



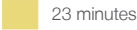



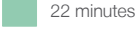

Goulburn Base Hospital and Health Service: Emergency department (ED) overview

July to September 2018

	Same period last year	Change since one year ago
All presentations: ¹ 4,832 patients	4,658	4%
Emergency presentations: ² 4,673 patients	4,460	5%

Goulburn Base Hospital and Health Service: Time patients waited to start treatment³

July to September 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 598 patients	530	
Median time to start treatment ⁴ 	9 minutes	8 minutes
90th percentile time to start treatment ⁵ 	21 minutes	28 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,911 patients	1,918	
Median time to start treatment ⁴ 	22 minutes	21 minutes
90th percentile time to start treatment ⁵ 	81 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,827 patients	1,746	
Median time to start treatment ⁴ 	32 minutes	26 minutes
90th percentile time to start treatment ⁵ 	116 minutes	105 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 321 patients	243	
Median time to start treatment ⁴ 	26 minutes	22 minutes
90th percentile time to start treatment ⁵ 	114 minutes	103 minutes

Goulburn Base Hospital and Health Service: Time from presentation until leaving the ED

July to September 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 4,832 patients	4,658	4%
Percentage of patients who spent four hours or less in the ED 	79%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- 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.

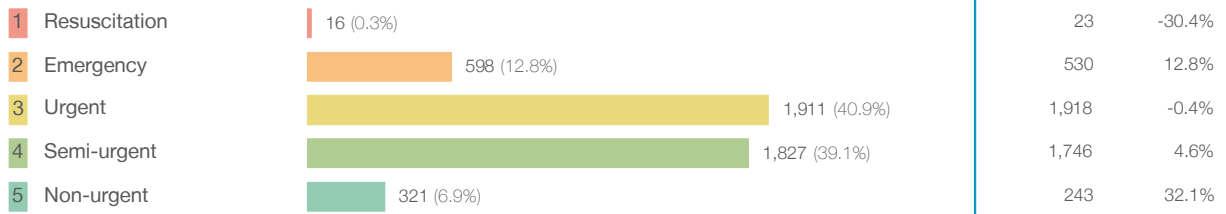
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

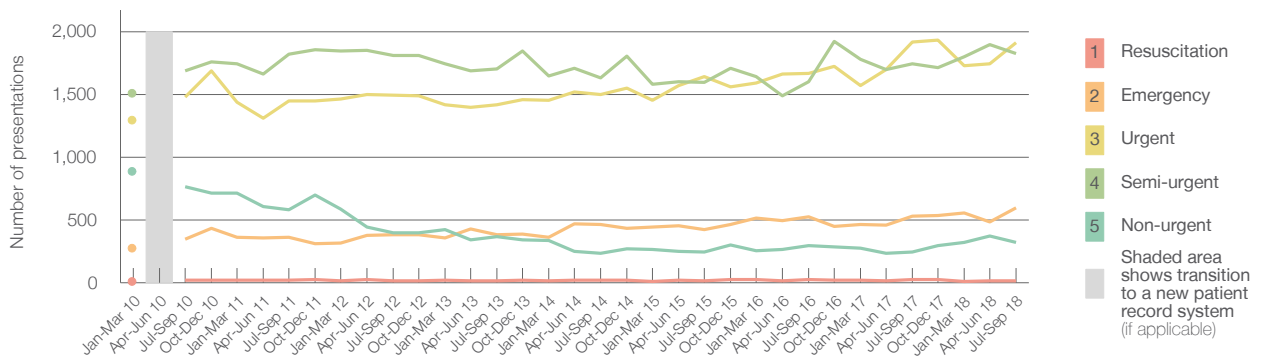
Goulburn Base Hospital and Health Service: Patients presenting to the emergency department July to September 2018

All presentations:¹ 4,832 patients

Emergency presentations² by triage category: 4,673 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	18	22	16	17	21	17	23	23	16
Emergency	345	362	382	384	464	425	523	530	598
Urgent	1,476	1,447	1,493	1,415	1,497	1,641	1,666	1,918	1,911
Semi-urgent	1,690	1,822	1,811	1,701	1,634	1,597	1,602	1,746	1,827
Non-urgent	765	583	396	366	234	243	297	243	321
All emergency presentations	4,294	4,236	4,098	3,883	3,850	3,923	4,111	4,460	4,673

Goulburn Base Hospital and Health Service: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 881 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.

Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 598

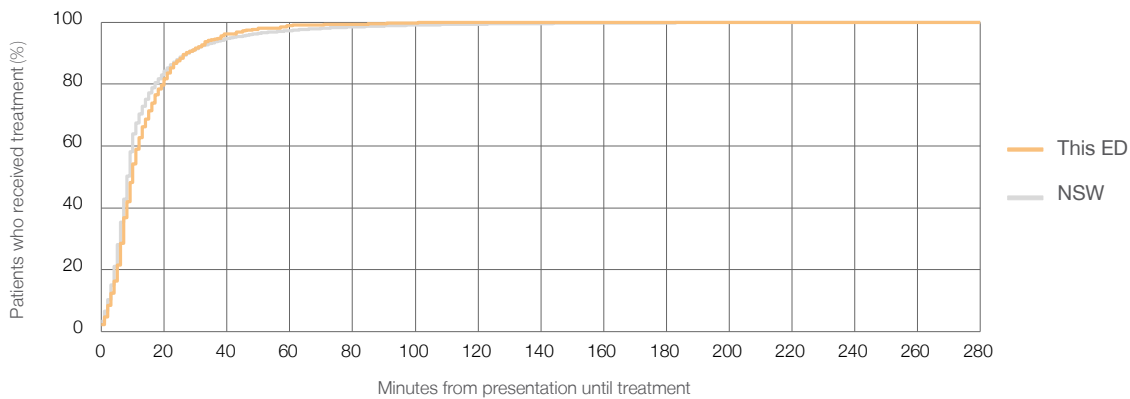
Number of triage 2 patients used to calculate waiting time:³ 597

Median time to start treatment⁴ 10 minutes

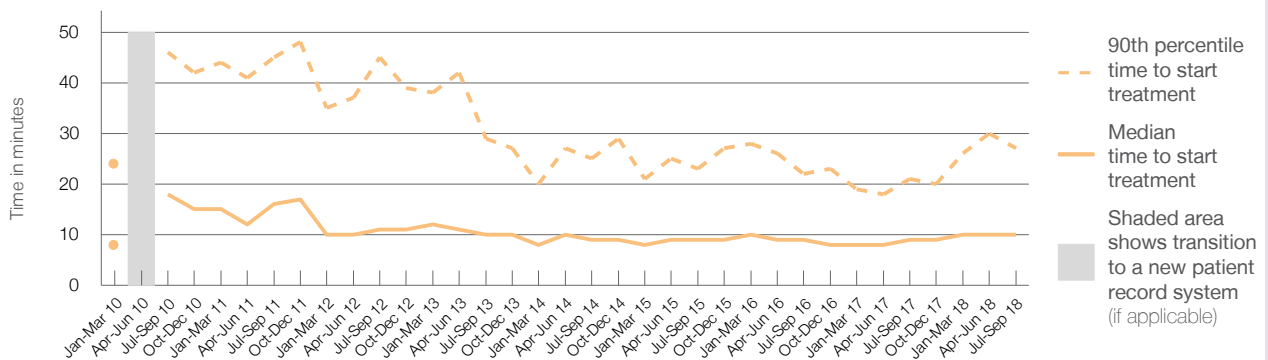
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
530	
529	
9 minutes	8 minutes
21 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	18	16	11	10	9	9	9	9	10
90th percentile time to start treatment ⁵ (minutes)	46	45	45	29	25	23	22	21	27

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Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,911

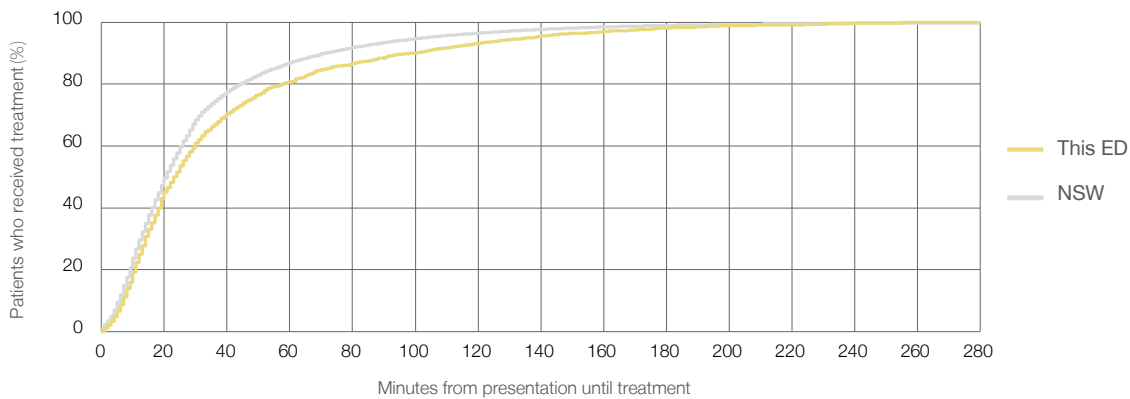
Number of triage 3 patients used to calculate waiting time:³ 1,862

Median time to start treatment⁴ 23 minutes

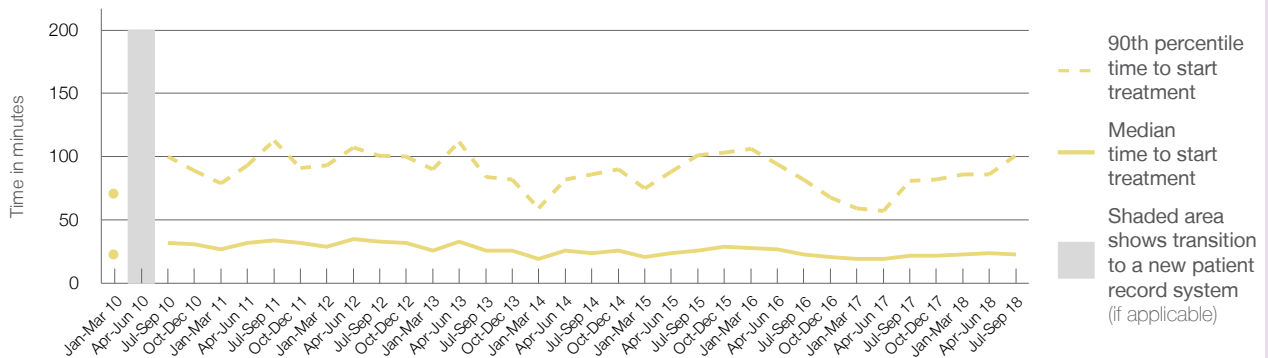
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,918	
1,884	
22 minutes	21 minutes
81 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	32	34	33	26	24	26	23	22	23
90th percentile time to start treatment ⁵ (minutes)	100	113	101	84	86	101	82	81	101

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Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,827

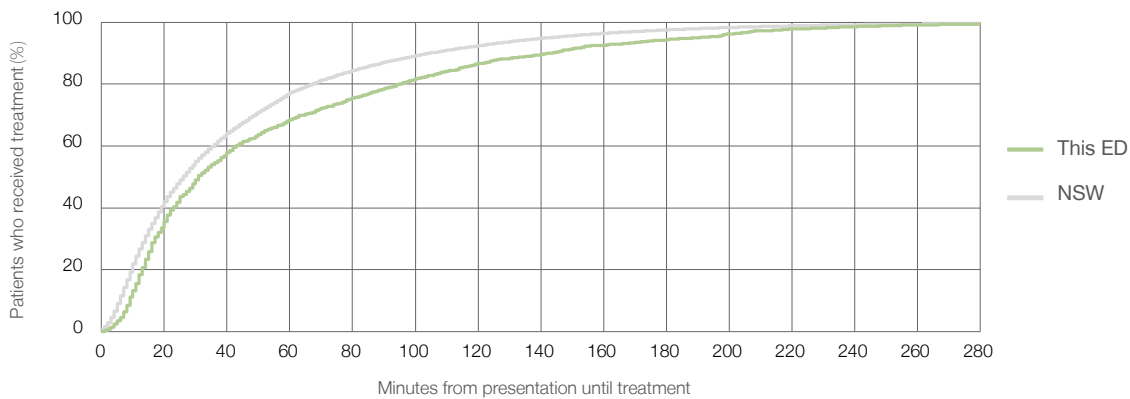
Number of triage 4 patients used to calculate waiting time:³ 1,679

Median time to start treatment⁴ 31 minutes

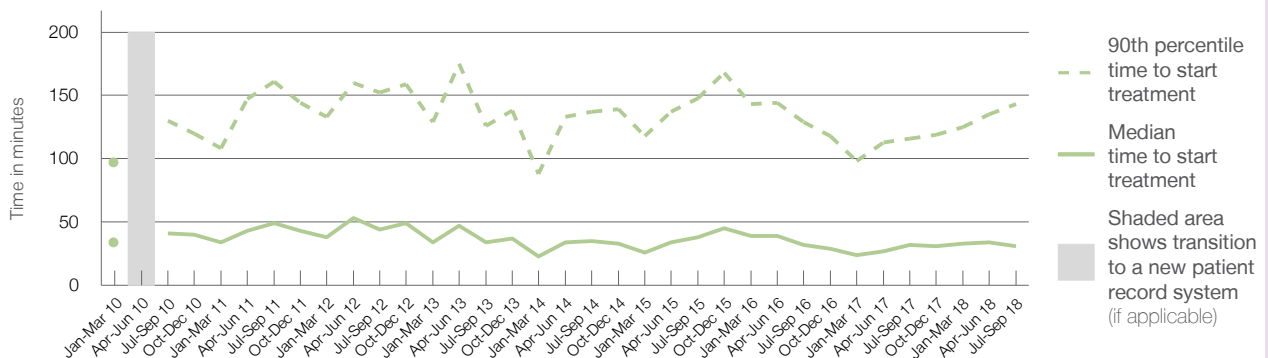
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
1,746	1,630
32 minutes	26 minutes
116 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	41	49	44	34	35	38	32	32	31
90th percentile time to start treatment ⁵ (minutes)	130	161	152	126	137	148	129	116	143

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Goulburn Base Hospital and Health Service: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 321

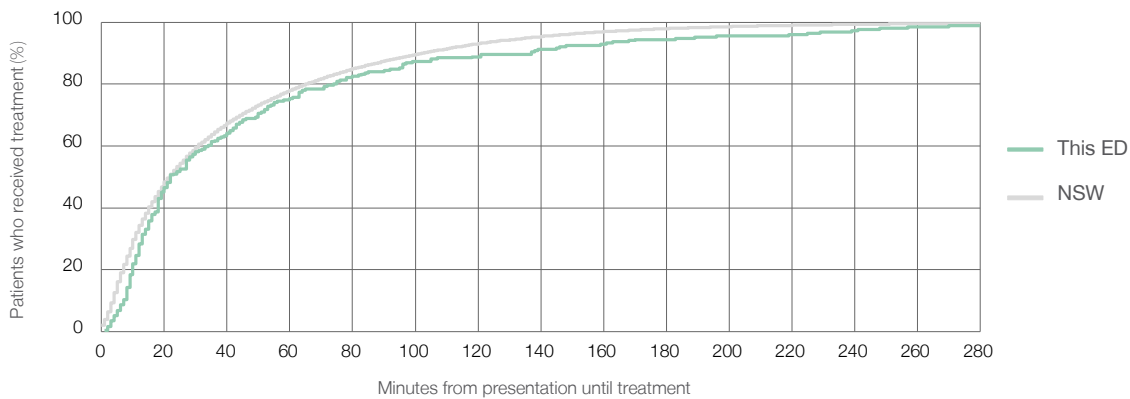
Number of triage 5 patients used to calculate waiting time:³ 251

Median time to start treatment⁴ 22 minutes

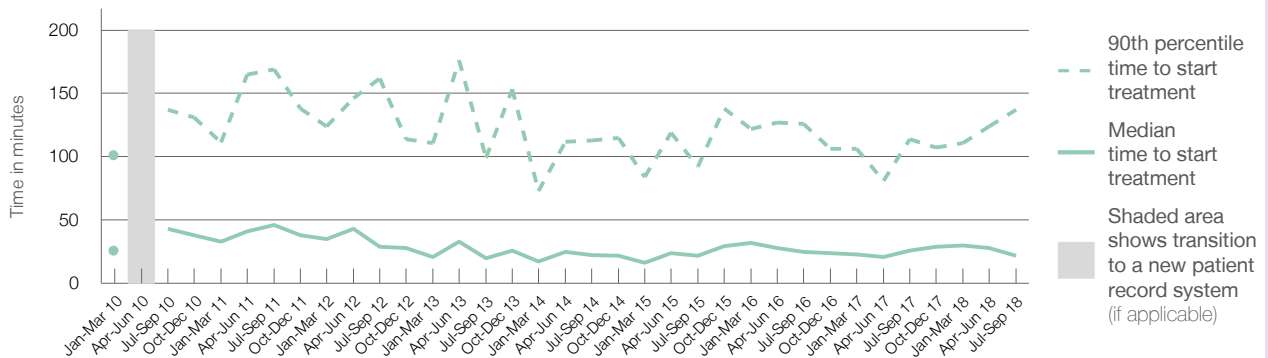
90th percentile time to start treatment⁵ 137 minutes

	Same period last year	NSW (this period)
	243	
	205	
	26 minutes	22 minutes
	114 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	43	46	29	20	23	22	25	26	22
90th percentile time to start treatment ⁵ (minutes)	137	169	162	99	113	92	126	114	137

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Goulburn Base Hospital and Health Service: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,832 patients

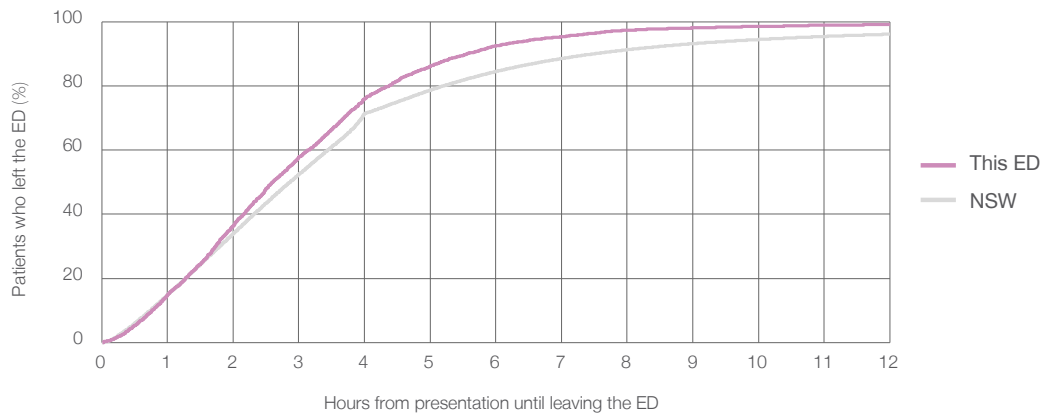
Presentations used to calculate time to leaving the ED:⁶ 4,832 patients

Median time spent in the ED⁸ 2 hours and 36 minutes

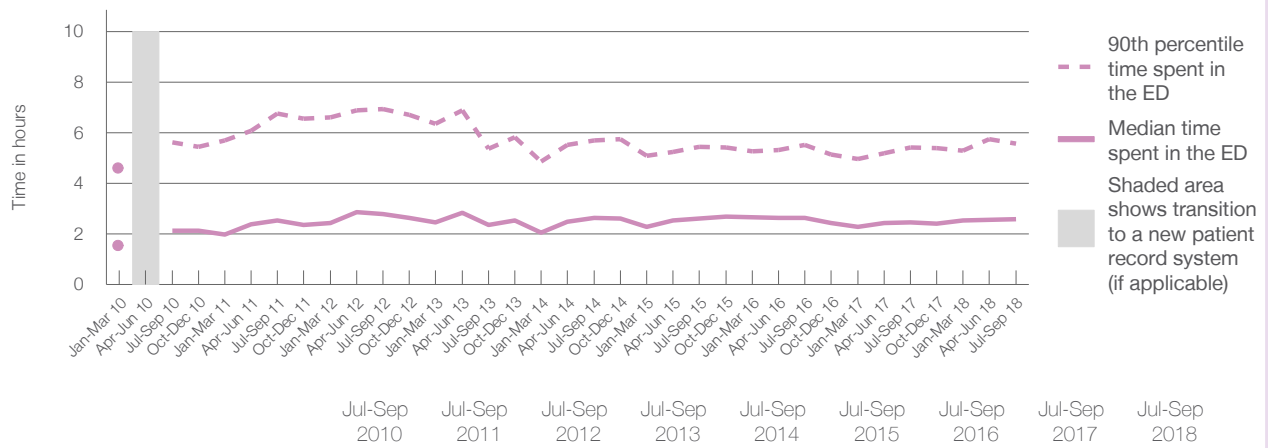
90th percentile time spent in the ED⁹ 5 hours and 34 minutes

Same period last year	NSW (this period)
4,658	4,658
2 hours and 28 minutes	2 hours and 52 minutes
5 hours and 26 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 8m	2h 32m	2h 48m	2h 22m	2h 39m	2h 37m	2h 38m	2h 28m	2h 36m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 38m	6h 45m	6h 57m	5h 23m	5h 42m	5h 27m	5h 31m	5h 26m	5h 34m

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Goulburn Base Hospital and Health Service: Time patients spent in the ED

By mode of separation

July to September 2018

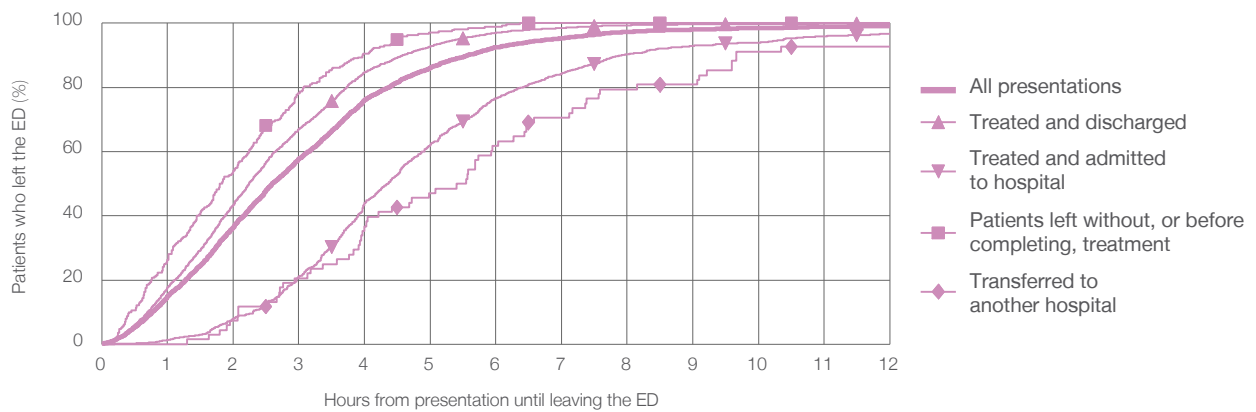
All presentations:¹ 4,832 patients

Presentations used to calculate time to leaving the ED:⁶ 4,832 patients

Treated and discharged	3,484 (72.1%)
Treated and admitted to hospital	985 (20.4%)
Patient left without, or before completing, treatment	274 (5.7%)
Transferred to another hospital	68 (1.4%)
Other	21 (0.4%)

Same period last year	Change since one year ago
4,658	4%
3,310	5.3%
1,053	-6.5%
226	21.2%
47	44.7%
22	-4.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2018 ^{†‡}



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	17.7%	43.5%	67.0%	84.7%	97.0%	99.4%	99.7%	99.9%
Treated and admitted to hospital	1.3%	7.9%	21.1%	44.0%	76.5%	90.4%	94.0%	96.8%
Patient left without, or before completing, treatment	26.3%	54.0%	78.1%	90.5%	98.9%	100%	100%	100%
Transferred to another hospital	0%	7.4%	20.6%	36.8%	61.8%	79.4%	91.2%	92.6%
All presentations	14.9%	36.5%	57.7%	76.1%	92.4%	97.3%	98.4%	99.1%

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Goulburn Base Hospital and Health Service: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 4,832 patients

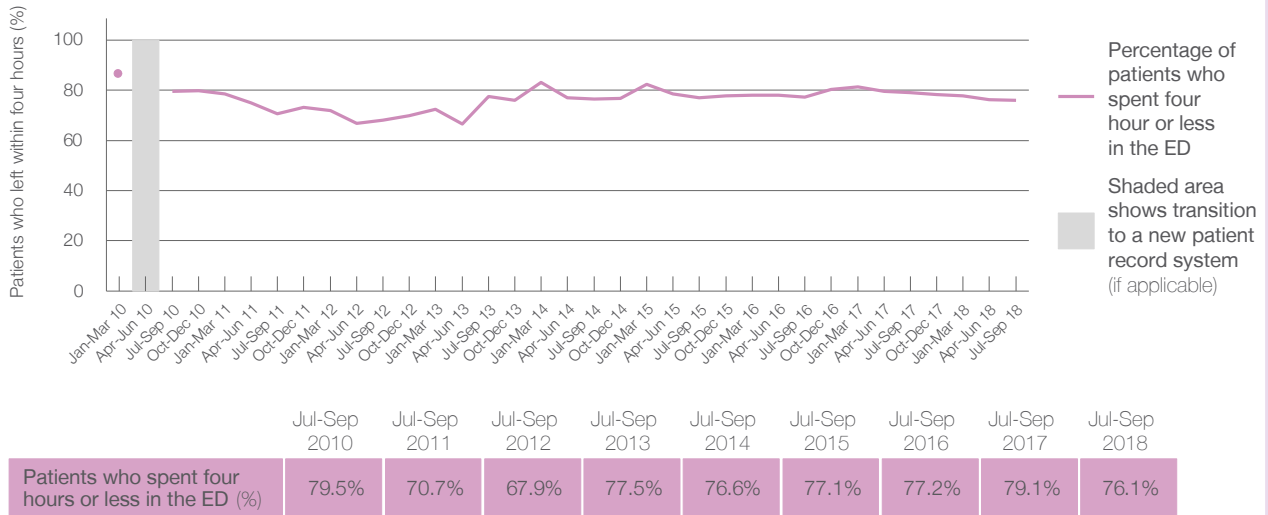
Presentations used to calculate time to leaving the ED: ⁶ 4,832 patients

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	4,658	4%
Presentations used to calculate time to leaving the ED	4,658	4%
Percentage of patients who spent four hours or less in the ED	79.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).