

## Shoalhaven District Memorial Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 10,037 patients  
Emergency presentations:<sup>2</sup> 9,907 patients

Same period last year	Change since one year ago
9,234	8.7%
9,105	8.8%

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,111 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 38 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,593 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 126 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,319 patients

Median time to start treatment<sup>4</sup> 39 minutes  
90th percentile time to start treatment<sup>5</sup> 136 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 818 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 131 minutes

Same period last year	NSW (this period)
967	
12 minutes	9 minutes
41 minutes	29 minutes
3,389	
30 minutes	23 minutes
110 minutes	83 minutes
3,900	
34 minutes	30 minutes
116 minutes	121 minutes
780	
24 minutes	26 minutes
100 minutes	118 minutes

## Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,036 patients

Percentage of patients who spent four hours or less in the ED 63.5%

Same period last year	Change since one year ago
9,234	8.7%
64.7%	

\* 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.

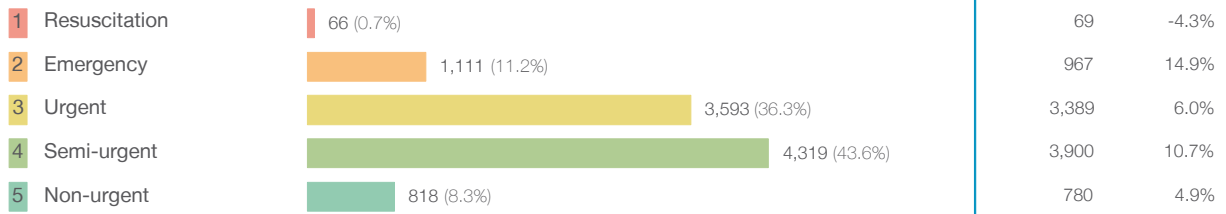
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

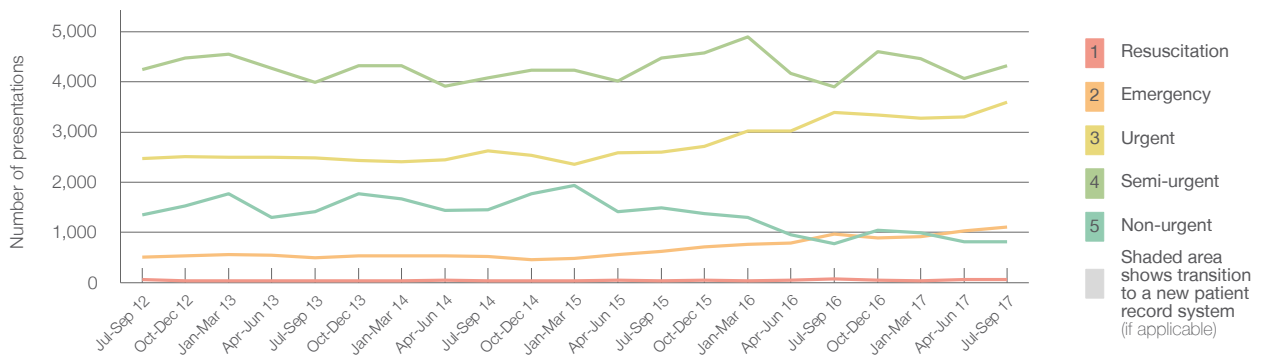
## Shoalhaven District Memorial Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 10,037 patients

Emergency presentations<sup>2</sup> by triage category: 9,907 patients



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	59	37	38	42	69	66
Emergency	502	493	518	621	967	1,111
Urgent	2,467	2,490	2,631	2,597	3,389	3,593
Semi-urgent	4,244	3,989	4,083	4,478	3,900	4,319
Non-urgent	1,344	1,416	1,456	1,491	780	818
All emergency presentations	8,616	8,425	8,726	9,229	9,105	9,907

## Shoalhaven District Memorial Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,316 patients

ED Transfer of care time

Median time: 17 minutes

90th percentile time: 55 minutes

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,271	
Median time	17 minutes	0 minutes
90th percentile time	58 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.

## Shoalhaven District Memorial 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: 1,111

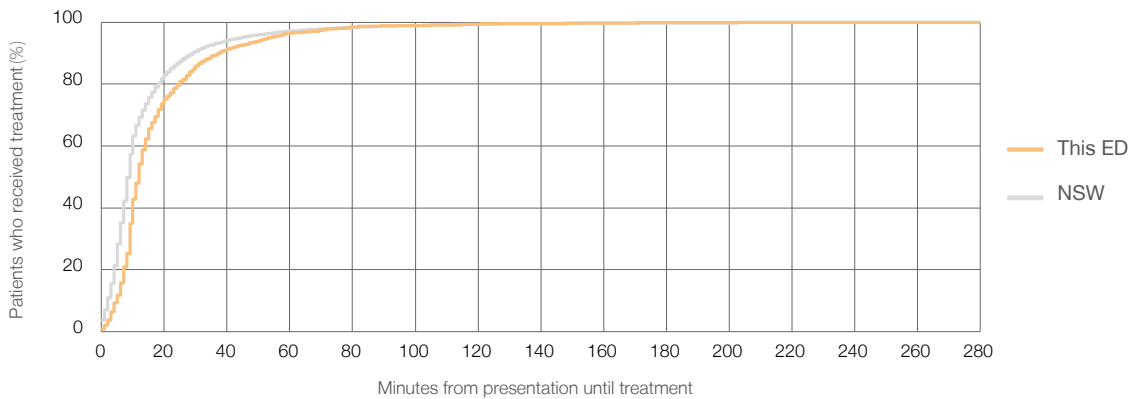
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,109

Median time to start treatment<sup>4</sup>  12 minutes

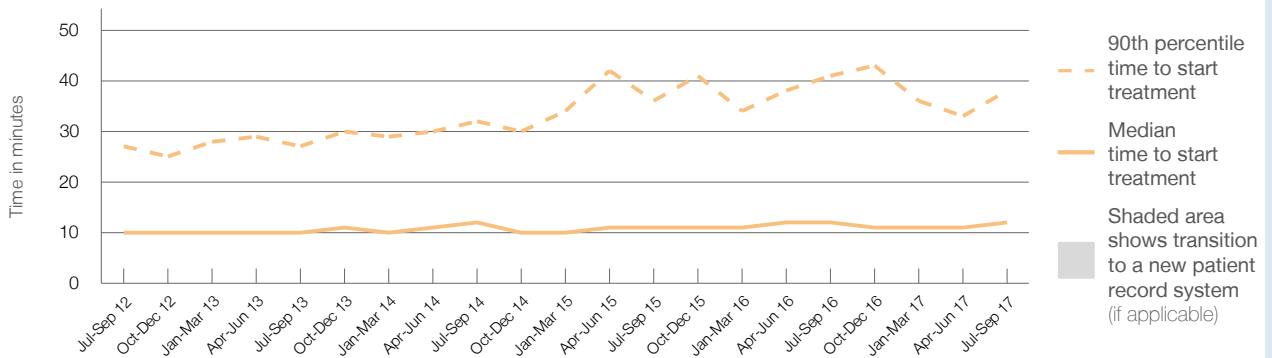
90th percentile time to start treatment<sup>5</sup>  38 minutes

Same period last year	NSW (this period)
967	967
12 minutes	9 minutes
41 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)	10	10	12	11	12	12
90th percentile time to start treatment <sup>5</sup> (minutes)	27	27	32	36	41	38

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## Shoalhaven District Memorial 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: 3,593

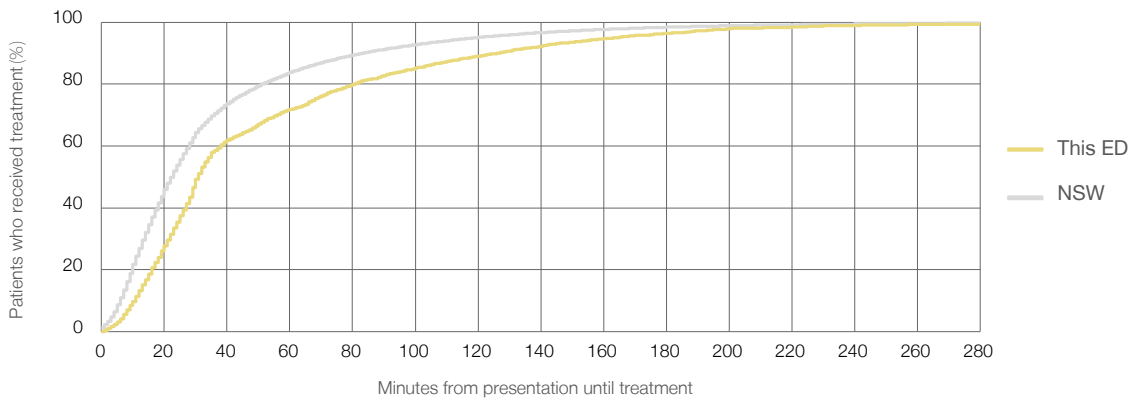
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,519

Median time to start treatment<sup>4</sup>  31 minutes

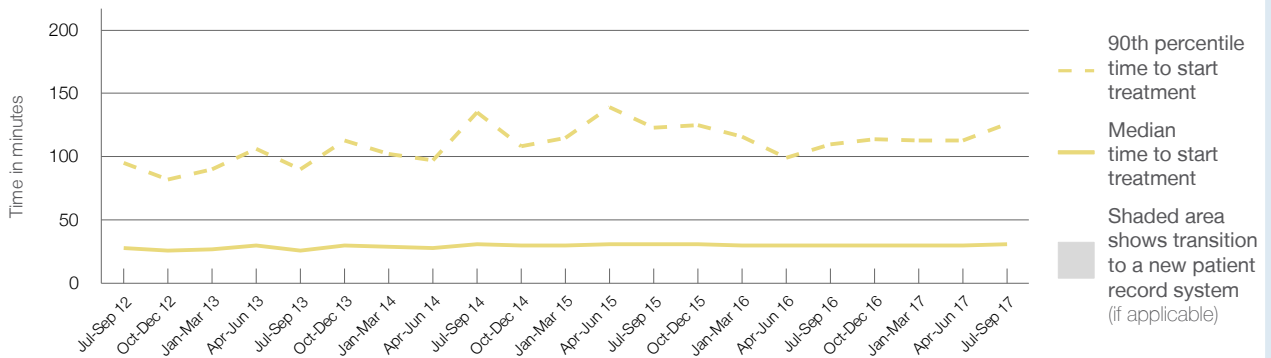
90th percentile time to start treatment<sup>5</sup>  126 minutes

Same period last year	NSW (this period)
3,389	3,328
30 minutes	23 minutes
110 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)	28	26	31	31	30	31
90th percentile time to start treatment <sup>5</sup> (minutes)	95	90	135	123	110	126

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## Shoalhaven District Memorial 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: 4,319

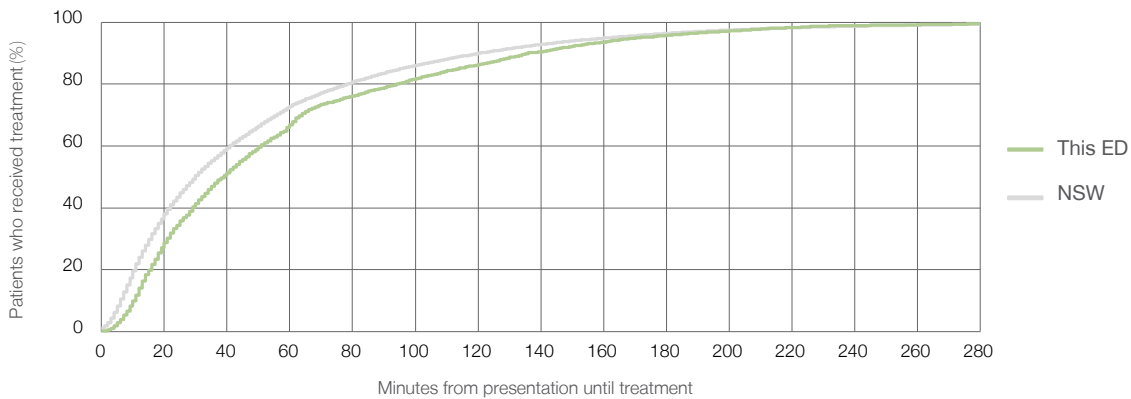
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,049

Median time to start treatment<sup>4</sup>  39 minutes

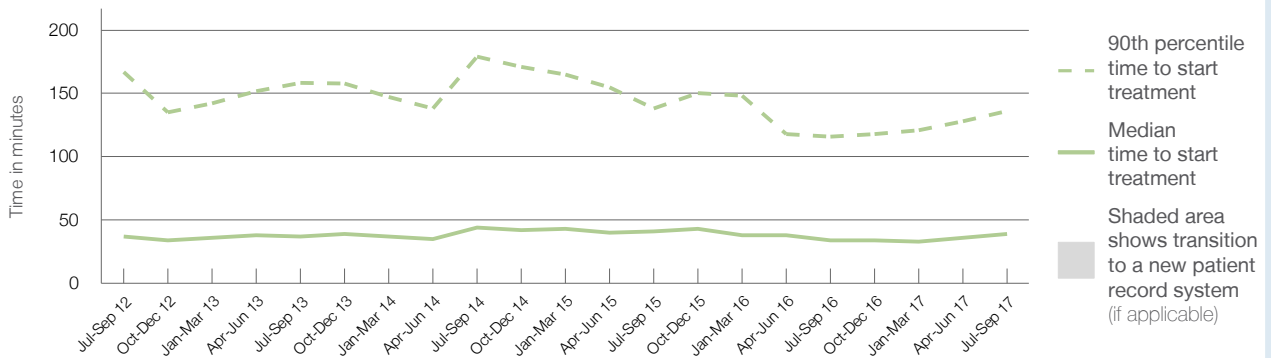
90th percentile time to start treatment<sup>5</sup>  136 minutes

Same period last year	NSW (this period)
3,900	3,703
34 minutes	30 minutes
116 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)	37	37	44	41	34	39
90th percentile time to start treatment <sup>5</sup> (minutes)	167	159	179	138	116	136

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## Shoalhaven District Memorial 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: 818

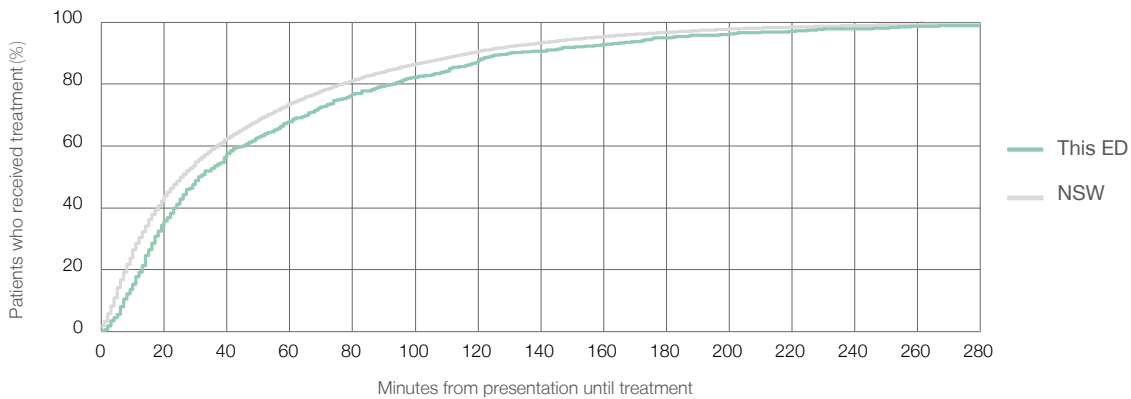
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 719

Median time to start treatment<sup>4</sup>  31 minutes

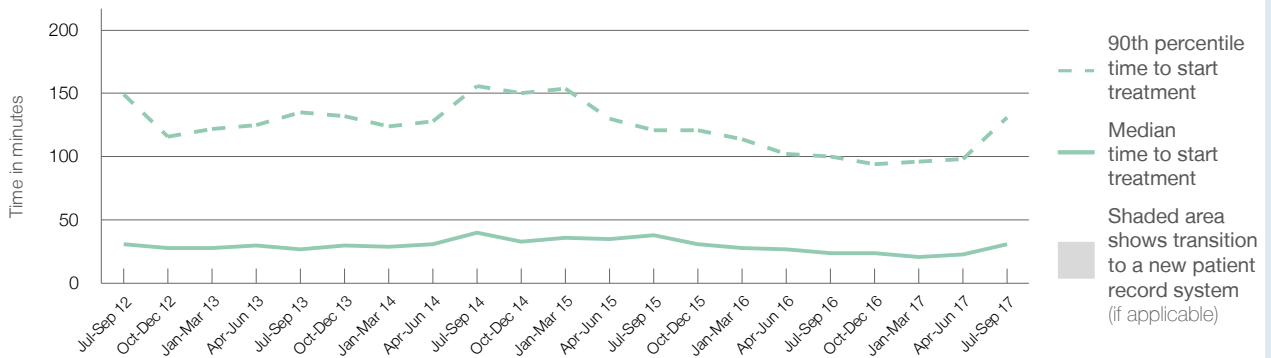
90th percentile time to start treatment<sup>5</sup>  131 minutes

Same period last year	NSW (this period)
780	729
24 minutes	26 minutes
100 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)	31	27	40	38	24	31
90th percentile time to start treatment <sup>5</sup> (minutes)	149	135	156	121	100	131

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## Shoalhaven District Memorial Hospital: Time patients spent in the ED July to September 2017

All presentations:<sup>1</sup> 10,037 patients

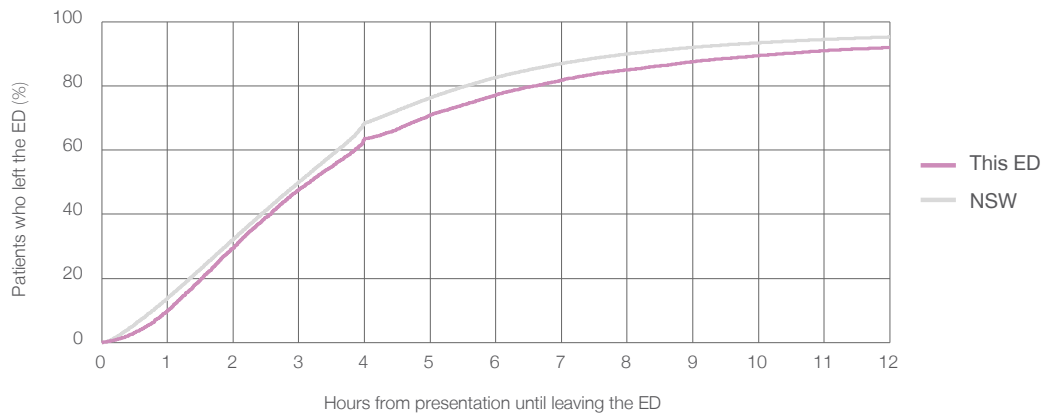
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,036 patients

Median time spent in the ED<sup>8</sup> 3 hours and 10 minutes

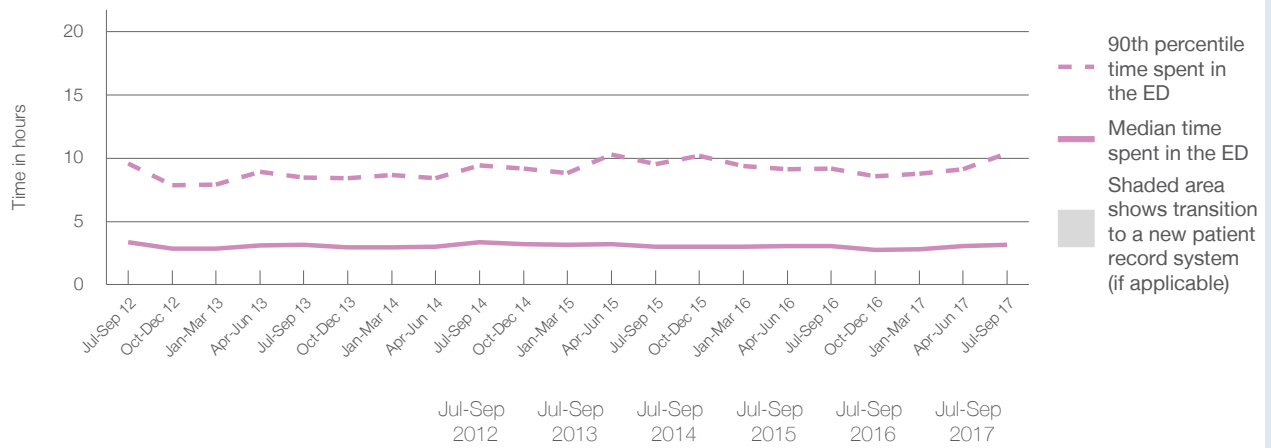
90th percentile time spent in the ED<sup>9</sup> 10 hours and 22 minutes

Same period last year	NSW (this period)
9,234	9,234
3 hours and 3 minutes	3 hours and 0 minutes
9 hours and 12 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)	3h 23m	3h 8m	3h 22m	2h 59m	3h 3m	3h 10m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 35m	8h 29m	9h 26m	9h 32m	9h 12m	10h 22m

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

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## Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

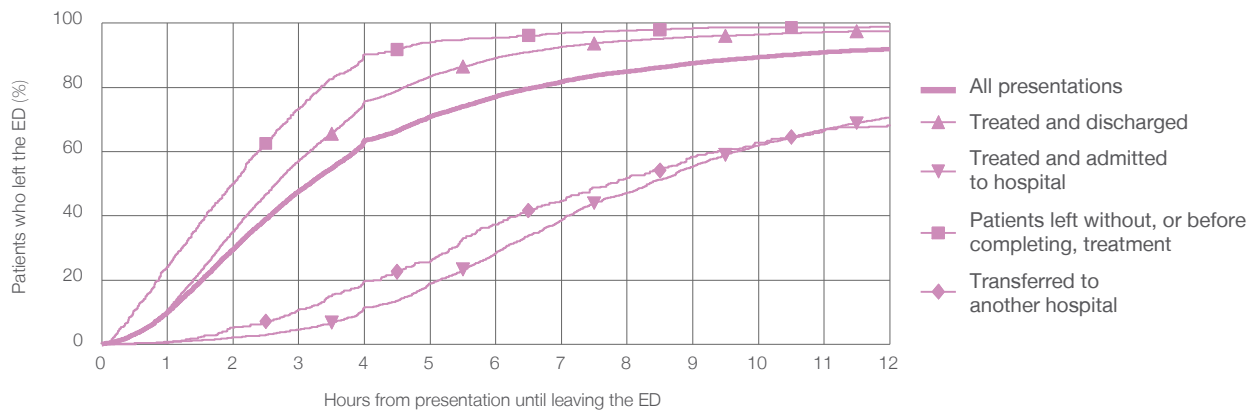
All presentations:<sup>1</sup> 10,037 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,036 patients

Treated and discharged	7,155 (71.3%)
Treated and admitted to hospital	1,782 (17.8%)
Patient left without, or before completing, treatment	707 (7.0%)
Transferred to another hospital	336 (3.3%)
Other	57 (0.6%)

Same period last year	Change since one year ago
9,234	8.7%
6,503	10.0%
1,878	-5.1%
503	40.6%
317	6.0%
33	72.7%

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	10.7%	35.1%	57.3%	75.7%	89.2%	94.5%	96.5%	97.6%
Treated and admitted to hospital	0.7%	2.1%	4.5%	11.5%	28.4%	47.2%	62.1%	70.6%
Patient left without, or before completing, treatment	24.2%	50.1%	73.4%	90.2%	95.5%	97.7%	98.7%	98.9%
Transferred to another hospital	0.3%	5.1%	10.7%	19.6%	37.2%	51.8%	62.8%	68.5%
All presentations	10.0%	29.6%	47.7%	63.5%	77.2%	85.0%	89.4%	91.9%

(†) 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.



## Shoalhaven District Memorial 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> 10,037 patients

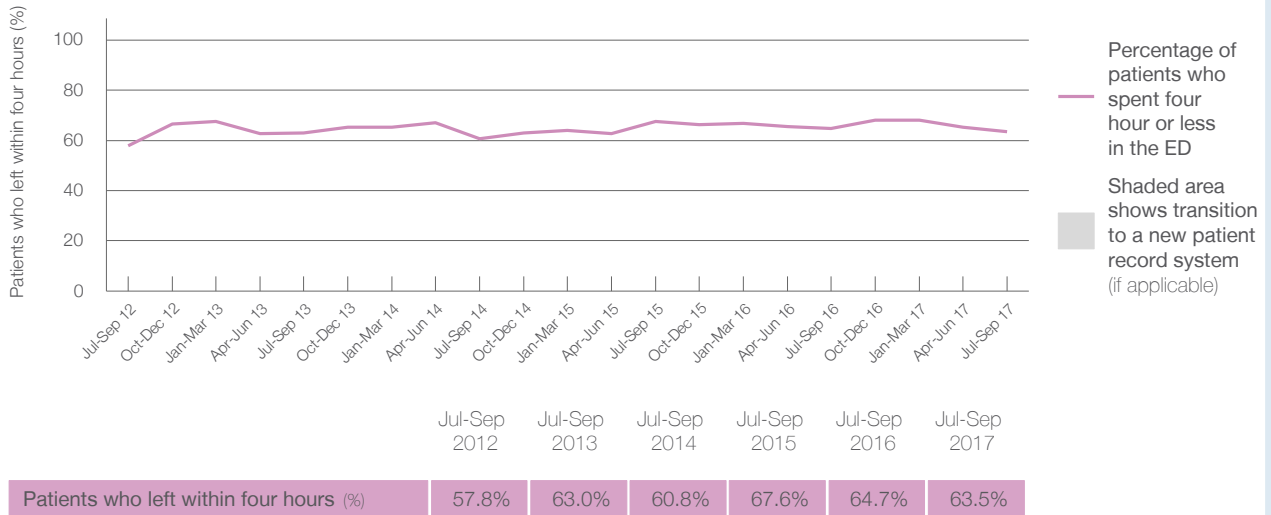
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,036 patients

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	9,234	8.7%
Presentations used to calculate time to leaving the ED	9,234	8.7%
Percentage of patients who spent four hours or less in the ED	64.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 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 17 October 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).