



Healthcare Quarterly

Performance Profiles

Emergency Department

Southern NSW Local Health District

January to March 2017

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,270 patients
Emergency presentations:² 4,064 patients

Same period last year	Change since one year ago
3,713	15.0%
3,582	13.5%

Bateman's Bay District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 330 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,139 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,039 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 539 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
326	
6 minutes	8 minutes
19 minutes	26 minutes
1,069	
18 minutes	20 minutes
62 minutes	69 minutes
1,772	
33 minutes	26 minutes
127 minutes	101 minutes
403	
34 minutes	23 minutes
129 minutes	104 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,270 patients

Percentage of patients who spent four hours or less in the ED 86.8%

Same period last year	Change since one year ago
3,713	15.0%
79.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

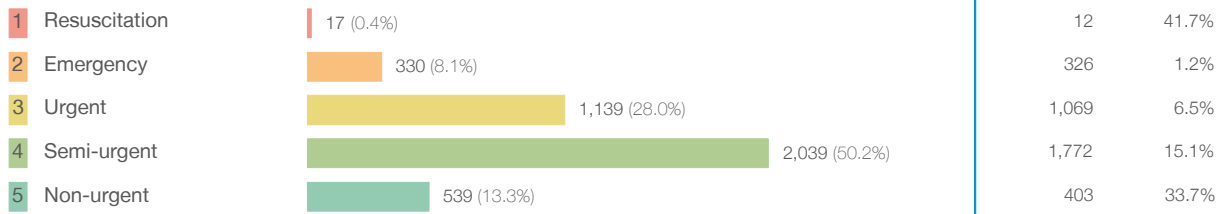
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Patients presenting to the emergency department January to March 2017

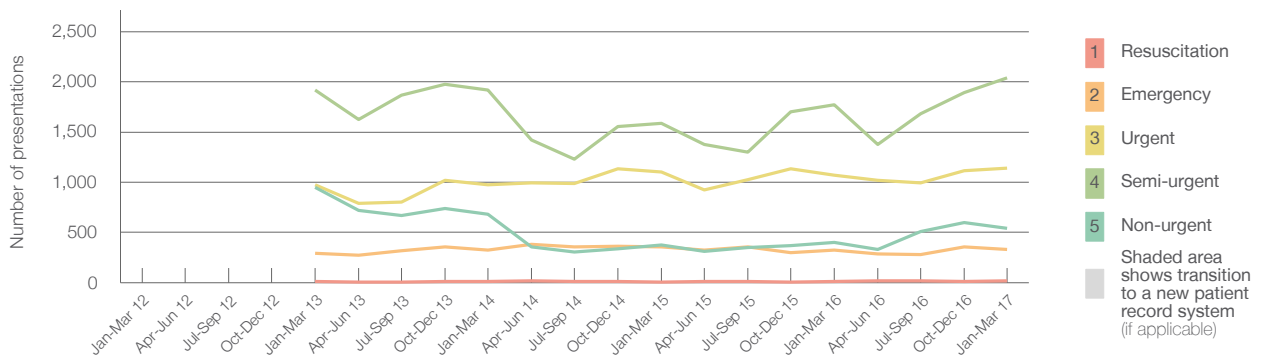
All presentations:¹ 4,270 patients

Emergency presentations² by triage category: 4,064 patients



Same period last year	Change since one year ago
3,713	15.0%
3,582	13.5%
12	41.7%
326	1.2%
1,069	6.5%
1,772	15.1%
403	33.7%

Emergency presentations² by quarter, January 2012 to March 2017 * §



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation		12	12	7	12	17
Emergency		291	326	355	326	330
Urgent		973	973	1,103	1,069	1,139
Semi-urgent		1,919	1,919	1,584	1,772	2,039
Non-urgent		946	679	377	403	539
All emergency presentations		4,141	3,909	3,426	3,582	4,064

Bateman's Bay District Hospital: Patients arriving by ambulance January to March 2017

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 483 patients

ED Transfer of care time



Same period last year	Change since one year ago
464	
11 minutes	-2 minutes
25 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 330

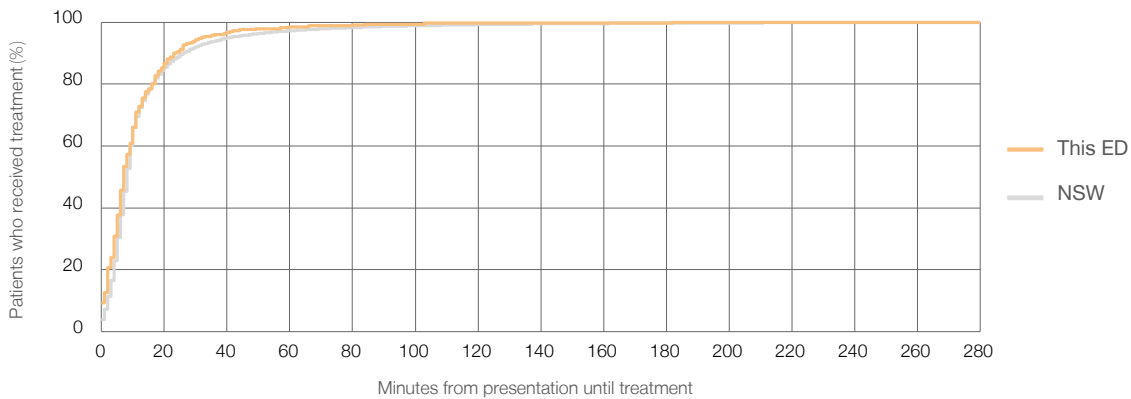
Number of triage 2 patients used to calculate waiting time:³ 330

Median time to start treatment⁴ 7 minutes

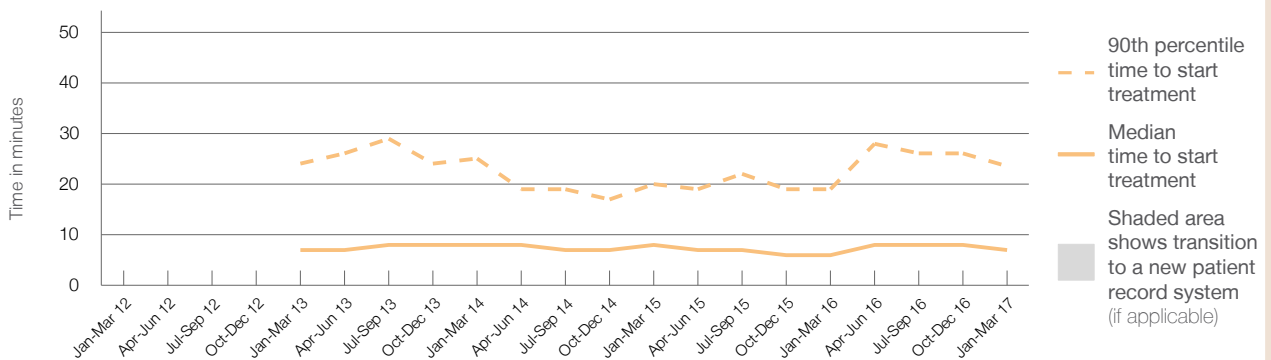
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
326	326
6 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		7	8	8	6	7
90th percentile time to start treatment ⁵ (minutes)		24	25	20	19	24

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

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,139

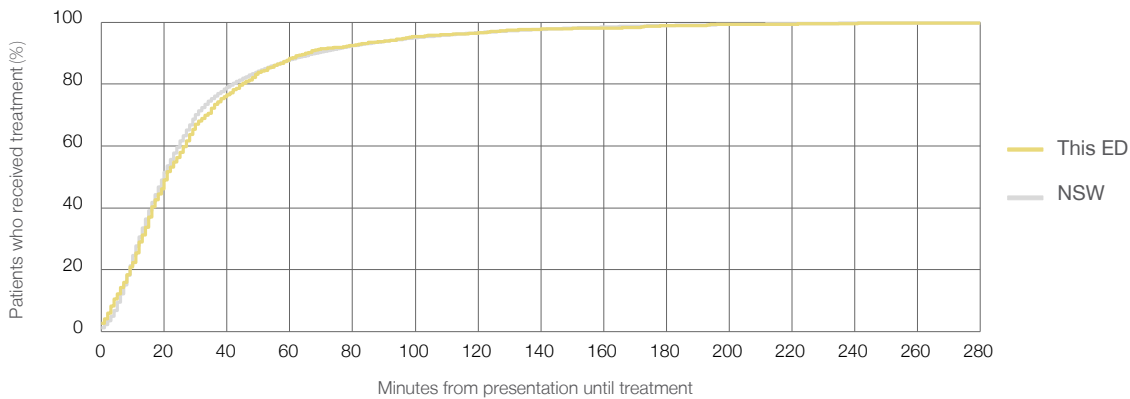
Number of triage 3 patients used to calculate waiting time:³ 1,080

Median time to start treatment⁴ 21 minutes

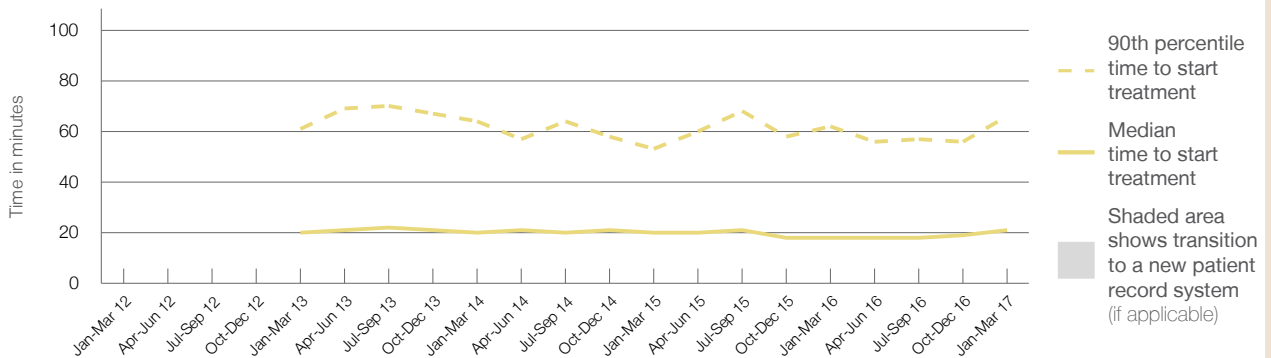
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
1,069	
1,042	
18 minutes	20 minutes
62 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		20	20	20	18	21
90th percentile time to start treatment ⁵ (minutes)		61	64	53	62	66

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,039

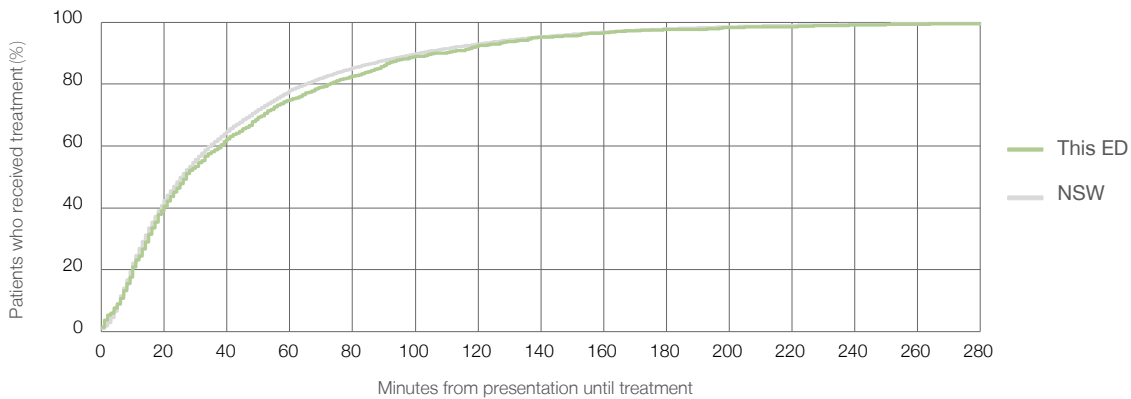
Number of triage 4 patients used to calculate waiting time:³ 933

Median time to start treatment⁴ 27 minutes

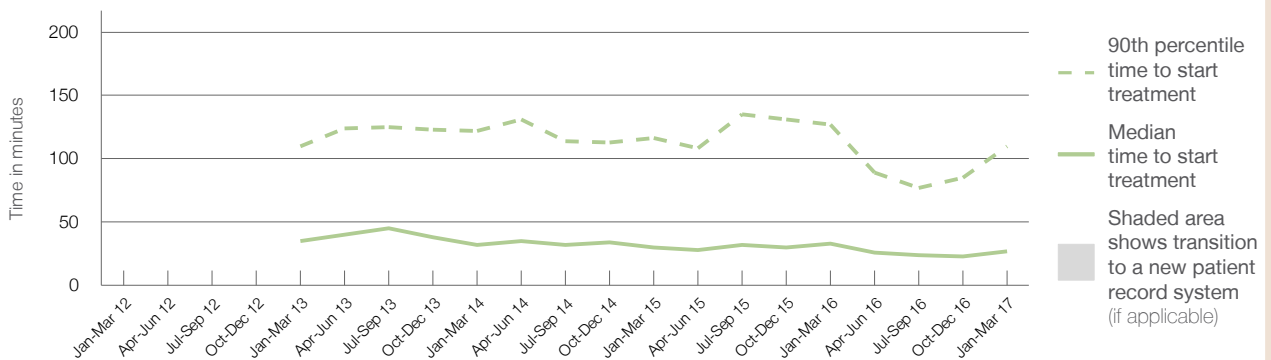
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
1,772	1,600
33 minutes	26 minutes
127 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		35	32	30	33	27
90th percentile time to start treatment ⁵ (minutes)		110	122	117	127	110

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 539

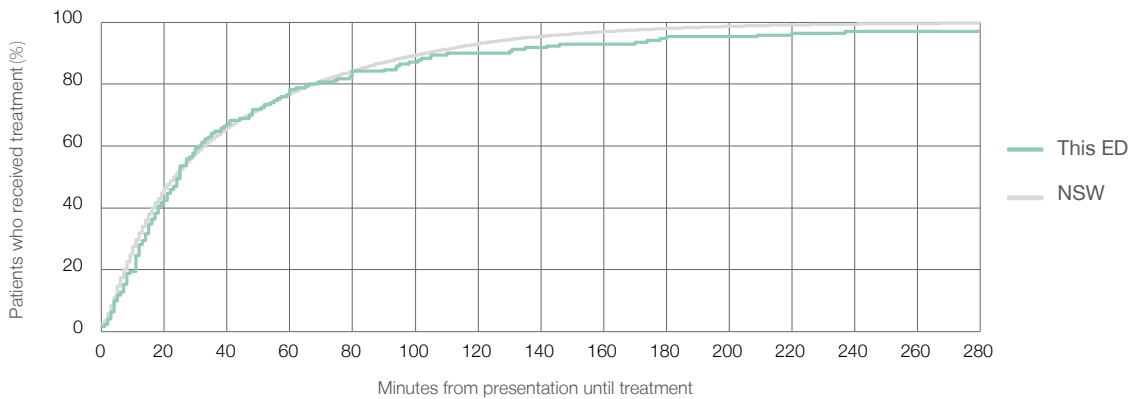
Number of triage 5 patients used to calculate waiting time:³ 170

Median time to start treatment⁴ 25 minutes

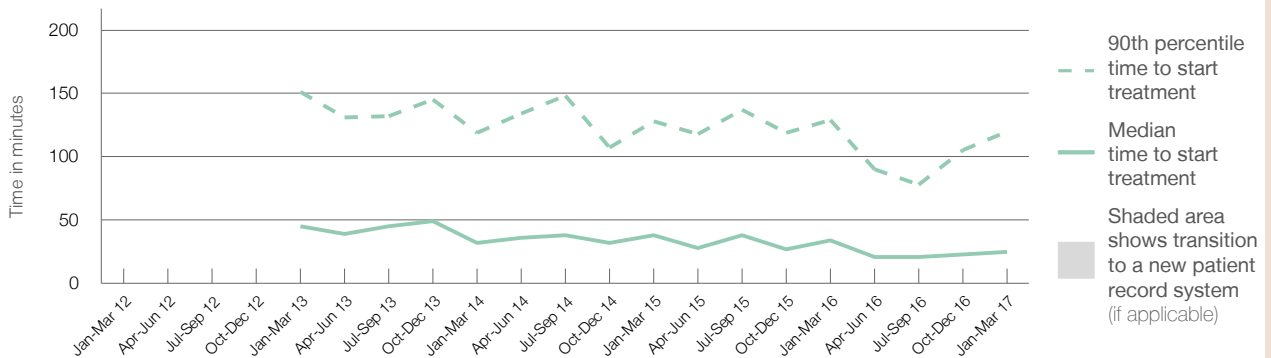
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
403	
317	
34 minutes	23 minutes
129 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		45	32	38	34	25
90th percentile time to start treatment ⁵ (minutes)		151	119	128	129	120

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,270 patients

Presentations used to calculate time to leaving the ED:⁶ 4,270 patients

Median time spent in the ED⁸

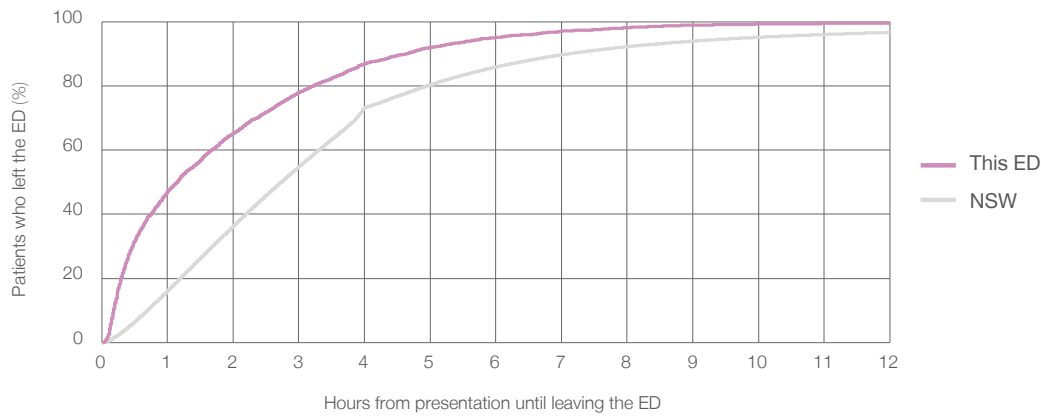
1 hours and 9 minutes

90th percentile time spent in the ED⁹

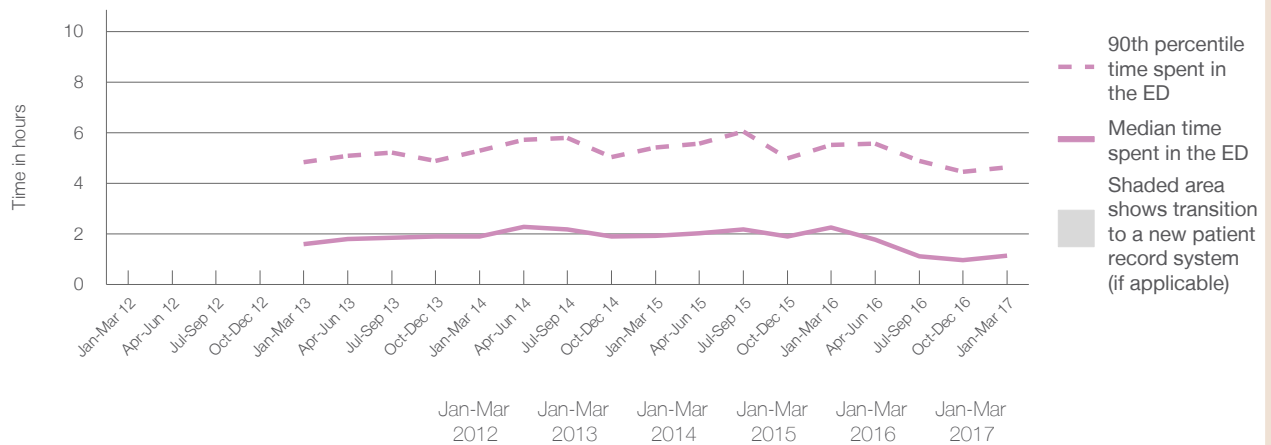
4 hours and 38 minutes

Same period last year	NSW (this period)
3,713	
3,713	
2 hours and 15 minutes	2 hours and 44 minutes
5 hours and 32 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)		1h 37m	1h 54m	1h 56m	2h 15m	1h 9m
90th percentile time to leaving the ED ⁹ (hours, minutes)		4h 51m	5h 18m	5h 26m	5h 32m	4h 38m

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Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

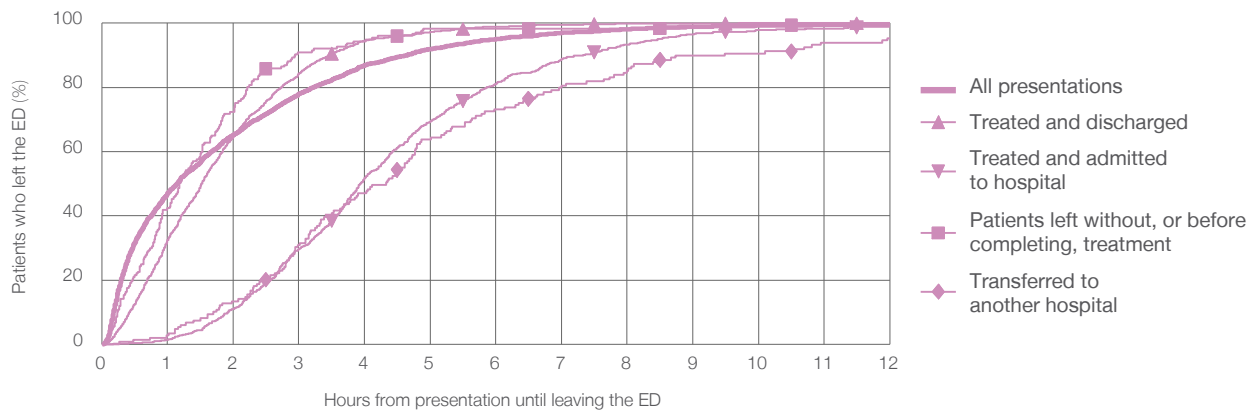
All presentations:¹ 4,270 patients

Presentations used to calculate time to leaving the ED:⁶ 4,270 patients

Treated and discharged	1,674 (39.2%)
Treated and admitted to hospital	788 (18.5%)
Patient left without, or before completing, treatment	177 (4.1%)
Transferred to another hospital	149 (3.5%)
Other	1,482 (34.7%)

Same period last year	Change since one year ago
3,713	15.0%
2,565	-34.7%
706	11.6%
298	-40.6%
137	8.8%
7	1071.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††§}



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

Treated and discharged	32.4%	64.8%	84.3%	94.6%	98.9%	99.8%	100%	100%
Treated and admitted to hospital	1.4%	11.0%	29.7%	51.8%	81.2%	93.4%	97.8%	98.9%
Patient left without, or before completing, treatment	42.4%	72.3%	91.0%	94.4%	98.3%	98.3%	99.4%	99.4%
Transferred to another hospital	2.7%	13.4%	30.9%	47.0%	73.2%	85.2%	90.6%	95.3%
All presentations	47.0%	65.2%	77.9%	86.8%	95.1%	98.1%	99.3%	99.6%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 4,270 patients

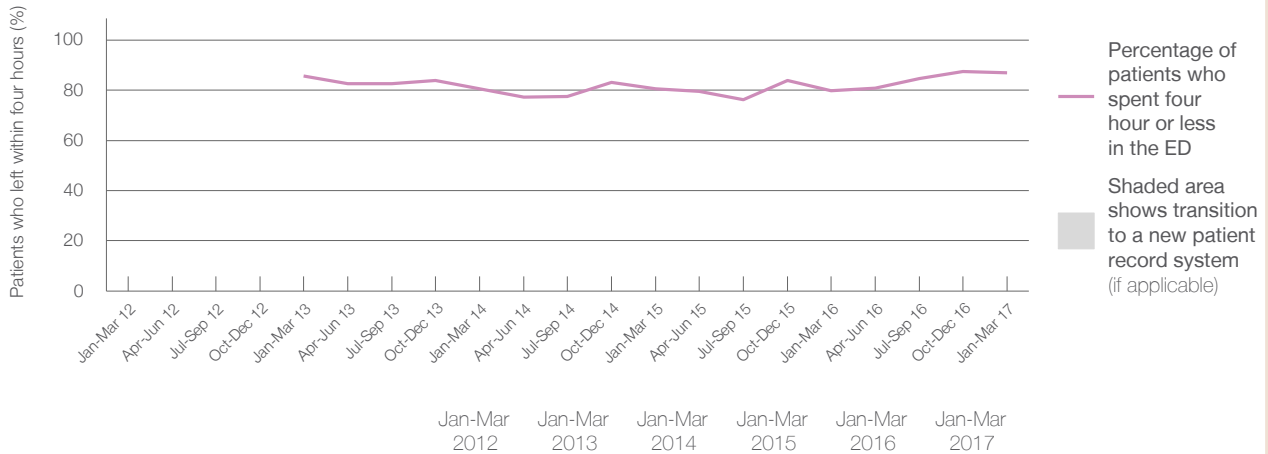
Presentations used to calculate time to leaving the ED:⁶ 4,270 patients

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 4,270 patients	3,713	15.0%
Presentations used to calculate time to leaving the ED: ⁶ 4,270 patients	3,713	15.0%
Percentage of patients who spent four hours or less in the ED	79.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	85.6%	80.4%	80.7%	79.8%	79.8%	86.8%

* 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.

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§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,367 patients
Emergency presentations:² 4,106 patients

Same period last year	Change since one year ago
4,277	2.1%
4,025	2.0%

Goulburn Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 463 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,570 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,780 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 275 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
515	
10 minutes	8 minutes
28 minutes	26 minutes
1,590	
28 minutes	20 minutes
106 minutes	69 minutes
1,641	
39 minutes	26 minutes
143 minutes	101 minutes
255	
32 minutes	23 minutes
122 minutes	104 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,367 patients

Percentage of patients who spent four hours or less in the ED 81.4%

Same period last year	Change since one year ago
4,277	2.1%
77.9%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

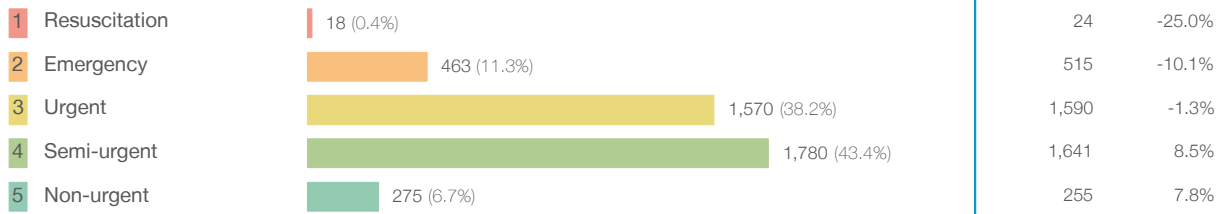
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Patients presenting to the emergency department January to March 2017

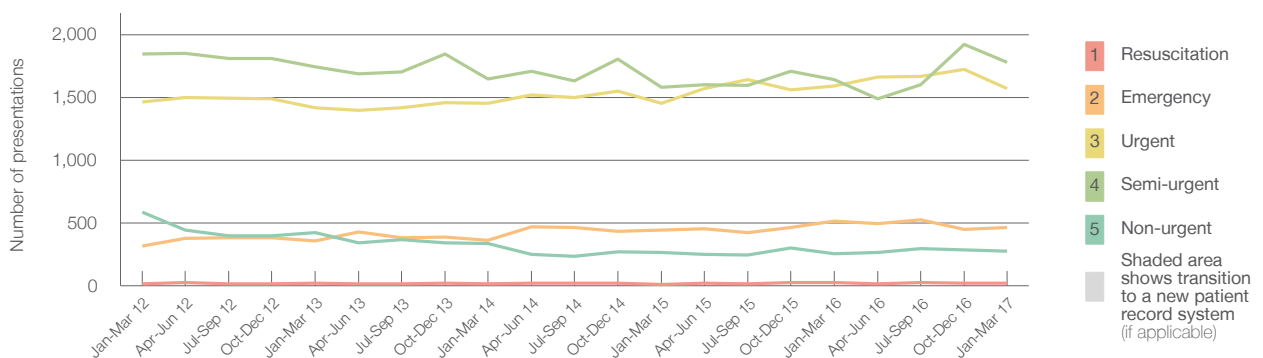
All presentations:¹ 4,367 patients

Emergency presentations² by triage category: 4,106 patients



Same period last year	Change since one year ago
4,277	2.1%
4,025	2.0%
24	-25.0%
515	-10.1%
1,590	-1.3%
1,641	8.5%
255	7.8%

Emergency presentations² by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	16	19	16	9	24	18
Emergency	314	356	360	443	515	463
Urgent	1,461	1,416	1,452	1,452	1,590	1,570
Semi-urgent	1,844	1,743	1,648	1,582	1,641	1,780
Non-urgent	588	423	338	264	255	275
All emergency presentations	4,223	3,957	3,814	3,750	4,025	4,106

Goulburn Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 810 patients

ED Transfer of care time



Same period last year	Change since one year ago
780	
13 minutes	-1 minute
33 minutes	-9 minutes

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Goulburn Base Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

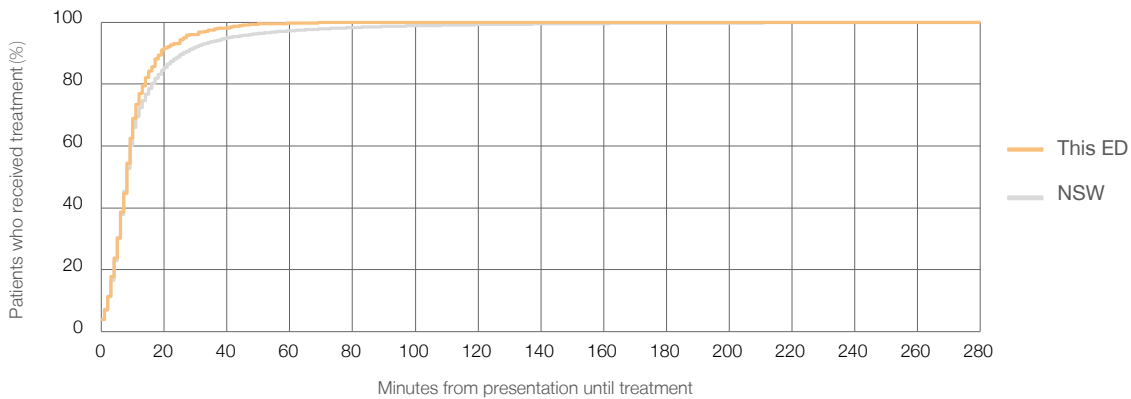
Number of triage 2 patients: 463

Number of triage 2 patients used to calculate waiting time:³ 463

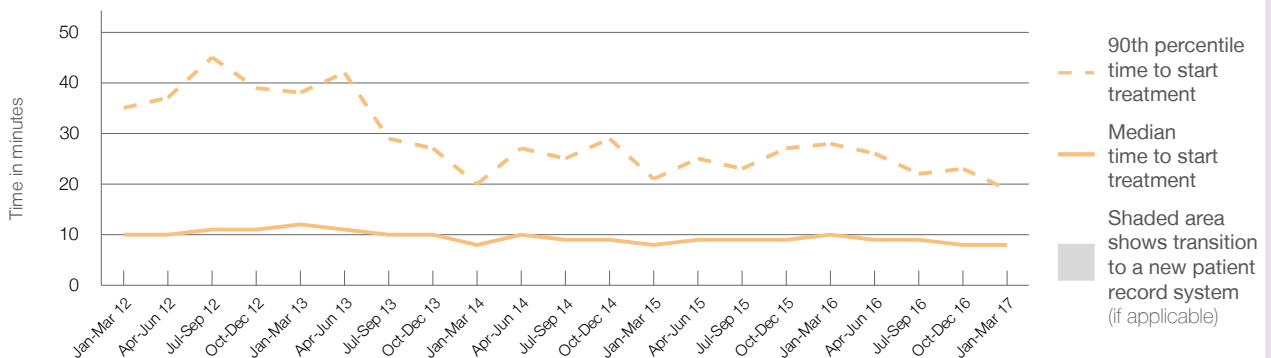
Median time to start treatment⁴ ■ 8 minutes
90th percentile time to start treatment⁵ ■ 19 minutes

Same period last year	NSW (this period)
515	515
10 minutes	8 minutes
28 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	10	12	8	8	10	8
90th percentile time to start treatment ⁵ (minutes)	35	38	20	21	28	19

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,570

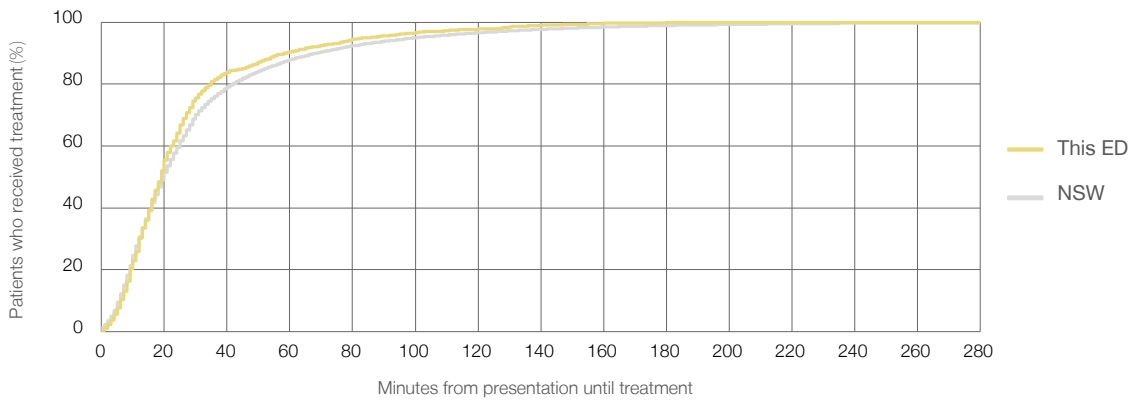
Number of triage 3 patients used to calculate waiting time:³ 1,554

Median time to start treatment⁴ 19 minutes

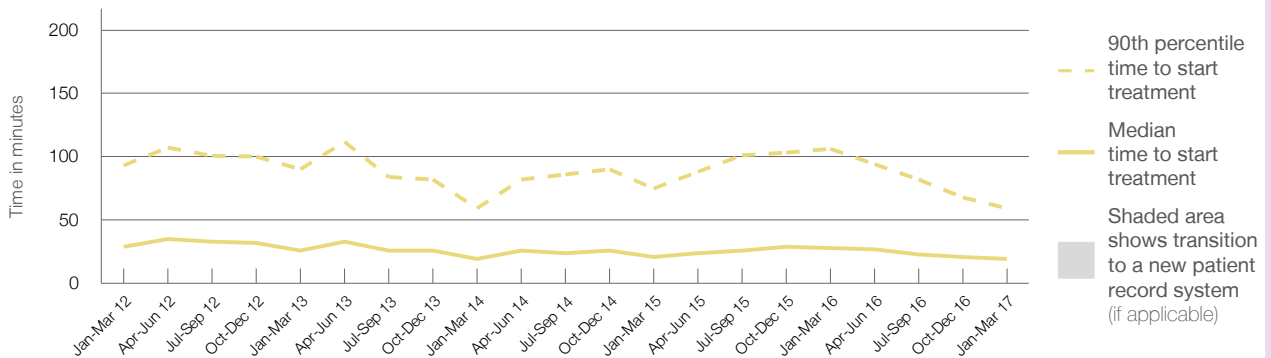
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,590	1,542
28 minutes	20 minutes
106 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	29	26	19	21	28	19
90th percentile time to start treatment ⁵ (minutes)	93	90	59	75	106	59

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 1,780

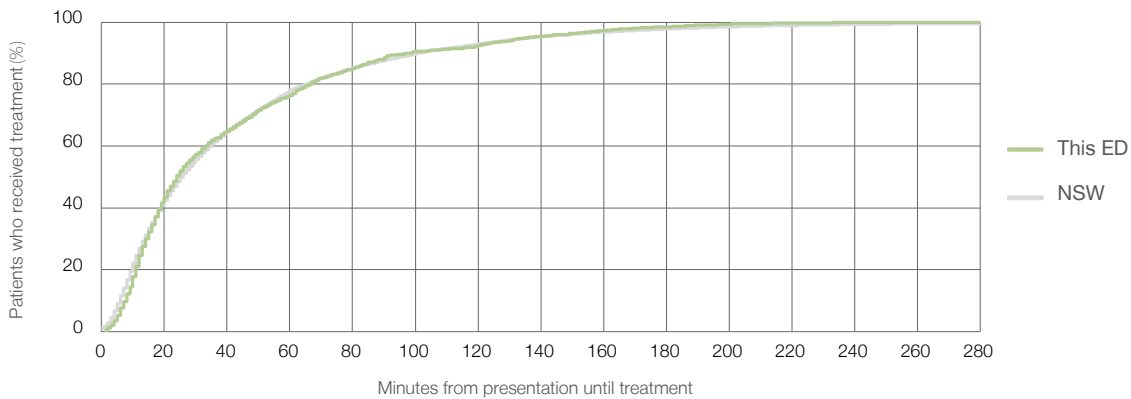
Number of triage 4 patients used to calculate waiting time:³ 1,686

Median time to start treatment⁴ 24 minutes

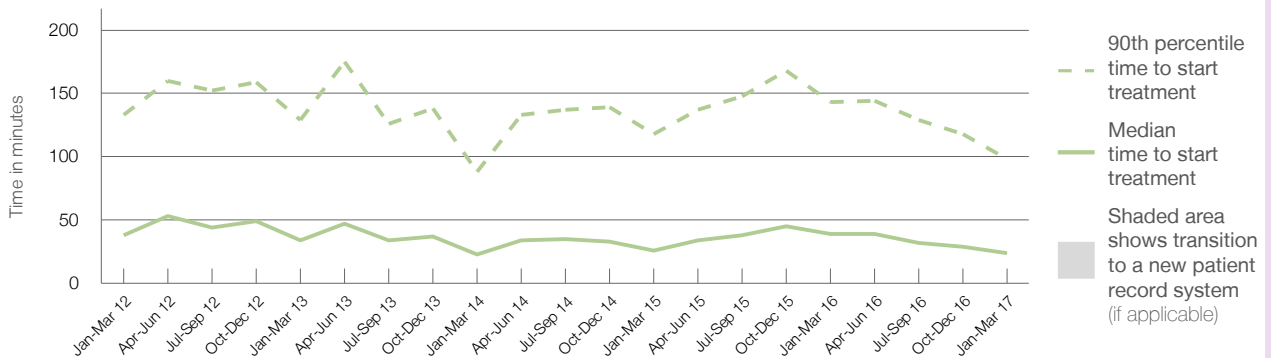
90th percentile time to start treatment⁵ 98 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,641	1,482
Median time to start treatment ⁴	39 minutes	26 minutes
90th percentile time to start treatment ⁵	143 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	38	34	23	26	39	24
90th percentile time to start treatment ⁵ (minutes)	133	129	88	118	143	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 275

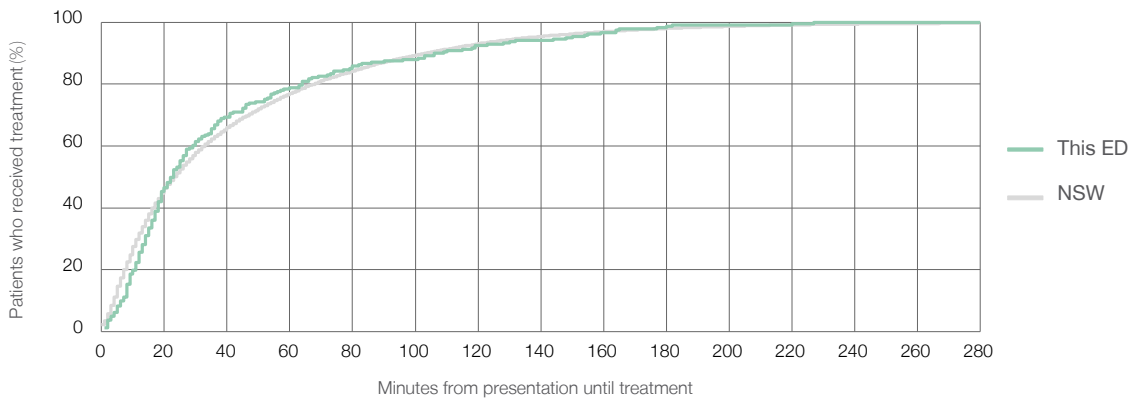
Number of triage 5 patients used to calculate waiting time:³ 241

Median time to start treatment⁴ 23 minutes

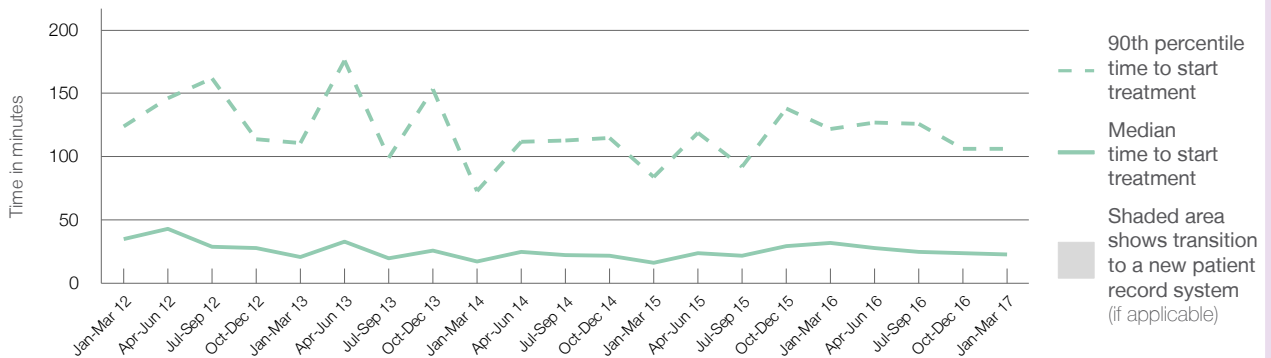
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
255	
205	
32 minutes	23 minutes
122 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	35	21	17	16	32	23
90th percentile time to start treatment ⁵ (minutes)	124	111	73	84	122	106

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,367 patients

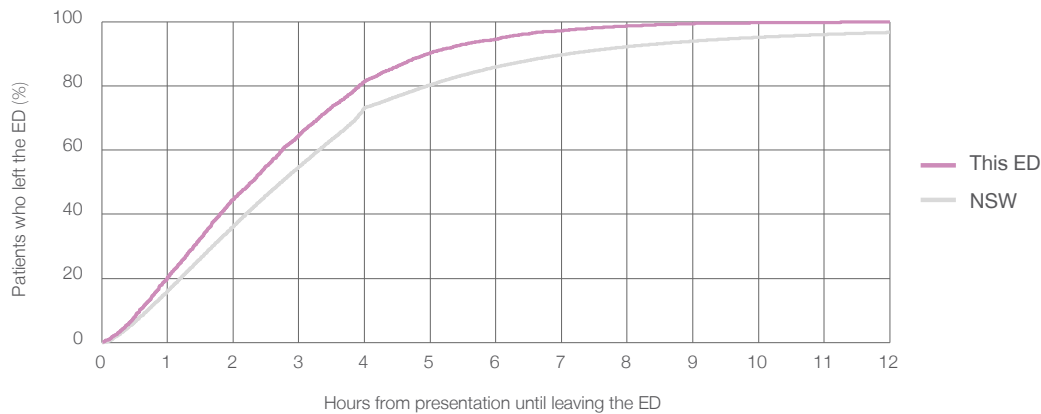
Presentations used to calculate time to leaving the ED:⁶ 4,367 patients

Median time spent in the ED⁸ 2 hours and 17 minutes

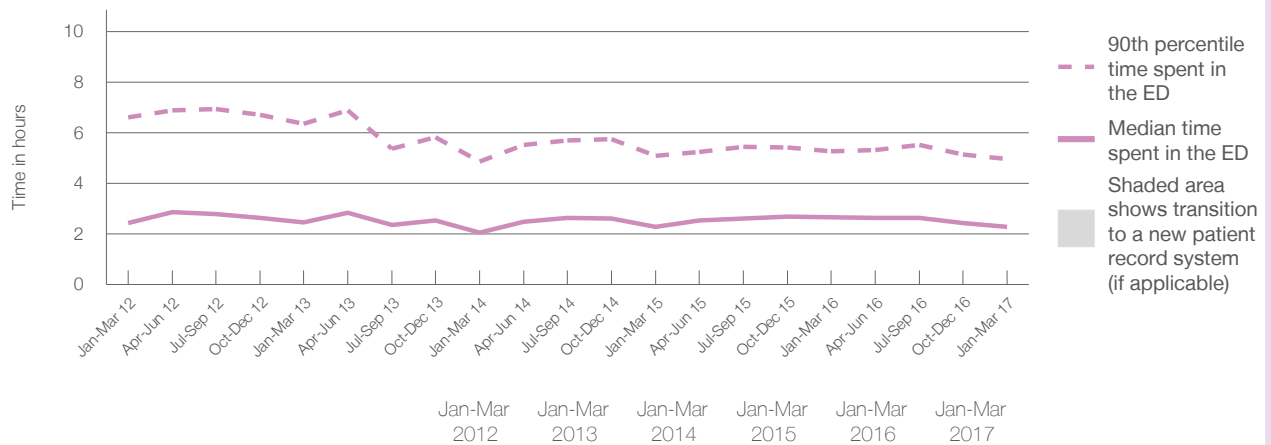
90th percentile time spent in the ED⁹ 4 hours and 58 minutes

Same period last year	NSW (this period)
4,277	4,277
2 hours and 40 minutes	2 hours and 44 minutes
5 hours and 16 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 26m	2h 28m	2h 4m	2h 17m	2h 40m	2h 17m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 36m	6h 21m	4h 52m	5h 5m	5h 16m	4h 58m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

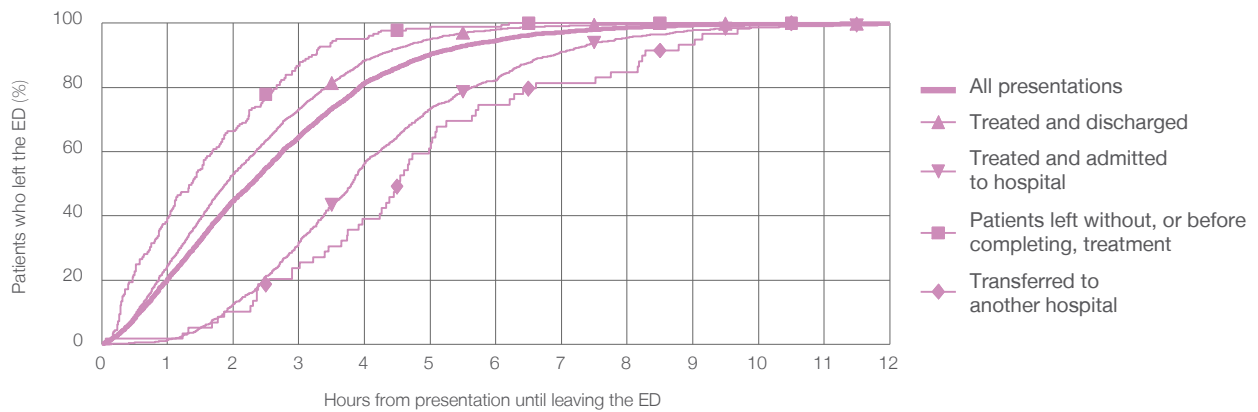
All presentations:¹ 4,367 patients

Presentations used to calculate time to leaving the ED:⁶ 4,367 patients

Treated and discharged	3,202 (73.3%)
Treated and admitted to hospital	904 (20.7%)
Patient left without, or before completing, treatment	181 (4.1%)
Transferred to another hospital	59 (1.4%)
Other	21 (0.5%)

Same period last year	Change since one year ago
4,277	2.1%
3,025	5.9%
885	2.1%
283	-36.0%
62	-4.8%
22	-4.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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	24.5%	52.9%	73.2%	88.4%	98.1%	99.7%	99.9%	100%
Treated and admitted to hospital	1.3%	12.5%	31.6%	56.4%	82.2%	95.6%	98.7%	99.6%
Patient left without, or before completing, treatment	39.2%	66.3%	86.7%	95.0%	98.9%	100%	100%	100%
Transferred to another hospital	1.7%	10.2%	23.7%	39.0%	74.6%	84.7%	100%	100%
All presentations	20.3%	44.7%	64.6%	81.4%	94.5%	98.6%	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Goulburn Base Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 4,367 patients

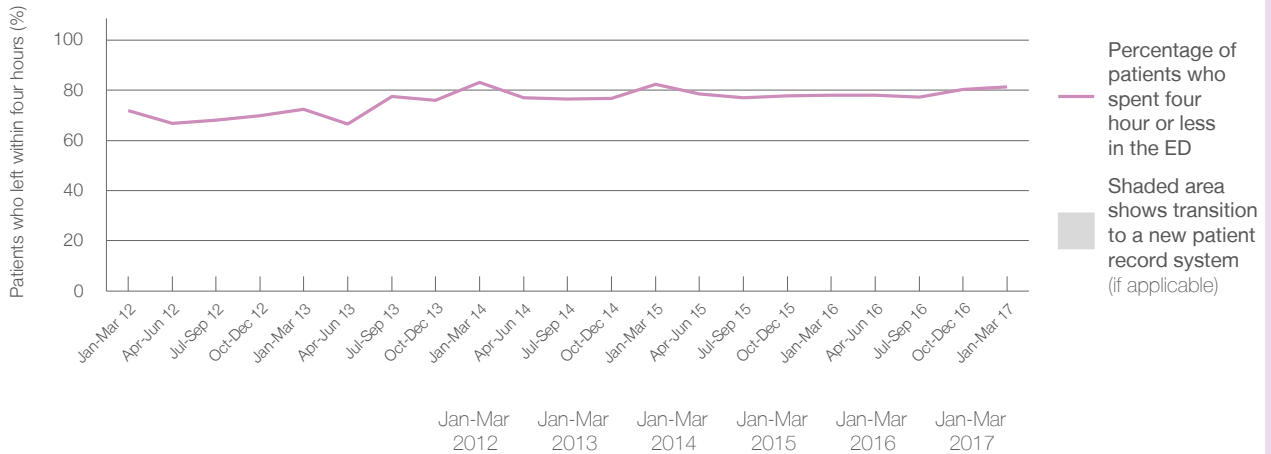
Presentations used to calculate time to leaving the ED:⁶ 4,367 patients

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 4,367 patients	4,277	2.1%
Presentations used to calculate time to leaving the ED: ⁶ 4,367 patients	4,277	2.1%
Percentage of patients who spent four hours or less in the ED	77.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	72.0%	72.4%	83.0%	82.3%	77.9%	81.4%

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,793 patients
Emergency presentations:² 2,573 patients

Same period last year	Change since one year ago
2,795	-0.1%
2,610	-1.4%

Moruya District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 304 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 858 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 958 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 432 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
260	
5 minutes	8 minutes
19 minutes	26 minutes
785	
18 minutes	20 minutes
54 minutes	69 minutes
1,107	
27 minutes	26 minutes
98 minutes	101 minutes
437	
29 minutes	23 minutes
104 minutes	104 minutes

Moruya District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,793 patients

Percentage of patients who spent four hours or less in the ED 80.2%

Same period last year	Change since one year ago
2,795	-0.1%
76.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

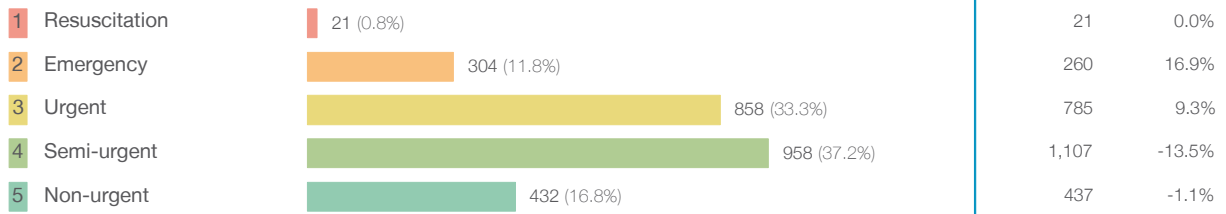
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

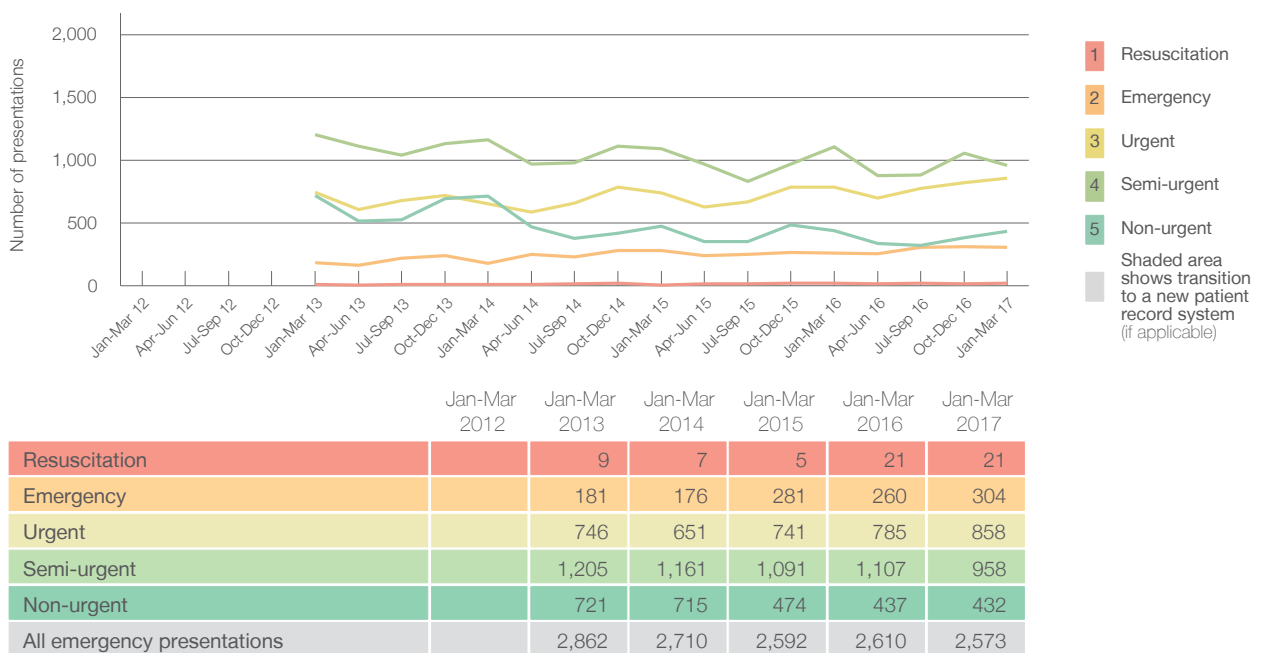
Moruya District Hospital: Patients presenting to the emergency department January to March 2017

All presentations:¹ 2,793 patients

Emergency presentations² by triage category: 2,573 patients



Emergency presentations² by quarter, January 2012 to March 2017 * §



Moruya District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 576 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

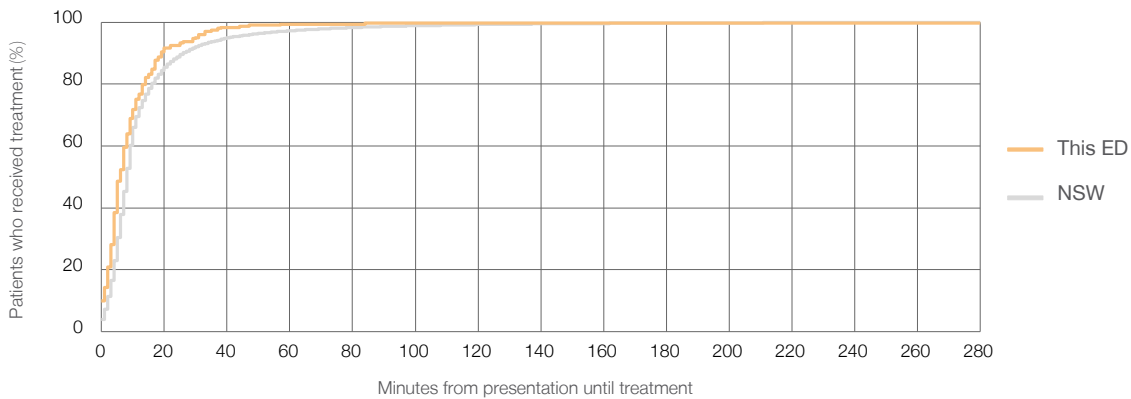
Number of triage 2 patients: 304

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

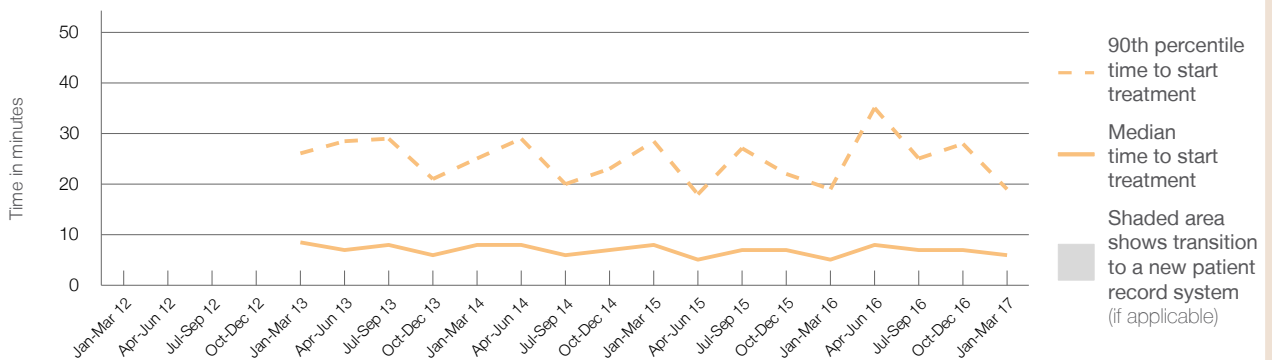
Median time to start treatment⁴ ■ 6 minutes
90th percentile time to start treatment⁵ ■ 19 minutes

Same period last year	NSW (this period)
260	
259	
5 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		9	8	8	5	6
90th percentile time to start treatment ⁵ (minutes)		26	25	29	19	19

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 858

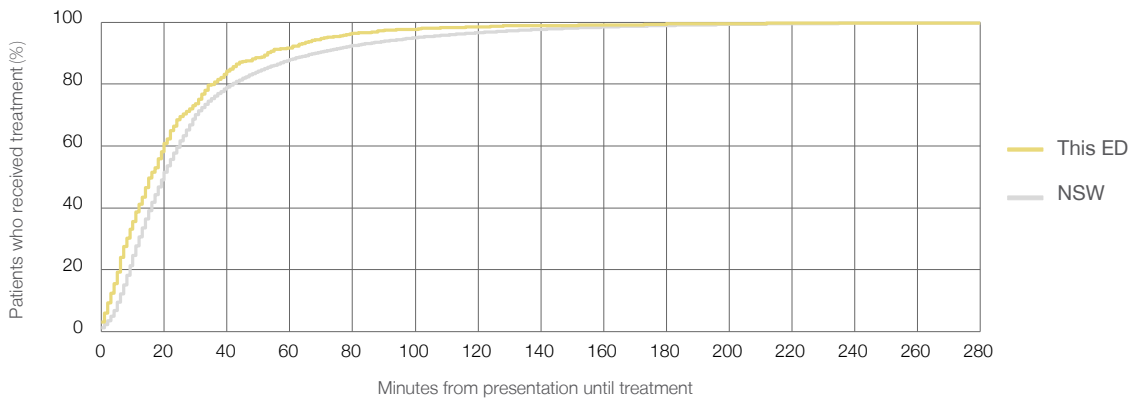
Number of triage 3 patients used to calculate waiting time:³ 838

Median time to start treatment⁴ 16 minutes

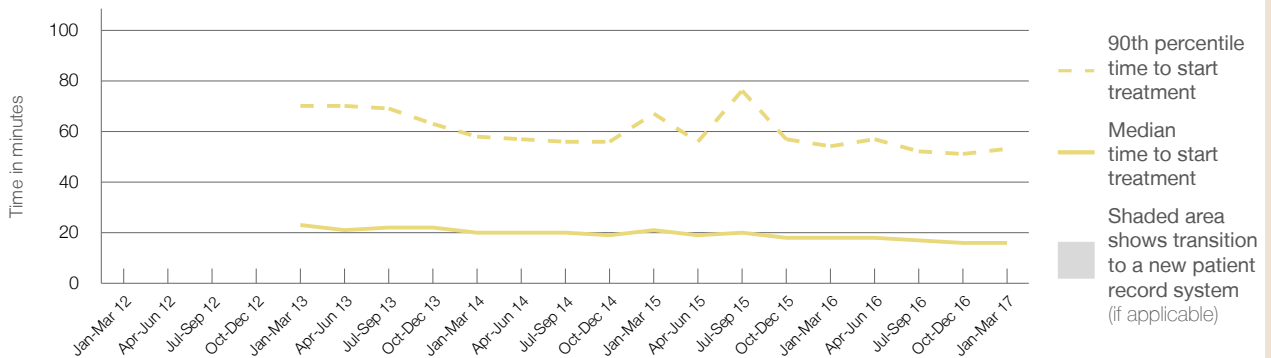
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
785	
761	
18 minutes	20 minutes
54 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		23	20	21	18	16
90th percentile time to start treatment ⁵ (minutes)		70	58	67	54	53

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 958

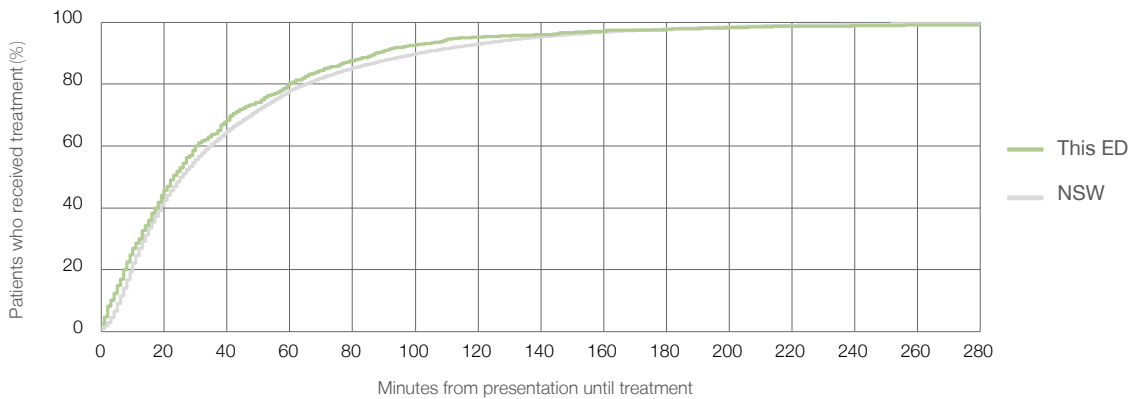
Number of triage 4 patients used to calculate waiting time:³ 863

Median time to start treatment⁴ 23 minutes

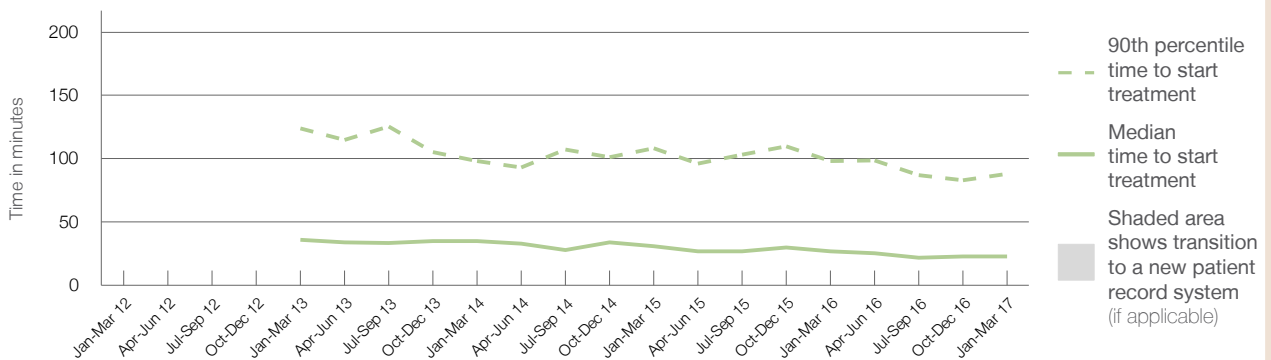
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,107	1,021
27 minutes	26 minutes
98 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		36	35	31	27	23
90th percentile time to start treatment ⁵ (minutes)		124	98	108	98	88

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 432

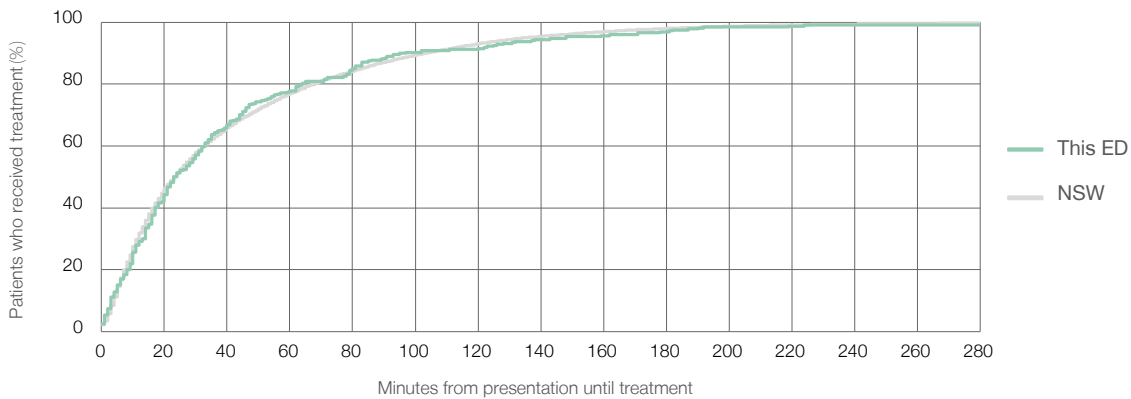
Number of triage 5 patients used to calculate waiting time:³ 319

Median time to start treatment⁴ 23 minutes

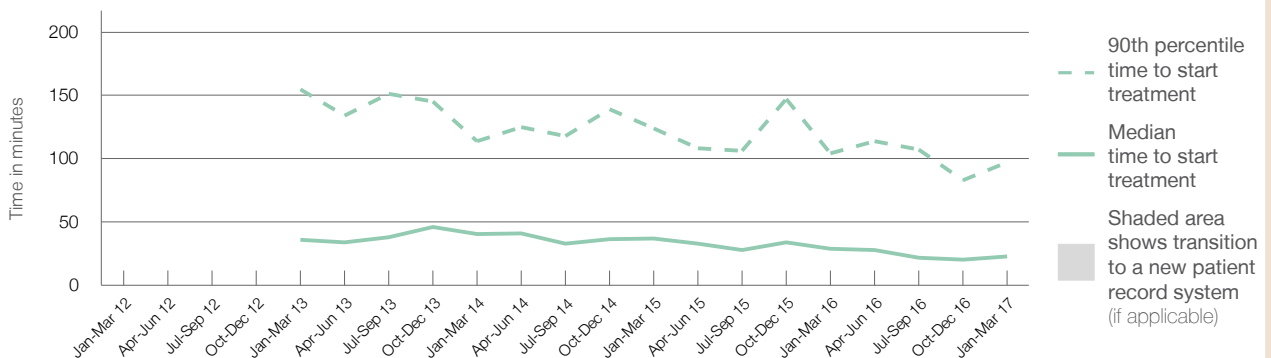
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
437	
367	
29 minutes	23 minutes
104 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		36	41	37	29	23
90th percentile time to start treatment ⁵ (minutes)		155	114	124	104	97

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

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients spent in the ED January to March 2017

All presentations:¹ 2,793 patients

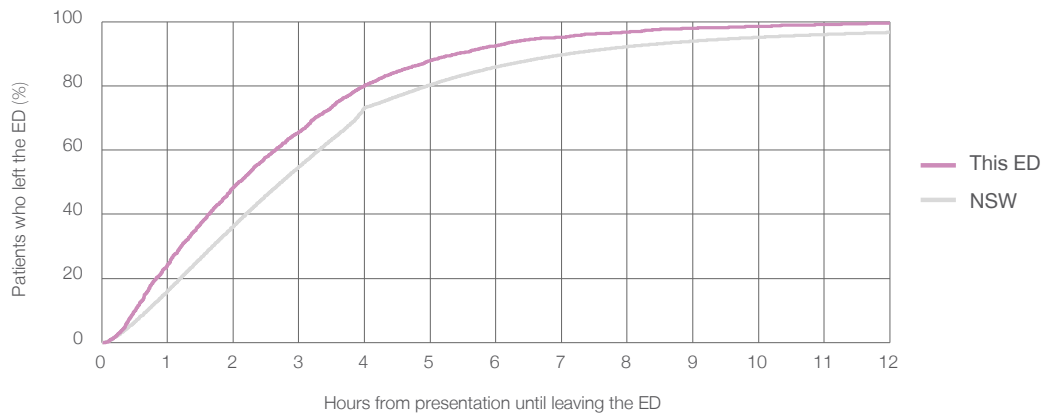
Presentations used to calculate time to leaving the ED:⁶ 2,793 patients

Median time spent in the ED⁸ 2 hours and 5 minutes

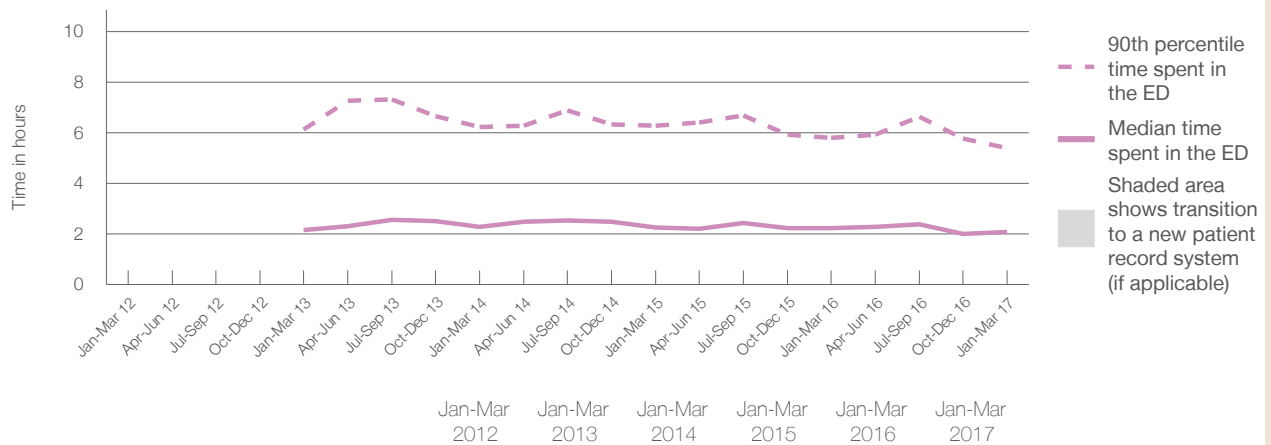
90th percentile time spent in the ED⁹ 5 hours and 24 minutes

Same period last year	NSW (this period)
2,795	2,795
2 hours and 14 minutes	2 hours and 44 minutes
5 hours and 48 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)		2h 10m	2h 17m	2h 15m	2h 14m	2h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)		6h 8m	6h 14m	6h 17m	5h 48m	5h 24m

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

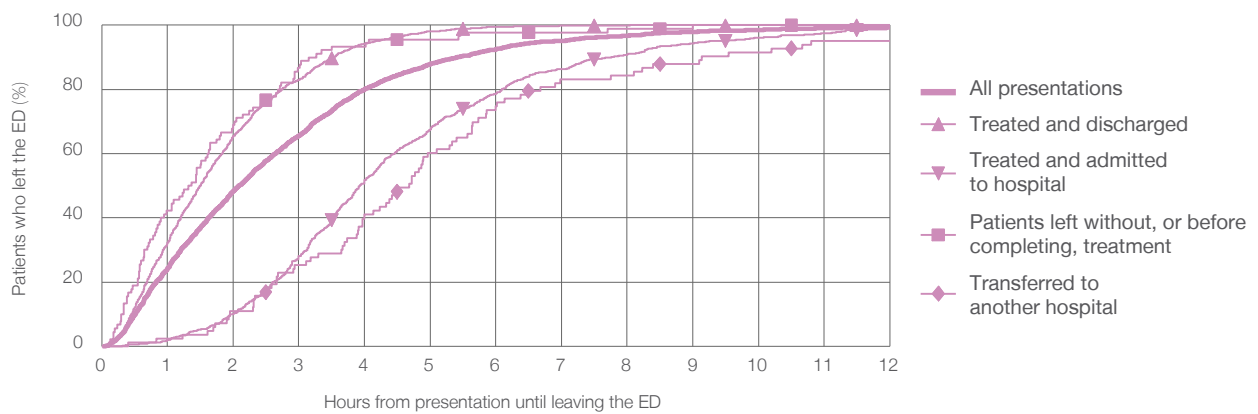
All presentations:¹ 2,793 patients

Presentations used to calculate time to leaving the ED:⁶ 2,793 patients

Treated and discharged	1,691 (60.5%)
Treated and admitted to hospital	829 (29.7%)
Patient left without, or before completing, treatment	90 (3.2%)
Transferred to another hospital	83 (3.0%)
Other	100 (3.6%)

Same period last year	Change since one year ago
2,795	-0.1%
1,840	-8.1%
783	5.9%
104	-13.5%
66	25.8%
2	4900.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††§}



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	32.3%	65.5%	83.0%	94.3%	99.4%	99.9%	100%	100%
Treated and admitted to hospital	1.9%	10.1%	28.1%	51.7%	78.8%	90.8%	96.0%	98.9%
Patient left without, or before completing, treatment	42.2%	68.9%	86.7%	93.3%	97.8%	98.9%	100%	100%
Transferred to another hospital	2.4%	10.8%	25.3%	41.0%	74.7%	84.3%	91.6%	95.2%
All presentations	24.2%	48.5%	65.6%	80.2%	92.5%	96.7%	98.5%	99.5%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 2,793 patients

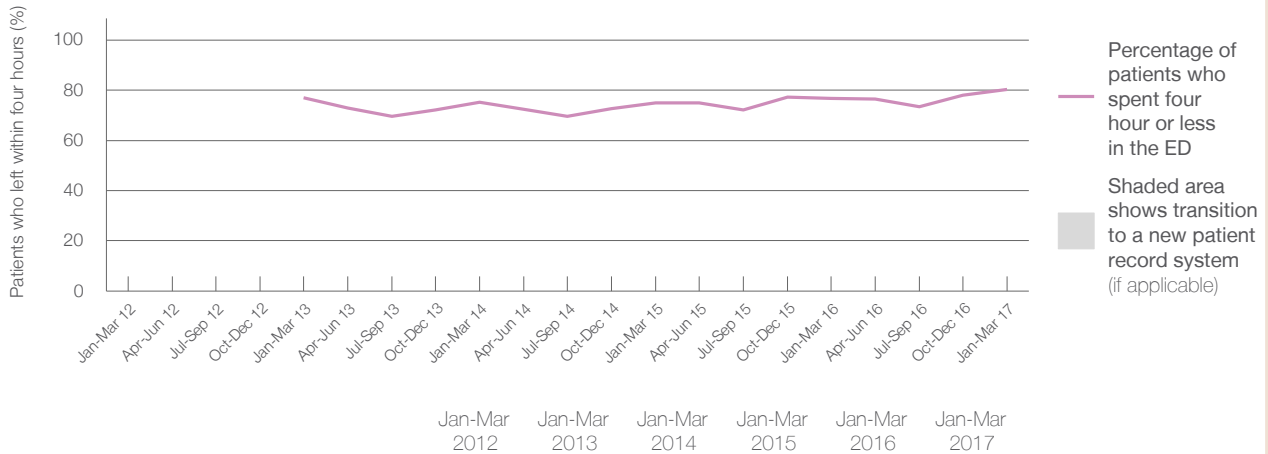
Presentations used to calculate time to leaving the ED:⁶ 2,793 patients

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 2,793 patients	2,795	-0.1%
Presentations used to calculate time to leaving the ED: ⁶ 2,793 patients	2,795	-0.1%
Percentage of patients who spent four hours or less in the ED	76.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡§}



Patients who left within four hours (%)	77.1%	75.1%	74.9%	76.8%	80.2%
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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*.

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,728 patients
Emergency presentations:² 4,589 patients

Same period last year	Change since one year ago
4,621	2.3%
4,476	2.5%

Queanbeyan Health Service: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 240 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,255 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,129 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 954 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
255	
8 minutes	8 minutes
23 minutes	26 minutes
1,154	
22 minutes	20 minutes
65 minutes	69 minutes
2,236	
30 minutes	26 minutes
105 minutes	101 minutes
831	
30 minutes	23 minutes
113 minutes	104 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,728 patients

Percentage of patients who spent four hours or less in the ED 87.5%

Same period last year	Change since one year ago
4,621	2.3%
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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

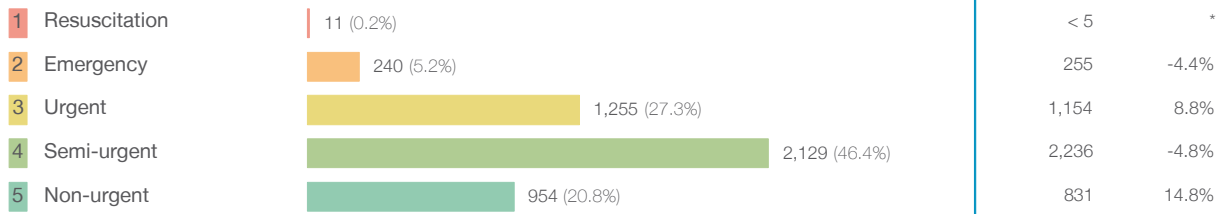
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Patients presenting to the emergency department January to March 2017

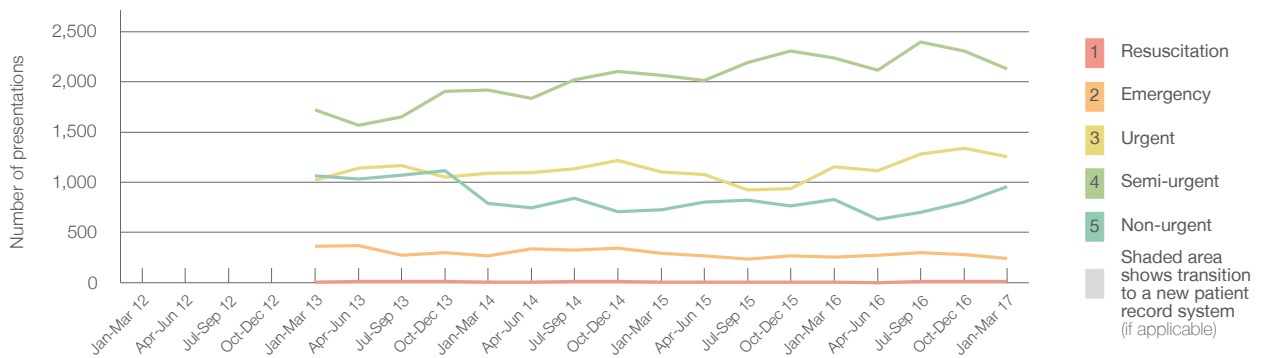
All presentations:¹ 4,728 patients

Emergency presentations² by triage category: 4,589 patients



	Same period last year	Change since one year ago
All presentations	4,621	2.3%
Emergency presentations	4,476	2.5%
1 Resuscitation	< 5	*
2 Emergency	255	-4.4%
3 Urgent	1,154	8.8%
4 Semi-urgent	2,236	-4.8%
5 Non-urgent	831	14.8%

Emergency presentations² by quarter, January 2012 to March 2017^{† §}



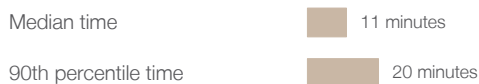
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation		5	7	< 5	< 5	11
Emergency		361	270	298	255	240
Urgent		1,019	1,090	1,100	1,154	1,255
Semi-urgent		1,722	1,919	2,062	2,236	2,129
Non-urgent		1,064	790	729	831	954
All emergency presentations		4,171	4,076	4,189	4,476	4,589

Queanbeyan Health Service: Patients arriving by ambulance January to March 2017

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 418 patients^{**}

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	331	
Median time	12 minutes	-1 minute
90th percentile time	23 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 240

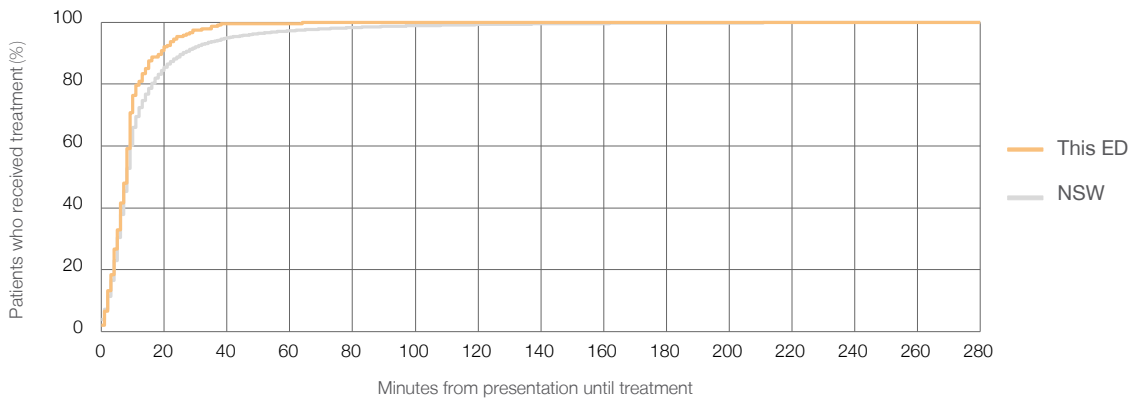
Number of triage 2 patients used to calculate waiting time:³ 240

Median time to start treatment⁴ ■ 8 minutes

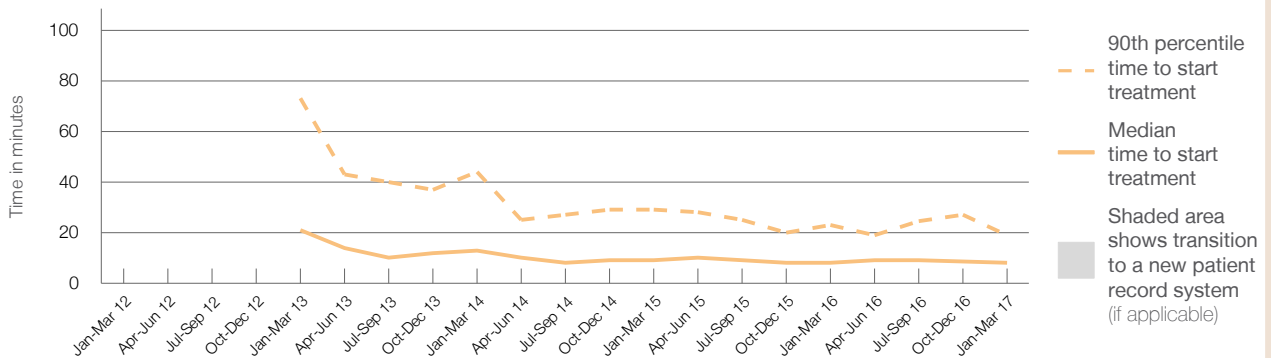
90th percentile time to start treatment⁵ ■ 19 minutes

Same period last year	NSW (this period)
255	249
8 minutes	8 minutes
23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		21	13	9	8	8
90th percentile time to start treatment ⁵ (minutes)		73	44	29	23	19

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,255

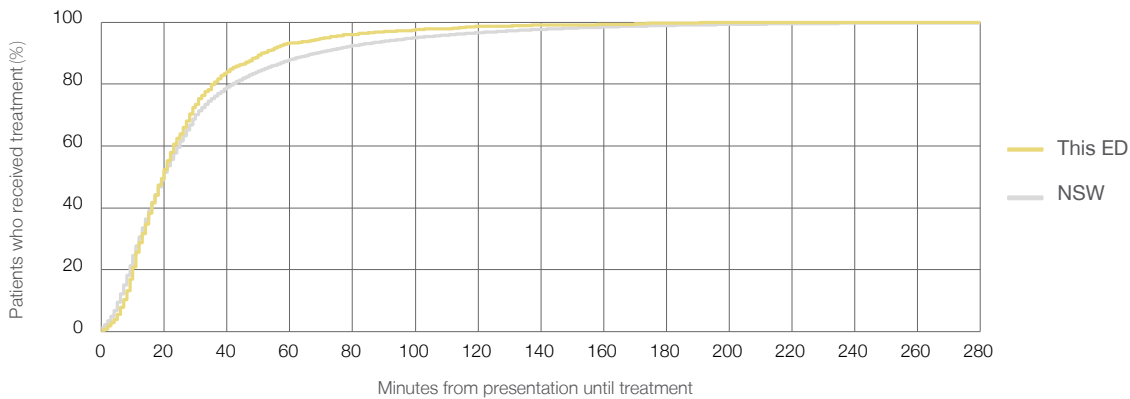
Number of triage 3 patients used to calculate waiting time:³ 1,231

Median time to start treatment⁴ 20 minutes

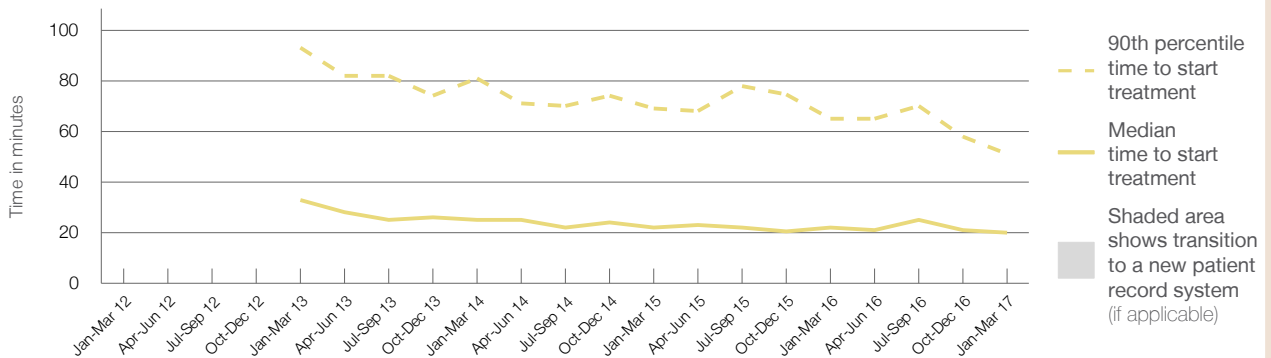
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,154	
1,107	
22 minutes	20 minutes
65 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		33	25	22	22	20
90th percentile time to start treatment ⁵ (minutes)		93	81	69	65	51

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,129

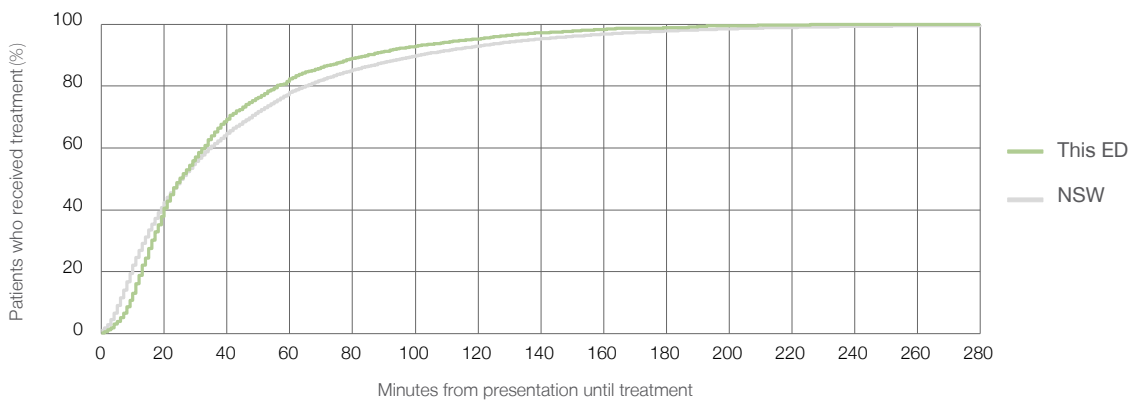
Number of triage 4 patients used to calculate waiting time:³ 1,983

Median time to start treatment⁴ 25 minutes

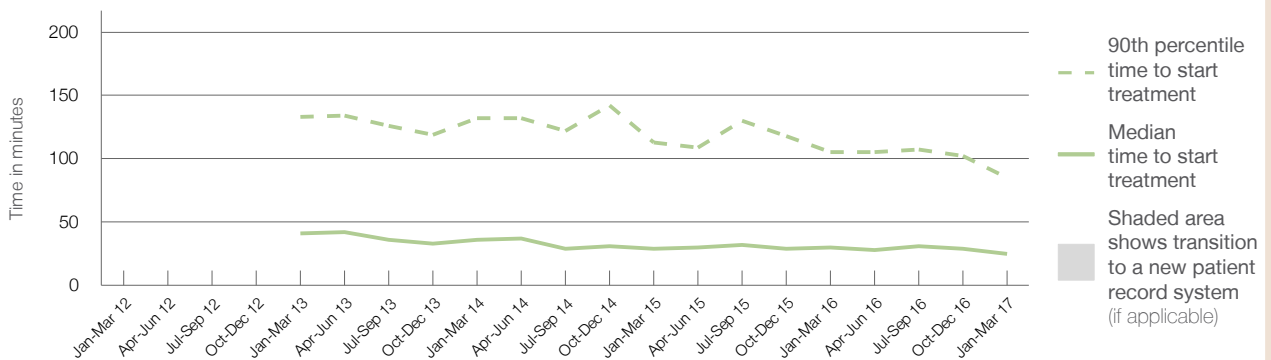
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
2,236	2,022
30 minutes	26 minutes
105 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		41	36	29	30	25
90th percentile time to start treatment ⁵ (minutes)		133	132	113	105	85

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 954

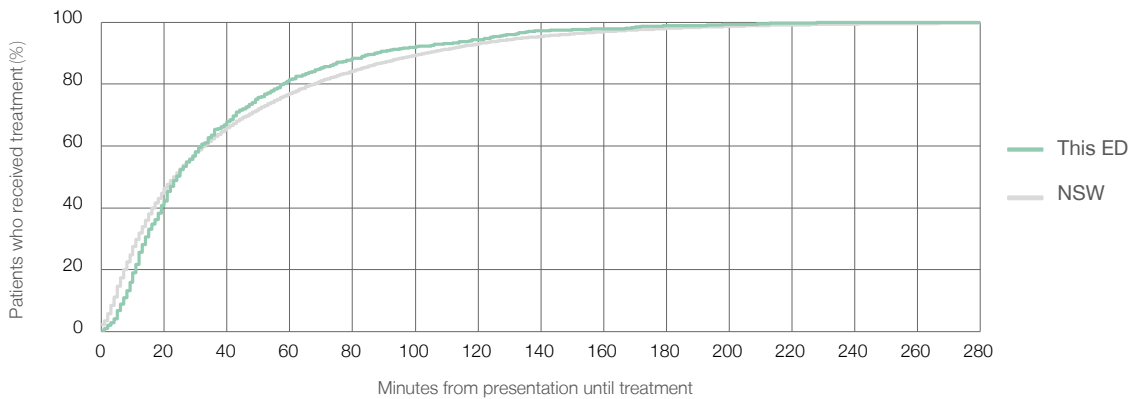
Number of triage 5 patients used to calculate waiting time:³ 804

Median time to start treatment⁴ 24 minutes

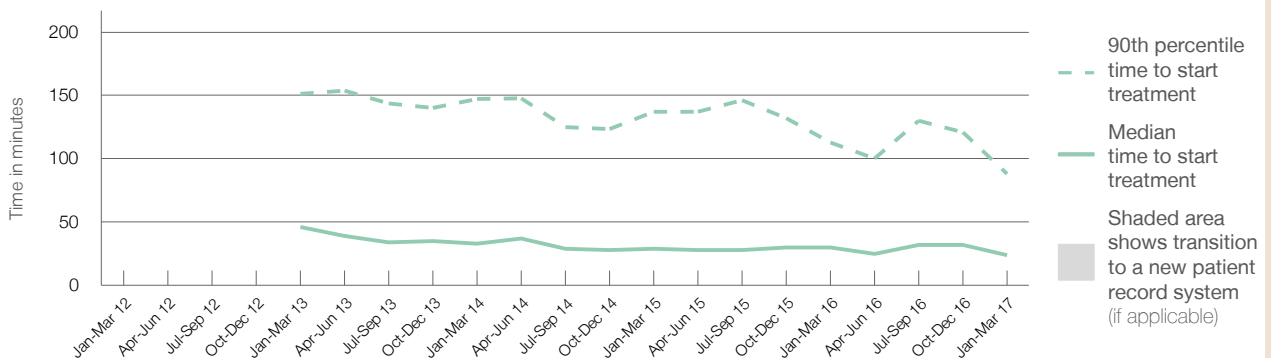
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
831	
667	
30 minutes	23 minutes
113 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		46	33	29	30	24
90th percentile time to start treatment ⁵ (minutes)		151	147	137	113	88

(†) 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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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,728 patients

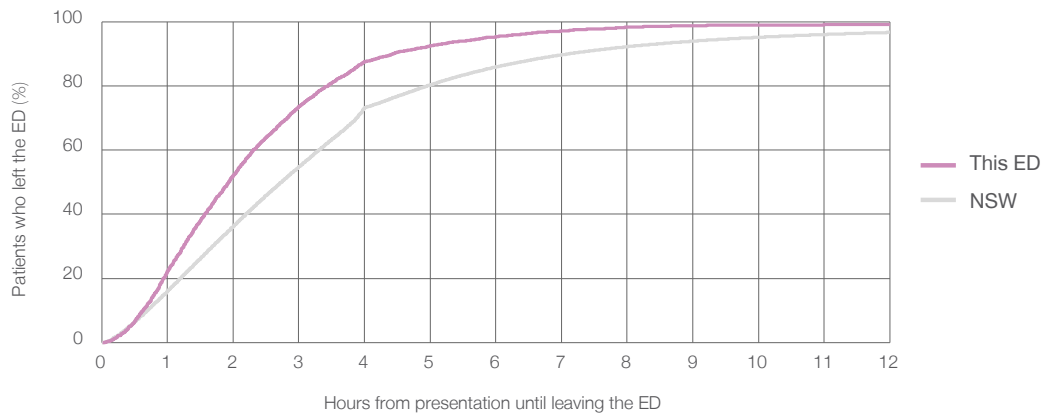
Presentations used to calculate time to leaving the ED:⁶ 4,728 patients

Median time spent in the ED⁸ 1 hours and 56 minutes

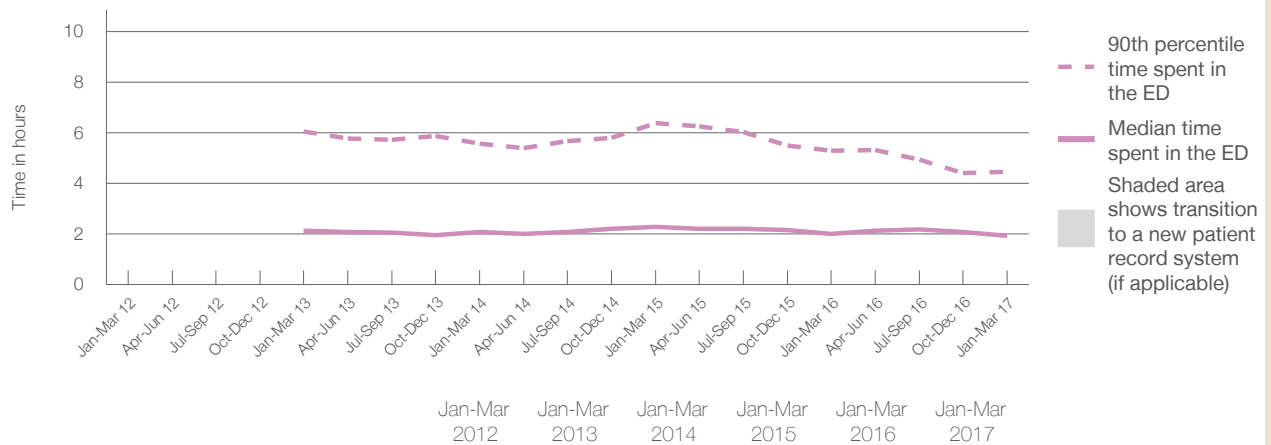
90th percentile time spent in the ED⁹ 4 hours and 27 minutes

Same period last year	NSW (this period)
4,621	4,621
2 hours and 1 minutes	2 hours and 44 minutes
5 hours and 17 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)		2h 8m	2h 6m	2h 17m	2h 1m	1h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)		6h 3m	5h 35m	6h 23m	5h 17m	4h 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.

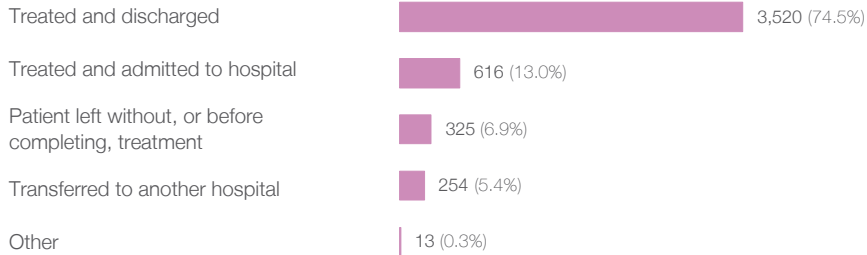
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients spent in the ED By mode of separation January to March 2017

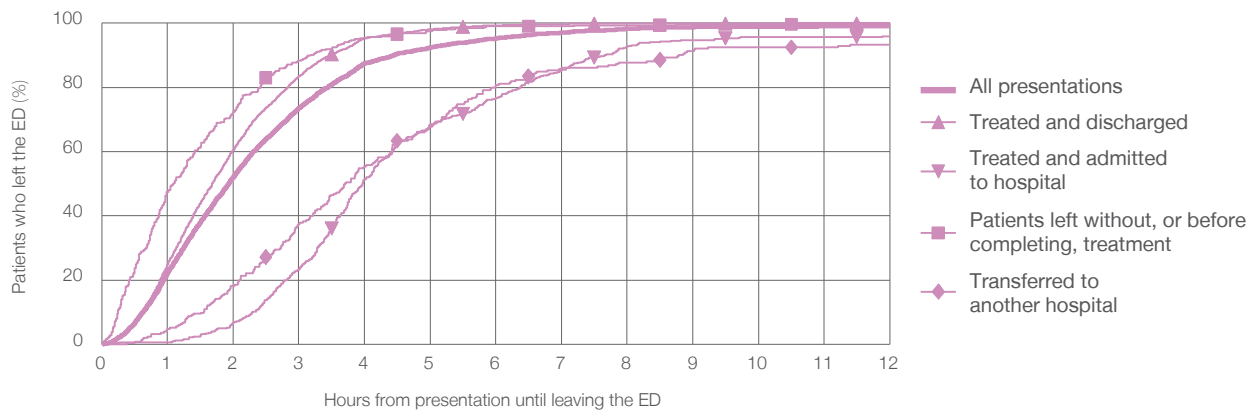
All presentations:¹ 4,728 patients

Presentations used to calculate time to leaving the ED:⁶ 4,728 patients



	Same period last year	Change since one year ago
Presentations used to calculate time to leaving the ED: ⁶	4,621	2.3%
Treated and discharged	3,405	3.4%
Treated and admitted to hospital	513	20.1%
Patient left without, or before completing, treatment	436	-25.5%
Transferred to another hospital	224	13.4%
Other	43	-69.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††§}



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	25.0%	60.6%	83.5%	95.4%	99.2%	99.9%	100%	100%
Treated and admitted to hospital	0.6%	6.8%	23.4%	51.5%	76.8%	92.7%	95.6%	95.9%
Patient left without, or before completing, treatment	47.4%	72.3%	88.3%	95.4%	99.1%	99.4%	99.7%	100%
Transferred to another hospital	4.7%	18.1%	37.4%	55.5%	80.7%	87.8%	92.5%	93.3%
All presentations	22.3%	52.2%	73.5%	87.5%	95.3%	98.3%	99.0%	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 4,728 patients

Presentations used to calculate time to leaving the ED:⁶ 4,728 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 4,728 patients	4,621	2.3%
Presentations used to calculate time to leaving the ED: ⁶ 4,728 patients	4,621	2.3%
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, January 2012 to March 2017 †‡§



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	77.7%	79.8%	76.5%	82.6%	82.6%	87.5%

* 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*.

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,231 patients
 Emergency presentations:² 3,985 patients

Same period last year	Change since one year ago
3,718	13.8%
3,467	14.9%

South East Regional Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 436 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,291 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,703 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 149 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 535 patients

Median time to start treatment⁴ 39 minutes
 90th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
268	
7 minutes	8 minutes
30 minutes	26 minutes
856	
21 minutes	20 minutes
69 minutes	69 minutes
1,637	
39 minutes	26 minutes
122 minutes	101 minutes
694	
43 minutes	23 minutes
138 minutes	104 minutes

South East Regional Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,231 patients

Percentage of patients who spent four hours or less in the ED 69.2%

Same period last year	Change since one year ago
3,718	13.8%
80.6%	

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

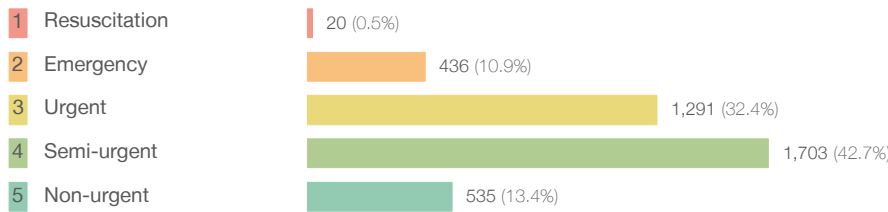
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Patients presenting to the emergency department January to March 2017

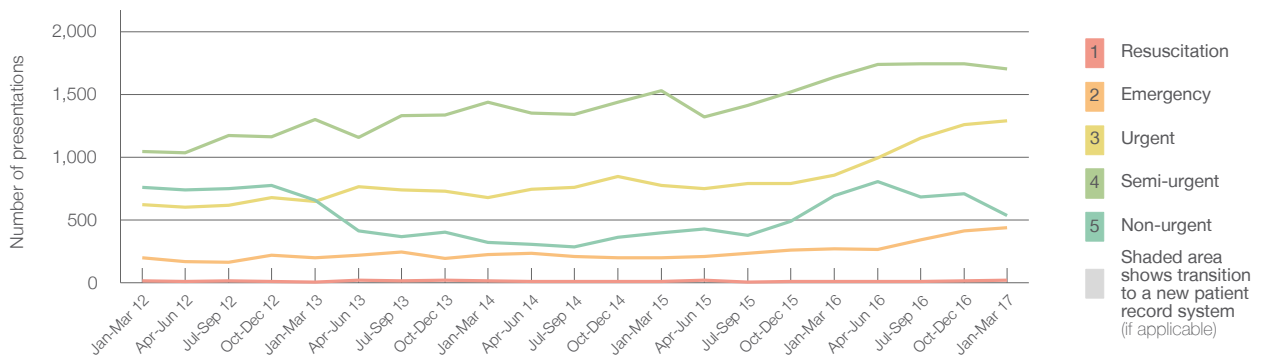
All presentations:¹ 4,231 patients

Emergency presentations² by triage category: 3,985 patients



Same period last year	Change since one year ago
3,718	13.8%
3,467	14.9%
12	66.7%
268	62.7%
856	50.8%
1,637	4.0%
694	-22.9%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	14	5	15	11	12	20
Emergency	198	197	226	200	268	436
Urgent	622	646	676	774	856	1,291
Semi-urgent	1,046	1,302	1,436	1,527	1,637	1,703
Non-urgent	758	658	320	399	694	535
All emergency presentations	2,638	2,808	2,673	2,911	3,467	3,985

South East Regional Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 881 patients

ED Transfer of care time



Same period last year	Change since one year ago
643	
12 minutes	0 minutes
30 minutes	-8 minutes

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(‡) 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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South East Regional Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 436

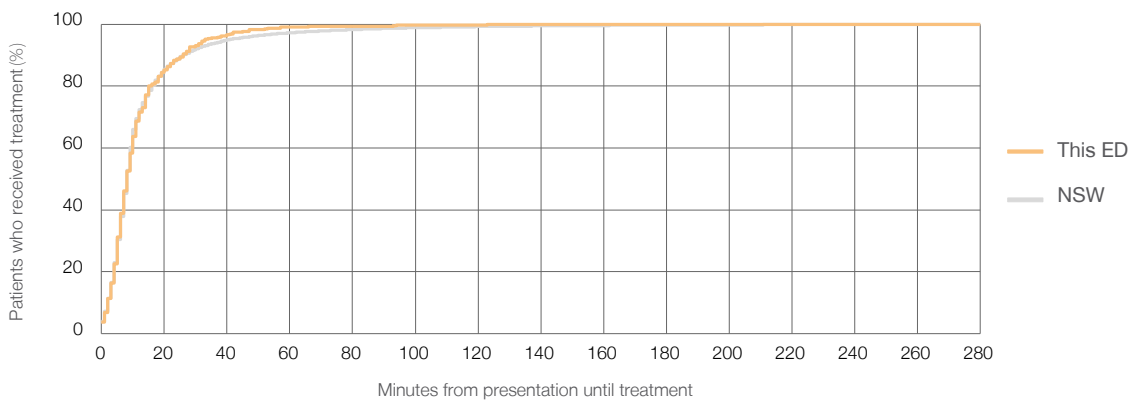
Number of triage 2 patients used to calculate waiting time:³ 435

Median time to start treatment⁴ 8 minutes

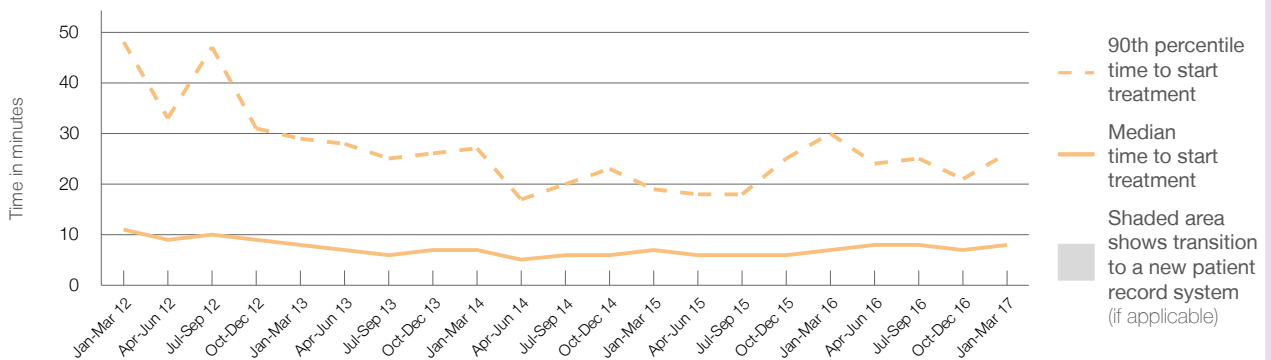
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
268	268
7 minutes	8 minutes
30 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	11	8	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	48	29	27	19	30	26

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,291

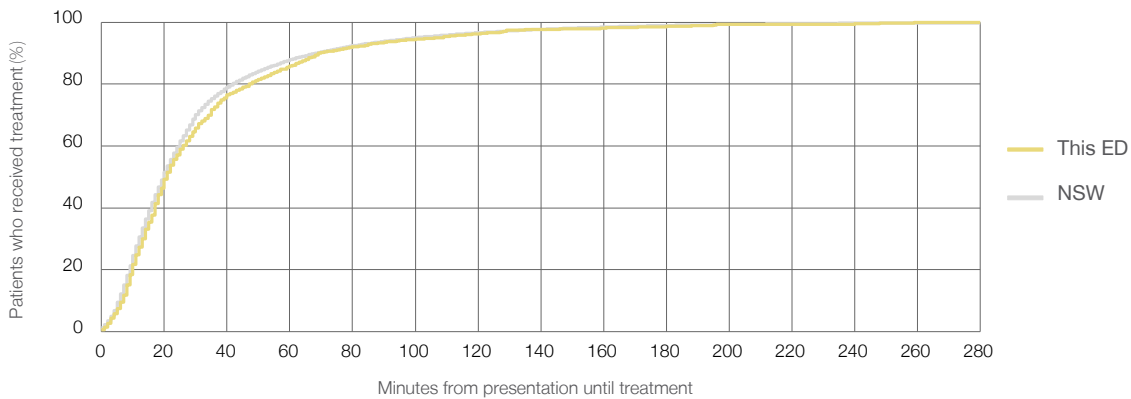
Number of triage 3 patients used to calculate waiting time:³ 1,259

Median time to start treatment⁴ 21 minutes

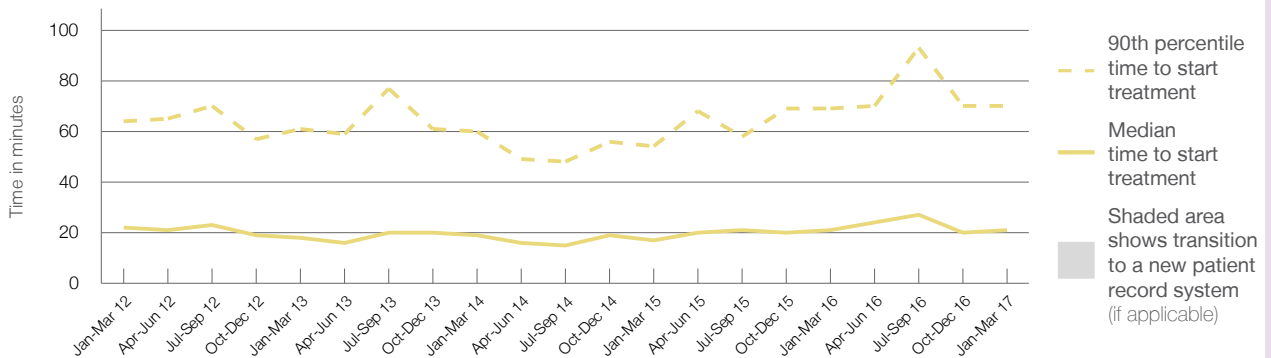
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
856	843
21 minutes	20 minutes
69 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	22	18	19	17	21	21
90th percentile time to start treatment ⁵ (minutes)	64	61	60	54	69	70

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 1,703

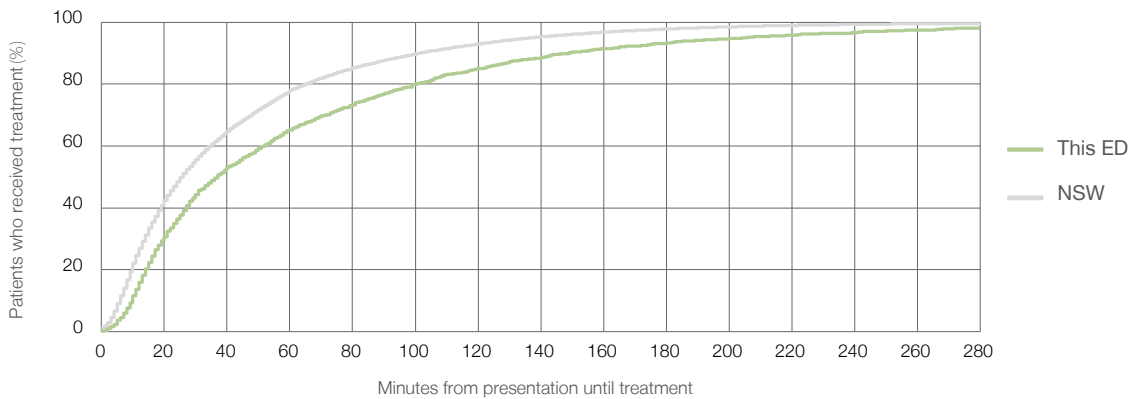
Number of triage 4 patients used to calculate waiting time:³ 1,571

Median time to start treatment⁴ 37 minutes

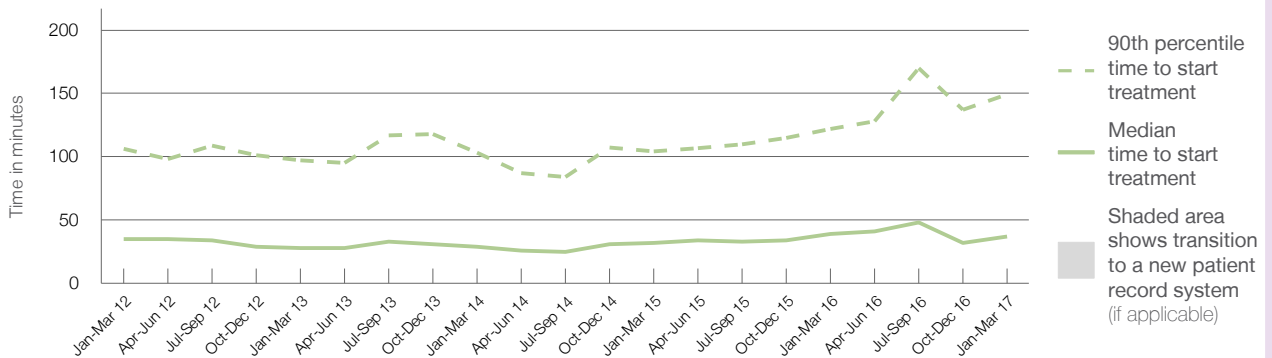
90th percentile time to start treatment⁵ 149 minutes

Same period last year	NSW (this period)
1,637	
1,522	
39 minutes	26 minutes
122 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	35	28	29	32	39	37
90th percentile time to start treatment ⁵ (minutes)	106	97	103	104	122	149

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South East Regional Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 535

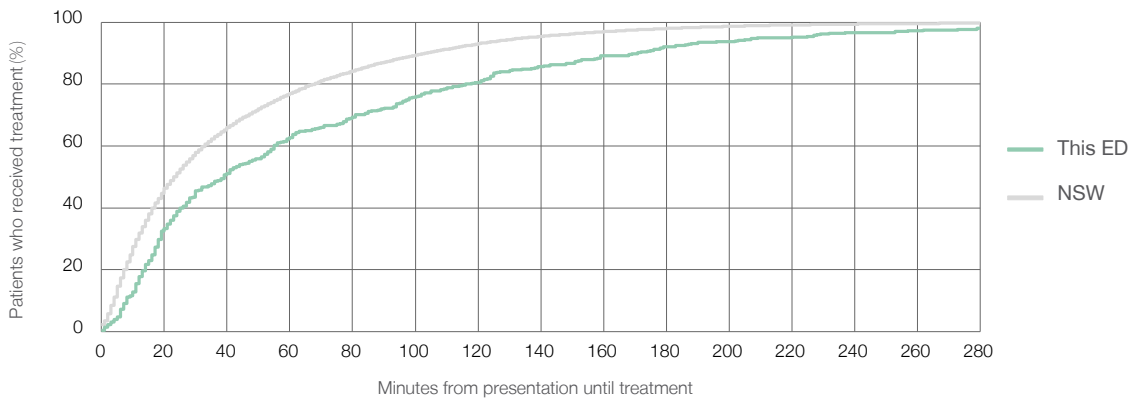
Number of triage 5 patients used to calculate waiting time:³ 395

Median time to start treatment⁴ 39 minutes

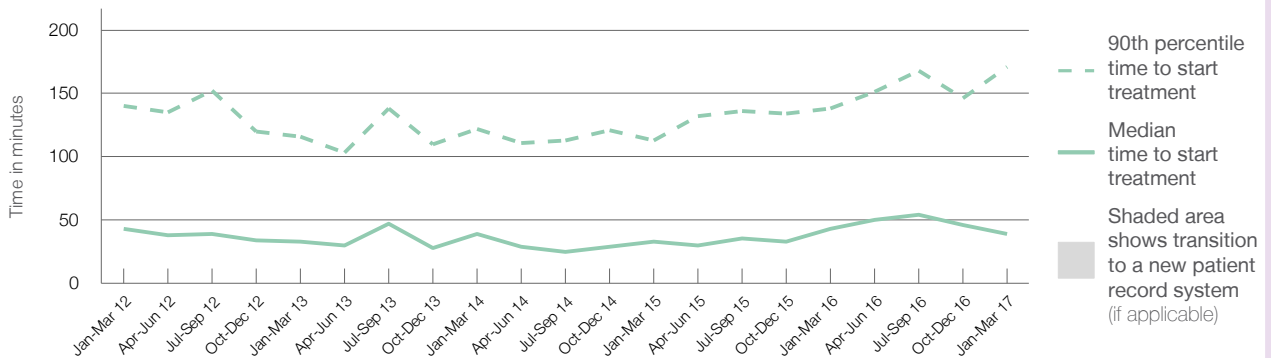
90th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
694	
592	
43 minutes	23 minutes
138 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	43	33	39	33	43	39
90th percentile time to start treatment ⁵ (minutes)	140	116	122	113	138	171

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,231 patients

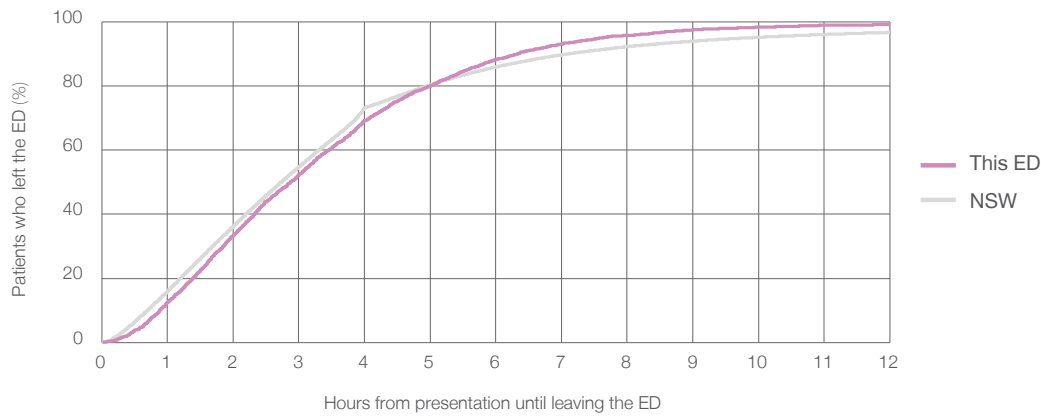
Presentations used to calculate time to leaving the ED:⁶ 4,231 patients

Median time spent in the ED⁸ 2 hours and 52 minutes

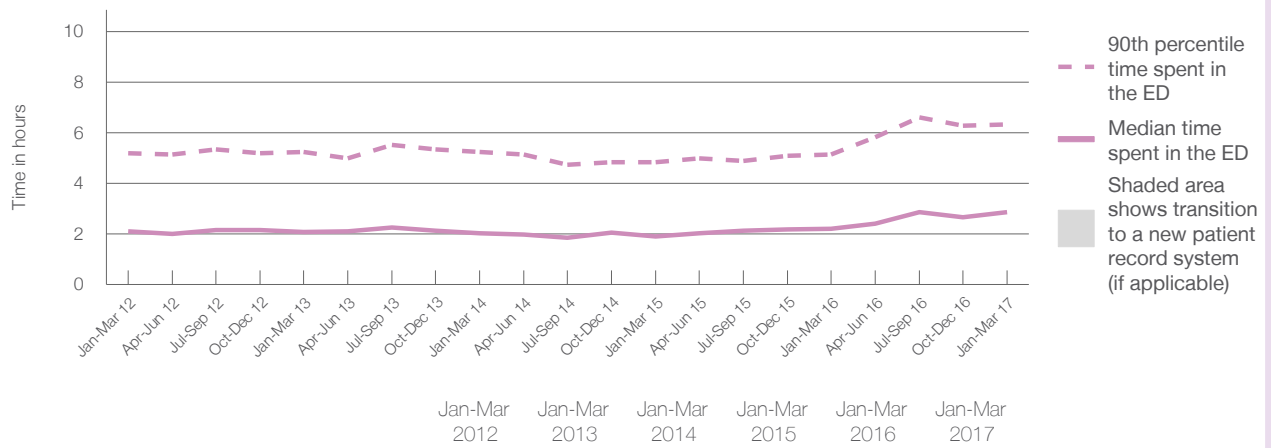
90th percentile time spent in the ED⁹ 6 hours and 20 minutes

Same period last year	NSW (this period)
3,718	
3,718	
2 hours and 12 minutes	2 hours and 44 minutes
5 hours and 9 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	2h 7m	2h 5m	2h 2m	1h 55m	2h 12m	2h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 11m	5h 14m	5h 15m	4h 50m	5h 9m	6h 20m

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South East Regional Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

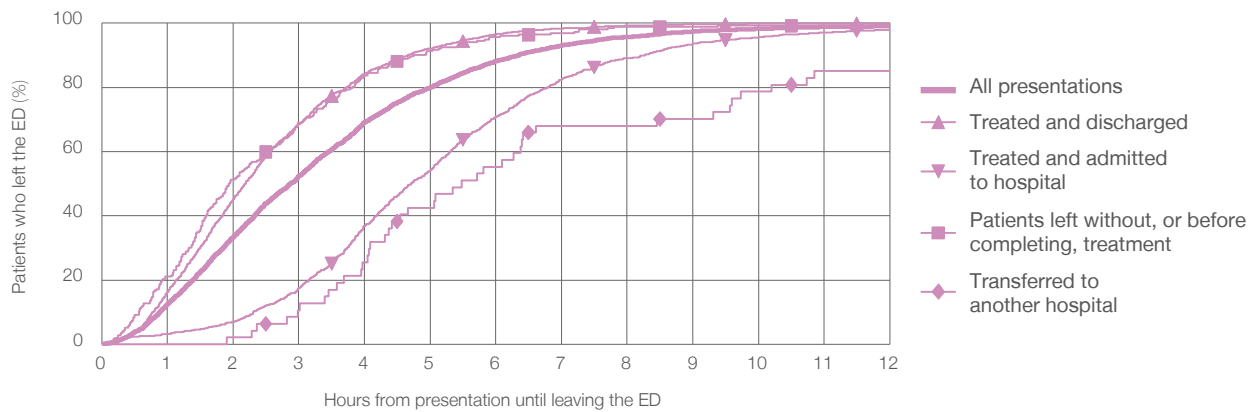
All presentations:¹ 4,231 patients

Presentations used to calculate time to leaving the ED:⁶ 4,231 patients

Treated and discharged	2,631 (62.2%)
Treated and admitted to hospital	1,295 (30.6%)
Patient left without, or before completing, treatment	252 (6.0%)
Transferred to another hospital	47 (1.1%)
Other	6 (0.1%)

Same period last year	Change since one year ago
3,718	13.8%
2,428	8.4%
1,021	26.8%
223	13.0%
42	11.9%
4	50.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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	16.4%	45.3%	68.6%	84.4%	96.5%	99.2%	99.8%	99.9%
Treated and admitted to hospital	3.2%	7.0%	17.5%	36.9%	71.0%	89.1%	95.7%	97.8%
Patient left without, or before completing, treatment	21.0%	51.2%	69.0%	83.7%	95.6%	98.8%	99.2%	99.2%
Transferred to another hospital	0%	2.1%	10.6%	25.5%	55.3%	68.1%	78.7%	85.1%
All presentations	12.6%	33.5%	52.4%	69.2%	88.2%	95.8%	98.3%	99.1%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 4,231 patients

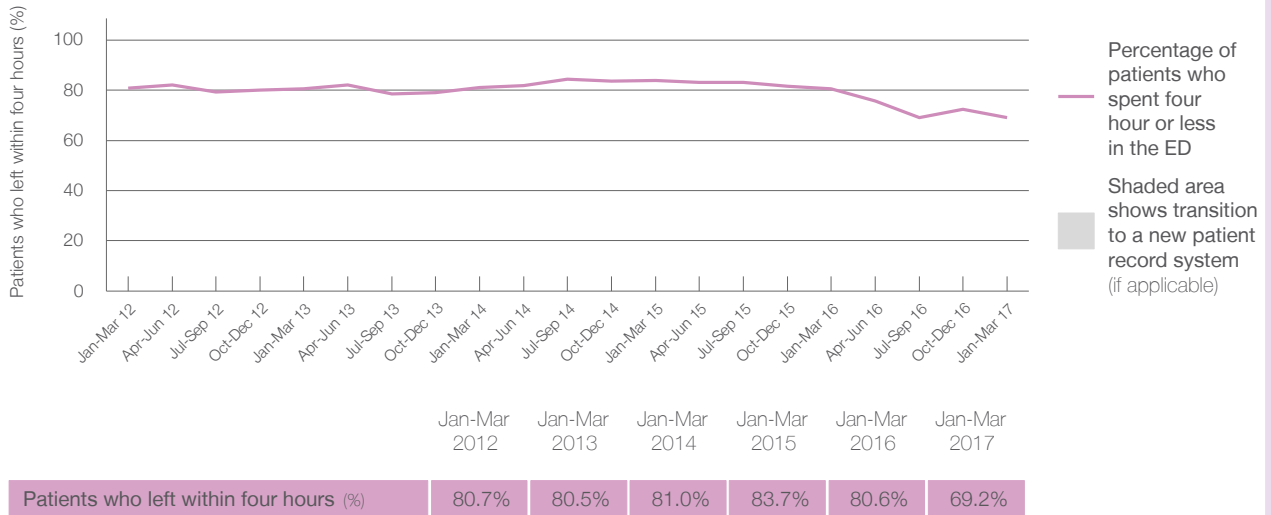
Presentations used to calculate time to leaving the ED:⁶ 4,231 patients

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	3,718	13.8%
Presentations used to calculate time to leaving the ED	3,718	13.8%
Percentage of patients who spent four hours or less in the ED	80.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).