



Healthcare Quarterly

Performance Profiles

Emergency Department

Illawarra Shoalhaven Local Health District

July to September 2017

Milton and Ulladulla Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,319 patients
Emergency presentations:² 3,209 patients

Same period last year	Change since one year ago
3,560	-6.8%
3,449	-7.0%

Milton and Ulladulla Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 270 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,141 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 74 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,589 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 189 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
211	
8 minutes	9 minutes
30 minutes	29 minutes
1,233	
23 minutes	23 minutes
70 minutes	83 minutes
1,755	
30 minutes	30 minutes
85 minutes	121 minutes
232	
31 minutes	26 minutes
90 minutes	118 minutes

Milton and Ulladulla Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,319 patients

Percentage of patients who spent four hours or less in the ED 82.3%

Same period last year	Change since one year ago
3,560	-6.8%
86.0%	

* 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.

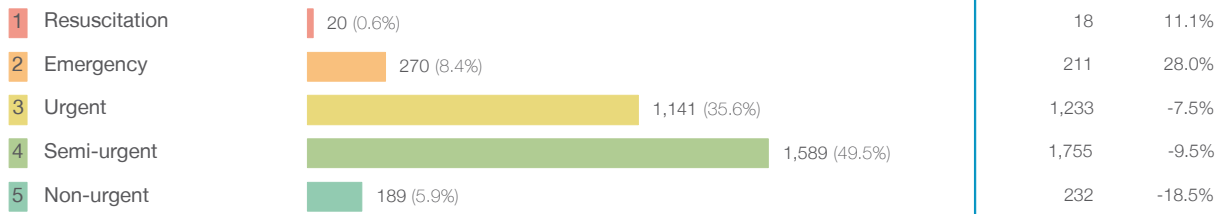
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Milton and Ulladulla Hospital: Patients presenting to the emergency department July to September 2017

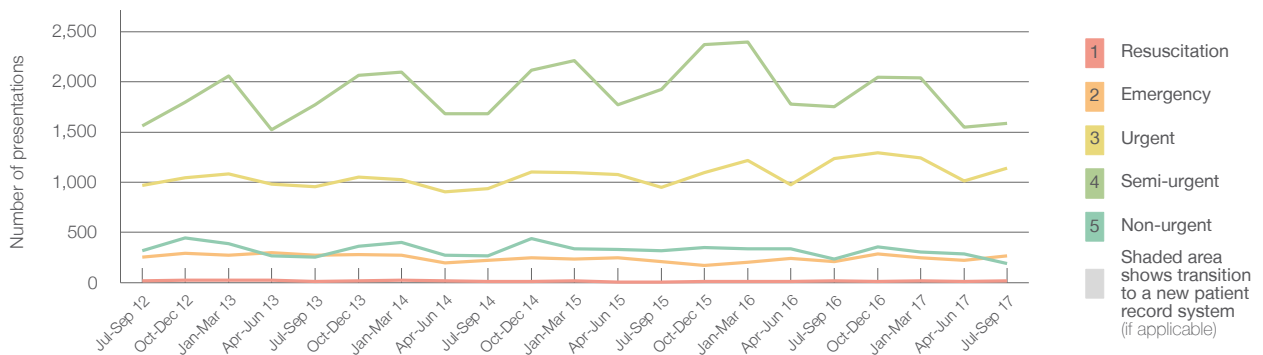
All presentations:¹ 3,319 patients

Emergency presentations² by triage category: 3,209 patients



Same period last year	Change since one year ago
3,560	-6.8%
3,449	-7.0%
18	11.1%
211	28.0%
1,233	-7.5%
1,755	-9.5%
232	-18.5%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	18	15	10	6	18	20
Emergency	256	274	224	207	211	270
Urgent	970	956	937	952	1,233	1,141
Semi-urgent	1,562	1,773	1,684	1,926	1,755	1,589
Non-urgent	319	252	269	315	232	189
All emergency presentations	3,125	3,270	3,124	3,406	3,449	3,209

Milton and Ulladulla Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 418 patients

ED Transfer of care time

Median time 14 minutes

90th percentile time 31 minutes

Same period last year	Change since one year ago
340	
14 minutes	0 minutes
28 minutes	3 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.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 270

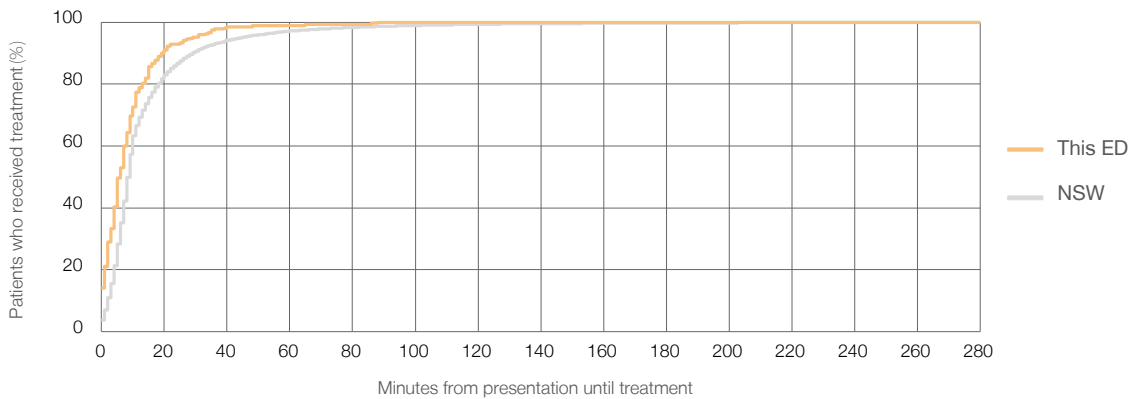
Number of triage 2 patients used to calculate waiting time:³ 270

Median time to start treatment⁴ 6 minutes

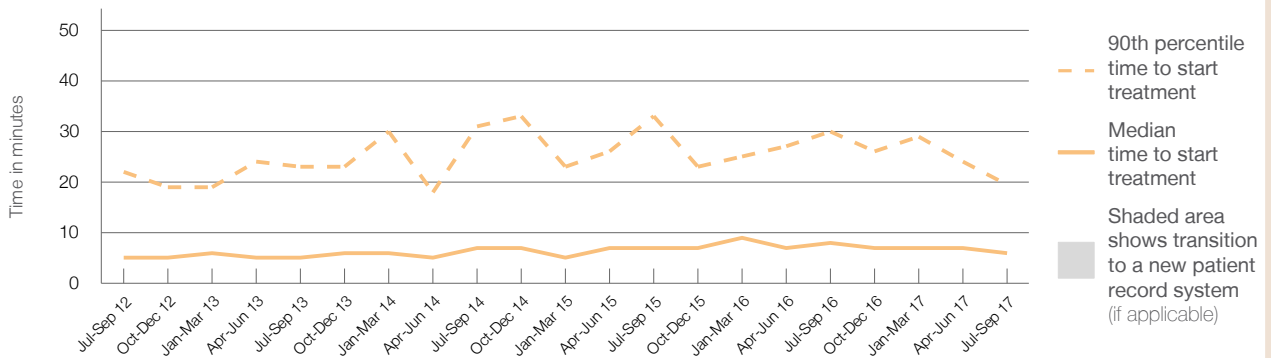
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
211	211
8 minutes	9 minutes
30 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	5	5	7	7	8	6
90th percentile time to start treatment ⁵ (minutes)	22	23	31	33	30	20

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(‡) 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.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,141

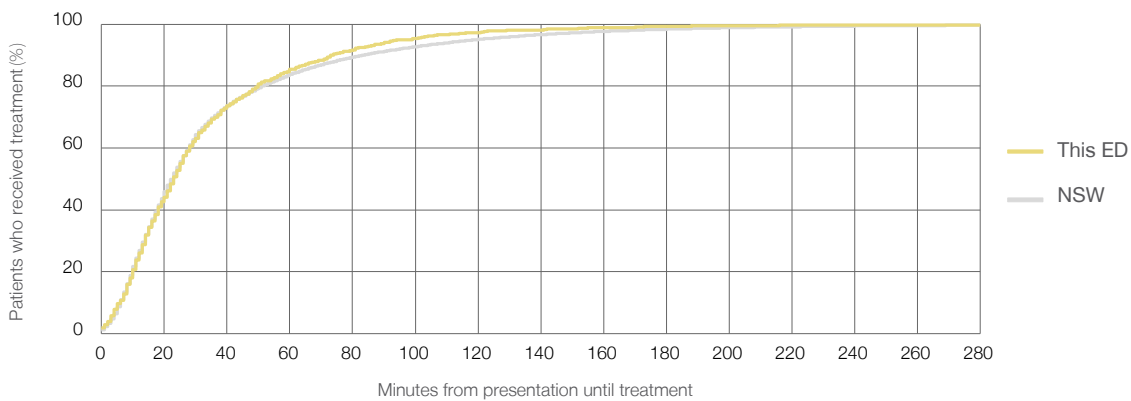
Number of triage 3 patients used to calculate waiting time:³ 1,130

Median time to start treatment⁴ 23 minutes

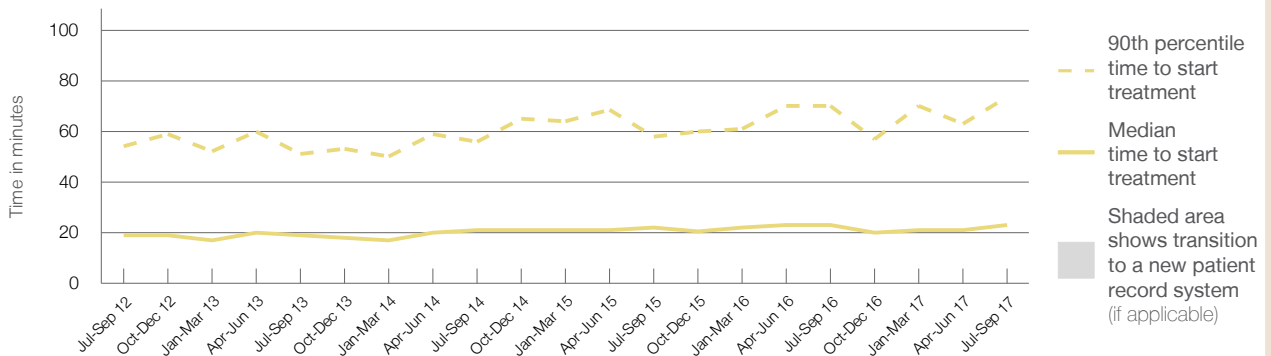
90th percentile time to start treatment⁵ 74 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,233	1,224
Median time to start treatment ⁴	23 minutes	23 minutes
90th percentile time to start treatment ⁵	70 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	19	21	22	23	23
90th percentile time to start treatment ⁵ (minutes)	54	51	56	58	70	74

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Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 1,589

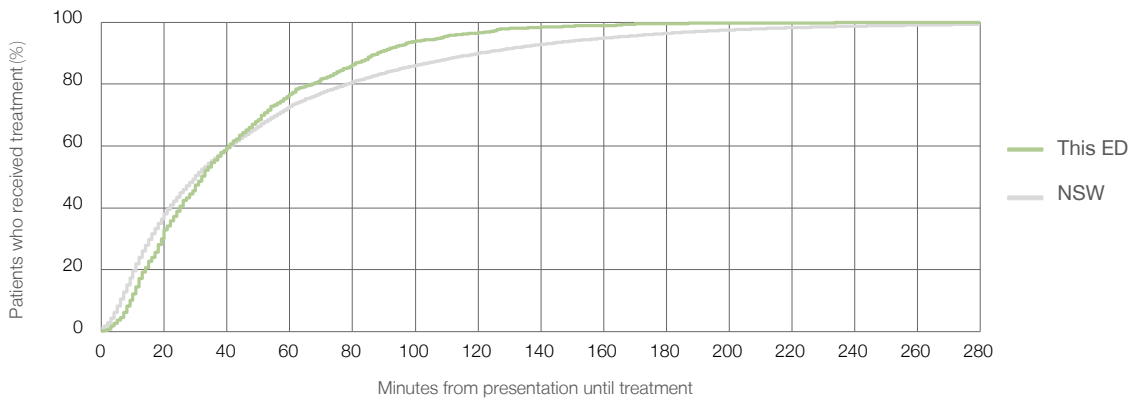
Number of triage 4 patients used to calculate waiting time:³ 1,562

Median time to start treatment⁴ 32 minutes

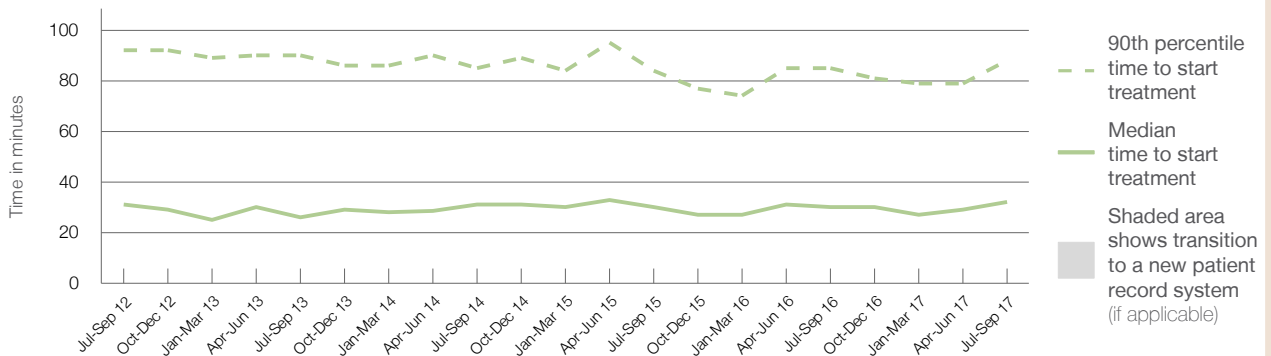
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,755	1,712
30 minutes	30 minutes
85 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	26	31	30	30	32
90th percentile time to start treatment ⁵ (minutes)	92	90	85	84	85	88

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Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 189

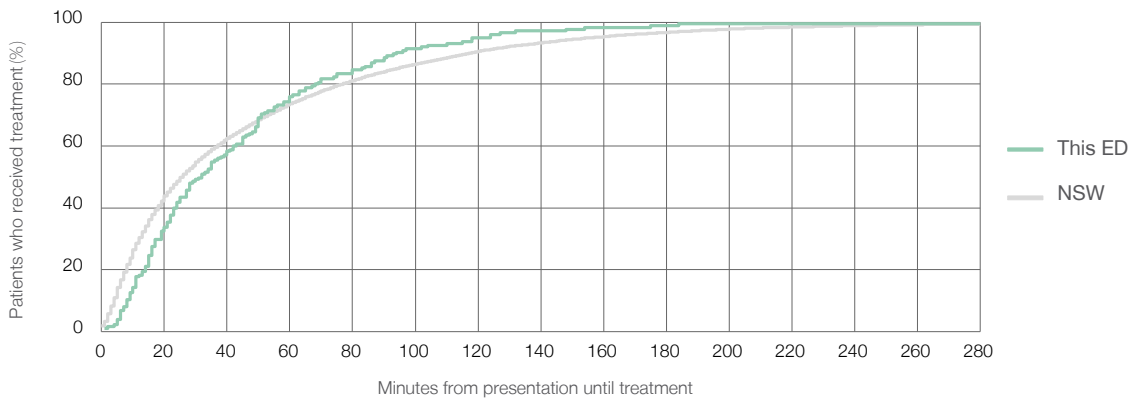
Number of triage 5 patients used to calculate waiting time:³ 175

Median time to start treatment⁴ 32 minutes

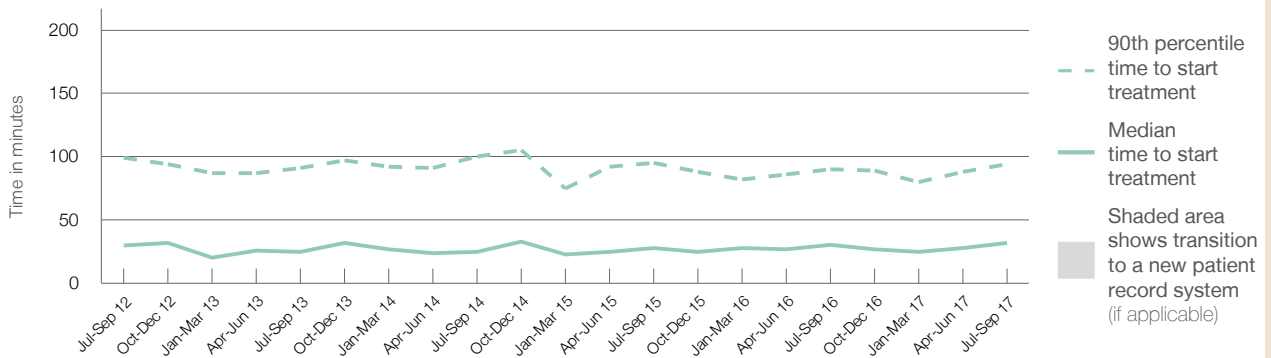
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
232	
220	
31 minutes	26 minutes
90 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	30	25	25	28	31	32
90th percentile time to start treatment ⁵ (minutes)	99	91	100	95	90	94

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Milton and Ulladulla Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 3,319 patients

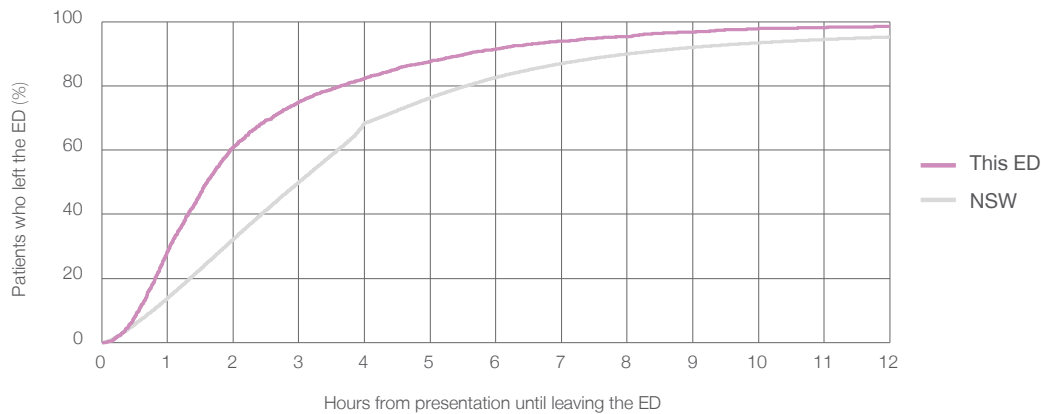
Presentations used to calculate time to leaving the ED:⁶ 3,319 patients

Median time spent in the ED⁸ 1 hours and 36 minutes

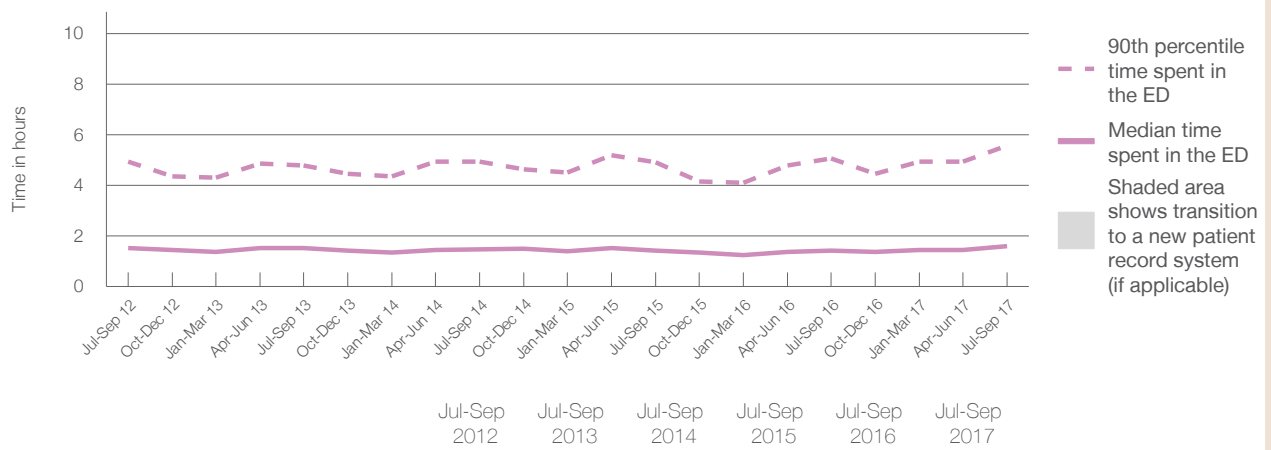
90th percentile time spent in the ED⁹ 5 hours and 35 minutes

Same period last year	NSW (this period)
3,560	3,560
1 hours and 25 minutes	3 hours and 0 minutes
5 hours and 5 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 32m	1h 32m	1h 28m	1h 26m	1h 25m	1h 36m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 57m	4h 48m	4h 57m	4h 55m	5h 5m	5h 35m

(†) 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.

Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

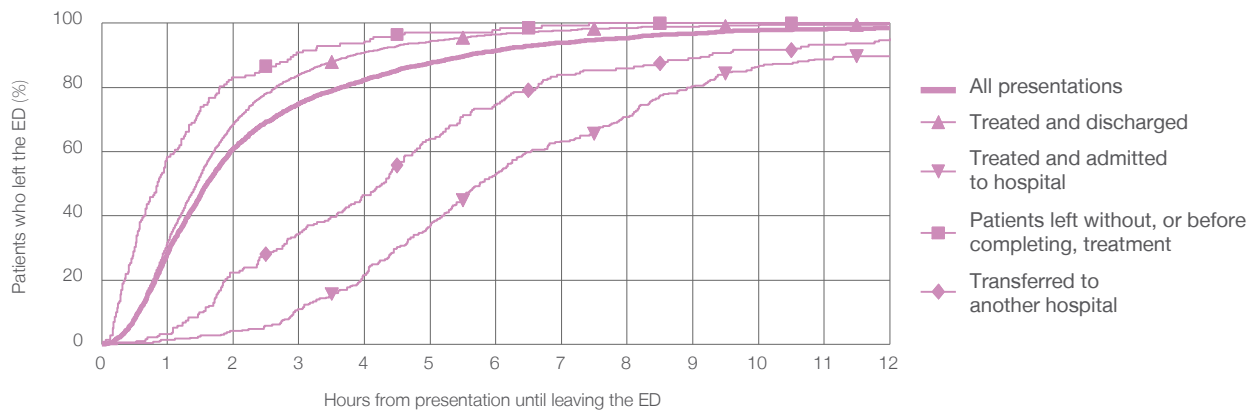
All presentations:¹ 3,319 patients

Presentations used to calculate time to leaving the ED:⁶ 3,319 patients

Treated and discharged	2,680 (80.7%)
Treated and admitted to hospital	294 (8.9%)
Patient left without, or before completing, treatment	142 (4.3%)
Transferred to another hospital	192 (5.8%)
Other	11 (0.3%)

Same period last year	Change since one year ago
3,560	-6.8%
2,930	-8.5%
314	-6.4%
146	-2.7%
166	15.7%
4	175.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	31.6%	68.7%	83.9%	90.9%	96.5%	98.5%	99.4%	99.6%
Treated and admitted to hospital	1.4%	4.1%	10.9%	21.4%	53.1%	70.7%	86.7%	89.8%
Patient left without, or before completing, treatment	58.5%	83.1%	90.8%	94.4%	97.9%	100%	100%	100%
Transferred to another hospital	3.1%	22.4%	34.4%	46.4%	74.5%	85.9%	91.7%	95.3%
All presentations	28.6%	61.0%	74.9%	82.3%	91.5%	95.4%	97.8%	98.5%

(†) 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.

Milton and Ulladulla Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 3,319 patients

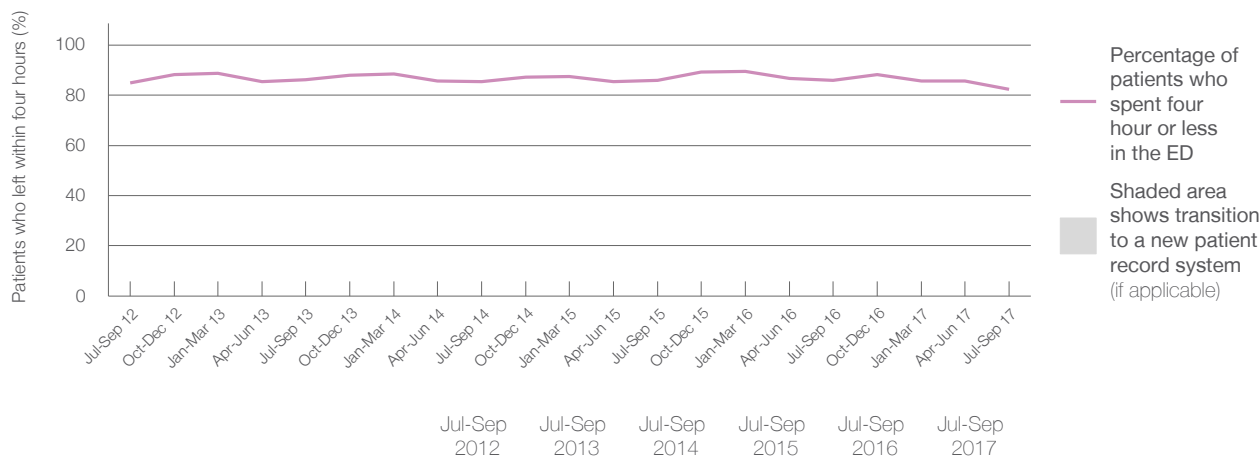
Presentations used to calculate time to leaving the ED:⁶ 3,319 patients

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 3,319 patients	3,560	-6.8%
Presentations used to calculate time to leaving the ED: ⁶ 3,319 patients	3,560	-6.8%
Percentage of patients who spent four hours or less in the ED	86.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	84.8%	86.2%	85.4%	86.0%	86.0%	82.3%

* 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Shellharbour Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 7,965 patients
Emergency presentations:² 7,795 patients

Same period last year	Change since one year ago
7,574	5.2%
7,377	5.7%

Shellharbour Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 872 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,961 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 114 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,748 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 150 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 188 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 164 minutes

Same period last year	NSW (this period)
917	
7 minutes	9 minutes
14 minutes	29 minutes
2,714	
22 minutes	23 minutes
91 minutes	83 minutes
3,570	
23 minutes	30 minutes
128 minutes	121 minutes
153	
18 minutes	26 minutes
93 minutes	118 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,962 patients

Percentage of patients who spent four hours or less in the ED 61.6%

Same period last year	Change since one year ago
7,574	5.1%
64.2%	

* 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.

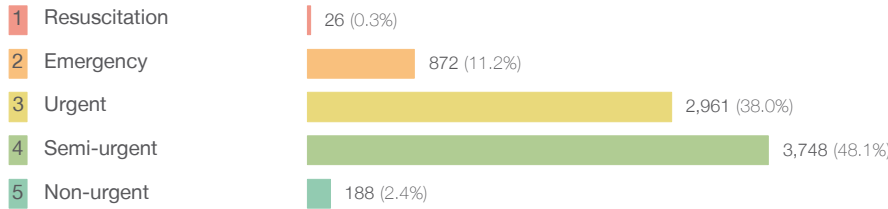
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Shellharbour Hospital: Patients presenting to the emergency department July to September 2017

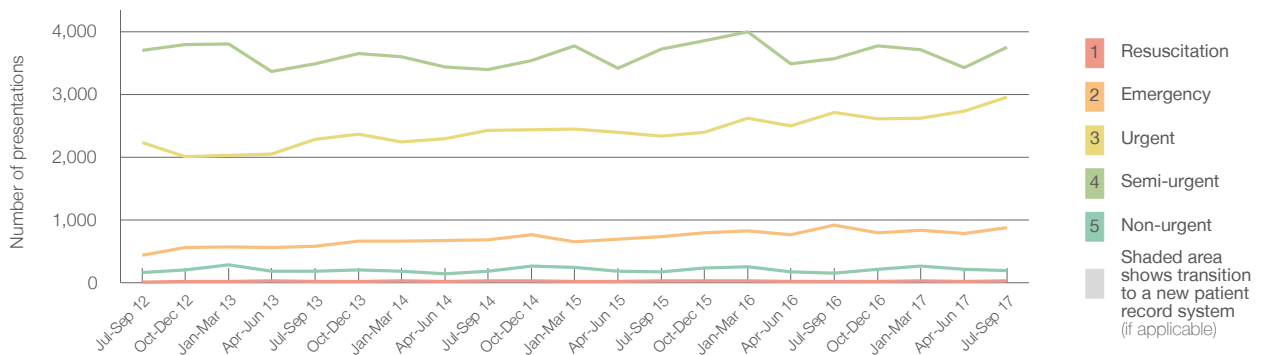
All presentations:¹ 7,965 patients

Emergency presentations² by triage category: 7,795 patients



	Same period last year	Change since one year ago
All presentations	7,574	5.2%
Emergency presentations	7,377	5.7%
Resuscitation	23	13.0%
Emergency	917	-4.9%
Urgent	2,714	9.1%
Semi-urgent	3,570	5.0%
Non-urgent	153	22.9%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	12	22	29	27	23	26
Emergency	434	576	681	736	917	872
Urgent	2,235	2,280	2,430	2,337	2,714	2,961
Semi-urgent	3,706	3,487	3,400	3,721	3,570	3,748
Non-urgent	160	180	180	173	153	188
All emergency presentations	6,547	6,545	6,720	6,994	7,377	7,795

Shellharbour Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,903 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,689	
ED Transfer of care time	11 minutes	1 minute
90th percentile time	29 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 2017

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

Number of triage 2 patients: 872

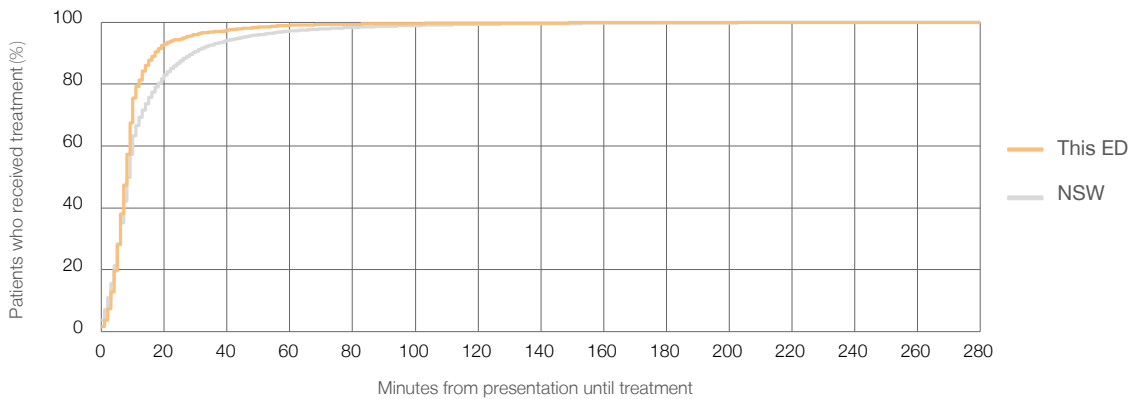
Number of triage 2 patients used to calculate waiting time:³ 868

Median time to start treatment⁴ 8 minutes

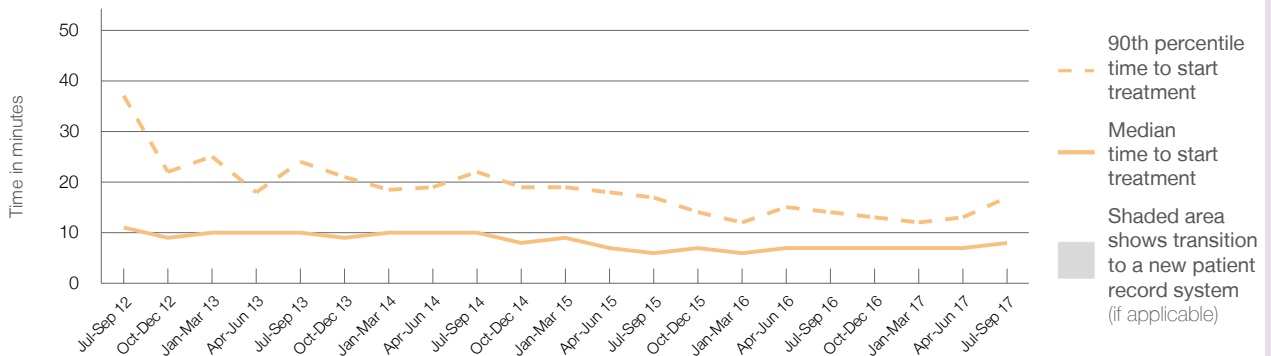
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
917	
916	
7 minutes	9 minutes
14 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



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

(†) 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 3 July to September 2017

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

Number of triage 3 patients: 2,961

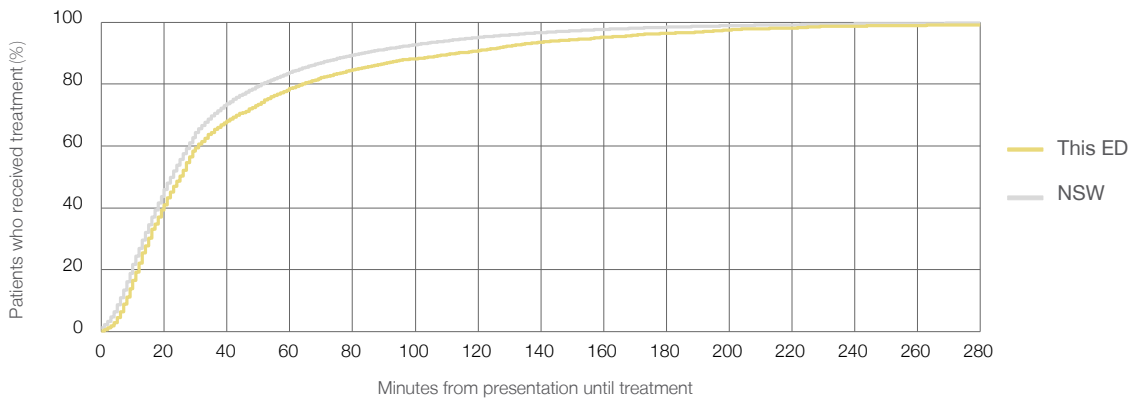
Number of triage 3 patients used to calculate waiting time:³ 2,885

Median time to start treatment⁴ 25 minutes

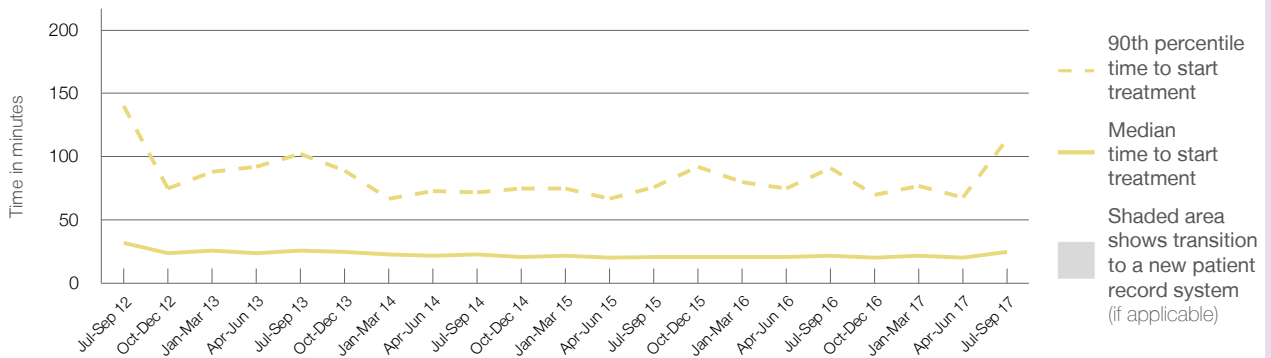
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
2,714	
2,663	
22 minutes	23 minutes
91 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	26	23	21	22	25
90th percentile time to start treatment ⁵ (minutes)	140	102	72	76	91	114

(†) 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 4 July to September 2017

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

Number of triage 4 patients: 3,748

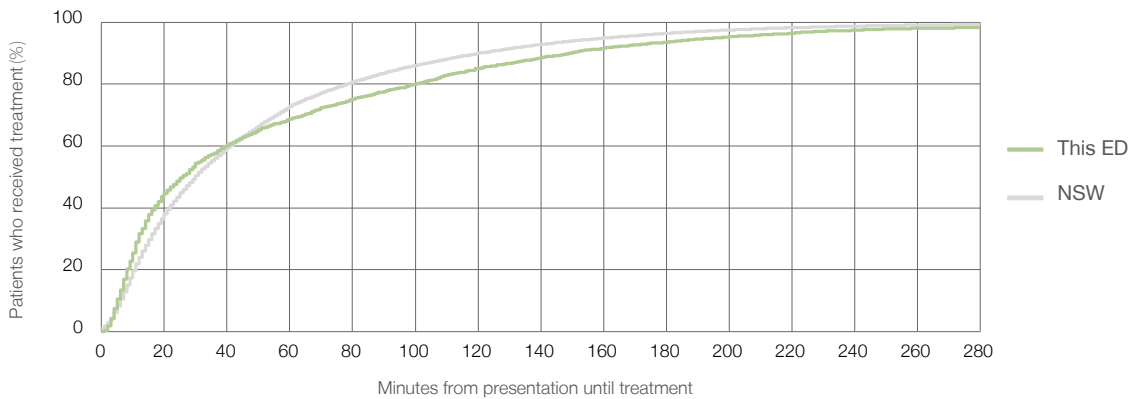
Number of triage 4 patients used to calculate waiting time:³ 3,390

Median time to start treatment⁴ 26 minutes

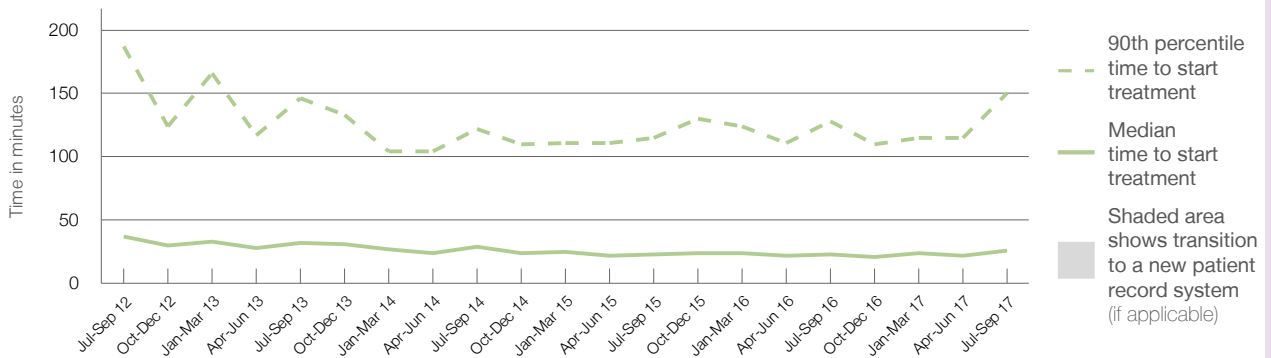
90th percentile time to start treatment⁵ 150 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	3,570	3,317
Median time to start treatment ⁴	23 minutes	30 minutes
90th percentile time to start treatment ⁵	128 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	32	29	23	23	26
90th percentile time to start treatment ⁵ (minutes)	187	146	122	115	128	150

(†) 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 5 July to September 2017

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

Number of triage 5 patients: 188

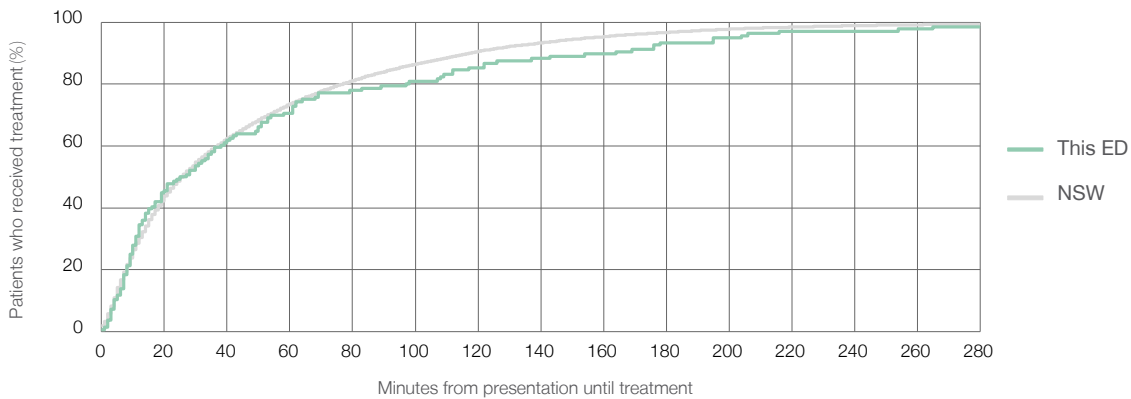
Number of triage 5 patients used to calculate waiting time:³ 136

Median time to start treatment⁴ 26 minutes

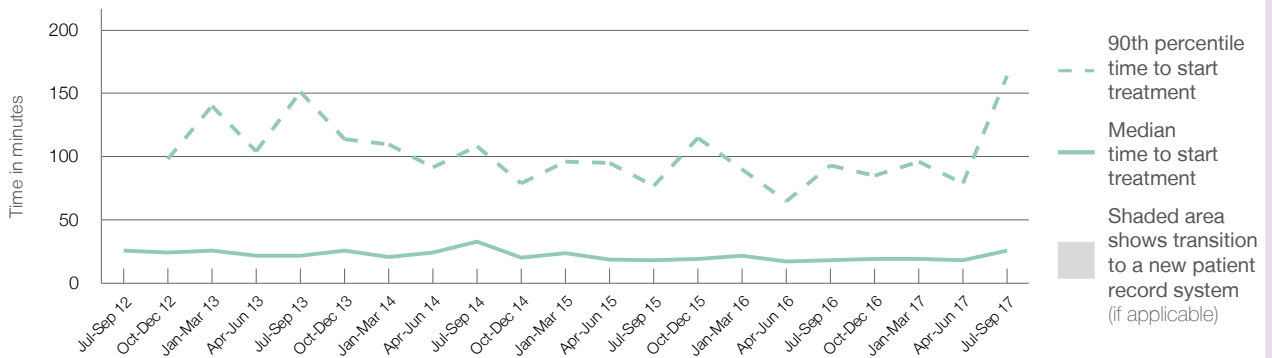
90th percentile time to start treatment⁵ 164 minutes

Same period last year	NSW (this period)
153	
124	
18 minutes	26 minutes
93 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



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

(†) 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 spent in the ED

July to September 2017

All presentations:¹ 7,965 patients

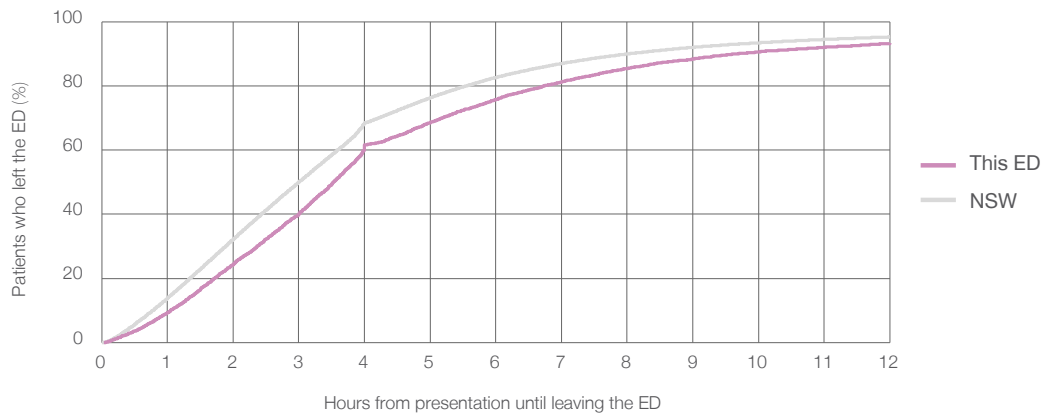
Presentations used to calculate time to leaving the ED:⁶ 7,962 patients

Median time spent in the ED⁸ 3 hours and 32 minutes

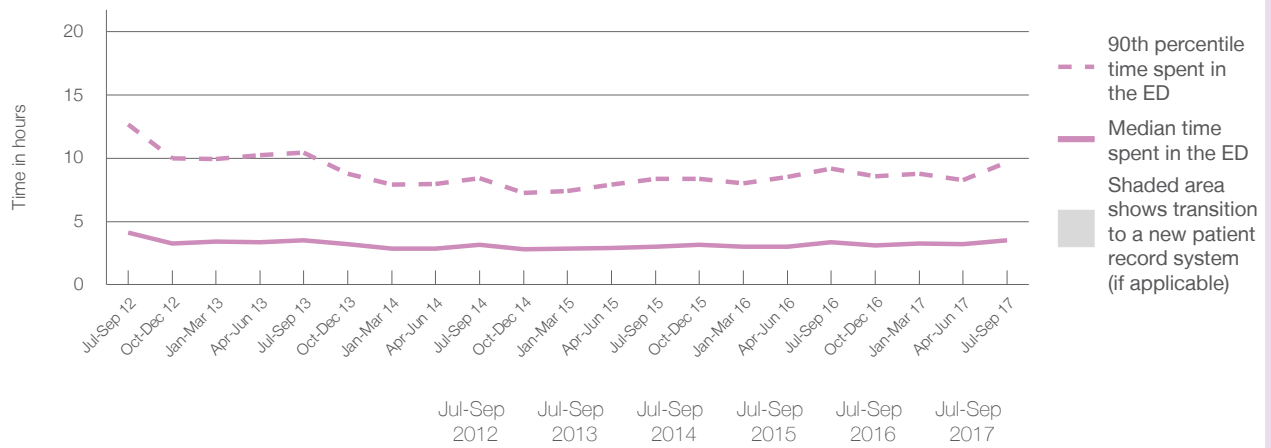
90th percentile time spent in the ED⁹ 9 hours and 40 minutes

Same period last year	NSW (this period)
7,574	7,574
3 hours and 21 minutes	3 hours and 0 minutes
9 hours and 12 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 8m	3h 31m	3h 9m	3h 0m	3h 21m	3h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 41m	10h 25m	8h 25m	8h 21m	9h 12m	9h 40m

(†) 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 spent in the ED
By mode of separation
July to September 2017

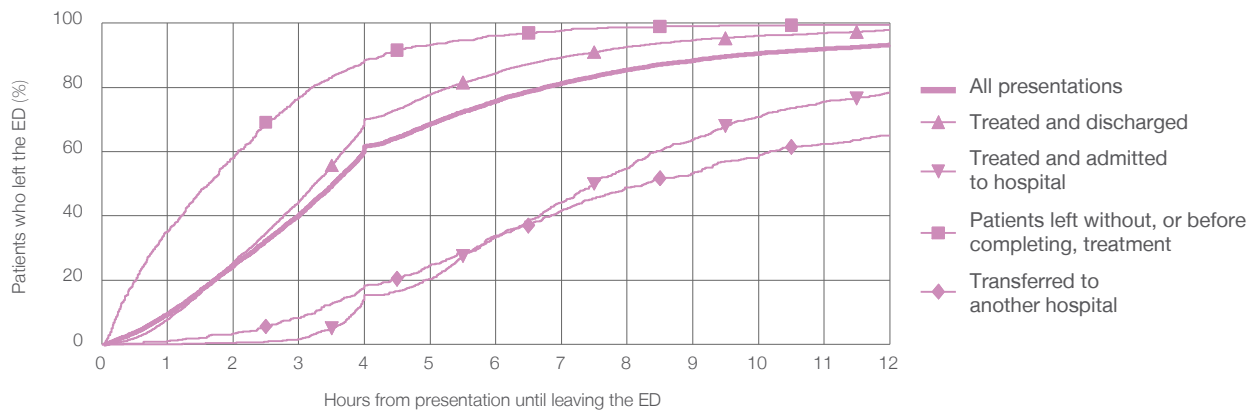
All presentations:¹ 7,965 patients

Presentations used to calculate time to leaving the ED:⁶ 7,962 patients

Treated and discharged	5,490 (68.9%)
Treated and admitted to hospital	972 (12.2%)
Patient left without, or before completing, treatment	900 (11.3%)
Transferred to another hospital	593 (7.4%)
Other	10 (0.1%)

Same period last year	Change since one year ago
7,574	5.1%
5,459	0.6%
882	10.2%
633	42.2%
590	0.5%
10	0.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	7.7%	25.5%	44.4%	70.0%	84.4%	92.6%	96.1%	97.9%
Treated and admitted to hospital	0%	0.4%	1.6%	15.2%	33.5%	54.9%	70.8%	78.4%
Patient left without, or before completing, treatment	35.1%	58.0%	76.7%	88.4%	96.1%	98.7%	99.2%	99.6%
Transferred to another hospital	1.0%	3.4%	8.1%	18.2%	33.8%	48.8%	58.6%	65.0%
All presentations	9.4%	24.5%	40.1%	61.6%	75.8%	85.4%	90.6%	93.2%

(†) 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 spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 7,965 patients

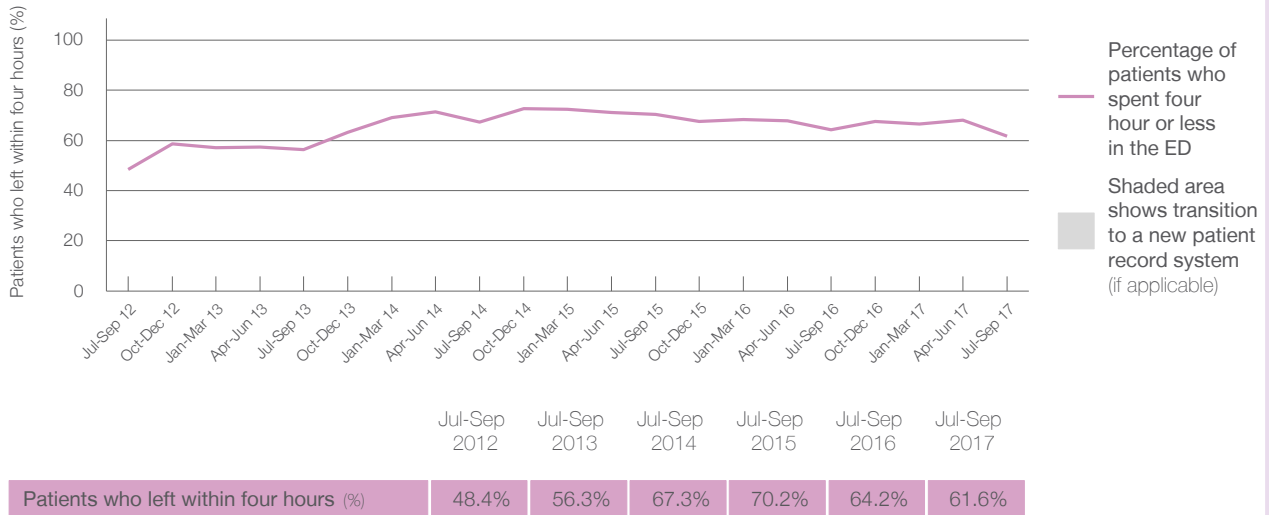
Presentations used to calculate time to leaving the ED:⁶ 7,962 patients

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	7,574	5.2%
Presentations used to calculate time to leaving the ED	7,574	5.1%
Percentage of patients who spent four hours or less in the ED	64.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 10,037 patients
Emergency presentations:² 9,907 patients

Same period last year	Change since one year ago
9,234	8.7%
9,105	8.8%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,111 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,593 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 126 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,319 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 818 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
967	
12 minutes	9 minutes
41 minutes	29 minutes
3,389	
30 minutes	23 minutes
110 minutes	83 minutes
3,900	
34 minutes	30 minutes
116 minutes	121 minutes
780	
24 minutes	26 minutes
100 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,036 patients

Percentage of patients who spent four hours or less in the ED 63.5%

Same period last year	Change since one year ago
9,234	8.7%
64.7%	

* 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.

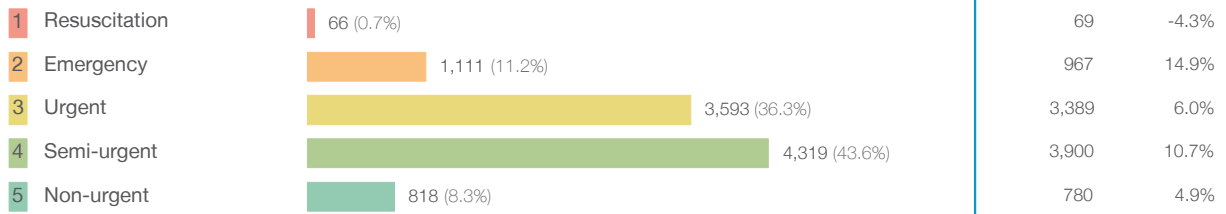
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

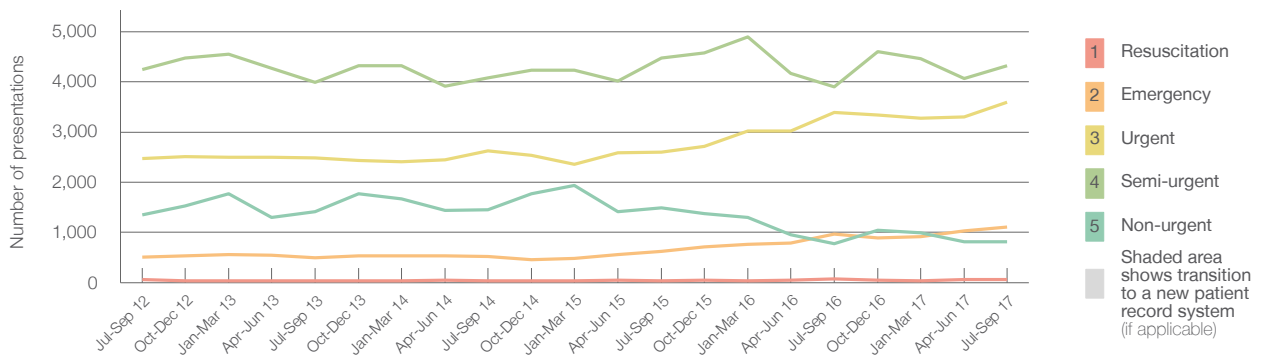
Shoalhaven District Memorial Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 10,037 patients

Emergency presentations² by triage category: 9,907 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	59	37	38	42	69	66
Emergency	502	493	518	621	967	1,111
Urgent	2,467	2,490	2,631	2,597	3,389	3,593
Semi-urgent	4,244	3,989	4,083	4,478	3,900	4,319
Non-urgent	1,344	1,416	1,456	1,491	780	818
All emergency presentations	8,616	8,425	8,726	9,229	9,105	9,907

Shoalhaven District Memorial Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,316 patients

ED Transfer of care time



(†) 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 July to September 2017

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

Number of triage 2 patients: 1,111

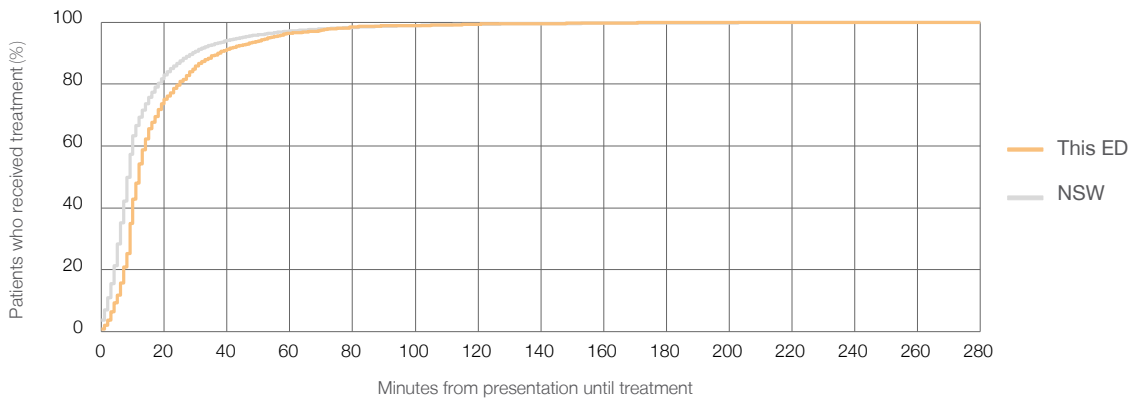
Number of triage 2 patients used to calculate waiting time:³ 1,109

Median time to start treatment⁴ 12 minutes

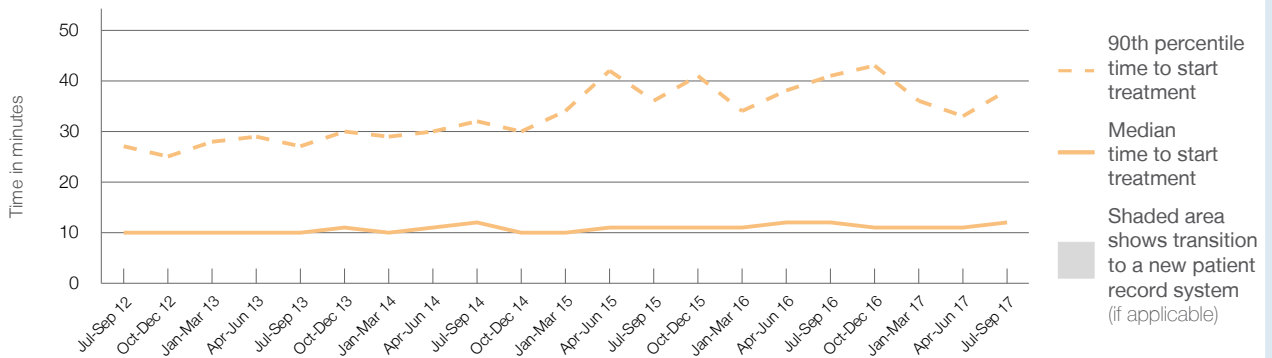
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
967	967
12 minutes	9 minutes
41 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	10	10	12	11	12	12
90th percentile time to start treatment ⁵ (minutes)	27	27	32	36	41	38

(†) 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 July to September 2017

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

Number of triage 3 patients: 3,593

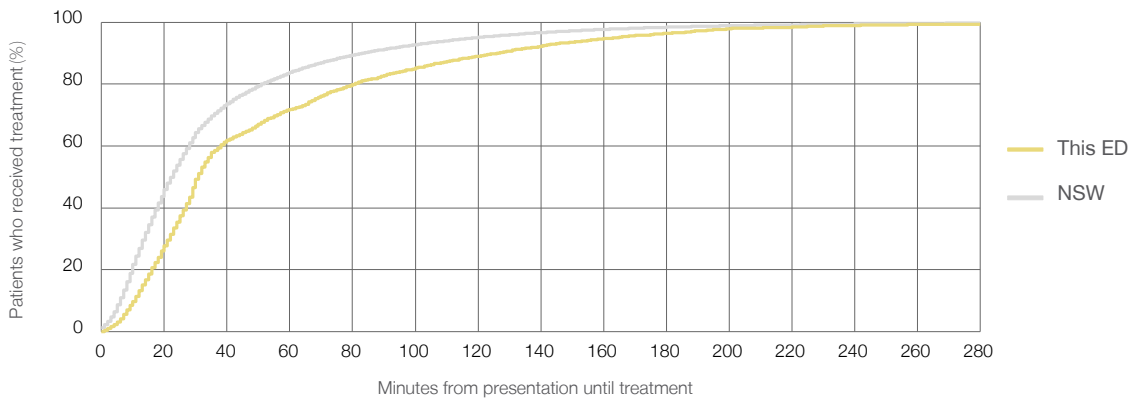
Number of triage 3 patients used to calculate waiting time:³ 3,519

Median time to start treatment⁴ 31 minutes

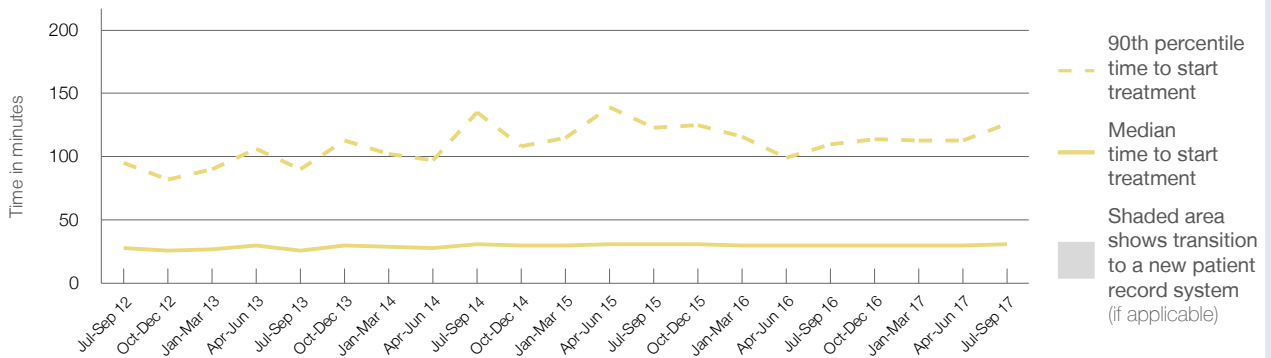
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
3,389	3,328
30 minutes	23 minutes
110 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	28	26	31	31	30	31
90th percentile time to start treatment ⁵ (minutes)	95	90	135	123	110	126

(†) 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 July to September 2017

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

Number of triage 4 patients: 4,319

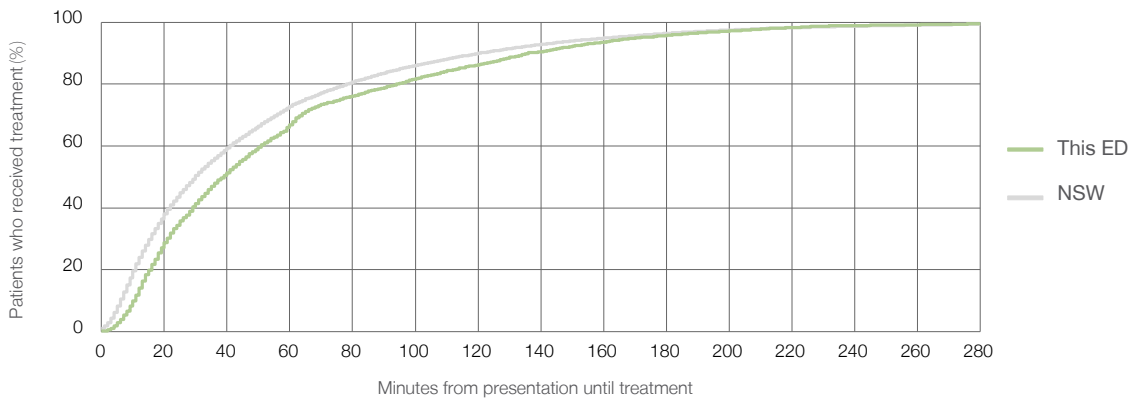
Number of triage 4 patients used to calculate waiting time:³ 4,049

Median time to start treatment⁴ 39 minutes

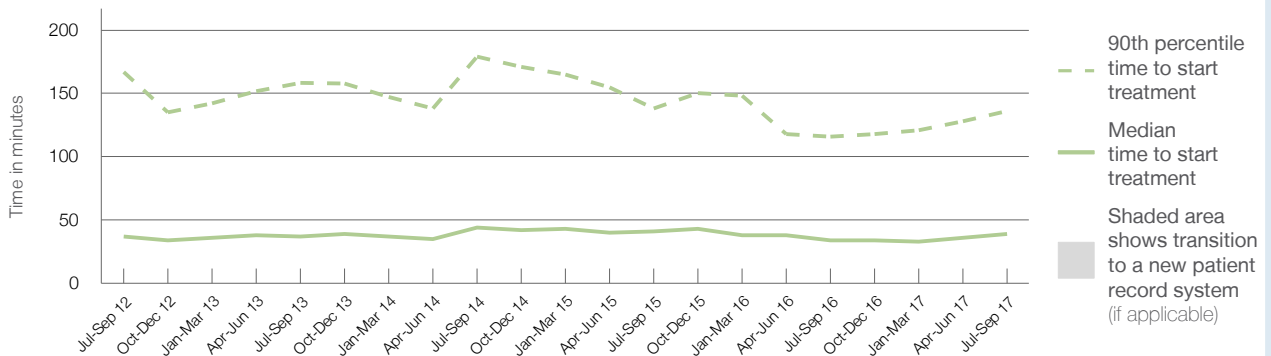
90th percentile time to start treatment⁵ 136 minutes

Same period last year	NSW (this period)
3,900	3,703
34 minutes	30 minutes
116 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	37	44	41	34	39
90th percentile time to start treatment ⁵ (minutes)	167	159	179	138	116	136

(†) 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 July to September 2017

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

Number of triage 5 patients: 818

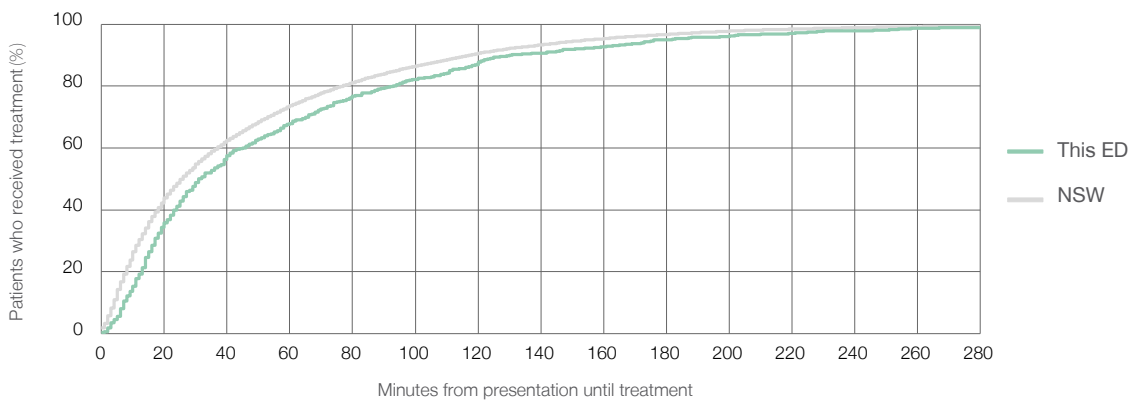
Number of triage 5 patients used to calculate waiting time:³ 719

Median time to start treatment⁴ 31 minutes

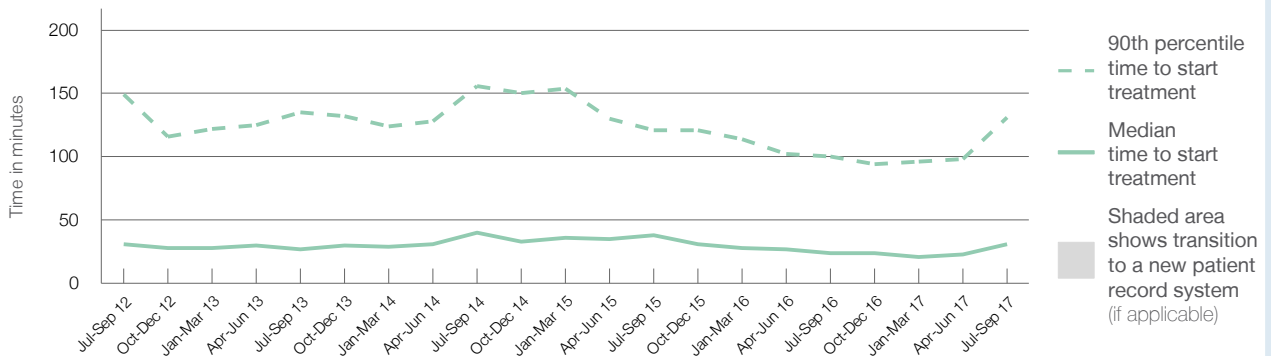
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
780	729
24 minutes	26 minutes
100 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	27	40	38	24	31
90th percentile time to start treatment ⁵ (minutes)	149	135	156	121	100	131

(†) 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 July to September 2017

All presentations:¹ 10,037 patients

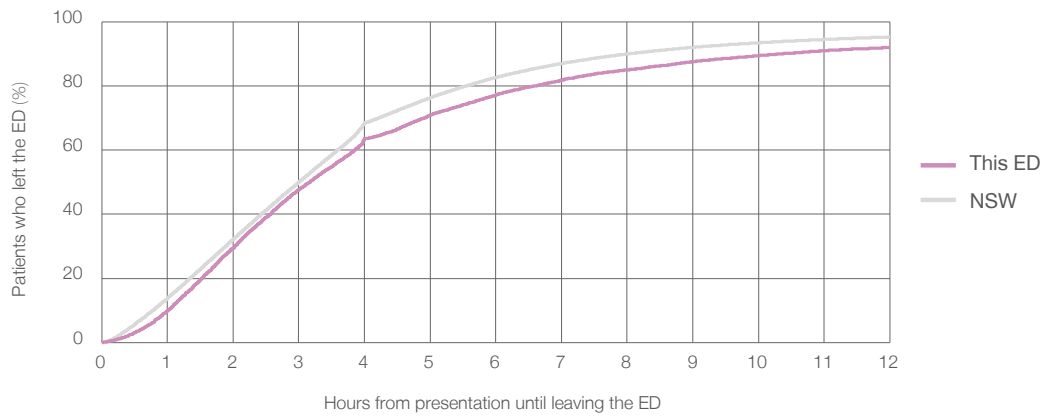
Presentations used to calculate time to leaving the ED:⁶ 10,036 patients

Median time spent in the ED⁸ 3 hours and 10 minutes

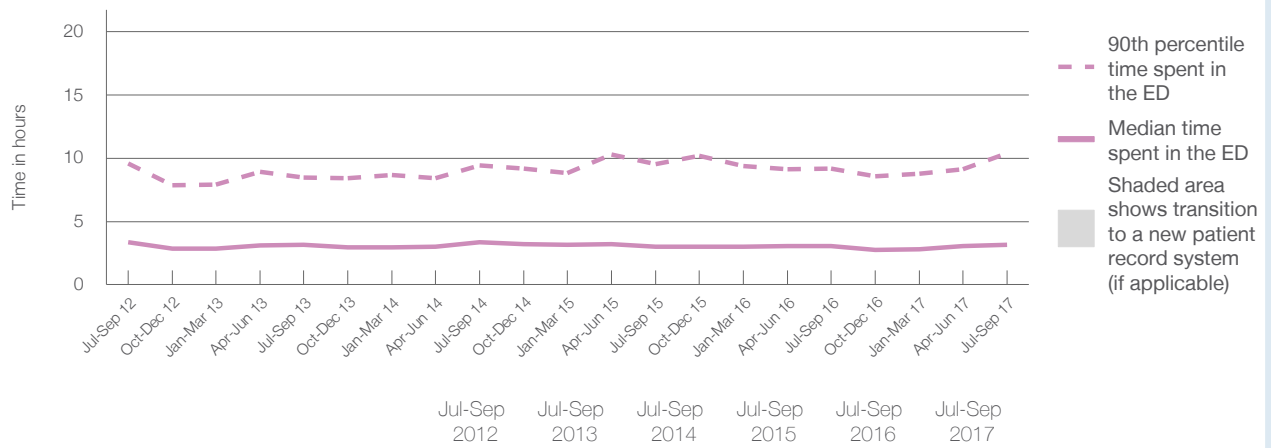
90th percentile time spent in the ED⁹ 10 hours and 22 minutes

Same period last year	NSW (this period)
9,234	9,234
3 hours and 3 minutes	3 hours and 0 minutes
9 hours and 12 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 23m	3h 8m	3h 22m	2h 59m	3h 3m	3h 10m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 35m	8h 29m	9h 26m	9h 32m	9h 12m	10h 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

July to September 2017

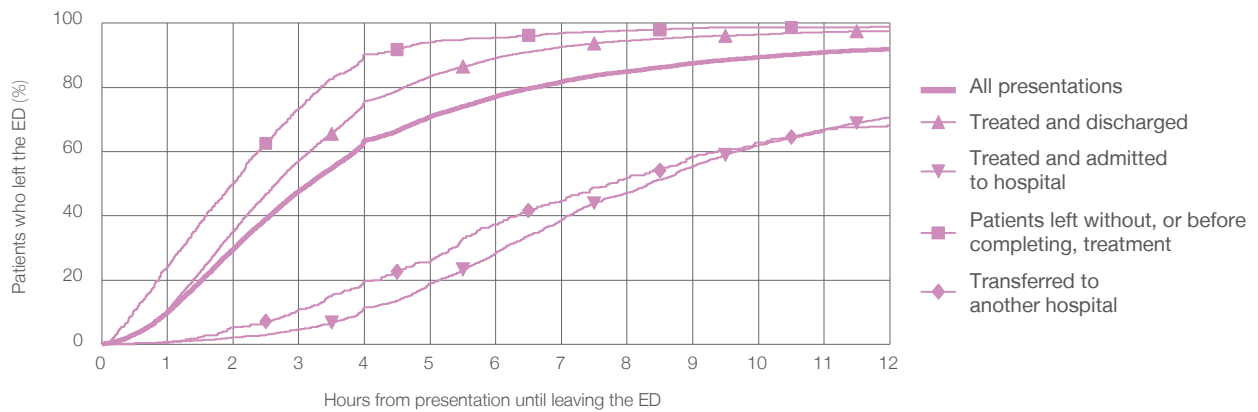
All presentations:¹ 10,037 patients

Presentations used to calculate time to leaving the ED:⁶ 10,036 patients

Treated and discharged	7,155 (71.3%)
Treated and admitted to hospital	1,782 (17.8%)
Patient left without, or before completing, treatment	707 (7.0%)
Transferred to another hospital	336 (3.3%)
Other	57 (0.6%)

Same period last year	Change since one year ago
9,234	8.7%
6,503	10.0%
1,878	-5.1%
503	40.6%
317	6.0%
33	72.7%

Percentage of patients who left the ED by time and mode of separation, July to September 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	10.7%	35.1%	57.3%	75.7%	89.2%	94.5%	96.5%	97.6%
Treated and admitted to hospital	0.7%	2.1%	4.5%	11.5%	28.4%	47.2%	62.1%	70.6%
Patient left without, or before completing, treatment	24.2%	50.1%	73.4%	90.2%	95.5%	97.7%	98.7%	98.9%
Transferred to another hospital	0.3%	5.1%	10.7%	19.6%	37.2%	51.8%	62.8%	68.5%
All presentations	10.0%	29.6%	47.7%	63.5%	77.2%	85.0%	89.4%	91.9%

(†) 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 July to September 2017

All presentations at the emergency department:¹ 10,037 patients

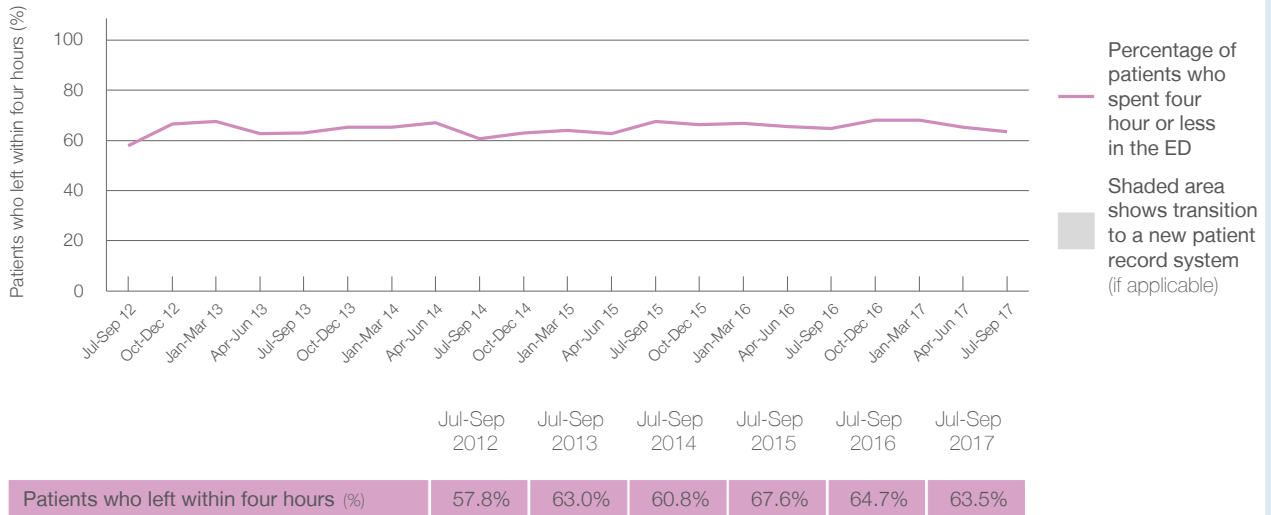
Presentations used to calculate time to leaving the ED:⁶ 10,036 patients

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	9,234	8.7%
Presentations used to calculate time to leaving the ED	9,234	8.7%
Percentage of patients who spent four hours or less in the ED	64.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Wollongong Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 17,561 patients

Emergency presentations:² 17,271 patients

Same period last year	Change since one year ago
15,656	12.2%
15,339	12.6%

Wollongong Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,471 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,610 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 89 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,493 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 119 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 506 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
2,038	
9 minutes	9 minutes
24 minutes	29 minutes
6,711	
25 minutes	23 minutes
85 minutes	83 minutes
5,967	
31 minutes	30 minutes
107 minutes	121 minutes
465	
29 minutes	26 minutes
104 minutes	118 minutes

Wollongong Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 17,561 patients

Percentage of patients who spent four hours or less in the ED 56.2%

Same period last year	Change since one year ago
15,656	12.2%
59.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. All presentations that have a departure time.

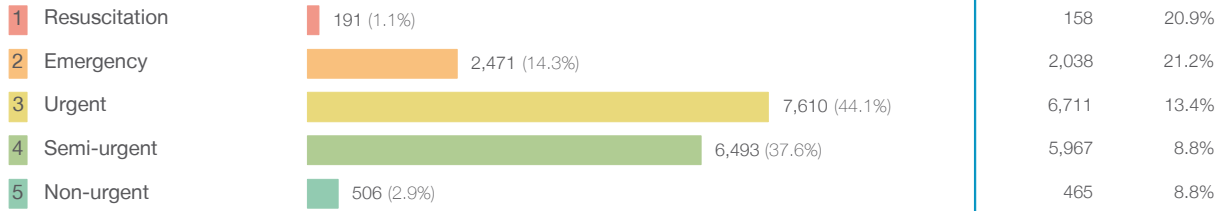
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

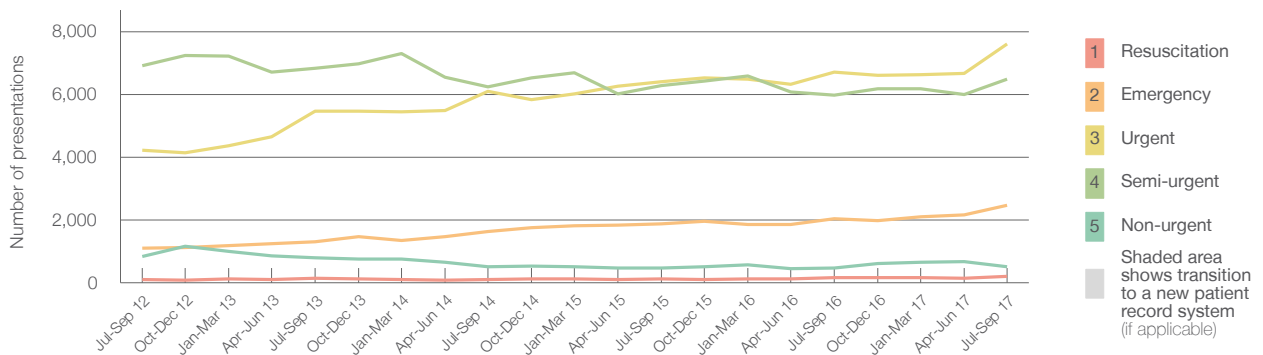
Wollongong Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 17,561 patients

Emergency presentations² by triage category: 17,271 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	101	130	96	114	158	191
Emergency	1,098	1,297	1,639	1,865	2,038	2,471
Urgent	4,223	5,468	6,099	6,411	6,711	7,610
Semi-urgent	6,910	6,824	6,233	6,286	5,967	6,493
Non-urgent	832	793	507	473	465	506
All emergency presentations	13,164	14,512	14,574	15,149	15,339	17,271

Wollongong Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 6,136 patients

ED Transfer of care time

Median time: 14 minutes

90th percentile time: 43 minutes

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	5,385	
ED Transfer of care time		
Median time	12 minutes	2 minutes
90th percentile time	31 minutes	12 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.

Wollongong Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 2,471

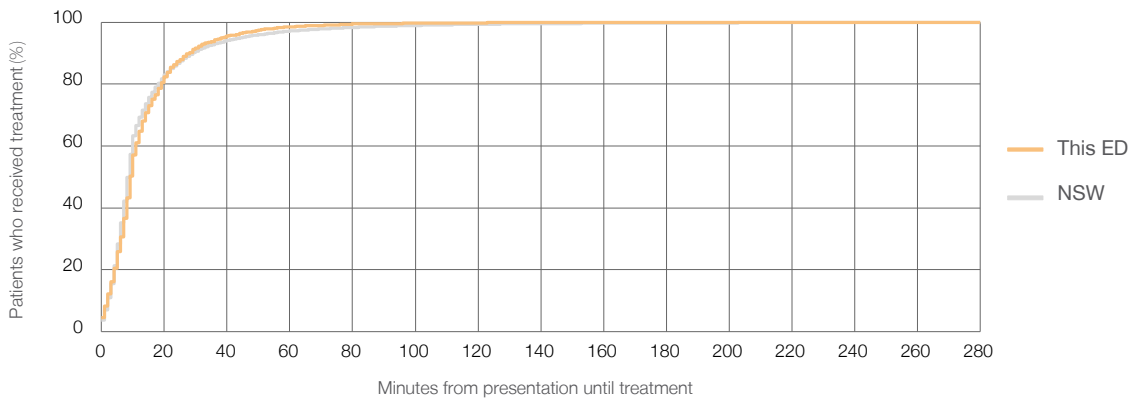
Number of triage 2 patients used to calculate waiting time:³ 2,462

Median time to start treatment⁴ 9 minutes

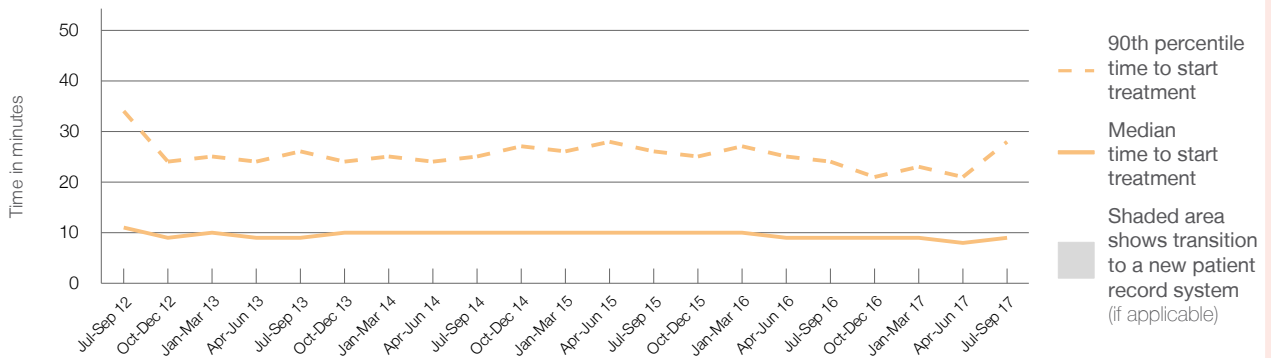
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
2,038	2,036
9 minutes	9 minutes
24 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	11	9	10	10	9	9
90th percentile time to start treatment ⁵ (minutes)	34	26	25	26	24	28

(†) 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.

Wollongong Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 7,610

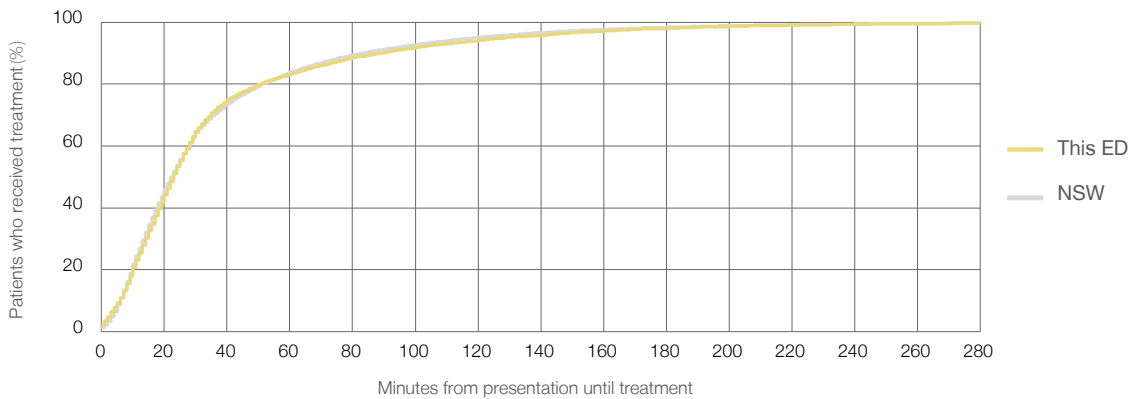
Number of triage 3 patients used to calculate waiting time:³ 7,375

Median time to start treatment⁴ 23 minutes

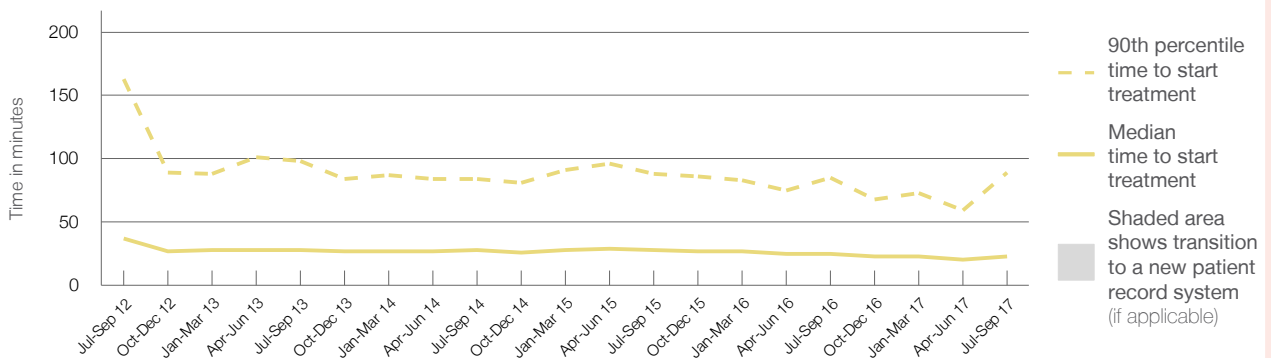
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
6,711	6,572
25 minutes	23 minutes
85 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	28	28	28	25	23
90th percentile time to start treatment ⁵ (minutes)	163	98	84	88	85	89

(†) 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.

Wollongong Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 6,493

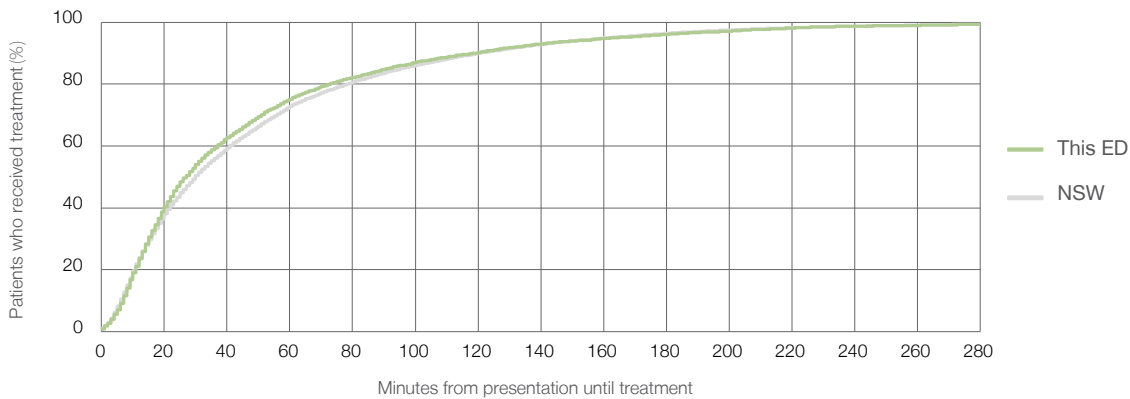
Number of triage 4 patients used to calculate waiting time:³ 6,031

Median time to start treatment⁴ 27 minutes

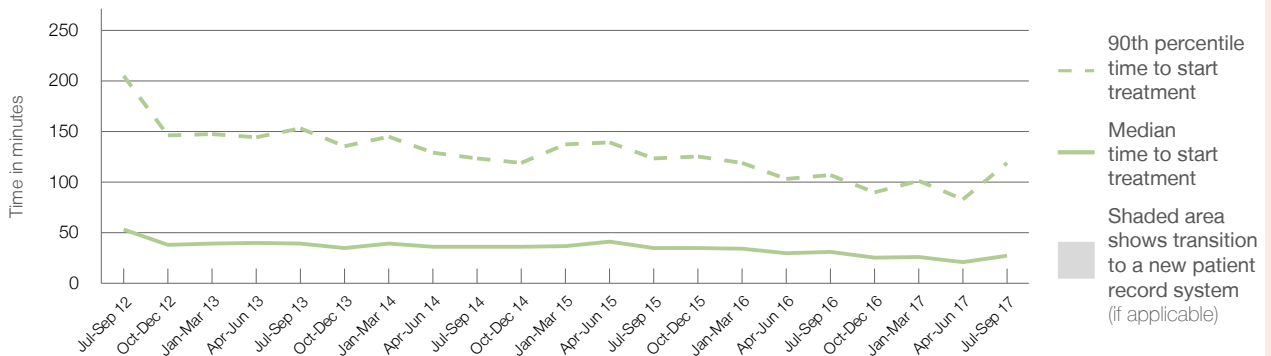
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
5,967	5,622
31 minutes	30 minutes
107 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	53	39	36	35	31	27
90th percentile time to start treatment ⁵ (minutes)	205	153	123	123	107	119

(†) 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.

Wollongong Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 506

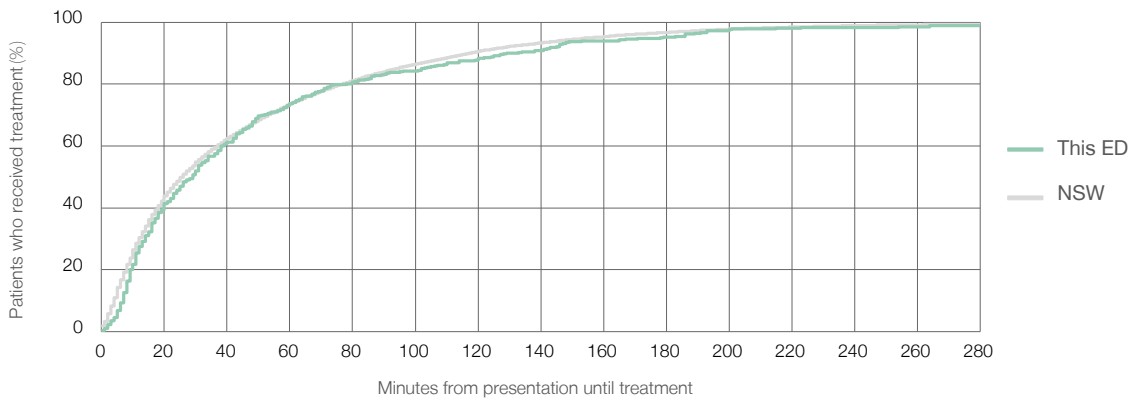
Number of triage 5 patients used to calculate waiting time:³ 418

Median time to start treatment⁴ 29 minutes

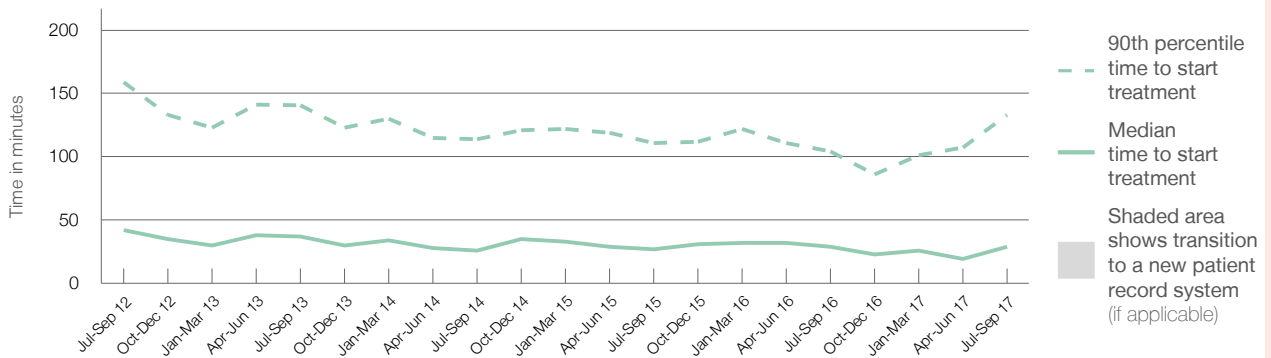
90th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
465	394
29 minutes	26 minutes
104 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	42	37	26	27	29	29
90th percentile time to start treatment ⁵ (minutes)	159	141	114	111	104	133

(†) 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.

Wollongong Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 17,561 patients

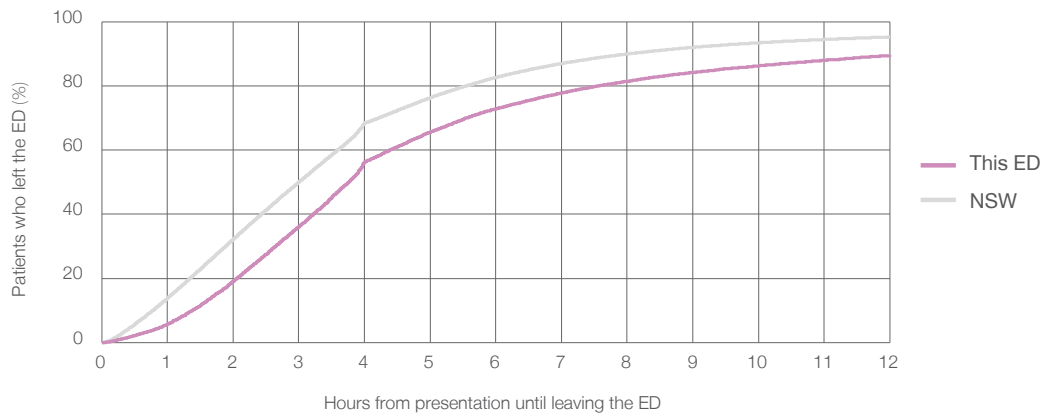
Presentations used to calculate time to leaving the ED:⁶ 17,561 patients

Median time spent in the ED⁸ 3 hours and 46 minutes

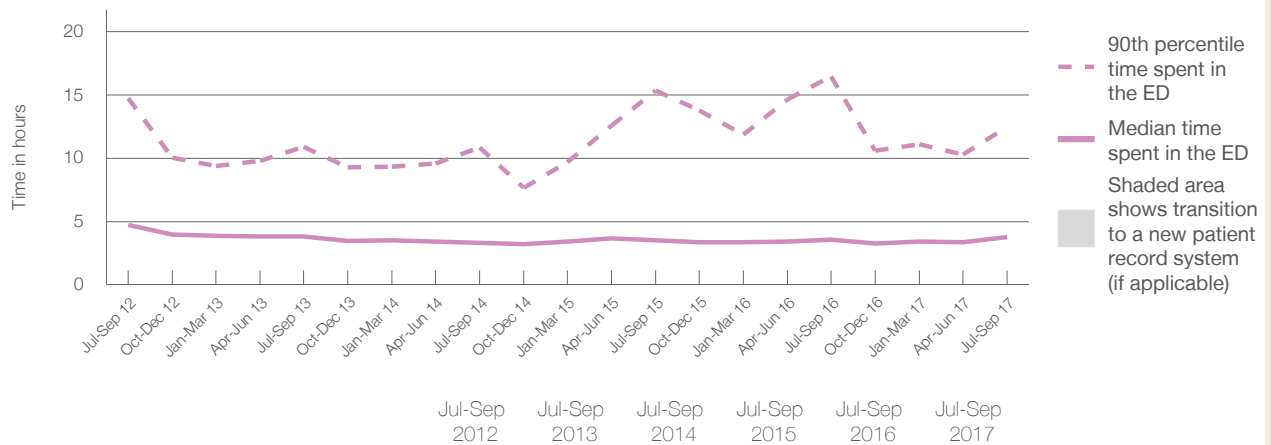
90th percentile time spent in the ED⁹ 12 hours and 27 minutes

Same period last year	NSW (this period)
15,656	15,656
3 hours and 34 minutes	3 hours and 0 minutes
16 hours and 28 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	4h 44m	3h 48m	3h 20m	3h 31m	3h 34m	3h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	14h 44m	10h 55m	10h 52m	15h 22m	16h 28m	12h 27m

(†) 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.

Wollongong Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

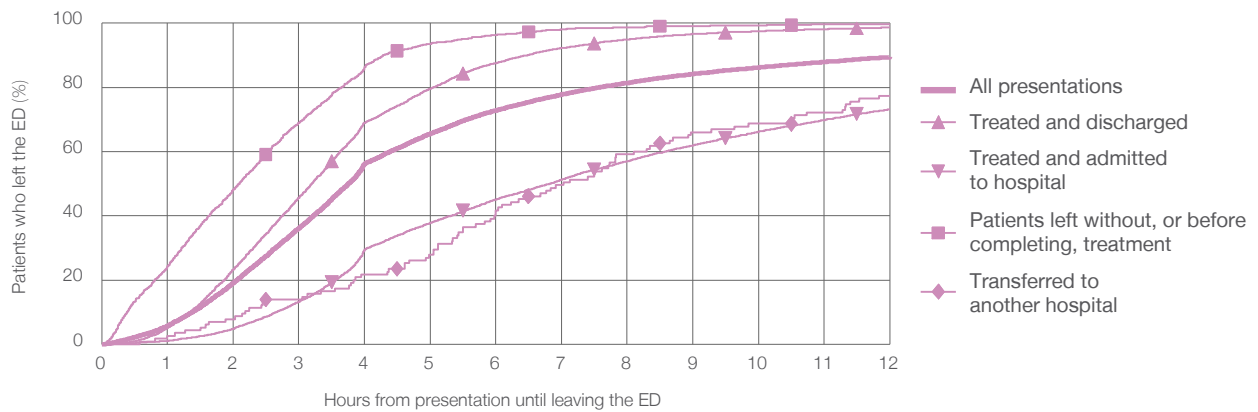
All presentations:¹ 17,561 patients

Presentations used to calculate time to leaving the ED:⁶ 17,561 patients

Treated and discharged	9,451 (53.8%)
Treated and admitted to hospital	6,327 (36.0%)
Patient left without, or before completing, treatment	1,566 (8.9%)
Transferred to another hospital	115 (0.7%)
Other	102 (0.6%)

Same period last year	Change since one year ago
15,656	12.2%
8,429	12.1%
5,808	8.9%
1,146	36.6%
164	-29.9%
109	-6.4%

Percentage of patients who left the ED by time and mode of separation, July to September 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	5.2%	23.4%	45.7%	69.1%	87.6%	94.9%	97.5%	98.7%
Treated and admitted to hospital	1.1%	4.9%	13.2%	29.4%	45.1%	57.1%	66.2%	73.2%
Patient left without, or before completing, treatment	24.3%	48.2%	69.0%	86.3%	96.4%	98.7%	99.3%	99.7%
Transferred to another hospital	2.6%	7.8%	13.9%	21.7%	41.7%	59.1%	68.7%	77.4%
All presentations	5.8%	19.2%	36.2%	56.2%	72.8%	81.4%	86.2%	89.5%

(†) 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.

Wollongong Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 17,561 patients

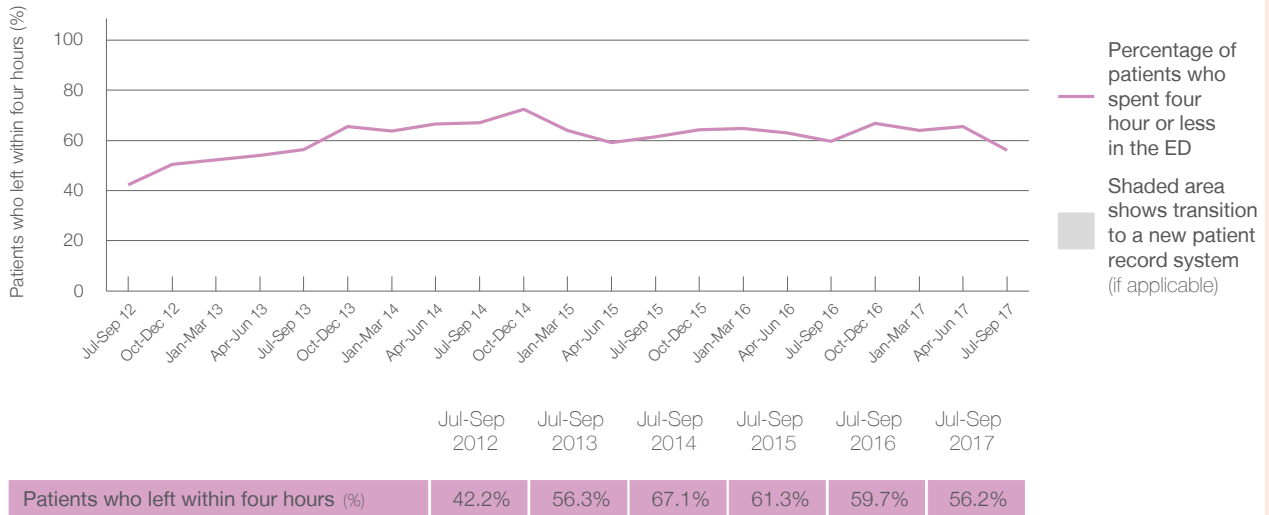
Presentations used to calculate time to leaving the ED:⁶ 17,561 patients

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 17,561 patients	15,656	12.2%
Presentations used to calculate time to leaving the ED: ⁶ 17,561 patients	15,656	12.2%
Percentage of patients who spent four hours or less in the ED	59.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).