

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.









Shoalhaven District Memorial Hospital: Emergency department (ED) overview

October to December 2016

	Same period last year	Change since one year ago
All presentations: ¹ 10,050 patients	9,572	5.0%
Emergency presentations: ² 9,932 patients	9,440	5.2%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

October to December 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 895 patients	718	
Median time to start treatment ⁴  11 minutes	11 minutes	8 minutes
90th percentile time to start treatment ⁵  43 minutes	41 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,342 patients	2,720	
Median time to start treatment ⁴  30 minutes	31 minutes	20 minutes
90th percentile time to start treatment ⁵  114 minutes	125 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,602 patients	4,579	
Median time to start treatment ⁴  34 minutes	43 minutes	25 minutes
90th percentile time to start treatment ⁵  118 minutes	150 minutes	97 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,042 patients	1,374	
Median time to start treatment ⁴  24 minutes	31 minutes	24 minutes
90th percentile time to start treatment ⁵  94 minutes	121 minutes	103 minutes

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

October to December 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 10,050 patients	9,572	5.0%
Percentage of patients who spent four hours or less in the ED  67.9%	66.3%	

* 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 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.

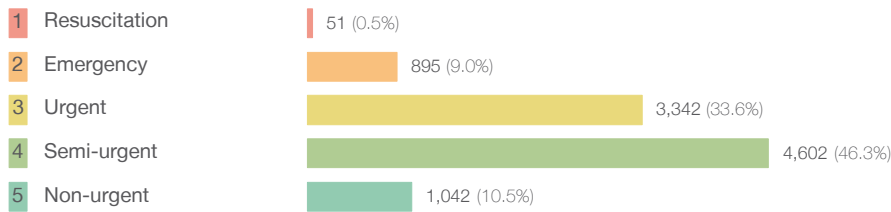
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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Shoalhaven District Memorial Hospital: Patients presenting to the emergency department October to December 2016

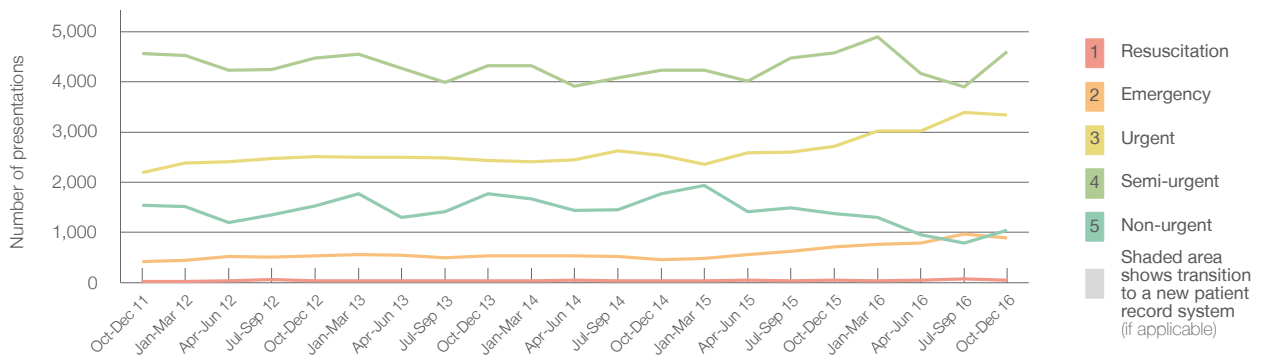
All presentations:¹ 10,050 patients

Emergency presentations² by triage category: 9,932 patients



	Same period last year	Change since one year ago
All presentations	9,572	5.0%
Emergency presentations	9,440	5.2%
Resuscitation	49	4.1%
Emergency	718	24.7%
Urgent	2,720	22.9%
Semi-urgent	4,579	0.5%
Non-urgent	1,374	-24.2%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	30	40	31	33	49	51
Emergency	421	536	535	461	718	895
Urgent	2,188	2,506	2,436	2,537	2,720	3,342
Semi-urgent	4,565	4,471	4,326	4,235	4,579	4,602
Non-urgent	1,543	1,533	1,773	1,776	1,374	1,042
All emergency presentations	8,747	9,086	9,101	9,042	9,440	9,932

Shoalhaven District Memorial Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,311 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,248	
Median time	16 minutes	0 minutes
90th percentile time	70 minutes	-15 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 895

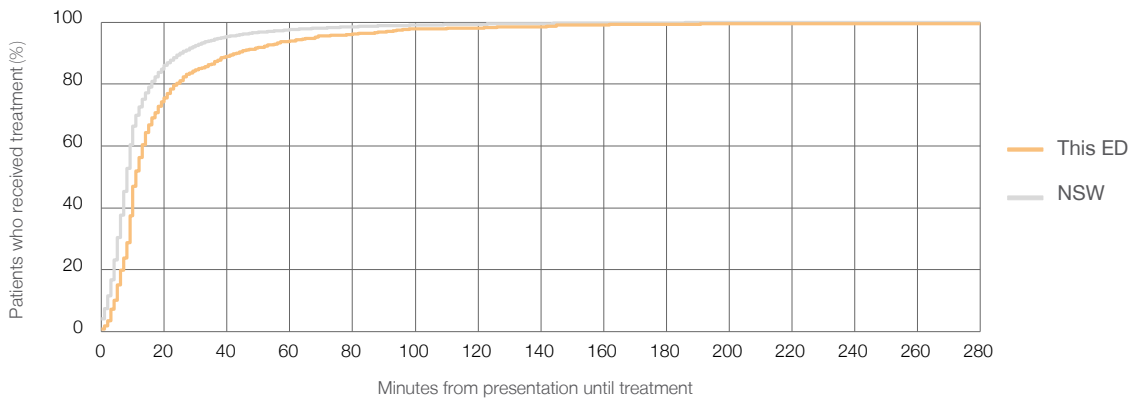
Number of triage 2 patients used to calculate waiting time:³ 893

Median time to start treatment⁴ 11 minutes

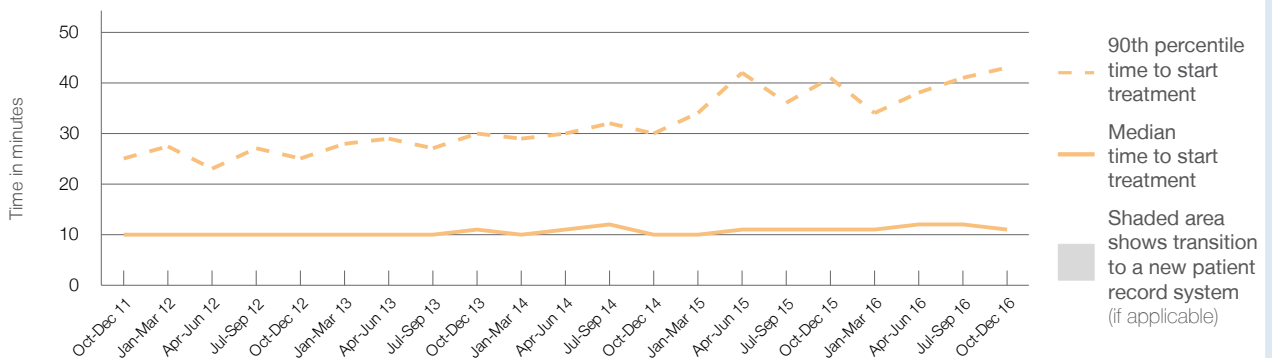
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
718	
715	
11 minutes	8 minutes
41 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	10	11	10	11	11
90th percentile time to start treatment ⁵ (minutes)	25	25	30	30	41	43

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Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 3,342

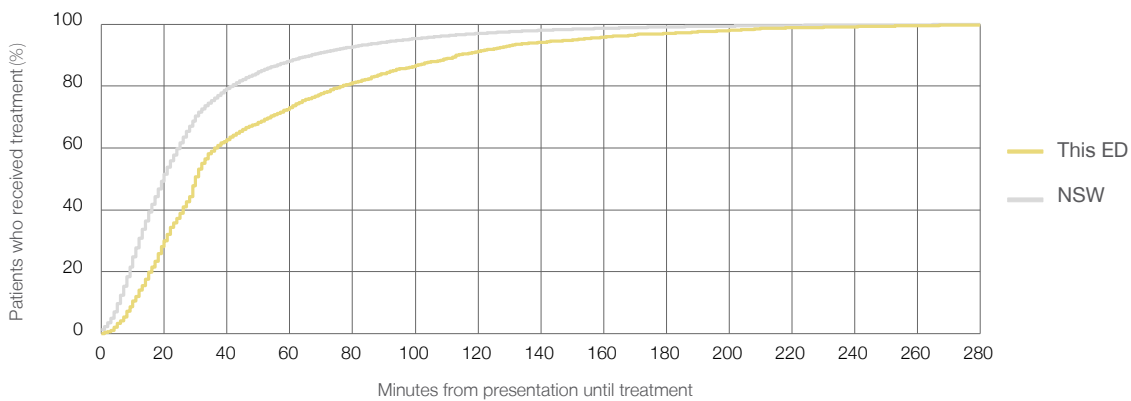
Number of triage 3 patients used to calculate waiting time:³ 3,280

Median time to start treatment⁴ 30 minutes

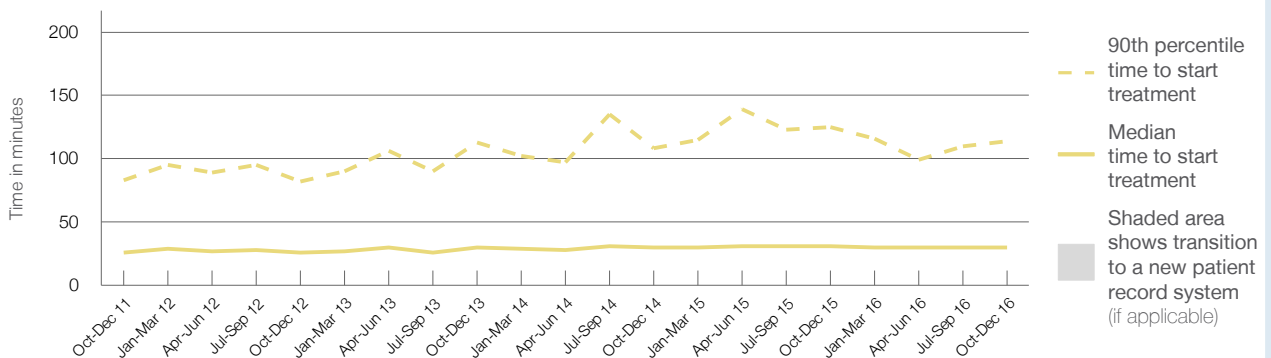
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
2,720	
2,649	
31 minutes	20 minutes
125 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	26	30	30	31	30
90th percentile time to start treatment ⁵ (minutes)	83	82	113	108	125	114

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Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 4,602

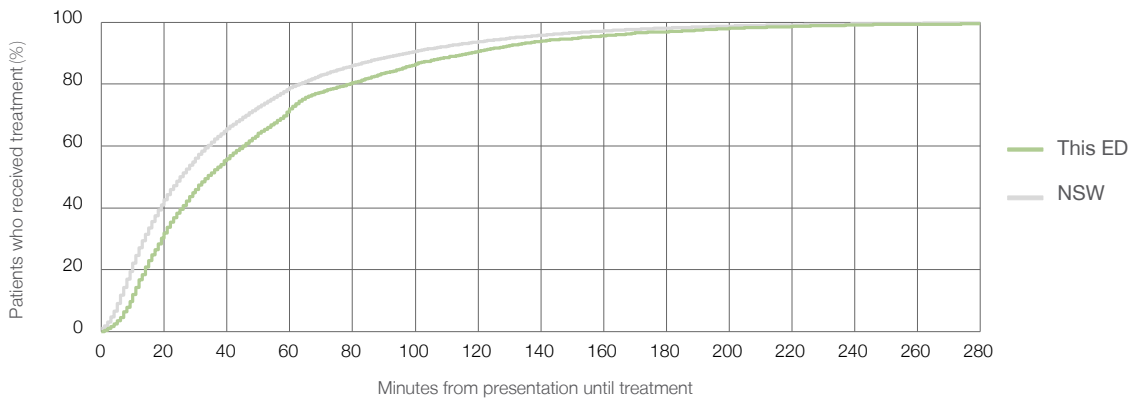
Number of triage 4 patients used to calculate waiting time:³ 4,342

Median time to start treatment⁴ 34 minutes

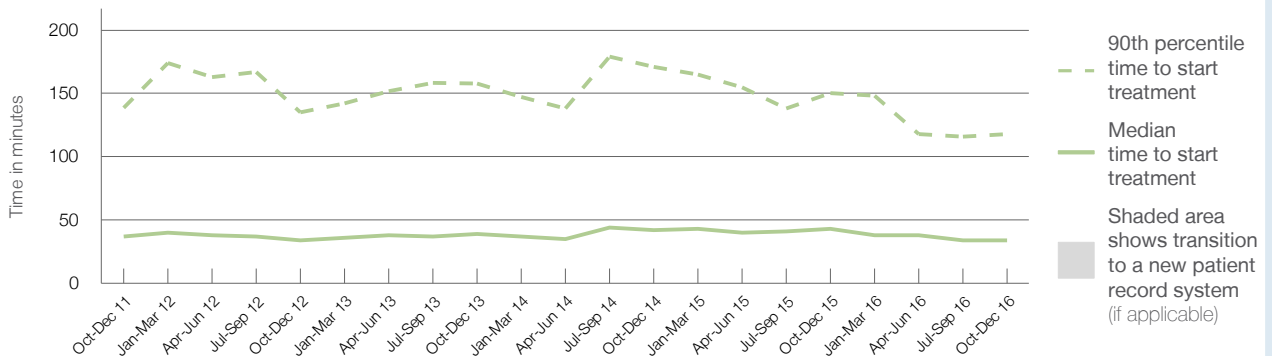
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
4,579	
4,202	
43 minutes	25 minutes
150 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	37	34	39	42	43	34
90th percentile time to start treatment ⁵ (minutes)	139	135	158	171	150	118

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Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,042

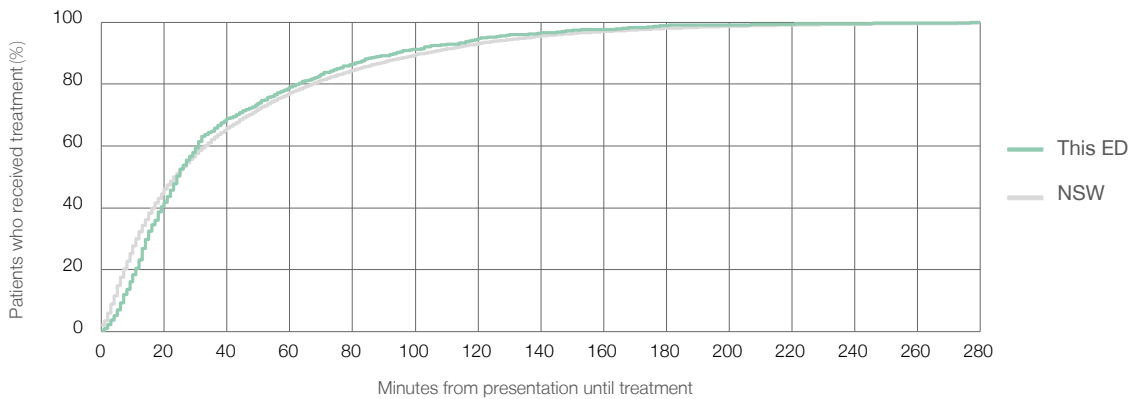
Number of triage 5 patients used to calculate waiting time:³ 937

Median time to start treatment⁴ 24 minutes

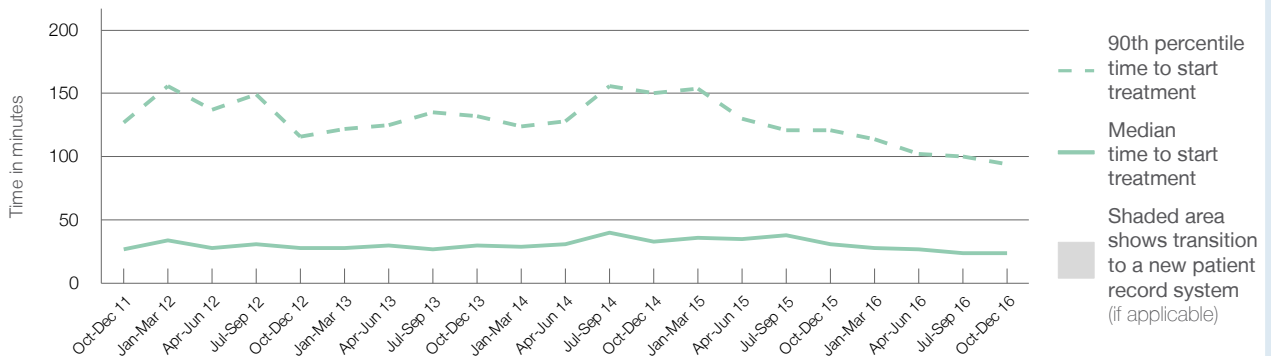
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
1,374	
1,206	
31 minutes	24 minutes
121 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	28	30	33	31	24
90th percentile time to start treatment ⁵ (minutes)	127	116	132	150	121	94

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Shoalhaven District Memorial Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 10,050 patients

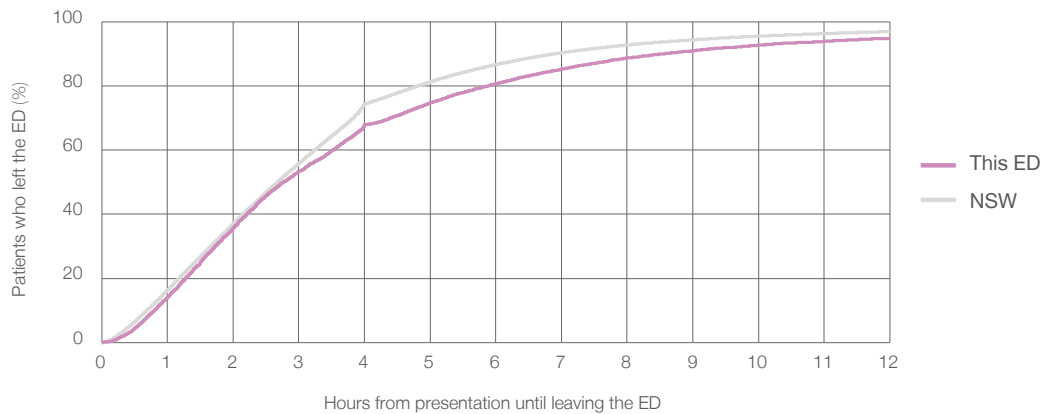
Presentations used to calculate time to leaving the ED:⁶ 10,050 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

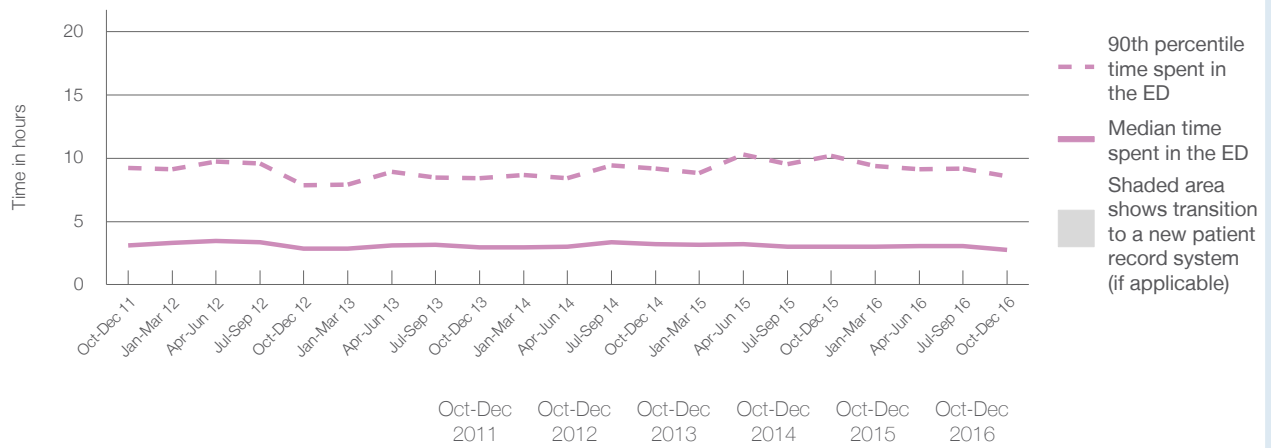
90th percentile time spent in the ED⁹ 8 hours and 35 minutes

Same period last year	NSW (this period)
9,572	9,572
3 hours and 0 minutes	2 hours and 41 minutes
10 hours and 11 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{††}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 6m	2h 52m	2h 58m	3h 13m	3h 0m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 14m	7h 51m	8h 24m	9h 10m	10h 11m	8h 35m

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Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

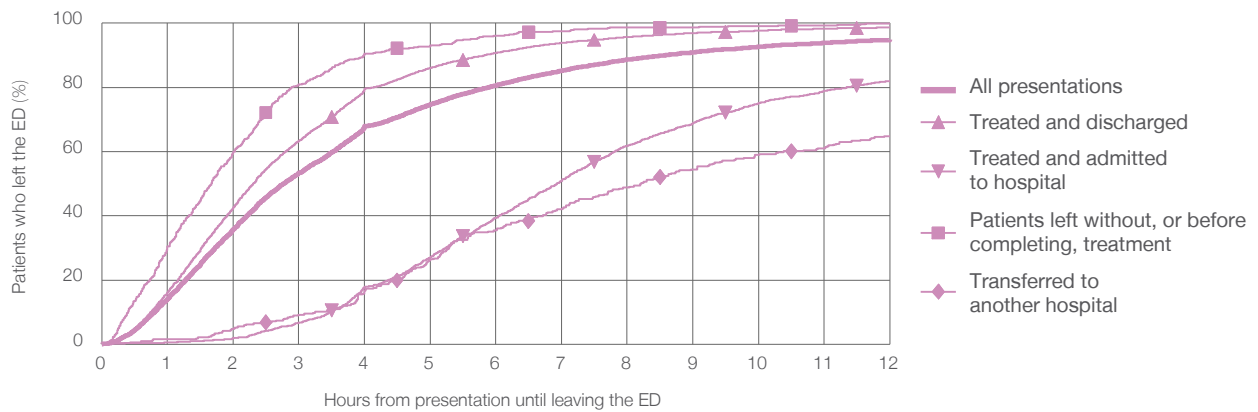
October to December 2016

All presentations:¹ 10,050 patients

Presentations used to calculate time to leaving the ED:⁶ 10,050 patients

		Same period last year	Change since one year ago
Treated and discharged	7,339 (73.0%)	6,718	9.2%
Treated and admitted to hospital	1,685 (16.8%)	1,541	9.3%
Patient left without, or before completing, treatment	654 (6.5%)	891	-26.6%
Transferred to another hospital	336 (3.3%)	376	-10.6%
Other	36 (0.4%)	46	-21.7%

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



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

Treated and discharged	16.2%	42.6%	63.4%	79.6%	90.7%	95.7%	97.7%	98.7%
Treated and admitted to hospital	0.5%	1.9%	6.7%	18.0%	39.4%	61.8%	75.1%	82.0%
Patient left without, or before completing, treatment	30.4%	60.1%	80.9%	90.5%	96.0%	98.6%	99.1%	99.8%
Transferred to another hospital	1.5%	4.8%	9.2%	16.7%	35.4%	48.8%	58.9%	64.9%
All presentations	14.2%	35.8%	53.3%	67.9%	80.6%	88.7%	92.7%	94.8%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED October to December 2016

All presentations at the emergency department:¹ 10,050 patients

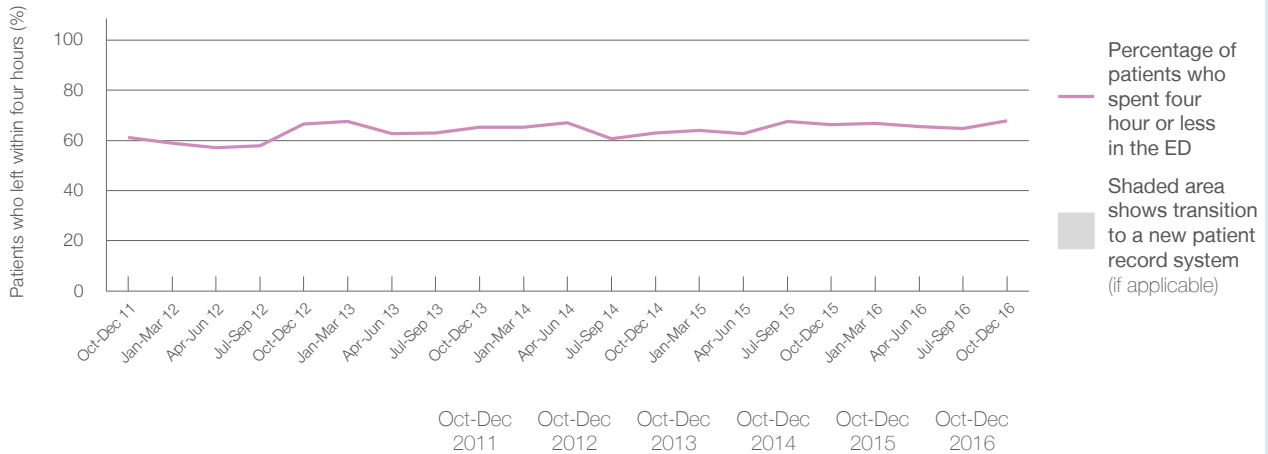
Presentations used to calculate time to leaving the ED:⁶ 10,050 patients

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: ¹ 10,050 patients	9,572	5.0%
Presentations used to calculate time to leaving the ED: ⁶ 10,050 patients	9,572	5.0%
Percentage of patients who spent four hours or less in the ED	66.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	61.1%	66.6%	65.2%	63.0%	66.3%	67.9%

* 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).