

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

Bowral and District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,801 patients
Emergency presentations:² 4,670 patients

Same period last year	Change since one year ago
4,624	3.8%
4,465	4.6%

Bowral and District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 325 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): 1,351 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,057 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 86 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 916 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
322	
8 minutes	8 minutes
17 minutes	26 minutes
1,402	
16 minutes	20 minutes
46 minutes	69 minutes
2,161	
18 minutes	26 minutes
81 minutes	101 minutes
570	
16 minutes	23 minutes
88 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,801 patients

Percentage of patients who spent four hours or less in the ED 85.3%

Same period last year	Change since one year ago
4,624	3.8%
87.6%	

* 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.

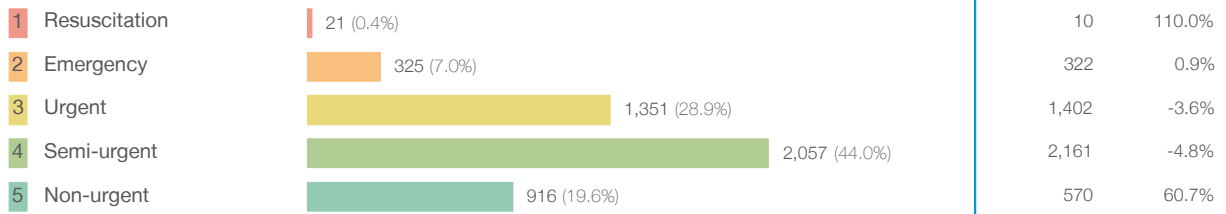
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

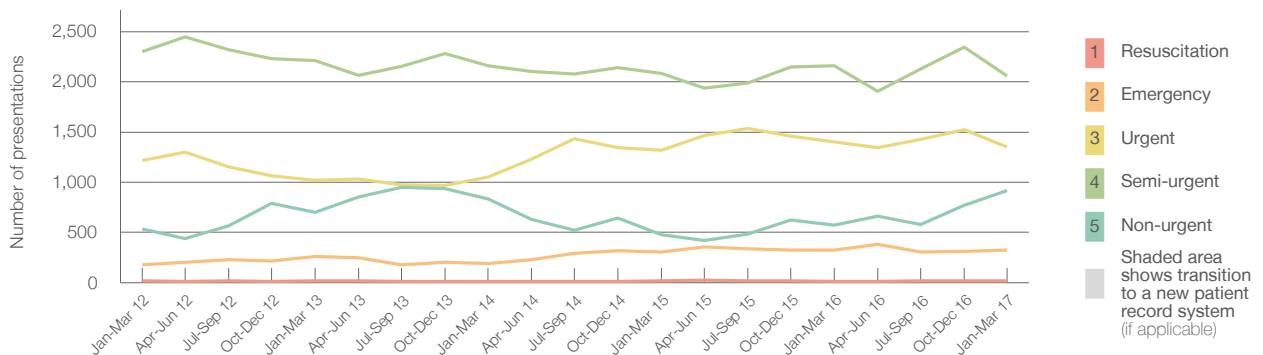
Bowral and District Hospital: Patients presenting to the emergency department January to March 2017

All presentations:¹ 4,801 patients

Emergency presentations² by triage category: 4,670 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	20	16	14	19	10	21
Emergency	180	259	191	306	322	325
Urgent	1,216	1,022	1,050	1,320	1,402	1,351
Semi-urgent	2,299	2,209	2,158	2,087	2,161	2,057
Non-urgent	534	698	837	475	570	916
All emergency presentations	4,249	4,204	4,250	4,207	4,465	4,670

Bowral and District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 835 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.

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

Bowral and District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 325

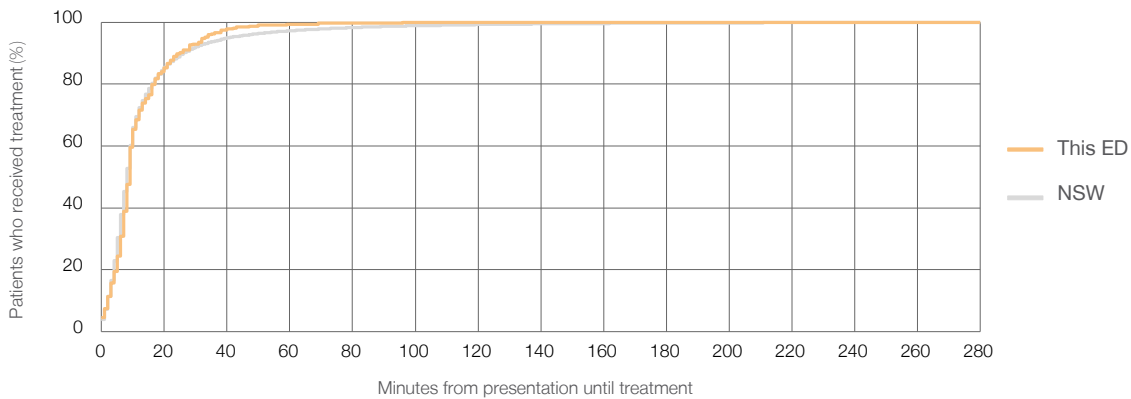
Number of triage 2 patients used to calculate waiting time:³ 324

Median time to start treatment⁴ 9 minutes

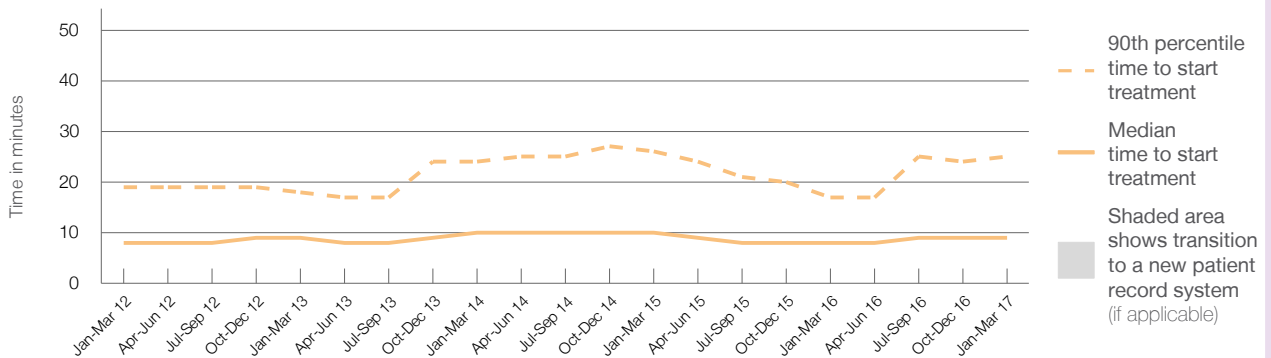
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
322	322
8 minutes	8 minutes
17 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	8	9	10	10	8	9
90th percentile time to start treatment ⁵ (minutes)	19	18	24	26	17	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.

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

Bowral and District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,351

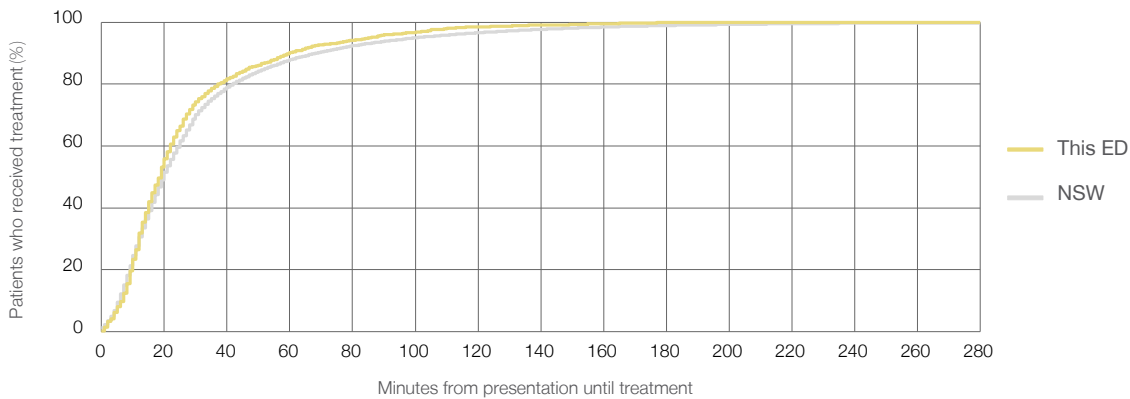
Number of triage 3 patients used to calculate waiting time:³ 1,343

Median time to start treatment⁴ 19 minutes

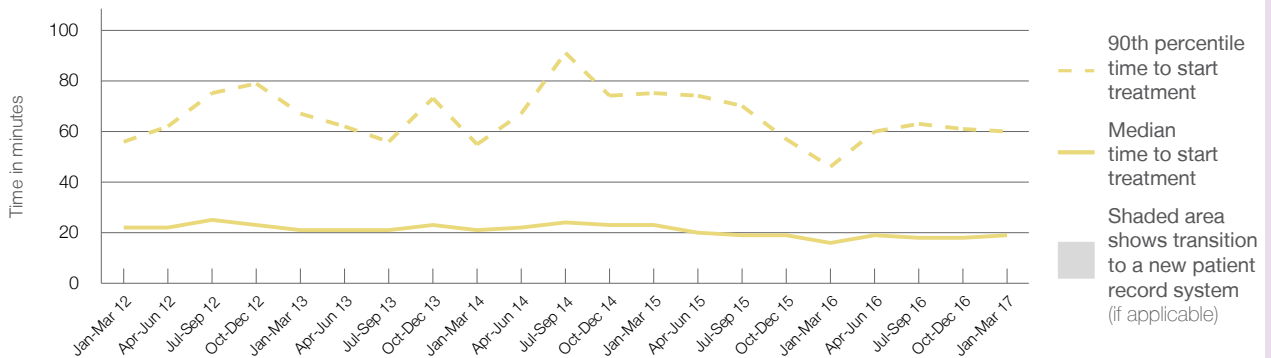
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,402	
1,385	
16 minutes	20 minutes
46 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	22	21	21	23	16	19
90th percentile time to start treatment ⁵ (minutes)	56	67	55	75	46	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.

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

Bowral and District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,057

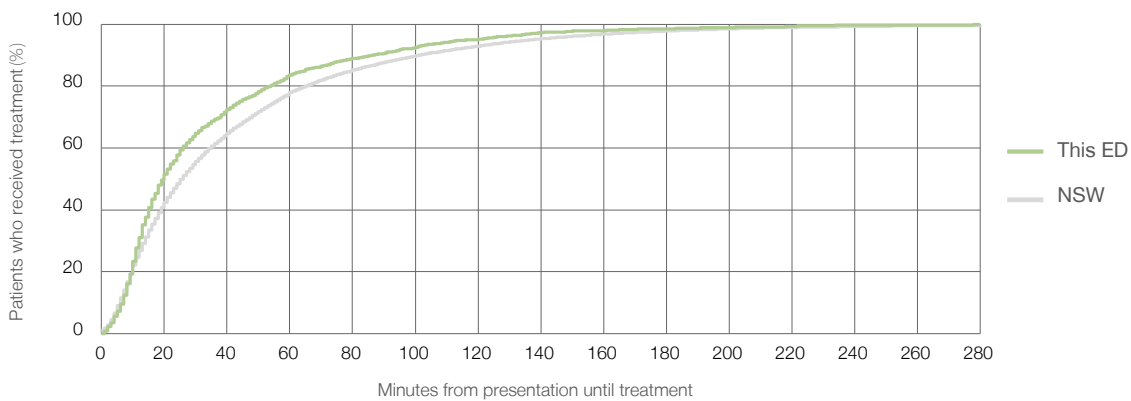
Number of triage 4 patients used to calculate waiting time:³ 2,001

Median time to start treatment⁴ 20 minutes

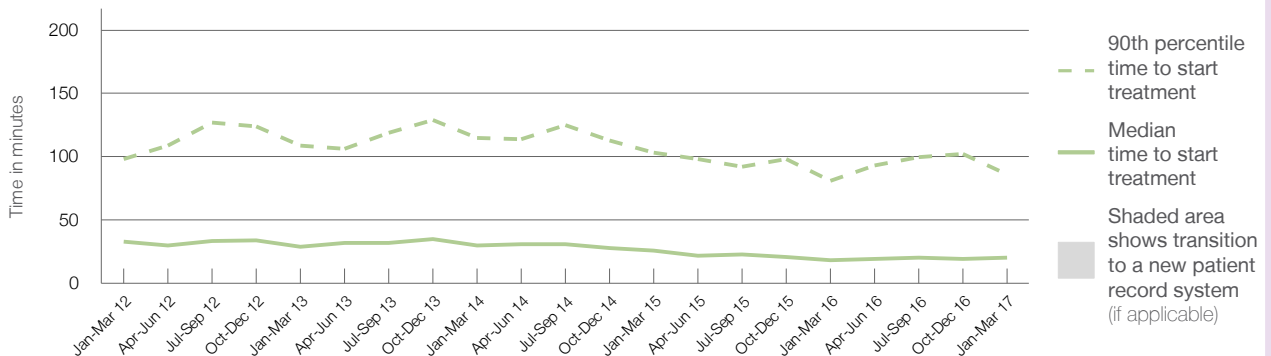
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
2,161	
2,088	
18 minutes	26 minutes
81 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	33	29	30	26	18	20
90th percentile time to start treatment ⁵ (minutes)	98	109	115	103	81	86

(†) 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.

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

Bowral and District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 916

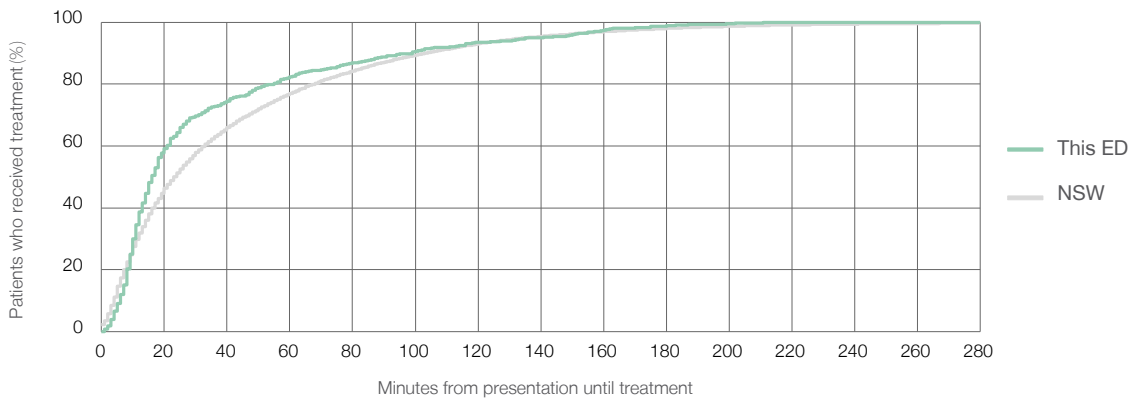
Number of triage 5 patients used to calculate waiting time:³ 856

Median time to start treatment⁴ 16 minutes

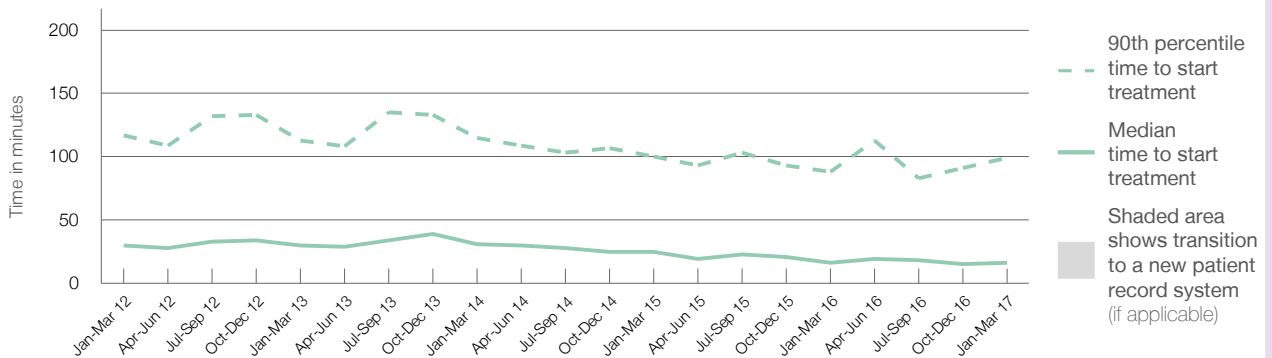
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
570	
523	
16 minutes	23 minutes
88 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	30	30	31	25	16	16
90th percentile time to start treatment ⁵ (minutes)	117	113	115	100	88	99

(†) 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.

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

Bowral and District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,801 patients

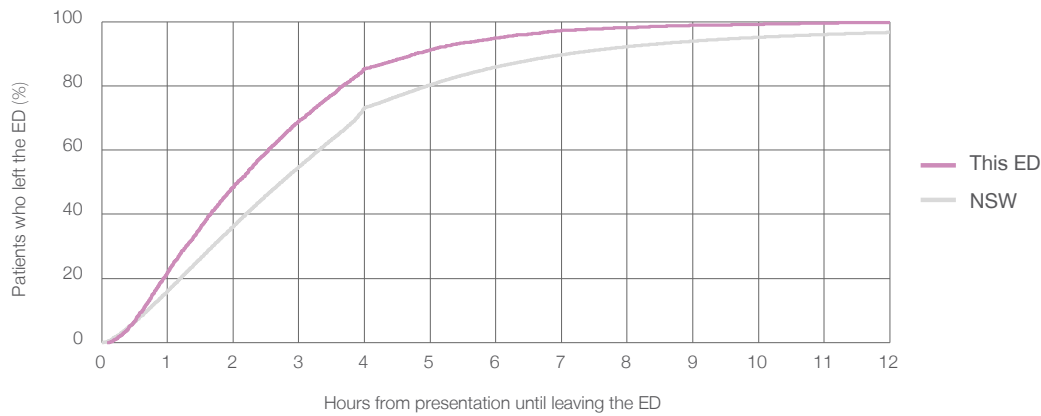
Presentations used to calculate time to leaving the ED:⁶ 4,801 patients

Median time spent in the ED⁸ 2 hours and 4 minutes

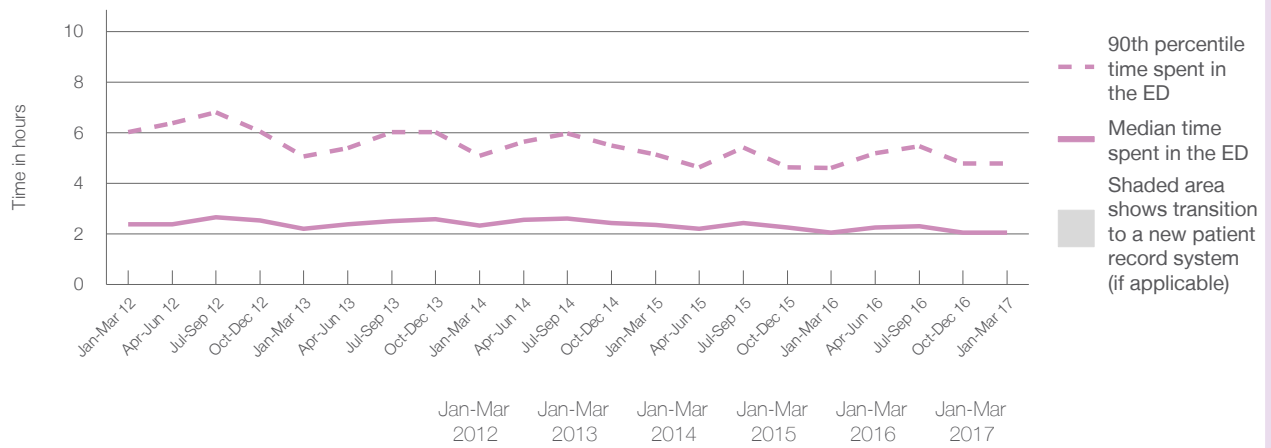
90th percentile time spent in the ED⁹ 4 hours and 47 minutes

Same period last year	NSW (this period)
4,624	4,624
2 hours and 4 minutes	2 hours and 44 minutes
4 hours and 37 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



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



Median time to leaving the ED ⁸ (hours, minutes)	2h 24m	2h 12m	2h 21m	2h 22m	2h 4m	2h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 2m	5h 4m	5h 6m	5h 9m	4h 37m	4h 47m

(†) 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.

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

Bowral and District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

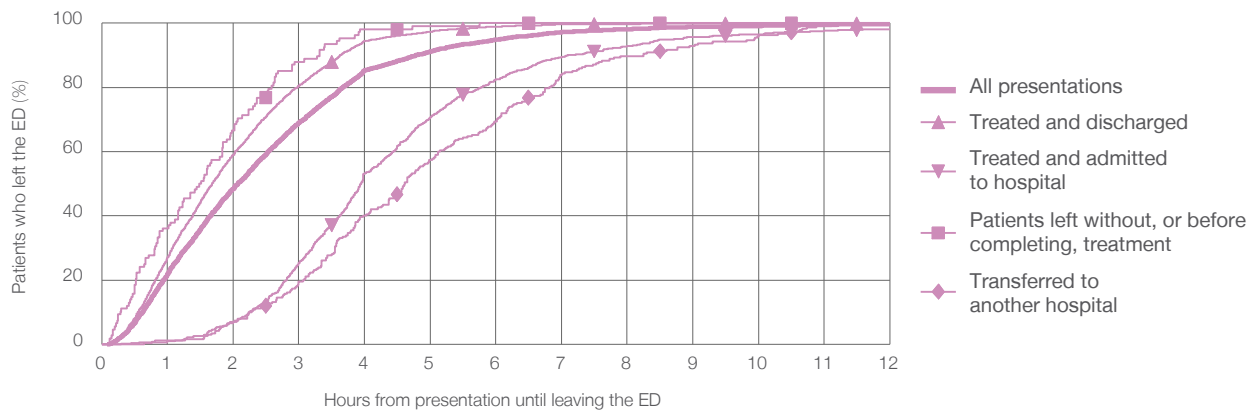
All presentations:¹ 4,801 patients

Presentations used to calculate time to leaving the ED:⁶ 4,801 patients

Treated and discharged	3,688 (76.8%)
Treated and admitted to hospital	753 (15.7%)
Patient left without, or before completing, treatment	108 (2.2%)
Transferred to another hospital	242 (5.0%)
Other	10 (0.2%)

Same period last year	Change since one year ago
4,624	3.8%
3,439	7.2%
852	-11.6%
108	0.0%
219	10.5%
6	66.7%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27.0%	59.1%	80.6%	94.4%	98.9%	99.8%	99.9%	100%
Treated and admitted to hospital	0.9%	6.9%	25.2%	53.3%	82.5%	92.8%	96.5%	98.0%
Patient left without, or before completing, treatment	36.1%	66.7%	88.0%	98.1%	100%	100%	100%	100%
Transferred to another hospital	1.2%	7.0%	19.4%	40.1%	69.4%	89.7%	96.3%	100%
All presentations	21.9%	48.5%	69.0%	85.3%	94.9%	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.

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

Bowral and District Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 4,801 patients

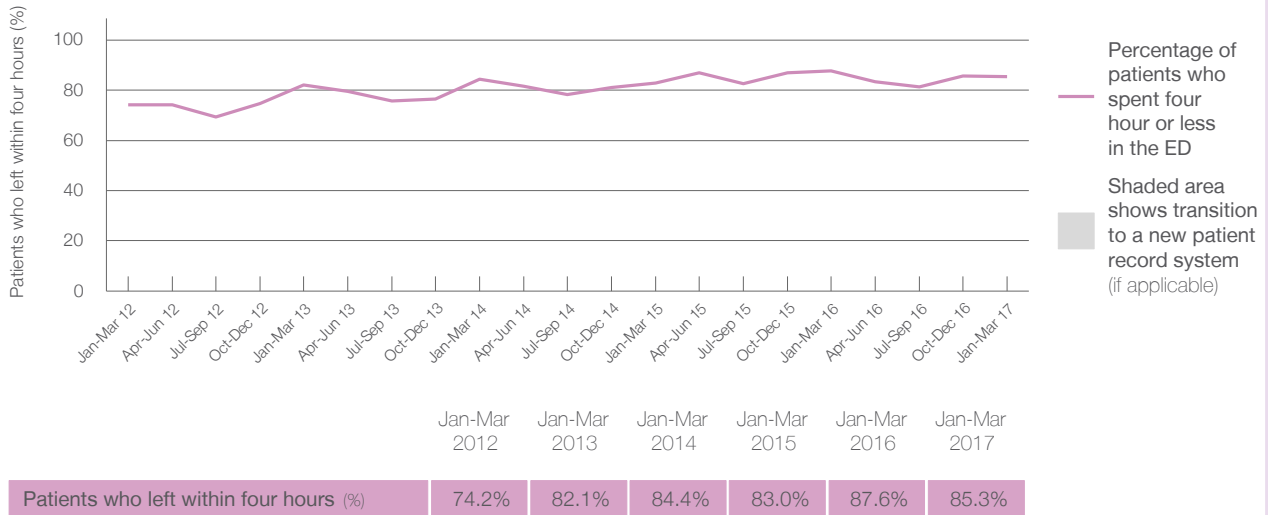
Presentations used to calculate time to leaving the ED:⁶ 4,801 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 4,801 patients	4,624	3.8%
Presentations used to calculate time to leaving the ED: ⁶ 4,801 patients	4,624	3.8%
Percentage of patients who spent four hours or less in the ED	87.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).