

Shellharbour Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 7,965 patients
Emergency presentations:² 7,795 patients

Same period last year	Change since one year ago
7,574	5.2%
7,377	5.7%

Shellharbour Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 872 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,961 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 114 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,748 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 150 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 188 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 164 minutes

Same period last year	NSW (this period)
917	
7 minutes	9 minutes
14 minutes	29 minutes
2,714	
22 minutes	23 minutes
91 minutes	83 minutes
3,570	
23 minutes	30 minutes
128 minutes	121 minutes
153	
18 minutes	26 minutes
93 minutes	118 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,962 patients

Percentage of patients who spent four hours or less in the ED 61.6%

Same period last year	Change since one year ago
7,574	5.1%
64.2%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. All presentations that have a departure time.

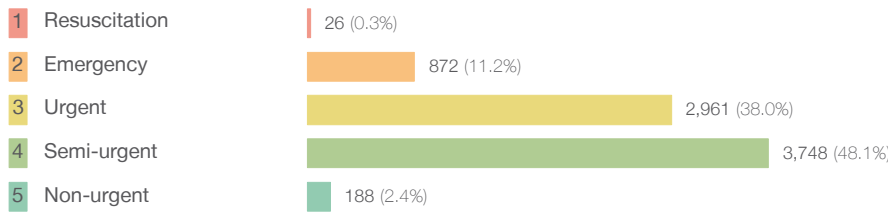
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Shellharbour Hospital: Patients presenting to the emergency department July to September 2017

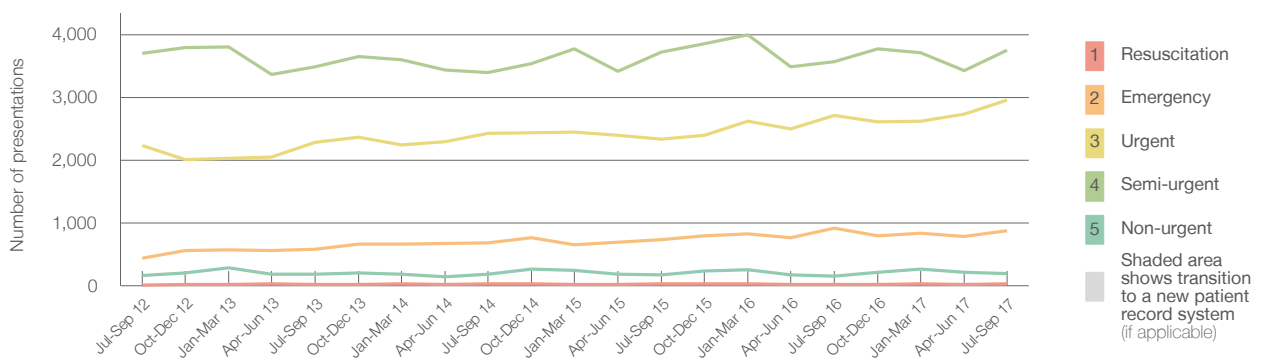
All presentations:¹ 7,965 patients

Emergency presentations² by triage category: 7,795 patients



	Same period last year	Change since one year ago
All presentations	7,574	5.2%
Emergency presentations	7,377	5.7%
Resuscitation	23	13.0%
Emergency	917	-4.9%
Urgent	2,714	9.1%
Semi-urgent	3,570	5.0%
Non-urgent	153	22.9%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	12	22	29	27	23	26
Emergency	434	576	681	736	917	872
Urgent	2,235	2,280	2,430	2,337	2,714	2,961
Semi-urgent	3,706	3,487	3,400	3,721	3,570	3,748
Non-urgent	160	180	180	173	153	188
All emergency presentations	6,547	6,545	6,720	6,994	7,377	7,795

Shellharbour Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,903 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,689	
ED Transfer of care time	11 minutes	1 minute
90th percentile time	29 minutes	7 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.

Shellharbour Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 872

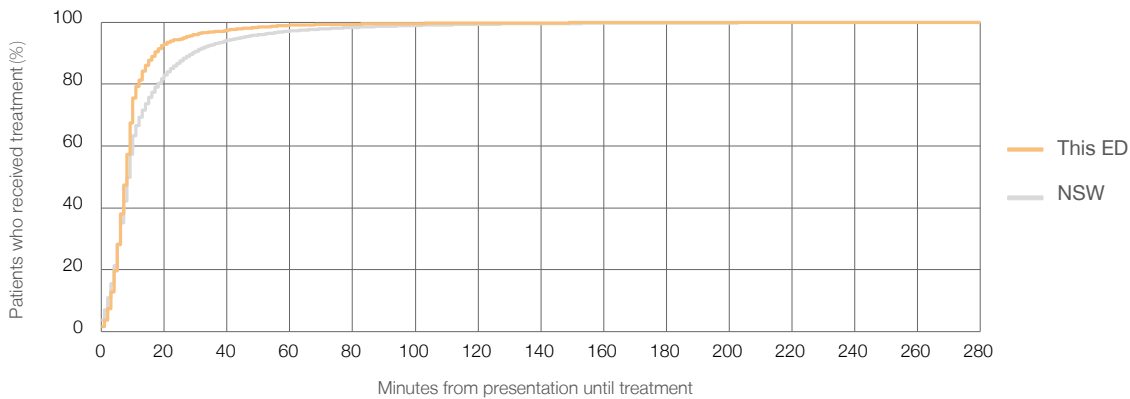
Number of triage 2 patients used to calculate waiting time:³ 868

Median time to start treatment⁴ 8 minutes

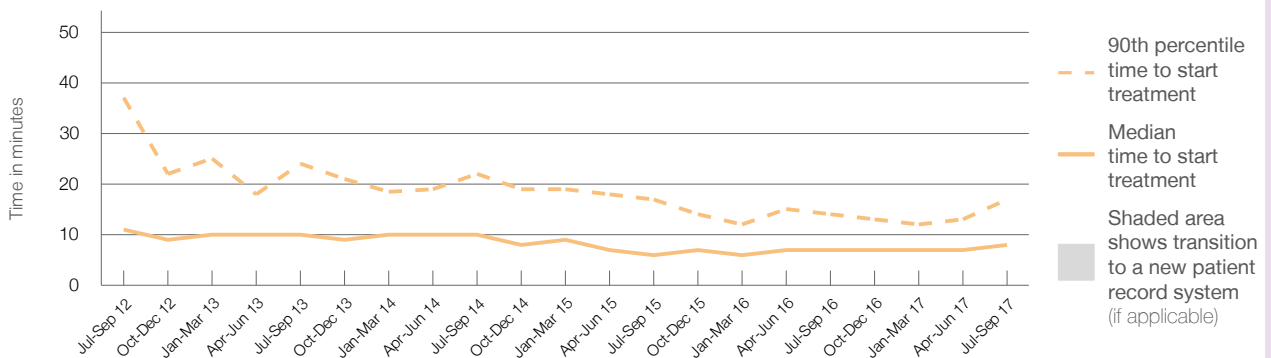
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
917	
916	
7 minutes	9 minutes
14 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	11	10	10	6	7	8
90th percentile time to start treatment ⁵ (minutes)	37	24	22	17	14	17

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Shellharbour Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 2,961

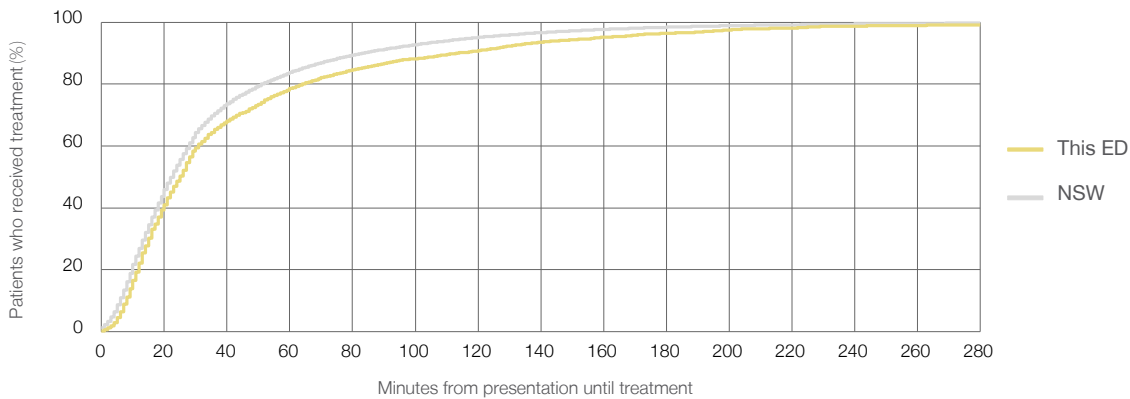
Number of triage 3 patients used to calculate waiting time:³ 2,885

Median time to start treatment⁴ 25 minutes

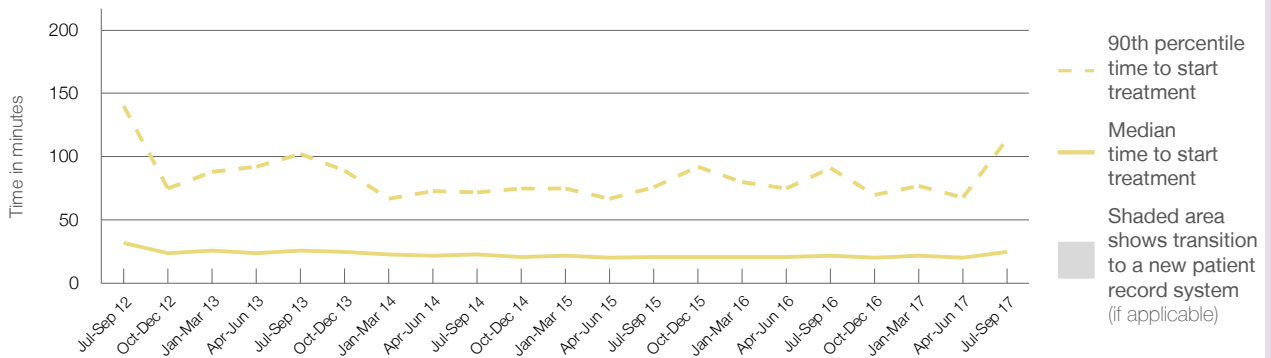
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
2,714	
2,663	
22 minutes	23 minutes
91 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	26	23	21	22	25
90th percentile time to start treatment ⁵ (minutes)	140	102	72	76	91	114

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Shellharbour Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,748

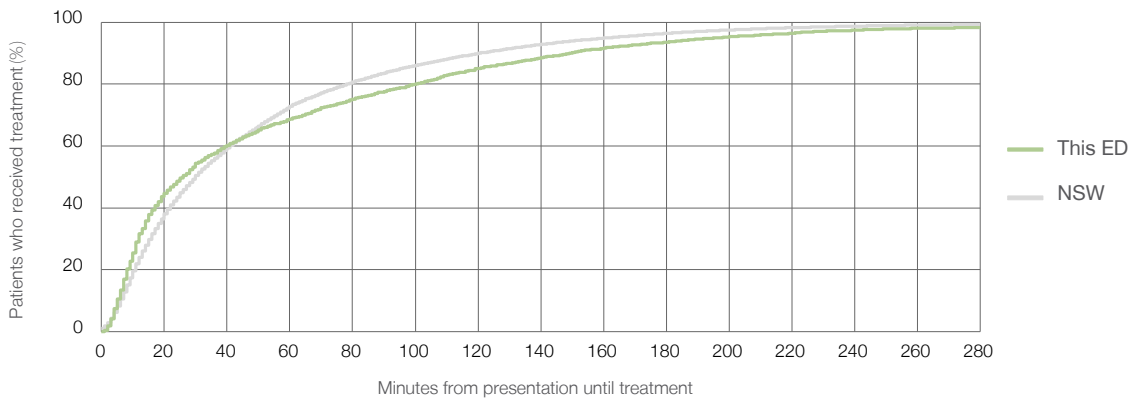
Number of triage 4 patients used to calculate waiting time:³ 3,390

Median time to start treatment⁴ 26 minutes

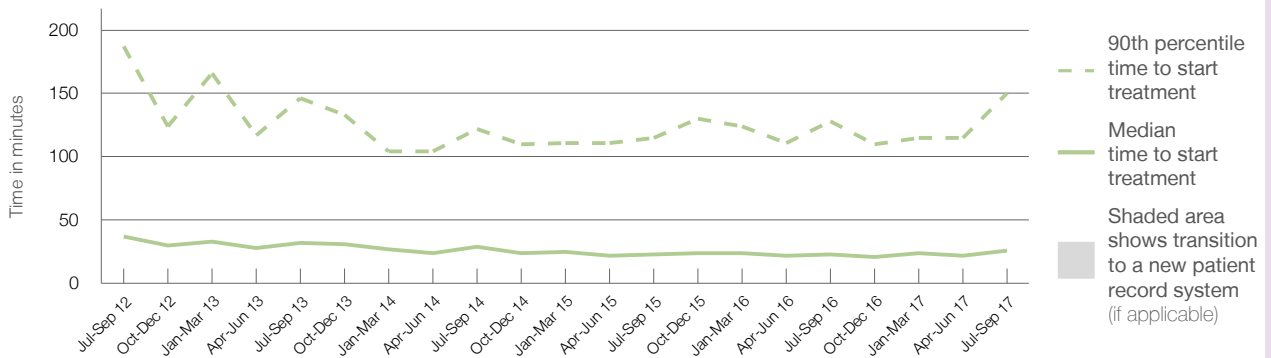
90th percentile time to start treatment⁵ 150 minutes

Same period last year	NSW (this period)
3,570	3,317
23 minutes	30 minutes
128 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	32	29	23	23	26
90th percentile time to start treatment ⁵ (minutes)	187	146	122	115	128	150

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Shellharbour Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 188

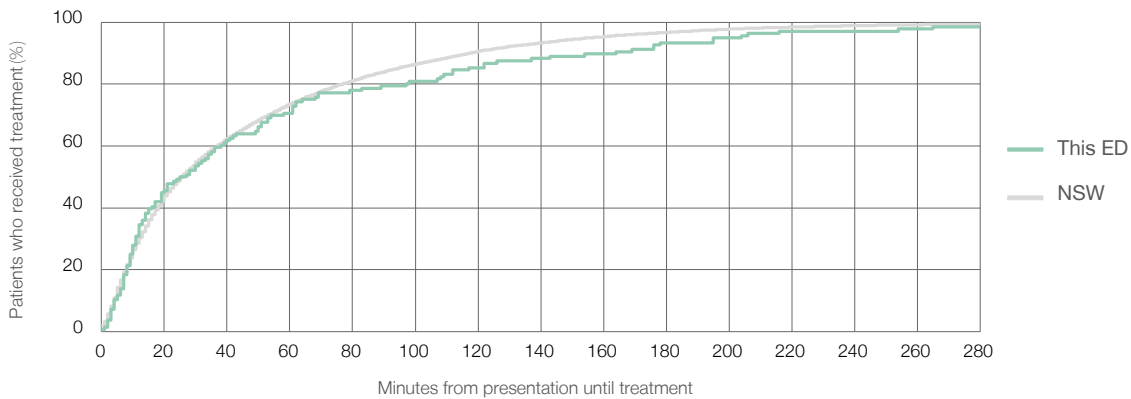
Number of triage 5 patients used to calculate waiting time:³ 136

Median time to start treatment⁴ 26 minutes

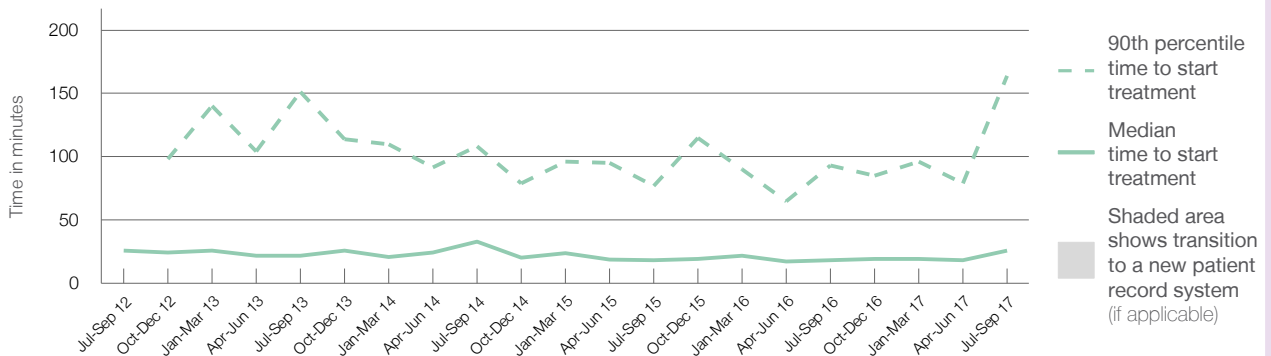
90th percentile time to start treatment⁵ 164 minutes

Same period last year	NSW (this period)
153	
124	
18 minutes	26 minutes
93 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	26	22	33	18	18	26
90th percentile time to start treatment ⁵ (minutes)	*	151	108	77	93	164

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Shellharbour Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 7,965 patients

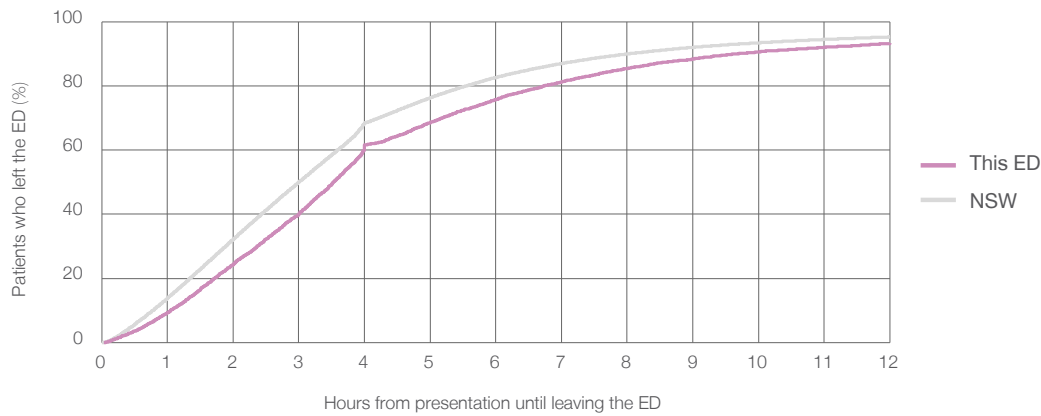
Presentations used to calculate time to leaving the ED:⁶ 7,962 patients

Median time spent in the ED⁸ 3 hours and 32 minutes

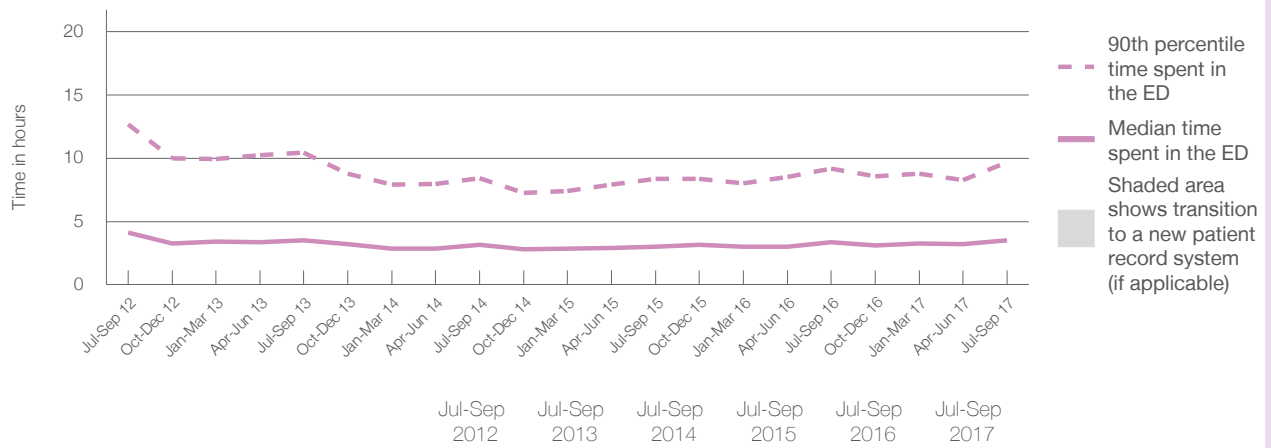
90th percentile time spent in the ED⁹ 9 hours and 40 minutes

Same period last year	NSW (this period)
7,574	7,574
3 hours and 21 minutes	3 hours and 0 minutes
9 hours and 12 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 8m	3h 31m	3h 9m	3h 0m	3h 21m	3h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 41m	10h 25m	8h 25m	8h 21m	9h 12m	9h 40m

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

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Shellharbour Hospital: Time patients spent in the ED By mode of separation July to September 2017

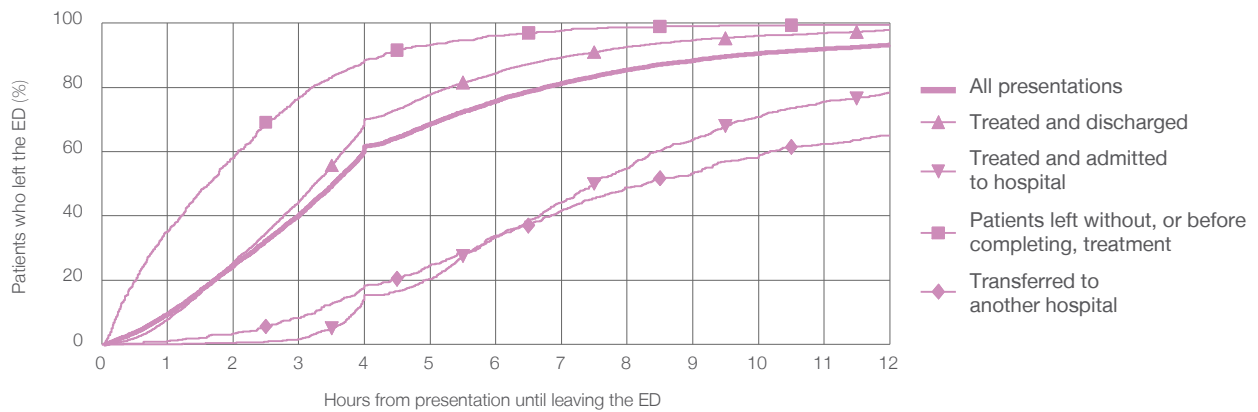
All presentations:¹ 7,965 patients

Presentations used to calculate time to leaving the ED:⁶ 7,962 patients

Treated and discharged	5,490 (68.9%)
Treated and admitted to hospital	972 (12.2%)
Patient left without, or before completing, treatment	900 (11.3%)
Transferred to another hospital	593 (7.4%)
Other	10 (0.1%)

Same period last year	Change since one year ago
7,574	5.1%
5,459	0.6%
882	10.2%
633	42.2%
590	0.5%
10	0.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	7.7%	25.5%	44.4%	70.0%	84.4%	92.6%	96.1%	97.9%
Treated and admitted to hospital	0%	0.4%	1.6%	15.2%	33.5%	54.9%	70.8%	78.4%
Patient left without, or before completing, treatment	35.1%	58.0%	76.7%	88.4%	96.1%	98.7%	99.2%	99.6%
Transferred to another hospital	1.0%	3.4%	8.1%	18.2%	33.8%	48.8%	58.6%	65.0%
All presentations	9.4%	24.5%	40.1%	61.6%	75.8%	85.4%	90.6%	93.2%

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Shellharbour Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 7,965 patients

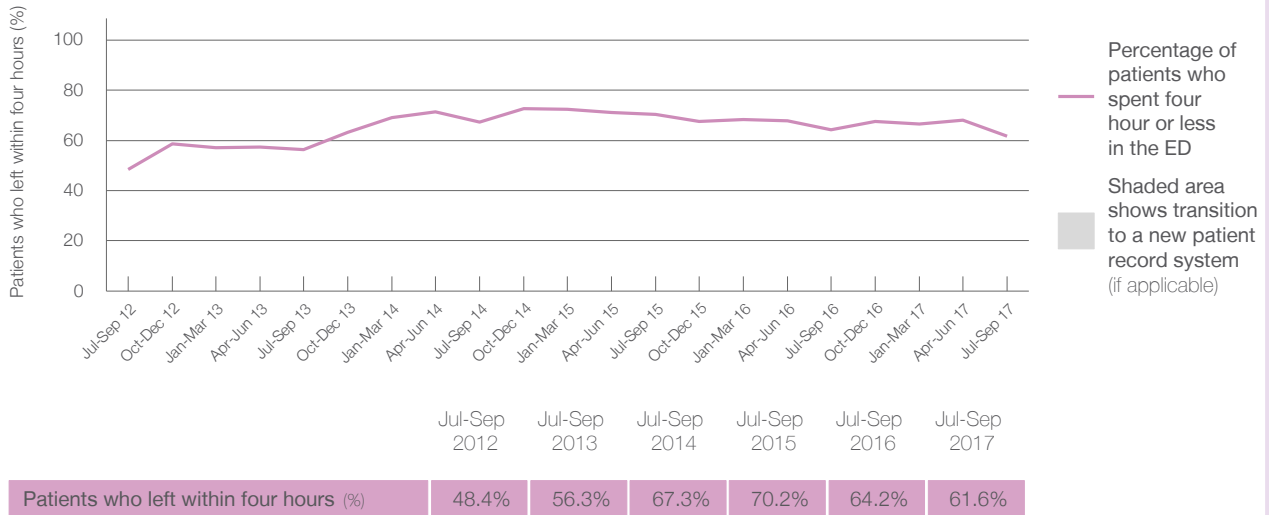
Presentations used to calculate time to leaving the ED:⁶ 7,962 patients

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 7,965 patients	7,574	5.2%
Presentations used to calculate time to leaving the ED: ⁶ 7,962 patients	7,574	5.1%
Percentage of patients who spent four hours or less in the ED	64.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



* 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).