

Goulburn Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,658 patients
Emergency presentations:² 4,460 patients

Same period last year	Change since one year ago
4,309	8.1%
4,111	8.5%

Goulburn Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 530 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,918 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,746 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 243 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
523	
9 minutes	9 minutes
22 minutes	29 minutes
1,666	
23 minutes	23 minutes
82 minutes	83 minutes
1,602	
32 minutes	30 minutes
129 minutes	121 minutes
297	
25 minutes	26 minutes
126 minutes	118 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,658 patients

Percentage of patients who spent four hours or less in the ED 79.1%

Same period last year	Change since one year ago
4,309	8.1%
77.2%	

* 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.

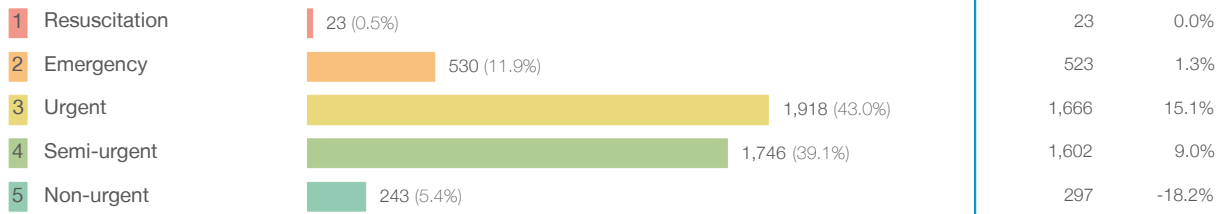
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

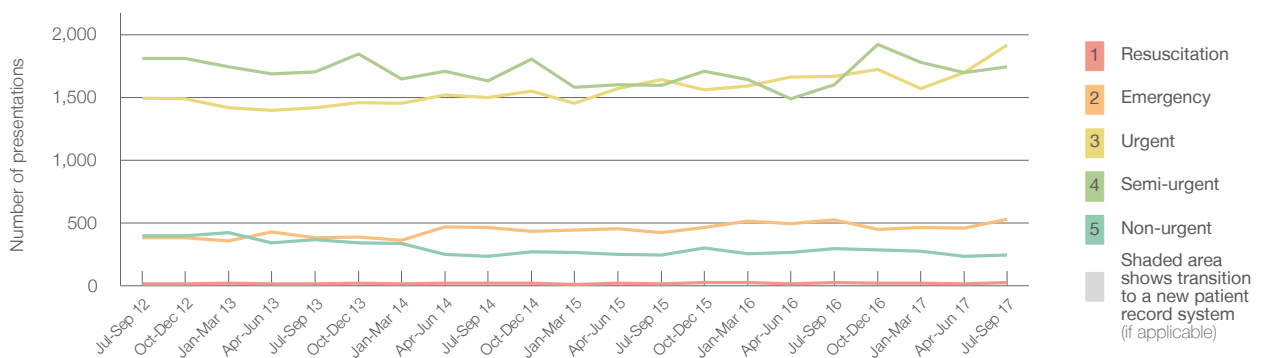
Goulburn Base Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 4,658 patients

Emergency presentations² by triage category: 4,460 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	16	17	21	17	23	23
Emergency	382	384	464	425	523	530
Urgent	1,493	1,415	1,497	1,641	1,666	1,918
Semi-urgent	1,811	1,701	1,634	1,597	1,602	1,746
Non-urgent	396	366	234	243	297	243
All emergency presentations	4,098	3,883	3,850	3,923	4,111	4,460

Goulburn Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 923 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.

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

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

Number of triage 2 patients: 530

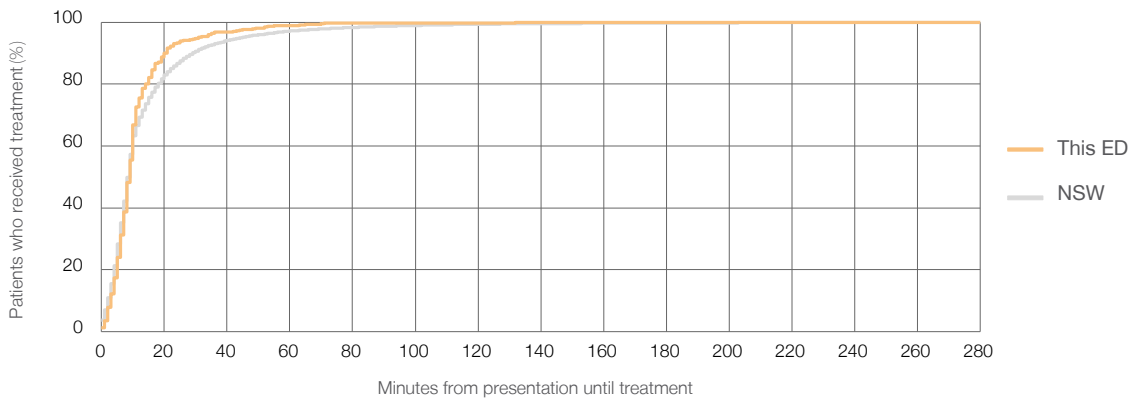
Number of triage 2 patients used to calculate waiting time:³ 529

Median time to start treatment⁴ 9 minutes

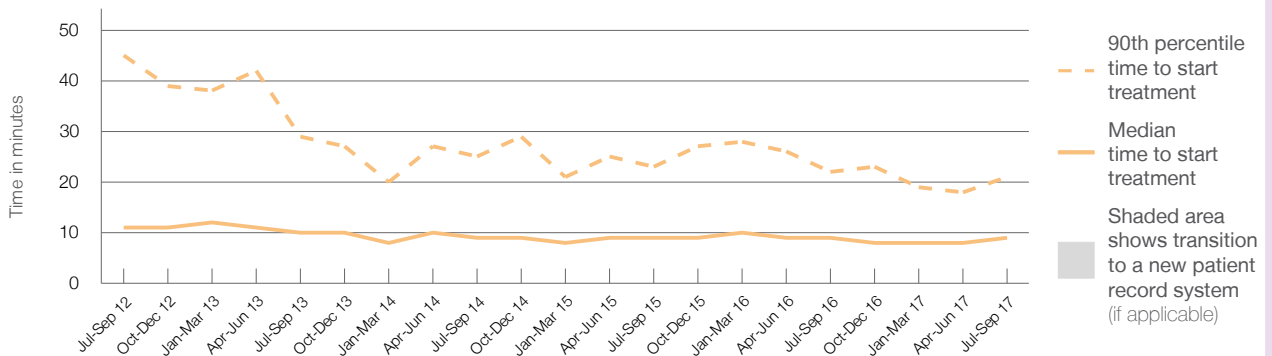
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
523	523
9 minutes	9 minutes
22 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	11	10	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)	45	29	25	23	22	21

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

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

Number of triage 3 patients: 1,918

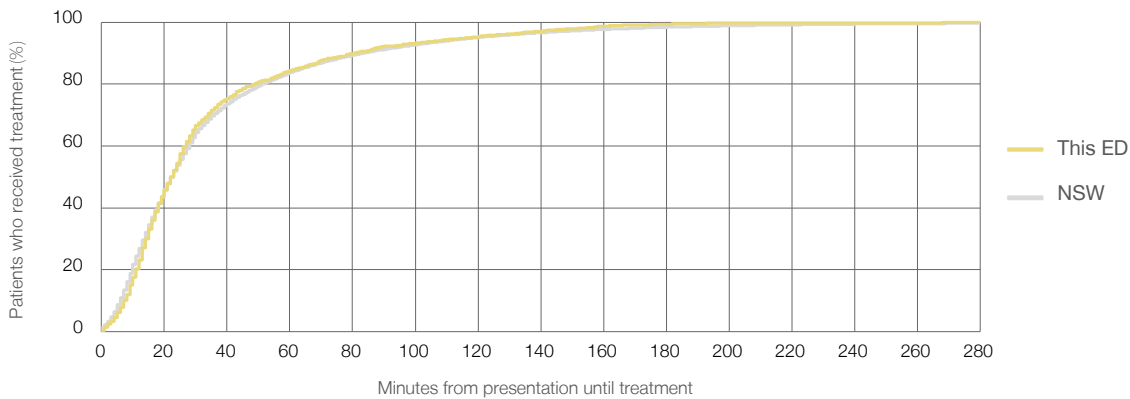
Number of triage 3 patients used to calculate waiting time:³ 1,884

Median time to start treatment⁴ 22 minutes

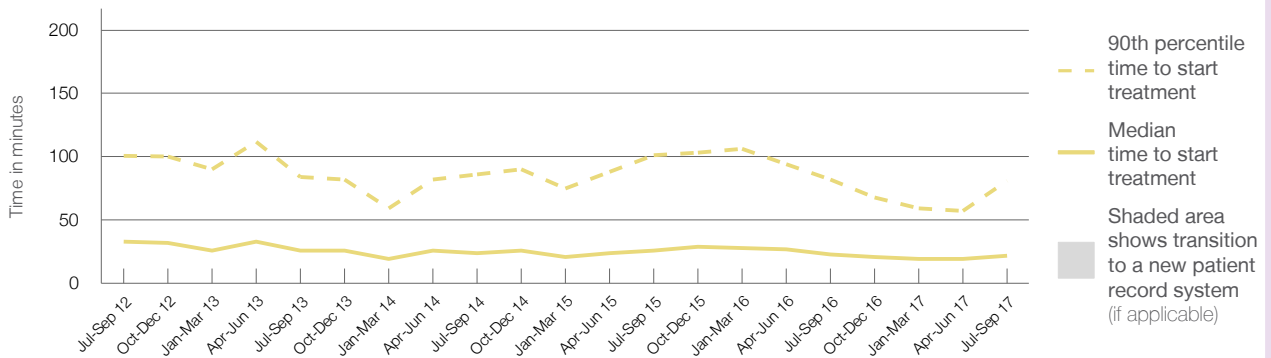
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
1,666	1,615
23 minutes	23 minutes
82 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	26	24	26	23	22
90th percentile time to start treatment ⁵ (minutes)	101	84	86	101	82	81

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

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

Number of triage 4 patients: 1,746

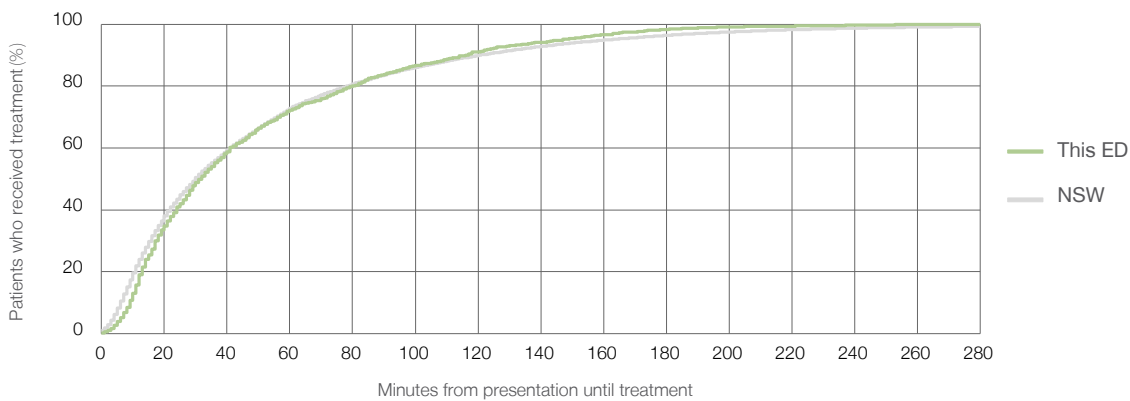
Number of triage 4 patients used to calculate waiting time:³ 1,630

Median time to start treatment⁴ 32 minutes

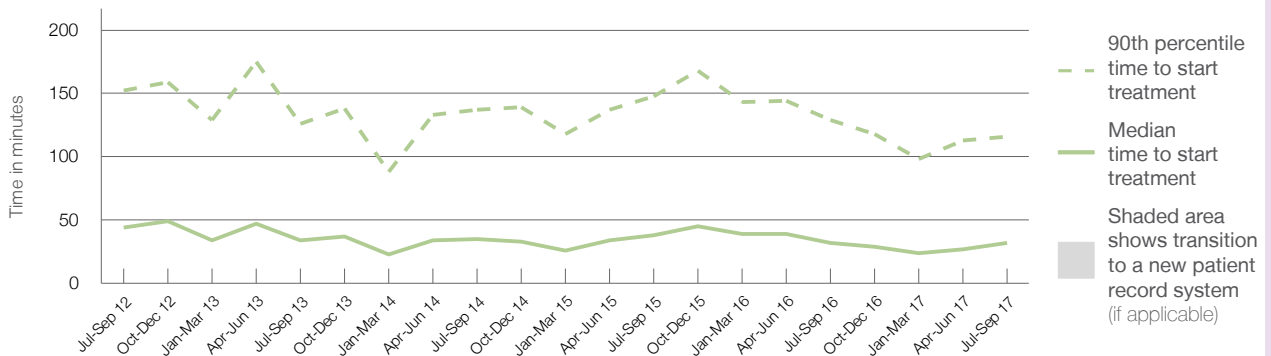
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
1,602	1,458
32 minutes	30 minutes
129 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	44	34	35	38	32	32
90th percentile time to start treatment ⁵ (minutes)	152	126	137	148	129	116

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

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

Number of triage 5 patients: 243

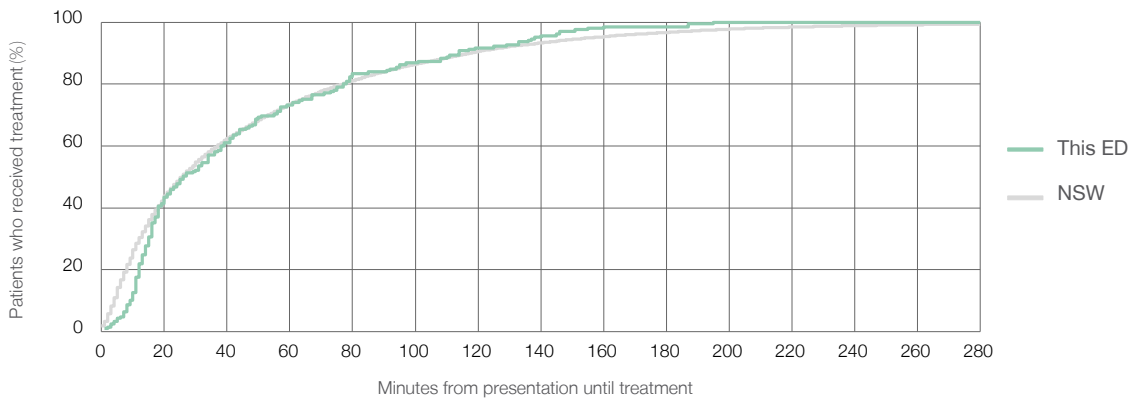
Number of triage 5 patients used to calculate waiting time:³ 205

Median time to start treatment⁴ 26 minutes

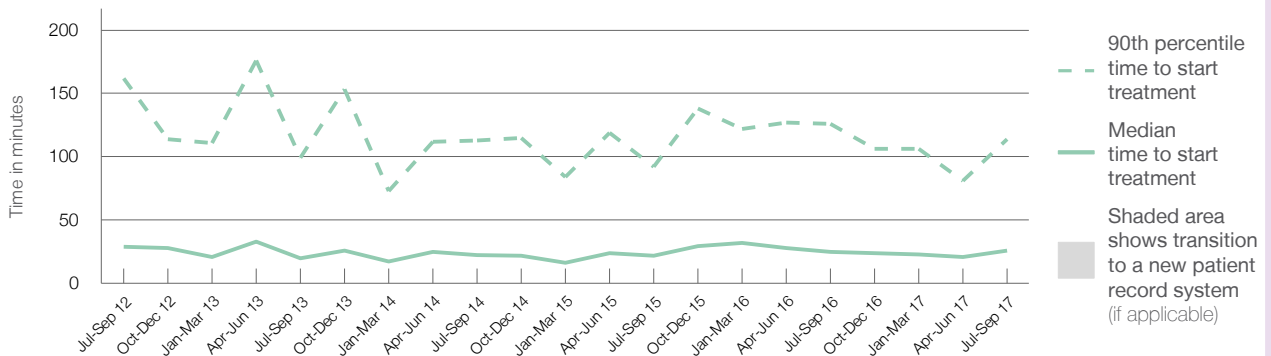
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
297	
239	
25 minutes	26 minutes
126 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	20	23	22	25	26
90th percentile time to start treatment ⁵ (minutes)	162	99	113	92	126	114

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Goulburn Base Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 4,658 patients

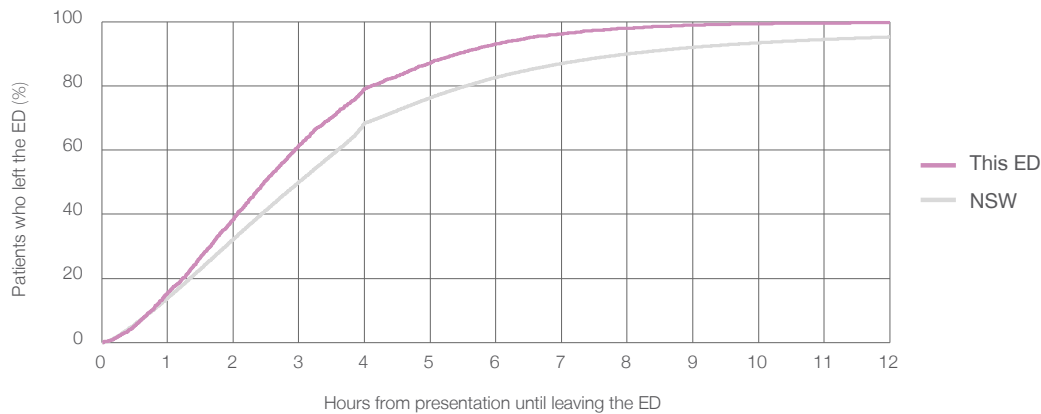
Presentations used to calculate time to leaving the ED:⁶ 4,658 patients

Median time spent in the ED⁸ 2 hours and 28 minutes

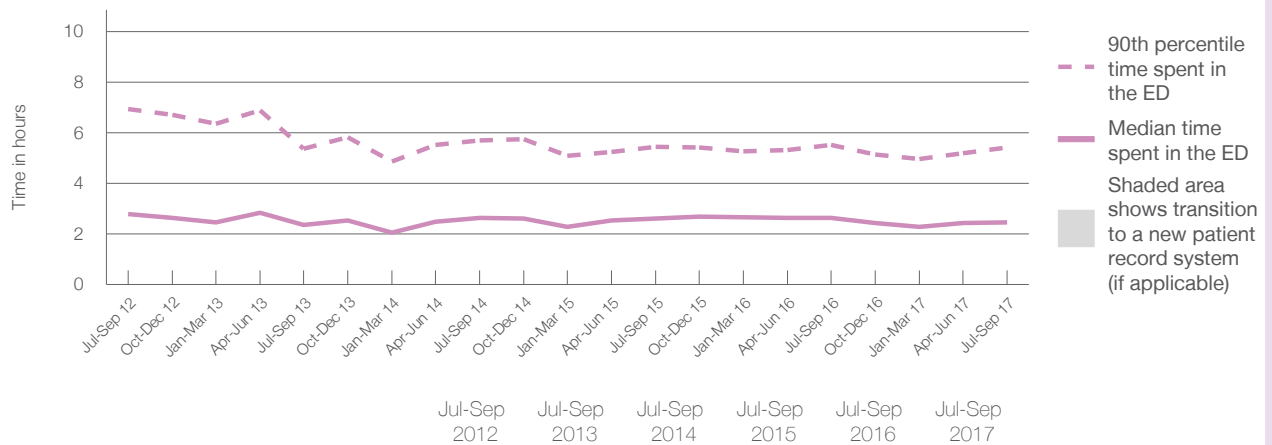
90th percentile time spent in the ED⁹ 5 hours and 26 minutes

Same period last year	NSW (this period)
4,309	4,309
2 hours and 38 minutes	3 hours and 0 minutes
5 hours and 31 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 48m	2h 22m	2h 39m	2h 37m	2h 38m	2h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 57m	5h 23m	5h 42m	5h 27m	5h 31m	5h 26m

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Goulburn Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

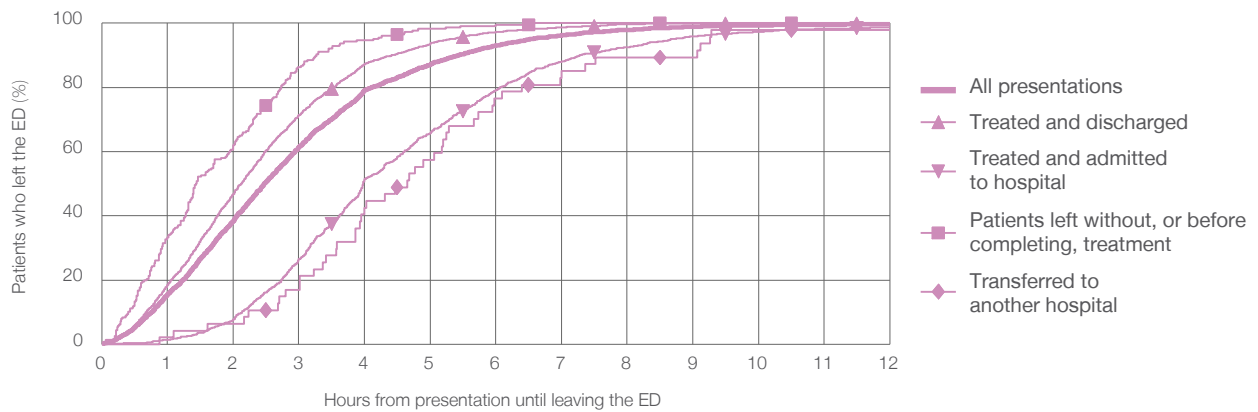
All presentations:¹ 4,658 patients

Presentations used to calculate time to leaving the ED:⁶ 4,658 patients

Treated and discharged	3,310 (71.1%)
Treated and admitted to hospital	1,053 (22.6%)
Patient left without, or before completing, treatment	226 (4.9%)
Transferred to another hospital	47 (1.0%)
Other	22 (0.5%)

Same period last year	Change since one year ago
4,309	8.1%
2,993	10.6%
960	9.7%
276	-18.1%
51	-7.8%
29	-24.1%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.5%	46.9%	71.3%	87.3%	97.3%	99.7%	100%	100%
Treated and admitted to hospital	1.4%	7.8%	26.4%	51.4%	79.1%	92.5%	97.3%	98.7%
Patient left without, or before completing, treatment	33.2%	61.9%	86.3%	94.7%	99.6%	100%	100%	100%
Transferred to another hospital	2.1%	6.4%	17.0%	42.6%	76.6%	89.4%	97.9%	97.9%
All presentations	15.5%	38.5%	61.4%	79.1%	93.0%	97.9%	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
 July to September 2017

All presentations at the emergency department:¹ 4,658 patients

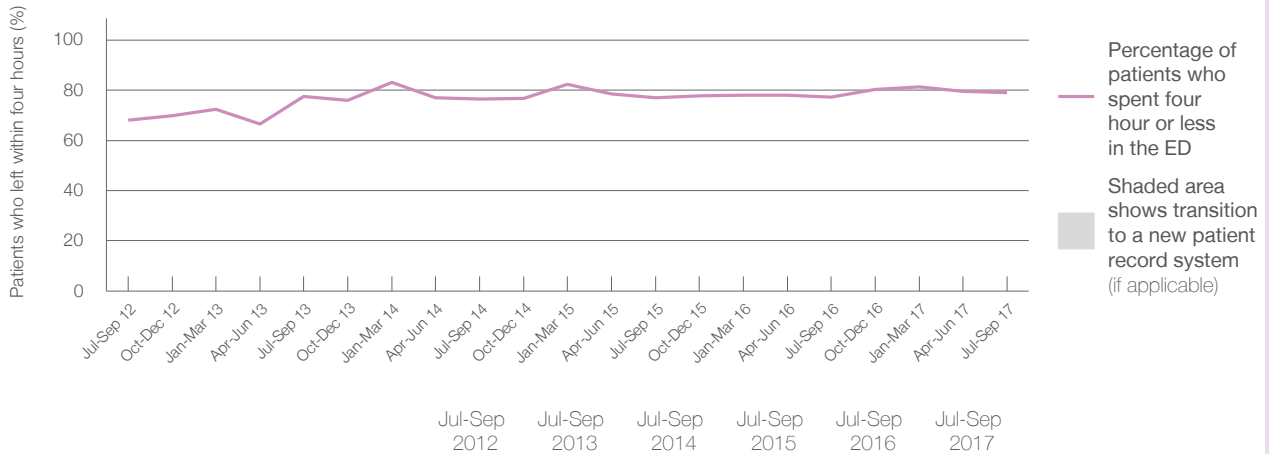
Presentations used to calculate time to leaving the ED:⁶ 4,658 patients

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	4,309	8.1%
Presentations used to calculate time to leaving the ED: ⁶	4,309	8.1%
Percentage of patients who spent four hours or less in the ED	77.2%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	67.9%	77.5%	76.6%	77.1%	77.2%	79.1%

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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.
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- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).