

Goulburn Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,277 patients
 Emergency attendances:² 4,023 patients

Same period last year	Change since one year ago
4,110	4%
3,751	7%

Goulburn Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 515 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,589 patients

Median time to start treatment⁴ 28 minutes
 95th percentile time to start treatment⁵ 138 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,640 patients

Median time to start treatment⁴ 39 minutes
 95th percentile time to start treatment⁵ 189 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 255 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
443	
8 minutes	8 minutes
32 minutes	35 minutes
1,452	
21 minutes	20 minutes
106 minutes	99 minutes
1,582	
26 minutes	26 minutes
142 minutes	137 minutes
264	
16 minutes	23 minutes
102 minutes	135 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,277 patients

Percentage of patients who left the ED within four hours 78%

Same period last year	Change since one year ago
4,110	4%
82%	

* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

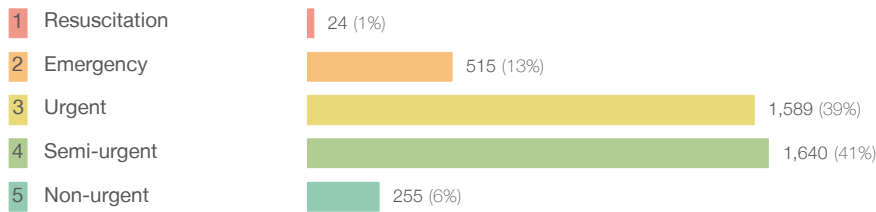
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Goulburn Base Hospital: Patients attending the emergency department January to March 2016

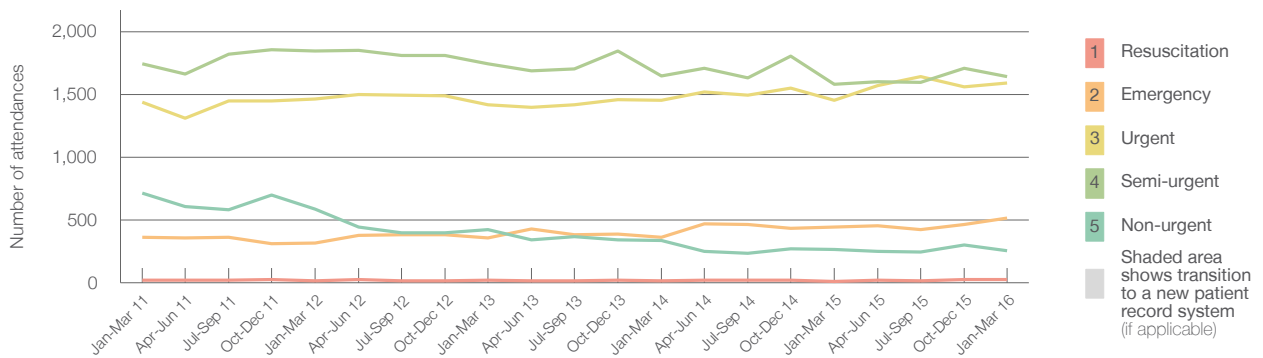
All attendances:¹ 4,277 patients

Emergency attendances² by triage category: 4,023 patients



Same period last year	Change since one year ago
4,110	4%
3,751	7%
10	140%
443	16%
1,452	9%
1,582	4%
264	-3%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	20	16	19	16	10	24
Emergency	362	314	356	360	443	515
Urgent	1,436	1,461	1,416	1,452	1,452	1,589
Semi-urgent	1,746	1,844	1,743	1,648	1,582	1,640
Non-urgent	712	588	423	338	264	255
All emergency attendances	4,276	4,223	3,957	3,814	3,751	4,023

Goulburn Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 780 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
732	
11 minutes	2 minutes
35 minutes	10 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Goulburn Base Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 515

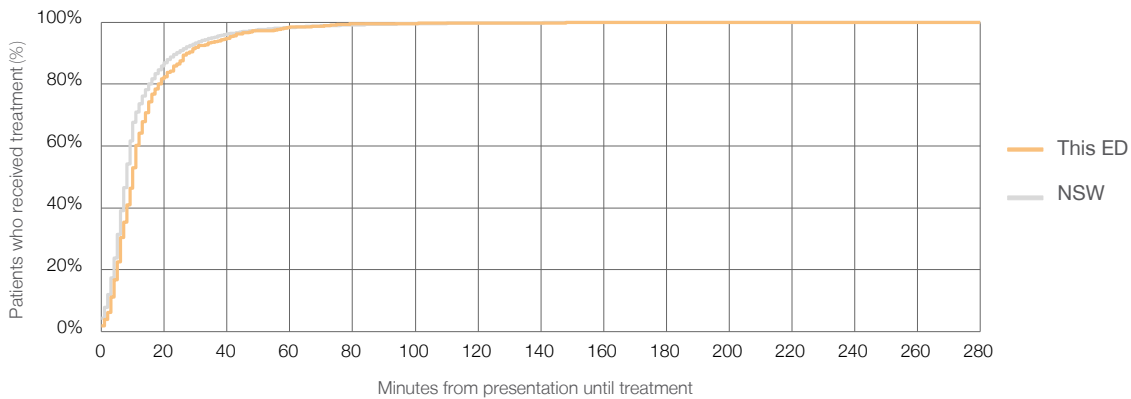
Number of triage 2 patients used to calculate waiting time:³ 515

Median time to start treatment⁴ 10 minutes

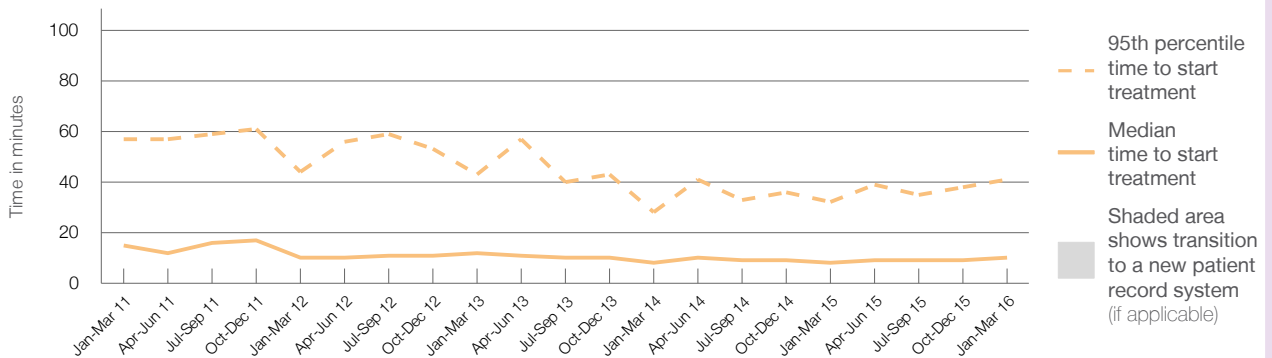
95th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
443	
439	
8 minutes	8 minutes
32 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	15	10	12	8	8	10
95th percentile time to start treatment ⁵ (minutes)	57	44	43	28	32	41

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Goulburn Base Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 1,589

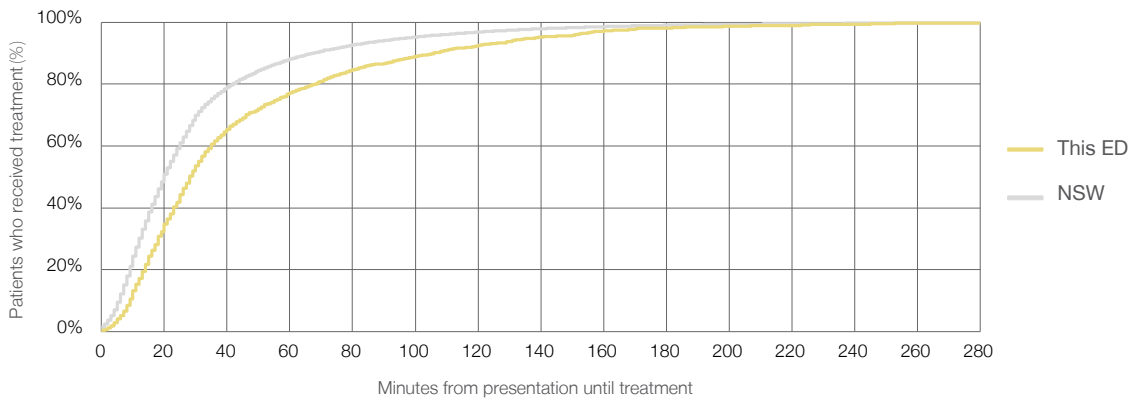
Number of triage 3 patients used to calculate waiting time:³ 1,542

Median time to start treatment⁴ 28 minutes

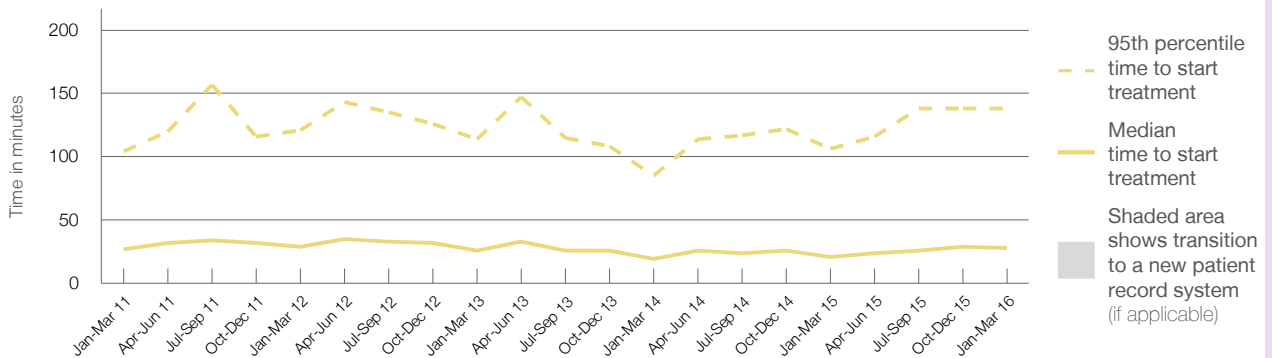
95th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
1,452	1,422
21 minutes	20 minutes
106 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	27	29	26	19	21	28
95th percentile time to start treatment ⁵ (minutes)	104	121	114	85	106	138

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Goulburn Base Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 1,640

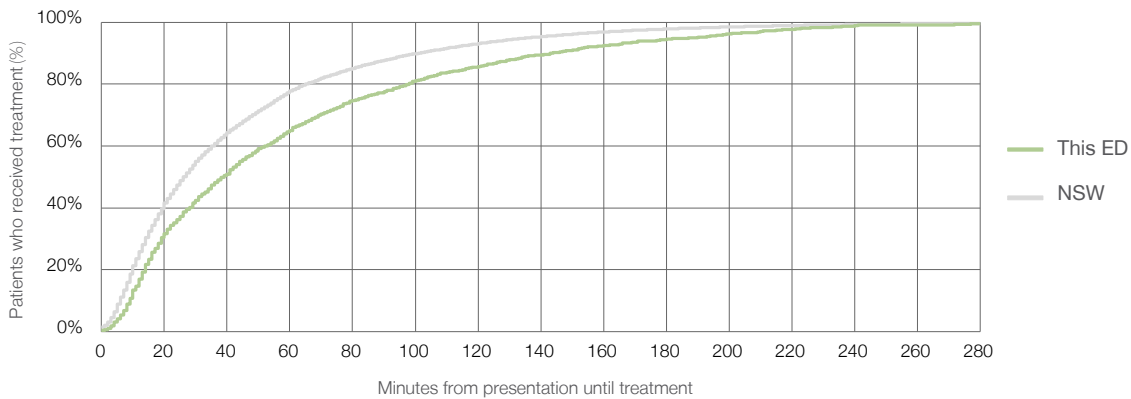
Number of triage 4 patients used to calculate waiting time:³ 1,482

Median time to start treatment⁴ 39 minutes

95th percentile time to start treatment⁵ 189 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,582	1,489
Median time to start treatment ⁴	26 minutes	26 minutes
95th percentile time to start treatment ⁵	142 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	34	38	34	23	26	39
95th percentile time to start treatment ⁵ (minutes)	141	181	167	123	142	189

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Goulburn Base Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 255

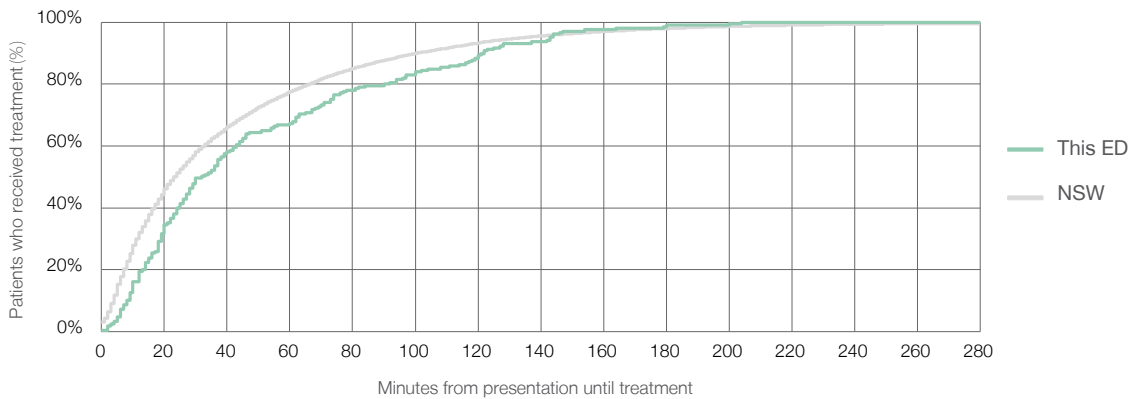
Number of triage 5 patients used to calculate waiting time:³ 205

Median time to start treatment⁴ 32 minutes

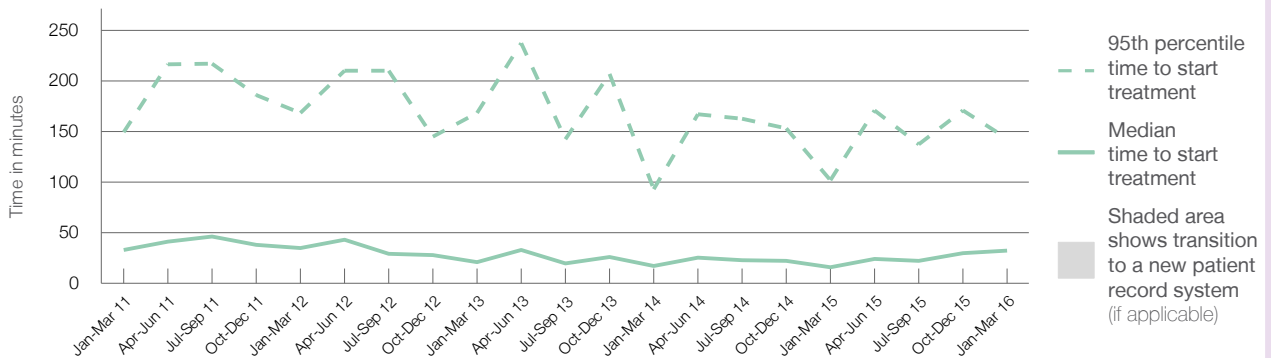
95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
264	
227	
16 minutes	23 minutes
102 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	33	35	21	17	16	32
95th percentile time to start treatment ⁵ (minutes)	149	168	168	93	102	143

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Goulburn Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 4,277 patients

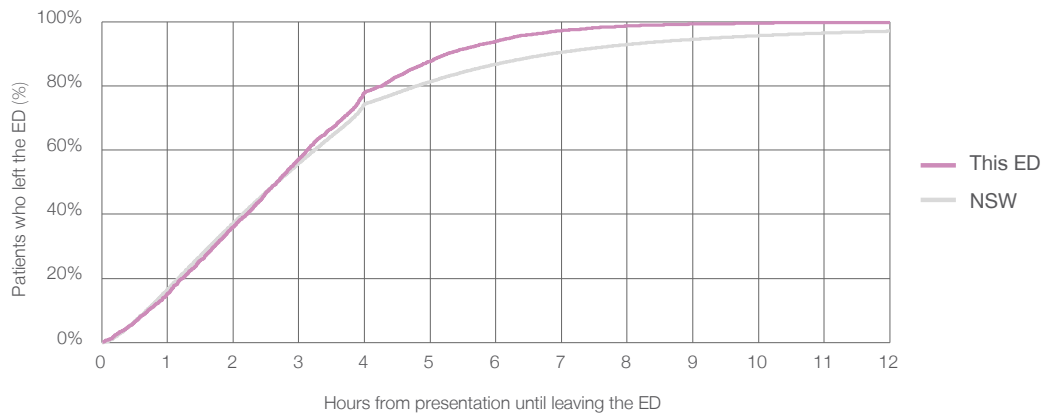
Attendances used to calculate time to leaving the ED:⁶ 4,277 patients

Median time to leaving the ED⁸ 2 hours and 40 minutes

95th percentile time to leaving the ED⁹ 6 hours and 15 minutes

Same period last year	NSW (this period)
4,110	4,110
2 hours and 17 minutes	2 hours and 40 minutes
6 hours and 9 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 59m	2h 26m	2h 28m	2h 4m	2h 17m	2h 40m
95th percentile time to leaving the ED ⁹ (hours, minutes)	7h 16m	8h 41m	7h 58m	6h 8m	6h 9m	6h 15m

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Goulburn Base Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

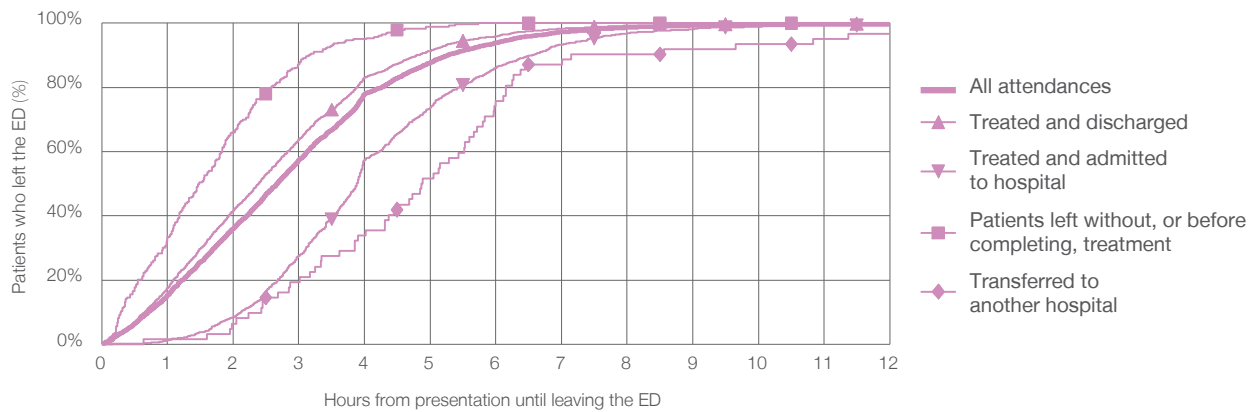
All attendances:¹ 4,277 patients

Attendances used to calculate time to leaving the ED:⁶ 4,277 patients

Treated and discharged	3,027 (71%)
Treated and admitted to hospital	885 (21%)
Patient left without, or before completing, treatment	283 (7%)
Transferred to another hospital	62 (1%)
Other	20 (0%)

Same period last year	Change since one year ago
4,110	4%
3,006	1%
822	8%
212	33%
47	32%
23	-13%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{†‡}



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	18%	42%	64%	83%	96%	99%	100%	100%
Treated and admitted to hospital	1%	8%	27%	57%	86%	97%	99%	99%
Patient left without, or before completing, treatment	33%	66%	87%	95%	100%	100%	100%	100%
Transferred to another hospital	2%	6%	19%	34%	76%	90%	94%	97%
All attendances	15%	36%	57%	78%	94%	99%	100%	100%

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Goulburn Base Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances:¹ 4,277 patients

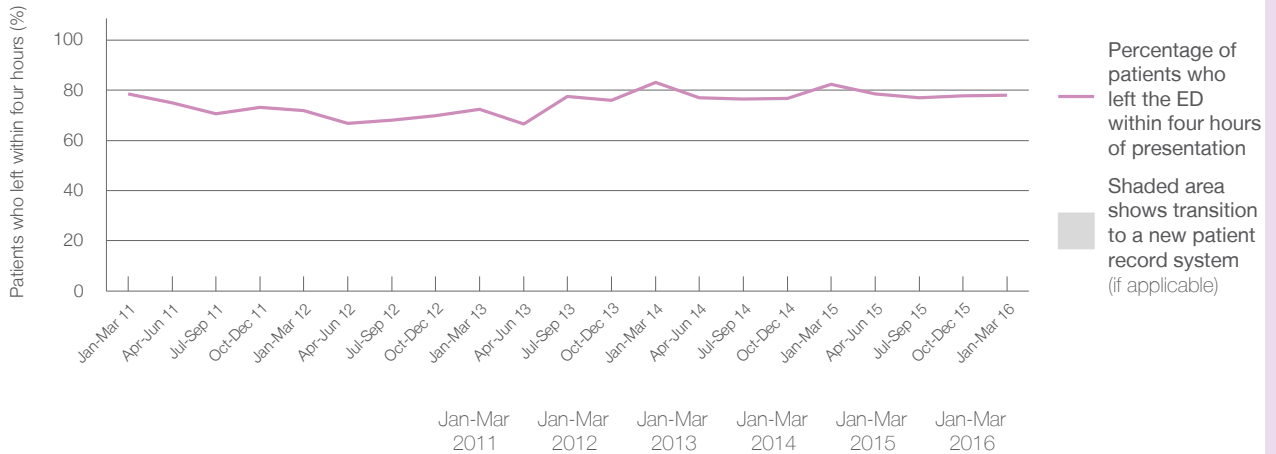
Attendances used to calculate time to leaving the ED:⁶ 4,277 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	4,110	4%
Attendances used to calculate time to leaving the ED	4,110	4%
Percentage of patients who left the ED within four hours	82%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	78%	72%	72%	83%	82%	78%
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- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).