

## Goulburn Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 4,309 patients  
Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

July to September 2016

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

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 27 minutes

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

Median time to start treatment<sup>4</sup> 23 minutes  
95th percentile time to start treatment<sup>5</sup> 120 minutes

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

Median time to start treatment<sup>4</sup> 32 minutes  
95th percentile time to start treatment<sup>5</sup> 170 minutes

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

Median time to start treatment<sup>4</sup> 25 minutes  
95th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

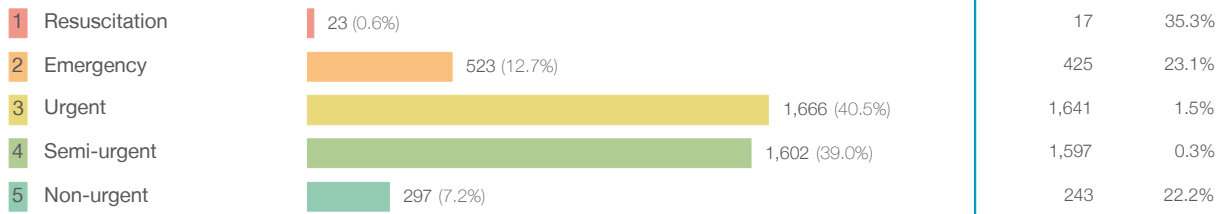
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

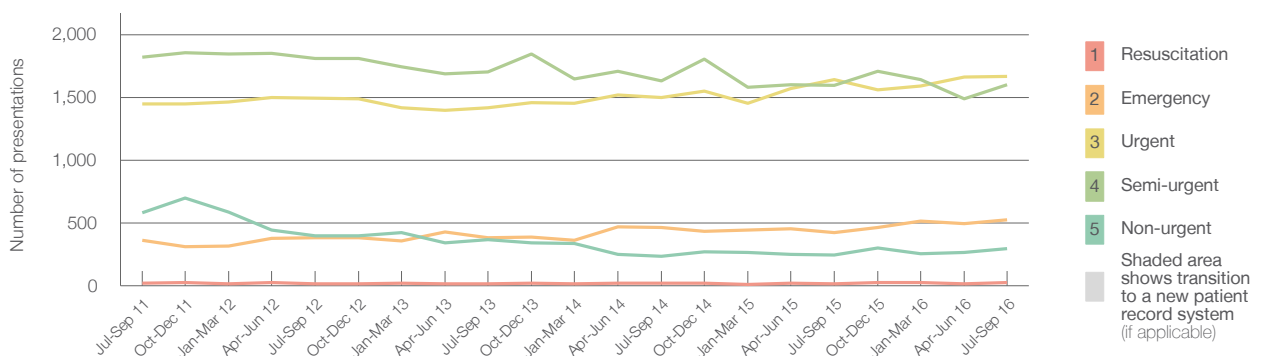
All presentations:<sup>1</sup> 4,309 patients

Emergency presentations<sup>2</sup> 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 presentations<sup>2</sup> 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:<sup>7</sup> 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

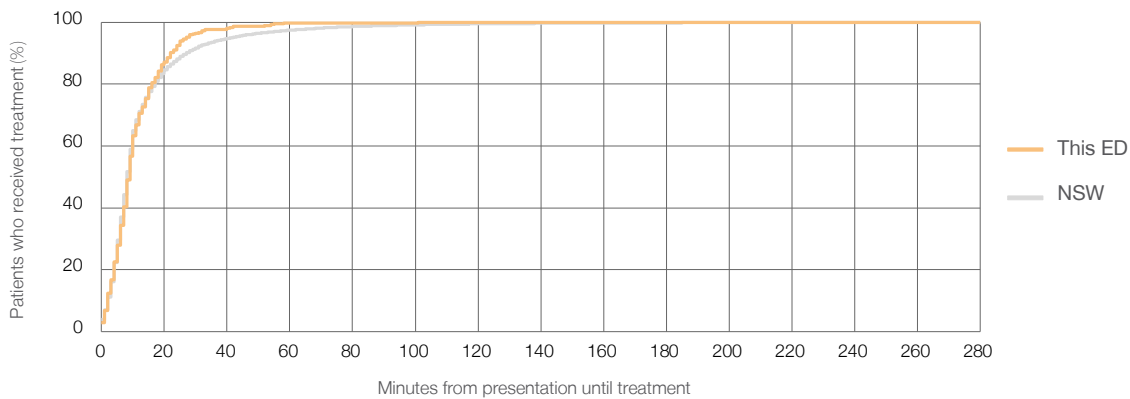
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 523

Median time to start treatment<sup>4</sup>  9 minutes

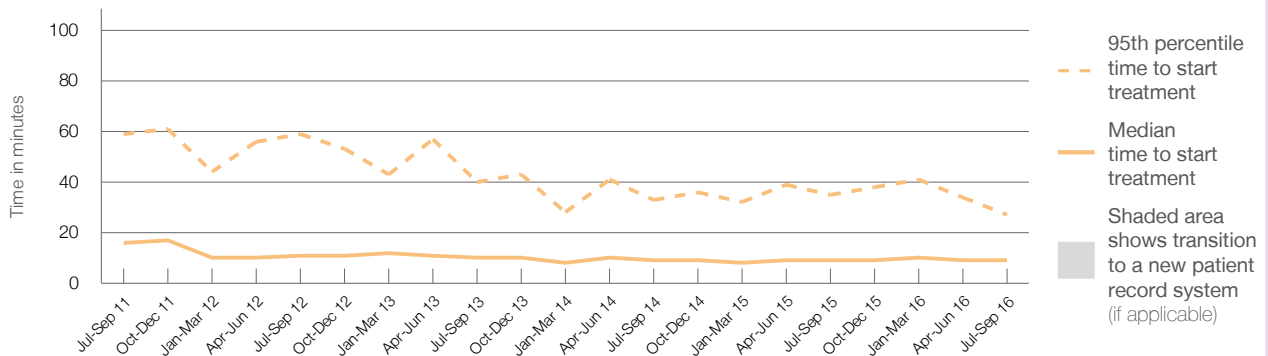
95th percentile time to start treatment<sup>5</sup>  27 minutes

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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	16	11	10	9	9	9
95th percentile time to start treatment <sup>5</sup> (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

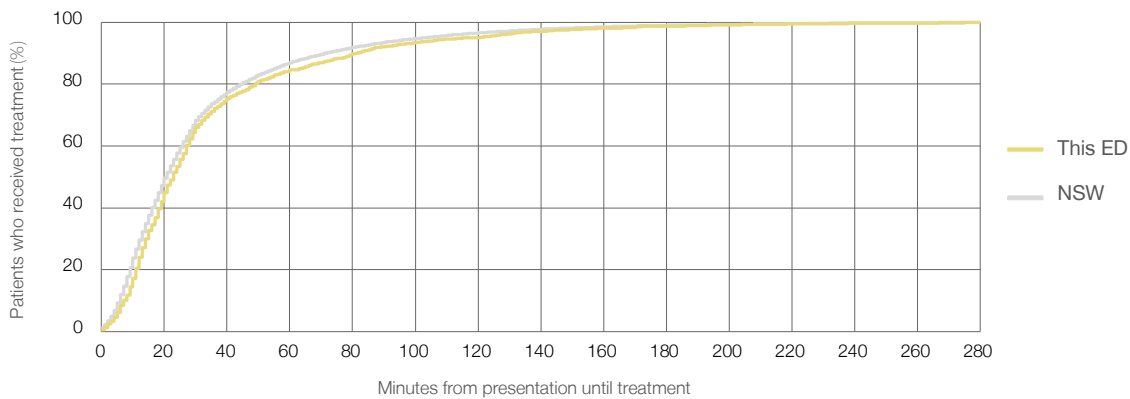
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,615

Median time to start treatment<sup>4</sup>  23 minutes

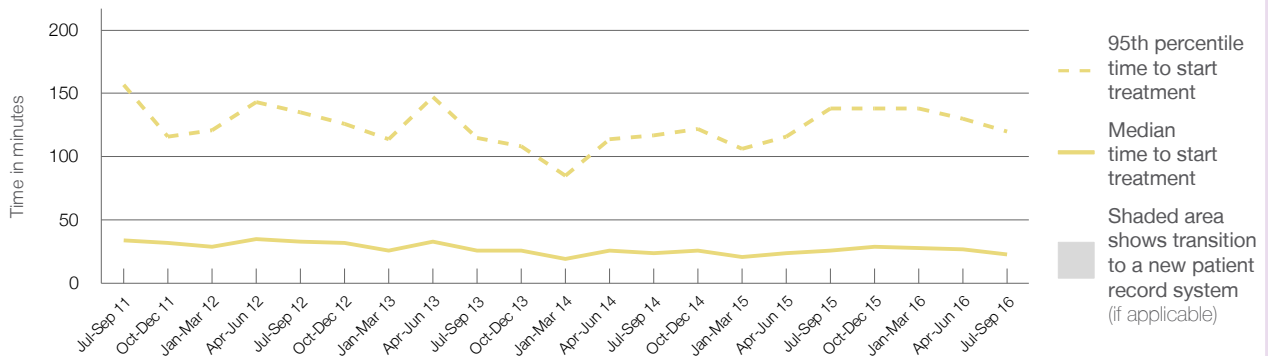
95th percentile time to start treatment<sup>5</sup>  120 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,641	1,579
Median time to start treatment <sup>4</sup>	26 minutes	21 minutes
95th percentile time to start treatment <sup>5</sup>	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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	34	33	26	24	26	23
95th percentile time to start treatment <sup>5</sup> (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

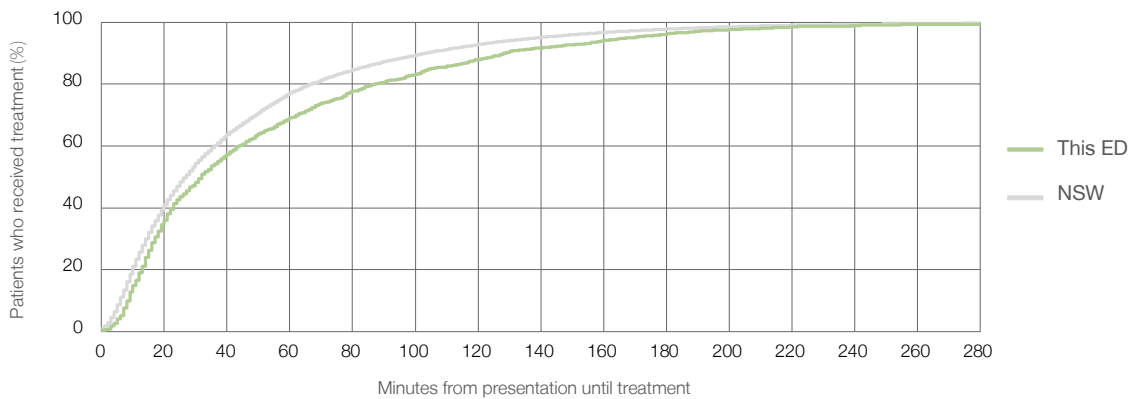
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,458

Median time to start treatment<sup>4</sup> 32 minutes

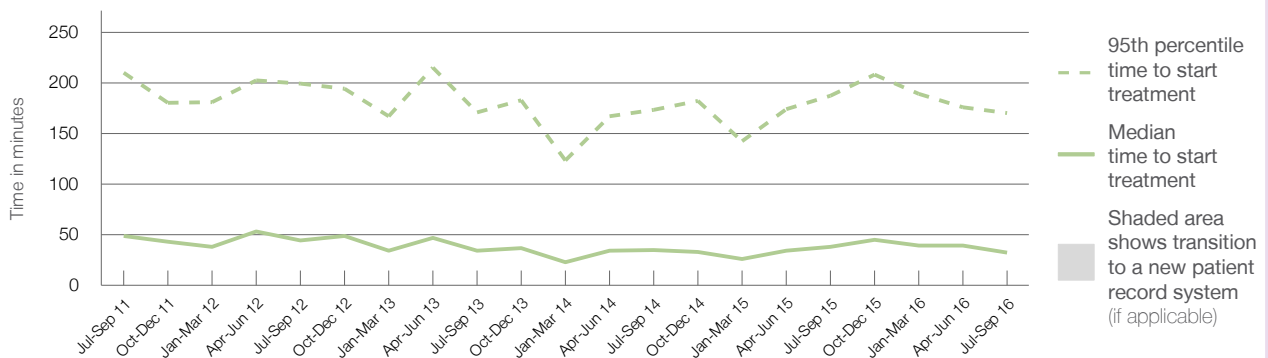
95th percentile time to start treatment<sup>5</sup> 170 minutes

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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	49	44	34	35	38	32
95th percentile time to start treatment <sup>5</sup> (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

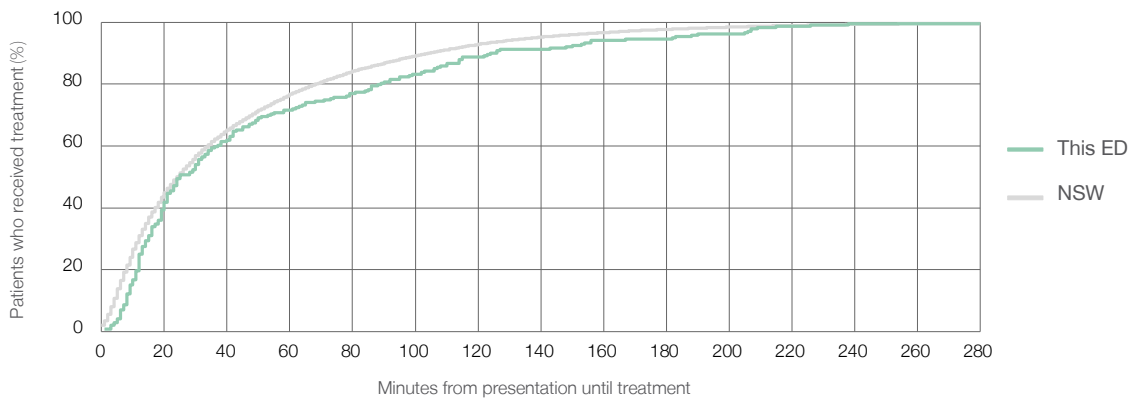
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 239

Median time to start treatment<sup>4</sup> 25 minutes

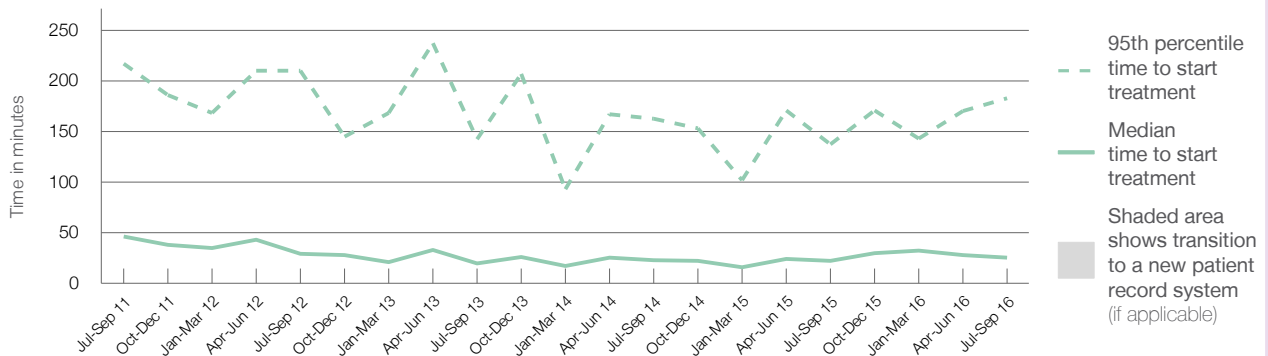
95th percentile time to start treatment<sup>5</sup> 183 minutes

Same period last year	NSW (this period)
243	191
22 minutes	24 minutes
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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	46	29	20	23	22	25
95th percentile time to start treatment <sup>5</sup> (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:<sup>1</sup> 4,309 patients

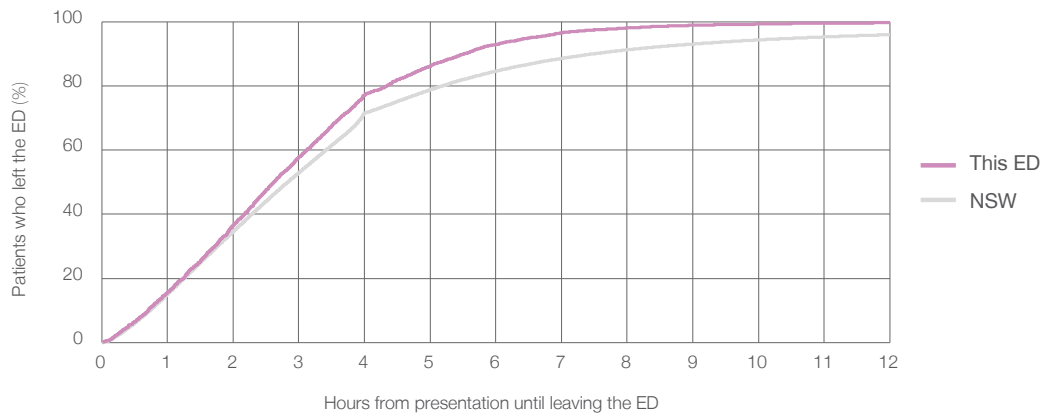
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,309 patients

Median time spent in the ED<sup>8</sup> 2 hours and 38 minutes

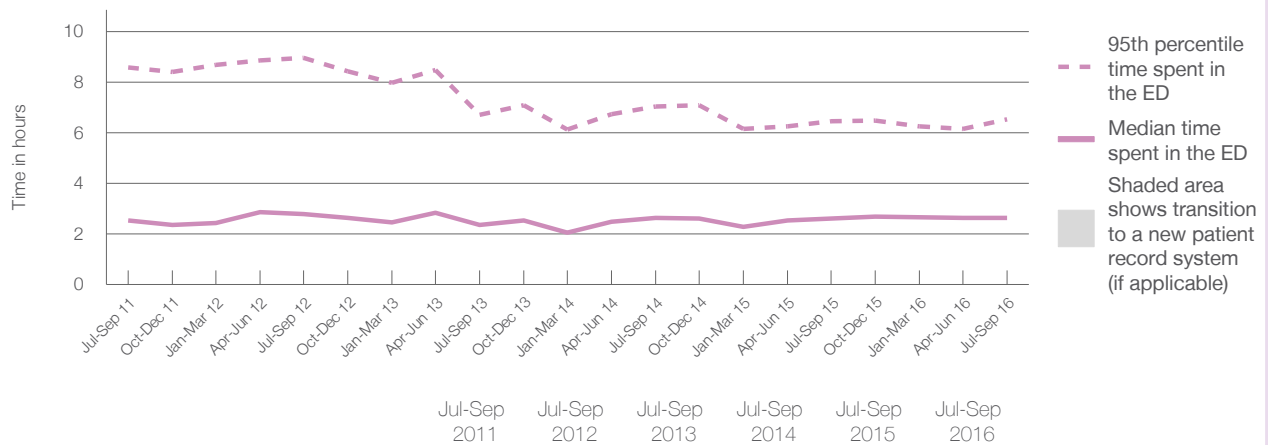
95th percentile time spent in the ED<sup>9</sup> 6 hours and 32 minutes

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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 32m	2h 48m	2h 22m	2h 39m	2h 37m	2h 38m
95th percentile time to leaving the ED <sup>9</sup> (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

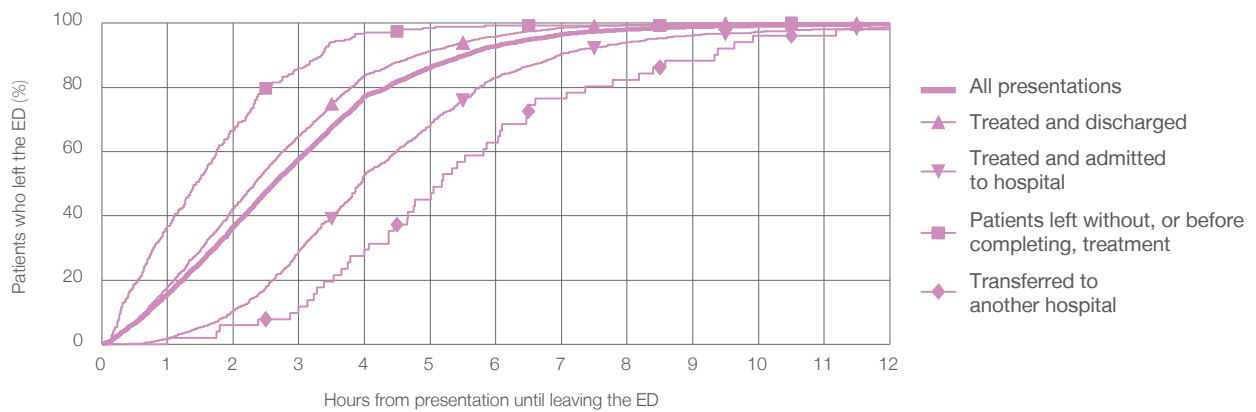
All presentations:<sup>1</sup> 4,309 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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 <sup>†‡</sup>



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%

(†) 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 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: <sup>1</sup> 4,309 patients

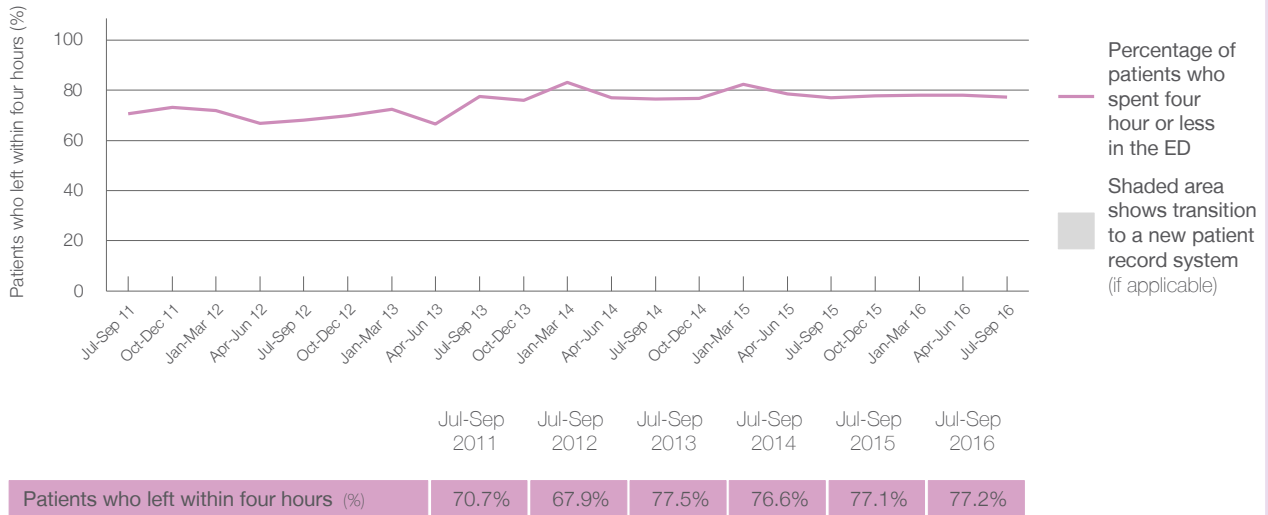
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,309 patients

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: <sup>1</sup> 4,309 patients	4,249	1.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 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 <sup>†‡</sup>



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

\* 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).