

Bathurst Health Service: Emergency department (ED) overview

July to September 2018

All presentations:¹ 6,472 patients
 Emergency presentations:² 6,400 patients

Same period last year	Change since one year ago
6,955	-7%
6,864	-7%

Bathurst Health Service: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 698 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,229 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,988 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 51 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 450 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
670	
6 minutes	8 minutes
9 minutes	28 minutes
2,453	
24 minutes	21 minutes
79 minutes	72 minutes
3,138	
29 minutes	26 minutes
124 minutes	105 minutes
573	
21 minutes	22 minutes
104 minutes	103 minutes

Bathurst Health Service: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 6,472 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
6,954	-7%
74%	

* 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, January to March 2018*.
- 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.

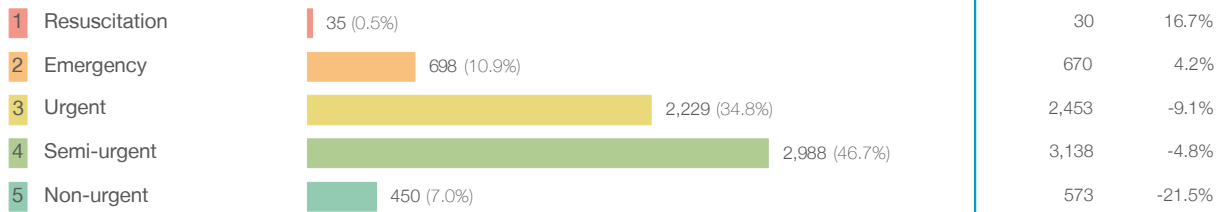
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Bathurst Health Service: Patients presenting to the emergency department

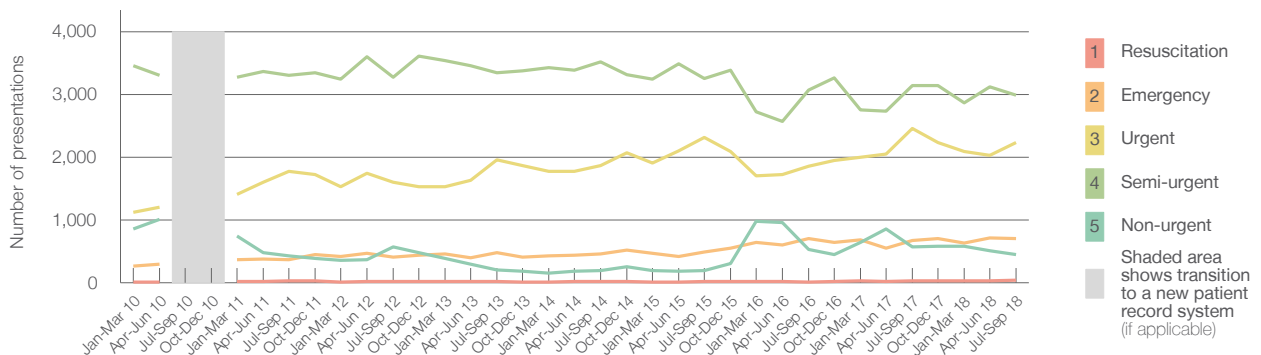
July to September 2018

All presentations:¹ 6,472 patients

Emergency presentations² by triage category: 6,400 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation		25	22	16	15	16	12	30	35
Emergency		363	409	474	457	485	698	670	698
Urgent		1,769	1,600	1,959	1,861	2,316	1,854	2,453	2,229
Semi-urgent		3,306	3,269	3,347	3,521	3,256	3,065	3,138	2,988
Non-urgent		423	569	202	196	194	525	573	450
All emergency presentations		5,886	5,869	5,998	6,050	6,267	6,154	6,864	6,400

Bathurst Health Service: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,008 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.

Bathurst Health Service: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 698

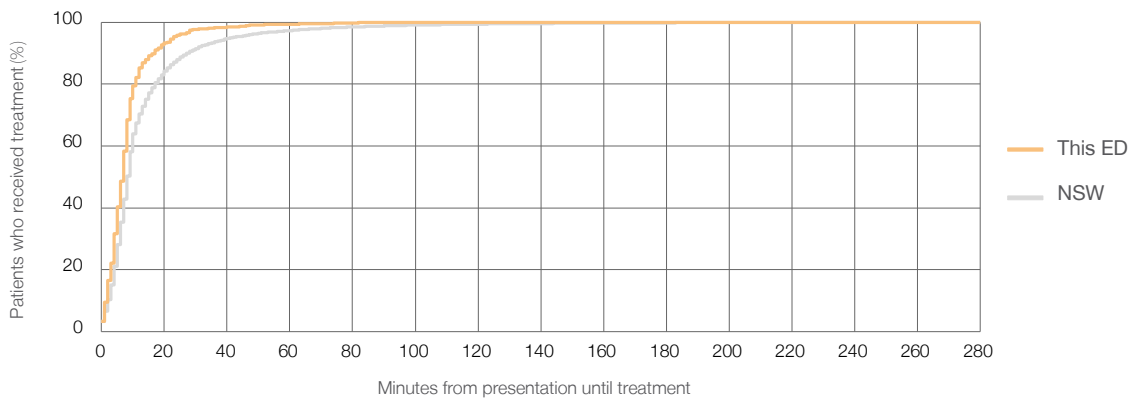
Number of triage 2 patients used to calculate waiting time:³ 698

Median time to start treatment⁴ 7 minutes

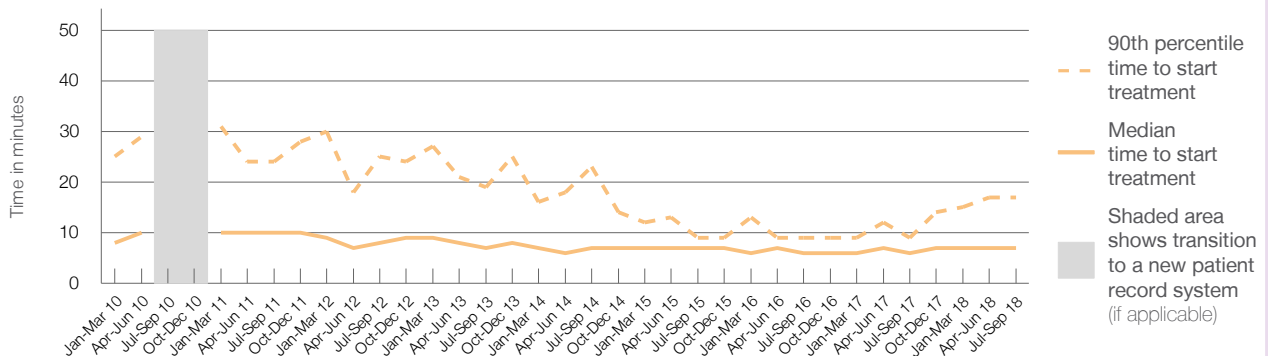
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
670	
668	
6 minutes	8 minutes
9 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		10	8	7	7	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)		24	25	19	23	9	9	9	17

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Bathurst Health Service: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,229

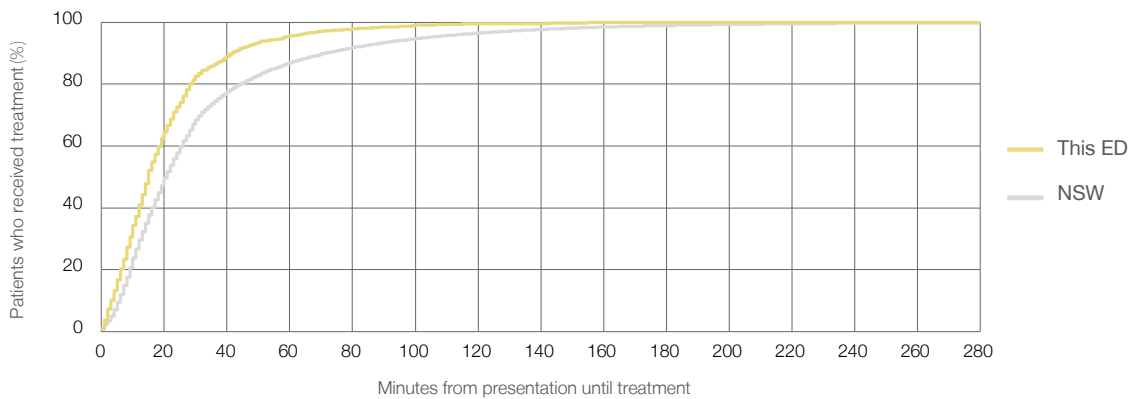
Number of triage 3 patients used to calculate waiting time:³ 2,217

Median time to start treatment⁴ 15 minutes

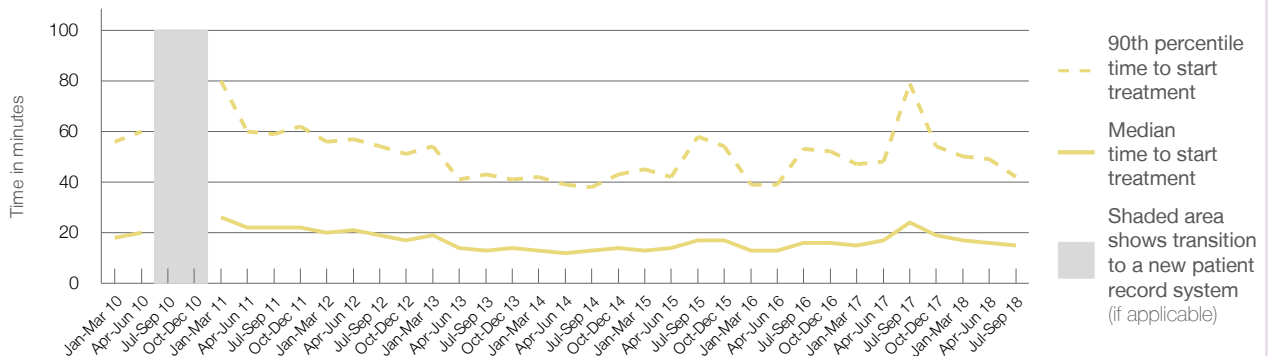
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
2,453	2,423
24 minutes	21 minutes
79 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		22	19	13	13	17	16	24	15
90th percentile time to start treatment ⁵ (minutes)		59	54	43	38	58	53	79	42

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Bathurst Health Service: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,988

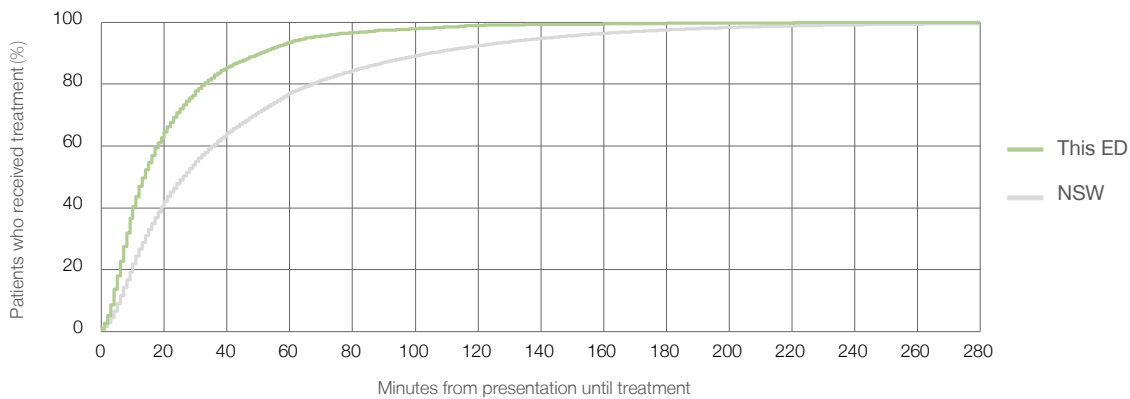
Number of triage 4 patients used to calculate waiting time:³ 2,962

Median time to start treatment⁴ 14 minutes

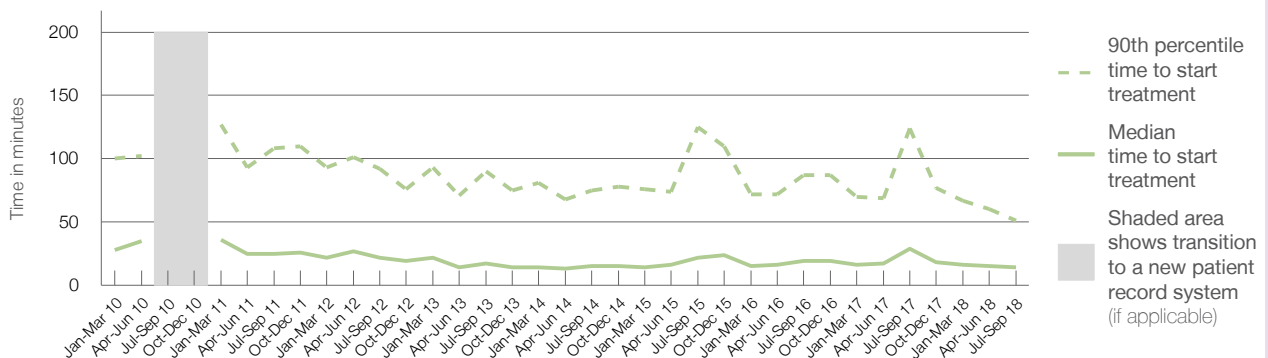
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
3,138	
2,974	
29 minutes	26 minutes
124 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		25	22	17	15	22	19	29	14
90th percentile time to start treatment ⁵ (minutes)		108	92	90	75	125	87	124	51

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Bathurst Health Service: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 450

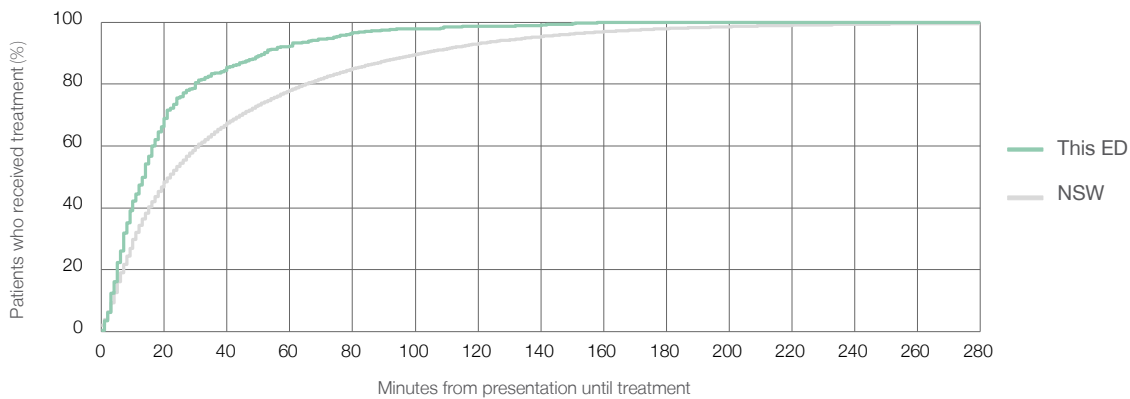
Number of triage 5 patients used to calculate waiting time:³ 432

Median time to start treatment⁴ 14 minutes

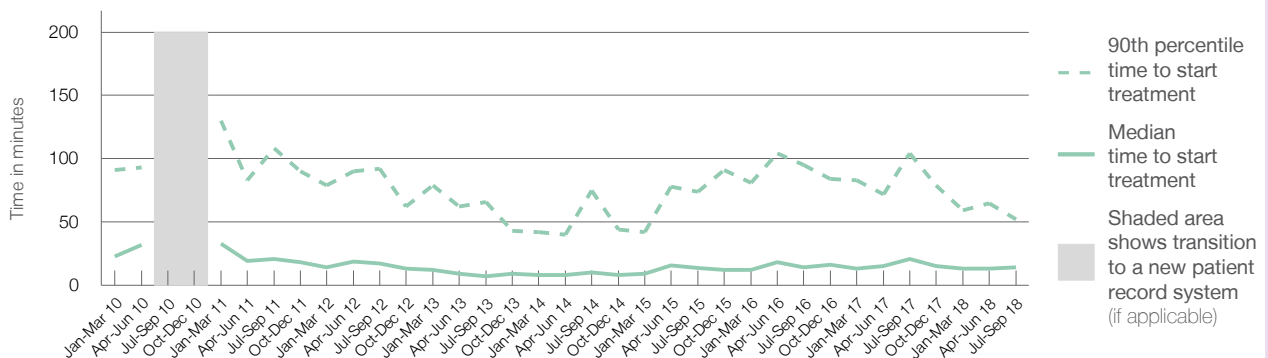
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
573	
534	
21 minutes	22 minutes
104 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		21	17	7	10	14	14	21	14
90th percentile time to start treatment ⁵ (minutes)		108	92	66	75	74	95	104	52

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Bathurst Health Service: Time patients spent in the ED

July to September 2018

All presentations:¹ 6,472 patients

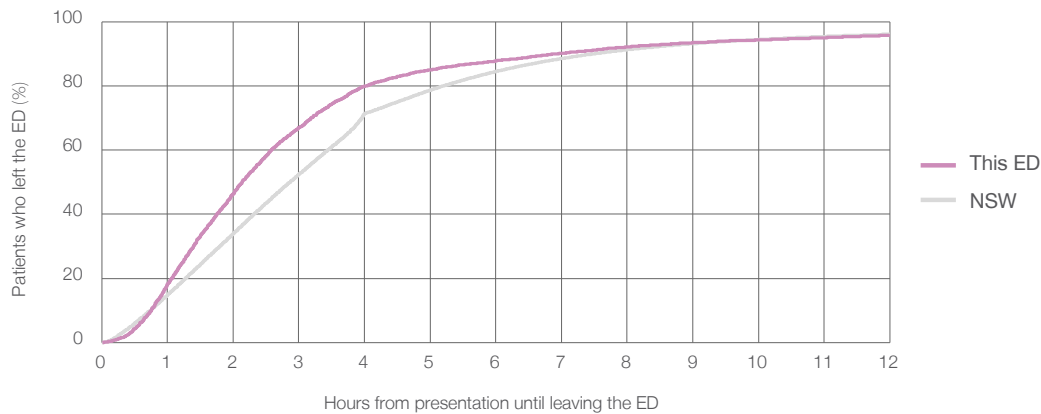
Presentations used to calculate time to leaving the ED:⁶ 6,472 patients

Median time spent in the ED⁸ 2 hours and 8 minutes

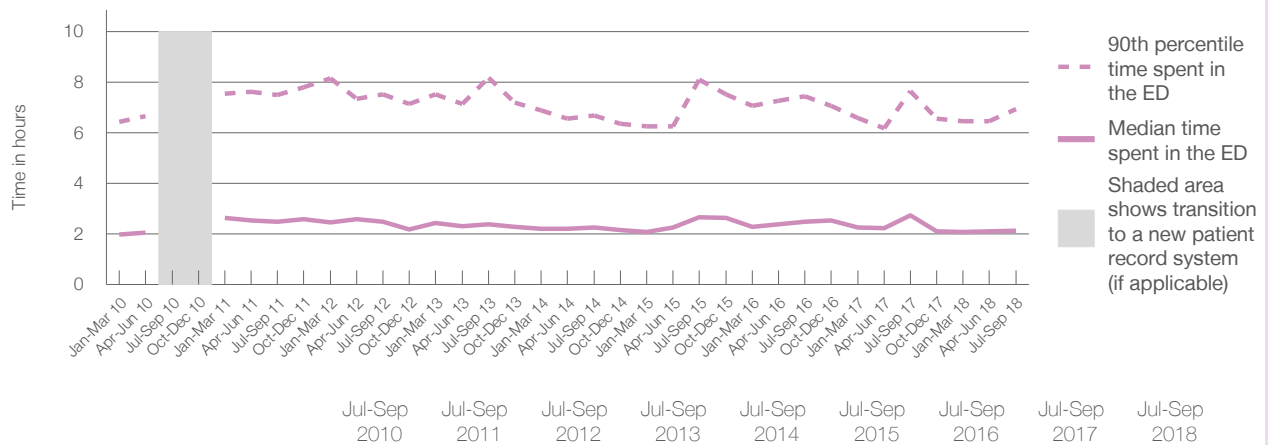
90th percentile time spent in the ED⁹ 6 hours and 56 minutes

Same period last year	NSW (this period)
6,955	
6,954	
2 hours and 44 minutes	2 hours and 52 minutes
7 hours and 39 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)		2h 29m	2h 29m	2h 23m	2h 16m	2h 40m	2h 29m	2h 44m	2h 8m
90th percentile time spent in the ED ⁹ (hours, minutes)		7h 30m	7h 31m	8h 11m	6h 41m	8h 6m	7h 26m	7h 39m	6h 56m

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Bathurst Health Service: Time patients spent in the ED
By mode of separation
July to September 2018

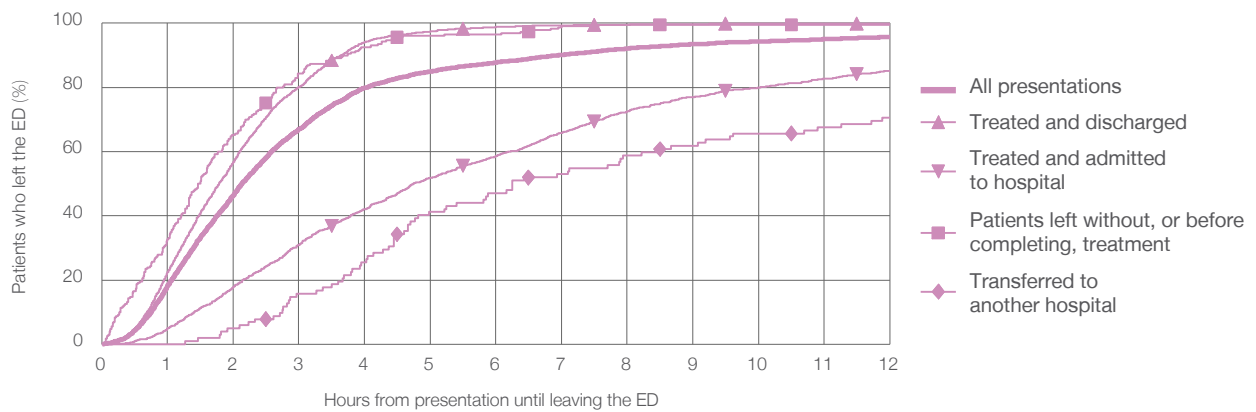
All presentations:¹ 6,472 patients

Presentations used to calculate time to leaving the ED:⁶ 6,472 patients

Treated and discharged	4,485 (69.3%)
Treated and admitted to hospital	1,630 (25.2%)
Patient left without, or before completing, treatment	230 (3.6%)
Transferred to another hospital	102 (1.6%)
Other	25 (0.4%)

Same period last year	Change since one year ago
6,954	-7%
4,947	-9.3%
1,378	18.3%
521	-55.9%
75	36.0%
34	-26.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	22.5%	56.8%	80.2%	94.2%	98.8%	99.6%	99.9%	99.9%
Treated and admitted to hospital	4.9%	17.9%	31.0%	42.1%	58.7%	72.6%	80.0%	85.2%
Patient left without, or before completing, treatment	32.6%	65.2%	84.3%	92.6%	96.5%	99.6%	99.6%	99.6%
Transferred to another hospital	0%	4.9%	15.7%	25.5%	47.1%	58.8%	65.7%	70.6%
All presentations	18.2%	46.5%	66.9%	79.9%	87.8%	92.1%	94.3%	95.7%

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Bathurst Health Service: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 6,472 patients

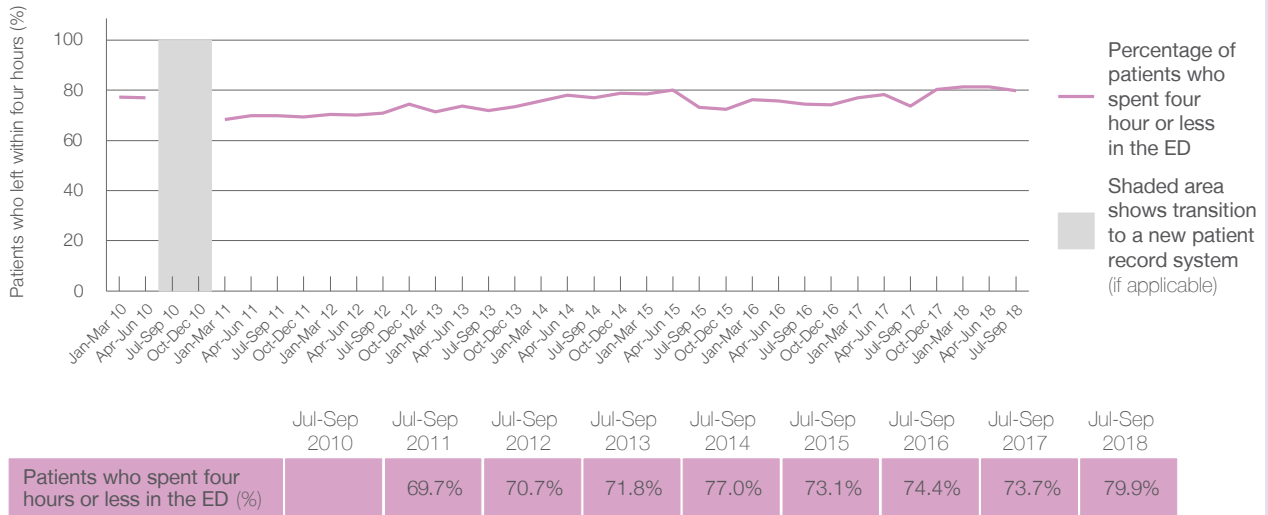
Presentations used to calculate time to leaving the ED: ⁶ 6,472 patients

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	6,955	-7%
Presentations used to calculate time to leaving the ED	6,954	-7%
Percentage of patients who spent four hours or less in the ED	73.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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- 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, January to March 2018*.
- 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 16 October 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).