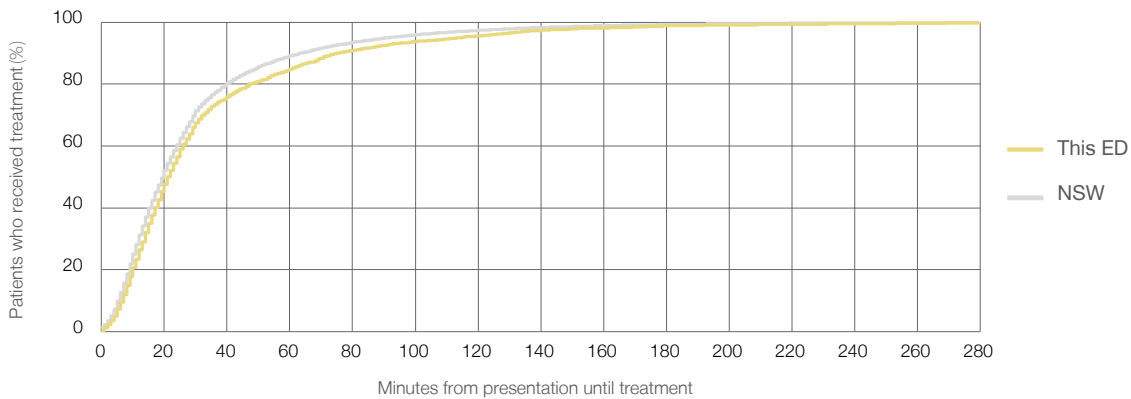
Number of triage 3 patients used to calculate waiting time:³ 2,472

Median time to start treatment⁴ 21 minutes

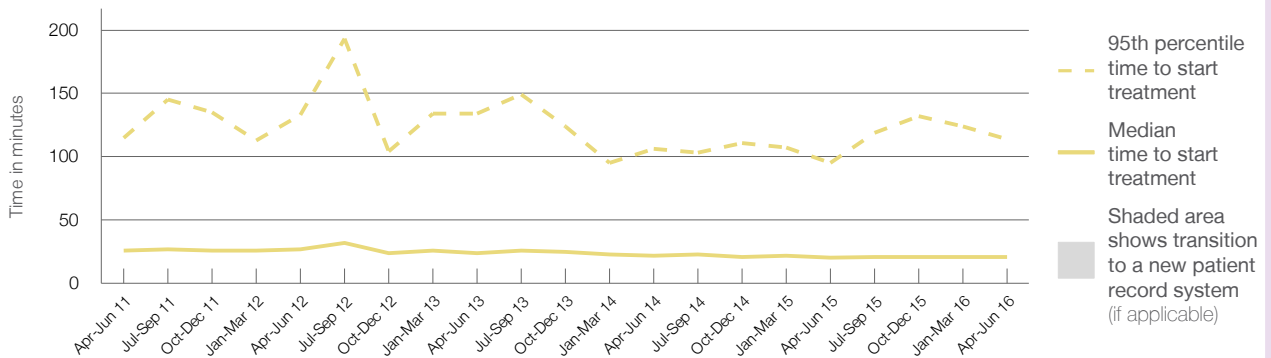
95th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
2,396	2,361
20 minutes	20 minutes
95 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	26	27	24	22	20	21
95th percentile time to start treatment ⁵ (minutes)	115	133	134	106	95	114

(†) 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 4 April to June 2016

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

Number of triage 4 patients: 3,485

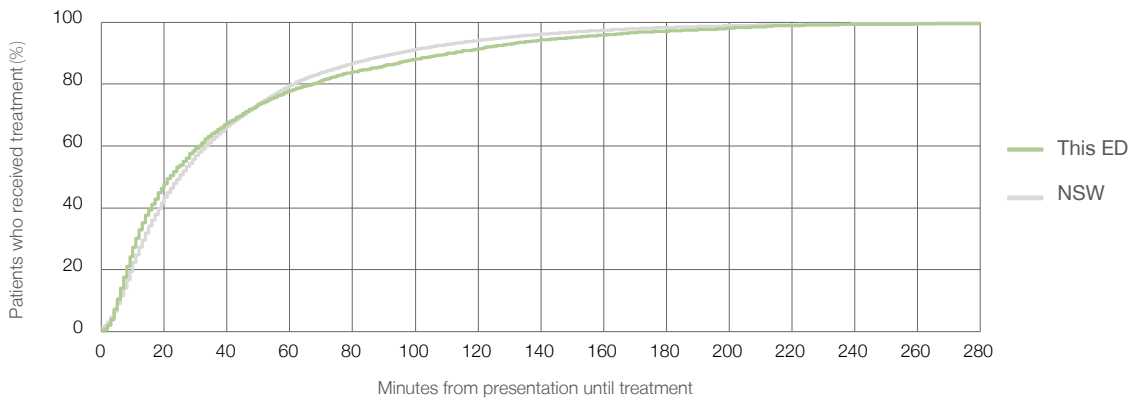
Number of triage 4 patients used to calculate waiting time:³ 3,288

Median time to start treatment⁴ 22 minutes

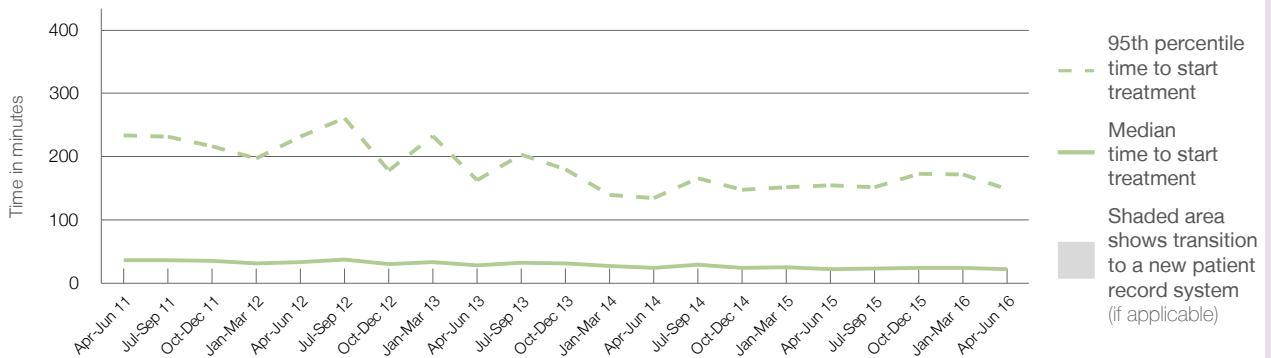
95th percentile time to start treatment⁵ 149 minutes

Same period last year	NSW (this period)
3,415	3,195
22 minutes	25 minutes
155 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	36	33	28	24	22	22
95th percentile time to start treatment ⁵ (minutes)	234	232	163	135	155	149

(†) 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 5

April to June 2016

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

Number of triage 5 patients: 177

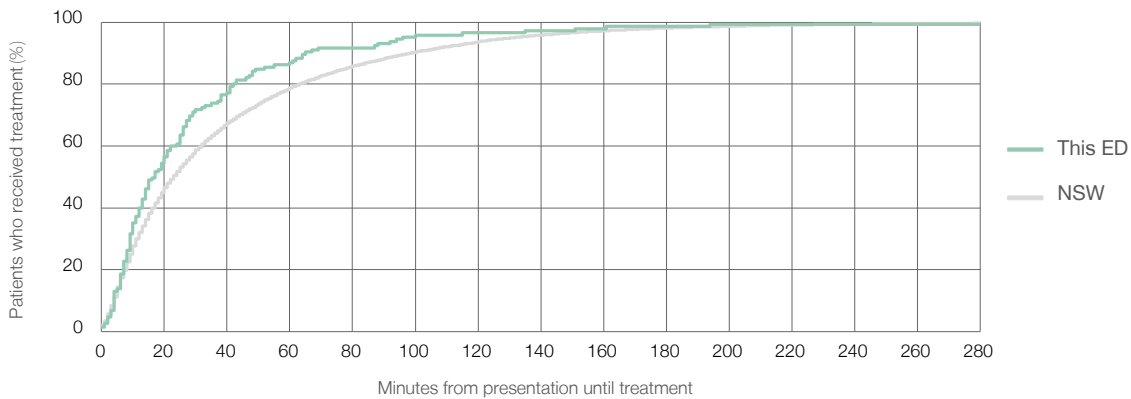
Number of triage 5 patients used to calculate waiting time:³ 145

Median time to start treatment⁴ 17 minutes

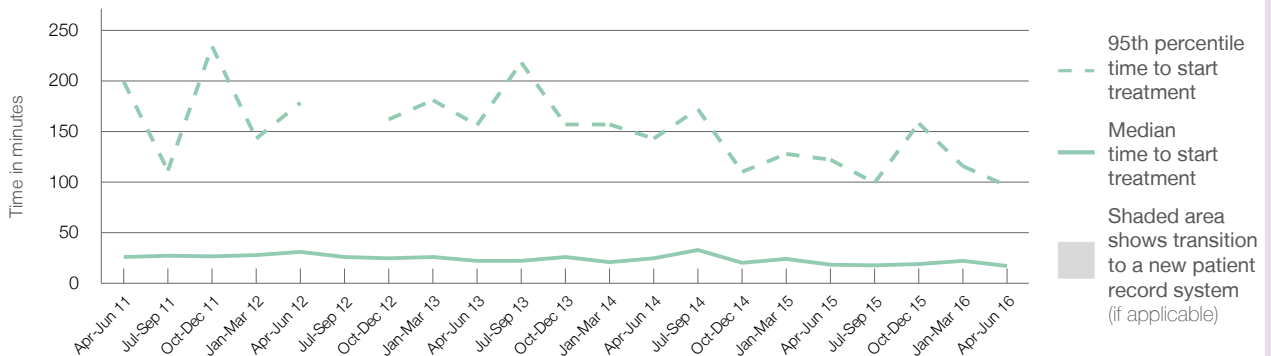
95th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
184	
158	
19 minutes	23 minutes
122 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	26	31	22	25	19	17
95th percentile time to start treatment ⁵ (minutes)	199	178	156	143	122	96

(†) 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 2016

All presentations:¹ 7,224 patients

Presentations used to calculate time to leaving the ED:⁶ 7,224 patients

Median time spent in the ED⁸

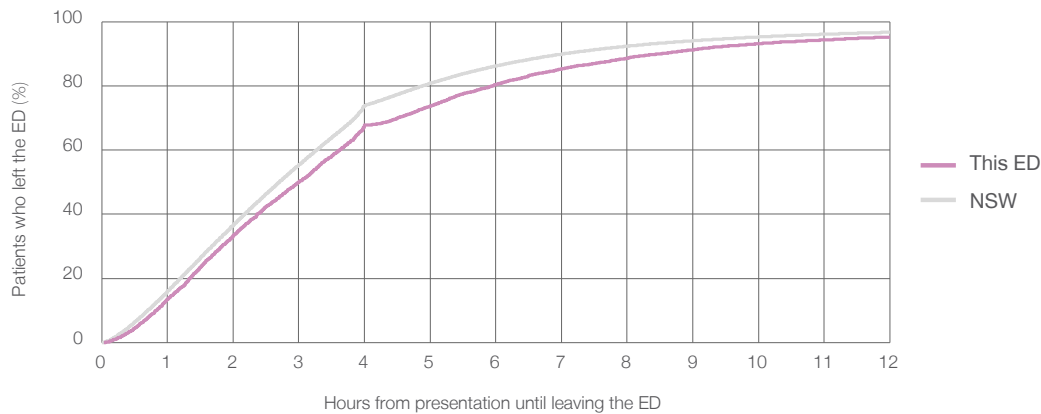
3 hours and 0 minutes

95th percentile time spent in the ED⁹

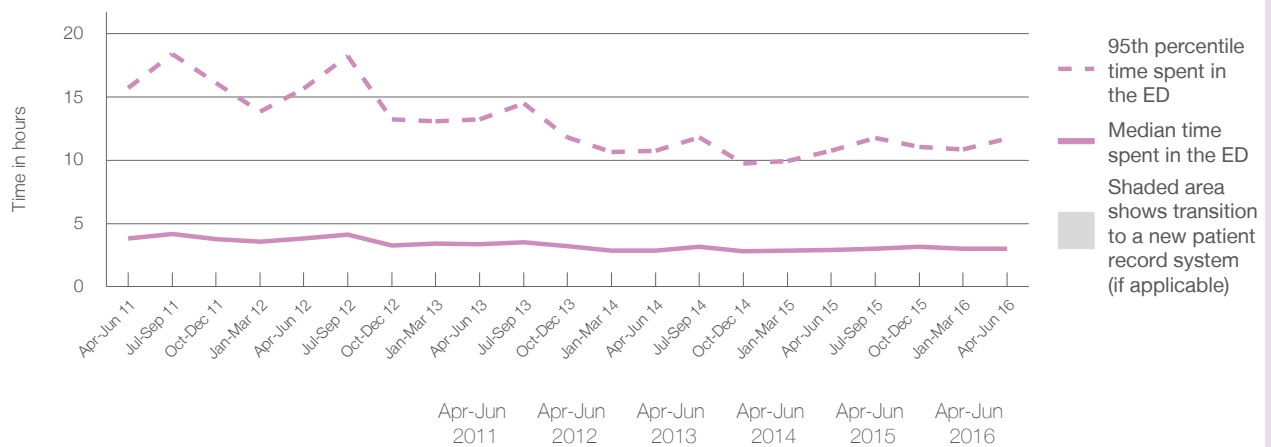
11 hours and 41 minutes

Same period last year	NSW (this period)
7,102	7,102
2 hours and 55 minutes	2 hours and 42 minutes
10 hours and 45 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 50m	3h 48m	3h 21m	2h 52m	2h 55m	3h 0m
95th percentile time to leaving the ED ⁹ (hours, minutes)	15h 41m	15h 40m	13h 13m	10h 45m	10h 45m	11h 41m

(†) 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

By mode of separation

April to June 2016

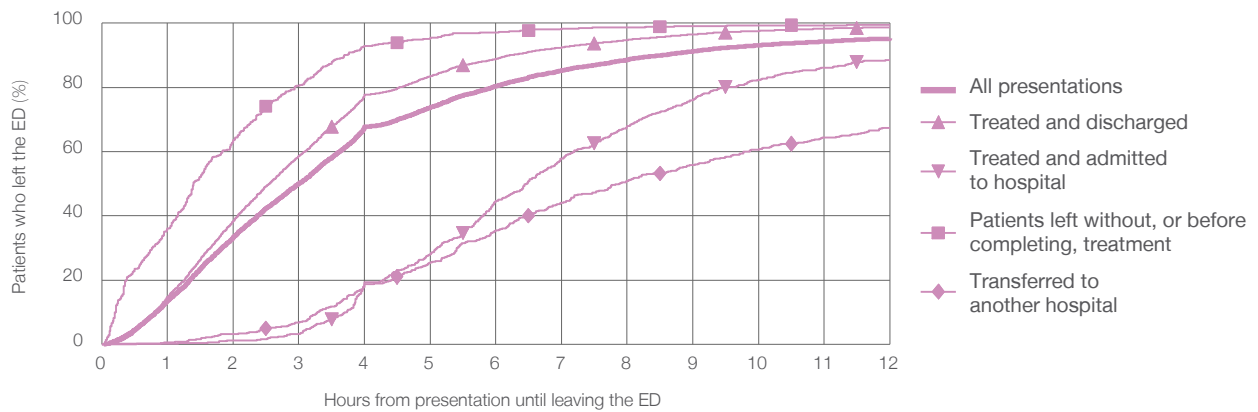
All presentations:¹ 7,224 patients

Presentations used to calculate time to leaving the ED:⁶ 7,224 patients

Treated and discharged	5,381 (74.5%)
Treated and admitted to hospital	767 (10.6%)
Patient left without, or before completing, treatment	480 (6.6%)
Transferred to another hospital	584 (8.1%)
Other	12 (0.2%)

Same period last year	Change since one year ago
7,102	1.7%
5,182	3.8%
832	-7.8%
544	-11.8%
525	11.2%
19	-36.8%

Percentage of patients who left the ED by time and mode of separation, April to June 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	14.8%	38.5%	58.7%	77.7%	88.9%	94.8%	97.6%	98.8%
Treated and admitted to hospital	0.3%	1.2%	3.3%	19.3%	44.6%	67.9%	82.3%	88.5%
Patient left without, or before completing, treatment	36.0%	63.5%	80.6%	92.9%	97.1%	98.8%	99.4%	99.6%
Transferred to another hospital	0.5%	3.3%	6.8%	18.7%	35.4%	50.9%	60.6%	67.5%
All presentations	13.6%	33.4%	50.1%	67.8%	80.4%	88.6%	93.1%	95.2%

(†) 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 2016

All presentations at the emergency department:¹ 7,224 patients

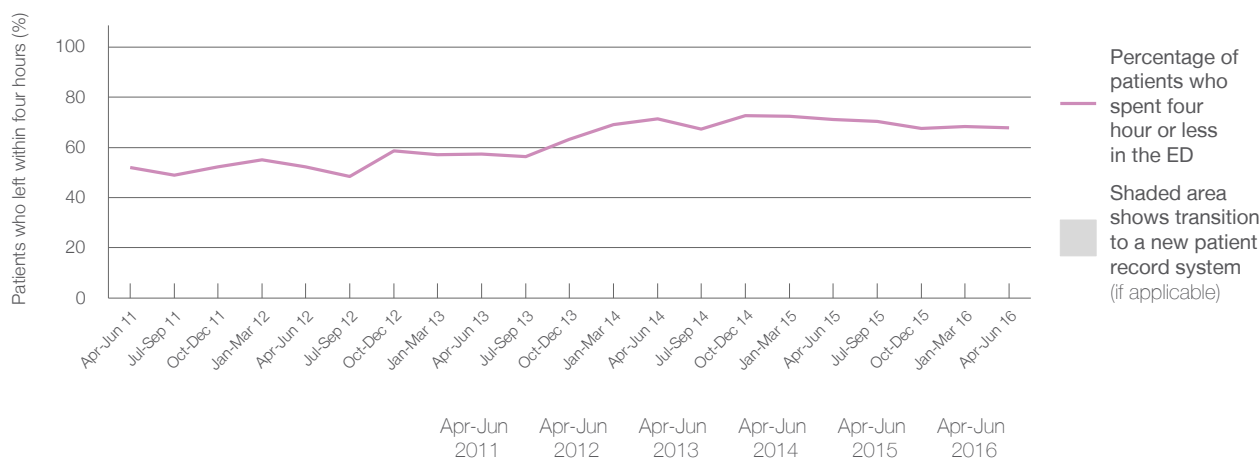
Presentations used to calculate time to leaving the ED:⁶ 7,224 patients

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	7,102	1.7%
Presentations used to calculate time to leaving the ED	7,102	1.7%
Percentage of patients who spent four hours or less in the ED	71.2%	

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



Patients who left within four hours (%)	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
	52.1%	52.2%	57.4%	71.5%	71.2%	67.8%

* 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 2016*.
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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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

April to June 2016

All presentations:¹ 9,083 patients
Emergency presentations:² 8,982 patients

Same period last year	Change since one year ago
8,713	4.2%
8,603	4.4%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 793 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 57 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,017 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 127 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,165 patients

Median time to start treatment⁴ 38 minutes
95th percentile time to start treatment⁵ 151 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 955 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
553	
11 minutes	8 minutes
73 minutes	36 minutes
2,585	
31 minutes	20 minutes
183 minutes	92 minutes
4,012	
40 minutes	25 minutes
205 minutes	128 minutes
1,409	
35 minutes	23 minutes
171 minutes	132 minutes

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

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 9,083 patients

Percentage of patients who spent four hours or less in the ED 65.4%

Same period last year	Change since one year ago
8,713	4.2%
62.7%	

* 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 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.

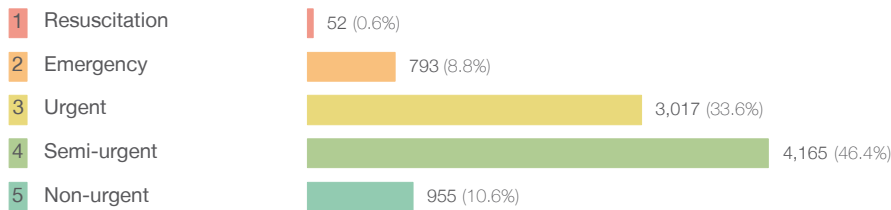
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

April to June 2016

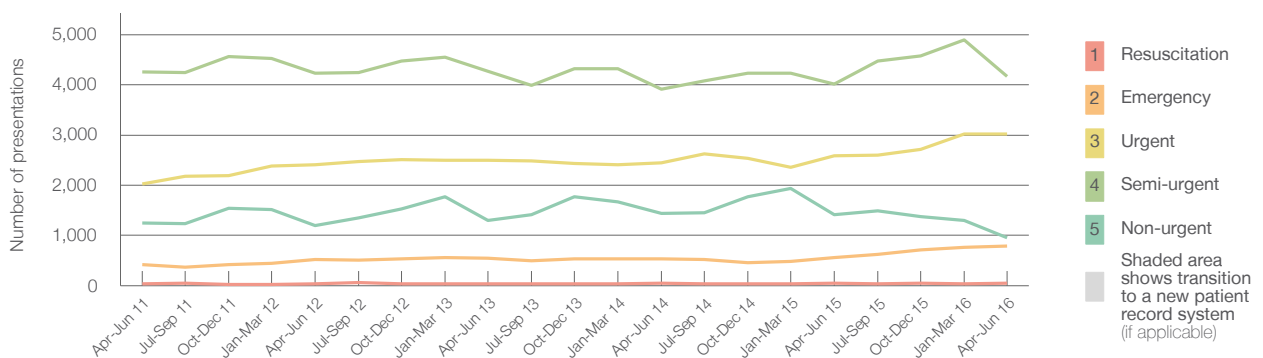
All presentations:¹ 9,083 patients

Emergency presentations² by triage category: 8,982 patients



Same period last year	Change since one year ago
8,713	4.2%
8,603	4.4%
44	18.2%
553	43.4%
2,585	16.7%
4,012	3.8%
1,409	-32.2%

Emergency presentations² by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	34	39	32	43	44	52
Emergency	414	523	541	537	553	793
Urgent	2,024	2,405	2,501	2,443	2,585	3,017
Semi-urgent	4,256	4,237	4,266	3,915	4,012	4,165
Non-urgent	1,252	1,200	1,297	1,439	1,409	955
All emergency presentations	7,980	8,404	8,637	8,377	8,603	8,982

Shoalhaven District Memorial Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:⁷ 2,228 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,218	
17 minutes	-2 minutes
107 minutes	-31 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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2 April to June 2016

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

Number of triage 2 patients: 793

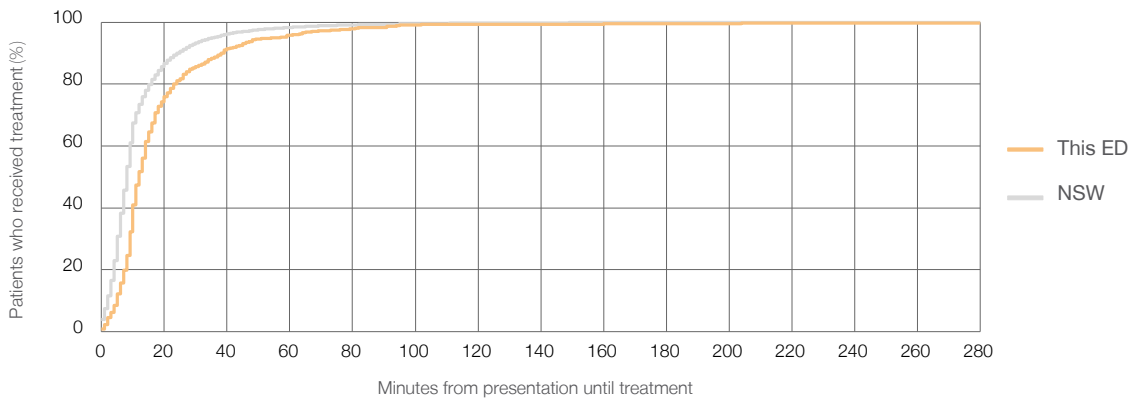
Number of triage 2 patients used to calculate waiting time:³ 792

Median time to start treatment⁴ 12 minutes

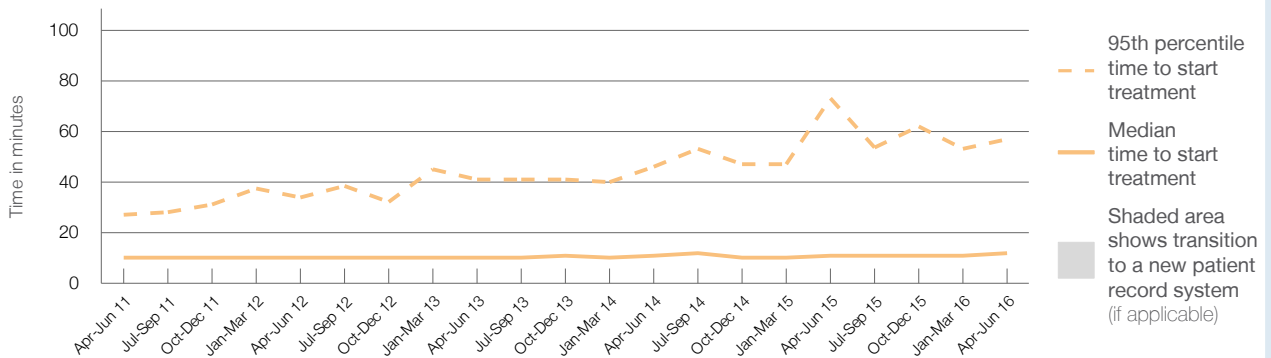
95th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
553	
551	
11 minutes	8 minutes
73 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	10	10	10	11	11	12
95th percentile time to start treatment ⁵ (minutes)	27	34	41	46	73	57

(†) 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 3 April to June 2016

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

Number of triage 3 patients: 3,017

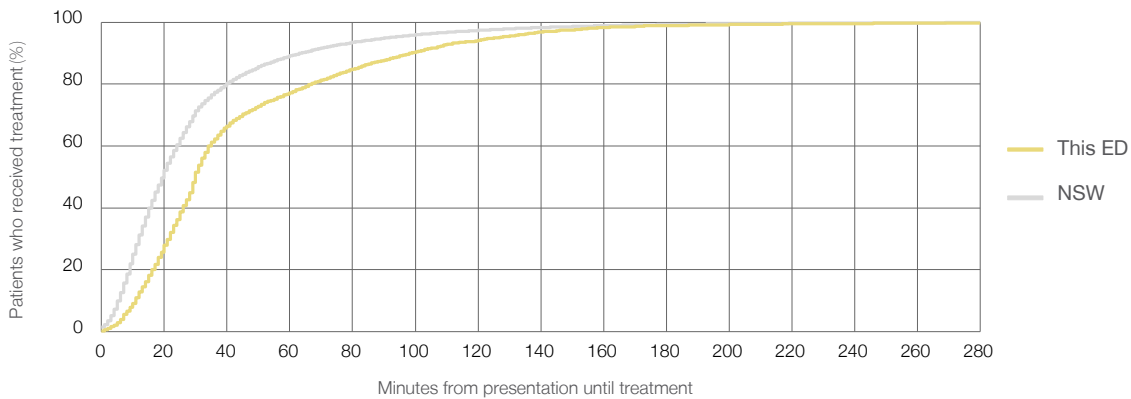
Number of triage 3 patients used to calculate waiting time:³ 2,980

Median time to start treatment⁴ 30 minutes

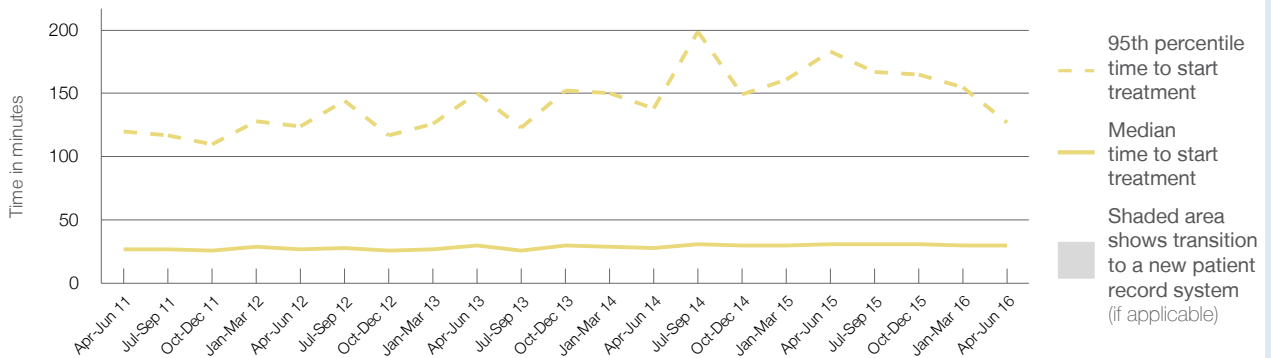
95th percentile time to start treatment⁵ 127 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	2,585	2,513
Median time to start treatment ⁴	31 minutes	20 minutes
95th percentile time to start treatment ⁵	183 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	27	27	30	28	31	30
95th percentile time to start treatment ⁵ (minutes)	120	124	150	138	183	127

(†) 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 4 April to June 2016

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

Number of triage 4 patients: 4,165

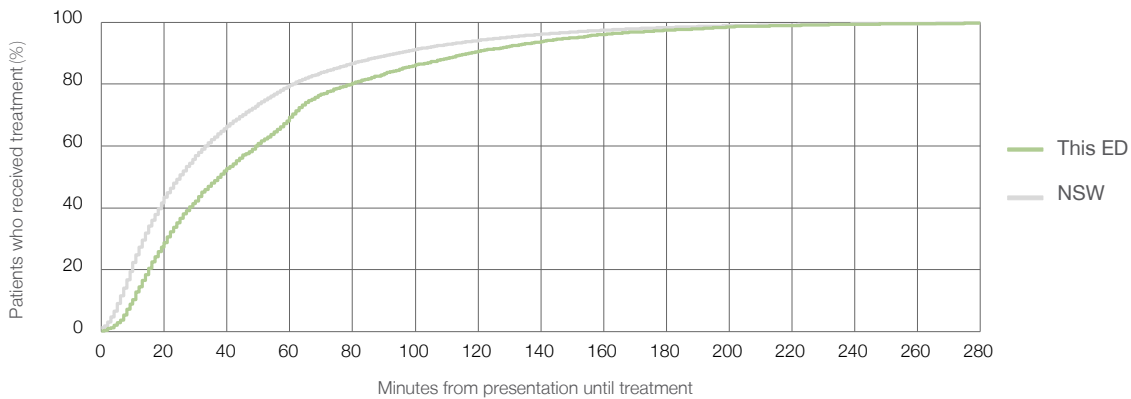
Number of triage 4 patients used to calculate waiting time:³ 3,924

Median time to start treatment⁴ 38 minutes

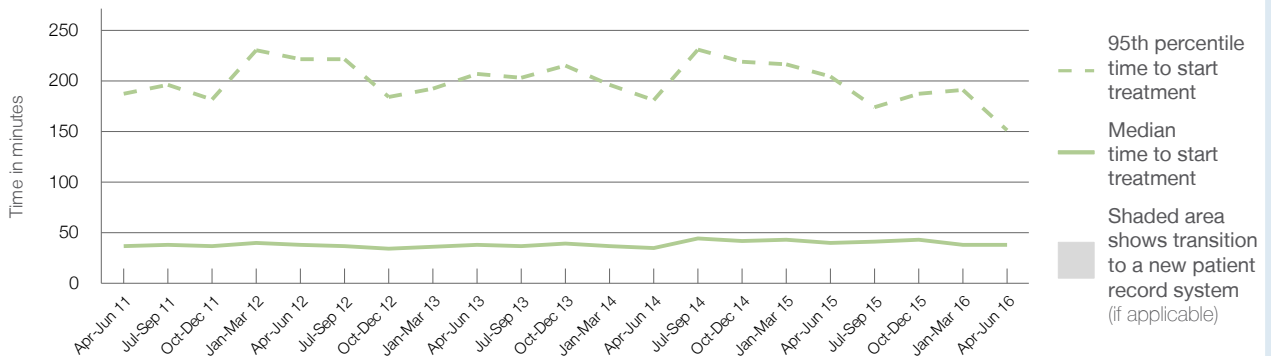
95th percentile time to start treatment⁵ 151 minutes

Same period last year	NSW (this period)
4,012	3,640
40 minutes	25 minutes
205 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	37	38	38	35	40	38
95th percentile time to start treatment ⁵ (minutes)	187	221	207	181	205	151

(†) 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 5 April to June 2016

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

Number of triage 5 patients: 955

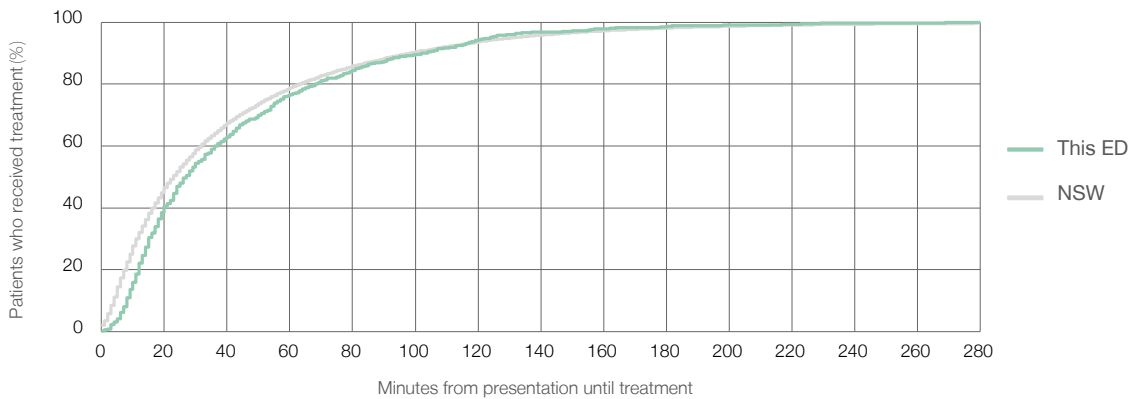
Number of triage 5 patients used to calculate waiting time:³ 844

Median time to start treatment⁴ 27 minutes

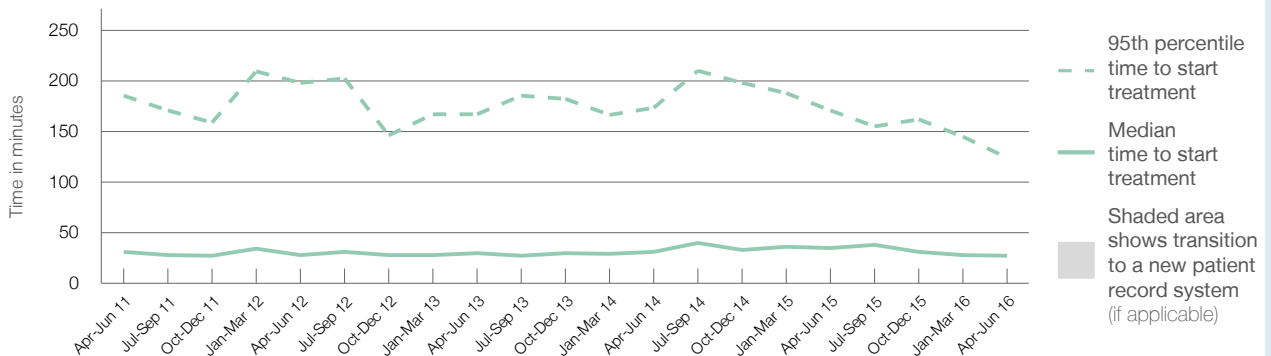
95th percentile time to start treatment⁵ 124 minutes

	Same period last year	NSW (this period)
	1,409	1,193
	35 minutes	23 minutes
	171 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	31	28	30	31	35	27
95th percentile time to start treatment ⁵ (minutes)	185	198	167	173	171	124

(†) 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 spent in the ED

April to June 2016

All presentations:¹ 9,083 patients

Presentations used to calculate time to leaving the ED:⁶ 9,083 patients

Median time spent in the ED⁸

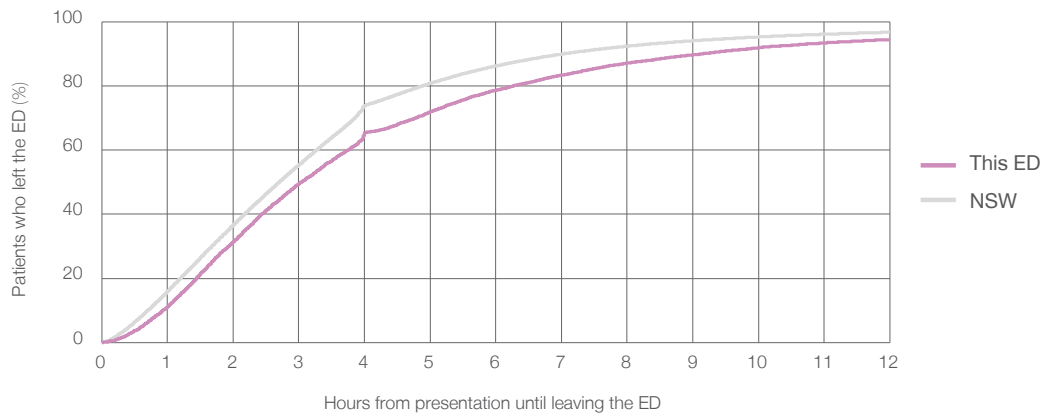
3 hours and 3 minutes

95th percentile time spent in the ED⁹

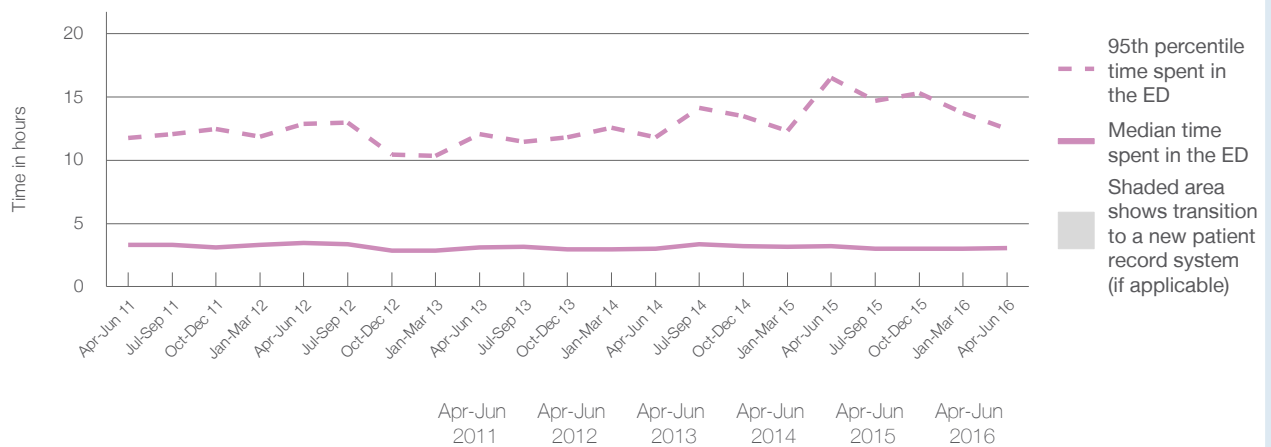
12 hours and 29 minutes

Same period last year	NSW (this period)
8,713	8,713
3 hours and 13 minutes	2 hours and 42 minutes
16 hours and 30 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 18m	3h 27m	3h 6m	2h 59m	3h 13m	3h 3m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 46m	12h 51m	12h 4m	11h 48m	16h 30m	12h 29m

(†) 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 spent in the ED

By mode of separation

April to June 2016

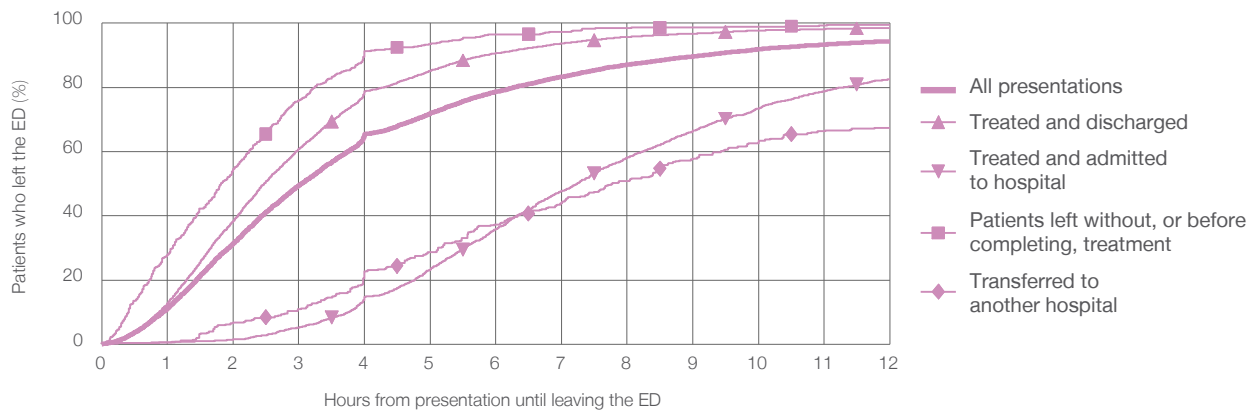
All presentations:¹ 9,083 patients

Presentations used to calculate time to leaving the ED:⁶ 9,083 patients

Treated and discharged	6,390 (70.4%)
Treated and admitted to hospital	1,714 (18.9%)
Patient left without, or before completing, treatment	588 (6.5%)
Transferred to another hospital	356 (3.9%)
Other	35 (0.4%)

Same period last year	Change since one year ago
8,713	4.2%
5,866	8.9%
1,467	16.8%
1,014	-42.0%
332	7.2%
34	2.9%

Percentage of patients who left the ED by time and mode of separation, April to June 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	12.8%	38.6%	60.9%	78.8%	90.7%	95.8%	97.7%	98.6%
Treated and admitted to hospital	0.6%	1.5%	5.1%	14.8%	35.9%	58.2%	73.4%	82.6%
Patient left without, or before completing, treatment	27.9%	54.6%	76.0%	91.3%	96.6%	98.5%	99.0%	99.5%
Transferred to another hospital	0.6%	6.7%	11.0%	22.8%	37.4%	50.8%	63.5%	67.4%
All presentations	11.2%	31.5%	49.5%	65.4%	78.7%	87.1%	91.9%	94.4%

(†) 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.

Shoalhaven District Memorial Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2016

All presentations at the emergency department:¹ 9,083 patients

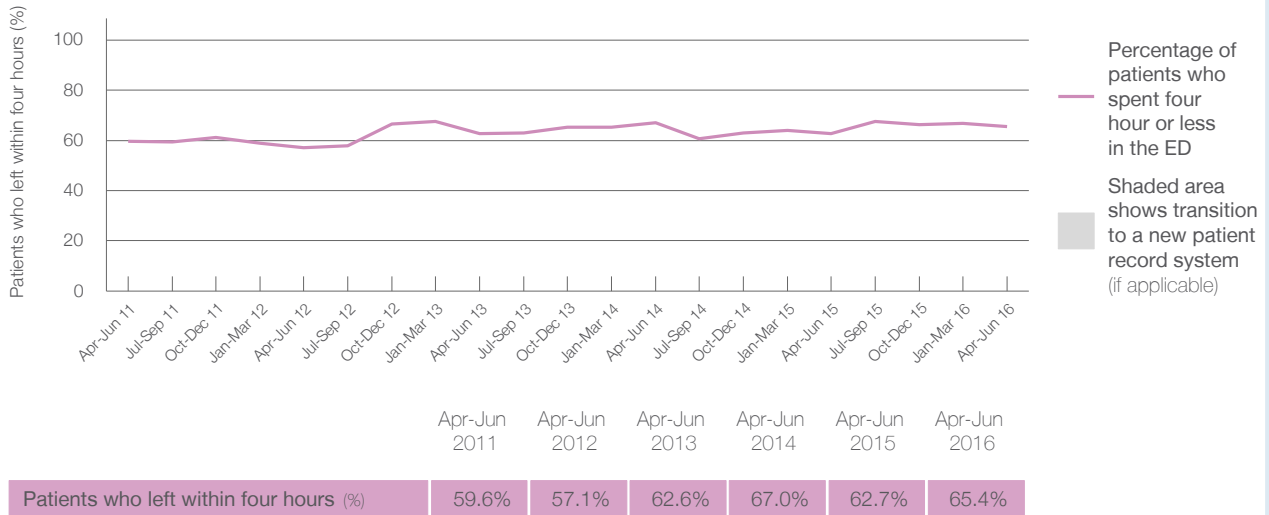
Presentations used to calculate time to leaving the ED:⁶ 9,083 patients

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



Same period last year	Change since one year ago
8,713	4.2%
8,713	4.2%
62.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 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.

‡ 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 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 19 July 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Wollongong Hospital: Emergency department (ED) overview

April to June 2016

All presentations:¹ 15,166 patients

Emergency presentations:² 14,827 patients

Same period last year	Change since one year ago
15,105	0.4%
14,661	1.1%

Wollongong Hospital: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,860 patients

Median time to start treatment⁴ 9 minutes
 95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,324 patients

Median time to start treatment⁴ 25 minutes
 95th percentile time to start treatment⁵ 102 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,079 patients

Median time to start treatment⁴ 30 minutes
 95th percentile time to start treatment⁵ 136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 444 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
1,824	
10 minutes	8 minutes
38 minutes	36 minutes
6,269	
29 minutes	20 minutes
133 minutes	92 minutes
6,008	
41 minutes	25 minutes
182 minutes	128 minutes
459	
29 minutes	23 minutes
164 minutes	132 minutes

Wollongong Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 15,158 patients

Percentage of patients who spent four hours or less in the ED 63.0%

Same period last year	Change since one year ago
15,105	0.4%
59.1%	

* 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, January to March 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.

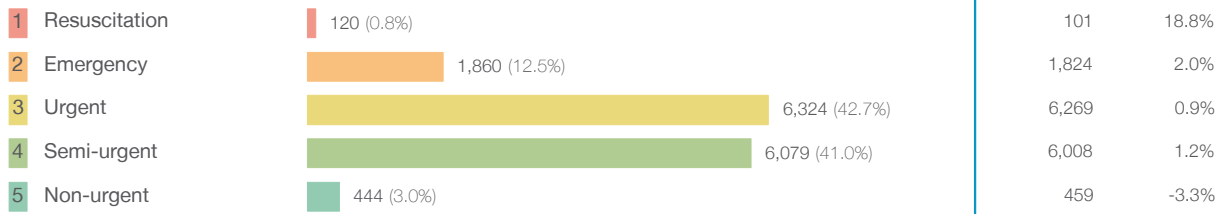
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Wollongong Hospital: Patients presenting to the emergency department

April to June 2016

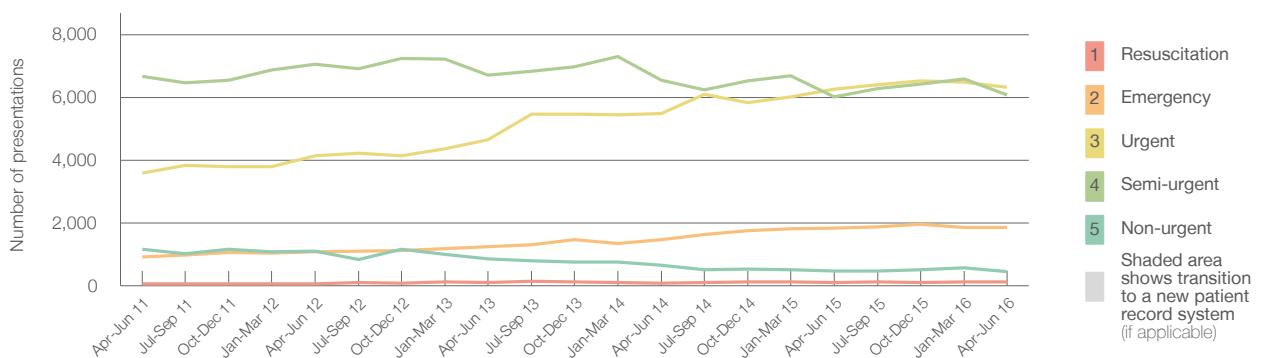
All presentations:¹ 15,166 patients

Emergency presentations² by triage category: 14,827 patients



Same period last year	Change since one year ago
15,105	0.4%
14,661	1.1%
101	18.8%
1,824	2.0%
6,269	0.9%
6,008	1.2%
459	-3.3%

Emergency presentations² by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	65	65	89	87	101	120
Emergency	915	1,075	1,243	1,469	1,824	1,860
Urgent	3,589	4,147	4,653	5,480	6,269	6,324
Semi-urgent	6,678	7,052	6,718	6,540	6,008	6,079
Non-urgent	1,168	1,099	863	651	459	444
All emergency presentations	12,415	13,438	13,566	14,227	14,661	14,827

Wollongong Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:⁷ 5,086 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,254	
14 minutes	-2 minutes
44 minutes	-9 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.

Wollongong Hospital: Time patients waited to start treatment, triage 2

April to June 2016

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

Number of triage 2 patients: 1,860

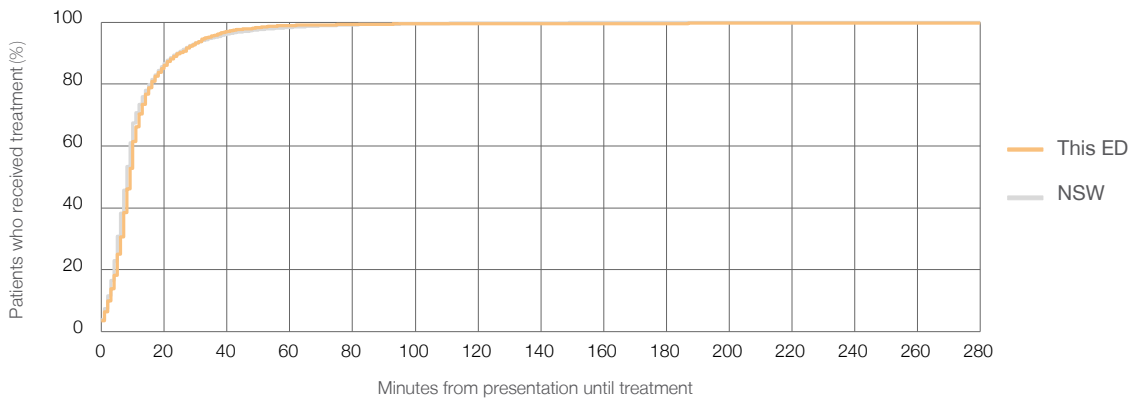
Number of triage 2 patients used to calculate waiting time:³ 1,852

Median time to start treatment⁴ 9 minutes

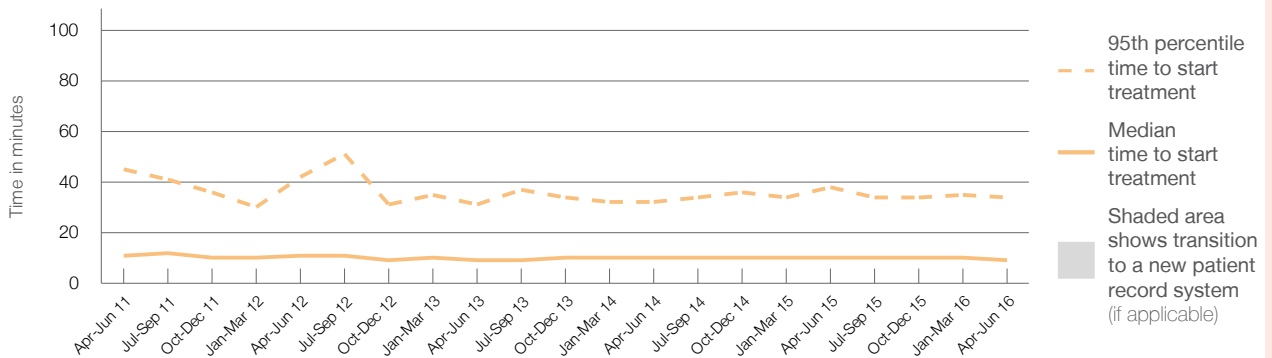
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
1,824	
1,822	
10 minutes	8 minutes
38 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	11	11	9	10	10	9
95th percentile time to start treatment ⁵ (minutes)	45	42	31	32	38	34

(†) 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.

Wollongong Hospital: Time patients waited to start treatment, triage 3

April to June 2016

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

Number of triage 3 patients: 6,324

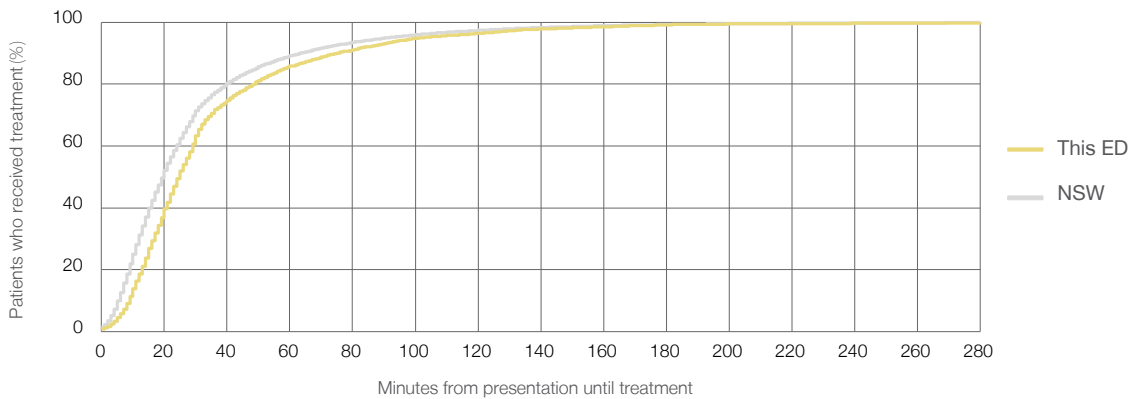
Number of triage 3 patients used to calculate waiting time:³ 6,225

Median time to start treatment⁴ 25 minutes

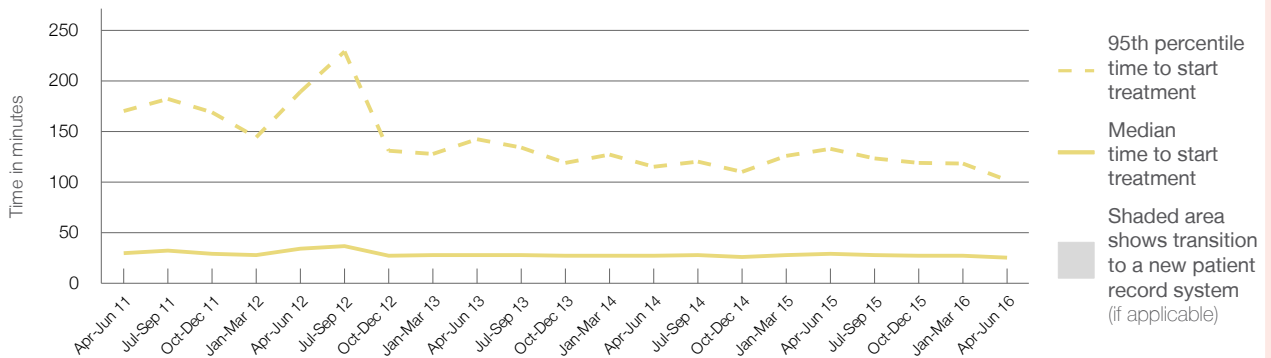
95th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
6,269	
6,096	
29 minutes	20 minutes
133 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	30	34	28	27	29	25
95th percentile time to start treatment ⁵ (minutes)	170	189	142	115	133	102

(†) 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.

Wollongong Hospital: Time patients waited to start treatment, triage 4

April to June 2016

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

Number of triage 4 patients: 6,079

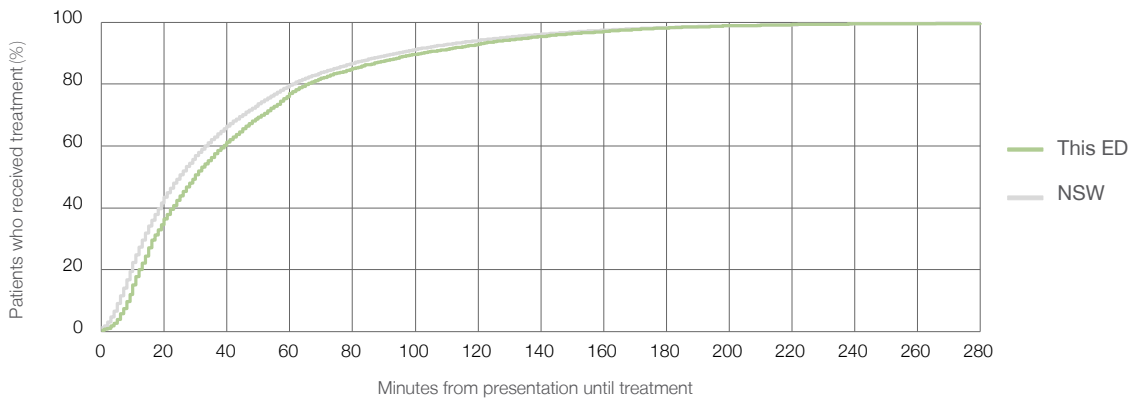
Number of triage 4 patients used to calculate waiting time:³ 5,788

Median time to start treatment⁴ 30 minutes

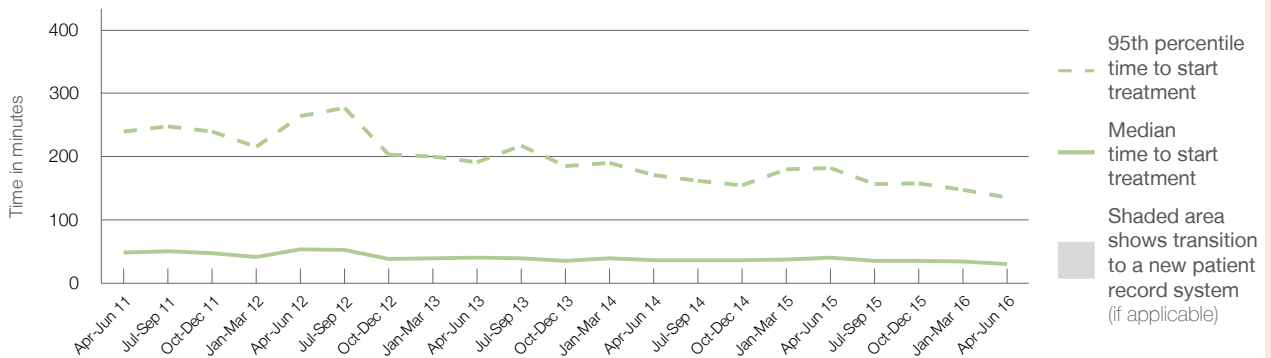
95th percentile time to start treatment⁵ 136 minutes

Same period last year	NSW (this period)
6,008	5,525
41 minutes	25 minutes
182 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	49	54	40	36	41	30
95th percentile time to start treatment ⁵ (minutes)	240	264	191	171	182	136

(†) 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.

Wollongong Hospital: Time patients waited to start treatment, triage 5

April to June 2016

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

Number of triage 5 patients: 444

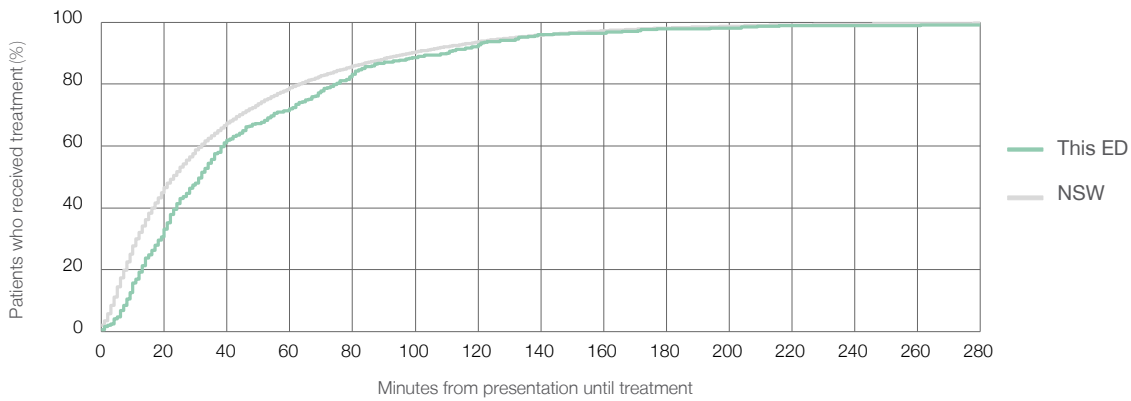
Number of triage 5 patients used to calculate waiting time:³ 369

Median time to start treatment⁴ 32 minutes

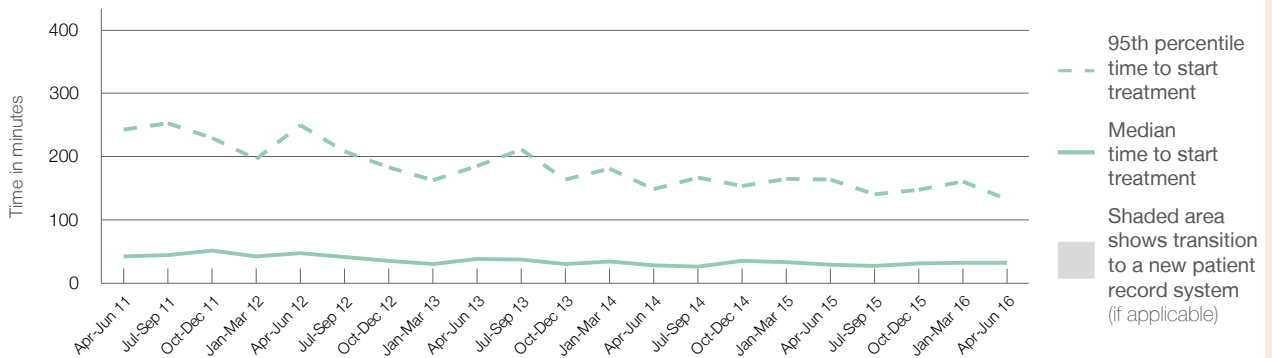
95th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
459	
376	
29 minutes	23 minutes
164 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	43	48	38	28	29	32
95th percentile time to start treatment ⁵ (minutes)	243	250	185	149	164	133

(†) 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.

Wollongong Hospital: Time patients spent in the ED

April to June 2016

All presentations:¹ 15,166 patients

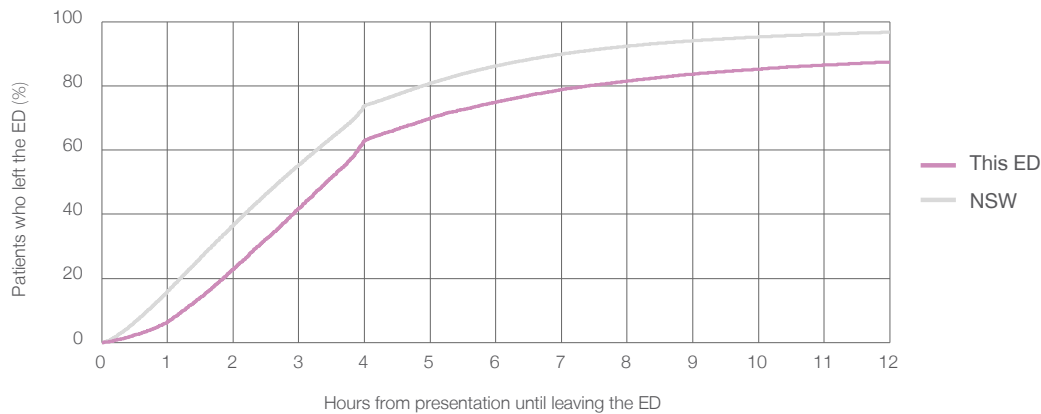
Presentations used to calculate time to leaving the ED:⁶ 15,158 patients

Median time spent in the ED⁸ 3 hours and 25 minutes

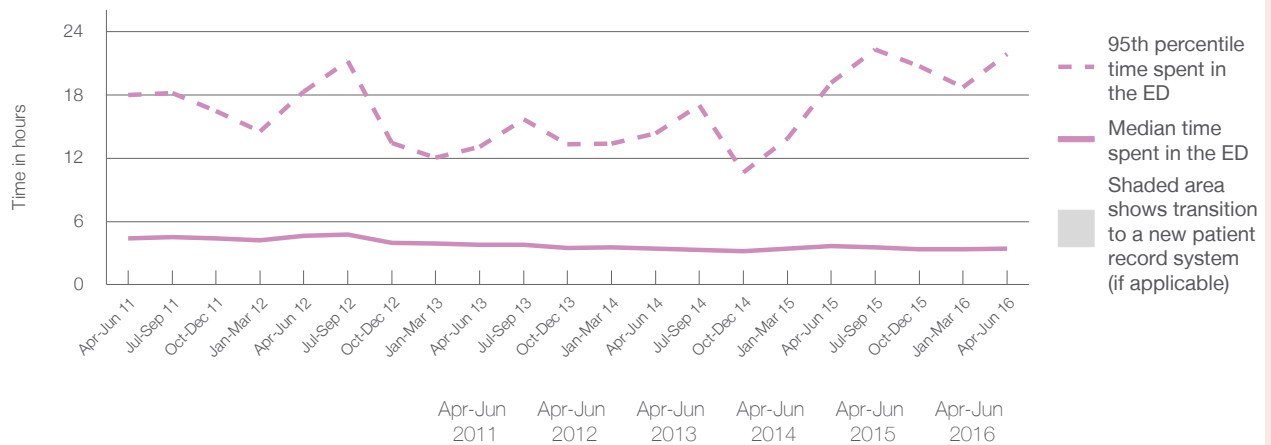
95th percentile time spent in the ED⁹ 21 hours and 53 minutes

Same period last year	NSW (this period)
15,105	15,105
3 hours and 41 minutes	2 hours and 42 minutes
19 hours and 9 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 25m	4h 40m	3h 48m	3h 24m	3h 41m	3h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	17h 59m	18h 16m	13h 6m	14h 22m	19h 9m	21h 53m

(†) 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.

Wollongong Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

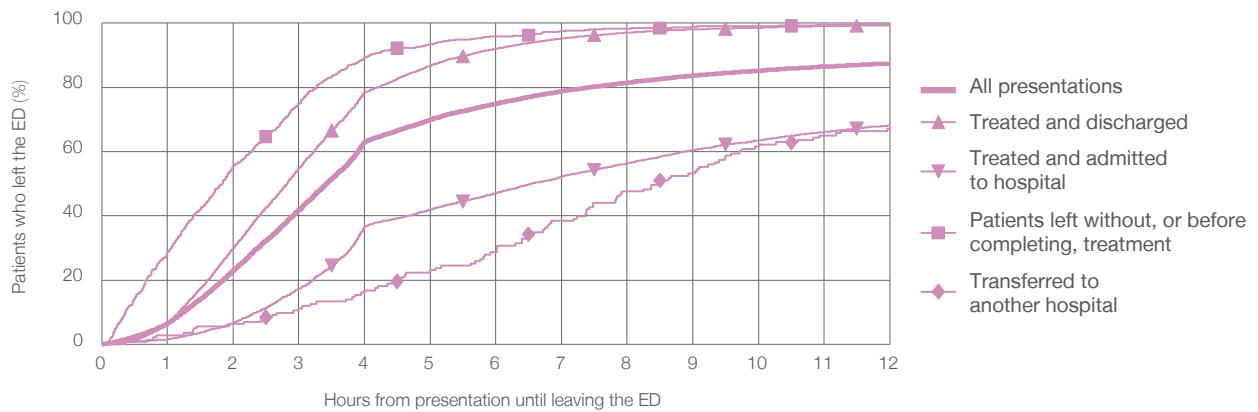
All presentations:¹ 15,166 patients

Presentations used to calculate time to leaving the ED:⁶ 15,158 patients

Treated and discharged	8,348 (55.0%)
Treated and admitted to hospital	5,668 (37.4%)
Patient left without, or before completing, treatment	904 (6.0%)
Transferred to another hospital	143 (0.9%)
Other	103 (0.7%)

Same period last year	Change since one year ago
15,105	0.4%
7,648	9.2%
5,947	-4.7%
1,273	-29.0%
88	62.5%
149	-30.9%

Percentage of patients who left the ED by time and mode of separation, April to June 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	6.6%	29.9%	54.8%	78.3%	92.0%	97.0%	98.6%	99.3%
Treated and admitted to hospital	1.6%	6.6%	17.2%	36.6%	47.1%	56.3%	63.5%	68.2%
Patient left without, or before completing, treatment	28.8%	55.5%	75.0%	89.3%	95.9%	98.3%	99.1%	99.7%
Transferred to another hospital	2.8%	6.3%	11.2%	16.8%	28.7%	47.6%	61.5%	67.8%
All presentations	6.5%	23.0%	41.9%	63.0%	75.0%	81.5%	85.2%	87.4%

(†) 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.

Wollongong Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2016

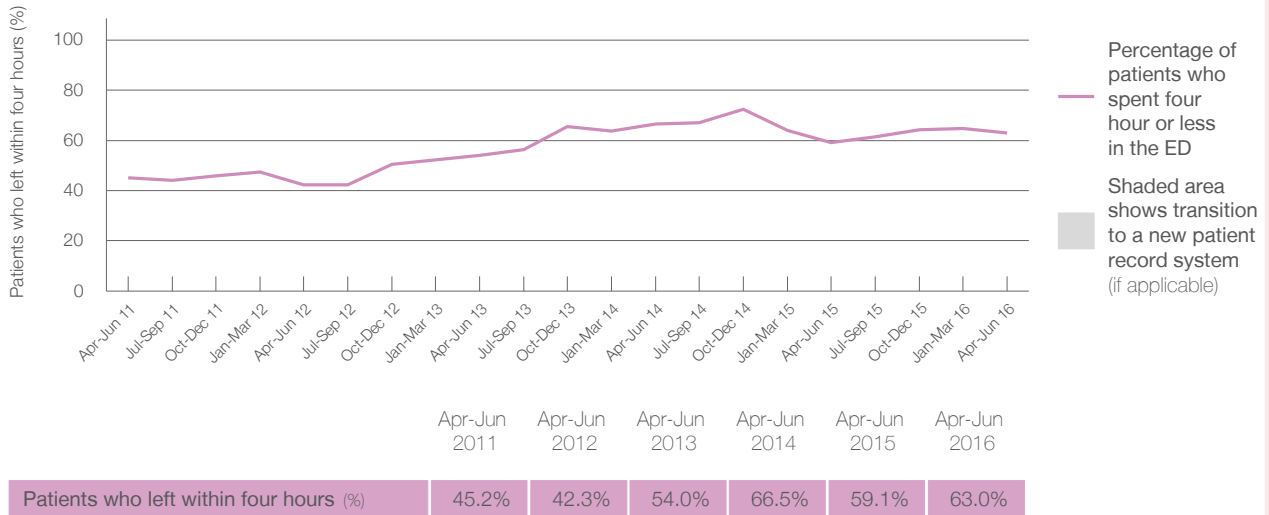
All presentations at the emergency department:¹ 15,166 patients

Presentations used to calculate time to leaving the ED:⁶ 15,158 patients

Percentage of patients who spent four hours or less in the ED 63.0%

Same period last year	Change since one year ago
15,105	0.4%
15,105	0.4%
59.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 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.

‡ 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 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 19 July 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).