

Goulburn Base Hospital: Emergency department (ED) overview

April to June 2016

All presentations:¹ 4,133 patients
Emergency presentations:² 3,927 patients

Same period last year	Change since one year ago
4,210	-1.8%
3,895	0.8%

Goulburn Base Hospital: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 495 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): 1,662 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 130 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,489 patients

Median time to start treatment⁴ 39 minutes
95th percentile time to start treatment⁵ 176 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 265 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 170 minutes

Same period last year	NSW (this period)
453	
9 minutes	8 minutes
39 minutes	36 minutes
1,570	
24 minutes	20 minutes
116 minutes	92 minutes
1,603	
34 minutes	25 minutes
174 minutes	128 minutes
247	
24 minutes	23 minutes
171 minutes	132 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 4,133 patients

Percentage of patients who spent four hours or less in the ED 78.1%

Same period last year	Change since one year ago
4,210	-1.8%
78.5%	

* 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.

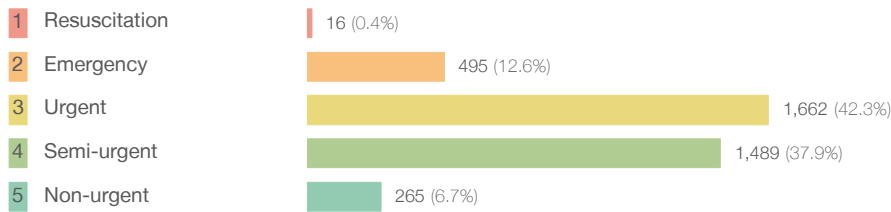
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Goulburn Base Hospital: Patients presenting to the emergency department

April to June 2016

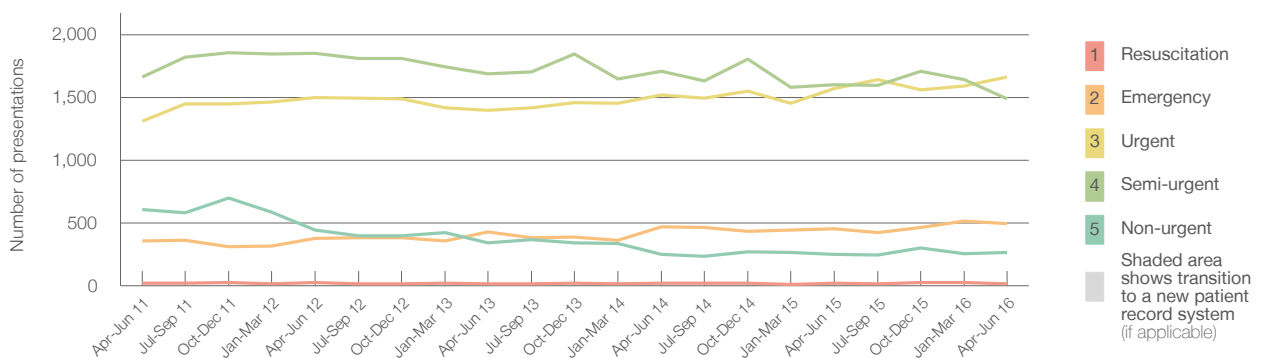
All presentations:¹ 4,133 patients

Emergency presentations² by triage category: 3,927 patients



Same period last year	Change since one year ago
4,210	-1.8%
3,895	0.8%
22	-27.3%
453	9.3%
1,570	5.9%
1,603	-7.1%
247	7.3%

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	18	27	13	21	22	16
Emergency	358	379	426	467	453	495
Urgent	1,311	1,501	1,399	1,520	1,570	1,662
Semi-urgent	1,664	1,851	1,688	1,708	1,603	1,489
Non-urgent	604	444	342	249	247	265
All emergency presentations	3,955	4,202	3,868	3,965	3,895	3,927

Goulburn Base Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:⁷ 792 patients

ED Transfer of care time



Same period last year	Change since one year ago
773	
12 minutes	1 minute
43 minutes	8 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.

Goulburn Base 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: 495

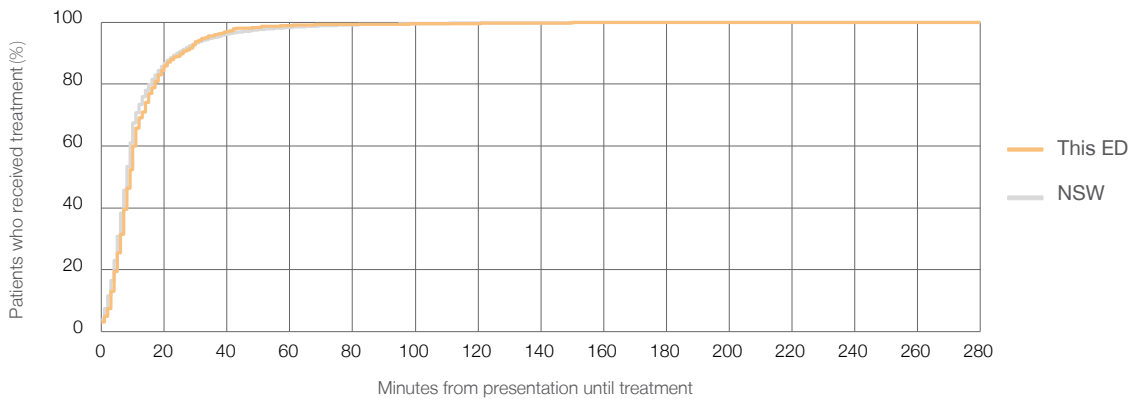
Number of triage 2 patients used to calculate waiting time:³ 493

Median time to start treatment⁴ 9 minutes

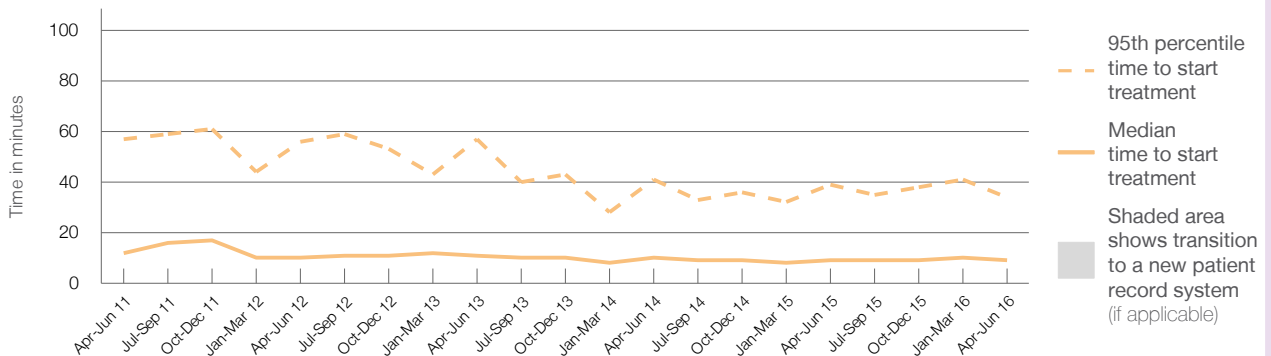
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
453	453
9 minutes	8 minutes
39 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)	12	10	11	10	9	9
95th percentile time to start treatment ⁵ (minutes)	57	56	57	41	39	34

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Goulburn Base 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: 1,662

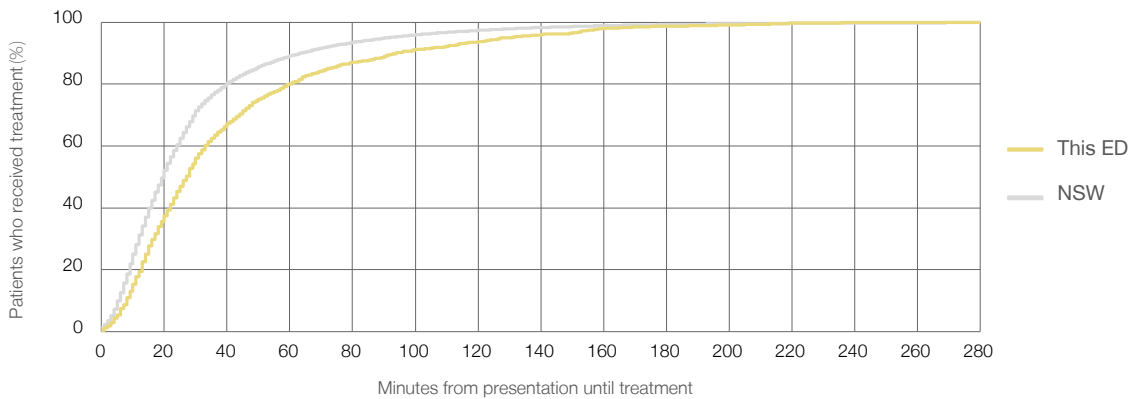
Number of triage 3 patients used to calculate waiting time:³ 1,615

Median time to start treatment⁴ 27 minutes

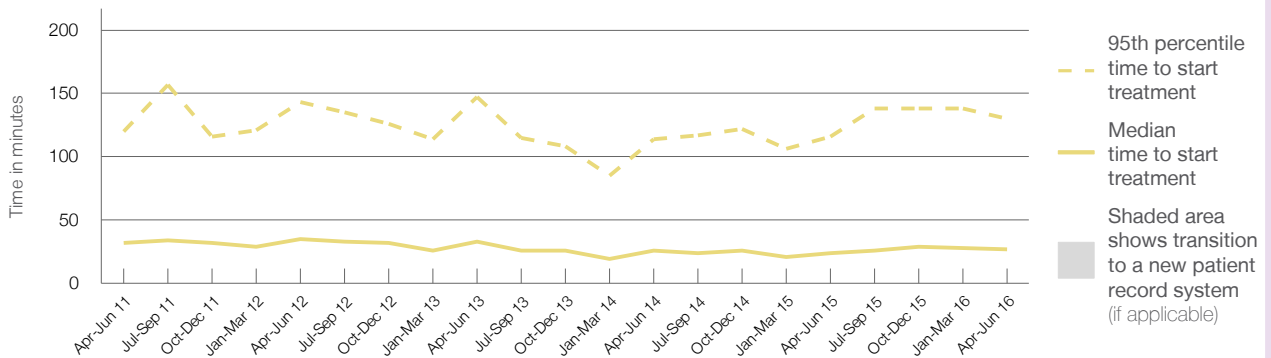
95th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
1,570	1,540
24 minutes	20 minutes
116 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)	32	35	33	26	24	27
95th percentile time to start treatment ⁵ (minutes)	120	143	147	114	116	130

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Goulburn Base 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: 1,489

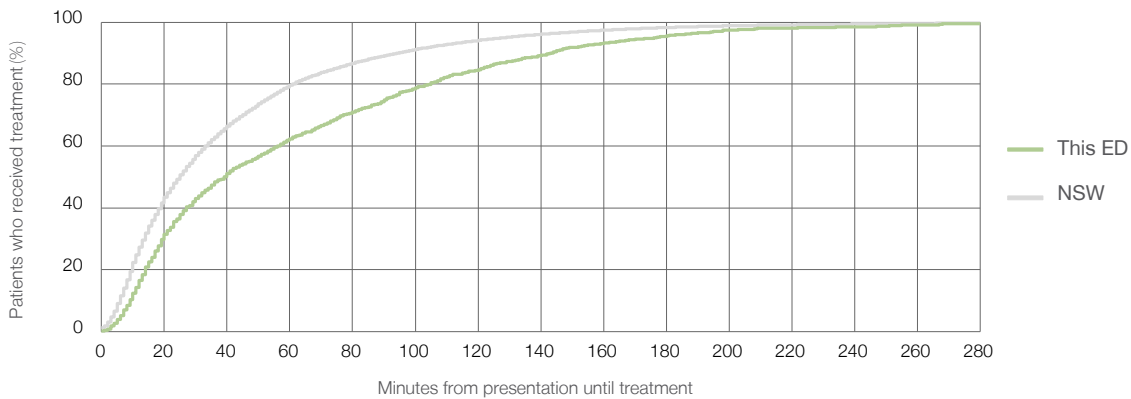
Number of triage 4 patients used to calculate waiting time:³ 1,352

Median time to start treatment⁴ 39 minutes

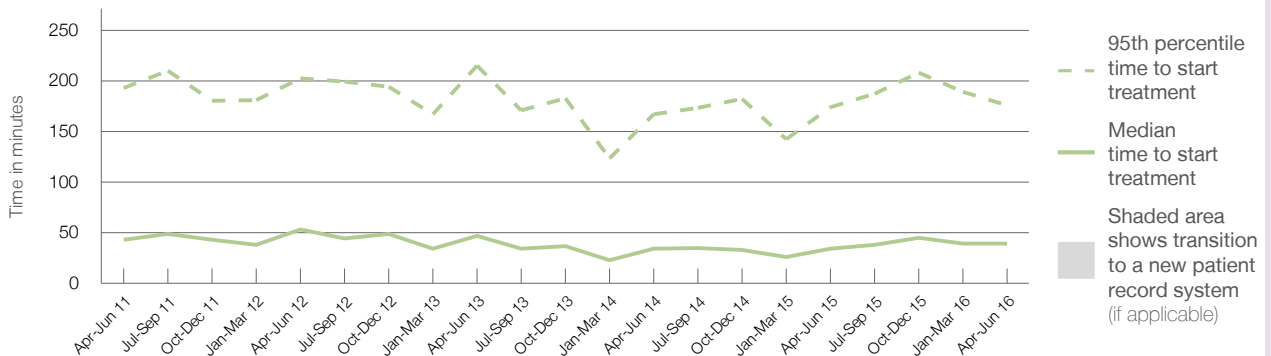
95th percentile time to start treatment⁵ 176 minutes

Same period last year	NSW (this period)
1,603	1,459
34 minutes	25 minutes
174 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)	43	53	47	34	34	39
95th percentile time to start treatment ⁵ (minutes)	193	202	215	167	174	176

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Goulburn Base 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: 265

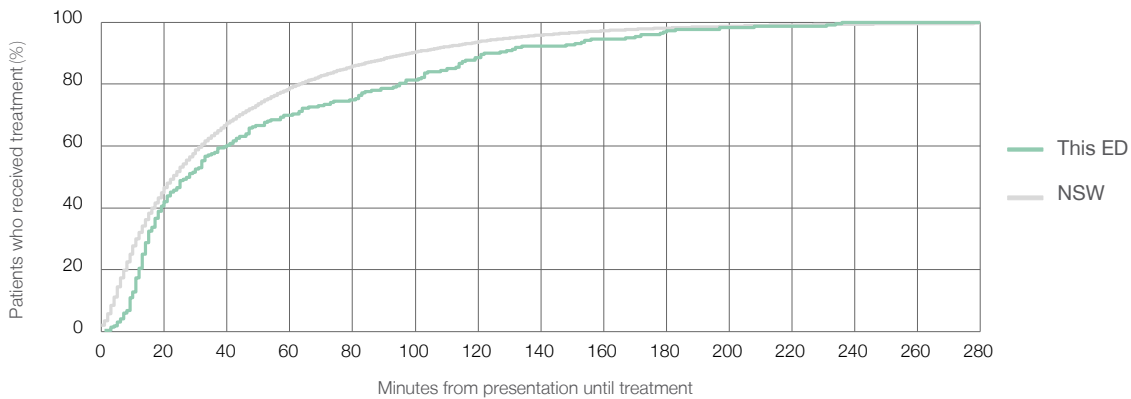
Number of triage 5 patients used to calculate waiting time:³ 219

Median time to start treatment⁴ 28 minutes

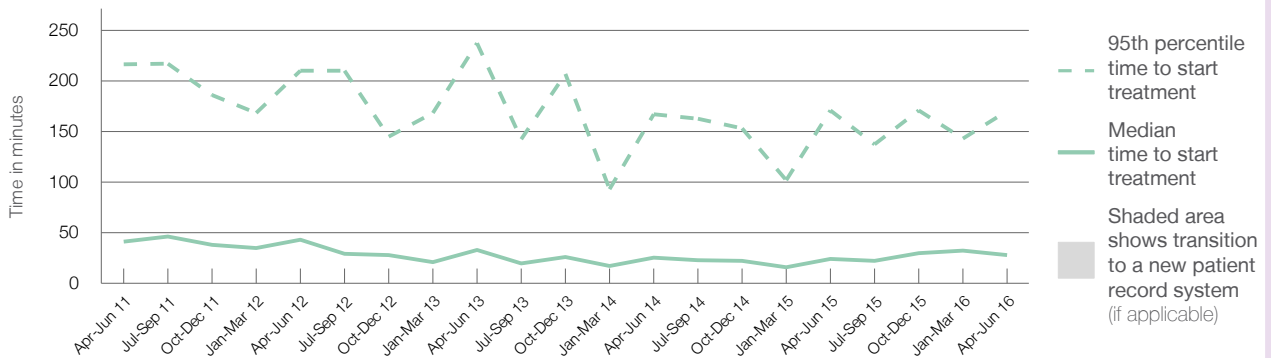
95th percentile time to start treatment⁵ 170 minutes

Same period last year	NSW (this period)
247	
201	
24 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)	41	43	33	25	24	28
95th percentile time to start treatment ⁵ (minutes)	216	210	237	167	171	170

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Goulburn Base Hospital: Time patients spent in the ED

April to June 2016

All presentations:¹ 4,133 patients

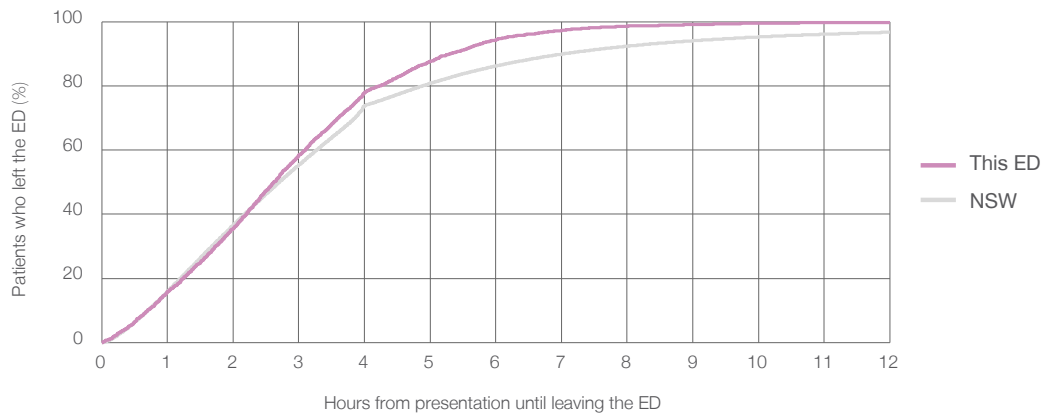
Presentations used to calculate time to leaving the ED:⁶ 4,133 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

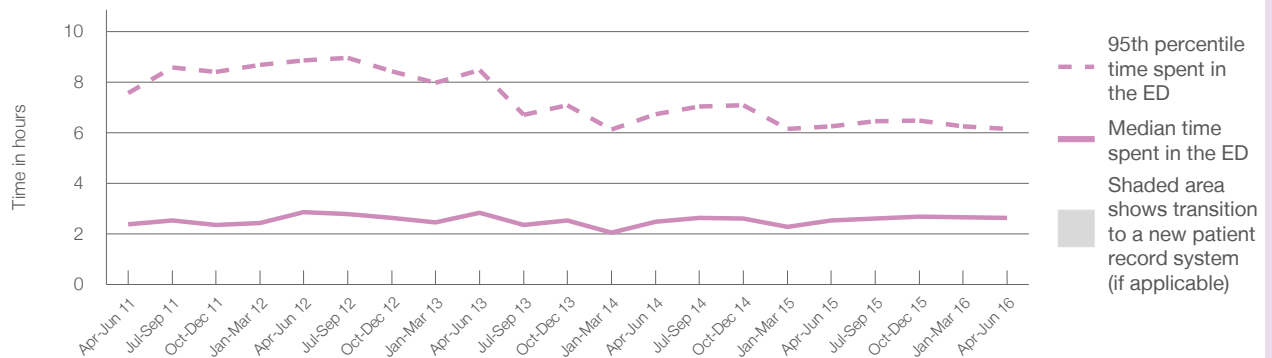
95th percentile time spent in the ED⁹ 6 hours and 9 minutes

Same period last year	NSW (this period)
4,210	4,210
2 hours and 33 minutes	2 hours and 42 minutes
6 hours and 16 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)	2h 24m	2h 52m	2h 51m	2h 29m	2h 33m	2h 38m
95th percentile time to leaving the ED ⁹ (hours, minutes)	7h 34m	8h 51m	8h 29m	6h 44m	6h 16m	6h 9m

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Goulburn Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2016

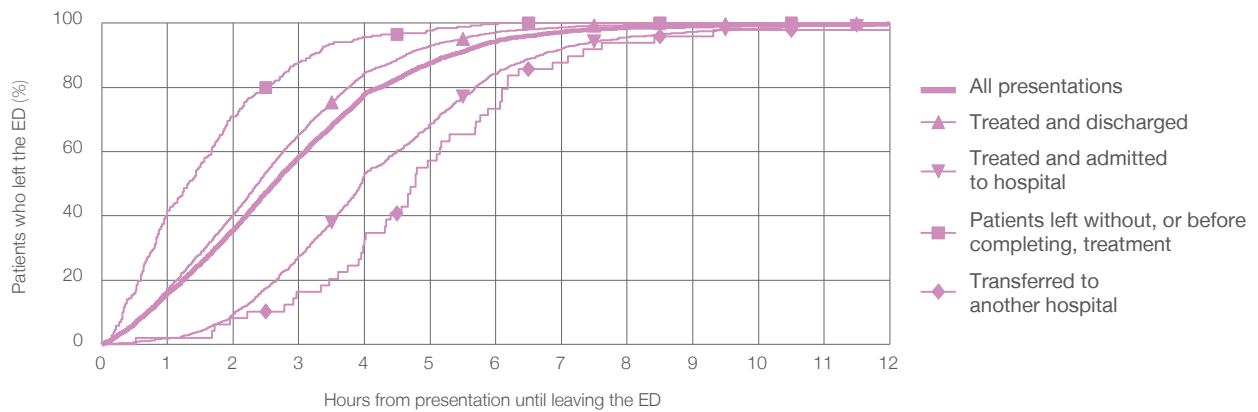
All presentations:¹ 4,133 patients

Presentations used to calculate time to leaving the ED:⁶ 4,133 patients

Treated and discharged	2,922 (70.7%)
Treated and admitted to hospital	873 (21.1%)
Patient left without, or before completing, treatment	259 (6.3%)
Transferred to another hospital	49 (1.2%)
Other	30 (0.7%)

Same period last year	Change since one year ago
4,210	-1.8%
2,959	-1.3%
913	-4.4%
281	-7.8%
35	40.0%
22	36.4%

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	17.3%	40.2%	65.5%	84.5%	97.1%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.7%	9.3%	27.5%	53.2%	84.2%	95.6%	98.3%	99.4%
Patient left without, or before completing, treatment	41.7%	71.0%	87.6%	95.8%	99.6%	100%	100%	100%
Transferred to another hospital	2.0%	8.2%	16.3%	32.7%	73.5%	93.9%	98.0%	98.0%
All presentations	15.9%	35.6%	58.5%	78.1%	94.3%	98.6%	99.5%	99.8%

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Goulburn Base 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 4,133 patients

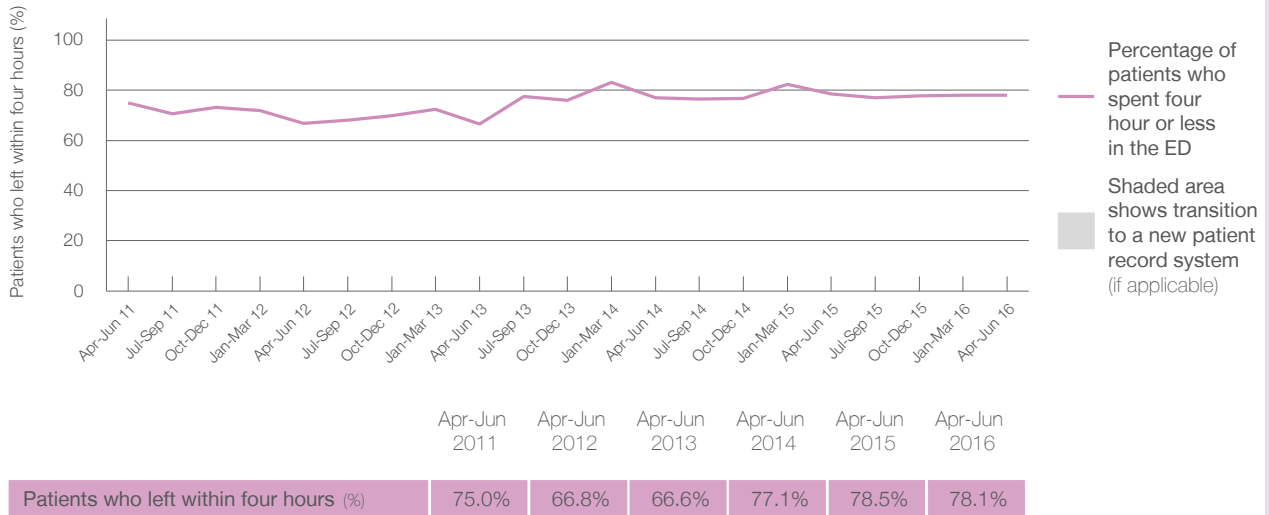
Presentations used to calculate time to leaving the ED:⁶ 4,133 patients

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	4,210	-1.8%
Presentations used to calculate time to leaving the ED: ⁶	4,210	-1.8%
Percentage of patients who spent four hours or less in the ED	78.5%	

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.

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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).