

## Milton and Ulladulla Hospital: Emergency department (ED) overview

July to September 2017



All presentations:<sup>1</sup> 3,319 patients  
 Emergency presentations:<sup>2</sup> 3,209 patients

Same period last year	Change since one year ago
3,560	-6.8%
3,449	-7.0%

## Milton and Ulladulla Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 270 patients

Median time to start treatment<sup>4</sup>  6 minutes  
 90th percentile time to start treatment<sup>5</sup>  20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,141 patients

Median time to start treatment<sup>4</sup>  23 minutes  
 90th percentile time to start treatment<sup>5</sup>  74 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,589 patients

Median time to start treatment<sup>4</sup>  32 minutes  
 90th percentile time to start treatment<sup>5</sup>  88 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 189 patients

Median time to start treatment<sup>4</sup>  32 minutes  
 90th percentile time to start treatment<sup>5</sup>  94 minutes

Same period last year	NSW (this period)
211	
8 minutes	9 minutes
30 minutes	29 minutes
1,233	
23 minutes	23 minutes
70 minutes	83 minutes
1,755	
30 minutes	30 minutes
85 minutes	121 minutes
232	
31 minutes	26 minutes
90 minutes	118 minutes

## Milton and Ulladulla Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,319 patients

Percentage of patients who spent four hours or less in the ED  82.3%

Same period last year	Change since one year ago
3,560	-6.8%
86.0%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. All presentations that have a departure time.

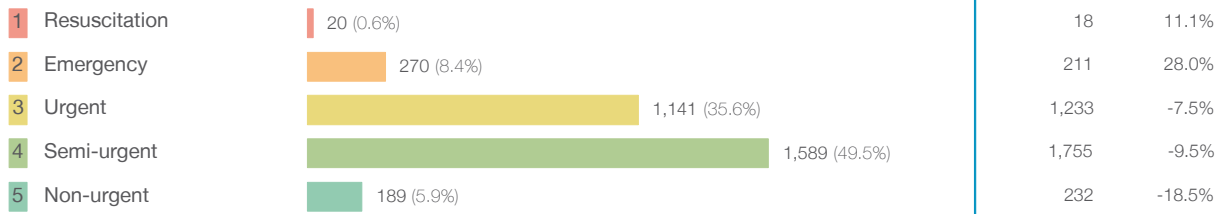
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Milton and Ulladulla Hospital: Patients presenting to the emergency department July to September 2017

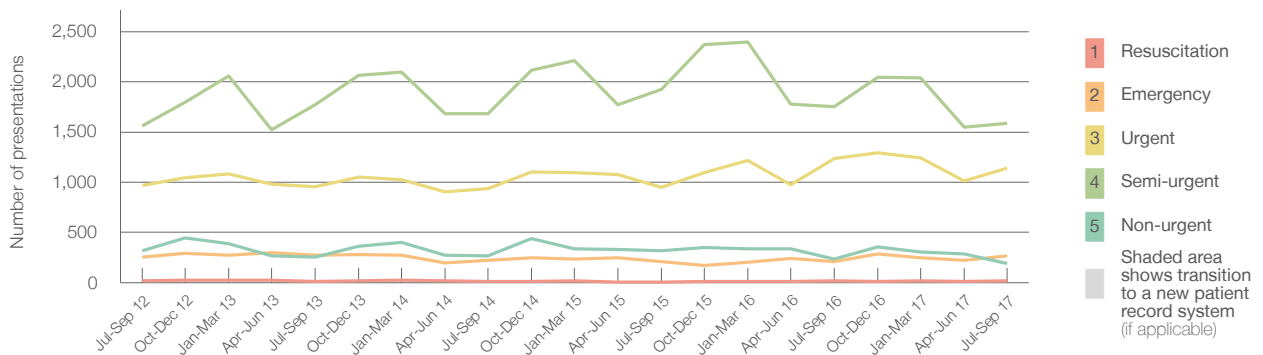
All presentations:<sup>1</sup> 3,319 patients

Emergency presentations<sup>2</sup> by triage category: 3,209 patients



Same period last year	Change since one year ago
3,560	-6.8%
3,449	-7.0%
18	11.1%
211	28.0%
1,233	-7.5%
1,755	-9.5%
232	-18.5%

Emergency presentations<sup>2</sup> 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	18	15	10	6	18	20
Emergency	256	274	224	207	211	270
Urgent	970	956	937	952	1,233	1,141
Semi-urgent	1,562	1,773	1,684	1,926	1,755	1,589
Non-urgent	319	252	269	315	232	189
All emergency presentations	3,125	3,270	3,124	3,406	3,449	3,209

## Milton and Ulladulla Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 418 patients

ED Transfer of care time



Same period last year	Change since one year ago
340	
14 minutes	0 minutes
28 minutes	3 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.

## Milton and Ulladulla 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: 270

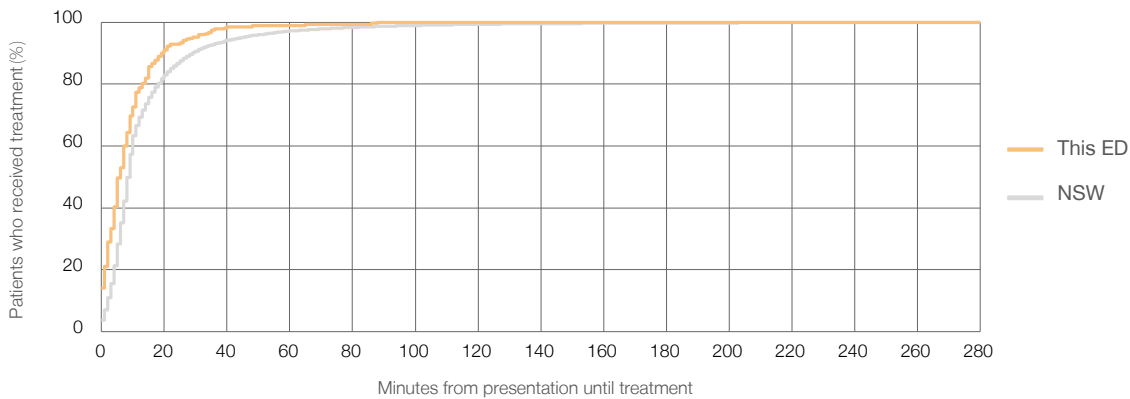
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 270

Median time to start treatment<sup>4</sup>  6 minutes

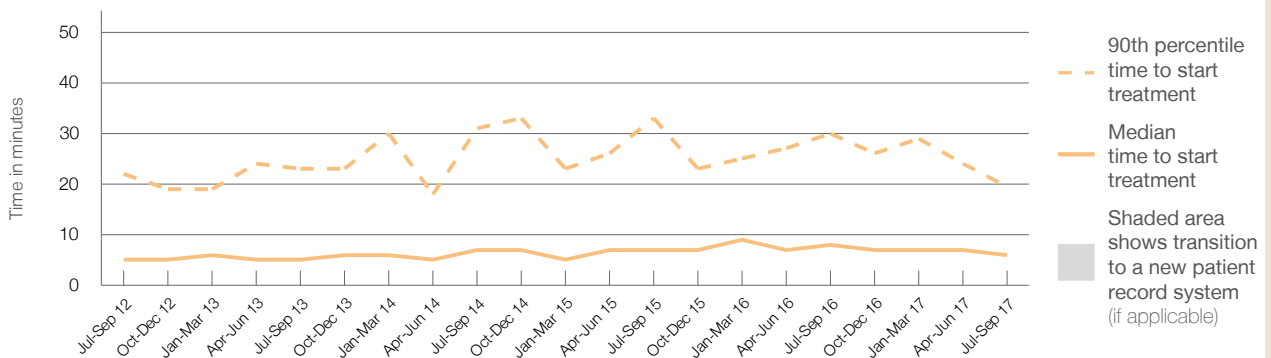
90th percentile time to start treatment<sup>5</sup>  20 minutes

Same period last year	NSW (this period)
211	211
8 minutes	9 minutes
30 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	5	5	7	7	8	6
90th percentile time to start treatment <sup>5</sup> (minutes)	22	23	31	33	30	20

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

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## Milton and Ulladulla 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: 1,141

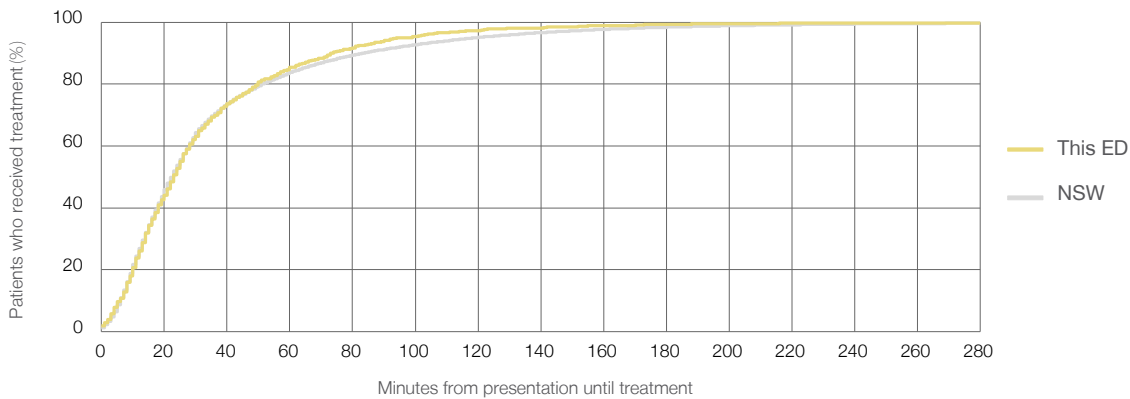
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,130

Median time to start treatment<sup>4</sup> 23 minutes

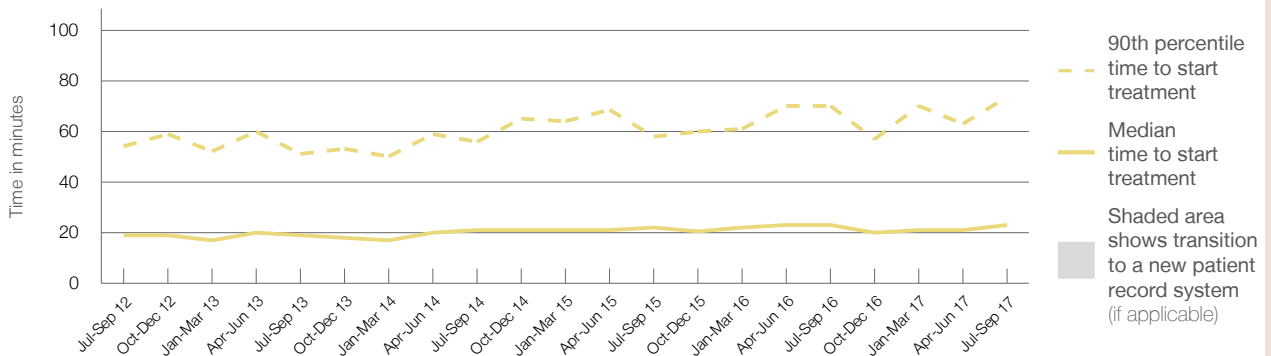
90th percentile time to start treatment<sup>5</sup> 74 minutes

Same period last year	NSW (this period)
1,233	1,224
23 minutes	23 minutes
70 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	19	19	21	22	23	23
90th percentile time to start treatment <sup>5</sup> (minutes)	54	51	56	58	70	74

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## Milton and Ulladulla 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: 1,589

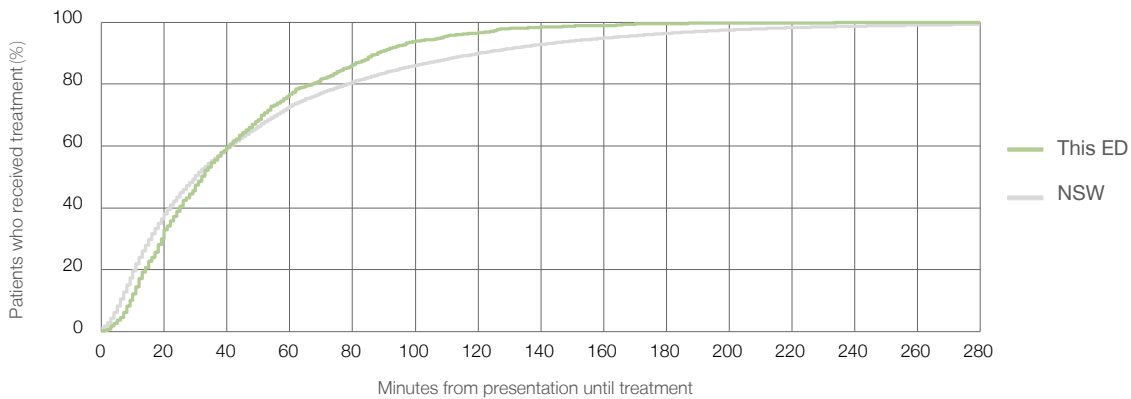
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,562

Median time to start treatment<sup>4</sup> 32 minutes

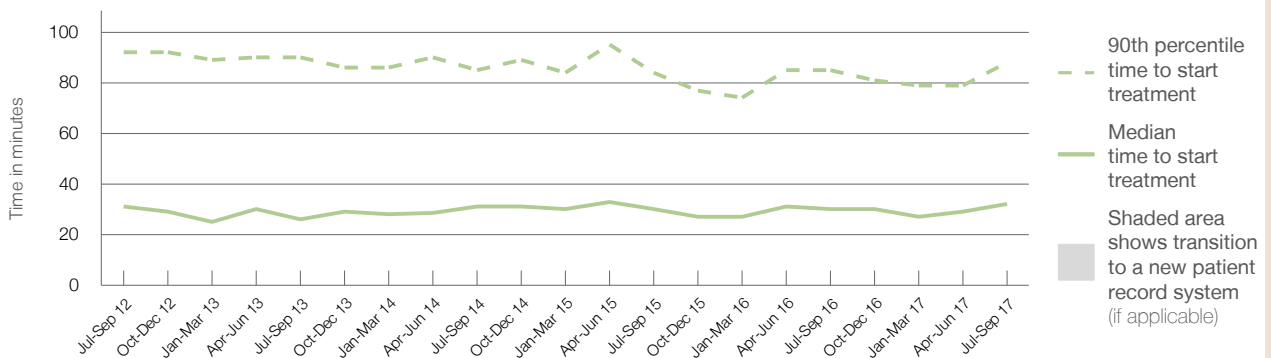
90th percentile time to start treatment<sup>5</sup> 88 minutes

Same period last year	NSW (this period)
1,755	1,712
30 minutes	30 minutes
85 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	31	26	31	30	30	32
90th percentile time to start treatment <sup>5</sup> (minutes)	92	90	85	84	85	88

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## Milton and Ulladulla 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: 189

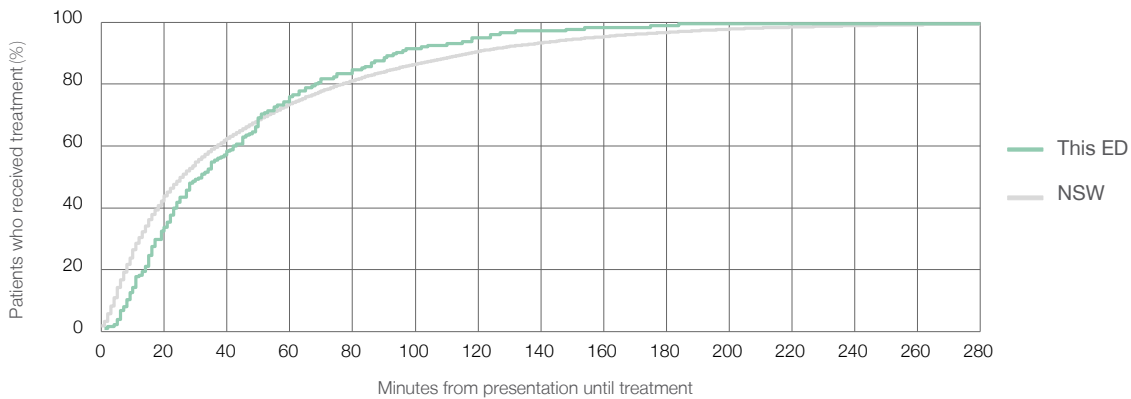
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 175

Median time to start treatment<sup>4</sup> 32 minutes

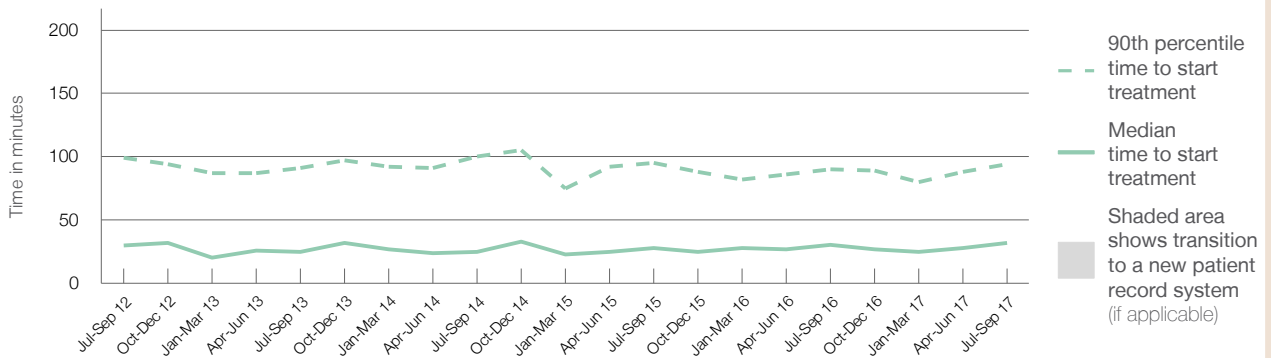
90th percentile time to start treatment<sup>5</sup> 94 minutes

Same period last year	NSW (this period)
232	
220	
31 minutes	26 minutes
90 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	30	25	25	28	31	32
90th percentile time to start treatment <sup>5</sup> (minutes)	99	91	100	95	90	94

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

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## Milton and Ulladulla Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 3,319 patients

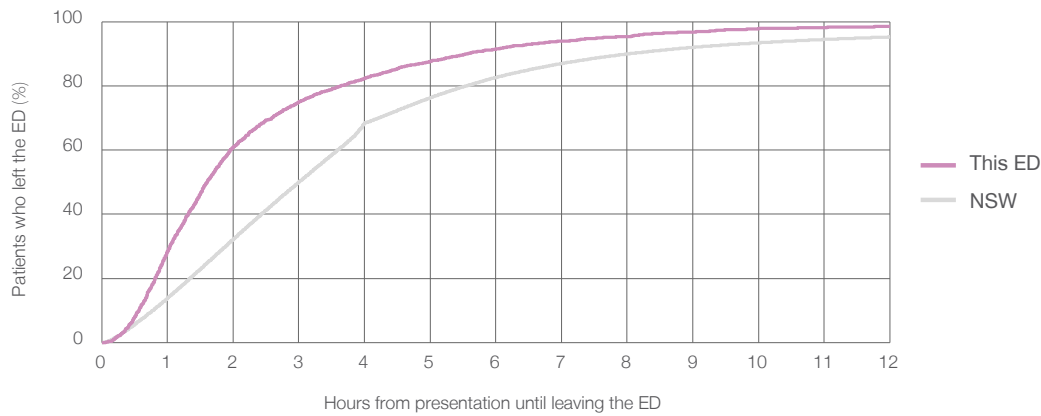
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,319 patients

Median time spent in the ED<sup>8</sup>  1 hours and 36 minutes

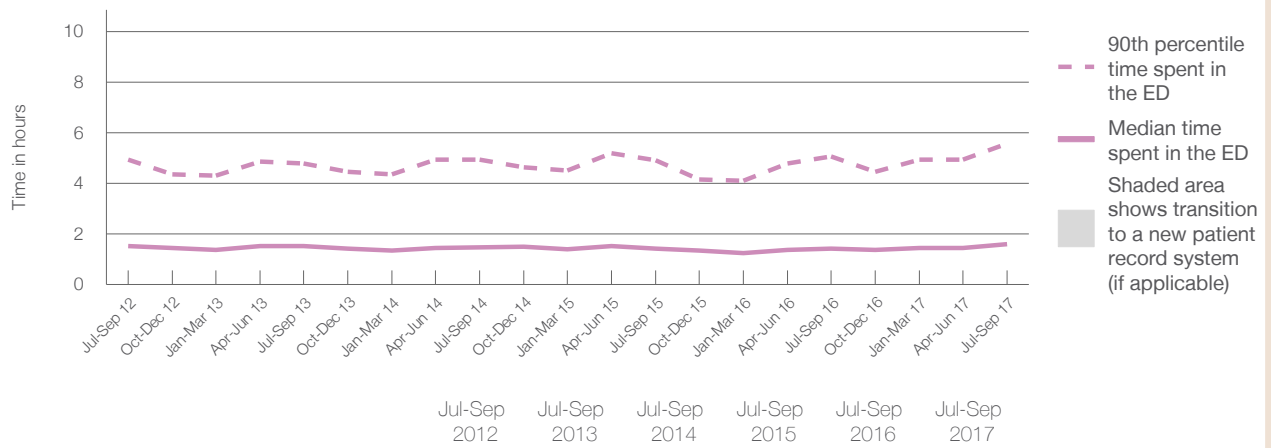
90th percentile time spent in the ED<sup>9</sup>  5 hours and 35 minutes

Same period last year	NSW (this period)
3,560	3,560
1 hours and 25 minutes	3 hours and 0 minutes
5 hours and 5 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<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 32m	1h 32m	1h 28m	1h 26m	1h 25m	1h 36m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 57m	4h 48m	4h 57m	4h 55m	5h 5m	5h 35m

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

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## Milton and Ulladulla Hospital: Time patients spent in the ED By mode of separation July to September 2017

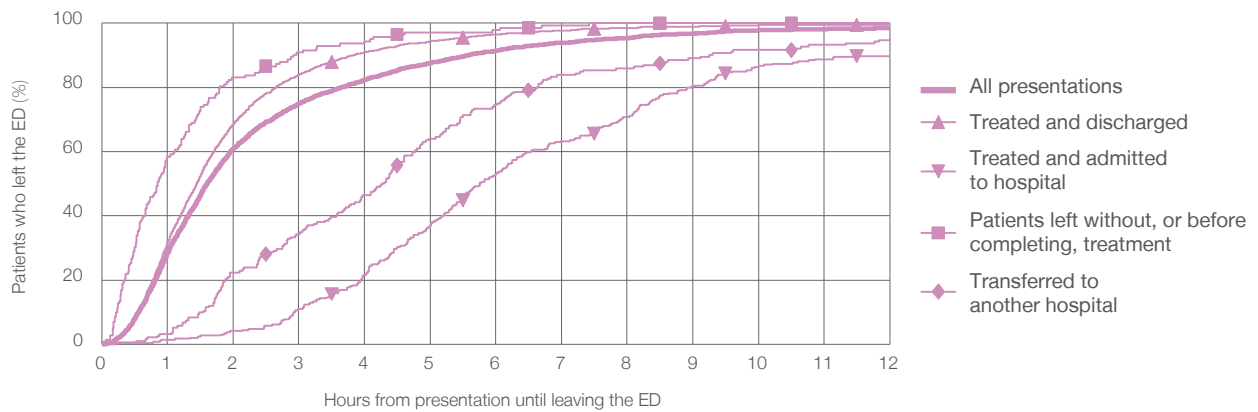
All presentations:<sup>1</sup> 3,319 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,319 patients

Treated and discharged	2,680 (80.7%)
Treated and admitted to hospital	294 (8.9%)
Patient left without, or before completing, treatment	142 (4.3%)
Transferred to another hospital	192 (5.8%)
Other	11 (0.3%)

Same period last year	Change since one year ago
3,560	-6.8%
2,930	-8.5%
314	-6.4%
146	-2.7%
166	15.7%
4	175.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017<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	31.6%	68.7%	83.9%	90.9%	96.5%	98.5%	99.4%	99.6%
Treated and admitted to hospital	1.4%	4.1%	10.9%	21.4%	53.1%	70.7%	86.7%	89.8%
Patient left without, or before completing, treatment	58.5%	83.1%	90.8%	94.4%	97.9%	100%	100%	100%
Transferred to another hospital	3.1%	22.4%	34.4%	46.4%	74.5%	85.9%	91.7%	95.3%
All presentations	28.6%	61.0%	74.9%	82.3%	91.5%	95.4%	97.8%	98.5%

(†) 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.



**Milton and Ulladulla 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:<sup>1</sup> 3,319 patients

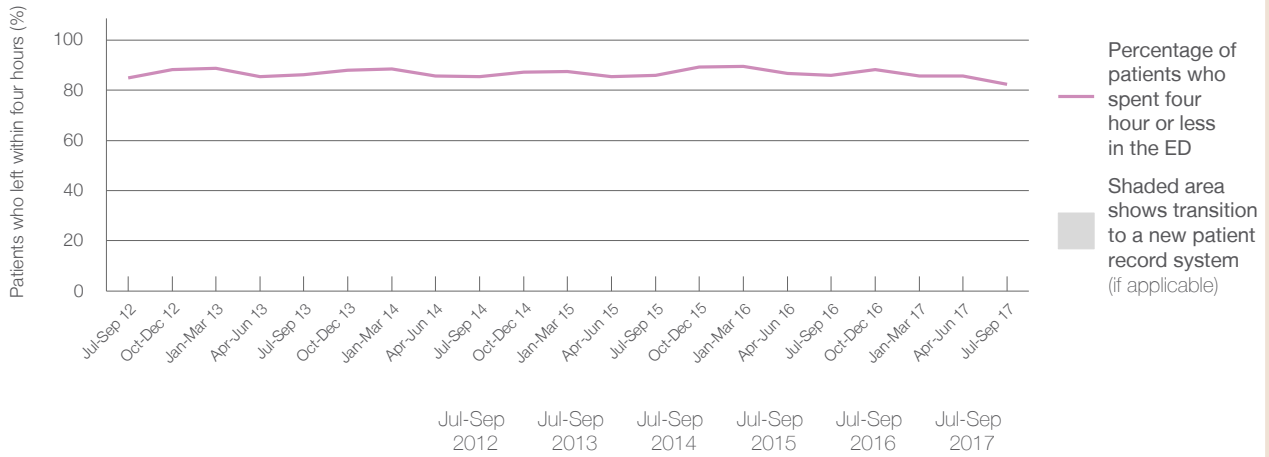
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,319 patients

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> 3,319 patients	3,560	-6.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,319 patients	3,560	-6.8%
Percentage of patients who spent four hours or less in the ED	86.0%	

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
	84.8%	86.2%	85.4%	86.0%	86.0%	82.3%

\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).