

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

Goulburn Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,367 patients
Emergency presentations:² 4,106 patients

Same period last year	Change since one year ago
4,277	2.1%
4,025	2.0%

Goulburn Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 463 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,570 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,780 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 275 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
515	
10 minutes	8 minutes
28 minutes	26 minutes
1,590	
28 minutes	20 minutes
106 minutes	69 minutes
1,641	
39 minutes	26 minutes
143 minutes	101 minutes
255	
32 minutes	23 minutes
122 minutes	104 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,367 patients

Percentage of patients who spent four hours or less in the ED 81.4%

Same period last year	Change since one year ago
4,277	2.1%
77.9%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

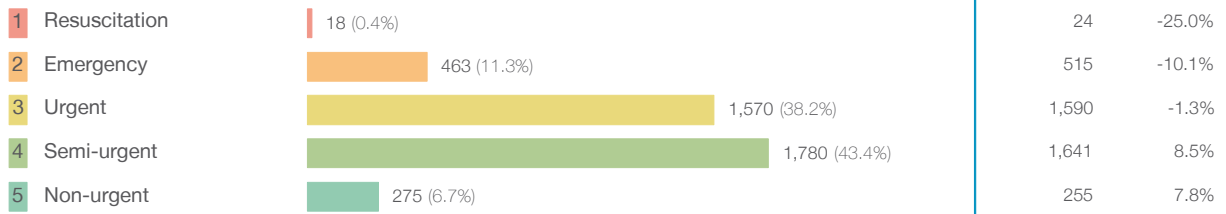
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

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

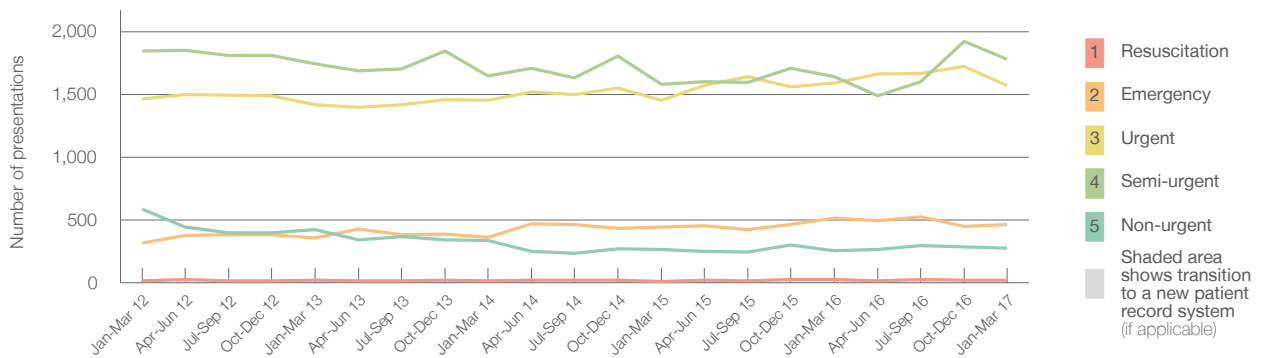
All presentations:¹ 4,367 patients

Emergency presentations² by triage category: 4,106 patients



Same period last year	Change since one year ago
4,277	2.1%
4,025	2.0%
24	-25.0%
515	-10.1%
1,590	-1.3%
1,641	8.5%
255	7.8%

Emergency presentations² by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	16	19	16	9	24	18
Emergency	314	356	360	443	515	463
Urgent	1,461	1,416	1,452	1,452	1,590	1,570
Semi-urgent	1,844	1,743	1,648	1,582	1,641	1,780
Non-urgent	588	423	338	264	255	275
All emergency presentations	4,223	3,957	3,814	3,750	4,025	4,106

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

Arrivals used to calculate transfer of care time:⁷ 810 patients

ED Transfer of care time



Same period last year	Change since one year ago
780	
13 minutes	-1 minute
33 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.

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

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

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

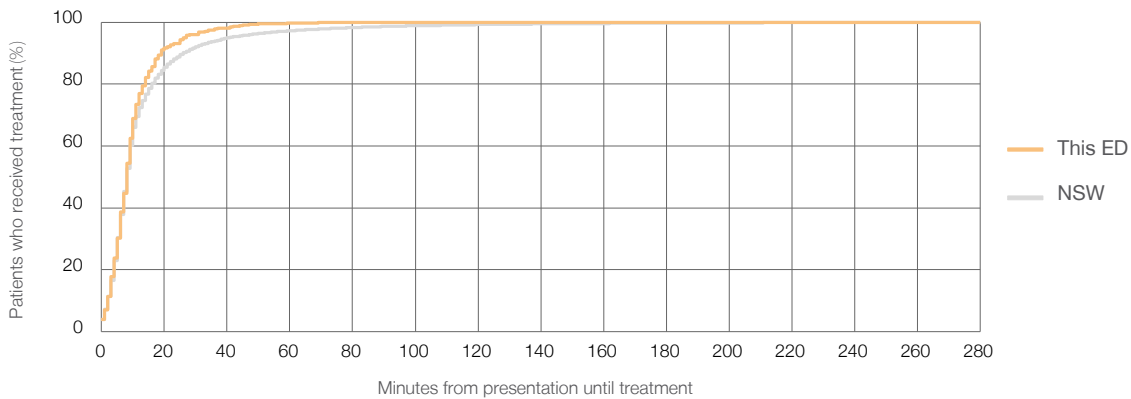
Number of triage 2 patients: 463

Number of triage 2 patients used to calculate waiting time:³ 463

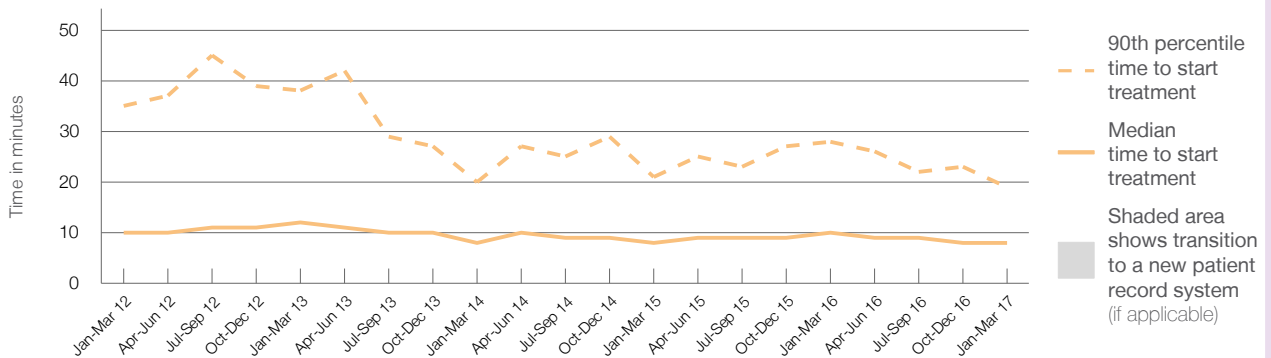
Median time to start treatment⁴ ■ 8 minutes
90th percentile time to start treatment⁵ ■ 19 minutes

Same period last year	NSW (this period)
515	
515	
10 minutes	8 minutes
28 minutes	26 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	10	12	8	8	10	8
90th percentile time to start treatment ⁵ (minutes)	35	38	20	21	28	19

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

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

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

Number of triage 3 patients: 1,570

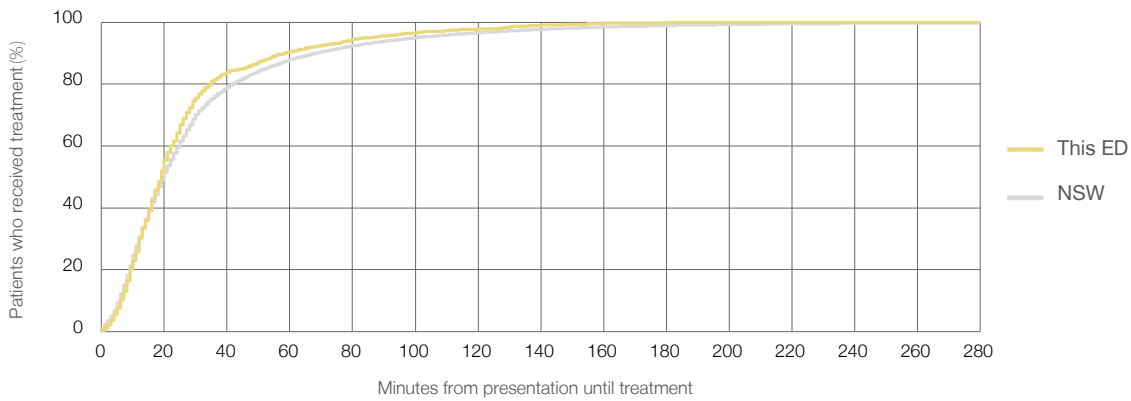
Number of triage 3 patients used to calculate waiting time:³ 1,554

Median time to start treatment⁴ 19 minutes

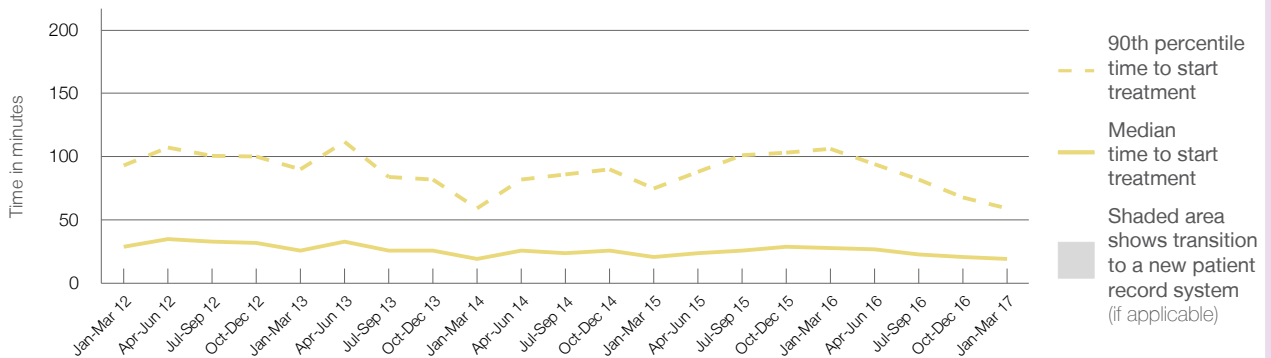
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,590	1,542
28 minutes	20 minutes
106 minutes	69 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	29	26	19	21	28	19
90th percentile time to start treatment ⁵ (minutes)	93	90	59	75	106	59

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

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

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

Number of triage 4 patients: 1,780

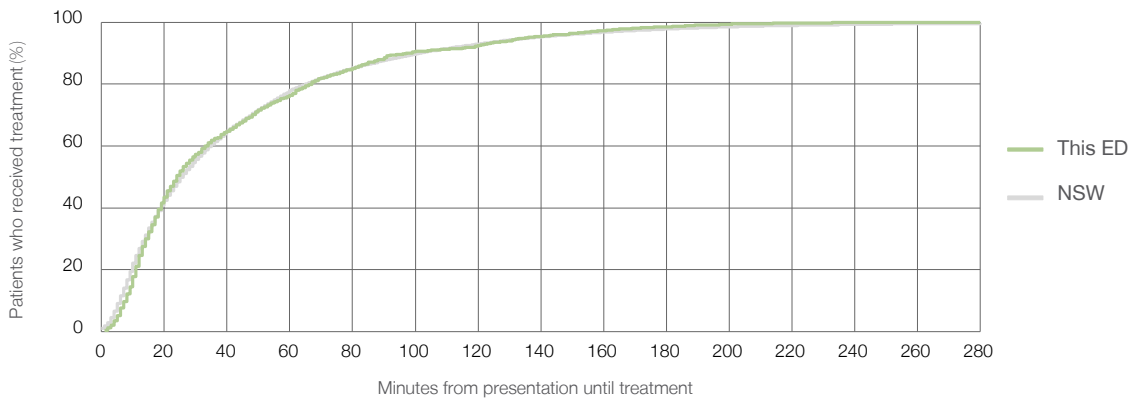
Number of triage 4 patients used to calculate waiting time:³ 1,686

Median time to start treatment⁴ 24 minutes

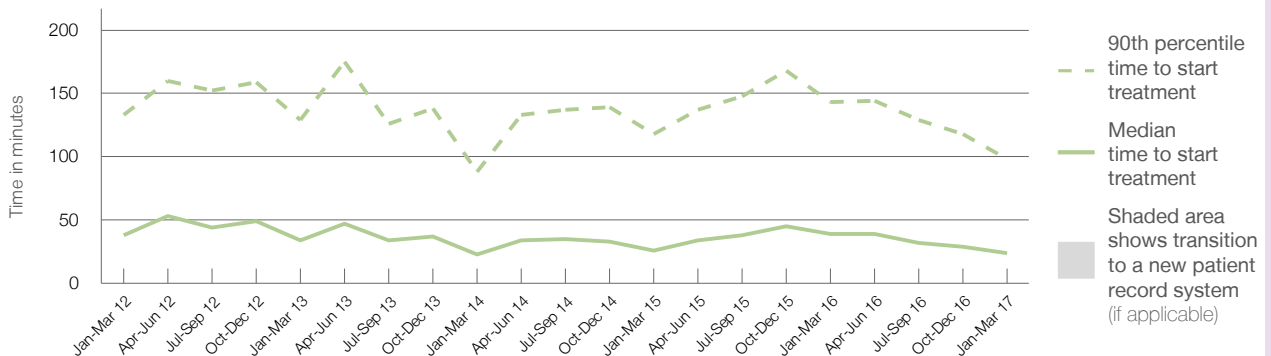
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,641	
1,482	
39 minutes	26 minutes
143 minutes	101 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	38	34	23	26	39	24
90th percentile time to start treatment ⁵ (minutes)	133	129	88	118	143	98

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

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

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

Number of triage 5 patients: 275

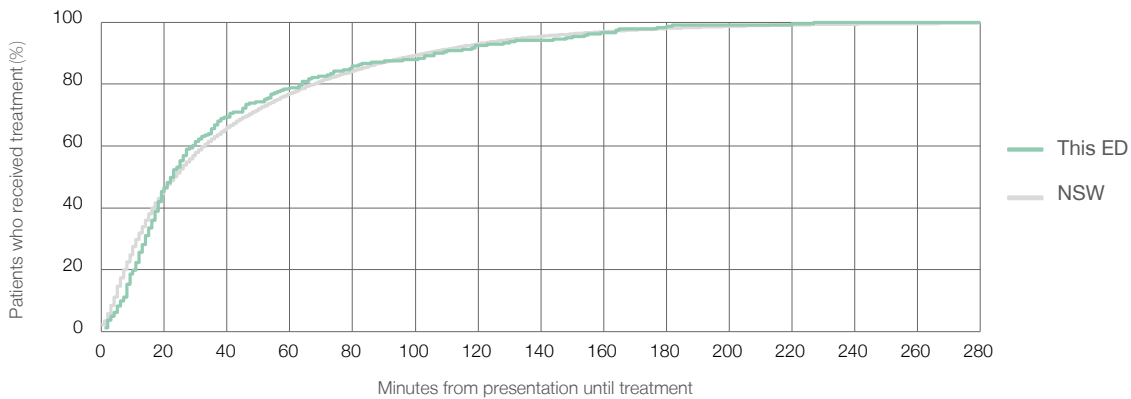
Number of triage 5 patients used to calculate waiting time:³ 241

Median time to start treatment⁴ 23 minutes

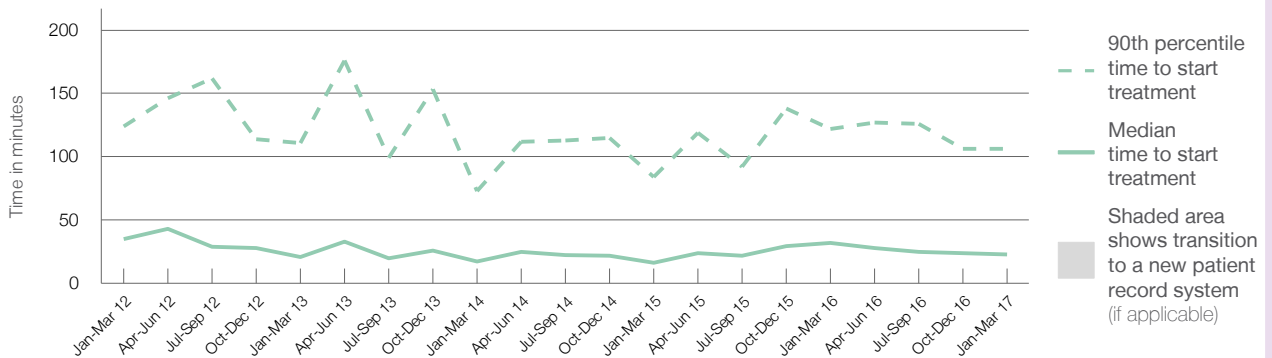
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
255	
205	
32 minutes	23 minutes
122 minutes	104 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	35	21	17	16	32	23
90th percentile time to start treatment ⁵ (minutes)	124	111	73	84	122	106

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Goulburn Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,367 patients

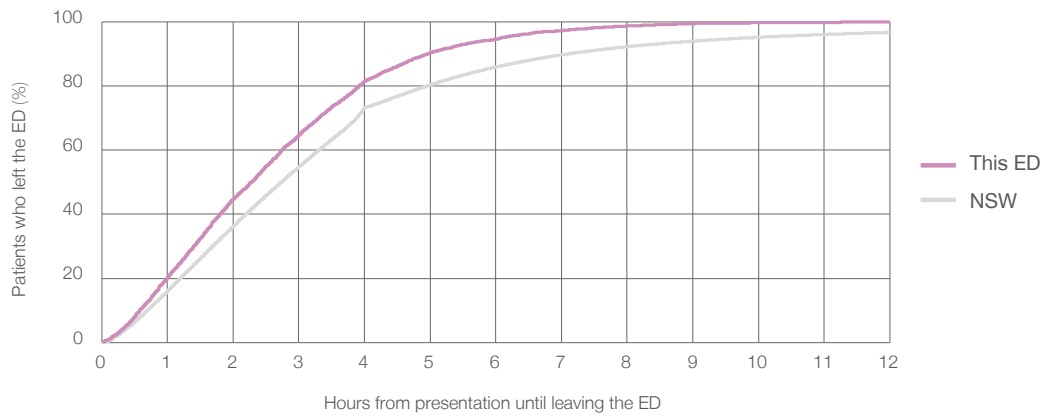
Presentations used to calculate time to leaving the ED:⁶ 4,367 patients

Median time spent in the ED⁸ 2 hours and 17 minutes

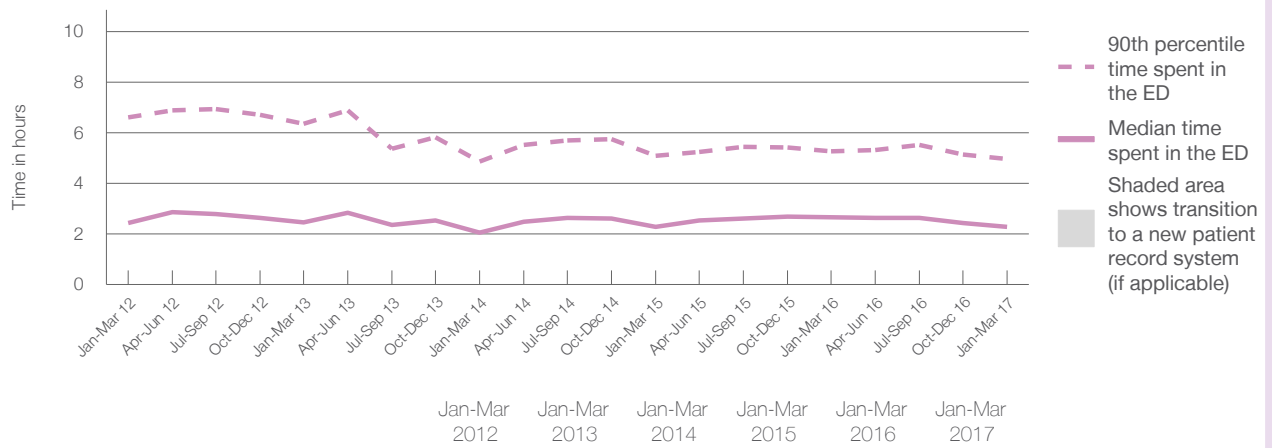
90th percentile time spent in the ED⁹ 4 hours and 58 minutes

Same period last year	NSW (this period)
4,277	4,277
2 hours and 40 minutes	2 hours and 44 minutes
5 hours and 16 minutes	7 hours and 7 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 26m	2h 28m	2h 4m	2h 17m	2h 40m	2h 17m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 36m	6h 21m	4h 52m	5h 5m	5h 16m	4h 58m

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Goulburn Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

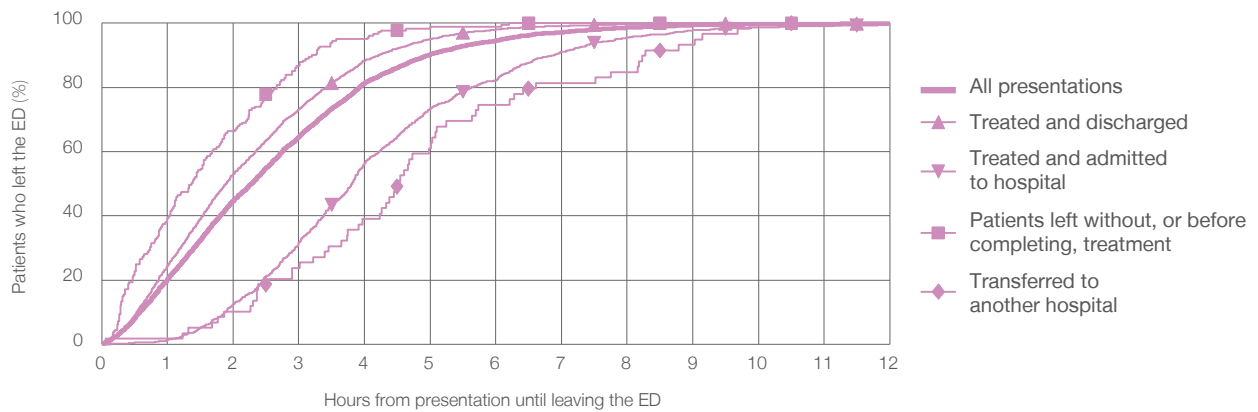
All presentations:¹ 4,367 patients

Presentations used to calculate time to leaving the ED:⁶ 4,367 patients

Treated and discharged	3,202 (73.3%)
Treated and admitted to hospital	904 (20.7%)
Patient left without, or before completing, treatment	181 (4.1%)
Transferred to another hospital	59 (1.4%)
Other	21 (0.5%)

Same period last year	Change since one year ago
4,277	2.1%
3,025	5.9%
885	2.1%
283	-36.0%
62	-4.8%
22	-4.5%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	24.5%	52.9%	73.2%	88.4%	98.1%	99.7%	99.9%	100%
Treated and admitted to hospital	1.3%	12.5%	31.6%	56.4%	82.2%	95.6%	98.7%	99.6%
Patient left without, or before completing, treatment	39.2%	66.3%	86.7%	95.0%	98.9%	100%	100%	100%
Transferred to another hospital	1.7%	10.2%	23.7%	39.0%	74.6%	84.7%	100%	100%
All presentations	20.3%	44.7%	64.6%	81.4%	94.5%	98.6%	99.7%	99.9%

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Goulburn Base Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 4,367 patients

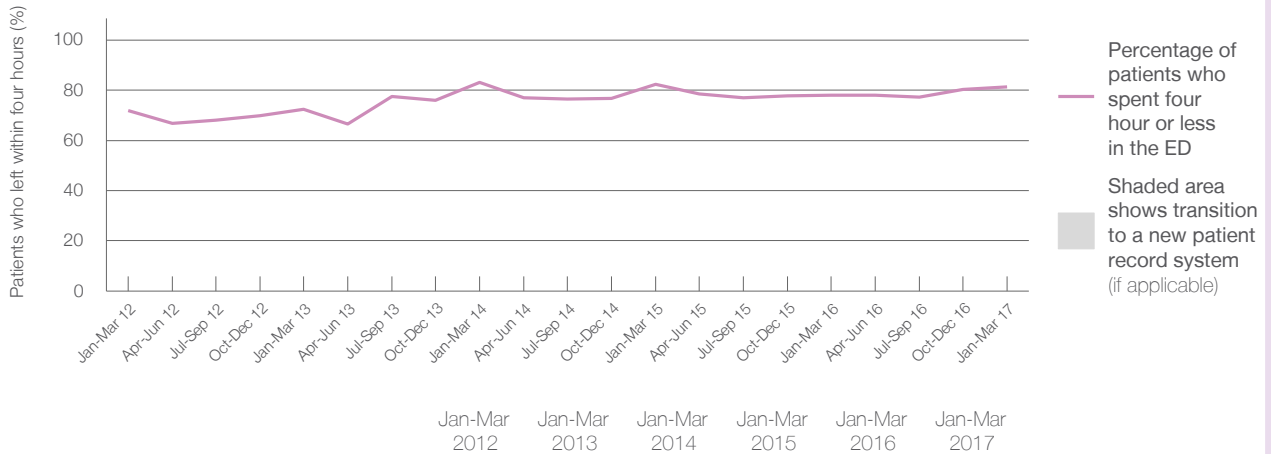
Presentations used to calculate time to leaving the ED:⁶ 4,367 patients

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 4,367 patients	4,277	2.1%
Presentations used to calculate time to leaving the ED: ⁶ 4,367 patients	4,277	2.1%
Percentage of patients who spent four hours or less in the ED	77.9%	

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



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	72.0%	72.4%	83.0%	82.3%	77.9%	81.4%

* 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, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 April 2017). Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).