

Bowral and District Hospital: Emergency department (ED) overview

October to December 2017



All presentations:¹ 5,066 patients
 Emergency presentations:² 4,950 patients

Same period last year	Change since one year ago
5,133	-1.3%
4,970	-0.4%

Bowral and District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 375 patients

Median time to start treatment⁴  10 minutes
 90th percentile time to start treatment⁵  20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,628 patients

Median time to start treatment⁴  23 minutes
 90th percentile time to start treatment⁵  77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,280 patients

Median time to start treatment⁴  28 minutes
 90th percentile time to start treatment⁵  110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 653 patients

Median time to start treatment⁴  28 minutes
 90th percentile time to start treatment⁵  117 minutes

Same period last year	NSW (this period)
312	
9 minutes	8 minutes
24 minutes	23 minutes
1,522	
18 minutes	20 minutes
61 minutes	65 minutes
2,348	
19 minutes	26 minutes
102 minutes	99 minutes
770	
15 minutes	23 minutes
91 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 5,066 patients

Percentage of patients who spent four hours or less in the ED  78.9%

Same period last year	Change since one year ago
5,133	-1.3%
85.6%	

* 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.

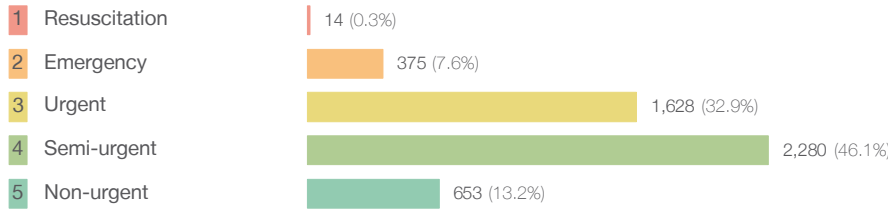
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Bowral and District Hospital: Patients presenting to the emergency department

October to December 2017

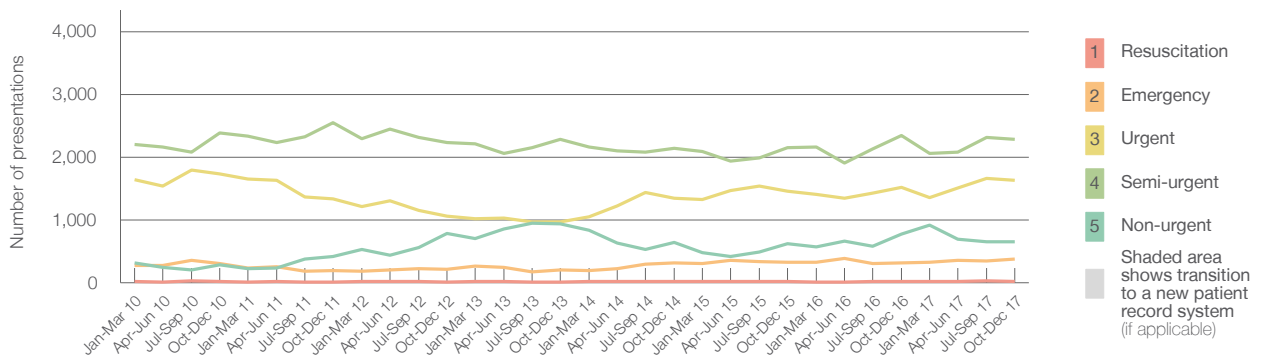
All presentations:¹ 5,066 patients

Emergency presentations² by triage category: 4,950 patients



	Same period last year	Change since one year ago
All presentations	5,133	-1.3%
Emergency presentations	4,970	-0.4%
Resuscitation	18	-22.2%
Emergency	312	20.2%
Urgent	1,522	7.0%
Semi-urgent	2,348	-2.9%
Non-urgent	770	-15.2%

Emergency presentations² by quarter, January 2010 to December 2017 †



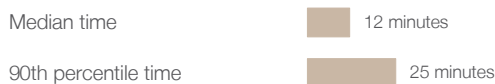
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	15	10	11	12	14	19	18	14
Emergency	305	197	214	202	319	324	312	375
Urgent	1,733	1,331	1,062	969	1,346	1,462	1,522	1,628
Semi-urgent	2,389	2,544	2,233	2,283	2,142	2,150	2,348	2,280
Non-urgent	289	412	787	939	642	623	770	653
All emergency presentations	4,731	4,494	4,307	4,405	4,463	4,578	4,970	4,950

Bowral and District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,051 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	792	
ED Transfer of care time		
Median time	11 minutes	1 minute
90th percentile time	21 minutes	4 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.

Bowral and District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 375

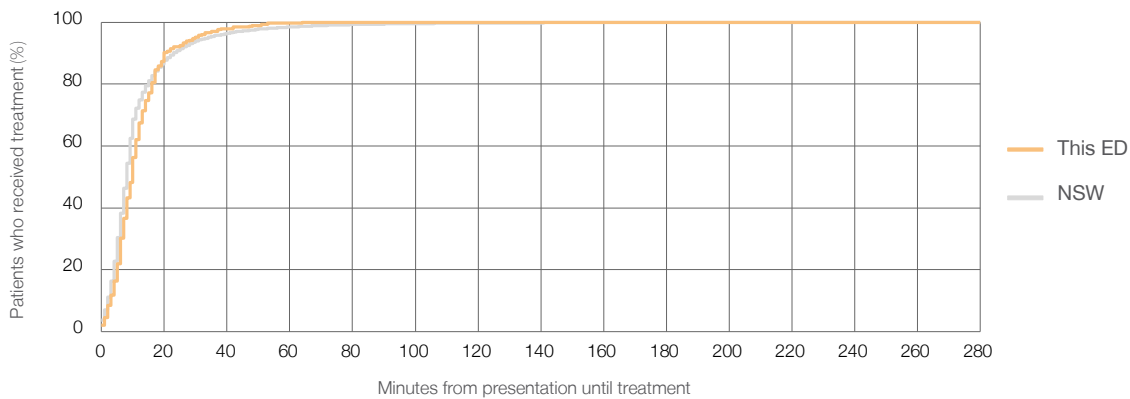
Number of triage 2 patients used to calculate waiting time:³ 375

Median time to start treatment⁴ 10 minutes

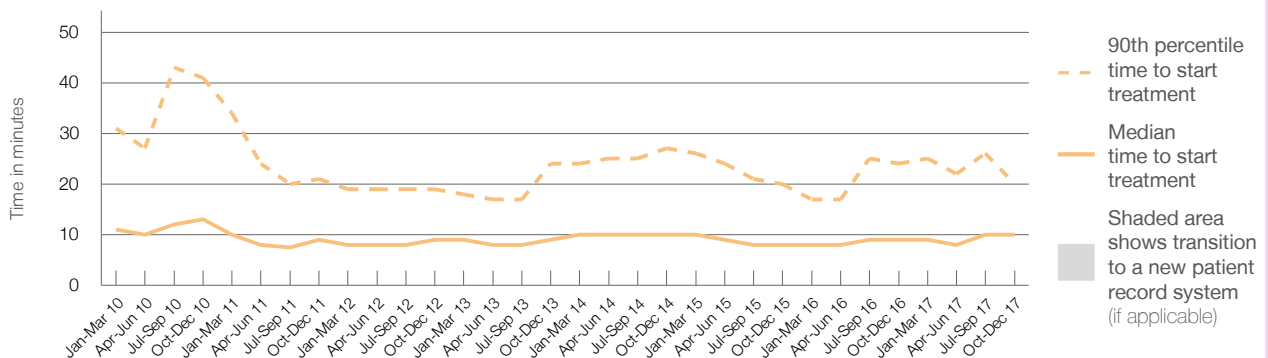
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
312	312
9 minutes	8 minutes
24 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	13	9	9	9	10	8	9	10
90th percentile time to start treatment ⁵ (minutes)	41	21	19	24	27	20	24	20

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Bowral and District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,628

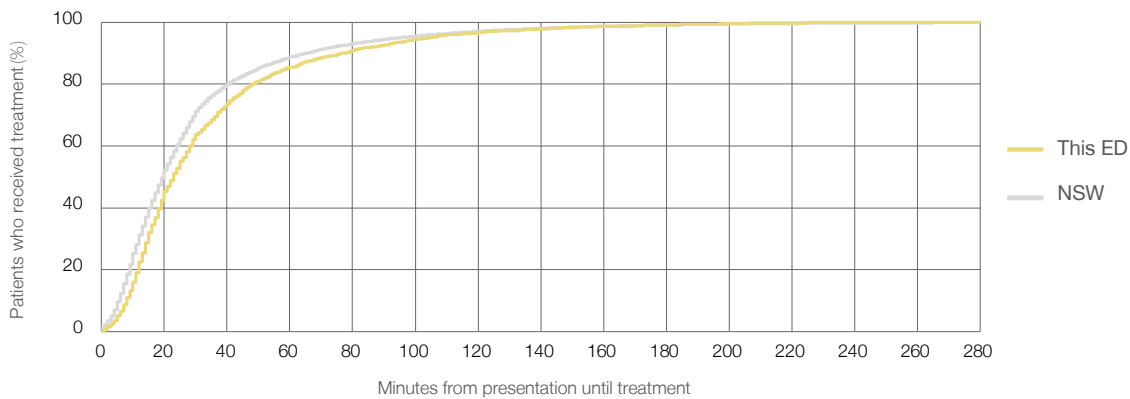
Number of triage 3 patients used to calculate waiting time:³ 1,604

Median time to start treatment⁴ 23 minutes

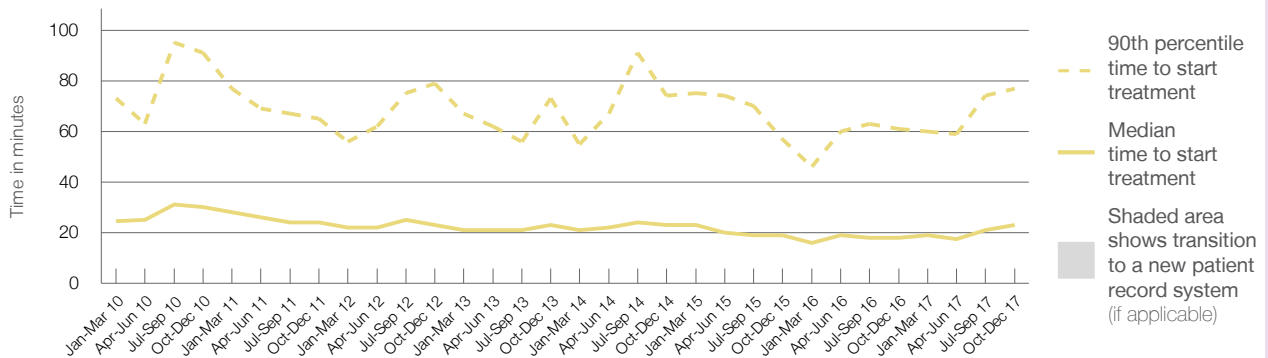
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
1,522	1,507
18 minutes	20 minutes
61 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	30	24	23	23	23	19	18	23
90th percentile time to start treatment ⁵ (minutes)	91	65	79	73	74	57	61	77

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Bowral and District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,280

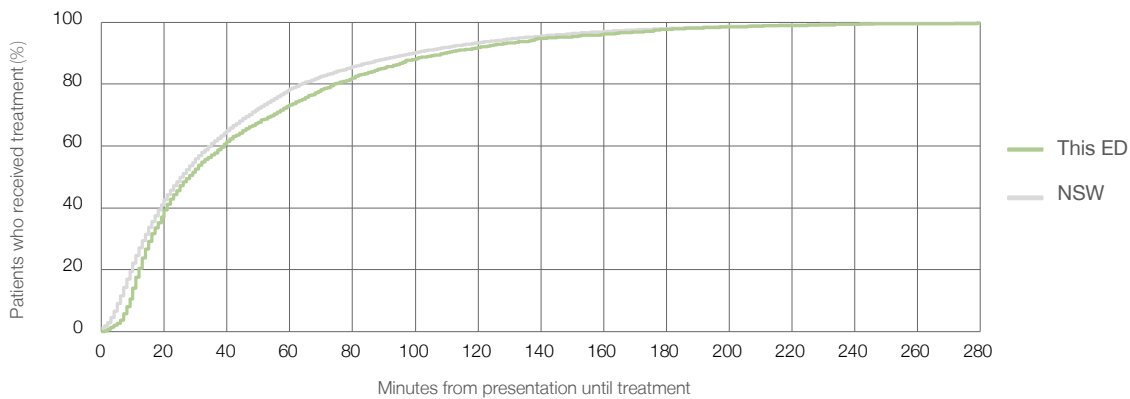
Number of triage 4 patients used to calculate waiting time:³ 2,154

Median time to start treatment⁴ 28 minutes

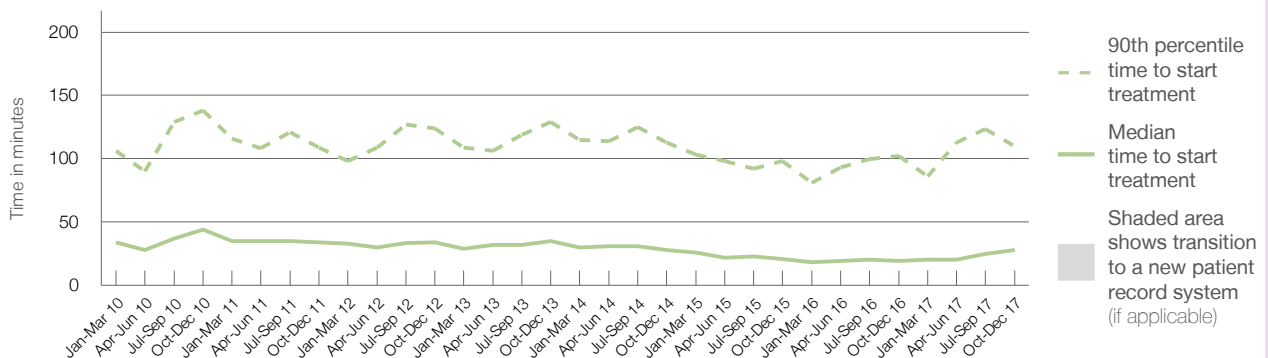
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,348	
2,276	
19 minutes	26 minutes
102 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	44	34	34	35	28	21	19	28
90th percentile time to start treatment ⁵ (minutes)	138	109	124	129	113	98	102	110

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Bowral and District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 653

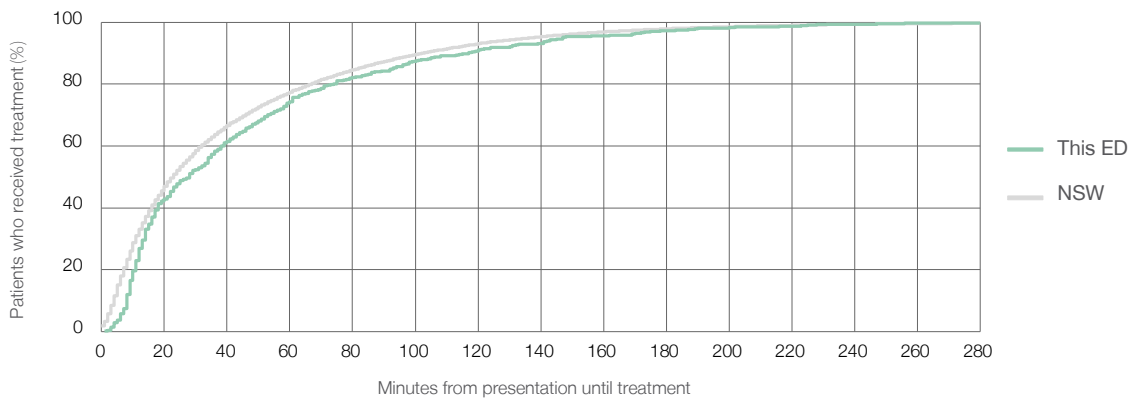
Number of triage 5 patients used to calculate waiting time:³ 558

Median time to start treatment⁴ 28 minutes

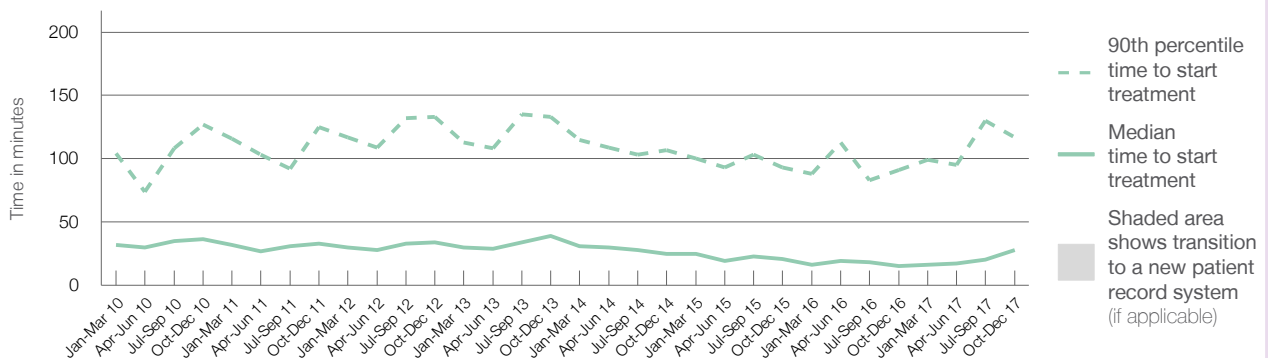
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
770	702
15 minutes	23 minutes
91 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	37	33	34	39	25	21	15	28
90th percentile time to start treatment ⁵ (minutes)	127	125	133	133	107	93	91	117

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Bowral and District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 5,066 patients

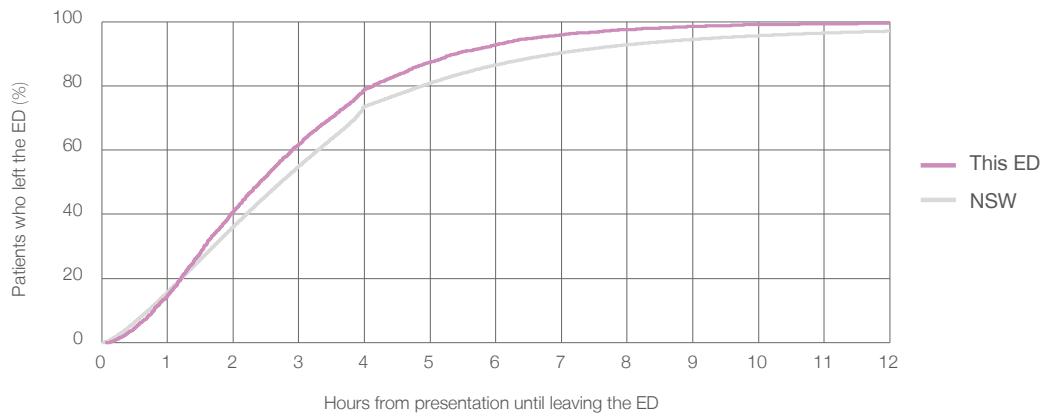
Presentations used to calculate time to leaving the ED:⁶ 5,066 patients

Median time spent in the ED⁸ 2 hours and 25 minutes

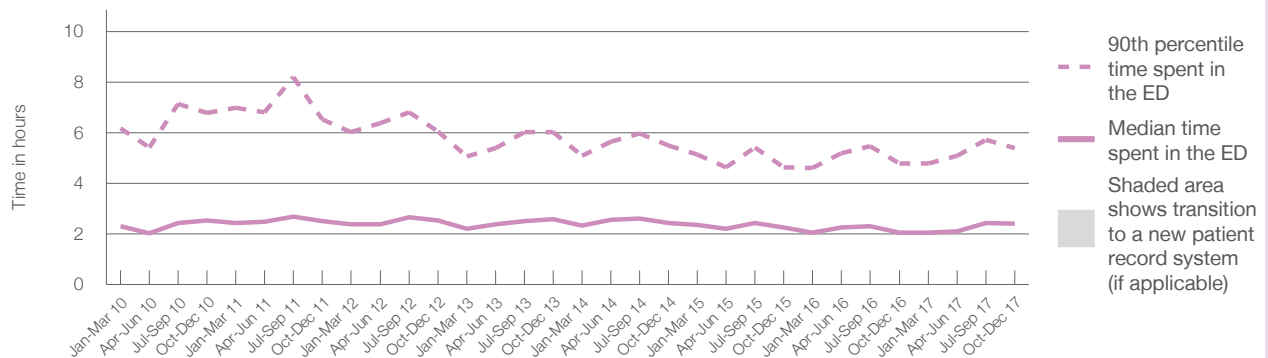
90th percentile time spent in the ED⁹ 5 hours and 24 minutes

Same period last year	NSW (this period)
5,133	5,133
2 hours and 3 minutes	2 hours and 44 minutes
4 hours and 47 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 33m	2h 31m	2h 32m	2h 36m	2h 27m	2h 15m	2h 3m	2h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 48m	6h 32m	6h 4m	6h 2m	5h 30m	4h 38m	4h 47m	5h 24m

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Bowral and District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

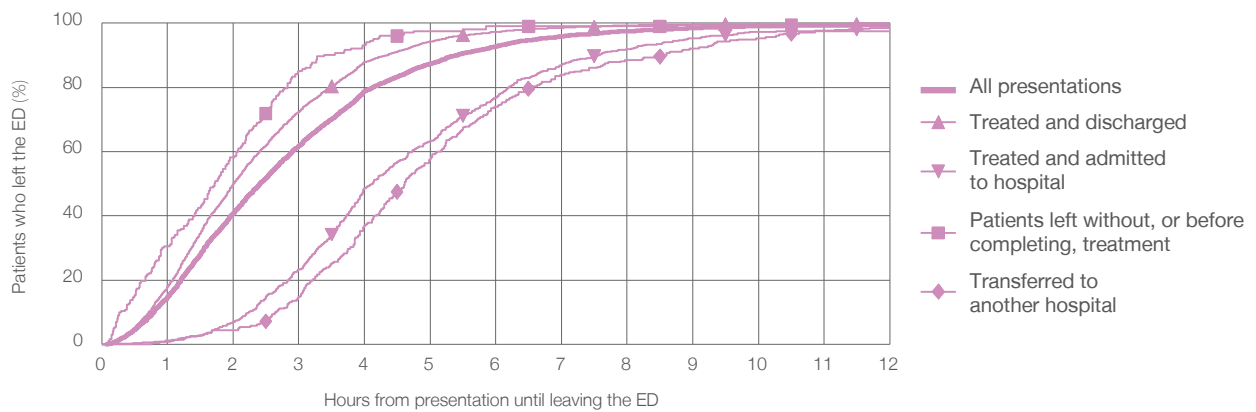
All presentations:¹ 5,066 patients

Presentations used to calculate time to leaving the ED:⁶ 5,066 patients

Treated and discharged	3,730 (73.6%)
Treated and admitted to hospital	825 (16.3%)
Patient left without, or before completing, treatment	203 (4.0%)
Transferred to another hospital	280 (5.5%)
Other	28 (0.6%)

	Same period last year	Change since one year ago
	5,133	-1.3%
	3,990	-6.5%
	795	3.8%
	113	79.6%
	213	31.5%
	22	27.3%

Percentage of patients who left the ED by time and mode of separation, October to December 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	17.9%	50.1%	72.5%	87.9%	97.3%	99.3%	99.7%	99.8%
Treated and admitted to hospital	0.7%	6.9%	23.3%	48.6%	76.8%	91.9%	97.2%	98.7%
Patient left without, or before completing, treatment	30.5%	58.1%	85.2%	93.1%	99.0%	99.0%	99.5%	99.5%
Transferred to another hospital	1.1%	4.3%	14.6%	37.1%	73.9%	88.6%	95.4%	97.5%
All presentations	14.8%	40.9%	61.8%	78.9%	92.8%	97.5%	99.1%	99.5%

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Bowral and District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 5,066 patients

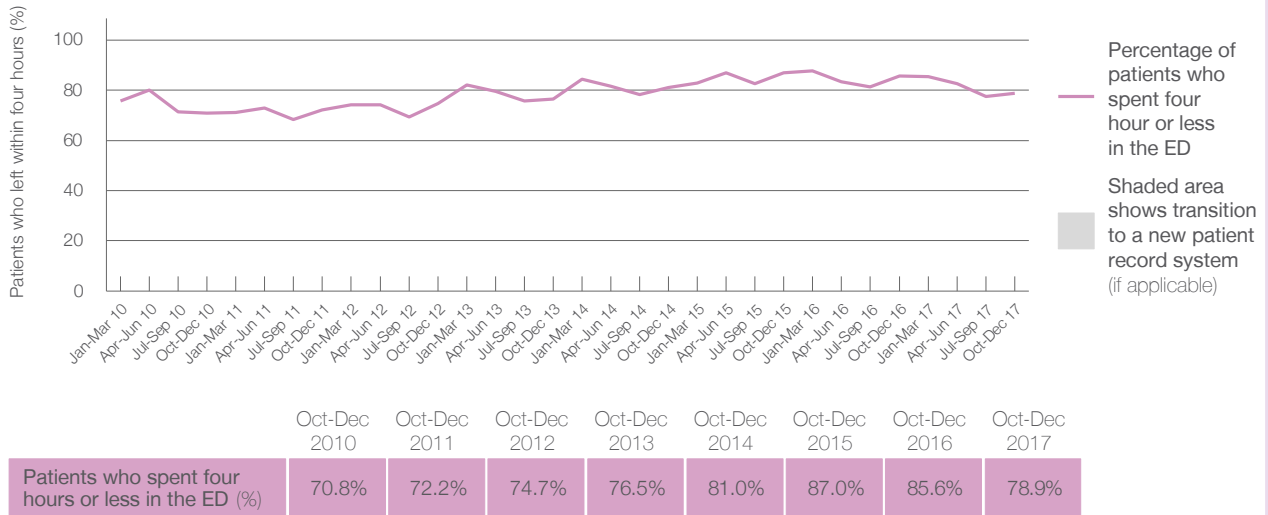
Presentations used to calculate time to leaving the ED: ⁶ 5,066 patients

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	5,133	-1.3%
Presentations used to calculate time to leaving the ED	5,133	-1.3%
Percentage of patients who spent four hours or less in the ED	85.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



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

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‡ 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).