

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 9,234 patients
Emergency presentations:² 9,109 patients

Same period last year	Change since one year ago
9,356	-1.3%
9,229	-1.3%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 967 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 56 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,389 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 139 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,900 patients

Median time to start treatment⁴ 34 minutes
95th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 784 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
621	
11 minutes	8 minutes
54 minutes	41 minutes
2,597	
31 minutes	21 minutes
167 minutes	103 minutes
4,478	
41 minutes	27 minutes
174 minutes	139 minutes
1,491	
38 minutes	24 minutes
155 minutes	138 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 9,233 patients

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

Same period last year	Change since one year ago
9,356	-1.3%
67.6%	

* 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.

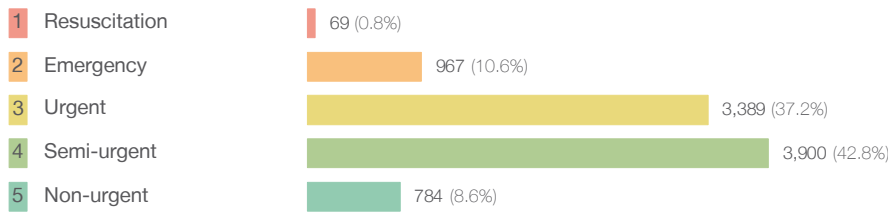
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

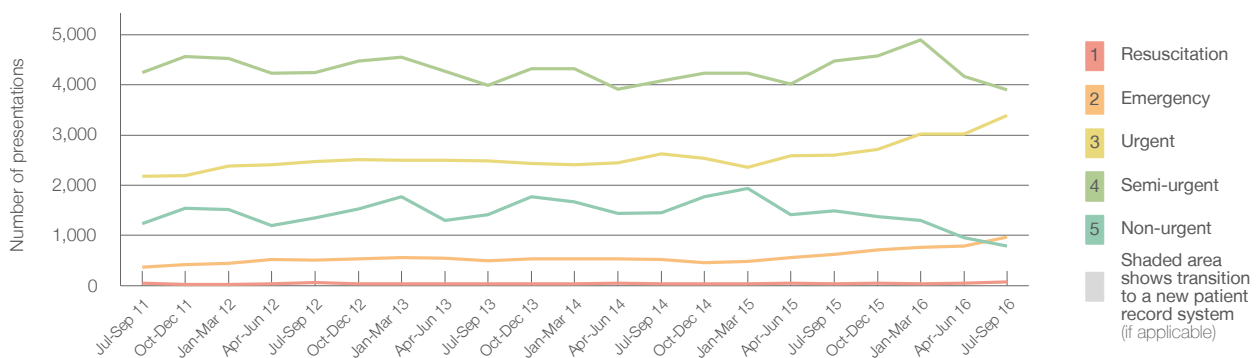
All presentations:¹ 9,234 patients

Emergency presentations² by triage category: 9,109 patients



Same period last year	Change since one year ago
9,356	-1.3%
9,229	-1.3%
42	64.3%
621	55.7%
2,597	30.5%
4,478	-12.9%
1,491	-47.4%

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	43	59	37	38	42	69
Emergency	373	502	493	518	621	967
Urgent	2,179	2,467	2,490	2,631	2,597	3,389
Semi-urgent	4,246	4,244	3,989	4,083	4,478	3,900
Non-urgent	1,238	1,344	1,416	1,456	1,491	784
All emergency presentations	8,079	8,616	8,425	8,726	9,229	9,109

Shoalhaven District Memorial Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,271 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,244	
17 minutes	0 minutes
102 minutes	-25 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.

Shoalhaven District Memorial 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: 967

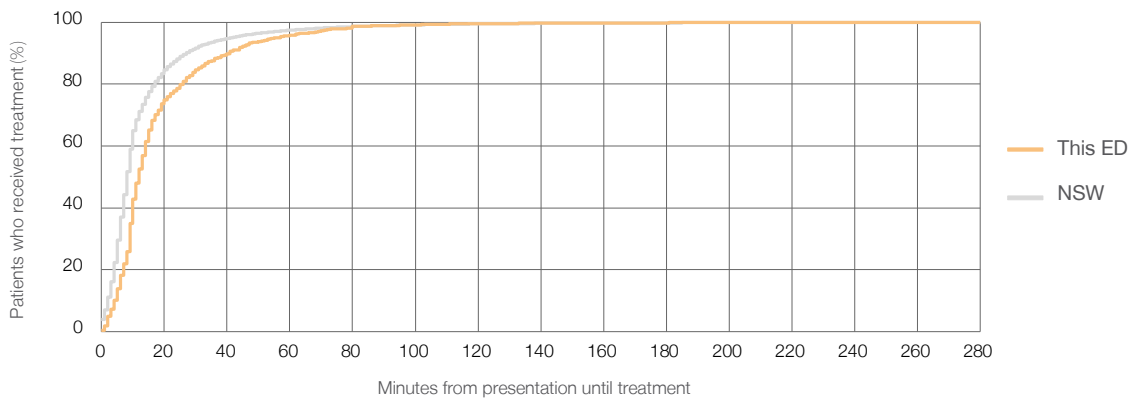
Number of triage 2 patients used to calculate waiting time:³ 967

Median time to start treatment⁴ 12 minutes

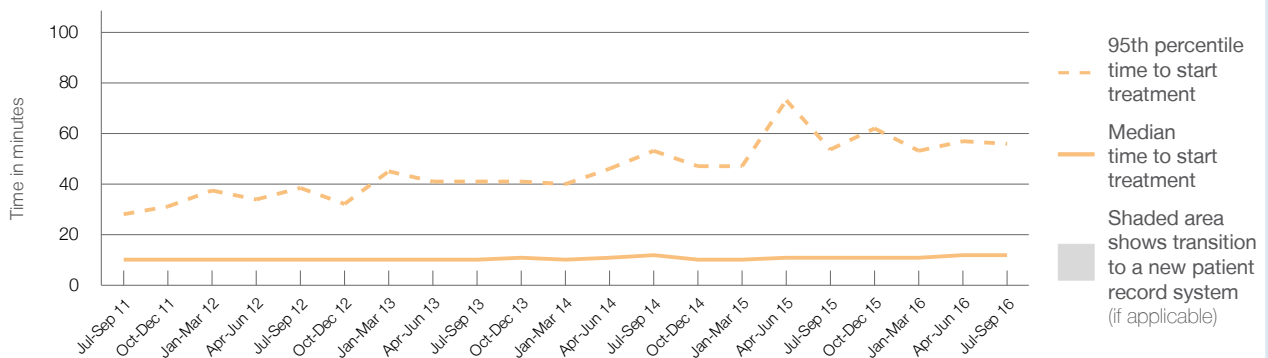
95th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
621	620
11 minutes	8 minutes
54 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	10	12	11	12
95th percentile time to start treatment ⁵ (minutes)	28	39	41	53	54	56

(†) 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.

Shoalhaven District Memorial 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: 3,389

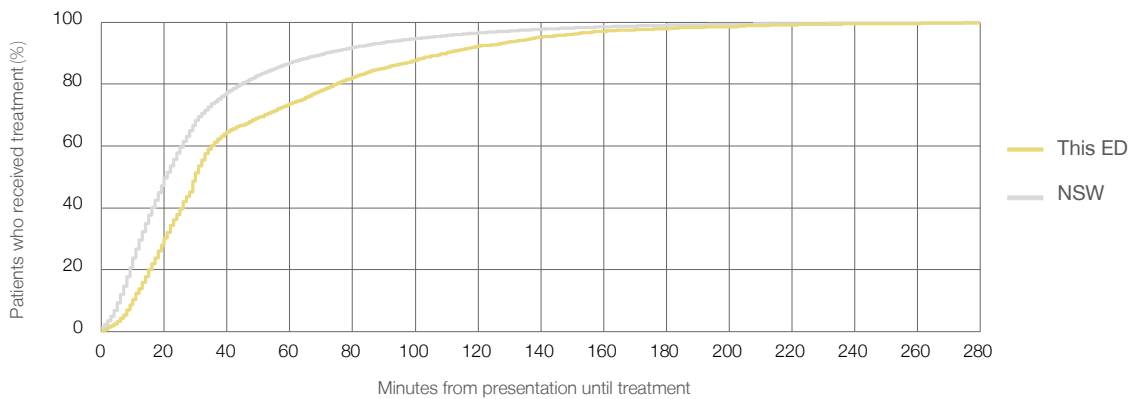
Number of triage 3 patients used to calculate waiting time:³ 3,327

Median time to start treatment⁴ 30 minutes

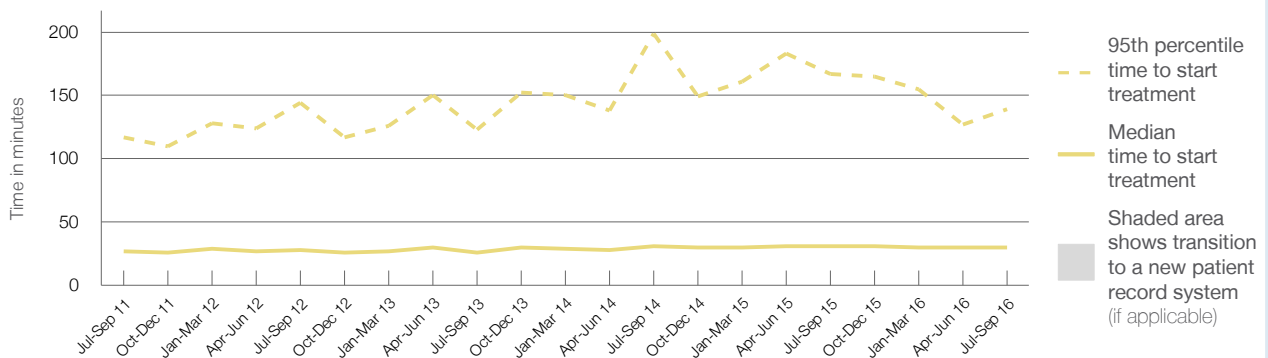
95th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
2,597	2,542
31 minutes	21 minutes
167 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	28	26	31	31	30
95th percentile time to start treatment ⁵ (minutes)	117	144	123	199	167	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.

Shoalhaven District Memorial 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: 3,900

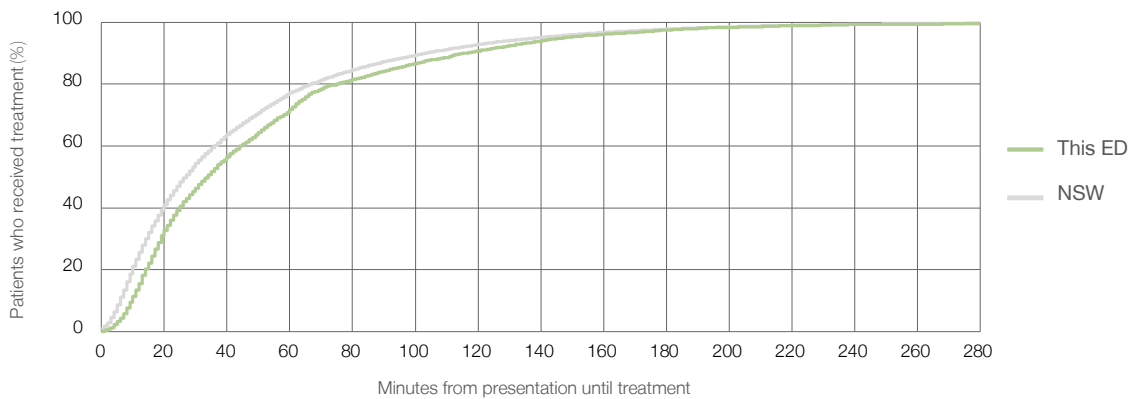
Number of triage 4 patients used to calculate waiting time:³ 3,703

Median time to start treatment⁴ 34 minutes

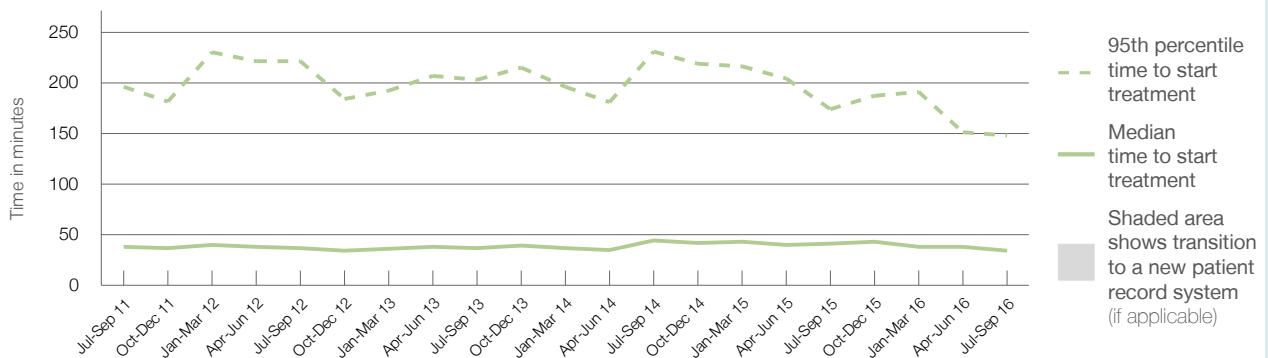
95th percentile time to start treatment⁵ 148 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,478	4,178
Median time to start treatment ⁴	41 minutes	27 minutes
95th percentile time to start treatment ⁵	174 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)	38	37	37	44	41	34
95th percentile time to start treatment ⁵ (minutes)	196	221	203	231	174	148

(†) 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.

Shoalhaven District Memorial 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: 784

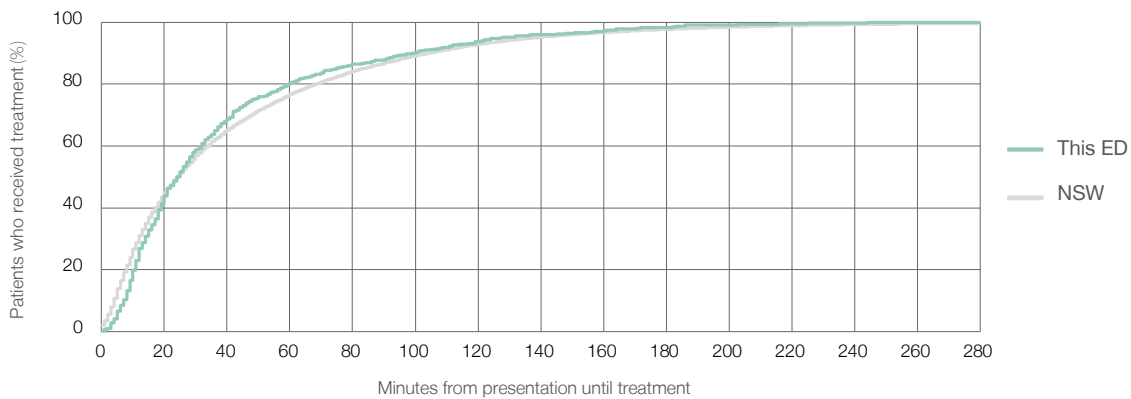
Number of triage 5 patients used to calculate waiting time:³ 729

Median time to start treatment⁴ 24 minutes

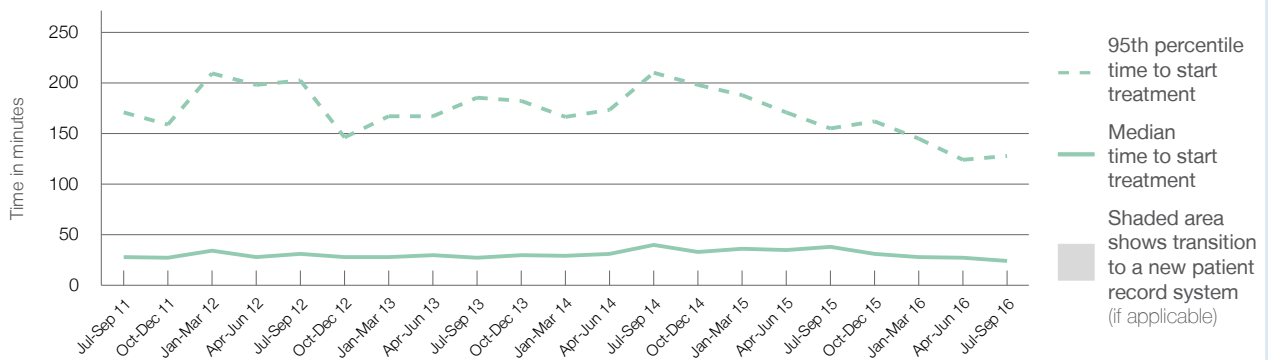
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
1,491	1,313
38 minutes	24 minutes
155 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	31	27	40	38	24
95th percentile time to start treatment ⁵ (minutes)	171	202	185	210	155	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.

Shoalhaven District Memorial Hospital: Time patients spent in the ED July to September 2016

All presentations:¹ 9,234 patients

Presentations used to calculate time to leaving the ED:⁶ 9,233 patients

Median time spent in the ED⁸

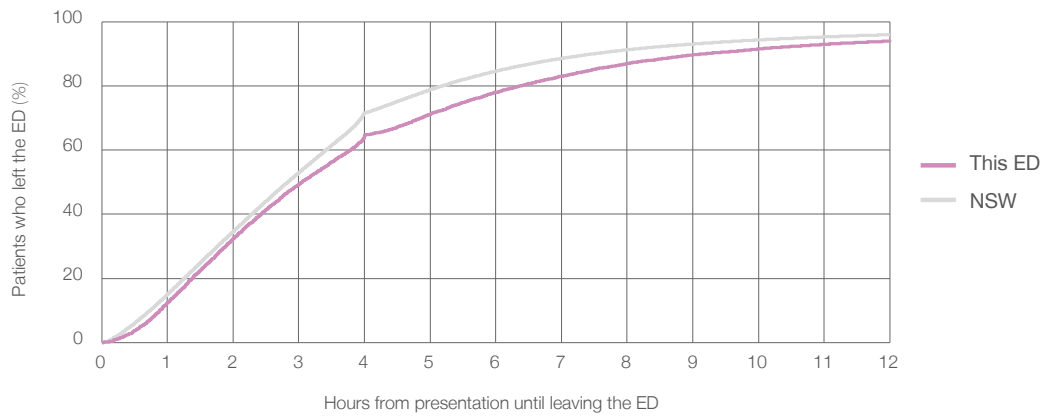
3 hours and 3 minutes

95th percentile time spent in the ED⁹

13 hours and 12 minutes

Same period last year	NSW (this period)
9,356	9,356
2 hours and 59 minutes	2 hours and 50 minutes
14 hours and 40 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 18m	3h 23m	3h 8m	3h 22m	2h 59m	3h 3m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 2m	12h 57m	11h 27m	14h 7m	14h 40m	13h 12m

(†) 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.

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

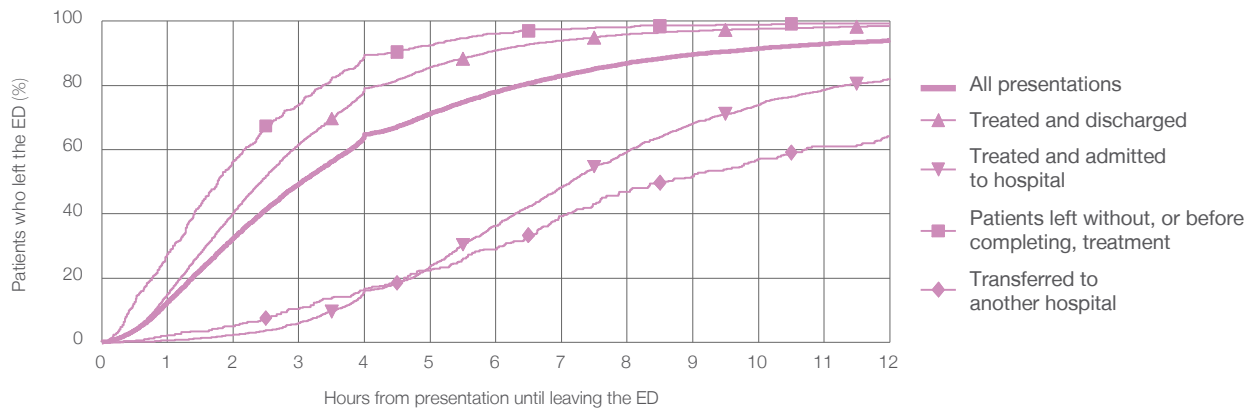
All presentations:¹ 9,234 patients

Presentations used to calculate time to leaving the ED:⁶ 9,233 patients

Treated and discharged	6,498 (70.4%)
Treated and admitted to hospital	1,882 (20.4%)
Patient left without, or before completing, treatment	503 (5.4%)
Transferred to another hospital	318 (3.4%)
Other	33 (0.4%)

Same period last year	Change since one year ago
9,356	-1.3%
6,608	-1.7%
1,512	24.5%
885	-43.2%
303	5.0%
48	-31.3%

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	14.9%	40.3%	61.7%	79.1%	90.9%	96.0%	97.6%	98.5%
Treated and admitted to hospital	0.6%	2.3%	5.9%	16.1%	36.3%	59.4%	74.0%	82.1%
Patient left without, or before completing, treatment	27.4%	56.5%	74.0%	89.5%	96.0%	98.0%	98.8%	99.2%
Transferred to another hospital	2.2%	5.0%	10.4%	16.7%	28.9%	46.9%	56.9%	64.2%
All presentations	12.5%	32.4%	49.3%	64.7%	77.9%	86.9%	91.5%	94.0%

(†) 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.

Shoalhaven District Memorial 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 9,234 patients

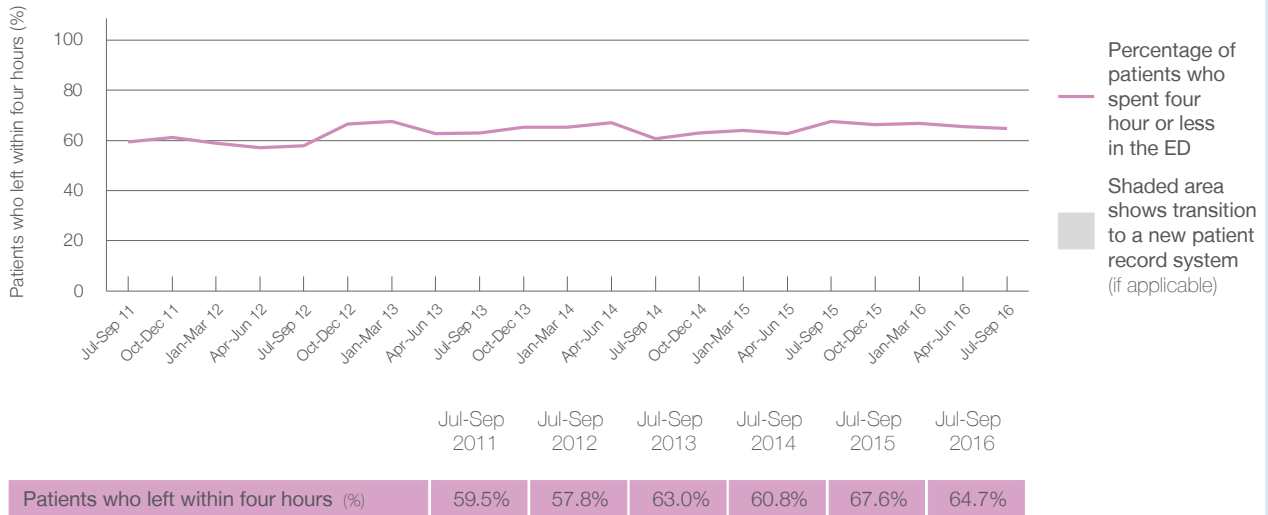
Presentations used to calculate time to leaving the ED: ⁶ 9,233 patients

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	9,356	-1.3%
Presentations used to calculate time to leaving the ED	9,356	-1.3%
Percentage of patients who spent four hours or less in the ED	67.6%	

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).