

Hospital Quarterly

Performance Profiles

Emergency Department

District group 1 hospitals
(C1) peer group

July to September 2016

Armidale and New England Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,076 patients
Emergency presentations:² 3,918 patients

Same period last year	Change since one year ago
4,109	-0.8%
4,024	-2.6%

Armidale and New England Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 202 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 39 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,150 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 110 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,274 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 189 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 285 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
165	
8 minutes	8 minutes
44 minutes	41 minutes
999	
22 minutes	21 minutes
89 minutes	103 minutes
2,487	
28 minutes	27 minutes
143 minutes	139 minutes
362	
21 minutes	24 minutes
139 minutes	138 minutes

Armidale and New England Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,076 patients

Percentage of patients who spent four hours or less in the ED 82.4%

Same period last year	Change since one year ago
4,109	-0.8%
85.1%	

* 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, 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 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.

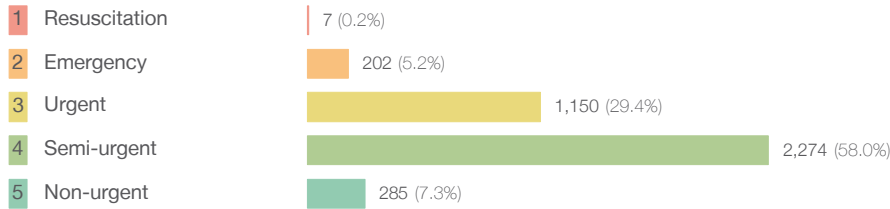
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Armidale and New England Hospital: Patients presenting to the emergency department July to September 2016

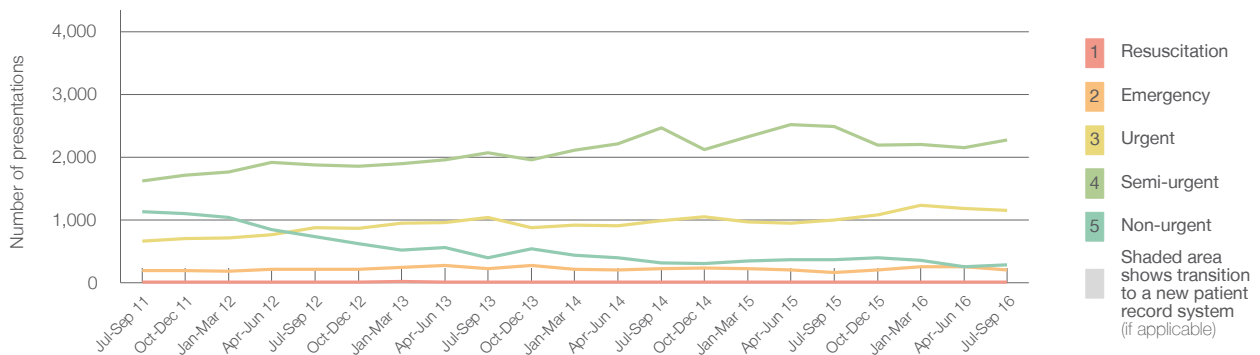
All presentations:¹ 4,076 patients

Emergency presentations² by triage category: 3,918 patients



	Same period last year	Change since one year ago
All presentations	4,109	-0.8%
Emergency presentations	4,024	-2.6%
1 Resuscitation	11	-36.4%
2 Emergency	165	22.4%
3 Urgent	999	15.1%
4 Semi-urgent	2,487	-8.6%
5 Non-urgent	362	-21.3%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	6	9	8	13	11	7
Emergency	194	216	225	227	165	202
Urgent	663	878	1,040	991	999	1,150
Semi-urgent	1,618	1,875	2,069	2,471	2,487	2,274
Non-urgent	1,132	734	392	319	362	285
All emergency presentations	3,613	3,712	3,734	4,021	4,024	3,918

Armidale and New England Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 406 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	386	
ED Transfer of care time	5 minutes	-2 minutes
95th percentile time	76 minutes	-35 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Armidales and New England Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 202

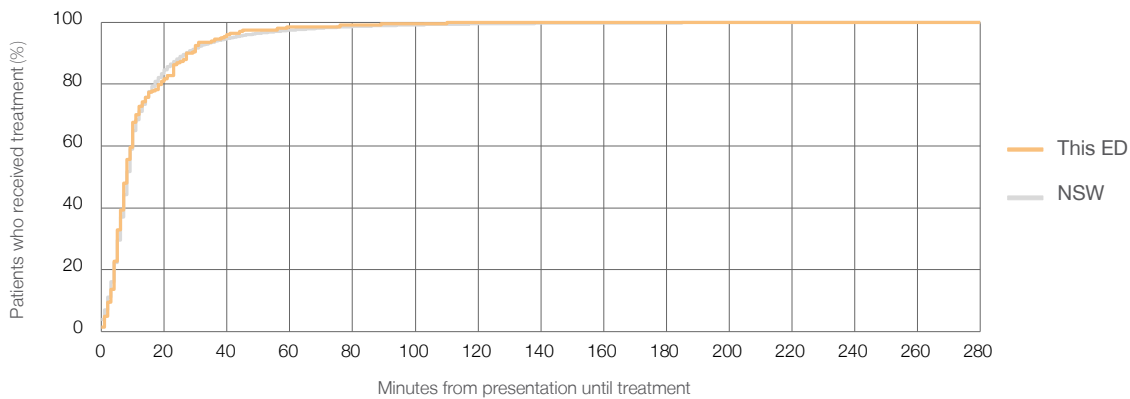
Number of triage 2 patients used to calculate waiting time:³ 198

Median time to start treatment⁴ 8 minutes

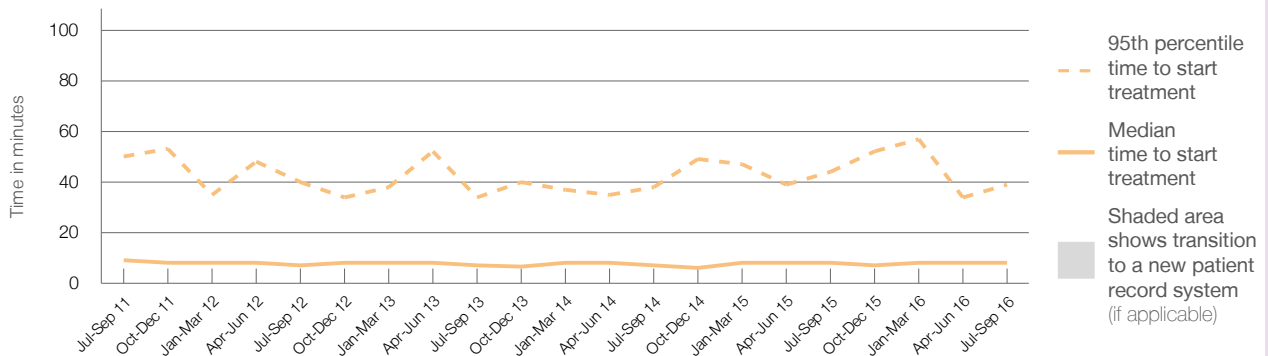
95th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
165	161
8 minutes	8 minutes
44 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	7	7	7	8	8
95th percentile time to start treatment ⁵ (minutes)	50	40	34	38	44	39

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

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Armidale and New England Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 1,150

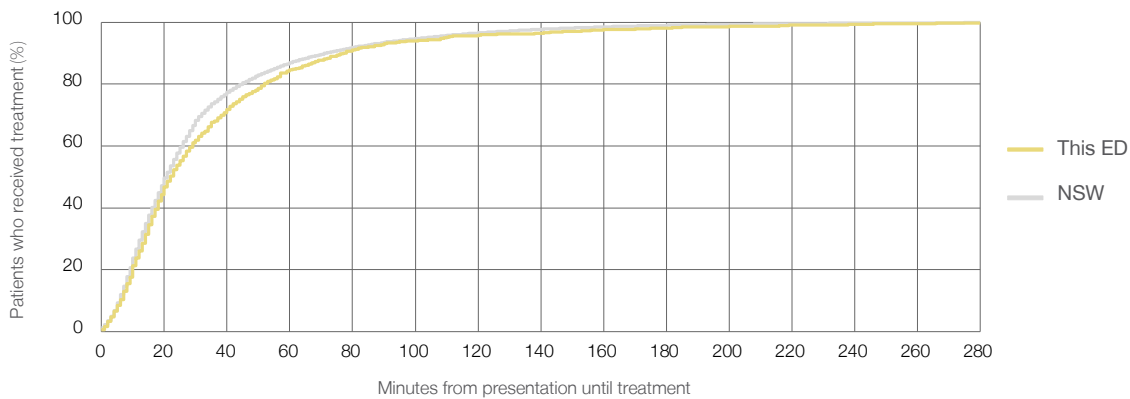
Number of triage 3 patients used to calculate waiting time:³ 1,104

Median time to start treatment⁴ 22 minutes

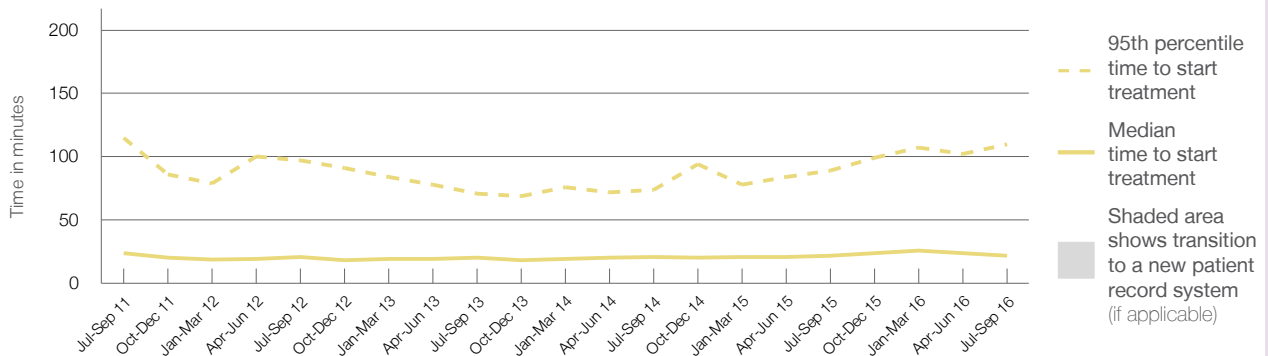
95th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
999	969
22 minutes	21 minutes
89 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	21	20	21	22	22
95th percentile time to start treatment ⁵ (minutes)	115	97	71	74	89	110

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Armidale and New England Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,274

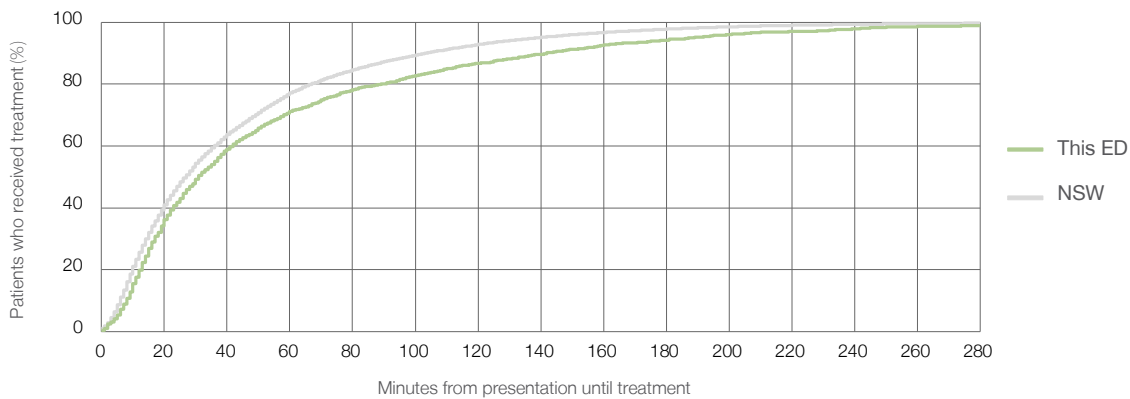
Number of triage 4 patients used to calculate waiting time:³ 2,045

Median time to start treatment⁴ 31 minutes

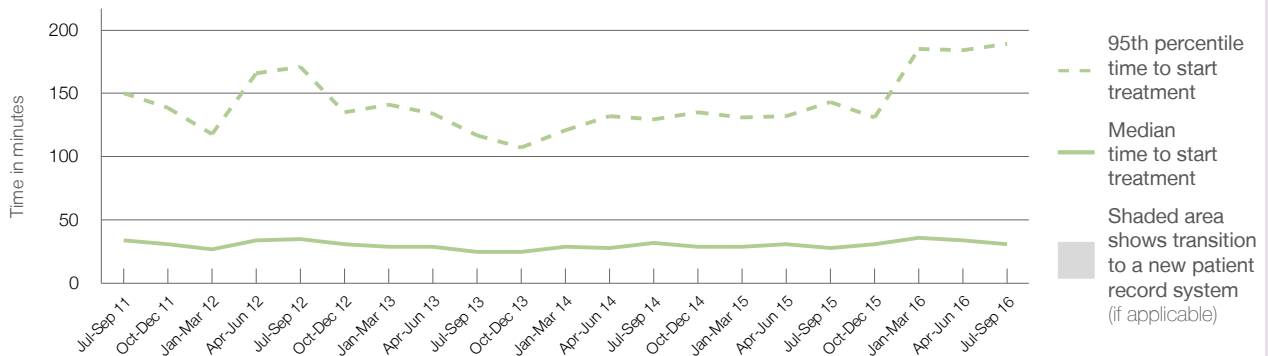
95th percentile time to start treatment⁵ 189 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,487	2,301
Median time to start treatment ⁴	28 minutes	27 minutes
95th percentile time to start treatment ⁵	143 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	35	25	32	28	31
95th percentile time to start treatment ⁵ (minutes)	150	171	117	130	143	189

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

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Armidale and New England Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 285

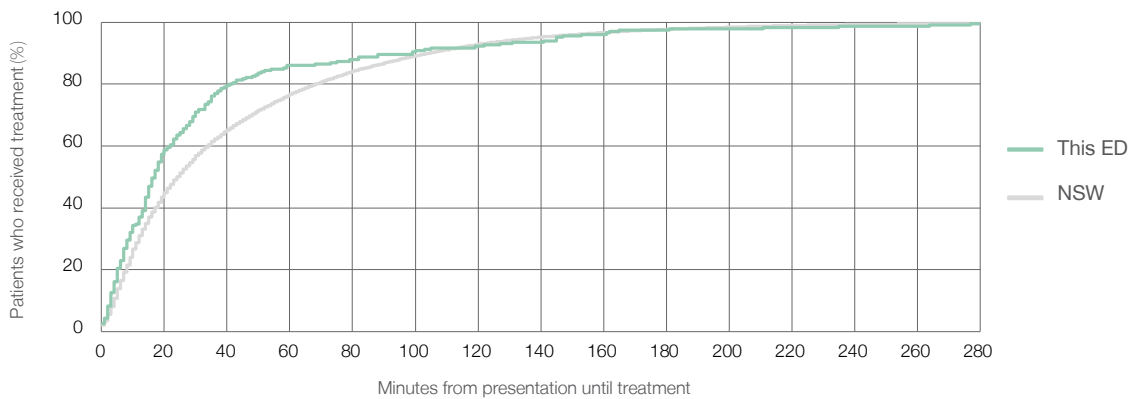
Number of triage 5 patients used to calculate waiting time:³ 230

Median time to start treatment⁴ 17 minutes

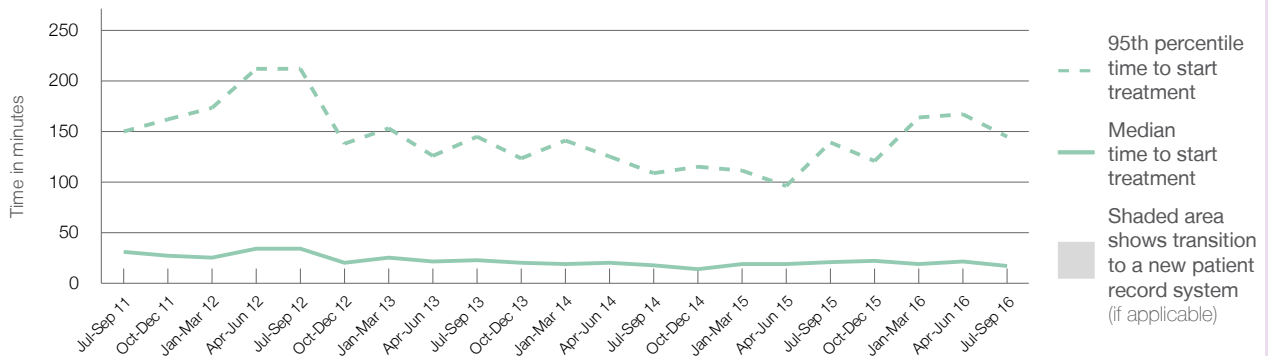
95th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
362	297
21 minutes	24 minutes
139 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	34	23	18	21	17
95th percentile time to start treatment ⁵ (minutes)	150	212	145	109	139	145

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Armidale and New England Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,076 patients

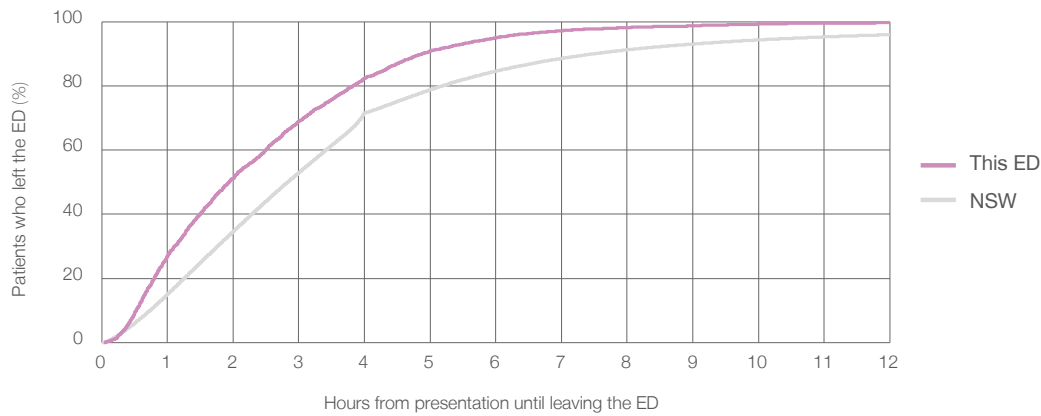
Presentations used to calculate time to leaving the ED:⁶ 4,076 patients

Median time spent in the ED⁸ 1 hours and 56 minutes

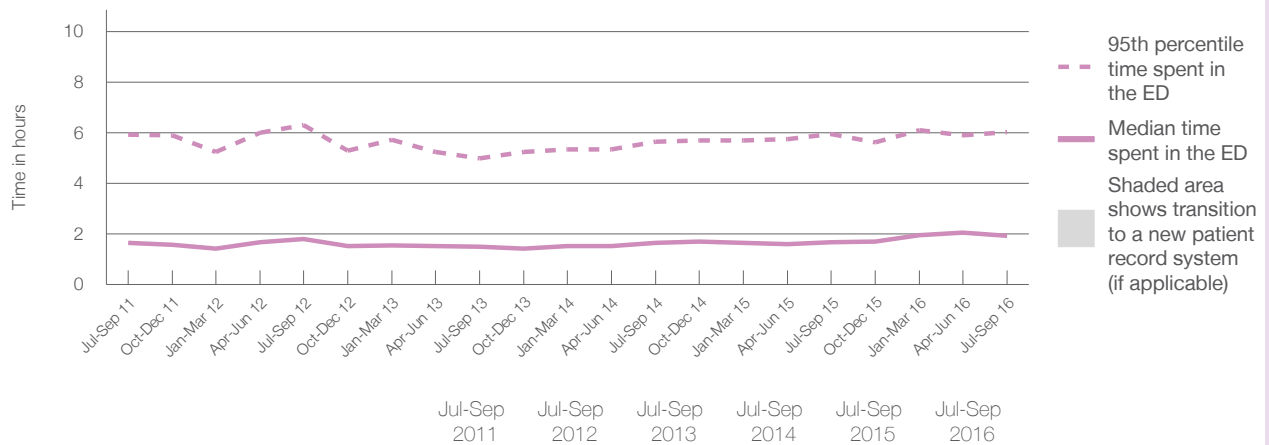
95th percentile time spent in the ED⁹ 6 hours and 1 minutes

Same period last year	NSW (this period)
4,109	4,109
1 hours and 41 minutes	2 hours and 50 minutes
5 hours and 57 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 39m	1h 49m	1h 30m	1h 40m	1h 41m	1h 56m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 56m	6h 19m	4h 59m	5h 39m	5h 57m	6h 1m

(†) 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.

Armidale and New England Hospital: Time patients spent in the ED By mode of separation July to September 2016

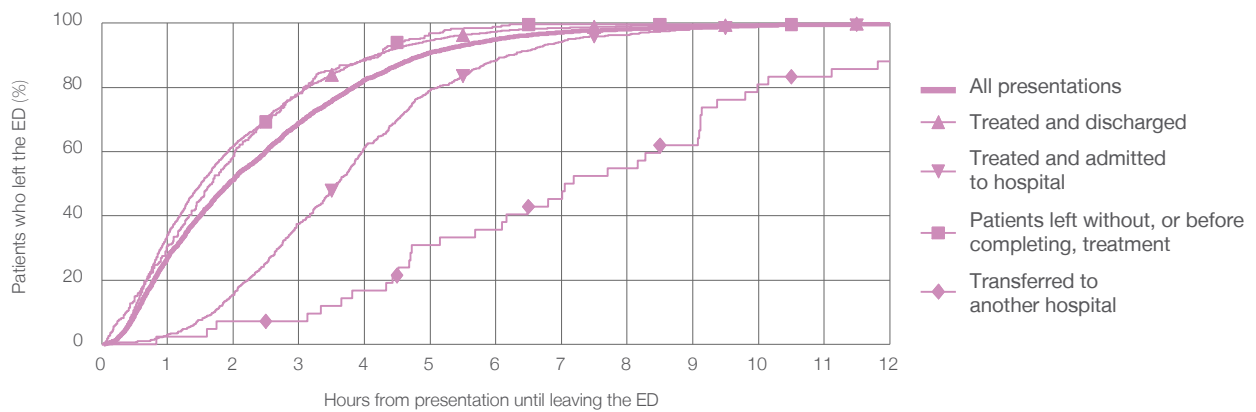
All presentations:¹ 4,076 patients

Presentations used to calculate time to leaving the ED:⁶ 4,076 patients

Treated and discharged	2,890 (70.9%)
Treated and admitted to hospital	845 (20.7%)
Patient left without, or before completing, treatment	283 (6.9%)
Transferred to another hospital	42 (1.0%)
Other	16 (0.4%)

Same period last year	Change since one year ago
4,109	-0.8%
3,019	-4.3%
805	5.0%
203	39.4%
57	-26.3%
25	-36.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	34.1%	61.8%	78.2%	89.0%	97.4%	99.1%	99.6%	99.9%
Treated and admitted to hospital	3.0%	15.4%	37.5%	61.4%	88.4%	96.3%	99.2%	99.6%
Patient left without, or before completing, treatment	30.7%	58.7%	78.1%	88.3%	98.9%	99.6%	99.6%	99.6%
Transferred to another hospital	2.4%	7.1%	7.1%	16.7%	35.7%	54.8%	81.0%	88.1%
All presentations	27.1%	51.3%	68.9%	82.4%	94.9%	98.1%	99.3%	99.7%

(†) 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.

Armidale and New England Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 4,076 patients

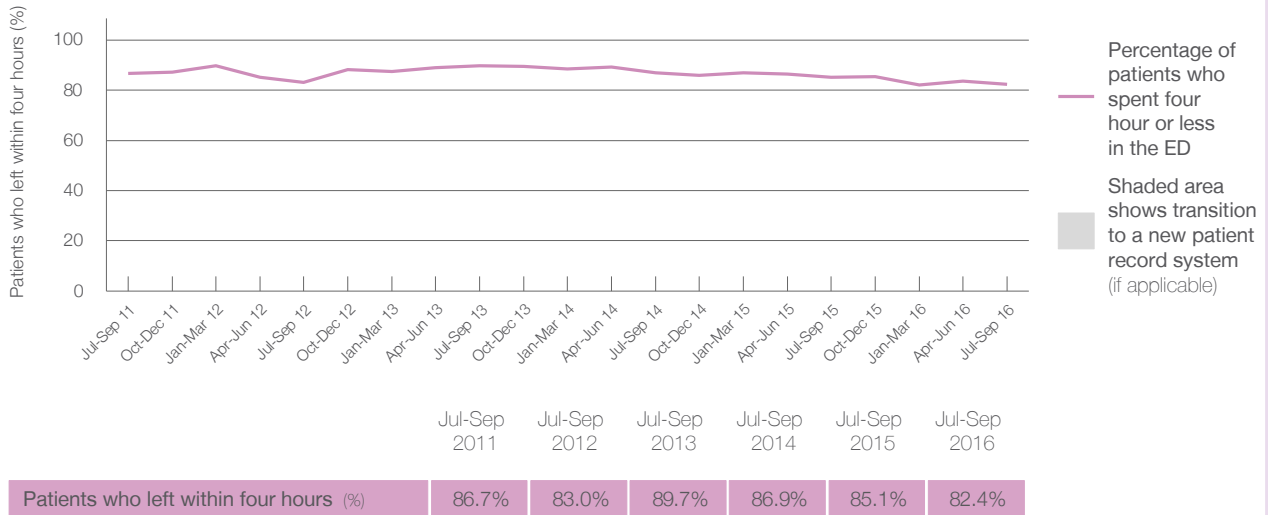
Presentations used to calculate time to leaving the ED: ⁶ 4,076 patients

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	4,109	-0.8%
Presentations used to calculate time to leaving the ED	4,109	-0.8%
Percentage of patients who spent four hours or less in the ED	85.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 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, 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 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Bathurst Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,217 patients
 Emergency presentations:² 6,156 patients

Same period last year	Change since one year ago
6,371	-2.4%
6,267	-1.8%

Bathurst Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 698 patients

Median time to start treatment⁴ 6 minutes
 95th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,854 patients

Median time to start treatment⁴ 16 minutes
 95th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,065 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 527 patients

Median time to start treatment⁴ 14 minutes
 95th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
485	
7 minutes	8 minutes
10 minutes	41 minutes
2,316	
17 minutes	21 minutes
79 minutes	103 minutes
3,256	
22 minutes	27 minutes
170 minutes	139 minutes
194	
14 minutes	24 minutes
111 minutes	138 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,217 patients

Percentage of patients who spent four hours or less in the ED 74.4%

Same period last year	Change since one year ago
6,371	-2.4%
73.1%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.
4. 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.
5. 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.
6. All presentations that have a departure time.

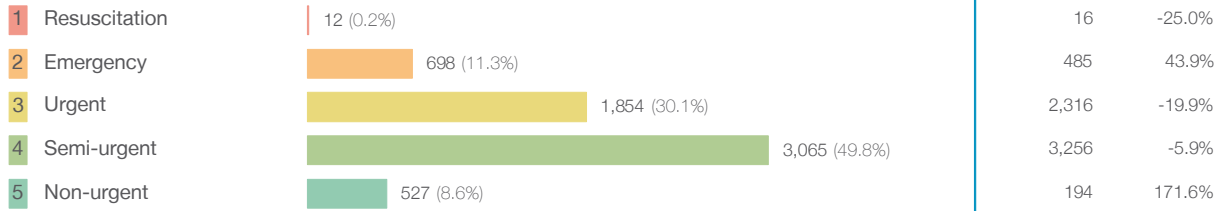
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Bathurst Base Hospital: Patients presenting to the emergency department July to September 2016

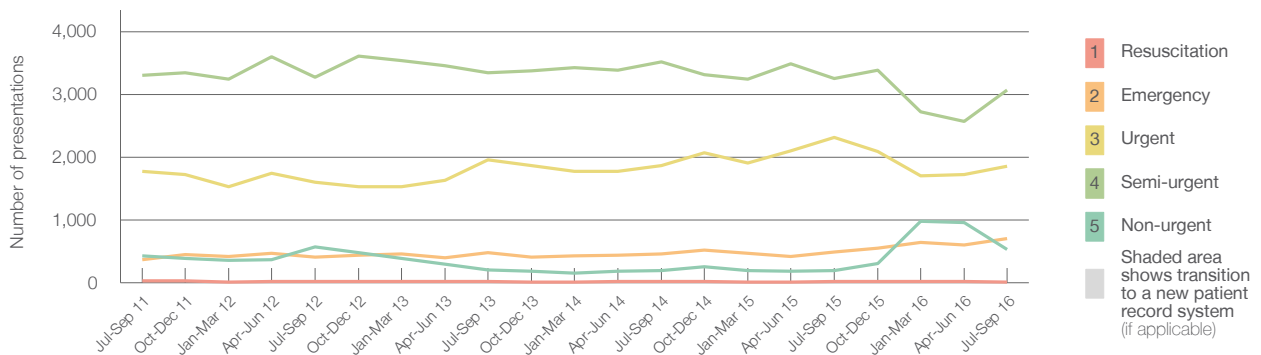
All presentations:¹ 6,217 patients

Emergency presentations² by triage category: 6,156 patients



Same period last year	Change since one year ago
6,371	-2.4%
6,267	-1.8%
16	-25.0%
485	43.9%
2,316	-19.9%
3,256	-5.9%
194	171.6%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	25	22	16	15	16	12
Emergency	363	409	474	457	485	698
Urgent	1,769	1,600	1,959	1,861	2,316	1,854
Semi-urgent	3,306	3,269	3,347	3,521	3,256	3,065
Non-urgent	423	569	202	196	194	527
All emergency presentations	5,886	5,869	5,998	6,050	6,267	6,156

Bathurst Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 904 patients

ED Transfer of care time



Same period last year	Change since one year ago
593	
18 minutes	-2 minutes
92 minutes	-32 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 Base Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 698

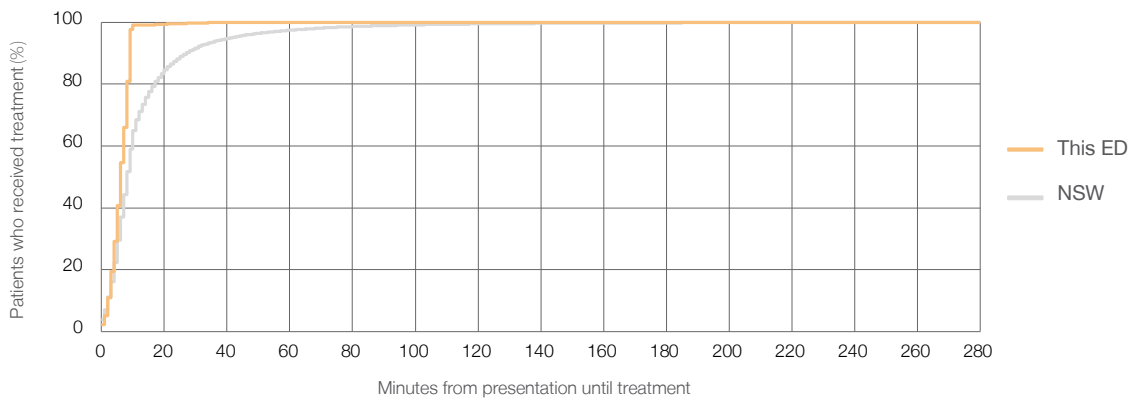
Number of triage 2 patients used to calculate waiting time:³ 698

Median time to start treatment⁴ 6 minutes

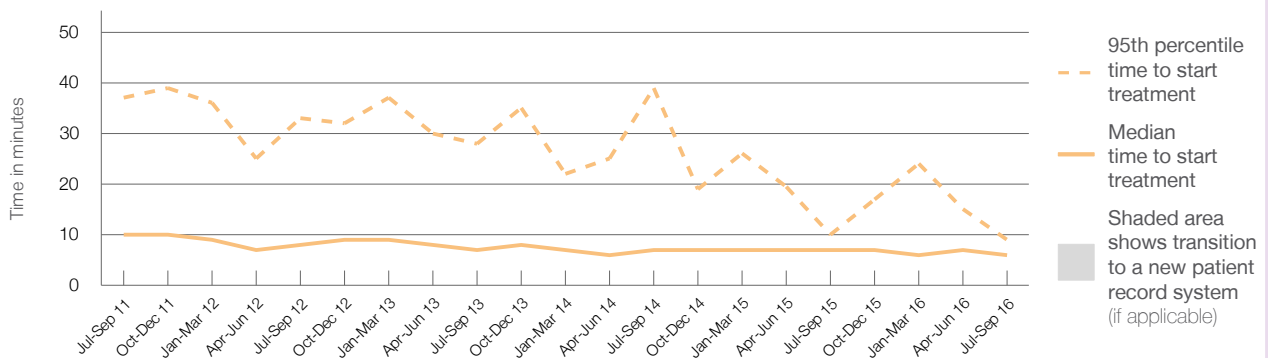
95th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
485	
484	
7 minutes	8 minutes
10 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	8	7	7	7	6
95th percentile time to start treatment ⁵ (minutes)	37	33	28	39	10	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.

Bathurst Base Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 1,854

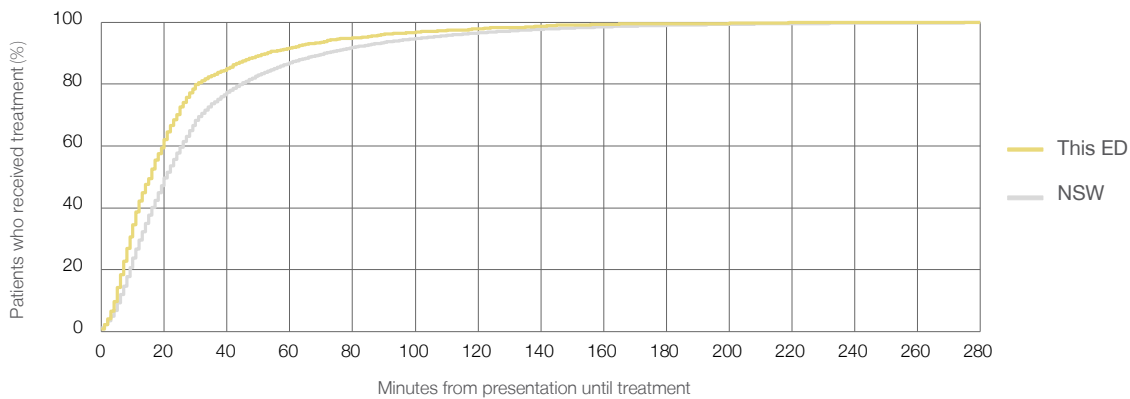
Number of triage 3 patients used to calculate waiting time:³ 1,824

Median time to start treatment⁴ 16 minutes

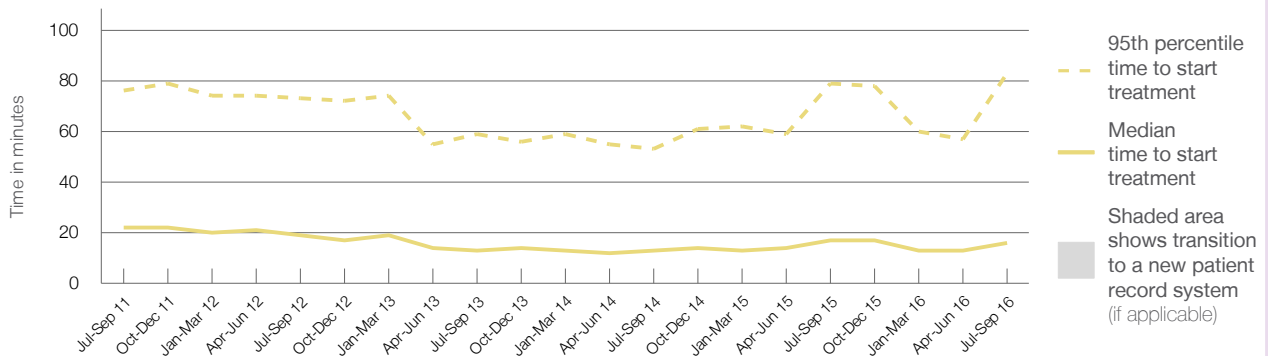
95th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
2,316	
2,277	
17 minutes	21 minutes
79 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	22	19	13	13	17	16
95th percentile time to start treatment ⁵ (minutes)	76	73	59	53	79	83

(†) 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 Base Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,065

Number of triage 4 patients used to calculate waiting time:³ 2,888

Median time to start treatment⁴

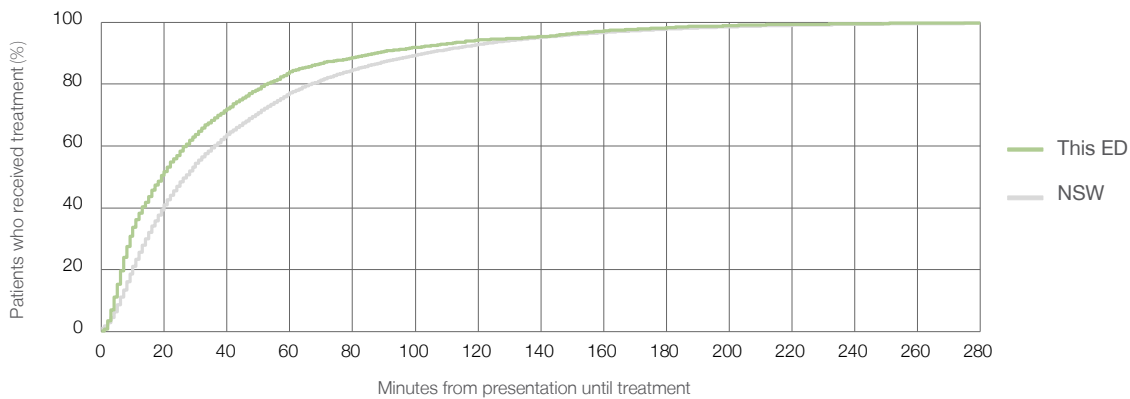
19 minutes

95th percentile time to start treatment⁵

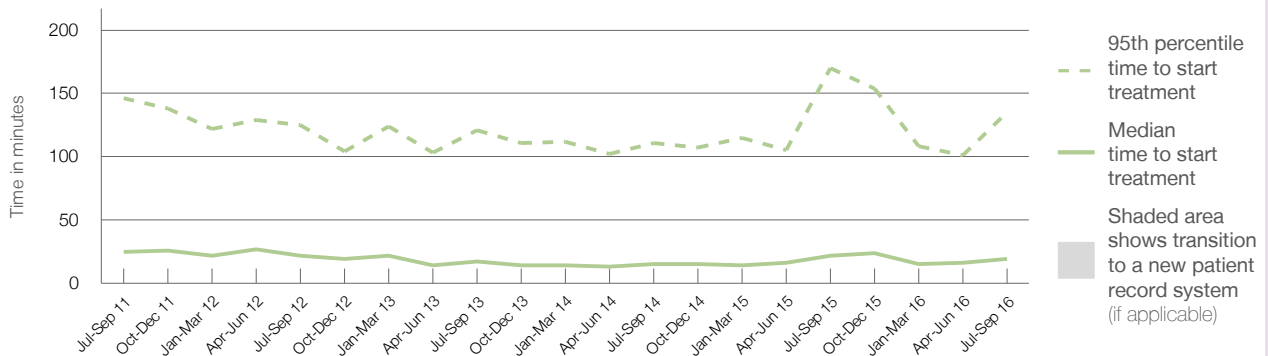
135 minutes

Same period last year	NSW (this period)
3,256	2,998
22 minutes	27 minutes
170 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	22	17	15	22	19
95th percentile time to start treatment ⁵ (minutes)	146	125	121	111	170	135

(†) 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 Base Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 527

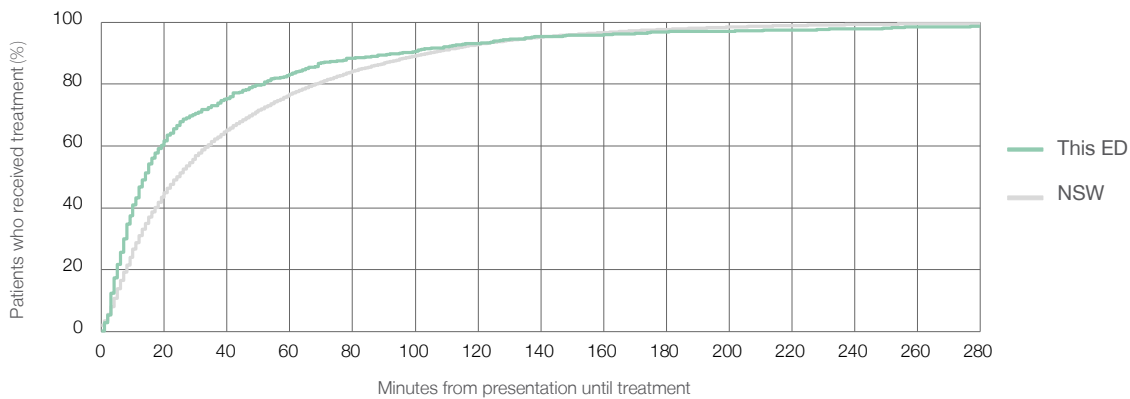
Number of triage 5 patients used to calculate waiting time:³ 466

Median time to start treatment⁴ 14 minutes

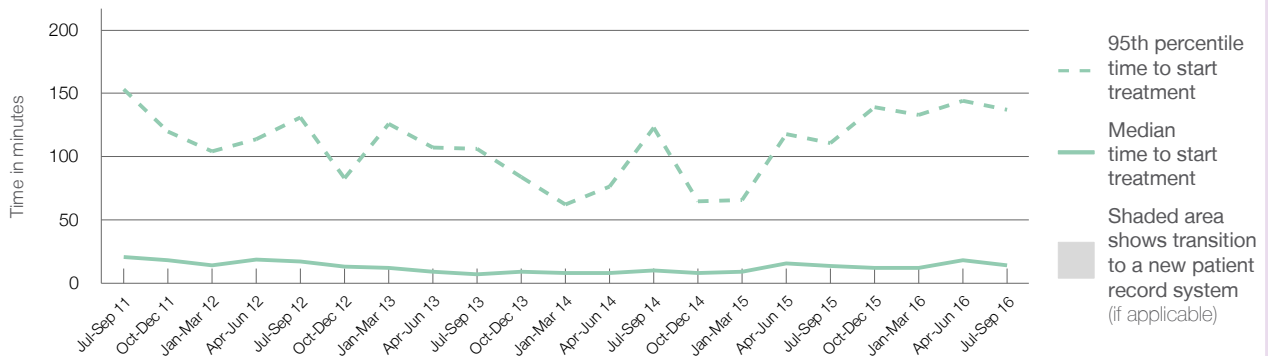
95th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
194	172
14 minutes	24 minutes
111 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	17	7	10	14	14
95th percentile time to start treatment ⁵ (minutes)	153	131	106	123	111	137

(†) 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 Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,217 patients

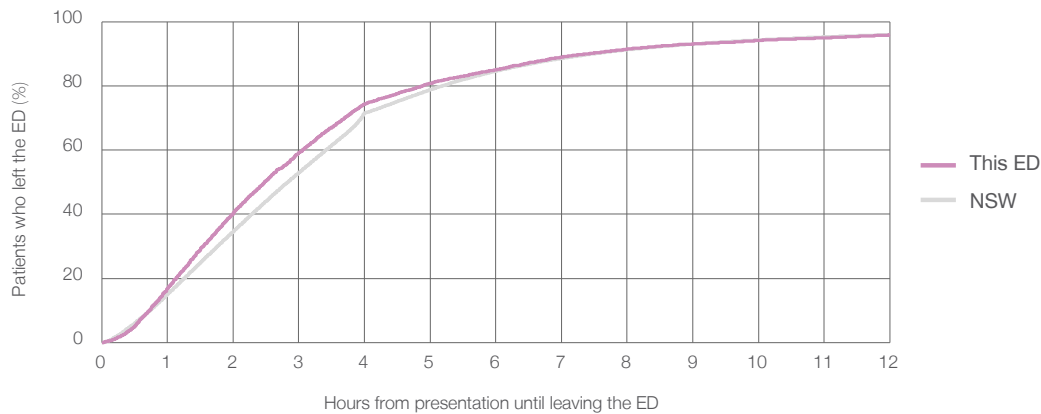
Presentations used to calculate time to leaving the ED:⁶ 6,217 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

95th percentile time spent in the ED⁹ 11 hours and 4 minutes

Same period last year	NSW (this period)
6,371	6,371
2 hours and 40 minutes	2 hours and 50 minutes
12 hours and 49 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 29m	2h 29m	2h 23m	2h 16m	2h 40m	2h 29m
95th percentile time to leaving the ED ⁹ (hours, minutes)	10h 4m	10h 12m	12h 0m	9h 26m	12h 49m	11h 4m

(†) 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 Base Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

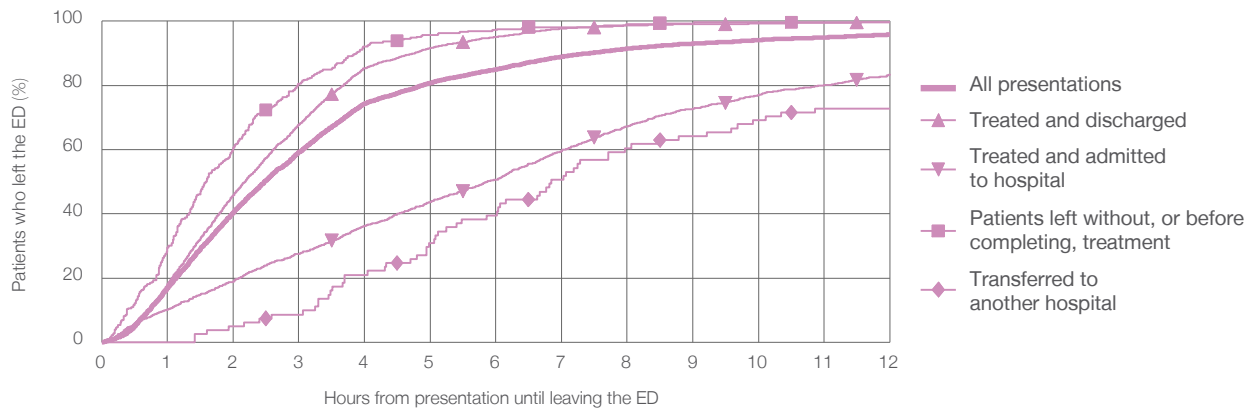
All presentations:¹ 6,217 patients

Presentations used to calculate time to leaving the ED:⁶ 6,217 patients

Treated and discharged	4,457 (71.7%)
Treated and admitted to hospital	1,328 (21.4%)
Patient left without, or before completing, treatment	330 (5.3%)
Transferred to another hospital	81 (1.3%)
Other	21 (0.3%)

Same period last year	Change since one year ago
6,371	-2.4%
4,830	-7.7%
1,034	28.4%
398	-17.1%
83	-2.4%
26	-19.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



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

Treated and discharged	18.1%	45.8%	67.8%	85.4%	95.2%	98.7%	99.3%	99.7%
Treated and admitted to hospital	10.1%	19.0%	27.6%	36.3%	50.7%	67.2%	77.0%	83.6%
Patient left without, or before completing, treatment	29.4%	60.6%	80.6%	92.1%	97.3%	99.1%	99.7%	99.7%
Transferred to another hospital	0%	4.9%	8.6%	21.0%	39.5%	60.5%	69.1%	72.8%
All presentations	16.9%	40.4%	59.2%	74.4%	85.0%	91.5%	94.1%	95.9%

(†) 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.

Bathurst Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 6,217 patients

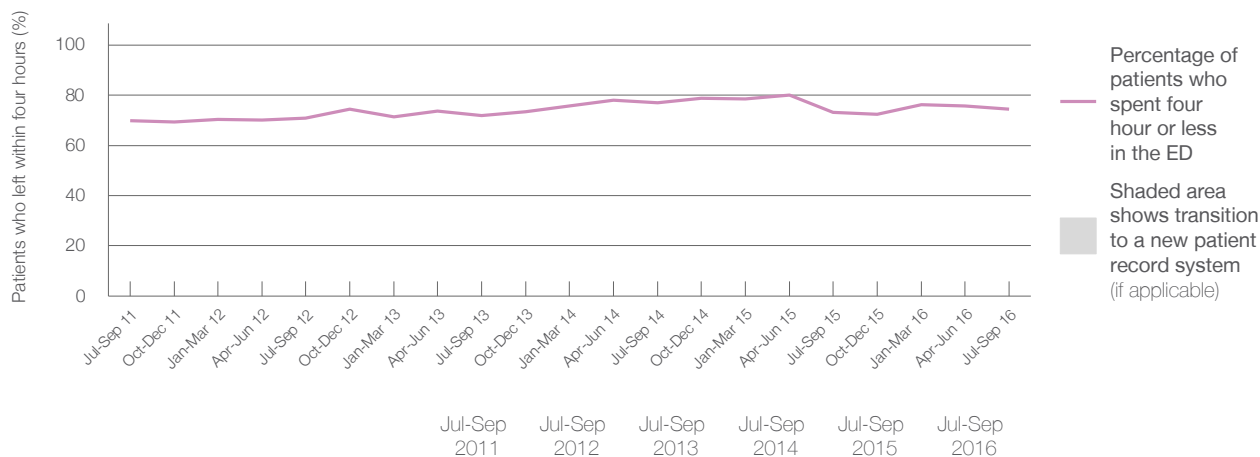
Presentations used to calculate time to leaving the ED: ⁶ 6,217 patients

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	6,371	-2.4%
Presentations used to calculate time to leaving the ED	6,371	-2.4%
Percentage of patients who spent four hours or less in the ED	73.1%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	69.7%	70.7%	71.8%	77.0%	73.1%	74.4%

* 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, 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 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Belmont Hospital: Emergency department (ED) overview

July to September 2016



All presentations:¹ 5,902 patients
Emergency presentations:² 5,861 patients

Same period last year	Change since one year ago
6,052	-2.5%
5,952	-1.5%



Belmont Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 479 patients

Median time to start treatment⁴  7 minutes
95th percentile time to start treatment⁵  18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,353 patients

Median time to start treatment⁴  17 minutes
95th percentile time to start treatment⁵  63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,019 patients

Median time to start treatment⁴  22 minutes
95th percentile time to start treatment⁵  113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 994 patients

Median time to start treatment⁴  25 minutes
95th percentile time to start treatment⁵  143 minutes

Same period last year	NSW (this period)
463	
8 minutes	8 minutes
24 minutes	41 minutes
1,496	
18 minutes	21 minutes
70 minutes	103 minutes
3,168	
22 minutes	27 minutes
110 minutes	139 minutes
816	
21 minutes	24 minutes
134 minutes	138 minutes

Belmont Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,902 patients

Percentage of patients who spent four hours or less in the ED  73.0%

Same period last year	Change since one year ago
6,052	-2.5%
72.4%	

* 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, 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 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.

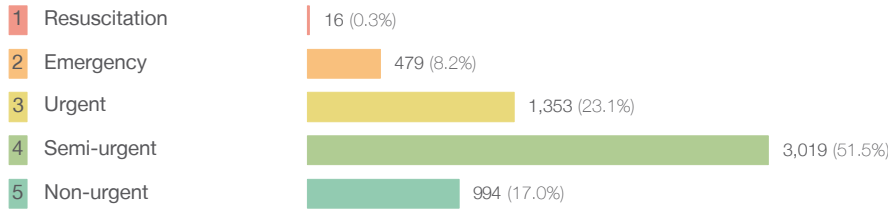
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Belmont Hospital: Patients presenting to the emergency department July to September 2016

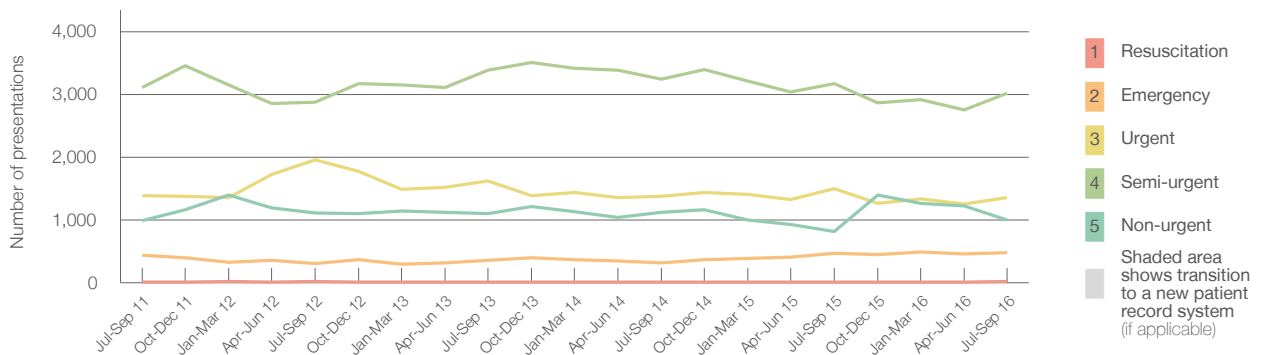
All presentations:¹ 5,902 patients

Emergency presentations² by triage category: 5,861 patients



Same period last year	Change since one year ago
6,052	-2.5%
5,952	-1.5%
9	77.8%
463	3.5%
1,496	-9.6%
3,168	-4.7%
816	21.8%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	10	24	11	7	9	16
Emergency	435	305	351	319	463	479
Urgent	1,383	1,955	1,623	1,373	1,496	1,353
Semi-urgent	3,111	2,877	3,386	3,246	3,168	3,019
Non-urgent	991	1,113	1,099	1,118	816	994
All emergency presentations	5,930	6,274	6,470	6,063	5,952	5,861

Belmont Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,332 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,332	
11 minutes	-1 minute
47 minutes	-18 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.

Belmont Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 479

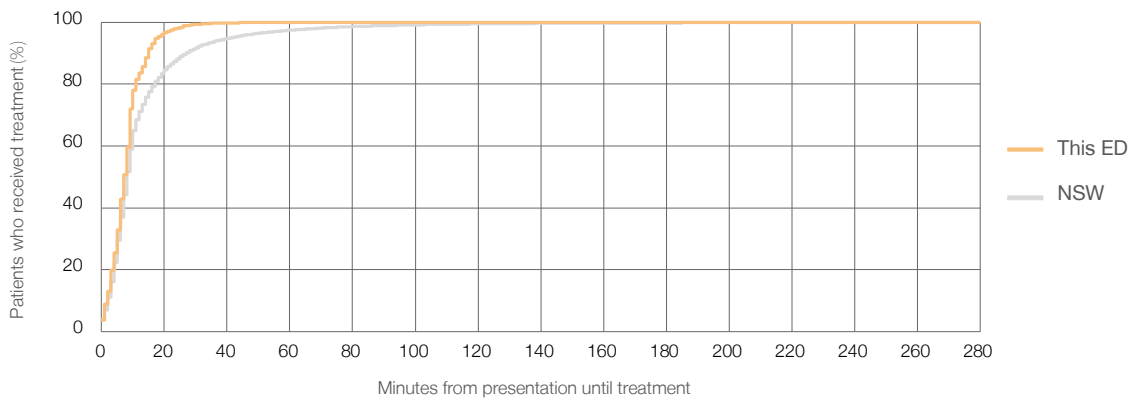
Number of triage 2 patients used to calculate waiting time:³ 470

Median time to start treatment⁴ 7 minutes

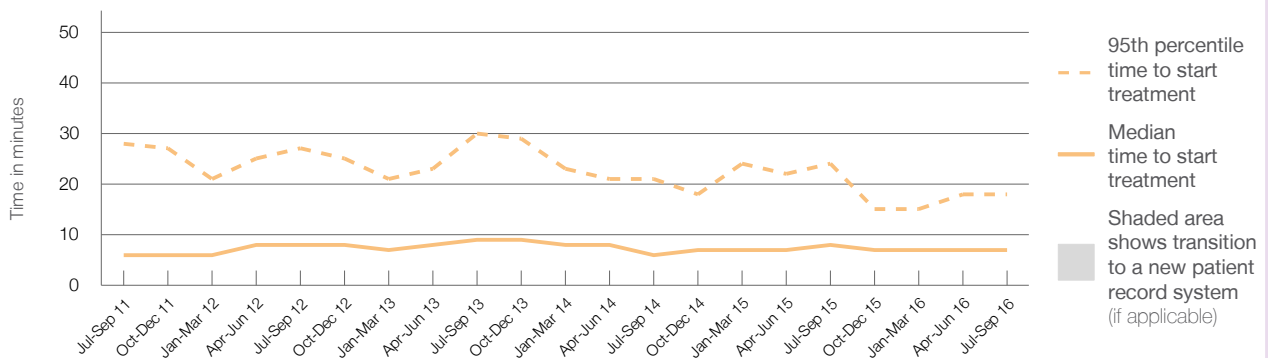
95th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
463	463
8 minutes	8 minutes
24 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	8	9	6	8	7
95th percentile time to start treatment ⁵ (minutes)	28	27	30	21	24	18

(†) 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.

Belmont Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 1,353

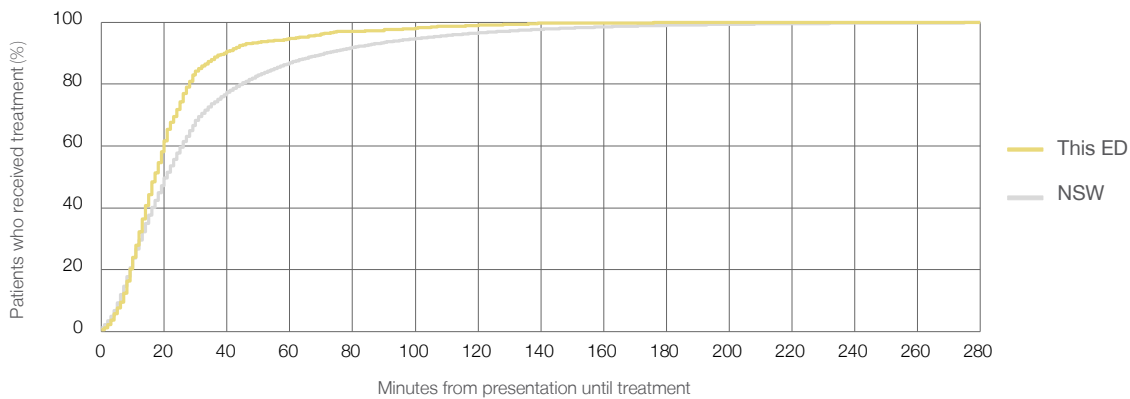
Number of triage 3 patients used to calculate waiting time:³ 1,302

Median time to start treatment⁴ 17 minutes

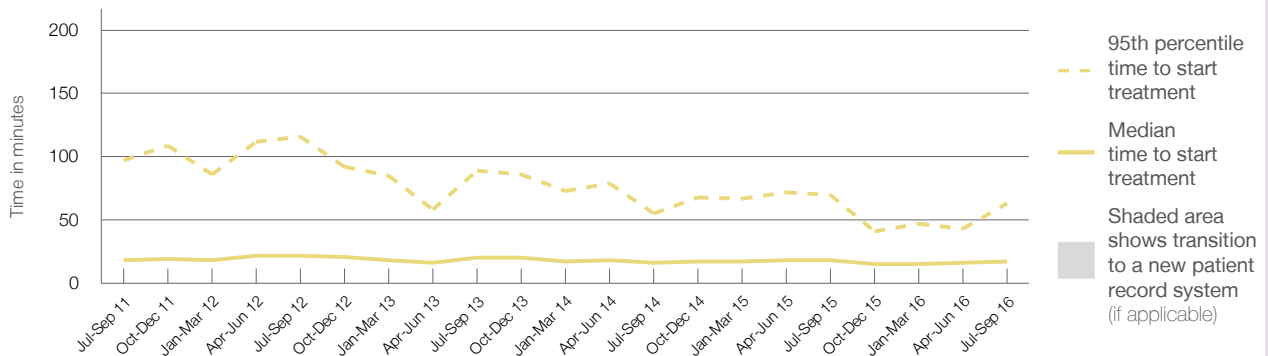
95th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
1,496	1,444
18 minutes	21 minutes
70 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	18	22	20	16	18	17
95th percentile time to start treatment ⁵ (minutes)	97	116	89	55	70	63

(†) 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.

Belmont Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,019

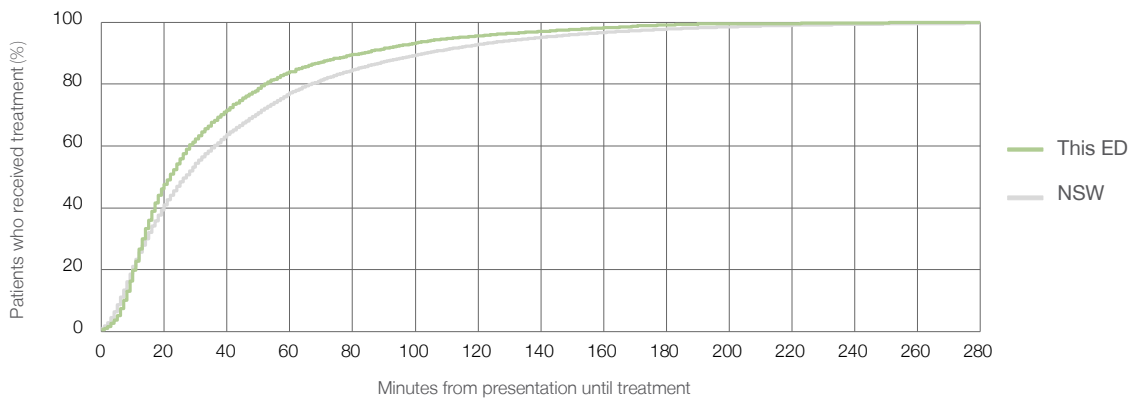
Number of triage 4 patients used to calculate waiting time:³ 2,533

Median time to start treatment⁴ 22 minutes

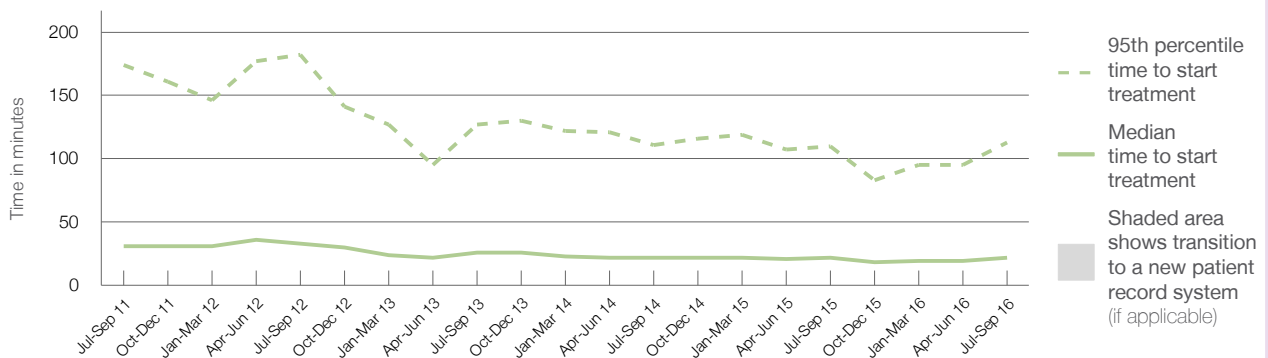
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
3,168	2,715
22 minutes	27 minutes
110 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	33	26	22	22	22
95th percentile time to start treatment ⁵ (minutes)	174	182	127	111	110	113

(†) 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.

Belmont Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 994

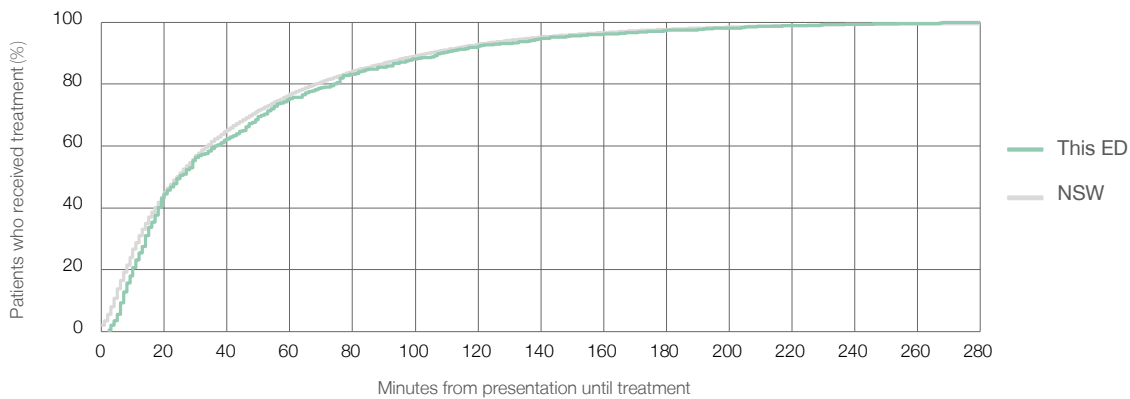
Number of triage 5 patients used to calculate waiting time:³ 756

Median time to start treatment⁴ 25 minutes

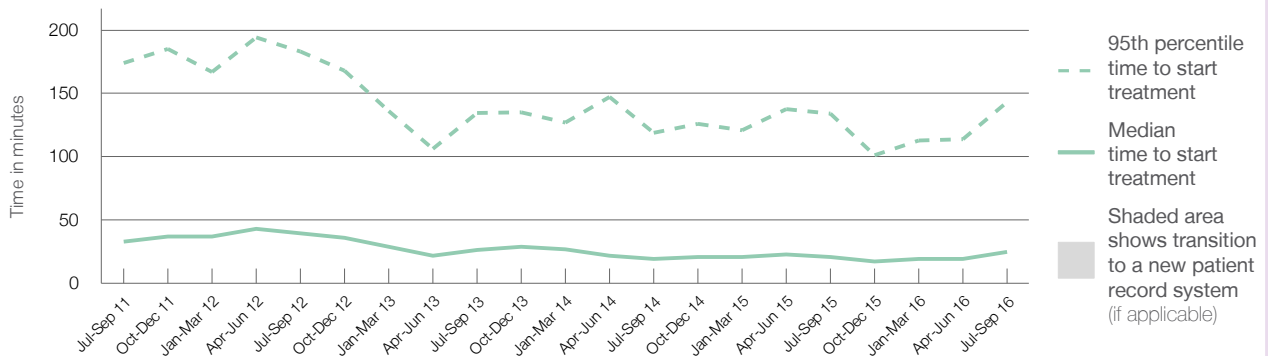
95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
816	615
21 minutes	24 minutes
134 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	40	27	19	21	25
95th percentile time to start treatment ⁵ (minutes)	174	183	135	119	134	143

(†) 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.

Belmont Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 5,902 patients

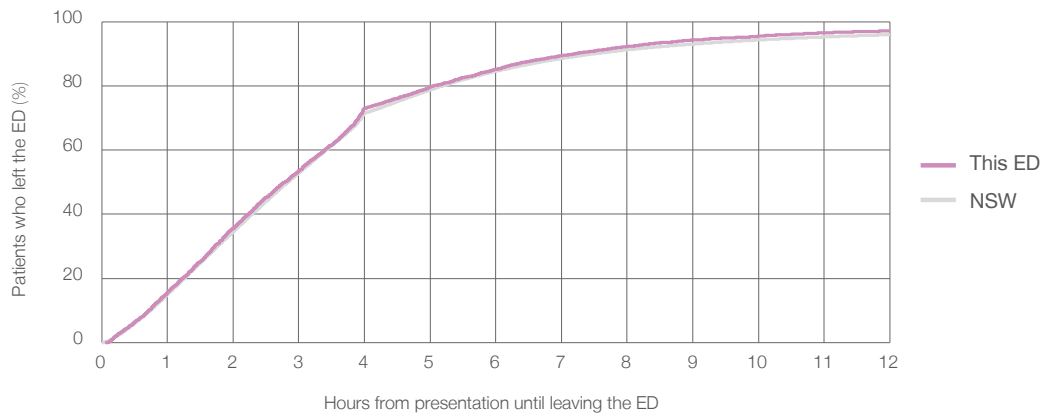
Presentations used to calculate time to leaving the ED:⁶ 5,902 patients

Median time spent in the ED⁸ 2 hours and 47 minutes

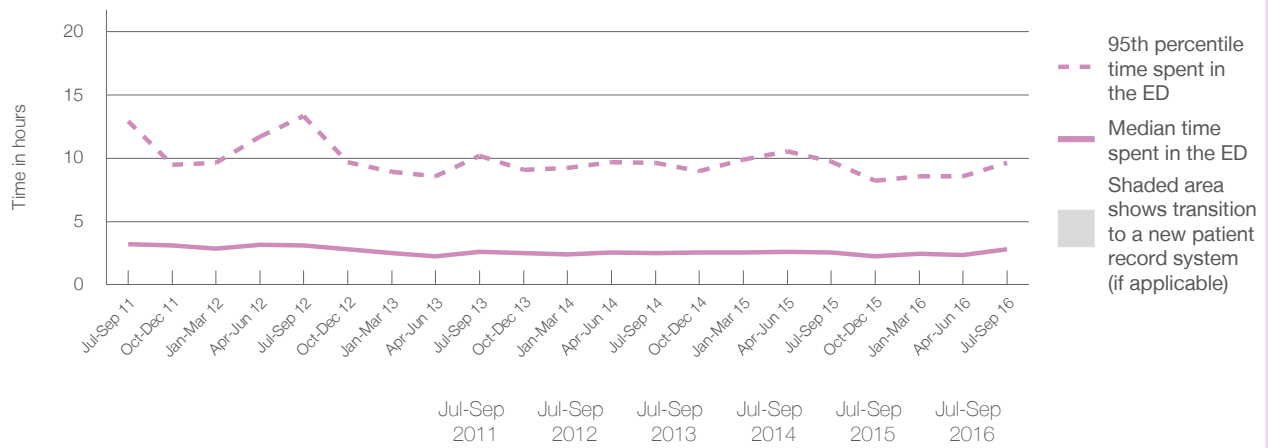
95th percentile time spent in the ED⁹ 9 hours and 38 minutes

Same period last year	NSW (this period)
6,052	6,052
2 hours and 34 minutes	2 hours and 50 minutes
9 hours and 44 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 14m	3h 7m	2h 35m	2h 30m	2h 34m	2h 47m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 54m	13h 20m	10h 12m	9h 39m	9h 44m	9h 38m

(†) 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.

Belmont Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

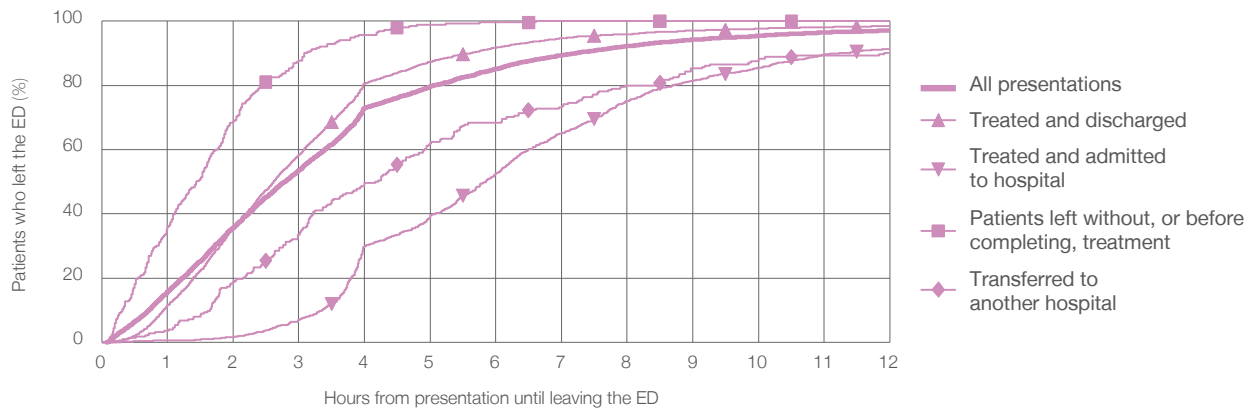
All presentations:¹ 5,902 patients

Presentations used to calculate time to leaving the ED:⁶ 5,902 patients

Treated and discharged	3,825 (64.8%)
Treated and admitted to hospital	1,018 (17.2%)
Patient left without, or before completing, treatment	253 (4.3%)
Transferred to another hospital	224 (3.8%)
Other	582 (9.9%)

Same period last year	Change since one year ago
6,052	-2.5%
4,102	-6.8%
942	8.1%
183	38.3%
225	-0.4%
600	-3.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	11.5%	35.2%	58.4%	80.6%	91.8%	96.0%	97.7%	98.5%
Treated and admitted to hospital	0.6%	1.6%	7.0%	30.0%	52.7%	75.1%	85.5%	91.3%
Patient left without, or before completing, treatment	36.0%	68.8%	87.7%	95.7%	99.6%	100%	100%	100%
Transferred to another hospital	3.6%	18.8%	33.5%	49.6%	68.3%	79.9%	88.4%	90.2%
All presentations	15.8%	35.6%	53.6%	73.0%	85.2%	92.2%	95.5%	97.1%

(†) 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.

Belmont Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 5,902 patients

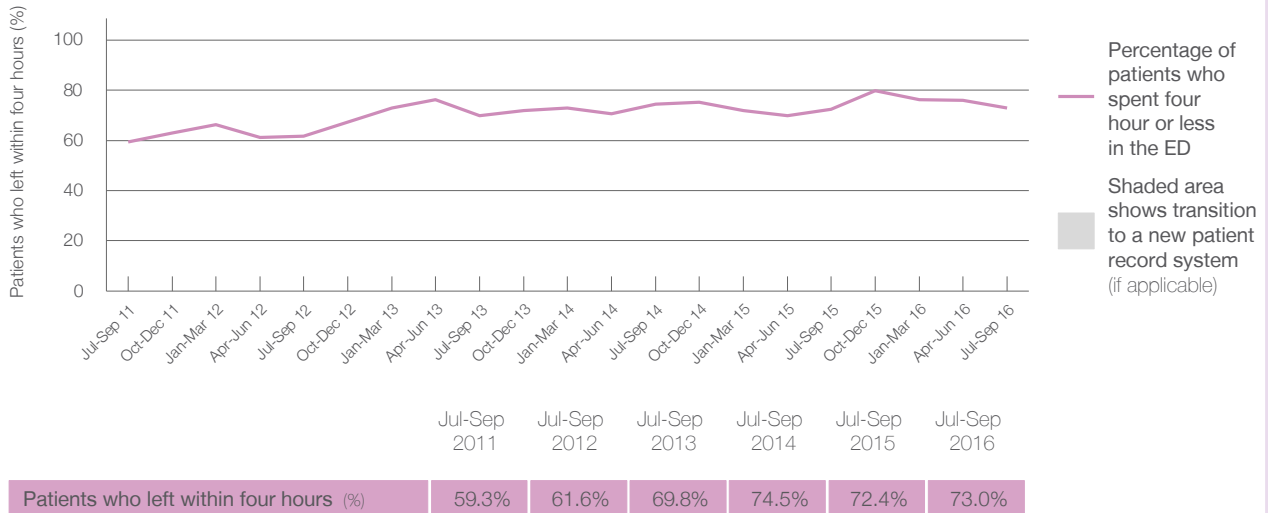
Presentations used to calculate time to leaving the ED: ⁶ 5,902 patients

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	6,052	-2.5%
Presentations used to calculate time to leaving the ED	6,052	-2.5%
Percentage of patients who spent four hours or less in the ED	72.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 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).
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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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Bowral and District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,555 patients
 Emergency presentations:² 4,453 patients

Same period last year	Change since one year ago
4,489	1.5%
4,369	1.9%

Bowral and District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 302 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): 1,426 patients

Median time to start treatment⁴ 18 minutes
 95th percentile time to start treatment⁵ 93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,131 patients

Median time to start treatment⁴ 20 minutes
 95th percentile time to start treatment⁵ 139 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 578 patients

Median time to start treatment⁴ 18 minutes
 95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
339	
8 minutes	8 minutes
28 minutes	41 minutes
1,538	
19 minutes	21 minutes
103 minutes	103 minutes
1,986	
23 minutes	27 minutes
128 minutes	139 minutes
486	
23 minutes	24 minutes
149 minutes	138 minutes

Bowral and District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,555 patients

Percentage of patients who spent four hours or less in the ED 81.3%

Same period last year	Change since one year ago
4,489	1.5%
82.6%	

* 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 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.

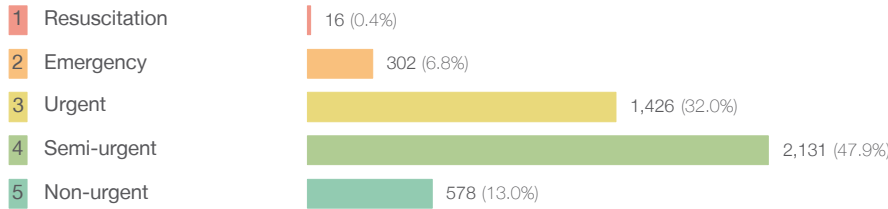
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Bowral and District Hospital: Patients presenting to the emergency department July to September 2016

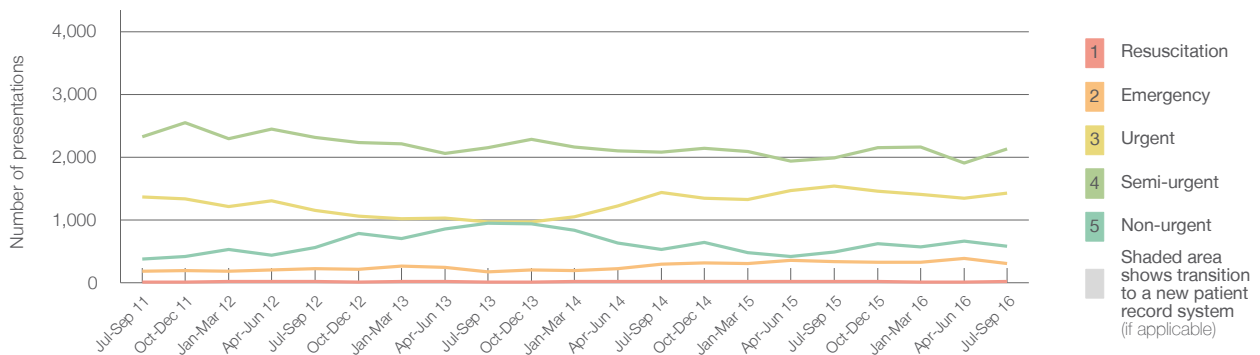
All presentations:¹ 4,555 patients

Emergency presentations² by triage category: 4,453 patients



	Same period last year	Change since one year ago
All presentations	4,489	1.5%
Emergency presentations	4,369	1.9%
1 Resuscitation	20	-20.0%
2 Emergency	339	-10.9%
3 Urgent	1,538	-7.3%
4 Semi-urgent	1,986	7.3%
5 Non-urgent	486	18.9%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	6	17	11	15	20	16
Emergency	183	227	175	293	339	302
Urgent	1,369	1,154	972	1,433	1,538	1,426
Semi-urgent	2,321	2,319	2,154	2,080	1,986	2,131
Non-urgent	376	564	948	525	486	578
All emergency presentations	4,255	4,281	4,260	4,346	4,369	4,453

Bowral and District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 879 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	784	
ED Transfer of care time	12 minutes	-1 minute
95th percentile time	39 minutes	-4 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.

Bowral and District Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 302

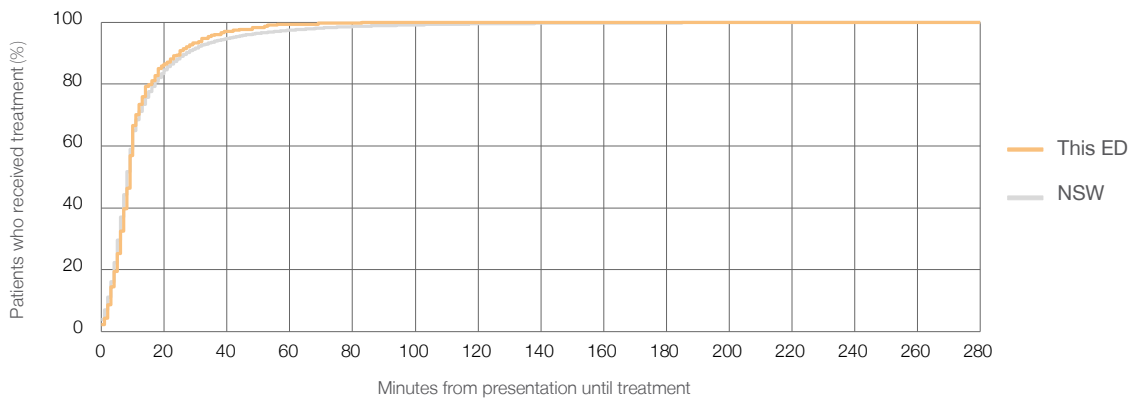
Number of triage 2 patients used to calculate waiting time:³ 302

Median time to start treatment⁴ 9 minutes

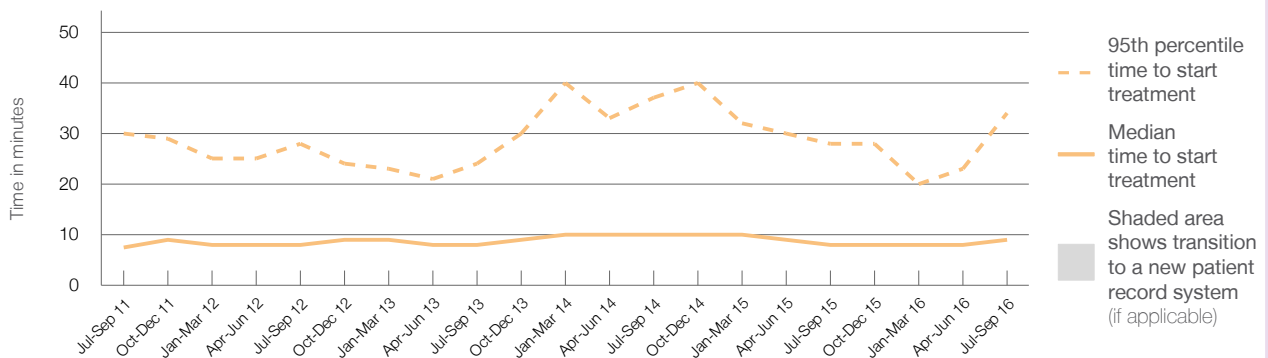
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
339	339
8 minutes	8 minutes
28 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	8	10	8	9
95th percentile time to start treatment ⁵ (minutes)	30	28	24	37	28	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.

Bowral and District Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 1,426

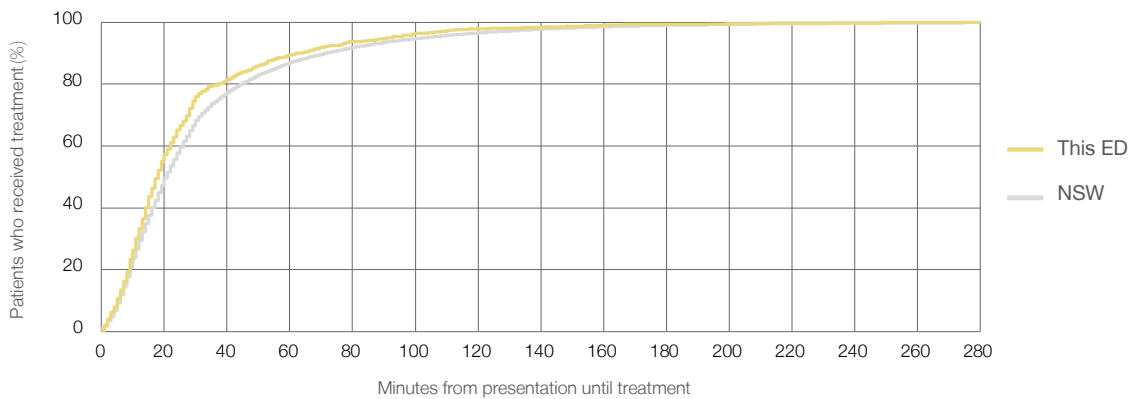
Number of triage 3 patients used to calculate waiting time:³ 1,414

Median time to start treatment⁴ 18 minutes

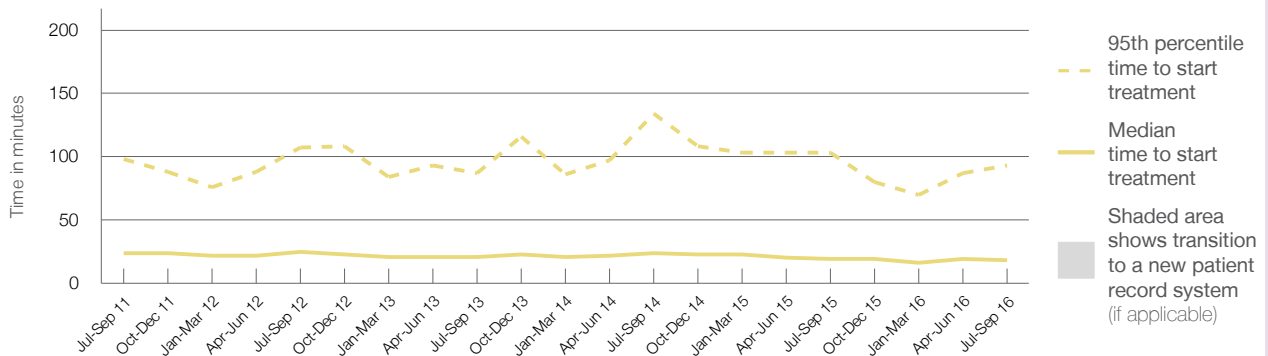
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,538	1,518
19 minutes	21 minutes
103 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	25	21	24	19	18
95th percentile time to start treatment ⁵ (minutes)	98	107	87	134	103	93

(†) 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.

Bowral and District Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,131

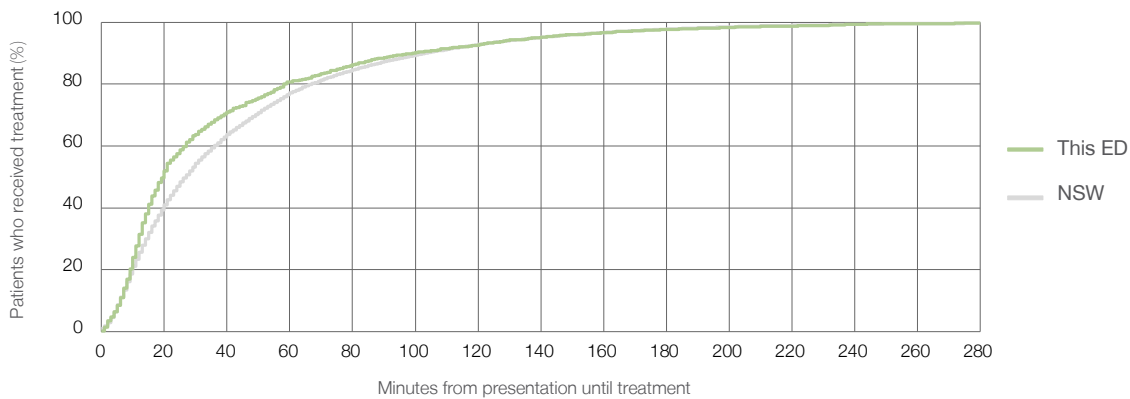
Number of triage 4 patients used to calculate waiting time:³ 2,040

Median time to start treatment⁴ 20 minutes

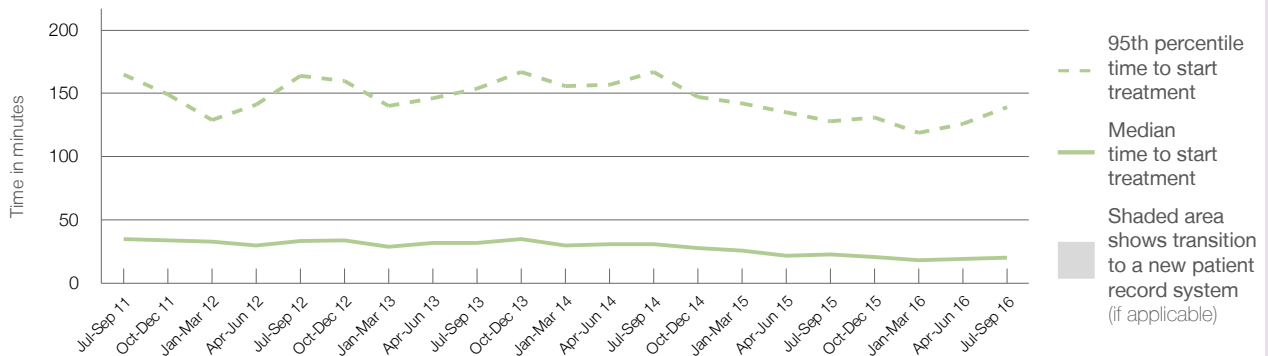
95th percentile time to start treatment⁵ 139 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,986	1,858
Median time to start treatment ⁴	23 minutes	27 minutes
95th percentile time to start treatment ⁵	128 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	34	32	31	23	20
95th percentile time to start treatment ⁵ (minutes)	165	164	154	167	128	139

(†) 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.

Bowral and District Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 578

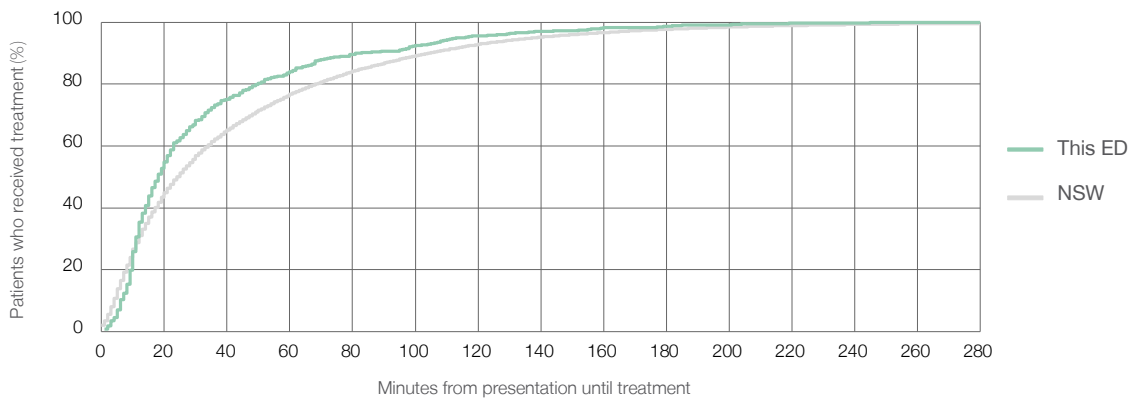
Number of triage 5 patients used to calculate waiting time:³ 525

Median time to start treatment⁴ 18 minutes

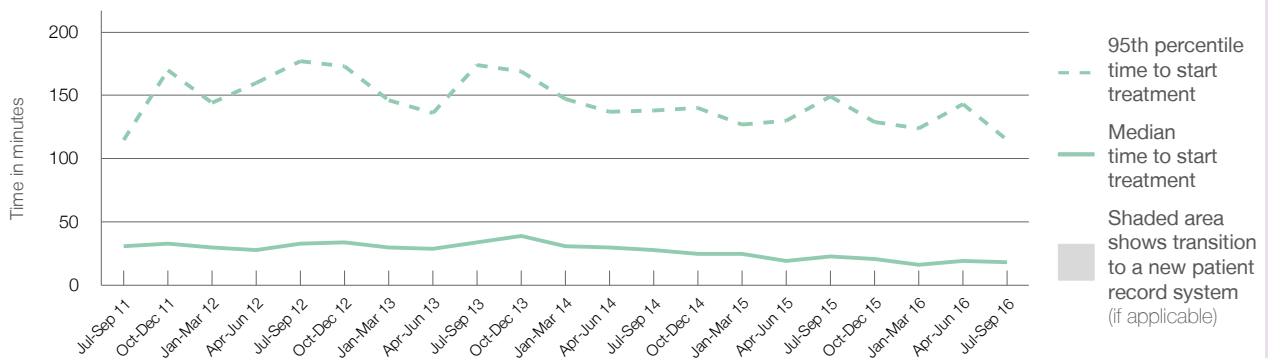
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
486	408
23 minutes	24 minutes
149 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	33	34	28	23	18
95th percentile time to start treatment ⁵ (minutes)	115	177	174	138	149	115

(†) 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.

Bowral and District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,555 patients

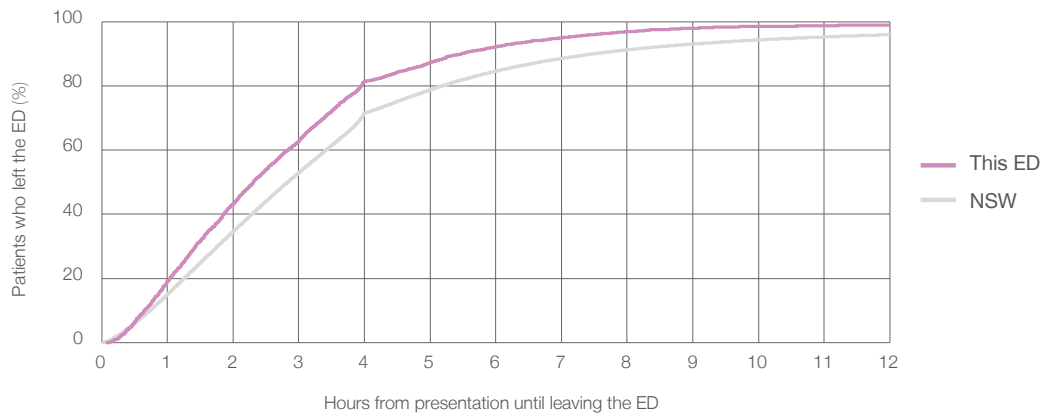
Presentations used to calculate time to leaving the ED:⁶ 4,555 patients

Median time spent in the ED⁸ 2 hours and 19 minutes

95th percentile time spent in the ED⁹ 7 hours and 0 minutes

Same period last year	NSW (this period)
4,489	4,489
2 hours and 27 minutes	2 hours and 50 minutes
6 hours and 46 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 42m	2h 40m	2h 31m	2h 37m	2h 27m	2h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 27m	8h 48m	7h 37m	7h 39m	6h 46m	7h 0m

(†) 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.

Bowral and District Hospital: Time patients spent in the ED By mode of separation July to September 2016

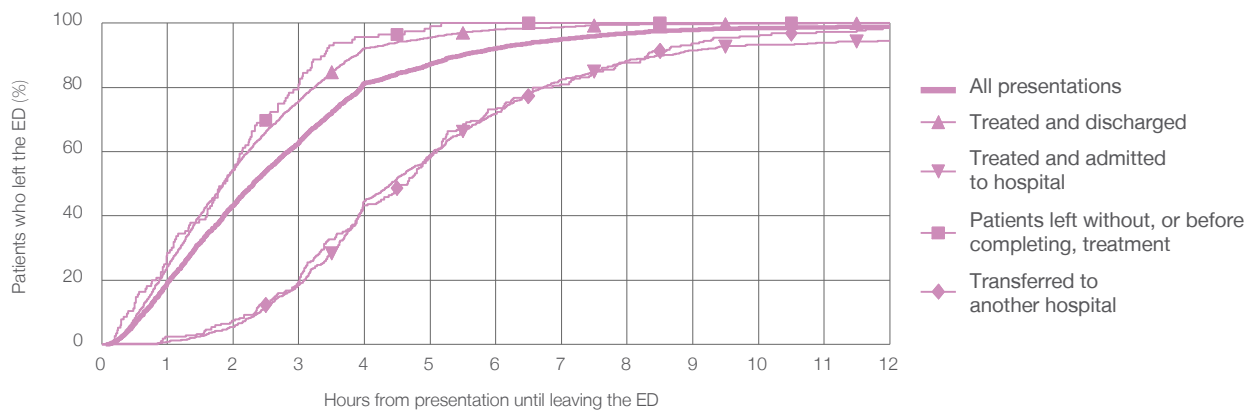
All presentations:¹ 4,555 patients

Presentations used to calculate time to leaving the ED:⁶ 4,555 patients

Treated and discharged	3,371 (74.0%)
Treated and admitted to hospital	828 (18.2%)
Patient left without, or before completing, treatment	116 (2.5%)
Transferred to another hospital	220 (4.8%)
Other	20 (0.4%)

Same period last year	Change since one year ago
4,489	1.5%
3,152	6.9%
866	-4.4%
163	-28.8%
276	-20.3%
32	-37.5%

Percentage of patients who left the ED by time and mode of separation, July to September 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	24.3%	54.3%	75.8%	92.2%	98.0%	99.5%	99.9%	100%
Treated and admitted to hospital	0.8%	5.4%	18.6%	44.7%	71.9%	88.4%	93.2%	94.6%
Patient left without, or before completing, treatment	28.4%	54.3%	81.0%	95.7%	100%	100%	100%	100%
Transferred to another hospital	2.3%	7.3%	19.5%	43.2%	73.2%	87.7%	95.9%	98.6%
All presentations	19.3%	43.3%	62.9%	81.3%	92.1%	96.9%	98.5%	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.

Bowral and District Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 4,555 patients

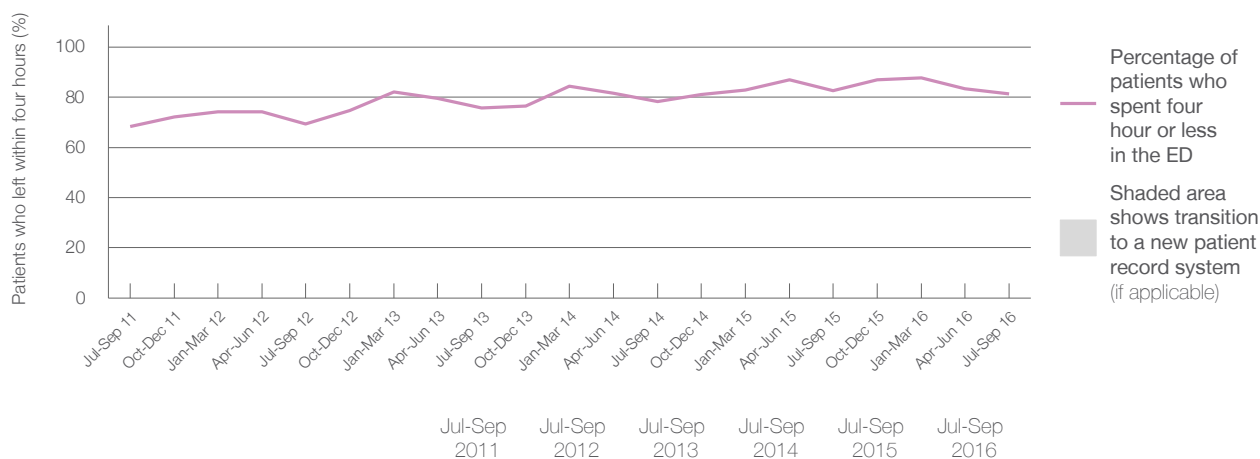
Presentations used to calculate time to leaving the ED: ⁶ 4,555 patients

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	4,489	1.5%
Presentations used to calculate time to leaving the ED	4,489	1.5%
Percentage of patients who spent four hours or less in the ED	82.6%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	68.2%	69.3%	75.8%	78.4%	82.6%	81.3%

* 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, 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 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Broken Hill Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 5,795 patients
 Emergency presentations:² 5,260 patients

Same period last year	Change since one year ago
5,256	10.3%
4,477	17.5%

Broken Hill Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 359 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,162 patients

Median time to start treatment⁴ 16 minutes
 95th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,954 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,770 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
432	
9 minutes	8 minutes
33 minutes	41 minutes
1,189	
18 minutes	21 minutes
71 minutes	103 minutes
1,698	
25 minutes	27 minutes
100 minutes	139 minutes
1,143	
26 minutes	24 minutes
125 minutes	138 minutes

Broken Hill Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,795 patients

Percentage of patients who spent four hours or less in the ED 89.6%

Same period last year	Change since one year ago
5,256	10.3%
87.1%	

* 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, 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 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.

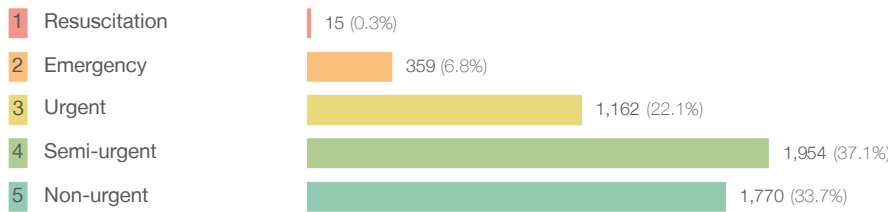
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Broken Hill Base Hospital: Patients presenting to the emergency department July to September 2016

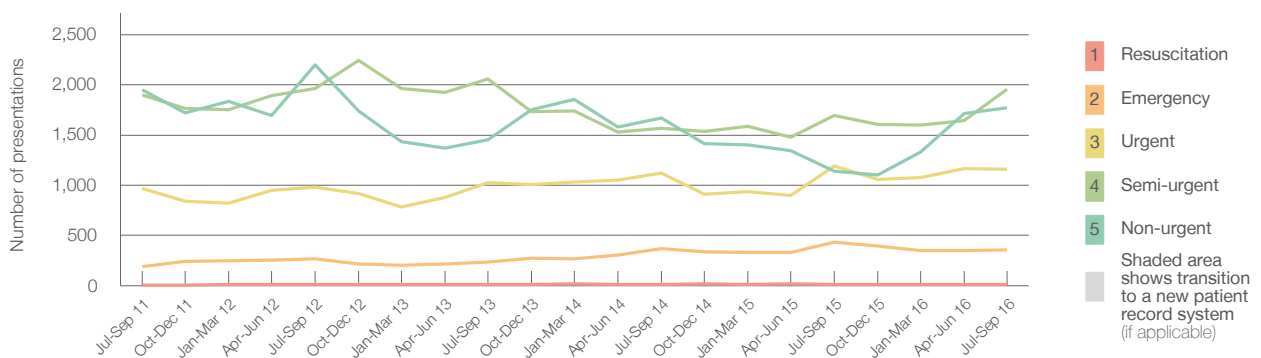
All presentations:¹ 5,795 patients

Emergency presentations² by triage category: 5,260 patients



	Same period last year	Change since one year ago
All presentations	5,256	10.3%
Emergency presentations	4,477	17.5%
1 Resuscitation	15	0.0%
2 Emergency	432	-16.9%
3 Urgent	1,189	-2.3%
4 Semi-urgent	1,698	15.1%
5 Non-urgent	1,143	54.9%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	6	11	13	14	15	15
Emergency	188	268	234	367	432	359
Urgent	969	981	1,025	1,122	1,189	1,162
Semi-urgent	1,900	1,961	2,056	1,568	1,698	1,954
Non-urgent	1,950	2,201	1,451	1,668	1,143	1,770
All emergency presentations	5,013	5,422	4,779	4,739	4,477	5,260

Broken Hill Base Hospital: Patients arriving by ambulance July to September 2016

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 670 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	669	
ED Transfer of care time	12 minutes	0 minutes
95th percentile time	39 minutes	-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.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 359

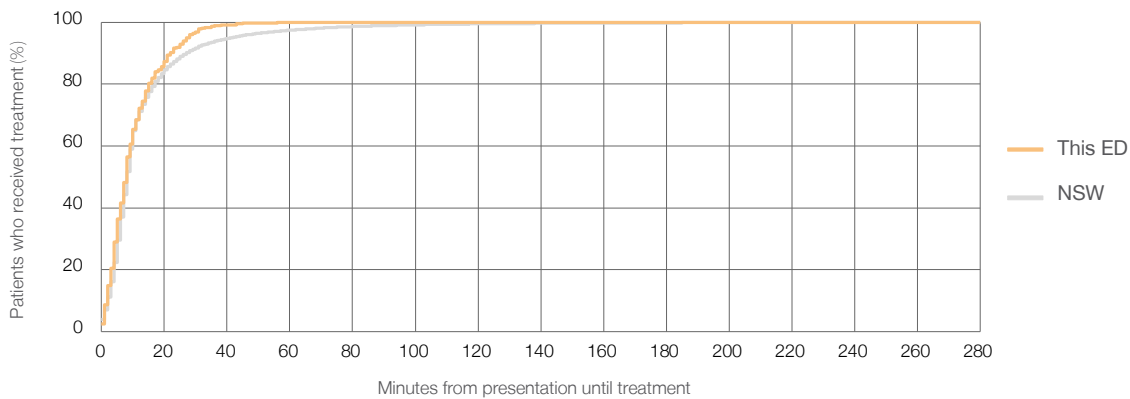
Number of triage 2 patients used to calculate waiting time:³ 356

Median time to start treatment⁴ 8 minutes

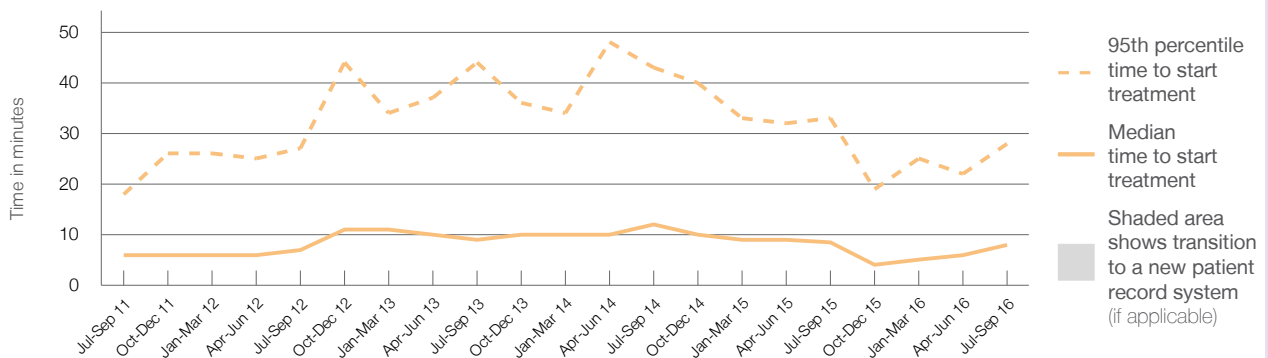
95th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
432	
424	
9 minutes	8 minutes
33 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	7	9	12	9	8
95th percentile time to start treatment ⁵ (minutes)	18	27	44	43	33	28

(†) 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.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 1,162

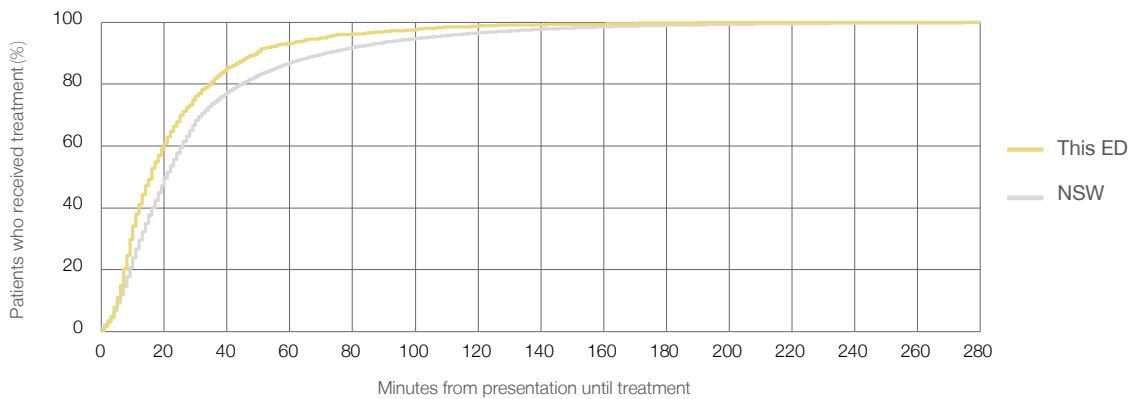
Number of triage 3 patients used to calculate waiting time:³ 1,096

Median time to start treatment⁴ 16 minutes

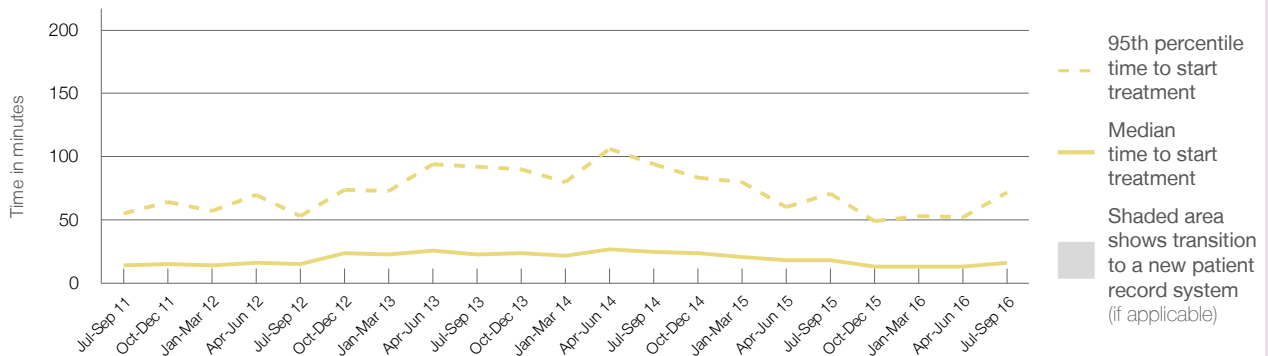
95th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
1,189	1,073
18 minutes	21 minutes
71 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	14	15	23	25	18	16
95th percentile time to start treatment ⁵ (minutes)	55	53	92	94	71	72

(†) 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.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 1,954

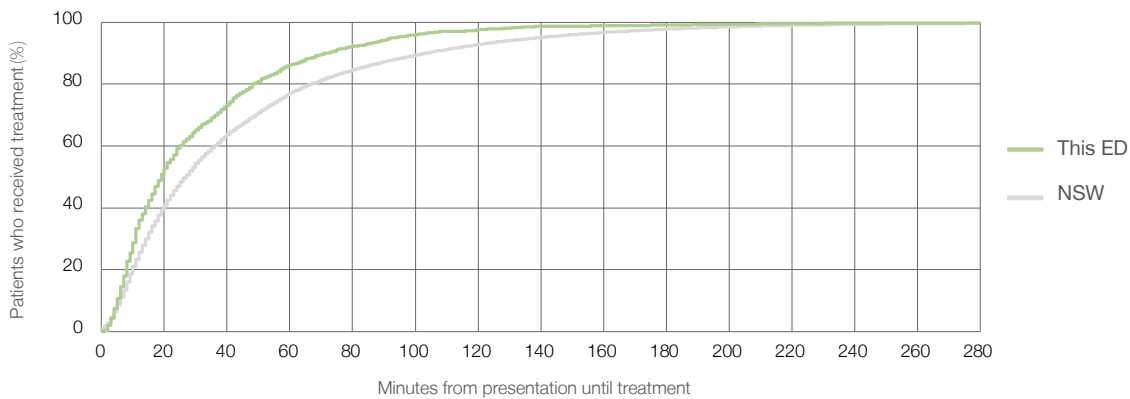
Number of triage 4 patients used to calculate waiting time:³ 1,088

Median time to start treatment⁴ 19 minutes

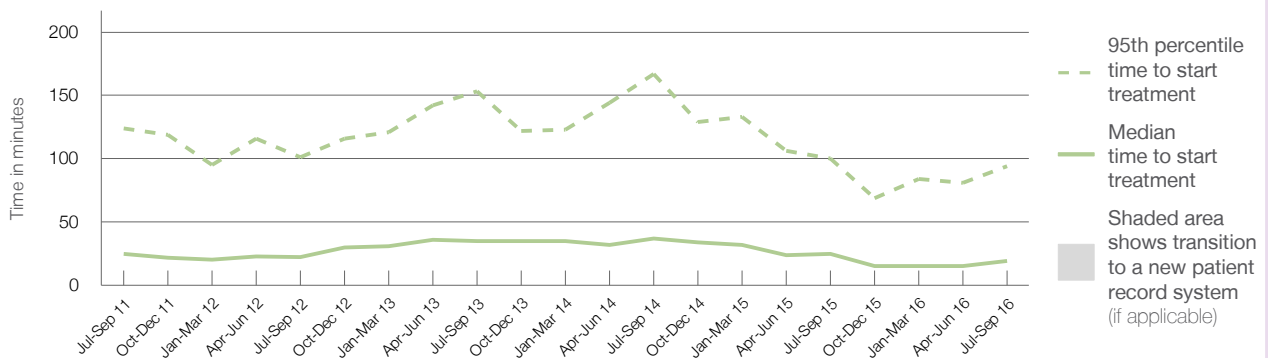
95th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
1,698	1,195
25 minutes	27 minutes
100 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	23	35	37	25	19
95th percentile time to start treatment ⁵ (minutes)	124	101	153	167	100	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.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 1,770

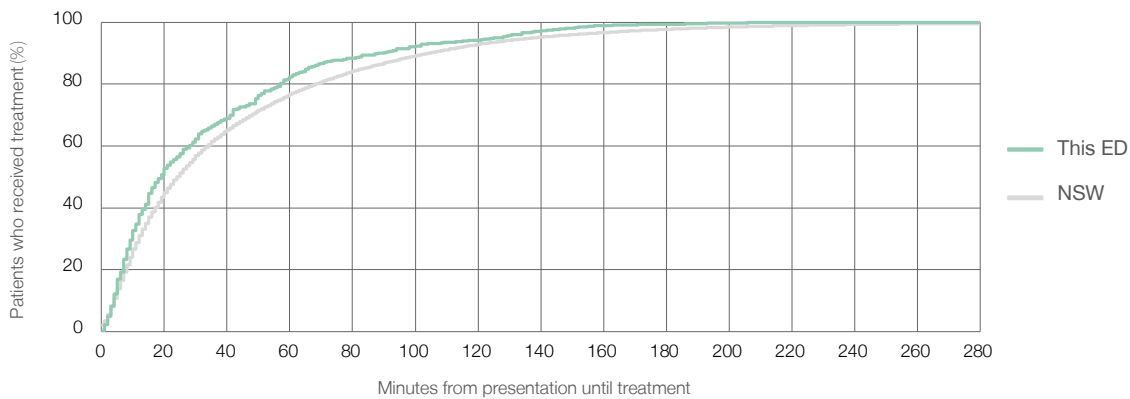
Number of triage 5 patients used to calculate waiting time:³ 483

Median time to start treatment⁴ 19 minutes

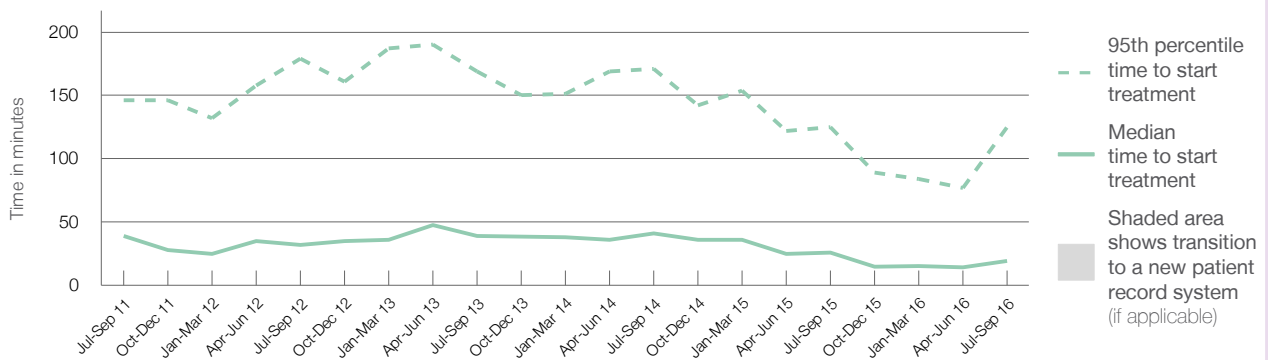
95th percentile time to start treatment⁵ 125 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,143	602
Median time to start treatment ⁴	26 minutes	24 minutes
95th percentile time to start treatment ⁵	125 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	32	39	41	26	19
95th percentile time to start treatment ⁵ (minutes)	146	179	169	171	125	125

(†) 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.

Broken Hill Base Hospital: Time patients spent in the ED July to September 2016

All presentations:¹ 5,795 patients

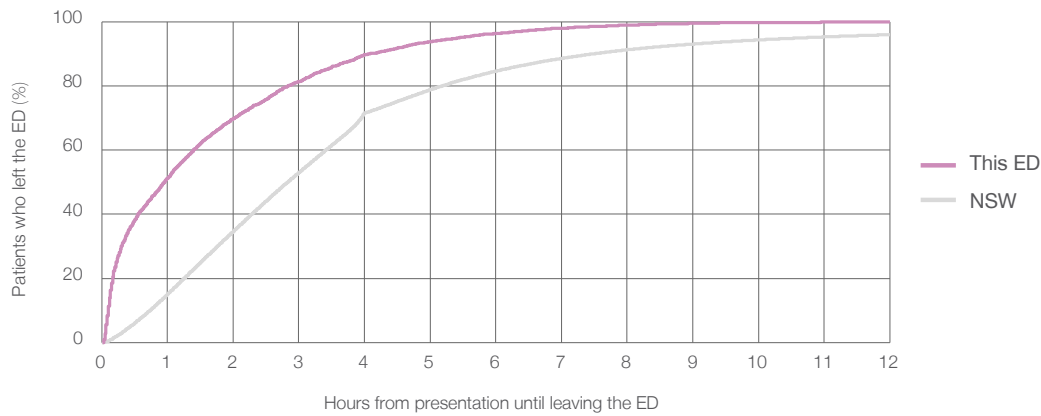
Presentations used to calculate time to leaving the ED:⁶ 5,795 patients

Median time spent in the ED⁸ 0 hours and 57 minutes

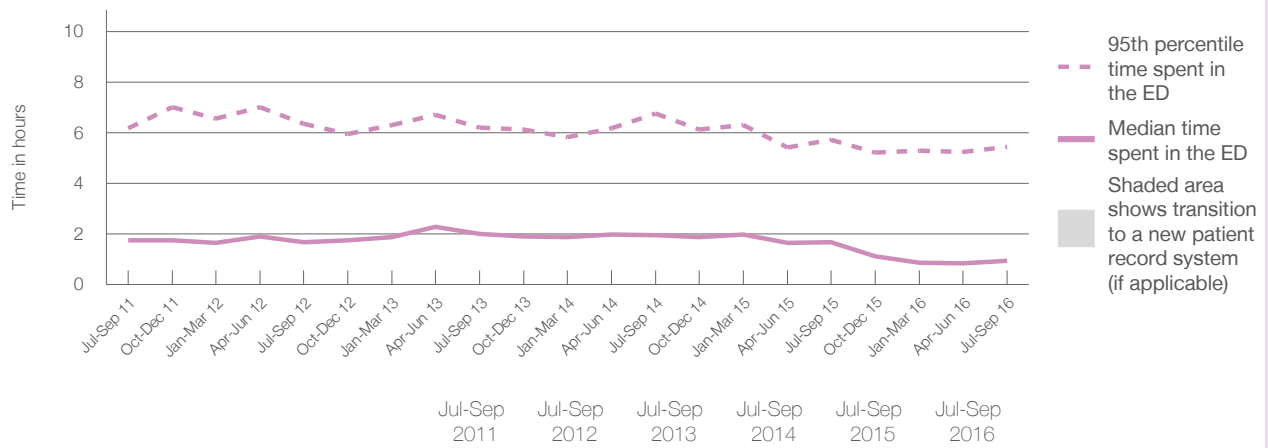
95th percentile time spent in the ED⁹ 5 hours and 27 minutes

Same period last year	NSW (this period)
5,256	5,256
1 hours and 41 minutes	2 hours and 50 minutes
5 hours and 44 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 46m	1h 41m	2h 0m	1h 57m	1h 41m	0h 57m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 11m	6h 21m	6h 12m	6h 46m	5h 44m	5h 27m

(†) 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.

Broken Hill Base Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

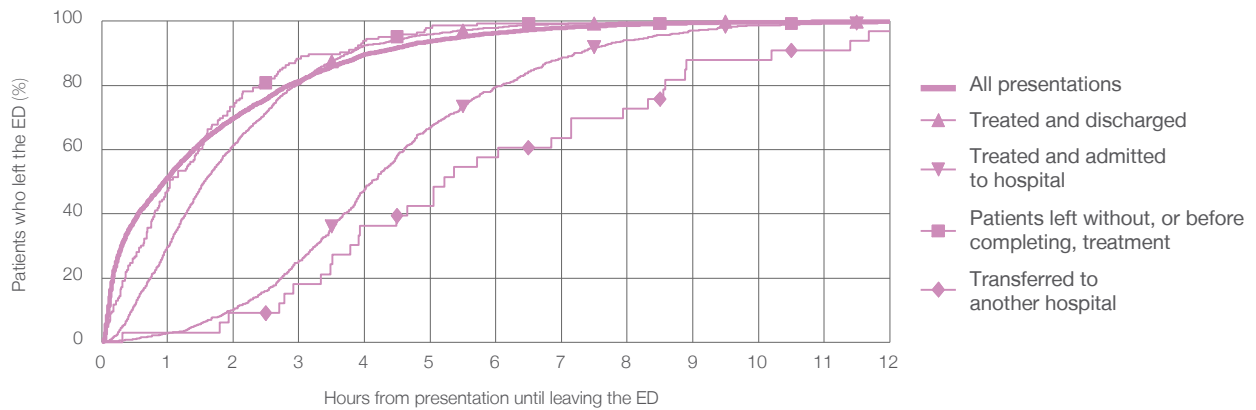
All presentations:¹ 5,795 patients

Presentations used to calculate time to leaving the ED:⁶ 5,795 patients

Treated and discharged	2,525 (43.6%)
Treated and admitted to hospital	724 (12.5%)
Patient left without, or before completing, treatment	146 (2.5%)
Transferred to another hospital	33 (0.6%)
Other	2,367 (40.8%)

Same period last year	Change since one year ago
5,256	10.3%
3,103	-18.6%
660	9.7%
181	-19.3%
19	73.7%
1,293	83.1%

Percentage of patients who left the ED by time and mode of separation, July to September 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	29.7%	61.3%	80.4%	92.4%	98.0%	99.6%	100%	100%
Treated and admitted to hospital	2.8%	10.1%	25.3%	47.7%	79.6%	94.1%	98.8%	99.6%
Patient left without, or before completing, treatment	47.3%	73.3%	88.4%	93.8%	99.3%	99.3%	99.3%	100%
Transferred to another hospital	3.0%	9.1%	18.2%	36.4%	57.6%	72.7%	87.9%	97.0%
All presentations	51.3%	69.7%	81.3%	89.6%	96.3%	98.9%	99.7%	99.9%

(†) 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.

Broken Hill Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 5,795 patients

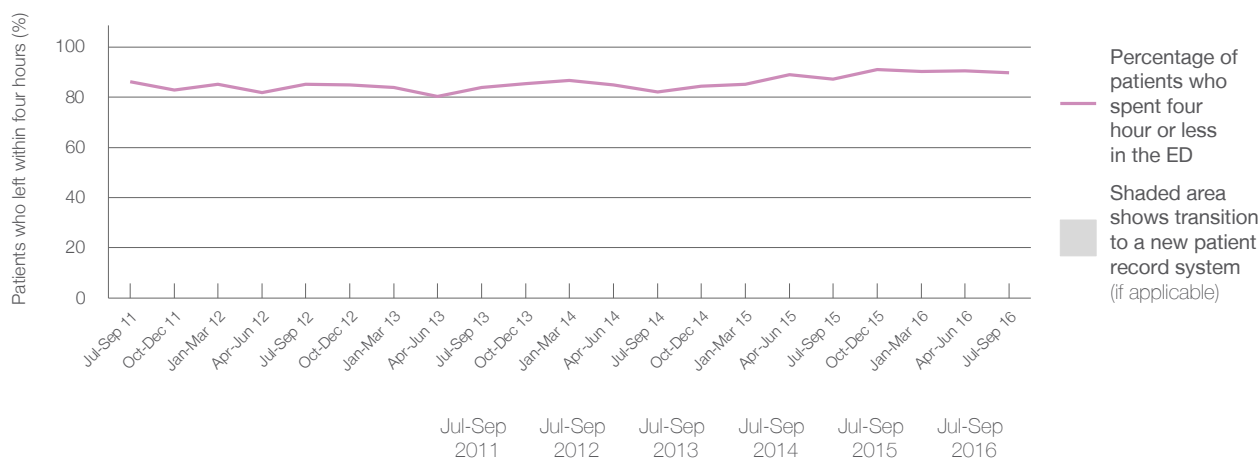
Presentations used to calculate time to leaving the ED: ⁶ 5,795 patients

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	5,256	10.3%
Presentations used to calculate time to leaving the ED	5,256	10.3%
Percentage of patients who spent four hours or less in the ED	87.1%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	86.2%	85.2%	83.8%	82.0%	87.1%	89.6%

* 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, 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 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Goulburn Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,309 patients
 Emergency presentations:² 4,111 patients

Same period last year	Change since one year ago
4,249	1.4%
3,923	4.8%

Goulburn Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 523 patients

Median time to start treatment⁴ 9 minutes
 95th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,666 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 120 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,602 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 170 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 297 patients

Median time to start treatment⁴ 25 minutes
 95th percentile time to start treatment⁵ 183 minutes

Same period last year	NSW (this period)
425	
9 minutes	8 minutes
35 minutes	41 minutes
1,641	
26 minutes	21 minutes
138 minutes	103 minutes
1,597	
38 minutes	27 minutes
187 minutes	139 minutes
243	
22 minutes	24 minutes
137 minutes	138 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,309 patients

Percentage of patients who spent four hours or less in the ED 77.2%

Same period last year	Change since one year ago
4,249	1.4%
77.1%	

* 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, 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 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.

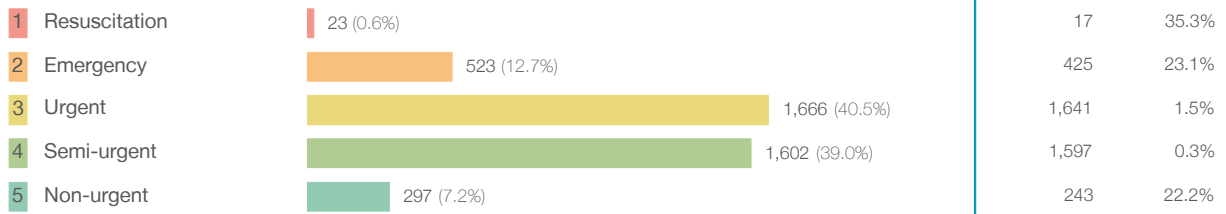
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Goulburn Base Hospital: Patients presenting to the emergency department

July to September 2016

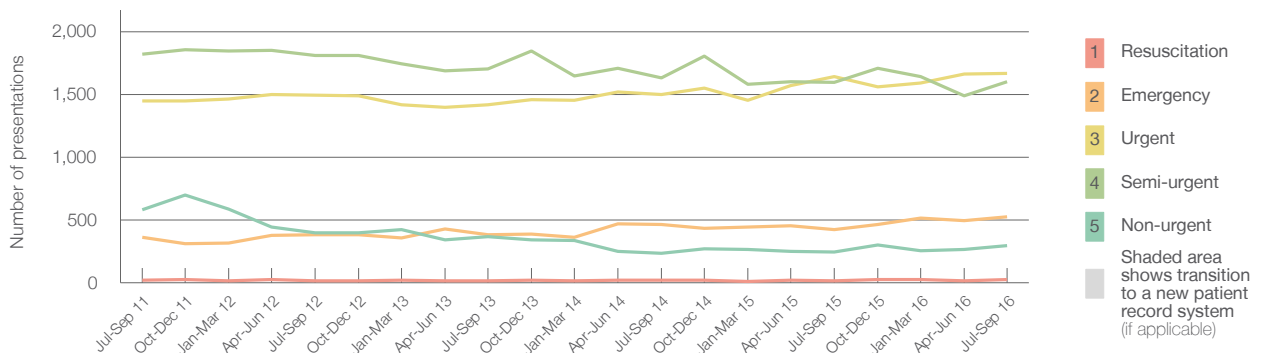
All presentations:¹ 4,309 patients

Emergency presentations² by triage category: 4,111 patients



Same period last year	Change since one year ago
4,249	1.4%
3,923	4.8%
17	35.3%
425	23.1%
1,641	1.5%
1,597	0.3%
243	22.2%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	22	16	17	21	17	23
Emergency	362	382	384	464	425	523
Urgent	1,447	1,493	1,415	1,497	1,641	1,666
Semi-urgent	1,822	1,811	1,701	1,634	1,597	1,602
Non-urgent	583	396	366	234	243	297
All emergency presentations	4,236	4,098	3,883	3,850	3,923	4,111

Goulburn Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 806 patients

ED Transfer of care time



Same period last year	Change since one year ago
814	
13 minutes	1 minute
47 minutes	1 minute

(†) 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

July to September 2016

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

Number of triage 2 patients: 523

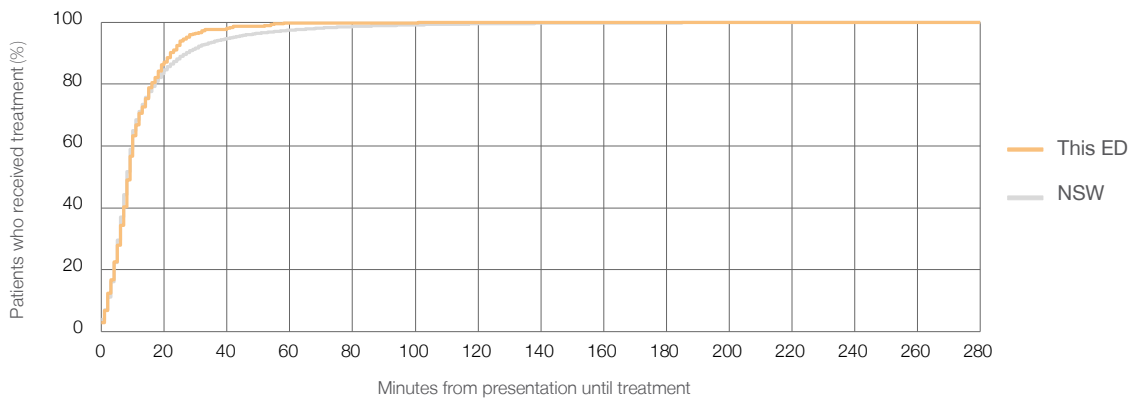
Number of triage 2 patients used to calculate waiting time:³ 523

Median time to start treatment⁴ 9 minutes

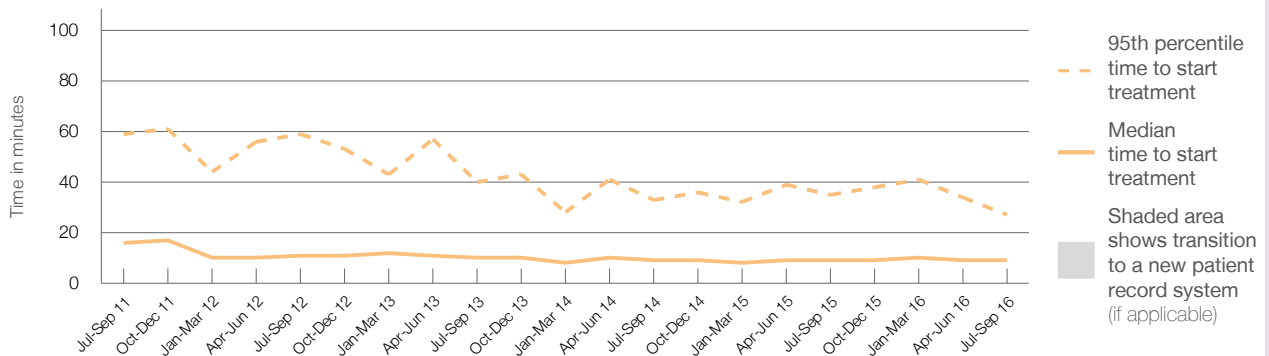
95th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
425	
424	
9 minutes	8 minutes
35 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	16	11	10	9	9	9
95th percentile time to start treatment ⁵ (minutes)	59	59	40	33	35	27

(†) 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 3 July to September 2016

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

Number of triage 3 patients: 1,666

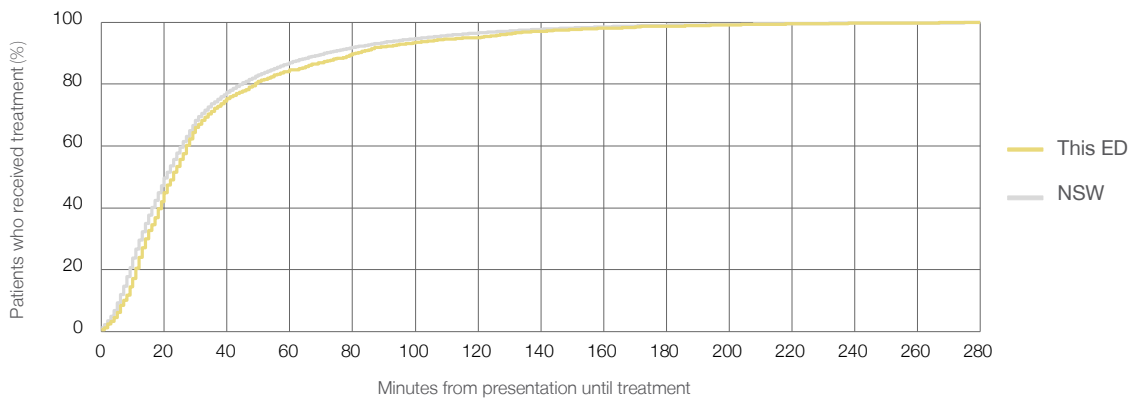
Number of triage 3 patients used to calculate waiting time:³ 1,615

Median time to start treatment⁴ 23 minutes

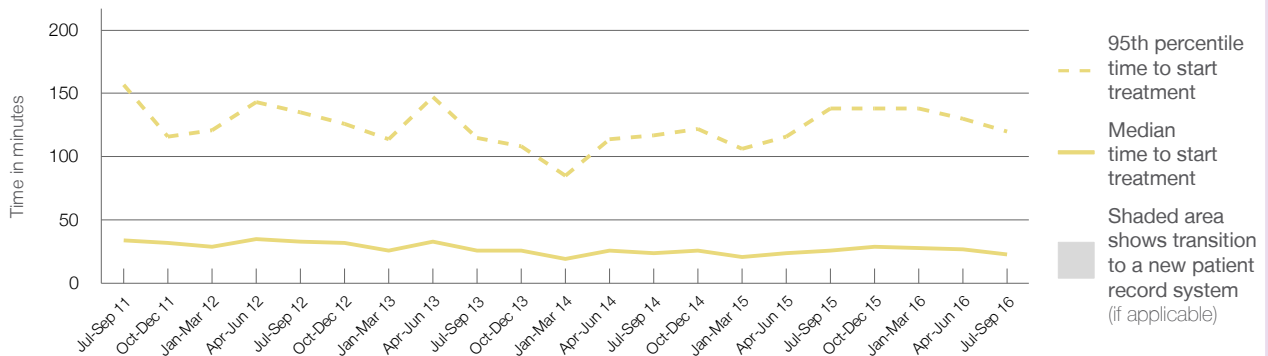
95th percentile time to start treatment⁵ 120 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,641	1,579
Median time to start treatment ⁴	26 minutes	21 minutes
95th percentile time to start treatment ⁵	138 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	33	26	24	26	23
95th percentile time to start treatment ⁵ (minutes)	157	135	115	117	138	120

(†) 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 4 July to September 2016

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

Number of triage 4 patients: 1,602

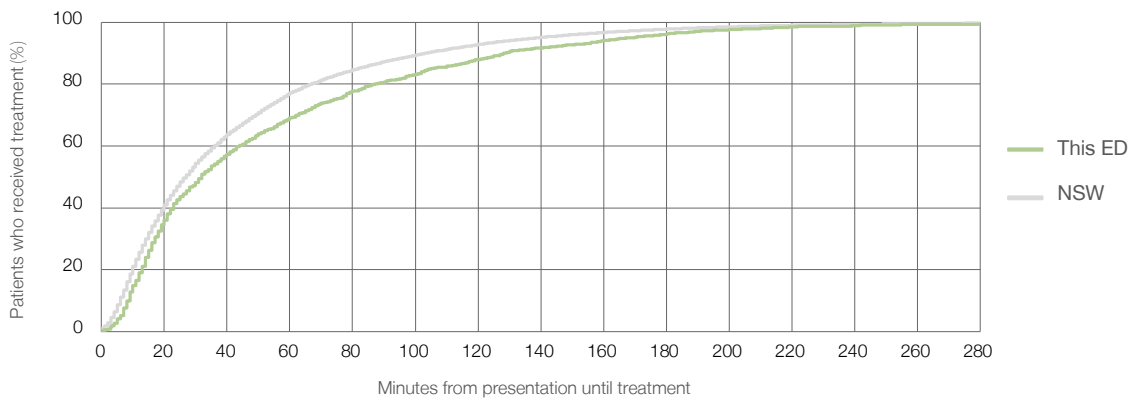
Number of triage 4 patients used to calculate waiting time:³ 1,458

Median time to start treatment⁴ 32 minutes

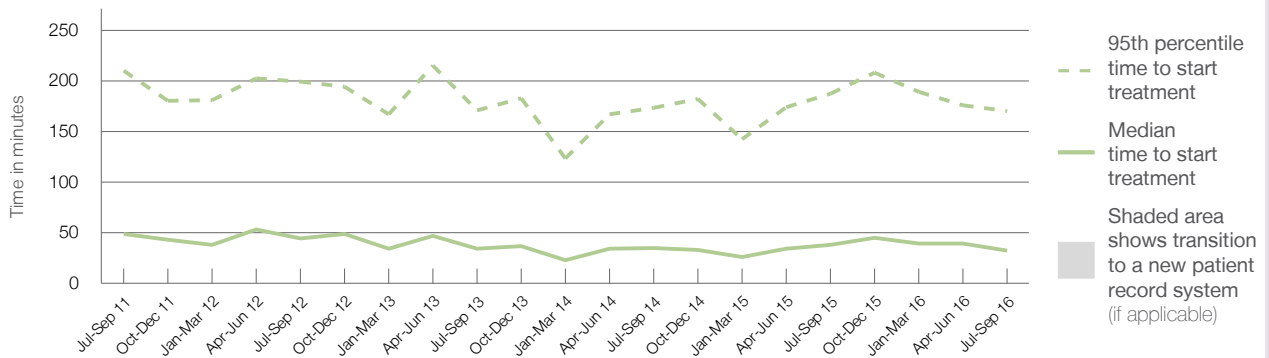
95th percentile time to start treatment⁵ 170 minutes

Same period last year	NSW (this period)
1,597	1,430
38 minutes	27 minutes
187 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	49	44	34	35	38	32
95th percentile time to start treatment ⁵ (minutes)	210	199	171	173	187	170

(†) 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 5 July to September 2016

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

Number of triage 5 patients: 297

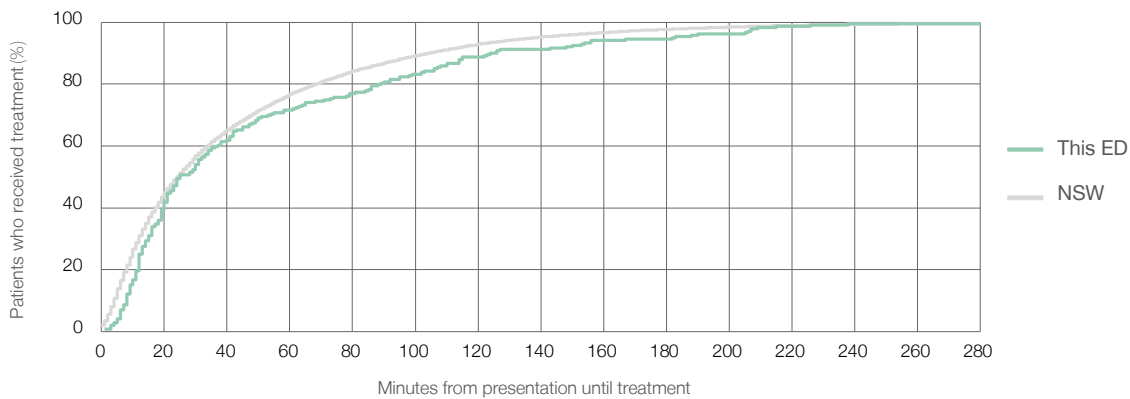
Number of triage 5 patients used to calculate waiting time:³ 239

Median time to start treatment⁴ 25 minutes

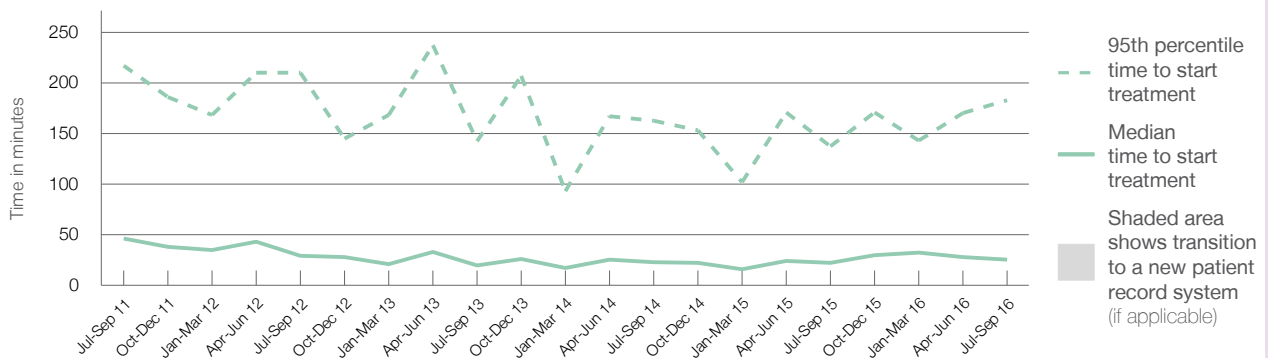
95th percentile time to start treatment⁵ 183 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	243	191
Median time to start treatment ⁴	22 minutes	24 minutes
95th percentile time to start treatment ⁵	137 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	46	29	20	23	22	25
95th percentile time to start treatment ⁵ (minutes)	217	210	142	163	137	183

(†) 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 spent in the ED

July to September 2016

All presentations:¹ 4,309 patients

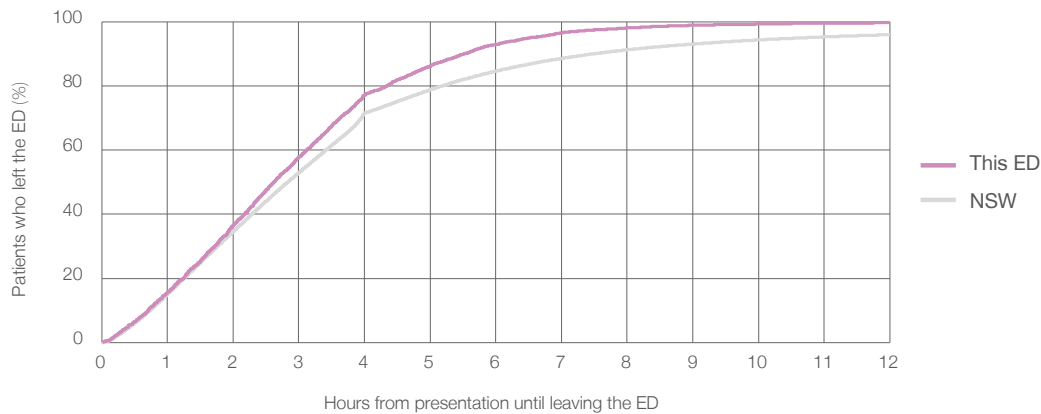
Presentations used to calculate time to leaving the ED:⁶ 4,309 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

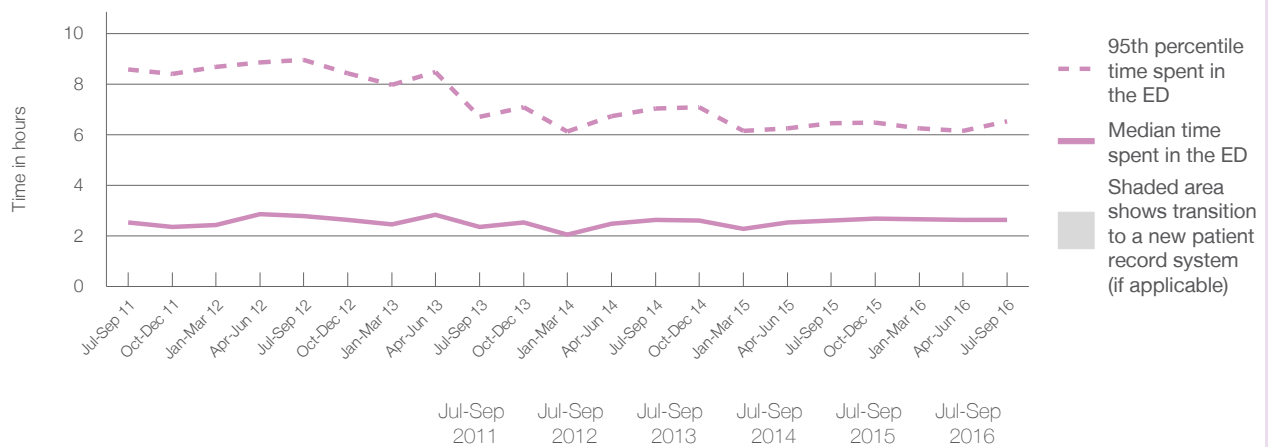
95th percentile time spent in the ED⁹ 6 hours and 32 minutes

Same period last year	NSW (this period)
4,249	4,249
2 hours and 37 minutes	2 hours and 50 minutes
6 hours and 28 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 32m	2h 48m	2h 22m	2h 39m	2h 37m	2h 38m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 35m	8h 58m	6h 42m	7h 3m	6h 28m	6h 32m

(†) 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 spent in the ED

By mode of separation

July to September 2016

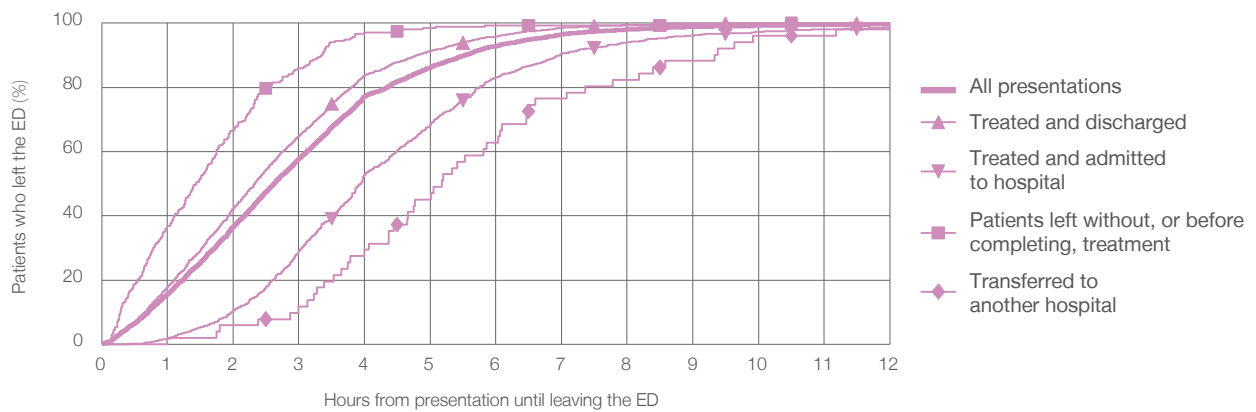
All presentations:¹ 4,309 patients

Presentations used to calculate time to leaving the ED:⁶ 4,309 patients

Treated and discharged	2,993 (69.5%)
Treated and admitted to hospital	960 (22.3%)
Patient left without, or before completing, treatment	276 (6.4%)
Transferred to another hospital	51 (1.2%)
Other	29 (0.7%)

Same period last year	Change since one year ago
4,249	1.4%
2,923	2.4%
920	4.3%
324	-14.8%
51	0.0%
31	-6.5%

Percentage of patients who left the ED by time and mode of separation, July to September 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	17.8%	42.3%	64.8%	83.8%	95.9%	99.5%	99.9%	100%
Treated and admitted to hospital	1.8%	10.6%	29.1%	52.9%	83.1%	94.1%	97.3%	98.8%
Patient left without, or before completing, treatment	37.0%	66.7%	85.9%	97.1%	99.3%	99.3%	100%	100%
Transferred to another hospital	2.0%	5.9%	11.8%	29.4%	62.7%	82.4%	96.1%	98.0%
All presentations	15.7%	36.7%	57.7%	77.2%	92.9%	98.1%	99.3%	99.7%

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Goulburn Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 4,309 patients

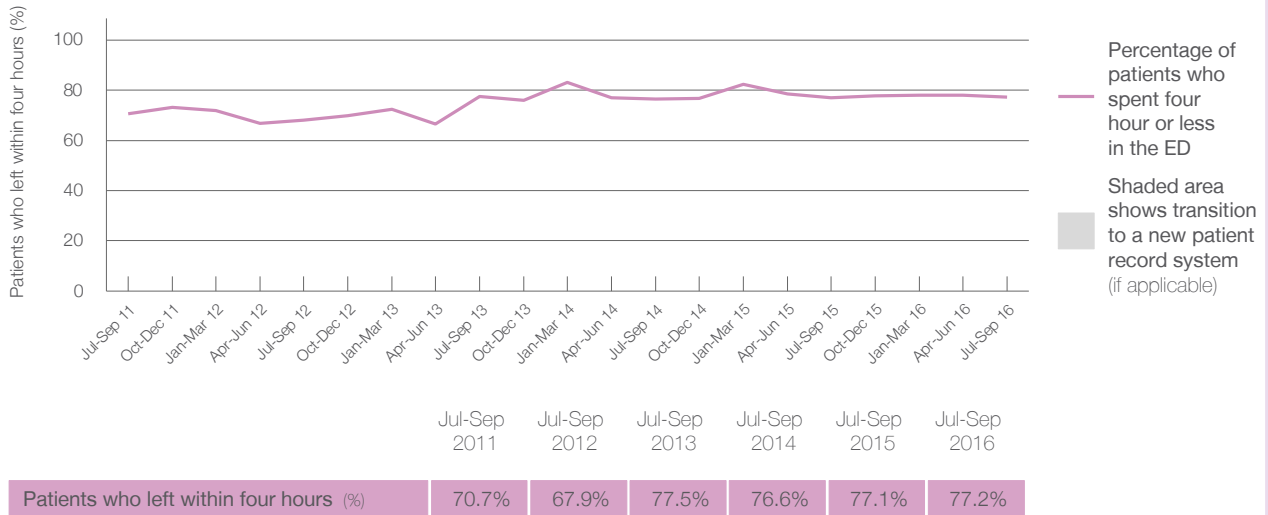
Presentations used to calculate time to leaving the ED: ⁶ 4,309 patients

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 4,309 patients	4,249	1.4%
Presentations used to calculate time to leaving the ED: ⁶ 4,309 patients	4,249	1.4%
Percentage of patients who spent four hours or less in the ED	77.1%	

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



Patients who left within four hours (%)	70.7%	67.9%	77.5%	76.6%	77.1%	77.2%
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* 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.

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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 20 October 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Grafton Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,248 patients
Emergency presentations:² 5,798 patients

Same period last year	Change since one year ago
6,048	3.3%
5,624	3.1%

Grafton Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 551 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,943 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 98 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,590 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 686 patients

Median time to start treatment⁴ 33 minutes
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
633	
10 minutes	8 minutes
49 minutes	41 minutes
2,059	
24 minutes	21 minutes
115 minutes	103 minutes
2,365	
33 minutes	27 minutes
125 minutes	139 minutes
560	
39 minutes	24 minutes
134 minutes	138 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,243 patients

Percentage of patients who spent four hours or less in the ED 75.4%

Same period last year	Change since one year ago
6,045	3.3%
72.7%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.
4. 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.
5. 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.
6. All presentations that have a departure time.

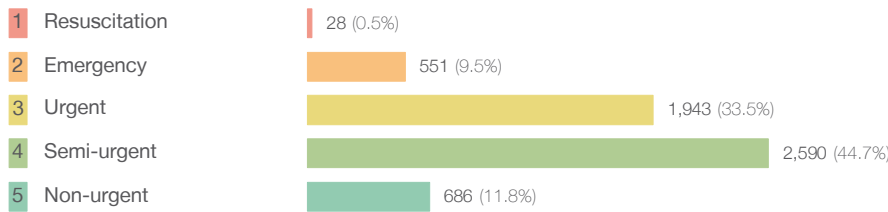
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Grafton Base Hospital: Patients presenting to the emergency department July to September 2016

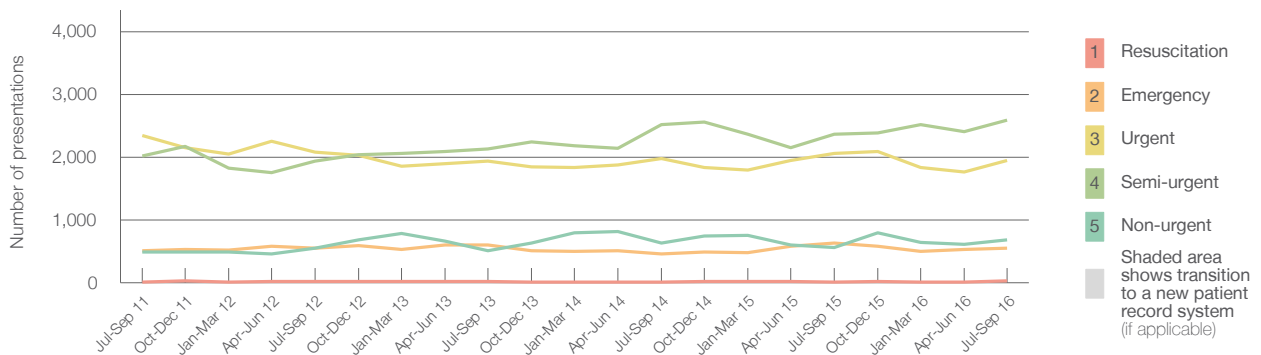
All presentations:¹ 6,248 patients

Emergency presentations² by triage category: 5,798 patients



Same period last year	Change since one year ago
6,048	3.3%
5,624	3.1%
7	300.0%
633	-13.0%
2,059	-5.6%
2,365	9.5%
560	22.5%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	10	22	17	13	7	28
Emergency	507	551	603	454	633	551
Urgent	2,347	2,077	1,936	1,975	2,059	1,943
Semi-urgent	2,016	1,941	2,134	2,518	2,365	2,590
Non-urgent	492	548	506	633	560	686
All emergency presentations	5,372	5,139	5,196	5,593	5,624	5,798

Grafton Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 579 patients **

ED Transfer of care time



Same period last year	Change since one year ago
503	
16 minutes	-1 minute
47 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Grafton Base Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 551

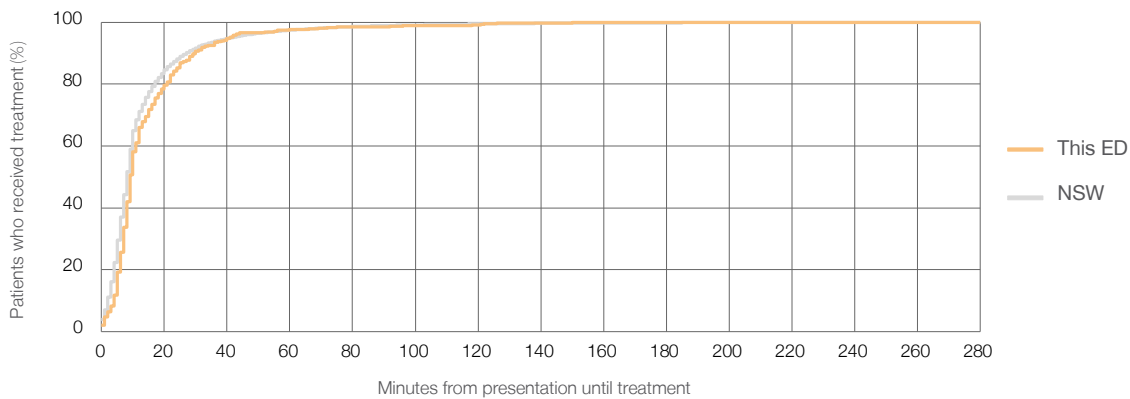
Number of triage 2 patients used to calculate waiting time:³ 549

Median time to start treatment⁴ 9 minutes

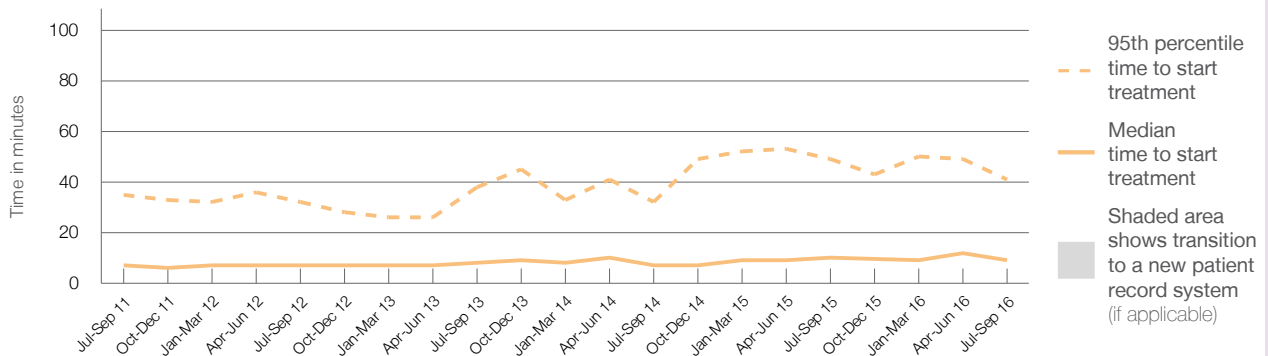
95th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
633	629
10 minutes	8 minutes
49 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	7	8	7	10	9
95th percentile time to start treatment ⁵ (minutes)	35	32	38	32	49	41

(†) 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.

Grafton Base Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 1,943

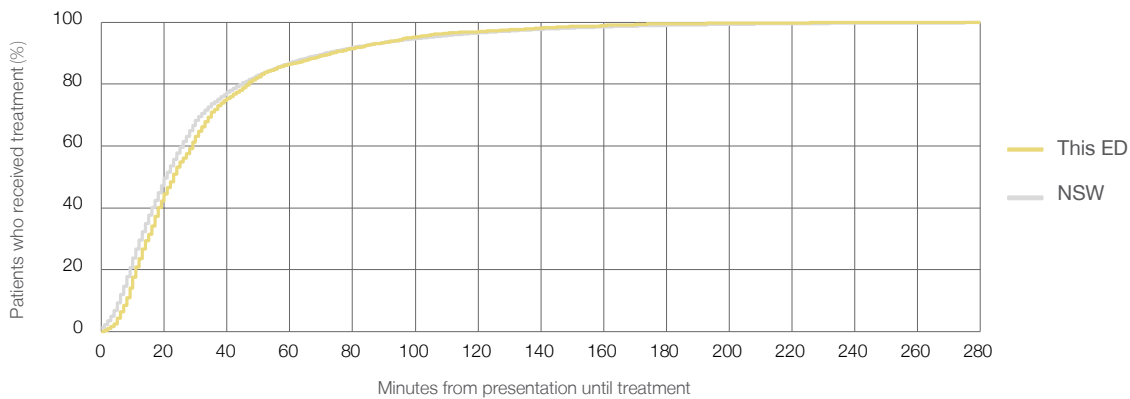
Number of triage 3 patients used to calculate waiting time:³ 1,905

Median time to start treatment⁴ 23 minutes

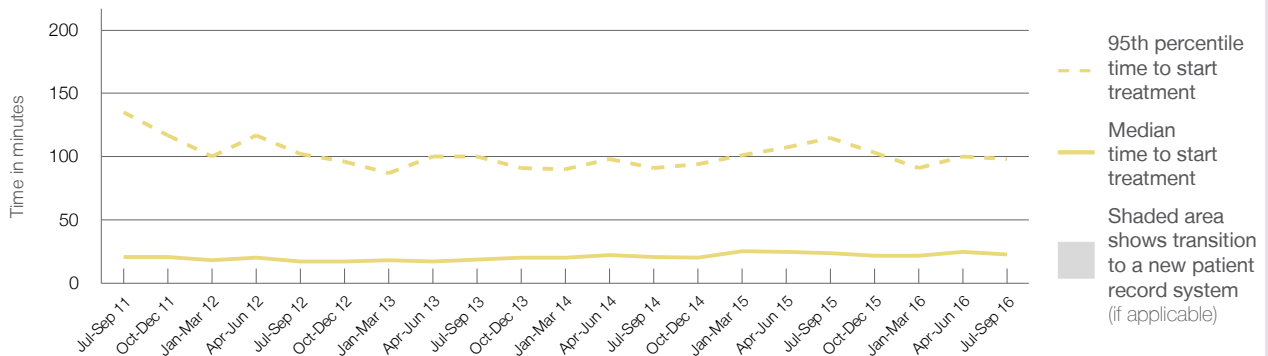
95th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
2,059	2,019
24 minutes	21 minutes
115 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	17	19	21	24	23
95th percentile time to start treatment ⁵ (minutes)	135	102	100	91	115	98

(†) 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.

Grafton Base Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,590

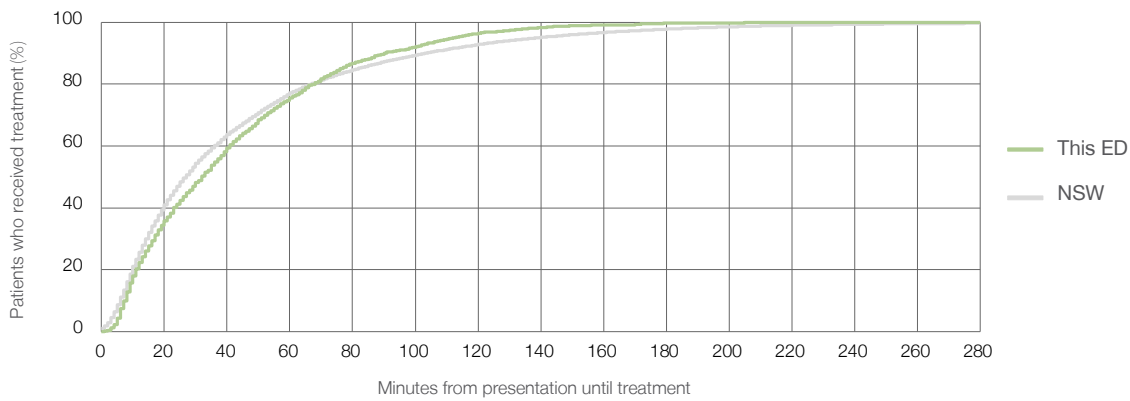
Number of triage 4 patients used to calculate waiting time:³ 2,464

Median time to start treatment⁴ 32 minutes

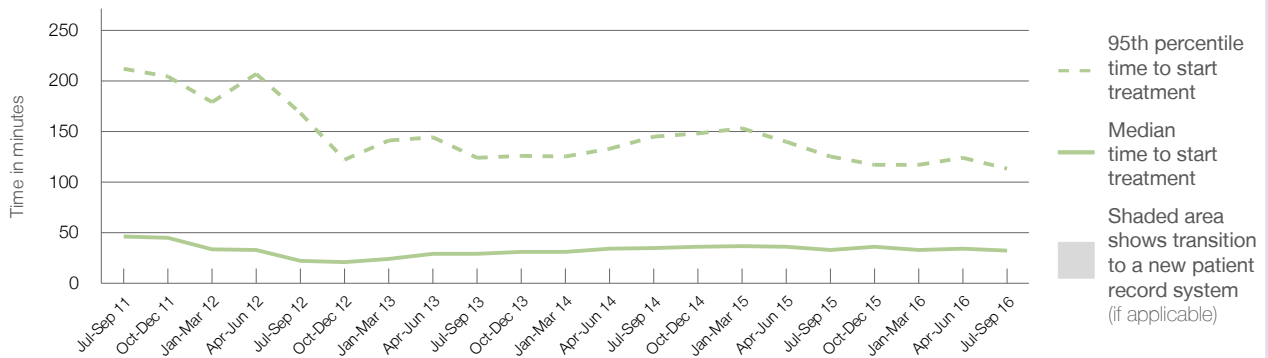
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
2,365	2,227
33 minutes	27 minutes
125 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	46	22	29	35	33	32
95th percentile time to start treatment ⁵ (minutes)	212	168	124	145	125	113

(†) 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.

Grafton Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 686

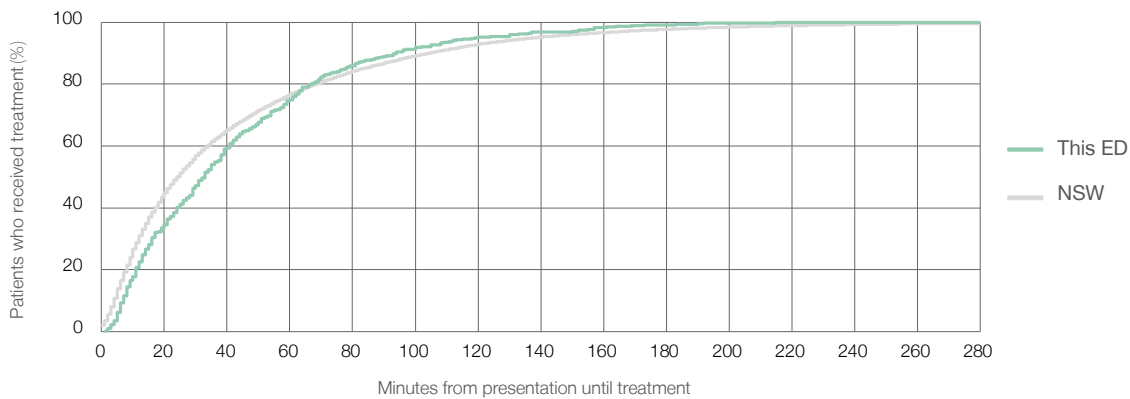
Number of triage 5 patients used to calculate waiting time:³ 609

Median time to start treatment⁴ 33 minutes

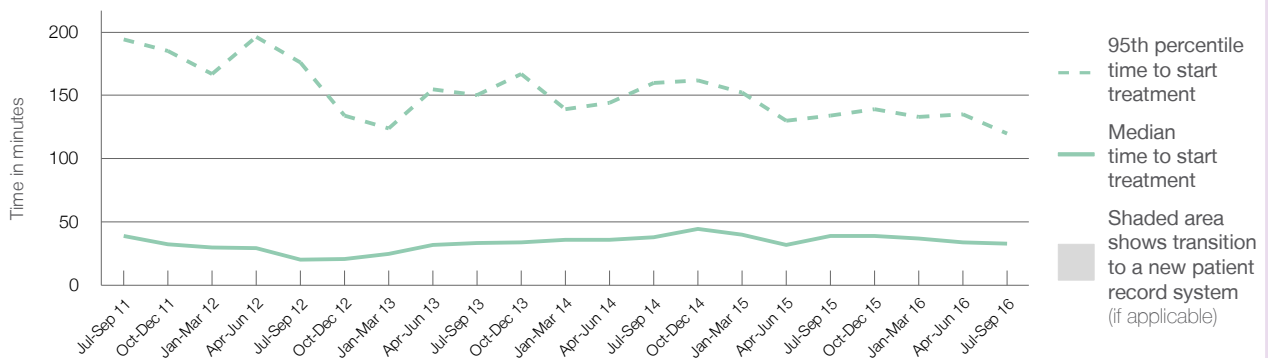
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
560	477
39 minutes	24 minutes
134 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	20	34	38	39	33
95th percentile time to start treatment ⁵ (minutes)	194	176	150	160	134	120

(†) 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.

Grafton Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,248 patients

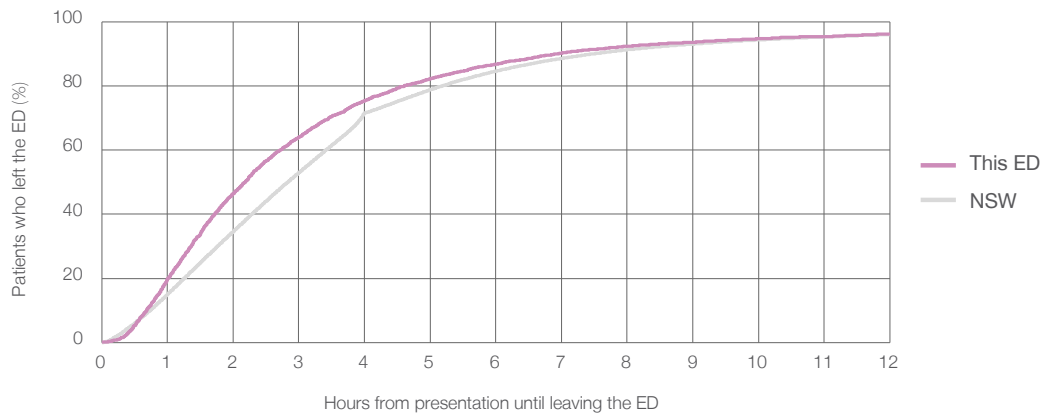
Presentations used to calculate time to leaving the ED:⁶ 6,243 patients

Median time spent in the ED⁸ 2 hours and 11 minutes

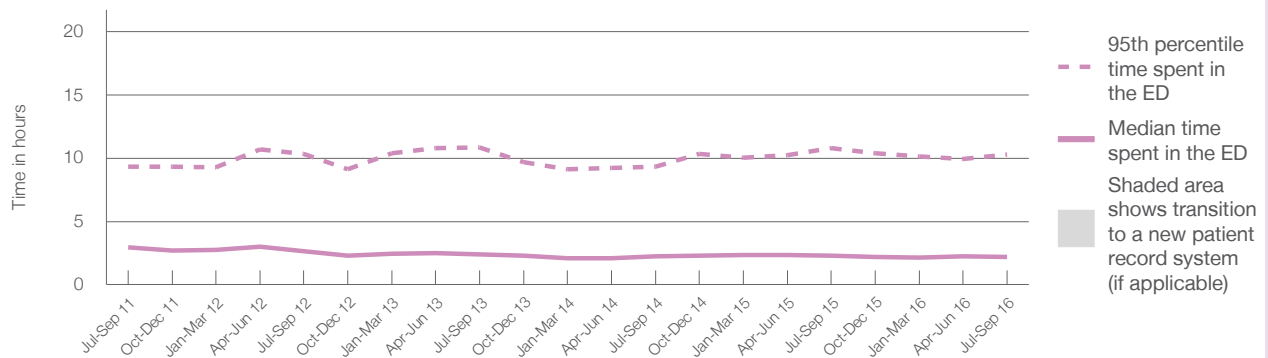
95th percentile time spent in the ED⁹ 10 hours and 18 minutes

Same period last year	NSW (this period)
6,048	6,045
2 hours and 19 minutes	2 hours and 50 minutes
10 hours and 47 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 58m	2h 38m	2h 24m	2h 14m	2h 19m	2h 11m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 21m	10h 19m	10h 52m	9h 20m	10h 47m	10h 18m

(†) 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.

Grafton Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

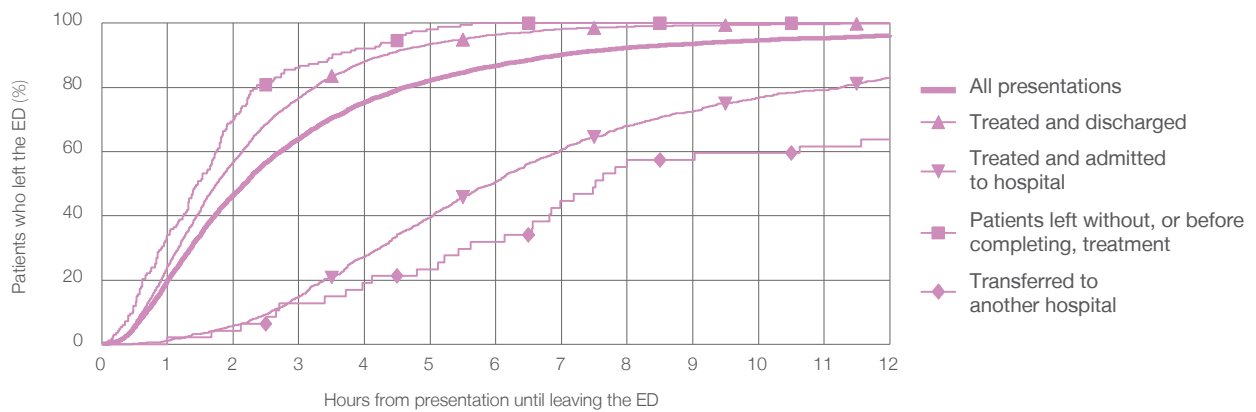
All presentations:¹ 6,248 patients

Presentations used to calculate time to leaving the ED:⁶ 6,243 patients

Treated and discharged	4,749 (76.0%)
Treated and admitted to hospital	1,263 (20.2%)
Patient left without, or before completing, treatment	167 (2.7%)
Transferred to another hospital	47 (0.8%)
Other	22 (0.4%)

Same period last year	Change since one year ago
6,045	3.3%
4,475	6.1%
1,308	-3.4%
195	-14.4%
51	-7.8%
19	15.8%

Percentage of patients who left the ED by time and mode of separation, July to September 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	24.3%	56.9%	76.7%	88.1%	96.4%	98.9%	99.6%	99.9%
Treated and admitted to hospital	1.1%	5.7%	14.7%	27.4%	50.7%	68.0%	76.8%	83.1%
Patient left without, or before completing, treatment	34.1%	70.1%	86.2%	92.2%	100%	100%	100%	100%
Transferred to another hospital	2.1%	4.3%	12.8%	19.1%	31.9%	57.4%	59.6%	63.8%
All presentations	19.9%	46.5%	64.0%	75.4%	86.8%	92.3%	94.7%	96.2%

(†) 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.

Grafton Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 6,248 patients

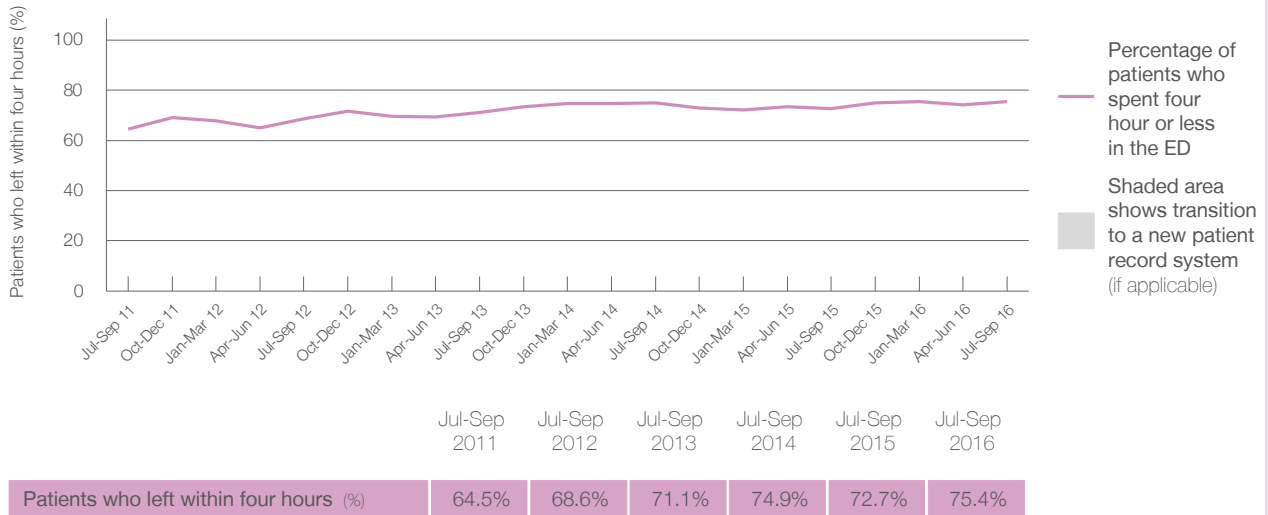
Presentations used to calculate time to leaving the ED: ⁶ 6,243 patients

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	6,048	3.3%
Presentations used to calculate time to leaving the ED	6,045	3.3%
Percentage of patients who spent four hours or less in the ED	72.7%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	64.5%	68.6%	71.1%	74.9%	72.7%	75.4%

* 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, 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 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Griffith Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 5,186 patients
Emergency presentations:² 4,962 patients

Same period last year	Change since one year ago
4,971	4.3%
4,854	2.2%

Griffith Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 434 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,102 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,036 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 363 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
333	
6 minutes	8 minutes
26 minutes	41 minutes
1,759	
16 minutes	21 minutes
74 minutes	103 minutes
2,356	
28 minutes	27 minutes
123 minutes	139 minutes
376	
33 minutes	24 minutes
147 minutes	138 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,184 patients

Percentage of patients who spent four hours or less in the ED 84.2%

Same period last year	Change since one year ago
4,971	4.3%
85.5%	

* 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, 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 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.

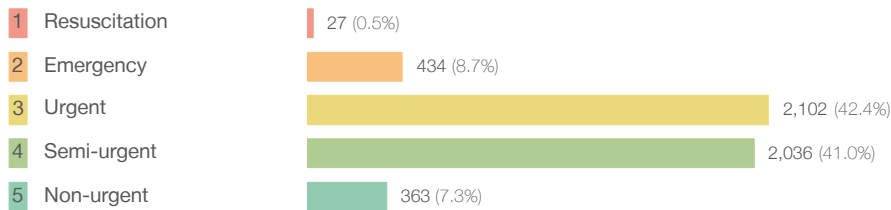
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Griffith Base Hospital: Patients presenting to the emergency department July to September 2016

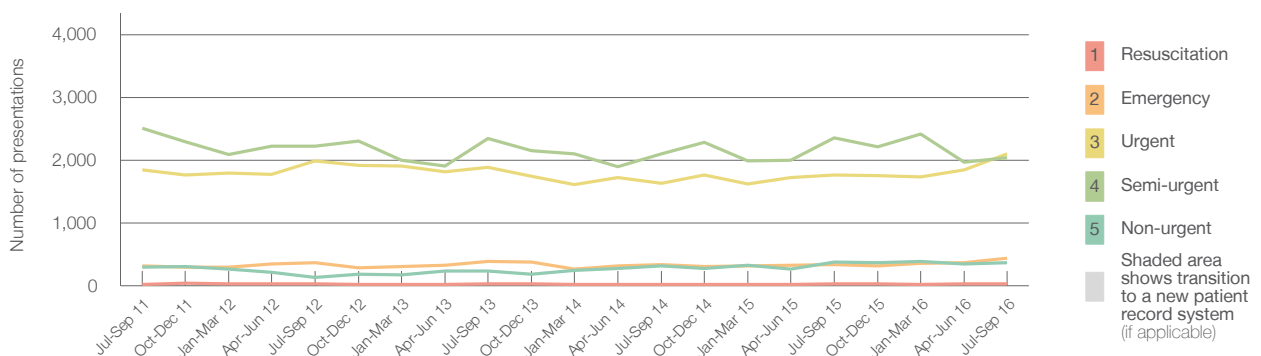
All presentations:¹ 5,186 patients

Emergency presentations² by triage category: 4,962 patients



Same period last year	Change since one year ago
4,971	4.3%
4,854	2.2%
30	-10.0%
333	30.3%
1,759	19.5%
2,356	-13.6%
376	-3.5%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	20	30	28	15	30	27
Emergency	312	365	387	339	333	434
Urgent	1,850	1,990	1,881	1,635	1,759	2,102
Semi-urgent	2,504	2,222	2,341	2,101	2,356	2,036
Non-urgent	297	136	238	319	376	363
All emergency presentations	4,983	4,743	4,875	4,409	4,854	4,962

Griffith Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 761 patients

ED Transfer of care time



Same period last year	Change since one year ago
740	
11 minutes	1 minute
29 minutes	0 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 434

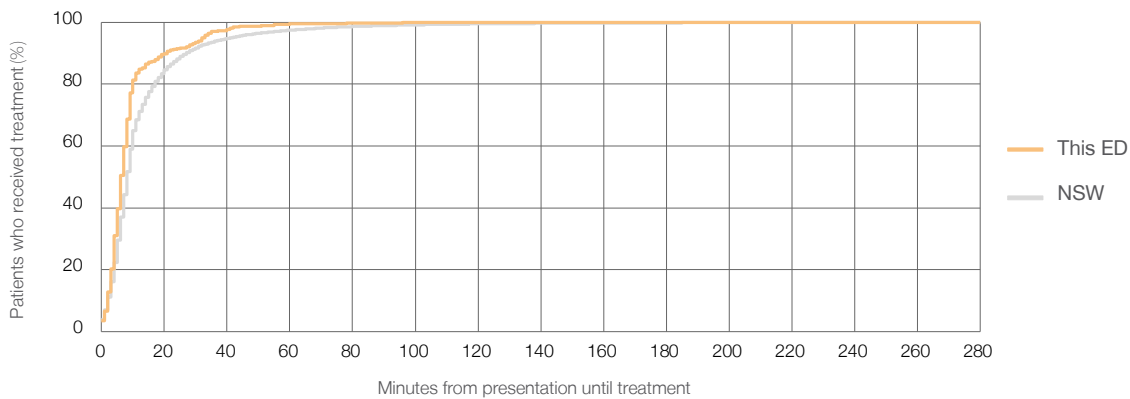
Number of triage 2 patients used to calculate waiting time:³ 433

Median time to start treatment⁴ 6 minutes

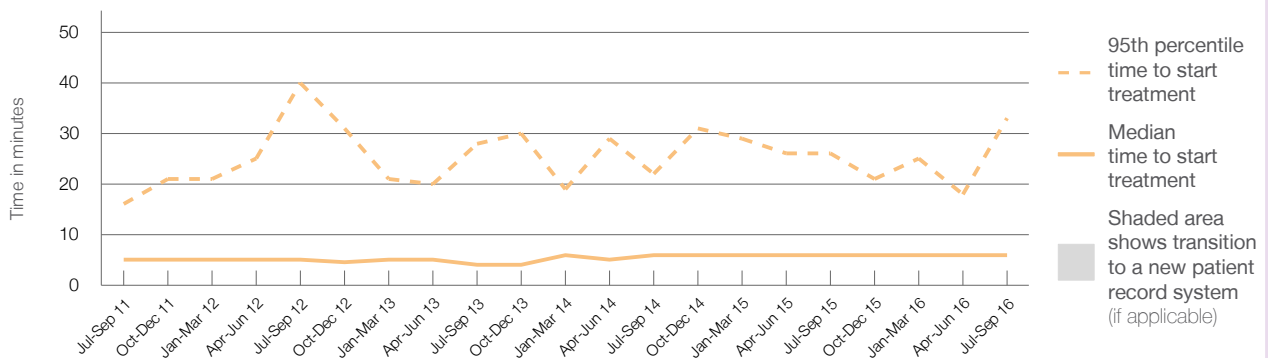
95th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
333	332
6 minutes	8 minutes
26 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	5	4	6	6	6
95th percentile time to start treatment ⁵ (minutes)	16	40	28	22	26	33

(†) 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 2,102

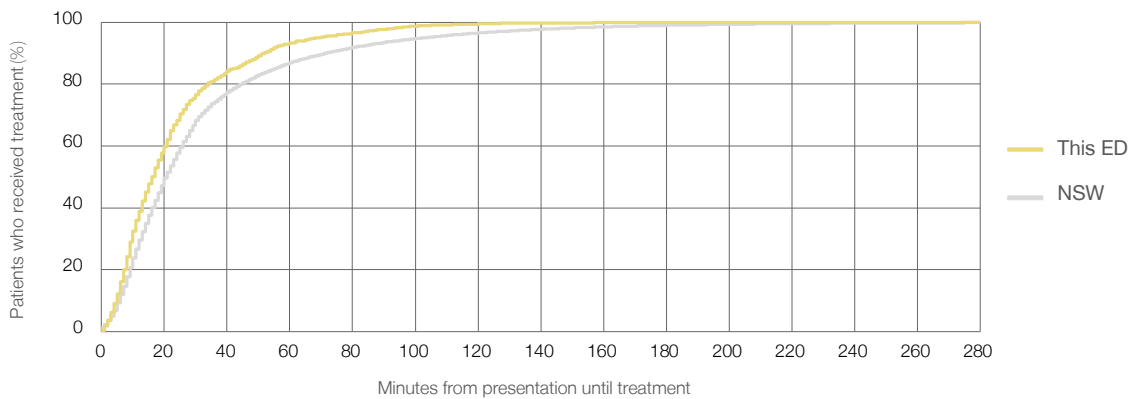
Number of triage 3 patients used to calculate waiting time:³ 2,074

Median time to start treatment⁴ 16 minutes

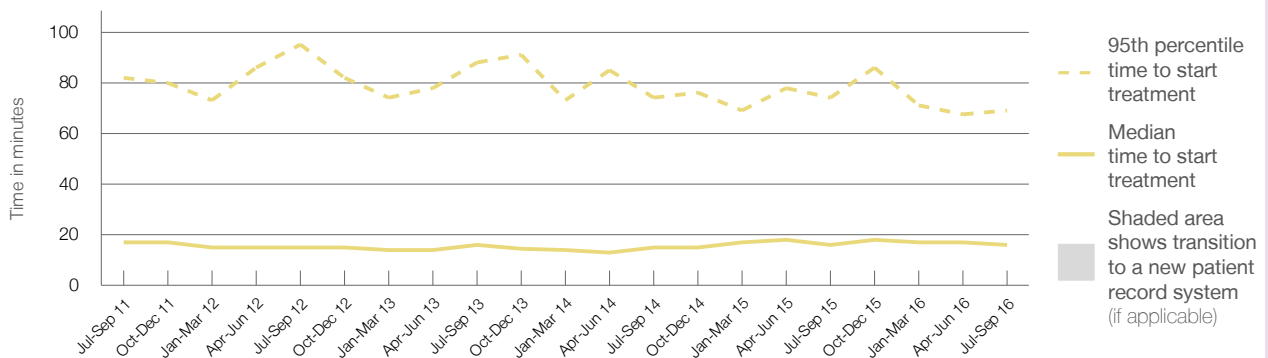
95th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,759	1,733
16 minutes	21 minutes
74 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	17	15	16	15	16	16
95th percentile time to start treatment ⁵ (minutes)	82	95	88	74	74	69

(†) 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 2,036

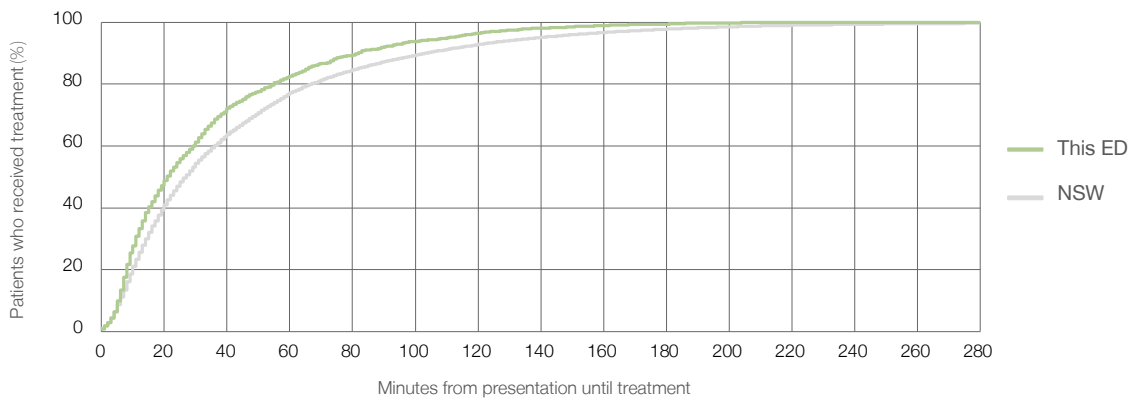
Number of triage 4 patients used to calculate waiting time:³ 1,967

Median time to start treatment⁴ 21 minutes

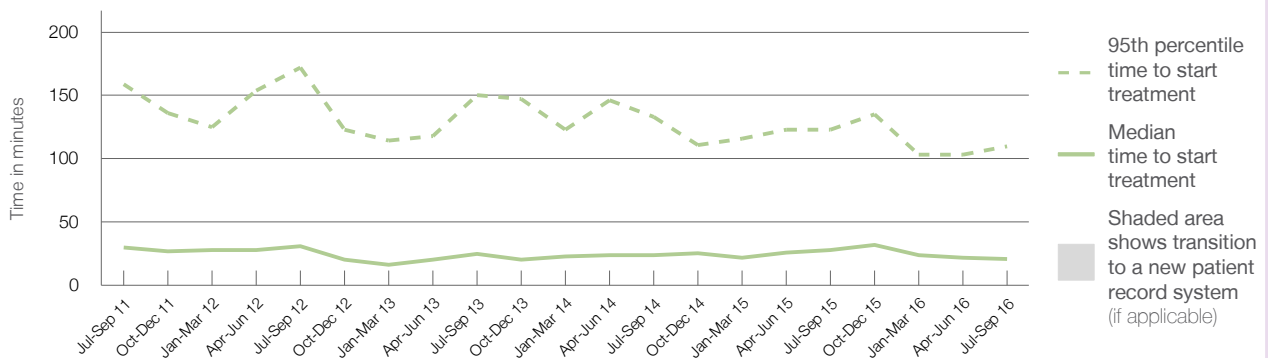
95th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,356	2,228
28 minutes	27 minutes
123 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	30	31	25	24	28	21
95th percentile time to start treatment ⁵ (minutes)	159	172	150	133	123	110

(†) 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 363

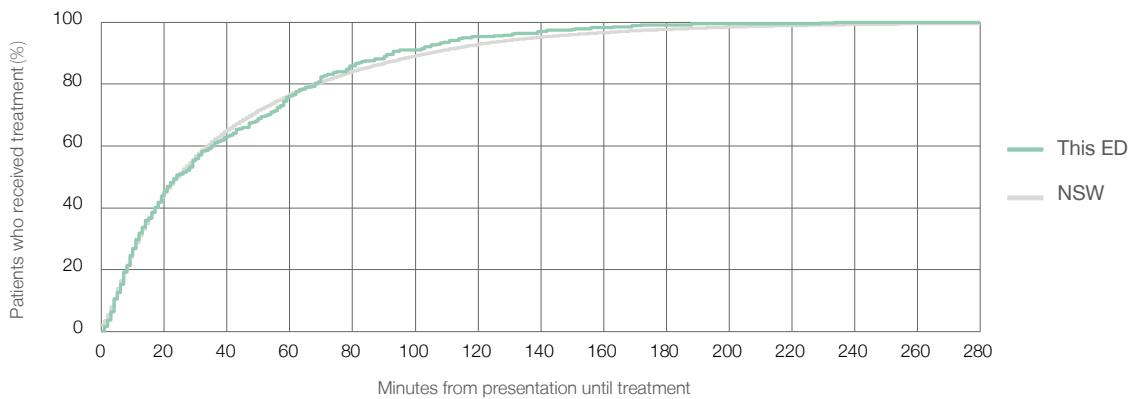
Number of triage 5 patients used to calculate waiting time:³ 338

Median time to start treatment⁴ 24 minutes

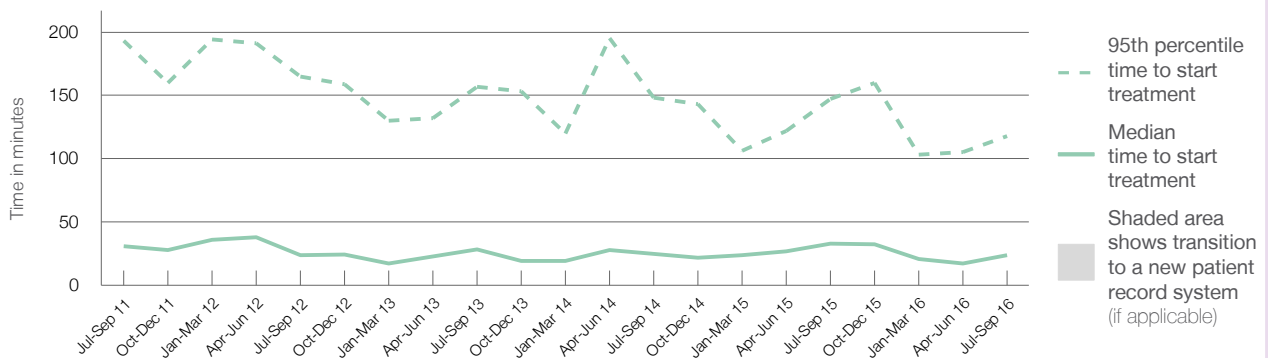
95th percentile time to start treatment⁵ 118 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	376	331
Median time to start treatment ⁴	33 minutes	24 minutes
95th percentile time to start treatment ⁵	147 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	24	29	25	33	24
95th percentile time to start treatment ⁵ (minutes)	193	165	157	148	147	118

(†) 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.

Griffith Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 5,186 patients

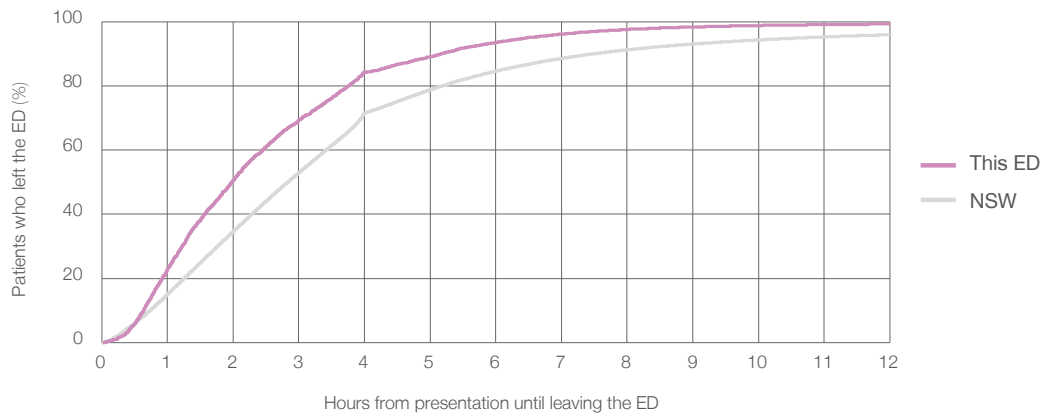
Presentations used to calculate time to leaving the ED:⁶ 5,184 patients

Median time spent in the ED⁸ 1 hours and 59 minutes

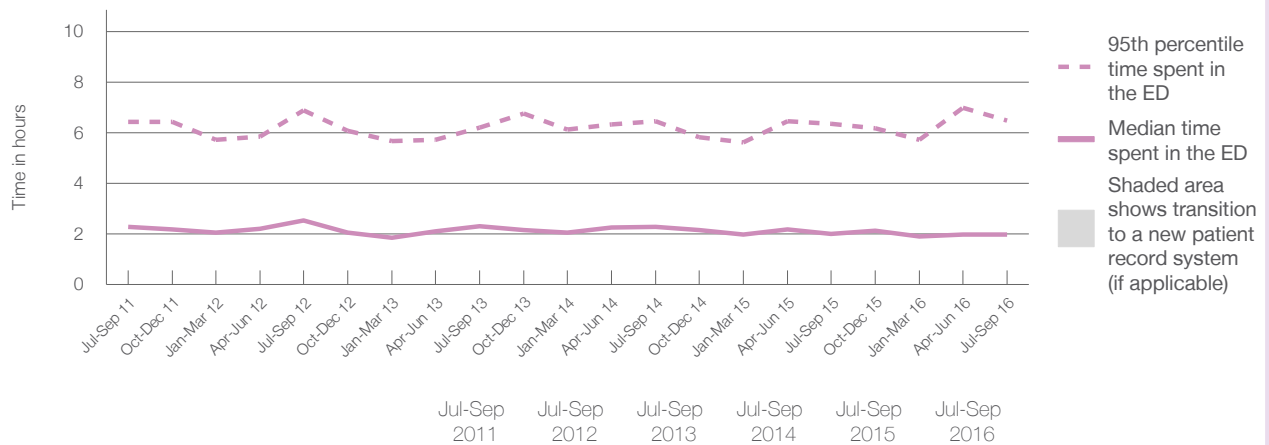
95th percentile time spent in the ED⁹ 6 hours and 29 minutes

Same period last year	NSW (this period)
4,971	4,971
2 hours and 0 minutes	2 hours and 50 minutes
6 hours and 22 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 17m	2h 32m	2h 18m	2h 17m	2h 0m	1h 59m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 26m	6h 54m	6h 12m	6h 27m	6h 22m	6h 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.

Griffith Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

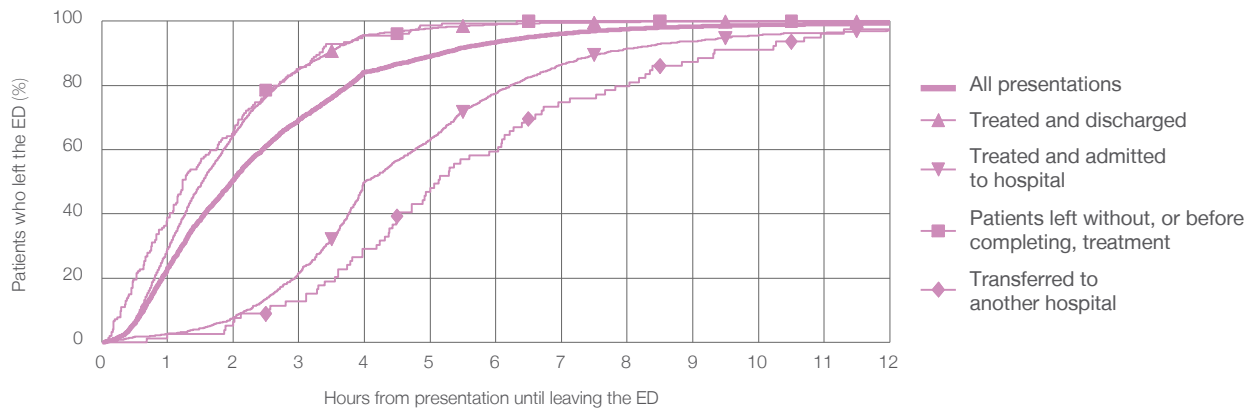
All presentations:¹ 5,186 patients

Presentations used to calculate time to leaving the ED:⁶ 5,184 patients

Treated and discharged	3,750 (72.3%)
Treated and admitted to hospital	1,191 (23.0%)
Patient left without, or before completing, treatment	154 (3.0%)
Transferred to another hospital	79 (1.5%)
Other	12 (0.2%)

Same period last year	Change since one year ago
4,971	4.3%
3,600	4.2%
1,109	7.4%
196	-21.4%
58	36.2%
8	50.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	29.2%	64.5%	85.0%	95.7%	99.0%	99.8%	99.9%	100%
Treated and admitted to hospital	2.6%	7.7%	21.5%	50.1%	77.6%	91.5%	95.6%	97.1%
Patient left without, or before completing, treatment	39.0%	65.6%	85.1%	95.5%	99.4%	100%	100%	100%
Transferred to another hospital	2.5%	6.3%	12.7%	29.1%	59.5%	79.7%	91.1%	97.5%
All presentations	23.0%	50.7%	69.3%	84.2%	93.5%	97.6%	98.8%	99.3%

(†) 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.

Griffith Base Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 5,186 patients

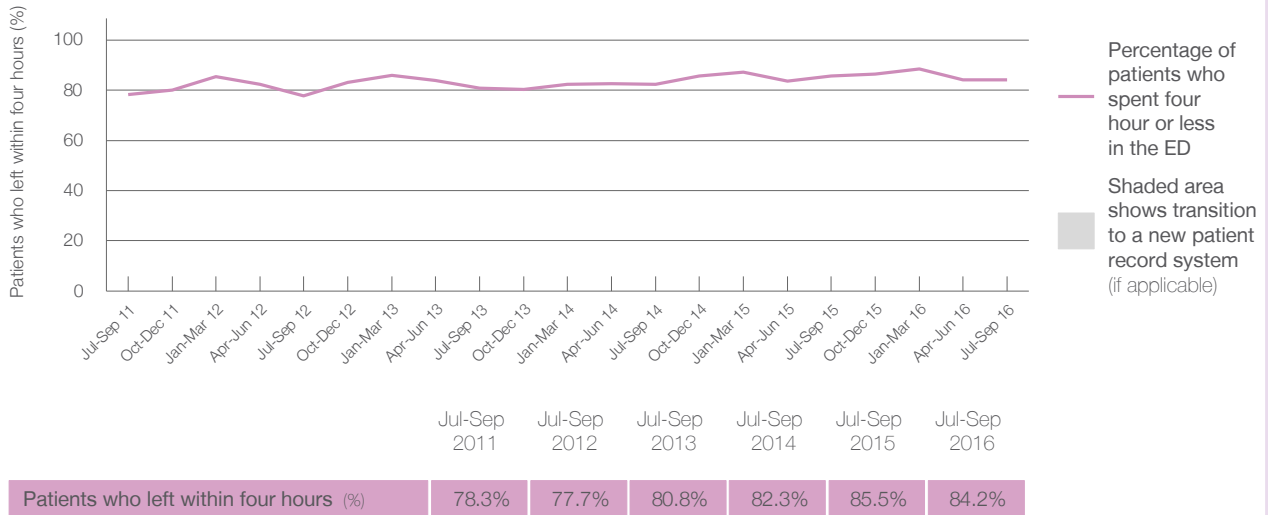
Presentations used to calculate time to leaving the ED: ⁶ 5,184 patients

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	4,971	4.3%
Presentations used to calculate time to leaving the ED	4,971	4.3%
Percentage of patients who spent four hours or less in the ED	85.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 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, 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 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Hawkesbury District Health Services: Emergency department (ED) overview

July to September 2016

All presentations:¹ 5,701 patients
Emergency presentations:² 5,499 patients

Same period last year	Change since one year ago
5,596	1.9%
5,390	2.0%

Hawkesbury District Health Services: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 581 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,636 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,861 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 400 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
474	
12 minutes	8 minutes
34 minutes	41 minutes
1,481	
19 minutes	21 minutes
53 minutes	103 minutes
2,838	
21 minutes	27 minutes
86 minutes	139 minutes
581	
26 minutes	24 minutes
136 minutes	138 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,674 patients

Percentage of patients who spent four hours or less in the ED 77.8%

Same period last year	Change since one year ago
5,596	1.4%
81.3%	

* 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 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.

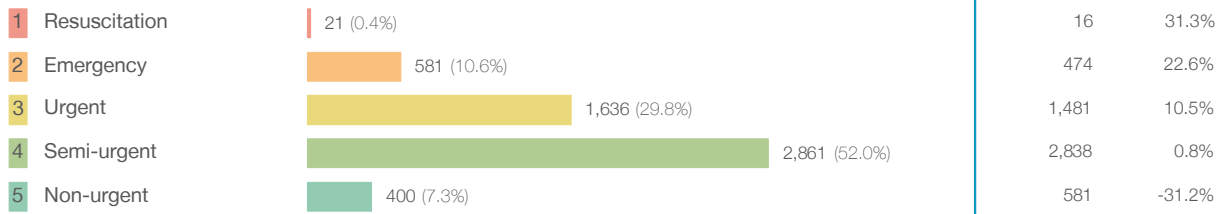
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Hawkesbury District Health Services: Patients presenting to the emergency department July to September 2016

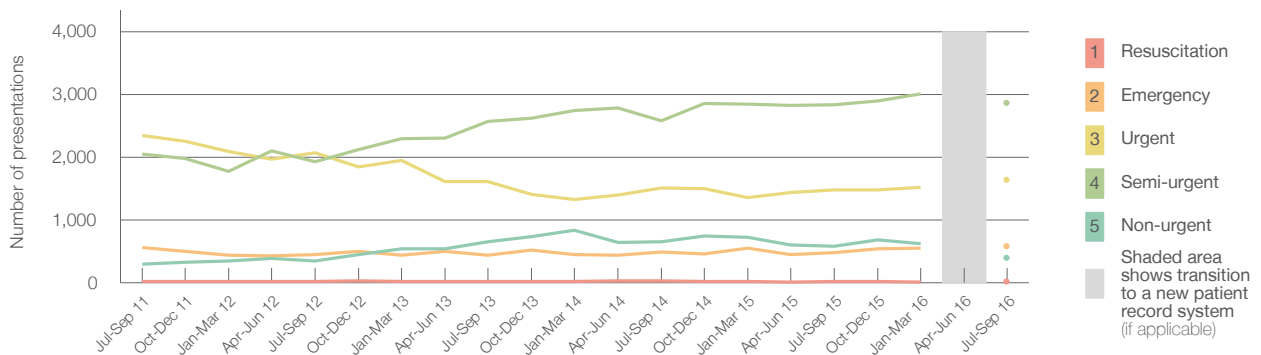
All presentations:¹ 5,701 patients

Emergency presentations² by triage category: 5,499 patients



	Same period last year	Change since one year ago
All presentations	5,596	1.9%
Emergency presentations	5,390	2.0%
Resuscitation	16	31.3%
Emergency	474	22.6%
Urgent	1,481	10.5%
Semi-urgent	2,838	0.8%
Non-urgent	581	-31.2%

Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	15	24	20	25	16	21
Emergency	560	446	440	485	474	581
Urgent	2,344	2,068	1,607	1,505	1,481	1,636
Semi-urgent	2,051	1,922	2,567	2,580	2,838	2,861
Non-urgent	295	341	648	656	581	400
All emergency presentations	5,265	4,801	5,282	5,251	5,390	5,499

Hawkesbury District Health Services: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 886 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,083	
Median time	16 minutes	3 minutes
95th percentile time	39 minutes	16 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 581

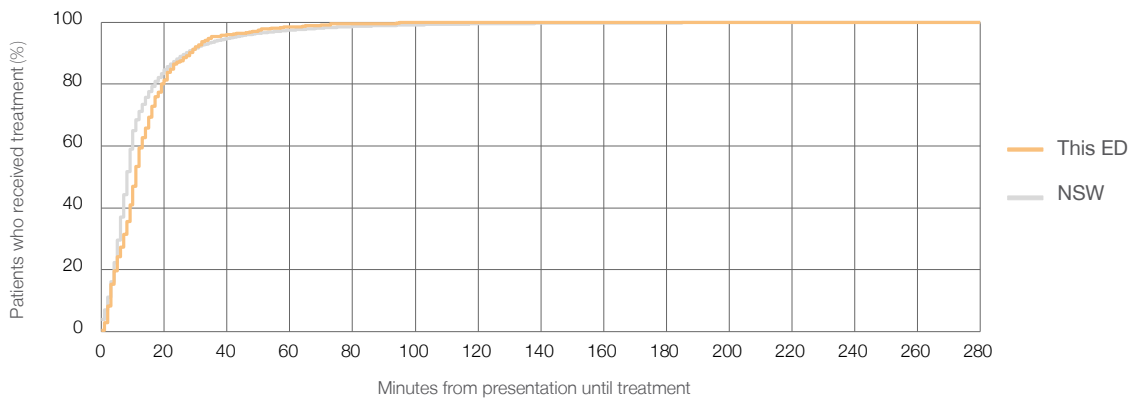
Number of triage 2 patients used to calculate waiting time:³ 580

Median time to start treatment⁴ 11 minutes

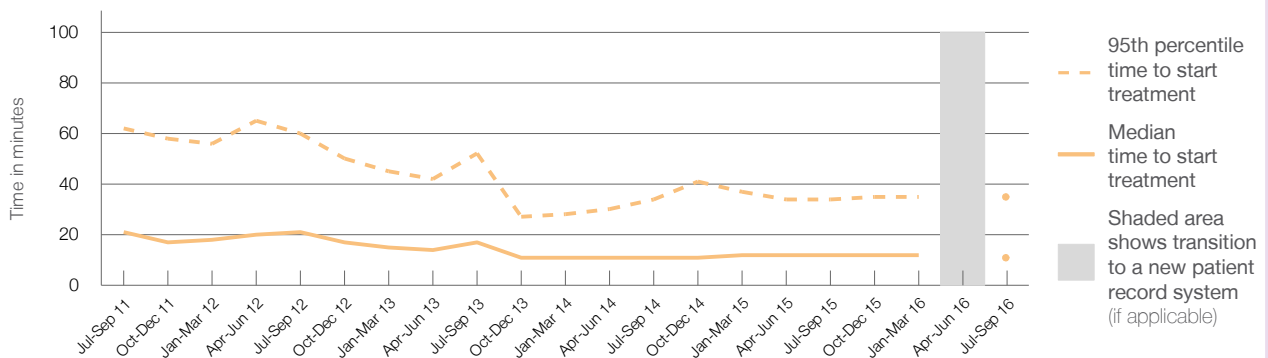
95th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
474	474
12 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	21	17	11	12	11
95th percentile time to start treatment ⁵ (minutes)	62	60	52	34	34	35

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 1,636

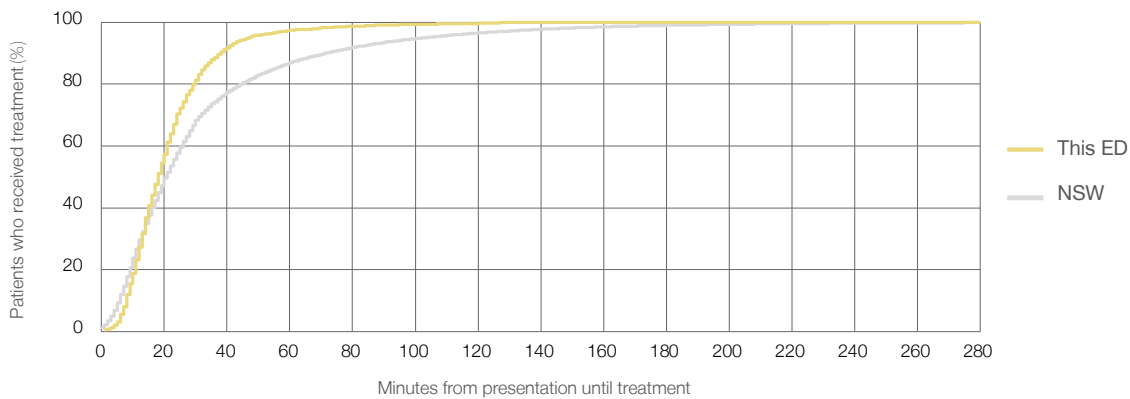
Number of triage 3 patients used to calculate waiting time:³ 1,634

Median time to start treatment⁴ 18 minutes

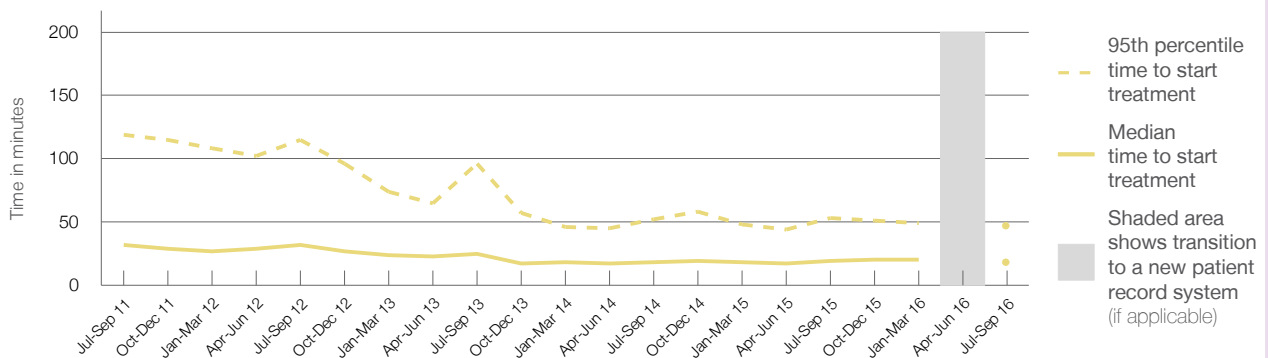
95th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
1,481	1,480
19 minutes	21 minutes
53 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	32	32	25	18	19	18
95th percentile time to start treatment ⁵ (minutes)	119	115	96	52	53	47

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,861

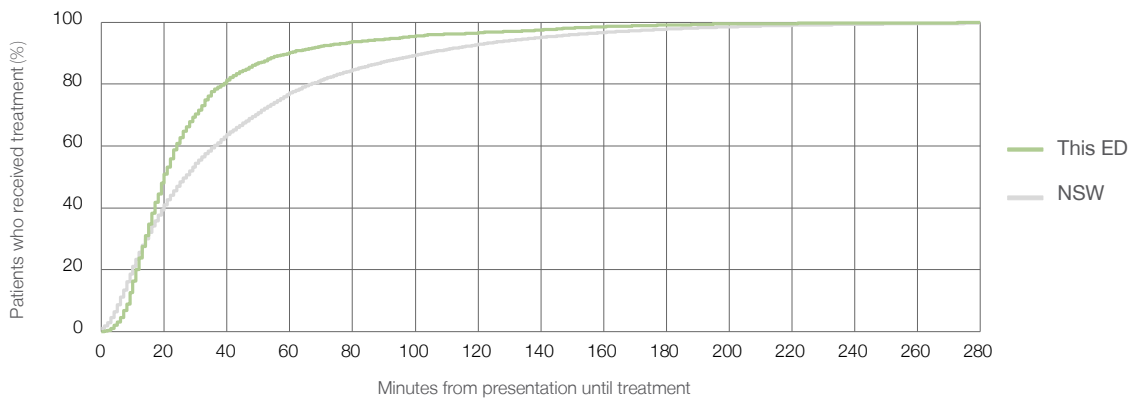
Number of triage 4 patients used to calculate waiting time:³ 2,853

Median time to start treatment⁴ 20 minutes

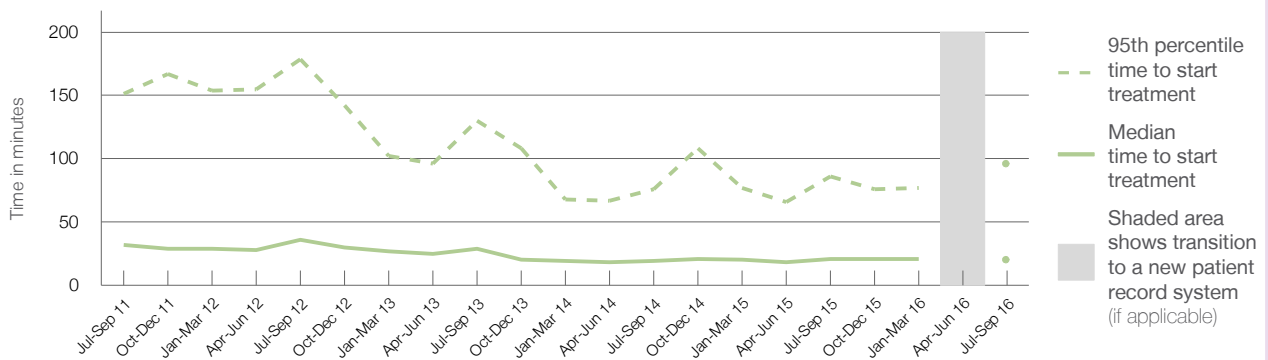
95th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
2,838	2,817
21 minutes	27 minutes
86 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	32	36	29	19	21	20
95th percentile time to start treatment ⁵ (minutes)	151	179	130	76	86	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.

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Hawkesbury District Health Services: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 400

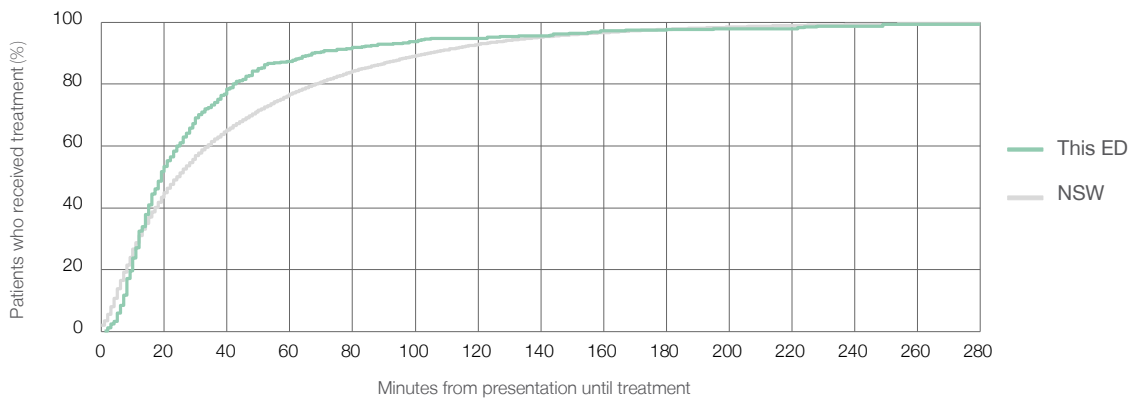
Number of triage 5 patients used to calculate waiting time:³ 388

Median time to start treatment⁴ 19 minutes

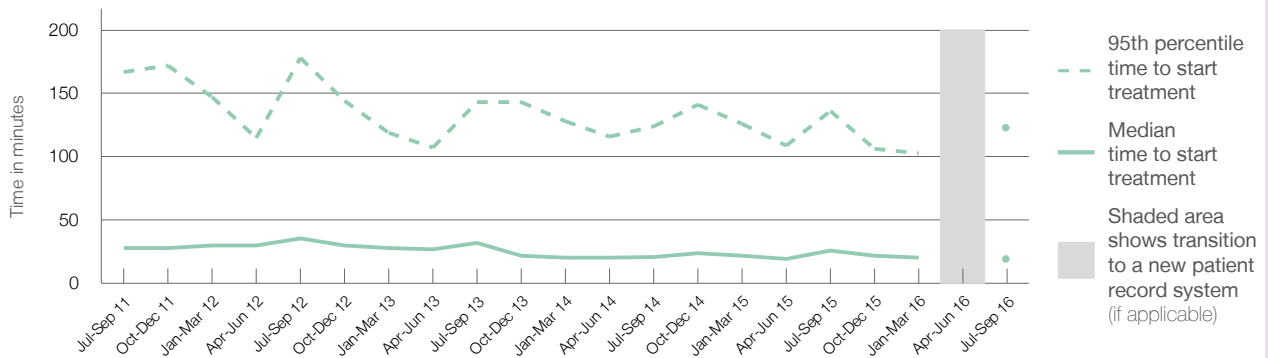
95th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
581	558
26 minutes	24 minutes
136 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	28	36	32	21	26	19
95th percentile time to start treatment ⁵ (minutes)	167	178	143	124	136	123

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(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients spent in the ED

July to September 2016

All presentations:¹ 5,701 patients

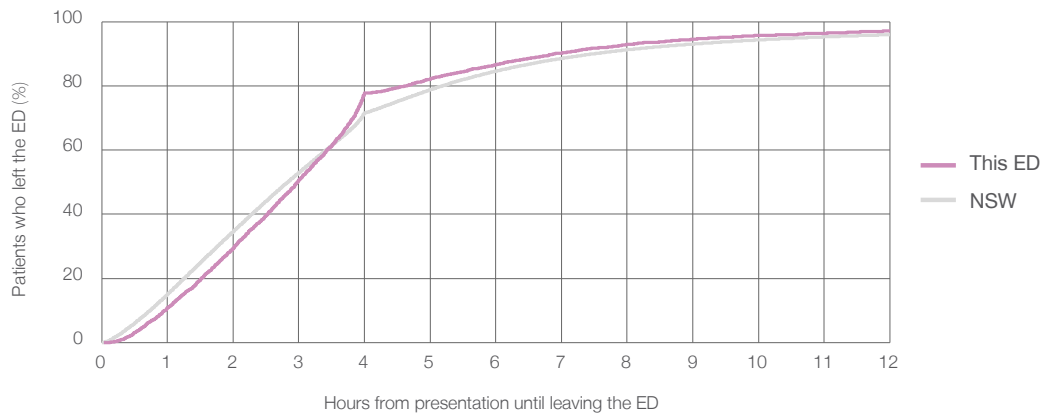
Presentations used to calculate time to leaving the ED:⁶ 5,674 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

95th percentile time spent in the ED⁹ 9 hours and 22 minutes

Same period last year	NSW (this period)
5,596	5,596
2 hours and 51 minutes	2 hours and 50 minutes
7 hours and 45 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 20m	4h 19m	3h 7m	2h 47m	2h 51m	2h 59m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 13m	16h 36m	8h 52m	7h 51m	7h 45m	9h 22m

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: Time patients spent in the ED By mode of separation July to September 2016

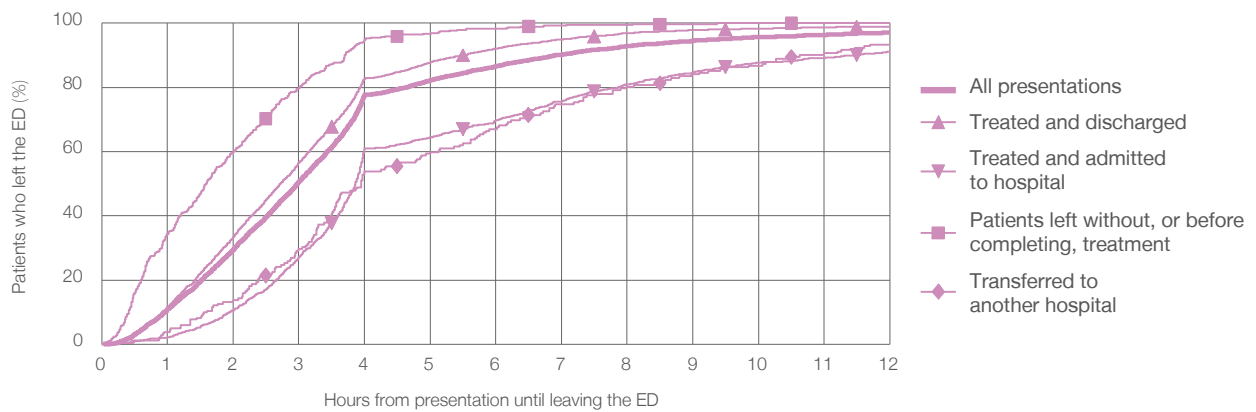
All presentations:¹ 5,701 patients

Presentations used to calculate time to leaving the ED:⁶ 5,674 patients

Treated and discharged	3,784 (66.4%)
Treated and admitted to hospital	1,301 (22.8%)
Patient left without, or before completing, treatment	397 (7.0%)
Transferred to another hospital	182 (3.2%)
Other	37 (0.6%)

Same period last year	Change since one year ago
5,596	1.4%
3,629	4.3%
1,196	8.8%
592	-32.9%
169	7.7%
10	270.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	11.7%	33.5%	56.6%	82.8%	92.1%	96.9%	98.4%	99.0%
Treated and admitted to hospital	2.1%	10.6%	27.1%	61.0%	69.7%	80.9%	87.7%	91.2%
Patient left without, or before completing, treatment	34.3%	59.9%	79.8%	95.0%	98.2%	99.5%	100%	100%
Transferred to another hospital	3.8%	13.7%	29.7%	53.8%	67.0%	80.2%	86.8%	93.4%
All presentations	10.9%	29.5%	50.7%	77.8%	86.6%	92.9%	95.7%	97.1%

(†) 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.

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Hawkesbury District Health Services: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2016

All presentations at the emergency department: ¹ 5,701 patients

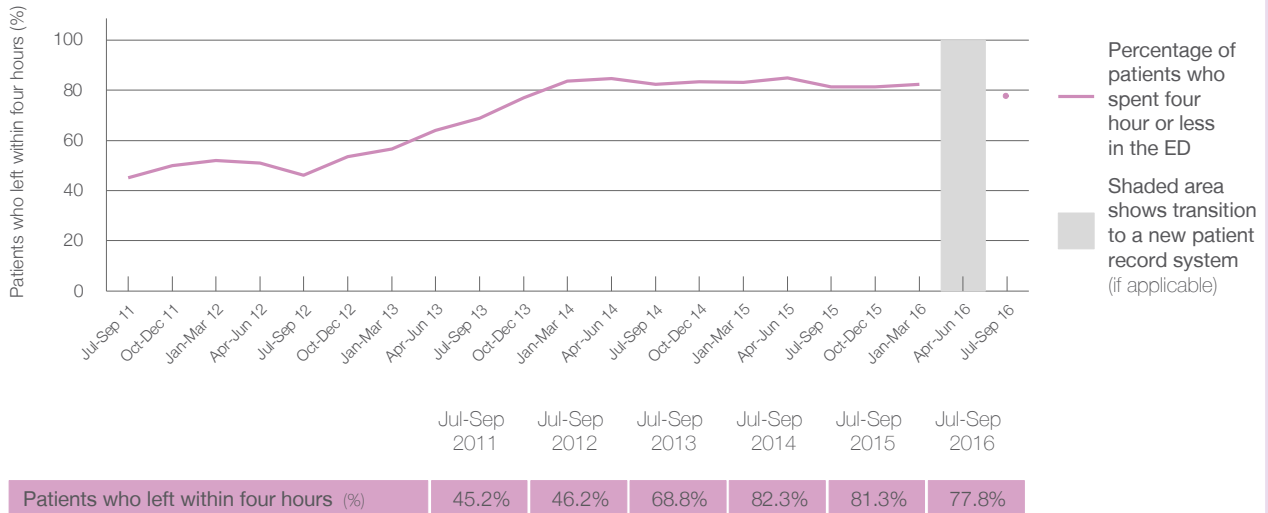
Presentations used to calculate time to leaving the ED: ⁶ 5,674 patients

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	5,596	1.9%
Presentations used to calculate time to leaving the ED	5,596	1.4%
Percentage of patients who spent four hours or less in the ED	81.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 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, 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 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Mount Druiitt Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 8,131 patients
 Emergency presentations:² 8,022 patients

Same period last year	Change since one year ago
8,551	-4.9%
8,483	-5.4%

Mount Druiitt Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,262 patients

Median time to start treatment⁴ 11 minutes
 95th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,300 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 150 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,551 patients

Median time to start treatment⁴ 44 minutes
 95th percentile time to start treatment⁵ 157 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 880 patients

Median time to start treatment⁴ 39 minutes
 95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
1,208	
9 minutes	8 minutes
40 minutes	41 minutes
3,568	
38 minutes	21 minutes
174 minutes	103 minutes
2,667	
56 minutes	27 minutes
187 minutes	139 minutes
1,002	
51 minutes	24 minutes
168 minutes	138 minutes

Mount Druiitt Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 8,125 patients

Percentage of patients who spent four hours or less in the ED 64.7%

Same period last year	Change since one year ago
8,551	-5.0%
59.8%	

* 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 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.

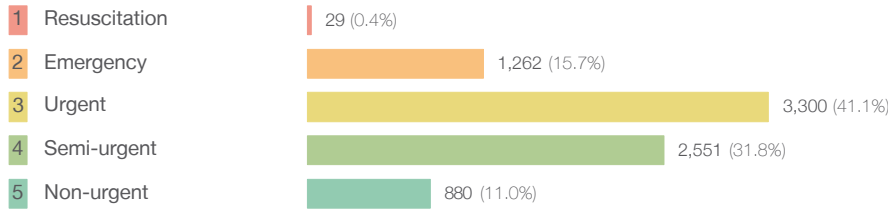
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Mount Druiitt Hospital: Patients presenting to the emergency department July to September 2016

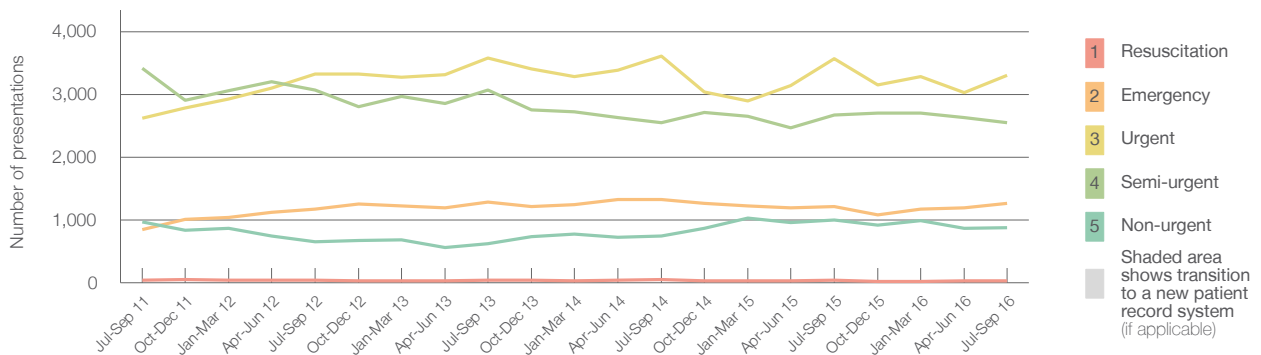
All presentations:¹ 8,131 patients

Emergency presentations² by triage category: 8,022 patients



Same period last year	Change since one year ago
8,551	-4.9%
8,483	-5.4%
38	-23.7%
1,208	4.5%
3,568	-7.5%
2,667	-4.3%
1,002	-12.2%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	41	44	39	45	38	29
Emergency	849	1,167	1,286	1,328	1,208	1,262
Urgent	2,617	3,325	3,581	3,606	3,568	3,300
Semi-urgent	3,412	3,071	3,073	2,548	2,667	2,551
Non-urgent	963	648	624	745	1,002	880
All emergency presentations	7,882	8,255	8,603	8,272	8,483	8,022

Mount Druiitt Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 844 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,238	
15 minutes	1 minute
54 minutes	-4 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.

Mount Druiitt Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,262

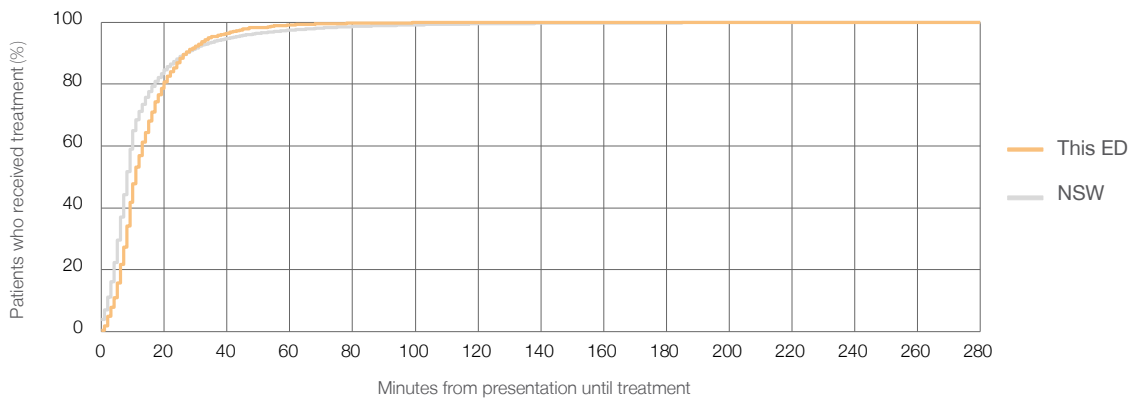
Number of triage 2 patients used to calculate waiting time:³ 1,254

Median time to start treatment⁴ 11 minutes

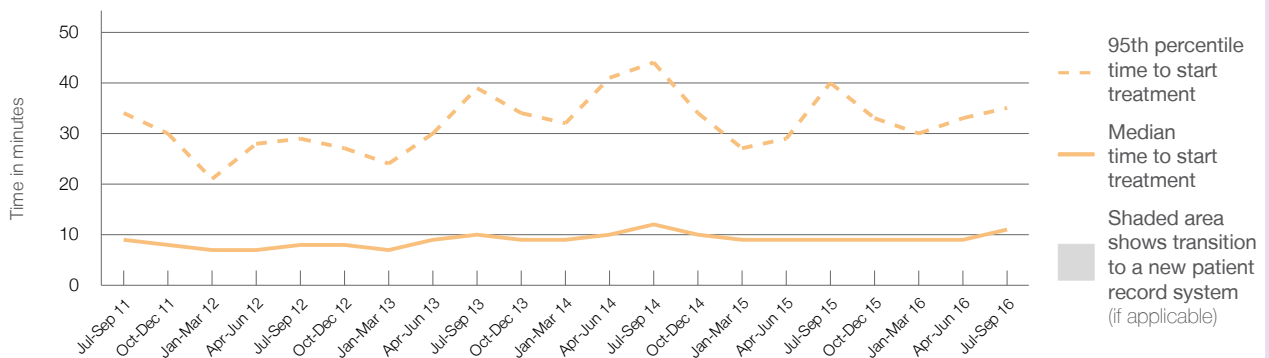
95th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
1,208	1,192
9 minutes	8 minutes
40 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	8	10	12	9	11
95th percentile time to start treatment ⁵ (minutes)	34	29	39	44	40	35

(†) 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.

Mount Druitt Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 3,300

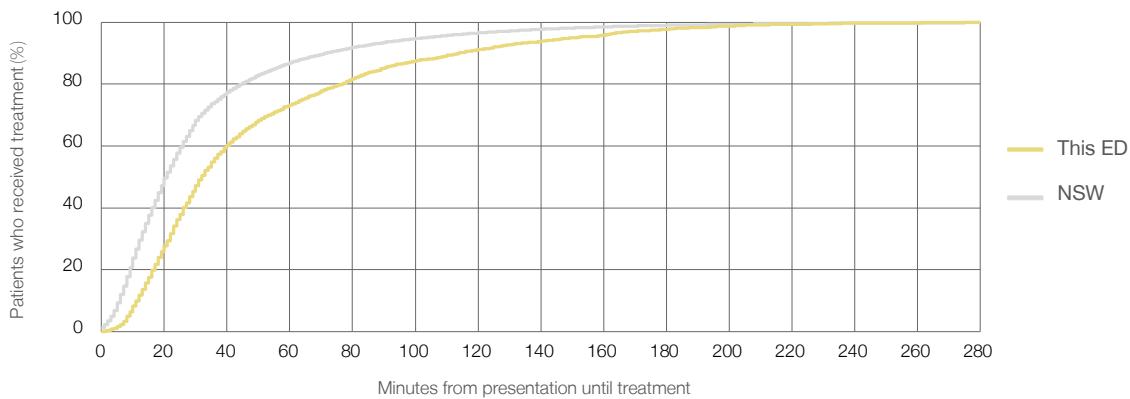
Number of triage 3 patients used to calculate waiting time:³ 3,167

Median time to start treatment⁴ 32 minutes

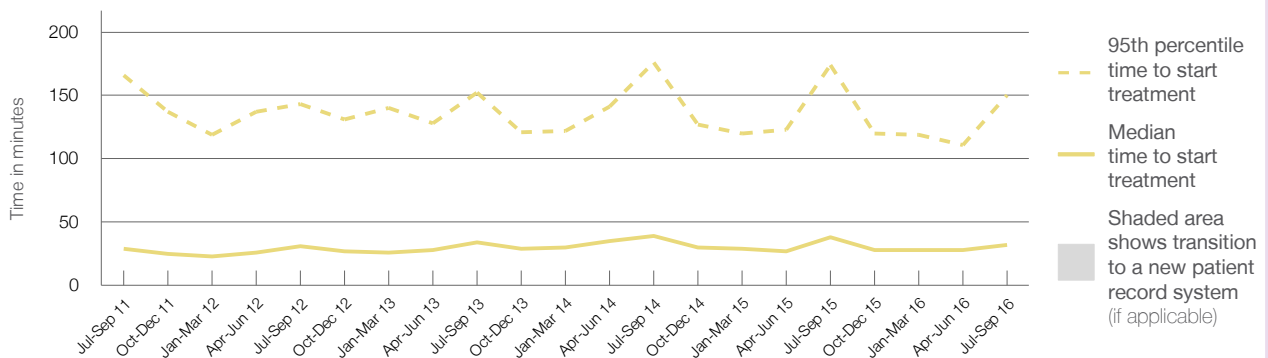
95th percentile time to start treatment⁵ 150 minutes

Same period last year	NSW (this period)
3,568	3,300
38 minutes	21 minutes
174 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	31	34	39	38	32
95th percentile time to start treatment ⁵ (minutes)	166	143	152	176	174	150

(†) 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.

Mount Druitt Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,551

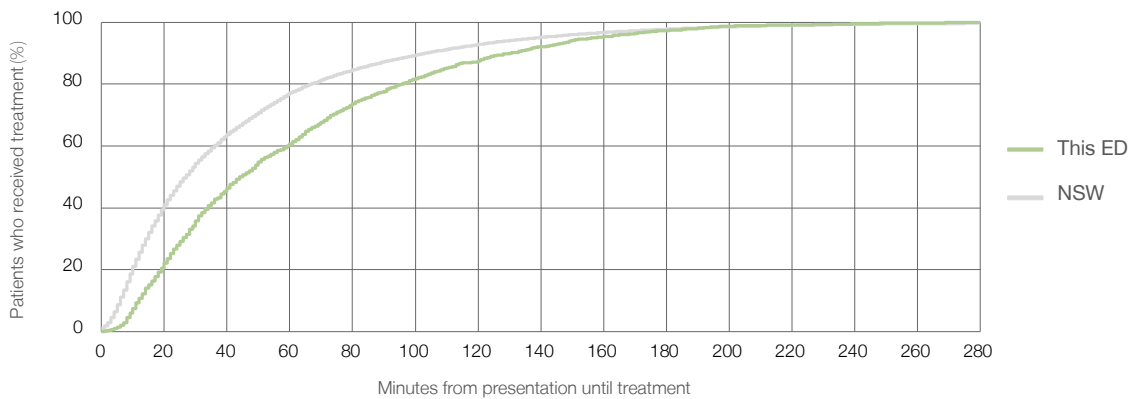
Number of triage 4 patients used to calculate waiting time:³ 2,381

Median time to start treatment⁴ 44 minutes

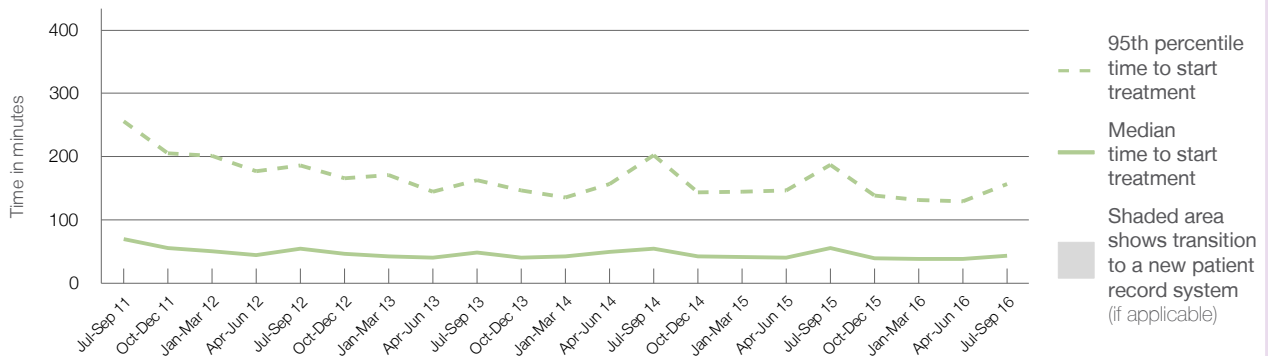
95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
2,667	2,317
56 minutes	27 minutes
187 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	70	55	49	55	56	44
95th percentile time to start treatment ⁵ (minutes)	256	186	163	202	187	157

(†) 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.

Mount Druitt Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 880

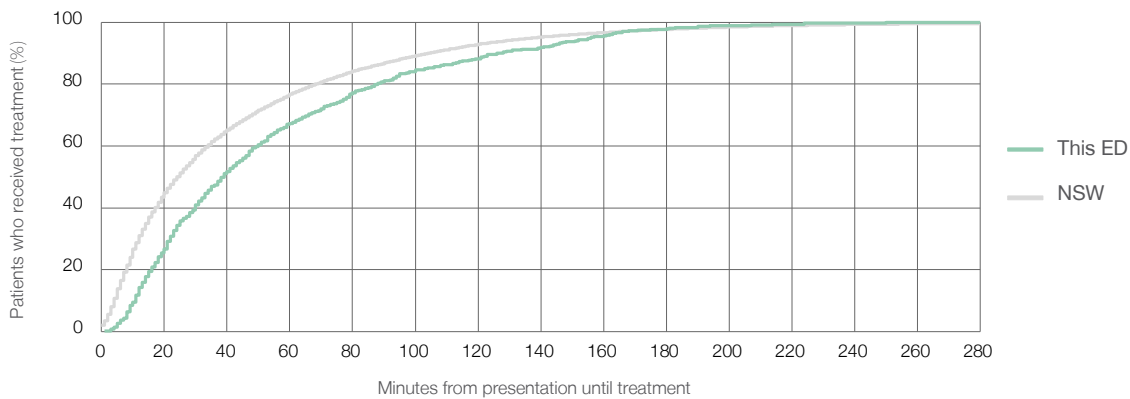
Number of triage 5 patients used to calculate waiting time:³ 784

Median time to start treatment⁴ 39 minutes

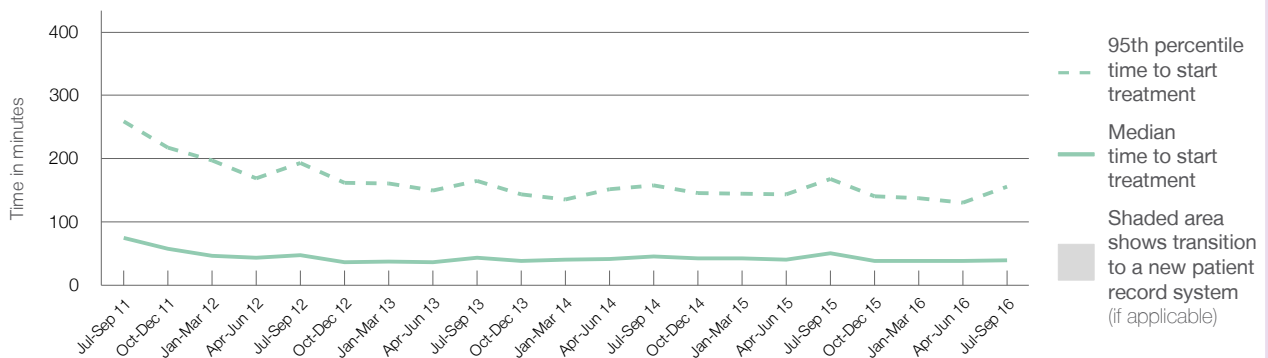
95th percentile time to start treatment⁵ 156 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,002	826
Median time to start treatment ⁴	51 minutes	24 minutes
95th percentile time to start treatment ⁵	168 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	75	48	44	46	51	39
95th percentile time to start treatment ⁵ (minutes)	259	193	165	158	168	156

(†) 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.

Mount Druitt Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 8,131 patients

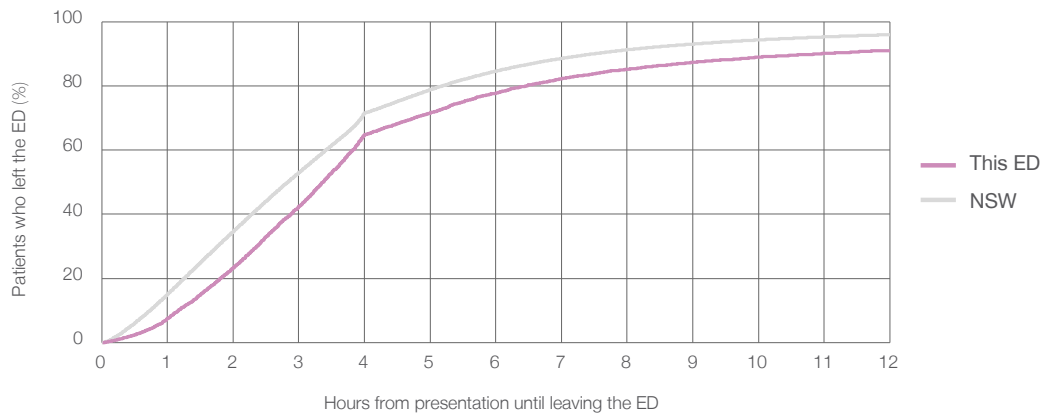
Presentations used to calculate time to leaving the ED:⁶ 8,125 patients

Median time spent in the ED⁸ 3 hours and 22 minutes

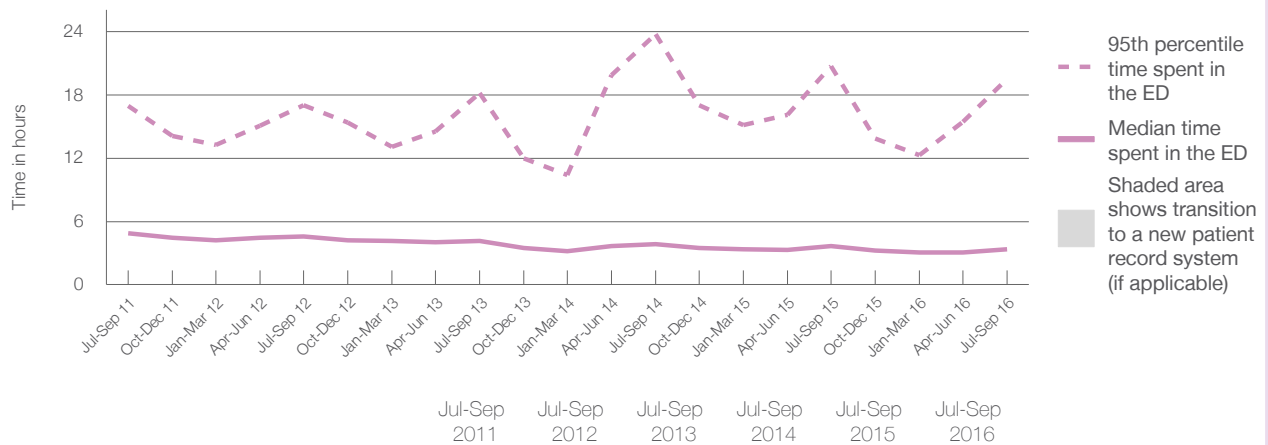
95th percentile time spent in the ED⁹ 19 hours and 32 minutes

Same period last year	NSW (this period)
8,551	8,551
3 hours and 40 minutes	2 hours and 50 minutes
20 hours and 43 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 52m	4h 33m	4h 10m	3h 52m	3h 40m	3h 22m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 58m	17h 0m	18h 11m	23h 44m	20h 43m	19h 32m

(†) 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.

Mount Druiitt Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

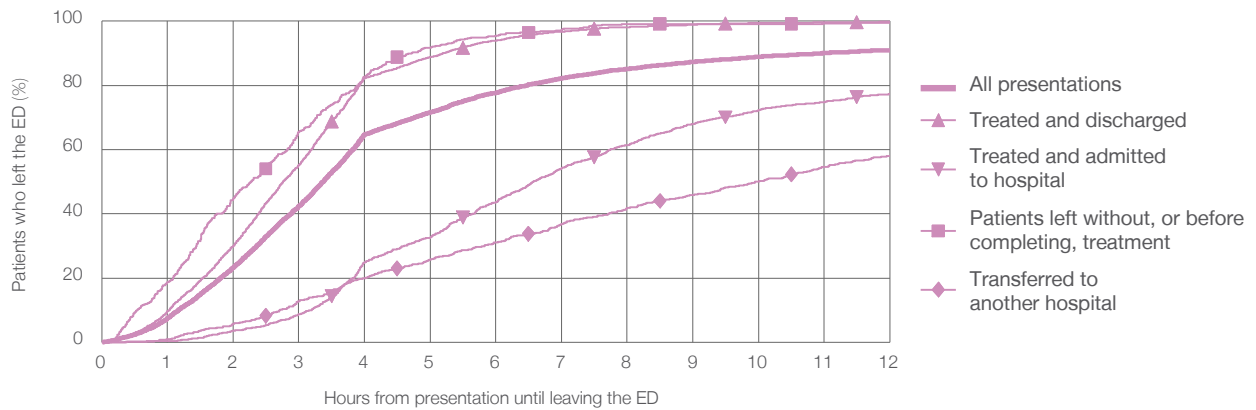
All presentations:¹ 8,131 patients

Presentations used to calculate time to leaving the ED:⁶ 8,125 patients

Treated and discharged	5,220 (64.2%)
Treated and admitted to hospital	1,536 (18.9%)
Patient left without, or before completing, treatment	489 (6.0%)
Transferred to another hospital	881 (10.8%)
Other	5 (0.1%)

Same period last year	Change since one year ago
8,551	-5.0%
5,337	-2.2%
1,554	-1.2%
716	-31.7%
938	-6.1%
6	-16.7%

Percentage of patients who left the ED by time and mode of separation, July to September 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	9.7%	30.1%	55.2%	82.3%	94.0%	98.2%	99.4%	99.8%
Treated and admitted to hospital	0.5%	3.6%	8.7%	25.0%	43.6%	61.5%	72.3%	77.3%
Patient left without, or before completing, treatment	18.8%	44.9%	65.6%	82.7%	95.5%	99.2%	99.2%	99.6%
Transferred to another hospital	1.0%	5.8%	12.8%	20.0%	31.1%	41.8%	50.1%	58.0%
All presentations	7.5%	23.3%	42.4%	64.7%	77.7%	85.1%	88.9%	91.0%

(†) 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.

Mount Druitt Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 8,131 patients

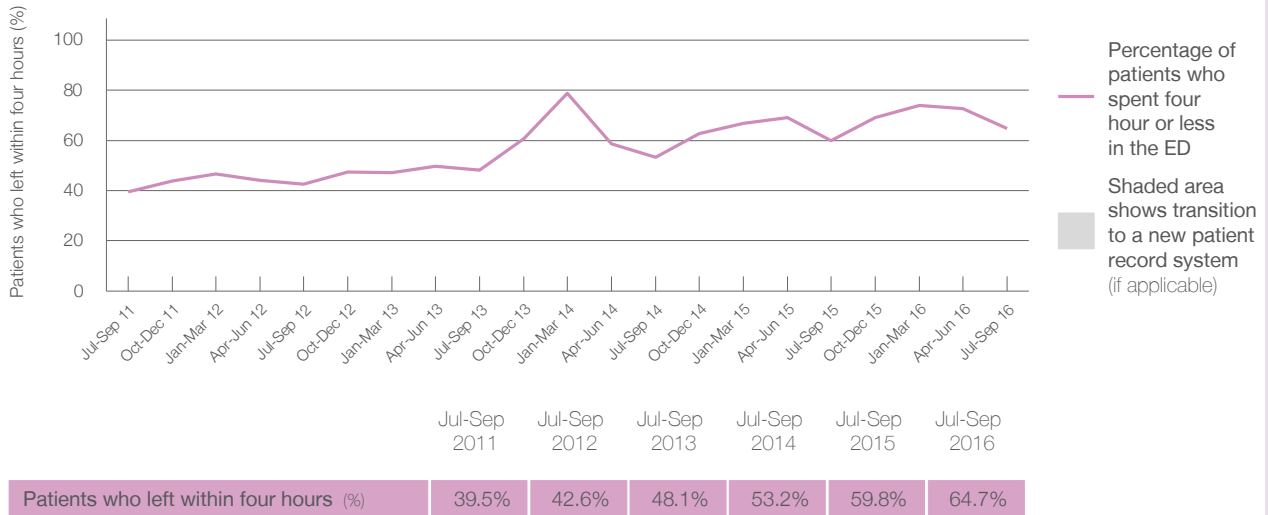
Presentations used to calculate time to leaving the ED: ⁶ 8,125 patients

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	8,551	-4.9%
Presentations used to calculate time to leaving the ED	8,551	-5.0%
Percentage of patients who spent four hours or less in the ED	59.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 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, 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 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Murwillumbah District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,366 patients
Emergency presentations:² 4,016 patients

Same period last year	Change since one year ago
4,130	5.7%
3,839	4.6%

Murwillumbah District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 310 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,266 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 43 minutes

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

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 347 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
326	
6 minutes	8 minutes
23 minutes	41 minutes
1,280	
14 minutes	21 minutes
55 minutes	103 minutes
1,949	
18 minutes	27 minutes
106 minutes	139 minutes
275	
17 minutes	24 minutes
128 minutes	138 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,364 patients

Percentage of patients who spent four hours or less in the ED 88.5%

Same period last year	Change since one year ago
4,127	5.7%
88.3%	

* 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 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 20 October 2016).

Murwillumbah District Hospital: Patients presenting to the emergency department July to September 2016

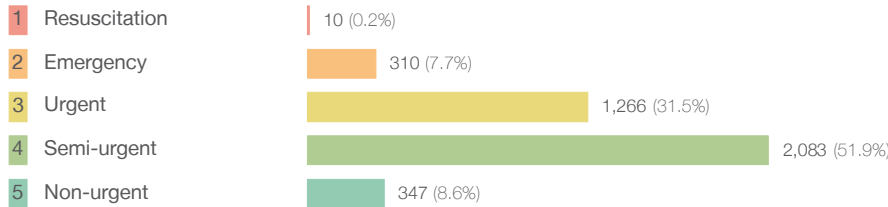
All presentations:¹ 4,366 patients

Same period last year
Change since one year ago

4,130 5.7%

Emergency presentations² by triage category: 4,016 patients

3,839 4.6%



9 11.1%

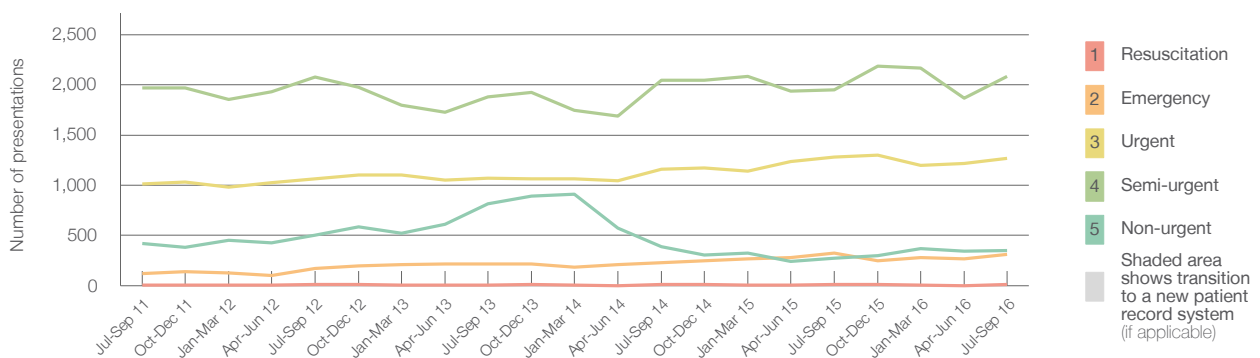
326 -4.9%

1,280 -1.1%

1,949 6.9%

275 26.2%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	7	9	7	9	9	10
Emergency	122	173	219	229	326	310
Urgent	1,010	1,065	1,069	1,161	1,280	1,266
Semi-urgent	1,971	2,075	1,878	2,047	1,949	2,083
Non-urgent	423	503	813	391	275	347
All emergency presentations	3,533	3,825	3,986	3,837	3,839	4,016

Murwillumbah District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 179 patients **

Same period last year
Change since one year ago

200

ED Transfer of care time

Median time 11 minutes

12 minutes -1 minute

95th percentile time 26 minutes

34 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 310

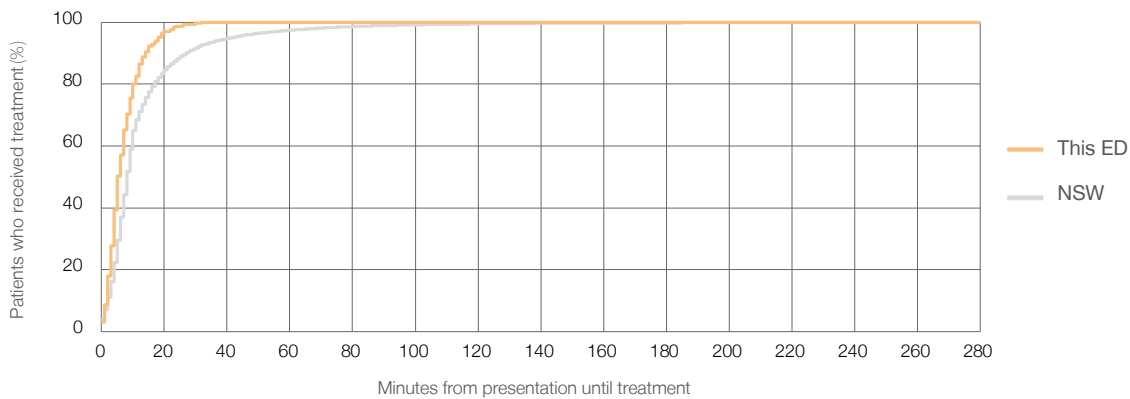
Number of triage 2 patients used to calculate waiting time:³ 310

Median time to start treatment⁴ 5 minutes

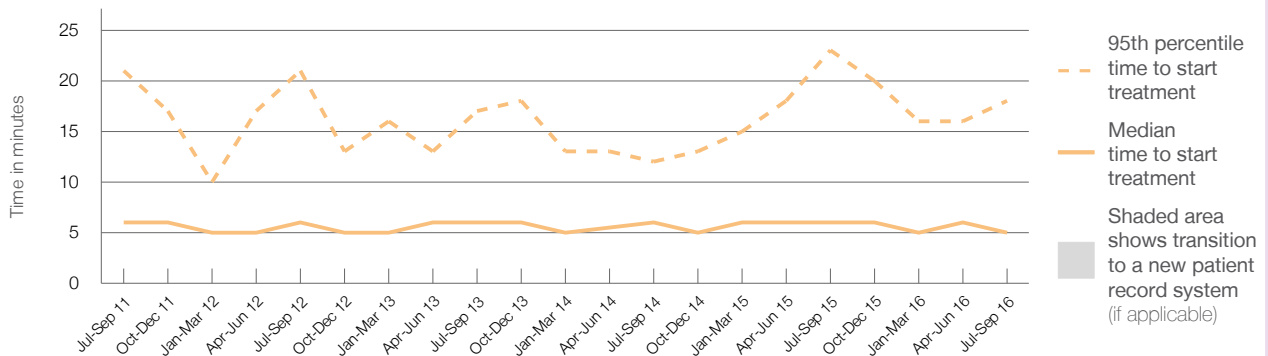
95th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
326	324
6 minutes	8 minutes
23 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	6	6	6	6	5
95th percentile time to start treatment ⁵ (minutes)	21	21	17	12	23	18

(†) 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.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 1,266

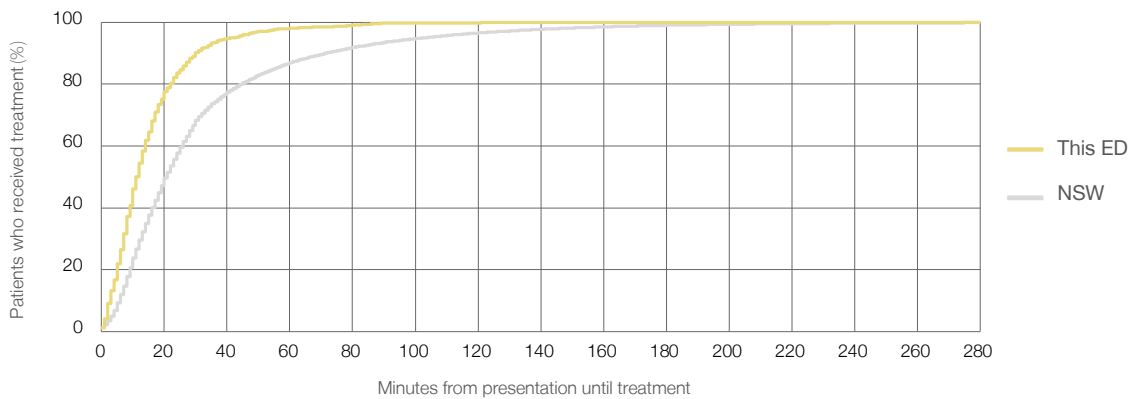
Number of triage 3 patients used to calculate waiting time:³ 1,251

Median time to start treatment⁴ 11 minutes

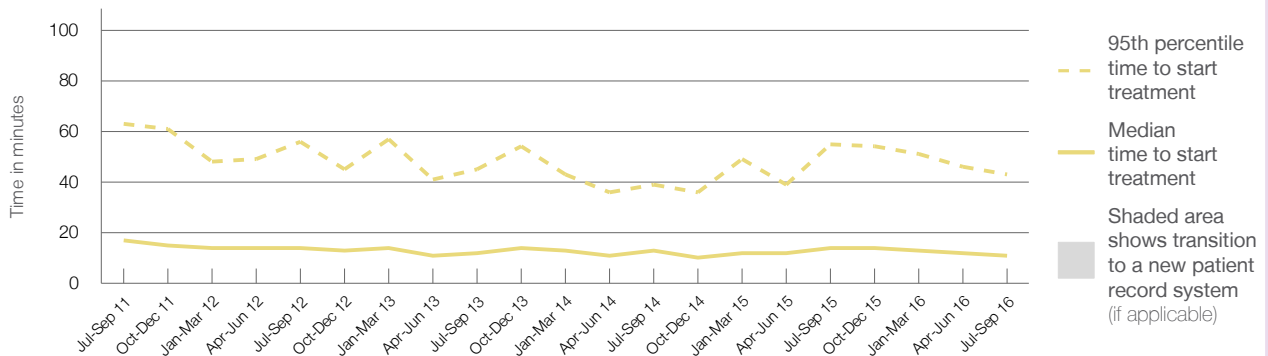
95th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
1,280	1,267
14 minutes	21 minutes
55 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	17	14	12	13	14	11
95th percentile time to start treatment ⁵ (minutes)	63	56	45	39	55	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.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,083

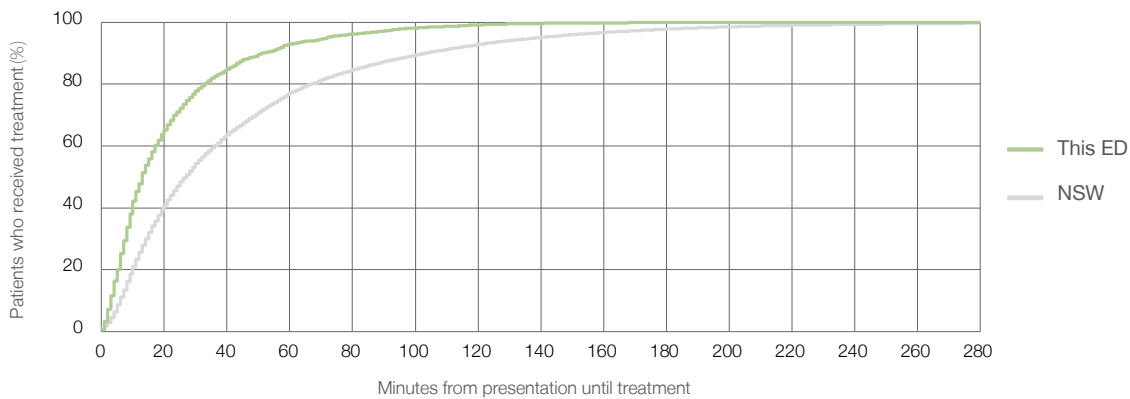
Number of triage 4 patients used to calculate waiting time:³ 2,034

Median time to start treatment⁴ 13 minutes

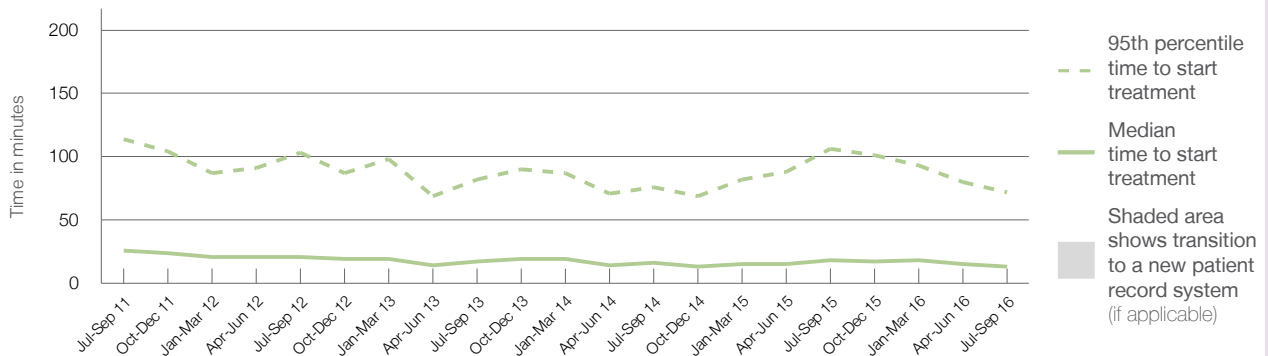
95th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
1,949	
1,892	
18 minutes	27 minutes
106 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	21	17	16	18	13
95th percentile time to start treatment ⁵ (minutes)	114	103	82	76	106	72

(†) 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.

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

July to September 2016

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

Number of triage 5 patients: 347

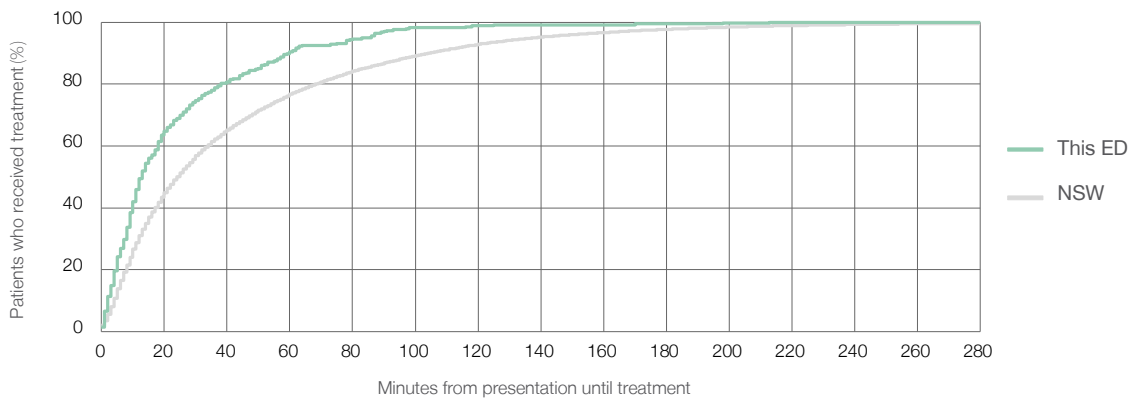
Number of triage 5 patients used to calculate waiting time:³ 335

Median time to start treatment⁴ 13 minutes

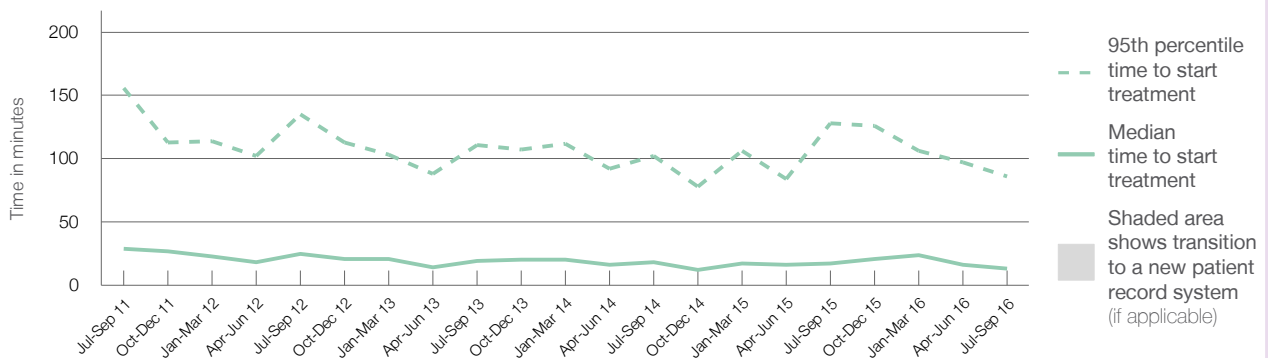
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
275	257
17 minutes	24 minutes
128 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	25	19	18	17	13
95th percentile time to start treatment ⁵ (minutes)	156	135	111	102	128	86

(†) 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.

Murwillumbah District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,366 patients

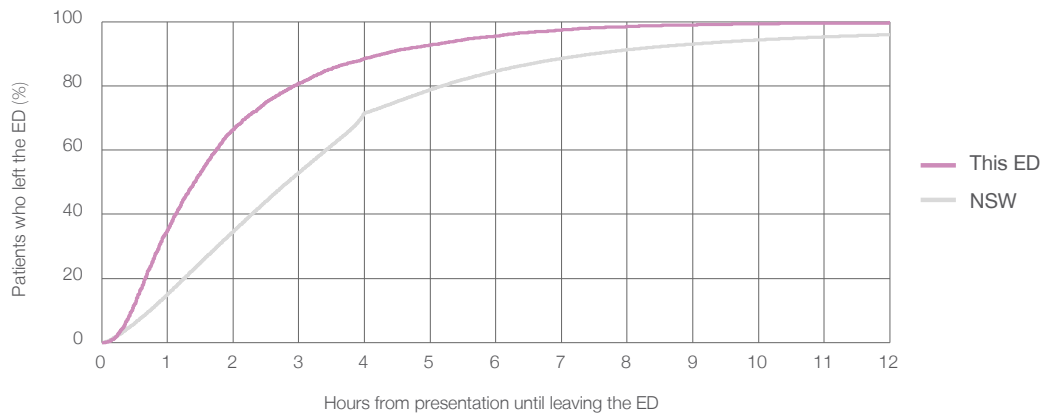
Presentations used to calculate time to leaving the ED:⁶ 4,364 patients

Median time spent in the ED⁸ 1 hours and 25 minutes

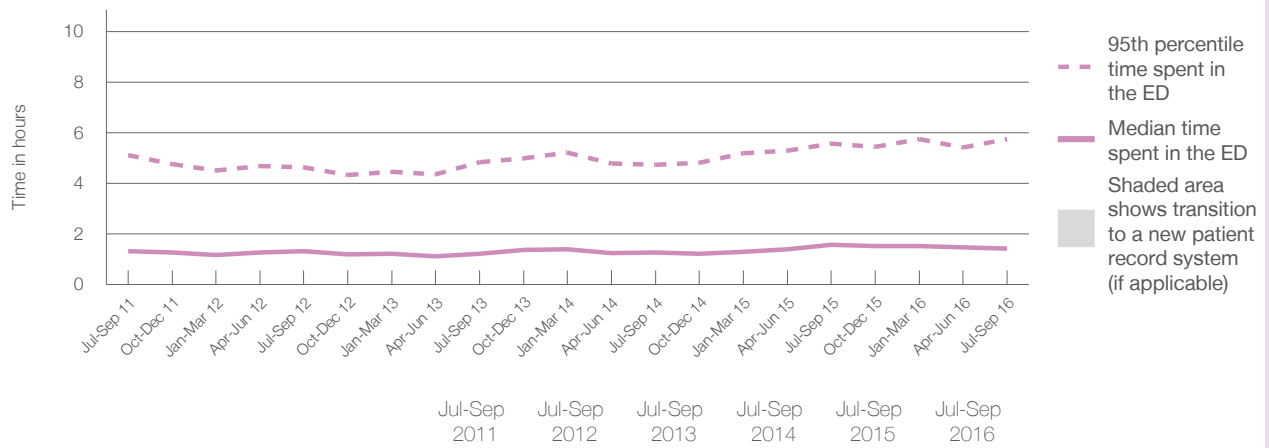
95th percentile time spent in the ED⁹ 5 hours and 45 minutes

Same period last year	NSW (this period)
4,130	4,127
1 hours and 34 minutes	2 hours and 50 minutes
5 hours and 35 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 19m	1h 20m	1h 14m	1h 16m	1h 34m	1h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 7m	4h 39m	4h 50m	4h 44m	5h 35m	5h 45m

(†) 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.

Murwillumbah District Hospital: Time patients spent in the ED By mode of separation July to September 2016

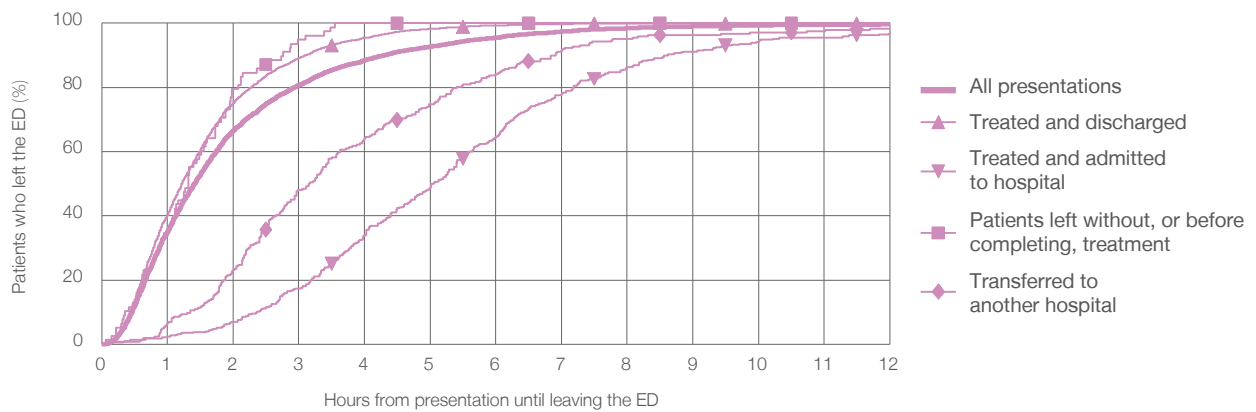
All presentations:¹ 4,366 patients

Presentations used to calculate time to leaving the ED:⁶ 4,364 patients

Treated and discharged	3,662 (83.9%)
Treated and admitted to hospital	375 (8.6%)
Patient left without, or before completing, treatment	78 (1.8%)
Transferred to another hospital	246 (5.6%)
Other	5 (0.1%)

Same period last year	Change since one year ago
4,127	5.7%
3,324	10.2%
422	-11.1%
91	-14.3%
286	-14.0%
7	-28.6%

Percentage of patients who left the ED by time and mode of separation, July to September 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	40.3%	75.2%	89.2%	95.5%	99.3%	99.9%	100%	100%
Treated and admitted to hospital	2.4%	6.9%	17.3%	33.9%	64.5%	86.4%	94.4%	97.1%
Patient left without, or before completing, treatment	35.9%	79.5%	94.9%	100%	100%	100%	100%	100%
Transferred to another hospital	6.5%	23.2%	48.0%	64.2%	84.1%	95.1%	97.2%	98.4%
All presentations	35.1%	66.5%	80.8%	88.5%	95.5%	98.5%	99.3%	99.7%

(†) 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.

Murwillumbah District Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 4,366 patients

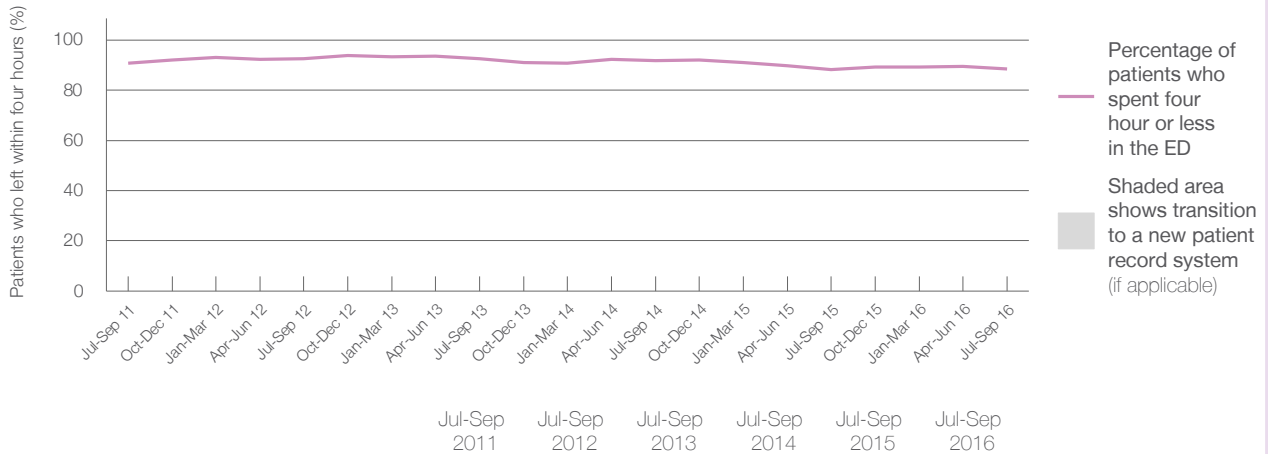
Presentations used to calculate time to leaving the ED: ⁶ 4,364 patients

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	4,130	5.7%
Presentations used to calculate time to leaving the ED	4,127	5.7%
Percentage of patients who spent four hours or less in the ED	88.3%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	90.7%	92.4%	92.6%	91.8%	88.3%	88.5%

* 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, 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 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Ryde Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,480 patients
 Emergency presentations:² 6,423 patients

Same period last year	Change since one year ago
6,889	-5.9%
6,813	-5.7%

Ryde Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 857 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,666 patients

Median time to start treatment⁴ 14 minutes
 95th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,694 patients

Median time to start treatment⁴ 15 minutes
 95th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 172 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
1,034	
6 minutes	8 minutes
15 minutes	41 minutes
2,844	
13 minutes	21 minutes
56 minutes	103 minutes
2,686	
14 minutes	27 minutes
101 minutes	139 minutes
201	
12 minutes	24 minutes
126 minutes	138 minutes

Ryde Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,479 patients

Percentage of patients who spent four hours or less in the ED 82.1%

Same period last year	Change since one year ago
6,889	-6.0%
77.5%	

* 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, 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 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.

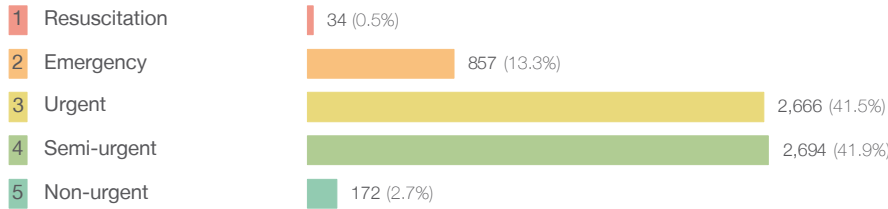
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Ryde Hospital: Patients presenting to the emergency department July to September 2016

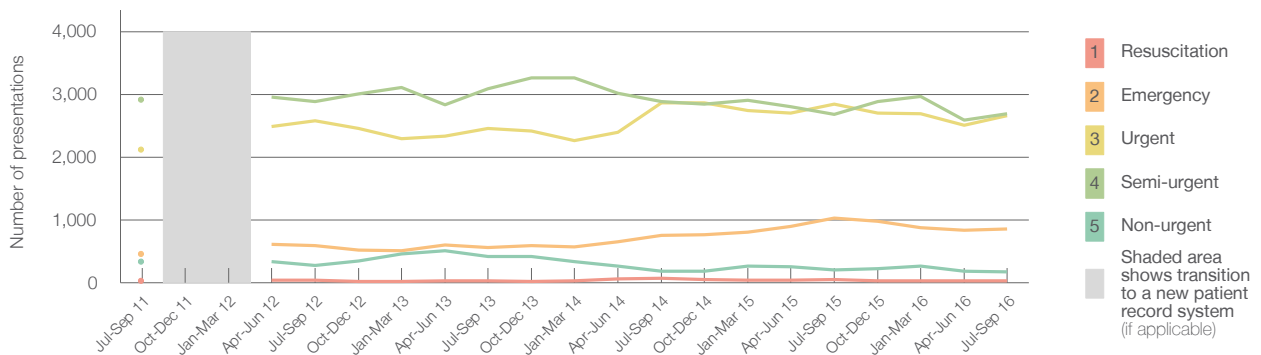
All presentations:¹ 6,480 patients

Emergency presentations² by triage category: 6,423 patients



Same period last year	Change since one year ago
6,889	-5.9%
6,813	-5.7%
48	-29.2%
1,034	-17.1%
2,844	-6.3%
2,686	0.3%
201	-14.4%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	31	43	30	68	48	34
Emergency	455	592	558	750	1,034	857
Urgent	2,125	2,579	2,457	2,868	2,844	2,666
Semi-urgent	2,912	2,889	3,091	2,886	2,686	2,694
Non-urgent	340	276	417	180	201	172
All emergency presentations	5,863	6,379	6,553	6,752	6,813	6,423

Ryde Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,615 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,868	
10 minutes	0 minutes
29 minutes	-4 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.

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

July to September 2016

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

Number of triage 2 patients: 857

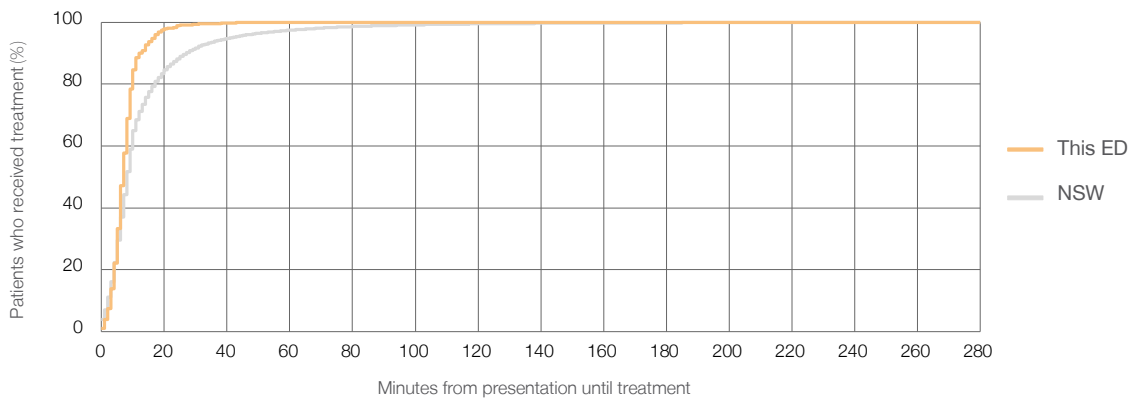
Number of triage 2 patients used to calculate waiting time:³ 853

Median time to start treatment⁴ 7 minutes

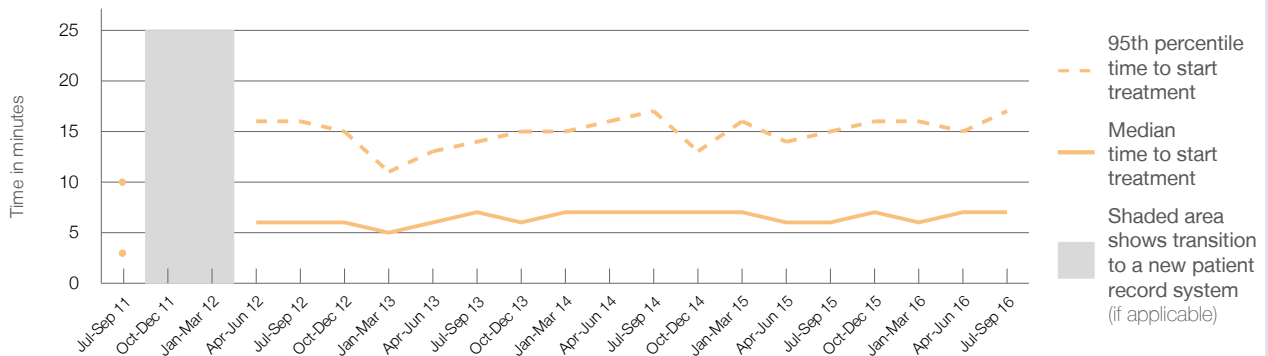
95th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
1,034	1,034
6 minutes	8 minutes
15 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	3	6	7	7	6	7
95th percentile time to start treatment ⁵ (minutes)	10	16	14	17	15	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.

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

July to September 2016

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

Number of triage 3 patients: 2,666

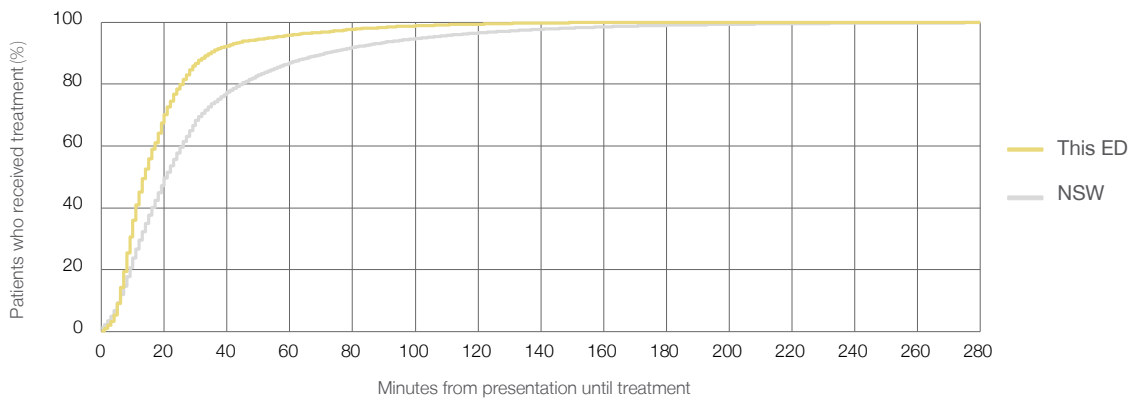
Number of triage 3 patients used to calculate waiting time:³ 2,646

Median time to start treatment⁴ 14 minutes

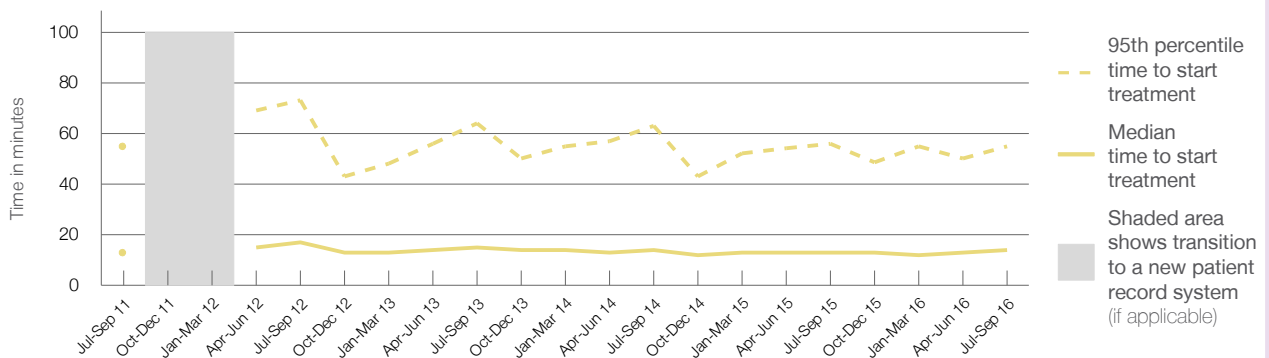
95th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
2,844	2,805
13 minutes	21 minutes
56 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	13	17	15	14	13	14
95th percentile time to start treatment ⁵ (minutes)	55	73	64	63	56	55

(†) 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.

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

July to September 2016

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

Number of triage 4 patients: 2,694

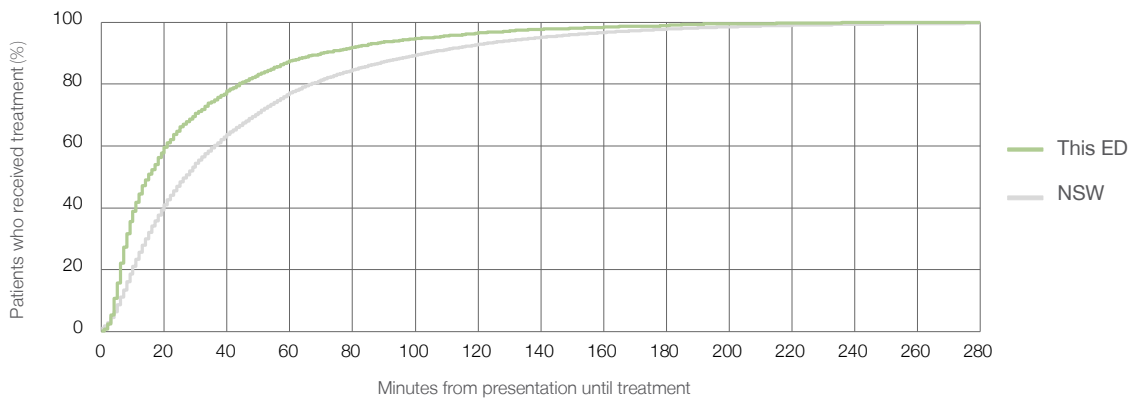
Number of triage 4 patients used to calculate waiting time:³ 2,606

Median time to start treatment⁴ 15 minutes

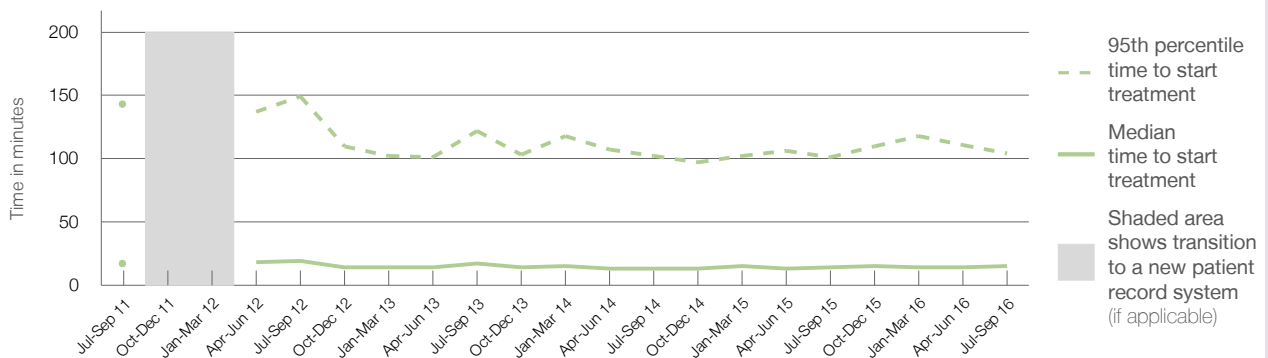
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
2,686	2,612
14 minutes	27 minutes
101 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	17	19	17	13	14	15
95th percentile time to start treatment ⁵ (minutes)	143	149	122	102	101	104

(†) 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.

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

July to September 2016

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

Number of triage 5 patients: 172

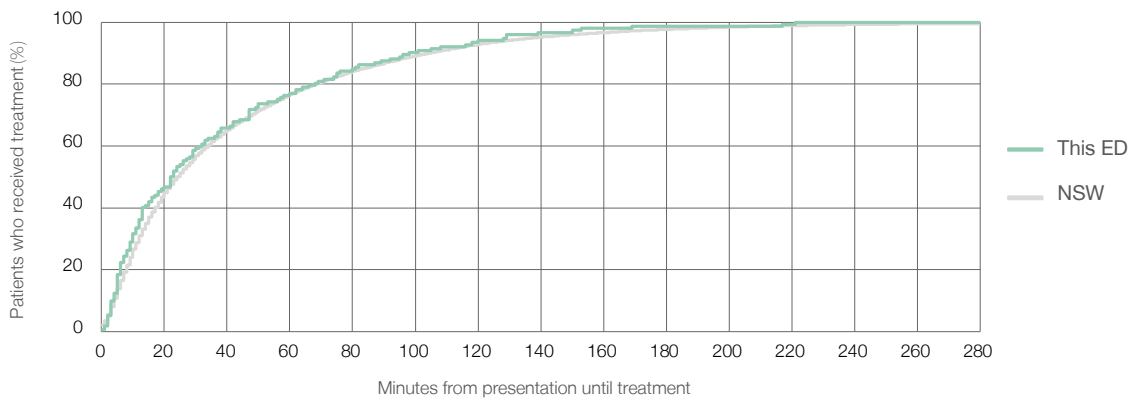
Number of triage 5 patients used to calculate waiting time:³ 152

Median time to start treatment⁴ 23 minutes

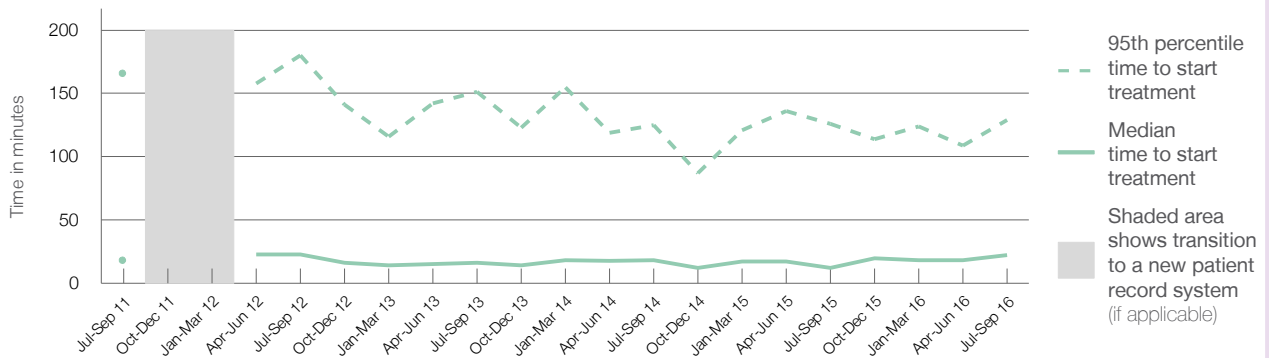
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
201	180
12 minutes	24 minutes
126 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	18	23	16	18	12	23
95th percentile time to start treatment ⁵ (minutes)	166	180	151	125	126	129

(†) 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.

Ryde Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,480 patients

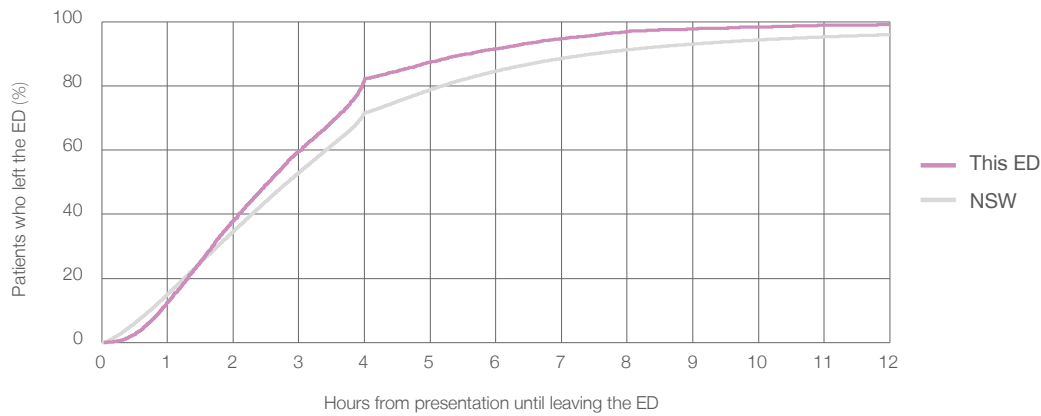
Presentations used to calculate time to leaving the ED:⁶ 6,479 patients

Median time spent in the ED⁸ 2 hours and 33 minutes

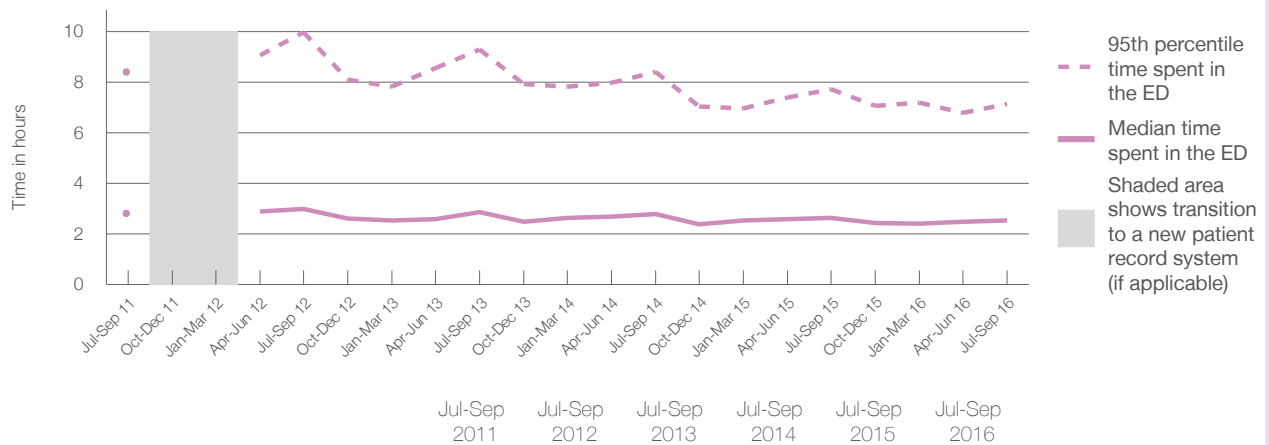
95th percentile time spent in the ED⁹ 7 hours and 8 minutes

Same period last year	NSW (this period)
6,889	6,889
2 hours and 38 minutes	2 hours and 50 minutes
7 hours and 44 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 49m	3h 0m	2h 52m	2h 48m	2h 38m	2h 33m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 24m	9h 58m	9h 18m	8h 24m	7h 44m	7h 8m

(†) 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.

Ryde Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

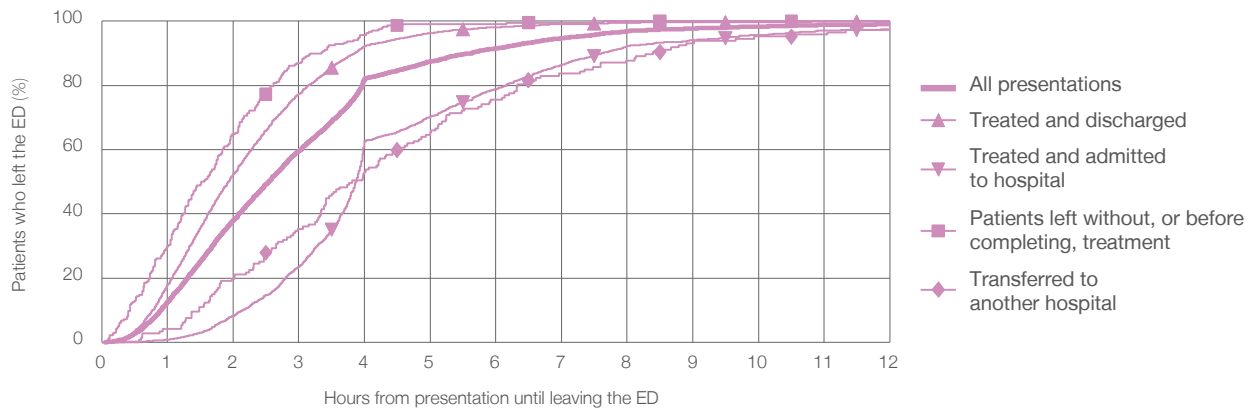
All presentations:¹ 6,480 patients

Presentations used to calculate time to leaving the ED:⁶ 6,479 patients

Treated and discharged	4,025 (62.1%)
Treated and admitted to hospital	2,065 (31.9%)
Patient left without, or before completing, treatment	238 (3.7%)
Transferred to another hospital	147 (2.3%)
Other	5 (0.1%)

Same period last year	Change since one year ago
6,889	-6.0%
4,315	-6.7%
2,103	-1.8%
278	-14.4%
186	-21.0%
7	-28.6%

Percentage of patients who left the ED by time and mode of separation, July to September 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	17.9%	52.4%	77.3%	92.3%	98.1%	99.5%	99.7%	99.9%
Treated and admitted to hospital	0.8%	8.2%	23.6%	62.6%	78.8%	92.3%	95.7%	97.5%
Patient left without, or before completing, treatment	29.8%	64.7%	87.0%	95.8%	99.2%	100%	100%	100%
Transferred to another hospital	4.1%	19.7%	35.4%	53.1%	75.5%	87.8%	95.2%	97.3%
All presentations	12.6%	38.0%	59.6%	82.1%	91.5%	96.9%	98.3%	99.1%

(†) 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.

Ryde Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 6,480 patients

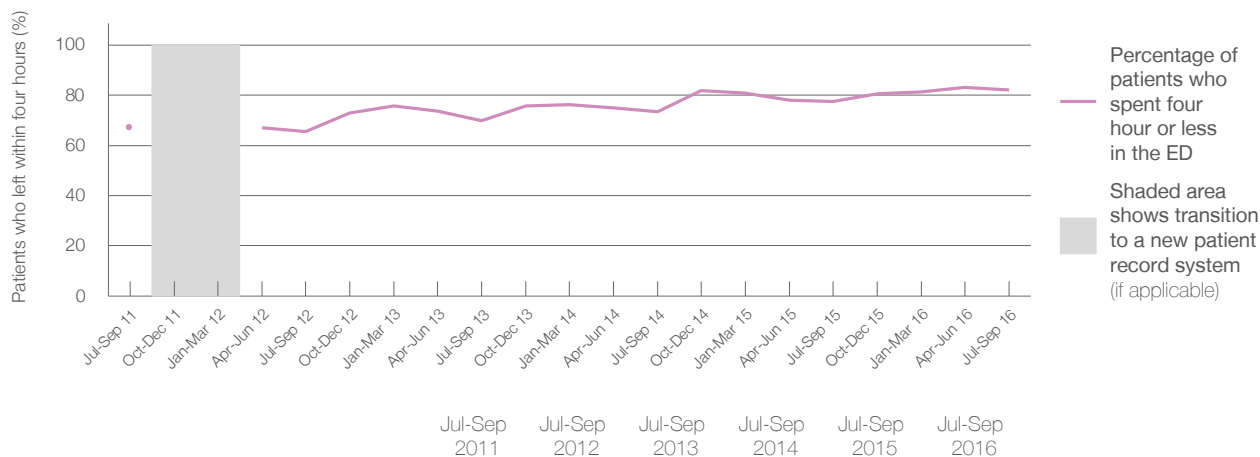
Presentations used to calculate time to leaving the ED: ⁶ 6,479 patients

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	6,889	-5.9%
Presentations used to calculate time to leaving the ED	6,889	-6.0%
Percentage of patients who spent four hours or less in the ED	77.5%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	67.2%	65.4%	69.7%	73.4%	77.5%	82.1%

* 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, 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 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Shellharbour Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 7,573 patients
 Emergency presentations:² 7,376 patients

Same period last year	Change since one year ago
7,221	4.9%
6,994	5.5%

Shellharbour Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 917 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,712 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 128 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,571 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 169 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 153 patients

Median time to start treatment⁴ 18 minutes
 95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
736	
6 minutes	8 minutes
26 minutes	41 minutes
2,337	
21 minutes	21 minutes
119 minutes	103 minutes
3,721	
23 minutes	27 minutes
152 minutes	139 minutes
173	
18 minutes	24 minutes
99 minutes	138 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 7,572 patients

Percentage of patients who spent four hours or less in the ED 64.2%

Same period last year	Change since one year ago
7,221	4.9%
70.2%	

* 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, 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 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.

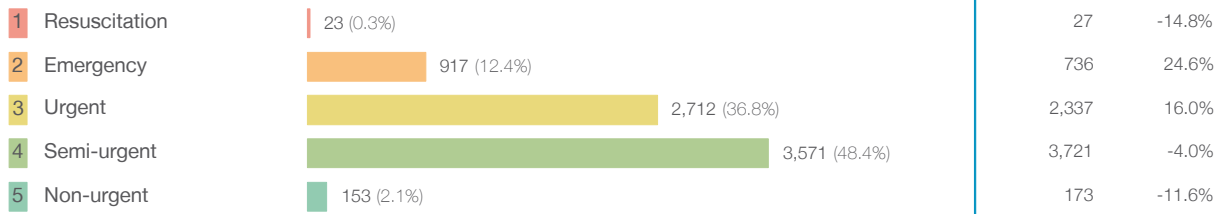
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

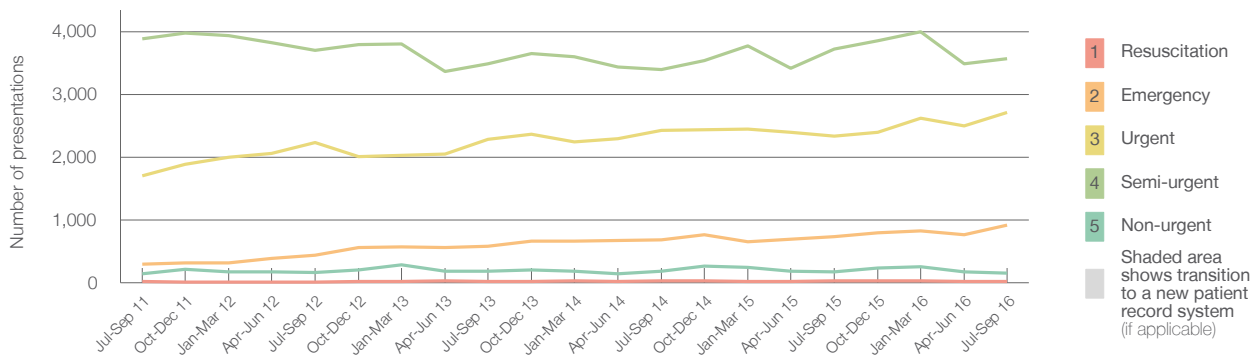
Shellharbour Hospital: Patients presenting to the emergency department July to September 2016

All presentations:¹ 7,573 patients

Emergency presentations² by triage category: 7,376 patients



Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	21	12	22	29	27	23
Emergency	293	434	576	681	736	917
Urgent	1,701	2,235	2,280	2,430	2,337	2,712
Semi-urgent	3,887	3,706	3,487	3,400	3,721	3,571
Non-urgent	146	160	180	180	173	153
All emergency presentations	6,048	6,547	6,545	6,720	6,994	7,376

Shellharbour Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,689 patients

ED Transfer of care time



(†) 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 July to September 2016

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

Number of triage 2 patients: 917

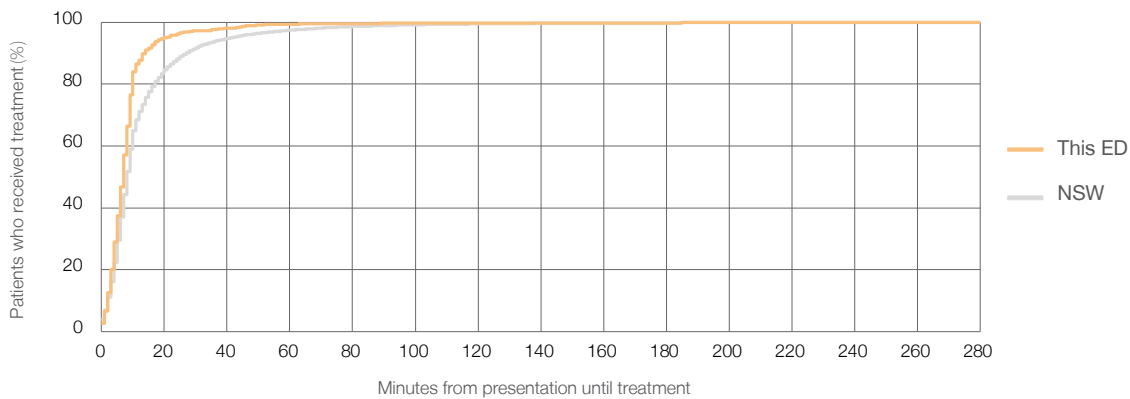
Number of triage 2 patients used to calculate waiting time:³ 916

Median time to start treatment⁴ 7 minutes

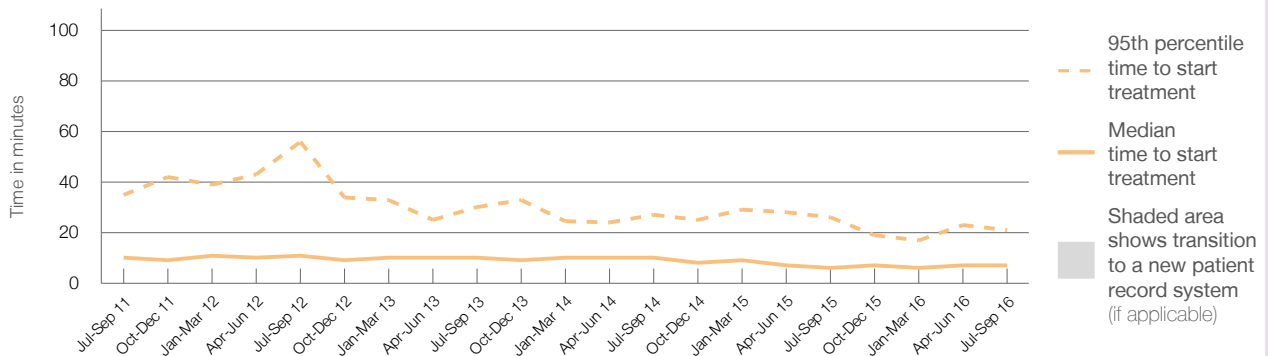
95th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
736	733
6 minutes	8 minutes
26 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	11	10	10	6	7
95th percentile time to start treatment ⁵ (minutes)	35	56	30	27	26	21

(†) 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 July to September 2016

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

Number of triage 3 patients: 2,712

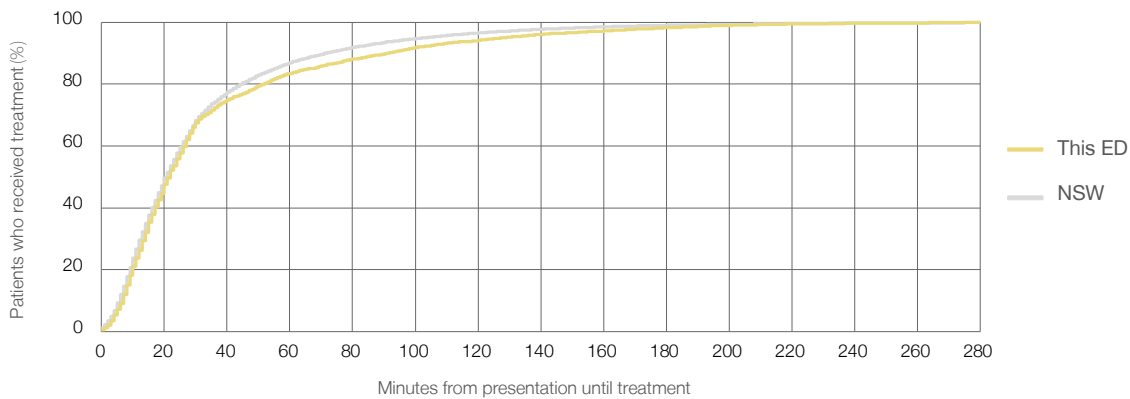
Number of triage 3 patients used to calculate waiting time:³ 2,661

Median time to start treatment⁴ 22 minutes

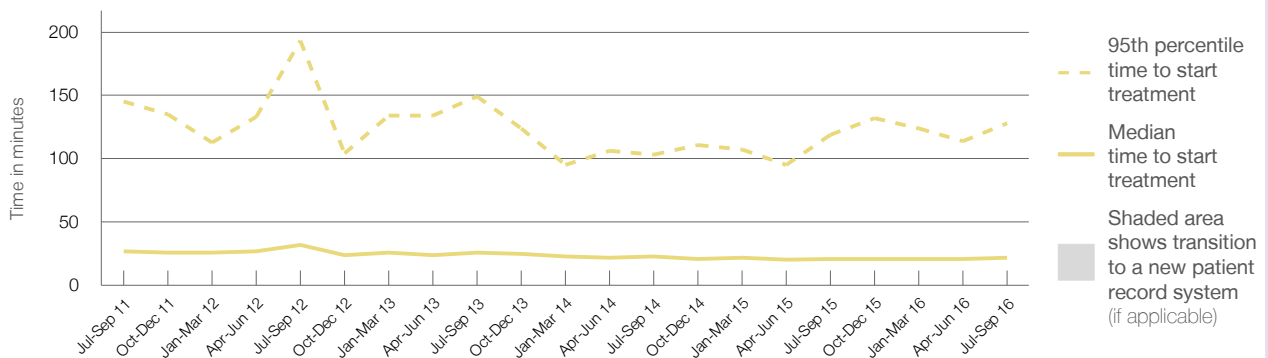
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
2,337	2,291
21 minutes	21 minutes
119 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	32	26	23	21	22
95th percentile time to start treatment ⁵ (minutes)	145	193	149	103	119	128

(†) 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 July to September 2016

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

Number of triage 4 patients: 3,571

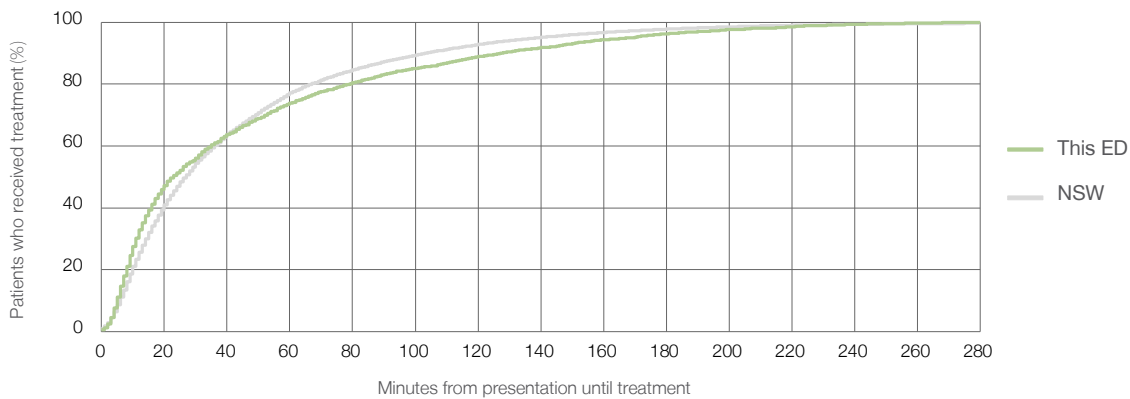
Number of triage 4 patients used to calculate waiting time:³ 3,317

Median time to start treatment⁴ 23 minutes

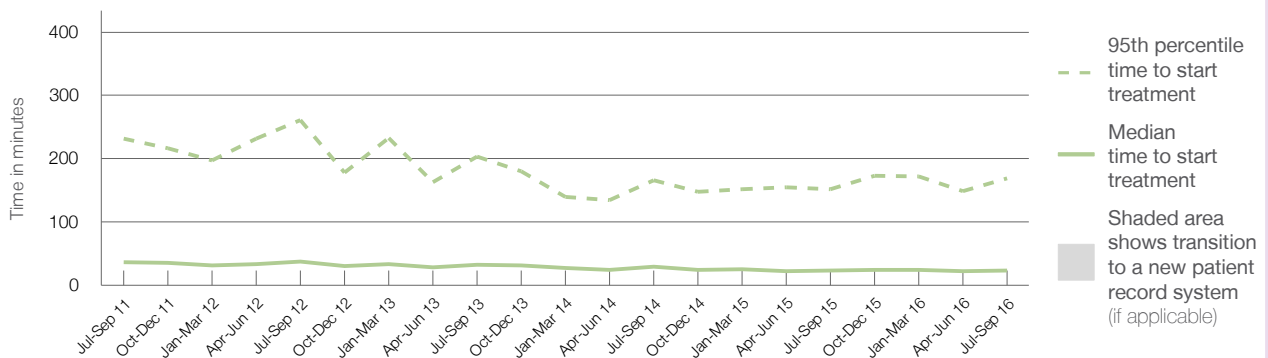
95th percentile time to start treatment⁵ 169 minutes

Same period last year	NSW (this period)
3,721	3,467
23 minutes	27 minutes
152 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	36	37	32	29	23	23
95th percentile time to start treatment ⁵ (minutes)	232	261	203	166	152	169

(†) 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 July to September 2016

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

Number of triage 5 patients: 153

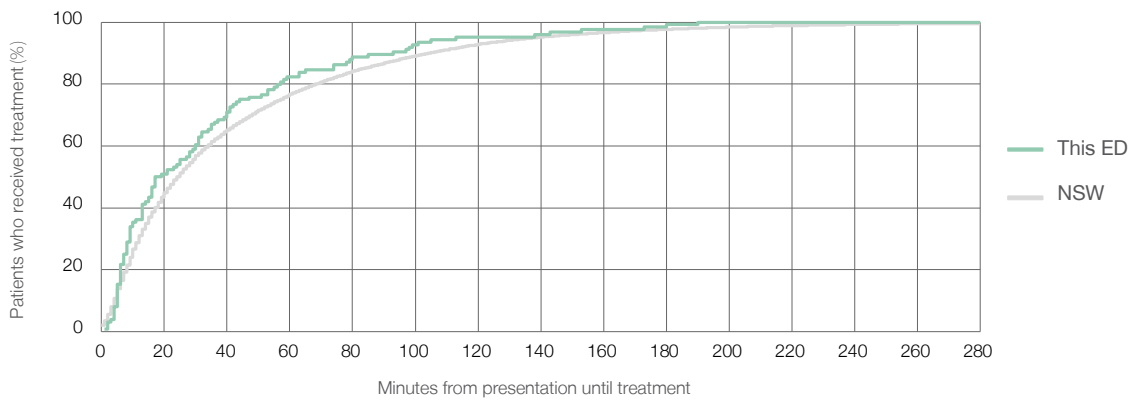
Number of triage 5 patients used to calculate waiting time:³ 124

Median time to start treatment⁴ 18 minutes

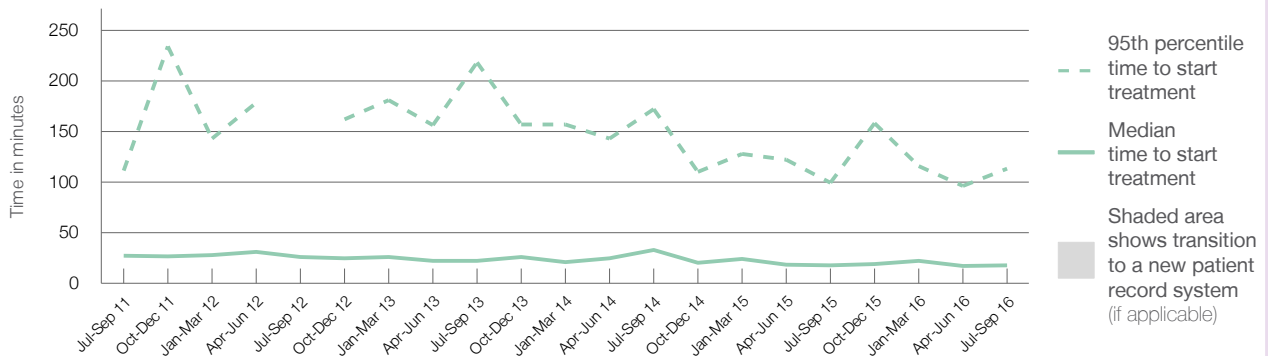
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
173	
136	
18 minutes	24 minutes
99 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	26	22	33	18	18
95th percentile time to start treatment ⁵ (minutes)	111	*	218	172	99	113

(†) 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

July to September 2016

All presentations:¹ 7,573 patients

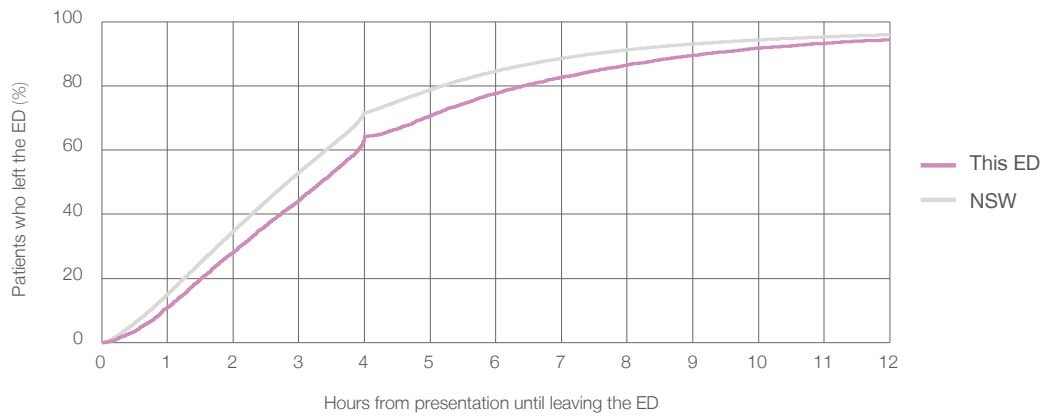
Presentations used to calculate time to leaving the ED:⁶ 7,572 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

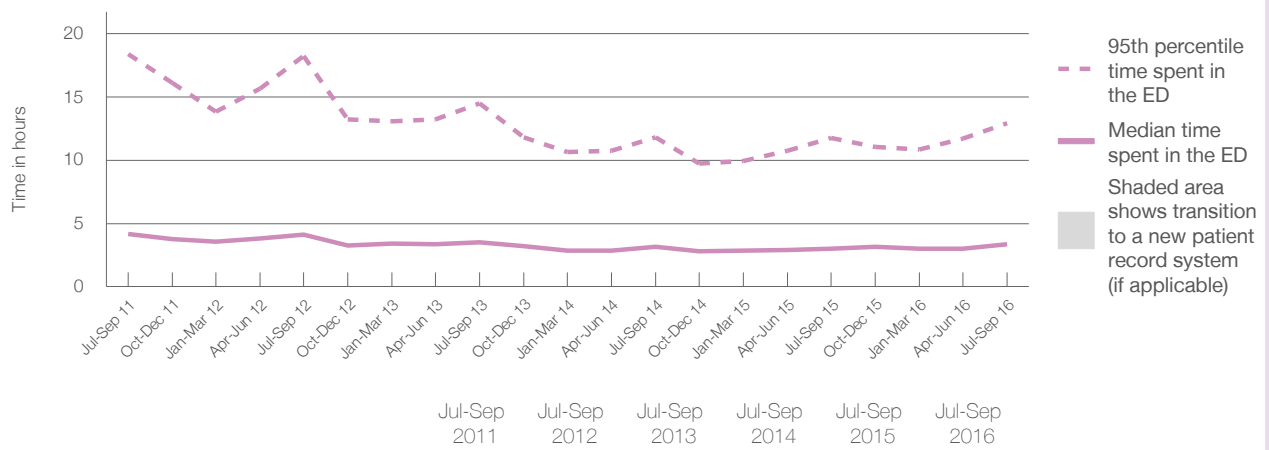
95th percentile time spent in the ED⁹ 12 hours and 56 minutes

Same period last year	NSW (this period)
7,221	7,221
3 hours and 0 minutes	2 hours and 50 minutes
11 hours and 44 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 9m	4h 8m	3h 31m	3h 9m	3h 0m	3h 21m
95th percentile time to leaving the ED ⁹ (hours, minutes)	18h 22m	18h 13m	14h 30m	11h 47m	11h 44m	12h 56m

(†) 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.

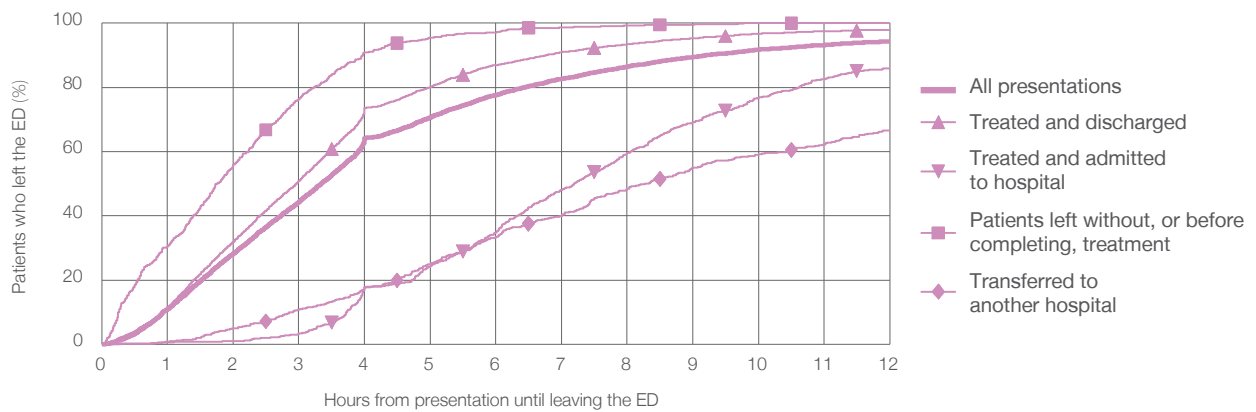
Shellharbour Hospital: Time patients spent in the ED By mode of separation July to September 2016

All presentations:¹ 7,573 patients

Presentations used to calculate time to leaving the ED:⁶ 7,572 patients

		Same period last year	Change since one year ago
Treated and discharged	5,459 (72.1%)	5,195	5.1%
Treated and admitted to hospital	883 (11.7%)	923	-4.3%
Patient left without, or before completing, treatment	633 (8.4%)	583	8.6%
Transferred to another hospital	588 (7.8%)	506	16.2%
Other	10 (0.1%)	14	-28.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



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

Treated and discharged	11.5%	31.9%	50.8%	73.6%	87.0%	93.4%	96.7%	98.0%
Treated and admitted to hospital	0.6%	1.0%	3.3%	17.8%	34.8%	59.6%	76.8%	85.9%
Patient left without, or before completing, treatment	30.5%	55.9%	76.3%	91.0%	97.2%	99.2%	100%	100%
Transferred to another hospital	0.9%	4.9%	10.7%	17.7%	33.5%	48.5%	59.2%	66.7%
All presentations	11.0%	28.2%	44.3%	64.2%	77.6%	86.5%	91.8%	94.3%

(†) 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.

Shellharbour Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 7,573 patients

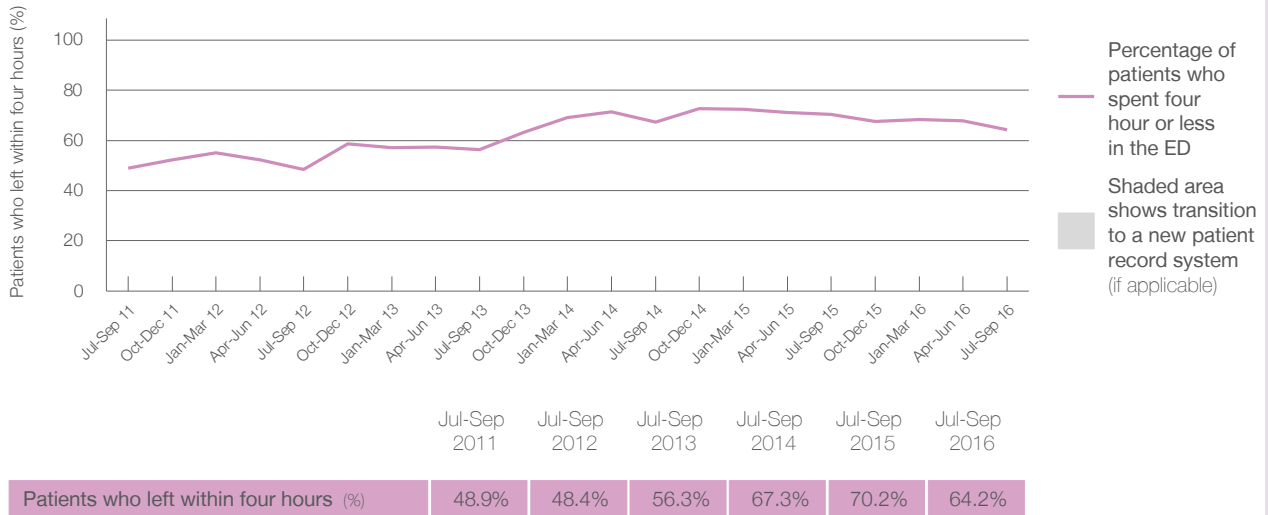
Presentations used to calculate time to leaving the ED: ⁶ 7,572 patients

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	7,221	4.9%
Presentations used to calculate time to leaving the ED	7,221	4.9%
Percentage of patients who spent four hours or less in the ED	70.2%	

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

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- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
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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.
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- 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

South East Regional Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,187 patients
 Emergency presentations:² 3,932 patients

Same period last year	Change since one year ago
3,122	34.1%
2,819	39.5%

South East Regional Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 339 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 36 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,153 patients

Median time to start treatment⁴ 27 minutes
 95th percentile time to start treatment⁵ 125 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,746 patients

Median time to start treatment⁴ 48 minutes
 95th percentile time to start treatment⁵ 206 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 684 patients

Median time to start treatment⁴ 54 minutes
 95th percentile time to start treatment⁵ 200 minutes

Same period last year	NSW (this period)
239	
6 minutes	8 minutes
24 minutes	41 minutes
792	
21 minutes	21 minutes
83 minutes	103 minutes
1,410	
33 minutes	27 minutes
146 minutes	139 minutes
378	
36 minutes	24 minutes
176 minutes	138 minutes

South East Regional Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,186 patients

Percentage of patients who spent four hours or less in the ED 69.1%

Same period last year	Change since one year ago
3,122	34.1%
83.0%	

* 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 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.

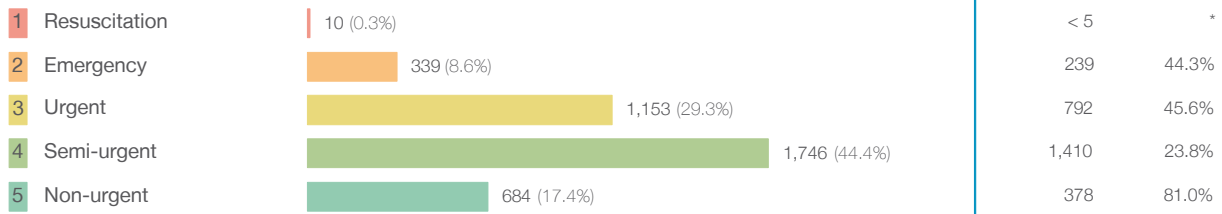
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

South East Regional Hospital: Patients presenting to the emergency department July to September 2016

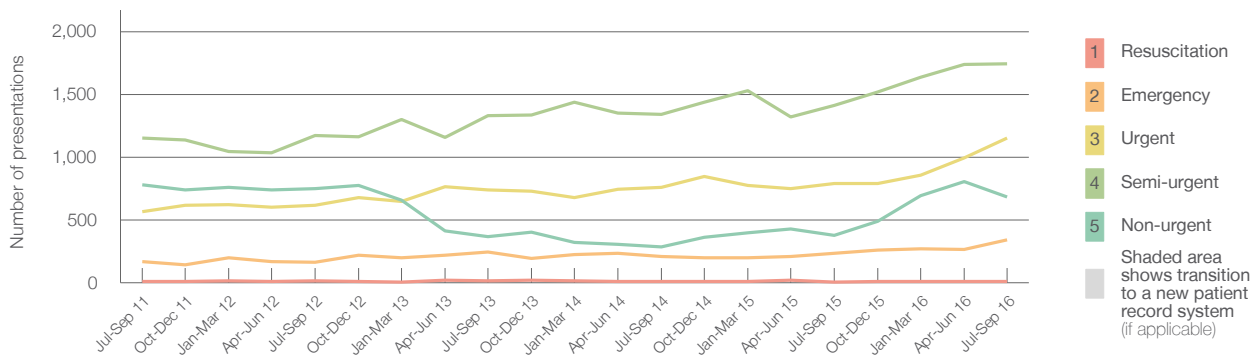
All presentations:¹ 4,187 patients

Emergency presentations² by triage category: 3,932 patients



Same period last year	Change since one year ago
3,122	34.1%
2,819	39.5%
< 5	*
239	44.3%
792	45.6%
1,410	23.8%
378	81.0%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	8	14	16	7	< 5	10
Emergency	169	163	242	208	239	339
Urgent	568	616	738	760	792	1,153
Semi-urgent	1,152	1,170	1,332	1,341	1,410	1,746
Non-urgent	780	747	365	286	378	684
All emergency presentations	2,677	2,710	2,693	2,602	2,819	3,932

South East Regional Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 683 patients

ED Transfer of care time



Same period last year	Change since one year ago
571	
10 minutes	4 minutes
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.

South East Regional Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 339

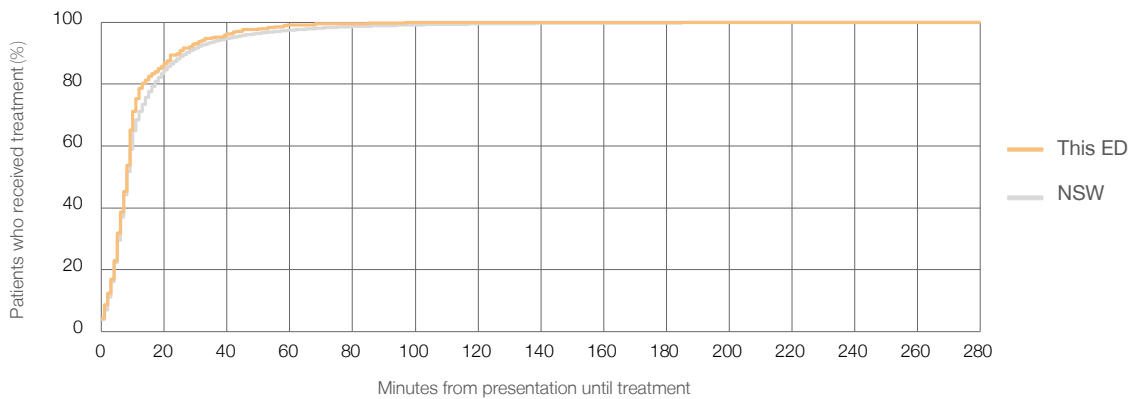
Number of triage 2 patients used to calculate waiting time:³ 336

Median time to start treatment⁴ 8 minutes

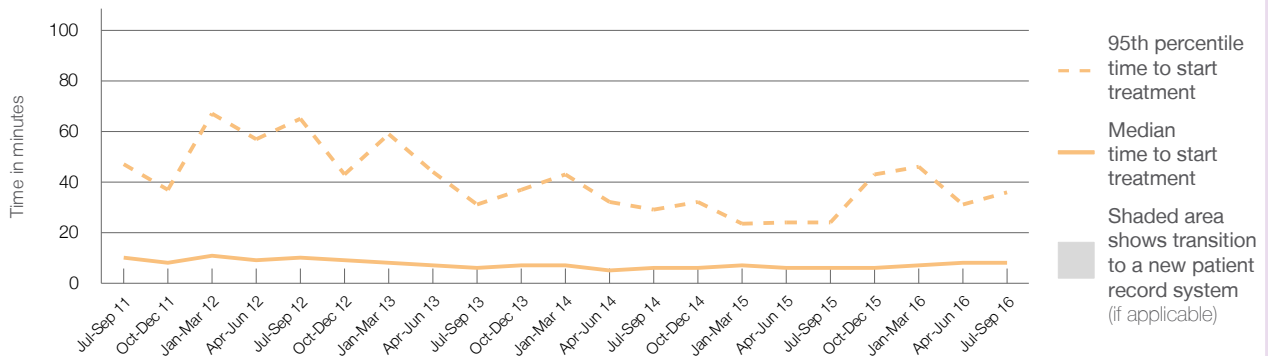
95th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
239	233
6 minutes	8 minutes
24 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	10	6	6	6	8
95th percentile time to start treatment ⁵ (minutes)	47	65	31	29	24	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.

South East Regional Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 1,153

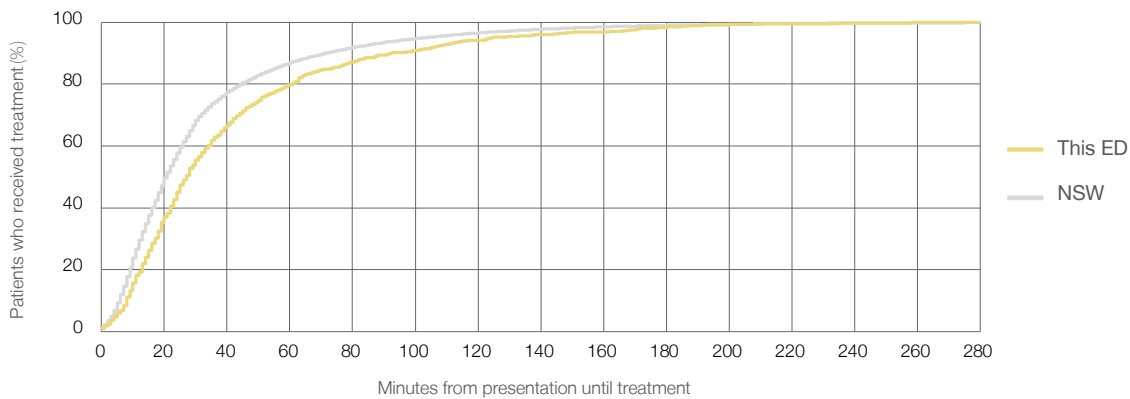
Number of triage 3 patients used to calculate waiting time:³ 1,125

Median time to start treatment⁴ 27 minutes

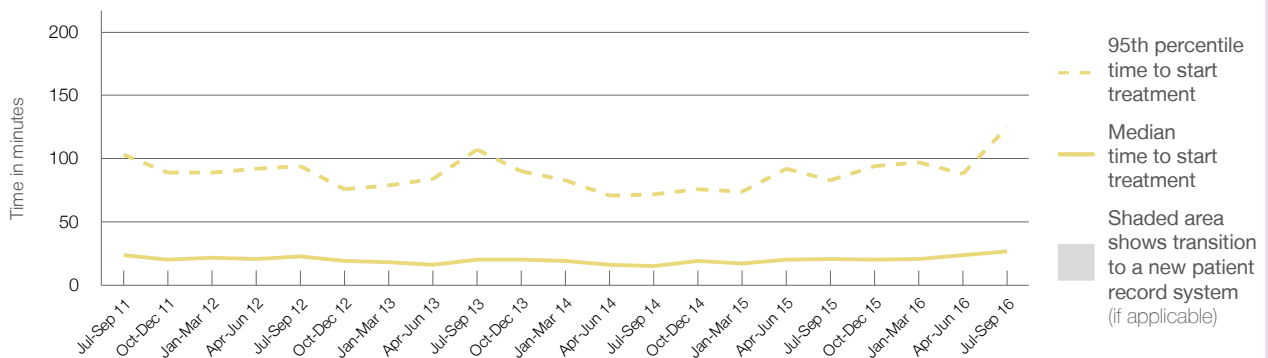
95th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
792	779
21 minutes	21 minutes
83 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	23	20	15	21	27
95th percentile time to start treatment ⁵ (minutes)	103	94	107	72	83	125

(†) 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.

South East Regional Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 1,746

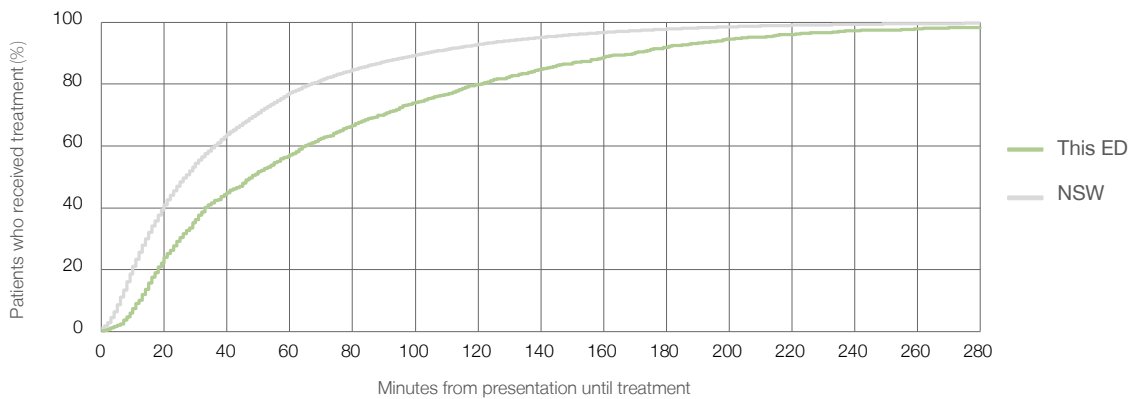
Number of triage 4 patients used to calculate waiting time:³ 1,578

Median time to start treatment⁴ 48 minutes

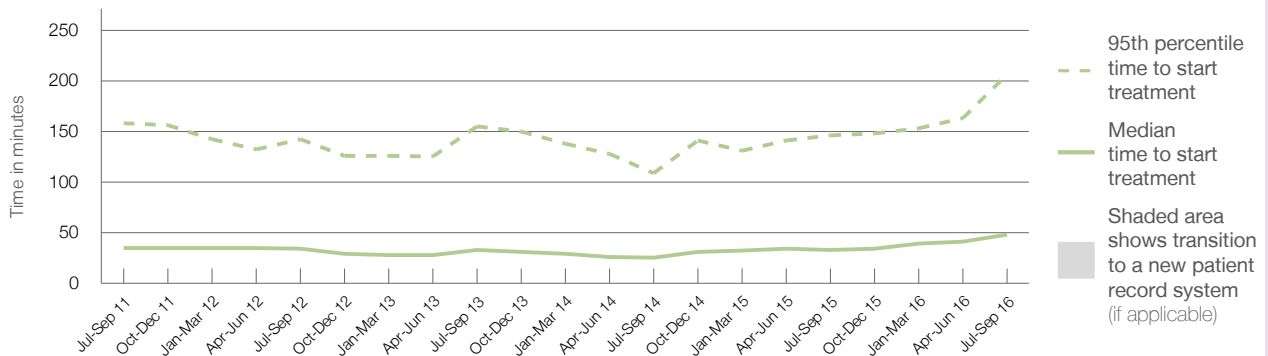
95th percentile time to start treatment⁵ 206 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,410	1,289
Median time to start treatment ⁴	33 minutes	27 minutes
95th percentile time to start treatment ⁵	146 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	34	33	25	33	48
95th percentile time to start treatment ⁵ (minutes)	158	142	155	109	146	206

(†) 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.

South East Regional Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 684

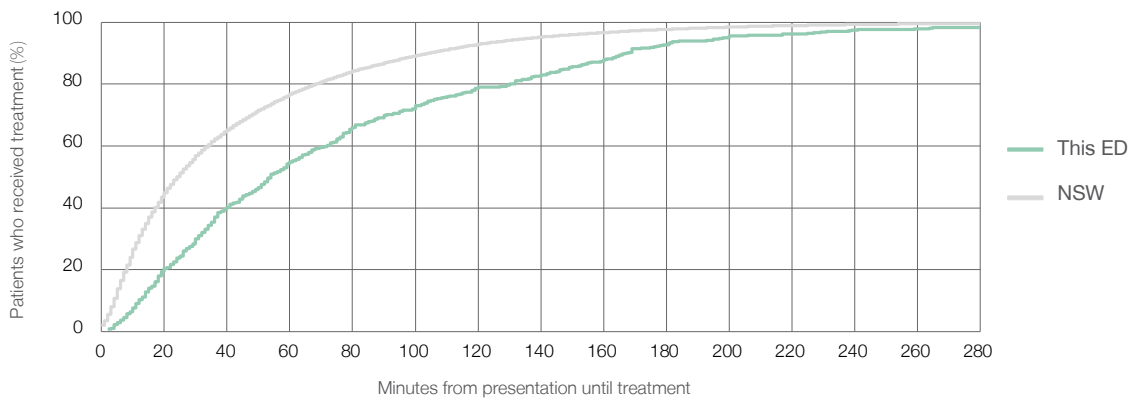
Number of triage 5 patients used to calculate waiting time:³ 554

Median time to start treatment⁴ 54 minutes

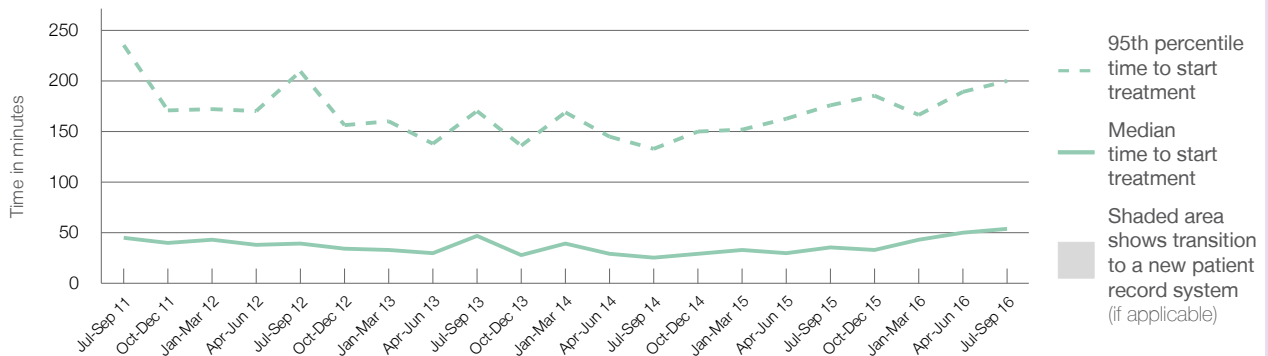
95th percentile time to start treatment⁵ 200 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	378	316
Median time to start treatment ⁴	36 minutes	24 minutes
95th percentile time to start treatment ⁵	176 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	45	39	47	25	36	54
95th percentile time to start treatment ⁵ (minutes)	235	209	170	133	176	200

(†) 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.

South East Regional Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,187 patients

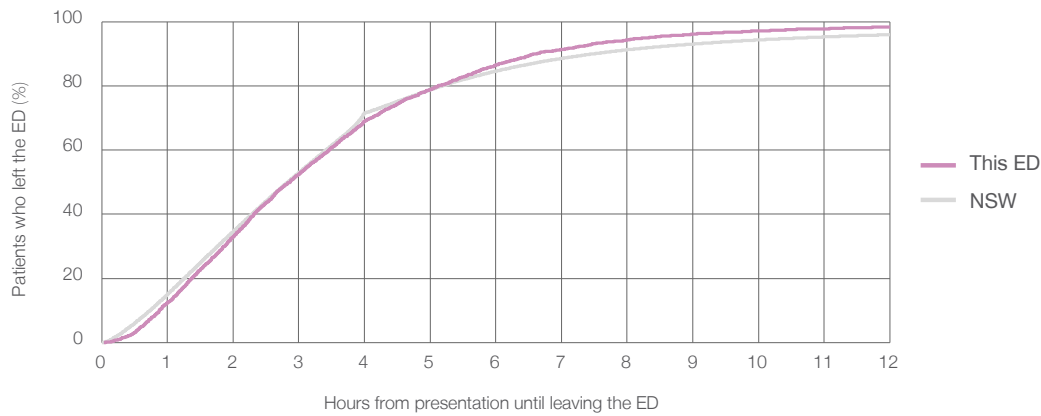
Presentations used to calculate time to leaving the ED:⁶ 4,186 patients

Median time spent in the ED⁸ 2 hours and 52 minutes

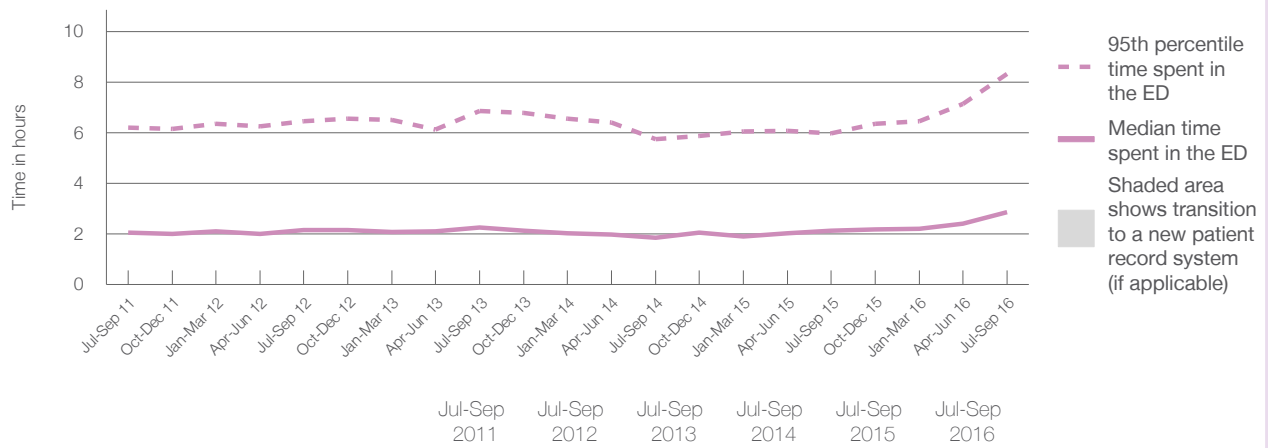
95th percentile time spent in the ED⁹ 8 hours and 20 minutes

Same period last year	NSW (this period)
3,122	3,122
2 hours and 8 minutes	2 hours and 50 minutes
5 hours and 59 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 4m	2h 9m	2h 15m	1h 52m	2h 8m	2h 52m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 13m	6h 28m	6h 52m	5h 45m	5h 59m	8h 20m

(†) 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.

South East Regional Hospital: Time patients spent in the ED By mode of separation July to September 2016

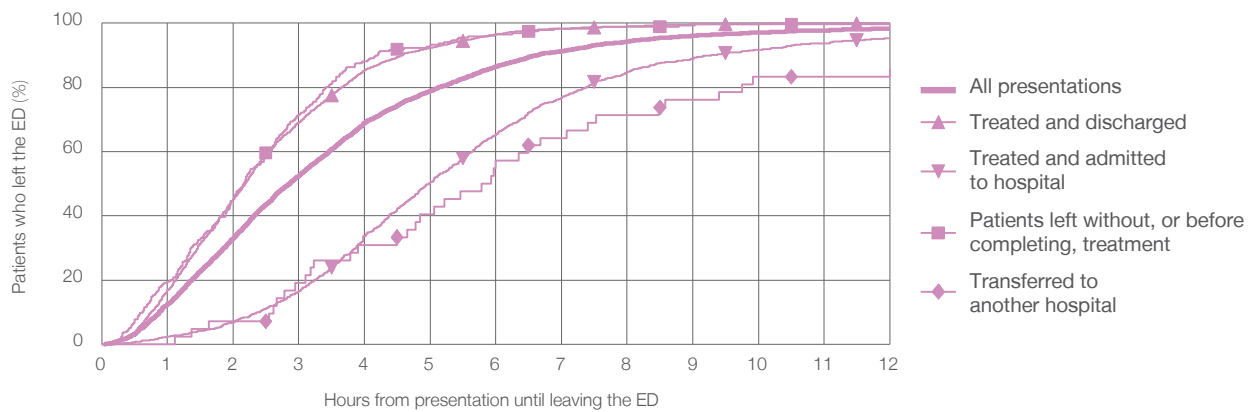
All presentations:¹ 4,187 patients

Presentations used to calculate time to leaving the ED:⁶ 4,186 patients

Treated and discharged	2,546 (60.8%)
Treated and admitted to hospital	1,300 (31.0%)
Patient left without, or before completing, treatment	287 (6.9%)
Transferred to another hospital	42 (1.0%)
Other	12 (0.3%)

Same period last year	Change since one year ago
3,122	34.1%
1,889	34.8%
987	31.7%
199	44.2%
38	10.5%
9	33.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	16.9%	45.2%	69.0%	85.4%	96.5%	99.0%	99.8%	99.9%
Treated and admitted to hospital	2.4%	6.8%	16.5%	33.8%	65.3%	84.7%	91.8%	95.3%
Patient left without, or before completing, treatment	19.5%	45.3%	71.4%	88.2%	96.5%	99.0%	99.7%	99.7%
Transferred to another hospital	0%	7.1%	19.0%	31.0%	57.1%	71.4%	83.3%	85.7%
All presentations	12.6%	33.1%	52.4%	69.1%	86.5%	94.3%	97.1%	98.3%

(†) 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.

South East Regional Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 4,187 patients

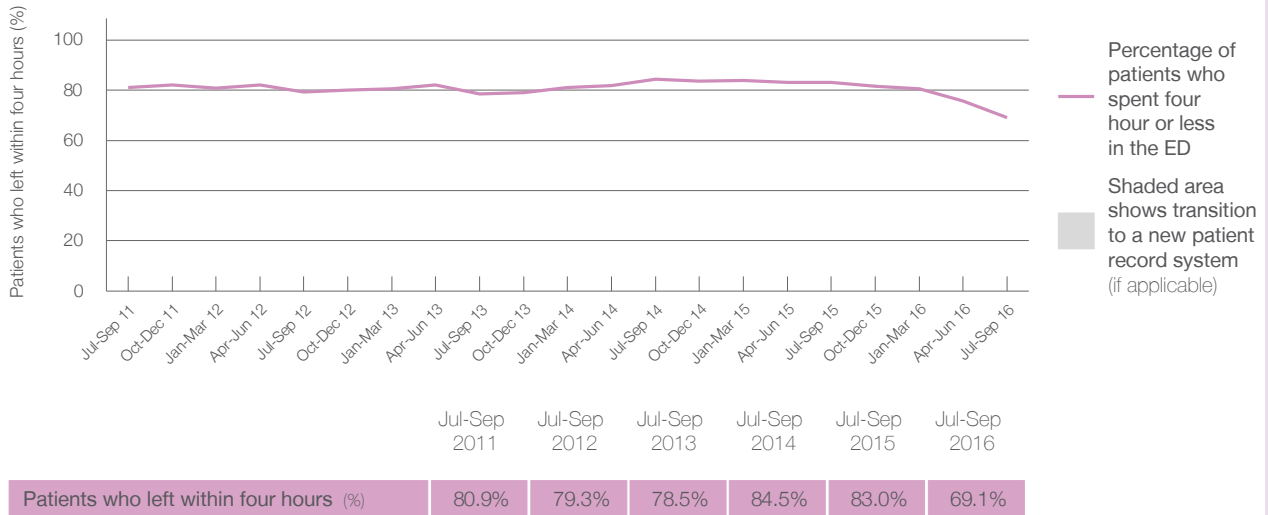
Presentations used to calculate time to leaving the ED: ⁶ 4,186 patients

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	3,122	34.1%
Presentations used to calculate time to leaving the ED	3,122	34.1%
Percentage of patients who spent four hours or less in the ED	83.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 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, 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 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).