

Bowral and District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 5,124 patients
Emergency presentations:² 4,997 patients

Same period last year	Change since one year ago
4,555	12.5%
4,453	12.2%

Bowral and District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 345 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,659 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 74 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,310 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 652 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
302	
9 minutes	9 minutes
25 minutes	29 minutes
1,426	
18 minutes	23 minutes
63 minutes	83 minutes
2,131	
20 minutes	30 minutes
100 minutes	121 minutes
578	
18 minutes	26 minutes
83 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 5,124 patients

Percentage of patients who spent four hours or less in the ED 77.6%

Same period last year	Change since one year ago
4,555	12.5%
81.3%	

* 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, July to September 2016*.
- 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.

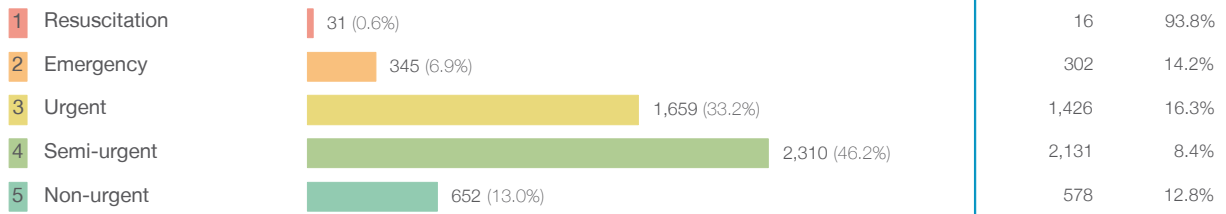
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Bowral and District Hospital: Patients presenting to the emergency department

July to September 2017

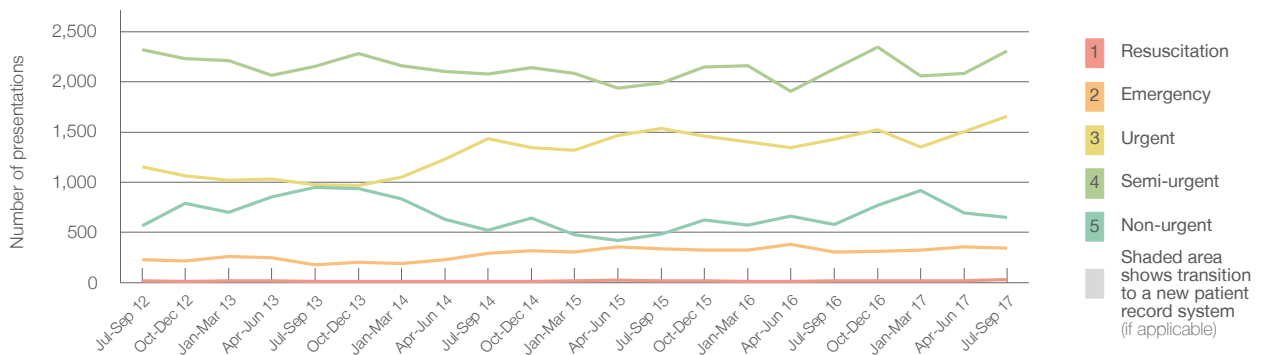
All presentations:¹ 5,124 patients

Emergency presentations² by triage category: 4,997 patients



Same period last year	Change since one year ago
4,555	12.5%
4,453	12.2%
16	93.8%
302	14.2%
1,426	16.3%
2,131	8.4%
578	12.8%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	17	11	15	20	16	31
Emergency	227	175	293	339	302	345
Urgent	1,154	972	1,433	1,538	1,426	1,659
Semi-urgent	2,319	2,154	2,080	1,986	2,131	2,310
Non-urgent	564	948	525	486	578	652
All emergency presentations	4,281	4,260	4,346	4,369	4,453	4,997

Bowral and District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,042 patients

ED Transfer of care time



Same period last year	Change since one year ago
879	
11 minutes	1 minute
23 minutes	1 minute

(†) 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.

Bowral and District Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 345

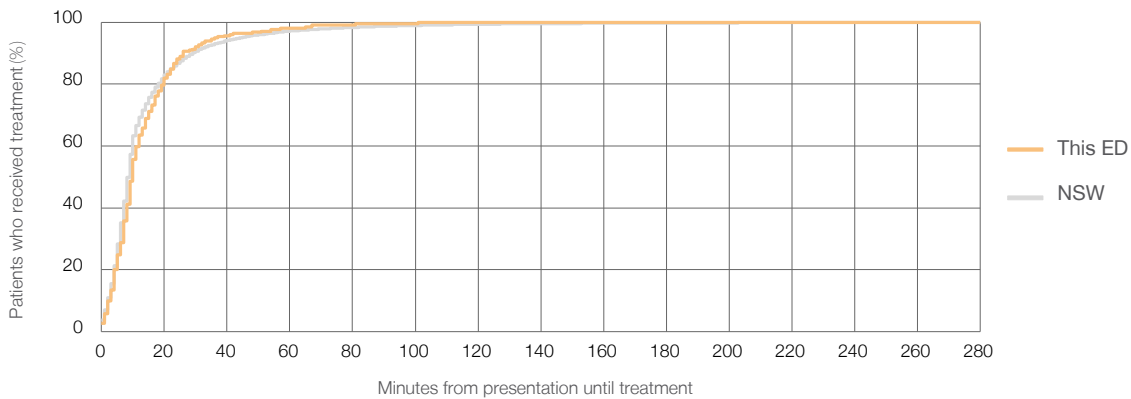
Number of triage 2 patients used to calculate waiting time:³ 343

Median time to start treatment⁴ 10 minutes

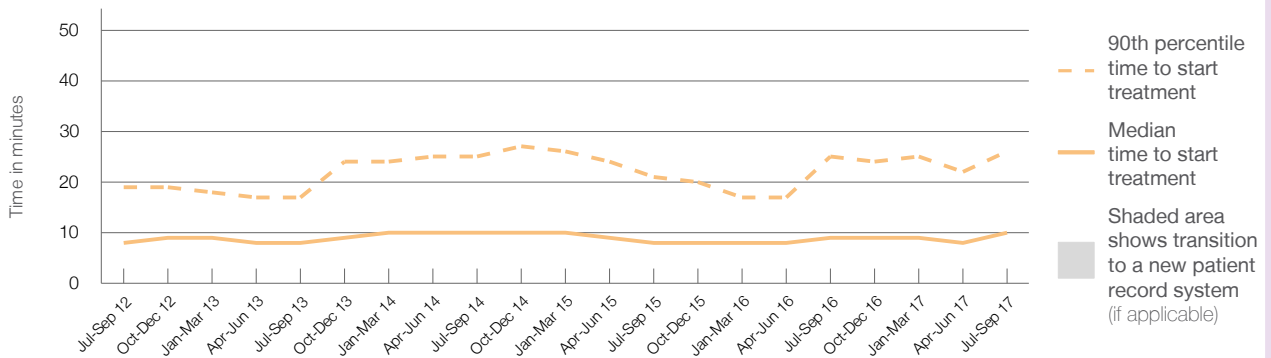
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
302	302
9 minutes	9 minutes
25 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	8	10	8	9	10
90th percentile time to start treatment ⁵ (minutes)	19	17	25	21	25	26

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Bowral and District Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,659

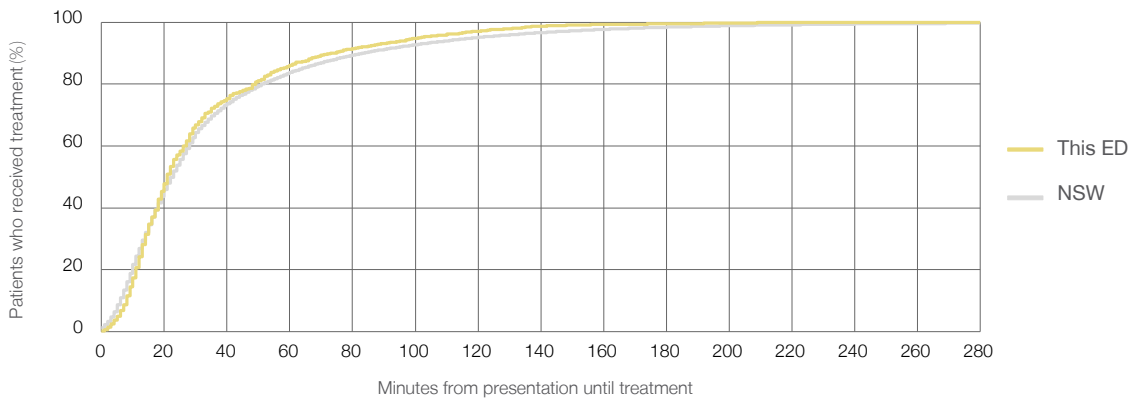
Number of triage 3 patients used to calculate waiting time:³ 1,642

Median time to start treatment⁴ 21 minutes

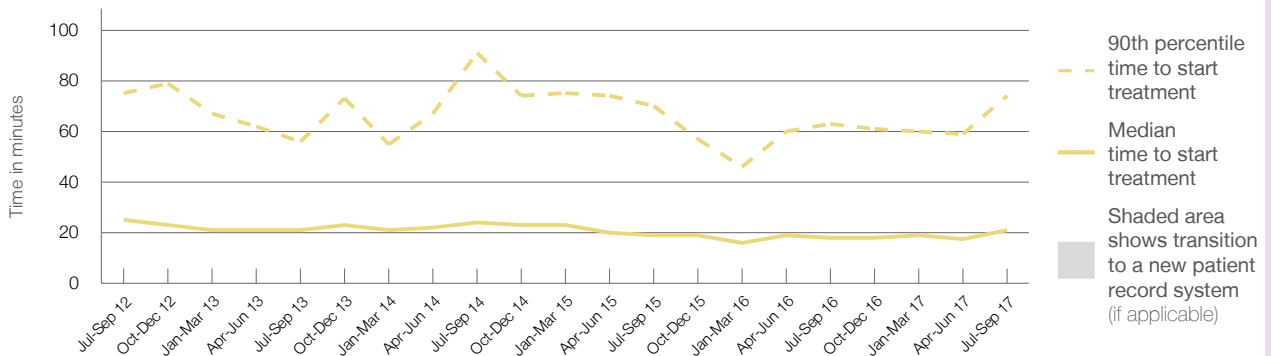
90th percentile time to start treatment⁵ 74 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,426	1,414
Median time to start treatment ⁴	18 minutes	23 minutes
90th percentile time to start treatment ⁵	63 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	25	21	24	19	18	21
90th percentile time to start treatment ⁵ (minutes)	75	56	91	70	63	74

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Bowral and District Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 2,310

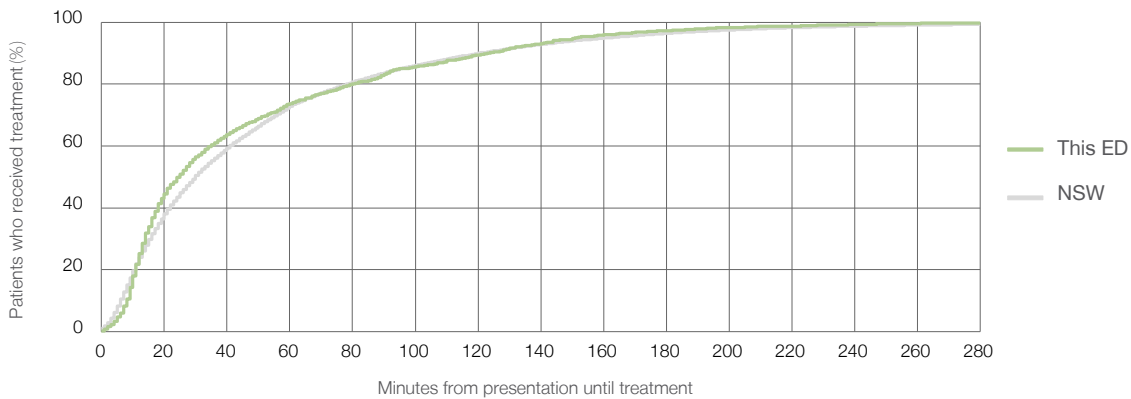
Number of triage 4 patients used to calculate waiting time:³ 2,191

Median time to start treatment⁴ 25 minutes

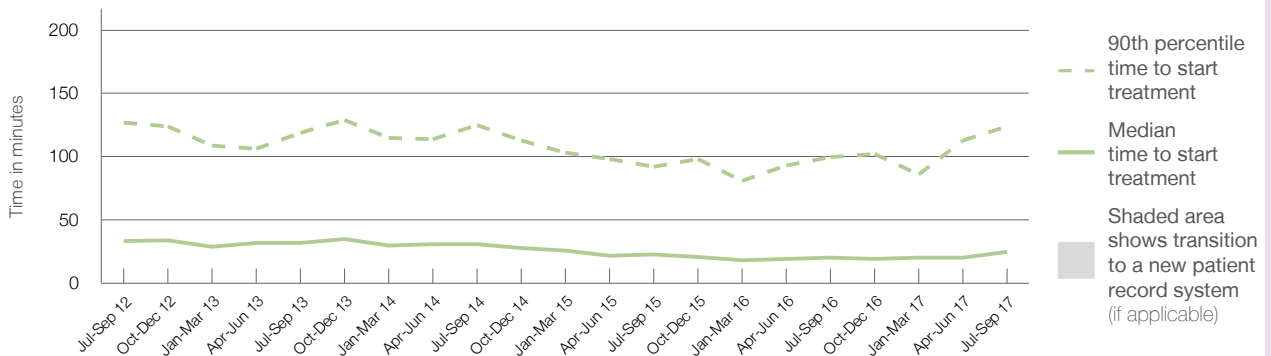
90th percentile time to start treatment⁵ 124 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,131	2,310
Number of triage 4 patients used to calculate waiting time ³	2,040	2,191
Median time to start treatment ⁴	20 minutes	30 minutes
90th percentile time to start treatment ⁵	100 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	34	32	31	23	20	25
90th percentile time to start treatment ⁵ (minutes)	127	119	125	92	100	124

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Bowral and District Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 652

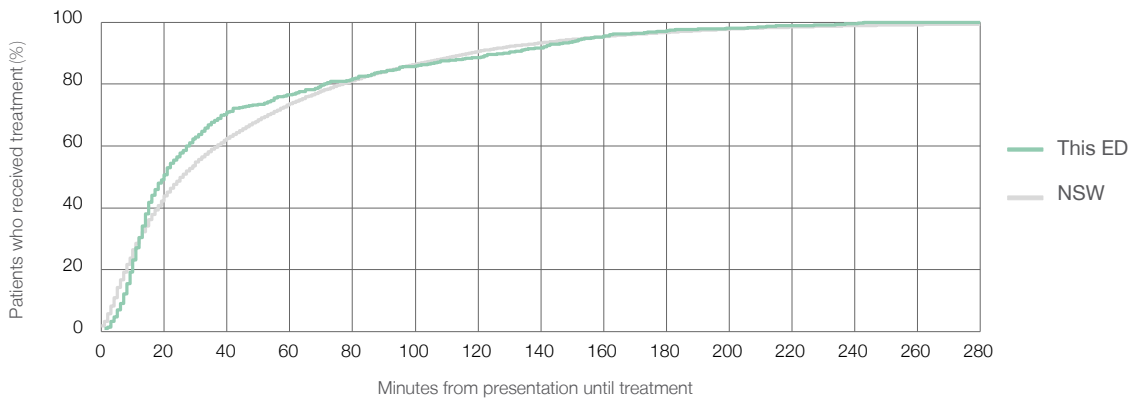
Number of triage 5 patients used to calculate waiting time:³ 589

Median time to start treatment⁴ 20 minutes

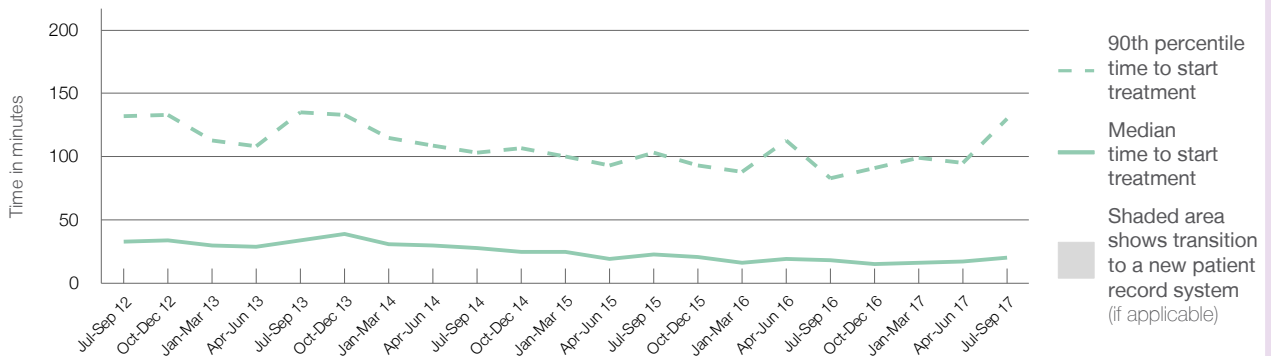
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
578	
525	
18 minutes	26 minutes
83 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	34	28	23	18	20
90th percentile time to start treatment ⁵ (minutes)	132	135	103	103	83	130

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Bowral and District Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 5,124 patients

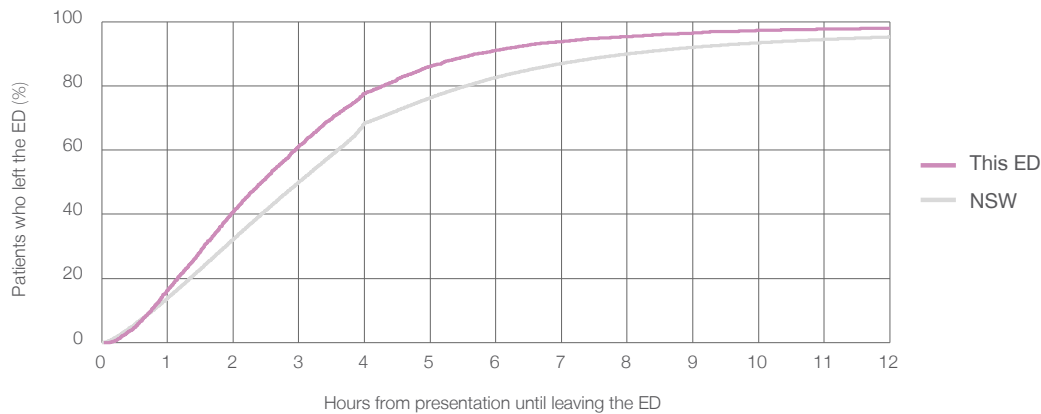
Presentations used to calculate time to leaving the ED:⁶ 5,124 patients

Median time spent in the ED⁸ 2 hours and 26 minutes

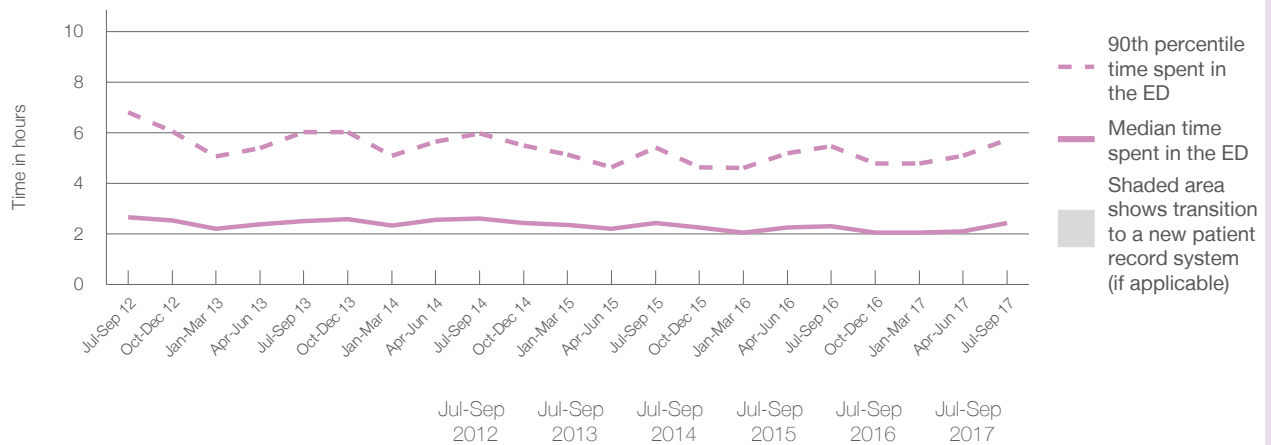
90th percentile time spent in the ED⁹ 5 hours and 43 minutes

Same period last year	NSW (this period)
4,555	4,555
2 hours and 19 minutes	3 hours and 0 minutes
5 hours and 29 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 40m	2h 31m	2h 37m	2h 27m	2h 19m	2h 26m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 49m	6h 2m	5h 59m	5h 26m	5h 29m	5h 43m

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Bowral and District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

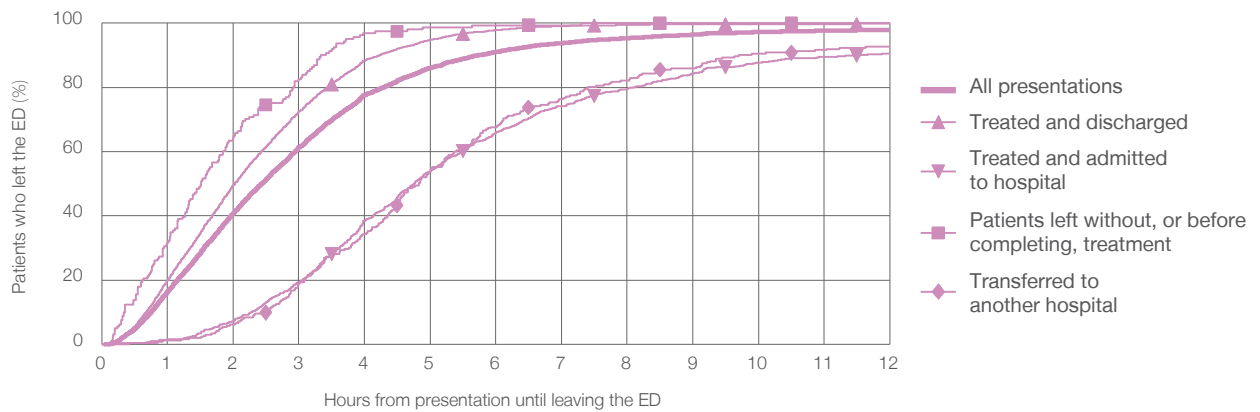
All presentations:¹ 5,124 patients

Presentations used to calculate time to leaving the ED:⁶ 5,124 patients

Treated and discharged	3,832 (74.8%)
Treated and admitted to hospital	851 (16.6%)
Patient left without, or before completing, treatment	161 (3.1%)
Transferred to another hospital	263 (5.1%)
Other	17 (0.3%)

Same period last year	Change since one year ago
4,555	12.5%
3,372	13.6%
826	3.0%
116	38.8%
221	19.0%
20	-15.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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

Treated and discharged	20.0%	49.6%	72.5%	88.3%	97.8%	99.5%	99.7%	99.8%
Treated and admitted to hospital	1.4%	7.2%	19.3%	38.5%	65.9%	79.6%	87.8%	90.6%
Patient left without, or before completing, treatment	31.7%	64.6%	82.6%	96.9%	99.4%	100%	100%	100%
Transferred to another hospital	1.1%	6.1%	19.0%	34.2%	67.7%	82.1%	90.5%	92.8%
All presentations	16.4%	40.9%	61.3%	77.6%	91.0%	95.3%	97.2%	98.0%

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Bowral and District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 5,124 patients

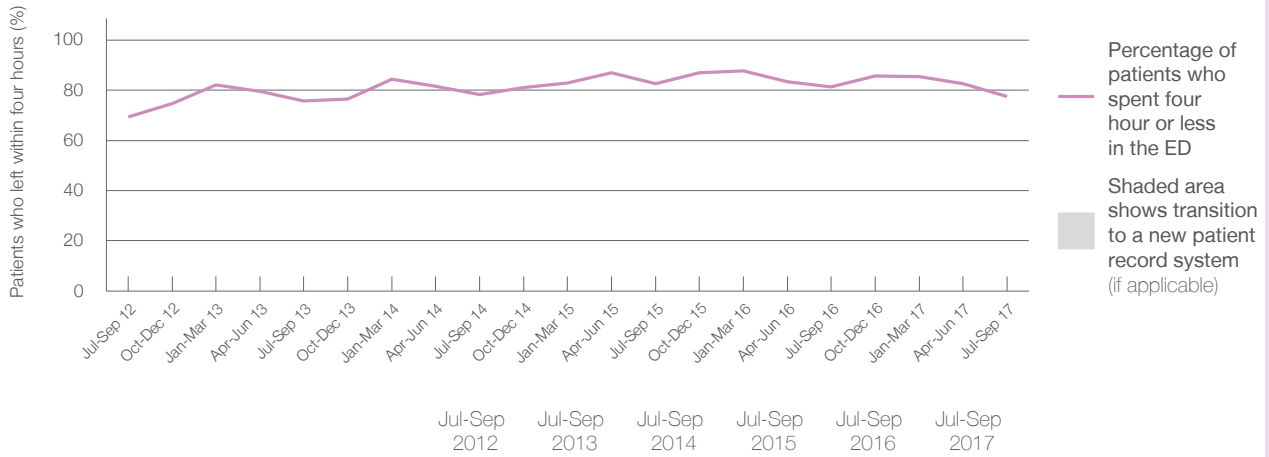
Presentations used to calculate time to leaving the ED:⁶ 5,124 patients

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	4,555	12.5%
Presentations used to calculate time to leaving the ED	4,555	12.5%
Percentage of patients who spent four hours or less in the ED	81.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	69.3%	75.8%	78.4%	82.6%	81.3%	77.6%

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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, July to September 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 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).