

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 9,778 patients
Emergency presentations:² 9,675 patients

Same period last year	Change since one year ago
10,037	-3%
9,907	-2%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,145 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,418 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 106 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,193 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 855 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
1,111	
12 minutes	8 minutes
38 minutes	28 minutes
3,593	
31 minutes	21 minutes
126 minutes	72 minutes
4,319	
39 minutes	26 minutes
136 minutes	105 minutes
818	
31 minutes	22 minutes
130 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 9,778 patients

Percentage of patients who spent four hours or less in the ED 64%

Same period last year	Change since one year ago
10,037	-3%
64%	

* 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.

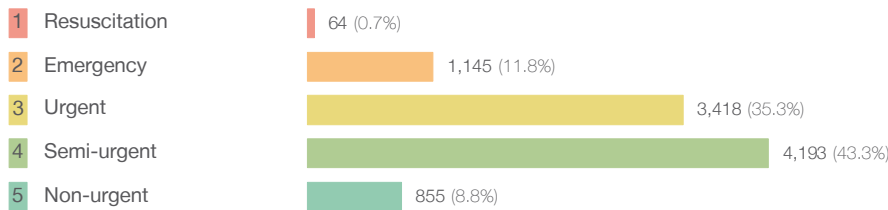
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department July to September 2018

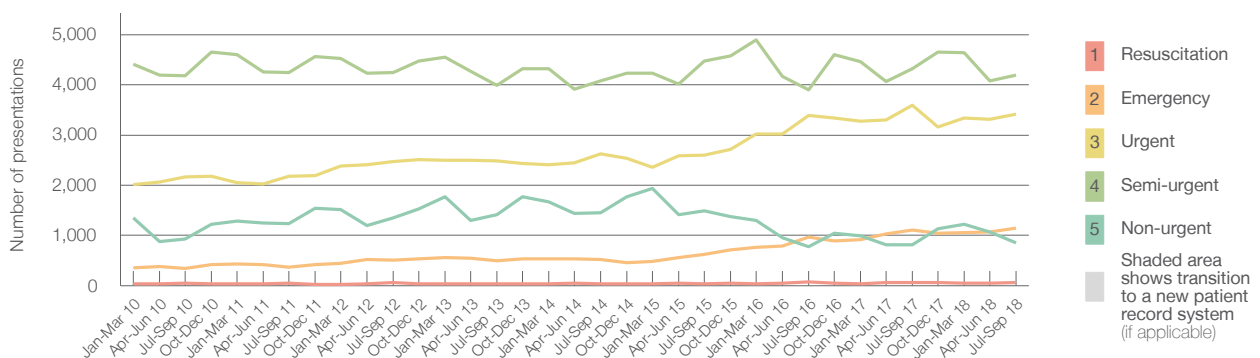
All presentations:¹ 9,778 patients

Emergency presentations² by triage category: 9,675 patients



Same period last year	Change since one year ago
10,037	-3%
9,907	-2%
66	-3.0%
1,111	3.1%
3,593	-4.9%
4,319	-2.9%
818	4.5%

Emergency presentations² by quarter, January 2010 to September 2018 †

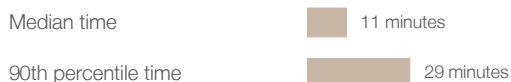


	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	46	43	59	37	38	42	69	66	64
Emergency	337	373	502	493	518	621	967	1,111	1,145
Urgent	2,162	2,179	2,467	2,490	2,631	2,597	3,389	3,593	3,418
Semi-urgent	4,185	4,246	4,244	3,989	4,083	4,478	3,900	4,319	4,193
Non-urgent	929	1,238	1,344	1,416	1,456	1,491	780	818	855
All emergency presentations	7,659	8,079	8,616	8,425	8,726	9,229	9,105	9,907	9,675

Shoalhaven District Memorial Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 2,533 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,289	
17 minutes	-6 minutes
55 minutes	-26 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven District Memorial 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: 1,145

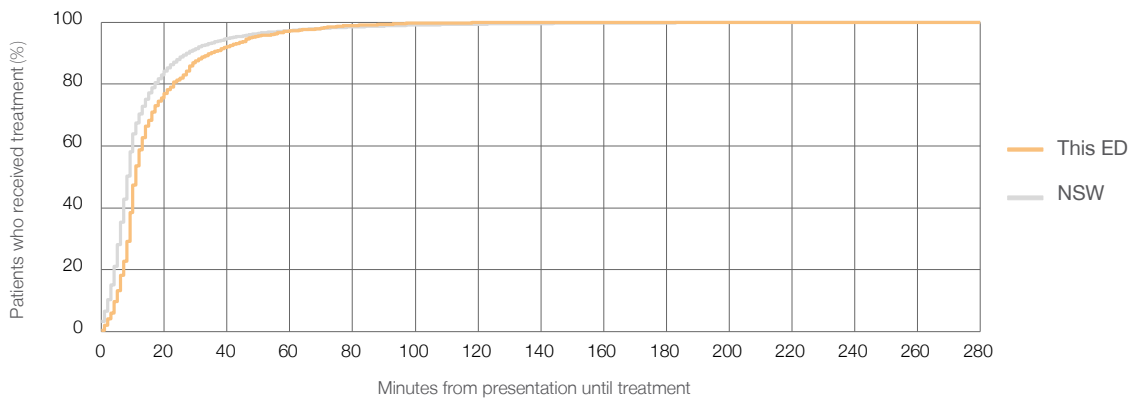
Number of triage 2 patients used to calculate waiting time:³ 1,145

Median time to start treatment⁴ 11 minutes

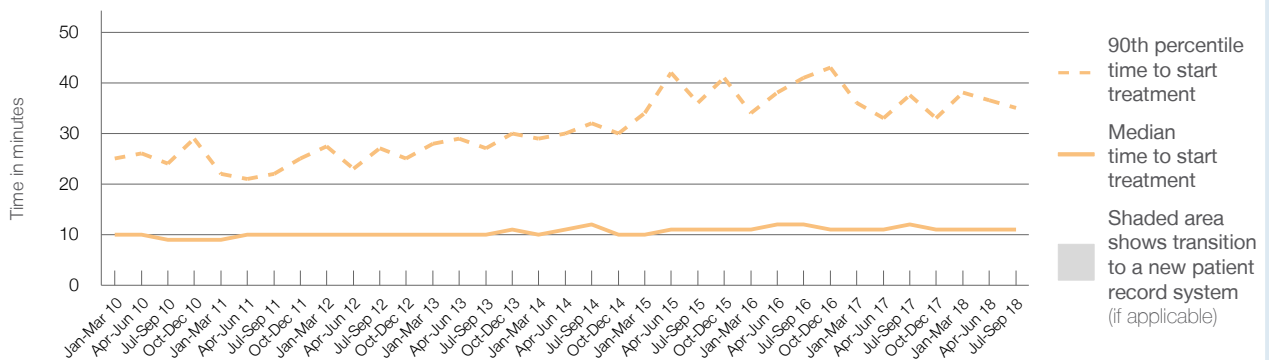
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
1,111	1,110
12 minutes	8 minutes
38 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)	9	10	10	10	12	11	12	12	11
90th percentile time to start treatment ⁵ (minutes)	24	22	27	27	32	36	41	38	35

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 3,418

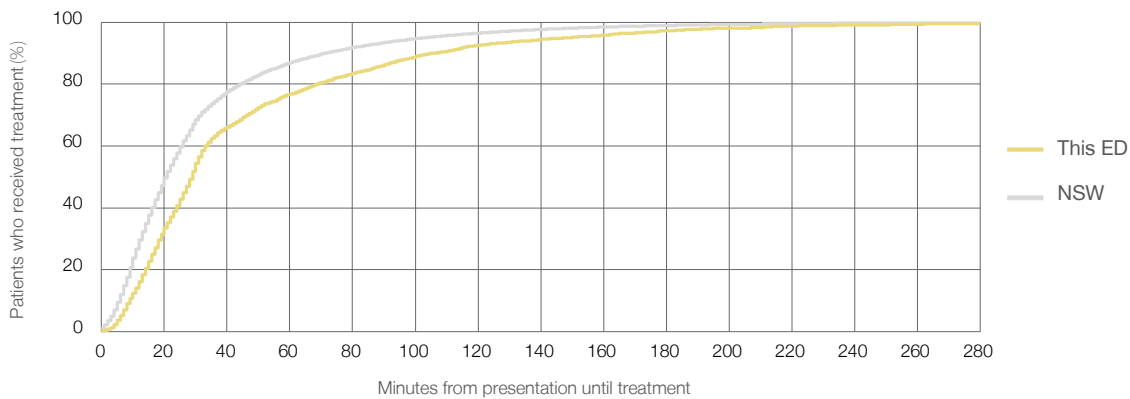
Number of triage 3 patients used to calculate waiting time:³ 3,359

Median time to start treatment⁴ 29 minutes

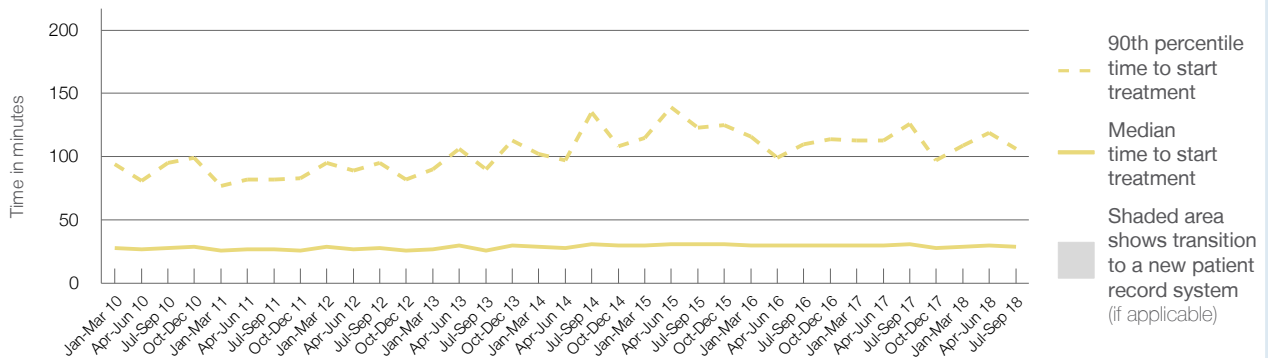
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
3,593	3,520
31 minutes	21 minutes
126 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)	28	27	28	26	31	31	30	31	29
90th percentile time to start treatment ⁵ (minutes)	95	82	95	90	135	123	110	126	106

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 4,193

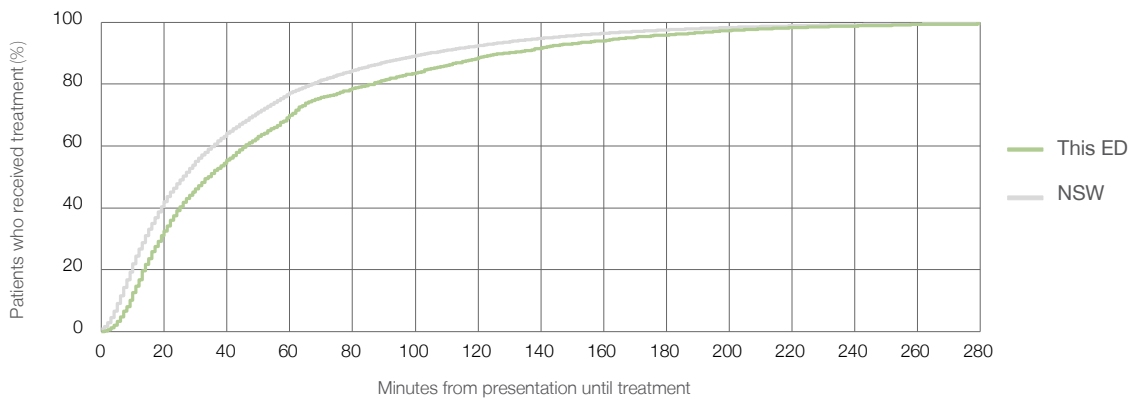
Number of triage 4 patients used to calculate waiting time:³ 3,938

Median time to start treatment⁴ 34 minutes

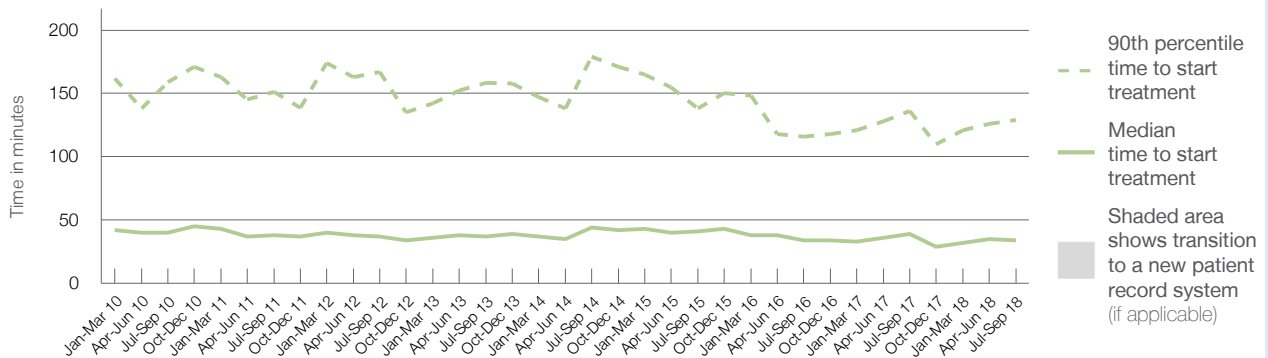
90th percentile time to start treatment⁵ 129 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,319	4,050
Median time to start treatment ⁴	39 minutes	26 minutes
90th percentile time to start treatment ⁵	136 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)	40	38	37	37	44	41	34	39	34
90th percentile time to start treatment ⁵ (minutes)	159	151	167	159	179	138	116	136	129

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 855

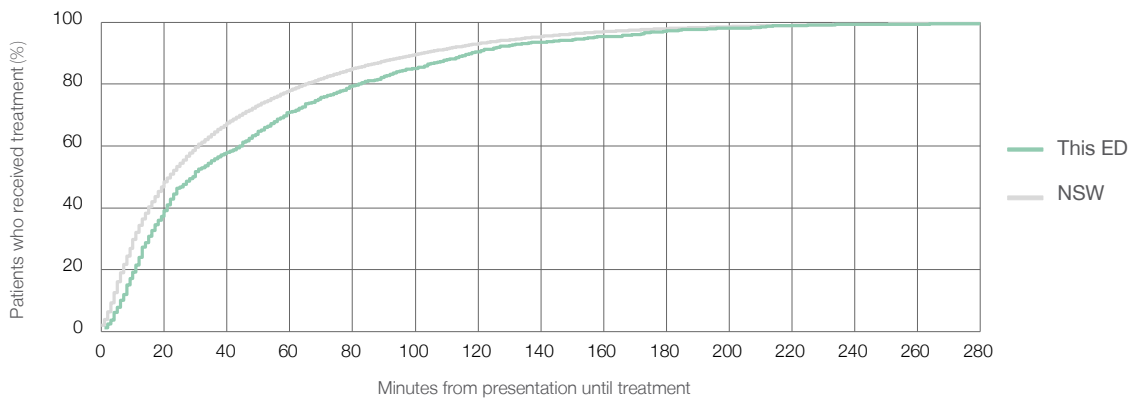
Number of triage 5 patients used to calculate waiting time:³ 745

Median time to start treatment⁴ 29 minutes

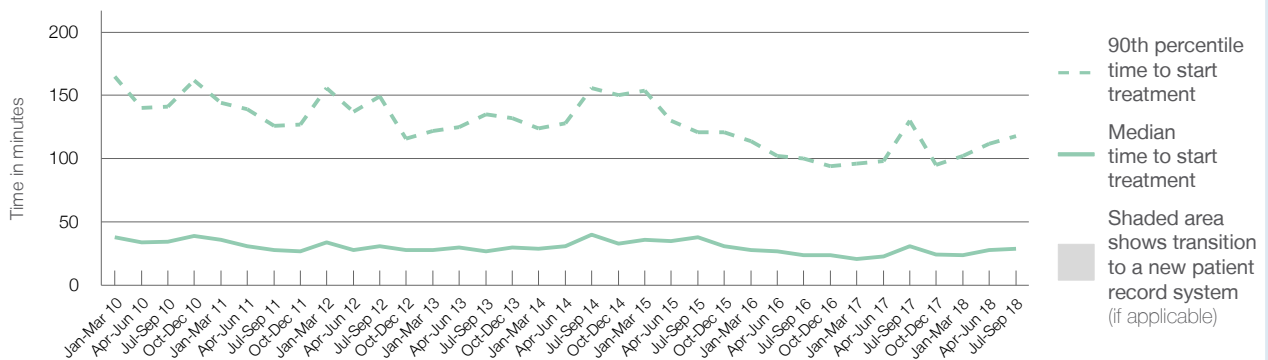
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
818	719
31 minutes	22 minutes
130 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)	35	28	31	27	40	38	24	31	29
90th percentile time to start treatment ⁵ (minutes)	141	126	149	135	156	121	100	130	118

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 9,778 patients

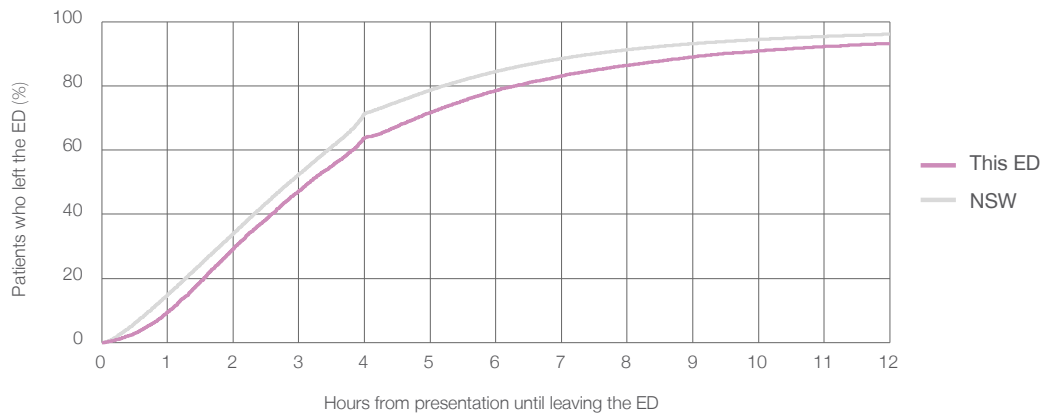
Presentations used to calculate time to leaving the ED:⁶ 9,778 patients

Median time spent in the ED⁸ 3 hours and 10 minutes

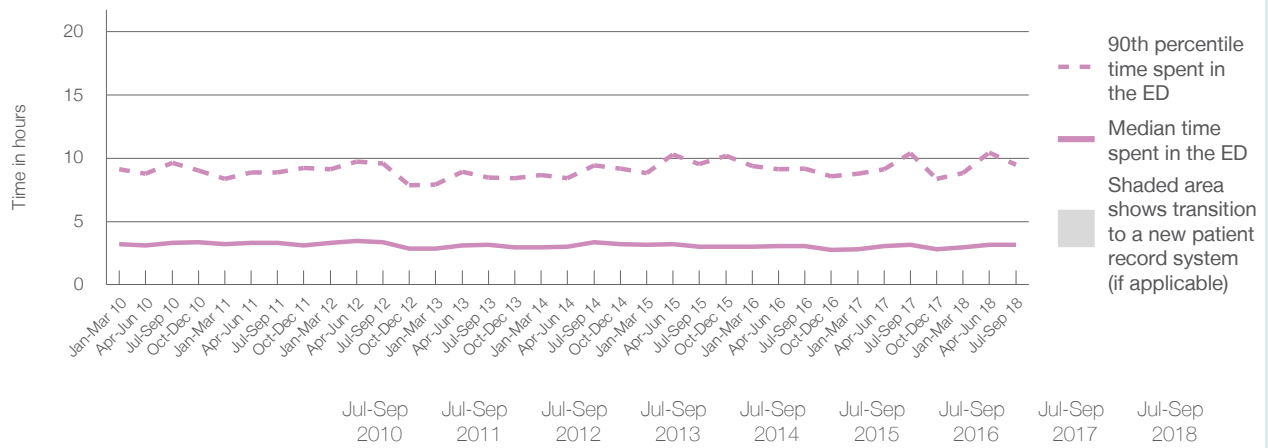
90th percentile time spent in the ED⁹ 9 hours and 28 minutes

Same period last year	NSW (this period)
10,037	10,037
3 hours and 10 minutes	2 hours and 52 minutes
10 hours and 22 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)	3h 18m	3h 18m	3h 23m	3h 8m	3h 22m	2h 59m	3h 3m 30s	3h 10m	3h 10m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 37m	8h 53m	9h 35m	8h 29m	9h 26m	9h 32m	9h 12m	10h 22m	9h 28m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven District Memorial Hospital: Time patients spent in the ED
 By mode of separation
 July to September 2018

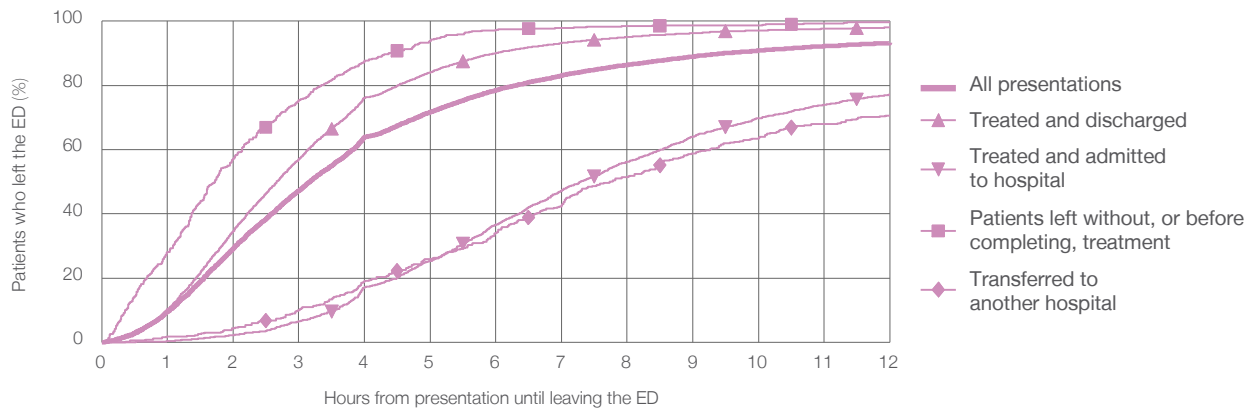
All presentations:¹ 9,778 patients

Presentations used to calculate time to leaving the ED:⁶ 9,778 patients

Treated and discharged	6,889 (70.5%)
Treated and admitted to hospital	1,792 (18.3%)
Patient left without, or before completing, treatment	664 (6.8%)
Transferred to another hospital	399 (4.1%)
Other	34 (0.3%)

Same period last year	Change since one year ago
10,037	-3%
7,175	-4.0%
1,772	1.1%
707	-6.1%
327	22.0%
56	-39.3%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.3%	34.7%	57.0%	76.2%	90.1%	95.1%	97.1%	98.1%
Treated and admitted to hospital	0.3%	2.2%	6.6%	17.1%	36.6%	56.3%	69.8%	77.1%
Patient left without, or before completing, treatment	28.0%	57.2%	75.5%	87.7%	97.3%	98.5%	98.6%	99.7%
Transferred to another hospital	1.8%	4.3%	10.0%	19.0%	34.1%	51.4%	63.7%	70.7%
All presentations	9.6%	29.3%	47.2%	63.9%	78.5%	86.4%	90.9%	93.2%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shoalhaven District Memorial 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 9,778 patients

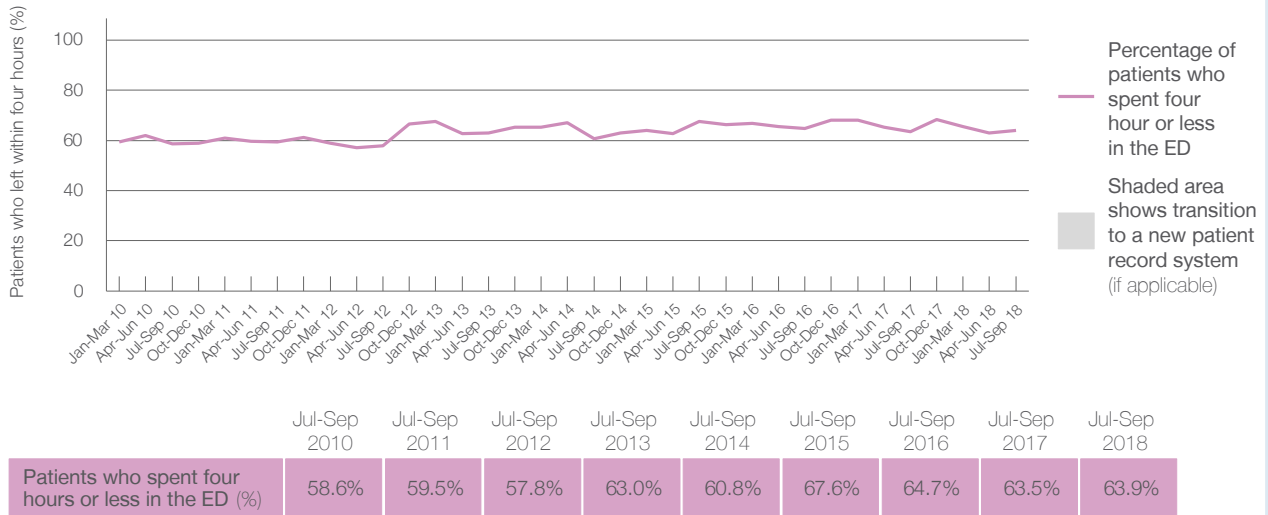
Presentations used to calculate time to leaving the ED: ⁶ 9,778 patients

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	10,037	-3%
Presentations used to calculate time to leaving the ED	10,037	-3%
Percentage of patients who spent four hours or less in the ED	63.5%	

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.

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

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