

Shellharbour Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 7,764 patients
Emergency presentations:² 7,531 patients

Same period last year	Change since one year ago
7,965	-3%
7,796	-3%

Shellharbour Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 827 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,841 patients

Median time to start treatment⁴  25 minutes
90th percentile time to start treatment⁵  112 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,659 patients

Median time to start treatment⁴  25 minutes
90th percentile time to start treatment⁵  131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 182 patients

Median time to start treatment⁴  18 minutes
90th percentile time to start treatment⁵  106 minutes

Same period last year	NSW (this period)
872	
8 minutes	8 minutes
17 minutes	28 minutes
2,961	
25 minutes	21 minutes
113 minutes	72 minutes
3,748	
26 minutes	26 minutes
150 minutes	105 minutes
189	
26 minutes	22 minutes
164 minutes	103 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 7,762 patients

Percentage of patients who spent four hours or less in the ED  64%

Same period last year	Change since one year ago
7,963	-3%
62%	

* 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, January to March 2018*.
- 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.

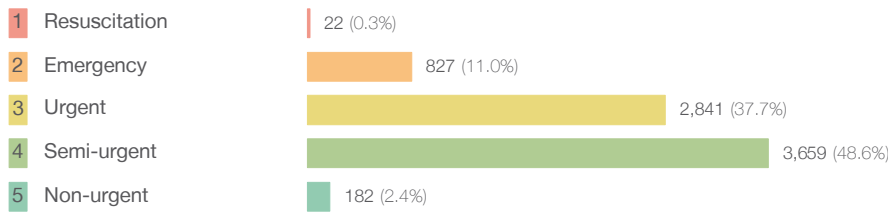
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Shellharbour Hospital: Patients presenting to the emergency department July to September 2018

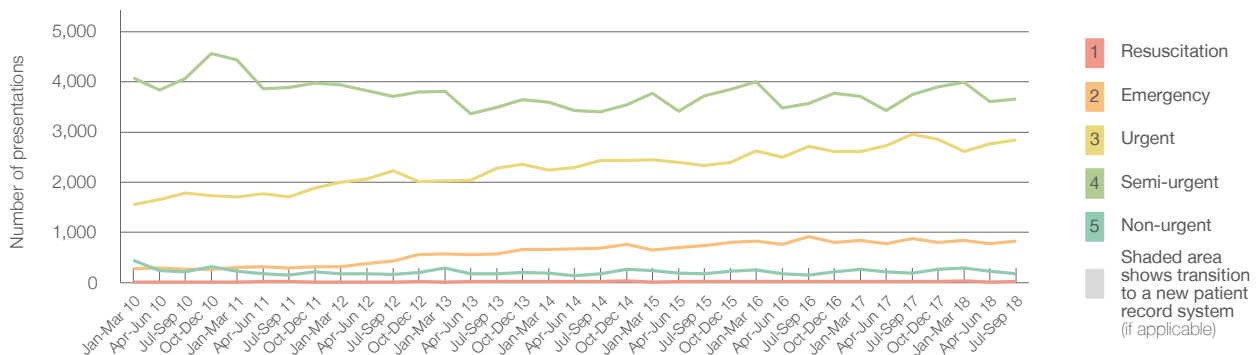
All presentations:¹ 7,764 patients

Emergency presentations² by triage category: 7,531 patients



	Same period last year	Change since one year ago
All presentations	7,965	-3%
Emergency presentations	7,796	-3%
1 Resuscitation	26	-15.4%
2 Emergency	872	-5.2%
3 Urgent	2,961	-4.1%
4 Semi-urgent	3,748	-2.4%
5 Non-urgent	189	-3.7%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	16	21	12	22	29	27	23	26	22
Emergency	264	293	434	576	681	736	917	872	827
Urgent	1,778	1,701	2,235	2,280	2,430	2,337	2,714	2,961	2,841
Semi-urgent	4,062	3,887	3,706	3,487	3,400	3,721	3,570	3,748	3,659
Non-urgent	214	146	160	180	180	173	153	189	182
All emergency presentations	6,334	6,048	6,547	6,545	6,720	6,994	7,377	7,796	7,531

Shellharbour Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,796 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,836	
ED Transfer of care time	12 minutes	-1 minute
90th percentile time	37 minutes	-7 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.

Shellharbour Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 827

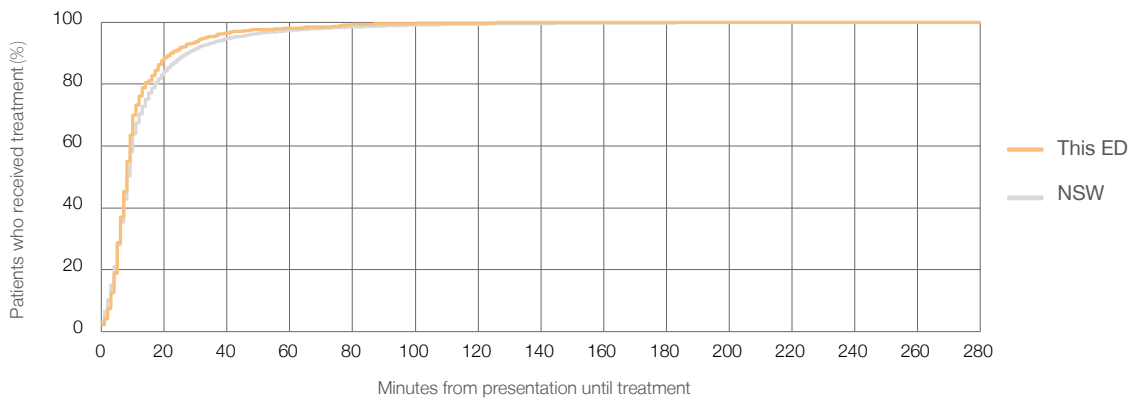
Number of triage 2 patients used to calculate waiting time:³ 827

Median time to start treatment⁴ 8 minutes

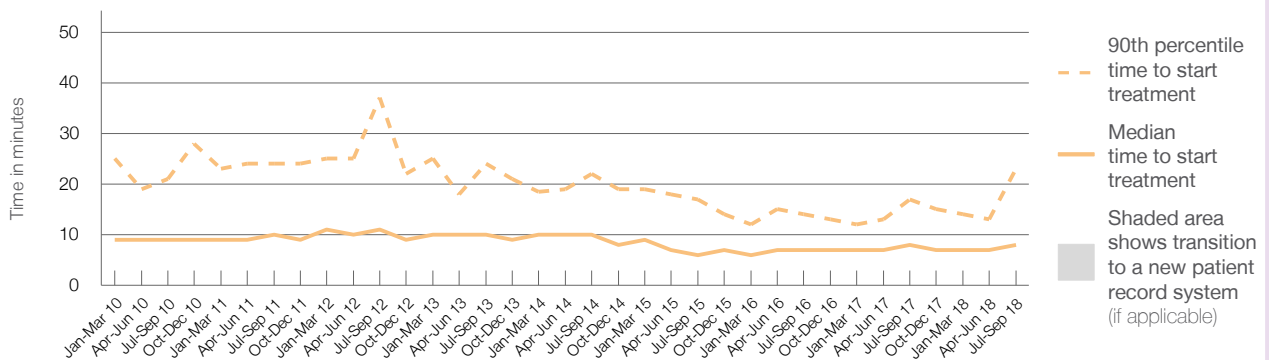
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
872	868
8 minutes	8 minutes
17 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	9	10	11	10	10	6	7	8	8
90th percentile time to start treatment ⁵ (minutes)	21	24	37	24	22	17	14	17	23

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Shellharbour Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,841

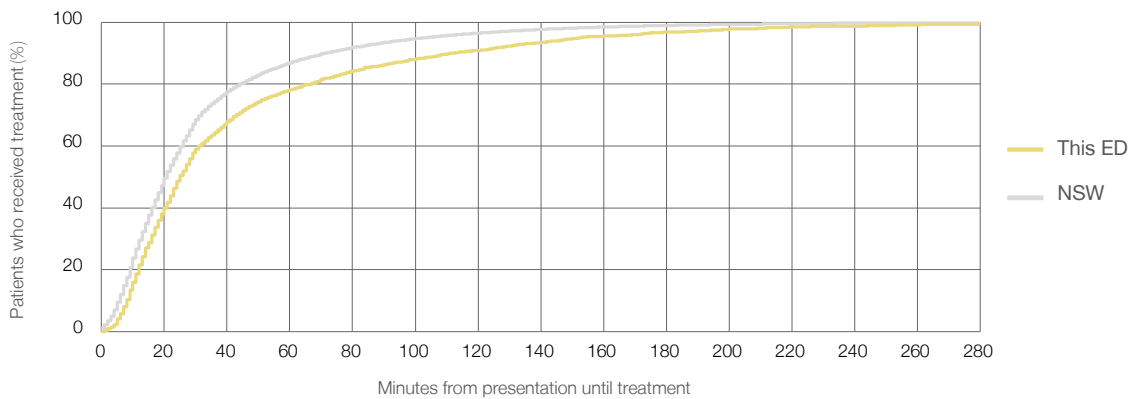
Number of triage 3 patients used to calculate waiting time:³ 2,775

Median time to start treatment⁴ 25 minutes

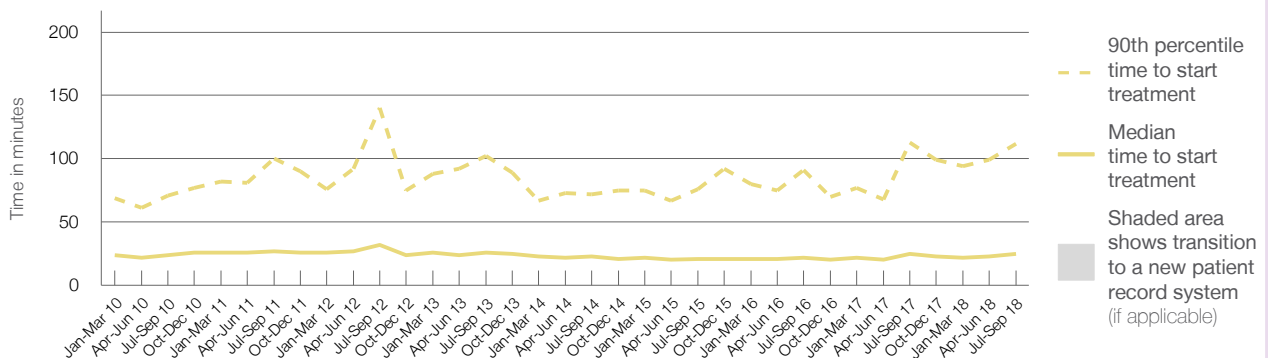
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
2,961	2,886
25 minutes	21 minutes
113 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	24	27	32	26	23	21	22	25	25
90th percentile time to start treatment ⁵ (minutes)	71	100	140	102	72	76	91	113	112

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Shellharbour Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,659

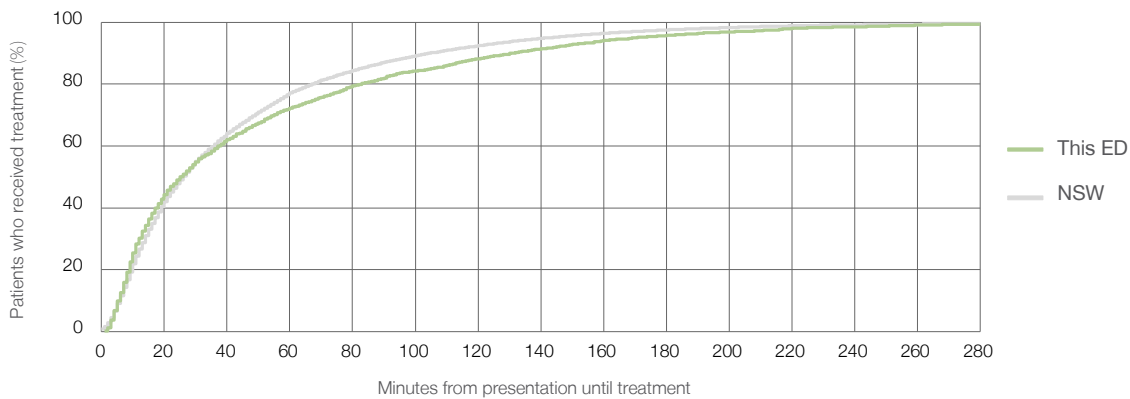
Number of triage 4 patients used to calculate waiting time:³ 3,421

Median time to start treatment⁴ 25 minutes

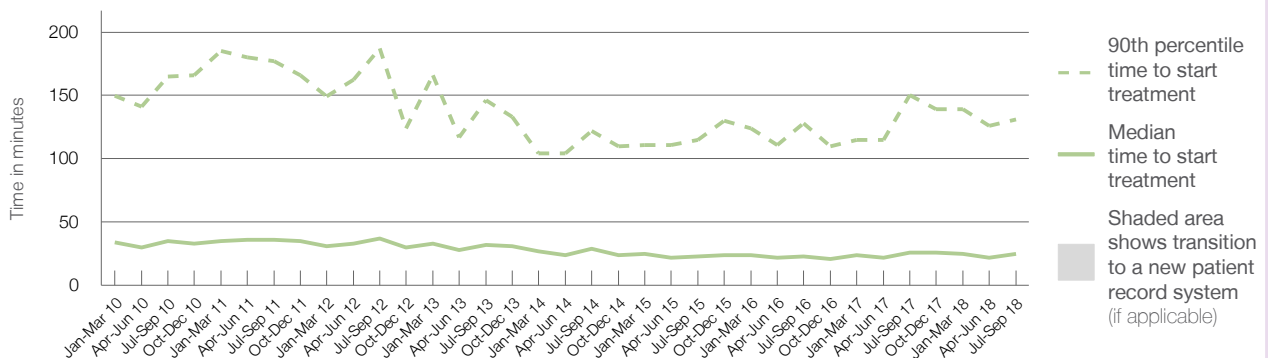
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
3,748	3,390
26 minutes	26 minutes
150 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	35	36	37	32	29	23	23	26	25
90th percentile time to start treatment ⁵ (minutes)	165	177	187	146	122	115	128	150	131

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Shellharbour Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 182

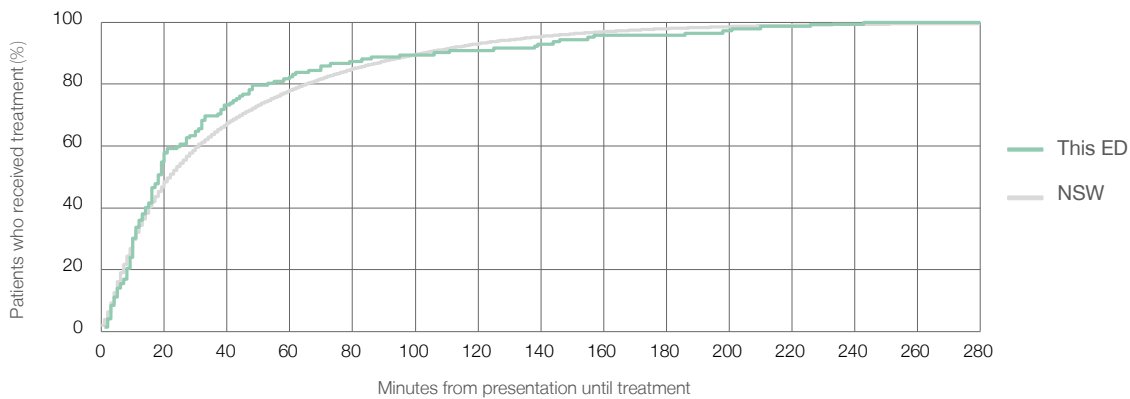
Number of triage 5 patients used to calculate waiting time:³ 142

Median time to start treatment⁴ 18 minutes

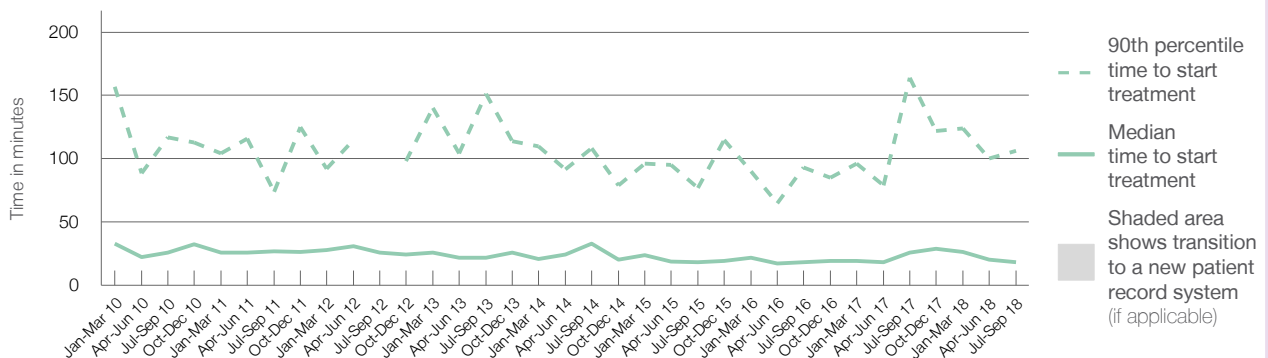
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
189	
136	
26 minutes	22 minutes
164 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	26	27	26	22	33	18	18	26	18
90th percentile time to start treatment ⁵ (minutes)	117	74	*	151	108	77	93	164	106

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Shellharbour Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 7,764 patients

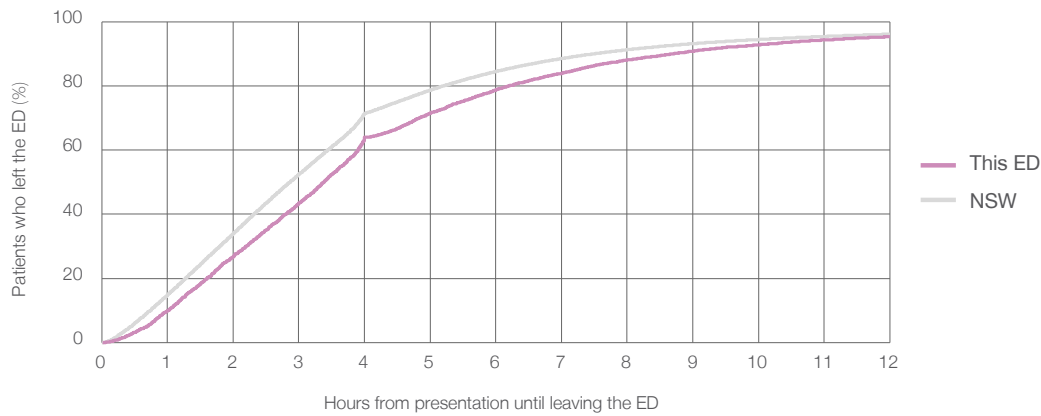
Presentations used to calculate time to leaving the ED:⁶ 7,762 patients

Median time spent in the ED⁸ 3 hours and 23 minutes

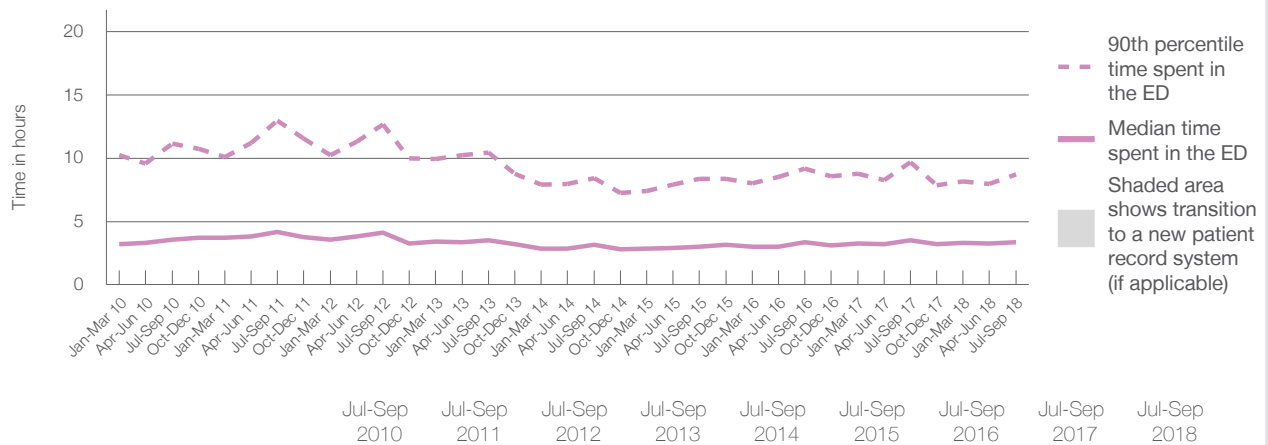
90th percentile time spent in the ED⁹ 8 hours and 42 minutes

Same period last year	NSW (this period)
7,965	
7,963	
3 hours and 32 minutes	2 hours and 52 minutes
9 hours and 41 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 34m	4h 9m	4h 8m	3h 31m	3h 9m	3h 0m	3h 21m	3h 32m	3h 23m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 9m	12h 58m	12h 41m	10h 25m	8h 25m	8h 21m	9h 12m	9h 41m	8h 42m

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Shellharbour Hospital: Time patients spent in the ED By mode of separation July to September 2018

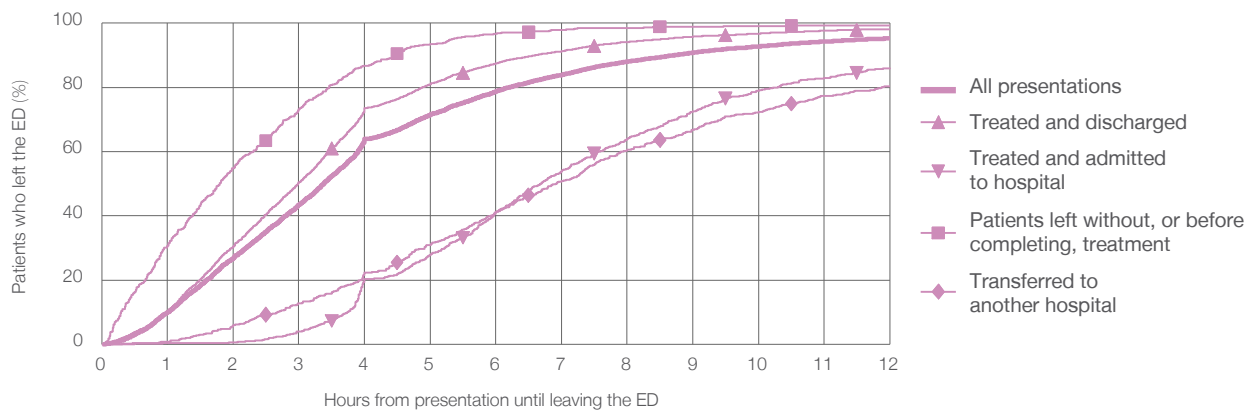
All presentations:¹ 7,764 patients

Presentations used to calculate time to leaving the ED:⁶ 7,762 patients

Treated and discharged	5,524 (71.1%)
Treated and admitted to hospital	951 (12.2%)
Patient left without, or before completing, treatment	643 (8.3%)
Transferred to another hospital	639 (8.2%)
Other	7 (0.1%)

Same period last year	Change since one year ago
7,963	-3%
5,490	0.6%
972	-2.2%
900	-28.6%
593	7.8%
10	-30.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	10.2%	30.5%	50.4%	73.6%	87.5%	94.2%	96.8%	98.2%
Treated and admitted to hospital	0.3%	0.6%	3.9%	20.3%	41.2%	64.0%	79.0%	86.1%
Patient left without, or before completing, treatment	30.6%	54.9%	73.3%	86.8%	96.7%	98.6%	99.1%	99.2%
Transferred to another hospital	0.8%	5.9%	12.8%	22.4%	41.3%	60.6%	72.3%	80.4%
All presentations	10.0%	26.9%	43.5%	64.0%	78.8%	88.1%	92.8%	95.3%

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Shellharbour Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 7,764 patients

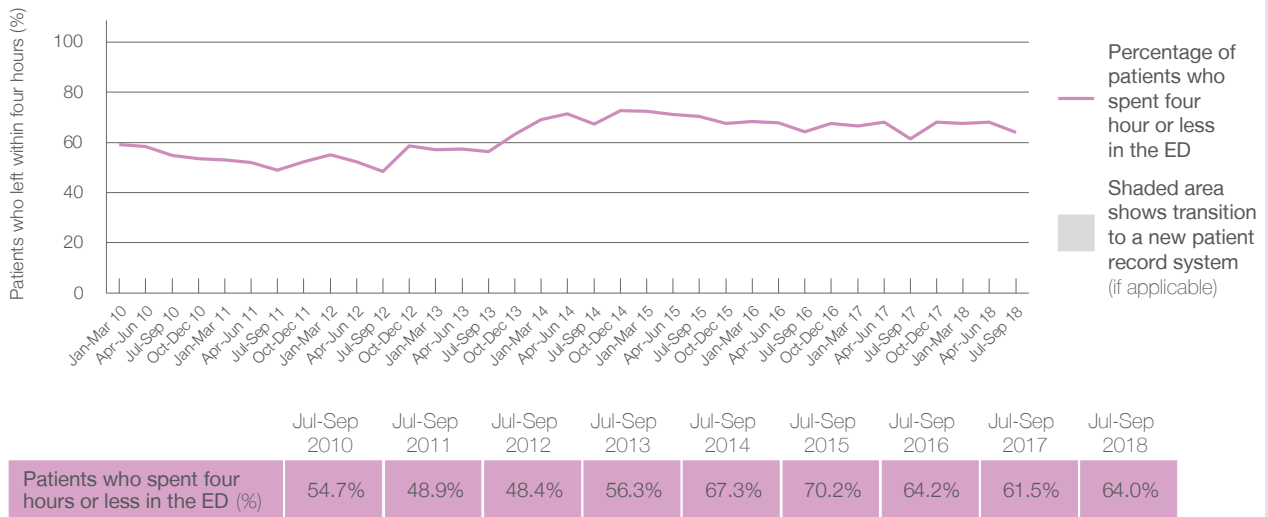
Presentations used to calculate time to leaving the ED: ⁶ 7,762 patients

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	7,965	-3%
Presentations used to calculate time to leaving the ED	7,963	-3%
Percentage of patients who spent four hours or less in the ED	61.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).