

## Bathurst Health Service: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 6,261 patients

Emergency presentations:<sup>2</sup> 6,182 patients

Same period last year	Change since one year ago
6,185	1%
6,107	1%

## Bathurst Health Service: Time patients waited to start treatment <sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 630 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,085 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 50 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,864 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 577 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 59 minutes

Same period last year	NSW (this period)
684	
6 minutes	8 minutes
9 minutes	23 minutes
2,002	
15 minutes	20 minutes
47 minutes	65 minutes
2,749	
16 minutes	25 minutes
70 minutes	98 minutes
643	
13 minutes	22 minutes
83 minutes	97 minutes

## Bathurst Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,260 patients

Percentage of patients who spent four hours or less in the ED 82%

Same period last year	Change since one year ago
6,185	1%
77%	

\* 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, January to March 2018*.
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.

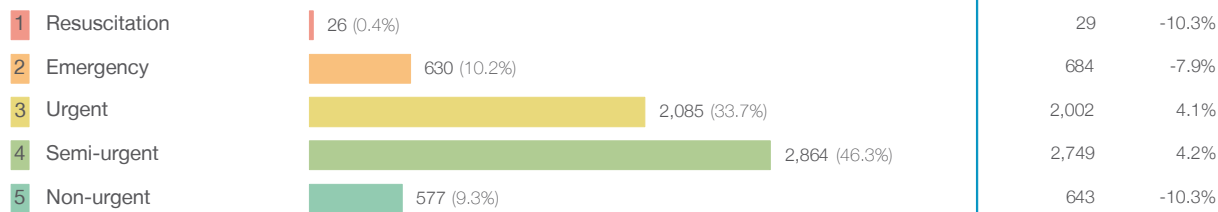
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Bathurst Health Service: Patients presenting to the emergency department

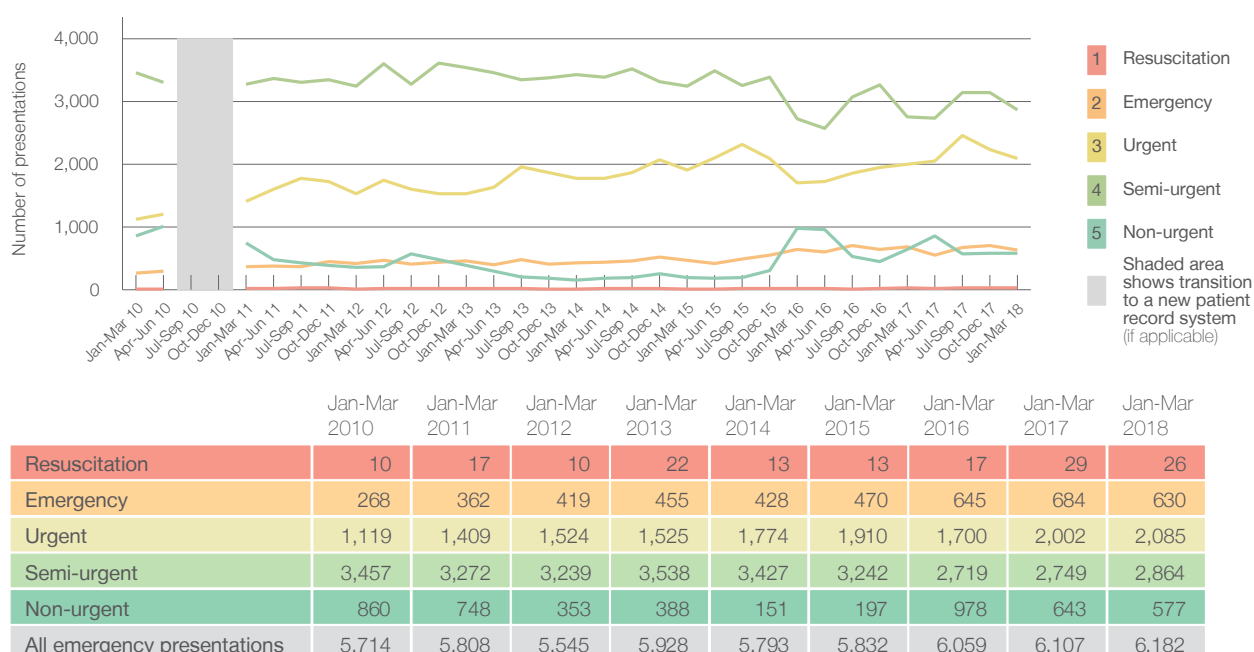
January to March 2018

All presentations:<sup>1</sup> 6,261 patients

Emergency presentations<sup>2</sup> by triage category: 6,182 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Bathurst Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 922 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.

## Bathurst Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 630

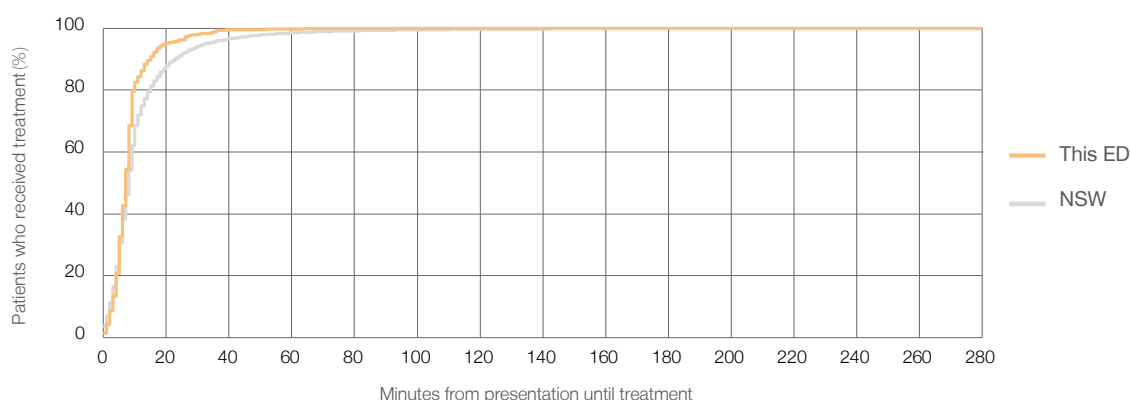
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 627

Median time to start treatment<sup>4</sup> 7 minutes

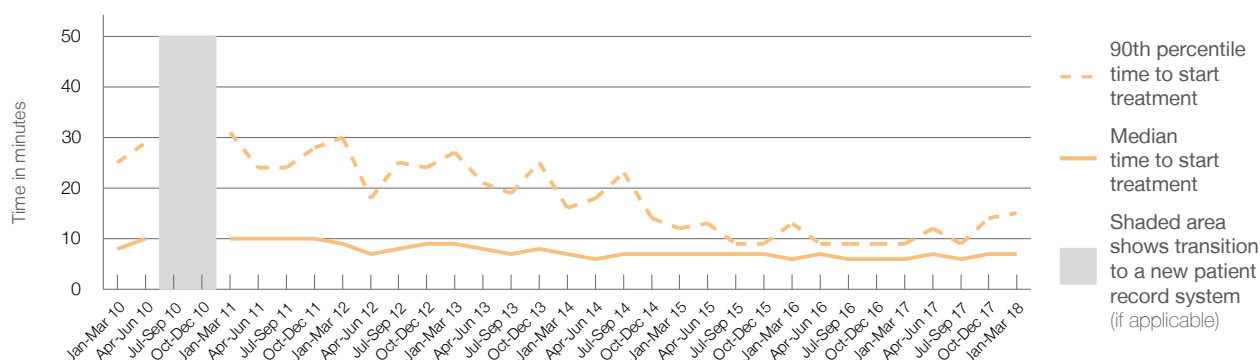
90th percentile time to start treatment<sup>5</sup> 15 minutes

Same period last year	NSW (this period)
684	
684	
6 minutes	8 minutes
9 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	8	10	9	9	7	7	6	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	25	31	30	27	16	12	13	9	15

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## Bathurst Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 2,085

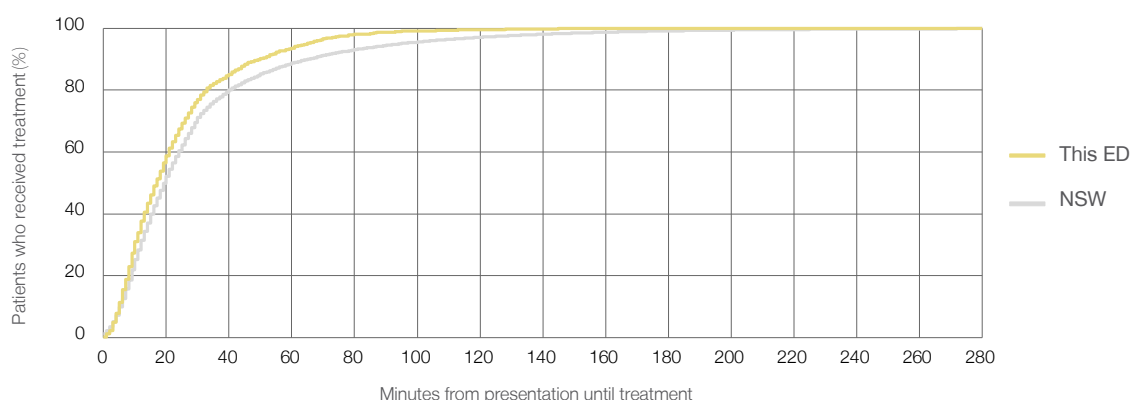
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,071

Median time to start treatment<sup>4</sup> 17 minutes

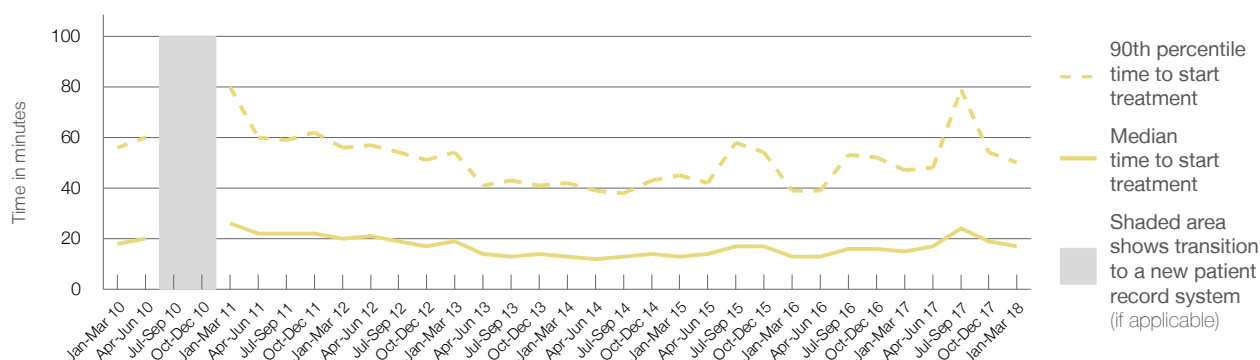
90th percentile time to start treatment<sup>5</sup> 50 minutes

Same period last year	NSW (this period)
2,002	1,979
15 minutes	20 minutes
47 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	18	26	20	19	13	13	13	15	17
90th percentile time to start treatment <sup>5</sup> (minutes)	56	80	56	54	42	45	39	47	50

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## Bathurst Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,864

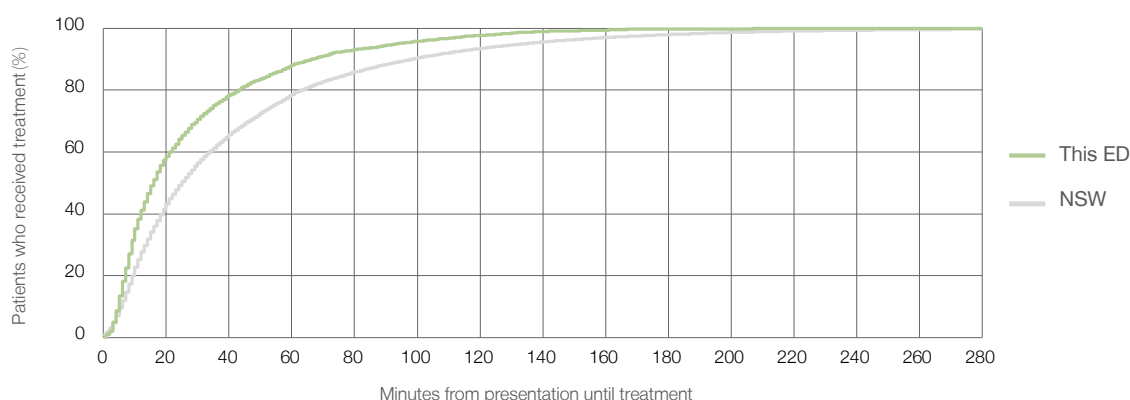
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,811

Median time to start treatment<sup>4</sup> 16 minutes

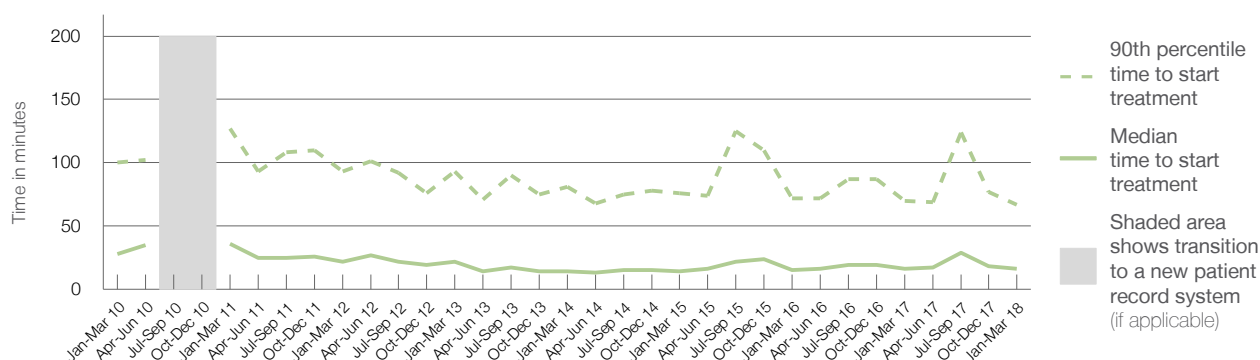
90th percentile time to start treatment<sup>5</sup> 67 minutes

Same period last year	NSW (this period)
2,749	
2,638	
16 minutes	25 minutes
70 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	28	36	22	22	14	14	15	16	16
90th percentile time to start treatment <sup>5</sup> (minutes)	100	127	93	93	81	76	72	70	67

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## Bathurst Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 577

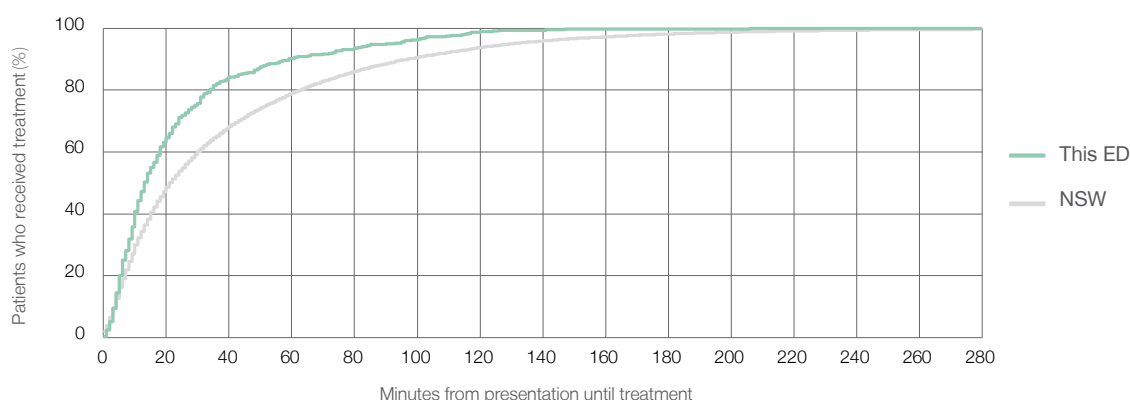
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 560

Median time to start treatment<sup>4</sup> 13 minutes

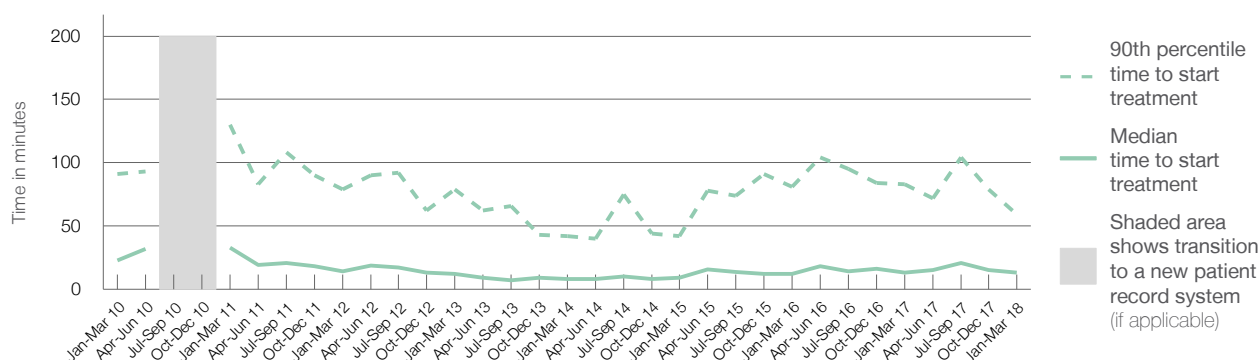
90th percentile time to start treatment<sup>5</sup> 59 minutes

Same period last year	NSW (this period)
643	
575	
13 minutes	22 minutes
83 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	23	33	14	12	8	9	12	13	13
90th percentile time to start treatment <sup>5</sup> (minutes)	91	130	79	79	42	42	81	83	59

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## Bathurst Health Service: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 6,261 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,260 patients

Median time spent in the ED<sup>8</sup>

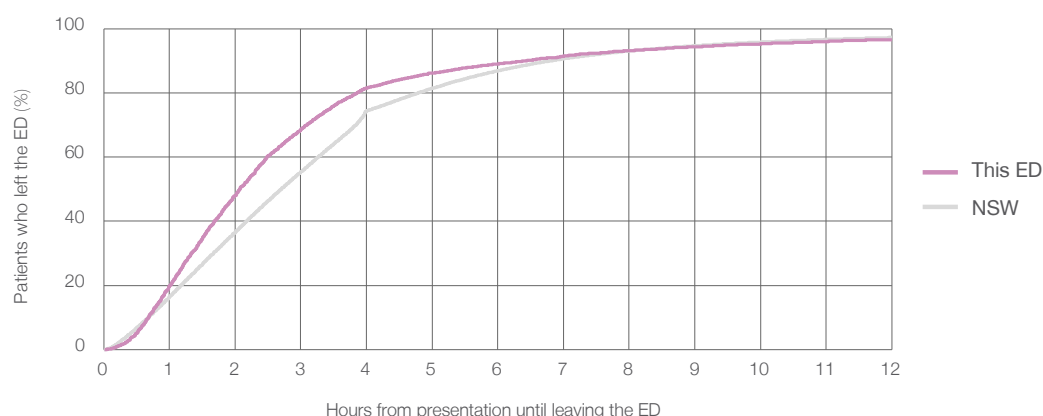
2 hours and 5 minutes

90th percentile time spent in the ED<sup>9</sup>

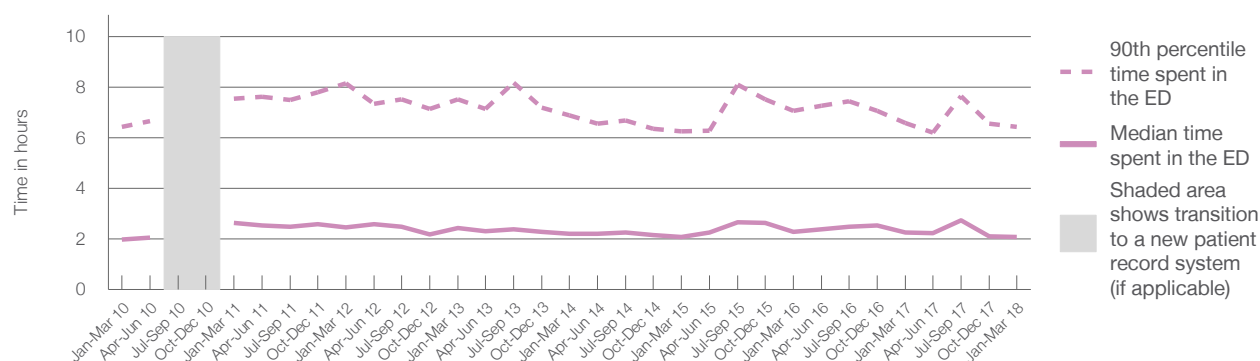
6 hours and 26 minutes

Same period last year	NSW (this period)
6,185	6,185
2 hours and 15 minutes	2 hours and 42 minutes
6 hours and 35 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 59m	2h 39m	2h 29m	2h 27m	2h 12m	2h 5m	2h 17m	2h 15m	2h 5m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	6h 26m	7h 33m	8h 9m	7h 31m	6h 54m	6h 16m	7h 5m	6h 35m	6h 26m

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## Bathurst Health Service: Time patients spent in the ED

By mode of separation

January to March 2018

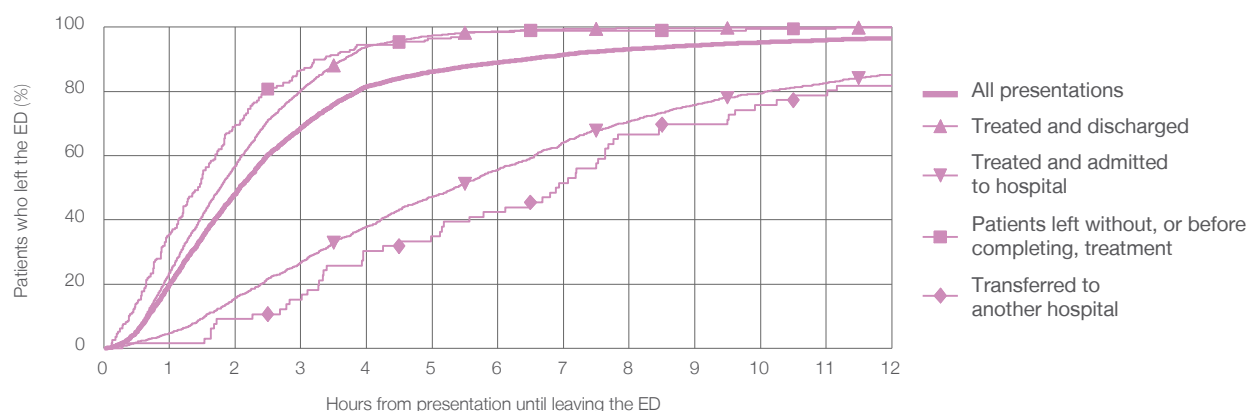
All presentations:<sup>†</sup> 6,261 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 6,260 patients

Treated and discharged	4,668 (74.6%)
Treated and admitted to hospital	1,304 (20.8%)
Patient left without, or before completing, treatment	197 (3.1%)
Transferred to another hospital	66 (1.1%)
Other	26 (0.4%)

Same period last year	Change since one year ago
6,185	1%
4,598	1.5%
1,162	12.2%
318	-38.1%
96	-31.3%
11	136.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



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

Treated and discharged	23.5%	56.8%	80.3%	94.0%	98.7%	99.6%	99.9%	99.9%
Treated and admitted to hospital	4.7%	15.6%	26.8%	37.9%	55.6%	70.6%	79.4%	85.1%
Patient left without, or before completing, treatment	35.5%	69.5%	86.8%	94.4%	98.5%	99.0%	99.5%	100%
Transferred to another hospital	1.5%	9.1%	15.2%	30.3%	42.4%	66.7%	75.8%	81.8%
All presentations	19.9%	48.1%	68.6%	81.5%	89.0%	93.1%	95.2%	96.6%

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## Bathurst Health Service: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 6,261 patients

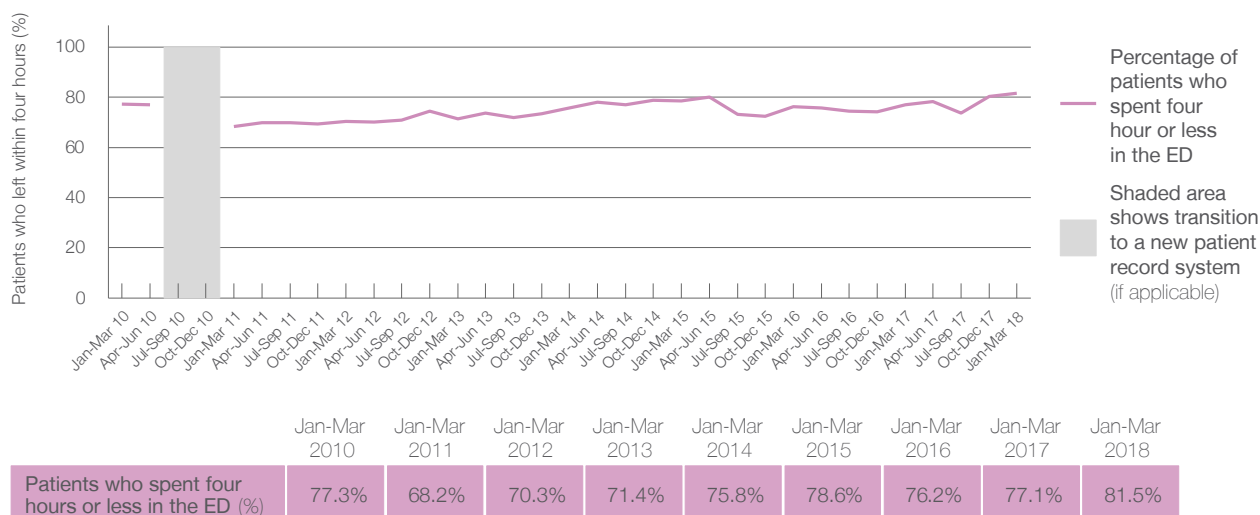
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,260 patients

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



Same period last year	Change since one year ago
6,185	1%
6,185	1%
77.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).