

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 10,161 patients

Emergency presentations:² 10,051 patients

Same period last year	Change since one year ago
10,050	1.1%
9,932	1.2%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,042 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,157 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 97 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,657 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,137 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
895	
11 minutes	8 minutes
43 minutes	23 minutes
3,343	
30 minutes	20 minutes
114 minutes	65 minutes
4,602	
34 minutes	26 minutes
118 minutes	99 minutes
1,041	
24 minutes	23 minutes
94 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 10,160 patients

Percentage of patients who spent four hours or less in the ED 68.3%

Same period last year	Change since one year ago
10,050	1.1%
67.9%	

* 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.

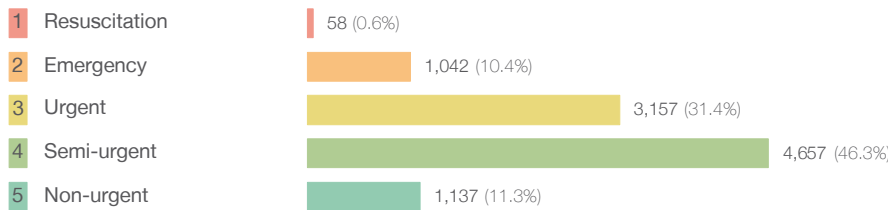
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department October to December 2017

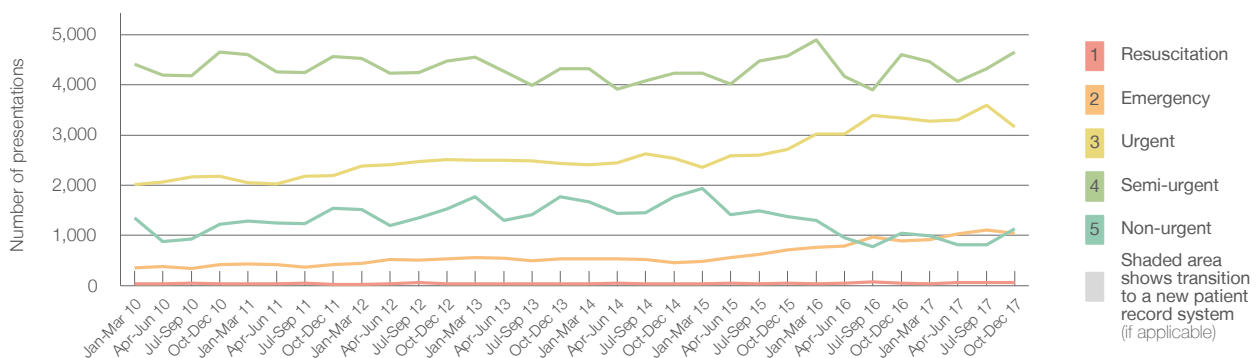
All presentations:¹ 10,161 patients

Emergency presentations² by triage category: 10,051 patients



	Same period last year	Change since one year ago
All presentations	10,050	1.1%
Emergency presentations	9,932	1.2%
1 Resuscitation	51	13.7%
2 Emergency	895	16.4%
3 Urgent	3,343	-5.6%
4 Semi-urgent	4,602	1.2%
5 Non-urgent	1,041	9.2%

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	36	30	40	31	33	49	51	58
Emergency	415	421	536	535	461	718	895	1,042
Urgent	2,176	2,188	2,506	2,436	2,537	2,720	3,343	3,157
Semi-urgent	4,647	4,565	4,471	4,326	4,235	4,579	4,602	4,657
Non-urgent	1,217	1,543	1,533	1,773	1,776	1,374	1,041	1,137
All emergency presentations	8,491	8,747	9,086	9,101	9,042	9,440	9,932	10,051

Shoalhaven District Memorial Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,301 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,311	
ED Transfer of care time		
Median time	16 minutes	-3 minutes
90th percentile time	55 minutes	-21 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 October to December 2017

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

Number of triage 2 patients: 1,042

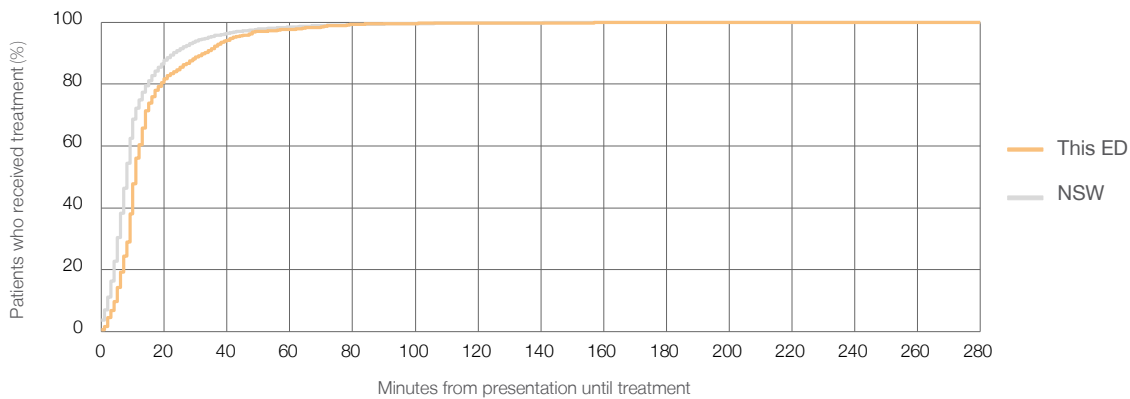
Number of triage 2 patients used to calculate waiting time:³ 1,040

Median time to start treatment⁴ 11 minutes

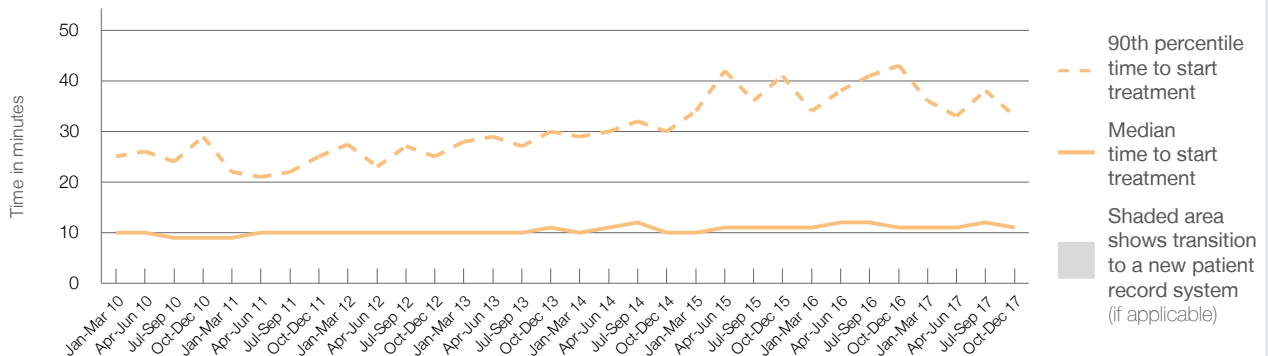
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
895	
893	
11 minutes	8 minutes
43 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)	9	10	10	11	10	11	11	11
90th percentile time to start treatment ⁵ (minutes)	29	25	25	30	30	41	43	33

(†) 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 3 October to December 2017

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

Number of triage 3 patients: 3,157

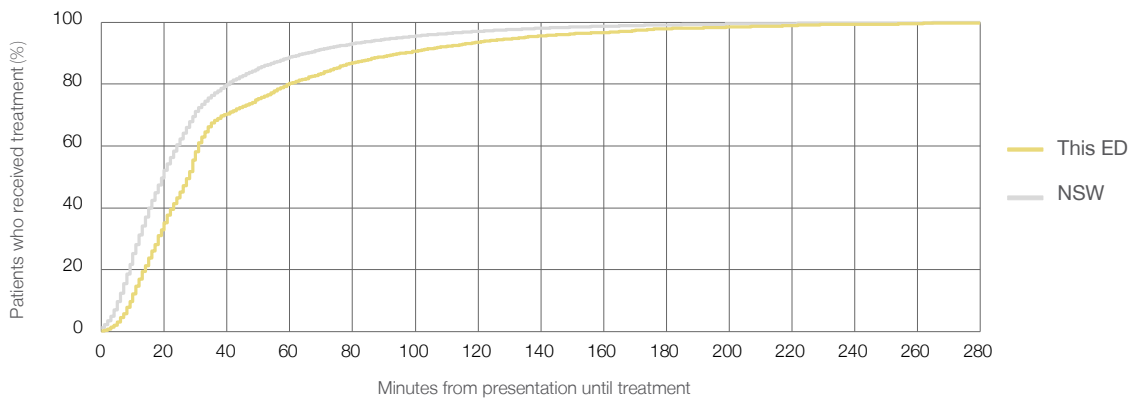
Number of triage 3 patients used to calculate waiting time:³ 3,110

Median time to start treatment⁴ 28 minutes

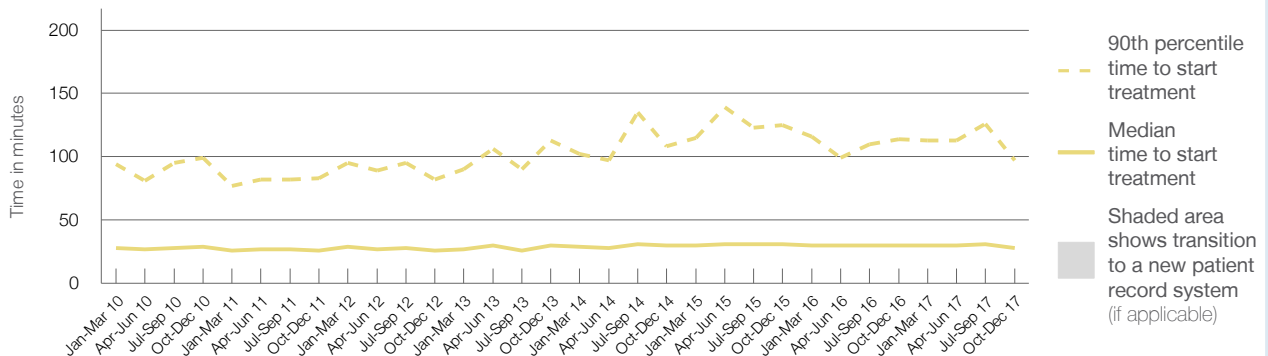
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
3,343	
3,282	
30 minutes	20 minutes
114 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)	29	26	26	30	30	31	30	28
90th percentile time to start treatment ⁵ (minutes)	99	83	82	113	108	125	114	97

(†) 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 4 October to December 2017

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

Number of triage 4 patients: 4,657

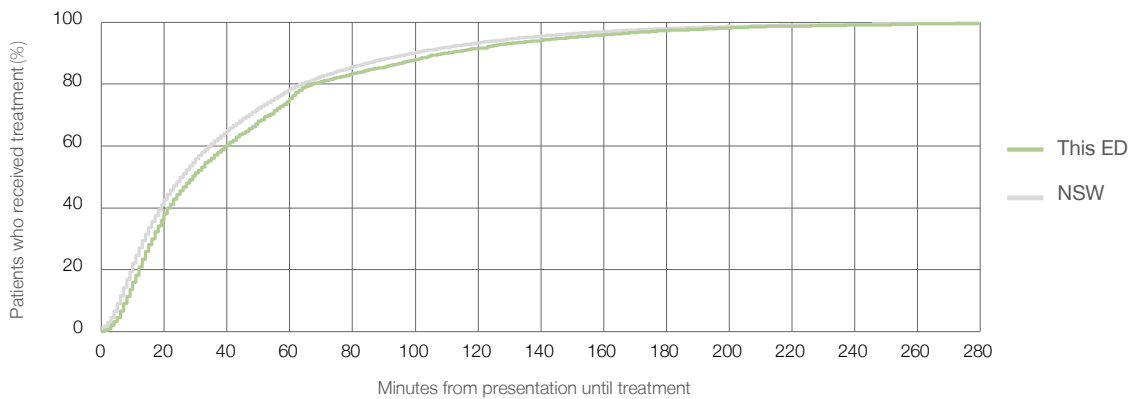
Number of triage 4 patients used to calculate waiting time:³ 4,445

Median time to start treatment⁴ 29 minutes

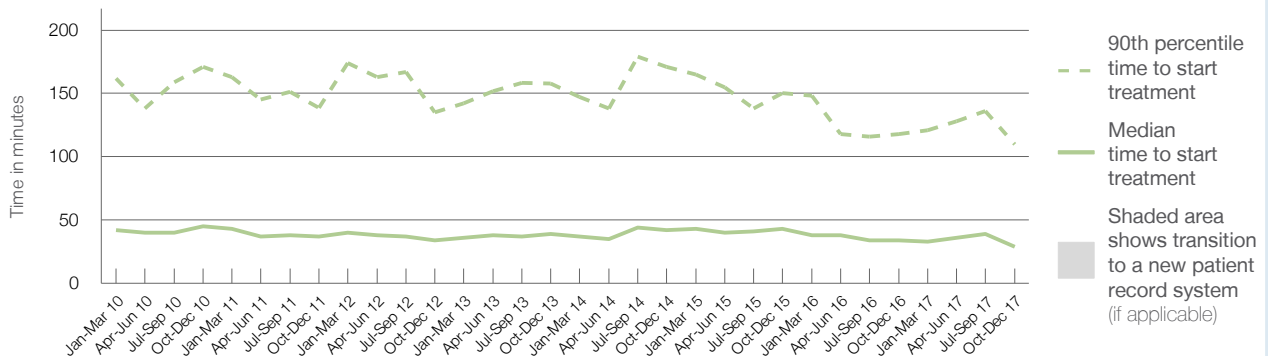
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
4,602	4,342
34 minutes	26 minutes
118 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)	45	37	34	39	42	43	34	29
90th percentile time to start treatment ⁵ (minutes)	171	139	135	158	171	150	118	110

(†) 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 5 October to December 2017

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

Number of triage 5 patients: 1,137

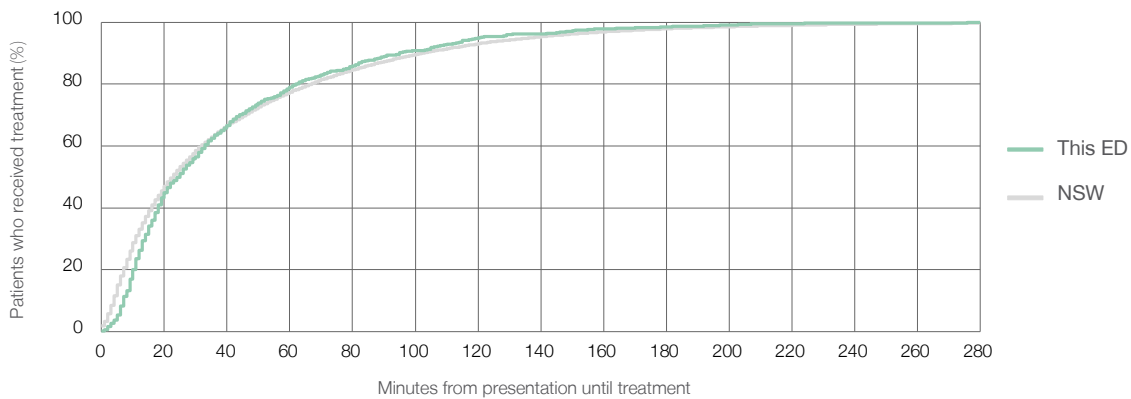
Number of triage 5 patients used to calculate waiting time:³ 1,025

Median time to start treatment⁴ 25 minutes

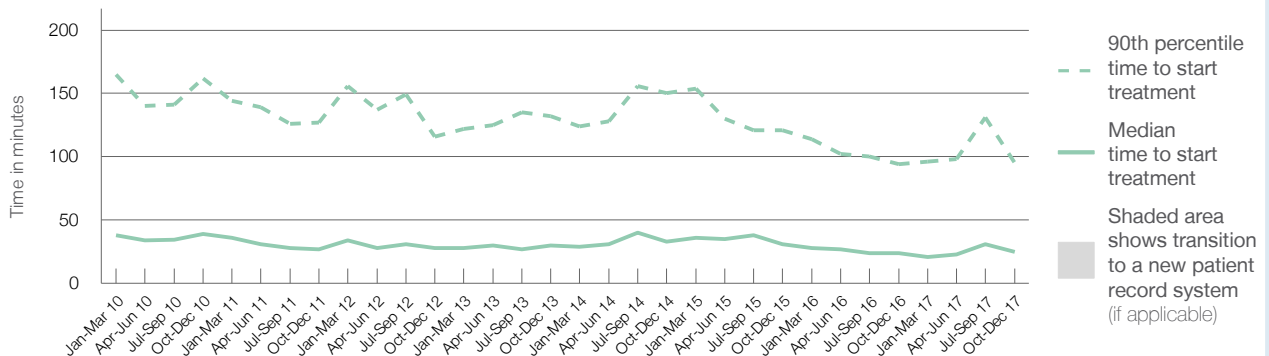
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
1,041	937
24 minutes	23 minutes
94 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)	39	27	28	30	33	31	24	25
90th percentile time to start treatment ⁵ (minutes)	162	127	116	132	150	121	94	95

(†) 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 spent in the ED October to December 2017

All presentations:¹ 10,161 patients

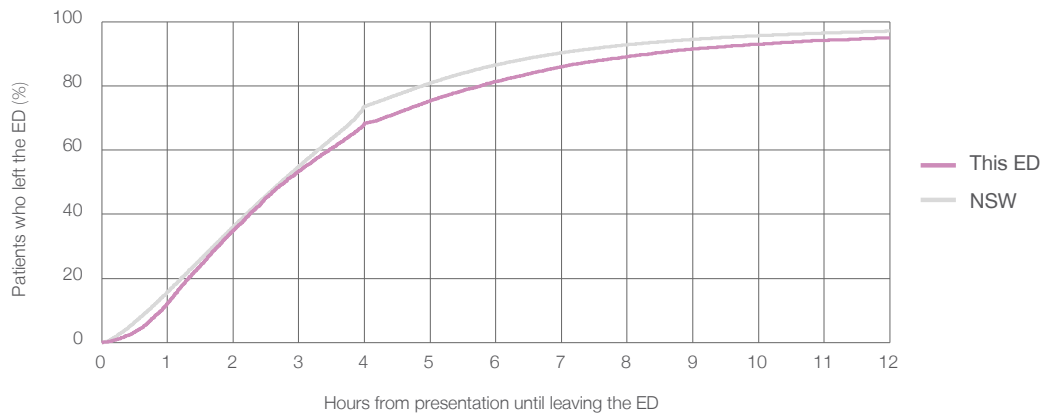
Presentations used to calculate time to leaving the ED:⁶ 10,160 patients

Median time spent in the ED⁸ 2 hours and 48 minutes

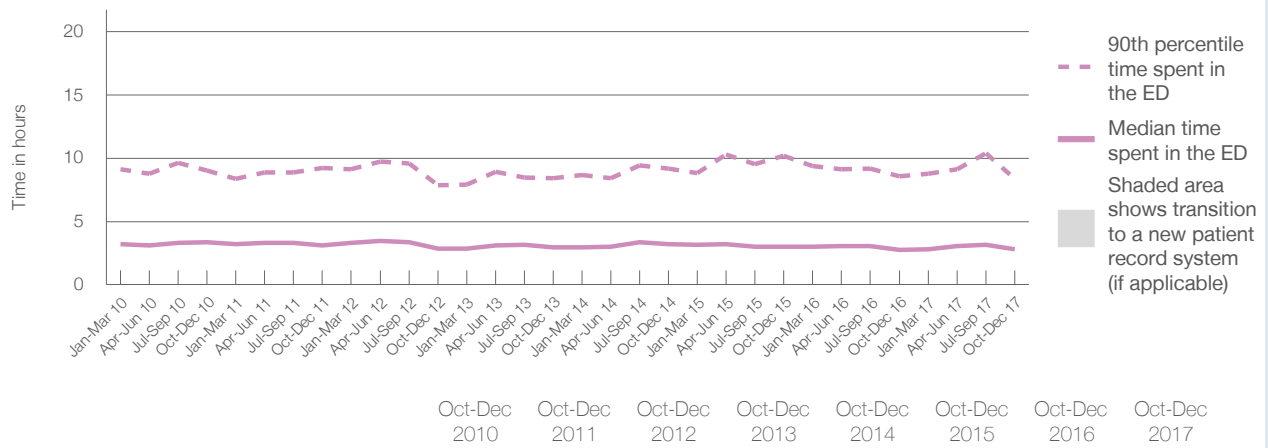
90th percentile time spent in the ED⁹ 8 hours and 22 minutes

Same period last year	NSW (this period)
10,050	10,050
2 hours and 46 minutes	2 hours and 44 minutes
8 hours and 35 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)	3h 21m	3h 6m	2h 52m	2h 58m	3h 13m	3h 0m	2h 46m	2h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 0m	9h 14m	7h 51m	8h 24m	9h 10m	10h 11m	8h 35m	8h 22m

(†) 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 spent in the ED
 By mode of separation
 October to December 2017

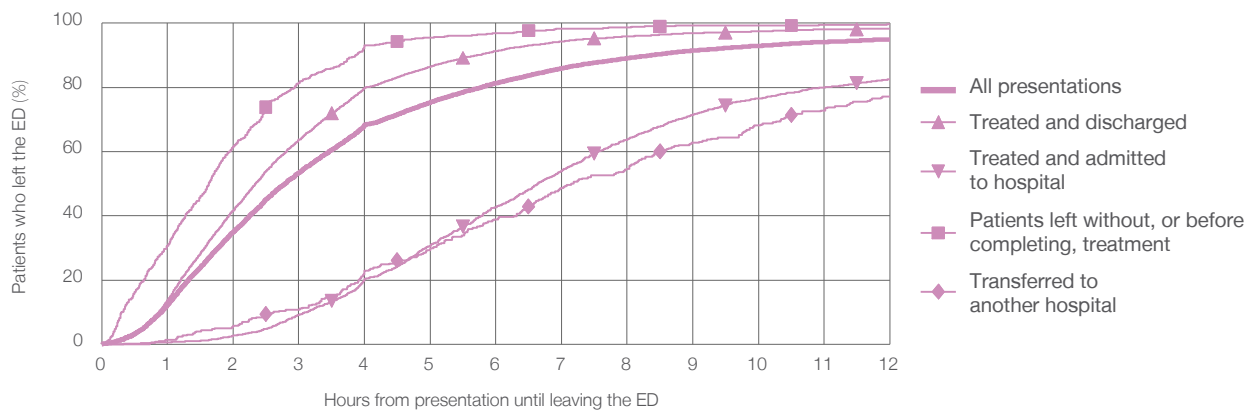
All presentations:¹ 10,161 patients

Presentations used to calculate time to leaving the ED:⁶ 10,160 patients

Treated and discharged	7,356 (72.4%)
Treated and admitted to hospital	1,832 (18.0%)
Patient left without, or before completing, treatment	628 (6.2%)
Transferred to another hospital	298 (2.9%)
Other	47 (0.5%)

Same period last year	Change since one year ago
10,050	1.1%
7,339	0.2%
1,686	8.7%
654	-4.0%
336	-11.3%
35	34.3%

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	13.7%	41.8%	63.7%	79.9%	91.4%	95.9%	97.4%	98.4%
Treated and admitted to hospital	0.7%	2.7%	9.2%	20.4%	42.7%	63.9%	76.5%	82.6%
Patient left without, or before completing, treatment	30.7%	61.6%	81.4%	93.2%	96.8%	98.7%	99.4%	99.7%
Transferred to another hospital	1.3%	5.7%	10.7%	22.8%	38.9%	54.7%	68.1%	77.2%
All presentations	12.3%	35.0%	53.5%	68.3%	81.4%	89.1%	92.9%	95.0%

(†) 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 October to December 2017

All presentations at the emergency department: ¹ 10,161 patients

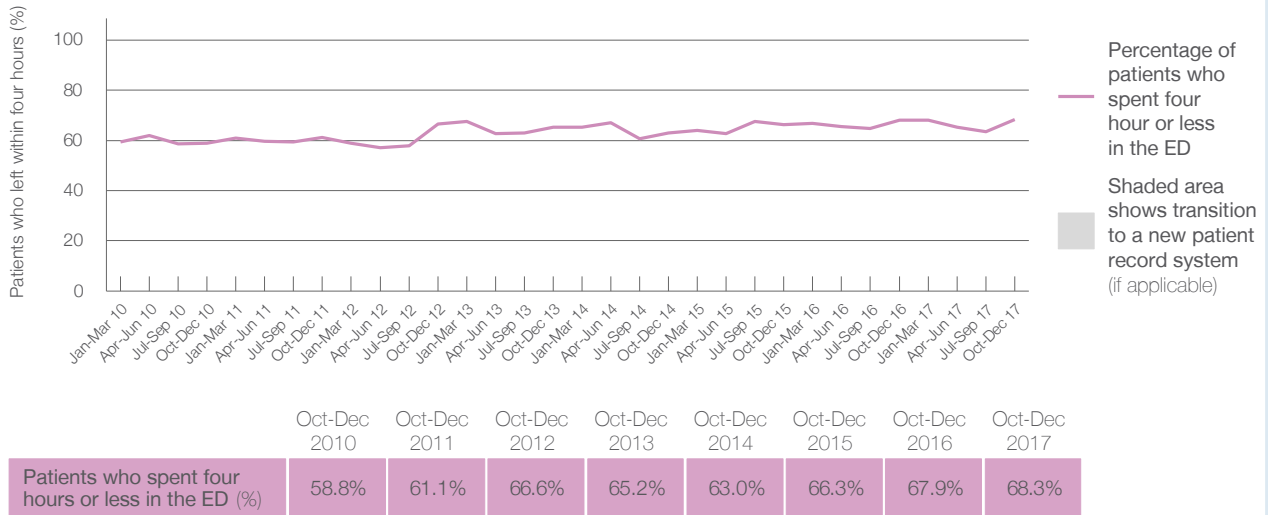
Presentations used to calculate time to leaving the ED: ⁶ 10,160 patients

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	10,050	1.1%
Presentations used to calculate time to leaving the ED	10,050	1.1%
Percentage of patients who spent four hours or less in the ED	67.9%	

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.

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