

Milton and Ulladulla Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,562 patients
 Emergency presentations:² 3,449 patients

Same period last year	Change since one year ago
3,510	1.5%
3,406	1.3%

Milton and Ulladulla Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 211 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 40 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,233 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 92 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,755 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 232 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
207	
7 minutes	8 minutes
43 minutes	41 minutes
952	
22 minutes	21 minutes
76 minutes	103 minutes
1,926	
30 minutes	27 minutes
108 minutes	139 minutes
315	
28 minutes	24 minutes
125 minutes	138 minutes

Milton and Ulladulla Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,562 patients

Percentage of patients who spent four hours or less in the ED 86.0%

Same period last year	Change since one year ago
3,510	1.5%
86.0%	

* 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.

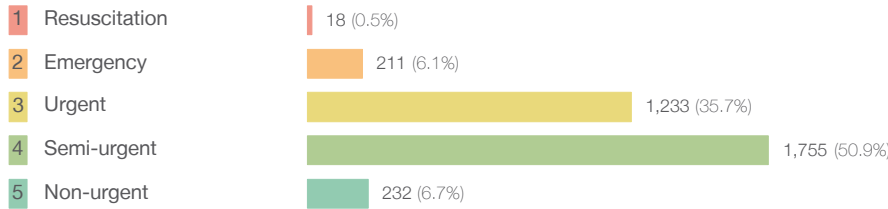
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Milton and Ulladulla Hospital: Patients presenting to the emergency department July to September 2016

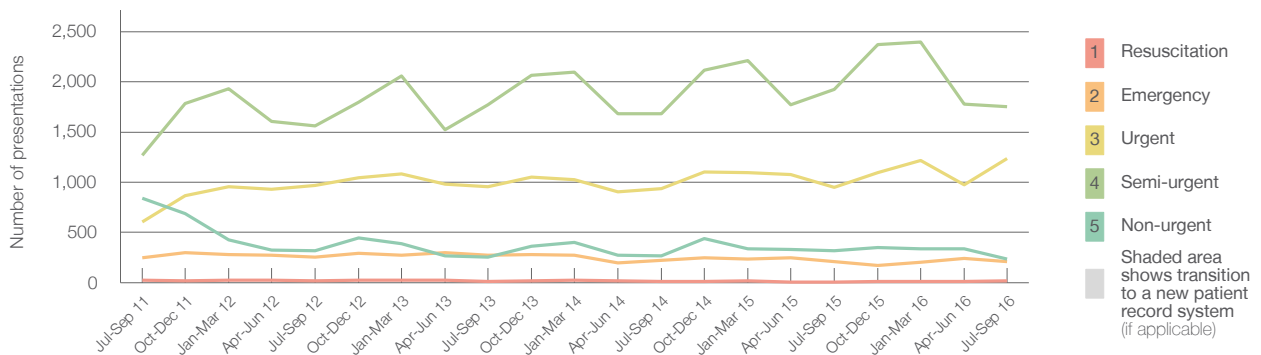
All presentations:¹ 3,562 patients

Emergency presentations² by triage category: 3,449 patients



Same period last year	Change since one year ago
3,510	1.5%
3,406	1.3%
6	200.0%
207	1.9%
952	29.5%
1,926	-8.9%
315	-26.3%

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	25	18	15	10	6	18
Emergency	246	256	274	224	207	211
Urgent	606	970	956	937	952	1,233
Semi-urgent	1,271	1,562	1,773	1,684	1,926	1,755
Non-urgent	838	319	252	269	315	232
All emergency presentations	2,986	3,125	3,270	3,124	3,406	3,449

Milton and Ulladulla Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 340 patients

ED Transfer of care time



Same period last year	Change since one year ago
365	
15 minutes	-1 minute
41 minutes	-2 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.

Milton and Ulladulla 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: 211

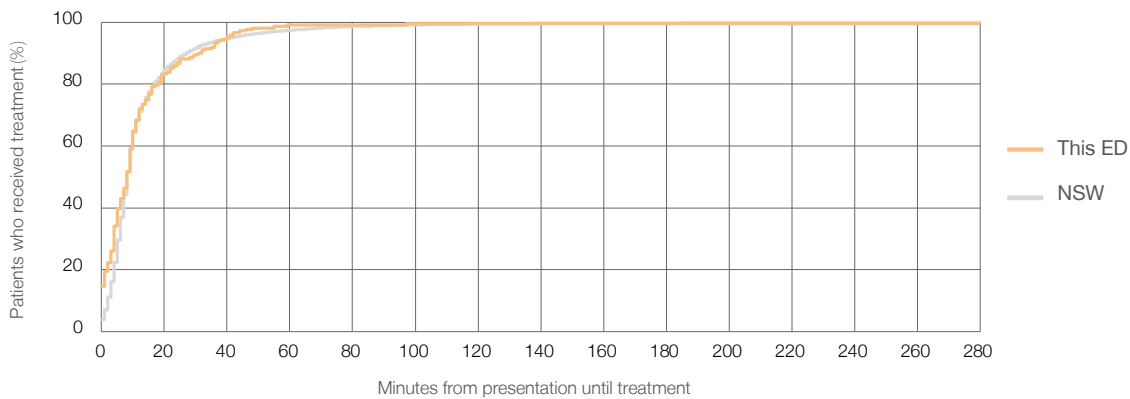
Number of triage 2 patients used to calculate waiting time:³ 211

Median time to start treatment⁴ 8 minutes

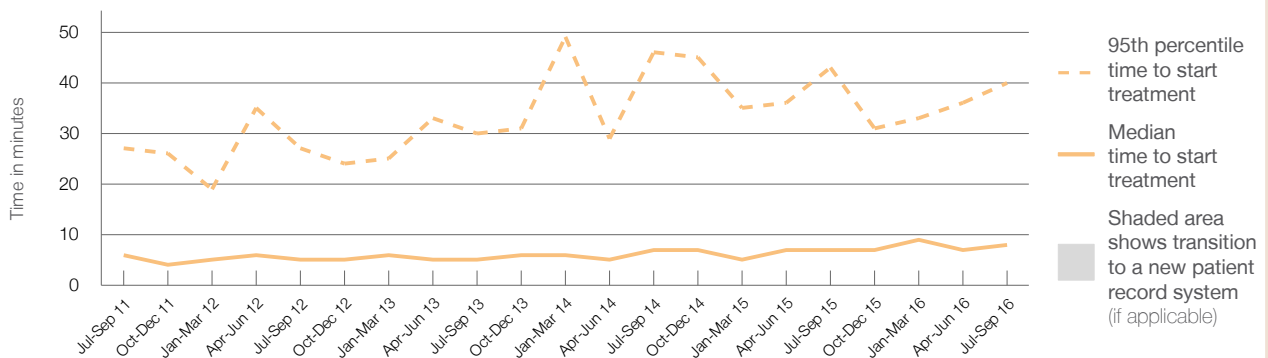
95th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
207	207
7 minutes	8 minutes
43 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	5	5	7	7	8
95th percentile time to start treatment ⁵ (minutes)	27	27	30	46	43	40

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Milton and Ulladulla 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: 1,233

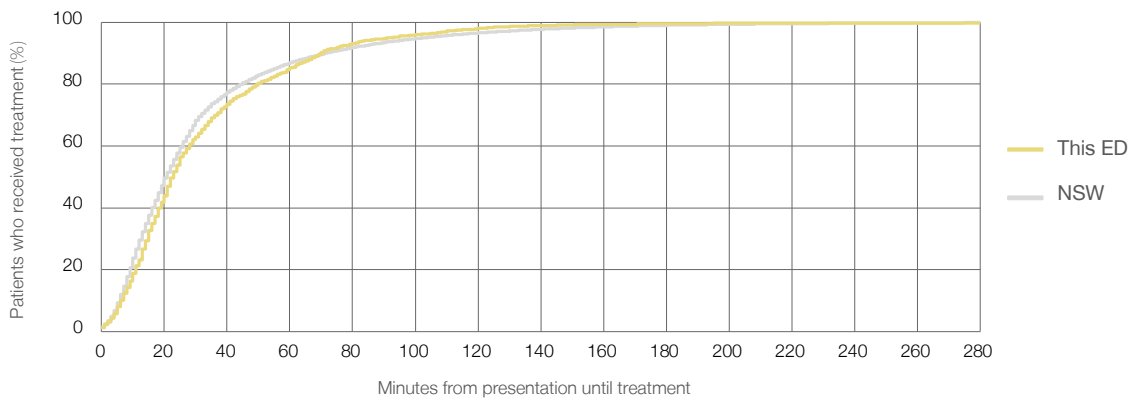
Number of triage 3 patients used to calculate waiting time:³ 1,224

Median time to start treatment⁴ 23 minutes

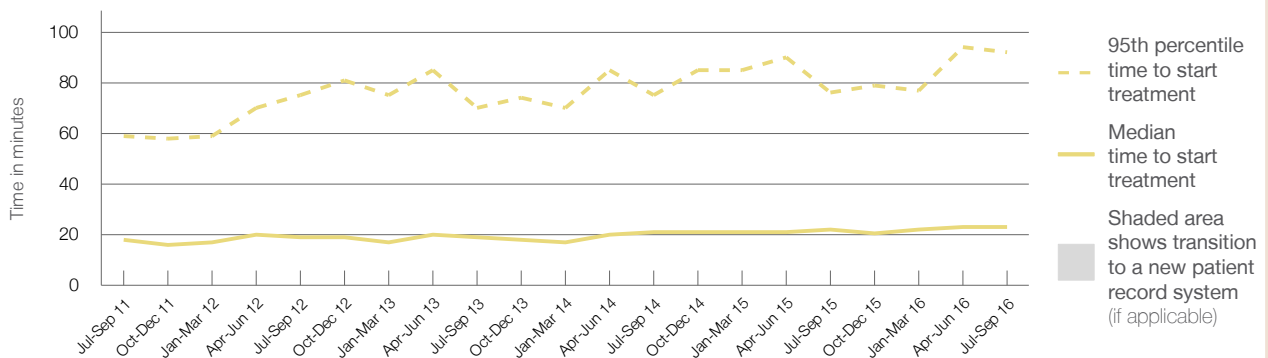
95th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
952	945
22 minutes	21 minutes
76 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	19	19	21	22	23
95th percentile time to start treatment ⁵ (minutes)	59	75	70	75	76	92

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Milton and Ulladulla 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: 1,755

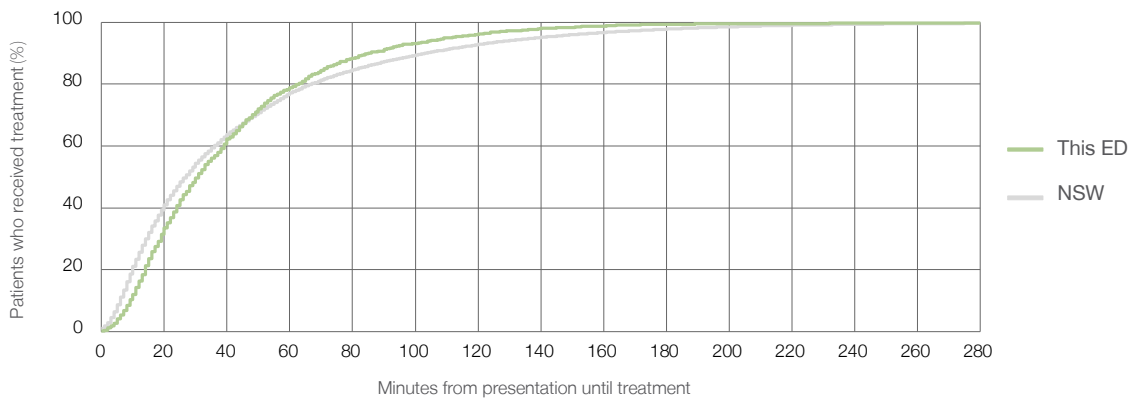
Number of triage 4 patients used to calculate waiting time:³ 1,711

Median time to start treatment⁴ 31 minutes

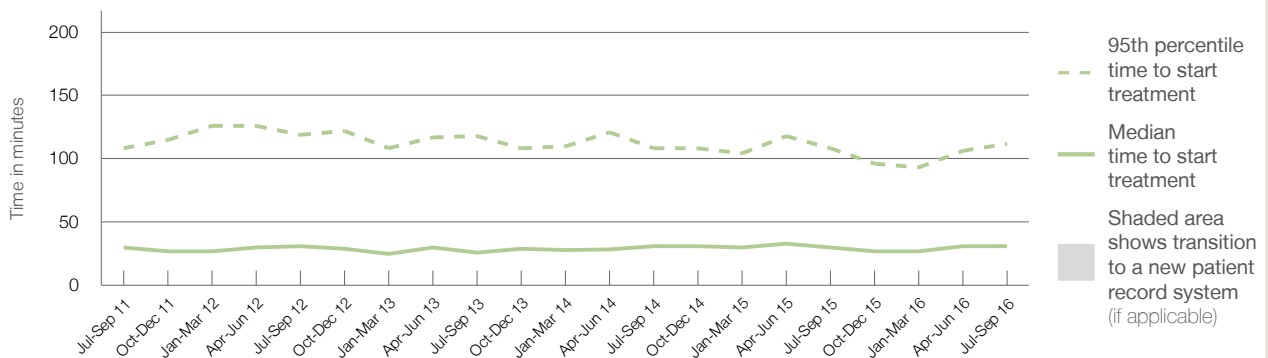
95th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
1,926	1,879
30 minutes	27 minutes
108 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	26	31	30	31
95th percentile time to start treatment ⁵ (minutes)	108	119	118	108	108	112

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Milton and Ulladulla 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: 232

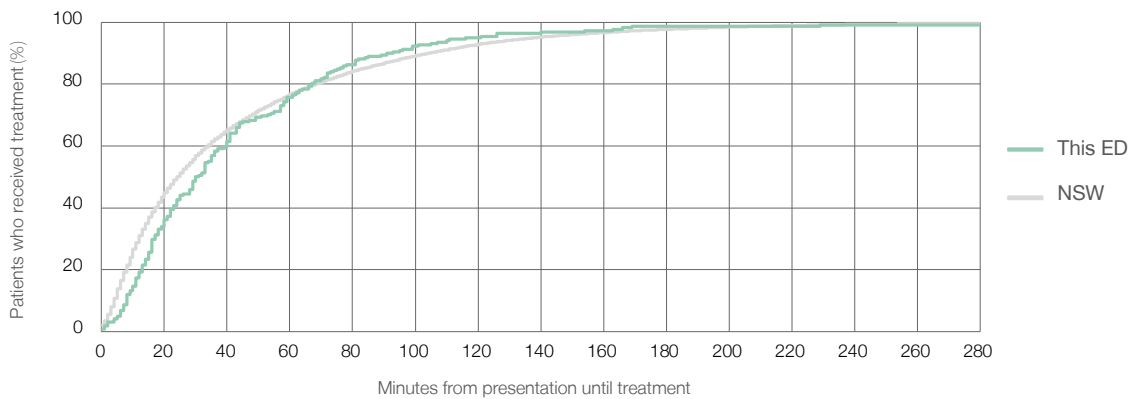
Number of triage 5 patients used to calculate waiting time:³ 218

Median time to start treatment⁴ 31 minutes

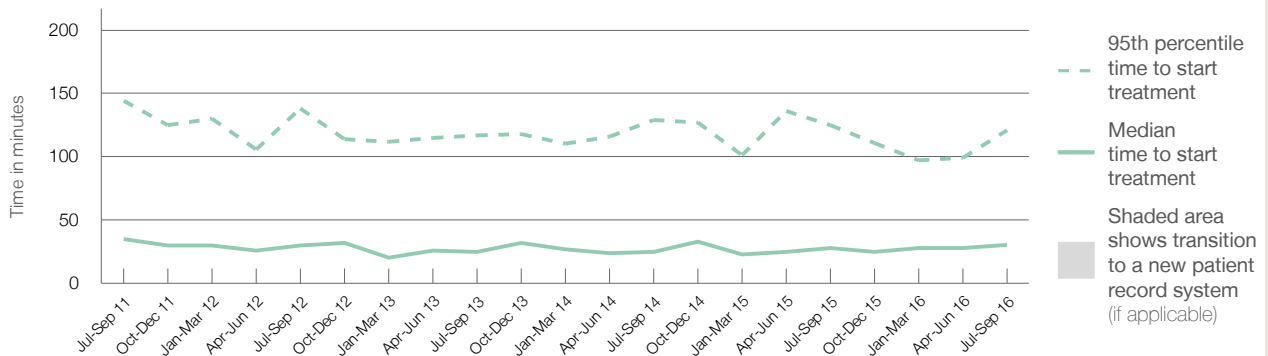
95th percentile time to start treatment⁵ 121 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	315	296
Median time to start treatment ⁴	28 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)	35	30	25	25	28	31
95th percentile time to start treatment ⁵ (minutes)	144	138	117	129	125	121

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Milton and Ulladulla Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 3,562 patients

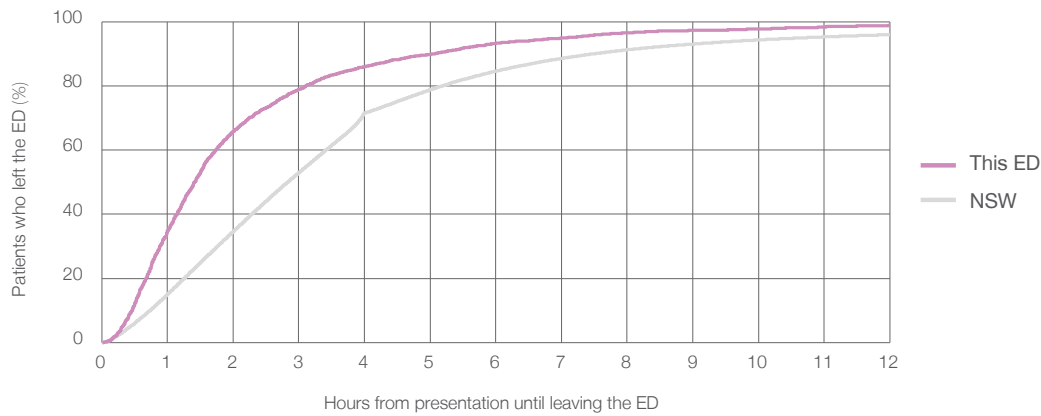
Presentations used to calculate time to leaving the ED:⁶ 3,562 patients

Median time spent in the ED⁸ 1 hours and 25 minutes

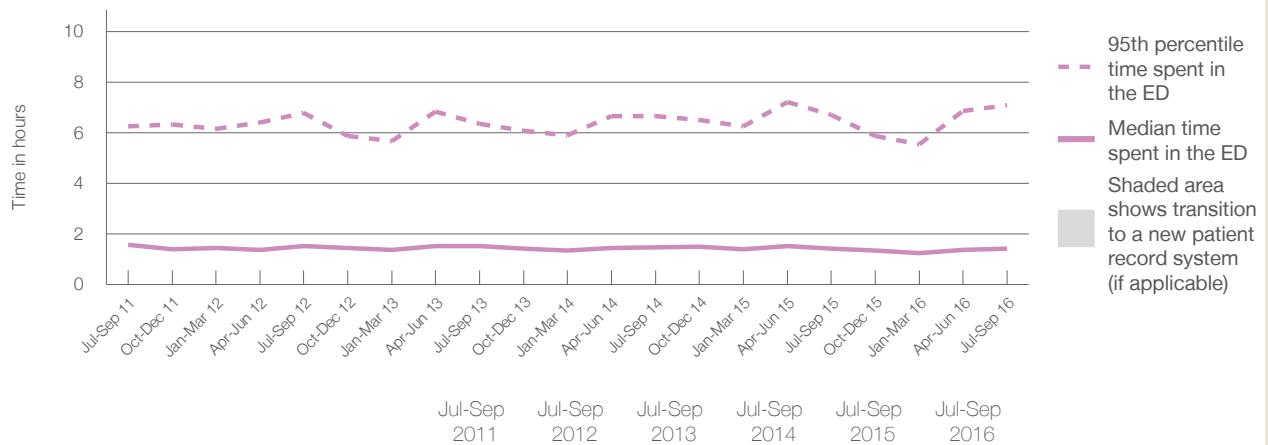
95th percentile time spent in the ED⁹ 7 hours and 5 minutes

Same period last year	NSW (this period)
3,510	3,510
1 hours and 26 minutes	2 hours and 50 minutes
6 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)	1h 34m	1h 32m	1h 32m	1h 28m	1h 26m	1h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 15m	6h 48m	6h 22m	6h 39m	6h 43m	7h 5m

(†) 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.

Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

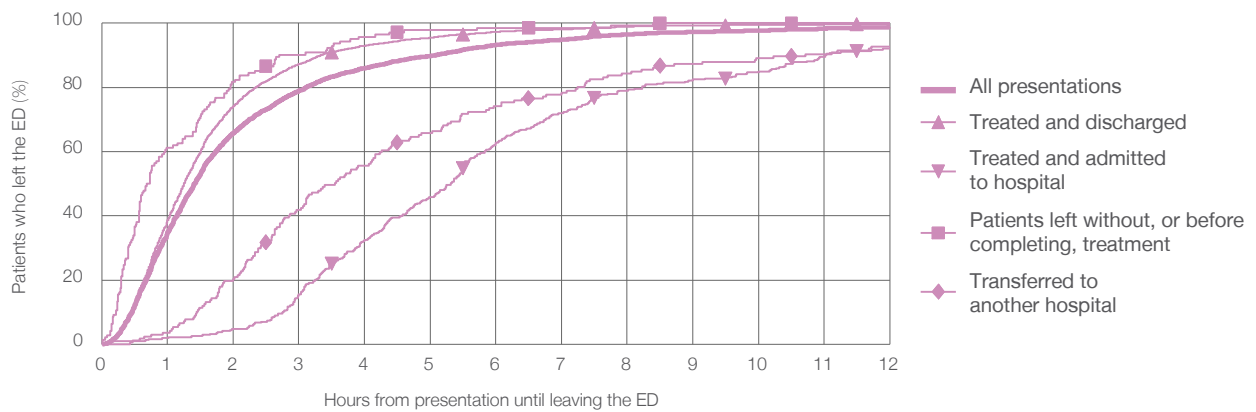
All presentations:¹ 3,562 patients

Presentations used to calculate time to leaving the ED:⁶ 3,562 patients

Treated and discharged	2,935 (82.4%)
Treated and admitted to hospital	314 (8.8%)
Patient left without, or before completing, treatment	142 (4.0%)
Transferred to another hospital	167 (4.7%)
Other	4 (0.1%)

Same period last year	Change since one year ago
3,510	1.5%
2,888	1.6%
301	4.3%
184	-22.8%
134	24.6%
3	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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	38.7%	74.1%	87.3%	92.9%	97.3%	99.0%	99.5%	99.8%
Treated and admitted to hospital	1.9%	4.8%	15.6%	32.5%	62.7%	79.0%	85.0%	92.0%
Patient left without, or before completing, treatment	61.3%	81.7%	90.1%	95.8%	98.6%	99.3%	100%	100%
Transferred to another hospital	3.6%	20.4%	41.9%	55.7%	74.3%	84.4%	89.2%	92.8%
All presentations	34.8%	65.8%	78.9%	86.0%	93.3%	96.5%	97.8%	98.8%

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Milton and Ulladulla 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 3,562 patients

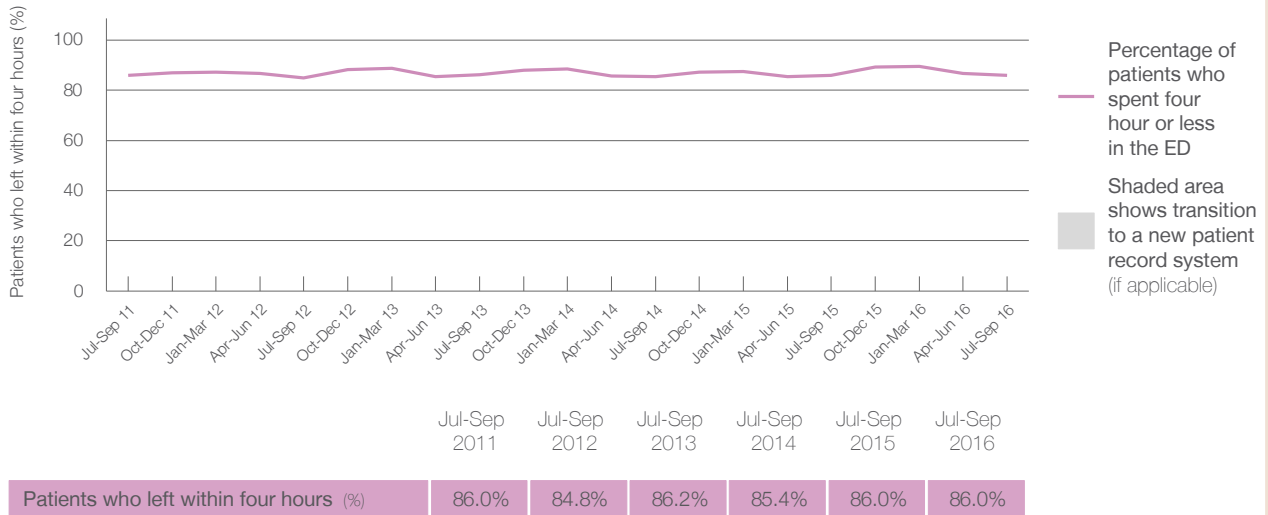
Presentations used to calculate time to leaving the ED: ⁶ 3,562 patients

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	3,510	1.5%
Presentations used to calculate time to leaving the ED	3,510	1.5%
Percentage of patients who spent four hours or less in the ED	86.0%	

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
	86.0%	84.8%	86.2%	85.4%	86.0%	86.0%

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