

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Illawarra Shoalhaven Local Health District

**January to March 2018**

## Milton Ulladulla Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 3,593 patients

Emergency presentations:<sup>2</sup> 3,481 patients

Same period last year	Change since one year ago
3,978	-10%
3,854	-10%

## Milton Ulladulla Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 355 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,177 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,614 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 310 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 81 minutes

Same period last year	NSW (this period)
246	
7 minutes	8 minutes
29 minutes	23 minutes
1,245	
21 minutes	20 minutes
70 minutes	65 minutes
2,040	
27 minutes	25 minutes
79 minutes	98 minutes
306	
25 minutes	22 minutes
80 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,593 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
3,978	-10%
86%	

\* 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, January to March 2018*.
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.

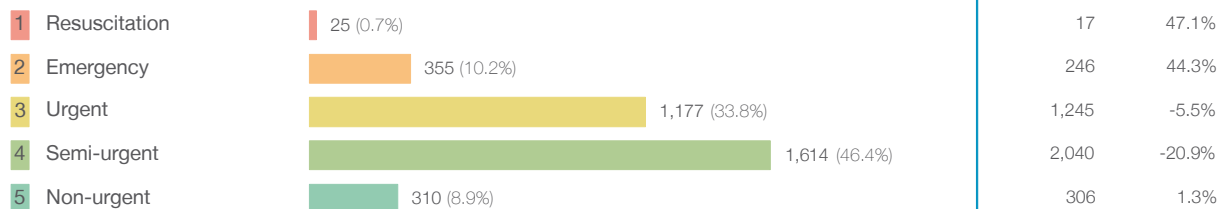
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Milton Ulladulla Hospital: Patients presenting to the emergency department

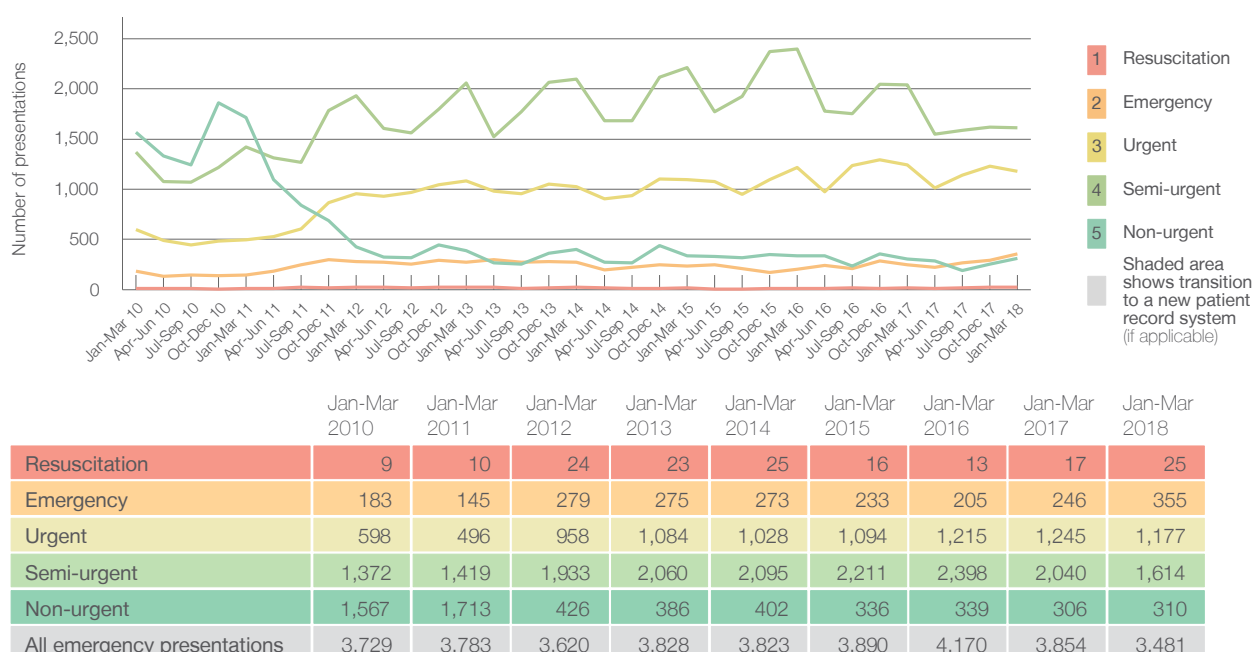
January to March 2018

All presentations:<sup>1</sup> 3,593 patients

Emergency presentations<sup>2</sup> by triage category: 3,481 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Milton Ulladulla Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>‡</sup> 376 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.

## Milton Ulladulla Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 355

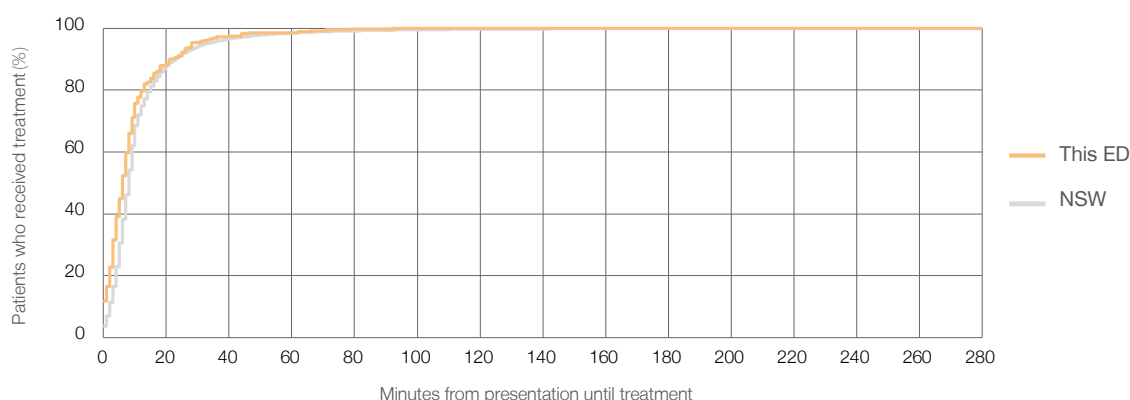
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 350

Median time to start treatment<sup>4</sup> 6 minutes

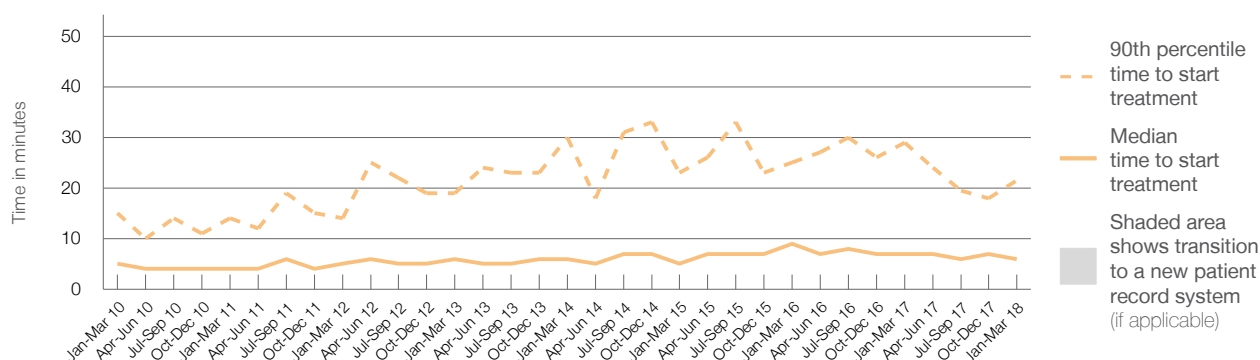
90th percentile time to start treatment<sup>5</sup> 22 minutes

Same period last year	NSW (this period)
246	
246	
7 minutes	8 minutes
29 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	5	4	5	6	6	5	9	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	15	14	14	19	30	23	25	29	22

(†) 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 Ulladulla Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,177

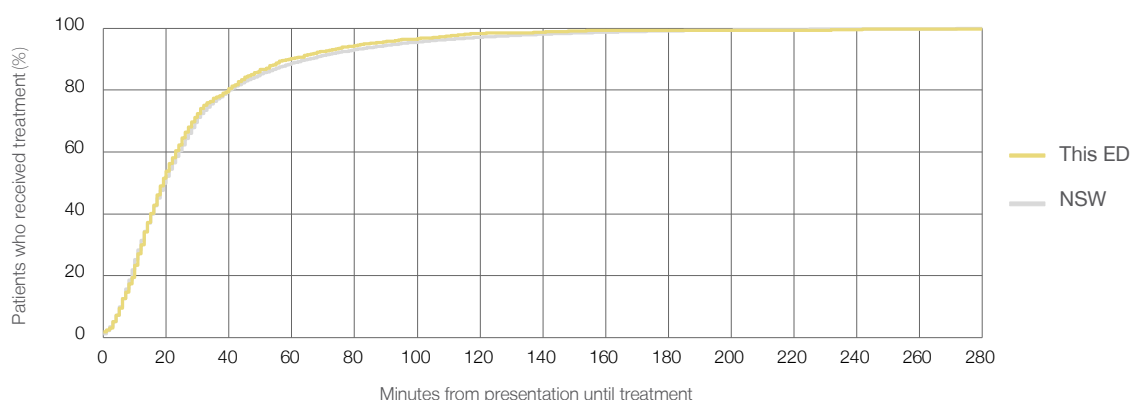
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,163

Median time to start treatment<sup>4</sup> 19 minutes

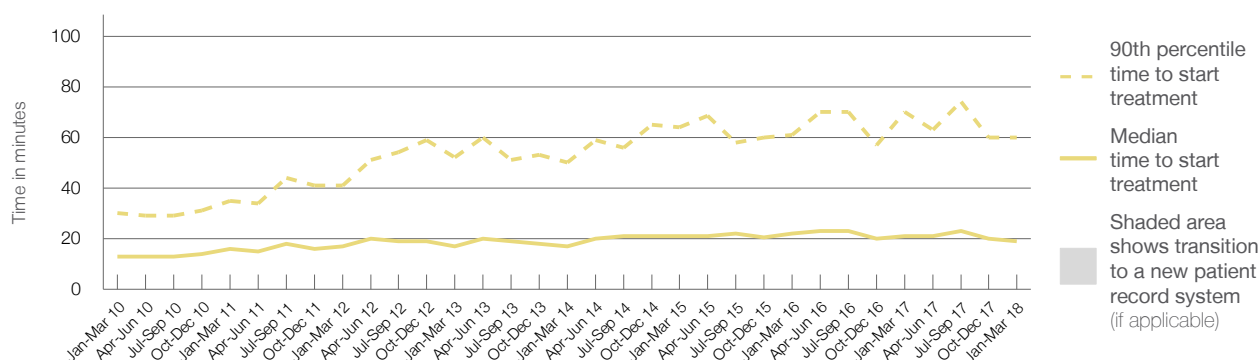
90th percentile time to start treatment<sup>5</sup> 60 minutes

Same period last year	NSW (this period)
1,245	
1,235	
21 minutes	20 minutes
70 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	13	16	17	17	17	21	22	21	19
90th percentile time to start treatment <sup>5</sup> (minutes)	30	35	41	52	50	64	61	70	60

(†) 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 Ulladulla Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,614

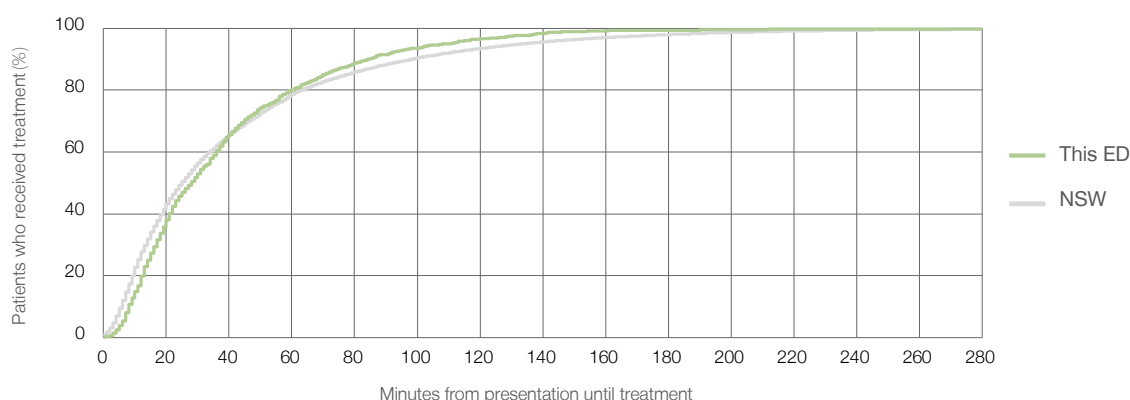
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,547

Median time to start treatment<sup>4</sup> 28 minutes

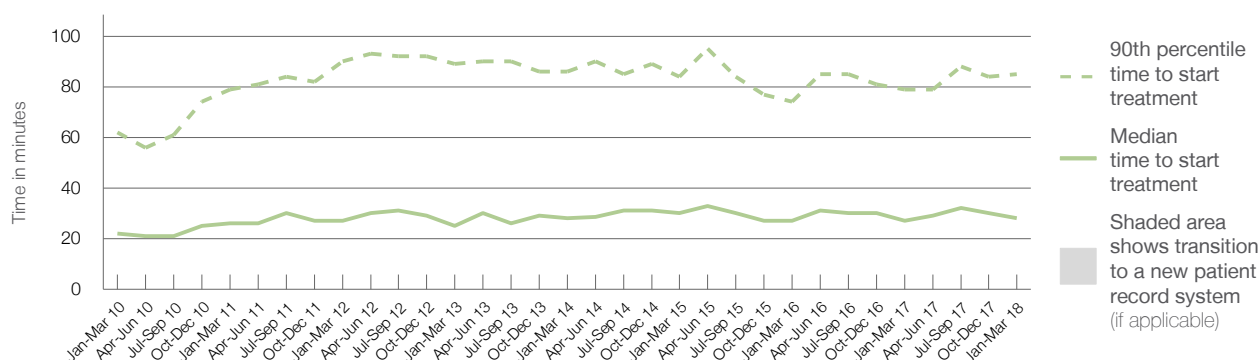
90th percentile time to start treatment<sup>5</sup> 85 minutes

Same period last year	NSW (this period)
2,040	
1,995	
27 minutes	25 minutes
79 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	22	26	27	25	28	30	27	27	28
90th percentile time to start treatment <sup>5</sup> (minutes)	62	79	90	89	86	84	74	79	85

(†) 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 Ulladulla Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 310

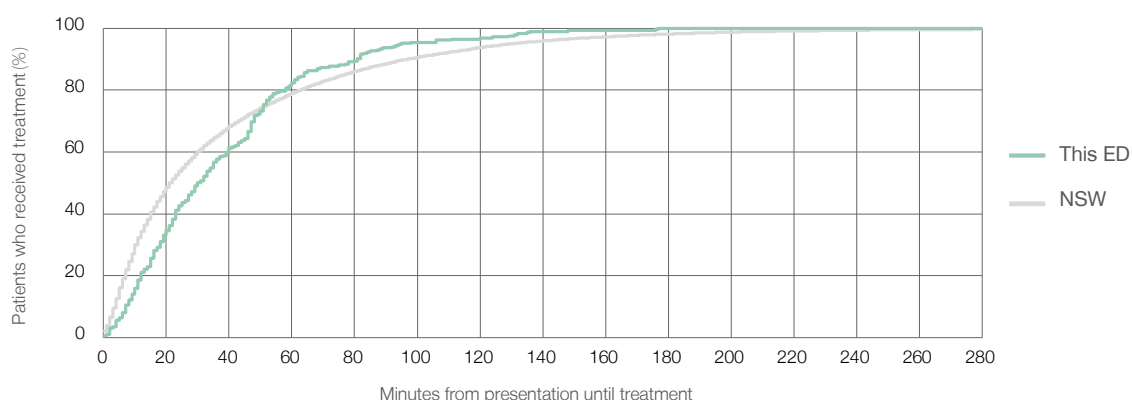
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 284

Median time to start treatment<sup>4</sup> 31 minutes

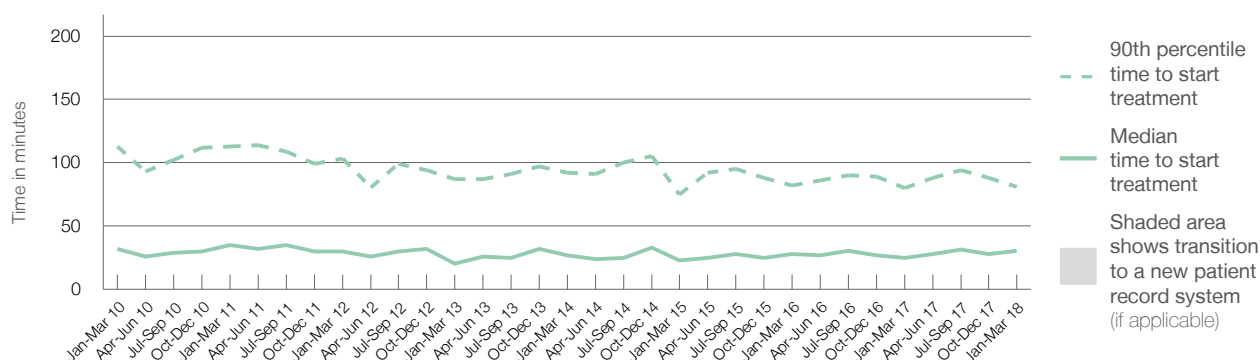
90th percentile time to start treatment<sup>5</sup> 81 minutes

Same period last year	NSW (this period)
306	
289	
25 minutes	22 minutes
80 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	32	35	30	20	27	23	28	25	31
90th percentile time to start treatment <sup>5</sup> (minutes)	113	113	103	87	92	75	82	80	81

(†) 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 Ulladulla Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 3,593 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,593 patients

Median time spent in the ED<sup>8</sup>

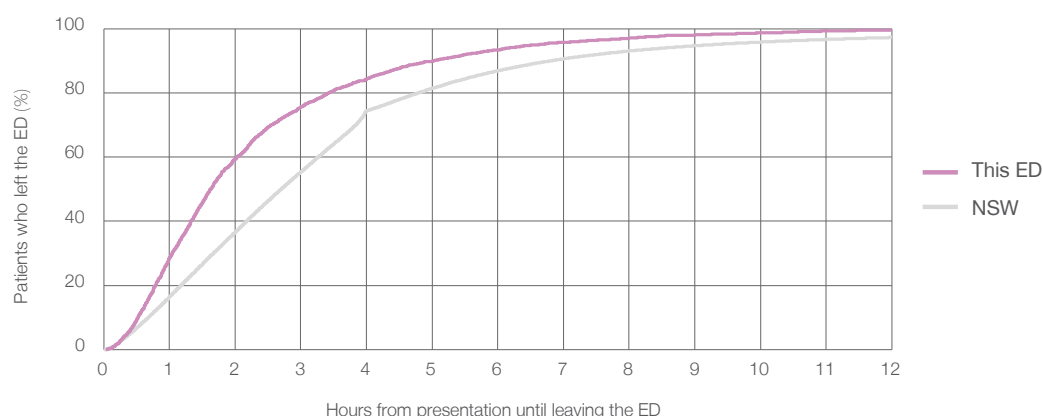
1 hours and 38 minutes

90th percentile time spent in the ED<sup>9</sup>

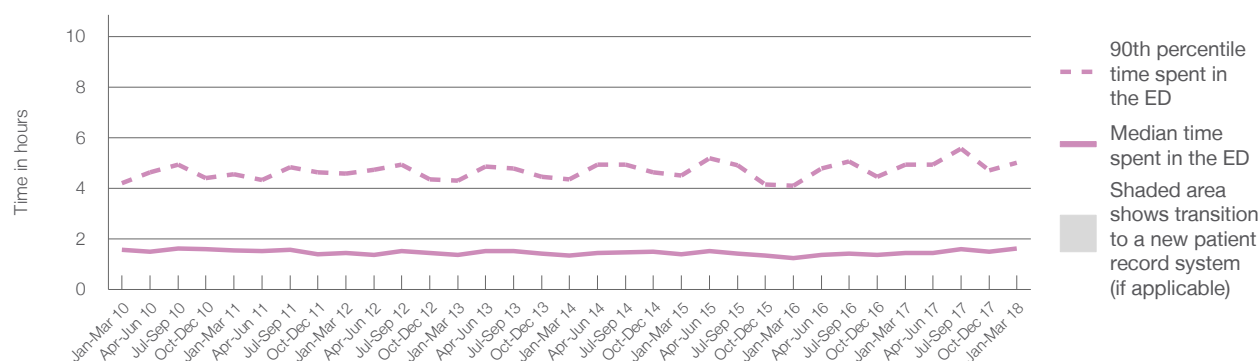
5 hours and 1 minutes

Same period last year	NSW (this period)
3,978	
3,978	
1 hours and 27 minutes	2 hours and 42 minutes
4 hours and 56 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 34m	1h 33m	1h 27m	1h 23m	1h 21m	1h 24m	1h 15m	1h 27m	1h 38m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 12m	4h 34m	4h 35m	4h 19m	4h 21m	4h 30m	4h 7m	4h 56m	5h 1m

(†) 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 Ulladulla Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

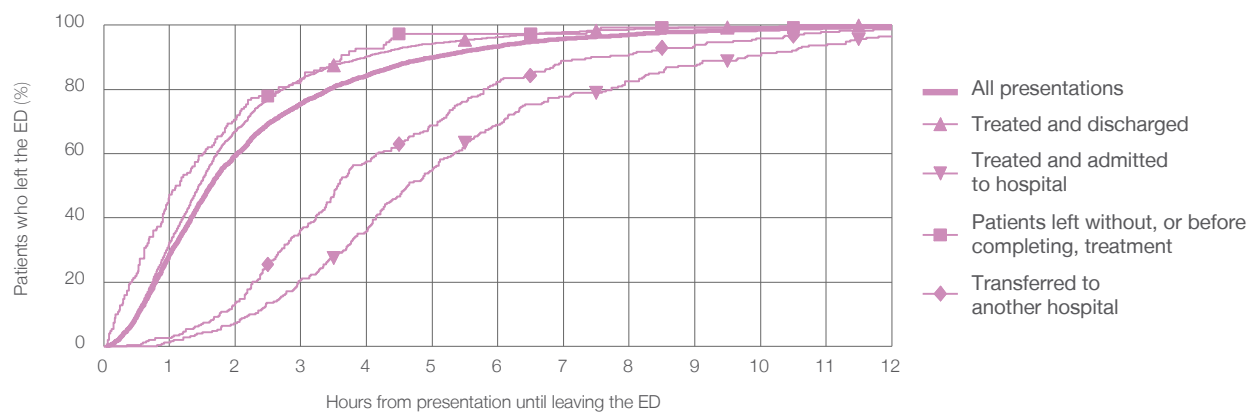
All presentations:<sup>†</sup> 3,593 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,593 patients

Treated and discharged	2,933 (81.6%)
Treated and admitted to hospital	251 (7.0%)
Patient left without, or before completing, treatment	150 (4.2%)
Transferred to another hospital	243 (6.8%)
Other	16 (0.4%)

Same period last year	Change since one year ago
3,978	-10%
3,275	-10.4%
297	-15.5%
176	-14.8%
221	10.0%
9	77.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



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

Treated and discharged	32.3%	67.0%	83.3%	90.3%	96.2%	98.7%	99.6%	99.9%
Treated and admitted to hospital	1.2%	7.2%	20.7%	35.9%	68.9%	82.5%	90.4%	96.4%
Patient left without, or before completing, treatment	47.3%	70.7%	82.7%	92.7%	97.3%	99.3%	99.3%	100%
Transferred to another hospital	2.5%	13.6%	36.2%	57.6%	82.3%	90.9%	95.9%	98.8%
All presentations	28.8%	59.4%	75.6%	84.4%	93.4%	97.1%	98.7%	99.6%

(†) 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 Ulladulla Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 3,593 patients

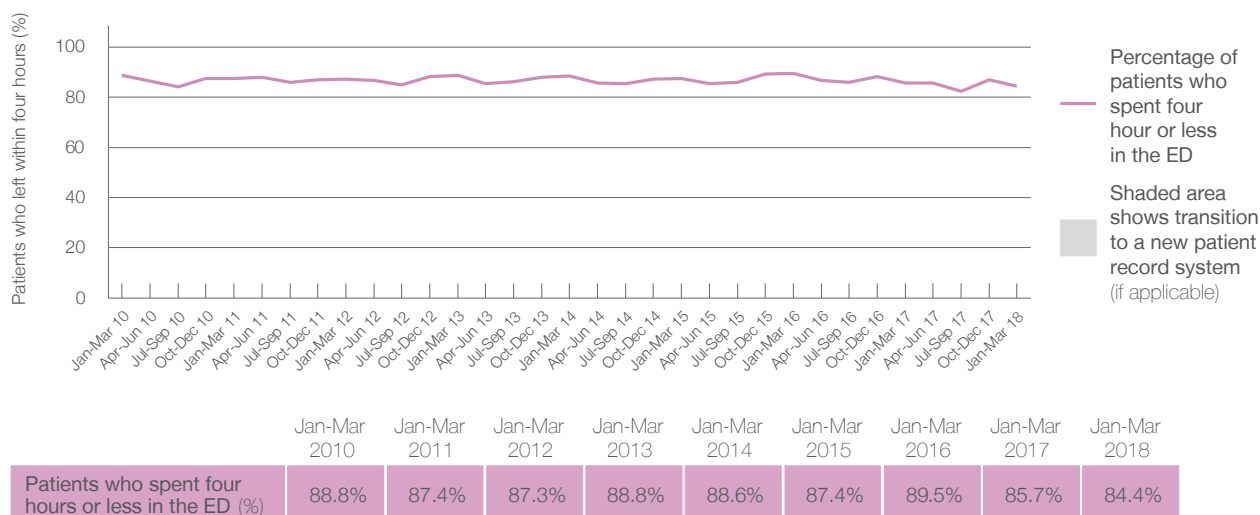
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,593 patients

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



Same period last year	Change since one year ago
3,978	-10%
3,978	-10%
85.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Shellharbour Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 8,049 patients

Emergency presentations:<sup>2</sup> 7,754 patients

Same period last year	Change since one year ago
7,632	5%
7,453	4%

## Shellharbour Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 835 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,607 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 94 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,992 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 139 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 286 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 124 minutes

Same period last year	NSW (this period)
836	
7 minutes	8 minutes
12 minutes	23 minutes
2,616	
22 minutes	20 minutes
77 minutes	65 minutes
3,708	
24 minutes	25 minutes
115 minutes	98 minutes
268	
19 minutes	22 minutes
96 minutes	97 minutes

## Shellharbour Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,049 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
7,630	5%
67%	

\* 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, January to March 2018*.
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.

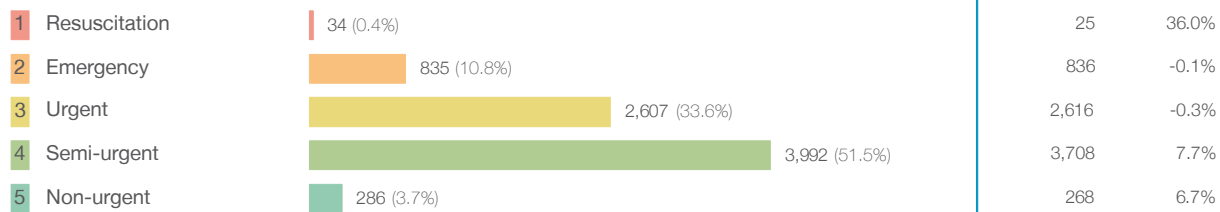
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Shellharbour Hospital: Patients presenting to the emergency department

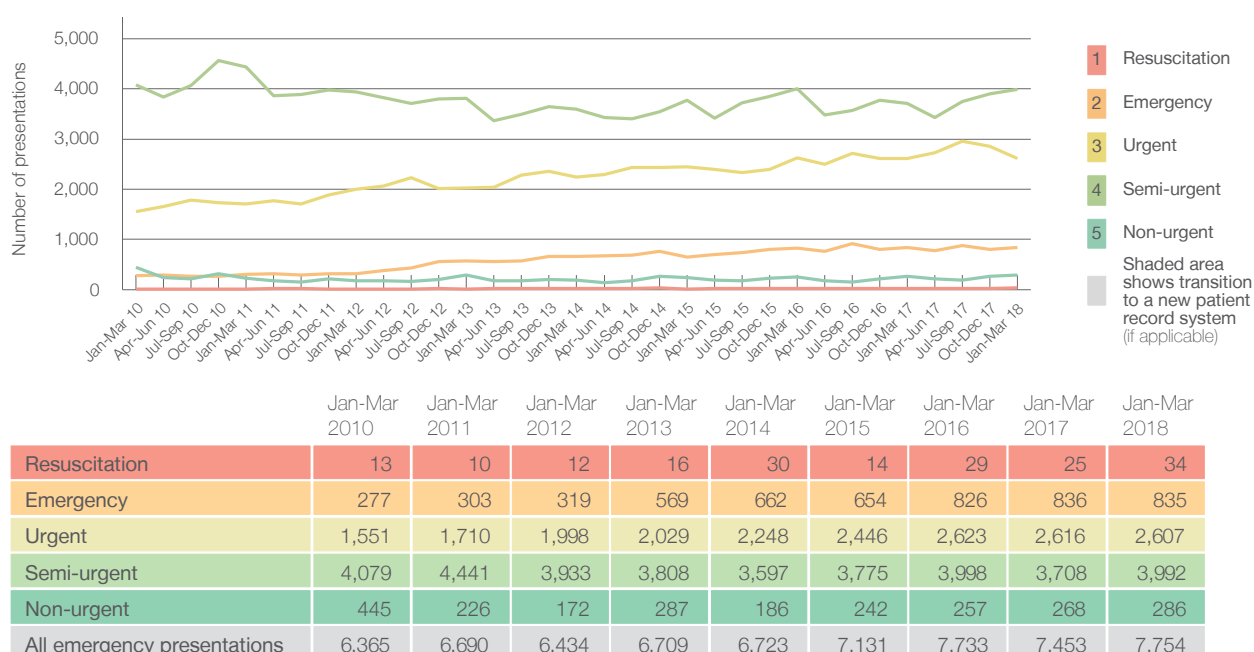
January to March 2018

All presentations:<sup>1</sup> 8,049 patients

Emergency presentations<sup>2</sup> by triage category: 7,754 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Shellharbour Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>‡</sup> 1,588 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.

## Shellharbour Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 835

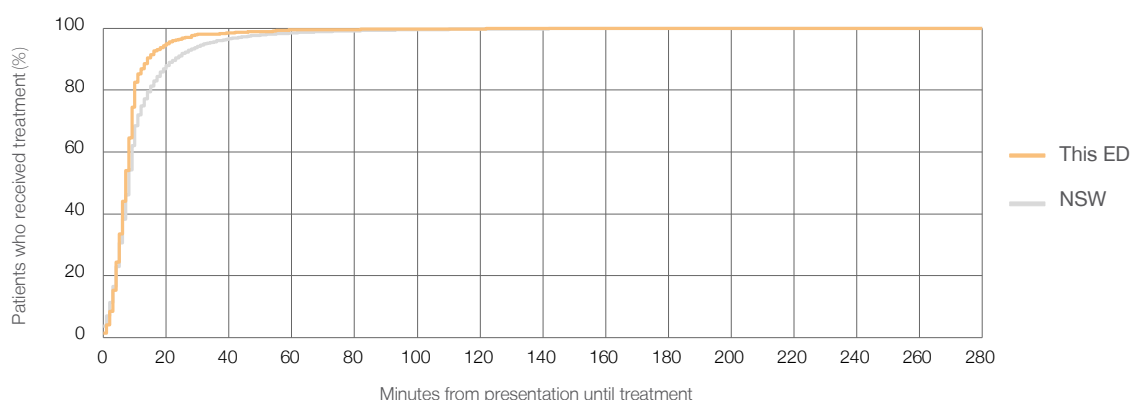
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 834

Median time to start treatment<sup>4</sup> 7 minutes

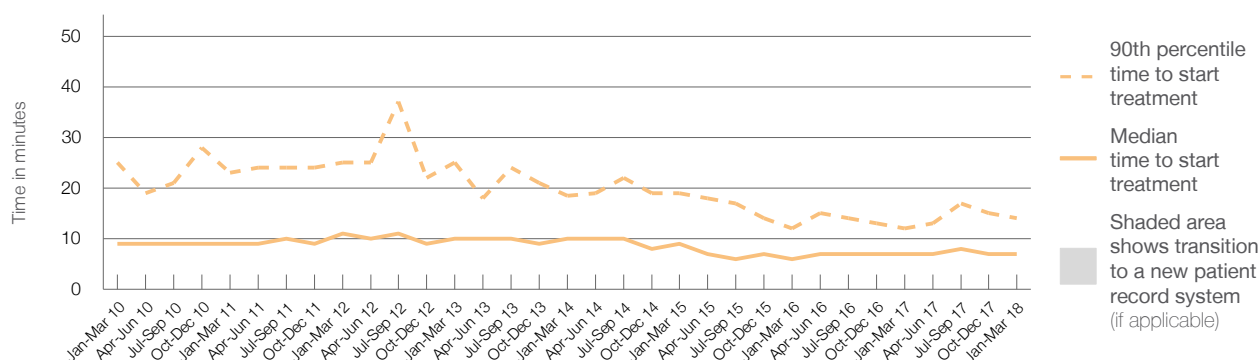
90th percentile time to start treatment<sup>5</sup> 14 minutes

Same period last year	NSW (this period)
836	
835	
7 minutes	8 minutes
12 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	9	9	11	10	10	9	6	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	25	23	25	25	19	19	12	12	14

(†) 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

January to March 2018

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

Number of triage 3 patients: 2,607

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,562

Median time to start treatment<sup>4</sup>

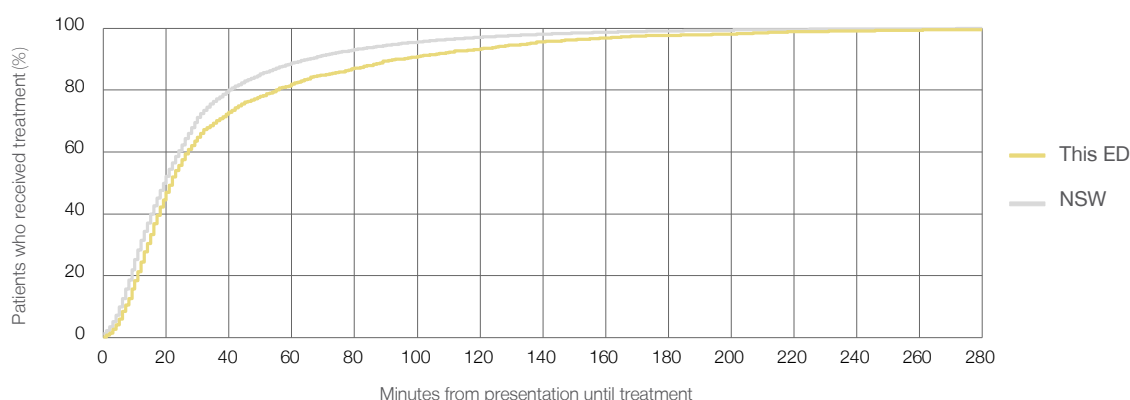
22 minutes

90th percentile time to start treatment<sup>5</sup>

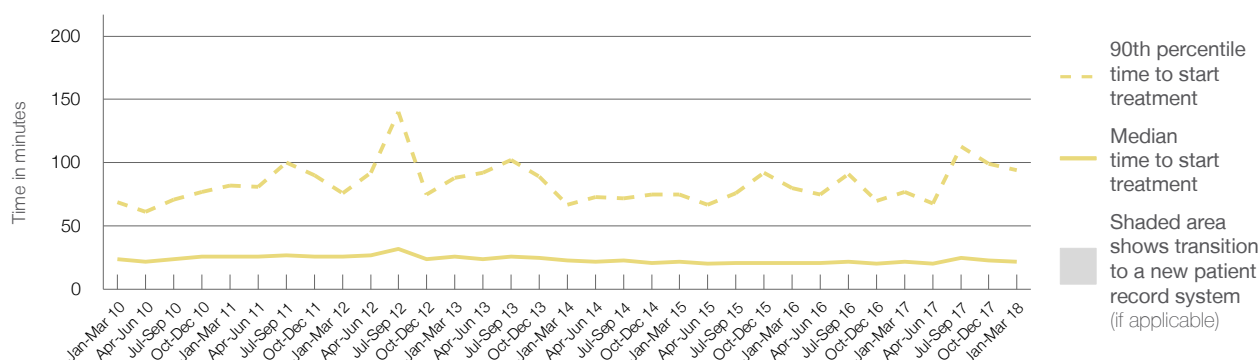
94 minutes

Same period last year	NSW (this period)
2,616	
2,570	
22 minutes	20 minutes
77 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	24	26	26	26	23	22	21	22	22
90th percentile time to start treatment <sup>5</sup> (minutes)	69	82	76	88	67	75	80	77	94

(†) 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

January to March 2018

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

Number of triage 4 patients: 3,992

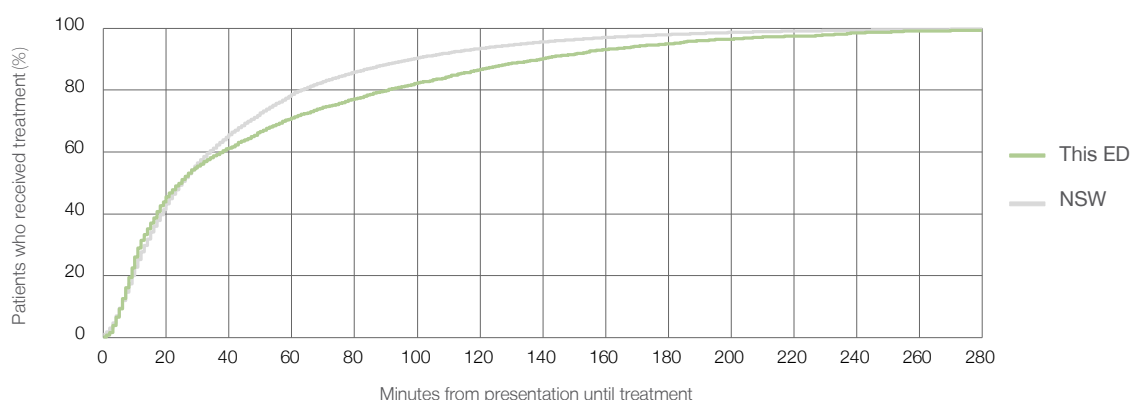
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,673

Median time to start treatment<sup>4</sup> 25 minutes

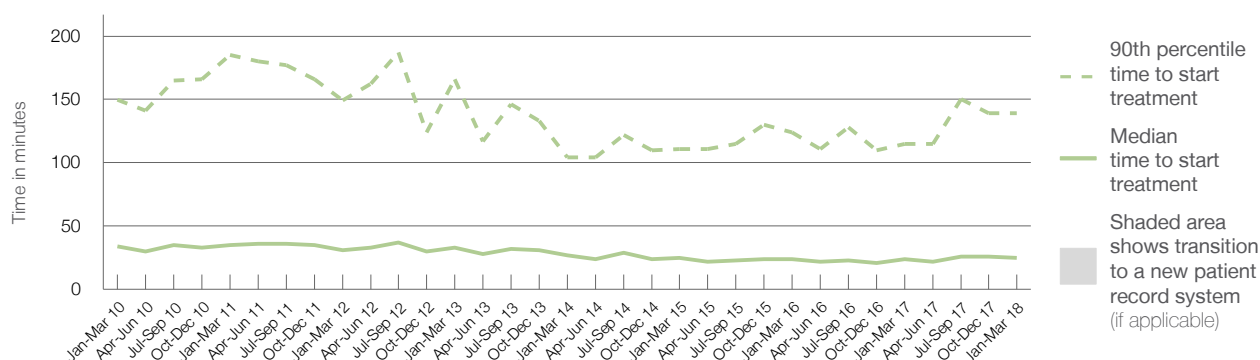
90th percentile time to start treatment<sup>5</sup> 139 minutes

Same period last year	NSW (this period)
3,708	
3,438	
24 minutes	25 minutes
115 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	34	35	31	33	27	25	24	24	25
90th percentile time to start treatment <sup>5</sup> (minutes)	150	185	149	166	104	111	124	115	139

(†) 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

January to March 2018

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

Number of triage 5 patients: 286

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 228

Median time to start treatment<sup>4</sup>

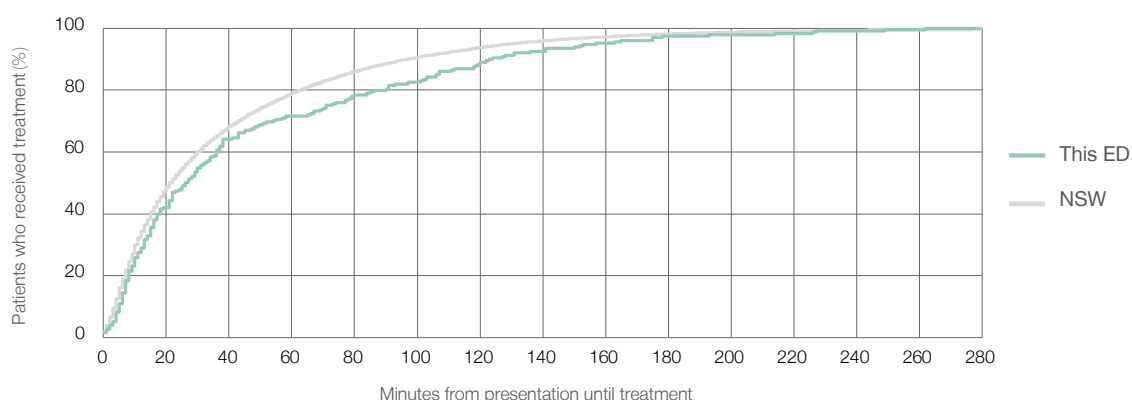
27 minutes

90th percentile time to start treatment<sup>5</sup>

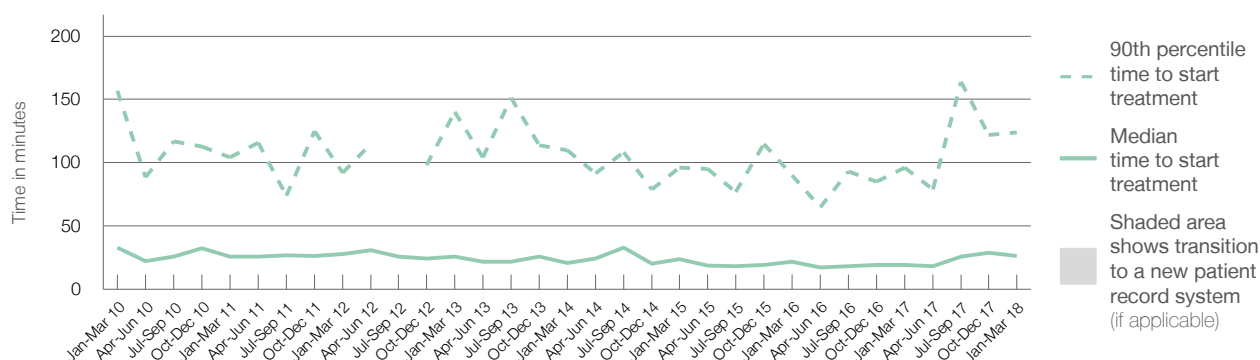
124 minutes

Same period last year	NSW (this period)
268	219
19 minutes	22 minutes
96 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	33	26	28	26	21	24	22	19	27
90th percentile time to start treatment <sup>5</sup> (minutes)	157	104	92	140	110	96	90	96	124

(†) 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

January to March 2018

All presentations:<sup>1</sup> 8,049 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,049 patients

Median time spent in the ED<sup>8</sup>

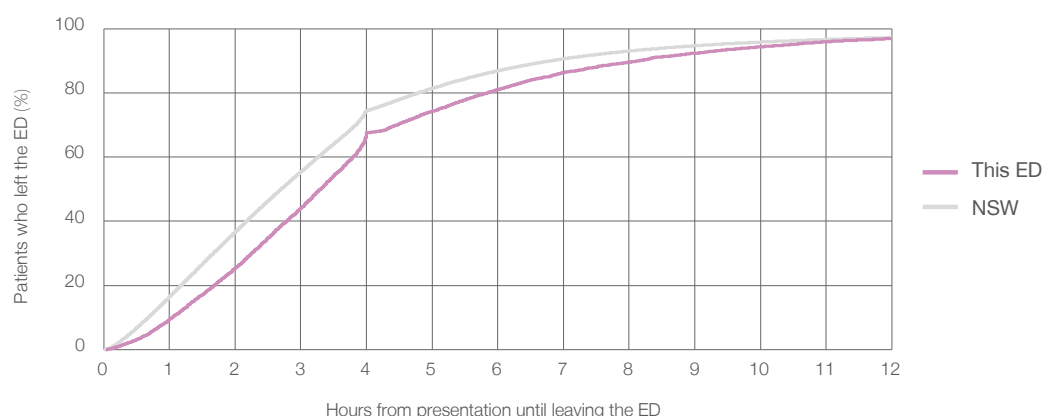
3 hours and 18 minutes

90th percentile time spent in the ED<sup>9</sup>

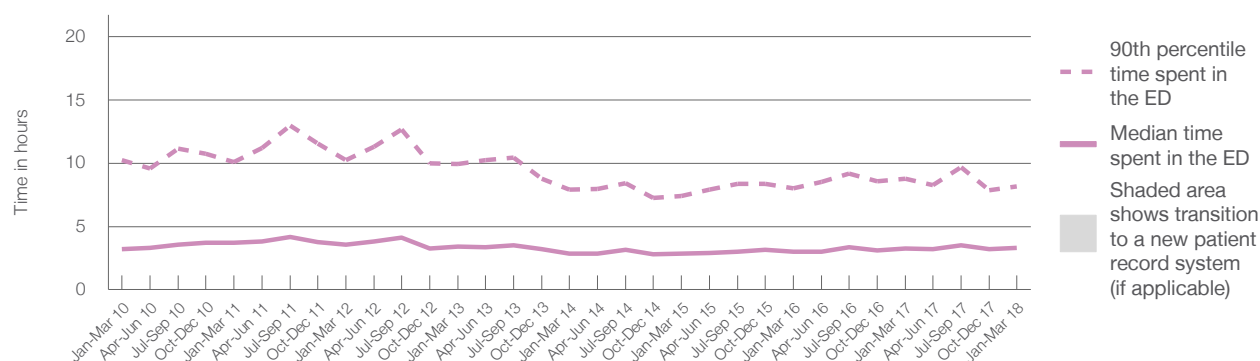
8 hours and 10 minutes

Same period last year	NSW (this period)
7,632	
7,630	
3 hours and 16 minutes	2 hours and 42 minutes
8 hours and 46 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 13m	3h 44m	3h 34m	3h 25m	2h 51m	2h 50m	3h 1m	3h 16m	3h 18m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	10h 15m	10h 4m	10h 14m	9h 57m	7h 55m	7h 24m	8h 1m	8h 46m	8h 10m

(†) 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

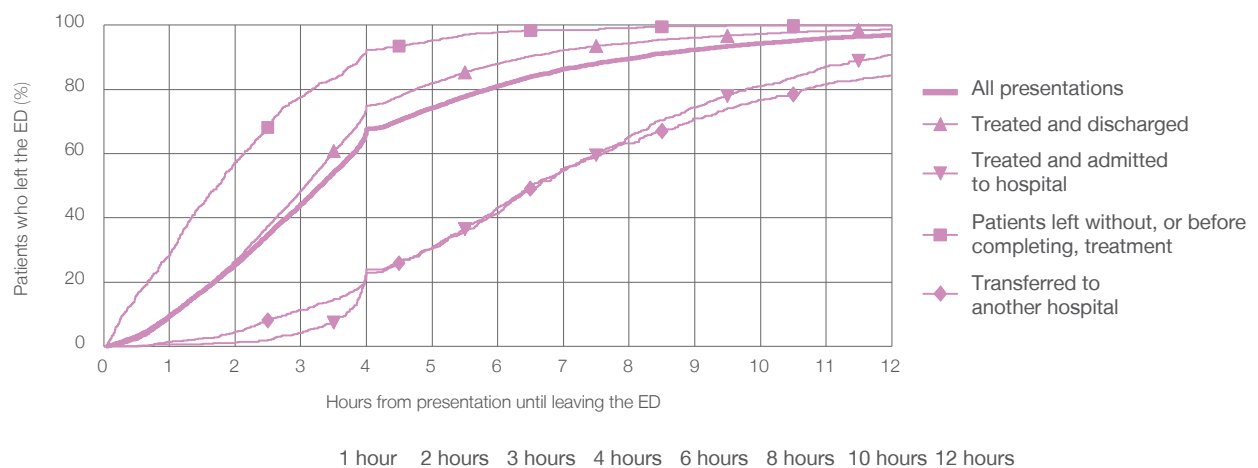
January to March 2018

All presentations:<sup>†</sup> 8,049 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 8,049 patients

		Same period last year	Change since one year ago
Treated and discharged	5,856 (72.8%)	7,630	5%
Treated and admitted to hospital	751 (9.3%)	5,508	6.3%
Patient left without, or before completing, treatment	777 (9.7%)	746	0.7%
Transferred to another hospital	656 (8.2%)	714	8.8%
Other	9 (0.1%)	654	0.3%
		10	-10.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



Treated and discharged	8.9%	26.7%	48.5%	75.0%	88.0%	94.4%	97.3%	98.7%
Treated and admitted to hospital	0.5%	1.2%	4.1%	23.8%	43.3%	65.2%	81.0%	90.7%
Patient left without, or before completing, treatment	28.3%	57.3%	77.6%	92.3%	97.8%	99.1%	99.9%	99.9%
Transferred to another hospital	1.4%	4.6%	11.3%	22.9%	41.3%	63.1%	76.8%	84.3%
All presentations	9.5%	25.5%	44.2%	67.7%	81.0%	89.6%	94.3%	96.9%

(†) 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.

## Shellharbour Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 8,049 patients

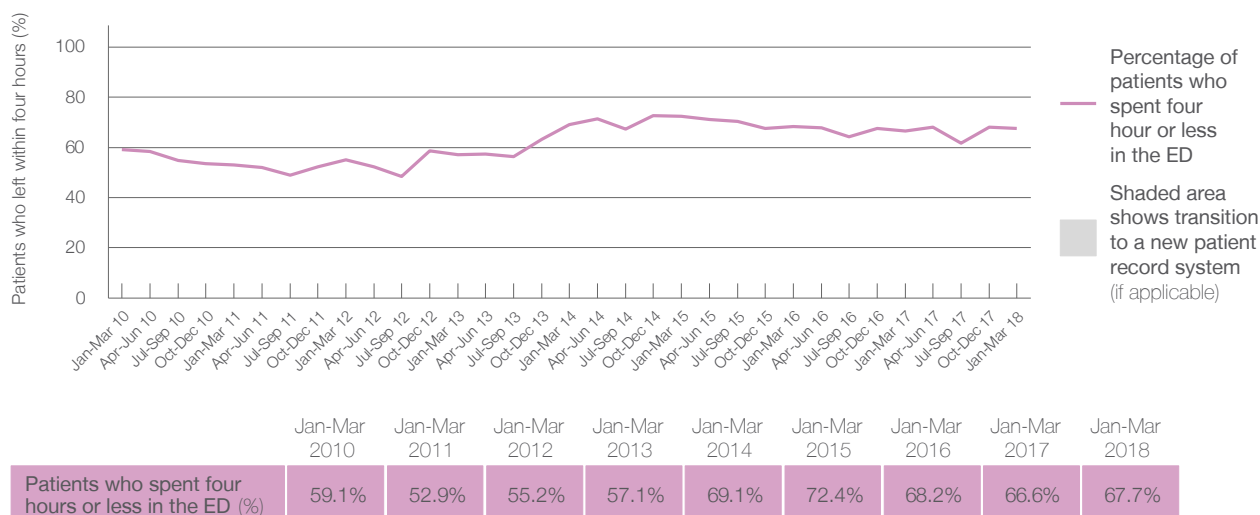
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,049 patients

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



Same period last year	Change since one year ago
7,632	5%
7,630	5%
66.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Shoalhaven District Memorial Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 10,428 patients

Emergency presentations:<sup>2</sup> 10,301 patients

Same period last year	Change since one year ago
9,800	6%
9,686	6%

## Shoalhaven District Memorial Hospital: Time patients waited to start treatment <sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,056 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 38 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,334 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 110 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,641 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 122 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,220 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 102 minutes

Same period last year	NSW (this period)
913	
11 minutes	8 minutes
36 minutes	23 minutes
3,278	
30 minutes	20 minutes
113 minutes	65 minutes
4,465	
33 minutes	25 minutes
121 minutes	98 minutes
988	
21 minutes	22 minutes
96 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,428 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
9,799	6%
68%	

\* 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, January to March 2018*.
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.

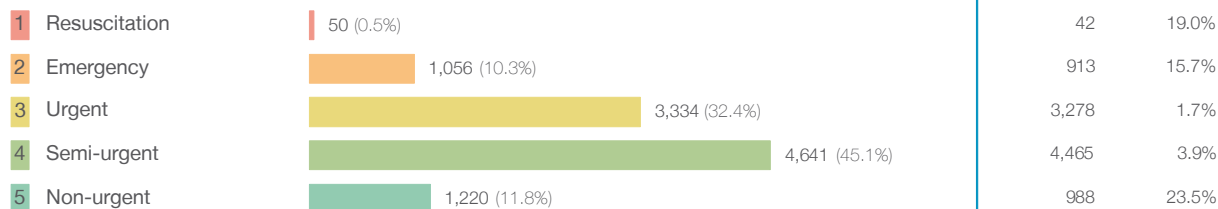
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

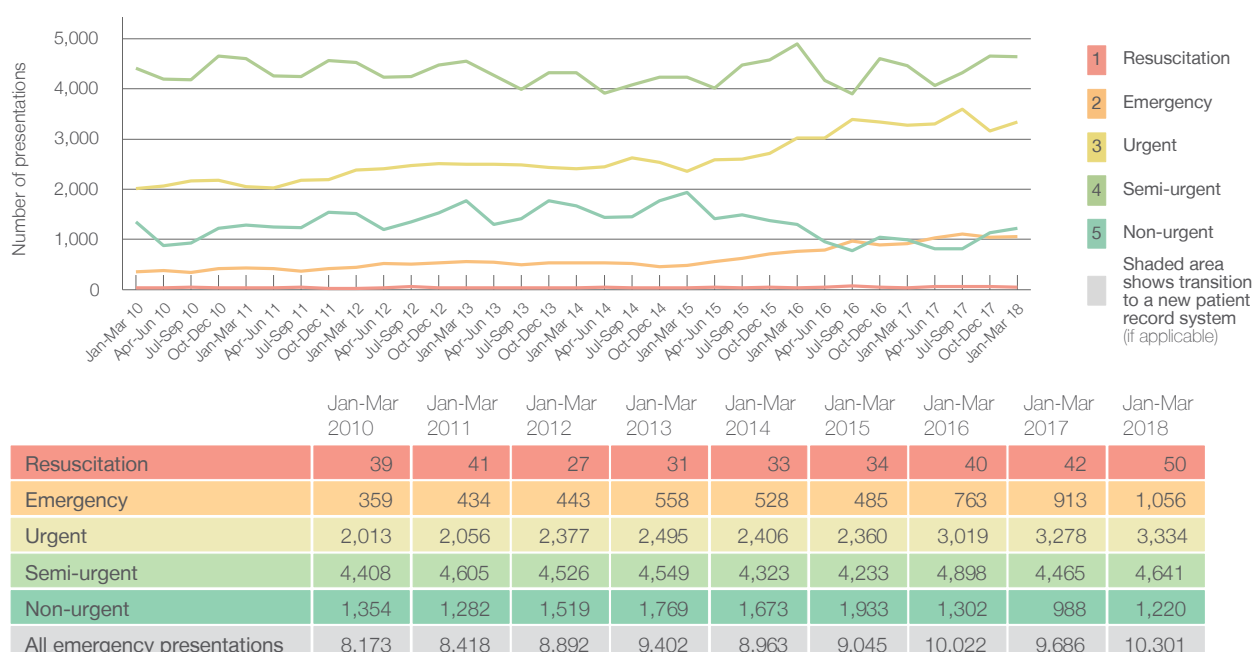
January to March 2018

All presentations:<sup>1</sup> 10,428 patients

Emergency presentations<sup>2</sup> by triage category: 10,301 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Shoalhaven District Memorial Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 2,472 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

January to March 2018

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

Number of triage 2 patients: 1,056

Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,053

Median time to start treatment <sup>4</sup>

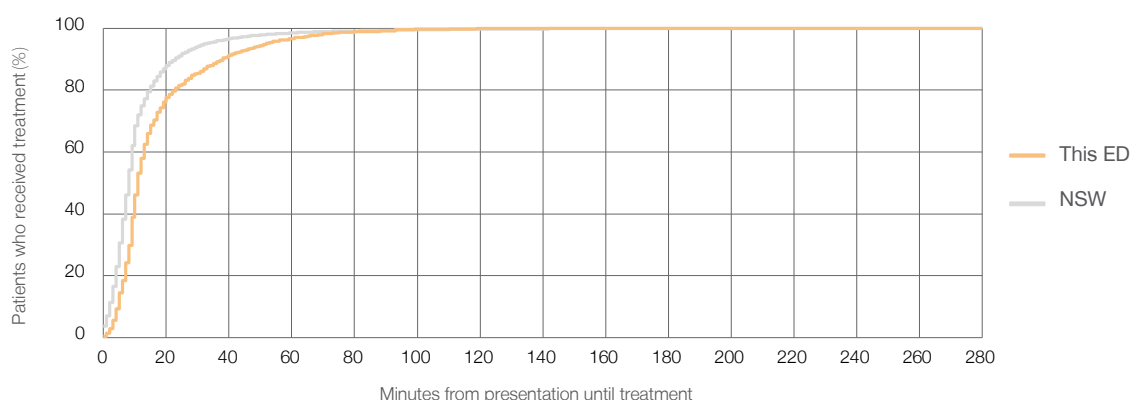
11 minutes

90th percentile time to start treatment <sup>5</sup>

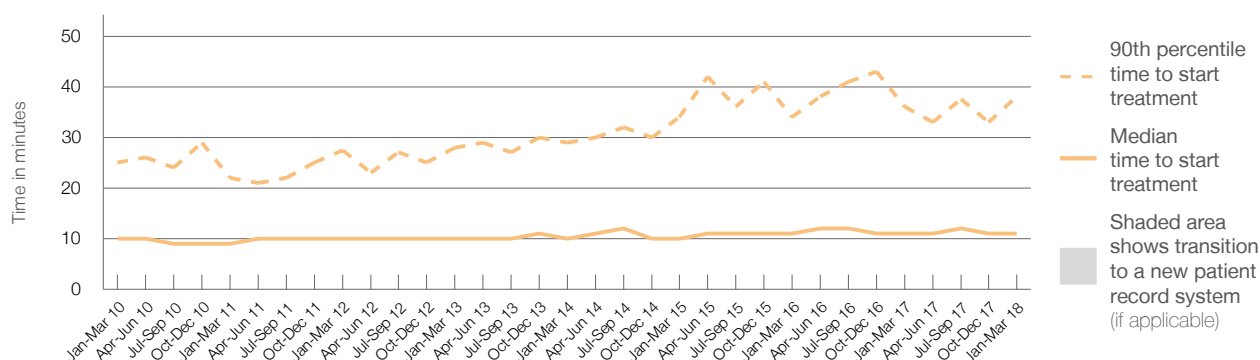
38 minutes

Same period last year	NSW (this period)
913	
913	
11 minutes	8 minutes
36 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	10	9	10	10	10	10	11	11	11
90th percentile time to start treatment <sup>5</sup> (minutes)	25	22	28	28	29	34	34	36	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

January to March 2018

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

Number of triage 3 patients: 3,334

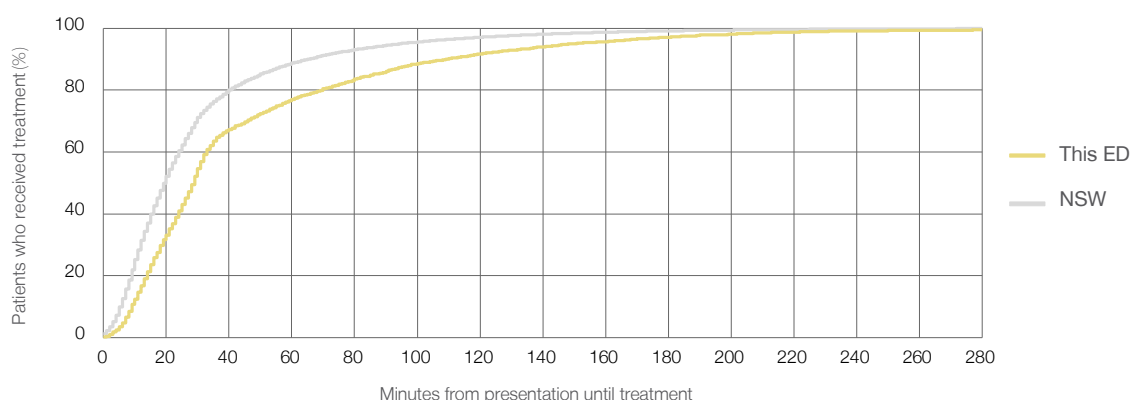
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 3,283

Median time to start treatment <sup>4</sup> 29 minutes

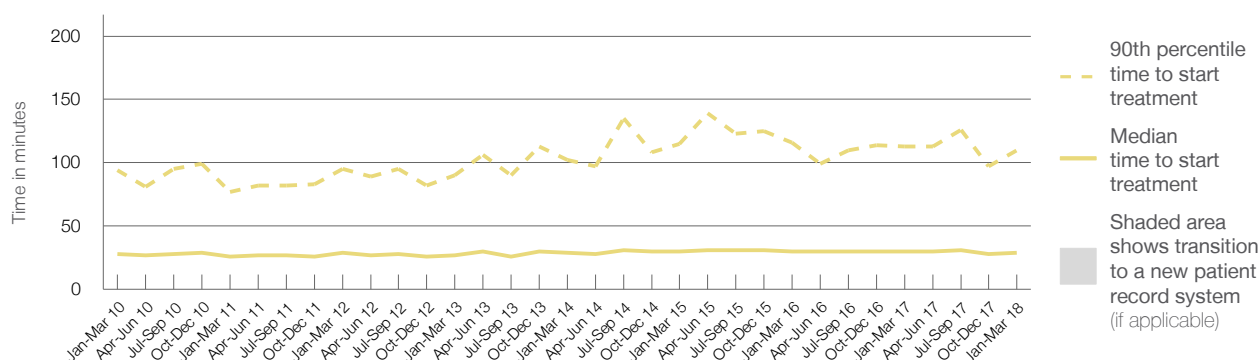
90th percentile time to start treatment <sup>5</sup> 110 minutes

Same period last year	NSW (this period)
3,278	
3,214	
30 minutes	20 minutes
113 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	28	26	29	27	29	30	30	30	29
90th percentile time to start treatment <sup>5</sup> (minutes)	94	77	95	90	102	115	116	113	110

(†) 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

January to March 2018

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

Number of triage 4 patients: 4,641

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,381

Median time to start treatment<sup>4</sup>

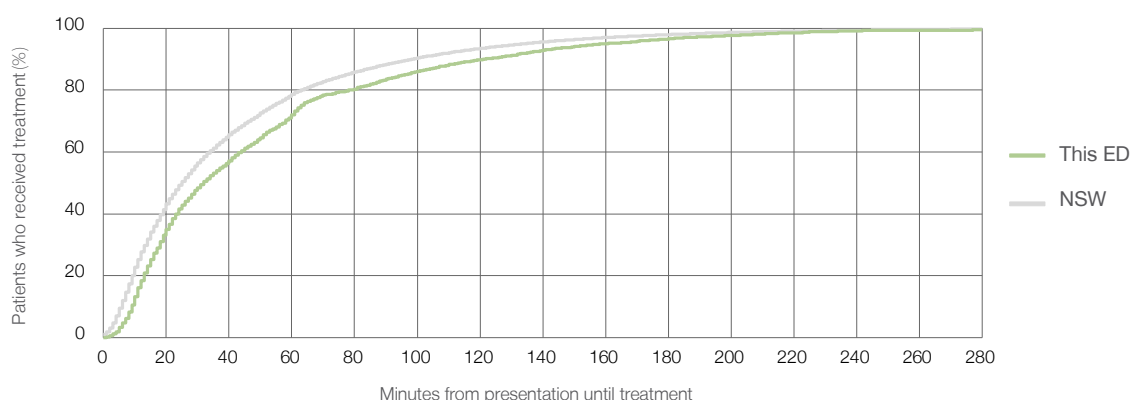
32 minutes

90th percentile time to start treatment<sup>5</sup>

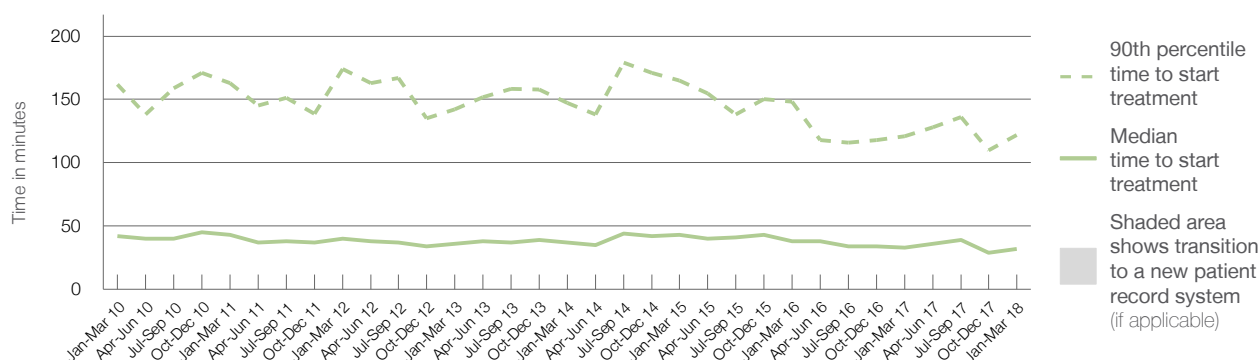
122 minutes

Same period last year	NSW (this period)
4,465	
4,161	
33 minutes	25 minutes
121 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	42	43	40	36	37	43	38	33	32
90th percentile time to start treatment <sup>5</sup> (minutes)	162	163	174	142	147	165	148	121	122

(†) 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

January to March 2018

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

Number of triage 5 patients: 1,220

Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 1,106

Median time to start treatment <sup>4</sup>

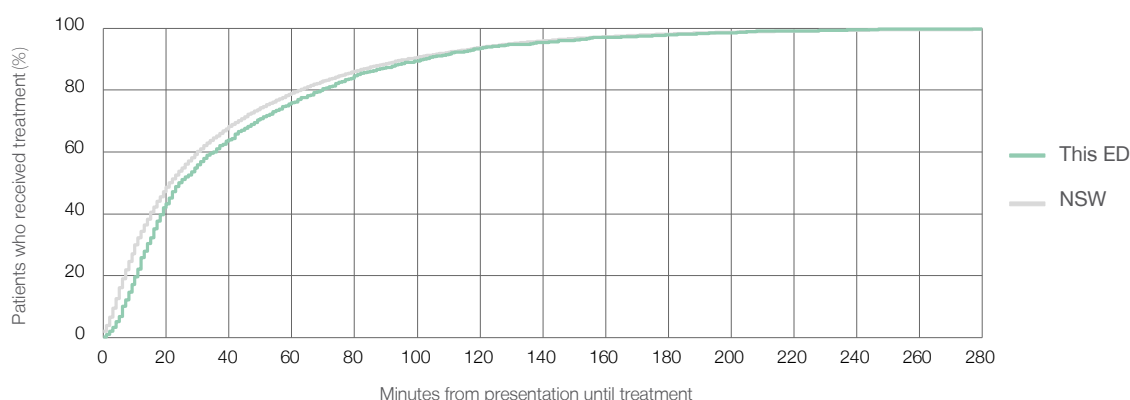
25 minutes

90th percentile time to start treatment <sup>5</sup>

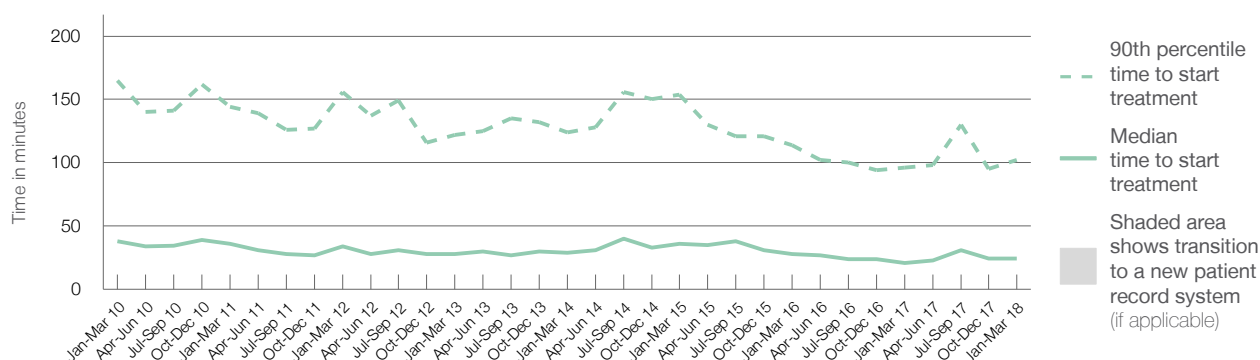
102 minutes

Same period last year	NSW (this period)
988	
898	
21 minutes	22 minutes
96 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	38	36	34	28	29	36	28	21	25
90th percentile time to start treatment <sup>5</sup> (minutes)	165	144	156	122	124	154	114	96	102

(†) 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

January to March 2018

All presentations:<sup>1</sup> 10,428 patients

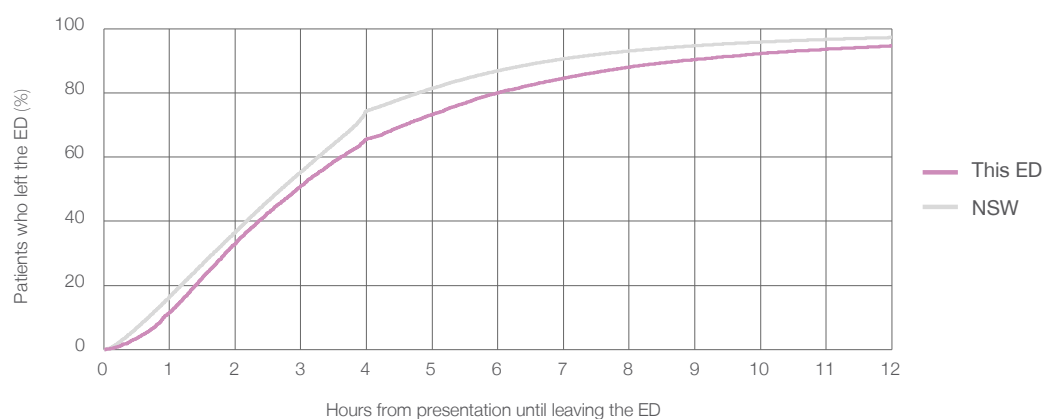
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,428 patients

Median time spent in the ED<sup>8</sup> 2 hours and 57 minutes

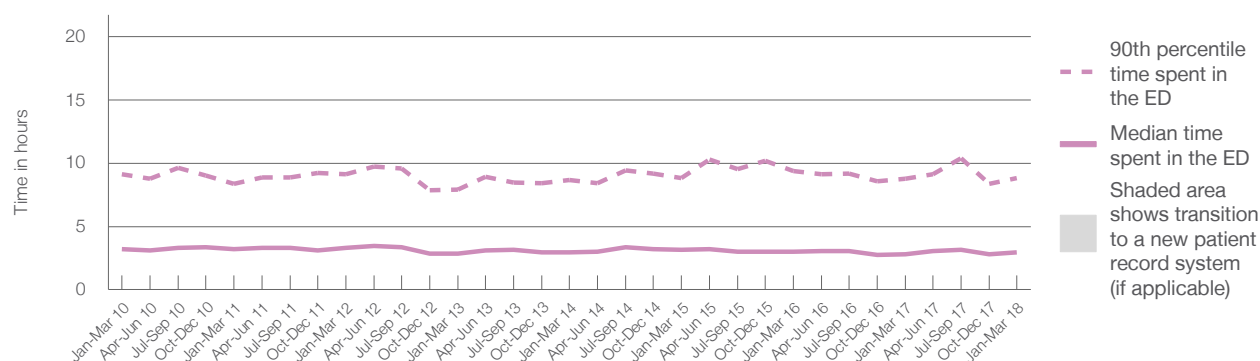
90th percentile time spent in the ED<sup>9</sup> 8 hours and 48 minutes

Same period last year	NSW (this period)
9,800	
9,799	
2 hours and 49 minutes	2 hours and 42 minutes
8 hours and 47 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 13m	3h 12m	3h 19m	2h 50m	2h 57m	3h 8m	3h 0m	2h 49m	2h 57m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 6m	8h 21m	9h 6m	7h 54m	8h 39m	8h 50m	9h 23m	8h 47m	8h 48m

(†) 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

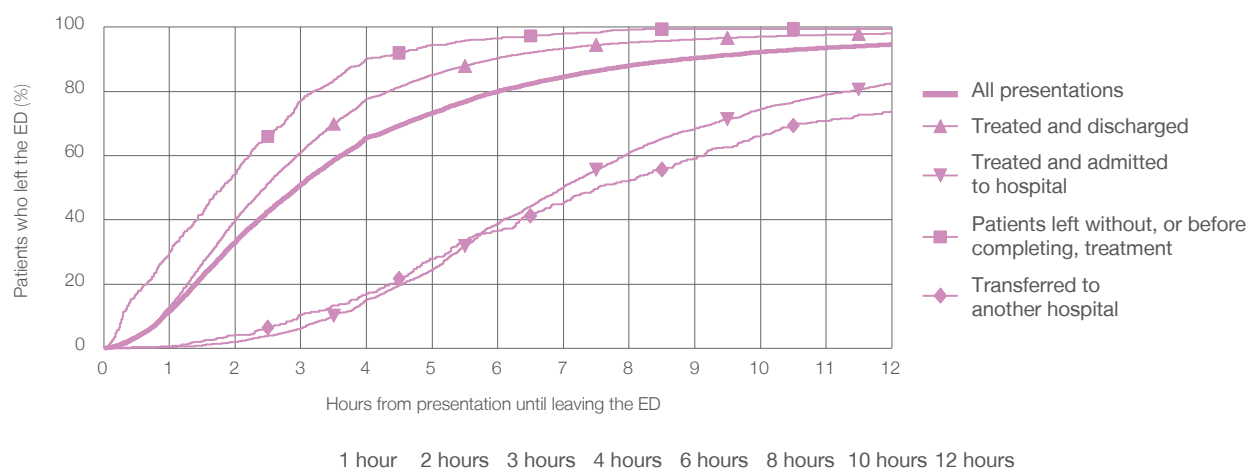
January to March 2018

All presentations:<sup>†</sup> 10,428 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 10,428 patients

		Same period last year	Change since one year ago
Treated and discharged	7,529 (72.2%)	9,799	6%
Treated and admitted to hospital	1,809 (17.3%)	7,071	6.5%
Patient left without, or before completing, treatment	701 (6.7%)	1,617	11.9%
Transferred to another hospital	359 (3.4%)	676	3.7%
Other	30 (0.3%)	395	-9.1%
		41	-26.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.9%	39.9%	61.1%	77.7%	90.4%	95.2%	97.1%	98.1%
Treated and admitted to hospital	0.4%	1.9%	6.1%	15.1%	38.8%	60.9%	74.5%	82.6%
Patient left without, or before completing, treatment	29.8%	54.2%	77.2%	90.2%	96.6%	99.3%	99.6%	99.6%
Transferred to another hospital	0.6%	4.2%	10.3%	17.0%	36.8%	52.1%	66.0%	73.8%
All presentations	11.6%	33.2%	51.0%	65.6%	80.0%	88.0%	92.3%	94.7%

(†) 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

#### January to March 2018

All presentations at the emergency department: <sup>1</sup> 10,428 patients

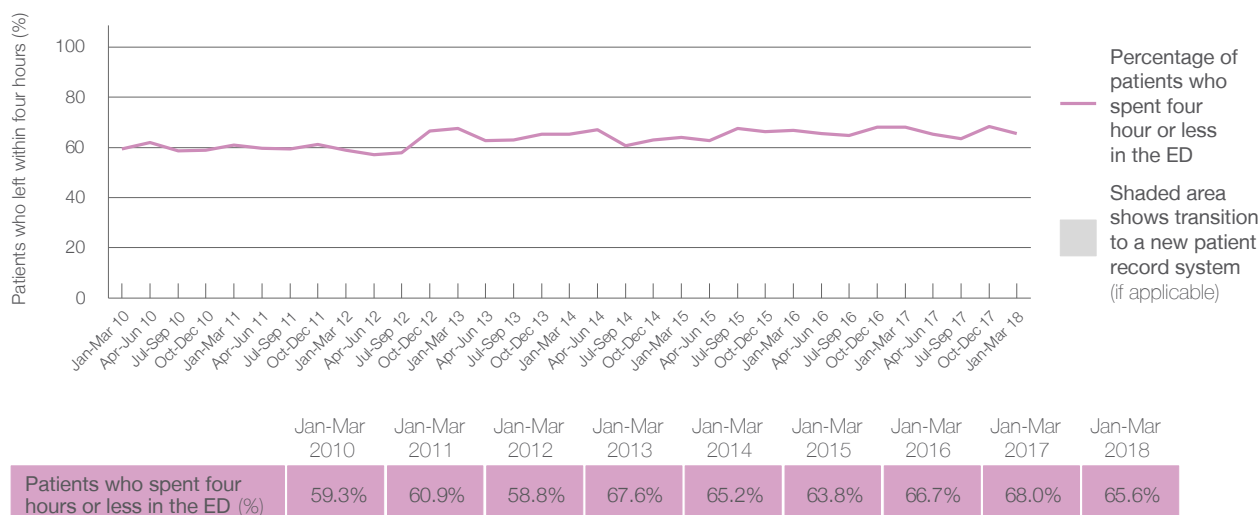
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,428 patients

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



Same period last year	Change since one year ago
9,800	6%
9,799	6%
68.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations 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, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Wollongong Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 17,424 patients

Emergency presentations:<sup>2</sup> 17,150 patients

Same period last year	Change since one year ago
16,006	9%
15,714	9%

## Wollongong Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,211 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 7,035 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 69 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,036 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 98 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 749 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 94 minutes

Same period last year	NSW (this period)
2,089	
9 minutes	8 minutes
23 minutes	23 minutes
6,629	
23 minutes	20 minutes
73 minutes	65 minutes
6,186	
26 minutes	25 minutes
101 minutes	98 minutes
646	
26 minutes	22 minutes
101 minutes	97 minutes

## Wollongong Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,423 patients

Percentage of patients who spent four hours or less in the ED 72%

Same period last year	Change since one year ago
16,005	9%
64%	

\* 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, January to March 2018*.
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.

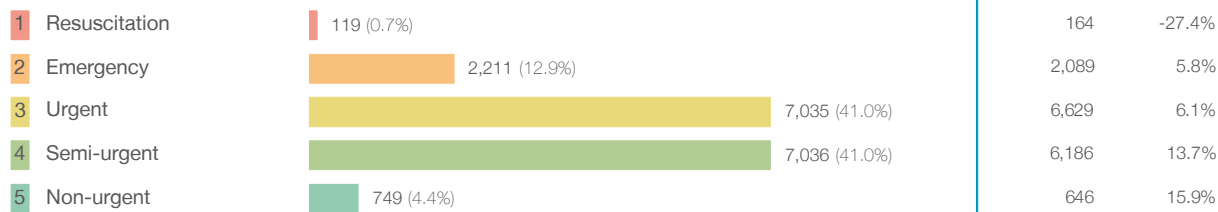
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Wollongong Hospital: Patients presenting to the emergency department

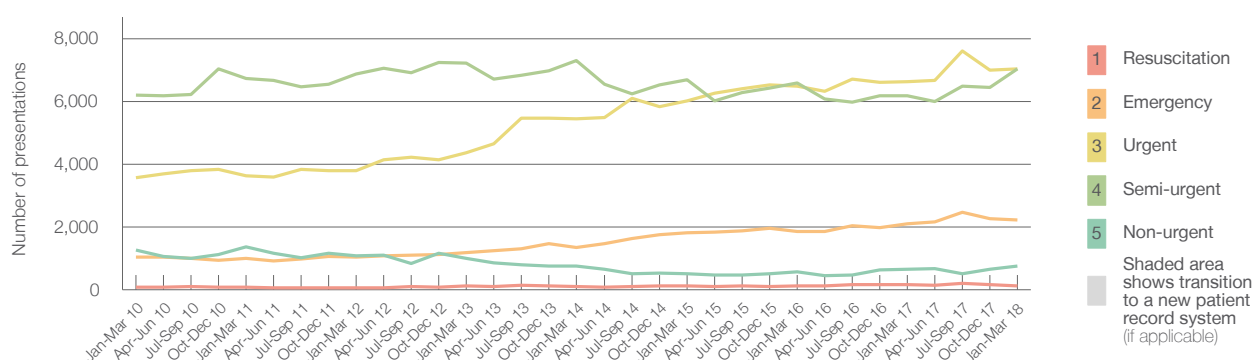
January to March 2018

All presentations:<sup>1</sup> 17,424 patients

Emergency presentations<sup>2</sup> by triage category: 17,150 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	69	70	51	113	109	119	126	164	119
Emergency	1,031	1,000	1,035	1,173	1,350	1,809	1,845	2,089	2,211
Urgent	3,566	3,632	3,783	4,357	5,446	6,012	6,484	6,629	7,035
Semi-urgent	6,198	6,730	6,878	7,211	7,301	6,684	6,586	6,186	7,036
Non-urgent	1,255	1,356	1,070	1,004	754	507	576	646	749
All emergency presentations	12,119	12,788	12,817	13,858	14,960	15,131	15,617	15,714	17,150

## Wollongong Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 5,307 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.

## Wollongong Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 2,211

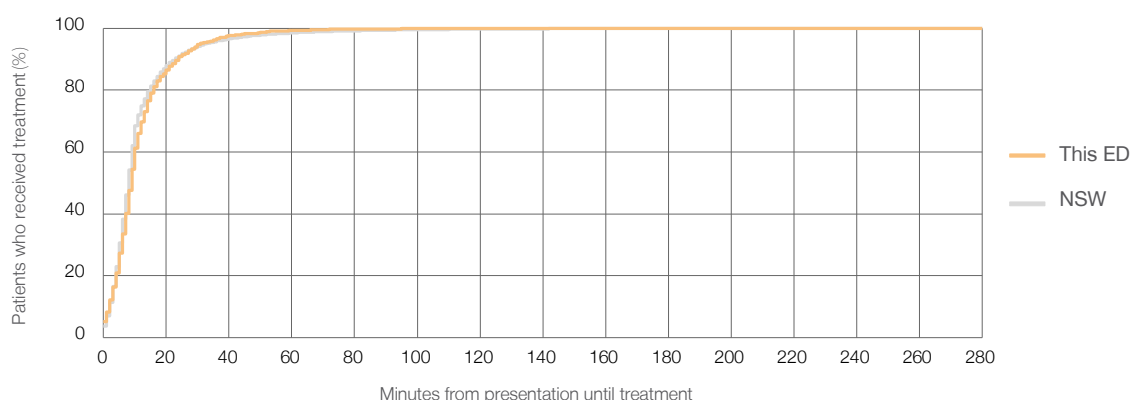
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 2,207

Median time to start treatment <sup>4</sup> 9 minutes

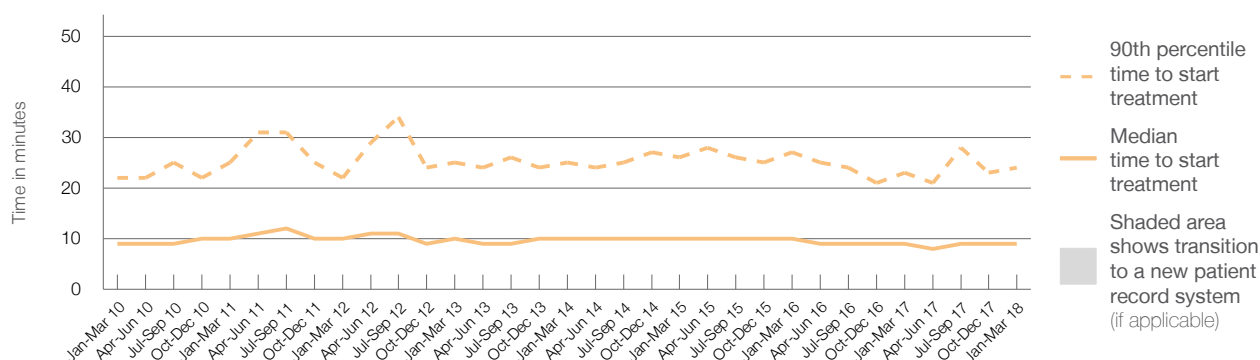
90th percentile time to start treatment <sup>5</sup> 24 minutes

Same period last year	NSW (this period)
2,089	
2,085	
9 minutes	8 minutes
23 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	9	10	10	10	10	10	10	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	22	25	22	25	25	26	27	23	24

(†) 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

January to March 2018

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

Number of triage 3 patients: 7,035

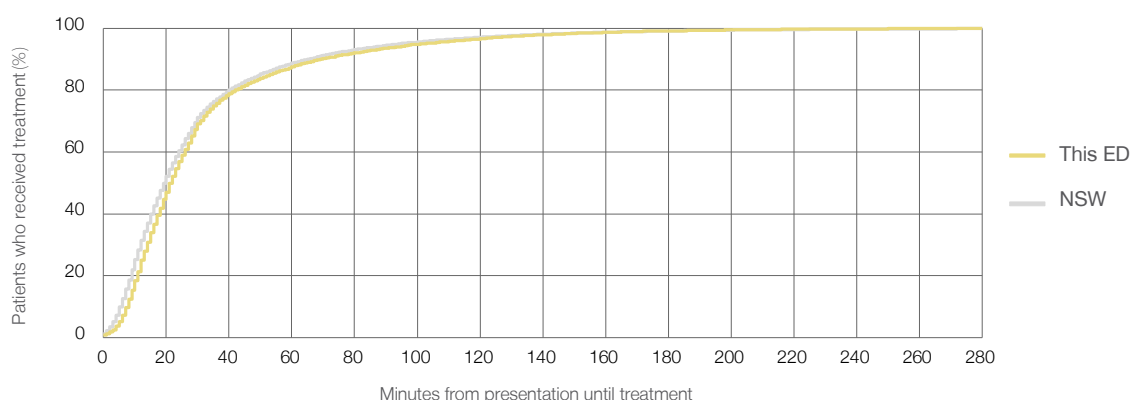
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 6,911

Median time to start treatment <sup>4</sup> 22 minutes

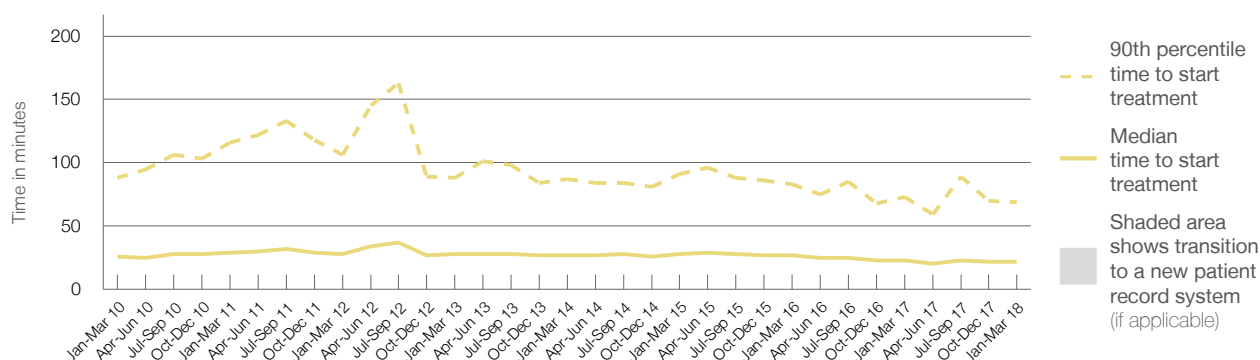
90th percentile time to start treatment <sup>5</sup> 69 minutes

Same period last year	NSW (this period)
6,629	
6,506	
23 minutes	20 minutes
73 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	26	29	28	28	27	28	27	23	22
90th percentile time to start treatment <sup>5</sup> (minutes)	88	116	106	88	87	91	83	73	69

(†) 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

January to March 2018

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

Number of triage 4 patients: 7,036

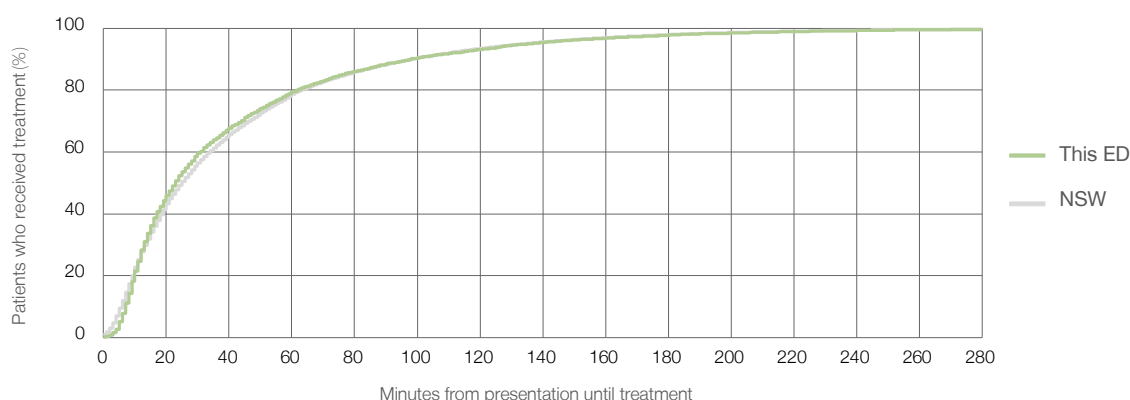
Number of triage 4 patients used to calculate waiting time: <sup>3</sup> 6,717

Median time to start treatment <sup>4</sup> 23 minutes

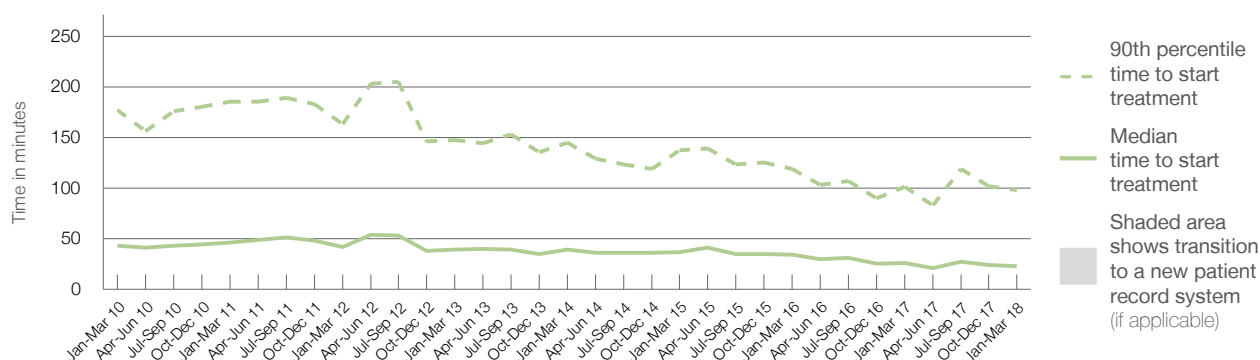
90th percentile time to start treatment <sup>5</sup> 98 minutes

Same period last year	NSW (this period)
6,186	
5,891	
26 minutes	25 minutes
101 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	43	46	42	39	39	37	34	26	23
90th percentile time to start treatment <sup>5</sup> (minutes)	177	185	163	147	145	137	119	101	98

(†) 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

January to March 2018

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

Number of triage 5 patients: 749

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 663

Median time to start treatment<sup>4</sup>

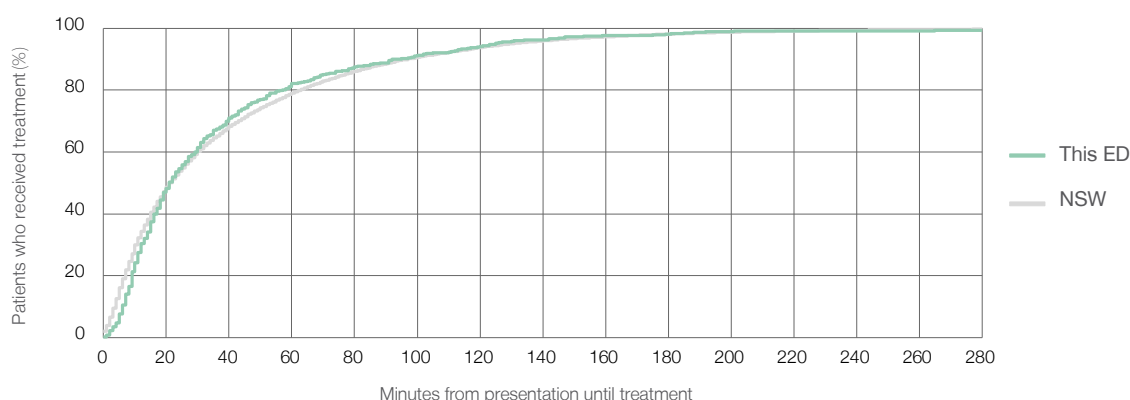
21 minutes

90th percentile time to start treatment<sup>5</sup>

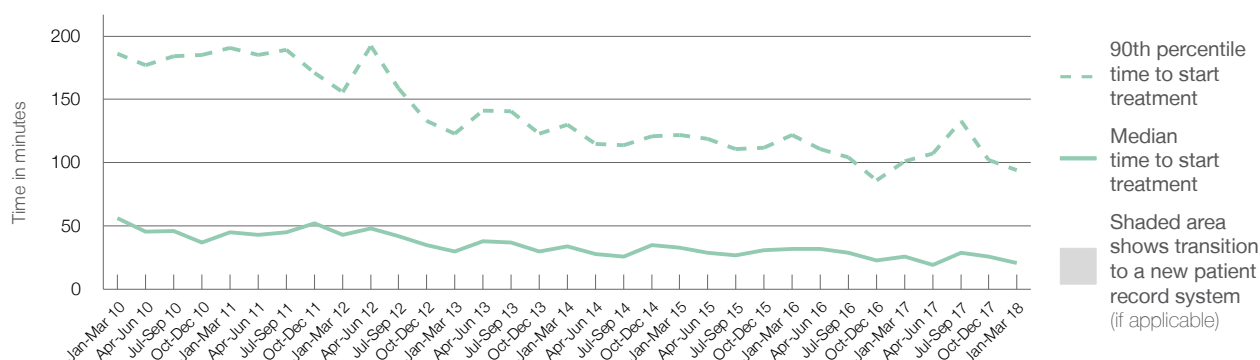
94 minutes

Same period last year	NSW (this period)
646	
578	
26 minutes	22 minutes
101 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	56	45	43	30	34	33	32	26	21
90th percentile time to start treatment <sup>5</sup> (minutes)	186	191	156	123	130	122	122	101	94

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## Wollongong Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 17,424 patients

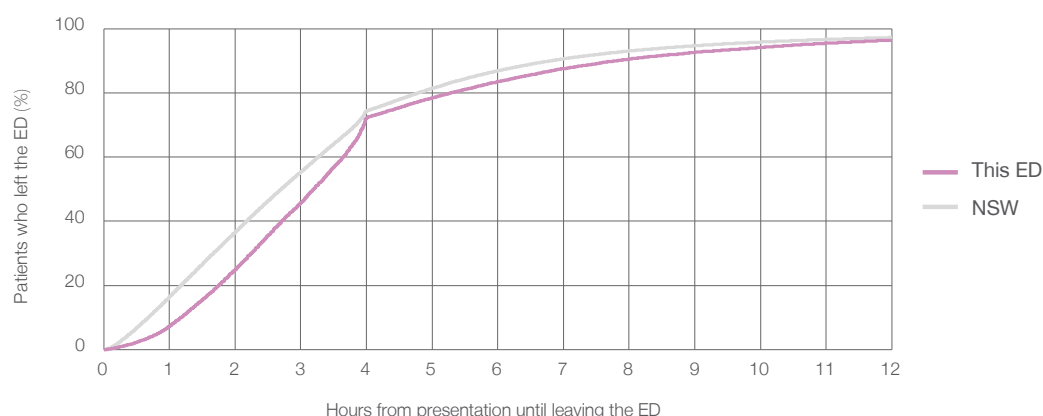
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,423 patients

Median time spent in the ED<sup>8</sup> 3 hours and 12 minutes

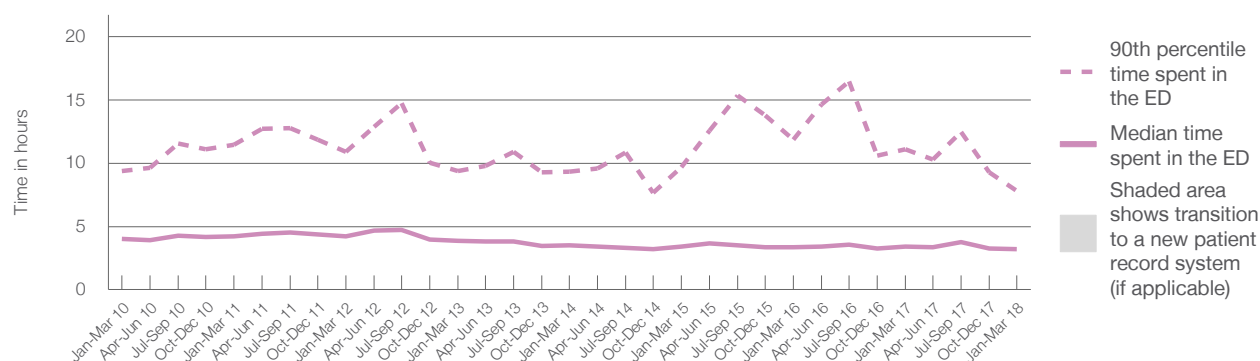
90th percentile time spent in the ED<sup>9</sup> 7 hours and 48 minutes

Same period last year	NSW (this period)
16,006	
16,005	
3 hours and 26 minutes	2 hours and 42 minutes
11 hours and 7 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	4h 1m	4h 13m	4h 12m	3h 53m	3h 31m	3h 24m	3h 22m	3h 26m	3h 12m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 22m	11h 28m	10h 54m	9h 24m	9h 21m	9h 42m	11h 52m	11h 7m	7h 48m

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## Wollongong Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

All presentations:<sup>†</sup> 17,424 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 17,423 patients

Treated and discharged 9,186 (52.7%)

Treated and admitted to hospital 6,902 (39.6%)

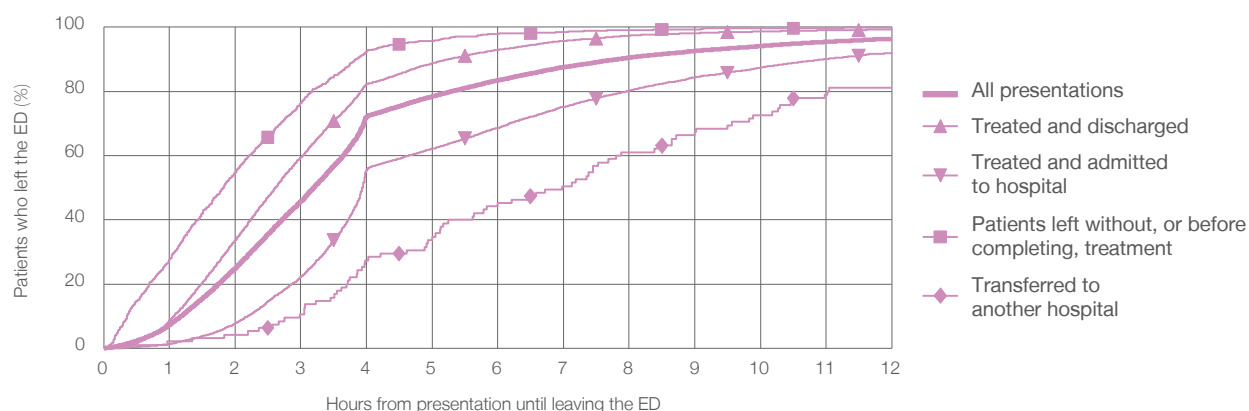
Patient left without, or before completing, treatment 1,144 (6.6%)

Transferred to another hospital 95 (0.5%)

Other 97 (0.6%)

Same period last year	Change since one year ago
16,005	9%
8,443	8.8%
6,170	11.9%
1,172	-2.4%
124	-23.4%
97	0.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



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

Treated and discharged	8.8%	33.6%	59.5%	82.3%	93.0%	97.4%	98.6%	99.3%
Treated and admitted to hospital	1.3%	7.7%	22.3%	55.7%	68.7%	80.3%	87.4%	92.0%
Patient left without, or before completing, treatment	27.6%	54.8%	76.4%	92.6%	98.0%	99.1%	99.7%	99.9%
Transferred to another hospital	2.1%	4.2%	10.5%	27.4%	45.3%	61.1%	72.6%	81.1%
All presentations	7.4%	24.9%	45.8%	72.2%	83.5%	90.5%	94.1%	96.4%

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## Wollongong Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 17,424 patients

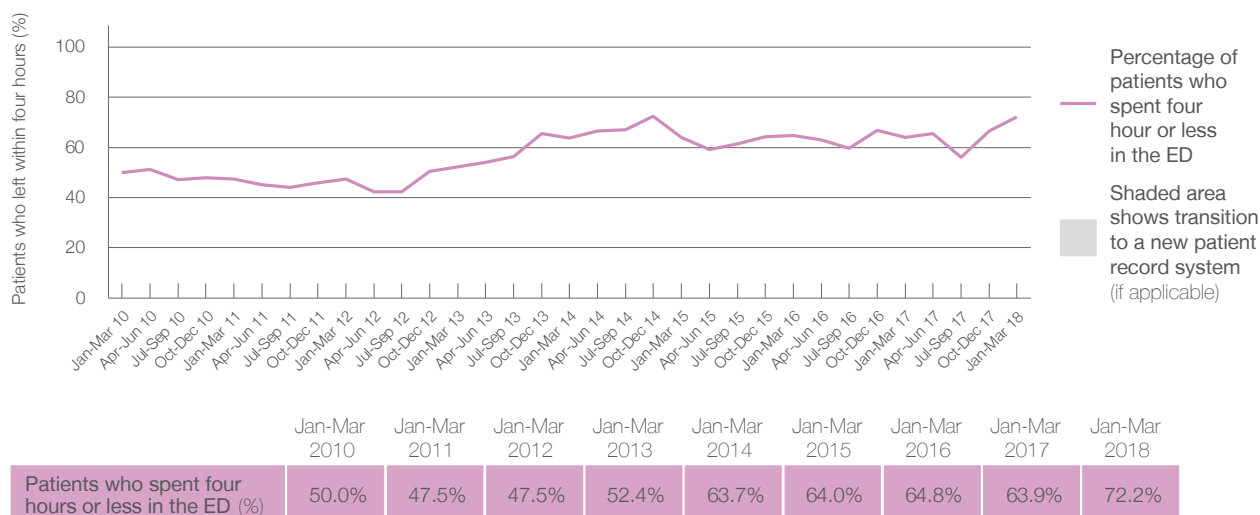
Presentations used to calculate time to leaving the ED: <sup>6</sup> 17,423 patients

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



Same period last year	Change since one year ago
16,006	9%
16,005	9%
63.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* 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*.
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  2. All presentations 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, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
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- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).