

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

## Goulburn Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 4,660 patients  
Emergency presentations:<sup>2</sup> 4,399 patients

Same period last year	Change since one year ago
4,436	5.0%
4,058	8.4%

## Goulburn Base Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 448 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,722 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,921 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 118 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 286 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
465	
9 minutes	8 minutes
27 minutes	26 minutes
1,561	
29 minutes	20 minutes
103 minutes	67 minutes
1,707	
45 minutes	25 minutes
168 minutes	97 minutes
301	
30 minutes	24 minutes
138 minutes	103 minutes

## Goulburn Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,660 patients

Percentage of patients who spent four hours or less in the ED 80.4%

Same period last year	Change since one year ago
4,436	5.0%
77.8%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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.

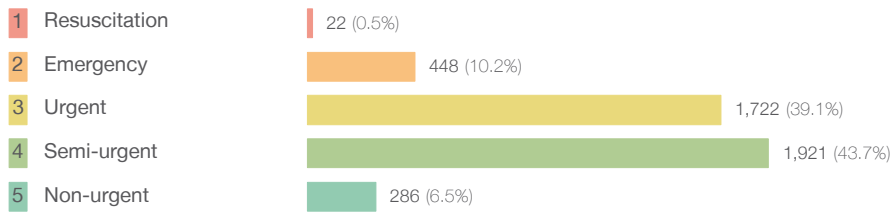
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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## Goulburn Base Hospital: Patients presenting to the emergency department October to December 2016

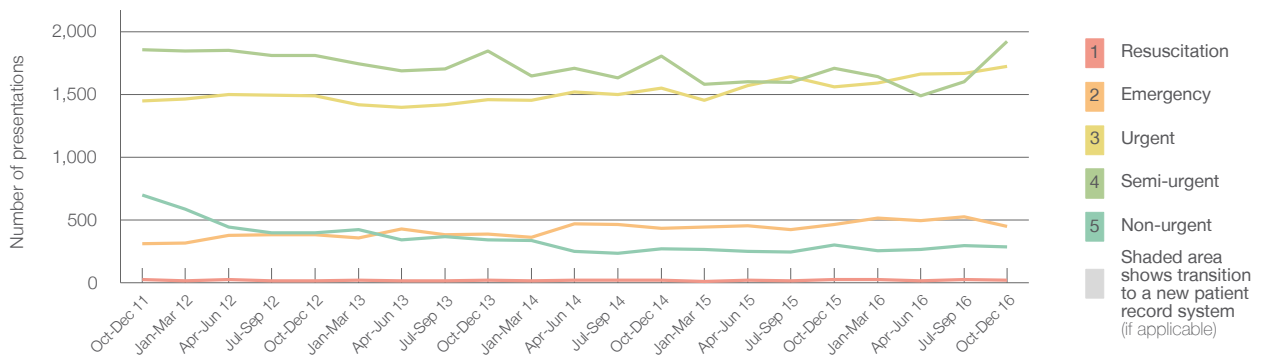
All presentations:<sup>1</sup> 4,660 patients

Emergency presentations<sup>2</sup> by triage category: 4,399 patients



	Same period last year	Change since one year ago
All presentations	4,436	5.0%
Emergency presentations	4,058	8.4%
1 Resuscitation	24	-8.3%
2 Emergency	465	-3.7%
3 Urgent	1,561	10.3%
4 Semi-urgent	1,707	12.5%
5 Non-urgent	301	-5.0%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	23	14	20	19	24	22
Emergency	308	384	385	434	465	448
Urgent	1,449	1,491	1,457	1,552	1,561	1,722
Semi-urgent	1,855	1,810	1,845	1,805	1,707	1,921
Non-urgent	696	396	343	272	301	286
All emergency presentations	4,331	4,095	4,050	4,082	4,058	4,399

## Goulburn Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 846 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	770	
ED Transfer of care time	14 minutes	-1 minute
90th percentile time	34 minutes	-5 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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## Goulburn Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 448

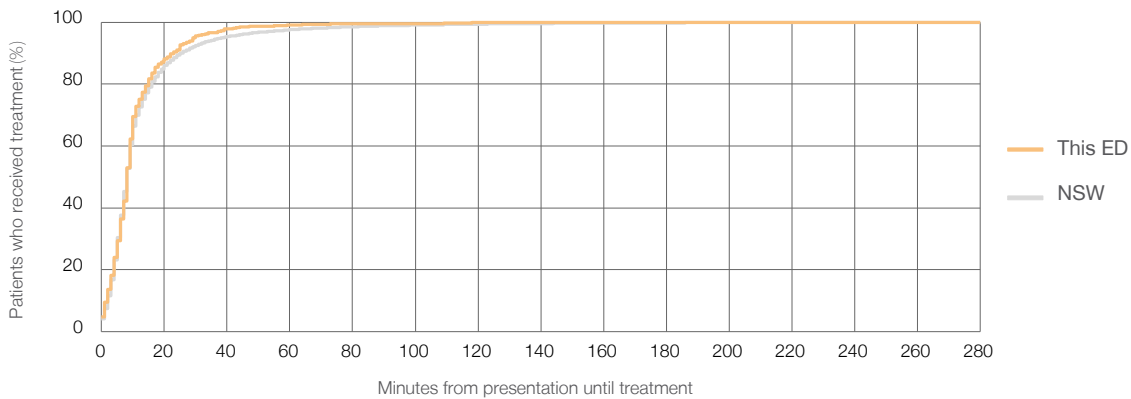
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 448

Median time to start treatment<sup>4</sup> 8 minutes

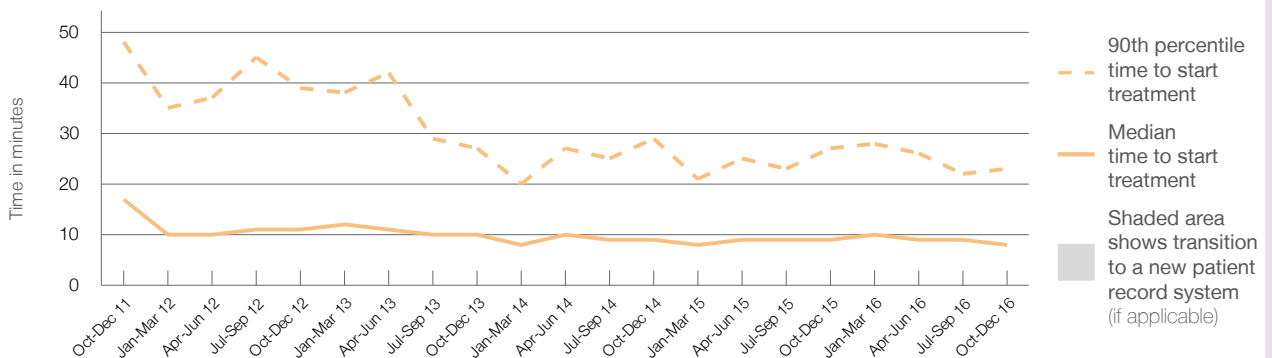
90th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
465	
463	
9 minutes	8 minutes
27 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	17	11	10	9	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)	48	39	27	29	27	23

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### Goulburn Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,722

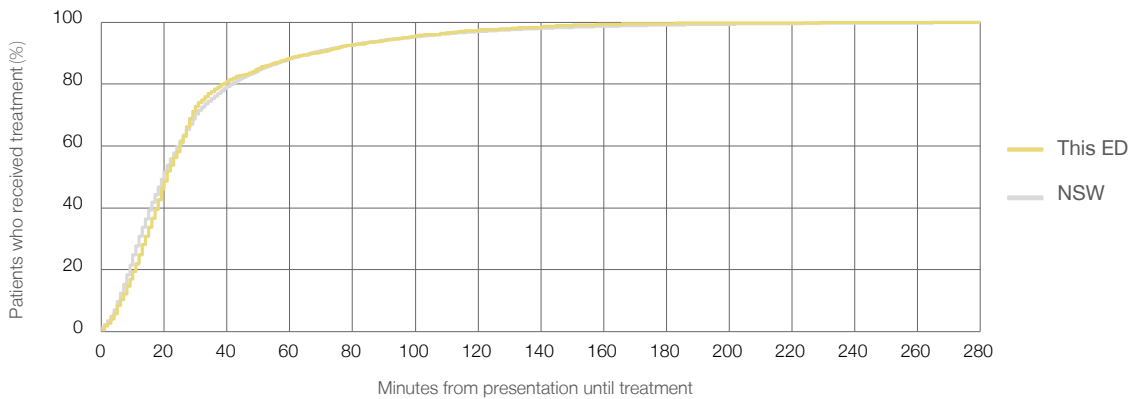
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,683

Median time to start treatment<sup>4</sup> 21 minutes

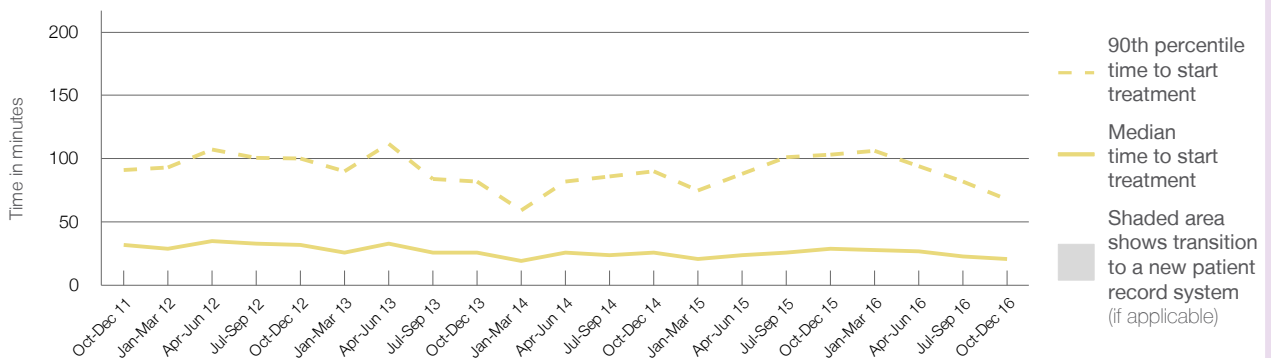
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
1,561	1,514
29 minutes	20 minutes
103 minutes	67 minutes

#### Percentage of triage 3 patients who received treatment by time, October to December 2016



#### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	32	32	26	26	29	21
90th percentile time to start treatment <sup>5</sup> (minutes)	91	100	82	90	103	68

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## Goulburn Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 1,921

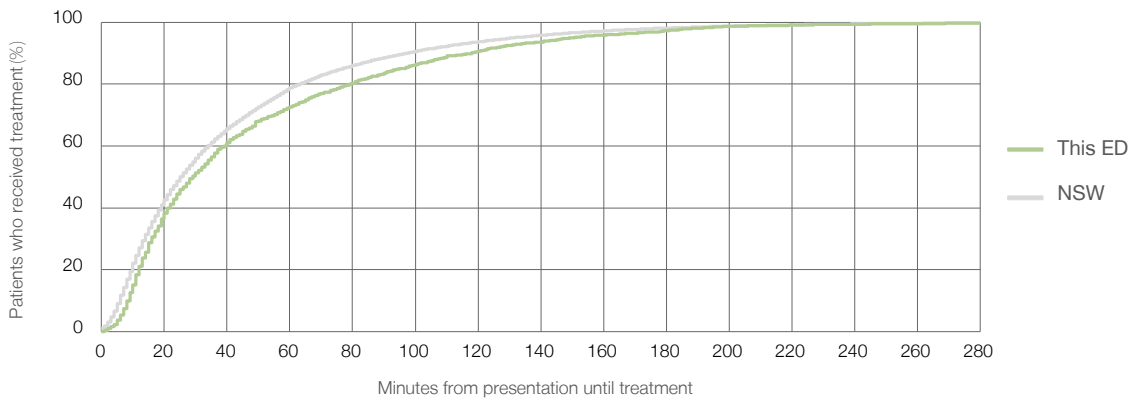
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,767

Median time to start treatment<sup>4</sup> 29 minutes

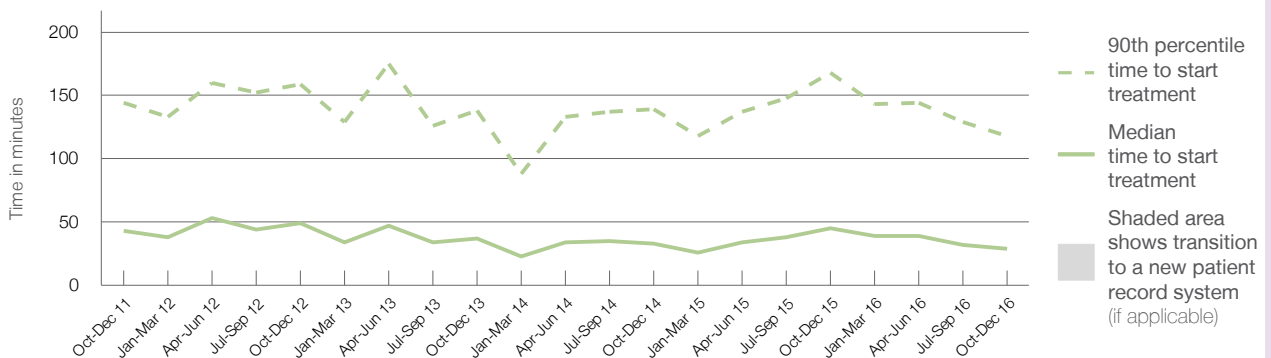
90th percentile time to start treatment<sup>5</sup> 118 minutes

Same period last year	NSW (this period)
1,707	1,532
45 minutes	25 minutes
168 minutes	97 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	43	49	37	33	45	29
90th percentile time to start treatment <sup>5</sup> (minutes)	144	159	138	139	168	118

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

## Goulburn Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 286

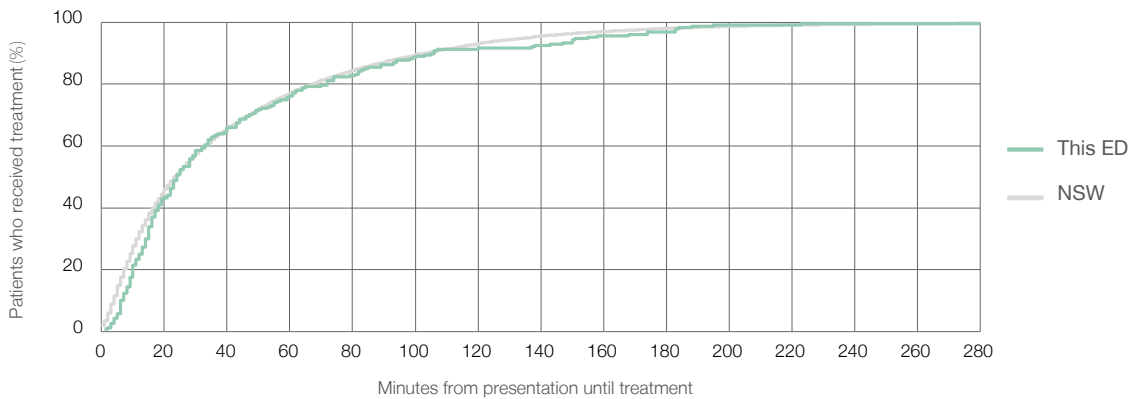
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 227

Median time to start treatment<sup>4</sup> 24 minutes

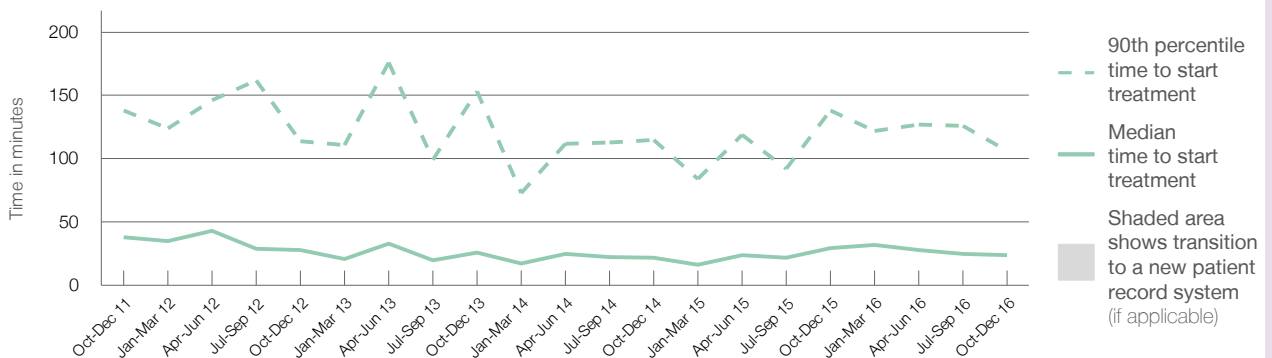
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
301	
226	
30 minutes	24 minutes
138 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	38	28	26	22	30	24
90th percentile time to start treatment <sup>5</sup> (minutes)	138	114	153	115	138	106

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## Goulburn Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 4,660 patients

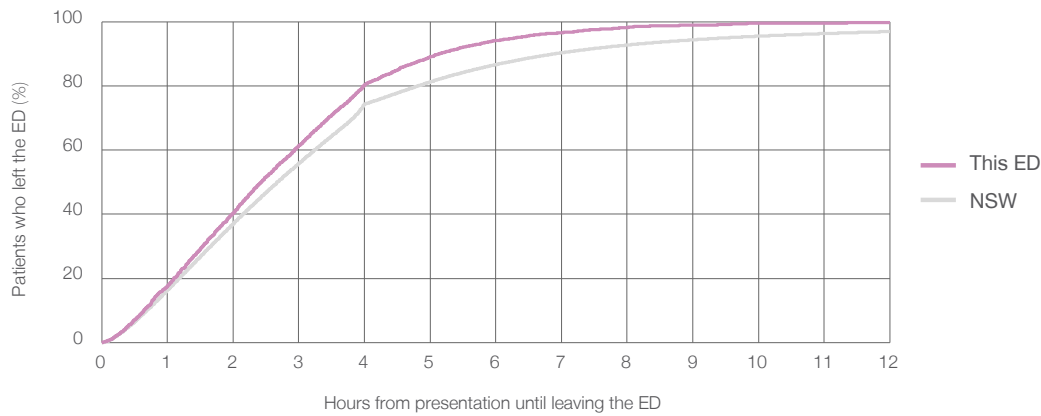
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,660 patients

Median time spent in the ED<sup>8</sup> 2 hours and 26 minutes

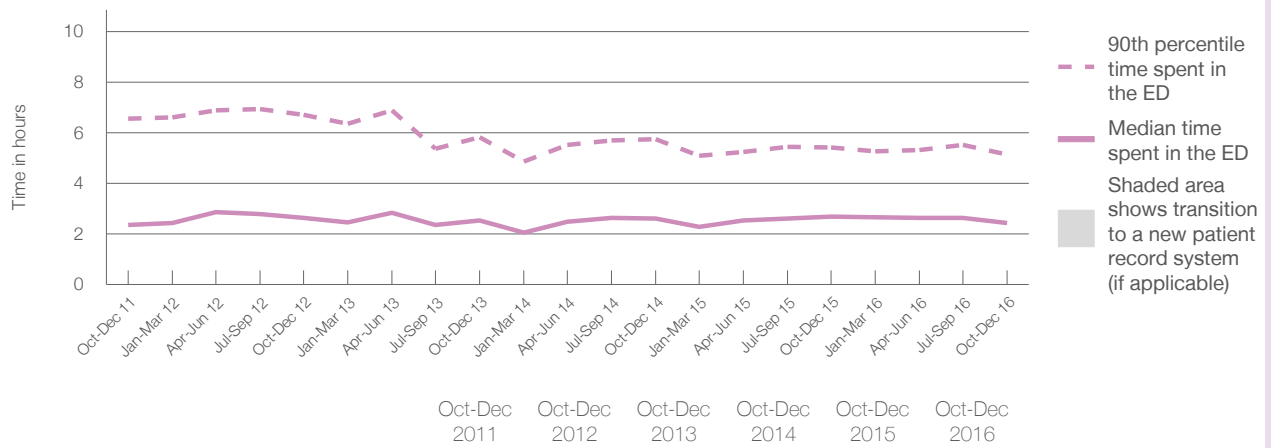
90th percentile time spent in the ED<sup>9</sup> 5 hours and 9 minutes

Same period last year	NSW (this period)
4,436	4,436
2 hours and 41 minutes	2 hours and 41 minutes
5 hours and 26 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



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

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## Goulburn Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

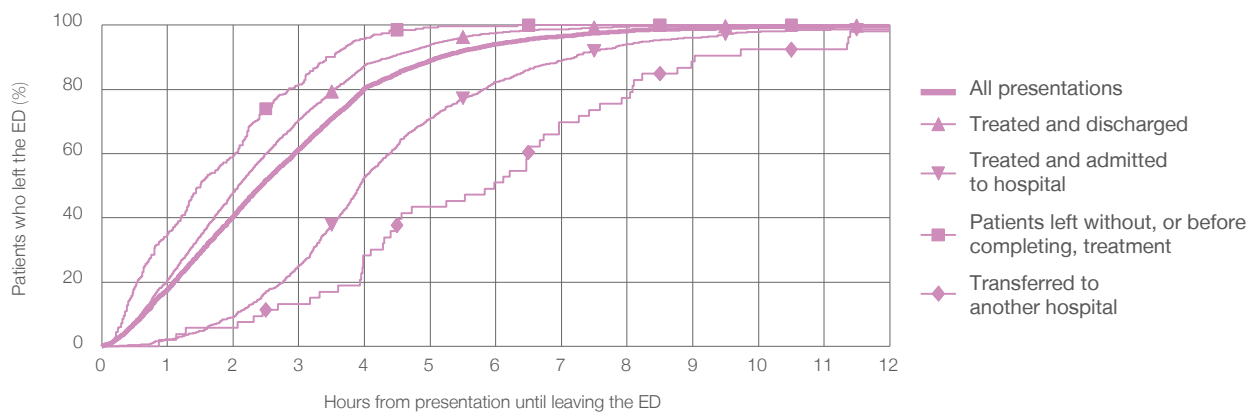
All presentations:<sup>1</sup> 4,660 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,660 patients

Treated and discharged	3,369 (72.3%)
Treated and admitted to hospital	941 (20.2%)
Patient left without, or before completing, treatment	281 (6.0%)
Transferred to another hospital	53 (1.1%)
Other	16 (0.3%)

Same period last year	Change since one year ago
4,436	5.0%
3,106	8.5%
870	8.2%
373	-24.7%
53	0.0%
34	-52.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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	20.7%	48.0%	70.6%	87.5%	97.6%	99.5%	99.9%	100%
Treated and admitted to hospital	2.1%	9.2%	25.2%	52.8%	82.4%	94.0%	98.0%	98.6%
Patient left without, or before completing, treatment	34.9%	59.4%	81.5%	95.7%	99.6%	100%	100%	100%
Transferred to another hospital	1.9%	5.7%	13.2%	28.3%	50.9%	77.4%	92.5%	98.1%
All presentations	17.8%	40.5%	61.5%	80.4%	94.1%	98.2%	99.4%	99.7%

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## Goulburn Base Hospital: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 4,660 patients

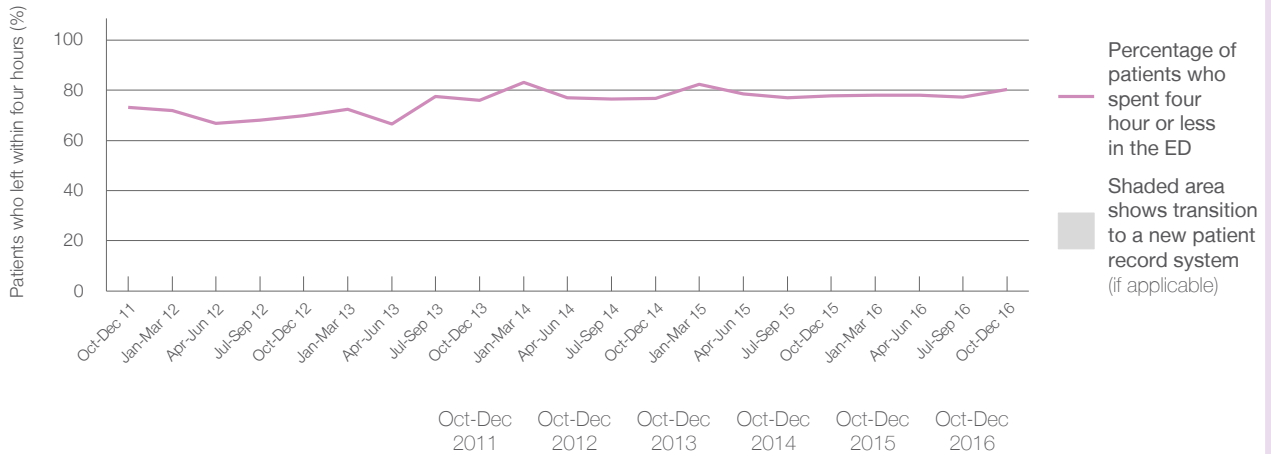
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,660 patients

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: <sup>1</sup> 4,660 patients	4,436	5.0%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,660 patients	4,436	5.0%
Percentage of patients who spent four hours or less in the ED	77.8%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	73.1%	69.9%	76.0%	76.8%	77.8%	80.4%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).