

Bateman's Bay District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 3,925 patients
 Emergency presentations:² 3,783 patients

Same period last year	Change since one year ago
3,113	26.1%
3,028	24.9%

Bateman's Bay District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 342 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,050 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,862 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 97 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 522 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
283	
8 minutes	8 minutes
28 minutes	26 minutes
1,019	
18 minutes	20 minutes
56 minutes	67 minutes
1,374	
26 minutes	25 minutes
89 minutes	99 minutes
333	
21 minutes	23 minutes
90 minutes	101 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 3,925 patients

Percentage of patients who spent four hours or less in the ED 87.8%

Same period last year	Change since one year ago
3,113	26.1%
80.8%	

* 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.

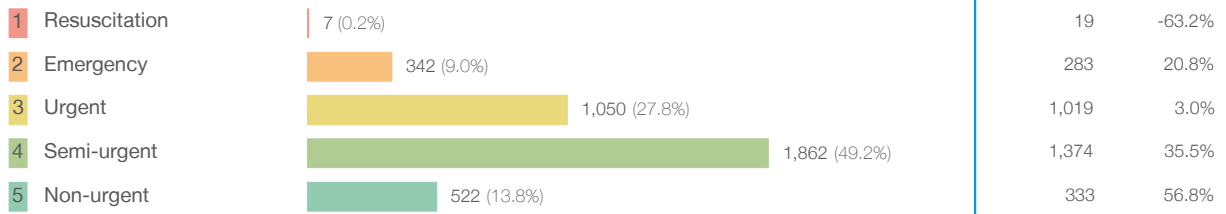
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Bateman's Bay District Hospital: Patients presenting to the emergency department

April to June 2017

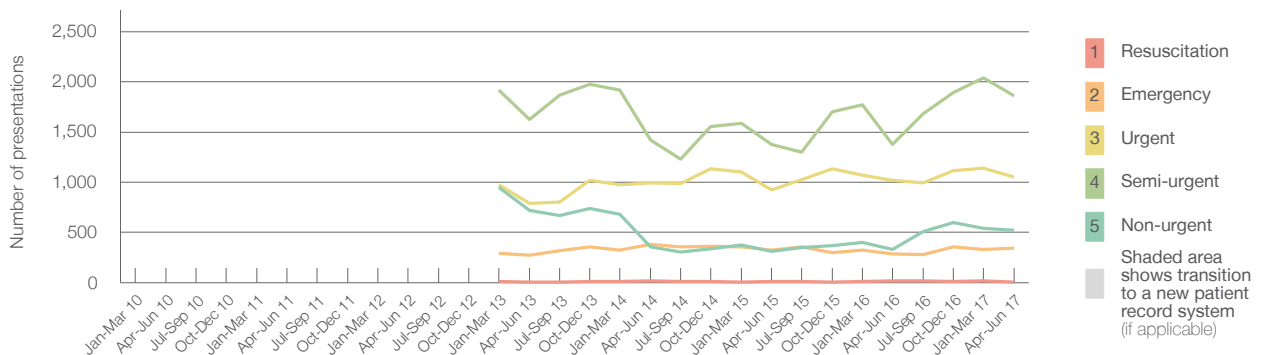
All presentations:¹ 3,925 patients

Emergency presentations² by triage category: 3,783 patients



	Same period last year	Change since one year ago
All presentations	3,113	26.1%
Emergency presentations	3,028	24.9%
Resuscitation	19	-63.2%
Emergency	283	20.8%
Urgent	1,019	3.0%
Semi-urgent	1,374	35.5%
Non-urgent	333	56.8%

Emergency presentations² by quarter, April 2012 to June 2017 *§



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation				< 5	17	14	19	7
Emergency				279	380	323	283	342
Urgent				788	995	921	1,019	1,050
Semi-urgent				1,627	1,418	1,374	1,374	1,862
Non-urgent				717	359	314	333	522
All emergency presentations				3,411	3,169	2,946	3,028	3,783

Bateman's Bay District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 478 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	457	
Median time	11 minutes	-3 minutes
90th percentile time	27 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 342

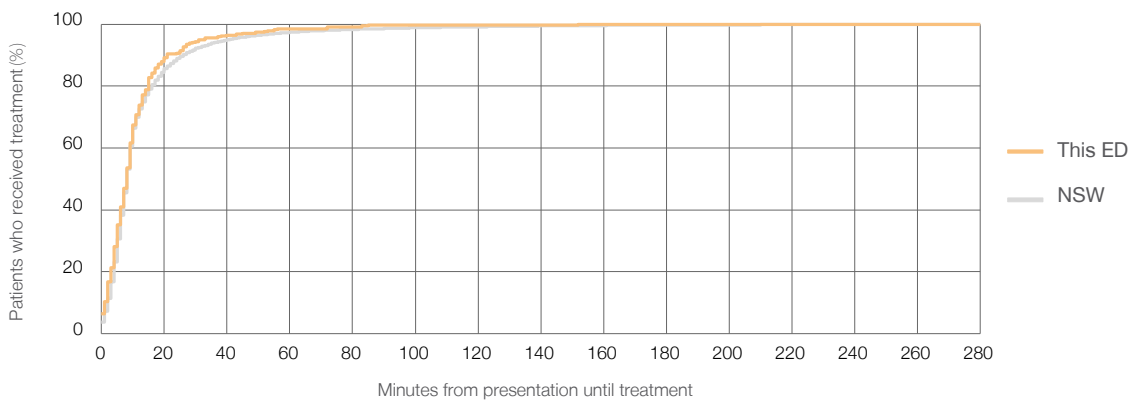
Number of triage 2 patients used to calculate waiting time:³ 341

Median time to start treatment⁴ 8 minutes

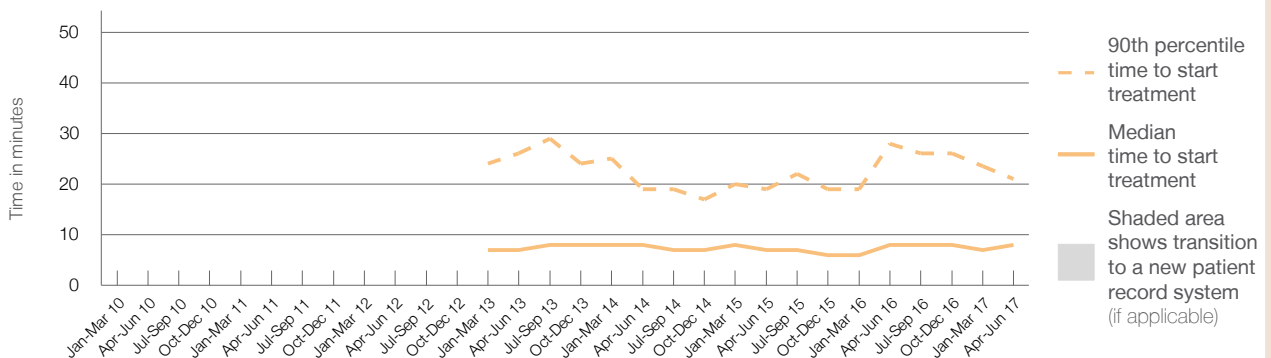
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
283	
281	
8 minutes	8 minutes
28 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				7	8	7	8	8
90th percentile time to start treatment ⁵ (minutes)				26	19	19	28	21

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Bateman's Bay District Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 1,050

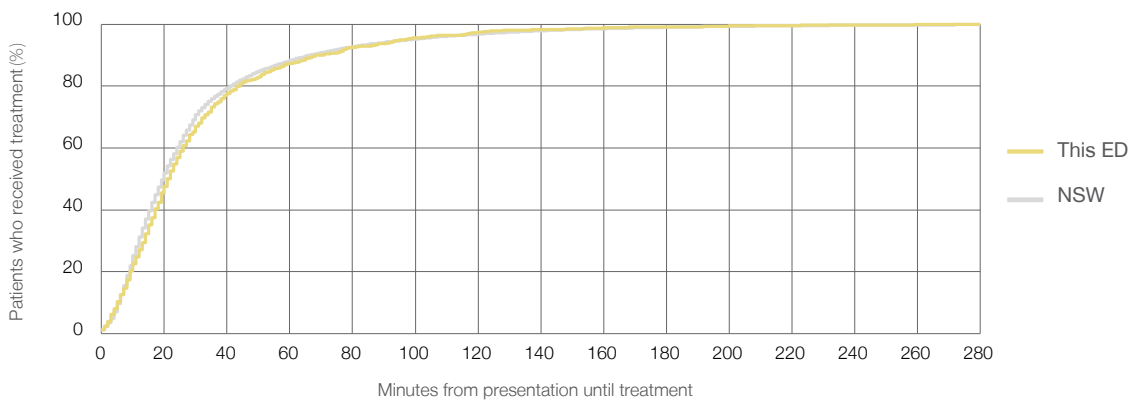
Number of triage 3 patients used to calculate waiting time:³ 999

Median time to start treatment⁴ 21 minutes

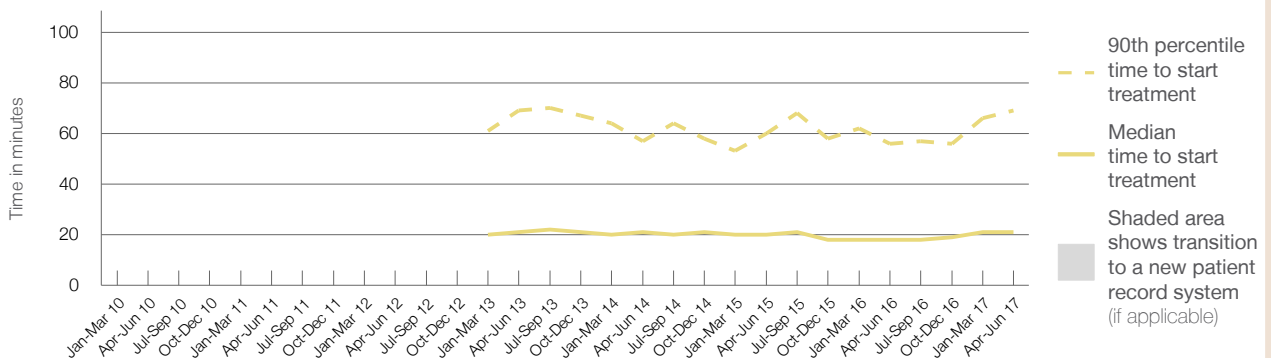
90th percentile time to start treatment⁵ 69 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,019	
Number of triage 3 patients used to calculate waiting time	994	
Median time to start treatment	18 minutes	20 minutes
90th percentile time to start treatment	56 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				21	21	20	18	21
90th percentile time to start treatment ⁵ (minutes)				69	57	60	56	69

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Bateman's Bay District Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 1,862

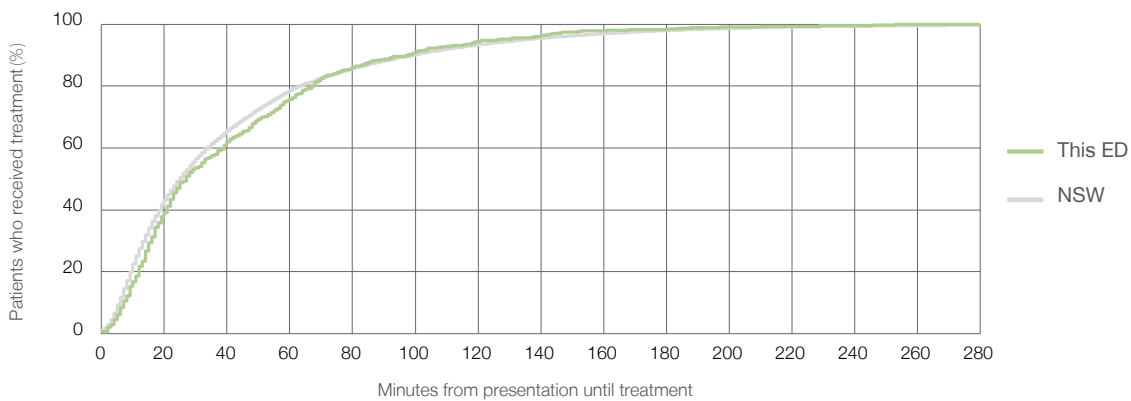
Number of triage 4 patients used to calculate waiting time:³ 714

Median time to start treatment⁴ 27 minutes

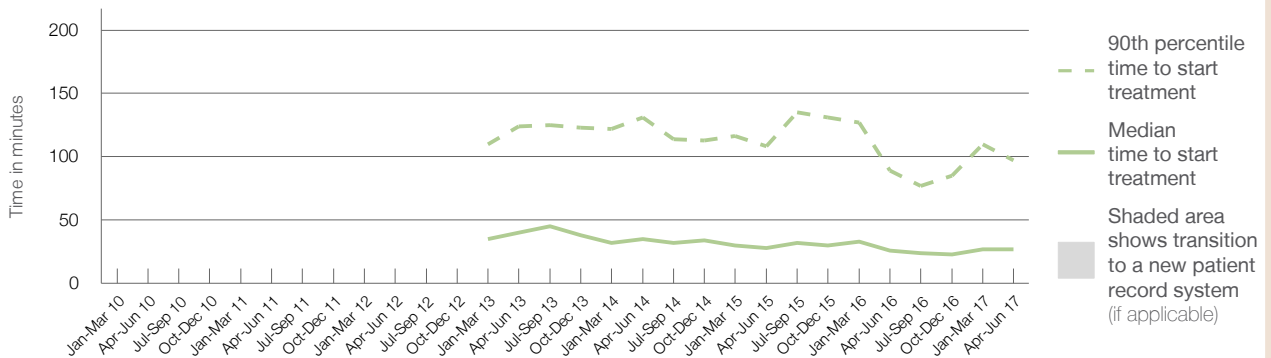
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
1,374	900
26 minutes	25 minutes
89 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				40	35	28	26	27
90th percentile time to start treatment ⁵ (minutes)				124	131	108	89	97

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Bateman's Bay District Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 522

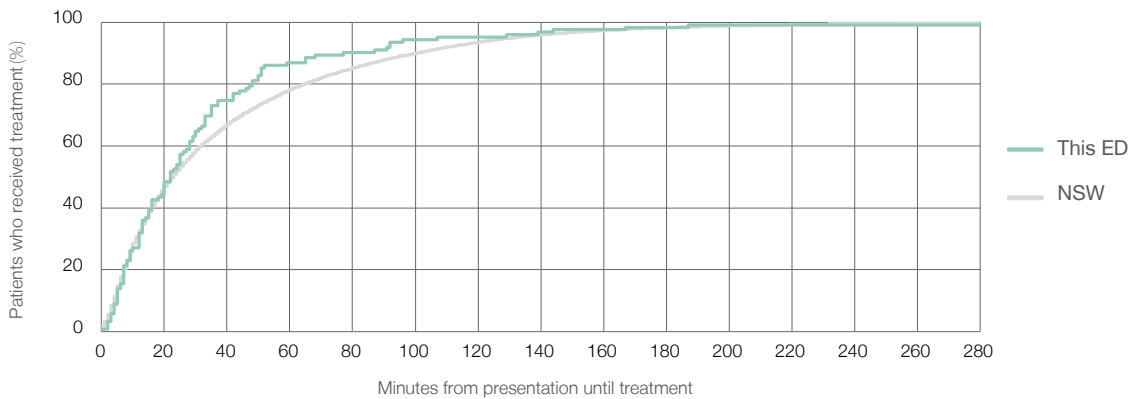
Number of triage 5 patients used to calculate waiting time:³ 122

Median time to start treatment⁴ 22 minutes

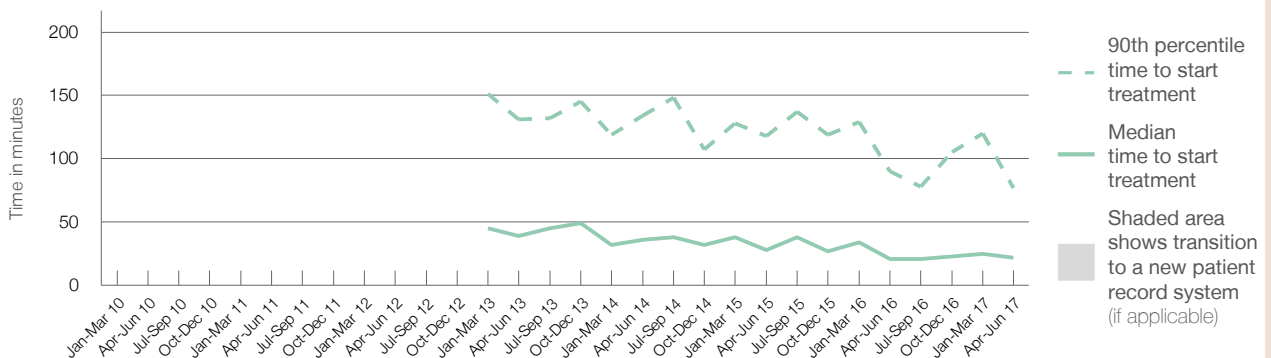
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
333	170
21 minutes	23 minutes
90 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				39	36	28	21	22
90th percentile time to start treatment ⁵ (minutes)				131	134	118	90	77

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Bateman's Bay District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 3,925 patients

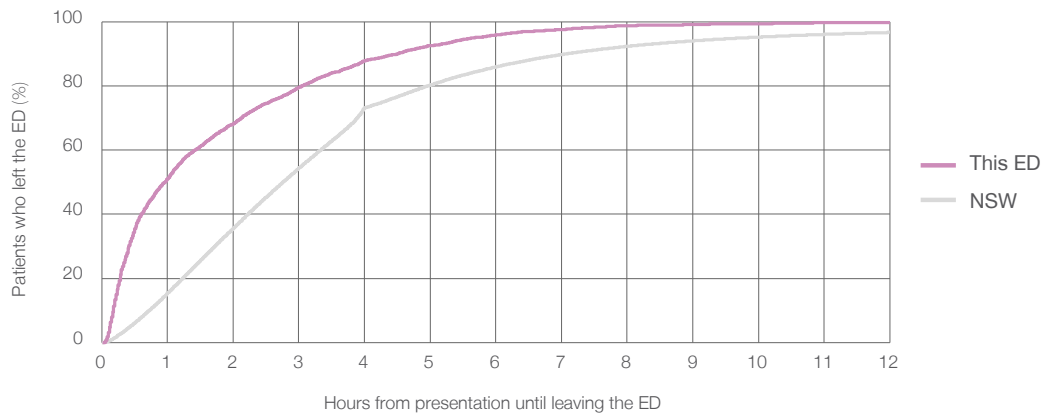
Presentations used to calculate time to leaving the ED:⁶ 3,925 patients

Median time spent in the ED⁸ 0 hours and 58 minutes

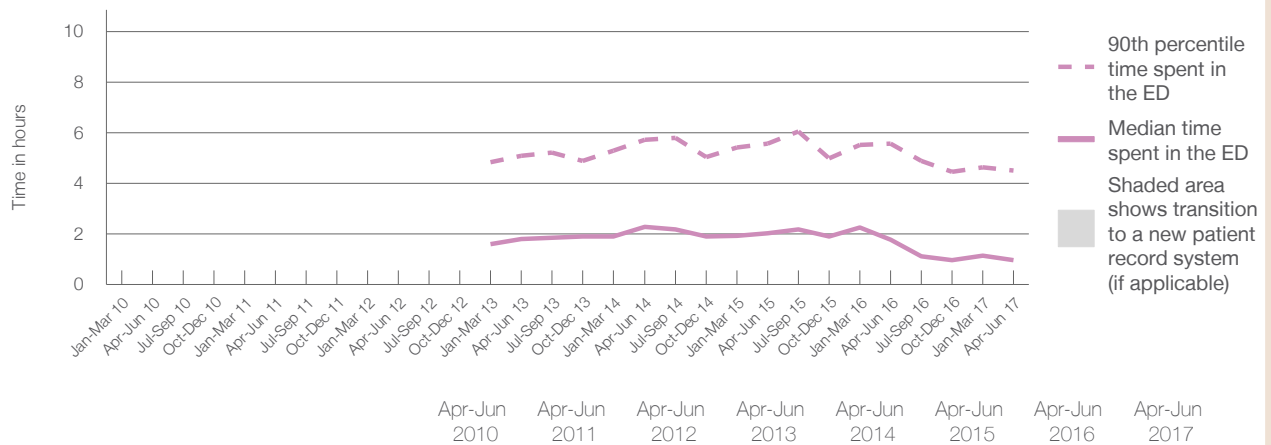
90th percentile time spent in the ED⁹ 4 hours and 30 minutes

Same period last year	NSW (this period)
3,113	3,113
1 hours and 47 minutes	2 hours and 46 minutes
5 hours and 35 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)				1h 48m	2h 17m	2h 2m	1h 47m	0h 58m
90th percentile time to leaving the ED ⁹ (hours, minutes)				5h 6m	5h 43m	5h 34m	5h 35m	4h 30m

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Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

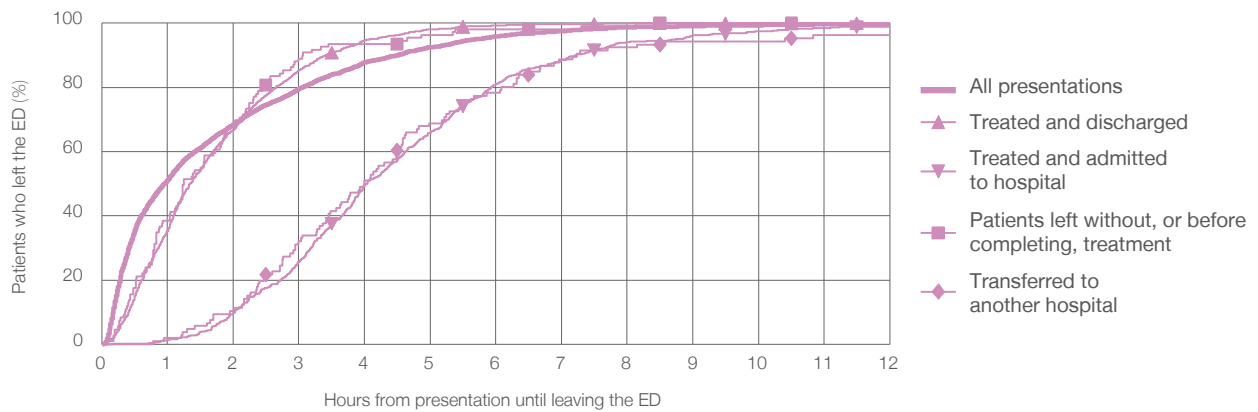
All presentations:¹ 3,925 patients

Presentations used to calculate time to leaving the ED:⁶ 3,925 patients

Treated and discharged	1,484 (37.8%)
Treated and admitted to hospital	668 (17.0%)
Patient left without, or before completing, treatment	109 (2.8%)
Transferred to another hospital	106 (2.7%)
Other	1,558 (39.7%)

Same period last year	Change since one year ago
3,113	26.1%
1,669	-11.1%
652	2.5%
105	3.8%
110	-3.6%
577	170.0%

Percentage of patients who left the ED by time and mode of separation, April to June 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	35.3%	66.8%	85.4%	94.7%	99.3%	99.9%	99.9%	100%
Treated and admitted to hospital	1.3%	9.7%	25.7%	49.7%	81.1%	94.2%	97.5%	99.0%
Patient left without, or before completing, treatment	38.5%	68.8%	89.0%	93.6%	98.2%	99.1%	100%	100%
Transferred to another hospital	1.9%	10.4%	32.1%	50.9%	78.3%	92.5%	94.3%	96.2%
All presentations	51.0%	68.2%	79.6%	87.8%	95.9%	98.7%	99.4%	99.7%

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Bateman's Bay District Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2017

All presentations at the emergency department:¹ 3,925 patients

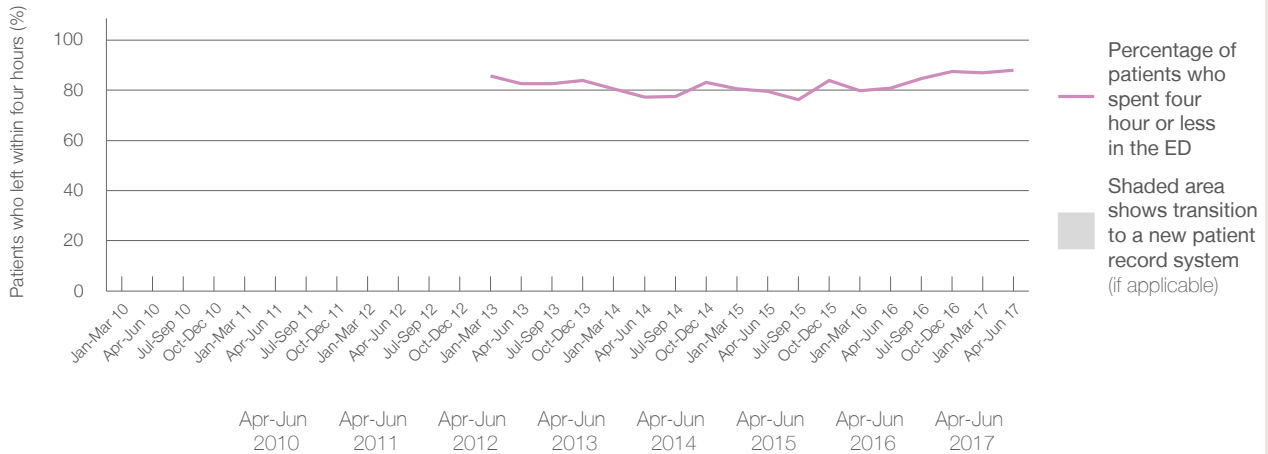
Presentations used to calculate time to leaving the ED:⁶ 3,925 patients

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	3,113	26.1%
Presentations used to calculate time to leaving the ED: ⁶	3,113	26.1%
Percentage of patients who spent four hours or less in the ED	80.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡§}



Patients who left within four hours (%)	82.7%	77.2%	79.5%	80.8%	87.8%
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- 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).