

Bowral and District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 4,775 patients
Emergency presentations:² 4,656 patients

Same period last year	Change since one year ago
4,423	8.0%
4,307	8.1%

Bowral and District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 356 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,504 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,081 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 696 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
382	
8 minutes	8 minutes
17 minutes	26 minutes
1,343	
19 minutes	20 minutes
60 minutes	67 minutes
1,907	
19 minutes	25 minutes
93 minutes	99 minutes
662	
19 minutes	23 minutes
113 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 4,775 patients

Percentage of patients who spent four hours or less in the ED 82.6%

Same period last year	Change since one year ago
4,423	8.0%
83.3%	

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

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

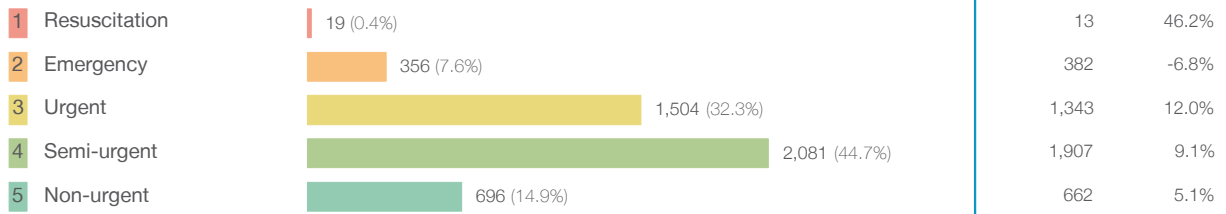
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Bowral and District Hospital: Patients presenting to the emergency department

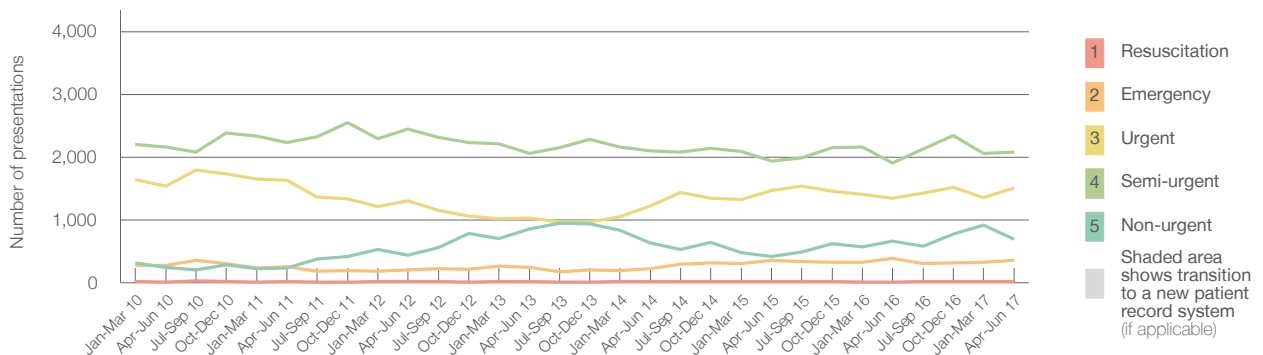
April to June 2017

All presentations:¹ 4,775 patients

Emergency presentations² by triage category: 4,656 patients



Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	10	15	15	17	14	23	13	19
Emergency	270	251	202	245	227	358	382	356
Urgent	1,537	1,626	1,301	1,029	1,227	1,464	1,343	1,504
Semi-urgent	2,158	2,233	2,445	2,063	2,101	1,940	1,907	2,081
Non-urgent	242	235	442	851	632	421	662	696
All emergency presentations	4,217	4,360	4,405	4,205	4,201	4,206	4,307	4,656

Bowral and District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 875 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.

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

April to June 2017

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

Number of triage 2 patients: 356

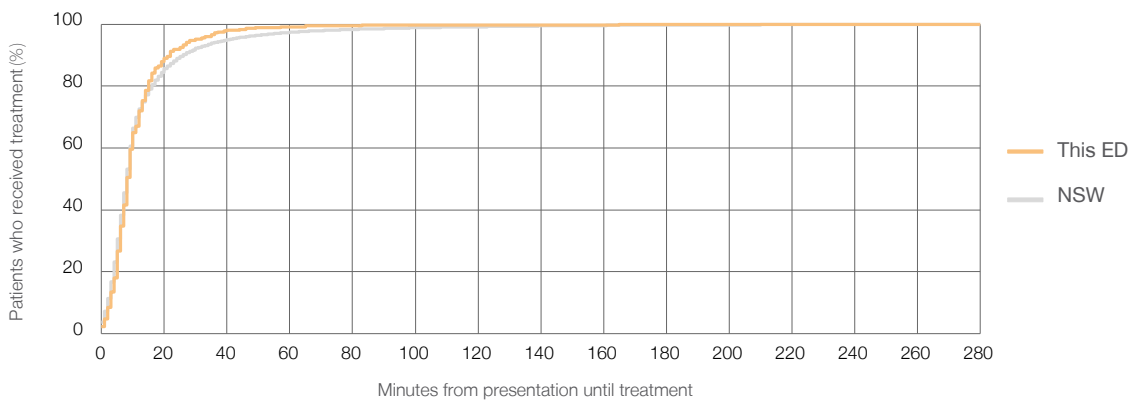
Number of triage 2 patients used to calculate waiting time:³ 356

Median time to start treatment⁴ 8 minutes

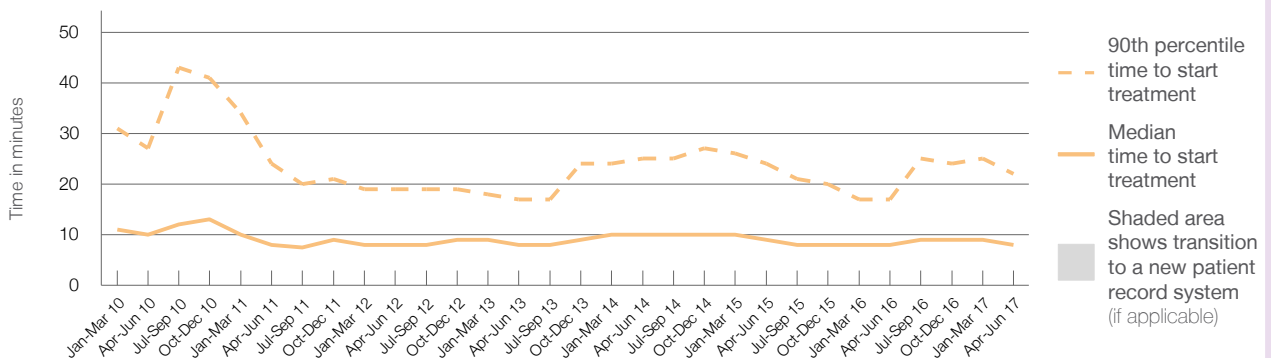
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
382	382
8 minutes	8 minutes
17 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	10	8	8	8	10	9	8	8
90th percentile time to start treatment ⁵ (minutes)	27	24	19	17	25	24	17	22

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Bowral and District Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 1,504

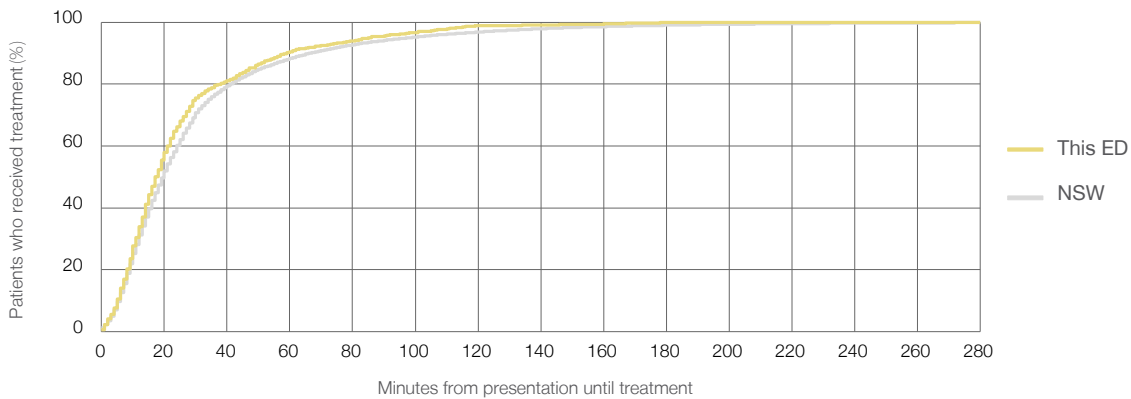
Number of triage 3 patients used to calculate waiting time:³ 1,494

Median time to start treatment⁴ 18 minutes

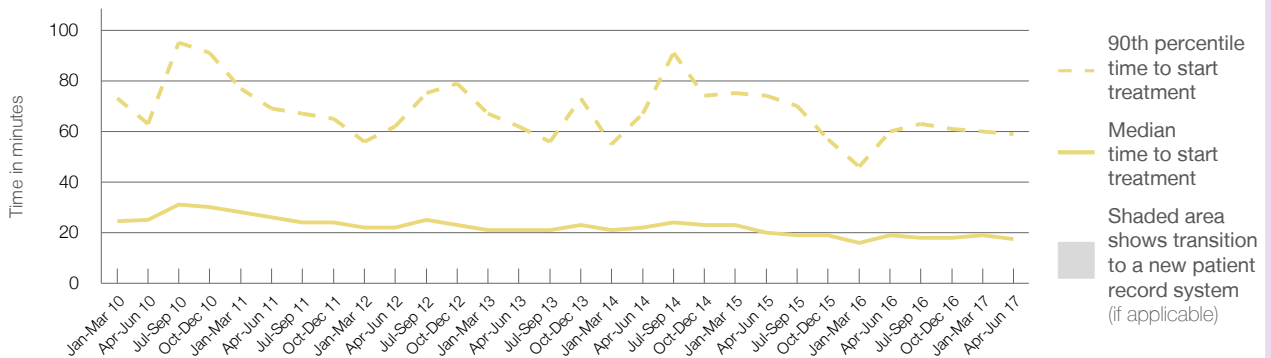
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,343	1,324
19 minutes	20 minutes
60 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	25	26	22	21	22	20	19	18
90th percentile time to start treatment ⁵ (minutes)	63	69	62	62	67	74	60	59

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Bowral and District Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 2,081

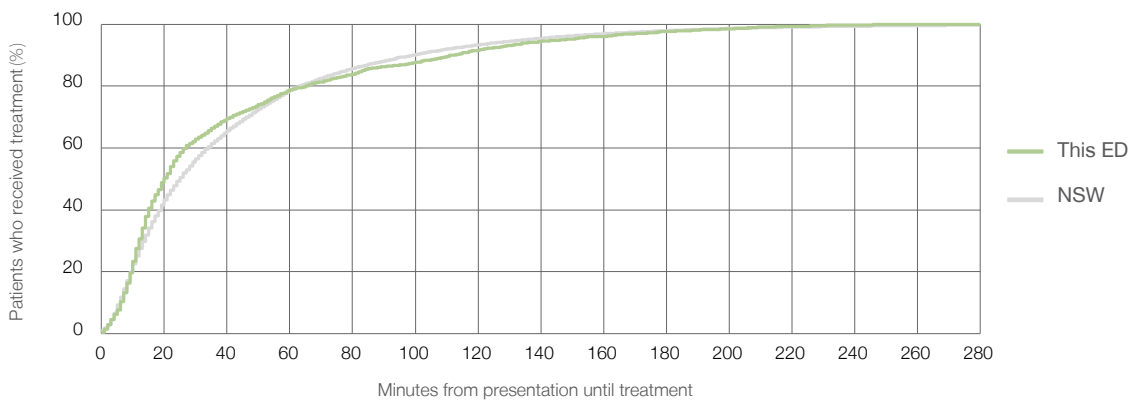
Number of triage 4 patients used to calculate waiting time:³ 2,017

Median time to start treatment⁴ 20 minutes

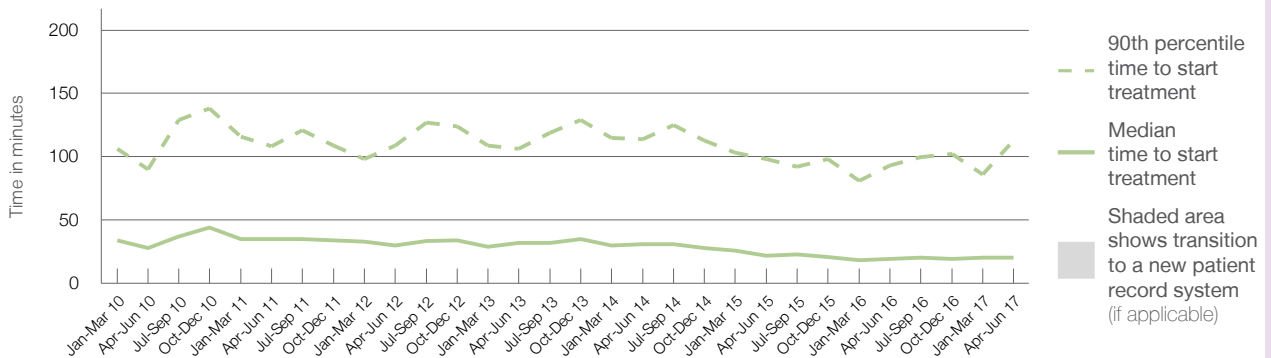
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
1,907	1,817
19 minutes	25 minutes
93 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	28	35	30	32	31	22	19	20
90th percentile time to start treatment ⁵ (minutes)	90	108	109	106	114	98	93	113

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

April to June 2017

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

Number of triage 5 patients: 696

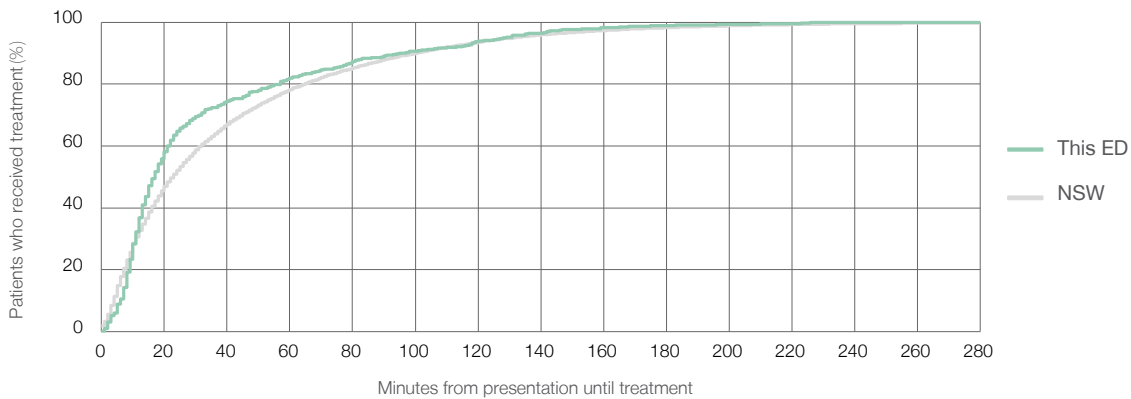
Number of triage 5 patients used to calculate waiting time:³ 654

Median time to start treatment⁴ 17 minutes

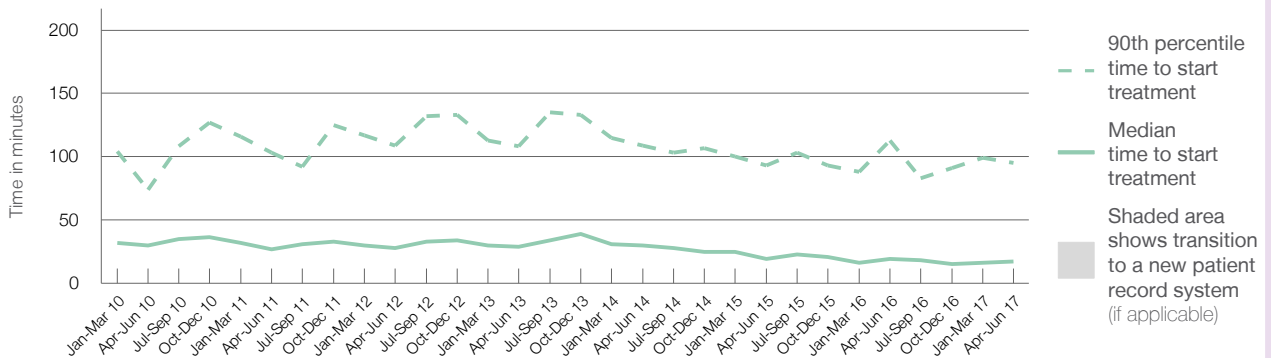
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
662	
594	
19 minutes	23 minutes
113 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	30	27	28	29	30	19	19	17
90th percentile time to start treatment ⁵ (minutes)	74	103	109	108	109	93	113	95

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Bowral and District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 4,775 patients

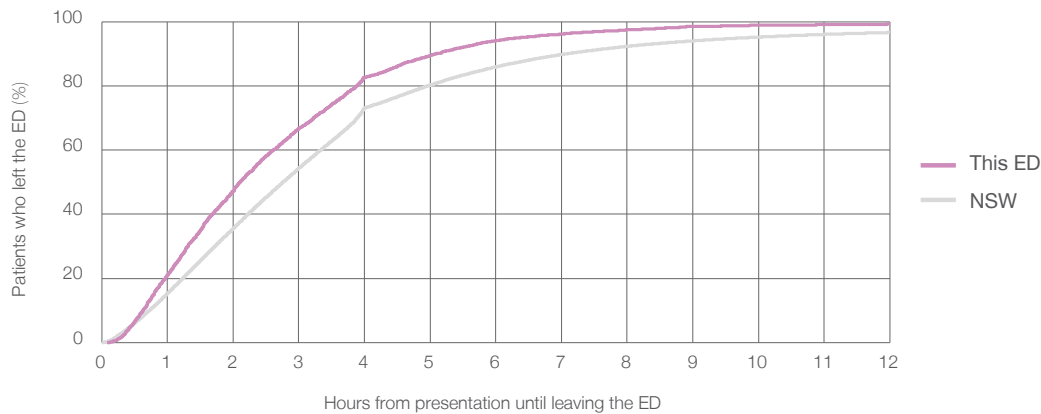
Presentations used to calculate time to leaving the ED:⁶ 4,775 patients

Median time spent in the ED⁸ 2 hours and 7 minutes

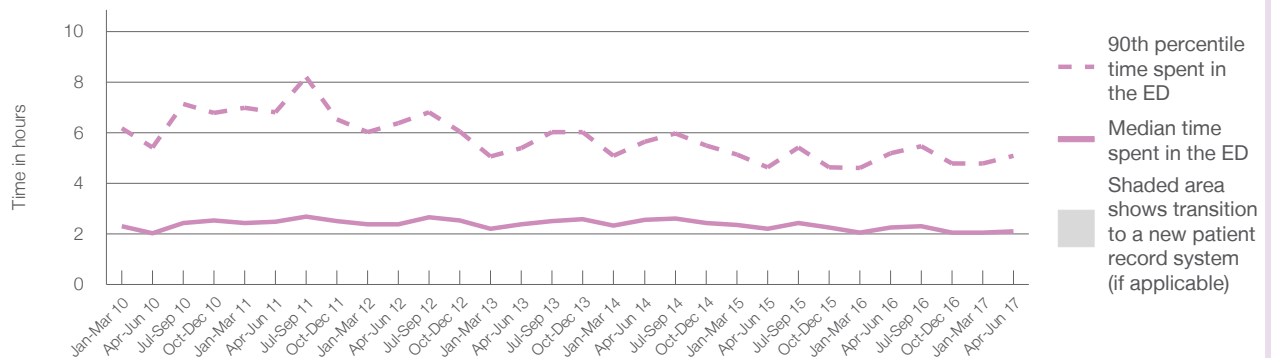
90th percentile time spent in the ED⁹ 5 hours and 6 minutes

Same period last year	NSW (this period)
4,423	4,423
2 hours and 15 minutes	2 hours and 46 minutes
5 hours and 12 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 2m	2h 30m	2h 23m	2h 23m	2h 34m	2h 12m	2h 15m	2h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 26m	6h 49m	6h 23m	5h 24m	5h 39m	4h 39m	5h 12m	5h 6m

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Bowral and District Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

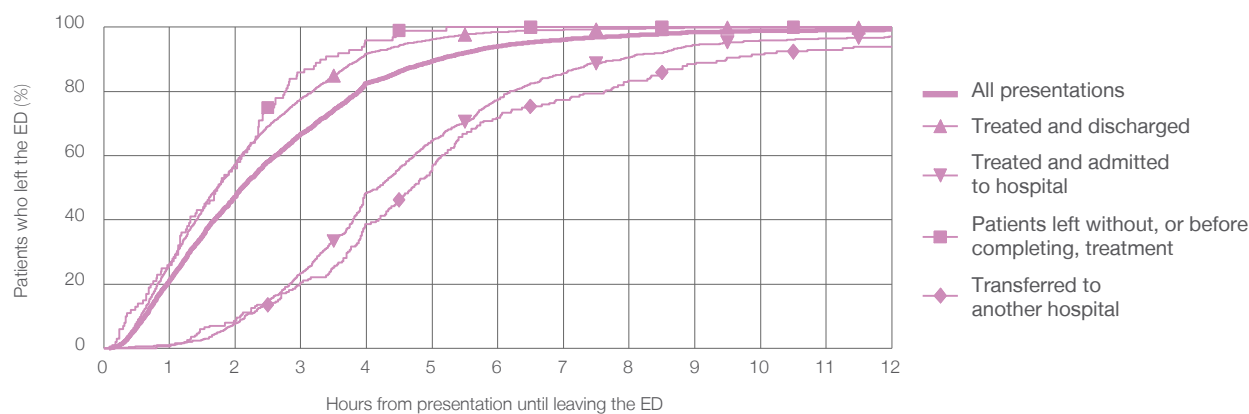
All presentations:¹ 4,775 patients

Presentations used to calculate time to leaving the ED:⁶ 4,775 patients

Treated and discharged	3,689 (77.3%)
Treated and admitted to hospital	776 (16.3%)
Patient left without, or before completing, treatment	100 (2.1%)
Transferred to another hospital	199 (4.2%)
Other	11 (0.2%)

Same period last year	Change since one year ago
4,423	8.0%
3,213	14.8%
817	-5.0%
132	-24.2%
238	-16.4%
23	-52.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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

Treated and discharged	26.2%	57.4%	77.7%	91.7%	98.5%	99.6%	99.8%	99.9%
Treated and admitted to hospital	1.0%	7.7%	23.5%	48.5%	77.6%	90.6%	95.9%	97.0%
Patient left without, or before completing, treatment	26.0%	56.0%	86.0%	96.0%	100%	100%	100%	100%
Transferred to another hospital	0.5%	8.5%	20.6%	38.7%	71.9%	83.4%	91.5%	94.0%
All presentations	21.2%	47.3%	66.8%	82.6%	94.0%	97.4%	98.8%	99.2%

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Bowral and District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2017

All presentations at the emergency department:¹ 4,775 patients

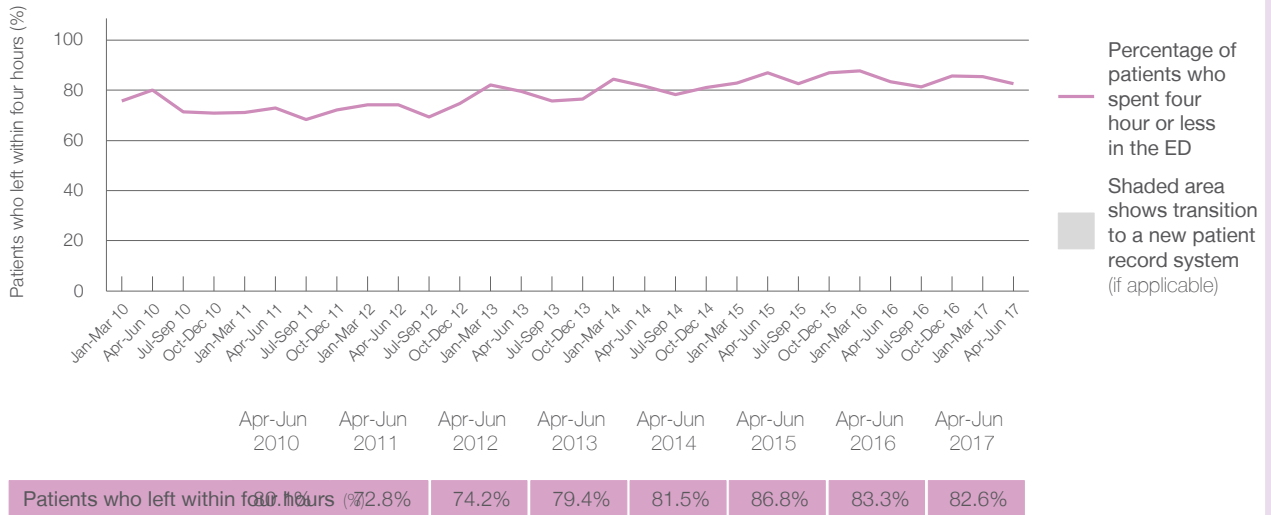
Presentations used to calculate time to leaving the ED:⁶ 4,775 patients

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 4,775 patients	4,423	8.0%
Presentations used to calculate time to leaving the ED: ⁶ 4,775 patients	4,423	8.0%
Percentage of patients who spent four hours or less in the ED	83.3%	

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



Patients who left within four hours (%)	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
	72.8%	74.2%	79.4%	81.5%	86.8%	83.3%	82.6%	

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- All emergency and non-emergency presentations at the emergency department (ED).
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- 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).