

Batemans Bay District Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 4,049 patients
 Emergency presentations:² 3,959 patients

Same period last year	Change since one year ago
3,925	3%
3,783	5%

Batemans Bay District Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 333 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,048 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,083 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 86 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 477 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
342	
8 minutes	8 minutes
21 minutes	24 minutes
1,050	
21 minutes	19 minutes
69 minutes	63 minutes
1,862	
27 minutes	24 minutes
97 minutes	95 minutes
522	
22 minutes	21 minutes
77 minutes	96 minutes

Batemans Bay District Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 4,049 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
3,925	3%
88%	

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

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

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

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

Batemans Bay District Hospital: Patients presenting to the emergency department

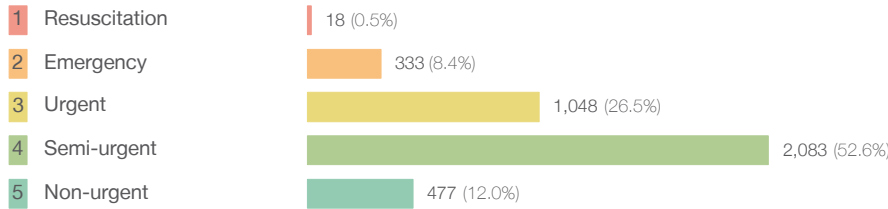
April to June 2018

All presentations:¹ 4,049 patients

Same period last year	Change since one year ago
3,925	3%

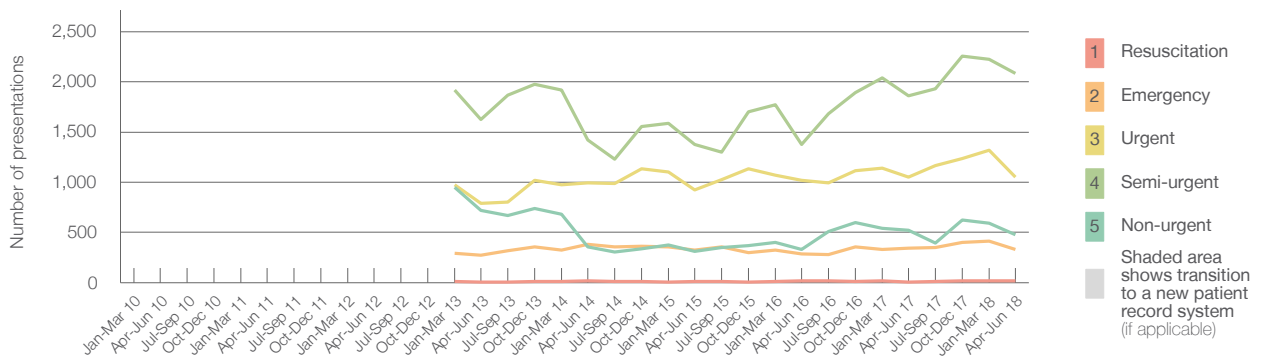
Emergency presentations² by triage category: 3,959 patients

3,783	5%
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7	157.1%
342	-2.6%
1,050	-0.2%
1,862	11.9%
522	-8.6%

Emergency presentations² by quarter, January 2010 to June 2018 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation				< 5	17	14	19	7	18
Emergency				279	380	323	283	342	333
Urgent				788	995	921	1,019	1,050	1,048
Semi-urgent				1,627	1,418	1,374	1,374	1,862	2,083
Non-urgent				717	359	314	333	522	477
All emergency presentations				3,411	3,169	2,946	3,028	3,783	3,959

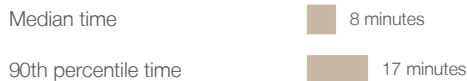
Batemans Bay District Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 434 patients

464	
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ED Transfer of care time



8 minutes	0 minutes
20 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

April to June 2018

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

Number of triage 2 patients: 333

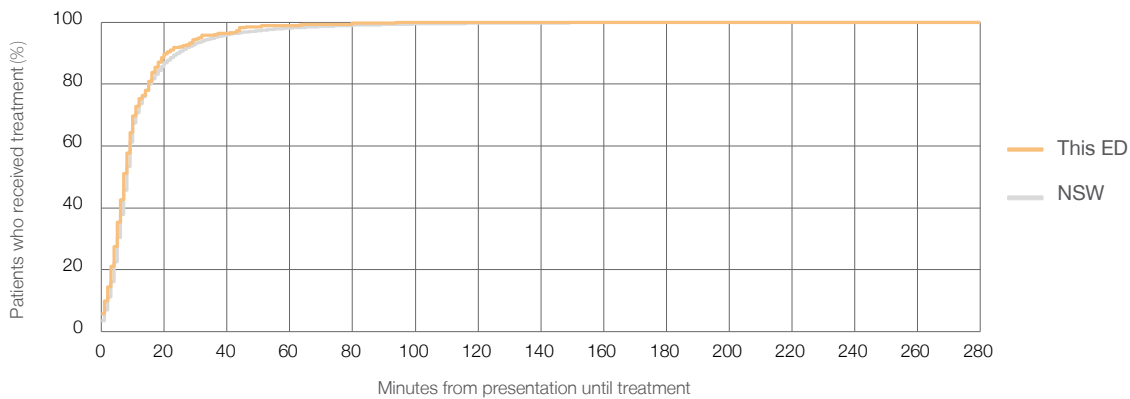
Number of triage 2 patients used to calculate waiting time:³ 331

Median time to start treatment⁴ 7 minutes

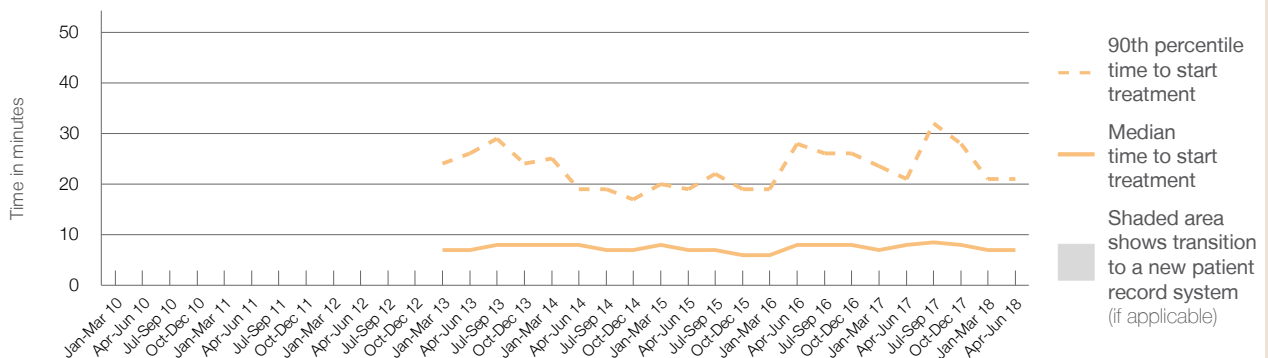
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
342	
341	
8 minutes	8 minutes
21 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				7	8	7	8	8	7
90th percentile time to start treatment ⁵ (minutes)				26	19	19	28	21	21

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Batemans Bay District Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 1,048

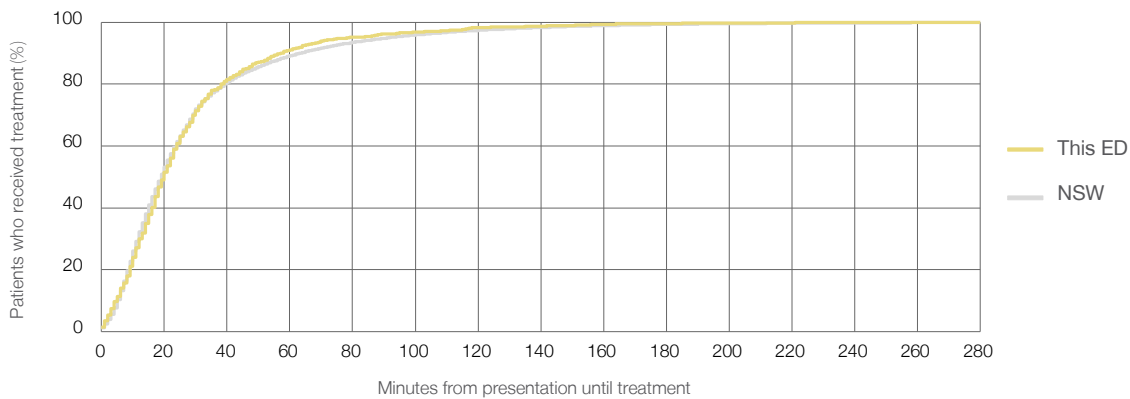
Number of triage 3 patients used to calculate waiting time:³ 1,009

Median time to start treatment⁴ 20 minutes

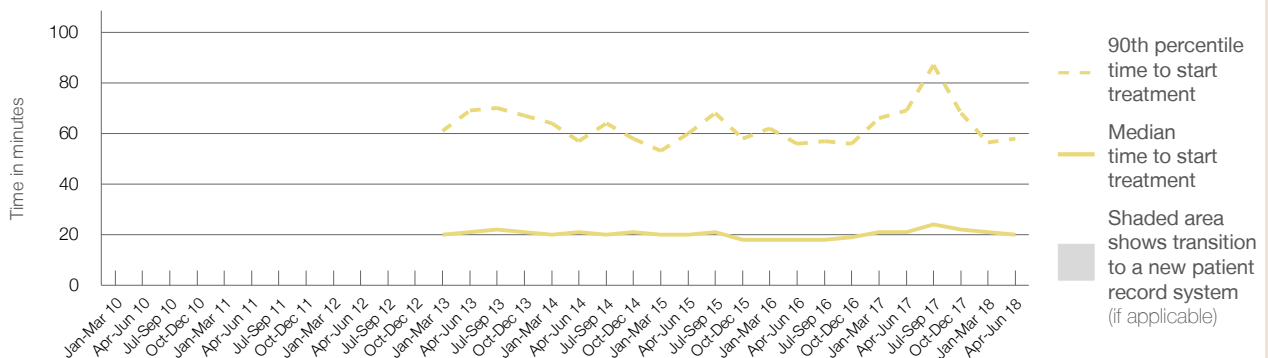
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,050	999
21 minutes	19 minutes
69 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				21	21	20	18	21	20
90th percentile time to start treatment ⁵ (minutes)				69	57	60	56	69	58

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

April to June 2018

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

Number of triage 4 patients: 2,083

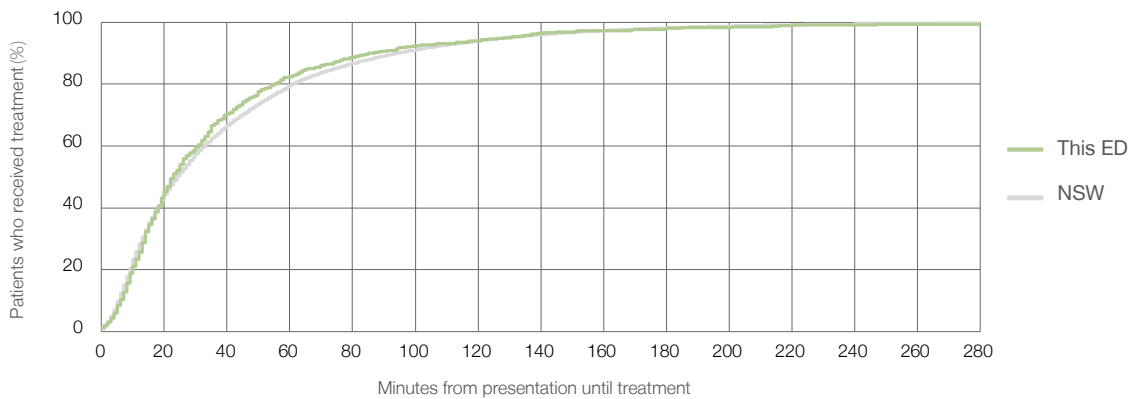
Number of triage 4 patients used to calculate waiting time:³ 746

Median time to start treatment⁴ 23 minutes

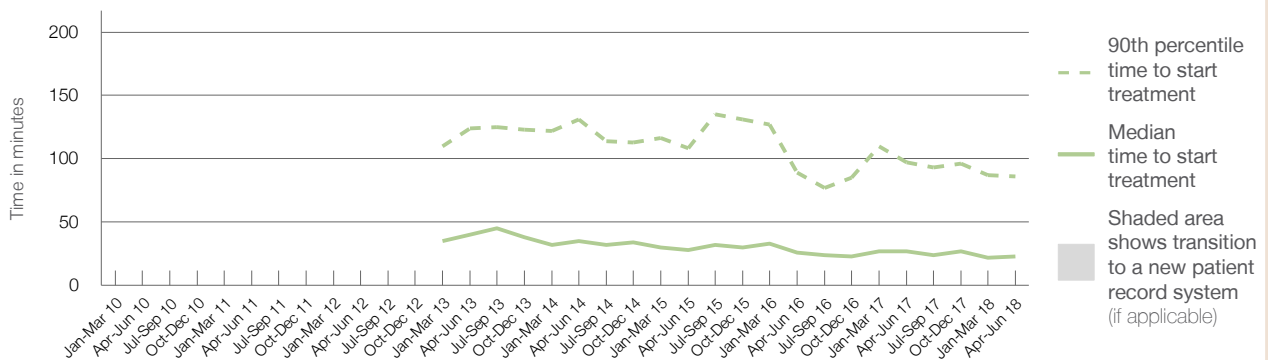
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
1,862	714
27 minutes	24 minutes
97 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				40	35	28	26	27	23
90th percentile time to start treatment ⁵ (minutes)				124	131	108	89	97	86

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

April to June 2018

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

Number of triage 5 patients: 477

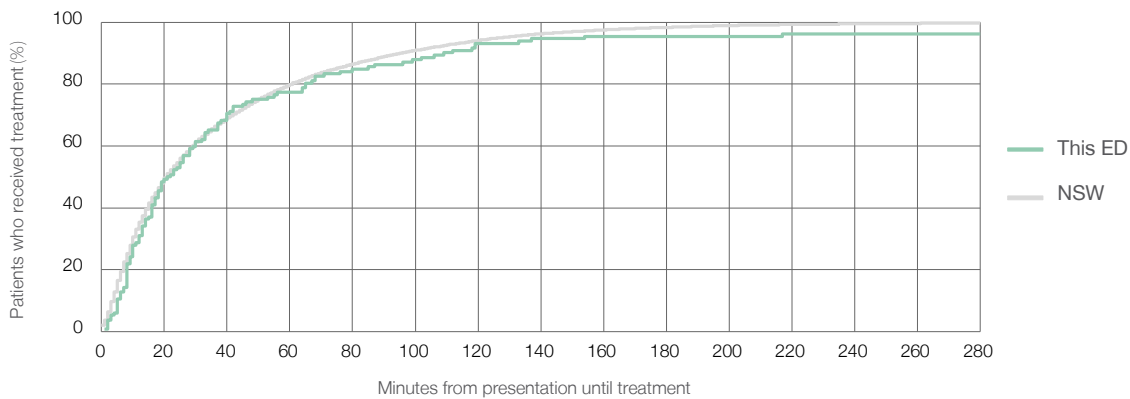
Number of triage 5 patients used to calculate waiting time:³ 132

Median time to start treatment⁴ 22 minutes

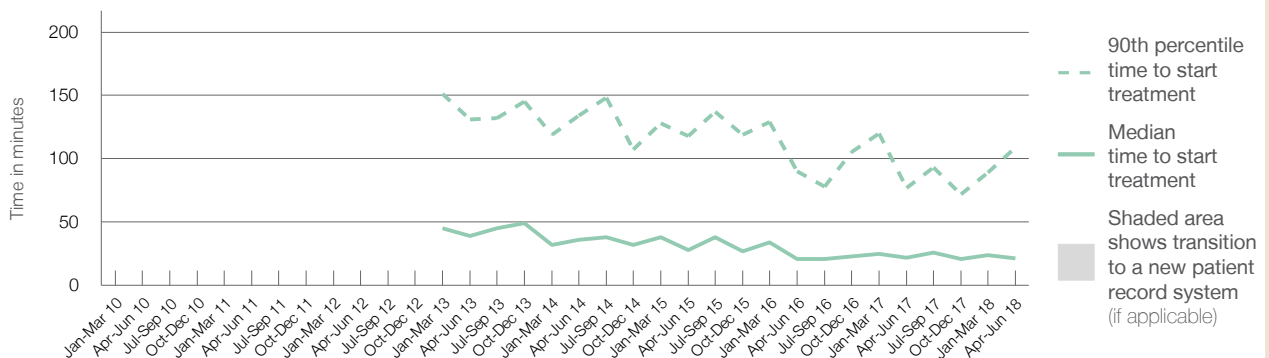
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
522	122
22 minutes	21 minutes
77 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				39	36	28	21	22	22
90th percentile time to start treatment ⁵ (minutes)				131	134	118	90	77	109

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Batemans Bay District Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 4,049 patients

Presentations used to calculate time to leaving the ED:⁶ 4,049 patients

Median time spent in the ED⁸

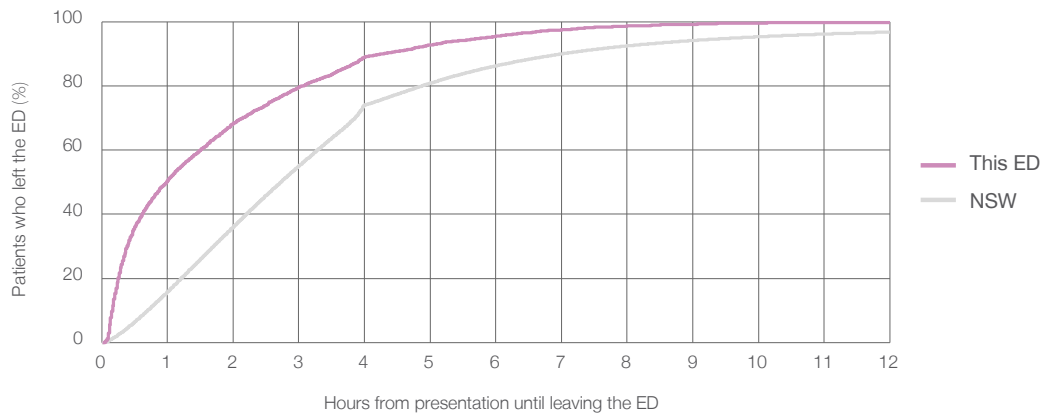
0 hours and 59 minutes

90th percentile time spent in the ED⁹

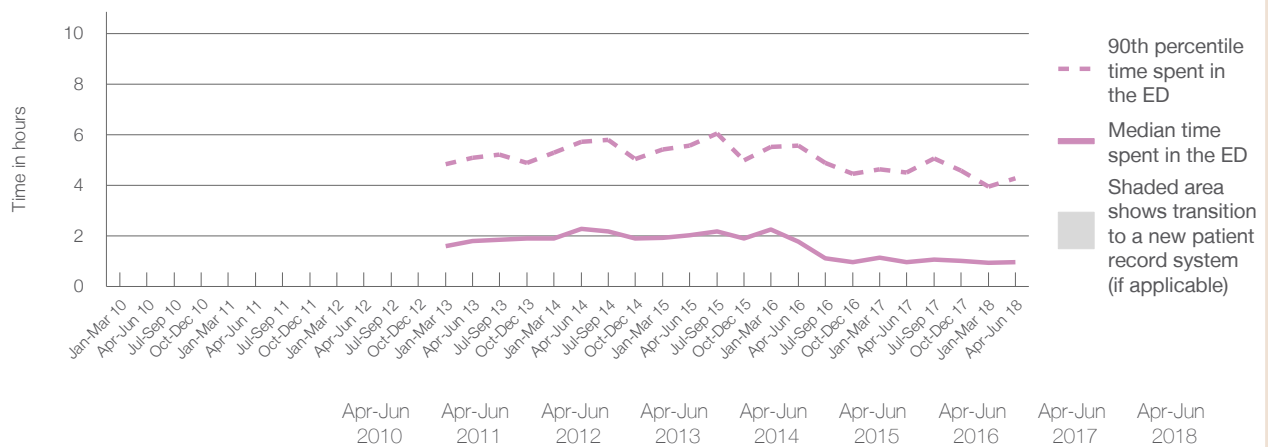
4 hours and 17 minutes

Same period last year	NSW (this period)
3,925	3,925
0 hours and 58 minutes	2 hours and 44 minutes
4 hours and 30 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)				1h 48m	2h 17m	2h 2m	1h 47m	0h 58m	0h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)				5h 6m	5h 43m	5h 34m	5h 35m	4h 30m	4h 17m

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

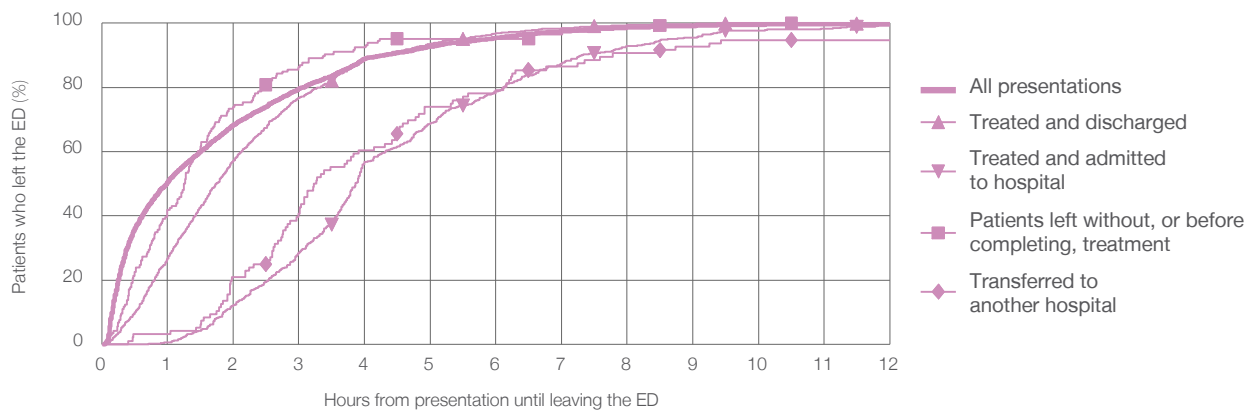
All presentations:¹ 4,049 patients

Presentations used to calculate time to leaving the ED:⁶ 4,049 patients

Treated and discharged	1,688 (41.7%)
Treated and admitted to hospital	475 (11.7%)
Patient left without, or before completing, treatment	146 (3.6%)
Transferred to another hospital	96 (2.4%)
Other	1,644 (40.6%)

Same period last year	Change since one year ago
3,925	3%
1,684	0.2%
468	1.5%
109	33.9%
106	-9.4%
1,558	5.5%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	26.7%	57.3%	76.8%	89.0%	96.9%	99.4%	99.9%	99.9%
Treated and admitted to hospital	0.6%	12.2%	28.4%	56.8%	78.7%	92.8%	97.7%	99.4%
Patient left without, or before completing, treatment	41.8%	74.0%	86.3%	92.5%	95.2%	98.6%	100%	100%
Transferred to another hospital	3.1%	20.8%	40.6%	60.4%	79.2%	90.6%	94.8%	94.8%
All presentations	50.5%	68.3%	79.6%	88.9%	95.5%	98.6%	99.6%	99.8%

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

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Batemans Bay District Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 4,049 patients

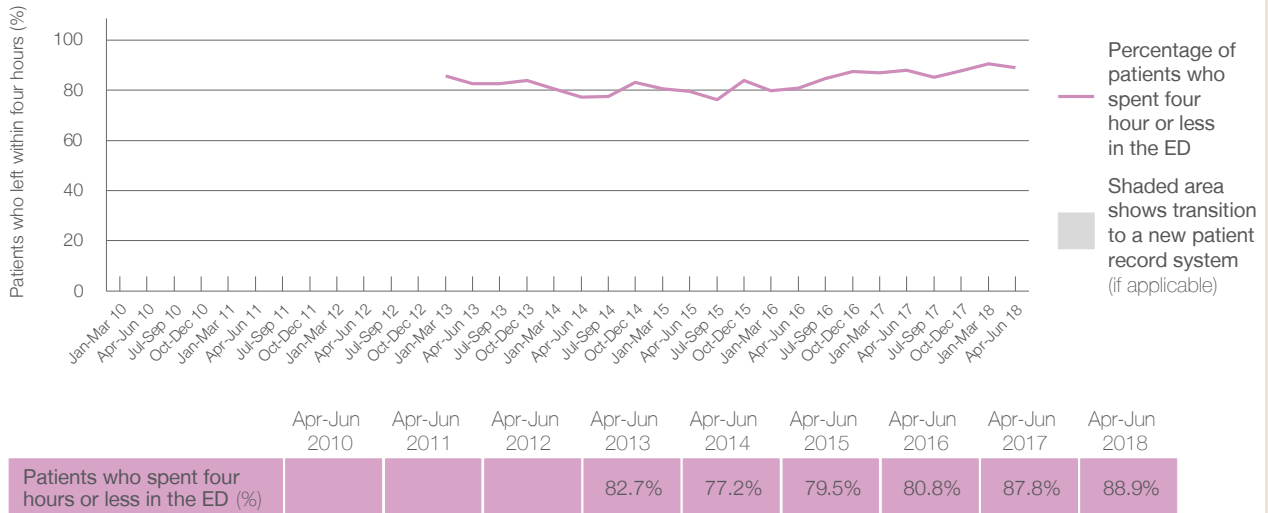
Presentations used to calculate time to leaving the ED: ⁶ 4,049 patients

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: ¹ 4,049 patients	3,925	3%
Presentations used to calculate time to leaving the ED: ⁶ 4,049 patients	3,925	3%
Percentage of patients who spent four hours or less in the ED	87.8%	

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



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† 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*.

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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