

## Bathurst Health Service: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 6,456 patients  
 Emergency presentations:<sup>2</sup> 6,400 patients

Same period last year	Change since one year ago
6,272	3%
6,203	3%

## Bathurst Health Service: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 717 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,032 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 48 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,116 patients

Median time to start treatment<sup>4</sup> 15 minutes  
 90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 504 patients

Median time to start treatment<sup>4</sup> 13 minutes  
 90th percentile time to start treatment<sup>5</sup> 65 minutes

Same period last year	NSW (this period)
549	
7 minutes	8 minutes
12 minutes	24 minutes
2,049	
17 minutes	19 minutes
48 minutes	63 minutes
2,728	
17 minutes	24 minutes
69 minutes	95 minutes
856	
15 minutes	21 minutes
72 minutes	96 minutes

## Bathurst Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,456 patients

Percentage of patients who spent four hours or less in the ED 81%

Same period last year	Change since one year ago
6,270	3%
78%	

\* 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).

## Bathurst Health Service: Patients presenting to the emergency department

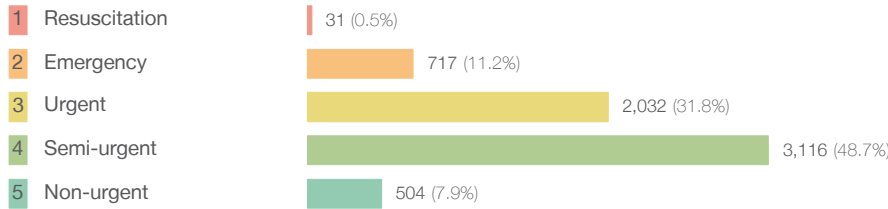
April to June 2018

All presentations:<sup>1</sup> 6,456 patients

Same period last year	Change since one year ago
6,272	3%

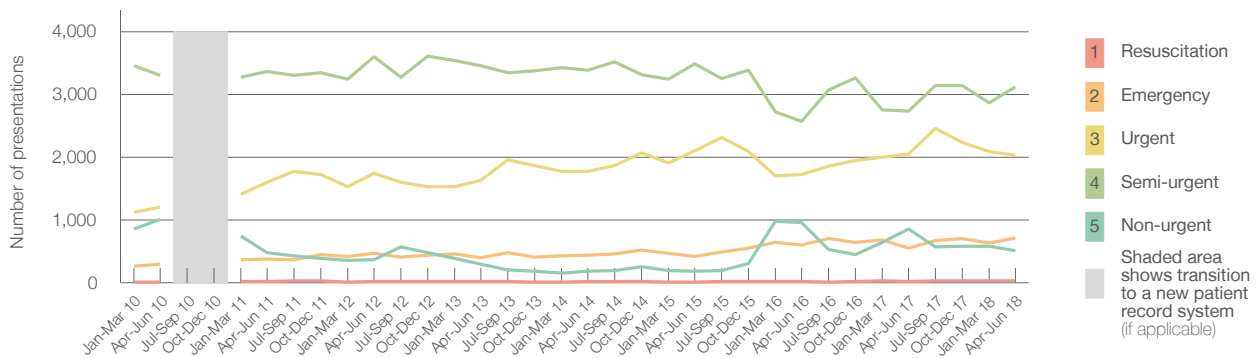
Emergency presentations<sup>2</sup> by triage category: 6,400 patients

6,203	3%
-------	----



21	47.6%
549	30.6%
2,049	-0.8%
2,728	14.2%
856	-41.1%

Emergency presentations<sup>2</sup> 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	9	16	23	15	17	12	17	21	31
Emergency	298	371	468	401	440	420	602	549	717
Urgent	1,199	1,604	1,739	1,628	1,777	2,105	1,723	2,049	2,032
Semi-urgent	3,301	3,362	3,604	3,461	3,381	3,489	2,567	2,728	3,116
Non-urgent	1,013	483	362	290	180	186	955	856	504
All emergency presentations	5,820	5,836	6,196	5,795	5,795	6,212	5,864	6,203	6,400

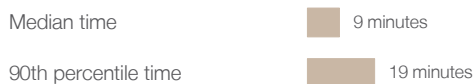
## Bathurst Health Service: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 960 patients

903	
-----	--

ED Transfer of care time



10 minutes	-1 minute
25 minutes	-6 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.

## Bathurst Health Service: 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: 717

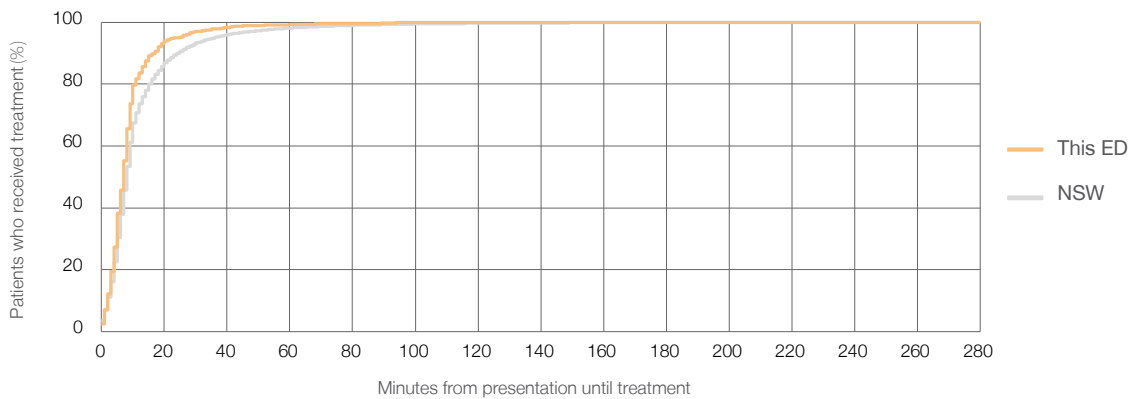
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 716

Median time to start treatment<sup>4</sup>  7 minutes

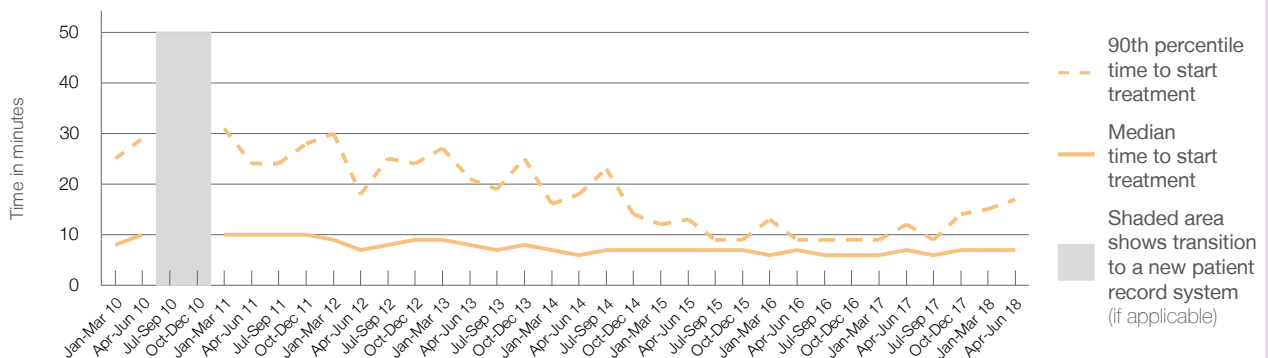
90th percentile time to start treatment<sup>5</sup>  17 minutes

Same period last year	NSW (this period)
549	549
7 minutes	8 minutes
12 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	10	10	7	8	6	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	29	24	18	21	18	13	9	12	17

(†) 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.

## Bathurst Health Service: 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: 2,032

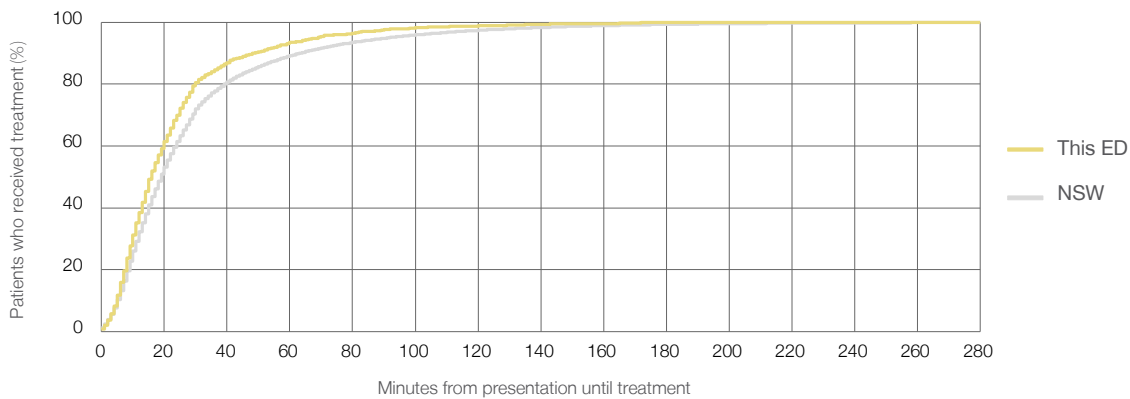
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,017

Median time to start treatment<sup>4</sup>  16 minutes

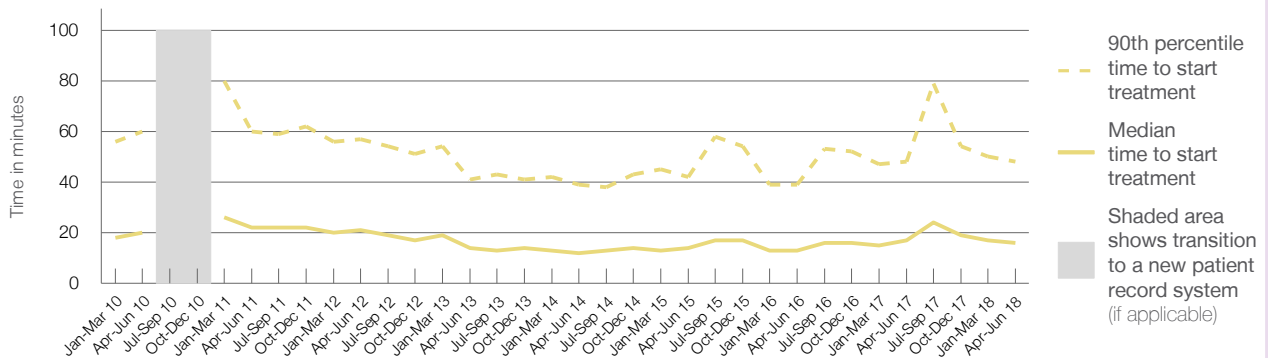
90th percentile time to start treatment<sup>5</sup>  48 minutes

Same period last year	NSW (this period)
2,049	2,033
17 minutes	19 minutes
48 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	20	22	21	14	12	14	13	17	16
90th percentile time to start treatment <sup>5</sup> (minutes)	60	60	57	41	39	42	39	48	48

(†) 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.

## Bathurst Health Service: 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: 3,116

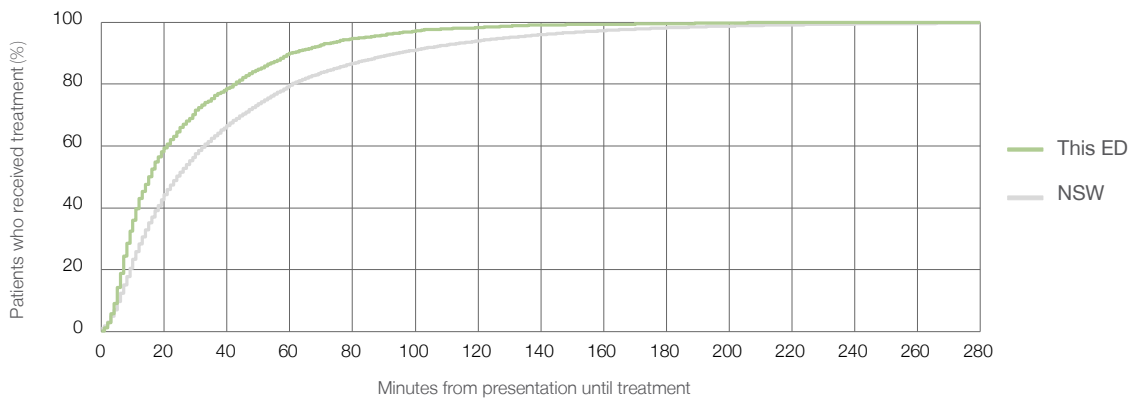
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,072

Median time to start treatment<sup>4</sup>  15 minutes

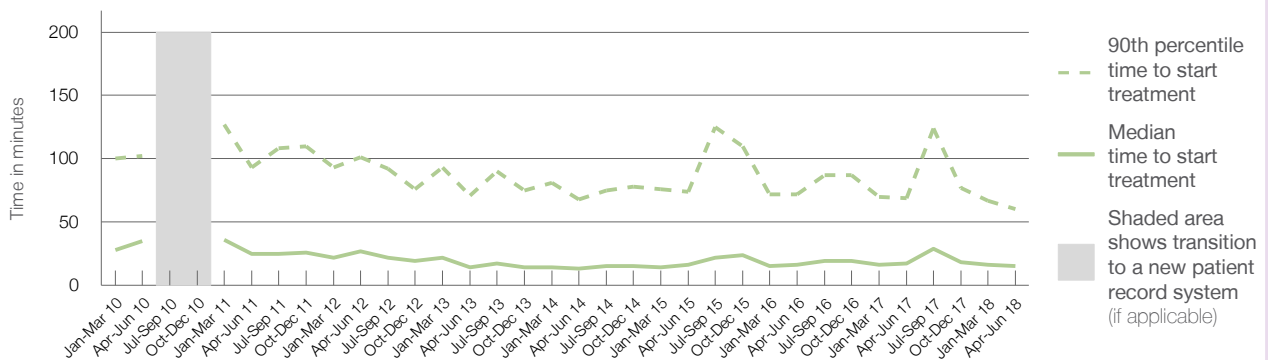
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
2,728	
2,642	
17 minutes	24 minutes
69 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	35	25	27	14	13	16	16	17	15
90th percentile time to start treatment <sup>5</sup> (minutes)	102	93	101	71	68	74	72	69	60

(†) 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.

## Bathurst Health Service: 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: 504

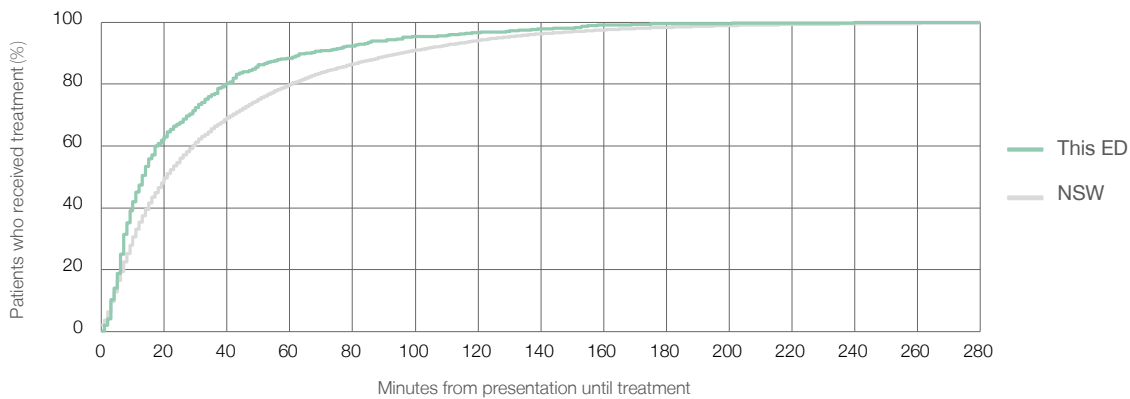
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 481

Median time to start treatment<sup>4</sup> 13 minutes

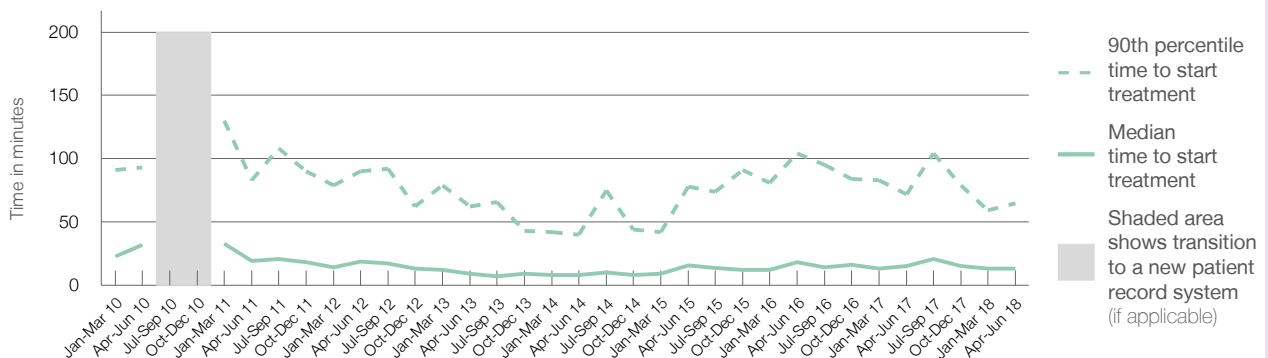
90th percentile time to start treatment<sup>5</sup> 65 minutes

Same period last year	NSW (this period)
856	792
15 minutes	21 minutes
72 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	32	19	19	9	8	16	18	15	13
90th percentile time to start treatment <sup>5</sup> (minutes)	93	83	90	62	40	78	104	72	65

(†) 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.

## Bathurst Health Service: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 6,456 patients

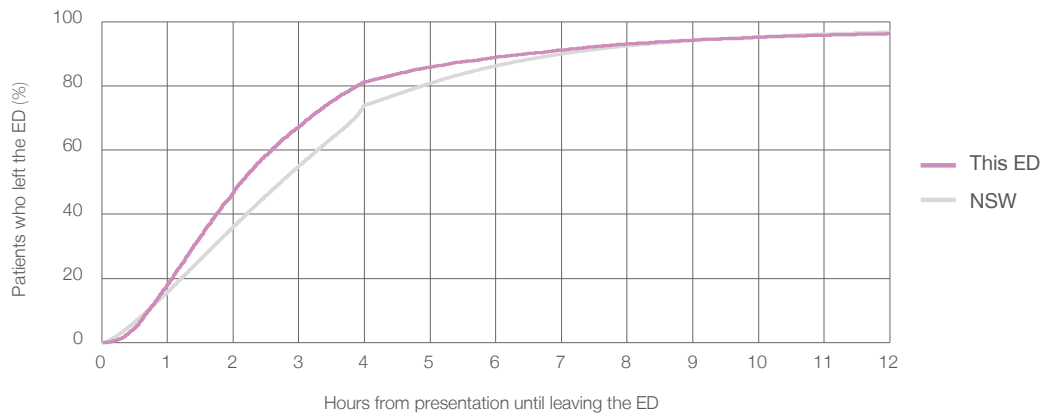
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,456 patients

Median time spent in the ED<sup>8</sup> 2 hours and 7 minutes

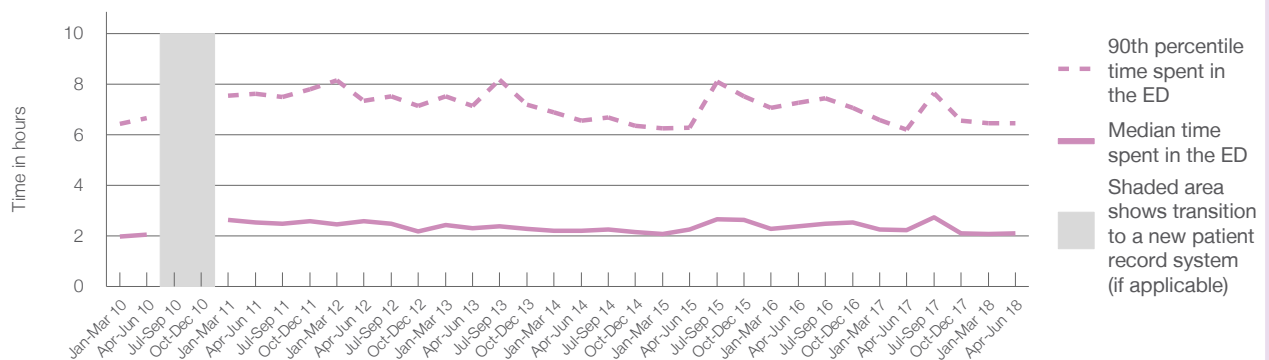
90th percentile time spent in the ED<sup>9</sup> 6 hours and 28 minutes

Same period last year	NSW (this period)
6,272	
6,270	
2 hours and 14 minutes	2 hours and 44 minutes
6 hours and 12 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	2h 3m	2h 32m	2h 35m	2h 18m	2h 12m	2h 16m	2h 24m	2h 14m	2h 7m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	6h 39m	7h 38m	7h 20m	7h 9m	6h 33m	6h 17m	7h 16m	6h 12m	6h 28m

(†) 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.

**Bathurst Health Service: Time patients spent in the ED**  
By mode of separation  
April to June 2018

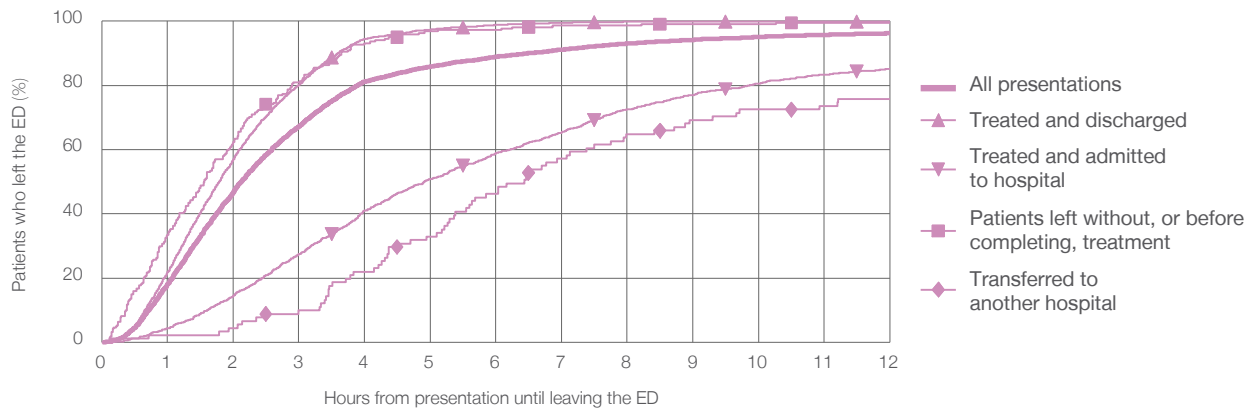
All presentations:<sup>1</sup> 6,456 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,456 patients

Treated and discharged	4,654 (72.1%)
Treated and admitted to hospital	1,466 (22.7%)
Patient left without, or before completing, treatment	221 (3.4%)
Transferred to another hospital	91 (1.4%)
Other	24 (0.4%)

Same period last year	Change since one year ago
6,270	3%
4,893	-4.9%
1,040	41.0%
232	-4.7%
82	11.0%
25	-4.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

Treated and discharged	21.9%	57.0%	80.2%	94.4%	98.8%	99.8%	99.9%	100%
Treated and admitted to hospital	4.4%	14.5%	27.5%	41.0%	58.9%	72.6%	80.6%	85.2%
Patient left without, or before completing, treatment	33.5%	62.4%	81.0%	93.2%	97.3%	98.6%	99.1%	99.5%
Transferred to another hospital	2.2%	4.4%	9.9%	22.0%	46.2%	64.8%	72.5%	75.8%
All presentations	18.2%	46.9%	67.3%	81.2%	88.9%	93.1%	95.1%	96.3%

(†) 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.



**Bathurst Health Service: 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: <sup>1</sup> 6,456 patients

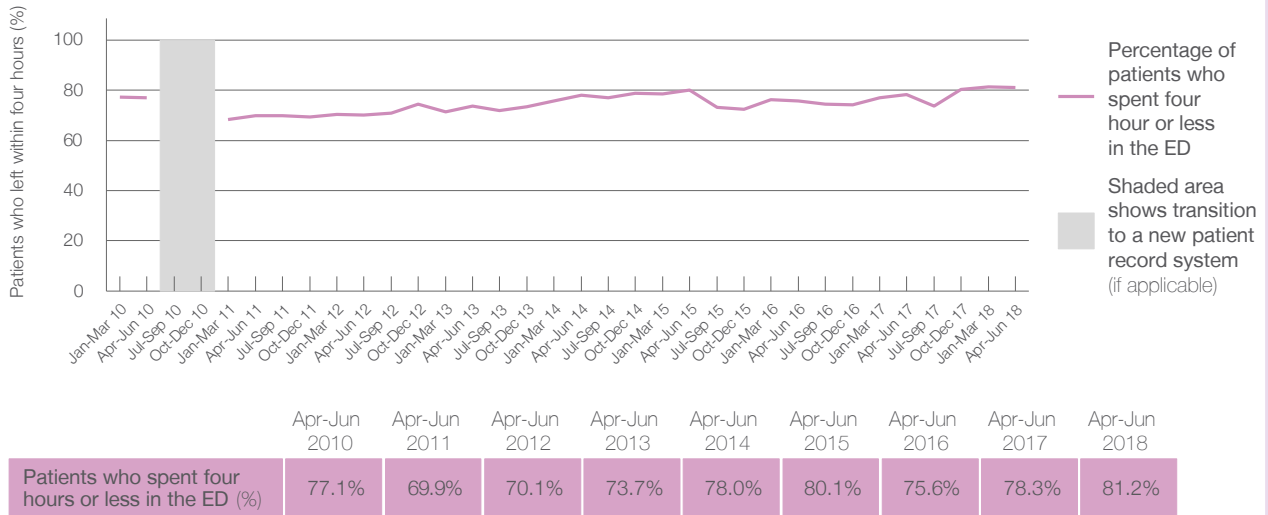
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,456 patients

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	6,272	3%
Presentations used to calculate time to leaving the ED	6,270	3%
Percentage of patients who spent four hours or less in the ED	78.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



\* 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 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).