

Healthcare Quarterly

Performance Profiles

Emergency Department

Southern NSW Local Health District

October to December 2017

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

October to December 2017



All presentations:¹ 4,676 patients
Emergency presentations:² 4,534 patients

Same period last year	Change since one year ago
4,132	13.2%
3,976	14.0%

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

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 398 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  28 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,239 patients

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,257 patients

Median time to start treatment⁴  27 minutes
90th percentile time to start treatment⁵  96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 622 patients

Median time to start treatment⁴  21 minutes
90th percentile time to start treatment⁵  72 minutes

Same period last year	NSW (this period)
359	
8 minutes	8 minutes
26 minutes	23 minutes
1,117	
19 minutes	20 minutes
56 minutes	65 minutes
1,891	
23 minutes	26 minutes
85 minutes	99 minutes
600	
23 minutes	23 minutes
105 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 4,676 patients

Percentage of patients who spent four hours or less in the ED  87.7%

Same period last year	Change since one year ago
4,132	13.2%
87.5%	

* 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.

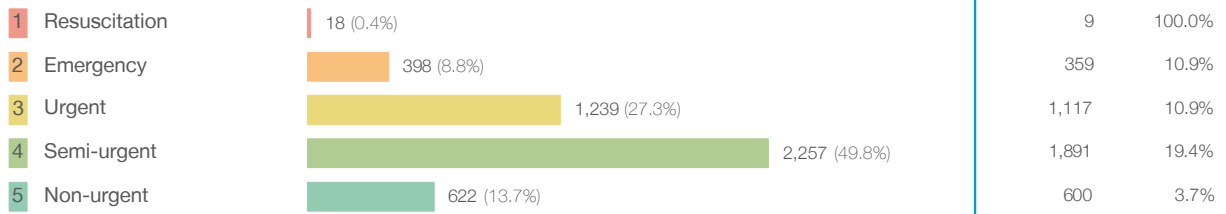
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

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

October to December 2017

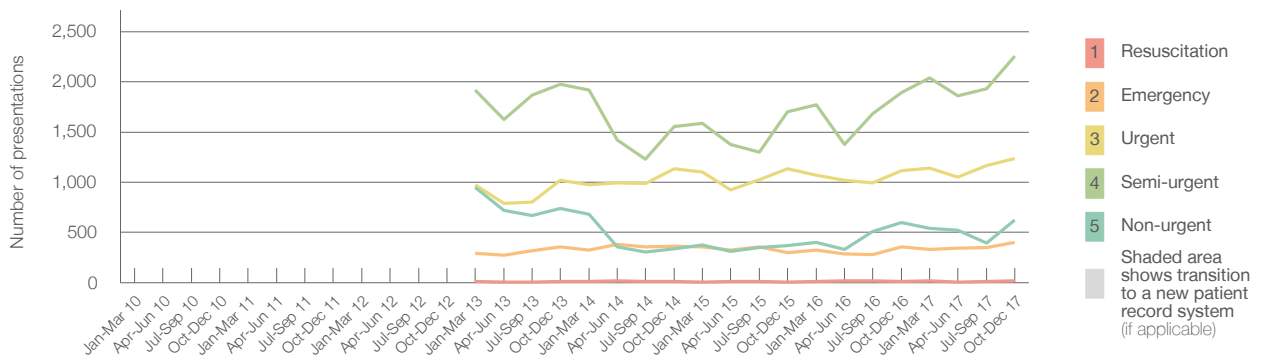
All presentations:¹ 4,676 patients

Emergency presentations² by triage category: 4,534 patients



Same period last year	Change since one year ago
4,132	13.2%
3,976	14.0%
9	100.0%
359	10.9%
1,117	10.9%
1,891	19.4%
600	3.7%

Emergency presentations² by quarter, January 2010 to December 2017 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation				14	11	8	9	18
Emergency				358	361	296	359	398
Urgent				1,017	1,133	1,134	1,117	1,239
Semi-urgent				1,978	1,556	1,703	1,891	2,257
Non-urgent				740	339	370	600	622
All emergency presentations				4,107	3,400	3,511	3,976	4,534

Bateman's Bay District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 484 patients

ED Transfer of care time



Same period last year	Change since one year ago
492	
10 minutes	-1 minute
24 minutes	-2 minutes

- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) 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.

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

October to December 2017

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

Number of triage 2 patients: 398

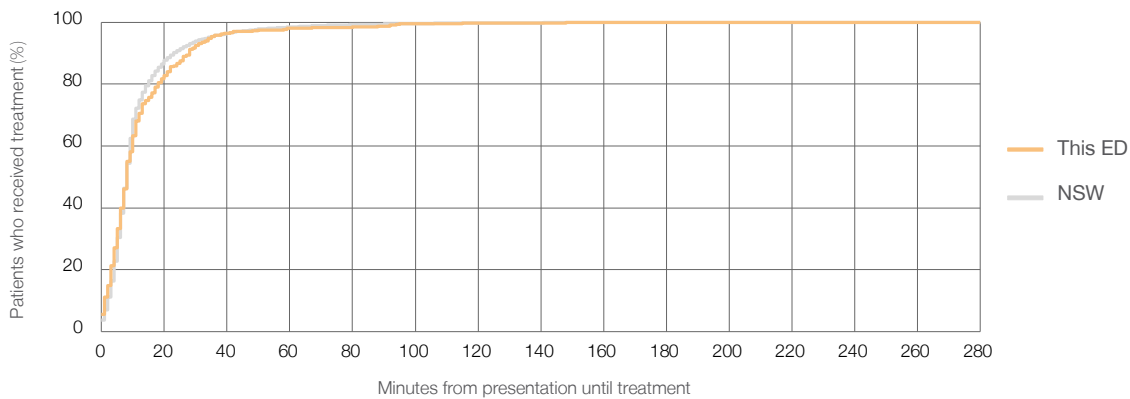
Number of triage 2 patients used to calculate waiting time:³ 395

Median time to start treatment⁴ 8 minutes

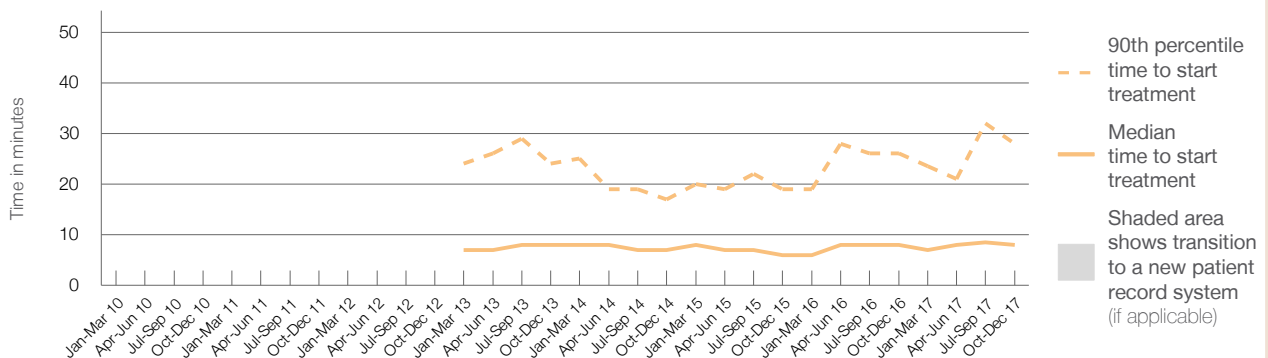
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
359	358
8 minutes	8 minutes
26 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				8	7	6	8	8
90th percentile time to start treatment ⁵ (minutes)				24	17	19	26	28

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

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

October to December 2017

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

Number of triage 3 patients: 1,239

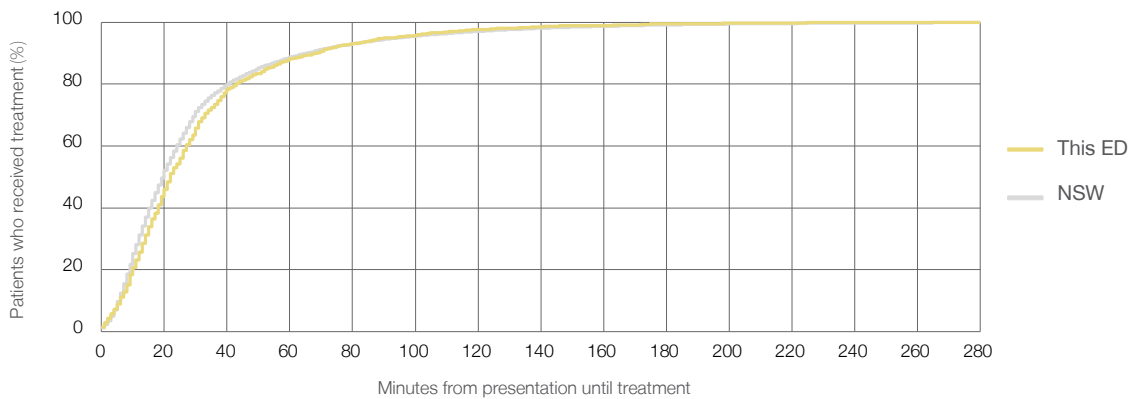
Number of triage 3 patients used to calculate waiting time:³ 1,173

Median time to start treatment⁴ 22 minutes

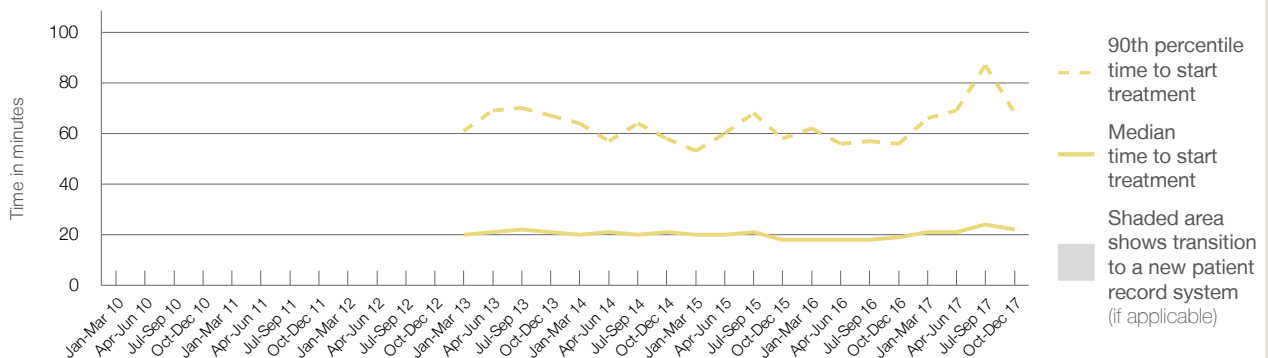
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
1,117	
1,065	
19 minutes	20 minutes
56 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				21	21	18	19	22
90th percentile time to start treatment ⁵ (minutes)				67	58	58	56	68

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

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

Number of triage 4 patients: 2,257

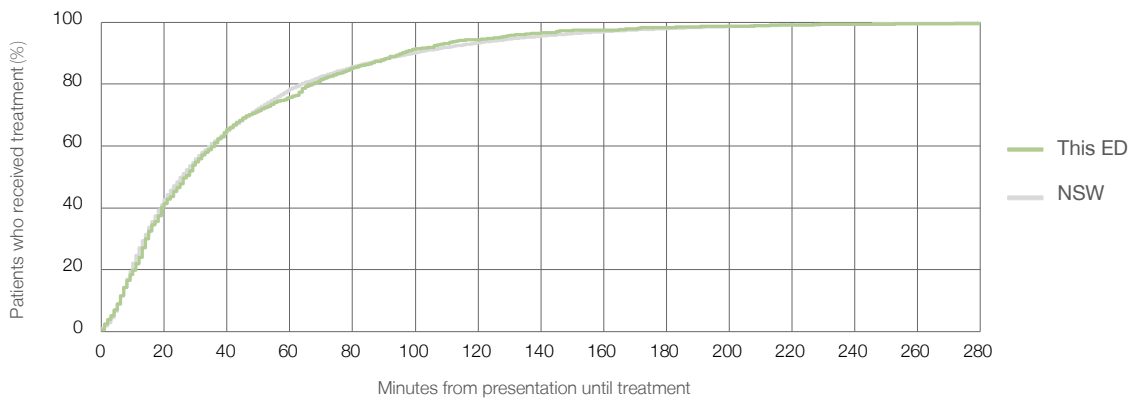
Number of triage 4 patients used to calculate waiting time:³ 982

Median time to start treatment⁴ 27 minutes

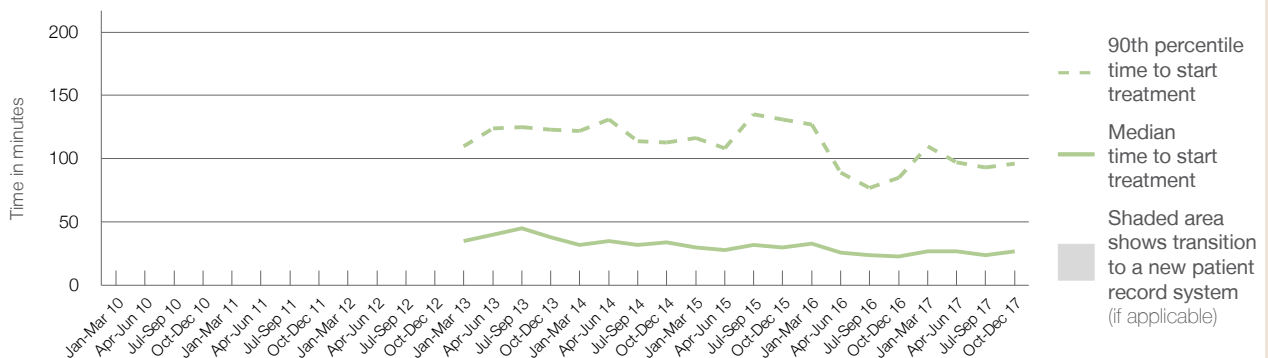
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,891	925
23 minutes	26 minutes
85 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				38	34	30	23	27
90th percentile time to start treatment ⁵ (minutes)				123	113	131	85	96

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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.

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

October to December 2017

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

Number of triage 5 patients: 622

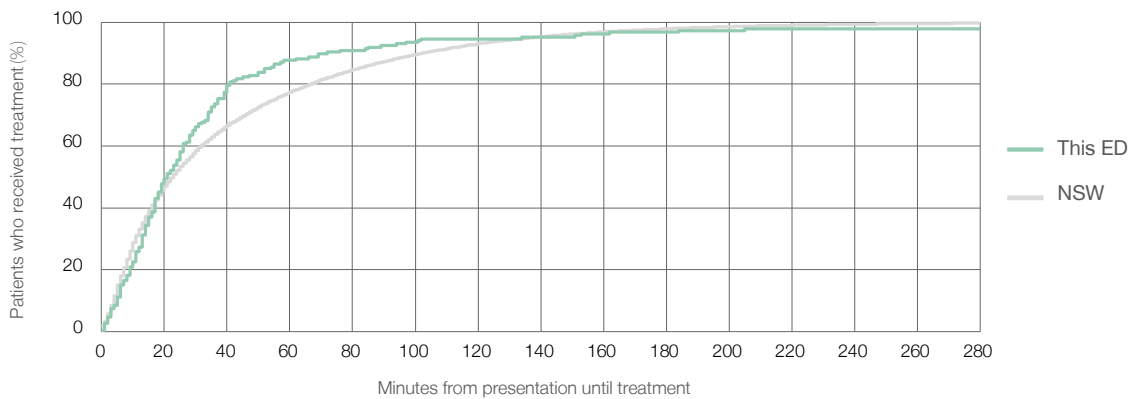
Number of triage 5 patients used to calculate waiting time:³ 186

Median time to start treatment⁴ 21 minutes

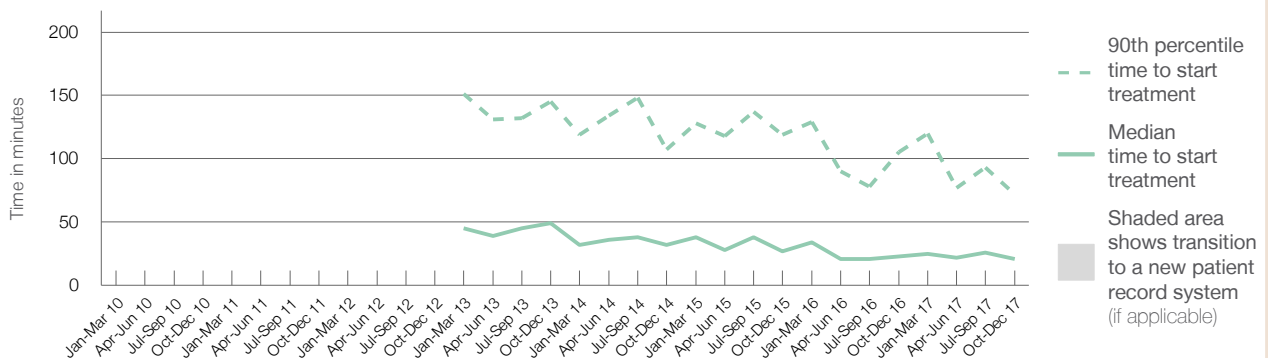
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
600	
162	
23 minutes	23 minutes
105 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				49	32	27	23	21
90th percentile time to start treatment ⁵ (minutes)				145	107	119	105	72

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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.

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

October to December 2017

All presentations:¹ 4,676 patients

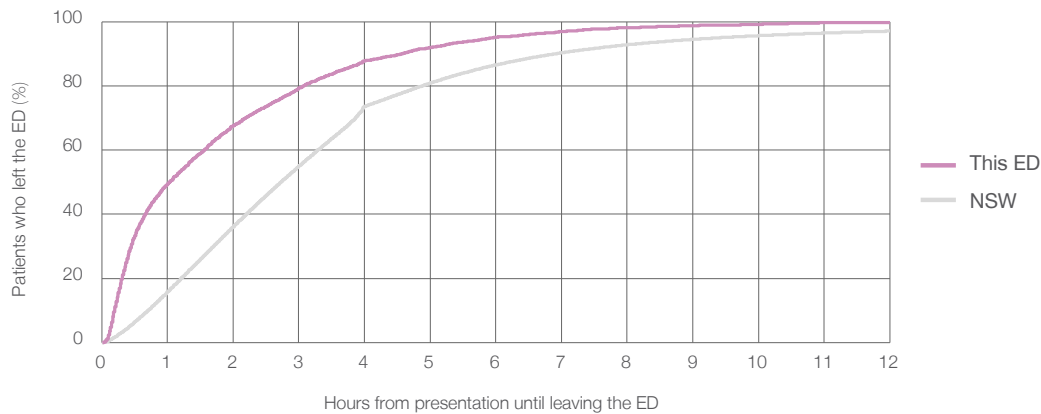
Presentations used to calculate time to leaving the ED:⁶ 4,676 patients

Median time spent in the ED⁸ 1 hours and 2 minutes

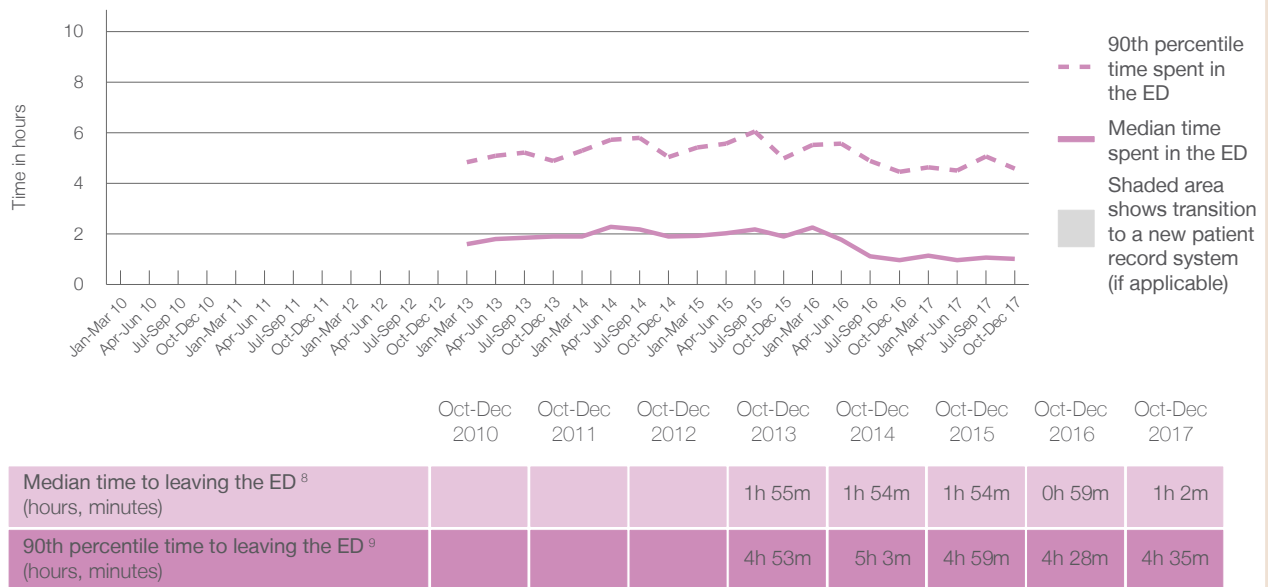
90th percentile time spent in the ED⁹ 4 hours and 35 minutes

Same period last year	NSW (this period)
4,132	4,132
0 hours and 59 minutes	2 hours and 44 minutes
4 hours and 28 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



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Bateman's Bay District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

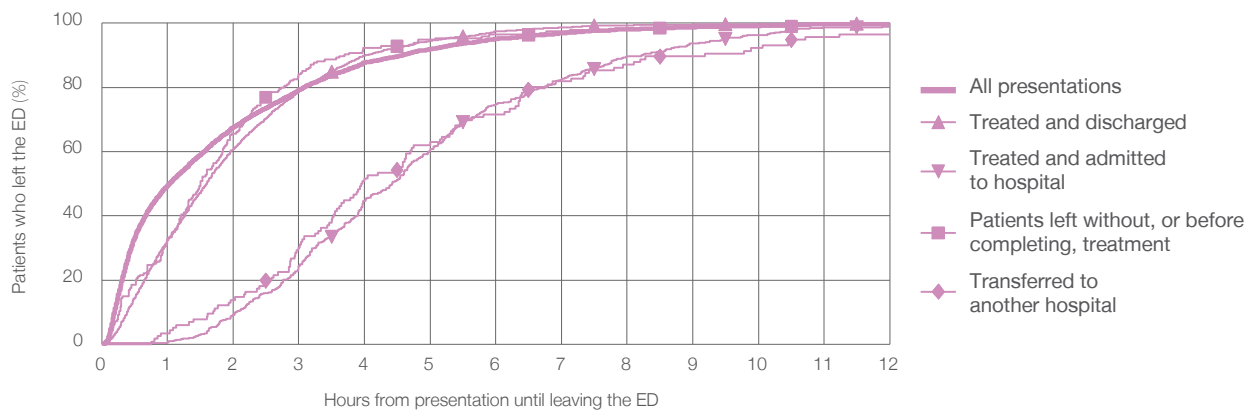
All presentations:¹ 4,676 patients

Presentations used to calculate time to leaving the ED:⁶ 4,676 patients

Treated and discharged	2,230 (47.7%)
Treated and admitted to hospital	493 (10.5%)
Patient left without, or before completing, treatment	195 (4.2%)
Transferred to another hospital	116 (2.5%)
Other	1,642 (35.1%)

Same period last year	Change since one year ago
4,132	13.2%
1,717	29.9%
813	-39.4%
110	77.3%
107	8.4%
1,385	18.6%

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



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

Treated and discharged	32.4%	60.8%	78.9%	90.0%	97.5%	99.4%	99.7%	100%
Treated and admitted to hospital	0.6%	9.1%	24.3%	44.6%	74.8%	89.7%	96.3%	99.0%
Patient left without, or before completing, treatment	32.8%	65.6%	84.1%	92.3%	96.4%	97.9%	99.0%	100%
Transferred to another hospital	3.4%	13.8%	30.2%	51.7%	71.6%	87.1%	92.2%	96.6%
All presentations	49.5%	67.5%	79.3%	87.7%	95.2%	98.1%	99.2%	99.8%

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

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Bateman's Bay District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 4,676 patients

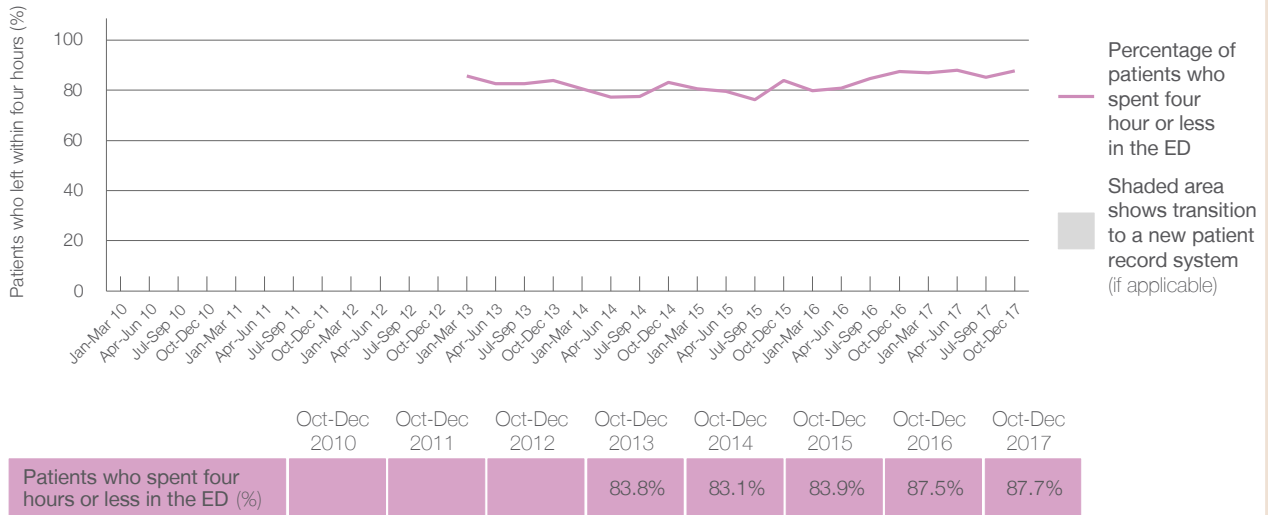
Presentations used to calculate time to leaving the ED: ⁶ 4,676 patients

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	4,132	13.2%
Presentations used to calculate time to leaving the ED	4,132	13.2%
Percentage of patients who spent four hours or less in the ED	87.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
 § 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Cooma Health Service: Emergency department (ED) overview

October to December 2017

All presentations:¹ 2,615 patients
Emergency presentations:² 2,358 patients

Same period last year	Change since one year ago
2,560	2.1%
2,351	0.3%

Cooma Health Service: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 298 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 669 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): 1,022 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 100 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 364 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
249	
6 minutes	8 minutes
22 minutes	23 minutes
674	
18 minutes	20 minutes
61 minutes	65 minutes
1,051	
29 minutes	26 minutes
108 minutes	99 minutes
365	
27 minutes	23 minutes
107 minutes	103 minutes

Cooma Health Service: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 2,614 patients

Percentage of patients who spent four hours or less in the ED 88.8%

Same period last year	Change since one year ago
2,560	2.1%
88.1%	

* 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.

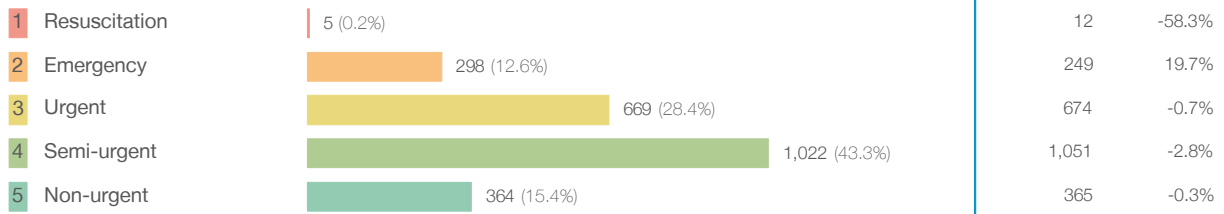
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

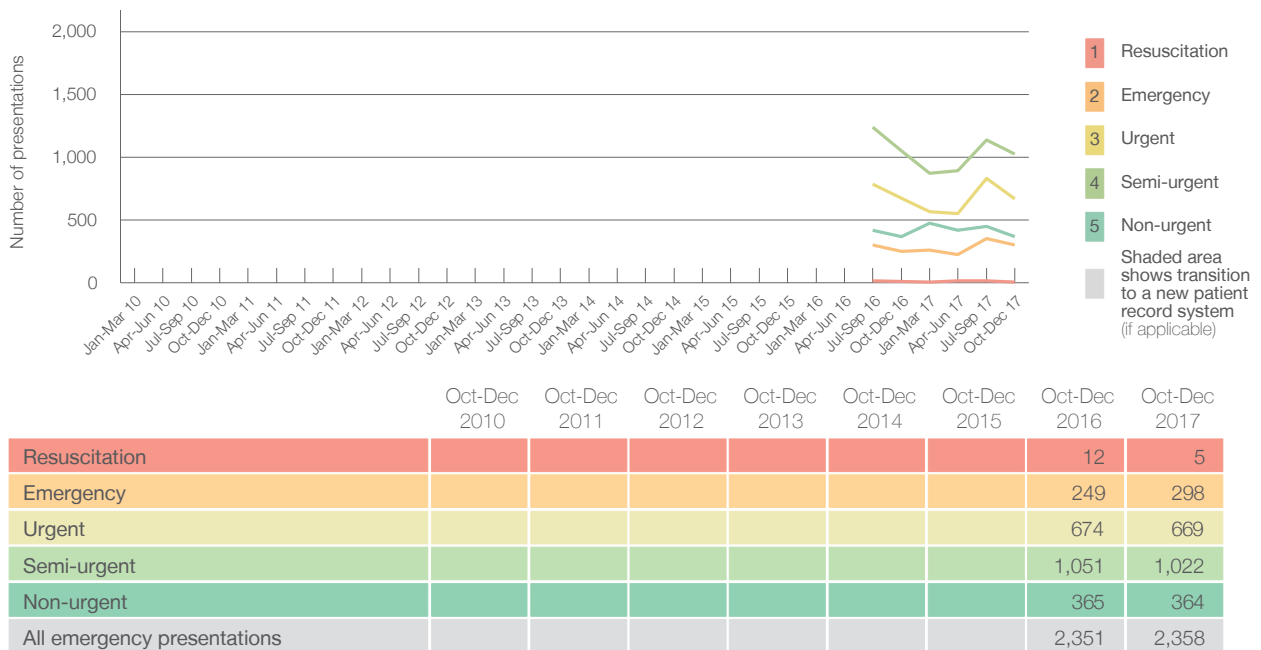
Cooma Health Service: Patients presenting to the emergency department October to December 2017

All presentations:¹ 2,615 patients

Emergency presentations² by triage category: 2,358 patients



Emergency presentations² by quarter, January 2010 to December 2017 ^{† §}



Cooma Health Service: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 320 patients

ED Transfer of care time



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Cooma Health Service: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 298

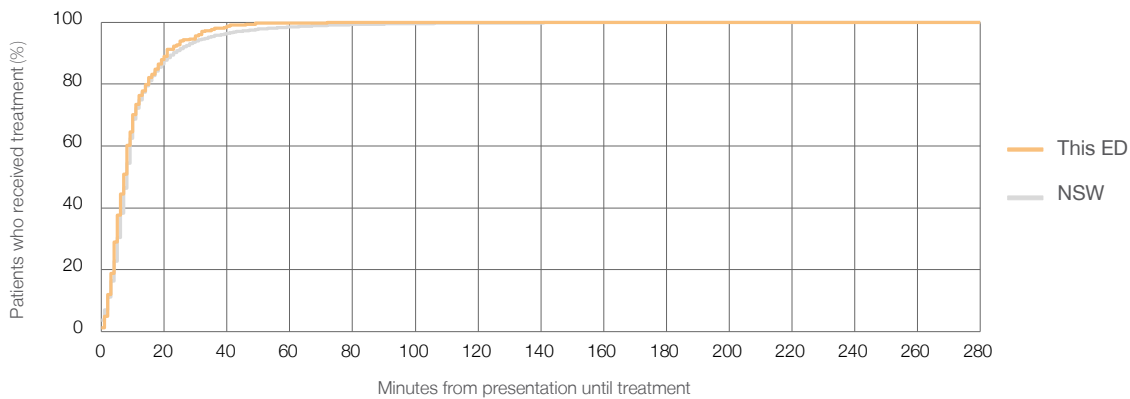
Number of triage 2 patients used to calculate waiting time:³ 297

Median time to start treatment⁴ 7 minutes

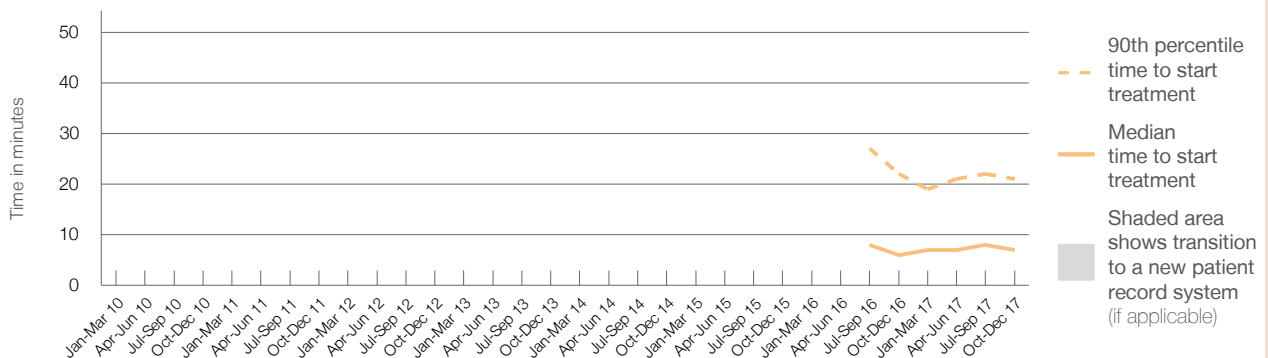
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
249	249
6 minutes	8 minutes
22 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							6	7
90th percentile time to start treatment ⁵ (minutes)							22	21

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Cooma Health Service: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 669

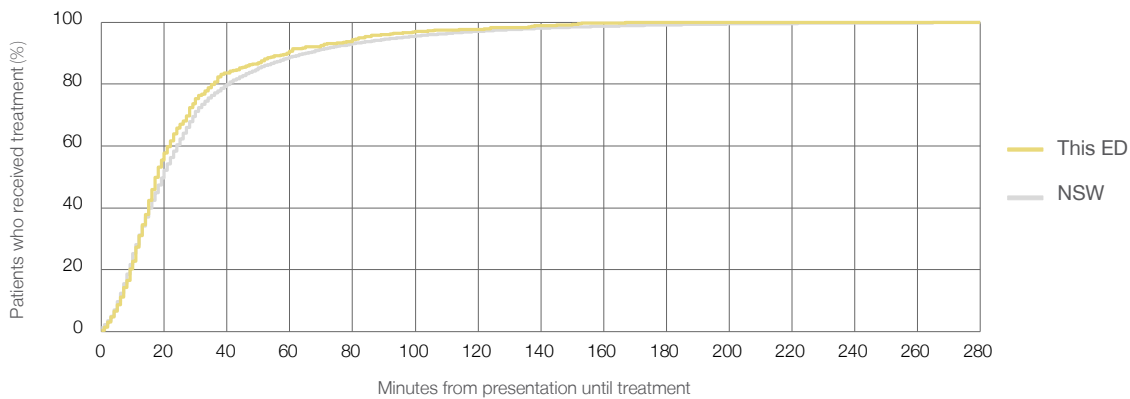
Number of triage 3 patients used to calculate waiting time:³ 661

Median time to start treatment⁴ 18 minutes

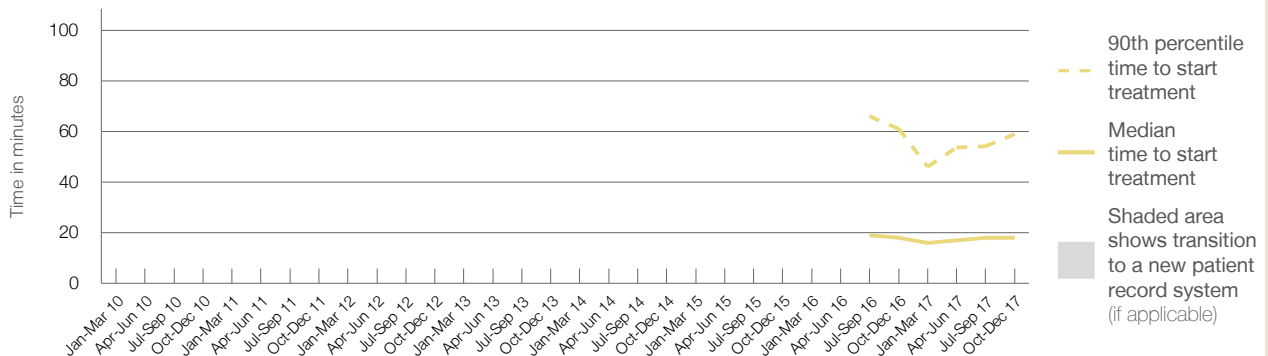
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
674	
663	
18 minutes	20 minutes
61 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							18	18
90th percentile time to start treatment ⁵ (minutes)							61	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.

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Cooma Health Service: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,022

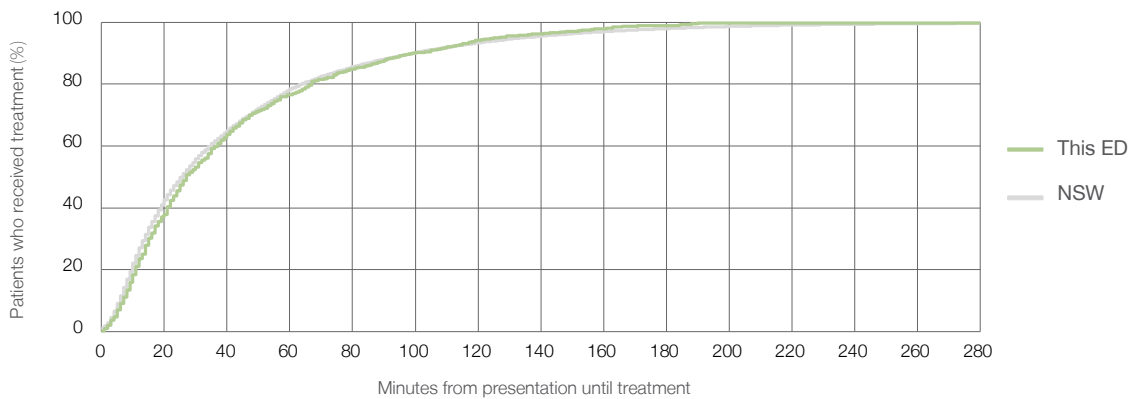
Number of triage 4 patients used to calculate waiting time:³ 972

Median time to start treatment⁴ 27 minutes

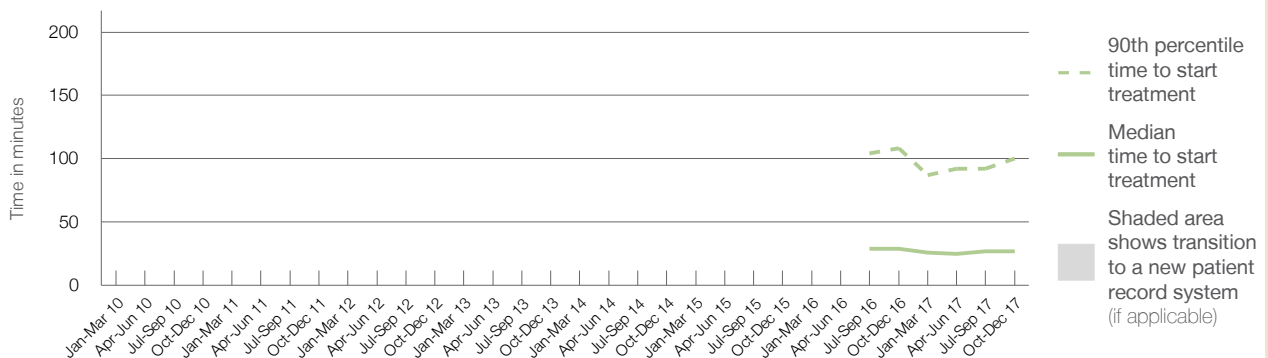
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
1,051	1,010
29 minutes	26 minutes
108 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							29	27
90th percentile time to start treatment ⁵ (minutes)							108	100

(†) 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.

Cooma Health Service: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 364

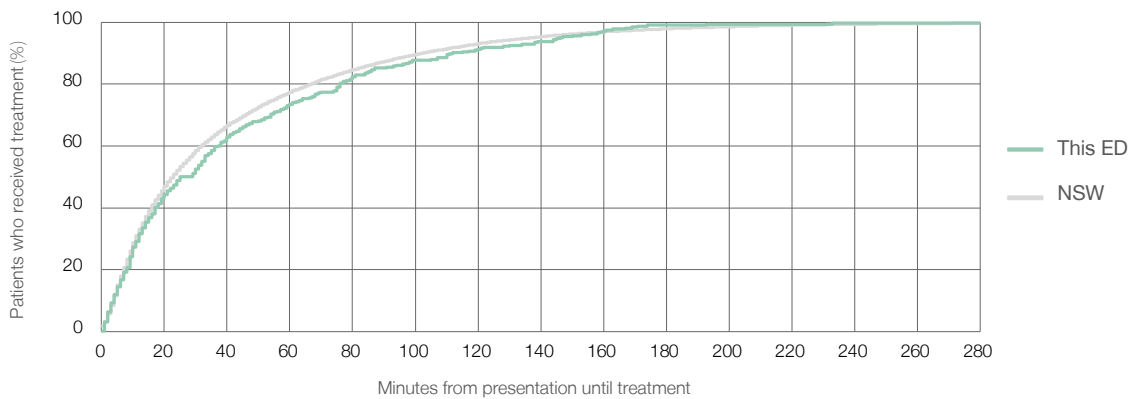
Number of triage 5 patients used to calculate waiting time:³ 323

Median time to start treatment⁴ 25 minutes

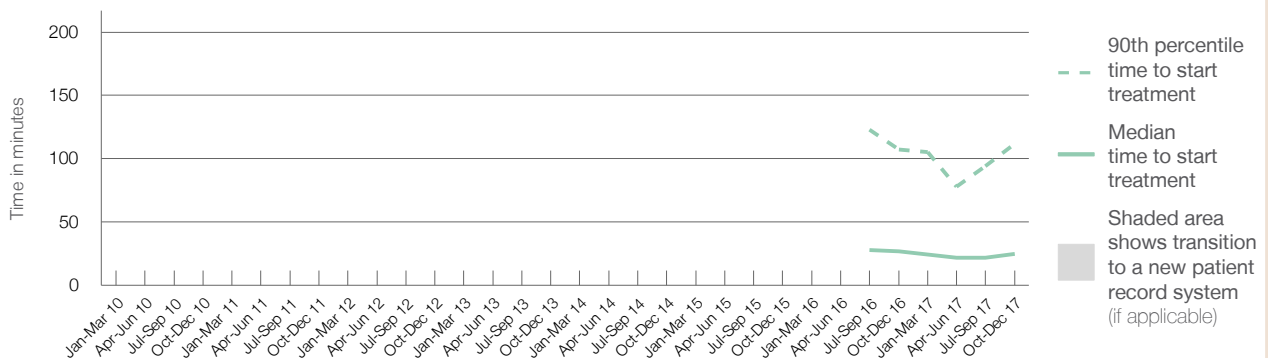
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
365	331
27 minutes	23 minutes
107 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							27	25
90th percentile time to start treatment ⁵ (minutes)							107	112

(†) 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.

Cooma Health Service: Time patients spent in the ED

October to December 2017

All presentations:¹ 2,615 patients

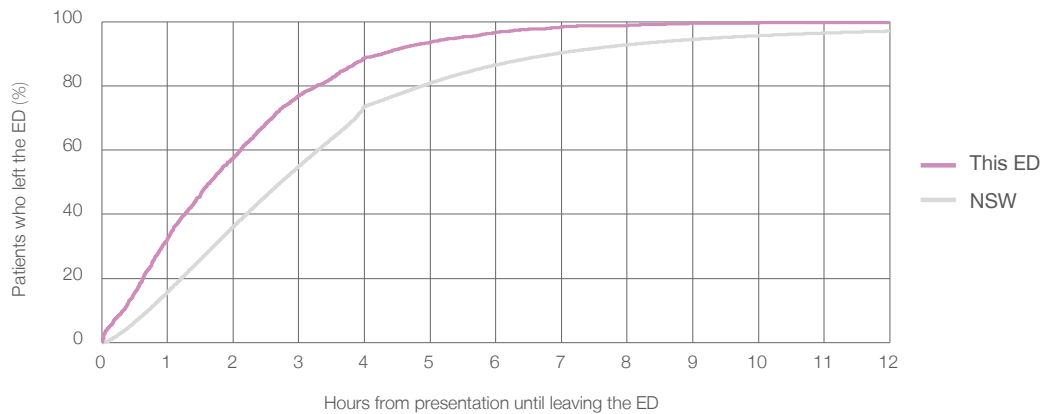
Presentations used to calculate time to leaving the ED:⁶ 2,614 patients

Median time spent in the ED⁸ ■ 1 hours and 39 minutes

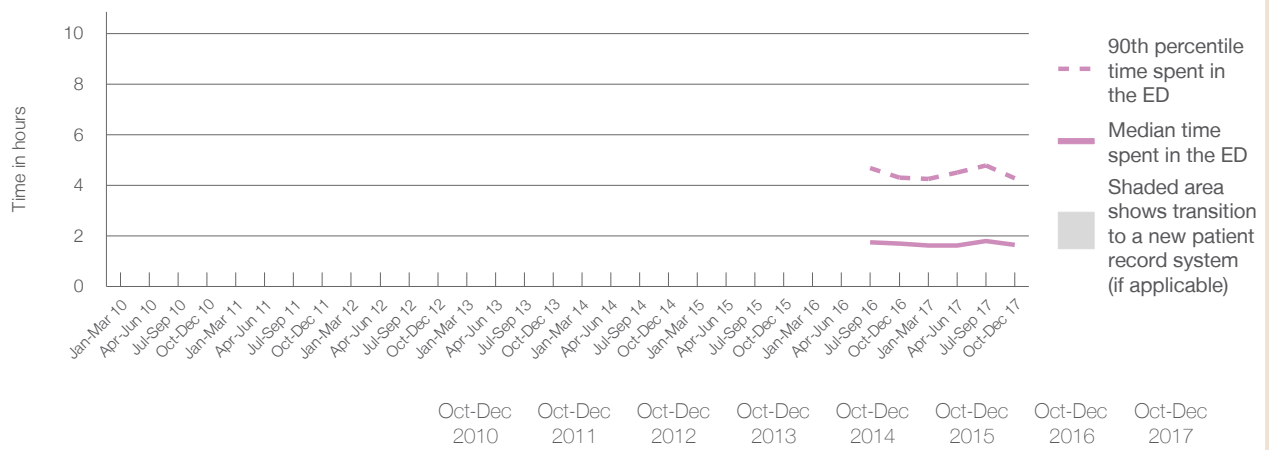
90th percentile time spent in the ED⁹ ■ 4 hours and 17 minutes

Same period last year	NSW (this period)
2,560	2,560
1 hours and 42 minutes	2 hours and 44 minutes
4 hours and 18 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)							1h 42m	1h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)							4h 18m	4h 17m

(†) 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.

Cooma Health Service: Time patients spent in the ED
By mode of separation
October to December 2017

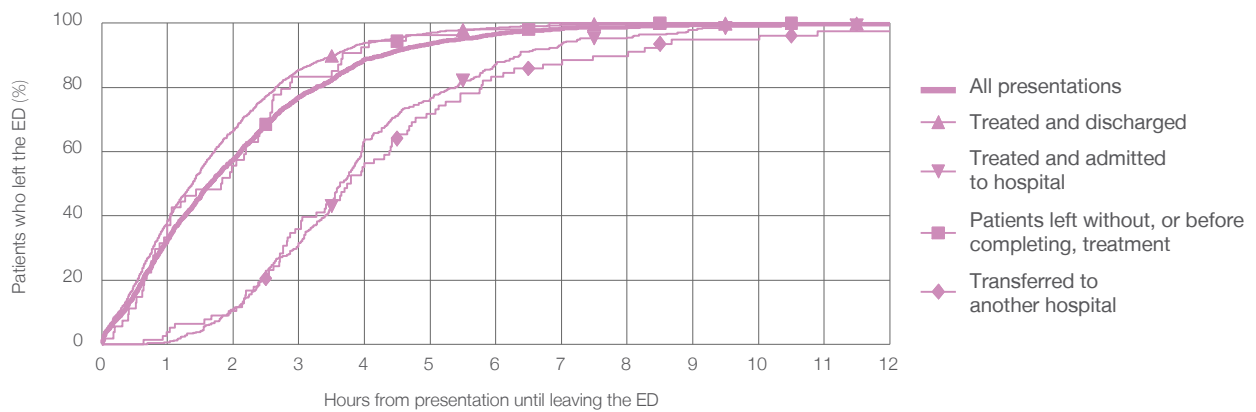
All presentations:¹ 2,615 patients

Presentations used to calculate time to leaving the ED:⁶ 2,614 patients

Treated and discharged	2,138 (81.8%)
Treated and admitted to hospital	337 (12.9%)
Patient left without, or before completing, treatment	54 (2.1%)
Transferred to another hospital	78 (3.0%)
Other	8 (0.3%)

Same period last year	Change since one year ago
2,560	2.1%
2,026	5.5%
377	-10.6%
70	-22.9%
81	-3.7%
6	33.3%

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



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

Treated and discharged	38.4%	66.7%	85.5%	93.9%	98.6%	99.6%	99.9%	99.9%
Treated and admitted to hospital	0.6%	11.0%	31.5%	63.8%	87.2%	95.5%	98.8%	99.4%
Patient left without, or before completing, treatment	37.0%	55.6%	83.3%	92.6%	98.1%	100%	100%	100%
Transferred to another hospital	3.8%	10.3%	35.9%	56.4%	83.3%	89.7%	94.9%	97.4%
All presentations	32.6%	57.6%	77.0%	88.8%	96.6%	98.8%	99.6%	99.8%

(†) 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.

Cooma Health Service: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 2,615 patients

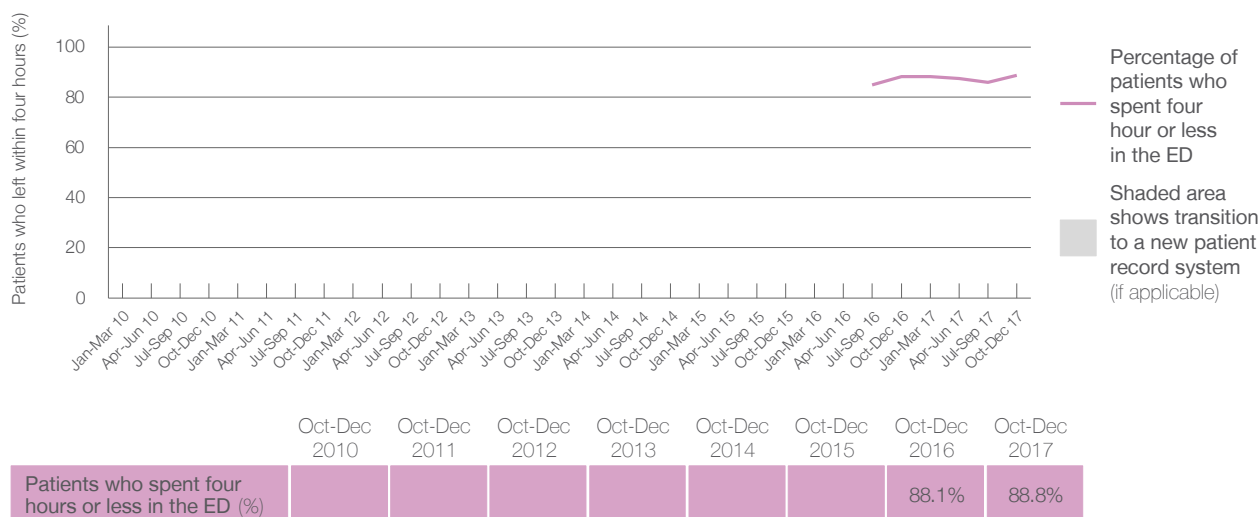
Presentations used to calculate time to leaving the ED: ⁶ 2,614 patients

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 2,615 patients	2,560	2.1%
Presentations used to calculate time to leaving the ED: ⁶ 2,614 patients	2,560	2.1%
Percentage of patients who spent four hours or less in the ED	88.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

§ 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 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Goulburn Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 4,812 patients
Emergency presentations:² 4,500 patients

Same period last year	Change since one year ago
4,660	3.3%
4,399	2.3%

Goulburn Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 533 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,931 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,715 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 119 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 294 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
448	
8 minutes	8 minutes
23 minutes	23 minutes
1,722	
21 minutes	20 minutes
68 minutes	65 minutes
1,922	
29 minutes	26 minutes
118 minutes	99 minutes
285	
24 minutes	23 minutes
106 minutes	103 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 4,812 patients

Percentage of patients who spent four hours or less in the ED 78.3%

Same period last year	Change since one year ago
4,660	3.3%
80.4%	

* 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.

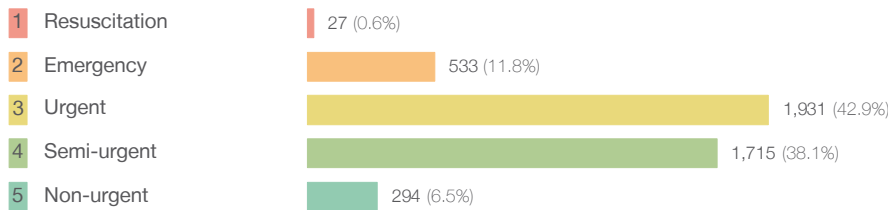
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Goulburn Base Hospital: Patients presenting to the emergency department October to December 2017

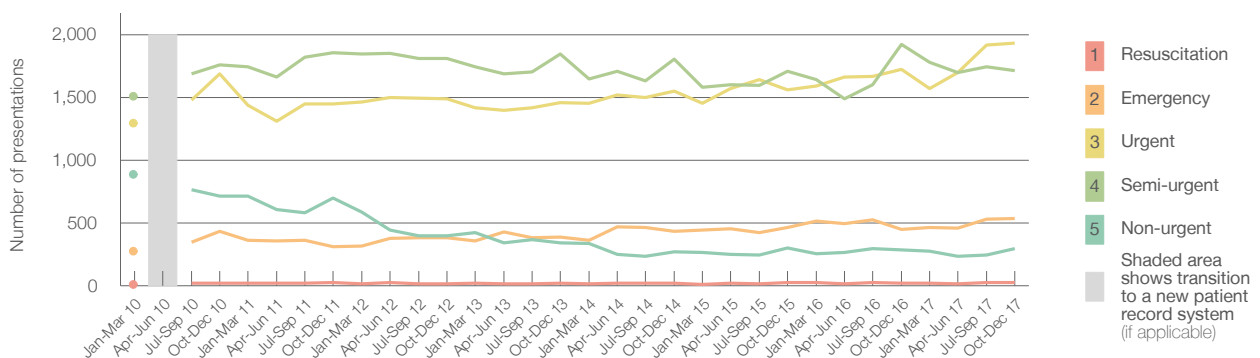
All presentations:¹ 4,812 patients

Emergency presentations² by triage category: 4,500 patients



	Same period last year	Change since one year ago
All presentations	4,660	3.3%
Emergency presentations	4,399	2.3%
1 Resuscitation	22	22.7%
2 Emergency	448	19.0%
3 Urgent	1,722	12.1%
4 Semi-urgent	1,922	-10.8%
5 Non-urgent	285	3.2%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	19	23	14	20	19	24	22	27
Emergency	431	308	384	385	434	465	448	533
Urgent	1,690	1,449	1,491	1,457	1,552	1,561	1,722	1,931
Semi-urgent	1,761	1,855	1,810	1,845	1,805	1,707	1,922	1,715
Non-urgent	711	696	396	343	272	301	285	294
All emergency presentations	4,612	4,331	4,095	4,050	4,082	4,058	4,399	4,500

Goulburn Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 954 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	846	
ED Transfer of care time		
Median time	13 minutes	-1 minute
90th percentile time	29 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.

Goulburn Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 533

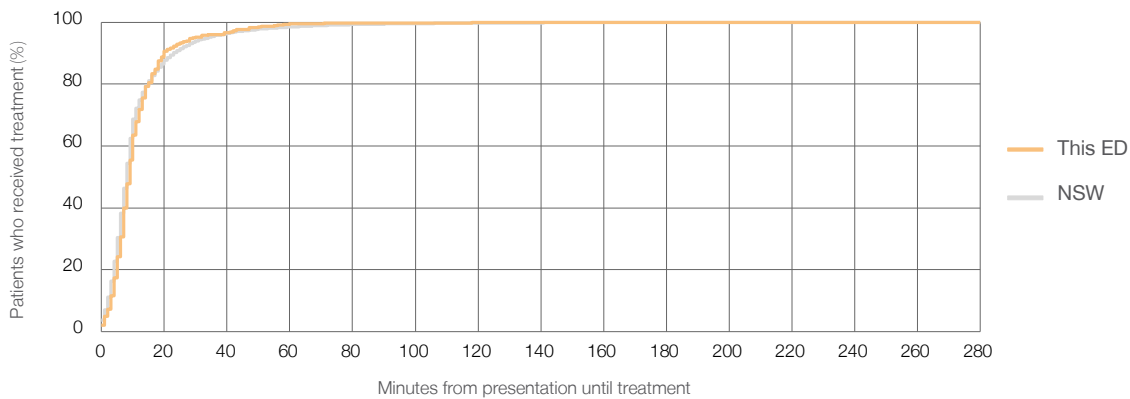
Number of triage 2 patients used to calculate waiting time:³ 532

Median time to start treatment⁴ 9 minutes

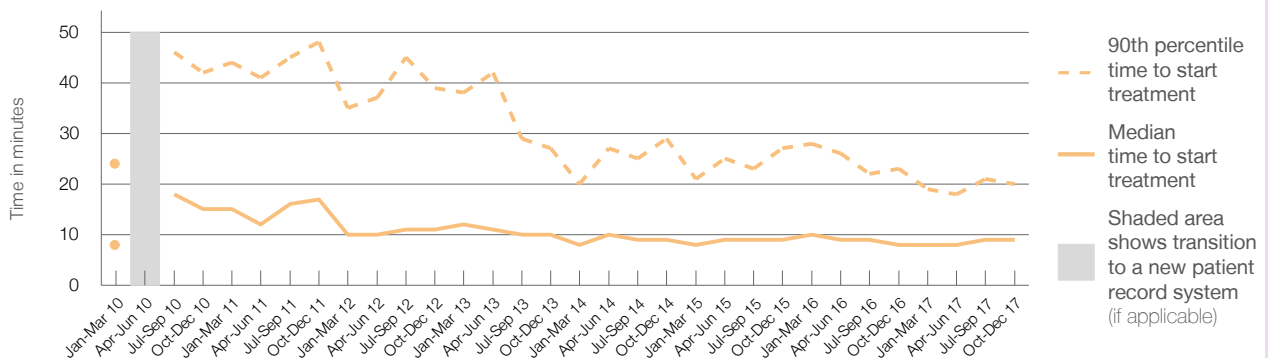
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
448	448
8 minutes	8 minutes
23 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	15	17	11	10	9	9	8	9
90th percentile time to start treatment ⁵ (minutes)	42	48	39	27	29	27	23	20

(†) 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.

Goulburn Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,931

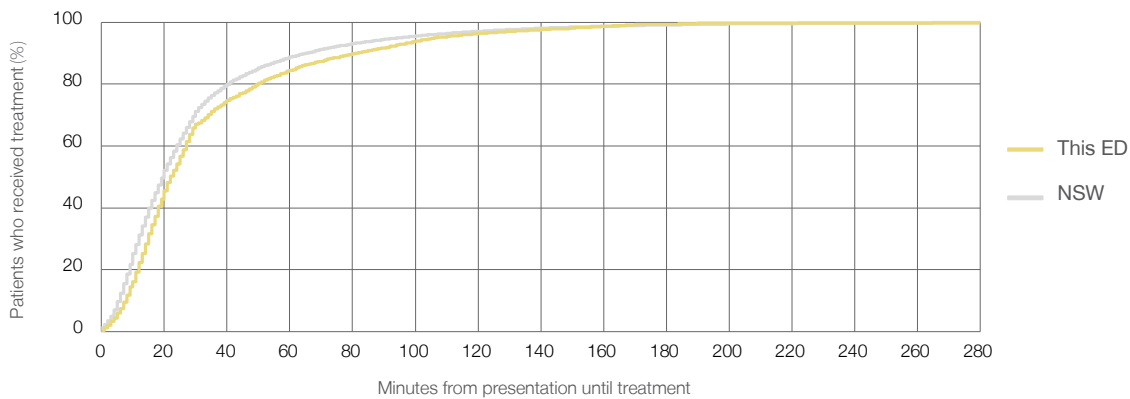
Number of triage 3 patients used to calculate waiting time:³ 1,889

Median time to start treatment⁴ 22 minutes

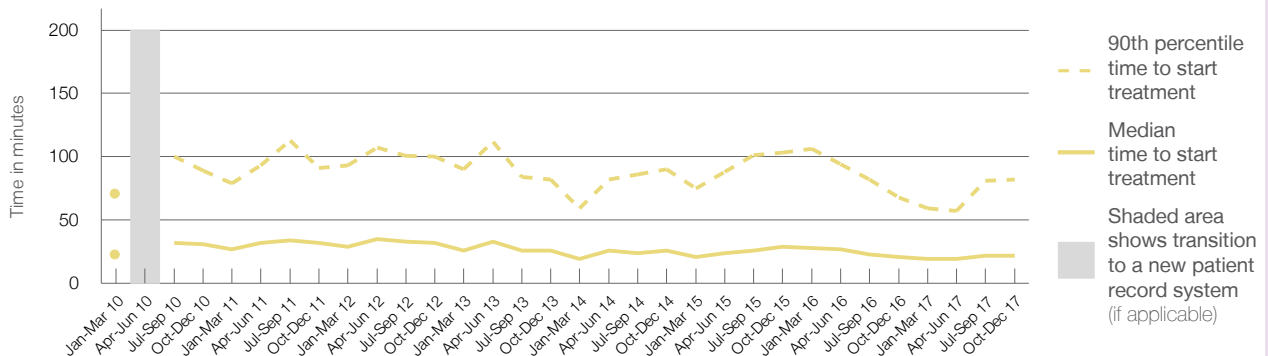
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
1,722	
1,683	
21 minutes	20 minutes
68 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	31	32	32	26	26	29	21	22
90th percentile time to start treatment ⁵ (minutes)	89	91	100	82	90	103	68	82

(†) 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.

Goulburn Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,715

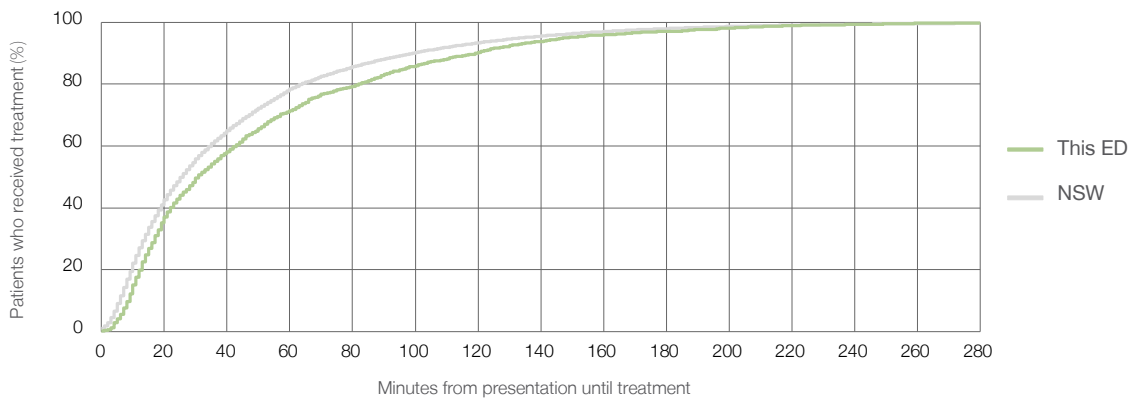
Number of triage 4 patients used to calculate waiting time:³ 1,585

Median time to start treatment⁴ 31 minutes

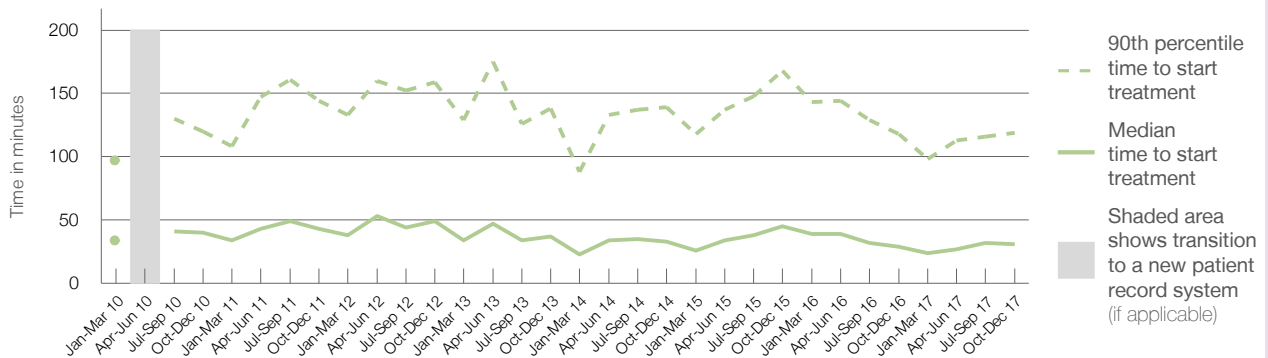
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,922	
1,767	
29 minutes	26 minutes
118 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	40	43	49	37	33	45	29	31
90th percentile time to start treatment ⁵ (minutes)	120	144	159	138	139	168	118	119

(†) 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.

Goulburn Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 294

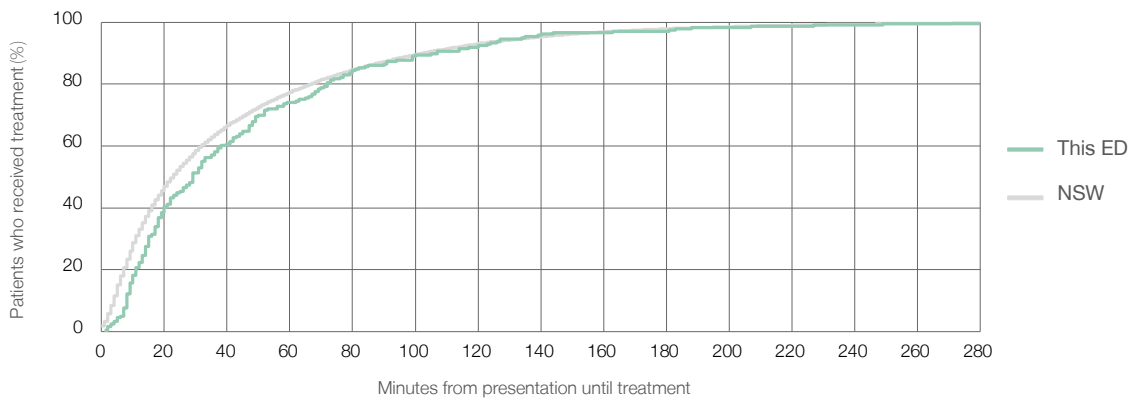
Number of triage 5 patients used to calculate waiting time:³ 236

Median time to start treatment⁴ 29 minutes

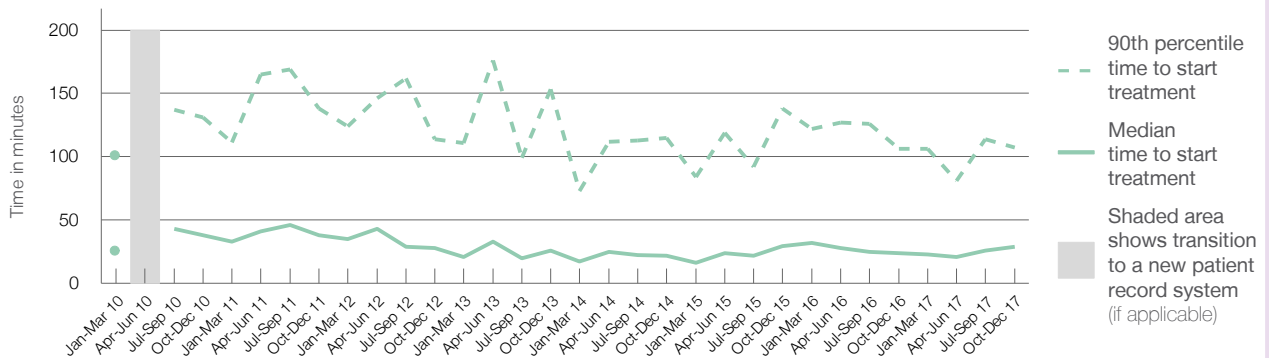
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
285	
227	
24 minutes	23 minutes
106 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	38	38	28	26	22	30	24	29
90th percentile time to start treatment ⁵ (minutes)	131	138	114	153	115	138	106	107

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

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Goulburn Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 4,812 patients

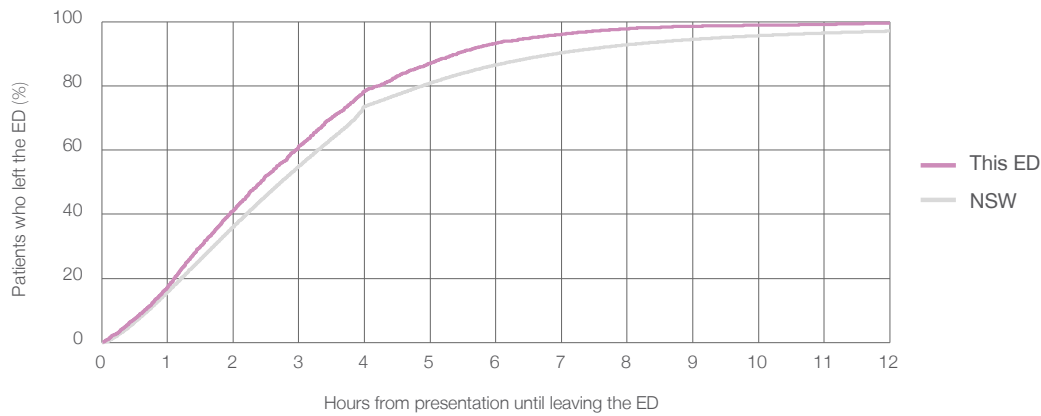
Presentations used to calculate time to leaving the ED:⁶ 4,812 patients

Median time spent in the ED⁸ 2 hours and 25 minutes

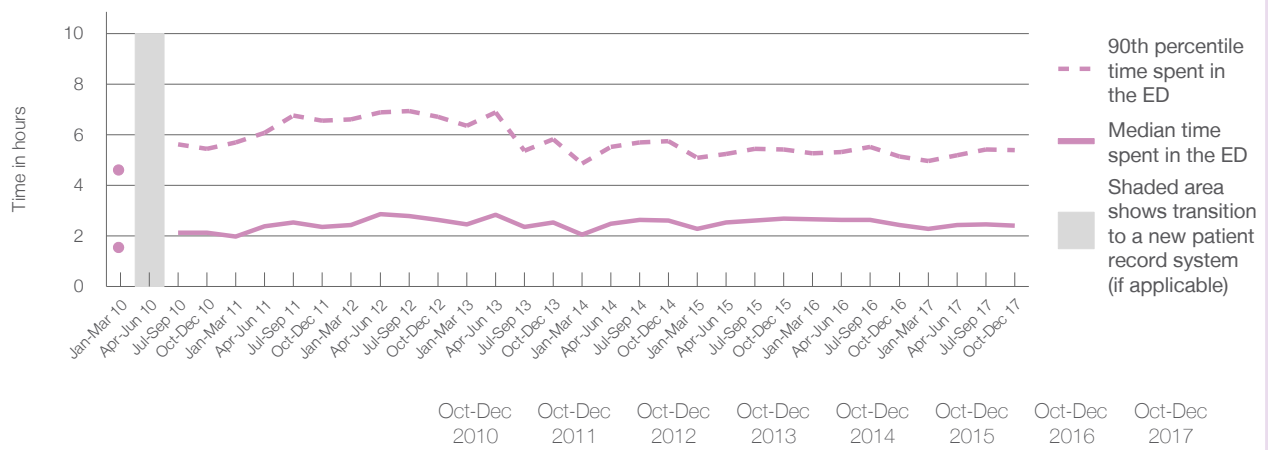
90th percentile time spent in the ED⁹ 5 hours and 24 minutes

Same period last year	NSW (this period)
4,660	4,660
2 hours and 26 minutes	2 hours and 44 minutes
5 hours and 9 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 8m	2h 22m	2h 38m	2h 33m	2h 37m	2h 41m	2h 26m	2h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 27m	6h 33m	6h 43m	5h 49m	5h 45m	5h 26m	5h 9m	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.

Goulburn Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

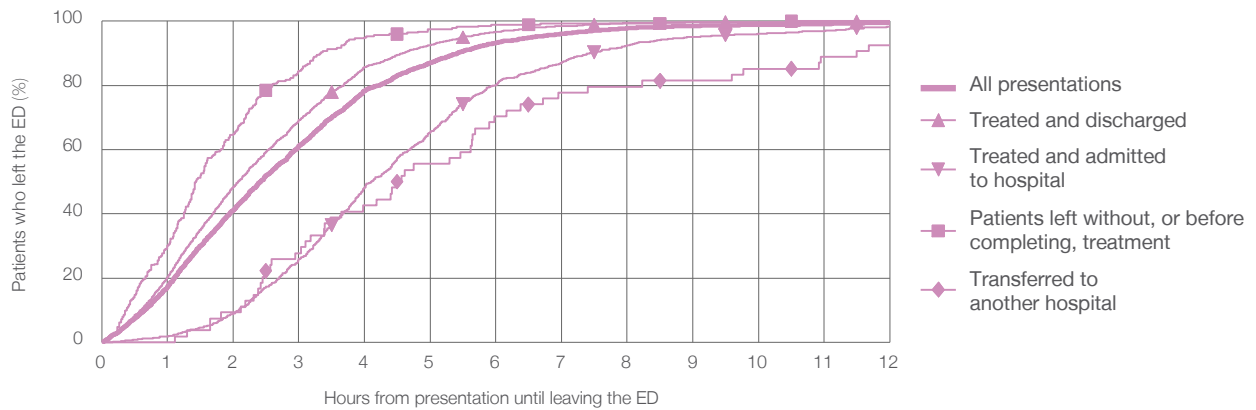
All presentations:¹ 4,812 patients

Presentations used to calculate time to leaving the ED:⁶ 4,812 patients

Treated and discharged	3,491 (72.5%)
Treated and admitted to hospital	956 (19.9%)
Patient left without, or before completing, treatment	279 (5.8%)
Transferred to another hospital	54 (1.1%)
Other	32 (0.7%)

Same period last year	Change since one year ago
4,660	3.3%
3,367	3.7%
943	1.4%
280	-0.4%
54	0.0%
16	100.0%

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



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

Treated and discharged	20.3%	48.4%	69.1%	85.6%	96.7%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.8%	9.0%	25.9%	48.2%	80.2%	92.5%	96.0%	98.2%
Patient left without, or before completing, treatment	30.1%	64.9%	84.6%	95.0%	98.9%	99.3%	99.6%	100%
Transferred to another hospital	0%	9.3%	27.8%	42.6%	70.4%	79.6%	85.2%	92.6%
All presentations	17.3%	41.3%	61.1%	78.3%	93.3%	97.8%	98.9%	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.

Goulburn Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 4,812 patients
 Presentations used to calculate time to leaving the ED: ⁶ 4,812 patients

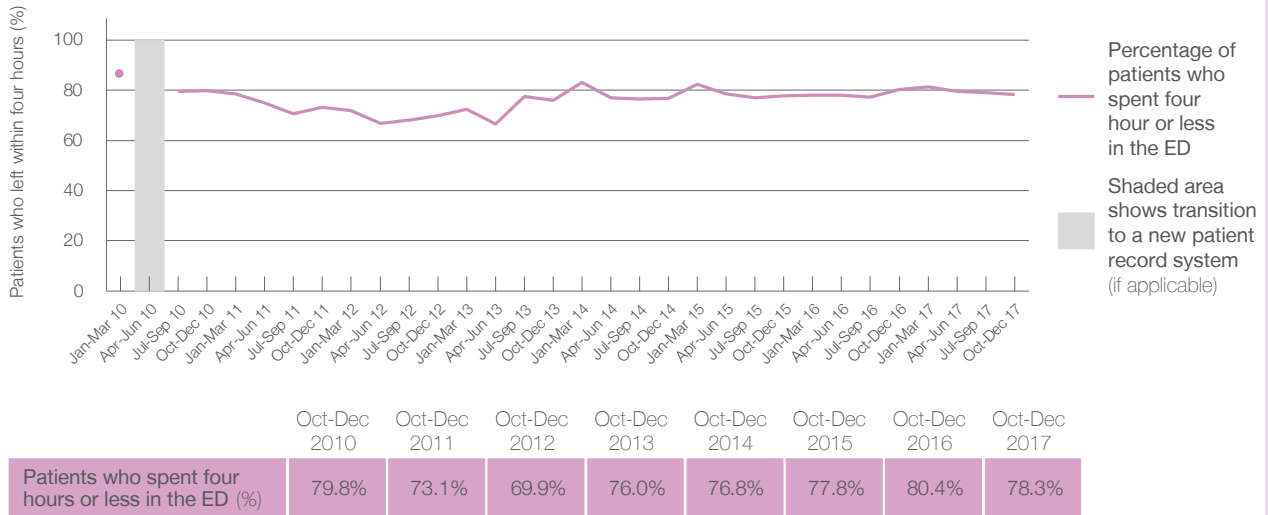
Percentage of patients who spent four hours or less in the ED



78.3%

	Same period last year	Change since one year ago
All presentations at the emergency department	4,660	3.3%
Presentations used to calculate time to leaving the ED	4,660	3.3%
Percentage of patients who spent four hours or less in the ED	80.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Moruya District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 2,842 patients
 Emergency presentations:² 2,643 patients

Same period last year	Change since one year ago
2,787	2.0%
2,579	2.5%

Moruya District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 325 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 973 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 972 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 351 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
308	
7 minutes	8 minutes
28 minutes	23 minutes
823	
16 minutes	20 minutes
51 minutes	65 minutes
1,053	
23 minutes	26 minutes
83 minutes	99 minutes
380	
20 minutes	23 minutes
83 minutes	103 minutes

Moruya District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 2,842 patients

Percentage of patients who spent four hours or less in the ED 80.0%

Same period last year	Change since one year ago
2,787	2.0%
78.0%	

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

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

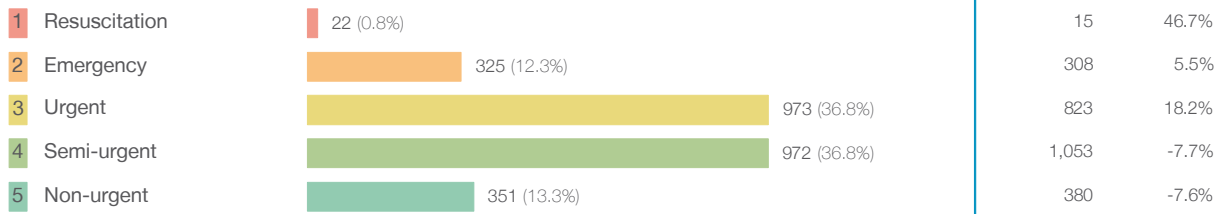
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

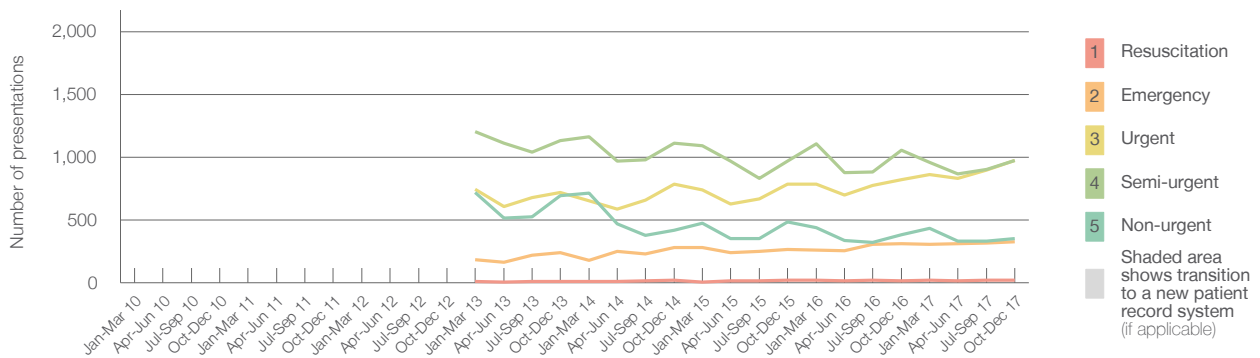
Moruya District Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 2,842 patients

Emergency presentations² by triage category: 2,643 patients



Emergency presentations² by quarter, January 2010 to December 2017 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation				12	18	19	15	22
Emergency				239	281	264	308	325
Urgent				721	785	783	823	973
Semi-urgent				1,134	1,110	970	1,053	972
Non-urgent				693	420	485	380	351
All emergency presentations				2,799	2,614	2,521	2,579	2,643

Moruya District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 573 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.

Moruya District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 325

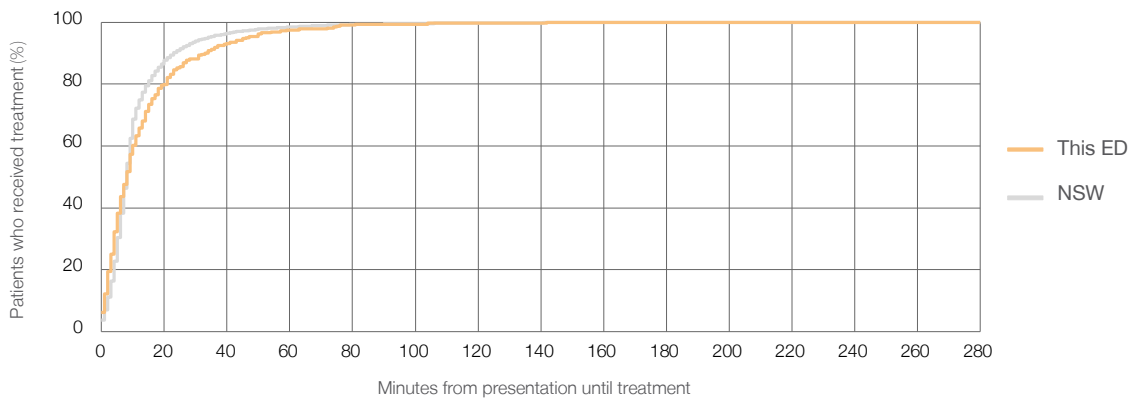
Number of triage 2 patients used to calculate waiting time:³ 319

Median time to start treatment⁴ 8 minutes

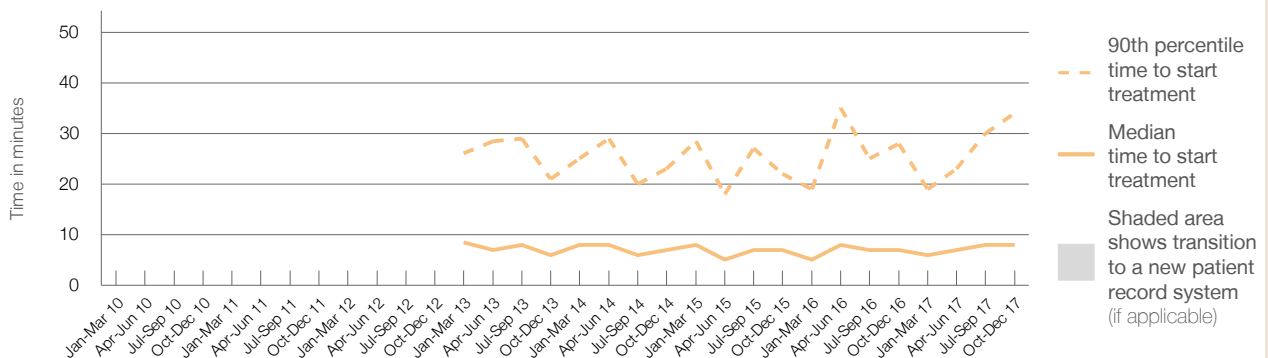
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
308	307
7 minutes	8 minutes
28 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				6	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)				21	23	22	28	34

(†) 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.

Moruya District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 973

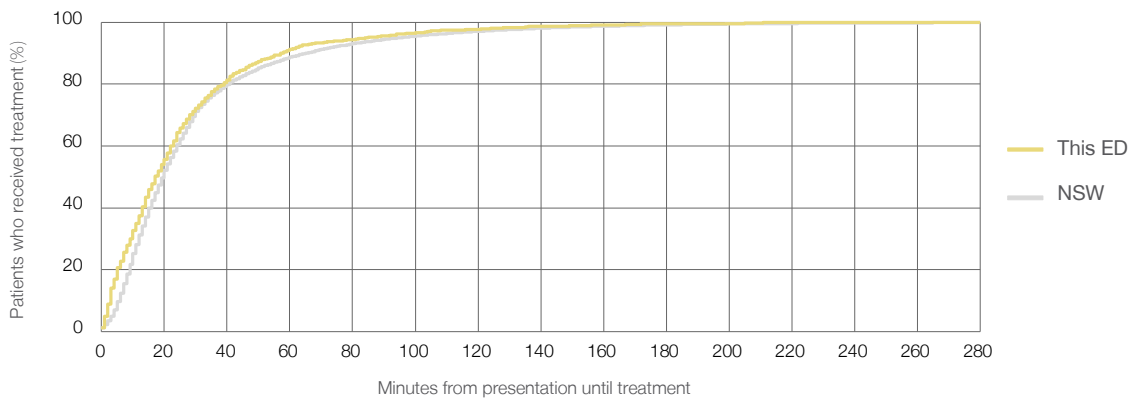
Number of triage 3 patients used to calculate waiting time:³ 941

Median time to start treatment⁴ 17 minutes

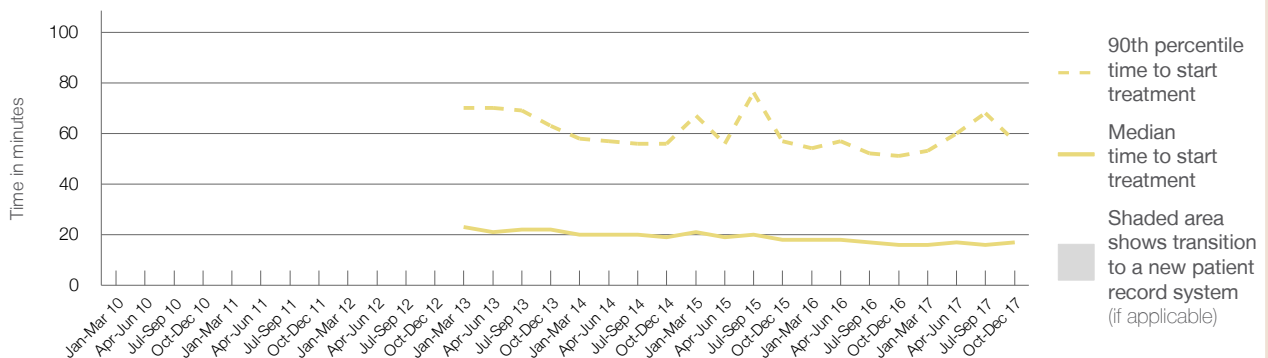
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
823	
807	
16 minutes	20 minutes
51 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				22	19	18	16	17
90th percentile time to start treatment ⁵ (minutes)				63	56	57	51	57

(†) 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.

Moruya District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 972

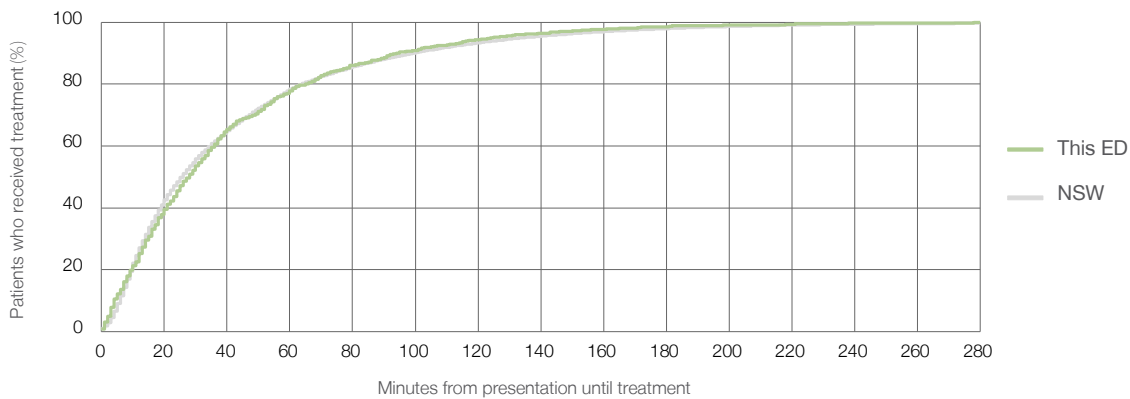
Number of triage 4 patients used to calculate waiting time:³ 857

Median time to start treatment⁴ 28 minutes

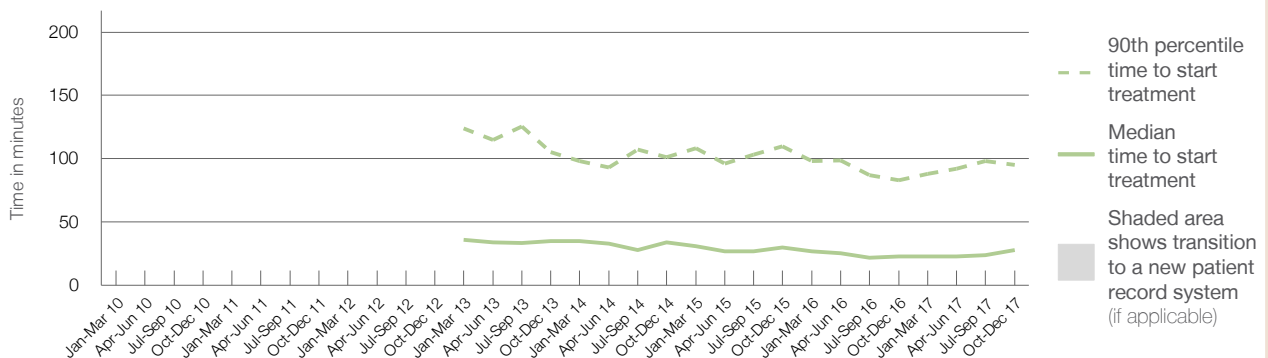
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
1,053	942
23 minutes	26 minutes
83 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				35	34	30	23	28
90th percentile time to start treatment ⁵ (minutes)				105	101	110	83	95

(†) 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.

Moruya District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 351

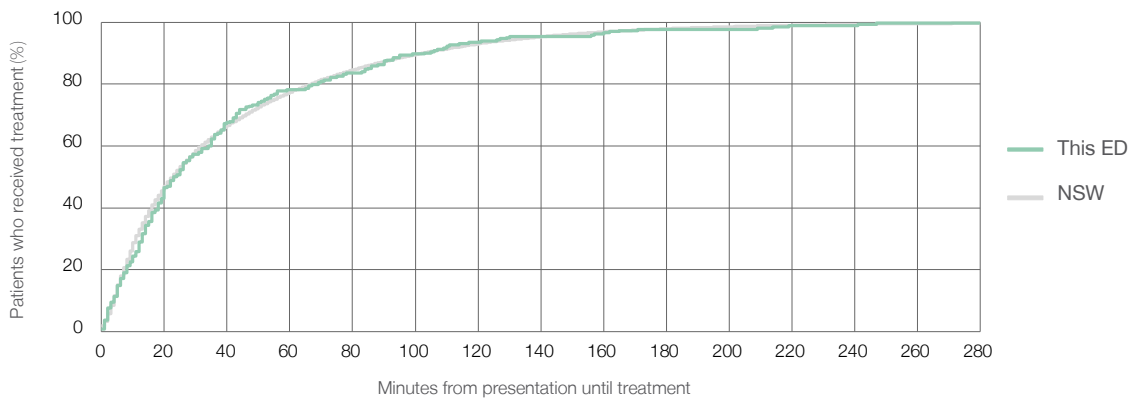
Number of triage 5 patients used to calculate waiting time:³ 262

Median time to start treatment⁴ 24 minutes

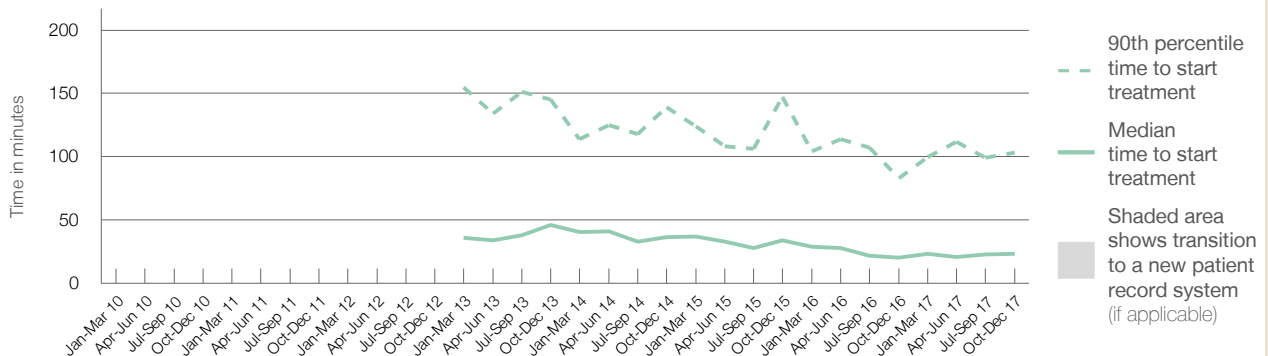
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
380	
286	
20 minutes	23 minutes
83 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				46	37	34	20	24
90th percentile time to start treatment ⁵ (minutes)				145	139	147	83	103

(†) 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.

Moruya District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 2,842 patients

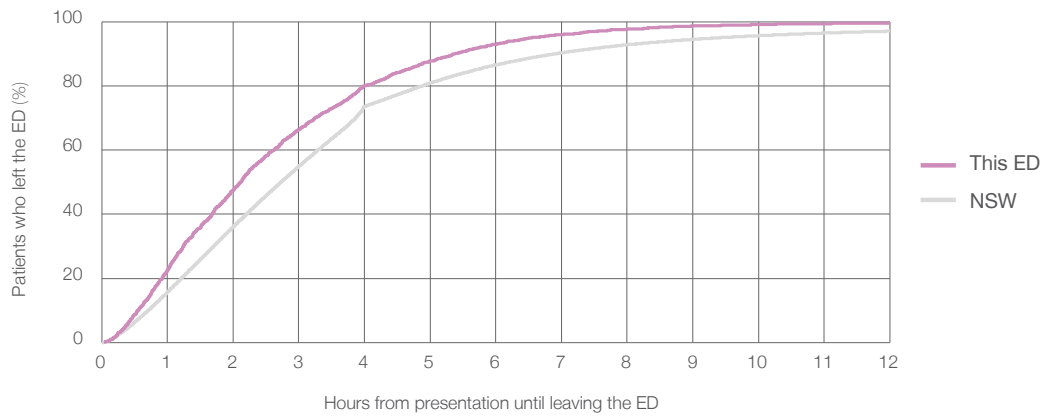
Presentations used to calculate time to leaving the ED:⁶ 2,842 patients

Median time spent in the ED⁸ 2 hours and 7 minutes

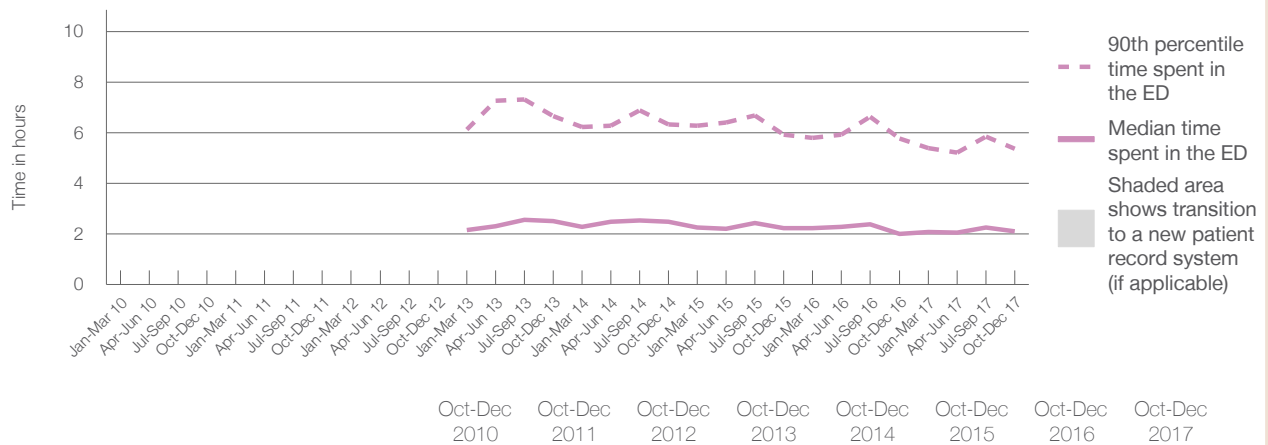
90th percentile time spent in the ED⁹ 5 hours and 22 minutes

Same period last year	NSW (this period)
2,787	2,787
2 hours and 0 minutes	2 hours and 44 minutes
5 hours and 46 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)				2h 31m	2h 30m	2h 14m	2h 0m	2h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)				6h 40m	6h 20m	5h 56m	5h 46m	5h 22m

(†) 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.

Moruya District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

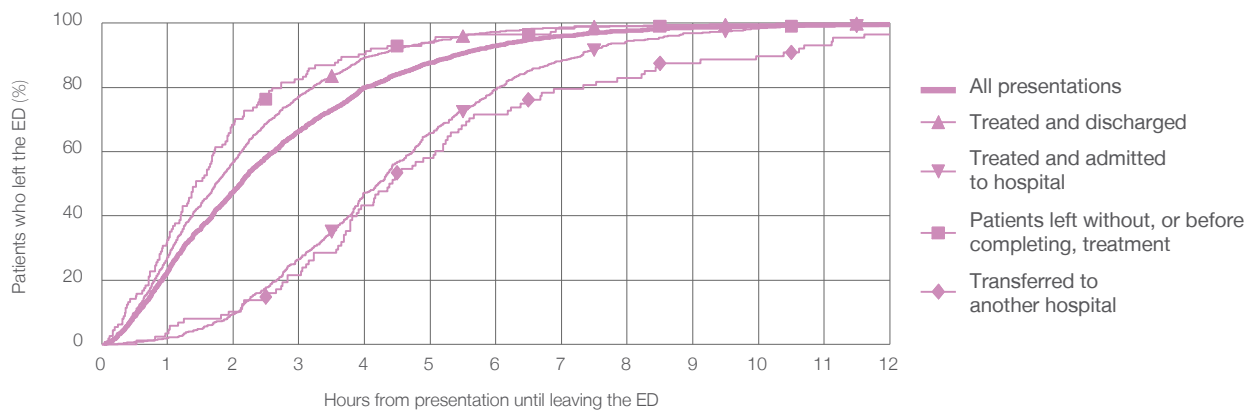
All presentations:¹ 2,842 patients

Presentations used to calculate time to leaving the ED:⁶ 2,842 patients

Treated and discharged	2,017 (71.0%)
Treated and admitted to hospital	538 (18.9%)
Patient left without, or before completing, treatment	114 (4.0%)
Transferred to another hospital	88 (3.1%)
Other	85 (3.0%)

Same period last year	Change since one year ago
2,787	2.0%
1,789	12.7%
752	-28.5%
86	32.6%
76	15.8%
84	1.2%

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



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

Treated and discharged	27.2%	56.8%	77.2%	89.3%	97.3%	99.1%	99.7%	99.9%
Treated and admitted to hospital	2.0%	9.3%	26.6%	47.2%	79.4%	94.4%	98.3%	99.1%
Patient left without, or before completing, treatment	32.5%	68.4%	82.5%	90.4%	96.5%	99.1%	99.1%	99.1%
Transferred to another hospital	3.4%	10.2%	21.6%	43.2%	71.6%	83.0%	89.8%	96.6%
All presentations	22.7%	47.6%	66.4%	80.0%	93.0%	97.6%	99.1%	99.6%

(†) 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.

Moruya District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 2,842 patients

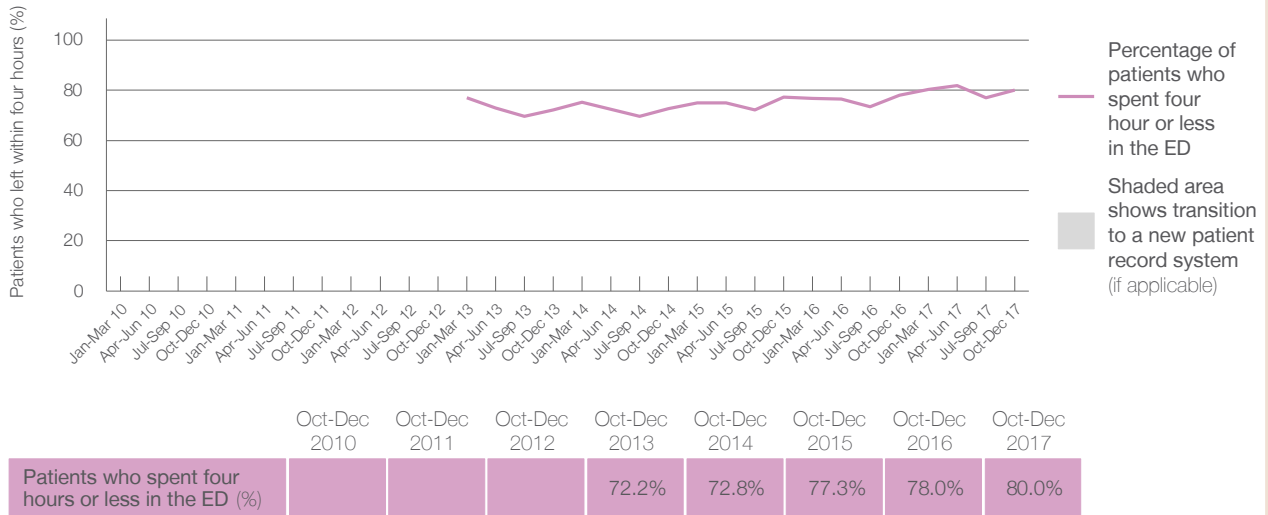
Presentations used to calculate time to leaving the ED: ⁶ 2,842 patients

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 2,842 patients	2,787	2.0%
Presentations used to calculate time to leaving the ED: ⁶ 2,842 patients	2,787	2.0%
Percentage of patients who spent four hours or less in the ED	78.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
 § 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Queanbeyan Health Service: Emergency department (ED) overview

October to December 2017

All presentations:¹ 5,307 patients
 Emergency presentations:² 5,139 patients

Same period last year	Change since one year ago
4,840	9.6%
4,736	8.5%

Queanbeyan Health Service: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 336 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,414 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,304 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,071 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
282	
9 minutes	8 minutes
27 minutes	23 minutes
1,335	
21 minutes	20 minutes
58 minutes	65 minutes
2,305	
29 minutes	26 minutes
102 minutes	99 minutes
805	
32 minutes	23 minutes
121 minutes	103 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 5,307 patients

Percentage of patients who spent four hours or less in the ED 87.8%

Same period last year	Change since one year ago
4,840	9.6%
87.4%	

* 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.

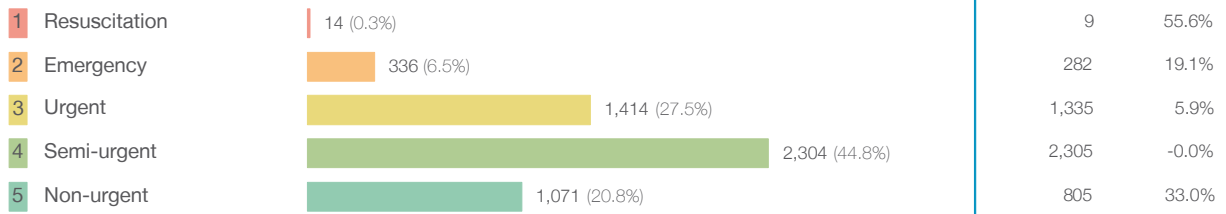
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

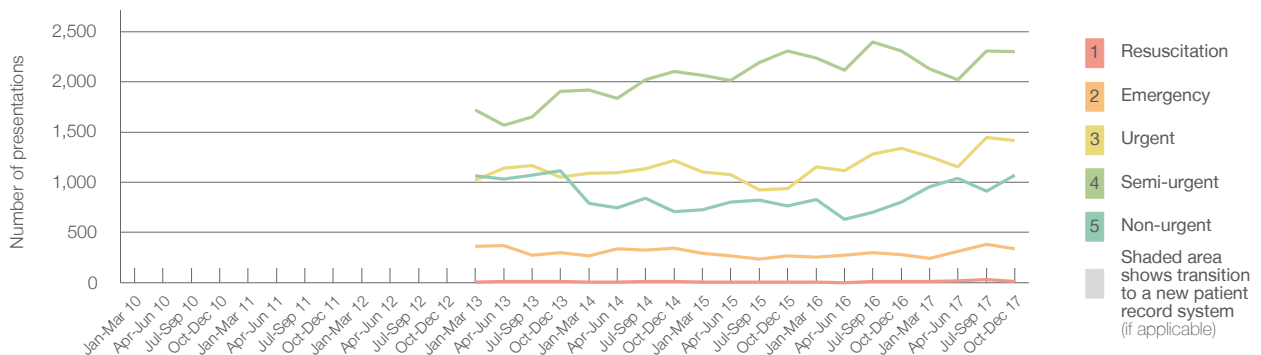
Queanbeyan Health Service: Patients presenting to the emergency department October to December 2017

All presentations:¹ 5,307 patients

Emergency presentations² by triage category: 5,139 patients



Emergency presentations² by quarter, January 2010 to December 2017 [†] [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation				11	12	< 5	9	14
Emergency				301	344	271	282	336
Urgent				1,051	1,215	937	1,335	1,414
Semi-urgent				1,904	2,100	2,308	2,305	2,304
Non-urgent				1,114	705	764	805	1,071
All emergency presentations				4,381	4,376	4,280	4,736	5,139

Queanbeyan Health Service: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time: ⁷ 505 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.

Queanbeyan Health Service: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 336

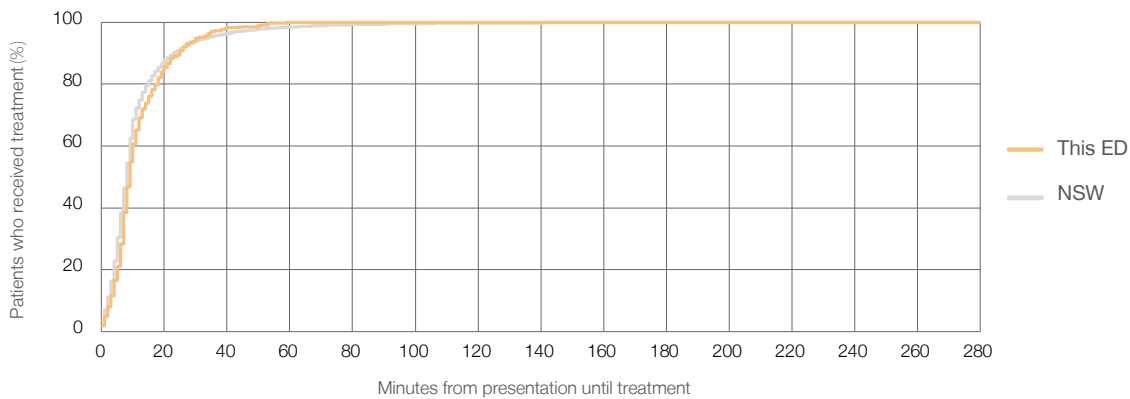
Number of triage 2 patients used to calculate waiting time:³ 336

Median time to start treatment⁴ ■ 9 minutes

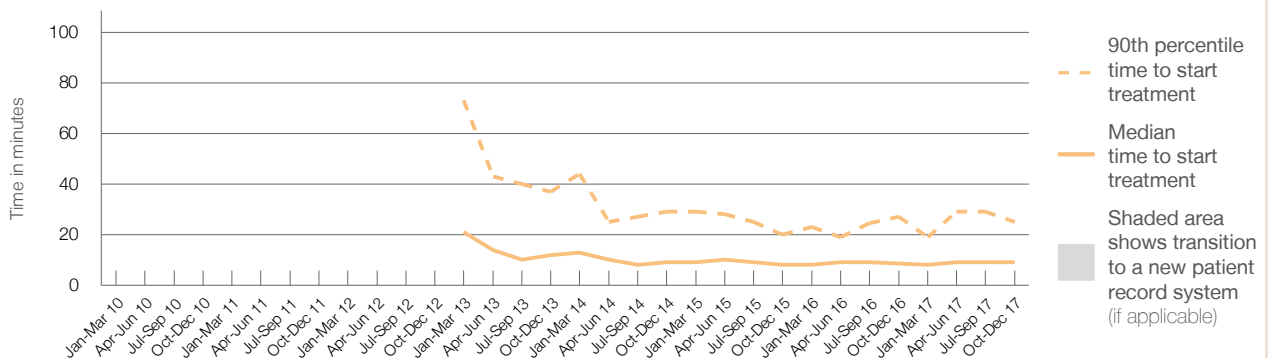
90th percentile time to start treatment⁵ ■ 25 minutes

Same period last year	NSW (this period)
282	282
9 minutes	8 minutes
27 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				12	9	8	9	9
90th percentile time to start treatment ⁵ (minutes)				37	29	20	27	25

(†) 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.

Queanbeyan Health Service: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,414

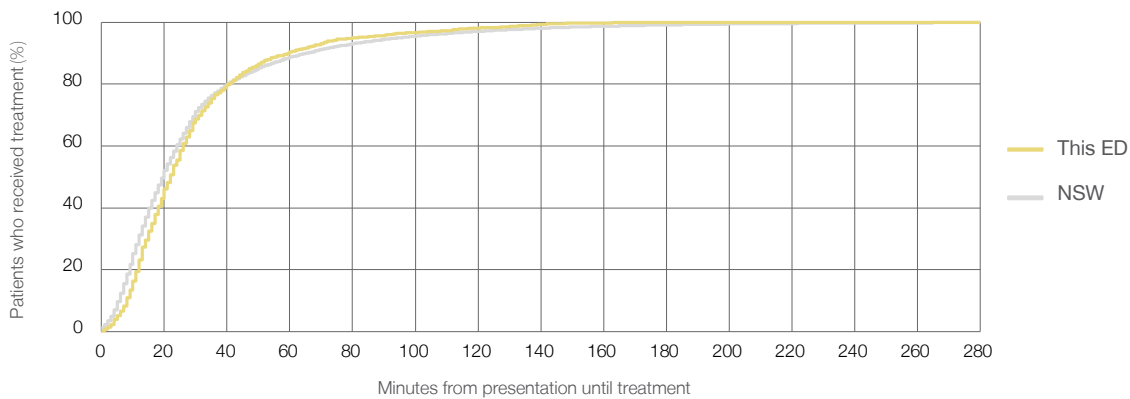
Number of triage 3 patients used to calculate waiting time:³ 1,381

Median time to start treatment⁴ 22 minutes

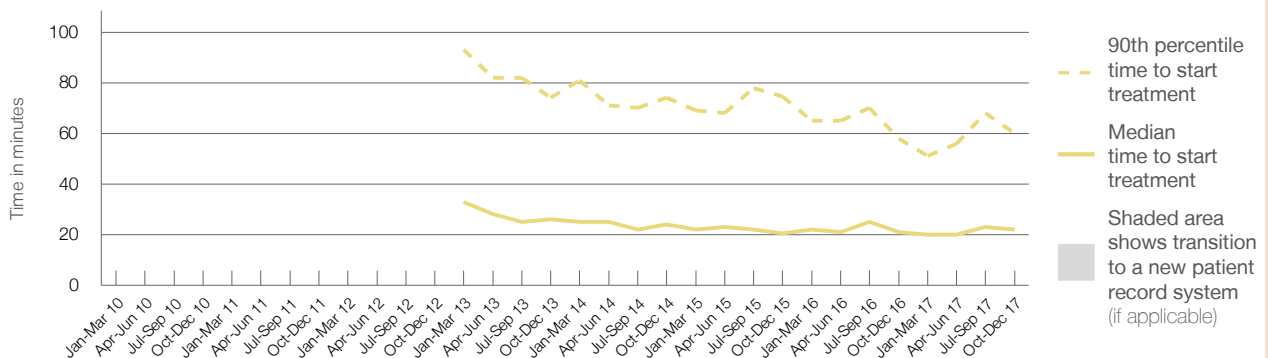
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,335	1,304
21 minutes	20 minutes
58 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				26	24	21	21	22
90th percentile time to start treatment ⁵ (minutes)				74	74	75	58	60

(†) 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.

Queanbeyan Health Service: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,304

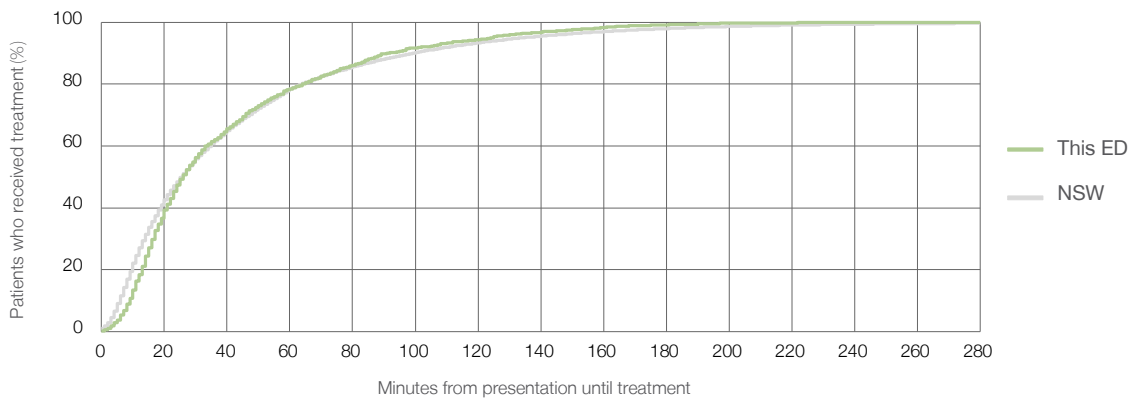
Number of triage 4 patients used to calculate waiting time:³ 2,114

Median time to start treatment⁴ 26 minutes

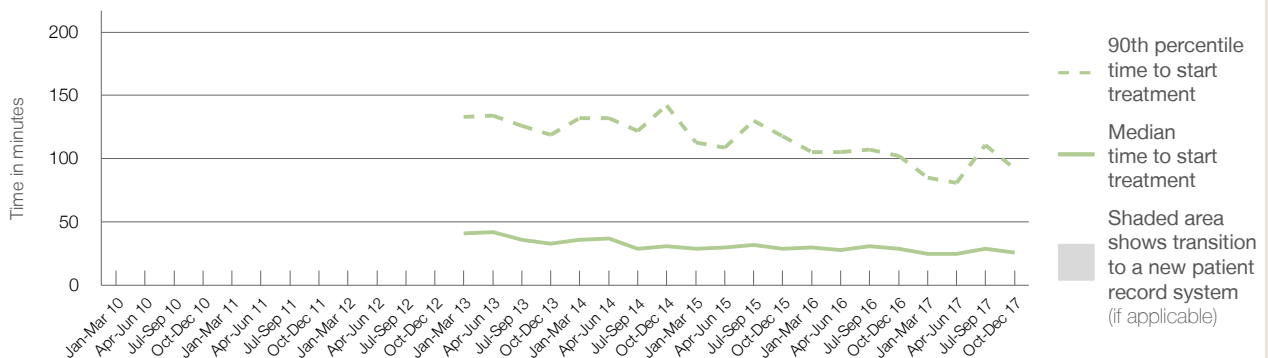
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
2,305	2,123
29 minutes	26 minutes
102 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				33	31	29	29	26
90th percentile time to start treatment ⁵ (minutes)				119	142	118	102	92

(†) 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.

Queanbeyan Health Service: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,071

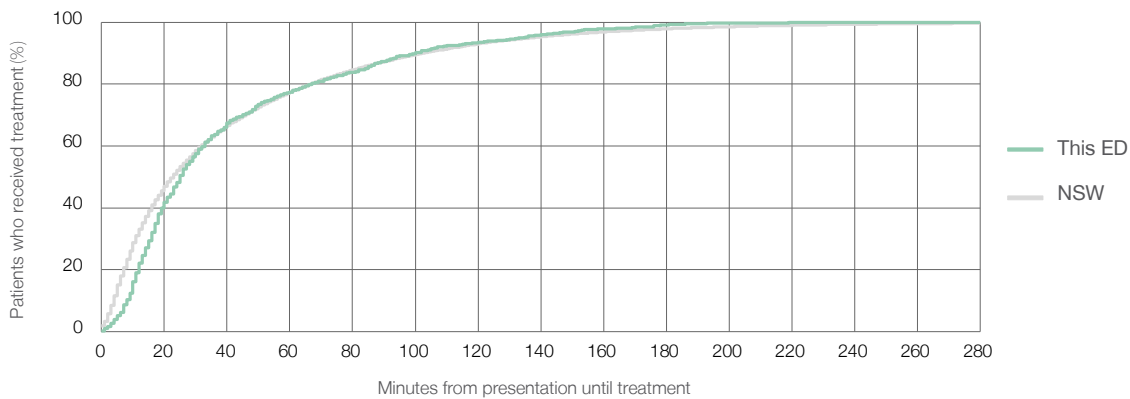
Number of triage 5 patients used to calculate waiting time:³ 907

Median time to start treatment⁴ 25 minutes

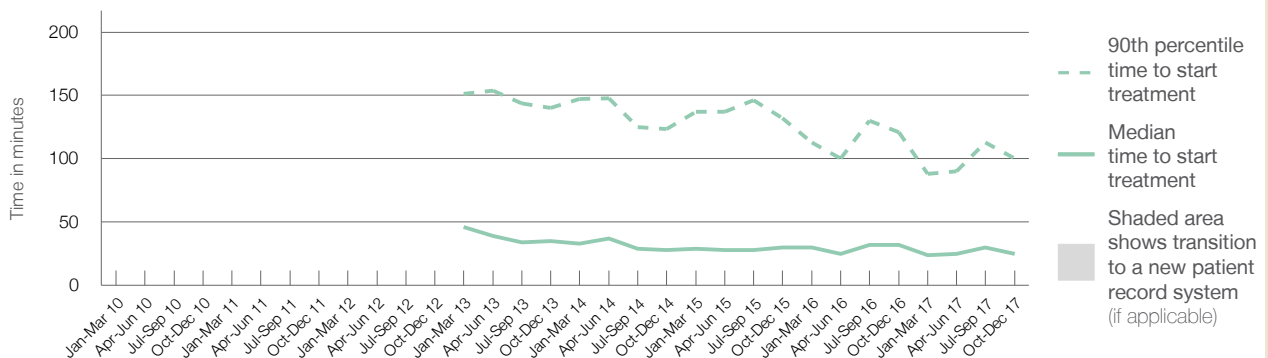
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
805	648
32 minutes	23 minutes
121 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				35	28	30	32	25
90th percentile time to start treatment ⁵ (minutes)				140	124	132	121	100

(†) 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.

Queanbeyan Health Service: Time patients spent in the ED

October to December 2017

All presentations:¹ 5,307 patients

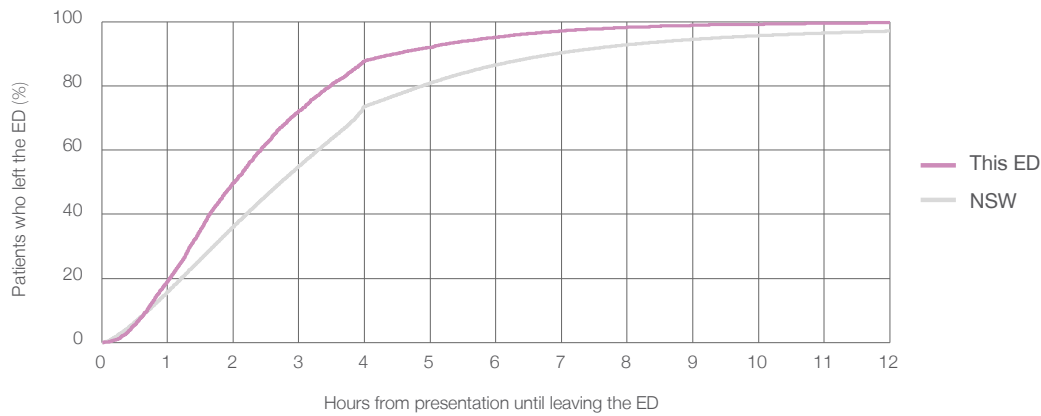
Presentations used to calculate time to leaving the ED:⁶ 5,307 patients

Median time spent in the ED⁸ 2 hours and 1 minutes

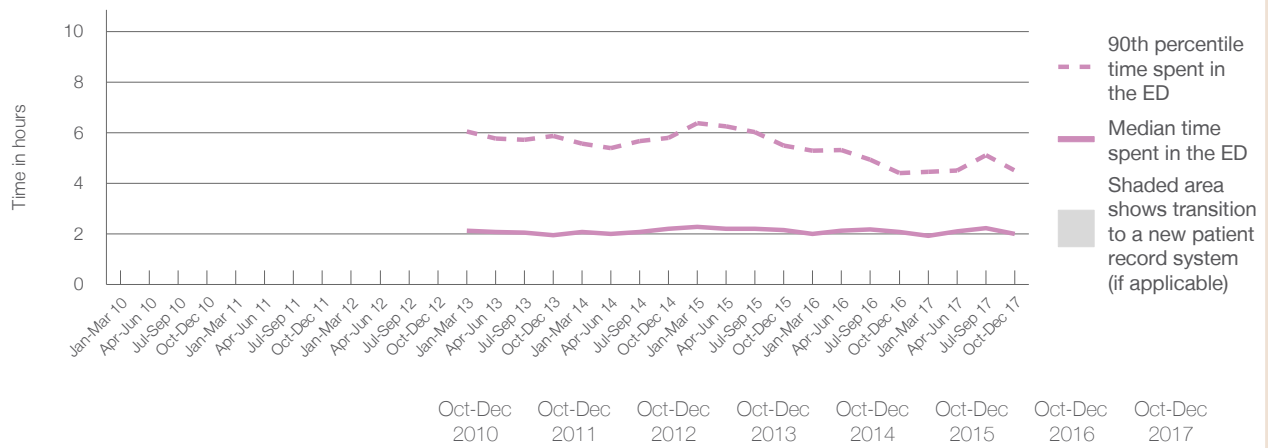
90th percentile time spent in the ED⁹ 4 hours and 30 minutes

Same period last year	NSW (this period)
4,840	4,840
2 hours and 5 minutes	2 hours and 44 minutes
4 hours and 24 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)				1h 57m	2h 12m	2h 10m	2h 5m	2h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)				5h 52m	5h 48m	5h 30m	4h 24m	4h 30m

(†) 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.

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

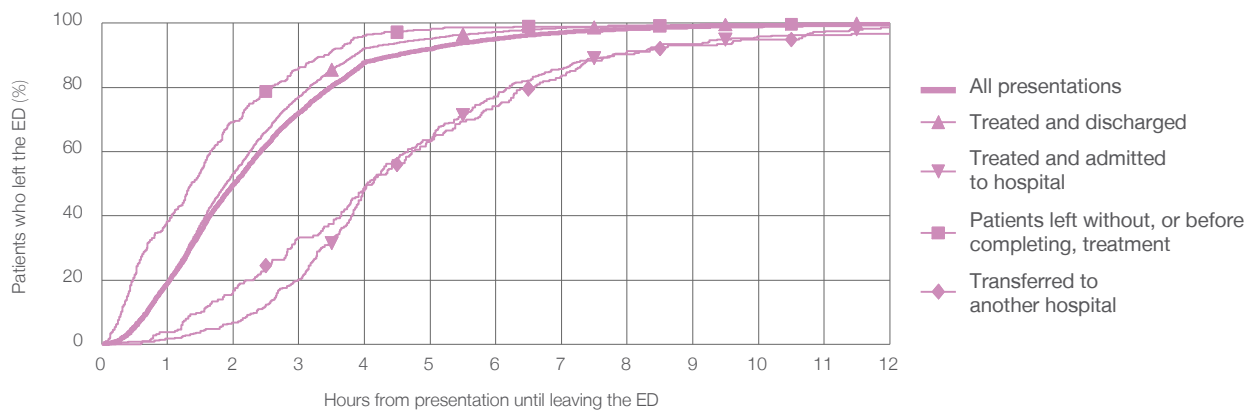
All presentations:¹ 5,307 patients

Presentations used to calculate time to leaving the ED:⁶ 5,307 patients

Treated and discharged	4,329 (81.6%)
Treated and admitted to hospital	359 (6.8%)
Patient left without, or before completing, treatment	395 (7.4%)
Transferred to another hospital	216 (4.1%)
Other	8 (0.2%)

Same period last year	Change since one year ago
4,840	9.6%
3,527	22.7%
670	-46.4%
377	4.8%
250	-13.6%
16	-50.0%

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



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

Treated and discharged	19.5%	53.2%	77.1%	92.2%	97.3%	99.1%	99.6%	99.9%
Treated and admitted to hospital	1.7%	6.7%	20.1%	49.0%	77.2%	91.4%	95.8%	98.6%
Patient left without, or before completing, treatment	38.2%	69.1%	86.1%	96.2%	98.7%	99.2%	99.7%	99.7%
Transferred to another hospital	3.7%	16.7%	33.3%	48.1%	74.1%	90.3%	94.9%	96.8%
All presentations	19.1%	49.8%	72.1%	87.8%	95.1%	98.2%	99.2%	99.7%

(†) 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.

Queanbeyan Health Service: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 5,307 patients

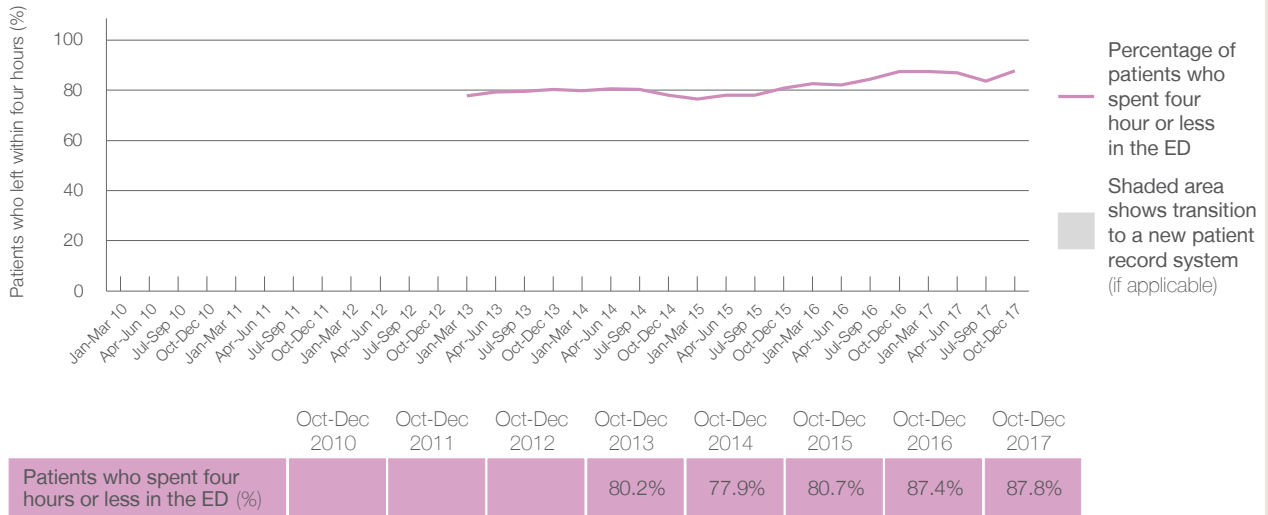
Presentations used to calculate time to leaving the ED: ⁶ 5,307 patients

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	4,840	9.6%
Presentations used to calculate time to leaving the ED	4,840	9.6%
Percentage of patients who spent four hours or less in the ED	87.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
 § 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

South East Regional Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 4,626 patients
 Emergency presentations:² 4,401 patients

Same period last year	Change since one year ago
4,440	4.2%
4,137	6.4%

South East Regional Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 479 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): 1,450 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,879 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 572 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
414	
7 minutes	8 minutes
21 minutes	23 minutes
1,258	
20 minutes	20 minutes
70 minutes	65 minutes
1,745	
32 minutes	26 minutes
137 minutes	99 minutes
706	
46 minutes	23 minutes
146 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 4,626 patients

Percentage of patients who spent four hours or less in the ED 72.9%

Same period last year	Change since one year ago
4,439	4.2%
72.3%	

* 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.

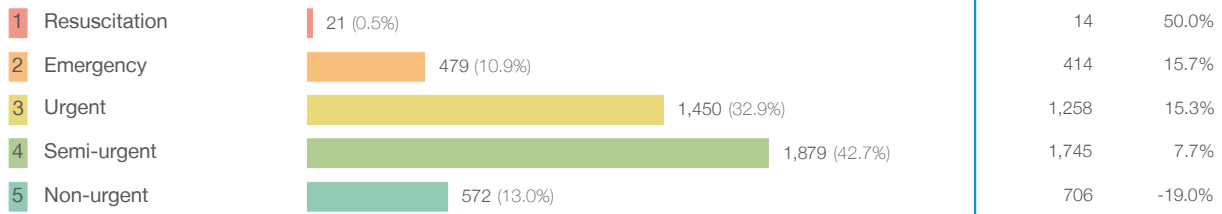
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

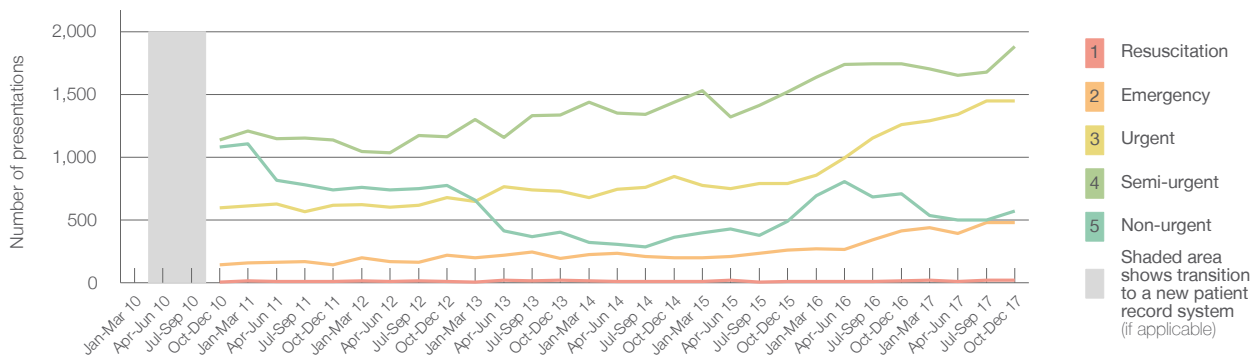
South East Regional Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 4,626 patients

Emergency presentations² by triage category: 4,401 patients



Emergency presentations² by quarter, January 2010 to December 2017 ^{‡ §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	< 5	7	8	19	12	9	14	21
Emergency	146	141	218	194	198	259	414	479
Urgent	598	619	678	728	848	788	1,258	1,450
Semi-urgent	1,136	1,136	1,163	1,337	1,436	1,521	1,745	1,879
Non-urgent	1,079	737	776	402	359	488	706	572
All emergency presentations	2,959	2,640	2,843	2,680	2,853	3,065	4,137	4,401

South East Regional Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 987 patients

ED Transfer of care time



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

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South East Regional Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 479

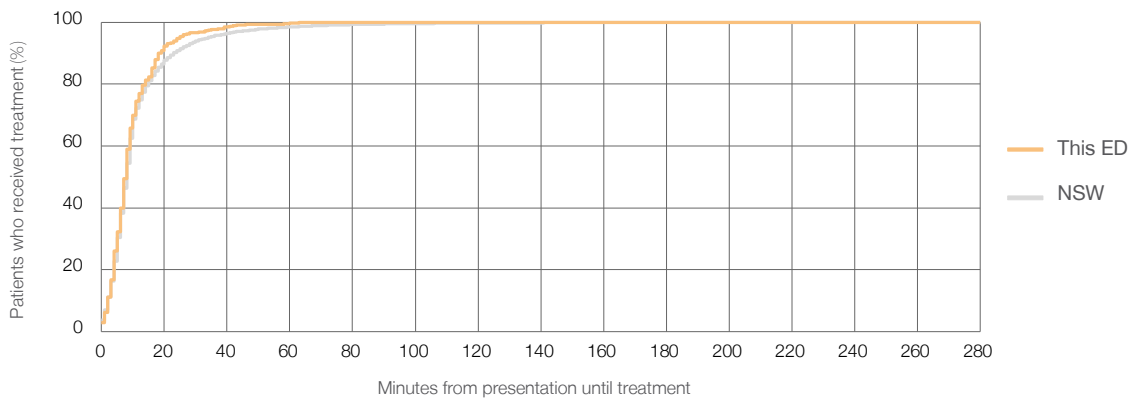
Number of triage 2 patients used to calculate waiting time:³ 478

Median time to start treatment⁴ 8 minutes

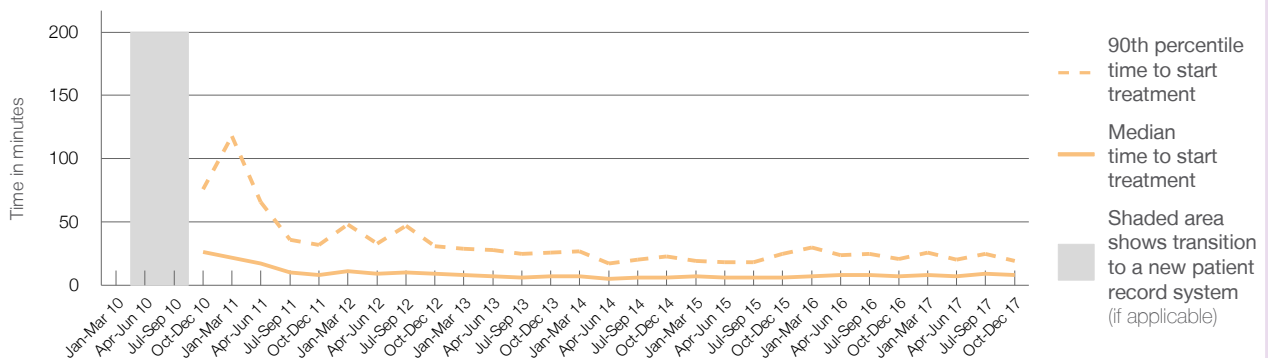
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
414	
410	
7 minutes	8 minutes
21 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	27	8	9	7	6	6	7	8
90th percentile time to start treatment ⁵ (minutes)	76	32	31	26	23	25	21	19

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

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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.

South East Regional Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,450

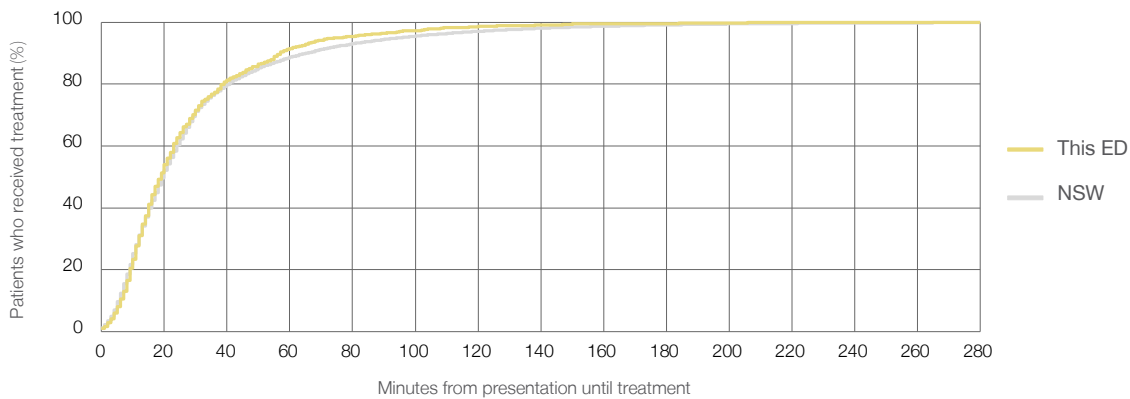
Number of triage 3 patients used to calculate waiting time:³ 1,427

Median time to start treatment⁴ 19 minutes

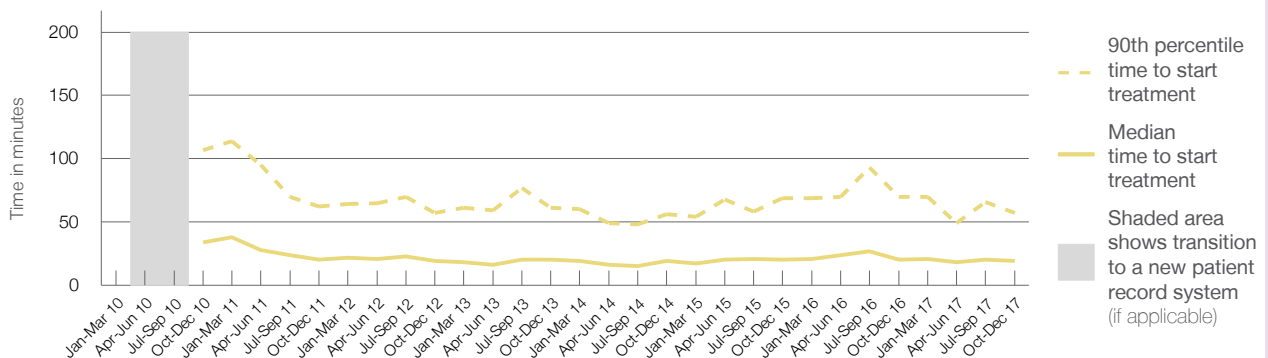
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
1,258	1,232
20 minutes	20 minutes
70 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	34	20	19	20	19	20	20	19
90th percentile time to start treatment ⁵ (minutes)	107	62	57	61	56	69	70	57

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

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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.

South East Regional Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,879

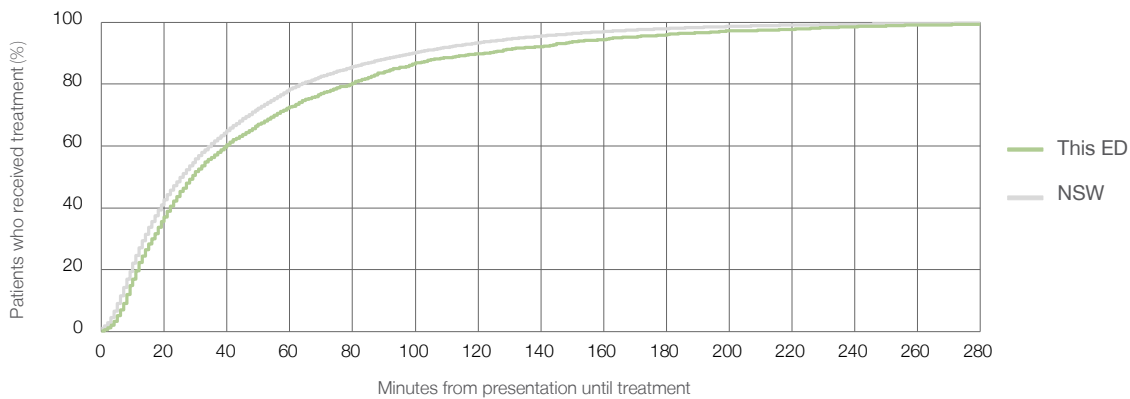
Number of triage 4 patients used to calculate waiting time:³ 1,793

Median time to start treatment⁴ 29 minutes

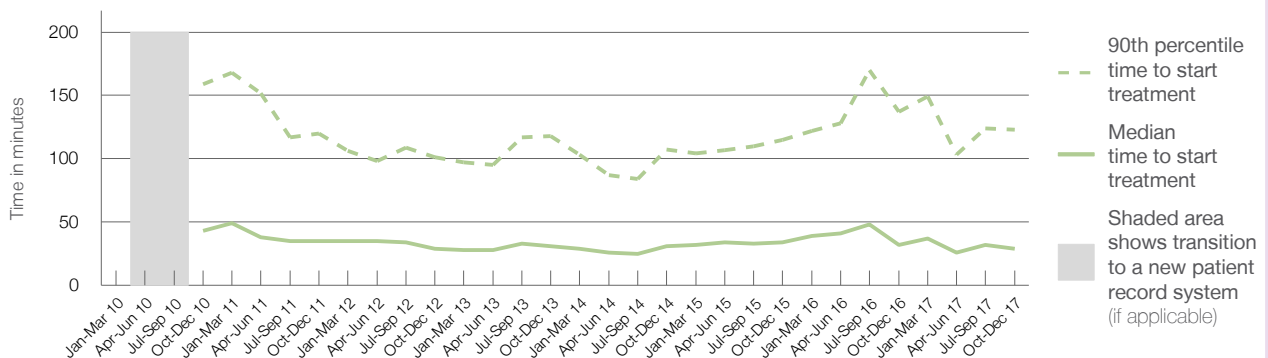
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
1,745	1,574
32 minutes	26 minutes
137 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	43	35	29	31	31	34	32	29
90th percentile time to start treatment ⁵ (minutes)	159	120	101	118	107	115	137	123

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

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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.

South East Regional Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 572

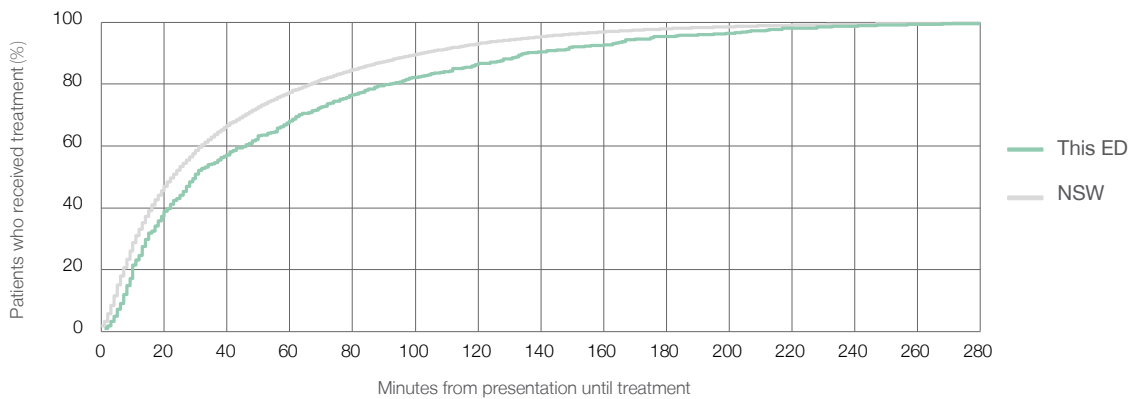
Number of triage 5 patients used to calculate waiting time:³ 493

Median time to start treatment⁴ 30 minutes

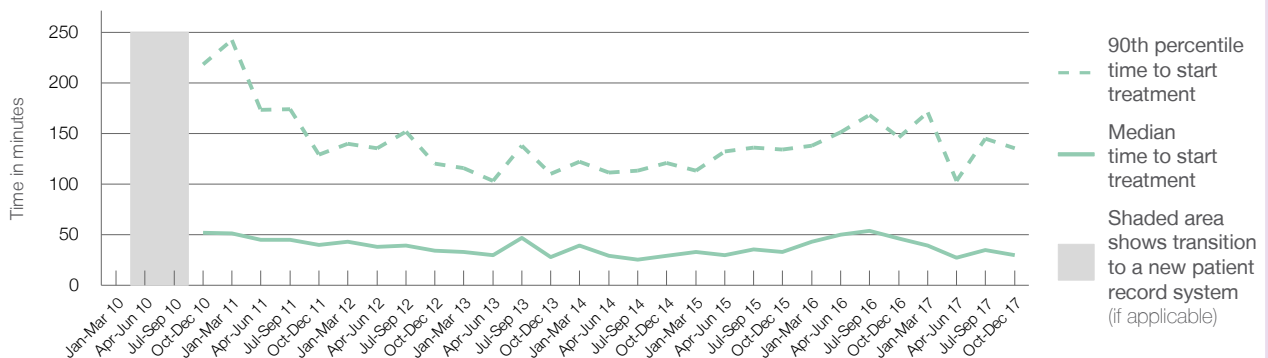
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
706	
547	
46 minutes	23 minutes
146 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	52	40	34	28	29	33	46	30
90th percentile time to start treatment ⁵ (minutes)	218	129	120	110	121	134	146	135

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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.

South East Regional Hospital: Time patients spent in the ED October to December 2017

All presentations:¹ 4,626 patients

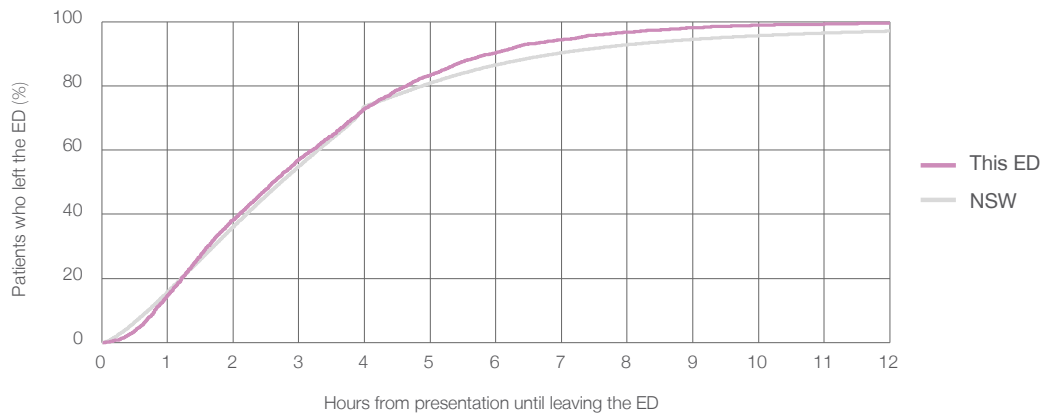
Presentations used to calculate time to leaving the ED:⁶ 4,626 patients

Median time spent in the ED⁸ 2 hours and 37 minutes

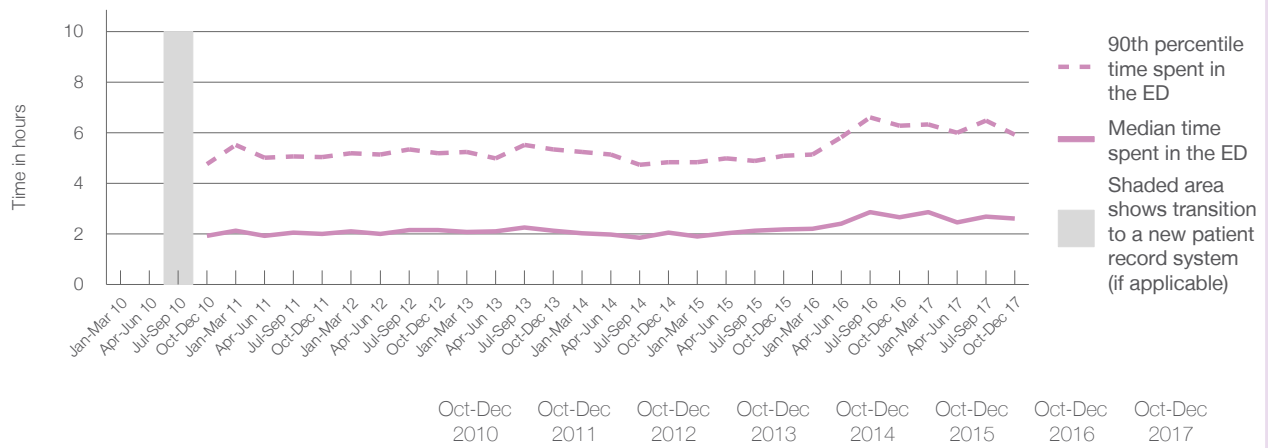
90th percentile time spent in the ED⁹ 5 hours and 56 minutes

Same period last year	NSW (this period)
4,440	
4,439	
2 hours and 40 minutes	2 hours and 44 minutes
6 hours and 17 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 56m	2h 1m	2h 9m	2h 8m	2h 3m	2h 11m	2h 40m	2h 37m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 46m	5h 2m	5h 12m	5h 21m	4h 51m	5h 6m	6h 17m	5h 56m

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

- (†) 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.

South East Regional Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

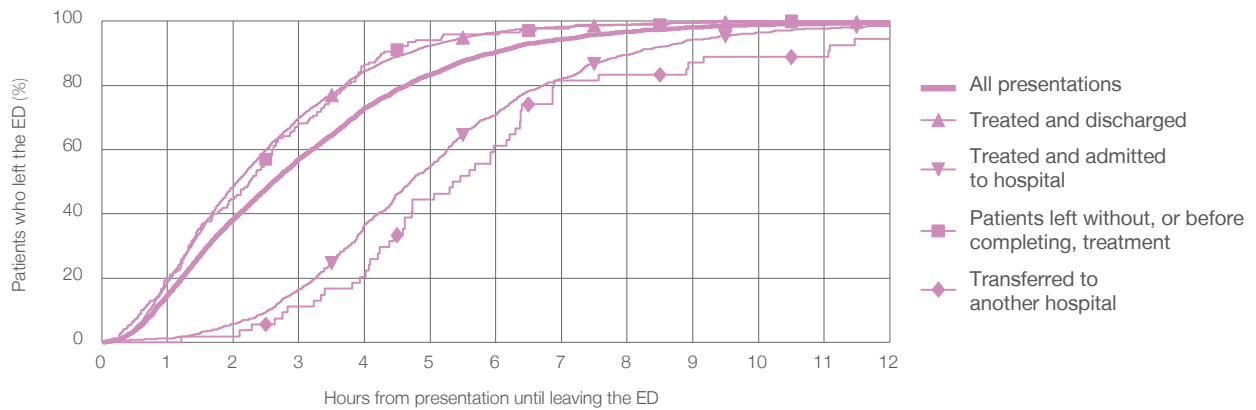
All presentations:¹ 4,626 patients

Presentations used to calculate time to leaving the ED:⁶ 4,626 patients

Treated and discharged	3,334 (72.1%)
Treated and admitted to hospital	1,055 (22.8%)
Patient left without, or before completing, treatment	170 (3.7%)
Transferred to another hospital	54 (1.2%)
Other	13 (0.3%)

Same period last year	Change since one year ago
4,439	4.2%
2,702	23.4%
1,384	-23.8%
302	-43.7%
44	22.7%
8	62.5%

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



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

Treated and discharged	18.8%	48.6%	69.9%	84.5%	96.6%	99.0%	99.8%	99.9%
Treated and admitted to hospital	1.1%	5.7%	16.5%	36.6%	70.9%	89.5%	96.5%	98.7%
Patient left without, or before completing, treatment	20.0%	44.7%	68.2%	86.5%	95.9%	98.8%	100%	100%
Transferred to another hospital	0%	1.9%	11.1%	20.4%	61.1%	83.3%	88.9%	94.4%
All presentations	14.8%	38.2%	57.0%	72.9%	90.3%	96.6%	98.9%	99.5%

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

- (†) 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.

South East Regional Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 4,626 patients

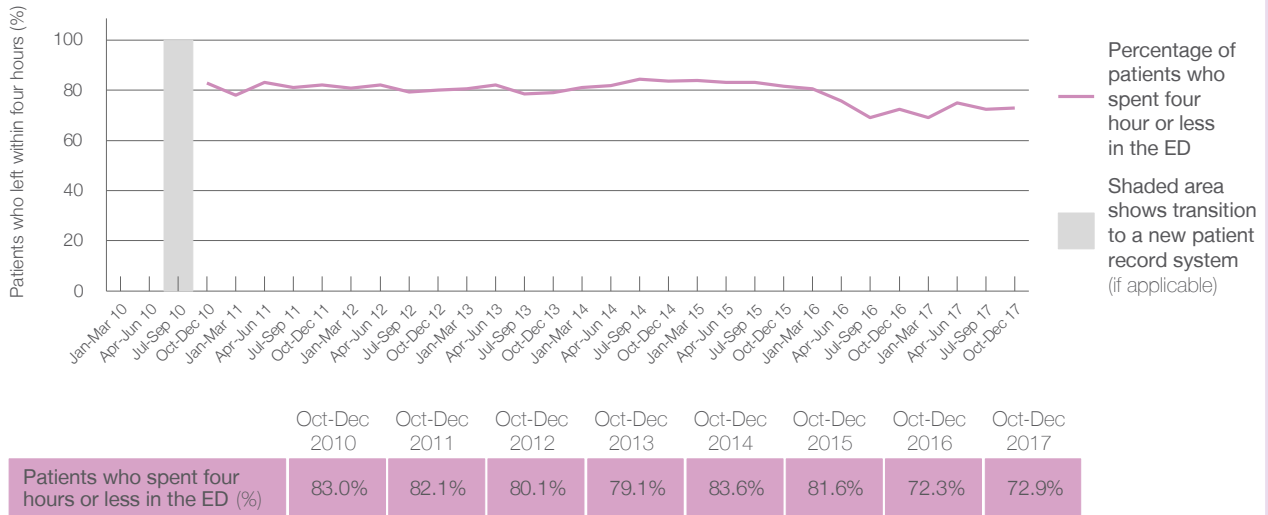
Presentations used to calculate time to leaving the ED: ⁶ 4,626 patients

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	4,440	4.2%
Presentations used to calculate time to leaving the ED	4,439	4.2%
Percentage of patients who spent four hours or less in the ED	72.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

§ 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).