

Bowral and District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,624 patients
Emergency attendances:² 4,465 patients

Same period last year	Change since one year ago
4,335	7%
4,207	6%

Bowral and District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 322 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,402 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,161 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 119 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 570 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
306	
10 minutes	8 minutes
32 minutes	35 minutes
1,320	
23 minutes	20 minutes
103 minutes	99 minutes
2,087	
26 minutes	26 minutes
142 minutes	137 minutes
475	
25 minutes	23 minutes
127 minutes	135 minutes

Bowral and District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,624 patients

Percentage of patients who left the ED within four hours 88%

Same period last year	Change since one year ago
4,335	7%
83%	

* 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

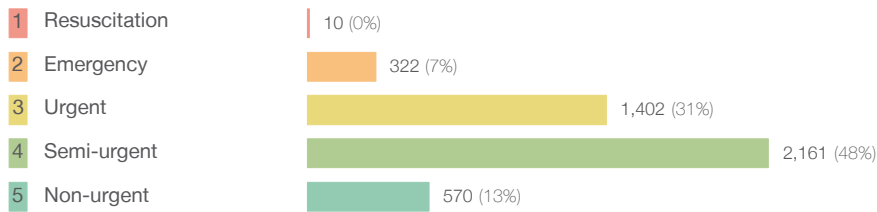
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Bowral and District Hospital: Patients attending the emergency department January to March 2016

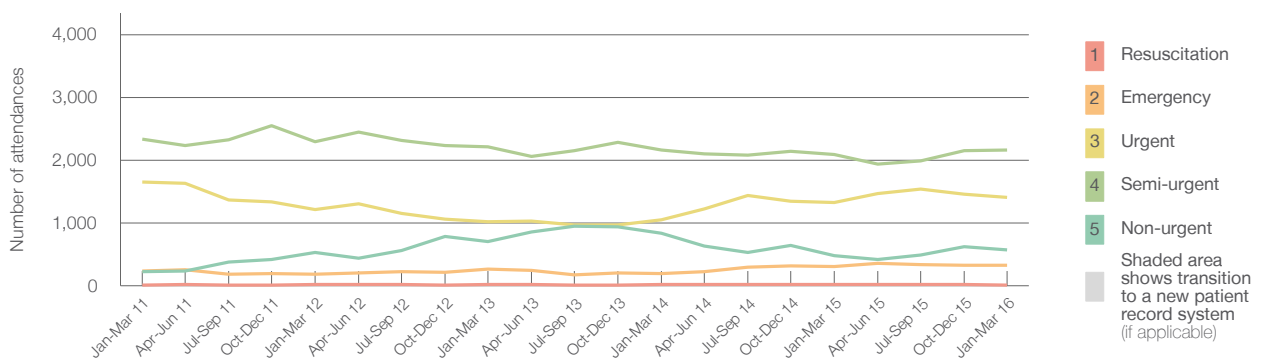
All attendances:¹ 4,624 patients

Emergency attendances² by triage category: 4,465 patients



Same period last year	Change since one year ago
4,335	7%
4,207	6%
19	-47%
306	5%
1,320	6%
2,087	4%
475	20%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	12	20	16	14	19	10
Emergency	236	180	259	191	306	322
Urgent	1,648	1,216	1,022	1,050	1,320	1,402
Semi-urgent	2,335	2,299	2,209	2,158	2,087	2,161
Non-urgent	221	534	698	837	475	570
All emergency attendances	4,452	4,249	4,204	4,250	4,207	4,465

Bowral and District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 700 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
834	
14 minutes	-3 minutes
40 minutes	-15 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.
- (§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Bowral and District Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 322

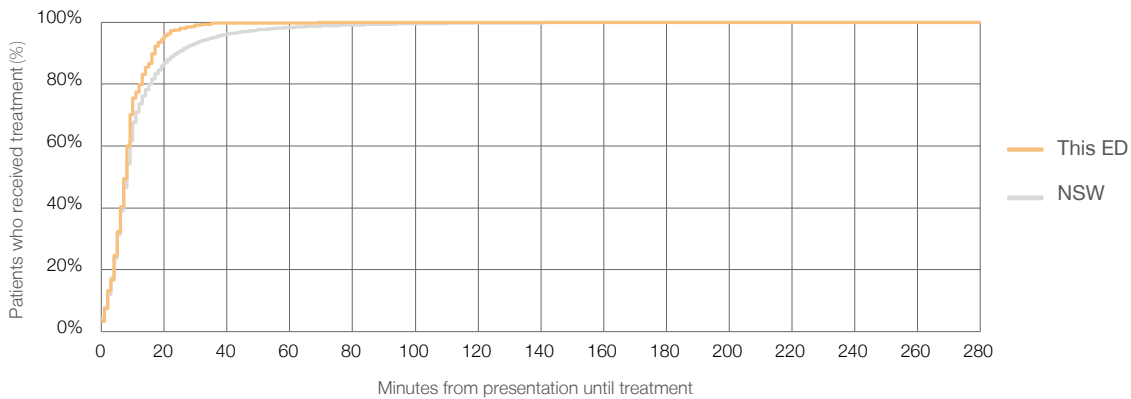
Number of triage 2 patients used to calculate waiting time:³ 322

Median time to start treatment⁴ 8 minutes

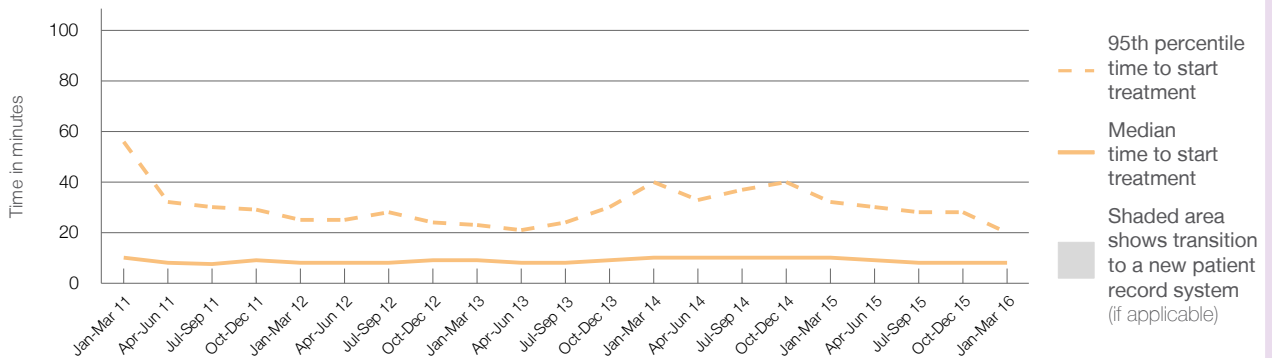
95th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
306	306
10 minutes	8 minutes
32 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	10	8	9	10	10	8
95th percentile time to start treatment ⁵ (minutes)	56	25	23	40	32	20

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Bowral and District Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 1,402

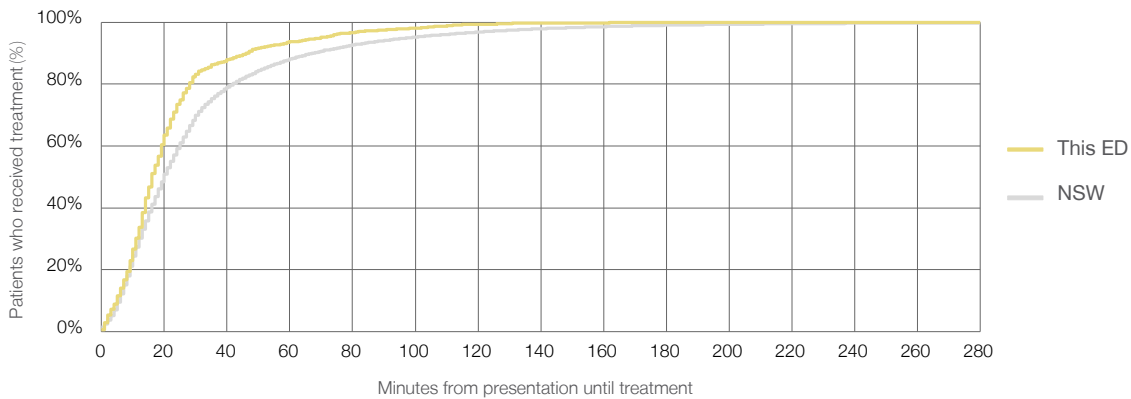
Number of triage 3 patients used to calculate waiting time:³ 1,385

Median time to start treatment⁴ 16 minutes

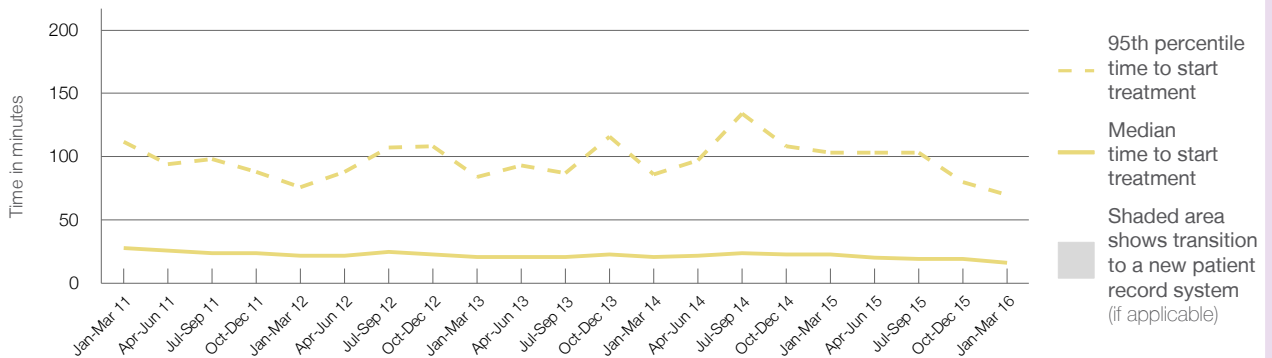
95th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
1,320	1,293
23 minutes	20 minutes
103 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	28	22	21	21	23	16
95th percentile time to start treatment ⁵ (minutes)	112	76	84	86	103	70

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Bowral and District Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 2,161

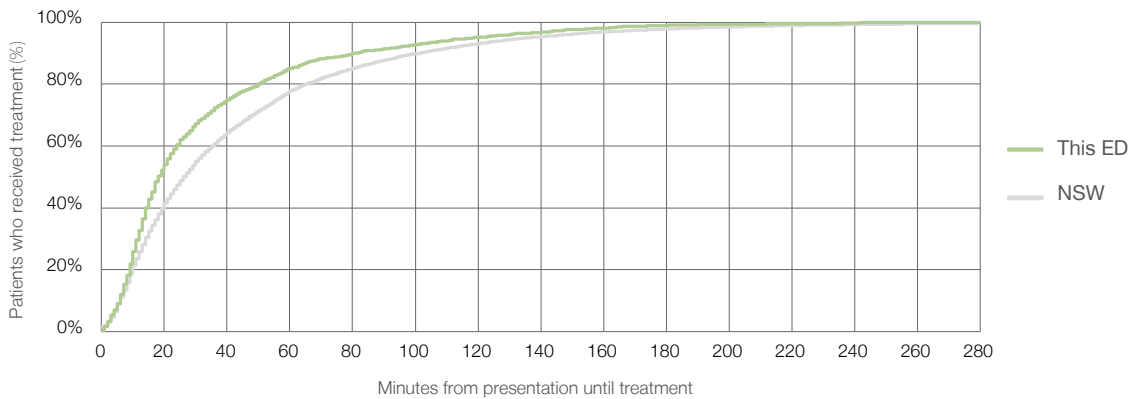
Number of triage 4 patients used to calculate waiting time:³ 2,088

Median time to start treatment⁴ 18 minutes

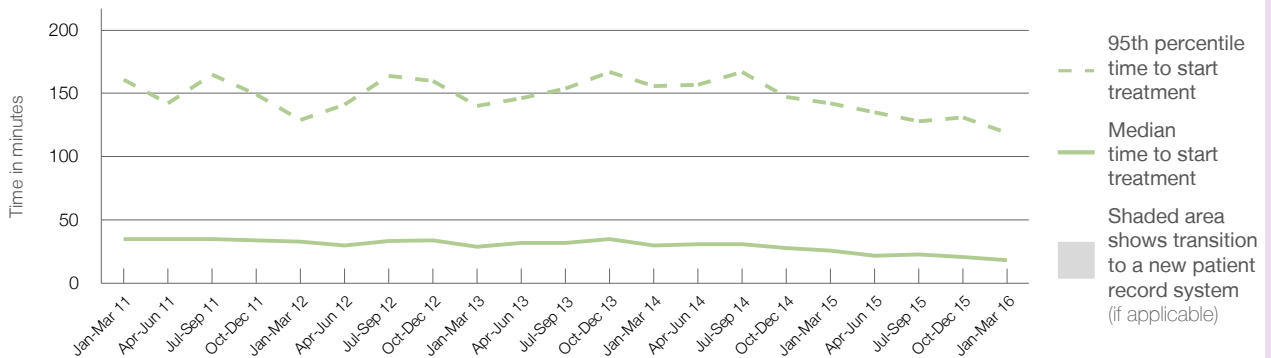
95th percentile time to start treatment⁵ 119 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,087	1,948
Median time to start treatment ⁴	26 minutes	26 minutes
95th percentile time to start treatment ⁵	142 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	35	33	29	30	26	18
95th percentile time to start treatment ⁵ (minutes)	161	129	140	156	142	119

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Bowral and District Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 570

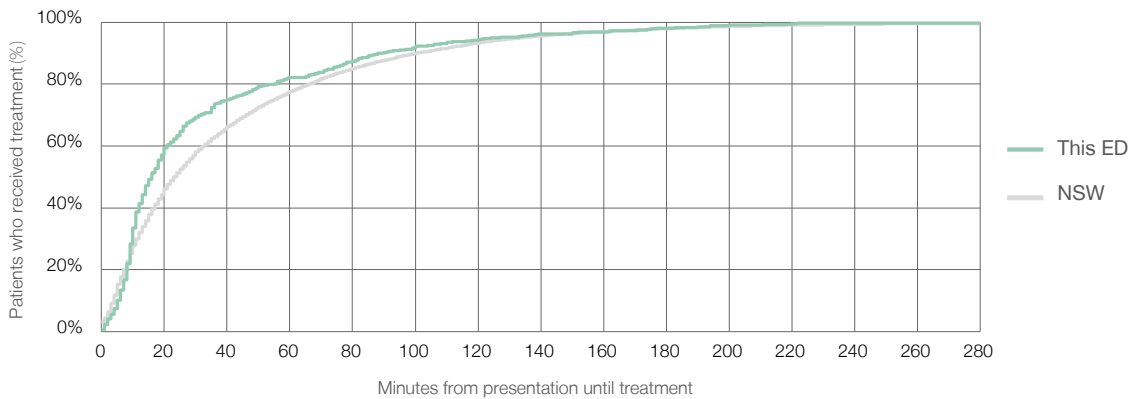
Number of triage 5 patients used to calculate waiting time:³ 523

Median time to start treatment⁴ 16 minutes

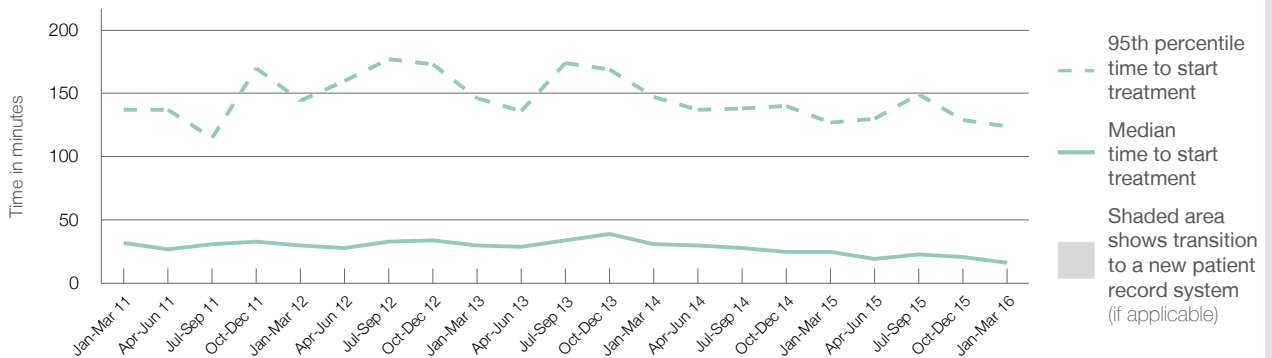
95th percentile time to start treatment⁵ 124 minutes

	Same period last year	NSW (this period)
	475	415
	25 minutes	23 minutes
	127 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	32	30	30	31	25	16
95th percentile time to start treatment ⁵ (minutes)	137	144	146	147	127	124

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Bowral and District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 4,624 patients

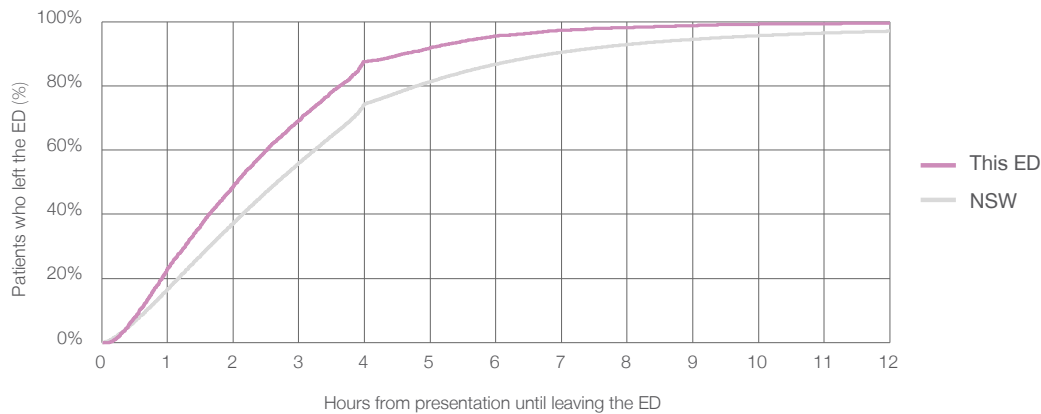
Attendances used to calculate time to leaving the ED:⁶ 4,624 patients

Median time to leaving the ED⁸ 2 hours and 4 minutes

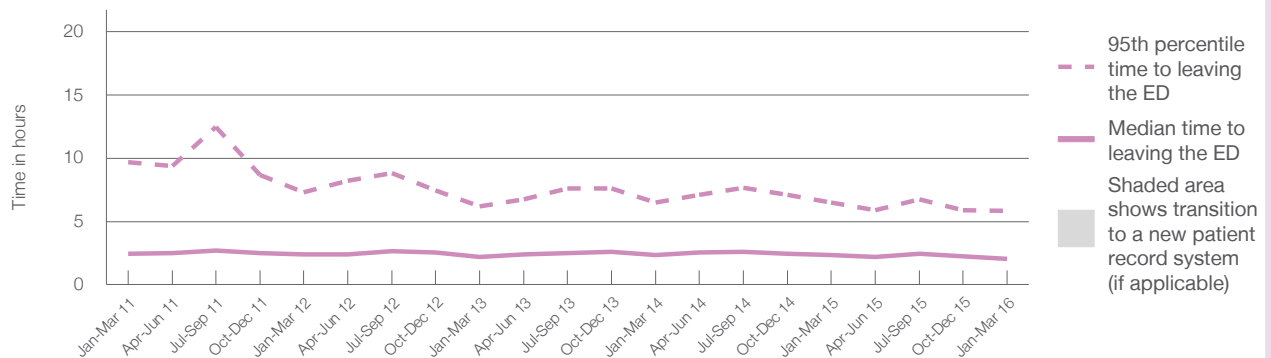
95th percentile time to leaving the ED⁹ 5 hours and 51 minutes

Same period last year	NSW (this period)
4,335	4,335
2 hours and 22 minutes	2 hours and 40 minutes
6 hours and 31 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 26m	2h 24m	2h 12m	2h 21m	2h 22m	2h 4m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 42m	7h 19m	6h 11m	6h 31m	6h 31m	5h 51m

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Bowral and District Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

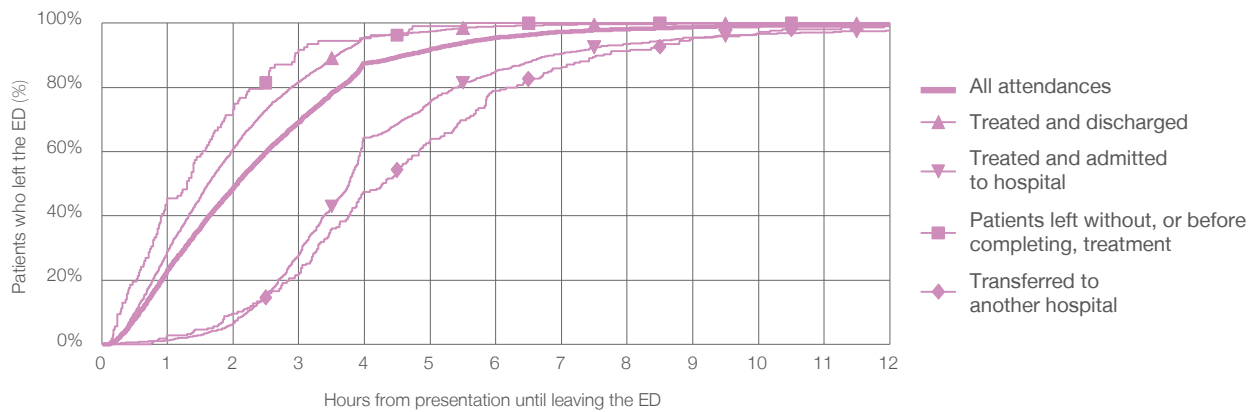
All attendances:¹ 4,624 patients

Attendances used to calculate time to leaving the ED:⁶ 4,624 patients

Treated and discharged	3,439 (74%)
Treated and admitted to hospital	852 (18%)
Patient left without, or before completing, treatment	108 (2%)
Transferred to another hospital	219 (5%)
Other	6 (0%)

Same period last year	Change since one year ago
4,335	7%
3,172	8%
748	14%
180	-40%
227	-4%
8	-25%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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	29%	61%	82%	96%	99%	100%	100%	100%
Treated and admitted to hospital	1%	7%	28%	64%	85%	93%	97%	98%
Patient left without, or before completing, treatment	45%	73%	92%	95%	100%	100%	100%	100%
Transferred to another hospital	3%	10%	22%	47%	79%	91%	97%	99%
All attendances	23%	49%	69%	88%	96%	98%	99%	100%

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Bowral and District Hospital: Time from presentation until leaving the ED
 Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances:¹ 4,624 patients

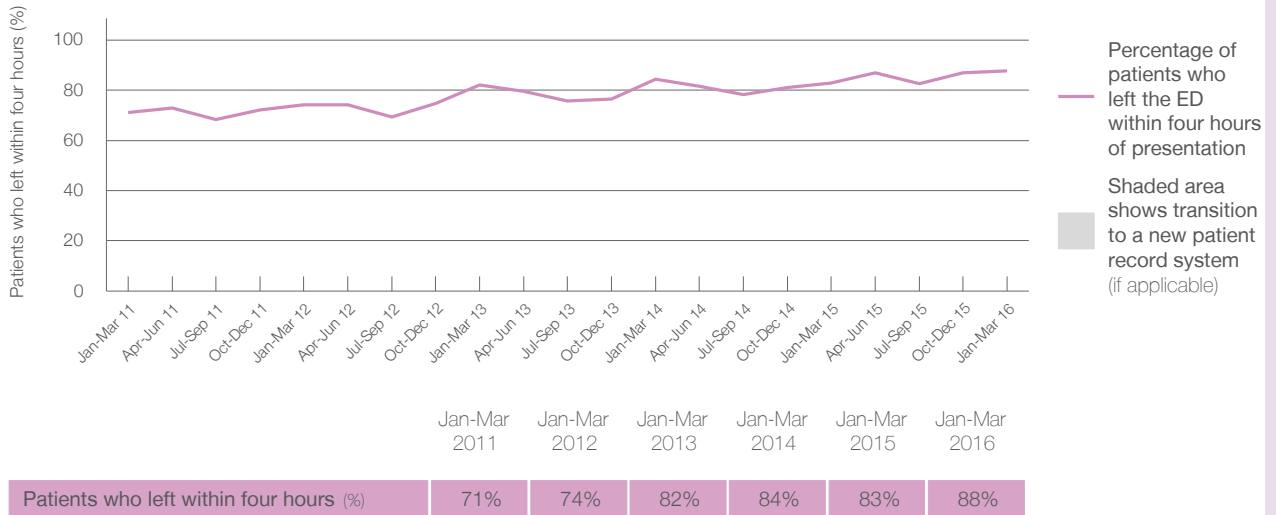
Attendances used to calculate time to leaving the ED:⁶ 4,624 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	4,335	7%
Attendances used to calculate time to leaving the ED	4,335	7%
Percentage of patients who left the ED within four hours	83%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	71%	74%	82%	84%	83%	88%
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- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
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- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).