

Milton Ulladulla Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 2,867 patients
 Emergency presentations:² 2,756 patients

Same period last year	Change since one year ago
3,320	-14%
3,210	-14%

Milton Ulladulla Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 335 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,041 patients

Median time to start treatment⁴  20 minutes
 90th percentile time to start treatment⁵  65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,115 patients

Median time to start treatment⁴  31 minutes
 90th percentile time to start treatment⁵  101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 248 patients

Median time to start treatment⁴  30 minutes
 90th percentile time to start treatment⁵  106 minutes

Same period last year	NSW (this period)
270	
6 minutes	8 minutes
20 minutes	28 minutes
1,142	
23 minutes	21 minutes
74 minutes	72 minutes
1,589	
32 minutes	26 minutes
88 minutes	105 minutes
189	
32 minutes	22 minutes
94 minutes	103 minutes

Milton Ulladulla Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 2,867 patients

Percentage of patients who spent four hours or less in the ED  75%

Same period last year	Change since one year ago
3,320	-14%
82%	

* 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.

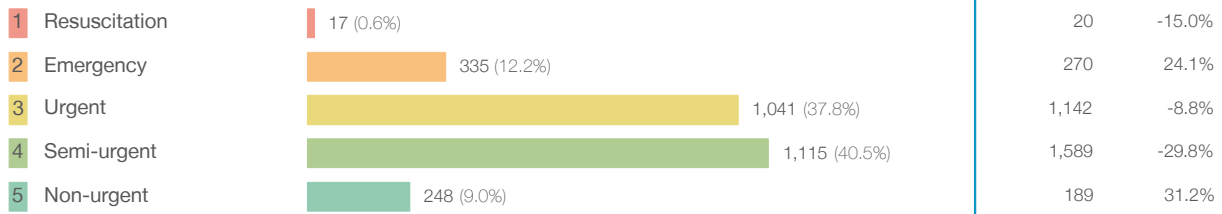
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

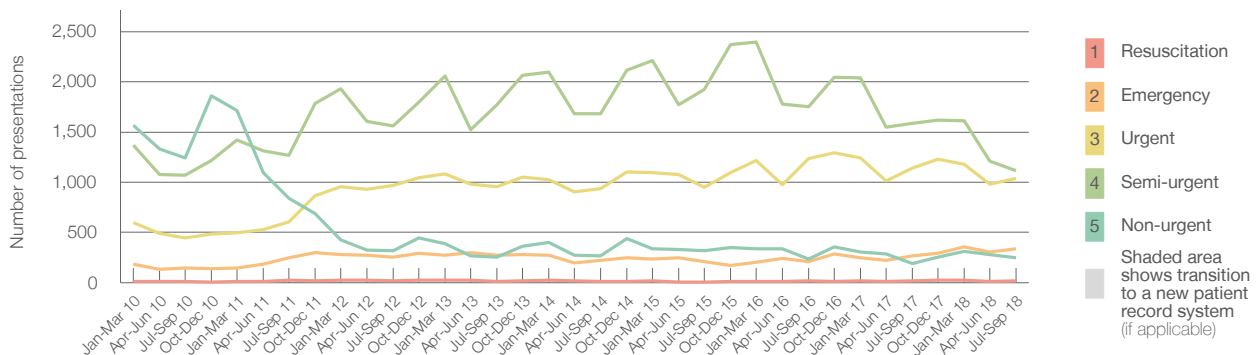
Milton Ulladulla Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 2,867 patients

Emergency presentations² by triage category: 2,756 patients



Emergency presentations² by quarter, January 2010 to September 2018 †

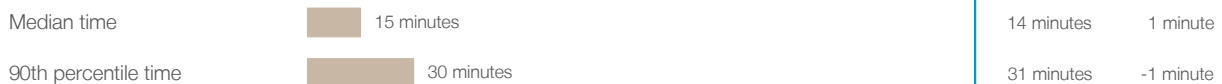


	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	11	25	18	15	10	6	18	20	17
Emergency	147	246	256	274	224	207	211	270	335
Urgent	447	606	970	956	937	952	1,233	1,142	1,041
Semi-urgent	1,070	1,271	1,562	1,773	1,684	1,926	1,755	1,589	1,115
Non-urgent	1,240	838	319	252	269	315	232	189	248
All emergency presentations	2,915	2,986	3,125	3,270	3,124	3,406	3,449	3,210	2,756

Milton Ulladulla Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 430 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 July to September 2018

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

Number of triage 2 patients: 335

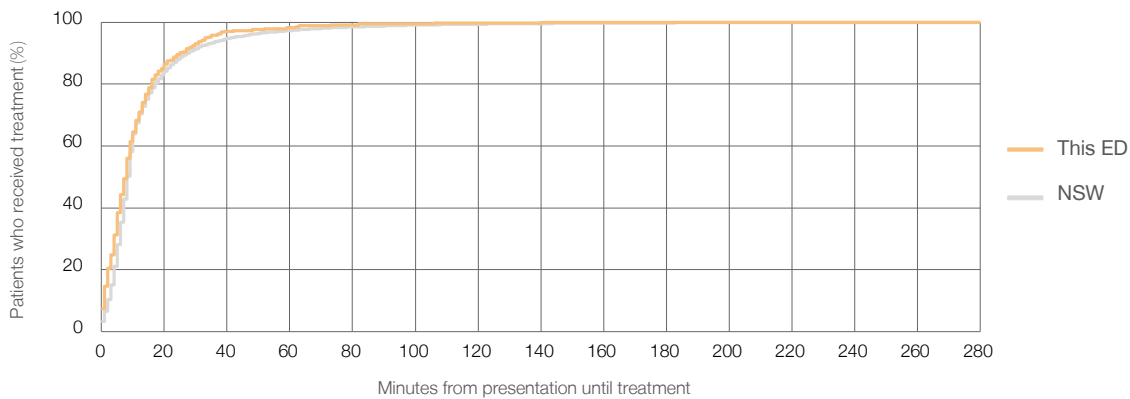
Number of triage 2 patients used to calculate waiting time:³ 335

Median time to start treatment⁴ 8 minutes

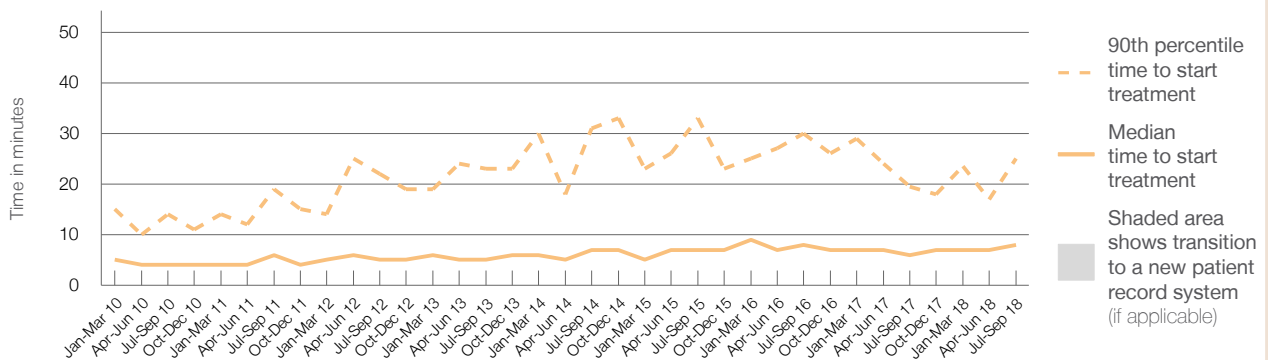
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
270	270
6 minutes	8 minutes
20 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)	4	6	5	5	7	7	8	6	8
90th percentile time to start treatment ⁵ (minutes)	14	19	22	23	31	33	30	20	25

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Milton Ulladulla Hospital: 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: 1,041

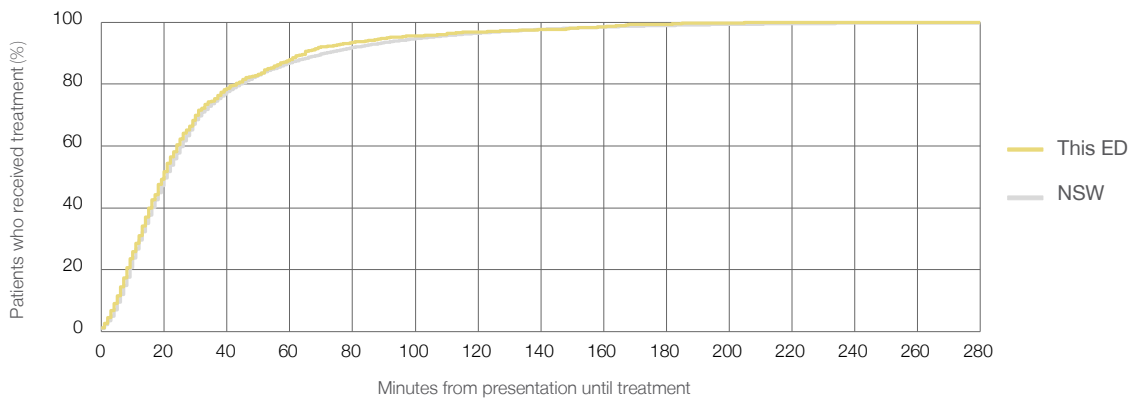
Number of triage 3 patients used to calculate waiting time:³ 1,034

Median time to start treatment⁴ 20 minutes

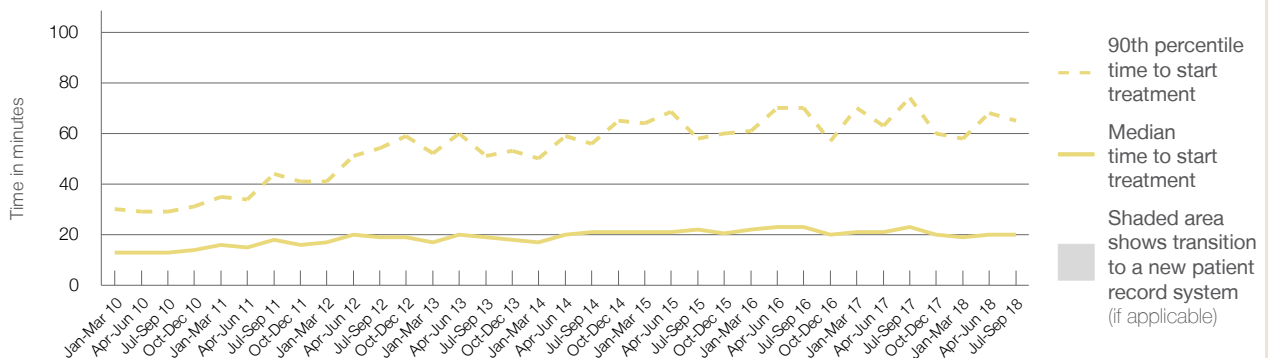
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
1,142	
1,131	
23 minutes	21 minutes
74 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)	13	18	19	19	21	22	23	23	20
90th percentile time to start treatment ⁵ (minutes)	29	44	54	51	56	58	70	74	65

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Milton Ulladulla Hospital: 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: 1,115

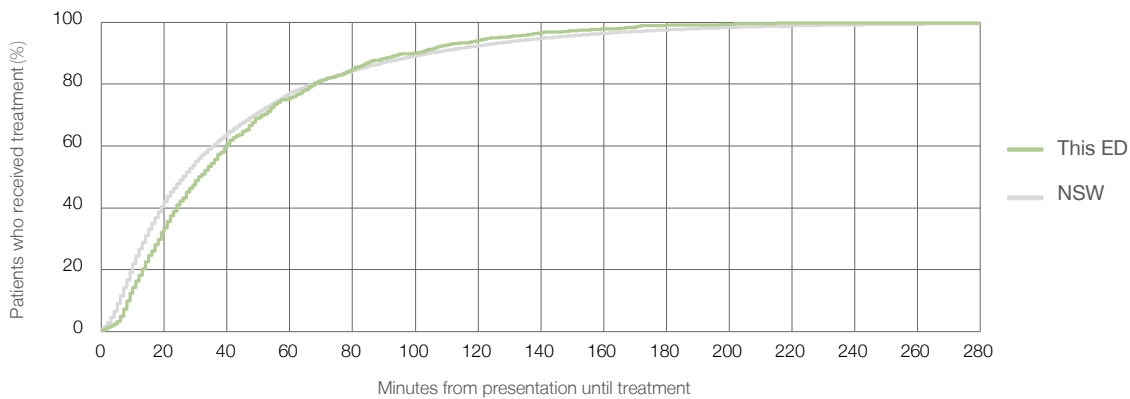
Number of triage 4 patients used to calculate waiting time:³ 1,067

Median time to start treatment⁴ 31 minutes

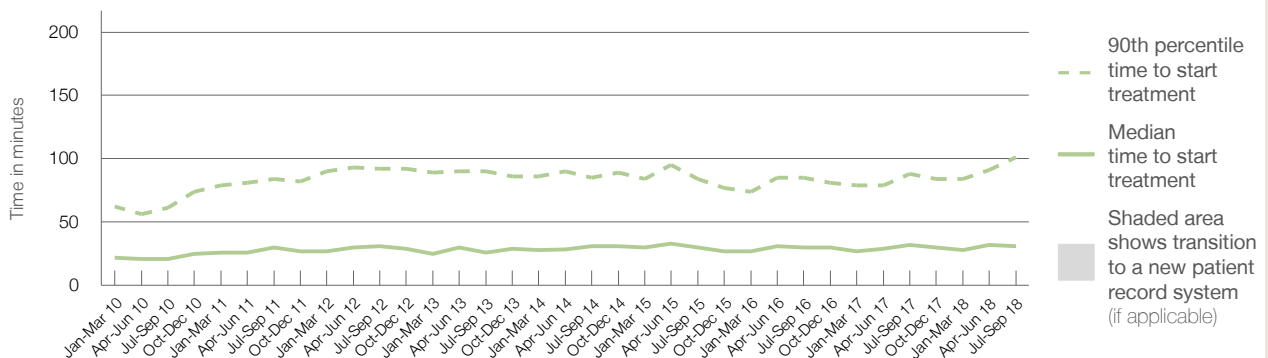
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,589	1,562
32 minutes	26 minutes
88 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)	21	30	31	26	31	30	30	32	31
90th percentile time to start treatment ⁵ (minutes)	61	84	92	90	85	84	85	88	101

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Milton Ulladulla Hospital: 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: 248

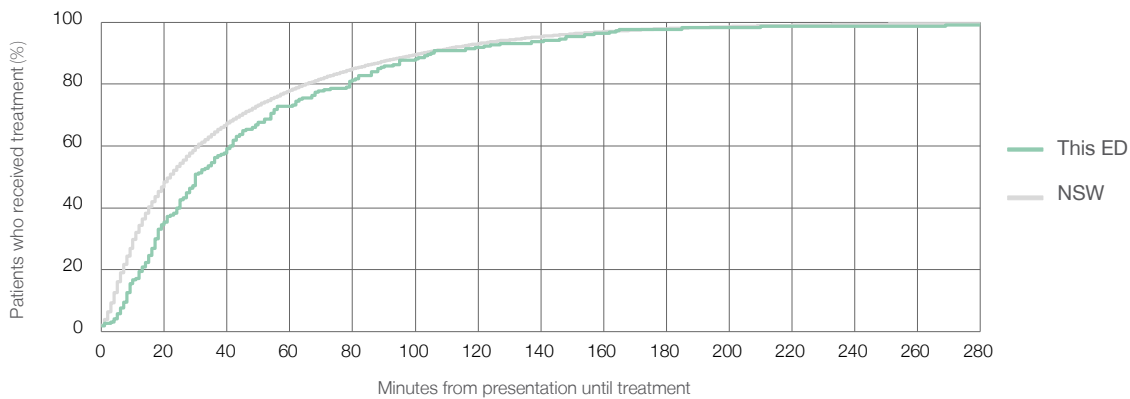
Number of triage 5 patients used to calculate waiting time:³ 220

Median time to start treatment⁴ 30 minutes

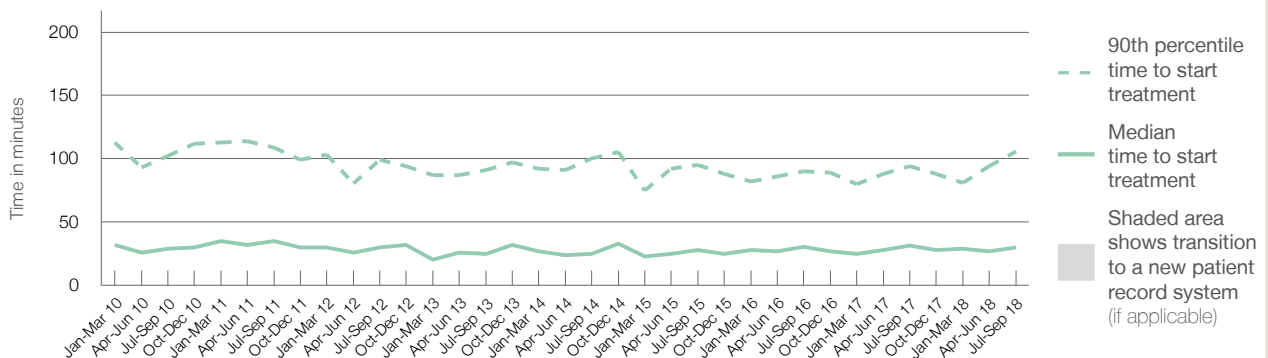
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
189	
176	
32 minutes	22 minutes
94 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)	29	35	30	25	25	28	31	32	30
90th percentile time to start treatment ⁵ (minutes)	102	109	99	91	100	95	90	94	106

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Milton Ulladulla Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 2,867 patients

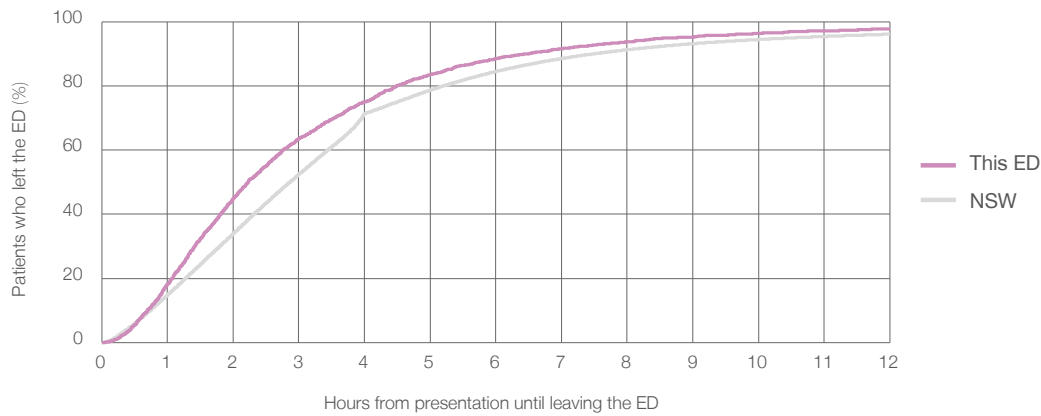
Presentations used to calculate time to leaving the ED:⁶ 2,867 patients

Median time spent in the ED⁸ 2 hours and 14 minutes

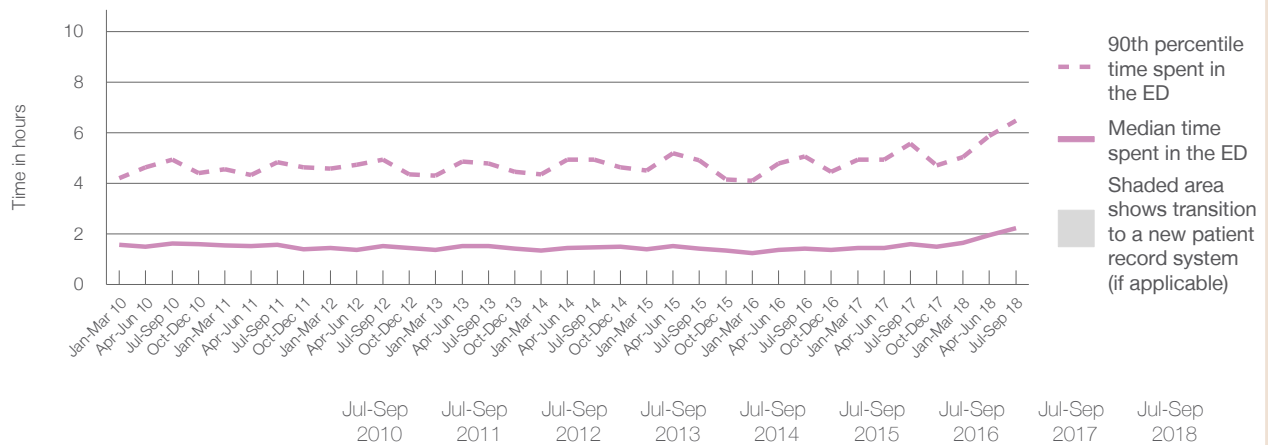
90th percentile time spent in the ED⁹ 6 hours and 29 minutes

Same period last year	NSW (this period)
3,320	3,320
1 hours and 37 minutes	2 hours and 52 minutes
5 hours and 35 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)	1h 38m	1h 34m	1h 32m	1h 32m	1h 28m	1h 26m	1h 25m	1h 37m	2h 14m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 56m	4h 51m	4h 57m	4h 48m	4h 57m	4h 55m	5h 5m	5h 35m	6h 29m

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Milton Ulladulla Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

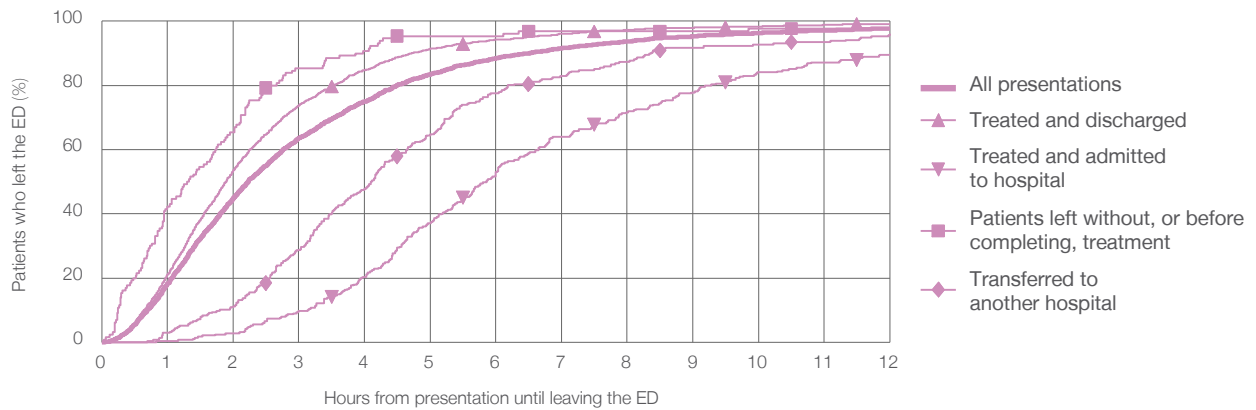
All presentations:¹ 2,867 patients

Presentations used to calculate time to leaving the ED:⁶ 2,867 patients

Treated and discharged	2,158 (75.3%)
Treated and admitted to hospital	289 (10.1%)
Patient left without, or before completing, treatment	130 (4.5%)
Transferred to another hospital	276 (9.6%)
Other	14 (0.5%)

Same period last year	Change since one year ago
3,320	-14%
2,683	-19.6%
292	-1.0%
142	-8.5%
192	43.8%
11	27.3%

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

Treated and discharged	21.0%	53.7%	73.8%	84.8%	94.3%	97.3%	98.3%	99.1%
Treated and admitted to hospital	0.3%	2.8%	9.7%	20.4%	52.9%	71.6%	84.1%	89.6%
Patient left without, or before completing, treatment	42.3%	65.4%	85.4%	90.8%	95.4%	96.9%	97.7%	97.7%
Transferred to another hospital	2.9%	11.2%	28.6%	47.8%	77.5%	87.3%	92.8%	96.0%
All presentations	18.3%	45.0%	63.5%	75.0%	88.5%	93.7%	96.3%	97.8%

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Milton Ulladulla Hospital: 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 2,867 patients

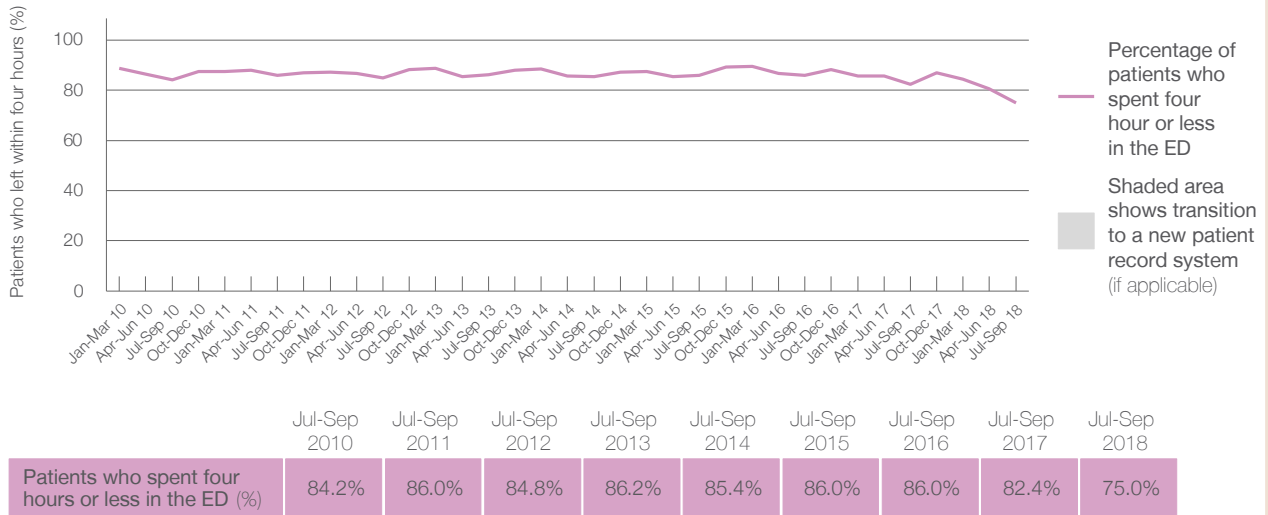
Presentations used to calculate time to leaving the ED: ⁶ 2,867 patients

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 2,867 patients	3,320	-14%
Presentations used to calculate time to leaving the ED: ⁶ 2,867 patients	3,320	-14%
Percentage of patients who spent four hours or less in the ED	82.4%	

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).